



National Passenger Survey

TOC Report for Heathrow Express

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.

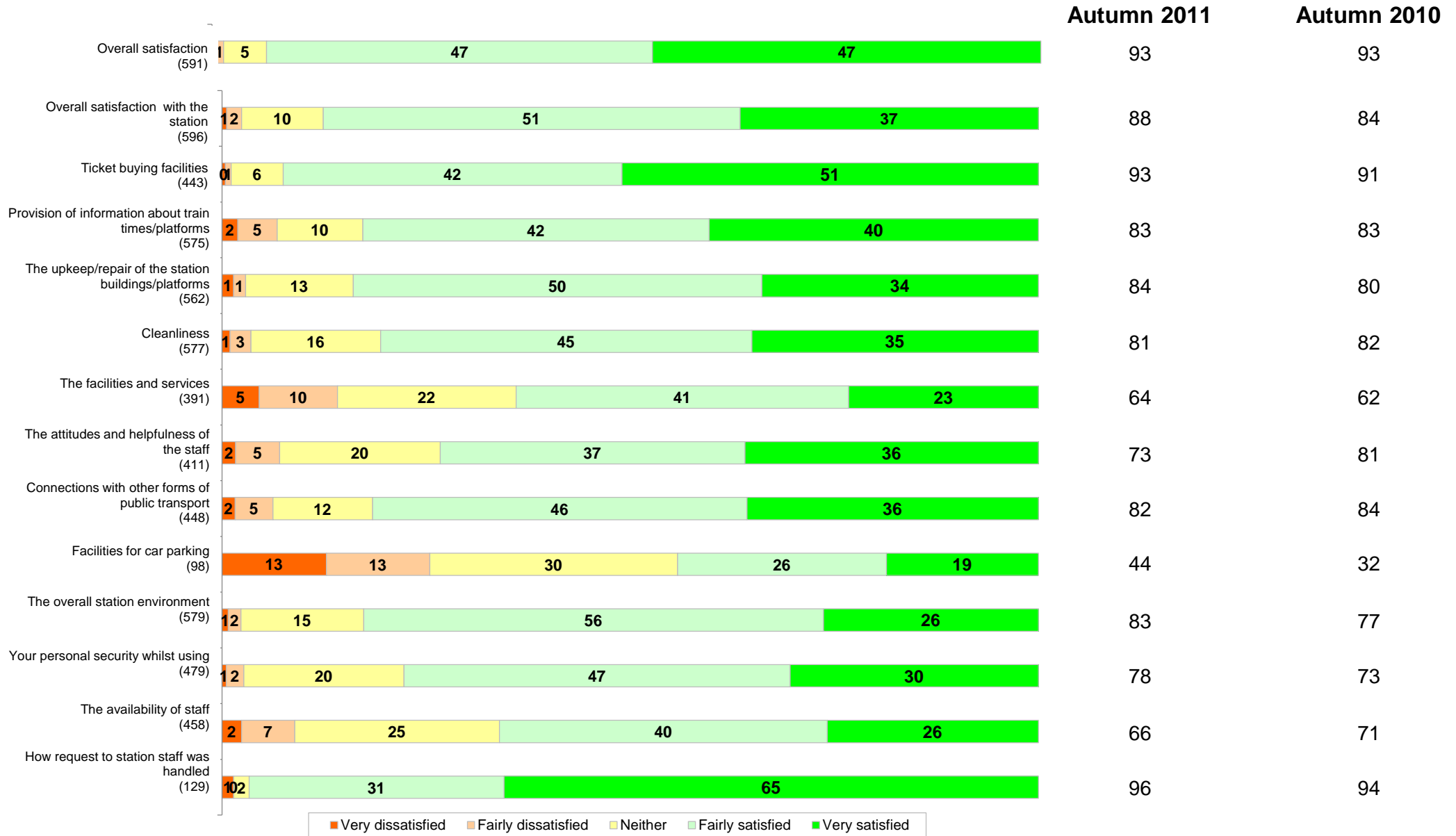
As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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.

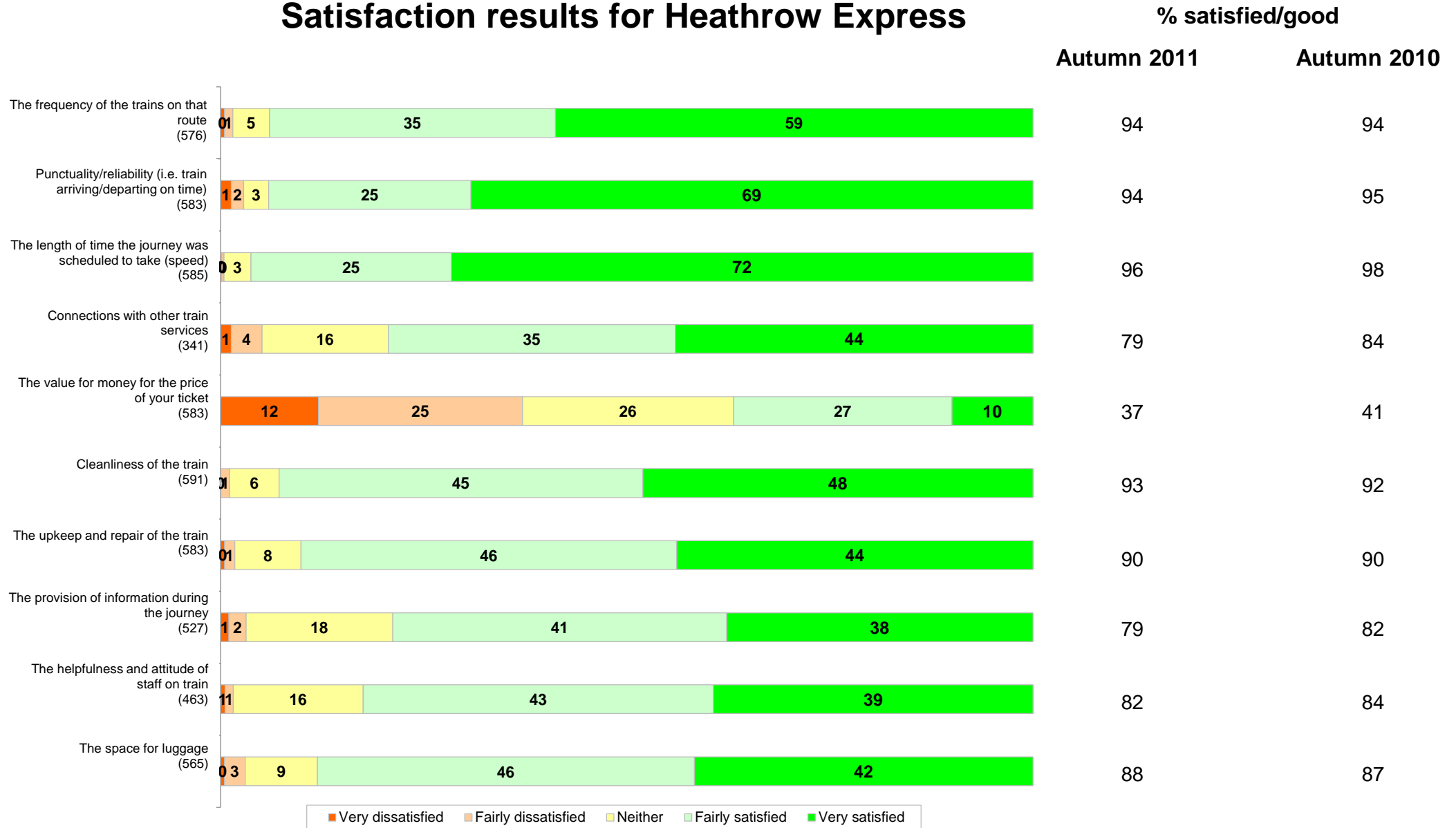
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Heathrow Express



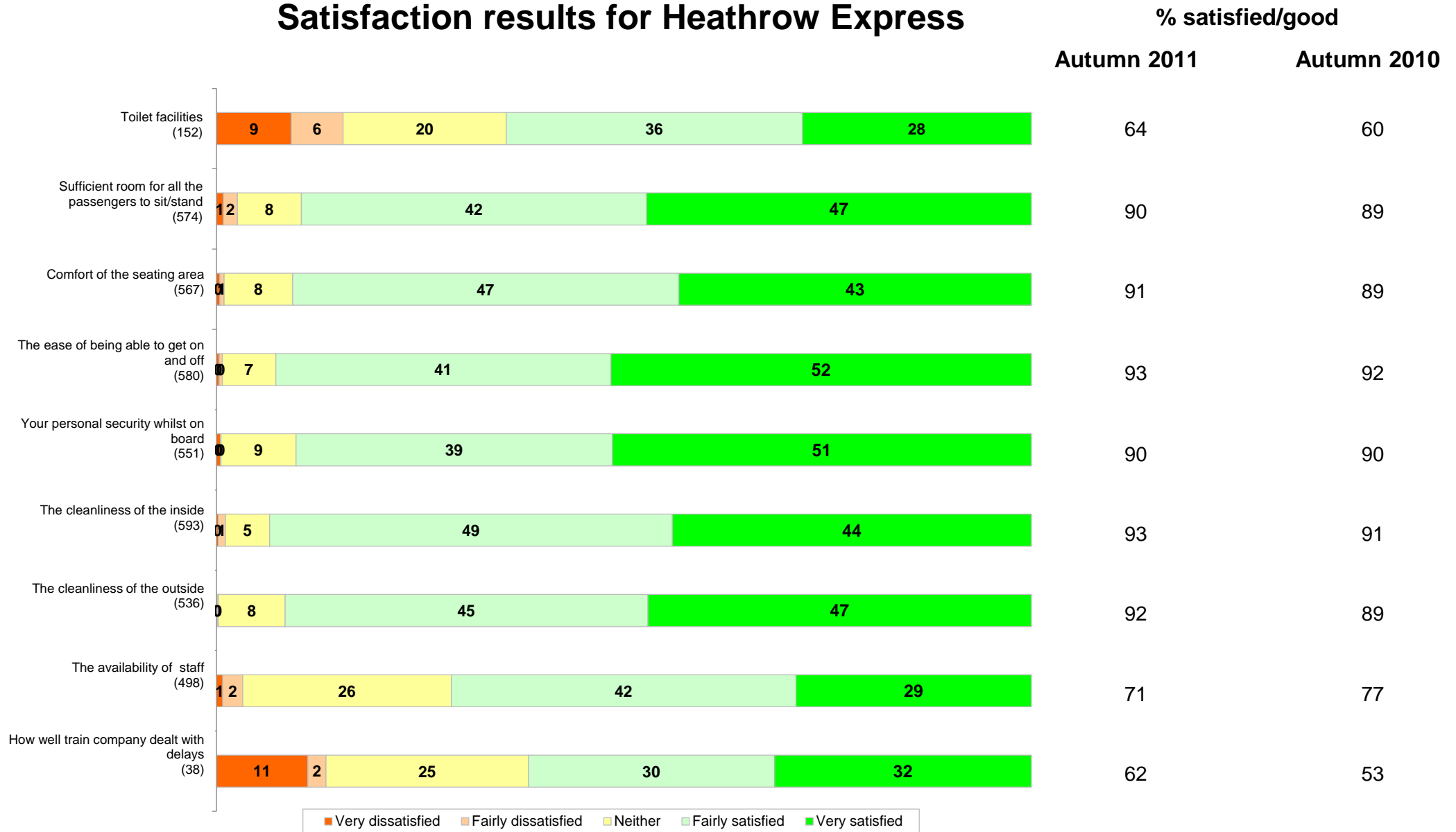
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Heathrow Express



