



# National Passenger Survey

## TOC Report for First Capital Connect

### 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.

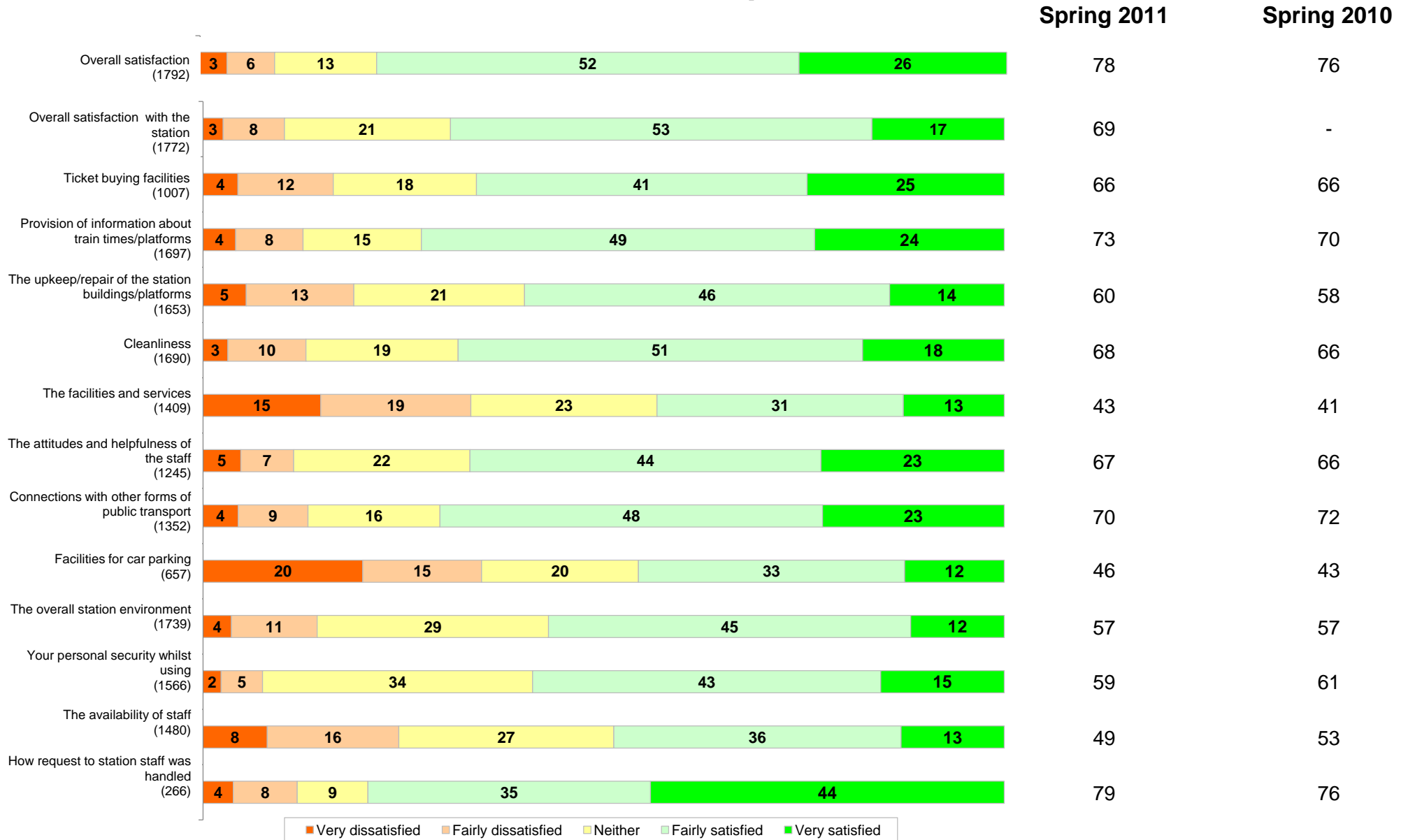
Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

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

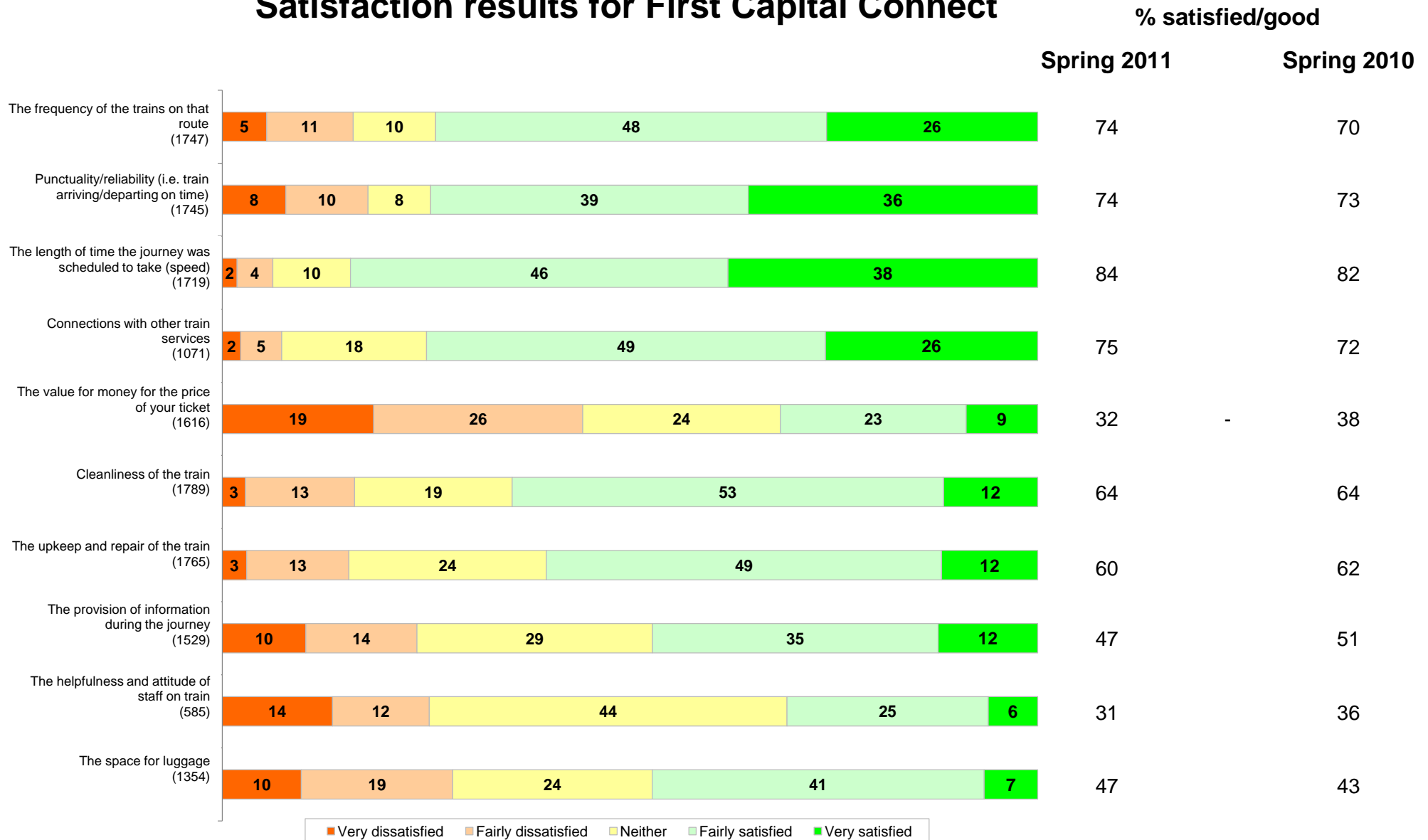
% satisfied/good

### Satisfaction results for First Capital Connect



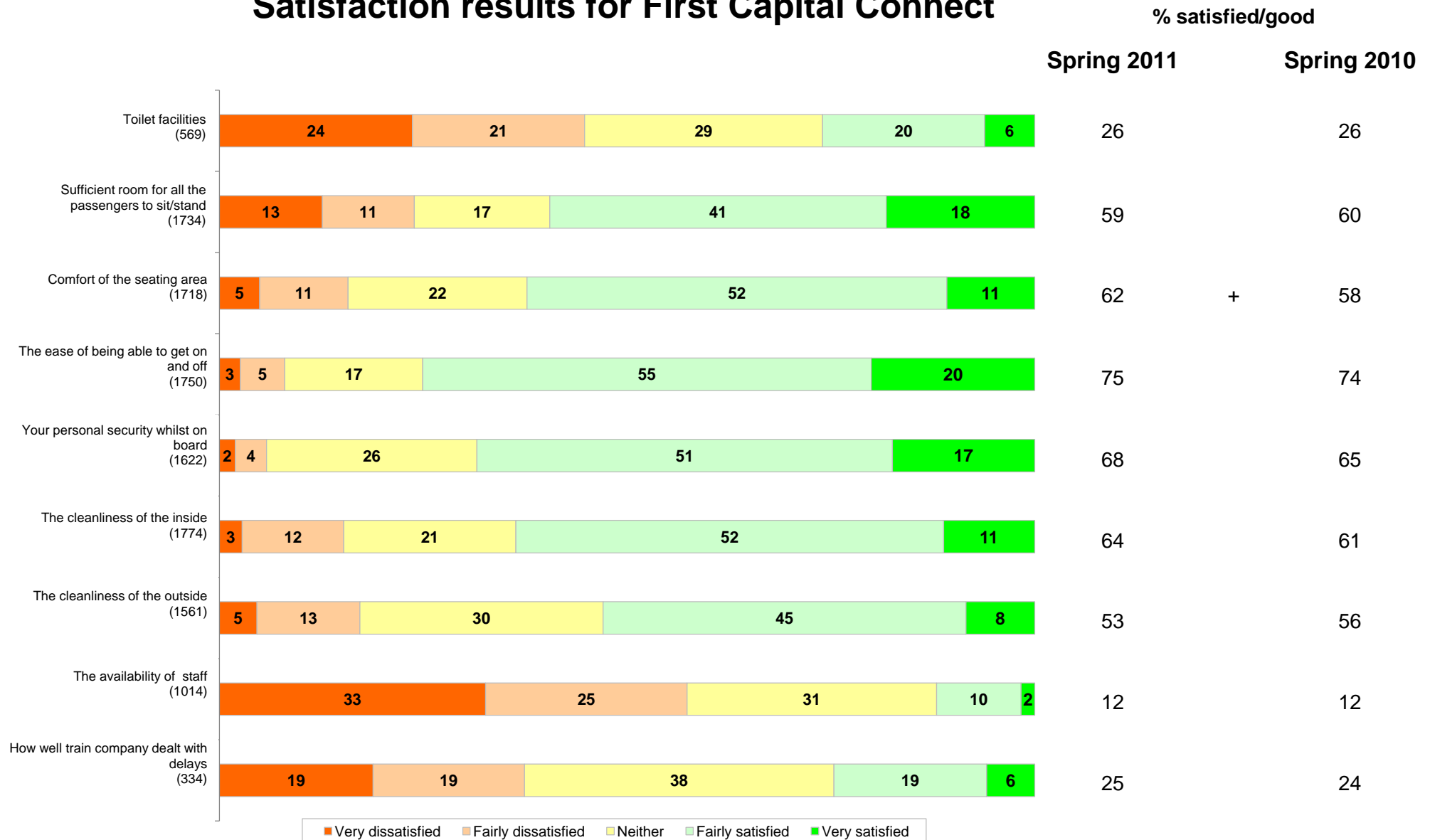
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for First Capital Connect



