



National Passenger Survey

TOC Report for National Express East Anglia

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.

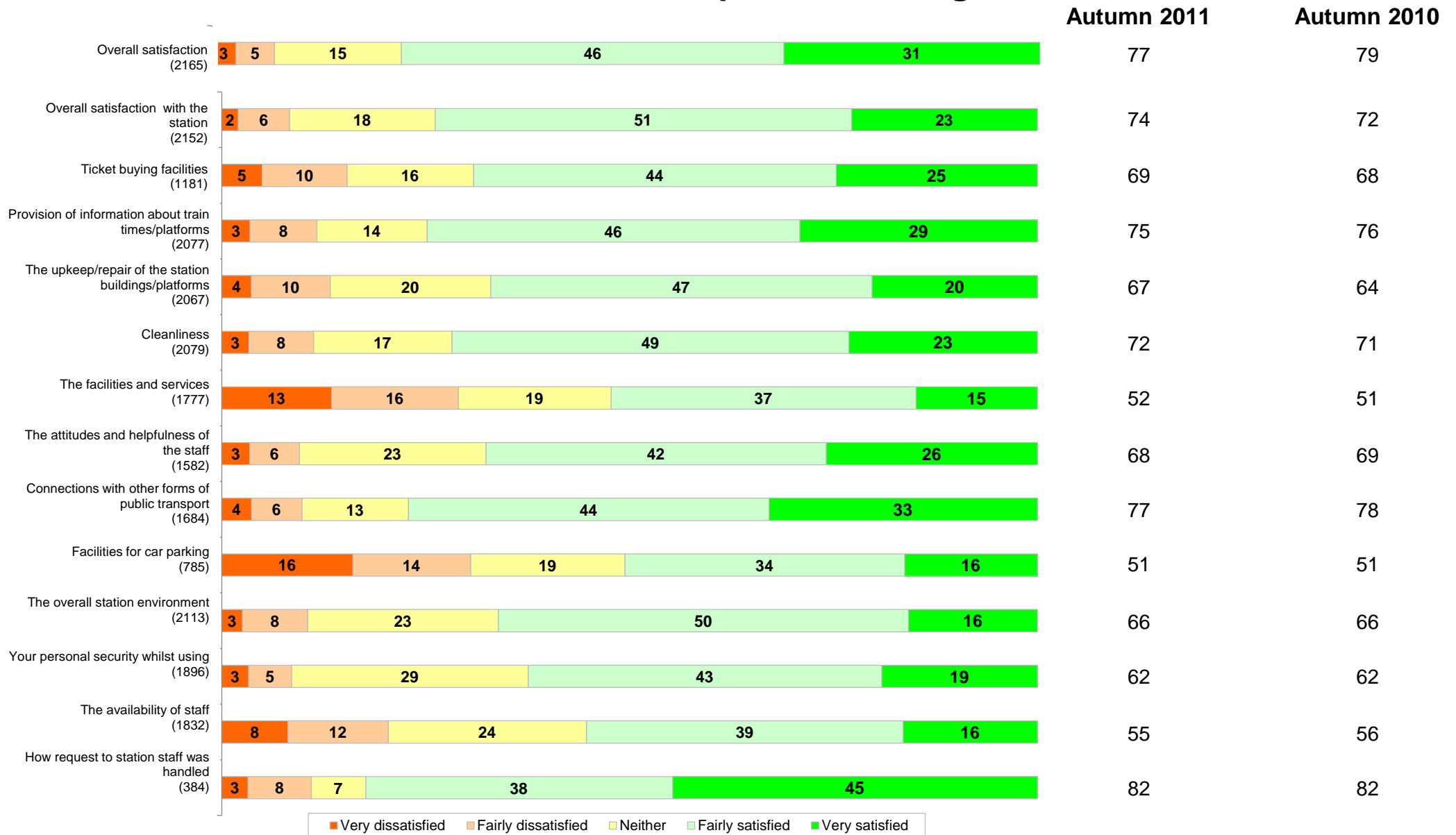
Over-running engineering work meant that further shifts had to be rescheduled during the course of the fieldwork, but this was not a great problem.

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

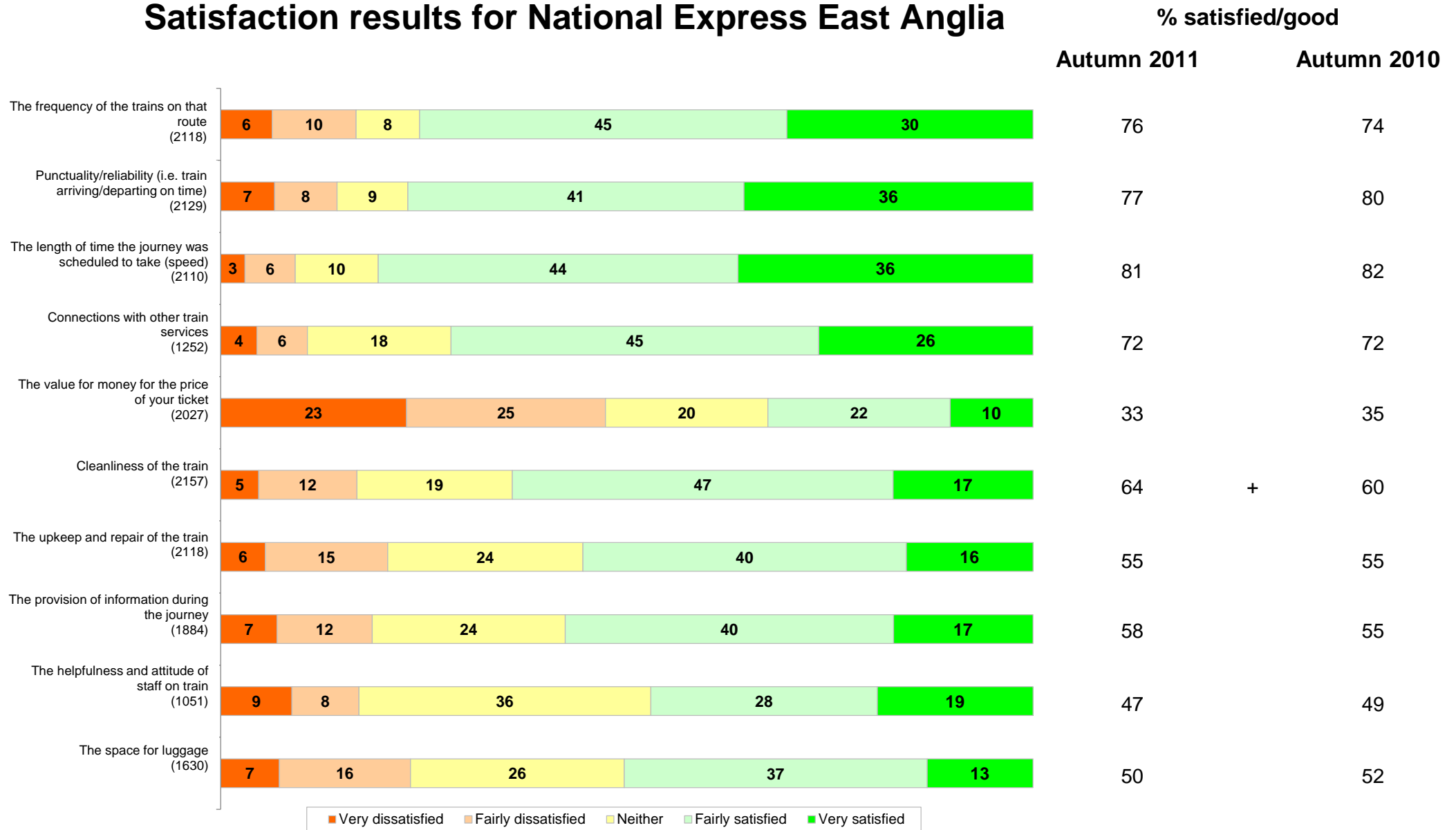
% satisfied/good

Satisfaction results for National Express East Anglia



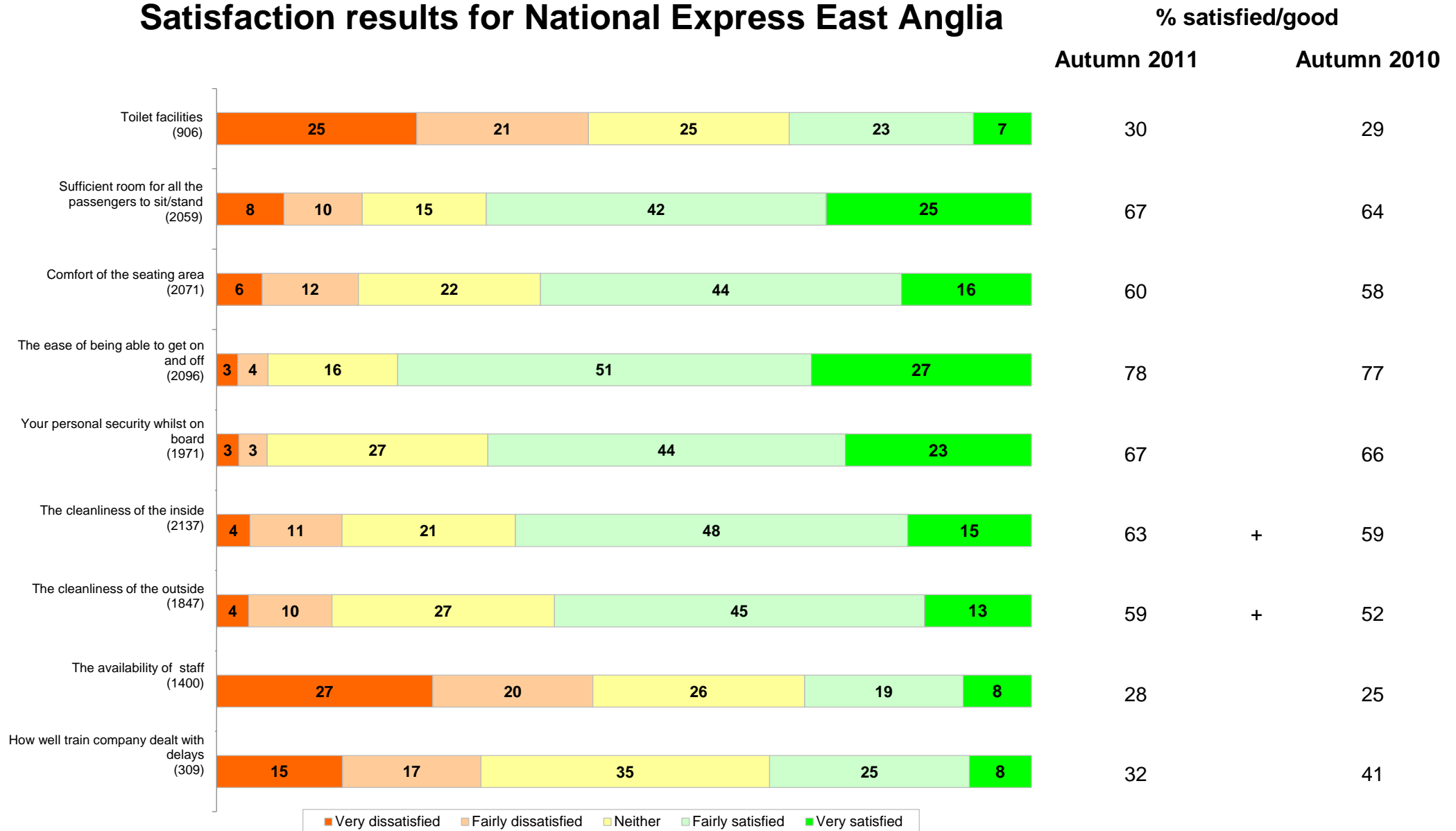
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for National Express East Anglia



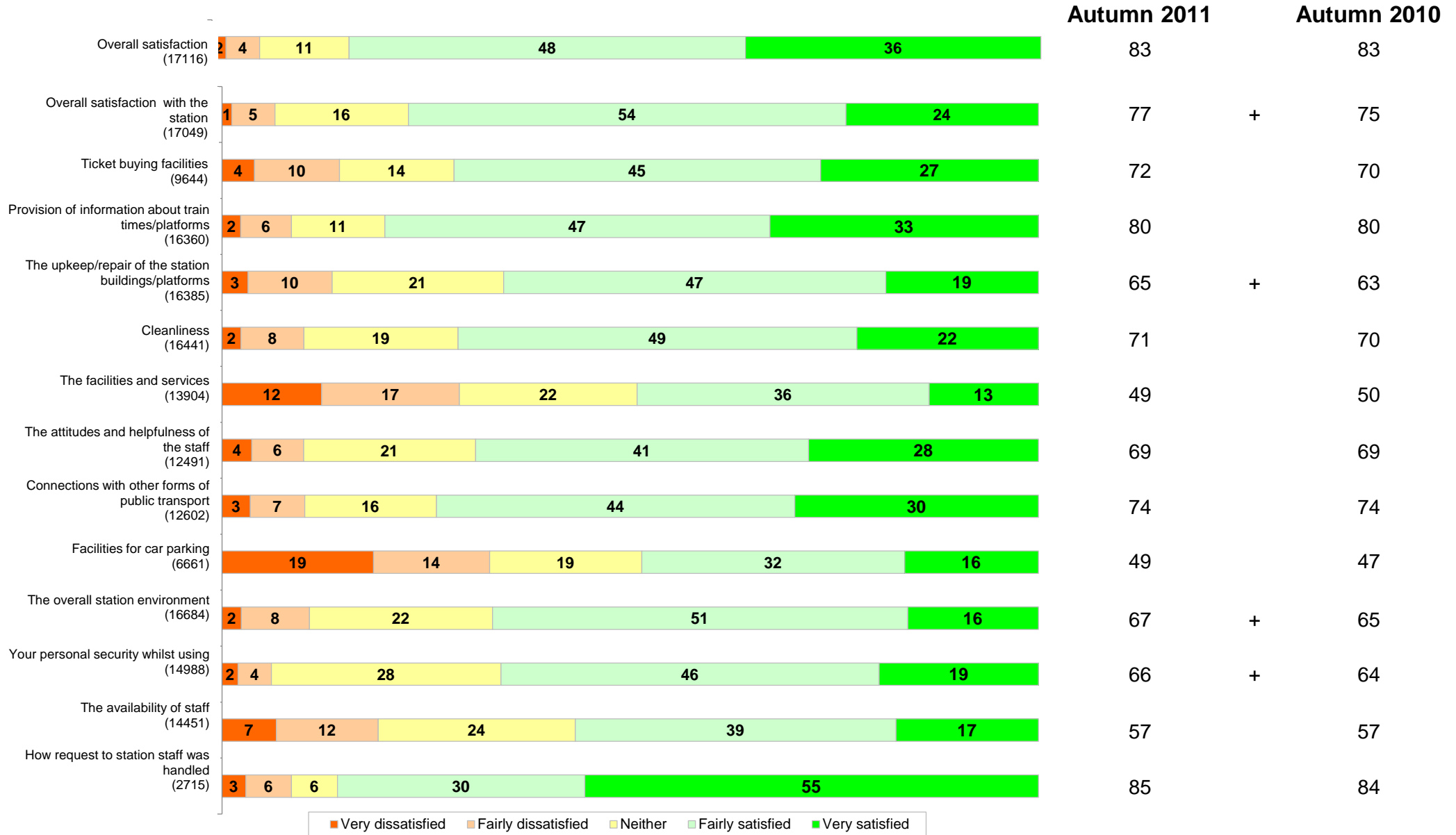
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for National Express East Anglia



