



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

REPORT FOR GREATER MANCHESTER PTE

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REPORT FOR GREATER MANCHESTER PTE

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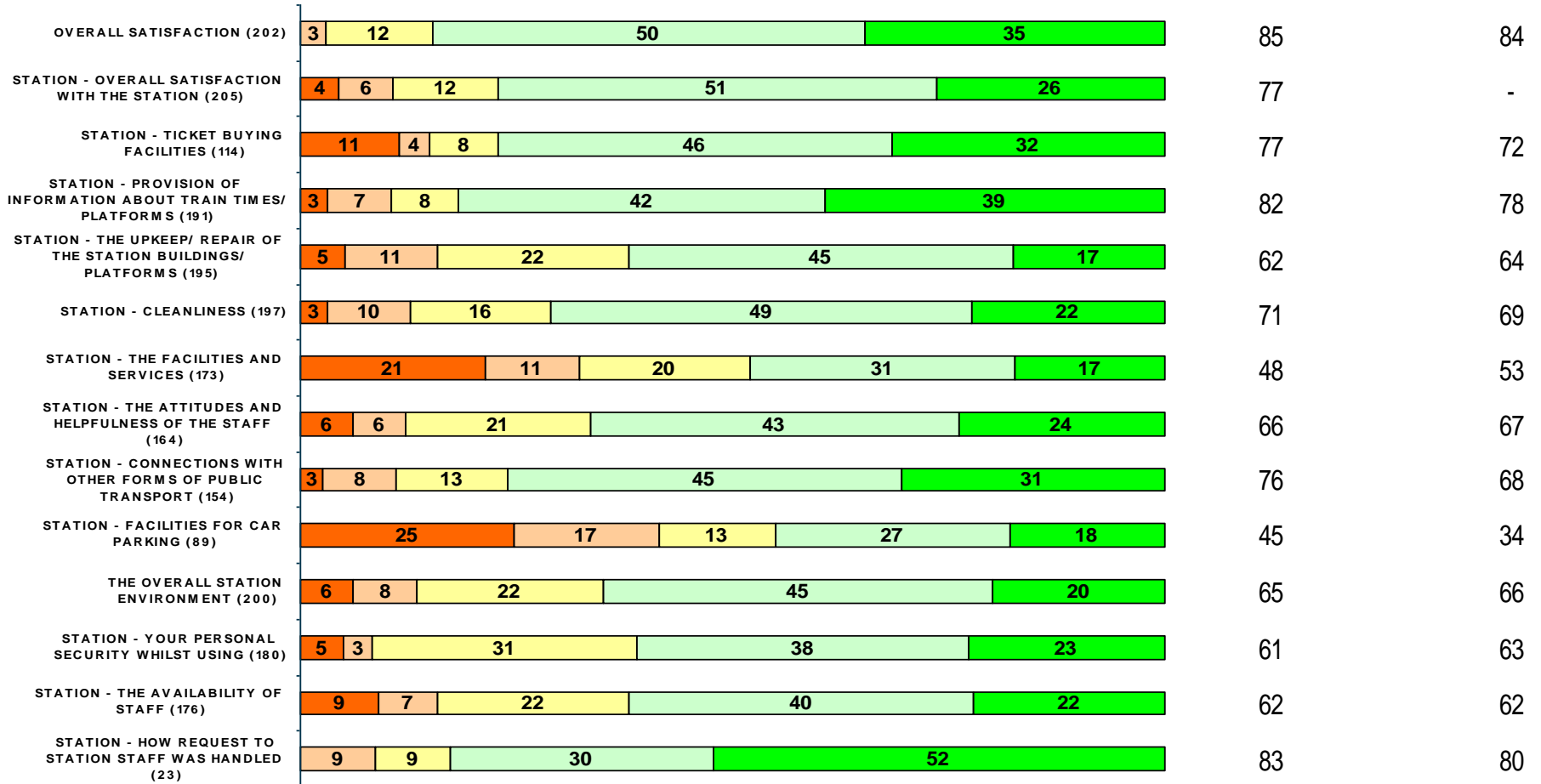
GREATER MANCHESTER PTE

% satisfied/good

Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

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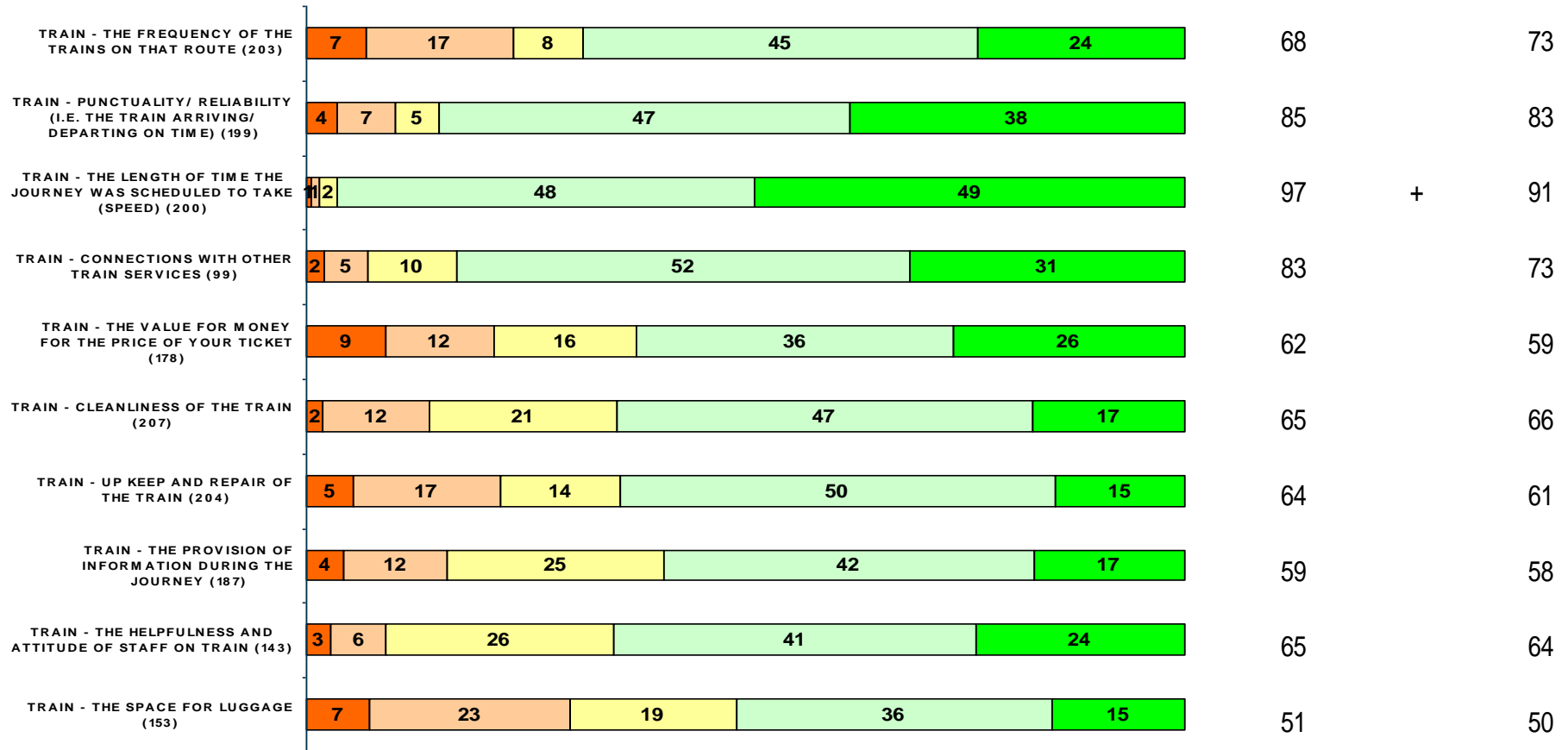
GREATER MANCHESTER PTE

