

National Passenger Survey

TOC Report for National Express East Anglia

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

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.

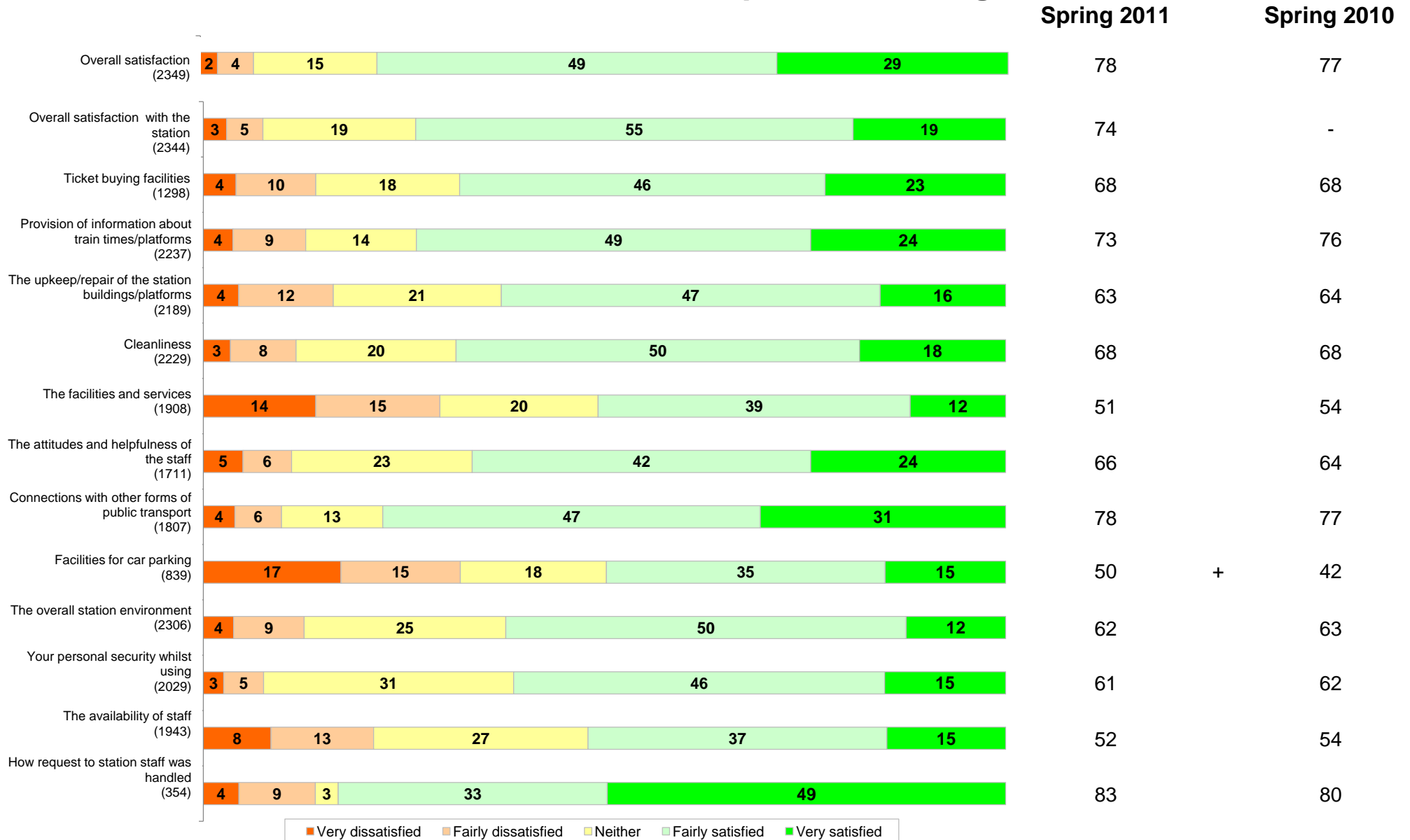
Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

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

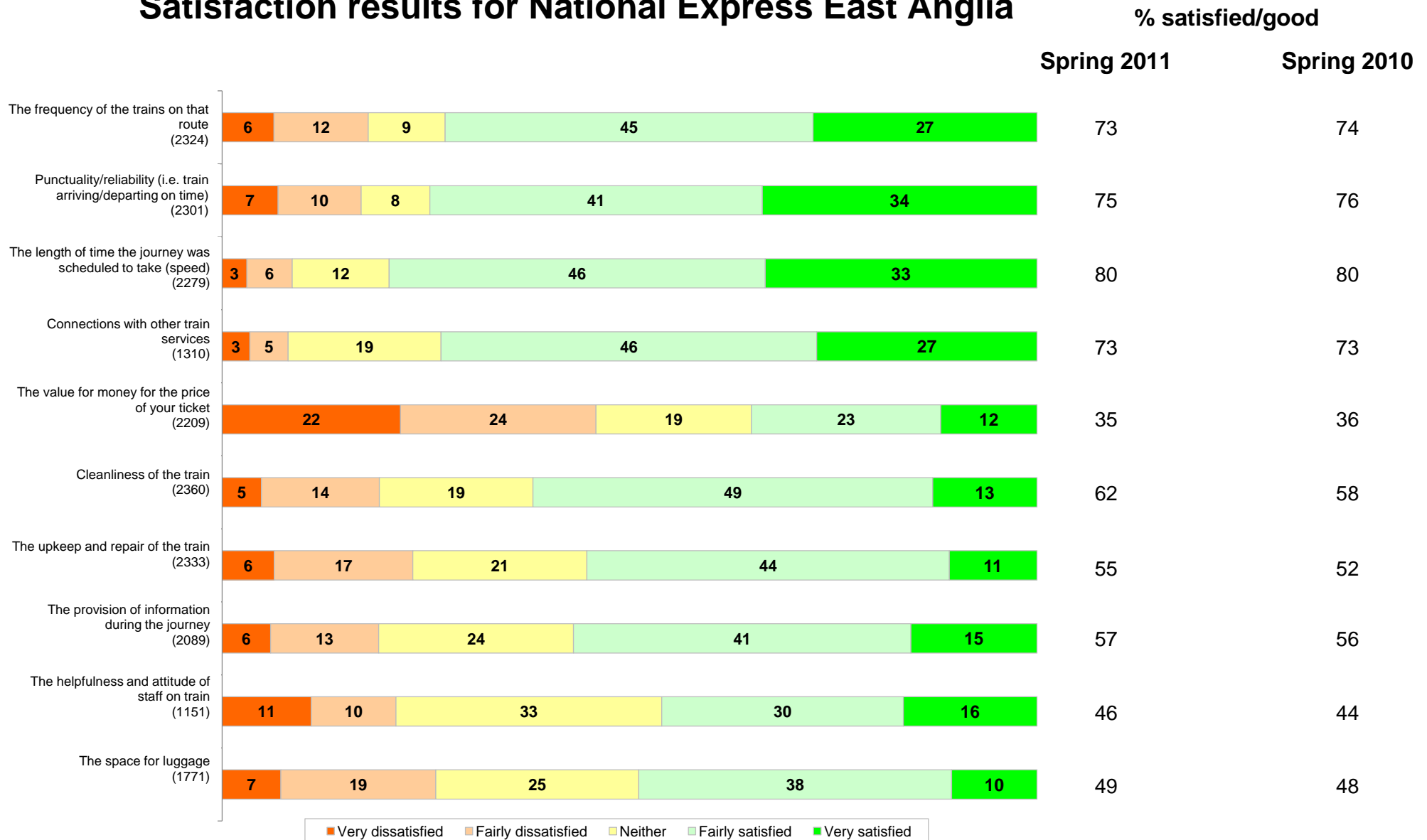
% satisfied/good

Satisfaction results for National Express East Anglia



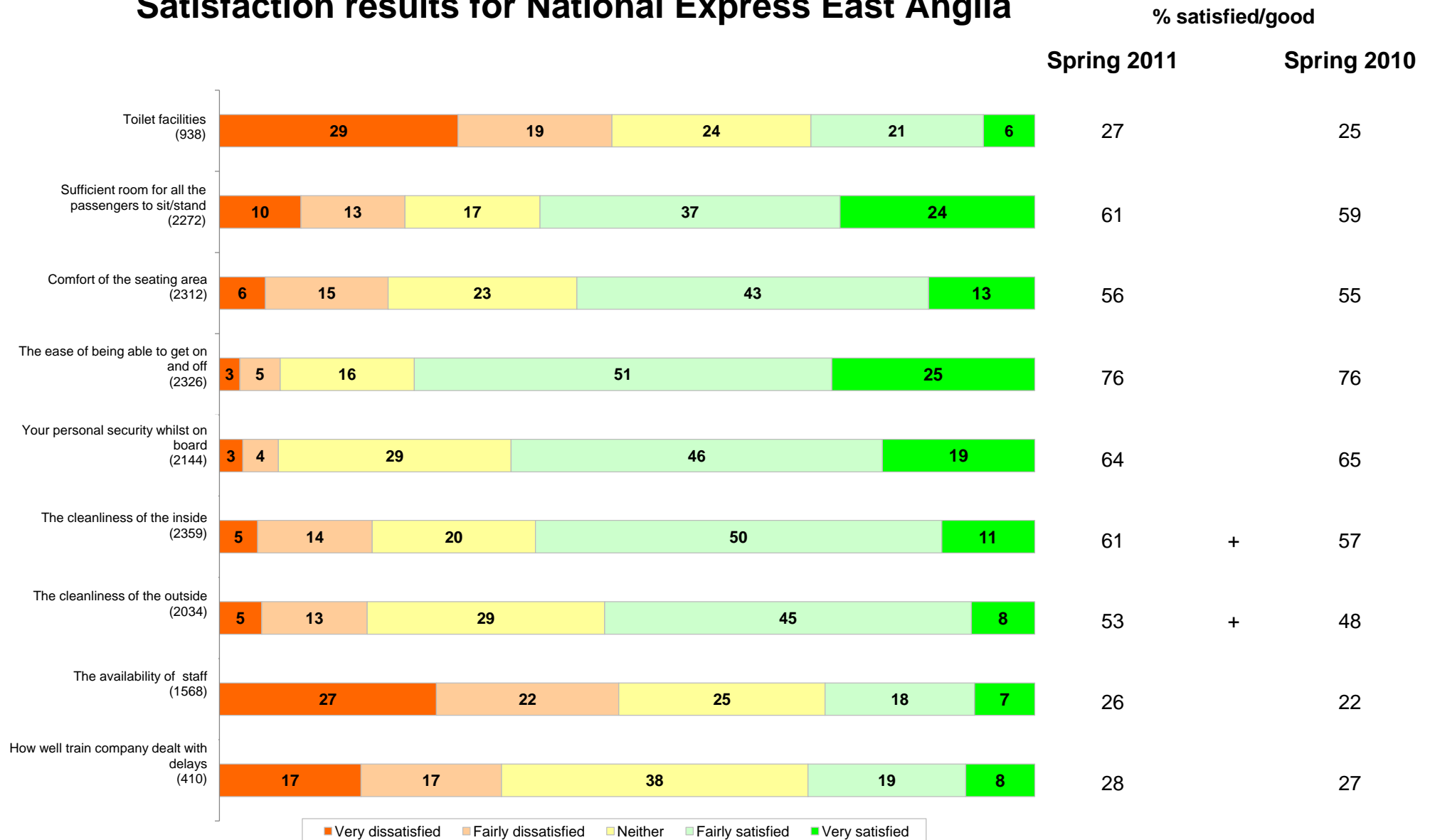
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for National Express East Anglia