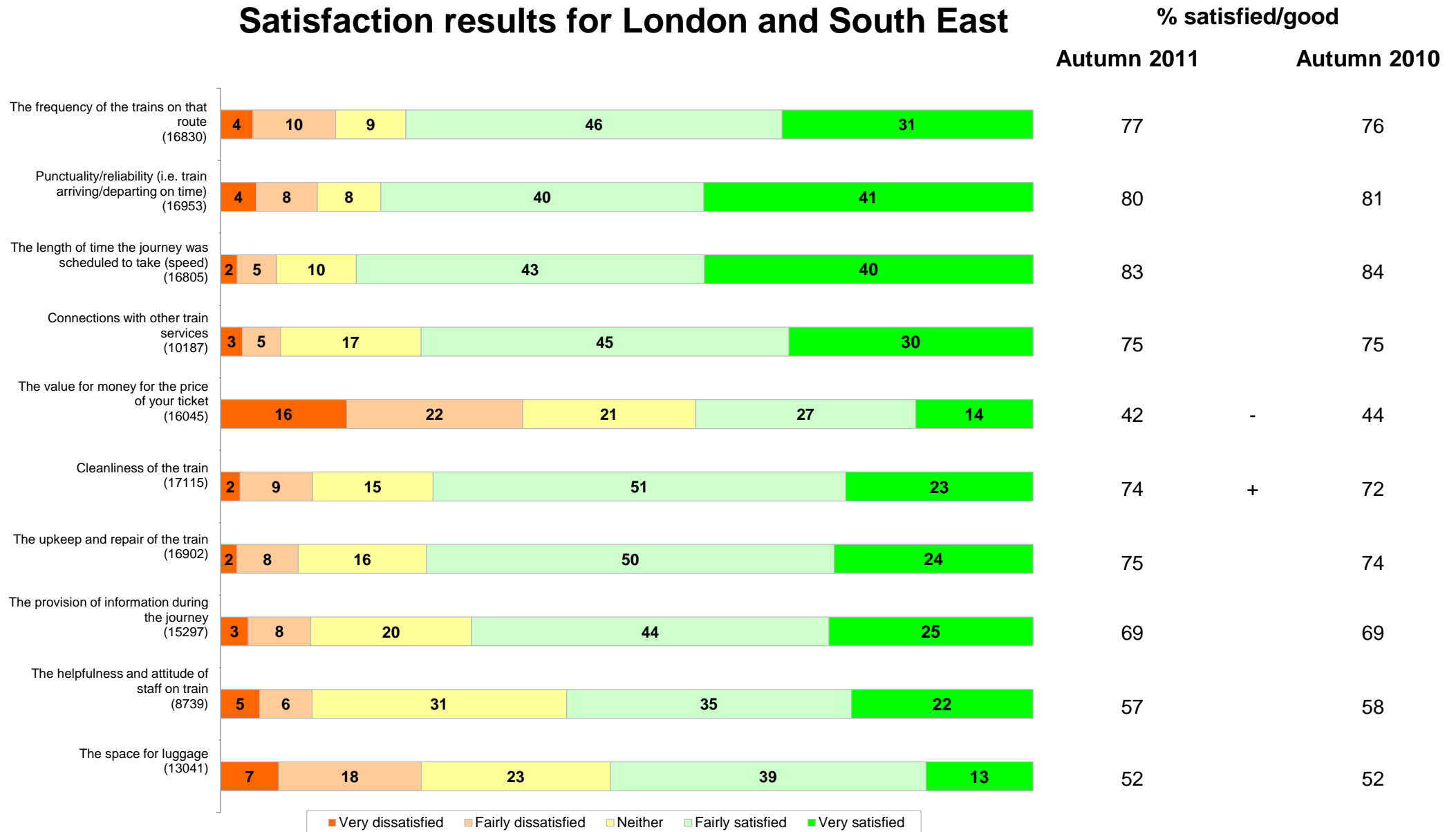
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



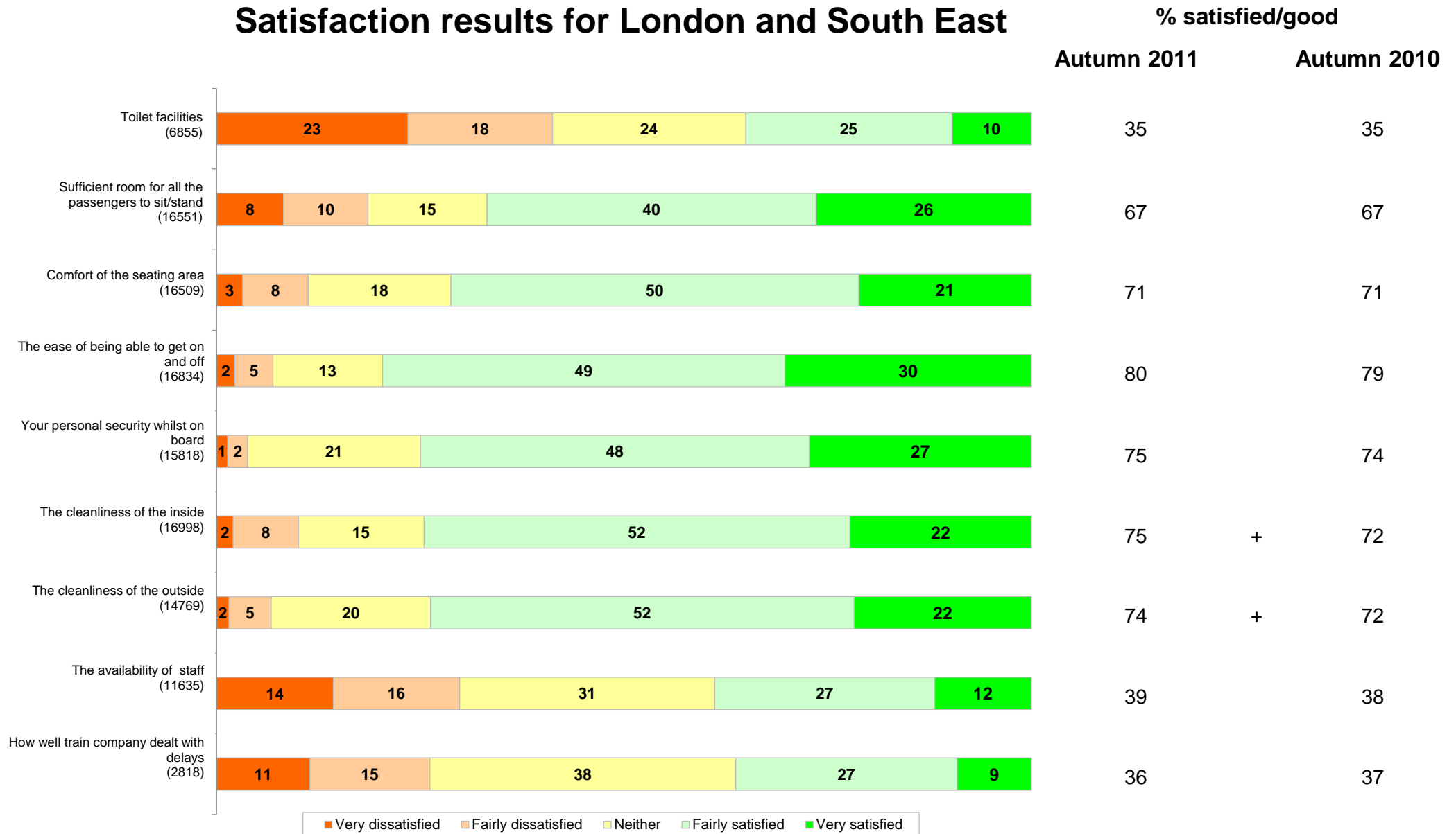
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



National Express East Anglia performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	77	83	92%
Overall satisfaction with the station	74	77	96%
Ticket buying facilities	69	72	97%
Provision of information about train times/platforms	75	80	93%
The upkeep/repair of the station buildings/platforms	67	65	102%
Cleanliness	72	71	101%
The facilities and services	52	49	106%
The attitudes and helpfulness of the staff	68	69	98%
Connections with other forms of public transport	77	74	105%
Facilities for car parking	51	49	104%
Overall environment	66	67	99%
Your personal security whilst using	62	66	95%
The availability of staff	55	57	97%
How request to station staff was handled	82	85	96%

National Express East Anglia performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	76	77	98%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	80	96%
The length of time the journey was scheduled to take (speed)	81	83	97%
Connections with other train services	72	75	95%
The value for money for the price of your ticket	33	42	79%
Cleanliness of the train	64	74	87%
Upkeep and repair of the train	55	75	74%
The provision of information during the journey	58	69	83%
The helpfulness and attitude of staff on train	47	57	82%
The space for luggage	50	52	97%
The toilet facilities	30	35	85%
Sufficient room for all passengers to sit/stand	67	67	100%
The comfort of the seating area	60	71	85%
The ease of being able to get on and off	78	80	98%
Your personal security on board	67	75	89%
The cleanliness of the inside	63	75	85%
The cleanliness of the outside	59	74	79%
The availability of staff	28	39	72%
How well train company deals with delays	32	36	89%

Building block/route data for National Express East Anglia

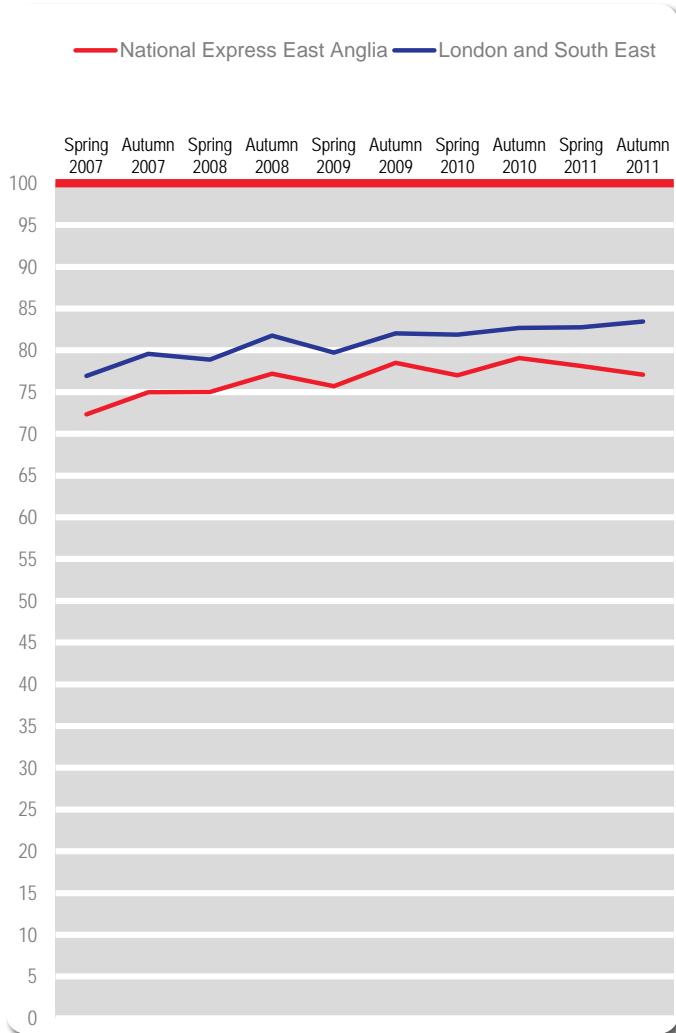
	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	83	76	76	82	87	74
Overall satisfaction with the station	81	74	73	73	86	70
Ticket buying facilities	74	65	72	51	84	69
Provision of information about train times/platforms	79	75	76	70	84	71
The upkeep/repair of the station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

