



# National Rail Passenger Survey

## Virgin Trains 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)

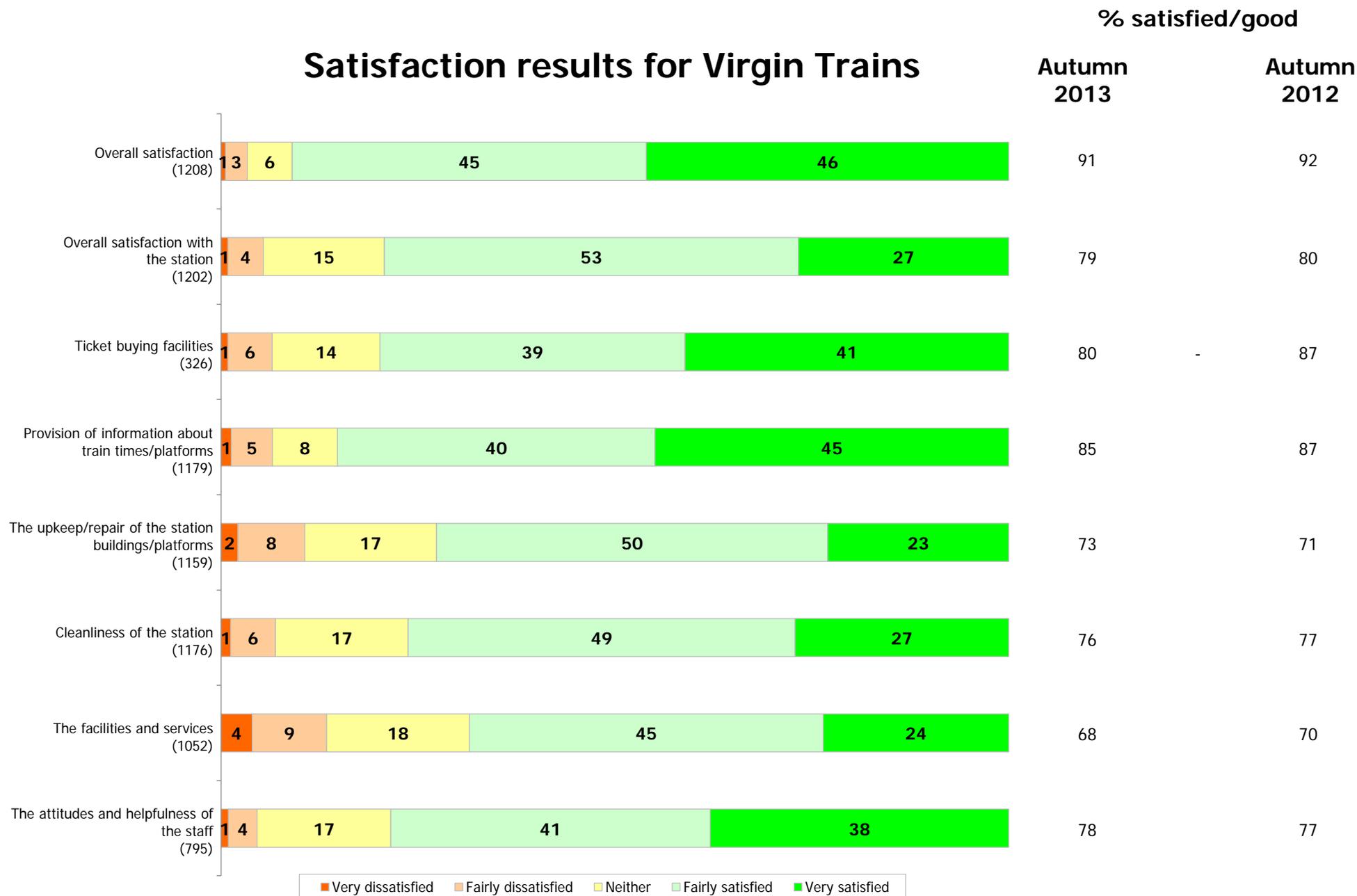
The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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.

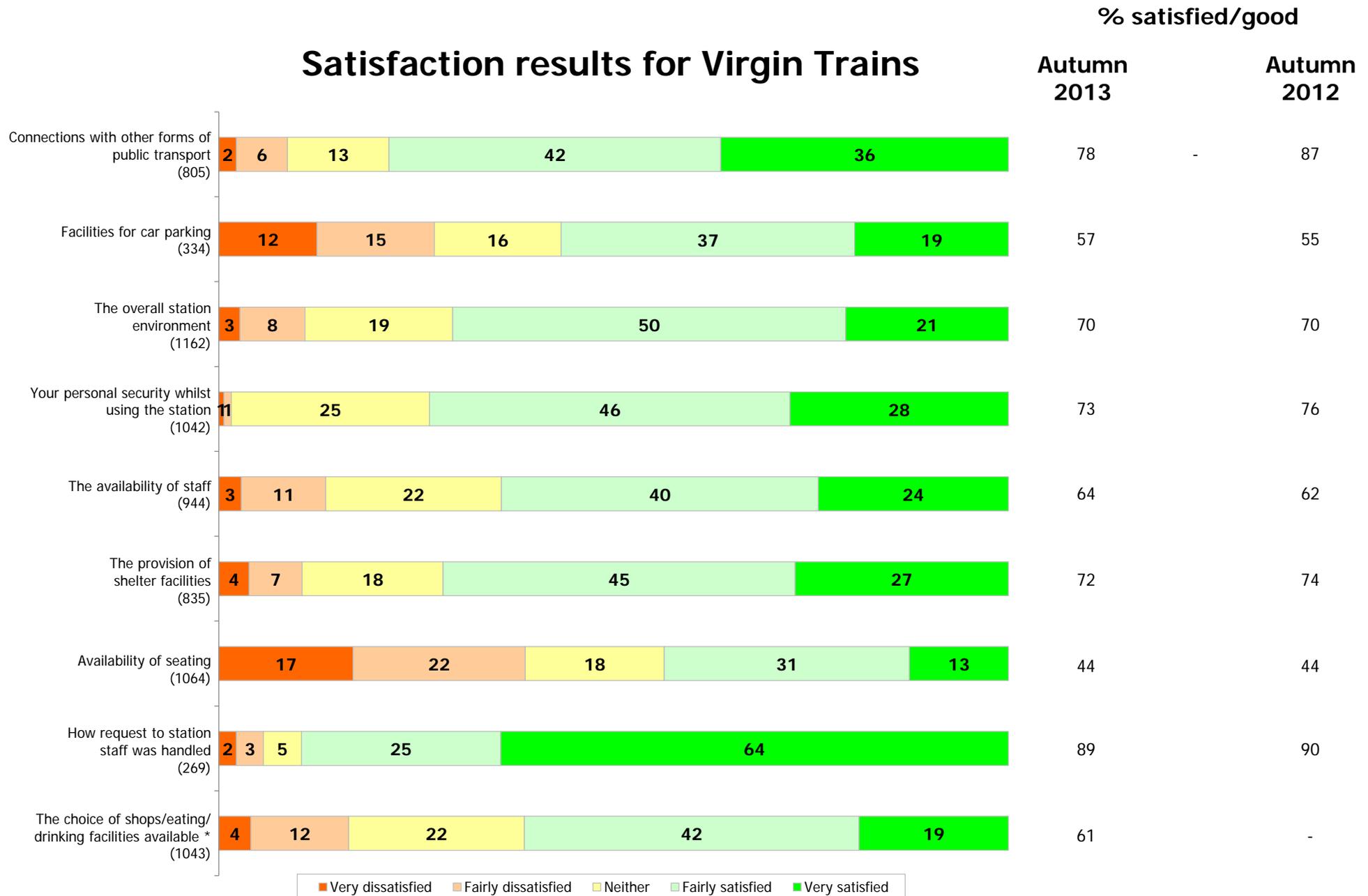
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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.

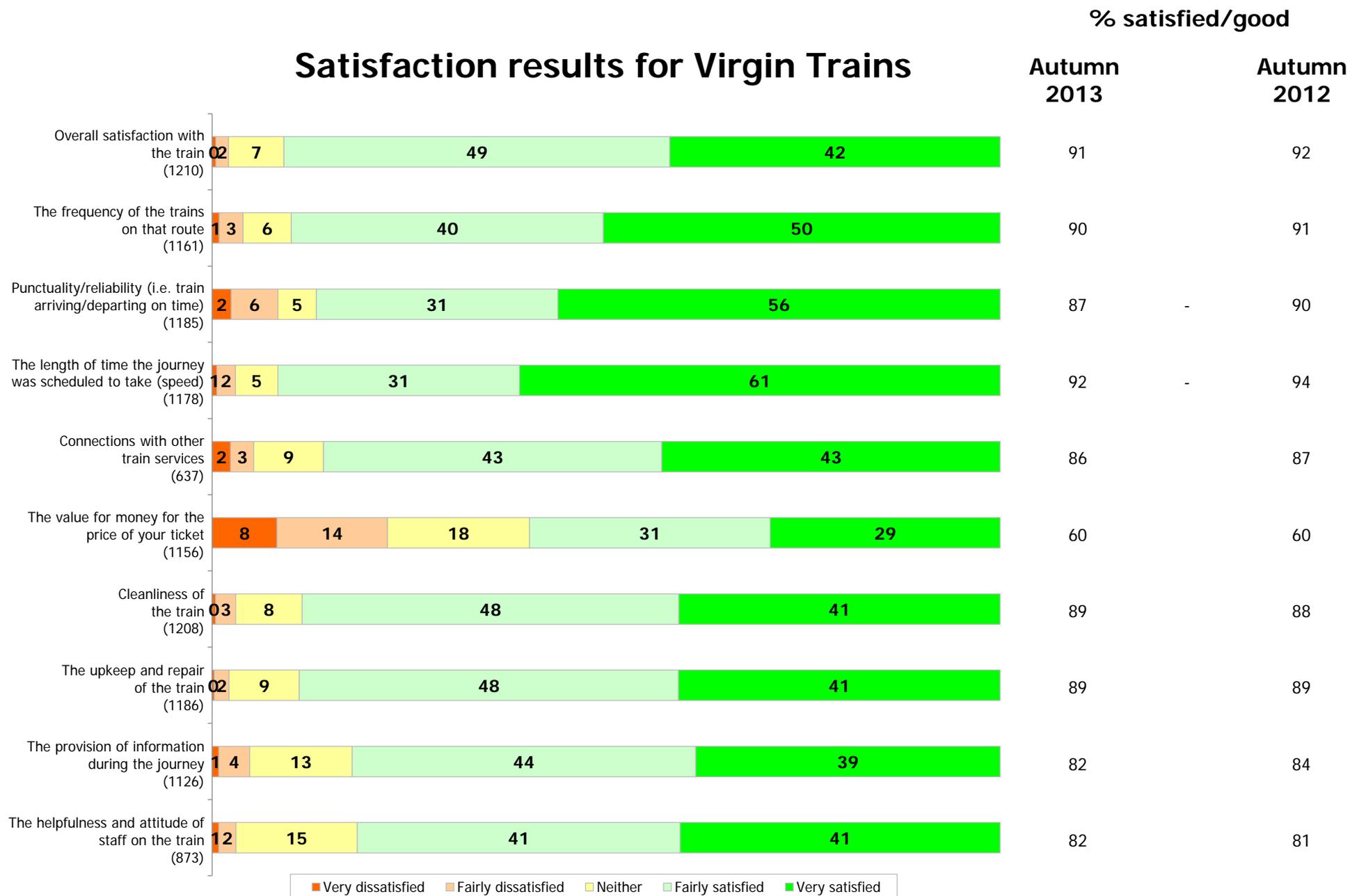
## Satisfaction results for Virgin Trains

