

# National Passenger Survey

## TOC Report for c2c

### Spring 2011

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

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

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

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

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

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

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

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

## Autumn 2010 (Wave 23)

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

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

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

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

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

## Spring 2010 (Wave 22)

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

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

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

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

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

## Autumn 2009 (Wave 21)

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

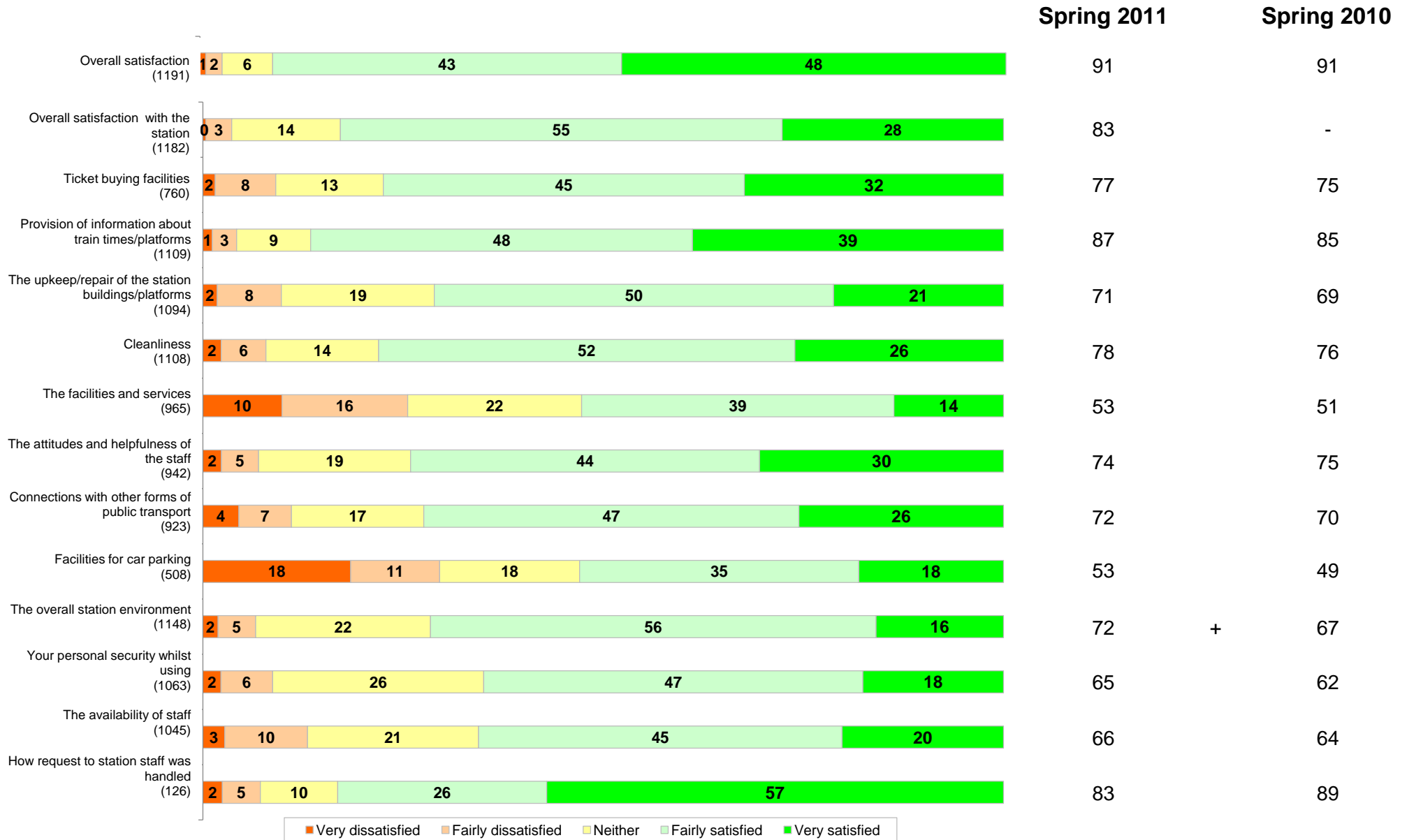
Planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

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

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

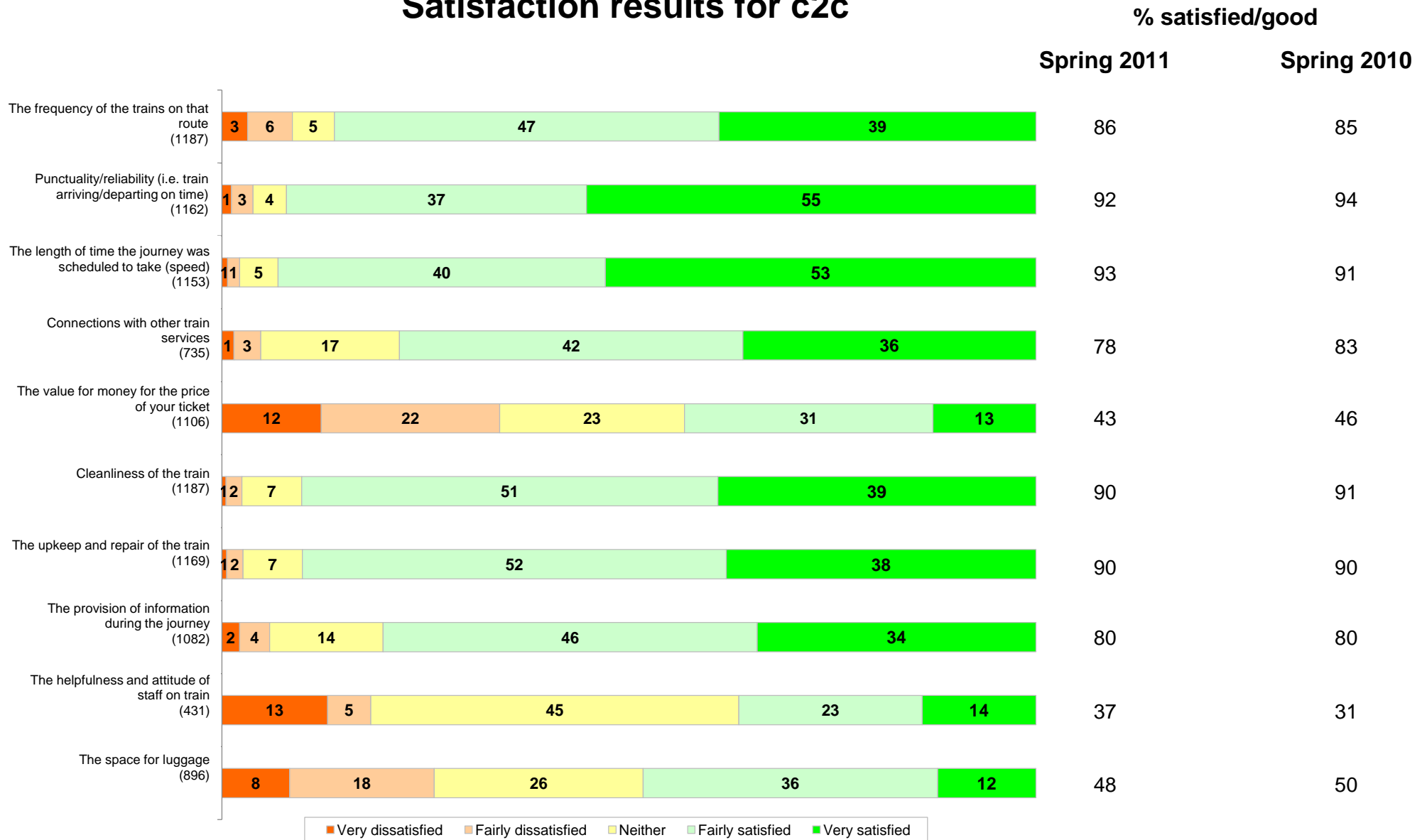
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for c2c



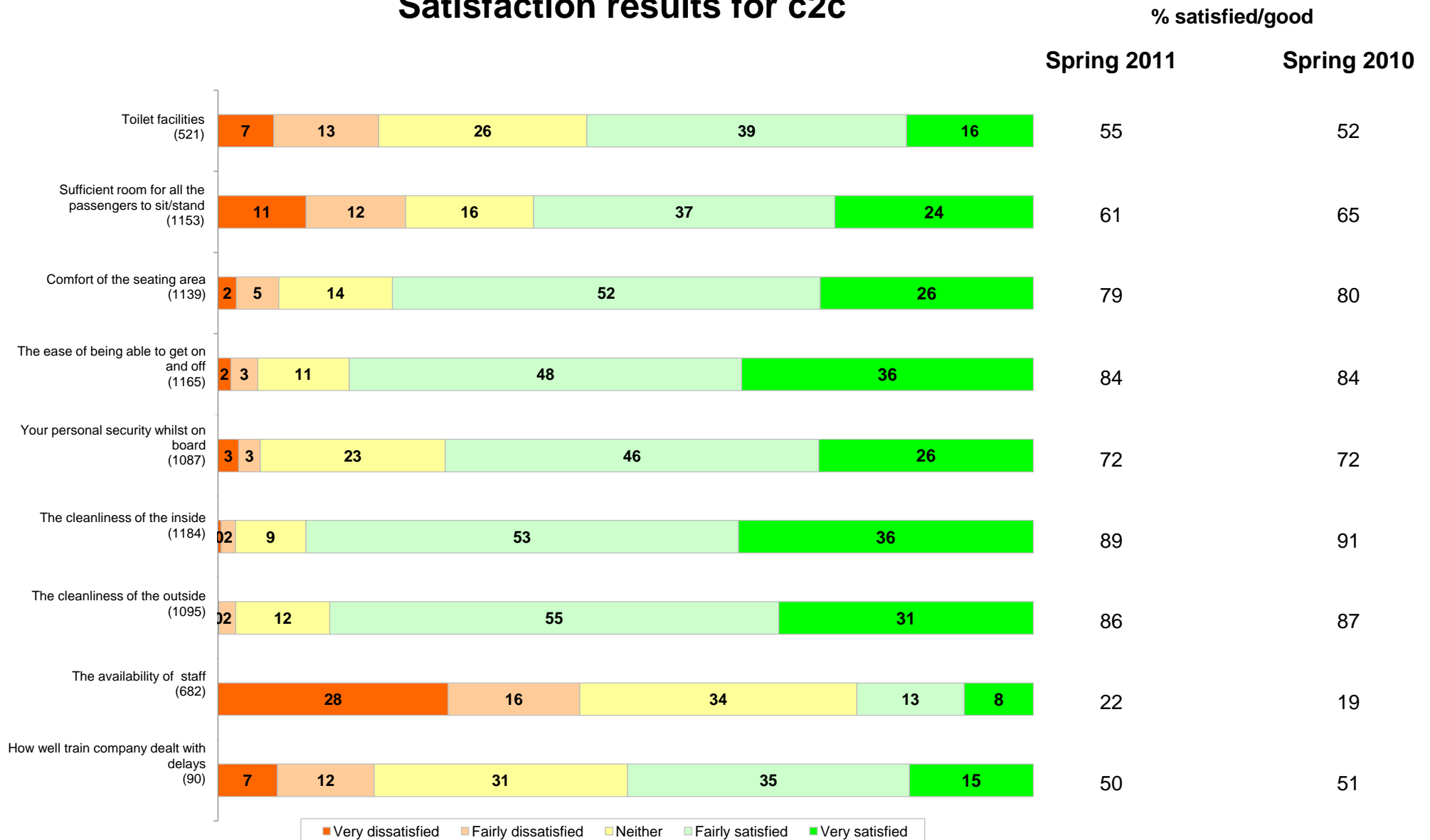
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for c2c