Building block/route data for National Express East Anglia

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

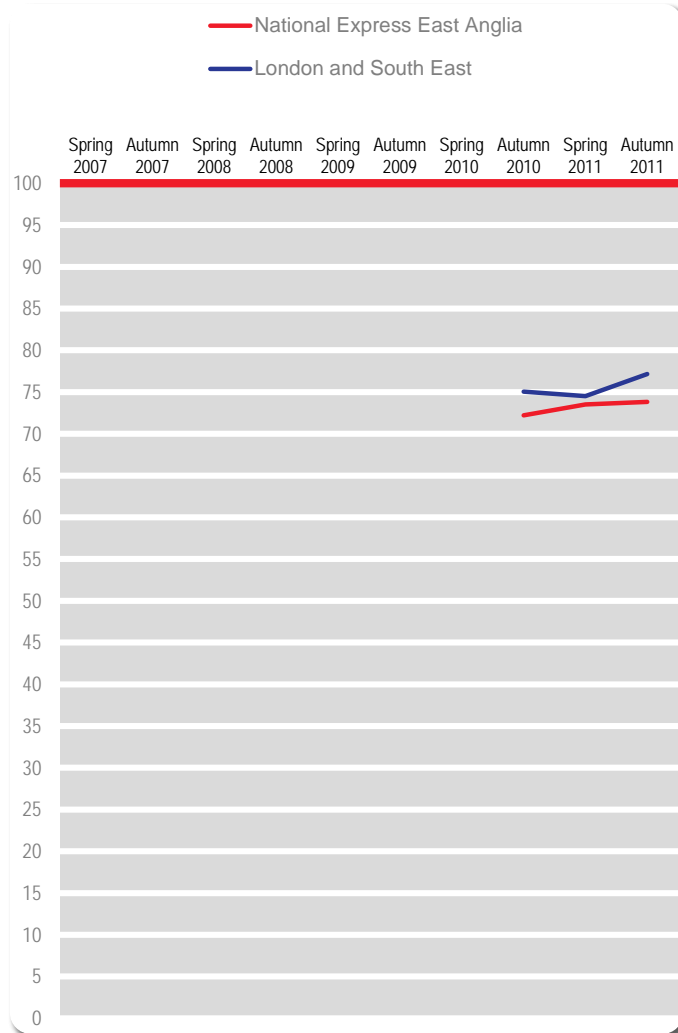
Overall satisfaction

(2165)
Percentage of passengers satisfied 2007 to 2011



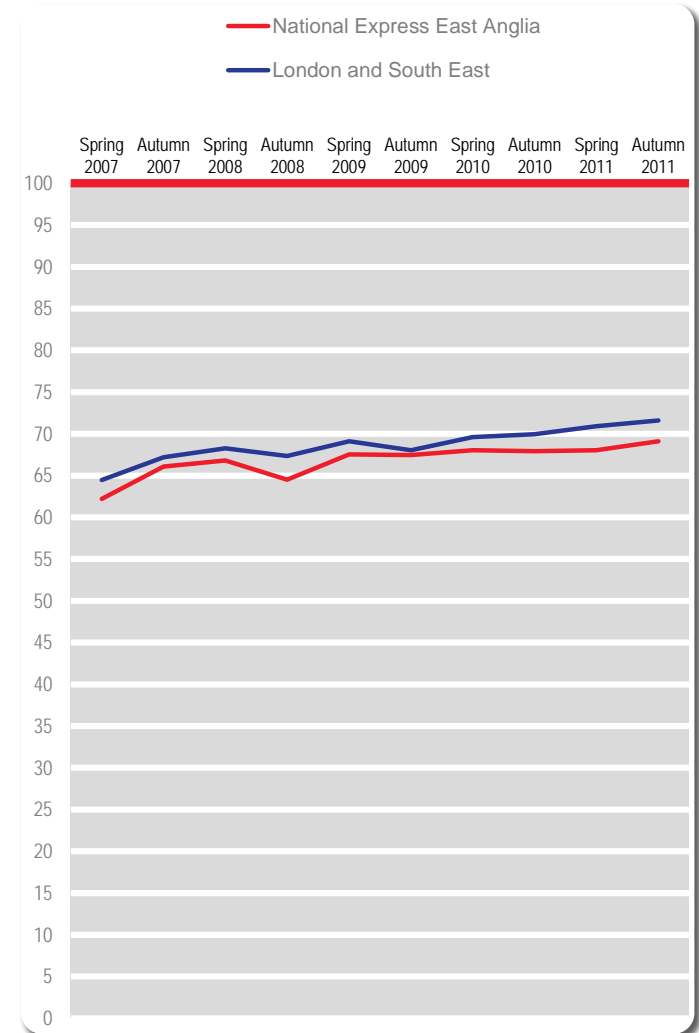
Overall station satisfaction

(2152)
Percentage of passengers satisfied 2007 to 2011



Ticket buying facilities

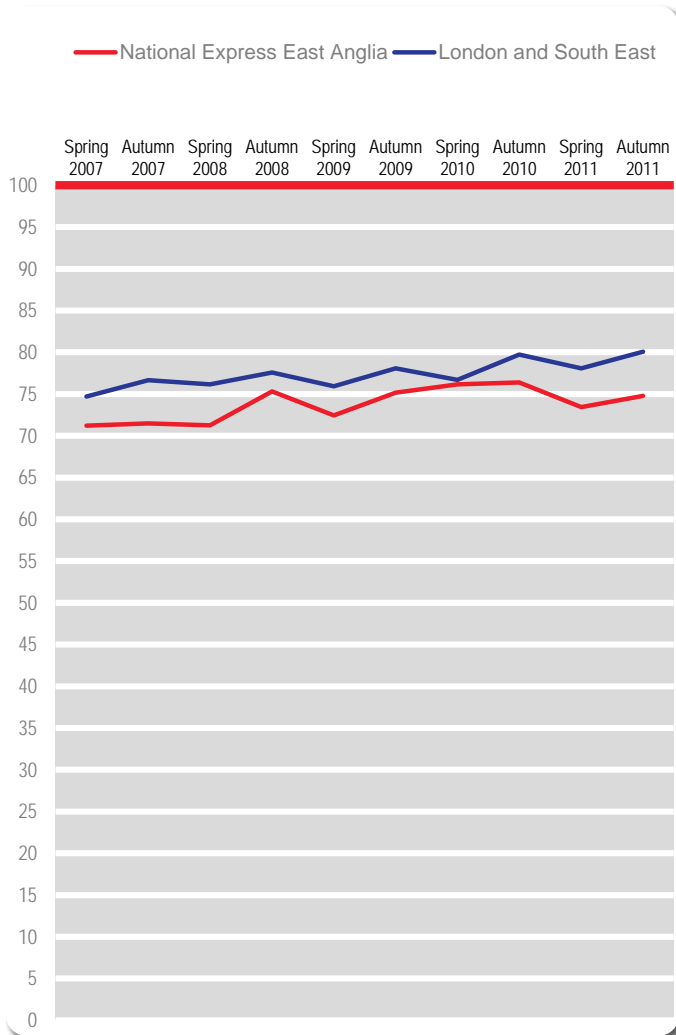
(1181)
Percentage of passengers satisfied 2007 to 2011



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

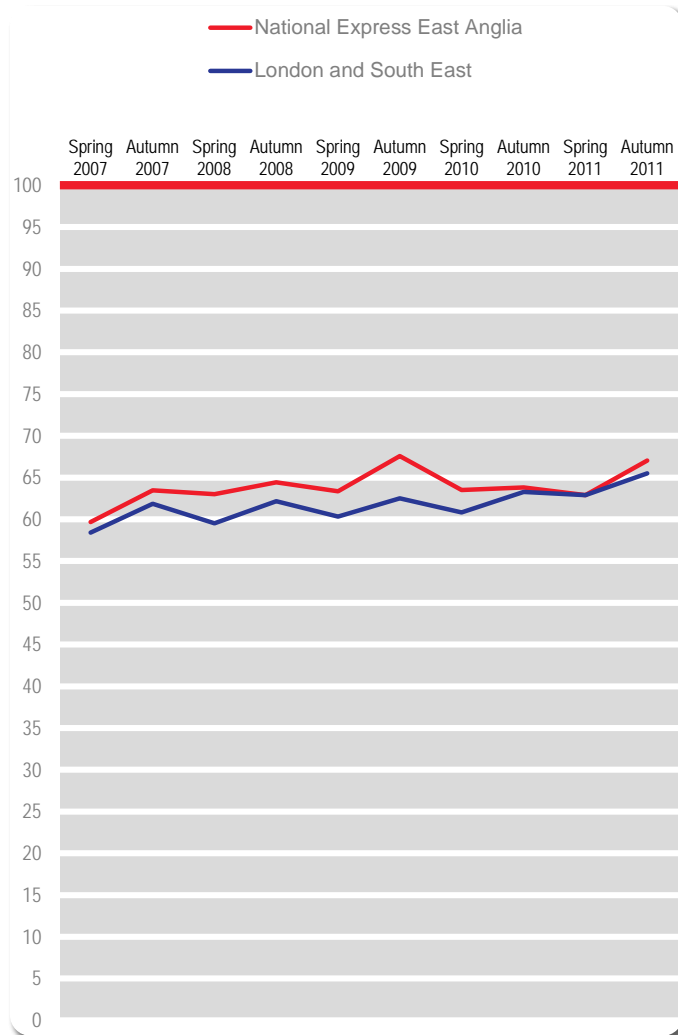
Provision of information about train times/platforms

(2077)
Percentage of passengers satisfied 2007 to 2011



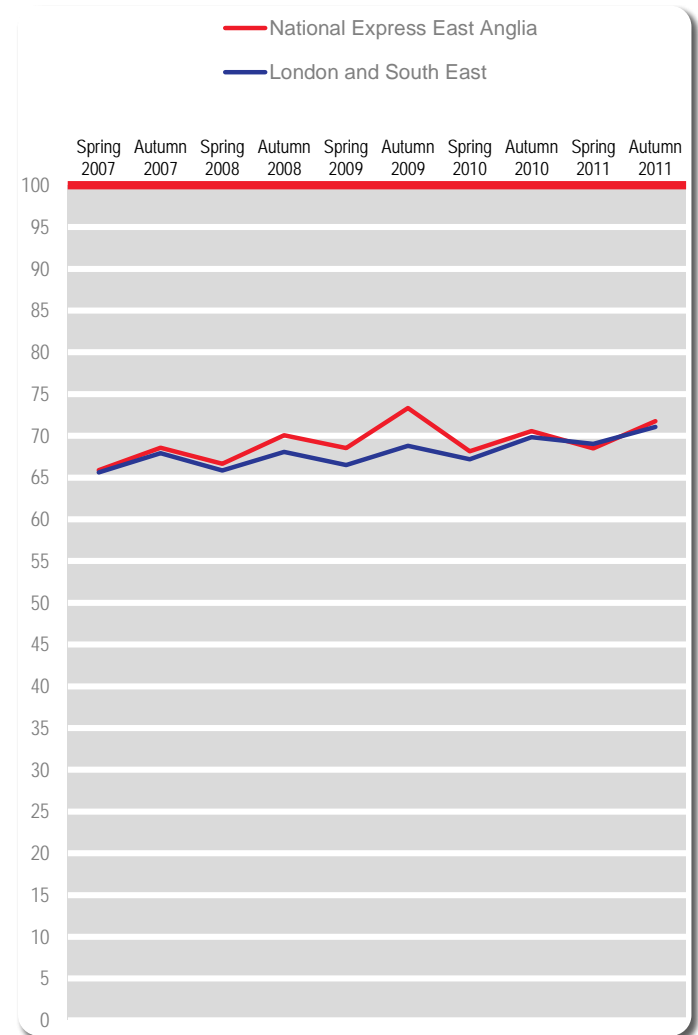
The upkeep/repair of the station building/platforms

(2067)
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the station

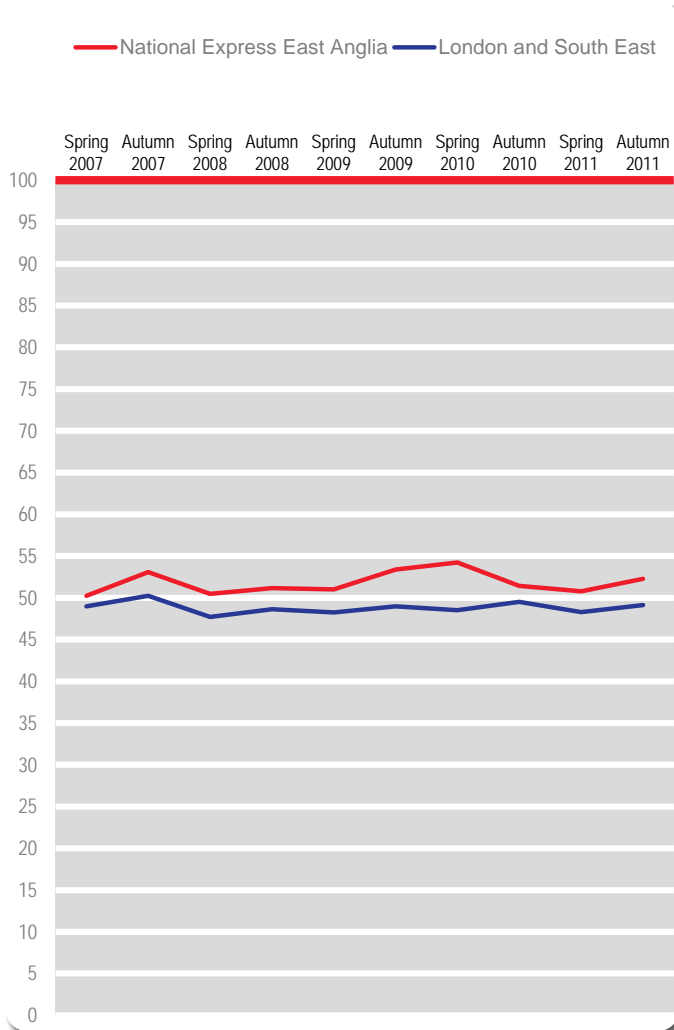
(2079)
Percentage of passengers satisfied 2007 to 2011