Train Factors (I)

% satisfied/good

Autumn 2010

Autumn 2009



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

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

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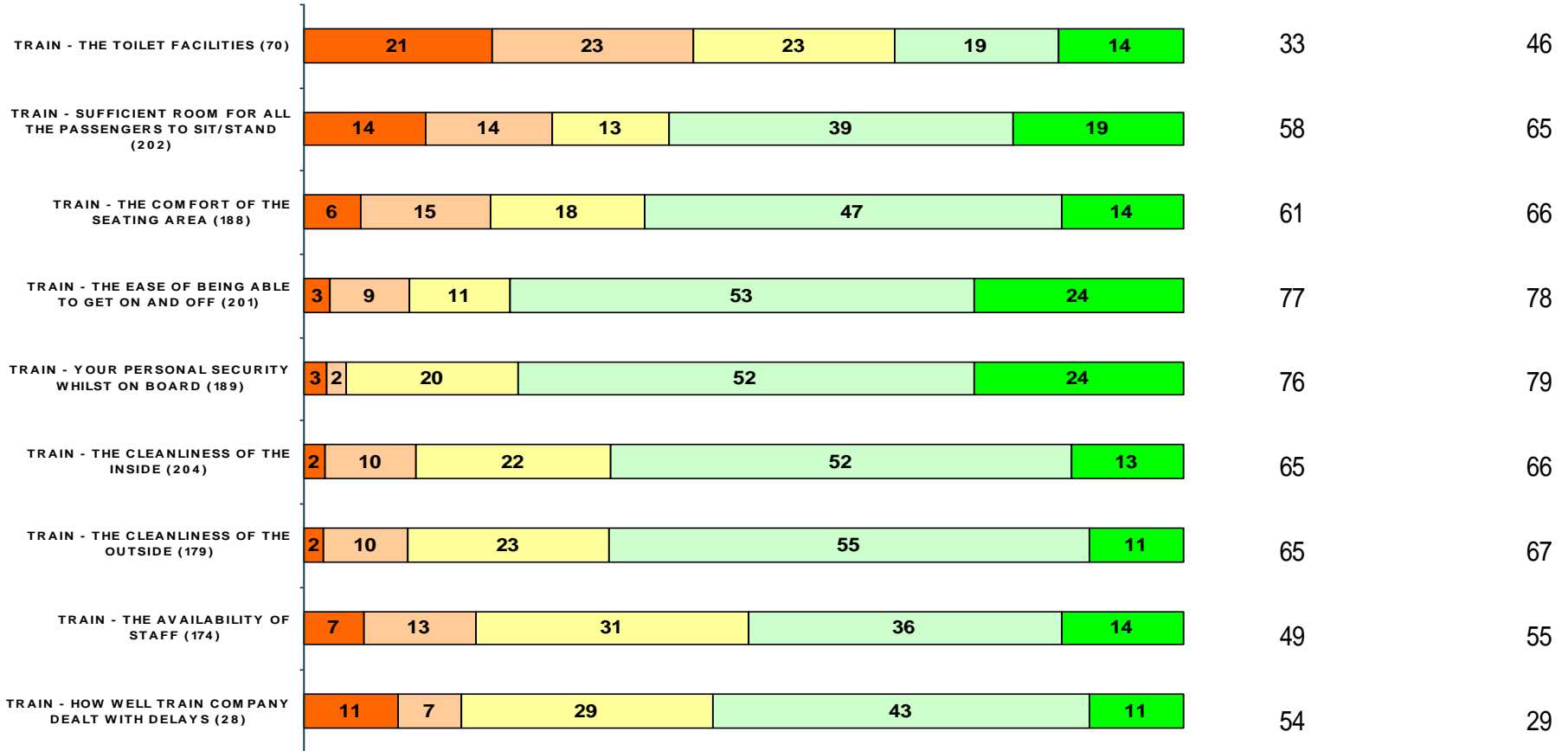
GREATER MANCHESTER PTE

Train Factors (II)

