



## **NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010**

### **REPORT FOR CENTRO PTE**

#### Contacts

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QQ

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

David Chilvers  
Continental Research  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdrc-continental.com](mailto:dave.chilvers@bdrc-continental.com)

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## REPORT FOR CENTRO PTE

<b>Contents</b>	<b>Page No</b>
Overall Satisfaction and Station Factors for PTE	2
Train Factors for PTE	3-4
Trends in all 32 Satisfaction Factors for PTE	5-12
Methodology	13
Issues affecting fieldwork	14-17
Sample profile for PTE	18
Stations sampled - sample sizes	19
Stations in PTE catchment area	20
NPS reports produced each wave	21

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

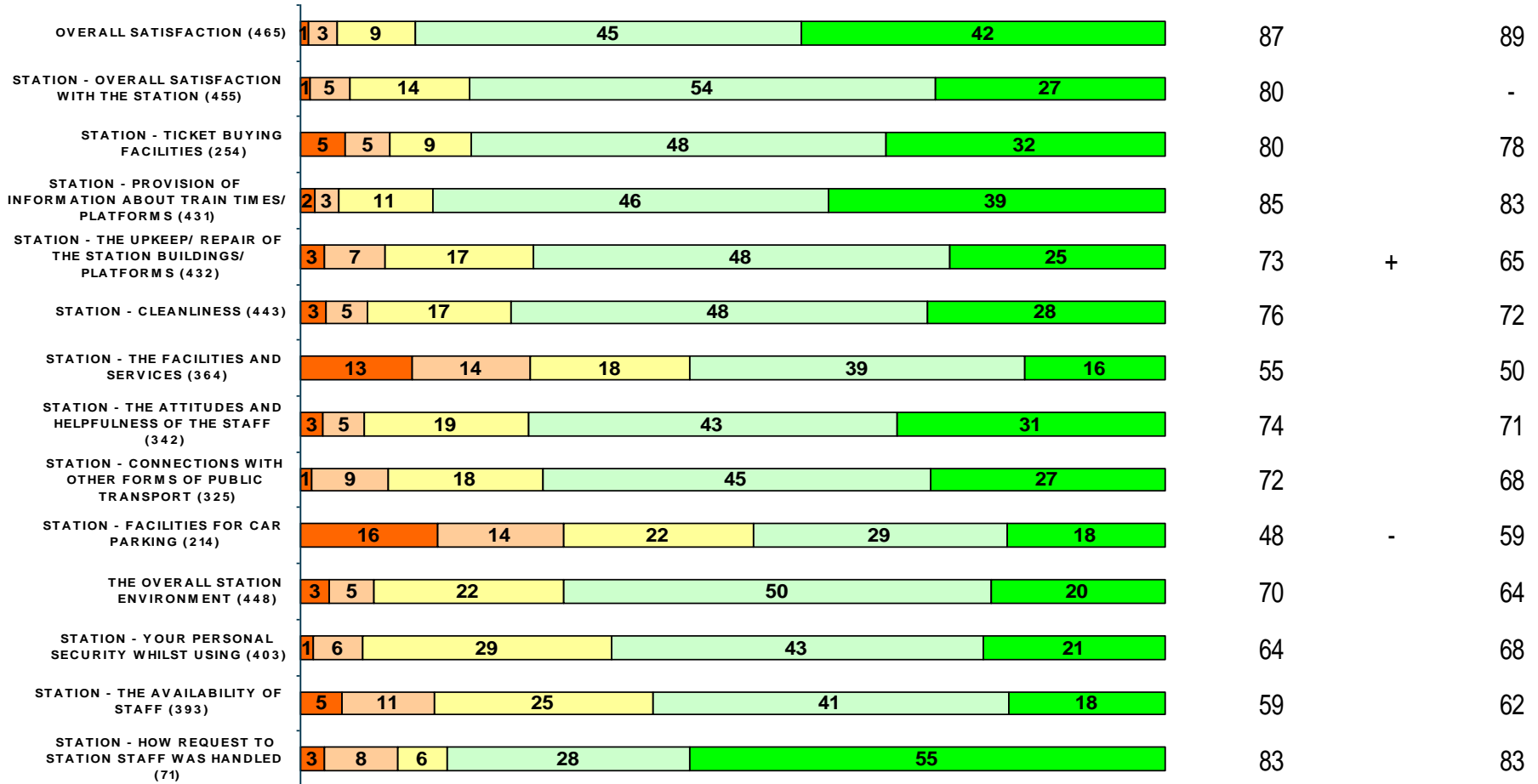
## CENTRO PTE

% satisfied/good

### Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

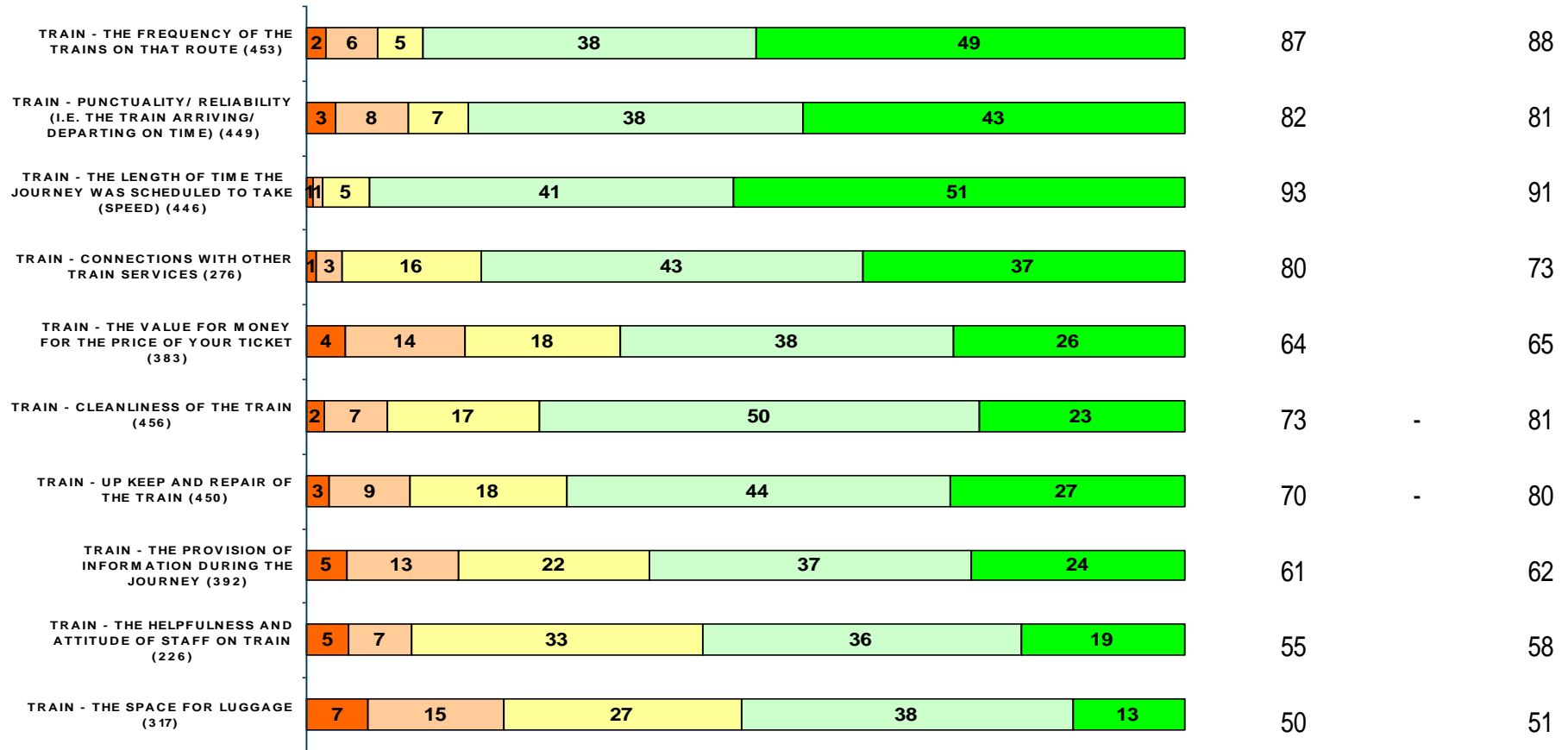
## CENTRO PTE

### Train Factors (I)

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

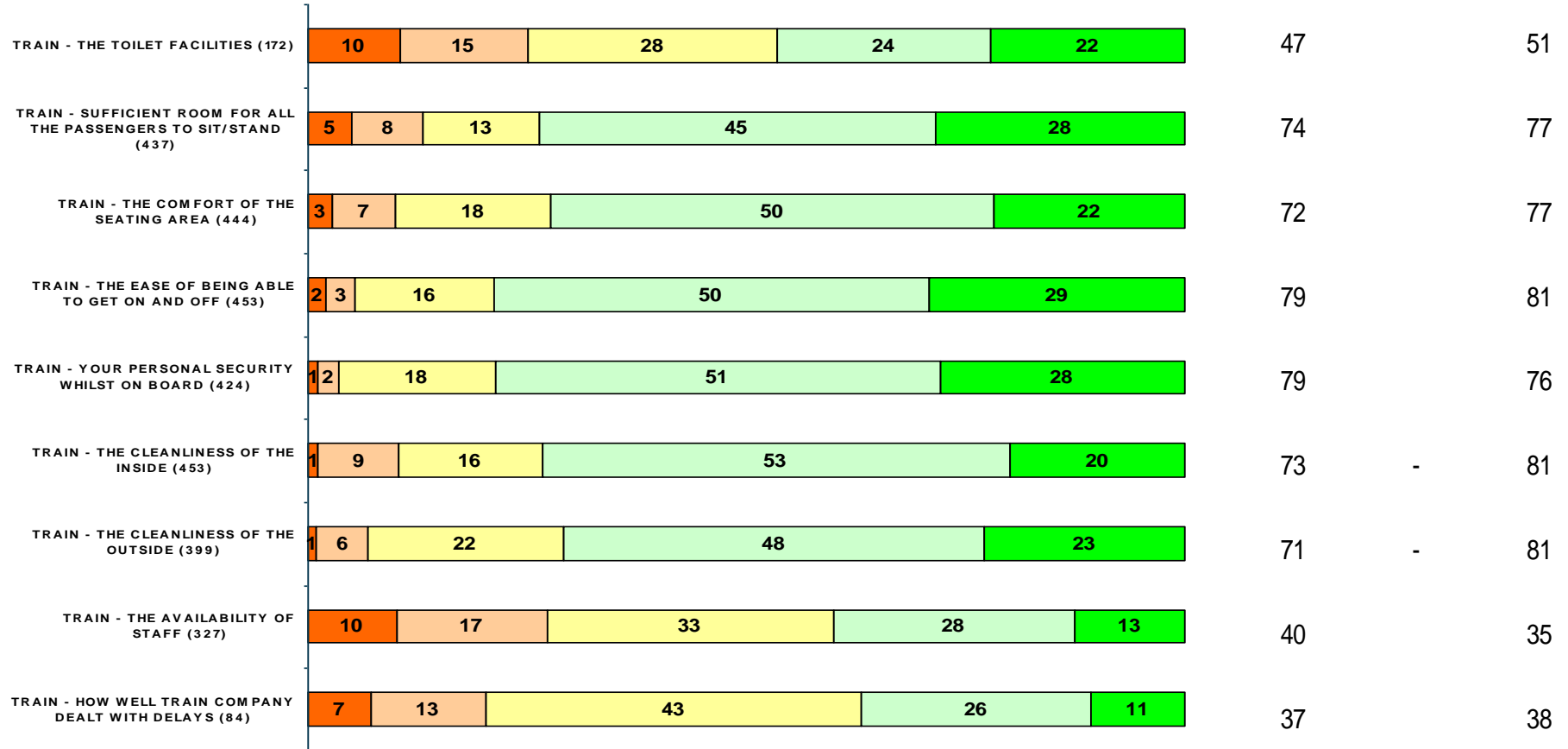
## CENTRO PTE

### Train Factors (II)

% satisfied/good

Autumn 2010

Autumn 2009



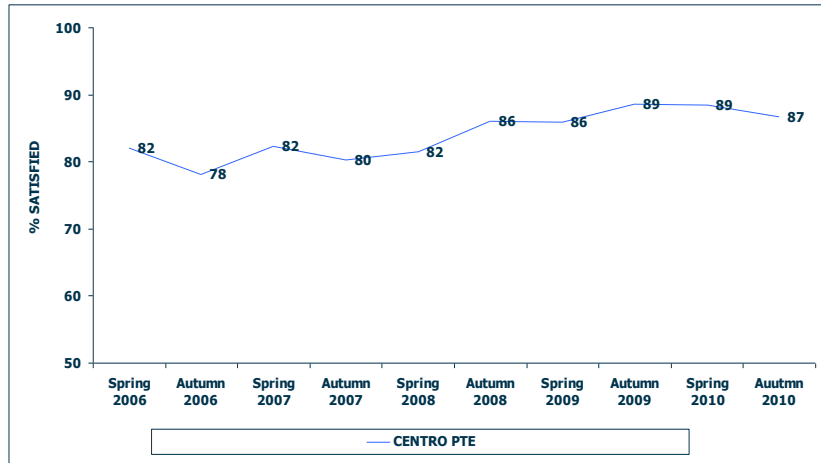
■ Very dissatisfied 
 ■ Fairly dissatisfied 
 ■ Neither 
 ■ Fairly satisfied 
 ■ Very satisfied

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

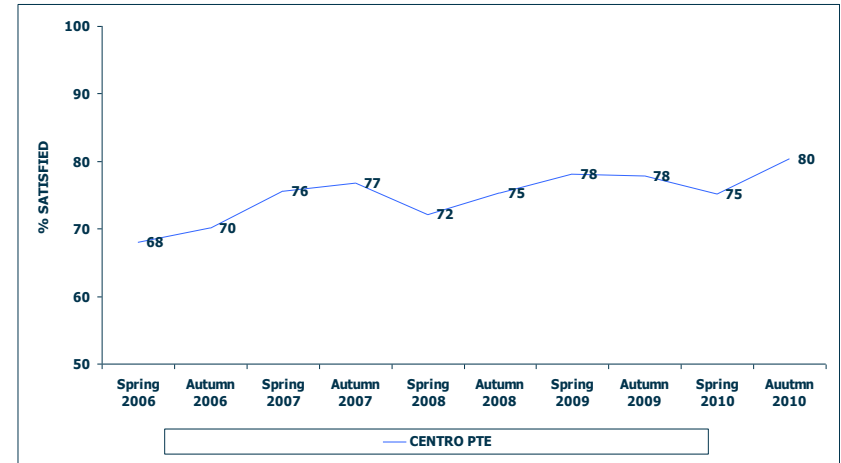
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