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

## Satisfaction results for First Capital Connect

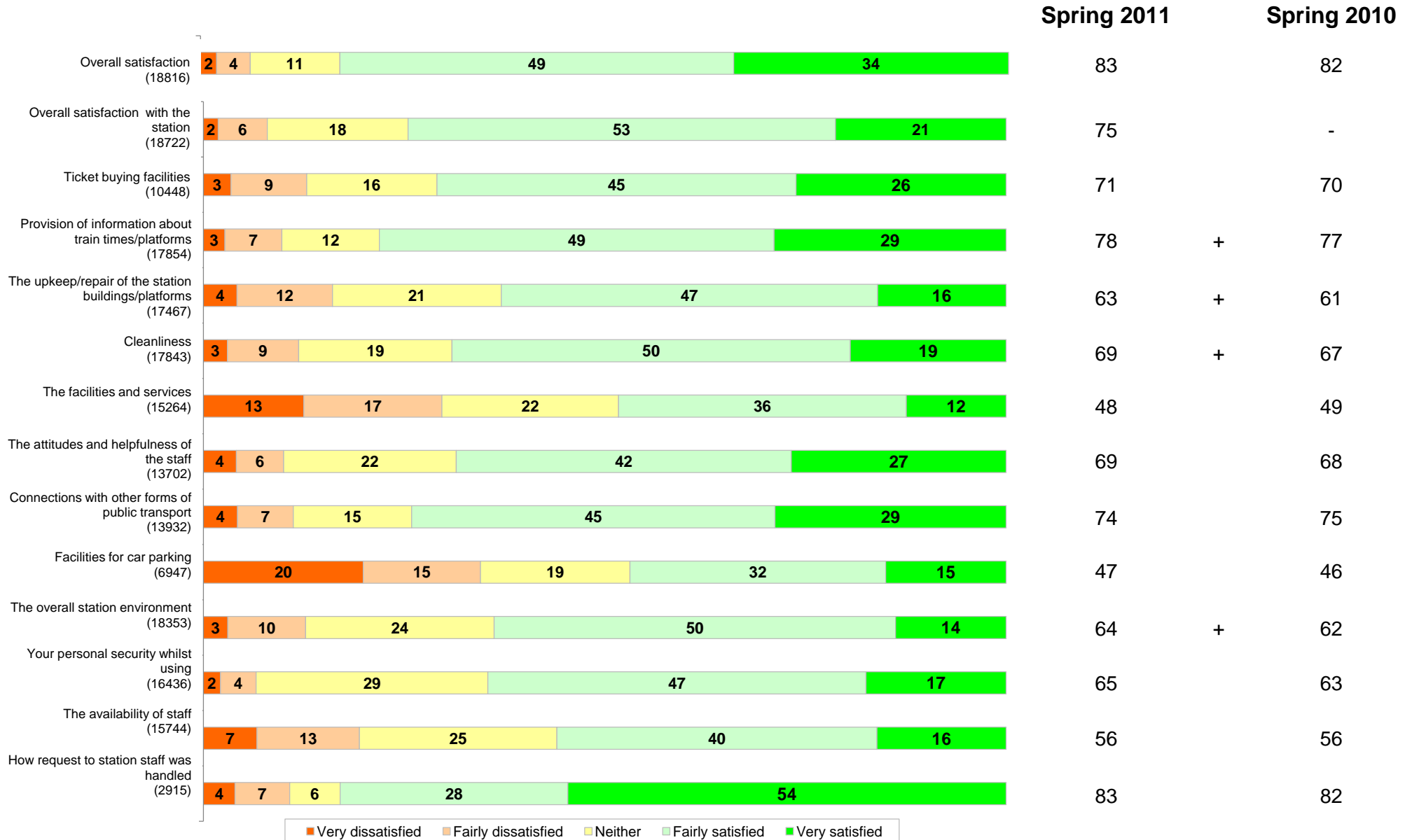




At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

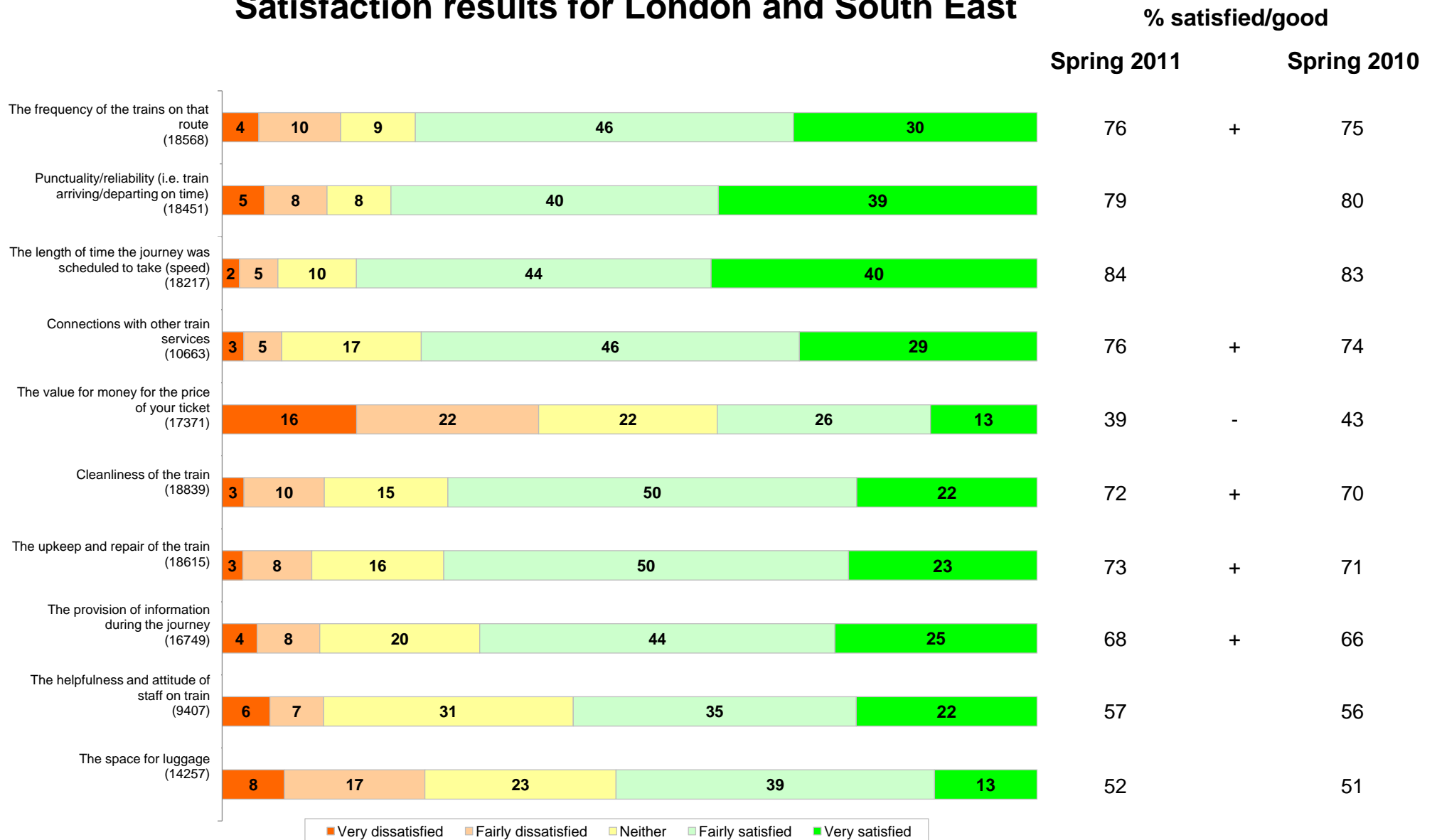
**% satisfied/good**

### Satisfaction results for London and South East



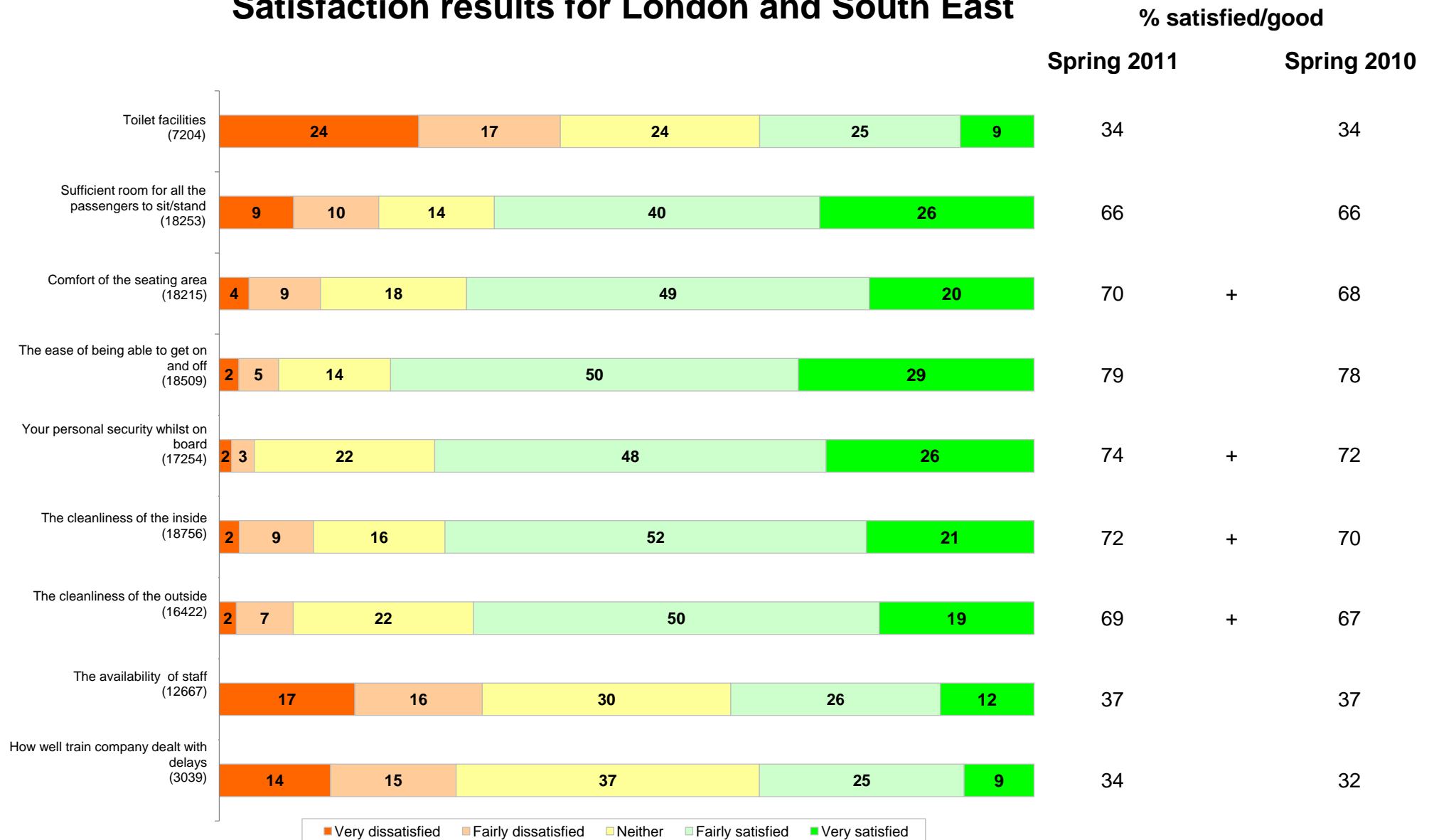
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## First Capital Connect performance versus London and South East

|  | TOC | Sector | TOC Index |
|--|-----|--------|-----------|
| Overall satisfaction                                 | 78  | 83     | 94%       |
| Overall satisfaction with the station                | 69  | 75     | 93%       |
| Ticket buying facilities                             | 66  | 71     | 93%       |
| Provision of information about train times/platforms | 73  | 78     | 93%       |
| The upkeep/repair of the station buildings/platforms | 60  | 63     | 95%       |
| Cleanliness  | 68  | 69     | 99%       |
| The facilities and services                          | 43  | 48     | 90%       |
| The attitudes and helpfulness of the staff           | 67  | 69     | 97%       |
| Connections with other forms of public transport     | 70  | 74     | 95%       |
| Facilities for car parking                           | 46  | 47     | 97%       |
| Overall environment                                  | 57  | 64     | 89%       |
| Your personal security whilst using                  | 59  | 65     | 91%       |
| The availability of staff                            | 49  | 56     | 87%       |
| How request to station staff was handled             | 79  | 83     | 95%       |

## First Capital Connect performance versus London and South East

|   | TOC | Sector | TOC Index |
|---|-----|--------|-----------|
| The frequency of the trains on that route                           | 74  | 76     | 97%       |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 74  | 79     | 94%       |
| The length of time the journey was scheduled to take (speed)        | 84  | 84     | 101%      |
| Connections with other train services                               | 75  | 76     | 99%       |
| The value for money for the price of your ticket                    | 32  | 39     | 80%       |
| Cleanliness of the train  | 64  | 72     | 89%       |
| Upkeep and repair of the train                                      | 60  | 73     | 83%       |
| The provision of information during the journey                     | 47  | 68     | 69%       |
| The helpfulness and attitude of staff on train                      | 31  | 57     | 54%       |
| The space for luggage   | 47  | 52     | 92%       |
| The toilet facilities   | 26  | 34     | 77%       |
| Sufficient room for all passengers to sit/stand                     | 59  | 66     | 90%       |
| The comfort of the seating area                                     | 62  | 70     | 89%       |
| The ease of being able to get on and off                            | 75  | 79     | 95%       |
| Your personal security on board                                     | 68  | 74     | 93%       |
| The cleanliness of the inside                                       | 64  | 72     | 88%       |
| The cleanliness of the outside                                      | 53  | 69     | 77%       |
| The availability of staff   | 12  | 37     | 32%       |
| How well train company deals with delays                            | 25  | 34     | 73%       |

## Building block/route data for First Capital Connect

|  | Great Northern | Thameslink Loop | Thameslink North | Thameslink South |
|--|----------------|-----------------|------------------|------------------|
| Overall satisfaction                                 | 76             | 81              | 80               | 79               |
| Overall satisfaction with the station                | 69             | 67              | 70               | 69               |
| Ticket buying facilities                             | 66             | 56              | 68               | 66               |
| Provision of information about train times/platforms | 73             | 69              | 73               | 74               |
| The upkeep/repair of the station buildings/platforms | 60             | 57              | 63               | 55               |
| Cleanliness  | 69             | 66              | 69               | 65               |
| The facilities and services                          | 42             | 38              | 49               | 39               |
| The attitudes and helpfulness of the staff           | 67             | 61              | 66               | 70               |
| Connections with other forms of public transport     | 70             | 68              | 73               | 70               |
| Facilities for car parking                           | 48             | 16              | 52               | 39               |
| Overall environment                                  | 52             | 56              | 65               | 57               |
| Your personal security whilst using                  | 57             | 51              | 62               | 64               |
| The availability of staff                            | 43             | 50              | 52               | 57               |
| How request to station staff was handled             | 71             | 85              | 80               | 90               |

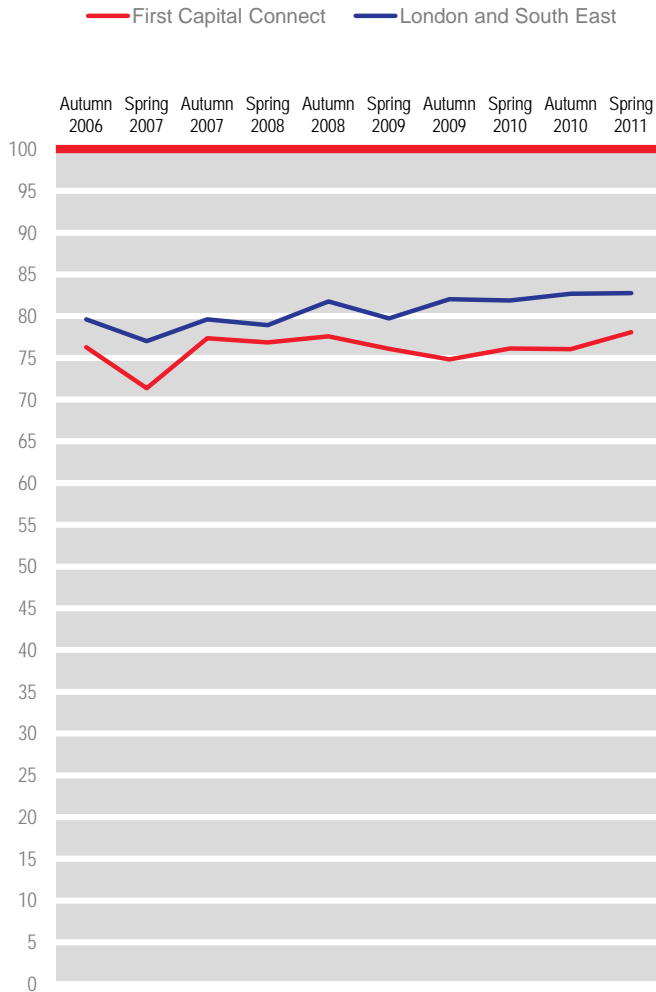
## Building block/route data for First Capital Connect

|   | Great Northern | Thameslink Loop | Thameslink North | Thameslink South |
|---|----------------|-----------------|------------------|------------------|
| The frequency of the trains on that route                           | 75             | 61              | 77               | 74               |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 76             | 69              | 75               | 73               |
| The length of time the journey was scheduled to take (speed)        | 89             | 83              | 82               | 77               |
| Connections with other train services                               | 78             | 75              | 71               | 73               |
| The value for money for the price of your ticket                    | 32             | 40              | 30               | 30               |
| Cleanliness of the train  | 65             | 67              | 64               | 63               |
| Upkeep and repair of the train                                      | 59             | 61              | 62               | 61               |
| The provision of information during the journey                     | 50             | 44              | 44               | 46               |
| The helpfulness and attitude of staff on train                      | 36             | 22              | 29               | 28               |
| The space for luggage   | 49             | 50              | 45               | 44               |
| The toilet facilities   | 25             | 20              | 28               | 27               |
| Sufficient room for all passengers to sit/stand                     | 57             | 68              | 58               | 62               |
| The comfort of the seating area                                     | 63             | 65              | 59               | 64               |
| The ease of being able to get on and off                            | 78             | 71              | 72               | 75               |
| Your personal security on board                                     | 71             | 64              | 67               | 68               |
| The cleanliness of the inside                                       | 62             | 66              | 67               | 62               |
| The cleanliness of the outside                                      | 56             | 52              | 50               | 50               |
| The availability of staff   | 14             | 7               | 12               | 11               |
| How well train company deals with delays                            | 28             | 18              | 14               | 32               |

