



National Passenger Survey

Building Block Report

Autumn 2011

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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 (2010).

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 NPS methodology, visit www.passengerfocus.org.uk

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

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 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant number of trains through the full survey period.

One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

Autumn 2010 (Wave 23)

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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.

Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

Spring 2010 (Wave 22)

Fieldwork was undertaken between 31 January 2010 and 27 March 2010. Top up shifts were run between 28 March 2010 and 9 April 2010. The main fieldwork period was similar to previous years, but the top-up period was slightly extended because of problems encountered earlier in the fieldwork period.

Extreme weather - in particular, heavy snow during the 1st week of February - caused a lot of disruption to the fieldwork schedule. Over 50% of all shifts originally scheduled for 2-6 February had to be postponed until later in the fieldwork period.

As always, 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.

Over-running engineering work meant that further shifts had to be rescheduled during the course of the fieldwork, but this was not a great problem.

A few shifts were rescheduled to avoid clashing with Six Nations rugby matches, but sporting events did not cause much disruption to the original schedule.

Building block/route data for c2c

	c2c
Overall satisfaction	91
Overall satisfaction with the station	86
Ticket buying facilities	77
Provision of information about train times/platforms	87
The upkeep/repair of the station buildings/platforms	72
Cleanliness	77
The facilities and services	55
The attitudes and helpfulness of the staff	75
Connections with other forms of public transport	70
Facilities for car parking	52
Overall environment	74
Your personal security whilst using	66
The availability of staff	66
How request to station staff was handled	89

Building block/route data for c2c

	c2c
The frequency of the trains on that route	84
Punctuality/reliability (i.e. the train arriving/departing on time)	92
The length of time the journey was scheduled to take (speed)	90
Connections with other train services	79
The value for money for the price of your ticket	43
Cleanliness of the train	91
Upkeep and repair of the train	92
The provision of information during the journey	83
The helpfulness and attitude of staff on train	33
The space for luggage	50
The toilet facilities	53
Sufficient room for all passengers to sit/stand	65
The comfort of the seating area	80
The ease of being able to get on and off	85
Your personal security on board	74
The cleanliness of the inside	91
The cleanliness of the outside	90
The availability of staff	20
How well train company deals with delays	40

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	87	88
Overall satisfaction with the station	87	91
Ticket buying facilities	87	83
Provision of information about train times/platforms	82	84
The upkeep/repair of the station buildings/platforms	82	85
Cleanliness	87	89
The facilities and services	65	70
The attitudes and helpfulness of the staff	79	76
Connections with other forms of public transport	69	75
Facilities for car parking	60	73
Overall environment	82	86
Your personal security whilst using	78	79
The availability of staff	65	67
How request to station staff was handled	96	86

Building block/route data for Chiltern Railways

	North	South
The frequency of the trains on that route	85	79
Punctuality/reliability (i.e. the train arriving/departing on time)	81	82
The length of time the journey was scheduled to take (speed)	88	86
Connections with other train services	76	75
The value for money for the price of your ticket	60	47
Cleanliness of the train	88	87
Upkeep and repair of the train	90	89
The provision of information during the journey	83	75
The helpfulness and attitude of staff on train	78	54
The space for luggage	63	59
The toilet facilities	52	51
Sufficient room for all passengers to sit/stand	85	74
The comfort of the seating area	88	80
The ease of being able to get on and off	89	89
Your personal security on board	87	85
The cleanliness of the inside	87	87
The cleanliness of the outside	87	84
The availability of staff	56	30
How well train company deals with delays	42	38

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	87	81	82
Overall satisfaction with the station	81	73	76
Ticket buying facilities	86	71	70
Provision of information about train times/platforms	84	78	81
The upkeep/repair of the station buildings/platforms	65	66	69
Cleanliness	70	71	72
The facilities and services	63	52	44
The attitudes and helpfulness of the staff	77	68	76
Connections with other forms of public transport	80	67	68
Facilities for car parking	56	54	63
Overall environment	69	64	68
Your personal security whilst using	76	67	69
The availability of staff	70	54	56
How request to station staff was handled	91	82	85

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
The frequency of the trains on that route	86	74	74
Punctuality/reliability (i.e. the train arriving/departing on time)	81	76	79
The length of time the journey was scheduled to take (speed)	88	85	86
Connections with other train services	79	73	77
The value for money for the price of your ticket	55	47	60
Cleanliness of the train	82	76	67
Upkeep and repair of the train	83	80	66
The provision of information during the journey	74	67	59
The helpfulness and attitude of staff on train	75	61	73
The space for luggage	56	54	53
The toilet facilities	49	39	43
Sufficient room for all passengers to sit/stand	69	65	69
The comfort of the seating area	79	72	66
The ease of being able to get on and off	76	79	79
Your personal security on board	83	78	78
The cleanliness of the inside	81	77	68
The cleanliness of the outside	78	77	63
The availability of staff	56	39	58
How well train company deals with delays	54	36	41

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	82	84	80	72
Overall satisfaction with the station	78	71	74	76
Ticket buying facilities	68	63	68	73
Provision of information about train times/platforms	77	73	76	80
The upkeep/repair of the station buildings/platforms	63	60	67	59
Cleanliness	70	68	74	65
The facilities and services	50	37	52	50
The attitudes and helpfulness of the staff	68	66	63	66
Connections with other forms of public transport	70	64	75	82
Facilities for car parking	49	19	49	38
Overall environment	63	56	68	64
Your personal security whilst using	64	59	67	65
The availability of staff	51	48	56	68
How request to station staff was handled	85	79	85	90