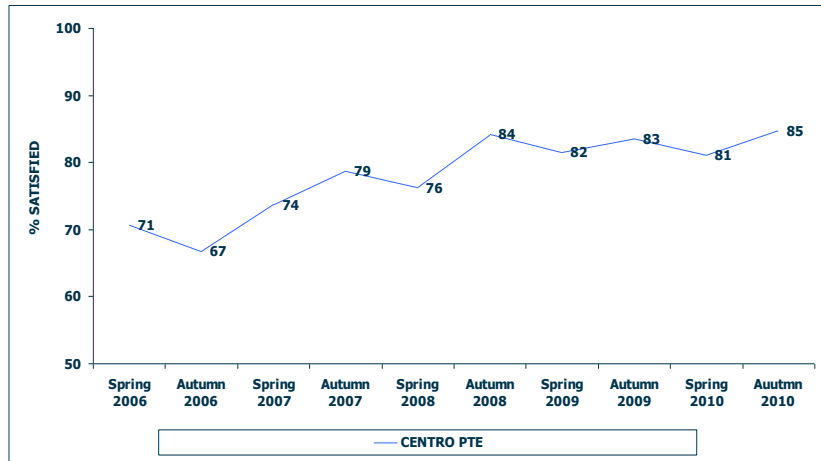
### OVERALL SATISFACTION (465)



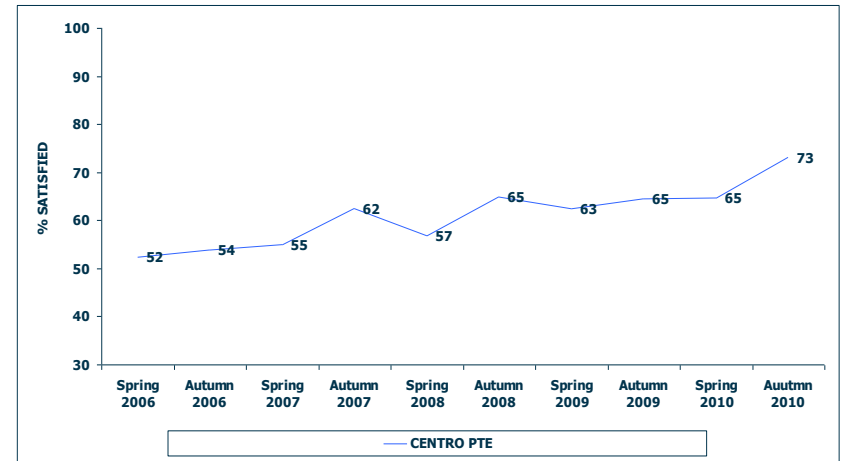
### STATION – TICKET BUYING FACILITIES (254)



### STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (431)



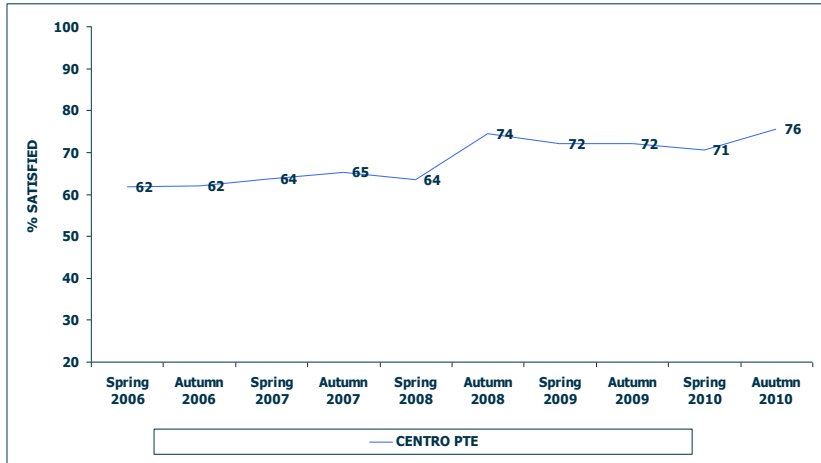
### STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (432)



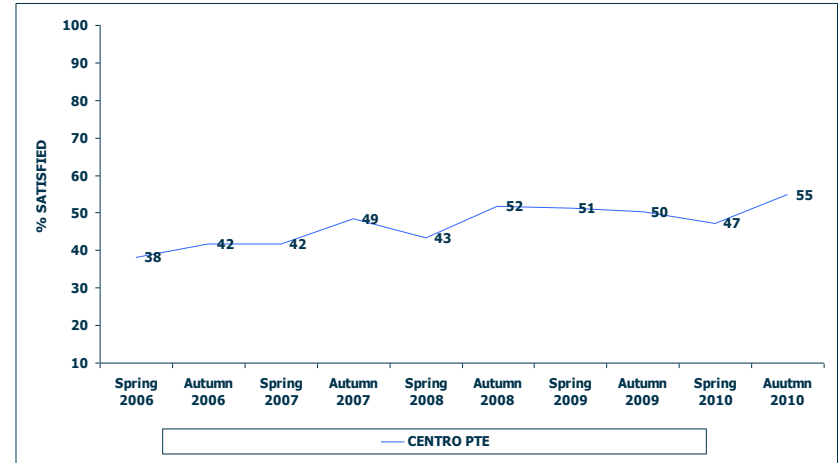
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

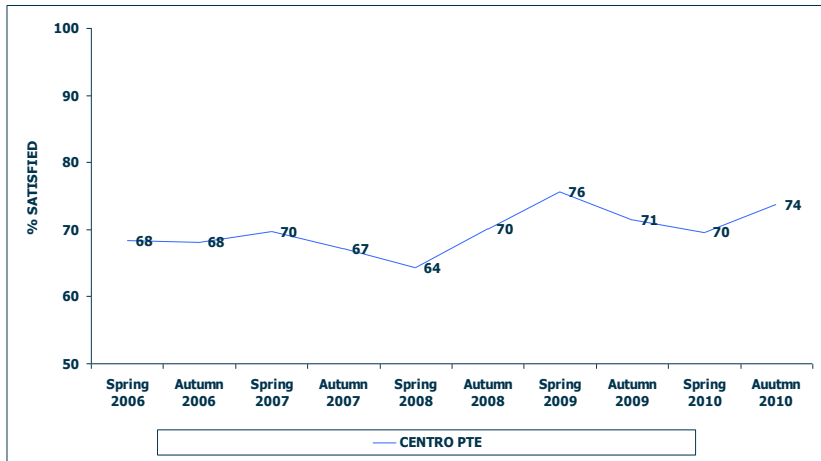
STATION - CLEANLINESS (443)



