

# National Passenger Survey

## TOC Report for First Capital Connect

### 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](http://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

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 2009 and 27 March 2009. Top up shifts were run between 28 March and 9 April 2009. 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.

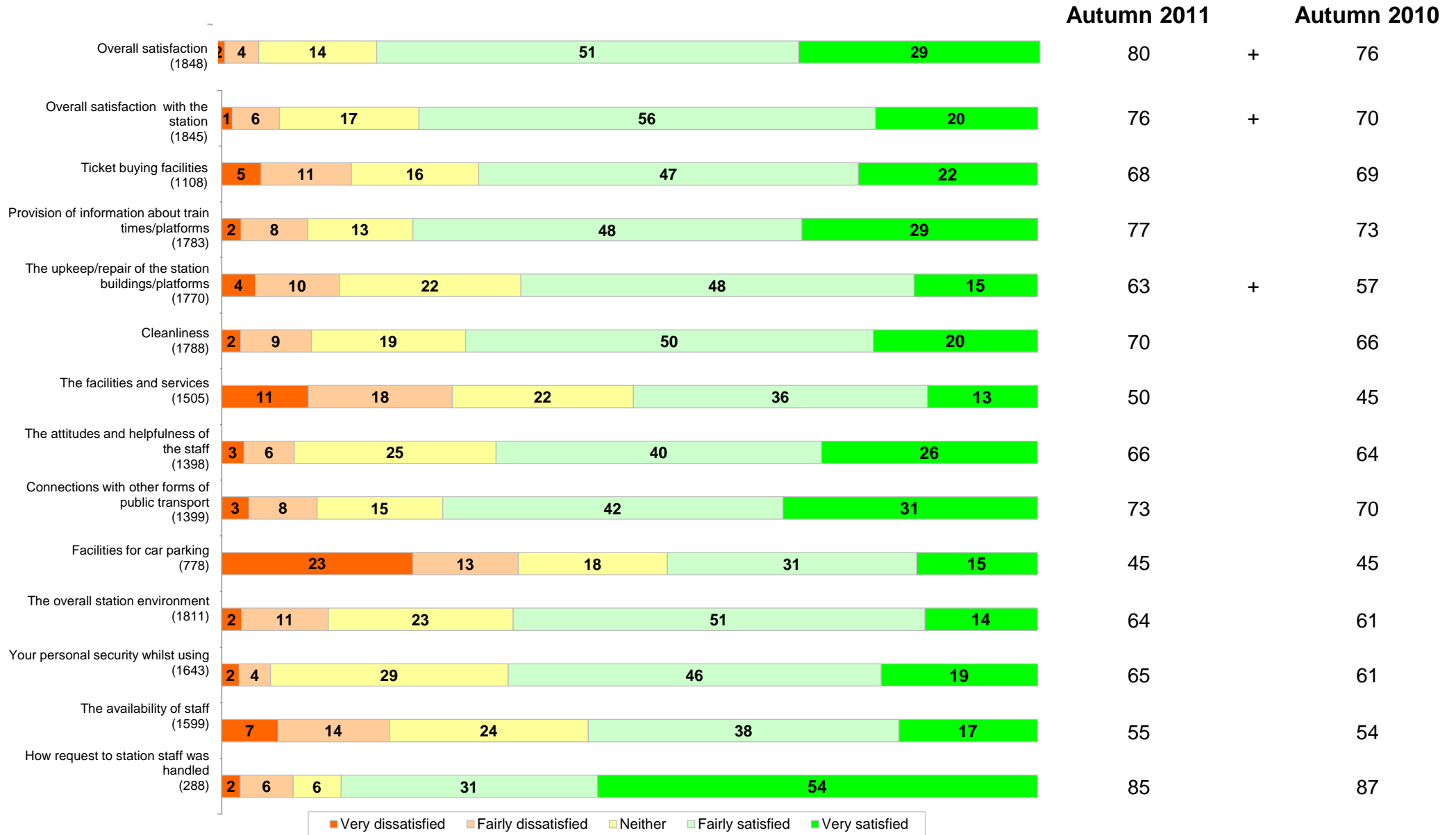
As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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.

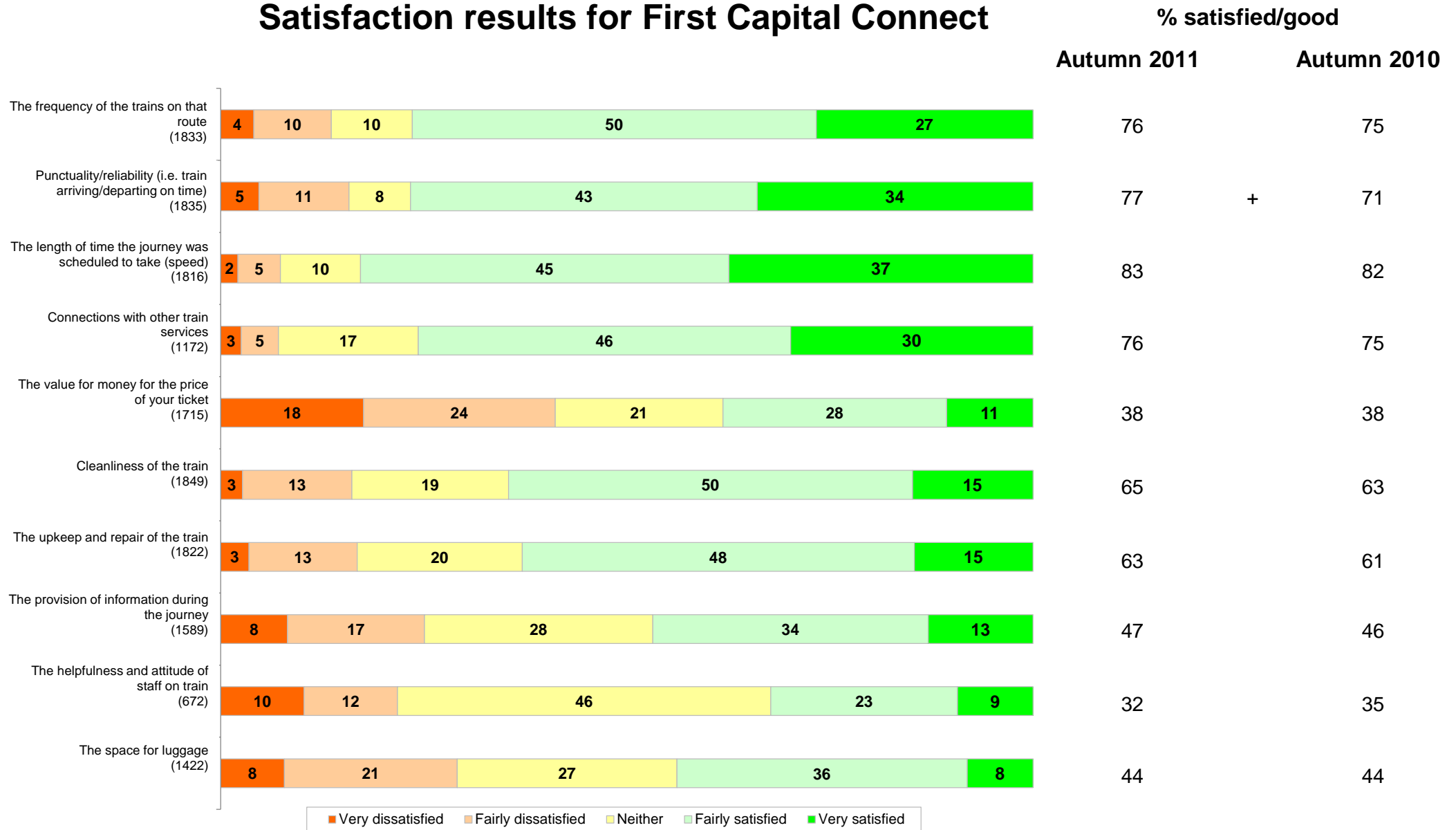
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for First Capital Connect



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

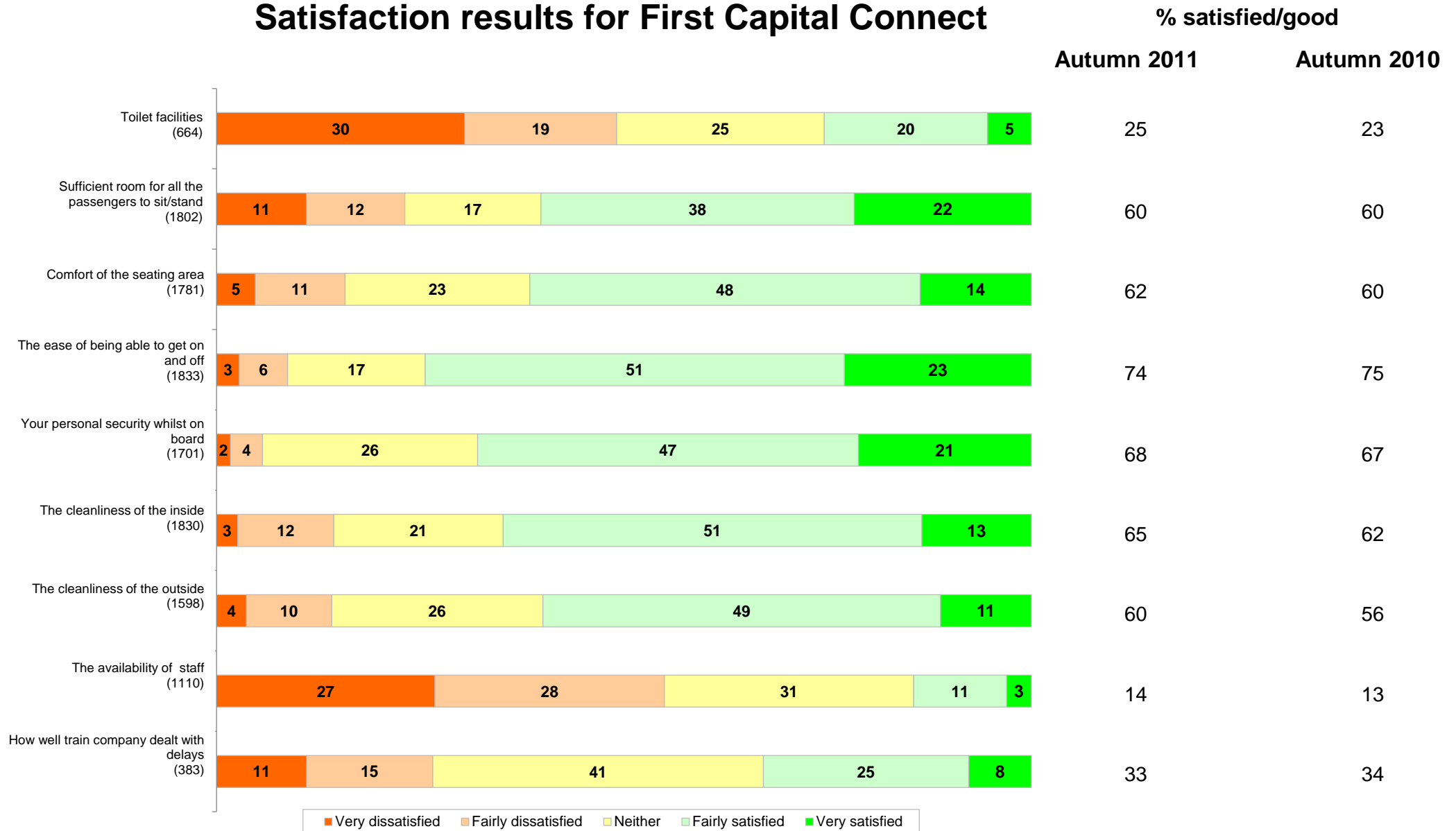
### Satisfaction results for First Capital Connect





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

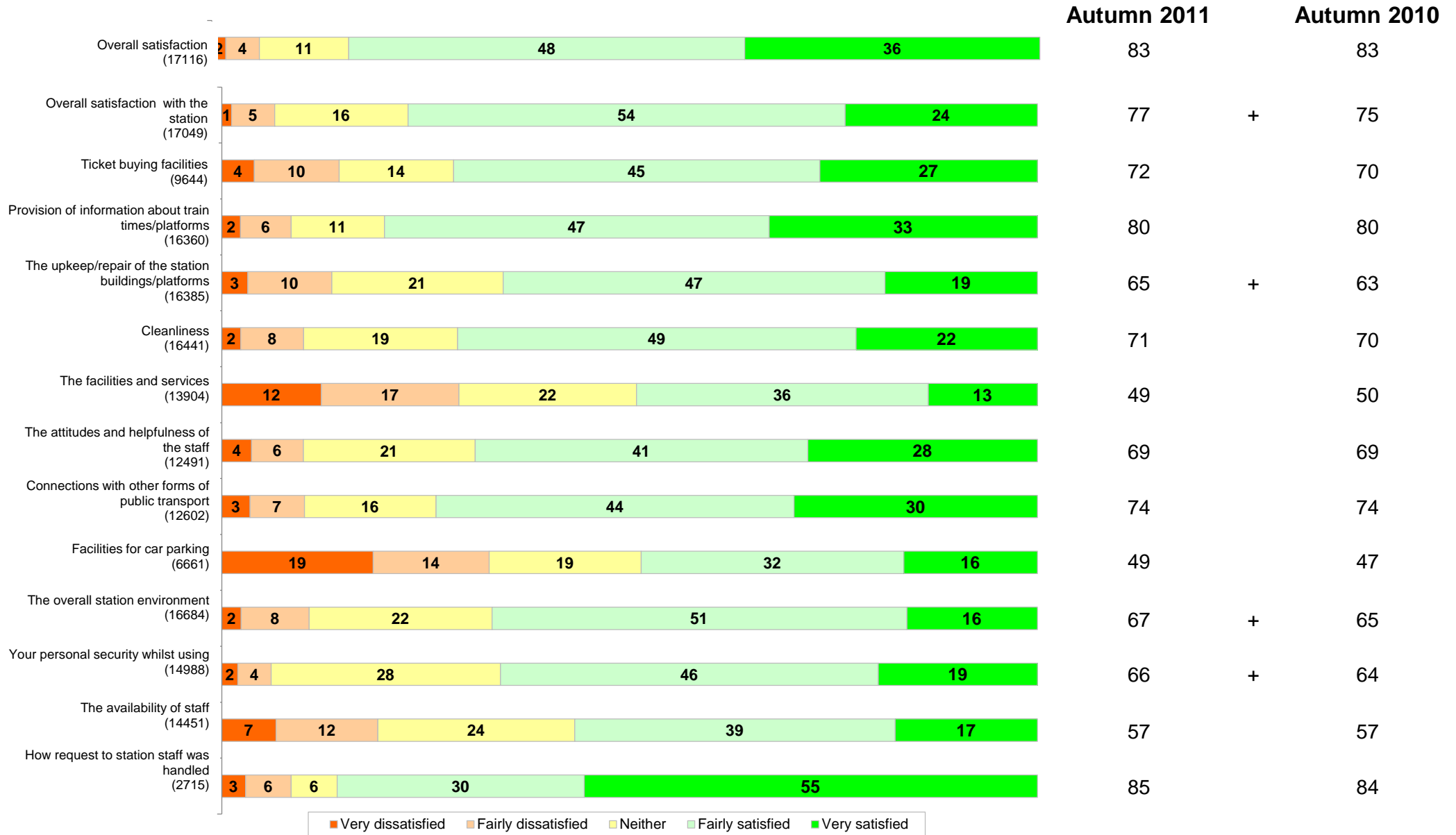
## Satisfaction results for First Capital Connect





