



# National Passenger Survey

## TOC Report for London Midland

### Autumn 2011

**Contacts:**

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QY

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

David Chilvers  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdrccontinental.com](mailto:dave.chilvers@bdrccontinental.com)

Passenger**focus**   
putting passengers first

# Contents

## 1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

## 2 Key results

- 2.1 Overall satisfaction and station factor results for London Midland 5
- 2.2 Train factor results for London Midland 6
- 2.3 Overall satisfaction and station factor results for London and South East 8
- 2.4 Train factor results for London and South East 9
- 2.5 London Midland performance versus London and South East 11
- 2.6 Building block/route data for London Midland 13

## 3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for London Midland 15

## 4 Managed versus non-managed stations

- 4.1 Station factor results for London Midland 26
- 4.2 Network Rail categorisation for London Midland 27

## 5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for London Midland 28
- 5.2 Peak/off peak satisfaction for London and South East 30

## 6 Sample profile

- 6.1 Weighted sample profile for London Midland 32
- 6.2 Weighted sample profile for London and South East 33
- 6.3 Station sample sizes for London Midland 34
- 6.4 Weighted sample composition for all TOCs 35
- 6.5 Unweighted sample composition for all TOCs 36

## 7 Technical appendix

- 7.1 Standard reports produced for NPS 37
- 7.2 Rail sectors 38

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.

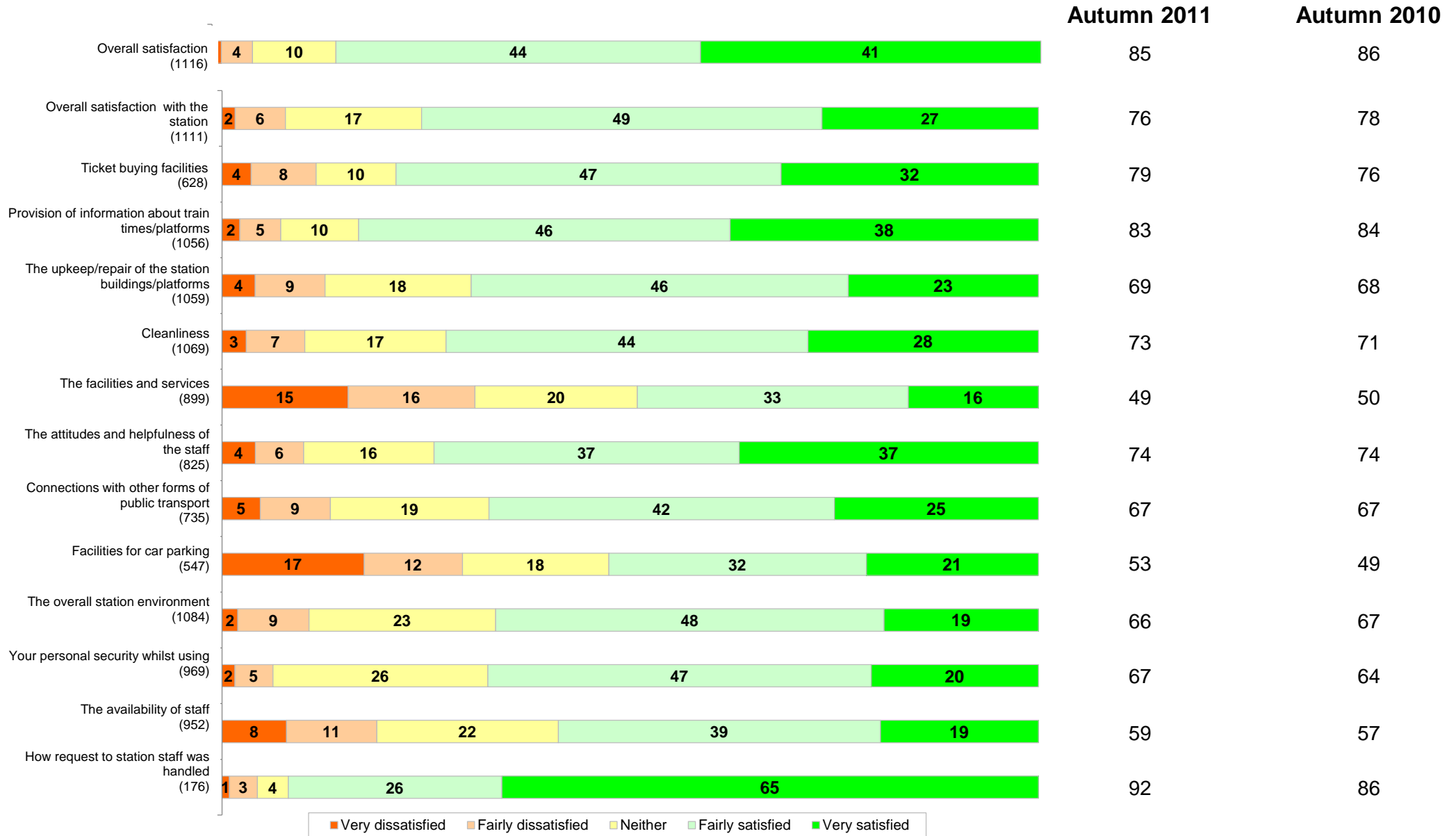
As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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.

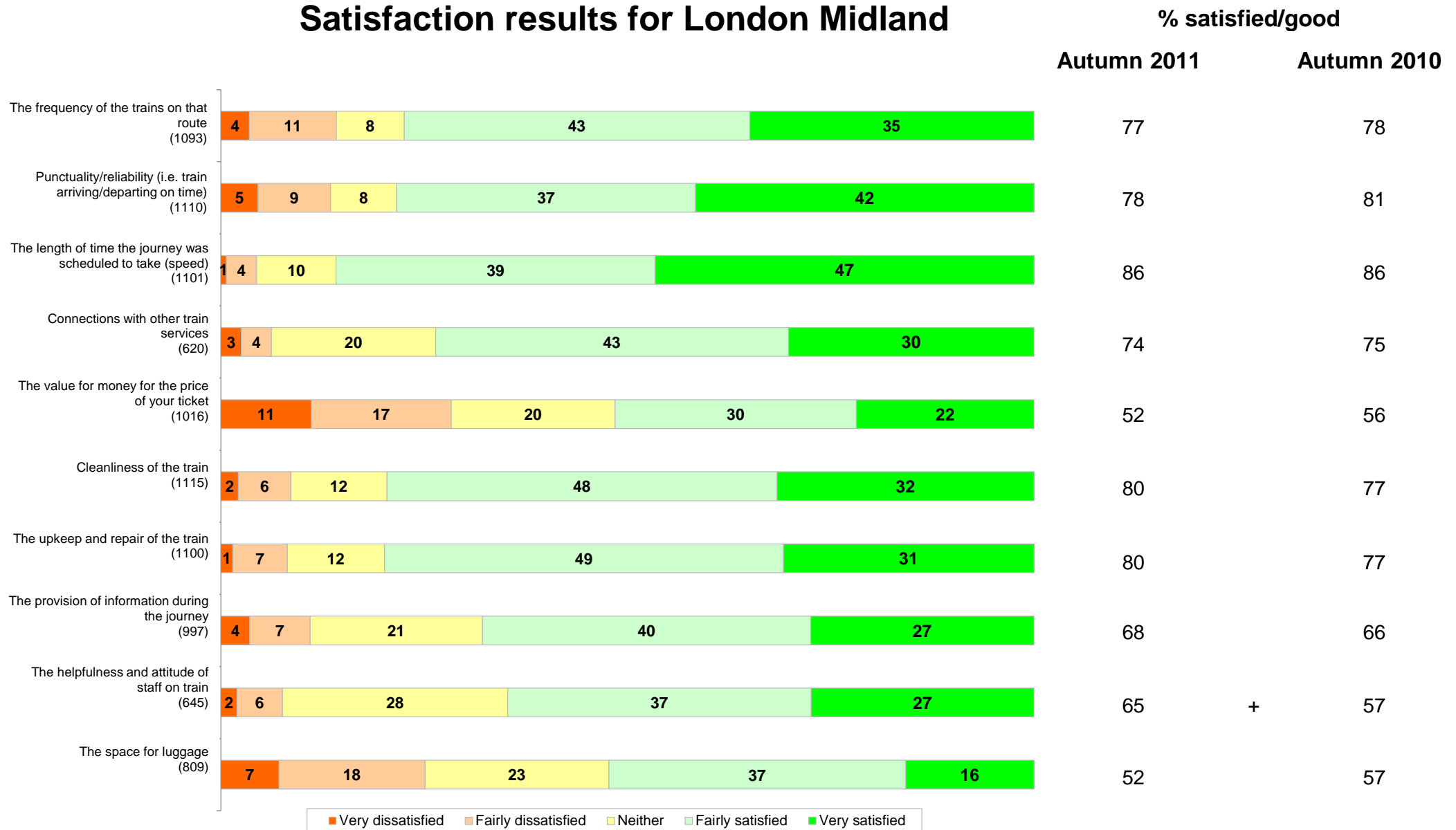
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for London Midland



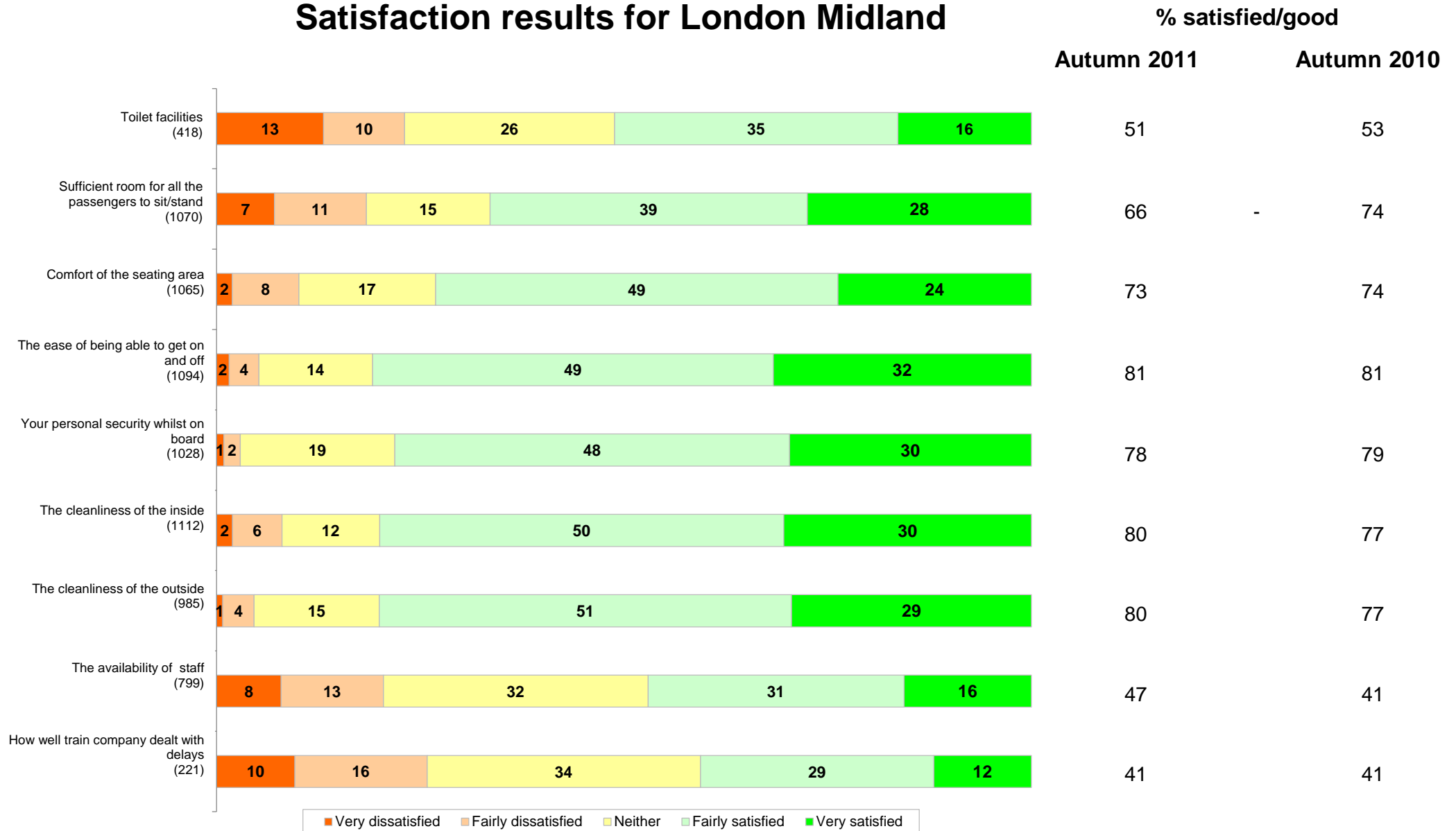
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London Midland



