



National Passenger Survey

TOC Report for First Great Western

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

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.

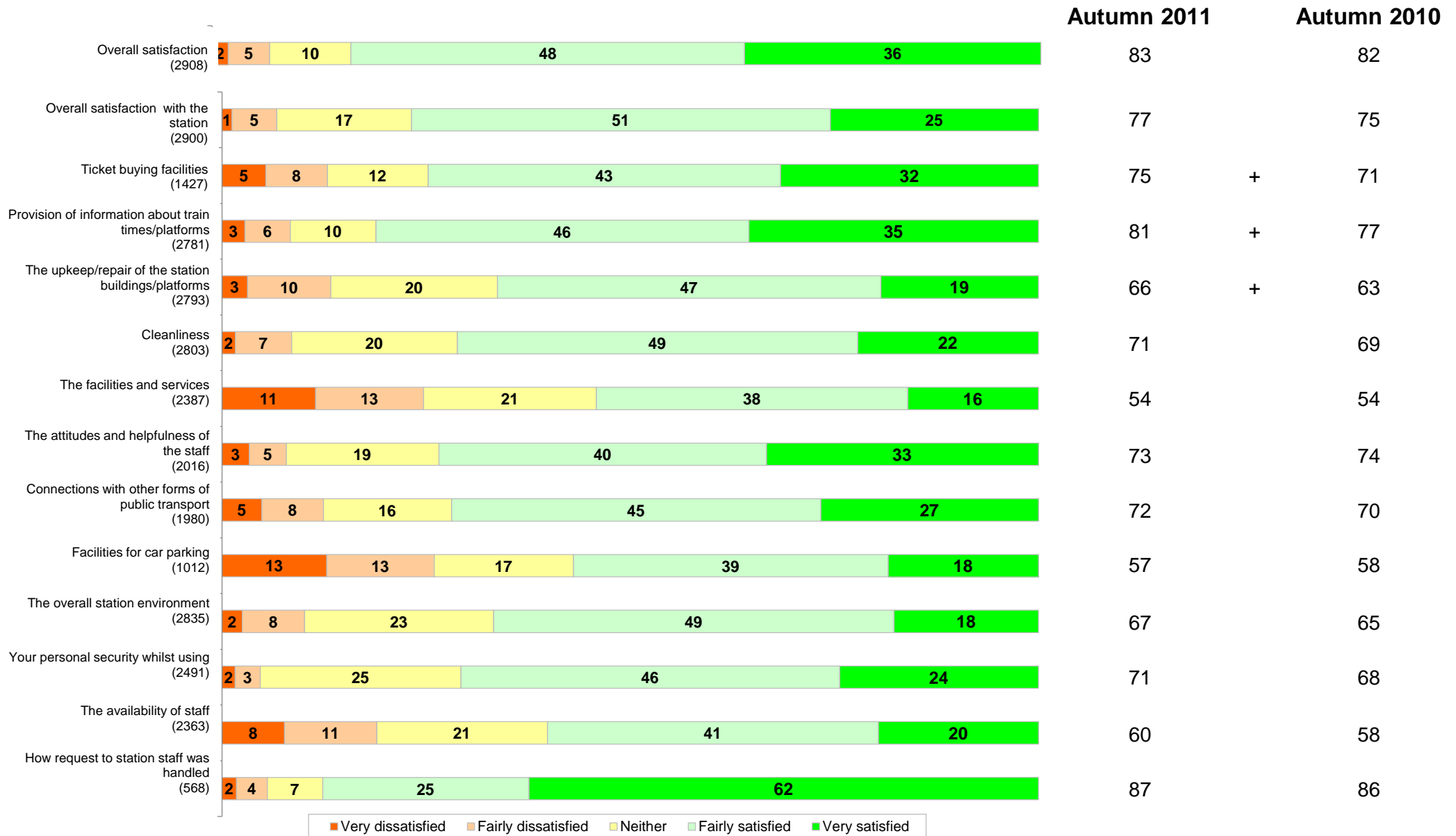
Over-running engineering work meant that further shifts had to be rescheduled during the course of the fieldwork, but this was not a great problem.

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

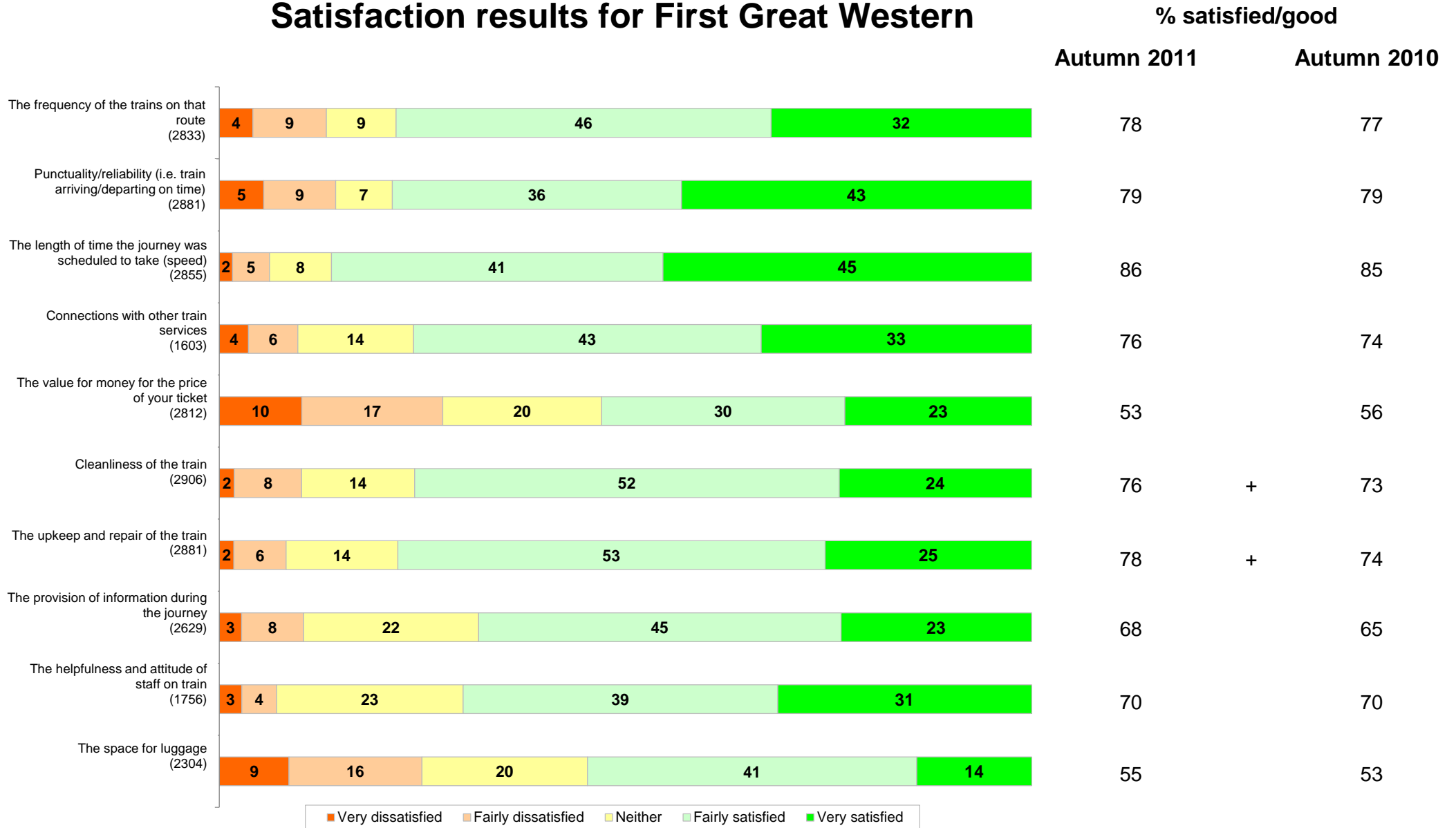
% satisfied/good

Satisfaction results for First Great Western



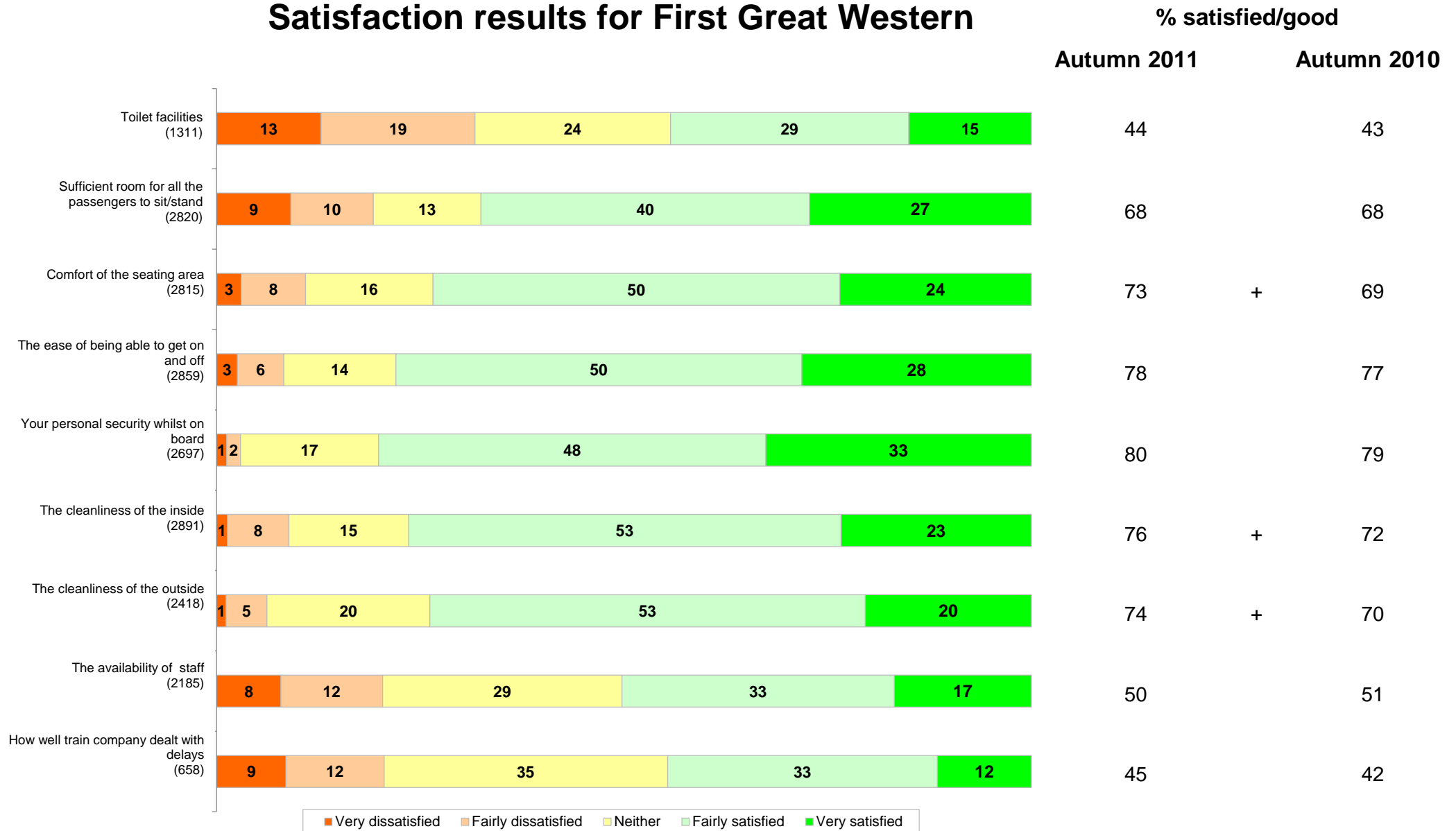
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for First Great Western



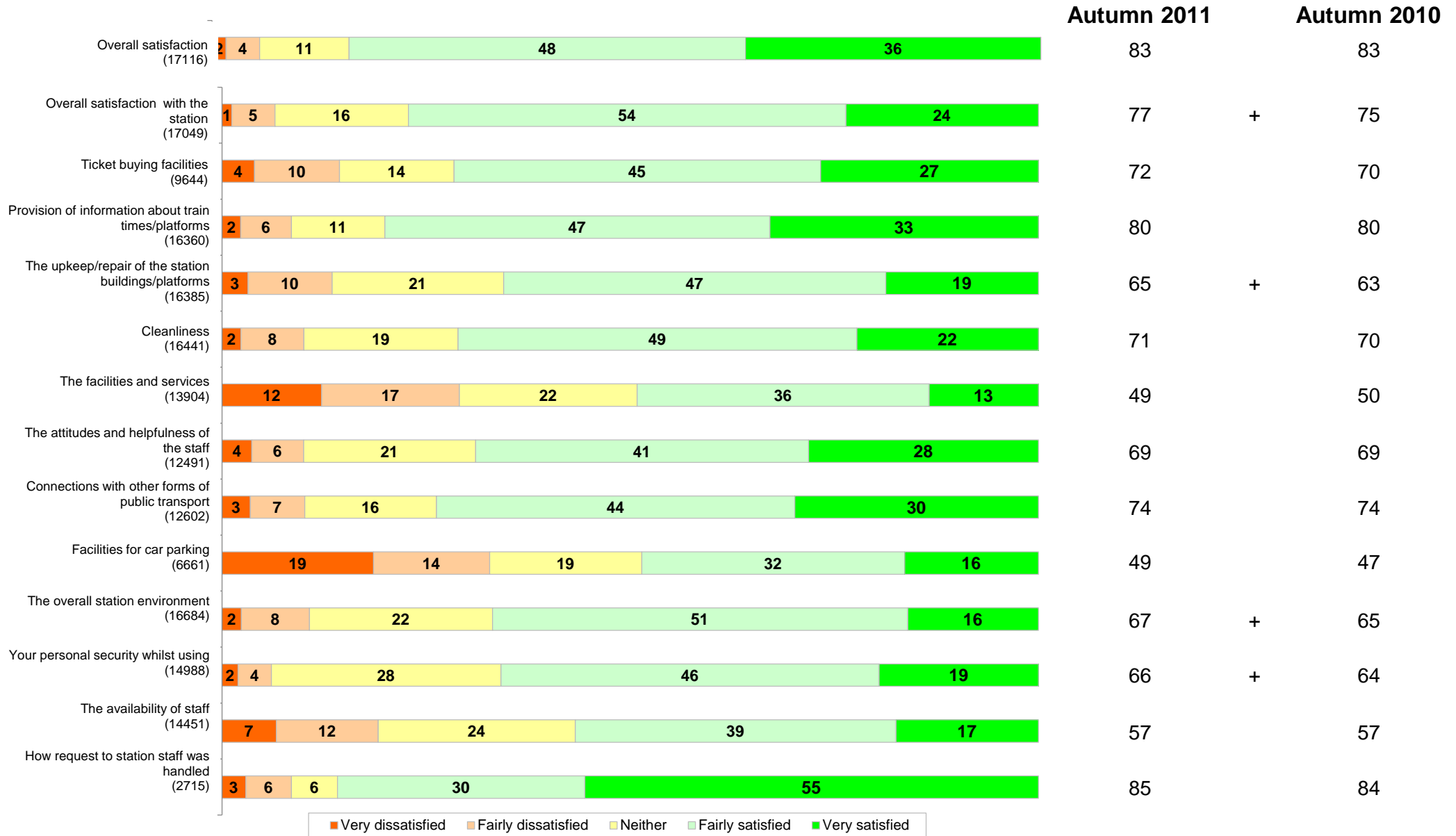
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for First Great Western