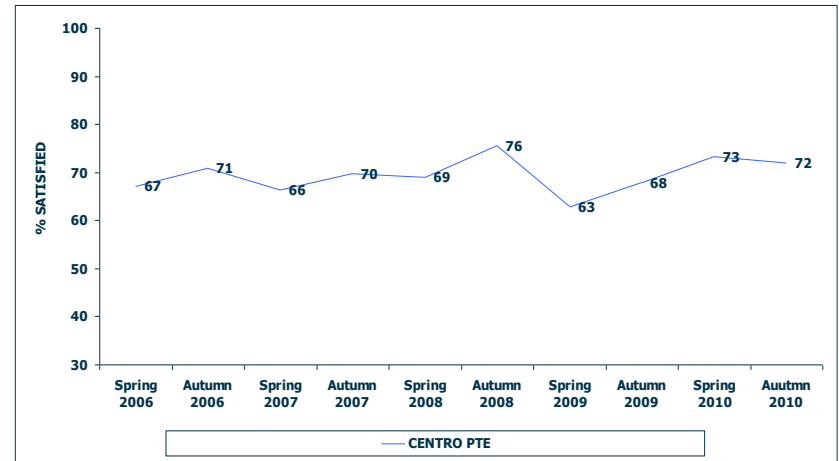
STATION – THE FACILITIES AND SERVICES (364)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (342)



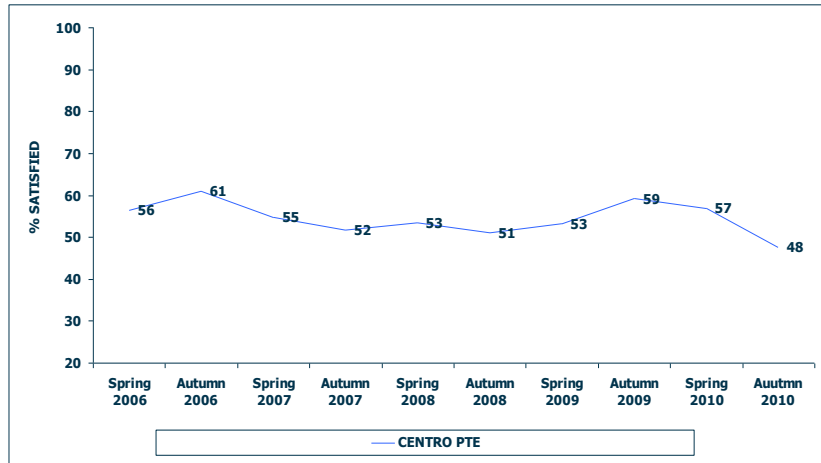
STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (325)



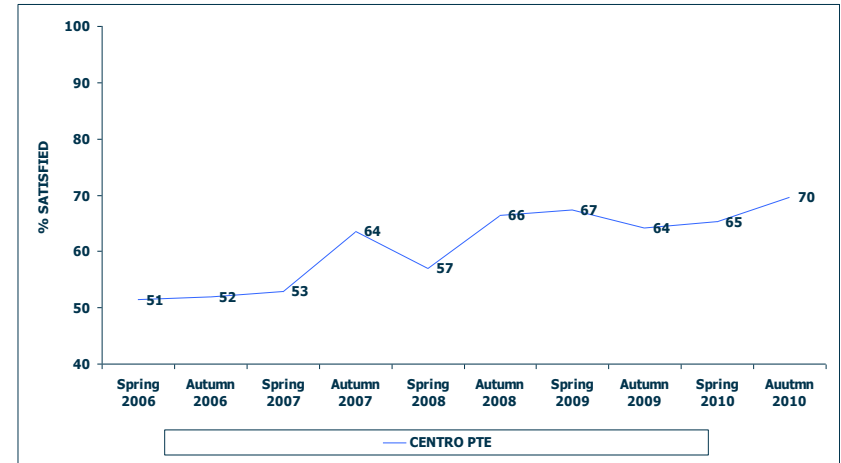
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

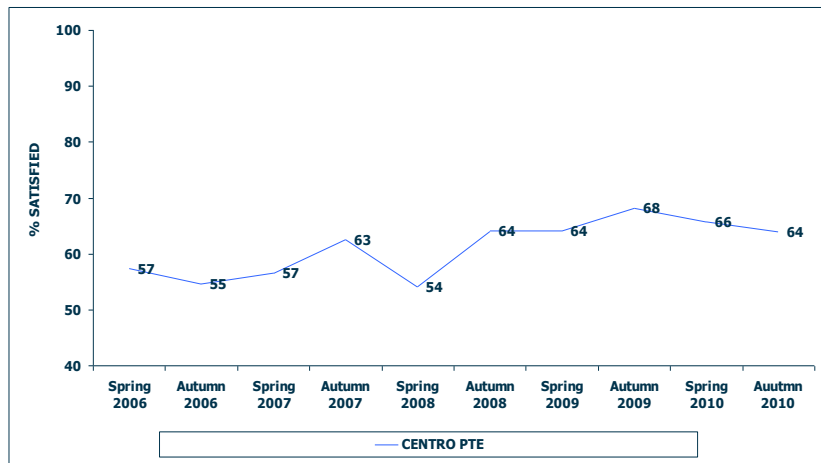
### STATION – FACILITIES FOR CAR PARKING (214)



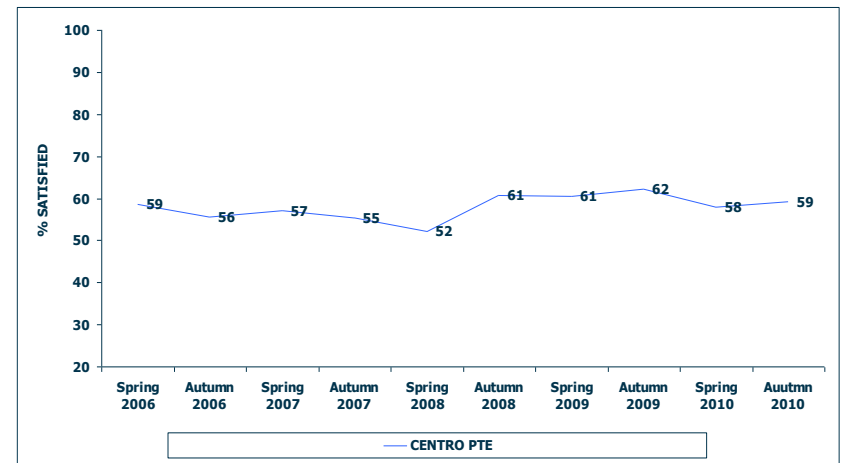
### STATION – OVERALL ENVIRONMENT (448)



