



National Passenger Survey

TOC Report for First Great Western

Spring 2011

Contacts:

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

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

Tel: 020 7490 9111
Email: dave.chilvers@bdrccontinental.com

Passengerfocus 
putting passengers first

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 Overall satisfaction and station factor results for First Great Western 5
- 2.2 Train factor results for First Great Western 6
- 2.3 Overall satisfaction and station factor results for London and South East 8
- 2.4 Train factor results for London and South East 9
- 2.5 First Great Western performance versus London and South East 11
- 2.6 Building block/route data for First Great Western 13

3 Passenger satisfaction trend charts

- 3.1 Trend charts of all passenger satisfaction results for First Great Western 15

4 Managed versus non-managed stations

- 4.1 Station factor results for First Great Western 26
- 4.2 Network Rail categorisation for First Great Western 27

5 Peak/off-peak satisfaction

- 5.1 Peak/off peak satisfaction for First Great Western 28
- 5.2 Peak/off peak satisfaction for London and South East 30

6 Sample profile

- 6.1 Weighted sample profile for First Great Western 32
- 6.2 Weighted sample profile for London and South East 33
- 6.3 Station sample sizes for First Great Western 34
- 6.4 Weighted sample composition for all TOCs 35
- 6.5 Unweighted sample composition for all TOCs 36

7 Technical appendix

- 7.1 Standard reports produced for NPS 37
- 7.2 Rail sectors 38

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

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.

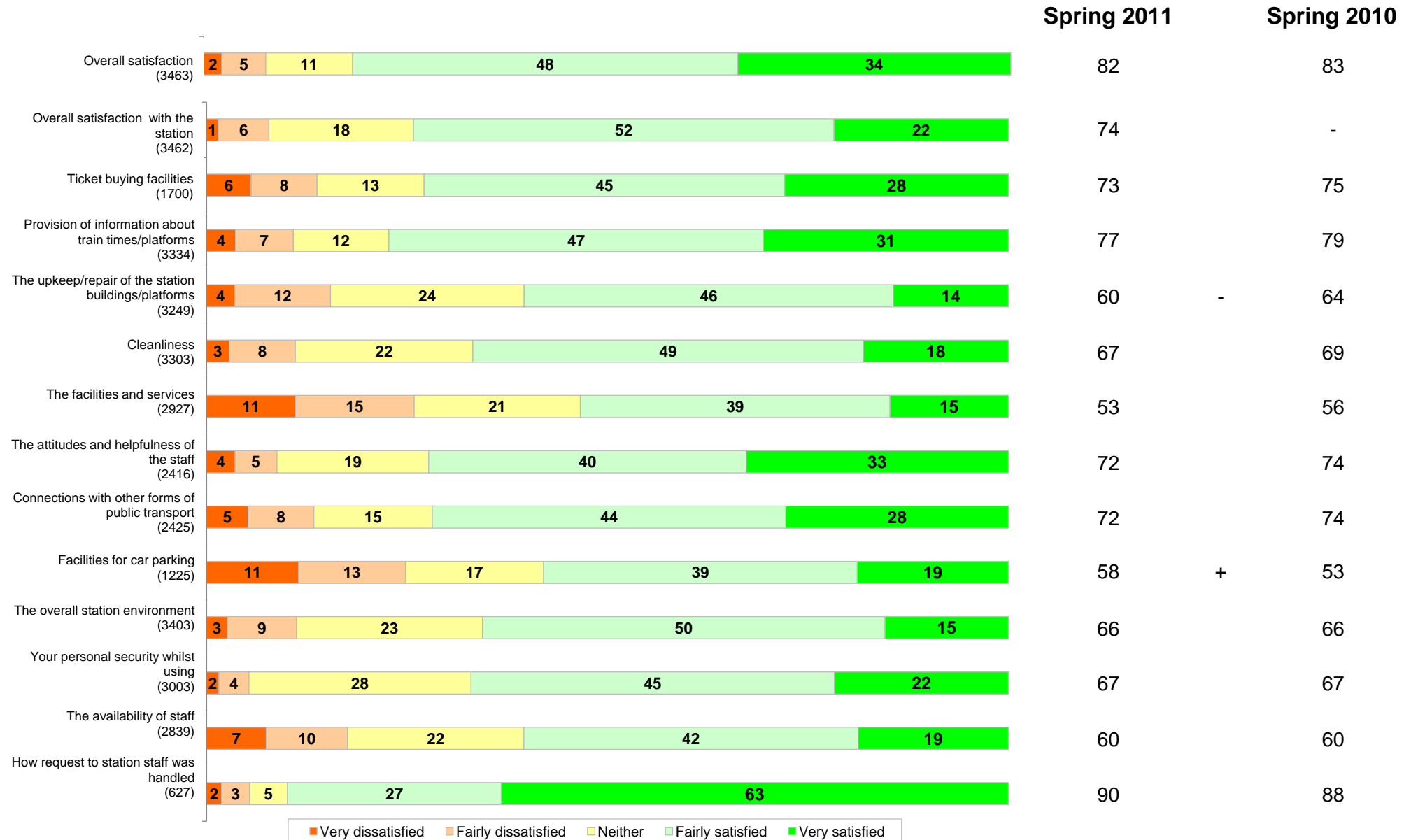
Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

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

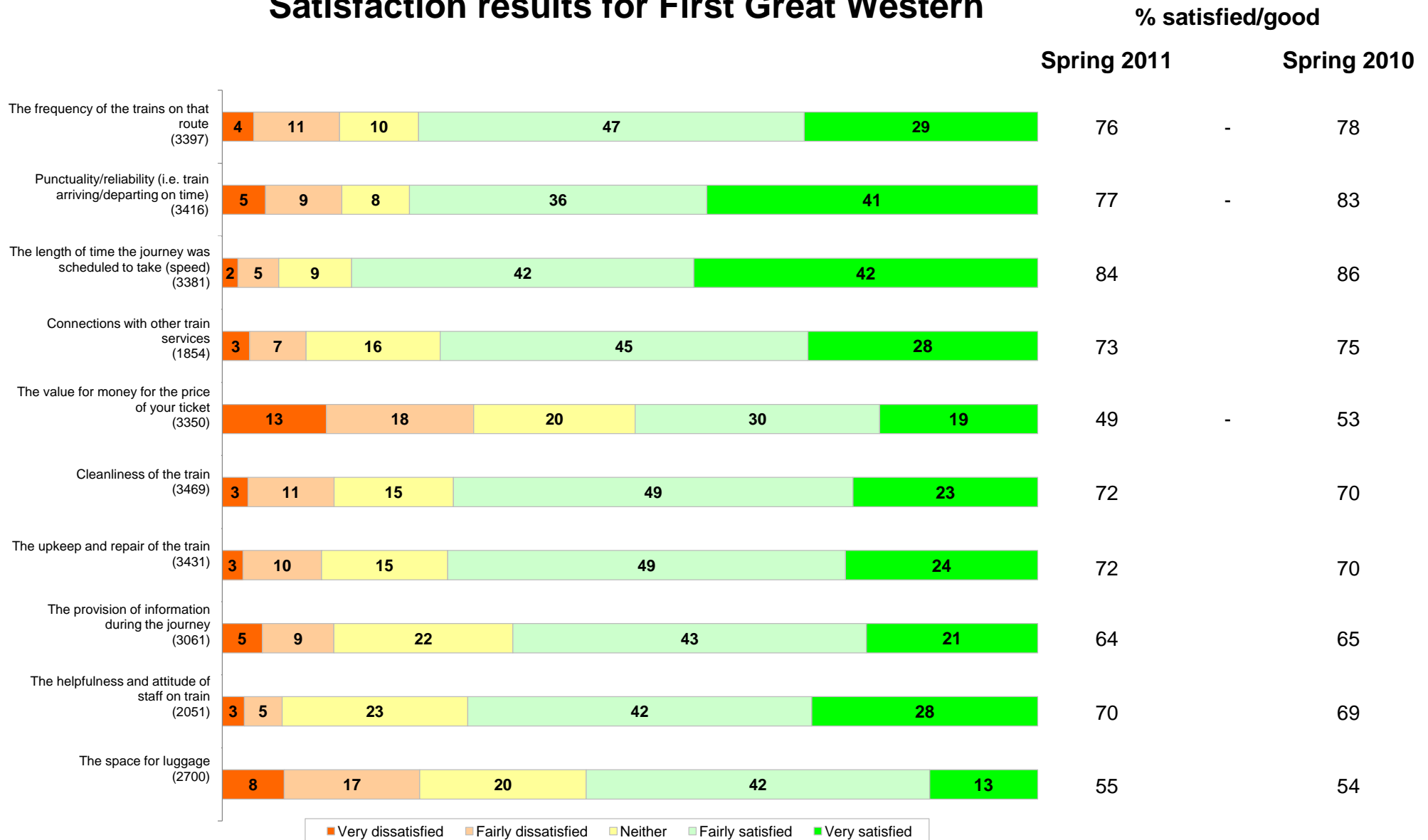
% satisfied/good

Satisfaction results for First Great Western



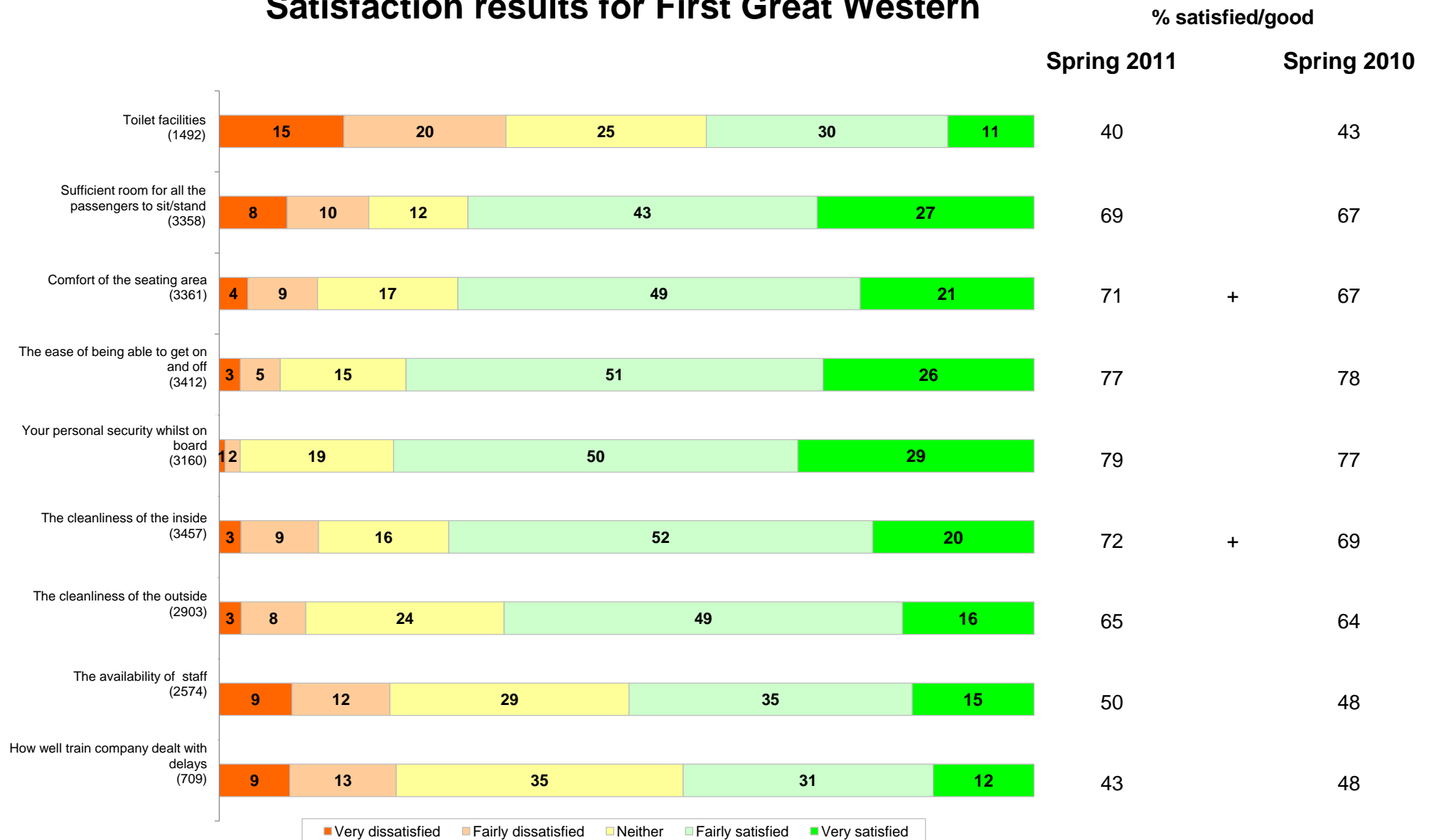
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for First Great Western