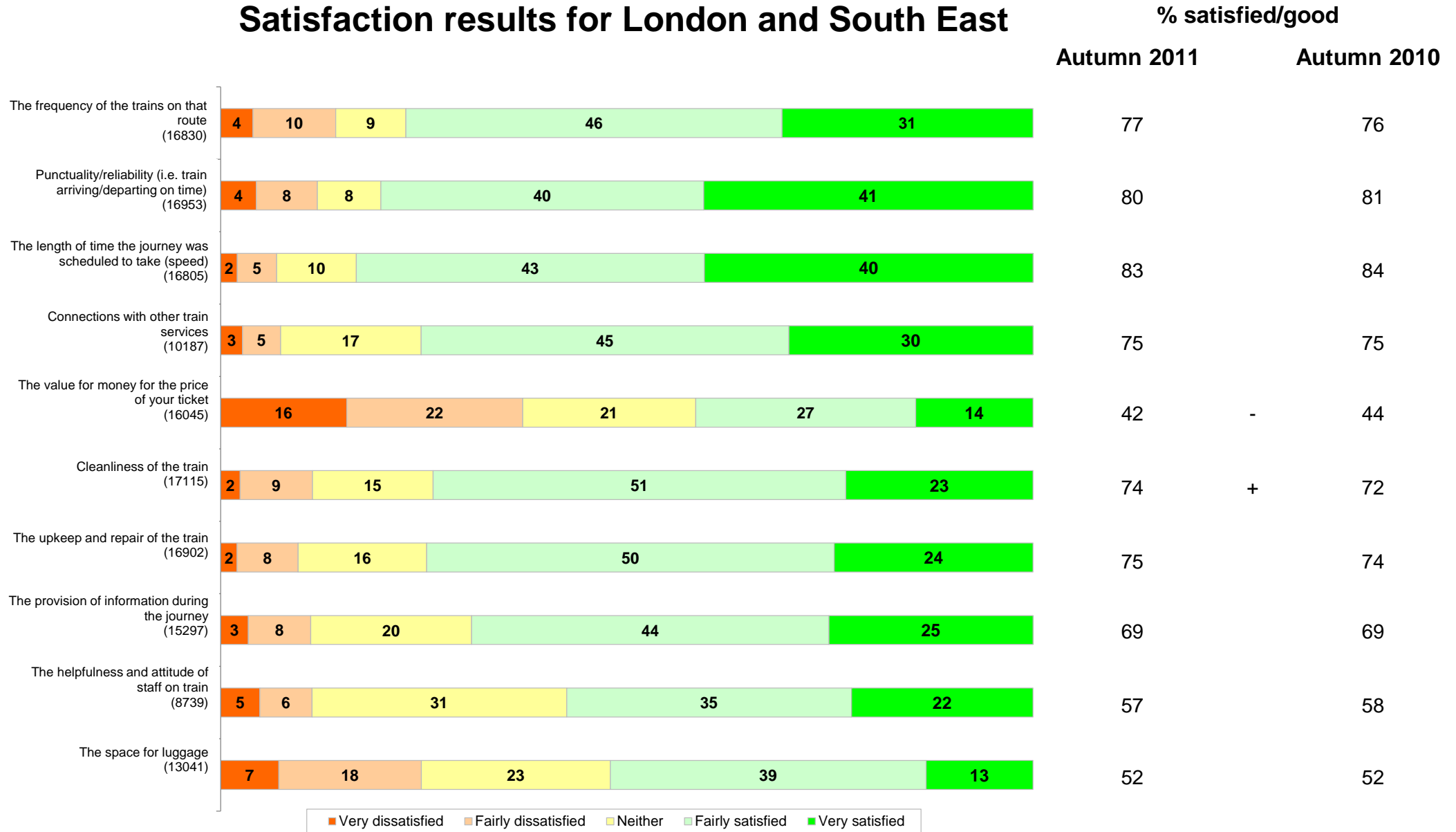
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



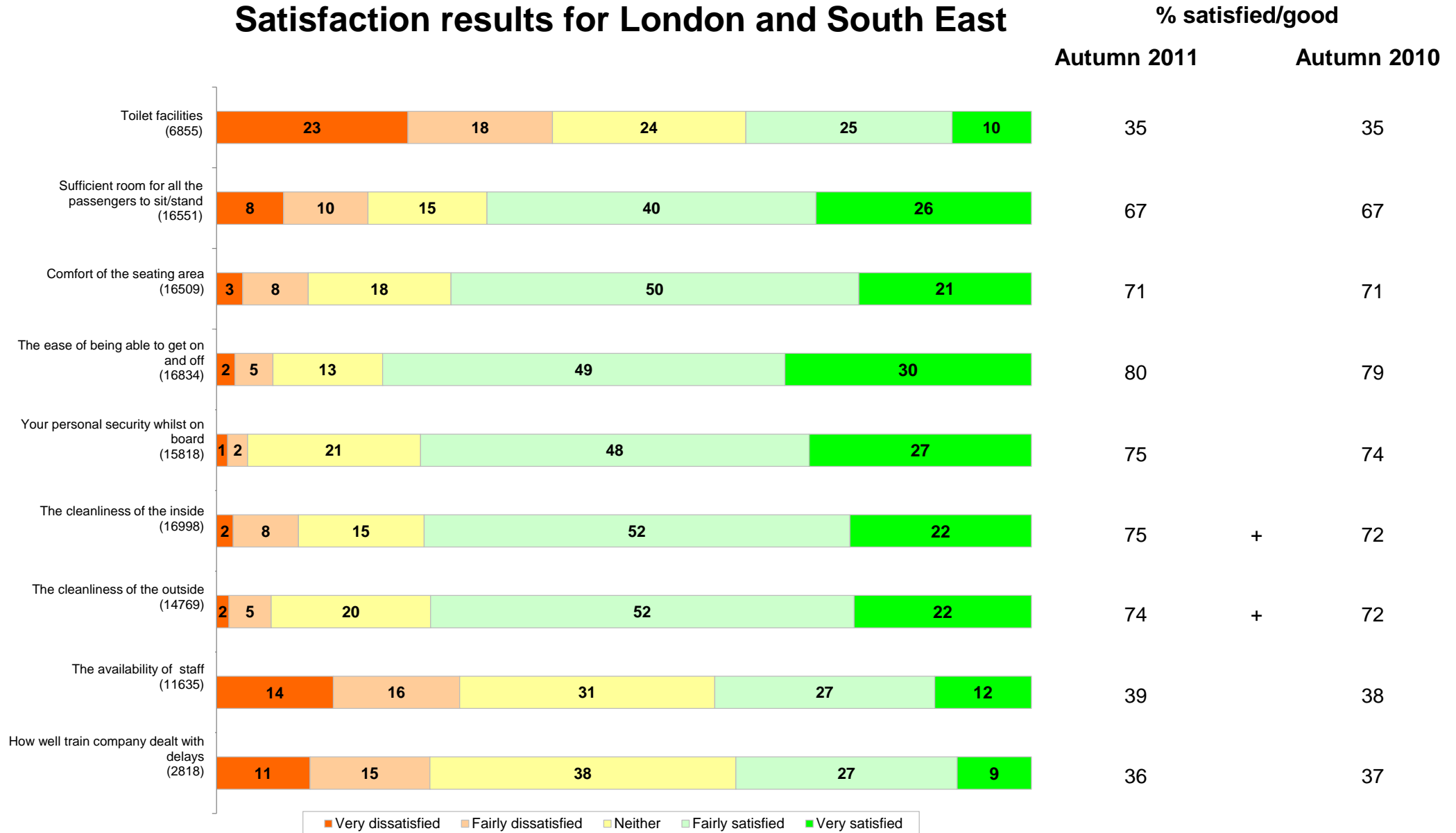
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



First Great Western performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	83	83	100%
Overall satisfaction with the station	77	77	100%
Ticket buying facilities	75	72	104%
Provision of information about train times/platforms	81	80	101%
The upkeep/repair of the station buildings/platforms	66	65	101%
Cleanliness	71	71	100%
The facilities and services	54	49	110%
The attitudes and helpfulness of the staff	73	69	107%
Connections with other forms of public transport	72	74	97%
Facilities for car parking	57	49	117%
Overall environment	67	67	100%
Your personal security whilst using	71	66	107%
The availability of staff	60	57	106%
How request to station staff was handled	87	85	102%

First Great Western performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	78	77	101%
Punctuality/reliability (i.e. the train arriving/departing on time)	79	80	98%
The length of time the journey was scheduled to take (speed)	86	83	103%
Connections with other train services	76	75	101%
The value for money for the price of your ticket	53	42	128%
Cleanliness of the train	76	74	103%
Upkeep and repair of the train	78	75	105%
The provision of information during the journey	68	69	99%
The helpfulness and attitude of staff on train	70	57	122%
The space for luggage	55	52	105%
The toilet facilities	44	35	126%
Sufficient room for all passengers to sit/stand	68	67	101%
The comfort of the seating area	73	71	103%
The ease of being able to get on and off	78	80	98%
Your personal security on board	80	75	107%
The cleanliness of the inside	76	75	103%
The cleanliness of the outside	74	74	100%
The availability of staff	50	39	129%
How well train company deals with delays	45	36	123%

Building block/route data for First Great Western

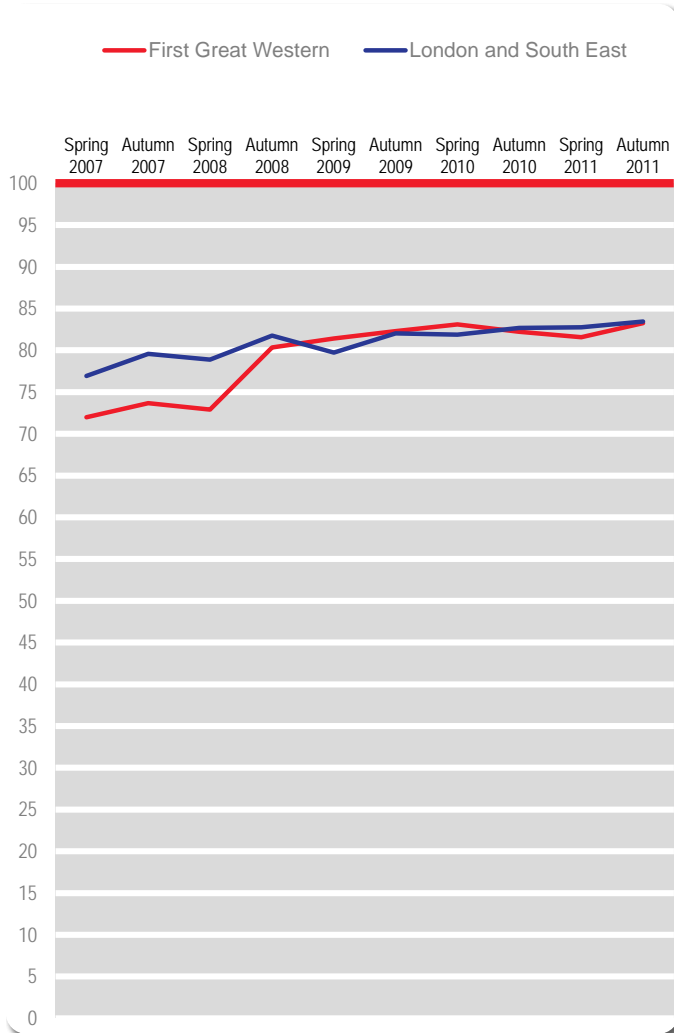
	Long Distance	London Thames Valley	West
Overall satisfaction	87	81	82
Overall satisfaction with the station	81	73	76
Ticket buying facilities	86	71	70
Provision of information about train times/platforms	84	78	81
The upkeep/repair of the station buildings/platforms	65	66	69
Cleanliness	70	71	72
The facilities 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