### STATION – YOUR PERSONAL SECURITY WHILST USING (403)



### STATION – THE AVAILABILITY OF STAFF (393)

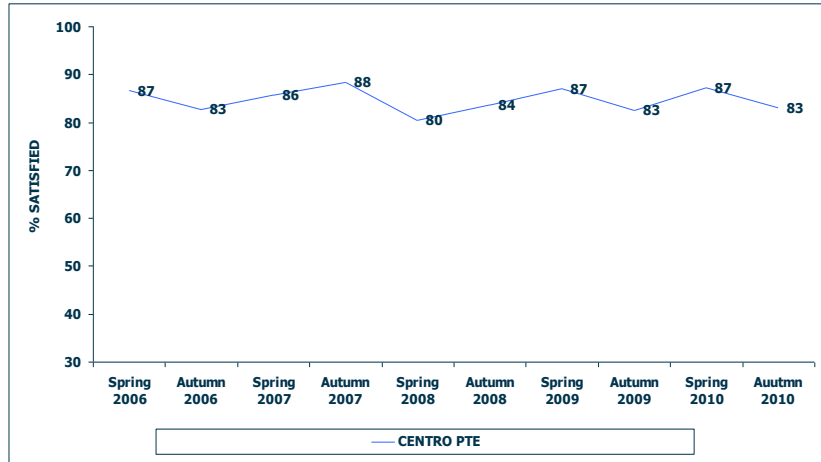




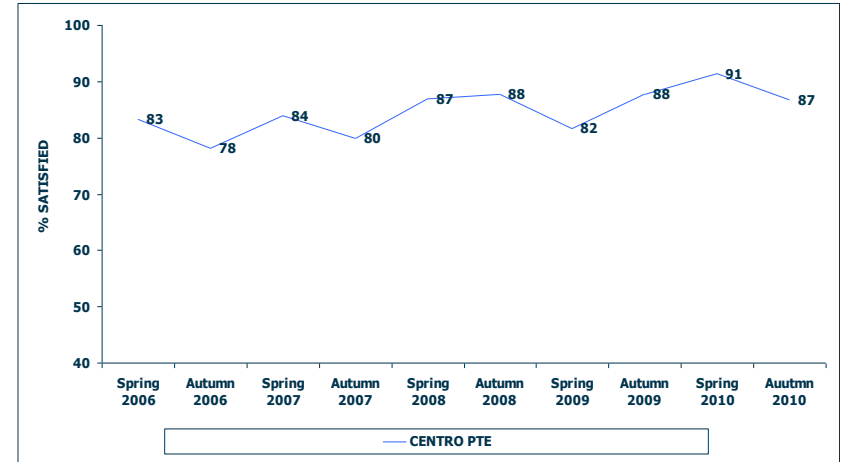
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

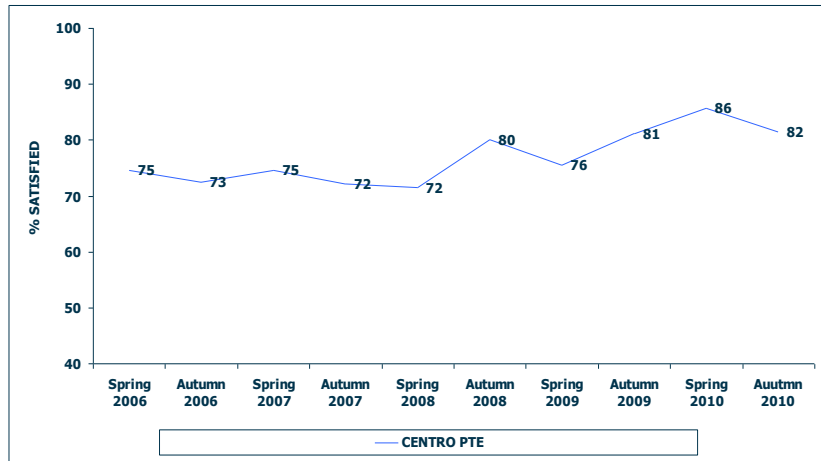
**STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (71)**



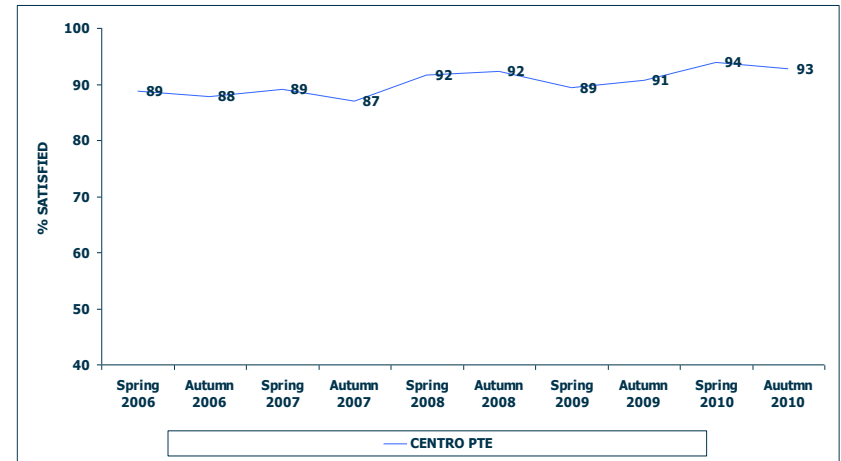
**TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (453)**



**TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (449)**



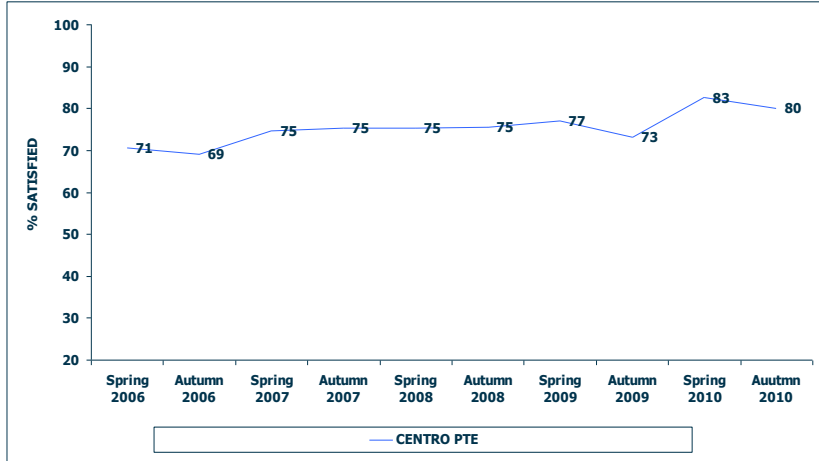
**TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (446)**



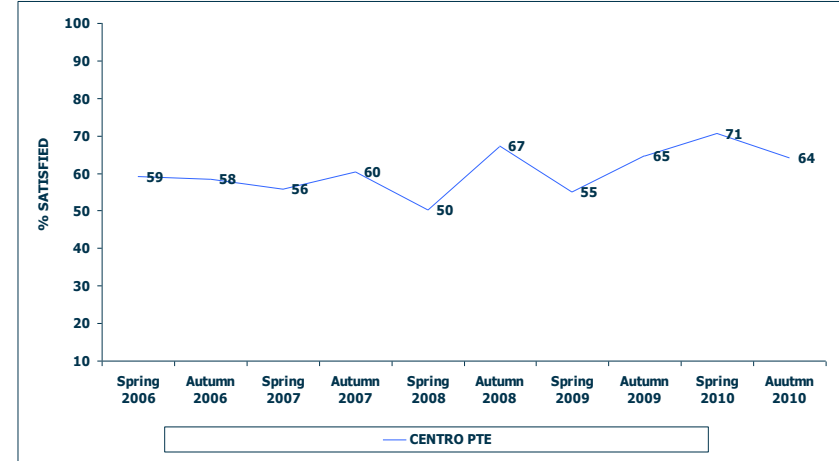
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