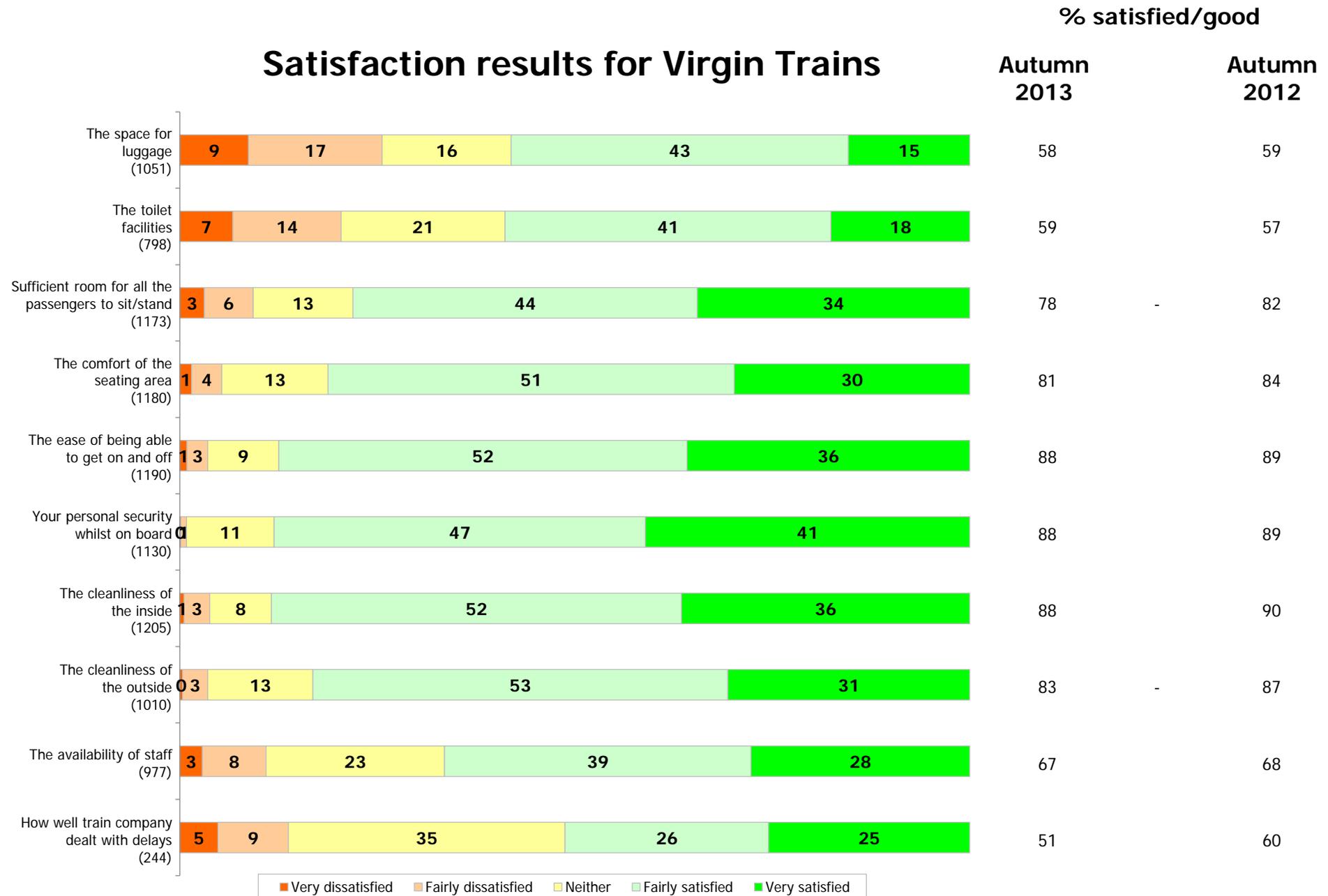


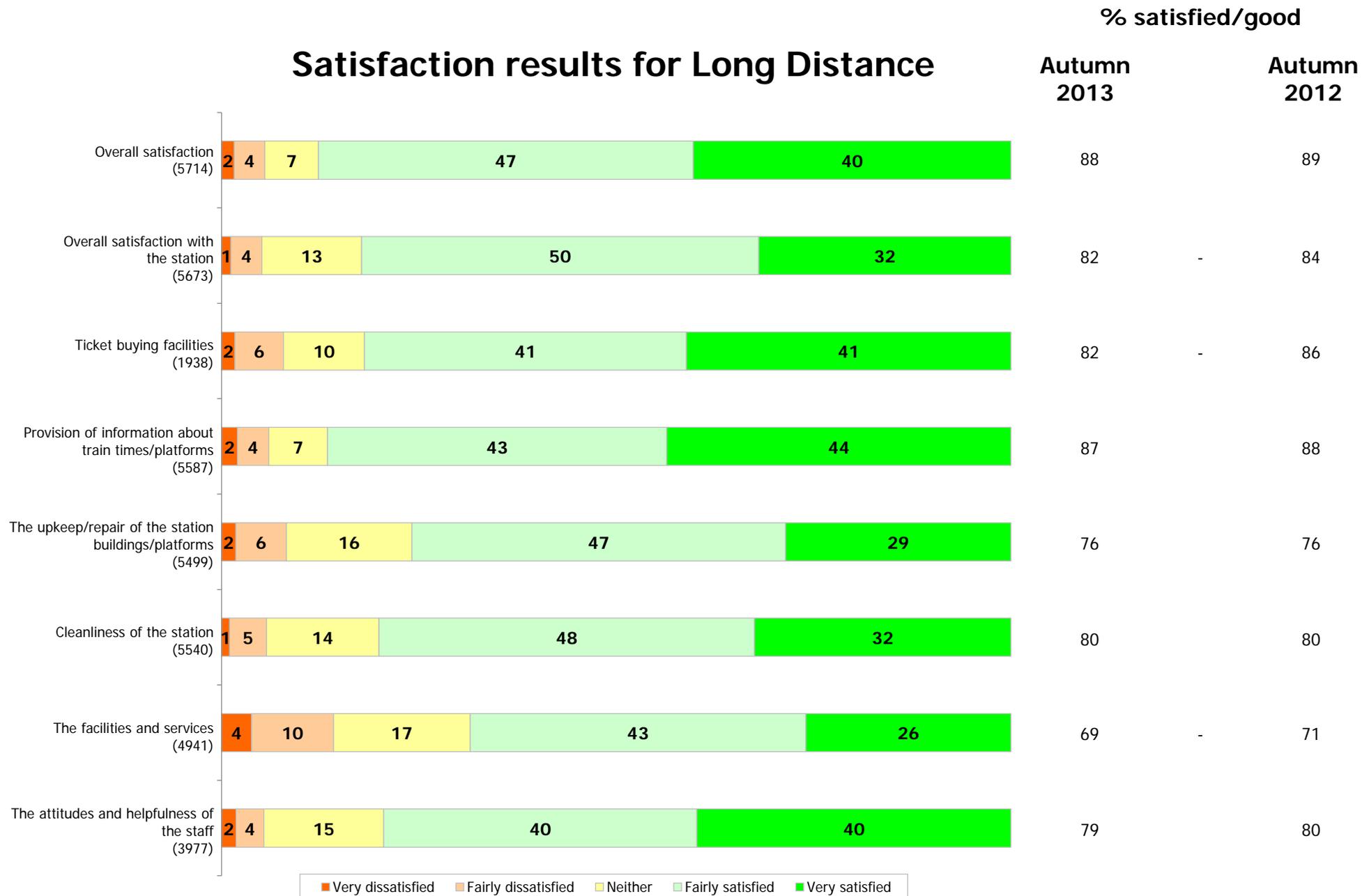
## Satisfaction results for Virgin Trains



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

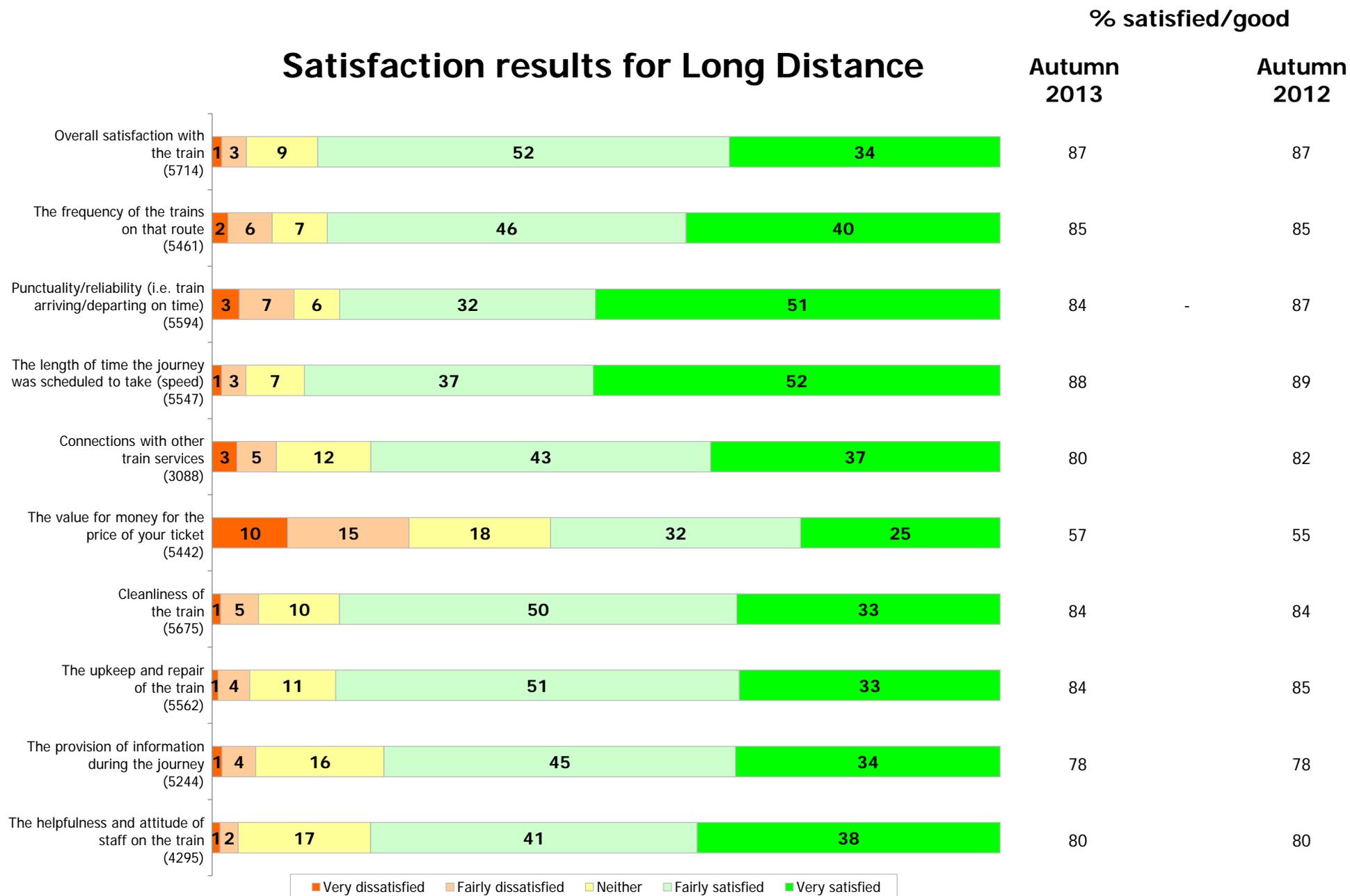








\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012





## Virgin Trains versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction	91	88	104%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	79	82	96%
Ticket buying facilities	80	82	97%
Provision of information about train times/platforms	85	87	98%
The upkeep/repair of the station buildings/platforms	73	76	96%
Cleanliness	76	80	95%
The facilities and services	68	69	100%
The attitudes and helpfulness of the staff	78	79	99%
Connections with other forms of public transport	78	77	102%
Facilities for car parking	57	60	94%
Overall environment	70	75	94%
Your personal security whilst using the station	73	75	97%
The availability of staff	64	68	94%
The provision of shelter facilities	72	75	96%
Availability of seating	44	51	85%
How request to station staff was handled	89	89	100%
The choice of shops/eating/drinking facilities available	61	59	103%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	91	87	105%
The frequency of the trains on that route	90	85	105%
Punctuality/reliability (i.e. the train arriving/departing on time)	87	84	104%
The length of time the journey was scheduled to take (speed)	92	88	104%
Connections with other train services	86	80	108%
The value for money of the price of your ticket	60	57	105%
Cleanliness of the train	89	84	106%
Upkeep and repair of the train	89	84	105%
The provision of information during the journey	82	78	105%
The helpfulness and attitude of staff on train	82	80	102%
The space for luggage	58	57	102%
The toilet facilities	59	52	113%
Sufficient room for all passengers to sit/stand	78	71	110%
The comfort of the seating area	81	79	103%
The ease of being able to get on and off	88	83	106%
Your personal security on board	88	85	103%
The cleanliness of the inside	88	84	105%
The cleanliness of the outside	83	80	104%
The availability of staff	67	66	101%
How well train company deals with delays	51	50	103%

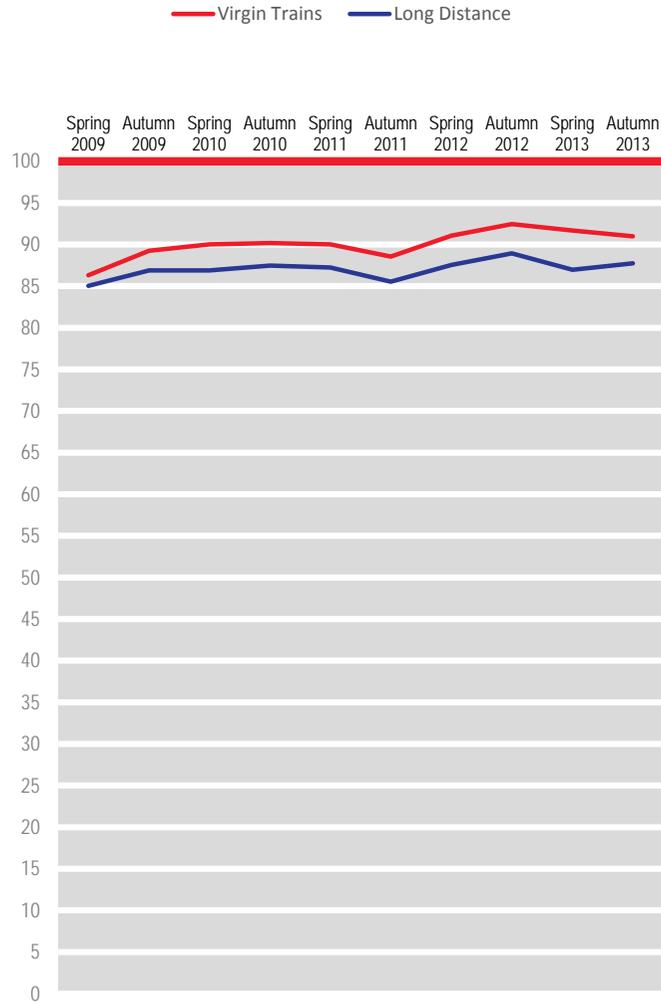
## Building block/route data for Virgin Trains