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

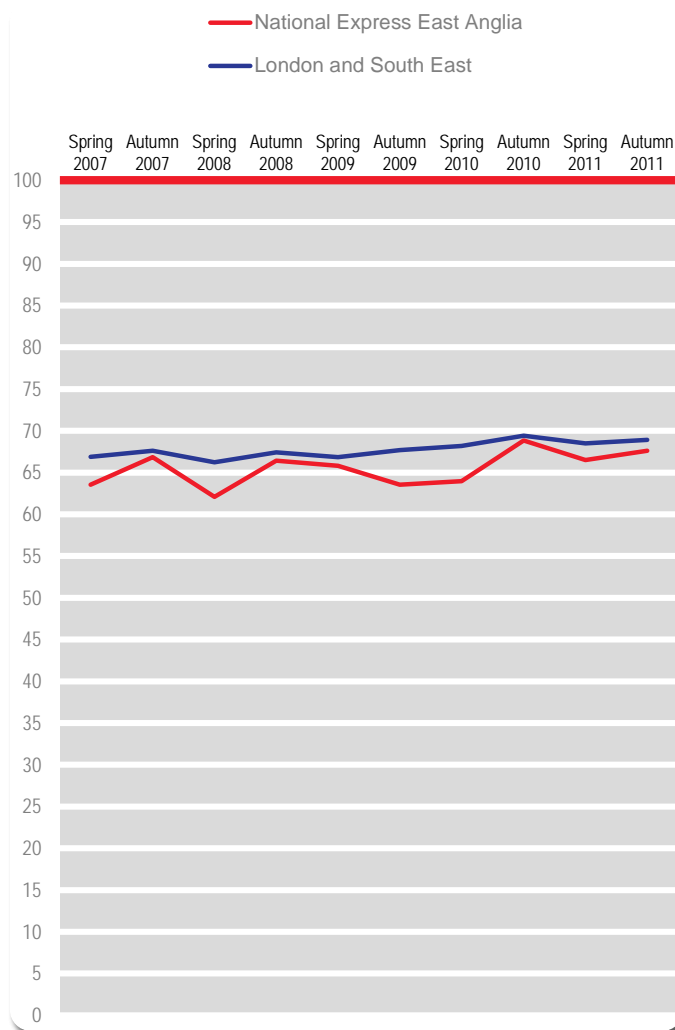
The facilities and services at the station

(1777)
Percentage of passengers satisfied 2007 to 2011



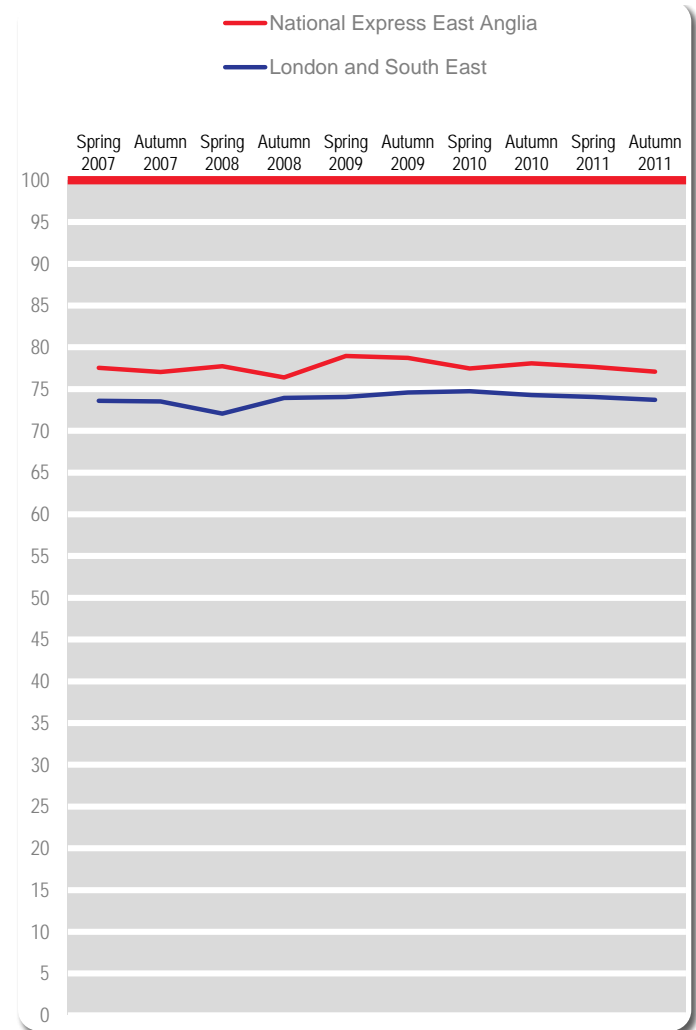
The attitudes and helpfulness of the staff at the station

(1582)
Percentage of passengers satisfied 2007 to 2011



Connections with other forms of public transport from the station

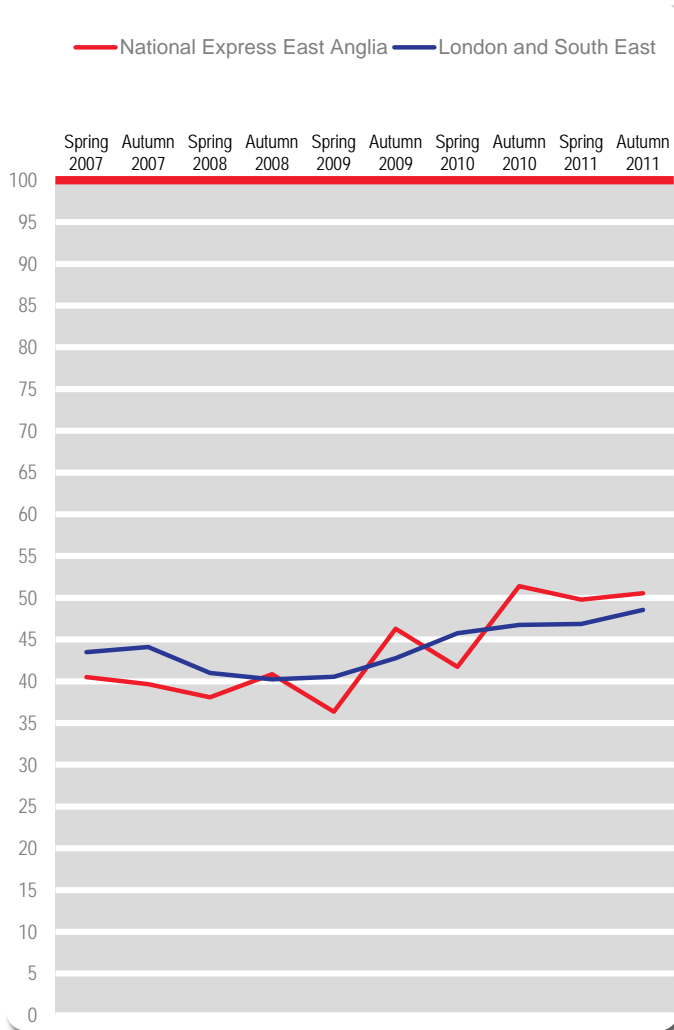
(1684)
Percentage of passengers satisfied 2007 to 2011



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

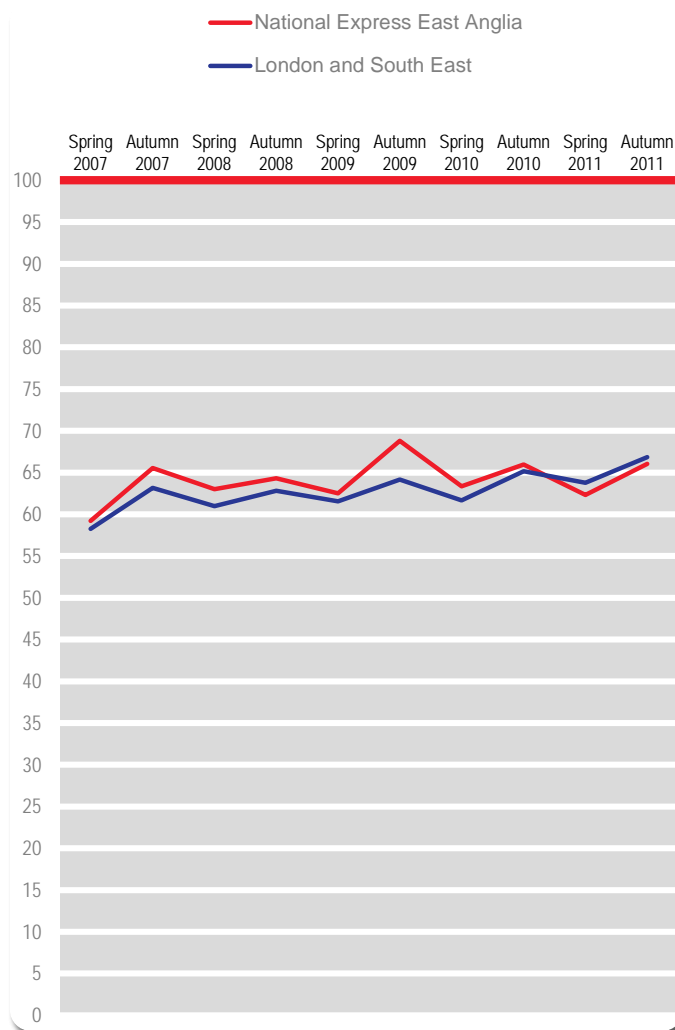
Facilities for car parking at the station

(785)
Percentage of passengers satisfied 2007 to 2011



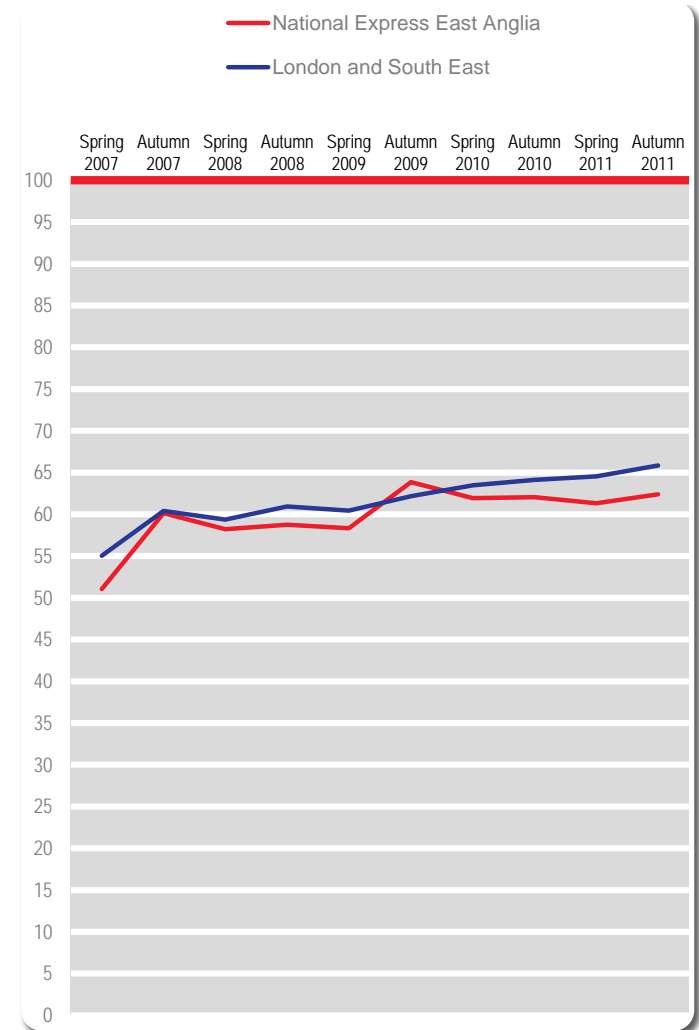
Overall station environment

(2113)
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst using the station

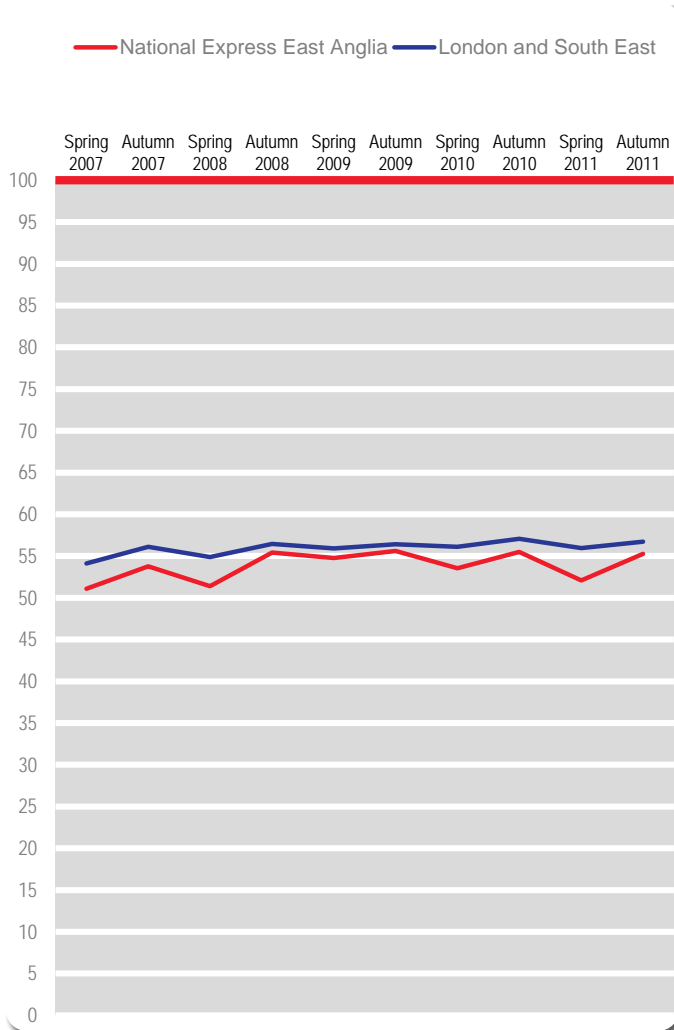
(1896)
Percentage of passengers satisfied 2007 to 2011