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

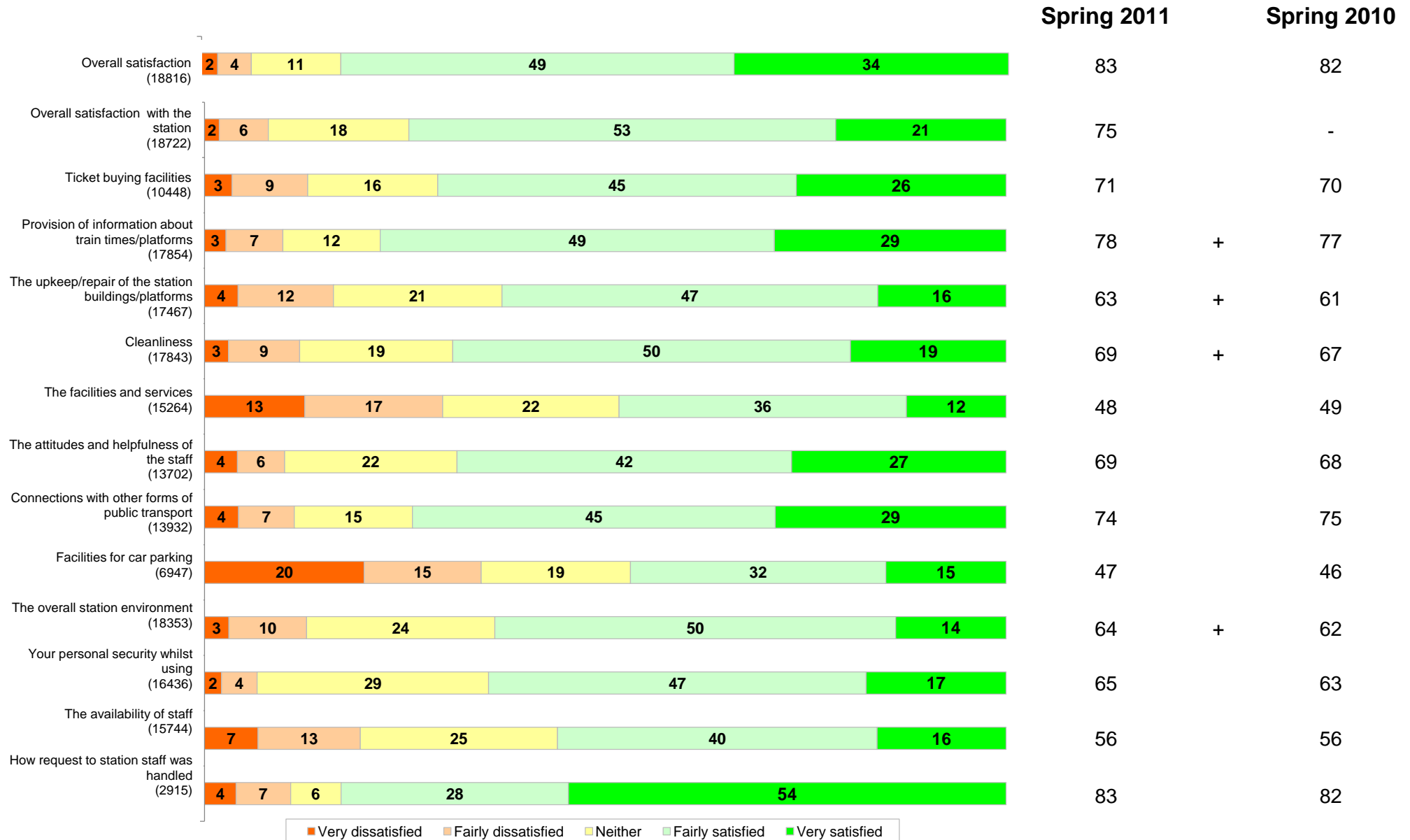
Satisfaction results for First Great Western



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

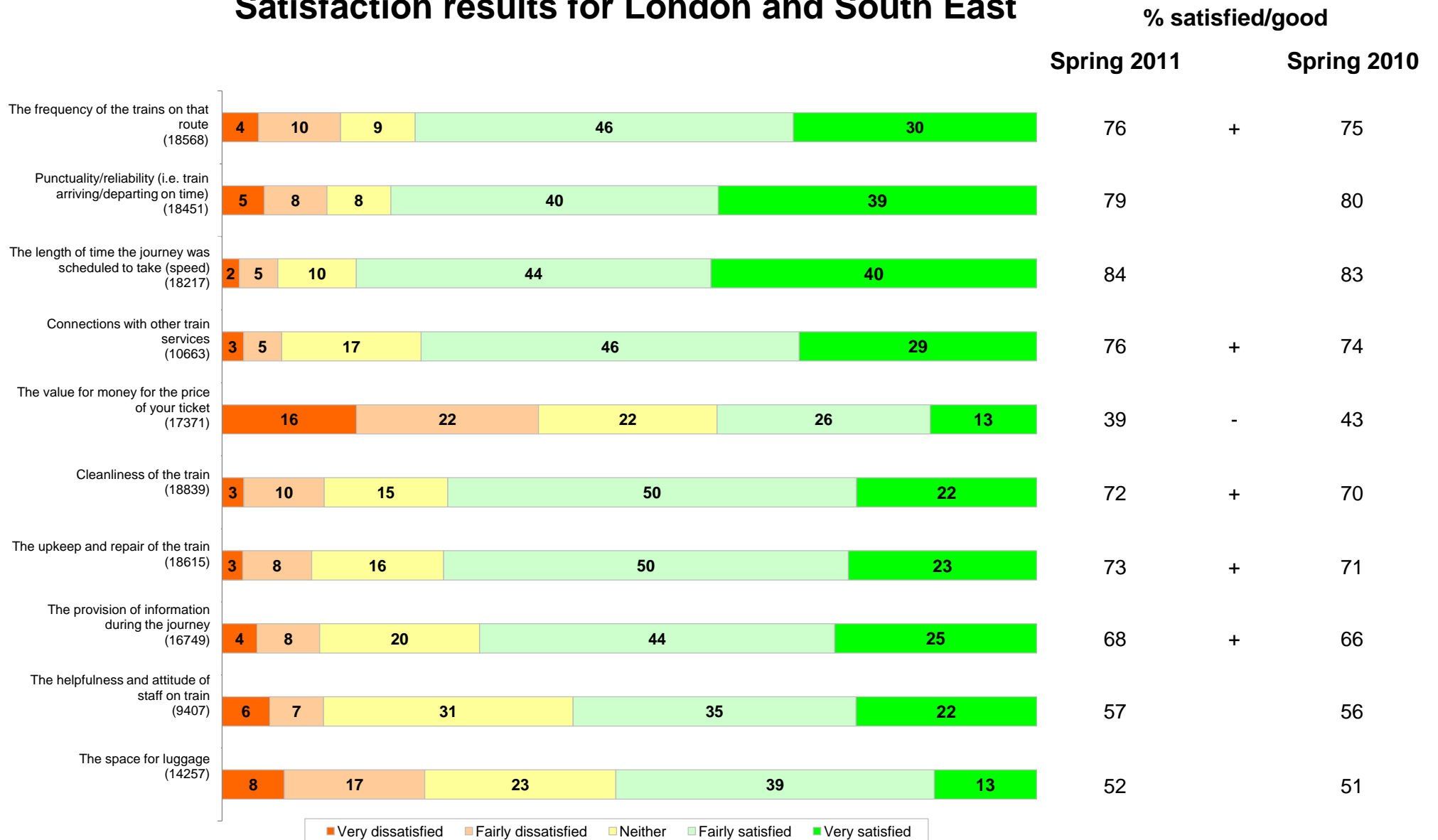
% satisfied/good

Satisfaction results for London and South East



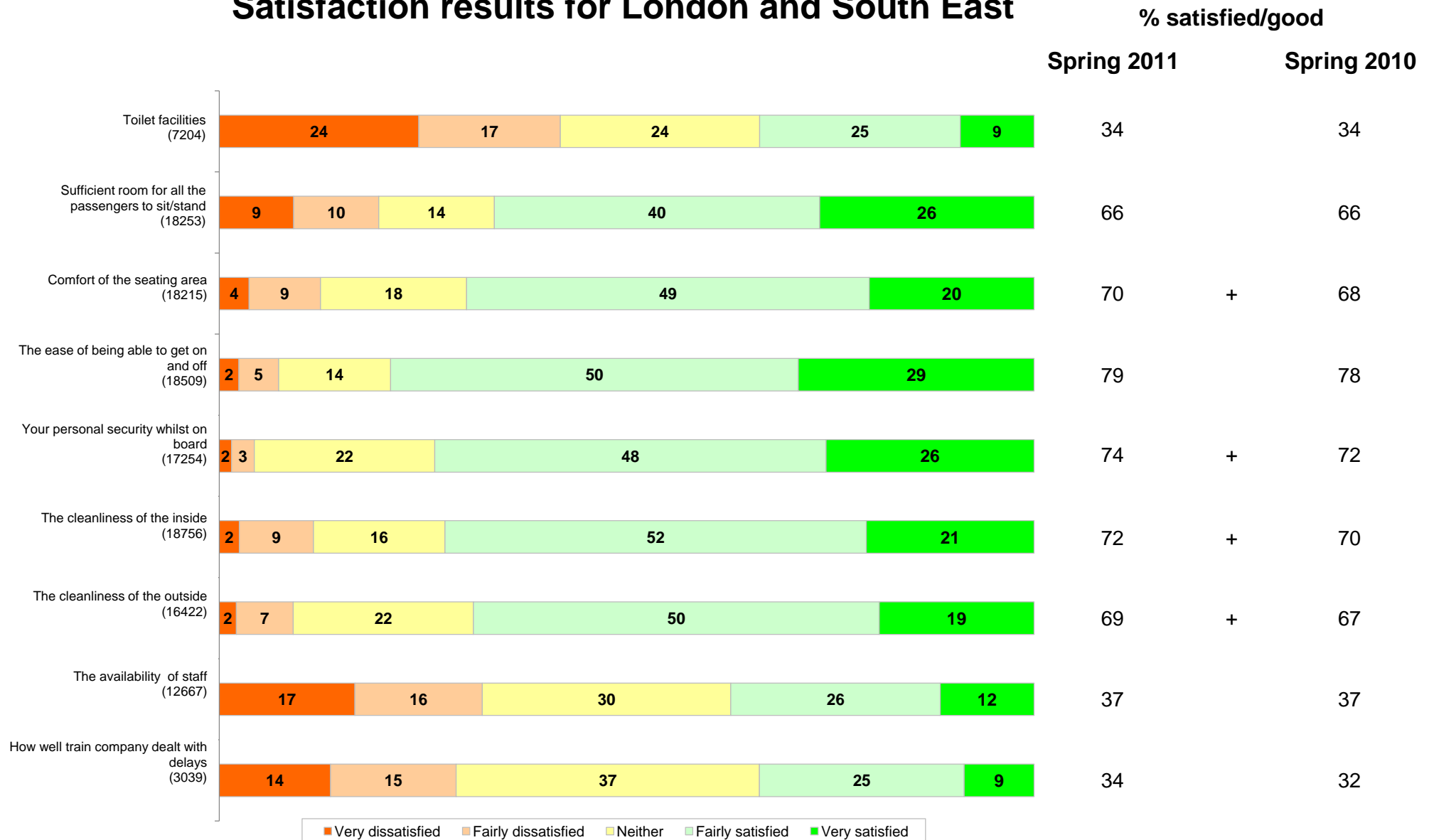
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

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 Great Western performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	82	83	99%
Overall satisfaction with the station	74	75	100%
Ticket buying facilities	73	71	103%
Provision of information about train times/platforms	77	78	99%
The upkeep/repair of the station buildings/platforms	60	63	96%
Cleanliness	67	69	97%
The facilities and services	53	48	111%
The attitudes and helpfulness of the staff	72	69	106%
Connections with other forms of public transport	72	74	97%
Facilities for car parking	58	47	124%
Overall environment	66	64	103%
Your personal security whilst using	67	65	104%
The availability of staff	60	56	108%
How request to station staff was handled	90	83	109%

First Great Western performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	76	76	100%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	79	97%
The length of time the journey was scheduled to take (speed)	84	84	101%
Connections with other train services	73	76	97%
The value for money for the price of your ticket	49	39	126%
Cleanliness of the train	72	72	99%
Upkeep and repair of the train	72	73	99%
The provision of information during the journey	64	68	94%
The helpfulness and attitude of staff on train	70	57	123%
The space for luggage	55	52	107%
The toilet facilities	40	34	119%
Sufficient room for all passengers to sit/stand	69	66	105%
The comfort of the seating area	71	70	102%
The ease of being able to get on and off	77	79	98%
Your personal security on board	79	74	107%
The cleanliness of the inside	72	72	99%
The cleanliness of the outside	65	69	95%
The availability of staff	50	37	134%
How well train company deals with delays	43	34	128%

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	84	80	81
Overall satisfaction with the station	78	71	74
Ticket buying facilities	79	69	73
Provision of information about train times/platforms	84	72	75
The upkeep/repair of the station buildings/platforms	62	58	63
Cleanliness	68	64	70
The facilities and services	60	50	47
The attitudes and helpfulness of the staff	77	67	74
Connections with other forms of public transport	79	70	63
Facilities for car parking	59	55	62
Overall environment	69	63	66
Your personal security whilst using	72	63	67
The availability of staff	70	53	58
How request to station staff was handled	92	86	91