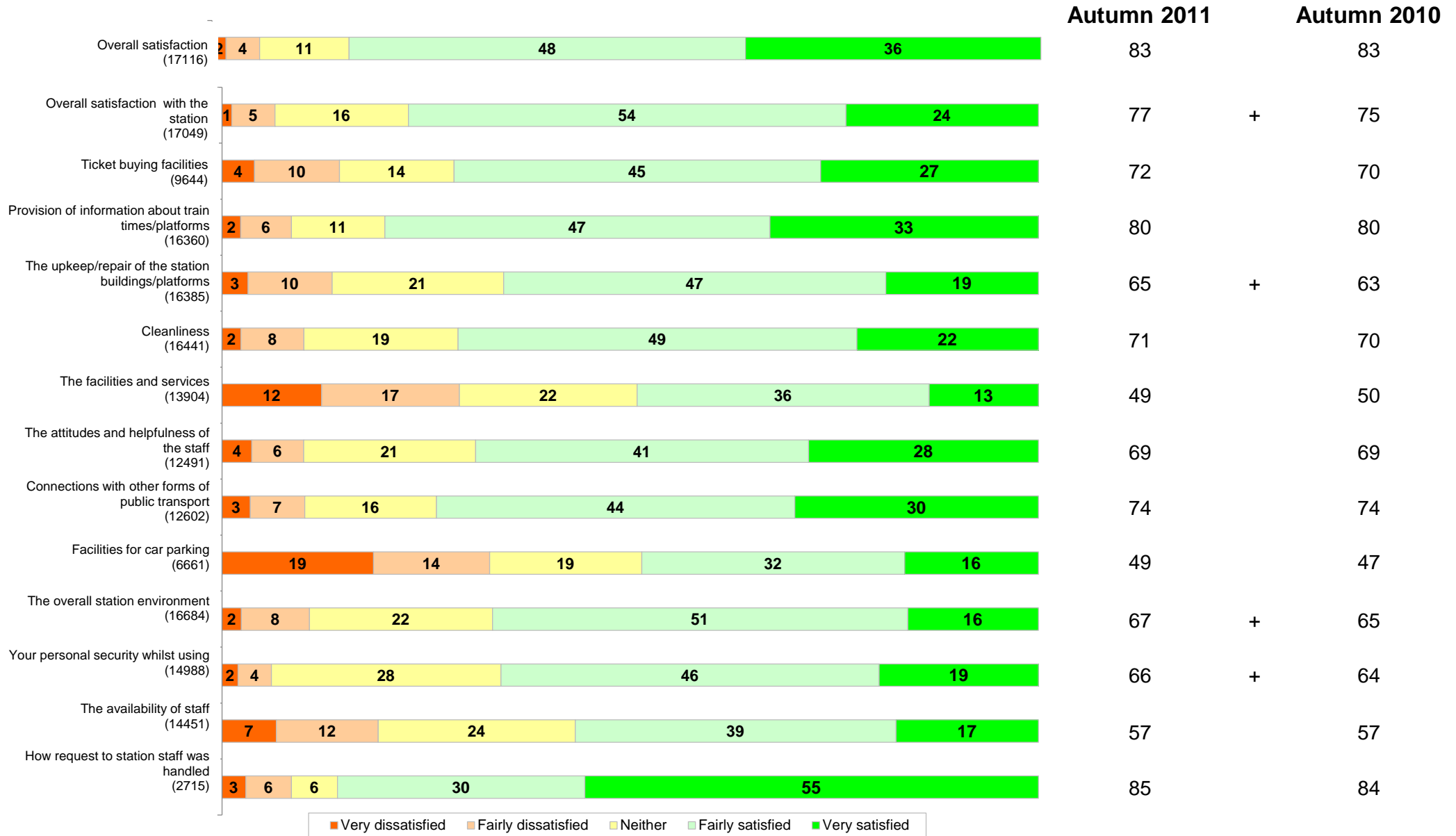
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Heathrow Express



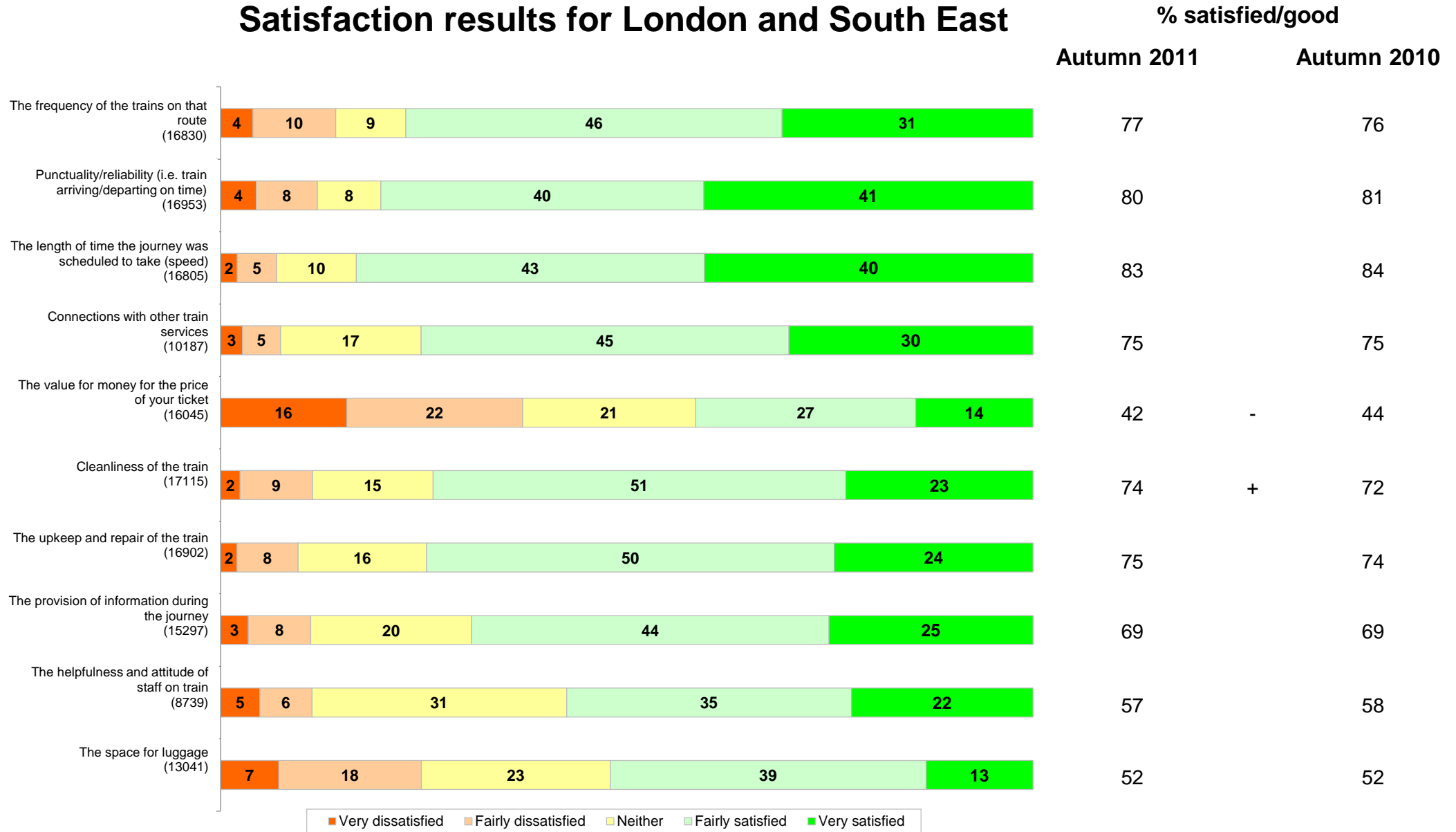
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



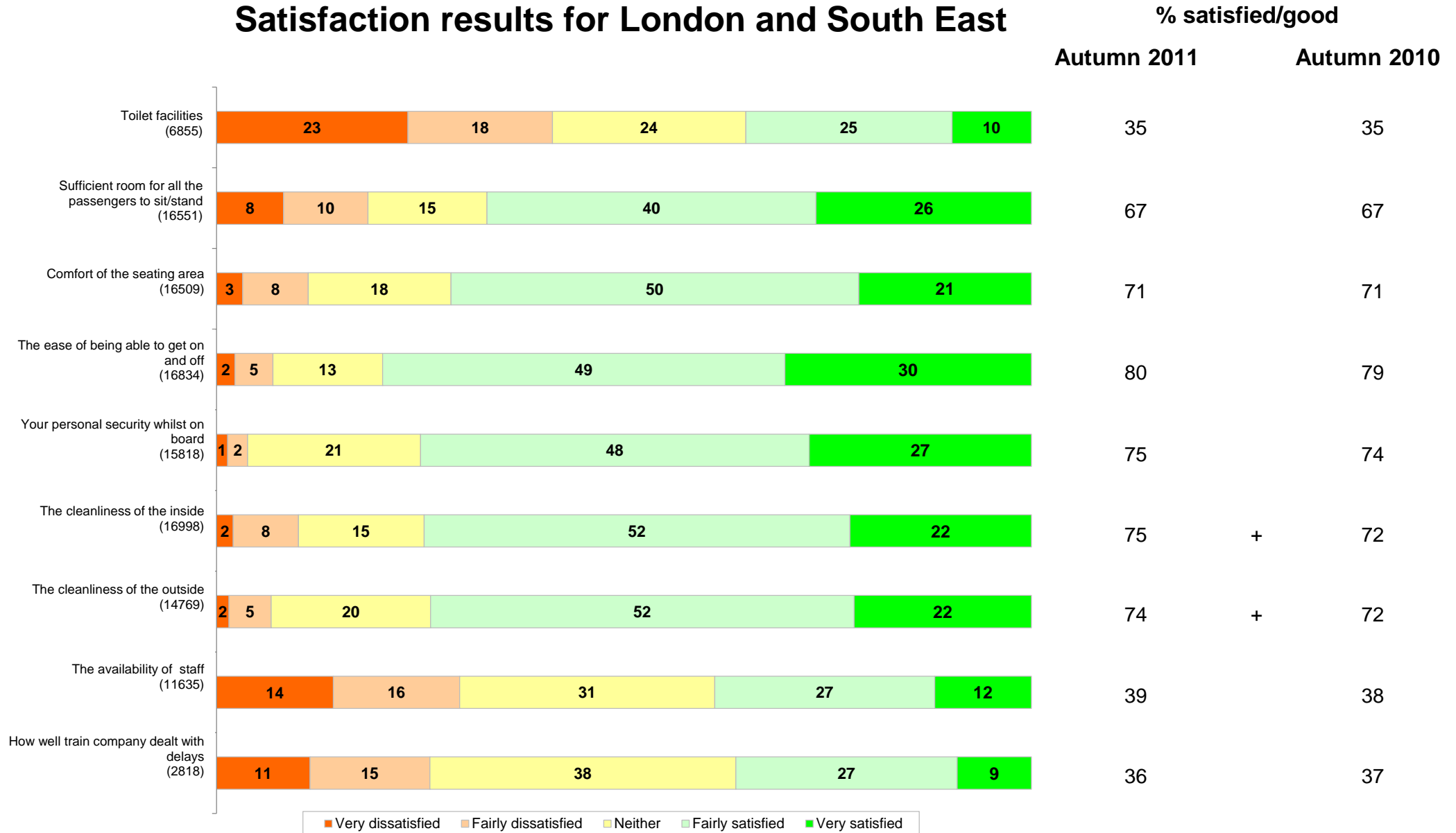
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



Heathrow Express performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	93	83	112%
Overall satisfaction with the station	88	77	114%
Ticket buying facilities	93	72	129%
Provision of information about train times/platforms	83	80	103%
The upkeep/repair of the station buildings/platforms	84	65	128%
Cleanliness	81	71	113%
The facilities and services	64	49	130%
The attitudes and helpfulness of the staff	73	69	106%
Connections with other forms of public transport	82	74	111%
Facilities for car parking	44	49	91%
Overall environment	83	67	124%
Your personal security whilst using	78	66	118%
The availability of staff	66	57	116%
How request to station staff was handled	96	85	112%

Heathrow Express performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	94	77	122%
Punctuality/reliability (i.e. the train arriving/departing on time)	94	80	117%
The length of time the journey was scheduled to take (speed)	96	83	116%
Connections with other train services	79	75	105%
The value for money for the price of your ticket	37	42	89%
Cleanliness of the train	93	74	126%
Upkeep and repair of the train	90	75	121%
The provision of information during the journey	79	69	114%
The helpfulness and attitude of staff on train	82	57	144%
The space for luggage	88	52	169%
The toilet facilities	64	35	184%
Sufficient room for all passengers to sit/stand	90	67	134%
The comfort of the seating area	91	71	127%
The ease of being able to get on and off	93	80	116%
Your personal security on board	90	75	120%
The cleanliness of the inside	93	75	125%
The cleanliness of the outside	92	74	124%
The availability of staff	71	39	183%
How well train company deals with delays	62	36	170%

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

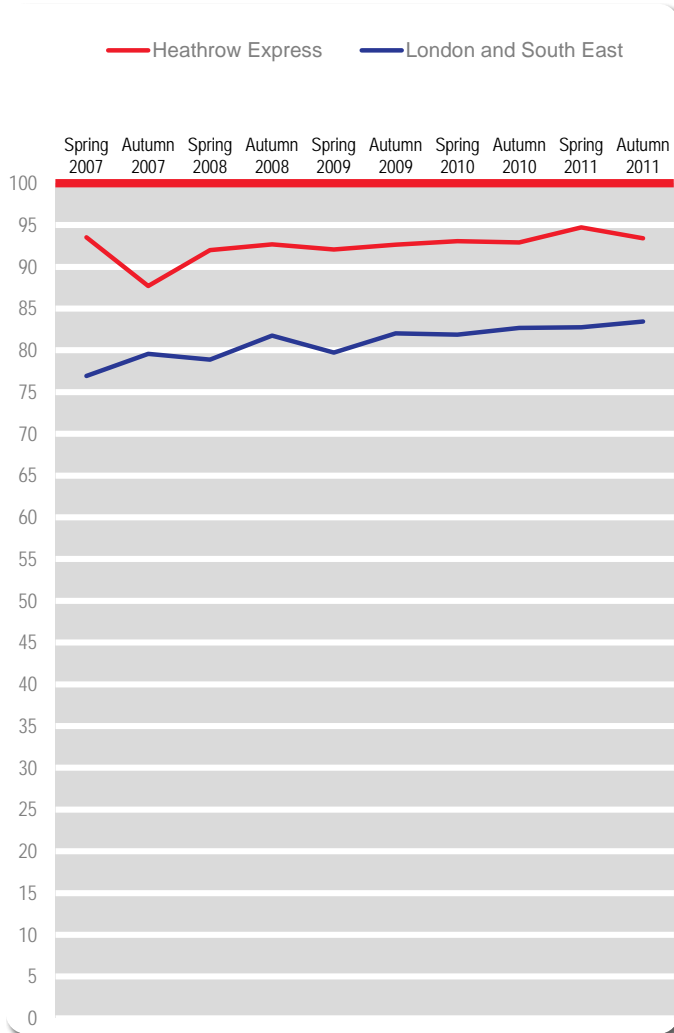
Building block/route data for Heathrow Express