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
The frequency of the trains on that route	77	69	80	74
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	77	68
The length of time the journey was scheduled to take (speed)	85	78	83	78
Connections with other train services	78	77	73	73
The value for money for the price of your ticket	37	42	37	41
Cleanliness of the train	66	63	65	62
Upkeep and repair of the train	64	62	62	61
The provision of information during the journey	48	43	45	48
The helpfulness and attitude of staff on train	35	35	26	34
The space for luggage	45	52	41	41
The toilet facilities	22	36	26	30
Sufficient room for all passengers to sit/stand	61	73	58	53
The comfort of the seating area	61	66	62	59
The ease of being able to get on and off	78	70	74	68
Your personal security on board	69	67	68	63
The cleanliness of the inside	65	64	66	63
The cleanliness of the outside	67	57	51	57
The availability of staff	16	12	12	16
How well train company deals with delays	32	38	33	31

Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction	92
Overall satisfaction with the station	80
Ticket buying facilities	76
Provision of information about train times/platforms	69
The upkeep/repair of the station buildings/platforms	67
Cleanliness	75
The facilities and services	54
The attitudes and helpfulness of the staff	72
Connections with other forms of public transport	76
Facilities for car parking	31
Overall environment	73
Your personal security whilst using	66
The availability of staff	59
How request to station staff was handled	86

Building block/route data for Heathrow Connect

Heathrow Connect

The frequency of the trains on that route	74
Punctuality/reliability (i.e. the train arriving/departing on time)	91
The length of time the journey was scheduled to take (speed)	93
Connections with other train services	84
The value for money for the price of your ticket	58
Cleanliness of the train	96
Upkeep and repair of the train	94
The provision of information during the journey	85
The helpfulness and attitude of staff on train	81
The space for luggage	76
The toilet facilities	63
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	91
The ease of being able to get on and off	86
Your personal security on board	86
The cleanliness of the inside	97
The cleanliness of the outside	91
The availability of staff	63
How well train company deals with delays	45

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	93
Overall satisfaction with the station	88
Ticket buying facilities	93
Provision of information about train times/platforms	83
The upkeep/repair of the station buildings/platforms	84
Cleanliness	81
The facilities and services	64
The attitudes and helpfulness of the staff	73
Connections with other forms of public transport	82
Facilities for car parking	44
Overall environment	83
Your personal security whilst using	78
The availability of staff	66
How request to station staff was handled	96

Building block/route data for Heathrow Express

Heathrow Express

The frequency of the trains on that route	94
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	96
Connections with other train services	79
The value for money for the price of your ticket	37
Cleanliness of the train	93
Upkeep and repair of the train	90
The provision of information during the journey	79
The helpfulness and attitude of staff on train	82
The space for luggage	88
The toilet facilities	64
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	91
The ease of being able to get on and off	93
Your personal security on board	90
The cleanliness of the inside	93
The cleanliness of the outside	92
The availability of staff	71
How well train company deals with delays	62

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	83	86	86
Overall satisfaction with the station	78	84	73
Ticket buying facilities	74	79	80
Provision of information about train times/platforms	83	87	83
The upkeep/repair of the station buildings/platforms	69	80	67
Cleanliness	72	82	71
The facilities and services	59	62	42
The attitudes and helpfulness of the staff	69	78	75
Connections with other forms of public transport	75	62	65
Facilities for car parking	52	65	50
Overall environment	63	80	65
Your personal security whilst using	69	74	66
The availability of staff	56	64	59
How request to station staff was handled	81	92	97

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
The frequency of the trains on that route	76	76	78
Punctuality/reliability (i.e. the train arriving/departing on time)	77	80	79
The length of time the journey was scheduled to take (speed)	79	88	88
Connections with other train services	70	75	75
The value for money for the price of your ticket	32	62	57
Cleanliness of the train	81	80	79
Upkeep and repair of the train	83	88	77
The provision of information during the journey	70	80	64
The helpfulness and attitude of staff on train	49	76	68
The space for luggage	49	58	52
The toilet facilities	53	61	48
Sufficient room for all passengers to sit/stand	61	79	66
The comfort of the seating area	70	87	71
The ease of being able to get on and off	83	86	79
Your personal security on board	77	81	78
The cleanliness of the inside	83	82	78
The cleanliness of the outside	78	87	79
The availability of staff	38	60	47
How well train company deals with delays	42	50	38

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalson - Croydon
Overall satisfaction	95	92	92	91
Overall satisfaction with the station	83	80	83	81
Ticket buying facilities	79	77	81	77
Provision of information about train times/platforms	87	79	89	78
The upkeep/repair of the station buildings/platforms	80	70	78	77
Cleanliness	81	74	79	82
The facilities and services	27	32	47	34
The attitudes and helpfulness of the staff	67	68	72	64
Connections with other forms of public transport	75	77	75	71
Facilities for car parking	20	25	48	23
Overall environment	72	73	67	72
Your personal security whilst using	67	72	61	66
The availability of staff	56	57	61	55
How request to station staff was handled	85	98	83	77

