

# National Passenger Survey

## TOC Report for Heathrow 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.

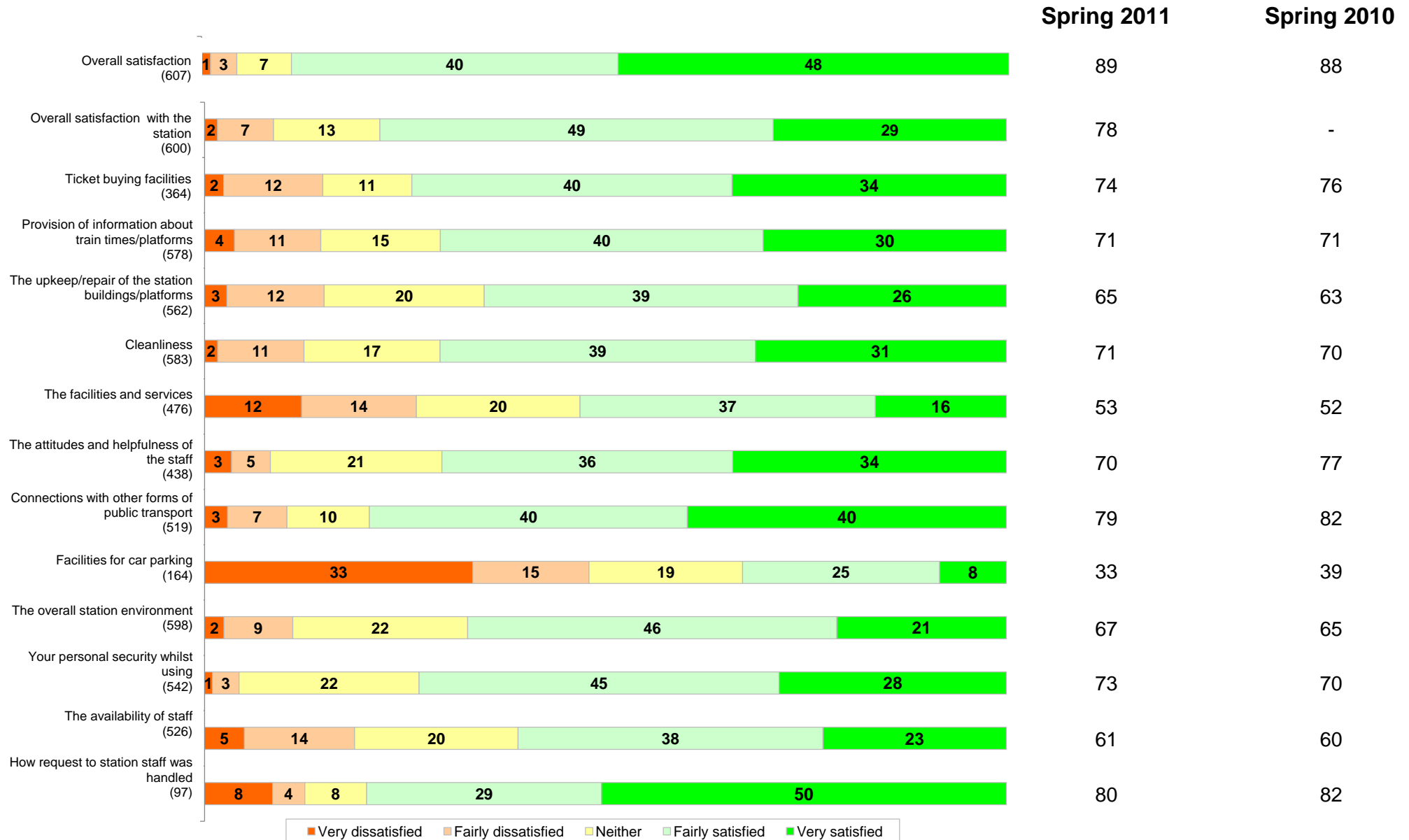
Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

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

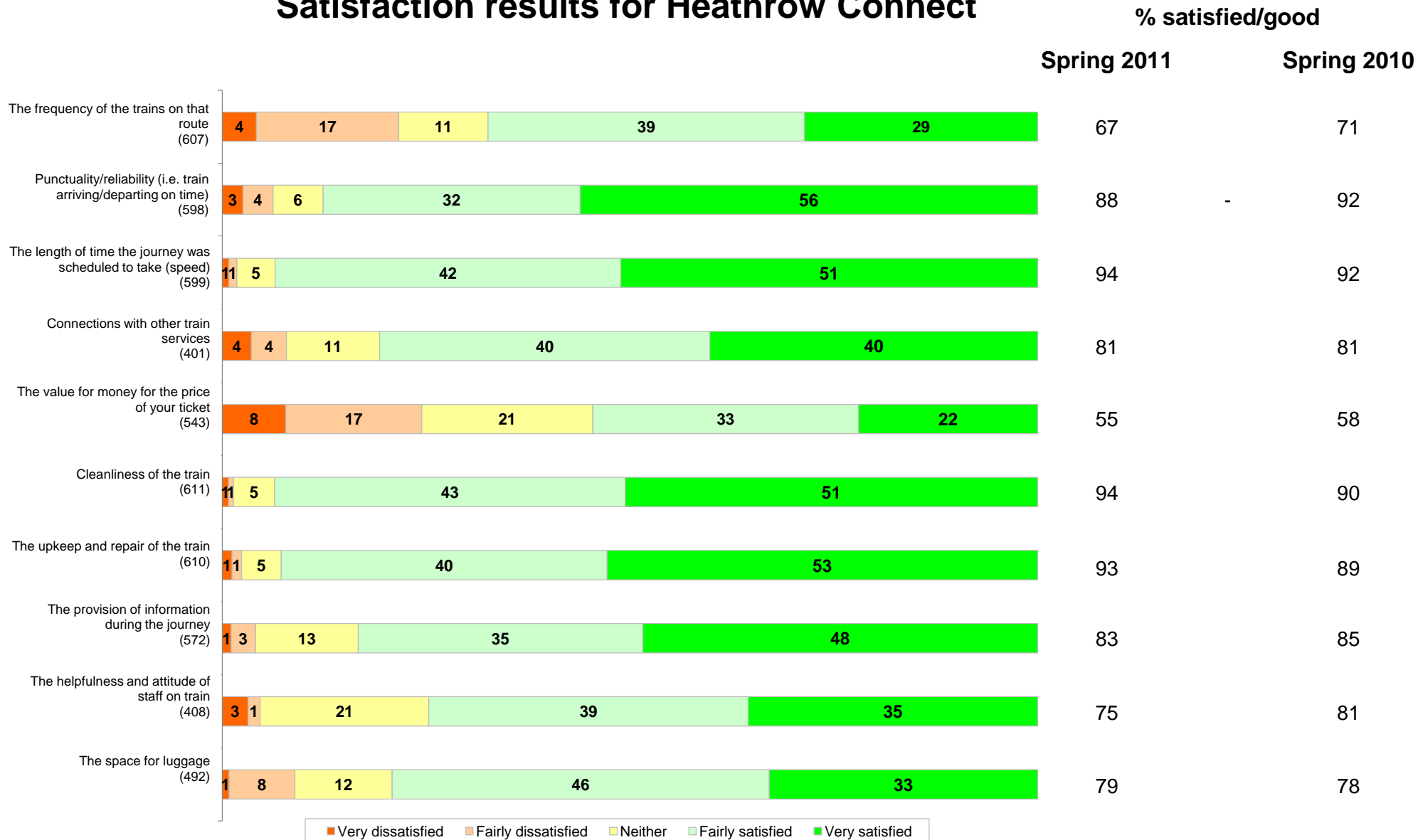
% satisfied/good

## Satisfaction results for Heathrow Connect



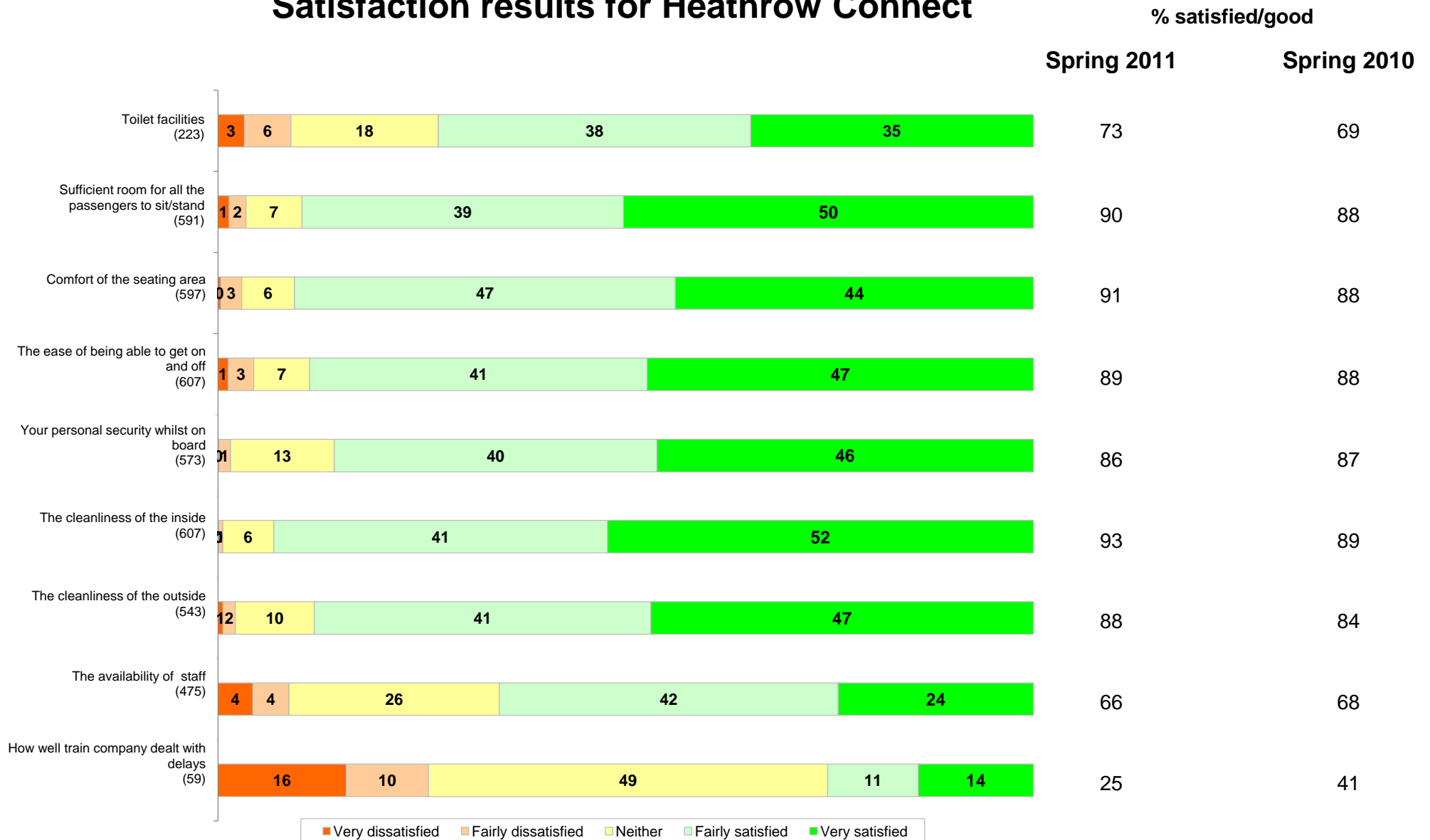
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Satisfaction results for Heathrow Connect



