



National Passenger Survey TOC Report for Southeastern Autumn 2011

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

A reply paid envelope is provided for returning questionnaires.

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

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

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

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

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2010).

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

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

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

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

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

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

As with previous waves, 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.

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

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant number of trains through the full survey period.

One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

Autumn 2010 (Wave 23)

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

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

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

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

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

Spring 2010 (Wave 22)

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

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

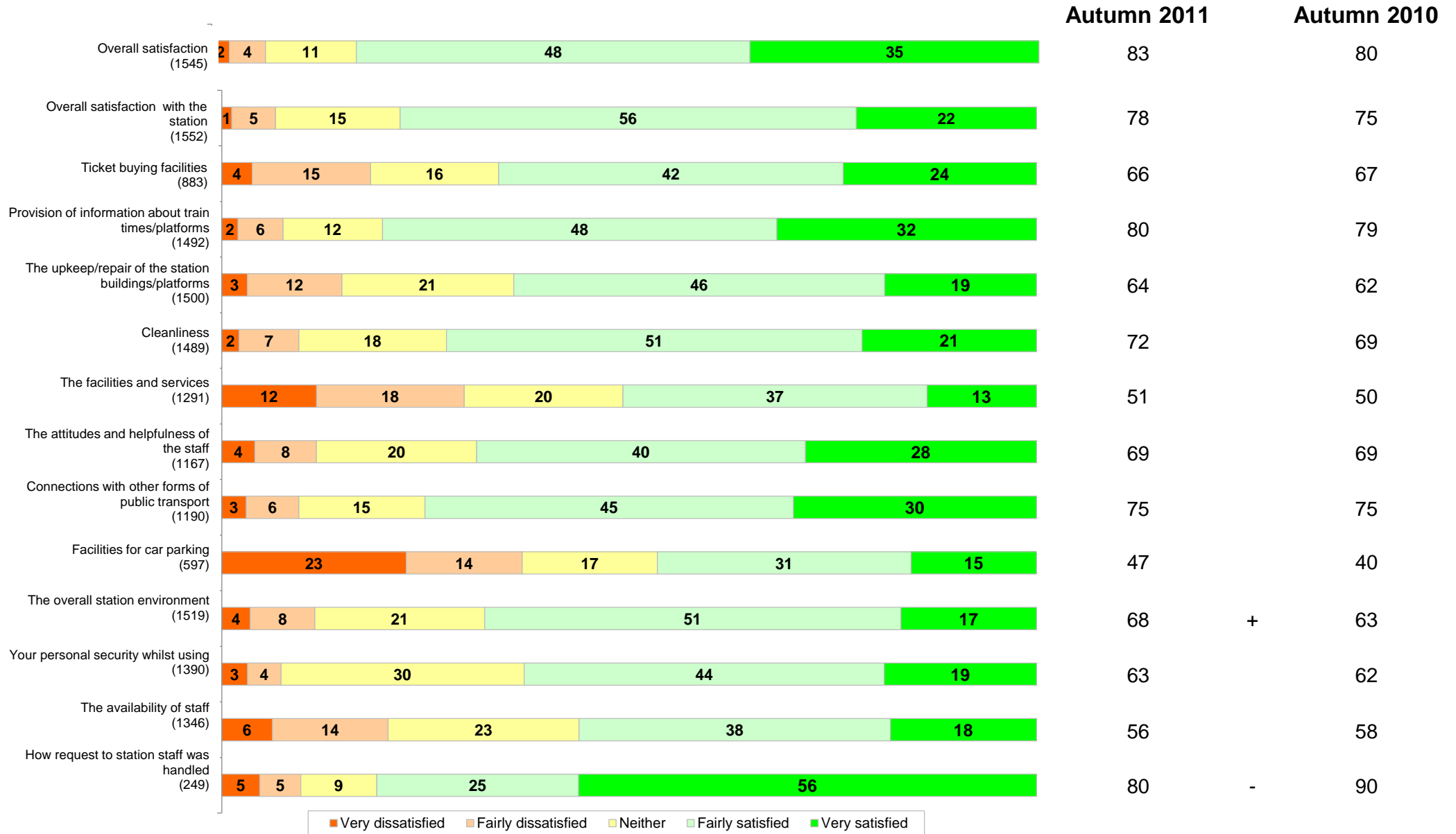
As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

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

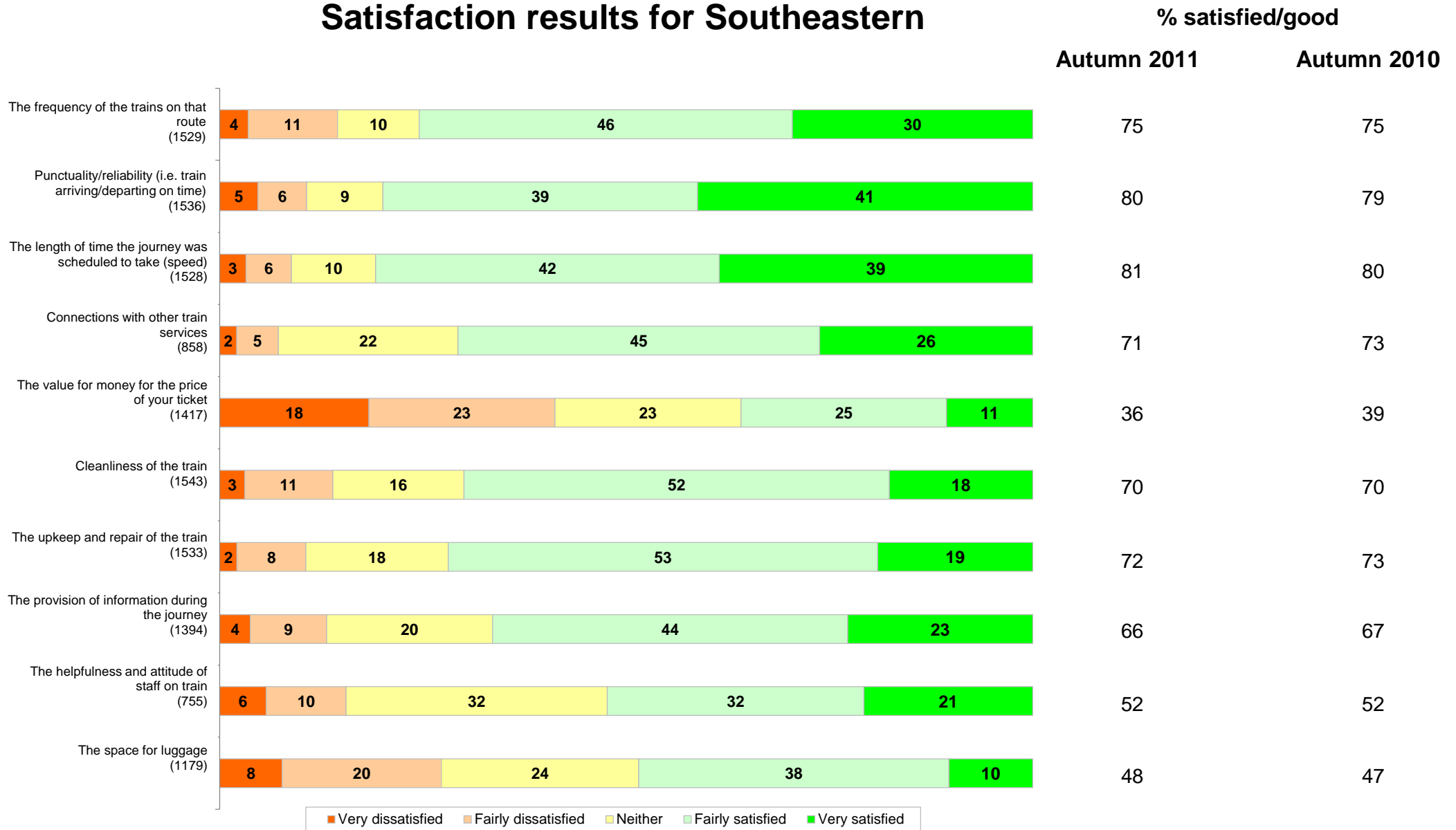
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Southeastern



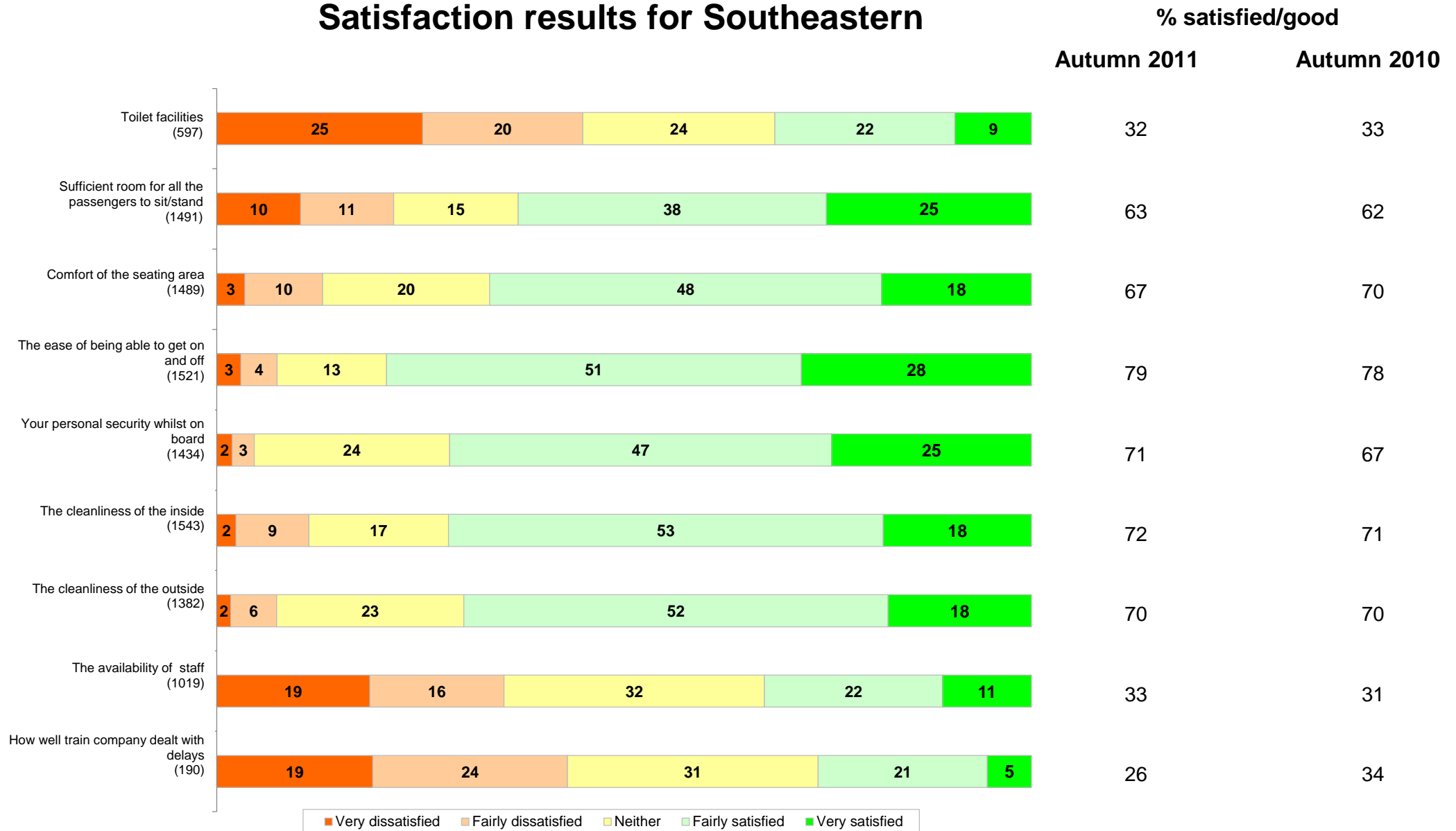
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for Southeastern



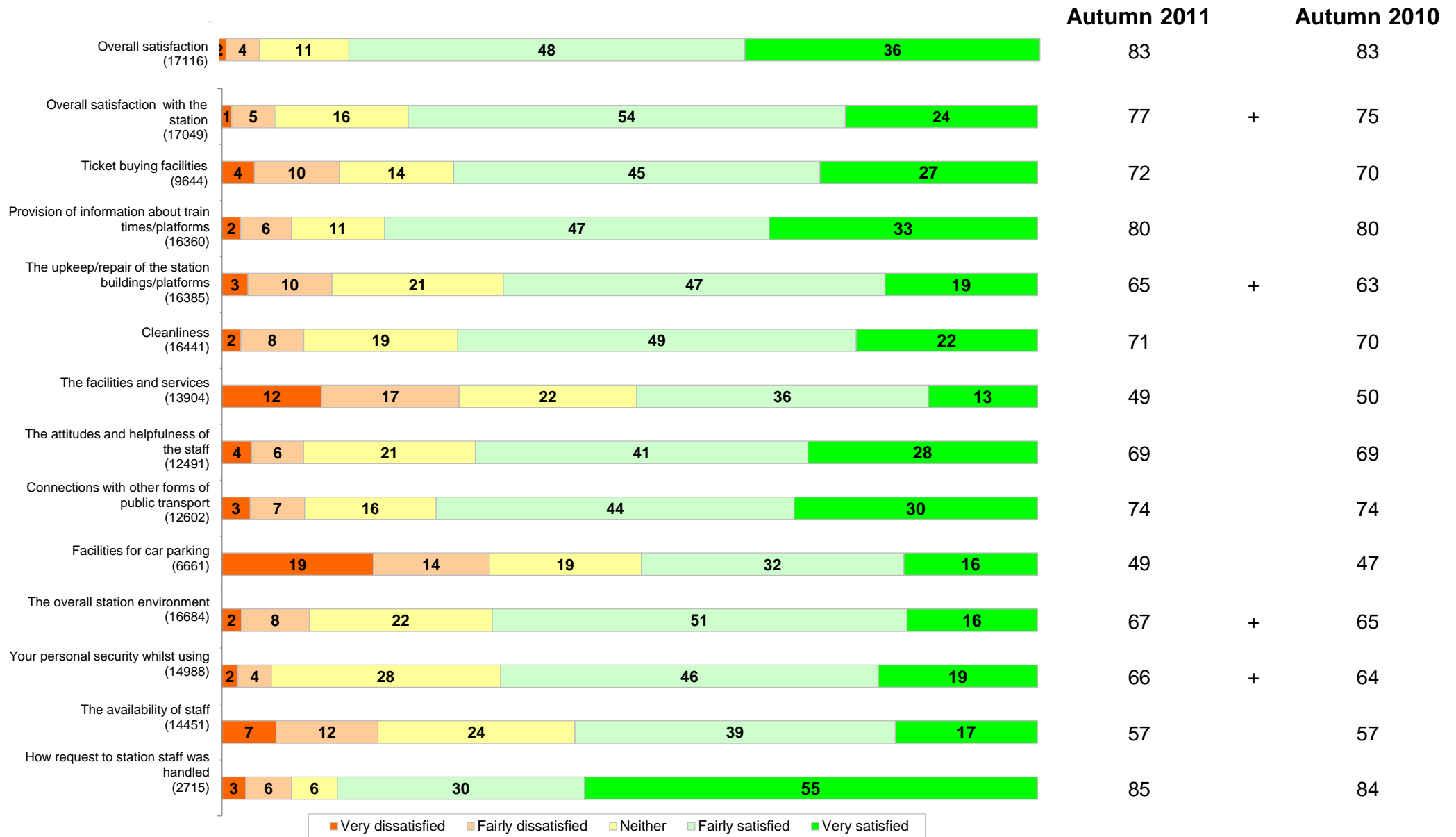
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for Southeastern