	Birmingham to Scotland	London to Liverpool	London to Manchester	London to North Wales	London to Scotland	London to Wolverhampton
Overall satisfaction	83	98	92	97	92	89
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	76	88	79	75	86	76
Ticket buying facilities	86	83	84	68	83	76
Provision of information about train times/platforms	82	93	86	82	91	82
The upkeep/repair of the station buildings/platforms	70	83	75	66	83	67
Cleanliness	81	85	78	71	81	71
The facilities and services	75	70	72	65	72	63
The attitudes and helpfulness of the staff	86	76	80	81	80	74
Connections with other forms of public transport	76	92	79	84	81	74
Facilities for car parking	61	39	55	50	66	58
Overall environment	73	77	73	65	80	64
Your personal security whilst using the station	75	76	73	74	80	70
The availability of staff	73	60	70	65	65	57
The provision of shelter facilities	72	69	73	61	78	71
Availability of seating	49	44	44	34	56	39
How request to station staff was handled	91	89	90	84	85	91
The choice of shops/eating/drinking facilities available	62	71	68	64	62	53
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	86	96	93	92	93	89
The frequency of the trains on that route	83	90	93	93	88	90
Punctuality/reliability (i.e. the train arriving/departing on time)	79	97	89	91	83	85
The length of time the journey was scheduled to take (speed)	87	95	94	95	92	89
Connections with other train services	78	87	89	92	81	87
The value for money of the price of your ticket	56	60	59	46	62	63
Cleanliness of the train	92	93	87	90	92	87
Upkeep and repair of the train	92	92	88	90	93	86
The provision of information during the journey	85	87	83	80	86	79
The helpfulness and attitude of staff on train	86	85	86	82	83	74
The space for luggage	48	53	69	40	58	57
The toilet facilities	65	58	55	57	69	56
Sufficient room for all passengers to sit/stand	83	84	86	75	83	69
The comfort of the seating area	79	84	84	82	87	77
The ease of being able to get on and off	88	91	93	81	91	82
Your personal security on board	90	92	92	86	93	82
The cleanliness of the inside	90	92	89	87	91	86
The cleanliness of the outside	87	80	88	79	86	79
The availability of staff	77	72	72	66	71	54
How well train company deals with delays	50	40	59	31	54	49

