



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

REPORT FOR STRATHCLYDE PTE

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REPORT FOR STRATHCLYDE PTE

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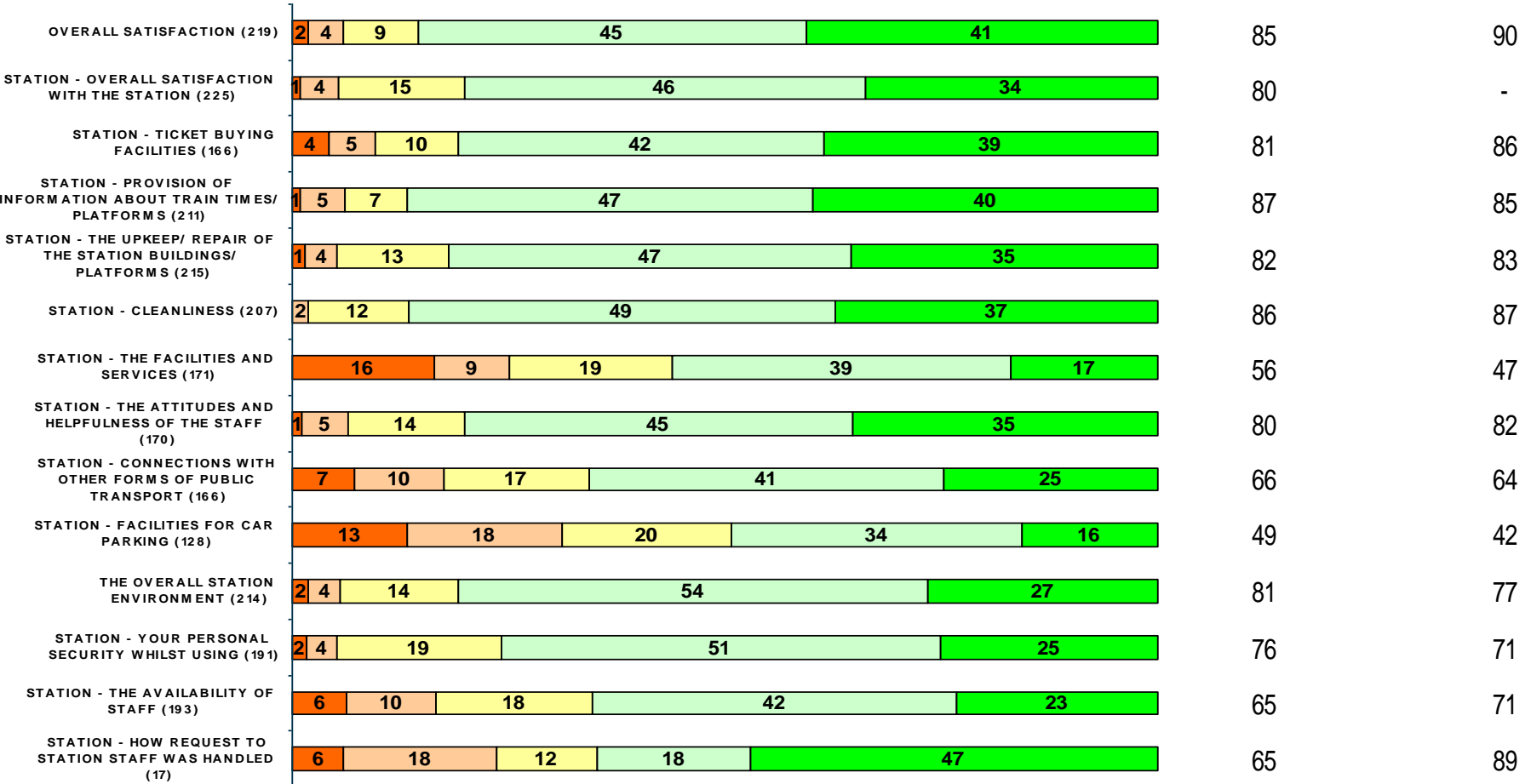
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% satisfied/good

Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

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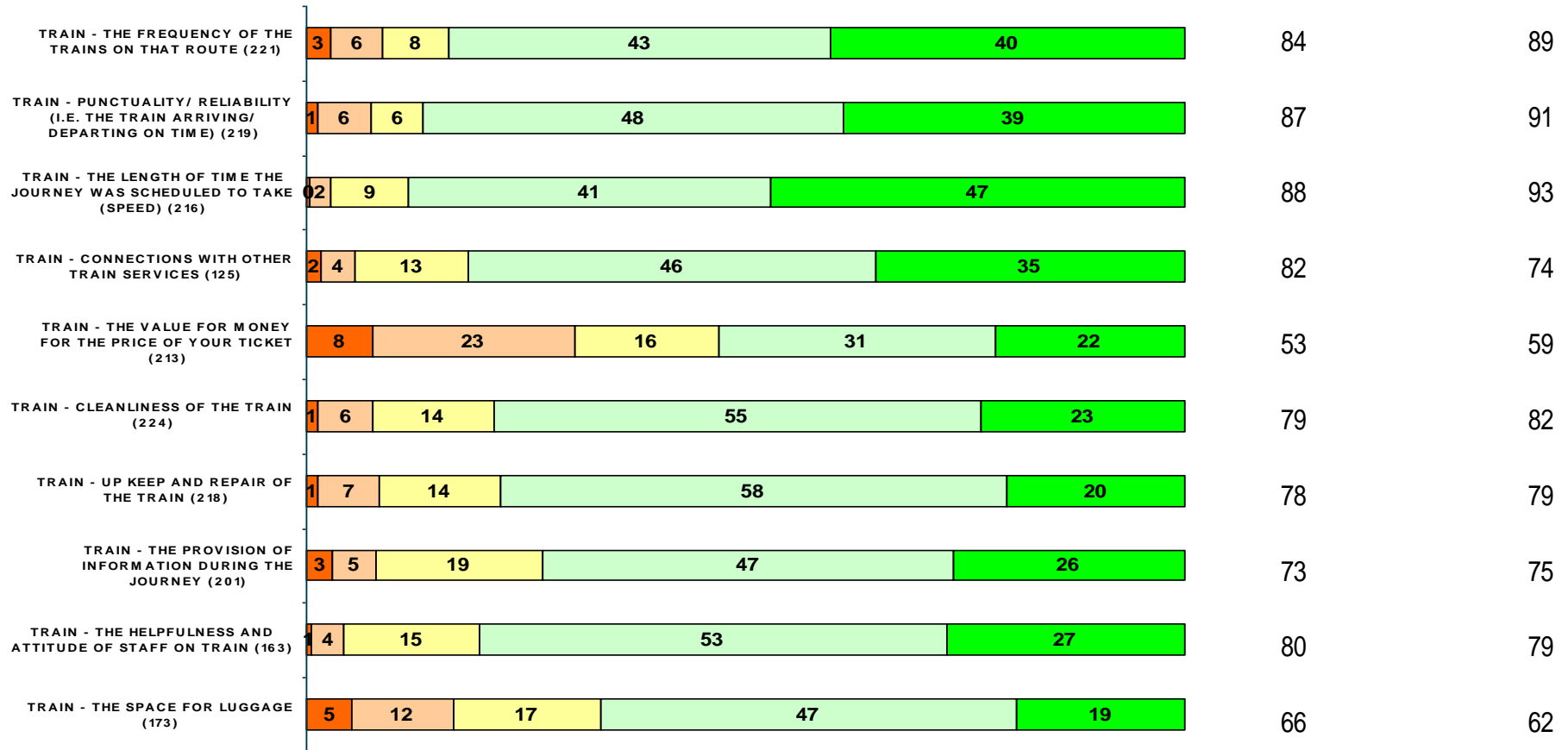
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Train Factors (I)

