



National Passenger Survey Consultees Report Spring 2011

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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

CONSULTEES REPORT

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METHODOLOGY

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

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

ISSUES AFFECTING 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.

ISSUES AFFECTING AUTUMN 2010 (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 SPRING 2010 (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 weekend 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 AUTUMN 2009 (WAVE 21)

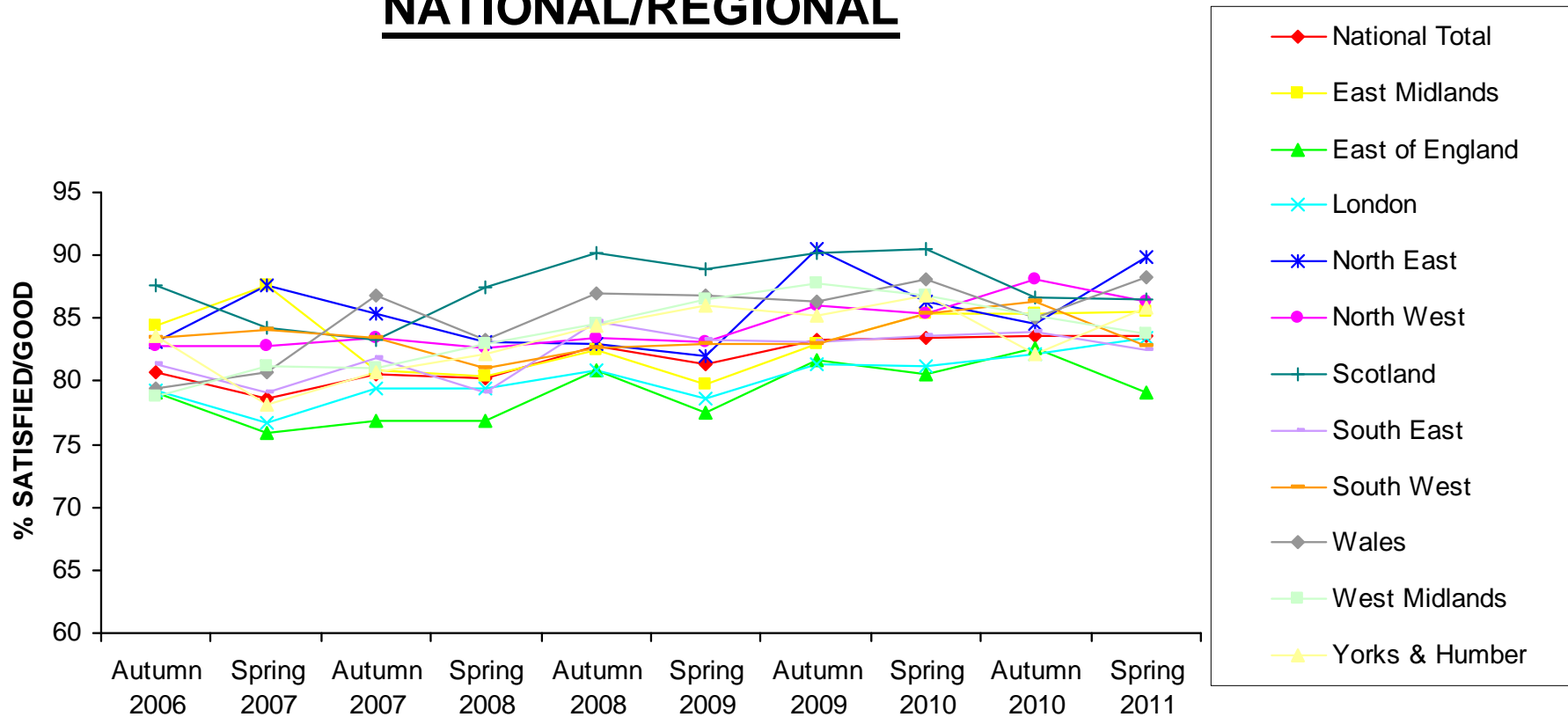
Wave 21 fieldwork was undertaken between 1 September 2009 and 9 November 2009. Top up shifts were run between 10 November and 15 November 2009.

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.

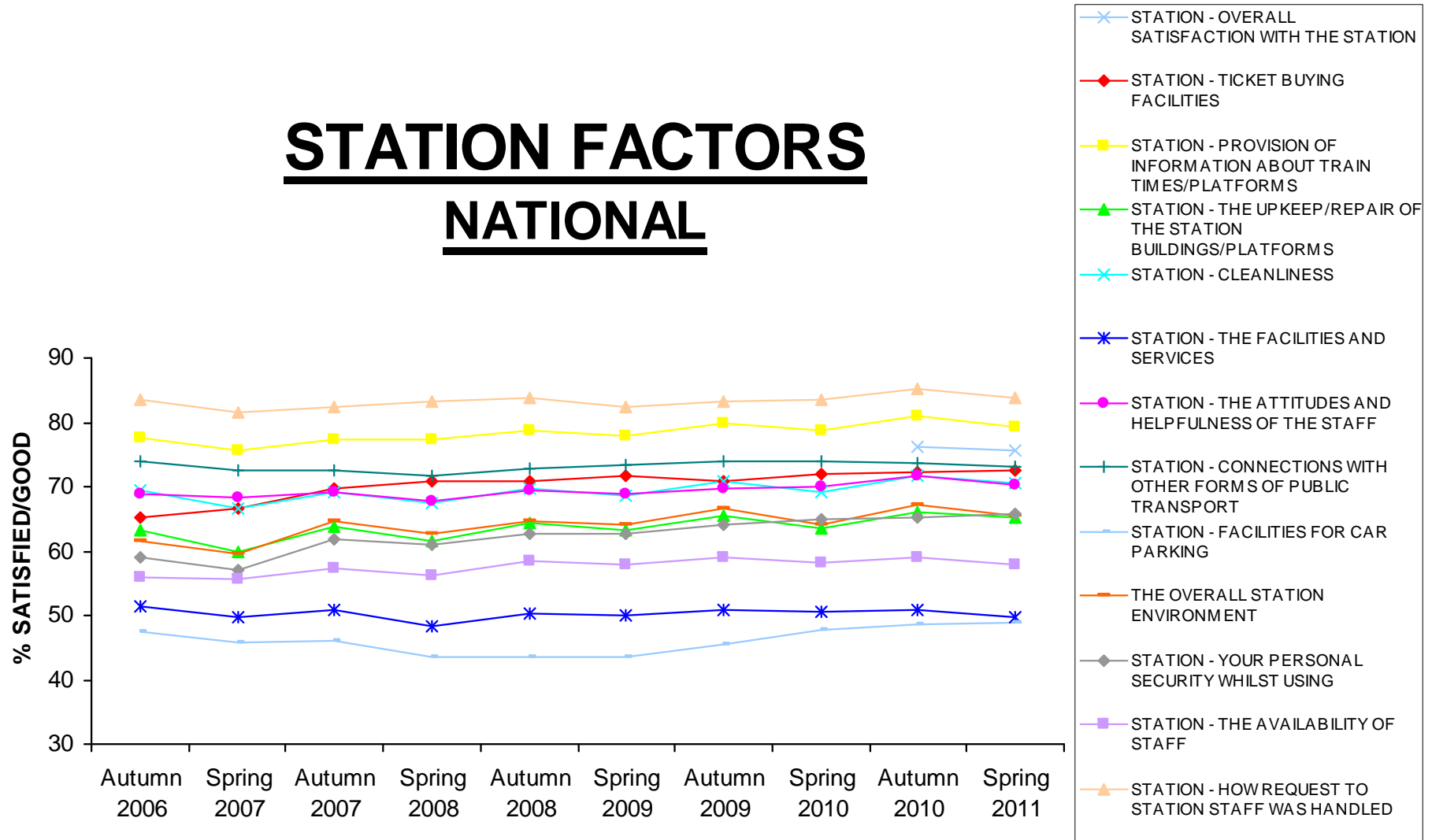
Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

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

OVERALL SATISFACTION WITH JOURNEY NATIONAL/REGIONAL

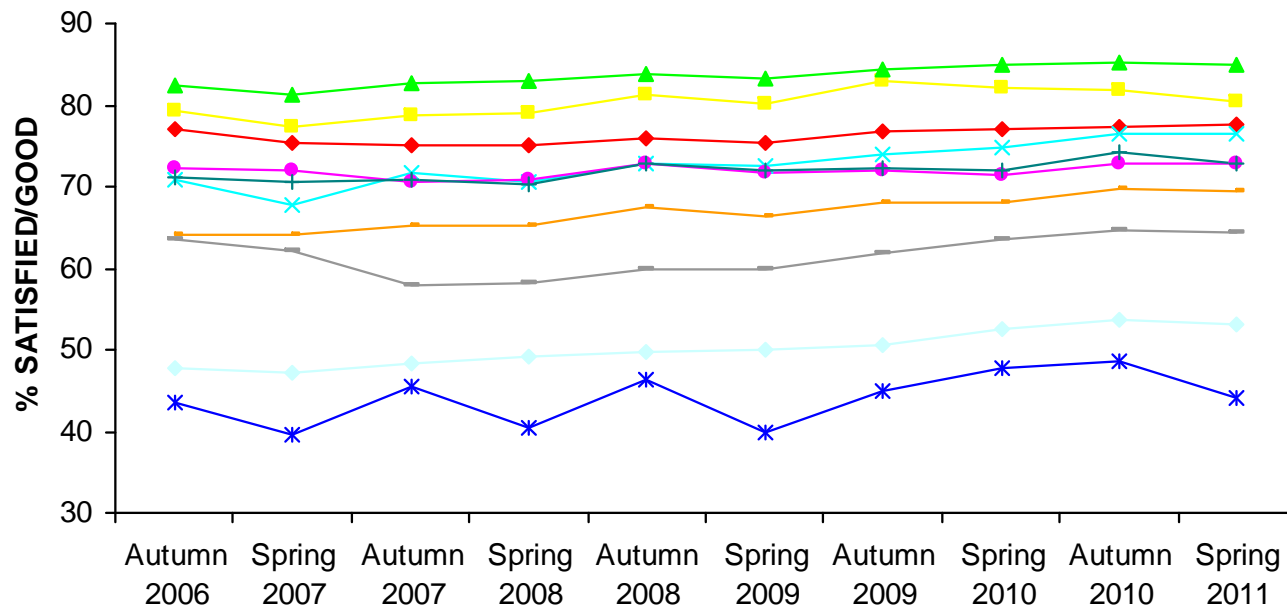


STATION FACTORS NATIONAL



TRAIN FACTORS (I)

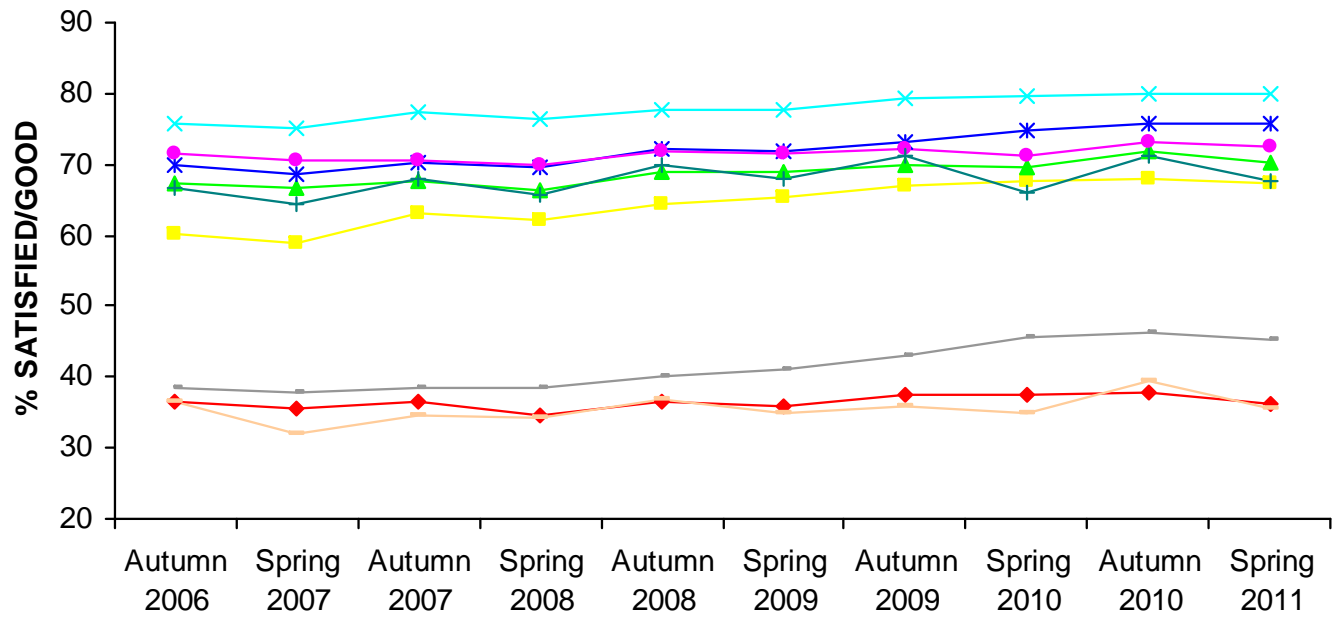
NATIONAL



- ◆ TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE
- TRAIN - PUNCTUALITY/RELIABILITY (I.E. THE TRAIN ARRIVING/DEPARTING ON TIME)
- ▲ TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)
- ✕ TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES
- ✱ TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET
- TRAIN - CLEANLINESS OF THE TRAIN
- +— TRAIN - UP KEEP AND REPAIR OF THE TRAIN
- TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY
- TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN
- ◆ TRAIN - THE SPACE FOR LUGGAGE

TRAIN FACTORS (II)

NATIONAL



- ◆ TRAIN - THE TOILET FACILITIES
- TRAIN - SUFFICIENT ROOM FOR ALL PASSENGERS TO SIT/STAND
- ▲ TRAIN - THE COMFORT OF THE SEATING AREA
- ✕ TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF
- ✱ TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD
- TRAIN - THE CLEANLINESS OF THE INSIDE
- ✚ TRAIN - THE CLEANLINESS OF THE OUTSIDE
- TRAIN - THE AVAILABILITY OF STAFF
- TRAIN - HOW WELL TRAIN COMPANY DEALS WITH DELAYS

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

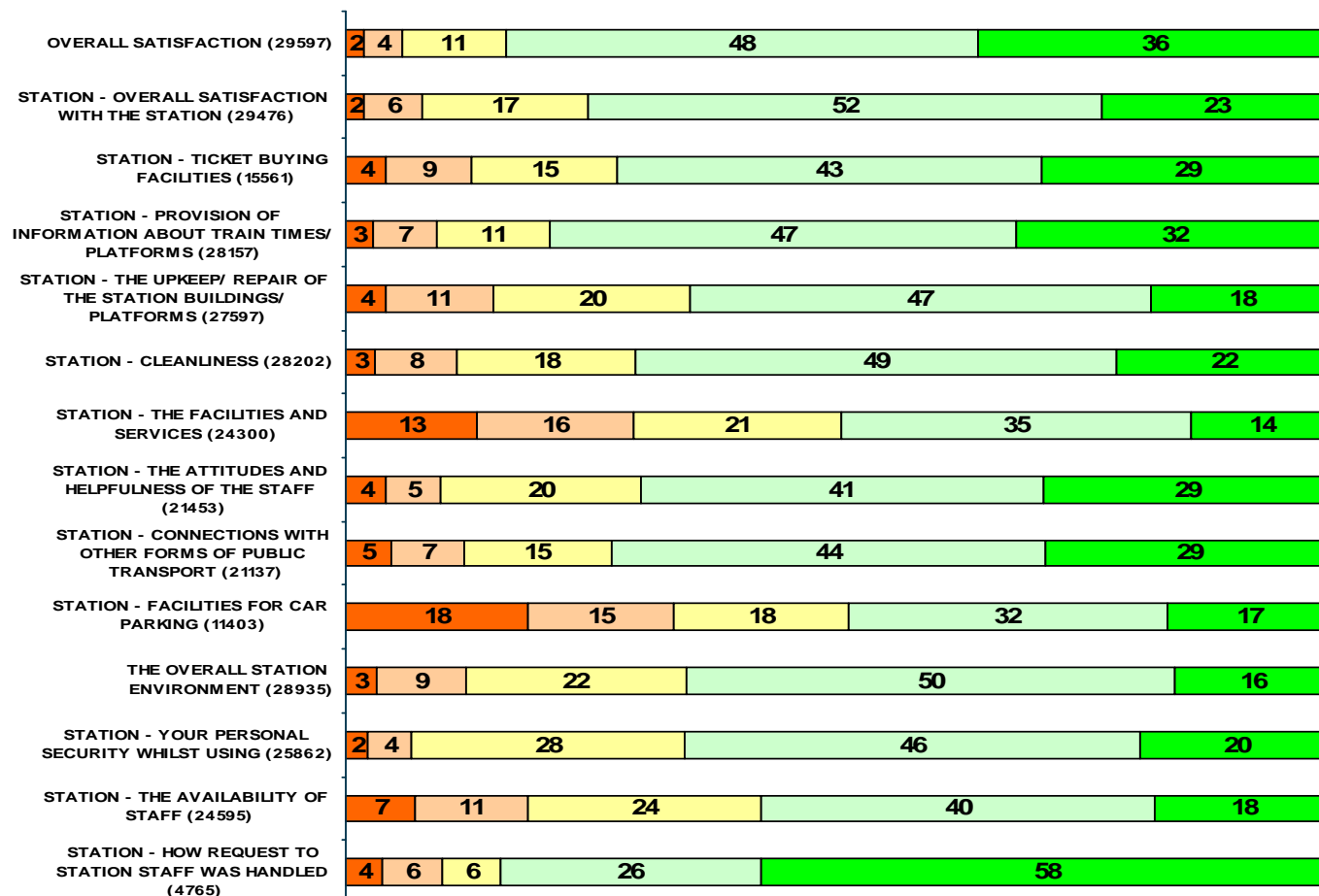
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

% satisfied/good

Overall Satisfaction and Station Factors

Spring 2011

Spring 2010



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

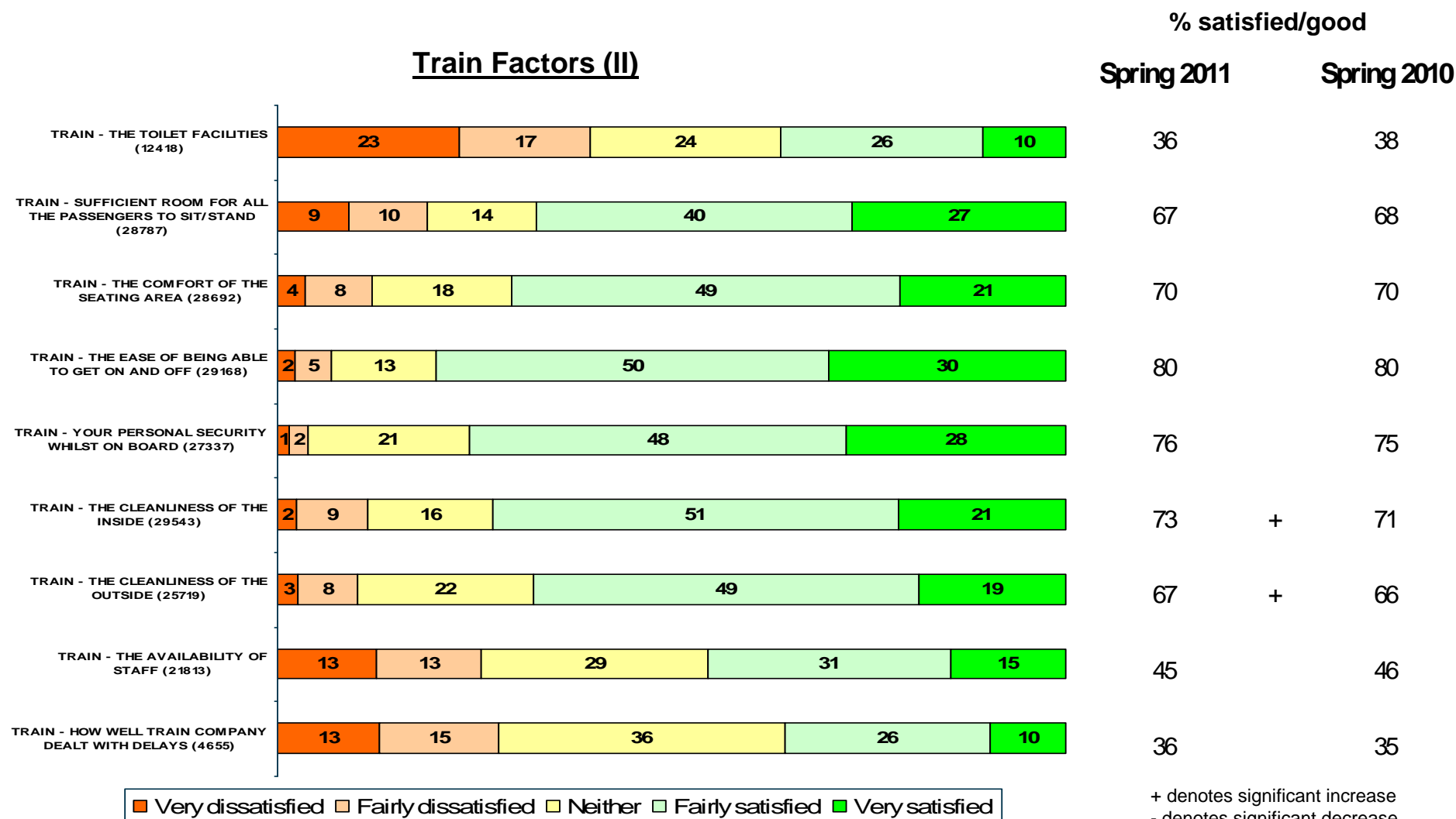


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 ■ Neither
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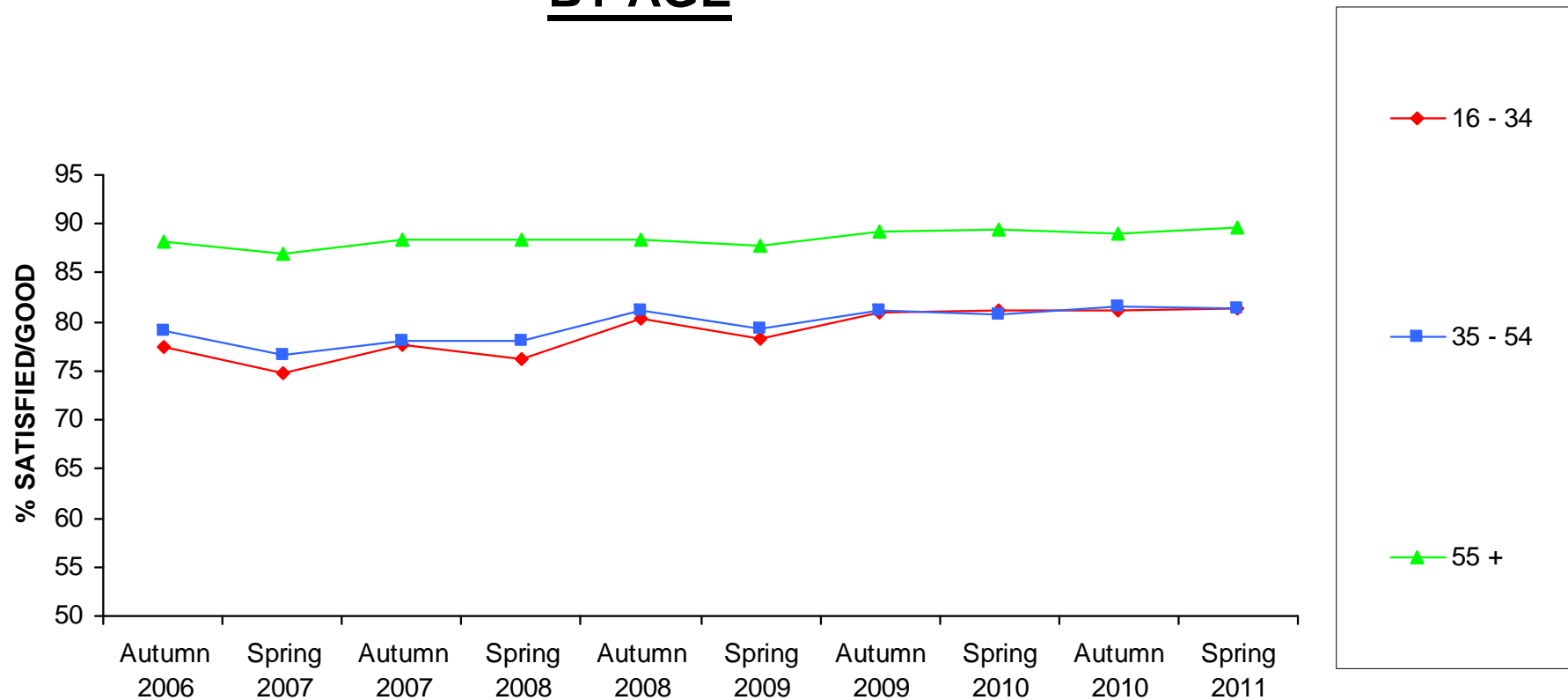
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

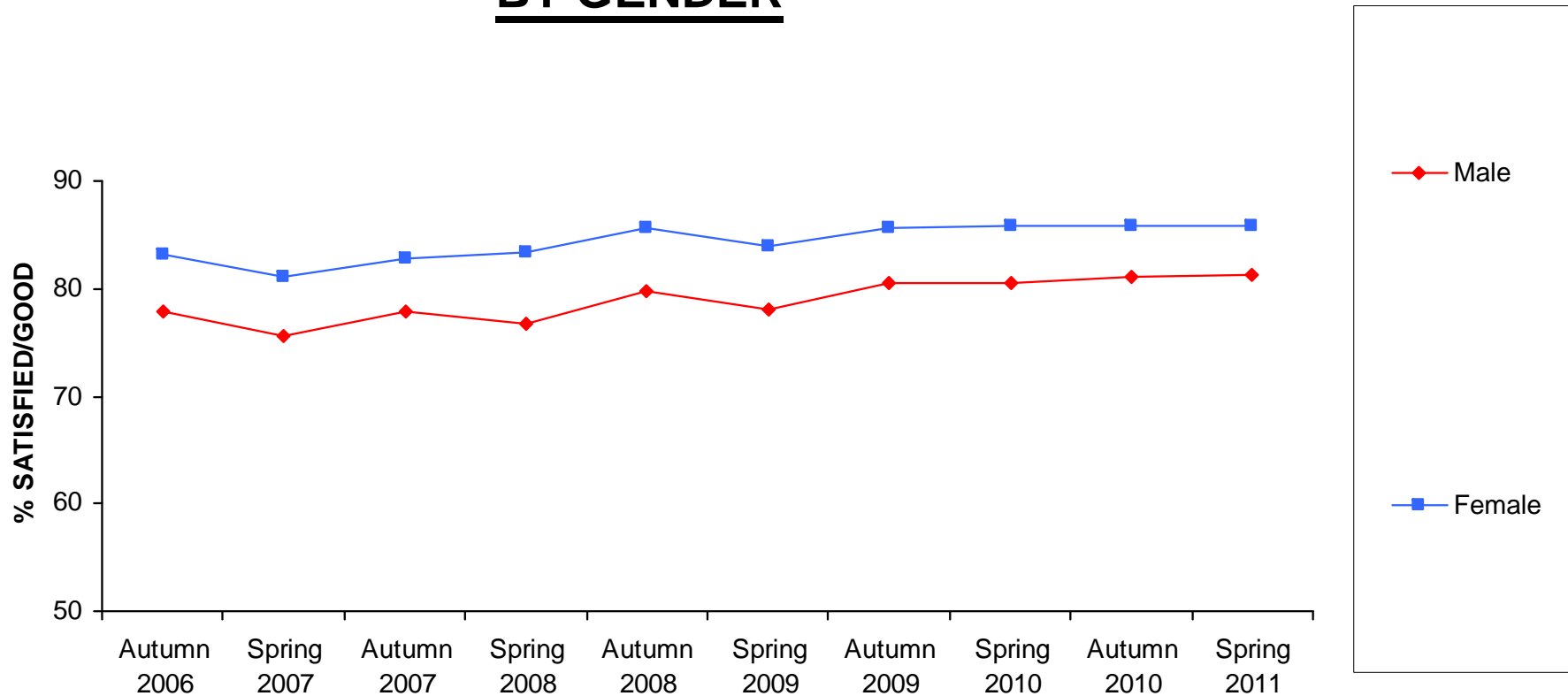


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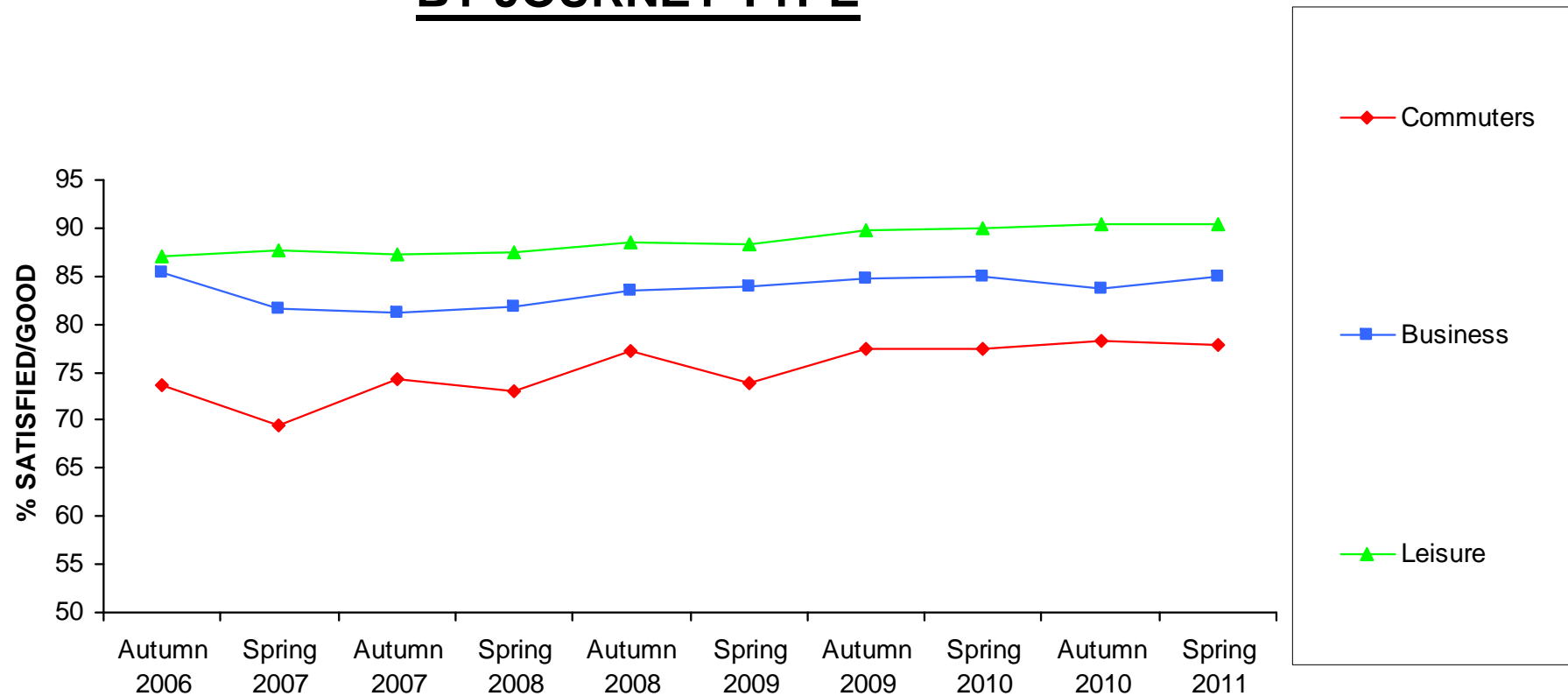
OVERALL SATISFACTION WITH JOURNEY BY AGE



OVERALL SATISFACTION WITH JOURNEY BY GENDER

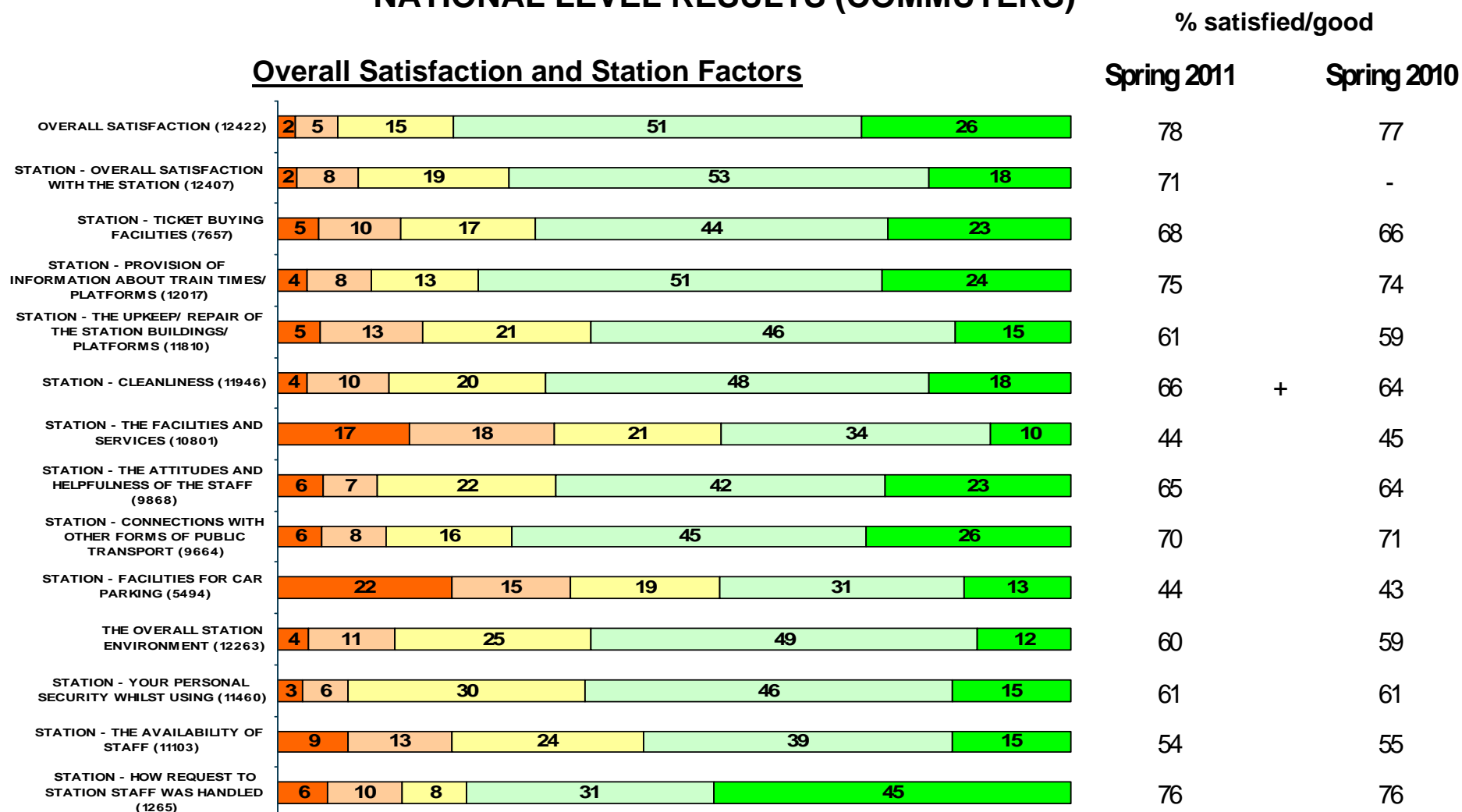


OVERALL SATISFACTION WITH JOURNEY BY JOURNEY TYPE



NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (COMMUTERS)

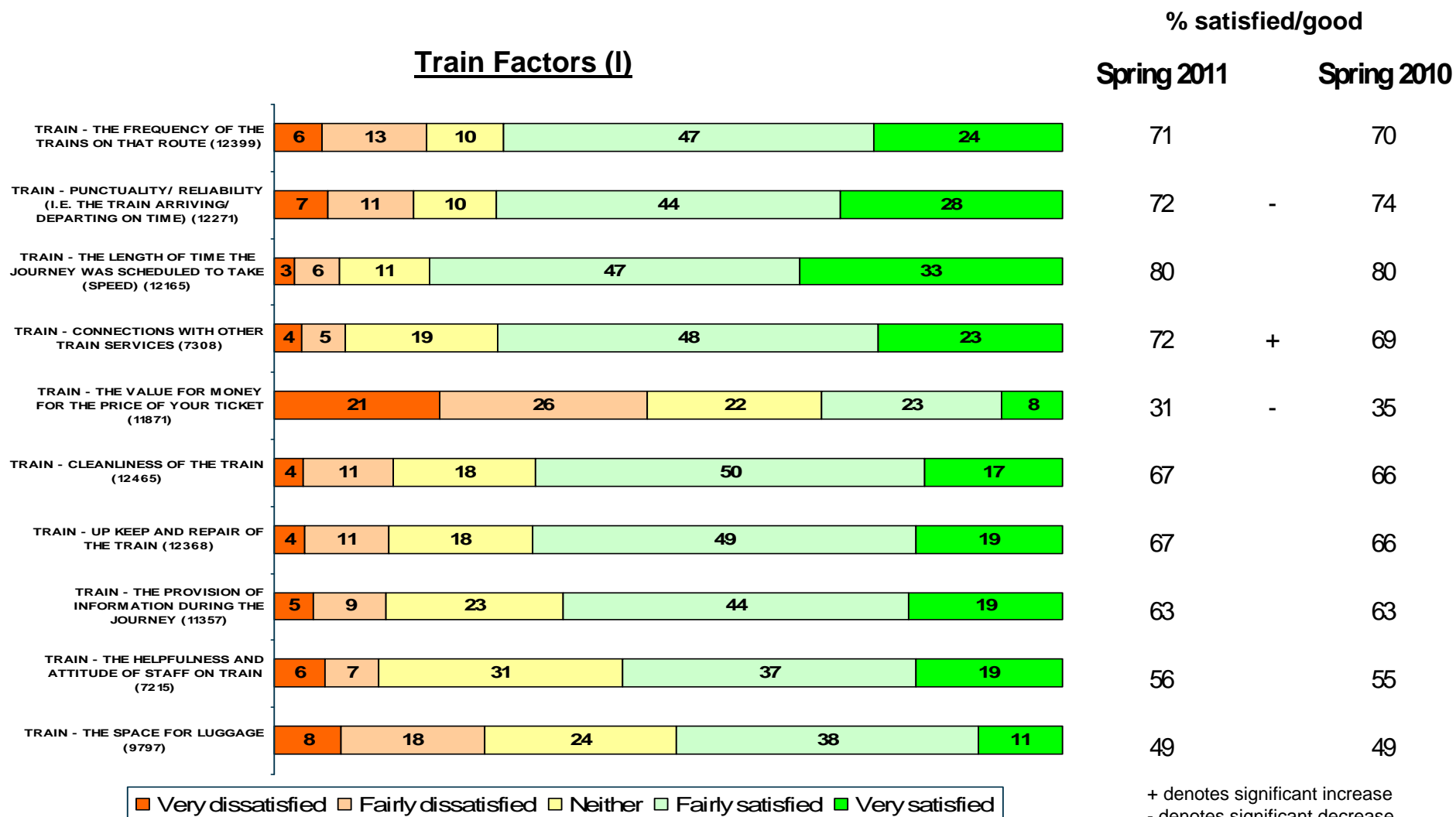


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NATIONAL LEVEL RESULTS (COMMUTERS)

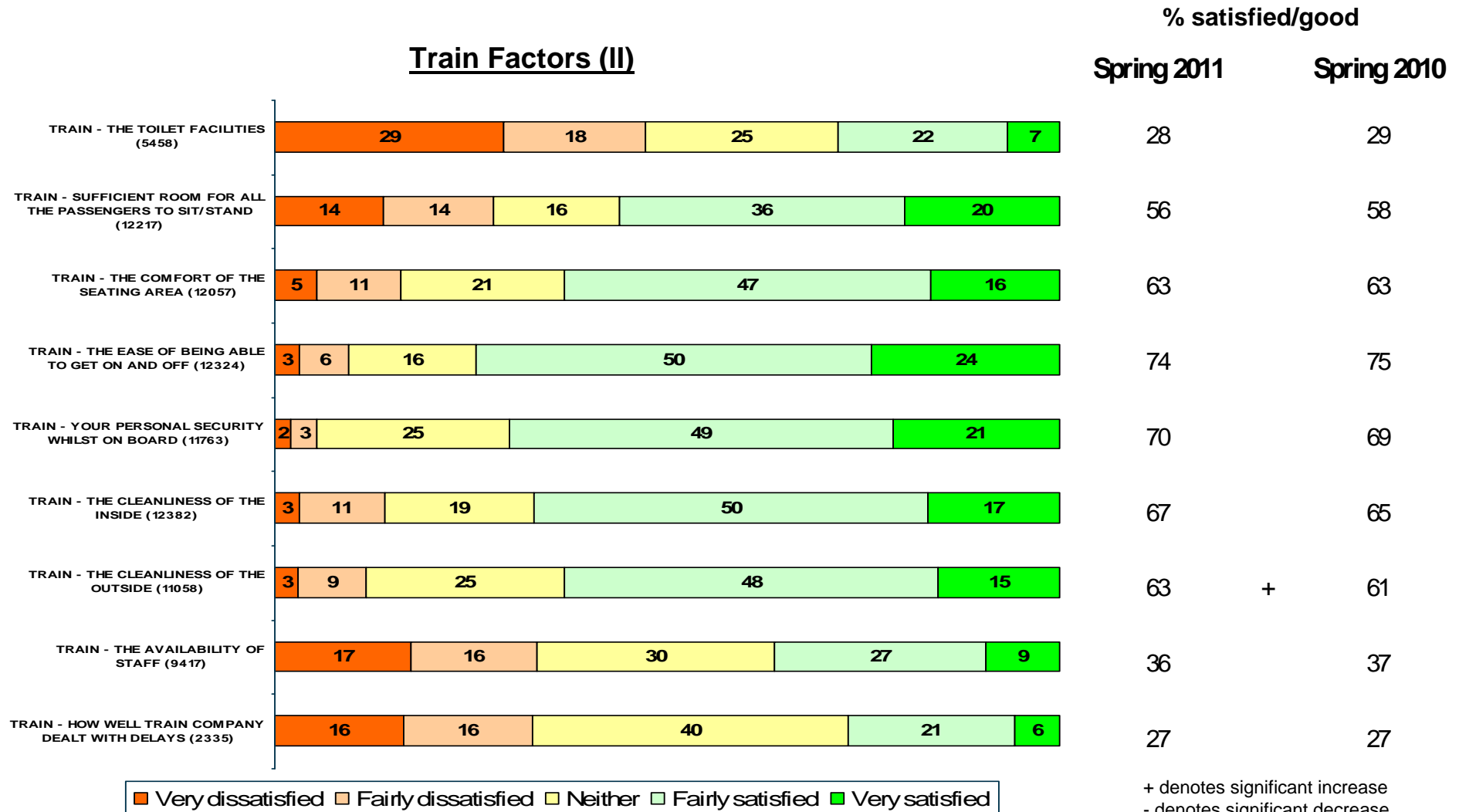


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NATIONAL LEVEL RESULTS (COMMUTERS)



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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

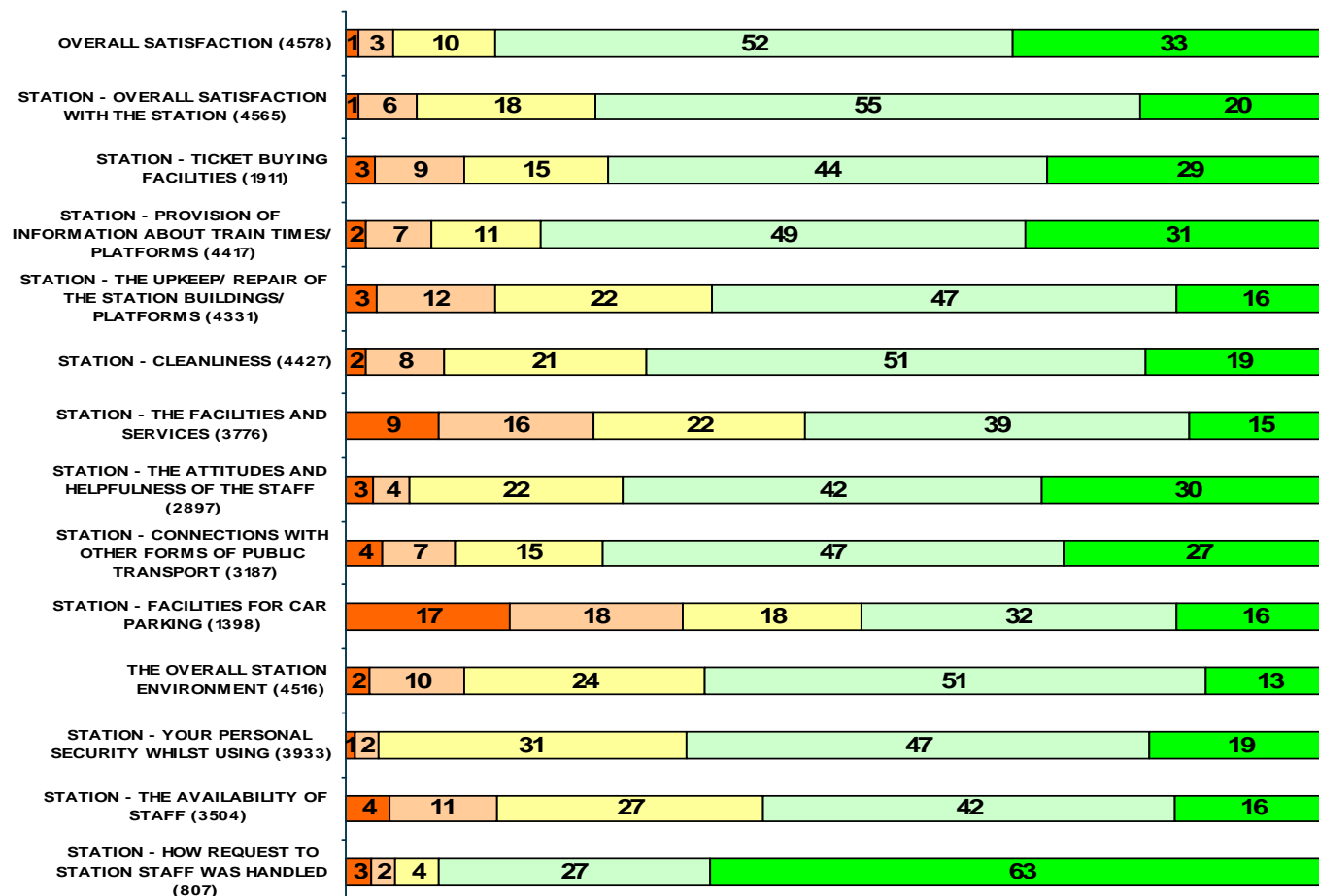
NATIONAL LEVEL RESULTS (BUSINESS TRAVELLERS)

% satisfied/good

Overall Satisfaction and Station Factors

Spring 2011

Spring 2010

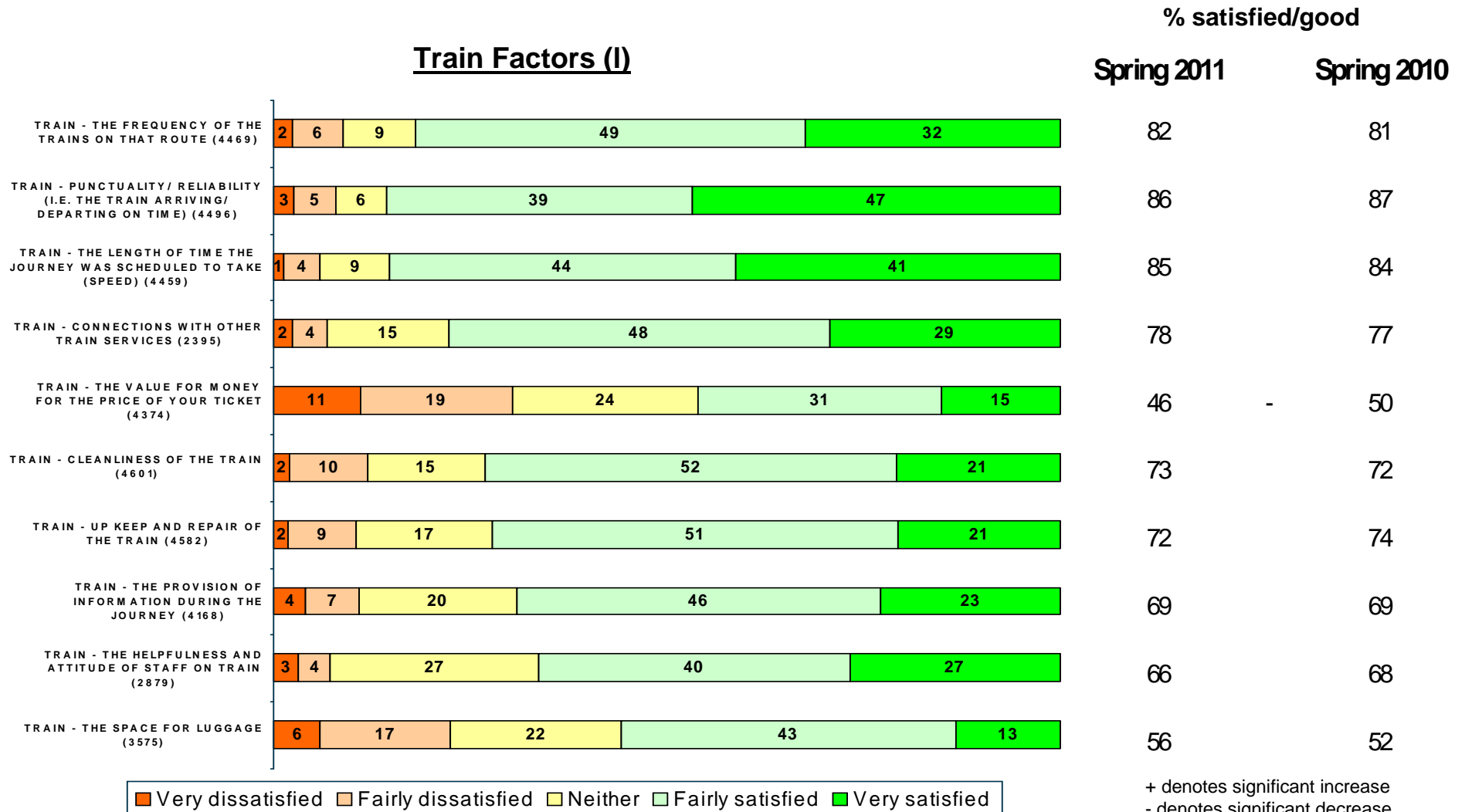


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NATIONAL LEVEL RESULTS (BUSINESS TRAVELLERS)

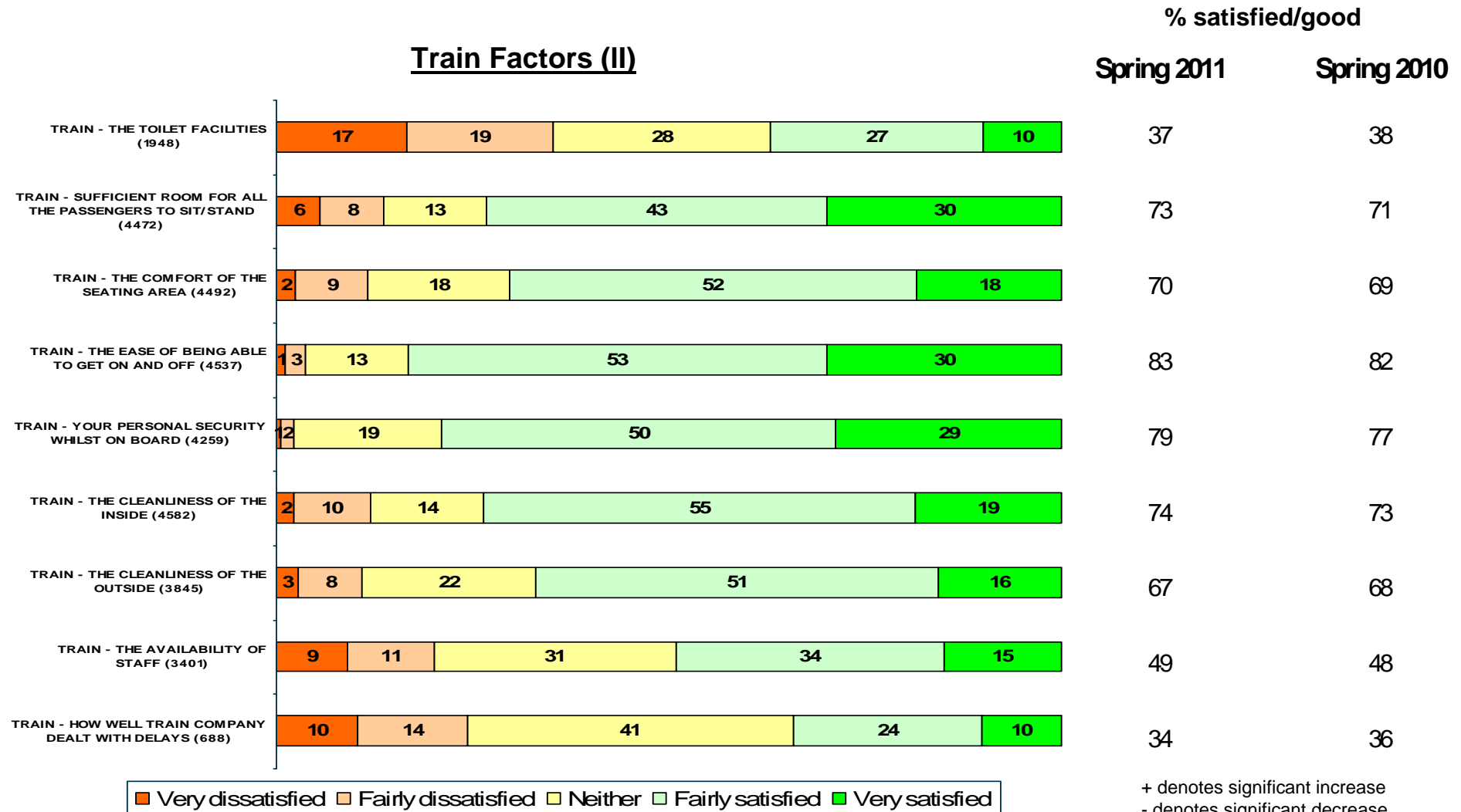


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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (BUSINESS TRAVELLERS)