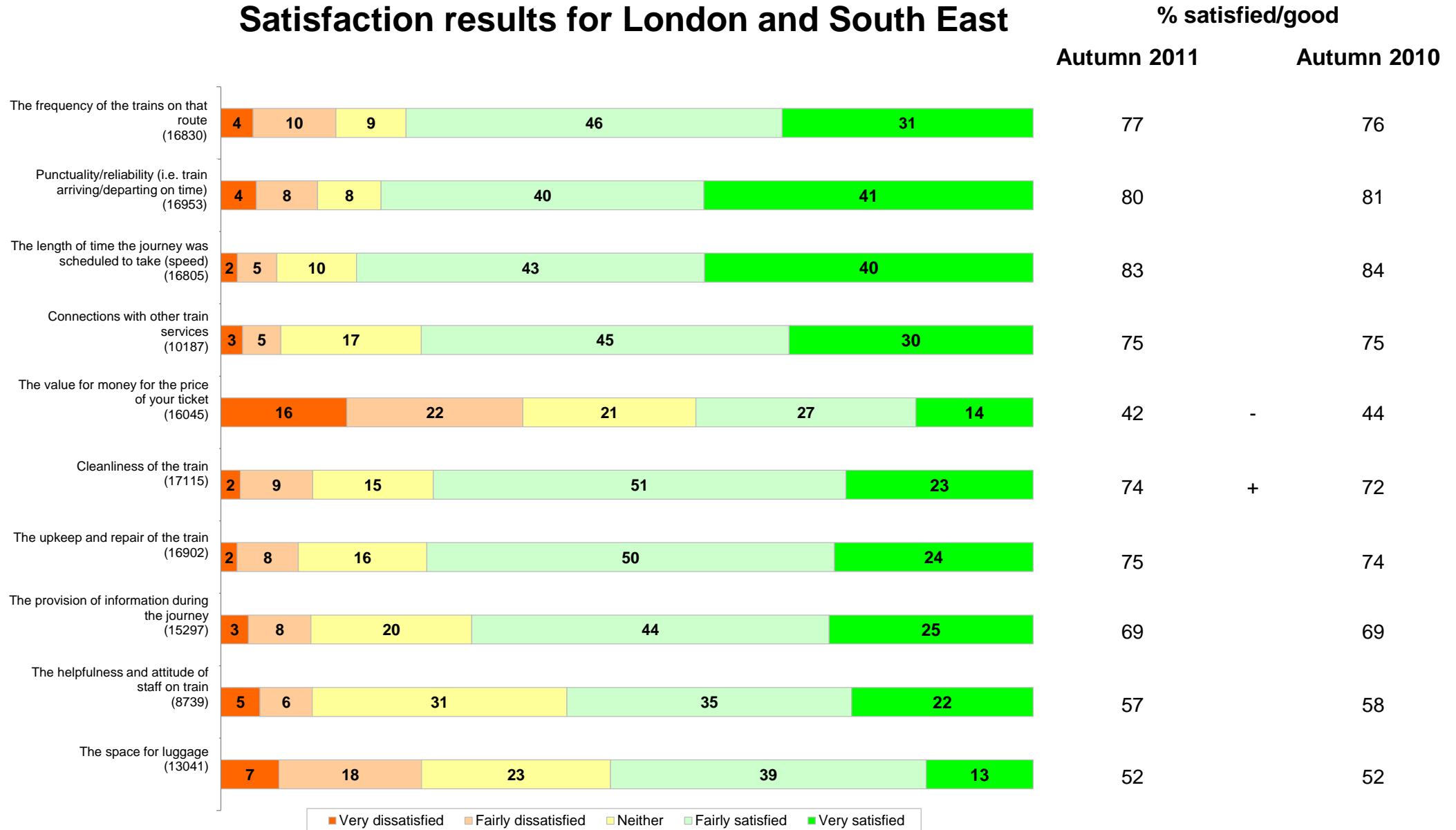
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



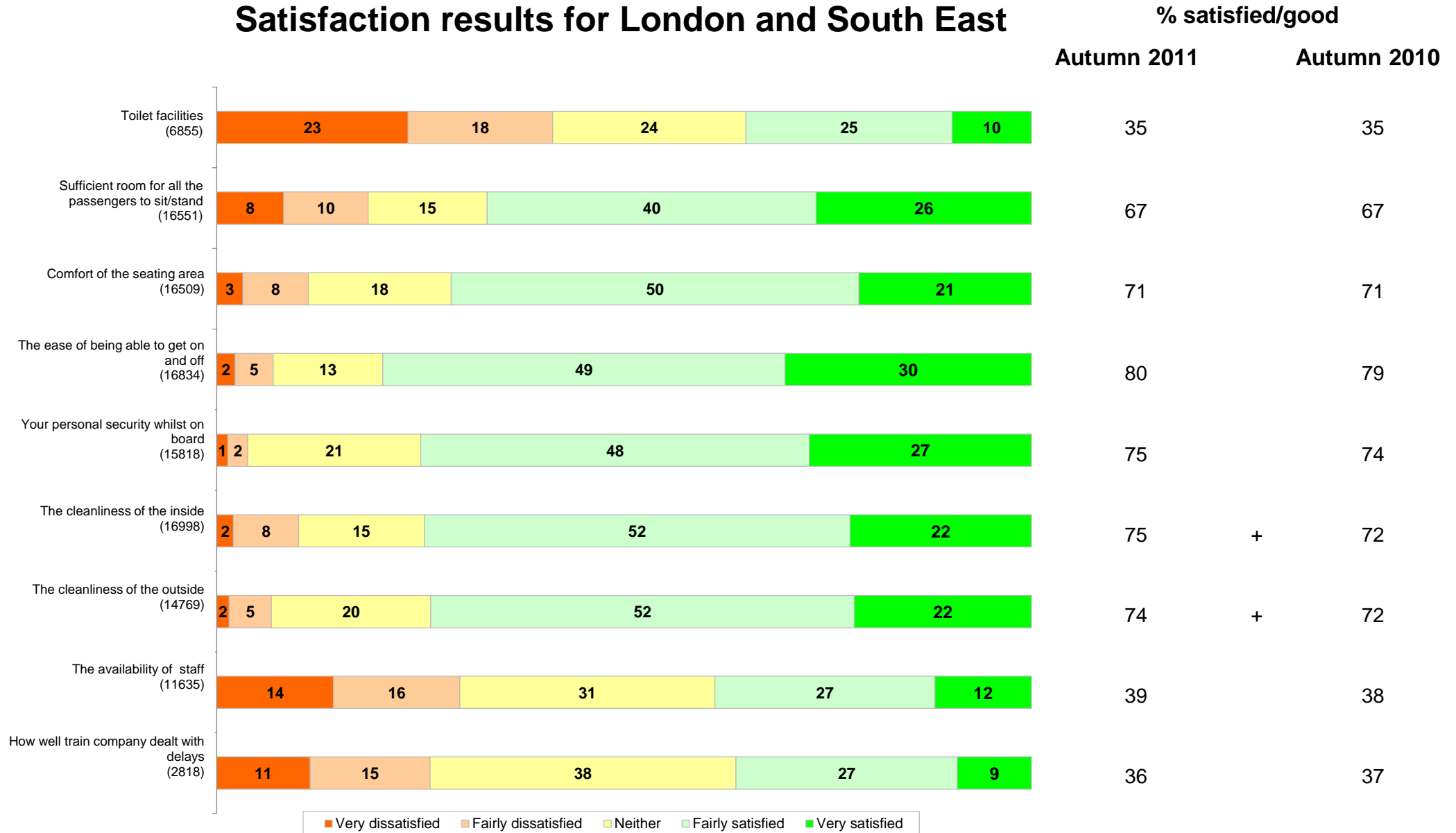
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



Southeastern performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	83	83	99%
Overall satisfaction with the station	78	77	101%
Ticket buying facilities	66	72	92%
Provision of information about train times/platforms	80	80	100%
The upkeep/repair of the station buildings/platforms	64	65	98%
Cleanliness	72	71	102%
The facilities and services	51	49	103%
The attitudes and helpfulness of the staff	69	69	100%
Connections with other forms of public transport	75	74	102%
Facilities for car parking	47	49	96%
Overall environment	68	67	101%
Your personal security whilst using	63	66	95%
The availability of staff	56	57	99%
How request to station staff was handled	80	85	94%

Southeastern performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	75	77	98%
Punctuality/reliability (i.e. the train arriving/departing on time)	80	80	100%
The length of time the journey was scheduled to take (speed)	81	83	97%
Connections with other train services	71	75	94%
The value for money for the price of your ticket	36	42	86%
Cleanliness of the train	70	74	95%
Upkeep and repair of the train	72	75	96%
The provision of information during the journey	66	69	96%
The helpfulness and attitude of staff on train	52	57	91%
The space for luggage	48	52	93%
The toilet facilities	32	35	90%
Sufficient room for all passengers to sit/stand	63	67	94%
The comfort of the seating area	67	71	93%
The ease of being able to get on and off	79	80	99%
Your personal security on board	71	75	95%
The cleanliness of the inside	72	75	96%
The cleanliness of the outside	70	74	94%
The availability of staff	33	39	84%
How well train company deals with delays	26	36	72%

Building block/route data for Southeastern

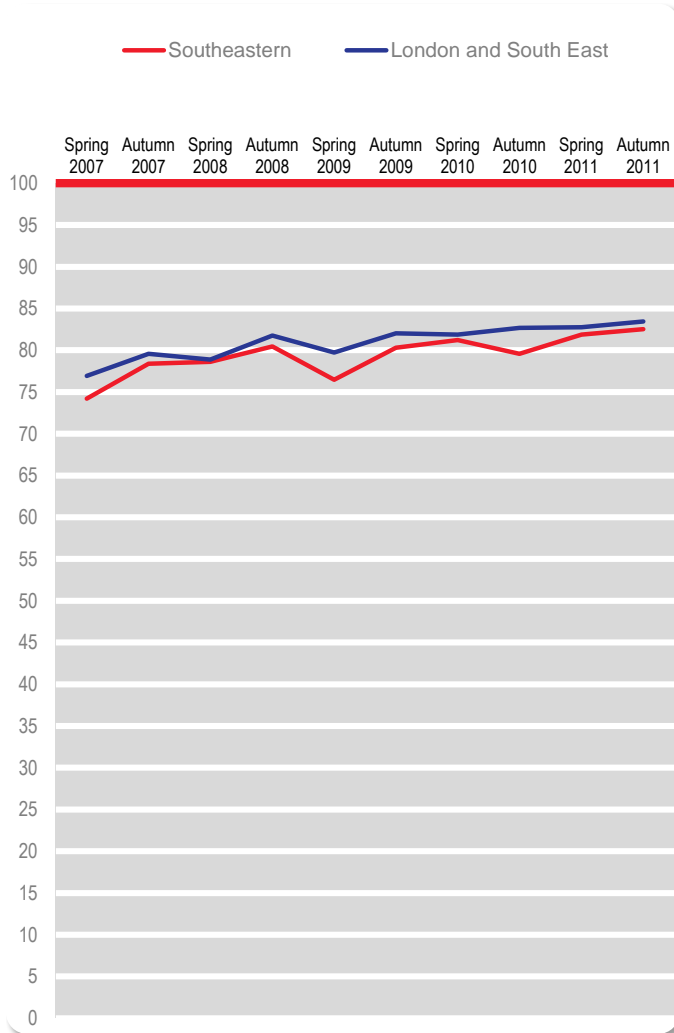
	High Speed	Mainline	Metro
Overall satisfaction	94	79	83
Overall satisfaction with the station	89	76	78
Ticket buying facilities	80	67	64
Provision of information about train times/platforms	82	79	81
The upkeep/repair of the station buildings/platforms	84	66	62
Cleanliness	87	72	71
The facilities and services	83	53	47
The attitudes and helpfulness of the staff	82	68	68
Connections with other forms of public transport	76	67	78
Facilities for car parking	64	63	37
Overall environment	83	69	66
Your personal security whilst using	83	63	61
The availability of staff	77	58	54
How request to station staff was handled	89	81	78

Building block/route data for Southeastern

	High Speed	Mainline	Metro
The frequency of the trains on that route	84	73	76
Punctuality/reliability (i.e. the train arriving/departing on time)	93	76	81
The length of time the journey was scheduled to take (speed)	94	74	83
Connections with other train services	82	64	73
The value for money for the price of your ticket	37	39	34
Cleanliness of the train	97	70	68
Upkeep and repair of the train	98	73	70
The provision of information during the journey	92	70	63
The helpfulness and attitude of staff on train	91	63	33
The space for luggage	78	41	50
The toilet facilities	79	35	24
Sufficient room for all passengers to sit/stand	91	70	58
The comfort of the seating area	95	66	65
The ease of being able to get on and off	96	83	76
Your personal security on board	92	76	68
The cleanliness of the inside	98	75	68
The cleanliness of the outside	89	68	69
The availability of staff	82	46	17
How well train company deals with delays	40	31	23