% satisfied/good

Autumn 2010

Autumn 2009



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

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

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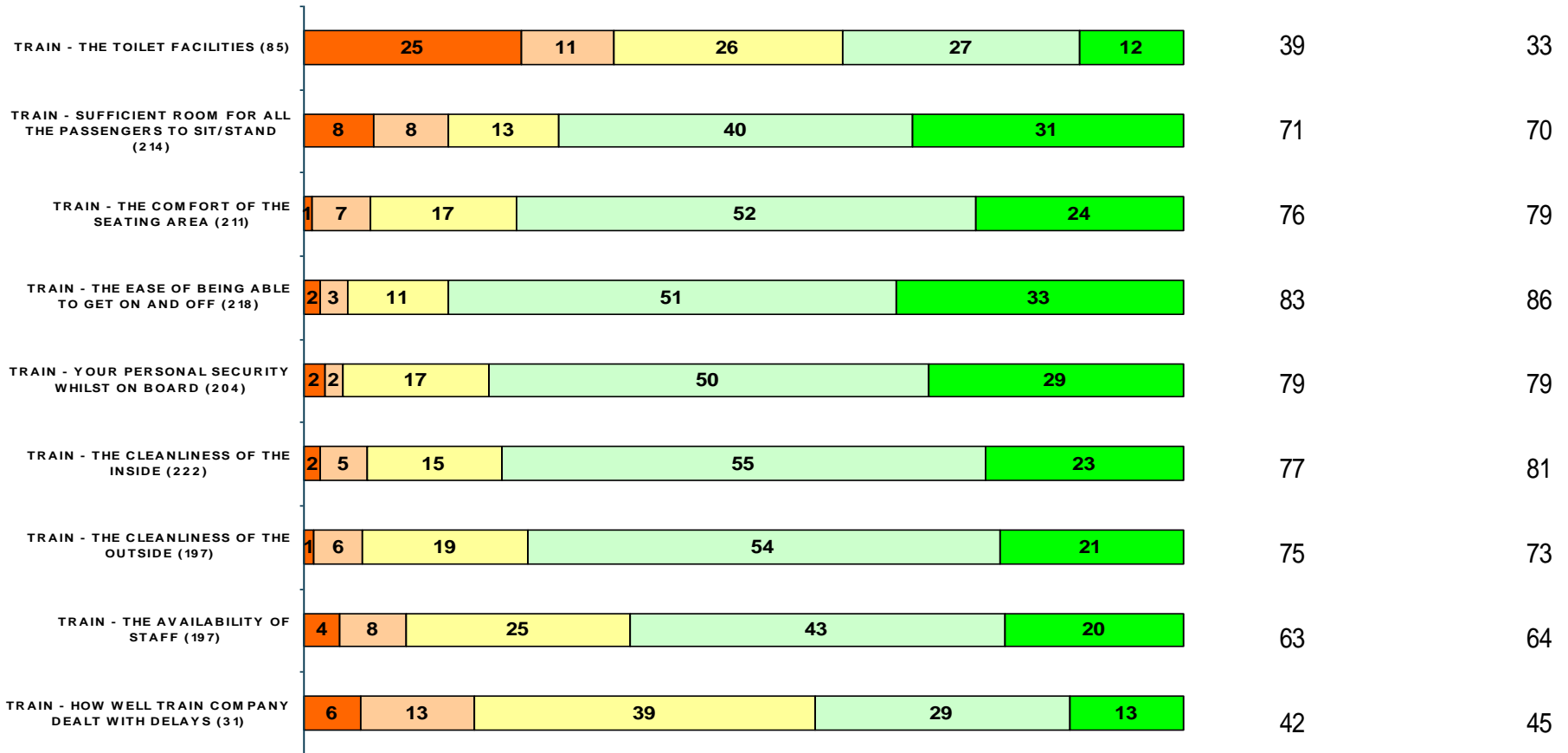
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Train Factors (II)