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

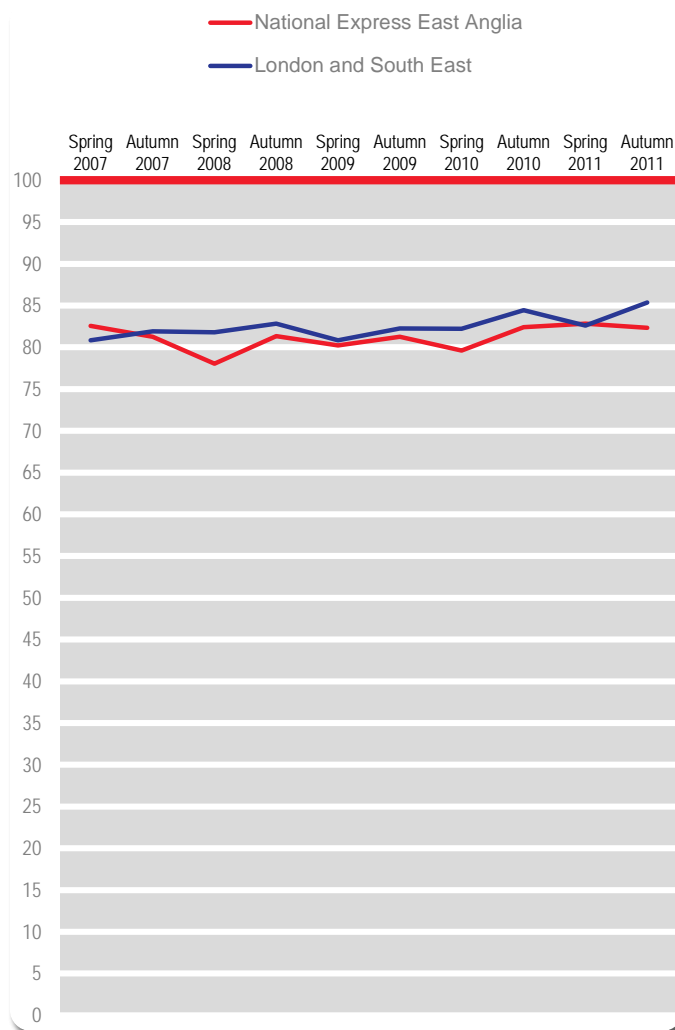
The availability of staff at the station

(1832)
Percentage of passengers satisfied 2007 to 2011



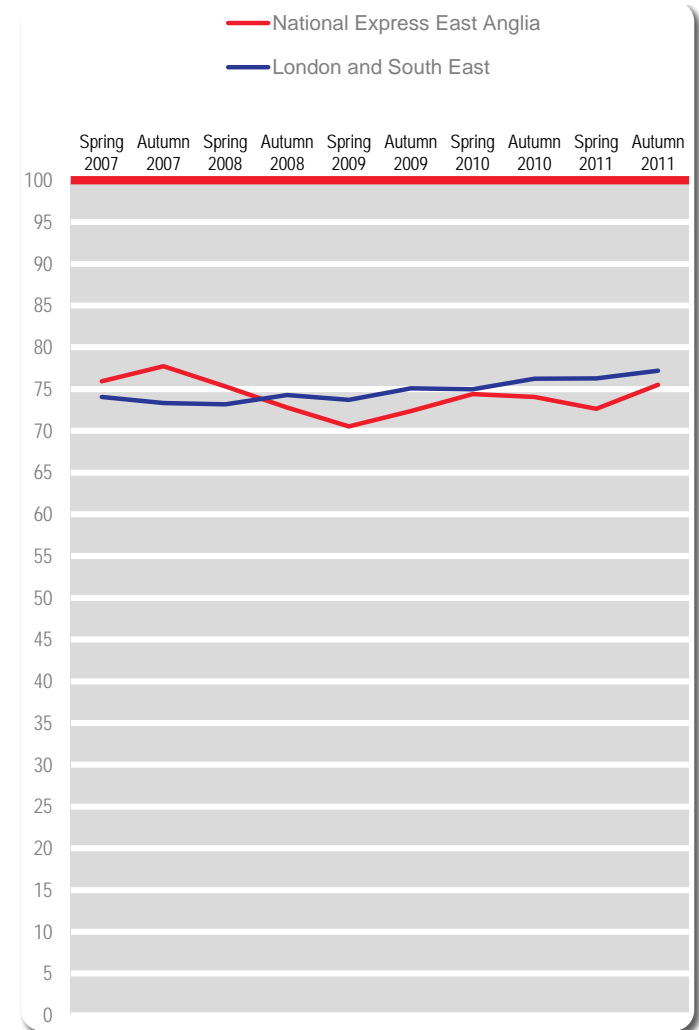
How request to station staff was handled

(384)
Percentage of passengers satisfied 2007 to 2011



The frequency of trains on that route

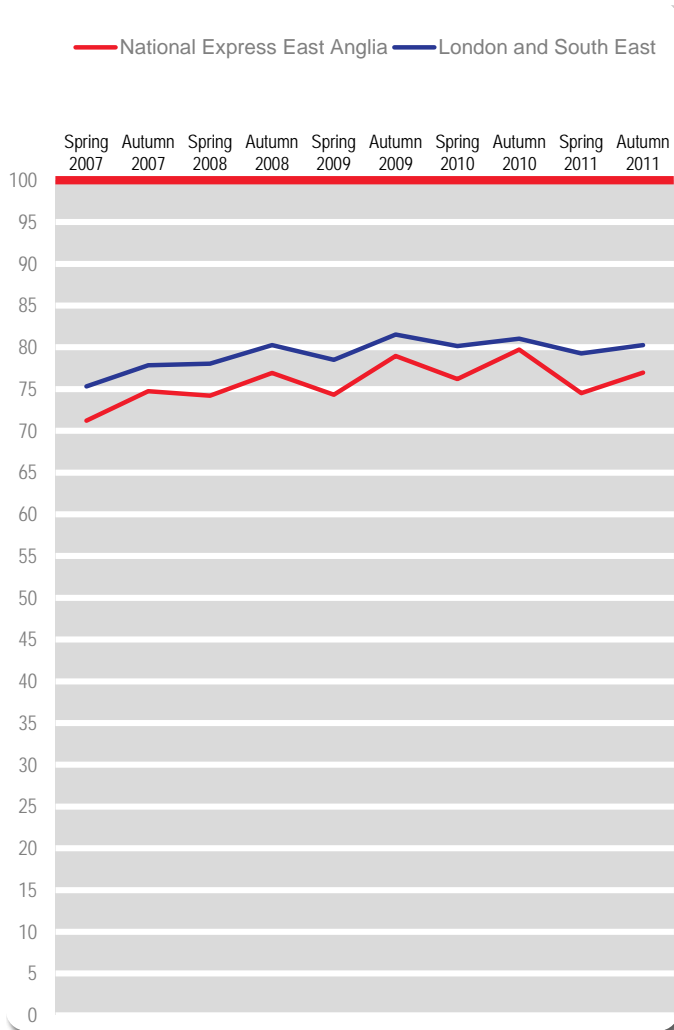
(2118)
Percentage of passengers satisfied 2007 to 2011



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

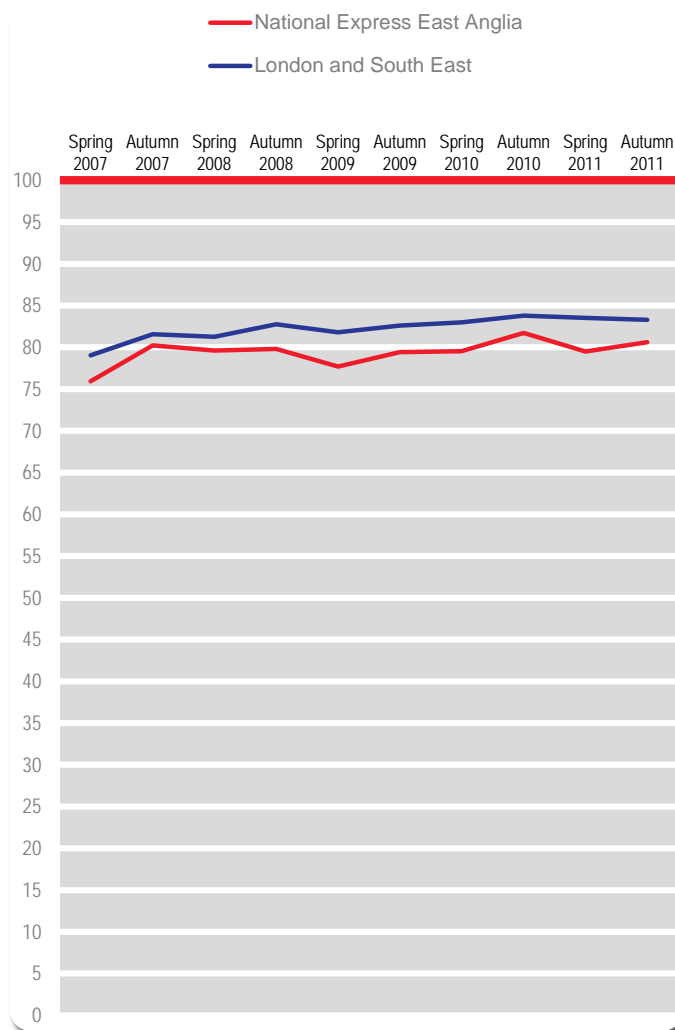
Punctuality/reliability (i.e. train arriving/departing on time)

(2129)
Percentage of passengers satisfied 2007 to 2011



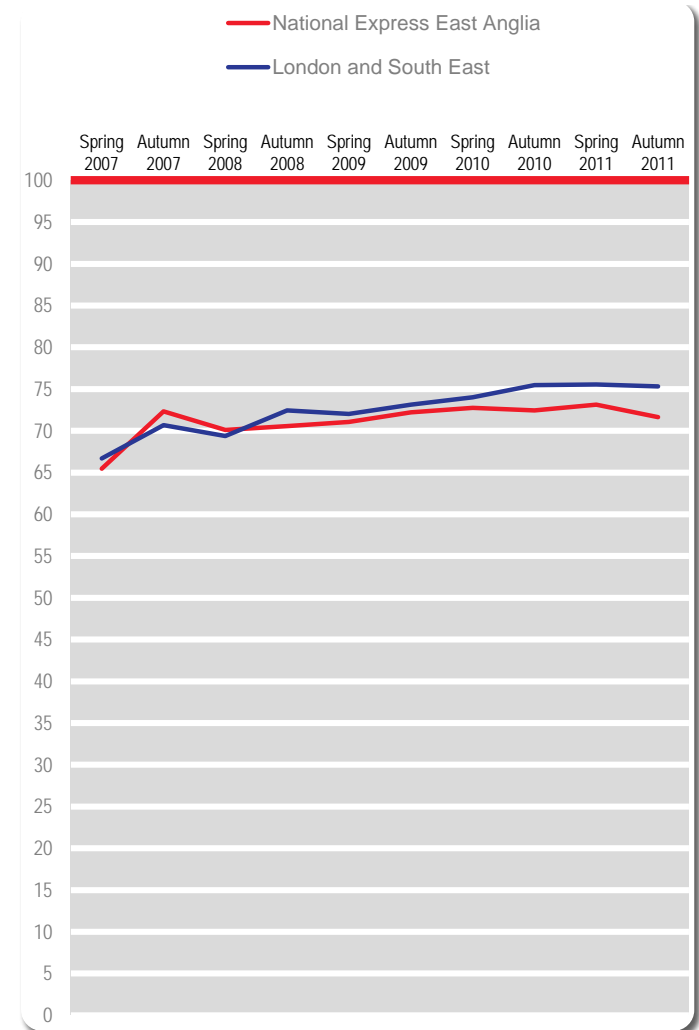
The length of time the journey was scheduled to take (speed)