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

### Satisfaction results for Heathrow Connect

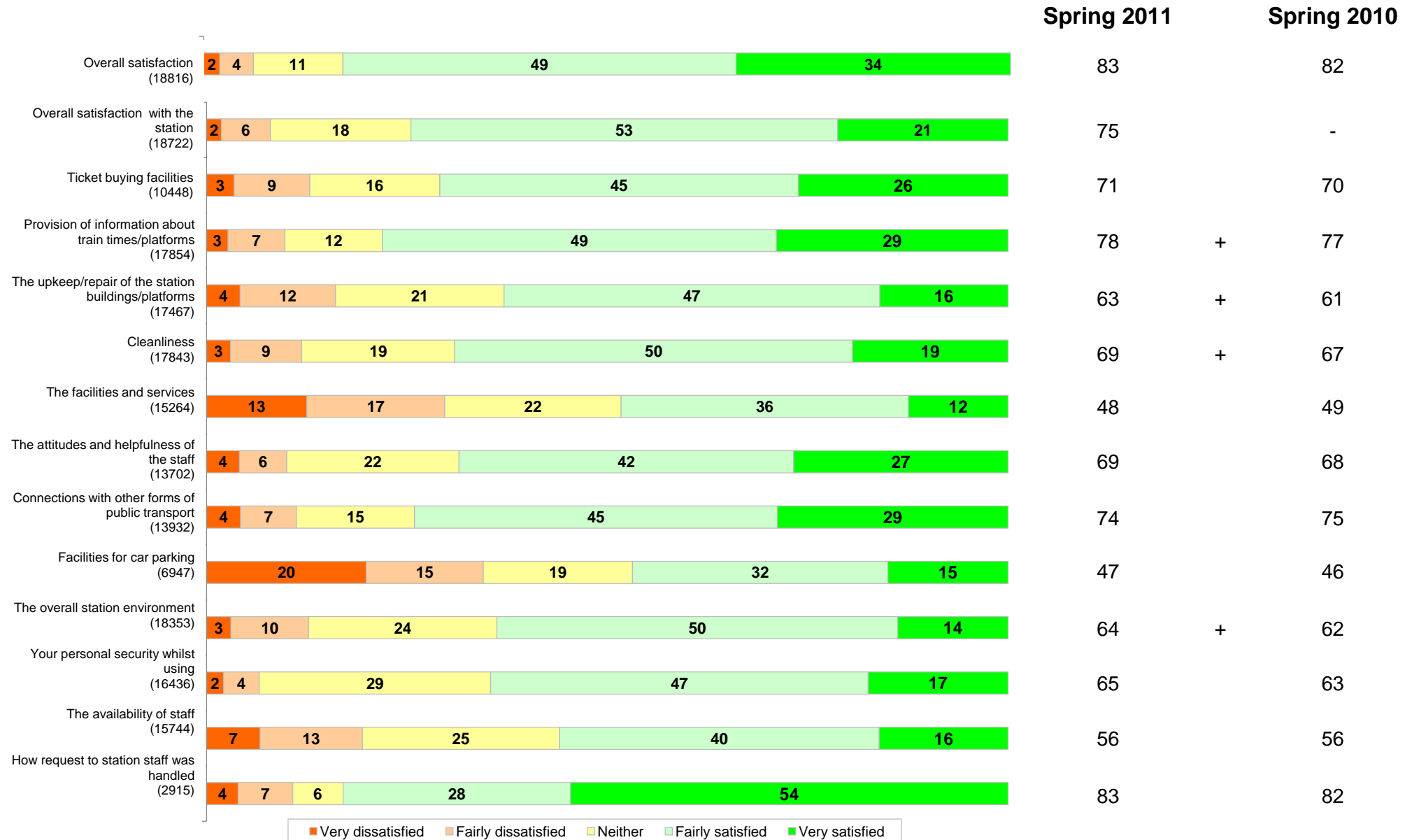




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

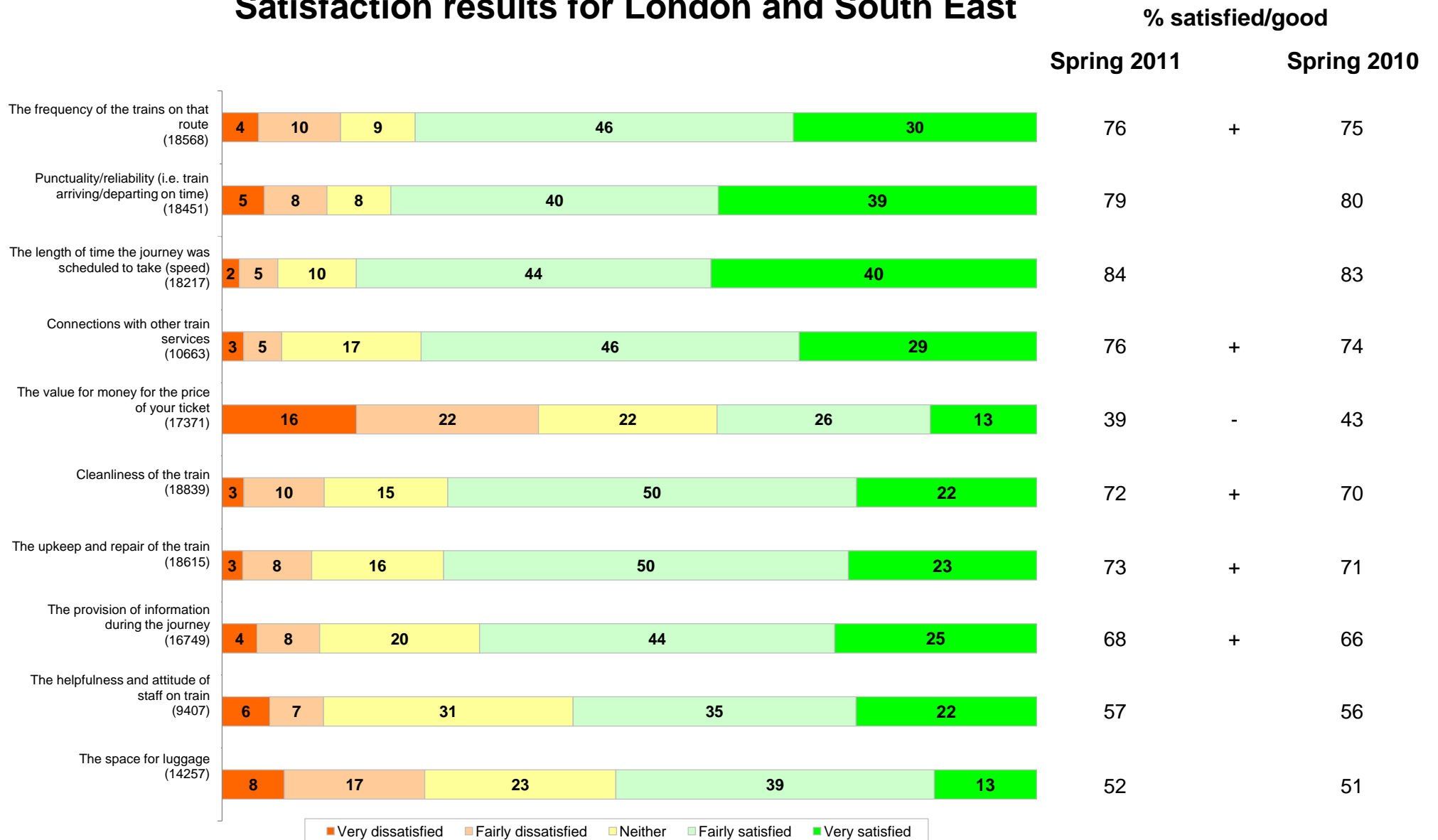
% satisfied/good

## Satisfaction results for London and South East



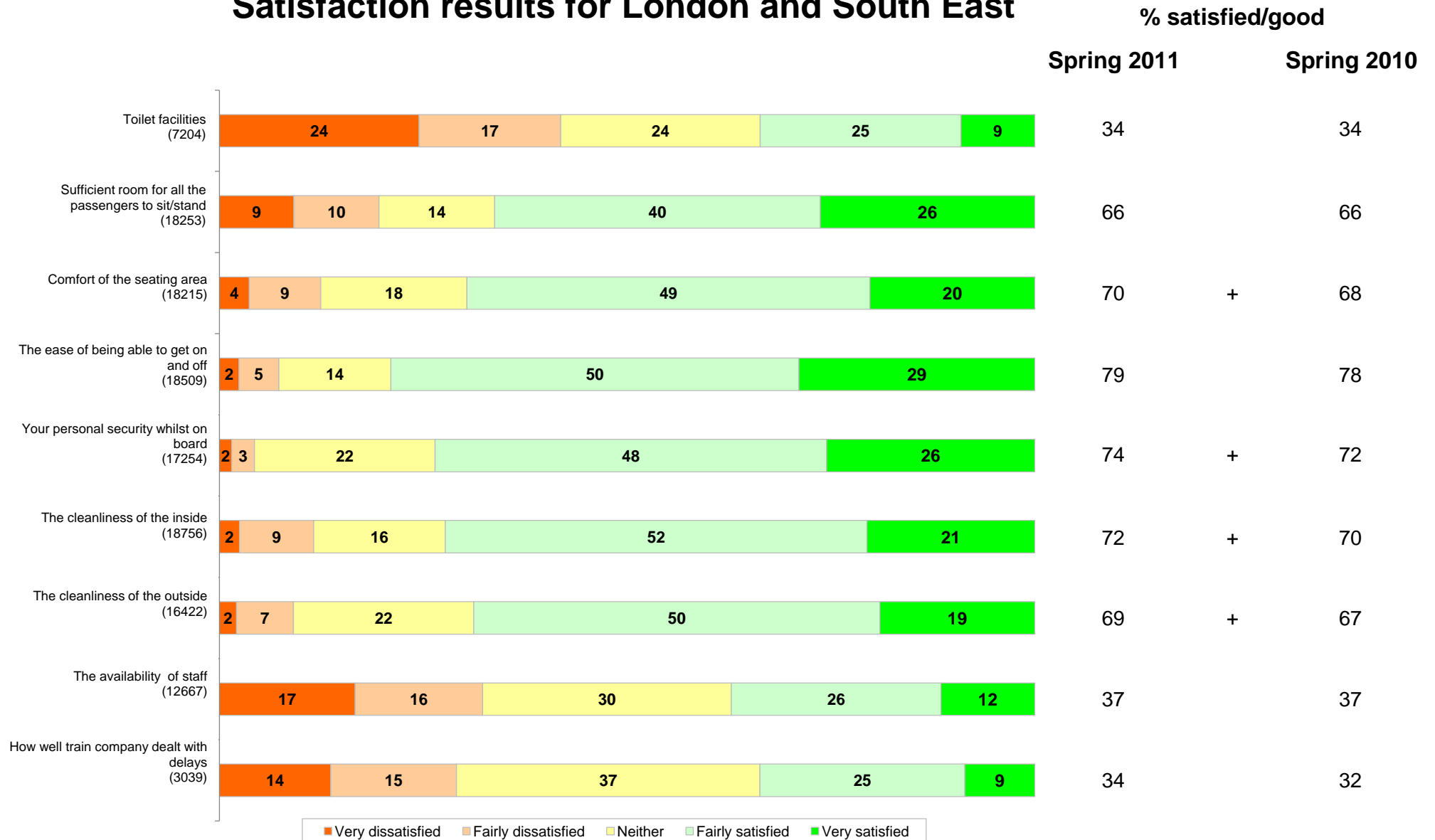
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Satisfaction results for London and South East



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

## Satisfaction results for London and South East



## Heathrow Connect performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	89	83	107%
Overall satisfaction with the station	78	75	105%
Ticket buying facilities	74	71	105%
Provision of information about train times/platforms	71	78	90%
The upkeep/repair of the station buildings/platforms	65	63	103%
Cleanliness	71	69	102%
The facilities and services	53	48	110%
The attitudes and helpfulness of the staff	70	69	103%
Connections with other forms of public transport	79	74	107%
Facilities for car parking	33	47	70%
Overall environment	67	64	105%
Your personal security whilst using	73	65	113%
The availability of staff	61	56	109%
How request to station staff was handled	80	83	97%

## Heathrow Connect performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	67	76	88%
Punctuality/reliability (i.e. the train arriving/departing on time)	88	79	111%
The length of time the journey was scheduled to take (speed)	94	84	112%
Connections with other train services	81	76	107%
The value for money for the price of your ticket	55	39	139%
Cleanliness of the train	94	72	129%
Upkeep and repair of the train	93	73	127%
The provision of information during the journey	83	68	122%
The helpfulness and attitude of staff on train	75	57	131%
The space for luggage	79	52	153%
The toilet facilities	73	34	217%
Sufficient room for all passengers to sit/stand	90	66	135%
The comfort of the seating area	91	70	130%
The ease of being able to get on and off	89	79	112%
Your personal security on board	86	74	117%
The cleanliness of the inside	93	72	129%
The cleanliness of the outside	88	69	128%
The availability of staff	66	37	176%
How well train company deals with delays	25	34	75%

## Building block/route data for Heathrow Connect

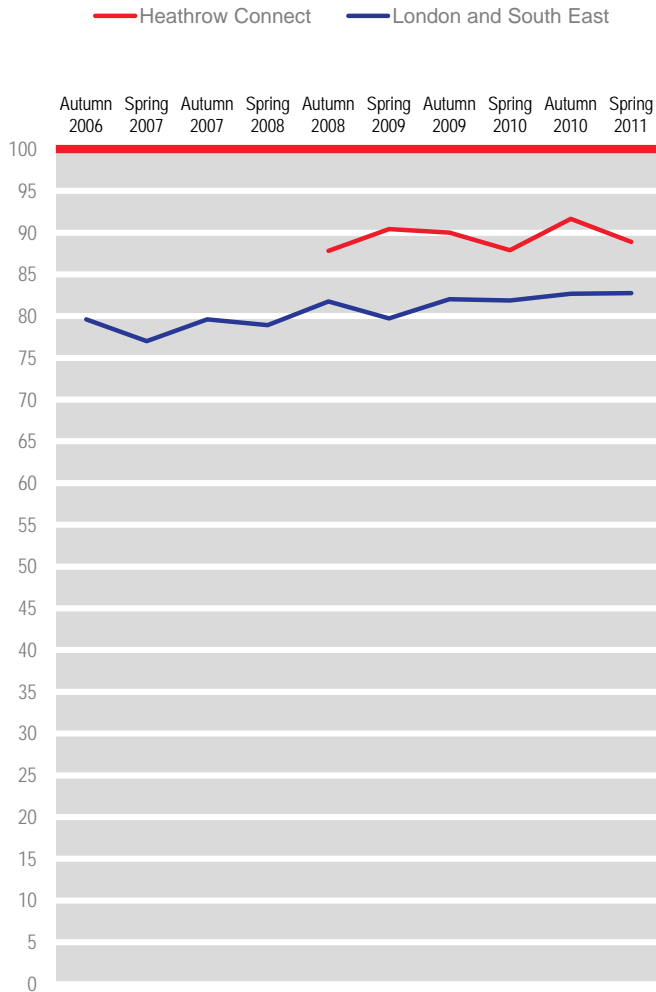
Heathrow Connect	
Overall satisfaction	89
Overall satisfaction with the station	78
Ticket buying facilities	74
Provision of information about train times/platforms	71
The upkeep/repair of the station buildings/platforms	65
Cleanliness	71
The facilities and services	53
The attitudes and helpfulness of the staff	70
Connections with other forms of public transport	79
Facilities for car parking	33
Overall environment	67
Your personal security whilst using	73
The availability of staff	61
How request to station staff was handled	80