% satisfied/good

Autumn 2010

Autumn 2009



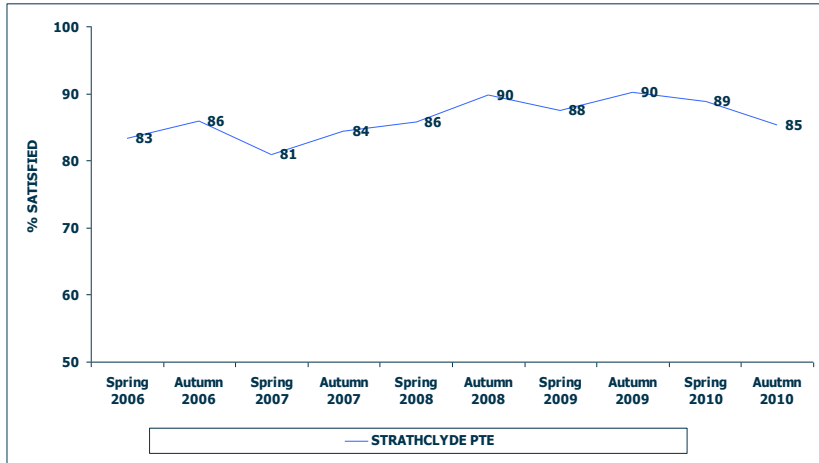
■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
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+ denotes significant increase
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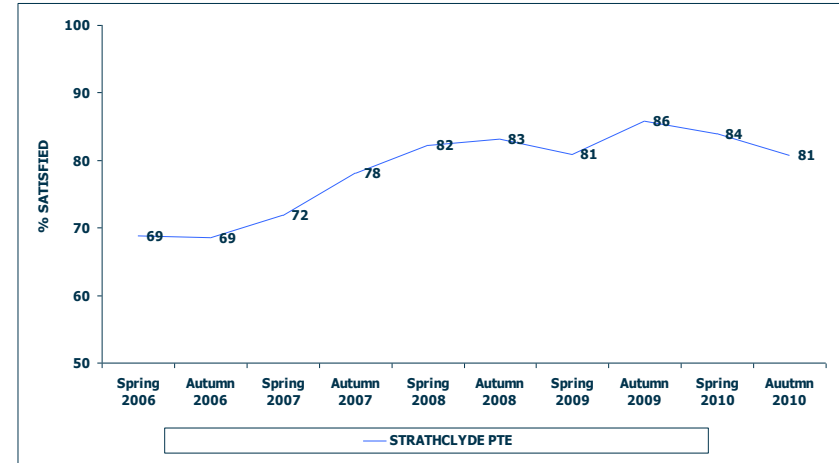
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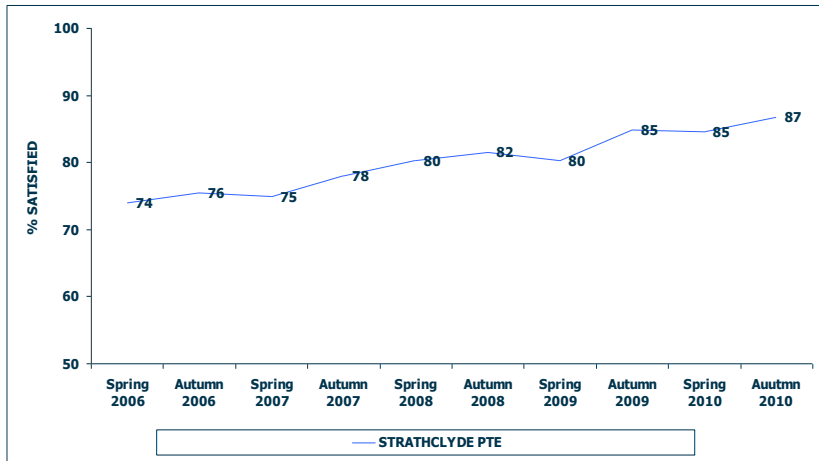
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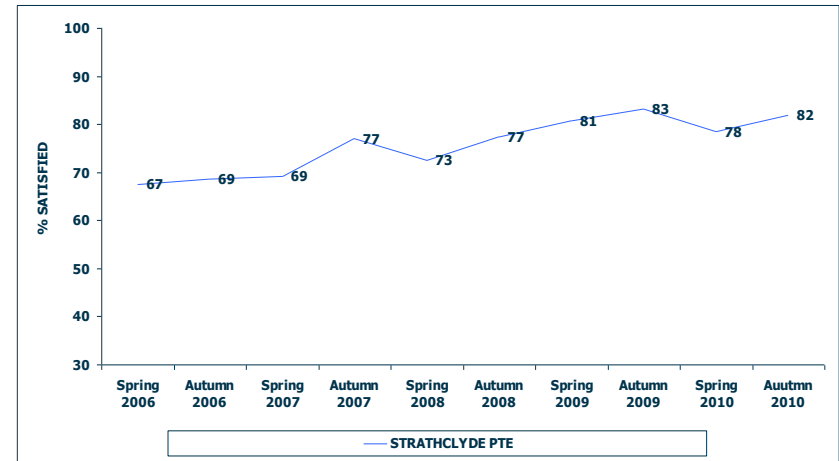
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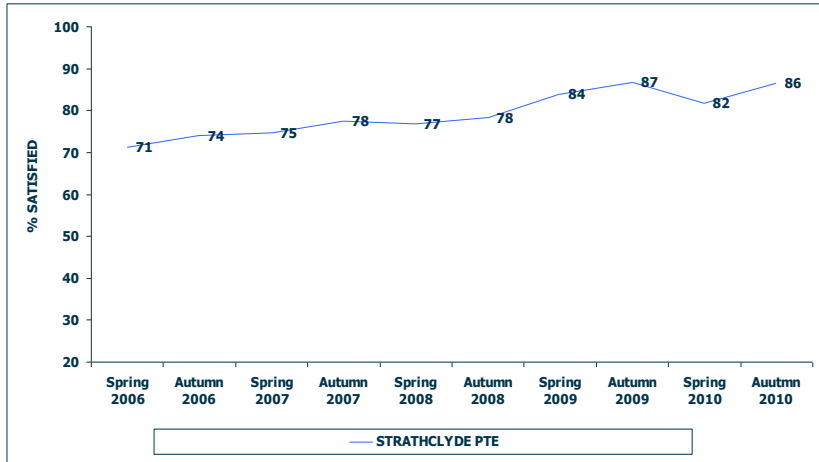
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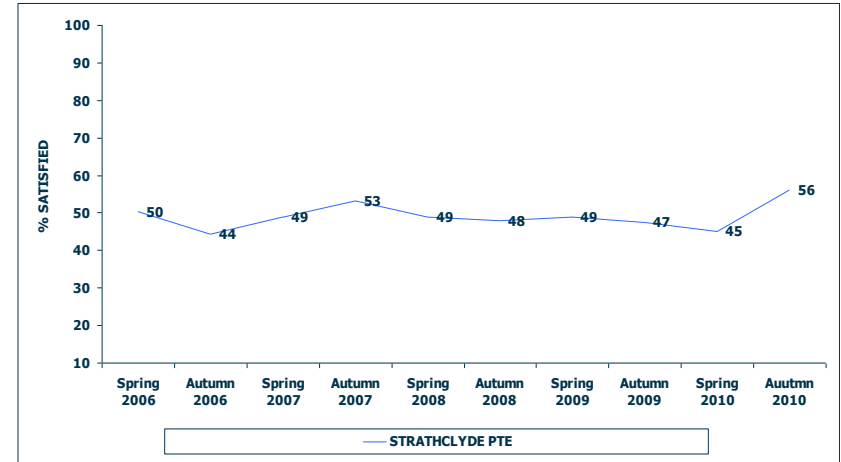
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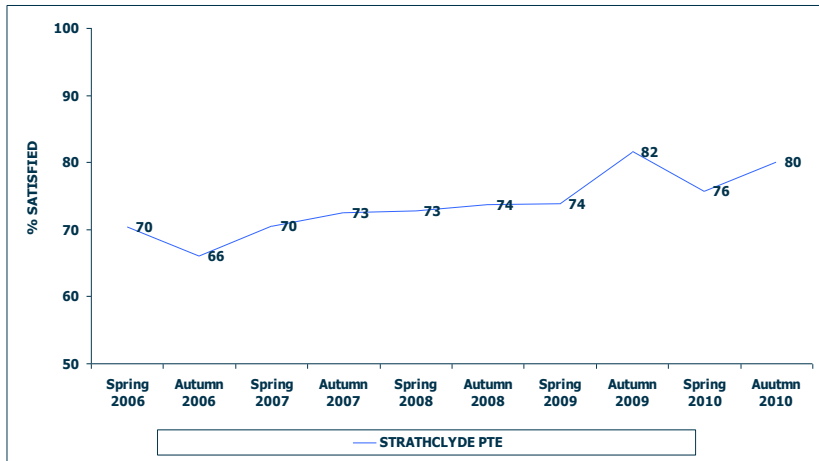