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

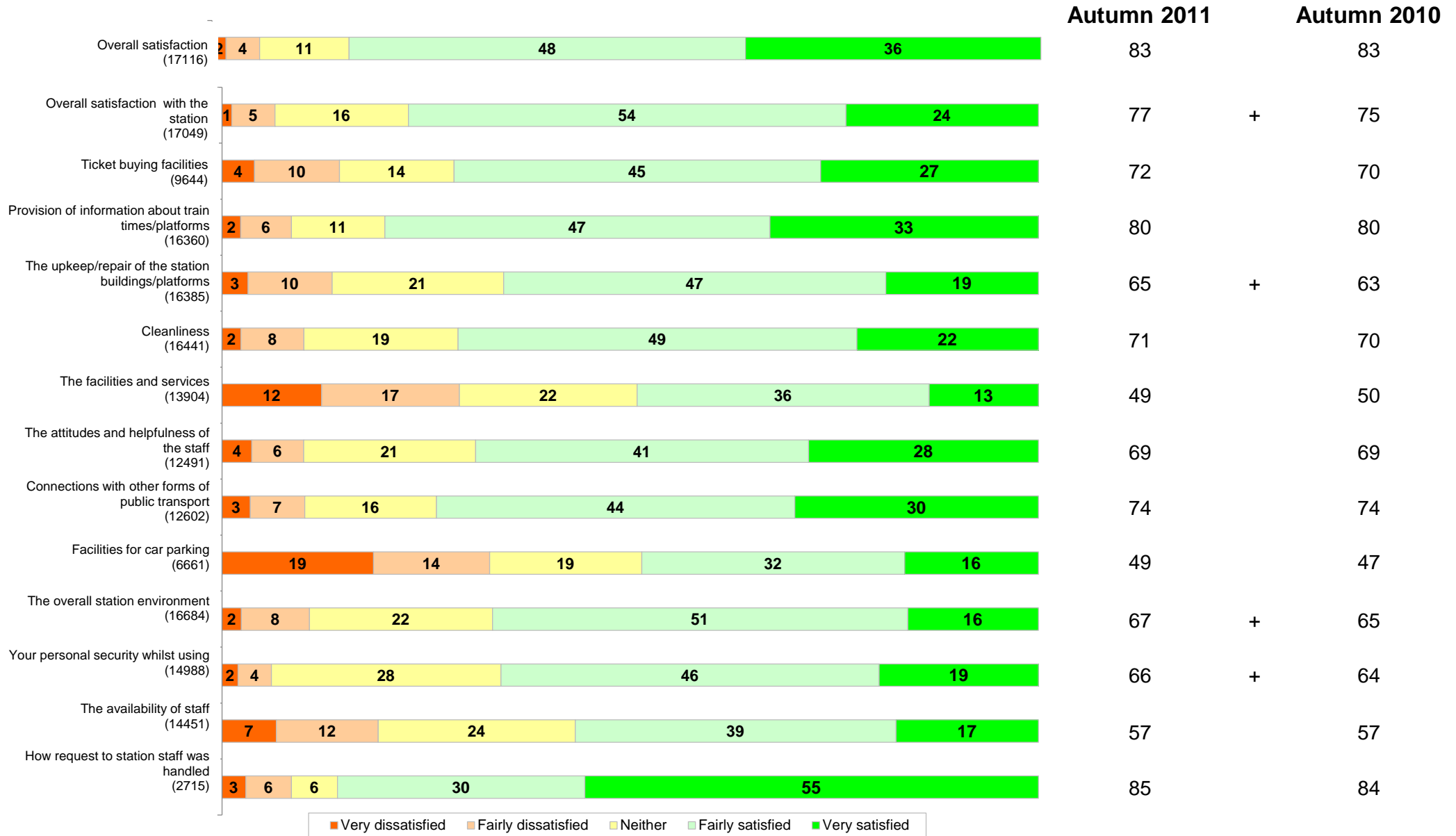
## Satisfaction results for London Midland





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

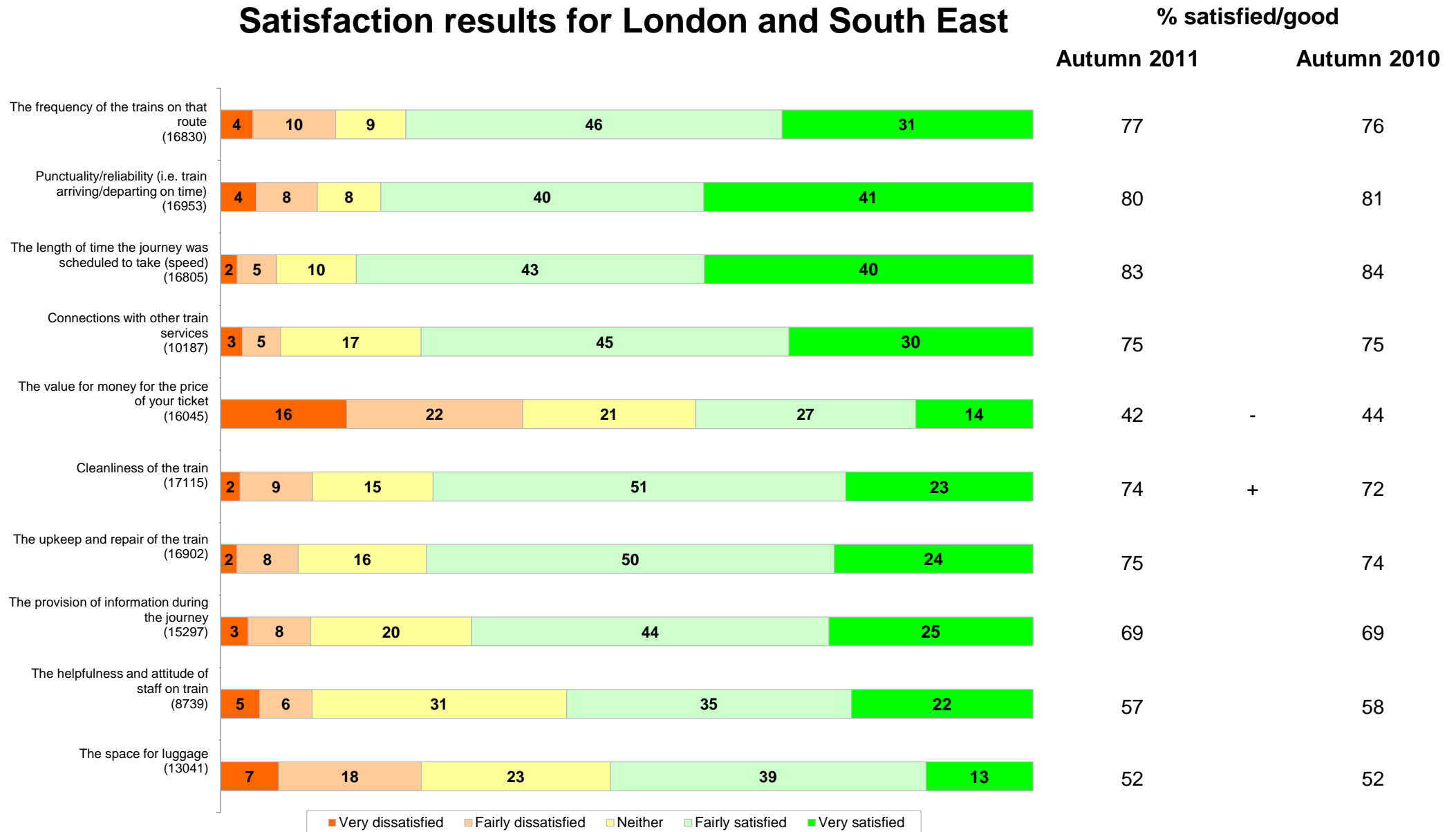
### Satisfaction results for London and South East



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

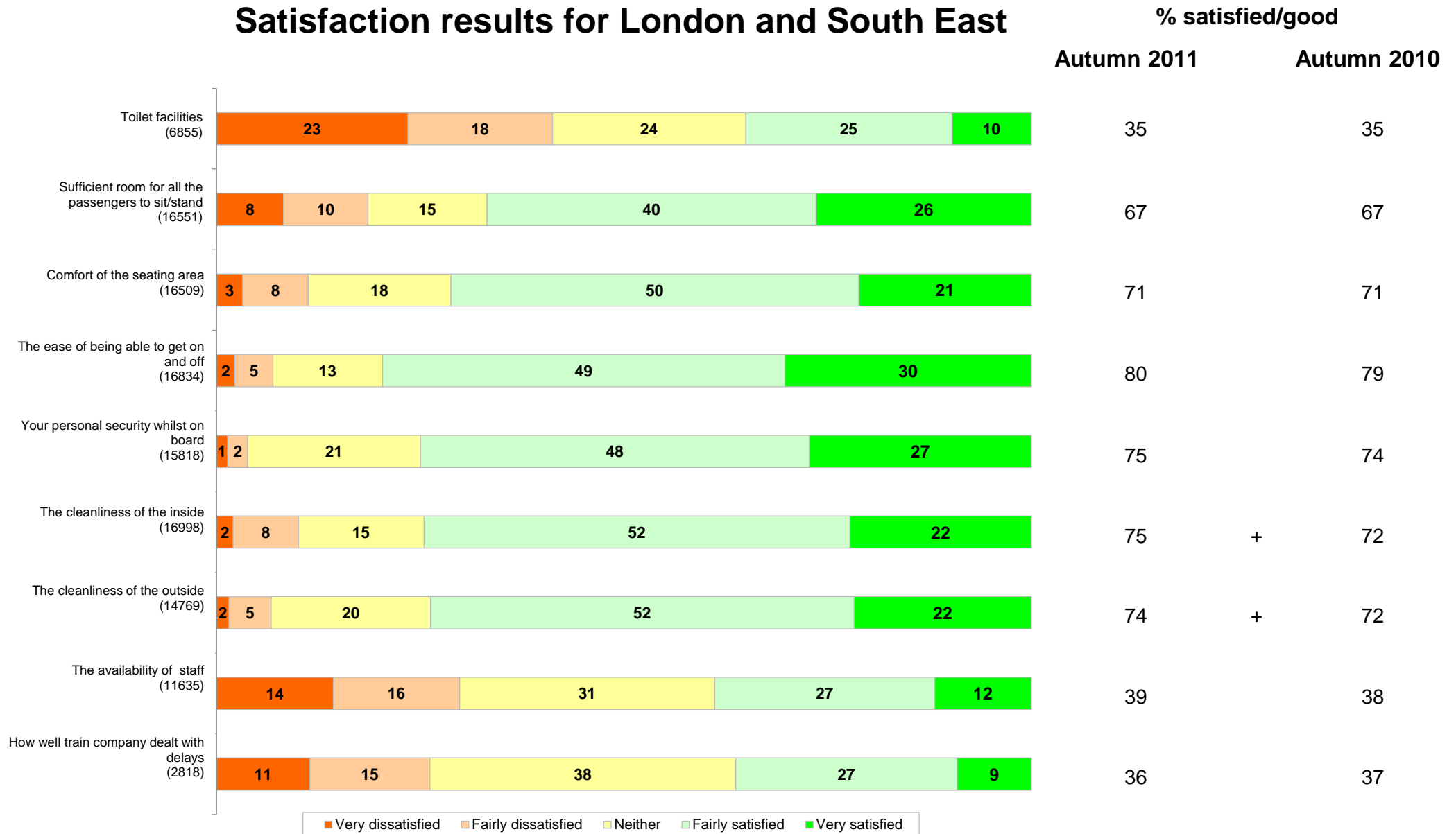
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## London Midland performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	85	83	102%
Overall satisfaction with the station	76	77	98%
Ticket buying facilities	79	72	110%
Provision of information about train times/platforms	83	80	104%
The upkeep/repair of the station buildings/platforms	69	65	106%
Cleanliness	73	71	102%
The facilities and services	49	49	100%
The attitudes and helpfulness of the staff	74	69	107%
Connections with other forms of public transport	67	74	91%
Facilities for car parking	53	49	108%
Overall environment	66	67	99%
Your personal security whilst using	67	66	102%
The availability of staff	59	57	104%
How request to station staff was handled	92	85	107%

## London Midland performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	77	77	100%
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	98%
The length of time the journey was scheduled to take (speed)	86	83	103%
Connections with other train services	74	75	98%
The value for money for the price of your ticket	52	42	124%
Cleanliness of the train	80	74	108%
Upkeep and repair of the train	80	75	107%
The provision of information during the journey	68	69	98%
The helpfulness and attitude of staff on train	65	57	113%
The space for luggage	52	52	100%
The toilet facilities	51	35	146%
Sufficient room for all passengers to sit/stand	66	67	99%
The comfort of the seating area	73	71	103%
The ease of being able to get on and off	81	80	102%
Your personal security on board	78	75	104%
The cleanliness of the inside	80	75	107%
The cleanliness of the outside	80	74	109%
The availability of staff	47	39	121%
How well train company deals with delays	41	36	112%

## Building block/route data for London Midland

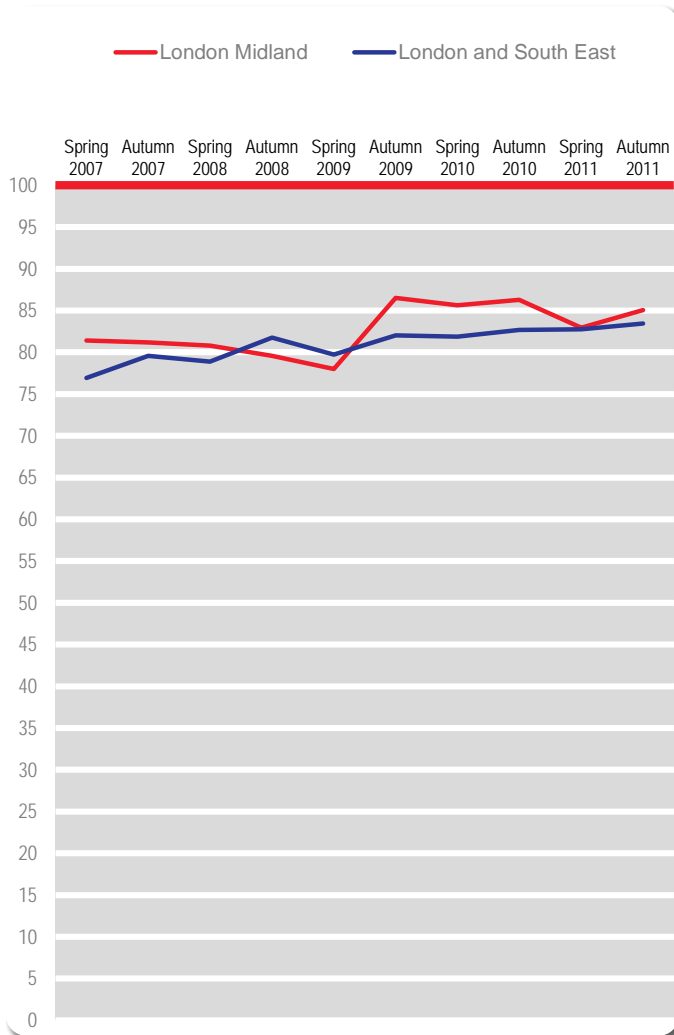
	London Commuter	West Coast	West Midlands
Overall satisfaction	83	86	86
Overall satisfaction with the station	78	84	73
Ticket buying facilities	74	79	80
Provision of information about train times/platforms	83	87	83
The upkeep/repair of the station buildings/platforms	69	80	67
Cleanliness	72	82	71
The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