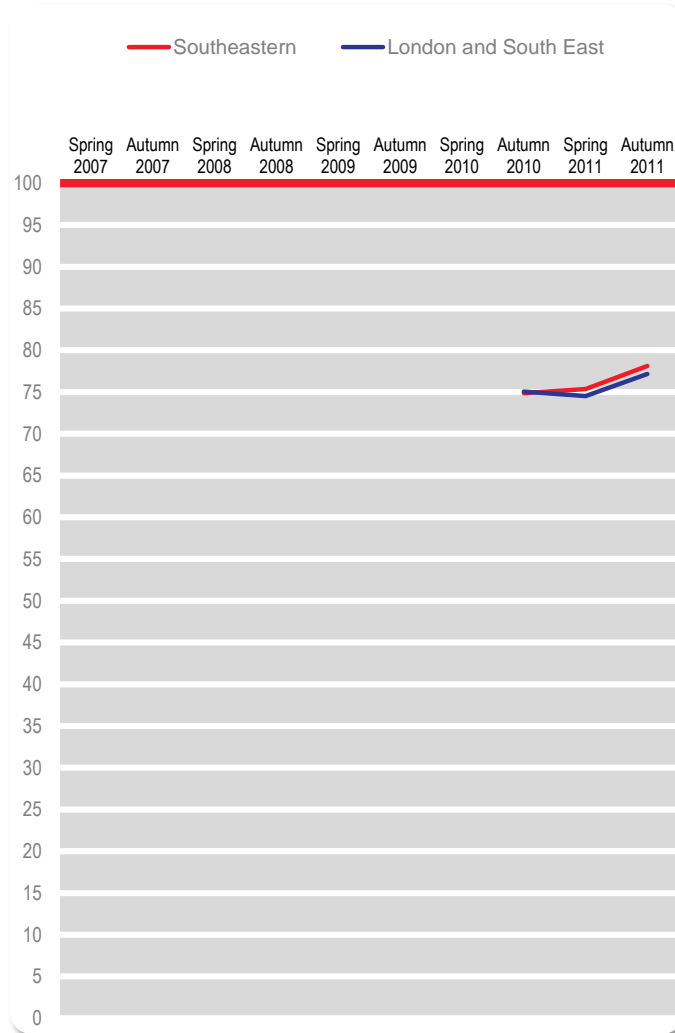
Overall satisfaction

(1545)
Percentage of passengers satisfied 2007 to 2011



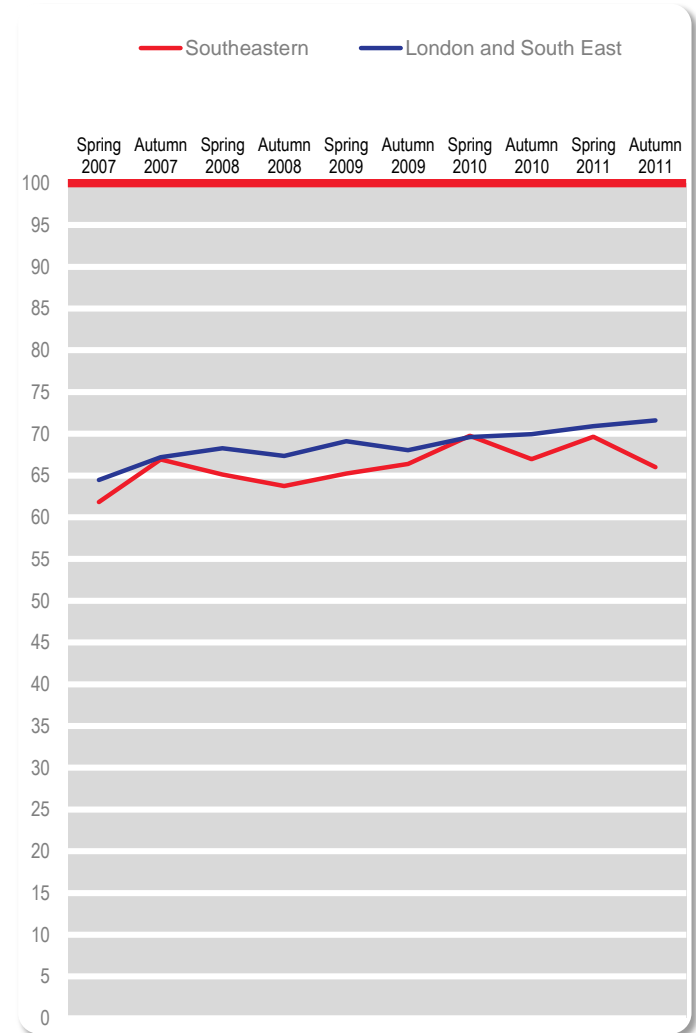
Overall station satisfaction

(1552)
Percentage of passengers satisfied 2007 to 2011



Ticket buying facilities

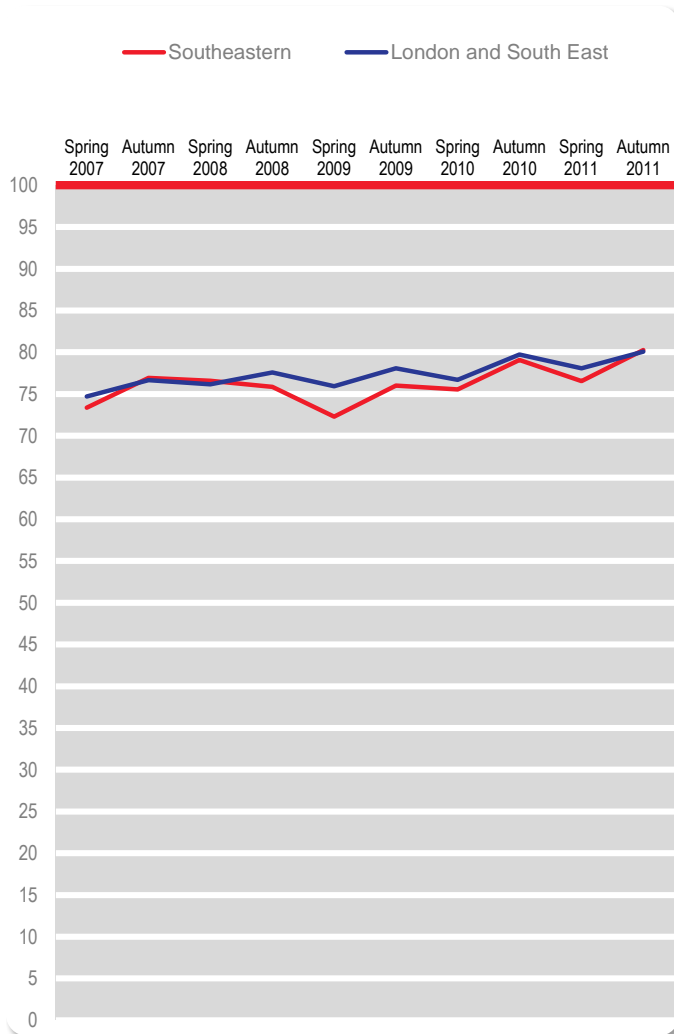
(883)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

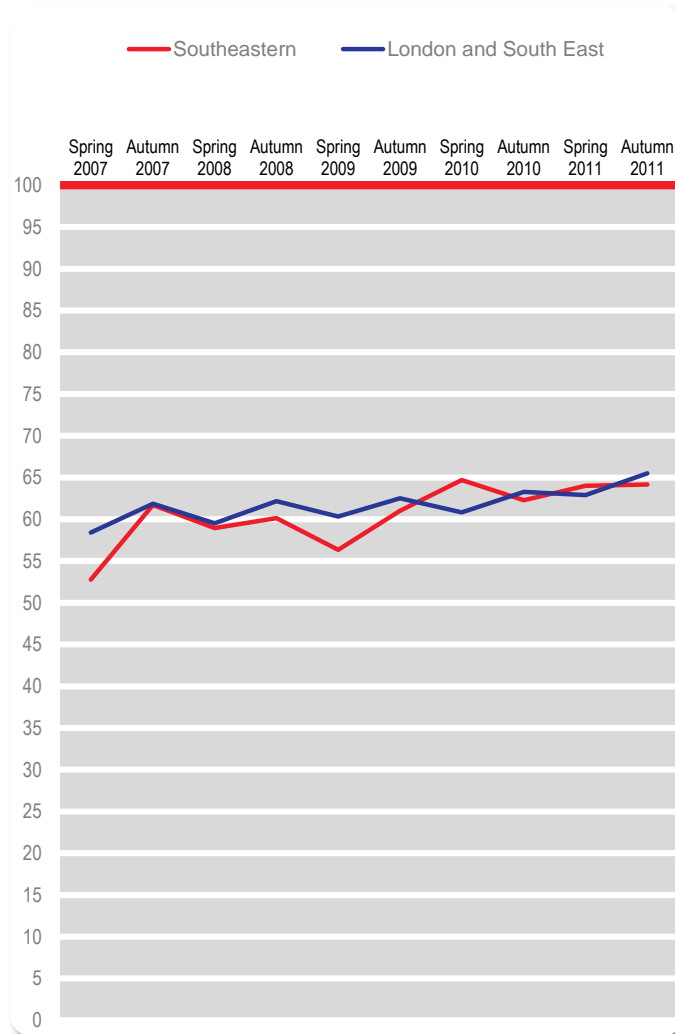
Provision of information about train times/platforms
(1492)

Percentage of passengers satisfied 2007 to 2011



The upkeep/repair of the station building/platforms
(1500)

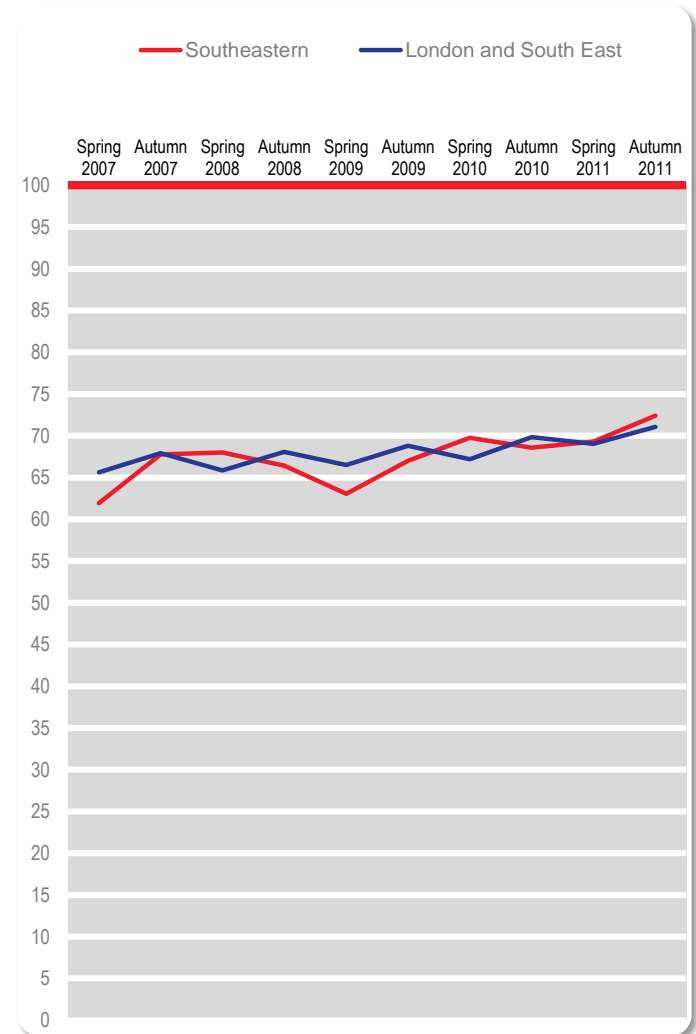
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the station

(1489)

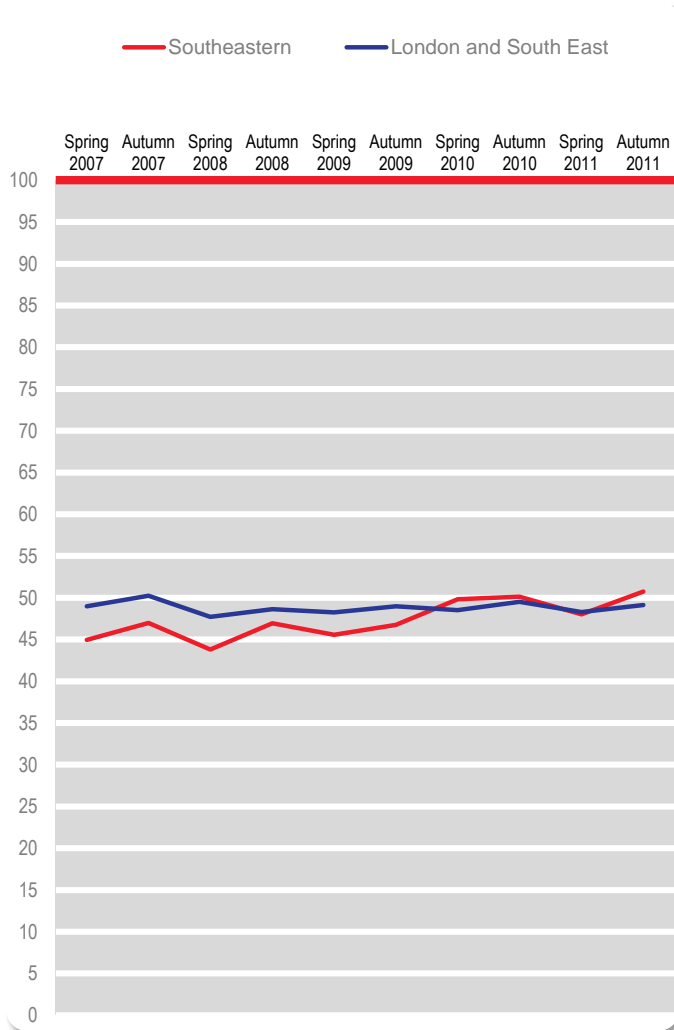
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