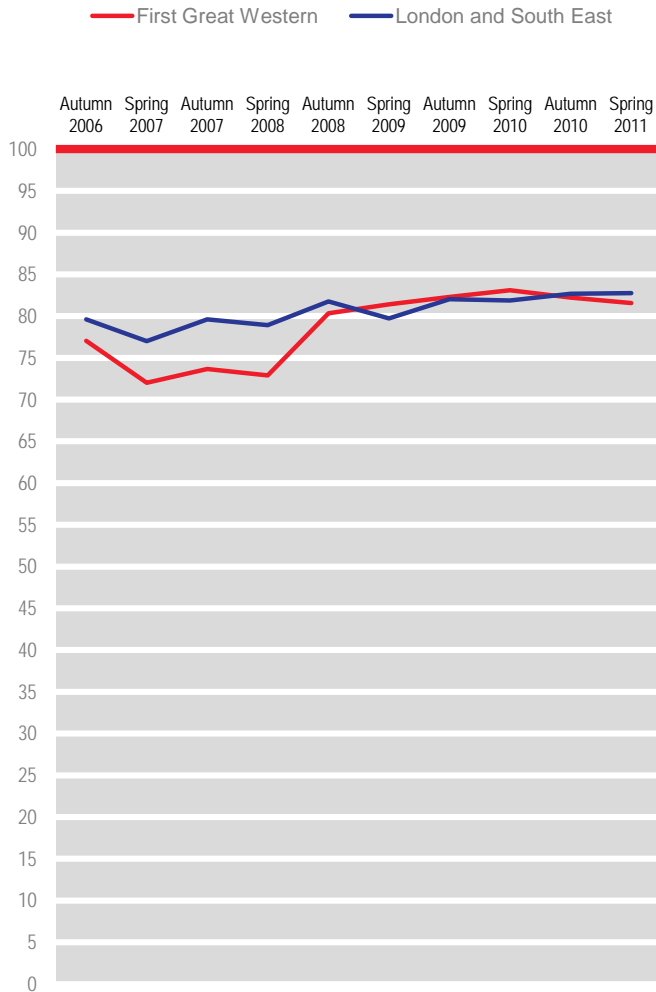
Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
The frequency of the trains on that route	85	71	70
Punctuality/reliability (i.e. the train arriving/departing on time)	79	76	76
The length of time the journey was scheduled to take (speed)	85	84	83
Connections with other train services	76	73	70
The value for money for the price of your ticket	51	44	57
Cleanliness of the train	79	67	69
Upkeep and repair of the train	83	67	65
The provision of information during the journey	79	54	59
The helpfulness and attitude of staff on train	76	60	73
The space for luggage	61	50	56
The toilet facilities	48	31	39
Sufficient room for all passengers to sit/stand	75	66	68
The comfort of the seating area	78	66	67
The ease of being able to get on and off	77	79	74
Your personal security on board	84	75	78
The cleanliness of the inside	81	65	70
The cleanliness of the outside	70	63	60
The availability of staff	59	33	61
How well train company deals with delays	52	34	38

Overall satisfaction

(3463)

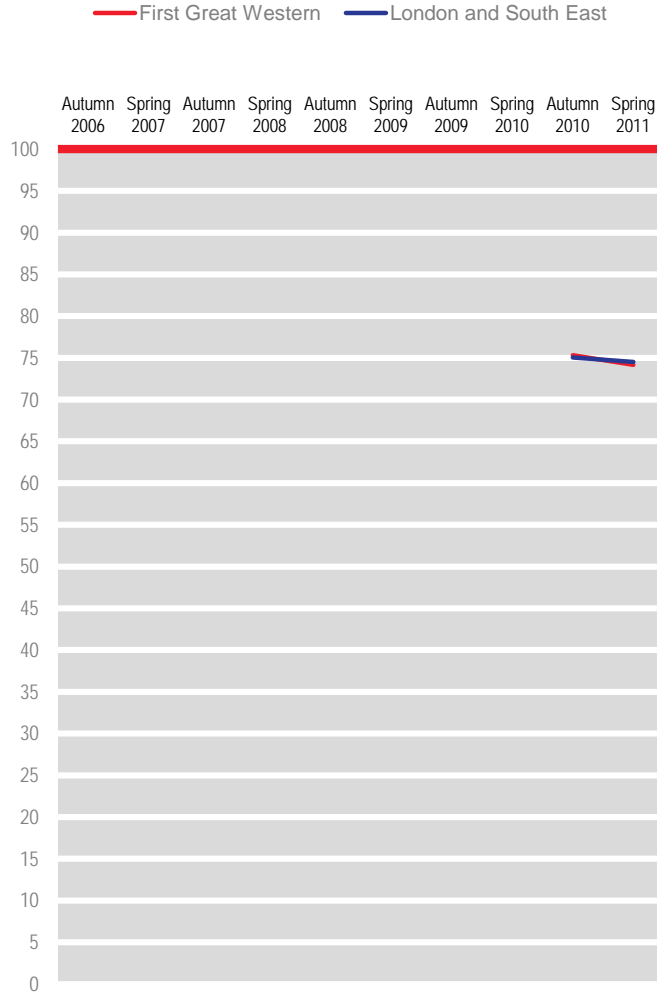
Percentage of passengers satisfied 2006 to 2011



Overall station satisfaction

(3462)

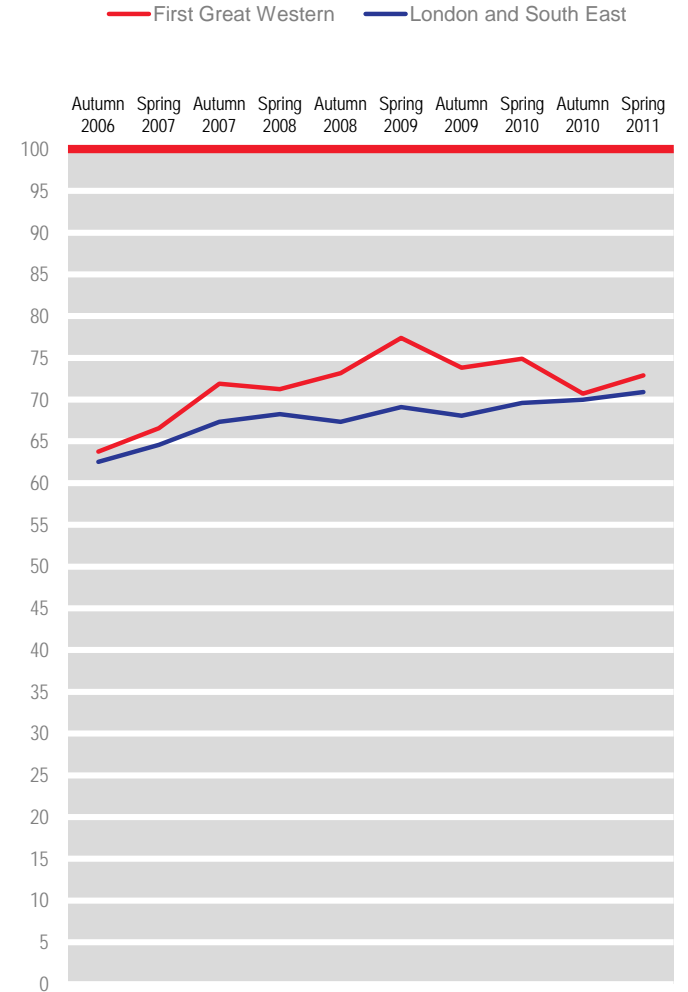
Percentage of passengers satisfied 2006 to 2011



Ticket buying facilities

(1700)

Percentage of passengers satisfied 2006 to 2011

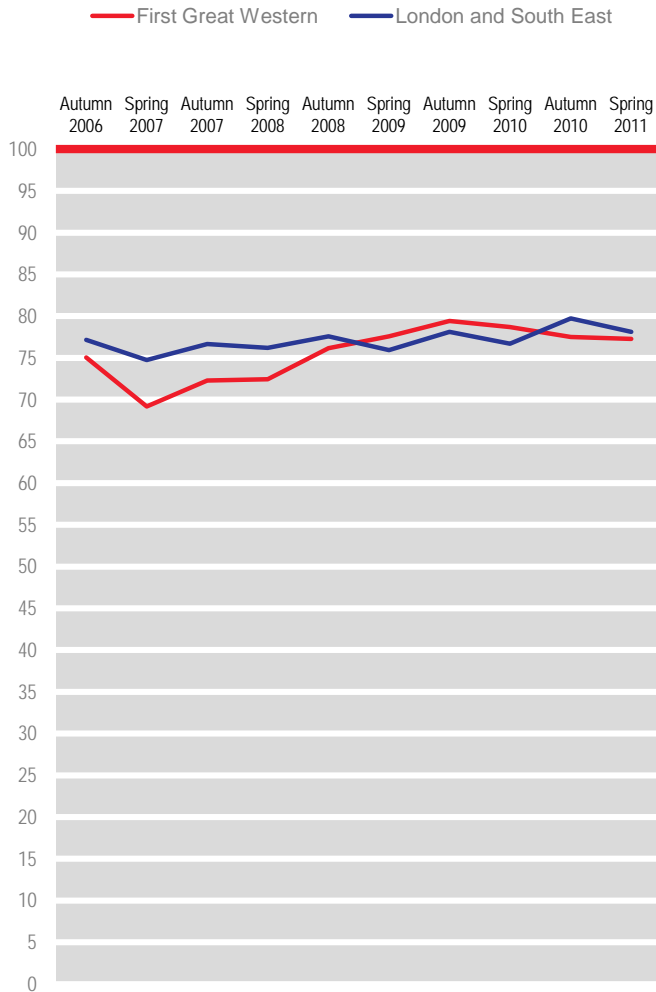


N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(3334)

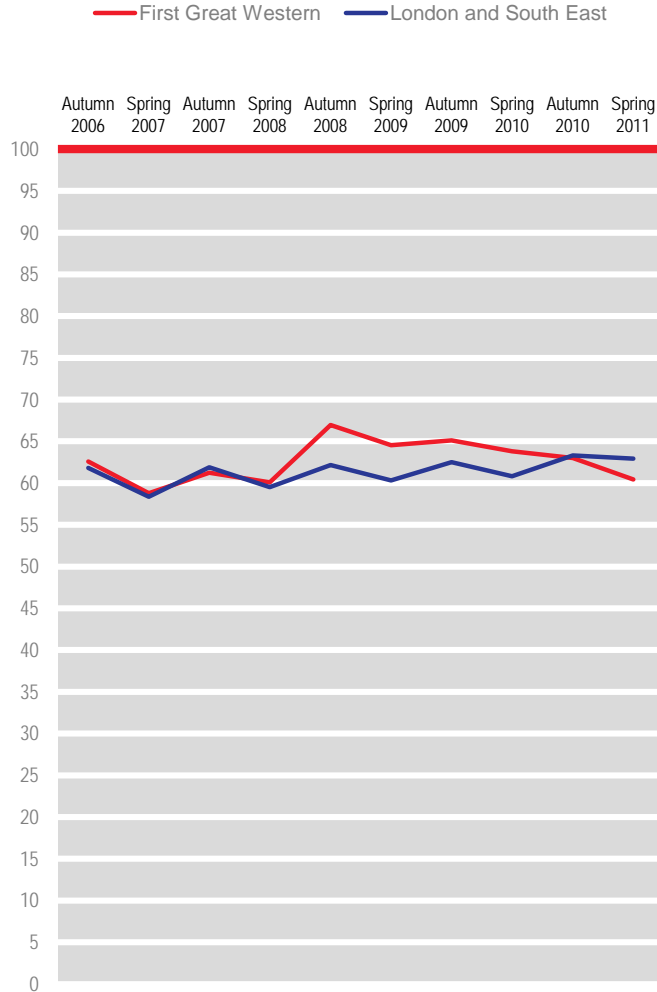
Percentage of passengers satisfied 2006 to 2011



The upkeep/repair of the station building/platforms

(3249)

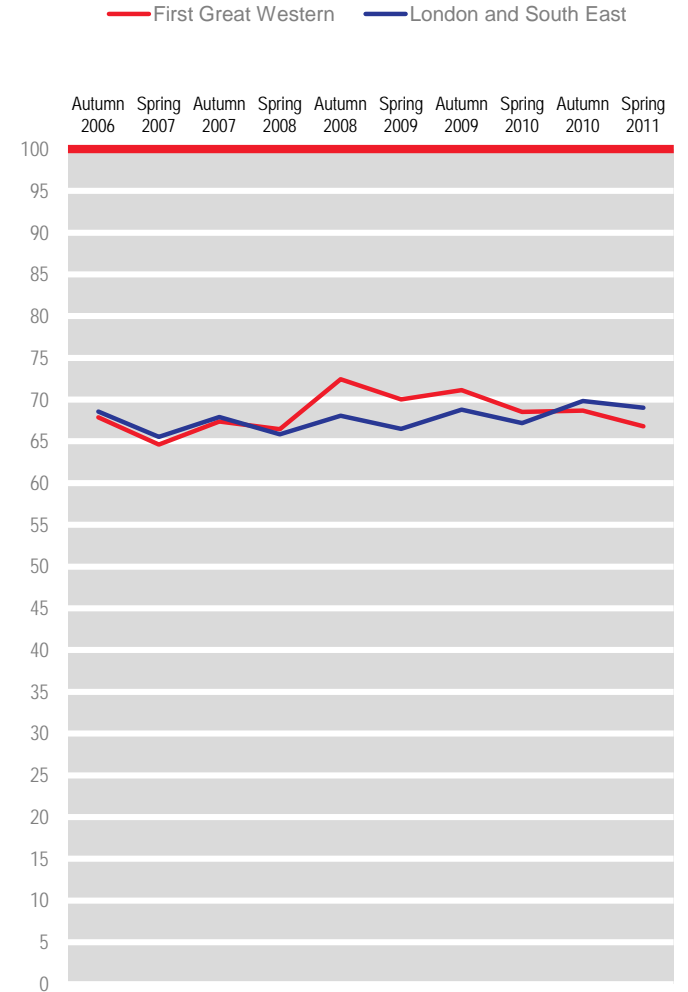
Percentage of passengers satisfied 2006 to 2011



Cleanliness of the station

(3303)