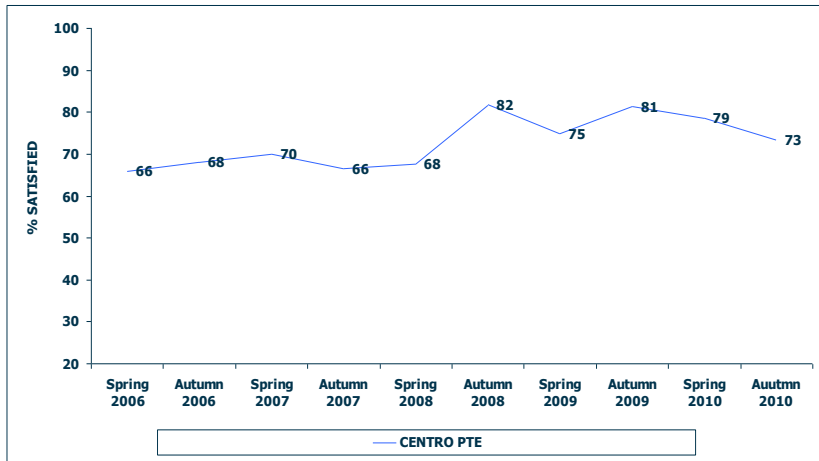
**TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (276)**



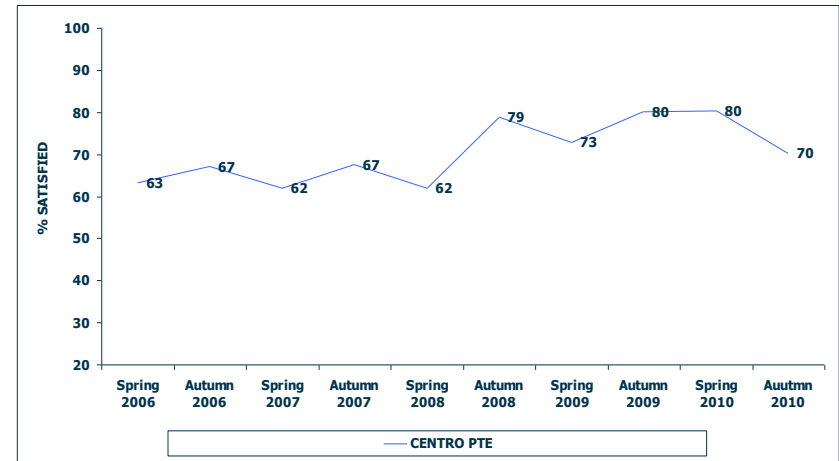
**TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (383)**



**TRAIN – CLEANLINESS OF THE TRAIN (456)**



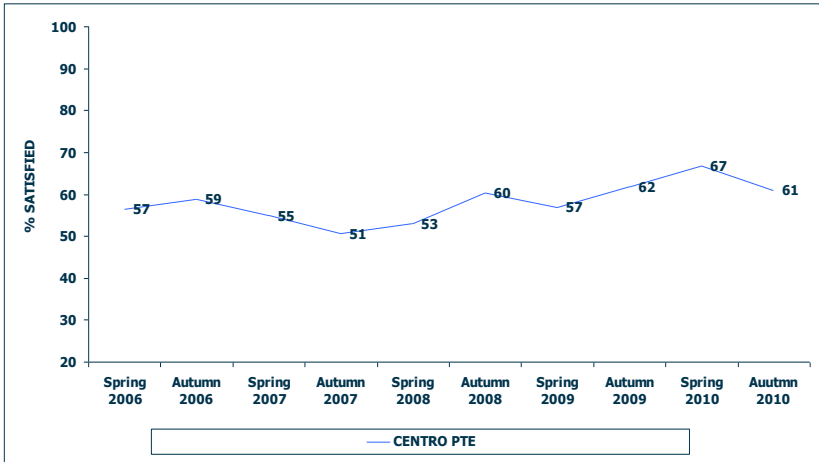
**TRAIN – UP KEEP AND REPAIR OF THE TRAIN (450)**



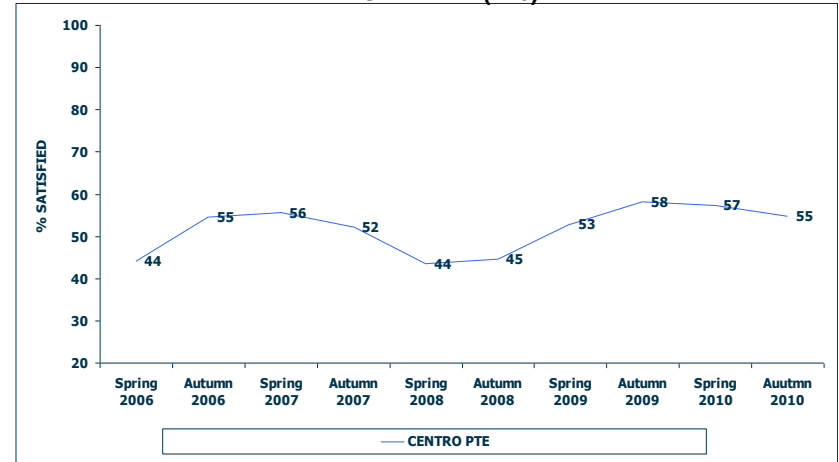
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

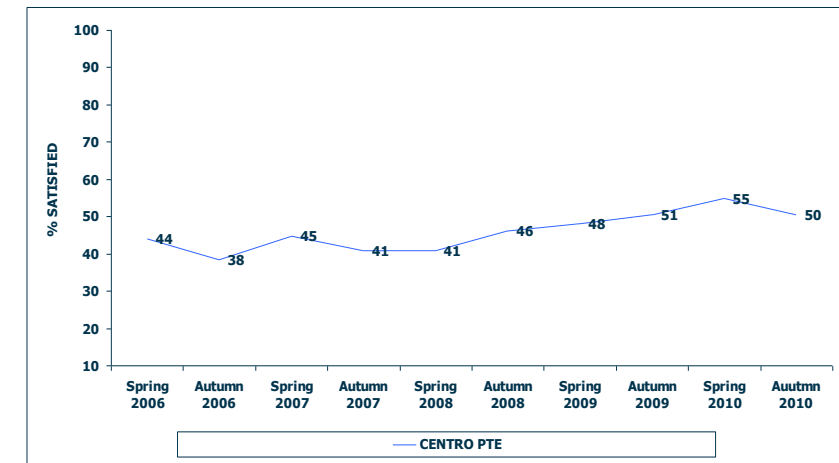
TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (392)



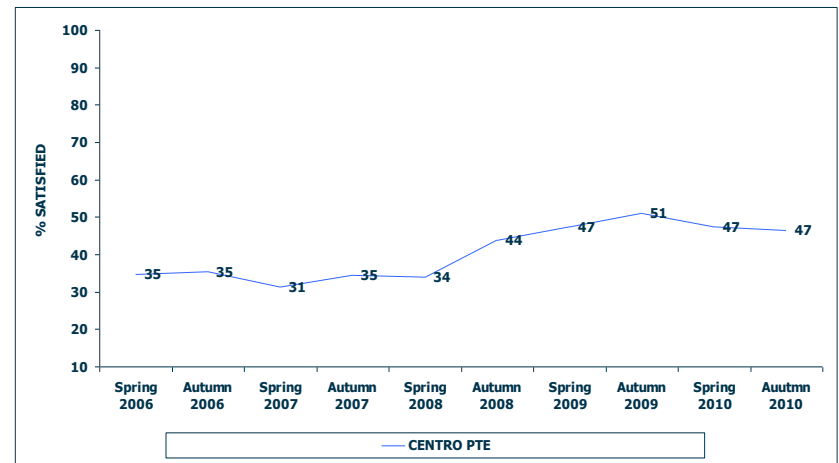
TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (226)



TRAIN – THE SPACE FOR LUGGAGE (317)