	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

Overall satisfaction

(591)

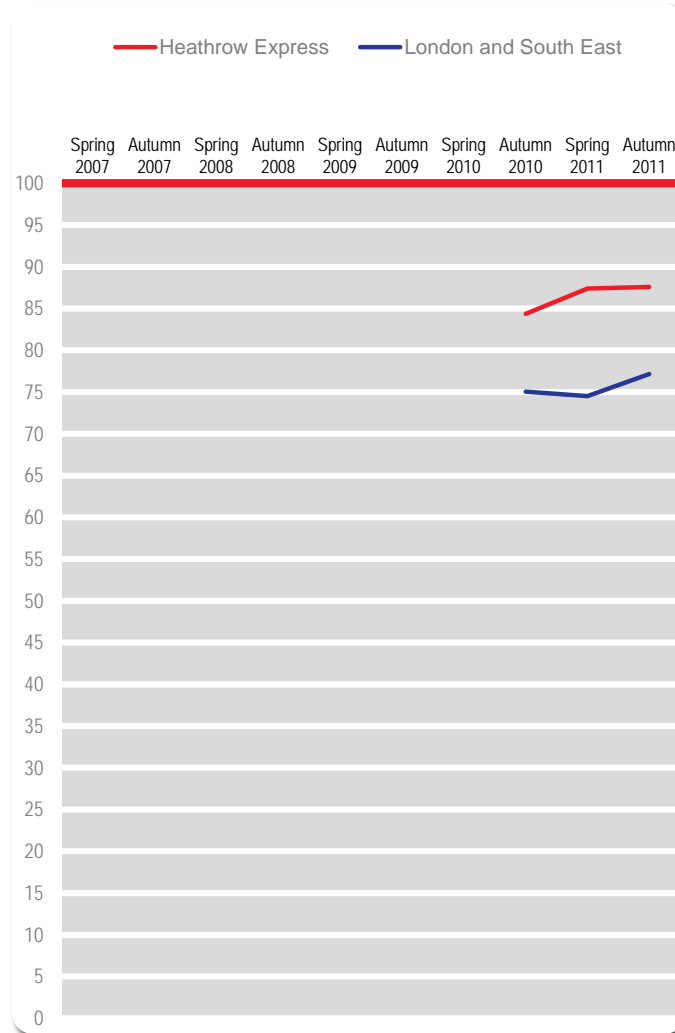
Percentage of passengers satisfied 2007 to 2011



Overall station satisfaction

(596)

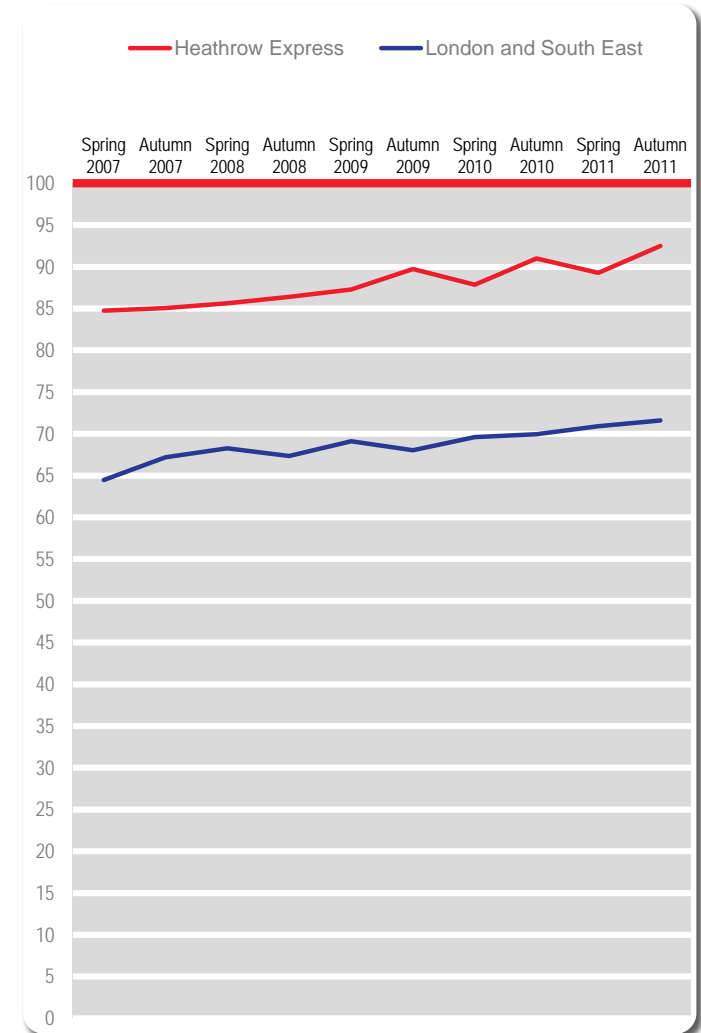
Percentage of passengers satisfied 2007 to 2011



Ticket buying facilities

(443)

Percentage of passengers satisfied 2007 to 2011

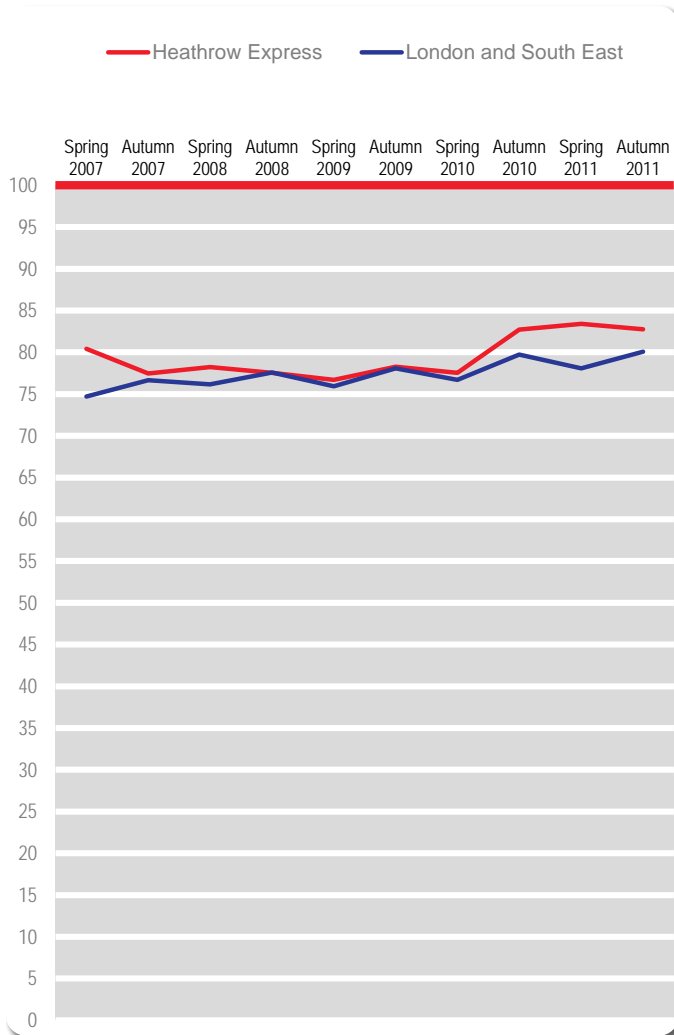


N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(575)

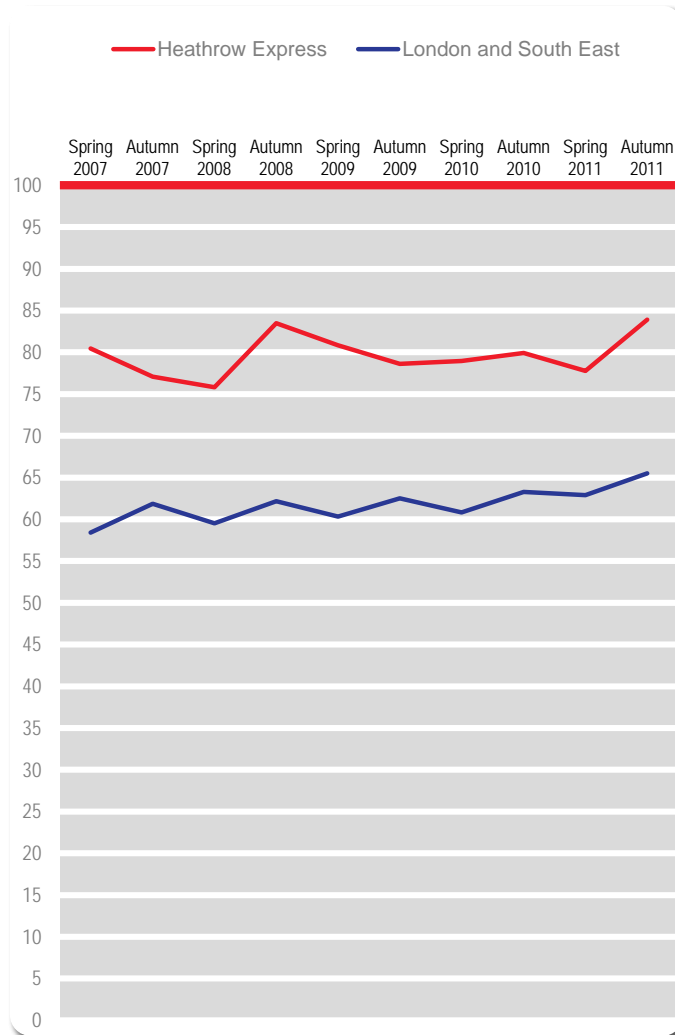
Percentage of passengers satisfied 2007 to 2011



The upkeep/repair of the station building/platforms

(562)

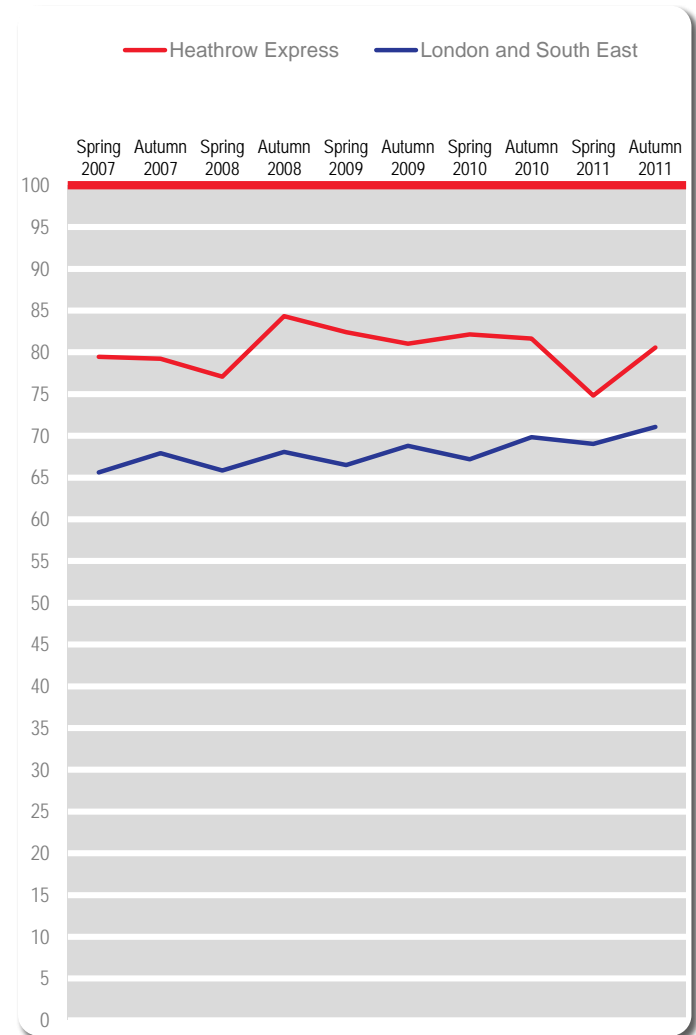
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the station

(577)

Percentage of passengers satisfied 2007 to 2011

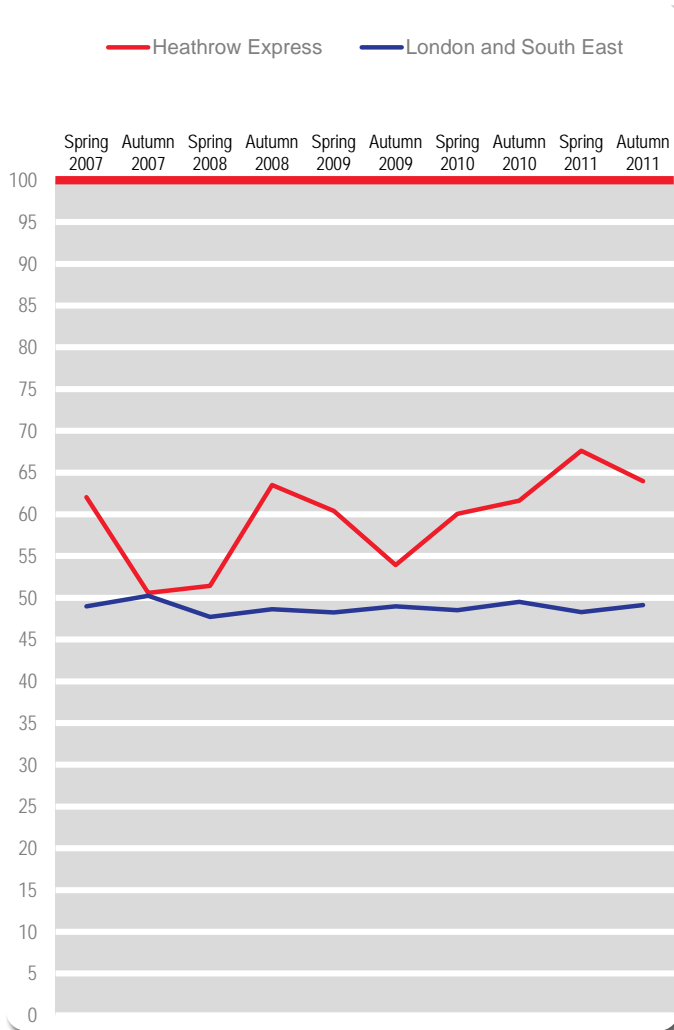


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(391)