% satisfied/good

Autumn 2010

Autumn 2009



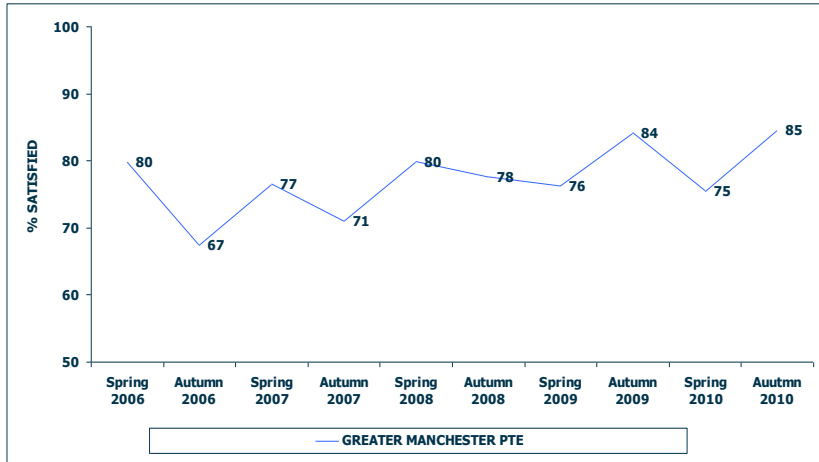
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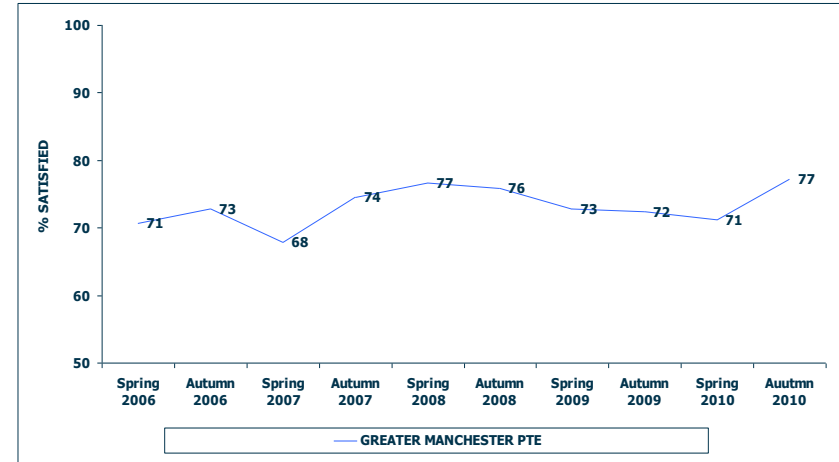
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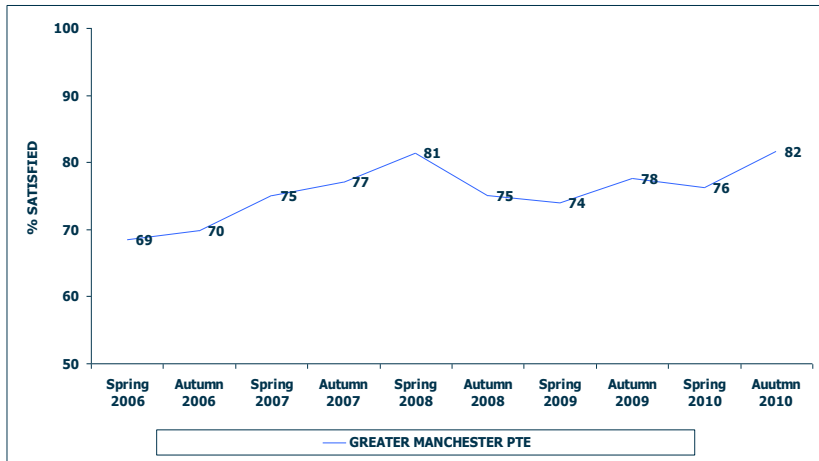
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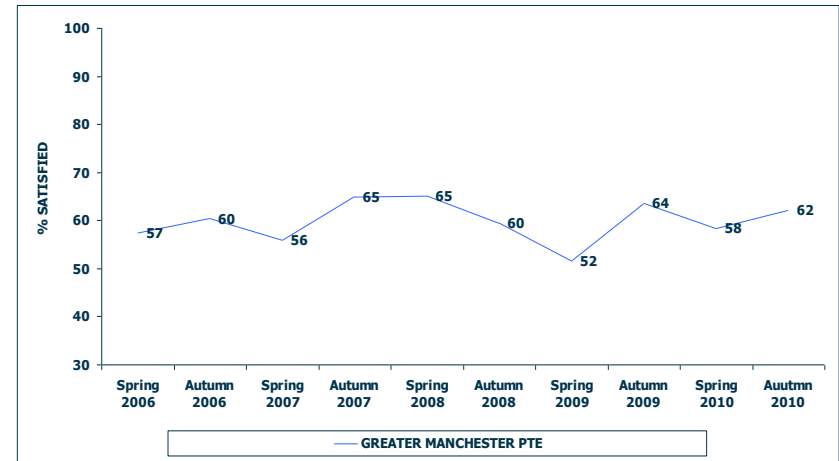
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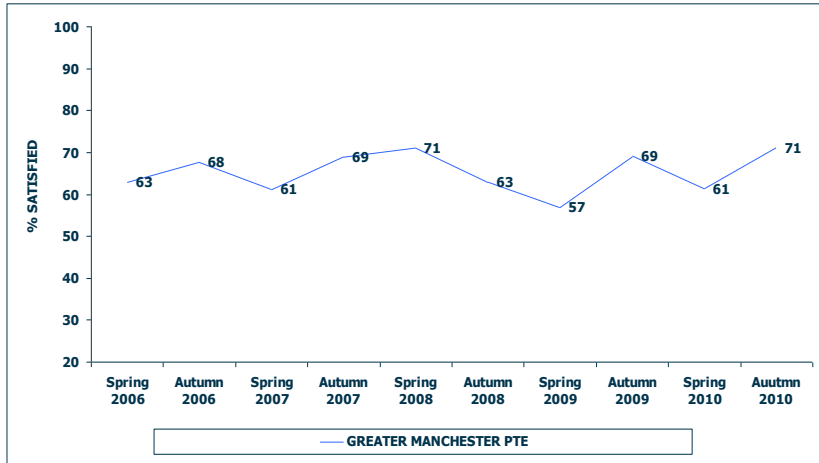
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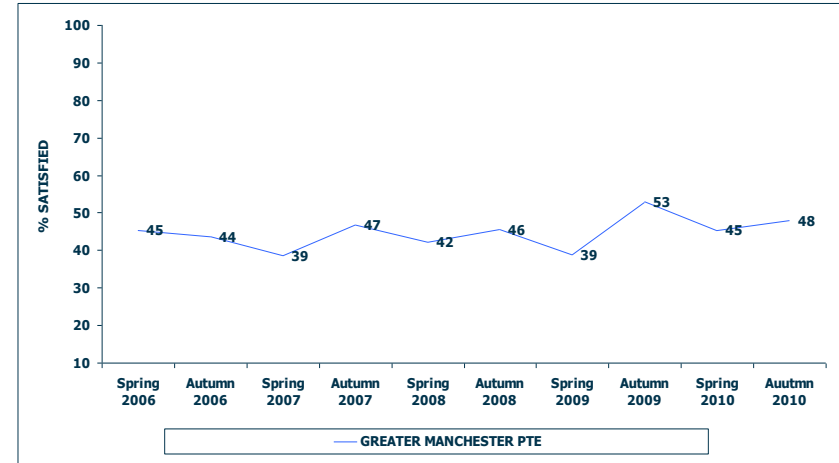
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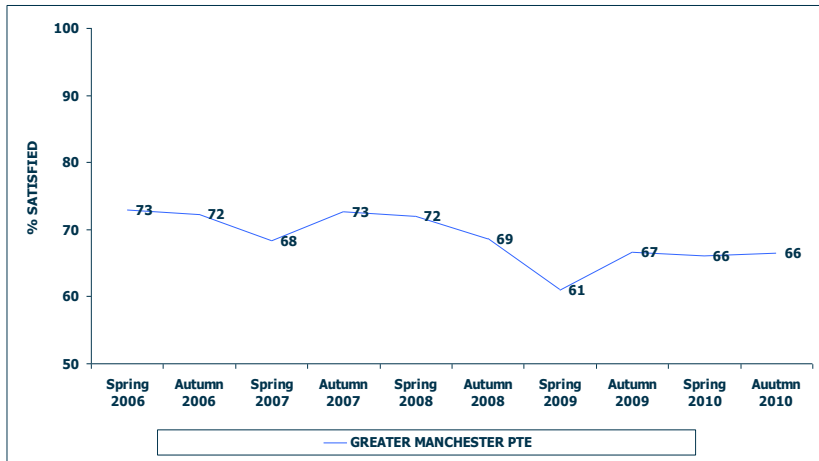