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

### Satisfaction results for c2c

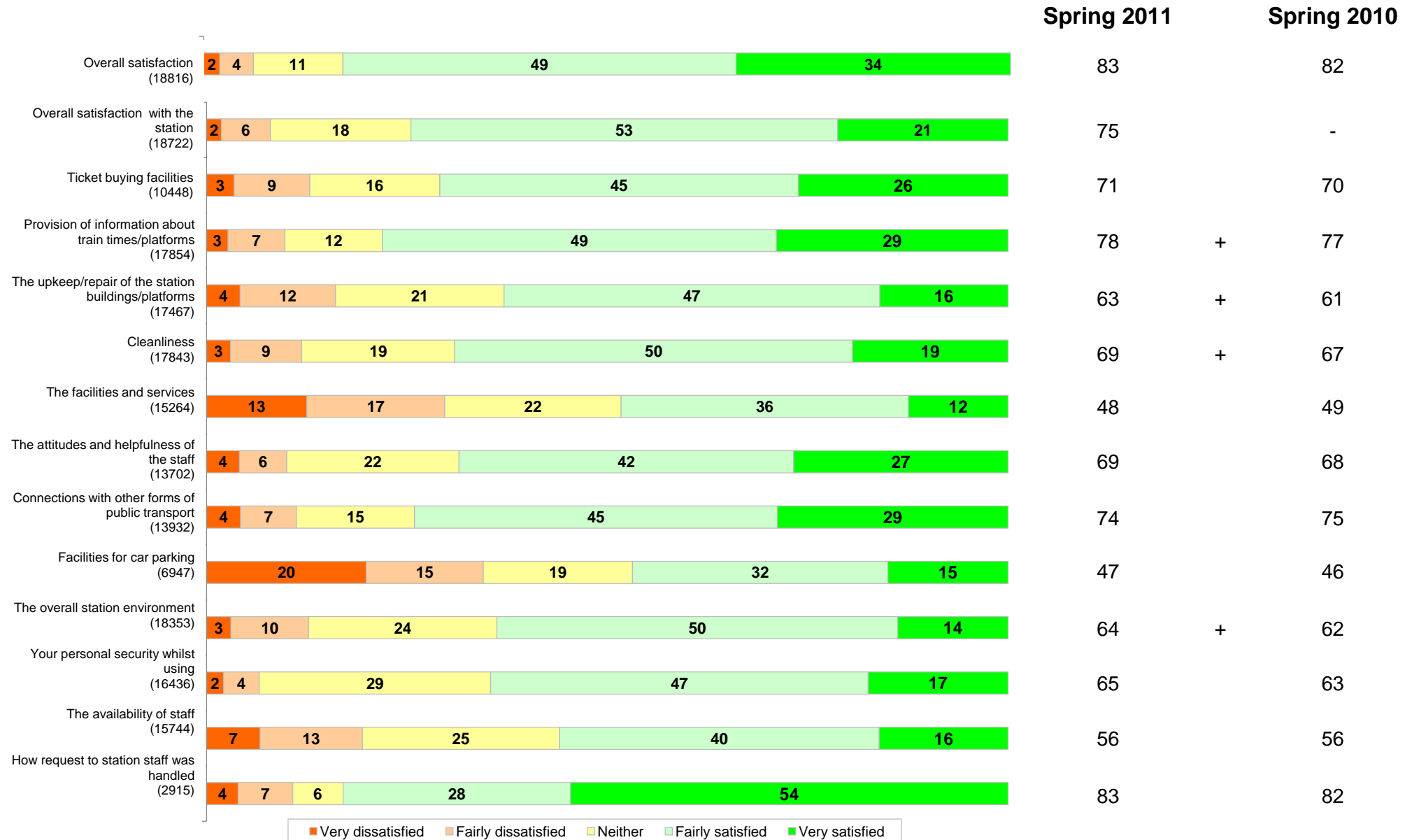




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

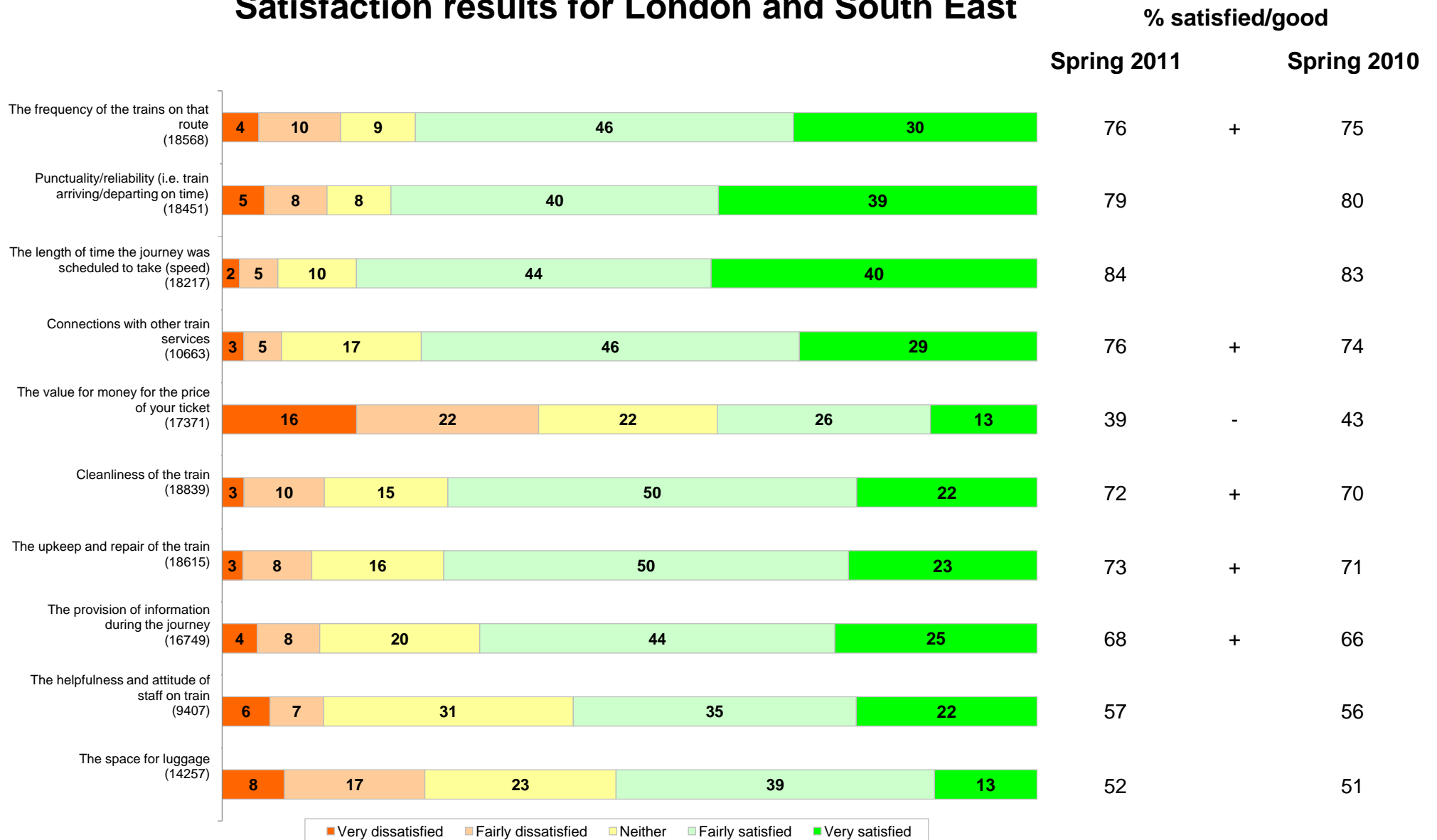
% satisfied/good

## Satisfaction results for London and South East



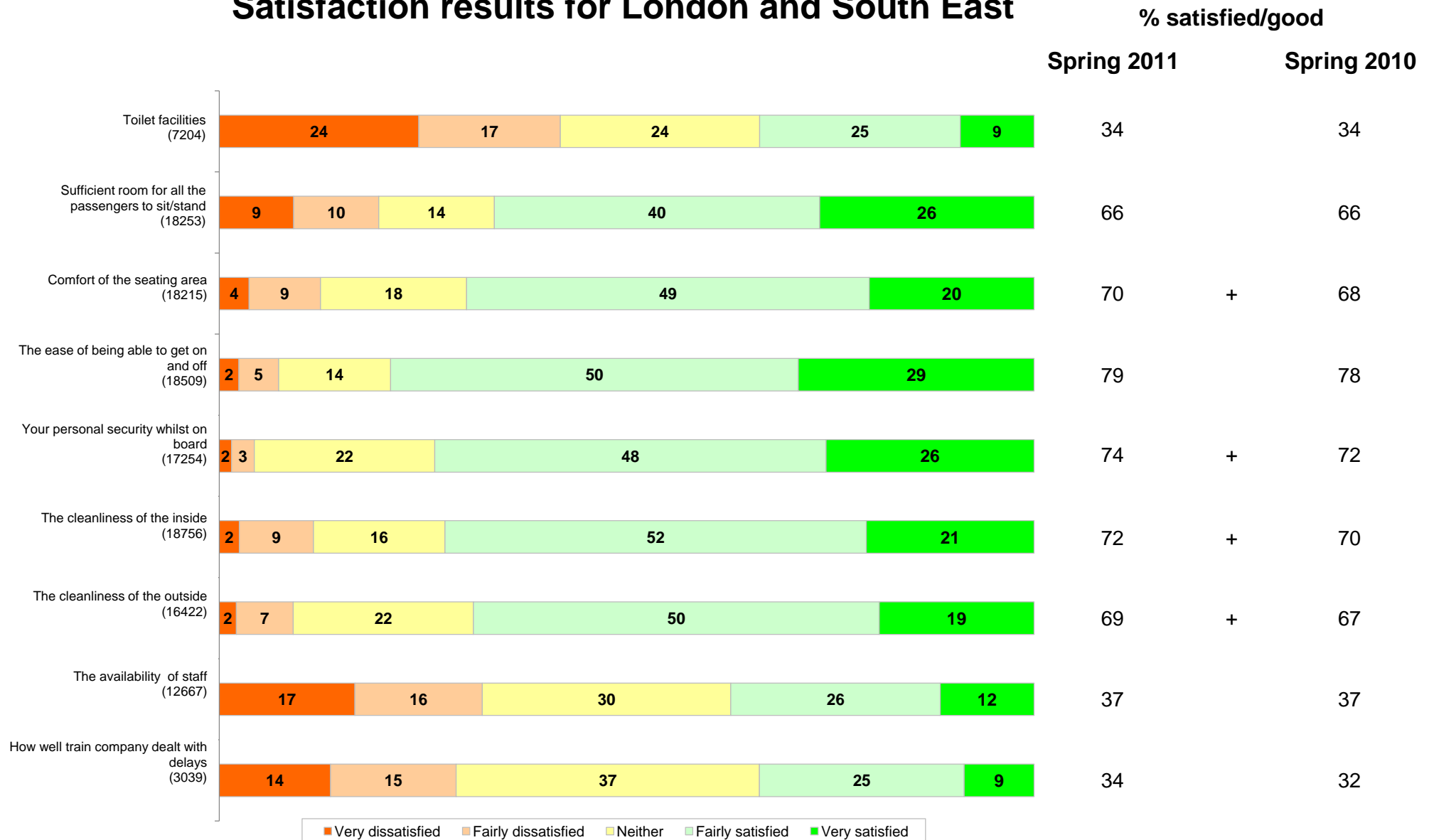
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## c2c performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	91	83	110%
Overall satisfaction with the station	83	75	111%
Ticket buying facilities	77	71	109%
Provision of information about train times/platforms	87	78	111%
The upkeep/repair of the station buildings/platforms	71	63	113%
Cleanliness	78	69	113%
The facilities and services	53	48	109%
The attitudes and helpfulness of the staff	74	69	108%
Connections with other forms of public transport	72	74	98%
Facilities for car parking	53	47	113%
Overall environment	72	64	112%
Your personal security whilst using	65	65	101%
The availability of staff	66	56	117%
How request to station staff was handled	83	83	101%

## c2c performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	86	76	113%
Punctuality/reliability (i.e. the train arriving/departing on time)	92	79	116%
The length of time the journey was scheduled to take (speed)	93	84	111%
Connections with other train services	78	76	103%
The value for money for the price of your ticket	43	39	110%
Cleanliness of the train	90	72	125%
Upkeep and repair of the train	90	73	124%
The provision of information during the journey	80	68	117%
The helpfulness and attitude of staff on train	37	57	64%
The space for luggage	48	52	93%
The toilet facilities	55	34	163%
Sufficient room for all passengers to sit/stand	61	66	93%
The comfort of the seating area	79	70	113%
The ease of being able to get on and off	84	79	106%
Your personal security on board	72	74	98%
The cleanliness of the inside	89	72	123%
The cleanliness of the outside	86	69	125%
The availability of staff	22	37	58%
How well train company deals with delays	50	34	148%

## Building block/route data for c2c

	c2c
Overall satisfaction	91
Overall satisfaction with the station	83
Ticket buying facilities	77
Provision of information about train times/platforms	87
The upkeep/repair of the station buildings/platforms	71
Cleanliness	78
The facilities and services	53
The attitudes and helpfulness of the staff	74
Connections with other forms of public transport	72
Facilities for car parking	53
Overall environment	72
Your personal security whilst using	65
The availability of staff	66
How request to station staff was handled	83

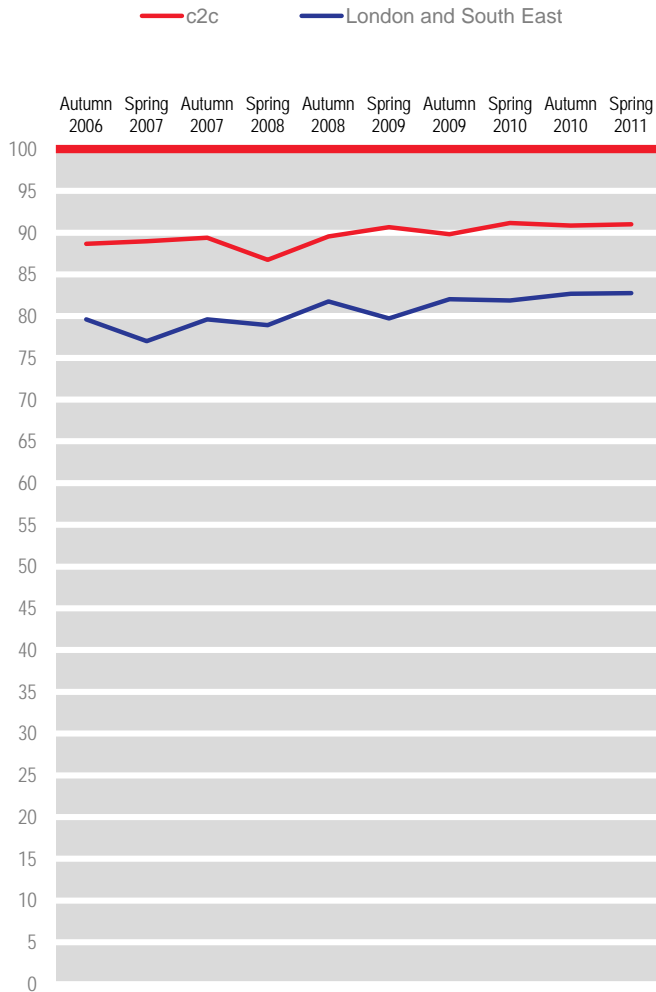
## Building block/route data for c2c

	c2c
The frequency of the trains on that route	86
Punctuality/reliability (i.e. the train arriving/departing on time)	92
The length of time the journey was scheduled to take (speed)	93
Connections with other train services	78
The value for money for the price of your ticket	43
Cleanliness of the train	90
Upkeep and repair of the train	90
The provision of information during the journey	80
The helpfulness and attitude of staff on train	37
The space for luggage	48
The toilet facilities	55
Sufficient room for all passengers to sit/stand	61
The comfort of the seating area	79
The ease of being able to get on and off	84
Your personal security on board	72
The cleanliness of the inside	89
The cleanliness of the outside	86
The availability of staff	22
How well train company deals with delays	50