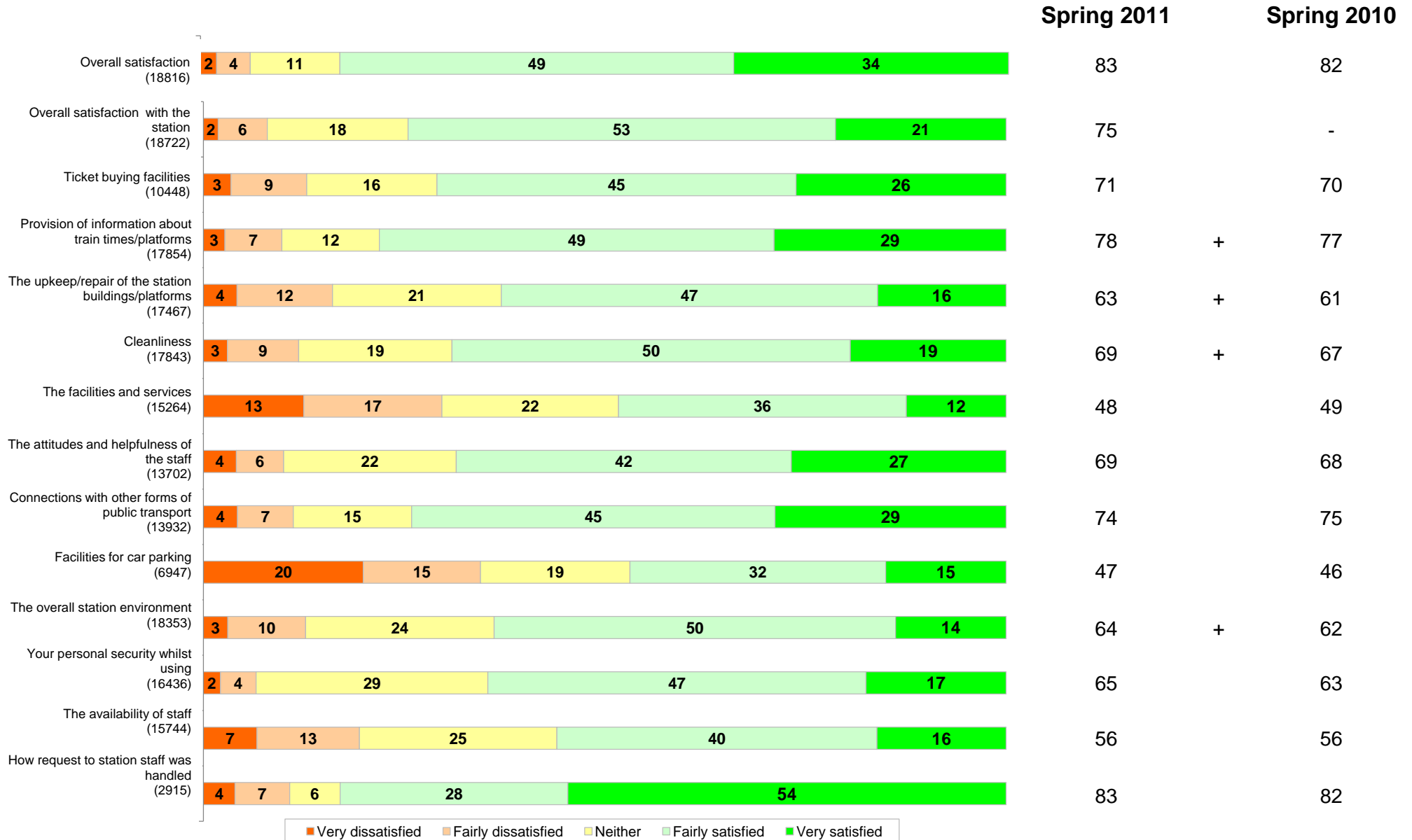
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for National Express East Anglia



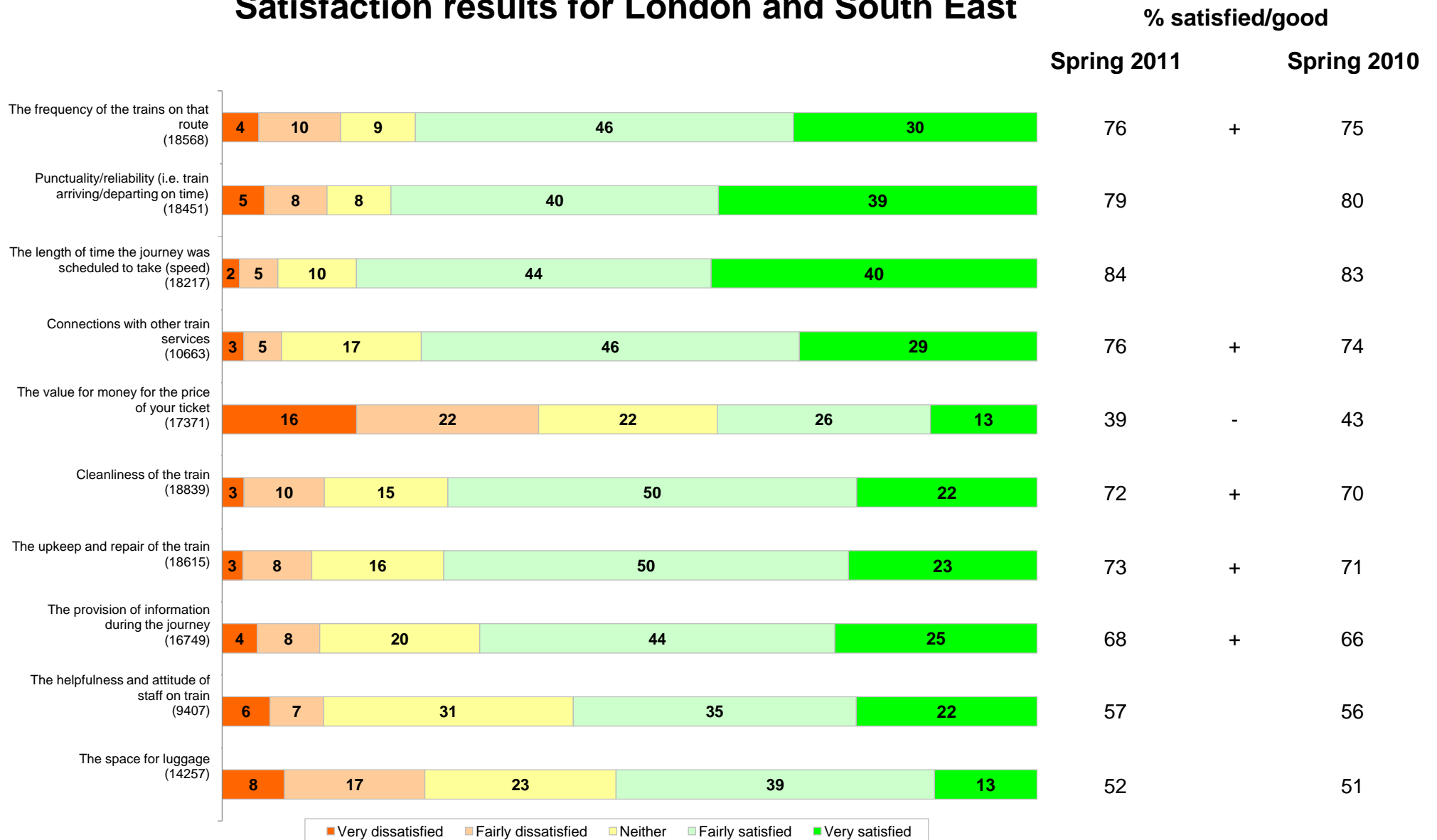
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Satisfaction results for London and South East



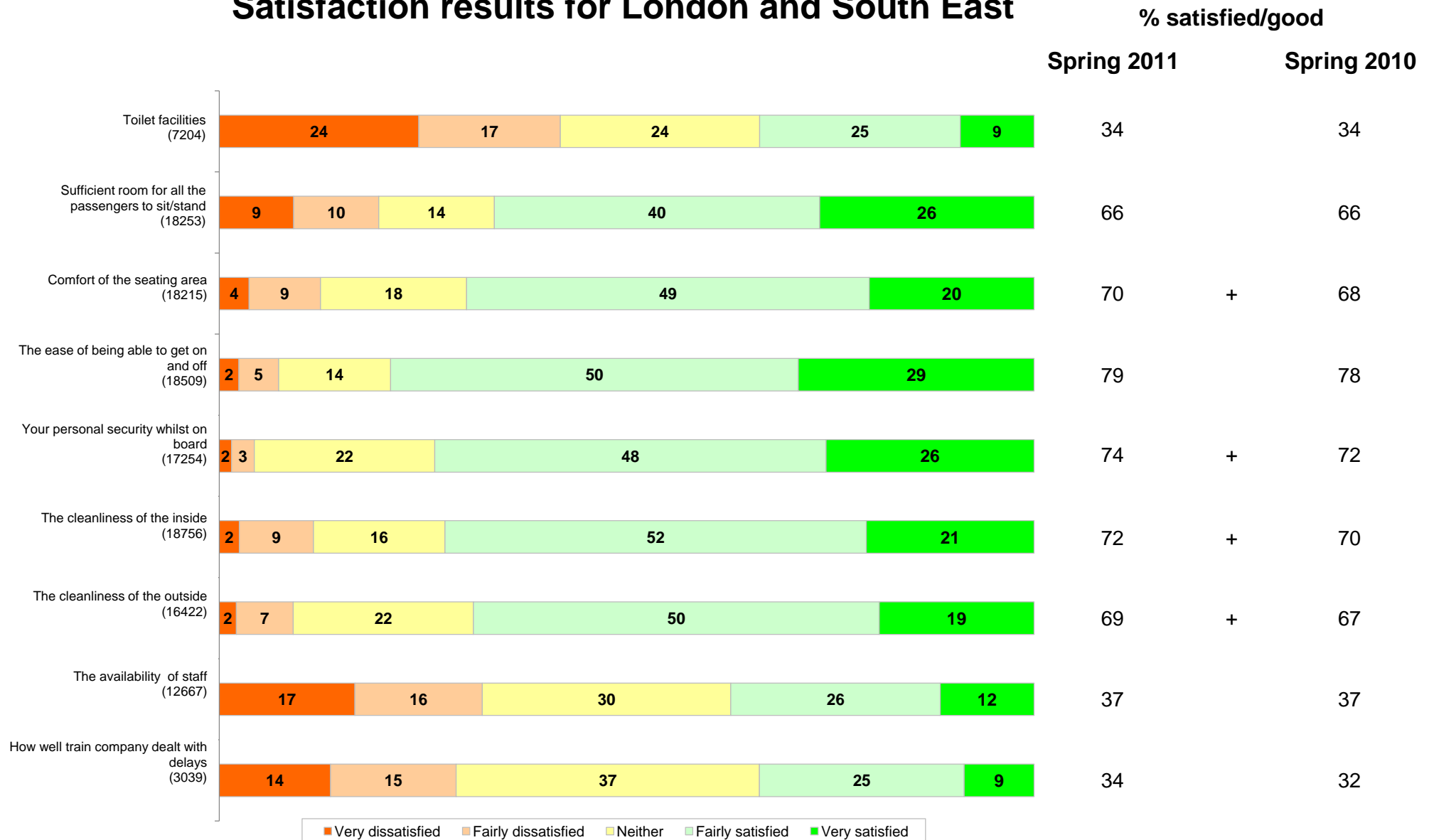
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Satisfaction results for London and South East



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

Satisfaction results for London and South East



National Express East Anglia performance versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction	78	83	94%
Overall satisfaction with the station	74	75	99%
Ticket buying facilities	68	71	96%
Provision of information about train times/platforms	73	78	94%
The upkeep/repair of the station buildings/platforms	63	63	100%
Cleanliness	68	69	99%
The facilities and services	51	48	105%
The attitudes and helpfulness of the staff	66	69	97%
Connections with other forms of public transport	78	74	105%
Facilities for car parking	50	47	106%
Overall environment	62	64	98%
Your personal security whilst using	61	65	95%
The availability of staff	52	56	93%
How request to station staff was handled	83	83	100%

National Express East Anglia performance versus London and South East

	TOC	Sector	TOC Index
The frequency of the trains on that route	73	76	95%
Punctuality/reliability (i.e. the train arriving/departing on time)	75	79	94%
The length of time the journey was scheduled to take (speed)	80	84	95%
Connections with other train services	73	76	97%
The value for money for the price of your ticket	35	39	89%
Cleanliness of the train	62	72	86%
Upkeep and repair of the train	55	73	76%
The provision of information during the journey	57	68	83%
The helpfulness and attitude of staff on train	46	57	81%
The space for luggage	49	52	95%
The toilet facilities	27	34	82%
Sufficient room for all passengers to sit/stand	61	66	92%
The comfort of the seating area	56	70	81%
The ease of being able to get on and off	76	79	96%
Your personal security on board	64	74	87%
The cleanliness of the inside	61	72	85%
The cleanliness of the outside	53	69	77%
The availability of staff	26	37	69%
How well train company deals with delays	28	34	83%

Building block/route data for National Express East Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	83	73	80	90	76	77
Overall satisfaction with the station	75	69	75	69	83	75
Ticket buying facilities	65	67	66	66	81	69
Provision of information about train times/platforms	79	70	73	77	82	74
The upkeep/repair of the station buildings/platforms	69	62	63	66	69	60
Cleanliness	75	69	69	70	71	65
The facilities and services	64	53	50	48	52	47
The attitudes and helpfulness of the staff	68	63	63	76	77	69
Connections with other forms of public transport	83	75	80	66	85	76
Facilities for car parking	57	45	47	66	64	49
Overall environment	66	60	63	64	76	59
Your personal security whilst using	69	63	59	69	78	55
The availability of staff	59	50	49	54	68	52
How request to station staff was handled	83	81	79	96	81	85