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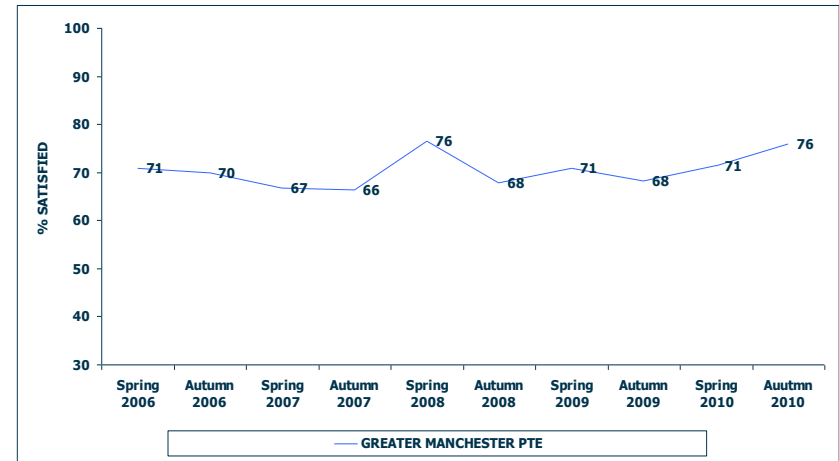
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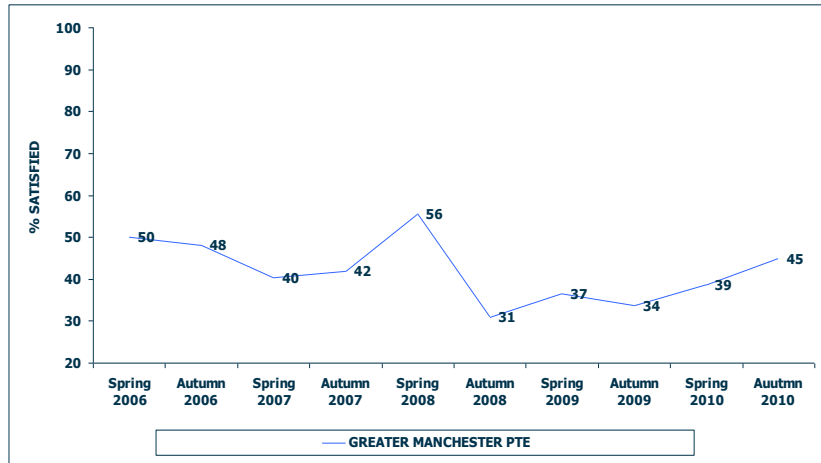
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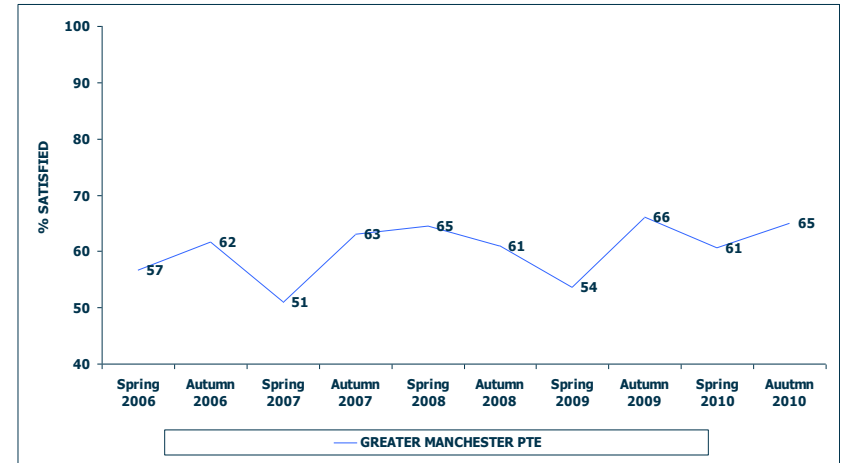
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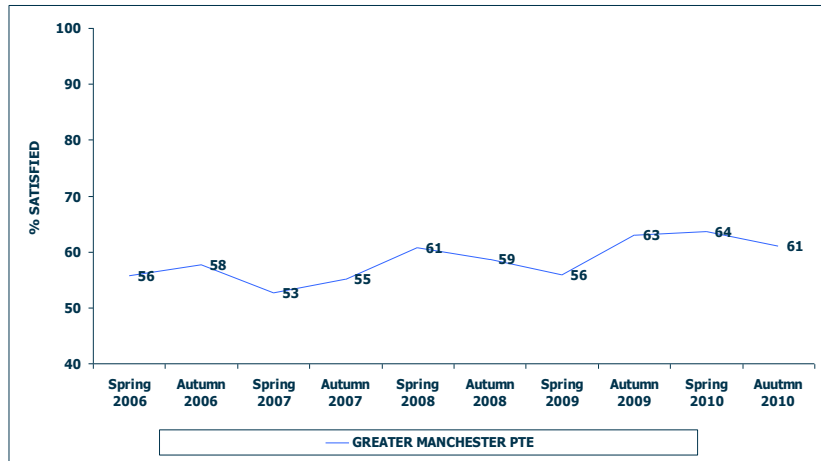
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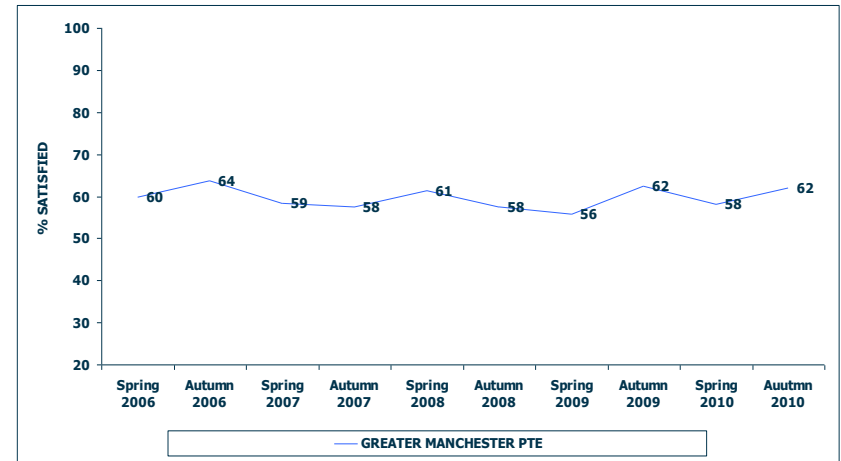
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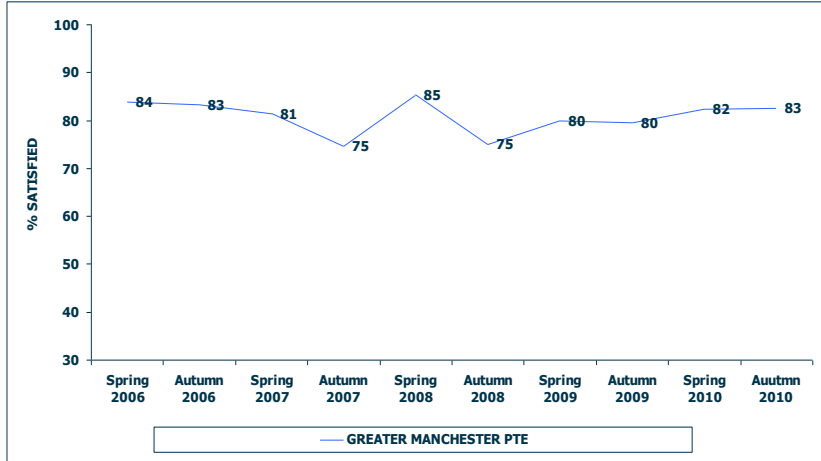
