



National Passenger Survey

Building Block Report

Spring 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

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 running.

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.

Autumn 2009 (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.

Building block/route data for c2c

c2c

Overall satisfaction	91
Overall satisfaction with the station	83
Ticket buying facilities	77
Provision of information about train times/platforms	87
The upkeep/repair of the station buildings/platforms	71
Cleanliness	78
The facilities and services	53
The attitudes and helpfulness of the staff	74
Connections with other forms of public transport	72
Facilities for car parking	53
Overall environment	72
Your personal security whilst using	65
The availability of staff	66
How request to station staff was handled	83

Building block/route data for c2c

c2c

The frequency of the trains on that route	86
Punctuality/reliability (i.e. the train arriving/departing on time)	92
The length of time the journey was scheduled to take (speed)	93
Connections with other train services	78
The value for money for the price of your ticket	43
Cleanliness of the train	90
Upkeep and repair of the train	90
The provision of information during the journey	80
The helpfulness and attitude of staff on train	37
The space for luggage	48
The toilet facilities	55
Sufficient room for all passengers to sit/stand	61
The comfort of the seating area	79
The ease of being able to get on and off	84
Your personal security on board	72
The cleanliness of the inside	89
The cleanliness of the outside	86
The availability of staff	22
How well train company deals with delays	50

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	88	89
Overall satisfaction with the station	80	87
Ticket buying facilities	87	80
Provision of information about train times/platforms	81	84
The upkeep/repair of the station buildings/platforms	74	78
Cleanliness	77	82
The facilities and services	55	64
The attitudes and helpfulness of the staff	79	78
Connections with other forms of public transport	66	76
Facilities for car parking	72	65
Overall environment	70	81
Your personal security whilst using	74	77
The availability of staff	66	65
How request to station staff was handled	91	84

Building block/route data for Chiltern Railways

	North	South
The frequency of the trains on that route	86	80
Punctuality/reliability (i.e. the train arriving/departing on time)	87	88
The length of time the journey was scheduled to take (speed)	88	81
Connections with other train services	83	65
The value for money for the price of your ticket	61	43
Cleanliness of the train	88	85
Upkeep and repair of the train	84	85
The provision of information during the journey	80	71
The helpfulness and attitude of staff on train	70	49
The space for luggage	63	54
The toilet facilities	60	52
Sufficient room for all passengers to sit/stand	79	72
The comfort of the seating area	80	76
The ease of being able to get on and off	90	88
Your personal security on board	88	81
The cleanliness of the inside	87	84
The cleanliness of the outside	80	79
The availability of staff	55	29
How well train company deals with delays	52	43

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	84	80	81
Overall satisfaction with the station	78	71	74
Ticket buying facilities	79	69	73
Provision of information about train times/platforms	84	72	75
The upkeep/repair of the station buildings/platforms	62	58	63
Cleanliness	68	64	70
The facilities and services	60	50	47
The attitudes and helpfulness of the staff	77	67	74
Connections with other forms of public transport	79	70	63
Facilities for car parking	59	55	62
Overall environment	69	63	66
Your personal security whilst using	72	63	67
The availability of staff	70	53	58
How request to station staff was handled	92	86	91

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
The frequency of the trains on that route	85	71	70
Punctuality/reliability (i.e. the train arriving/departing on time)	79	76	76
The length of time the journey was scheduled to take (speed)	85	84	83
Connections with other train services	76	73	70
The value for money for the price of your ticket	51	44	57
Cleanliness of the train	79	67	69
Upkeep and repair of the train	83	67	65
The provision of information during the journey	79	54	59
The helpfulness and attitude of staff on train	76	60	73
The space for luggage	61	50	56
The toilet facilities	48	31	39
Sufficient room for all passengers to sit/stand	75	66	68
The comfort of the seating area	78	66	67
The ease of being able to get on and off	77	79	74
Your personal security on board	84	75	78
The cleanliness of the inside	81	65	70
The cleanliness of the outside	70	63	60
The availability of staff	59	33	61
How well train company deals with delays	52	34	38

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	76	81	80	79
Overall satisfaction with the station	69	67	70	69
Ticket buying facilities	66	56	68	66
Provision of information about train times/platforms	73	69	73	74
The upkeep/repair of the station buildings/platforms	60	57	63	55
Cleanliness	69	66	69	65
The facilities and services	42	38	49	39
The attitudes and helpfulness of the staff	67	61	66	70
Connections with other forms of public transport	70	68	73	70
Facilities for car parking	48	16	52	39
Overall environment	52	56	65	57
Your personal security whilst using	57	51	62	64
The availability of staff	43	50	52	57
How request to station staff was handled	71	85	80	90