**Overall satisfaction**

(1191)

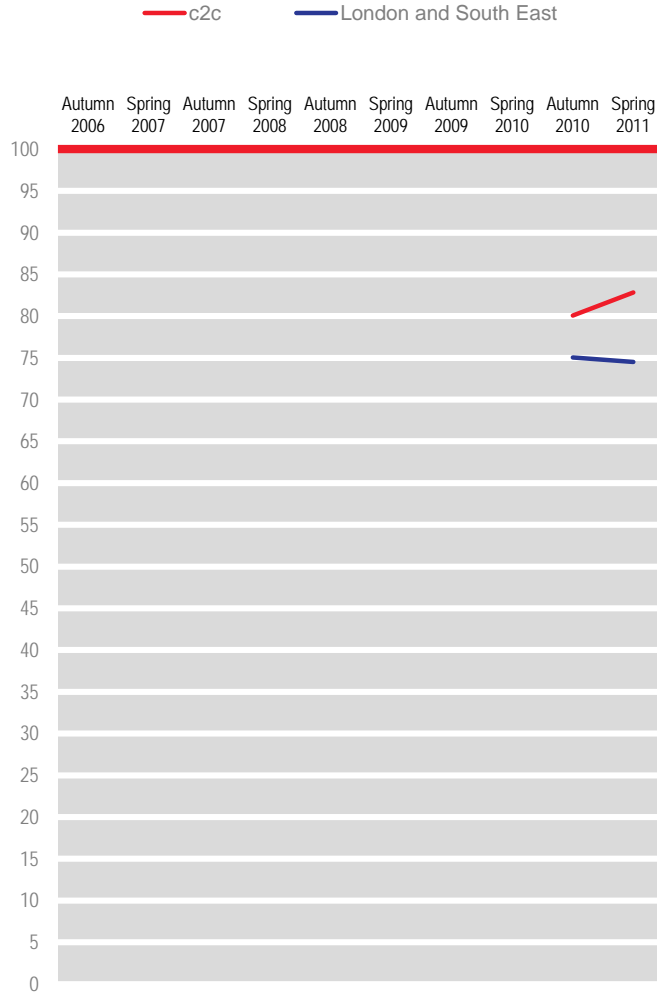
Percentage of passengers satisfied 2006 to 2011



**Overall station satisfaction**

(1182)

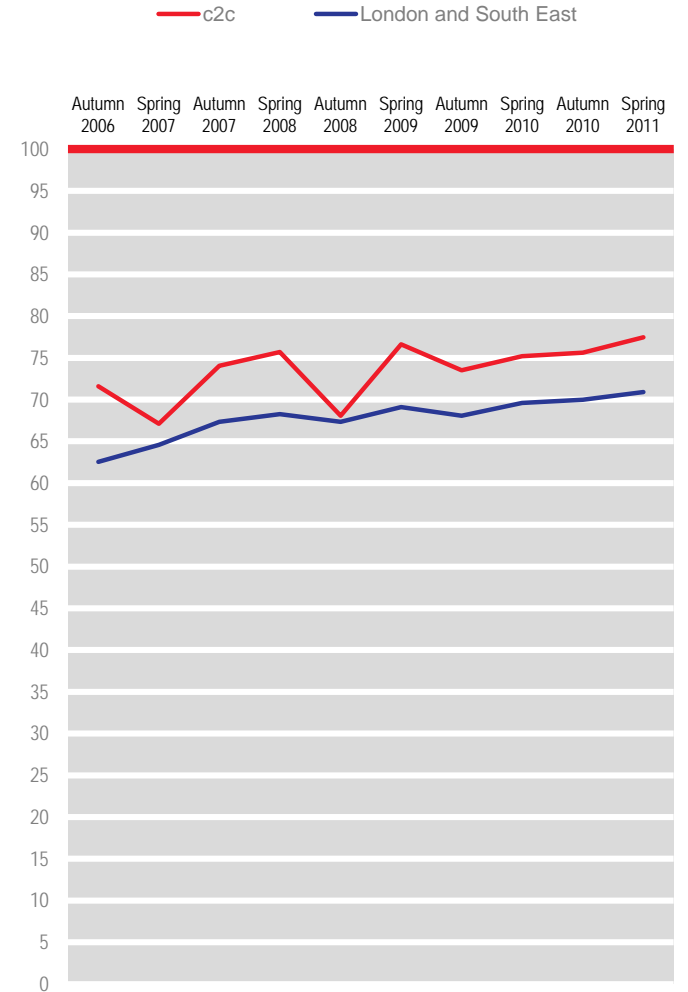
Percentage of passengers satisfied 2006 to 2011



**Ticket buying facilities**

(760)

Percentage of passengers satisfied 2006 to 2011



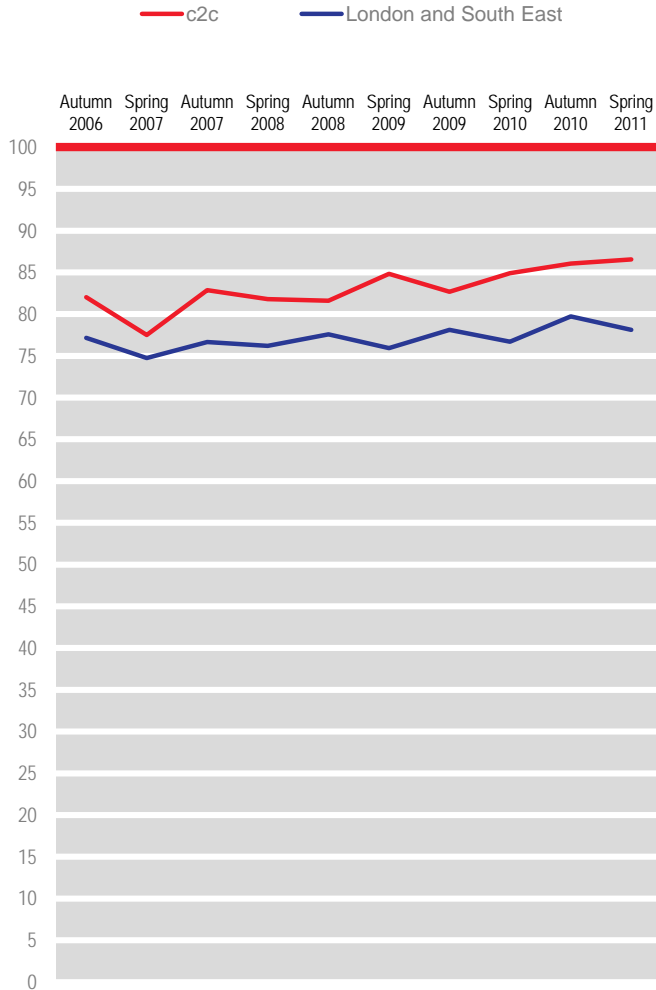
N.B. Benchmarks and targets are only shown for applicable factors



**Provision of information about train times/platforms**

(1109)

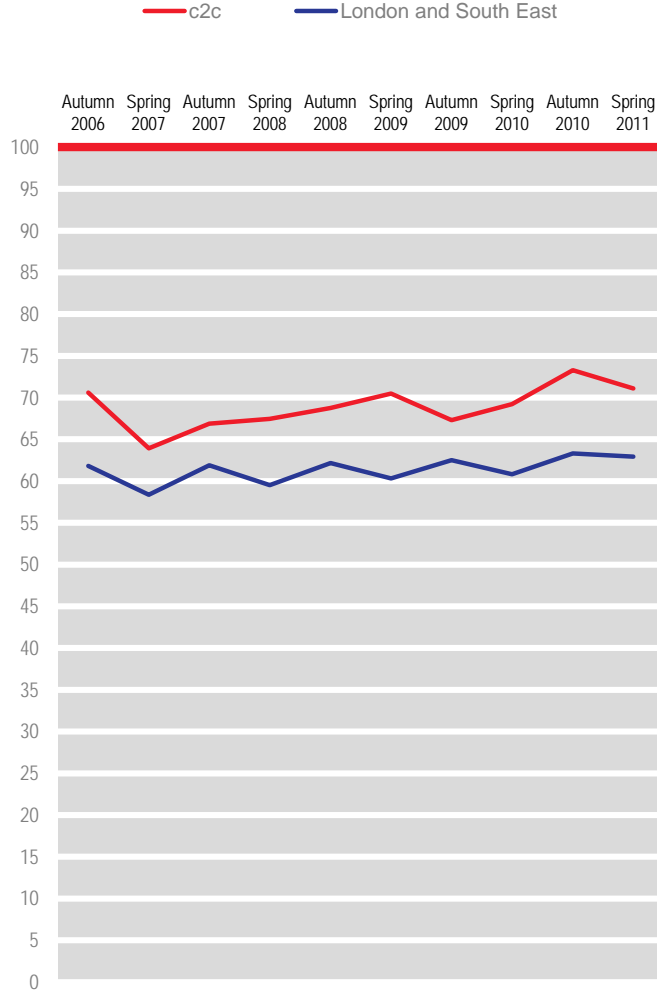
Percentage of passengers satisfied 2006 to 2011



**The upkeep/repair of the station building/platforms**

(1094)

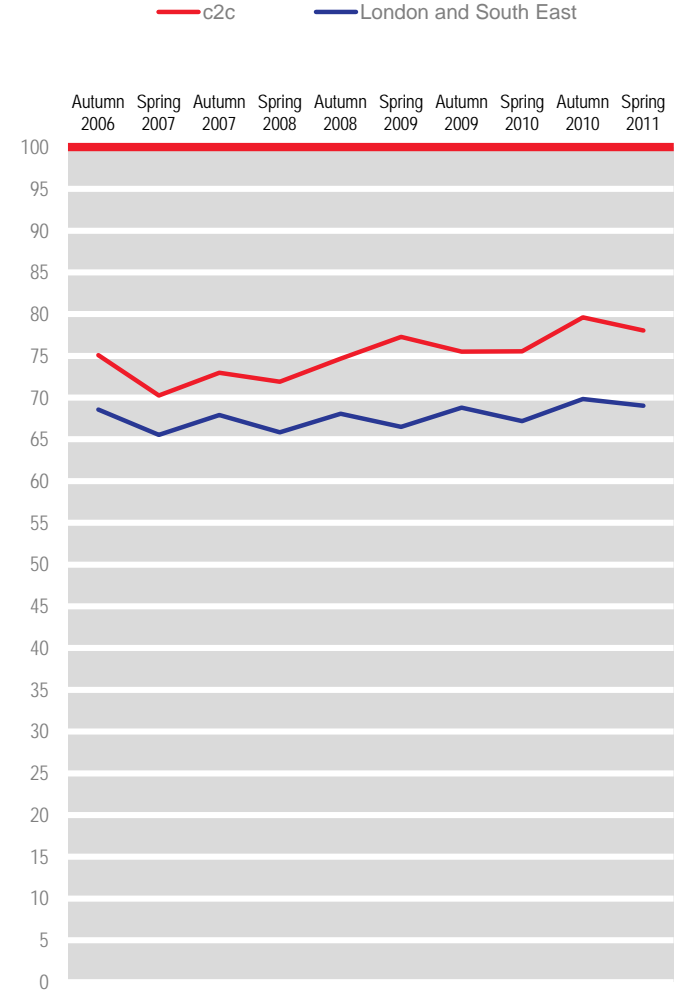
Percentage of passengers satisfied 2006 to 2011



**Cleanliness of the station**

(1108)

Percentage of passengers satisfied 2006 to 2011

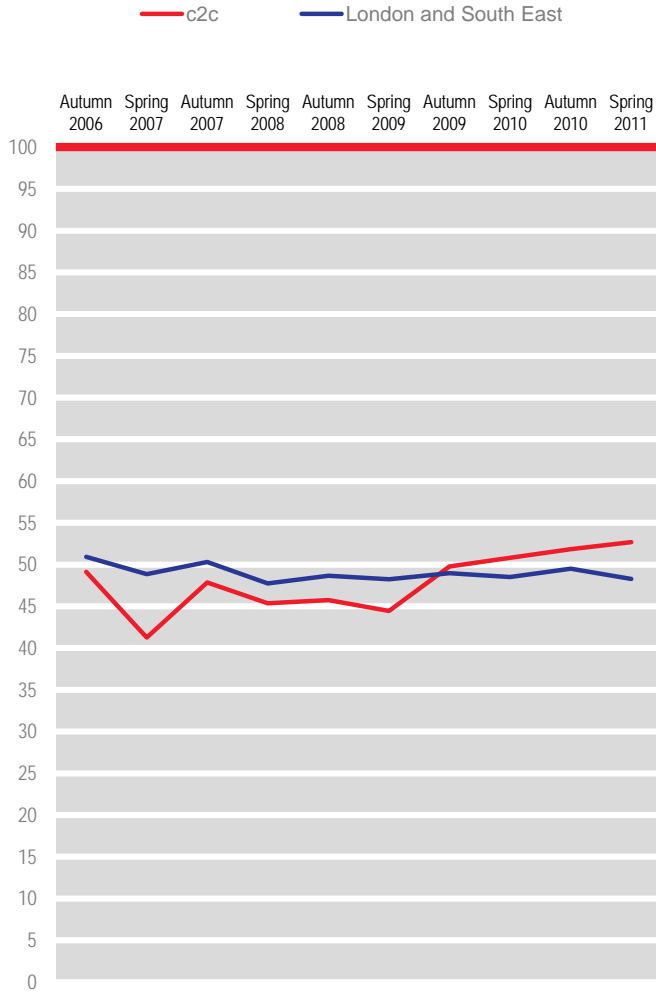


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(965)