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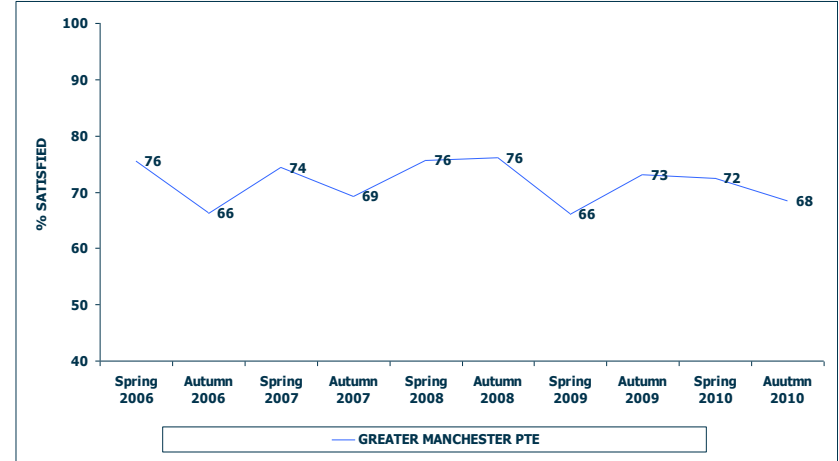
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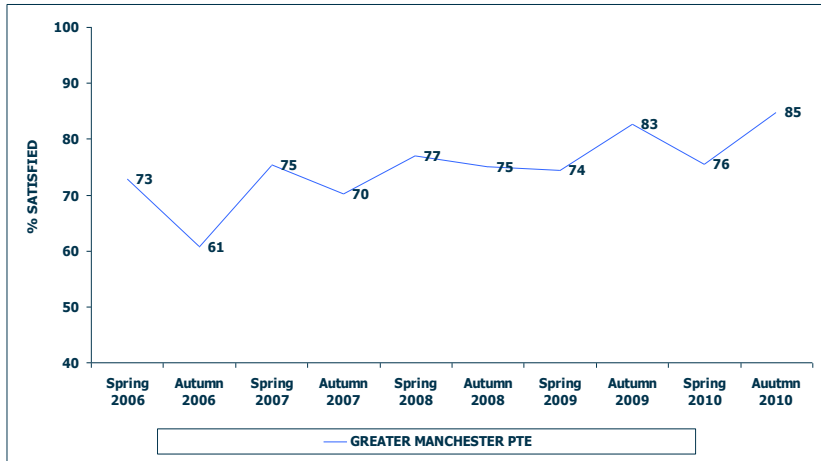
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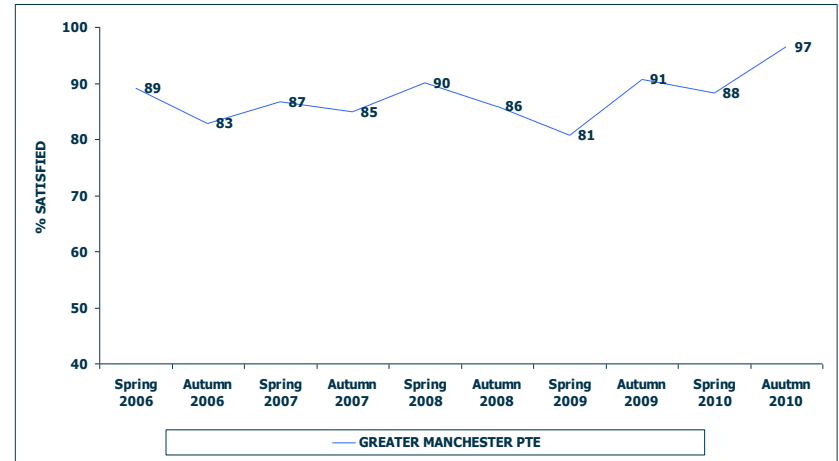
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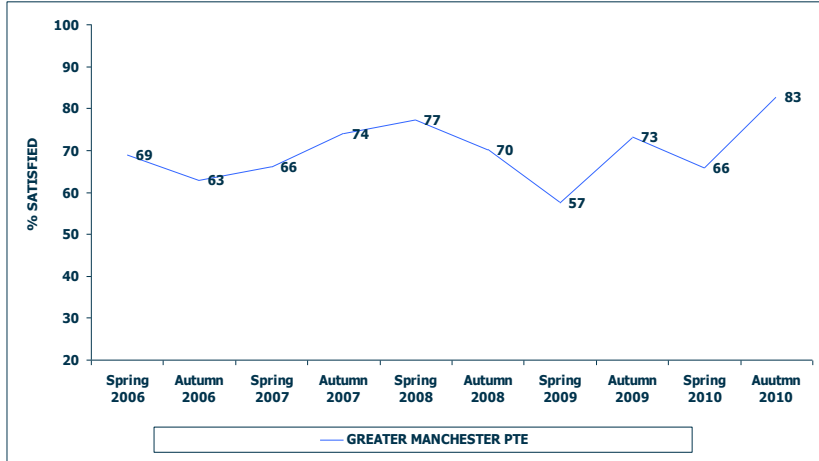
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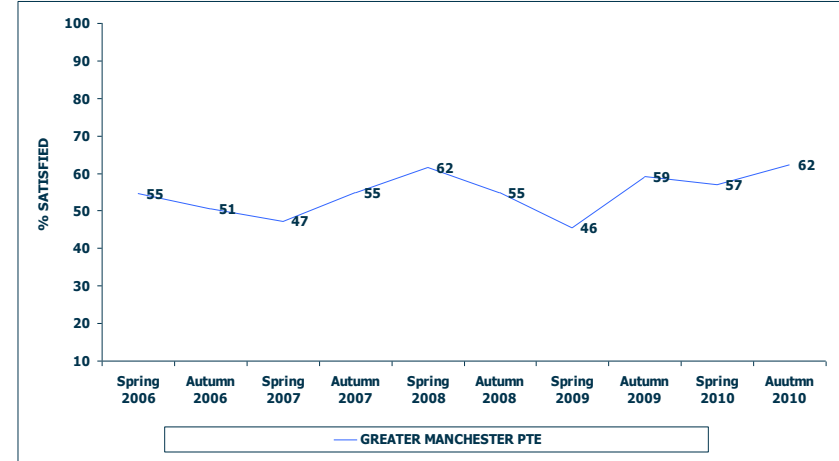
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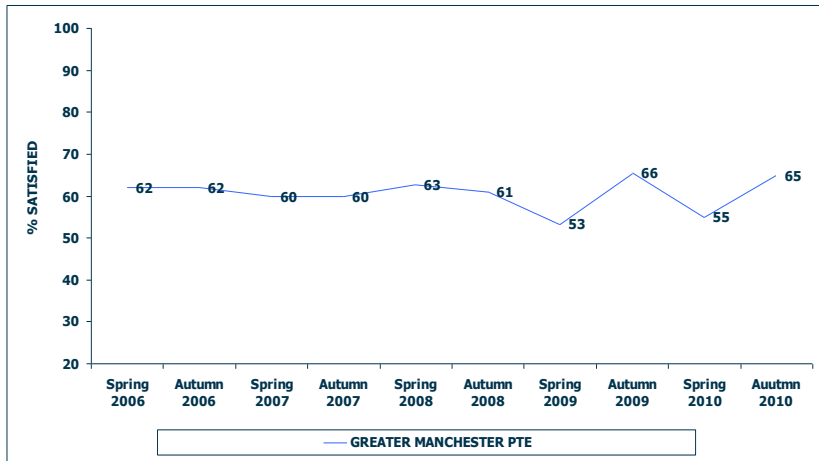
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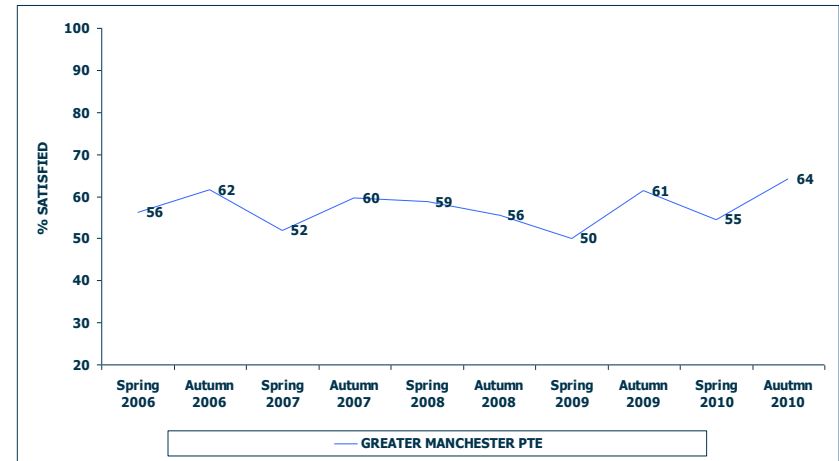