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalston - Croydon
The frequency of the trains on that route	83	80	82	85
Punctuality/reliability (i.e. the train arriving/departing on time)	89	79	88	87
The length of time the journey was scheduled to take (speed)	92	85	85	88
Connections with other train services	79	80	82	83
The value for money for the price of your ticket	57	57	55	48
Cleanliness of the train	95	91	88	95
Upkeep and repair of the train	98	96	93	97
The provision of information during the journey	89	88	87	85
The helpfulness and attitude of staff on train	59	58	51	48
The space for luggage	77	64	78	72
The toilet facilities	25	9	33	23
Sufficient room for all passengers to sit/stand	80	77	88	81
The comfort of the seating area	91	85	88	87
The ease of being able to get on and off	86	87	89	91
Your personal security on board	81	84	70	82
The cleanliness of the inside	95	94	87	93
The cleanliness of the outside	94	91	91	91
The availability of staff	46	46	29	25
How well train company deals with delays	40	38	50	49

Building block/route data for National Express East Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	83	76	76	82	87	74
Overall satisfaction with the station	81	74	73	73	86	70
Ticket buying facilities	74	65	72	51	84	69
Provision of information about train times/platforms	79	75	76	70	84	71
The upkeep/repair of the station buildings/platforms	71	71	63	62	75	66
Cleanliness	76	73	73	62	79	69
The facilities and services	63	56	50	53	62	46
The attitudes and helpfulness of the staff	72	64	70	65	77	66
Connections with other forms of public transport	83	79	82	65	79	70
Facilities for car parking	52	44	56	65	48	47
Overall environment	73	66	67	63	71	62
Your personal security whilst using	71	66	60	61	73	57
The availability of staff	59	54	59	47	57	52
How request to station staff was handled	91	81	84	94	77	77

Building block/route data for National Express East Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
The frequency of the trains on that route	90	68	85	74	84	65
Punctuality/reliability (i.e. the train arriving/departing on time)	87	73	81	82	91	69
The length of time the journey was scheduled to take (speed)	83	75	84	85	84	79
Connections with other train services	76	64	76	70	79	71
The value for money for the price of your ticket	45	28	32	53	27	30
Cleanliness of the train	76	69	56	64	92	60
Upkeep and repair of the train	62	63	41	60	94	54
The provision of information during the journey	76	65	47	74	76	50
The helpfulness and attitude of staff on train	77	46	29	82	70	30
The space for luggage	68	53	38	72	61	48
The toilet facilities	40	33	14	42	84	26
Sufficient room for all passengers to sit/stand	77	68	63	71	85	63
The comfort of the seating area	69	61	53	70	85	59
The ease of being able to get on and off	76	80	77	85	89	73
Your personal security on board	81	68	61	83	85	60
The cleanliness of the inside	75	67	56	66	91	60
The cleanliness of the outside	63	63	49	70	91	56
The availability of staff	58	26	14	71	55	16
How well train company deals with delays	60	25	26	63	31	29

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Ports-mouth	Reading/Windsor	Suburban	West Of England
Overall satisfaction	91	84	86	88	92	88	81	78	90
Overall satisfaction with the station	80	73	74	79	77	67	74	71	82
Ticket buying facilities	79	67	79	75	77	75	72	62	84
Provision of information about train times/platforms	66	81	82	83	85	81	77	80	89
The upkeep/repair of the station buildings/platforms	68	52	64	57	57	61	58	61	74
Cleanliness	79	59	65	64	71	66	63	65	76
The facilities and services	44	50	45	41	49	32	40	49	62
The attitudes and helpfulness of the staff	82	60	74	64	81	74	71	69	88
Connections with other forms of public transport	69	87	74	72	65	50	61	56	61
Facilities for car parking	80	26	64	65	32	49	54	62	72
Overall environment	71	58	65	64	65	57	62	61	78
Your personal security whilst using	78	59	65	66	67	67	67	68	75
The availability of staff	47	55	57	43	73	57	55	51	73
How request to station staff was handled	100	87	89	91	92	86	87	84	86

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Ports-mouth	Reading/Windsor	Suburban	West Of England
The frequency of the trains on that route	88	74	75	78	82	77	78	76	87
Punctuality/reliability (i.e. the train arriving/departing on time)	96	87	81	83	92	84	78	81	91
The length of time the journey was scheduled to take (speed)	94	77	83	86	90	79	83	84	88
Connections with other train services	86	71	74	81	80	71	78	75	88
The value for money for the price of your ticket	70	38	39	37	51	33	40	32	50
Cleanliness of the train	79	75	78	69	78	81	69	75	83
Upkeep and repair of the train	70	81	83	76	80	83	75	79	86
The provision of information during the journey	72	79	78	72	68	81	70	69	74
The helpfulness and attitude of staff on train	93	72	72	52	70	79	60	65	83
The space for luggage	49	51	50	59	59	43	52	56	54
The toilet facilities	24	34	44	20	23	50	47	45	40
Sufficient room for all passengers to sit/stand	84	65	66	73	77	65	74	56	65
The comfort of the seating area	61	76	72	79	80	69	77	66	72
The ease of being able to get on and off	90	81	83	79	77	83	84	82	84
Your personal security on board	88	79	82	76	68	82	76	80	89
The cleanliness of the inside	78	77	80	71	84	84	71	75	82
The cleanliness of the outside	75	79	79	79	88	80	75	77	82
The availability of staff	89	57	61	41	45	75	49	56	76
How well train company deals with delays	-	38	46	38	96	51	41	41	69

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	94	79	83
Overall satisfaction with the station	89	76	78
Ticket buying facilities	80	67	64
Provision of information about train times/platforms	82	79	81
The upkeep/repair of the station buildings/platforms	84	66	62
Cleanliness	87	72	71
The facilities and services	83	53	47
The attitudes and helpfulness of the staff	82	68	68
Connections with other forms of public transport	76	67	78
Facilities for car parking	64	63	37
Overall environment	83	69	66
Your personal security whilst using	83	63	61
The availability of staff	77	58	54
How request to station staff was handled	89	81	78