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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

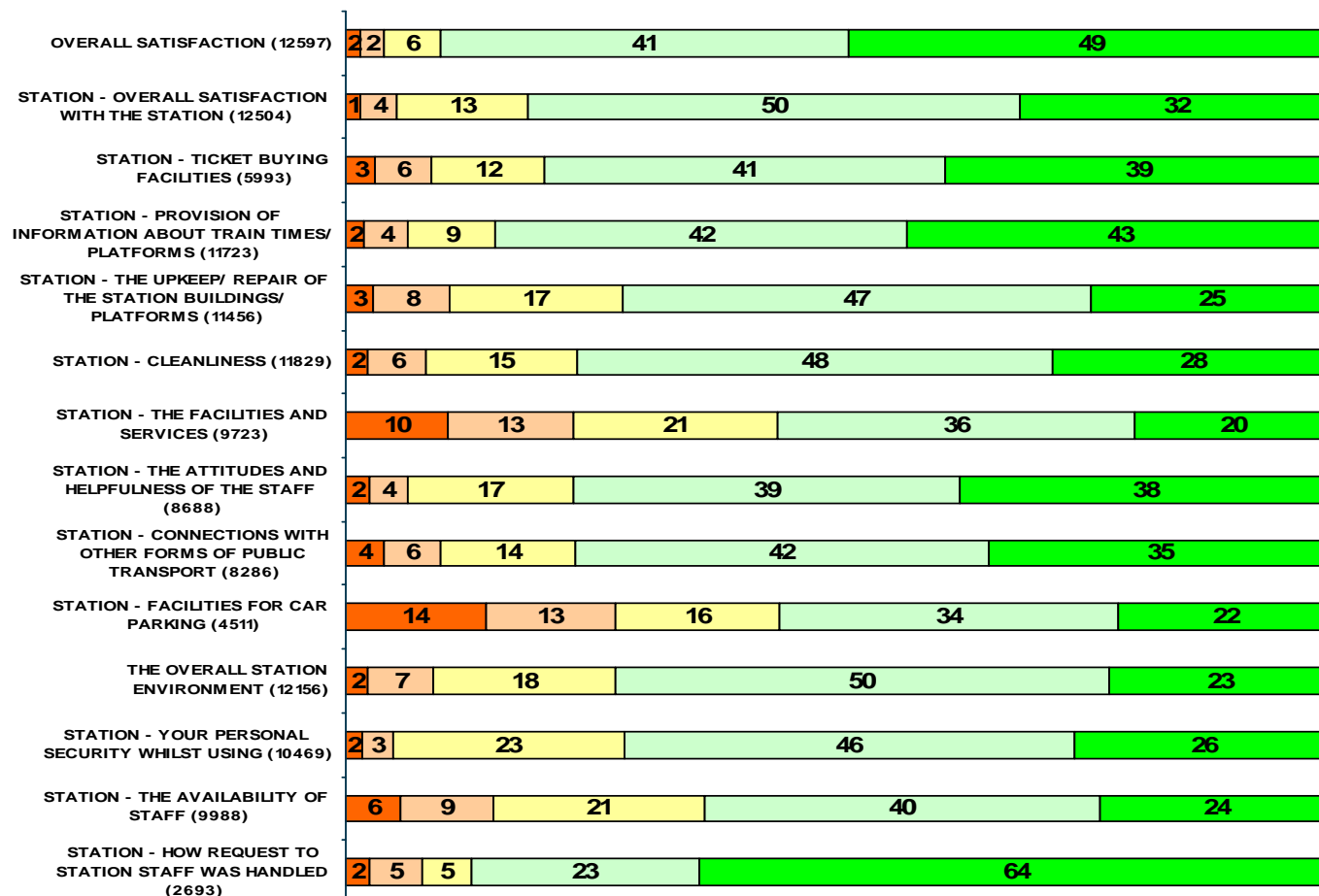
NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)

% satisfied/good

Overall Satisfaction and Station Factors

Spring 2011

Spring 2010

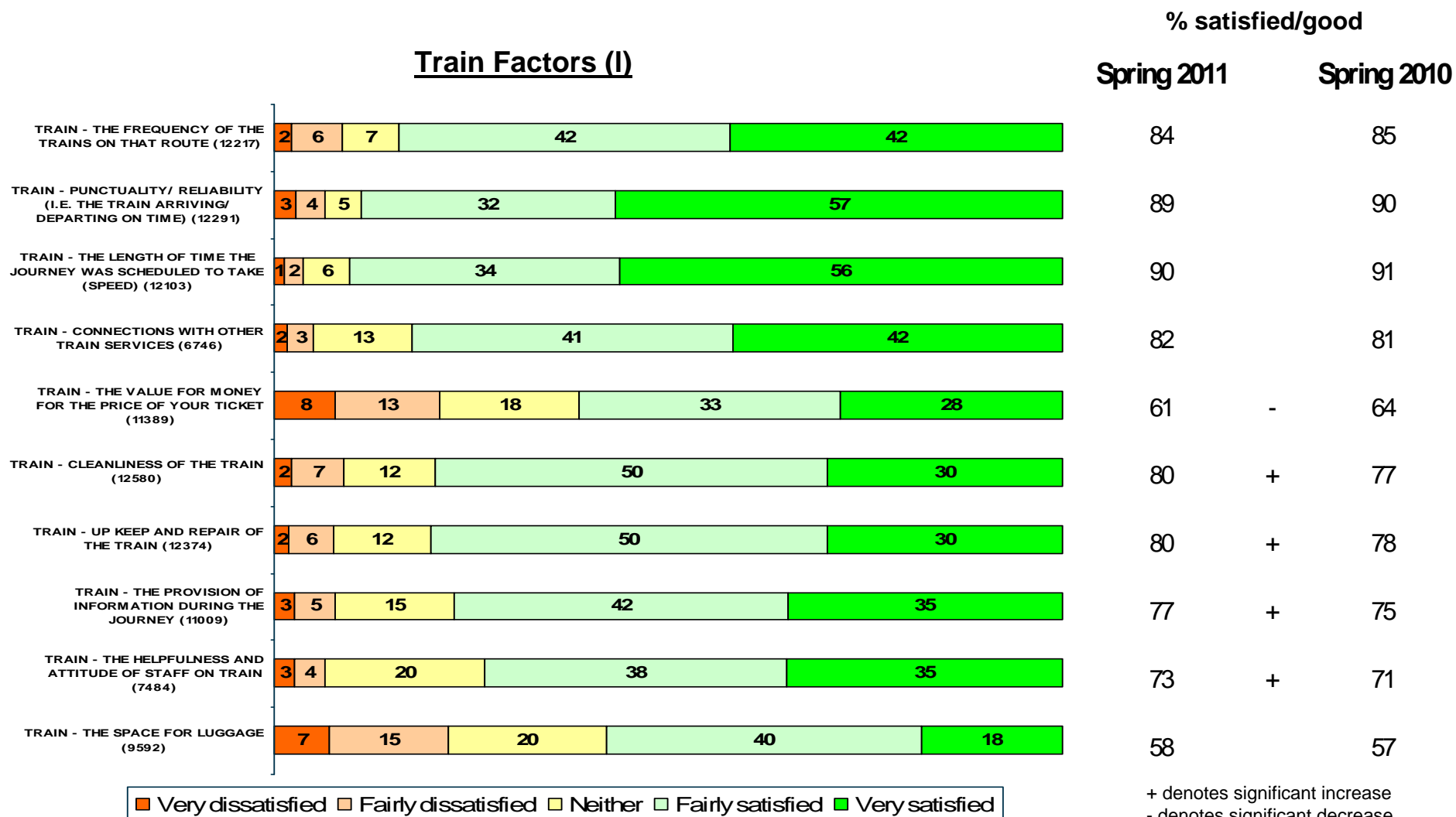


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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)

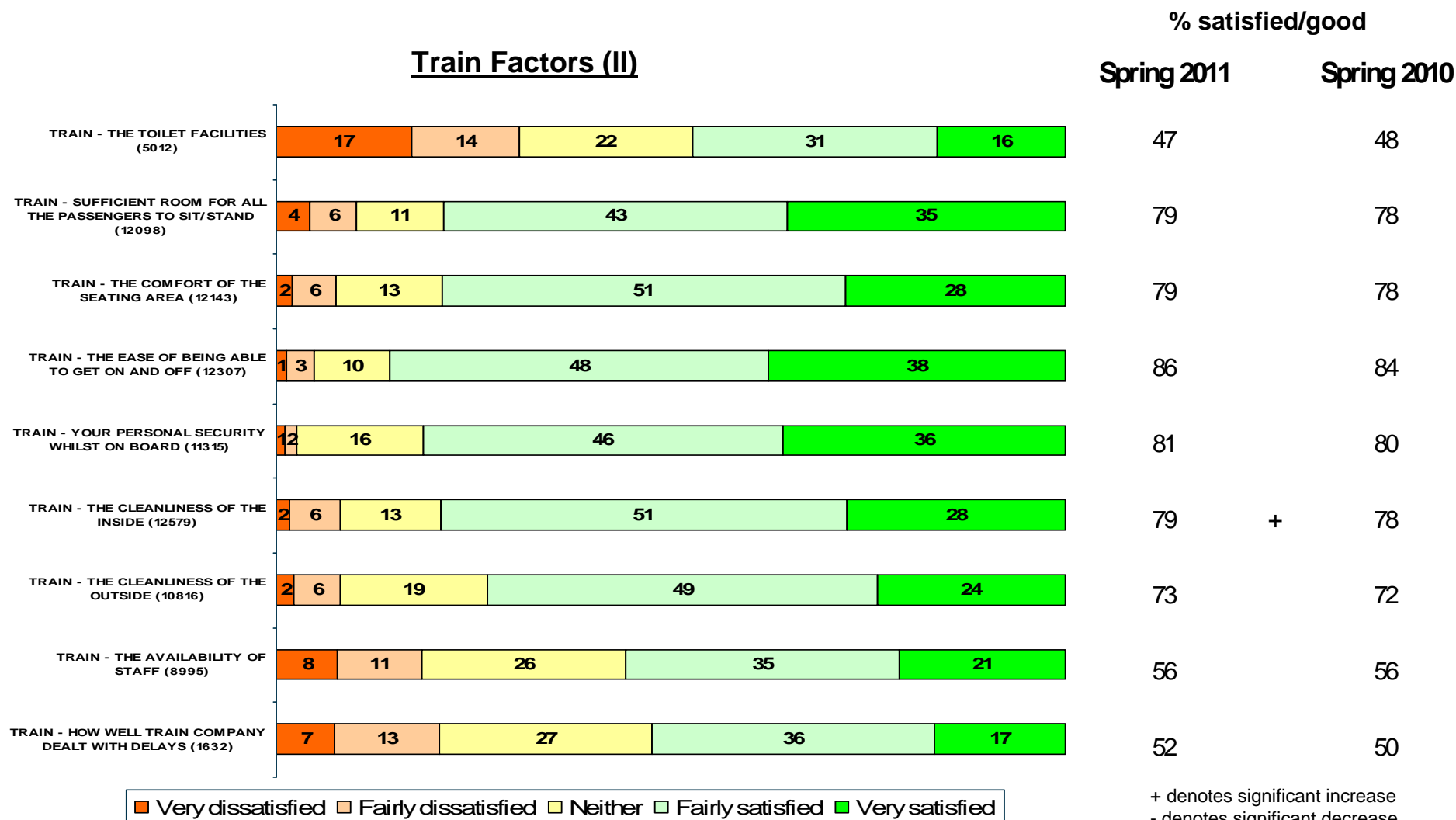


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NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)



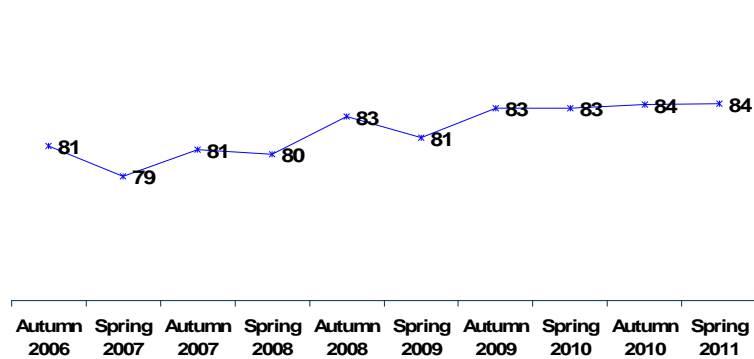
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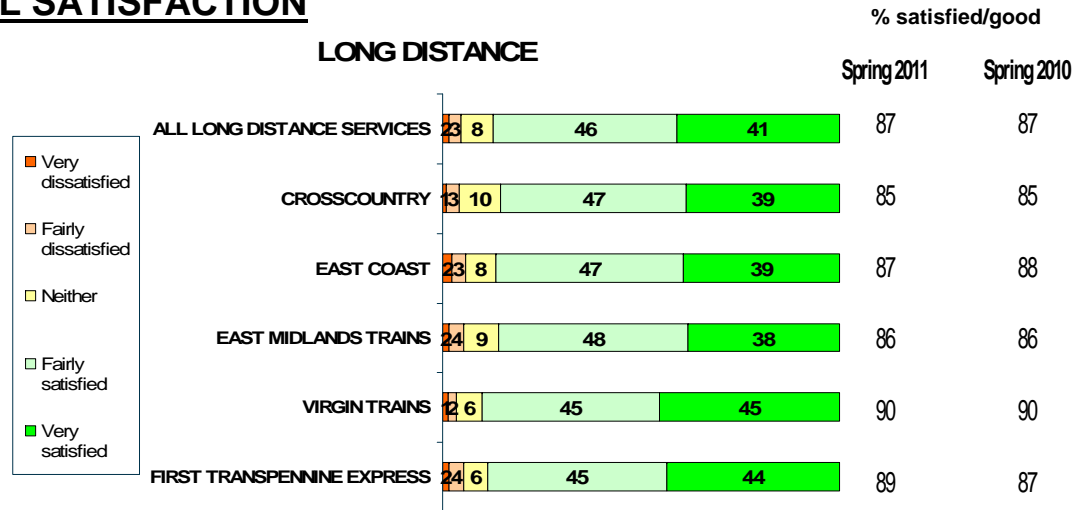
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

OVERALL SATISFACTION

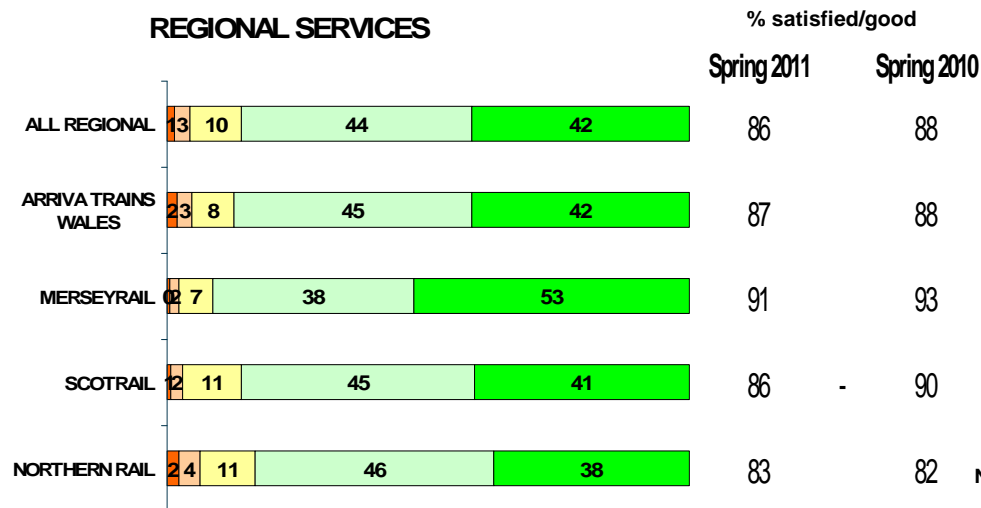
NATIONAL TREND



LONG DISTANCE

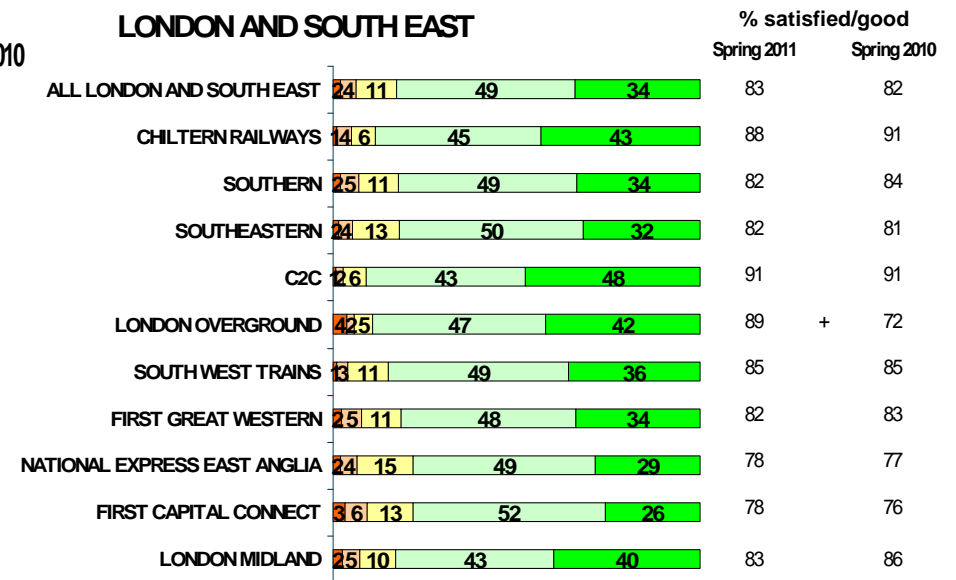


REGIONAL SERVICES



+ denotes significant increase
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 at 95% confidence level

LONDON AND SOUTH EAST



NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

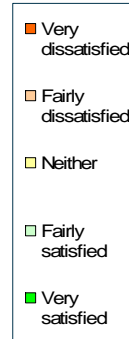
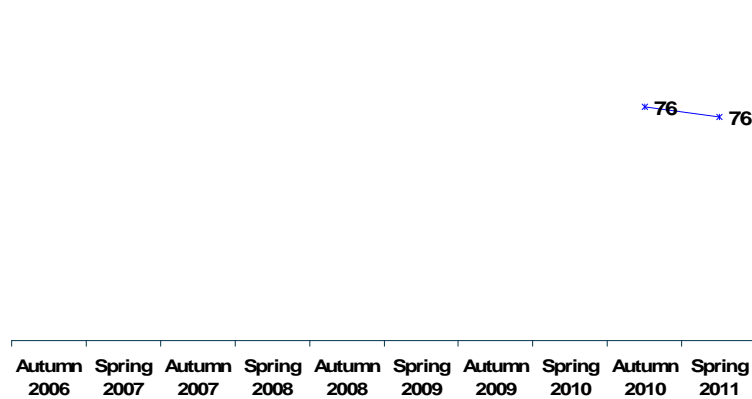
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - OVERALL SATISFACTION WITH THE STATION

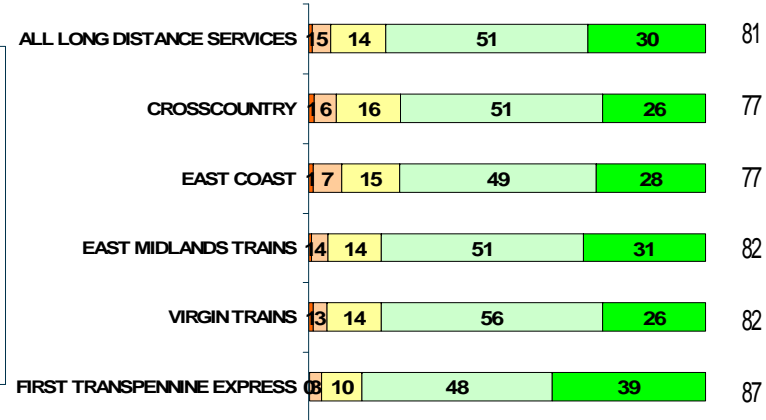
NATIONAL TREND

% satisfied/good

Spring 2011 Spring 2010



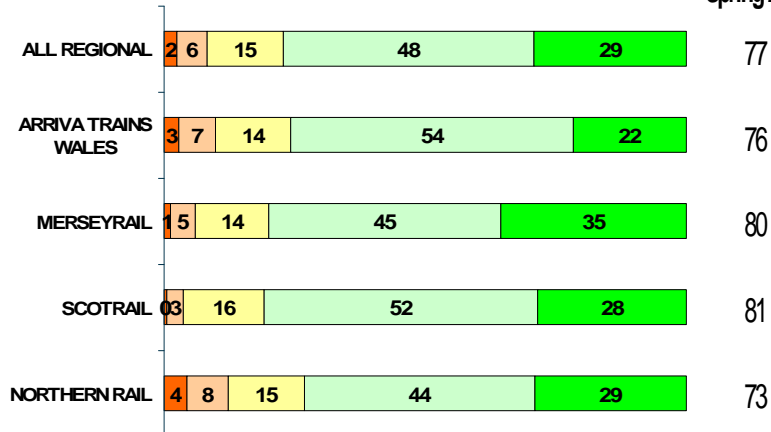
LONG DISTANCE



REGIONAL SERVICES

% satisfied/good

Spring 2011 Spring 2010

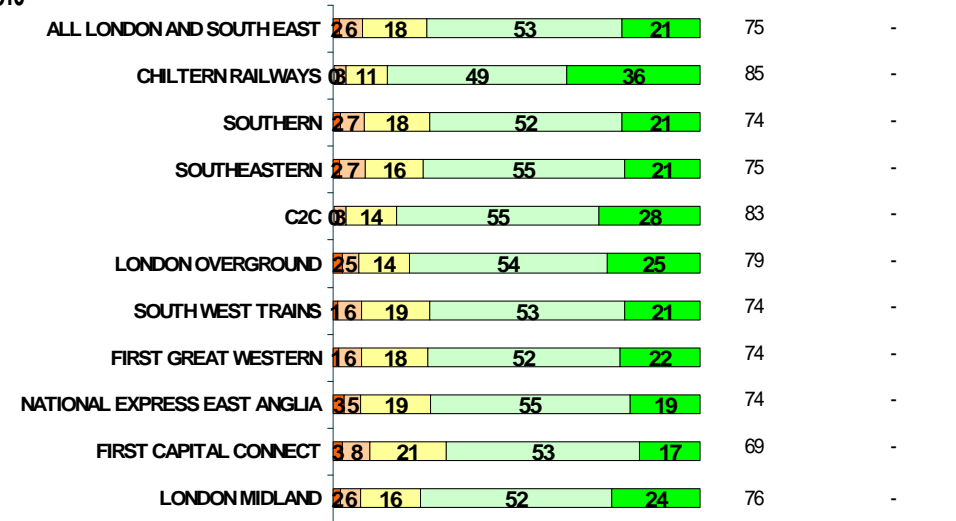


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LONDON AND SOUTH EAST

% satisfied/good

Spring 2011 Spring 2010

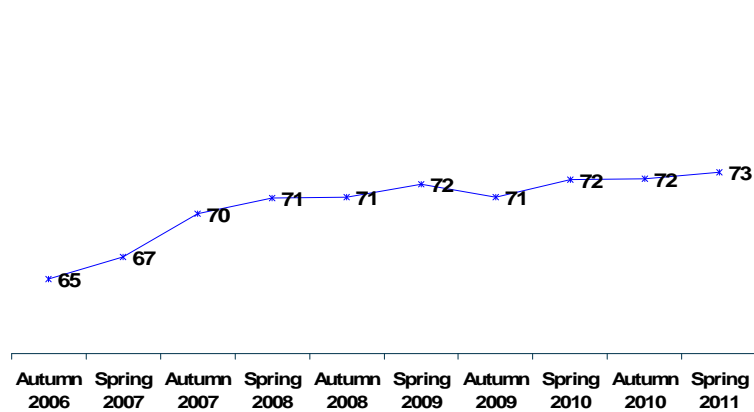


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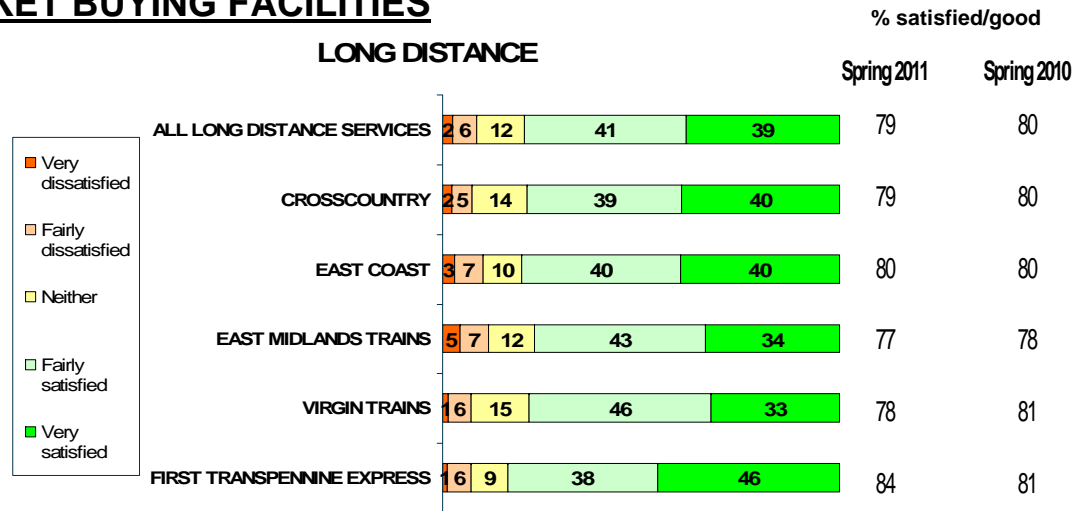
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - TICKET BUYING FACILITIES

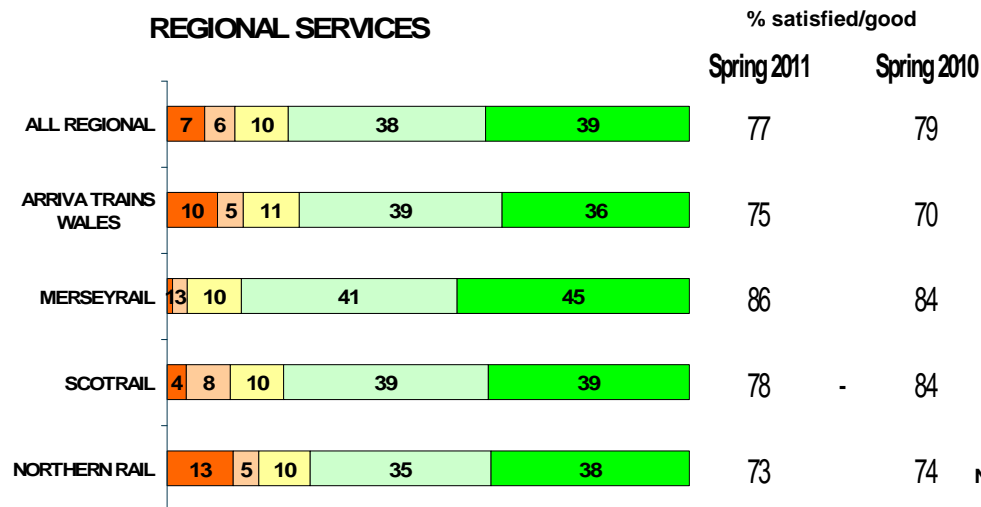
NATIONAL TREND



LONG DISTANCE

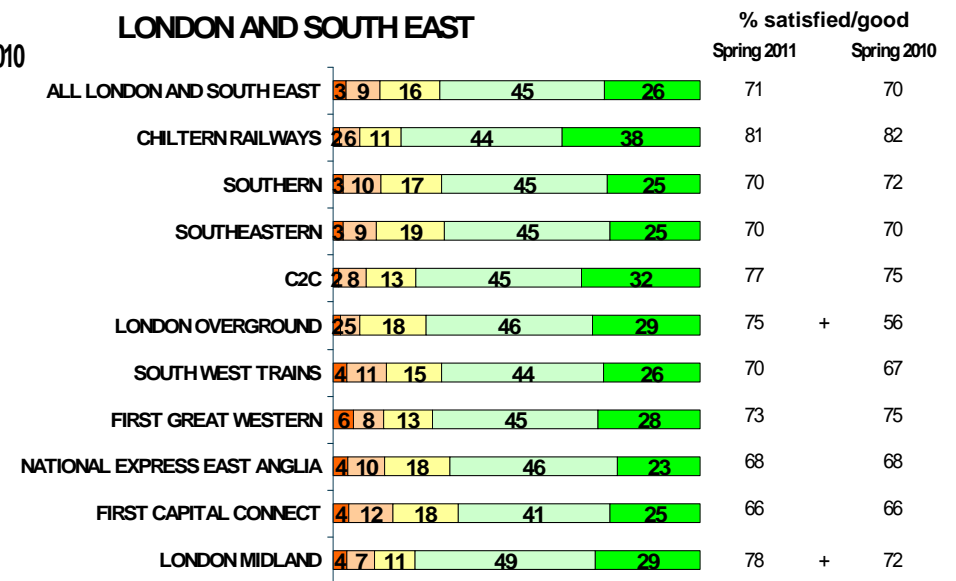


REGIONAL SERVICES



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LONDON AND SOUTH EAST

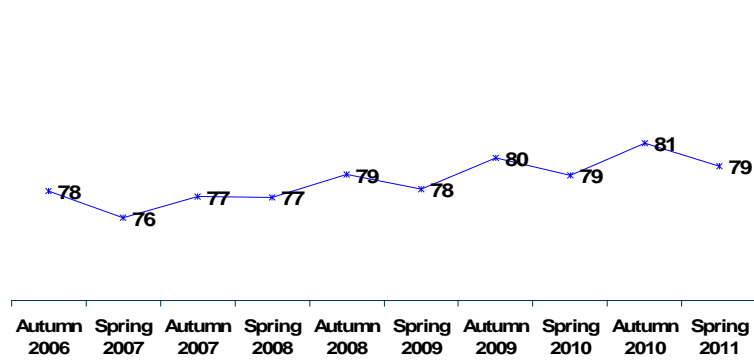


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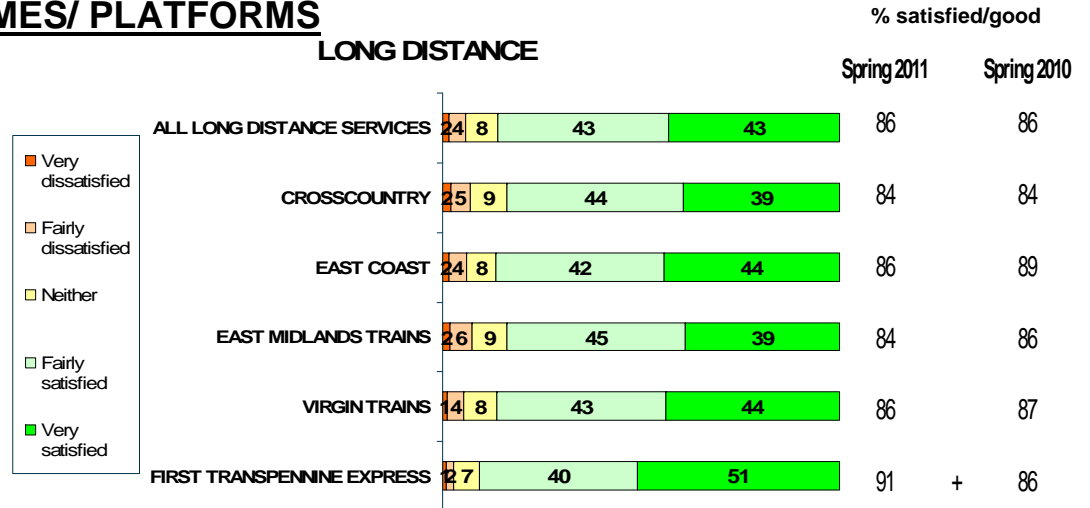
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS

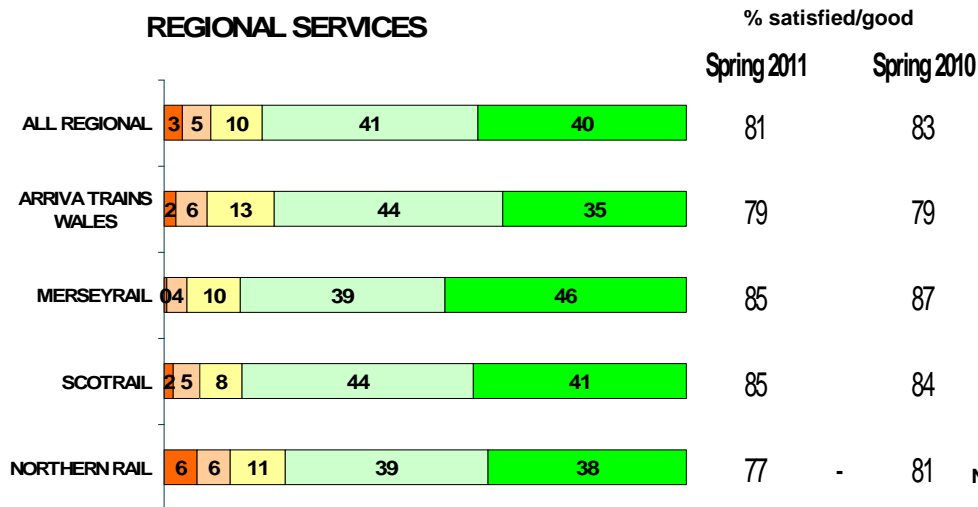
NATIONAL TREND



LONG DISTANCE

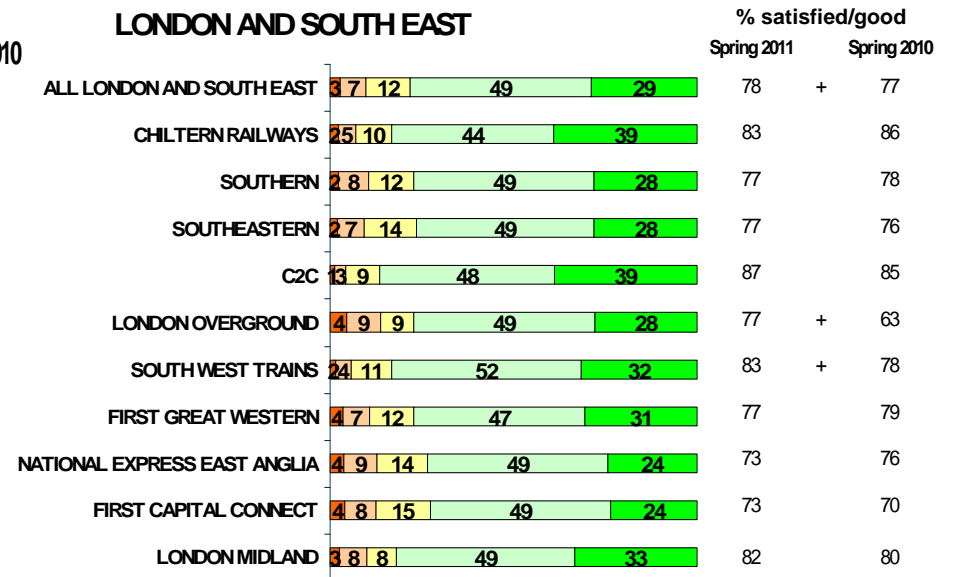


REGIONAL SERVICES



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LONDON AND SOUTH EAST

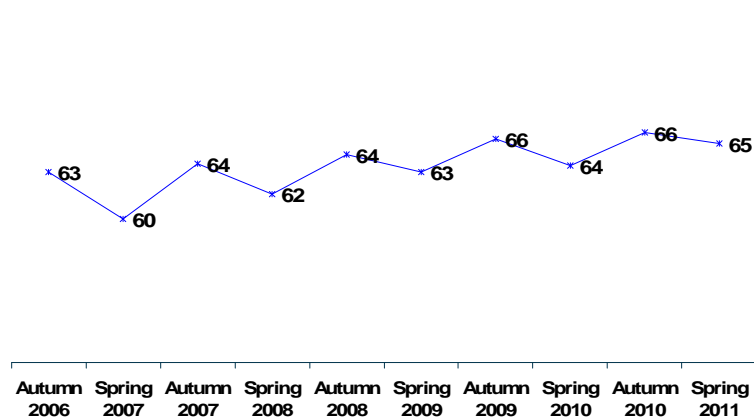


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

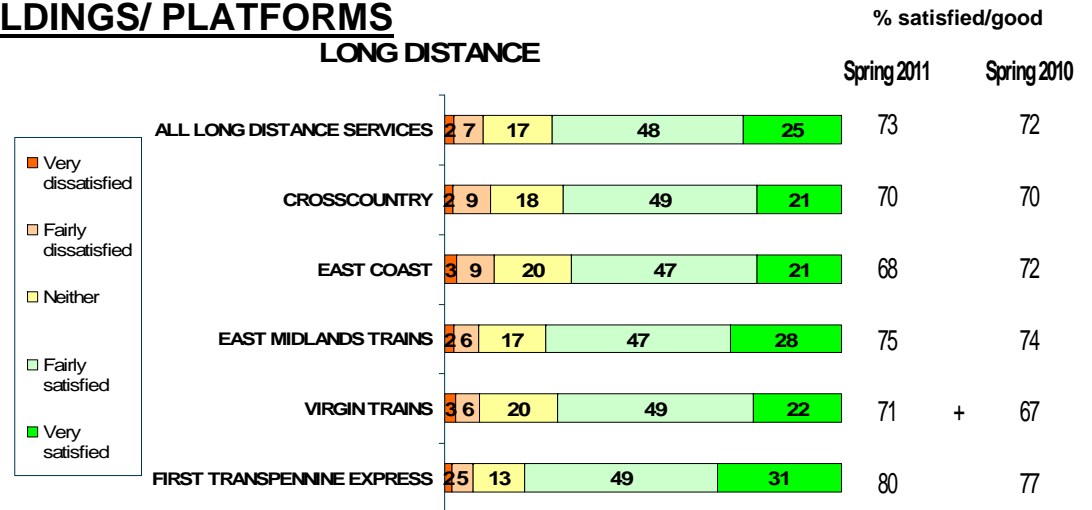
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS

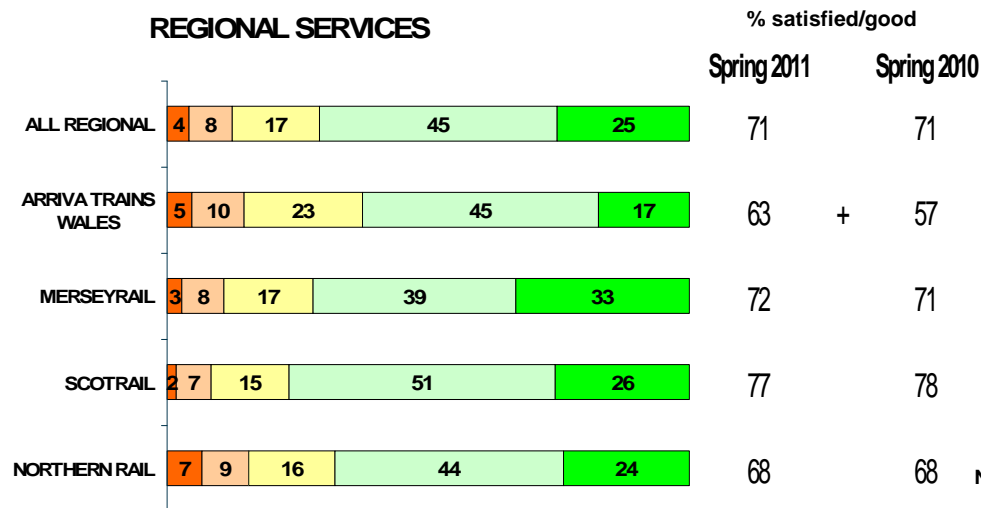
NATIONAL TREND



LONG DISTANCE

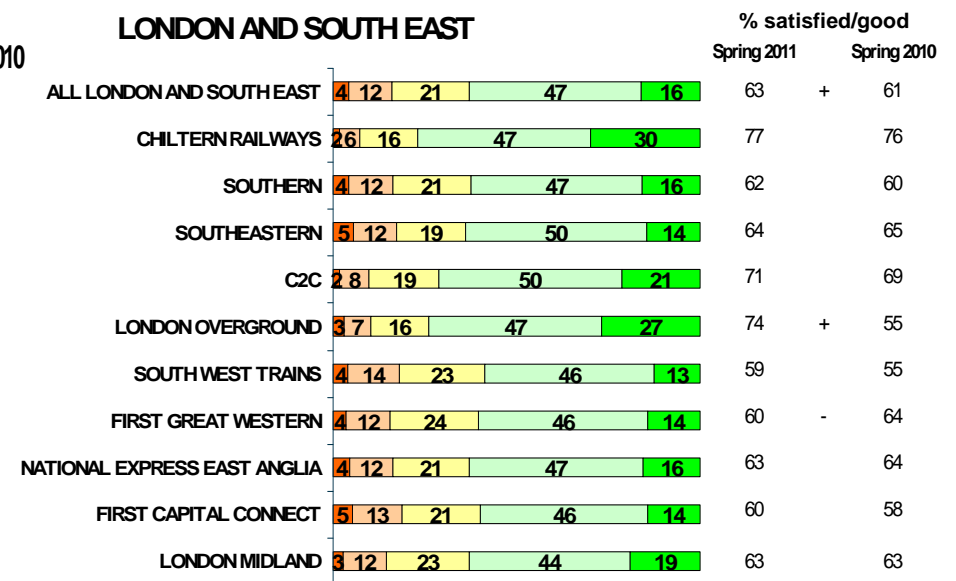


REGIONAL SERVICES



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LONDON AND SOUTH EAST

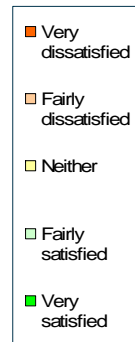
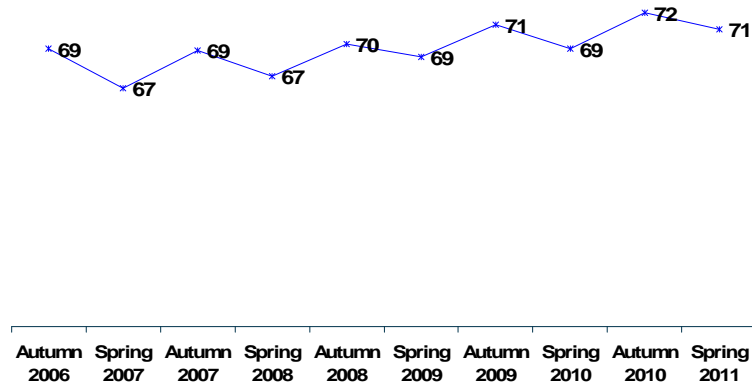


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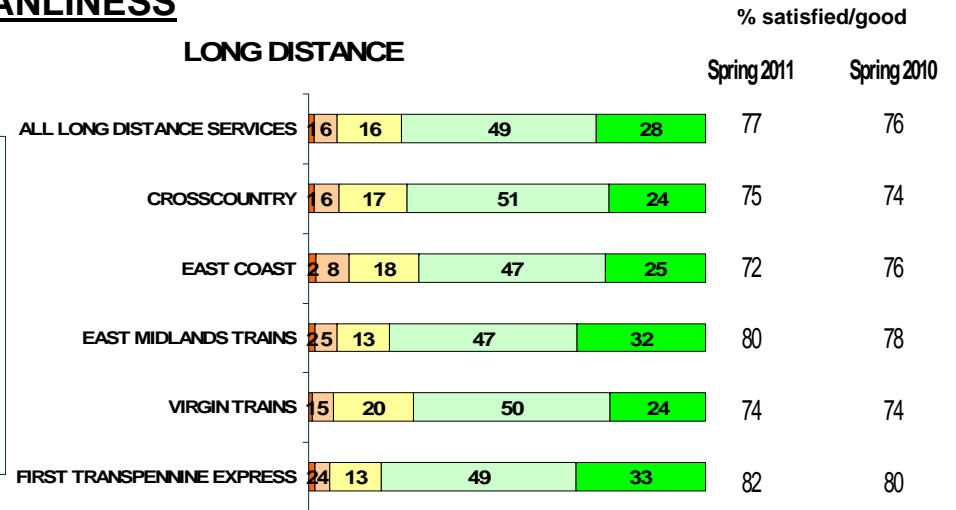
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - CLEANLINESS

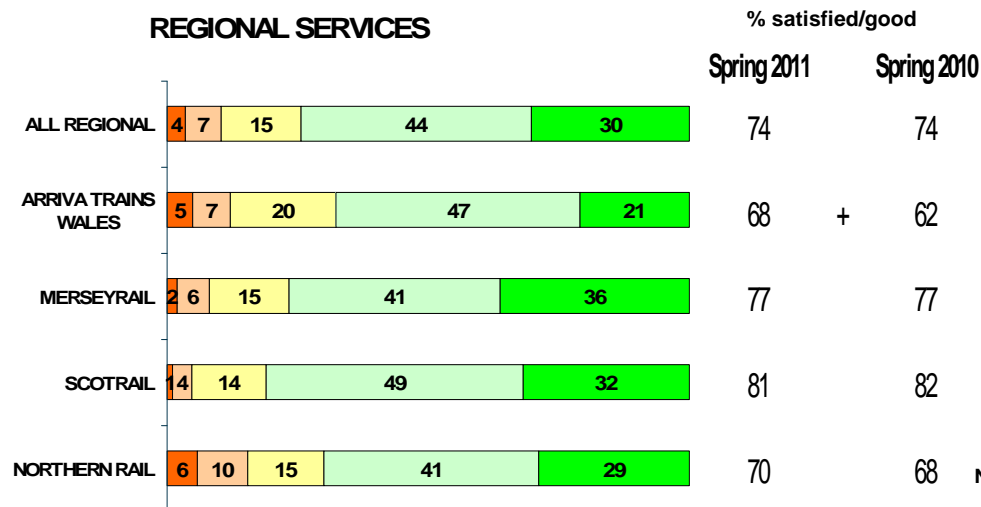
NATIONAL TREND



LONG DISTANCE

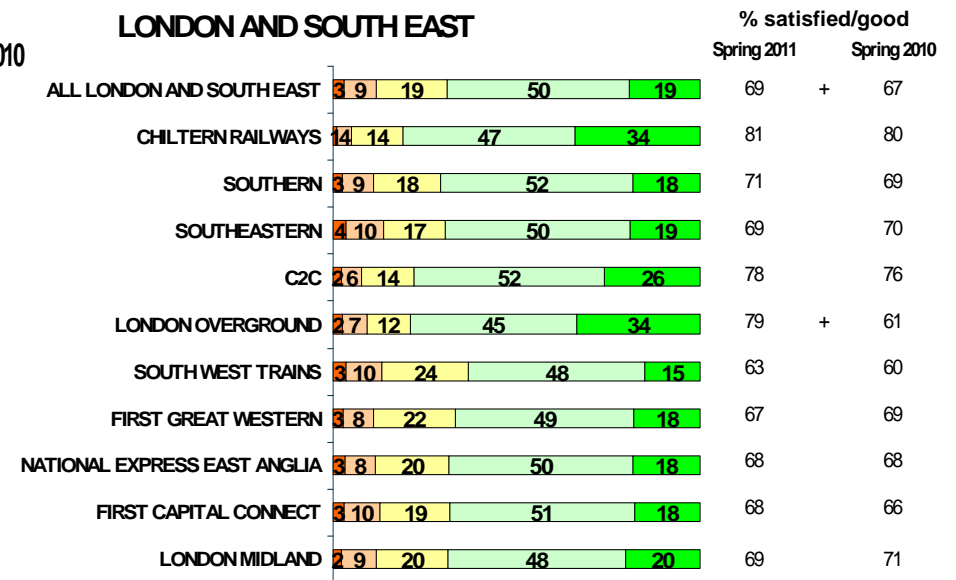


REGIONAL SERVICES



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LONDON AND SOUTH EAST

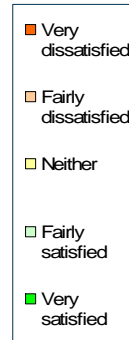
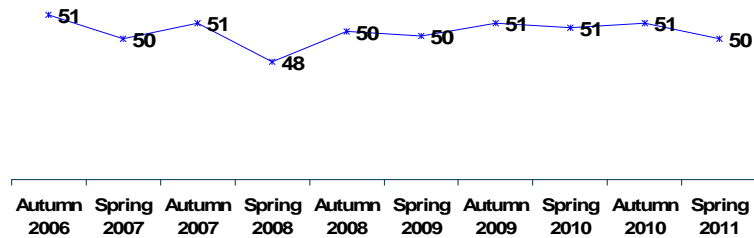


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - FACILITIES AND SERVICES

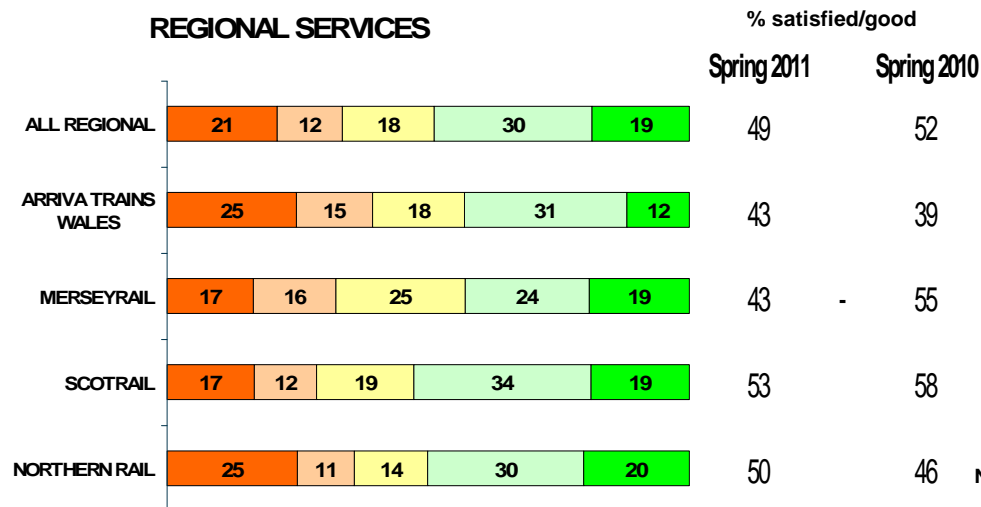
NATIONAL TREND



LONG DISTANCE

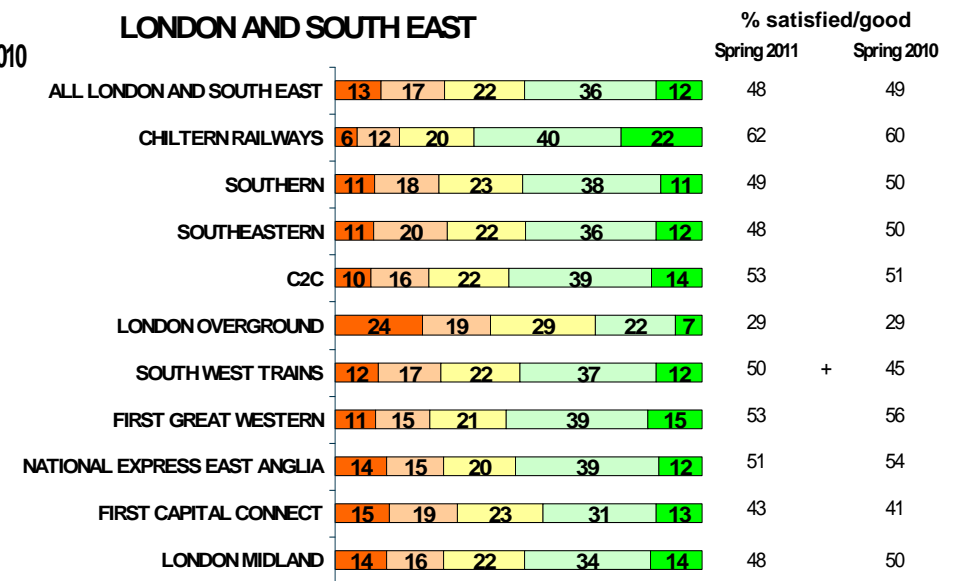


REGIONAL SERVICES



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LONDON AND SOUTH EAST

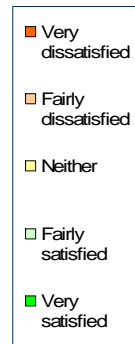
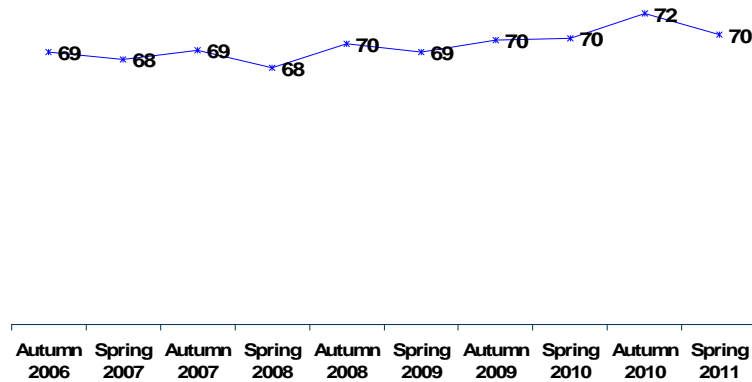