# Percentage satisfied with aspects of station where boarded

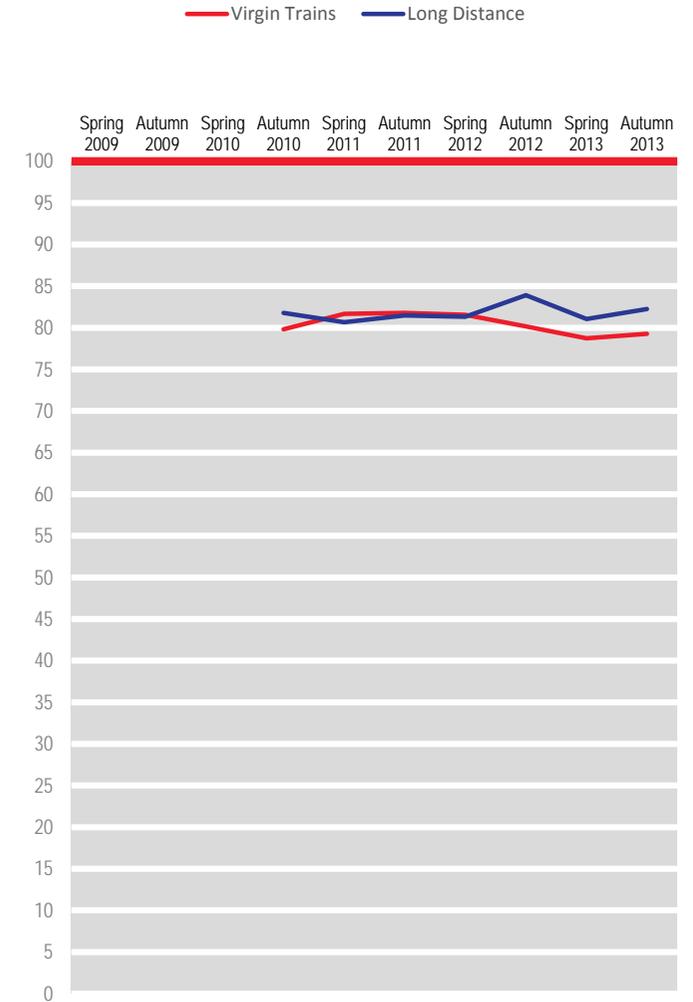
## Overall satisfaction

(1208)  
Percentage of passengers satisfied 2009 to 2013



## Overall station satisfaction

(1202)  
Percentage of passengers satisfied 2009 to 2013

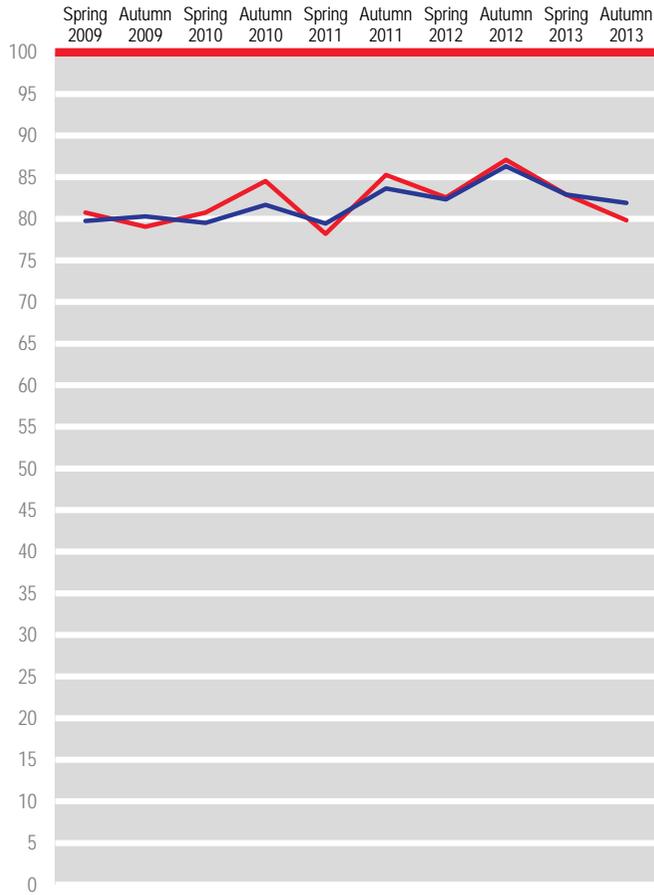


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

(326)  
Percentage of passengers satisfied 2009 to 2013

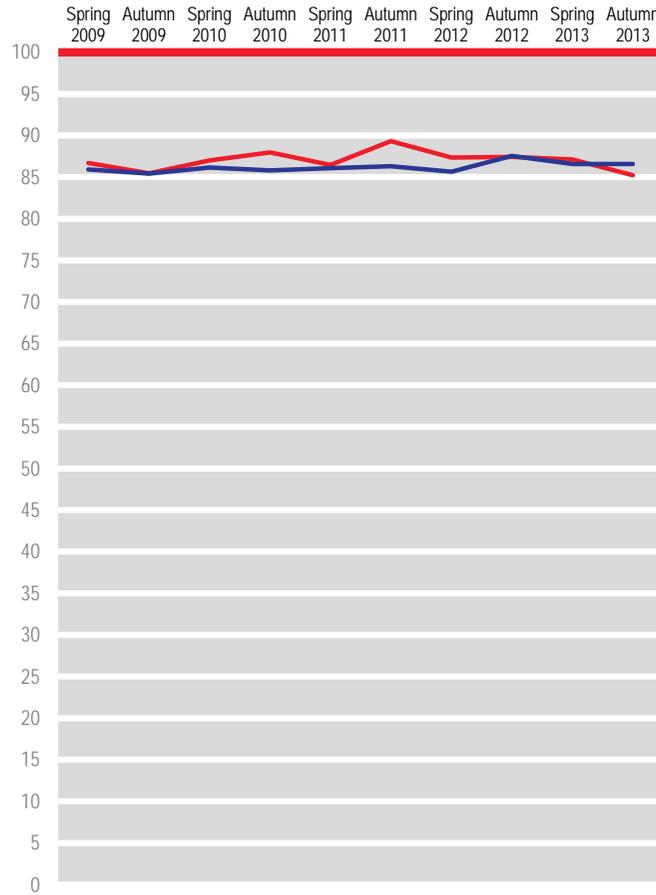
— Virgin Trains — Long Distance



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

(1179)  
Percentage of passengers satisfied 2009 to 2013

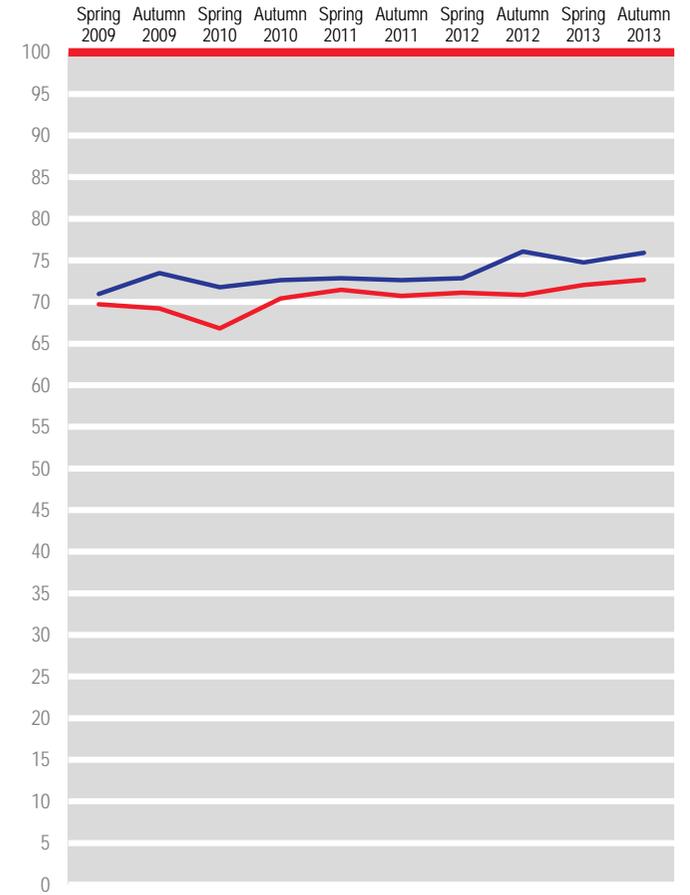
— Virgin Trains — Long Distance



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

(1159)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

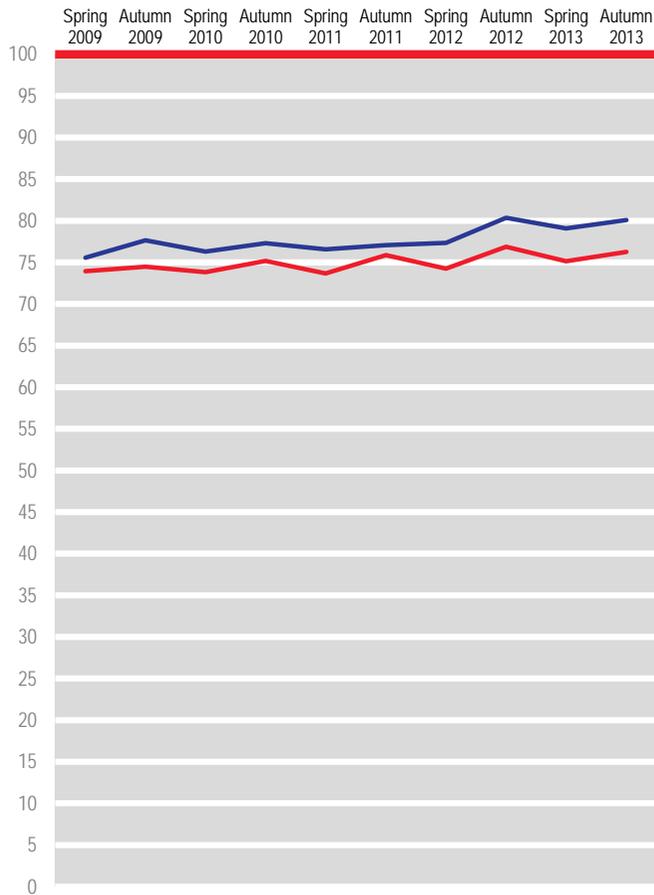


N.B. Benchmarks and targets are only shown for applicable factors

**Cleanliness of the station**

(1176)  
Percentage of passengers satisfied 2009 to 2013

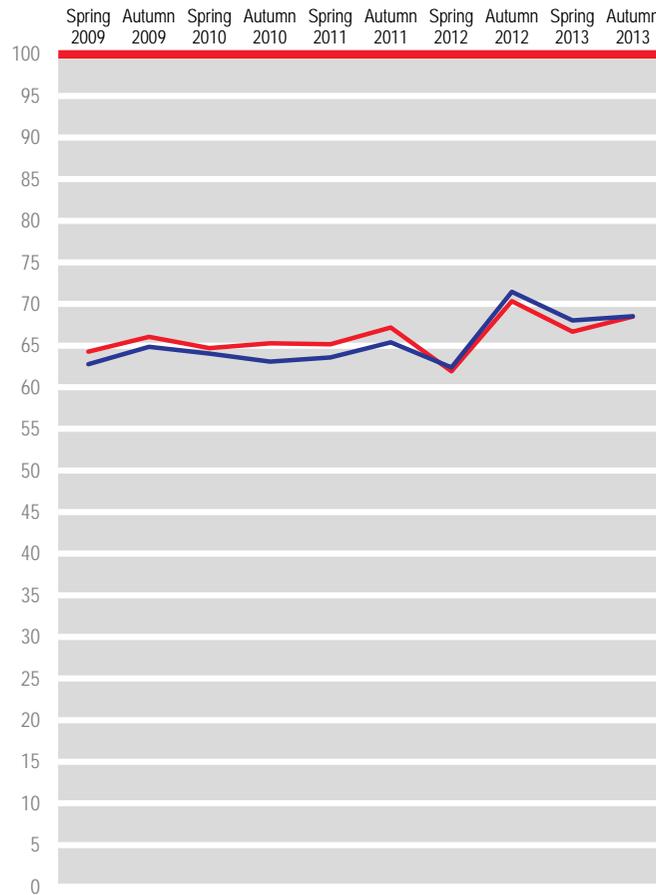
— Virgin Trains — Long Distance



**The facilities and services at the station**

(1052)  
Percentage of passengers satisfied 2009 to 2013

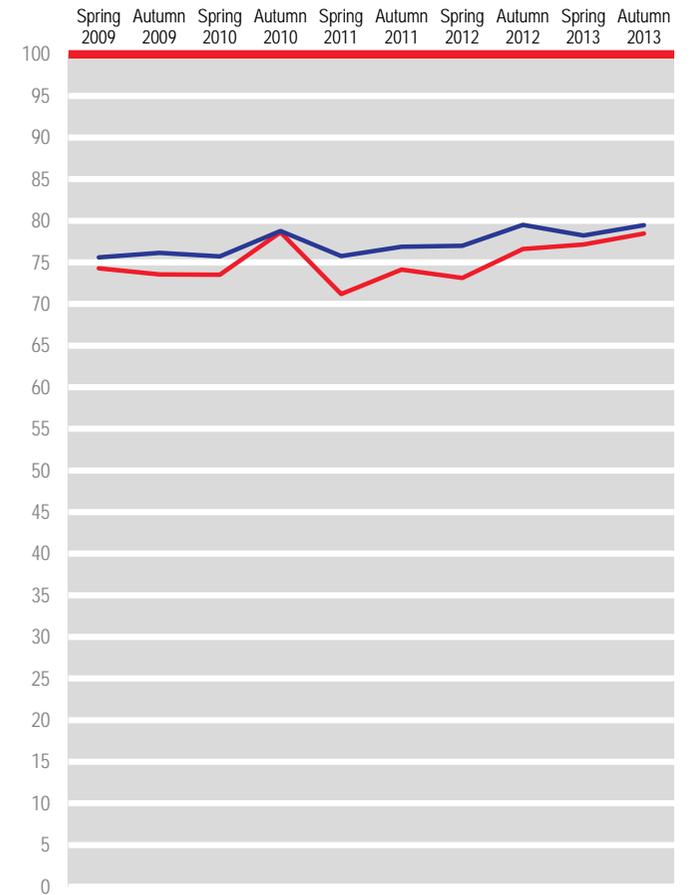
— Virgin Trains — Long Distance



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

(795)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

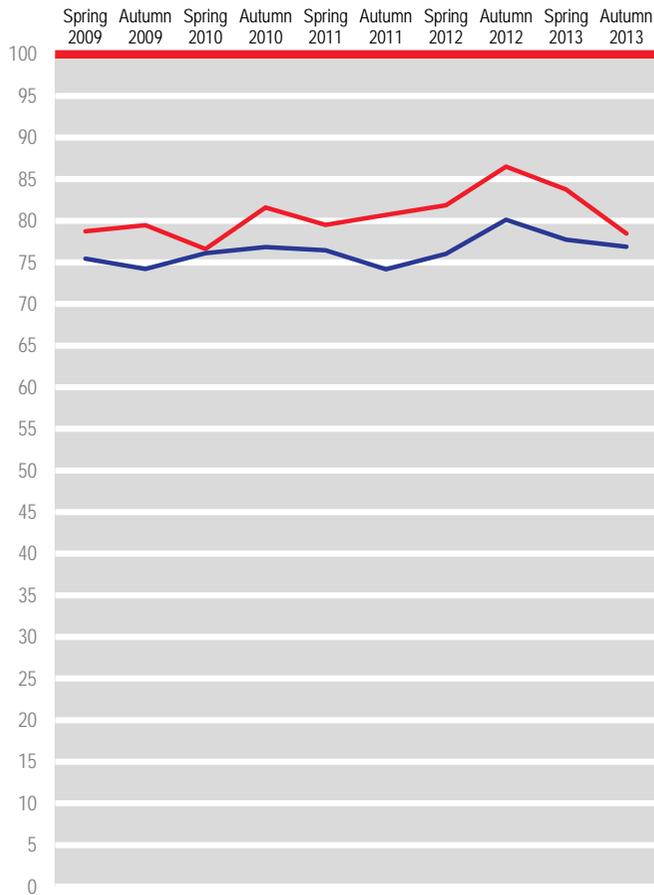


N.B. Benchmarks and targets are only shown for applicable factors

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

(805)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance



## Facilities for car parking at the station

(334)  
Percentage of passengers satisfied 2009 to 2013

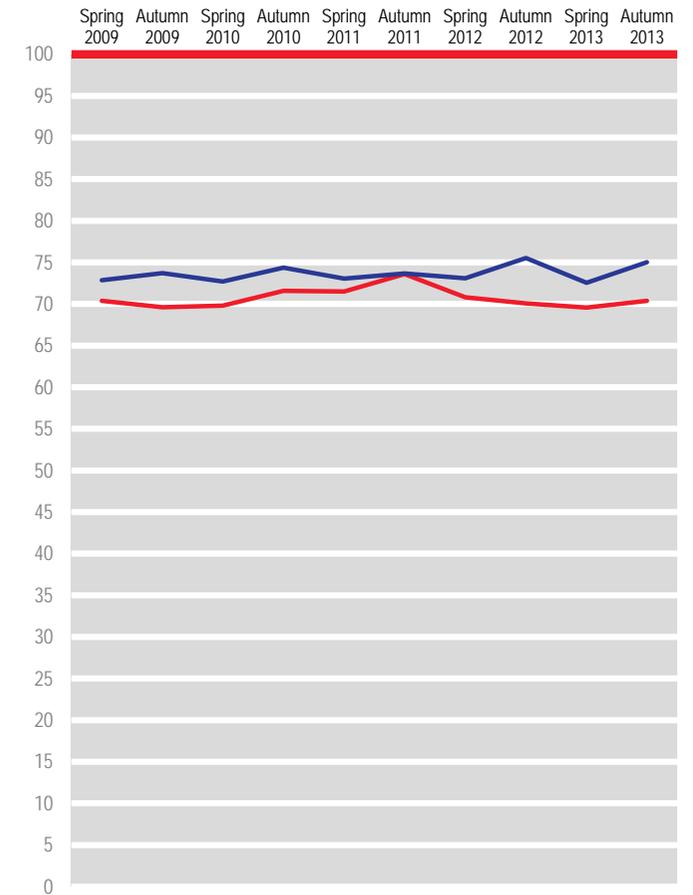
— Virgin Trains — Long Distance



## Overall station environment

(1162)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance



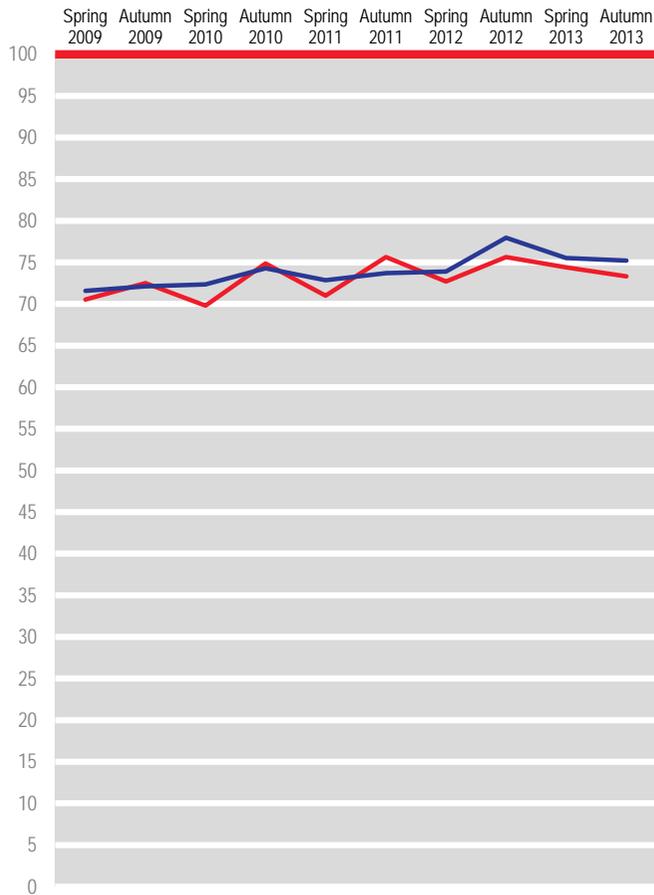
N.B. Benchmarks and targets are only shown for applicable factors