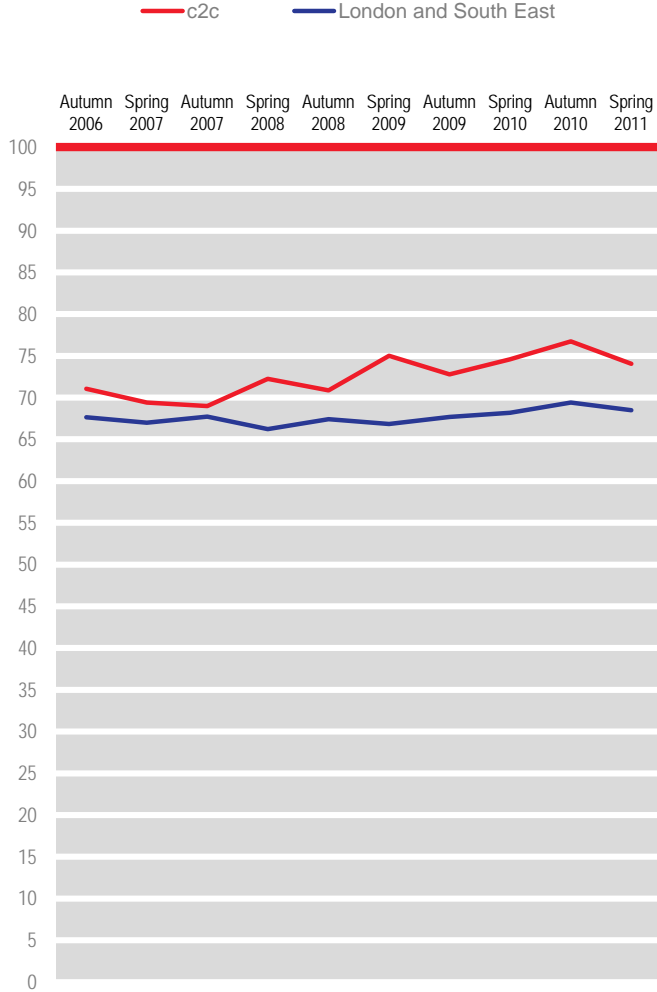
Percentage of passengers satisfied 2006 to 2011



**The attitudes and helpfulness of the staff at the station**

(942)

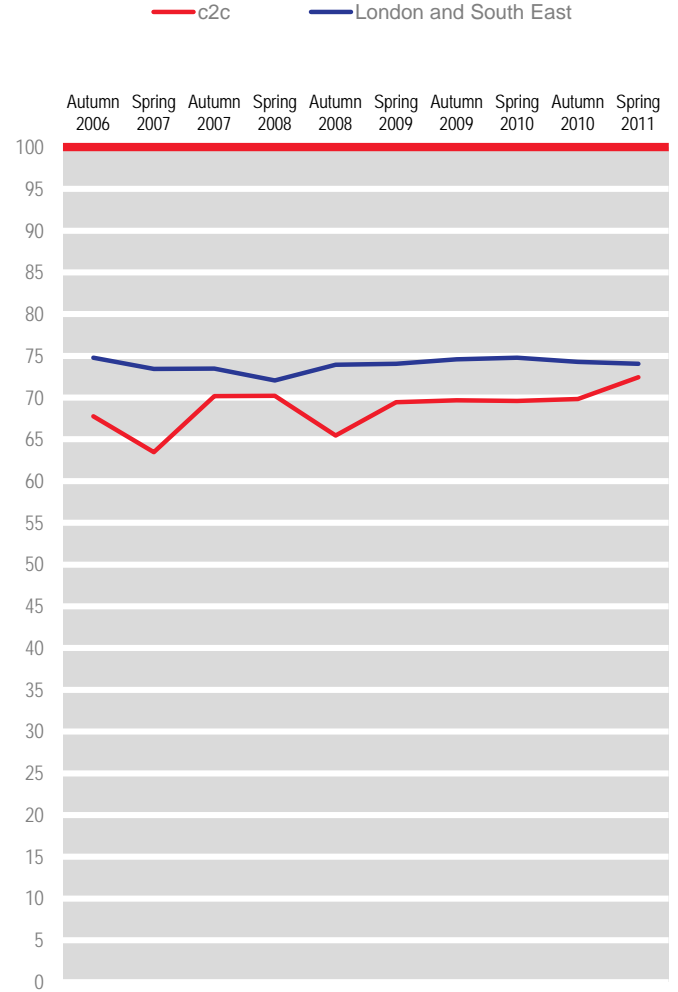
Percentage of passengers satisfied 2006 to 2011



**Connections with other forms of public transport from the station**

(923)

Percentage of passengers satisfied 2006 to 2011

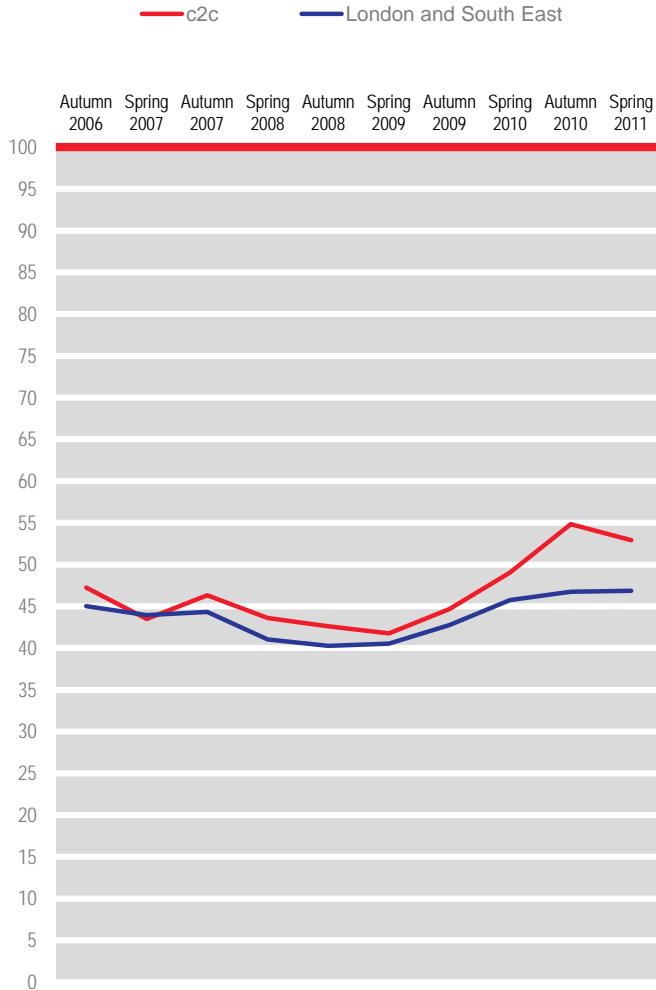


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

**(508)**

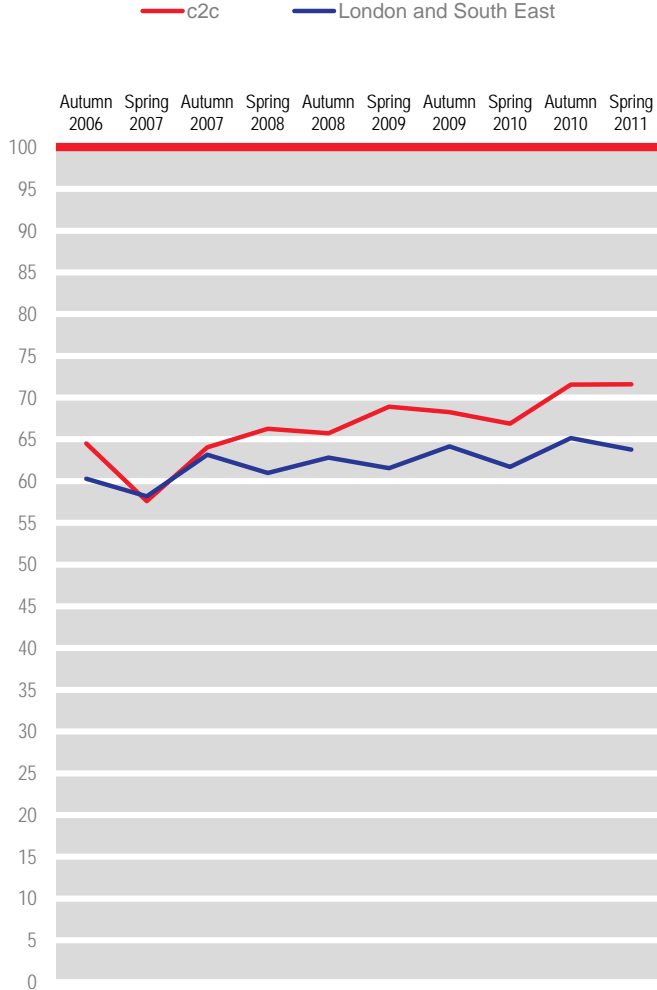
Percentage of passengers satisfied 2006 to 2011



**Overall station environment**

**(1148)**

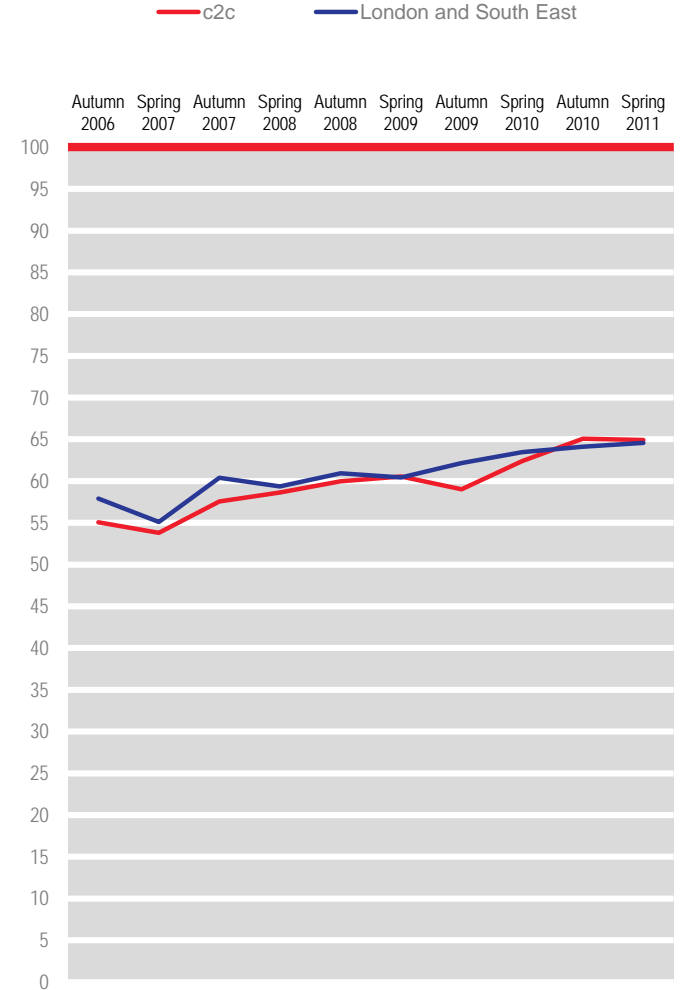
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst using the station**

**(1063)**

Percentage of passengers satisfied 2006 to 2011

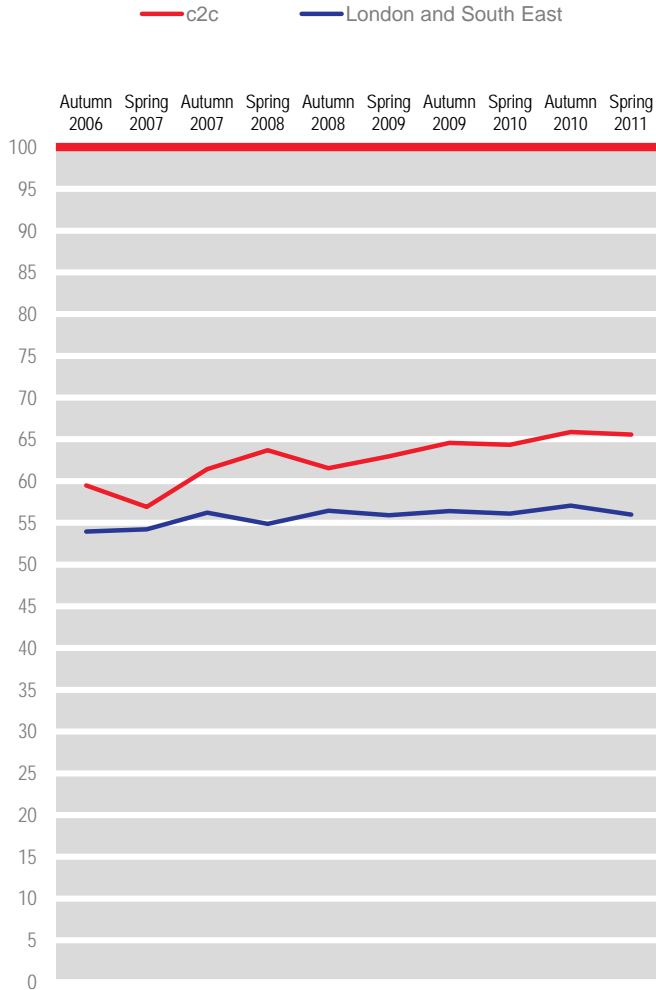


N.B. Benchmarks and targets are only shown for applicable factors

**The availability of staff at the station**

(1045)