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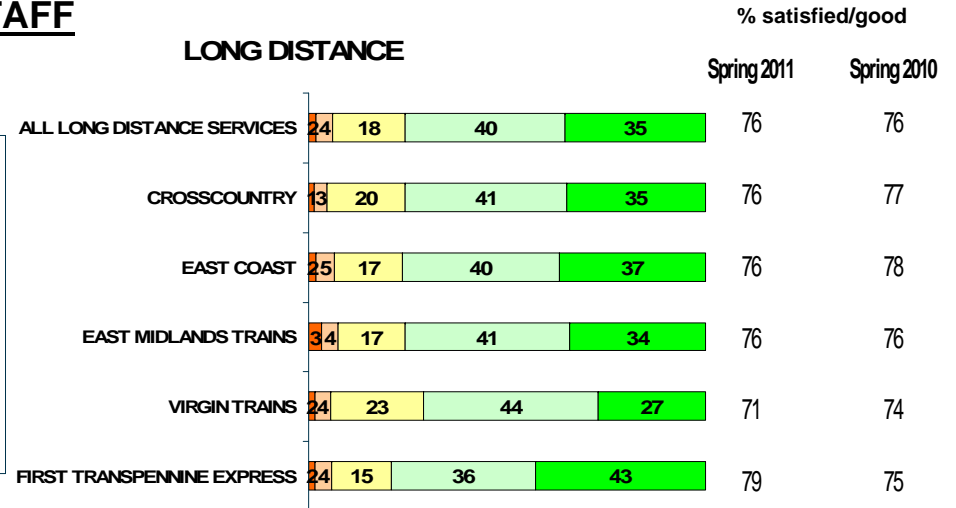
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF

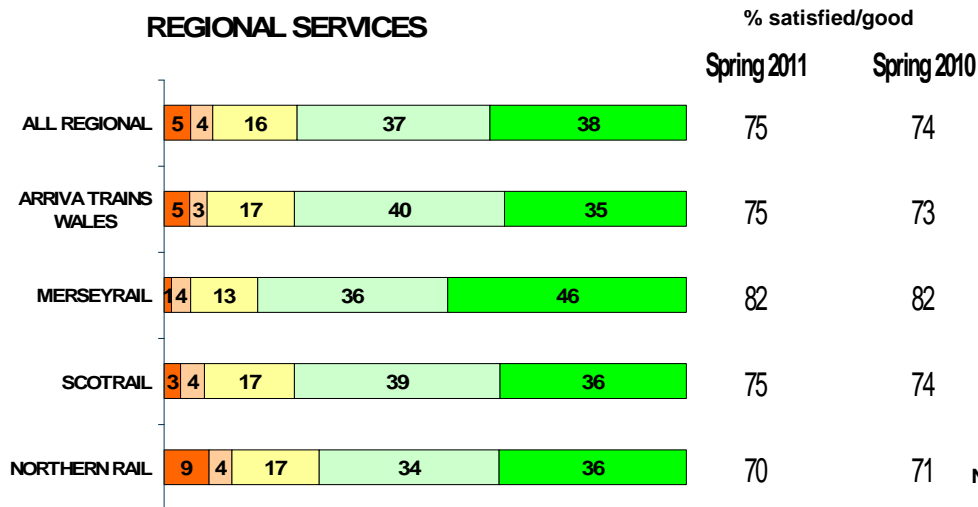
NATIONAL TREND



LONG DISTANCE

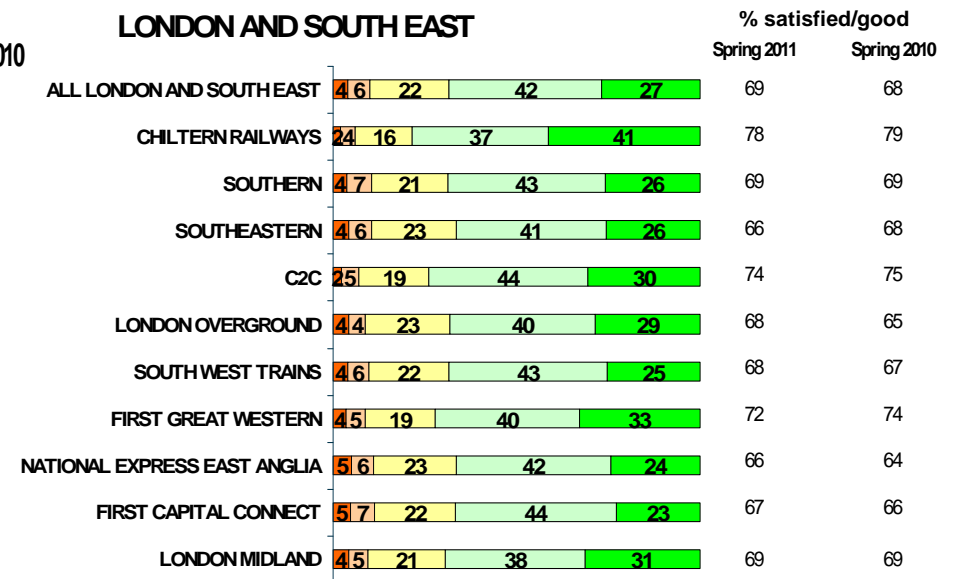


REGIONAL SERVICES



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

LONDON AND SOUTH EAST

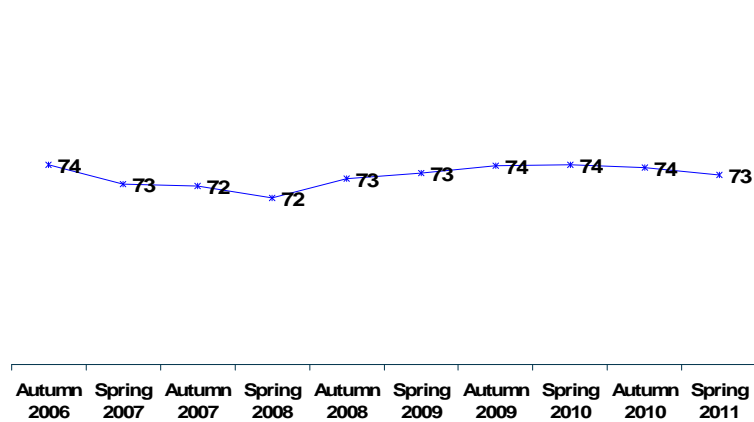


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

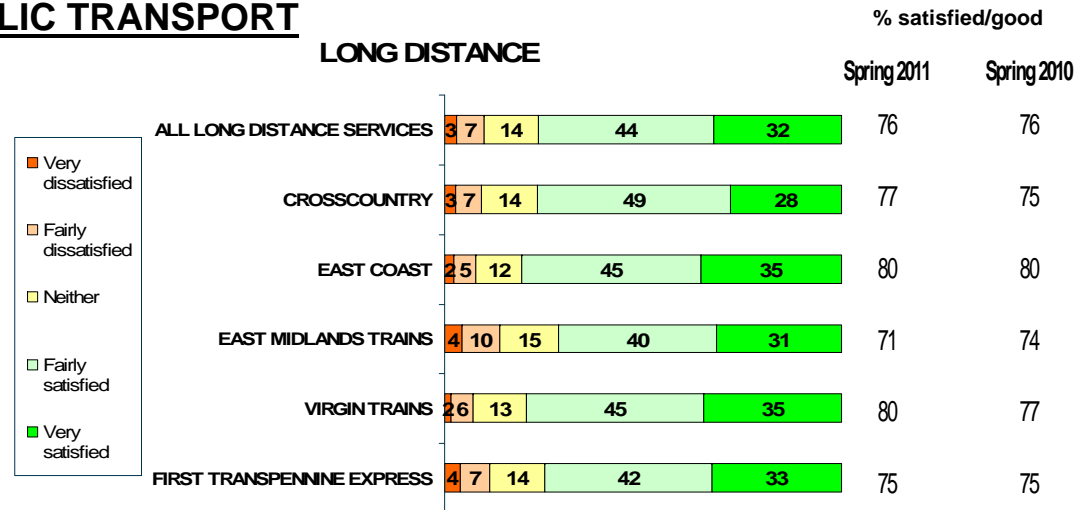
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT

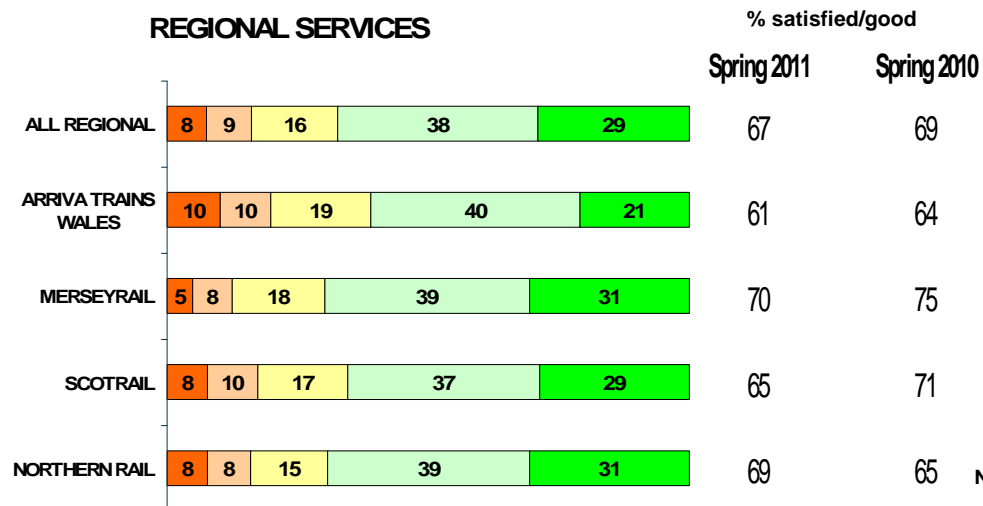
NATIONAL TREND



LONG DISTANCE

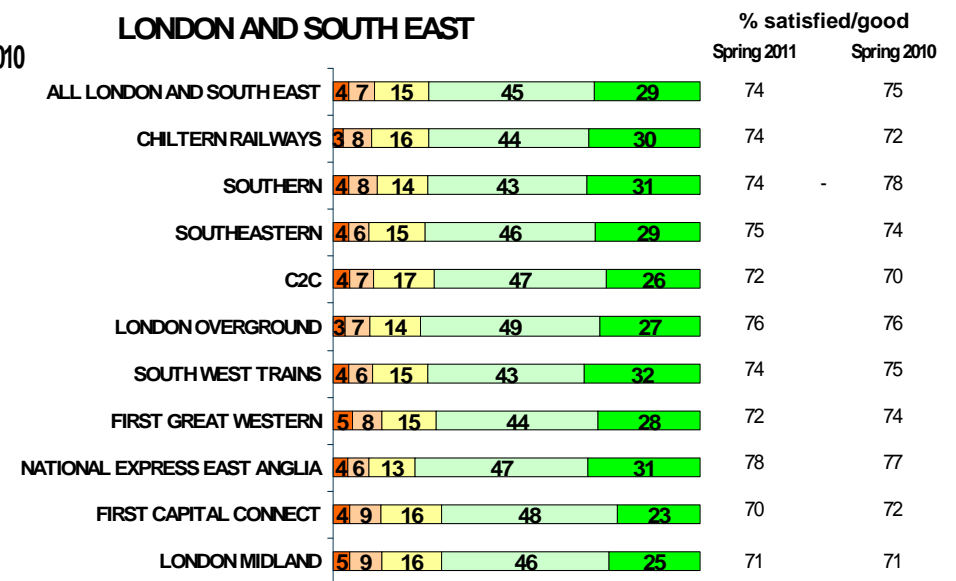


REGIONAL SERVICES



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 at 95% confidence level

LONDON AND SOUTH EAST

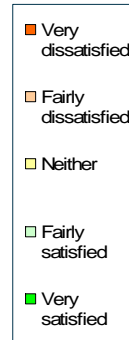
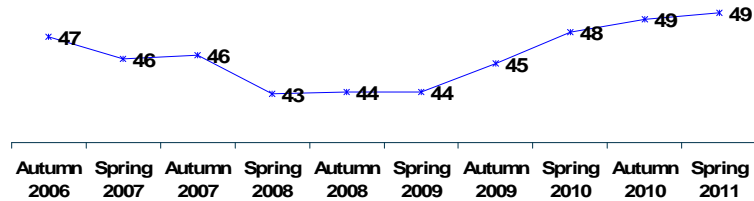


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

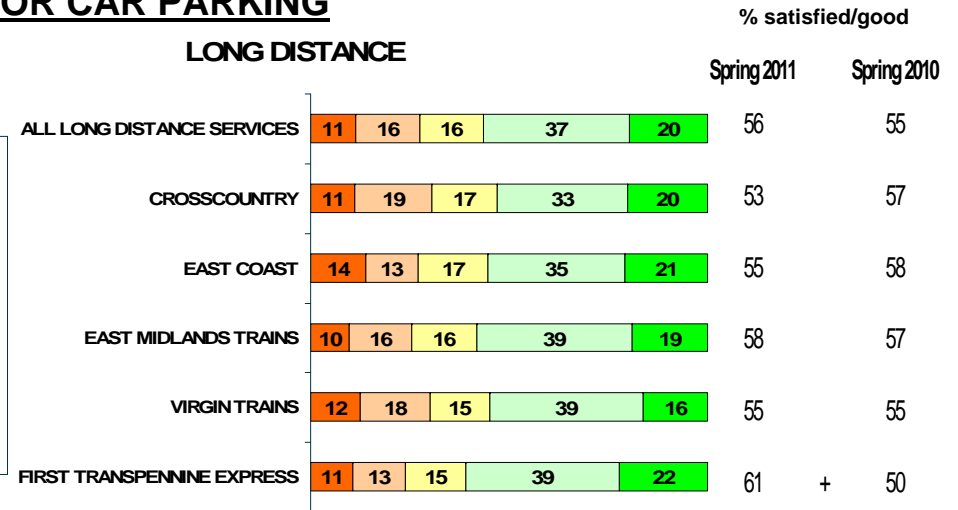
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - FACILITIES FOR CAR PARKING

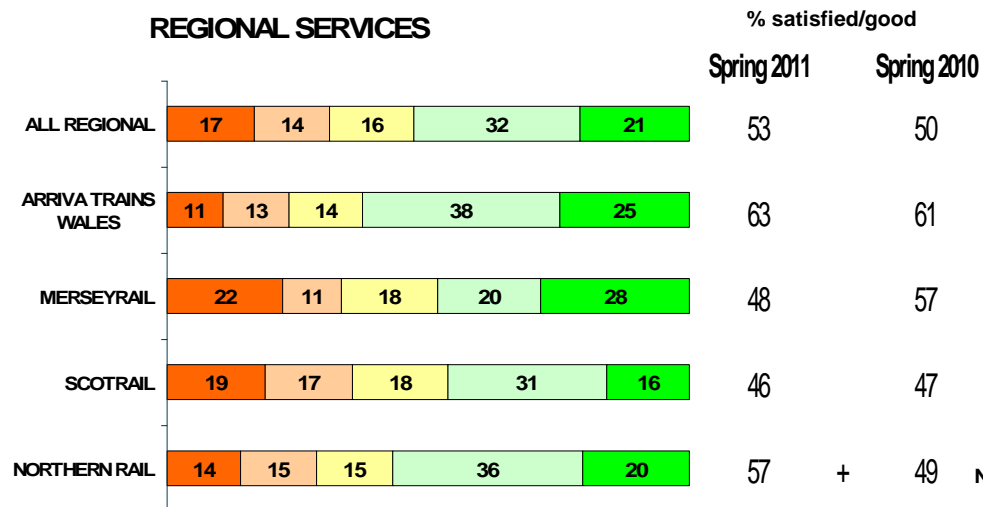
NATIONAL TREND



LONG DISTANCE

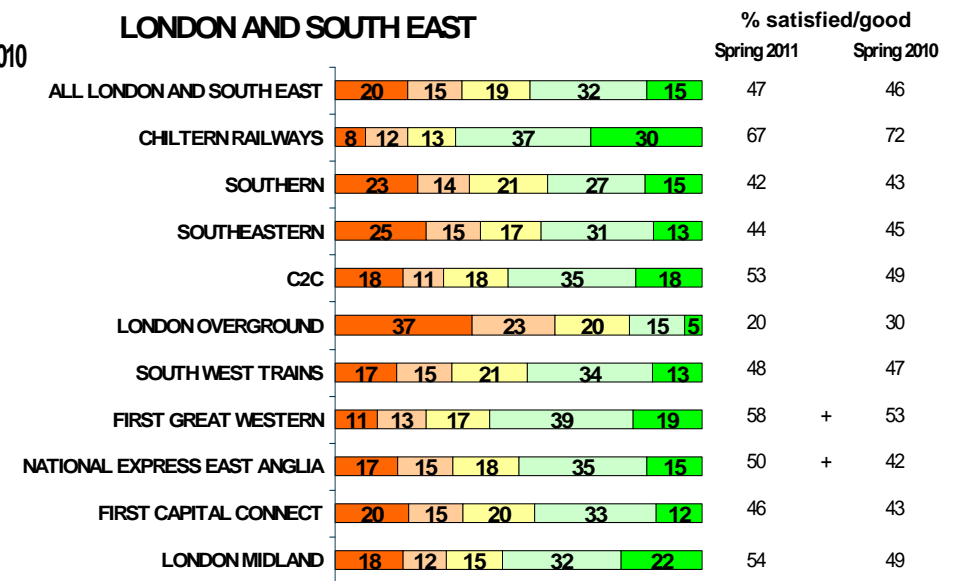


REGIONAL SERVICES



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 at 95% confidence level

LONDON AND SOUTH EAST

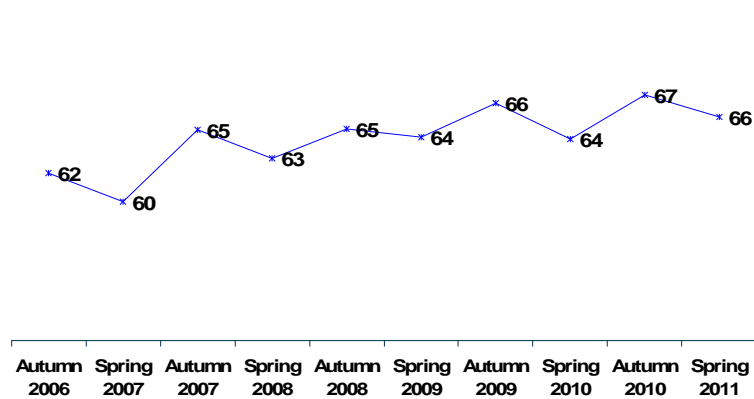


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

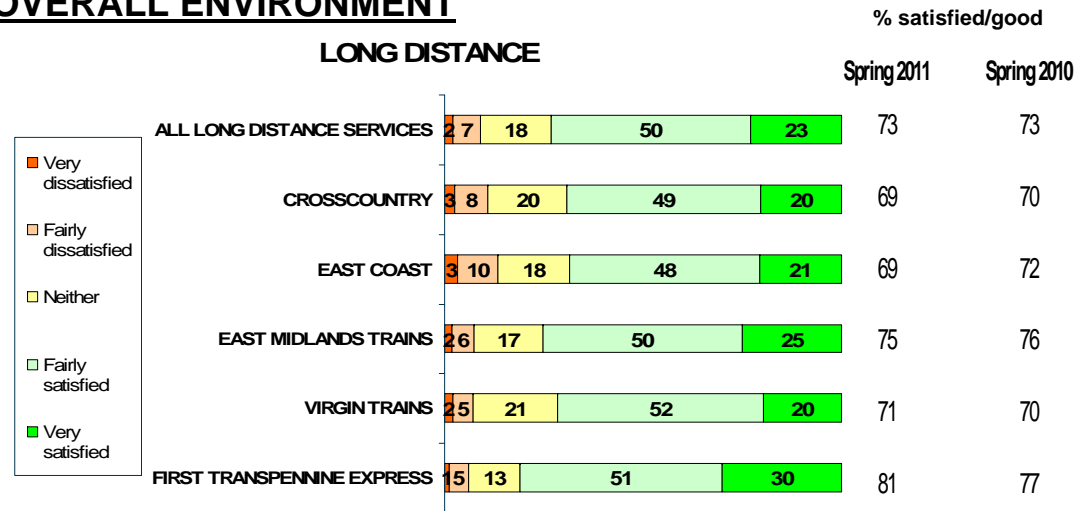
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE OVERALL ENVIRONMENT

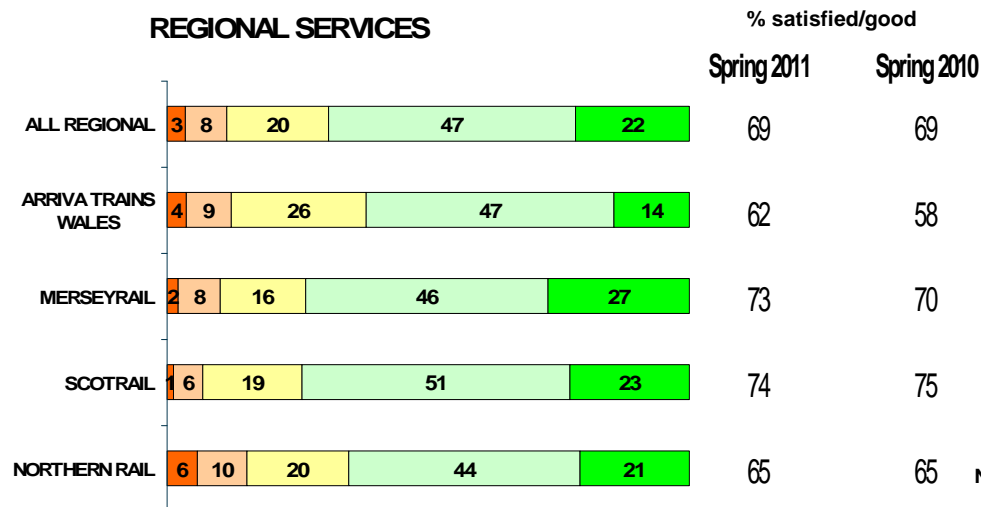
NATIONAL TREND



LONG DISTANCE

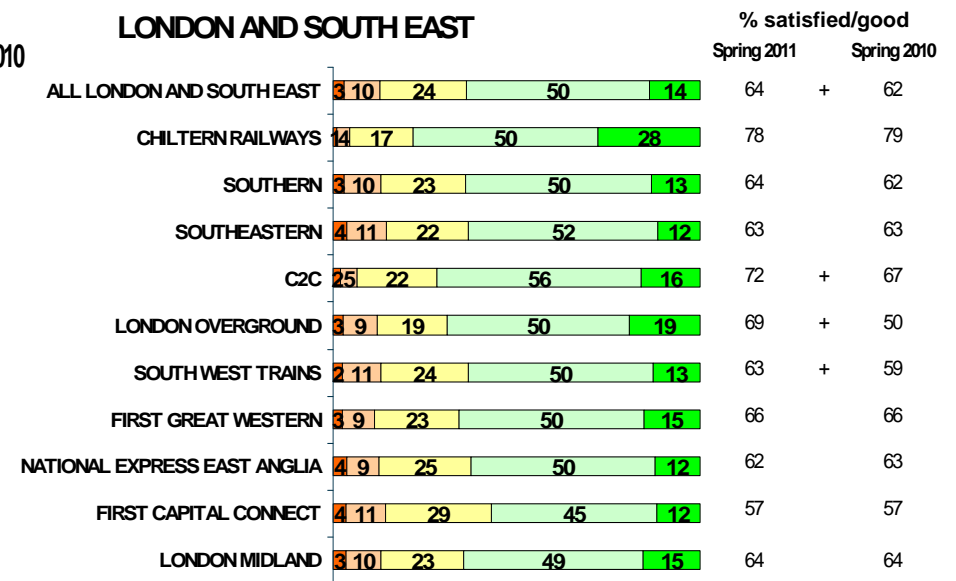


REGIONAL SERVICES



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 at 95% confidence level

LONDON AND SOUTH EAST

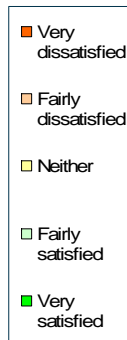
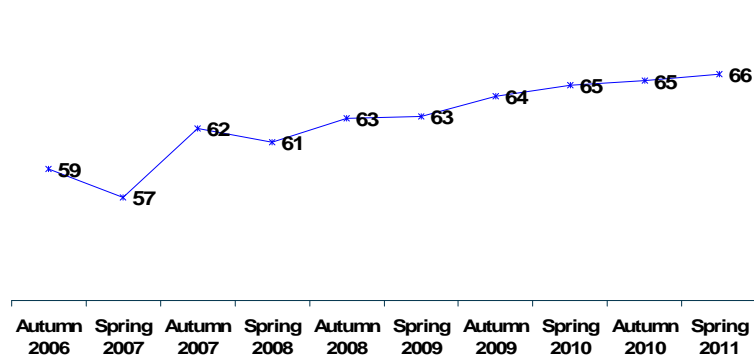


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

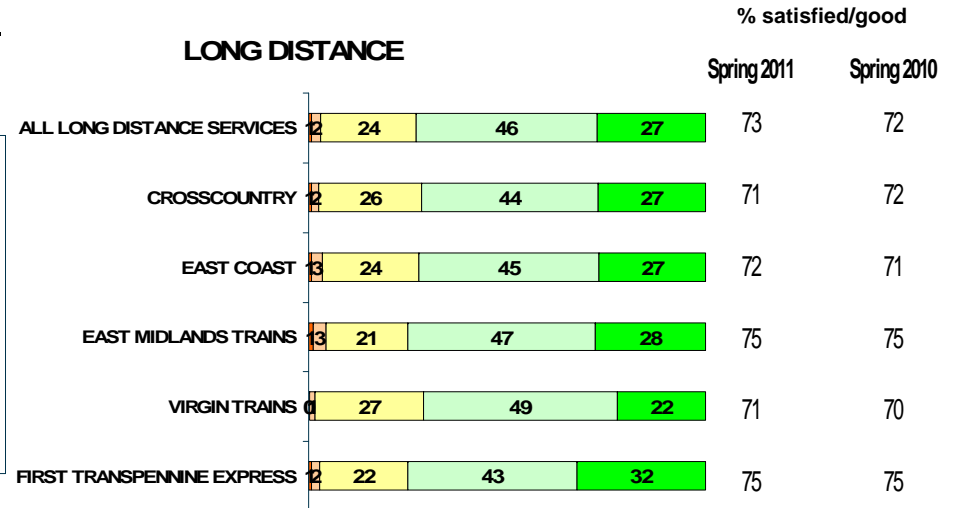
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - YOUR PERSONAL SECURITY WHILST USING

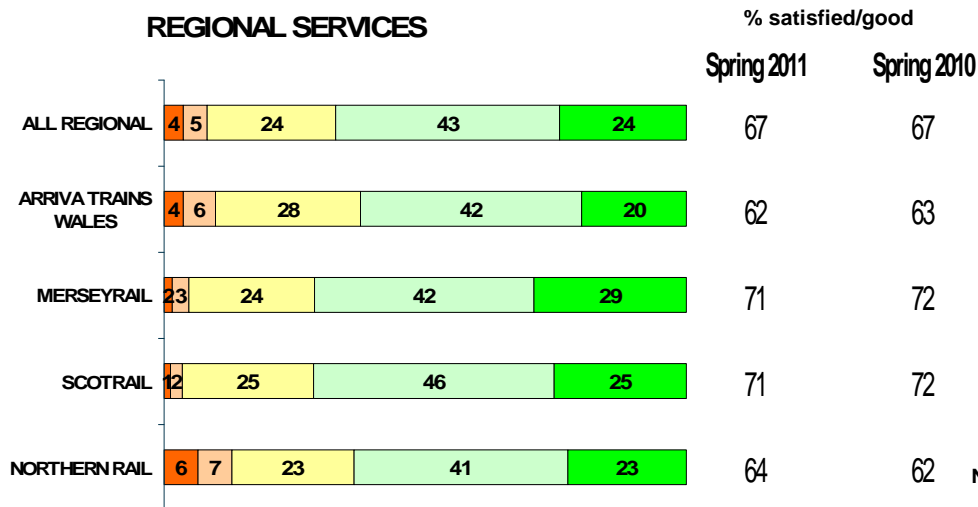
NATIONAL TREND



LONG DISTANCE

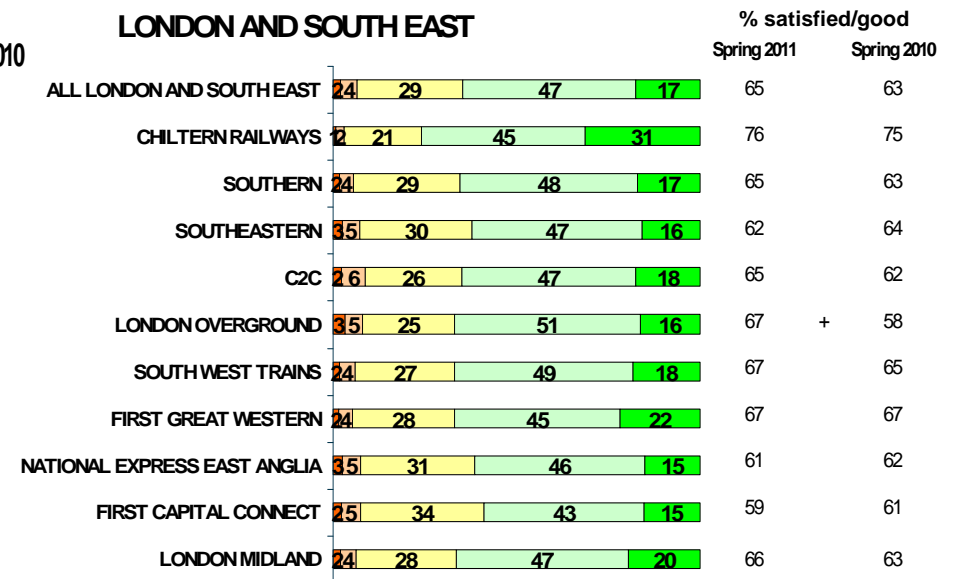


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

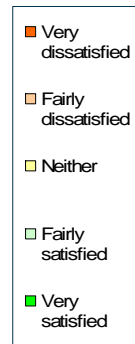
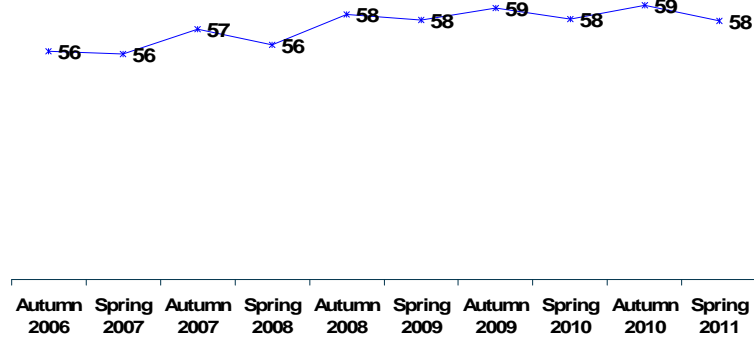


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

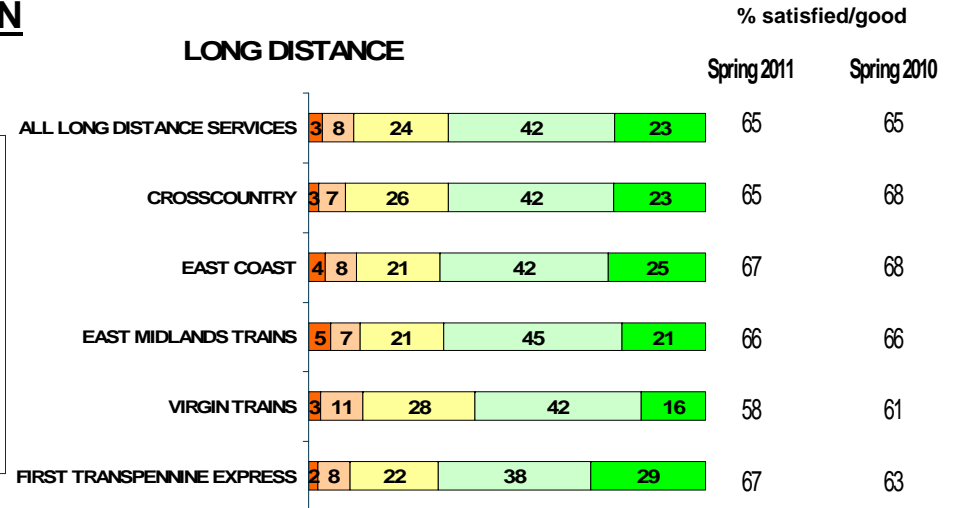
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE AVAILABILITY OF STAFF AT THE STATION

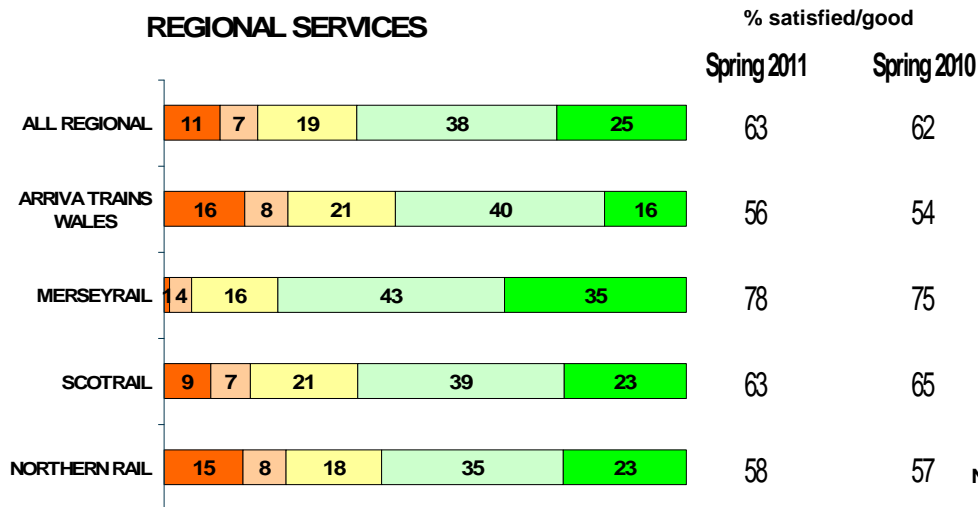
NATIONAL TREND



LONG DISTANCE

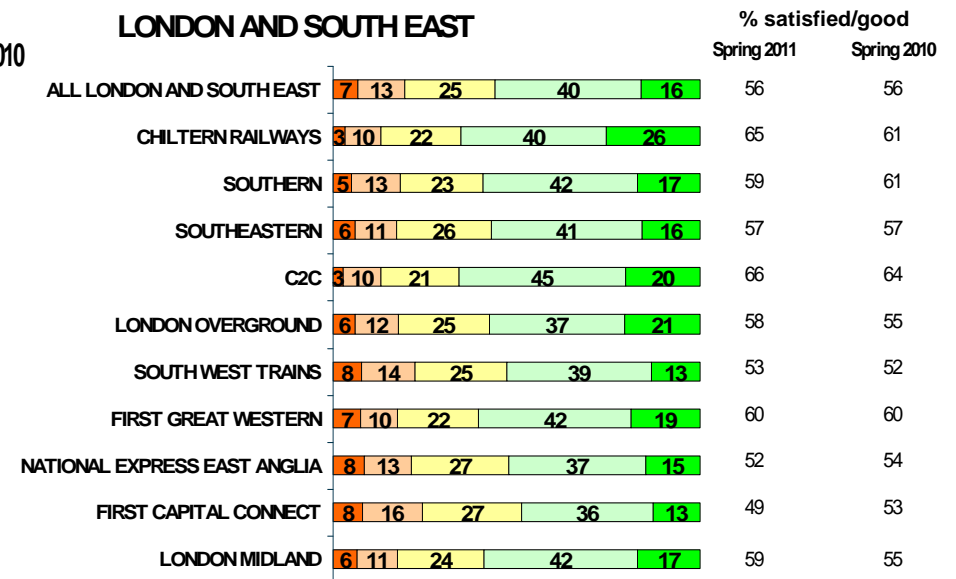


REGIONAL SERVICES



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LONDON AND SOUTH EAST

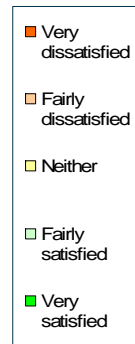
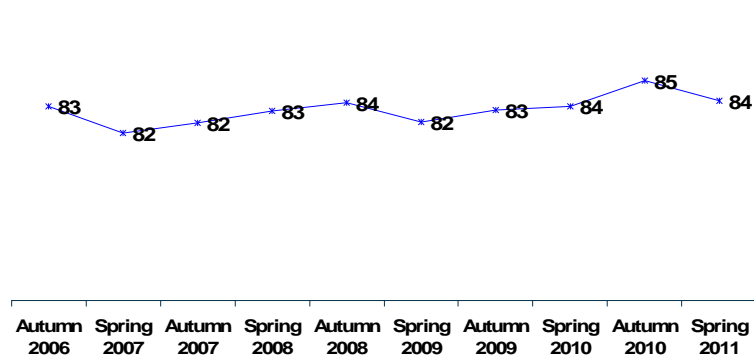


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

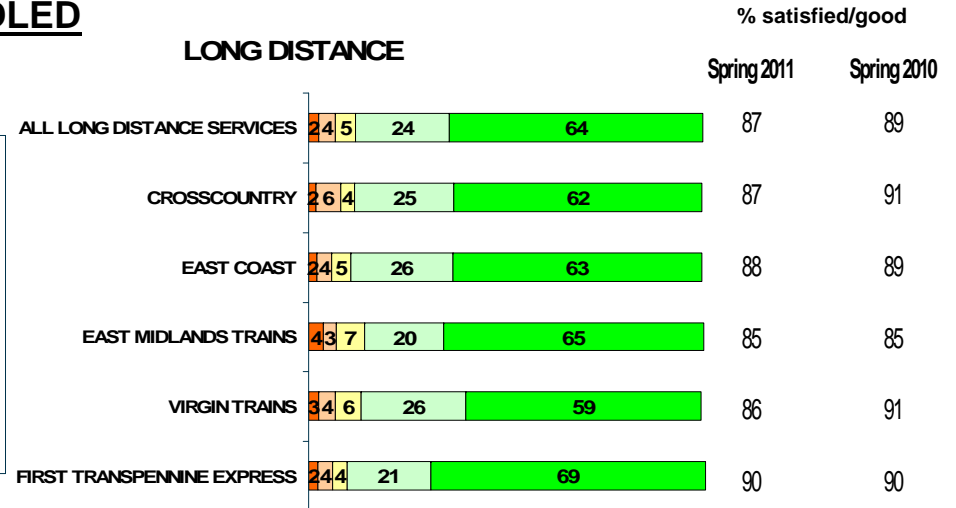
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - HOW REQUEST TO STATION STAFF WAS HANDLED

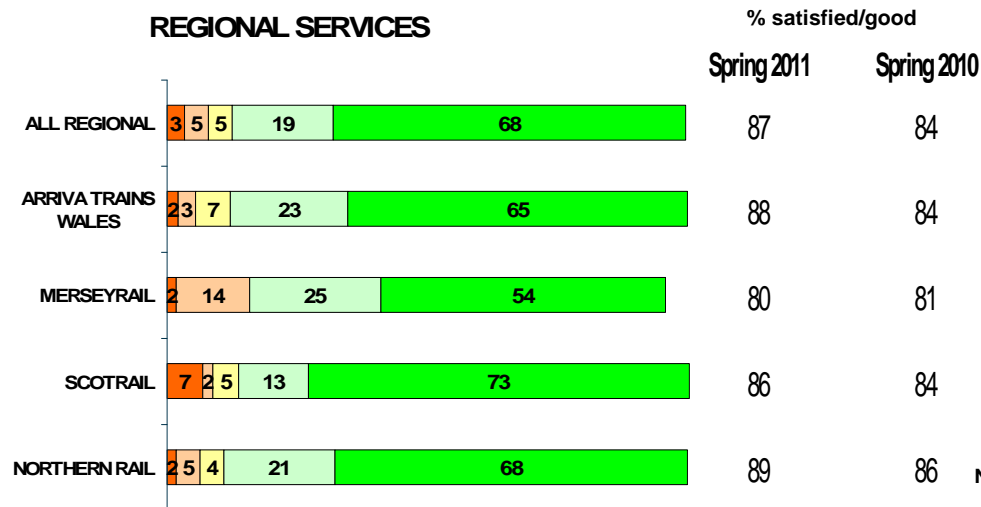
NATIONAL TREND



LONG DISTANCE

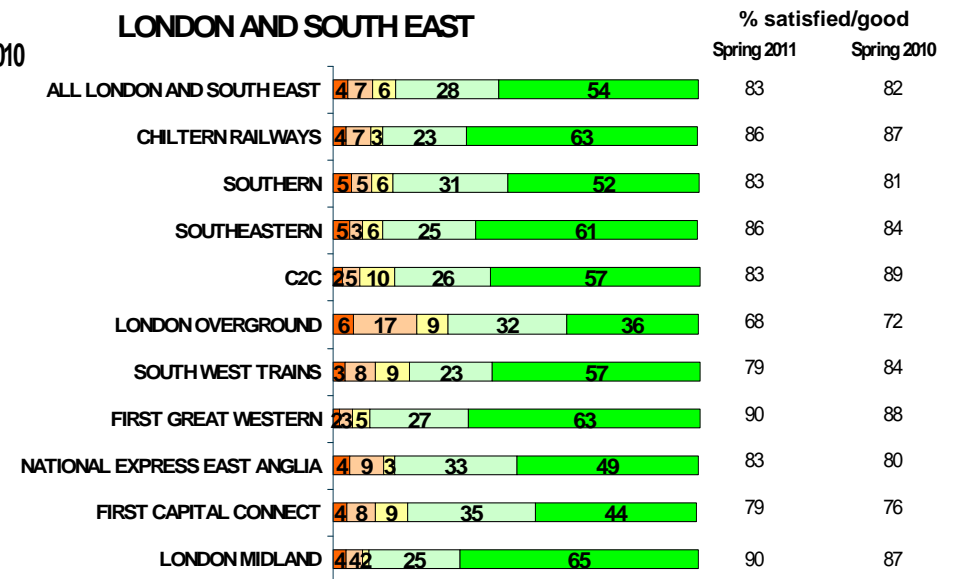


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

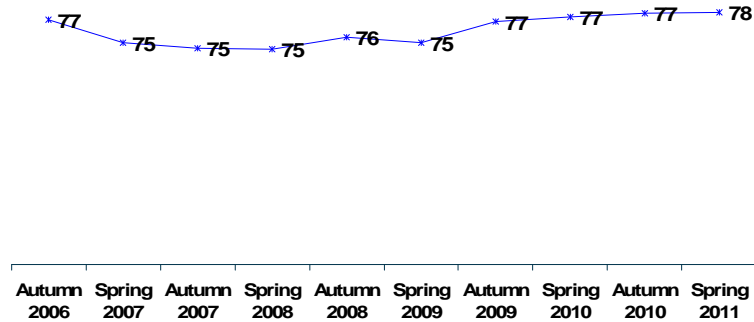


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

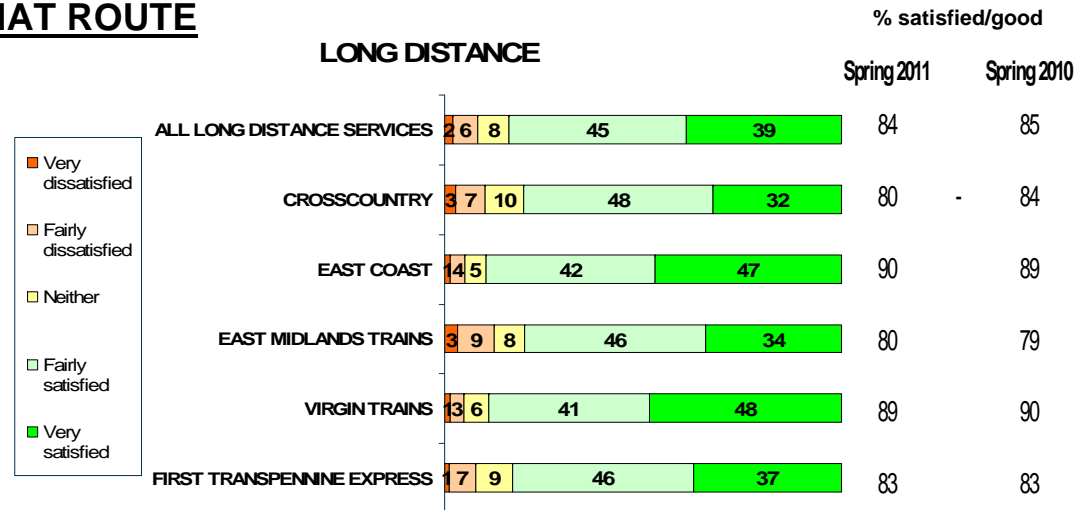
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE

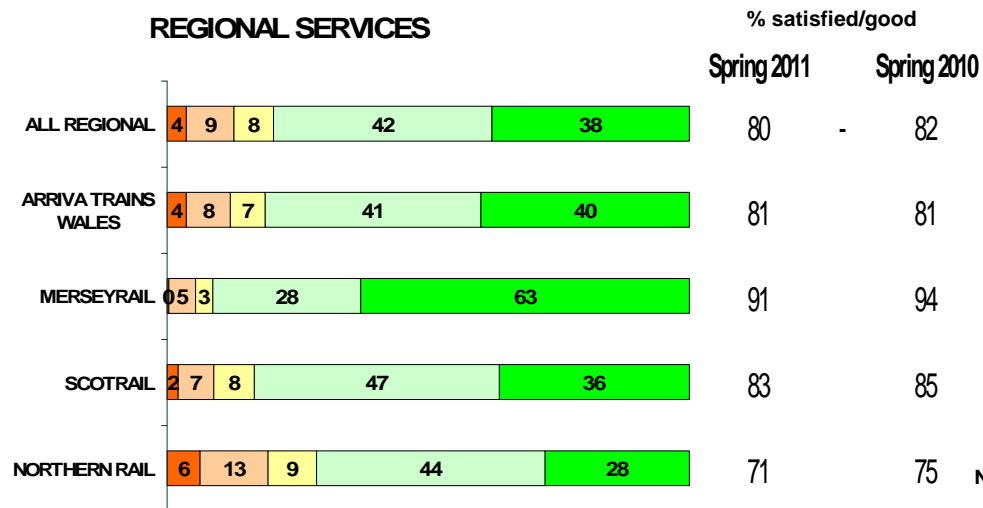
NATIONAL TREND



LONG DISTANCE

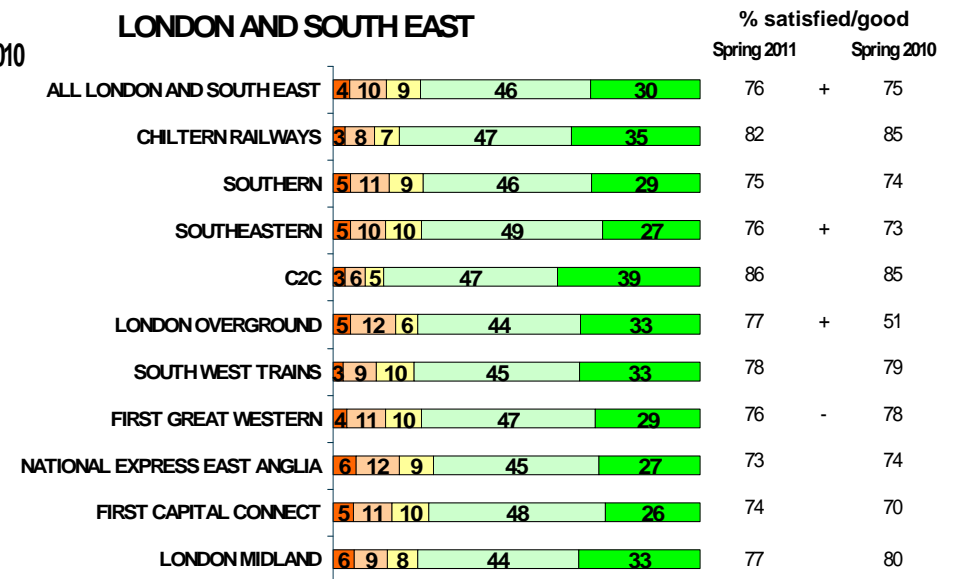


REGIONAL SERVICES



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LONDON AND SOUTH EAST

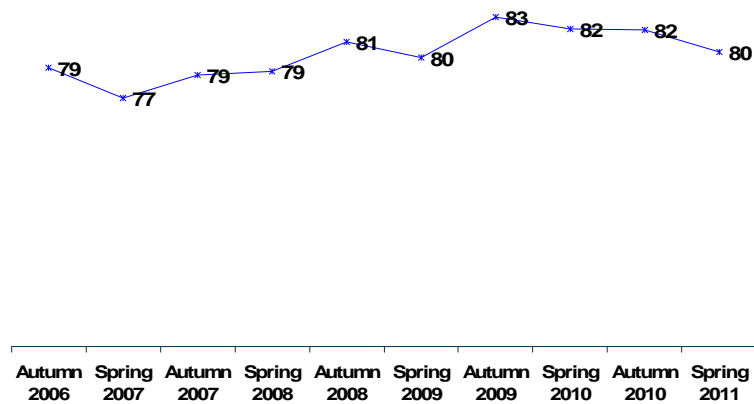


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

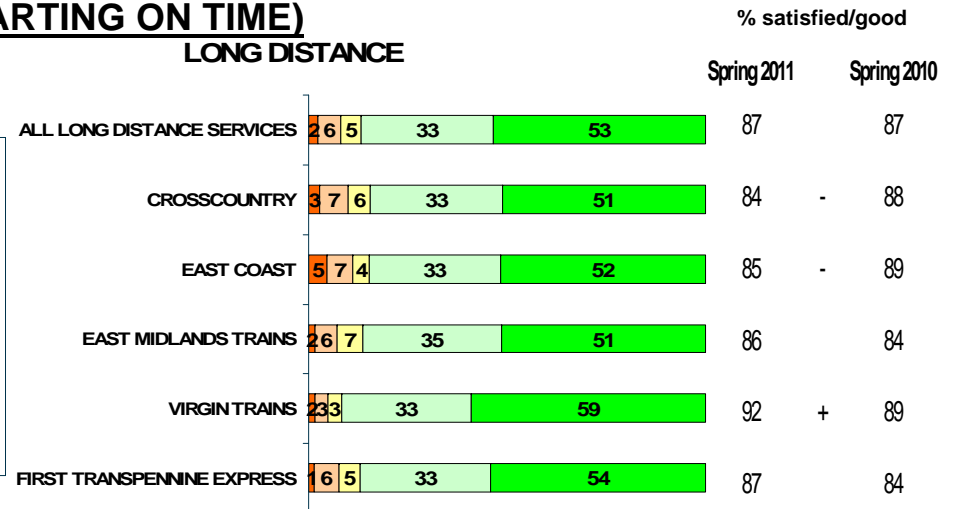
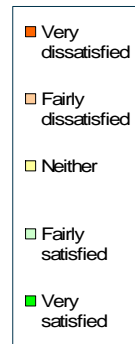
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)