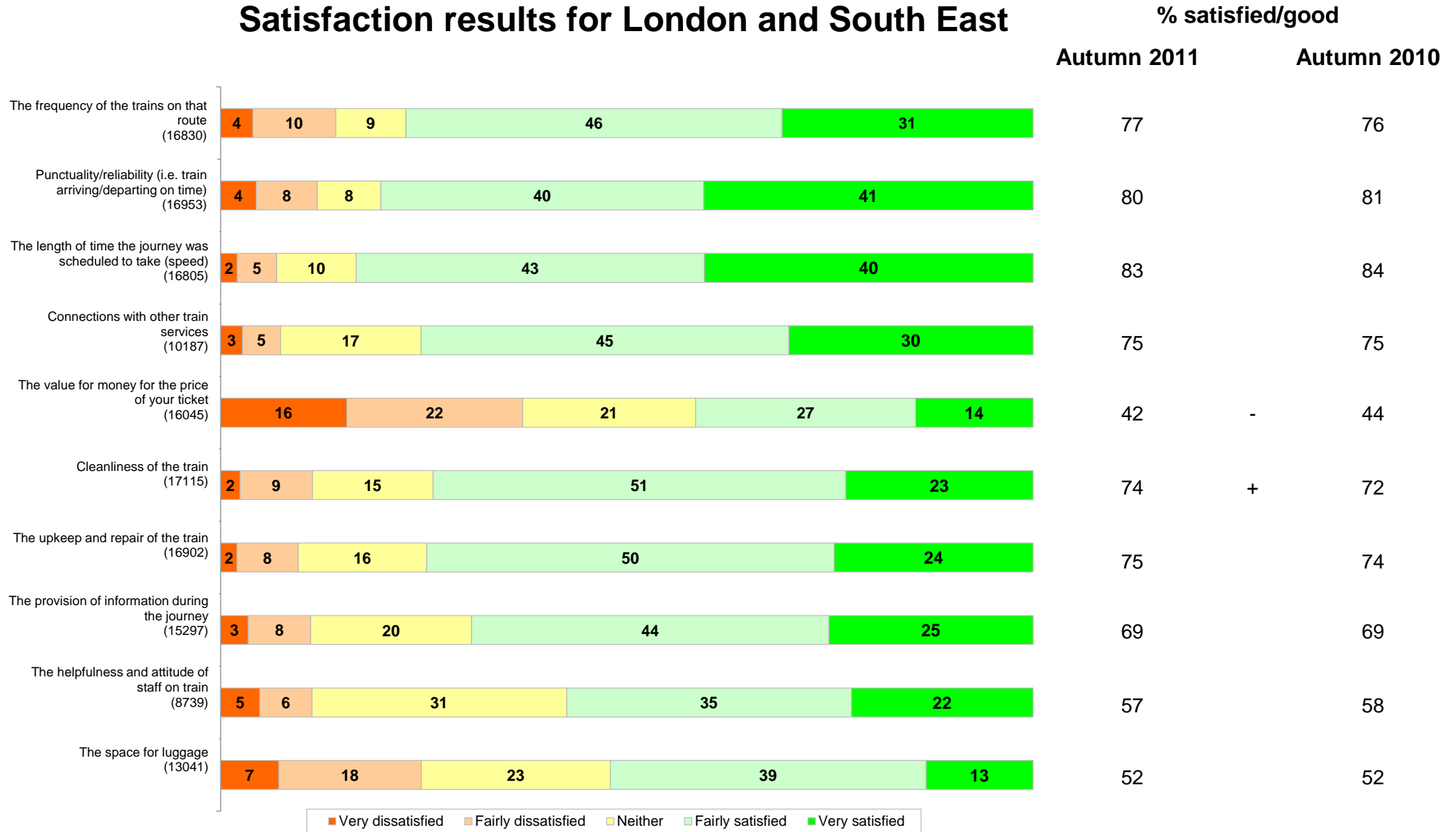
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for London and South East



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

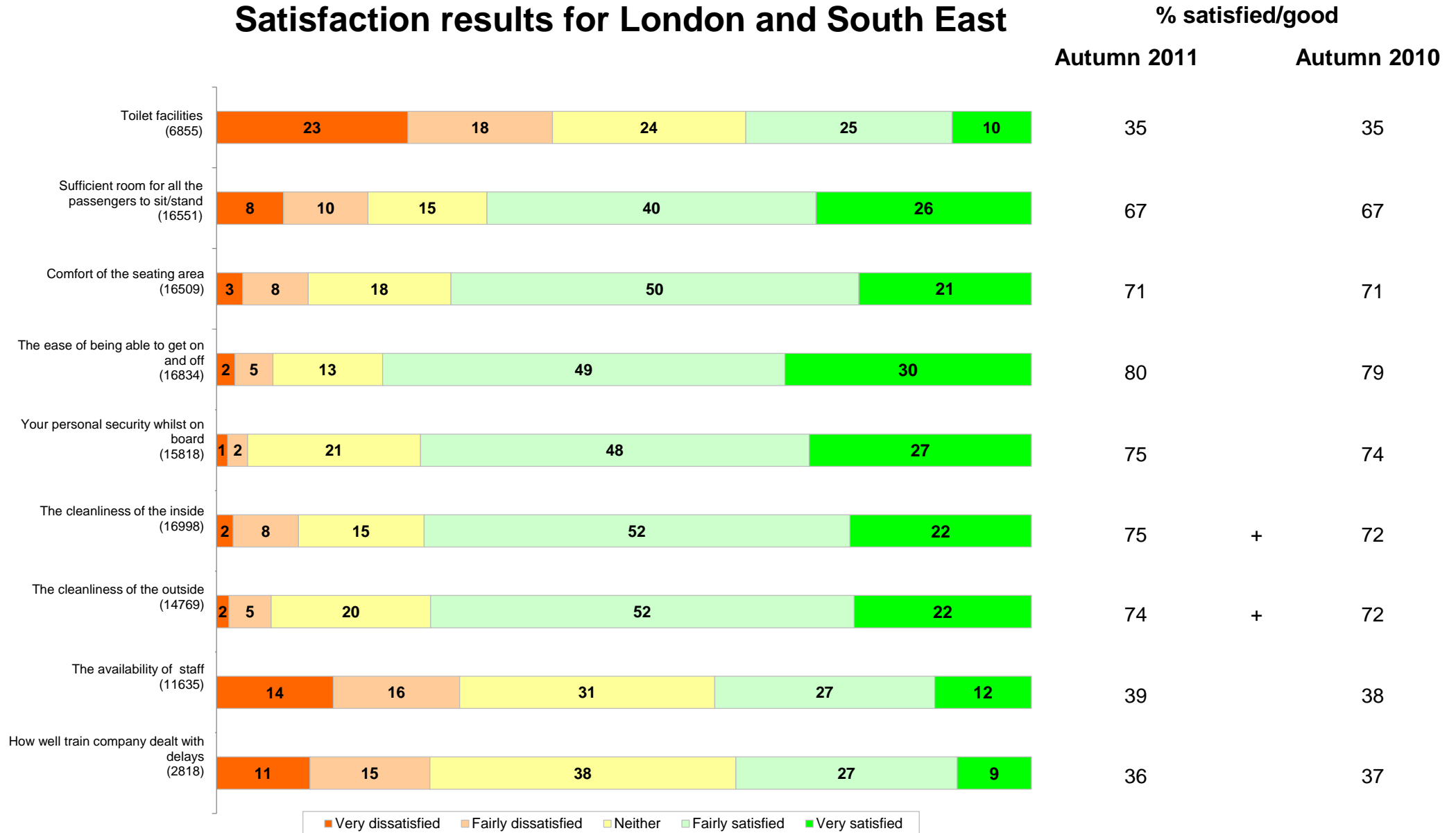
### Satisfaction results for London and South East



■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Neither  
 ■ Fairly satisfied  
 ■ Very satisfied

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

## Satisfaction results for London and South East



## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	80	83	96%
Overall satisfaction with the station	76	77	98%
Ticket buying facilities	68	72	96%
Provision of information about train times/platforms	77	80	96%
The upkeep/repair of the station buildings/platforms	63	65	97%
Cleanliness	70	71	99%
The facilities and services	50	49	101%
The attitudes and helpfulness of the staff	66	69	96%
Connections with other forms of public transport	73	74	99%
Facilities for car parking	45	49	93%
Overall environment	64	67	96%
Your personal security whilst using	65	66	99%
The availability of staff	55	57	97%
How request to station staff was handled	85	85	100%

## First Capital Connect performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	76	77	99%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	80	95%
The length of time the journey was scheduled to take (speed)	83	83	99%
Connections with other train services	76	75	100%
The value for money for the price of your ticket	38	42	92%
Cleanliness of the train	65	74	87%
Upkeep and repair of the train	63	75	84%
The provision of information during the journey	47	69	68%
The helpfulness and attitude of staff on train	32	57	56%
The space for luggage	44	52	84%
The toilet facilities	25	35	73%
Sufficient room for all passengers to sit/stand	60	67	90%
The comfort of the seating area	62	71	86%
The ease of being able to get on and off	74	80	93%
Your personal security on board	68	75	91%
The cleanliness of the inside	65	75	87%
The cleanliness of the outside	60	74	81%
The availability of staff	14	39	37%
How well train company deals with delays	33	36	91%

## 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

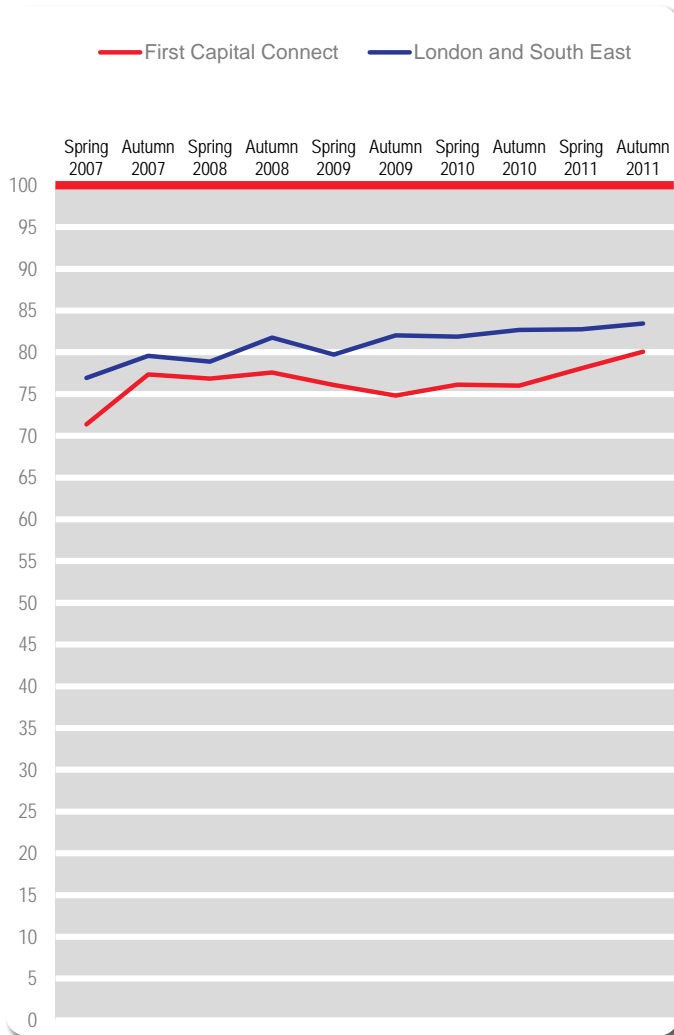
## Building block/route data for First Capital Connect