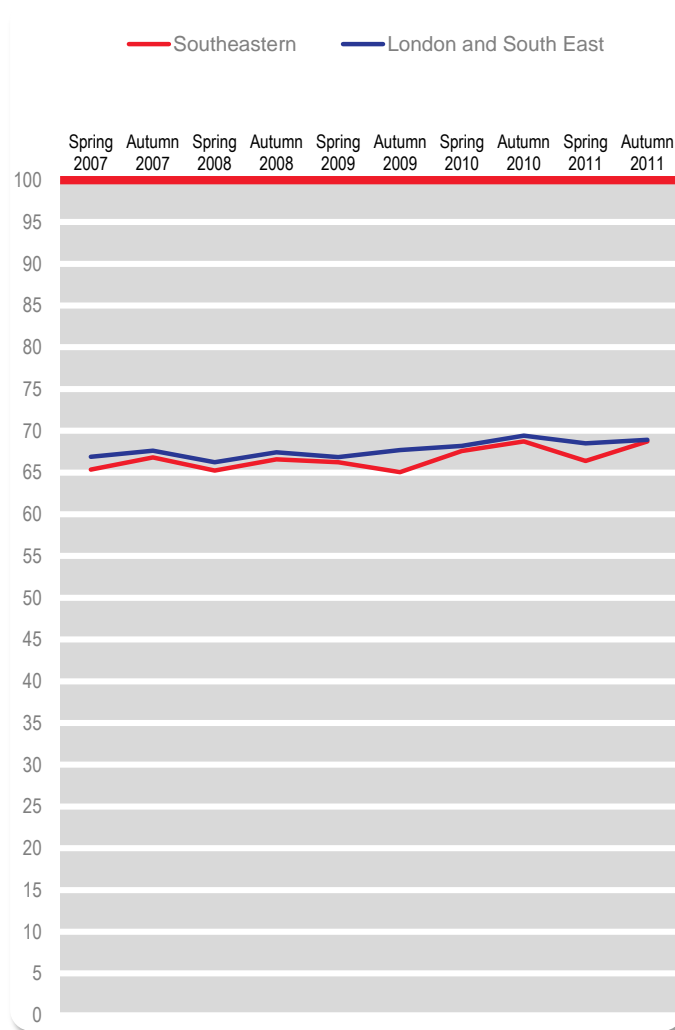
The facilities and services at the station

(1291)
Percentage of passengers satisfied 2007 to 2011



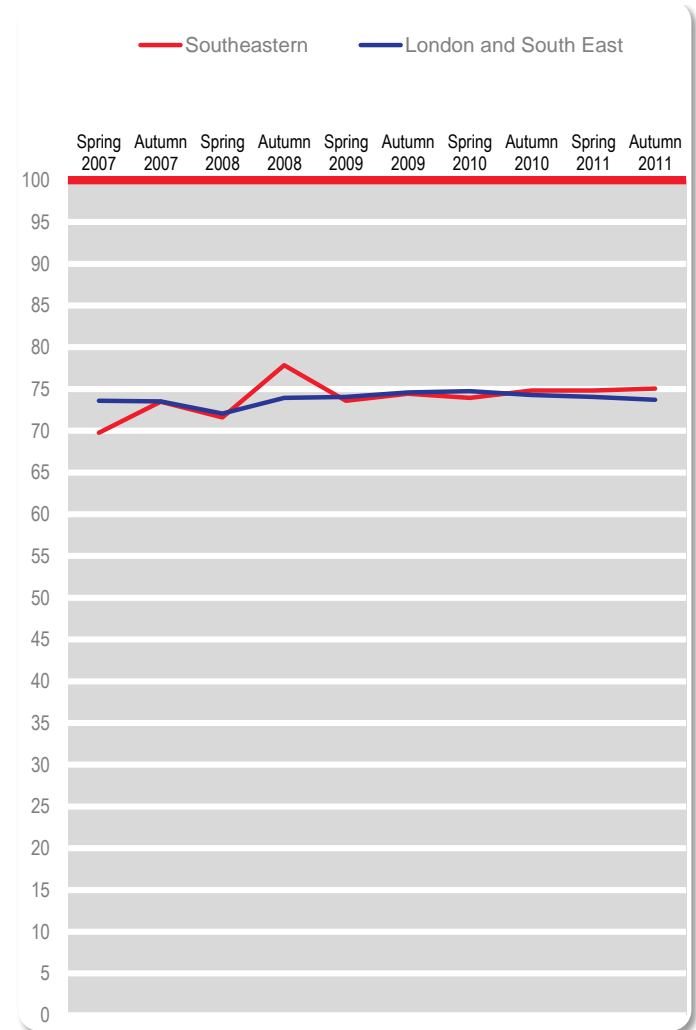
The attitudes and helpfulness of the staff at the station

(1167)
Percentage of passengers satisfied 2007 to 2011



Connections with other forms of public transport from the station

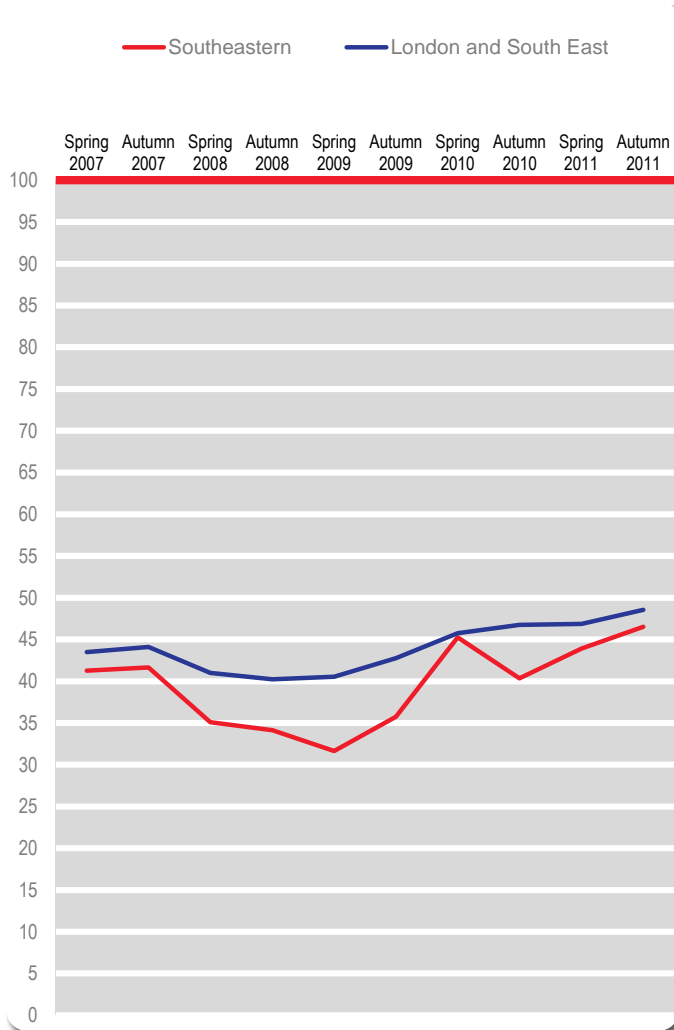
(1190)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

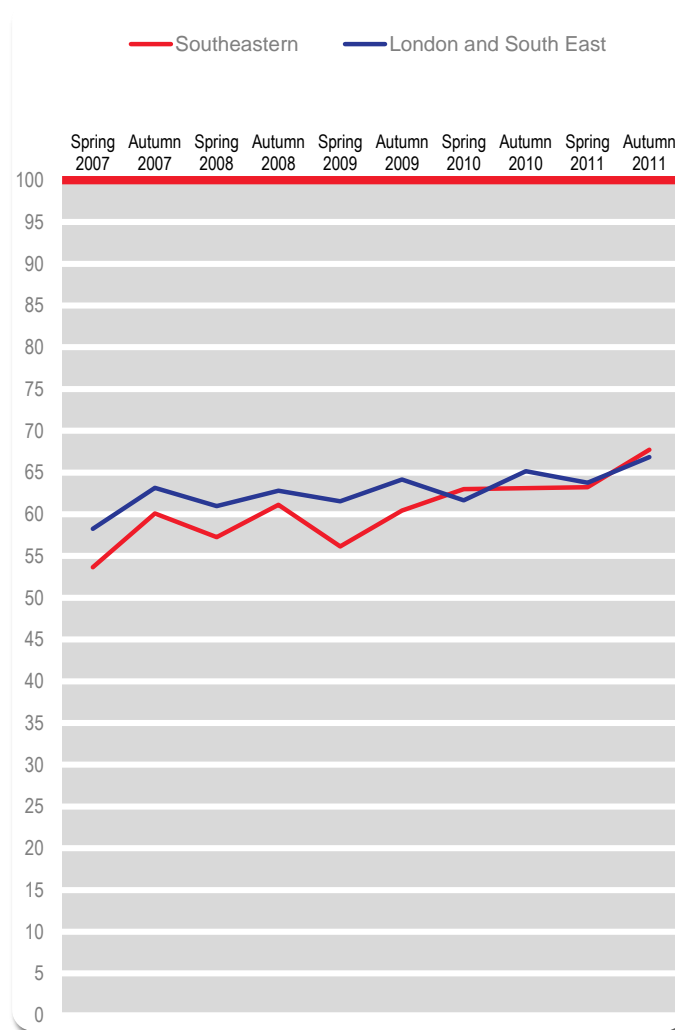
Facilities for car parking at the station

(597)
Percentage of passengers satisfied 2007 to 2011



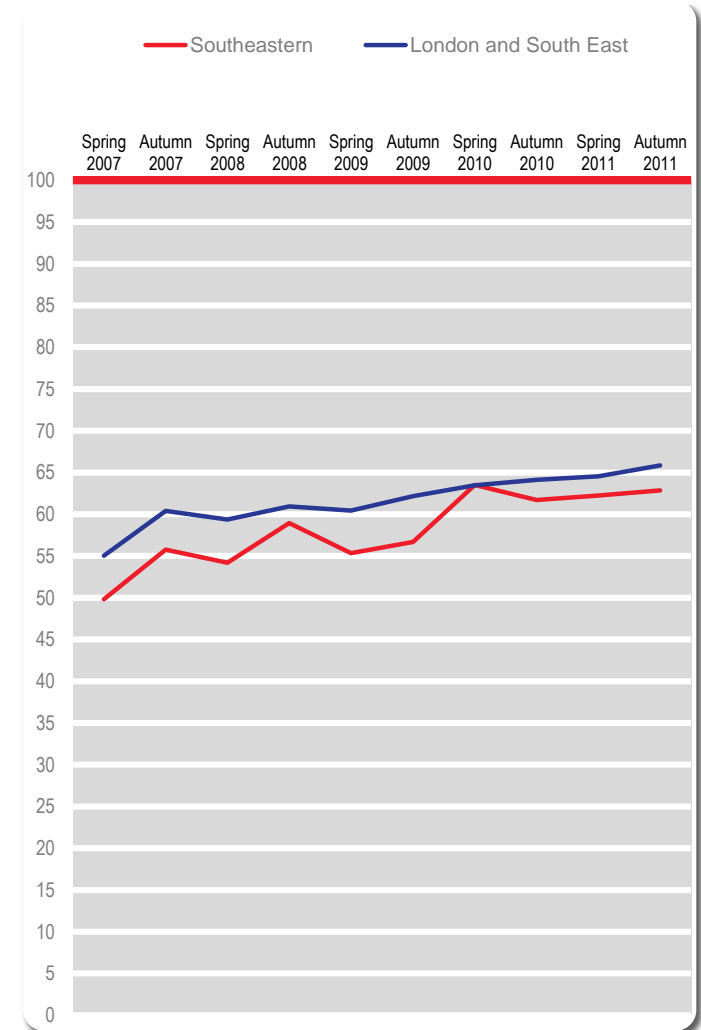
Overall station environment

(1519)
Percentage of passengers satisfied 2007 to 2011



Your personal security whilst using the station

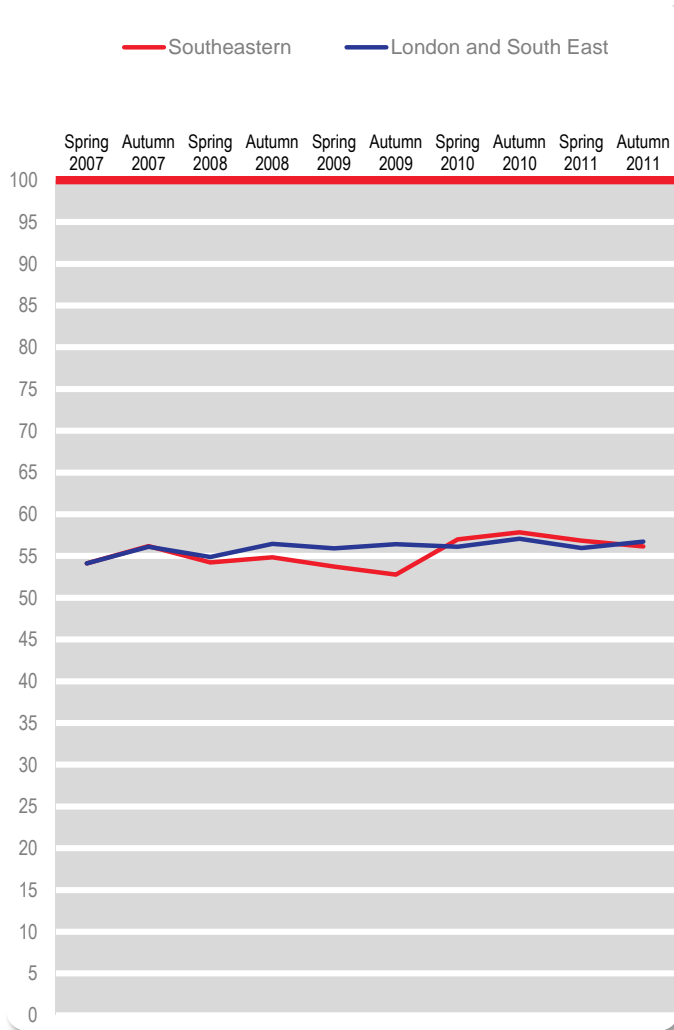
(1390)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

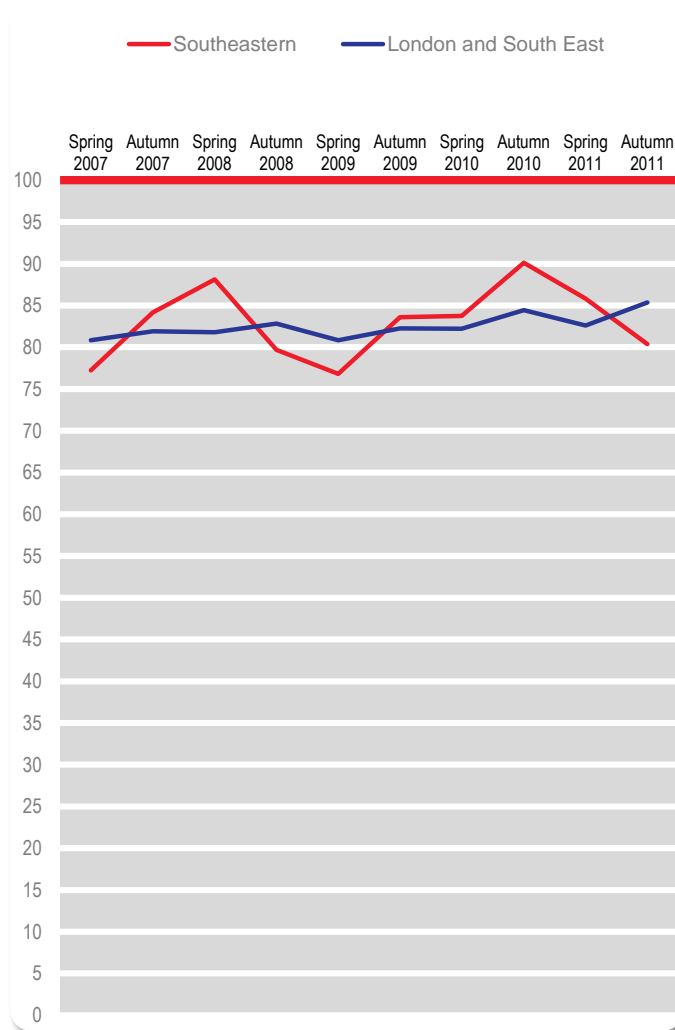
The availability of staff at the station