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
The frequency of the trains on that route	75	61	77	74
Punctuality/reliability (i.e. the train arriving/departing on time)	76	69	75	73
The length of time the journey was scheduled to take (speed)	89	83	82	77
Connections with other train services	78	75	71	73
The value for money for the price of your ticket	32	40	30	30
Cleanliness of the train	65	67	64	63
Upkeep and repair of the train	59	61	62	61
The provision of information during the journey	50	44	44	46
The helpfulness and attitude of staff on train	36	22	29	28
The space for luggage	49	50	45	44
The toilet facilities	25	20	28	27
Sufficient room for all passengers to sit/stand	57	68	58	62
The comfort of the seating area	63	65	59	64
The ease of being able to get on and off	78	71	72	75
Your personal security on board	71	64	67	68
The cleanliness of the inside	62	66	67	62
The cleanliness of the outside	56	52	50	50
The availability of staff	14	7	12	11
How well train company deals with delays	28	18	14	32

Building block/route data for Heathrow Express

Heathrow Express	
Overall satisfaction	95
Overall satisfaction with the station	87
Ticket buying facilities	89
Provision of information about train times/platforms	83
The upkeep/repair of the station buildings/platforms	78
Cleanliness	75
The facilities and services	68
The attitudes and helpfulness of the staff	80
Connections with other forms of public transport	85
Facilities for car parking	59
Overall environment	78
Your personal security whilst using	77
The availability of staff	66
How request to station staff was handled	88

Building block/route data for Heathrow Express

Heathrow
Express

The frequency of the trains on that route	93
Punctuality/reliability (i.e. the train arriving/departing on time)	97
The length of time the journey was scheduled to take (speed)	98
Connections with other train services	80
The value for money for the price of your ticket	37
Cleanliness of the train	94
Upkeep and repair of the train	92
The provision of information during the journey	83
The helpfulness and attitude of staff on train	79
The space for luggage	87
The toilet facilities	68
Sufficient room for all passengers to sit/stand	86
The comfort of the seating area	93
The ease of being able to get on and off	93
Your personal security on board	92
The cleanliness of the inside	94
The cleanliness of the outside	91
The availability of staff	73
How well train company deals with delays	56

Building block/route data for Heathrow Connect

Heathrow
Connect

Overall satisfaction	89
Overall satisfaction with the station	78
Ticket buying facilities	74
Provision of information about train times/platforms	71
The upkeep/repair of the station buildings/platforms	65
Cleanliness	71
The facilities and services	53
The attitudes and helpfulness of the staff	70
Connections with other forms of public transport	79
Facilities for car parking	33
Overall environment	67
Your personal security whilst using	73
The availability of staff	61
How request to station staff was handled	80

Building block/route data for Heathrow Connect

Heathrow
Connect

The frequency of the trains on that route	67
Punctuality/reliability (i.e. the train arriving/departing on time)	88
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	81
The value for money for the price of your ticket	55
Cleanliness of the train	94
Upkeep and repair of the train	93
The provision of information during the journey	83
The helpfulness and attitude of staff on train	75
The space for luggage	79
The toilet facilities	73
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	91
The ease of being able to get on and off	89
Your personal security on board	86
The cleanliness of the inside	93
The cleanliness of the outside	88
The availability of staff	66
How well train company deals with delays	25

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	81	90	82
Overall satisfaction with the station	83	83	72
Ticket buying facilities	74	85	77
Provision of information about train times/platforms	85	85	80
The upkeep/repair of the station buildings/platforms	67	72	59
Cleanliness	73	74	66
The facilities and services	63	59	40
The attitudes and helpfulness of the staff	69	78	68
Connections with other forms of public transport	80	70	66
Facilities for car parking	65	59	50
Overall environment	70	73	60
Your personal security whilst using	66	71	65
The availability of staff	57	68	58
How request to station staff was handled	80	89	96

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
The frequency of the trains on that route	75	79	78
Punctuality/reliability (i.e. the train arriving/departing on time)	77	84	73
The length of time the journey was scheduled to take (speed)	85	91	86
Connections with other train services	74	82	74
The value for money for the price of your ticket	39	65	55
Cleanliness of the train	84	88	68
Upkeep and repair of the train	89	91	65
The provision of information during the journey	71	81	60
The helpfulness and attitude of staff on train	58	80	60
The space for luggage	54	56	51
The toilet facilities	53	64	42
Sufficient room for all passengers to sit/stand	67	79	69
The comfort of the seating area	75	85	67
The ease of being able to get on and off	83	91	77
Your personal security on board	79	89	72
The cleanliness of the inside	85	87	67
The cleanliness of the outside	85	84	65
The availability of staff	36	63	41
How well train company deals with delays	32	36	31

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/Cl apham - Stratford	Watford - Euston	Dalston - Croydon
Overall satisfaction	96	80	96	96
Overall satisfaction with the station	79	74	80	86
Ticket buying facilities	68	71	81	79
Provision of information about train times/platforms	80	69	83	84
The upkeep/repair of the station buildings/platforms	68	70	71	82
Cleanliness	77	73	78	87
The facilities and services	16	26	38	31
The attitudes and helpfulness of the staff	75	60	64	78
Connections with other forms of public transport	79	70	71	84
Facilities for car parking	20	19	27	15
Overall environment	64	67	63	75
Your personal security whilst using	65	66	68	68
The availability of staff	65	56	46	63
How request to station staff was handled	88	60	97	64