**Your personal security whilst using the station**

(1042)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

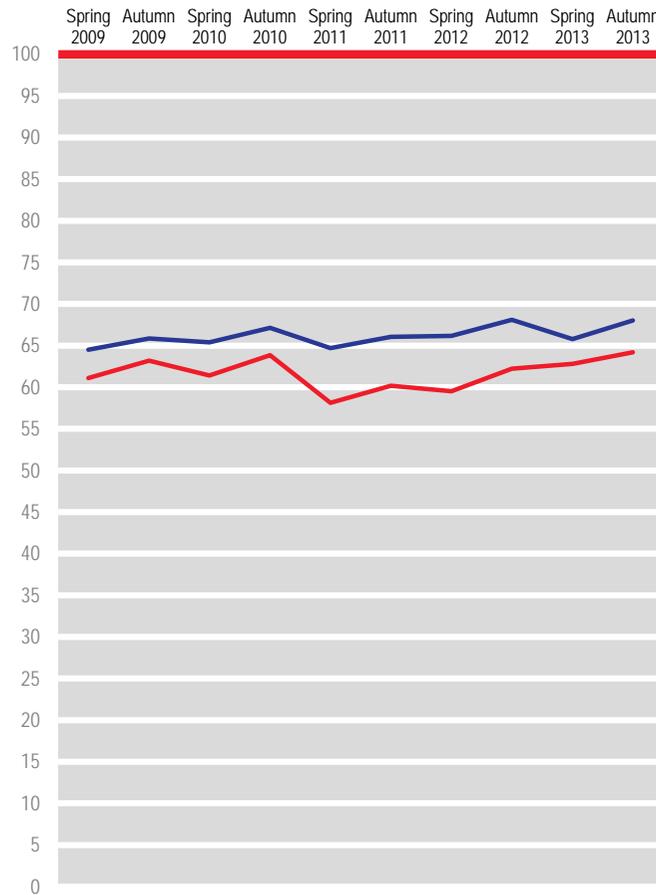


**The availability of staff at the station**

(944)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

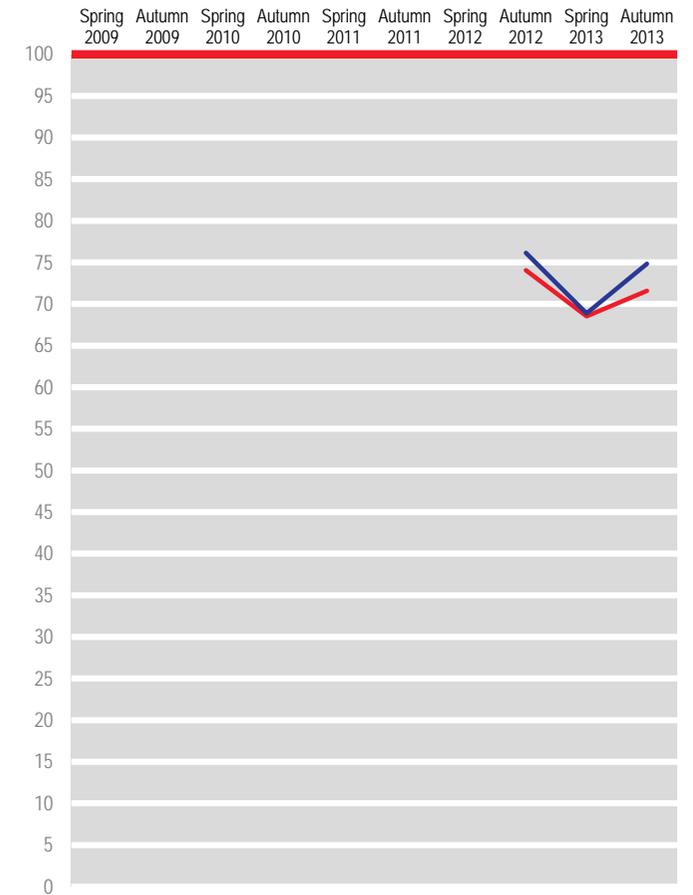


**The provision of shelter facilities**

(835)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

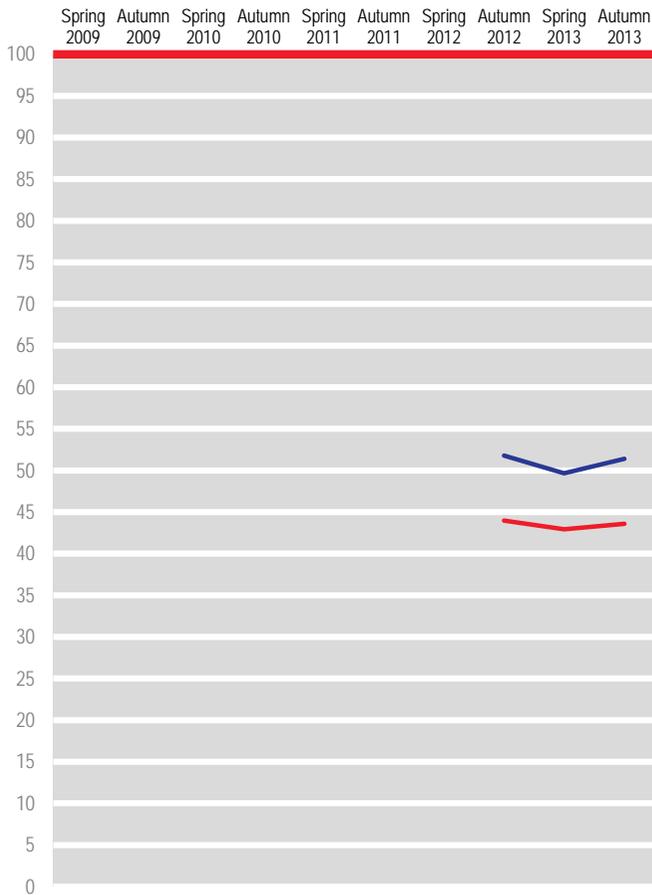


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

(1064)  
Percentage of passengers satisfied 2009 to 2013

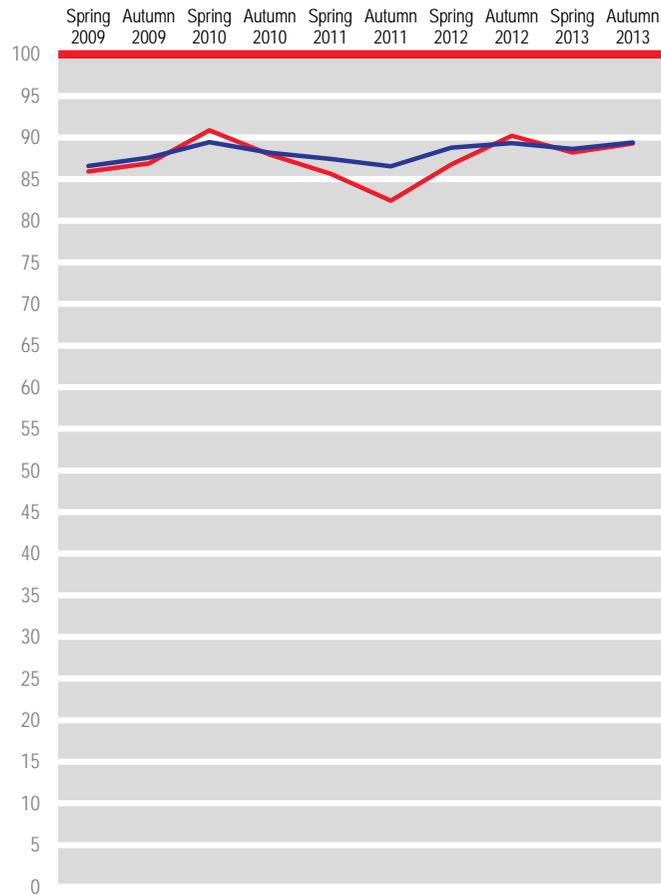
— Virgin Trains — Long Distance



**How request to station staff was handled**

(269)  
Percentage of passengers satisfied 2009 to 2013

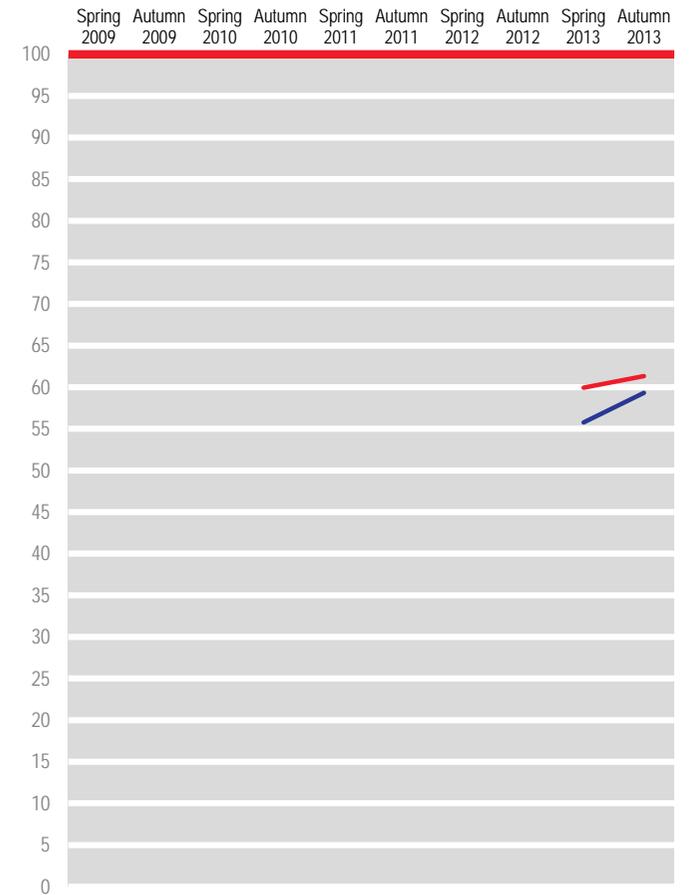
— Virgin Trains — Long Distance



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

(1043)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

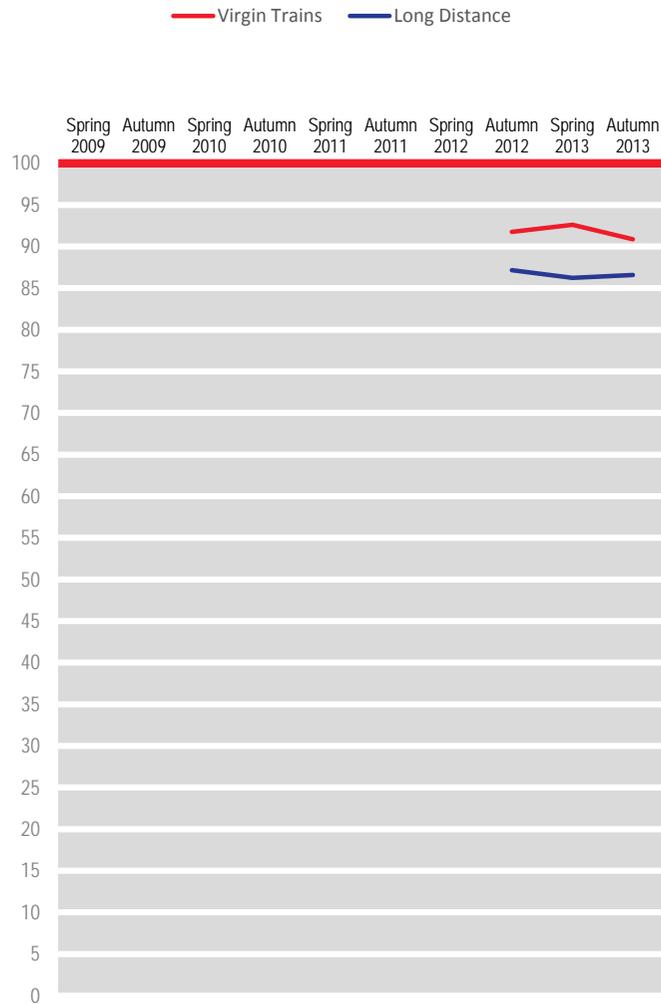


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfied with aspects of the train

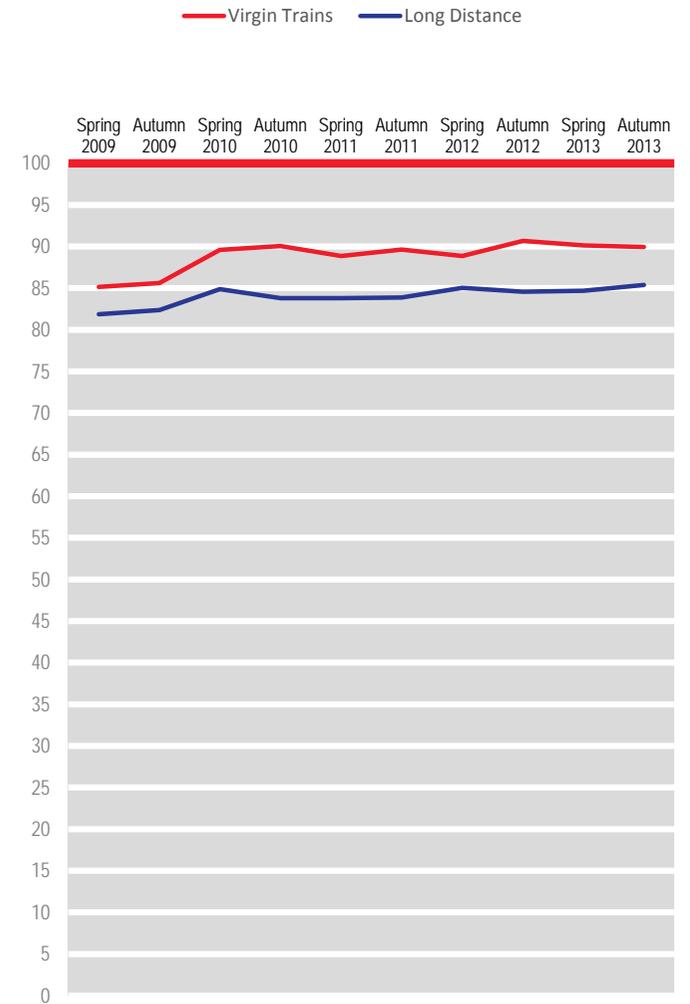
## Overall satisfaction with the train

(1210)  
Percentage of passengers satisfied 2009 to 2013



## The frequency of trains on that route

(1161)  
Percentage of passengers satisfied 2009 to 2013



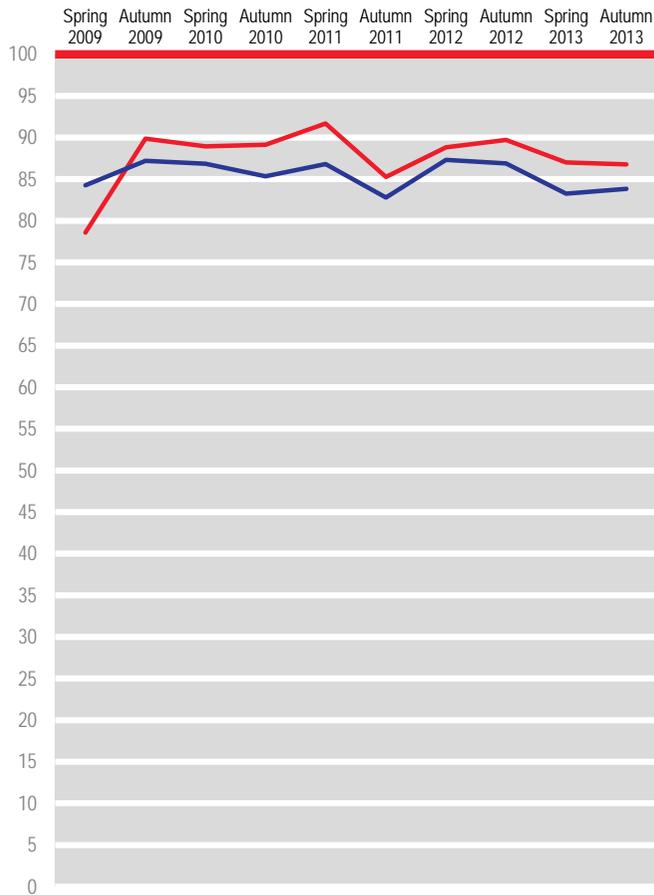
N.B. Benchmarks and targets are only shown for applicable factors