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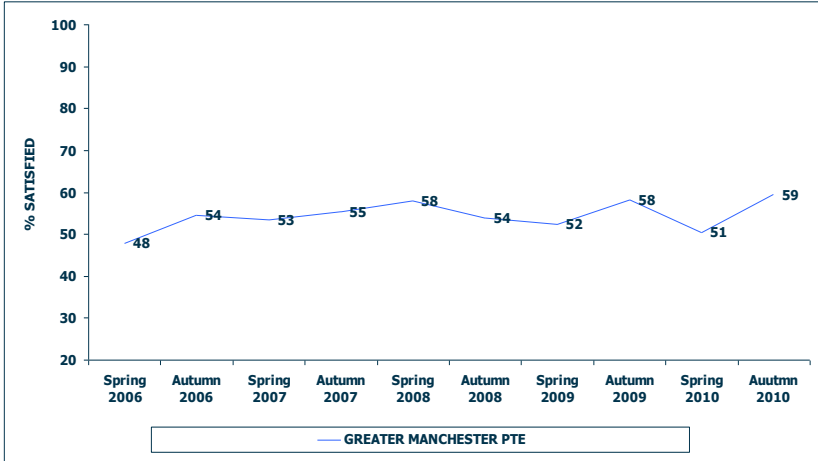
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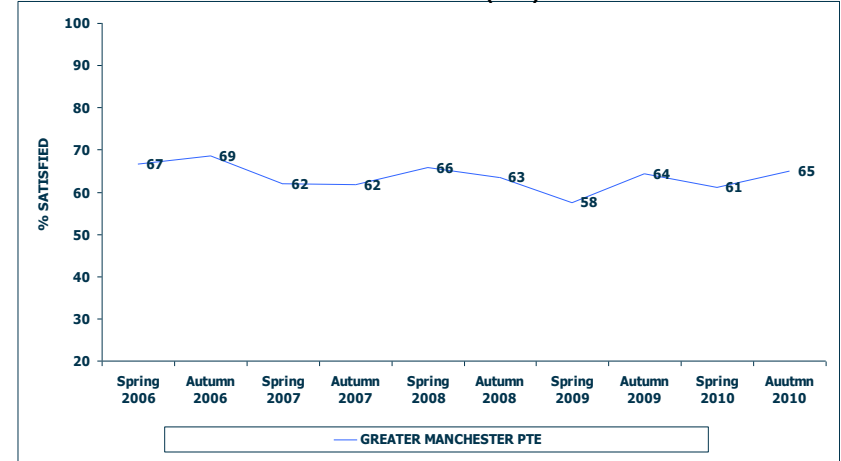
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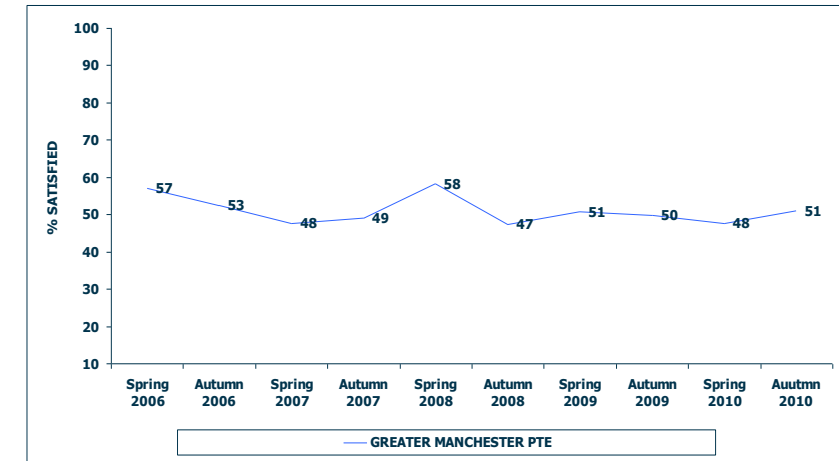
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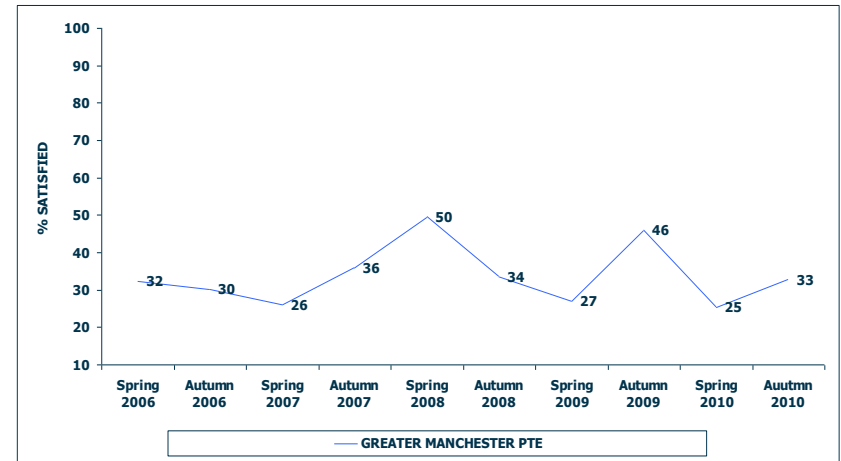
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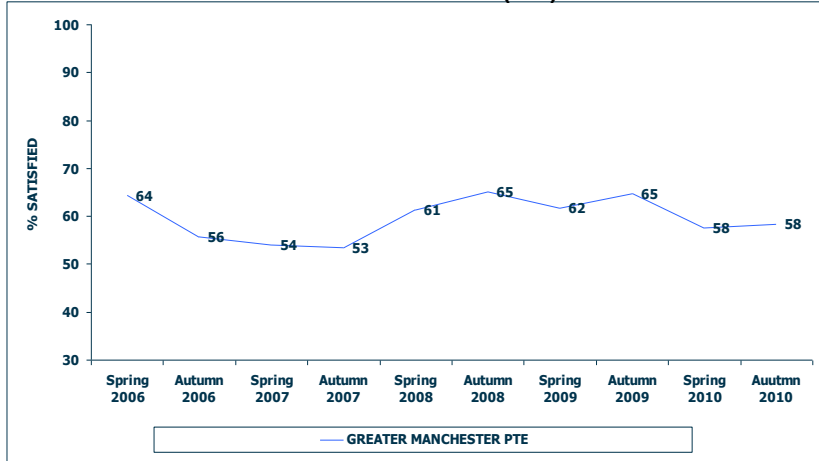
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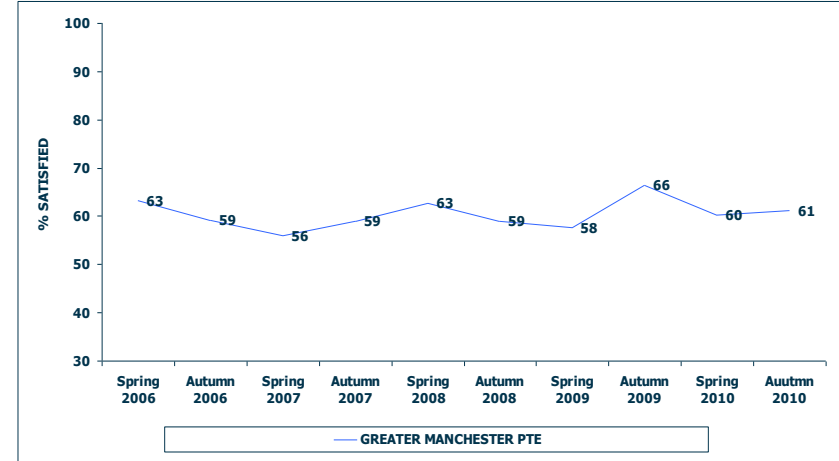