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/Cl apham - Stratford	Watford - Euston	Dalston - Croydon
The frequency of the trains on that route	79	64	81	91
Punctuality/reliability (i.e. the train arriving/departing on time)	83	66	90	89
The length of time the journey was scheduled to take (speed)	93	87	93	92
Connections with other train services	85	76	89	87
The value for money for the price of your ticket	65	54	62	46
Cleanliness of the train	93	92	95	96
Upkeep and repair of the train	95	93	96	99
The provision of information during the journey	90	80	88	90
The helpfulness and attitude of staff on train	63	50	28	33
The space for luggage	70	49	70	66
The toilet facilities	18	8	9	11
Sufficient room for all passengers to sit/stand	78	65	87	83
The comfort of the seating area	89	78	83	89
The ease of being able to get on and off	82	82	81	93
Your personal security on board	82	83	82	79
The cleanliness of the inside	94	91	96	97
The cleanliness of the outside	92	88	93	98
The availability of staff	49	33	18	12
How well train company deals with delays	38	46	60	60

Building block/route data for National Express East Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	83	73	80	90	76	77
Overall satisfaction with the station	75	69	75	69	83	75
Ticket buying facilities	65	67	66	66	81	69
Provision of information about train times/platforms	79	70	73	77	82	74
The upkeep/repair of the station buildings/platforms	69	62	63	66	69	60
Cleanliness	75	69	69	70	71	65
The facilities and services	64	53	50	48	52	47
The attitudes and helpfulness of the staff	68	63	63	76	77	69
Connections with other forms of public transport	83	75	80	66	85	76
Facilities for car parking	57	45	47	66	64	49
Overall environment	66	60	63	64	76	59
Your personal security whilst using	69	63	59	69	78	55
The availability of staff	59	50	49	54	68	52
How request to station staff was handled	83	81	79	96	81	85

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	86	64	80	63	89	67
Punctuality/reliability (i.e. the train arriving/departing on time)	78	68	75	81	88	75
The length of time the journey was scheduled to take (speed)	78	77	80	88	87	78
Connections with other train services	75	65	73	78	85	76
The value for money for the price of your ticket	43	30	37	57	34	30
Cleanliness of the train	70	63	58	73	68	59
Upkeep and repair of the train	65	57	54	69	53	50
The provision of information during the journey	69	59	56	76	61	47
The helpfulness and attitude of staff on train	71	40	31	86	59	34
The space for luggage	62	47	42	73	56	49
The toilet facilities	34	28	24	58	27	19
Sufficient room for all passengers to sit/stand	76	60	52	87	74	59
The comfort of the seating area	71	55	51	79	66	53
The ease of being able to get on and off	69	81	73	89	87	72
Your personal security on board	78	67	57	85	78	59
The cleanliness of the inside	73	60	59	73	70	57
The cleanliness of the outside	54	55	49	59	64	51
The availability of staff	53	21	14	73	42	16
How well train company deals with delays	50	27	23	18	46	22

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West Of England
Overall satisfaction	91	86	85	83	93	78	83	87	90
Overall satisfaction with the station	75	78	70	70	77	64	71	72	78
Ticket buying facilities	73	70	72	72	65	82	70	66	74
Provision of information about train times/platforms	75	87	80	79	71	86	85	81	81
The upkeep/repair of the station buildings/platforms	70	66	52	48	53	57	57	58	60
Cleanliness	77	67	58	55	63	62	62	67	69
The facilities and services	43	62	41	42	55	42	37	47	36
The attitudes and helpfulness of the staff	75	66	71	72	83	74	64	70	75
Connections with other forms of public transport	57	88	68	72	68	65	58	56	52
Facilities for car parking	64	17	53	44	46	62	58	56	55
Overall environment	64	67	60	57	67	59	62	62	67
Your personal security whilst using	64	71	66	58	71	64	68	65	76
The availability of staff	53	55	55	46	68	54	55	49	50
How request to station staff was handled	80	76	90	63	100	77	91	79	96

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed By SWT	Portsmouth	Reading/Windsor	Suburban	West Of England
The frequency of the trains on that route	91	79	72	76	75	86	79	79	78
Punctuality/reliability (i.e. the train arriving/departing on time)	97	87	82	86	91	74	83	87	96
The length of time the journey was scheduled to take (speed)	97	81	90	86	81	81	82	86	91
Connections with other train services	75	77	72	79	68	75	79	81	87
The value for money for the price of your ticket	68	37	38	36	34	42	35	35	56
Cleanliness of the train	76	73	79	71	67	82	66	80	75
Upkeep and repair of the train	68	79	87	80	79	83	77	86	73
The provision of information during the journey	70	78	76	73	70	83	77	79	75
The helpfulness and attitude of staff on train	94	73	73	62	62	74	54	70	78
The space for luggage	54	55	53	62	67	56	57	55	57
The toilet facilities	18	38	46	17	16	52	39	39	50
Sufficient room for all passengers to sit/stand	85	70	74	71	84	65	68	62	59
The comfort of the seating area	68	77	77	76	83	72	75	72	77
The ease of being able to get on and off	93	82	86	75	80	85	78	82	85
Your personal security on board	86	83	85	73	74	79	76	79	85
The cleanliness of the inside	80	75	83	71	63	78	69	79	74
The cleanliness of the outside	65	76	80	74	75	71	67	80	74
The availability of staff	91	55	63	48	42	59	44	51	58
How well train company deals with delays	100	34	41	20	55	31	37	32	60