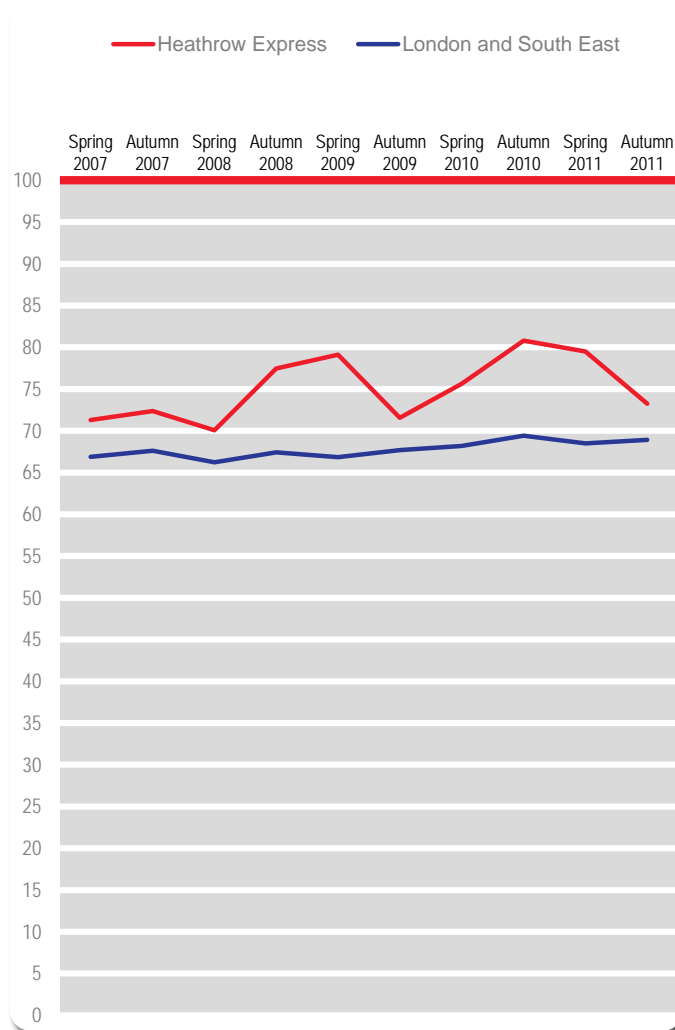
Percentage of passengers satisfied 2007 to 2011



The attitudes and helpfulness of the staff at the station

(411)

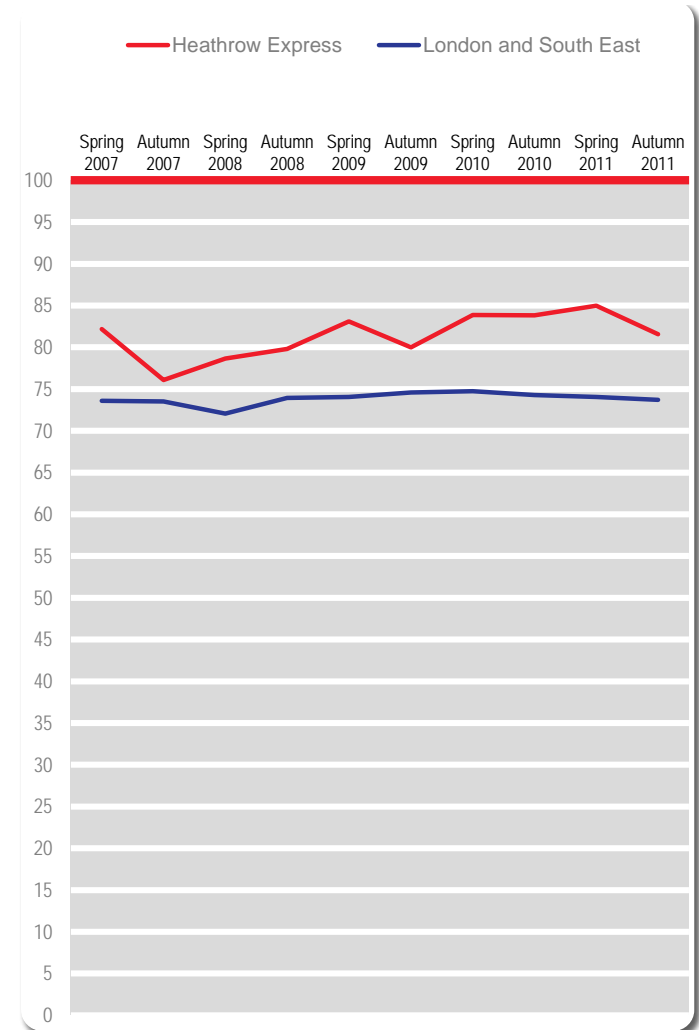
Percentage of passengers satisfied 2007 to 2011



Connections with other forms of public transport from the station

(448)

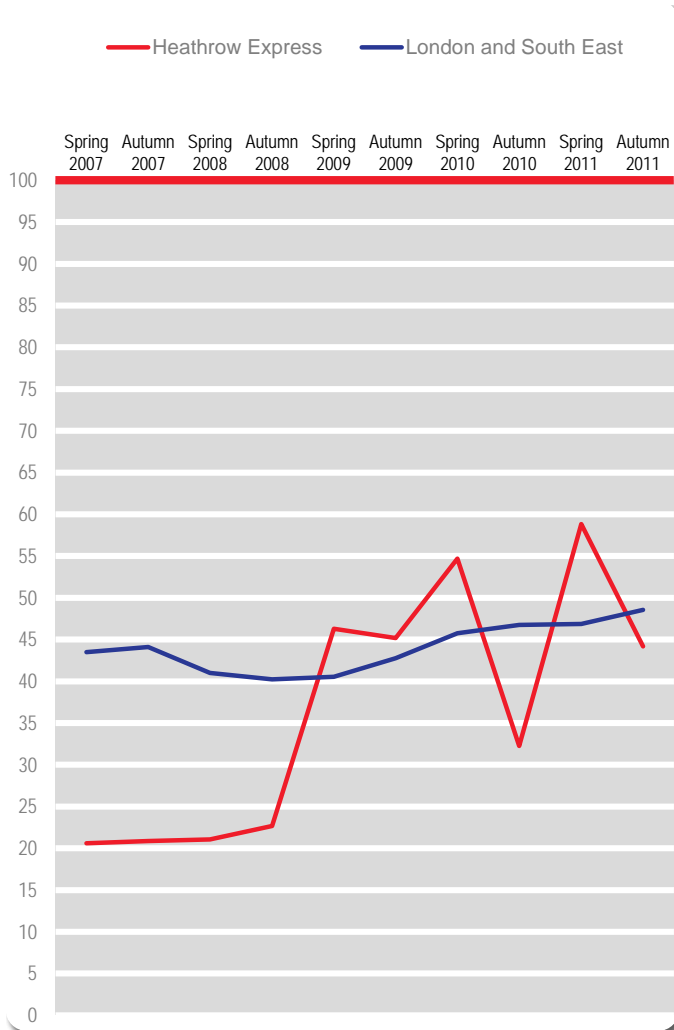
Percentage of passengers satisfied 2007 to 2011



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

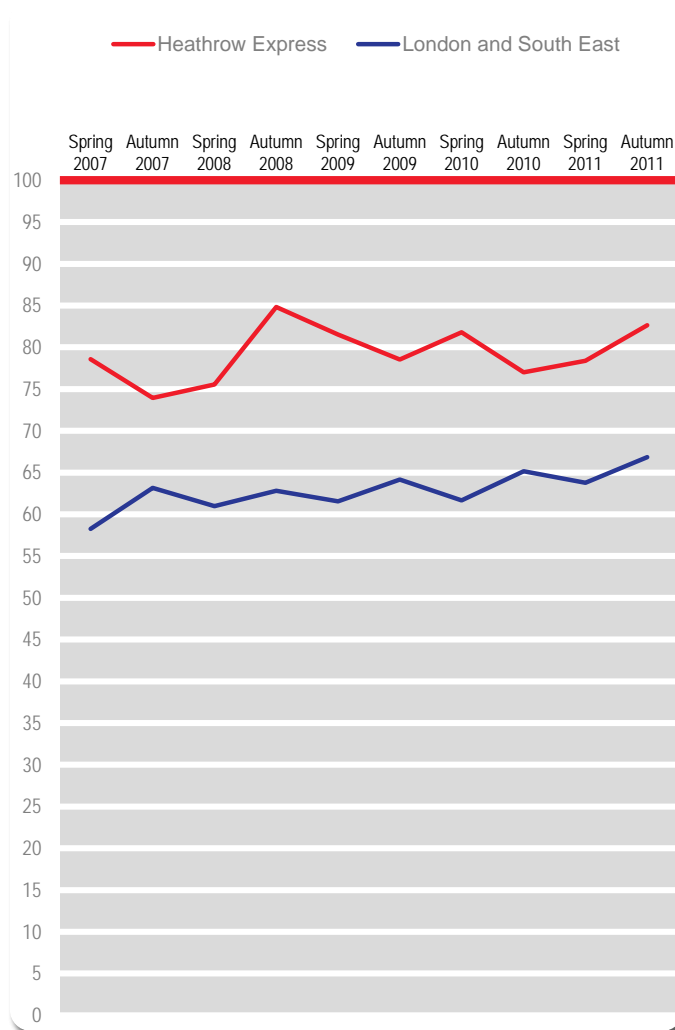
Facilities for car parking at the station

(98)
Percentage of passengers satisfied 2007 to 2011



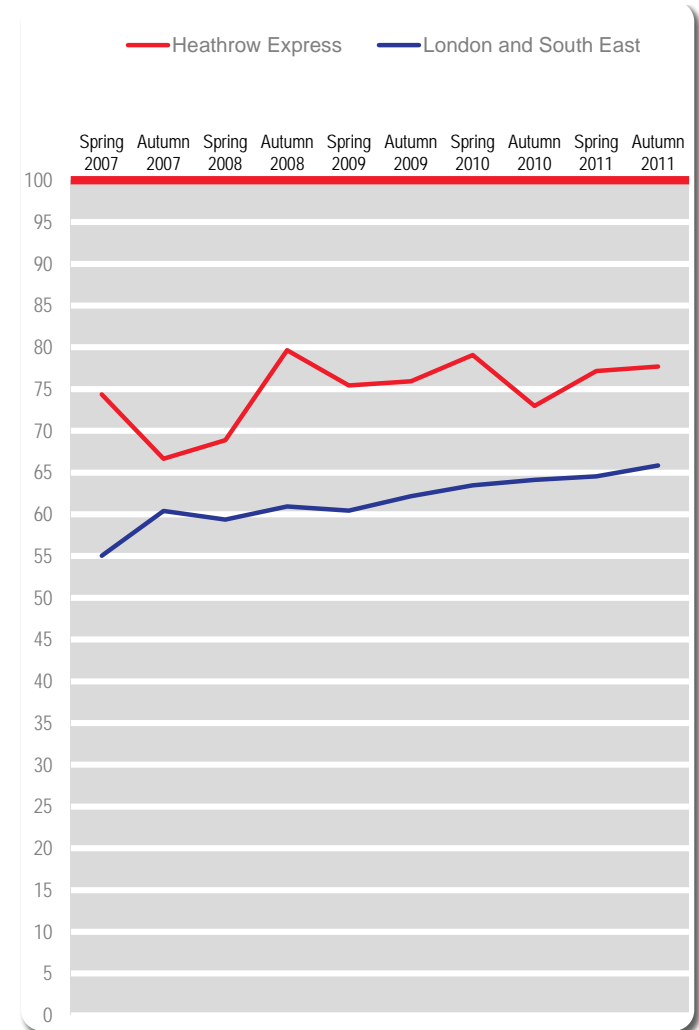
Overall station environment

(579)
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst using the station

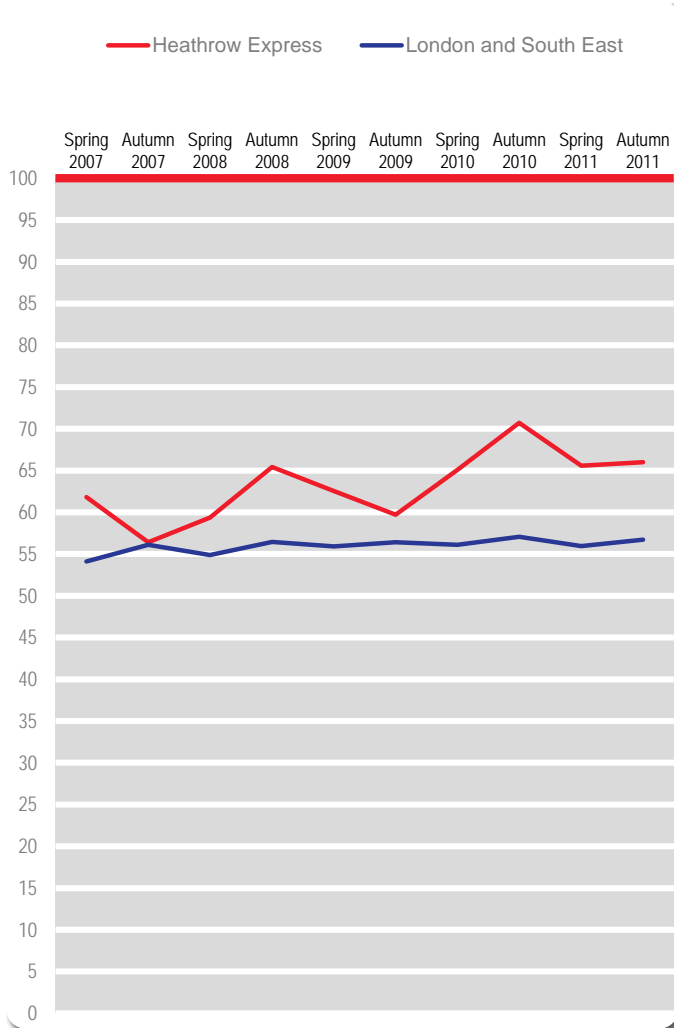
(479)
Percentage of passengers satisfied 2007 to 2011