## Building block/route data for Heathrow Connect

	Heathrow Connect
The frequency of the trains on that route	67
Punctuality/reliability (i.e. the train arriving/departing on time)	88
The length of time the journey was scheduled to take (speed)	94
Connections with other train services	81
The value for money for the price of your ticket	55
Cleanliness of the train	94
Upkeep and repair of the train	93
The provision of information during the journey	83
The helpfulness and attitude of staff on train	75
The space for luggage	79
The toilet facilities	73
Sufficient room for all passengers to sit/stand	90
The comfort of the seating area	91
The ease of being able to get on and off	89
Your personal security on board	86
The cleanliness of the inside	93
The cleanliness of the outside	88
The availability of staff	66
How well train company deals with delays	25

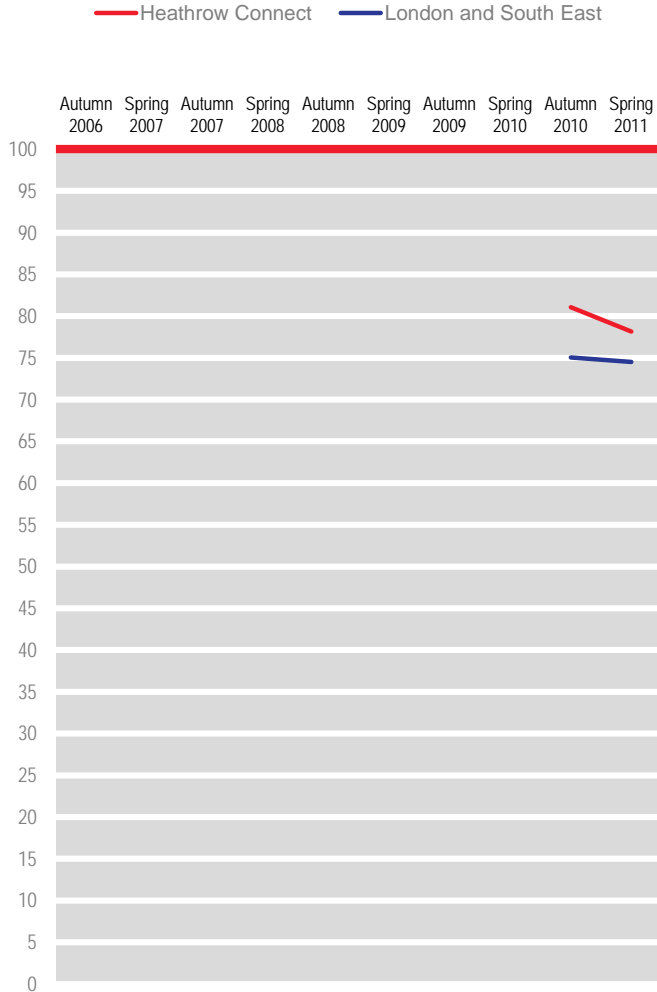
**Overall satisfaction**

**(607)**  
Percentage of passengers satisfied 2006 to 2011



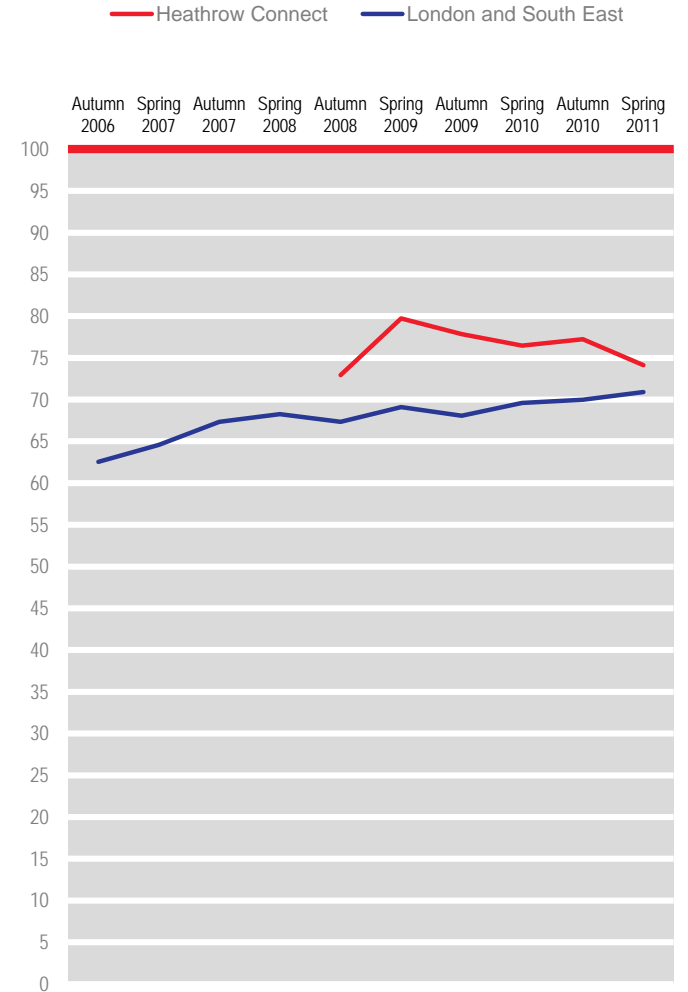
**Overall station satisfaction**

**(600)**  
Percentage of passengers satisfied 2006 to 2011



**Ticket buying facilities**

**(364)**  
Percentage of passengers satisfied 2006 to 2011

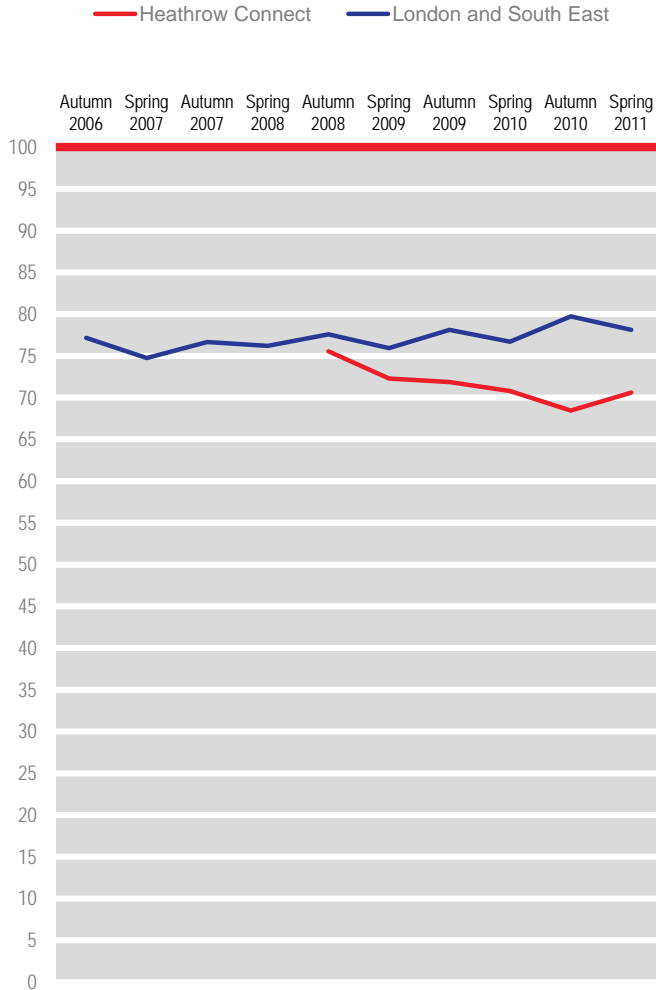


N.B. Benchmarks and targets are only shown for applicable factors



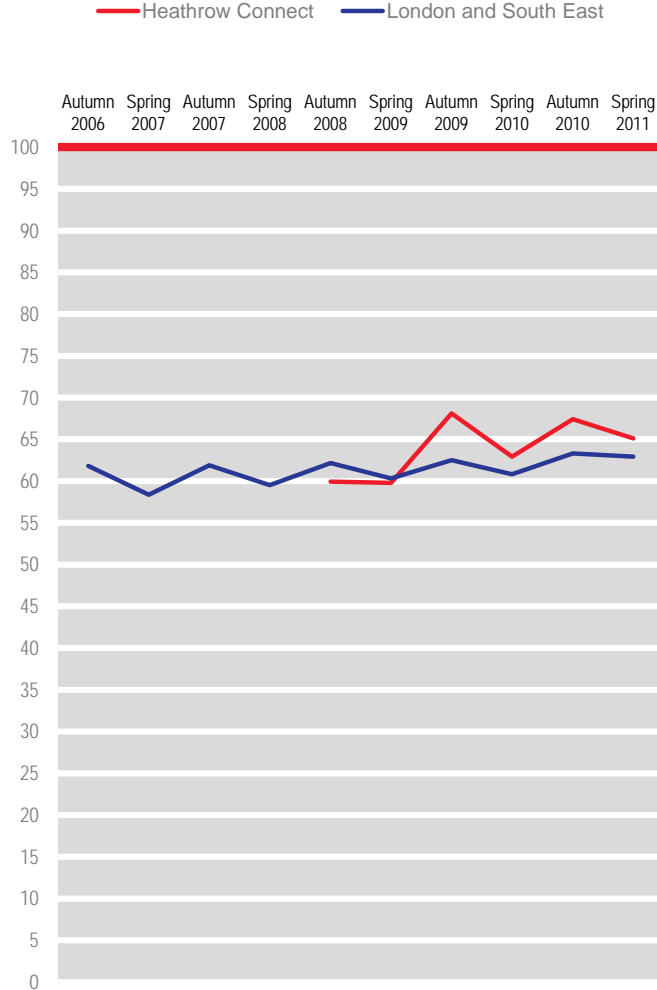
**Provision of information about train times/platforms**

**(578)**  
Percentage of passengers satisfied 2006 to 2011



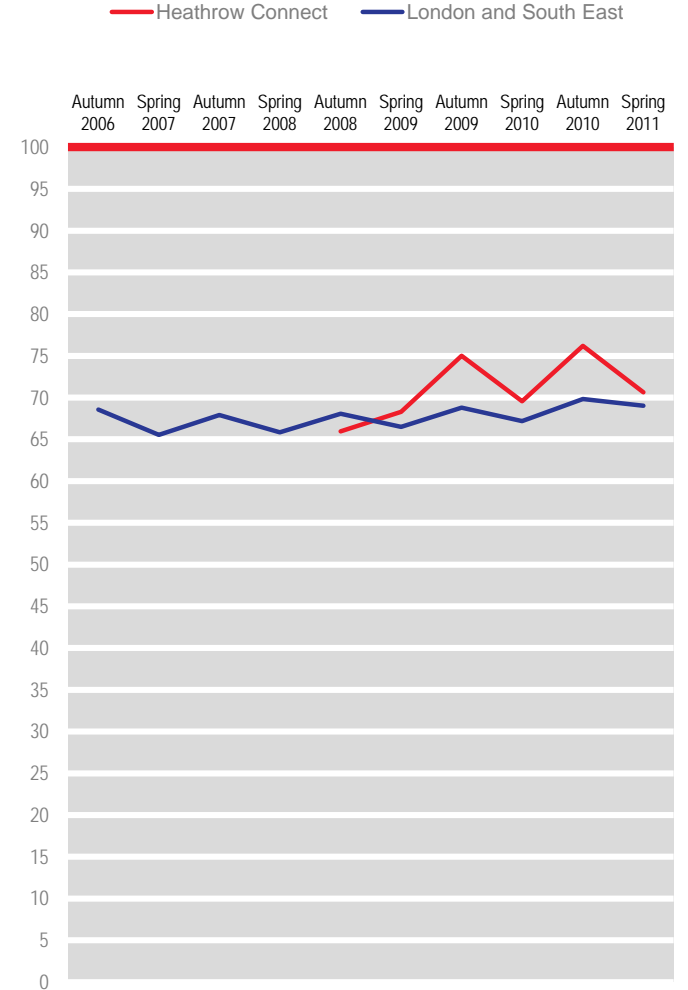
**The upkeep/repair of the station building/platforms**