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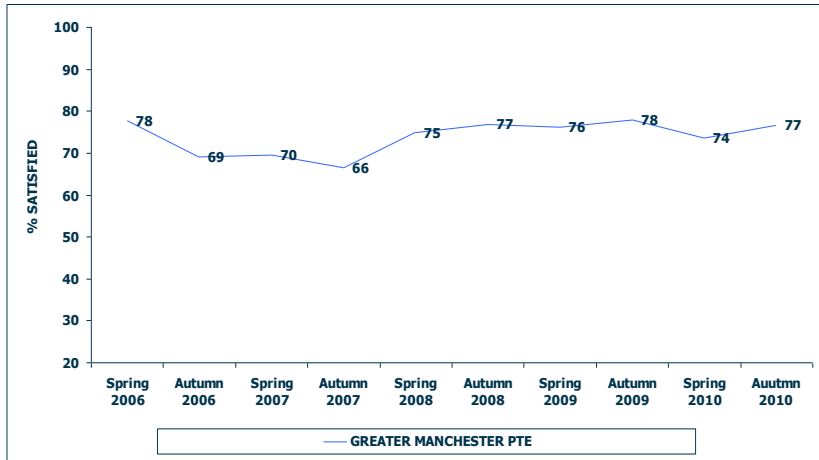
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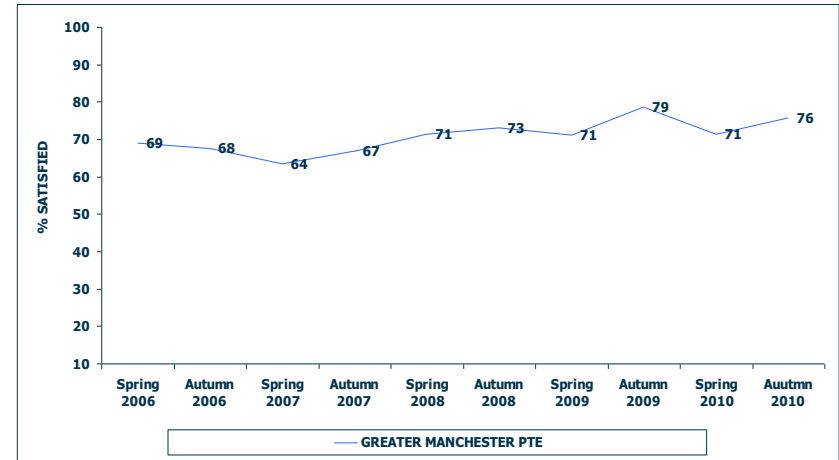
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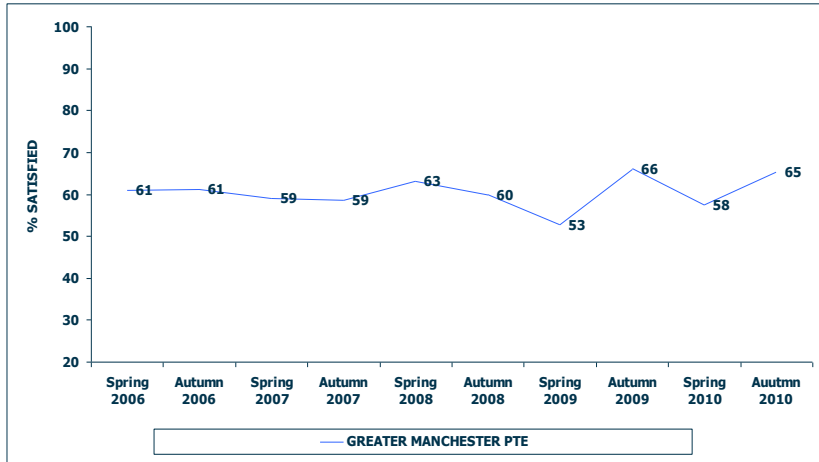
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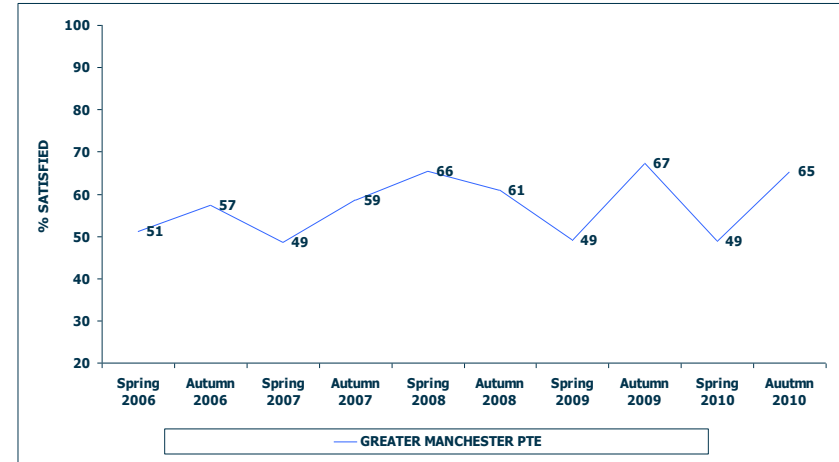
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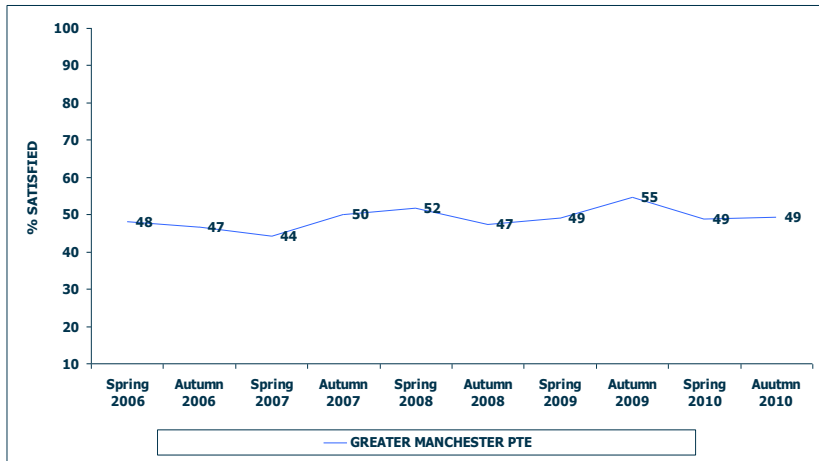
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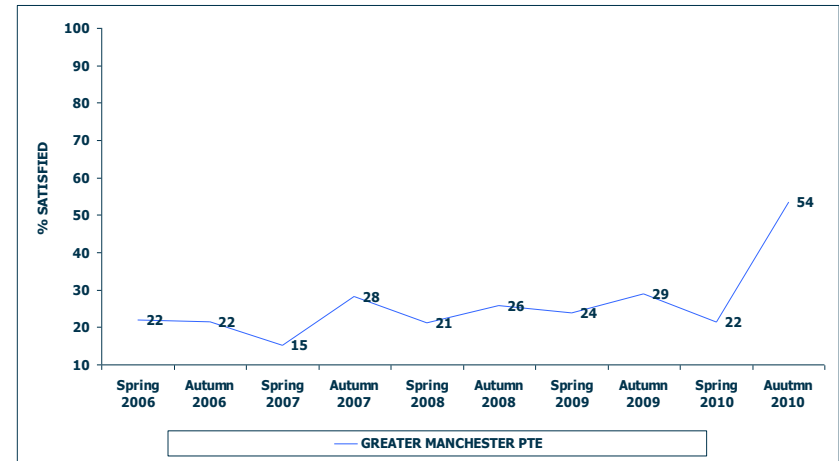
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METHODOLOGY