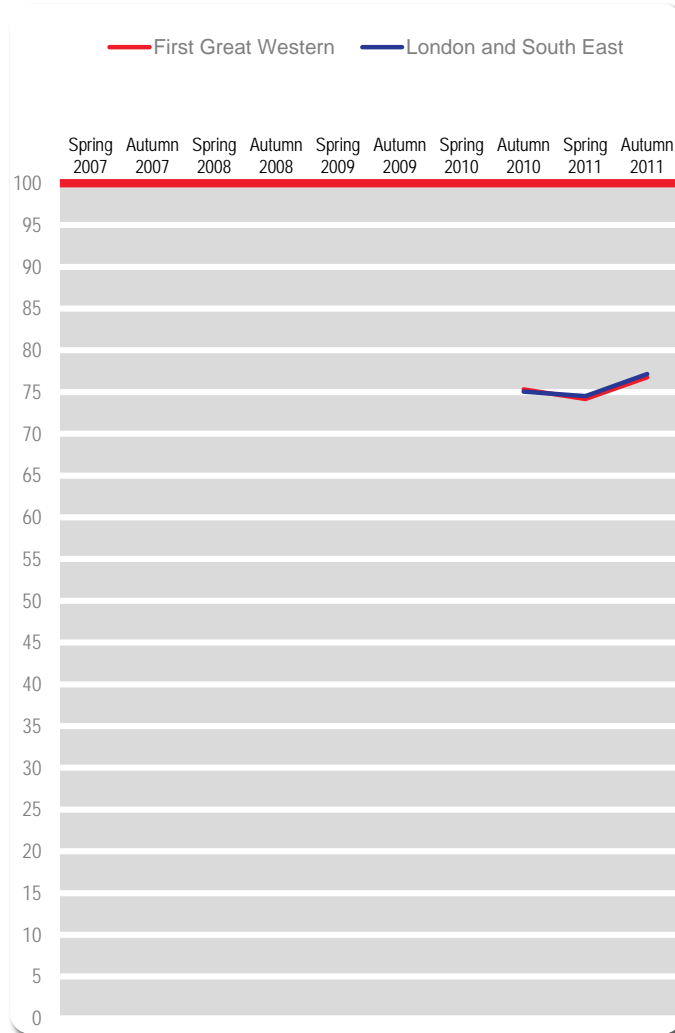
Overall satisfaction

(2908)
Percentage of passengers satisfied 2007 to 2011



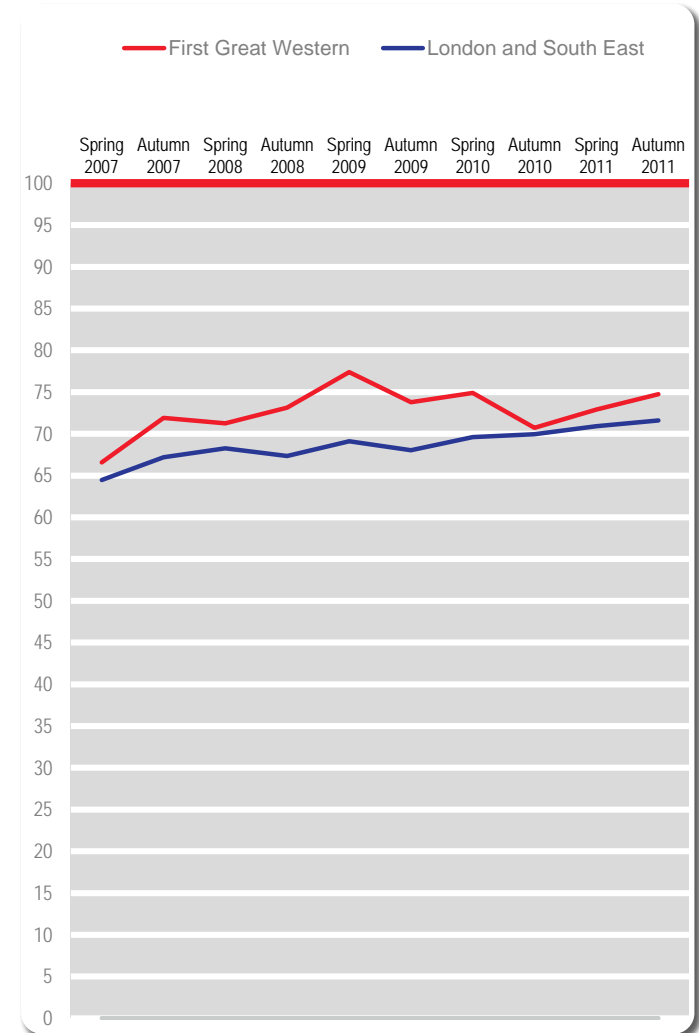
Overall station satisfaction

(2900)
Percentage of passengers satisfied 2007 to 2011



Ticket buying facilities

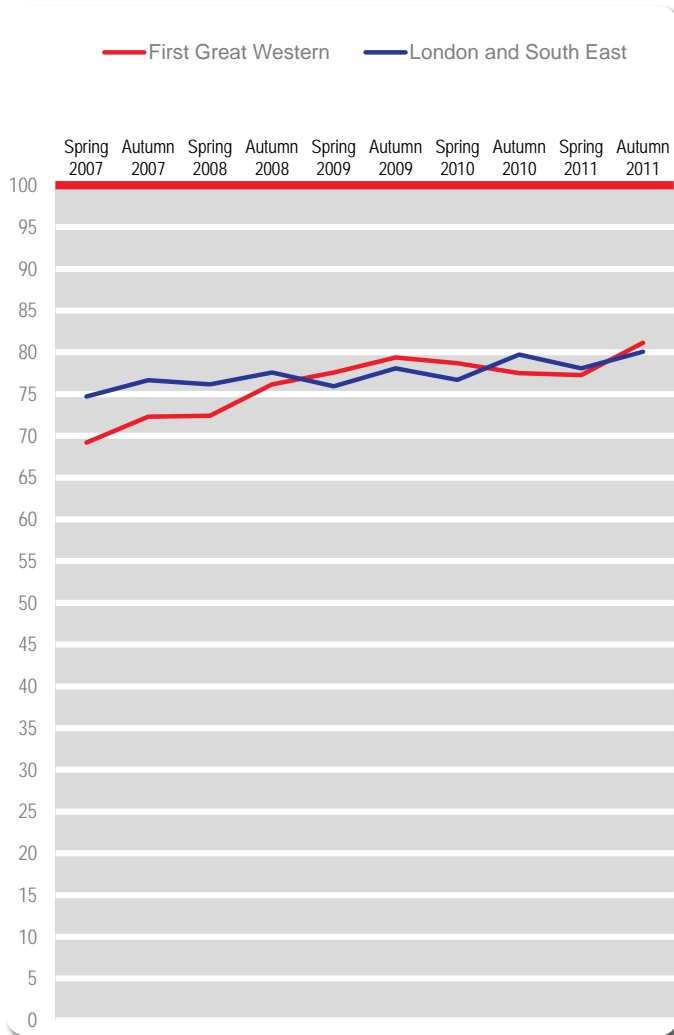
(1427)
Percentage of passengers satisfied 2007 to 2011



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

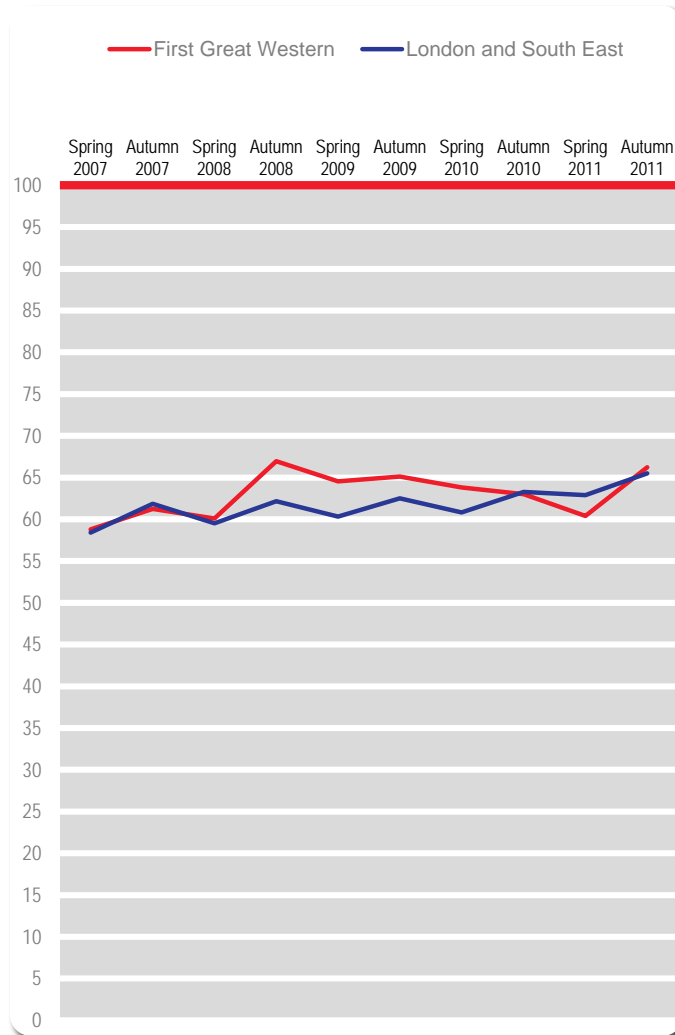
Provision of information about train times/platforms

(2781)
Percentage of passengers satisfied 2007 to 2011



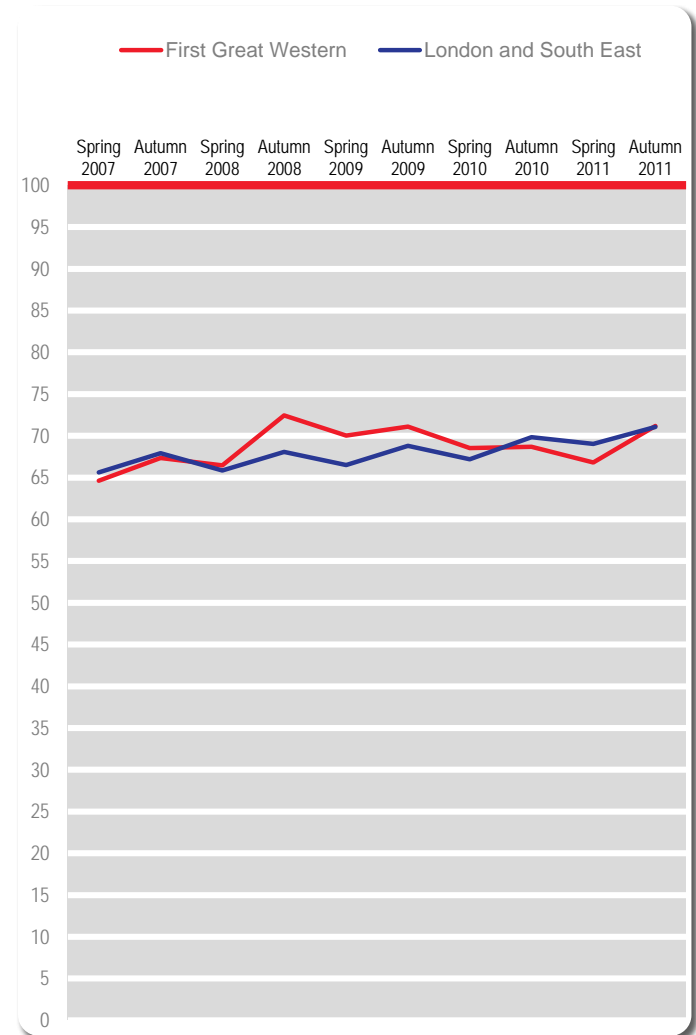
The upkeep/repair of the station building/platforms

(2793)
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the station

(2803)
Percentage of passengers satisfied 2007 to 2011

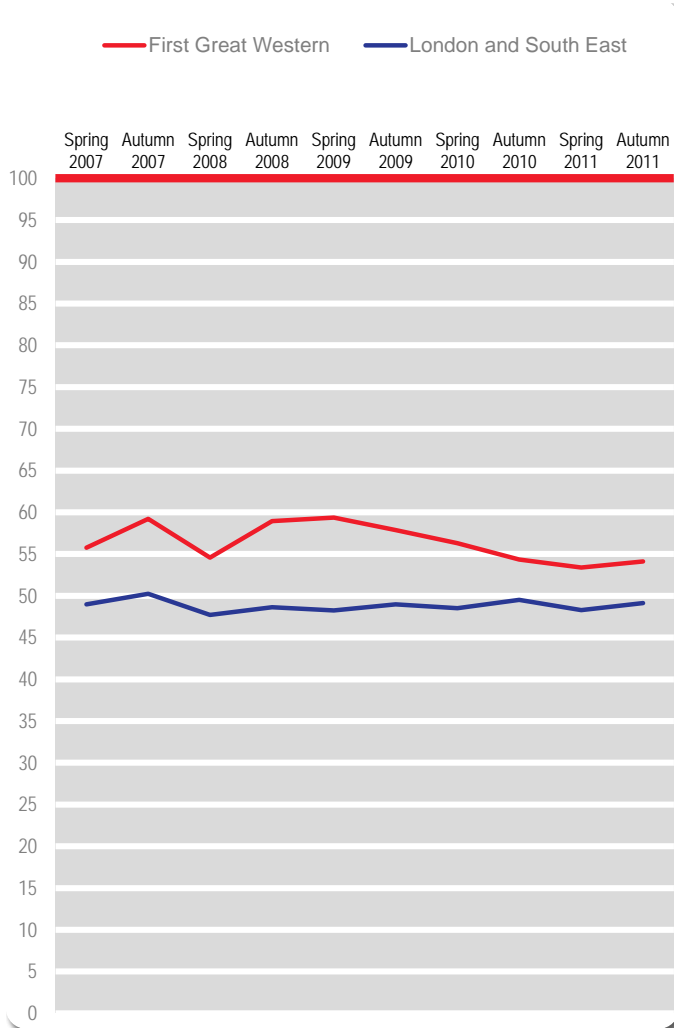


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(2387)