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

(1185)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

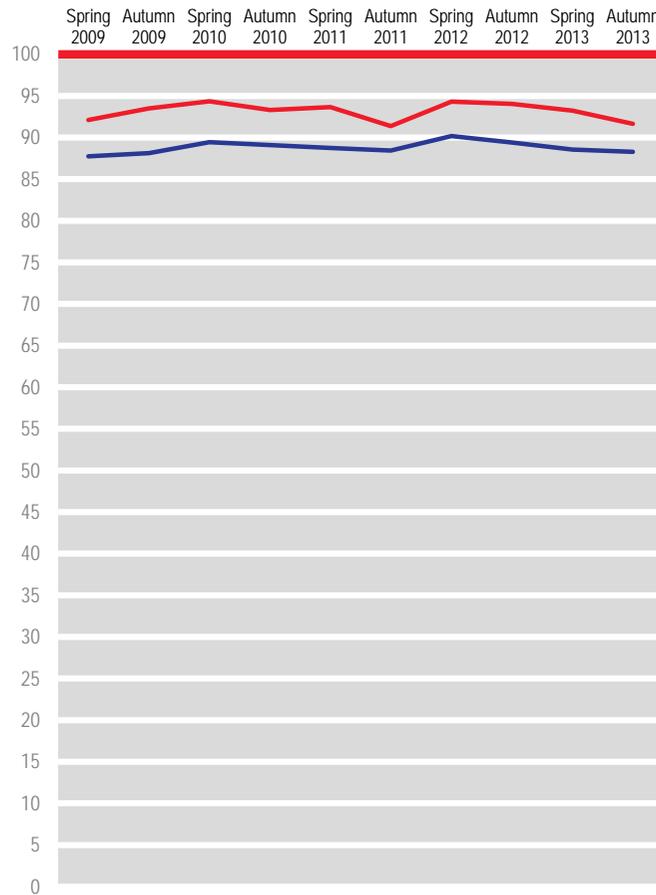


## The length of time the journey was scheduled to take (speed)

(1178)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

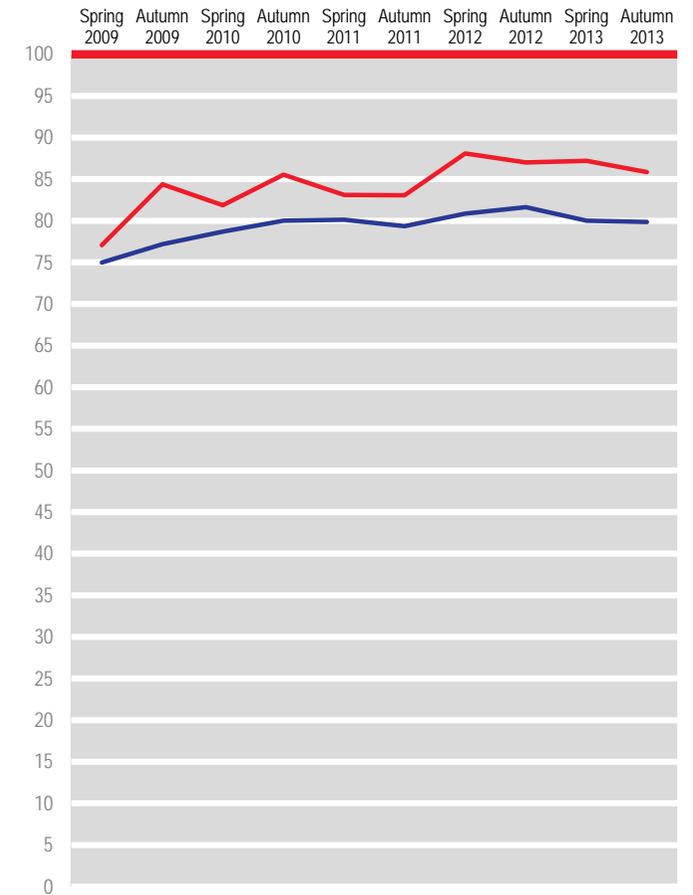


## Connections with other train services

(637)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

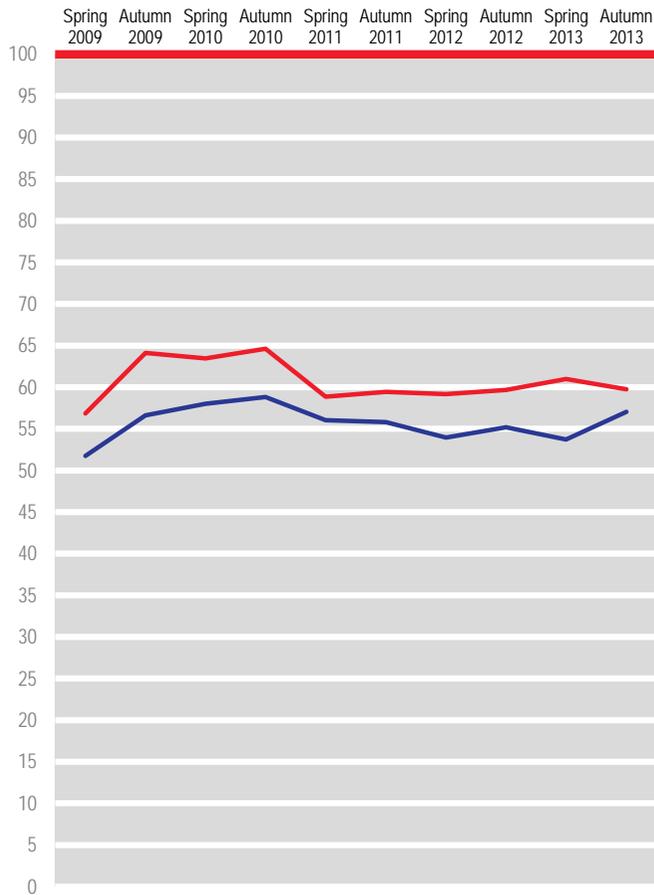


N.B. Benchmarks and targets are only shown for applicable factors

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

**(1156)**  
Percentage of passengers satisfied 2009 to 2013

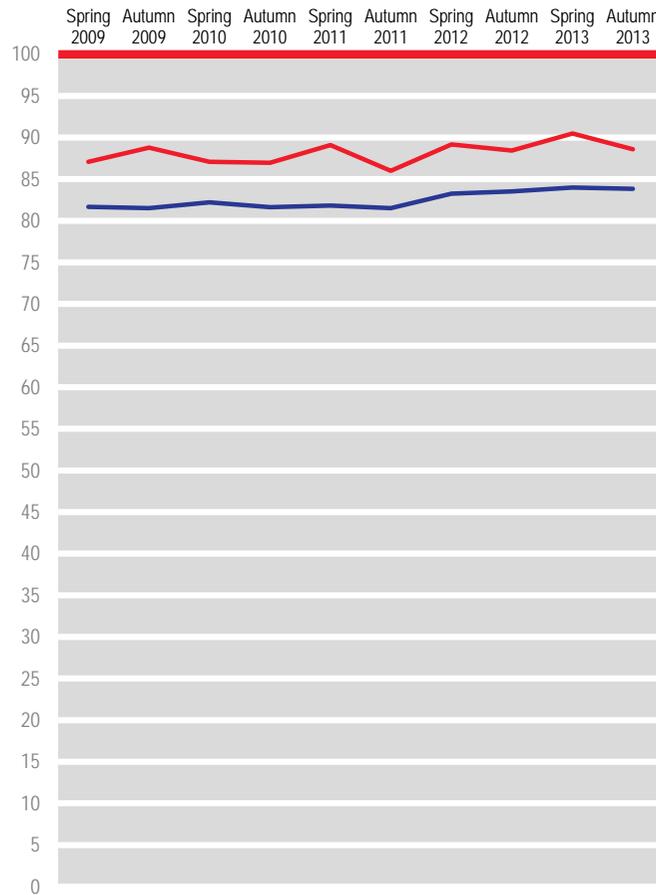
— Virgin Trains — Long Distance



**Cleanliness of the train**

**(1208)**  
Percentage of passengers satisfied 2009 to 2013

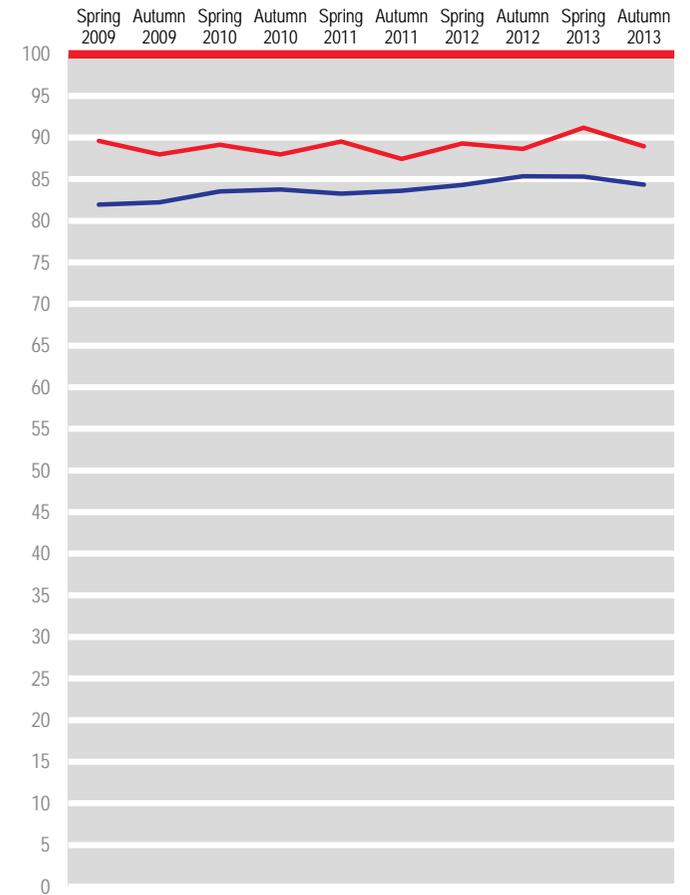
— Virgin Trains — Long Distance



**Upkeep and repair of the train**

**(1186)**  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

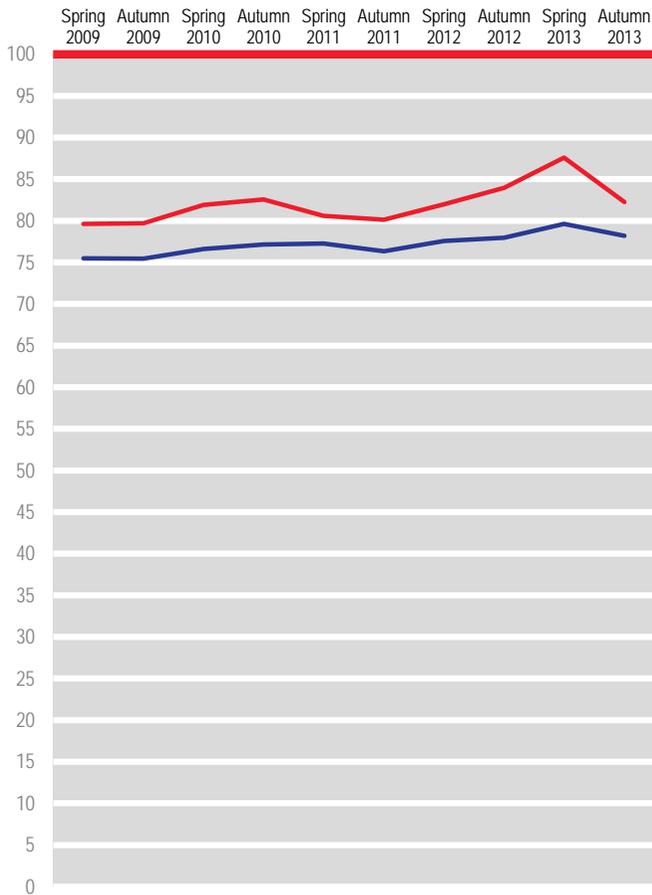


N.B. Benchmarks and targets are only shown for applicable factors

## The provision of information during the journey (1126)

Percentage of passengers satisfied 2009 to 2013

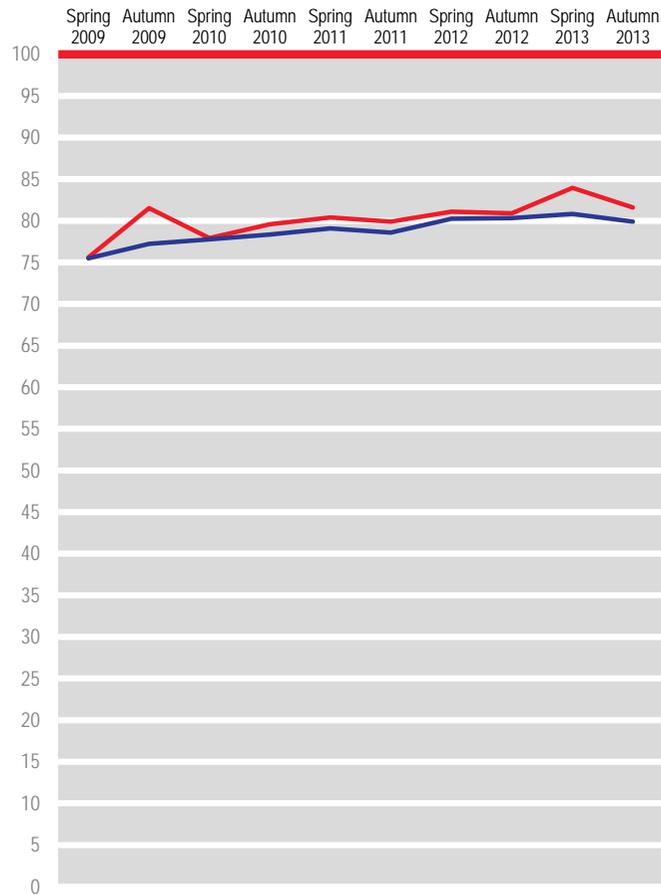
— Virgin Trains — Long Distance



## The helpfulness and attitude of staff on the train (873)

Percentage of passengers satisfied 2009 to 2013

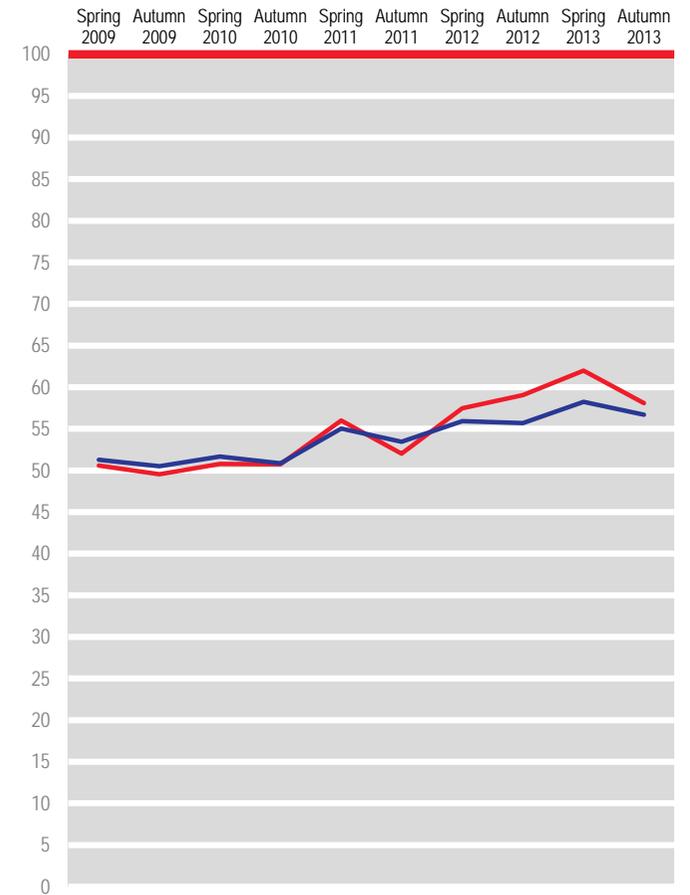
— Virgin Trains — Long Distance



## The space for luggage (1051)

Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

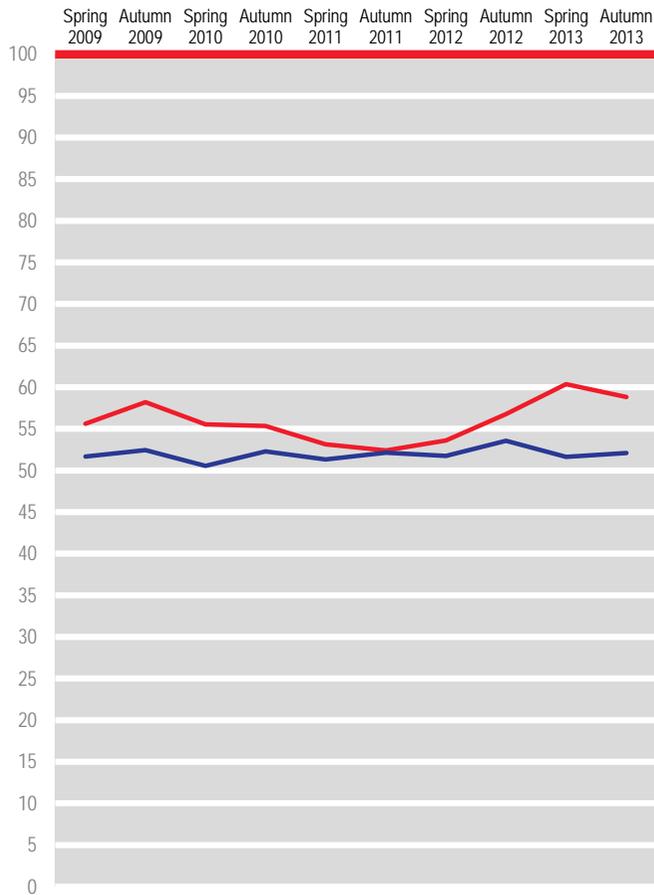


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train**

**(798)**  
Percentage of passengers satisfied 2009 to 2013

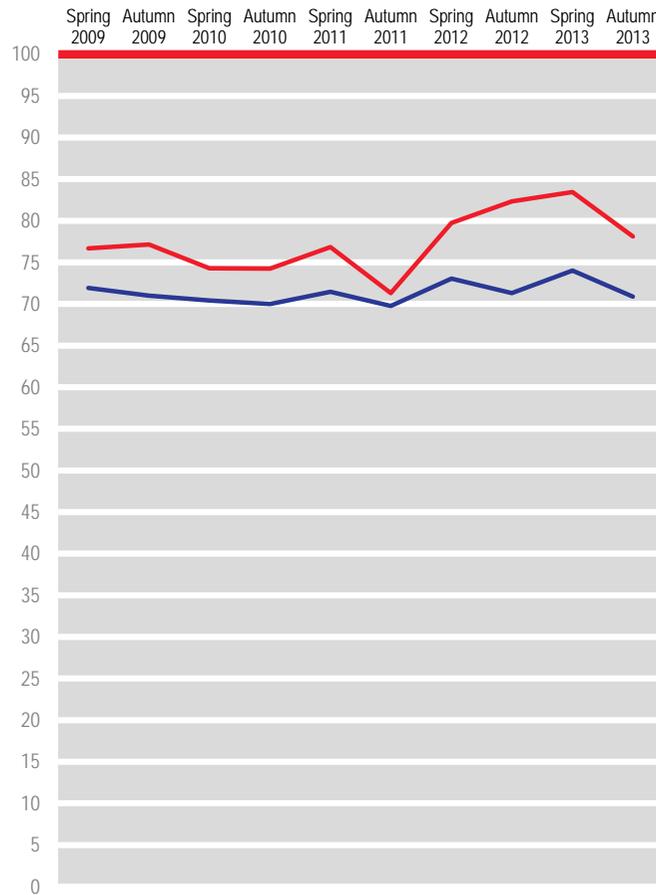
— Virgin Trains — Long Distance



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

**(1173)**  
Percentage of passengers satisfied 2009 to 2013

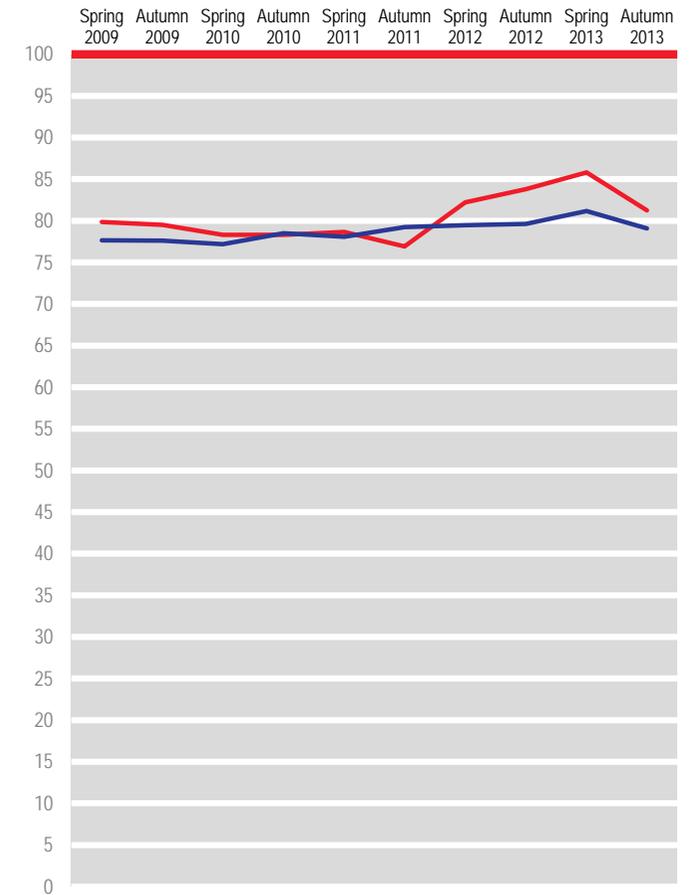
— Virgin Trains — Long Distance



**The comfort of the seating area**

**(1180)**  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

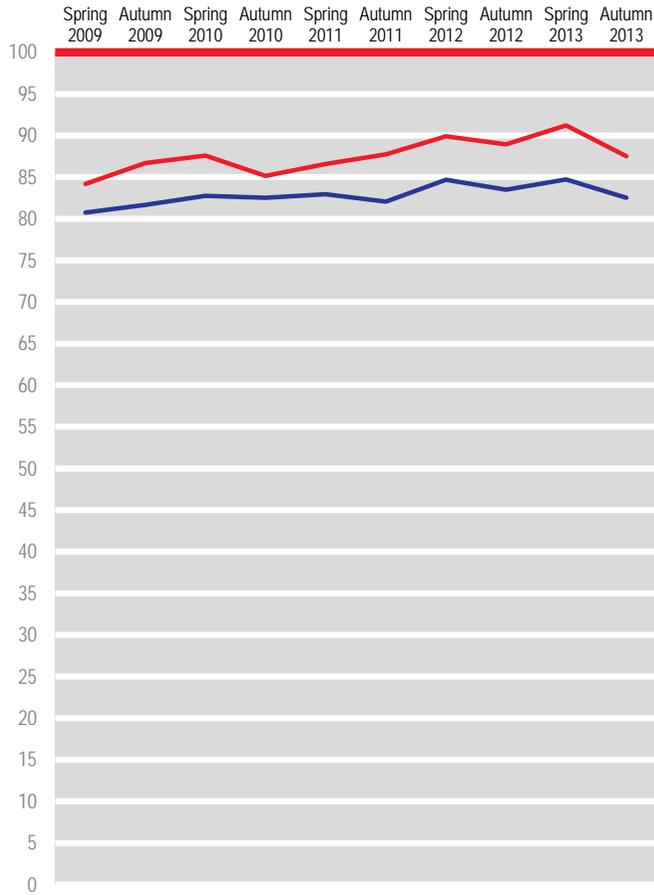


N.B. Benchmarks and targets are only shown for applicable factors

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

(1190)  
Percentage of passengers satisfied 2009 to 2013

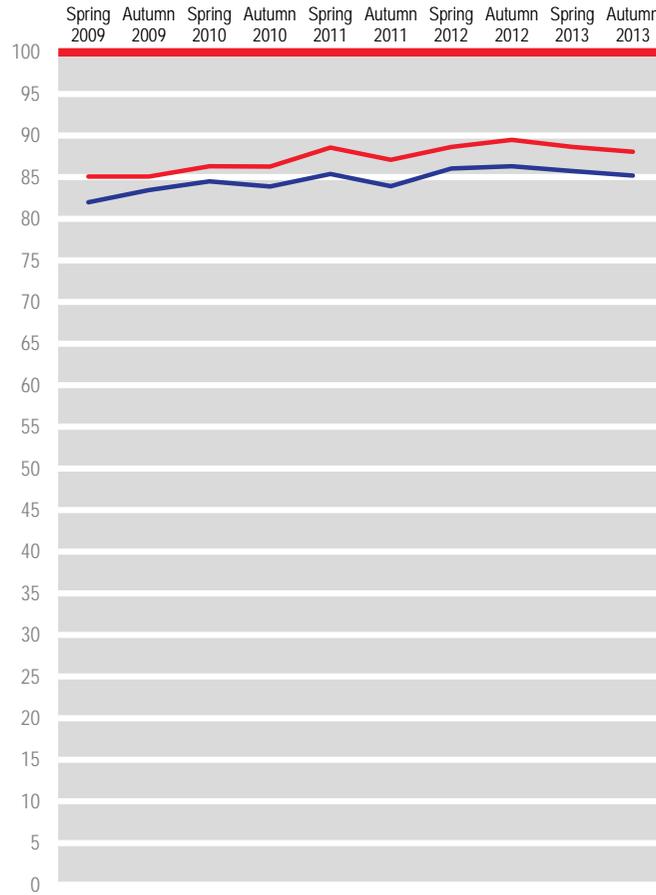
— Virgin Trains — Long Distance



## Your personal security whilst on board

(1130)  
Percentage of passengers satisfied 2009 to 2013

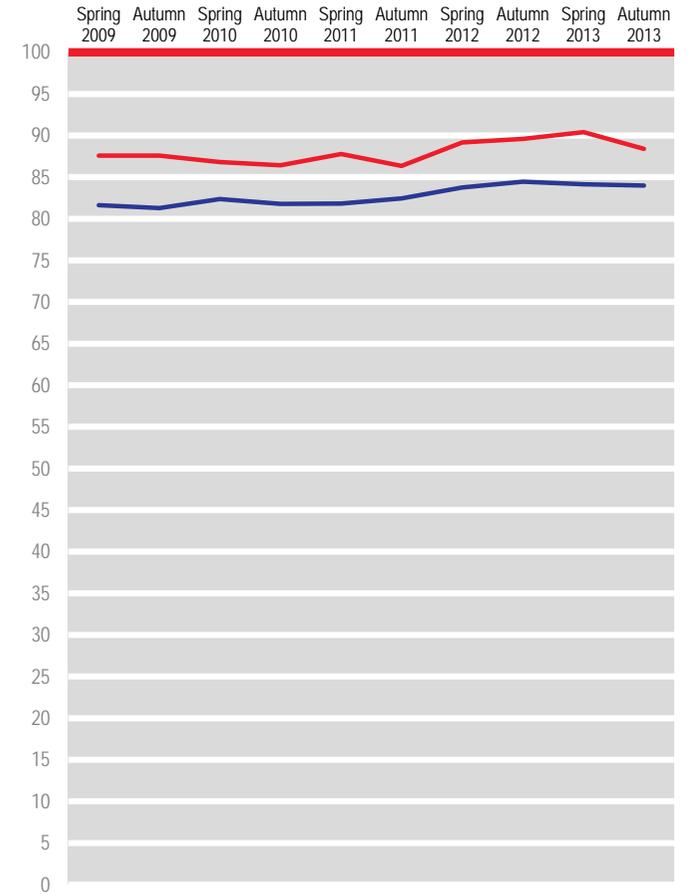
— Virgin Trains — Long Distance



## The cleanliness of the inside of the train

(1205)  
Percentage of passengers satisfied 2009 to 2013

— Virgin Trains — Long Distance

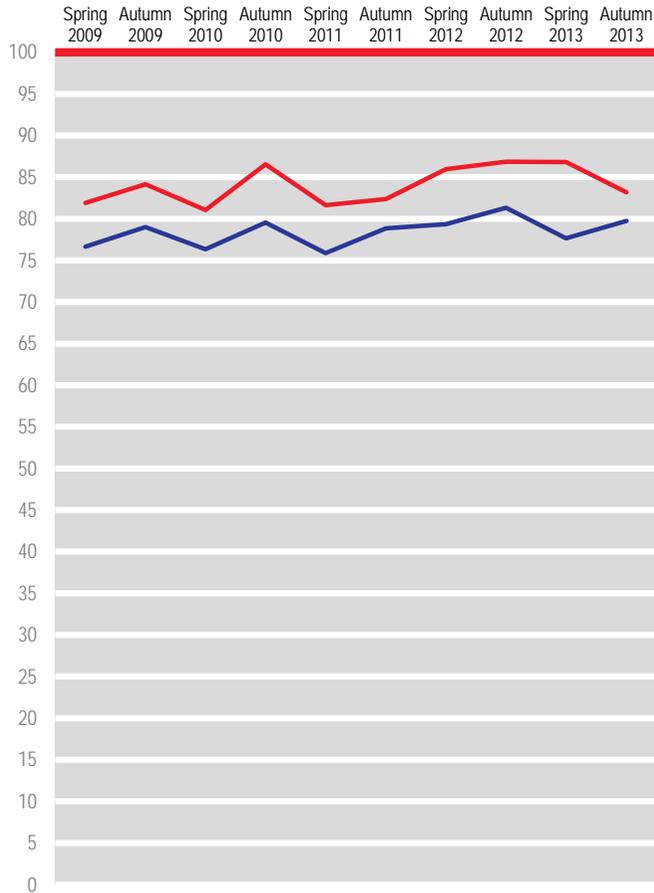


N.B. Benchmarks and targets are only shown for applicable factors

## The cleanliness of the outside of the train (1010)

Percentage of passengers satisfied 2009 to 2013

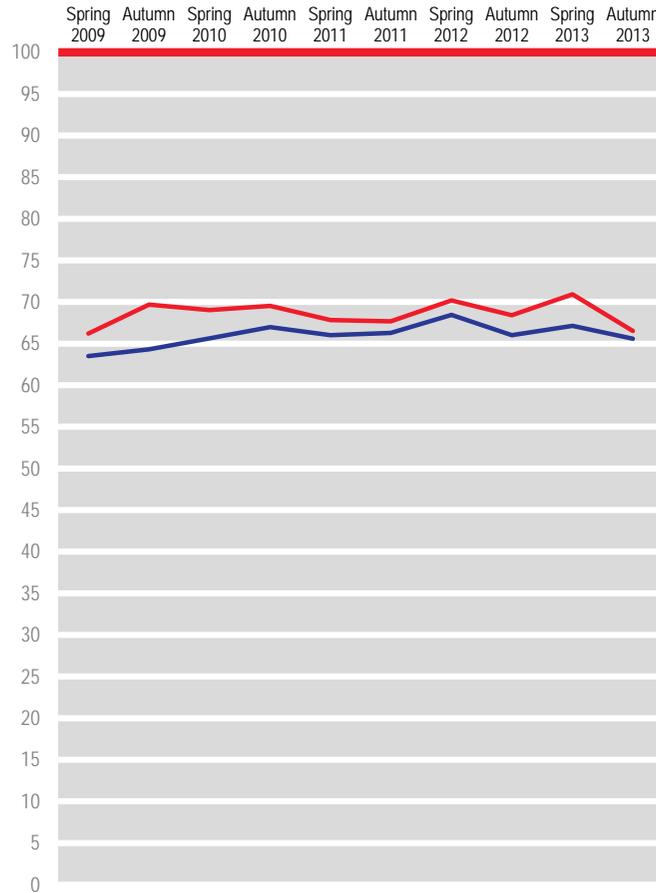
— Virgin Trains — Long Distance



## The availability of staff on the train (977)

Percentage of passengers satisfied 2009 to 2013

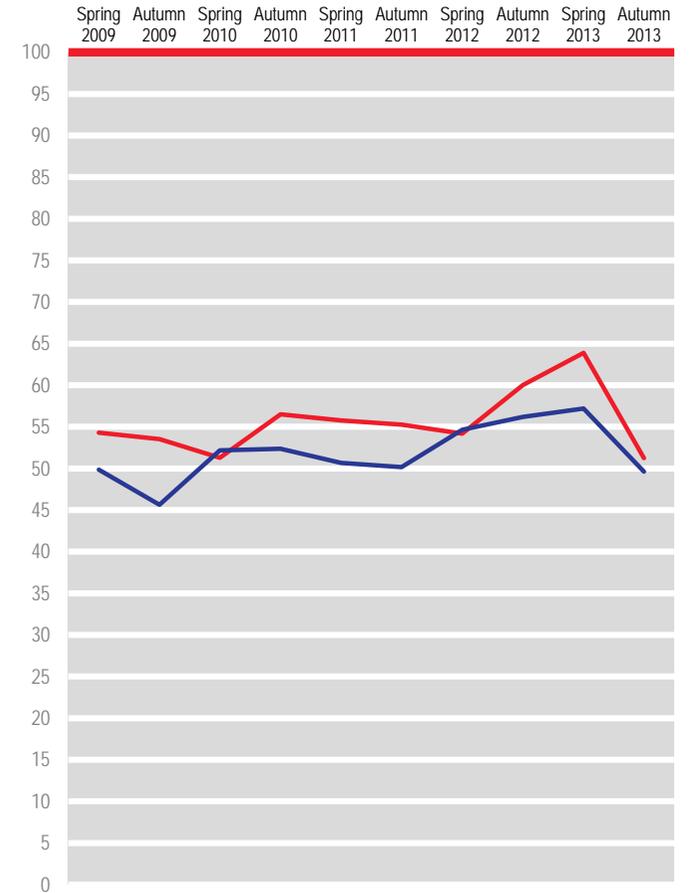
— Virgin Trains — Long Distance