(2110)
Percentage of passengers satisfied 2007 to 2011



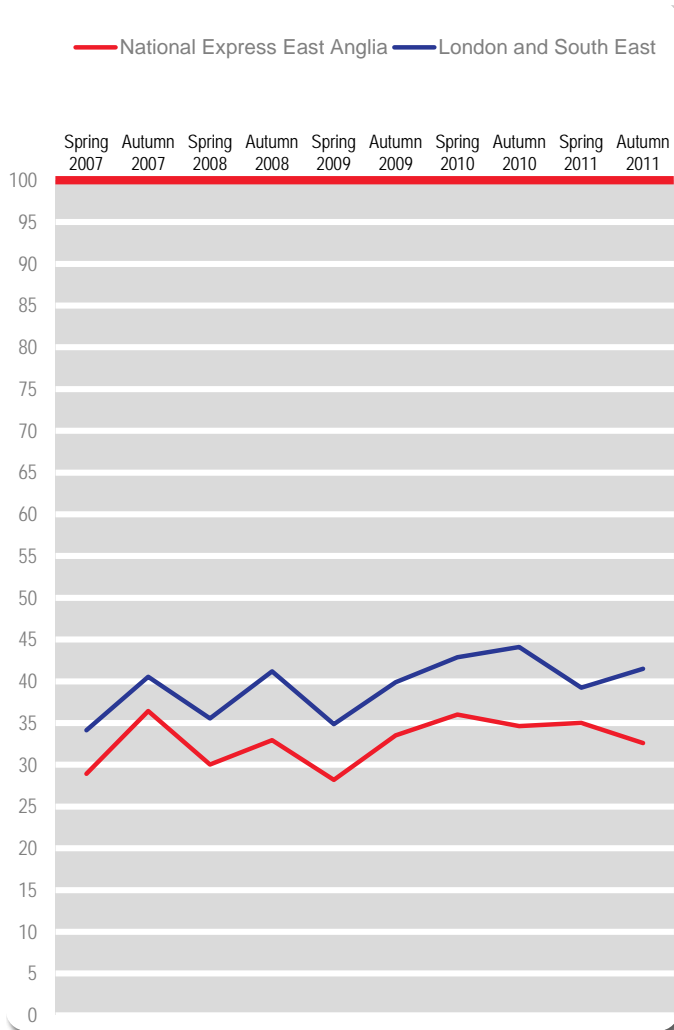
Connections with other train services

(1252)
Percentage of passengers satisfied 2007 to 2011



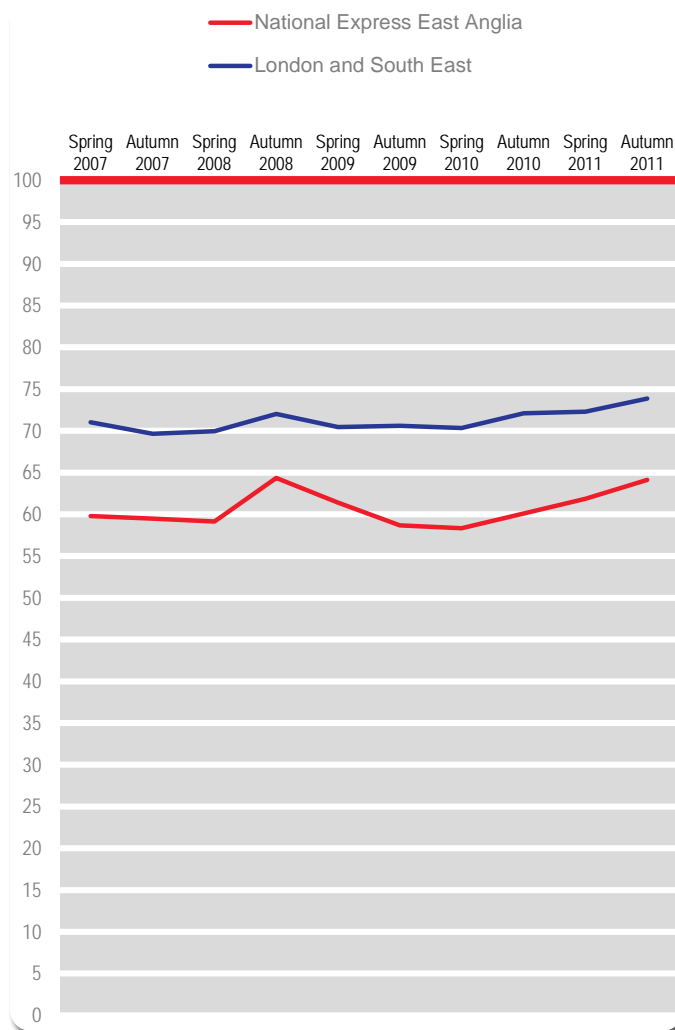
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket (2027)
 Percentage of passengers satisfied 2007 to 2011



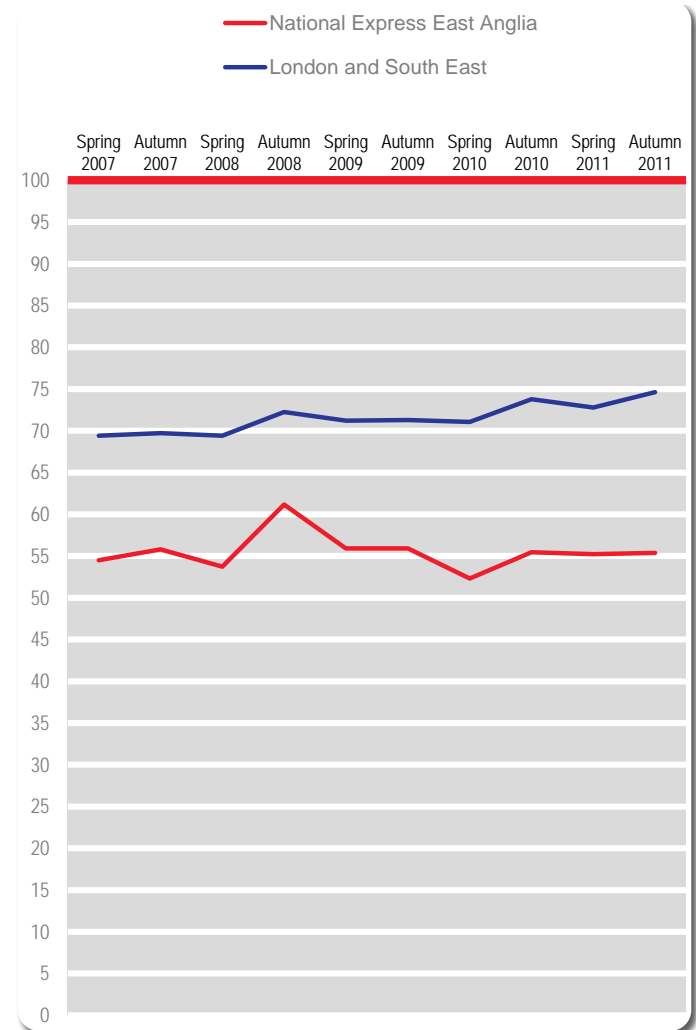
Cleanliness of the train

(2157)
 Percentage of passengers satisfied 2007 to 2011



Upkeep and repair of the train

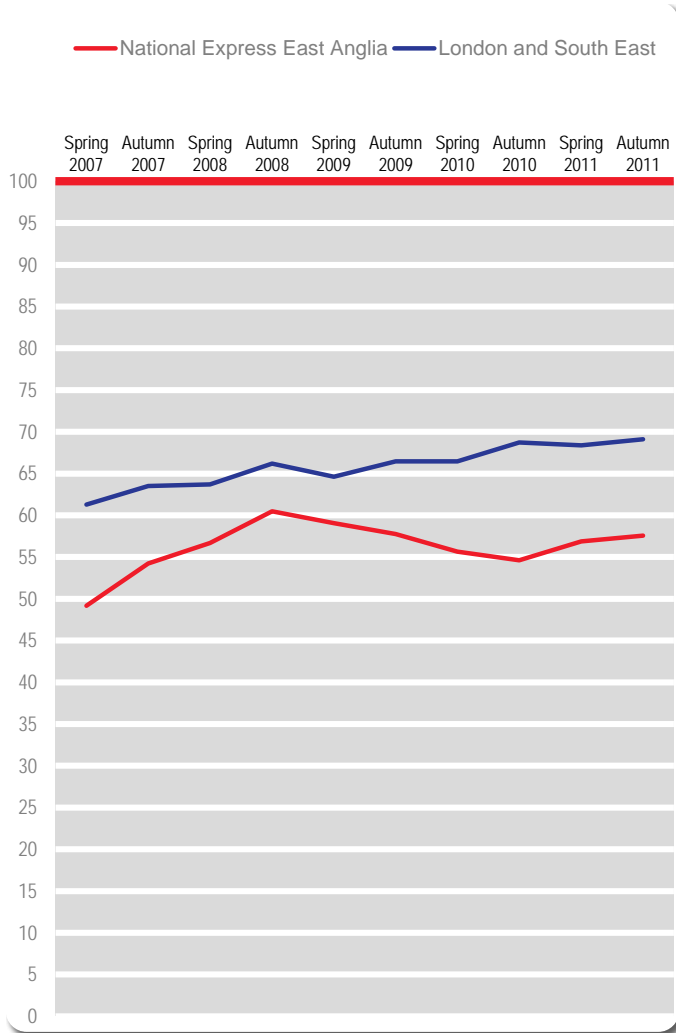
(2118)
 Percentage of passengers satisfied 2007 to 2011



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

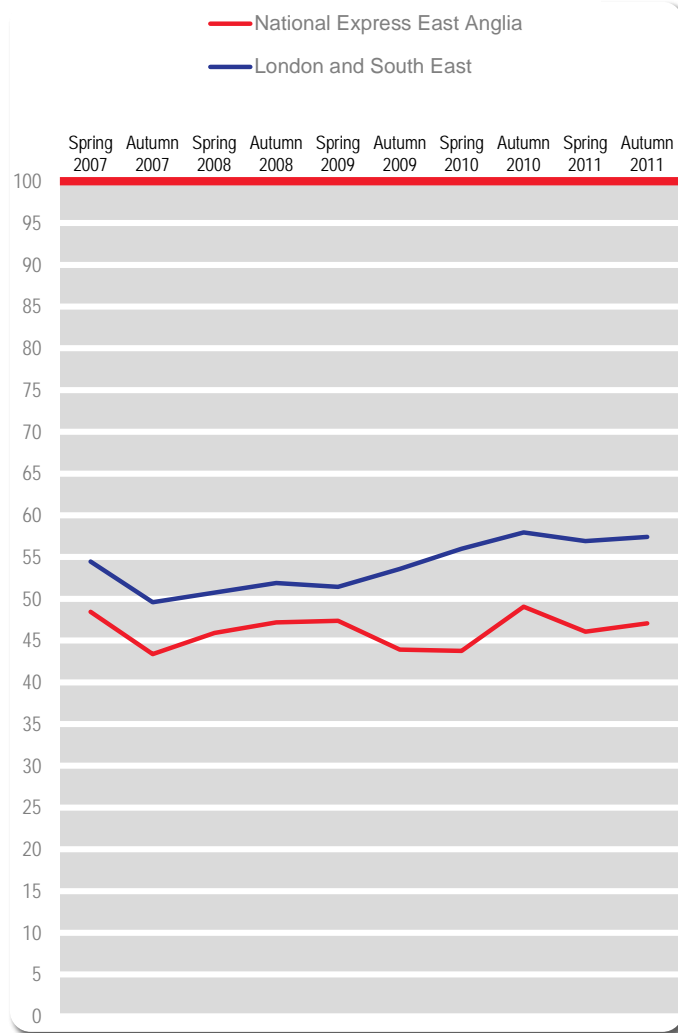
The provision of information during the journey
(1884)

Percentage of passengers satisfied 2007 to 2011



The helpfulness and attitude of staff on train
(1051)

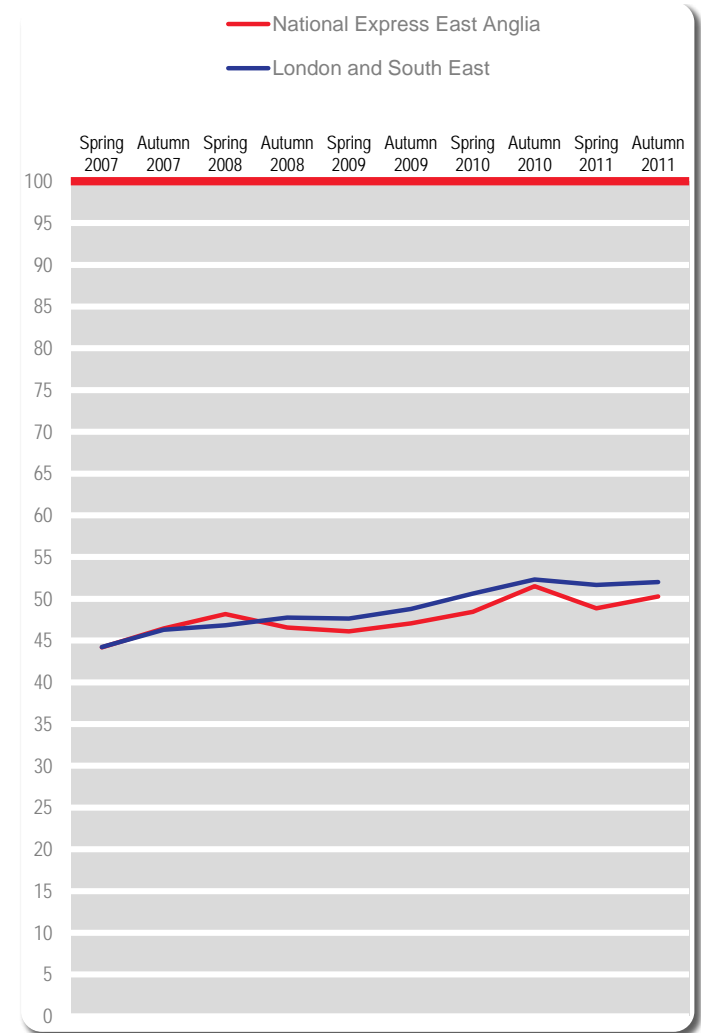
Percentage of passengers satisfied 2007 to 2011



The space for luggage

(1630)

Percentage of passengers satisfied 2007 to 2011

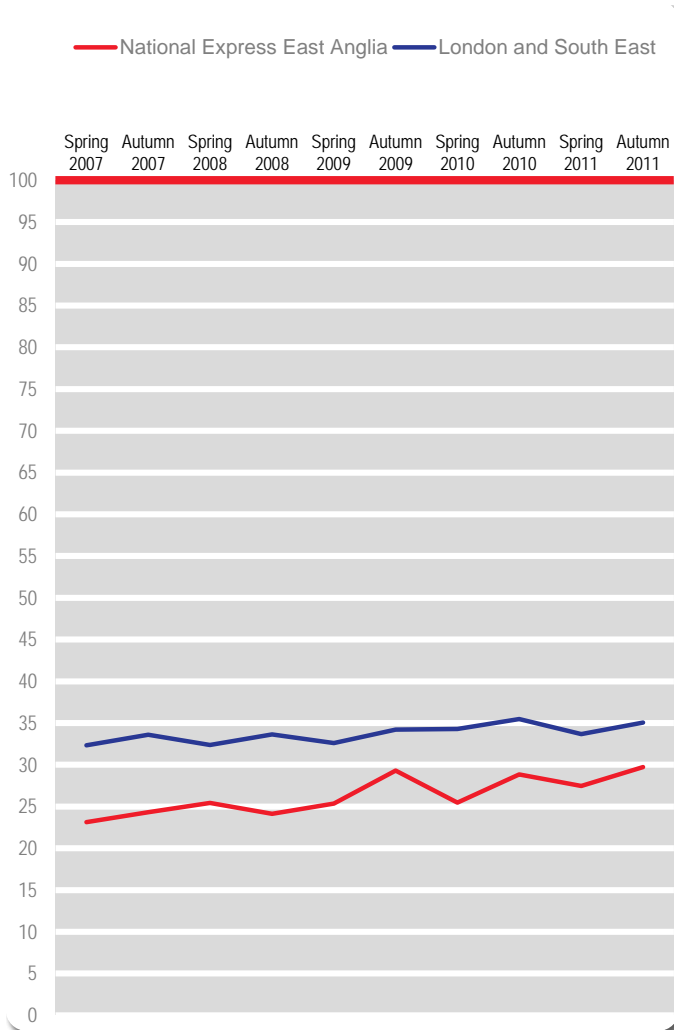


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(906)