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	89	79	83
Overall satisfaction with the station	85	77	74
Ticket buying facilities	71	76	66
Provision of information about train times/platforms	74	78	76
The upkeep/repair of the station buildings/platforms	83	68	61
Cleanliness	86	71	67
The facilities and services	73	53	44
The attitudes and helpfulness of the staff	72	73	63
Connections with other forms of public transport	69	72	76
Facilities for car parking	55	60	35
Overall environment	78	66	61
Your personal security whilst using	71	66	60
The availability of staff	66	63	53
How request to station staff was handled	82	87	86

Building block/route data for Southeastern

	High Speed	Mainline	Metro
The frequency of the trains on that route	83	76	75
Punctuality/reliability (i.e. the train arriving/departing on time)	91	74	79
The length of time the journey was scheduled to take (speed)	94	71	83
Connections with other train services	79	63	73
The value for money for the price of your ticket	34	35	31
Cleanliness of the train	97	67	67
Upkeep and repair of the train	98	69	66
The provision of information during the journey	93	76	57
The helpfulness and attitude of staff on train	87	70	32
The space for luggage	73	44	45
The toilet facilities	65	27	19
Sufficient room for all passengers to sit/stand	87	67	58
The comfort of the seating area	88	66	63
The ease of being able to get on and off	95	84	74
Your personal security on board	88	74	63
The cleanliness of the inside	97	66	66
The cleanliness of the outside	79	63	64
The availability of staff	76	51	15
How well train company deals with delays	38	25	23

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	89	84	80
Overall satisfaction with the station	79	75	72
Ticket buying facilities	74	69	72
Provision of information about train times/platforms	83	76	78
The upkeep/repair of the station buildings/platforms	59	63	62
Cleanliness	66	74	68
The facilities and services	63	47	50
The attitudes and helpfulness of the staff	68	69	69
Connections with other forms of public transport	83	77	71
Facilities for car parking	32	32	52
Overall environment	67	64	64
Your personal security whilst using	70	64	66
The availability of staff	58	57	61
How request to station staff was handled	87	85	82

Building block/route data for Southern

	Gatwick Express	Metro	Sussex Coast
The frequency of the trains on that route	98	72	77
Punctuality/reliability (i.e. the train arriving/departing on time)	92	76	79
The length of time the journey was scheduled to take (speed)	94	84	82
Connections with other train services	81	77	75
The value for money for the price of your ticket	34	39	40
Cleanliness of the train	86	72	73
Upkeep and repair of the train	79	72	73
The provision of information during the journey	80	73	74
The helpfulness and attitude of staff on train	83	39	65
The space for luggage	70	48	50
The toilet facilities	61	33	41
Sufficient room for all passengers to sit/stand	84	68	66
The comfort of the seating area	84	70	71
The ease of being able to get on and off	82	77	79
Your personal security on board	90	72	76
The cleanliness of the inside	84	72	73
The cleanliness of the outside	81	72	71
The availability of staff	78	21	51
How well train company deals with delays	24	36	32

Building block/route data for CrossCountry

	Birming-ham - Manchester	Birming-ham - North East & Scotland	Birming-ham - South Coast	Birming-ham - South West	Birming-ham - Stansted	Nottingham - Cardiff
Overall satisfaction	83	90	79	84	87	85
Overall satisfaction with the station	79	80	78	74	74	72
Ticket buying facilities	85	82	79	73	72	80
Provision of information about train times/platforms	83	91	83	79	77	77
The upkeep/repair of the station buildings/platforms	76	75	67	70	67	60
Cleanliness	79	80	67	73	77	71
The facilities and services	71	70	62	62	52	52
The attitudes and helpfulness of the staff	77	73	73	76	81	81
Connections with other forms of public transport	81	80	76	77	64	76
Facilities for car parking	55	47	52	64	51	54
Overall environment	71	75	65	66	70	61
Your personal security whilst using	70	75	73	72	62	69
The availability of staff	66	70	62	64	61	60
How request to station staff was handled	90	85	83	93	88	88

Building block/route data for CrossCountry

	Birming-ham - Manchester	Birming-ham - North East & Scotland	Birming-ham - South Coast	Birming-ham - South West	Birming-ham - Stansted	Nottingham - Cardiff
The frequency of the trains on that route	85	85	76	81	66	90
Punctuality/reliability (i.e. the train arriving/departing on time)	90	88	80	79	84	87
The length of time the journey was scheduled to take (speed)	91	85	80	79	82	89
Connections with other train services	83	85	76	73	71	83
The value for money for the price of your ticket	60	57	47	53	46	56
Cleanliness of the train	77	78	72	76	78	79
Upkeep and repair of the train	82	82	78	80	82	85
The provision of information during the journey	75	81	69	70	79	72
The helpfulness and attitude of staff on train	78	84	78	79	78	78
The space for luggage	64	57	52	53	37	60
The toilet facilities	47	52	43	49	59	45
Sufficient room for all passengers to sit/stand	68	74	67	72	63	72
The comfort of the seating area	77	78	75	75	79	79
The ease of being able to get on and off	86	83	80	79	81	83
Your personal security on board	84	88	87	77	80	84
The cleanliness of the inside	76	80	73	77	81	81
The cleanliness of the outside	81	78	69	74	74	79
The availability of staff	59	73	64	62	63	64
How well train company deals with delays	69	50	49	47	44	38