**Overall satisfaction**

(1792)

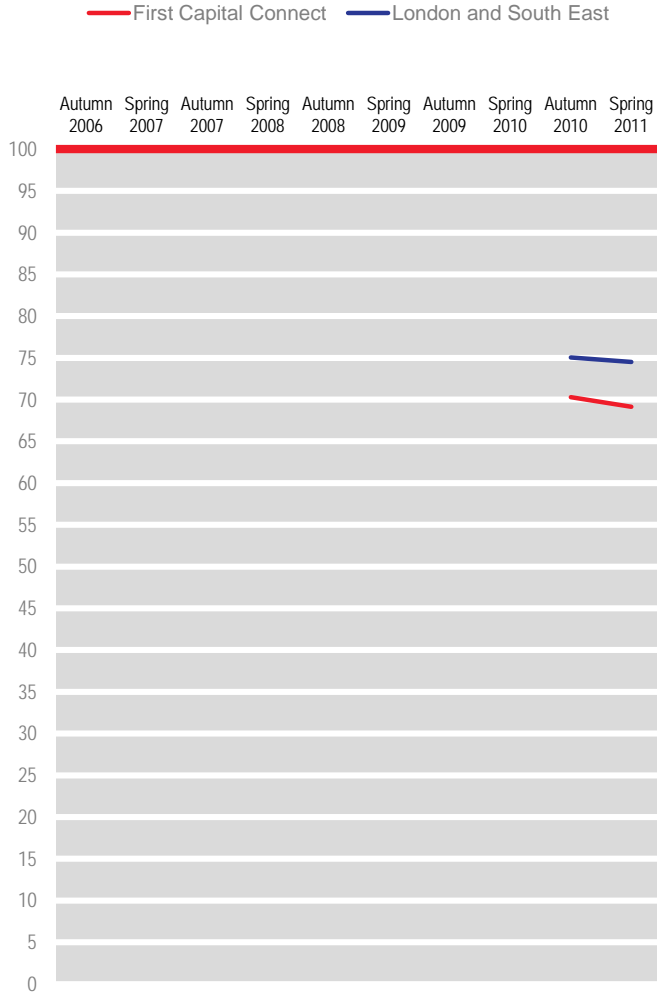
Percentage of passengers satisfied 2006 to 2011



**Overall station satisfaction**

(1772)

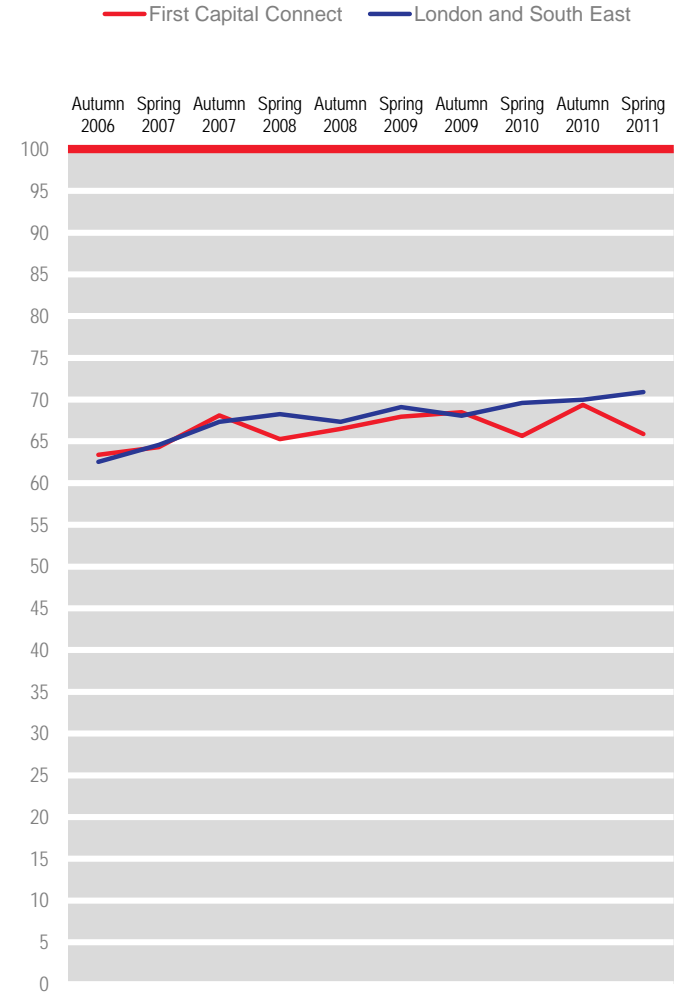
Percentage of passengers satisfied 2006 to 2011



**Ticket buying facilities**

(1007)

Percentage of passengers satisfied 2006 to 2011



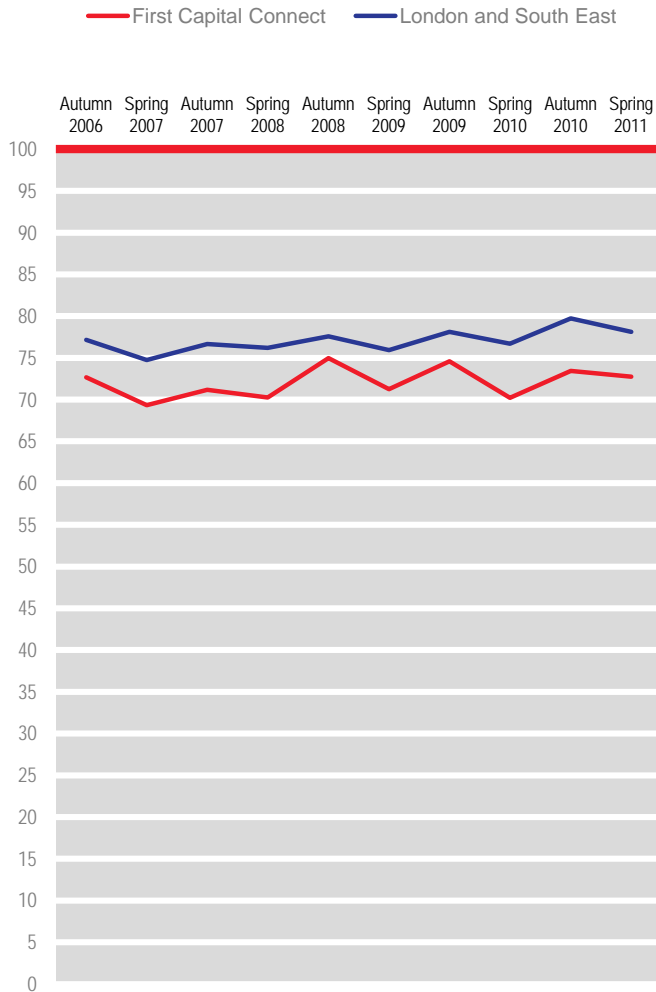
N.B. Benchmarks and targets are only shown for applicable factors



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

(1697)

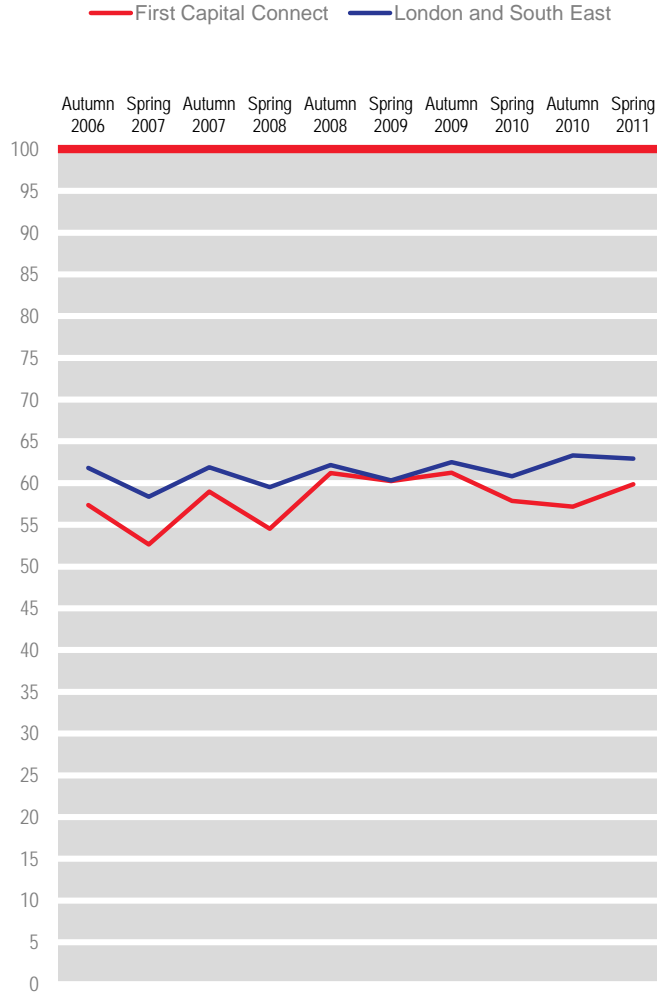
Percentage of passengers satisfied 2006 to 2011



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

(1653)

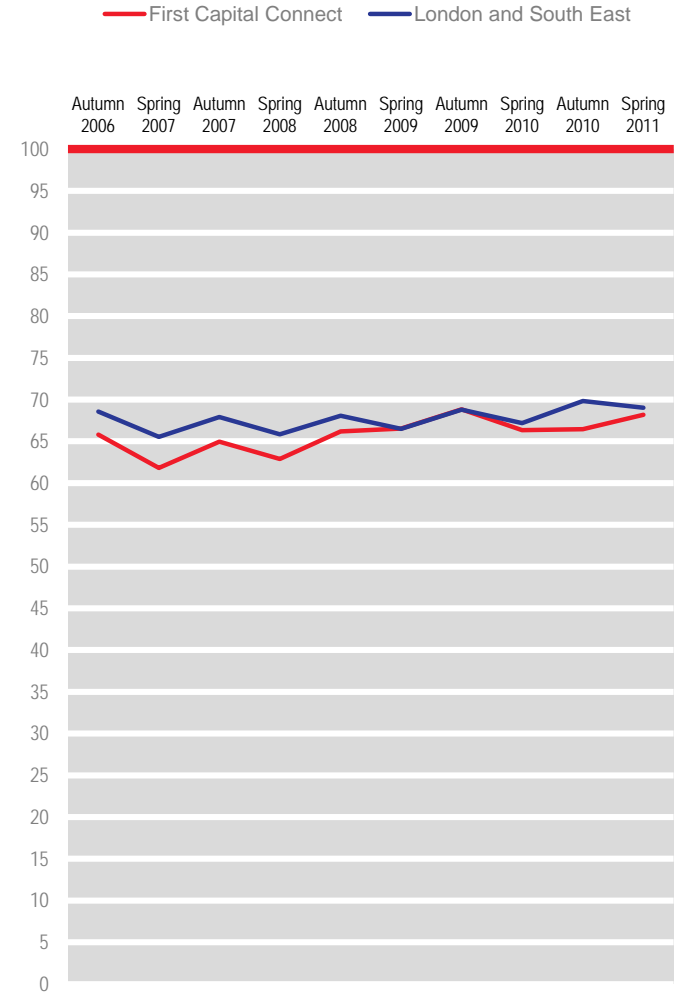
Percentage of passengers satisfied 2006 to 2011



**Cleanliness of the station**

(1690)

Percentage of passengers satisfied 2006 to 2011

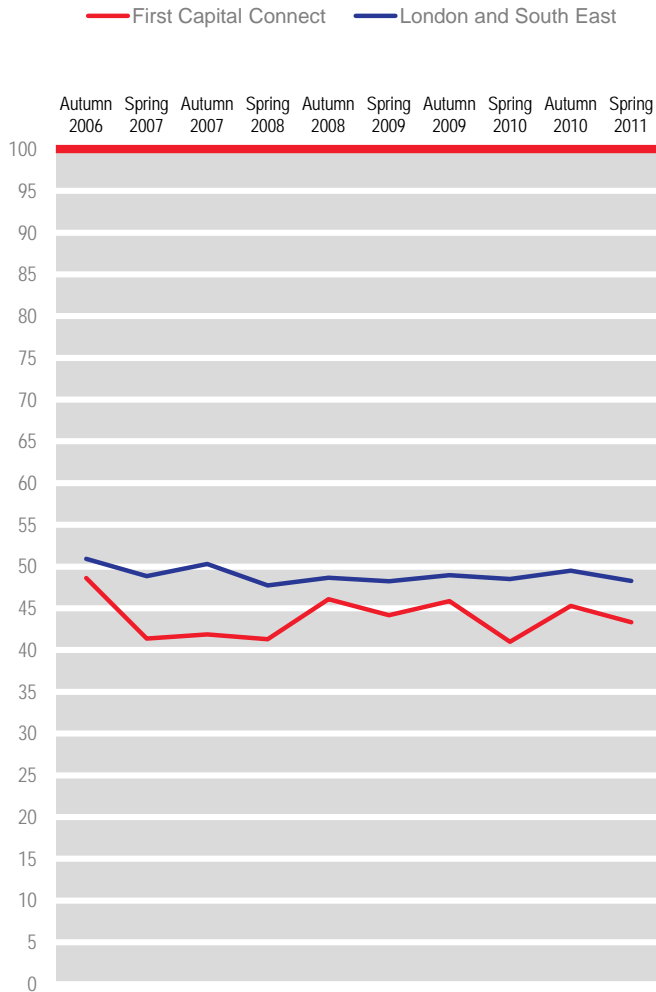


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(1409)