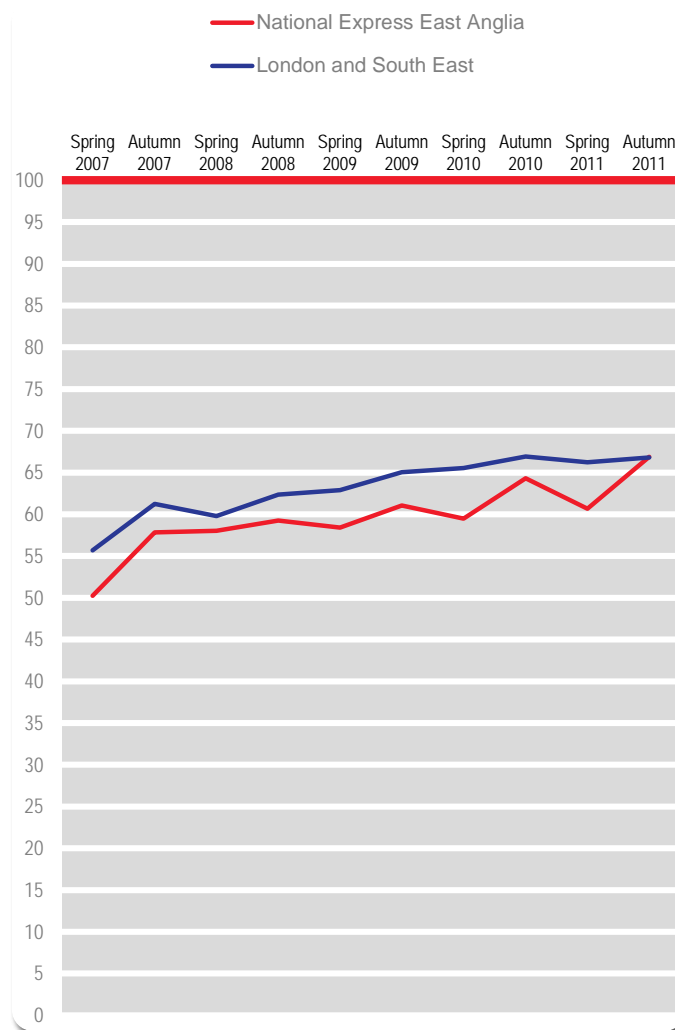
Percentage of passengers satisfied 2007 to 2011



Sufficient room for all the passengers to sit/stand

(2059)

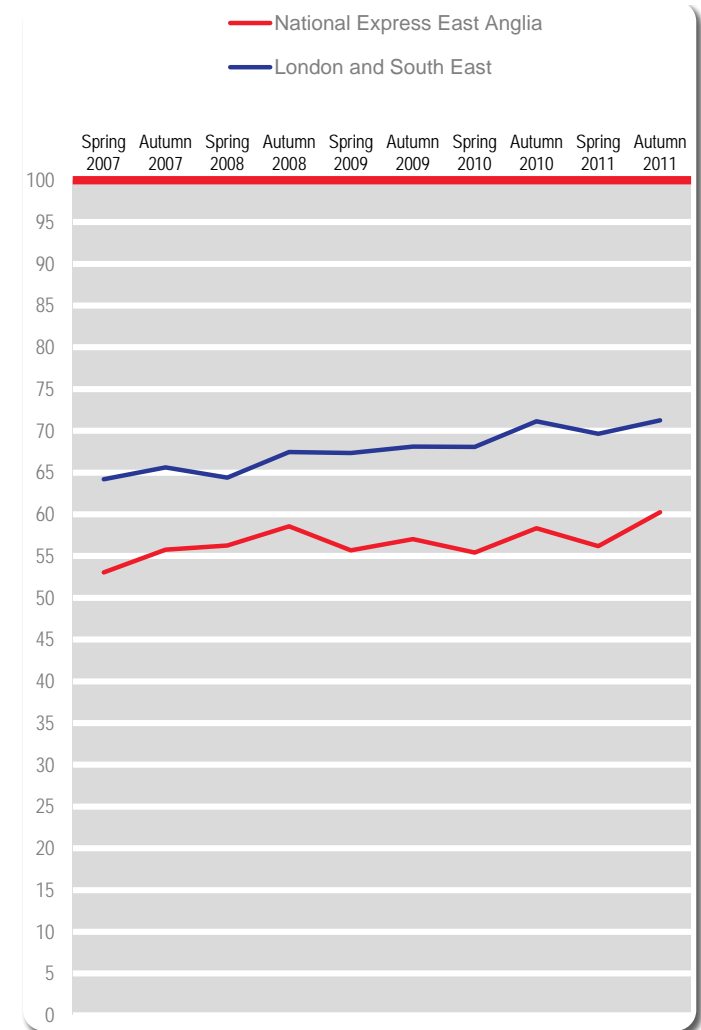
Percentage of passengers satisfied 2007 to 2011



The comfort of the seating area

(2071)

Percentage of passengers satisfied 2007 to 2011

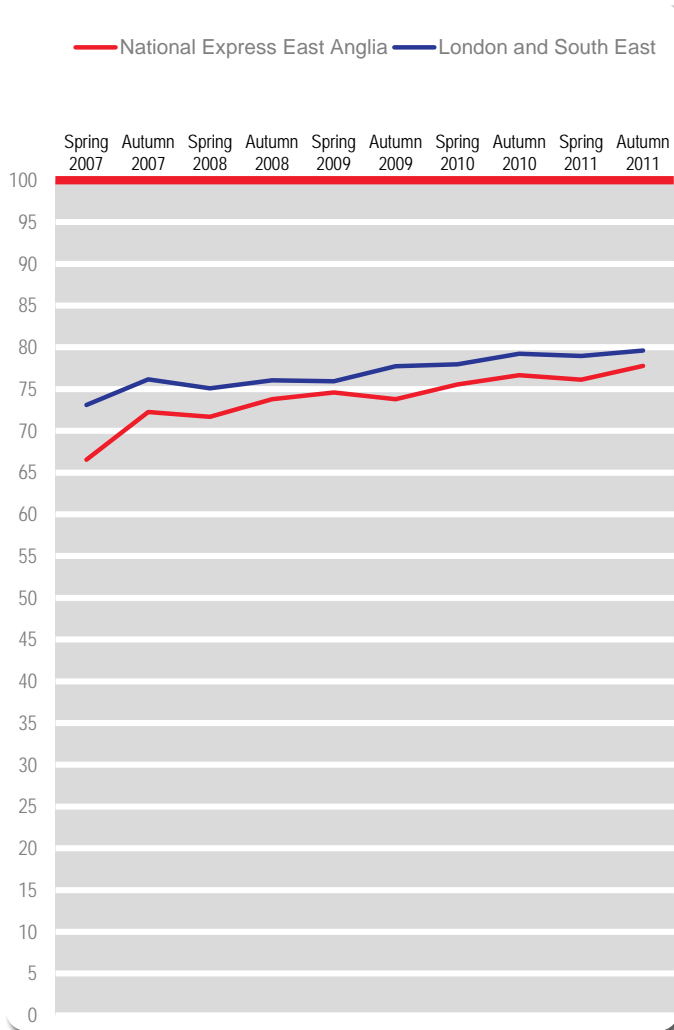


N.B. Benchmarks and targets are only shown for applicable factors

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

(2096)

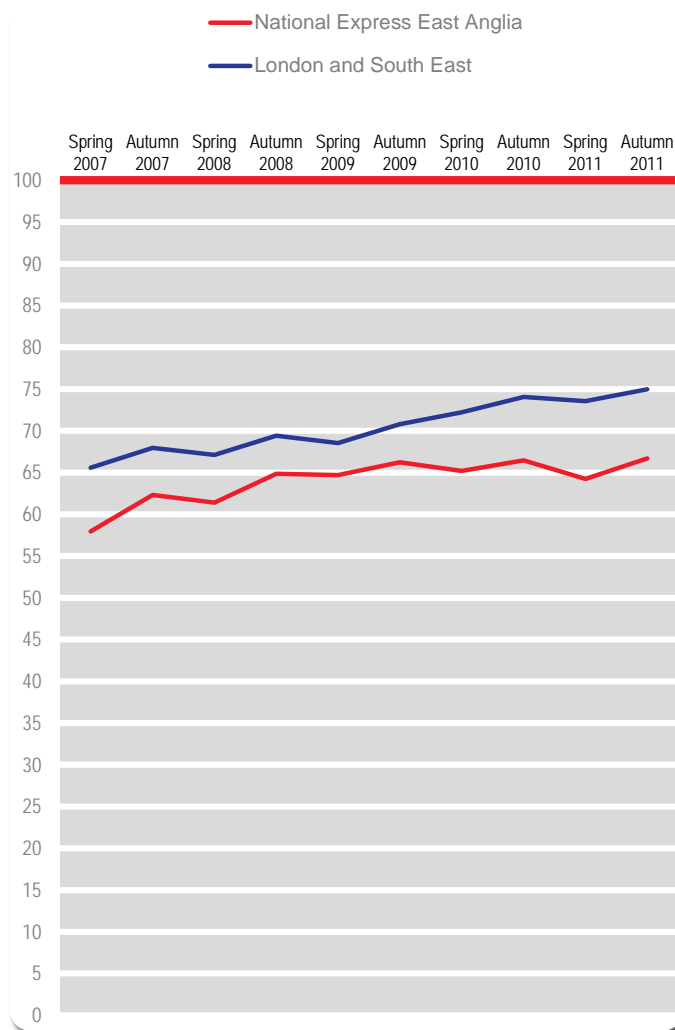
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst on board

(1971)

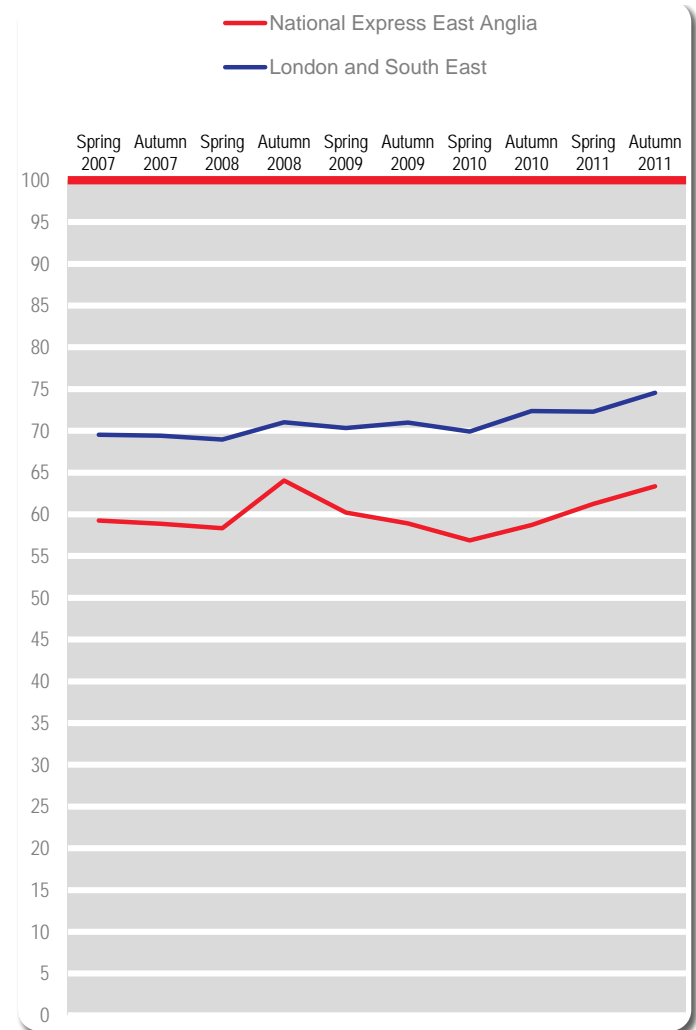
Percentage of passengers satisfied 2007 to 2011



The cleanliness of the inside of the train

(2137)

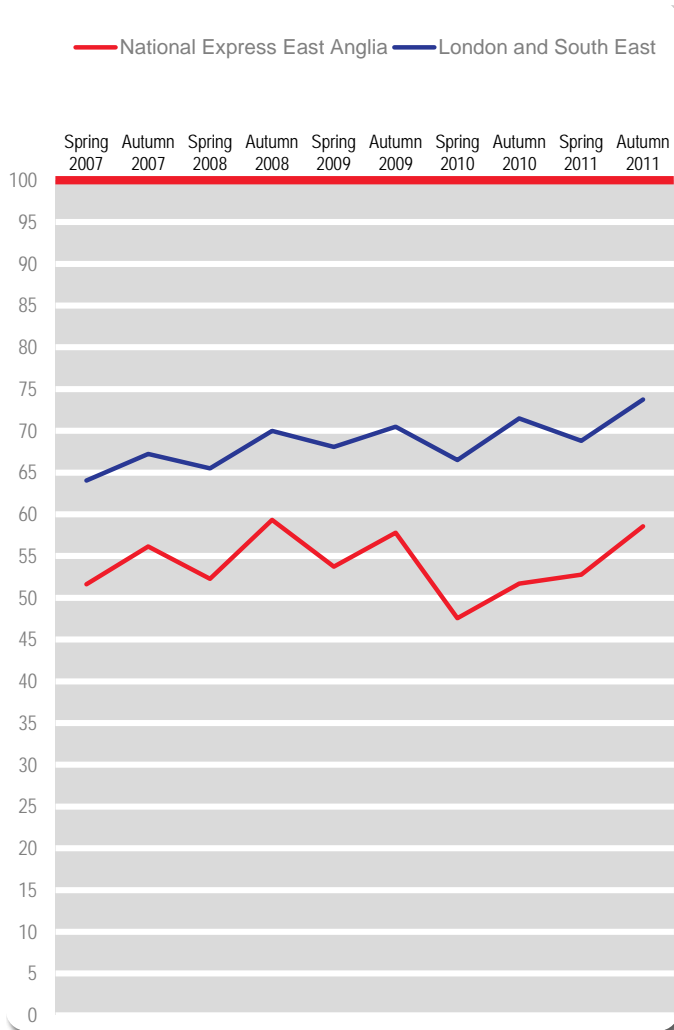
Percentage of passengers satisfied 2007 to 2011