## Building block/route data for London Midland

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

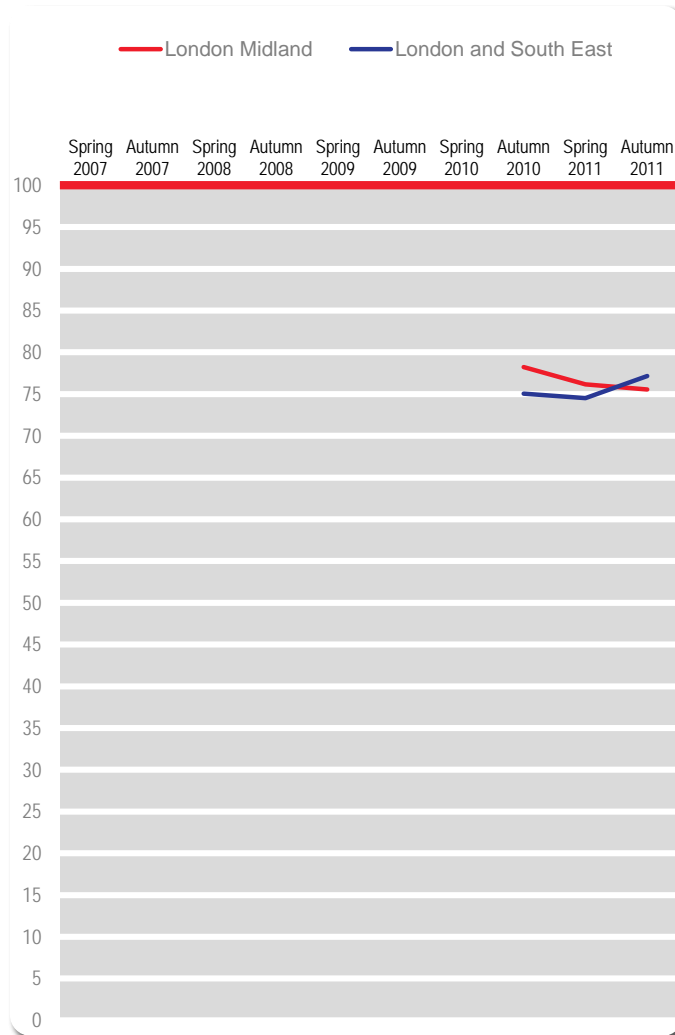
**Overall satisfaction**

**(1116)**  
Percentage of passengers satisfied 2007 to 2011



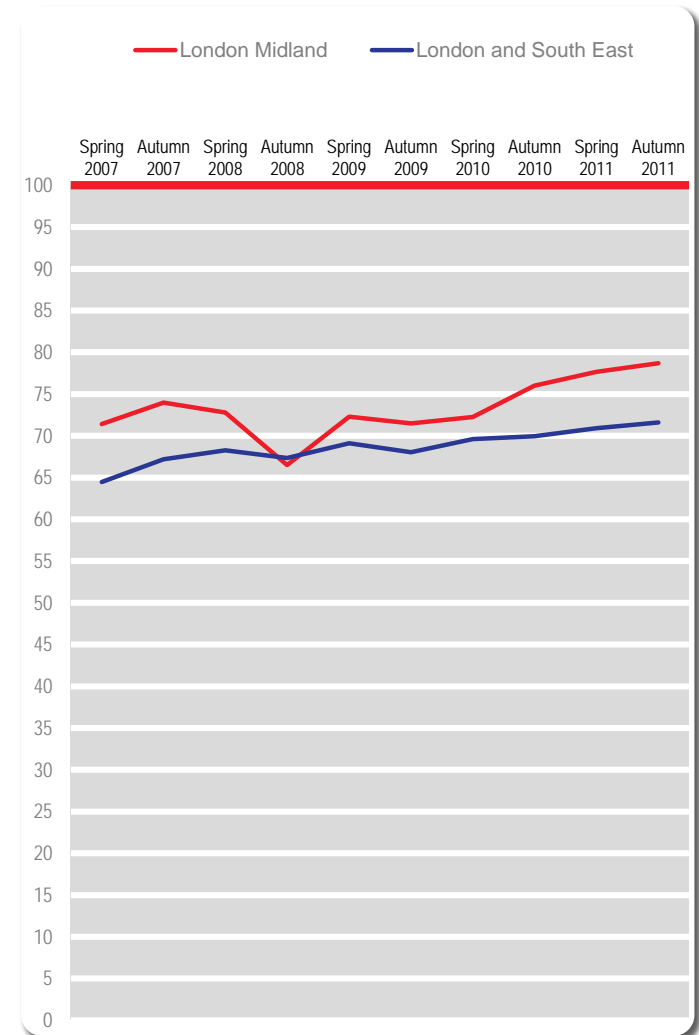
**Overall station satisfaction**

**(1111)**  
Percentage of passengers satisfied 2007 to 2011



**Ticket buying facilities**

**(628)**  
Percentage of passengers satisfied 2007 to 2011

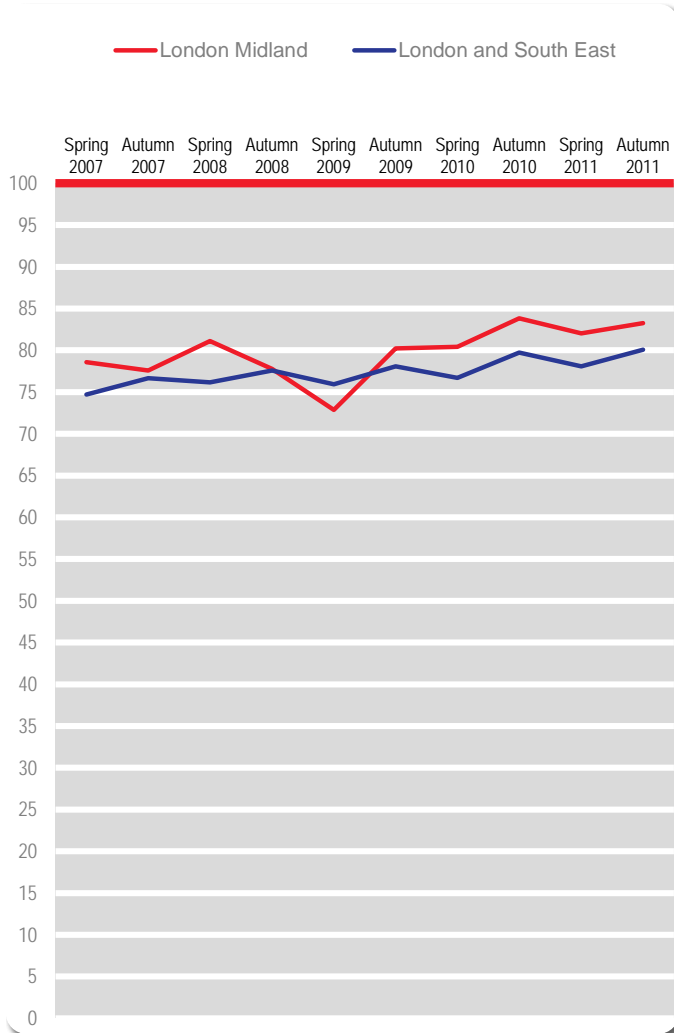


N.B. Benchmarks and targets are only shown for applicable factors



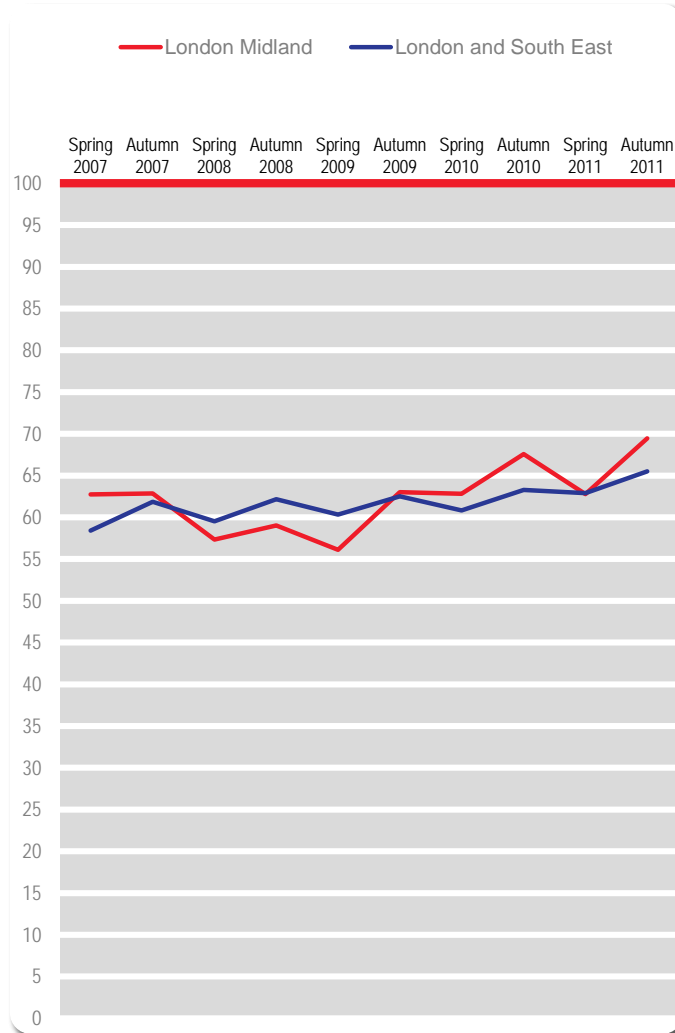
**Provision of information about train times/platforms**

(1056)  
Percentage of passengers satisfied 2007 to 2011



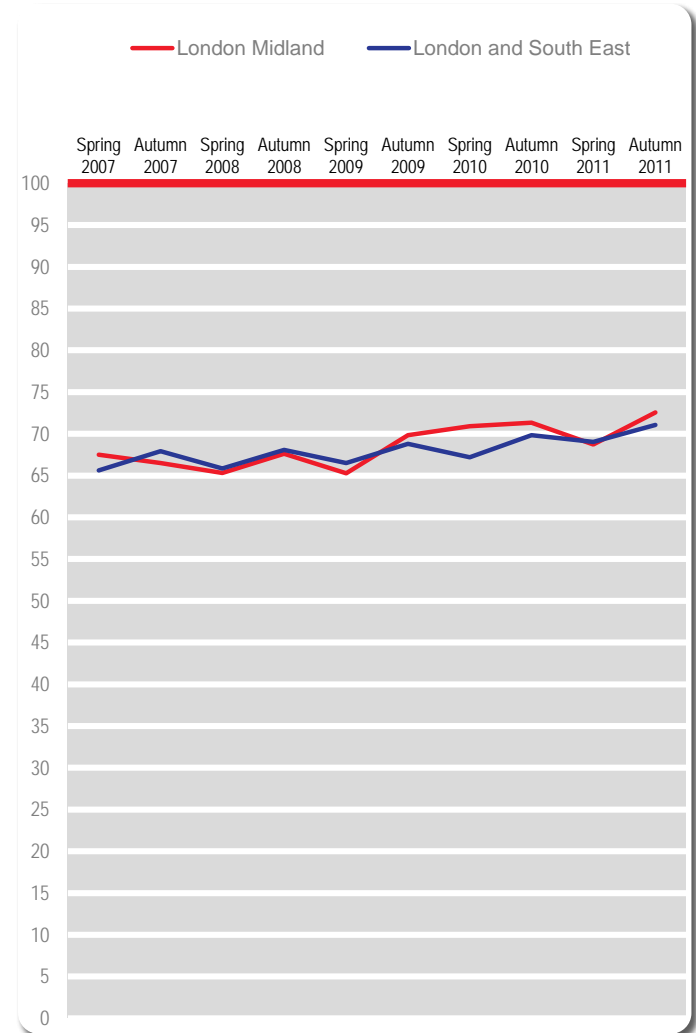
**The upkeep/repair of the station building/platforms**

(1059)  
Percentage of passengers satisfied 2007 to 2011



**Cleanliness of the station**

(1069)  
Percentage of passengers satisfied 2007 to 2011

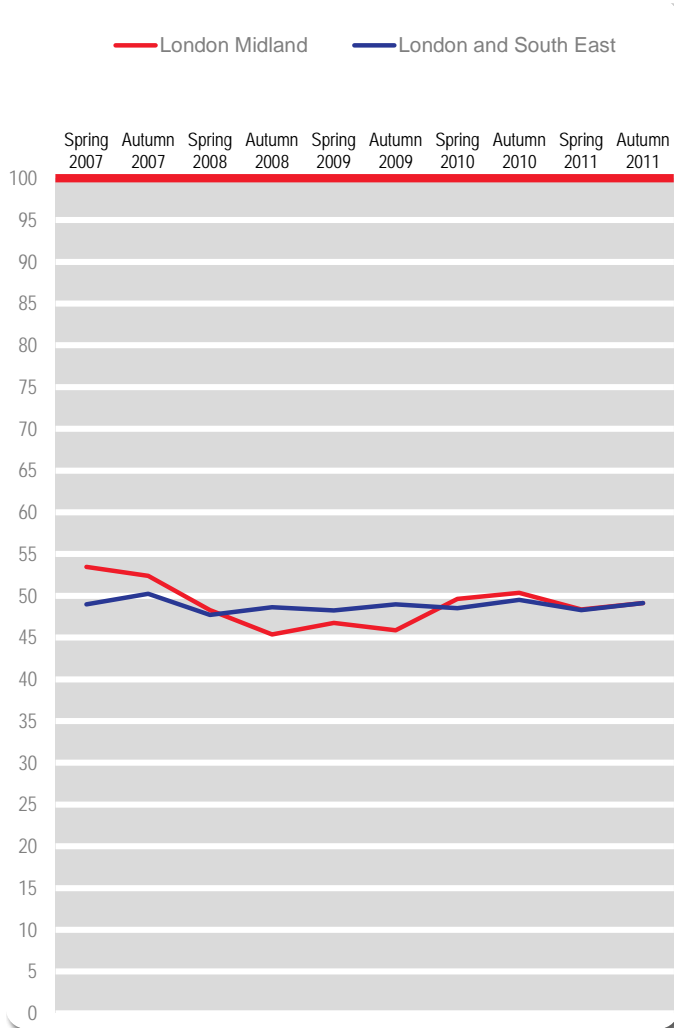


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(899)