Building block/route data for National Express East Anglia

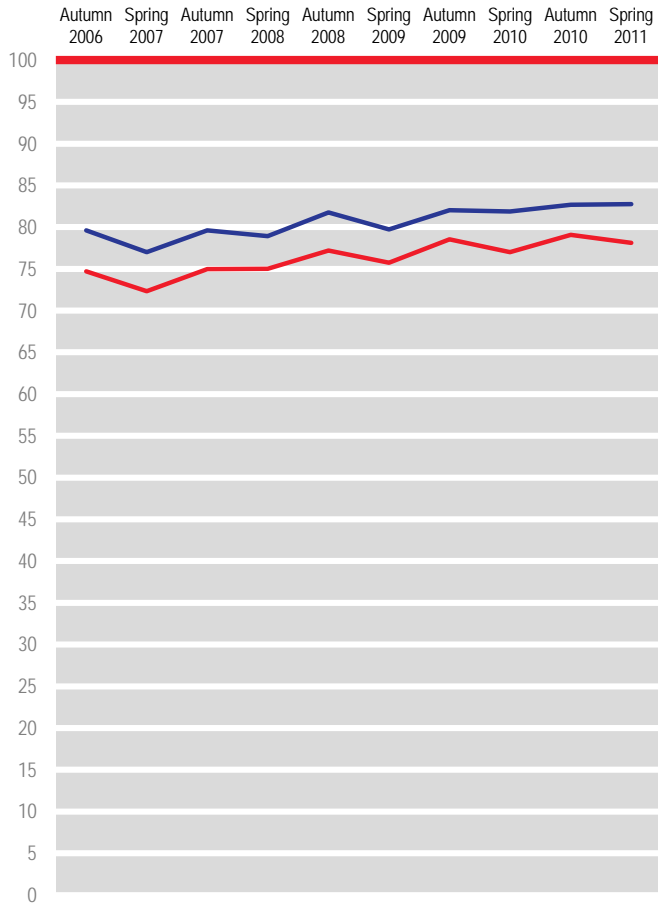
	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
The frequency of the trains on that route	86	64	80	63	89	67
Punctuality/reliability (i.e. the train arriving/departing on time)	78	68	75	81	88	75
The length of time the journey was scheduled to take (speed)	78	77	80	88	87	78
Connections with other train services	75	65	73	78	85	76
The value for money for the price of your ticket	43	30	37	57	34	30
Cleanliness of the train	70	63	58	73	68	59
Upkeep and repair of the train	65	57	54	69	53	50
The provision of information during the journey	69	59	56	76	61	47
The helpfulness and attitude of staff on train	71	40	31	86	59	34
The space for luggage	62	47	42	73	56	49
The toilet facilities	34	28	24	58	27	19
Sufficient room for all passengers to sit/stand	76	60	52	87	74	59
The comfort of the seating area	71	55	51	79	66	53
The ease of being able to get on and off	69	81	73	89	87	72
Your personal security on board	78	67	57	85	78	59
The cleanliness of the inside	73	60	59	73	70	57
The cleanliness of the outside	54	55	49	59	64	51
The availability of staff	53	21	14	73	42	16
How well train company deals with delays	50	27	23	18	46	22

Overall satisfaction

(2349)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

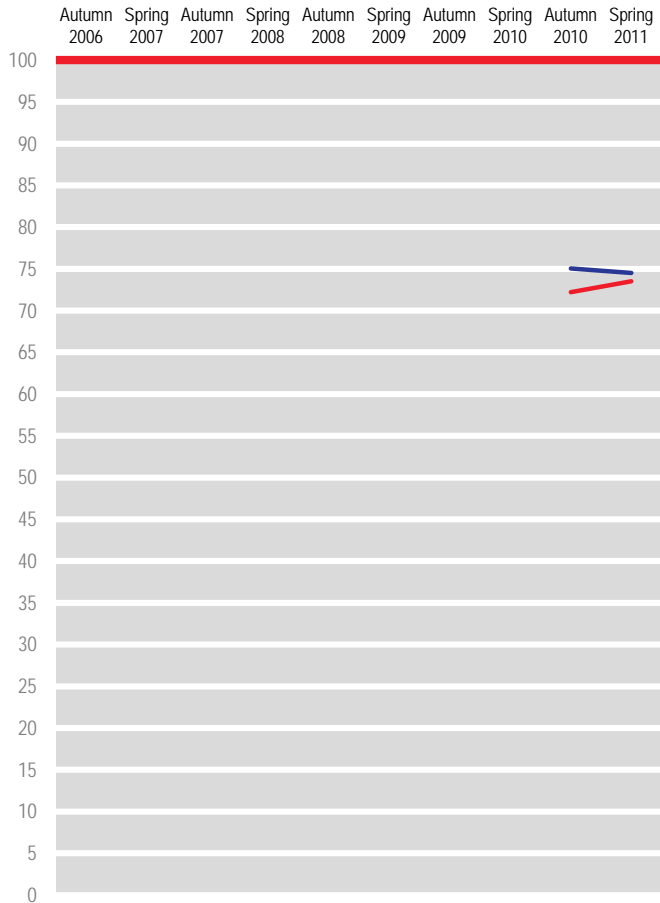


Overall station satisfaction

(2344)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

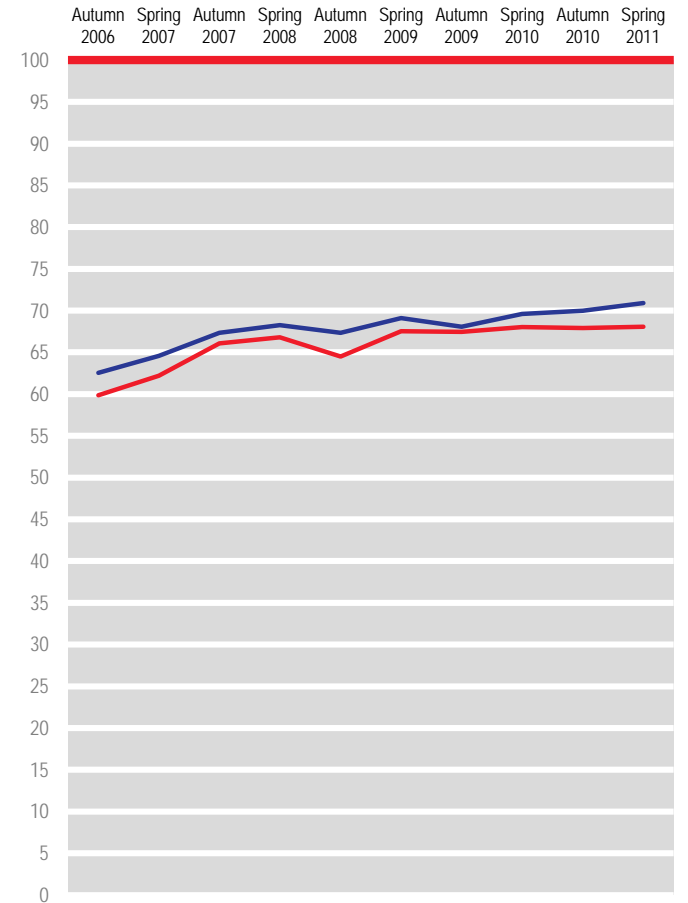


Ticket buying facilities

(1298)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



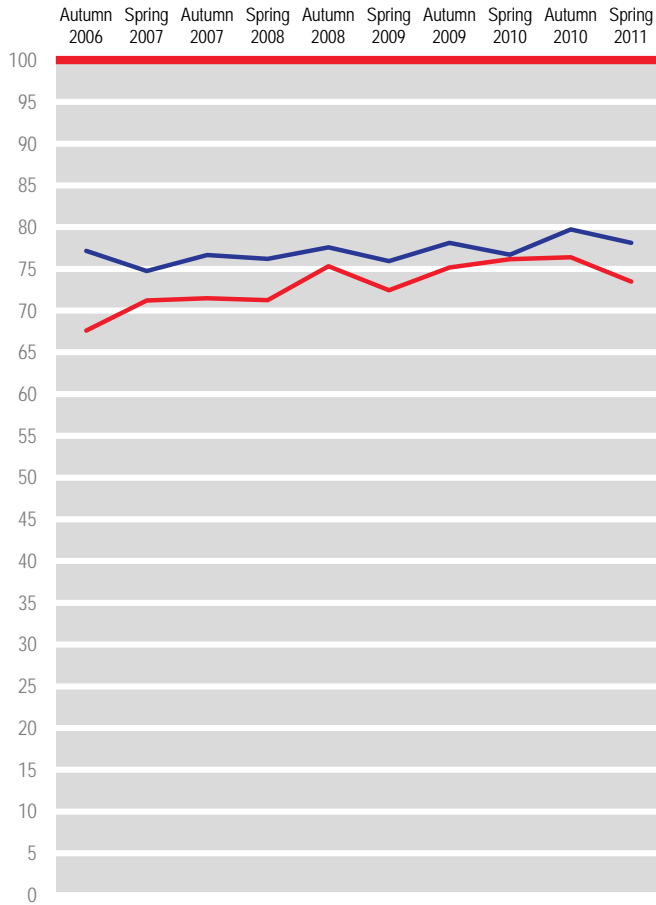
N.B. Benchmarks and targets are only shown for applicable factors