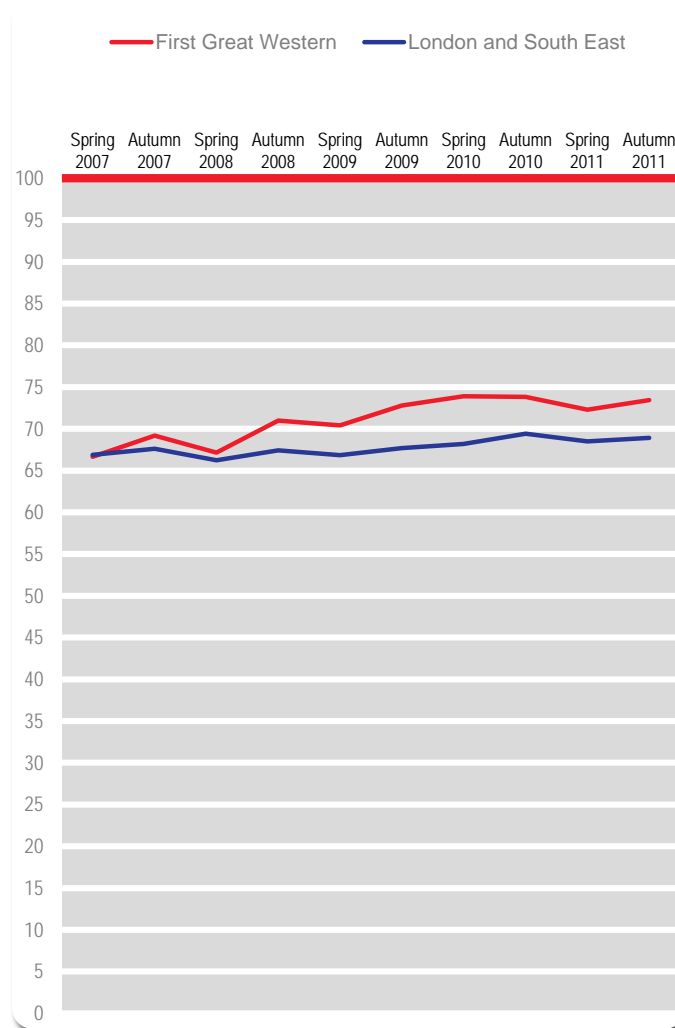
Percentage of passengers satisfied 2007 to 2011



The attitudes and helpfulness of the staff at the station

(2016)

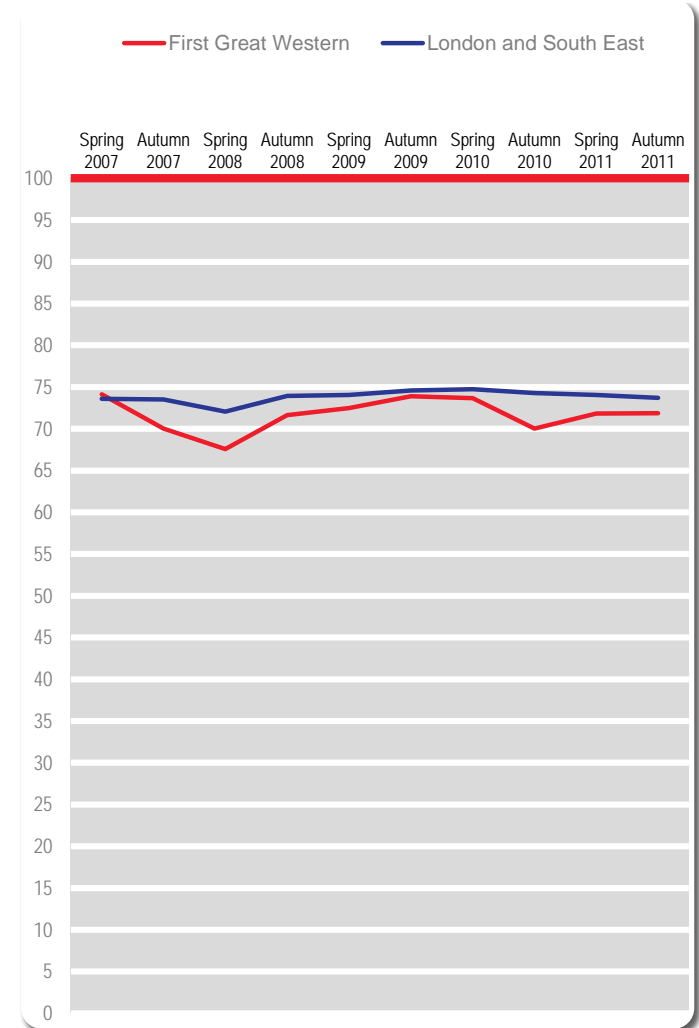
Percentage of passengers satisfied 2007 to 2011



Connections with other forms of public transport from the station

(1980)

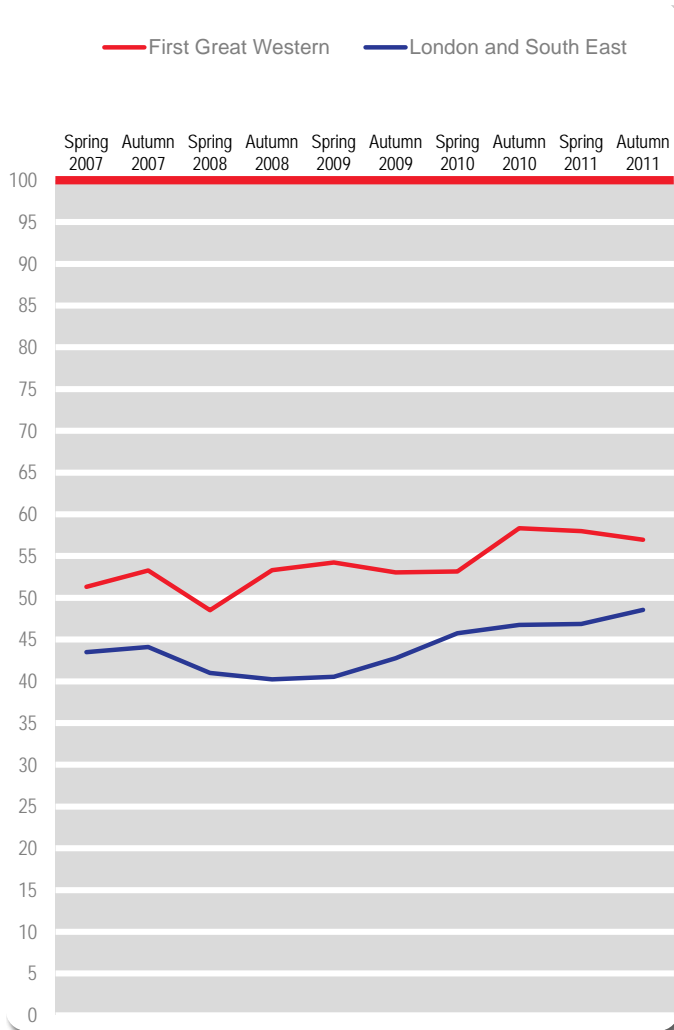
Percentage of passengers satisfied 2007 to 2011



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

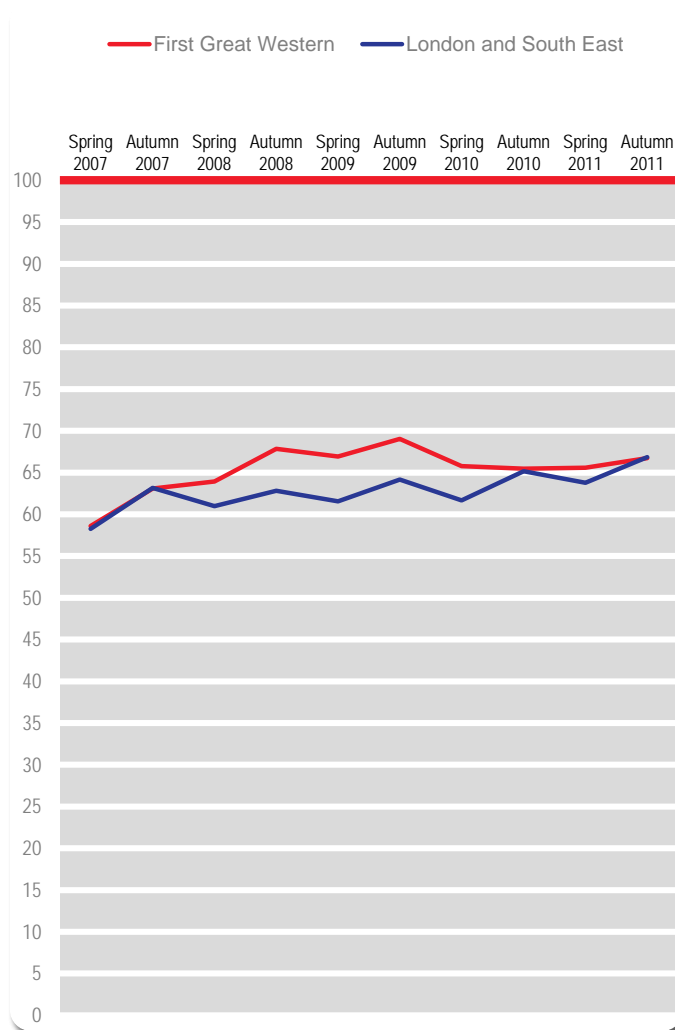
Facilities for car parking at the station

(1012)
Percentage of passengers satisfied 2007 to 2011



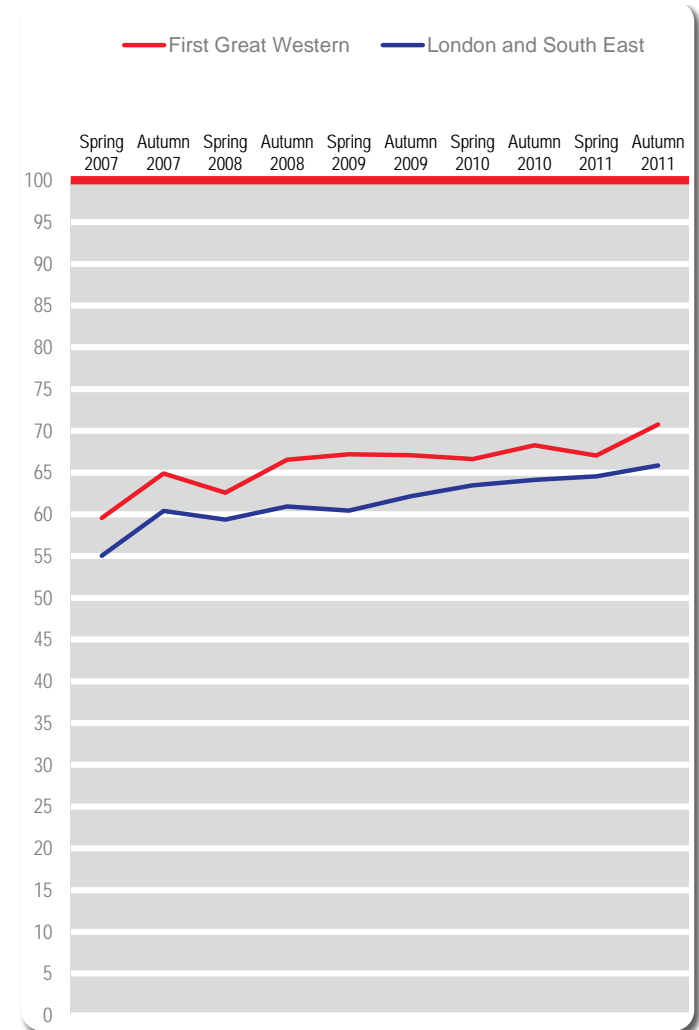
Overall station environment

(2835)
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst using the station

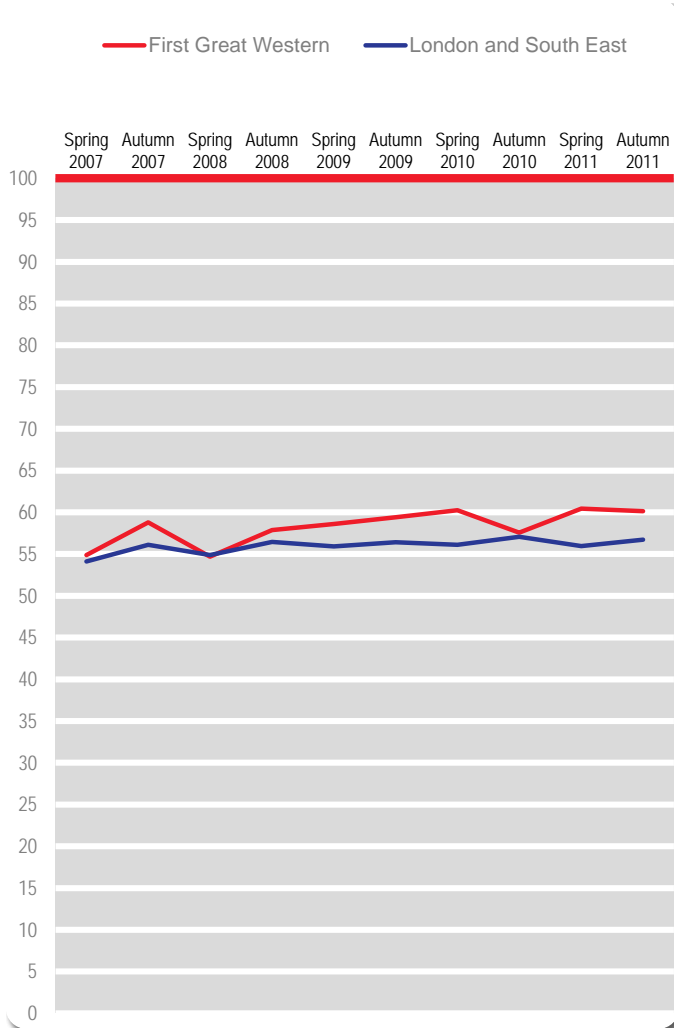
(2491)
Percentage of passengers satisfied 2007 to 2011