Percentage of passengers satisfied 2006 to 2011

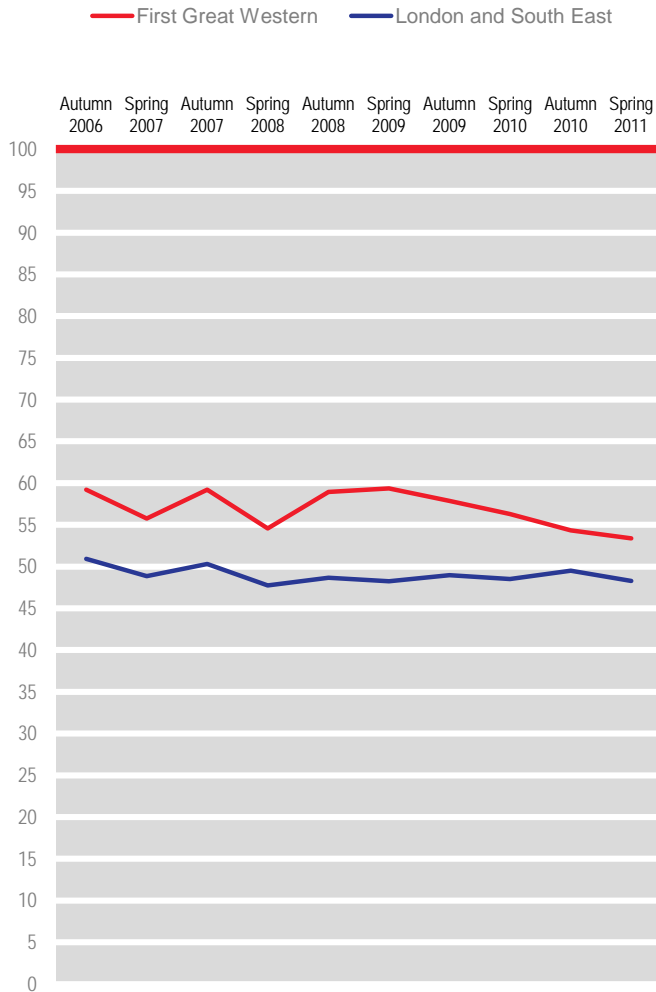


N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(2927)

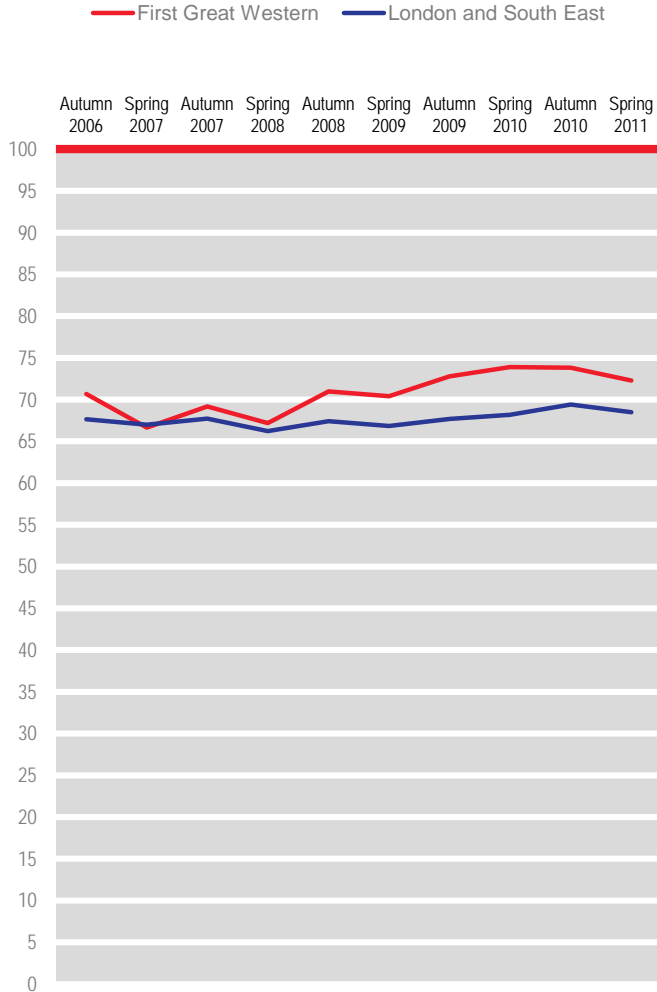
Percentage of passengers satisfied 2006 to 2011



The attitudes and helpfulness of the staff at the station

(2416)

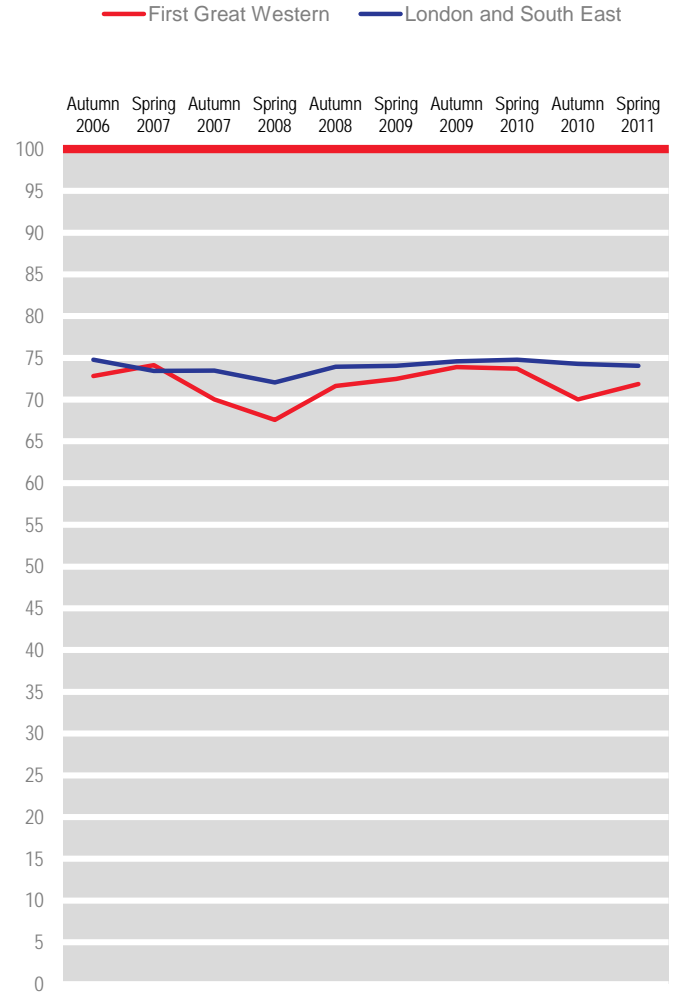
Percentage of passengers satisfied 2006 to 2011



Connections with other forms of public transport from the station

(2425)

Percentage of passengers satisfied 2006 to 2011

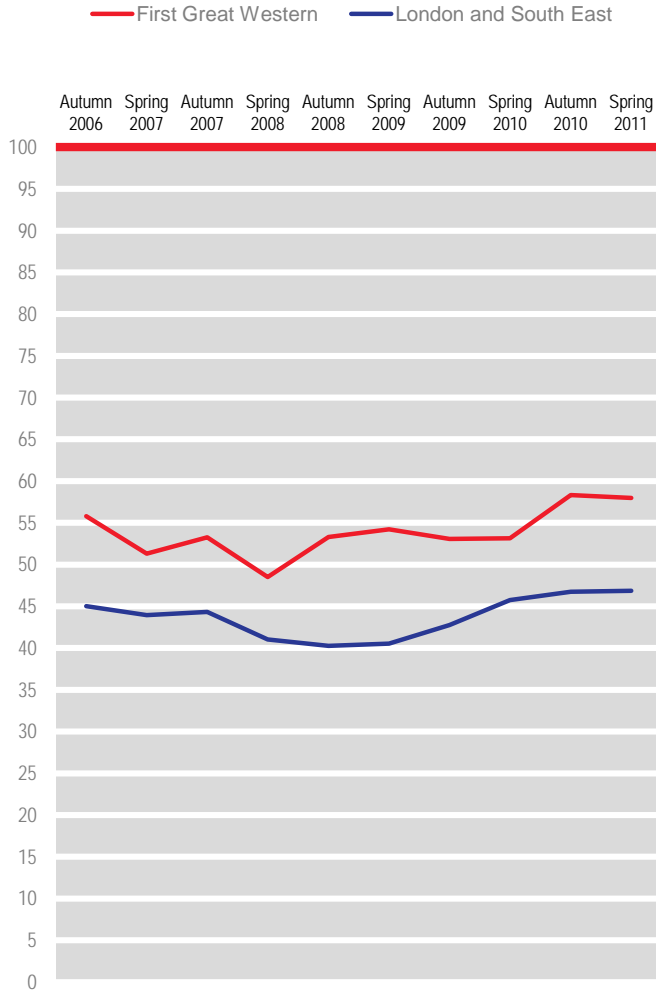


N.B. Benchmarks and targets are only shown for applicable factors

Facilities for car parking at the station

(1225)

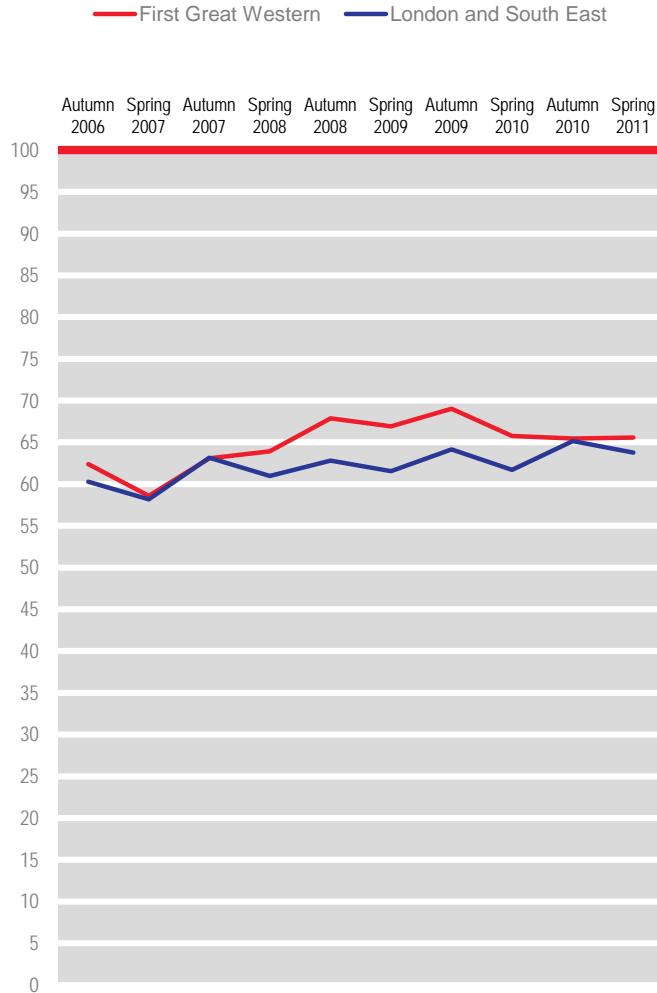
Percentage of passengers satisfied 2006 to 2011



Overall station environment

(3403)

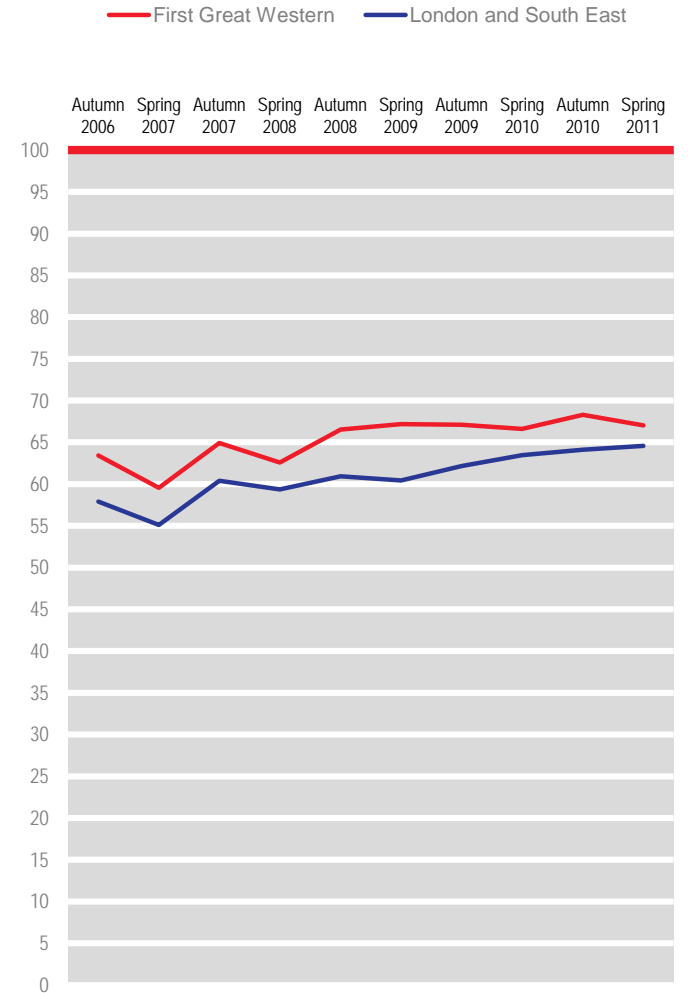
Percentage of passengers satisfied 2006 to 2011



Your personal security whilst using the station

(3003)

Percentage of passengers satisfied 2006 to 2011

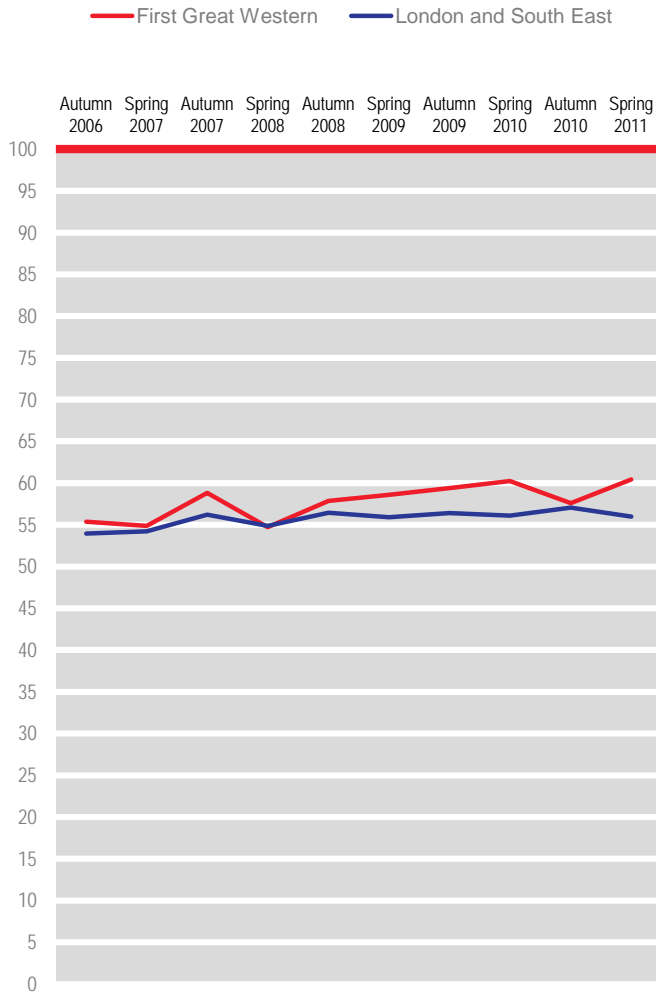


N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(2839)