(1346)
Percentage of passengers satisfied 2007 to 2011



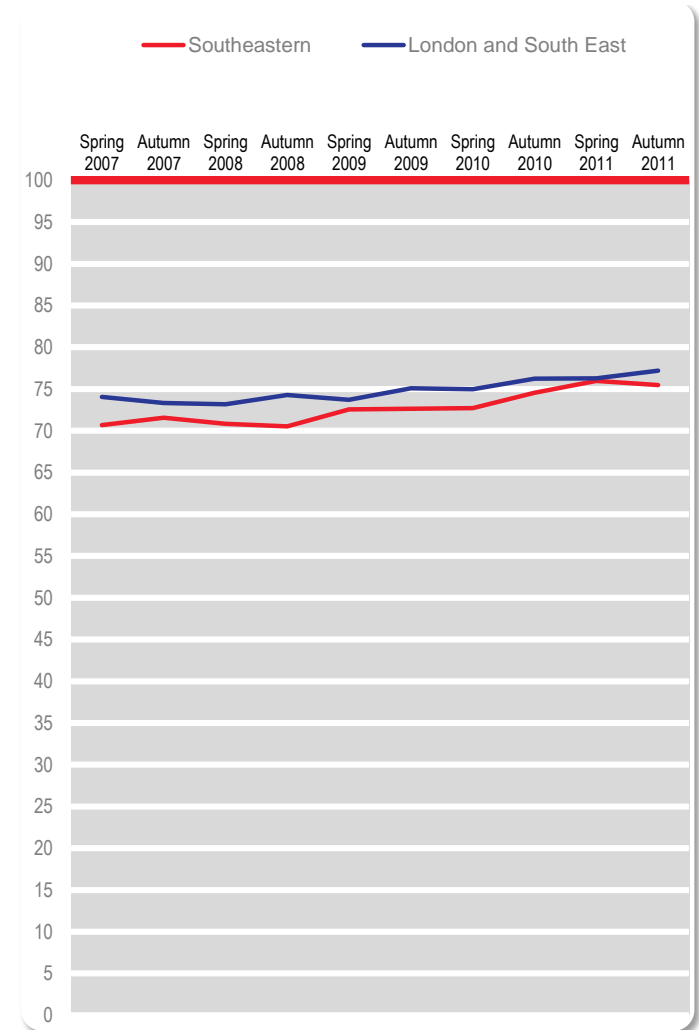
How request to station staff was handled

(249)
Percentage of passengers satisfied 2007 to 2011



The frequency of trains on that route

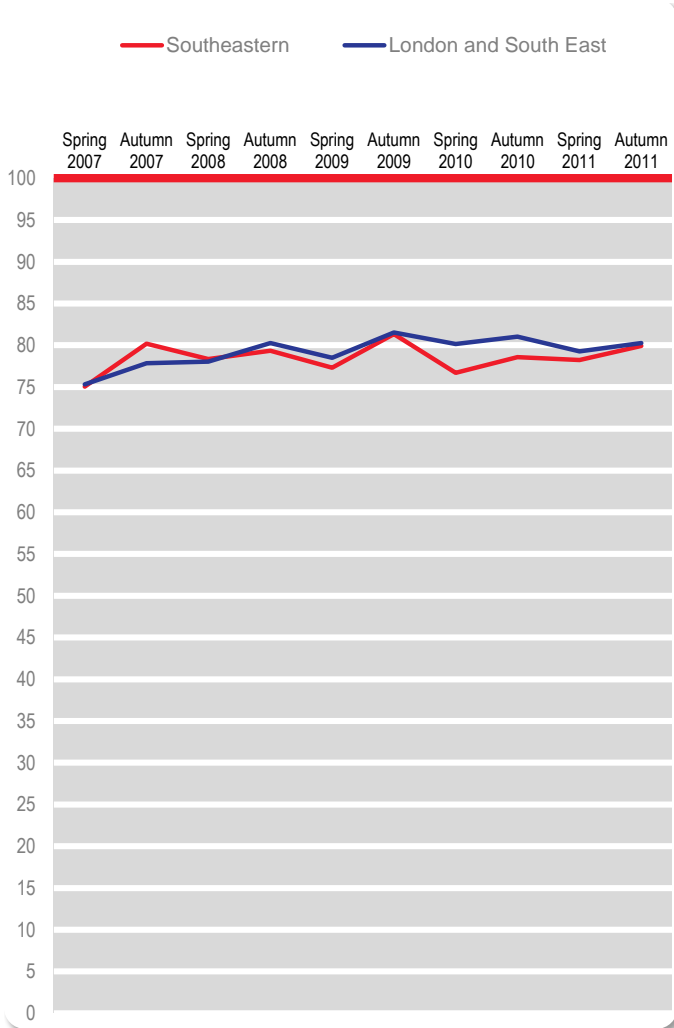
(1529)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

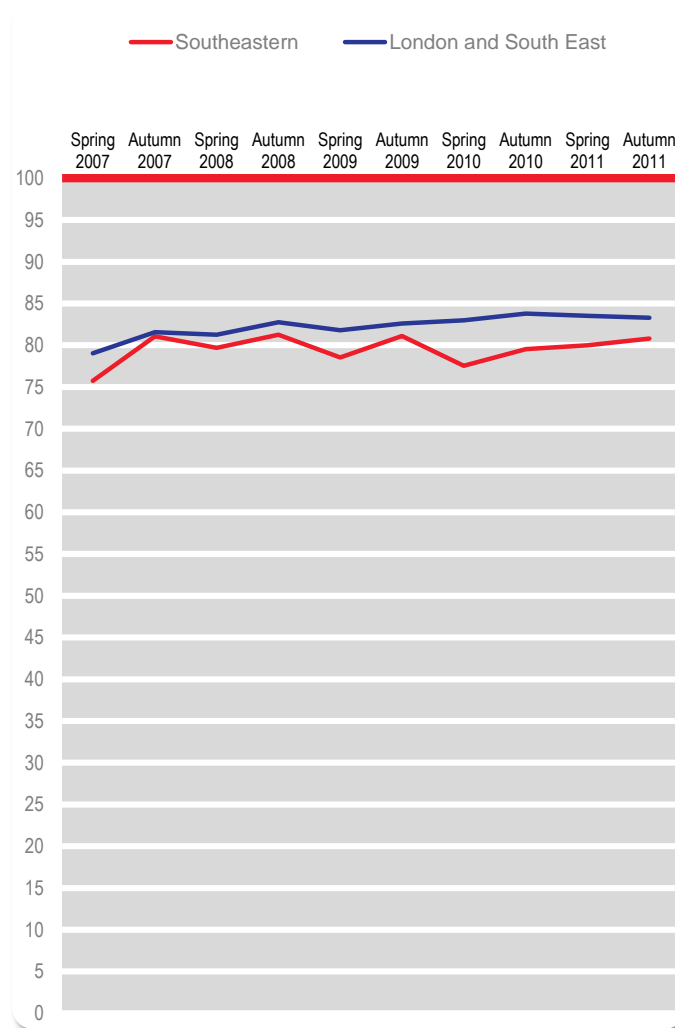
Punctuality/reliability (i.e. train arriving/departing on time)

(1536)
Percentage of passengers satisfied 2007 to 2011



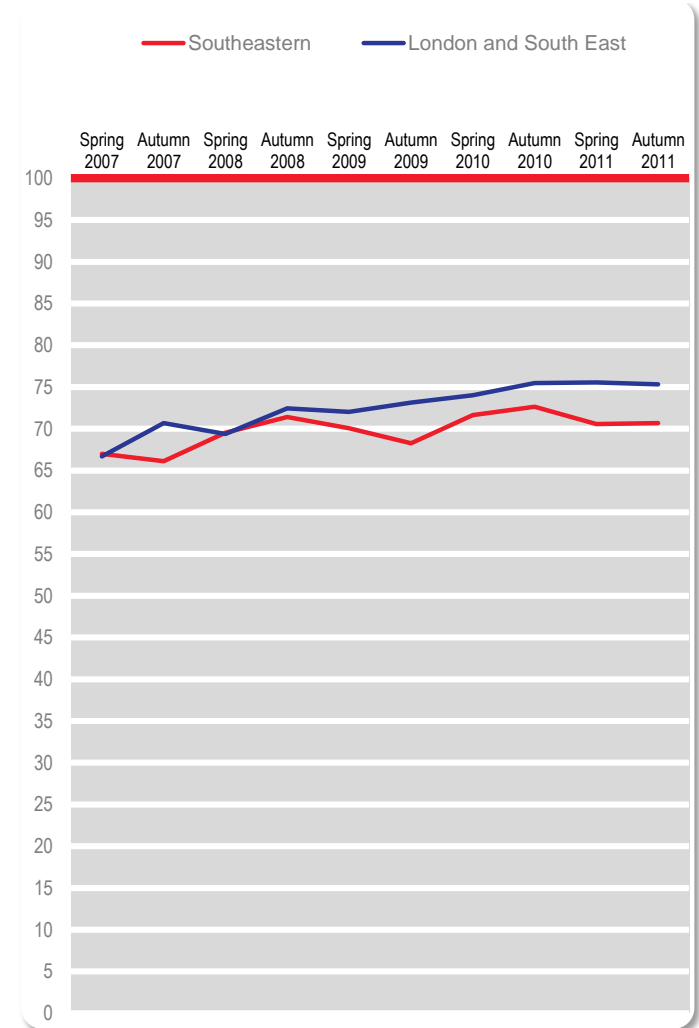
The length of time the journey was scheduled to take (speed)

(1528)
Percentage of passengers satisfied 2007 to 2011



Connections with other train services

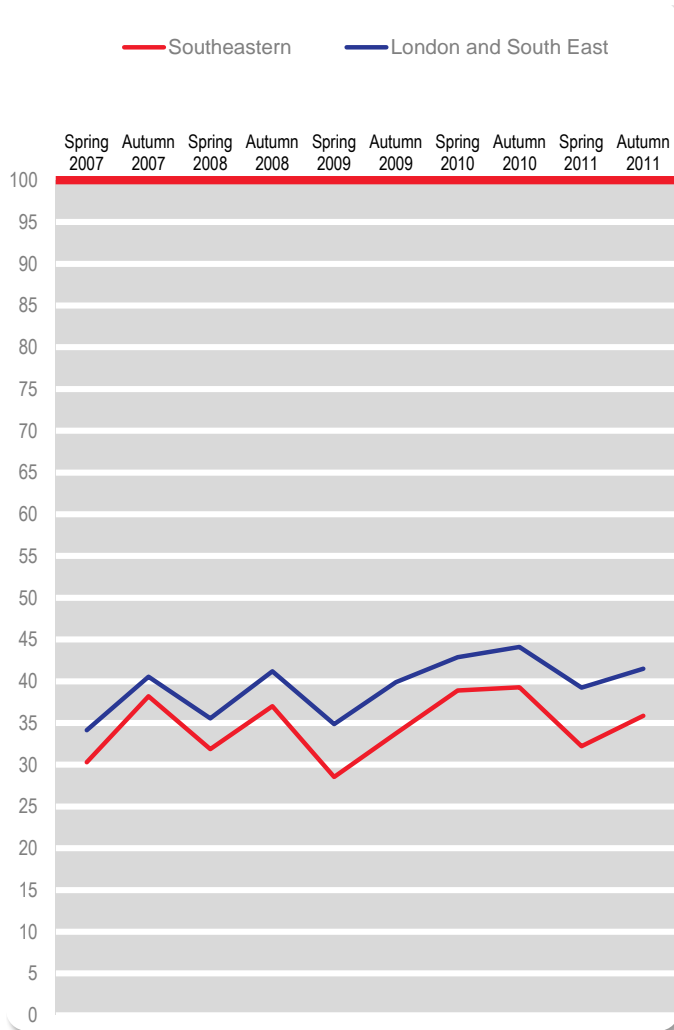
(858)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket
(1417)

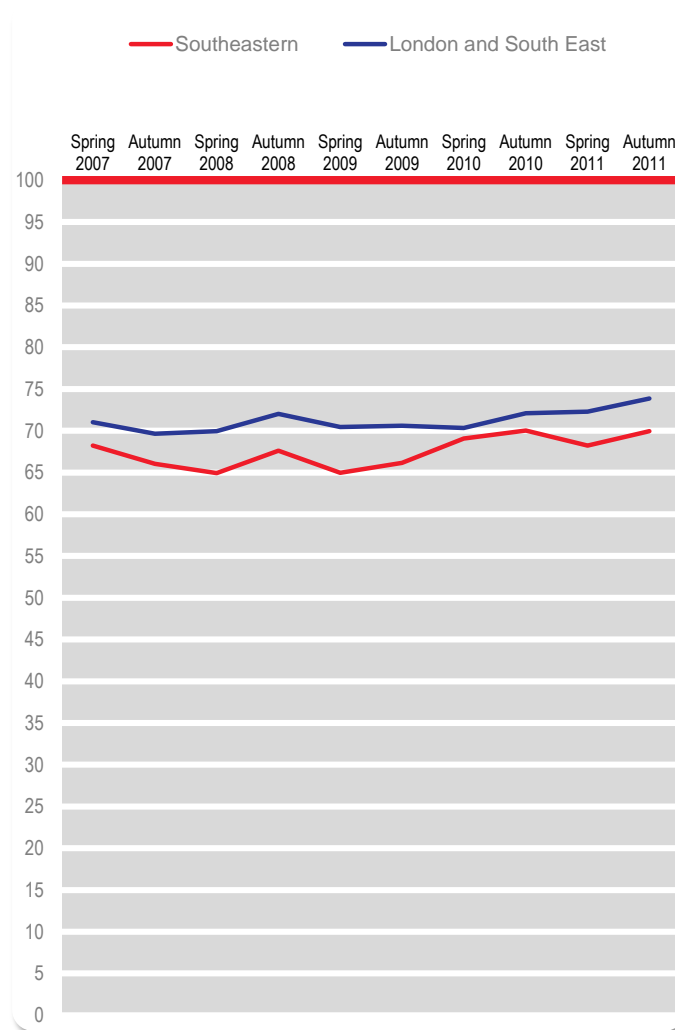
Percentage of passengers satisfied 2007 to 2011