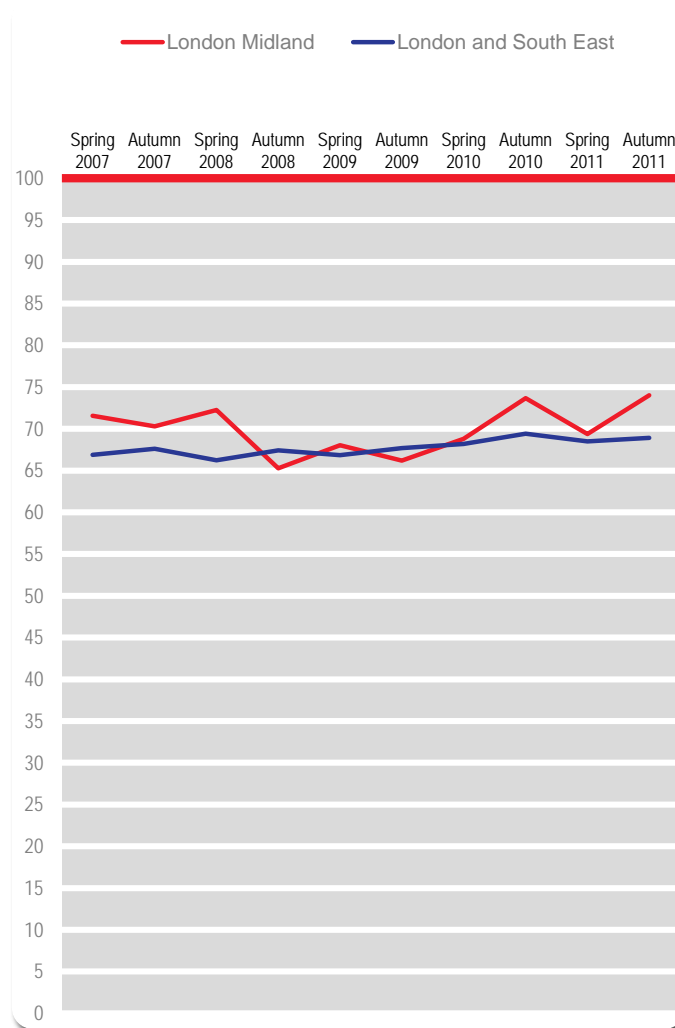
Percentage of passengers satisfied 2007 to 2011



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

(825)

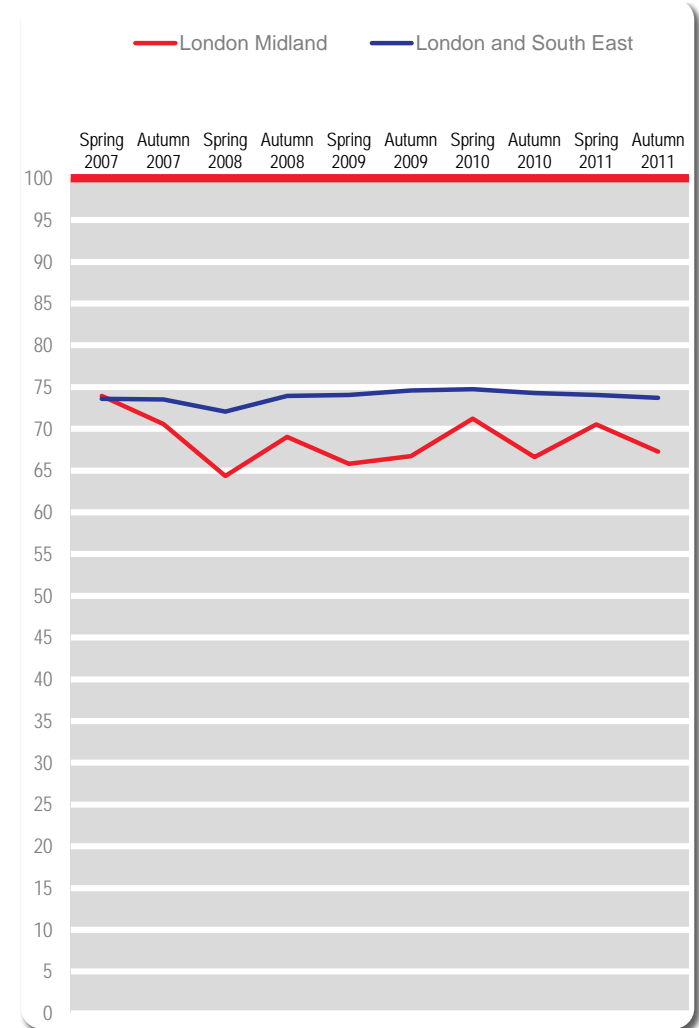
Percentage of passengers satisfied 2007 to 2011



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

(735)

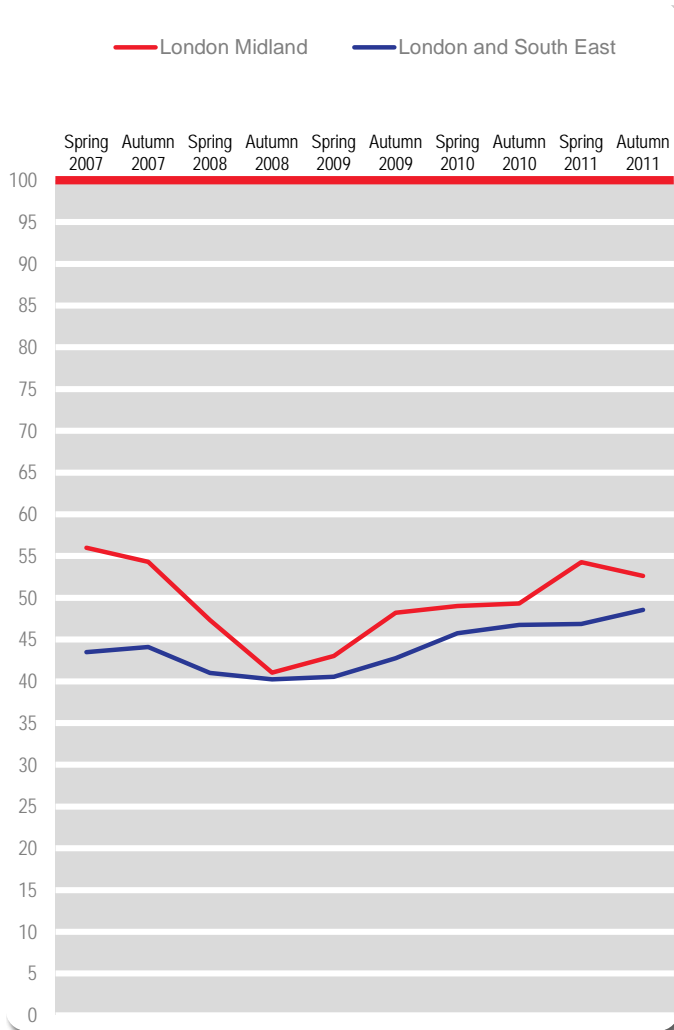
Percentage of passengers satisfied 2007 to 2011



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

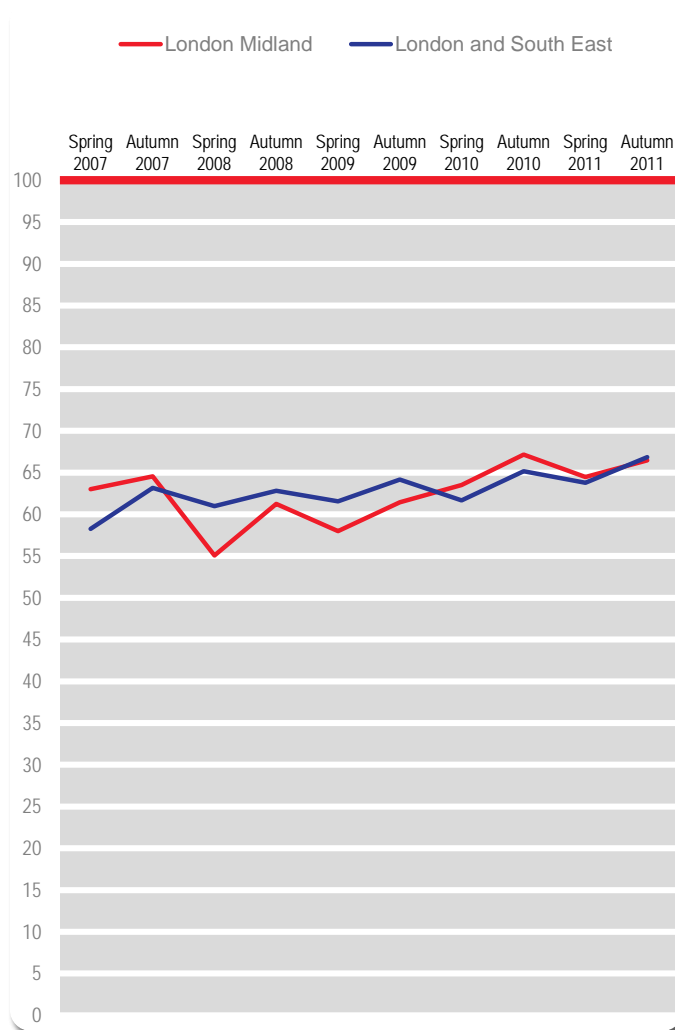
**Facilities for car parking at the station**

**(547)**  
Percentage of passengers satisfied 2007 to 2011



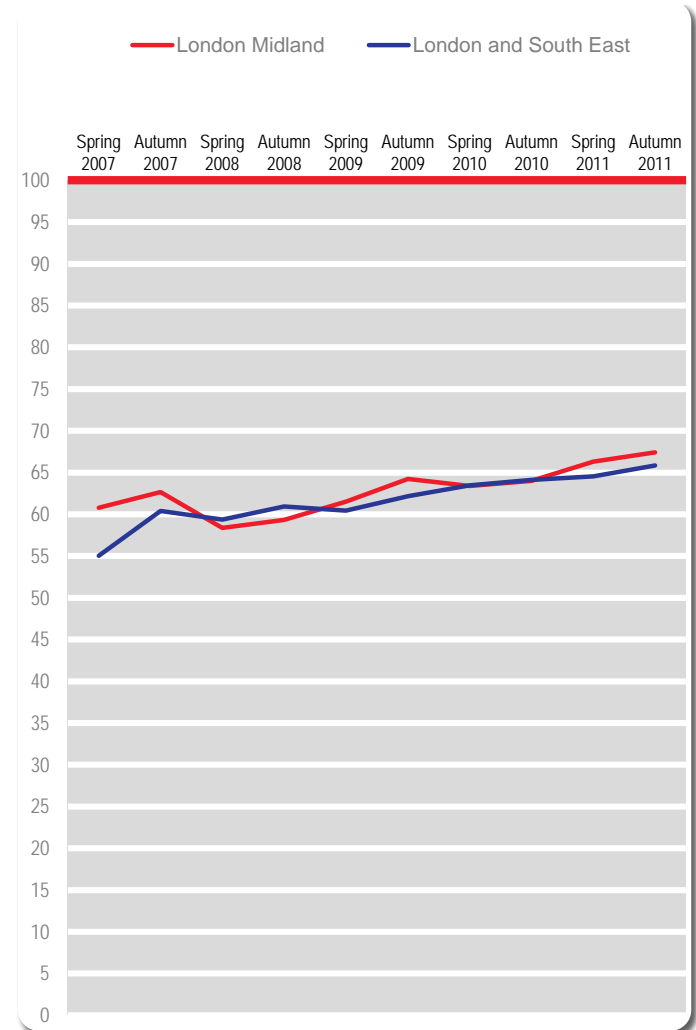
**Overall station environment**

**(1084)**  
Percentage of passengers satisfied 2007 to 2011



**Your personal security whilst using the station**

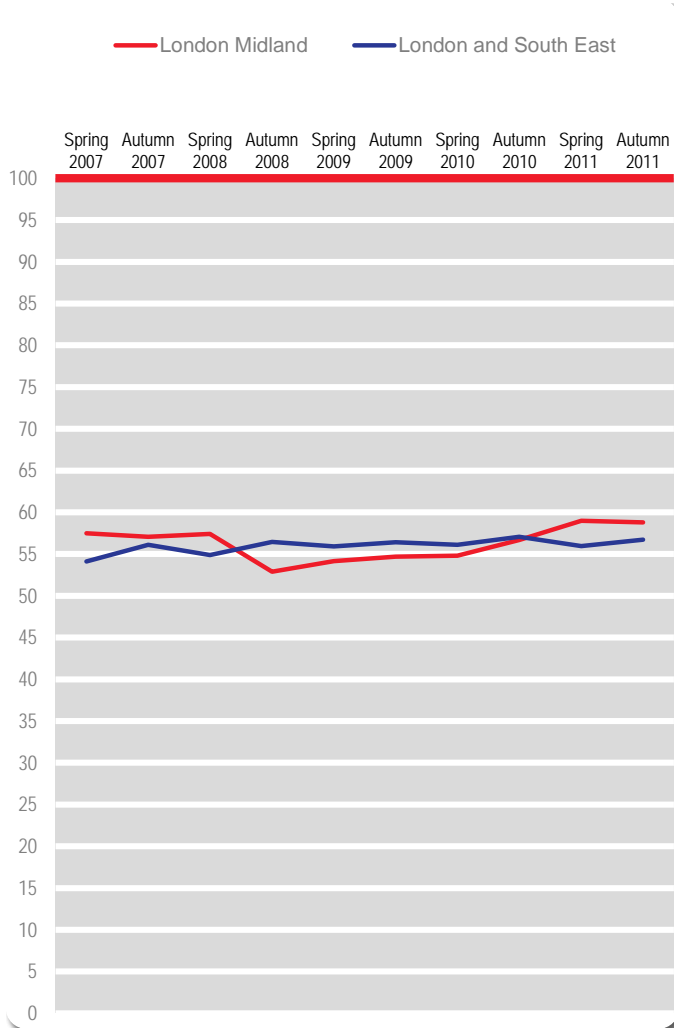
**(969)**  
Percentage of passengers satisfied 2007 to 2011