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

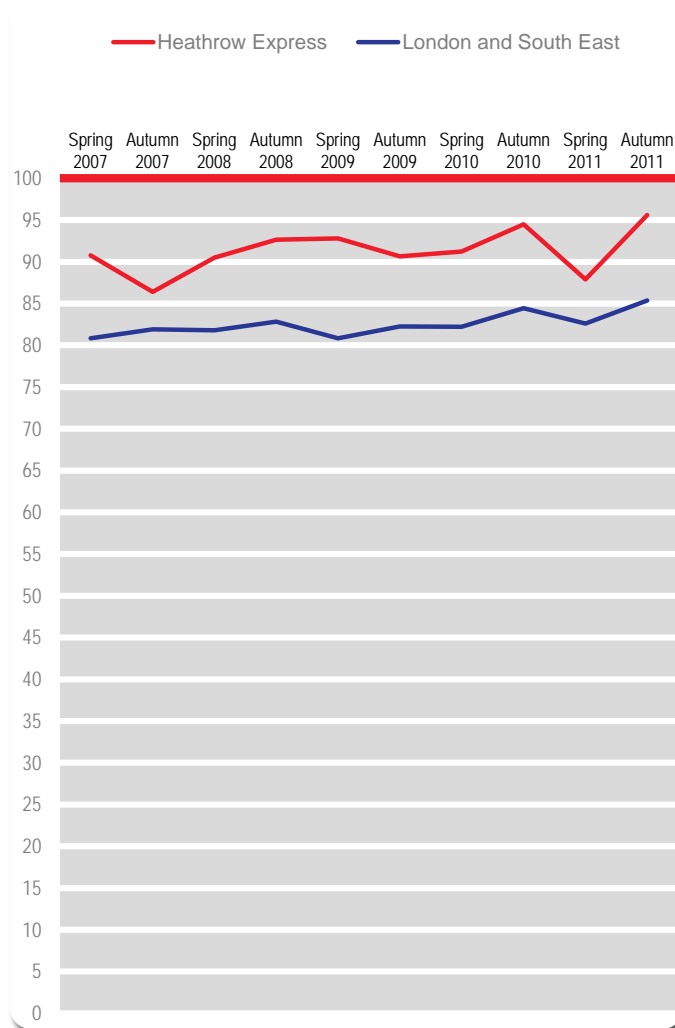
The availability of staff at the station

(458)
Percentage of passengers satisfied 2007 to 2011



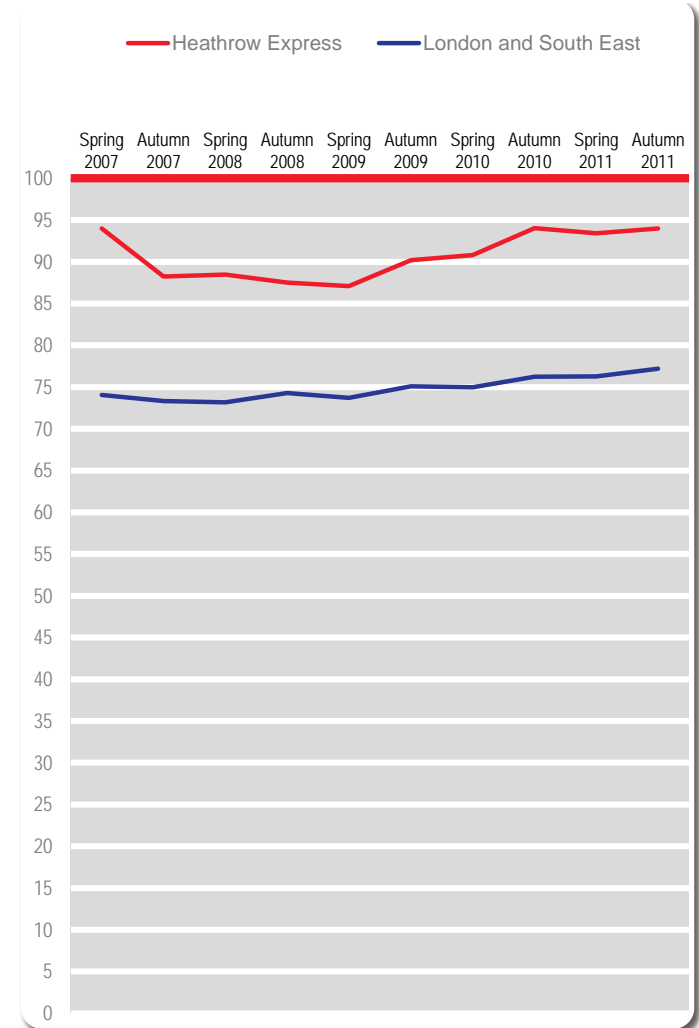
How request to station staff was handled

(129)
Percentage of passengers satisfied 2007 to 2011



The frequency of trains on that route

(576)
Percentage of passengers satisfied 2007 to 2011

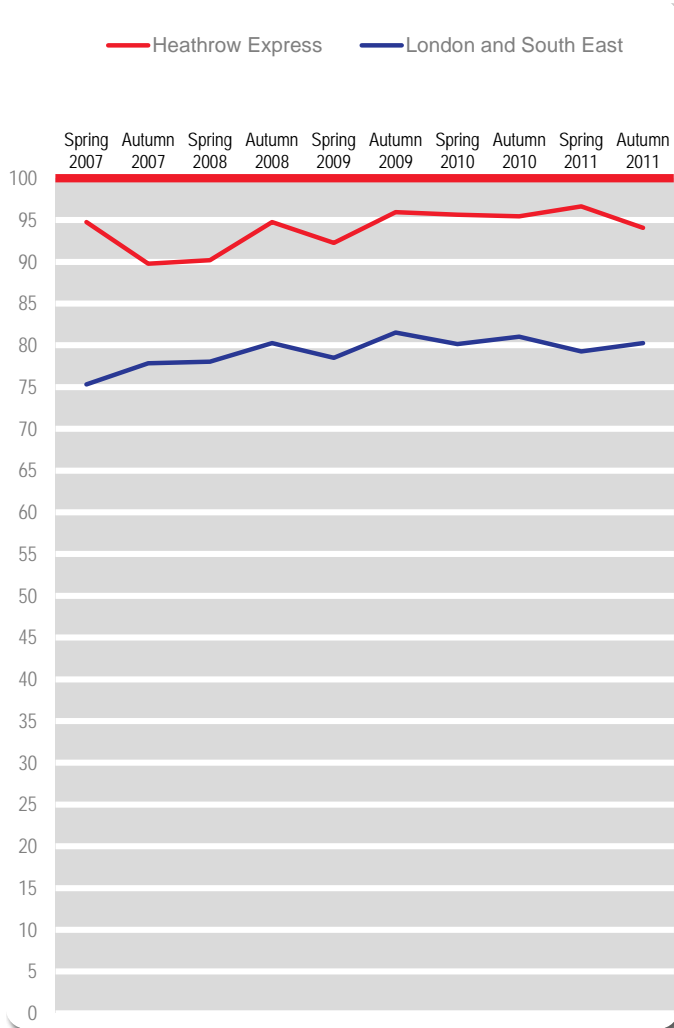


N.B. Benchmarks and targets are only shown for applicable factors

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

(583)

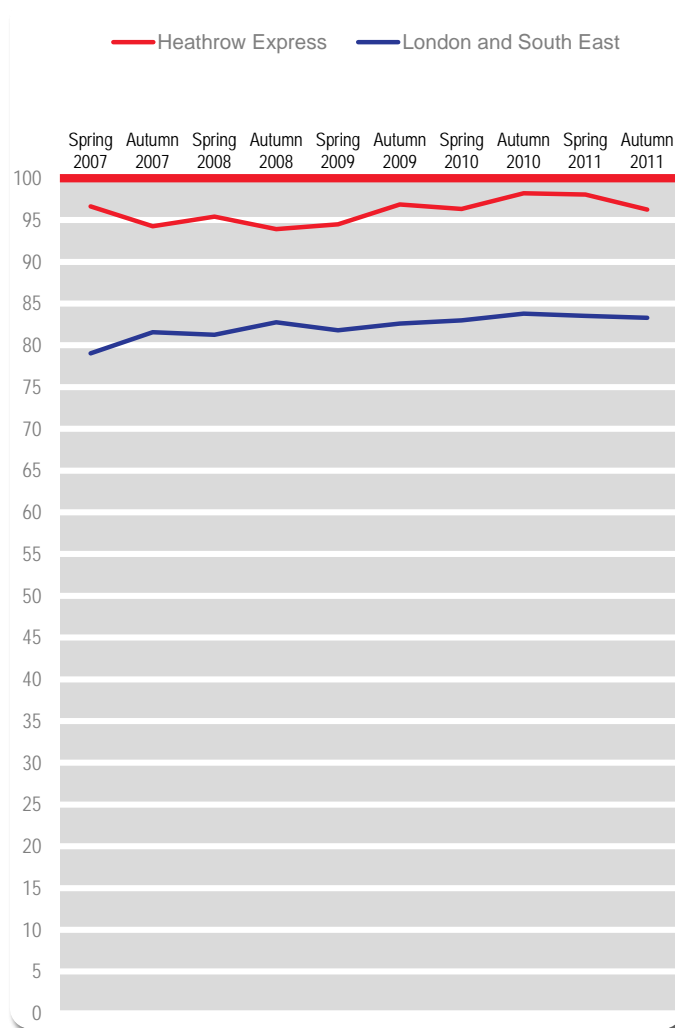
Percentage of passengers satisfied 2007 to 2011



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

(585)

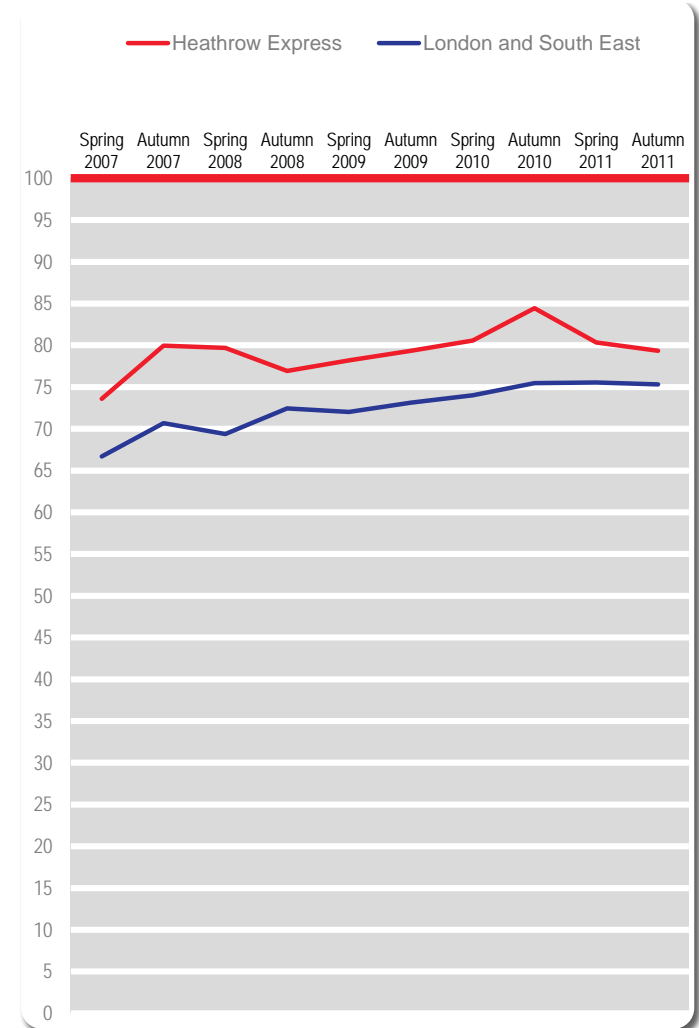
Percentage of passengers satisfied 2007 to 2011