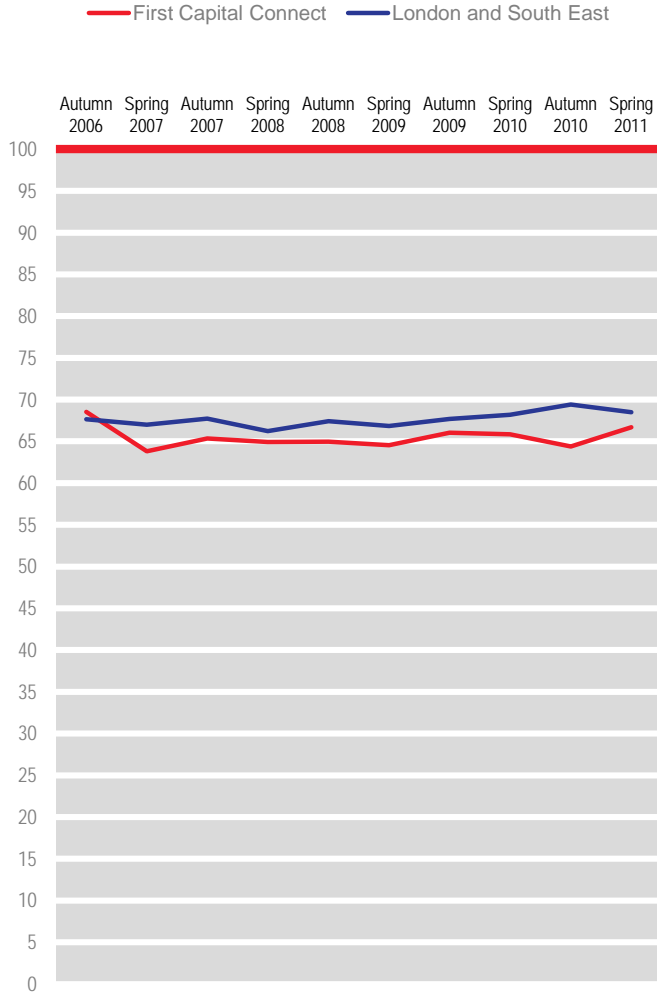
Percentage of passengers satisfied 2006 to 2011



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

(1245)

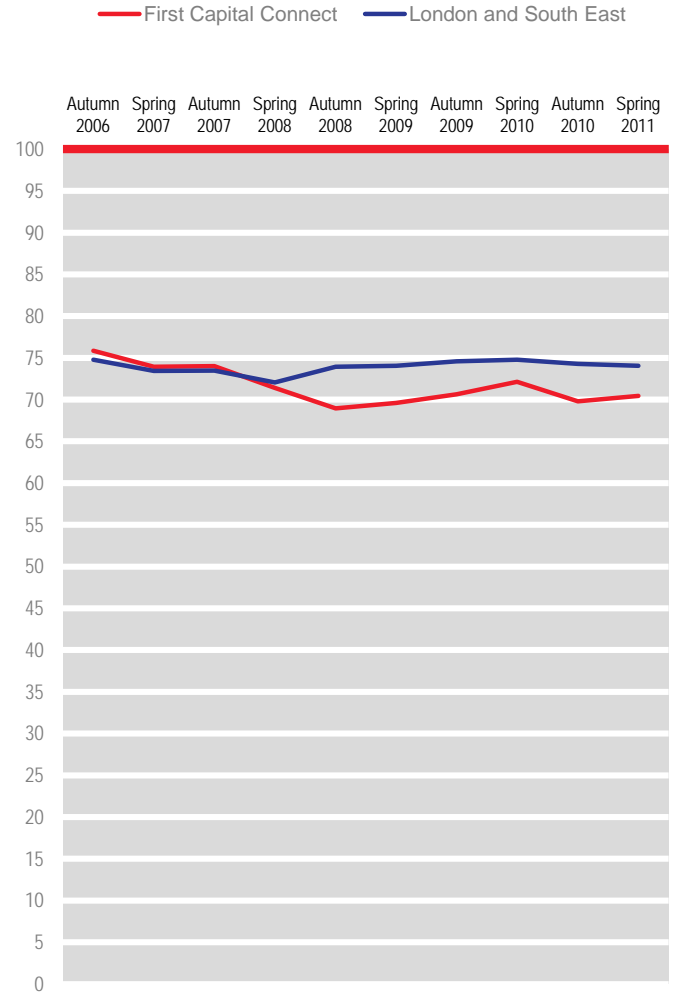
Percentage of passengers satisfied 2006 to 2011



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

(1352)

Percentage of passengers satisfied 2006 to 2011

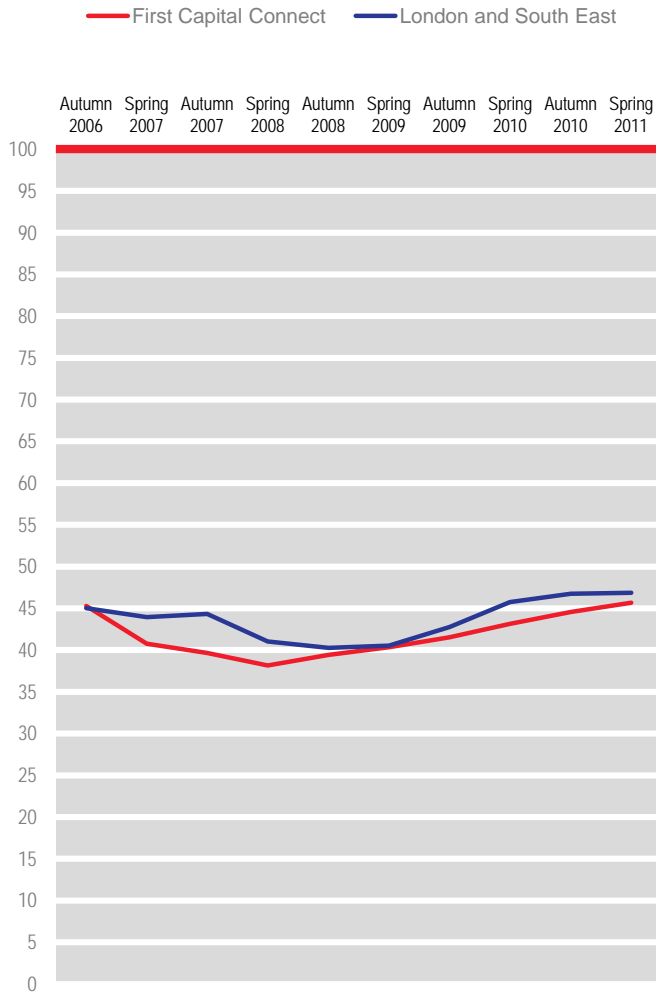


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

(657)

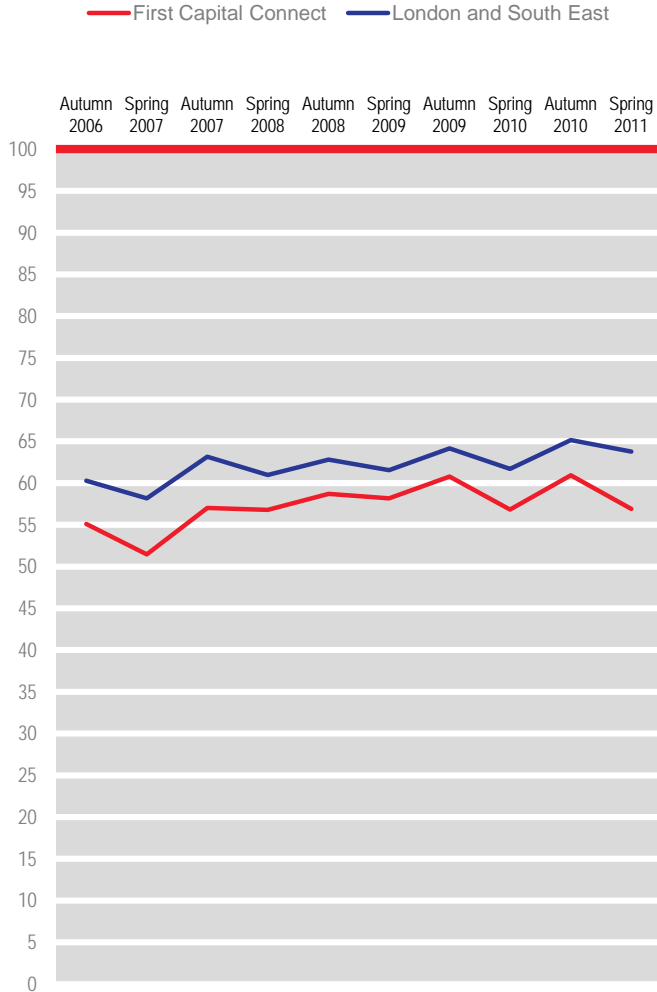
Percentage of passengers satisfied 2006 to 2011



**Overall station environment**

(1739)

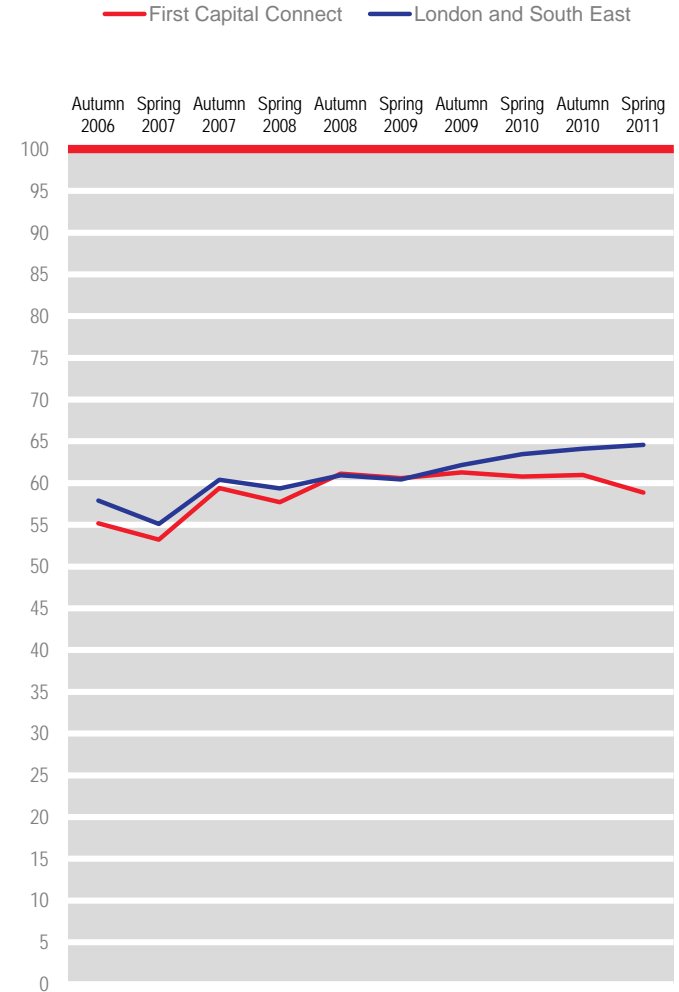
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst using the station**

(1566)

Percentage of passengers satisfied 2006 to 2011

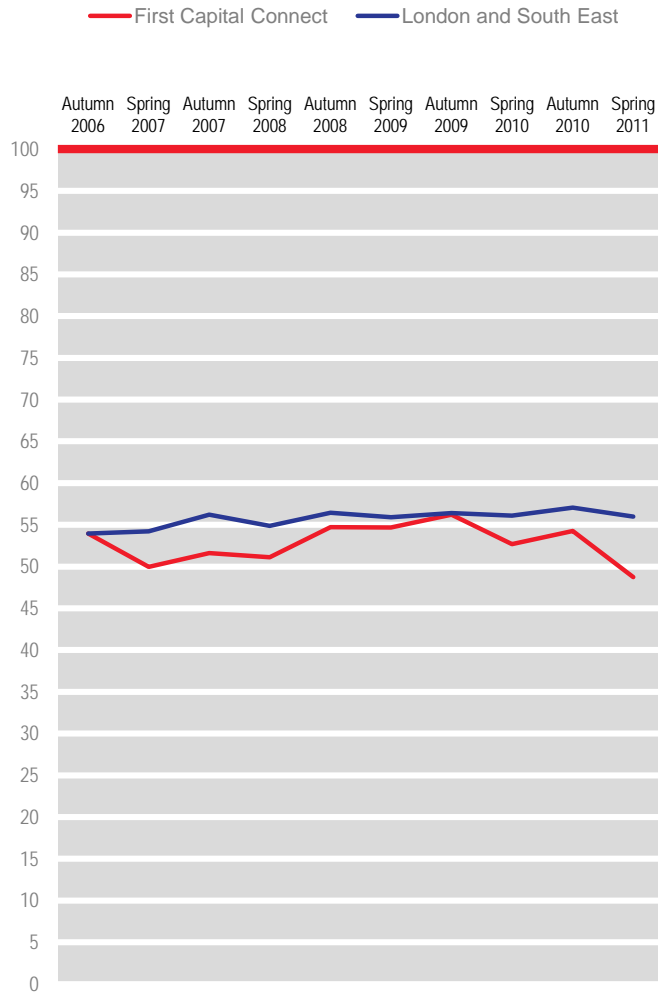


N.B. Benchmarks and targets are only shown for applicable factors

**The availability of staff at the station**

(1480)