## How well train company dealt with delays (244)

Percentage of passengers satisfied 2009 to 2013

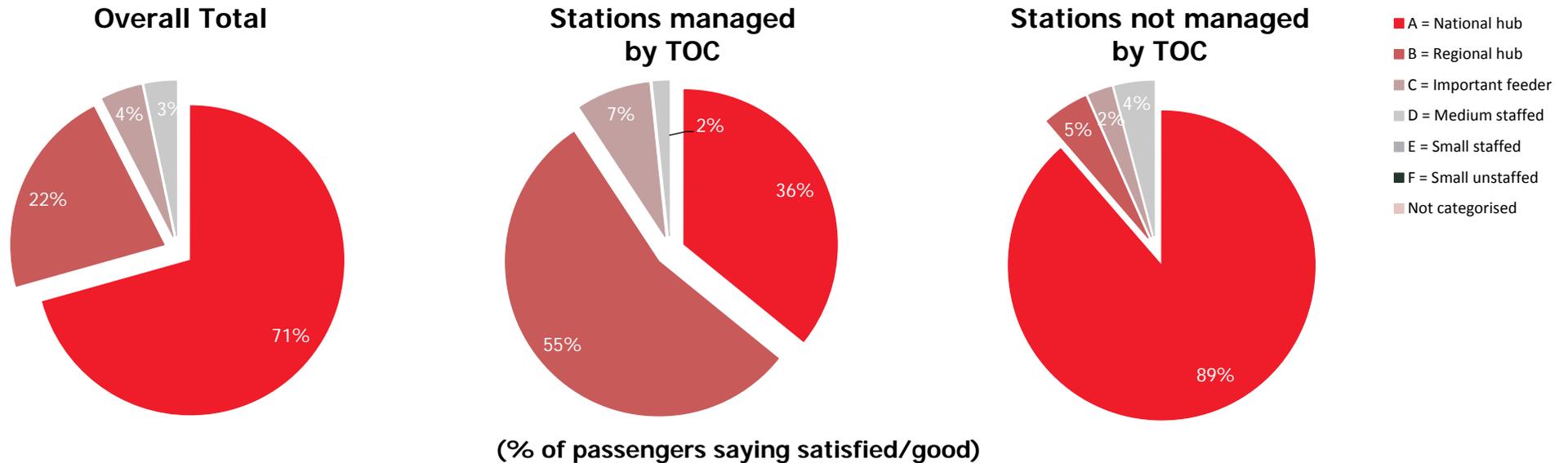
— Virgin Trains — Long Distance



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

## Managed versus non-managed stations for Virgin Trains

(% 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	78		80
Ticket buying facilities	83		78
Provision of information about train times/platforms	83		86
The upkeep/repair of the station buildings/platforms	72		73
Cleanliness	75		77
The facilities and services	67		69
The attitudes and helpfulness of the staff	83		76
Connections with other forms of public transport	73	-	80
Facilities for car parking	67	+	47
Overall environment	75	+	68
Your personal security whilst using the station	75		73
The availability of staff	70	+	61
The provision of shelter facilities	77	+	68
Availability of seating	61	+	34
How request to station staff was handled	92		88
The choice of shops/eating/drinking facilities available	49	-	67

Virgin Trains Long Distance

Virgin Trains Long Distance

<b>DELAY</b>					
None	76	76			
Minor	18	20			
Major	3	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	21	27			
6-10 minutes	35	32			
11-20 minutes	25	20			
21-30 minutes	11	9			
31-60 minutes	3	6			
More than 1 hour	2	3			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	24	21	Very well	29	23
Fairly well	30	32	Fairly well	30	32
Neither well nor poorly	23	21	Neither well nor poorly	20	21
Fairly poorly	9	12	Fairly poorly	10	12
Very poorly	14	13	Very poorly	11	12
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	29	23	Very well	24	20
Fairly well	34	33	Fairly well	29	27
Neither well nor poorly	19	20	Neither well nor poorly	27	32
Fairly poorly	8	12	Fairly poorly	9	11
Very poorly	10	12	Very poorly	12	11
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	29	24	Very well	24	14
Fairly well	29	30	Fairly well	9	21
Neither well nor poorly	29	27	Neither well nor poorly	43	34
Fairly poorly	5	9	Fairly poorly	6	8
Very poorly	8	11	Very poorly	18	22

## 5 5.2 Passenger experience relating to disability

Virgin Trains Long Distance

Virgin Trains Long Distance

### DISABILITY OR LONG TERM ILLNESS

Mobility	2	3
Wheelchair user	0	0
Hearing	2	2
Eyesight	0	1
Speech impairment	0	0
Learning difficulties	0	0
Other	2	2
None	91	90
Don't know/no answer	3	3

### NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	8	5
No	92	95

### SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	67	78
Fairly satisfied	21	11
Neither satisfied nor dissatisfied	-	3
Fairly dissatisfied	-	-
Very dissatisfied	12	8

### TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	29	32
Fairly satisfied	46	37
Neither satisfied nor dissatisfied	16	18
Fairly dissatisfied	7	8
Very dissatisfied	2	5

### STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	40	37
Fairly satisfied	23	37
Neither satisfied nor dissatisfied	25	16
Fairly dissatisfied	10	6
Very dissatisfied	3	4

### SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	55	42
Fairly satisfied	12	40
Neither satisfied nor dissatisfied	-	-
Fairly dissatisfied	-	-
Very dissatisfied	33	18

Virgin Trains Long Distance

Virgin Trains Long Distance