Building block/route data for East Coast

	London - East Midlands/ East of England	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	85	86	86	88
Overall satisfaction with the station	76	71	71	87
Ticket buying facilities	81	78	73	85
Provision of information about train times/platforms	87	85	87	87
The upkeep/repair of the station buildings/platforms	65	66	60	78
Cleanliness	68	69	65	82
The facilities and services	62	63	48	71
The attitudes and helpfulness of the staff	78	70	69	84
Connections with other forms of public transport	75	78	86	78
Facilities for car parking	67	50	51	56
Overall environment	66	63	60	81
Your personal security whilst using	74	68	70	76
The availability of staff	68	60	58	78
How request to station staff was handled	90	90	80	92

Building block/route data for East Coast

	London - East Midlands/ East of	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
The frequency of the trains on that route	89	89	95	85
Punctuality/reliability (i.e. the train arriving/departing on time)	75	83	92	82
The length of time the journey was scheduled to take (speed)	89	85	94	91
Connections with other train services	78	74	86	78
The value for money for the price of your ticket	51	57	52	66
Cleanliness of the train	85	82	82	83
Upkeep and repair of the train	83	81	77	83
The provision of information during the journey	74	77	82	78
The helpfulness and attitude of staff on train	77	82	78	77
The space for luggage	56	59	60	61
The toilet facilities	55	42	46	56
Sufficient room for all passengers to sit/stand	75	74	74	81
The comfort of the seating area	82	73	73	82
The ease of being able to get on and off	82	79	82	83
Your personal security on board	88	85	87	85
The cleanliness of the inside	85	82	81	82
The cleanliness of the outside	76	76	73	72
The availability of staff	66	72	67	68
How well train company deals with delays	55	57	52	47

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction	92	79	87
Overall satisfaction with the station	86	74	84
Ticket buying facilities	78	72	79
Provision of information about train times/platforms	87	77	86
The upkeep/repair of the station buildings/platforms	74	66	79
Cleanliness	80	72	83
The facilities and services	67	48	68
The attitudes and helpfulness of the staff	75	75	77
Connections with other forms of public transport	80	59	74
Facilities for car parking	57	63	56
Overall environment	80	66	78
Your personal security whilst using	78	67	78
The availability of staff	67	61	68
How request to station staff was handled	88	79	86

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
The frequency of the trains on that route	82	68	85
Punctuality/reliability (i.e. the train arriving/departing on time)	88	83	88
The length of time the journey was scheduled to take (speed)	83	85	88
Connections with other train services	79	71	79
The value for money for the price of your ticket	64	53	48
Cleanliness of the train	87	68	80
Upkeep and repair of the train	89	67	78
The provision of information during the journey	70	59	76
The helpfulness and attitude of staff on train	77	83	75
The space for luggage	49	65	55
The toilet facilities	60	52	50
Sufficient room for all passengers to sit/stand	68	75	72
The comfort of the seating area	85	69	80
The ease of being able to get on and off	84	82	82
Your personal security on board	84	76	84
The cleanliness of the inside	86	69	81
The cleanliness of the outside	82	55	72
The availability of staff	62	66	65
How well train company deals with delays	67	35	50

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	95
Overall satisfaction with the station	73
Ticket buying facilities	82
Provision of information about train times/platforms	83
The upkeep/repair of the station buildings/platforms	63
Cleanliness	67
The facilities and services	50
The attitudes and helpfulness of the staff	67
Connections with other forms of public transport	76
Facilities for car parking	69
Overall environment	62
Your personal security whilst using	70
The availability of staff	54
How request to station staff was handled	85

Building block/route data for First Hull Trains

First Hull
Trains

The frequency of the trains on that route	81
Punctuality/reliability (i.e. the train arriving/departing on time)	89
The length of time the journey was scheduled to take (speed)	90
Connections with other train services	83
The value for money for the price of your ticket	63
Cleanliness of the train	95
Upkeep and repair of the train	95
The provision of information during the journey	89
The helpfulness and attitude of staff on train	93
The space for luggage	73
The toilet facilities	69
Sufficient room for all passengers to sit/stand	91
The comfort of the seating area	93
The ease of being able to get on and off	92
Your personal security on board	93
The cleanliness of the inside	94
The cleanliness of the outside	86
The availability of staff	90
How well train company deals with delays	65

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	89	88	92
Overall satisfaction with the station	88	83	88
Ticket buying facilities	85	82	81
Provision of information about train times/platforms	91	89	94
The upkeep/repair of the station buildings/platforms	83	73	84
Cleanliness	83	79	85
The facilities and services	66	60	77
The attitudes and helpfulness of the staff	79	83	68
Connections with other forms of public transport	75	72	82
Facilities for car parking	60	61	65
Overall environment	84	76	79
Your personal security whilst using	80	68	70
The availability of staff	68	67	63
How request to station staff was handled	89	92	91