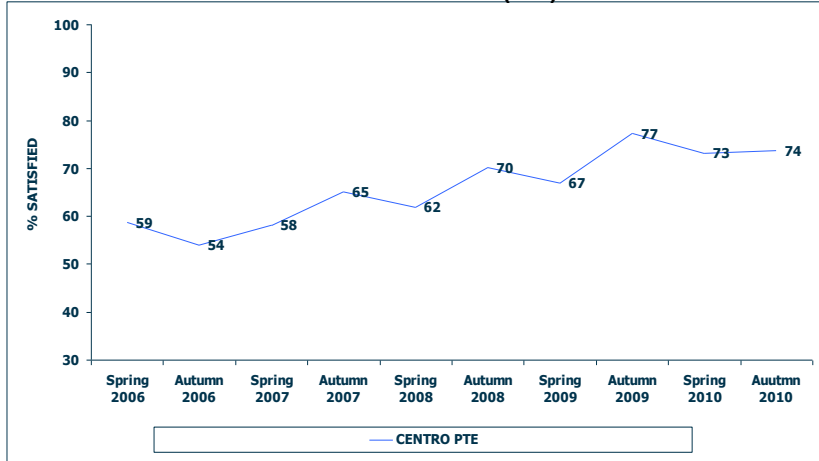
TRAIN – THE TOILET FACILITIES (172)



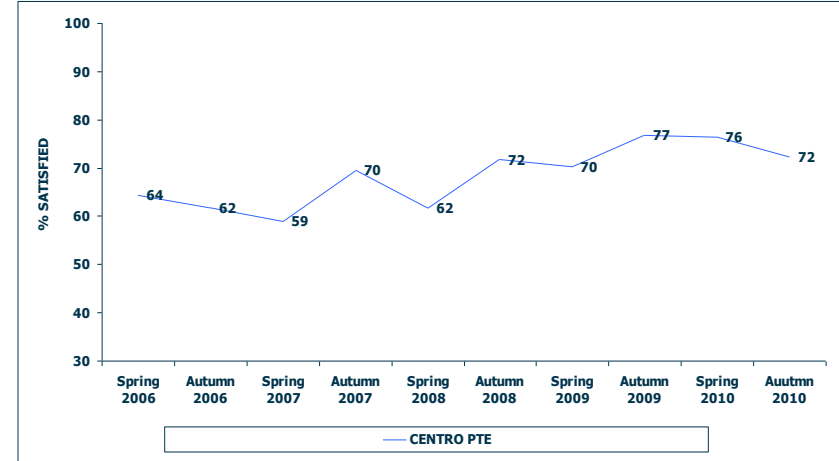
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

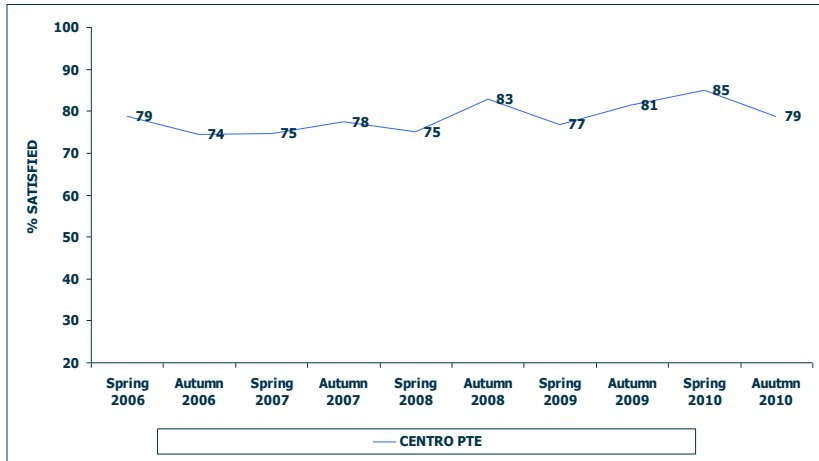
**TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (437)**



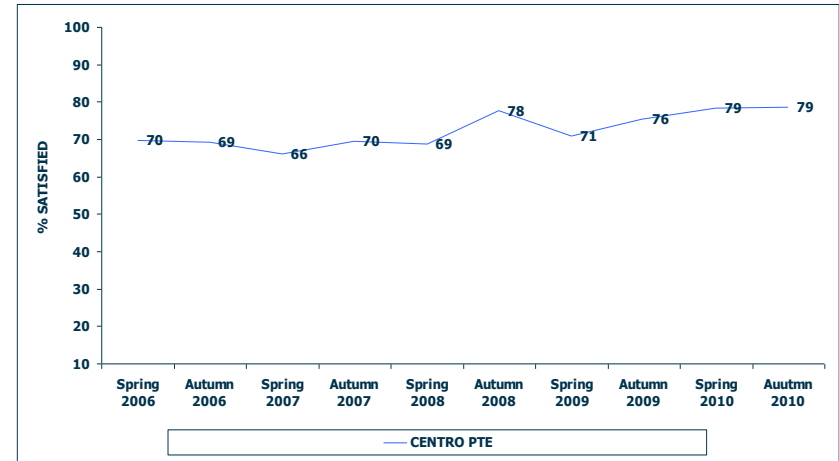
**TRAIN – THE COMFORT OF THE SEATING AREA (444)**



**TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (453)**



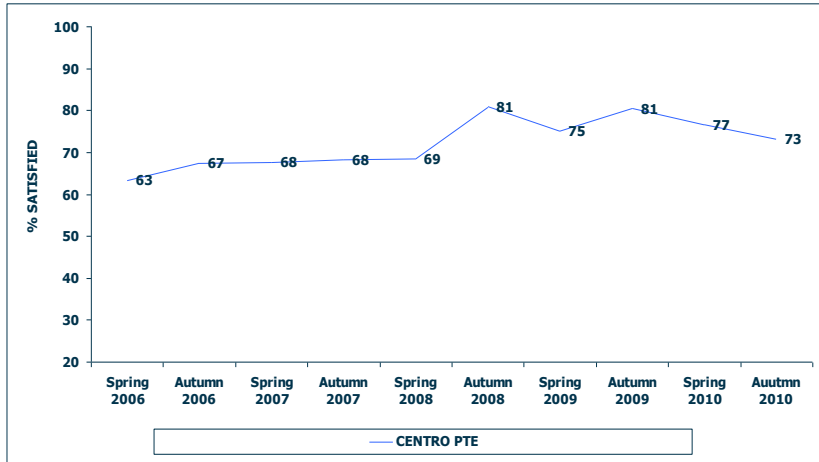
**TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (424)**



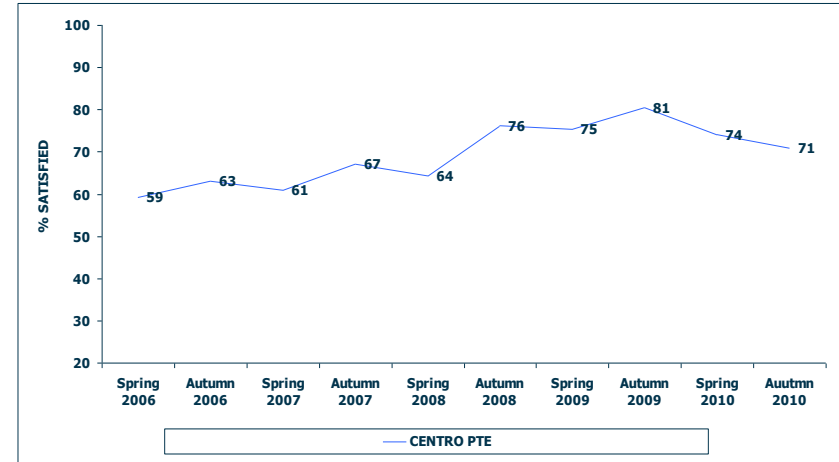
# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## CENTRO PTE