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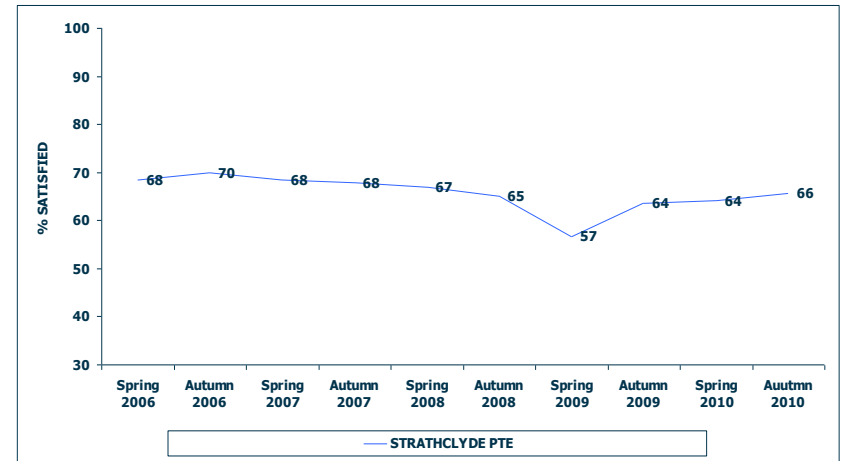
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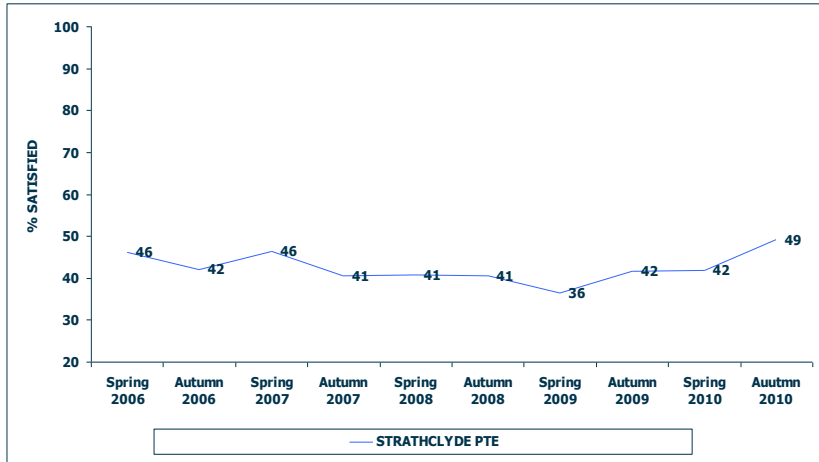
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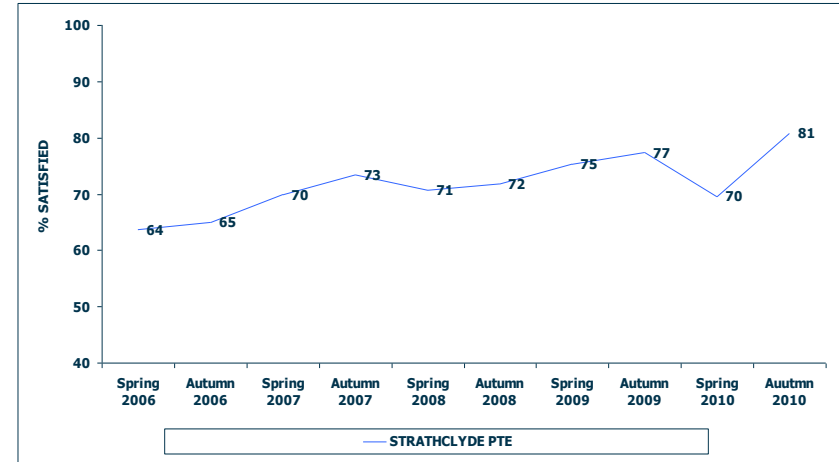
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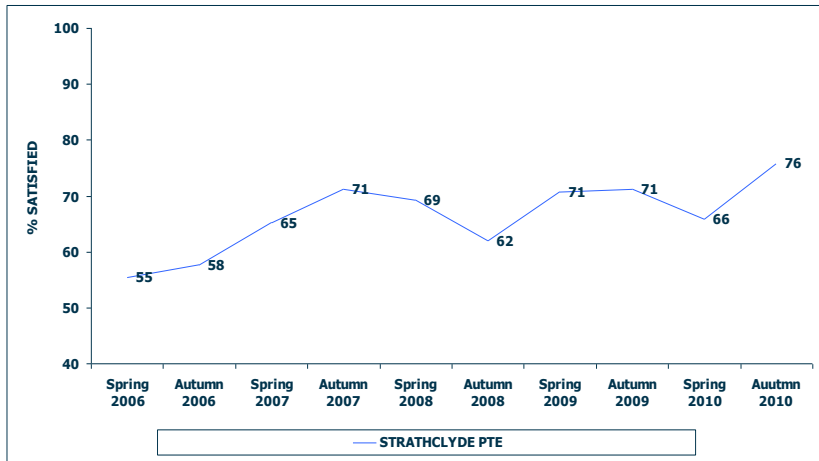
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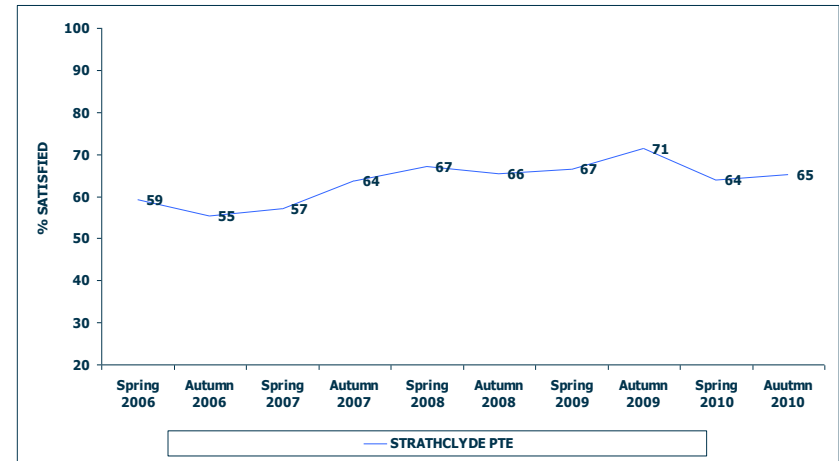
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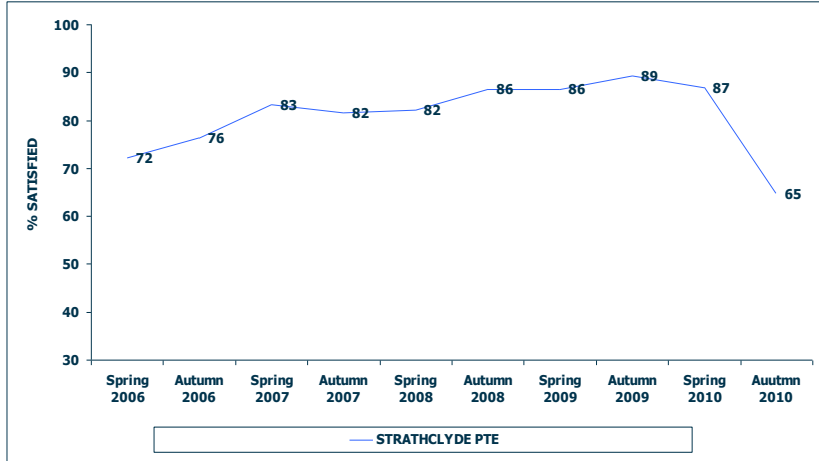
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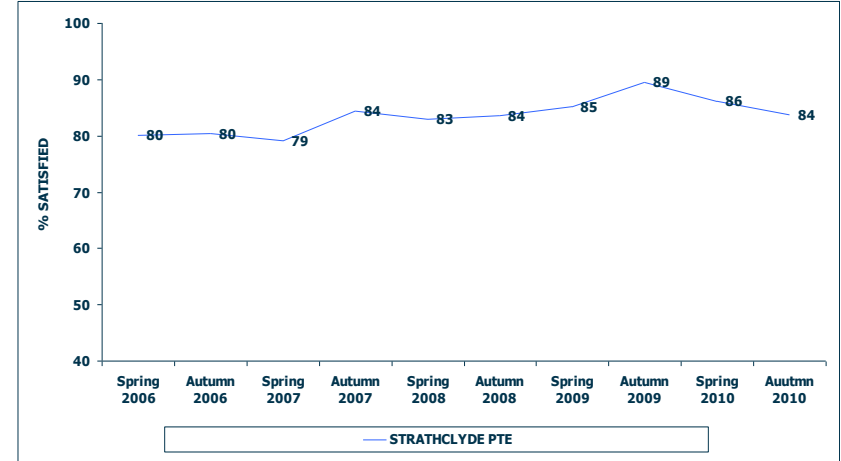
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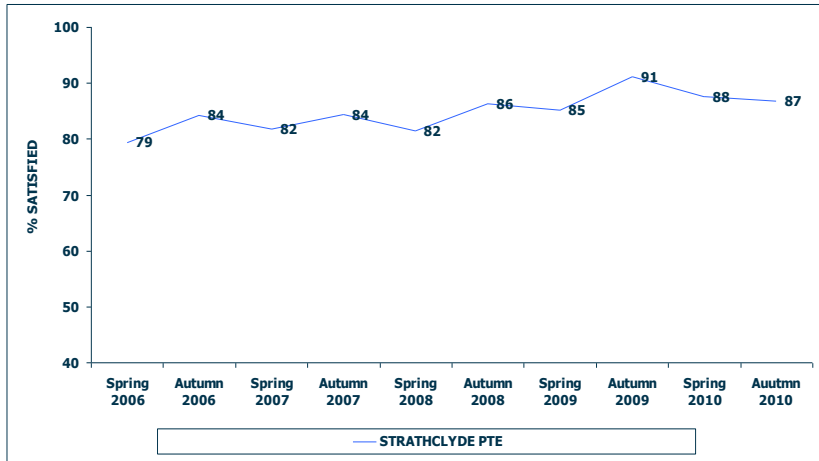