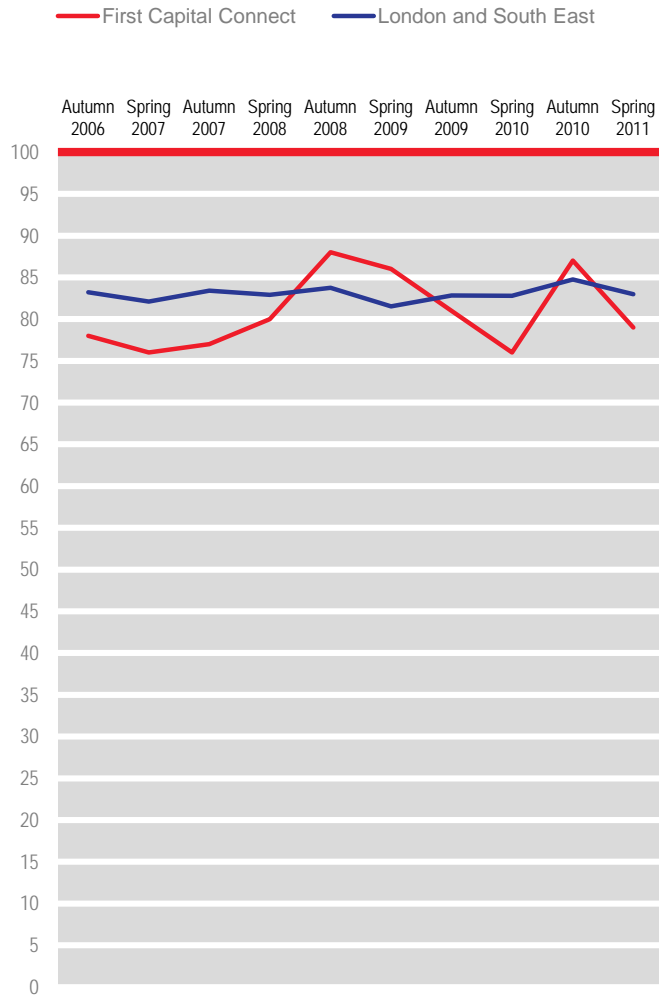
Percentage of passengers satisfied 2006 to 2011



**How request to station staff was handled**

(266)

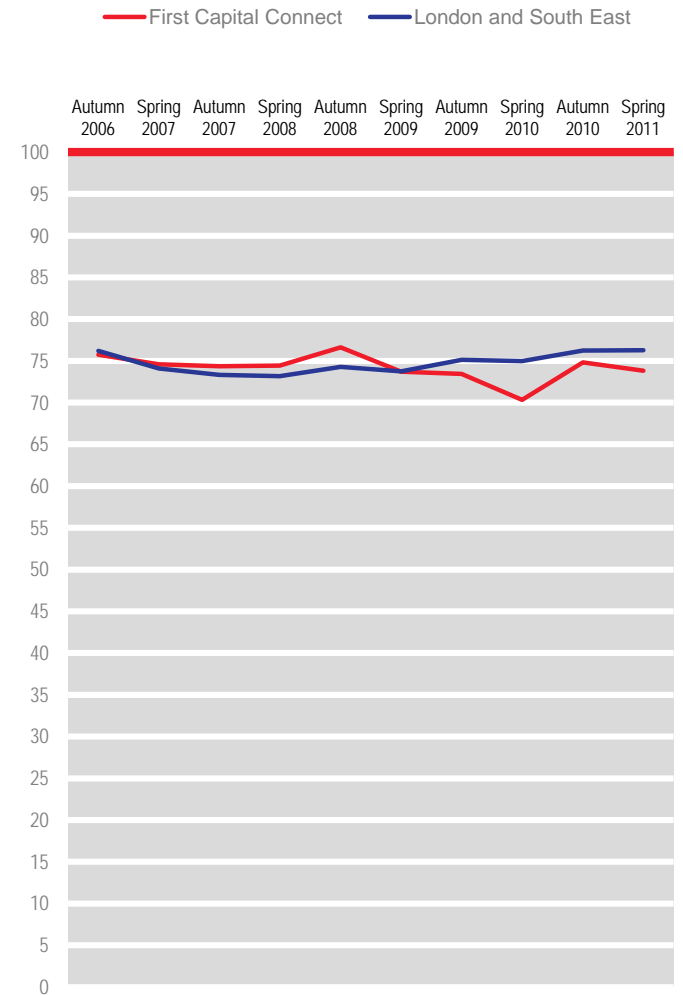
Percentage of passengers satisfied 2006 to 2011



**The frequency of trains on that route**

(1747)

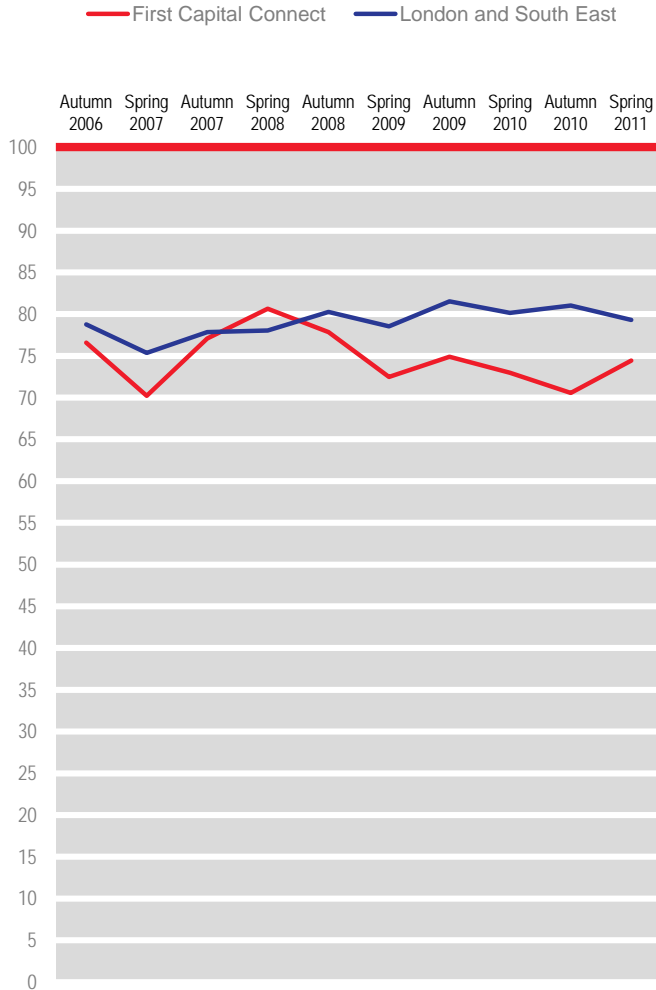
Percentage of passengers satisfied 2006 to 2011



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

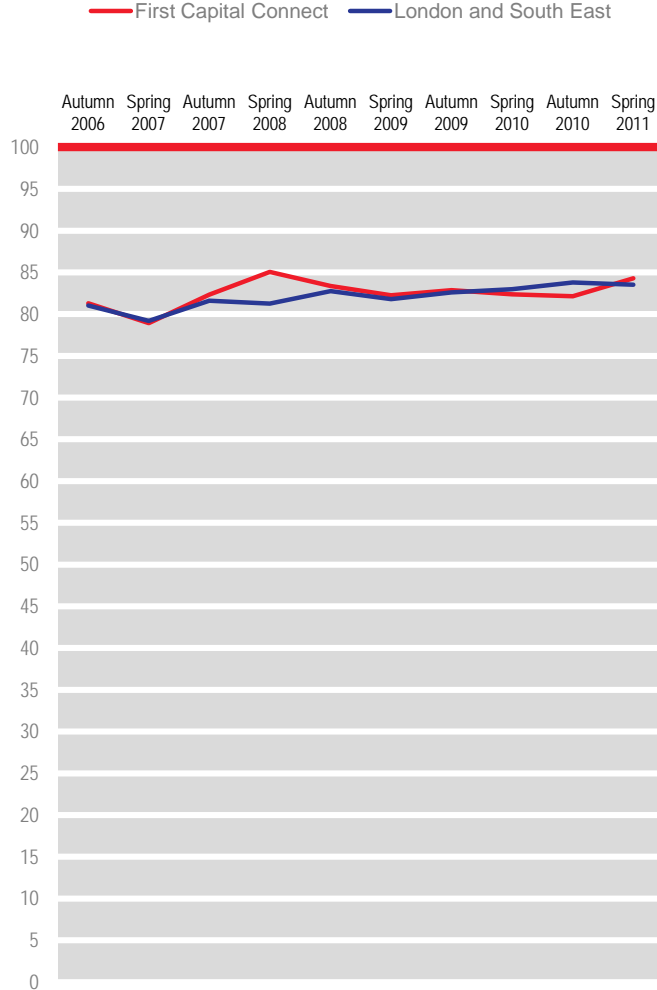
**Punctuality/reliability (i.e. train arriving/departing on time)**  
(1745)

Percentage of passengers satisfied 2006 to 2011



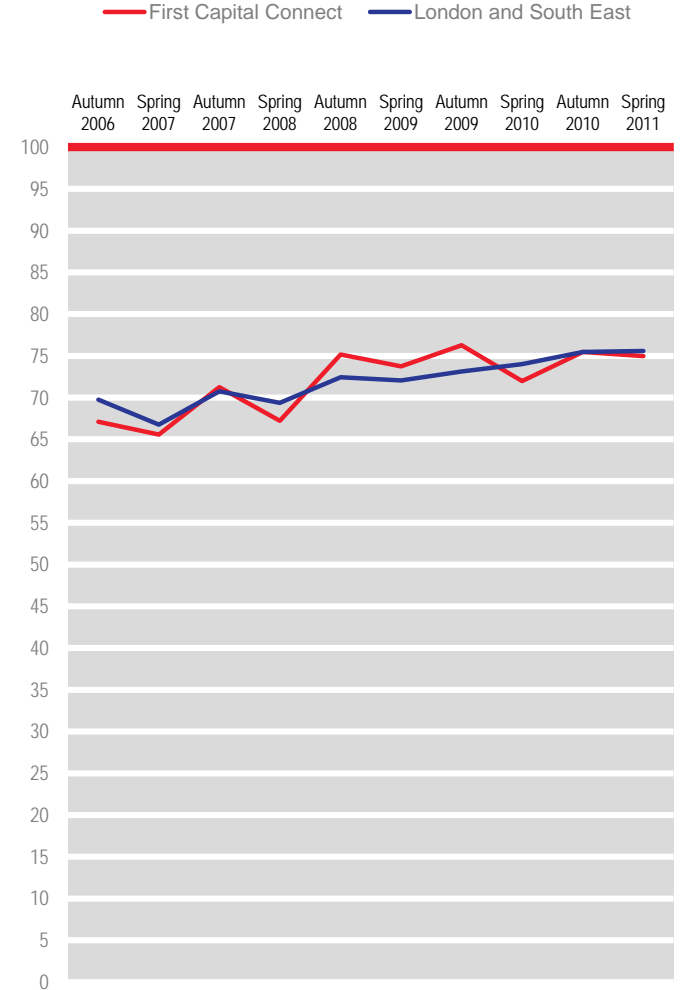
**The length of time the journey was scheduled to take (speed)**  
(1719)

Percentage of passengers satisfied 2006 to 2011



**Connections with other train services**  
(1071)

Percentage of passengers satisfied 2006 to 2011

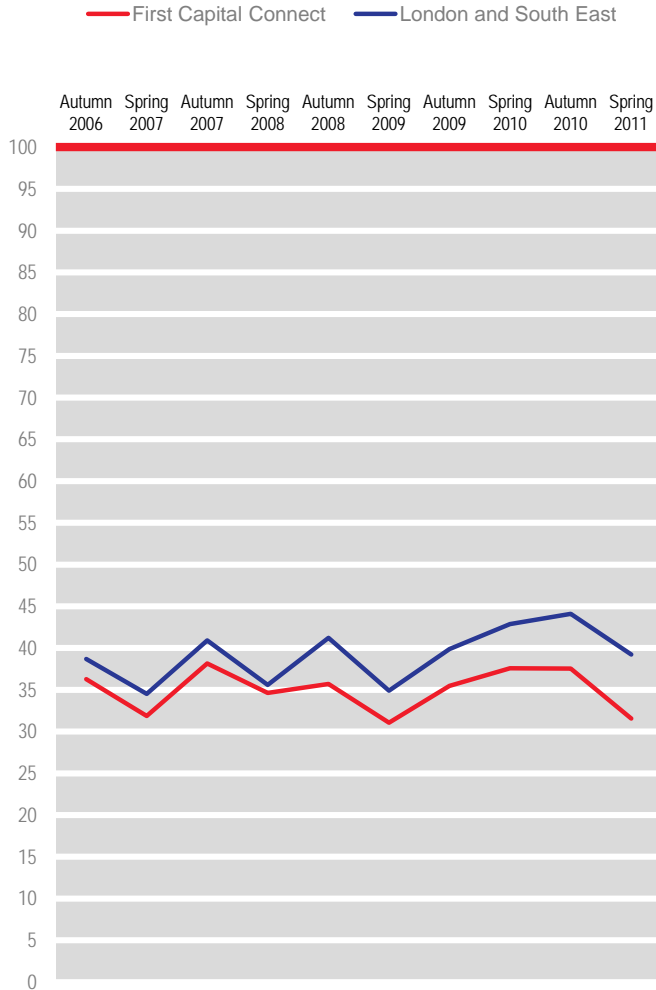


N.B. Benchmarks and targets are only shown for applicable factors

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

**(1616)**

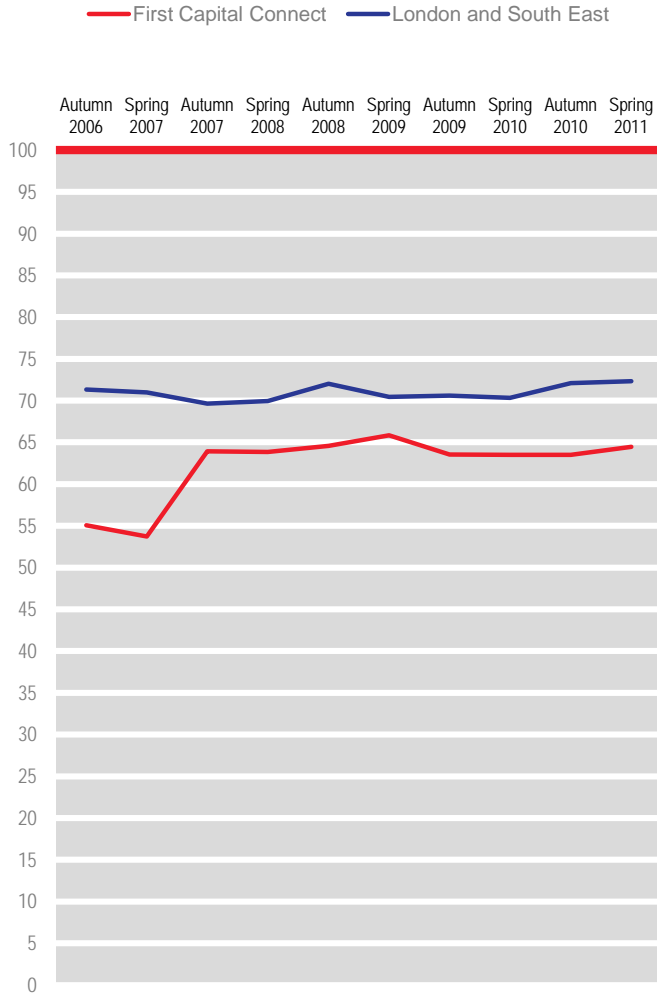
Percentage of passengers satisfied 2006 to 2011