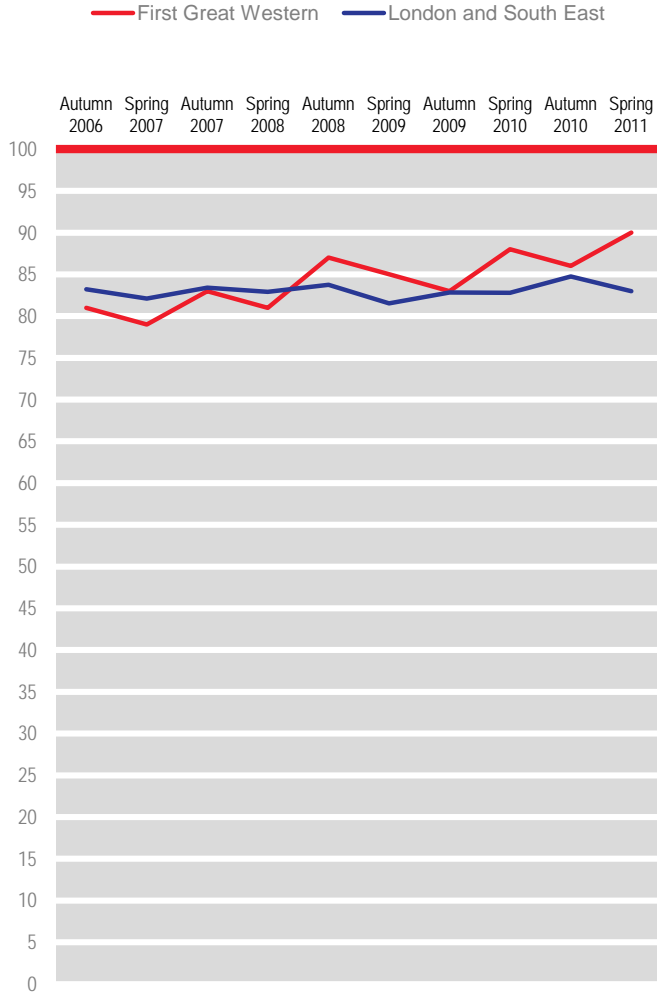
Percentage of passengers satisfied 2006 to 2011



How request to station staff was handled

(627)

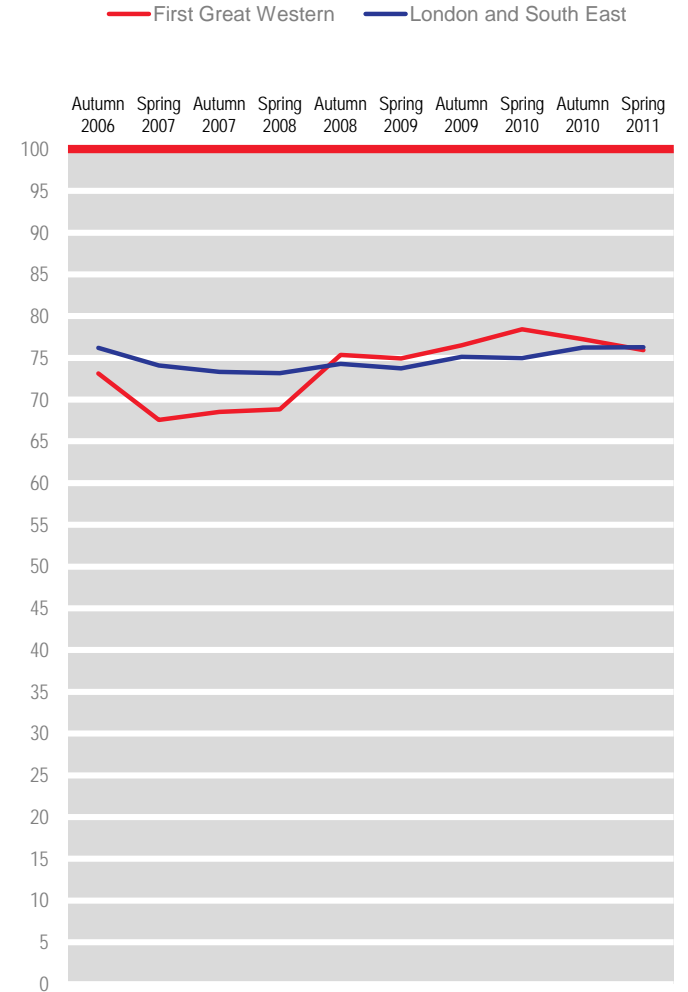
Percentage of passengers satisfied 2006 to 2011



The frequency of trains on that route

(3397)

Percentage of passengers satisfied 2006 to 2011

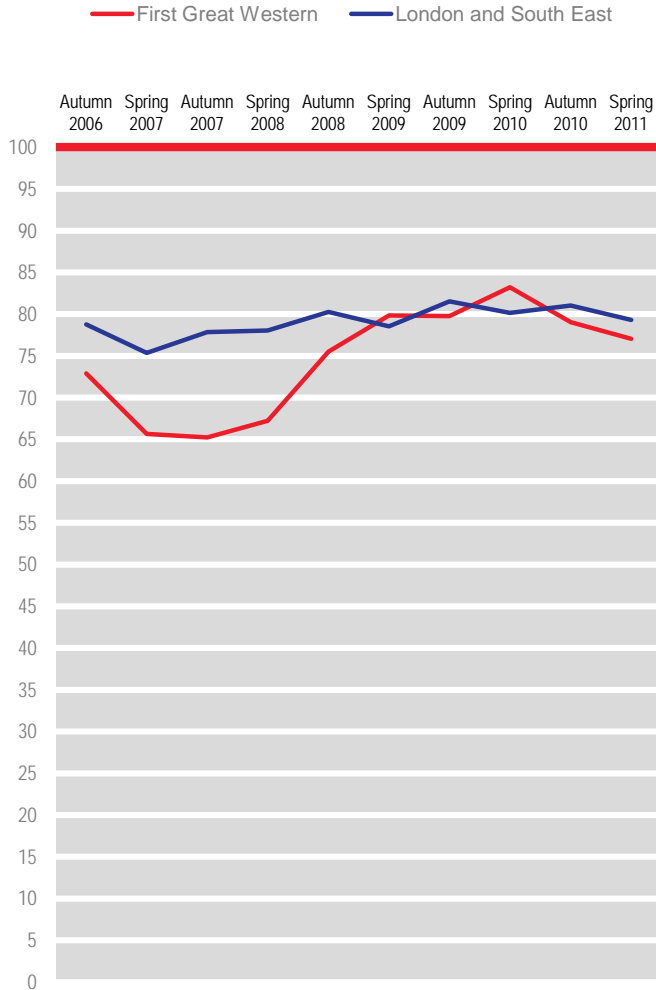


N.B. Benchmarks and targets are only shown for applicable factors

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

(3416)

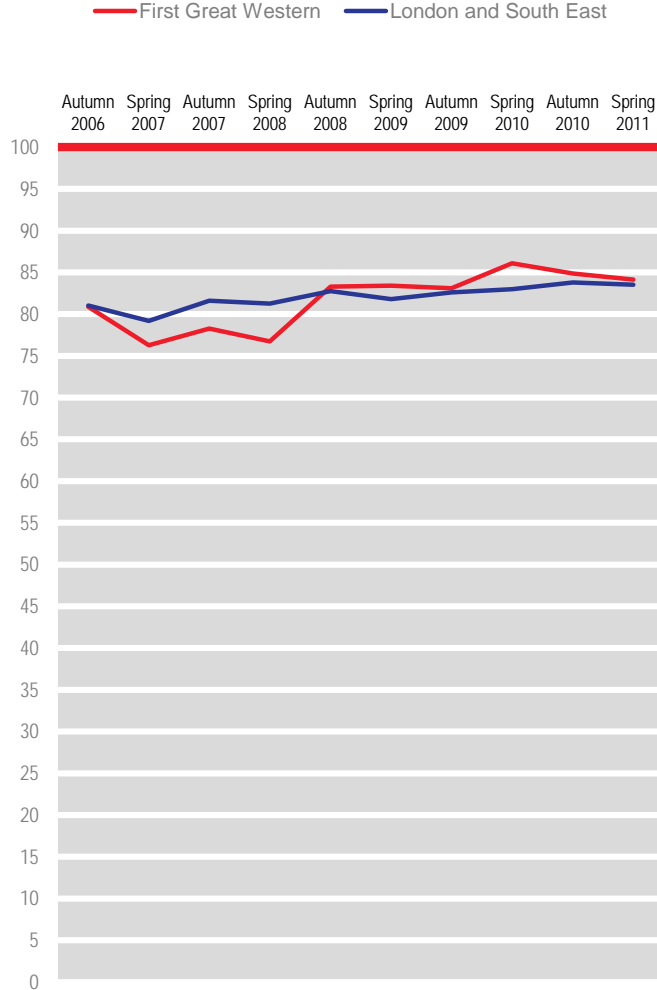
Percentage of passengers satisfied 2006 to 2011



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

(3381)

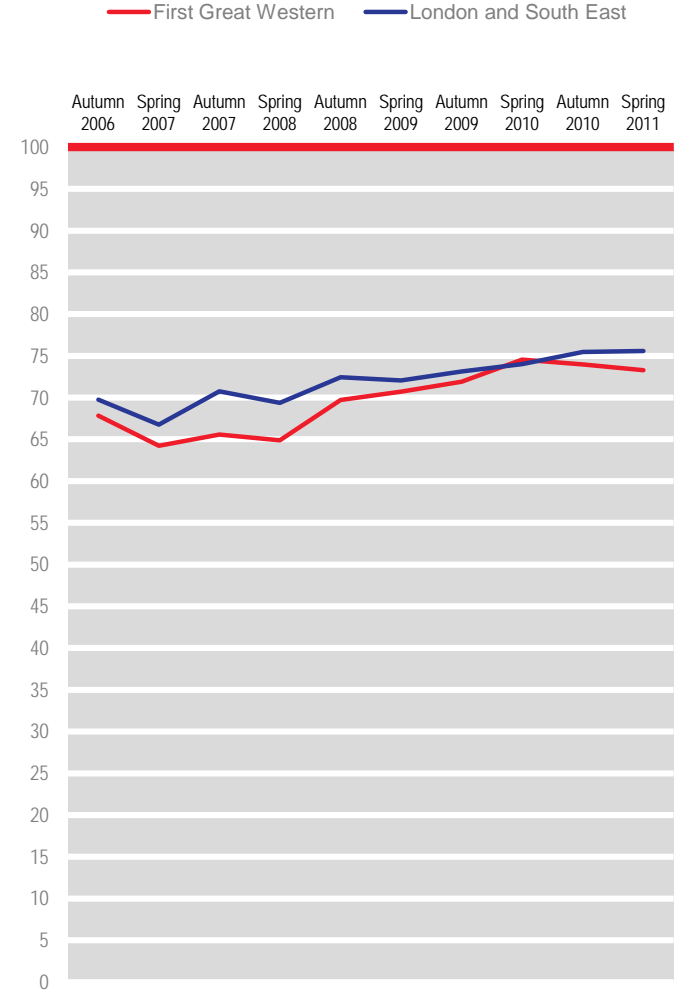
Percentage of passengers satisfied 2006 to 2011



Connections with other train services

(1854)

Percentage of passengers satisfied 2006 to 2011

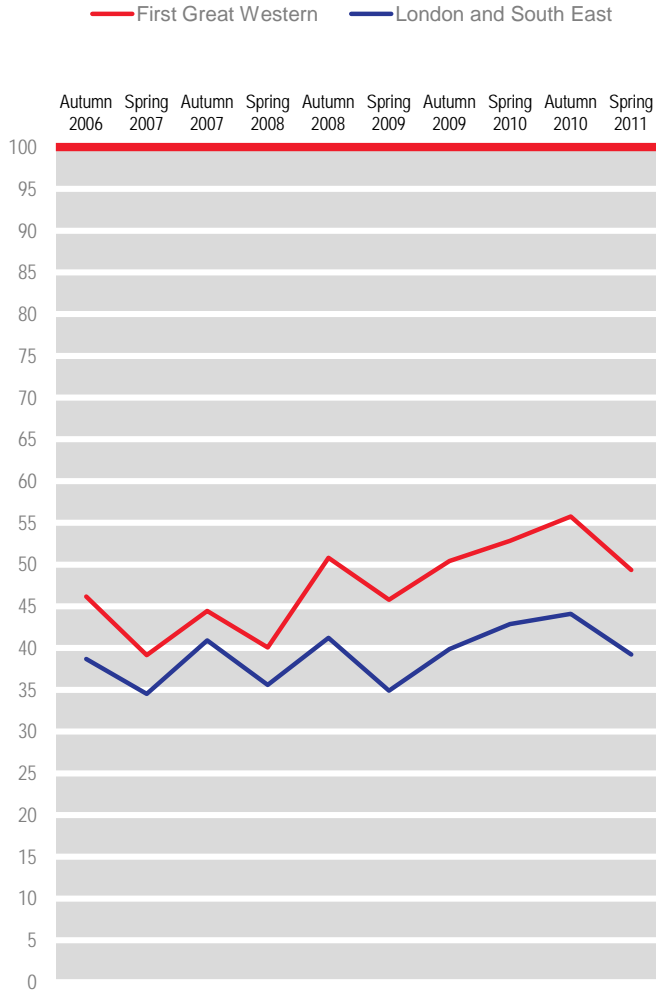


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(3350)