	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



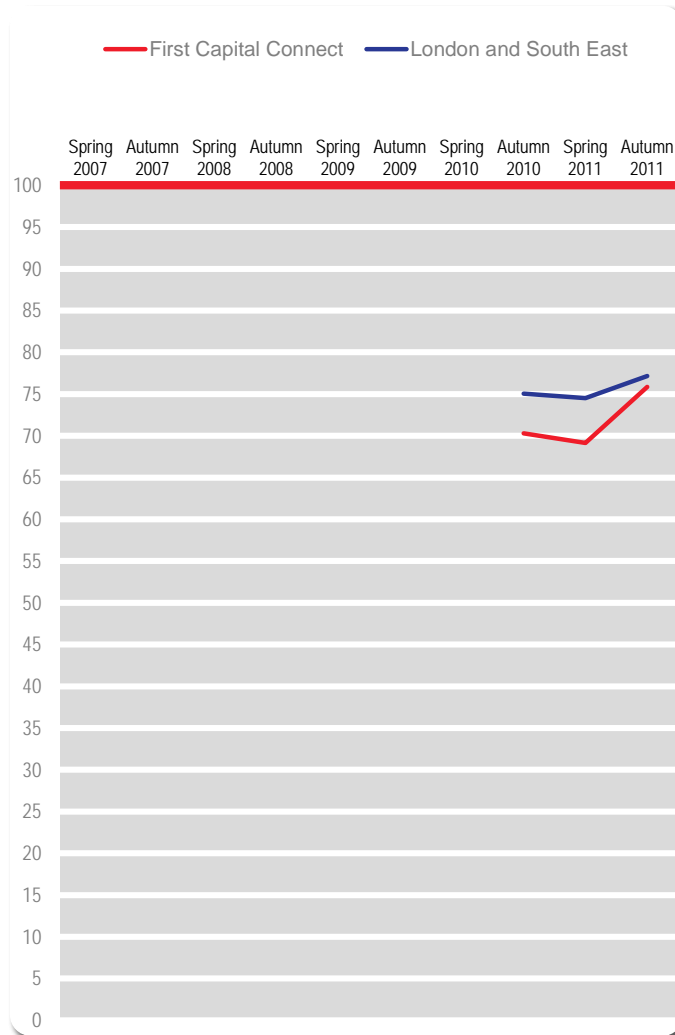
**Overall satisfaction**

**(1848)**  
Percentage of passengers satisfied 2007 to 2011



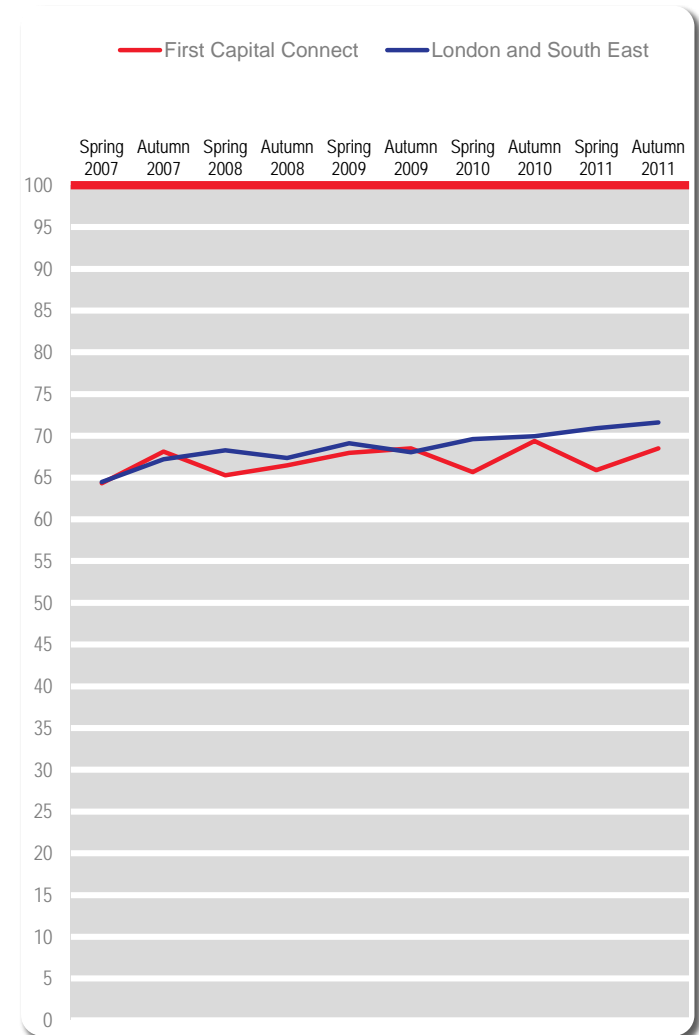
**Overall station satisfaction**

**(1845)**  
Percentage of passengers satisfied 2007 to 2011



**Ticket buying facilities**

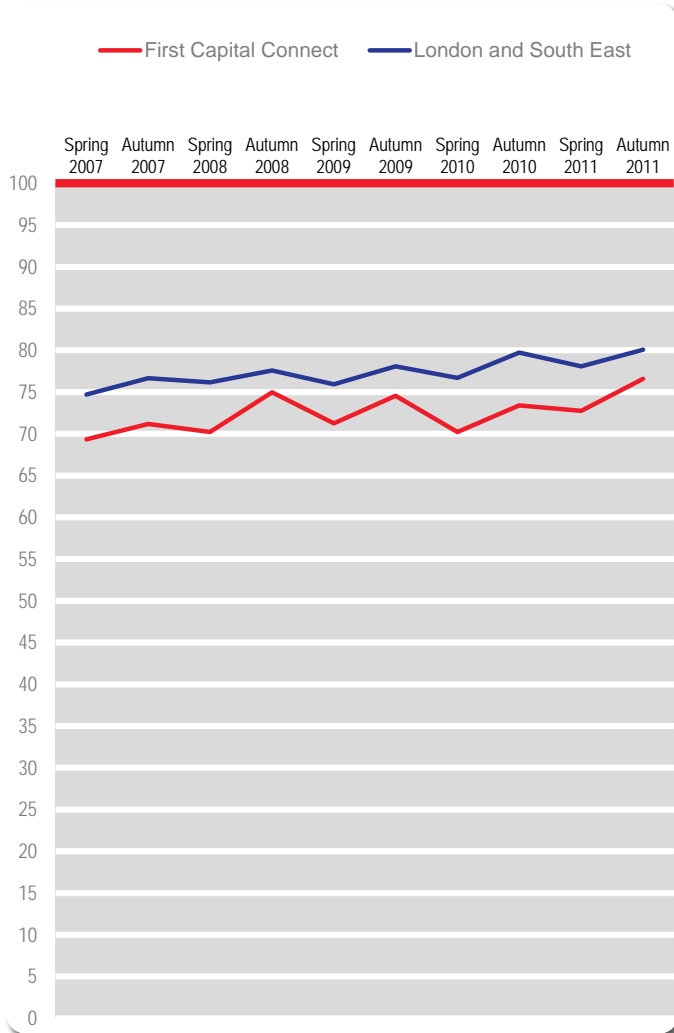
**(1108)**  
Percentage of passengers satisfied 2007 to 2011



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

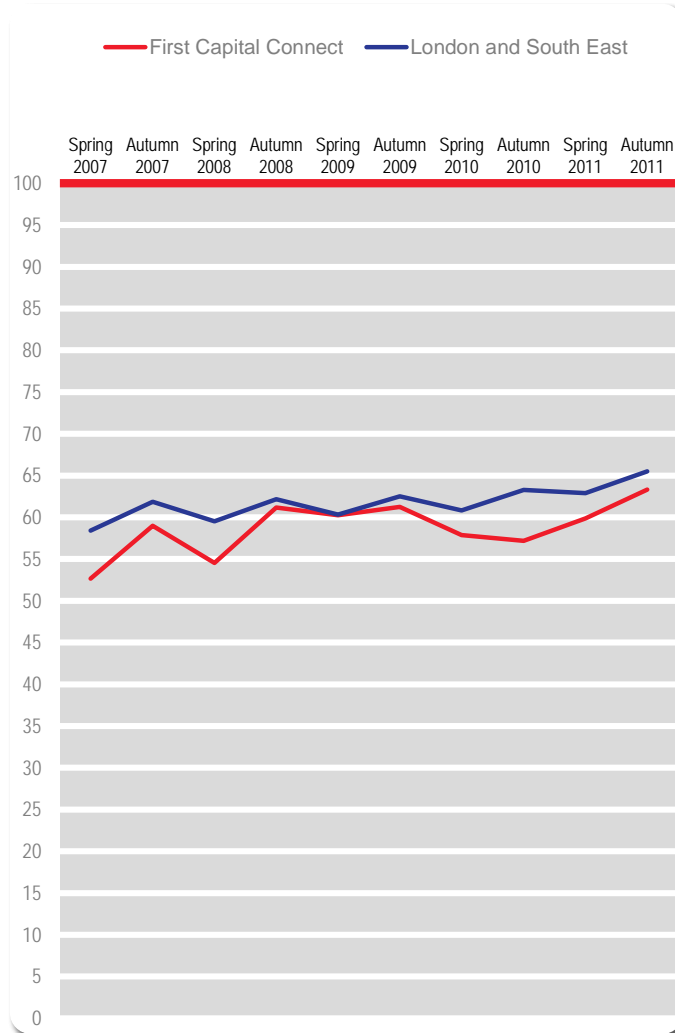
**Provision of information about train times/platforms**

(1783)  
Percentage of passengers satisfied 2007 to 2011



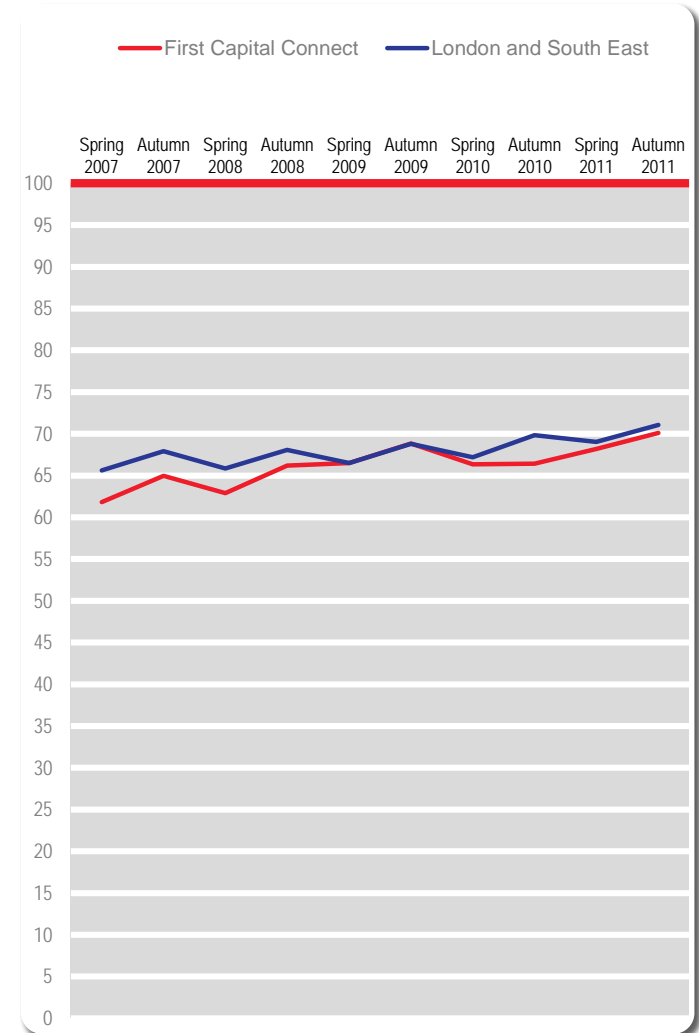
**The upkeep/repair of the station building/platforms**

(1770)  
Percentage of passengers satisfied 2007 to 2011



**Cleanliness of the station**

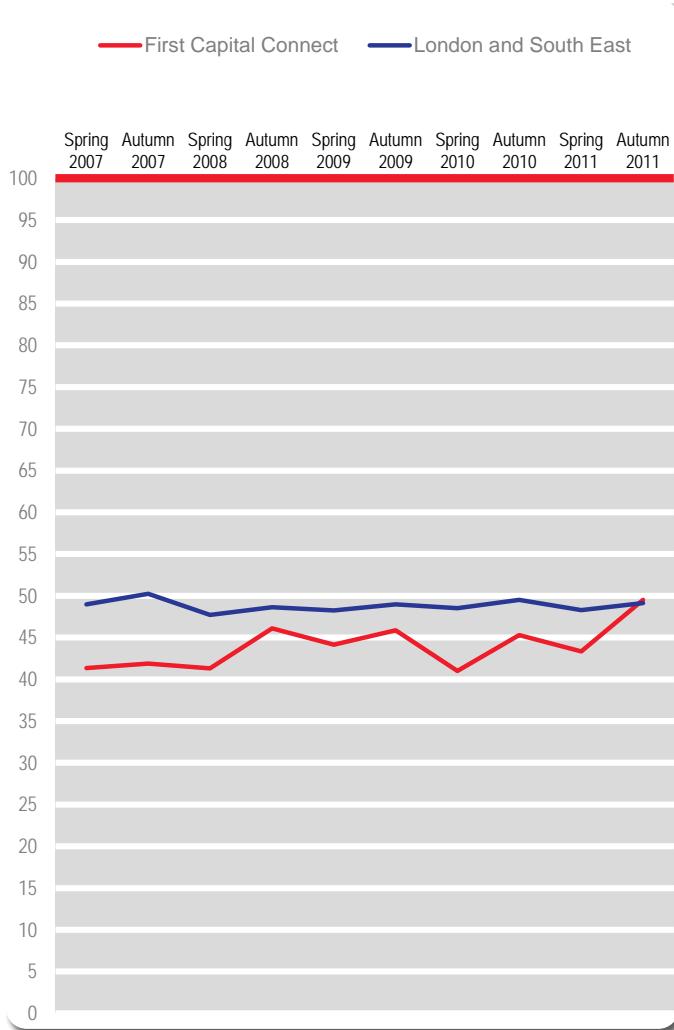
(1788)  
Percentage of passengers satisfied 2007 to 2011



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

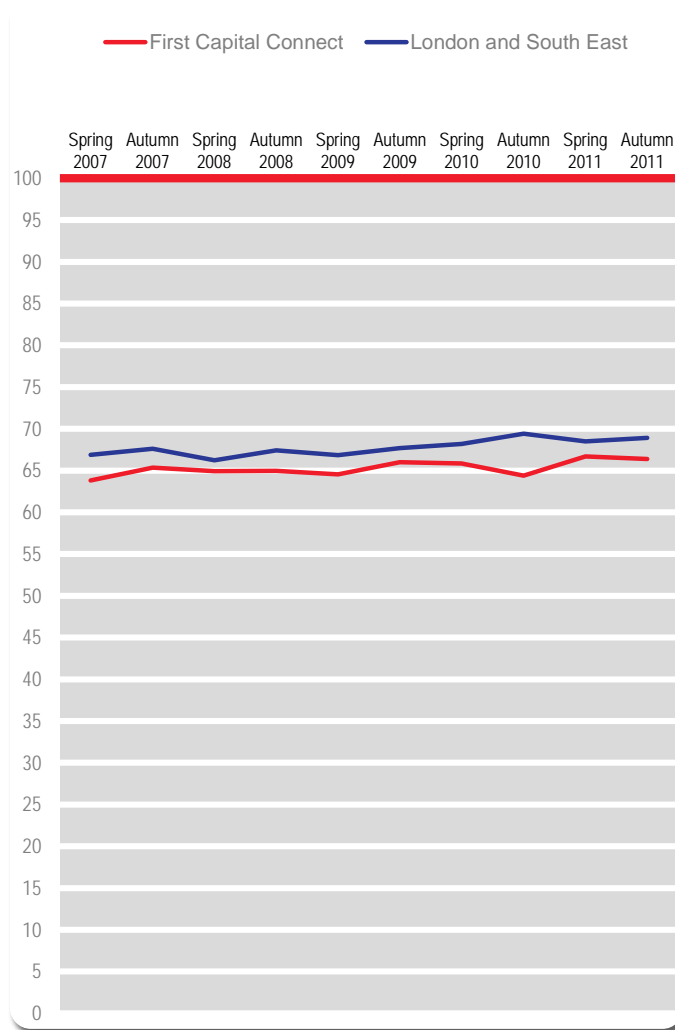
**The facilities and services at the station**