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

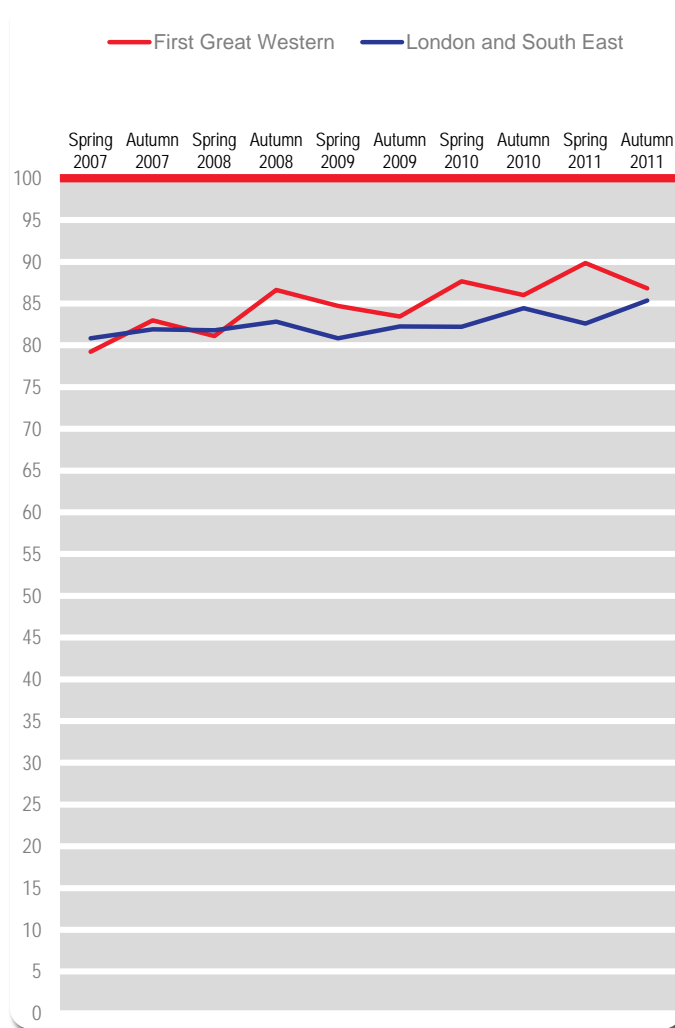
The availability of staff at the station

(2363)
Percentage of passengers satisfied 2007 to 2011



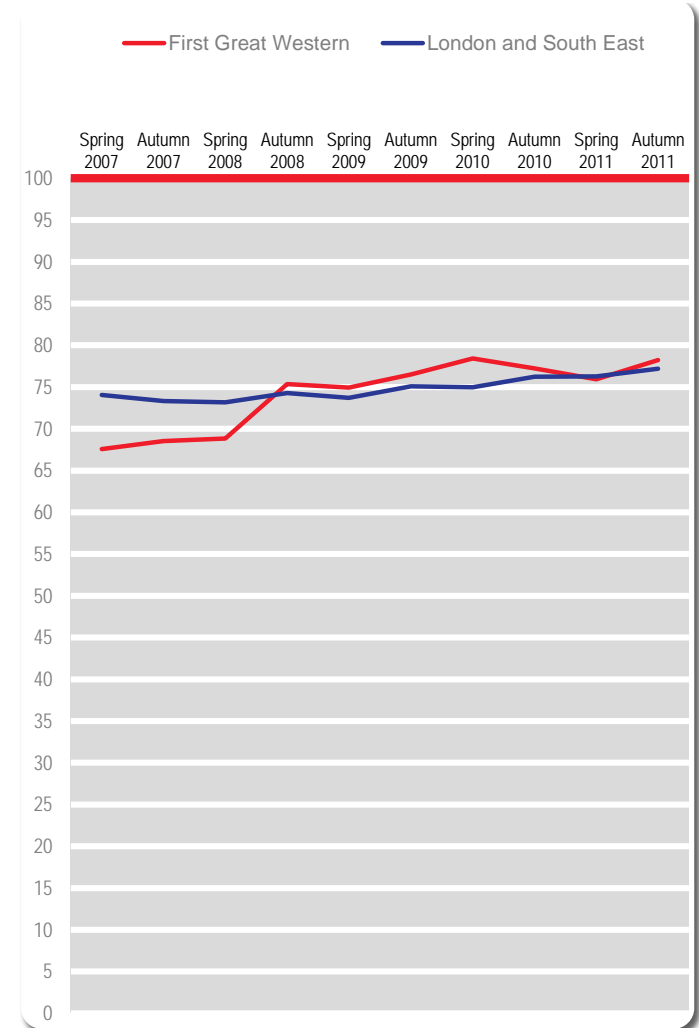
How request to station staff was handled

(568)
Percentage of passengers satisfied 2007 to 2011



The frequency of trains on that route

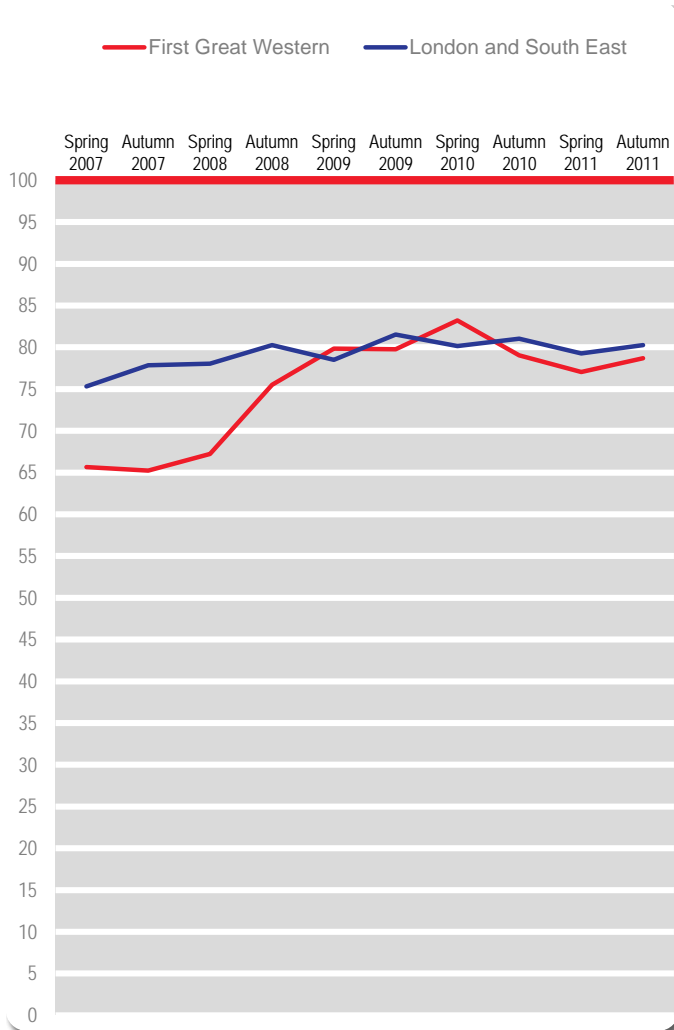
(2833)
Percentage of passengers satisfied 2007 to 2011



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

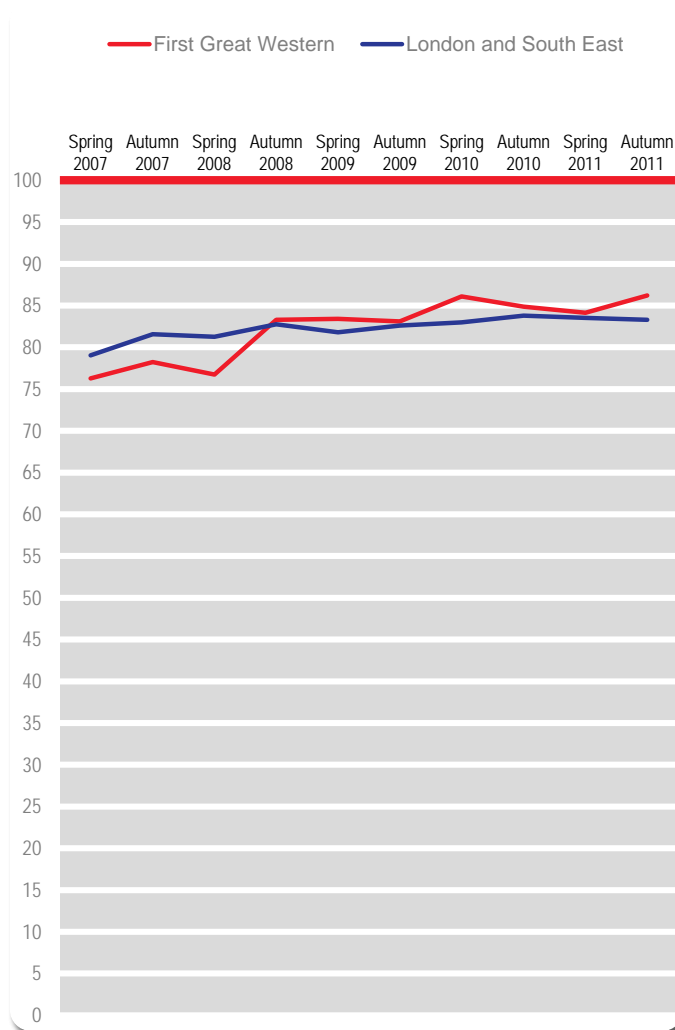
Punctuality/reliability (i.e. train arriving/departing on time)

(2881)
Percentage of passengers satisfied 2007 to 2011



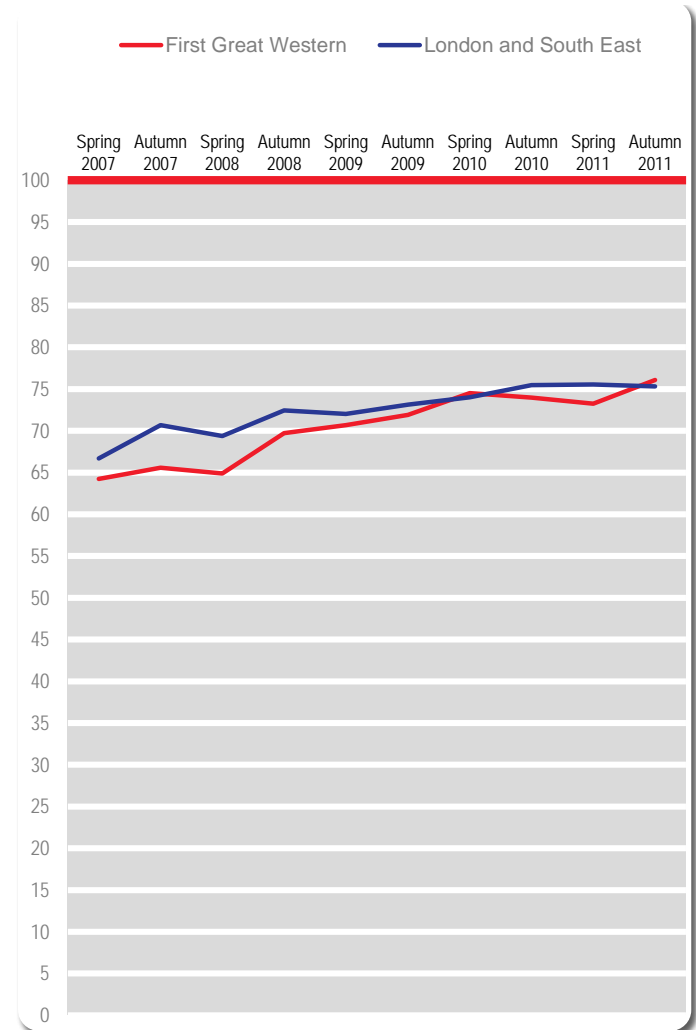
The length of time the journey was scheduled to take (speed)

(2855)
Percentage of passengers satisfied 2007 to 2011



Connections with other train services

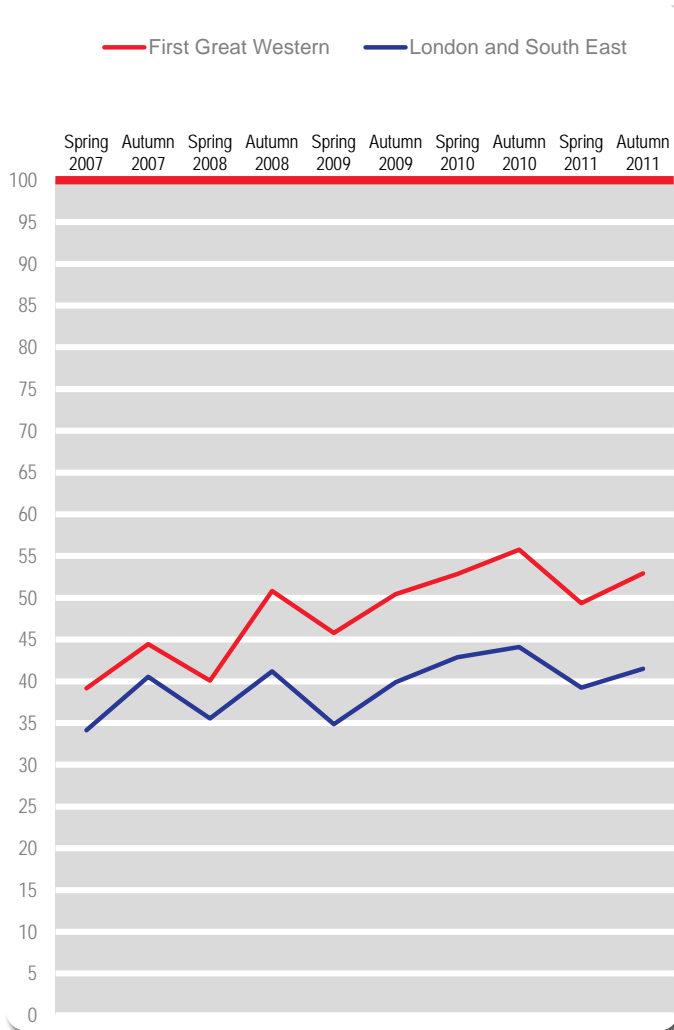
(1603)
Percentage of passengers satisfied 2007 to 2011



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

The value for money for the price of your ticket
(2812)