Provision of information about train times/platforms

(2237)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

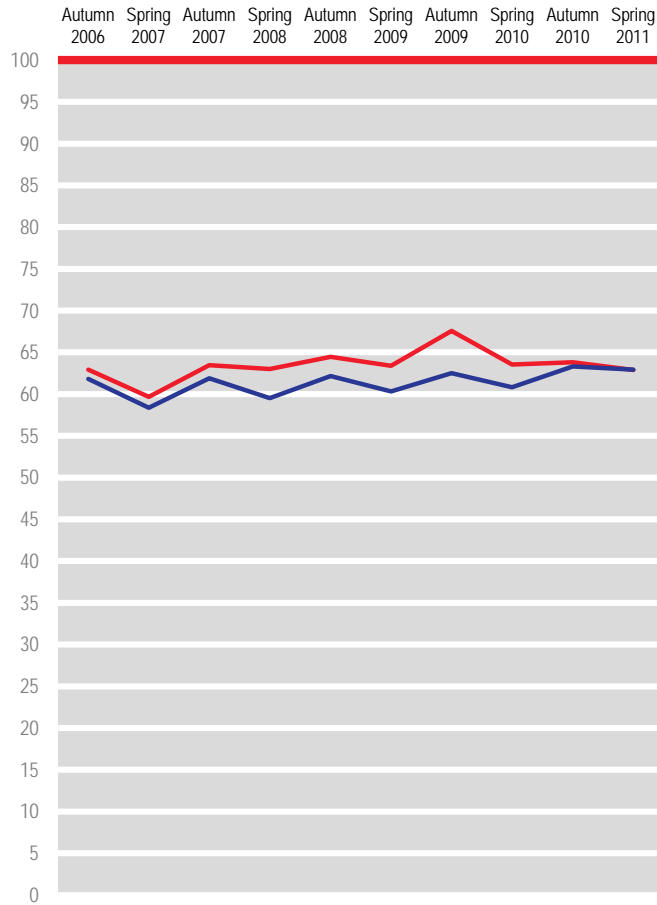


The upkeep/repair of the station building/platforms

(2189)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

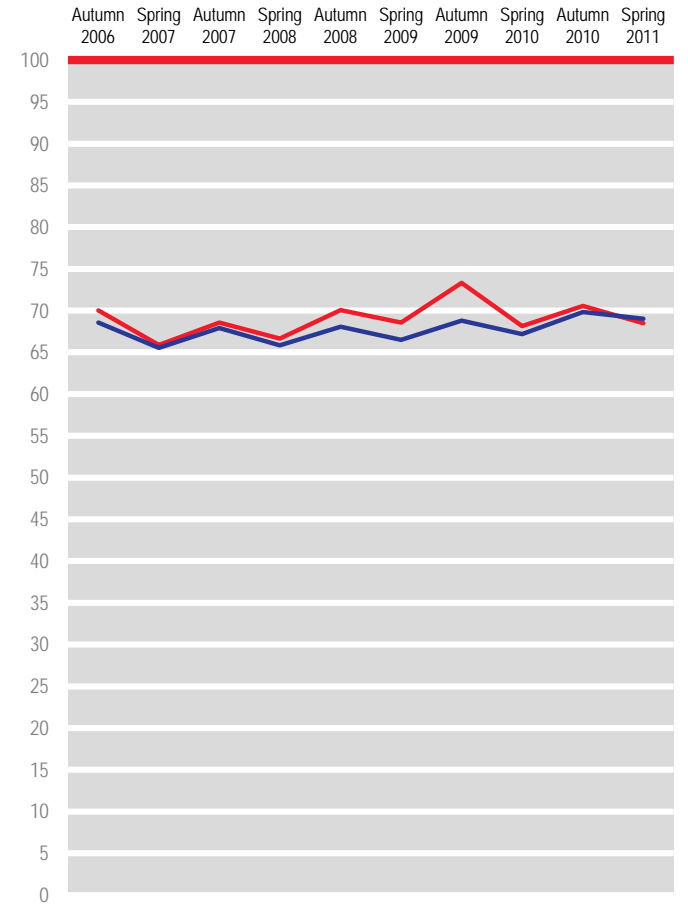


Cleanliness of the station

(2229)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



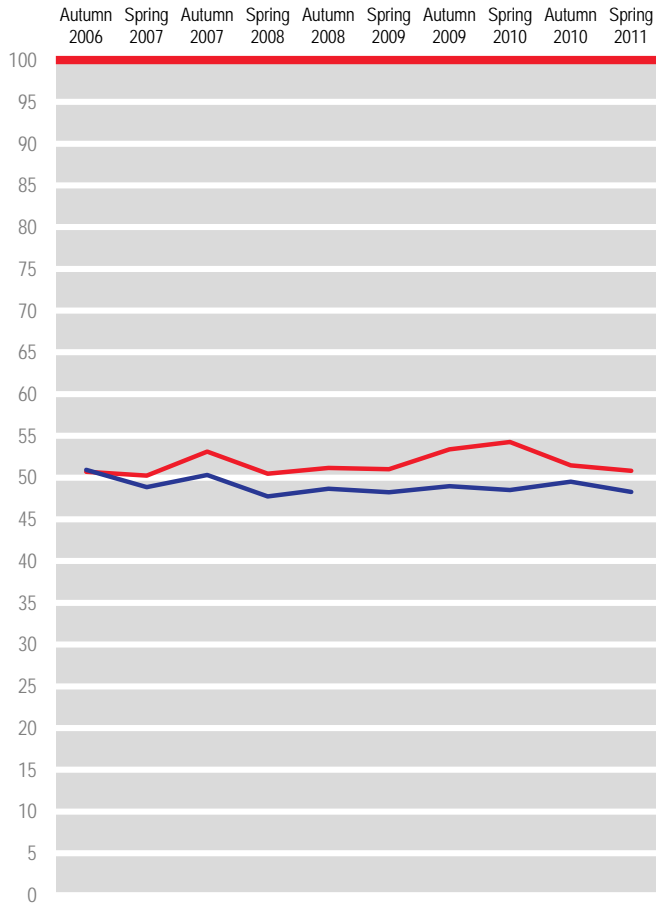
N.B. Benchmarks and targets are only shown for applicable factors

The facilities and services at the station

(1908)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

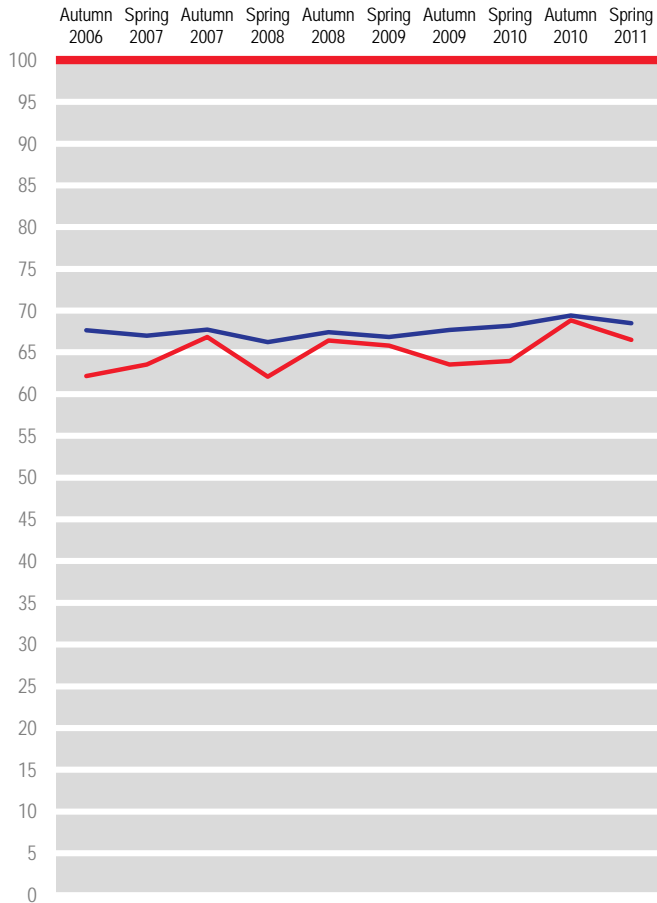


The attitudes and helpfulness of the staff at the station

(1711)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

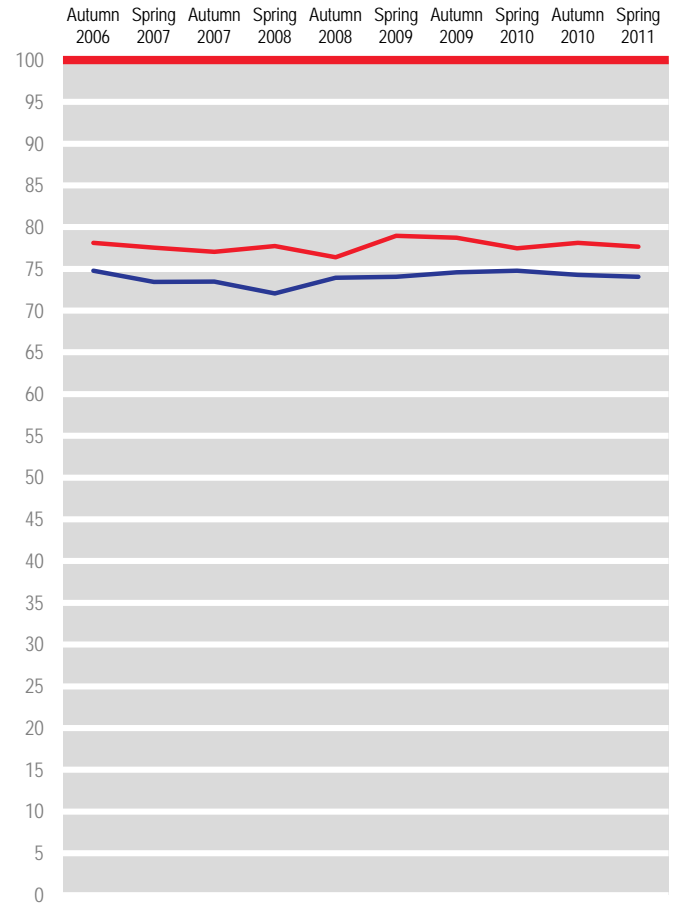


Connections with other forms of public transport from the station

(1807)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



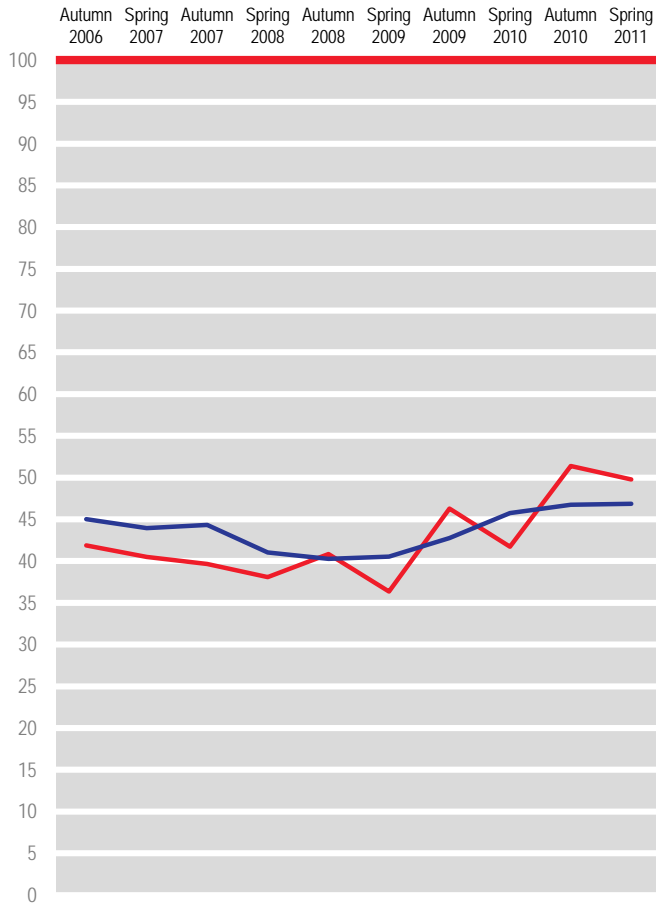
N.B. Benchmarks and targets are only shown for applicable factors

Facilities for car parking at the station

(839)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

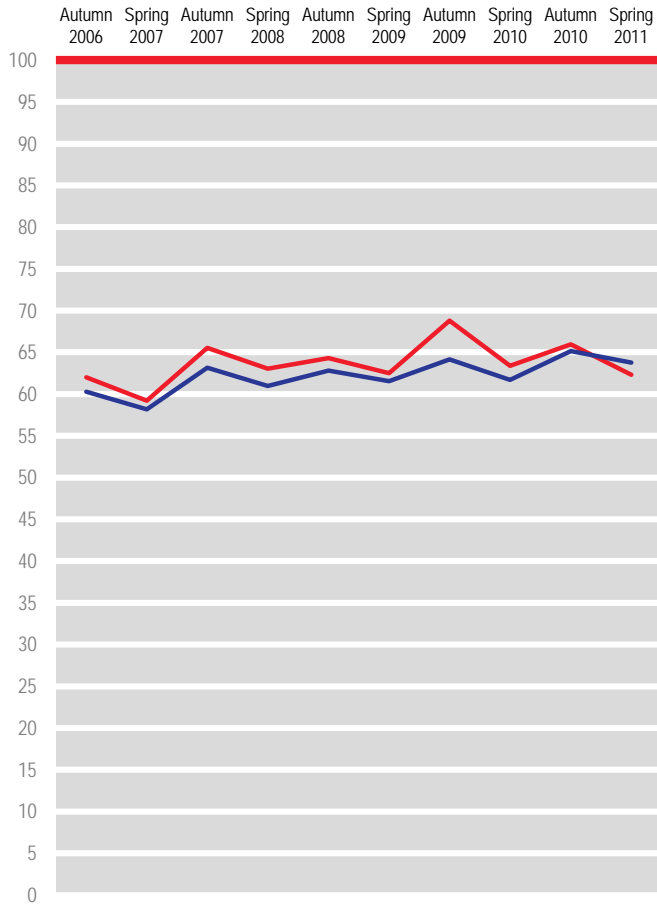


Overall station environment

(2306)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

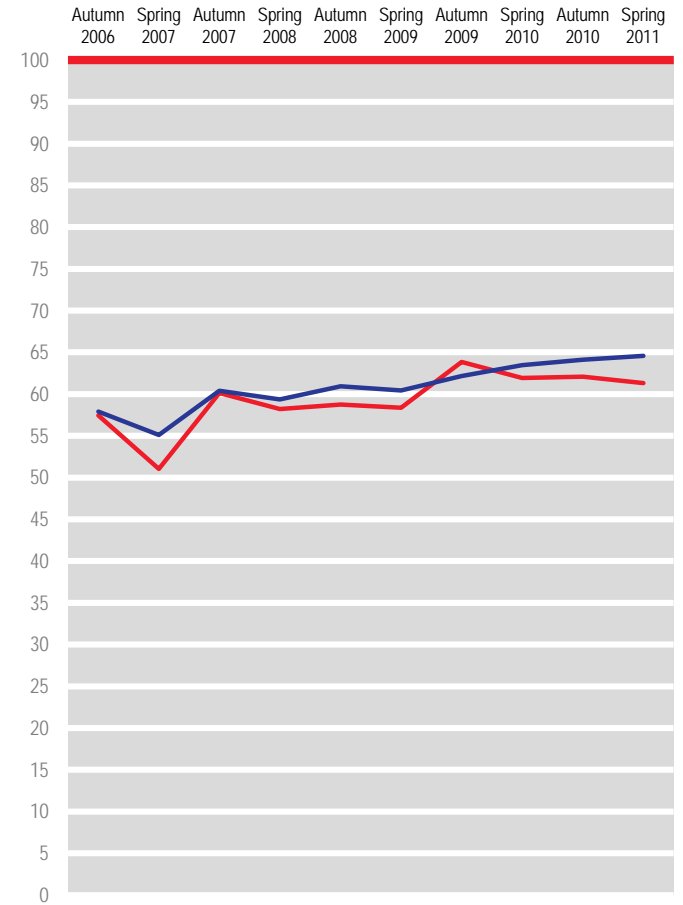


Your personal security whilst using the station

(2029)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



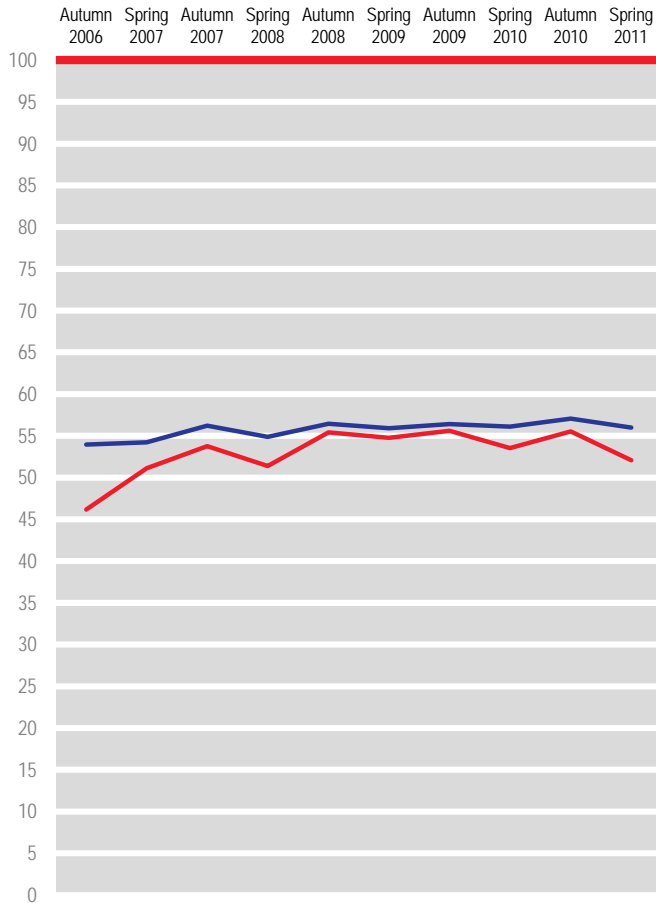
N.B. Benchmarks and targets are only shown for applicable factors