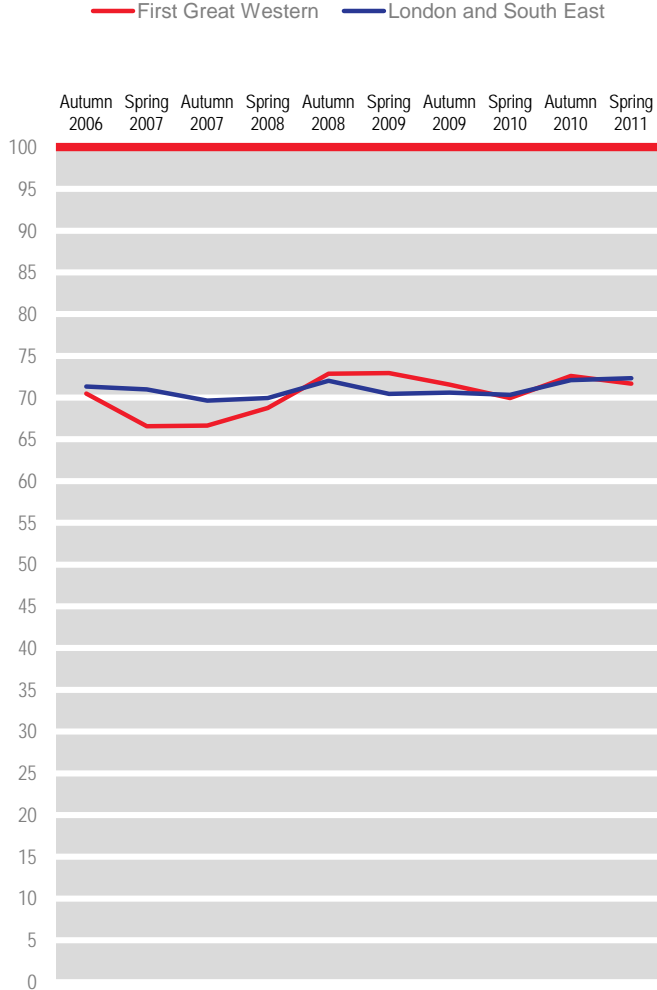
Percentage of passengers satisfied 2006 to 2011



Cleanliness of the train

(3469)

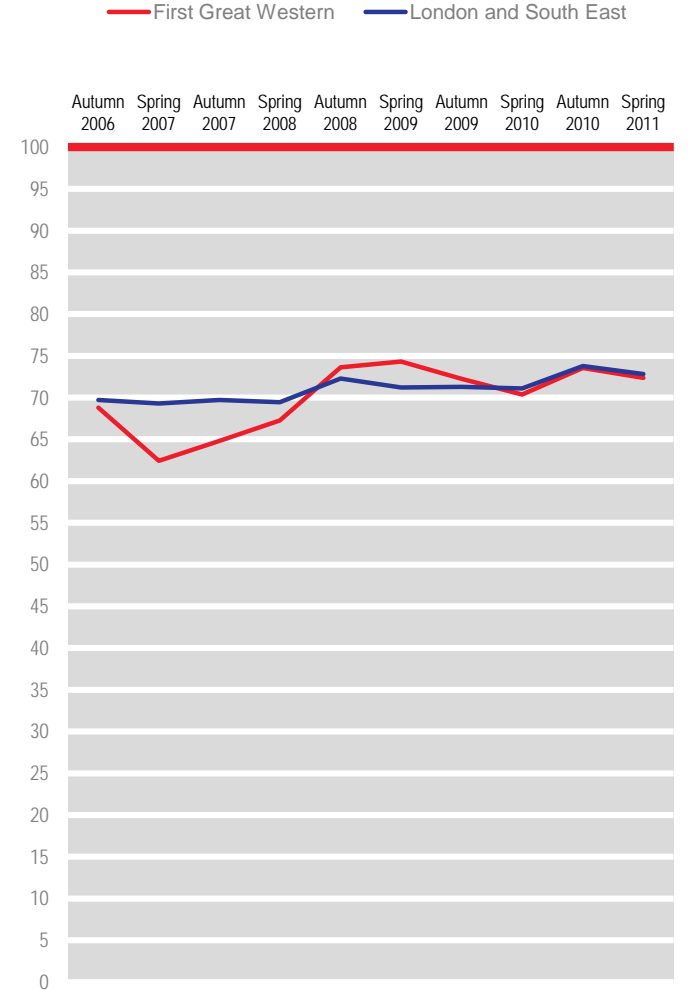
Percentage of passengers satisfied 2006 to 2011



Upkeep and repair of the train

(3431)

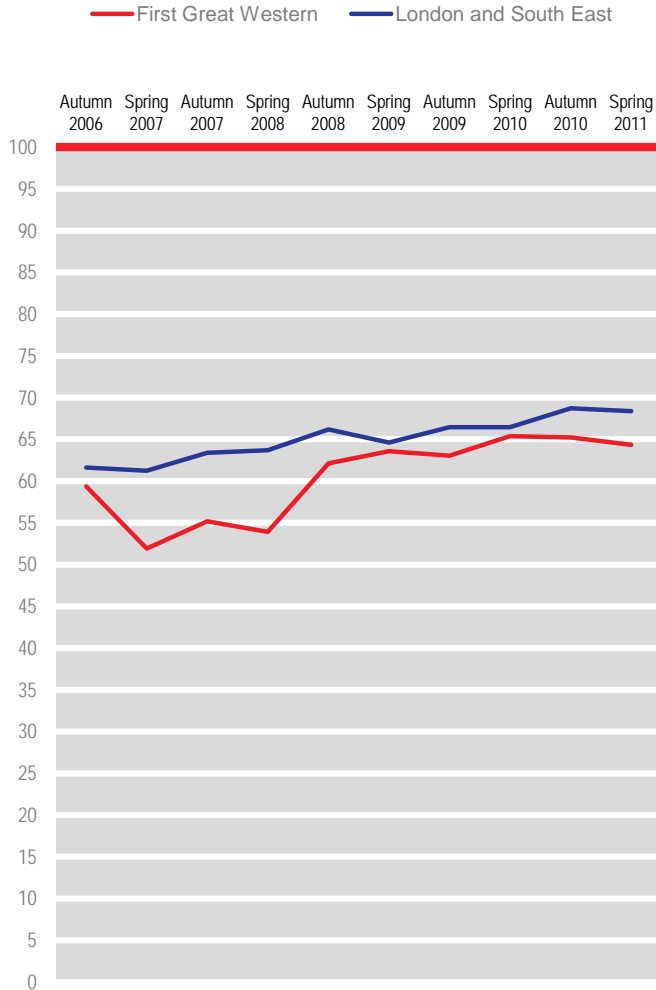
Percentage of passengers satisfied 2006 to 2011



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

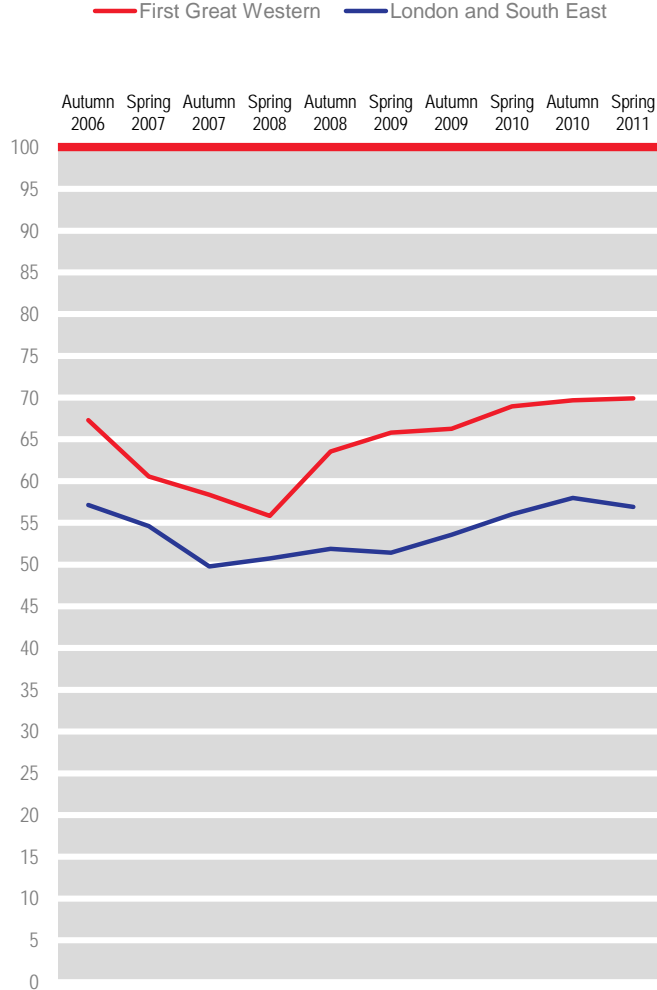
The provision of information during the journey
(3061)

Percentage of passengers satisfied 2006 to 2011



The helpfulness and attitude of staff on train
(2051)

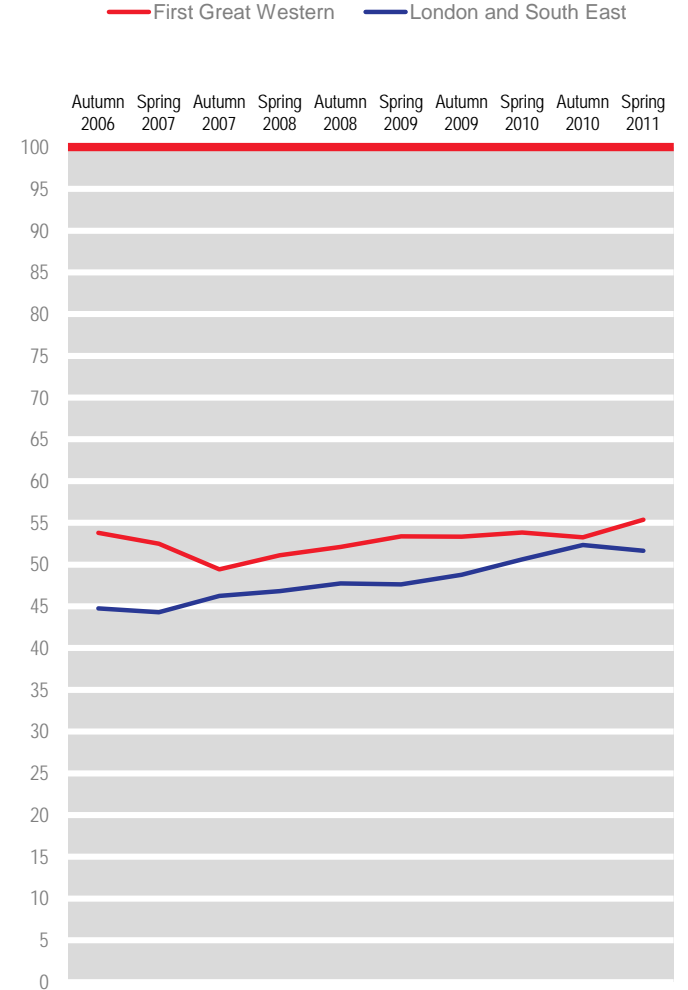
Percentage of passengers satisfied 2006 to 2011



The space for luggage

(2700)

Percentage of passengers satisfied 2006 to 2011

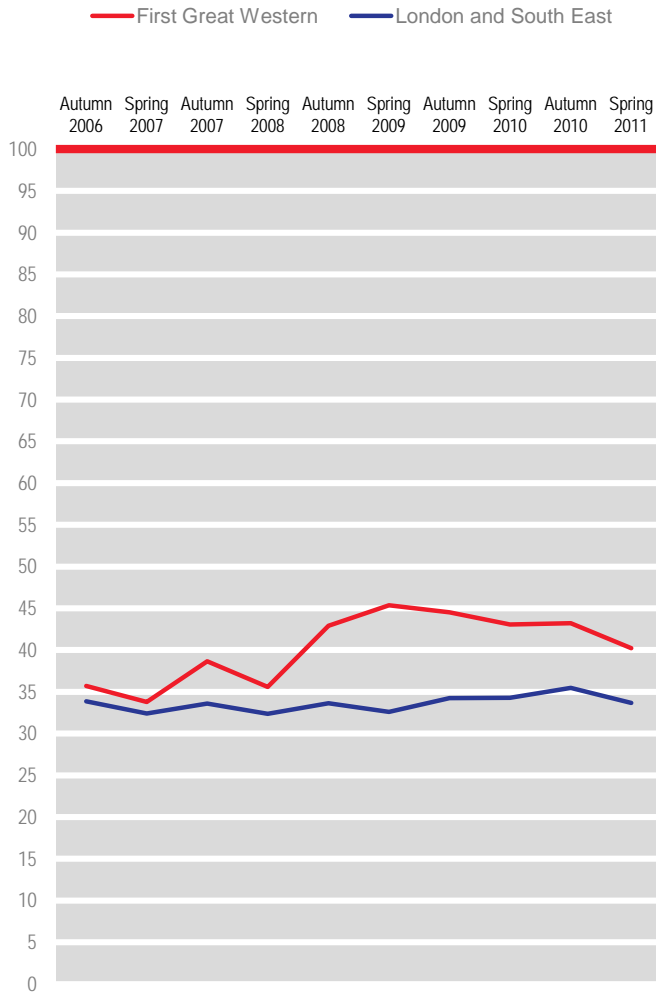


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(1492)