**(562)**  
Percentage of passengers satisfied 2006 to 2011



**Cleanliness of the station**

**(583)**  
Percentage of passengers satisfied 2006 to 2011

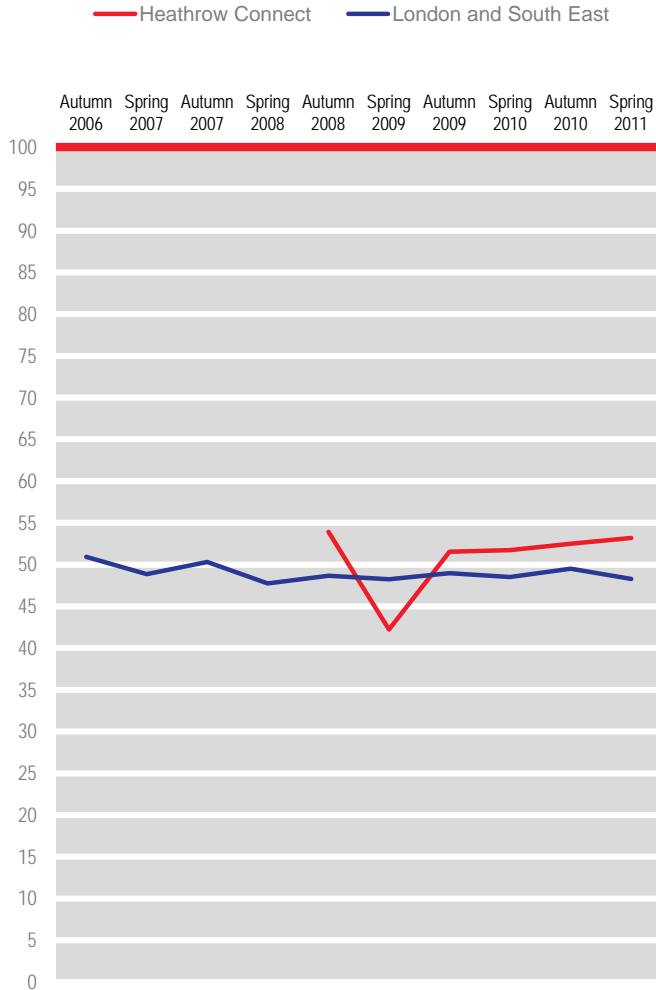


N.B. Benchmarks and targets are only shown for applicable factors

**The facilities and services at the station**

(476)

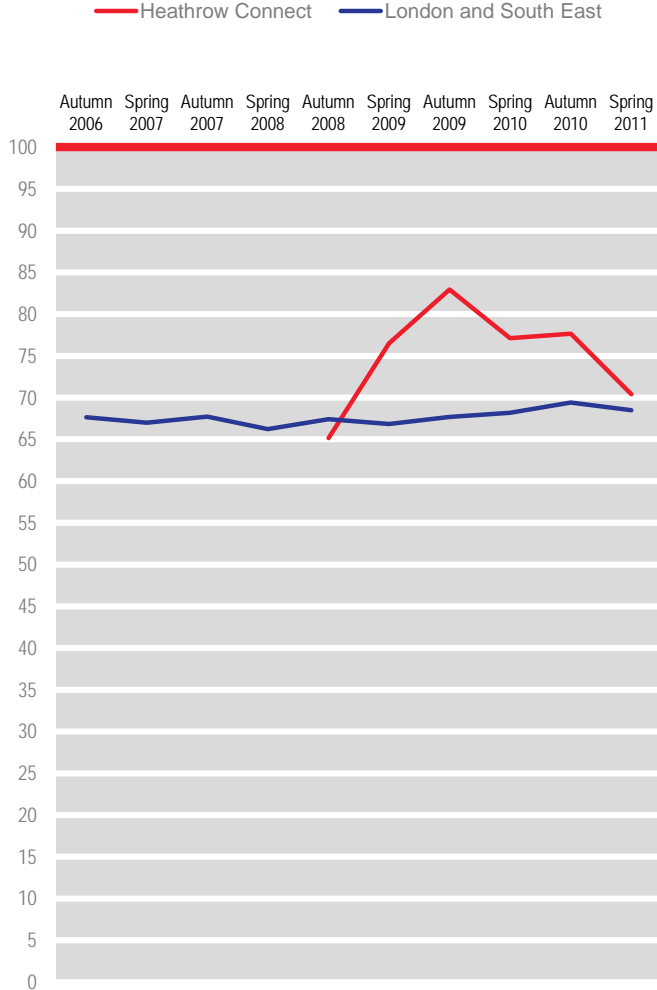
Percentage of passengers satisfied 2006 to 2011



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

(438)

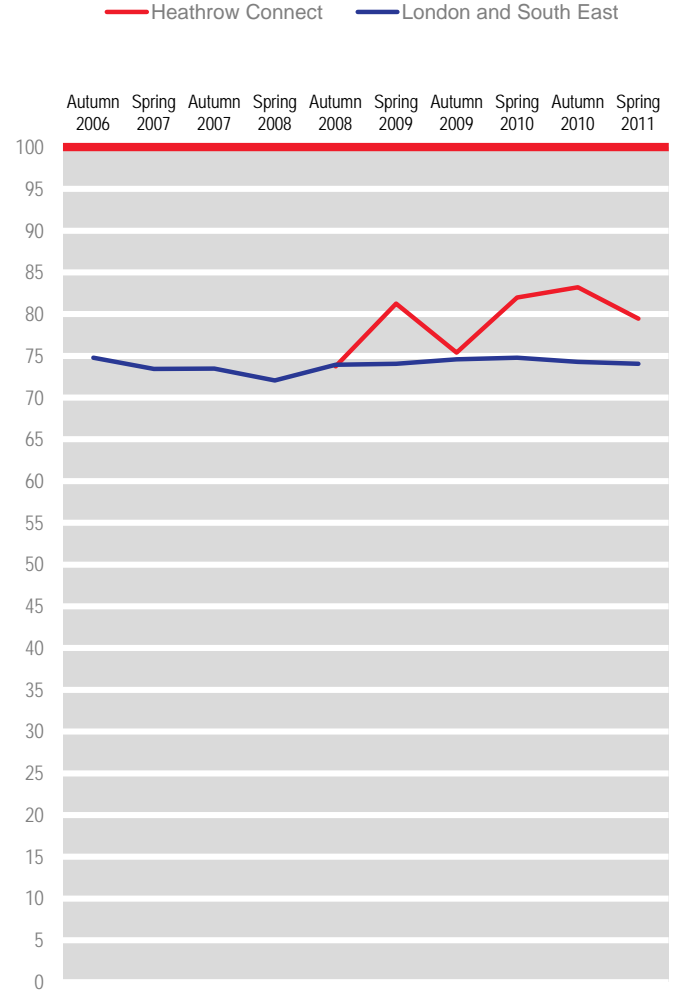
Percentage of passengers satisfied 2006 to 2011



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

(519)

Percentage of passengers satisfied 2006 to 2011

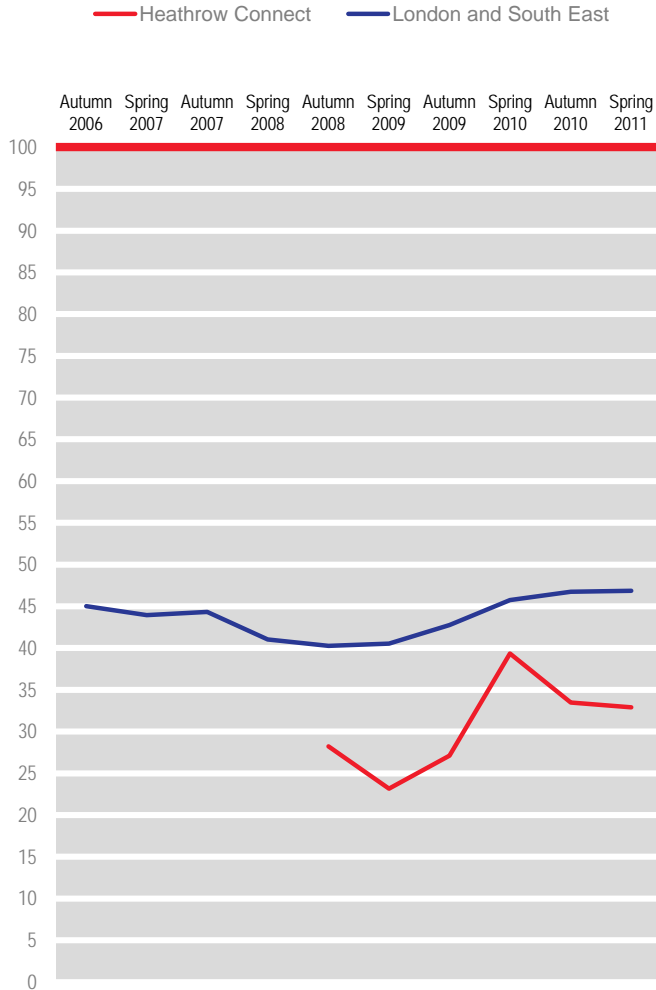


N.B. Benchmarks and targets are only shown for applicable factors

**Facilities for car parking at the station**

(164)

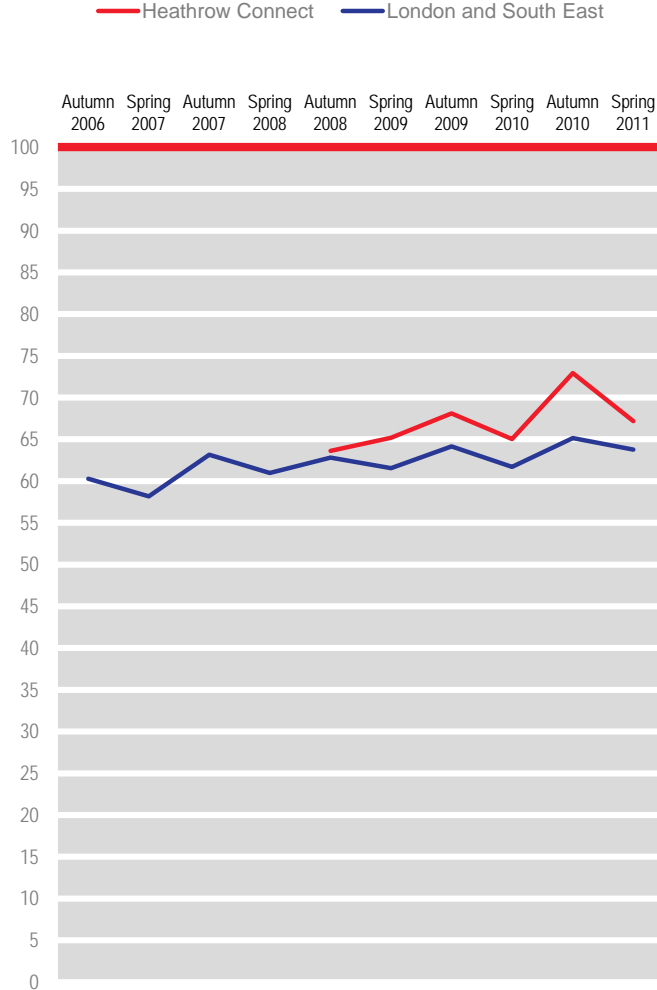
Percentage of passengers satisfied 2006 to 2011



**Overall station environment**

(598)

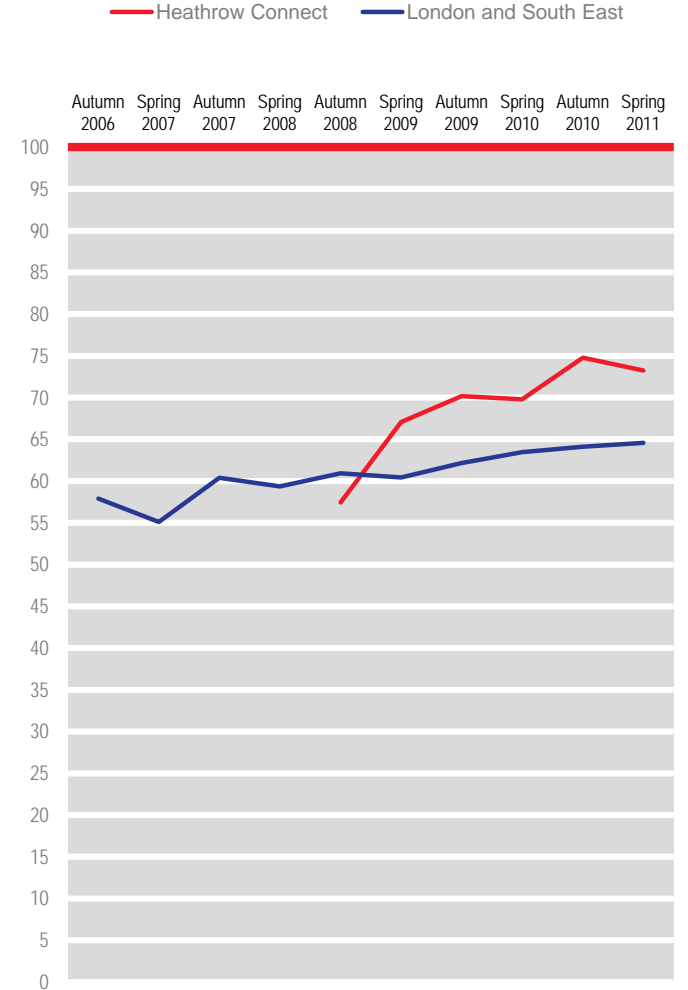
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst using the station**