Questionnaires are 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 Wave 8, fieldwork took place over 3 weeks.

In Wave 9, 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

The data for number of journeys and profiles by these variables was generated from ORR data (2007).

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.

For more details of NPS methodology, visit www.passengerfocus.org.uk

ISSUES AFFECTING WAVE 23

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.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

ISSUES AFFECTING WAVE 22

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 at stations run by London Overground. All shifts due to be conducted at the later stages of the fieldwork period were brought forward due to weekend line closures from 20th February.

Due to illness amongst interviewers on the final weekend of fieldwork, the deadline for fieldwork completion was extended by one day to the 29th March to ensure that a few shifts could still be completed.

Other than Ascot races and a few rugby matches, sporting events accounted for little disruption to the field schedule.

ISSUES AFFECTING WAVE 21

Wave 21 fieldwork was undertaken between 1 September 2009 and 9 November 2009. Top up shifts were run between 10 November and 15 November 2009.

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.

Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

An increase in the number of flu infections among fieldworkers led to an increased number of shifts being rescheduled because of illness.

ISSUES AFFECTING WAVE 20

Wave 20 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.

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

SAMPLE PROFILE

| | Autumn 2010 % | Autumn 2009 % | | Autumn 2010 % | Autumn 2009 % |
|------------------------|------------------|------------------|-----------------------------------|------------------|------------------|
| <u>SEX</u> | | | <u>DELAYS</u> | | |
| Male | 40 | 40 | None | 82 | 85 |
| Female | 57 | 59 | Minor | 16 | 12 |
| Not stated | 3 | 1 | Major | 0 | 2 |
| | | | Not stated | 1 | 1 |
| <u>AGE</u> | | | <u>REGULAR TRAVELLER</u> | | |
| 16-25 | 13 | 14 | Yes | 73 | 78 |
| 26-34 | 19 | 17 | No | 27 | 22 |
| 35-44 | 17 | 18 | | | |
| 45-54 | 19 | 19 | <u>TIME OF TRAVEL</u> | | |
| 55-59 | 8 | 10 | Peak | - | - |
| 60-64 | 12 | 11 | Off peak | - | - |
| 65+ | 11 | 10 | | | |
| Not stated | 1 | 0 | <u>ASKED FOR HELP/INFORMATION</u> | | |
| <u>JOURNEY PURPOSE</u> | | | Yes: Help | 7 | 8 |
| Commuter | 57 | 59 | Yes: Information | 5 | 8 |
| Business | 6 | 5 | Couldn't find anyone to ask | 4 | 1 |
| Leisure | 37 | 36 | No | 82 | 84 |
| | | | Not stated | 3 | 1 |

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

STATION CATCHMENT AREA FOR GREATER MANCHESTER PTE

| Station | Station | Station | Station |
|-------------------|------------------|------------------------------|---------------------|
| ALTRINCHAM | DISLEY | HUMPHREY PARK | OLDHAM WERNETH |
| APPLEY BRIDGE | EAST DIDSBURY | HYDE CENTRAL | ORRELL |
| ARDWICK | ECCLES | HYDE NORTH | PATRICROFT |
| ASHBURYS | FAILSWORTH | INCE (MANCHESTER) | PEMBERTON |
| ASHTON-UNDER-LYNE | FAIRFIELD | IRLAM | REDDISH NORTH |
| ATHERTON | FARNWORTH | KEARSLEY | REDDISH SOUTH |
| BELLE VUE | FLIXTON | LEVENSHULME | ROCHDALE |
| BLACKROD | FLOWERY FIELD | LITTLEBOROUGH | ROMILEY |
| BOLTON | GATHURST | LOSTOCK | ROSE HILL MARPLE |
| BRAMHALL | GATLEY | MANCHESTER AIRPORT | RYDER BROW |
| BREDBURY | GLAZEBROOK | MANCHESTER OXFORD ROAD | SALFORD CENTRAL |
| BRINNINGTON | GLOSSOP | MANCHESTER PICCADILLY | SALFORD CRESCENT |
| BROADBOTTOM | GODLEY | MANCHESTER VICTORIA | SMITHY BRIDGE |
| BROMLEY CROSS | GORTON | MARPLE | STALYBRIDGE |
| BRYN | GREENFIELD | MAULDETH ROAD | STOCKPORT |
| BURNAGE | GUIDE BRIDGE | MIDDLEWOOD | STRINES |
| CASTLETON | HADFIELD | MILLS HILL | SWINTON (YORKSHIRE) |
| CHASSEN ROAD | HAG FOLD | MILNROW | TRAFFORD PARK |
| CHEADLE HULME | HALE | MOORSIDE | URMSTON |
| CLIFTON | HALL I' TH' WOOD | MOSES GATE | WALKDEN |
| DAISY HILL | HATTERSLEY | MOSSLEY (GREATER MANCHESTER) | WESTHOUGHTON |
| DAVENPORT | HAZEL GROVE | MOSTON | WIGAN NORTH WESTERN |
| DEAN LANE | HEALD GREEN | NAVIGATION ROAD | WIGAN WALLGATE |
| DEANSGATE | HEATON CHAPEL | NEW HEY | WOODLEY |
| DENTON | HINDLEY | NEW MILLS NEWTOWN | WOODSMOOR |
| DERKER | HOLLINWOOD | NEWTON FOR HYDE | |
| DINTING | HORWICH PARKWAY | OLDHAM MUMPS | |

NPS REPORTS PRODUCED EACH WAVE

The following NPS standard reports are produced each wave:

| Report | Contents include |
|--------------------------------------|--|
| 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 back to wave 1 (autumn 1999) |
| 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 reports | 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 |