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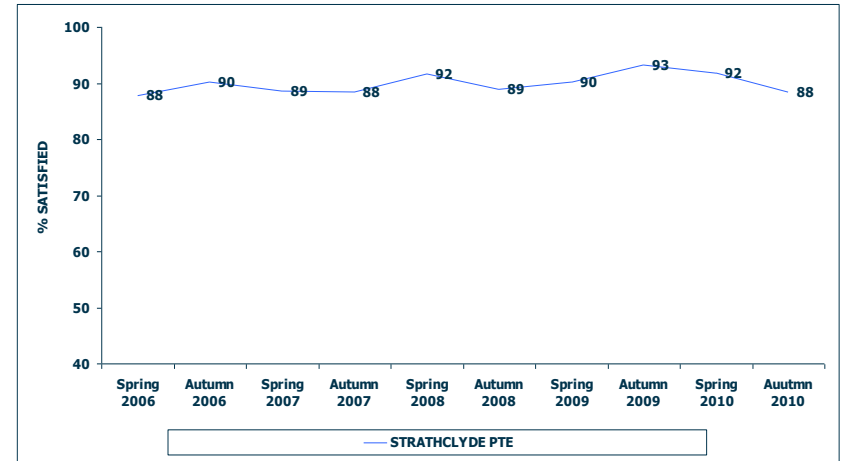
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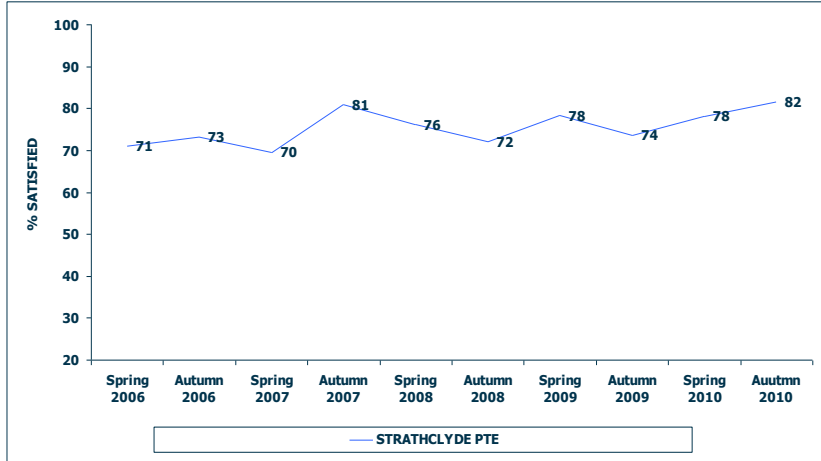
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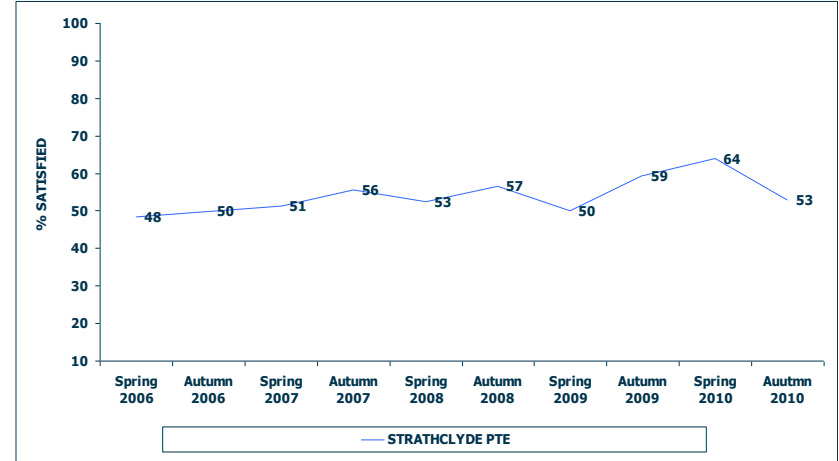
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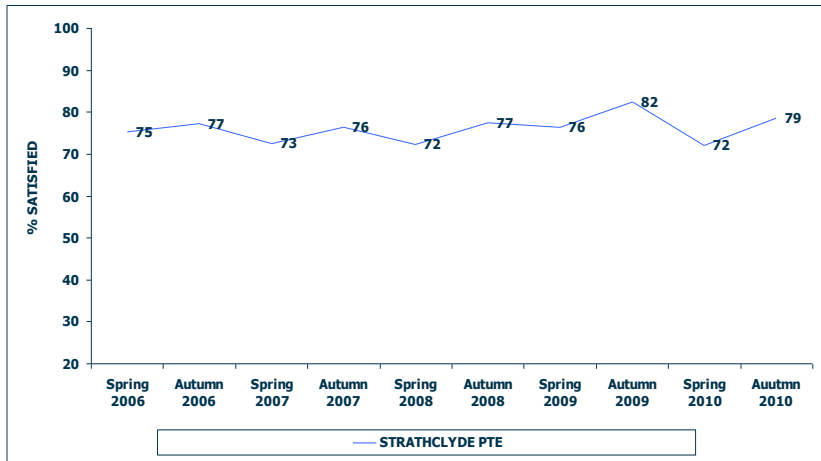
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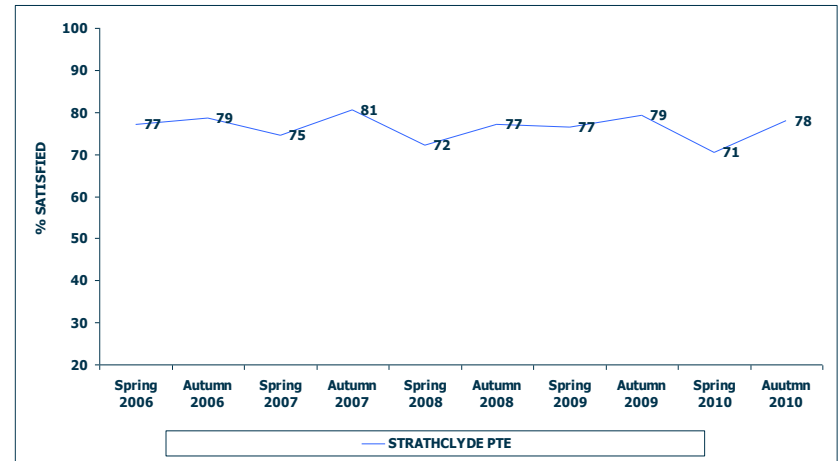
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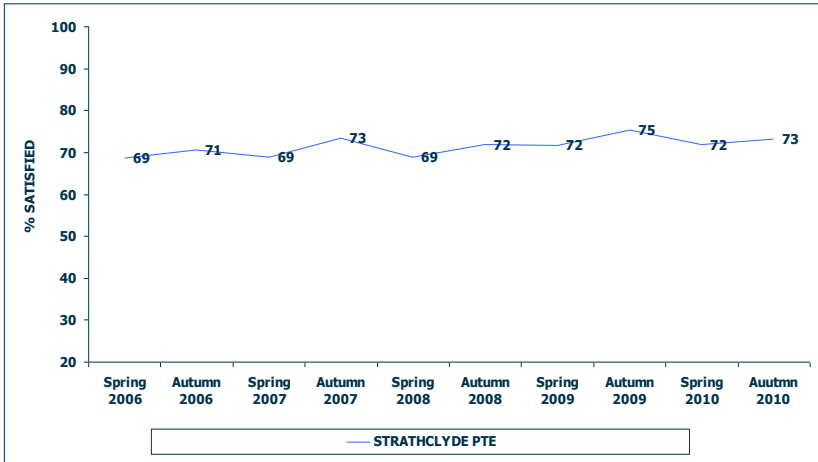
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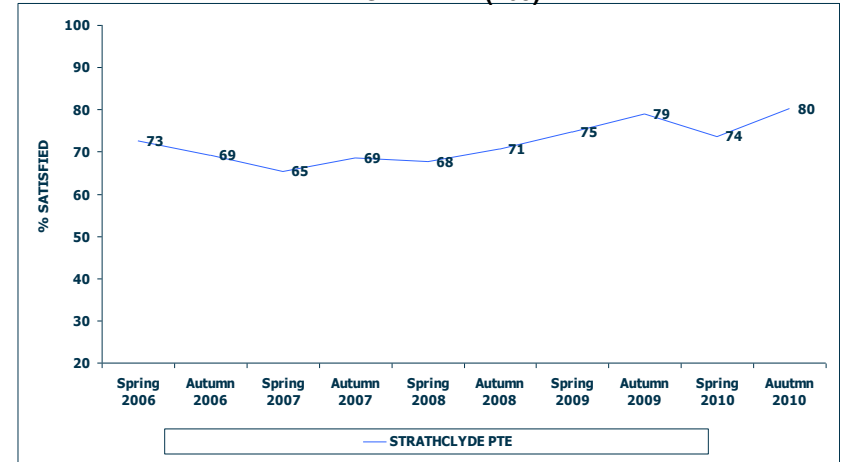
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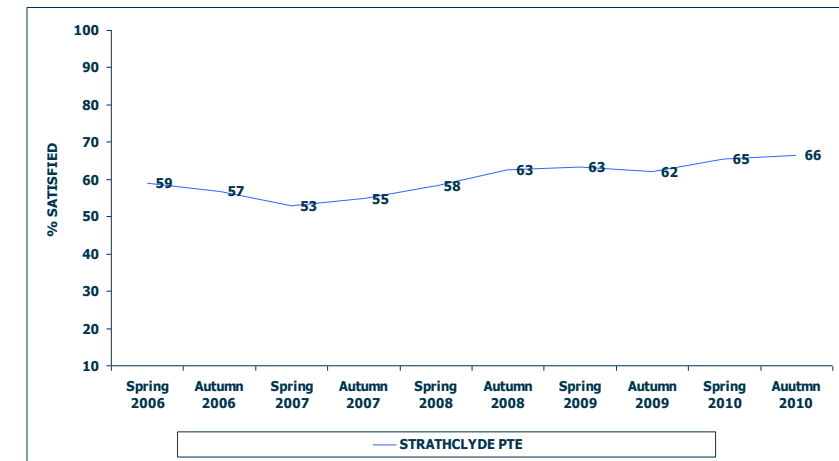