Connections with other train services

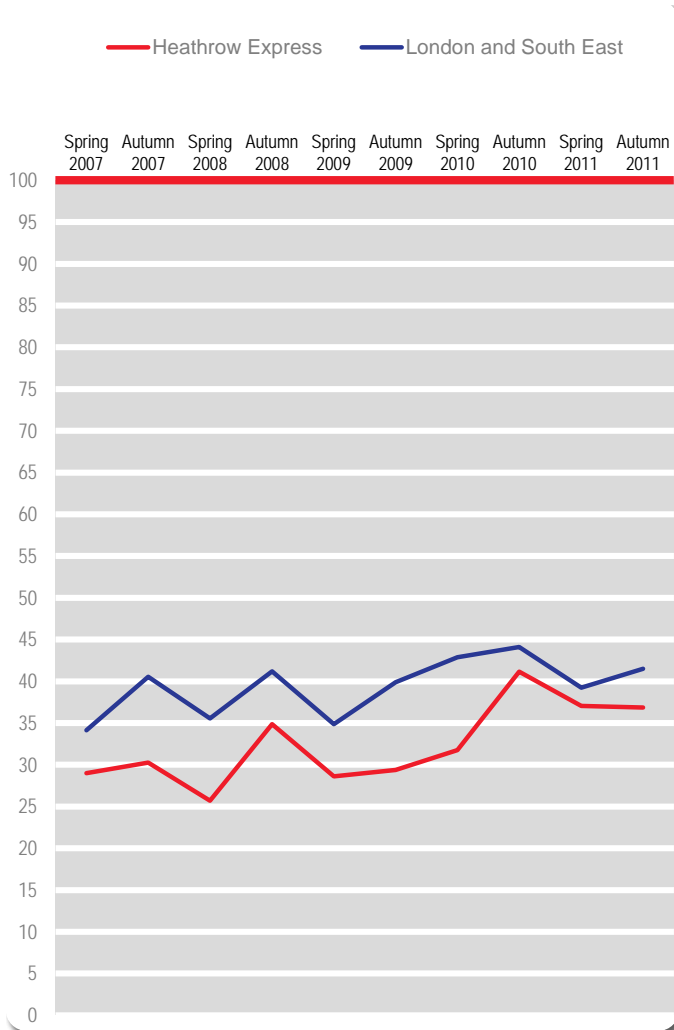
(341)

Percentage of passengers satisfied 2007 to 2011

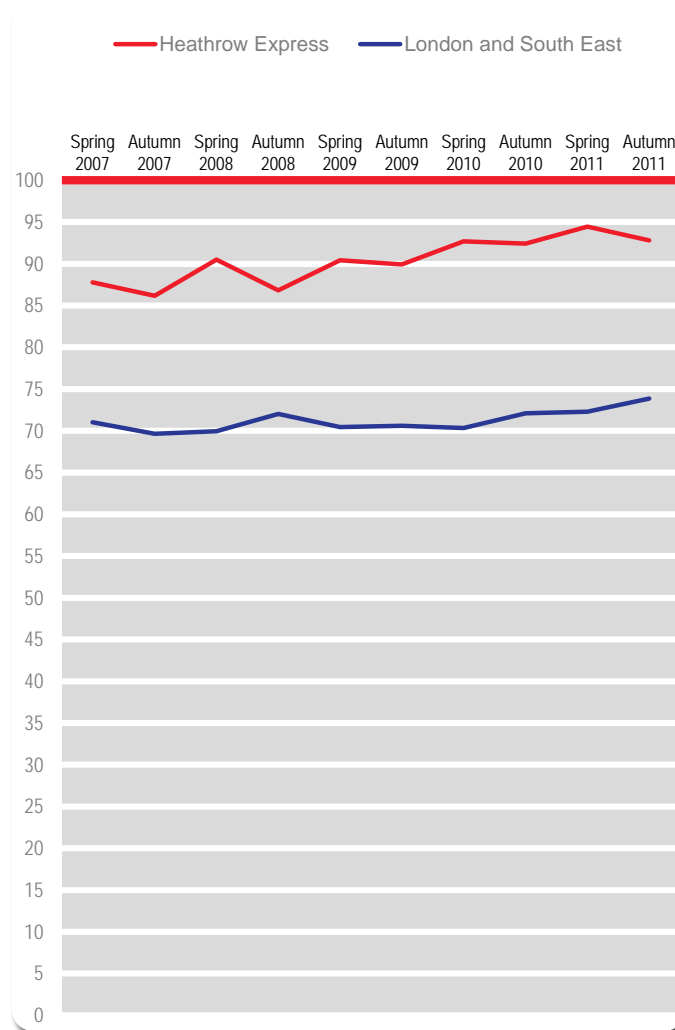


N.B. Benchmarks and targets are only shown for applicable factors

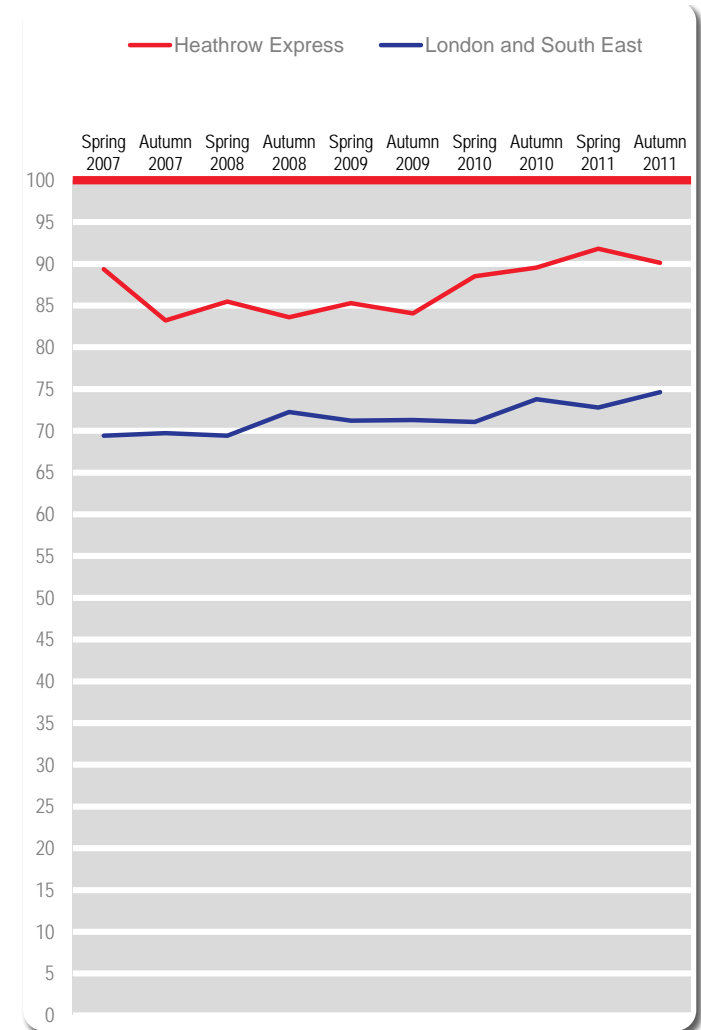
The value for money for the price of your ticket (583)
 Percentage of passengers satisfied 2007 to 2011



Cleanliness of the train (591)
 Percentage of passengers satisfied 2007 to 2011



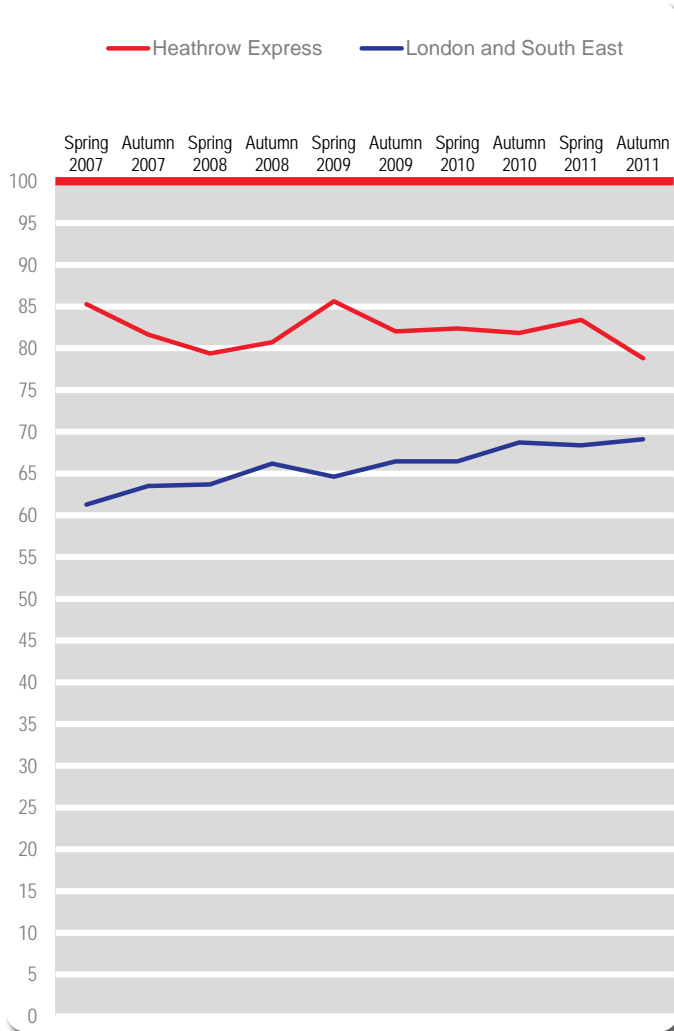
Upkeep and repair of the train (583)
 Percentage of passengers satisfied 2007 to 2011



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

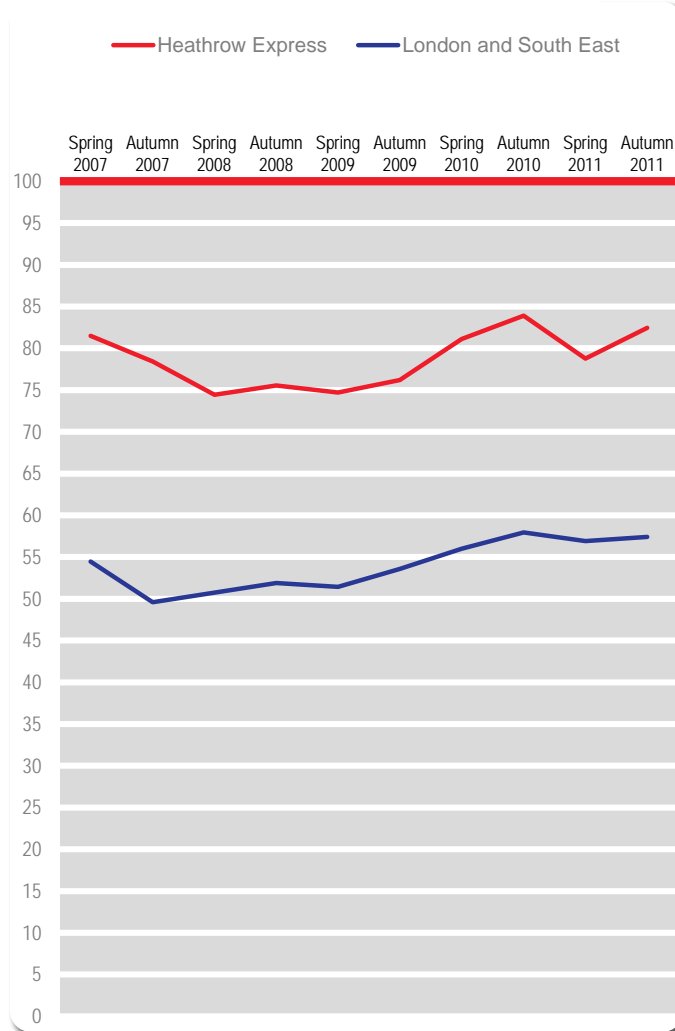
The provision of information during the journey

(527)
Percentage of passengers satisfied 2007 to 2011



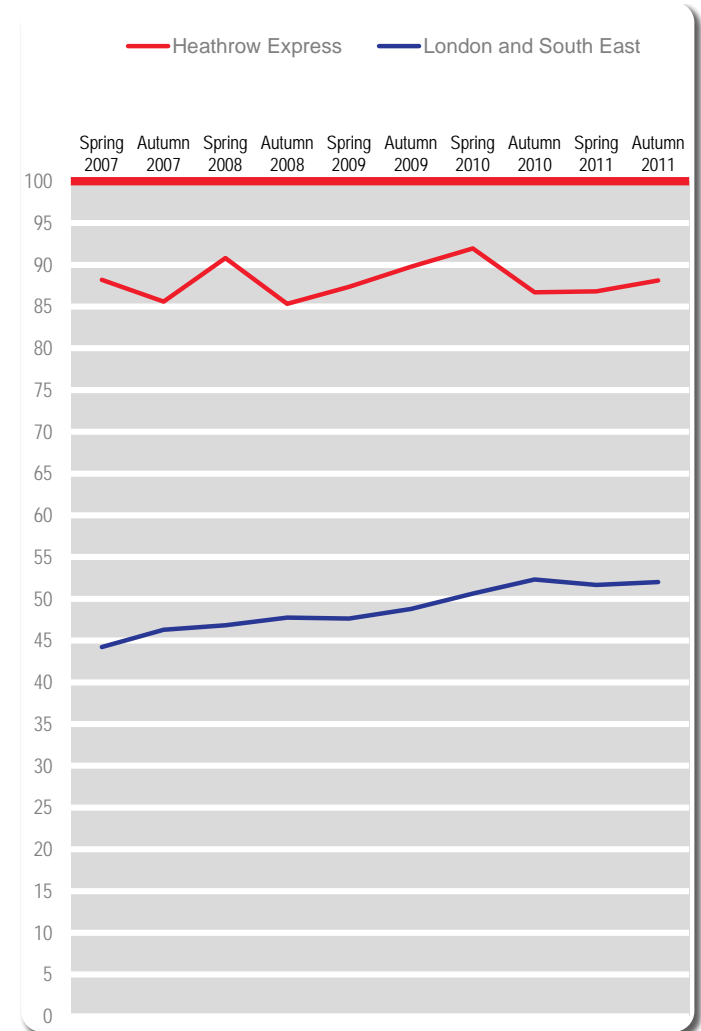
The helpfulness and attitude of staff on train