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

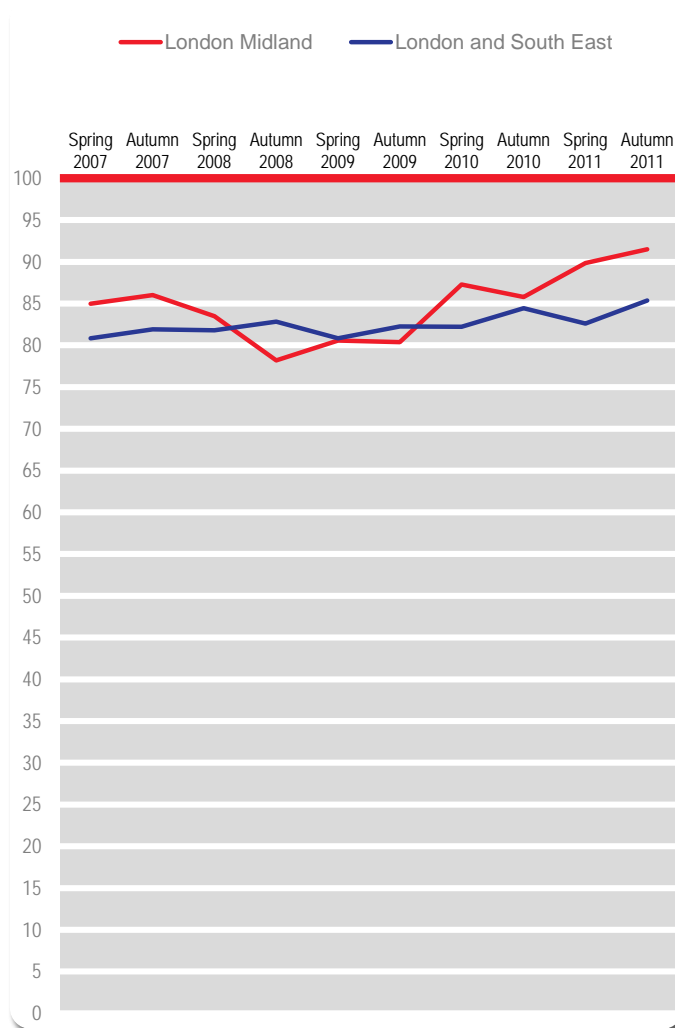
**The availability of staff at the station**

**(952)**  
Percentage of passengers satisfied 2007 to 2011



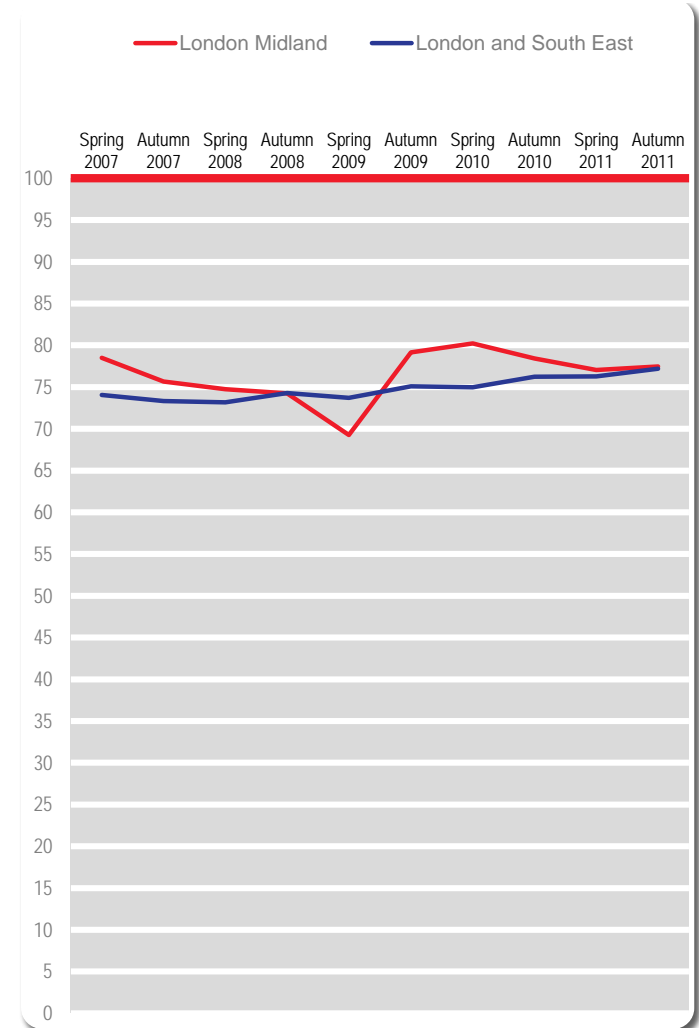
**How request to station staff was handled**

**(176)**  
Percentage of passengers satisfied 2007 to 2011



**The frequency of trains on that route**

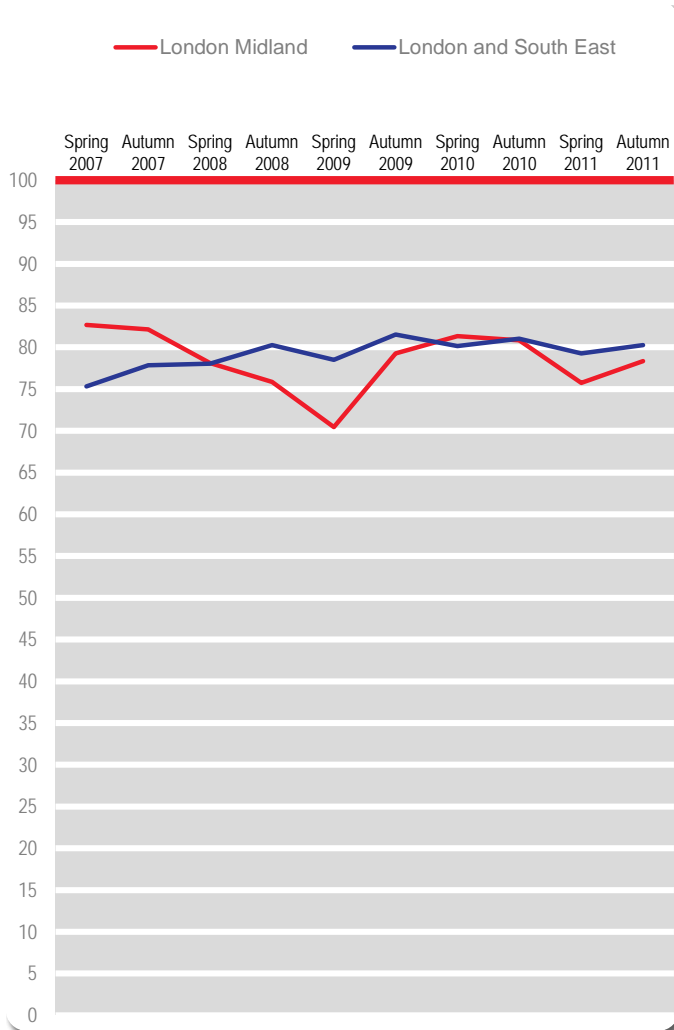
**(1093)**  
Percentage of passengers satisfied 2007 to 2011



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

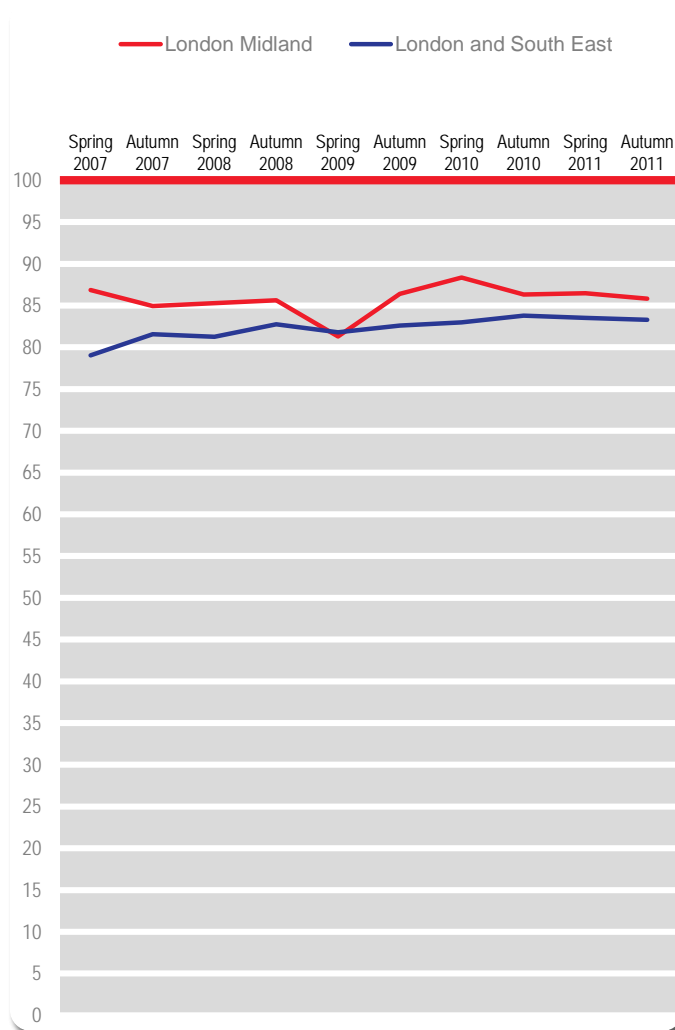
**Punctuality/reliability (i.e. train arriving/departing on time)**

(1110)  
Percentage of passengers satisfied 2007 to 2011



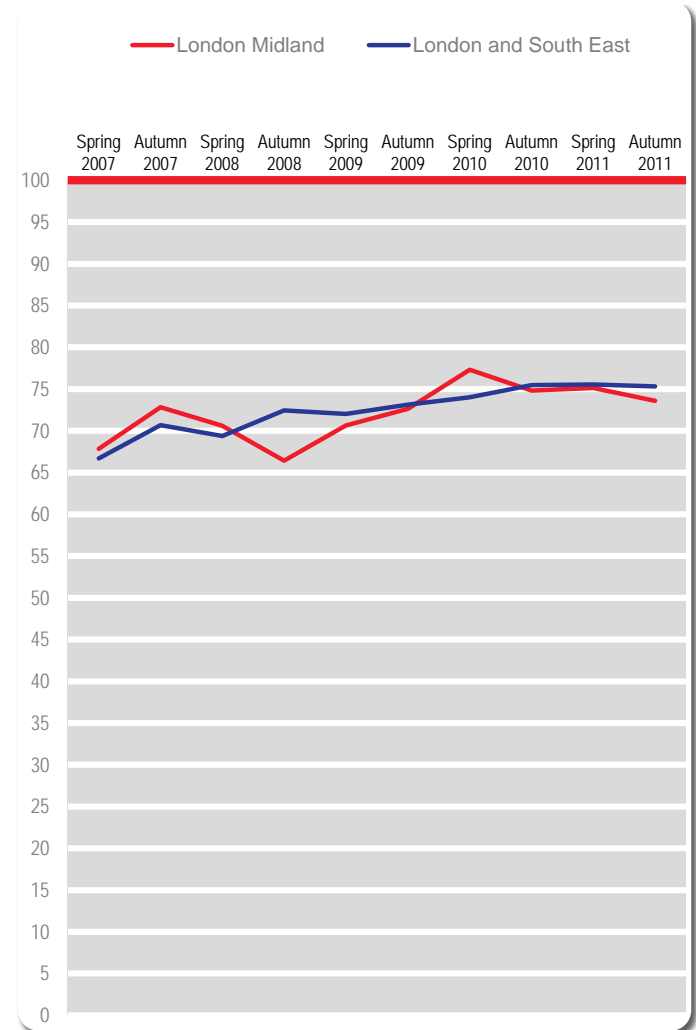
**The length of time the journey was scheduled to take (speed)**

(1101)  
Percentage of passengers satisfied 2007 to 2011



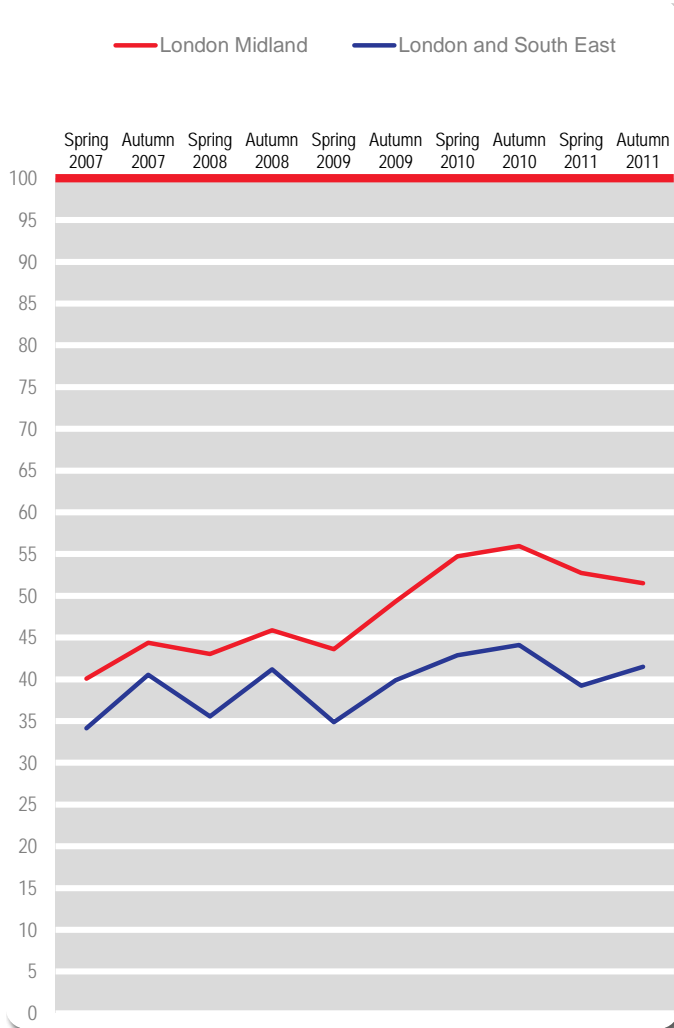
**Connections with other train services**