**Cleanliness of the train**

**(1789)**

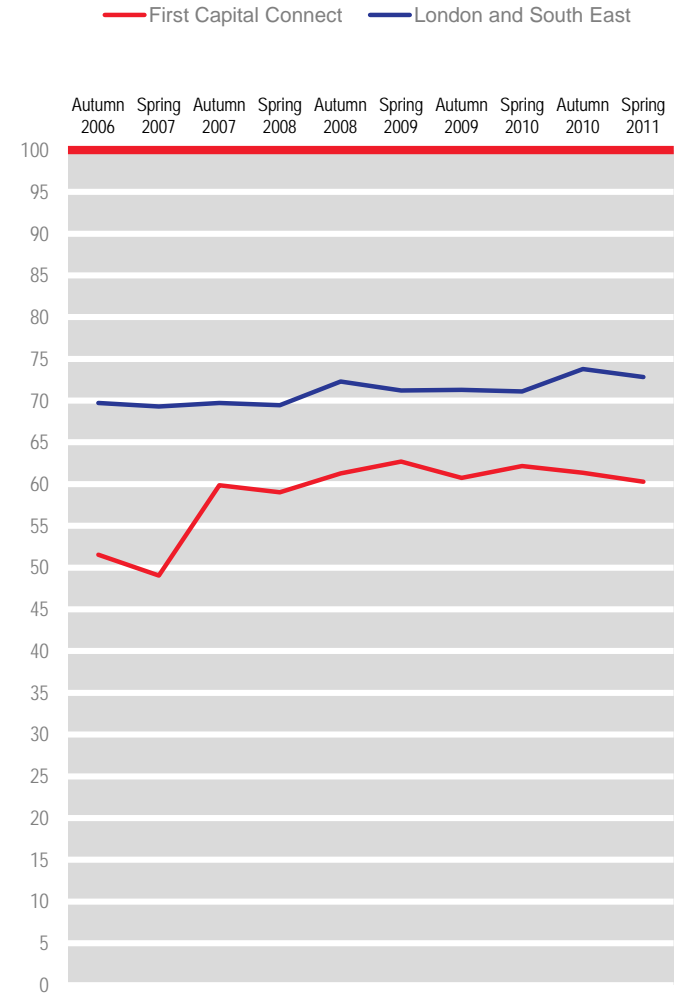
Percentage of passengers satisfied 2006 to 2011



**Upkeep and repair of the train**

**(1765)**

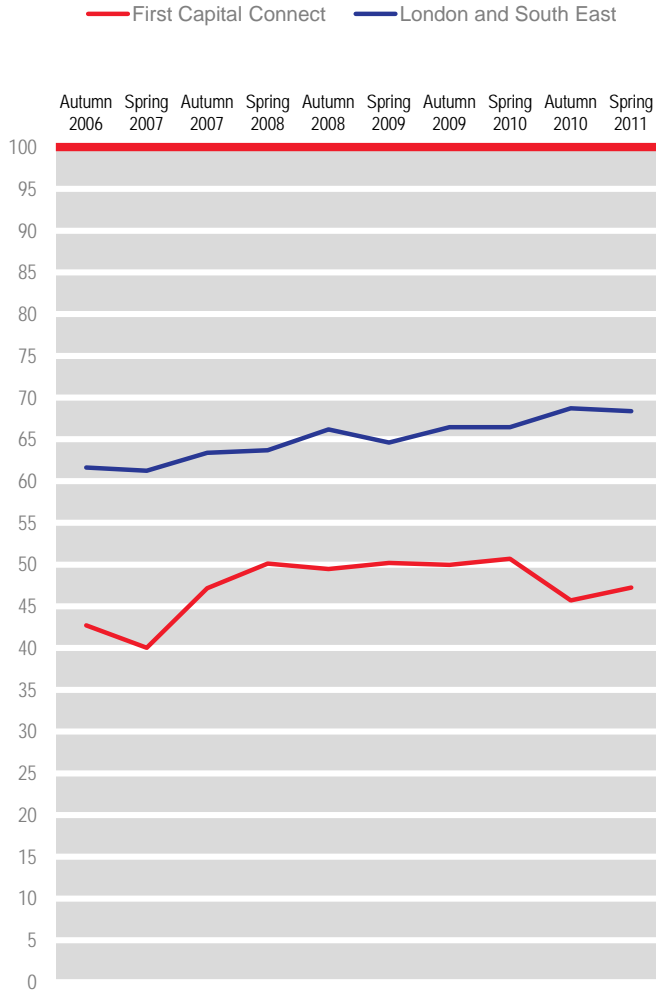
Percentage of passengers satisfied 2006 to 2011



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

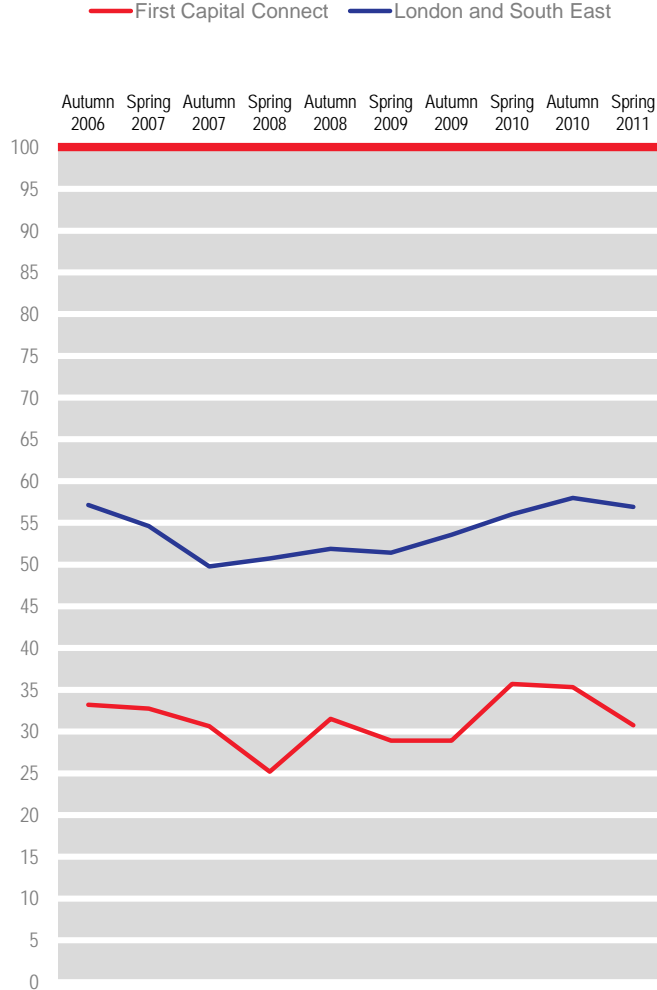
**The provision of information during the journey**

(1529)  
Percentage of passengers satisfied 2006 to 2011



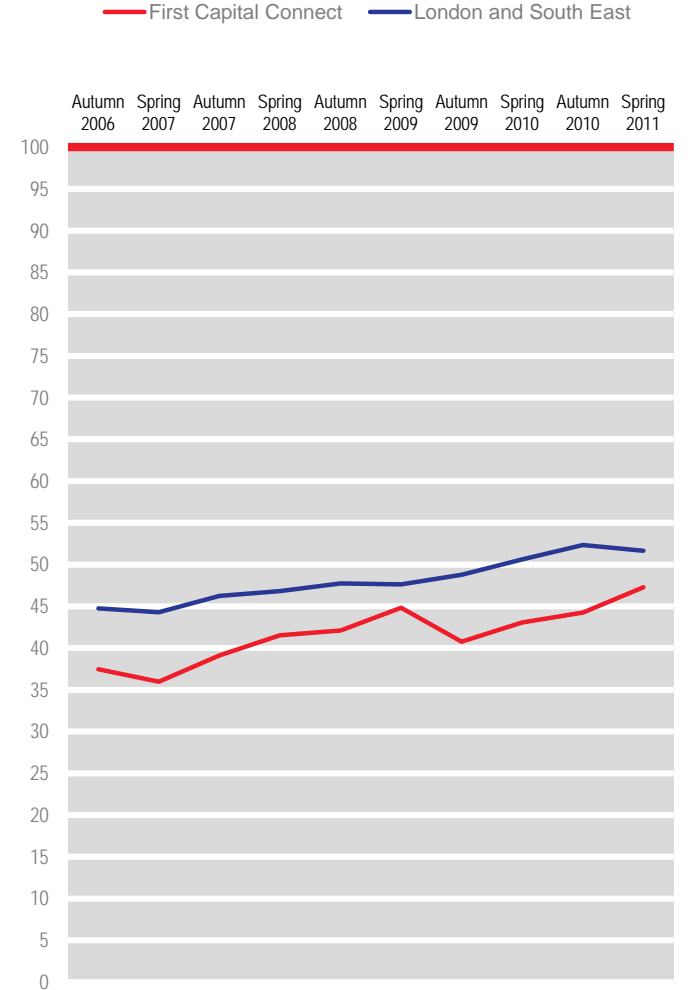
**The helpfulness and attitude of staff on train**

(585)  
Percentage of passengers satisfied 2006 to 2011



**The space for luggage**

(1354)  
Percentage of passengers satisfied 2006 to 2011

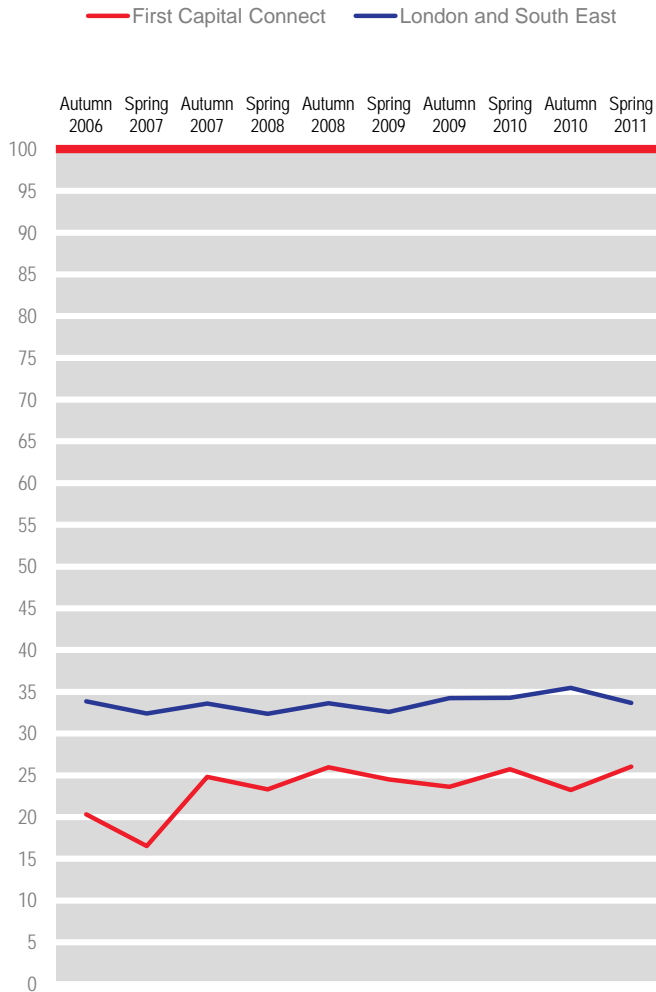


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(569)

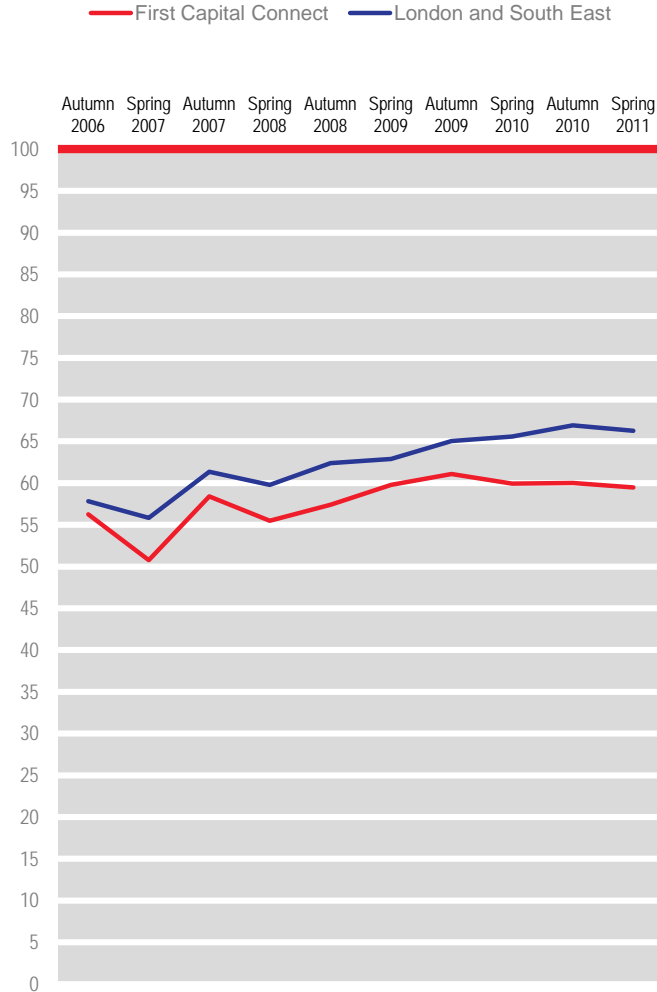
Percentage of passengers satisfied 2006 to 2011