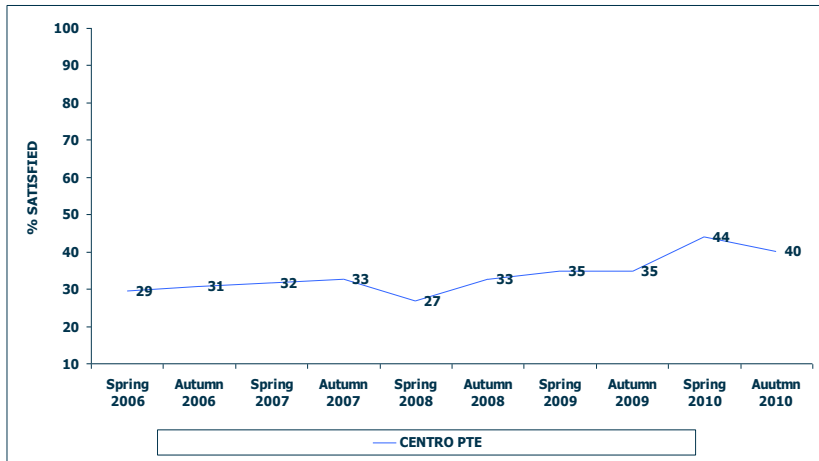
TRAIN – THE CLEANLINESS OF THE INSIDE (453)



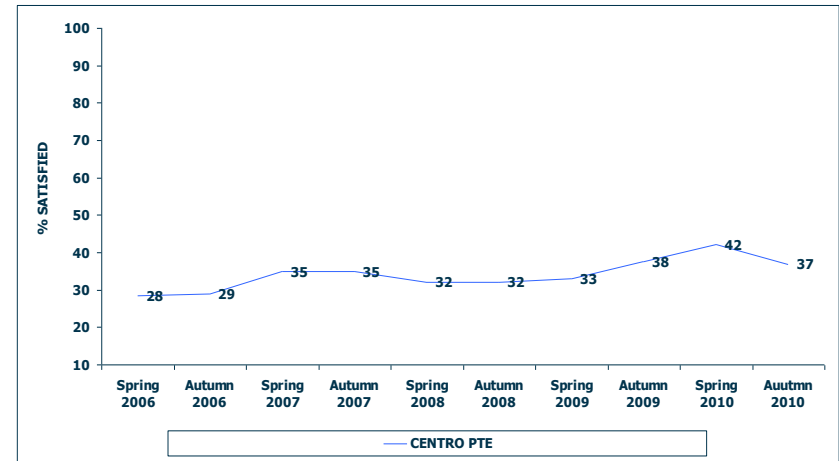
TRAIN – THE CLEANLINESS OF THE OUTSIDE (399)



TRAIN – THE AVAILABILITY OF STAFF (327)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (84)



# 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](http://www.passengerfocus.org.uk)

## ISSUES AFFECTING WAVE 23

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

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

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

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

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

## ISSUES AFFECTING WAVE 22

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

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

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

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



## ISSUES AFFECTING WAVE 21

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

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

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

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

## ISSUES AFFECTING WAVE 20

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

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

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

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

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

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## SAMPLE PROFILE

	Autumn 2010 %	Autumn 2009 %		Autumn 2010 %	Autumn 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	40	41	None	76	77
Female	55	57	Minor	21	20
Not stated	5	2	Major	2	1
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	15	15	Yes	73	76
26-34	14	13	No	27	24
35-44	12	18			
45-54	19	19	<u>TIME OF TRAVEL</u>		
55-59	8	7	Peak	-	0
60-64	12	9	Off peak	84	89
65+	16	18			
Not stated	3	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE</u>			Yes: Help	6	5
Commuter	44	46	Yes: Information	10	8
Business	9	6	Couldn't find anyone to ask	2	2
Leisure	47	49	No	81	82
			Not stated	2	3

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## STATION SAMPLE SIZES FOR CENTRO PTE

Station	Unweighted	Station	Unweighted	Station	Unweighted
BIRMINGHAM NEW STREET	83				
BIRMINGHAM MOOR STREET	67				
BIRMINGHAM SNOW HILL	43				
COVENTRY	43				
BIRMINGHAM INTERNATIONAL	30				
TILE HILL	23				
LONGBRIDGE	20				
SOLIHULL	16				
BOURNVILLE	16				
WOLVERHAMPTON	13				
SELLY OAK	12				
JEWELLERY QUARTER	12				
THE HAWTHORNS	9				
DUDLEY PORT	8				
STOURBRIDGE JUNCTION	8				
SANDWELL AND DUDLEY	8				
DORRIDGE	8				
SMETHWICK GALTON BRIDGE	8				
STECHFORD	7				
LANDYWOOD	6				
ASTON	6				
TAME BRIDGE PARKWAY	6				
FIVE WAYS	5				
UNIVERSITY (BIRMINGHAM)	4				
CANNOCK	4				
LYE	2				

# NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

## STATION CATCHMENT AREA FOR CENTRO PTE

Station	Station	Station	Station
ACOCKS GREEN	FOUR OAKS	STECHFORD	
ADDERLEY PARK	GRAVELLY HILL	STOURBRIDGE JUNCTION	
ASTON	HALL GREEN	STOURBRIDGE TOWN	
BERKSWELL	HAMPTON-IN-ARDEN	SUTTON COLDFIELD	
BESCOT STADIUM	HAMSTEAD (BIRMINGHAM)	TAME BRIDGE PARKWAY	
BIRMINGHAM INTERNATIONAL	HEDNESFORD	THE HAWTHORNS	
BIRMINGHAM MOOR STREET	JEWELLERY QUARTER	TILE HILL	
BIRMINGHAM NEW STREET	KINGS NORTON	TIPTON	
BIRMINGHAM SNOW HILL	LANDYWOOD	TYSELEY	
BLAKE STREET	LANGLEY GREEN	UNIVERSITY (BIRMINGHAM)	
BLOXWICH	LEA HALL	WALSALL	
BLOXWICH NORTH	LONGBRIDGE	WHITLOCKS END	
BORDESLEY	LYE	WIDNEY MANOR	
BOURNVILLE	MARSTON GREEN	WITTON	
BUTLERS LANE	NORTHFIELD	WOLVERHAMPTON	
CANLEY	OLD HILL	WYLDE GREEN	
CANNOCK	OLTON	WYTHALL	
CHESTER ROAD	PERRY BARR	YARDLEY WOOD	
COSELEY	ROWLEY REGIS		
COVENTRY	SANDWELL AND DUDLEY		
CRADLEY HEATH	SELLY OAK		
DORRIDGE	SHIRLEY		
DUDESTON	SMALL HEATH		
DUDLEY PORT	SMETHWICK GALTON BRIDGE		
EARLSWOOD (WEST MIDLANDS)	SMETHWICK ROLFE STREET		
ERDINGTON	SOLIHULL		
FIVE WAYS	SPRING ROAD		

## 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