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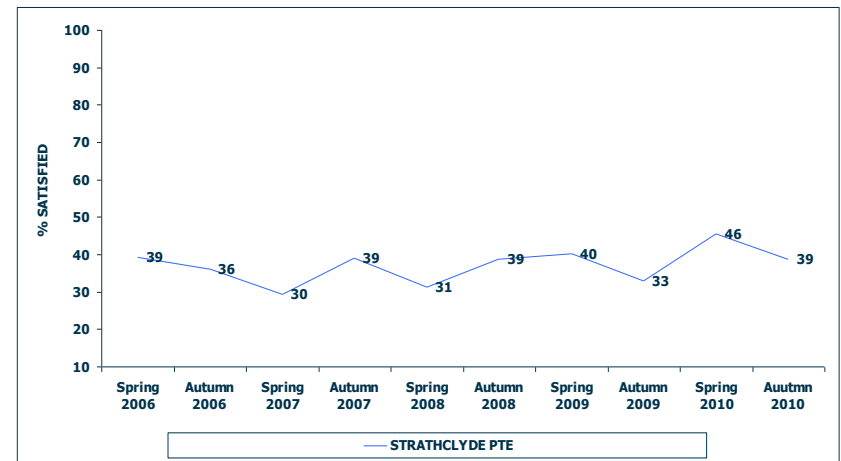
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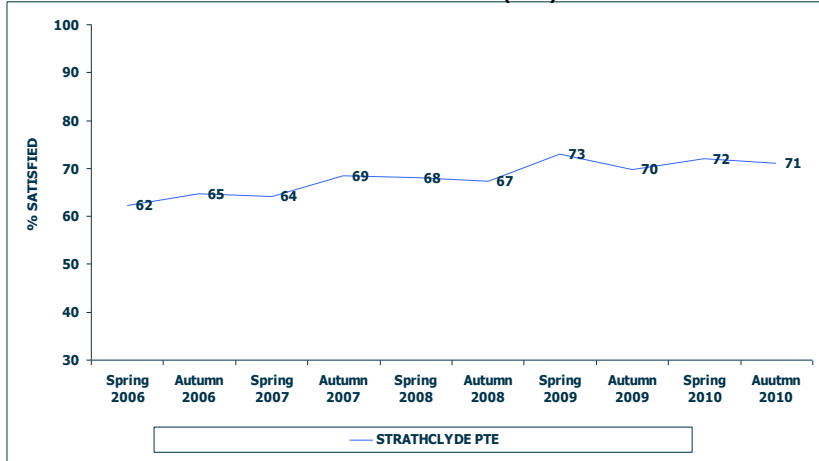
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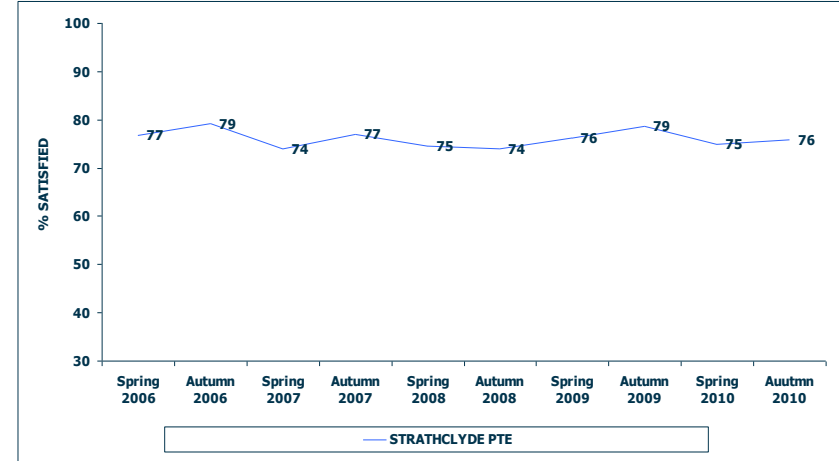
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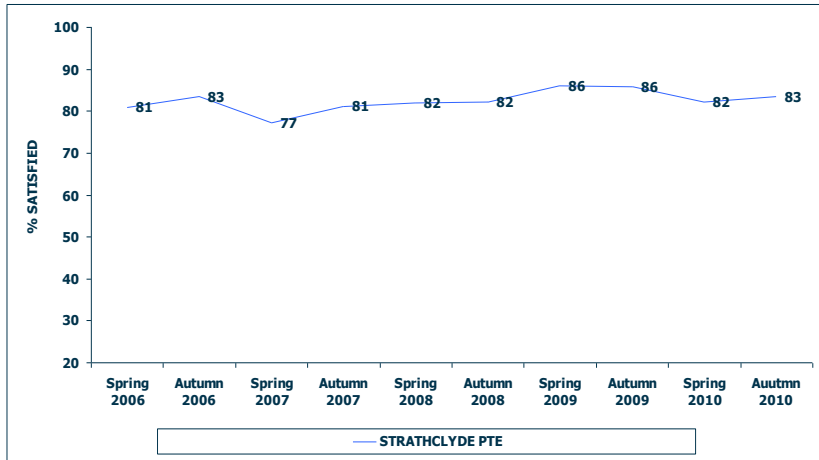
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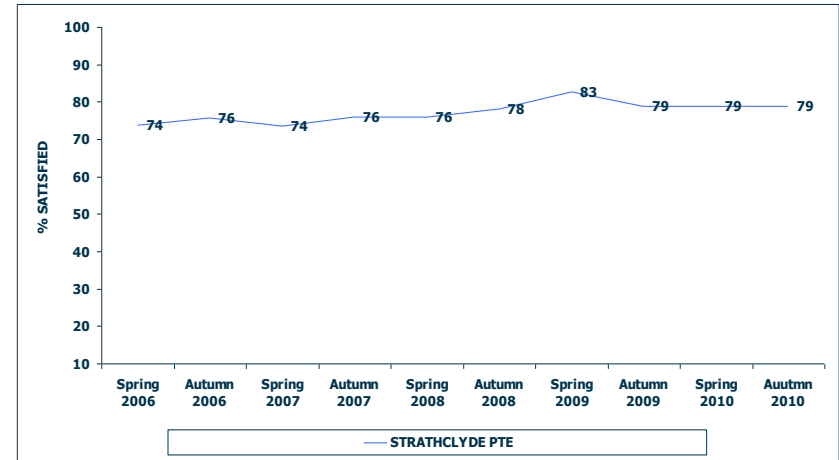
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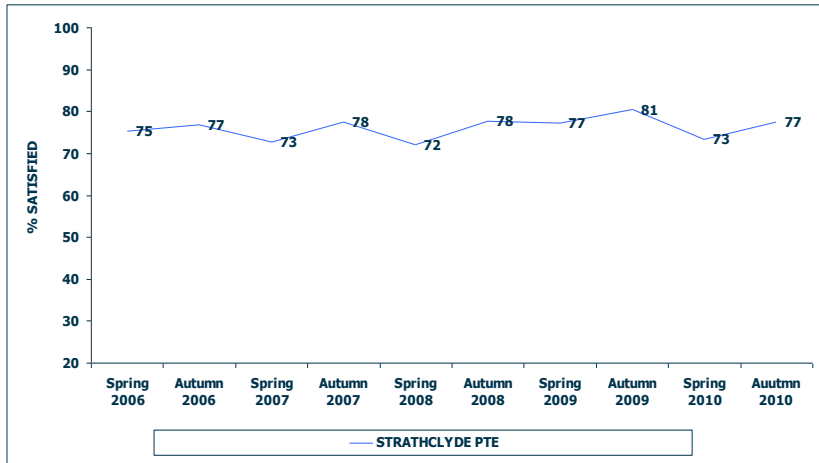
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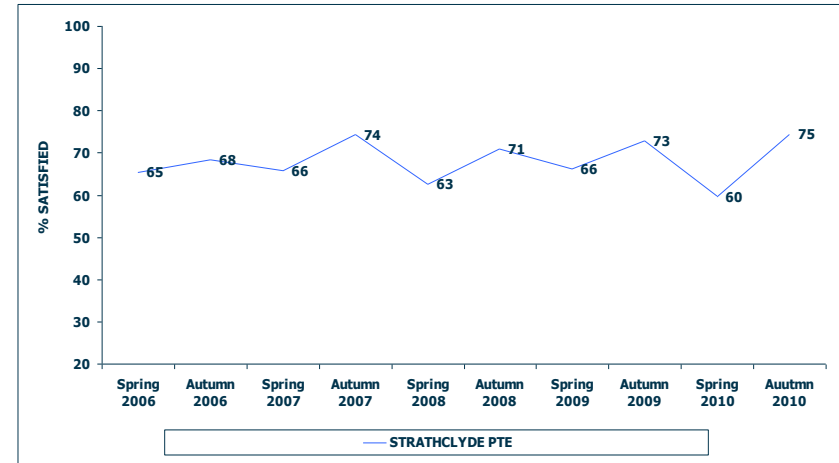
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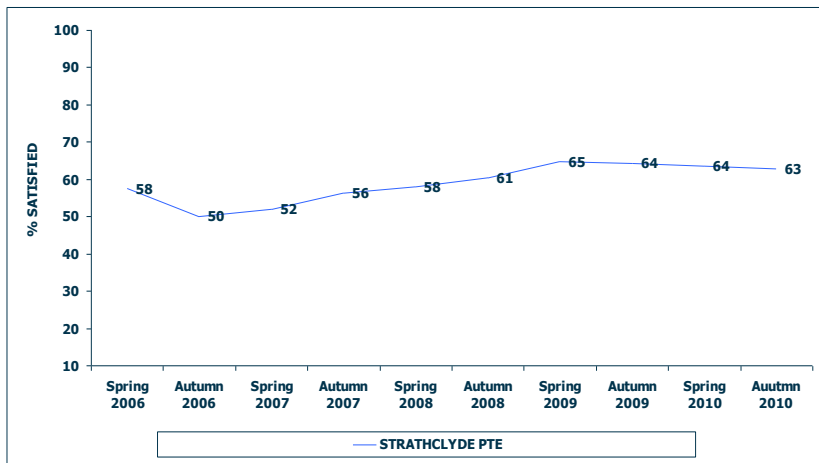
TRAIN – THE CLEANLINESS OF THE INSIDE (222)