(463)
Percentage of passengers satisfied 2007 to 2011



The space for luggage

(565)
Percentage of passengers satisfied 2007 to 2011

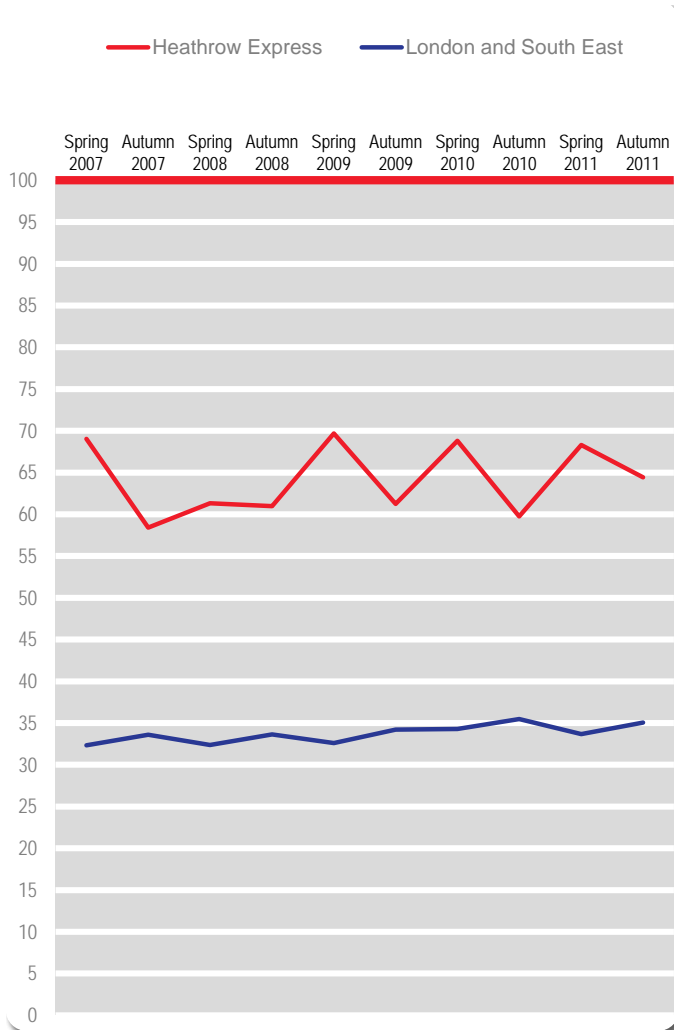


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(152)

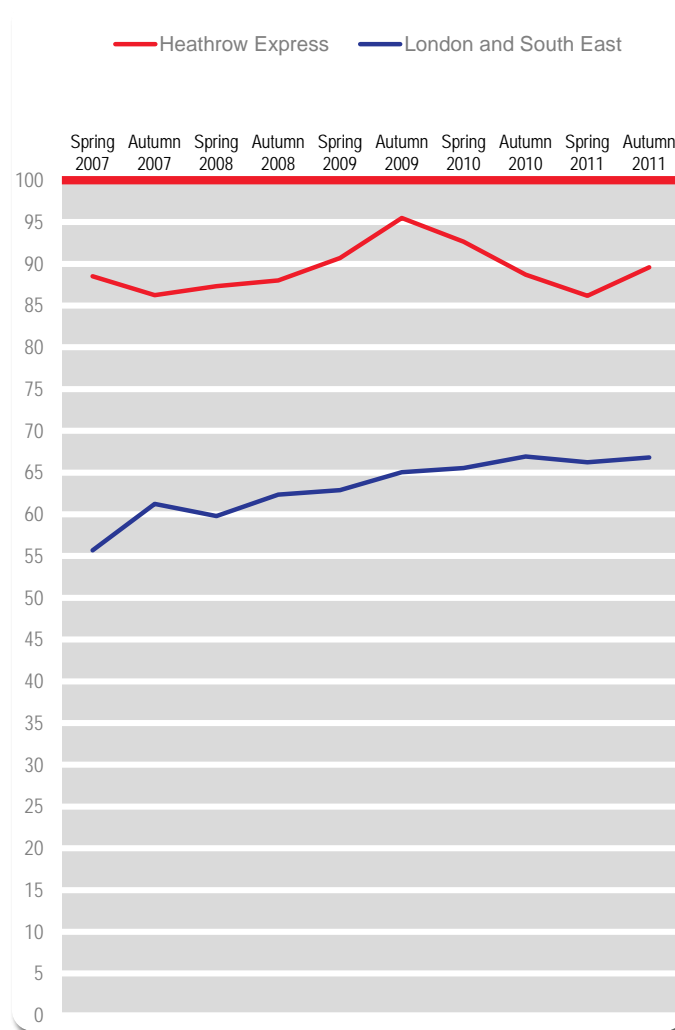
Percentage of passengers satisfied 2007 to 2011



Sufficient room for all the passengers to sit/stand

(574)

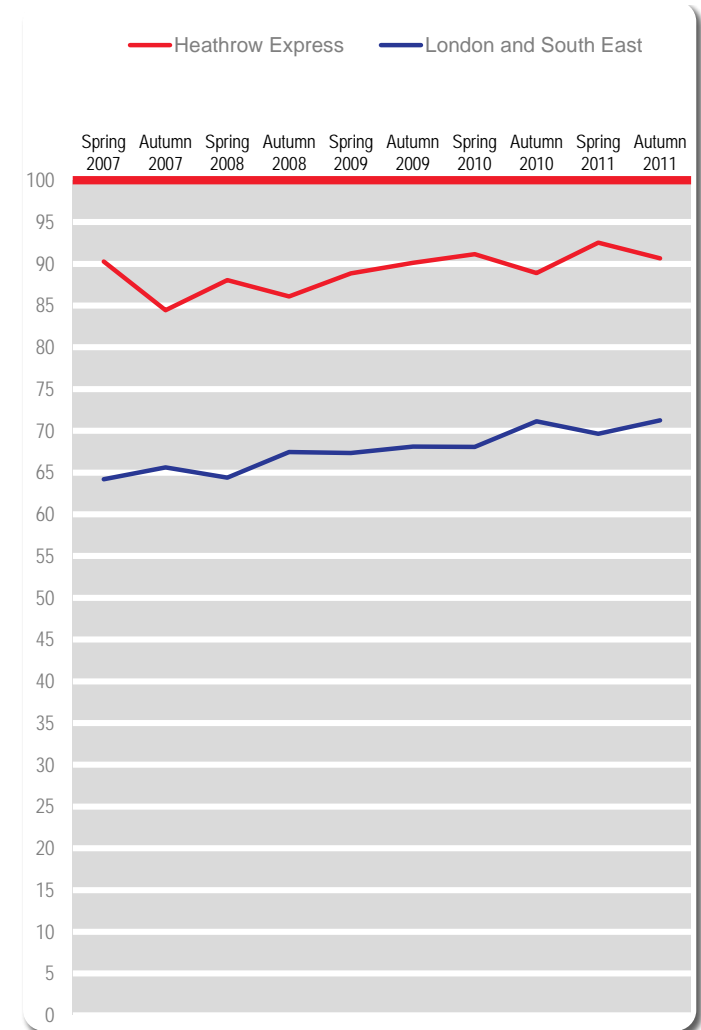
Percentage of passengers satisfied 2007 to 2011



The comfort of the seating area

(567)

Percentage of passengers satisfied 2007 to 2011

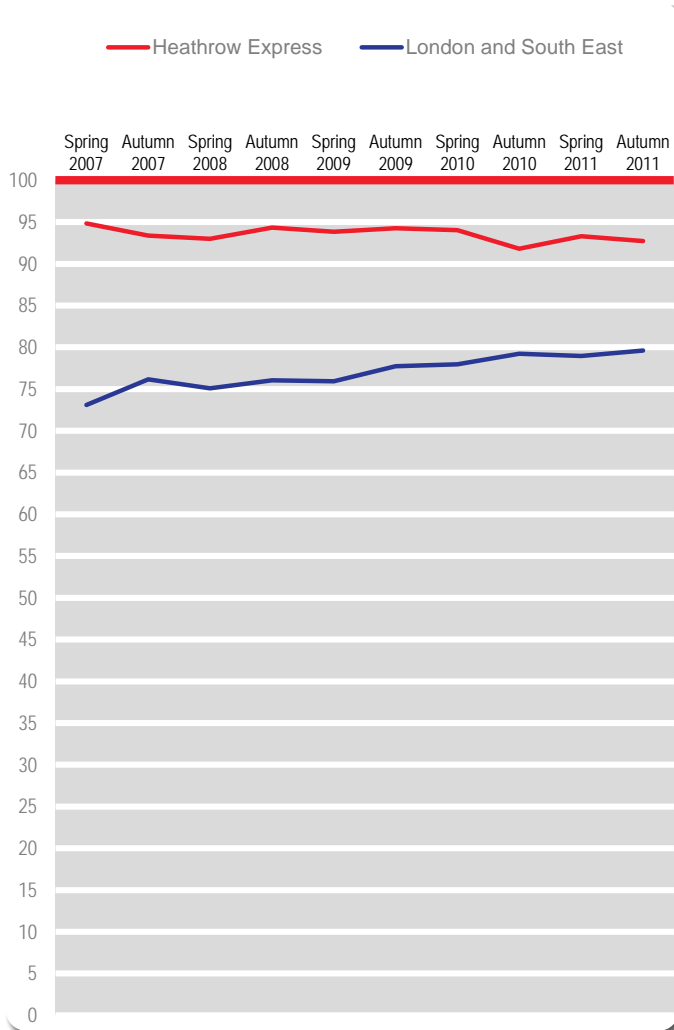


N.B. Benchmarks and targets are only shown for applicable factors

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

(580)

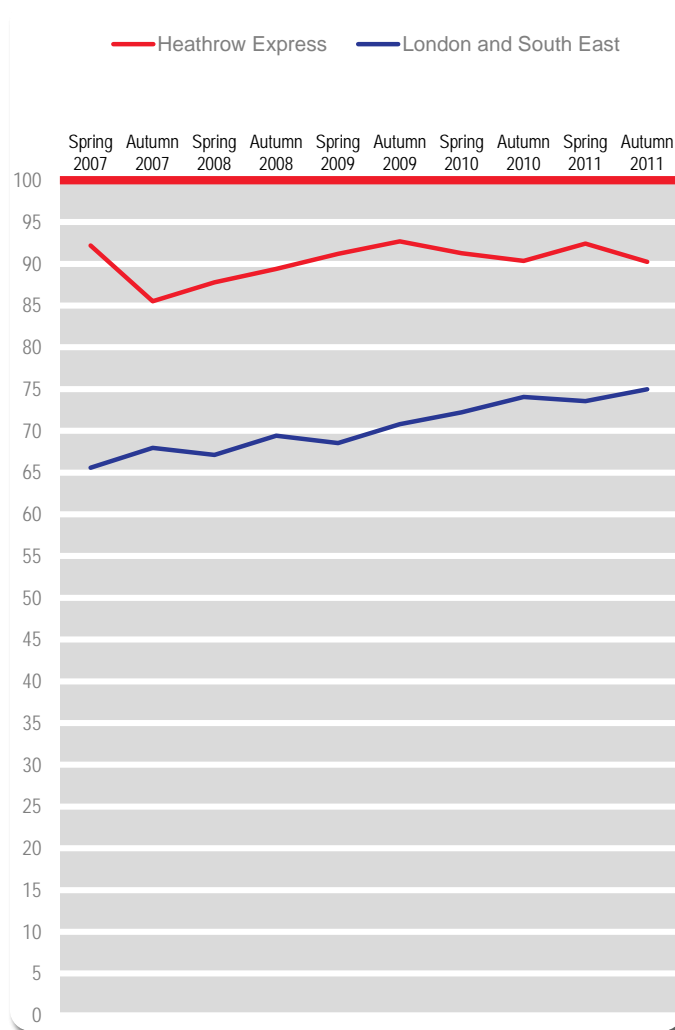
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst on board

(551)