The availability of staff at the station

(1943)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

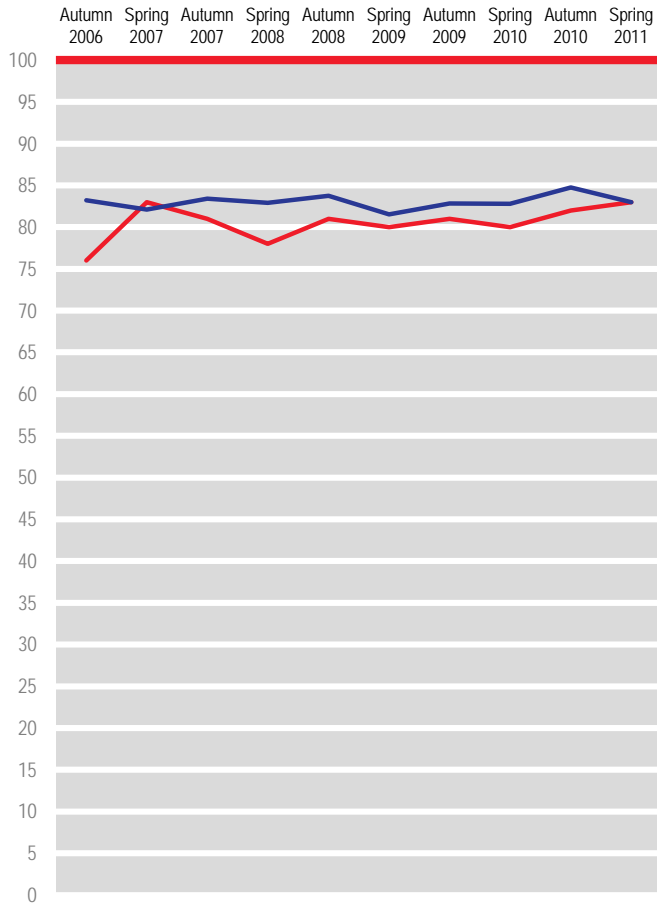


How request to station staff was handled

(354)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

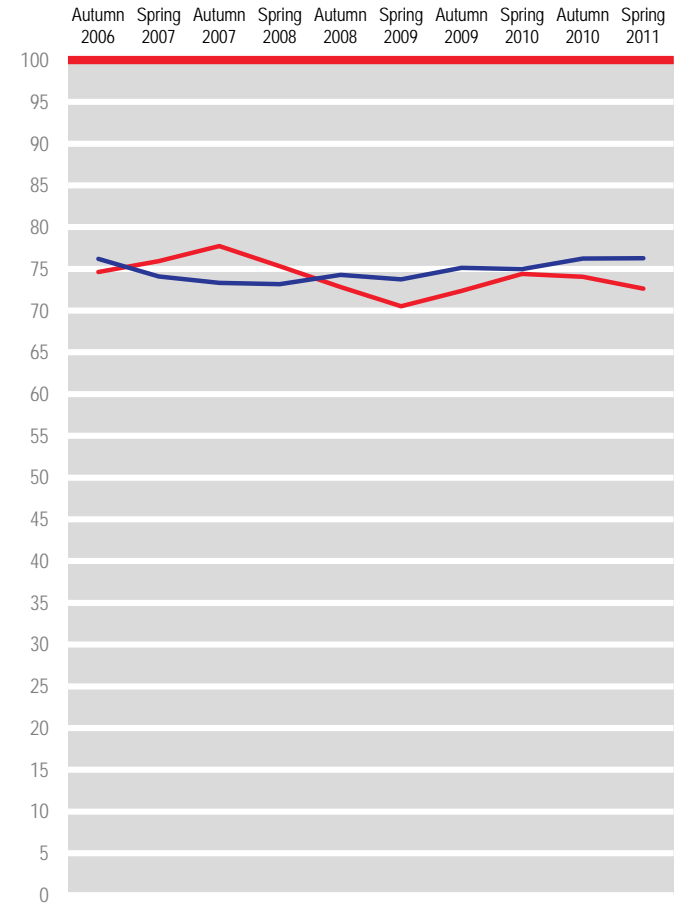


The frequency of trains on that route

(2324)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

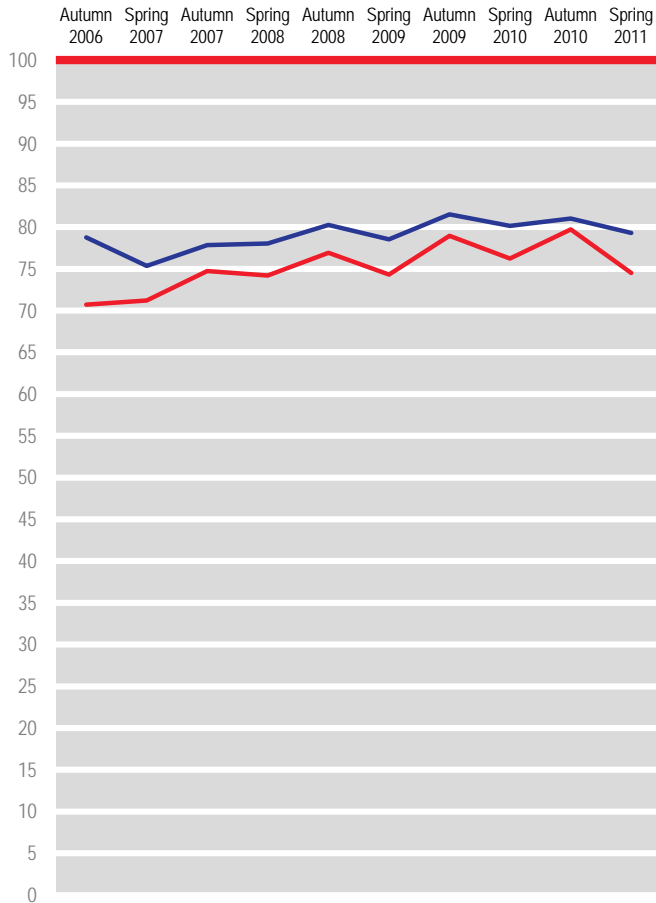


N.B. Benchmarks and targets are only shown for applicable factors

Punctuality/reliability (i.e. train arriving/departing on time) (2301)

Percentage of passengers satisfied 2006 to 2011

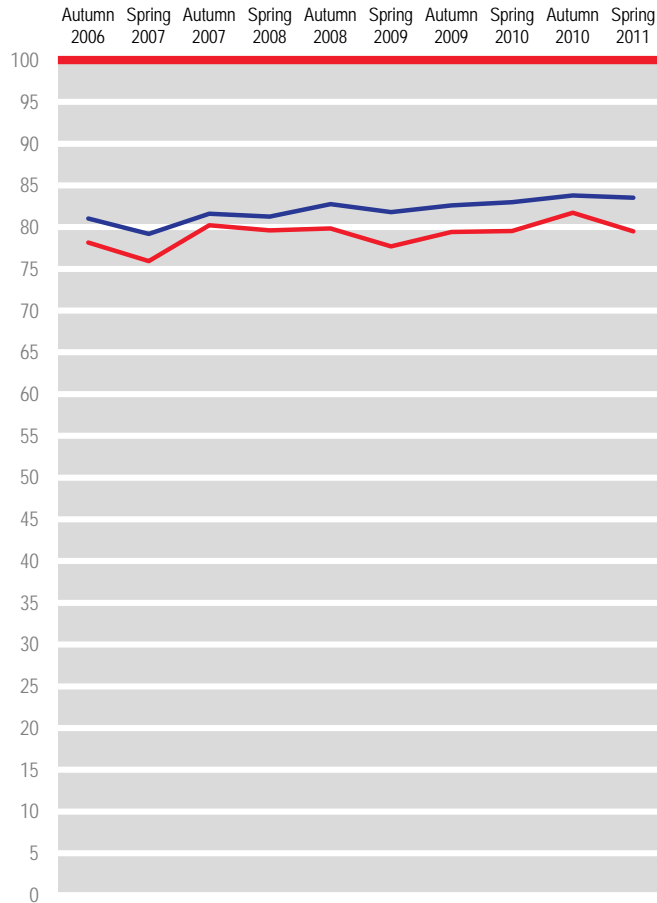
— National Express East Anglia
— London and South East



The length of time the journey was scheduled to take (speed) (2279)

Percentage of passengers satisfied 2006 to 2011

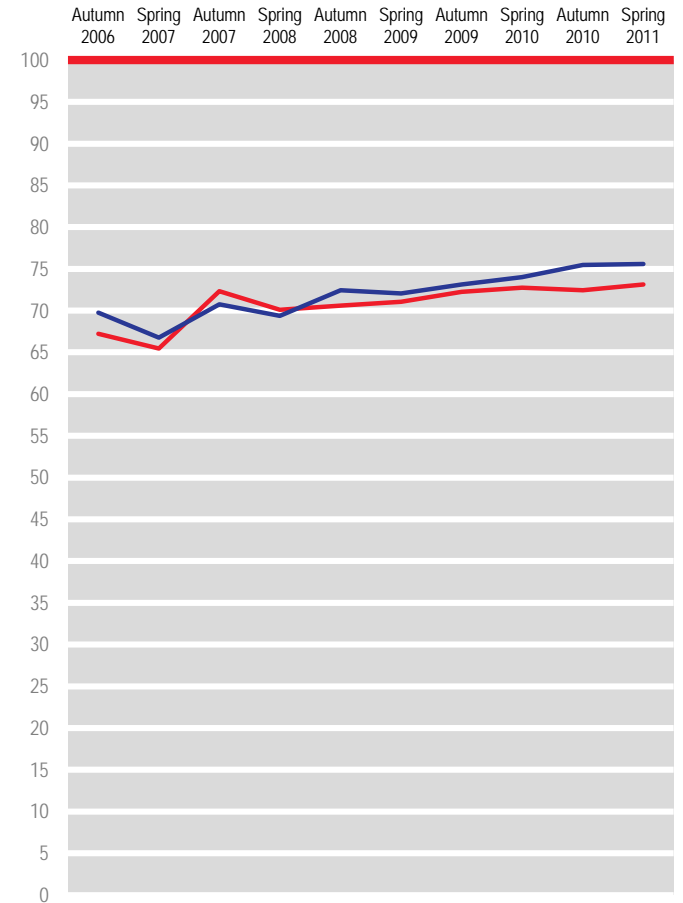
— National Express East Anglia
— London and South East



Connections with other train services (1310)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