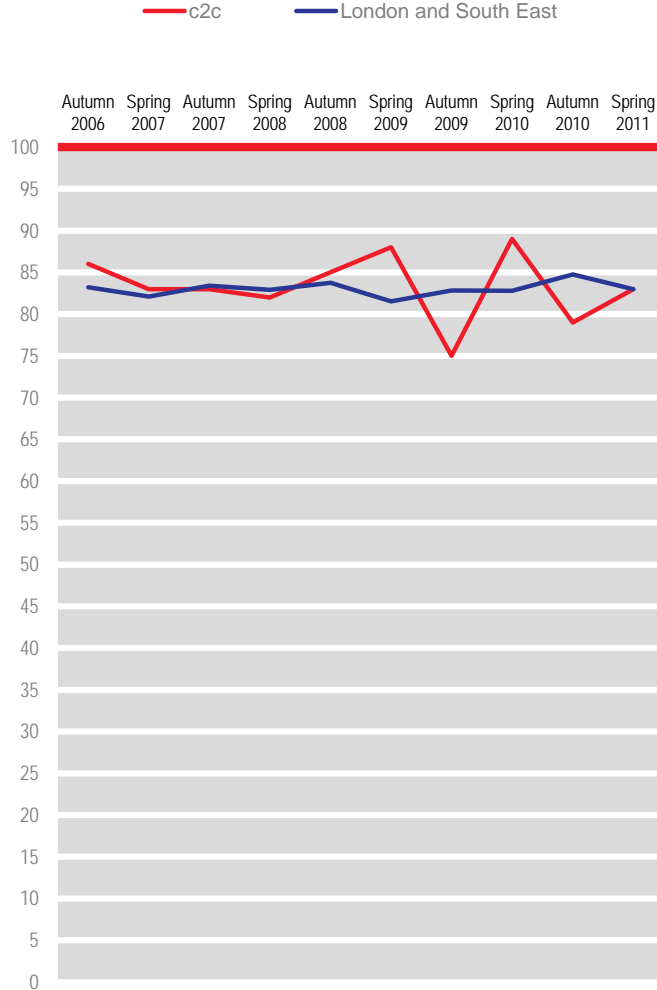
Percentage of passengers satisfied 2006 to 2011



**How request to station staff was handled**

(126)

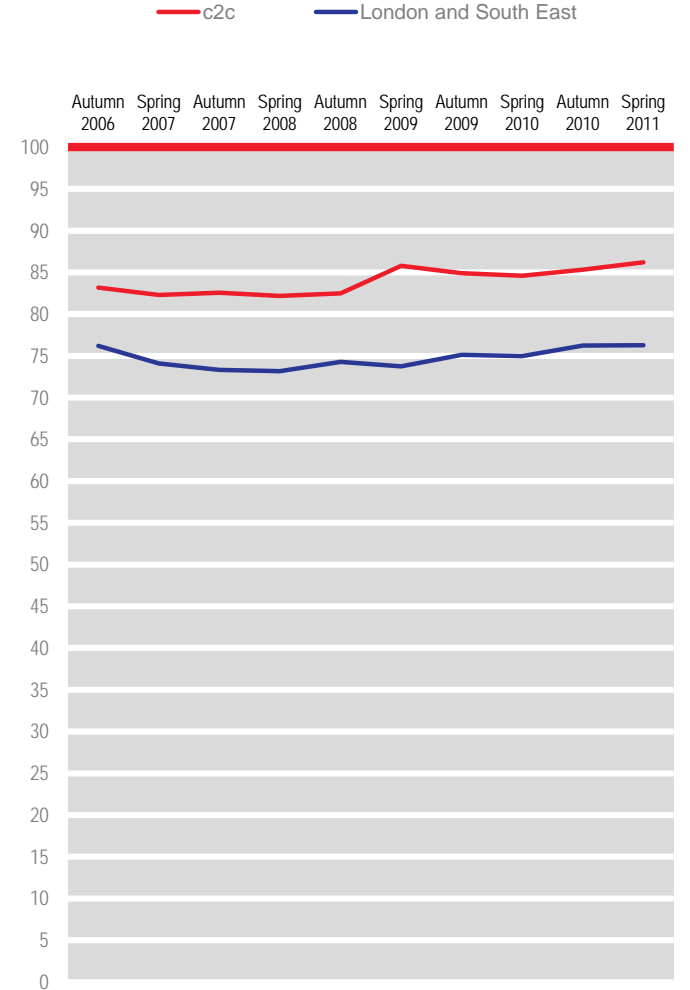
Percentage of passengers satisfied 2006 to 2011



**The frequency of trains on that route**

(1187)

Percentage of passengers satisfied 2006 to 2011

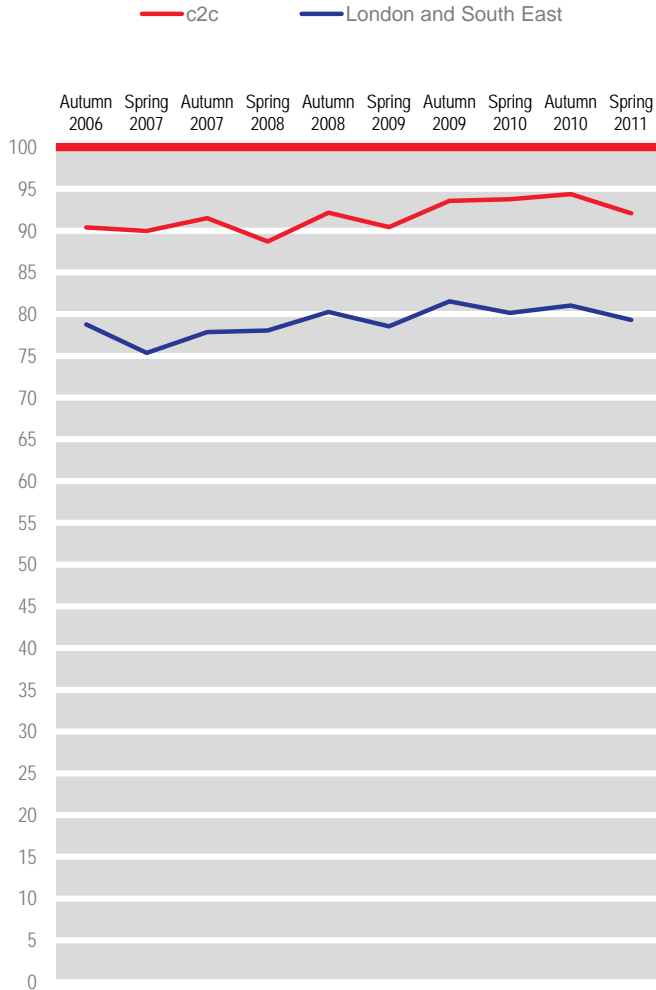


N.B. Benchmarks and targets are only shown for applicable factors

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

(1162)

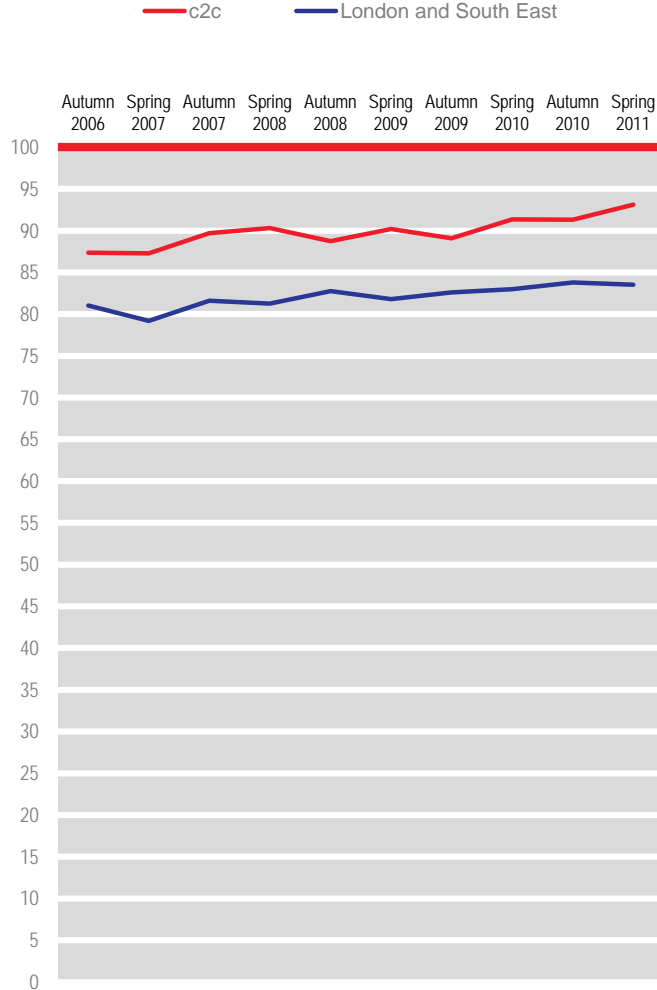
Percentage of passengers satisfied 2006 to 2011



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

(1153)

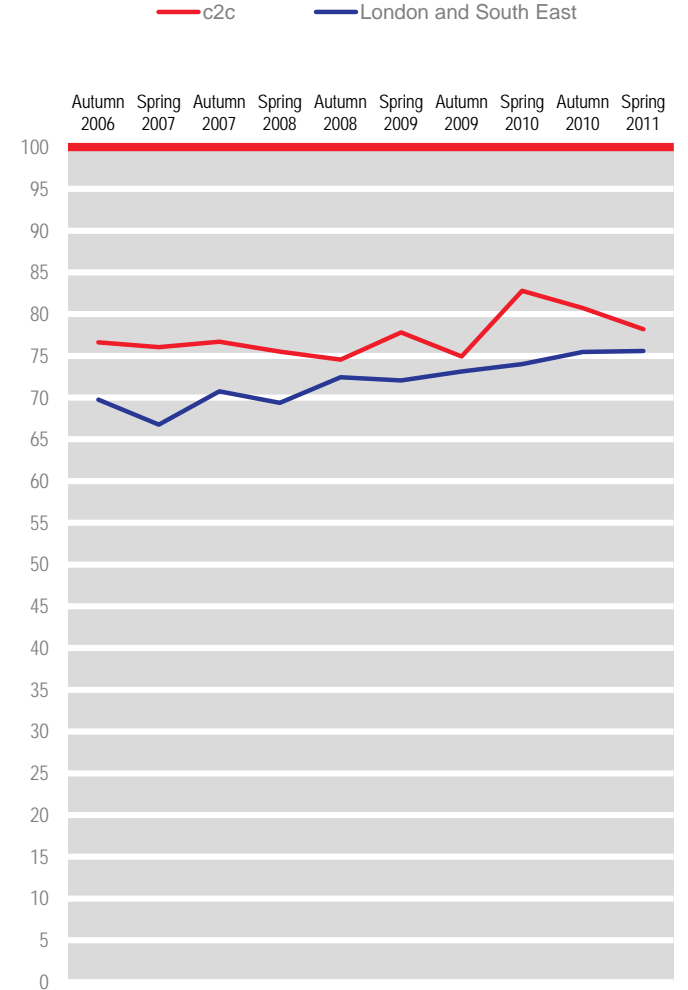
Percentage of passengers satisfied 2006 to 2011



**Connections with other train services**

(735)

Percentage of passengers satisfied 2006 to 2011

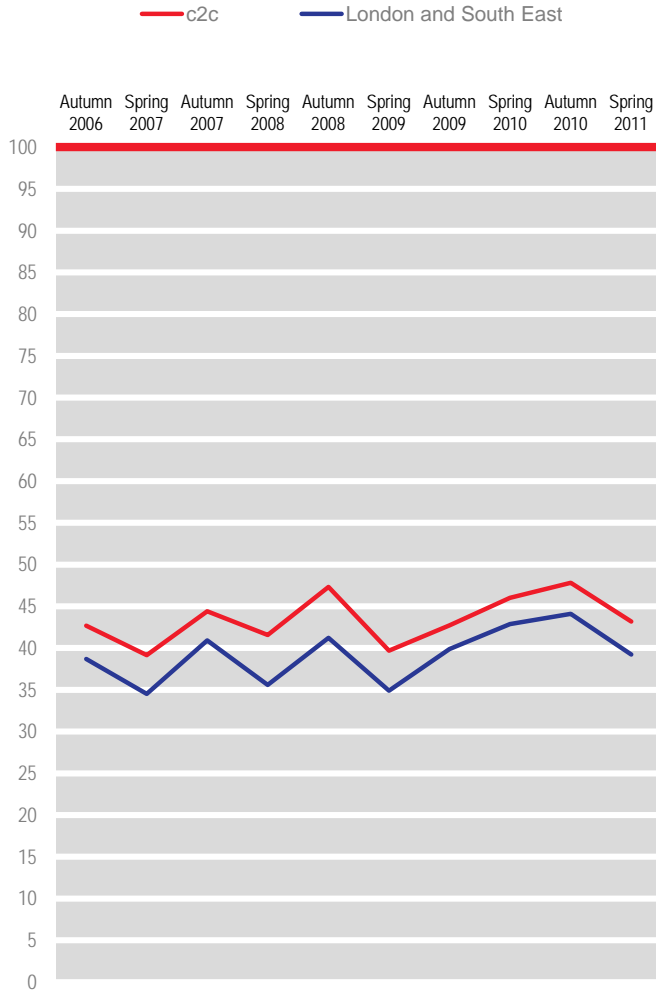


N.B. Benchmarks and targets are only shown for applicable factors

**The value for money for the price of your ticket**

(1106)