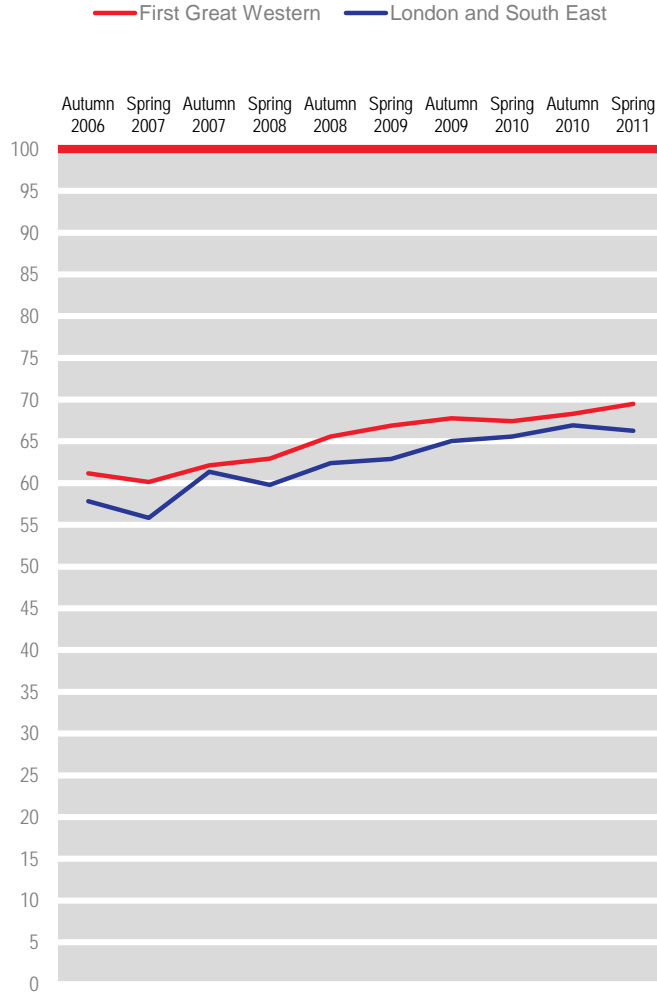
Percentage of passengers satisfied 2006 to 2011



Sufficient room for all the passengers to sit/stand

(3358)

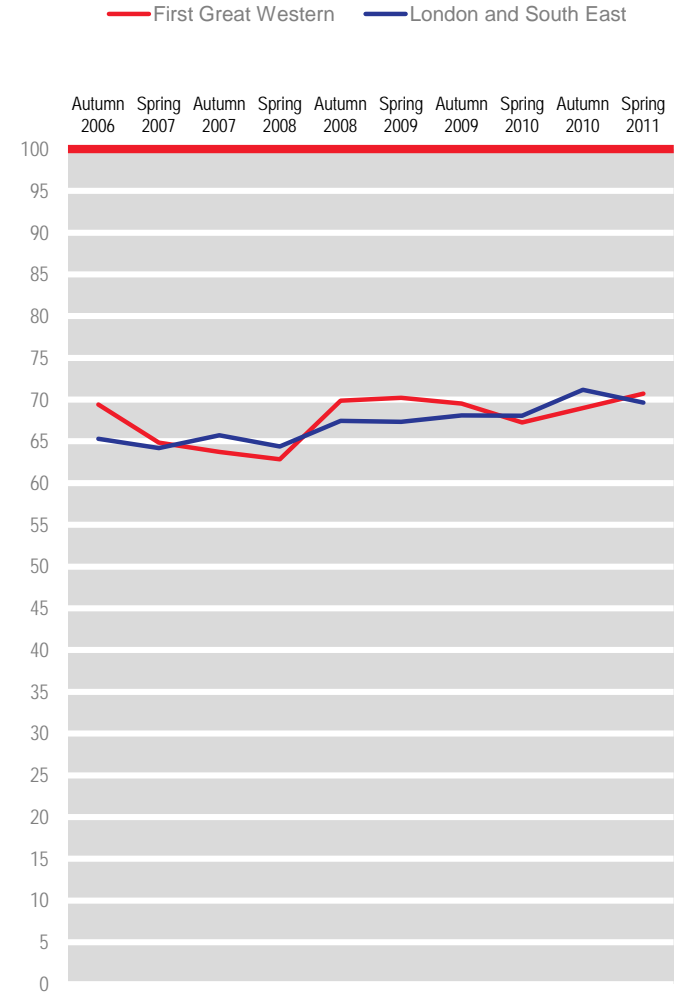
Percentage of passengers satisfied 2006 to 2011



The comfort of the seating area

(3361)

Percentage of passengers satisfied 2006 to 2011

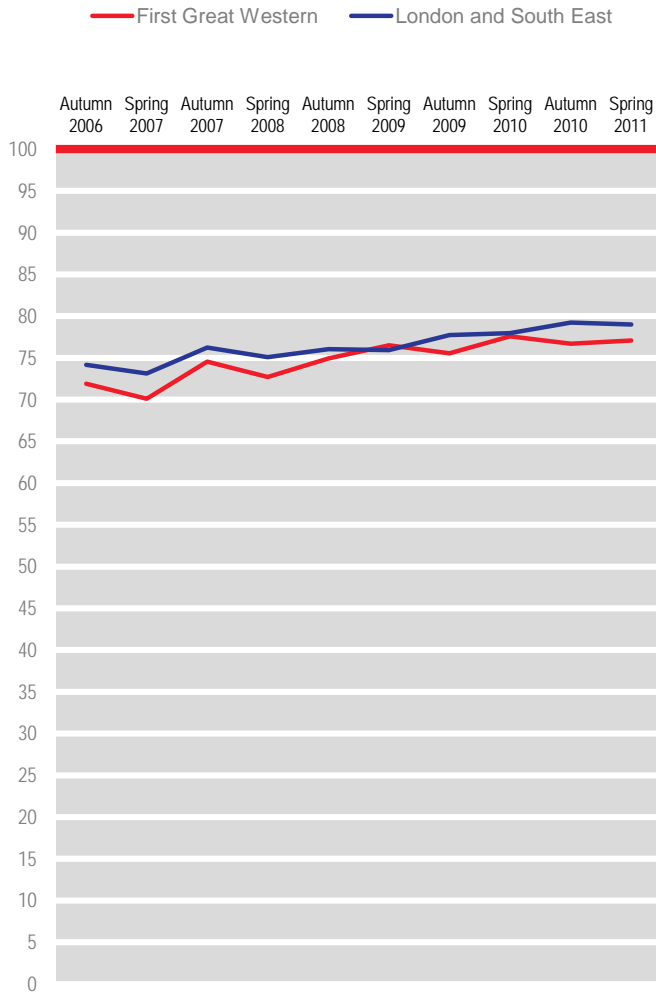


N.B. Benchmarks and targets are only shown for applicable factors

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

(3412)

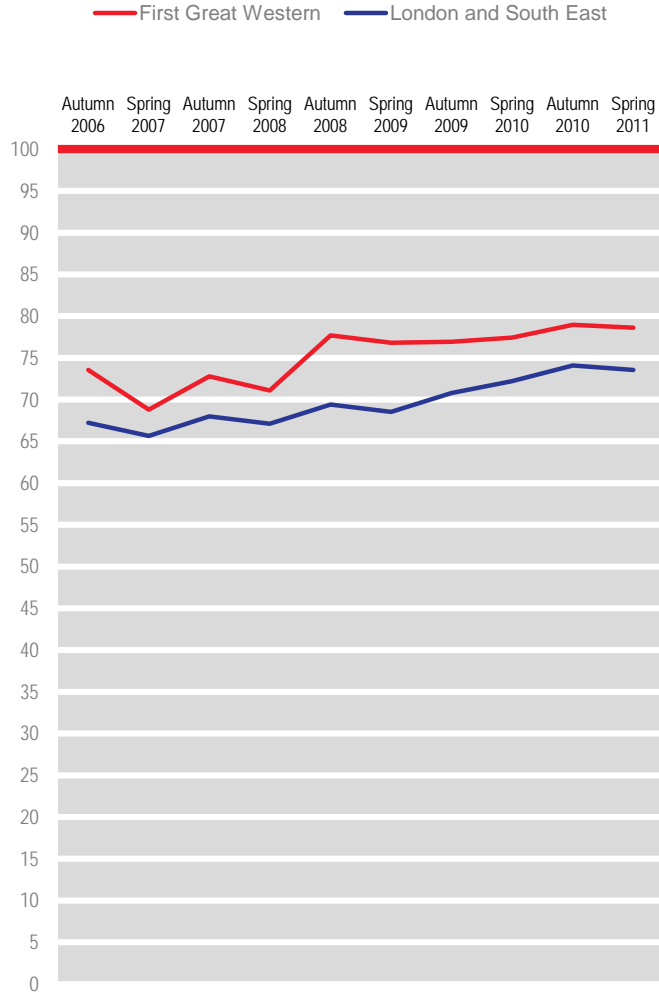
Percentage of passengers satisfied 2006 to 2011



Your personal security whilst on board

(3160)

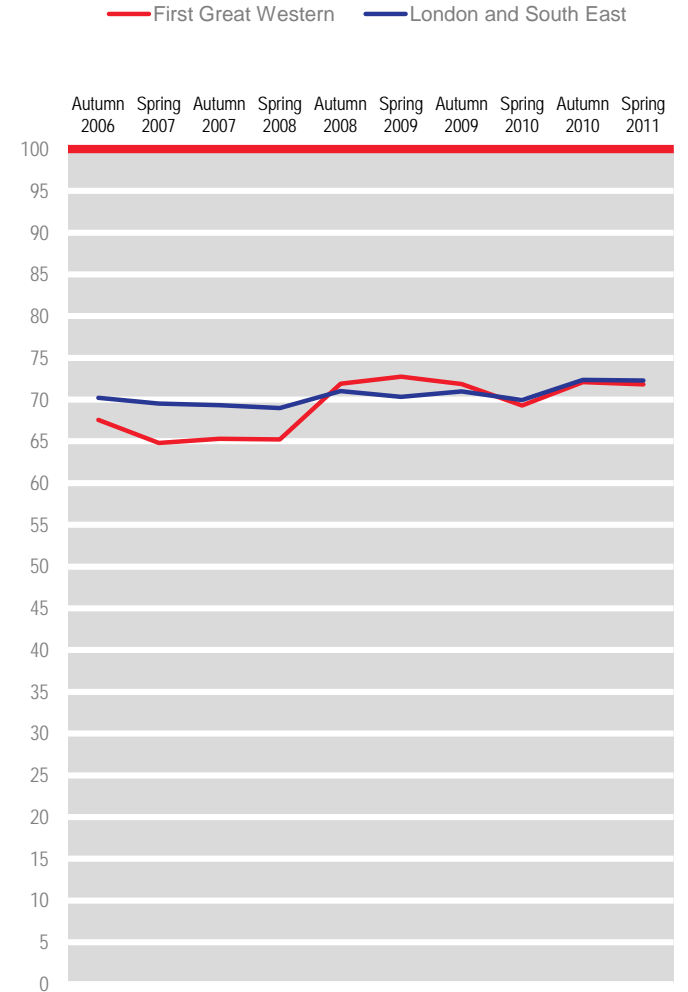
Percentage of passengers satisfied 2006 to 2011



The cleanliness of the inside of the train

(3457)

Percentage of passengers satisfied 2006 to 2011

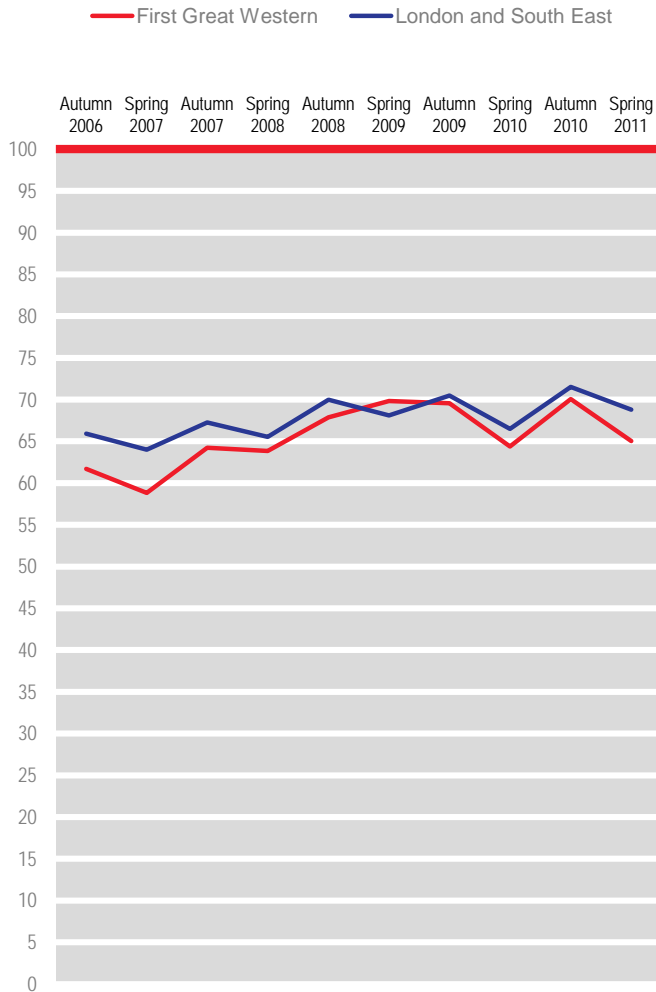


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(2903)