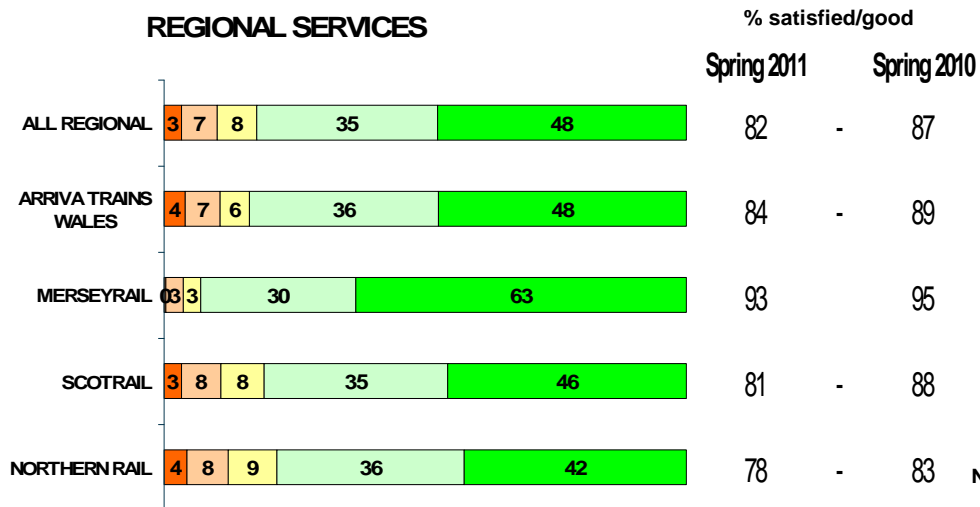
NATIONAL TREND



LONG DISTANCE

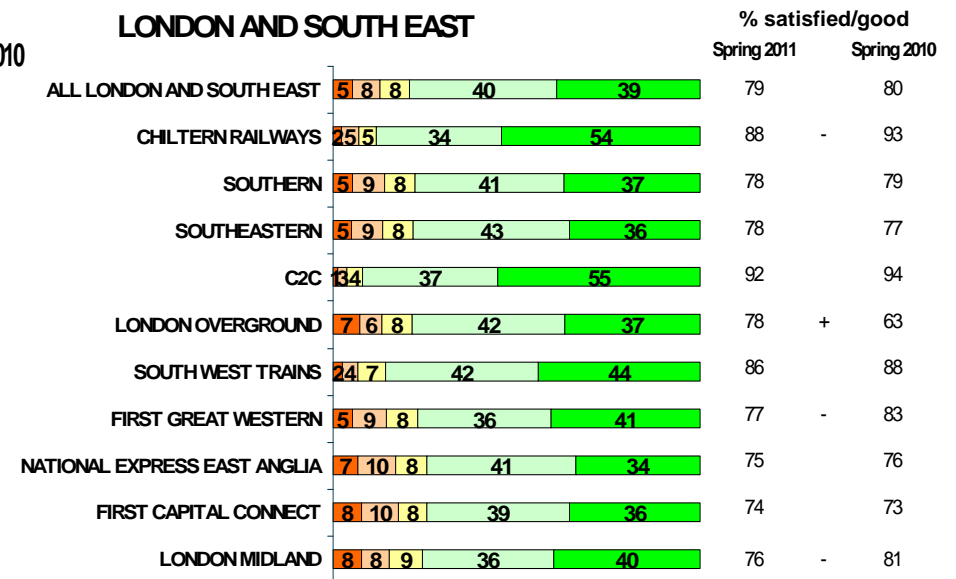


REGIONAL SERVICES



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LONDON AND SOUTH EAST

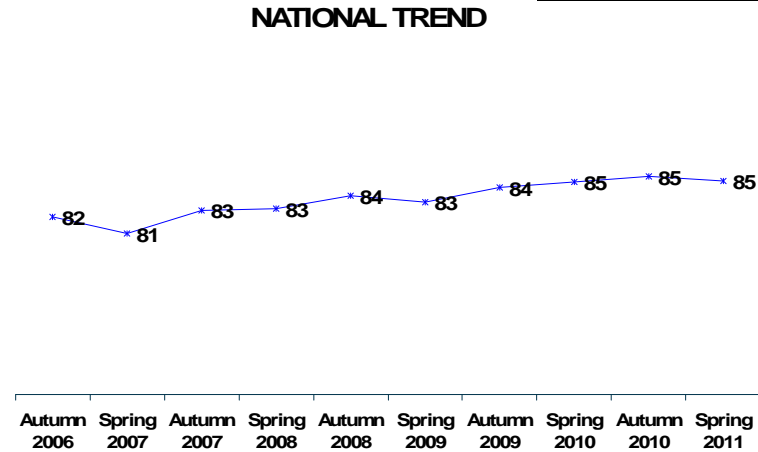


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

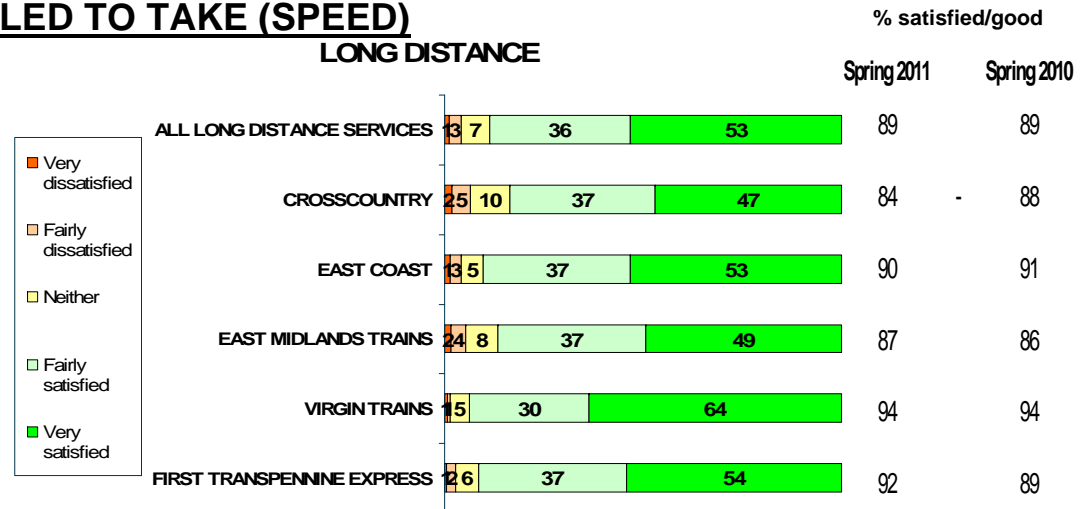
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)

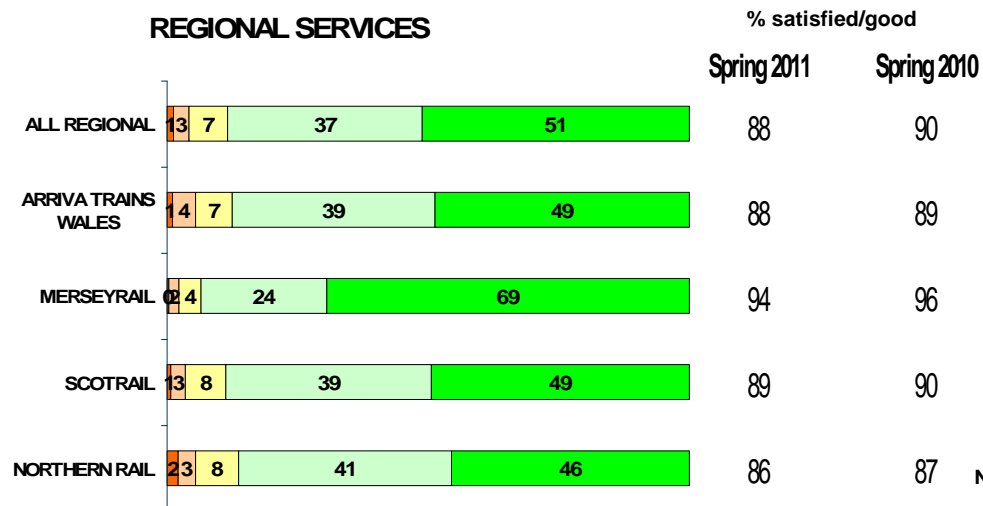
NATIONAL TREND



LONG DISTANCE

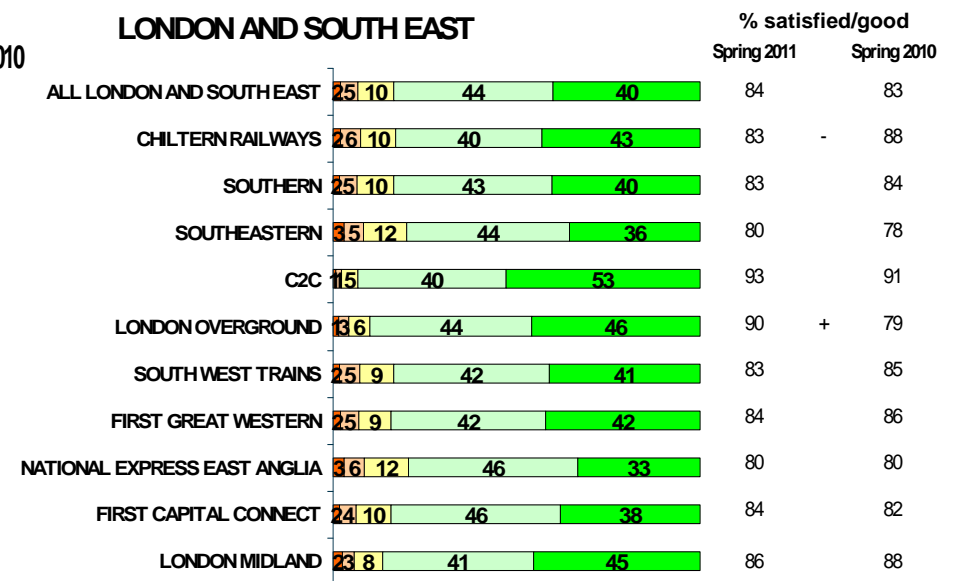


REGIONAL SERVICES



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LONDON AND SOUTH EAST

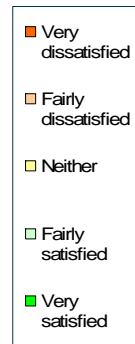
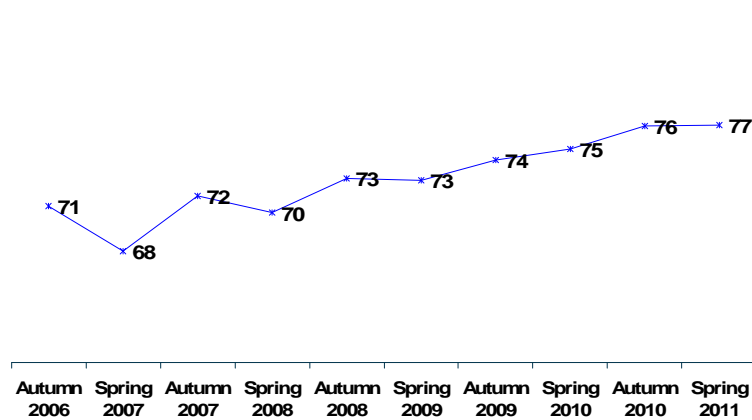


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

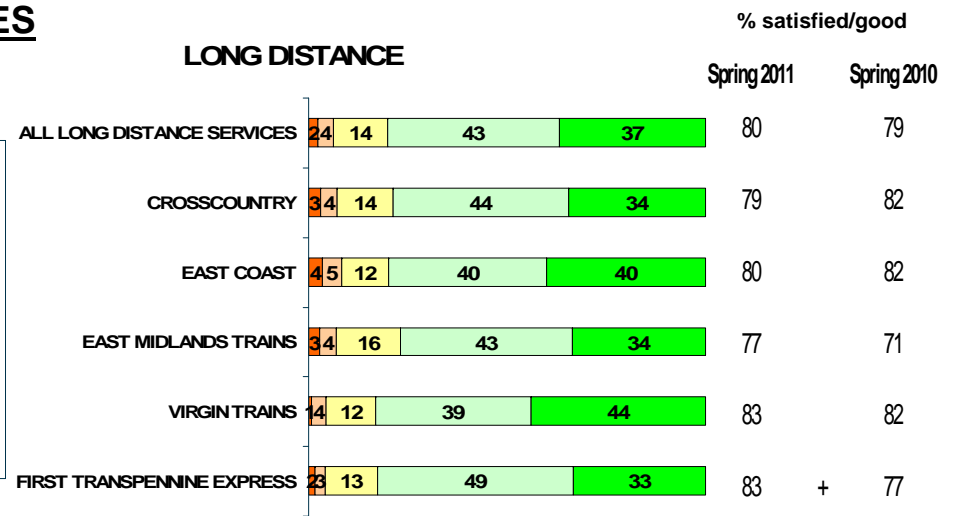
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES

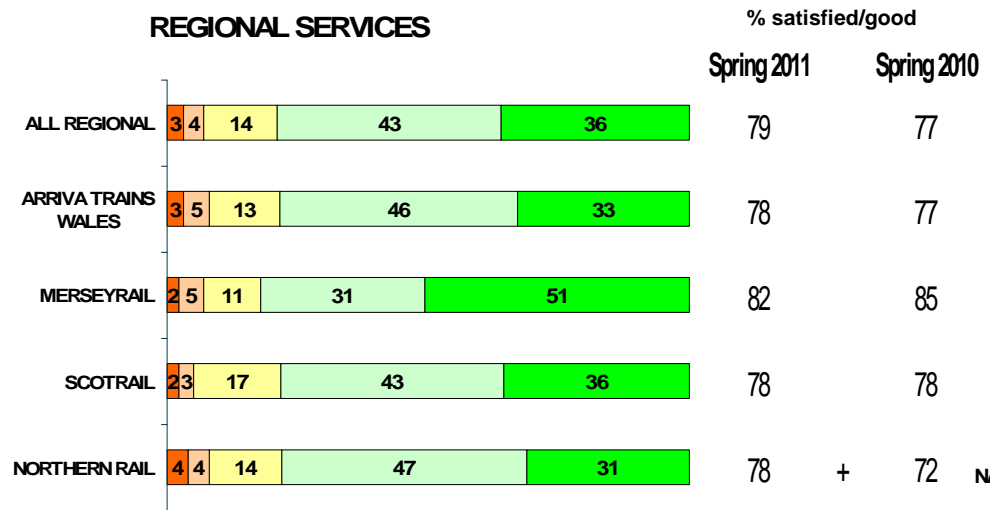
NATIONAL TREND



LONG DISTANCE

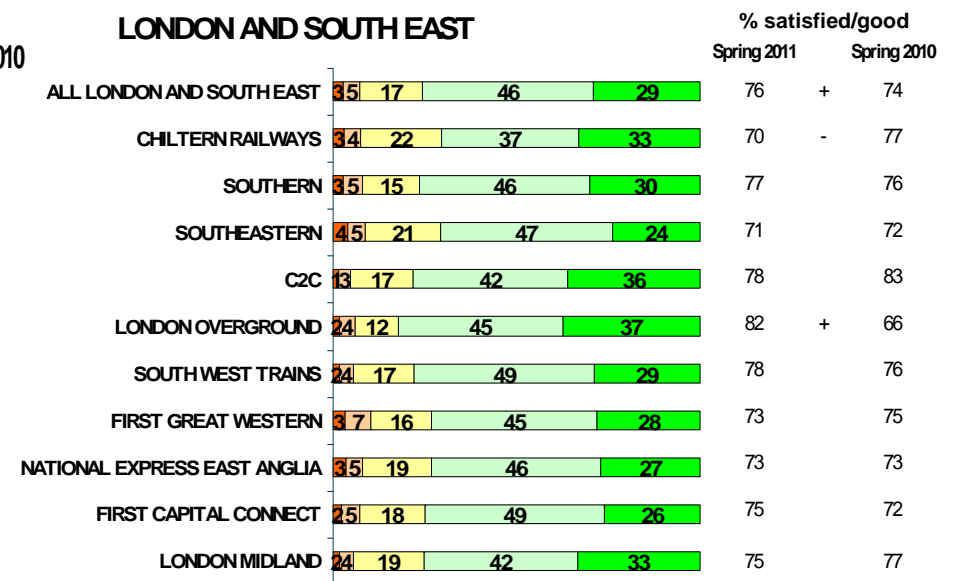


REGIONAL SERVICES



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LONDON AND SOUTH EAST

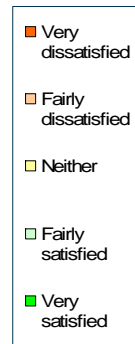
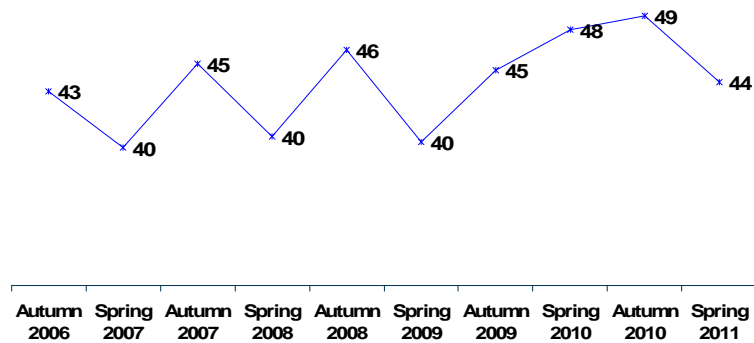


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

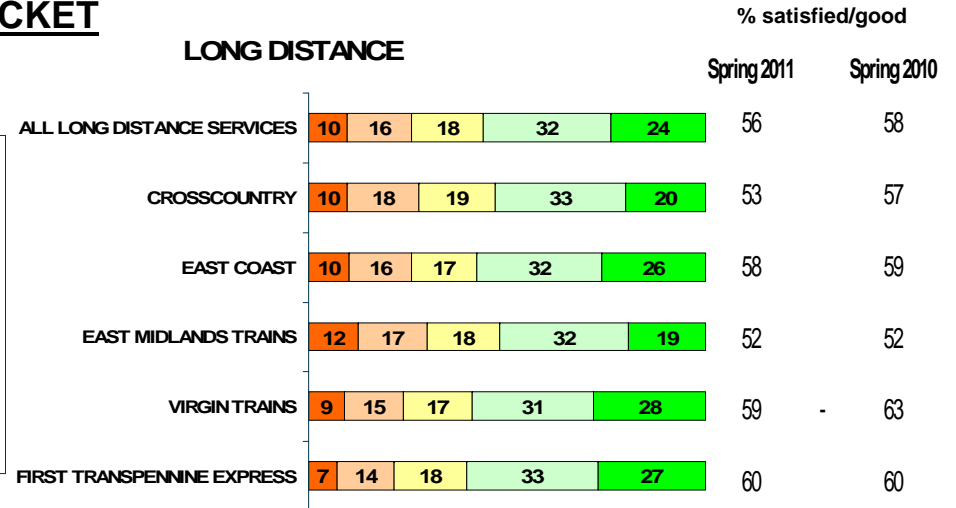
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET

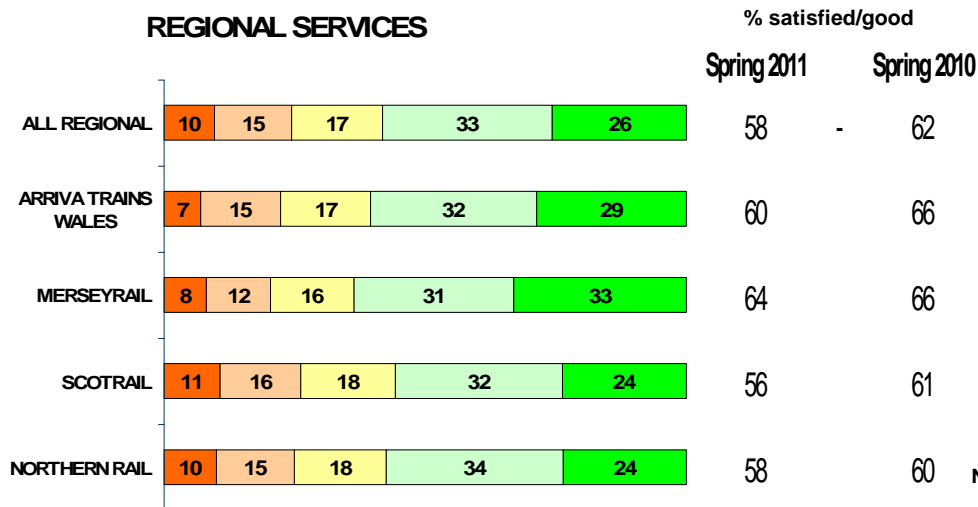
NATIONAL TREND



LONG DISTANCE

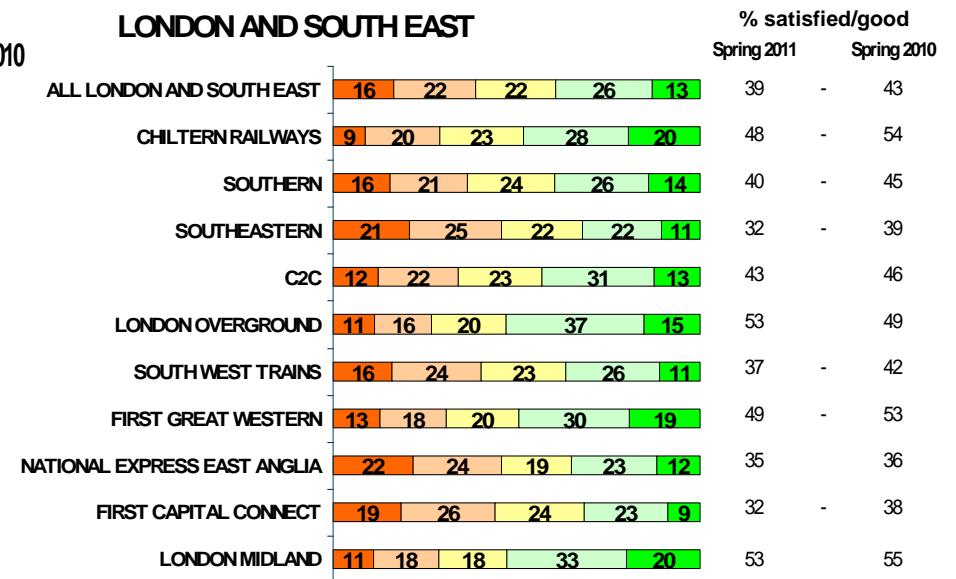


REGIONAL SERVICES



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LONDON AND SOUTH EAST

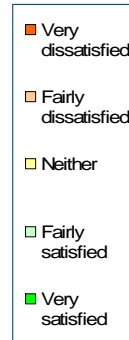
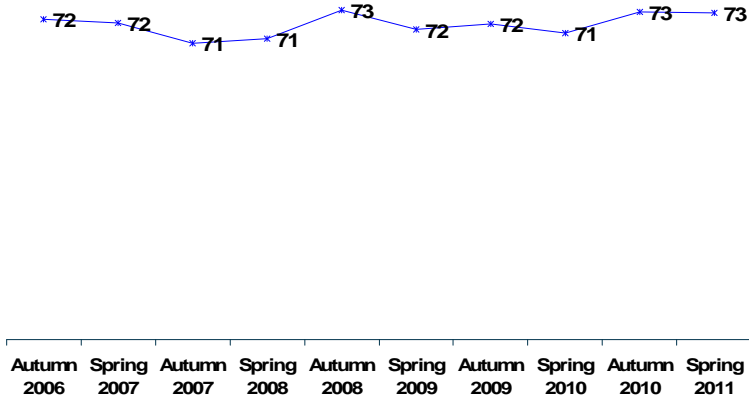


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

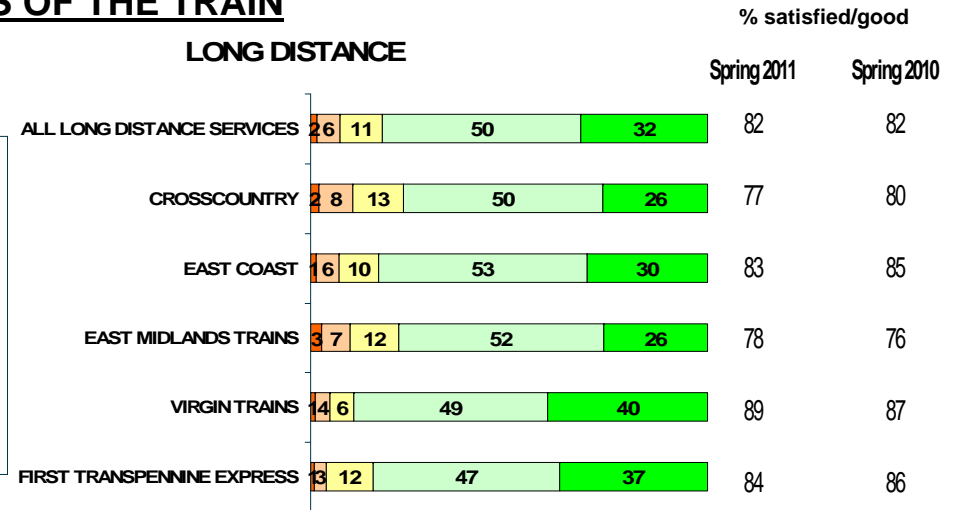
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - CLEANLINESS OF THE TRAIN

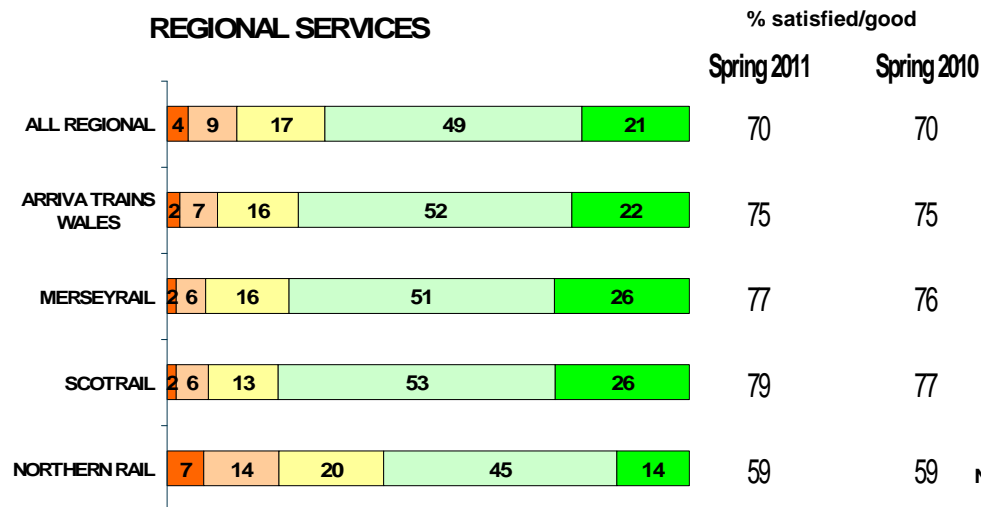
NATIONAL TREND



LONG DISTANCE

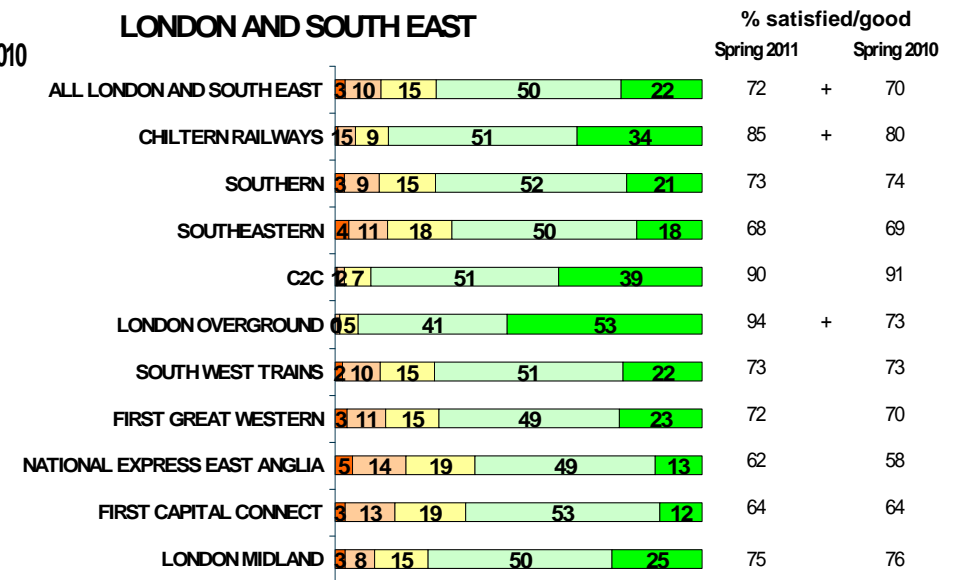


REGIONAL SERVICES



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LONDON AND SOUTH EAST

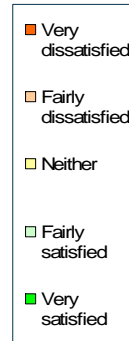
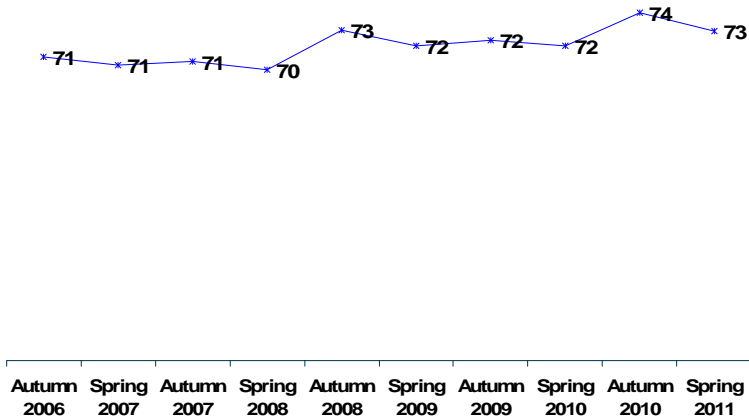


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

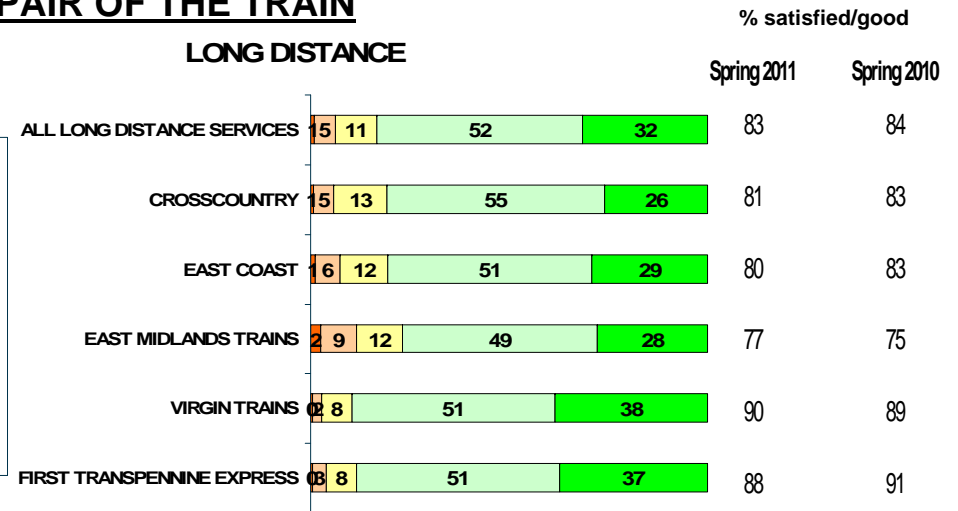
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - UP KEEP AND REPAIR OF THE TRAIN

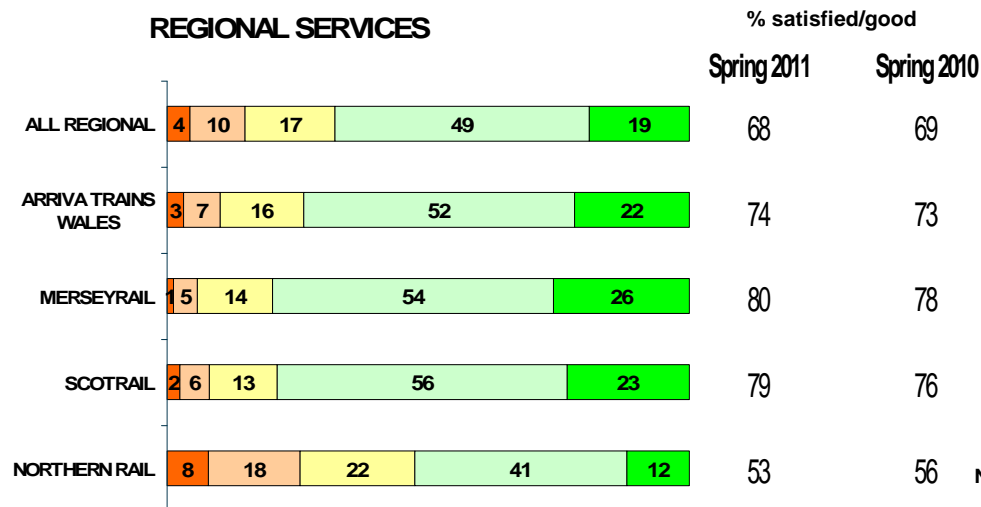
NATIONAL TREND



LONG DISTANCE

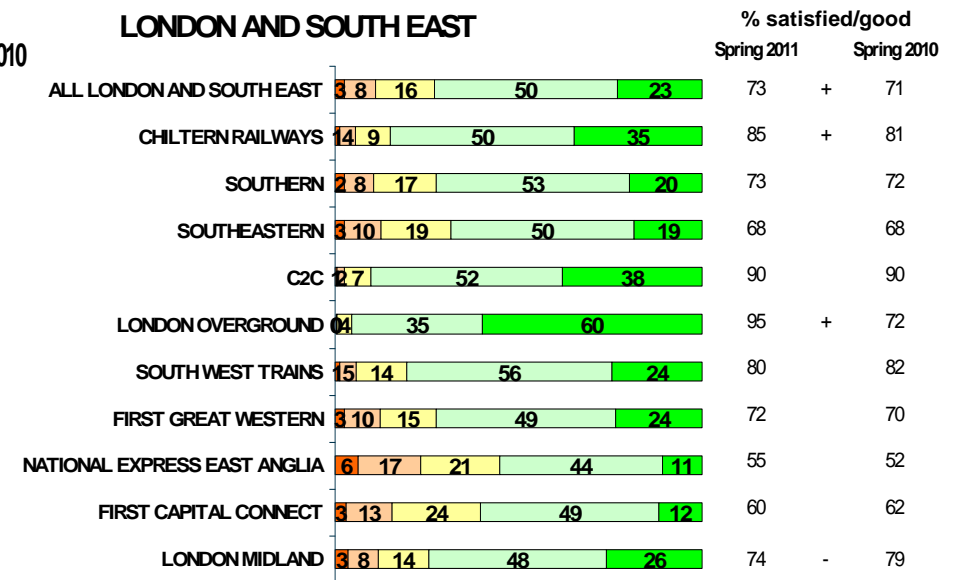


REGIONAL SERVICES



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LONDON AND SOUTH EAST



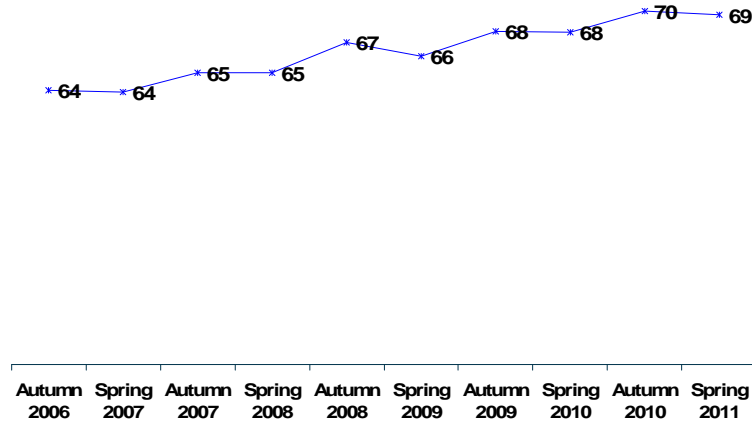
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

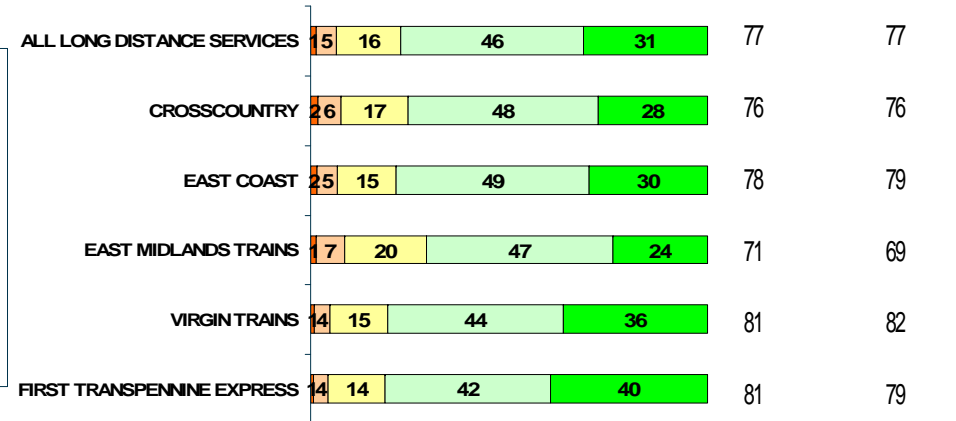
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY

% satisfied/good

NATIONAL TREND



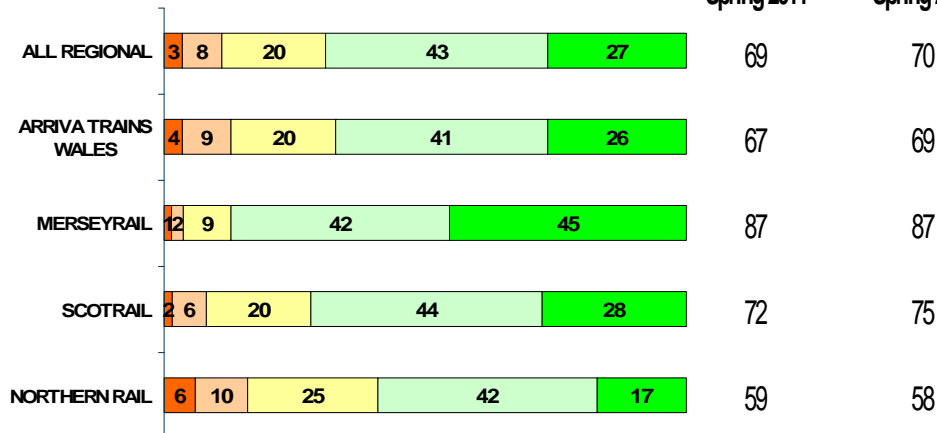
LONG DISTANCE



REGIONAL SERVICES

% satisfied/good

Spring 2011 Spring 2010

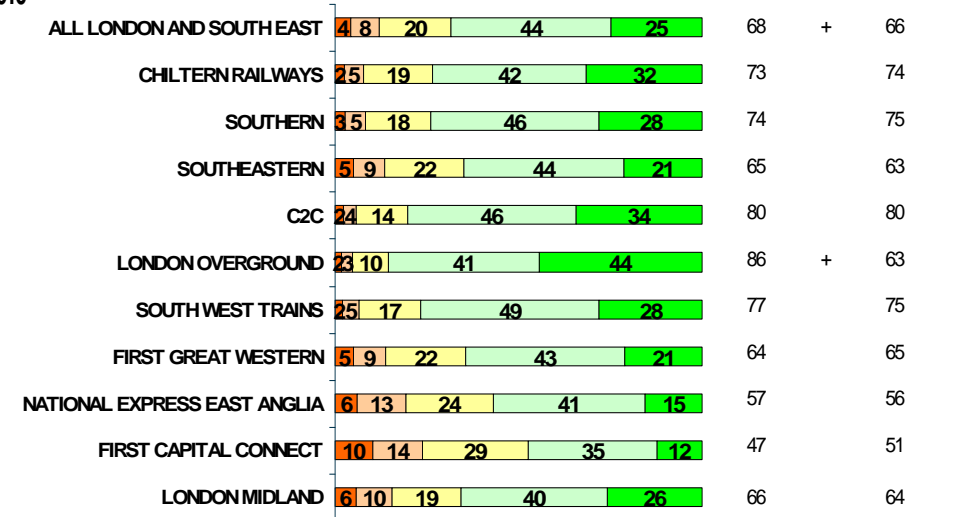


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- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good

Spring 2011 Spring 2010

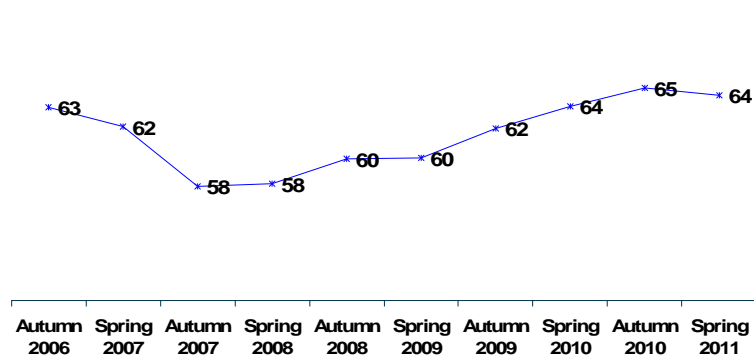


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

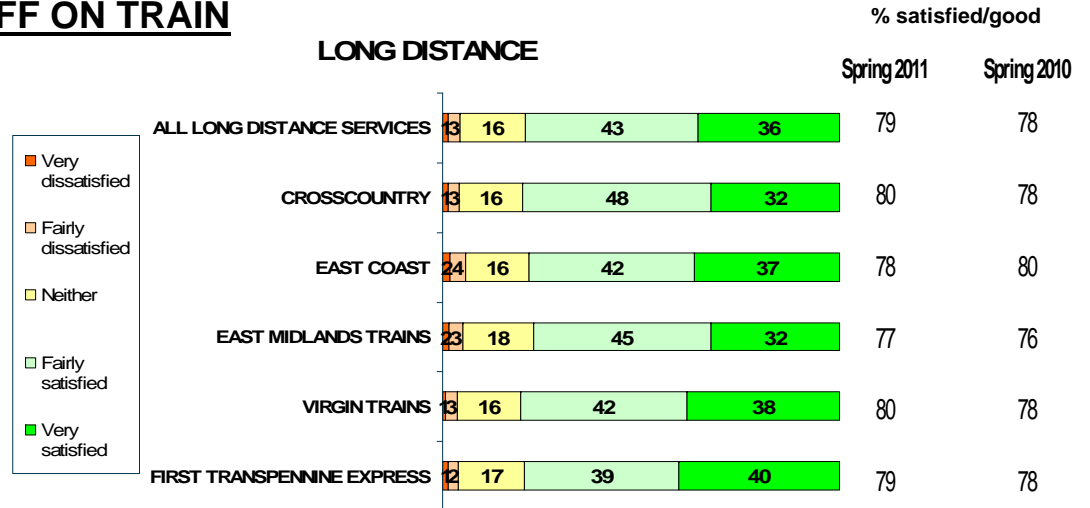
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN

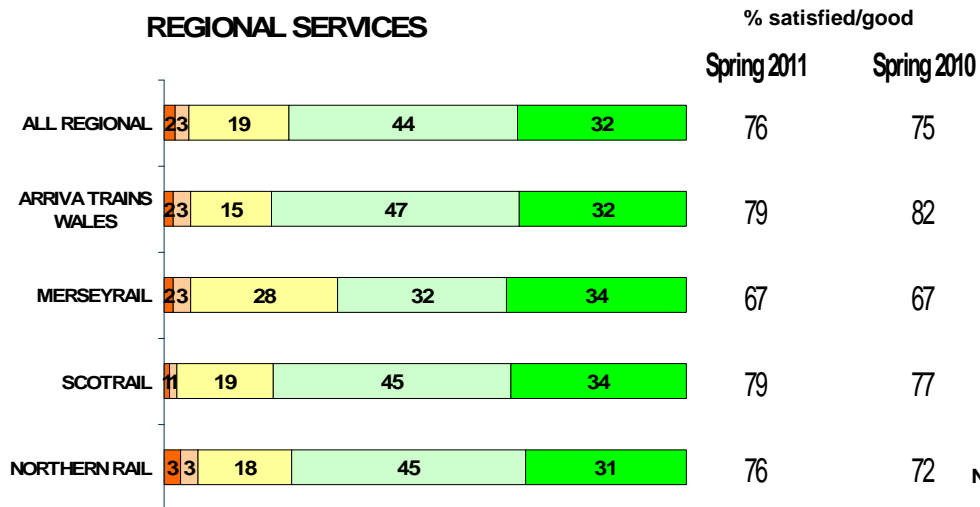
NATIONAL TREND



LONG DISTANCE

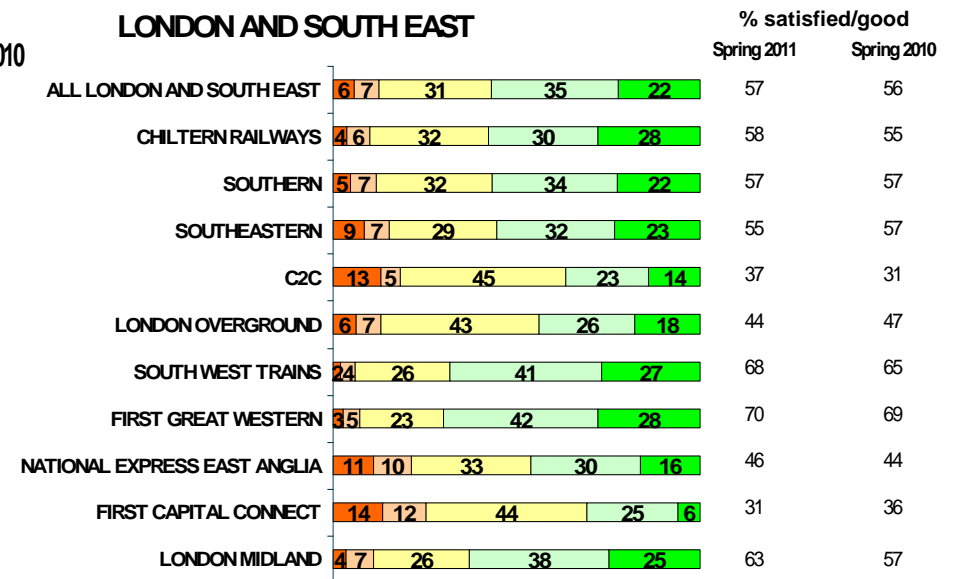


REGIONAL SERVICES



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LONDON AND SOUTH EAST

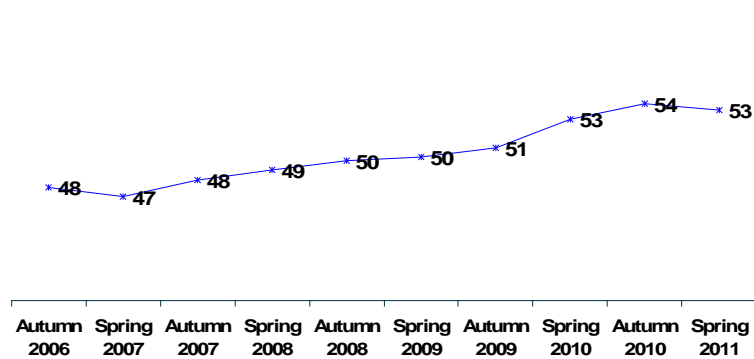


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

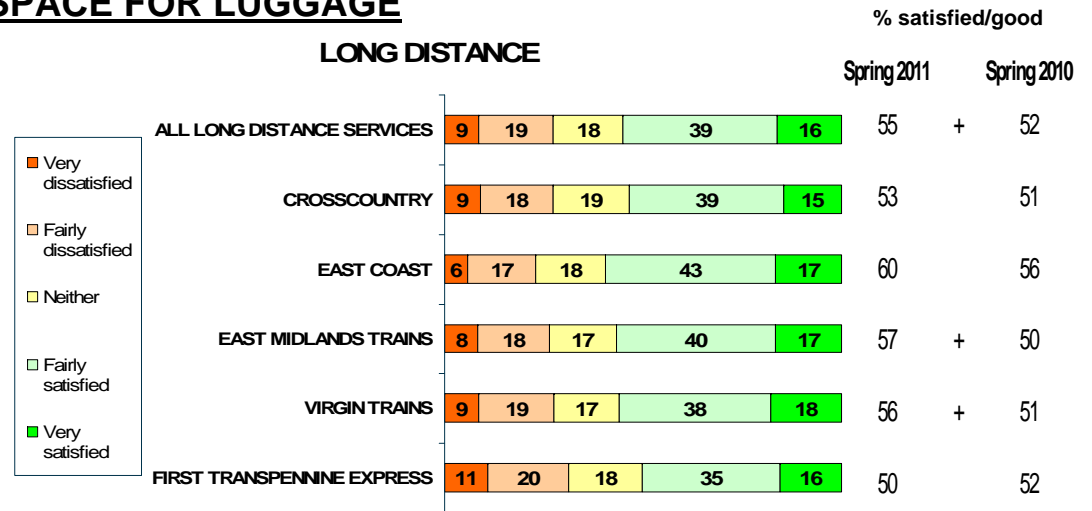
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE SPACE FOR LUGGAGE

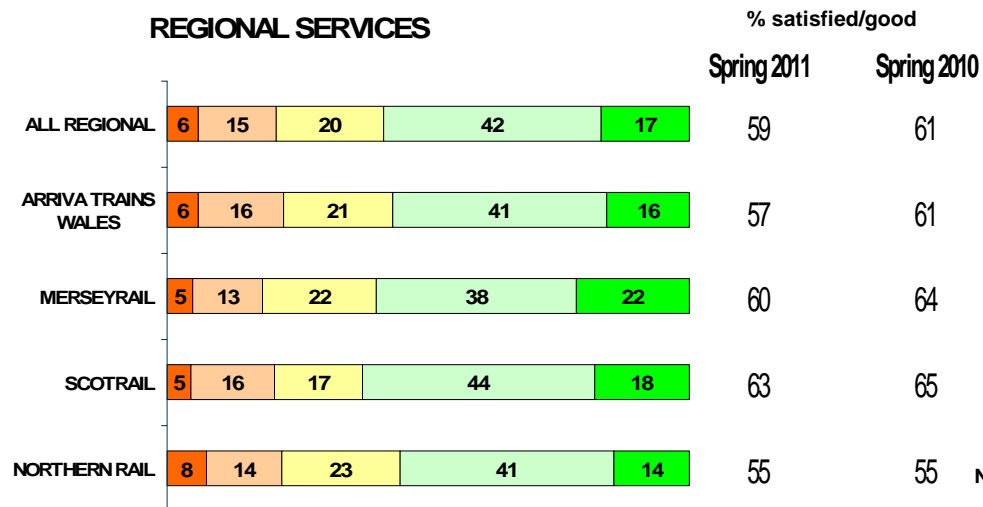
NATIONAL TREND



LONG DISTANCE

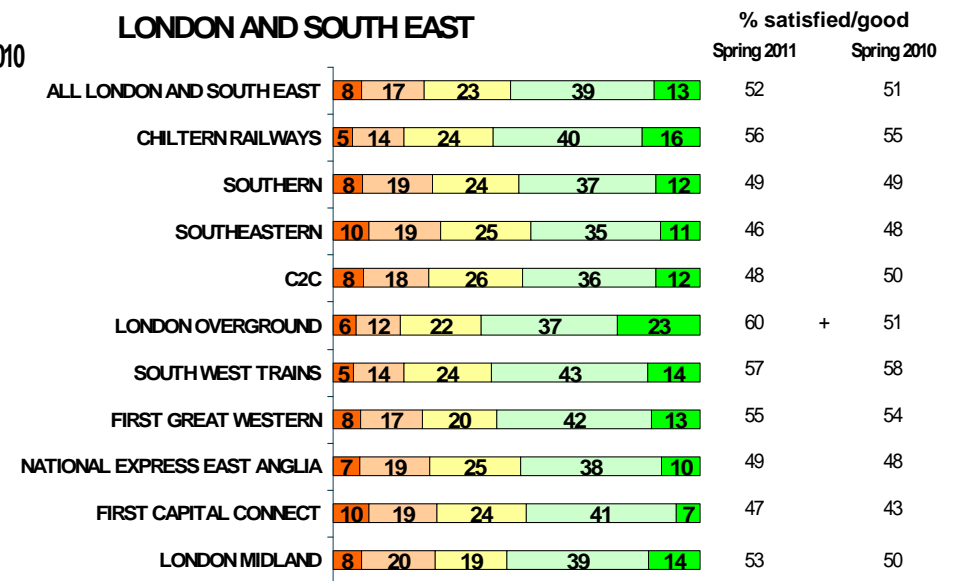


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LONDON AND SOUTH EAST

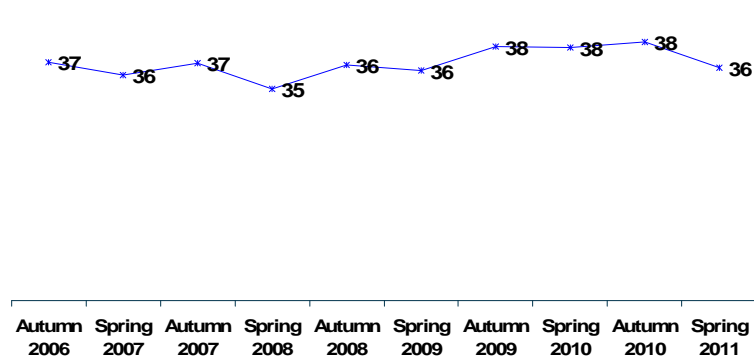


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

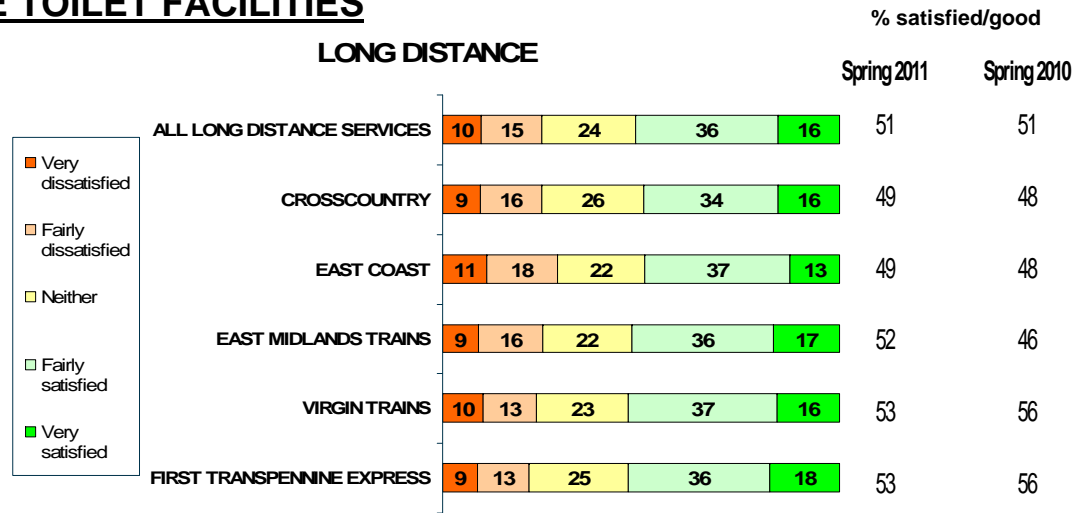
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE TOILET FACILITIES