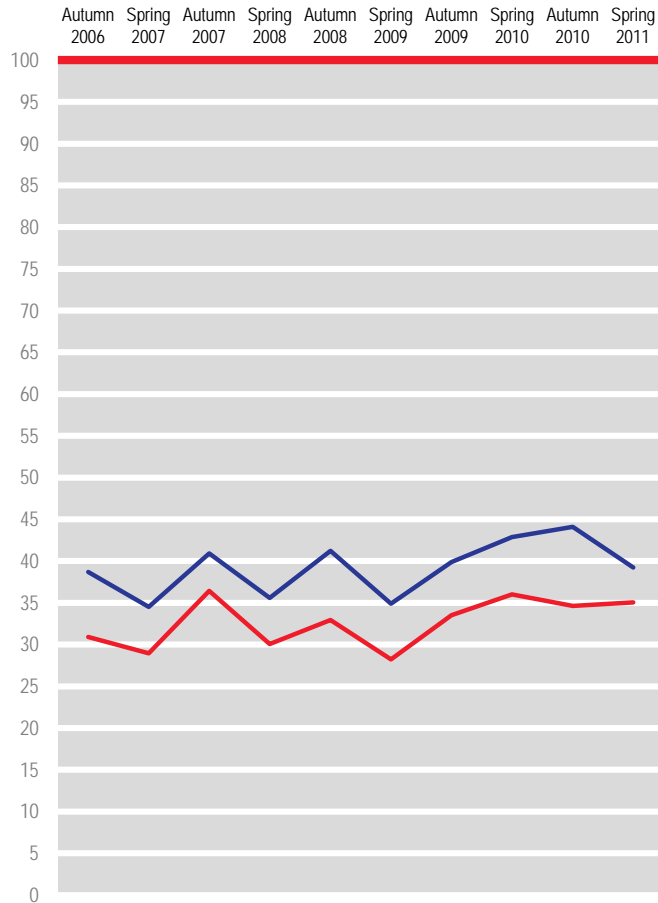
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(2209)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

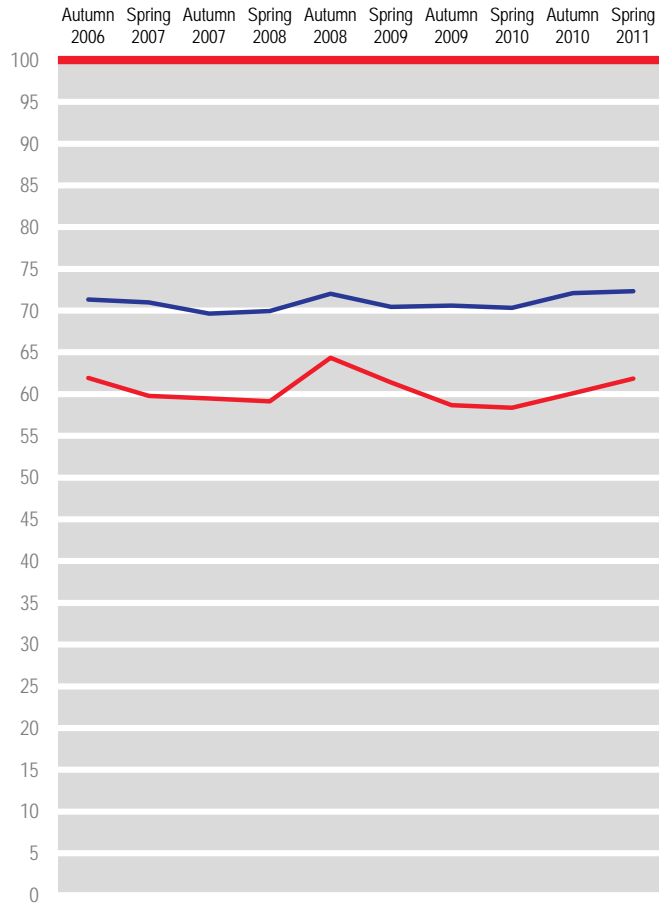


Cleanliness of the train

(2360)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

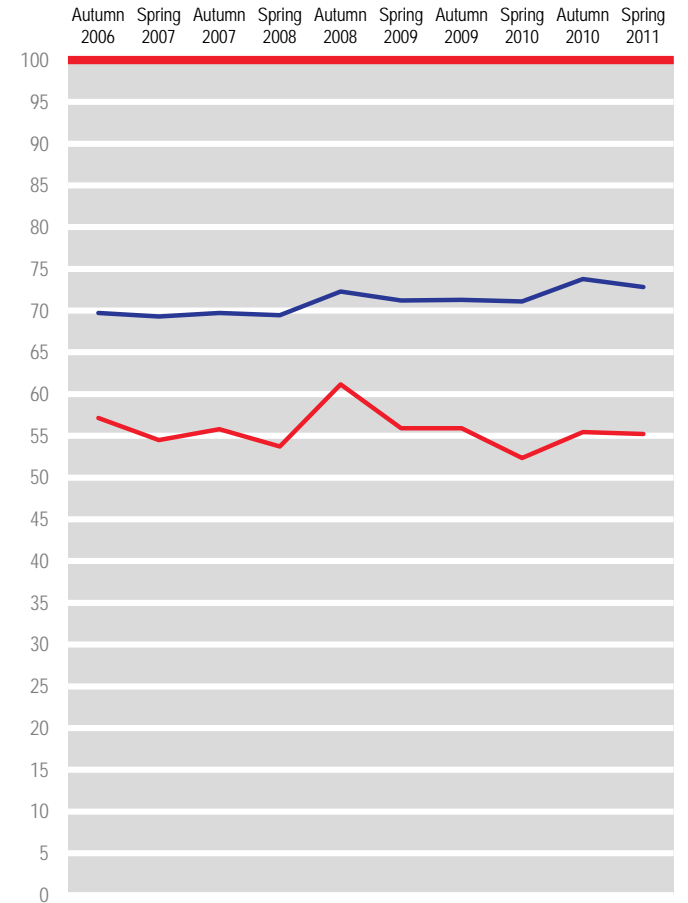


Upkeep and repair of the train

(2333)

Percentage of passengers satisfied 2006 to 2011

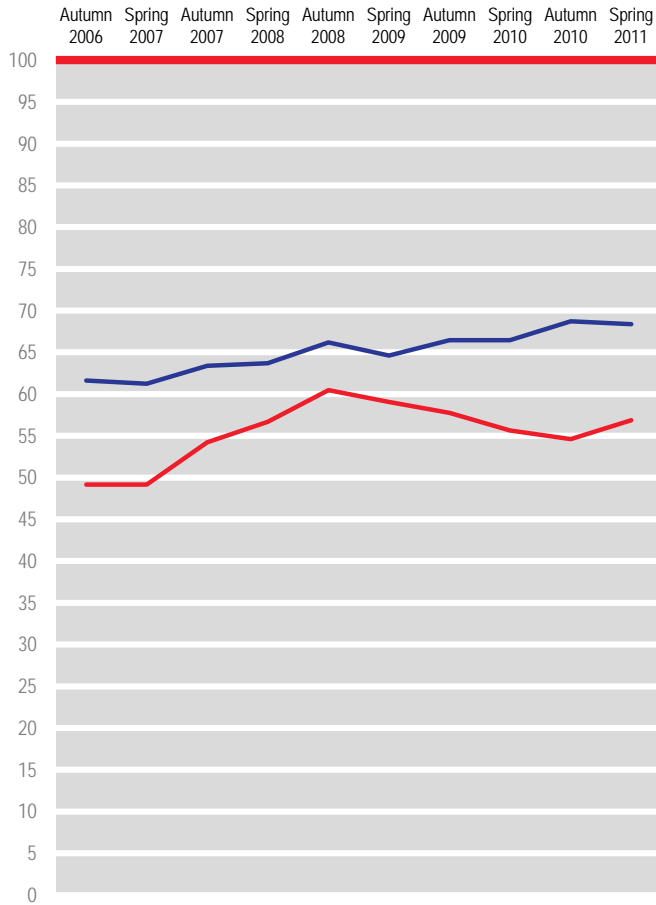
— National Express East Anglia
— London and South East



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

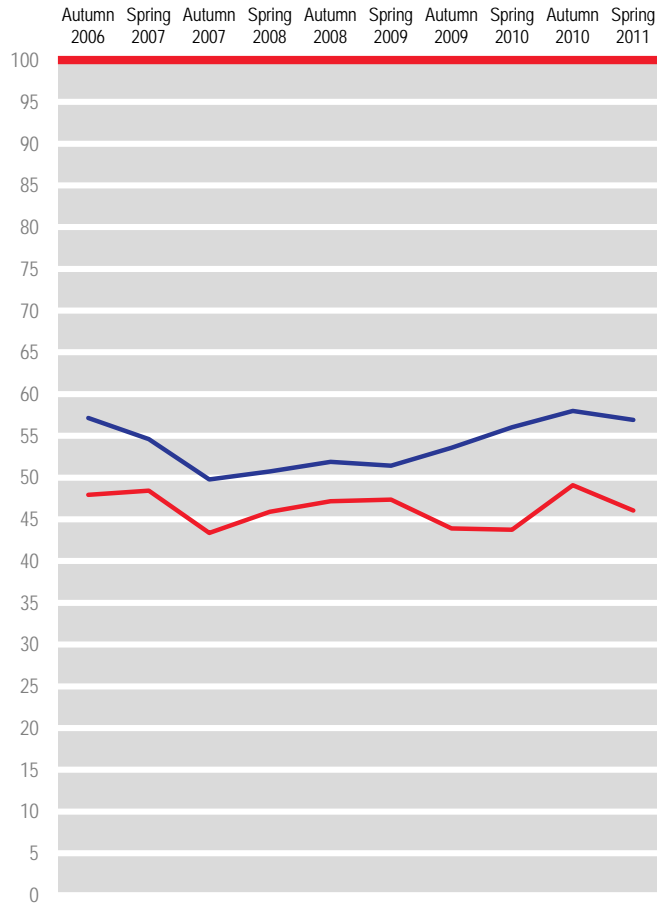
The provision of information during the journey (2089)
Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



The helpfulness and attitude of staff on train (1151)
Percentage of passengers satisfied 2006 to 2011

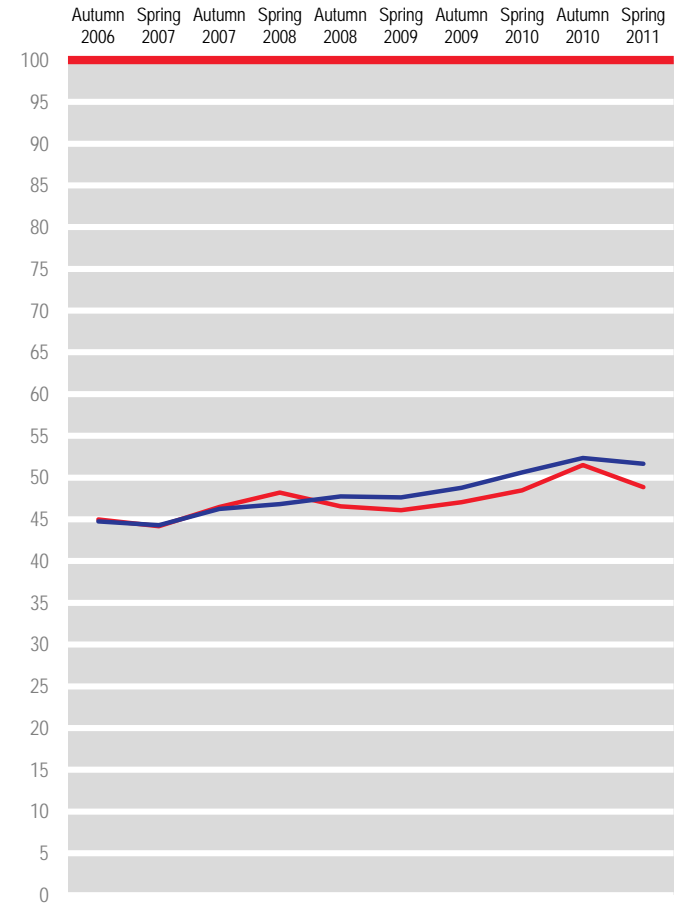
— National Express East Anglia
— London and South East



The space for luggage (1771)

(1771)
Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



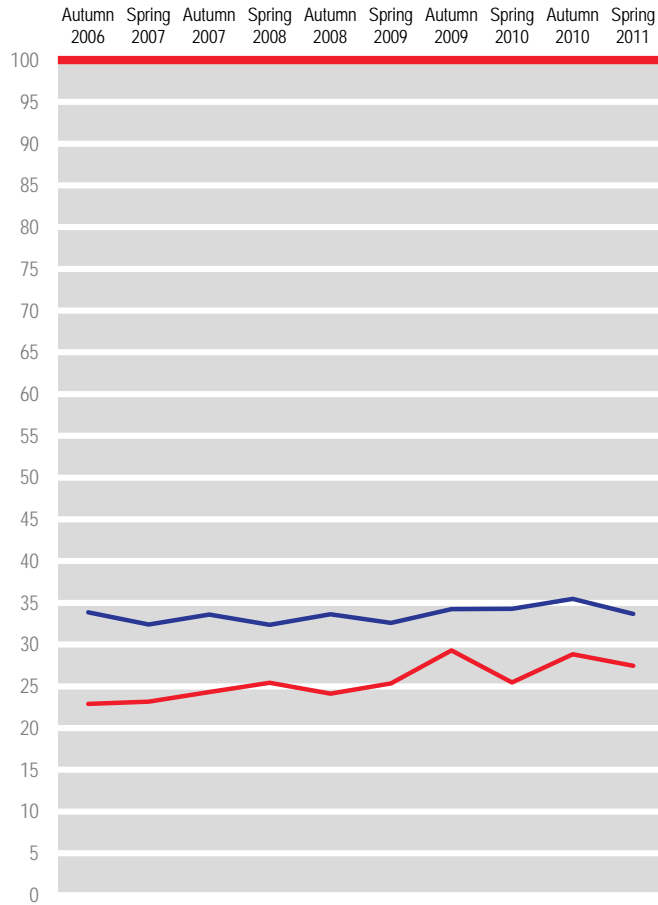
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on train