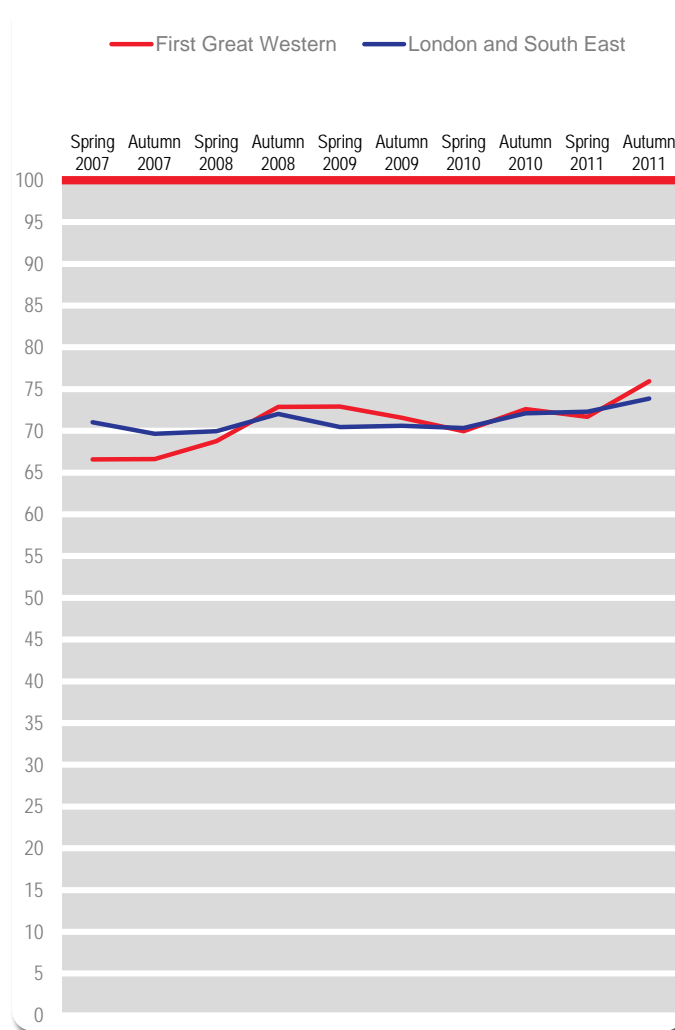
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the train

(2906)

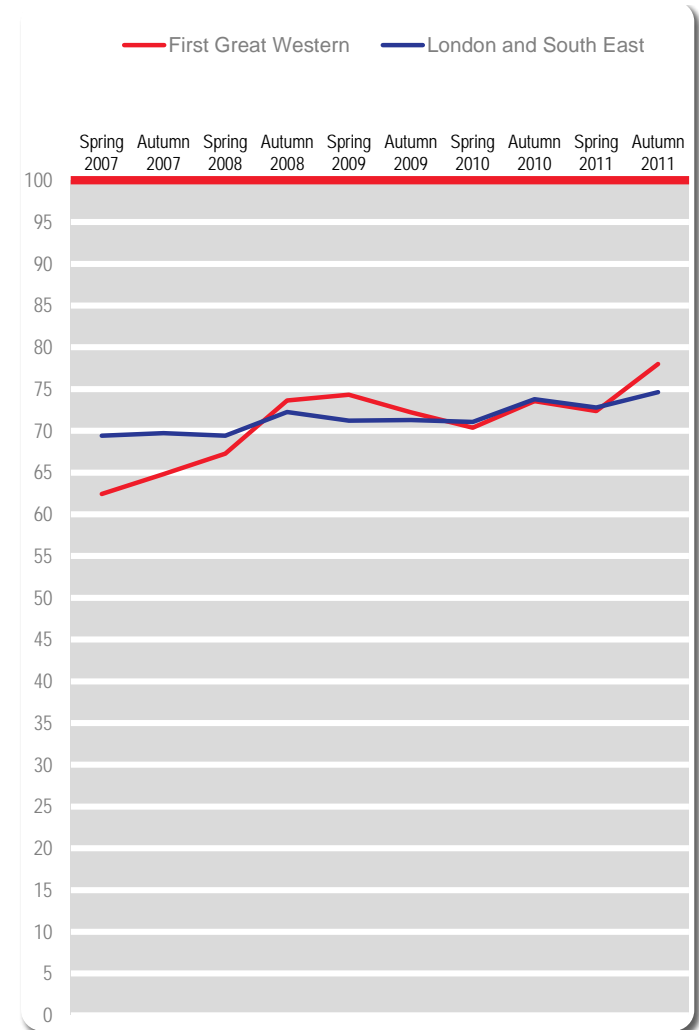
Percentage of passengers satisfied 2007 to 2011



Upkeep and repair of the train

(2881)

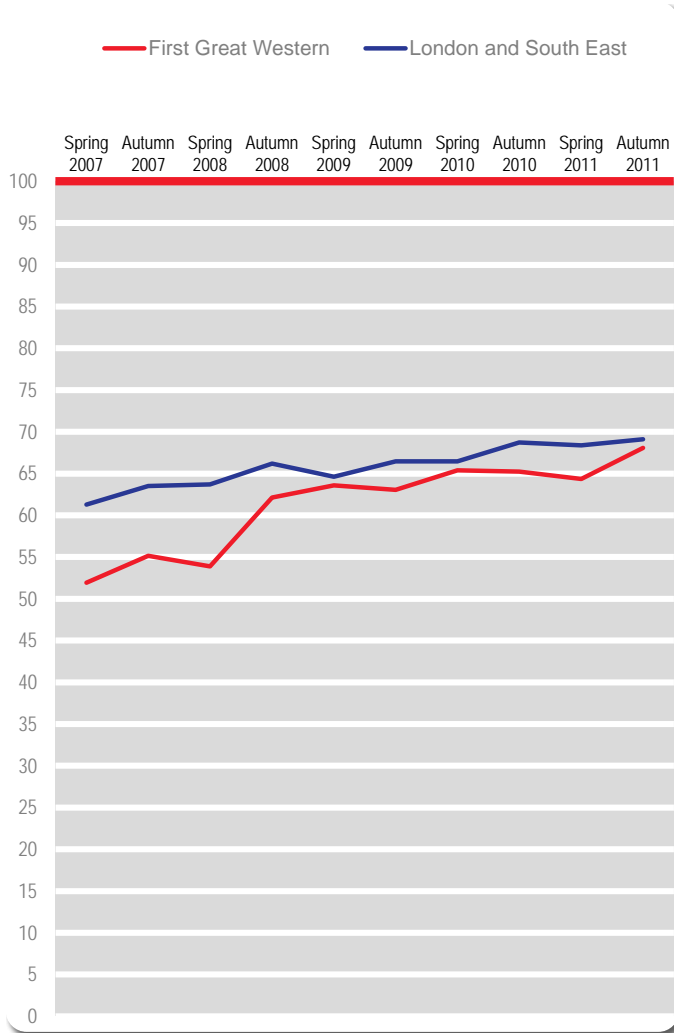
Percentage of passengers satisfied 2007 to 2011



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

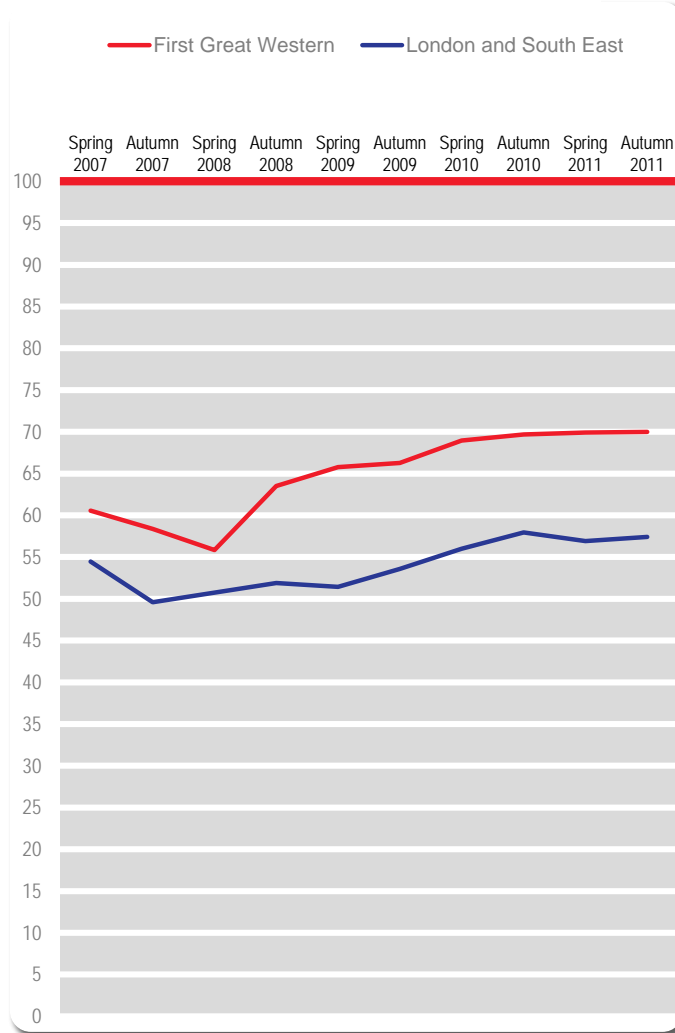
The provision of information during the journey
(2629)

Percentage of passengers satisfied 2007 to 2011



The helpfulness and attitude of staff on train
(1756)

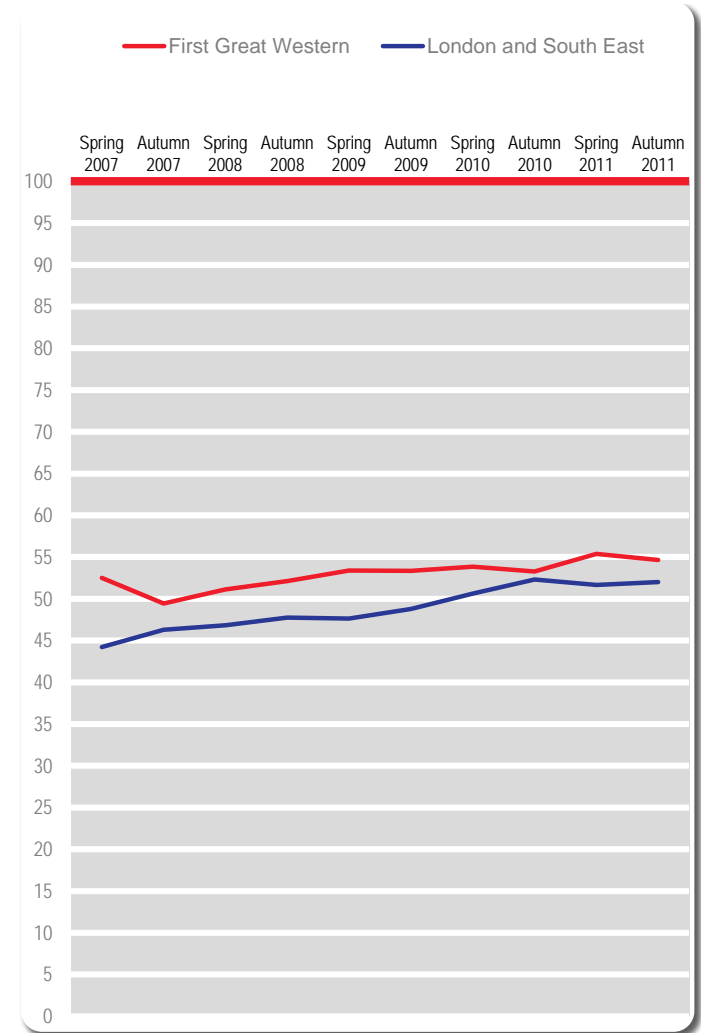
Percentage of passengers satisfied 2007 to 2011



The space for luggage

(2304)

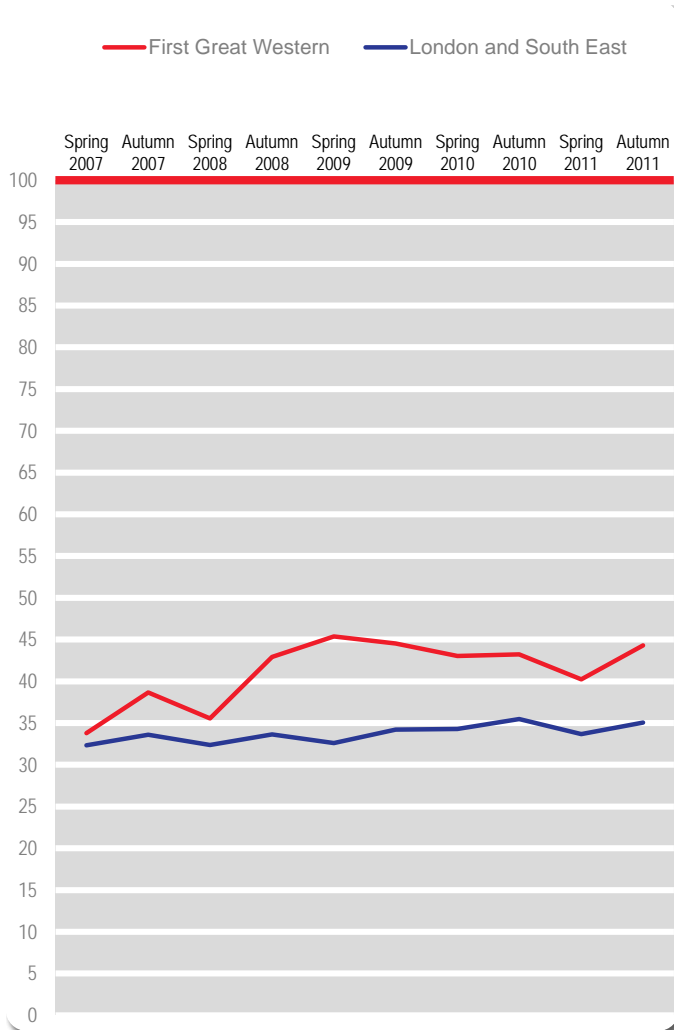
Percentage of passengers satisfied 2007 to 2011