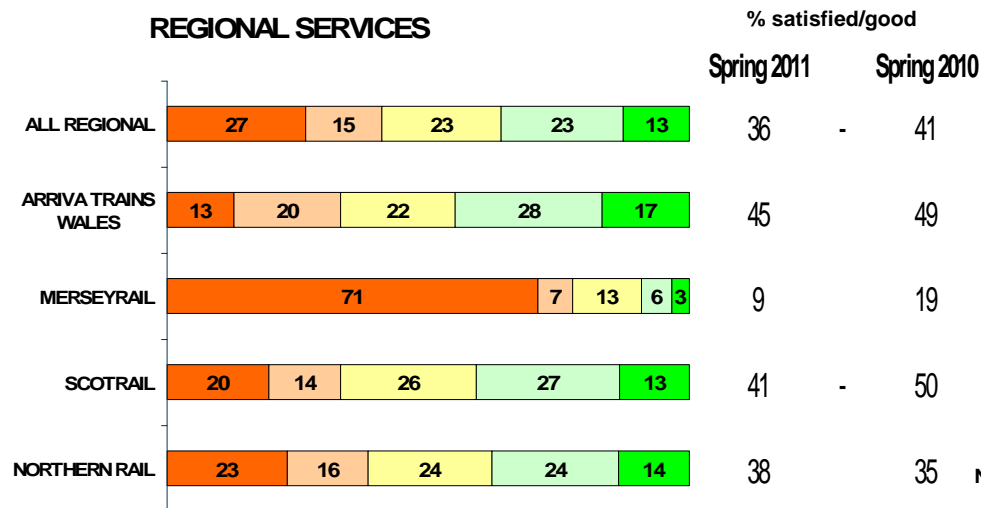
NATIONAL TREND



LONG DISTANCE

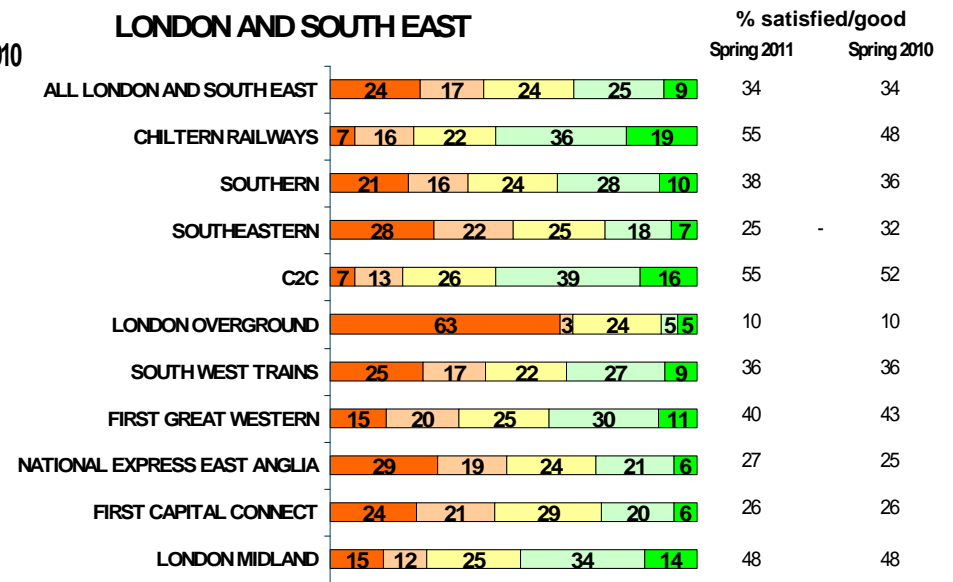


REGIONAL SERVICES



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

LONDON AND SOUTH EAST

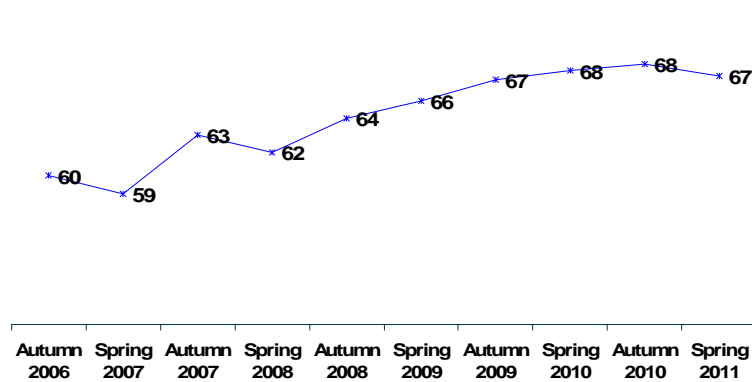


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

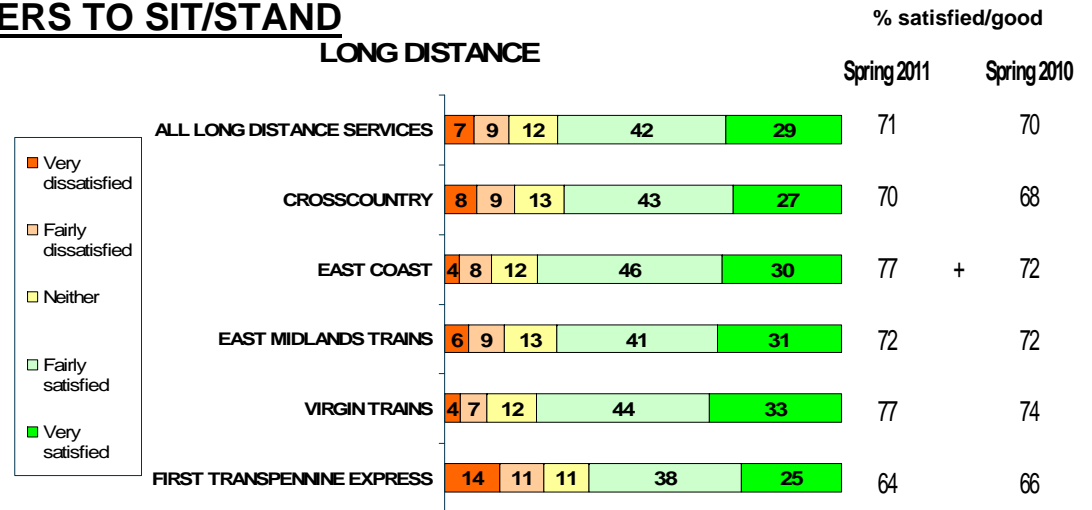
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND

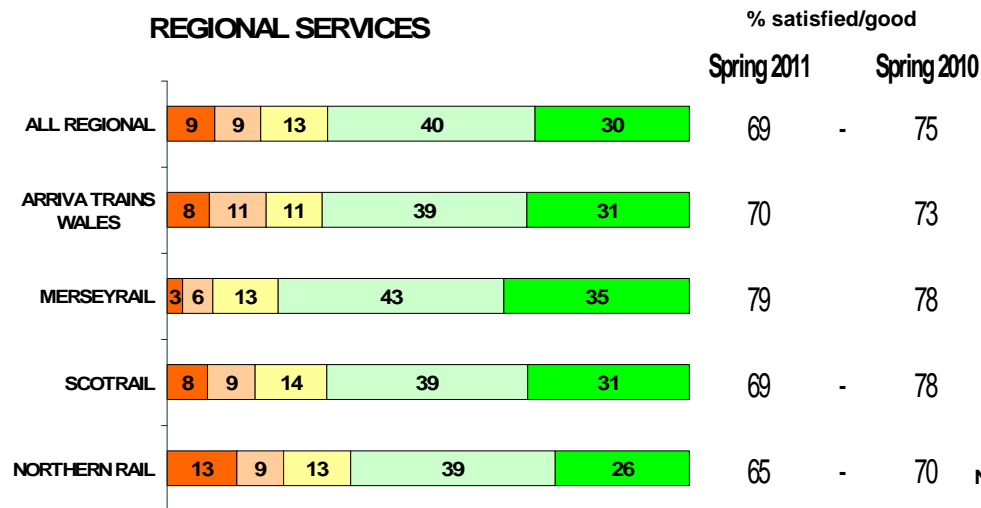
NATIONAL TREND



LONG DISTANCE

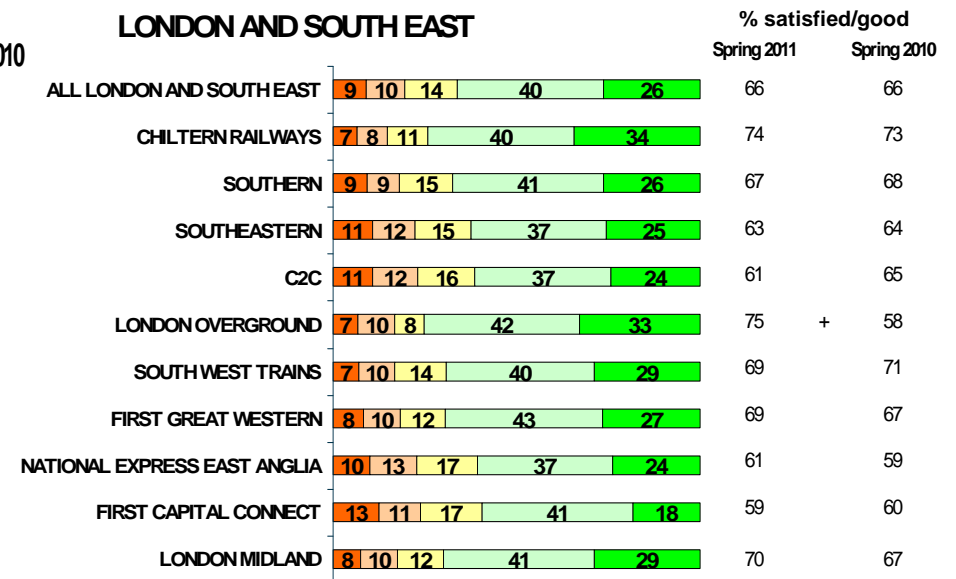


REGIONAL SERVICES



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LONDON AND SOUTH EAST

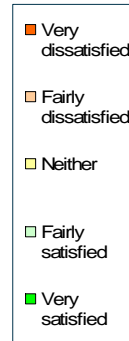
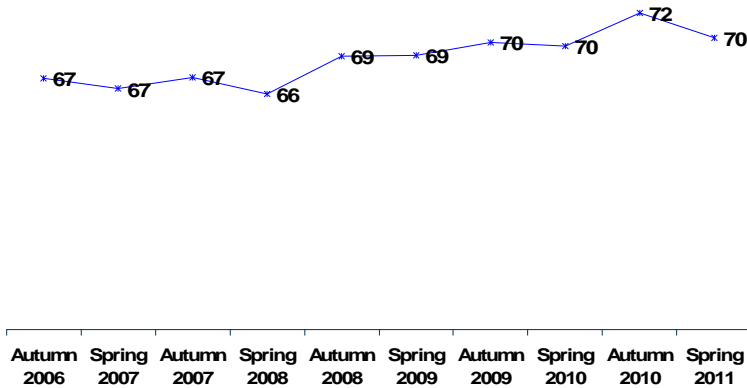


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

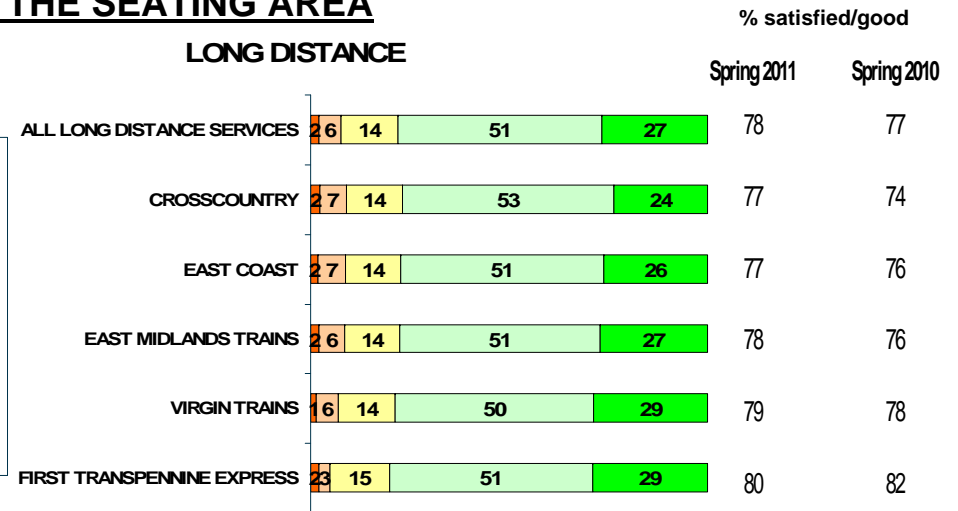
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE COMFORT OF THE SEATING AREA

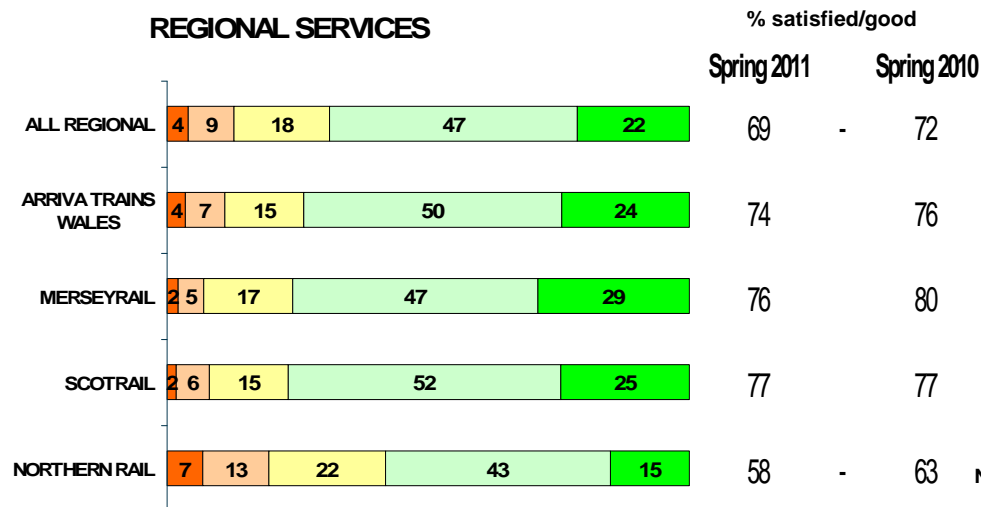
NATIONAL TREND



LONG DISTANCE

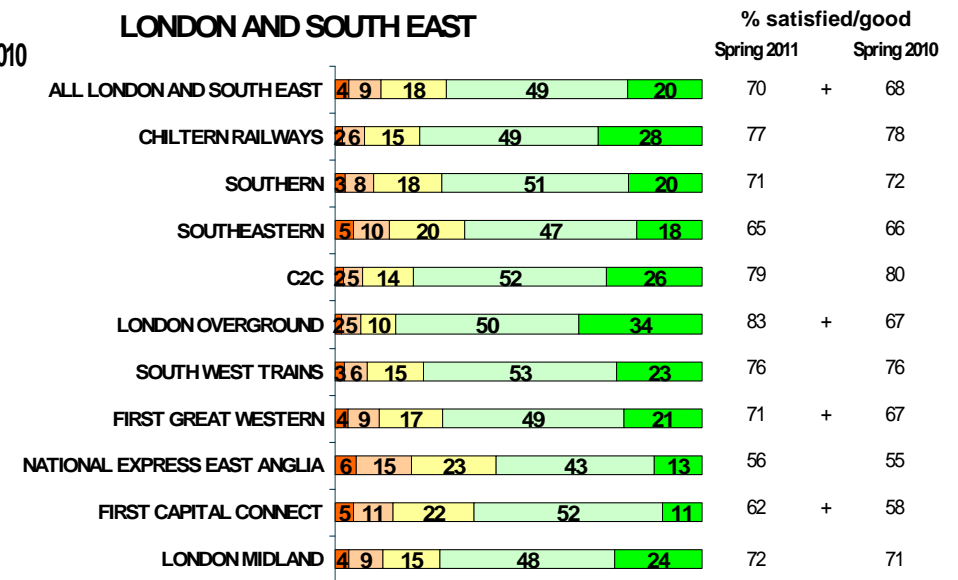


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LONDON AND SOUTH EAST



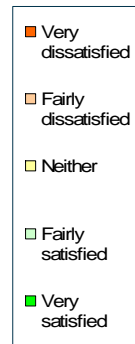
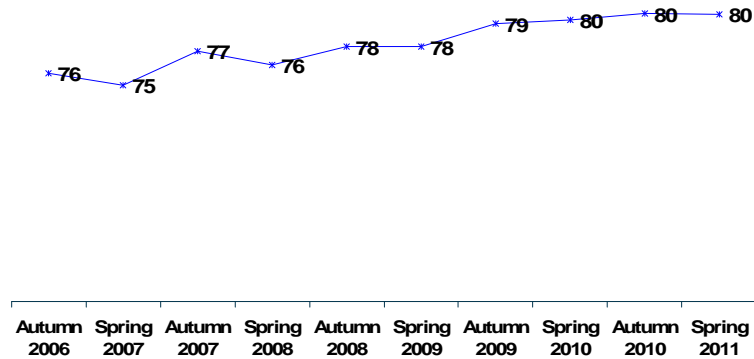
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

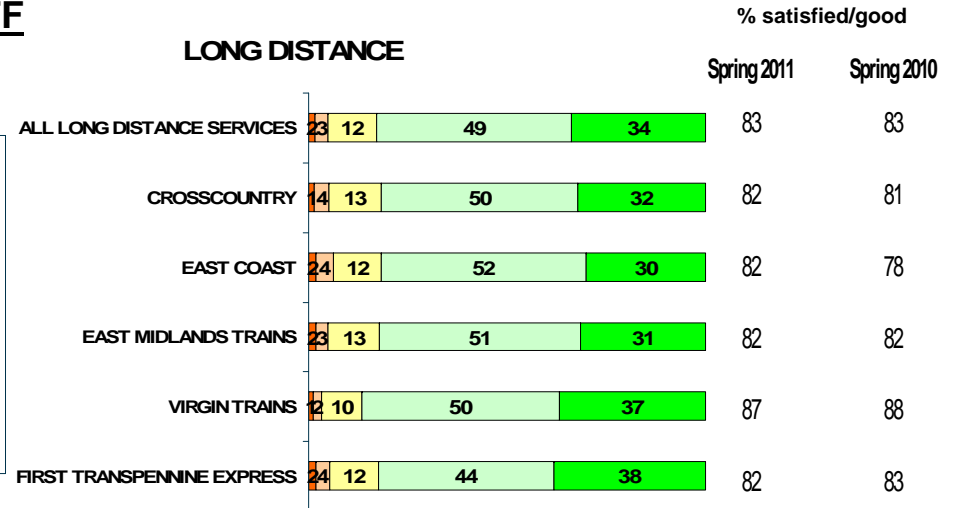
TRAIN - THE EASE OF BEING ABLE TO GET ON

AND OFF

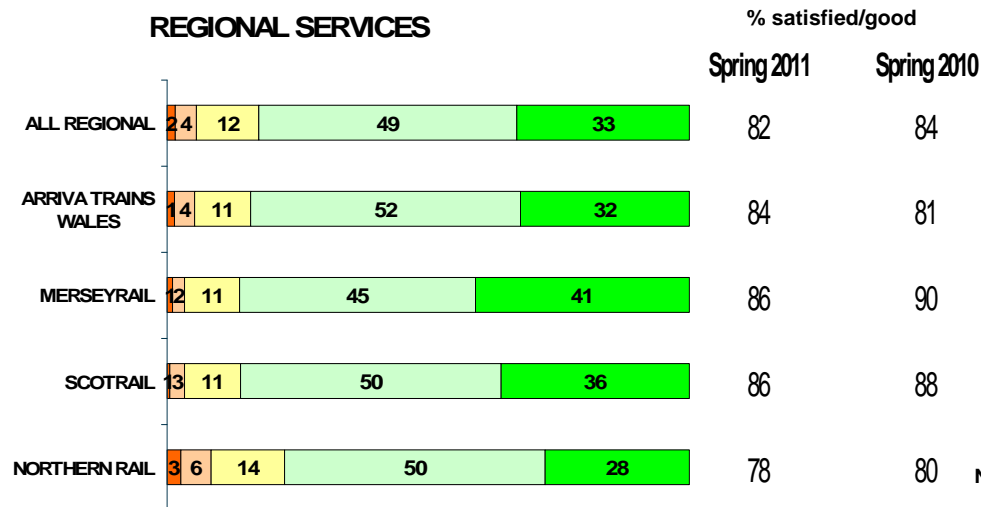
NATIONAL TREND



LONG DISTANCE

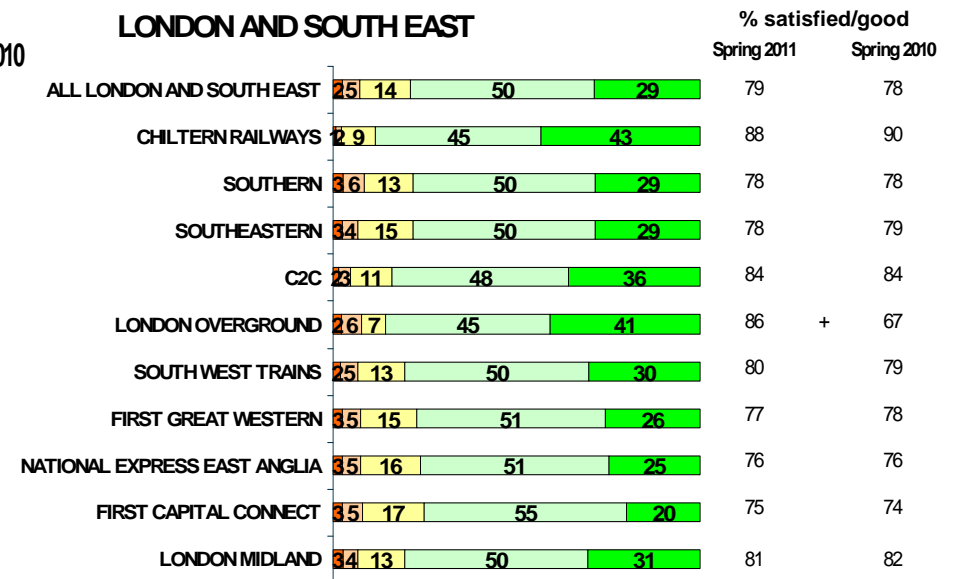


REGIONAL SERVICES



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LONDON AND SOUTH EAST



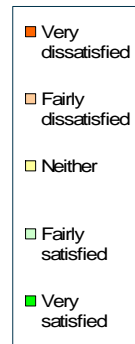
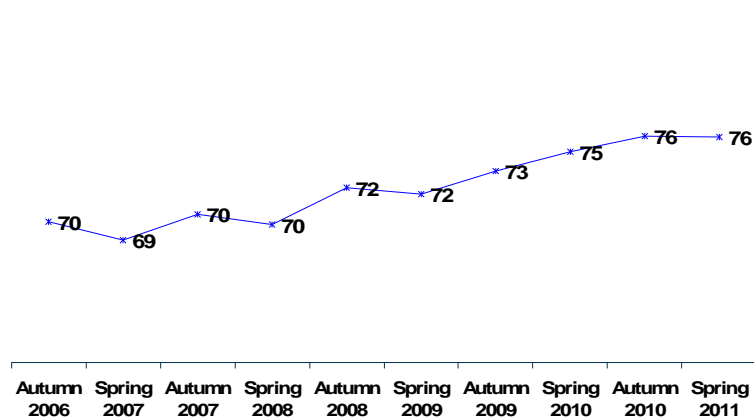
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

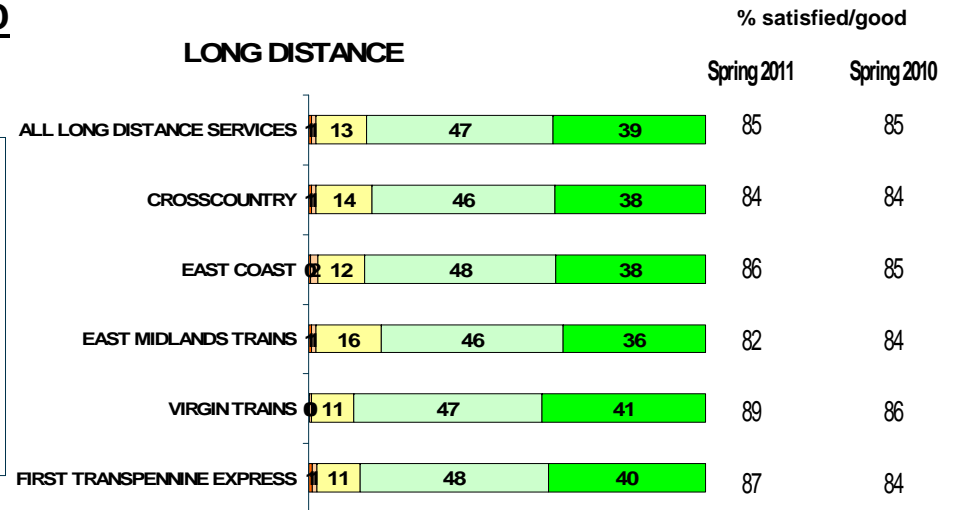
TRAIN - YOUR PERSONAL SECURITY WHILST ON

BOARD

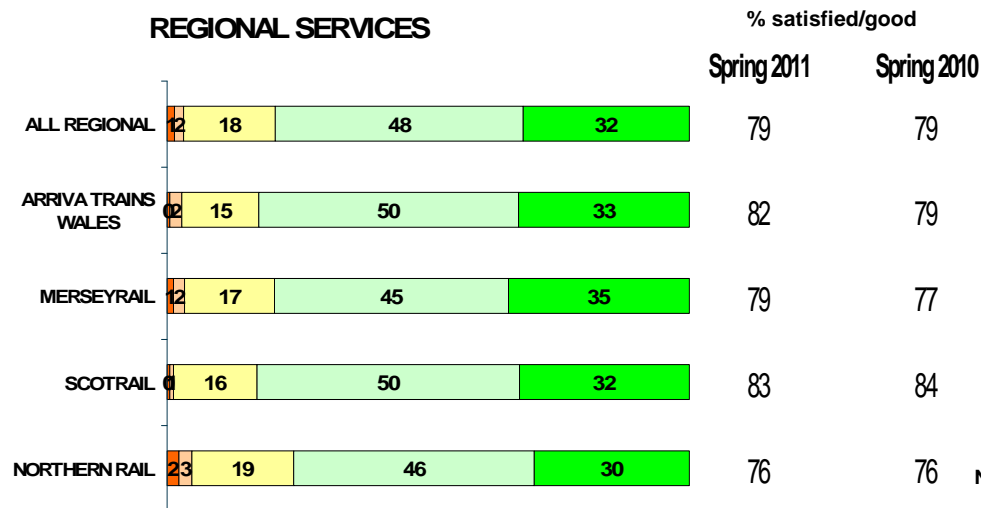
NATIONAL TREND



LONG DISTANCE

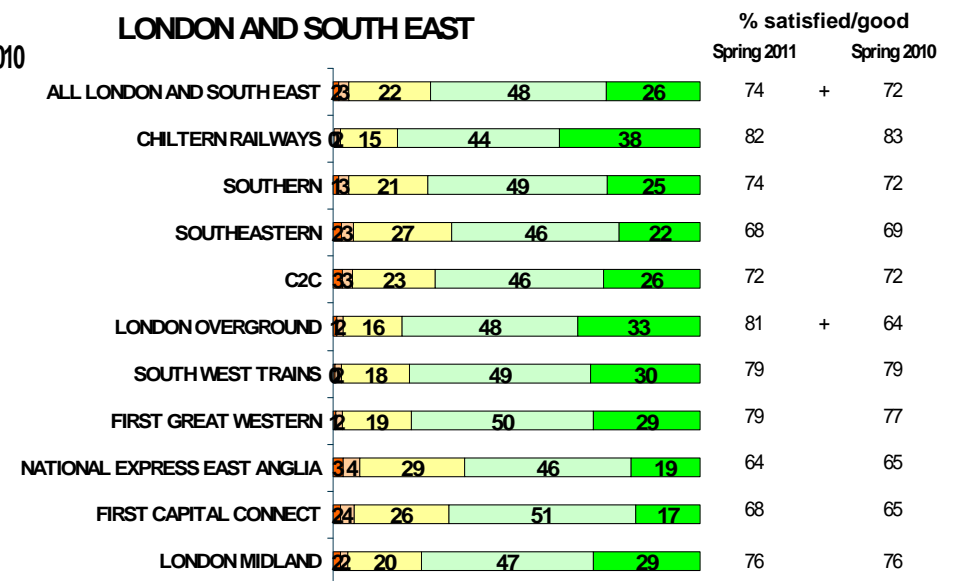


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LONDON AND SOUTH EAST

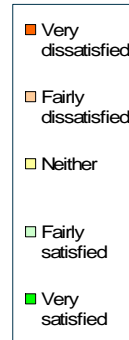
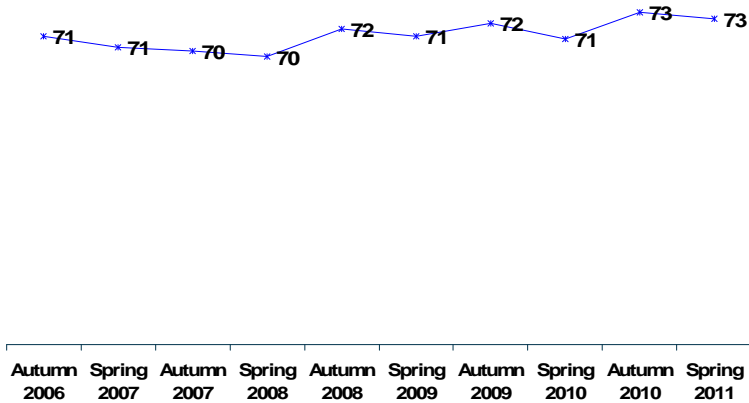


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

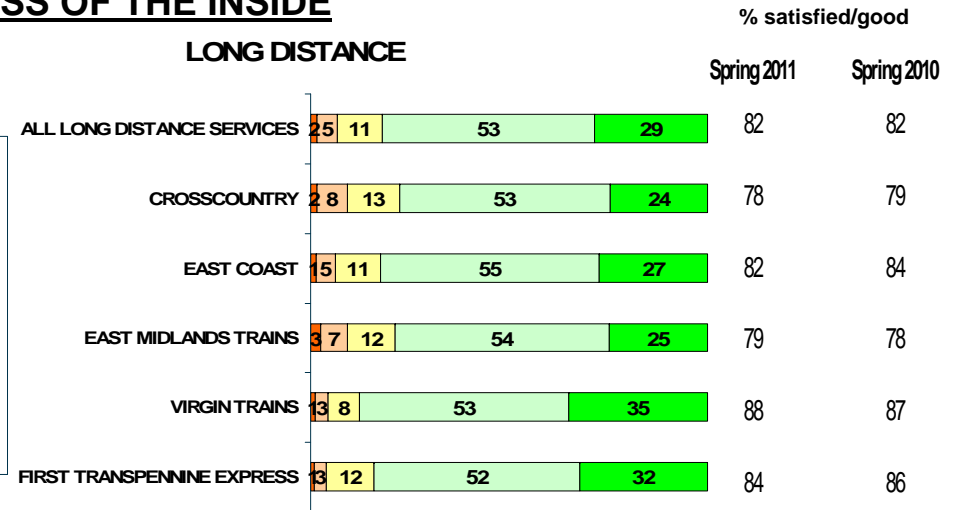
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE CLEANLINESS OF THE INSIDE

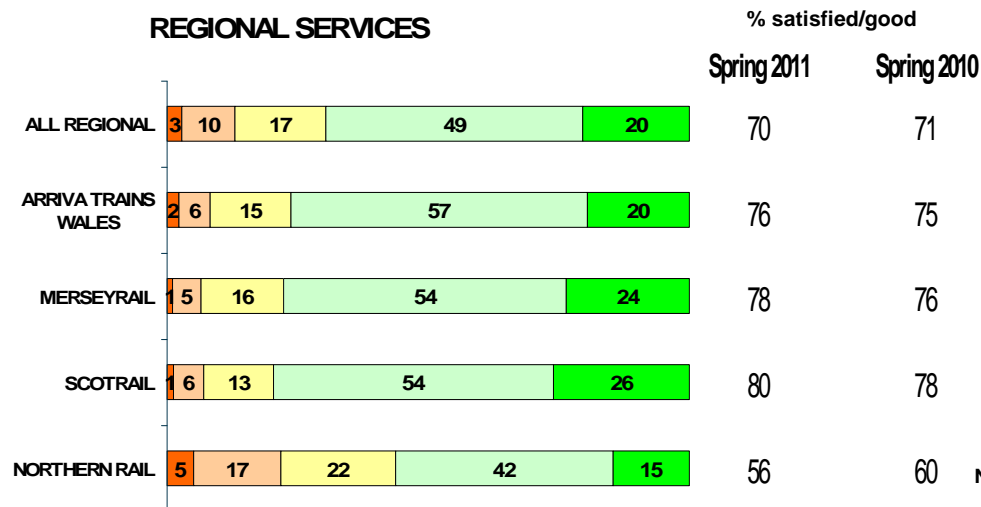
NATIONAL TREND



LONG DISTANCE

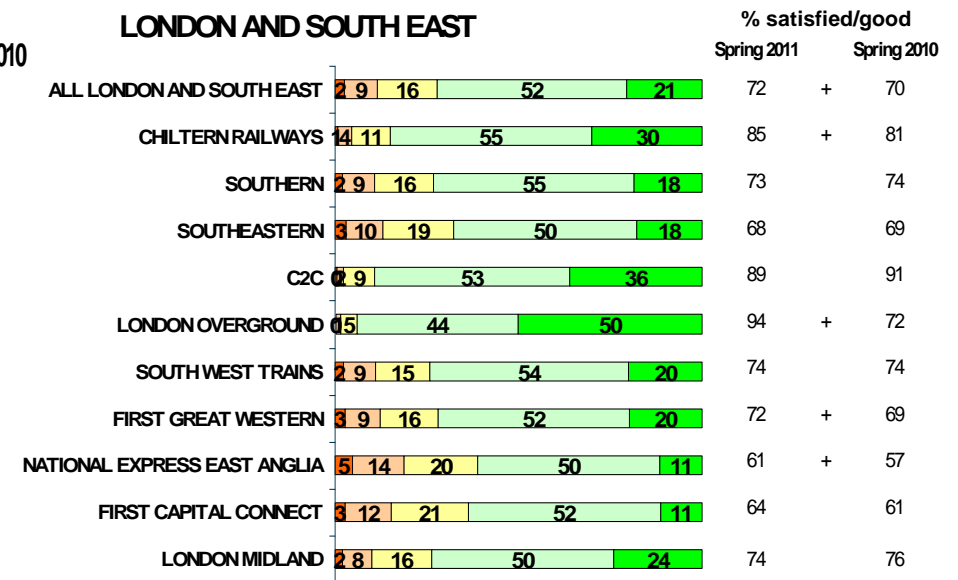


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LONDON AND SOUTH EAST

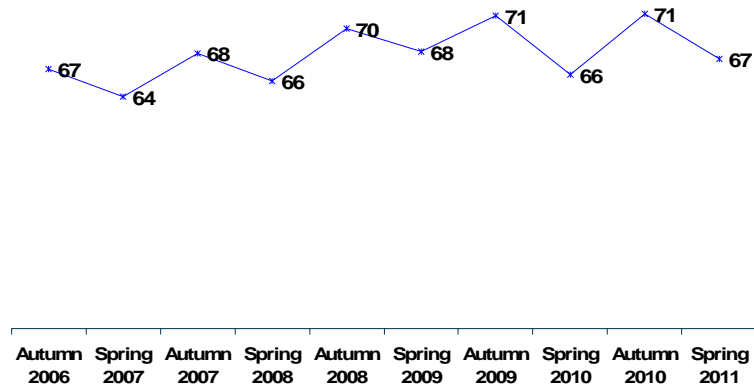


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

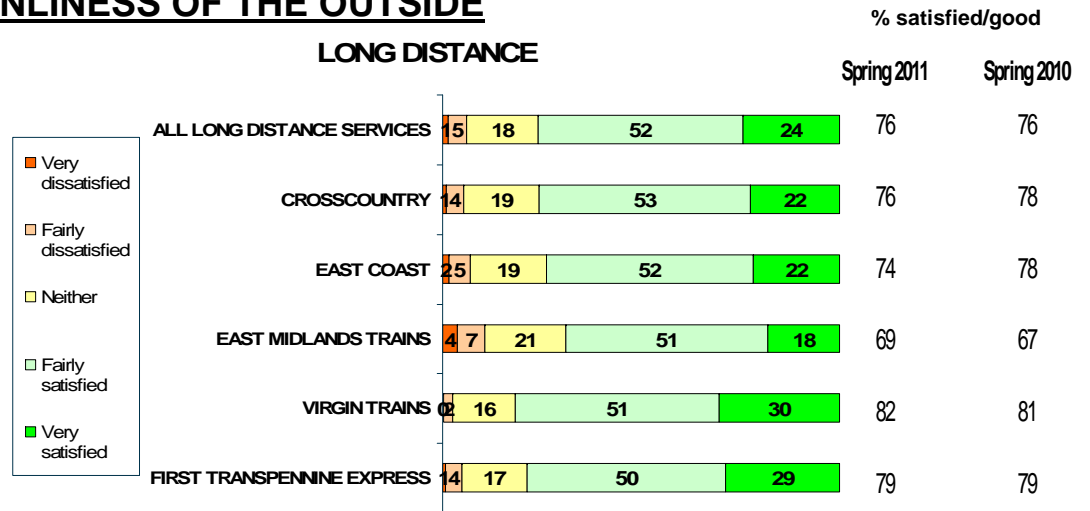
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE CLEANLINESS OF THE OUTSIDE

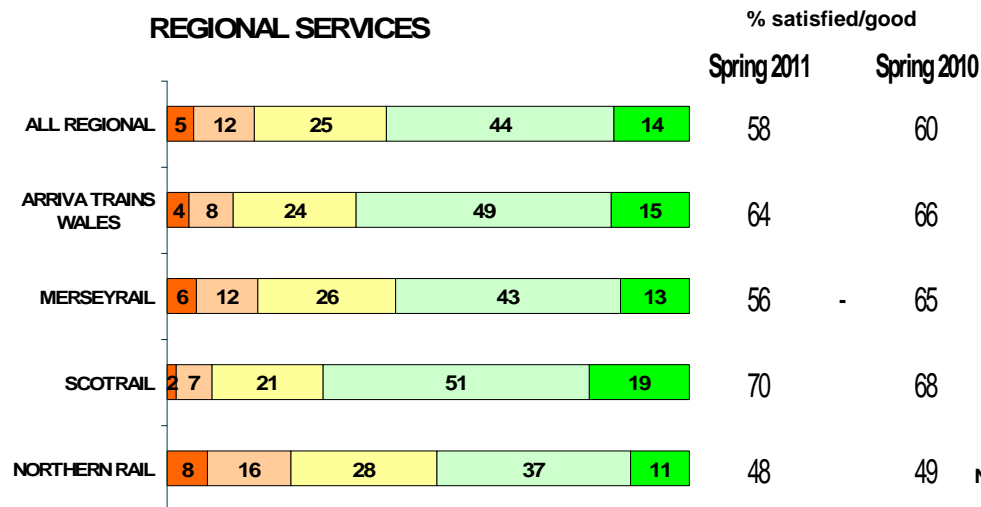
NATIONAL TREND



LONG DISTANCE

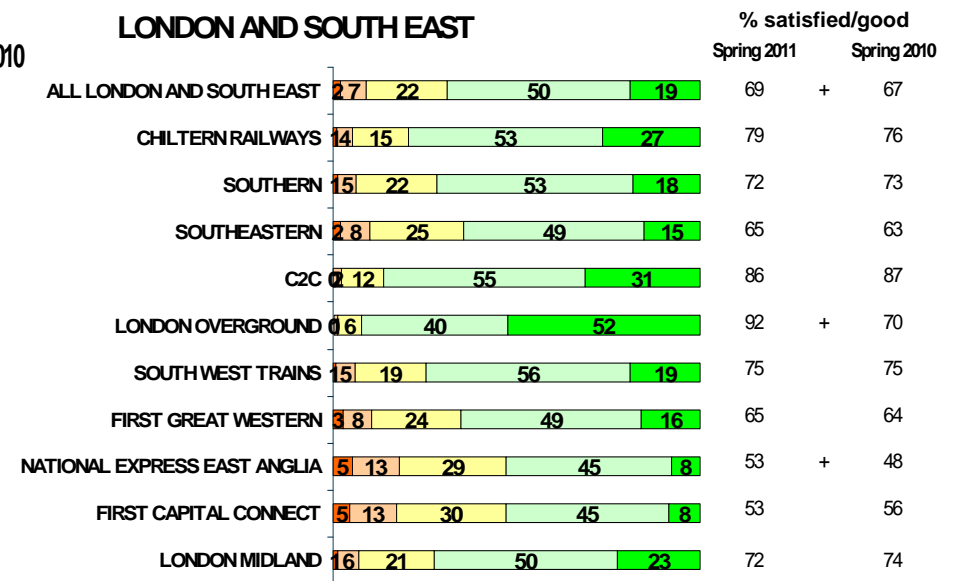


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LONDON AND SOUTH EAST

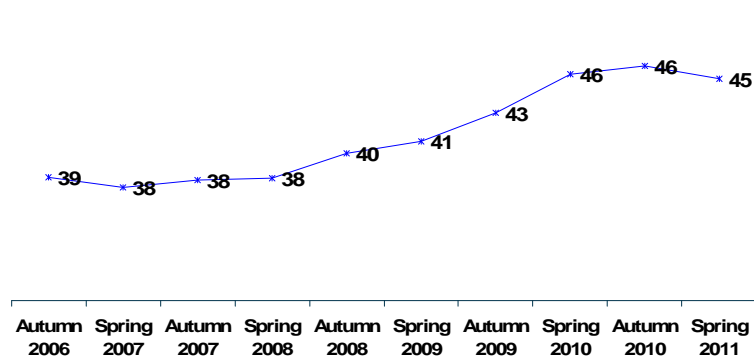


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

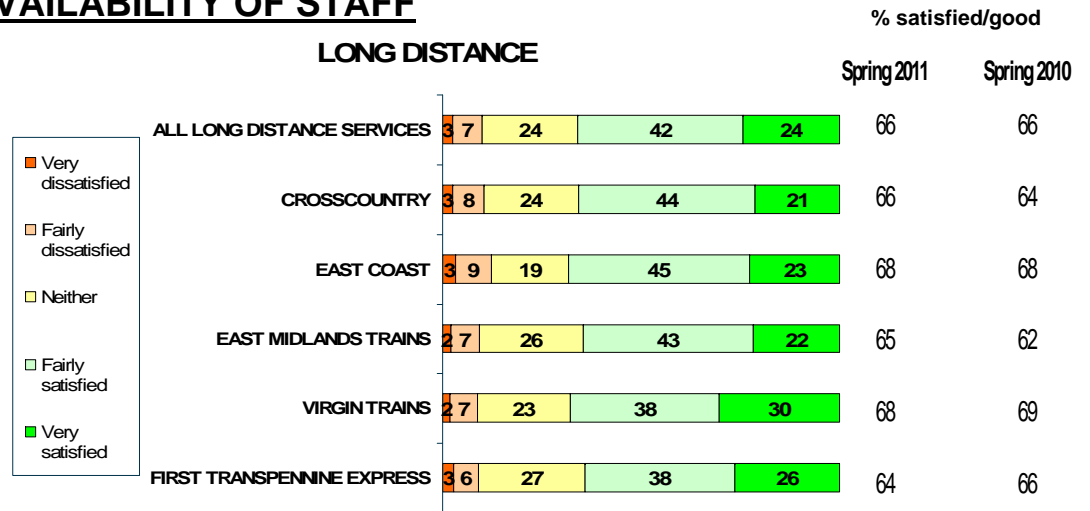
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE AVAILABILITY OF STAFF

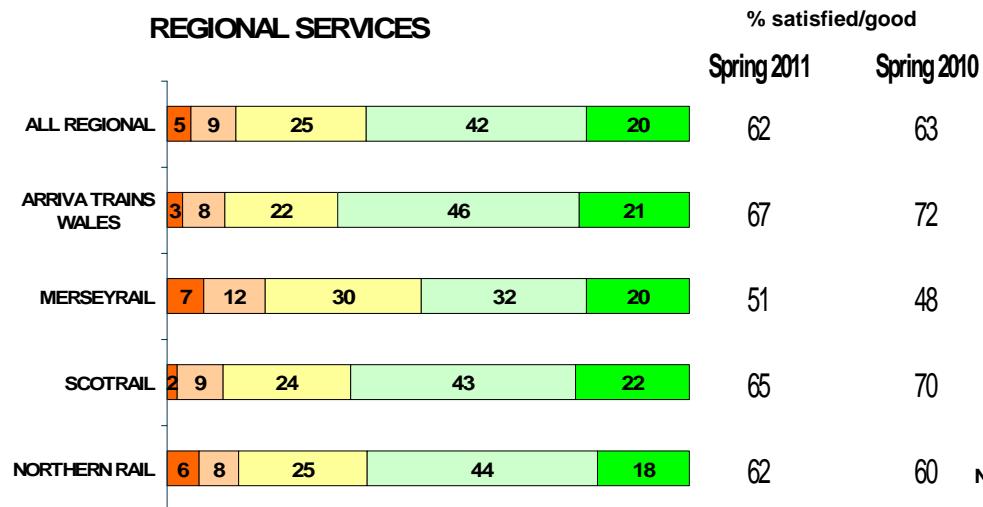
NATIONAL TREND



LONG DISTANCE

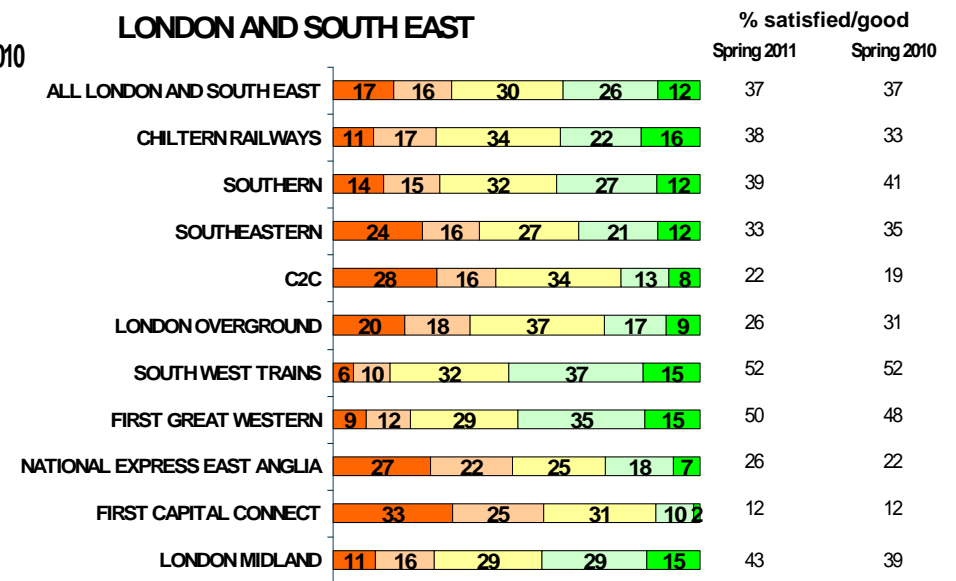


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LONDON AND SOUTH EAST

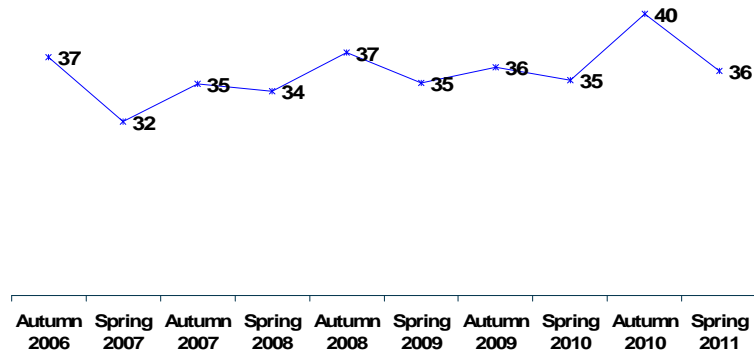


NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

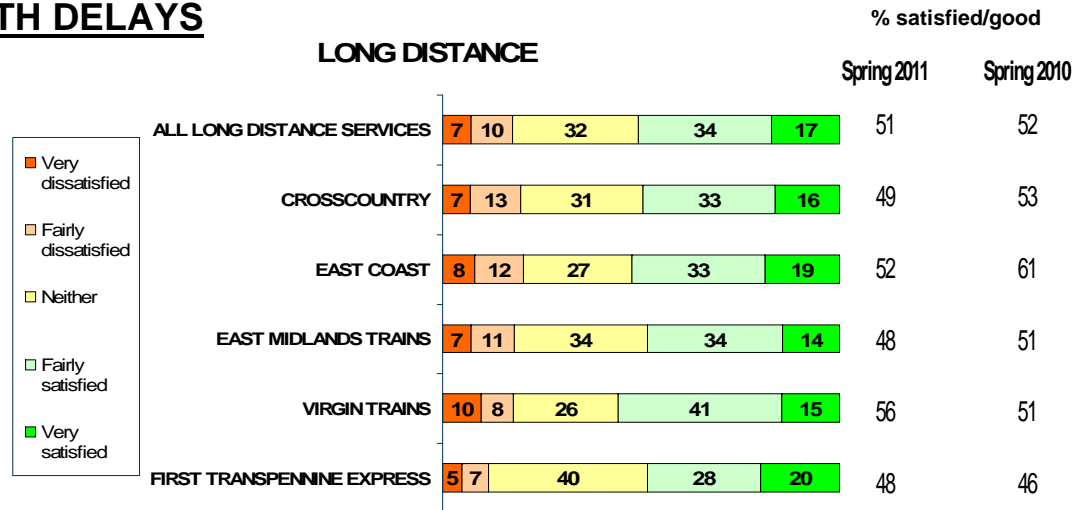
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS

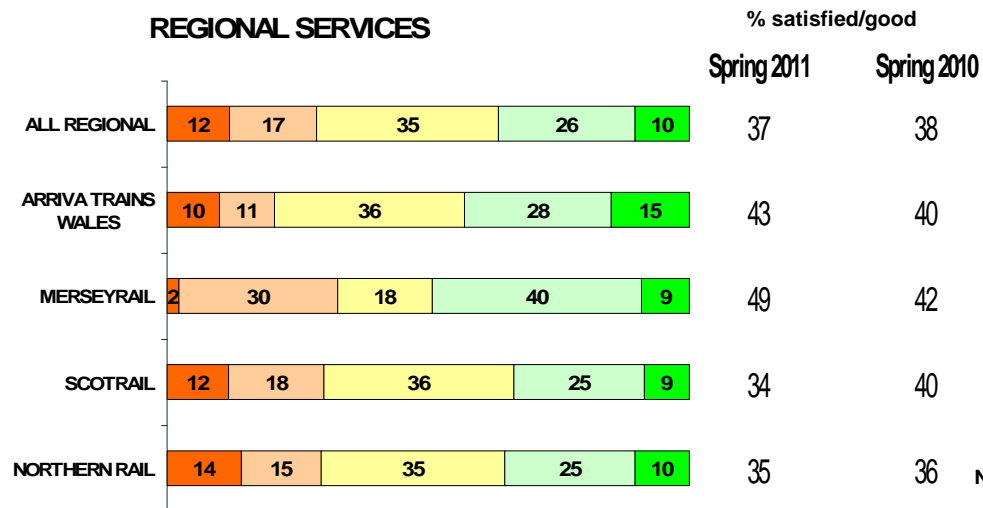
NATIONAL TREND



LONG DISTANCE

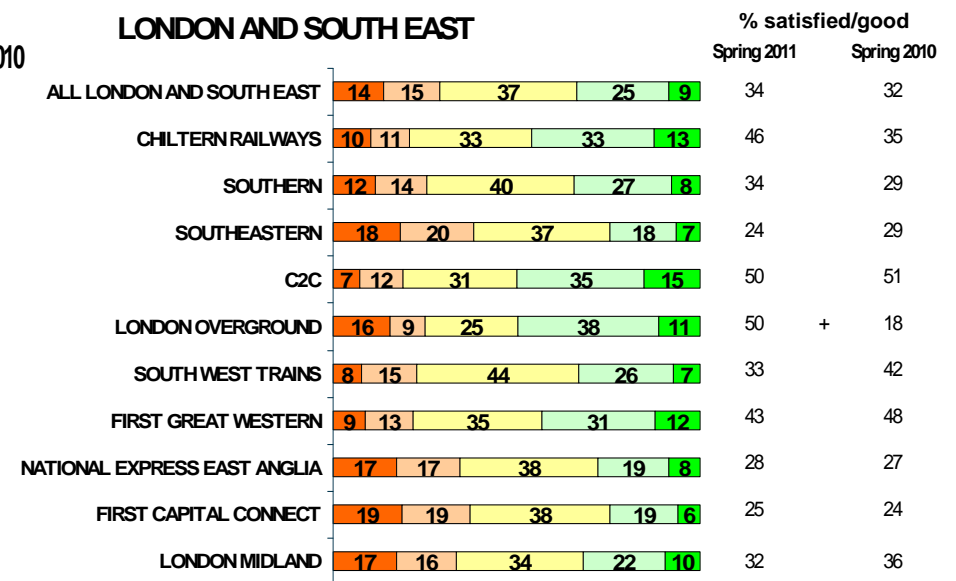


REGIONAL SERVICES



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LONDON AND SOUTH EAST



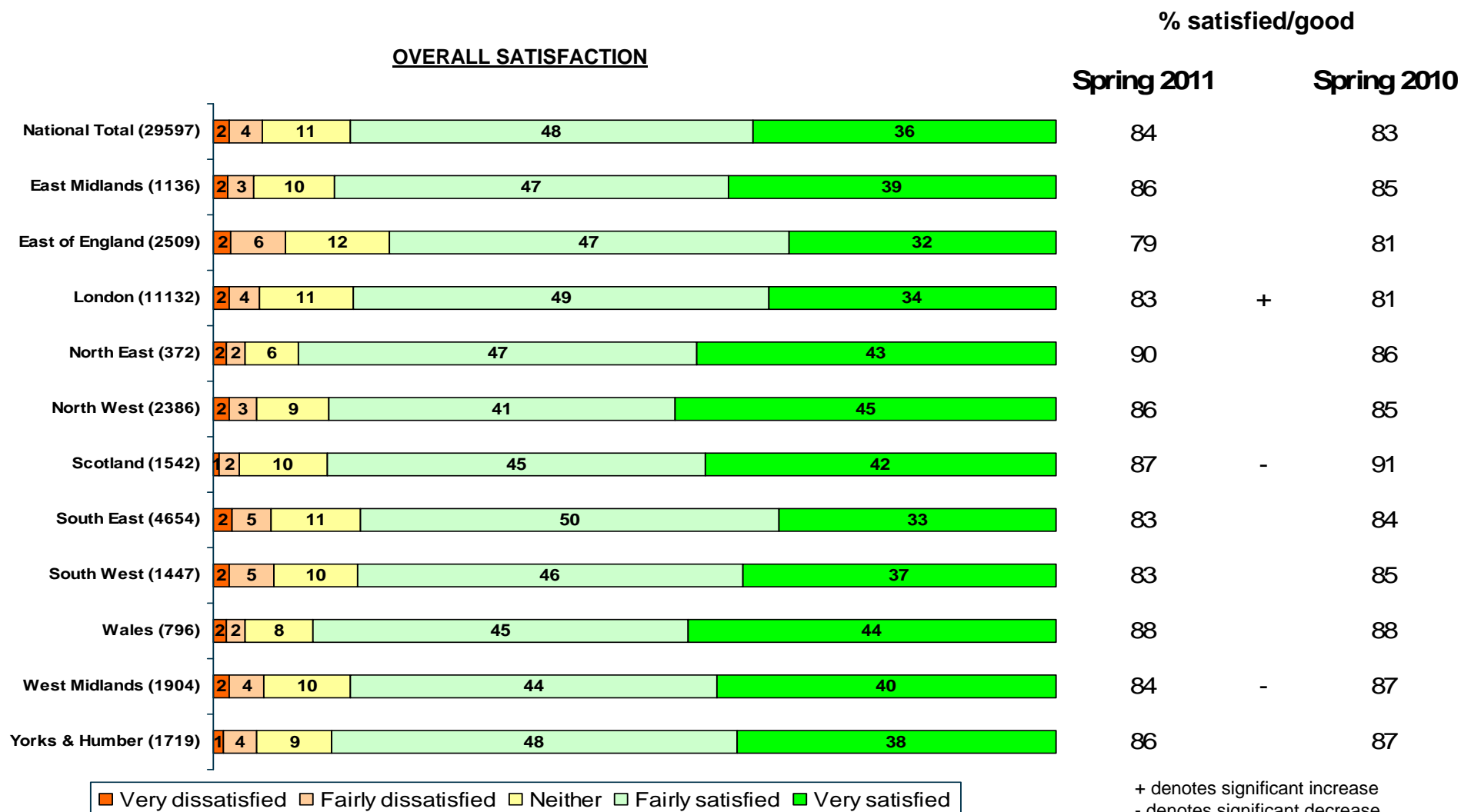
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

London and South East

	Peak			Off Peak		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
Overall satisfaction	75		75	85		84
STATION FACILITIES						
Overall satisfaction with the station	73		-	75		-
Ticket buying facilities	66		65	72		71
Provision of information about train times/platforms	75		76	79	+	77
The upkeep/repair of the station buildings/platforms	60		61	64	+	61
Cleanliness	67		68	70	+	67
The facilities and services	48		49	48		48
The attitudes and helpfulness of the staff	62	-	66	70		69
Connections with other forms of public transport	74		75	74		75
Facilities for car parking	46	+	42	47		47
Overall environment	61		61	64	+	62
Your personal security whilst using	60		62	66	+	64
The availability of staff	51	-	55	57		56
How request to station staff was handled	73		73	84		84
TRAIN FACILITIES						
The frequency of the trains on that route	73	+	69	77		77
Punctuality/reliability (i.e. the train arriving/departing on time)	73		73	81	-	82
The length of time the journey was scheduled to take (speed)	77		76	85		85
Connections with other train services	71		71	77	+	75
The value for money for the price of your ticket	23	-	29	44	-	47
Cleanliness of the train	68		68	74	+	71
Upkeep and repair of the train	65		65	75	+	73
The provision of information during the journey	61		60	71	+	68
The helpfulness and attitude of staff on train	45		46	60		59
The space for luggage	40		40	55		54
The toilet facilities	24		27	37		36
Sufficient room for all passengers to sit/stand	40		42	73		72
The comfort of the seating area	54		54	74	+	72
The ease of being able to get on and off	69		69	82		81
Your personal security on board	67		67	75		74
The cleanliness of the inside	68		65	74	+	71
The cleanliness of the outside	63		61	70	+	68
The availability of staff	27		26	40		40
How well train company deals with delays	24		25	37		35

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

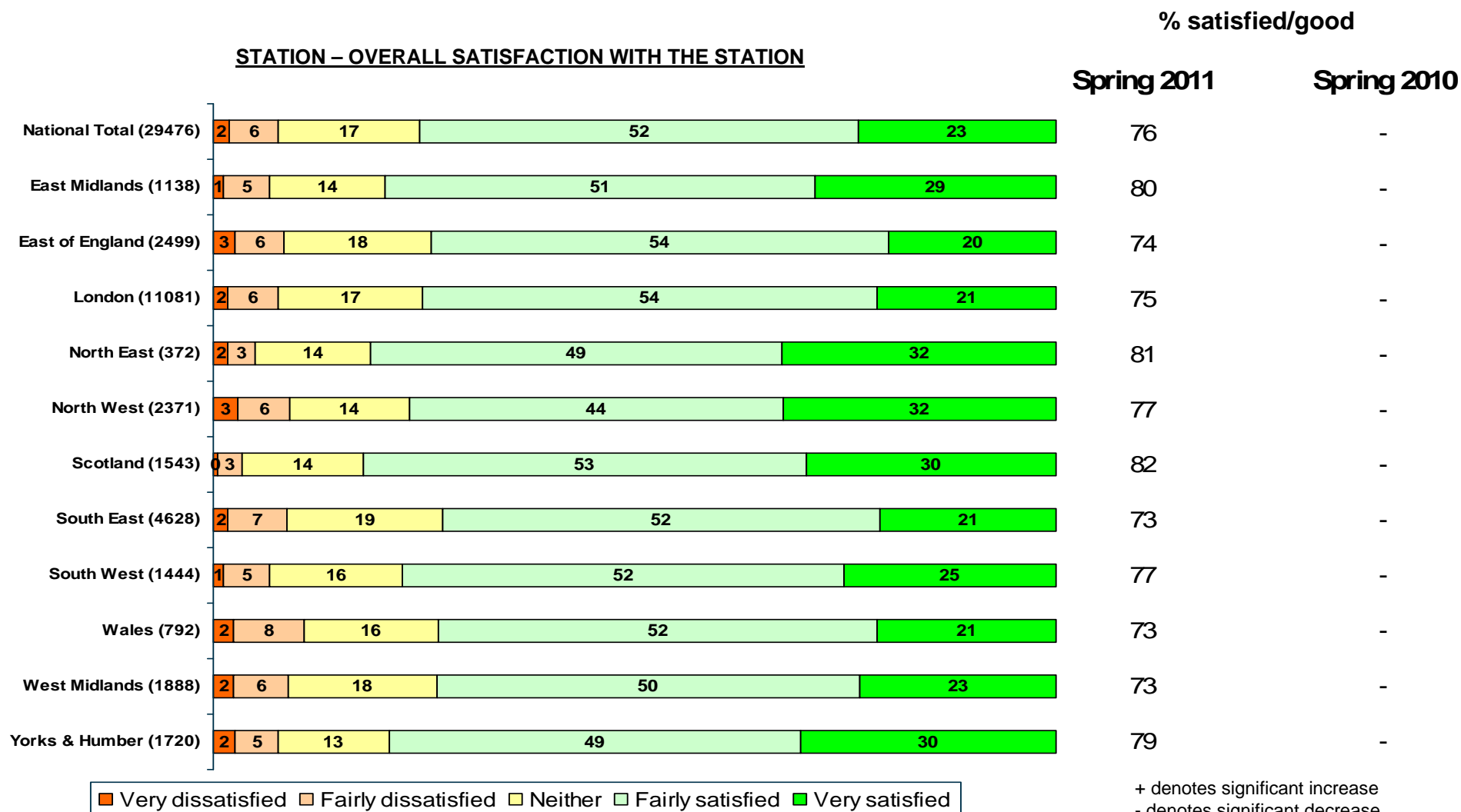
RESULTS BY REGION (ALL RESPONDENTS)



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 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

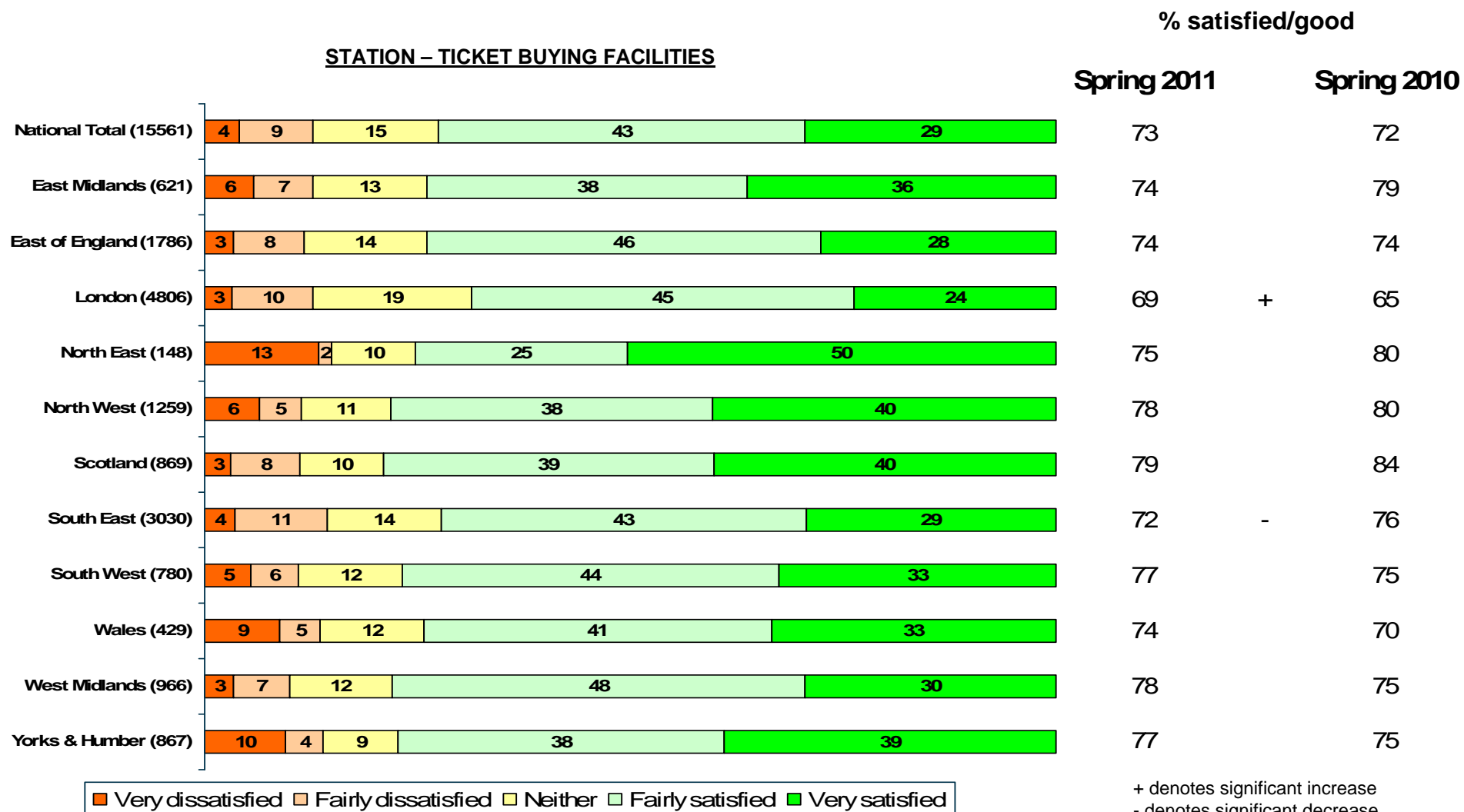
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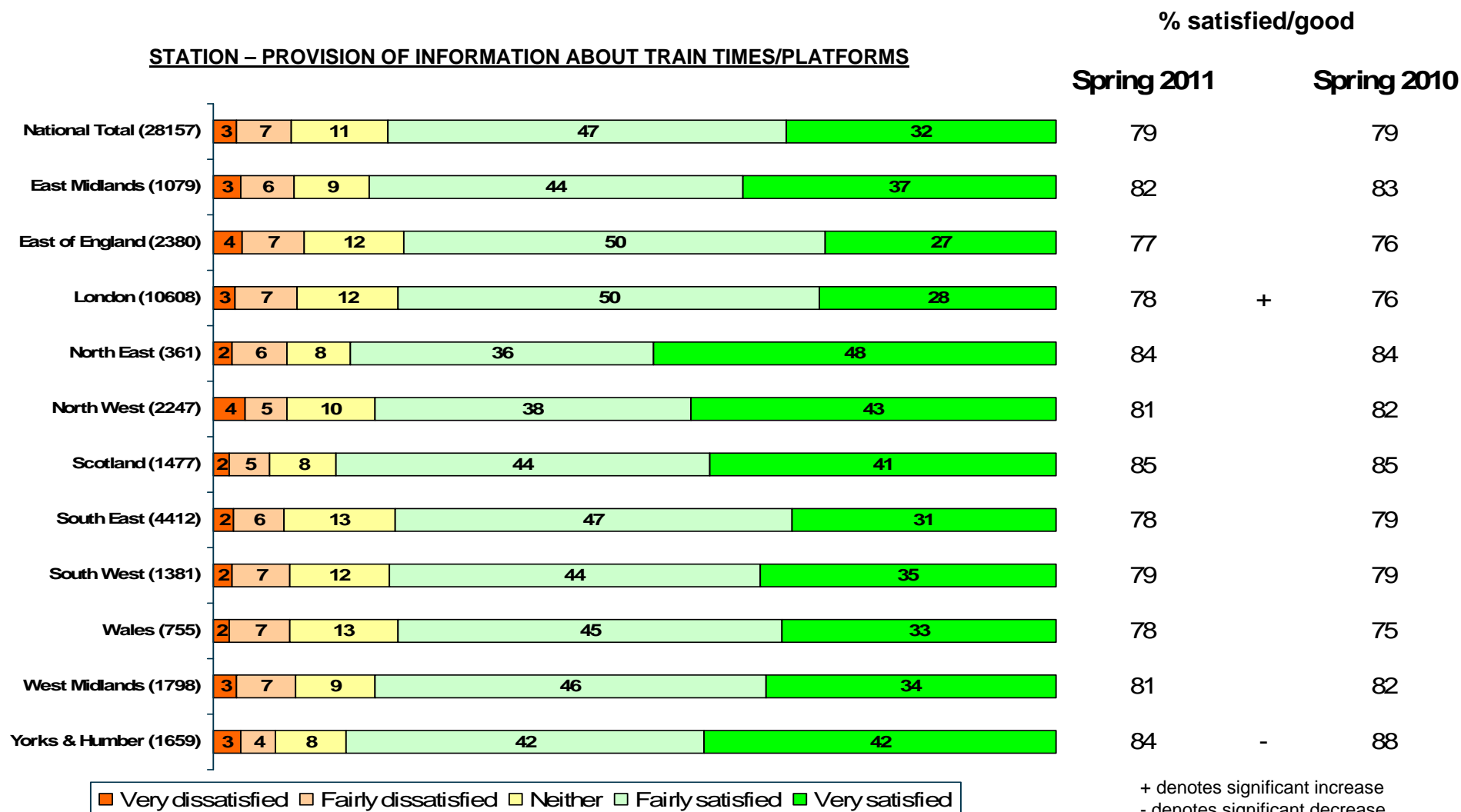
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

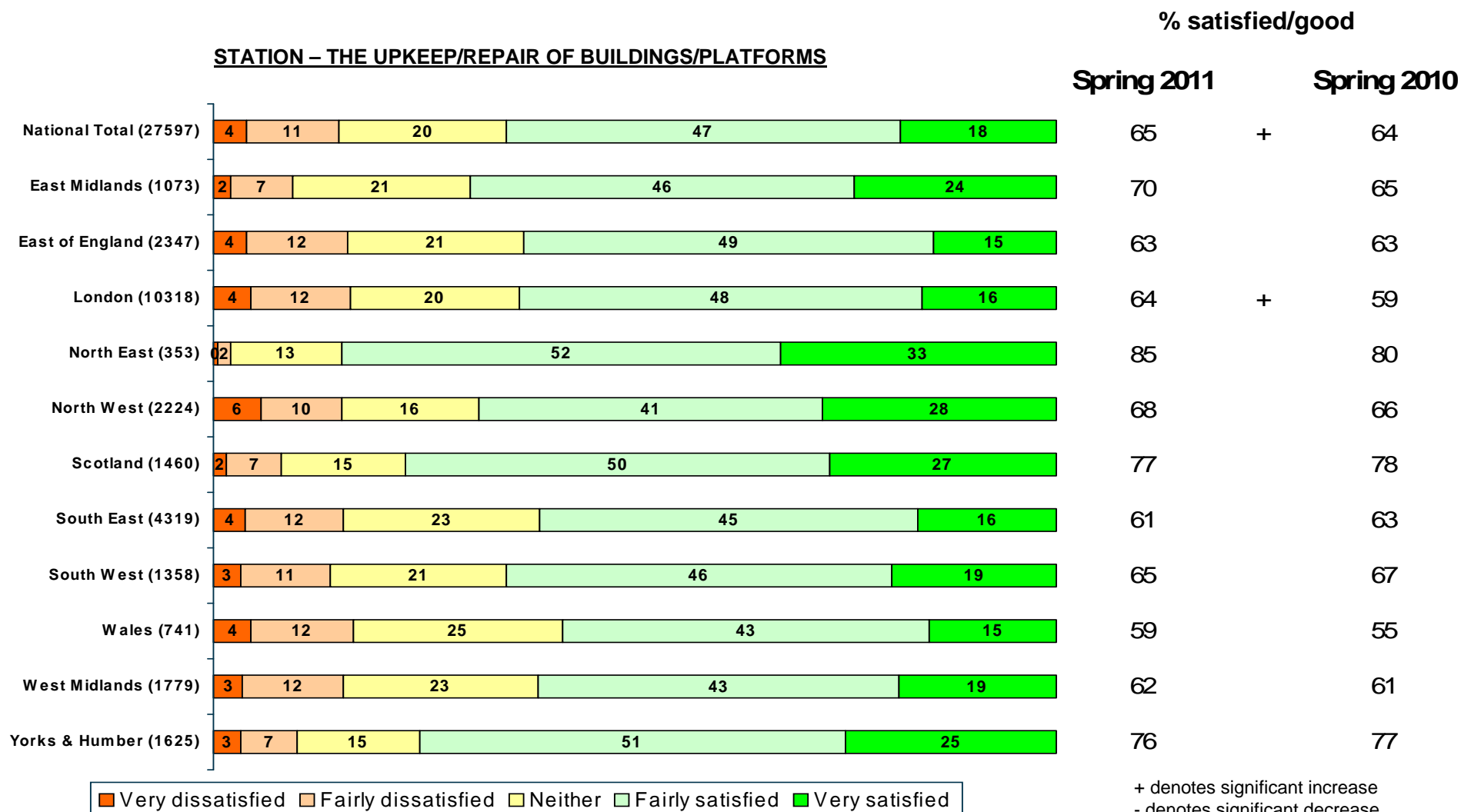
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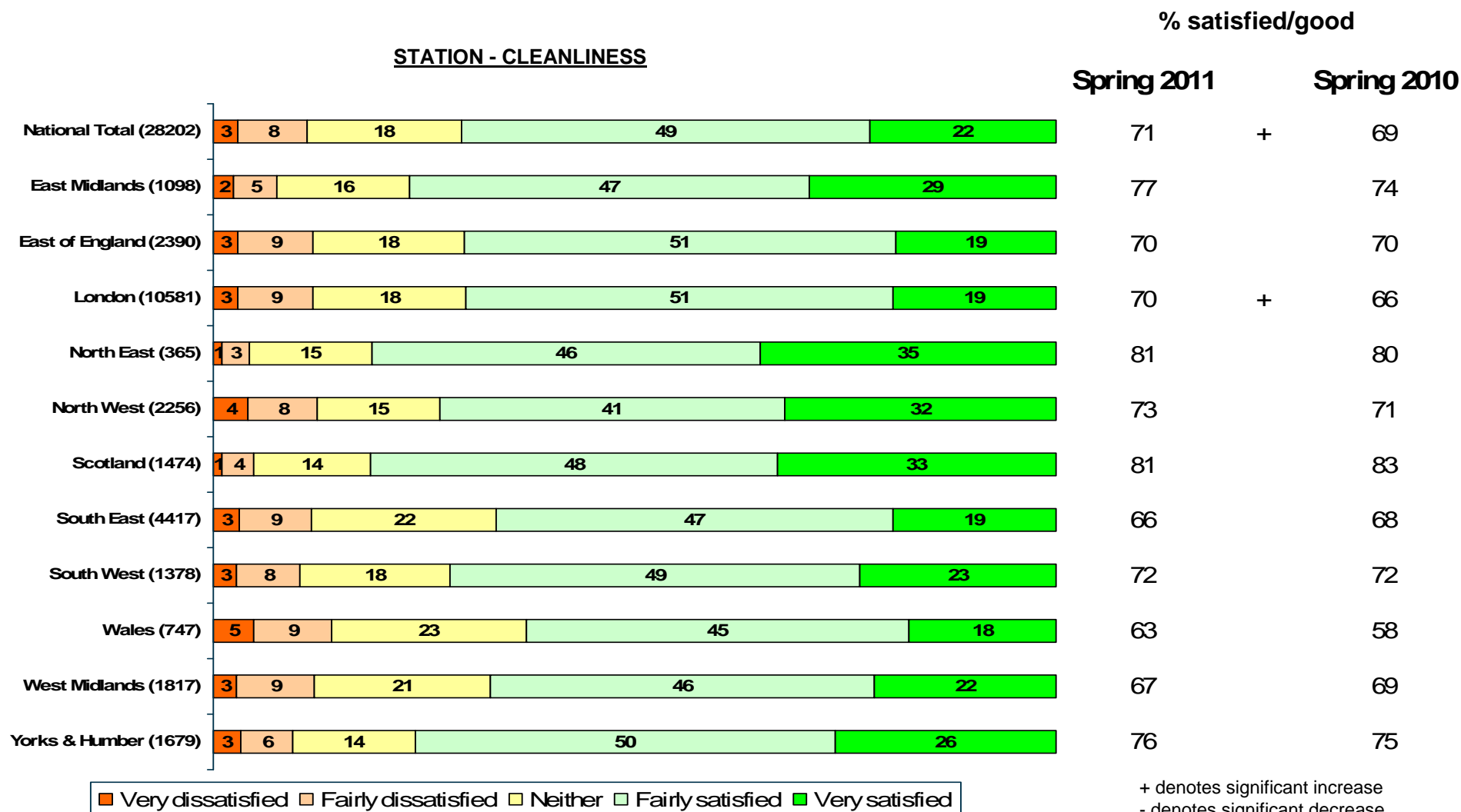
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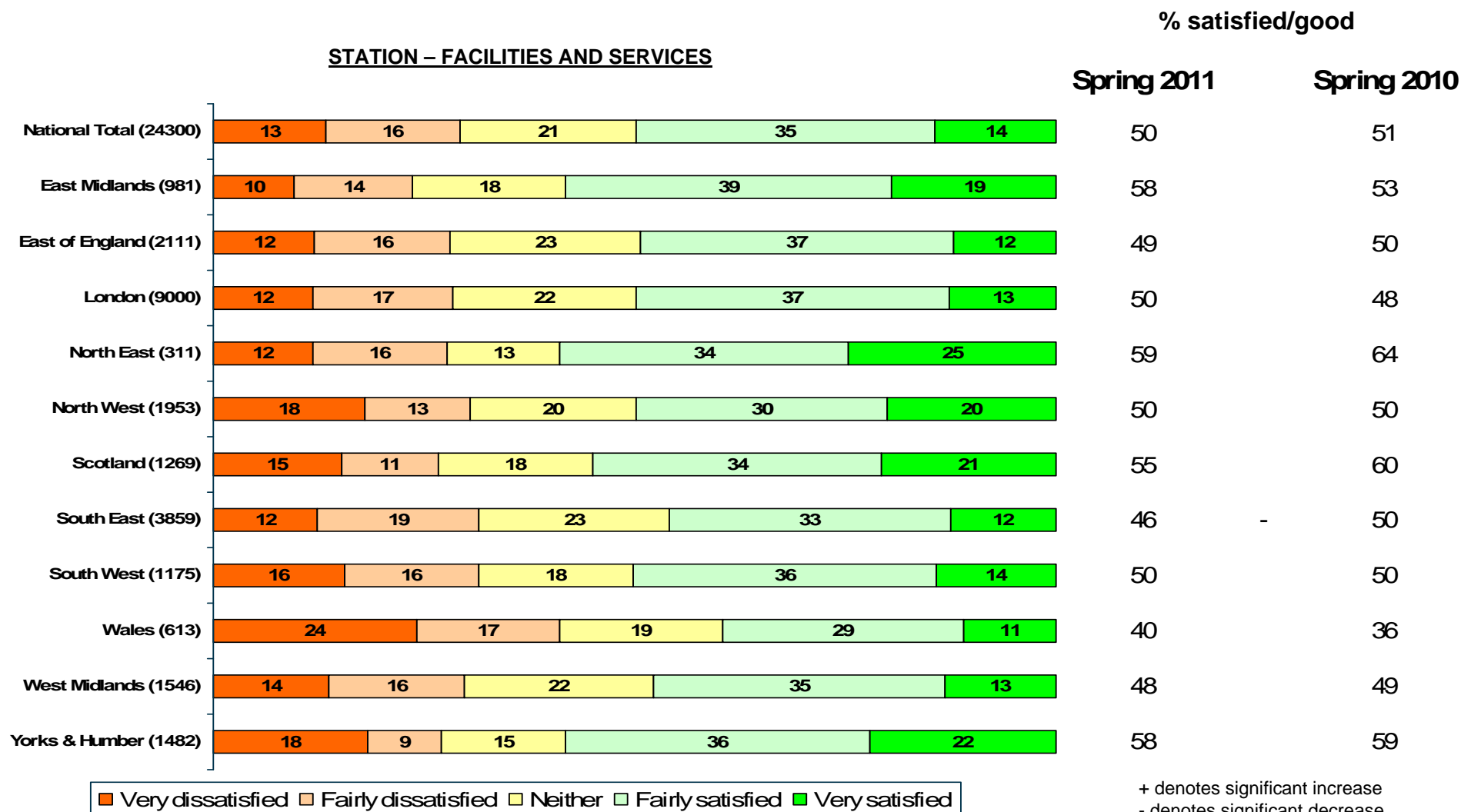
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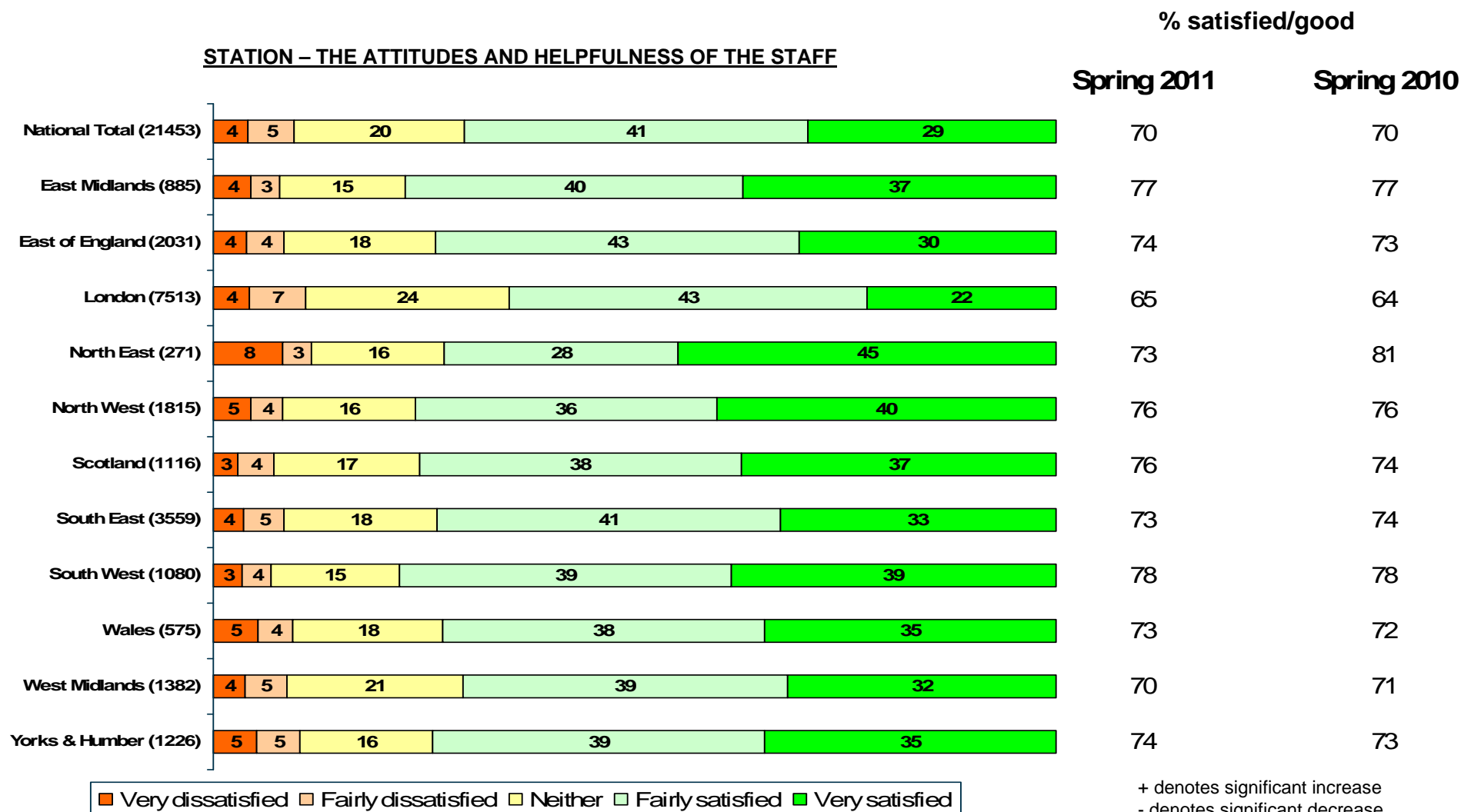
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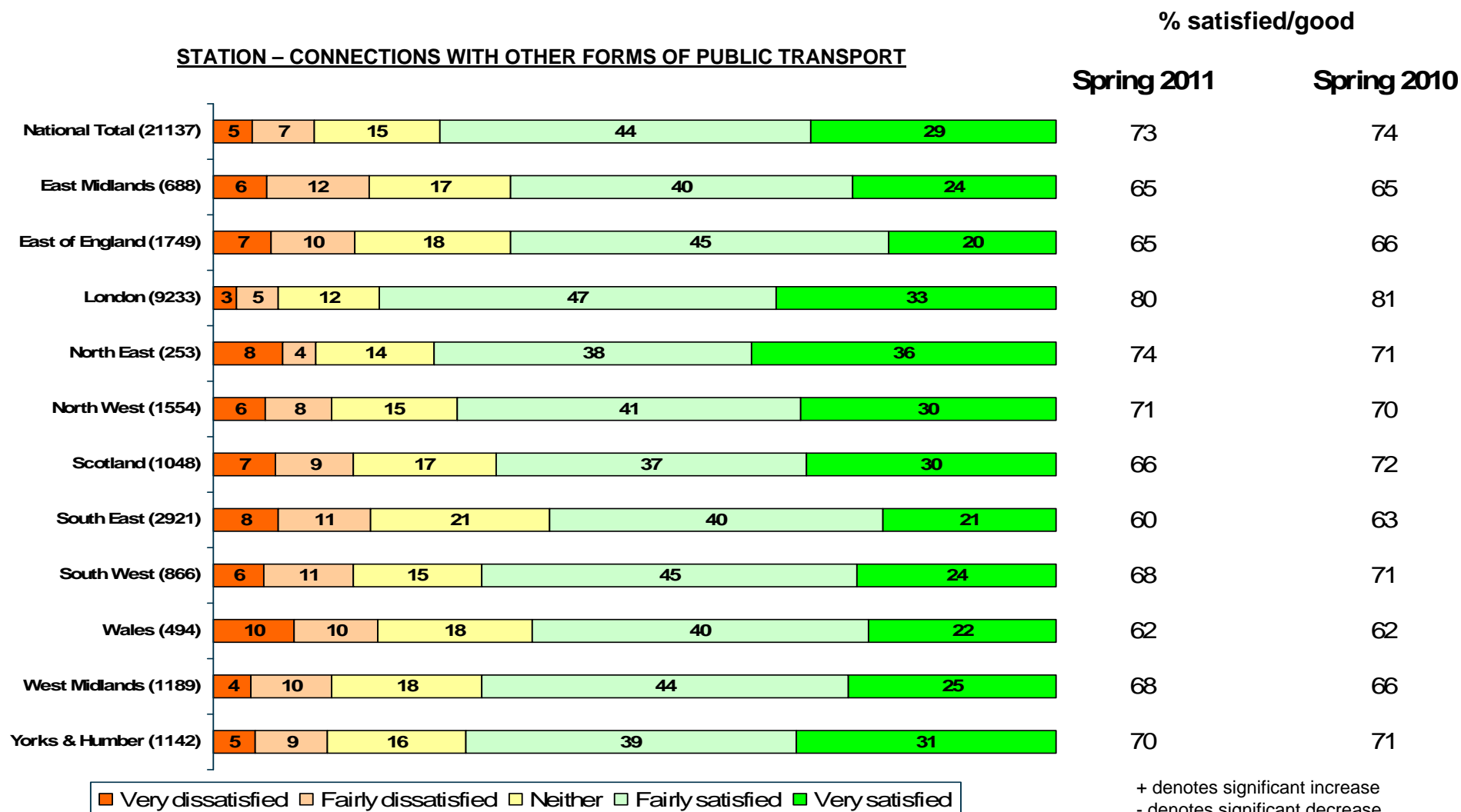
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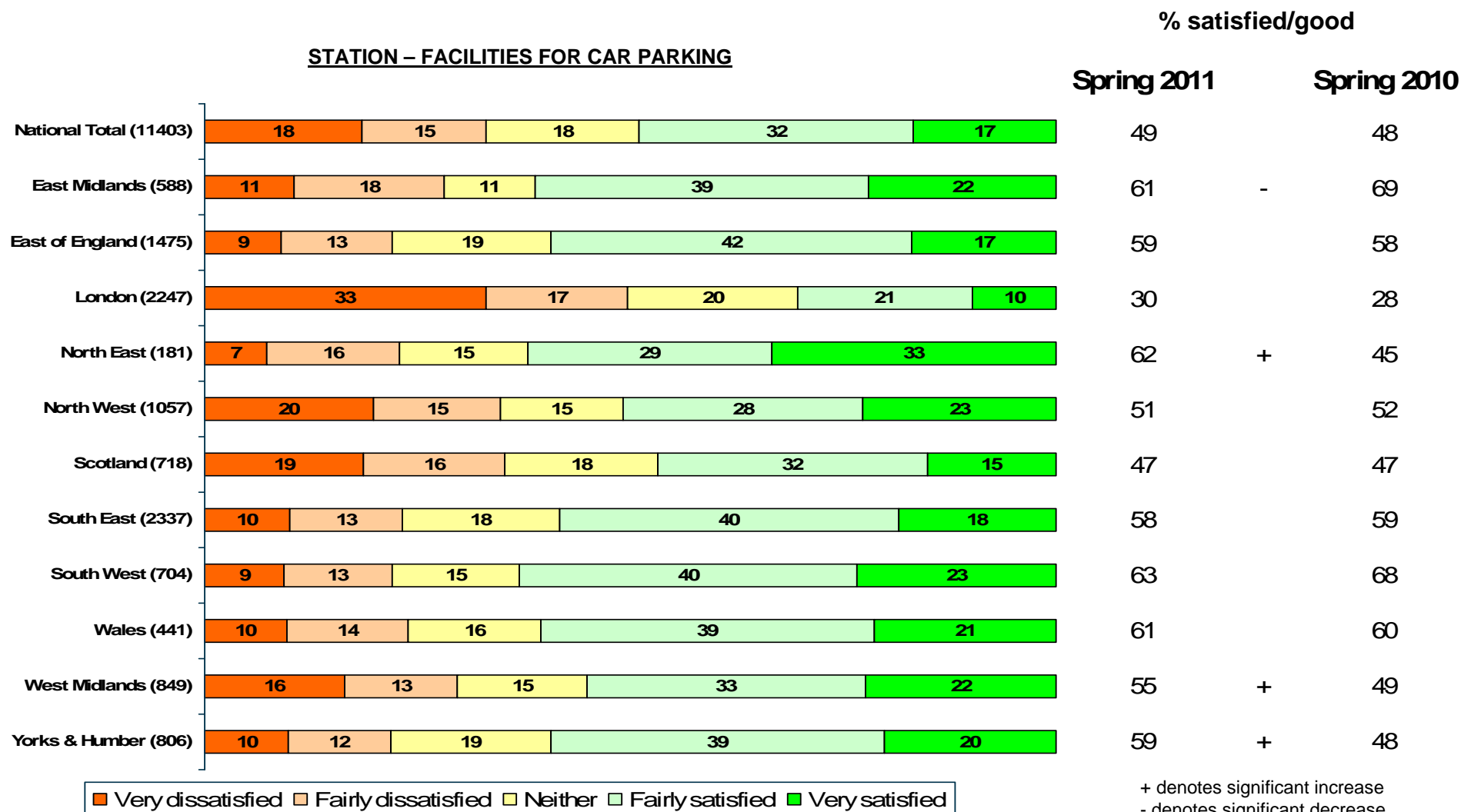
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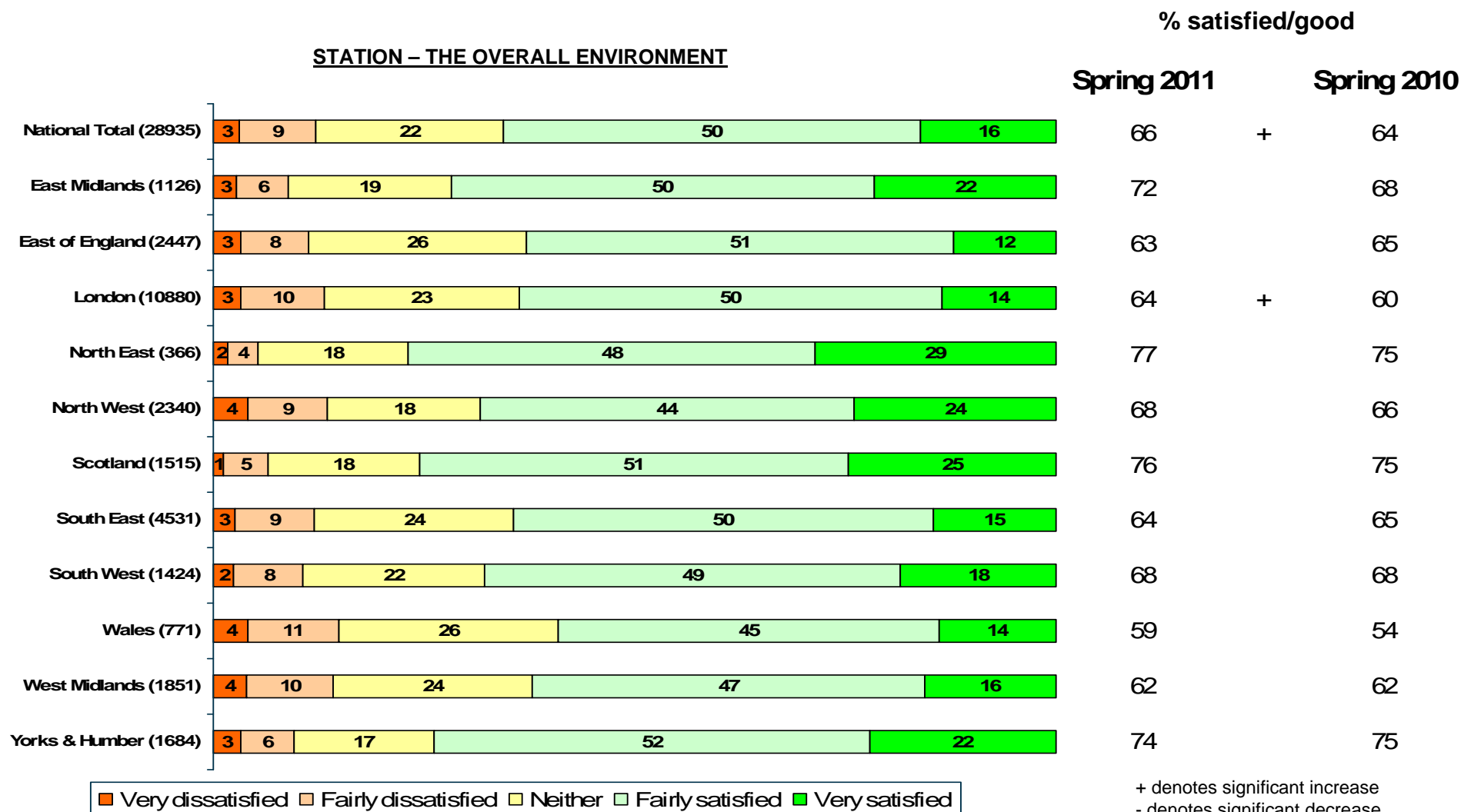
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



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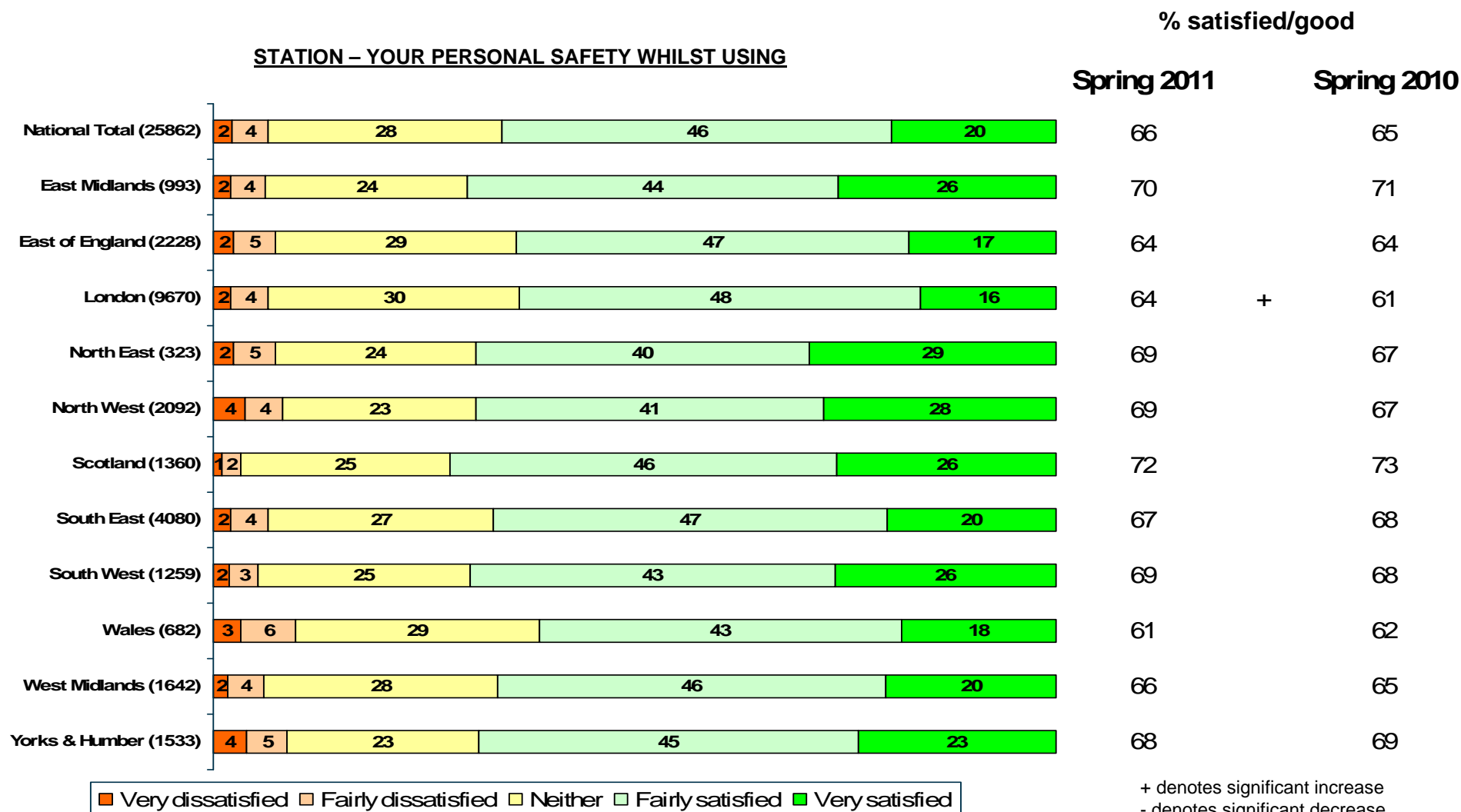
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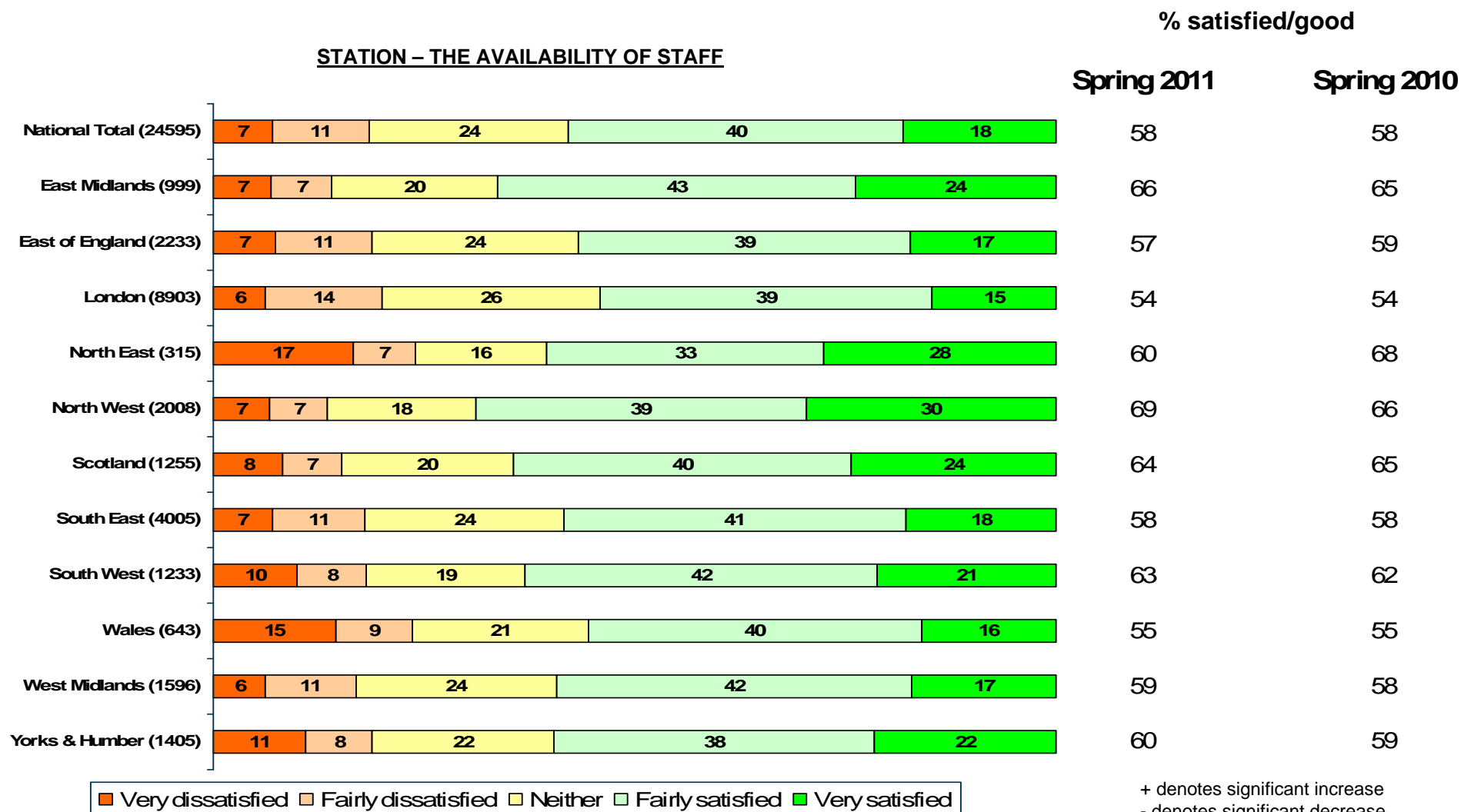
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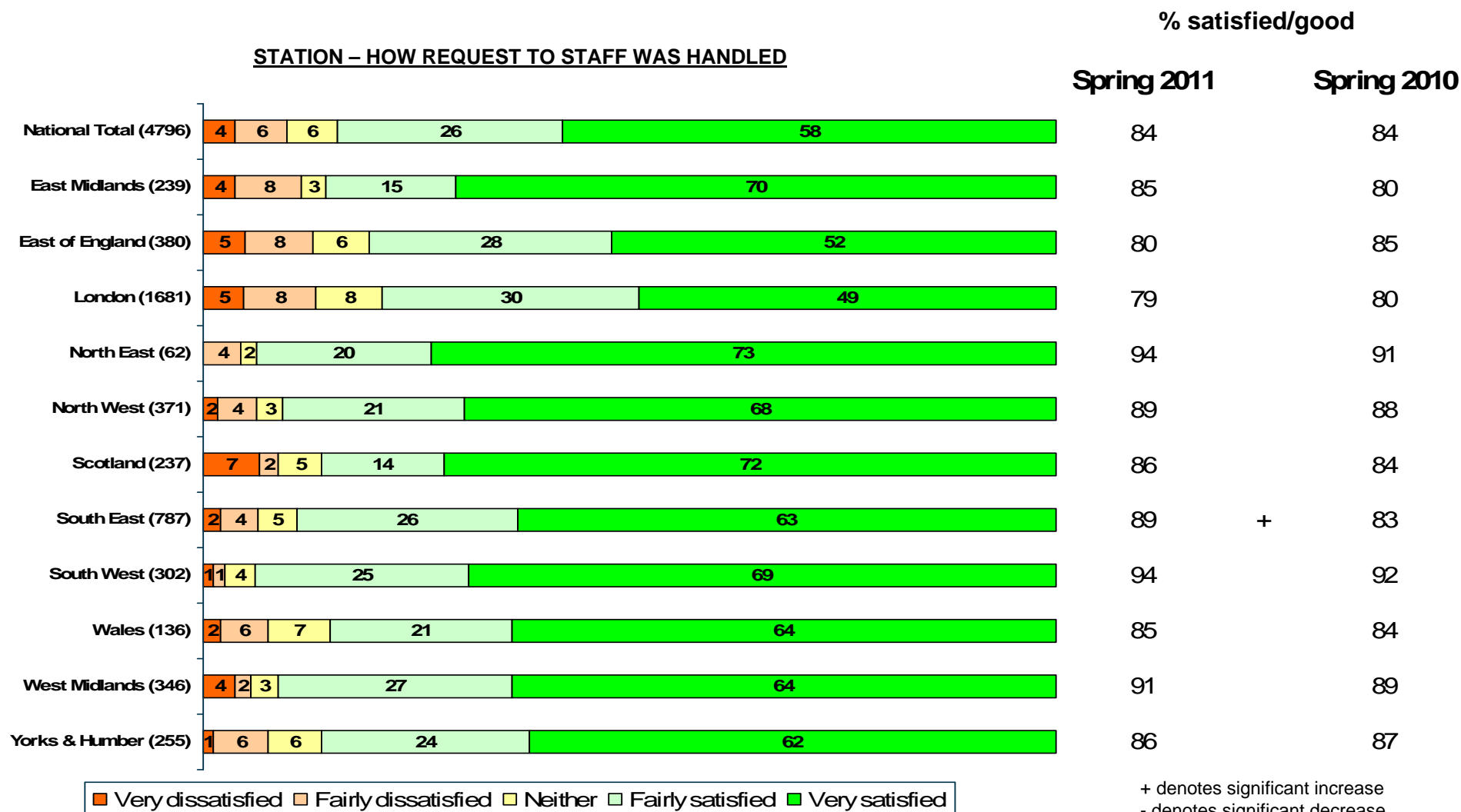
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