(620)  
Percentage of passengers satisfied 2007 to 2011

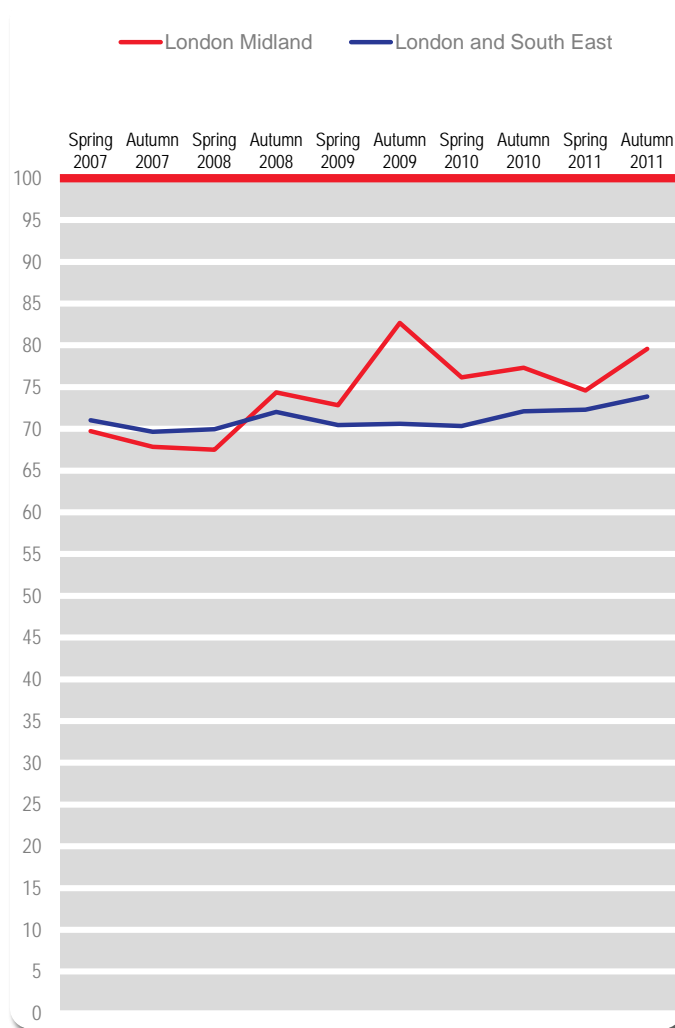


N.B. Benchmarks and targets are only shown for applicable factors

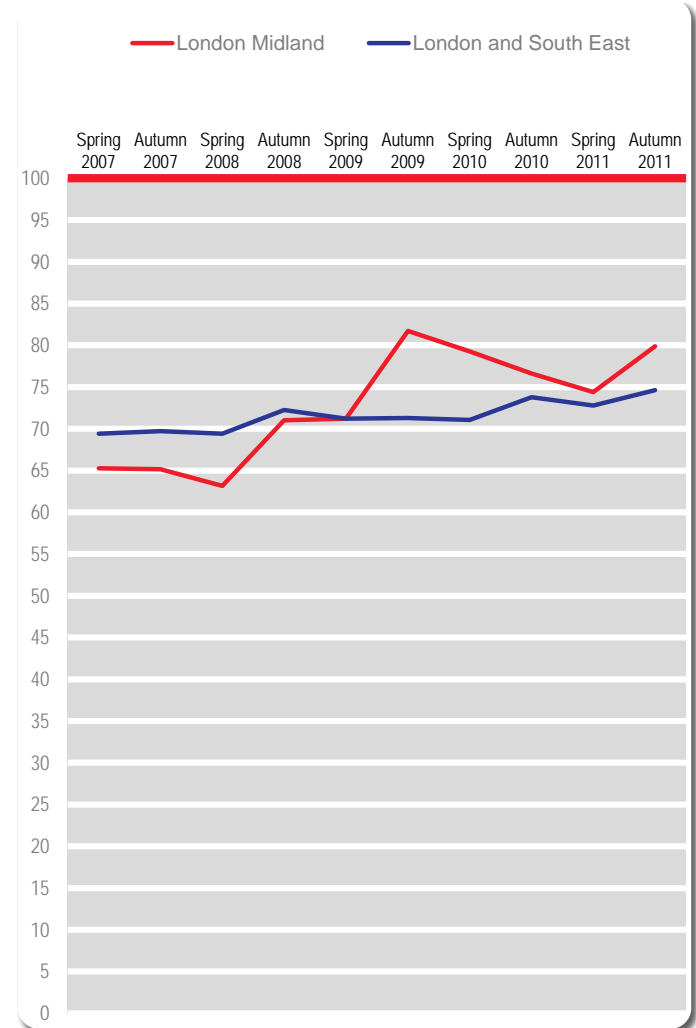
**The value for money for the price of your ticket (1016)**  
 Percentage of passengers satisfied 2007 to 2011



**Cleanliness of the train (1115)**  
 Percentage of passengers satisfied 2007 to 2011



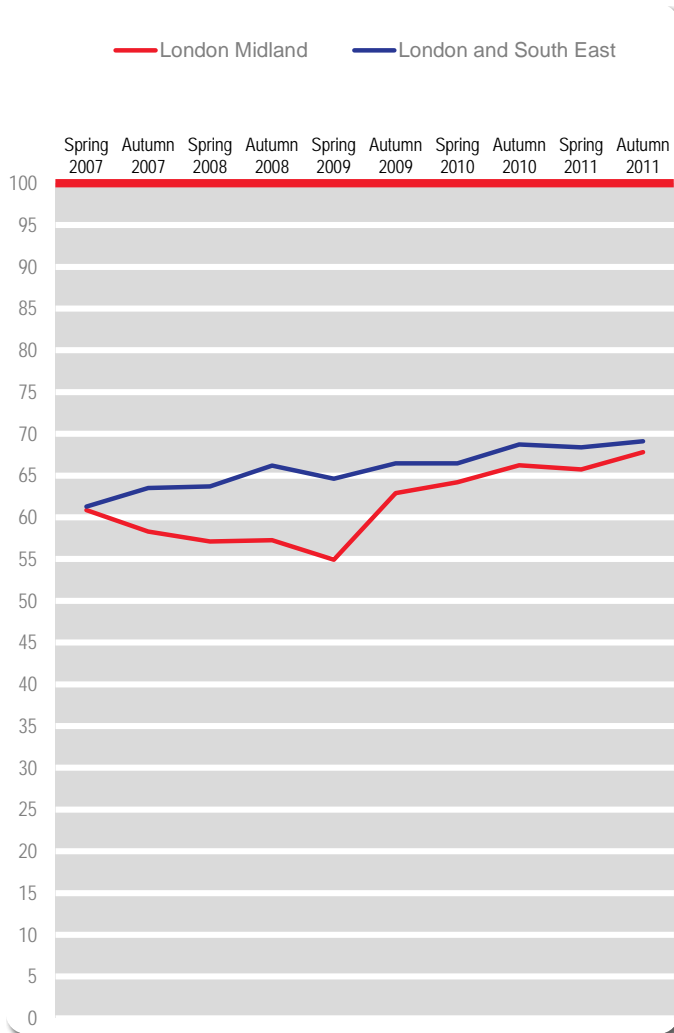
**Upkeep and repair of the train (1100)**  
 Percentage of passengers satisfied 2007 to 2011



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

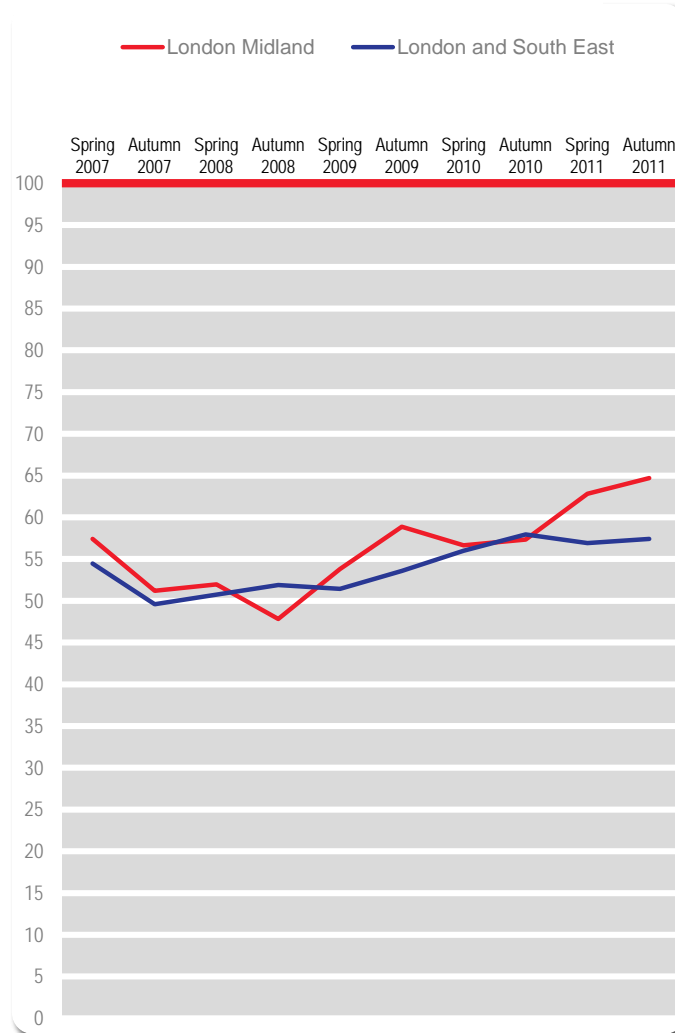
**The provision of information during the journey**

(997)  
Percentage of passengers satisfied 2007 to 2011



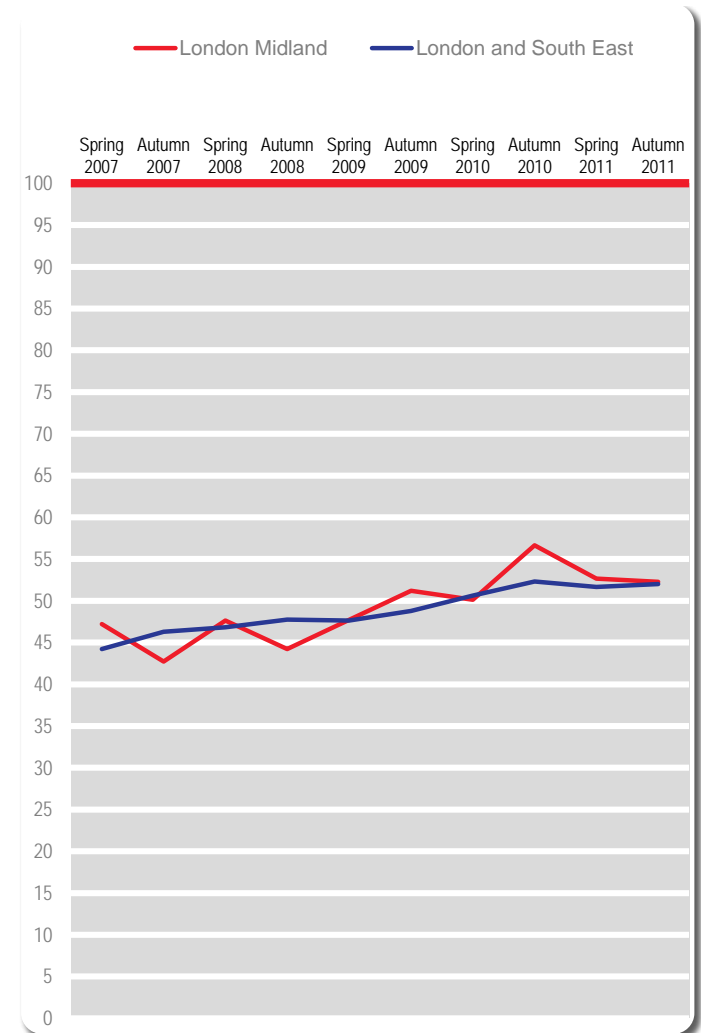
**The helpfulness and attitude of staff on train**

(645)  
Percentage of passengers satisfied 2007 to 2011



**The space for luggage**

(809)  
Percentage of passengers satisfied 2007 to 2011

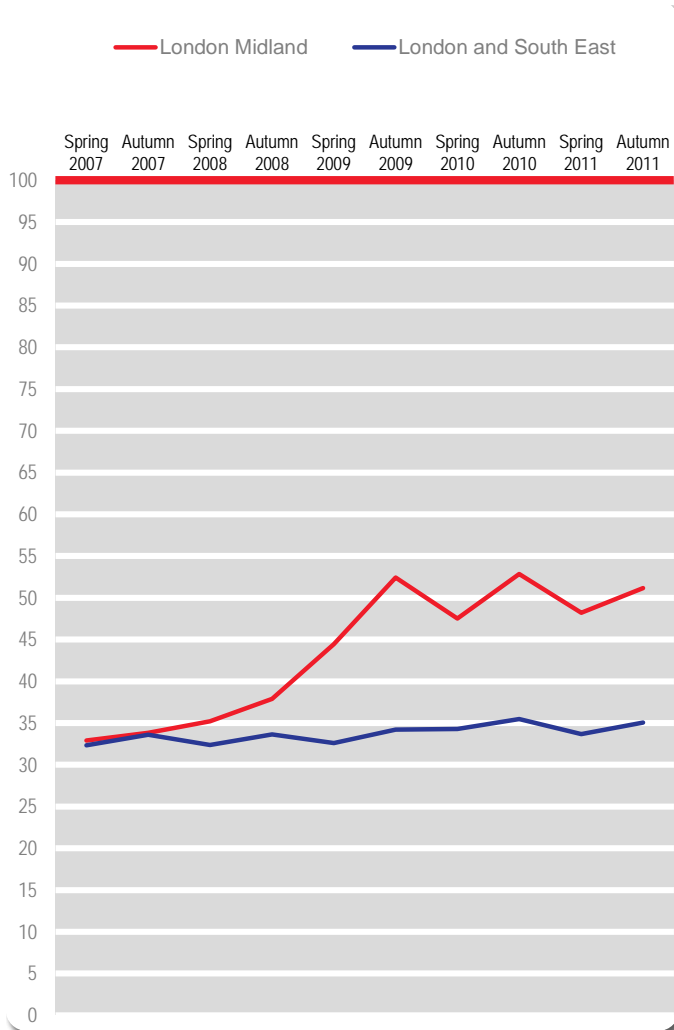


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(418)