(542)

Percentage of passengers satisfied 2006 to 2011

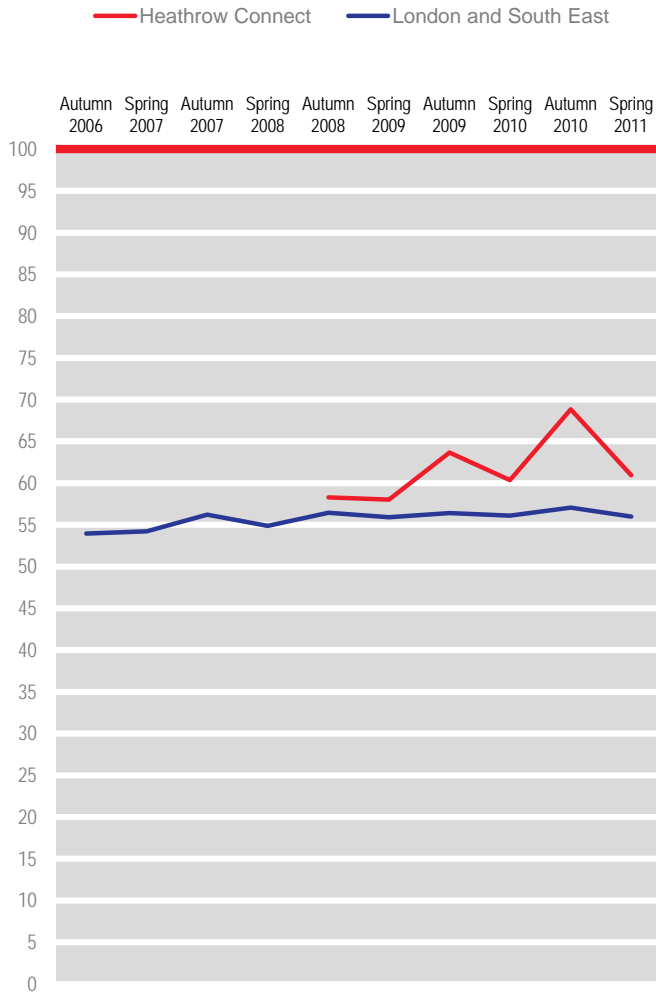


N.B. Benchmarks and targets are only shown for applicable factors

**The availability of staff at the station**

(526)

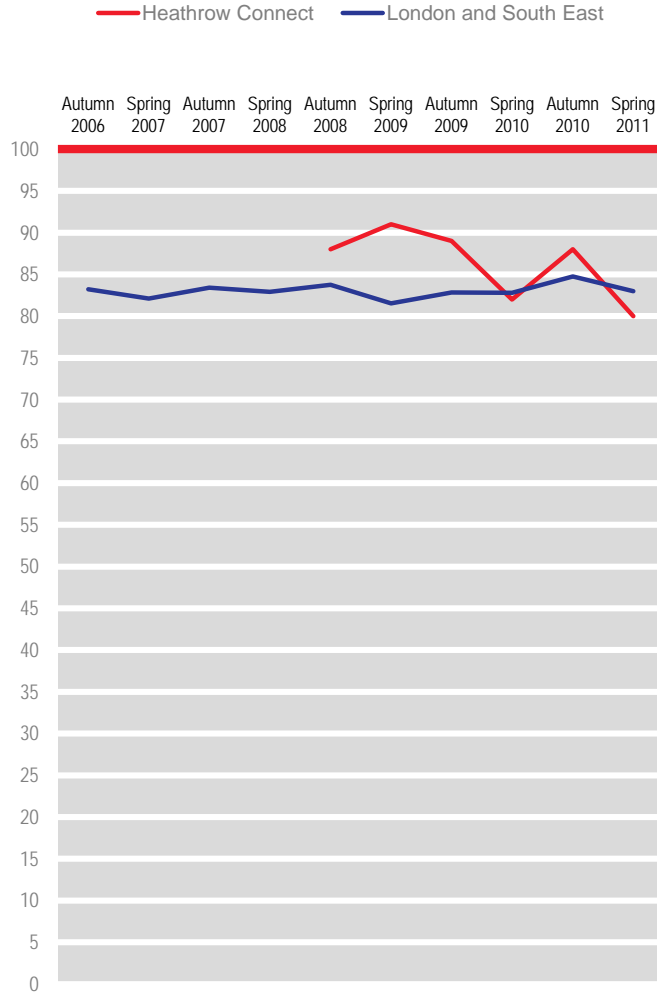
Percentage of passengers satisfied 2006 to 2011



**How request to station staff was handled**

(97)

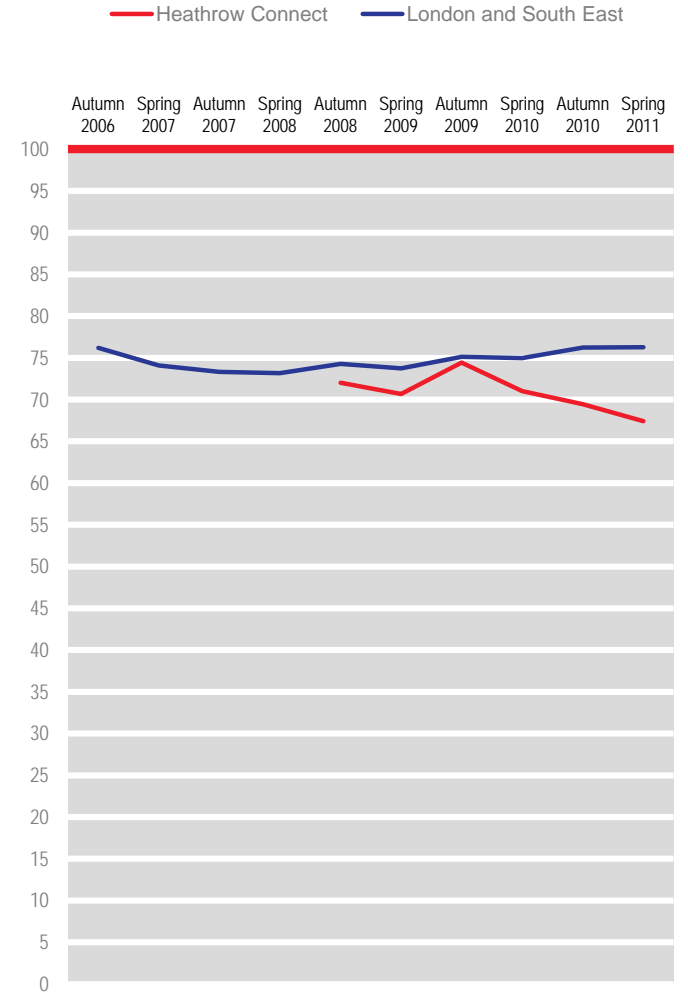
Percentage of passengers satisfied 2006 to 2011



**The frequency of trains on that route**

(607)

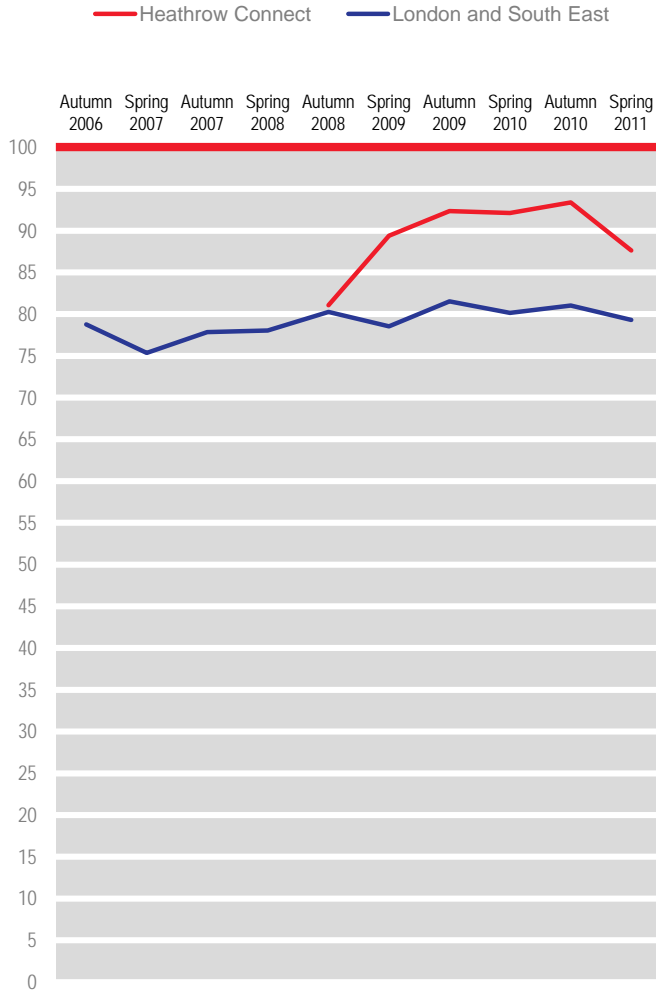
Percentage of passengers satisfied 2006 to 2011



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

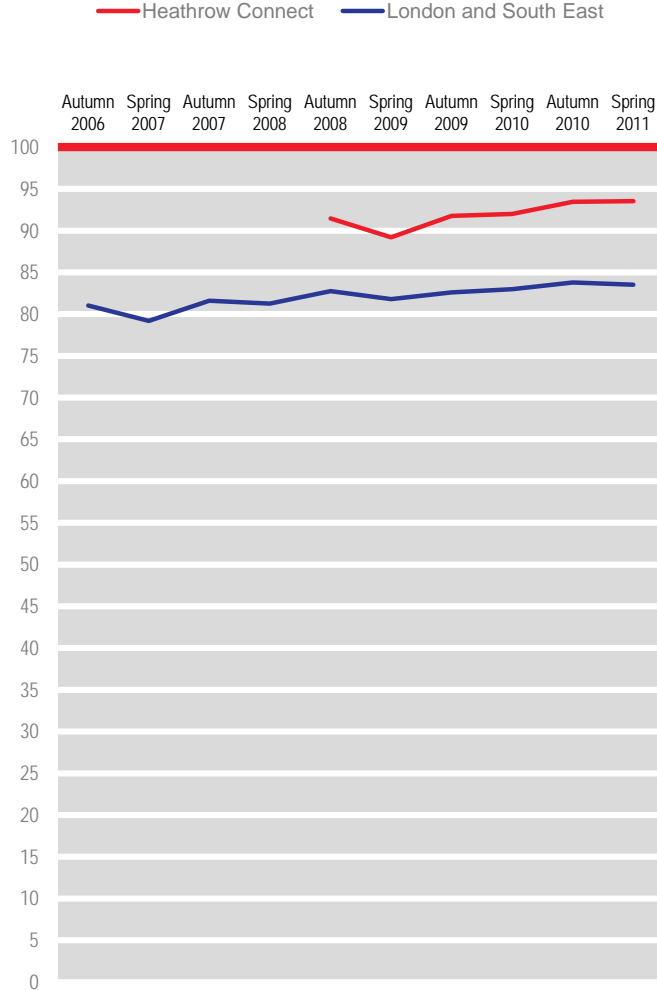
**Punctuality/reliability (i.e. train arriving/departing on time)**