Building block/route data for First TransPennine Express

	North	North West	South
The frequency of the trains on that route	84	79	92
Punctuality/reliability (i.e. the train arriving/departing on time)	87	85	92
The length of time the journey was scheduled to take (speed)	90	93	94
Connections with other train services	80	85	87
The value for money for the price of your ticket	56	67	64
Cleanliness of the train	83	86	86
Upkeep and repair of the train	89	86	90
The provision of information during the journey	78	88	83
The helpfulness and attitude of staff on train	77	85	77
The space for luggage	53	45	50
The toilet facilities	55	46	59
Sufficient room for all passengers to sit/stand	65	61	64
The comfort of the seating area	80	80	83
The ease of being able to get on and off	83	79	88
Your personal security on board	87	88	87
The cleanliness of the inside	82	88	82
The cleanliness of the outside	78	79	81
The availability of staff	61	69	66
How well train company deals with delays	47	49	57

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolverhampton
Overall satisfaction	88	92	91	90	93	88
Overall satisfaction with the station	75	91	86	85	80	77
Ticket buying facilities	86	87	76	84	74	77
Provision of information about train times/platforms	84	88	88	82	92	84
The upkeep/repair of the station buildings/platforms	65	87	72	73	74	66
Cleanliness	71	85	77	77	77	66
The facilities and services	66	67	70	60	66	61
The attitudes and helpfulness of the staff	81	76	75	83	74	62
Connections with other forms of public transport	71	81	83	79	73	80
Facilities for car parking	43	58	56	50	45	61
Overall environment	66	82	73	70	72	68
Your personal security whilst using	64	77	74	78	73	66
The availability of staff	62	67	64	63	62	48
How request to station staff was handled	92	69	87	87	87	84

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver- hampton
The frequency of the trains on that route	78	83	93	84	89	91
Punctuality/reliability (i.e. the train arriving/departing on time)	88	94	94	91	91	90
The length of time the journey was scheduled to take (speed)	92	91	97	95	93	92
Connections with other train services	84	82	91	76	77	81
The value for money for the price of your ticket	57	63	55	62	57	61
Cleanliness of the train	87	90	88	88	93	89
Upkeep and repair of the train	89	92	88	90	93	88
The provision of information during the journey	84	88	79	82	81	78
The helpfulness and attitude of staff on train	82	85	79	78	85	78
The space for luggage	42	63	61	53	55	54
The toilet facilities	58	57	51	52	56	51
Sufficient room for all passengers to sit/stand	76	88	82	81	79	67
The comfort of the seating area	75	81	81	83	83	74
The ease of being able to get on and off	87	87	88	91	91	82
Your personal security on board	84	89	91	91	92	85
The cleanliness of the inside	84	88	88	85	91	88
The cleanliness of the outside	83	89	79	86	83	79
The availability of staff	74	70	65	72	73	64
How well train company deals with delays	70	61	61	74	51	46

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	85	88	88
Overall satisfaction with the station	77	77	75
Ticket buying facilities	78	75	72
Provision of information about train times/platforms	80	78	79
The upkeep/repair of the station buildings/platforms	61	68	61
Cleanliness	68	74	65
The facilities and services	53	47	34
The attitudes and helpfulness of the staff	80	73	72
Connections with other forms of public transport	70	54	57
Facilities for car parking	63	62	63
Overall environment	67	65	57
Your personal security whilst using	72	66	55
The availability of staff	65	62	48
How request to station staff was handled	93	84	86

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
The frequency of the trains on that route	74	73	88
Punctuality/reliability (i.e. the train arriving/departing on time)	86	83	82
The length of time the journey was scheduled to take (speed)	85	91	88
Connections with other train services	78	77	79
The value for money for the price of your ticket	64	60	58
Cleanliness of the train	74	79	74
Upkeep and repair of the train	70	81	74
The provision of information during the journey	72	69	63
The helpfulness and attitude of staff on train	81	78	79
The space for luggage	59	60	54
The toilet facilities	46	54	41
Sufficient room for all passengers to sit/stand	68	73	71
The comfort of the seating area	74	73	75
The ease of being able to get on and off	83	77	87
Your personal security on board	84	80	82
The cleanliness of the inside	75	78	77
The cleanliness of the outside	64	68	62
The availability of staff	68	65	67
How well train company deals with delays	49	58	30

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	90	92
Overall satisfaction with the station	78	82
Ticket buying facilities	84	88
Provision of information about train times/platforms	87	84
The upkeep/repair of the station buildings/platforms	68	77
Cleanliness	73	82
The facilities and services	35	52
The attitudes and helpfulness of the staff	82	83
Connections with other forms of public transport	63	79
Facilities for car parking	40	60
Overall environment	72	75
Your personal security whilst using	69	74
The availability of staff	77	80
How request to station staff was handled	65	95