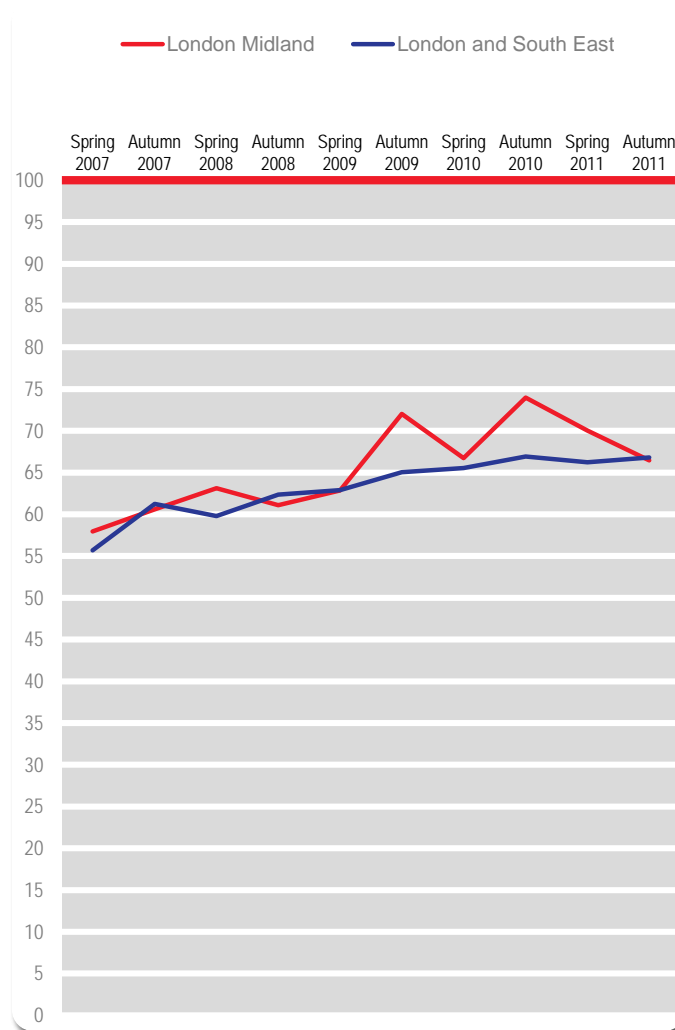
Percentage of passengers satisfied 2007 to 2011



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

(1070)

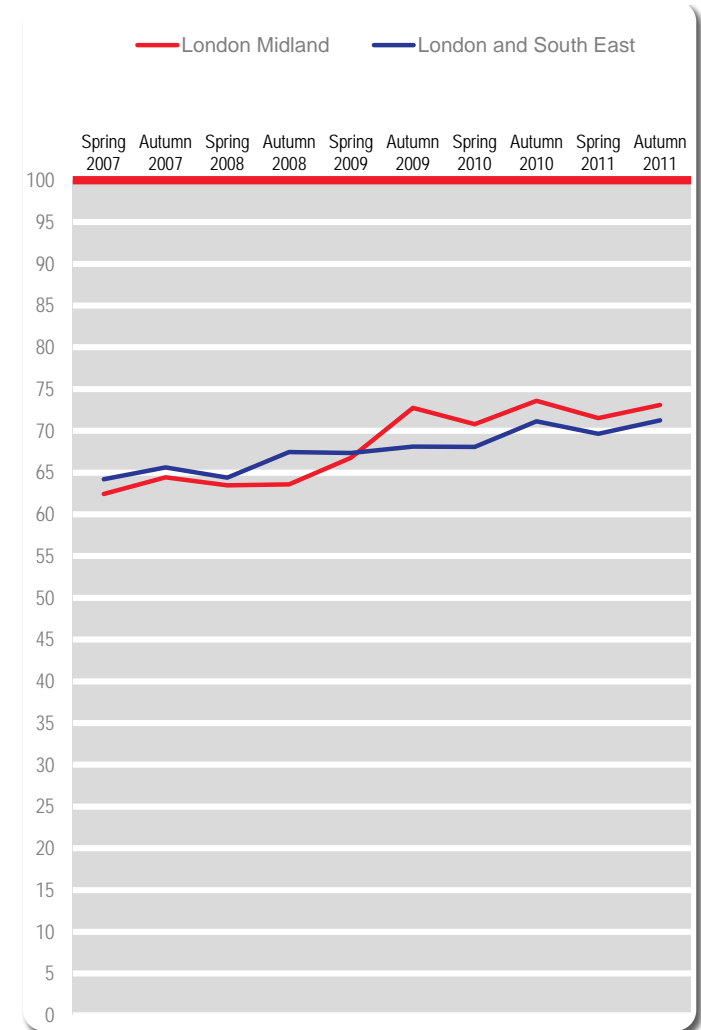
Percentage of passengers satisfied 2007 to 2011



**The comfort of the seating area**

(1065)

Percentage of passengers satisfied 2007 to 2011

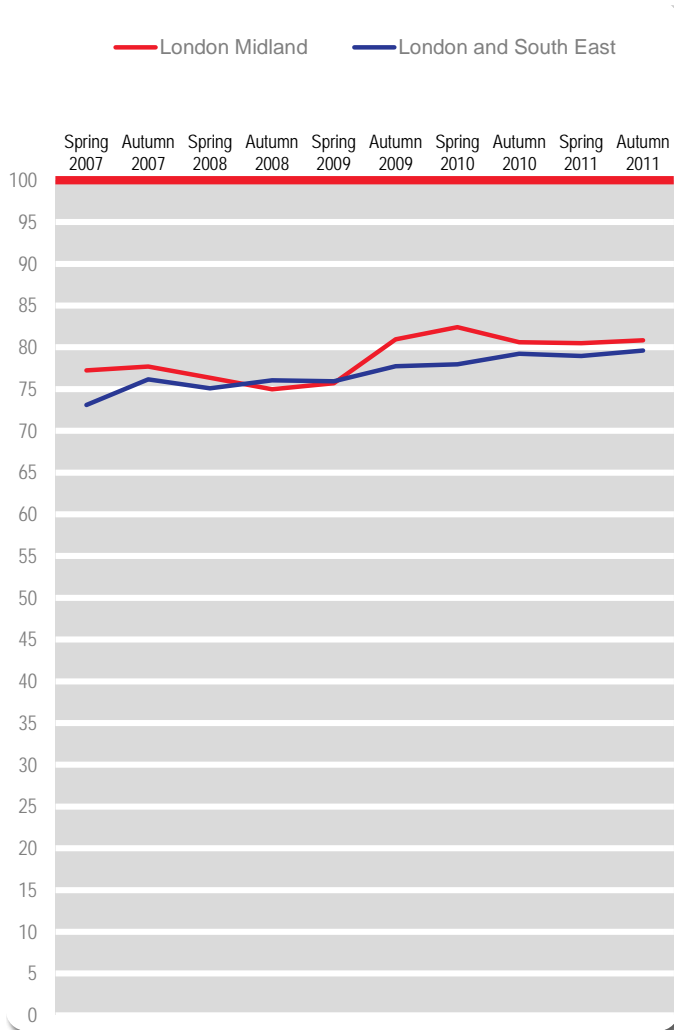


N.B. Benchmarks and targets are only shown for applicable factors



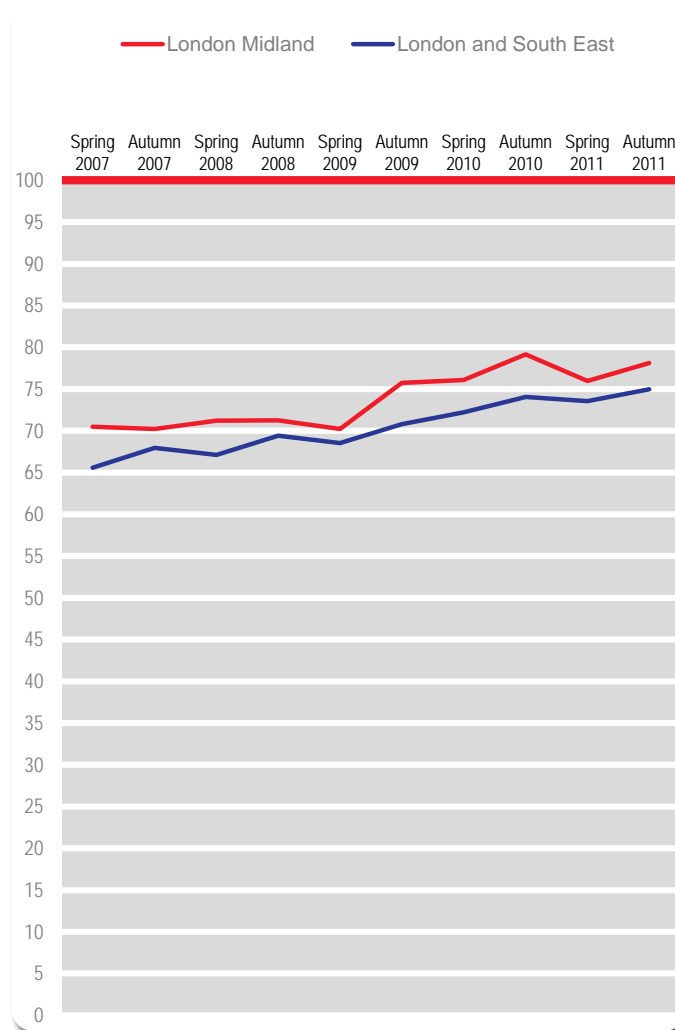
**The ease of being able to get on and off the train**

**(1094)**  
Percentage of passengers satisfied 2007 to 2011



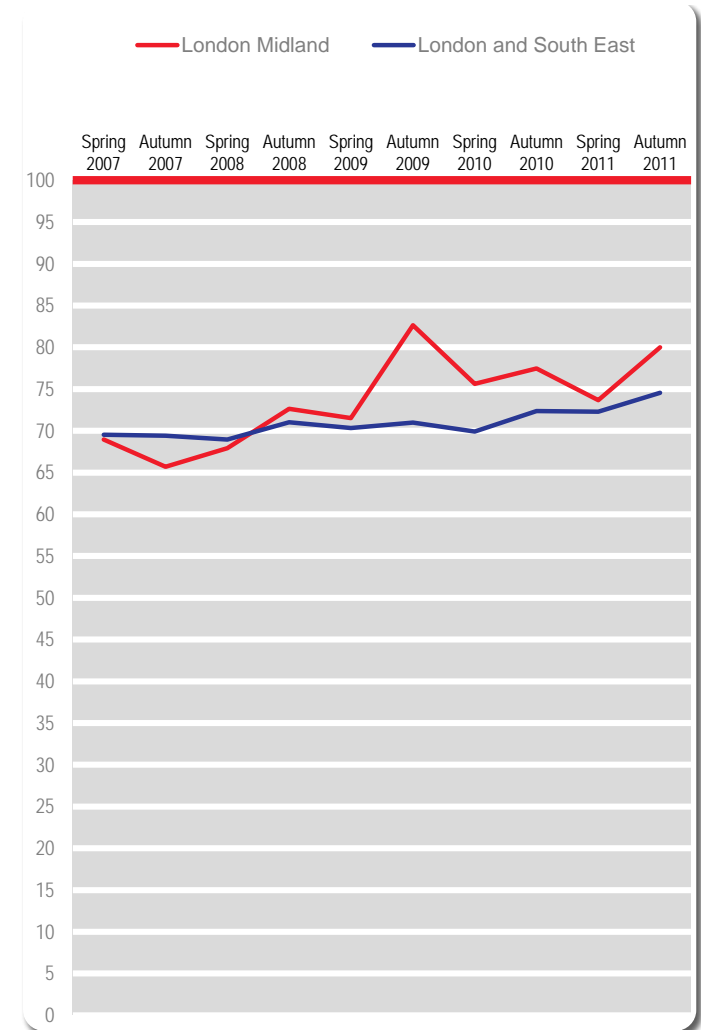
**Your personal security whilst on board**

**(1028)**  
Percentage of passengers satisfied 2007 to 2011



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

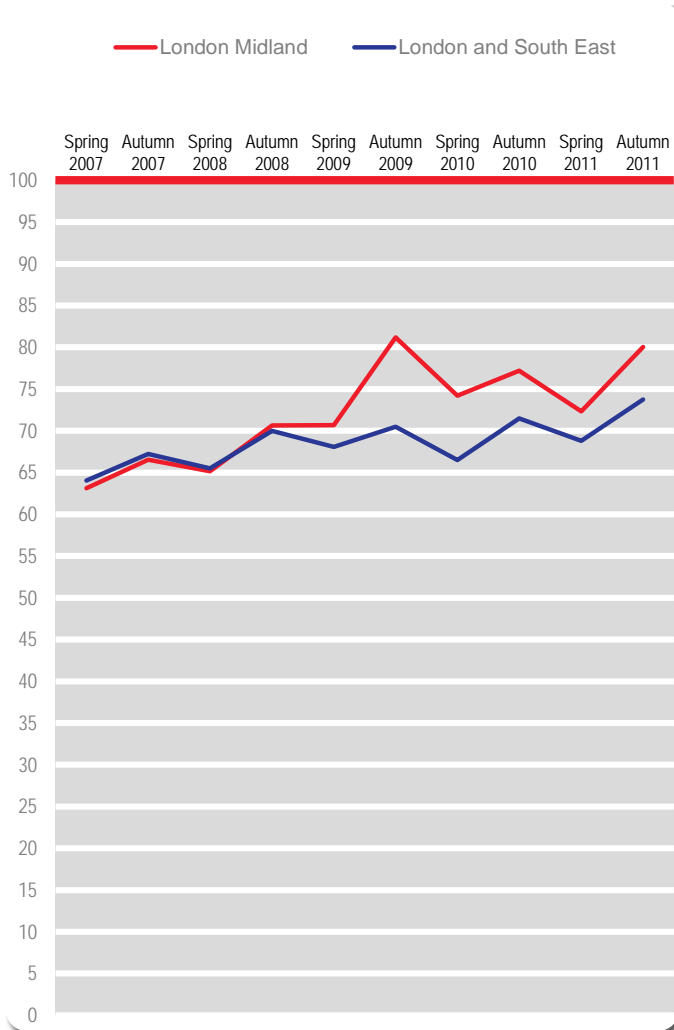
**(1112)**  
Percentage of passengers satisfied 2007 to 2011