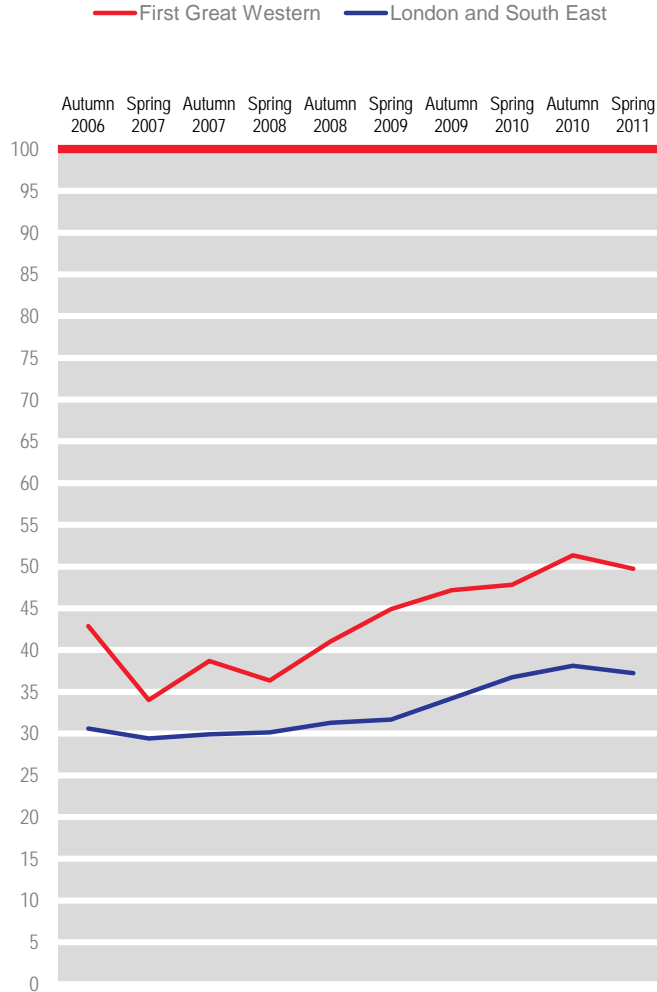
Percentage of passengers satisfied 2006 to 2011



The availability of staff on the train

(2574)

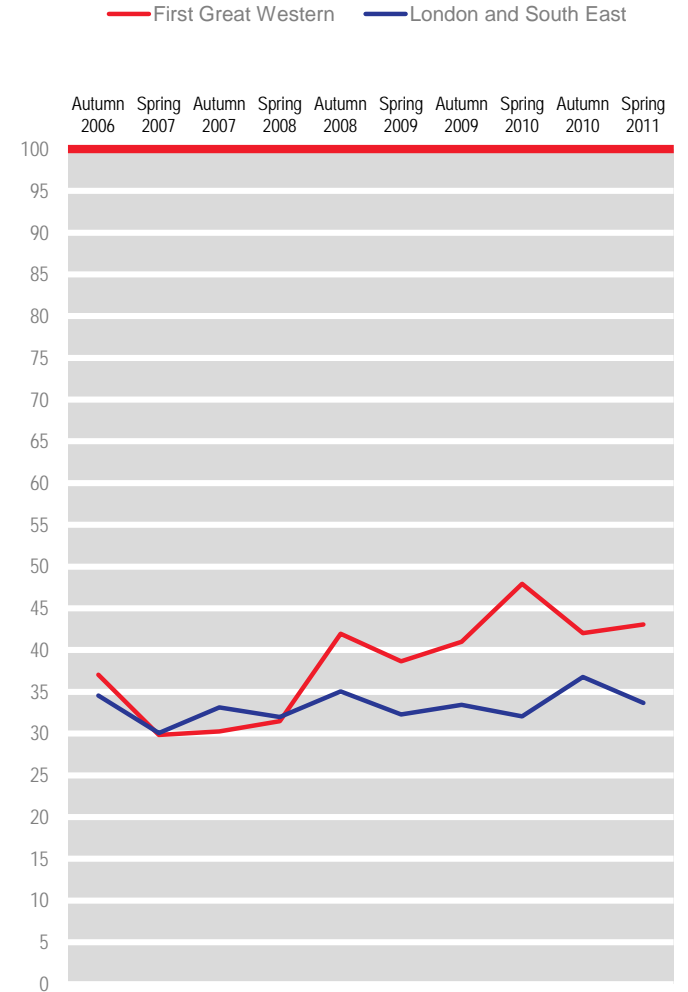
Percentage of passengers satisfied 2006 to 2011



How well train company dealt with delay

(709)

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

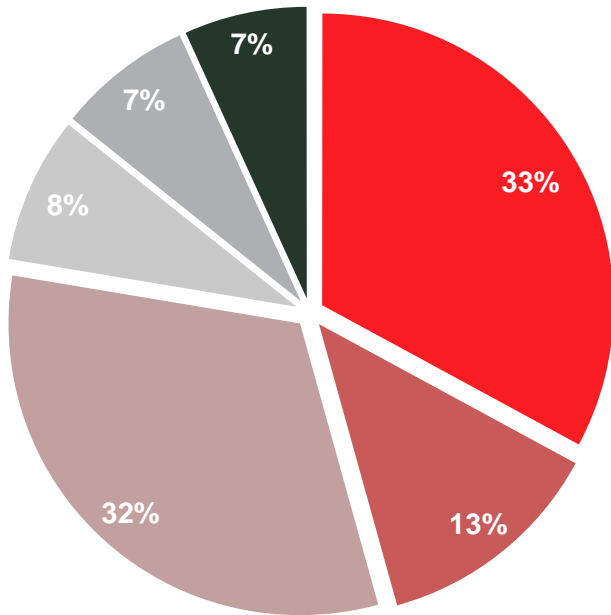
Managed versus non-managed stations for First Great Western

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	74		75
Ticket buying facilities	72		75
Provision of information about train times/platforms	76	-	81
The upkeep/repair of the station buildings/platforms	61		58
Cleanliness	68	+	64
The facilities and services	50	-	61
The attitudes and helpfulness of the staff	74	+	69
Connections with other forms of public transport	68	-	79
Facilities for car parking	60	+	51
Overall environment	65		67
Your personal security whilst using	65	-	71
The availability of staff	61		59
How request to station staff was handled	92	+	84

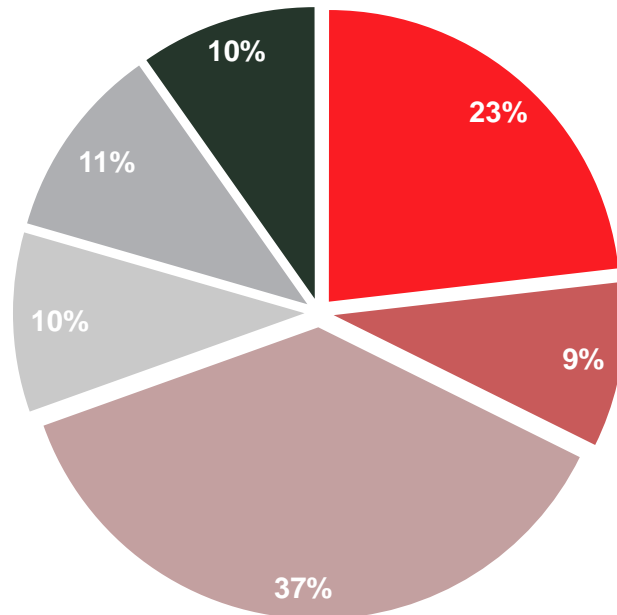
Managed versus non-managed stations for First Great Western

(% Passengers Journeys originating from each type of station)

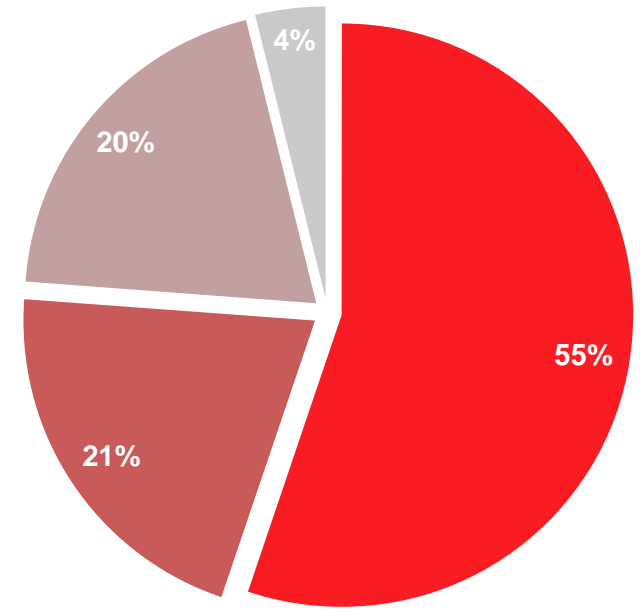
Overall Total



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 Great Western

	Peak		Off-Peak			
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
Overall satisfaction	76		78	82		84
Overall satisfaction with the station	69		-	75		-
Ticket buying facilities	71		73	73		75
Provision of information about train times/platforms	76	-	82	78		78
The upkeep/repair of the station buildings/platforms	55		59	61	-	65
Cleanliness	59		62	68		70
The facilities and services	57		55	53	-	57
The attitudes and helpfulness of the staff	63		70	74		75
Connections with other forms of public transport	77		78	71		73
Facilities for car parking	50		46	59	+	54
Overall environment	60		61	66		67
Your personal security whilst using	66		65	67		67
The availability of staff	52		57	62		61
How request to station staff was handled	76		86	91		88

* 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 Great Western

	Peak			Off-Peak		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
The frequency of the trains on that route	81		76	75	-	79
Punctuality/reliability (i.e. the train arriving/departing on time)	75		79	77	-	84
The length of time the journey was scheduled to take (speed)	80		82	85		87
Connections with other train services	74		68	73		75
The value for money for the price of your ticket	30		35	52	-	56
Cleanliness of the train	76		78	71		69
Upkeep and repair of the train	76		80	72	+	69
The provision of information during the journey	65	-	73	64		64
The helpfulness and attitude of staff on train	66		72	70		68
The space for luggage	49		50	56		54
The toilet facilities	32	-	45	42		43
Sufficient room for all passengers to sit/stand	50		47	72		71
The comfort of the seating area	68		63	71	+	68
The ease of being able to get on and off	71		73	78		78
Your personal security on board	80		74	78		78
The cleanliness of the inside	78		77	71	+	68
The cleanliness of the outside	70		70	64		63
The availability of staff	45		48	50		48
How well train company deals with delays	44		49	43		48

* 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
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 Great Western

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

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
SEX			DELAYS		
Male	45	47	None	76	79
Female	54	50	Minor	19	16
Not stated	2	3	Major	4	3
			Not stated	1	2
AGE			REGULAR TRAVELLER		
16-25	13	13	Yes	50	51
26-34	16	15	No	50	49
35-44	17	18			
45-54	21	21	TIME OF TRAVEL		
55-59	10	11	Peak	12	14
60-64	11	9	Off-peak	88	86
65+	11	12			
Not stated	1	2	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			Yes asked for help	10	10
Commuter	30	30	Yes asked for information	10	11
Business	20	20	Could not find anyone to ask	3	3
Leisure	50	50	No	76	76
			Not stated	2	2

Weighted sample profile for London and South East

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

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
SEX			DELAYS		
Male	44	44	None	81	81
Female	54	53	Minor	16	15
Not stated	2	3	Major	2	2
			Not stated	1	1
AGE			REGULAR TRAVELLER		
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	TIME OF TRAVEL		
60-64	9	8	Peak	21	22
65+	9	9	Off-peak	79	78
Not stated	1	2			
JOURNEY PURPOSE			ASKED FOR HELP OR INFORMATION		
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 Great Western

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Paddington	1076	Newton Abbot	20	Portsmouth And Southsea	10
Reading	272	Southampton Central	19	Paignton	10
Slough	152	Penzance	18	Stroud	10
Bath Spa	139	West Drayton	18	Gloucester	9
Swindon	100	Reigate	18	Neath	9
Cardiff Central	90	Weston-Super-Mare	18	Acton Main Line	9
Bristol Temple Meads	84	Newbury	18	Yate	9
M Maidenhead	70	Chippenham	17	Clifton Down	8
Oxford	65	Henley-On-Thames	17	Tilehurst	8
Didcot Parkway	56	Taunton	16	Hereford	8
Bristol Parkway	50	Dorking Deepdene	15	Bridgwater	8
Exeter St Davids	47	Severn Beach	15	Farnborough North	8
Ealing Broadway	45	Wokingham	15	Worcester Foregate Street	8
Swansea	45	Nailsea And Backwell	14	Bourne End	8
Newport (South Wales)	45	North Camp	14	Reading West	8
Barnstaple	44	Redhill	14	St Ives (Cornwall)	7
Twyford (Berkshire)	43	West Ealing	14	Cheltenham Spa	7
Plymouth	42	Radley	13	St James Park	6
Exmouth	39	Theale	13	Teignmouth	6
Trowbridge	38	Topsham	13	Portsmouth Harbour	6
Exeter Central	35	Bradford-On-Avon	13	Parson Street	6
Guildford	32	Keynsham	12	Oldfield Park	6
Crowthorne	32	Blackwater	11	Totnes	6
Filton Abbey Wood	30	Marlow	11	Yatton	6
Gatwick Airport	30	Highbridge And Burnham	11	Thatcham	5
Bridgend	27	St Austell	11	Southall	5
Hayes And Harlington	25	Burnham (Buckinghamshire)	11	Lawrence Hill	5
Truro	23	Banbury	11	Dawlish	4
Salisbury	22	Worcester Shrub Hill	11	Cookham	4
Windsor And Eton Central	22	Langley	10	Mortimer	4
Westbury (Wiltshire)	20	Basingstoke	10	Bruton	4

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		



Contacts:

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

Tel: 020 7490 9111
Email: dave.chilvers@bdrccontinental.com

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

Tel: 0300 123 0837
Email: david.greeno@passengerfocus.org.uk