Building block/route data for Southeastern

	High Speed	Mainline	Metro
The frequency of the trains on that route	84	73	76
Punctuality/reliability (i.e. the train arriving/departing on time)	93	76	81
The length of time the journey was scheduled to take (speed)	94	74	83
Connections with other train services	82	64	73
The value for money for the price of your ticket	37	39	34
Cleanliness of the train	97	70	68
Upkeep and repair of the train	98	73	70
The provision of information during the journey	92	70	63
The helpfulness and attitude of staff on train	91	63	33
The space for luggage	78	41	50
The toilet facilities	79	35	24
Sufficient room for all passengers to sit/stand	91	70	58
The comfort of the seating area	95	66	65
The ease of being able to get on and off	96	83	76
Your personal security on board	92	76	68
The cleanliness of the inside	98	75	68
The cleanliness of the outside	89	68	69
The availability of staff	82	46	17
How well train company deals with delays	40	31	23

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	89	84	81
Overall satisfaction with the station	77	80	77
Ticket buying facilities	73	73	73
Provision of information about train times/platforms	80	80	82
The upkeep/repair of the station buildings/platforms	67	67	68
Cleanliness	64	73	73
The facilities and services	65	45	55
The attitudes and helpfulness of the staff	69	70	69
Connections with other forms of public transport	84	76	69
Facilities for car parking	35	34	55
Overall environment	67	67	71
Your personal security whilst using	65	69	68
The availability of staff	54	58	59
How request to station staff was handled	89	80	90

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
The frequency of the trains on that route	96	73	78
Punctuality/reliability (i.e. the train arriving/departing on time)	93	78	77
The length of time the journey was scheduled to take (speed)	95	83	84
Connections with other train services	83	78	74
The value for money for the price of your ticket	34	42	43
Cleanliness of the train	80	67	76
Upkeep and repair of the train	78	68	75
The provision of information during the journey	77	70	75
The helpfulness and attitude of staff on train	80	44	69
The space for luggage	59	46	49
The toilet facilities	48	27	42
Sufficient room for all passengers to sit/stand	83	65	65
The comfort of the seating area	84	68	74
The ease of being able to get on and off	75	75	76
Your personal security on board	88	71	80
The cleanliness of the inside	82	69	75
The cleanliness of the outside	79	72	75
The availability of staff	75	22	52
How well train company deals with delays	26	35	36

Building block/route data for CrossCountry

	Birming -ham - Manchester	Birming -ham - North East & Scotland	Birming -ham - South Coast	Birming -ham - South West	Birming -ham - Stansted	Nottingham - Cardiff
Overall satisfaction	87	84	78	73	86	89
Overall satisfaction with the station	83	84	79	77	82	72
Ticket buying facilities	91	86	81	80	84	80
Provision of information about train times/platforms	86	87	83	80	85	87
The upkeep/repair of the station buildings/platforms	75	72	70	60	74	63
Cleanliness	80	74	73	68	81	67
The facilities and services	70	67	68	67	55	54
The attitudes and helpfulness of the staff	77	75	76	83	74	76
Connections with other forms of public transport	68	71	73	74	57	82
Facilities for car parking	68	50	60	67	66	44
Overall environment	72	74	70	66	72	67
Your personal security whilst using	77	74	72	73	71	75
The availability of staff	71	67	65	72	65	62
How request to station staff was handled	89	86	86	84	88	93

Building block/route data for CrossCountry

	Birming -ham - Manchester	Birming -ham - North East & Scotland	Birming -ham - South Coast	Birming -ham - South West	Birming -ham - Stansted	Nottingham - Cardiff
The frequency of the trains on that route	90	80	81	81	70	84
Punctuality/reliability (i.e. the train arriving/departing on time)	87	82	73	69	85	89
The length of time the journey was scheduled to take (speed)	85	84	84	84	88	85
Connections with other train services	90	74	74	77	77	78
The value for money for the price of your ticket	54	53	47	48	60	58
Cleanliness of the train	76	75	73	79	78	76
Upkeep and repair of the train	81	78	78	82	78	78
The provision of information during the journey	82	71	72	74	74	79
The helpfulness and attitude of staff on train	76	74	75	79	75	79
The space for luggage	55	55	48	48	49	56
The toilet facilities	51	47	47	51	58	41
Sufficient room for all passengers to sit/stand	66	62	58	68	70	69
The comfort of the seating area	80	73	74	75	80	75
The ease of being able to get on and off	79	79	76	71	85	85
Your personal security on board	82	79	81	79	83	86
The cleanliness of the inside	79	78	74	78	77	75
The cleanliness of the outside	88	78	74	73	81	73
The availability of staff	65	67	58	61	64	63
How well train company deals with delays	43	47	43	50	42	49

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	93	86	87	85
Overall satisfaction with the station	80	74	69	83
Ticket buying facilities	71	82	80	86
Provision of information about train times/platforms	92	85	83	86
The upkeep/repair of the station buildings/platforms	66	61	59	76
Cleanliness	70	69	68	80
The facilities and services	56	56	51	72
The attitudes and helpfulness of the staff	71	75	70	82
Connections with other forms of public transport	82	79	82	76
Facilities for car parking	66	42	47	62
Overall environment	66	61	57	76
Your personal security whilst using	66	66	65	79
The availability of staff	71	60	63	70
How request to station staff was handled	69	84	85	92