Building block/route data for Merseyrail

	Northern	Wirral
The frequency of the trains on that route	88	95
Punctuality/reliability (i.e. the train arriving/departing on time)	90	96
The length of time the journey was scheduled to take (speed)	94	94
Connections with other train services	77	89
The value for money for the price of your ticket	62	65
Cleanliness of the train	76	77
Upkeep and repair of the train	80	80
The provision of information during the journey	84	91
The helpfulness and attitude of staff on train	58	78
The space for luggage	60	60
The toilet facilities	11	7
Sufficient room for all passengers to sit/stand	74	85
The comfort of the seating area	73	80
The ease of being able to get on and off	84	88
Your personal security on board	80	79
The cleanliness of the inside	78	78
The cleanliness of the outside	56	57
The availability of staff	45	60
How well train company deals with delays	52	40

Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	88	79	83	90	85
Overall satisfaction with the station	87	68	77	74	74
Ticket buying facilities	85	67	71	73	75
Provision of information about train times/platforms	89	70	82	77	79
The upkeep/repair of the station buildings/platforms	74	61	70	78	71
Cleanliness	77	64	74	73	72
The facilities and services	61	44	57	43	52
The attitudes and helpfulness of the staff	84	66	71	59	73
Connections with other forms of public transport	74	72	73	66	64
Facilities for car parking	78	46	54	61	60
Overall environment	76	57	70	69	68
Your personal security whilst using	73	61	67	58	63
The availability of staff	79	58	53	42	56
How request to station staff was handled	100	89	84	90	87

Building block/route data for Northern Rail

	Lancashire & Cumbria	Manchester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
The frequency of the trains on that route	79	65	73	69	76
Punctuality/reliability (i.e. the train arriving/departing on time)	85	74	81	81	80
The length of time the journey was scheduled to take (speed)	91	84	85	89	88
Connections with other train services	83	77	77	75	78
The value for money for the price of your ticket	60	55	53	71	60
Cleanliness of the train	58	51	58	59	68
Upkeep and repair of the train	54	45	53	49	61
The provision of information during the journey	63	52	59	72	64
The helpfulness and attitude of staff on train	73	70	77	86	79
The space for luggage	72	49	48	63	59
The toilet facilities	33	36	42	48	38
Sufficient room for all passengers to sit/stand	75	55	63	73	73
The comfort of the seating area	61	46	61	64	69
The ease of being able to get on and off	82	70	81	86	82
Your personal security on board	83	68	77	84	80
The cleanliness of the inside	63	49	56	59	62
The cleanliness of the outside	50	39	50	53	57
The availability of staff	70	53	63	78	66
How well train company deals with delays	39	27	43	57	39

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	88	94	84	88
Overall satisfaction with the station	83	79	80	80
Ticket buying facilities	77	62	80	70
Provision of information about train times/platforms	84	97	86	81
The upkeep/repair of the station buildings/platforms	74	87	77	77
Cleanliness	76	89	83	82
The facilities and services	60	70	49	51
The attitudes and helpfulness of the staff	77	93	75	66
Connections with other forms of public transport	71	90	62	66
Facilities for car parking	40	86	43	65
Overall environment	71	68	76	70
Your personal security whilst using	73	72	71	68
The availability of staff	69	81	62	54
How request to station staff was handled	91	96	84	87

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
The frequency of the trains on that route	86	86	84	76
Punctuality/reliability (i.e. the train arriving/departing on time)	88	91	78	80
The length of time the journey was scheduled to take (speed)	88	87	89	89
Connections with other train services	68	88	81	76
The value for money for the price of your ticket	48	83	59	48
Cleanliness of the train	81	85	77	81
Upkeep and repair of the train	82	72	78	81
The provision of information during the journey	79	87	67	76
The helpfulness and attitude of staff on train	79	84	80	74
The space for luggage	56	79	63	74
The toilet facilities	42	36	38	53
Sufficient room for all passengers to sit/stand	70	79	67	82
The comfort of the seating area	78	86	75	82
The ease of being able to get on and off	88	96	84	90
Your personal security on board	85	97	80	88
The cleanliness of the inside	82	82	78	80
The cleanliness of the outside	74	71	69	70
The availability of staff	69	68	62	71
How well train company deals with delays	44	92	29	30

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	87	87	86	80	87	84	86
Overall satisfaction with the station	83	79	79	72	80	75	76
Ticket buying facilities	82	78	77	70	80	72	74
Provision of information about train times/platforms	81	85	83	77	87	79	79
The upkeep/repair of the station buildings/platforms	69	65	69	62	74	65	67
Cleanliness	71	70	73	69	77	71	71
The facilities and services	60	61	58	49	64	46	49
The attitudes and helpfulness of the staff	74	74	76	68	76	70	76
Connections with other forms of public transport	84	80	72	70	76	75	64
Facilities for car parking	51	57	55	53	55	41	63
Overall environment	73	69	70	63	74	65	67
Your personal security whilst using	75	72	70	65	74	65	65
The availability of staff	64	65	63	55	66	57	59
How request to station staff was handled	84	89	89	82	88	80	91