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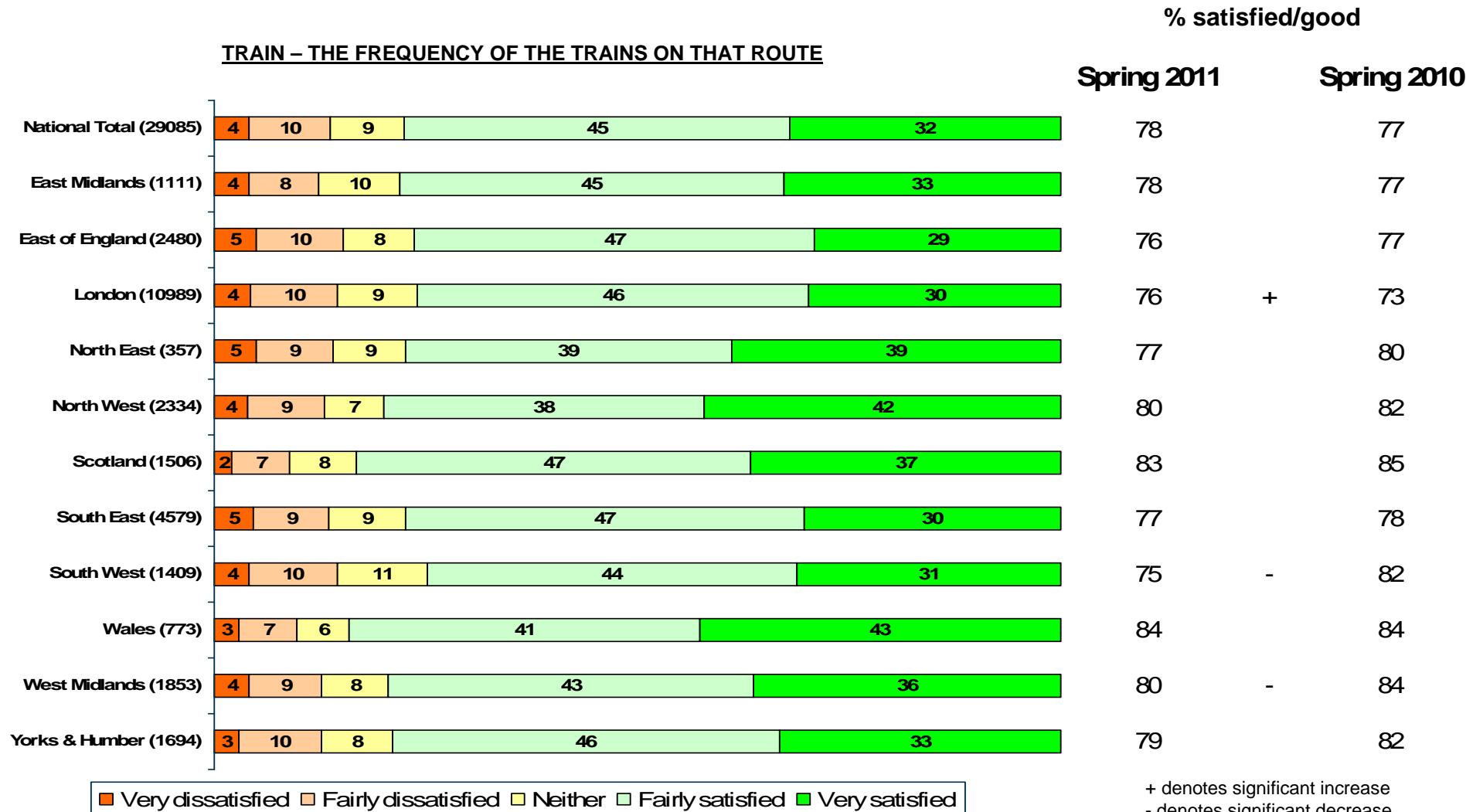
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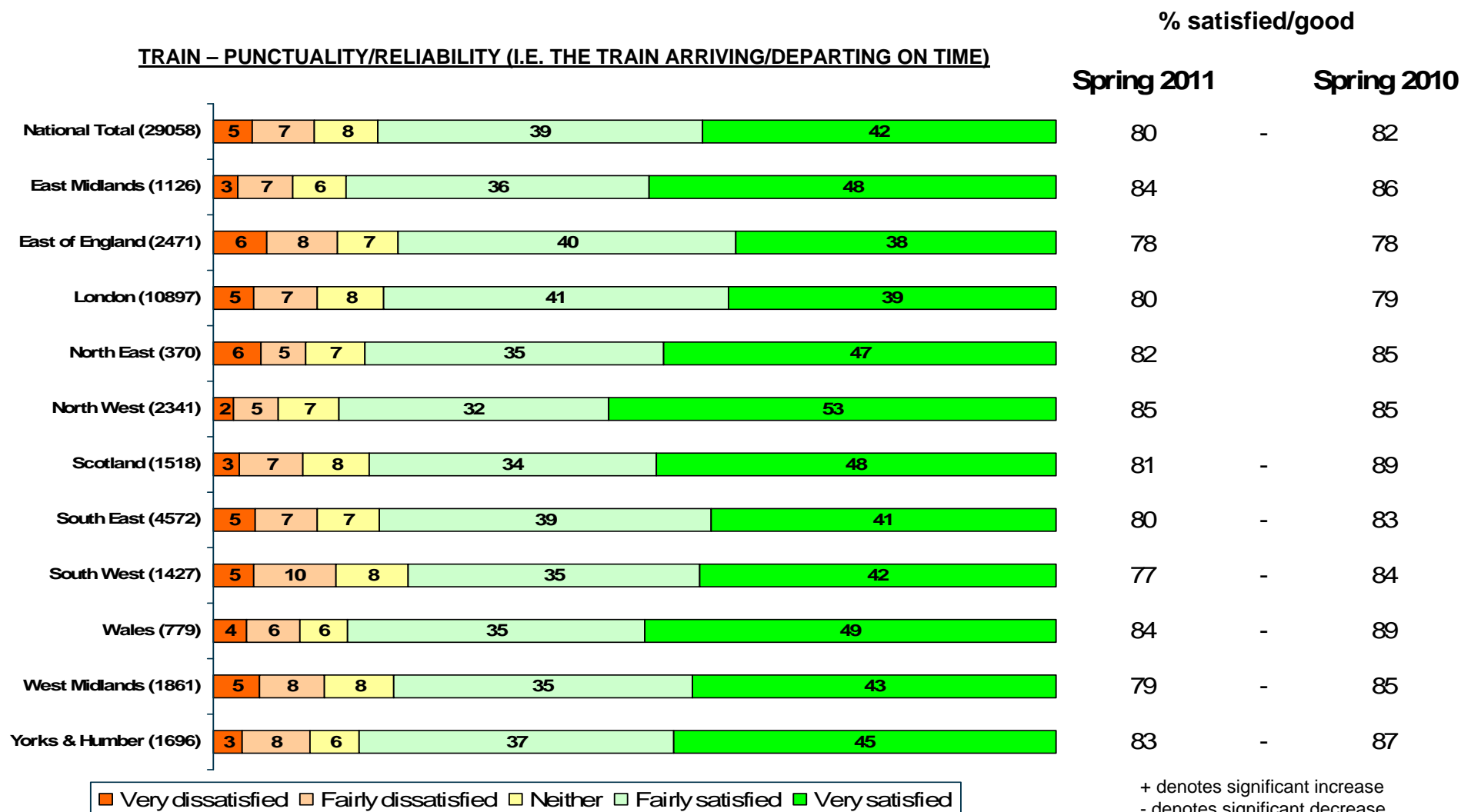
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



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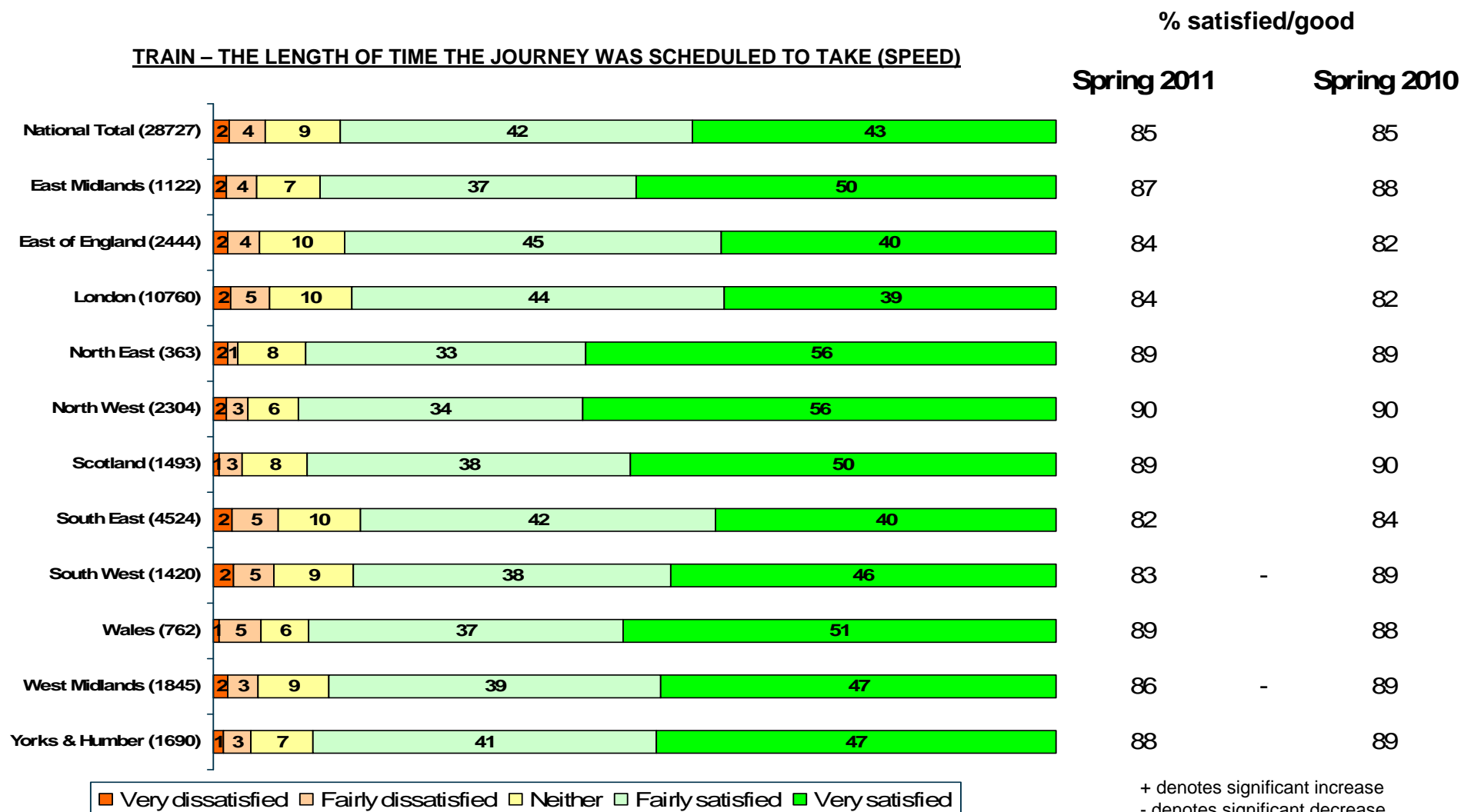
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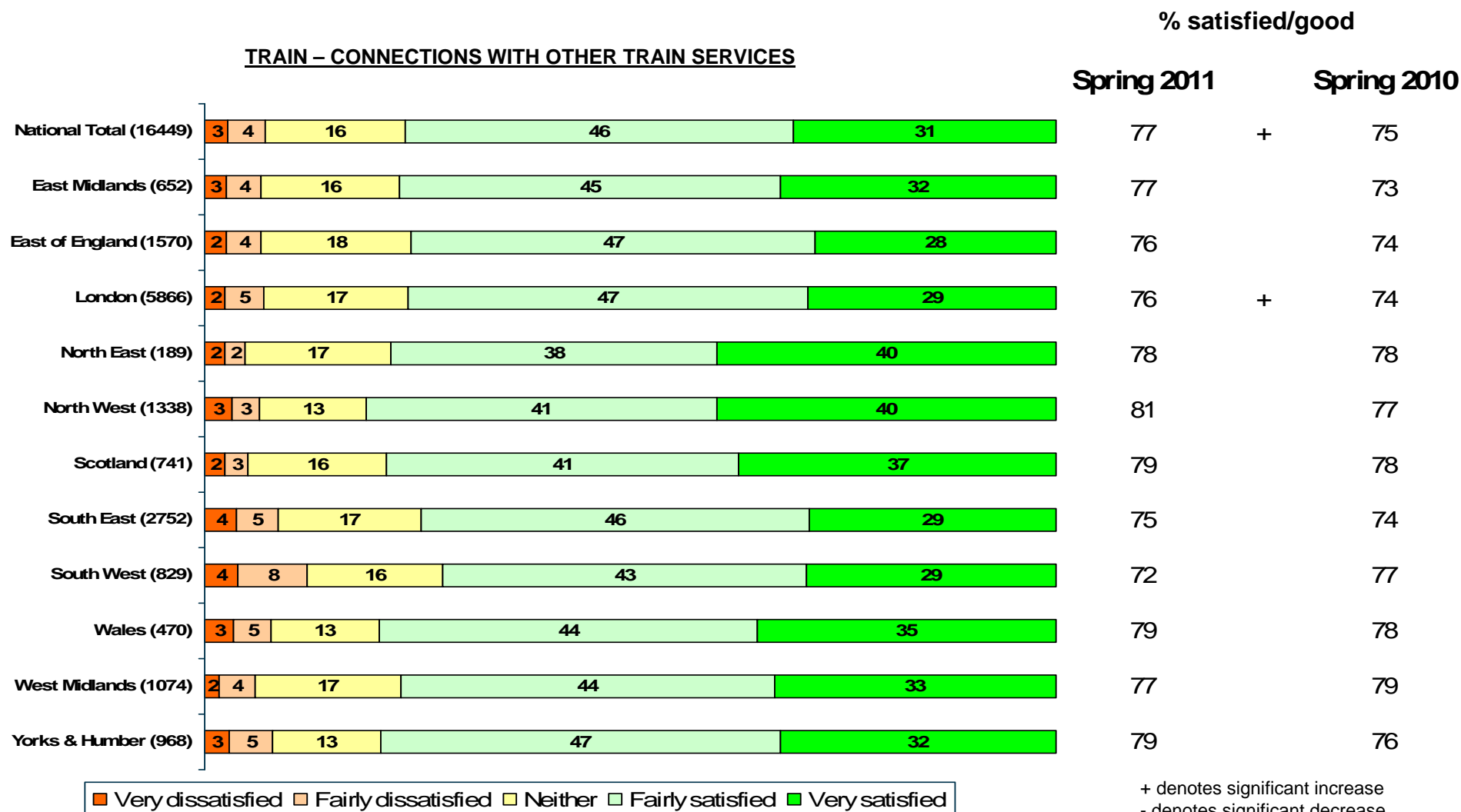
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



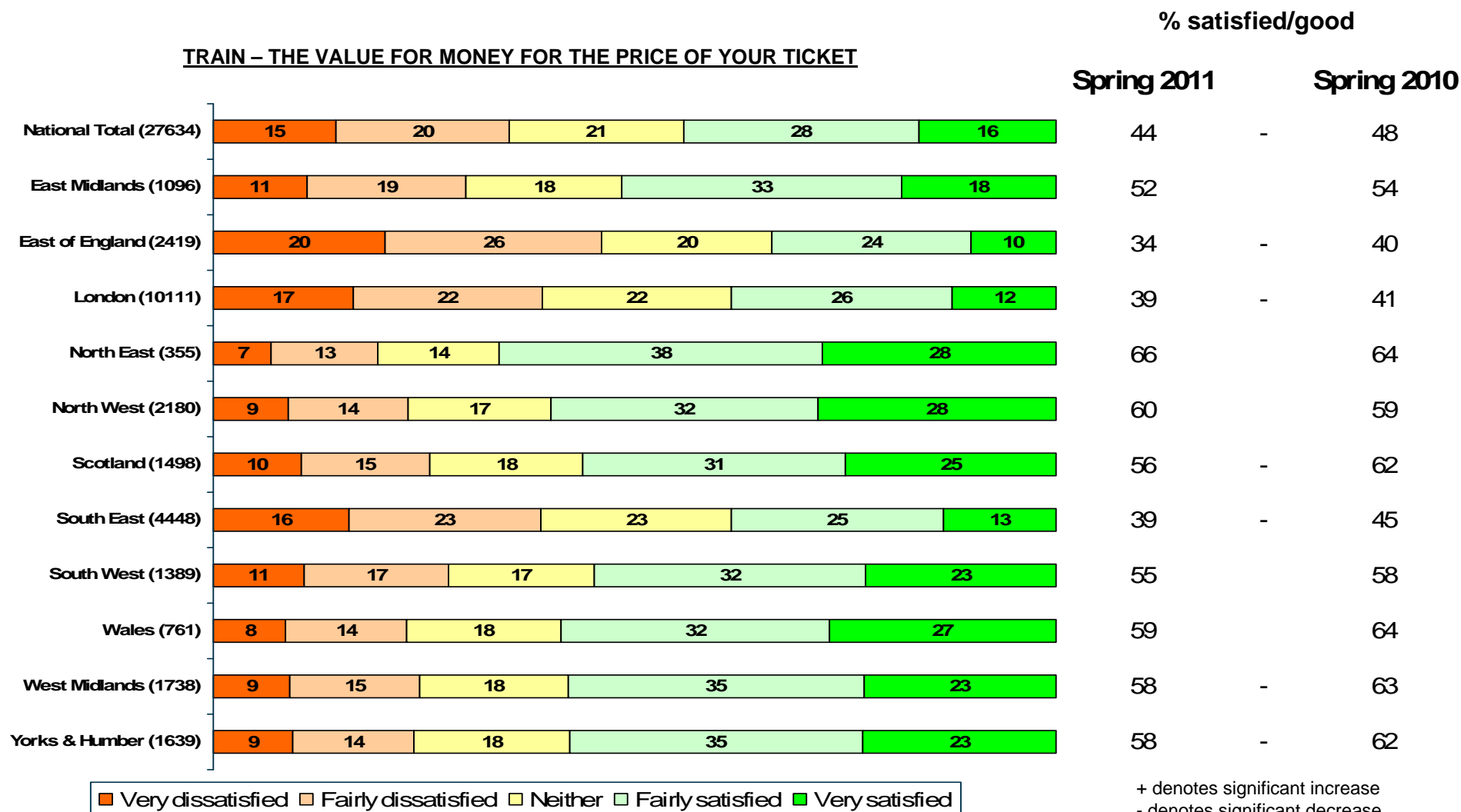
NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



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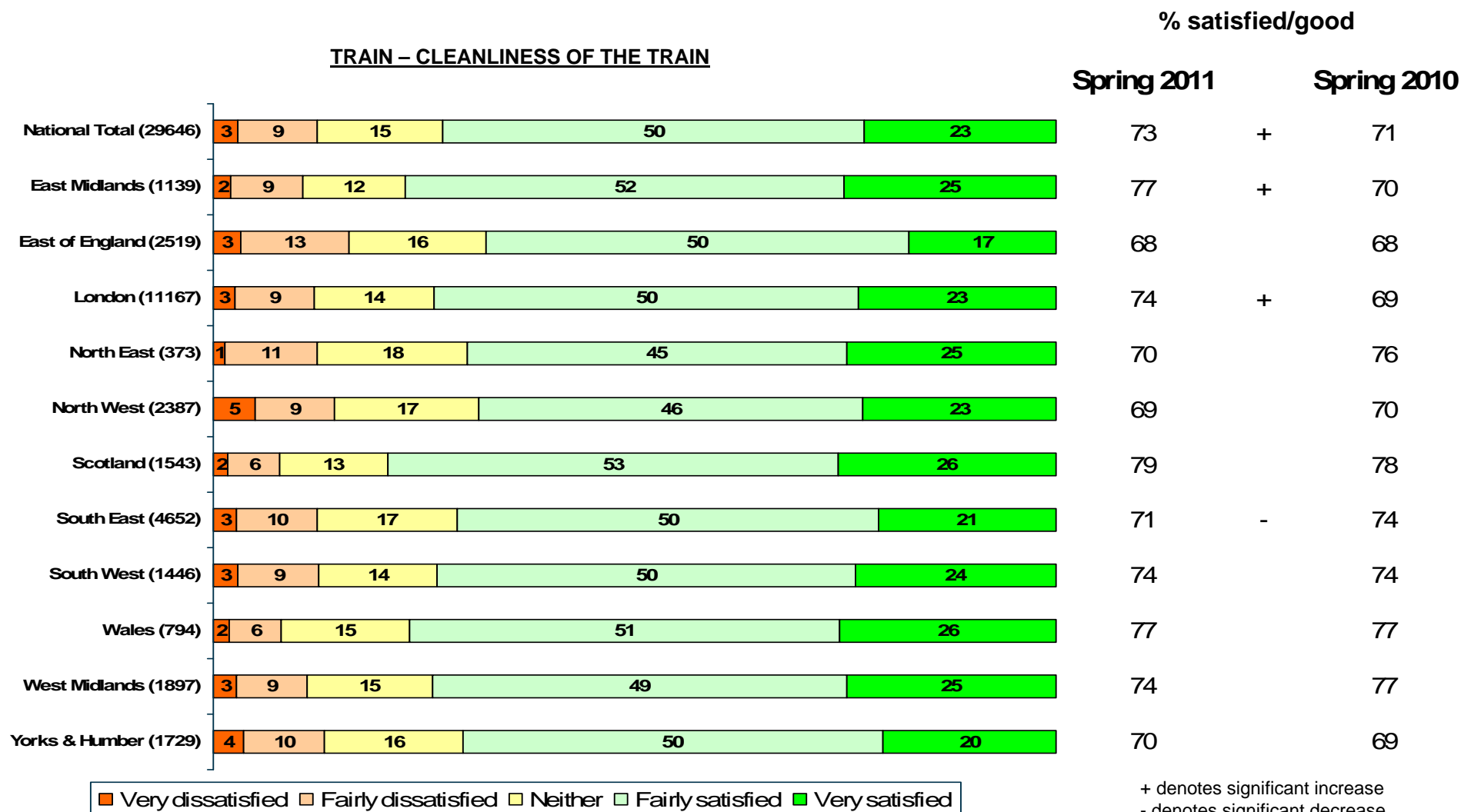
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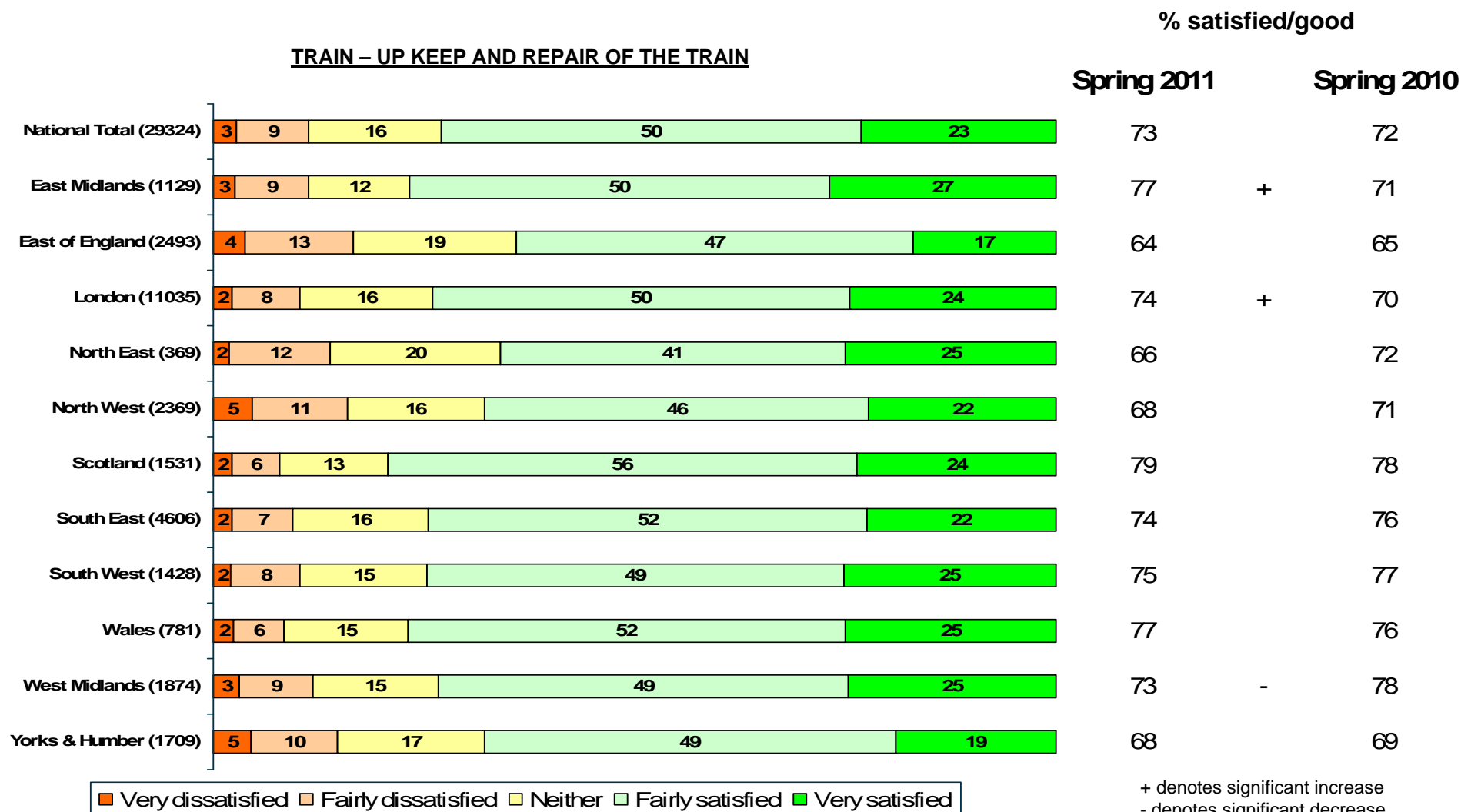
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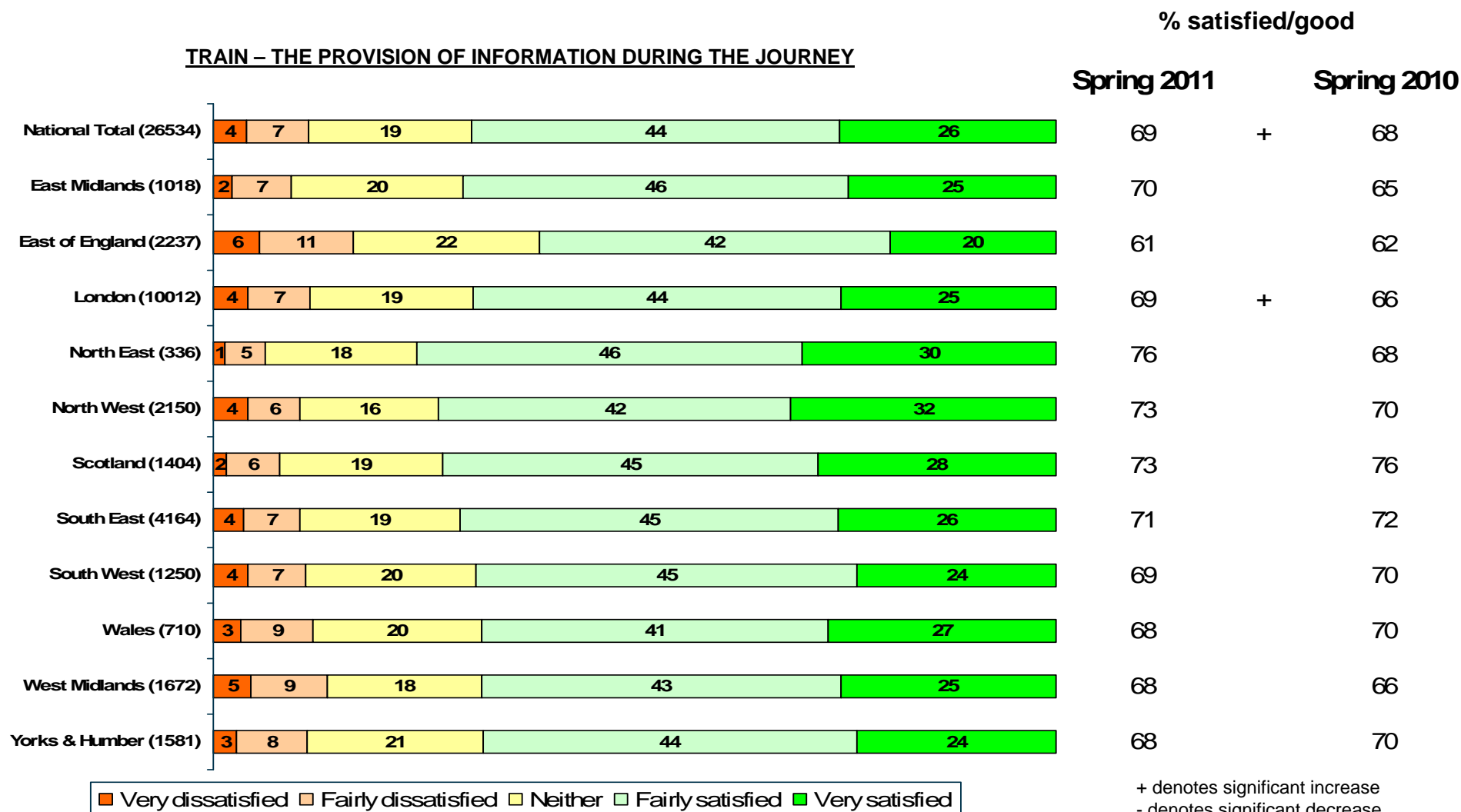
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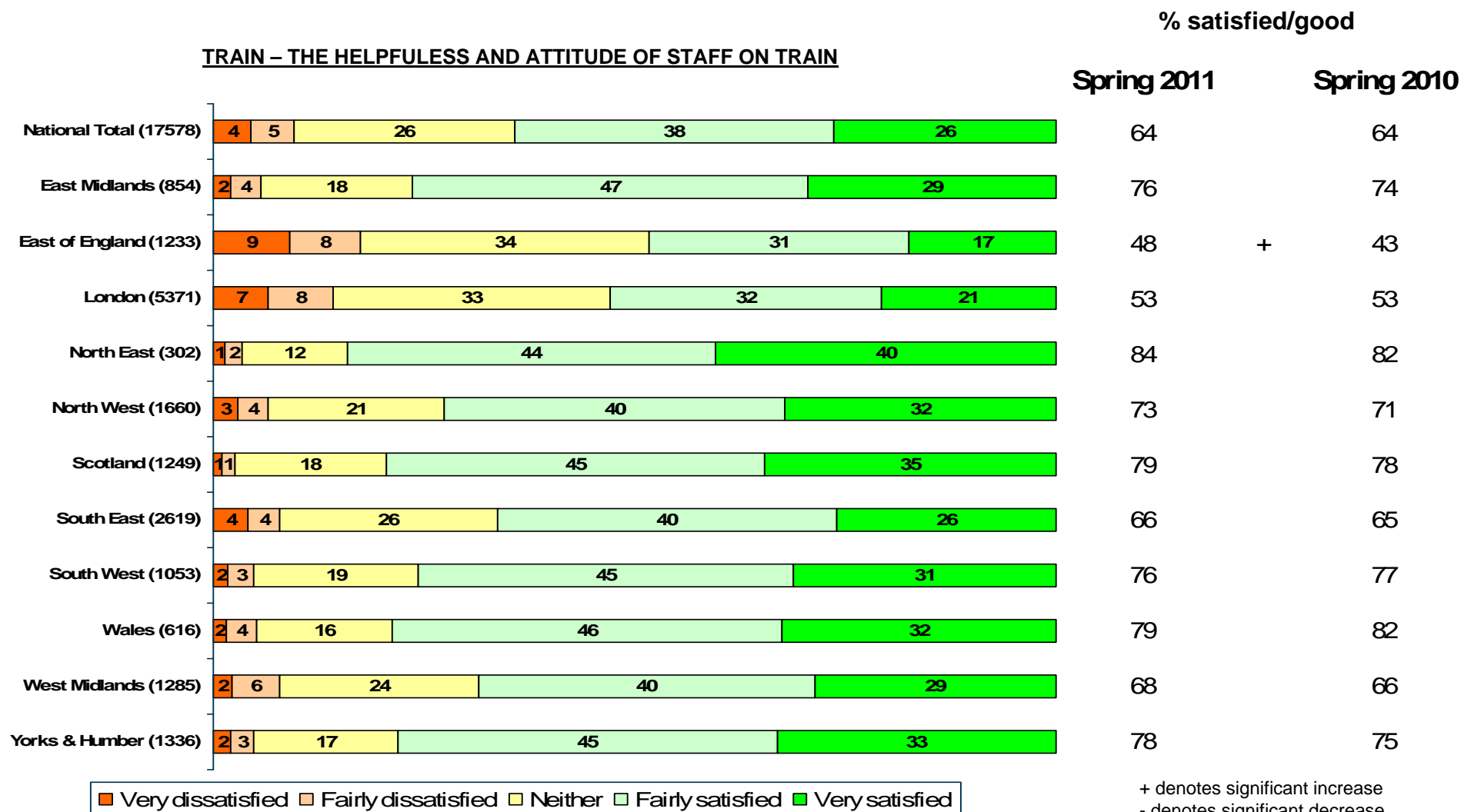
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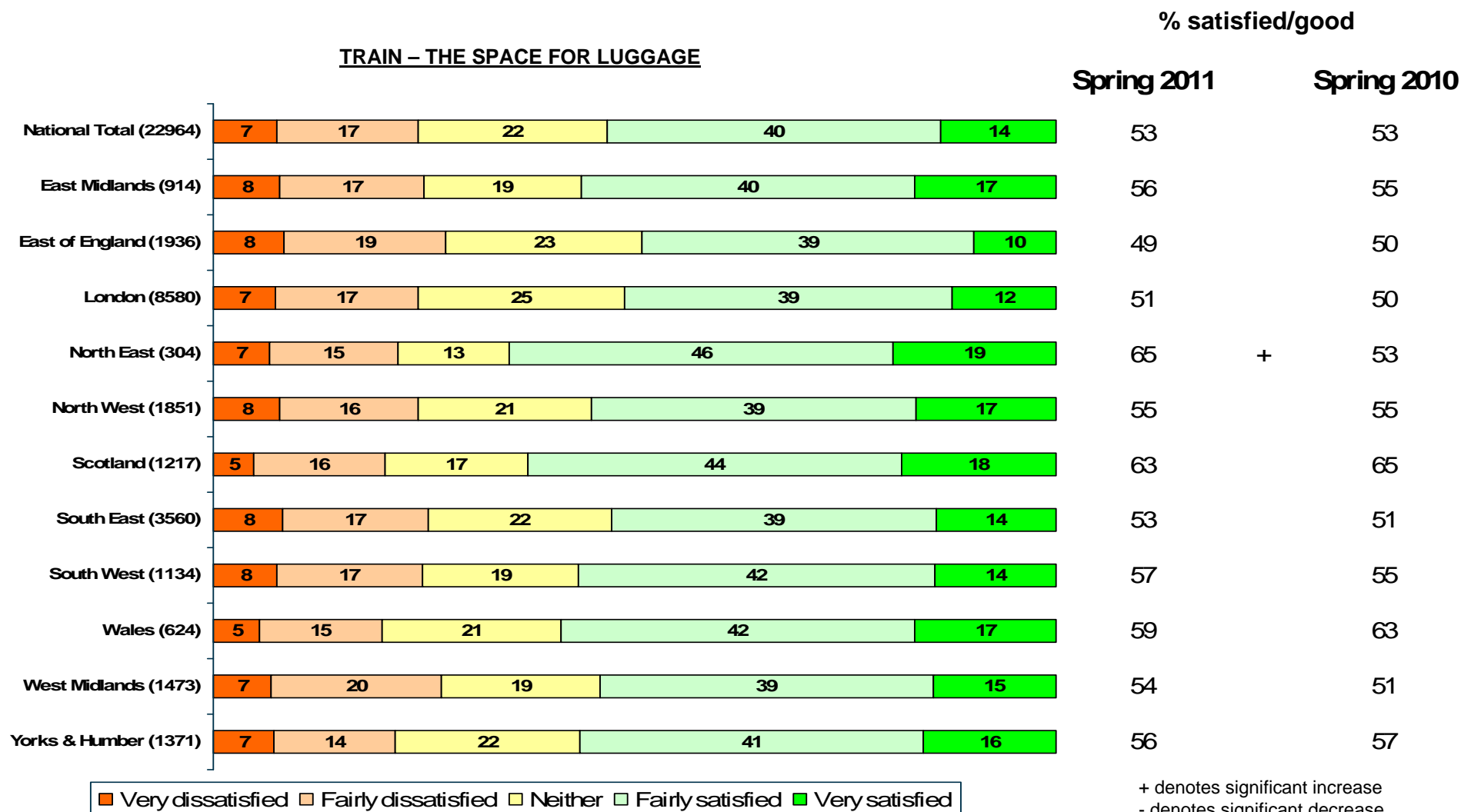
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NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

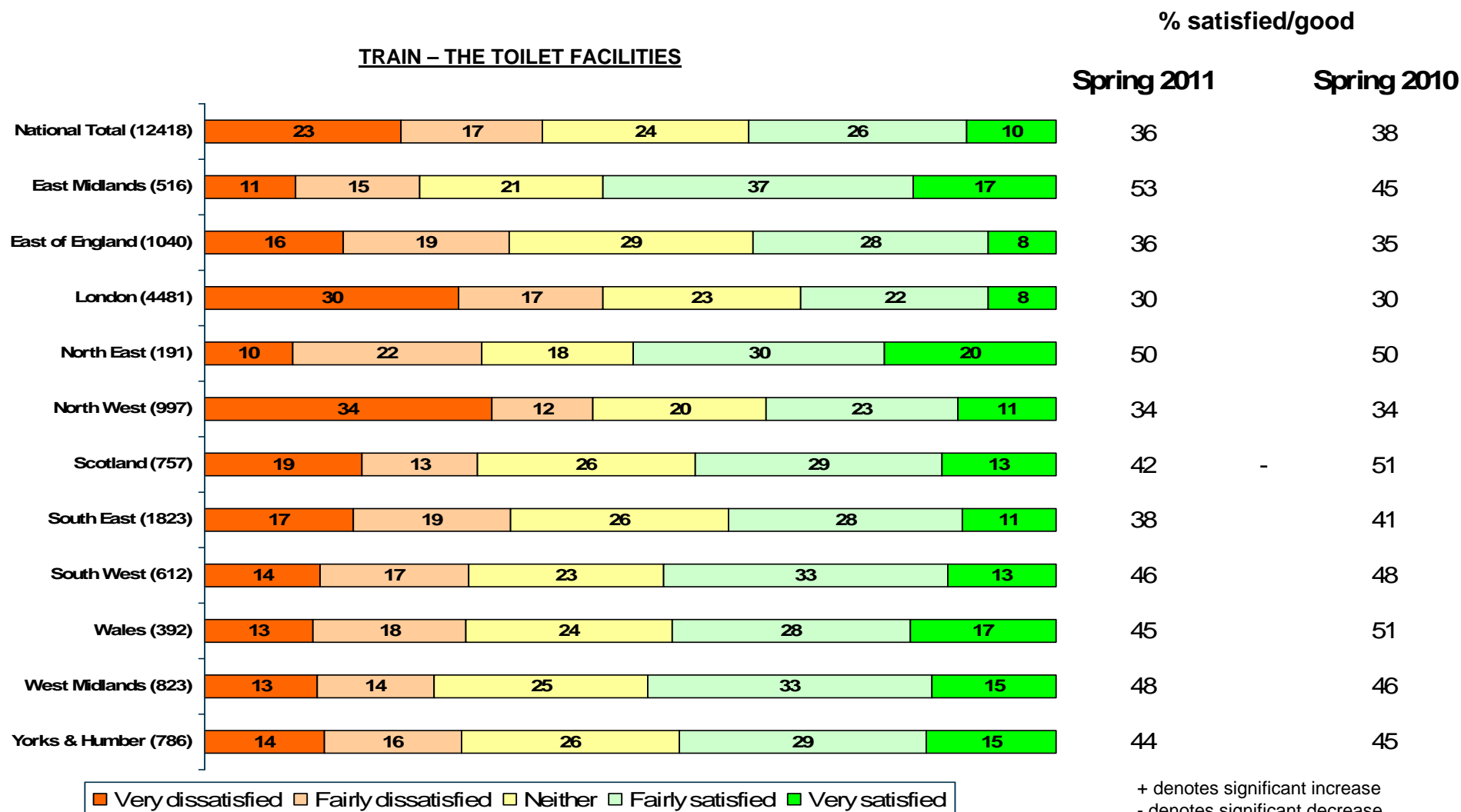
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

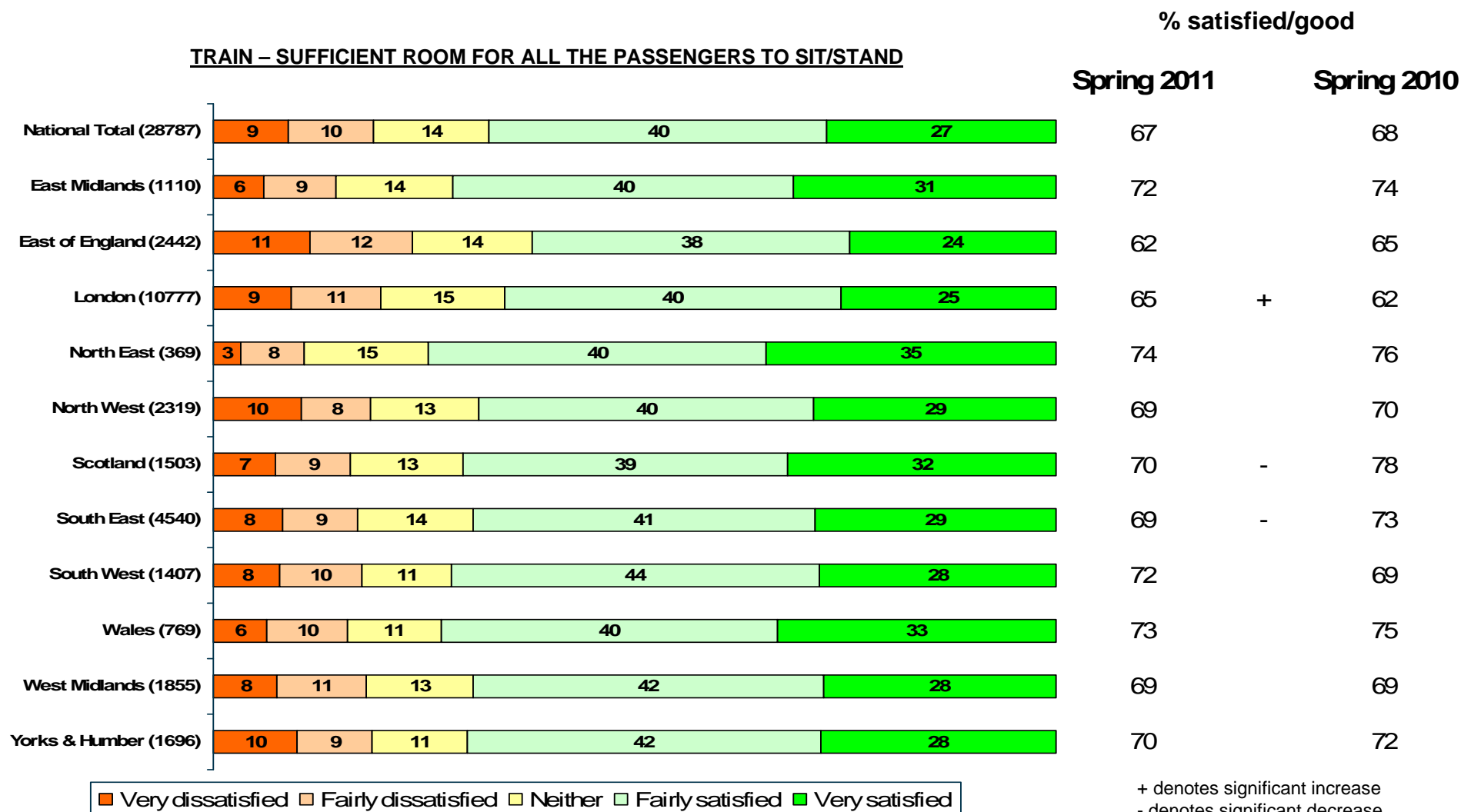
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

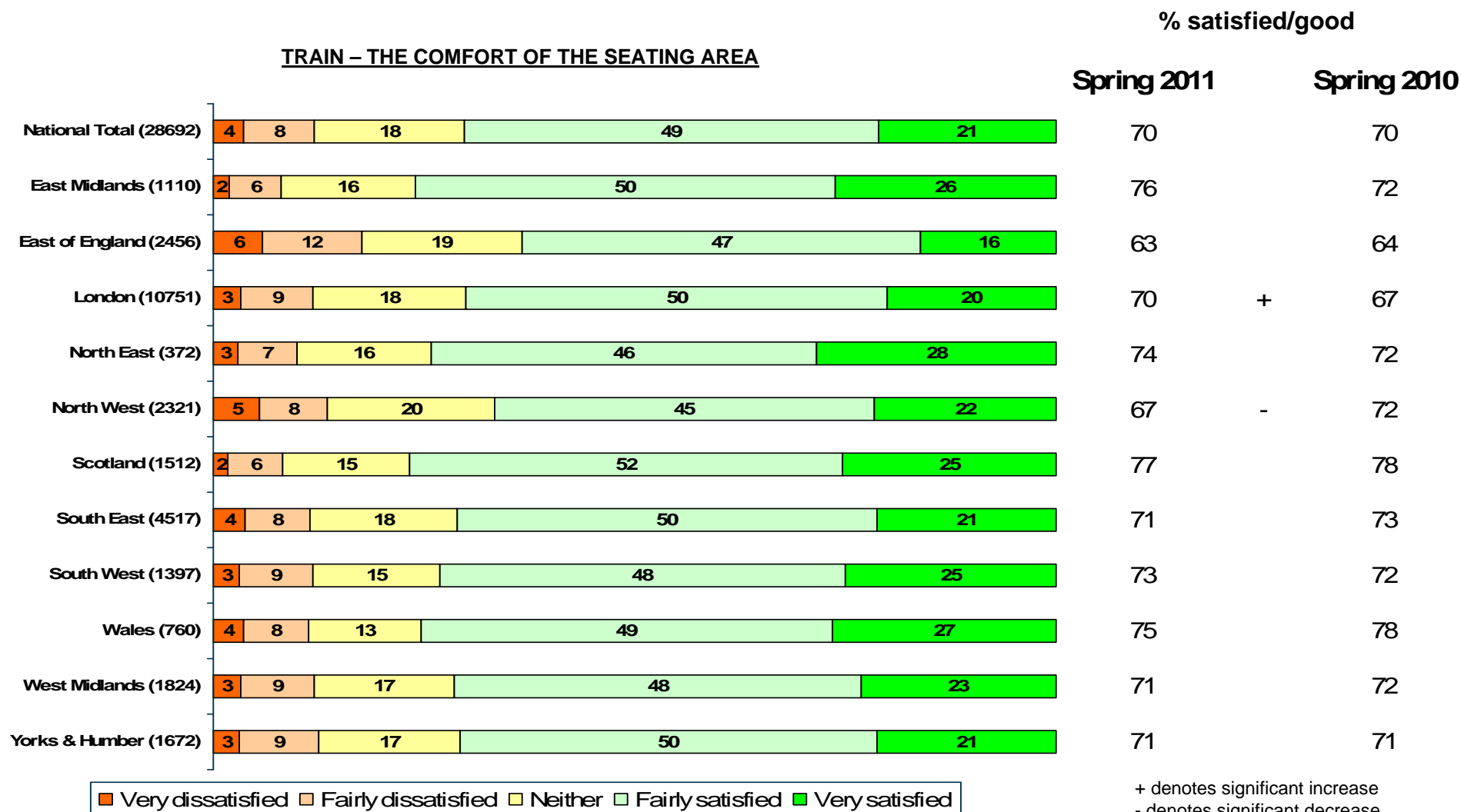
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