(1505)  
Percentage of passengers satisfied 2007 to 2011



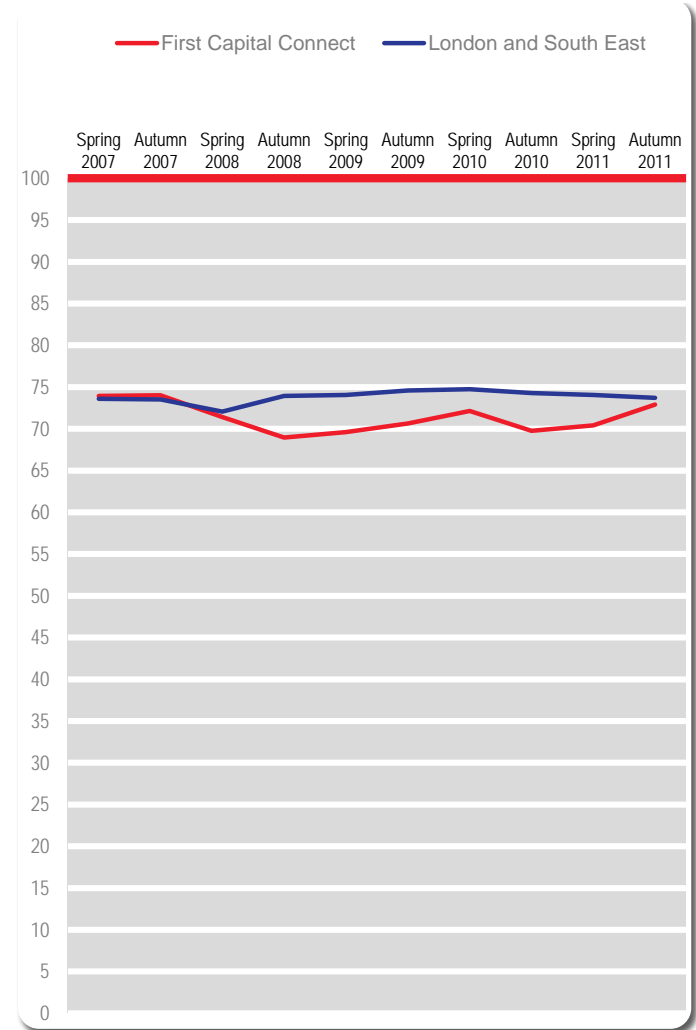
**The attitudes and helpfulness of the staff at the station**

(1398)  
Percentage of passengers satisfied 2007 to 2011



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

(1399)  
Percentage of passengers satisfied 2007 to 2011

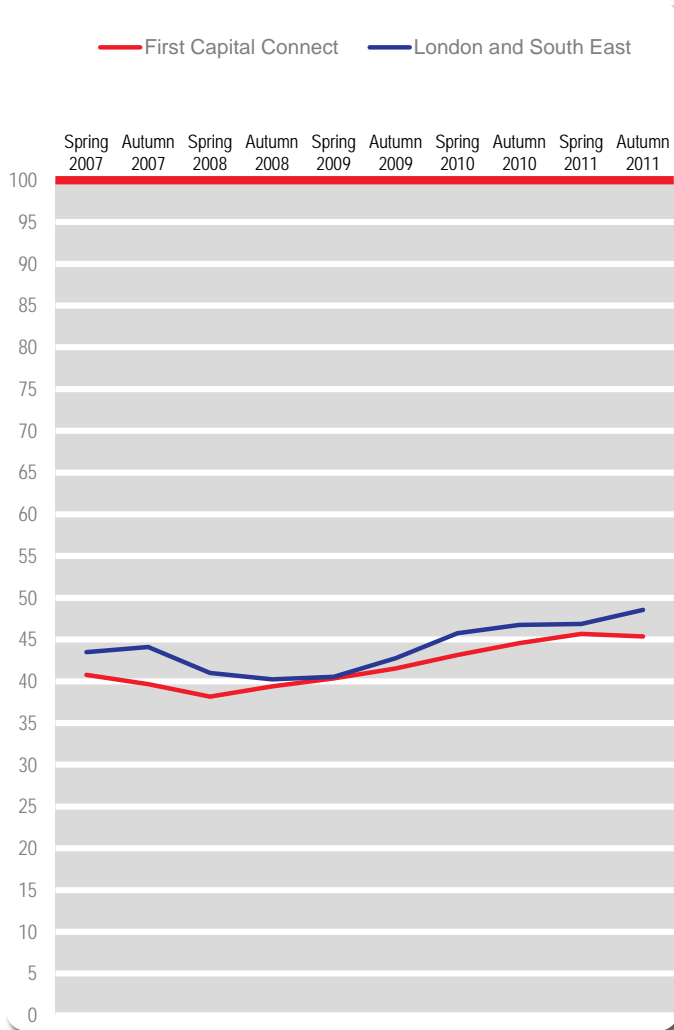


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

(778)

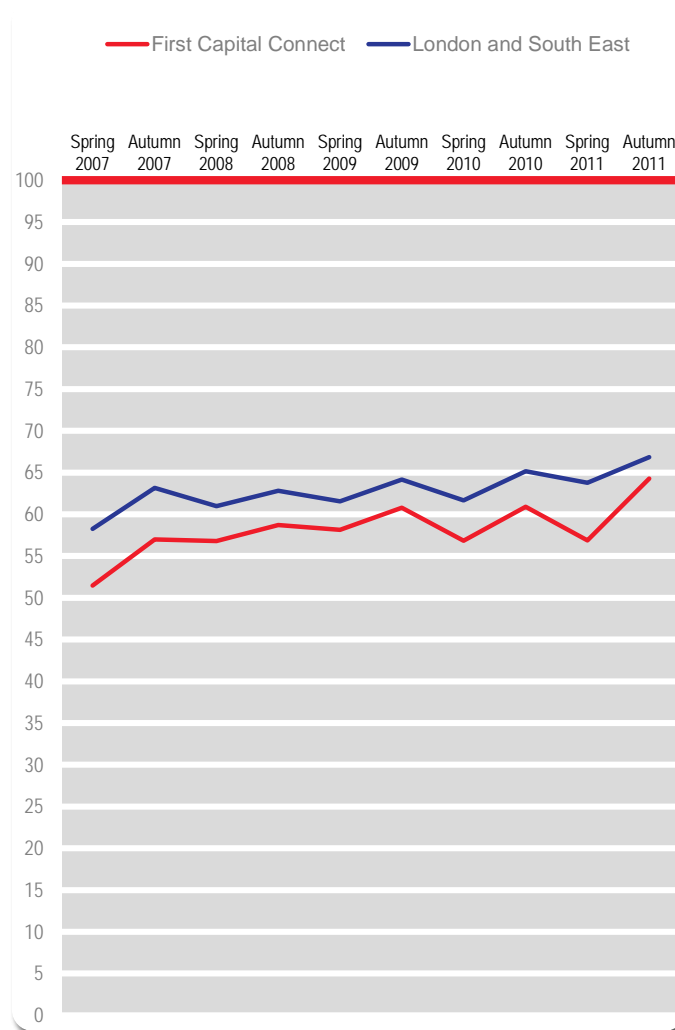
Percentage of passengers satisfied 2007 to 2011



**Overall station environment**

(1811)

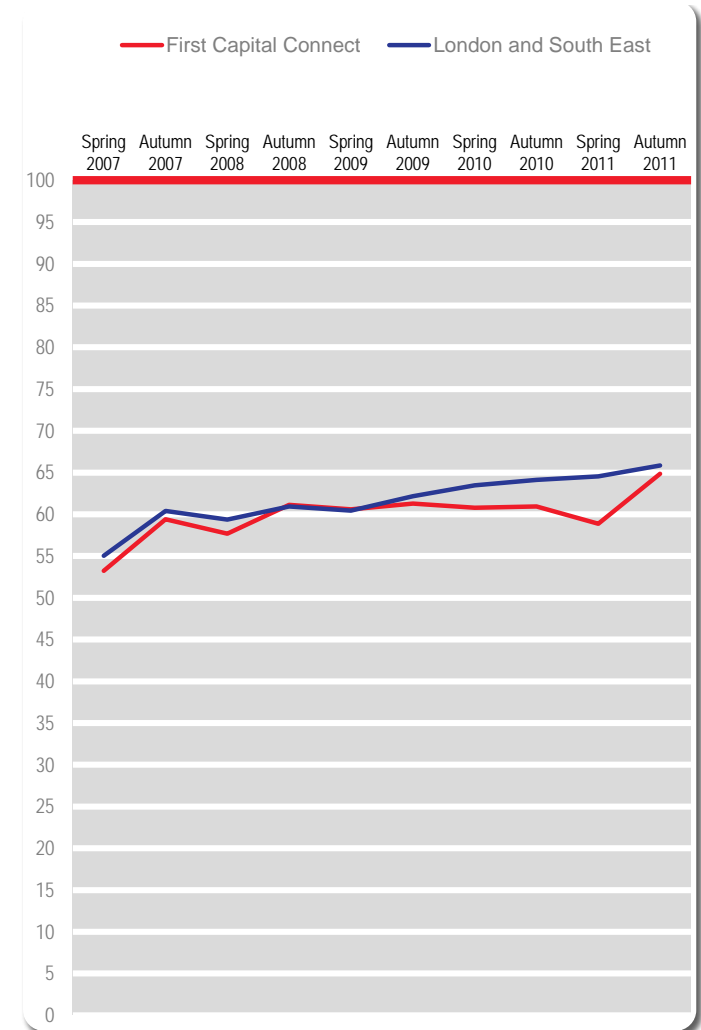
Percentage of passengers satisfied 2007 to 2011



**Your personal security whilst using the station**

(1643)

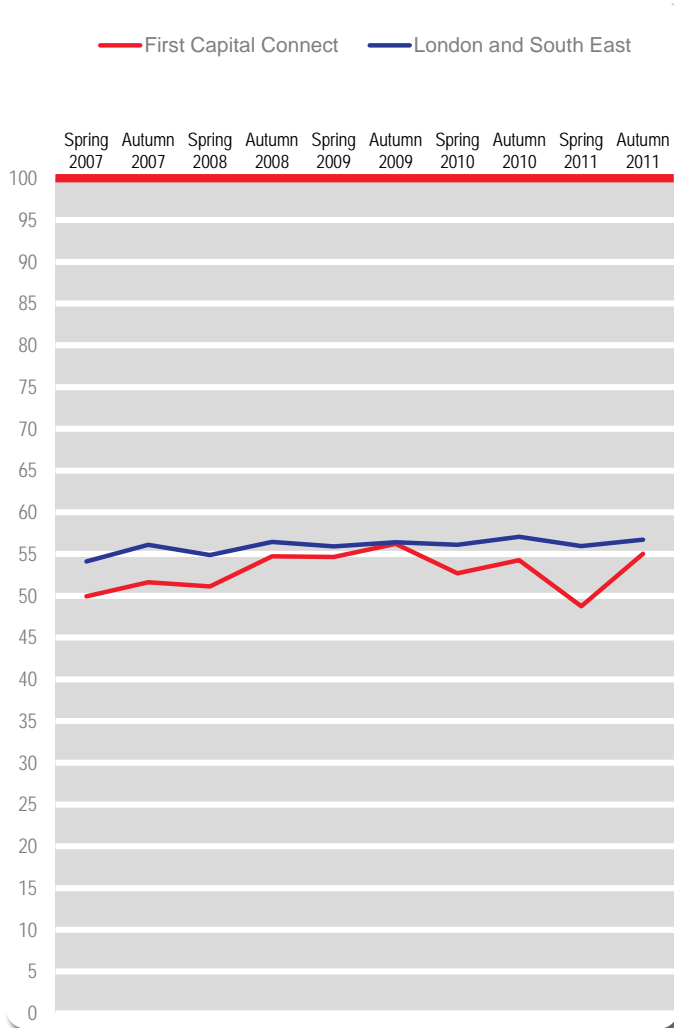
Percentage of passengers satisfied 2007 to 2011



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

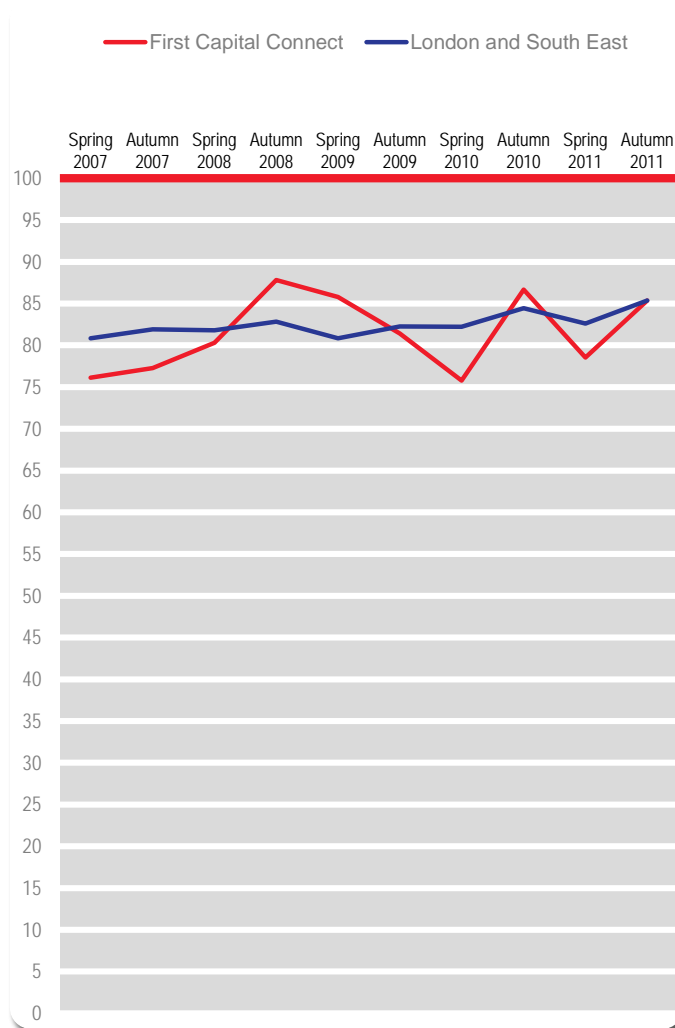
**The availability of staff at the station**