**(598)**  
Percentage of passengers satisfied 2006 to 2011



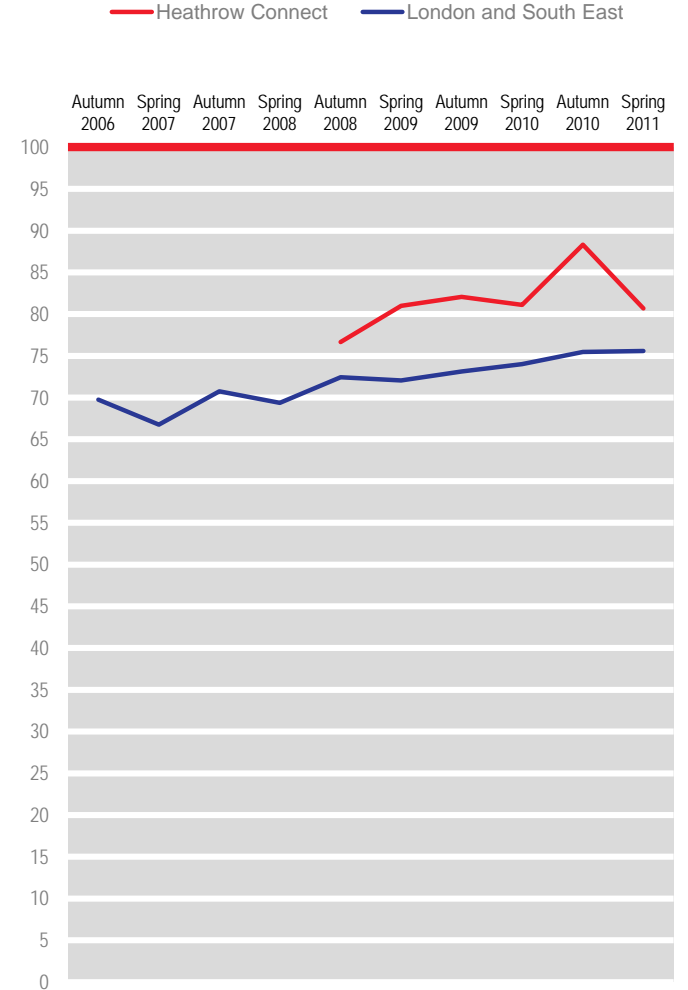
**The length of time the journey was scheduled to take (speed)**

**(599)**  
Percentage of passengers satisfied 2006 to 2011



**Connections with other train services**

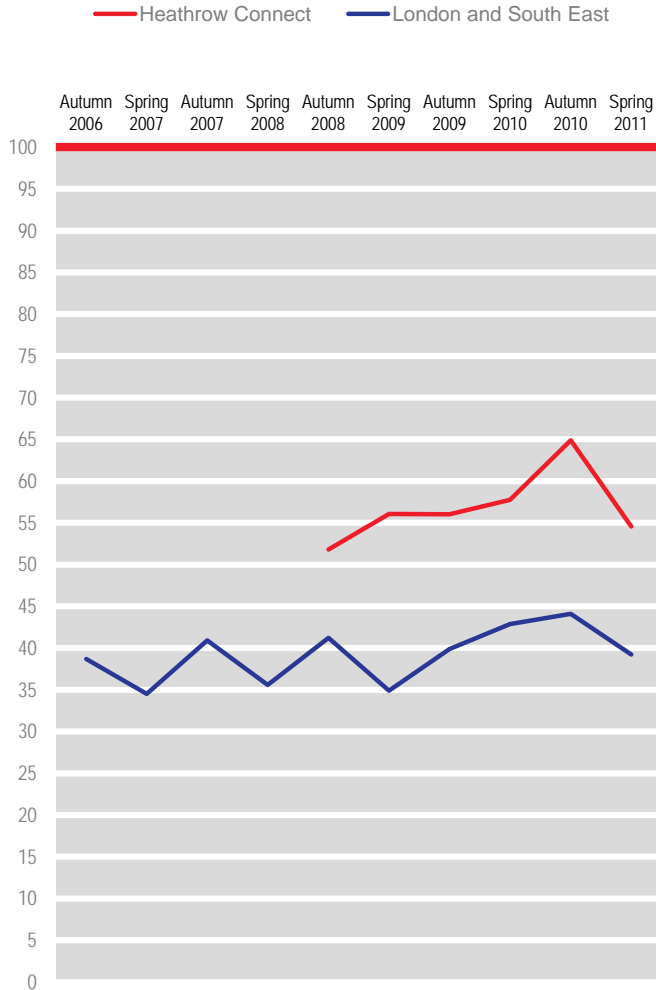
**(401)**  
Percentage of passengers satisfied 2006 to 2011



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

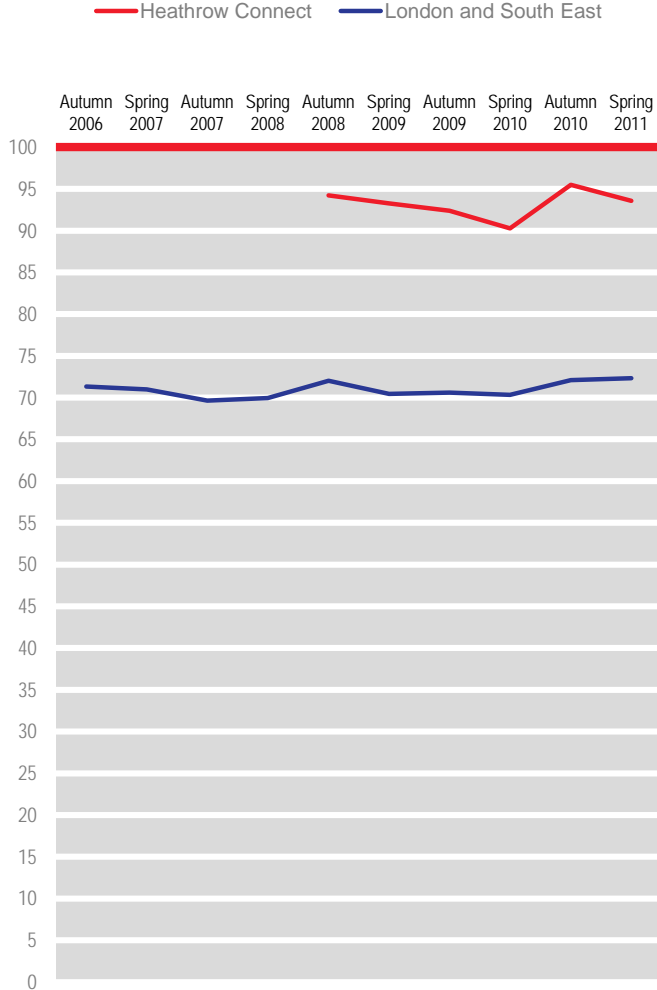
**The value for money for the price of your ticket**

**(543)**  
Percentage of passengers satisfied 2006 to 2011



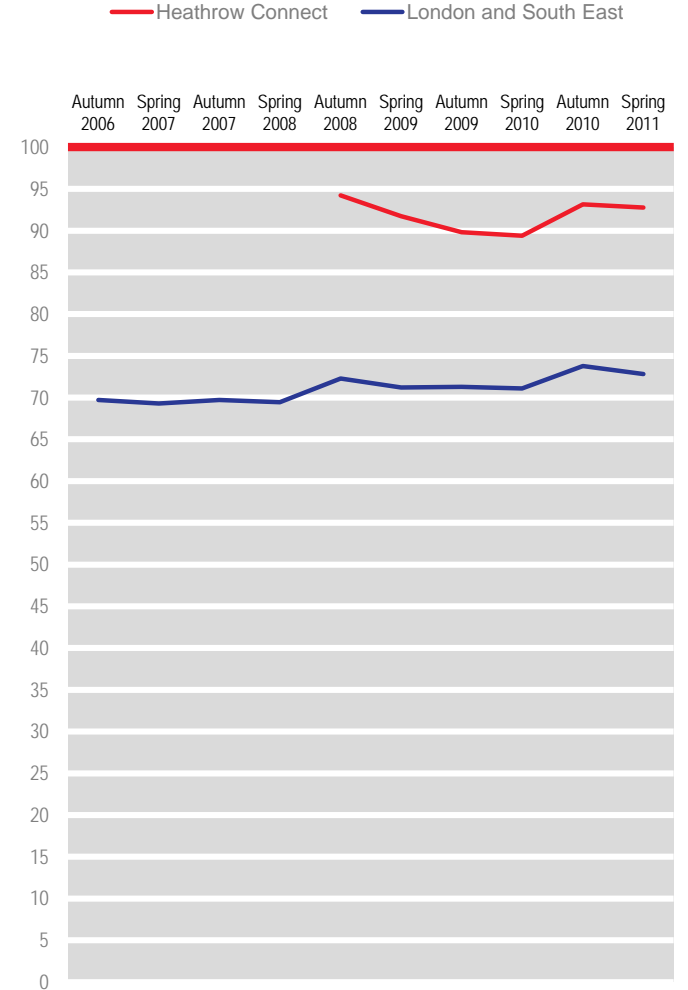
**Cleanliness of the train**

**(611)**  
Percentage of passengers satisfied 2006 to 2011



**Upkeep and repair of the train**

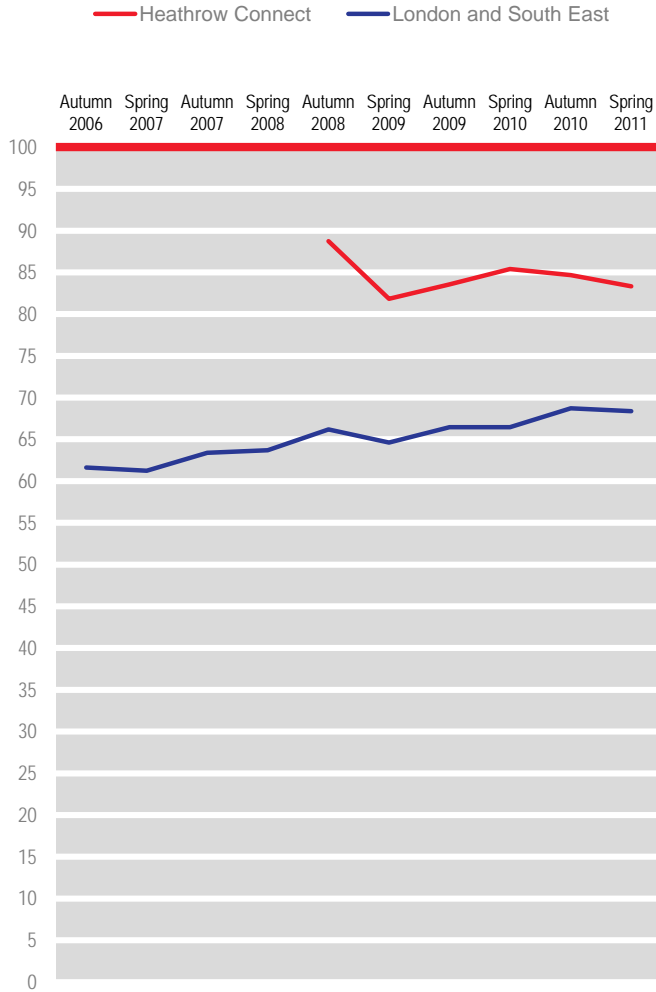
**(610)**  
Percentage of passengers satisfied 2006 to 2011



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

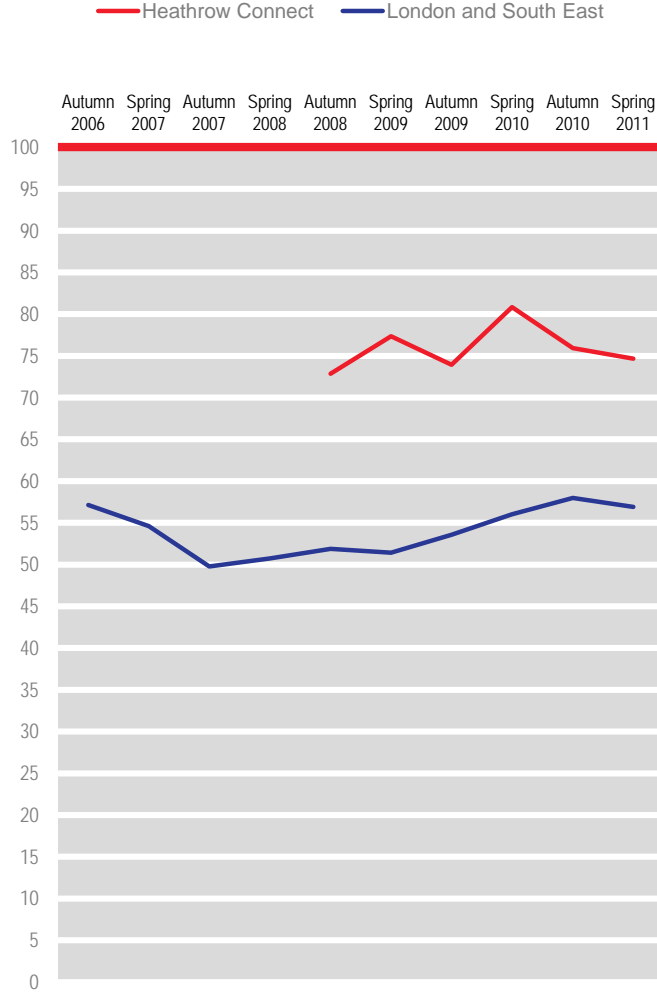
**The provision of information during the journey**  
(572)