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
The frequency of the trains on that route	88	94	92	83
Punctuality/reliability (i.e. the train arriving/departing on time)	78	86	79	73
The length of time the journey was scheduled to take (speed)	91	86	88	90
Connections with other train services	83	79	83	74
The value for money for the price of your ticket	59	58	53	60
Cleanliness of the train	83	84	87	82
Upkeep and repair of the train	80	80	80	82
The provision of information during the journey	75	85	81	77
The helpfulness and attitude of staff on train	84	87	82	72
The space for luggage	59	63	63	58
The toilet facilities	61	53	56	54
Sufficient room for all passengers to sit/stand	74	77	85	77
The comfort of the seating area	81	77	82	84
The ease of being able to get on and off	82	87	88	79
Your personal security on board	85	87	85	87
The cleanliness of the inside	86	81	88	84
The cleanliness of the outside	81	76	78	79
The availability of staff	70	79	70	64
How well train company deals with delays	66	55	56	52

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction	83	89	88
Overall satisfaction with the station	85	82	83
Ticket buying facilities	86	71	80
Provision of information about train times/platforms	91	89	82
The upkeep/repair of the station buildings/platforms	75	81	78
Cleanliness	83	83	82
The facilities and services	68	62	68
The attitudes and helpfulness of the staff	80	78	76
Connections with other forms of public transport	83	63	70
Facilities for car parking	53	76	60
Overall environment	76	80	77
Your personal security whilst using	75	70	75
The availability of staff	69	67	68
How request to station staff was handled	86	96	87

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
The frequency of the trains on that route	84	70	84
Punctuality/reliability (i.e. the train arriving/departing on time)	87	87	88
The length of time the journey was scheduled to take (speed)	92	90	90
Connections with other train services	83	72	78
The value for money for the price of your ticket	64	59	46
Cleanliness of the train	77	78	83
Upkeep and repair of the train	87	84	85
The provision of information during the journey	67	64	74
The helpfulness and attitude of staff on train	74	83	78
The space for luggage	46	69	56
The toilet facilities	50	62	52
Sufficient room for all passengers to sit/stand	73	80	75
The comfort of the seating area	81	84	84
The ease of being able to get on and off	76	90	82
Your personal security on board	81	87	85
The cleanliness of the inside	78	81	83
The cleanliness of the outside	71	80	74
The availability of staff	62	70	69
How well train company deals with delays	35	29	44

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	88
Overall satisfaction with the station	79
Ticket buying facilities	82
Provision of information about train times/platforms	83
The upkeep/repair of the station buildings/platforms	70
Cleanliness	72
The facilities and services	50
The attitudes and helpfulness of the staff	69
Connections with other forms of public transport	74
Facilities for car parking	69
Overall environment	67
Your personal security whilst using	70
The availability of staff	55
How request to station staff was handled	89

Building block/route data for First Hull Trains

First Hull Trains

The frequency of the trains on that route	78
Punctuality/reliability (i.e. the train arriving/departing on time)	85
The length of time the journey was scheduled to take (speed)	90
Connections with other train services	81
The value for money for the price of your ticket	62
Cleanliness of the train	90
Upkeep and repair of the train	89
The provision of information during the journey	84
The helpfulness and attitude of staff on train	91
The space for luggage	75
The toilet facilities	68
Sufficient room for all passengers to sit/stand	89
The comfort of the seating area	89
The ease of being able to get on and off	91
Your personal security on board	91
The cleanliness of the inside	90
The cleanliness of the outside	89
The availability of staff	86
How well train company deals with delays	39

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	85	80	92
Overall satisfaction with the station	89	78	89
Ticket buying facilities	88	91	81
Provision of information about train times/platforms	89	82	88
The upkeep/repair of the station buildings/platforms	83	67	85
Cleanliness	85	72	84
The facilities and services	70	58	77
The attitudes and helpfulness of the staff	82	79	77
Connections with other forms of public transport	75	59	84
Facilities for car parking	66	60	72
Overall environment	83	72	84
Your personal security whilst using	77	71	76
The availability of staff	69	70	62
How request to station staff was handled	96	80	78

Building block/route data for First TransPennine Express

	North	North West	South
The frequency of the trains on that route	85	75	85
Punctuality/reliability (i.e. the train arriving/departing on time)	82	83	92
The length of time the journey was scheduled to take (speed)	88	88	92
Connections with other train services	83	77	84
The value for money for the price of your ticket	60	56	64
Cleanliness of the train	84	80	86
Upkeep and repair of the train	88	83	92
The provision of information during the journey	79	77	85
The helpfulness and attitude of staff on train	79	79	85
The space for luggage	50	40	56
The toilet facilities	49	53	66
Sufficient room for all passengers to sit/stand	61	60	74
The comfort of the seating area	82	77	84
The ease of being able to get on and off	80	75	82
Your personal security on board	83	78	85
The cleanliness of the inside	87	80	86
The cleanliness of the outside	83	78	86
The availability of staff	63	63	73
How well train company deals with delays	50	60	49

Building block/route data for Grand Central

	London - Bradford	London - Sunderland
Overall satisfaction	93	95
Overall satisfaction with the station	68	78
Ticket buying facilities	76	79
Provision of information about train times/platforms	83	86
The upkeep/repair of the station buildings/platforms	60	73
Cleanliness	65	78
The facilities and services	46	50
The attitudes and helpfulness of the staff	70	75
Connections with other forms of public transport	75	81
Facilities for car parking	47	56
Overall environment	57	68
Your personal security whilst using	62	71
The availability of staff	53	55
How request to station staff was handled	85	88