**(1599)**  
Percentage of passengers satisfied 2007 to 2011



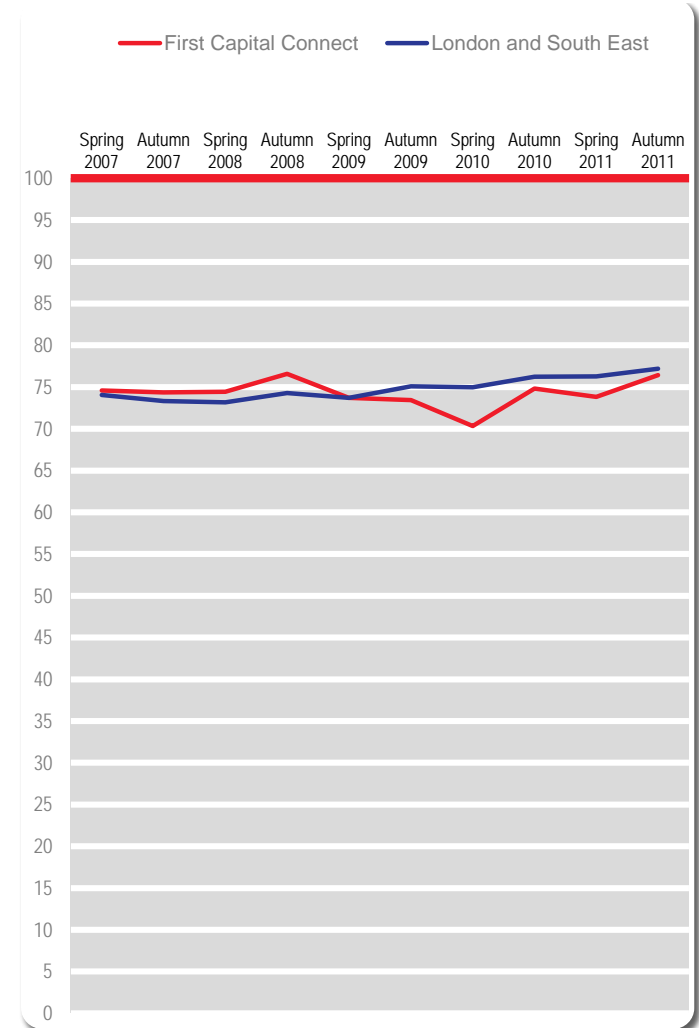
**How request to station staff was handled**

**(288)**  
Percentage of passengers satisfied 2007 to 2011



**The frequency of trains on that route**

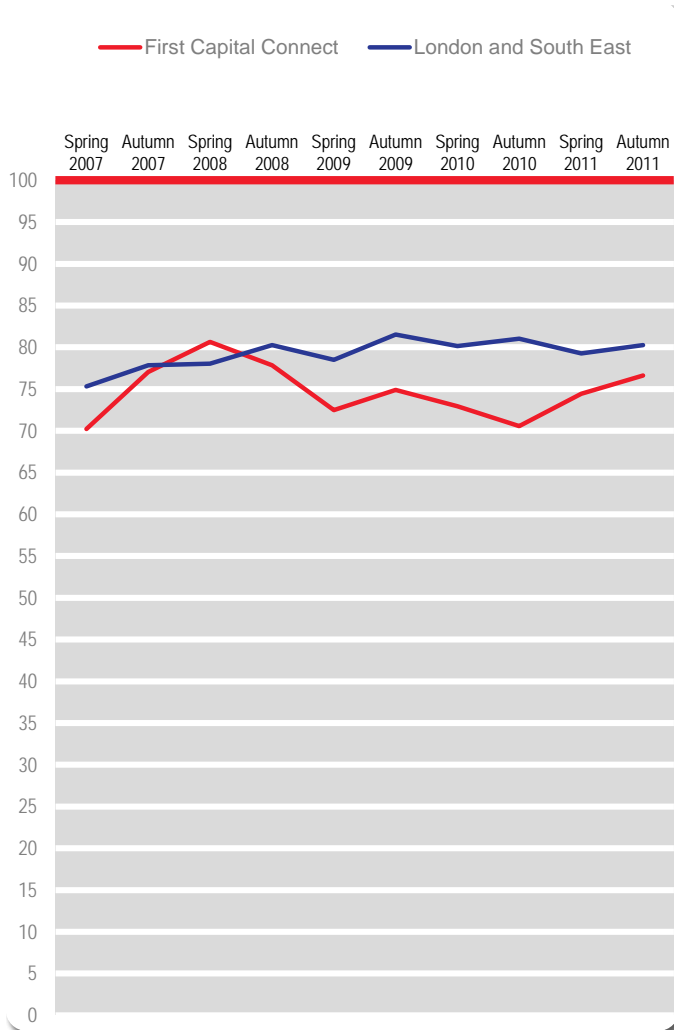
**(1833)**  
Percentage of passengers satisfied 2007 to 2011



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

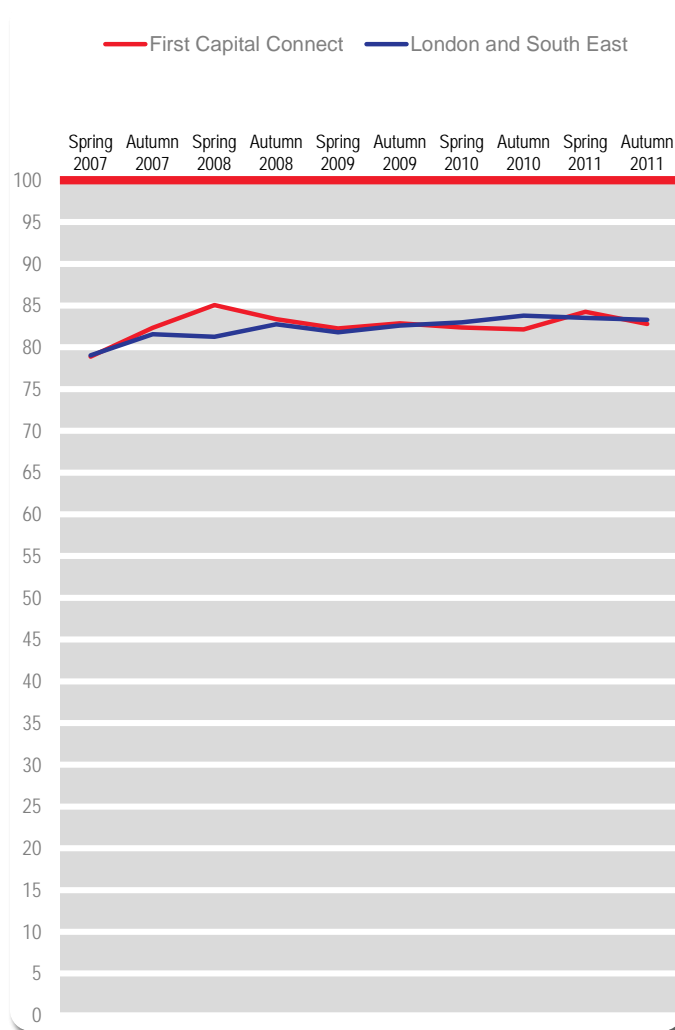
**Punctuality/reliability (i.e. train arriving/departing on time)**

(1835)  
Percentage of passengers satisfied 2007 to 2011



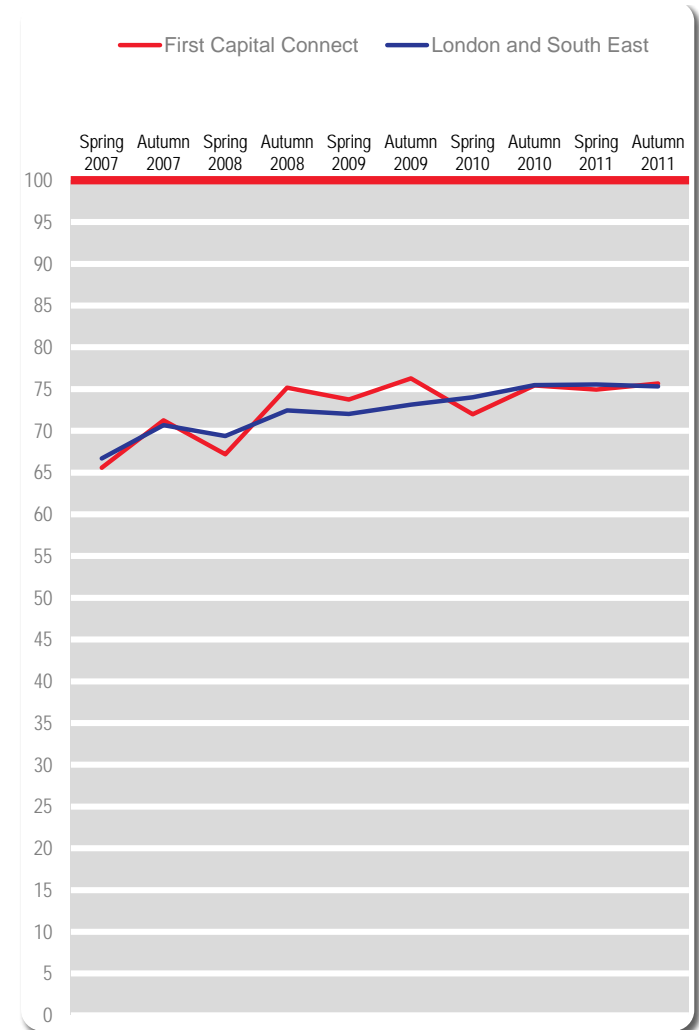
**The length of time the journey was scheduled to take (speed)**

(1816)  
Percentage of passengers satisfied 2007 to 2011



**Connections with other train services**

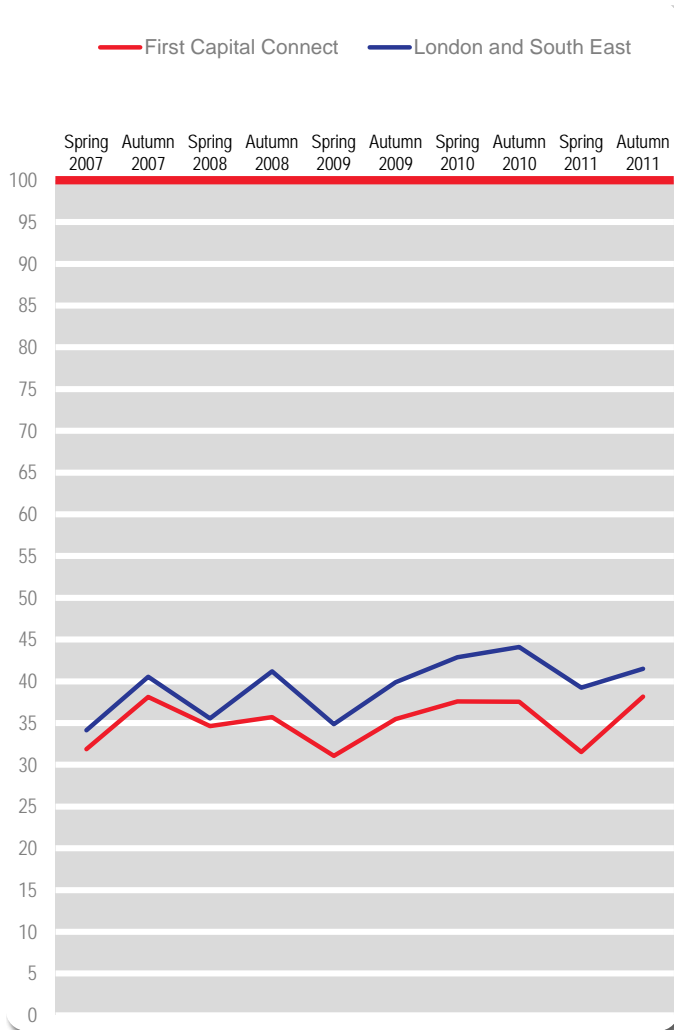
(1172)  
Percentage of passengers satisfied 2007 to 2011



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

**The value for money for the price of your ticket**  
(1715)

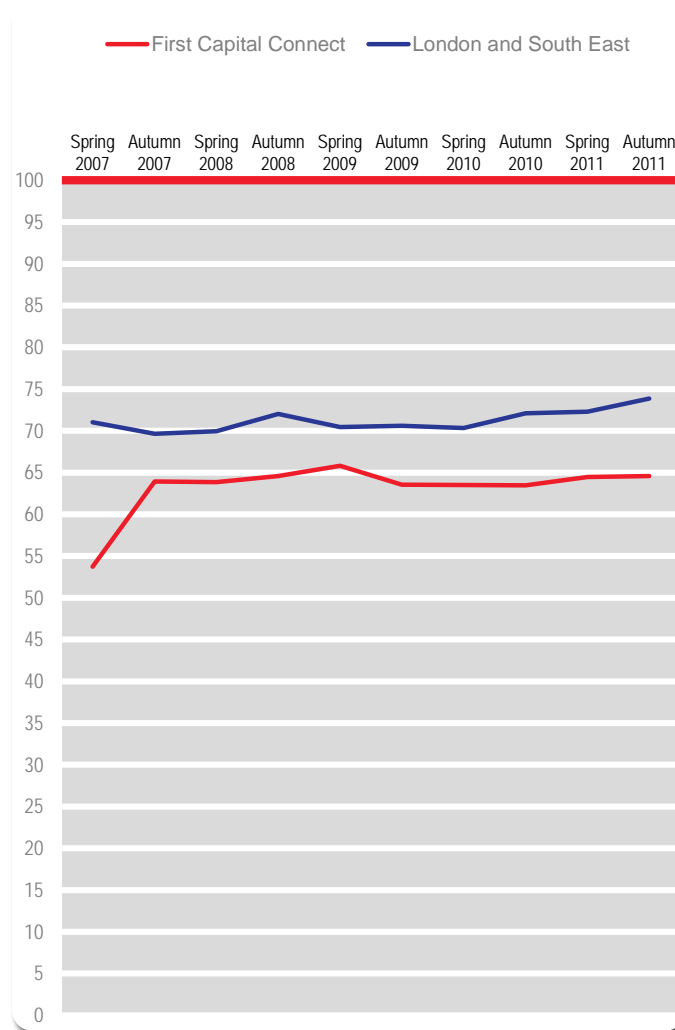
Percentage of passengers satisfied 2007 to 2011