Percentage of passengers satisfied 2006 to 2011



**The helpfulness and attitude of staff on train**  
(408)

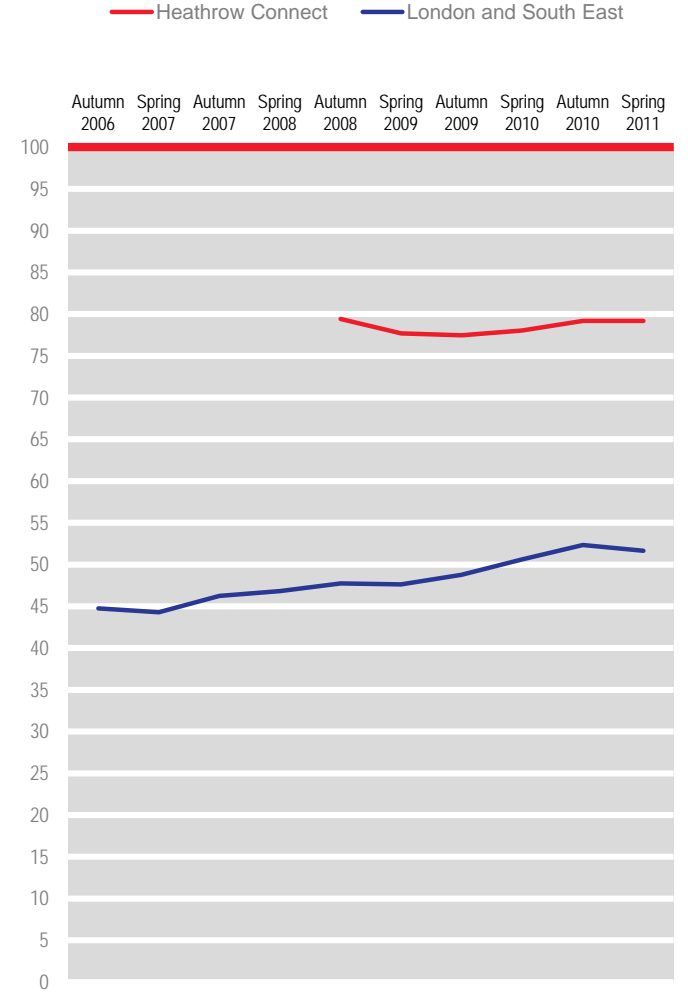
Percentage of passengers satisfied 2006 to 2011



**The space for luggage**

(492)

Percentage of passengers satisfied 2006 to 2011

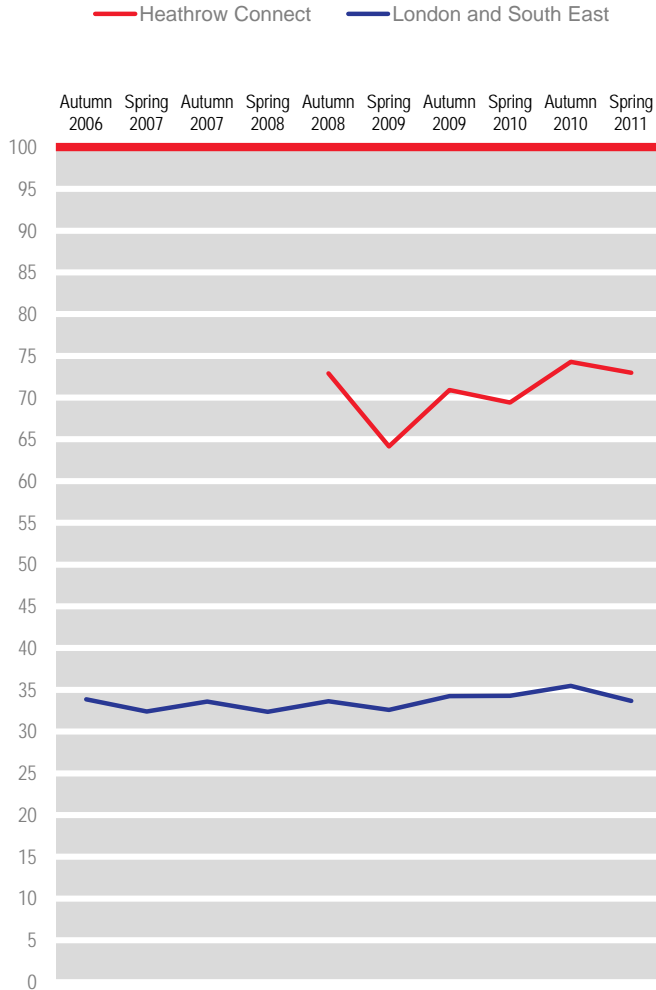


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on train**

(223)

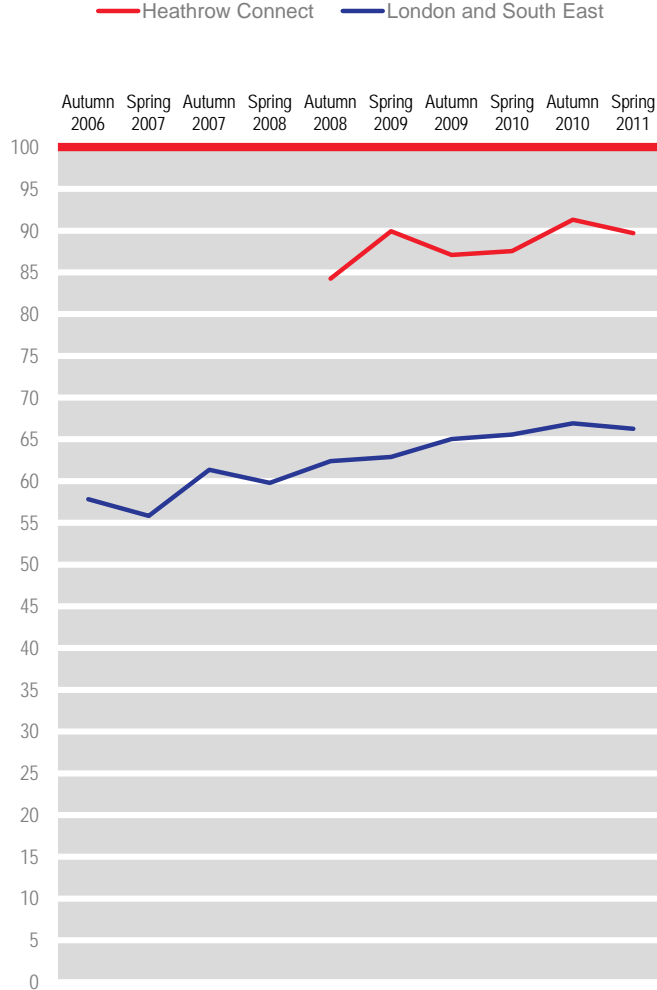
Percentage of passengers satisfied 2006 to 2011



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

(591)

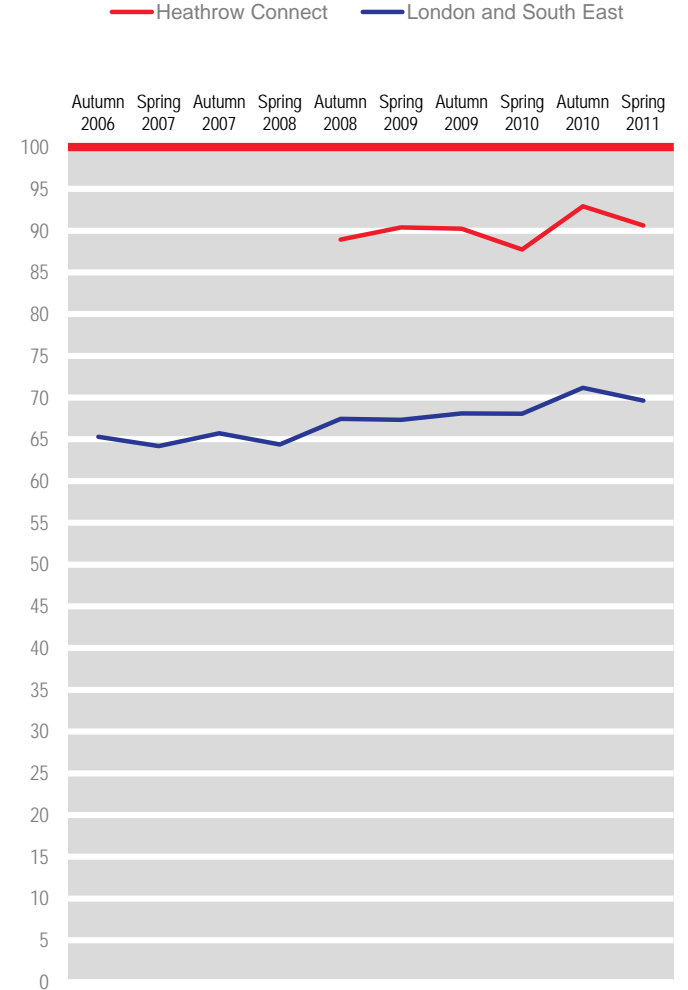
Percentage of passengers satisfied 2006 to 2011



**The comfort of the seating area**

(597)

Percentage of passengers satisfied 2006 to 2011



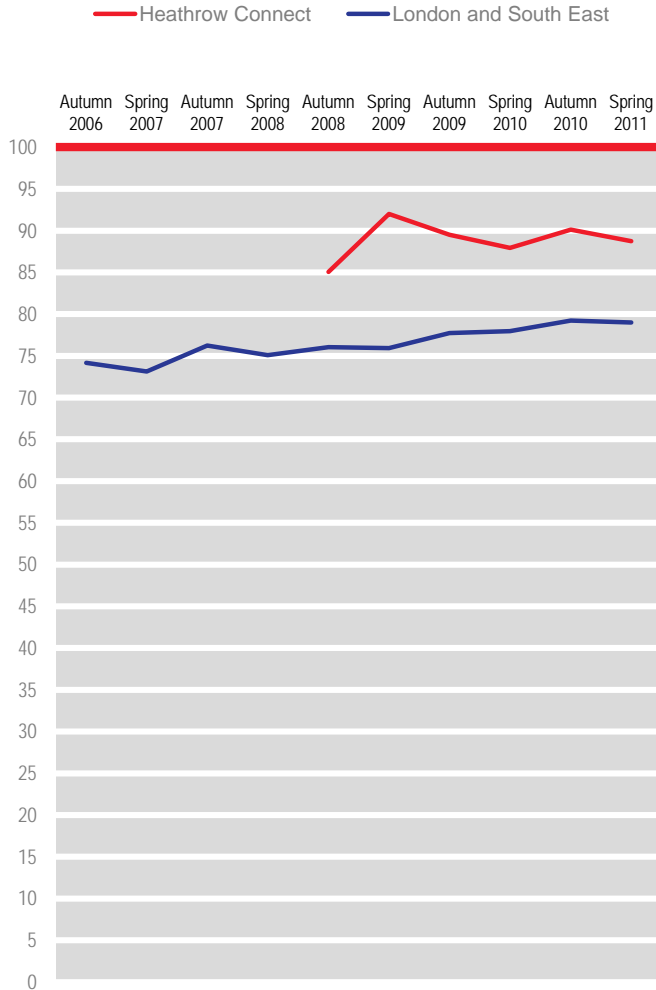
N.B. Benchmarks and targets are only shown for applicable factors



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

(607)

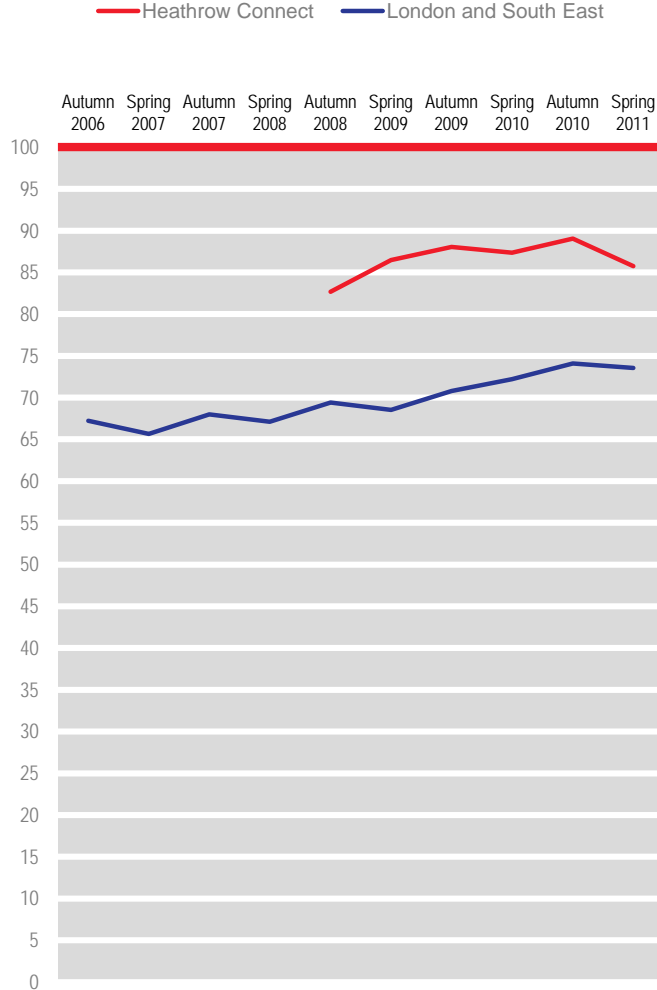
Percentage of passengers satisfied 2006 to 2011



**Your personal security whilst on board**

(573)