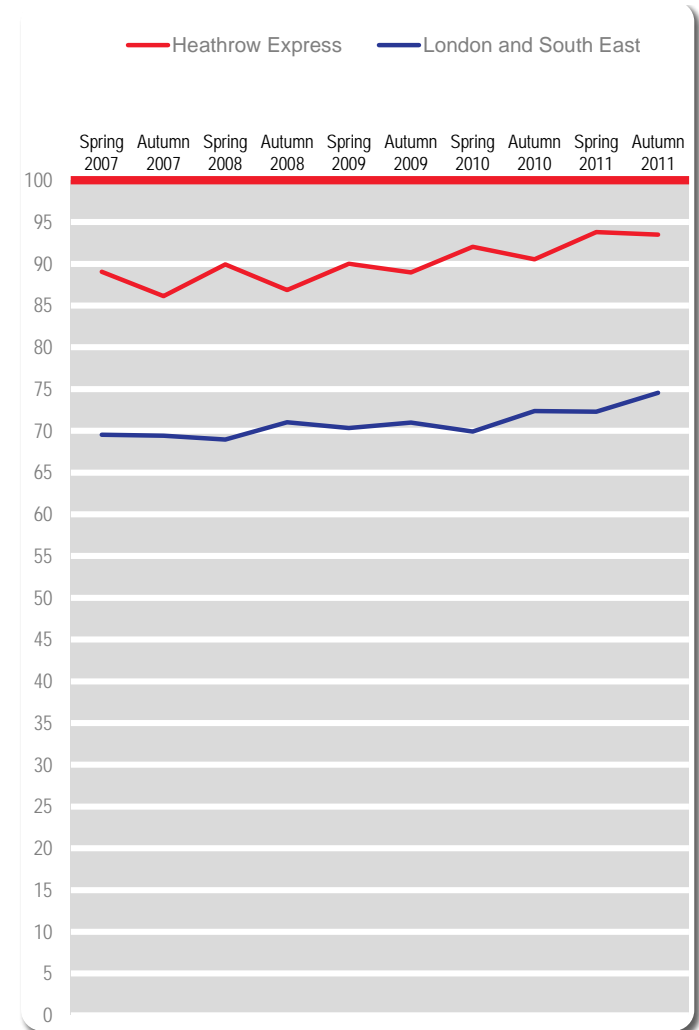
Percentage of passengers satisfied 2007 to 2011



The cleanliness of the inside of the train

(593)

Percentage of passengers satisfied 2007 to 2011

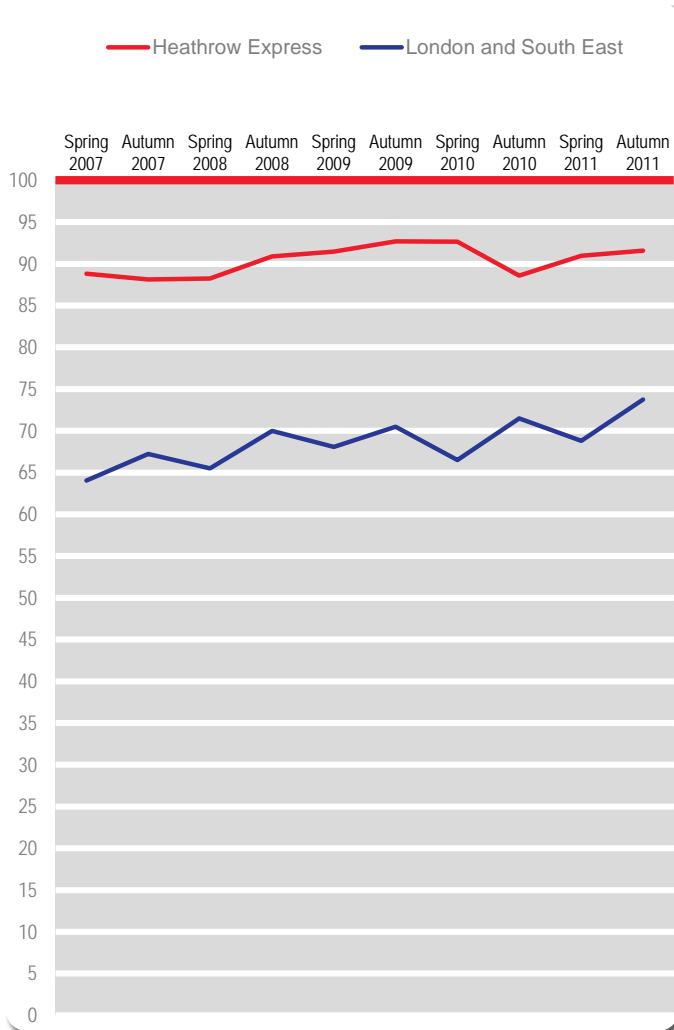


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(536)

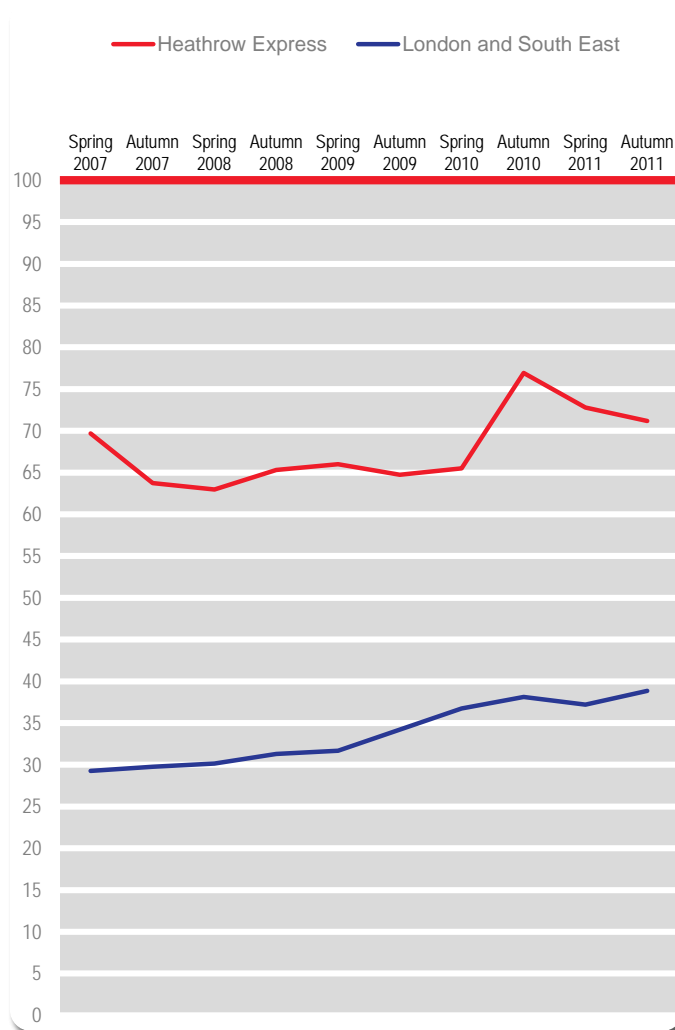
Percentage of passengers satisfied 2007 to 2011



The availability of staff on the train

(498)

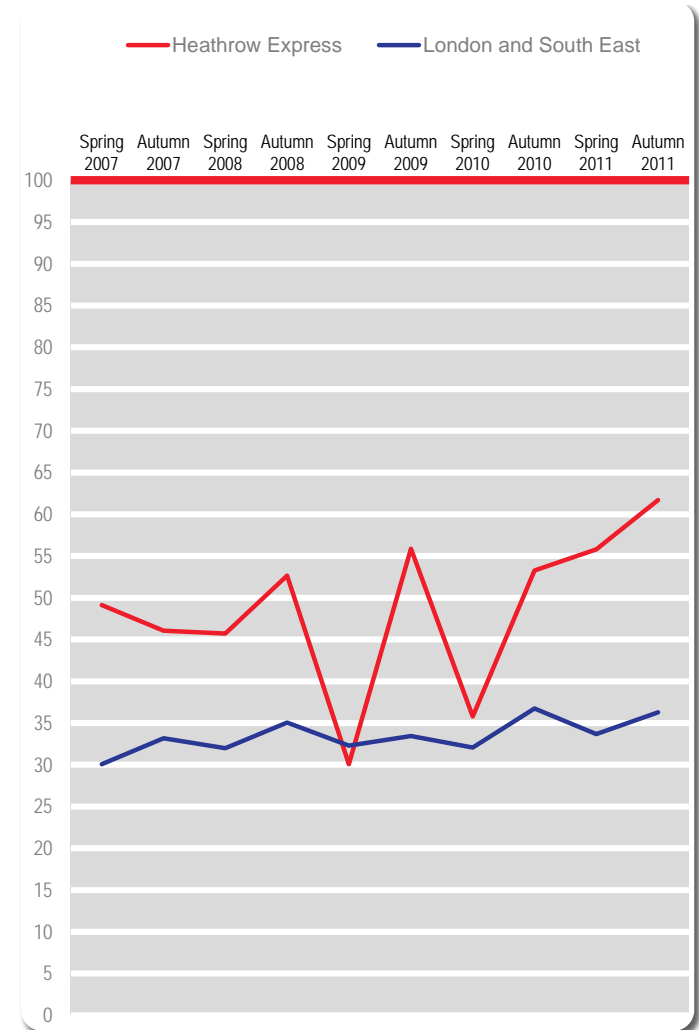
Percentage of passengers satisfied 2007 to 2011



How well train company dealt with delay

(38)

Percentage of passengers satisfied 2007 to 2011



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

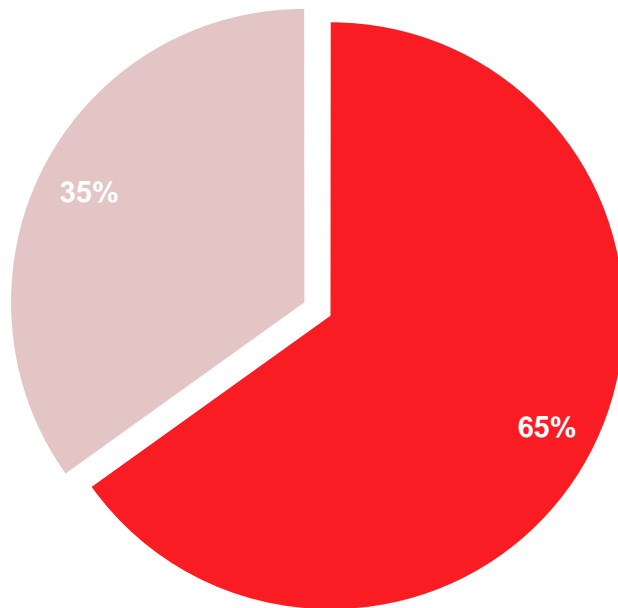
Managed versus non-managed stations for Heathrow Express

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	87		88
Ticket buying facilities	91		93
Provision of information about train times/platforms	77	-	86
The upkeep/repair of the station buildings/platforms	90	+	80
Cleanliness	88	+	76
The facilities and services	53	-	71
The attitudes and helpfulness of the staff	77		71
Connections with other forms of public transport	75	-	85
Facilities for car parking	52		39
Overall environment	85		82
Your personal security whilst using	80		76
The availability of staff	65		66
How request to station staff was handled	95		96

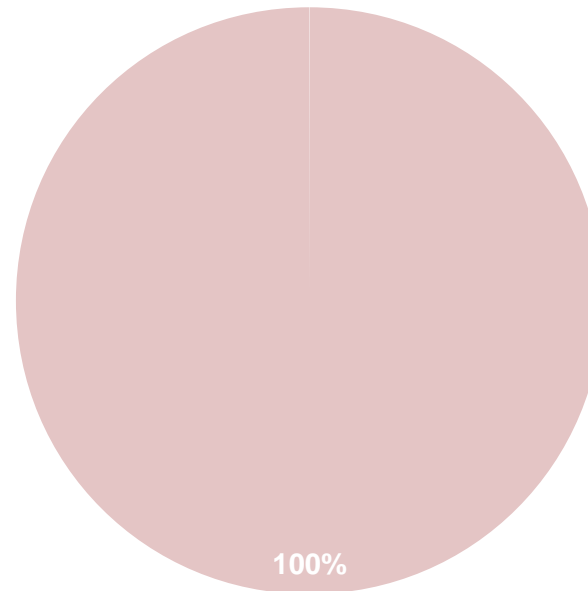
Managed versus non-managed stations for Heathrow Express

(% Passengers Journeys originating from each type of station)

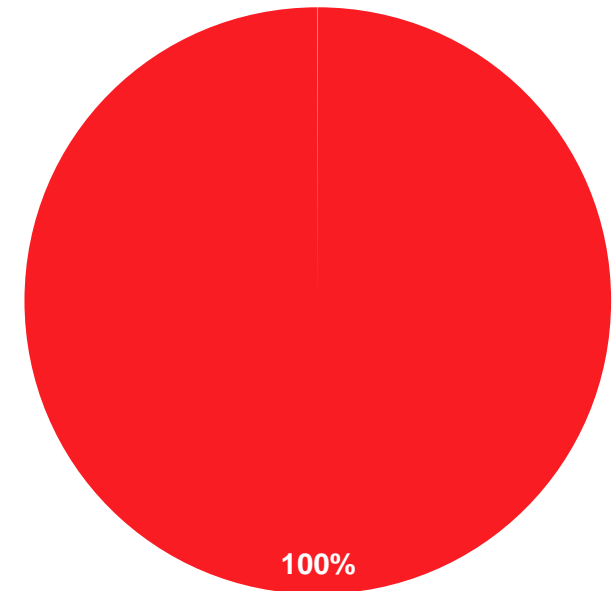
Overall Total



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

Weighted sample profile for Heathrow Express

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	60	50	None	88	85
Female	31	26	Minor	5	3
Not stated	9	24	Major	1	0
			Not stated	5	11
AGE			REGULAR TRAVELLER		
16-25	4	2	Yes	26	23
26-34	18	16	No	75	77
35-44	22	22			
45-54	25	23			
55-59	10	6	TIME OF TRAVEL		
60-64	6	4	Peak		
65+	5	3	Off-peak		
Not stated	10	23			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	2	2	Yes asked for help	12	10
Business	68	68	Yes asked for information	9	9
Leisure	30	30	Could not find anyone to ask	1	2
			No	75	74
			Not stated	3	7

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		
65+	9	9	Off-peak		
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

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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