Cleanliness of the train

(1543)

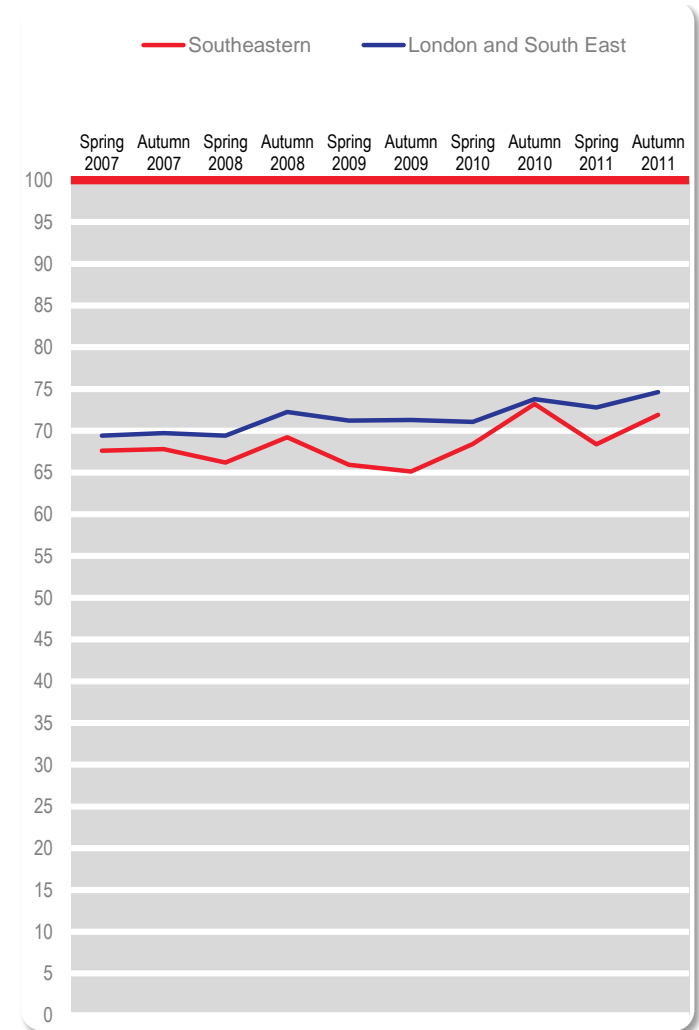
Percentage of passengers satisfied 2007 to 2011



Upkeep and repair of the train

(1533)

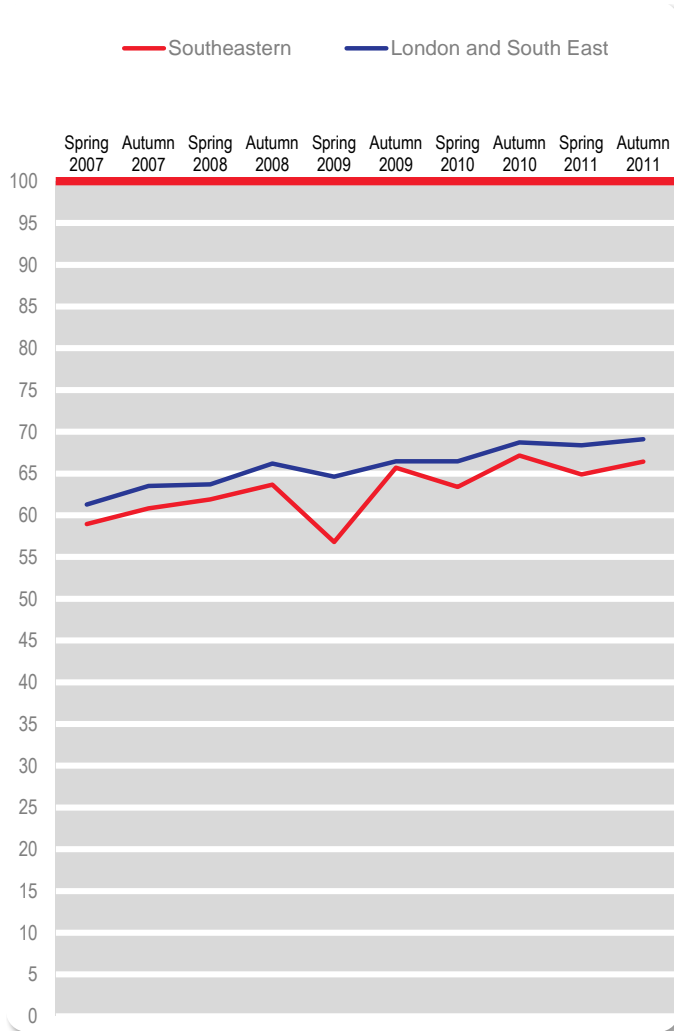
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

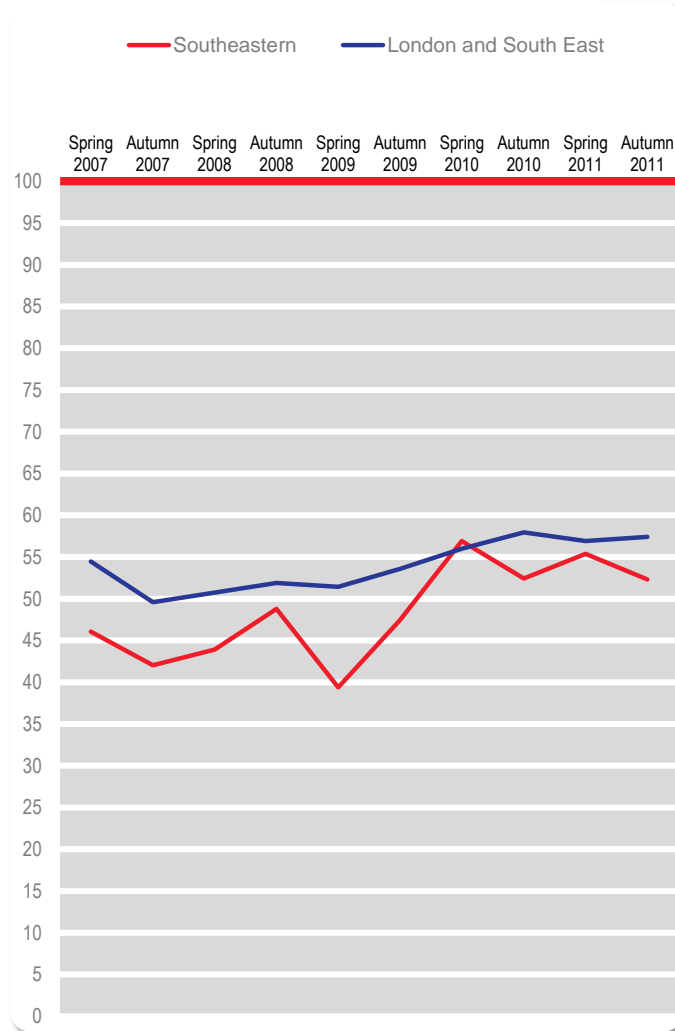
The provision of information during the journey
(1394)

Percentage of passengers satisfied 2007 to 2011



The helpfulness and attitude of staff on train
(755)

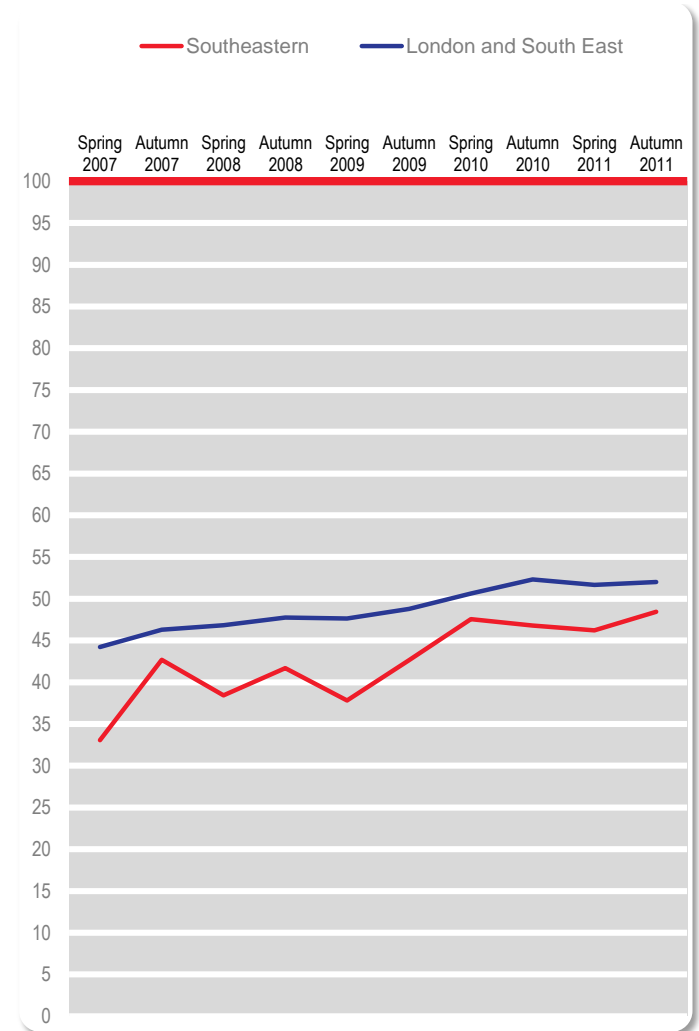
Percentage of passengers satisfied 2007 to 2011



The space for luggage

(1179)

Percentage of passengers satisfied 2007 to 2011

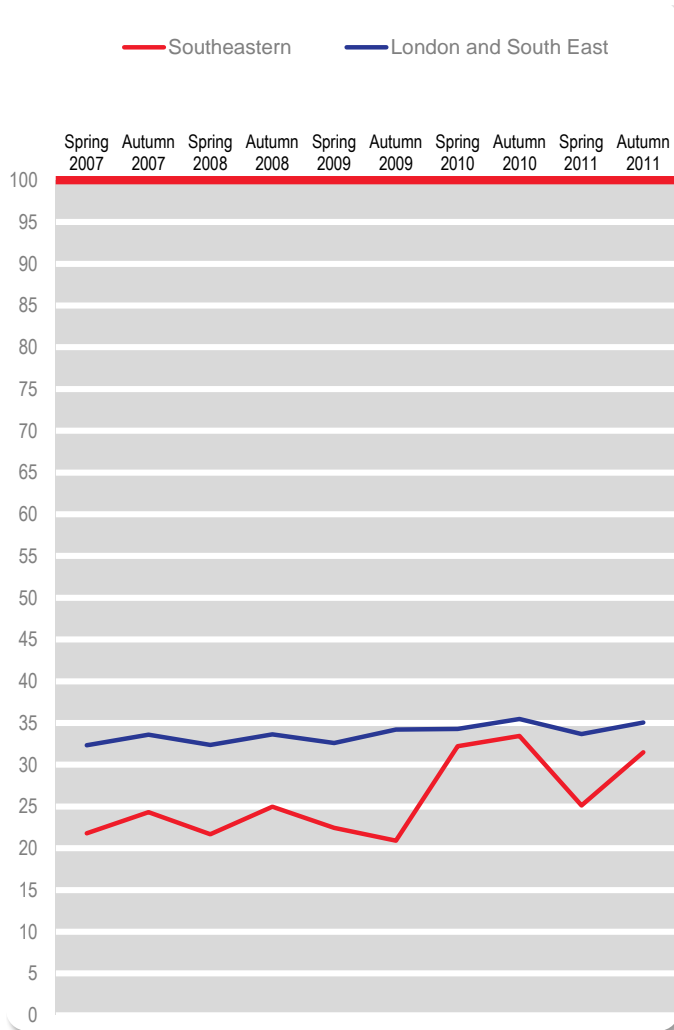


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(597)

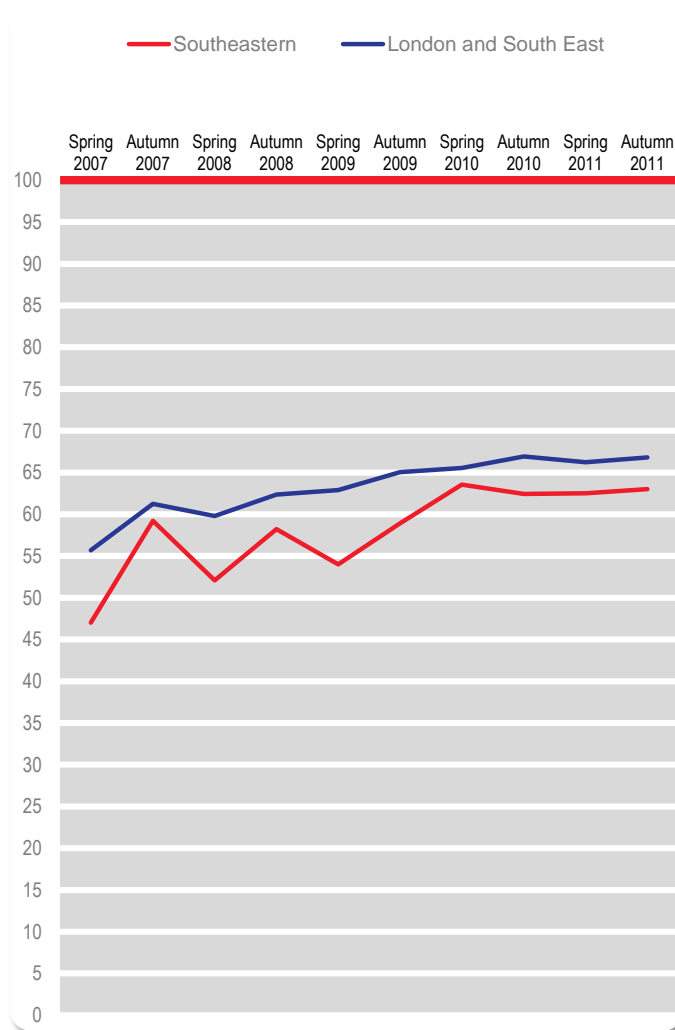
Percentage of passengers satisfied 2007 to 2011