Building block/route data for Grand Central

	London - Bradford	London - Sunderland
The frequency of the trains on that route	68	73
Punctuality/reliability (i.e. the train arriving/departing on time)	90	92
The length of time the journey was scheduled to take (speed)	85	94
Connections with other train services	79	84
The value for money for the price of your ticket	75	79
Cleanliness of the train	93	89
Upkeep and repair of the train	93	87
The provision of information during the journey	86	83
The helpfulness and attitude of staff on train	94	92
The space for luggage	76	86
The toilet facilities	80	63
Sufficient room for all passengers to sit/stand	91	95
The comfort of the seating area	94	93
The ease of being able to get on and off	93	90
Your personal security on board	92	92
The cleanliness of the inside	95	89
The cleanliness of the outside	92	87
The availability of staff	85	82
How well train company deals with delays	85	61

Building block/route data for Virgin Trains

	London - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver- hampton
Overall satisfaction	87	91	90	92	86	87
Overall satisfaction with the station	75	87	82	90	80	81
Ticket buying facilities	78	78	93	100	86	80
Provision of information about train times/platforms	87	87	90	83	93	90
The upkeep/repair of the station buildings/platforms	65	84	75	67	70	66
Cleanliness	75	83	80	83	78	68
The facilities and services	65	70	69	73	67	64
The attitudes and helpfulness of the staff	71	74	78	86	76	70
Connections with other forms of public transport	65	88	82	96	77	80
Facilities for car parking	75	70	58	72	72	62
Overall environment	65	79	74	78	74	73
Your personal security whilst using	80	78	78	75	76	72
The availability of staff	62	65	61	65	65	55
How request to station staff was handled	78	81	86	91	77	82

Building block/route data for Virgin Trains

	London - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver- hampton
The frequency of the trains on that route	82	88	93	95	86	90
Punctuality/reliability (i.e. the train arriving/departing on time)	78	89	87	83	85	85
The length of time the journey was scheduled to take (speed)	88	93	93	94	90	91
Connections with other train services	75	89	87	90	83	80
The value for money for the price of your ticket	64	59	58	52	64	59
Cleanliness of the train	89	85	86	92	90	83
Upkeep and repair of the train	90	86	88	89	91	85
The provision of information during the journey	85	83	82	81	80	77
The helpfulness and attitude of staff on train	80	82	79	83	84	78
The space for luggage	41	54	55	52	51	52
The toilet facilities	61	51	43	54	52	60
Sufficient room for all passengers to sit/stand	74	84	77	69	75	62
The comfort of the seating area	85	80	77	73	78	74
The ease of being able to get on and off	92	88	88	86	86	87
Your personal security on board	90	87	87	90	91	84
The cleanliness of the inside	90	89	86	89	91	82
The cleanliness of the outside	82	86	83	89	83	79
The availability of staff	69	74	65	80	74	62
How well train company deals with delays	58	52	56	68	57	51

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	87	83	83
Overall satisfaction with the station	79	64	70
Ticket buying facilities	81	76	80
Provision of information about train times/platforms	84	71	80
The upkeep/repair of the station buildings/platforms	68	56	62
Cleanliness	71	59	59
The facilities and services	57	44	34
The attitudes and helpfulness of the staff	75	70	73
Connections with other forms of public transport	71	55	58
Facilities for car parking	64	64	54
Overall environment	68	55	62
Your personal security whilst using	68	64	68
The availability of staff	64	55	55
How request to station staff was handled	93	87	89

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
The frequency of the trains on that route	74	70	80
Punctuality/reliability (i.e. the train arriving/departing on time)	84	81	90
The length of time the journey was scheduled to take (speed)	85	78	84
Connections with other train services	79	70	78
The value for money for the price of your ticket	61	56	58
Cleanliness of the train	82	77	69
Upkeep and repair of the train	80	73	73
The provision of information during the journey	74	68	58
The helpfulness and attitude of staff on train	84	80	76
The space for luggage	64	65	56
The toilet facilities	52	50	41
Sufficient room for all passengers to sit/stand	75	74	70
The comfort of the seating area	80	77	73
The ease of being able to get on and off	82	81	84
Your personal security on board	85	82	80
The cleanliness of the inside	83	77	69
The cleanliness of the outside	71	71	67
The availability of staff	75	71	67
How well train company deals with delays	49	47	39

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	93	93
Overall satisfaction with the station	85	83
Ticket buying facilities	92	88
Provision of information about train times/platforms	90	84
The upkeep/repair of the station buildings/platforms	75	65
Cleanliness	77	80
The facilities and services	47	49
The attitudes and helpfulness of the staff	89	79
Connections with other forms of public transport	71	69
Facilities for car parking	47	55
Overall environment	76	70
Your personal security whilst using	72	72
The availability of staff	80	77
How request to station staff was handled	98	82

Building block/route data for Merseyrail

	Northern	Wirral
The frequency of the trains on that route	94	95
Punctuality/reliability (i.e. the train arriving/departing on time)	94	97
The length of time the journey was scheduled to take (speed)	97	97
Connections with other train services	90	93
The value for money for the price of your ticket	69	62
Cleanliness of the train	81	74
Upkeep and repair of the train	81	79
The provision of information during the journey	83	79
The helpfulness and attitude of staff on train	70	65
The space for luggage	60	58
The toilet facilities	15	13
Sufficient room for all passengers to sit/stand	76	80
The comfort of the seating area	78	74
The ease of being able to get on and off	87	87
Your personal security on board	80	73
The cleanliness of the inside	82	75
The cleanliness of the outside	73	69
The availability of staff	45	45
How well train company deals with delays	54	44