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

(1734)

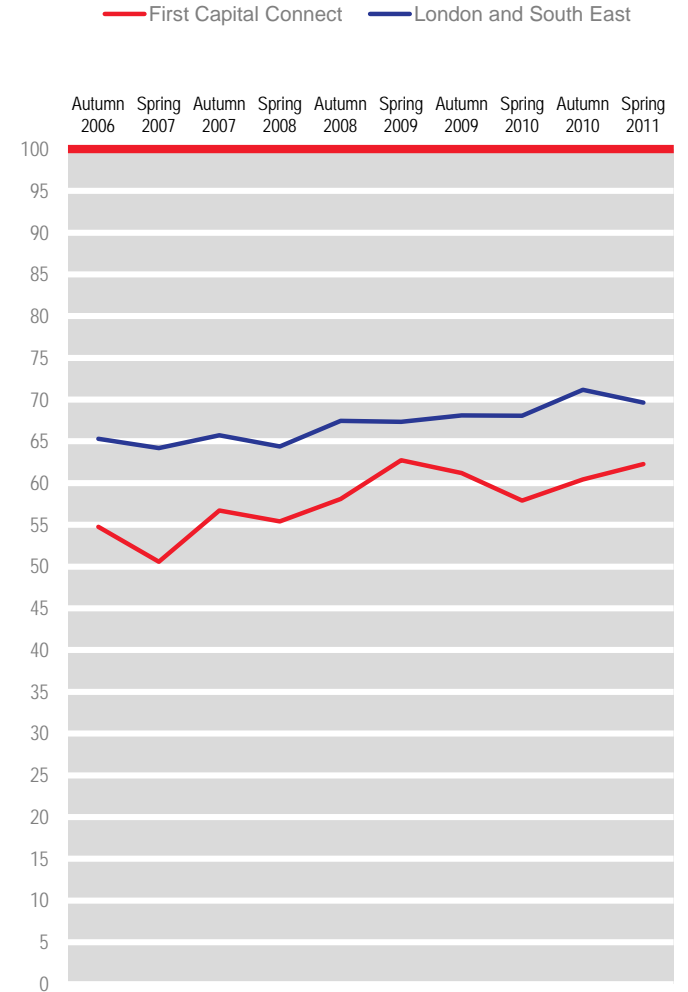
Percentage of passengers satisfied 2006 to 2011



**The comfort of the seating area**

(1718)

Percentage of passengers satisfied 2006 to 2011



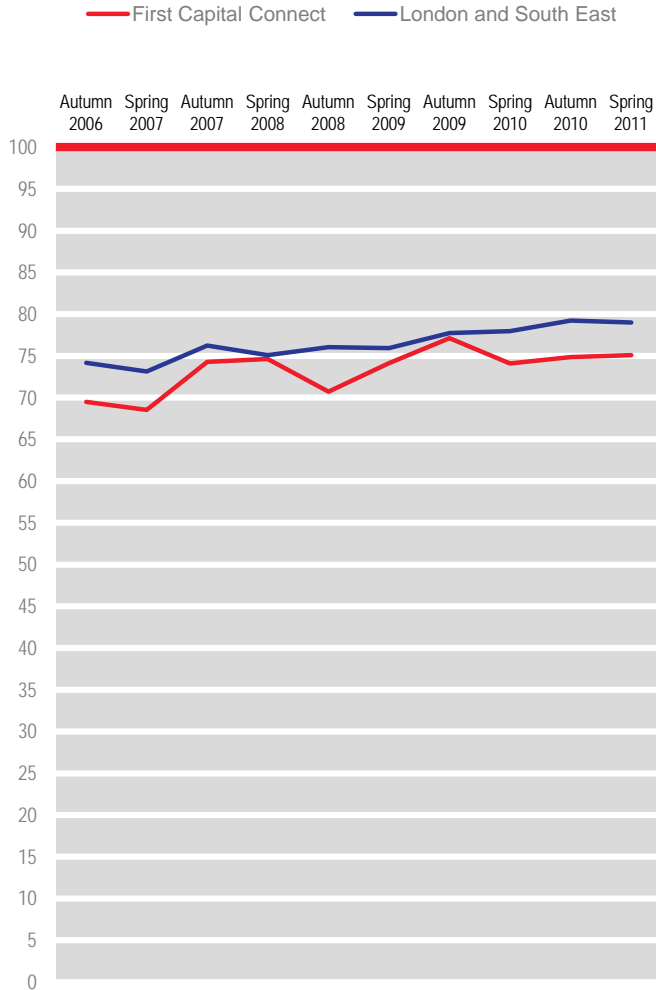
N.B. Benchmarks and targets are only shown for applicable factors



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

(1750)

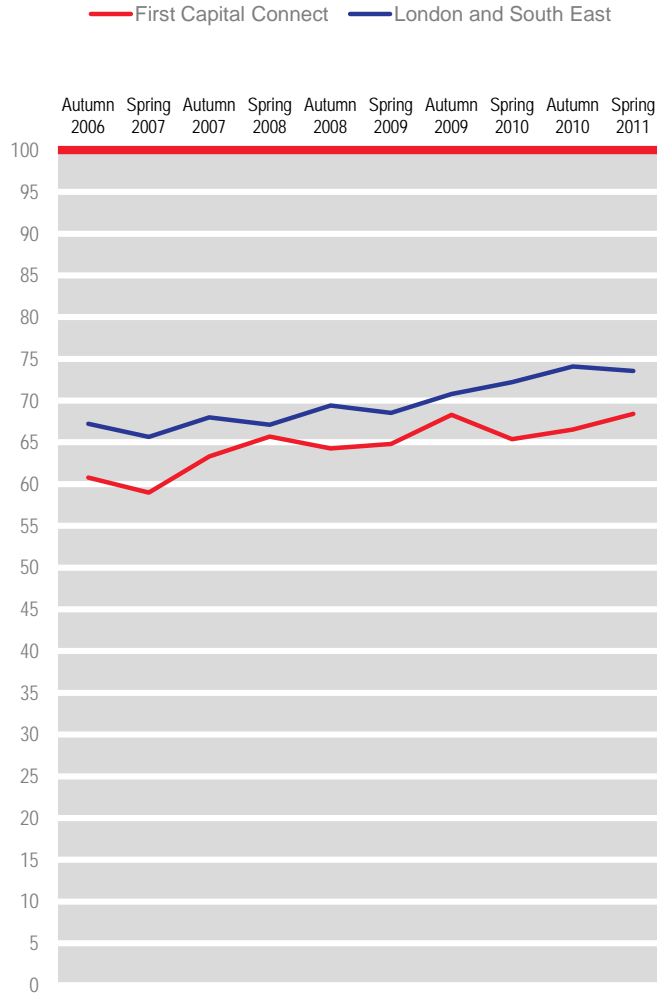
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst on board**

(1622)

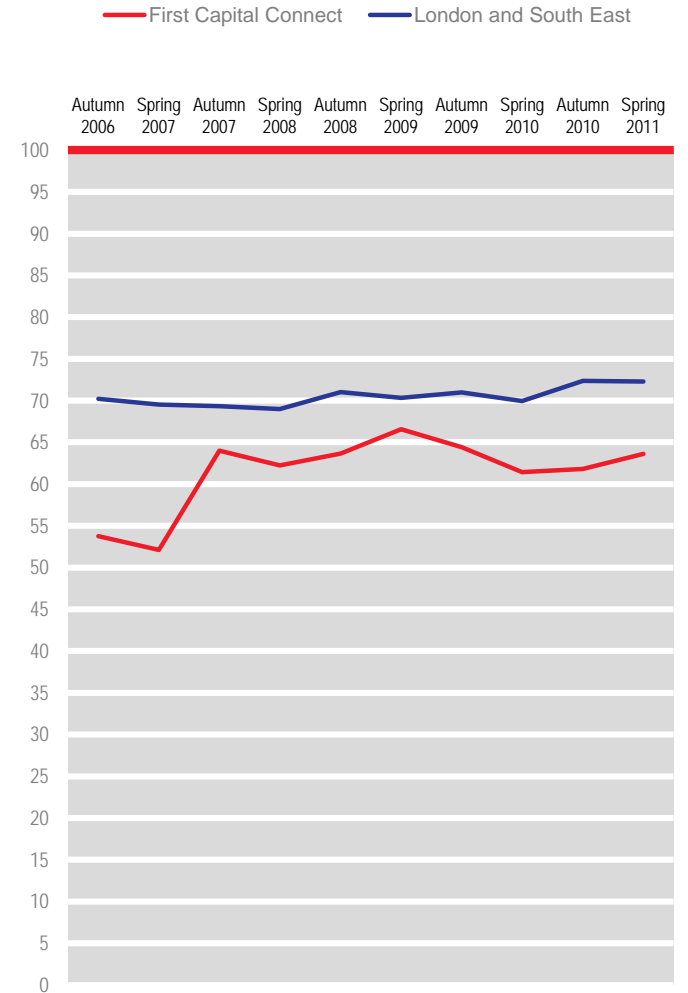
Percentage of passengers satisfied 2006 to 2011



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

(1774)

Percentage of passengers satisfied 2006 to 2011

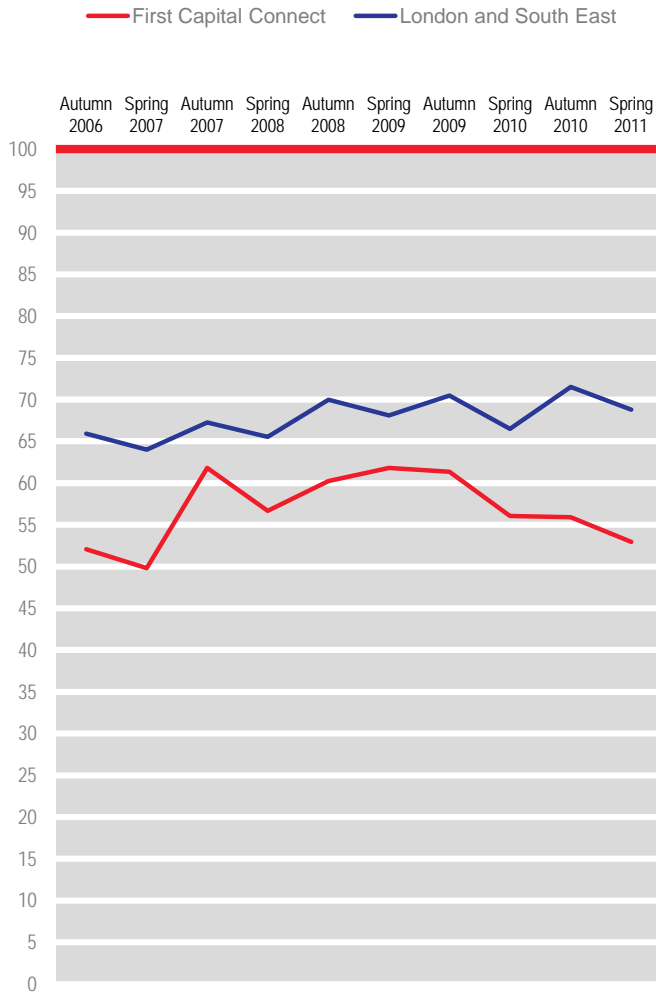


N.B. Benchmarks and targets are only shown for applicable factors

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

(1561)

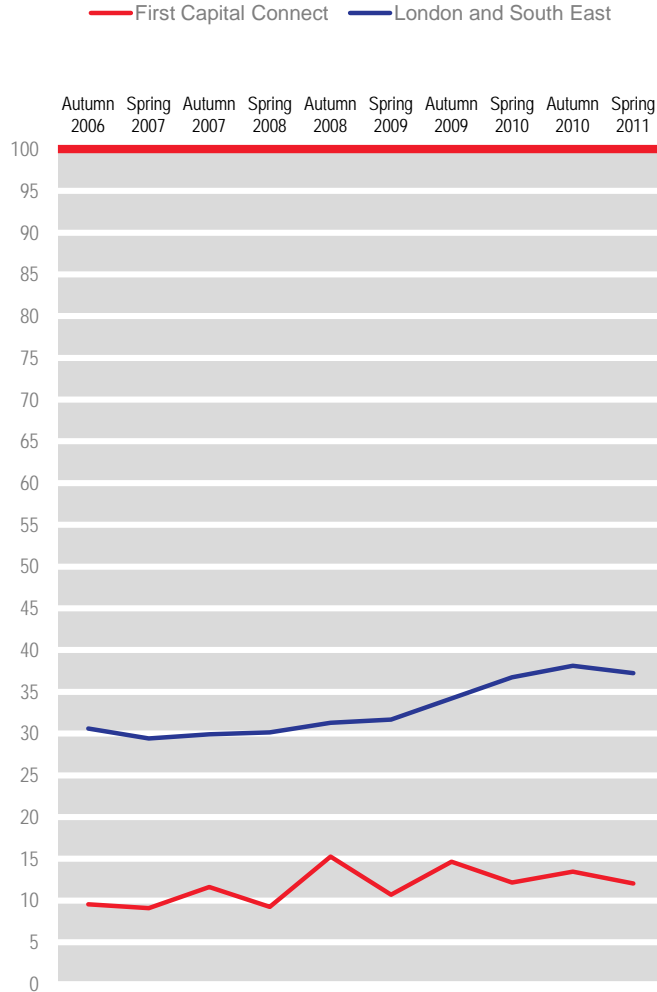
Percentage of passengers satisfied 2006 to 2011



**The availability of staff on the train**

(1014)