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
The frequency of the trains on that route	89	88	80	76	81	77	77
Punctuality/reliability (i.e. the train arriving/departing on time)	92	85	84	78	85	80	81
The length of time the journey was scheduled to take (speed)	93	89	88	83	85	85	87
Connections with other train services	82	80	77	74	78	78	77
The value for money for the price of your ticket	38	54	54	37	55	46	58
Cleanliness of the train	85	83	78	70	80	73	69
Upkeep and repair of the train	78	85	78	69	84	73	65
The provision of information during the journey	77	80	75	64	76	71	65
The helpfulness and attitude of staff on train	75	78	77	56	79	61	77
The space for luggage	74	59	56	51	52	54	60
The toilet facilities	56	50	47	37	51	30	39
Sufficient room for all passengers to sit/stand	83	75	71	65	69	68	73
The comfort of the seating area	83	78	75	68	78	70	70
The ease of being able to get on and off	88	81	83	79	82	79	82
Your personal security on board	87	86	84	74	85	75	81
The cleanliness of the inside	85	84	78	70	80	73	68
The cleanliness of the outside	81	75	71	64	76	68	60
The availability of staff	65	63	64	37	65	42	65
How well train company deals with delays	37	52	48	32	50	34	38

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
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	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22295	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	67173	64	3	33	83	17	20	26	28	27
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
Southeastern	153264	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

* 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*	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	912	41	9	49	88	12	17	32	30	21
c2c	1199	71	6	23	94	6	27	33	22	18
Chiltern Railways	1205	38	20	42	89	11	43	3	26	28
CrossCountry	1482	33	20	47	83	17	15	29	31	26
East Coast	1522	17	34	49	89	11	44	10	18	28
East Midlands Trains	1404	31	19	49	83	17	31	20	26	24
First Capital Connect	1816	50	14	35	92	8	23	19	32	26
First Great Western	3536	35	18	47	84	16	34	21	24	20
First TransPennine Express	1201	37	18	45	90	10	19	33	21	26
London Midland	1225	49	12	39	92	8	22	26	19	33
London Overground	948	66	6	28	90	10	28	16	25	31
Merseyrail	672	50	5	45	96	4	15	34	24	27
National Express East Anglia	2397	39	12	49	81	19	37	10	26	26
Northern Rail	1250	48	8	44	88	12	32	25	25	17
ScotRail	1166	40	13	47	87	13	29	12	35	23
Southeastern	1930	48	9	43	88	12	17	33	24	25
Southern	2551	49	15	36	89	11	23	25	24	28
South West Trains	2319	47	11	42	88	12	28	17	22	33
Virgin Trains	1361	22	31	47	85	15	29	9	35	27

* 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 back to Autumn 1999 (wave 1).
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		

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Airport	High Speed	Interurban	Long commute
Heathrow Connect	East Coast - London - Yorkshire	Arriva Trains Wales - North Wales	Chiltern Railways - South
Heathrow Express	First Great Western - Long Distance	Arriva Trains Wales - South Wales	East Coast - London - East Midlands/East of England
National Express East Anglia - Stansted Express	Virgin - London - Liverpool	Chiltern Railways - North	East Midlands Trains - London
Southern - Gatwick Express	Virgin - London - Manchester	Crosscountry - Birmingham - Manchester	First Capital Connect - Great Northern
	Virgin - London - North Wales	Crosscountry - Nottingham - Cardiff	First Capital Connect - Thameslink North
	Virgin - London - Scotland	East Coast - Non-London Journeys	First Capital Connect - Thameslink South
	Virgin - London - Wolverhampton	First TransPennine Express - North West	First Great Western - London Thames Valley
		First TransPennine Express - South	London Midland - London Commuter
		London Midland - West Coast	National Express East Anglia - Mainline
		Northern - South & East Yorkshire	Scotrail - Urban
		National Express East Anglia - Intercity	Southern - Sussex Coast
		Scotrail - Interurban	South West Trains - Portsmouth
		South West Trains - Mainline	South West Trains - Reading/Windsor
		Virgin - Birmingham - Scotland	

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Long distance	Short commute	Rural
Crosscountry - Birmingham - North East & Scotland	East Midlands Trains - Local	Arriva Trains Wales - Valley
Crosscountry - Birmingham - South Coast	First Capital Connect - Thameslink Loop	First Great Western - West
Crosscountry - Birmingham - South West	London Overground - Gospel Oak - Barking	Northern - Lancashire & Cumbria
Crosscountry - Birmingham - Stansted	London Overground - Richmond/Clapham - Stratford	Northern - West & North Yorkshire
East Coast - London - Scotland/North East	London Overground - Watford - Euston	National Express East Anglia - Rural
East Midlands Trains - Liverpool - Norwich	London Overground - Dalston - Croydon	Scotrail - Rural
First TransPennine Express - North	London Midland - West Midlands	South West Trains - Island Line
	Merseyrail - Northern	South West Trains - Not Managed By SWT
	Merseyrail - Wirral	South West Trains - West Of England
	Northern - Manchester & Liverpool	
	Northern - Tyne Tees & Wear	
	National Express East Anglia - Metro	
	National Express East Anglia - West Anglia	
	Scotrail - Strathclyde	
	Southern - Metro	
	South West Trains - London	
	South West Trains - Metro	
	South West Trains - Suburban	



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