Building block/route data for Northern Rail

	Lanca- shire & Cumbria	Man- chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	83	78	87	93	86
Overall satisfaction with the station	76	74	80	83	76
Ticket buying facilities	79	69	82	64	72
Provision of information about train times/platforms	82	80	86	82	80
The upkeep/repair of the station buildings/platforms	61	63	76	83	72
Cleanliness	73	66	77	84	73
The facilities and services	46	48	57	55	48
The attitudes and helpfulness of the staff	68	70	82	66	69
Connections with other forms of public transport	51	74	77	65	65
Facilities for car parking	71	52	70	56	61
Overall environment	64	60	75	72	69
Your personal security whilst using	68	63	74	67	61
The availability of staff	67	58	62	49	51
How request to station staff was handled	85	88	97	95	88

Building block/route data for Northern Rail

	Lanca- shire & Cumbria	Man- chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
The frequency of the trains on that route	76	72	76	73	78
Punctuality/reliability (i.e. the train arriving/departing on time)	76	77	85	86	84
The length of time the journey was scheduled to take (speed)	88	84	90	92	89
Connections with other train services	79	78	85	77	76
The value for money for the price of your ticket	72	50	59	80	67
Cleanliness of the train	52	57	68	69	69
Upkeep and repair of the train	51	51	63	54	64
The provision of information during the journey	60	49	62	63	66
The helpfulness and attitude of staff on train	71	65	78	82	76
The space for luggage	57	53	62	44	59
The toilet facilities	46	33	43	50	52
Sufficient room for all passengers to sit/stand	64	60	69	62	70
The comfort of the seating area	53	54	63	67	71
The ease of being able to get on and off	74	74	83	88	80
Your personal security on board	79	73	84	90	82
The cleanliness of the inside	56	58	68	67	67
The cleanliness of the outside	52	60	67	65	64
The availability of staff	65	44	66	78	62
How well train company deals with delays	24	36	55	48	55

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	90	90	89	89
Overall satisfaction with the station	83	86	85	85
Ticket buying facilities	84	84	82	78
Provision of information about train times/platforms	87	89	86	83
The upkeep/repair of the station buildings/platforms	75	84	80	77
Cleanliness	79	87	86	84
The facilities and services	60	69	55	50
The attitudes and helpfulness of the staff	77	84	77	70
Connections with other forms of public transport	77	72	73	65
Facilities for car parking	45	60	45	66
Overall environment	73	84	80	81
Your personal security whilst using	73	78	70	72
The availability of staff	72	71	61	55
How request to station staff was handled	97	93	92	77

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
The frequency of the trains on that route	82	63	85	76
Punctuality/reliability (i.e. the train arriving/departing on time)	90	89	85	84
The length of time the journey was scheduled to take (speed)	90	77	92	92
Connections with other train services	76	73	78	75
The value for money for the price of your ticket	55	76	61	51
Cleanliness of the train	85	80	81	83
Upkeep and repair of the train	84	74	80	84
The provision of information during the journey	81	79	73	79
The helpfulness and attitude of staff on train	81	87	78	81
The space for luggage	60	75	67	67
The toilet facilities	47	54	51	56
Sufficient room for all passengers to sit/stand	73	83	79	76
The comfort of the seating area	79	73	84	84
The ease of being able to get on and off	89	88	90	87
Your personal security on board	87	87	86	86
The cleanliness of the inside	85	79	83	86
The cleanliness of the outside	82	76	73	79
The availability of staff	70	81	71	70
How well train company deals with delays	58	64	27	31

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	90	88	86	82	83	85	85
Overall satisfaction with the station	83	81	80	77	83	78	75
Ticket buying facilities	84	84	82	72	85	73	73
Provision of information about train times/platforms	80	86	84	80	86	81	80
The upkeep/repair of the station buildings/platforms	74	69	72	67	73	66	68
Cleanliness	75	74	75	73	77	72	70
The facilities and services	62	66	59	53	66	46	46
The attitudes and helpfulness of the staff	73	77	77	69	78	69	73
Connections with other forms of public transport	81	80	73	70	74	75	63
Facilities for car parking	43	59	60	54	60	44	61
Overall environment	74	71	72	68	74	67	67
Your personal security whilst using	72	76	72	67	74	65	66
The availability of staff	59	67	64	58	67	57	56
How request to station staff was handled	88	88	91	85	88	85	88

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
The frequency of the trains on that route	89	88	80	77	82	78	77
Punctuality/reliability (i.e. the train arriving/departing on time)	92	84	84	79	80	82	84
The length of time the journey was scheduled to take (speed)	92	90	87	83	87	85	87
Connections with other train services	81	82	77	73	79	77	77
The value for money for the price of your ticket	37	54	55	40	56	45	63
Cleanliness of the train	90	85	79	74	79	73	67
Upkeep and repair of the train	89	86	79	74	82	74	66
The provision of information during the journey	79	79	76	67	75	69	64
The helpfulness and attitude of staff on train	79	80	78	57	78	58	76
The space for luggage	72	58	58	49	51	55	58
The toilet facilities	65	54	48	40	50	30	45
Sufficient room for all passengers to sit/stand	87	74	72	66	65	68	69
The comfort of the seating area	87	80	76	70	78	71	69
The ease of being able to get on and off	86	83	83	80	79	80	80
Your personal security on board	87	86	84	76	82	75	80
The cleanliness of the inside	90	85	80	75	80	74	68
The cleanliness of the outside	88	81	77	72	78	73	65
The availability of staff	67	64	65	39	65	40	63
How well train company deals with delays	39	54	52	35	47	34	48

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	17	29	29	25
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
Southeastern	190065	53	15	32	85	15	36	19	16	29
Southern	163361	61	12	27	90	10	16	32	26	26
South West Trains	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	30	6	35	29

* Sample size excludes non-franchised Train Operating Companies.