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

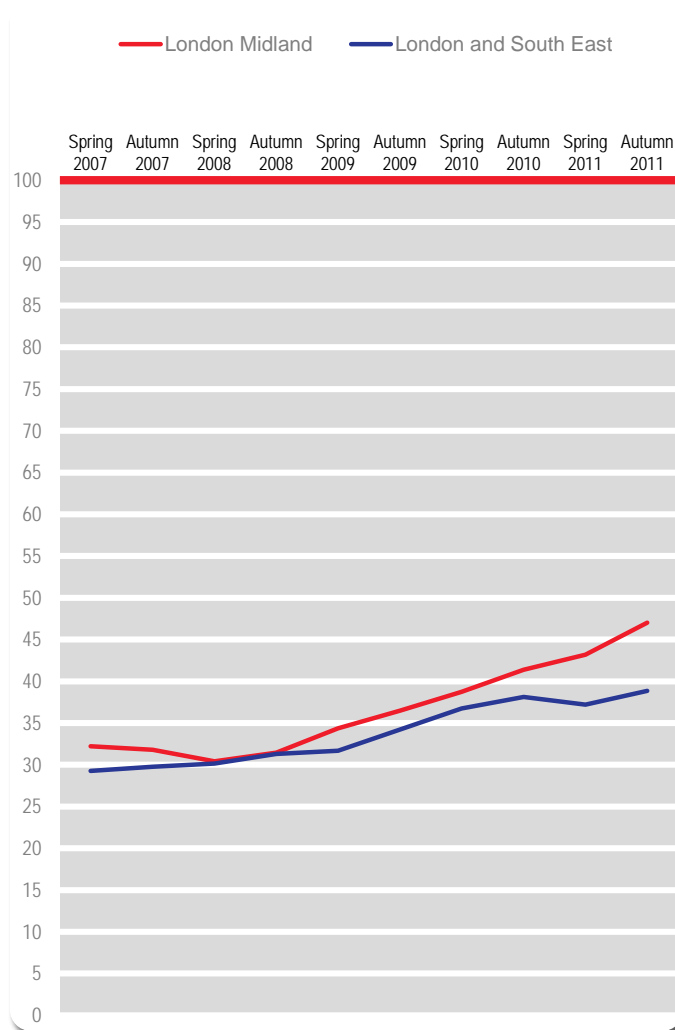
**The cleanliness of the outside of the train**

**(985)**  
Percentage of passengers satisfied 2007 to 2011



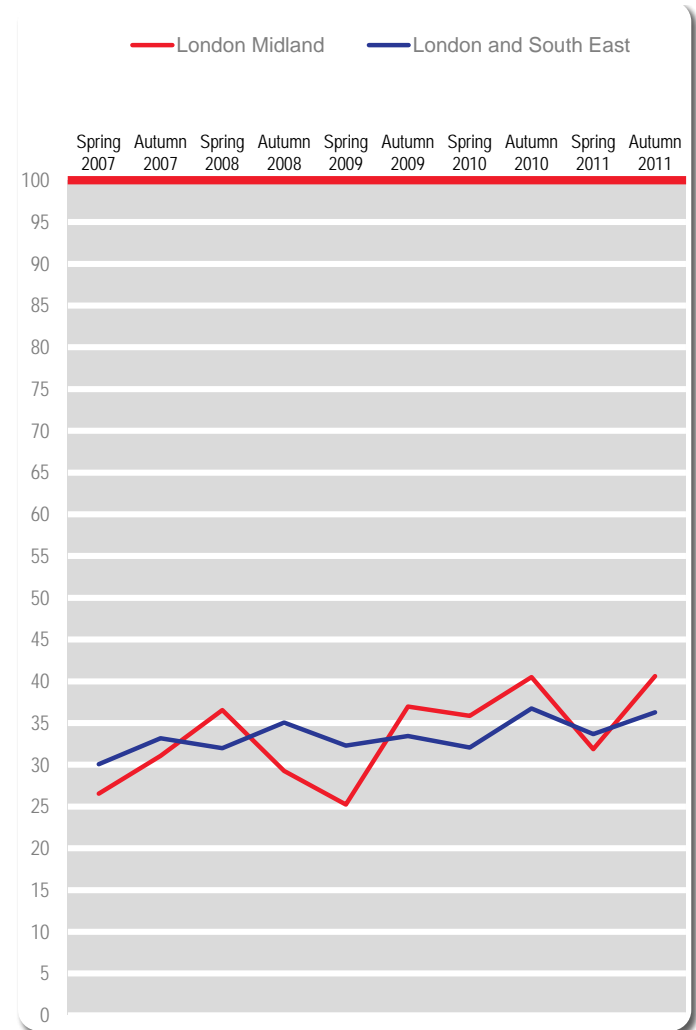
**The availability of staff on the train**

**(799)**  
Percentage of passengers satisfied 2007 to 2011



**How well train company dealt with delay**

**(221)**  
Percentage of passengers satisfied 2007 to 2011



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

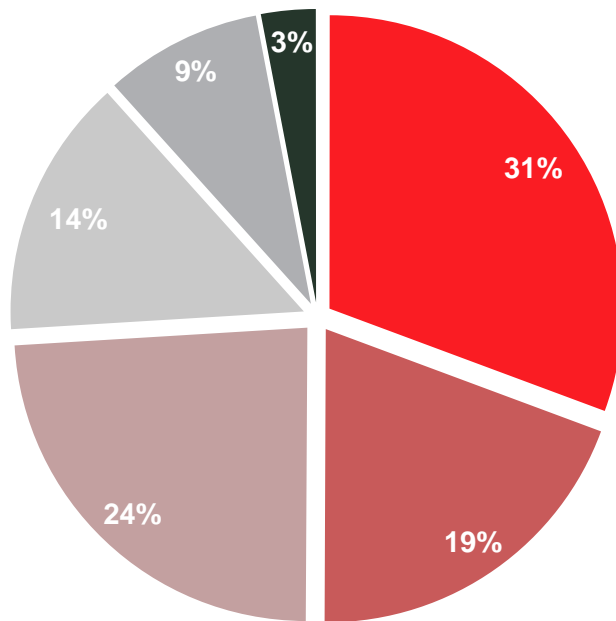
## Managed versus non-managed stations for London Midland

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	79	+	72
Ticket buying facilities	79		78
Provision of information about train times/platforms	84		82
The upkeep/repair of the station buildings/platforms	73	+	65
Cleanliness	76	+	69
The facilities and services	40	-	58
The attitudes and helpfulness of the staff	78	+	70
Connections with other forms of public transport	62	-	72
Facilities for car parking	58	+	42
Overall environment	68		64
Your personal security whilst using	64	-	71
The availability of staff	57		61
How request to station staff was handled	93		91

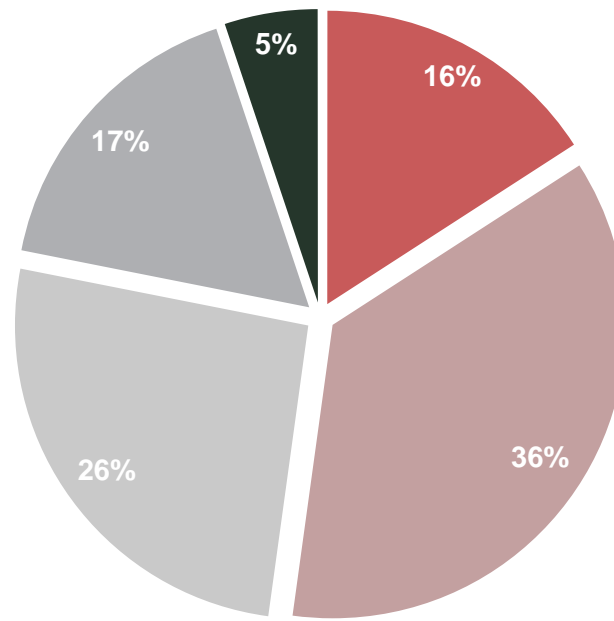
## Managed versus non-managed stations for London Midland

(% Passengers Journeys originating from each type of station)

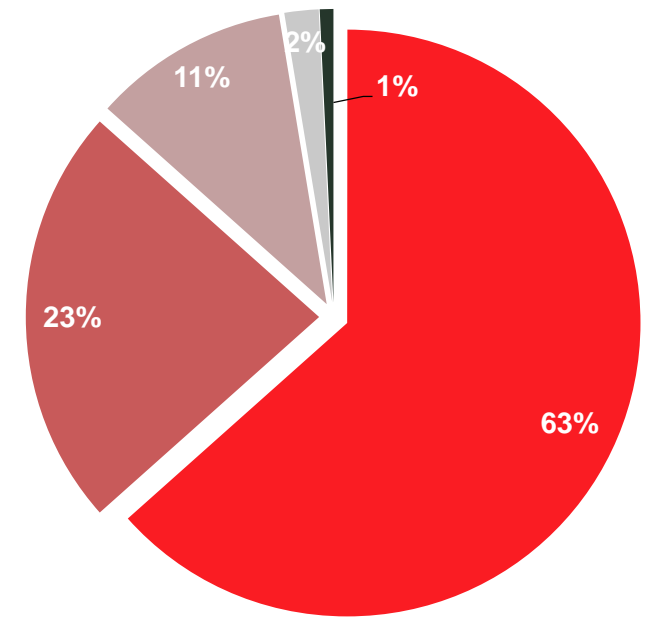
Overall Total



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 London Midland

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	79		86	85		86
Overall satisfaction with the station	77		82	75		78
Ticket buying facilities	56	-	75	80		76
Provision of information about train times/platforms	78		88	84		84
The upkeep/repair of the station buildings/platforms	69		67	69		68
Cleanliness	74		75	72		71
The facilities and services	53		70	49		49
The attitudes and helpfulness of the staff	69		70	74		74
Connections with other forms of public transport	70		65	67		67
Facilities for car parking	48		59	53		49
Overall environment	61	-	82	67		66
Your personal security whilst using	63	-	82	68		63
The availability of staff	39	-	59	60		57
How request to station staff was handled	100		67	91		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 Midland

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	75		86	78		78
Punctuality/reliability (i.e. the train arriving/departing on time)	73	-	88	79		80
The length of time the journey was scheduled to take (speed)	79		77	86		87
Connections with other train services	76		76	73		75
The value for money for the price of your ticket	15		14	54		58
Cleanliness of the train	79		84	80		77
Upkeep and repair of the train	76		83	80		76
The provision of information during the journey	64		70	68		66
The helpfulness and attitude of staff on train	55		51	65	+	58
The space for luggage	39		56	53		57
The toilet facilities	55		54	51		53
Sufficient room for all passengers to sit/stand	30		40	69	-	76
The comfort of the seating area	63		59	74		74
The ease of being able to get on and off	81		81	81		81
Your personal security on board	82		84	78		79
The cleanliness of the inside	75		82	80		77
The cleanliness of the outside	76		88	80		77
The availability of staff	37		29	48		42
How well train company deals with delays	25		25	42		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

## 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 London Midland

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	45	42	None	76	79
Female	53	55	Minor	20	16
Not stated	2	3	Major	2	3
			Not stated	2	2
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	17	15	Yes	66	67
26-34	14	16	No	34	33
35-44	17	16			
45-54	21	20			
55-59	8	9	<b>TIME OF TRAVEL</b>		
60-64	7	10	Peak	5	5
65+	13	12	Off-peak	95	95
Not stated	2	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	45	45	Yes asked for help	8	8
Business	14	14	Yes asked for information	8	11
Leisure	41	41	Could not find anyone to ask	4	2
			No	79	77
			Not stated	2	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 London Midland

Station	Unweighted	Station	Unweighted	Station	Unweighted
Birmingham Moor Street	90	Sandwell And Dudley	11	Nuneaton	1
Birmingham New Street	87	Stafford	11		
Birmingham Snow Hill	80	Liverpool Lime Street	11		
London Euston	74	Cannock	10		
Berkhamsted	41	Aston	10		
Coventry	39	Alsager	10		
Milton Keynes Central	34	Warwick	10		
Hartford	29	Runcorn	10		
Hemel Hempstead	29	Harrow And Wealdstone	10		
Northampton	26	Worcester Foregate Street	10		
Stratford-Upon-Avon	25	Longbridge	9		
Bletchley	24	Tame Bridge Parkway	9		
Dorridge	24	Kings Langley	9		
Wolverhampton	24	Landywood	9		
Crewe	23	Smethwick Galton Bridge	8		
Stone	23	Apsley	7		
Rugby	21	Stechford	7		
Leighton Buzzard	21	Jewellery Quarter	7		
Tile Hill	20	Dudley Port	7		
Stourbridge Junction	17	Tamworth	6		
Selly Oak	17	University (Birmingham)	6		
Solihull	16	Liverpool South Parkway	5		
Birmingham International	16	Ledbury	5		
Redditch	16	Worcester Shrub Hill	5		
Hereford	15	Lye	4		
The Hawthorns	14	Bedford	3		
Five Ways	14	Cosford	3		
Watford Junction	14	Stoke-On-Trent	3		
Lichfield Trent Valley	14	Garston (Hertfordshire)	3		
Bournville	13	Leamington Spa	1		
Droitwich Spa	12	St Albans Abbey	1		

## 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		



**Contacts:**

David Chilvers  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdr-continental.com](mailto:dave.chilvers@bdr-continental.com)

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QY

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)