Sufficient room for all the passengers to sit/stand

(1491)

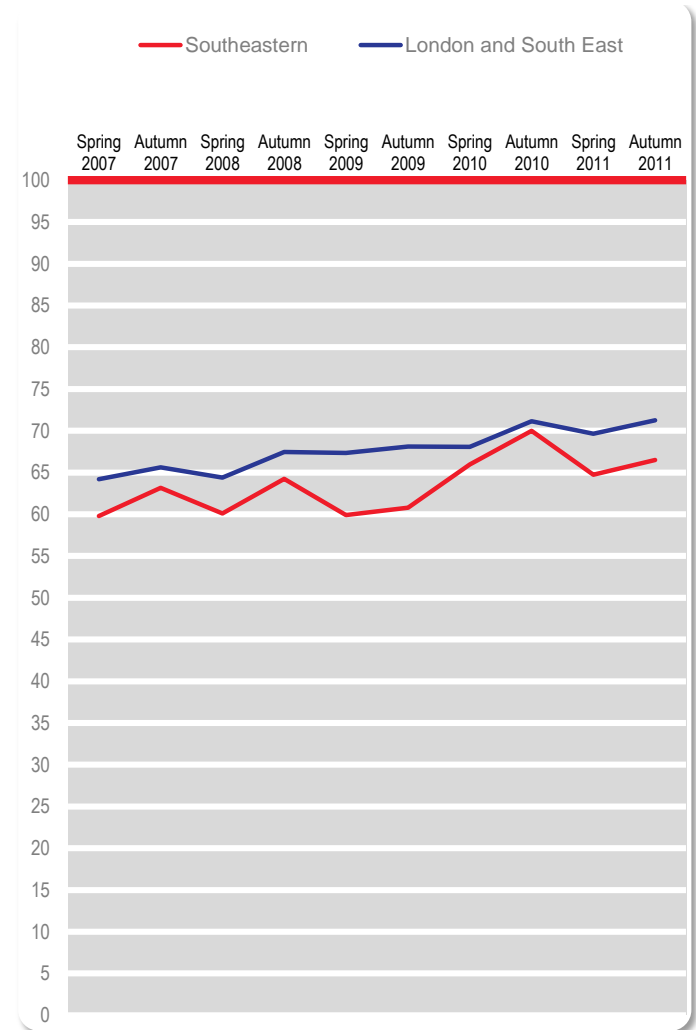
Percentage of passengers satisfied 2007 to 2011



The comfort of the seating area

(1489)

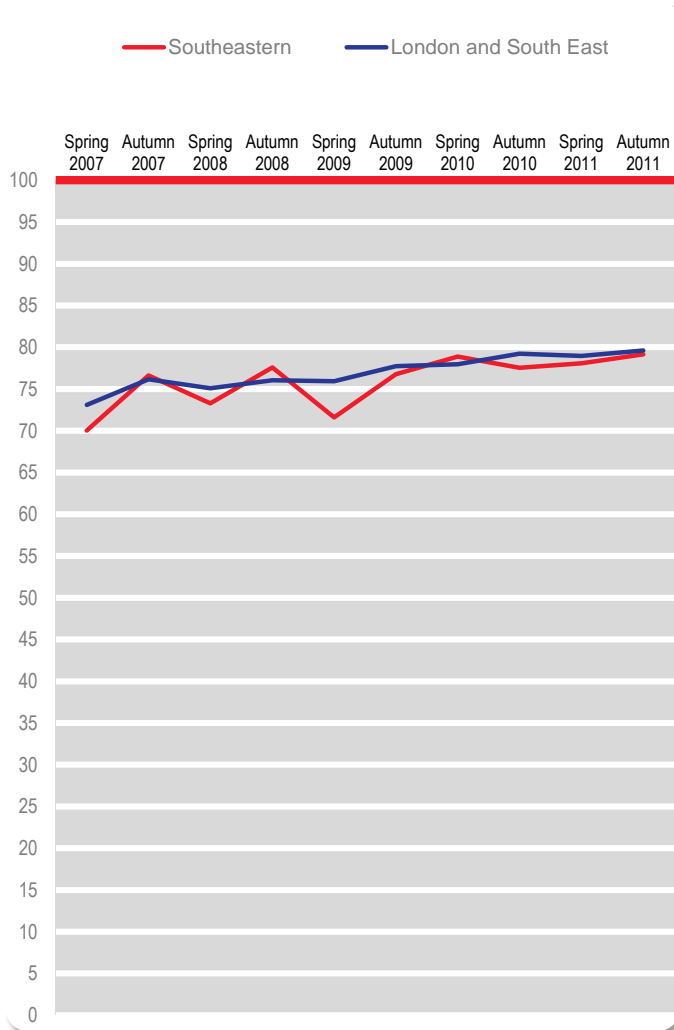
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

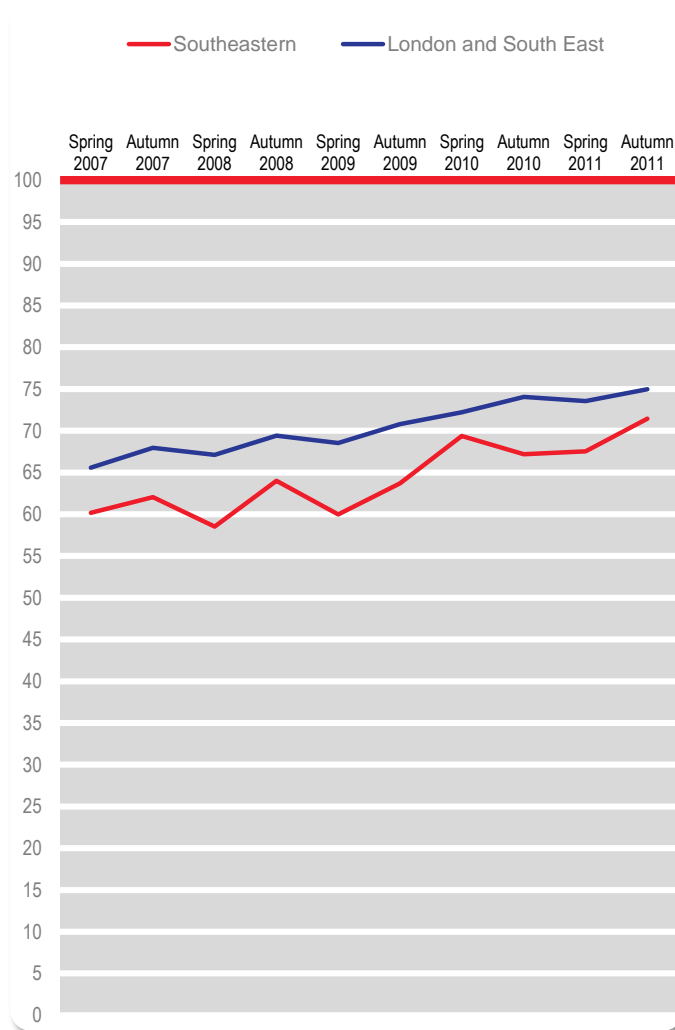
The ease of being able to get on and off the train

(1521)
Percentage of passengers satisfied 2007 to 2011



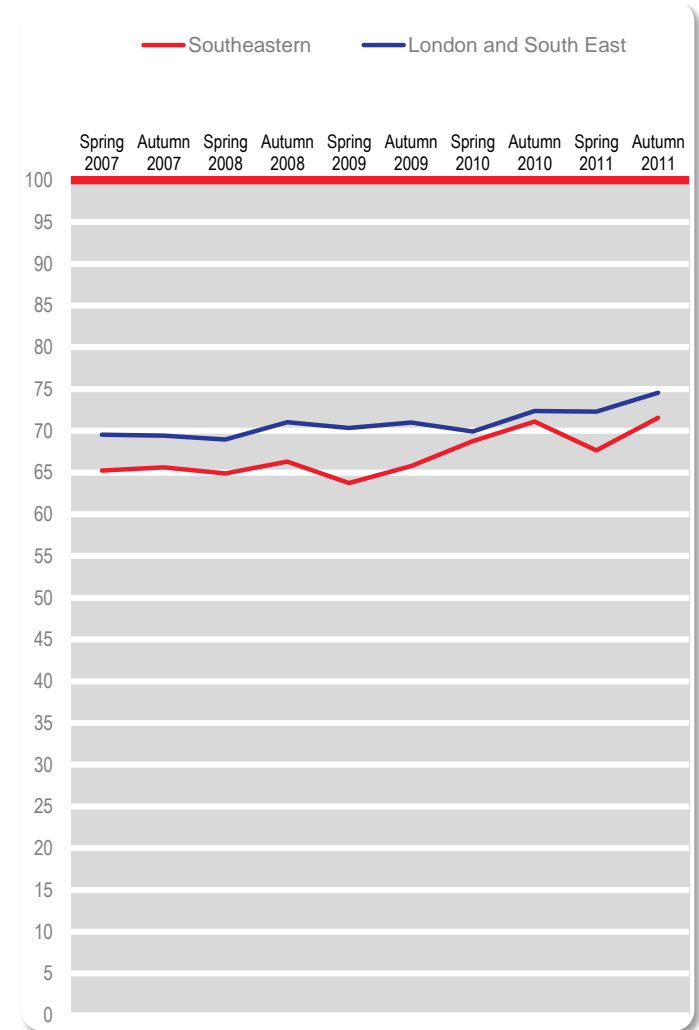
Your personal security whilst on board

(1434)
Percentage of passengers satisfied 2007 to 2011



The cleanliness of the inside of the train

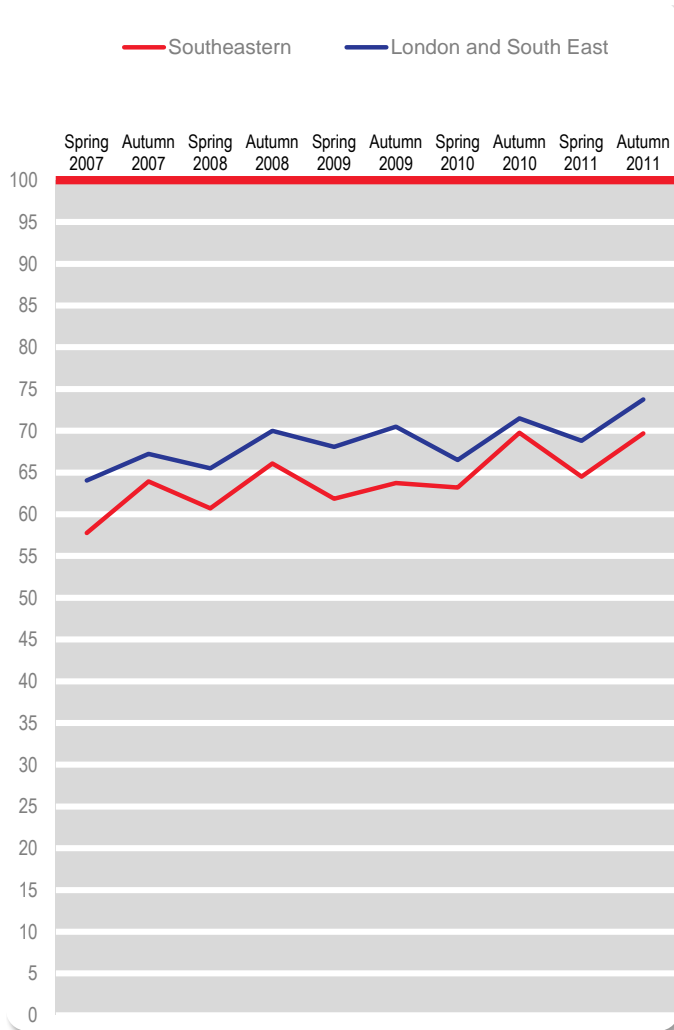
(1543)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

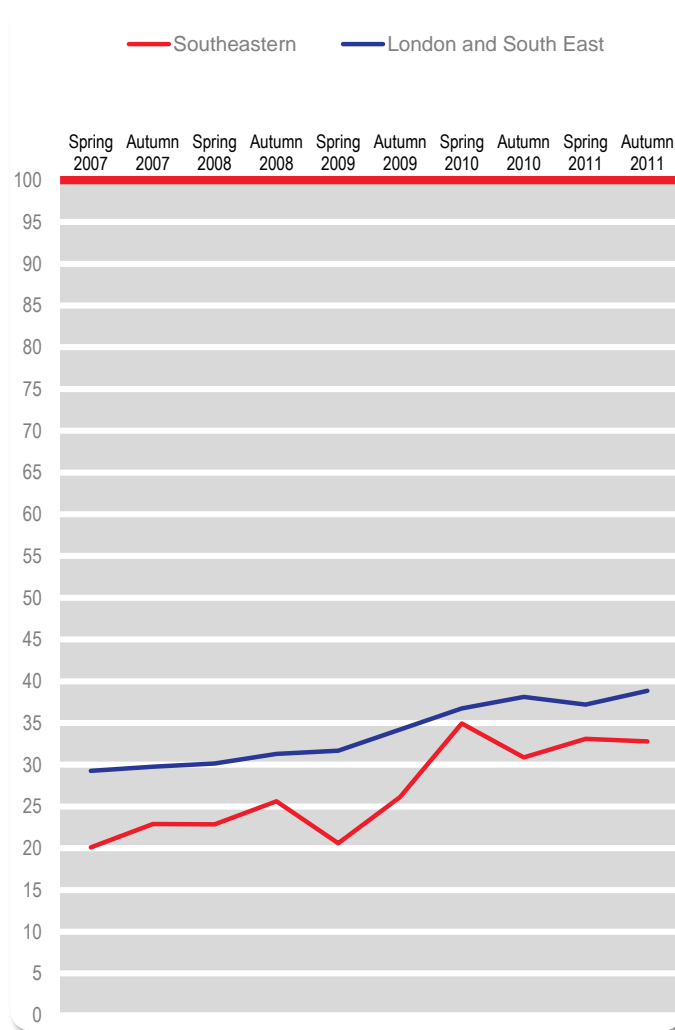
The cleanliness of the outside of the train