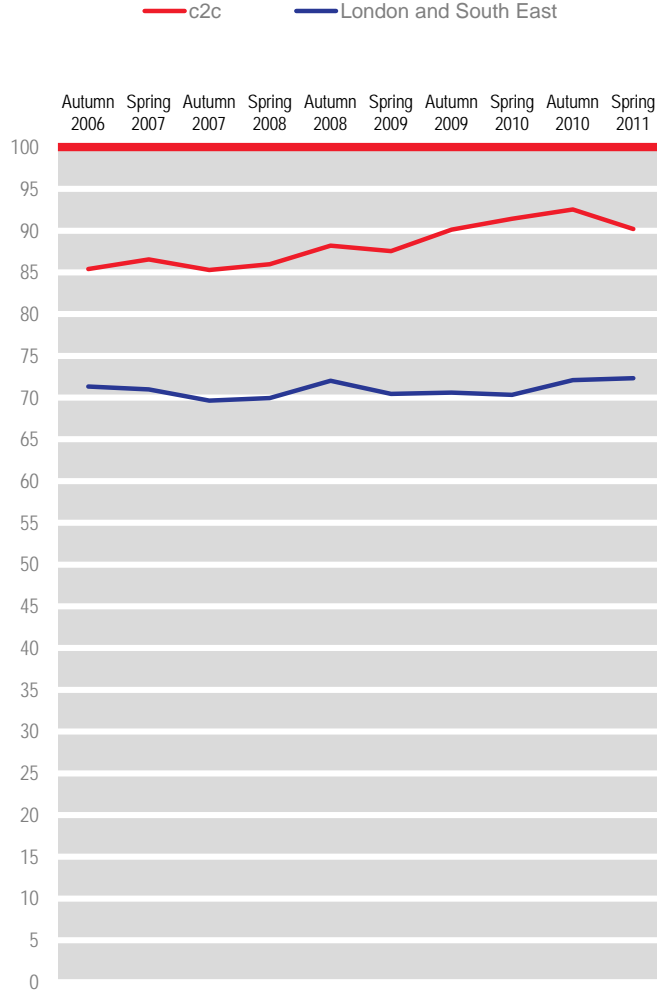
Percentage of passengers satisfied 2006 to 2011



**Cleanliness of the train**

(1187)

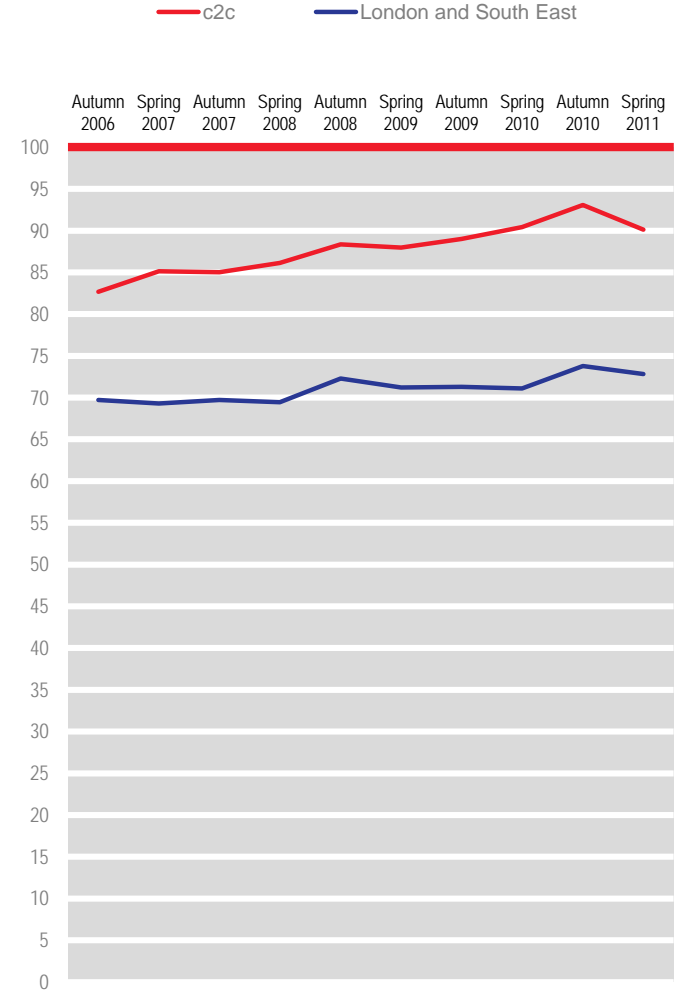
Percentage of passengers satisfied 2006 to 2011



**Upkeep and repair of the train**

(1169)

Percentage of passengers satisfied 2006 to 2011

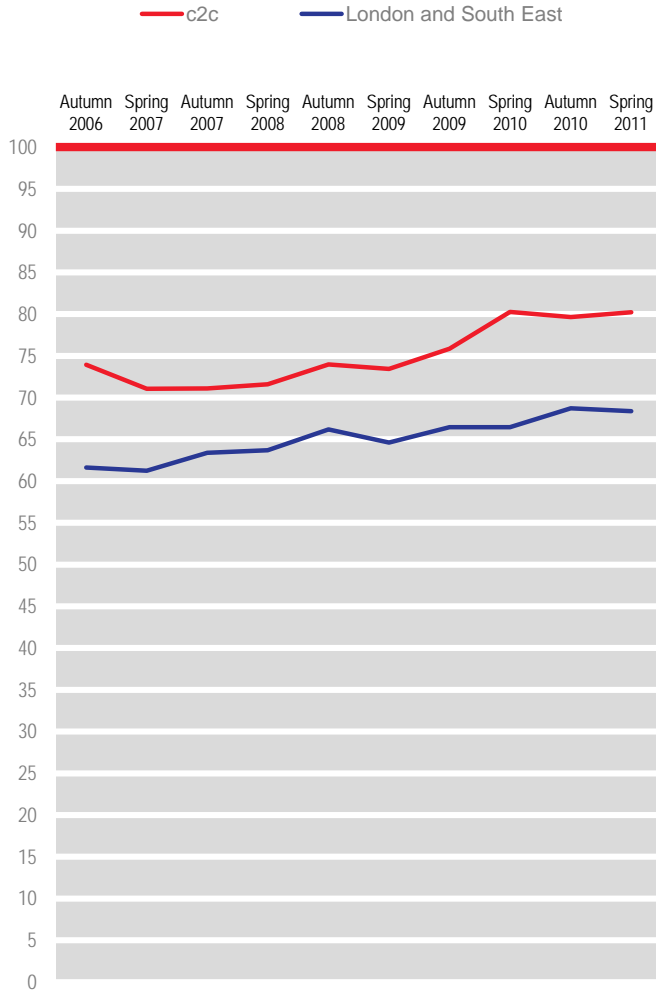


N.B. Benchmarks and targets are only shown for applicable factors

**The provision of information during the journey**

(1082)

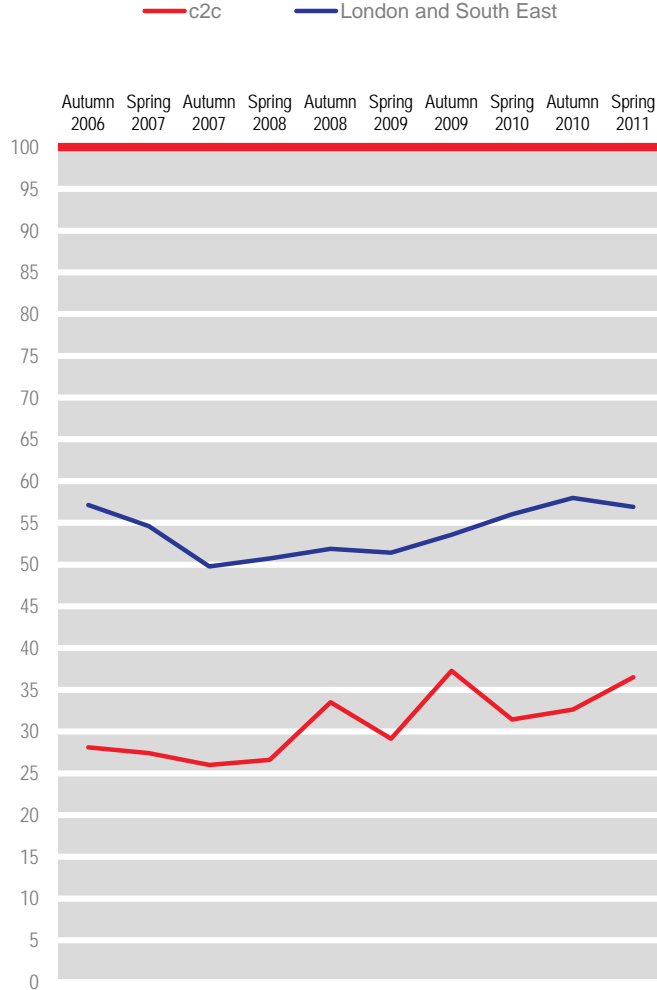
Percentage of passengers satisfied 2006 to 2011



**The helpfulness and attitude of staff on train**

(431)

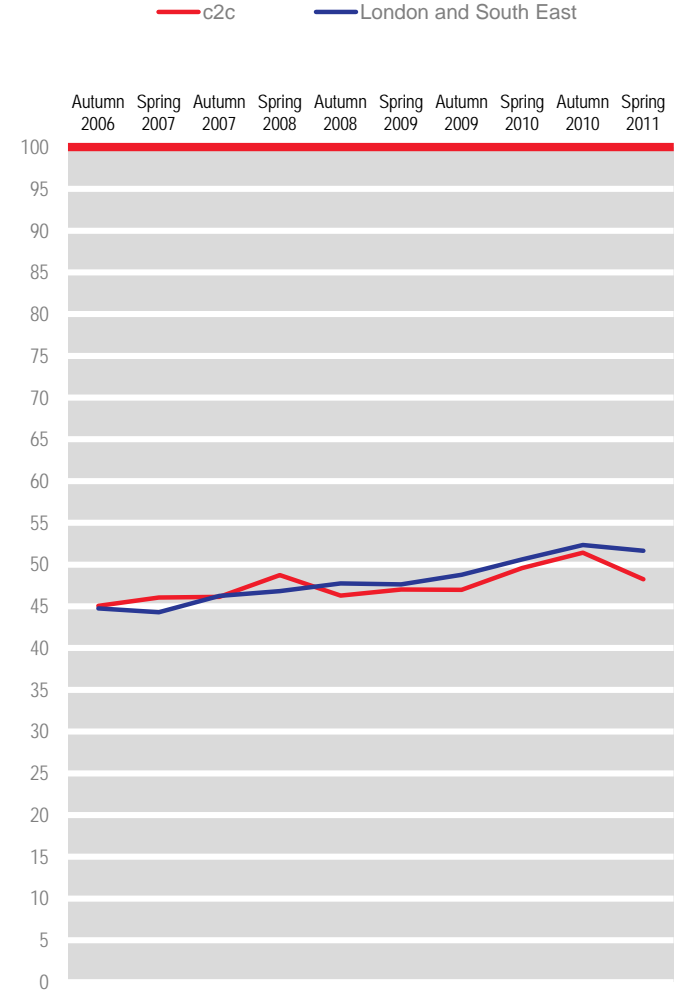
Percentage of passengers satisfied 2006 to 2011



**The space for luggage**

(896)

Percentage of passengers satisfied 2006 to 2011

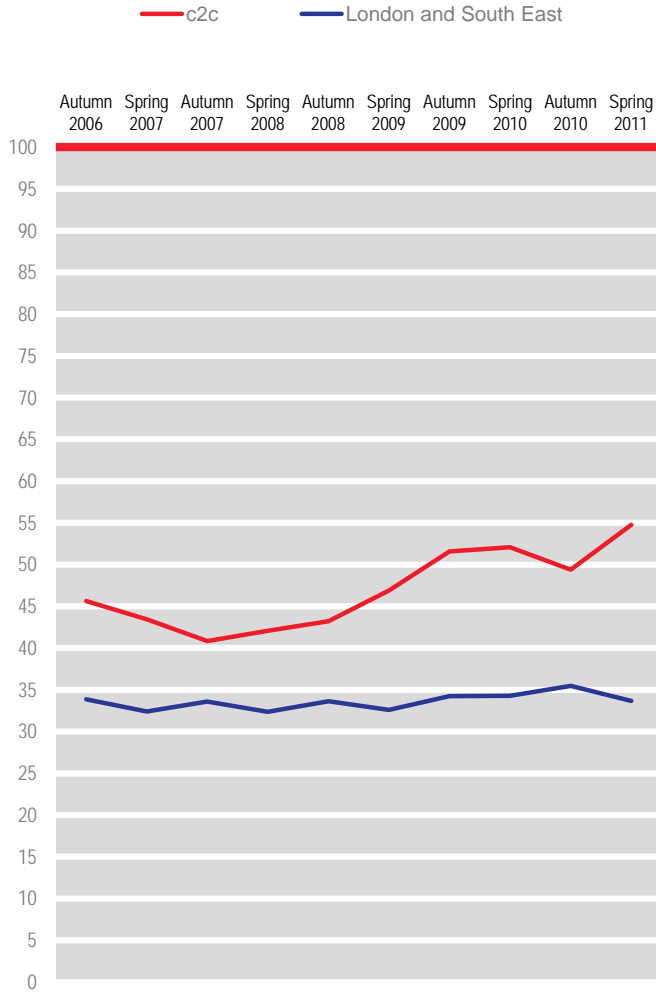


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(521)