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

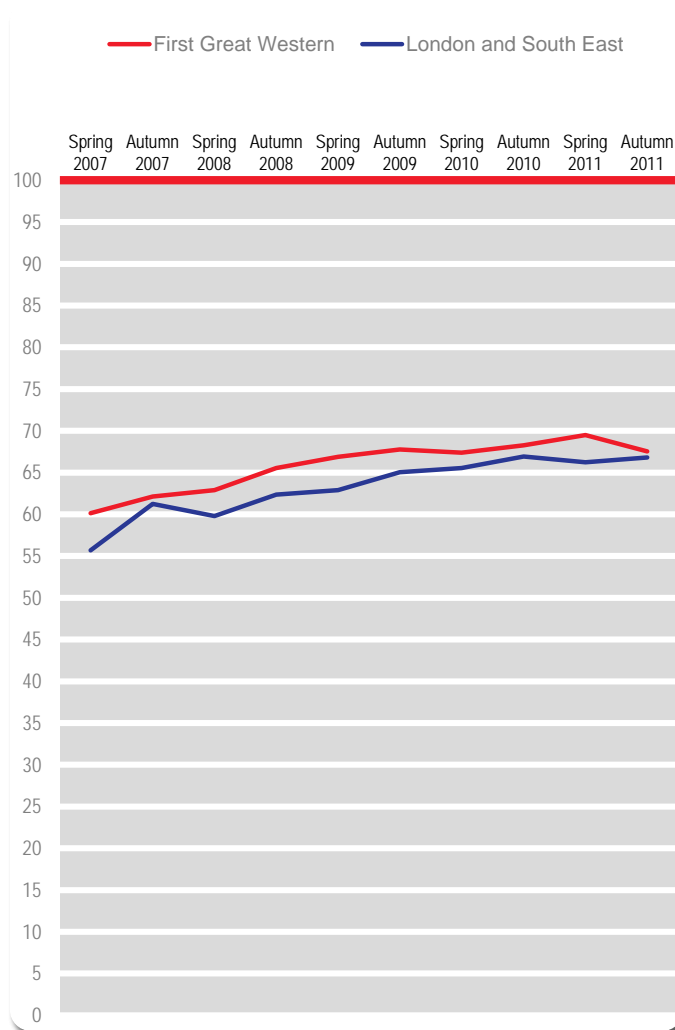
Toilet facilities on train

(1311)
Percentage of passengers satisfied 2007 to 2011



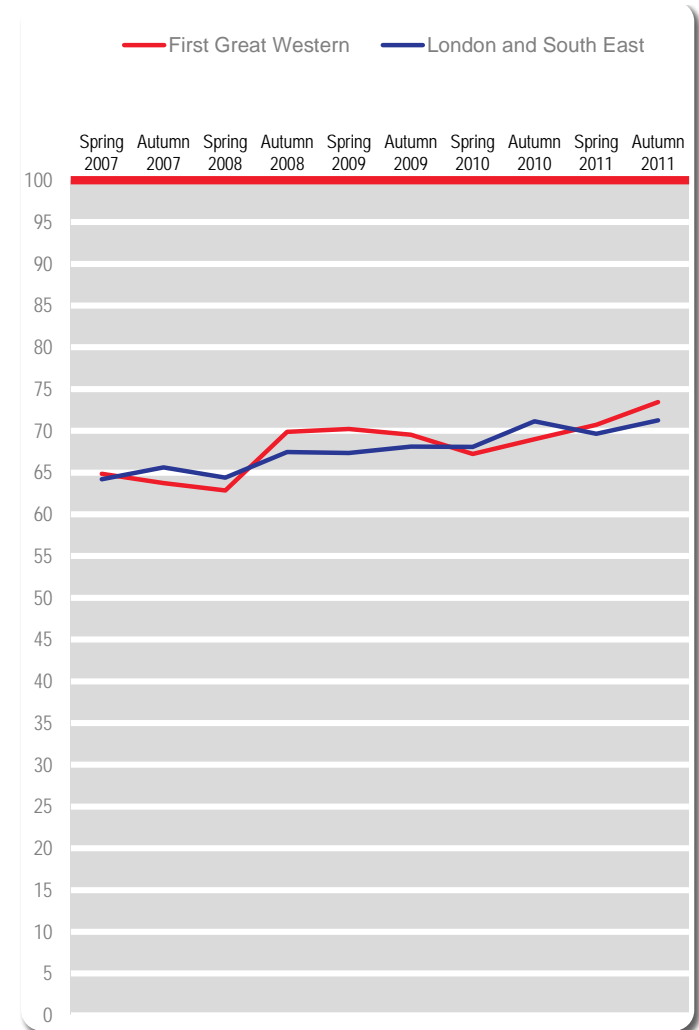
Sufficient room for all the passengers to sit/stand

(2820)
Percentage of passengers satisfied 2007 to 2011



The comfort of the seating area

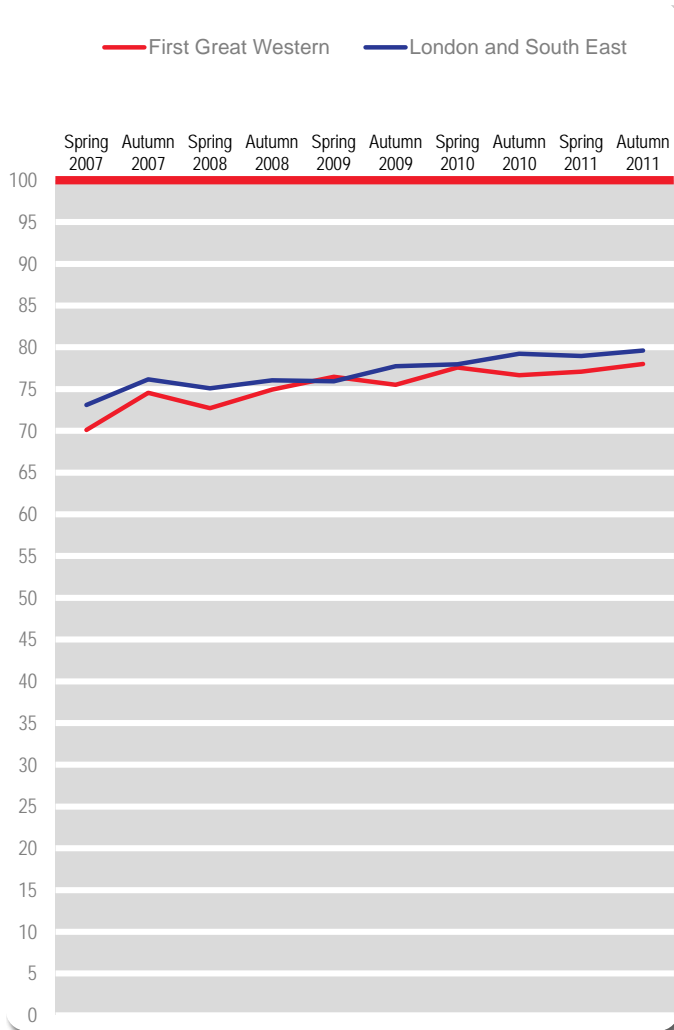
(2815)
Percentage of passengers satisfied 2007 to 2011



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

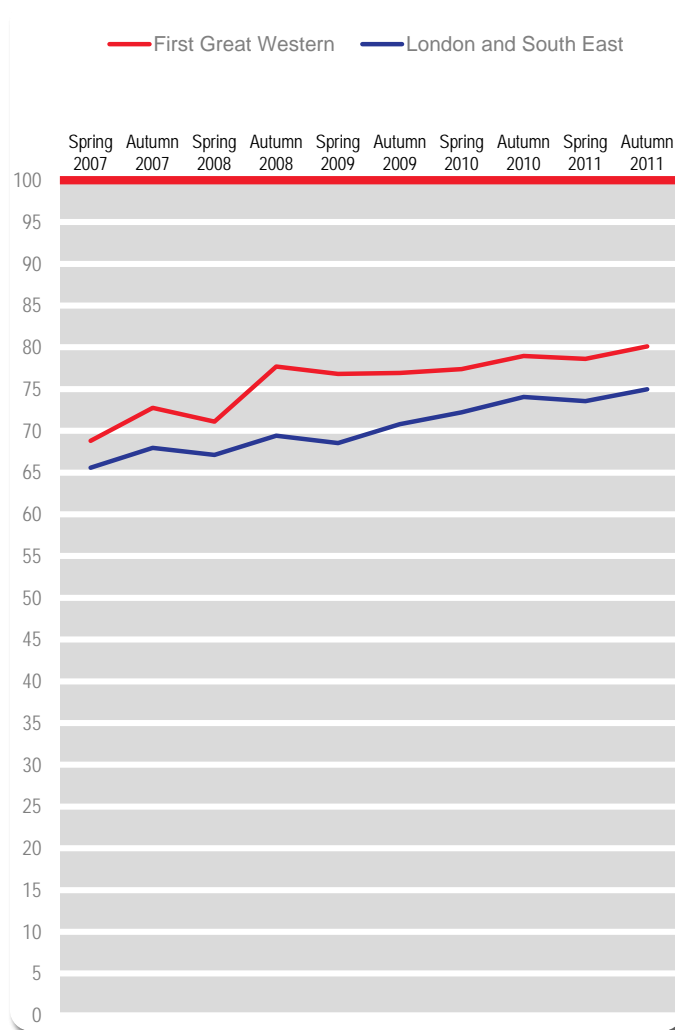
The ease of being able to get on and off the train

(2859)
Percentage of passengers satisfied 2007 to 2011



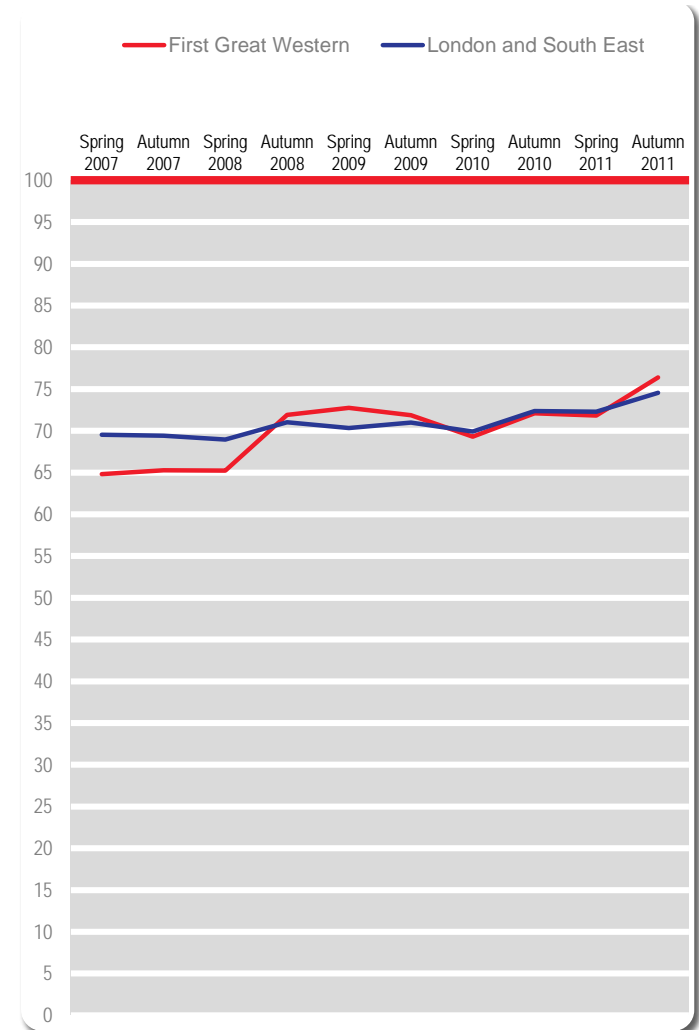
Your personal security whilst on board

(2697)
Percentage of passengers satisfied 2007 to 2011



The cleanliness of the inside of the train

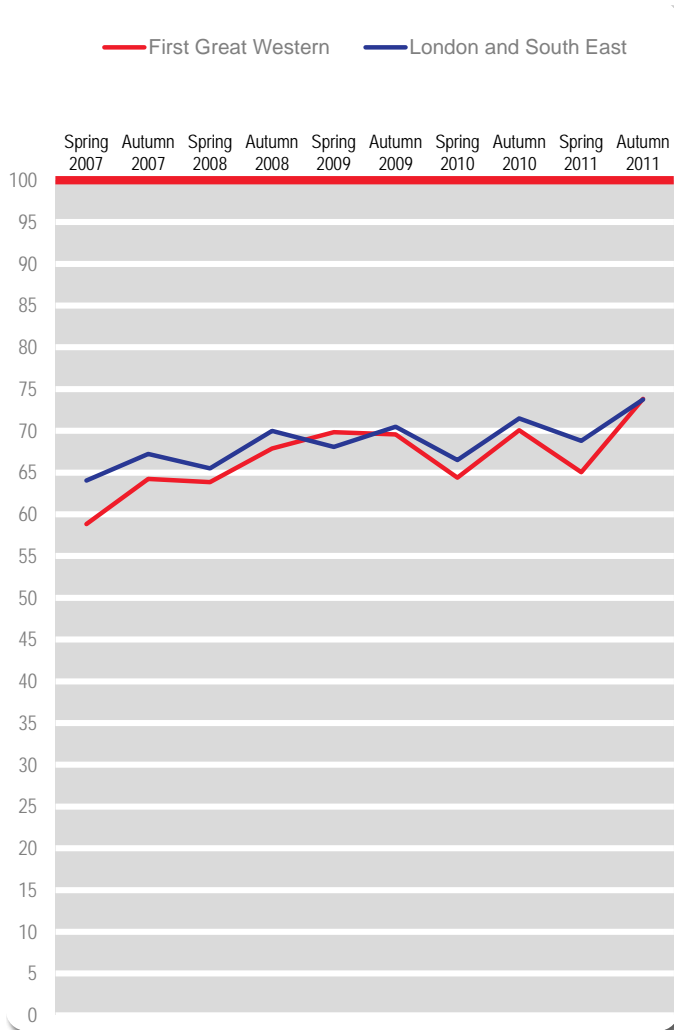
(2891)
Percentage of passengers satisfied 2007 to 2011