**Cleanliness of the train**

(1849)

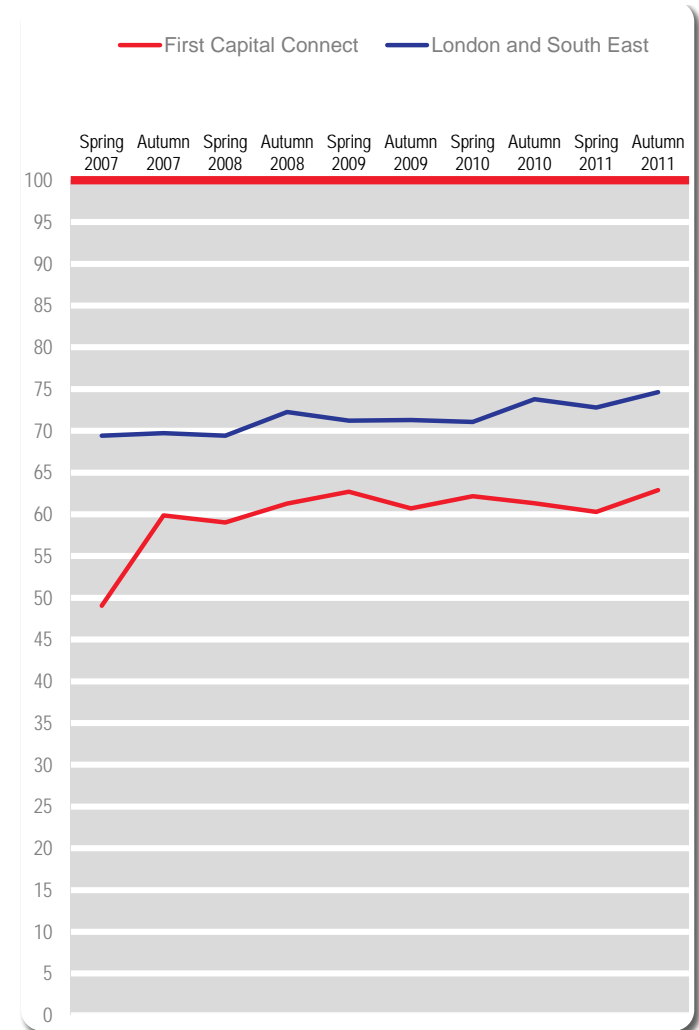
Percentage of passengers satisfied 2007 to 2011



**Upkeep and repair of the train**

(1822)

Percentage of passengers satisfied 2007 to 2011

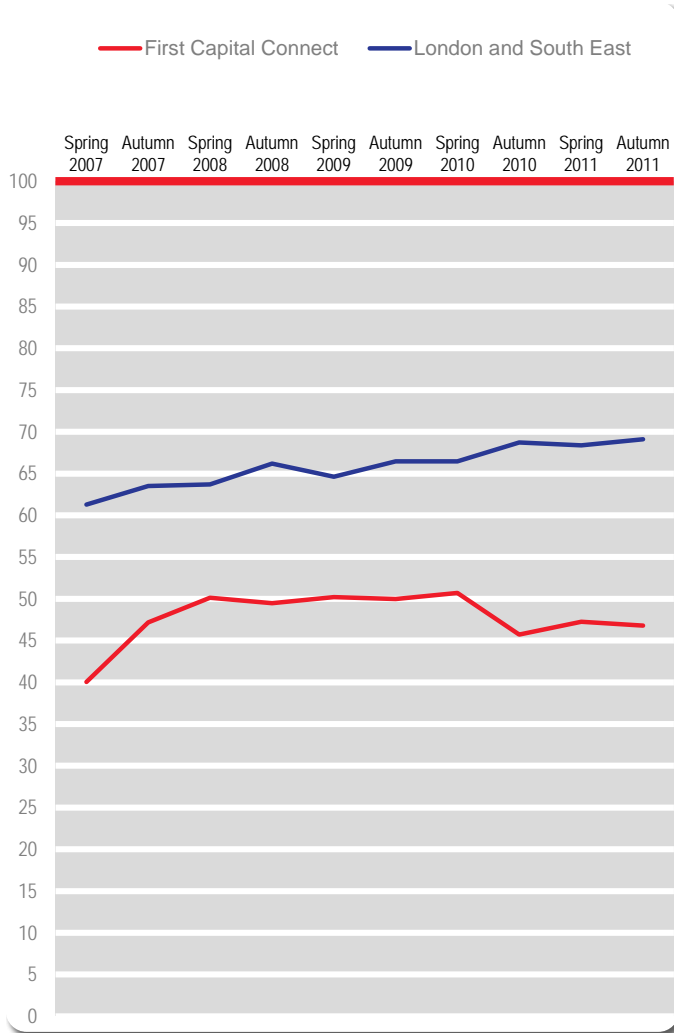


N.B. Benchmarks and targets are only shown for applicable factors



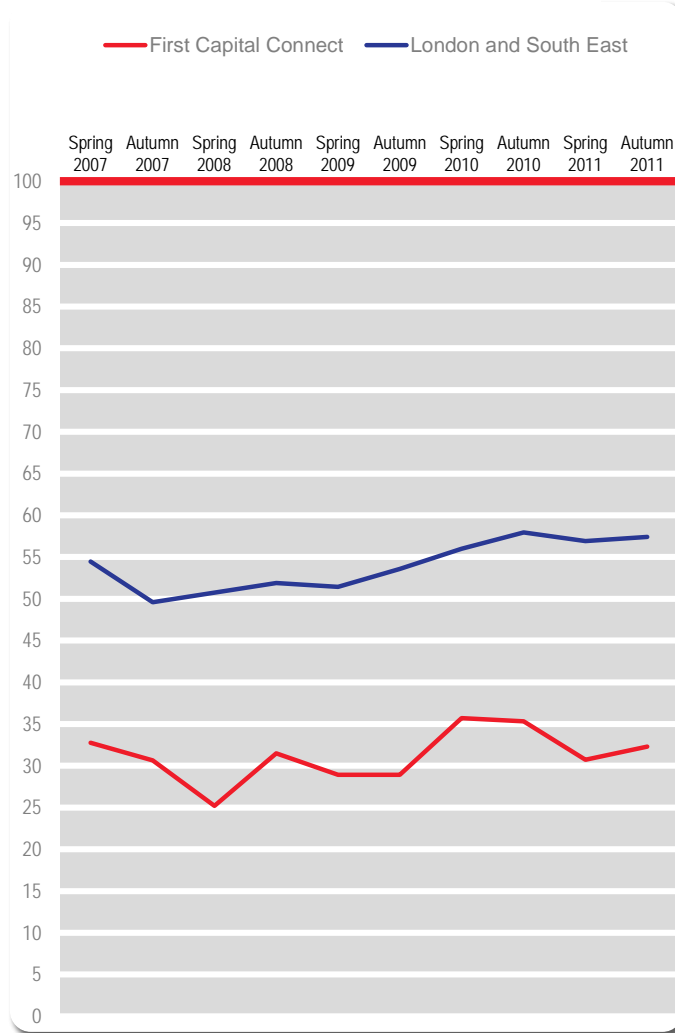
**The provision of information during the journey**  
(1589)

Percentage of passengers satisfied 2007 to 2011



**The helpfulness and attitude of staff on train**  
(672)

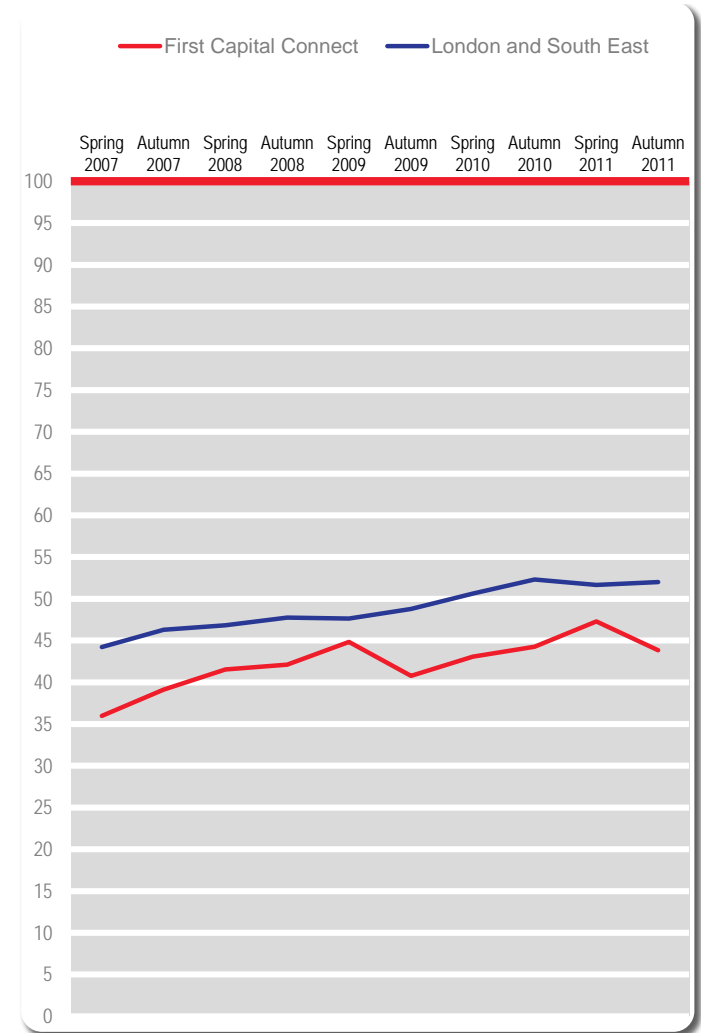
Percentage of passengers satisfied 2007 to 2011



**The space for luggage**

(1422)

Percentage of passengers satisfied 2007 to 2011

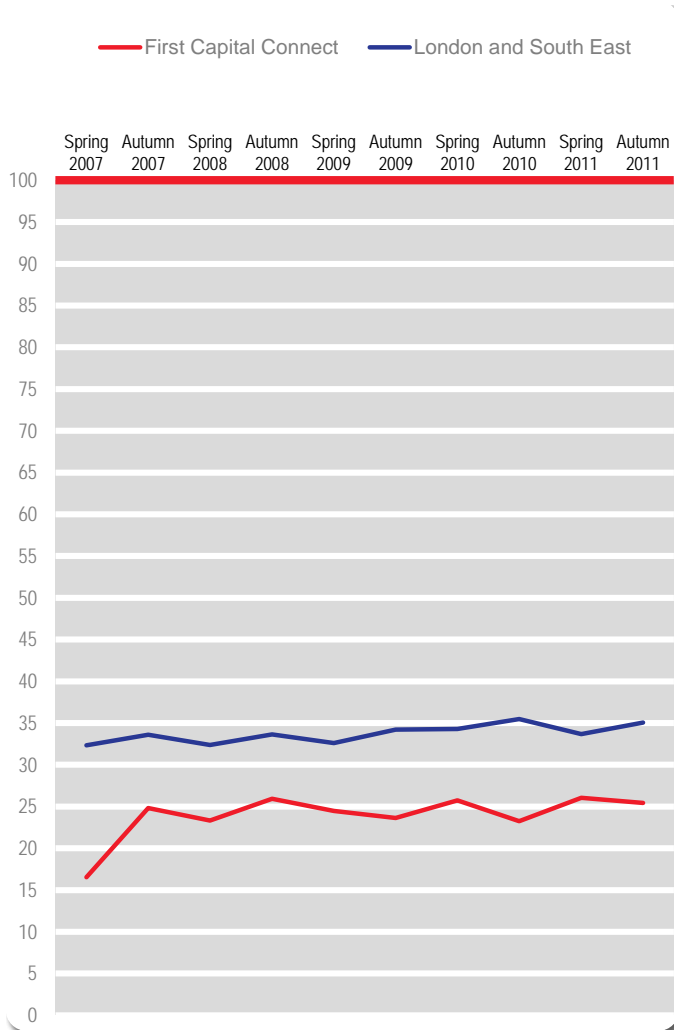


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(664)

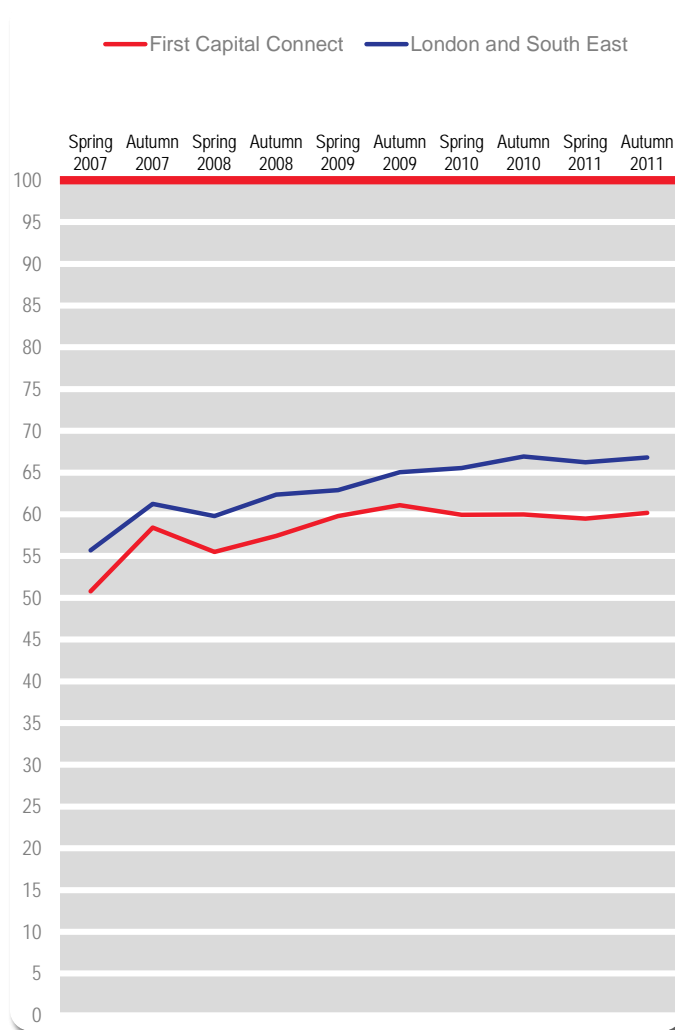
Percentage of passengers satisfied 2007 to 2011