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

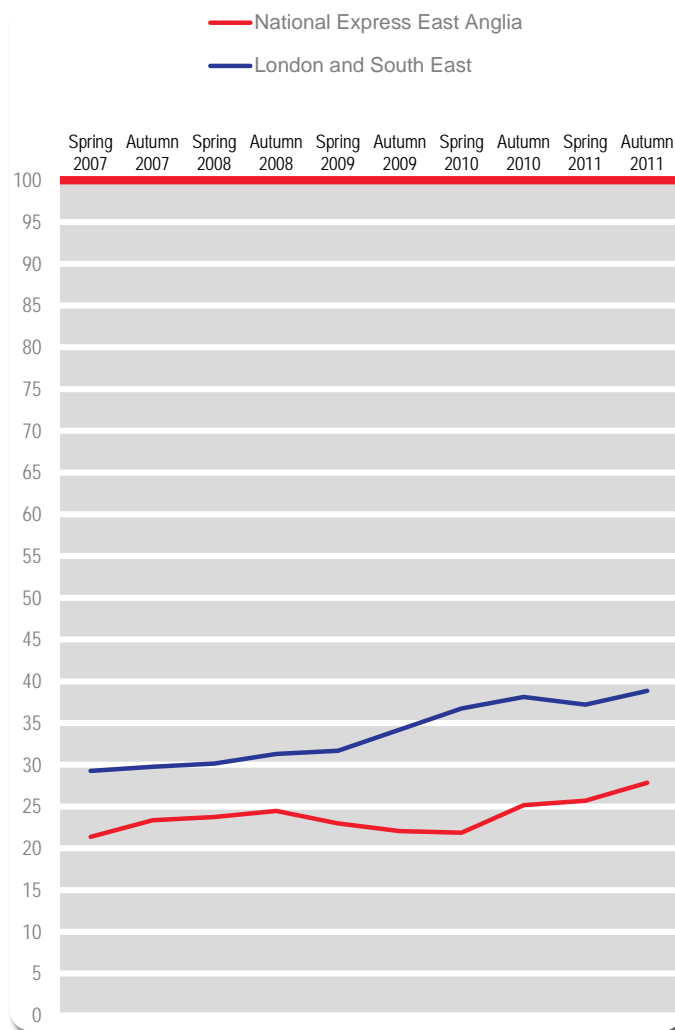
The cleanliness of the outside of the train

(1847)
Percentage of passengers satisfied 2007 to 2011



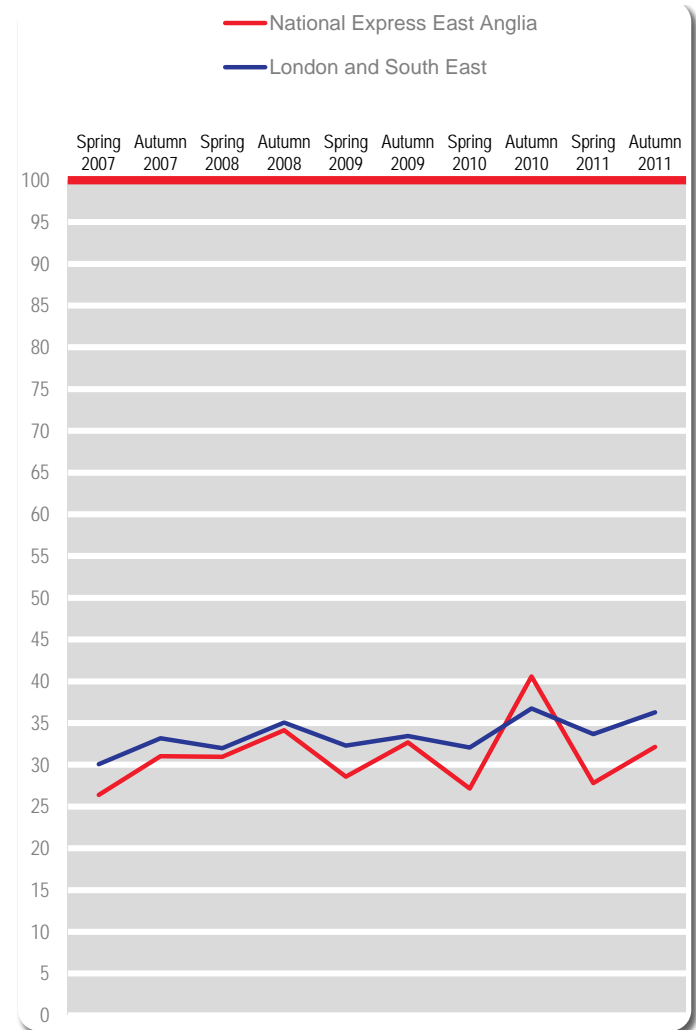
The availability of staff on the train

(1400)
Percentage of passengers satisfied 2007 to 2011



How well train company dealt with delay

(309)
Percentage of passengers satisfied 2007 to 2011



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

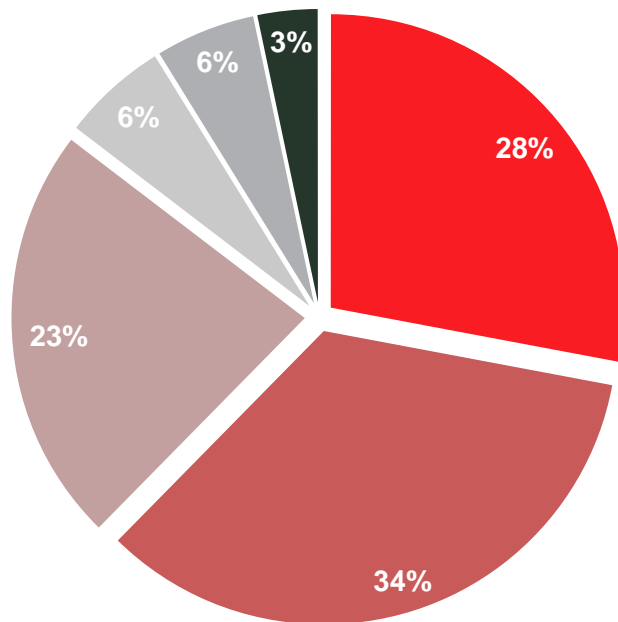
Managed versus non-managed stations for National Express East Anglia

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	71	-	82
Ticket buying facilities	69		71
Provision of information about train times/platforms	71	-	85
The upkeep/repair of the station buildings/platforms	62	-	80
Cleanliness	68	-	82
The facilities and services	44	-	72
The attitudes and helpfulness of the staff	71	+	58
Connections with other forms of public transport	72	-	90
Facilities for car parking	54	+	14
Overall environment	61	-	78
Your personal security whilst using	60	-	70
The availability of staff	54		57
How request to station staff was handled	84		77

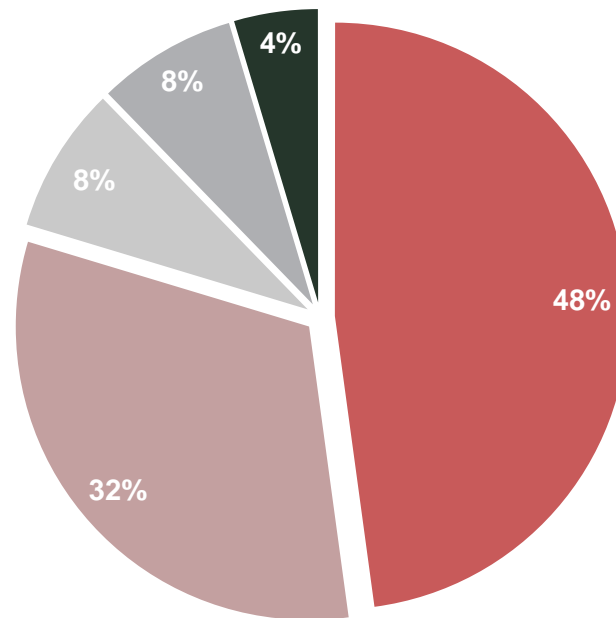
Managed versus non-managed stations for National Express East Anglia

(% Passengers Journeys originating from each type of station)

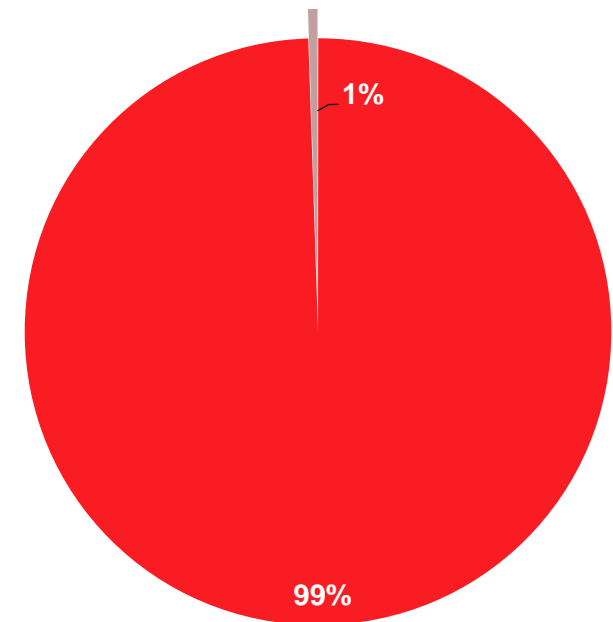
Overall Total



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 National Express East Anglia

	Peak		Off-Peak			
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	68		74	80		81
Overall satisfaction with the station	70		72	75		72
Ticket buying facilities	62		65	72		69
Provision of information about train times/platforms	75		75	75		77
The upkeep/repair of the station buildings/platforms	65		63	68		64
Cleanliness	72		74	72		70
The facilities and services	54		53	52		51
The attitudes and helpfulness of the staff	62		61	70		71
Connections with other forms of public transport	77		80	77		78
Facilities for car parking	52		57	50		49
Overall environment	66		70	66		65
Your personal security whilst using	59		60	64		63
The availability of staff	52		48	56		58
How request to station staff was handled	66		72	84		83

* 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 National Express East Anglia

	Peak		Off-Peak			
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	73		69	76		75
Punctuality/reliability (i.e. the train arriving/departing on time)	72		76	79		81
The length of time the journey was scheduled to take (speed)	71		72	84		85
Connections with other train services	63		64	74		74
The value for money for the price of your ticket	13		18	39		40
Cleanliness of the train	58		57	66	+	61
Upkeep and repair of the train	43		48	59		58
The provision of information during the journey	46		50	61	+	56
The helpfulness and attitude of staff on train	35		37	51		52
The space for luggage	32		39	56		56
The toilet facilities	18		18	34		32
Sufficient room for all passengers to sit/stand	44		37	74		72
The comfort of the seating area	39		41	66		63
The ease of being able to get on and off	71		72	80		78
Your personal security on board	61		64	68		67
The cleanliness of the inside	57		55	65	+	60
The cleanliness of the outside	55		47	60	+	53
The availability of staff	19		13	31		28
How well train company deals with delays	29		31	33		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 National Express East Anglia

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	47	48	None	79	85
Female	50	49	Minor	15	11
Not stated	3	3	Major	4	2
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	13	9	Yes	72	72
26-34	17	16	No	28	28
35-44	19	22			
45-54	26	24			
55-59	9	11	TIME OF TRAVEL		
60-64	6	9	Peak	23	22
65+	7	8	Off-peak	77	78
Not stated	3	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	60	60	Yes asked for help	7	7
Business	17	17	Yes asked for information	11	6
Leisure	23	23	Could not find anyone to ask	3	3
			No	79	82
			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 National Express East Anglia

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Liverpool Street	769	Stowmarket	13	Rochford	4
Stratford (London)	168	Southend Victoria	12	March	4
Ipswich	92	White Hart Lane	12	Silver Street	2
Shenfield	84	Diss	12	Forest Gate	2
Stansted Airport	72	Braintree	12	Upminster	1
Chelmsford	68	Lowestoft	11	Southminster	1
Colchester	63	Cheshunt	11		
Tottenham Hale	61	Edmonton Green	11		
Norwich	60	Stansted Mountfitchett	10		
Romford	43	Braintree Freeport	10		
Bishops Cleeve	38	Brundall	10		
Harlow Town	37	Sheringham	10		
St Margarets (Hertfordshire)	28	Cambridge Heath	9		
Clacton	27	Billericay	9		
Marks Tey	23	North Walsham	9		
Felixstowe	23	Goodmayes	9		
Rayleigh	21	Highams Park	9		
Cambridge	20	Sawbridgeworth	8		
Seven Sisters	19	Chingford	8		
Gidea Park	19	Ponders End	8		
Manningtree	19	Wymondham	8		
Bury St Edmunds	18	Kelvedon	7		
Witham (Essex)	17	Attleborough	7		
Frinton	16	Enfield Town	7		
Harold Wood	16	Chadwell Heath	7		
Broxbourne	16	Brentwood	7		
Great Yarmouth	16	Sudbury (Suffolk)	7		
Walthamstow Central	15	Rye House	6		
Ilford	15	Brimsgate	6		
Ely	13	Manor Park	6		
Wickford	13	Cromer	5		

Weighted sample composition for all train companies

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

* Sample size excludes non-franchised Train Operating Companies.

Unweighted sample composition for all train companies

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

* Sample size excludes non-franchised Train Operating Companies.

The following reports are produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

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

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



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