(938)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

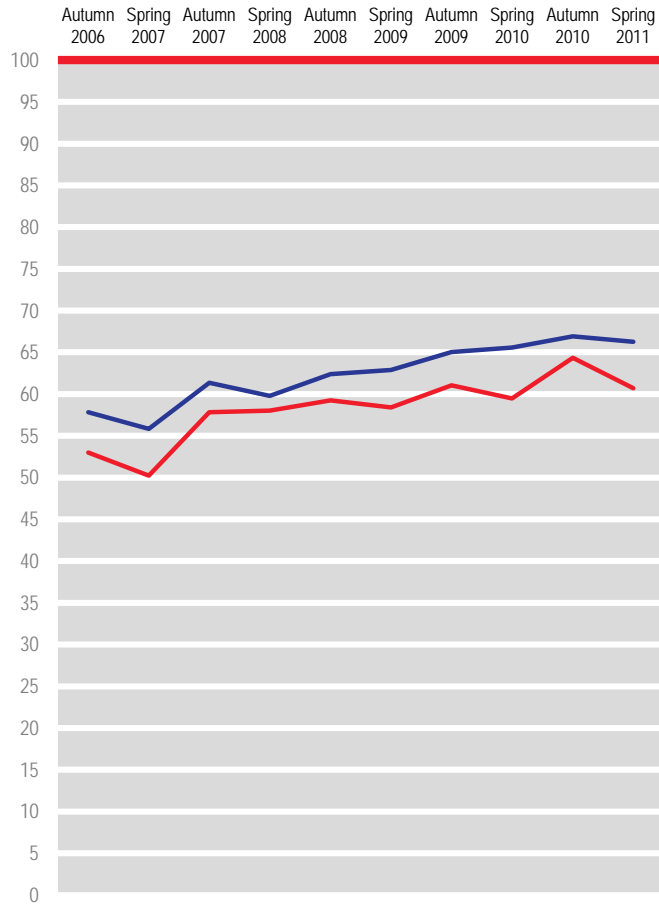


Sufficient room for all the passengers to sit/stand

(2272)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

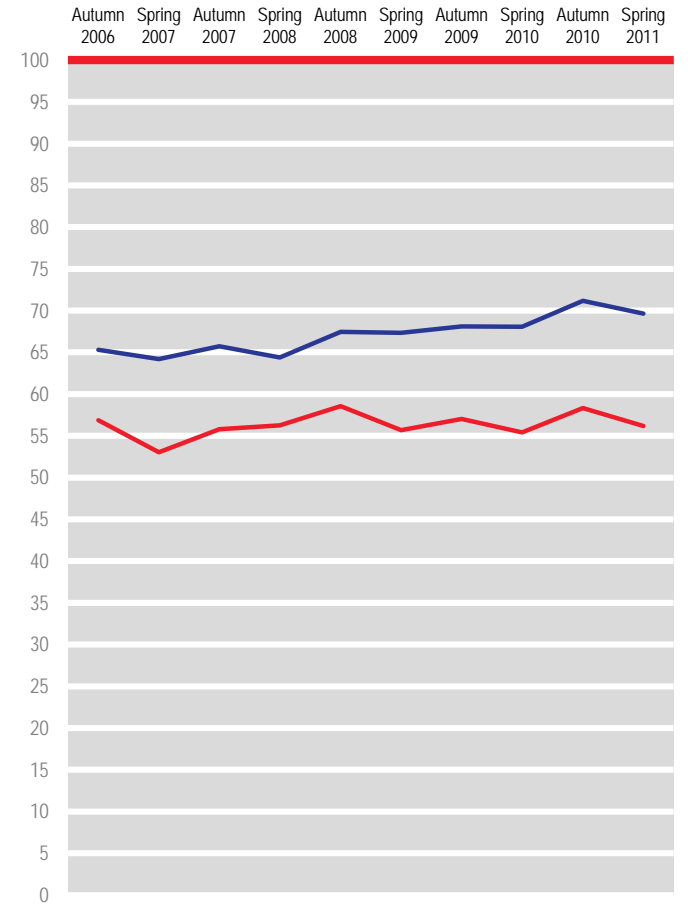


The comfort of the seating area

(2312)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



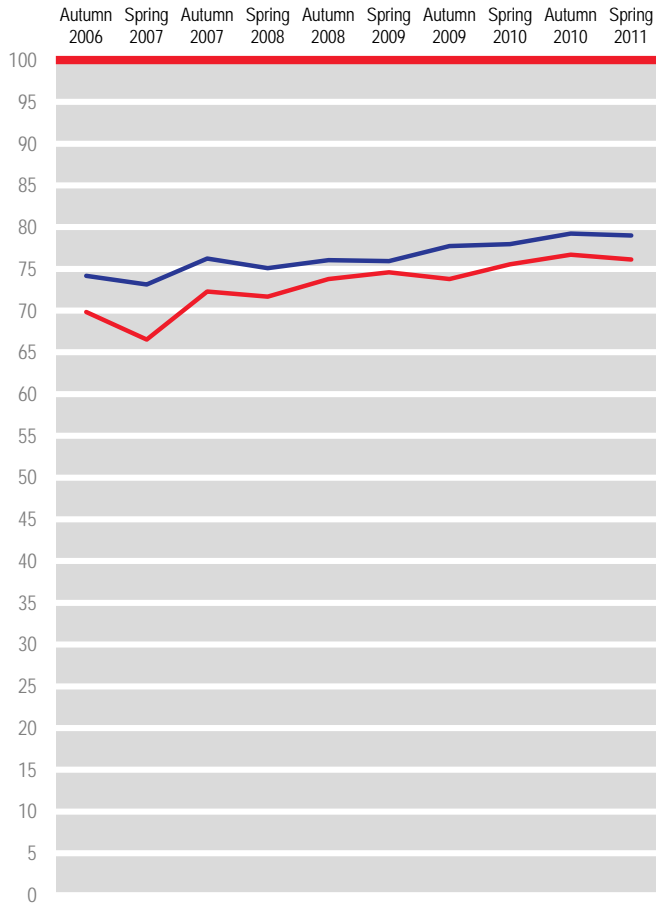
N.B. Benchmarks and targets are only shown for applicable factors

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

(2326)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

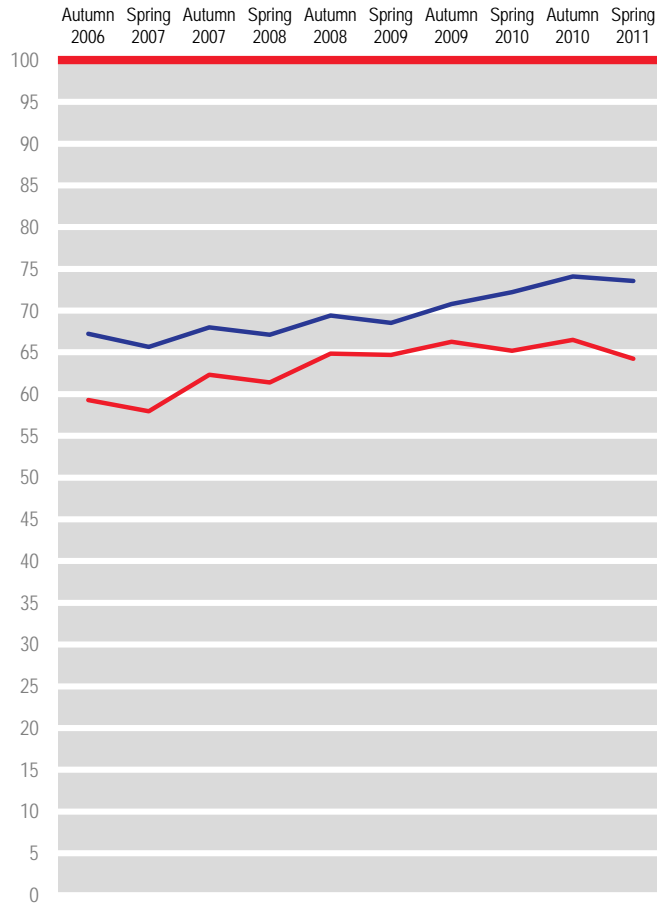


Your personal security whilst on board

(2144)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

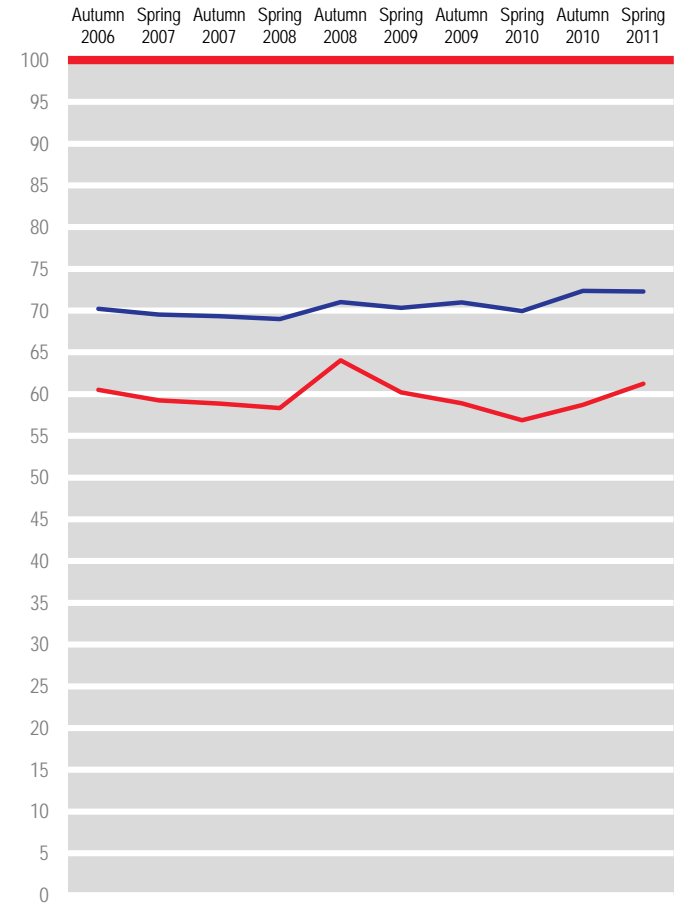


The cleanliness of the inside of the train

(2359)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



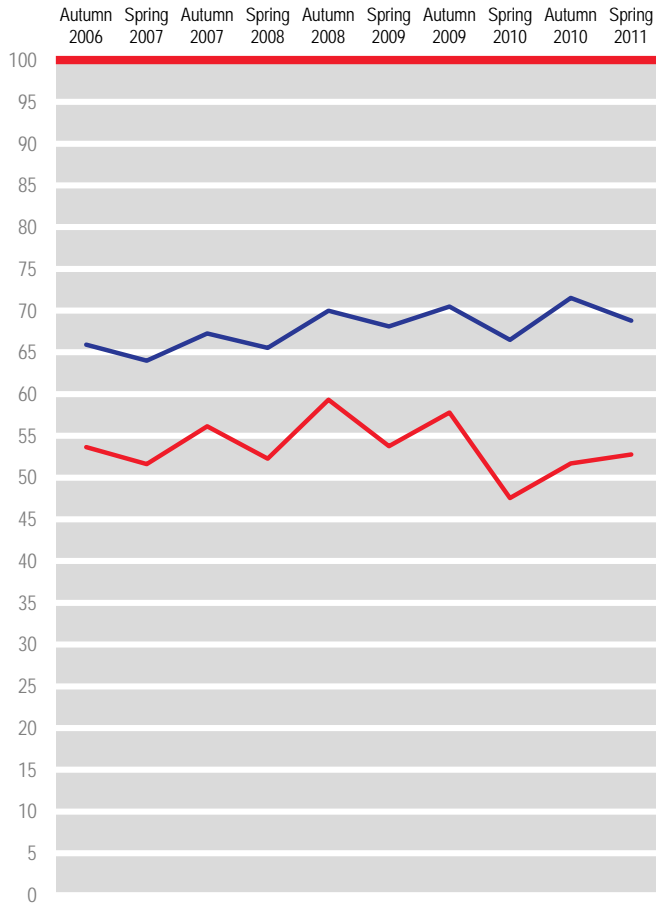
N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train