(1382)
Percentage of passengers satisfied 2007 to 2011



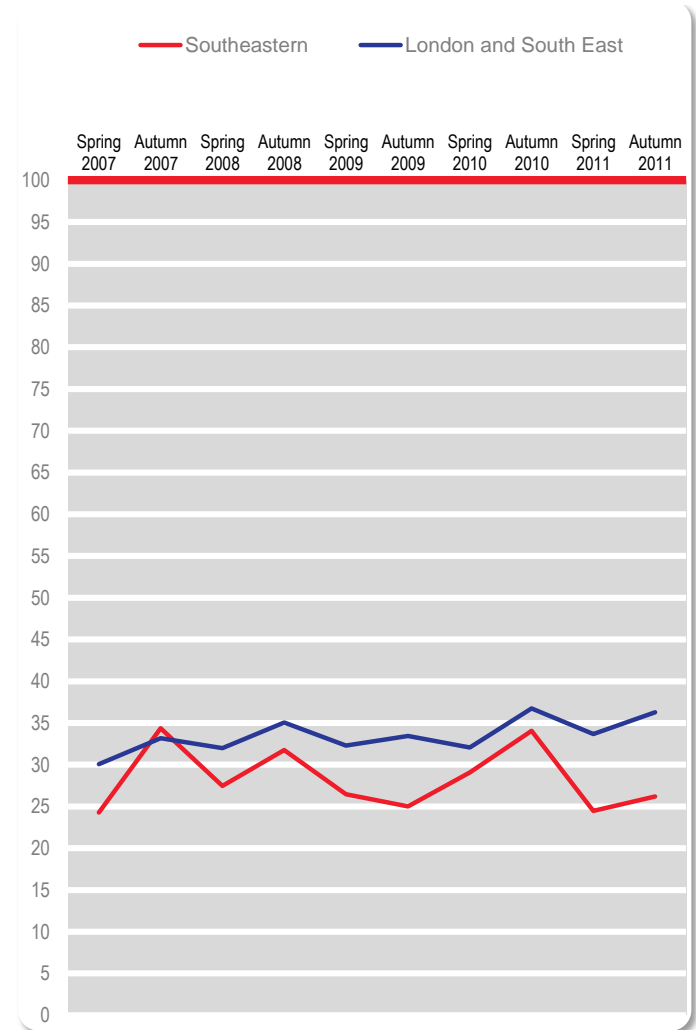
The availability of staff on the train

(1019)
Percentage of passengers satisfied 2007 to 2011



How well train company dealt with delay

(190)
Percentage of passengers satisfied 2007 to 2011



N.B. Benchmarks and targets are only shown for applicable factors

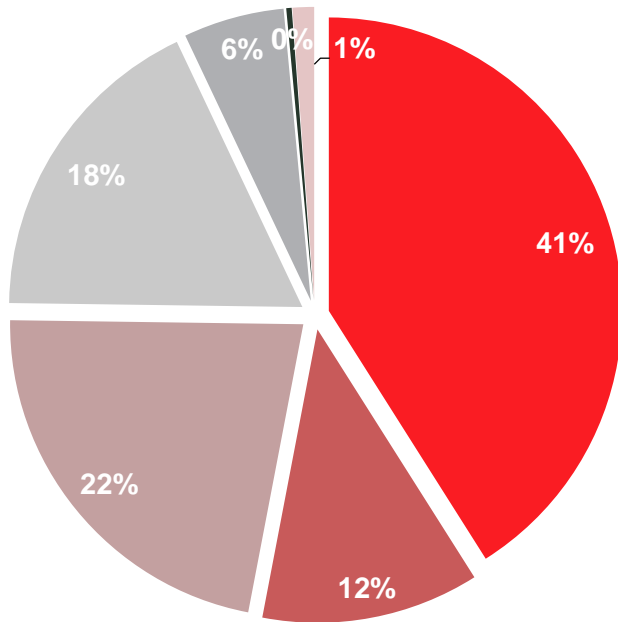
Managed versus non-managed stations for Southeastern

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	75	-	83
Ticket buying facilities	69		60
Provision of information about train times/platforms	77	-	84
The upkeep/repair of the station buildings/platforms	63		66
Cleanliness	70		75
The facilities and services	46	-	57
The attitudes and helpfulness of the staff	71		65
Connections with other forms of public transport	67	-	85
Facilities for car parking	54	+	17
Overall environment	65	-	72
Your personal security whilst using	61		66
The availability of staff	55		58
How request to station staff was handled	87	+	70

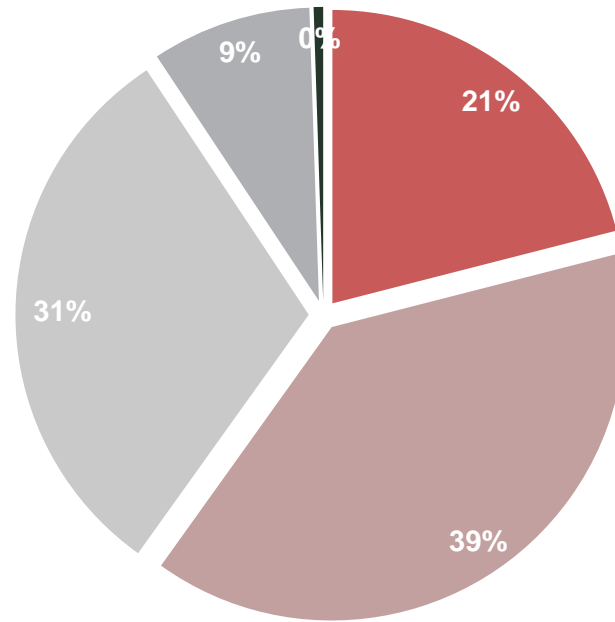
Managed versus non-managed stations for Southeastern

(% Passengers Journeys originating from each type of station)

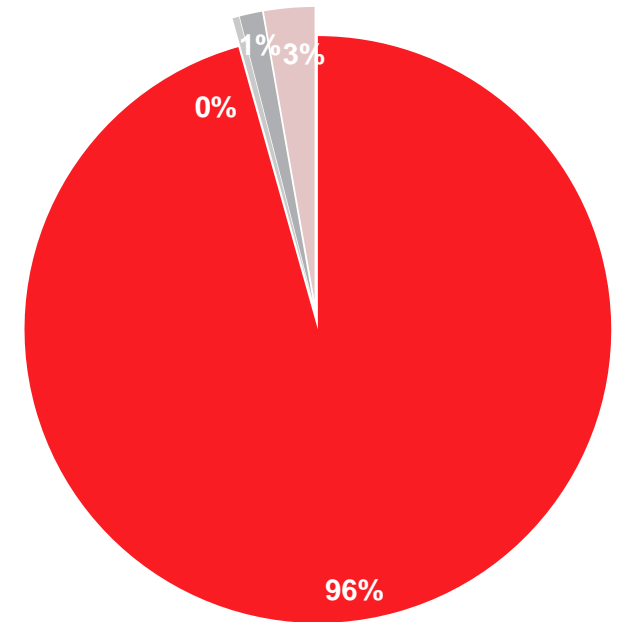
Overall Total



Stations managed by TOC



Stations not managed by TOC



- A = National hub
- B = Regional hub
- C = Important feeder
- D = Medium staffed
- E = Small staffed
- F = Small unstaffed
- Not categorised

Peak/off-peak satisfaction scores for Southeastern

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	73	+	66	88		86
Overall satisfaction with the station	75	+	67	80		79
Ticket buying facilities	58		57	72		72
Provision of information about train times/platforms	78		74	81		82
The upkeep/repair of the station buildings/platforms	61		56	66		65
Cleanliness	72		65	73		70
The facilities and services	52		51	50		50
The attitudes and helpfulness of the staff	63		58	72		74
Connections with other forms of public transport	73		72	76		76
Facilities for car parking	39		33	51		44
Overall environment	64	+	56	70		67
Your personal security whilst using	60		59	64		63
The availability of staff	55		50	57		62
How request to station staff was handled	75		67	82	-	95

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Peak/off-peak satisfaction scores for Southeastern

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	70		64	79		79
Punctuality/reliability (i.e. the train arriving/departing on time)	70		65	86		85
The length of time the journey was scheduled to take (speed)	74	+	65	85		86
Connections with other train services	66		65	73		76
The value for money for the price of your ticket	25		26	42		46
Cleanliness of the train	63		59	74		75
Upkeep and repair of the train	65		66	76		77
The provision of information during the journey	55		62	73		70
The helpfulness and attitude of staff on train	42		40	58		58
The space for luggage	37		34	56		54
The toilet facilities	22		20	38		41
Sufficient room for all passengers to sit/stand	42		37	76		75
The comfort of the seating area	52		54	75		77
The ease of being able to get on and off	69		63	85		84
Your personal security on board	66		58	75		71
The cleanliness of the inside	64		60	76		76
The cleanliness of the outside	62		62	74		73
The availability of staff	23		20	38		36
How well train company deals with delays	21		23	32		46

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	73		73	86	+	85
Overall satisfaction with the station	74	+	71	78	+	76
Ticket buying facilities	63		63	74	+	72
Provision of information about train times/platforms	79		77	80		80
The upkeep/repair of the station buildings/platforms	63	+	60	66	+	64
Cleanliness	70		69	71		70
The facilities and services	50		49	49		50
The attitudes and helpfulness of the staff	63		62	70		71
Connections with other forms of public transport	71		72	74		75
Facilities for car parking	46		46	49		47
Overall environment	63		62	68	+	66
Your personal security whilst using	62		62	67	+	65
The availability of staff	52		51	58		59
How request to station staff was handled	77		73	87		86

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	73		72	78		77
Punctuality/reliability (i.e. the train arriving/departing on time)	73		74	82		83
The length of time the journey was scheduled to take (speed)	76		75	85		86
Connections with other train services	69		71	77		76
The value for money for the price of your ticket	23	-	27	46	-	48
Cleanliness of the train	67		67	75	+	73
Upkeep and repair of the train	66		68	77	+	75
The provision of information during the journey	58		61	72		71
The helpfulness and attitude of staff on train	47		45	60		61
The space for luggage	38		41	56		55
The toilet facilities	26		24	38		38
Sufficient room for all passengers to sit/stand	41		41	74		73
The comfort of the seating area	55		56	75		75
The ease of being able to get on and off	68		68	83		82
Your personal security on board	69		67	77		76
The cleanliness of the inside	67		66	76	+	74
The cleanliness of the outside	66		64	76	+	73
The availability of staff	27		24	42		41
How well train company deals with delays	28		26	39		41

* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

Weighted sample profile for Southeastern

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	38	42	None	82	79
Female	59	55	Minor	13	13
Not stated	3	4	Major	3	5
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	9	9	Yes	73	73
26-34	18	16	No	27	27
35-44	20	21			
45-54	24	24			
55-59	10	9	TIME OF TRAVEL		
60-64	8	9	Peak	37	32
65+	9	9	Off-peak	63	68
Not stated	3	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	61	61	Yes asked for help	7	8
Business	12	12	Yes asked for information	7	7
Leisure	27	27	Could not find anyone to ask	2	2
			No	84	82
			Not stated	2	2

Weighted sample profile for London and South East

	Autumn 2011 %	Autumn 2010 %		Autumn 2011 %	Autumn 2010 %
SEX			DELAYS		
Male	44	44	None	80	80
Female	53	52	Minor	16	16
Not stated	3	3	Major	2	3
			Not stated	2	2
AGE			REGULAR TRAVELLER		
16-25	12	11	Yes	68	68
26-34	18	17	No	32	32
35-44	19	20			
45-54	22	23			
55-59	9	9	TIME OF TRAVEL		
60-64	8	8	Peak	20	19
65+	9	9	Off-peak	80	81
Not stated	3	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
Commuter	53	52	Yes asked for help	8	8
Business	15	15	Yes asked for information	8	8
Leisure	33	33	Could not find anyone to ask	3	3
			No	81	80
			Not stated	2	2

Station sample sizes for Southeastern

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Charing Cross	165	Deal	16	Loughborough Junction	2
London Victoria	156	Tonbridge	16	Bellingham	1
London St Pancras	143	Dover Priory	15		
London Cannon Street	71	Dartford	14		
Ebbsfleet International	58	Strood	14		
London Waterloo East	54	Swanley	13		
Stratford International	47	Sidcup	13		
Bromley South	41	St Leonards Warrior Square	13		
Orpington	39	West Dulwich	13		
Sevenoaks	33	Barnehurst	12		
London Blackfriars	30	Gravesend	11		
Crayford	29	Petts Wood	11		
Canterbury West	27	Sittingbourne	11		
Tunbridge Wells	26	Greenhithe For Bluewater	11		
Rainham (Kent)	25	Welling	11		
Ashford (Kent)	25	Eden Park	11		
Blackheath	24	St Mary Cray	9		
Chatham	23	Grove Park	9		
London Bridge	23	Broadstairs	9		
Greenwich	22	Plumstead	9		
Denmark Hill	20	Herne Hill	8		
Bickley	20	Staplehurst	8		
New Beckenham	20	Mottingham	8		
Faversham	20	Woolwich Arsenal	8		
Battle	19	Whitstable	7		
Elmers End	18	Gillingham (Kent)	7		
Lewisham	18	Elephant And Castle	6		
Charlton	18	Hither Green	5		
Beckenham Junction	17	Peckham Rye	4		
Ramsgate	16	Deptford	4		
Abbey Wood	16	Chilham	3		

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
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	17	29	29	25
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	36	19	16	29
Southeastern	163361	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	30	6	35	29

* Sample size excludes non-franchised Train Operating Companies.

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	1544	28	11	61	74	26	27	29	24	19
c2c	1031	69	5	26	92	8	28	25	27	20
Chiltern Railways	1139	40	19	41	91	9	44	4	24	29
CrossCountry	1320	28	19	54	83	17	15	30	29	26
East Coast	1136	15	30	55	87	13	47	10	17	27
East Midlands Trains	1029	32	17	51	82	18	24	25	22	30
First Capital Connect	1880	53	14	33	94	6	21	20	29	30
First Great Western	2960	33	18	50	80	20	33	20	23	24
First TransPennine Express	1117	34	15	51	90	10	19	33	21	28
London Midland	1133	44	11	45	90	10	18	25	20	38
London Overground	1246	53	6	41	81	19	28	23	21	28
Merseyrail	546	44	4	53	93	7	16	30	31	24
National Express East Anglia	2199	41	11	48	83	17	38	11	24	27
Northern Rail	1370	51	8	41	91	9	33	28	24	16
ScotRail	1402	32	11	58	78	22	18	20	36	26
South West Trains	2100	44	10	46	85	15	28	17	22	34
Southeastern	1575	50	8	42	85	15	14	30	30	27
Southern	2135	45	14	41	88	12	25	21	25	29
Virgin Trains	1098	20	37	43	88	12	34	8	35	24

* Sample size excludes non-franchised Train Operating Companies.

The following reports are produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
London Midland	Virgin Trains	
London Overground		
National Express East Anglia		
Southeastern		
Southern		
South West Trains		



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