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

(1802)

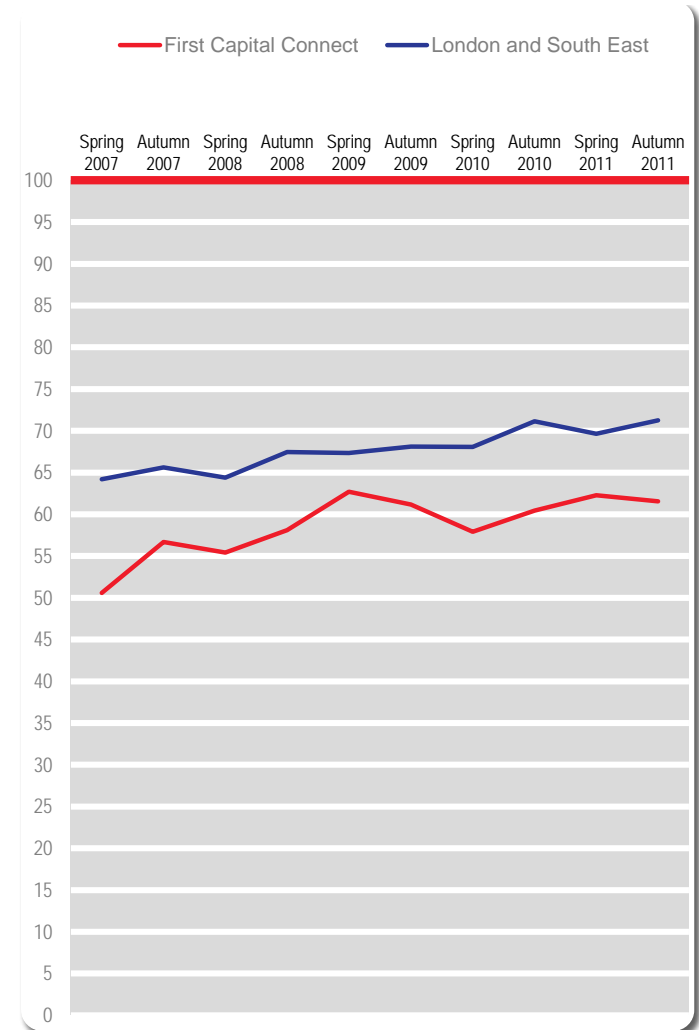
Percentage of passengers satisfied 2007 to 2011



**The comfort of the seating area**

(1781)

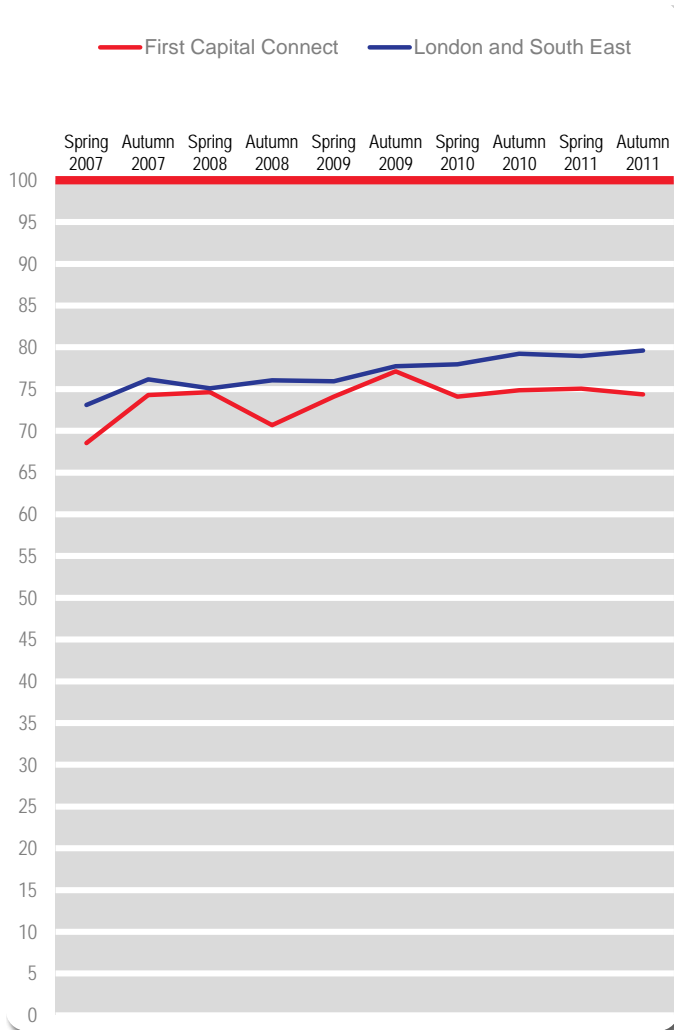
Percentage of passengers satisfied 2007 to 2011



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

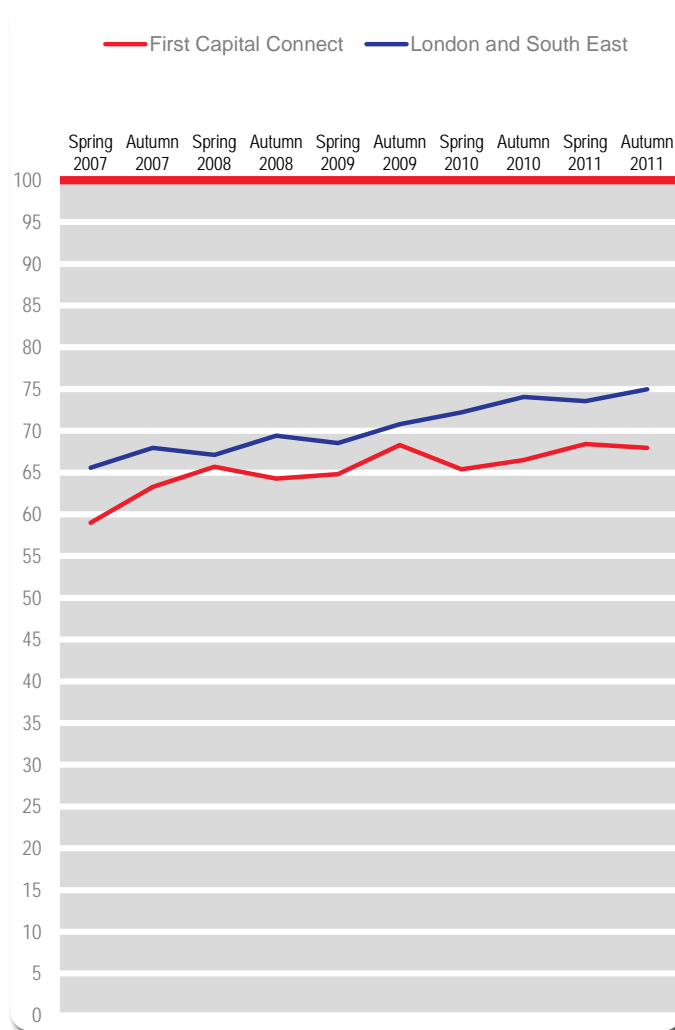
**The ease of being able to get on and off the train**

**(1833)**  
Percentage of passengers satisfied 2007 to 2011



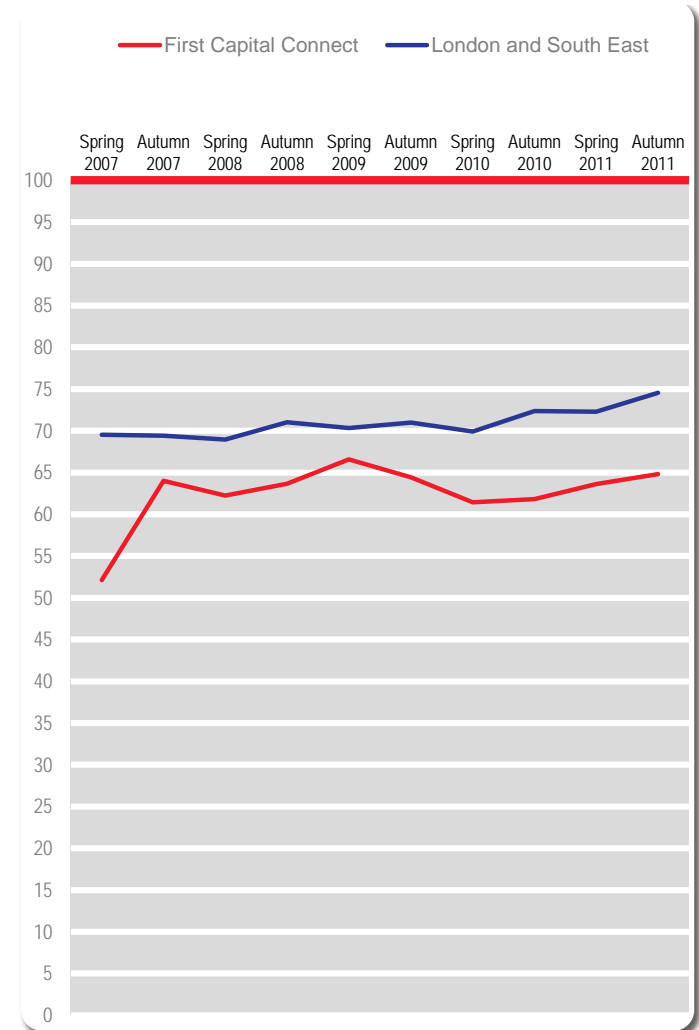
**Your personal security whilst on board**

**(1701)**  
Percentage of passengers satisfied 2007 to 2011



**The cleanliness of the inside of the train**

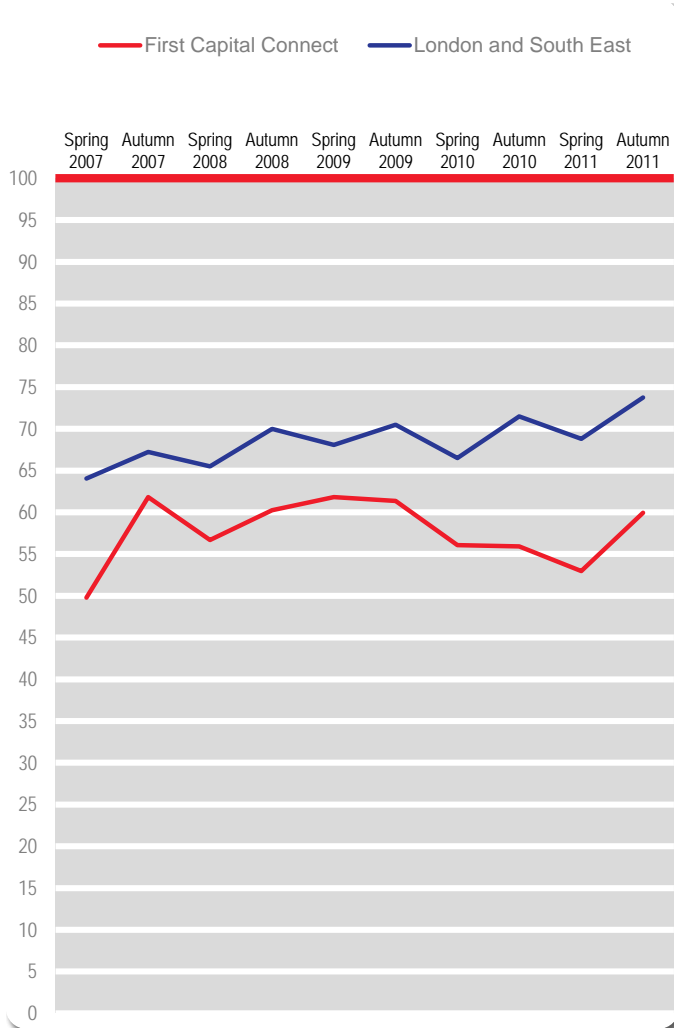
**(1830)**  
Percentage of passengers satisfied 2007 to 2011



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

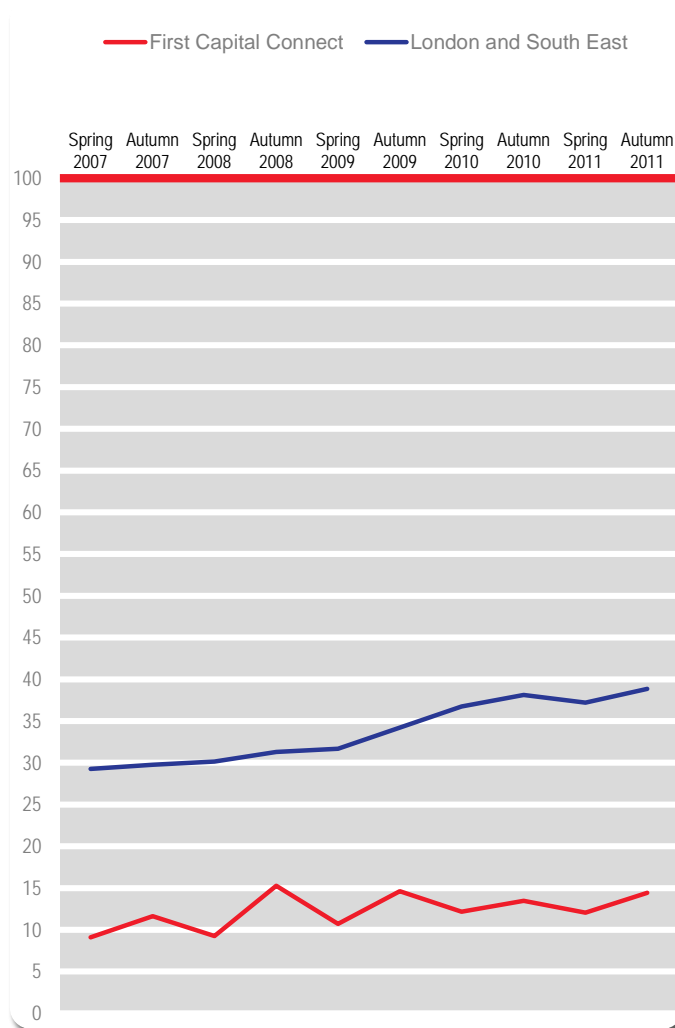
**The cleanliness of the outside of the train**