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	1544	28	11	61	74	26	27	29	24	19
c2c	1031	69	5	26	92	8	28	25	27	20
Chiltern Railways	1139	40	19	41	91	9	44	4	24	29
CrossCountry	1320	28	19	54	83	17	15	30	29	26
East Coast	1136	15	30	55	87	13	47	10	17	27
East Midlands Trains	1029	32	17	51	82	18	24	25	22	30
First Capital Connect	1880	53	14	33	94	6	21	20	29	30
First Great Western	2960	33	18	50	80	20	33	20	23	24
First TransPennine Express	1117	34	15	51	90	10	19	33	21	28
London Midland	1133	44	11	45	90	10	18	25	20	38
London Overground	1246	53	6	41	81	19	28	23	21	28
Merseyrail	546	44	4	53	93	7	16	30	31	24
National Express East Anglia	2199	41	11	48	83	17	38	11	24	27
Northern Rail	1370	51	8	41	91	9	33	28	24	16
ScotRail	1402	32	11	58	78	22	18	20	36	26
Southeastern	2100	44	10	46	85	15	28	17	22	34
Southern	1575	50	8	42	85	15	14	30	30	27
South West Trains	2135	45	14	41	88	12	25	21	25	29
Virgin Trains	1098	20	37	43	88	12	34	8	35	24

* Sample size excludes non-franchised Train Operating Companies.

The following reports are produced each wave:

Summary 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 NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	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.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees 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 NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
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.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

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

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Airport	High Speed	Interurban	Long commute
Heathrow Connect	East Coast - London - Yorkshire	Arriva Trains Wales - North Wales	c2c
Heathrow Express	East Coast - West Yorkshire	Arriva Trains Wales - South Wales	Chiltern Railways - South
National Express East Anglia - Stansted Express	First Great Western - Long Distance	Chiltern Railways - North	East Coast - London - East Midlands/East of England
Southern - Gatwick Express	Southeastern - High Speed	CrossCountry - Birmingham - Manchester	East Midlands Trains - London
	Virgin - London - Liverpool	CrossCountry - Nottingham - Cardiff	First Capital Connect - Great Northern
	Virgin - London - Manchester	East Coast - Non-London Journeys	First Capital Connect - Thameslink North
	Virgin - London - North Wales	First TransPennine Express - North West	First Capital Connect - Thameslink South
	Virgin - London - Scotland	First TransPennine Express - South	First Great Western - London Thames Valley
	Virgin - London - Wolverhampton	London Midland - West Coast	London Midland - London Commuter
		Northern - South & East Yorkshire	National Express East Anglia - Mainline
		National Express East Anglia - Intercity	Scotrail - Urban
		Scotrail - Interurban	South West Trains - Portsmouth
		South West Trains - Mainline	South West Trains - Reading/Windsor
		Virgin - Birmingham - Scotland	Southeastern - Mainline
			Southern - Sussex Coast

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Long distance	Short commute	Rural
CrossCountry - Birmingham - North East & Scotland	East Midlands Trains - Local	Arriva Trains Wales - Valley
CrossCountry - Birmingham - South Coast	First Capital Connect - Thameslink Loop	First Great Western - West
CrossCountry - Birmingham - South West	London Overground - Gospel Oak - Barking	Northern - Lancashire & Cumbria
CrossCountry - Birmingham - Stansted	London Overground - Richmond/Clapham - Stratford	Northern - West & North Yorkshire
East Coast - Newcastle & Scotland	London Overground - Watford - Euston	National Express East Anglia - Rural
East Coast - London - North East & Scotland	London Overground - Dalston - Croydon	Scotrail - Rural
East Midlands Trains - Liverpool - Norwich	London Midland - West Midlands	South West Trains - Island Line
First TransPennine Express - North	Merseyrail - Northern	South West Trains - Not Managed By SWT
	Merseyrail - Wirral	South West Trains - West Of England
	Northern - Manchester & Liverpool	
	Northern - Tyne Tees & Wear	
	National Express East Anglia - Metro	
	National Express East Anglia - West Anglia	
	Scotrail - Strathclyde	
	South West Trains - London	
	South West Trains - Metro	
	South West Trains - Suburban	
	Southeastern - Metro	
	Southern - Metro	

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)

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 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

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 LimeStreet services

London Midland – West Midlands:Journeys on several rail lines in and around BirminghamNew Street

London Overground – Dalston – Croydon:Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak – Barking:Journeys on the Gospel Oak – Barking line

London Overground – Richmond/ClaphamJunction – Stratford:Journeys on the Richmond – Stratford and ClaphamJunction – 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, NewBrighton, 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

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

National Express East Anglia – Intercity:

London – Norwich main line

National Express East Anglia – Main line:

Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

National Express East Anglia – Metro:

Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

National Express East Anglia – Rural:

Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

National Express East Anglia – Stansted:

Journeys on Stansted Express, not including Stansted Airport stopping trains

National Express East Anglia – West Anglia:Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

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 West Trains (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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