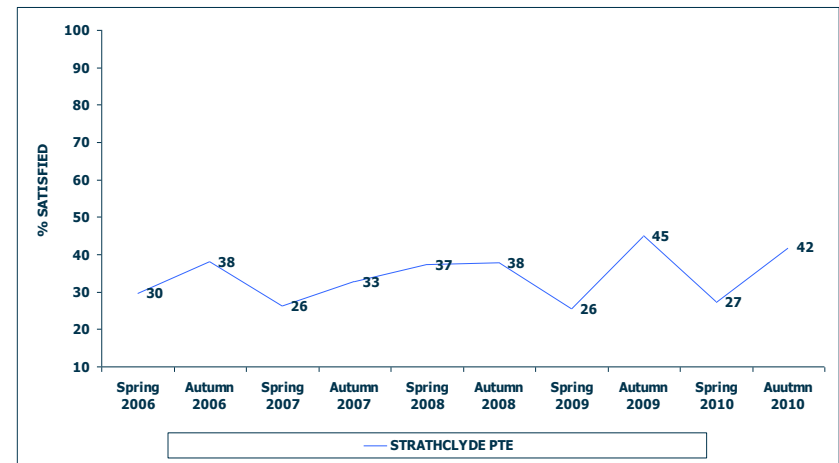
TRAIN – THE CLEANLINESS OF THE OUTSIDE (197)