(2034)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

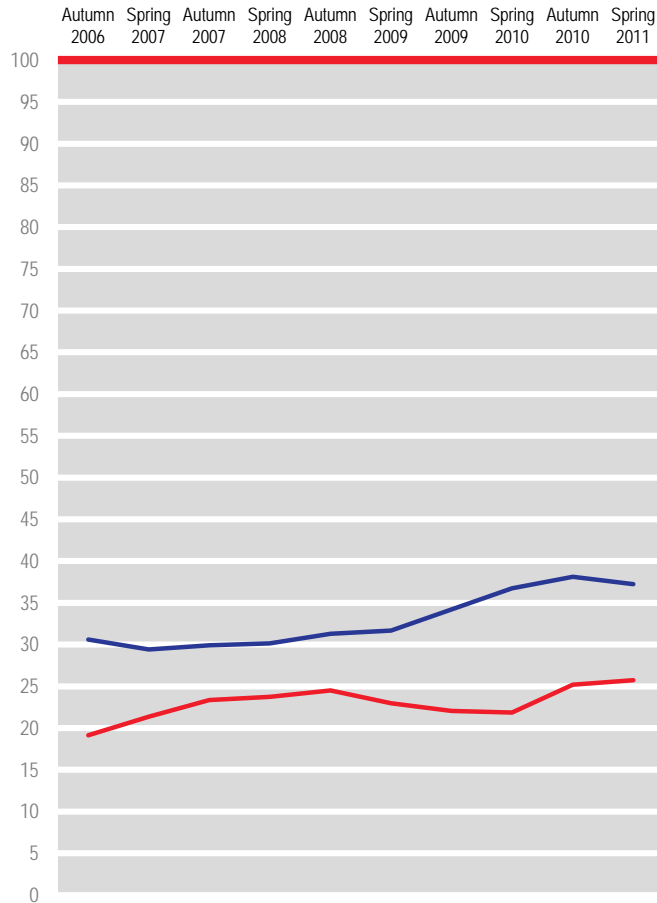


The availability of staff on the train

(1568)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East

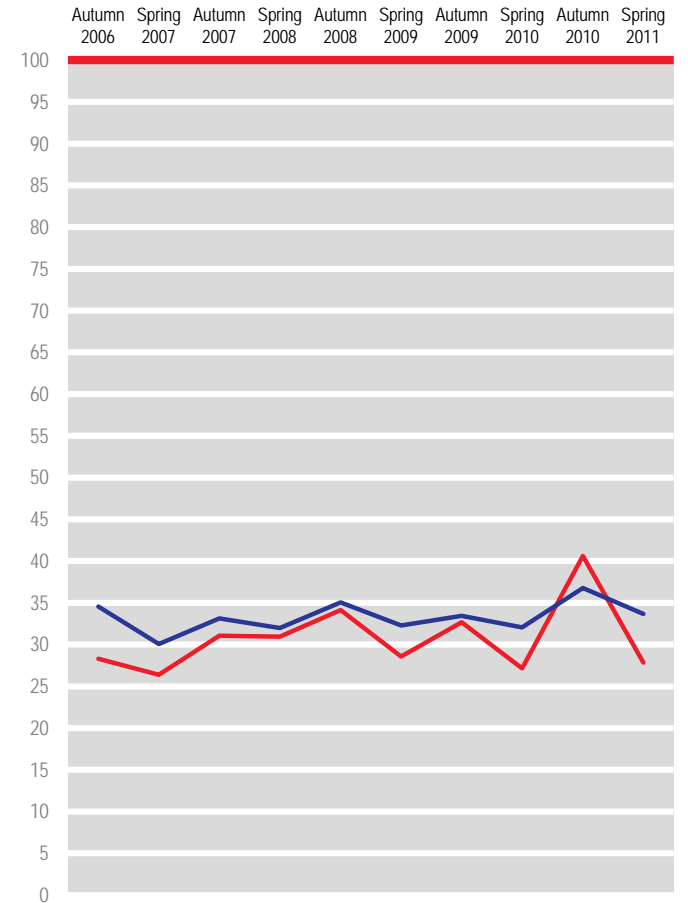


How well train company dealt with delay

(410)

Percentage of passengers satisfied 2006 to 2011

— National Express East Anglia
— London and South East



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

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

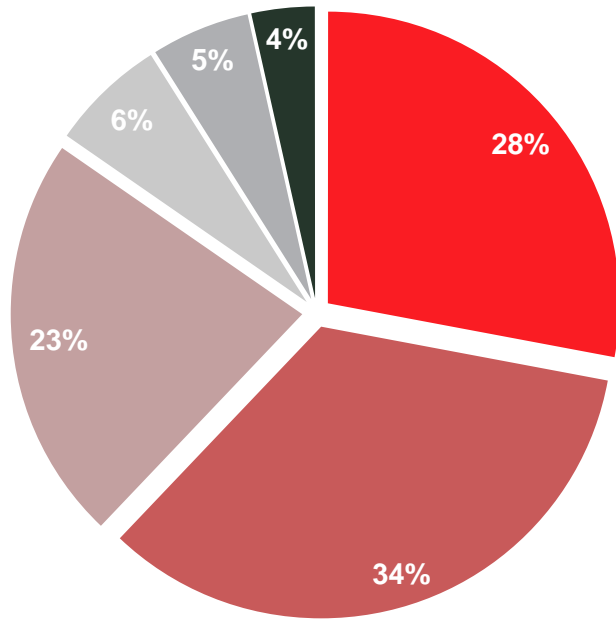
Managed versus non-managed stations for National Express East Anglia

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	68	-	88
Ticket buying facilities	66		74
Provision of information about train times/platforms	70	-	81
The upkeep/repair of the station buildings/platforms	56	-	82
Cleanliness	63	-	83
The facilities and services	42	-	73
The attitudes and helpfulness of the staff	70	+	58
Connections with other forms of public transport	72	-	92
Facilities for car parking	54	+	10
Overall environment	56	-	79
Your personal security whilst using	57	-	74
The availability of staff	51		55
How request to station staff was handled	90	+	67

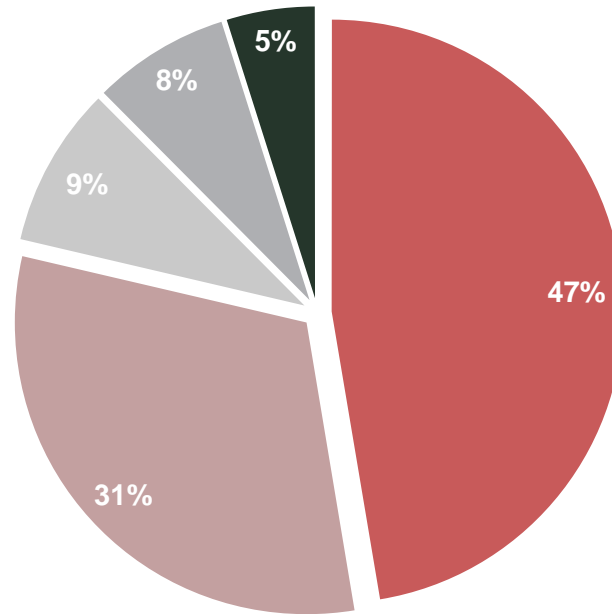
Managed versus non-managed stations for National Express East Anglia

(% Passengers Journeys originating from each type of station)

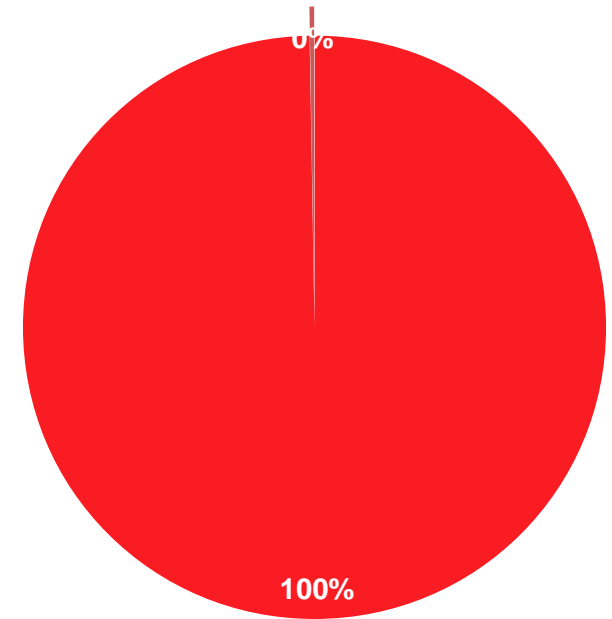
Overall Total



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 National Express East Anglia

	Peak		Off-Peak			
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
Overall satisfaction	74		71	79		79
Overall satisfaction with the station	77		-	72		-
Ticket buying facilities	66		64	69		70
Provision of information about train times/platforms	77		72	72	-	78
The upkeep/repair of the station buildings/platforms	63		62	63		64
Cleanliness	69		68	68		68
The facilities and services	51		55	51		54
The attitudes and helpfulness of the staff	60		62	69		65
Connections with other forms of public transport	78		75	78		79
Facilities for car parking	53	+	32	49		46
Overall environment	63		63	62		64
Your personal security whilst using	62		58	61		63
The availability of staff	49		53	53		54
How request to station staff was handled	68		75	86		81

* 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 National Express East Anglia

	Peak			Off-Peak		
	Spring 2011	significant change	Spring 2010	Spring 2011	significant change	Spring 2010
The frequency of the trains on that route	70		69	74		76
Punctuality/reliability (i.e. the train arriving/departing on time)	68		70	77		78
The length of time the journey was scheduled to take (speed)	73		72	82		82
Connections with other train services	69		68	75		74
The value for money for the price of your ticket	20		23	40		41
Cleanliness of the train	57		55	64	+	59
Upkeep and repair of the train	47		44	58		55
The provision of information during the journey	54		49	58		58
The helpfulness and attitude of staff on train	36		35	49		47
The space for luggage	38		37	53		53
The toilet facilities	21		20	30		27
Sufficient room for all passengers to sit/stand	35		38	69		67
The comfort of the seating area	35		40	63		61
The ease of being able to get on and off	69		68	78		78
Your personal security on board	61		57	65		68
The cleanliness of the inside	56		50	63		59
The cleanliness of the outside	50		45	54	+	48
The availability of staff	18		15	28		24
How well train company deals with delays	25		19	29		30

* 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 National Express East Anglia

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

	Spring 2011 %	Spring 2010 %		Spring 2011 %	Spring 2010 %
SEX			DELAYS		
Male	47	46	None	80	80
Female	50	52	Minor	17	16
Not stated	3	2	Major	2	3
			Not stated	2	1
AGE			REGULAR TRAVELLER		
16-25	11	13	Yes	72	76
26-34	18	16	No	28	24
35-44	21	21			
45-54	23	25	TIME OF TRAVEL		
55-59	10	10	Peak	24	25
60-64	7	8	Off-peak	76	75
65+	7	7			
Not stated	2	1	ASKED FOR HELP OR INFORMATION		
JOURNEY PURPOSE			Yes asked for help	5	8
Commuter	60	60	Yes asked for information	7	7
Business	17	17	Could not find anyone to ask	4	3
Leisure	23	23	No	83	81
			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 National Express East Anglia

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Liverpool Street	803	Gidea Park	15	Southminster	4
Stratford (London)	158	Southend Victoria	14	Rye House	3
Ipswich	117	Walthamstow Central	14	Rochford	3
Norwich	93	Manningtree	14	Brundall	2
Chelmsford	90	Sawbridgeworth	14	Diss	1
Shenfield	85	Braintree Freeport	13	March	1
Stansted Airport	80	Frinton	12		
Cambridge	69	Stansted Mountfitchett	11		
Colchester	69	Felixstowe	11		
Tottenham Hale	56	Edmonton Green	11		
Witham (Essex)	36	Sheringham	11		
Bishops Stortford	35	Silver Street	10		
Harlow Town	35	Lowestoft	10		
Romford	34	Brentwood	10		
Rayleigh	27	Enfield Town	9		
Great Yarmouth	26	Cheshunt	9		
Highams Park	24	Attleborough	9		
St Margarets (Hertfordshire)	24	Wymondham	9		
Seven Sisters	24	White Hart Lane	8		
Clacton	22	Kelvedon	8		
Billericay	20	Goodmayes	8		
Marks Tey	20	Manor Park	8		
Chadwell Heath	19	Cambridge Heath	7		
Ilford	18	Chingford	7		
Stowmarket	17	Cromer	7		
Broxbourne	17	Brimsgate	6		
Braintree	16	Peterborough	4		
Sudbury (Suffolk)	16	Ponders End	4		
Harold Wood	16	Ely	4		
Wickford	16	North Walsham	4		
Bury St Edmunds	16	Forest Gate	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		



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