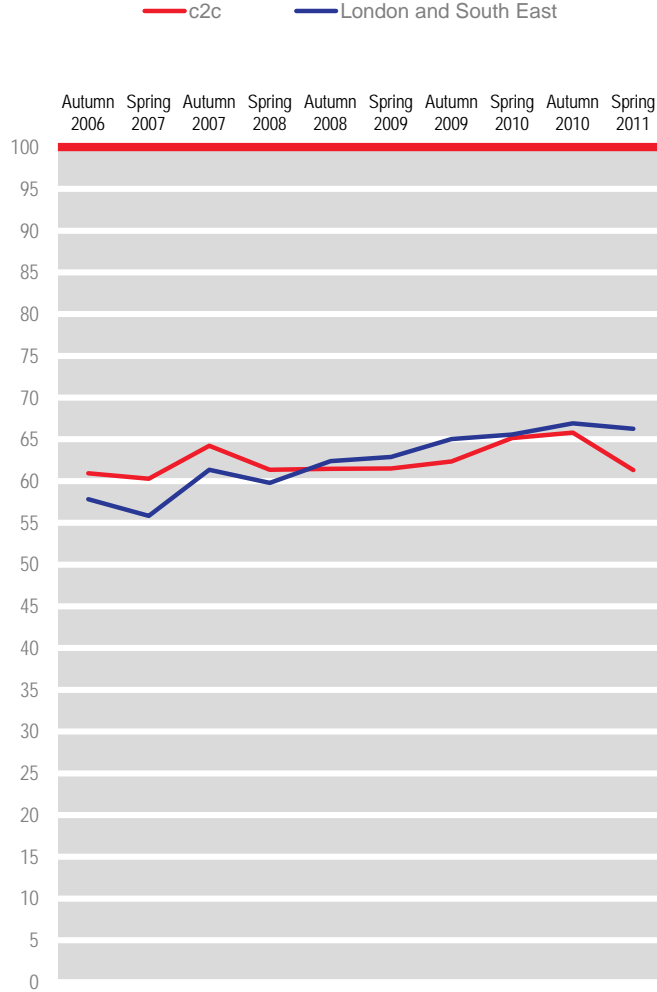
Percentage of passengers satisfied 2006 to 2011



**Sufficient room for all the passengers to sit/stand**

(1153)

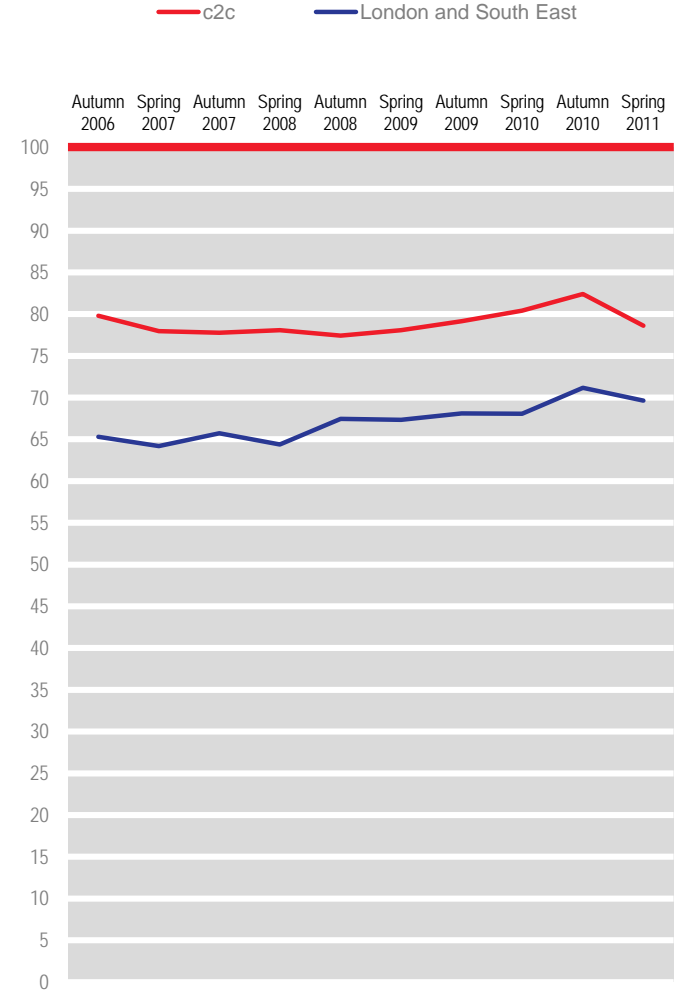
Percentage of passengers satisfied 2006 to 2011



**The comfort of the seating area**

(1139)

Percentage of passengers satisfied 2006 to 2011



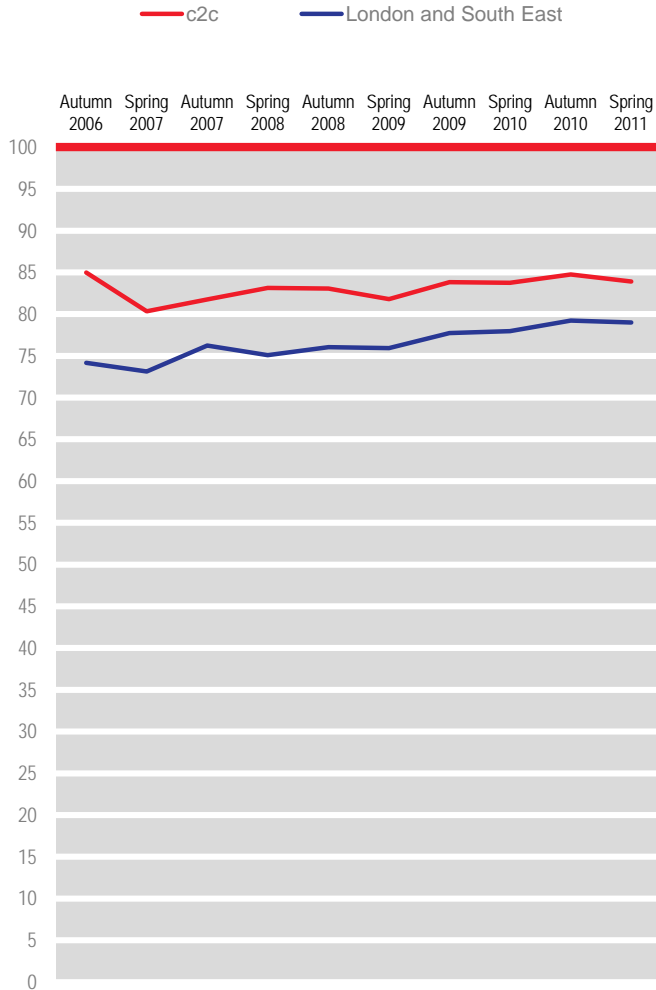
N.B. Benchmarks and targets are only shown for applicable factors



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

(1165)

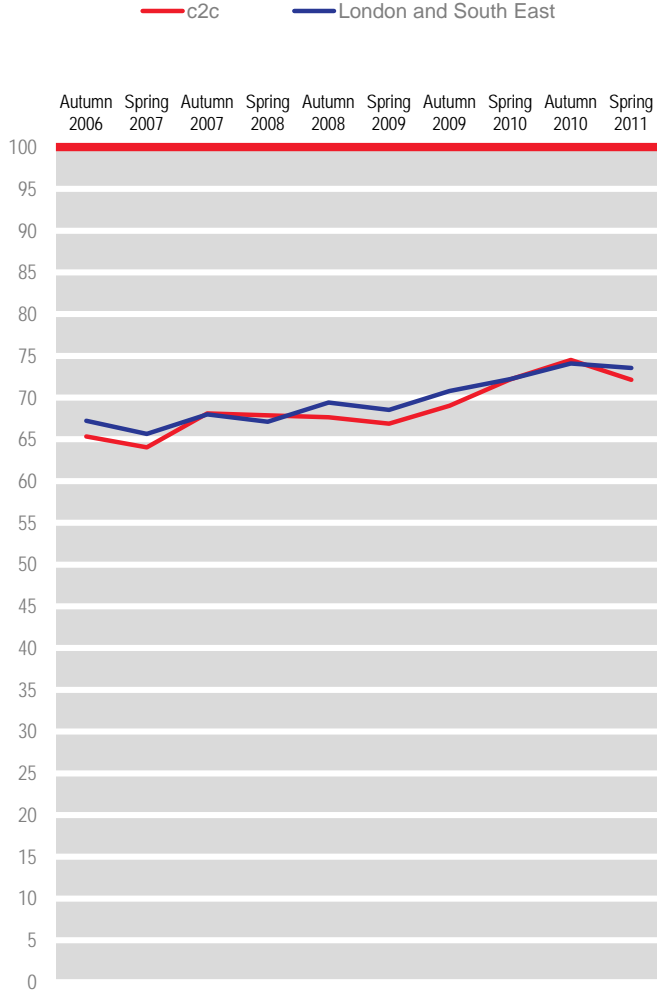
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst on board**

(1087)

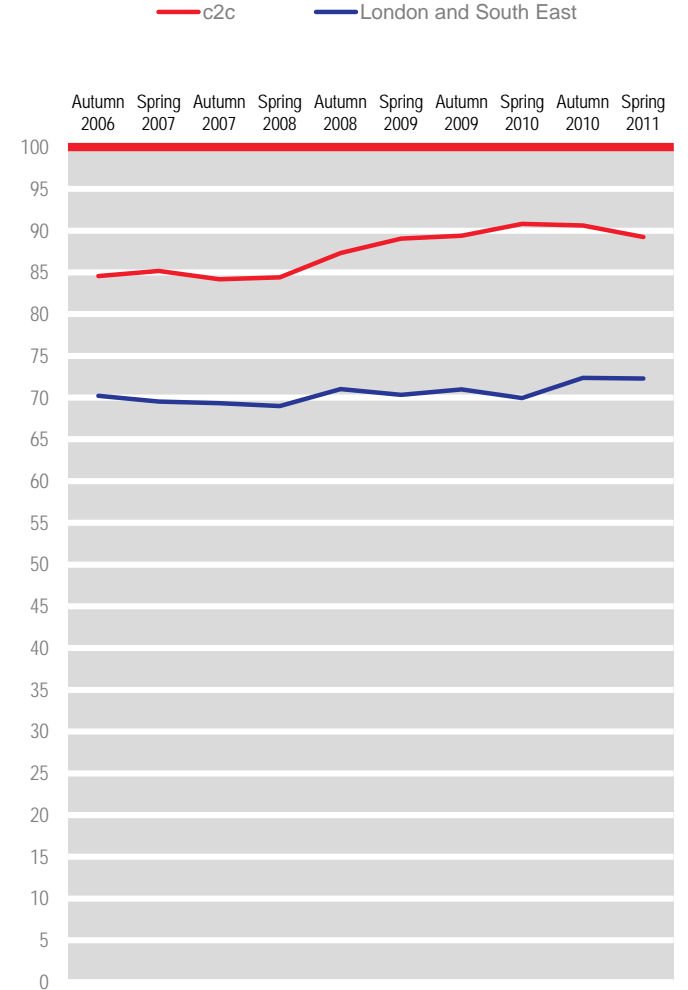
Percentage of passengers satisfied 2006 to 2011



**The cleanliness of the inside of the train**

(1184)

Percentage of passengers satisfied 2006 to 2011

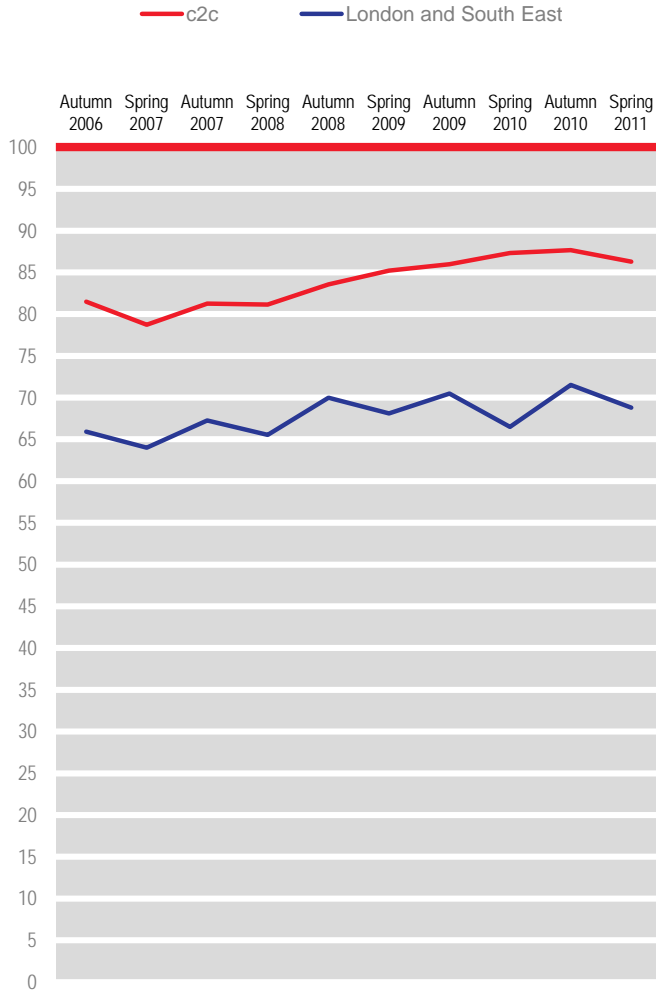


N.B. Benchmarks and targets are only shown for applicable factors

**The cleanliness of the outside of the train**

(1095)