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

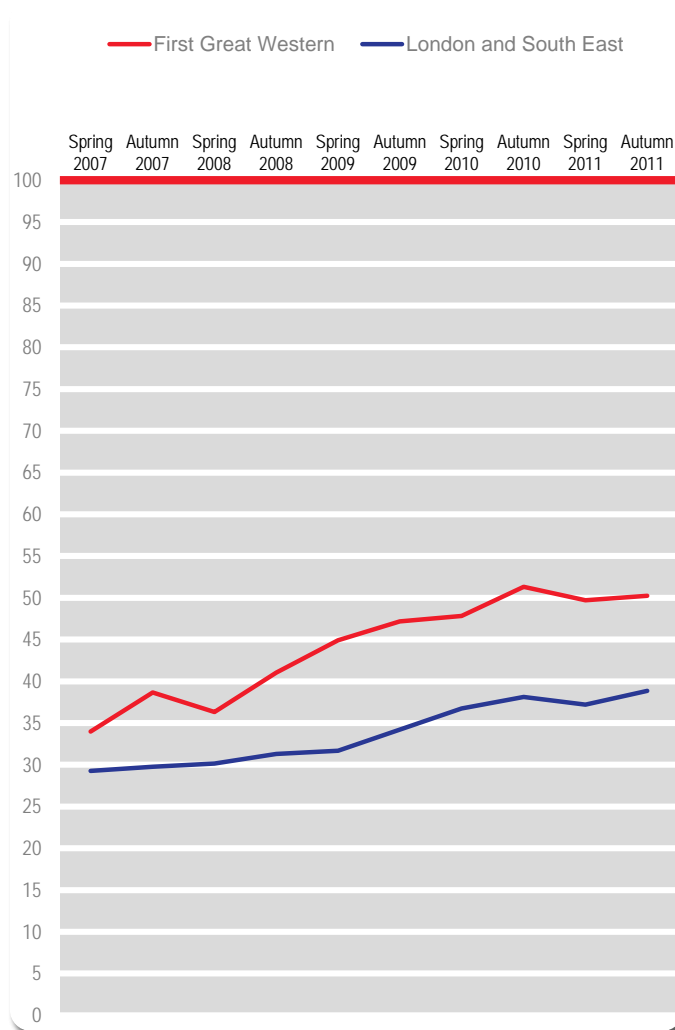
The cleanliness of the outside of the train

(2418)
Percentage of passengers satisfied 2007 to 2011



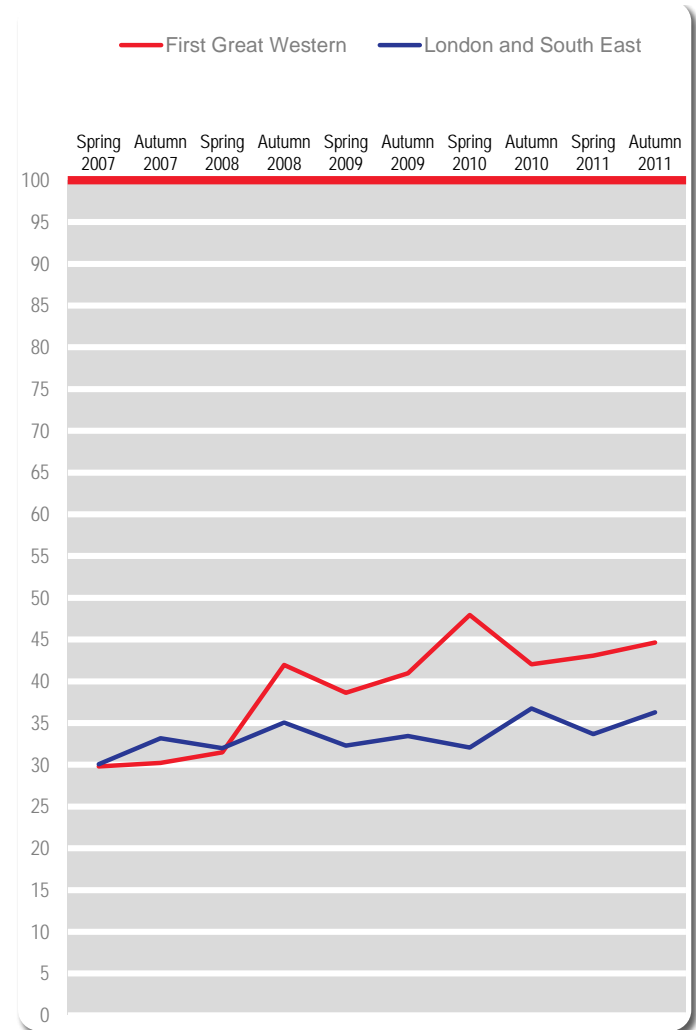
The availability of staff on the train

(2185)
Percentage of passengers satisfied 2007 to 2011



How well train company dealt with delay

(658)
Percentage of passengers satisfied 2007 to 2011



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

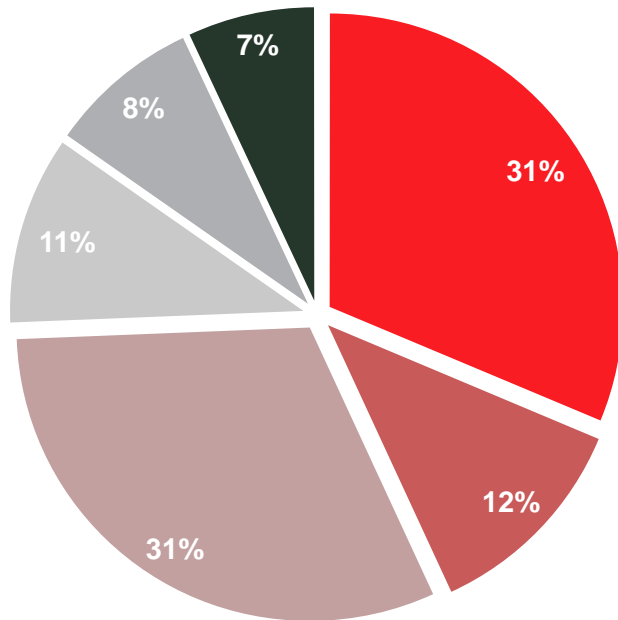
Managed versus non-managed stations for First Great Western

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	75	-	81
Ticket buying facilities	74		77
Provision of information about train times/platforms	80	-	84
The upkeep/repair of the station buildings/platforms	64	-	72
Cleanliness	70		73
The facilities and services	50	-	64
The attitudes and helpfulness of the staff	74		72
Connections with other forms of public transport	67	-	81
Facilities for car parking	58		52
Overall environment	65	-	71
Your personal security whilst using	70		73
The availability of staff	60		62
How request to station staff was handled	88		85

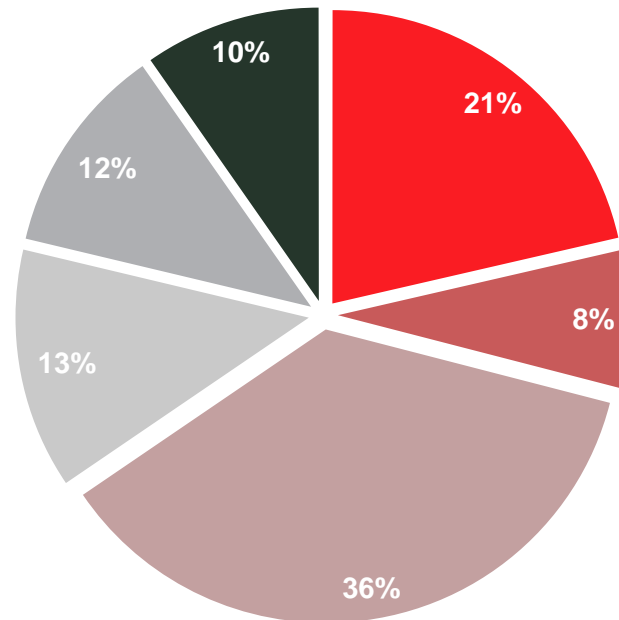
Managed versus non-managed stations for First Great Western

(% Passengers Journeys originating from each type of station)

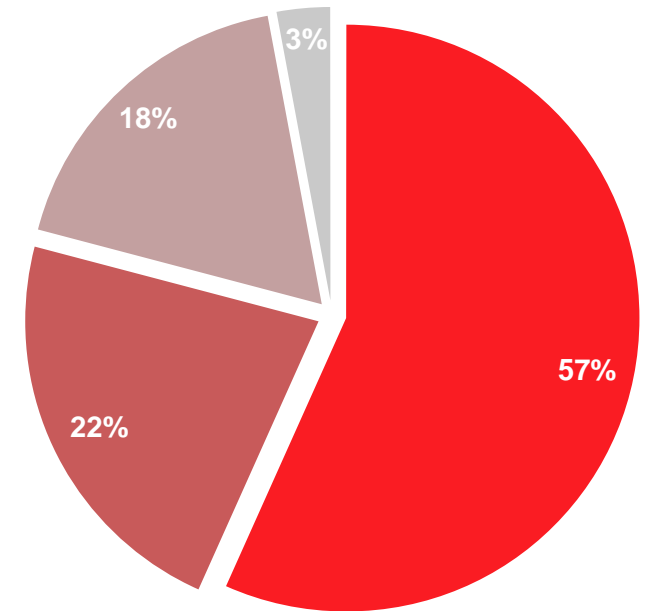
Overall Total



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 Great Western

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	76		76	84		83
Overall satisfaction with the station	79		74	77		75
Ticket buying facilities	75		71	75	+	71
Provision of information about train times/platforms	84	+	76	81	+	78
The upkeep/repair of the station buildings/platforms	66	+	55	66		64
Cleanliness	73	+	63	71		69
The facilities and services	63		60	53		54
The attitudes and helpfulness of the staff	69		65	74		75
Connections with other forms of public transport	74		76	71		69
Facilities for car parking	49		48	58		60
Overall environment	68		62	67		66
Your personal security whilst using	71		70	71		68
The availability of staff	61		55	60		58
How request to station staff was handled	91		82	86		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 First Great Western

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	83	+	75	78		78
Punctuality/reliability (i.e. the train arriving/departing on time)	72		72	80		80
The length of time the journey was scheduled to take (speed)	82		77	87		86
Connections with other train services	69		73	77		74
The value for money for the price of your ticket	35		36	55		58
Cleanliness of the train	76		75	76	+	72
Upkeep and repair of the train	77		77	78	+	73
The provision of information during the journey	68		61	68		66
The helpfulness and attitude of staff on train	73	+	60	70		71
The space for luggage	48		46	55		54
The toilet facilities	40		43	45		43
Sufficient room for all passengers to sit/stand	49		52	70		70
The comfort of the seating area	69		66	74	+	69
The ease of being able to get on and off	77		71	78		77
Your personal security on board	79		79	80		79
The cleanliness of the inside	76		75	76	+	72
The cleanliness of the outside	75		73	74	+	70
The availability of staff	45		41	51		53
How well train company deals with delays	50		36	44		43

* 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 Great Western

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	46	46	None	74	75
Female	52	51	Minor	21	21
Not stated	3	3	Major	3	3
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	11	12	Yes	49	50
26-34	15	14	No	51	50
35-44	17	19			
45-54	20	20			
55-59	11	10	TIME OF TRAVEL		
60-64	10	10	Peak	11	11
65+	13	14	Off-peak	89	89
Not stated	3	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	30	30	Yes asked for help	11	11
Business	20	20	Yes asked for information	11	11
Leisure	50	50	Could not find anyone to ask	4	4
			No	73	72
			Not stated	2	3

Weighted sample profile for London and South East

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	44	44	None	80	80
Female	53	52	Minor	16	16
Not stated	3	3	Major	2	3
			Not stated	2	2
AGE			REGULAR TRAVELLER		
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	TIME OF TRAVEL		
60-64	8	8	Peak	20	19
65+	9	9	Off-peak	80	81
Not stated	3	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
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 Great Western

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Paddington	867	Redhill	18	Clifton Down	10
Reading	179	Newbury	17	Farnborough North	9
Slough	135	West Drayton	17	Dawlish Warren	9
Bath Spa	111	Burnham (Buckinghamshire)	17	Salisbury	9
Cardiff Central	81	Crowthorne	17	Cookham	9
Bristol Temple Meads	60	Topsham	17	Yatton	9
M Maidenhead	60	Bridgend	17	Reading West	8
Didcot Parkway	59	Dawlish	16	Neath	8
Swindon	58	Penzance	16	Gloucester	8
Exmouth	48	North Camp	16	Oldfield Park	8
Exeter St Davids	48	Southampton Central	16	Portsmouth And Southsea	8
Exeter Central	43	Langley	15	Severn Beach	8
Plymouth	39	Teignmouth	15	Banbury	8
Oxford	35	Dorking Deepdene	15	Gatwick Airport	7
Filton Abbey Wood	34	Reigate	15	Exeter St Thomas	7
Ealing Broadway	34	Henley-On-Thames	15	Marlow	7
Trowbridge	31	Bradford-On-Avon	14	Par	7
Windsor And Eton Central	31	Newton Abbot	14	Thatcham	7
Twyford (Berkshire)	30	Worcester Shrub Hill	14	Penmere	7
Newport (South Wales)	29	Theale	13	Lawrence Hill	6
Guildford	28	Blackwater	13	Bourne End	6
Taunton	26	Nailsea And Backwell	13	Tilehurst	6
Hayes And Harlington	26	St Ives (Cornwall)	13	Acton Main Line	5
Barnstaple	25	Keynsham	13	Southall	5
Westbury (Wiltshire)	24	Portsmouth Harbour	12	Sandhurst (Berkshire)	5
West Ealing	24	Totnes	12	Worcester Foregate Street	5
Weston-Super-Mare	23	Paignton	11	Hereford	5
Bristol Parkway	23	Bridgwater	11	Shiplake	5
Chippenham	21	St Austell	10	Mortimer	4
Stroud	20	Highbridge And Burnham	10	Radley	4
Swansea	20	Wokingham	10	Parson Street	4

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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