**(1598)**  
Percentage of passengers satisfied 2007 to 2011



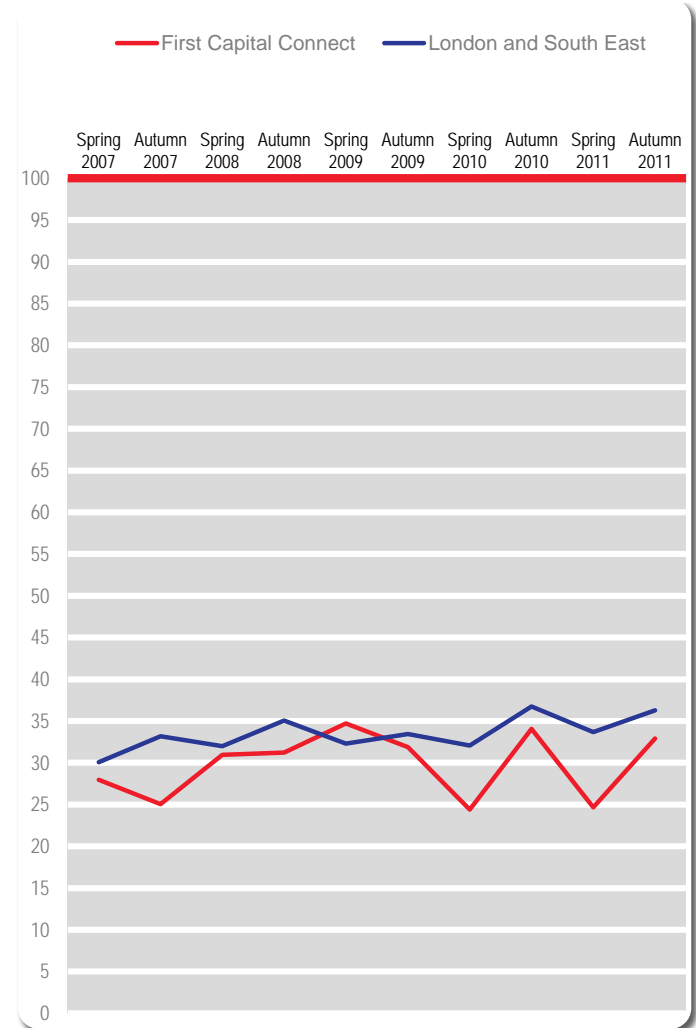
**The availability of staff on the train**

**(1110)**  
Percentage of passengers satisfied 2007 to 2011



**How well train company dealt with delay**

**(383)**  
Percentage of passengers satisfied 2007 to 2011



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

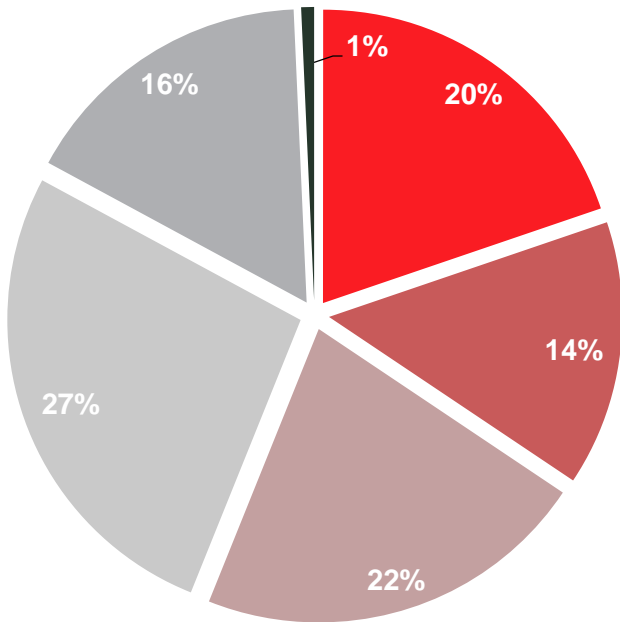
## Managed versus non-managed stations for First Capital Connect

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	74		79
Ticket buying facilities	68		69
Provision of information about train times/platforms	77		76
The upkeep/repair of the station buildings/platforms	61		67
Cleanliness	69		72
The facilities and services	42	-	60
The attitudes and helpfulness of the staff	66		67
Connections with other forms of public transport	69	-	78
Facilities for car parking	50	+	33
Overall environment	61	-	69
Your personal security whilst using	63	-	69
The availability of staff	51	-	62
How request to station staff was handled	84		87

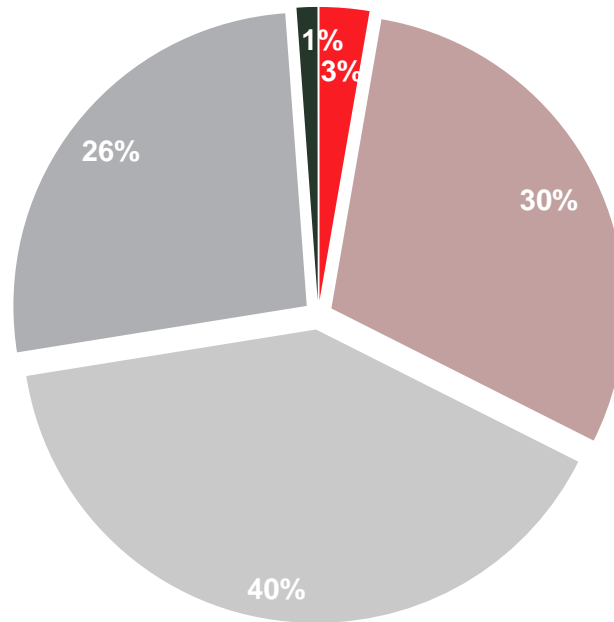
## Managed versus non-managed stations for First Capital Connect

(% Passengers Journeys originating from each type of station)

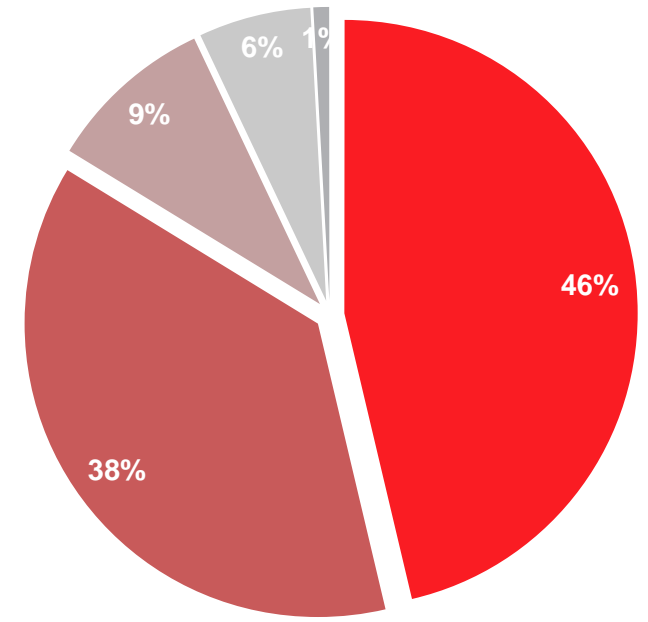
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

## Peak/off-peak satisfaction scores for First Capital Connect

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	73	+	65	83		80
Overall satisfaction with the station	75	+	66	76		72
Ticket buying facilities	65		65	70		71
Provision of information about train times/platforms	74		74	78		73
The upkeep/repair of the station buildings/platforms	66	+	56	62		58
Cleanliness	73		67	69		66
The facilities and services	53		46	48		45
The attitudes and helpfulness of the staff	62		61	68		66
Connections with other forms of public transport	76		72	71		69
Facilities for car parking	49		48	44		43
Overall environment	64		57	64		62
Your personal security whilst using	64		61	65		61
The availability of staff	51		55	57		54
How request to station staff was handled	75		72	88		91

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59



## Peak/off-peak satisfaction scores for First Capital Connect

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	72		71	78		76
Punctuality/reliability (i.e. the train arriving/departing on time)	68	+	60	80	+	74
The length of time the journey was scheduled to take (speed)	75		76	86		84
Connections with other train services	72		75	77		75
The value for money for the price of your ticket	24		23	44		43
Cleanliness of the train	62		58	66		65
Upkeep and repair of the train	58		57	65		63
The provision of information during the journey	44		44	48		46
The helpfulness and attitude of staff on train	27		25	34		39
The space for luggage	35		35	47		47
The toilet facilities	17		16	29		26
Sufficient room for all passengers to sit/stand	37		34	70		69
The comfort of the seating area	48		45	67		66
The ease of being able to get on and off	61		60	80		80
Your personal security on board	68		61	68		69
The cleanliness of the inside	60		55	67		64
The cleanliness of the outside	54		51	63		58
The availability of staff	8		5	17		17
How well train company deals with delays	34	+	21	32		44

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	73		73	86	+	85
Overall satisfaction with the station	74	+	71	78	+	76
Ticket buying facilities	63		63	74	+	72
Provision of information about train times/platforms	79		77	80		80
The upkeep/repair of the station buildings/platforms	63	+	60	66	+	64
Cleanliness	70		69	71		70
The facilities and services	50		49	49		50
The attitudes and helpfulness of the staff	63		62	70		71
Connections with other forms of public transport	71		72	74		75
Facilities for car parking	46		46	49		47
Overall environment	63		62	68	+	66
Your personal security whilst using	62		62	67	+	65
The availability of staff	52		51	58		59
How request to station staff was handled	77		73	87		86

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	73		72	78		77
Punctuality/reliability (i.e. the train arriving/departing on time)	73		74	82		83
The length of time the journey was scheduled to take (speed)	76		75	85		86
Connections with other train services	69		71	77		76
The value for money for the price of your ticket	23	-	27	46	-	48
Cleanliness of the train	67		67	75	+	73
Upkeep and repair of the train	66		68	77	+	75
The provision of information during the journey	58		61	72		71
The helpfulness and attitude of staff on train	47		45	60		61
The space for luggage	38		41	56		55
The toilet facilities	26		24	38		38
Sufficient room for all passengers to sit/stand	41		41	74		73
The comfort of the seating area	55		56	75		75
The ease of being able to get on and off	68		68	83		82
Your personal security on board	69		67	77		76
The cleanliness of the inside	67		66	76	+	74
The cleanliness of the outside	66		64	76	+	73
The availability of staff	27		24	42		41
How well train company deals with delays	28		26	39		41

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

## Weighted sample profile for First Capital Connect

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	49	49	None	77	71
Female	48	48	Minor	18	24
Not stated	4	3	Major	3	4
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	8	8	Yes	67	65
26-34	18	18	No	33	35
35-44	22	20			
45-54	22	26			
55-59	9	9	<b>TIME OF TRAVEL</b>		
60-64	8	9	Peak	29	26
65+	9	8	Off-peak	71	74
Not stated	3	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	45	45	Yes asked for help	10	9
Business	26	26	Yes asked for information	8	7
Leisure	29	29	Could not find anyone to ask	3	3
			No	79	79
			Not stated	1	2

## Weighted sample profile for London and South East

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	44	44	None	80	80
Female	53	52	Minor	16	16
Not stated	3	3	Major	2	3
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	12	11	Yes	68	68
26-34	18	17	No	32	32
35-44	19	20			
45-54	22	23			
55-59	9	9	<b>TIME OF TRAVEL</b>		
60-64	8	8	Peak	20	19
65+	9	9	Off-peak	80	81
Not stated	3	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	53	52	Yes asked for help	8	8
Business	15	15	Yes asked for information	8	8
Leisure	33	33	Could not find anyone to ask	3	3
			No	81	80
			Not stated	2	2

## Station sample sizes for First Capital Connect

Station	Unweighted	Station	Unweighted	Station	Unweighted
London St Pancras	160	Mill Hill Broadway	17	Haywards Heath	4
London Kings Cross	129	West Hampstead Thameslink	17	Mitcham Junction	3
East Croydon	103	Three Bridges	17	Bellingham	1
City Thameslink	94	Loughborough Junction	16	Norbury	1
Hertford North	90	Leagrave	16	Bromley South	1
Gatwick Airport	76	Hassocks	16	Denmark Hill	1
London Blackfriars	74	Hatfield (Hertfordshire)	16		
St Albans	72	Elephant And Castle	16		
Brighton	69	Welwyn Garden City	15		
Elstree And Borehamwood	65	Hitchin	15		
Bedford	52	London Bridge	14		
Highbury And Islington	45	New Barnet	13		
Cambridge	43	West Sutton	13		
Harpenden	43	Wimbledon Chase	13		
Welwyn North	41	Peterborough	13		
Luton	38	Sutton (Surrey)	12		
Farringdon	37	Harringay	11		
Royston	30	Letchworth	11		
Radlett	24	Enfield Chase	11		
Gordon Hill	21	Winchmore Hill	10		
Potters Bar	21	Stevenage	9		
Moorgate	20	Luton Airport Parkway	8		
Ely	20	Kentish Town	8		
Finsbury Park	19	Essex Road	8		
Herne Hill	18	Mitcham Eastfields	8		
Streatham	18	New Southgate	7		
Tooting	18	Alexandra Palace	6		
Huntingdon	18	Hornsey	6		
Wimbledon	18	Bowes Park	6		
Baldock	17	Carshalton	6		
Tulse Hill	17	Burgess Hill	5		

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	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
South West Trains	190065	53	15	32	85	15	36	19	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	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
South West Trains	2100	44	10	46	85	15	28	17	22	34
Southeastern	1575	50	8	42	85	15	14	30	30	27
Southern	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		



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