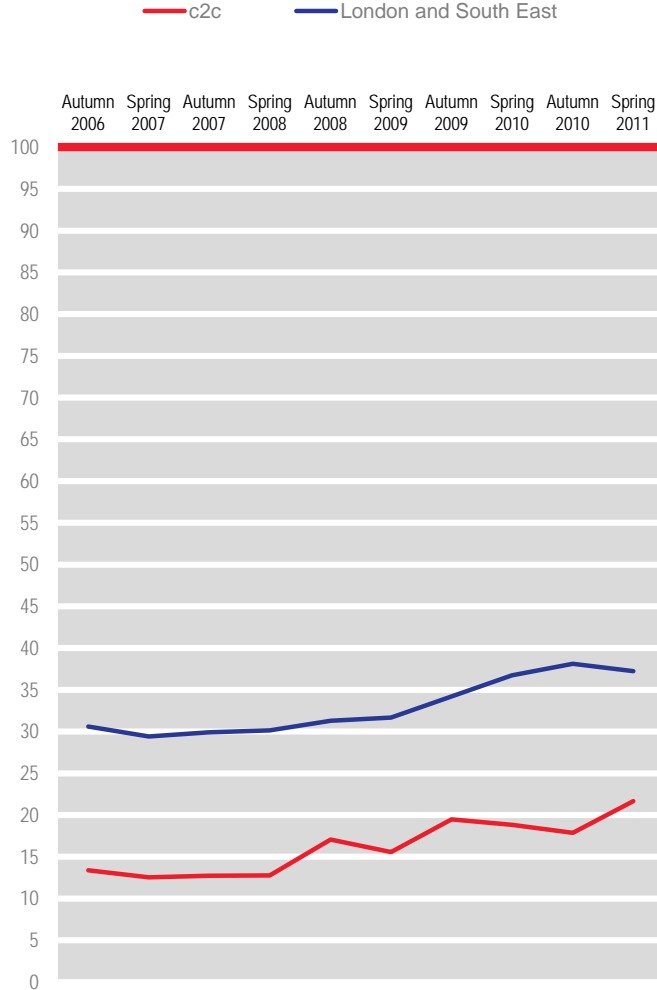
Percentage of passengers satisfied 2006 to 2011



**The availability of staff on the train**

(682)

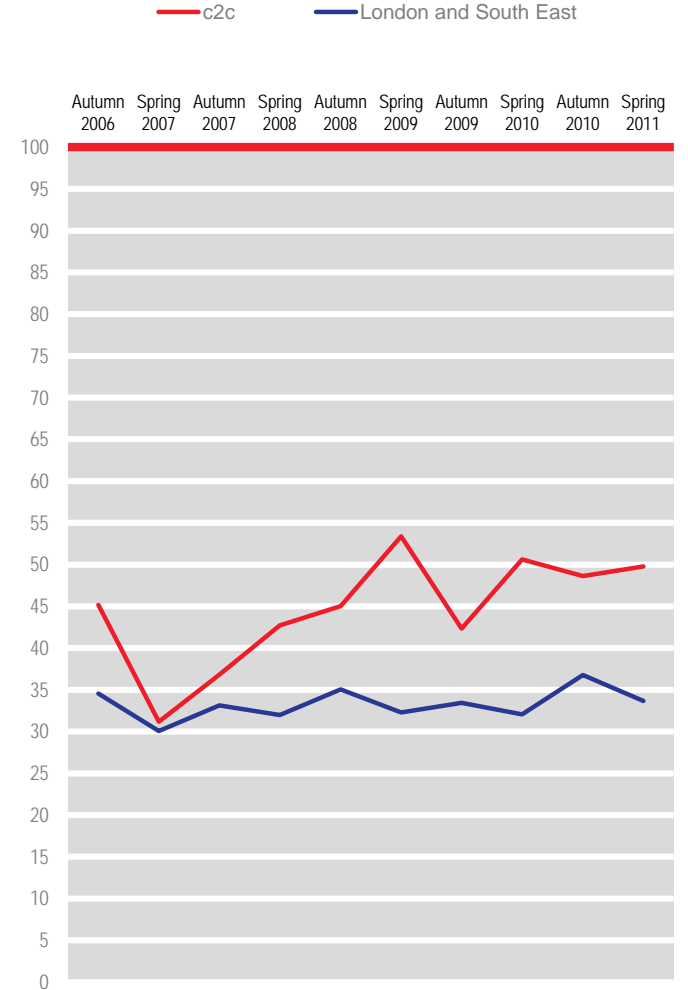
Percentage of passengers satisfied 2006 to 2011



**How well train company dealt with delay**

(90)

Percentage of passengers satisfied 2006 to 2011



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

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

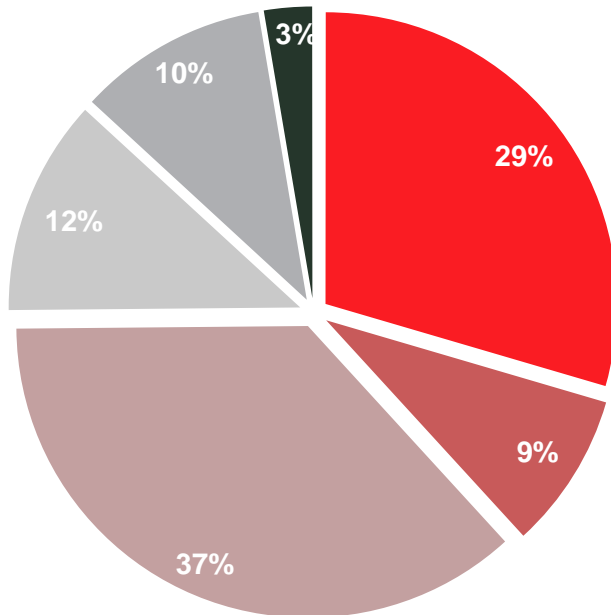
## Managed versus non-managed stations for c2c

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	80	-	90
Ticket buying facilities	77		80
Provision of information about train times/platforms	85		90
The upkeep/repair of the station buildings/platforms	66	-	83
Cleanliness	73	-	89
The facilities and services	46	-	68
The attitudes and helpfulness of the staff	74		75
Connections with other forms of public transport	74		69
Facilities for car parking	59	+	18
Overall environment	67	-	83
Your personal security whilst using	60	-	77
The availability of staff	61	-	77
How request to station staff was handled	82		88

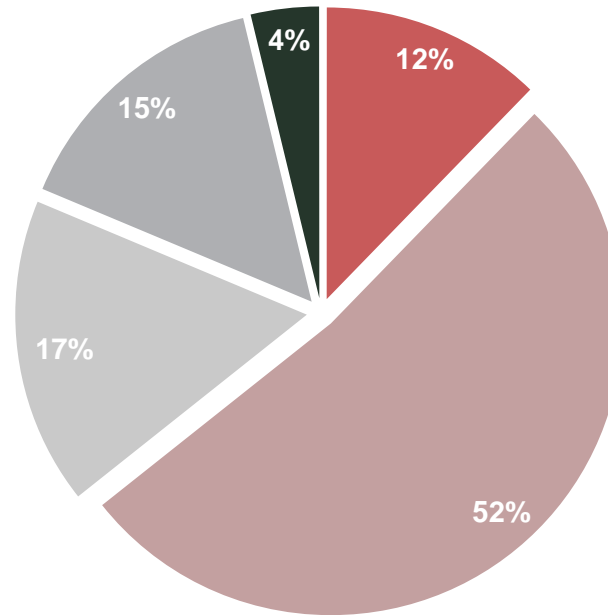
## Managed versus non-managed stations for c2c

(% Passengers Journeys originating from each type of station)

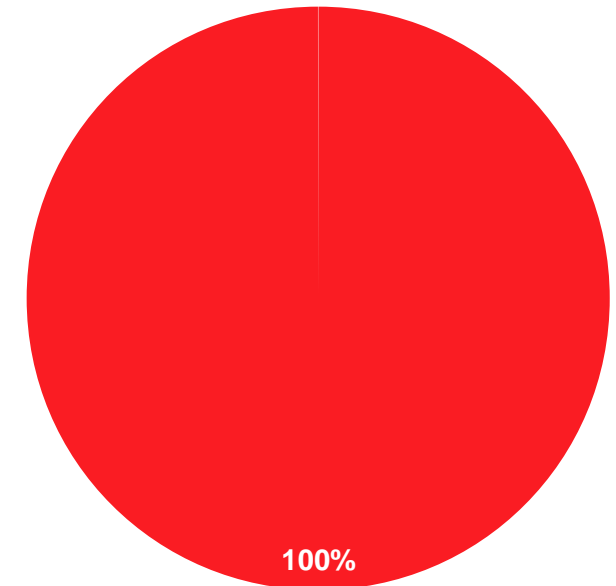
Overall Total



Stations managed by TOC



Stations not managed by TOC



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

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

## Peak/off-peak satisfaction scores for c2c

	Peak		Off-Peak	
	Spring 2011	significant change	Spring 2010	Spring 2011
Overall satisfaction	88		90	93
Overall satisfaction with the station	84		-	82
Ticket buying facilities	77		75	78
Provision of information about train times/platforms	88		86	86
The upkeep/repair of the station buildings/platforms	70		69	72
Cleanliness	81		76	77
The facilities and services	56		50	50
The attitudes and helpfulness of the staff	74		76	74
Connections with other forms of public transport	72		66	73
Facilities for car parking	51		49	54
Overall environment	74		68	70
Your personal security whilst using	68		64	63
The availability of staff	67		66	65
How request to station staff was handled	67		100	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

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

## Peak/off-peak satisfaction scores for c2c

	Peak			Off-Peak		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
The frequency of the trains on that route	87		86	85		83
Punctuality/reliability (i.e. the train arriving/departing on time)	94		92	91	-	95
The length of time the journey was scheduled to take (speed)	94		90	93		92
Connections with other train services	79		82	78		83
The value for money for the price of your ticket	38		40	46		50
Cleanliness of the train	90		91	90		92
Upkeep and repair of the train	89		88	91		92
The provision of information during the journey	77		77	82		82
The helpfulness and attitude of staff on train	34		26	38		35
The space for luggage	43		42	52		54
The toilet facilities	50		43	57		59
Sufficient room for all passengers to sit/stand	41		46	74		77
The comfort of the seating area	69		69	84		87
The ease of being able to get on and off	79		74	87		90
Your personal security on board	71		70	73		73
The cleanliness of the inside	89		89	89		92
The cleanliness of the outside	86		86	87		88
The availability of staff	20		15	23		21
How well train company deals with delays	32		50	55		51

\* 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		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
Overall satisfaction	75		75	85		84
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

\* 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

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

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

	Peak			Off-Peak		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
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

\* 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 c2c

Spring 2011  
%Spring 2010  
%Spring 2011  
%Spring 2010  
%

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	39	41	None	92	92
Female	59	56	Minor	6	6
Not stated	2	3	Major	1	1
			Not stated	0	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	12	11	Yes	80	80
26-34	17	18	No	20	20
35-44	21	24			
45-54	24	20	<b>TIME OF TRAVEL</b>		
55-59	8	10	Peak	37	38
60-64	8	9	Off-peak	63	62
65+	9	7			
Not stated	1	1	<b>ASKED FOR HELP OR INFORMATION</b>		
<b>JOURNEY PURPOSE</b>			Yes asked for help	6	5
Commuter	66	66	Yes asked for information	6	5
Business	4	4	Could not find anyone to ask	1	1
Leisure	30	30	No	88	89
			Not stated	1	1

## Weighted sample profile for London and South East

Spring 2011  
%Spring 2010  
%Spring 2011  
%Spring 2010  
%

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	44	44	None	81	81
Female	54	53	Minor	16	15
Not stated	2	3	Major	2	2
			Not stated	1	1
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	11	10	Yes	70	69
26-34	19	18	No	30	31
35-44	20	21			
45-54	23	22			
55-59	9	9	<b>TIME OF TRAVEL</b>		
60-64	9	8	Peak	21	22
65+	9	9	Off-peak	79	78
Not stated	1	2			
<b>JOURNEY PURPOSE</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Commuter	52	51	Yes asked for help	8	8
Business	15	16	Yes asked for information	8	8
Leisure	33	33	Could not find anyone to ask	3	3
			No	81	81
			Not stated	1	2

## Station sample sizes for c2c

Station	Unweighted		
London Fenchurch Street	322		
Barking	203		
Benfleet	123		
Upminster	89		
Grays	74		
Limehouse	46		
Laindon	41		
Basildon	36		
Chafford Hundred	33		
Leigh-On-Sea	31		
Rainham (Essex)	27		
Pitsea	27		
Southend Central	21		
West Ham	20		
Westcliff	20		
Southend East	16		
Thorpe Bay	14		
Stanford-Le-Hope	12		
Shoeburyness	12		
Tilbury Town	12		
Chalkwell	11		
Ockendon	7		
West Horndon	2		

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22295	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	67173	64	3	33	83	17	20	26	28	27
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
Southeastern	153264	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

\* Sample size excludes non-franchised Train Operating Companies.

## Unweighted sample composition for all train companies

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

\* Sample size excludes non-franchised Train Operating Companies.

## The following reports are produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs back to Autumn 1999 (wave 1).
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

## Sector definitions

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

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



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