<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	41	41	White	90	92
Female	57	57	Mixed	1	1
			Asian or Asian British	3	3
			Black or Black British	2	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-25	8	10	Commuter	8	16
26-34	10	11	Business	29	26
35-44	15	15	Leisure	63	58
45-54	25	23			
55-59	12	11			
60-64	12	11			
65+	17	17			
<b>WORKING STATUS</b>			<b>REGULAR TRAVELLER</b>		
Working Full Time	54	53	Yes	31	35
Working Part Time	15	14	No	70	65
Not Working	4	4			
Retired	20	21			
Full Time Student	5	6			
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>TIME OF TRAVEL</b>		
Professional/Senior Managerial	46	40	Peak	-	-
Middle Managerial	13	14	Off-peak	-	-
Junior Managerial/Clerical/Supervisory	8	9			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	4	5			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	2	3			
Retired	18	19			
Unemployed/between jobs	1	1			
Housewife/house-husband	0	1			
Other	4	5			
			<b>ASKED FOR HELP OR INFORMATION</b>		
			Yes asked for help	13	13
			Yes asked for information	13	12
			Could not find anyone to ask	2	2
			No	73	74
			<b>DO YOU REGULARLY USE THE INTERNET</b>		
			Yes, at home	92	89
			Yes, at work	63	59
			No	5	7

Virgin Trains Long Distance

Virgin Trains Long Distance

<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	73	75	Better telephone enquiry/booking service	6	6
With other adults 16+	25	23	Better internet enquiry/booking service	21	20
With children aged 0-4	0	1	Better information facilities at stations	16	15
With children aged 5-10	1	1	Better route maps of the rail network	19	18
With children aged 11-15	2	1	Make timetables easier to read	16	18
			Better ticket buying facilities at station ticket offices	9	10
			Better ticket buying facilities at station ticket machines	9	9
			Better promotion when advanced tickets available	49	42
			Other	15	15
			None of these	18	22
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	38	33			
Pushchair	0	0			
Folding bicycle	0	0			
Non-folding bicycle	0	1			
Dog	-	0			
Wheelchair	0	0			
Helper	0	0			
None apply	60	64			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	13	16			
Anytime day single/return	8	12			
Off-peak/super off-peak single/return	27	21			
Off-peak/super off-peak day single/return	8	9			
Advance	35	28			
Day travelcard	1	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	1	4			
Annual season ticket	1	2			
Special promotion ticket	1	0			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	1	1			
Other	3	3			
Don't know/no answer	1	1			

## Station sample sizes for Virgin Trains

Station	Unweighted
---------	------------

London Euston	398
Liverpool Lime Street	95
Manchester Piccadilly	91
Birmingham New Street	82
Crewe	77
Glasgow Central	61
Birmingham International	50
Wigan North Western	45
Stockport	43
Milton Keynes Central	33
Carlisle	32
Coventry	31
Edinburgh	29
Chester	28
Preston	21
Lancaster	20
Warrington Bank Quay	15
Wilmslow	14
Wolverhampton	12
Sandwell And Dudley	10
Rugby	9
Macclesfield	8
Oxenholme Lake District	7
Haymarket	6
Watford Junction	4
Stafford	4
Stoke-On-Trent	3
Tamworth	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	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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