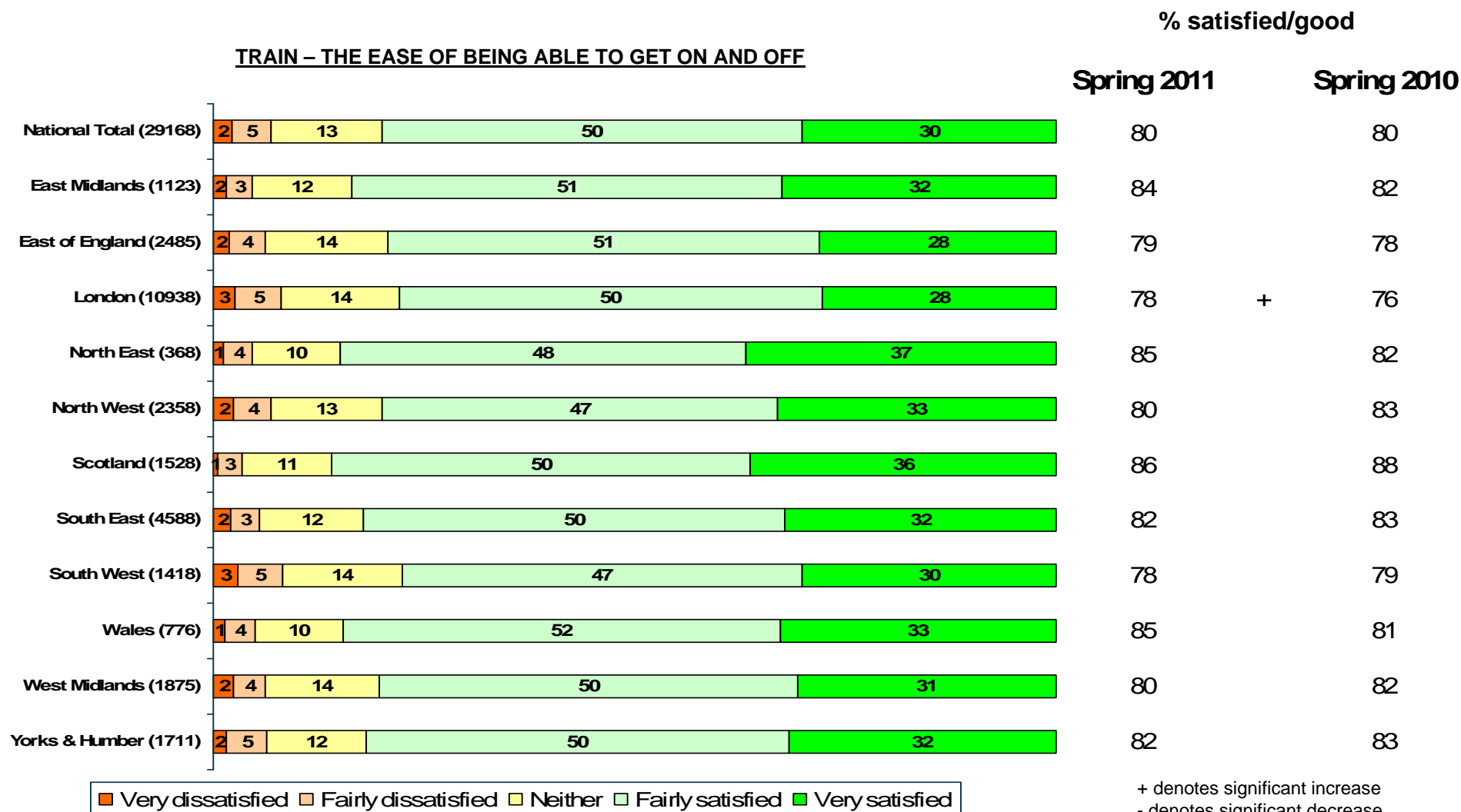
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

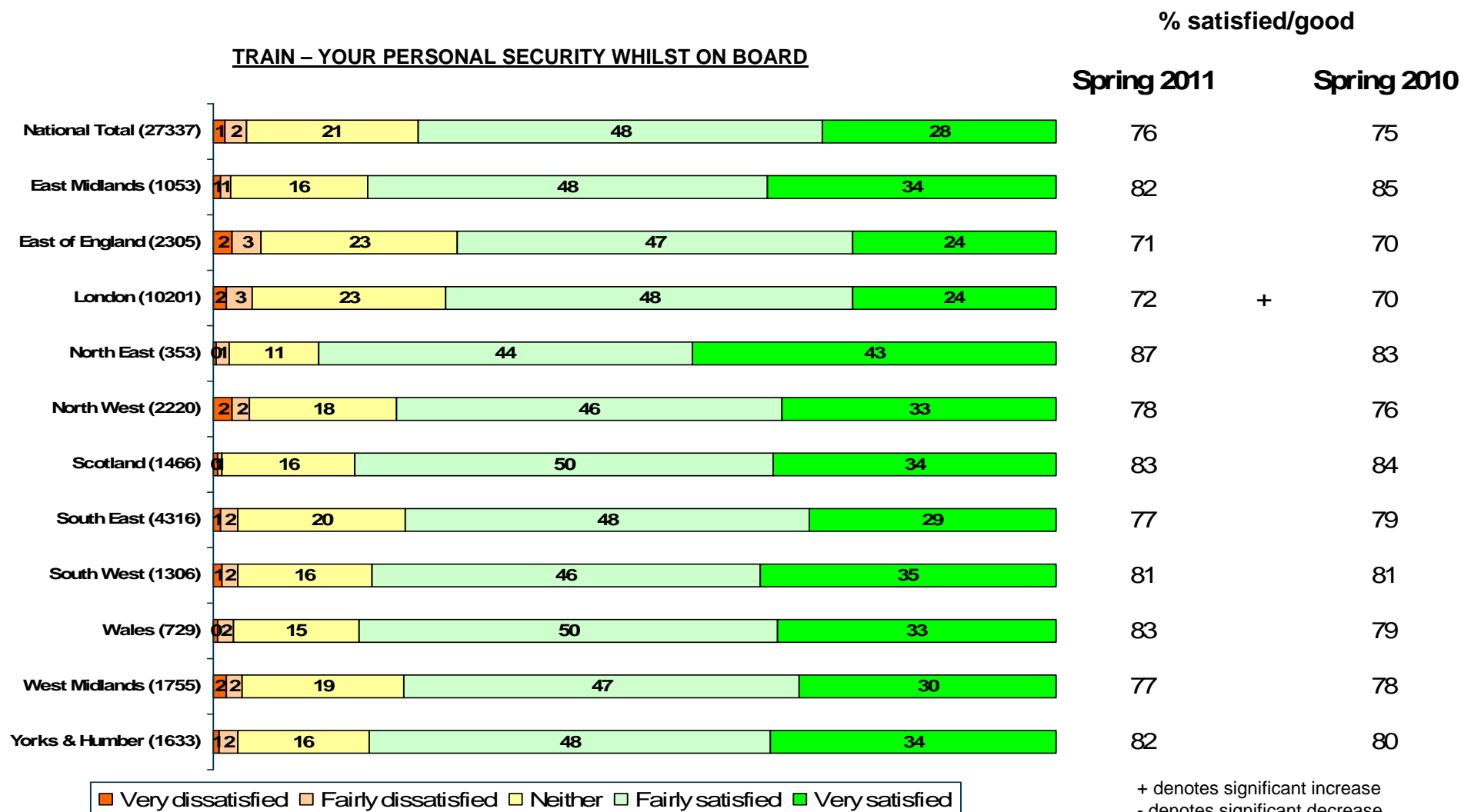
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)

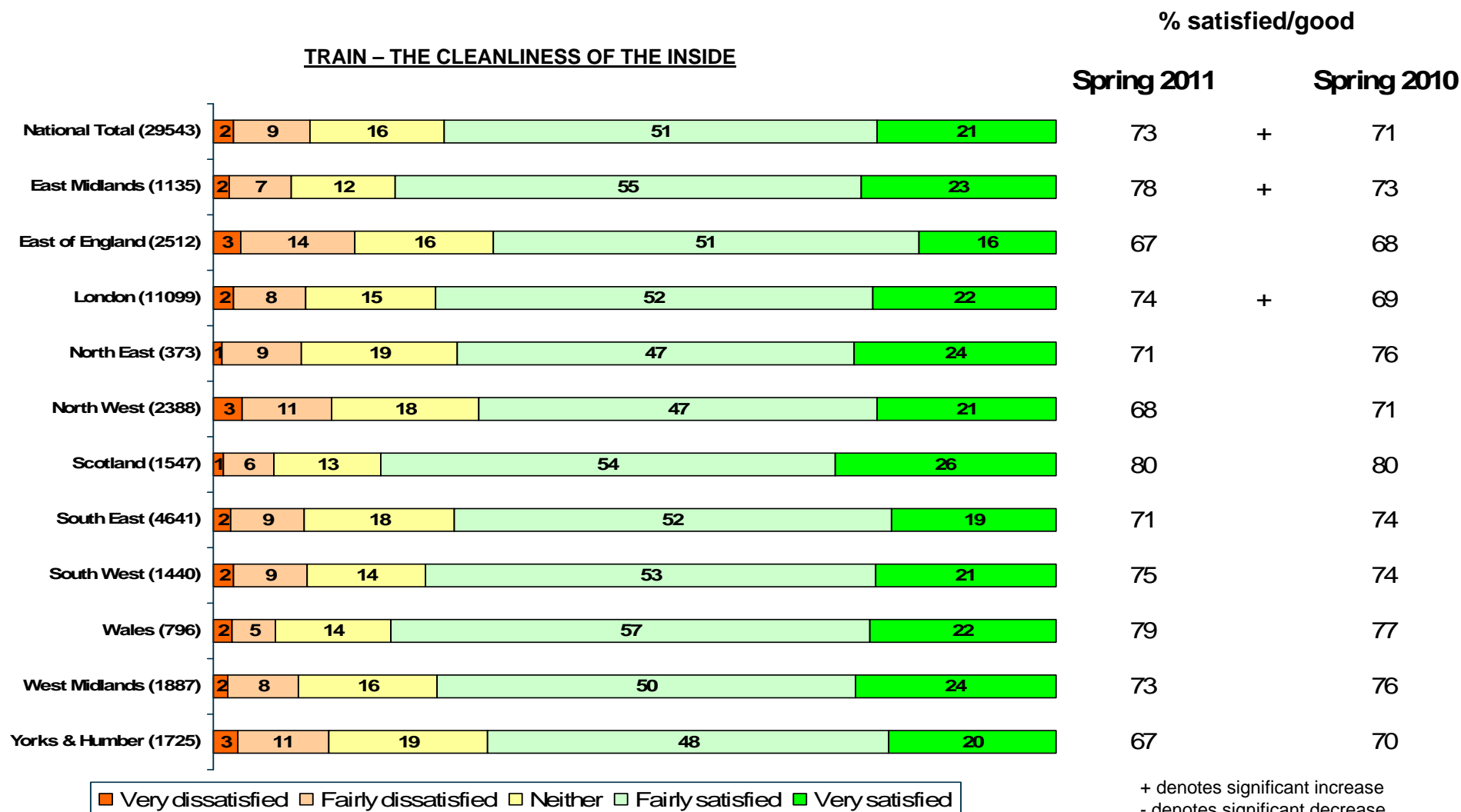


+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE CLEANLINESS OF THE INSIDE

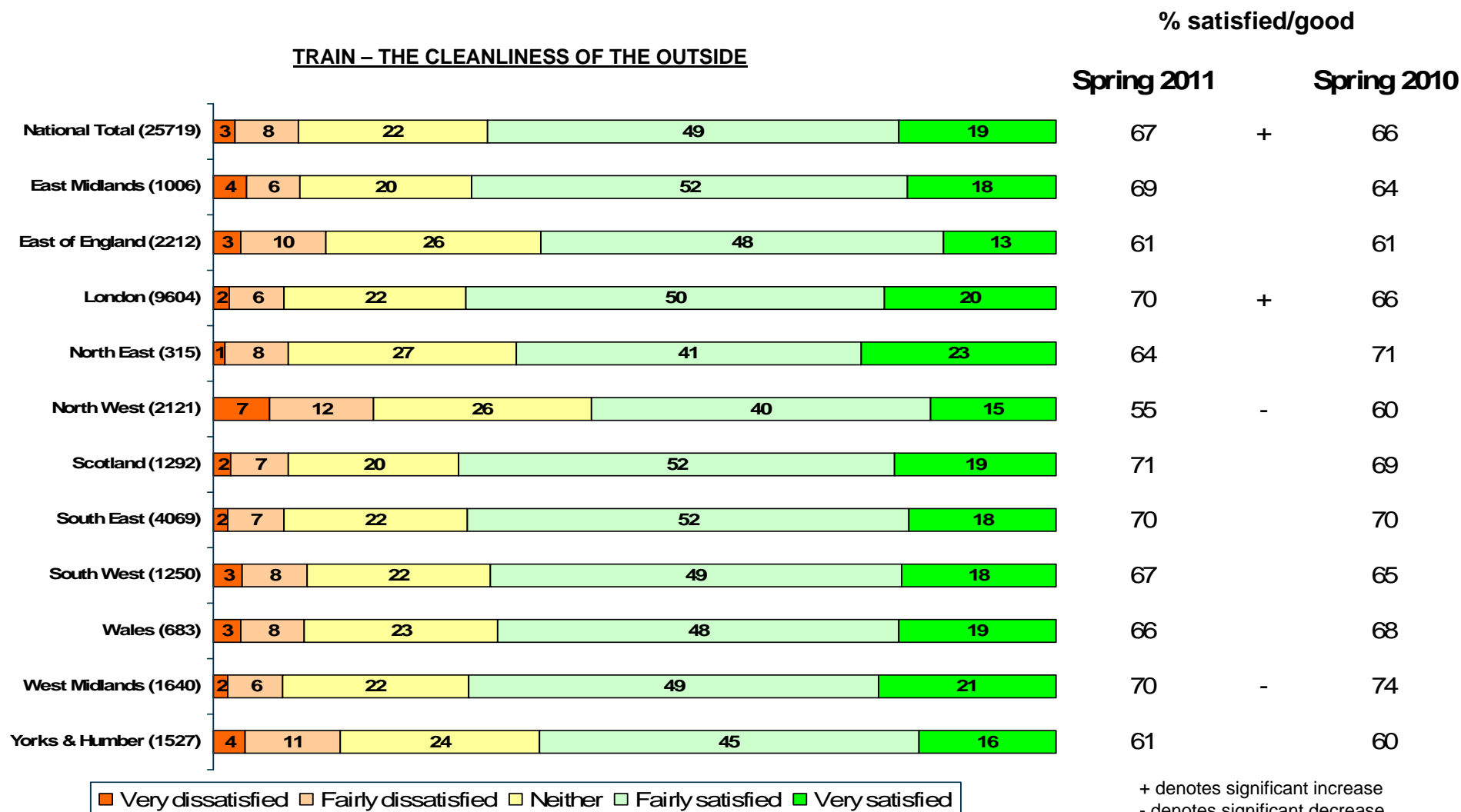


■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

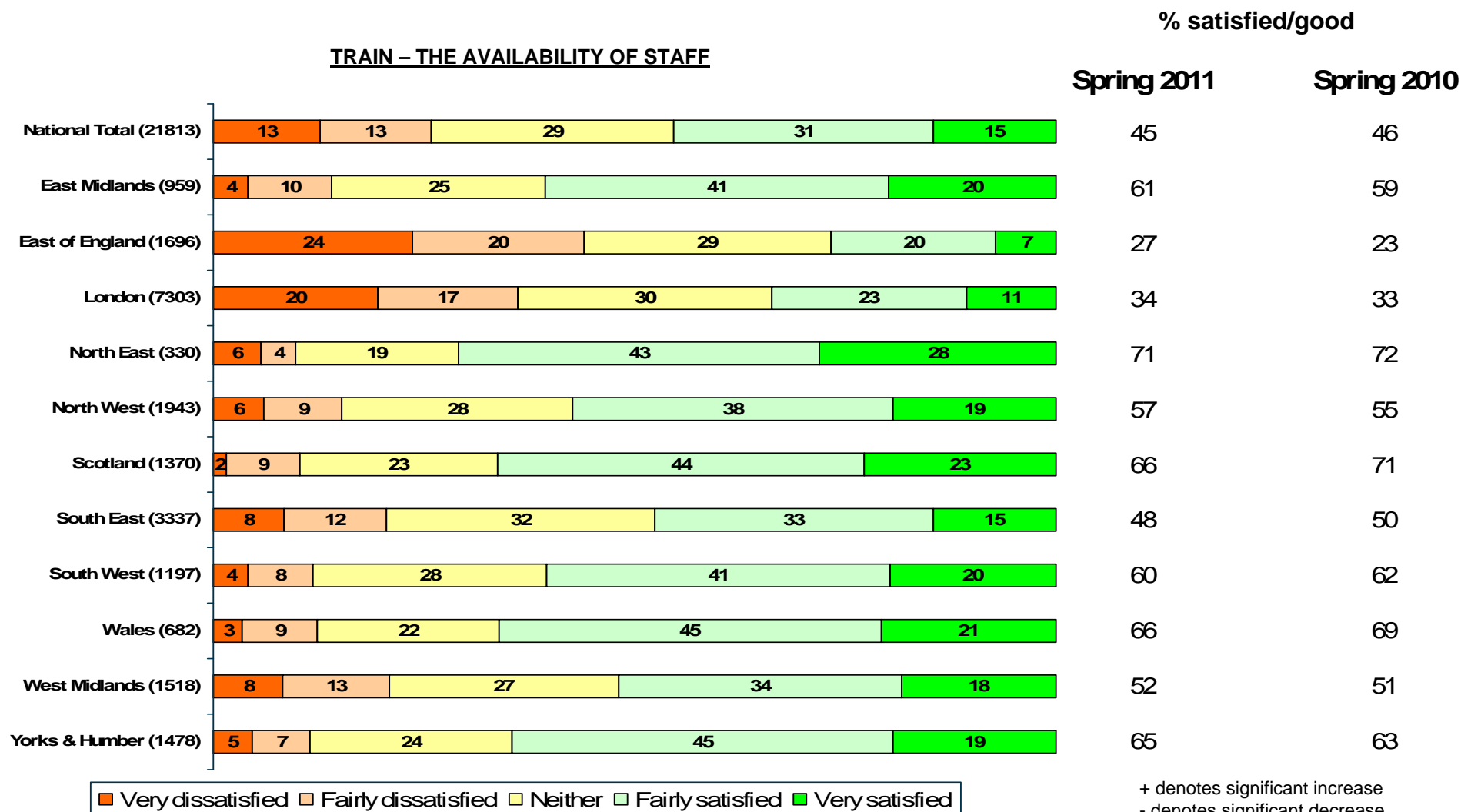
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

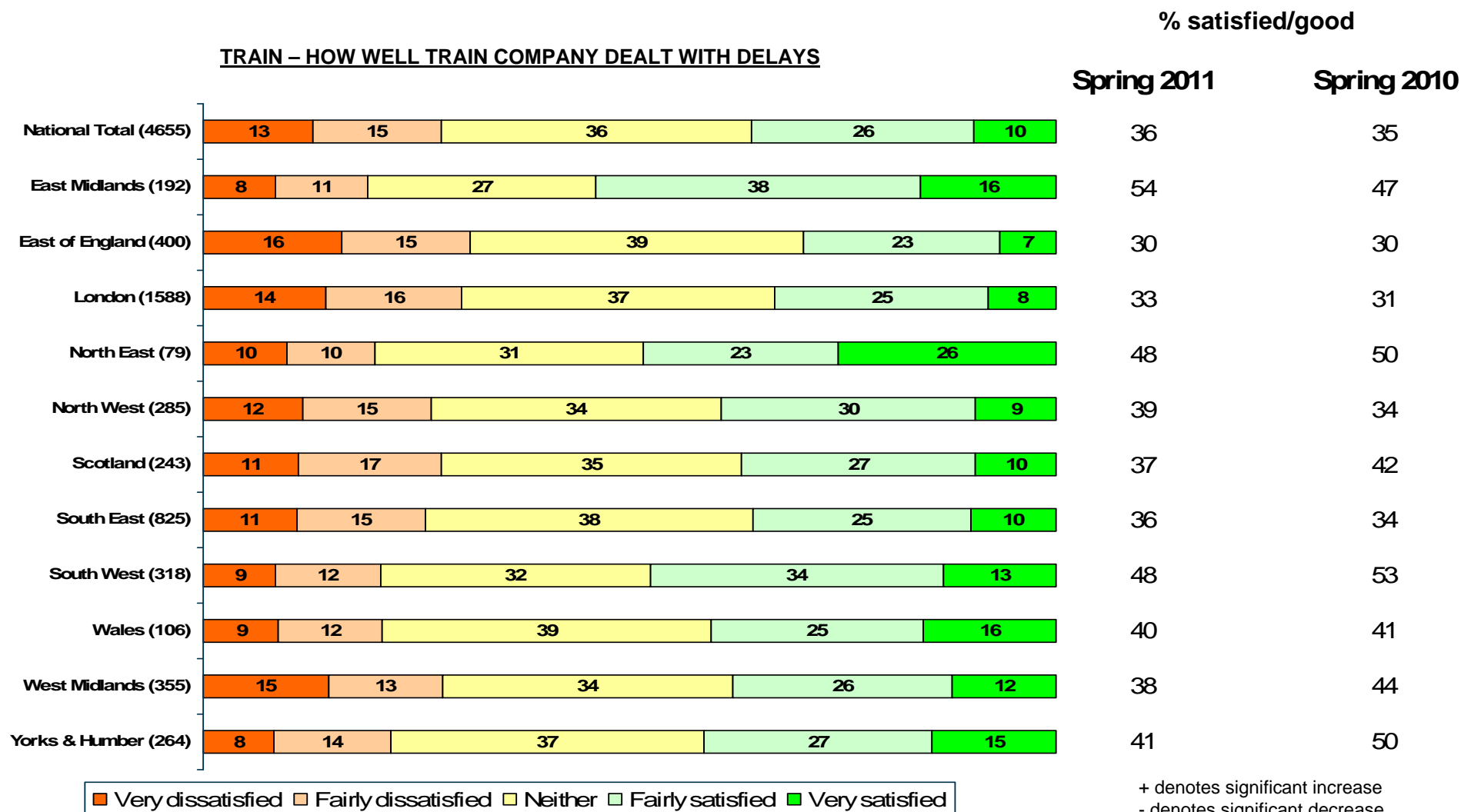
RESULTS BY REGION (ALL RESPONDENTS)



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

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

RESULTS BY REGION (ALL RESPONDENTS)



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

MAIN PURPOSE OF JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET ALL COMMUTING WORK	41	21	47	50	18	29	31	40	24	25	27	27	89	0	0
NET ALL COMMUTING EDUCATION	5	6	5	4	9	4	7	6	7	4	7	6	11	0	0
ON COMPANY BUSINESS (OR OWN IF SELF EMPLOYED)	15	20	18	15	20	11	13	17	17	11	18	13	0	100	0
ON PERSONAL BUSINESS	5	6	4	5	4	5	5	4	4	7	6	5	0	0	12
VISITING FRIENDS OR RELATIVES	14	23	10	12	23	18	14	14	20	20	16	17	0	0	35
SHOPPING TRIP	5	6	3	3	14	13	10	4	6	11	9	10	0	0	14
TRAVEL TO/ FROM HOLIDAY	2	3	2	1	1	3	4	3	4	3	3	5	0	0	6
A DAY OUT	5	5	5	4	7	8	7	6	8	8	5	9	0	0	14
SPORT	1	1	1	1	0	1	1	1	2	5	1	1	0	0	3
OTHER LEISURE TRIP	6	8	4	5	4	9	9	6	8	6	8	8	0	0	16
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

WHETHER CHANGED TRAINS LATER IN JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES	16	28	15	13	17	18	12	22	27	25	19	18	12	20	20
NO	84	73	85	87	83	82	88	78	73	75	81	82	88	80	80
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

WHETHER ON OUTWARD OR RETURN JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
OUTWARD	56	59	71	51	58	58	61	59	57	59	55	58	53	57	59
RETURN	41	35	27	46	39	39	36	37	38	35	41	37	45	40	36
ONE WAY TRIP ONLY	3	5	2	2	4	3	2	3	4	3	3	4	2	3	4
DONT KNOW/ NO ANSWER	1	1	0	1	0	1	1	1	1	3	1	1	1	0	2
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

TYPE OF PARTY TRAVELLING IN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TRAVELLING ALONE	83	79	86	87	72	78	73	83	75	75	81	75	95	91	65
TRAVELLING WITH OTHER ADULTS 16+	14	17	12	11	22	18	20	14	20	21	16	21	4	9	28
TRAVELLING WITH CHILDREN AGED 0-4	1	1	1	1	3	2	4	1	2	2	1	1	0	0	3
TRAVELLING WITH CHILDREN AGED 5-10	1	1	1	1	1	1	2	1	1	1	1	1	0	0	3
TRAVELLING WITH CHILDREN AGED 11-15	1	2	1	1	2	1	2	1	2	1	1	1	0	0	2
DONT KNOW/ NO ANSWER	1	1	1	1	1	1	2	1	1	2	1	1	1	1	2
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

TYPE OF LUGGAGE TRAVELLING WITH

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TRAVELLING WITH HEAVY/ BULKY LUGGAGE/ OTHER LARGE ITEMS	15	25	12	13	25	17	15	15	26	27	20	23	9	18	22
TRAVELLING WITH A PUSHCHAIR	1	0	1	1	2	1	2	1	1	1	1	1	0	0	2
TRAVELLING WITH A FOLDING BICYCLE	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0
TRAVELLING WITH A NON-FOLDING BICYCLE	1	1	1	1	2	1	0	2	1	1	1	1	2	1	1
TRAVELLING WITH A DOG	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TRAVELLING WITH A WHEELCHAIR	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
TRAVELLING WITH A HELPER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NONE APPLY	80	72	83	83	70	78	80	81	69	67	76	73	87	80	73
DONT KNOW/ NO ANSWER	1	2	1	1	1	2	1	1	1	3	2	2	1	1	2
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

SPECIAL NEEDS WHEN TRAVELLING BY TRAIN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES : MOBILITY	3	3	2	3	2	4	2	2	2	4	3	4	2	2	4
YES : WHEELCHAIR USER	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
YES : HEARING	1	1	1	1	2	2	1	1	2	2	2	1	1	1	2
YES : EYESIGHT	1	1	1	1	1	1	1	1	1	1	1	1	1	0	1
YES : SPEECH IMPAIRMENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YES : LEARNING DIFFICULTIES	0	0	0	0	1	0	0	0	0	1	0	1	0	0	0
OTHER	1	1	1	1	3	1	0	1	2	1	1	1	1	1	1
NO/ NONE	90	90	92	91	89	87	92	91	91	86	89	89	93	94	86
DONT KNOW/ NO ANSWER	4	4	4	4	2	6	5	5	3	5	5	5	3	3	6
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

WHETHER STATION MET NEEDS AS A PASSENGER WITH ILLNESS/DISABILITY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	32	37	21	24	67	56	21	33	33	35	35	45	23	24	38
FAIRLY SATISFIED	31	35	34	29	26	29	50	34	31	32	35	27	31	26	33
NEITHER SATISFIED NOR DISSATISFIED	16	20	15	20	8	11	6	14	15	14	17	12	21	16	14
FAIRLY DISSATISFIED	13	6	17	18	0	1	19	6	16	7	8	13	12	24	11
VERY DISSATISFIED	8	1	12	9	0	3	3	13	6	12	5	3	12	10	5
Sample Size	1315	54	101	467	21	131	47	172	75	56	100	91	370	123	822

WHETHER TRAINS MET NEEDS AS A PASSENGER WITH ILLNESS/DISABILITY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	28	39	20	25	51	47	22	24	32	34	26	32	17	26	35
FAIRLY SATISFIED	38	39	41	36	32	37	37	43	46	25	42	35	33	35	41
NEITHER SATISFIED NOR DISSATISFIED	17	17	18	19	17	7	3	19	10	23	17	24	21	17	15
FAIRLY DISSATISFIED	10	3	17	13	0	6	31	2	11	16	6	5	15	16	7
VERY DISSATISFIED	7	3	5	7	0	3	7	12	2	2	9	3	14	6	3
Sample Size	1274	50	102	454	19	125	47	172	66	52	99	88	357	121	796

TYPE OF TICKET

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
ANYTIME SINGLE / RETURN	13	17	14	8	19	20	22	15	16	23	16	22	10	20	14
ANYTIME DAY SINGLE / RETURN	13	20	14	8	21	18	18	15	17	20	16	19	11	22	11
OFF-PEAK / SUPER OFF-PEAK SINGLE / RETURN	9	19	11	5	10	9	8	13	21	12	16	13	4	13	15
OFF-PEAK / SUPER OFF-PEAK DAY SINGLE / RETURN	8	12	9	4	12	8	12	13	16	6	10	8	3	10	12
ADVANCE	5	14	4	3	20	6	6	3	13	9	8	9	1	9	8
DAY TRAVELCARD	6	2	12	7	0	2	1	10	1	1	1	1	3	11	7
OYSTER PAY AS YOU GO	8	0	2	16	0	0	0	0	0	0	0	0	9	6	7
WEEKLY OR MONTHLY SEASON TICKET (INCLUDING TRAVELCARD/TRAVELCARD ON OYSTER)	18	8	14	23	4	13	17	15	7	14	13	12	34	2	4
ANNUAL SEASON TICKET (INCLUDING TRAVELCARD/TRAVELCARD ON OYSTER)	10	2	14	13	4	5	3	10	2	2	5	4	19	2	2
SPECIAL PROMOTION TICKET	0	0	0	0	0	1	1	0	0	2	1	1	0	0	1
RAIL STAFF PASS/ PRIVILEGE TICKET/ POLICE CONCESSION	2	2	3	1	1	1	1	2	2	2	2	2	2	1	2
FREEDOM PASS	5	1	0	8	2	10	1	1	0	2	7	3	2	2	10
OTHER	3	2	2	1	8	5	9	2	3	4	4	5	2	1	5
DON'T KNOW/ NO ANSWER	1	1	1	1	0	2	1	1	2	4	1	2	1	1	2
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

CLASS OF TICKET

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
FIRST CLASS	2	5	2	2	5	2	3	2	4	3	3	2	1	5	2
SECOND CLASS	94	92	96	93	94	88	95	96	95	94	93	93	96	93	91
NO ANSWER	4	3	2	5	1	10	2	2	1	4	4	4	3	2	7
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

MEANS BY WHICH CURRENT TICKET PURCHASED

	National Total %	East Midlands %	East of England %	London %	North East %	North West %	Scotland %	South East %	South West %	Wales %	West Midlands %	Yorks & Humber %	Commute %	Business %	Leisure %
IN ADVANCE - BOOKED OVER PHONE	1	2	1	0	2	1	0	0	1	2	1	1	0	1	1
IN ADVANCE AT STATION	10	8	10	9	9	10	13	11	13	11	9	13	11	9	10
IN ADVANCE VIA TRAVEL AGENT	1	1	1	1	3	1	1	1	1	1	2	1	0	3	0
IN ADVANCE - VIA THE INTERNET/ A WEBSITE	9	26	8	6	22	11	10	8	22	16	19	16	3	17	15
ON THE DAY OF TRAVEL AT A STATION TICKET OFFICE	23	29	34	15	19	33	29	32	29	26	27	27	14	31	31
ON THE DAY OF TRAVEL FROM TICKET MACHINE	11	11	14	10	6	5	10	20	13	4	8	6	10	17	11
ON THE DAY OF TRAVEL ON THE TRAIN	4	8	2	1	23	9	16	3	7	20	5	14	3	3	6
USING SEASON TICKET	21	9	25	25	8	17	17	21	7	12	18	14	41	3	5
STORED VALUE SMARTCARD E.G. OYSTER	11	0	2	24	0	0	0	0	0	0	0	0	14	7	9
OTHER METHODS OF PURCHASE	2	1	2	2	4	3	1	1	1	1	3	2	2	1	3
TICKET WAS ORGANISED FOR ME	2	3	1	2	5	1	1	1	3	2	2	3	1	5	1
TICKET WAS SENT TO MOBILE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
E-TICKET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TICKET PRINTED OFF AT HOME	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DON'T KNOW/ NO ANSWER	4	2	1	5	0	10	1	1	1	4	6	4	2	1	8
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

TYPE OF RAILCARD USED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
DID NOT USE A RAILCARD	52	52	54	54	47	50	48	51	47	49	46	49	57	64	40
YOUNG PERSONS/STUDENT RAILCARD	5	11	5	4	12	6	4	7	8	9	9	9	5	2	7
SENIOR RAILCARD	9	11	10	6	12	12	10	11	15	17	13	13	2	8	17
FAMILY RAILCARD	1	1	0	0	1	0	1	1	1	1	1	2	0	0	1
DISABLED RAILCARD	1	1	1	0	1	1	1	0	1	2	1	1	0	1	1
NETWORK RAILCARD	2	0	3	2	1	0	0	4	1	1	1	1	1	1	3
FORCES RAILCARD	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GROUPSAVE DISCOUNT	0	0	0	0	1	0	0	1	1	0	1	0	0	0	1
OTHER RAILCARD	7	6	5	7	9	7	13	5	6	6	6	7	7	4	8
DON'T KNOW/ NO ANSWER	23	17	22	26	15	22	23	21	20	15	23	19	26	20	22
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

INFORMATION PROVIDED ABOUT TICKETS AVAILABLE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	26	34	23	21	36	36	31	26	35	37	34	36	18	29	38
FAIRLY GOOD	36	36	38	36	35	34	37	37	37	34	37	34	37	36	35
NEITHER GOOD NOR POOR	23	17	26	25	24	18	21	23	17	18	17	20	27	23	18
FAIRLY POOR	9	7	8	12	4	8	8	9	7	8	7	6	13	8	6
VERY POOR	5	5	5	6	1	4	3	4	4	4	5	4	6	5	4
GOOD - Spring 2011	63	71	61	57	71	70	68	64	72	71	71	70	55	64	72
GOOD - Spring 2010	63	71	58	58	73	69	72	64	72	69	72	69	57	64	72
Significant Change															
Sample Size	24122	979	2092	8712	317	1922	1315	3873	1254	660	1577	1421	10512	3824	9786

RATING OF RANGE OF TICKETS AVAILABLE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	23	26	18	20	34	32	27	23	27	30	30	30	17	23	32
FAIRLY GOOD	36	35	39	35	38	33	38	37	35	38	37	35	37	34	36
NEITHER GOOD NOR POOR	27	25	28	29	19	25	25	28	24	21	20	22	29	30	22
FAIRLY POOR	9	10	9	10	8	7	6	7	8	9	8	8	11	8	6
VERY POOR	5	3	6	6	1	4	4	4	5	2	5	5	7	5	4
GOOD - Spring 2011	59	62	58	55	72	65	65	60	63	68	67	65	54	57	68
GOOD - Spring 2010	61	64	56	58	67	67	69	62	65	68	67	65	57	59	68
Significant Change	-			-									-		
Sample Size	22523	916	1934	8145	312	1789	1229	3623	1155	606	1460	1354	10027	3579	8917

RATING OF EASE OF TICKET PURCHASE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	45	54	41	39	58	56	52	46	52	53	52	55	35	49	57
FAIRLY GOOD	38	33	42	41	31	31	36	36	36	36	35	32	43	38	31
NEITHER GOOD NOR POOR	10	8	11	12	6	7	7	11	7	7	8	6	13	8	7
FAIRLY POOR	4	4	4	5	3	3	3	5	3	3	3	4	6	3	3
VERY POOR	3	2	2	3	2	2	2	3	2	1	2	3	3	2	2
NO OPINION/DID NOT USE															
GOOD - Spring 2011	83	86	83	80	89	87	89	82	88	88	87	87	78	87	88
GOOD - Spring 2010	83	87	82	79	90	87	90	84	86	89	85	87	78	87	87
Significant Change															
Sample Size	25852	1047	2258	9195	347	2071	1414	4256	1359	711	1655	1539	11080	4113	10659

FAMILIARITY WITH STATION WHERE BOARDED TRAIN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY FAMILIAR	57	55	65	55	57	62	63	56	52	60	54	61	69	42	50
FAIRLY FAMILIAR	30	29	26	33	29	27	27	30	29	25	30	26	26	36	33
NOT VERY FAMILIAR	8	8	5	8	6	7	5	8	9	9	9	7	4	14	10
NOT AT ALL FAMILIAR	5	7	3	4	7	4	4	6	9	7	6	6	1	9	7
DONT KNOW	0	0	0	0	-	0	0	0	0	-	1	0	0	0	0
FAMILIAR - Spring 2011	88	85	92	88	87	89	90	85	82	85	84	87	95	77	82
FAMILIAR - Spring 2010	87	83	88	88	78	87	90	84	79	87	83	85	94	78	81
Significant Change			+		+										
Sample Size	29831	1143	2534	11205	372	2404	1555	4699	1466	798	1915	1740	12490	4632	12709

WHETHER ASKED FOR INFORMATION OR HELP AT STATION

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES: ASKED FOR HELP	8	12	7	7	11	6	7	9	10	11	9	7	5	10	10
YES: ASKED FOR INFORMATION	8	12	7	7	7	8	7	8	12	9	10	8	6	8	10
COULDN'T FIND ANYONE TO ASK	3	5	3	2	6	4	3	3	4	8	4	6	3	3	3
NO/ DIDN'T NEED HELP/ INFORMATION	80	71	82	83	75	79	81	80	72	70	78	77	85	79	76
DONT KNOW/ NO ANSWER	2	2	1	1	2	3	3	1	3	4	1	3	1	1	2
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

FREQUENCY OF MAKING JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
3 OR MORE TIMES A WEEK	38	19	42	44	23	33	34	36	21	25	27	26	74	6	8
ONCE OR TWICE A WEEK	14	10	14	14	14	15	15	13	11	11	12	12	13	13	14
1 OR 2 TIMES A MONTH	15	20	16	13	17	17	15	15	17	17	17	18	6	25	22
ONCE EVERY 2-3 MONTHS	12	18	11	9	17	13	12	12	16	16	15	16	2	19	20
ONCE EVERY 6 MONTHS	4	8	5	3	8	4	5	5	6	5	6	6	1	7	8
LESS OFTEN	8	11	6	6	7	8	7	9	12	13	9	10	1	12	13
NEVER/ FIRST TIME TODAY	9	13	6	8	12	9	9	10	15	11	13	11	2	17	14
DON'T KNOW/ NO ANSWER	1	1	1	1	0	1	2	1	1	2	1	1	1	1	1
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

LENGTH OF TIME USED ROUTE ON A REGULAR BASIS

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
UNDER 1 YEAR	27	29	21	30	29	21	17	29	29	25	29	25	31	22	20
1-4 YEARS	34	40	33	32	31	36	34	35	40	40	34	39	35	32	30
5-9 YEARS	16	15	18	15	15	18	19	15	12	11	16	19	15	18	16
10 YEARS OR MORE	22	15	26	21	22	24	29	19	18	23	19	15	17	26	32
DON'T KNOW/ NO ANSWER	2	1	2	2	3	2	1	2	2	2	2	1	1	2	3
Sample Size	18213	607	1672	7163	193	1496	857	2914	752	469	1113	977	11524	1930	4759

FREQUENT USERS VIEWS ON AVAILABILITY OF SEATS ON ROUTE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I ALWAYS GET A SEAT	42	48	43	37	67	44	45	49	45	49	48	43	38	43	49
I USUALLY GET A SEAT	34	35	35	35	18	34	32	34	33	31	33	33	34	38	32
THERE ARE SEATS AVAILABLE BUT I PREFER TO STAND	1	1	1	1	0	1	1	2	1	2	1	0	1	1	1
I USUALLY STAND AND IT IS CROWDED	8	4	8	10	1	5	9	5	6	5	5	7	9	5	5
I USUALLY STAND AND IT IS VERY CROWDED	6	3	5	8	1	4	5	4	4	4	3	7	8	4	3
IT VARIES	8	8	6	8	11	9	7	6	9	7	8	9	8	7	7
DONT KNOW/ NO ANSWER	2	2	2	2	2	2	1	2	2	2	2	2	1	2	3
Sample Size	18213	607	1672	7163	193	1496	857	2914	752	469	1113	977	11524	1930	4759

WHETHER EXPERIENCED ANY DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Spring 2011															
NO DELAY	82	83	81	83	78	87	82	79	74	83	77	83	78	84	85
YES: MINOR DELAYS	15	15	15	14	17	10	14	17	20	13	19	14	18	13	12
YES: SERIOUS DELAYS	2	2	3	2	5	1	2	2	4	2	3	2	2	2	2
DONT KNOW/ NO ANSWER	1	1	1	1	1	2	1	1	1	2	1	1	1	1	1
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855
Spring 2010															
YES: MINOR DELAYS	14	15	17	15	14	12	11	13	17	11	16	14	18	14	11
YES: SERIOUS DELAYS	2	2	3	2	3	3	1	3	4	3	1	1	3	2	2

TYPE OF DELAY EXPERIENCED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
THE TRAIN WAS LATE DEPARTING AT THE BEGINNING OF MY JOURNEY	61	74	54	58	60	70	54	63	71	58	66	70	60	63	62
THE TRAIN WAS LATE ARRIVING AT MY DESTINATION	44	38	49	45	59	41	38	45	45	50	38	43	48	41	40
THE TRAIN I HAD PLANNED TO CATCH WAS CANCELLED	11	11	12	10	9	11	20	8	5	12	15	7	11	9	11
COULD NOT GET ON TRAIN AS IT WAS OVERCROWDED	2	0	2	2	1	2	1	1	0	0	1	4	2	1	1
TOOK LONGER THAN EXPECTED TO BUY TRAIN TICKET	1	1	3	1	0	2	0	1	1	4	1	2	2	0	1
TRAIN I TOOK TO THIS STATION WAS LATE AND I MISSED MY CONNECTION	3	2	4	3	2	3	2	4	2	9	6	2	4	3	2
CROWDING AT STATION MEANT IT TOOK ME A LONG TIME TO REACH PLATFORM AND I MISSED MY TRAIN	1	0	1	2	0	0	0	1	0	3	1	0	2	0	1
LACK OF/ POOR INFORMATION CAUSED A DELAY TO MY JOURNEY	3	1	2	3	3	3	5	3	1	9	3	4	3	3	3
OTHER	14	12	12	14	10	16	16	10	18	15	16	14	13	15	15
DONT KNOW/ NO ANSWER	1	1	0	1	0	1	0	1	1	1	0	1	1	0	1
Sample Size	5161	223	435	1745	88	322	274	925	348	120	398	283	2576	757	1828

LENGTH OF DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
5 MINS OR LESS	42	32	31	42	23	39	52	49	34	31	38	48	44	39	39
6-10 MNS	26	27	27	28	26	22	21	24	27	24	26	26	27	26	25
11-20 MNS	15	20	18	14	23	22	12	13	14	25	15	12	14	16	16
21-30 MNS	7	6	10	6	8	11	5	4	10	10	8	7	6	7	7
31-60 MNS	5	9	6	5	3	2	7	6	7	2	7	5	5	7	6
MORE THAN 1 HOUR	2	2	1	2	11	1	1	1	4	4	3	1	2	2	2
DONT KNOW/ NO ANSWER	4	4	5	4	6	2	4	3	3	4	3	1	4	3	4
MEAN (minutes) - Spring 2011	12.74	14.18	13.98	12.54	21.47	12.51	11.43	10.95	16.47	16.53	15.15	11.53	11.90	13.75	13.85
MEAN (minutes) - Spring 2010	12.57	14.46	11.30	11.54	19.46	15.85	12.53	14.03	17.00	17.05	10.80	11.49	11.53	12.85	14.47
Significant Change			+					-			+				
Sample Size	5161	223	435	1745	88	322	274	925	348	120	398	283	2576	757	1828

RATING OF HOW COMPANY DEALT WITH DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY WELL	10	16	7	8	26	9	10	10	13	16	12	15	6	10	17
FAIRLY WELL	26	38	23	25	23	30	27	25	34	25	26	27	21	24	36
NEITHER WELL NOR POOR	36	27	39	37	31	34	35	38	32	39	34	37	40	41	27
FAIRLY POOR	15	11	15	16	10	15	17	15	12	12	13	14	16	14	13
VERY POOR	13	8	16	14	10	12	11	11	9	9	15	8	16	10	7
WELL - Spring 2011	36	54	30	33	48	39	37	36	48	40	38	41	27	34	52
WELL - Spring 2010	35	47	30	31	50	34	42	34	53	41	44	50	27	36	50
Significant Change															
Sample Size	4655	192	400	1588	79	285	243	825	318	106	355	264	2335	688	1632

RATING TRAIN COMPANY IN RELATION TO ASPECT OF THE DELAY SATISFIED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
AMOUNT OF INFORMATION PROVIDED ABOUT THE DELAY	44	56	44	43	52	35	40	47	51	42	46	45	37	47	56
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY	45	61	44	41	55	42	48	47	56	43	49	45	37	47	58
USEFULNESS OF THE INFORMATION	44	61	37	41	54	40	46	48	50	48	47	46	37	44	58
SPEED WITH WHICH INFORMATION WAS PROVIDED	45	59	45	43	52	41	43	48	54	44	48	46	38	50	56
TIME TAKEN TO RESOLVE THE PROBLEM	35	53	24	35	48	40	36	33	41	38	38	39	27	35	52
AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	22	35	18	24	29	16	21	22	29	19	18	17	20	17	30

RATING TRAIN COMPANY IN RELATION TO ASPECT OF THE DELAY DISSATISFIED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
AMOUNT OF INFORMATION PROVIDED ABOUT THE DELAY	36	25	37	38	23	35	40	33	27	48	34	40	42	33	27
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY	33	25	35	35	21	25	34	31	24	46	33	38	39	29	24
USEFULNESS OF THE INFORMATION	30	19	33	32	19	22	32	28	21	35	29	38	36	27	20
SPEED WITH WHICH INFORMATION WAS PROVIDED	34	24	35	36	29	31	36	30	23	44	29	39	40	29	24
TIME TAKEN TO RESOLVE THE PROBLEM	33	22	41	33	21	25	35	33	30	39	30	35	38	32	22
AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	49	25	62	47	46	46	53	47	48	69	50	66	52	45	44

WHETHER MADE COMPENSATION CLAIM OR COMPLAINT

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NO	87	86	80	87	88	92	89	86	90	89	87	87	83	88	91
YES - CLAIMED FOR COMPENSATION ON A WEEKLY SEASON TICKET	1	1	3	1	0	0	1	1	1	1	0	0	2	1	0
YES - CLAIMED FOR COMPENSATION ON A MONTHLY OR LONGER SEASON TICKET	4	1	9	4	1	1	2	4	1	1	3	1	7	2	1
YES - CLAIMED FOR COMPENSATION ON A SINGLE/RETURN TICKET	4	8	6	3	6	3	4	4	5	4	5	6	4	6	3
YES - COMPLAINED (eg BY LETTER/PHONE/EMAIL) BUT DID NOT CLAIM FOR COMPENSATION	2	2	2	2	2	2	2	3	2	2	2	3	3	2	1
YES - COMPLAINED (eg BY LETTER/PHONE/EMAIL) BUT CLAIMED FOR COMPENSATION	1	2	1	1	1	1	1	1	1	1	1	1	2	1	1
DONT KNOW/NO ANSWER	2	2	1	2	2	2	1	2	2	3	2	2	1	2	2
Sample size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

SATISFACTION WITH WAY COMPLAINT/CLAIM HANDLED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	15	22	12	14	43	18	16	15	20	27	14	18	11	22	21
FAIRLY SATISFIED	28	33	36	25	20	32	30	26	28	20	34	25	27	24	31
NEITHER SATISFIED NOR DISSATISFIED	13	13	16	14	3	9	12	11	8	11	8	11	14	17	8
FAIRLY DISSATISFIED	18	8	17	18	15	15	14	22	20	12	23	20	19	14	17
VERY DISSATISFIED	26	24	19	29	19	25	28	26	24	30	20	26	28	23	23
SATISFIED - Spring 2011	43	55	48	39	63	50	46	41	48	47	48	43	39	46	53
SATISFIED - Spring 2010	41	45	45	39	54	37	39	40	48	42	40	54	38	48	47
Significant Change						+									+
Sample Size	3262	128	399	1197	39	198	185	499	124	71	206	216	1963	462	837

REASONS DISSATISFIED WITH WAY COMPLAINT/CLAIM HANDLED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
INSUFFICIENT COMPENSATION	33	30	55	32	19	19	15	35	40	10	27	30	34	32	28
INAPPROPRIATE FORM OF COMPENSATION	13	19	18	14	10	5	10	12	7	3	18	16	13	14	15
TIME TAKEN TO RESPOND	28	27	30	27	20	19	28	32	28	12	24	33	29	20	27
POOR EXPLANATION GIVEN	44	50	37	45	43	53	42	48	55	57	31	41	45	51	38
HAS NOT YET RECEIVED A RESPONSE	28	33	25	28	33	32	32	25	15	29	34	35	29	17	31
OTHER REASONS	34	33	34	35	28	38	27	35	38	28	33	22	33	39	31
DON'T KNOW/ NO ANSWER	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
Sample Size	1377	49	139	534	13	76	68	228	58	32	87	93	897	151	329

SAMPLE PROFILE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
AGE	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
16-25	12	18	11	9	19	13	13	14	14	18	17	19	15	4	12
26-34	17	13	17	20	14	11	16	16	14	10	12	14	22	14	12
35-44	19	17	21	21	14	16	15	18	15	14	16	14	23	21	13
45-54	23	20	23	23	22	21	23	23	23	20	19	21	24	32	17
55-59	9	11	10	9	8	9	10	9	10	10	10	8	8	13	9
60-64	9	9	8	8	7	11	9	9	11	10	10	11	5	10	14
65+	10	11	9	8	15	17	13	9	12	16	14	11	2	6	22
NOT STATED	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1
SEX															
MALE	43	45	47	44	40	42	39	45	44	44	44	39	45	59	36
FEMALE	54	53	51	54	58	56	59	53	54	52	54	59	53	39	61
NOT STATED	2	2	2	2	2	2	3	2	2	3	2	2	2	2	3
WORKING STATUS															
WORKING FULL TIME	61	52	65	68	47	48	55	62	51	49	49	51	76	80	36
WORKING PART TIME	14	15	14	13	11	14	12	14	17	13	14	13	13	14	15
NOT WORKING	4	5	4	3	9	5	5	4	5	5	5	4	1	1	8
RETIRED	13	14	10	10	19	24	18	11	16	20	19	20	1	4	33
FULL TIME STUDENT	7	13	6	5	14	8	9	7	9	11	11	11	9	1	7
NOT STATED	1	2	1	1	1	1	1	1	1	2	2	2	1	1	2
OCCUPATION OF CHIEF INCOME EARNER															
PROFESSIONAL/ SENIOR MANAGERIAL	39	36	41	41	34	31	33	41	33	29	34	31	41	61	26
MIDDLE MANAGERIAL	16	14	17	18	11	12	15	15	15	13	13	13	19	18	10
JUNIOR MANAGERIAL/ CLERICAL/ SUPERVISORY	12	10	12	11	9	12	12	12	11	11	10	11	16	7	8
SKILLED MANUAL (WITH PROFESSIONAL QUALIFICATIONS/ SERVED AN APPRENTICESHIP	7	8	6	7	12	7	9	8	9	7	8	8	9	3	7
UNSKILLED MANUAL (NO QUALIFICATIONS/ NOT SERVED AN APPRENTICESHIP	2	3	3	2	3	3	2	3	3	5	4	3	3	1	3
FULL TIME STUDENT	3	4	2	2	4	3	3	3	4	6	4	3	3	1	3
RETIRED	13	14	9	10	18	22	18	11	15	18	18	18	2	3	30
UNEMPLOYED/ BETWEEN JOBS	1	2	1	1	1	1	1	1	2	1	2	2	0	0	2
HOUSEWIFE/ HOUSE-HUSBAND	1	1	1	1	4	1	1	0	0	1	1	1	0	0	1
OTHER	5	5	6	5	3	6	5	5	7	6	4	7	5	4	6
DONT KNOW/ NO ANSWER	2	2	2	2	2	3	2	2	2	3	2	3	2	1	3
Sample Size	30096	1153	2551	11316	376	2433	1567	4732	1482	807	1926	1753	12586	4655	12855

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

SAMPLE COMPOSITION AND WEIGHTING

WEIGHTED DATA

	Annual Journeys ('000s)	Journey Purpose			Day Of Week		Very Large	Station Size		
		Commute	Business	Leisure	Weekday	Weekend		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 EXPR	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 AN	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	37	18	16	29
SOUTHEASTERN	153264	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	32	5	35	28

NATIONAL PASSENGER SURVEY - WAVE 24 – Spring 2011

SAMPLE COMPOSITION AND WEIGHTING

UNWEIGHTED DATA

	Sample size	Journey Purpose			Day Of Week		Very Large	Station Size		
		Commute	Business	Leisure	Weekday	Weekend		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 EXPR	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 AN	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
SOUTH WEST TRAINS	2319	47	11	42	88	12	28	17	22	33
SOUTHEASTERN	1930	48	9	43	88	12	17	33	24	25
SOUTHERN	2551	49	15	36	89	11	23	25	24	28
VIRGIN TRAINS	1361	22	31	47	85	15	29	9	35	27

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



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