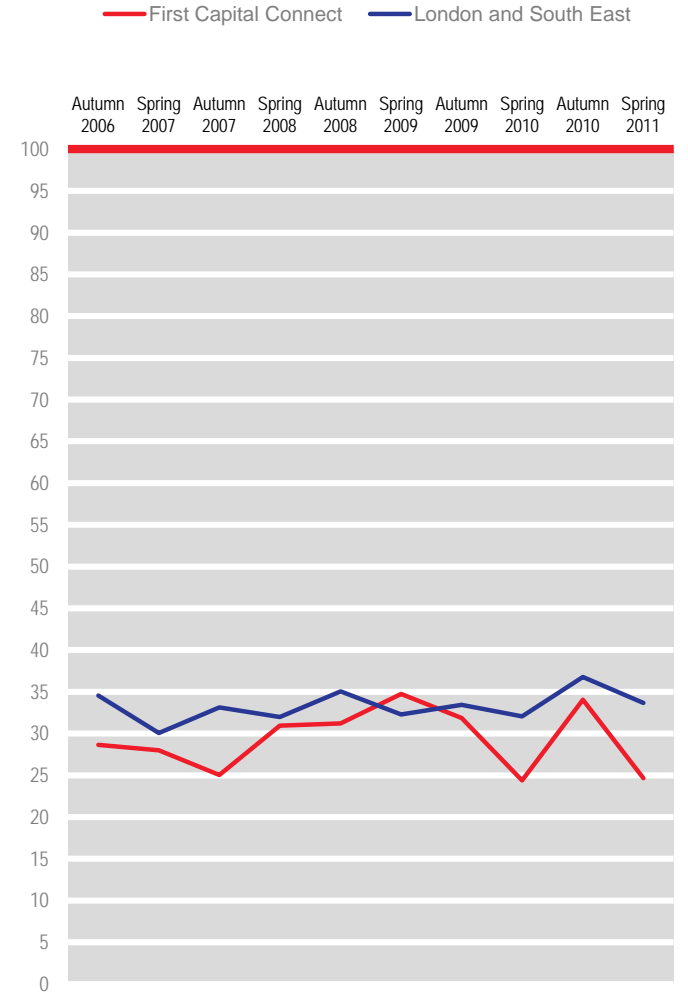
Percentage of passengers satisfied 2006 to 2011



**How well train company dealt with delay**

(334)

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

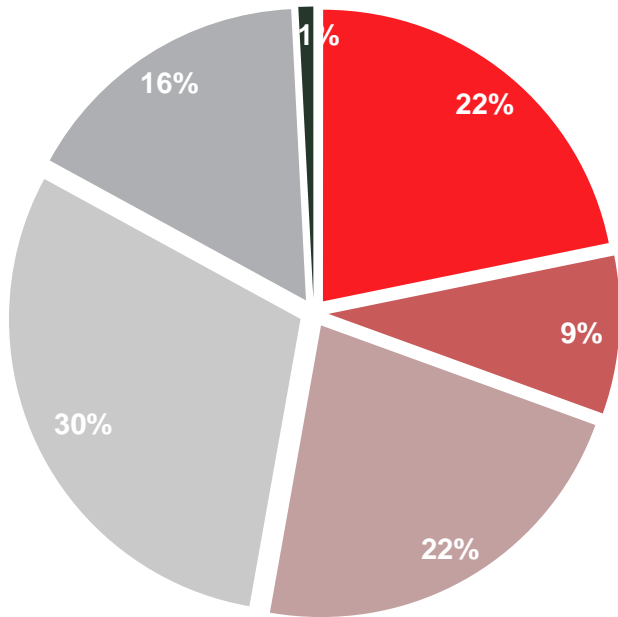
## Managed versus non-managed stations for First Capital Connect

|  | Stations managed by TOC | significant difference | Stations not managed by TOC |
|--|-------------------------|------------------------|-----------------------------|
| Overall satisfaction with the station                | 66                      | -                      | 74                          |
| Ticket buying facilities                             | 65                      |                        | 68                          |
| Provision of information about train times/platforms | 72                      |                        | 74                          |
| The upkeep/repair of the station buildings/platforms | 58                      |                        | 63                          |
| Cleanliness  | 67                      |                        | 70                          |
| The facilities and services                          | 36                      | -                      | 54                          |
| The attitudes and helpfulness of the staff           | 65                      |                        | 69                          |
| Connections with other forms of public transport     | 66                      | -                      | 77                          |
| Facilities for car parking                           | 49                      | +                      | 36                          |
| Overall environment                                  | 52                      | -                      | 64                          |
| Your personal security whilst using                  | 55                      | -                      | 65                          |
| The availability of staff                            | 45                      | -                      | 55                          |
| How request to station staff was handled             | 72                      | -                      | 85                          |

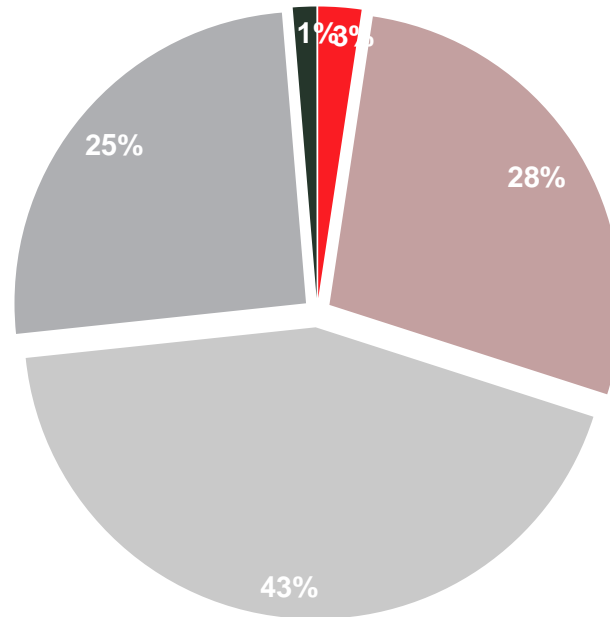
# Managed versus non-managed stations for First Capital Connect

(% Passengers Journeys originating from each type of station)

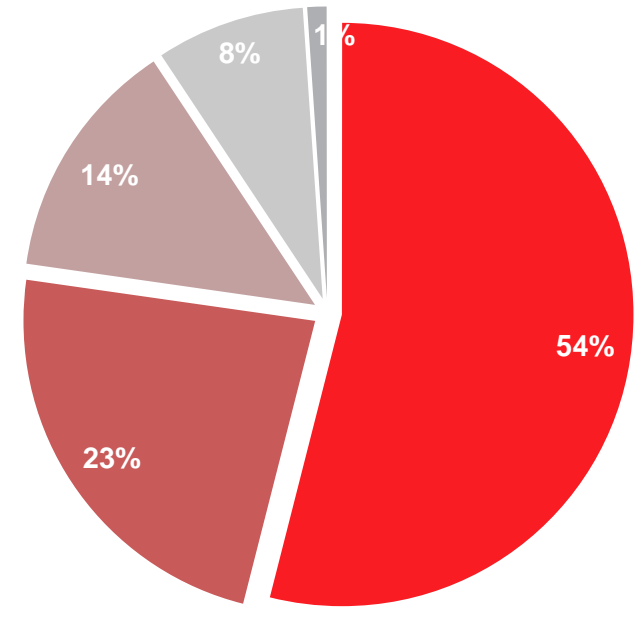
Overall Total



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 First Capital Connect

|  | Peak        |                    | Off-Peak    |             |
|--|-------------|--------------------|-------------|-------------|
|  | Spring 2011 | significant change | Spring 2010 | Spring 2011 |
| Overall satisfaction                                 | 71          | +                  | 62          | 80          |
| Overall satisfaction with the station                | 68          |                    | -           | 70          |
| Ticket buying facilities                             | 64          |                    | 56          | 67          |
| Provision of information about train times/platforms | 71          |                    | 65          | 74          |
| The upkeep/repair of the station buildings/platforms | 60          |                    | 52          | 60          |
| Cleanliness  | 69          |                    | 64          | 68          |
| The facilities and services                          | 48          | +                  | 40          | 42          |
| The attitudes and helpfulness of the staff           | 66          |                    | 60          | 67          |
| Connections with other forms of public transport     | 73          |                    | 75          | 70          |
| Facilities for car parking                           | 51          | +                  | 34          | 43          |
| Overall environment                                  | 58          |                    | 50          | 57          |
| Your personal security whilst using                  | 59          |                    | 60          | 59          |
| The availability of staff                            | 49          |                    | 50          | 49          |
| How request to station staff was handled             | 79          | +                  | 57          | 78          |

\* 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 First Capital Connect

|   | Peak        |                    |             | Off-Peak    |                    |             |
|---|-------------|--------------------|-------------|-------------|--------------------|-------------|
|   | Spring 2011 | significant change | Spring 2010 | Spring 2011 | significant change | Spring 2010 |
| The frequency of the trains on that route                           | 70          | +                  | 55          | 75          |                    | 76          |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 64          |                    | 62          | 78          |                    | 77          |
| The length of time the journey was scheduled to take (speed)        | 75          |                    | 76          | 87          |                    | 85          |
| Connections with other train services                               | 72          |                    | 65          | 76          |                    | 75          |
| The value for money for the price of your ticket                    | 20          |                    | 23          | 36          | -                  | 44          |
| Cleanliness of the train  | 66          | +                  | 58          | 64          |                    | 66          |
| Upkeep and repair of the train                                      | 58          |                    | 52          | 61          | -                  | 66          |
| The provision of information during the journey                     | 43          |                    | 40          | 49          | -                  | 55          |
| The helpfulness and attitude of staff on train                      | 23          |                    | 27          | 34          |                    | 39          |
| The space for luggage   | 36          |                    | 30          | 51          |                    | 48          |
| The toilet facilities   | 18          |                    | 19          | 29          |                    | 28          |
| Sufficient room for all passengers to sit/stand                     | 43          | +                  | 35          | 65          |                    | 70          |
| The comfort of the seating area                                     | 53          | +                  | 42          | 65          |                    | 64          |
| The ease of being able to get on and off                            | 66          |                    | 62          | 78          |                    | 79          |
| Your personal security on board                                     | 67          |                    | 63          | 69          |                    | 66          |
| The cleanliness of the inside                                       | 66          | +                  | 52          | 63          |                    | 65          |
| The cleanliness of the outside                                      | 55          |                    | 47          | 52          | -                  | 60          |
| The availability of staff   | 7           |                    | 7           | 14          |                    | 14          |
| How well train company deals with delays                            | 24          |                    | 18          | 25          |                    | 28          |

\* 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 First Capital Connect

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

|                        | Spring 2011<br>% | Spring 2010<br>% |                                      | Spring 2011<br>% | Spring 2010<br>% |
|------------------------|------------------|------------------|--------------------------------------|------------------|------------------|
| <b>SEX</b>             |                  |                  | <b>DELAYS</b>                        |                  |                  |
| Male                   | 48               | 50               | None                                 | 79               | 76               |
| Female                 | 50               | 47               | Minor                                | 15               | 20               |
| Not stated             | 2                | 2                | Major                                | 5                | 2                |
|                        |                  |                  | Not stated                           | 1                | 2                |
| <b>AGE</b>             |                  |                  | <b>REGULAR TRAVELLER</b>             |                  |                  |
| 16-25                  | 8                | 7                | Yes                                  | 67               | 68               |
| 26-34                  | 19               | 19               | No                                   | 33               | 32               |
| 35-44                  | 23               | 24               |                                      |                  |                  |
| 45-54                  | 24               | 22               | <b>TIME OF TRAVEL</b>                |                  |                  |
| 55-59                  | 9                | 9                | Peak                                 | 26               | 29               |
| 60-64                  | 8                | 10               | Off-peak                             | 74               | 71               |
| 65+                    | 9                | 8                |                                      |                  |                  |
| Not stated             | 1                | 2                | <b>ASKED FOR HELP OR INFORMATION</b> |                  |                  |
| <b>JOURNEY PURPOSE</b> |                  |                  | Yes asked for help                   | 9                | 8                |
| Commuter               | 45               | 45               | Yes asked for information            | 7                | 9                |
| Business               | 26               | 26               | Could not find anyone to ask         | 3                | 4                |
| Leisure                | 29               | 29               | No                                   | 80               | 78               |
|                        |                  |                  | Not stated                           | 1                | 1                |

## Weighted sample profile for London and South East

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

|                        | Spring 2011<br>% | Spring 2010<br>% |                                      | Spring 2011<br>% | Spring 2010<br>% |
|------------------------|------------------|------------------|--------------------------------------|------------------|------------------|
| <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 First Capital Connect

| Station                   | Unweighted | Station               | Unweighted | Station          | Unweighted |
|---------------------------|------------|-----------------------|------------|------------------|------------|
| London Kings Cross        | 177        | Baldock               | 18         | Bowes Park       | 4          |
| City Thameslink           | 115        | New Southgate         | 18         | Bellingham       | 3          |
| London St Pancras         | 95         | Hitchin               | 18         | Haywards Heath   | 2          |
| Gatwick Airport           | 90         | Tulse Hill            | 17         | Bromley South    | 2          |
| Brighton                  | 82         | Cambridge             | 17         | Sevenoaks        | 1          |
| St Albans                 | 81         | Moorgate              | 15         | Mitcham Junction | 1          |
| London Blackfriars        | 68         | Hertford North        | 15         | Norbury          | 1          |
| East Croydon              | 53         | Welwyn North          | 15         |                  |            |
| Farringdon                | 50         | Hornsey               | 15         |                  |            |
| Harpenden                 | 49         | Herne Hill            | 15         |                  |            |
| Wimbledon                 | 49         | Stevenage             | 14         |                  |            |
| Elstree And Borehamwood   | 45         | Letchworth            | 14         |                  |            |
| Highbury And Islington    | 41         | Tooting               | 13         |                  |            |
| London Bridge             | 35         | Sutton (Surrey)       | 13         |                  |            |
| Luton                     | 33         | Ely                   | 13         |                  |            |
| Bedford                   | 32         | Winchmore Hill        | 13         |                  |            |
| Streatham                 | 32         | Kentish Town          | 10         |                  |            |
| Royston                   | 32         | Essex Road            | 10         |                  |            |
| Gordon Hill               | 28         | Enfield Chase         | 9          |                  |            |
| Elephant And Castle       | 26         | Wimbledon Chase       | 9          |                  |            |
| West Hampstead Thameslink | 25         | New Barnet            | 9          |                  |            |
| Welwyn Garden City        | 24         | Luton Airport Parkway | 9          |                  |            |
| Three Bridges             | 22         | Loughborough Junction | 8          |                  |            |
| Alexandra Palace          | 22         | Huntingdon            | 7          |                  |            |
| Hassocks                  | 22         | Burgess Hill          | 7          |                  |            |
| Mill Hill Broadway        | 22         | West Sutton           | 7          |                  |            |
| Finsbury Park             | 21         | Mitcham Eastfileds    | 6          |                  |            |
| Leagrave                  | 20         | Bickley               | 5          |                  |            |
| Hatfield (Hertfordshire)  | 20         | Carshalton            | 5          |                  |            |
| Potters Bar               | 19         | Peterborough          | 5          |                  |            |
| Radlett                   | 18         | Harringay             | 5          |                  |            |

## 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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