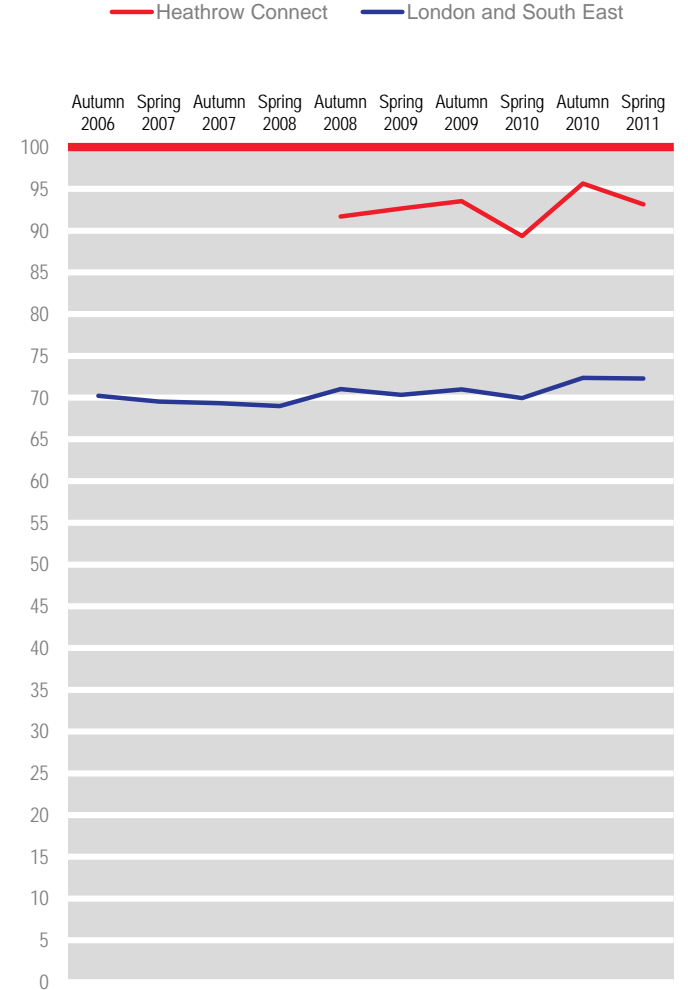
Percentage of passengers satisfied 2006 to 2011



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

(607)

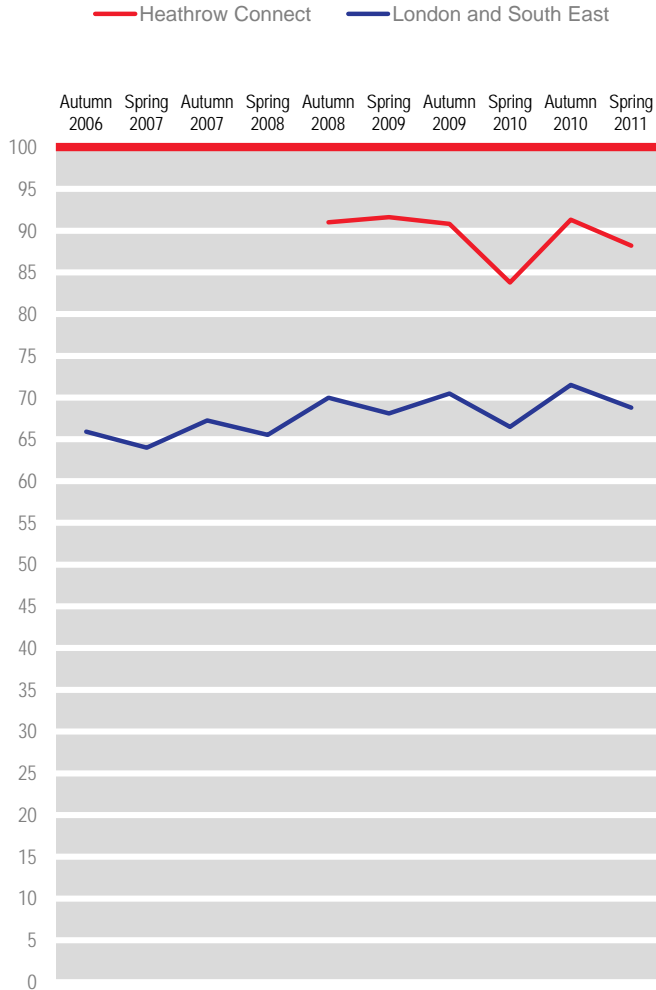
Percentage of passengers satisfied 2006 to 2011



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

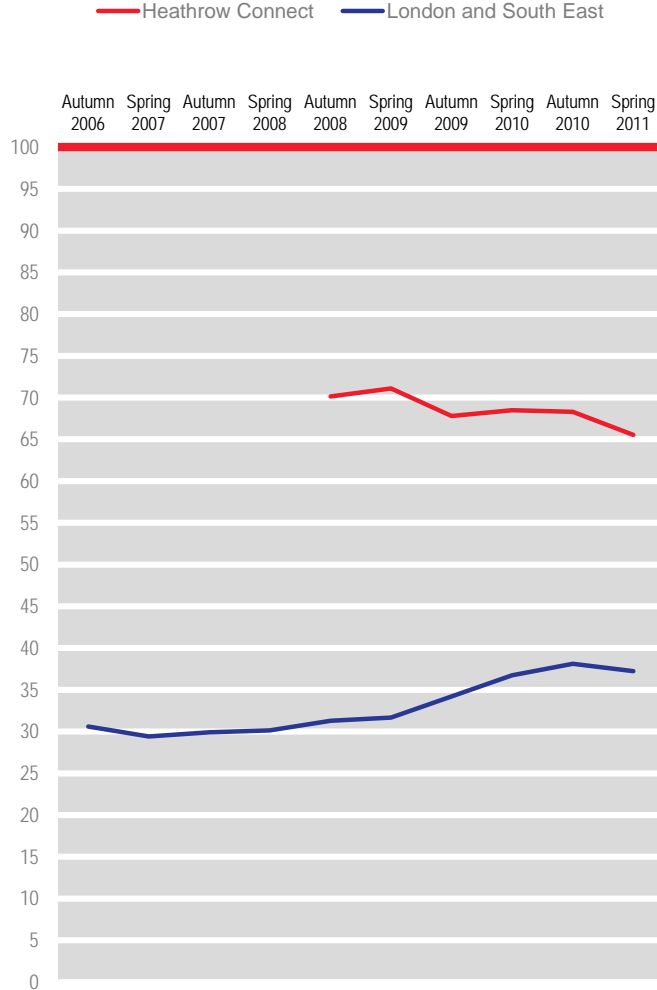
The cleanliness of the outside of the train

(543)  
Percentage of passengers satisfied 2006 to 2011



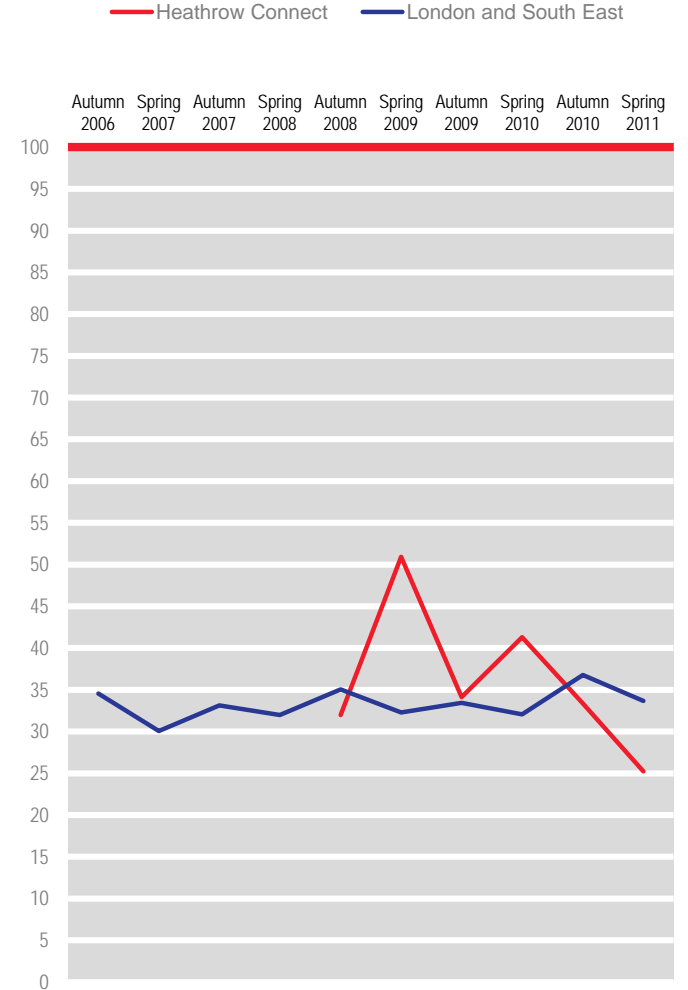
The availability of staff on the train

(475)  
Percentage of passengers satisfied 2006 to 2011



How well train company dealt with delay

(59)  
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

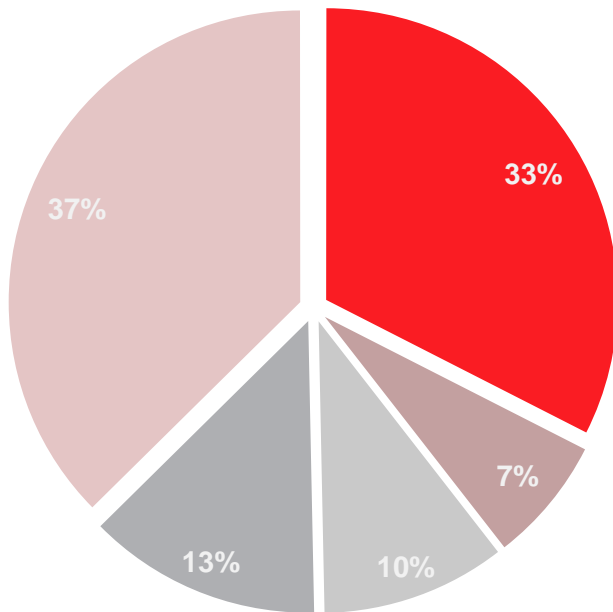
## Managed versus non-managed stations for Heathrow Connect

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	-		78
Ticket buying facilities	-		74
Provision of information about train times/platforms	-		71
The upkeep/repair of the station buildings/platforms	-		65
Cleanliness	-		71
The facilities and services	-		53
The attitudes and helpfulness of the staff	-		70
Connections with other forms of public transport	-		79
Facilities for car parking	-		33
Overall environment	-		67
Your personal security whilst using	-		73
The availability of staff	-		61
How request to station staff was handled	-		80

## Managed versus non-managed stations for Heathrow Connect

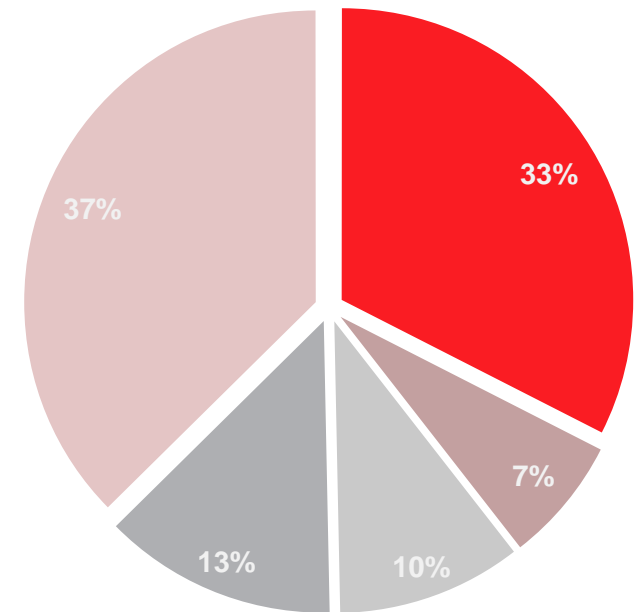
(% Passengers Journeys originating from each type of station)

Overall Total



Stations managed by TOC

Stations not managed by TOC



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

## Weighted sample profile for Heathrow Connect

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

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
<b>SEX</b>			<b>DELAYS</b>		
Male	53	52	None	90	89
Female	43	43	Minor	6	7
Not stated	4	5	Major	2	1
			Not stated	1	3
<b>AGE</b>			<b>REGULAR TRAVELLER</b>		
16-25	8	8	Yes	48	29
26-34	21	25	No	52	71
35-44	21	20			
45-54	17	22	<b>TIME OF TRAVEL</b>		
55-59	8	7	Peak	12	19
60-64	13	7	Off-peak	88	81
65+	11	7			
Not stated	2	4	<b>ASKED FOR HELP OR INFORMATION</b>		
<b>JOURNEY PURPOSE</b>			Yes asked for help	12	20
Commuter	6	16	Yes asked for information	11	18
Business	25	29	Could not find anyone to ask	4	3
Leisure	69	55	No	73	60
			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 %
<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



## 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

	Journey Purpose				Day Of Week		Station Size			
	Sample	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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