TRAIN – THE AVAILABILITY OF STAFF (197)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (31)



METHODOLOGY

Questionnaires are handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Wave 8, fieldwork took place over 3 weeks.

In Wave 9, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size

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

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

ISSUES AFFECTING WAVE 23

Wave 23 fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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

Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th.

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

ISSUES AFFECTING WAVE 22

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

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

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

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

ISSUES AFFECTING WAVE 21

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

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

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

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

ISSUES AFFECTING WAVE 20

Wave 20 fieldwork was undertaken between 31 January 2009 and 27 March 2009. Top up shifts were run between 28 March and 9 April 2009. The main fieldwork period was similar to previous years, but the top-up period was slightly extended because of problems encountered earlier in the fieldwork period.

Extreme weather - in particular, heavy snow during the 1st week of February - caused a lot of disruption to the fieldwork schedule. Over 50% of all shifts originally scheduled for 2-6 February had to be postponed until later in the fieldwork period.

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

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

A few shifts were rescheduled to avoid clashing with Six Nations rugby matches, but sporting events did not cause much disruption to the original schedule.

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

SAMPLE PROFILE

	Autumn 2010 %	Autumn 2009 %		Autumn 2010 %	Autumn 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	39	35	None	84	89
Female	57	64	Minor	14	10
Not stated	4	2	Major	0	1
			Not stated	2	0
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	14	13	Yes	82	80
26-34	13	15	No	18	20
35-44	17	21			
45-54	24	21	<u>TIME OF TRAVEL</u>		
55-59	12	13	Peak	-	-
60-64	9	9	Off peak	-	-
65+	9	8			
Not stated	3	0	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE</u>			Yes: Help	2	4
Commuter	56	57	Yes: Information	5	6
Business	4	4	Couldn't find anyone to ask	4	2
Leisure	39	39	No	85	86
			Not stated	3	3

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

STATION SAMPLE SIZES FOR STRATHCLYDE PTE

Station	Unweighted	Station	Unweighted	Station	Unweighted
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GLASGOW CENTRAL	45
GLASGOW QUEEN STREET	34
WESTERTON	22
HELENSBURGH CENTRAL	21
PAISLEY GILMOUR STREET	11
BLANTYRE	11
BARRHEAD	9
HYNDLAND	8
CLYDEBANK	8
PRESTWICK INTERNATIONAL AIRPC	8
BEARSDEN	8
HAMILTON WEST	7
BALLOCH	7
CROY	7
MAXWELL PARK	5
BURNSIDE	5
HILLINGTON EAST	4
HAMILTON CENTRAL	4
GARROWHILL	2
MOTHERWELL	1

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

STATION CATCHMENT AREA FOR STRATHCLYDE PTE

Station	Station	Station	Station	Station
AIRBLES	CHARING CROSS (GLASGOW)	GOUROCK	MOSSPARK	UDDINGSTON
AIRDRIE	CLARKSTON	GREENFAULDS	MOTHERWELL	WEMYSS BAY
ALEXANDRA PARADE	CLELAND	GREENOCK CENTRAL	MOUNT FLORIDA	WEST KILBRIDE
ALEXANDRIA	CLYDEBANK	GREENOCK WEST	MOUNT VERNON	WESTERTON
ANDERSTON	COATBRIDGE CENTRAL	HAIRMYRES	MUIREND	WHIFFLET
ANNIESLAND	COATBRIDGE SUNNYSIDE	HAMILTON CENTRAL	NEILSTON	WHINHILL
ARDROSSAN HARBOUR	COATDYKE	HAMILTON WEST	NEW CUMNOCK	WHITECRAIGS
ARDROSSAN SOUTH BEACH	CORKERHILL	HARTWOOD	NEWTON (LANARKSHIRE)	WILLIAM WOOD
ARDROSSAN TOWN	CRAIGENDORAN	HAWKHEAD	NEWTON-ON-AYR	WISHAW
ARGYLE STREET	CROFTFOOT	HELENSBURGH CENTRAL	NITSHILL	WOODHALL
ASHFIELD	CROOKSTON	HIGH STREET GLASGOW	PAISLEY CANAL	YOKER
AUCHINLECK	CROSSHILL	HILLFOOT	PAISLEY GILMOUR STREET	
AYR	CROSSMYLOOF	HILLINGTON EAST	PAISLEY ST JAMES	
BAILLIESTON	CROY	HILLINGTON WEST	PARTICK	
BALLOCH	CUMBERNAULD	HOLYTOWN	PATTERTON	
BARASSIE	DALMARNOCK	HOW WOOD	POLLOKSHAWS EAST	
BARGEDDIE	DALMUIR	HYNDLAND	POLLOKSHAWS WEST	
BARRHEAD	DALREOCH	IBM	POLLOKSHIELDS EAST	
BARRHILL	DALRY	INVERKIP	POLLOKSHIELDS WEST	
BEARSDEN	DRUMCHAPEL	IRVINE	PORT GLASGOW	
BELMGROVE	DRUMFROCHAR	JOHNSTONE	POSSILPARK AND PARKHOUSE	
BELLSHILL	DRUMGELLOCH	JORDANHILL	PRESTWICK TOWN	
BISHOPBRIGGS	DRUMRY	KENNISHEAD	PRIESTHILL AND DARNLEY	
BISHOPTON	DUKE STREET	KILMARNOCK	QUEENS PARK (GLASGOW)	
BLAIRHILL	DUMBARTON CENTRAL	KILMAURS	RENTON	
BLANTYRE	DUMBARTON EAST	KILPATRICK	RUTHERGLEN	
BOGSTON	DUMBRECK	KILWINNING	SALTCOATS	
BOWLING	DUNLOP	KINGS PARK	SCOTSTOUNHILL	
BRANCHTON	EAST KILBRIDE	KIRKHILL	SHAWLANDS	
BRIDGETON	EASTERHOUSE	KIRKWOOD	SHETTLESTON	
BURNSIDE	EXHIBITION CENTRE GLASGOW	LANARK	SHIELDMUIR	
BUSBY	FAIRLIE	LANGBANK	SHOTTS	
CAMBUSLANG	FORT MATILDA	LANGSIDE	SINGER	
CARDONALD	GARROWHILL	LARGS	SPRINGBURN	
CARDROSS	GARSCADDEN	LENZIE	STEPS	
CARFIN	GIFFNOCK	LOCHWINNOCH	STEVENSTON	
CARLUKE	GILSHOCHILL	MARYHILL	STEWARTON	
CARMYLE	GIRVAN	MAXWELL PARK	SUMMERSTON	
CARNTYNE	GLASGOW CENTRAL	MAYBOLE	THORNLIEBANK	
CARTSDYKE	GLASGOW QUEEN STREET	MILLIKEN PARK	THORNTONHALL	
CATHCART	GLENGARNOCK	MILNGAVIE	TROON	

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