



## **NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009**

### **TOC REPORT FOR HEATHROW EXPRESS**

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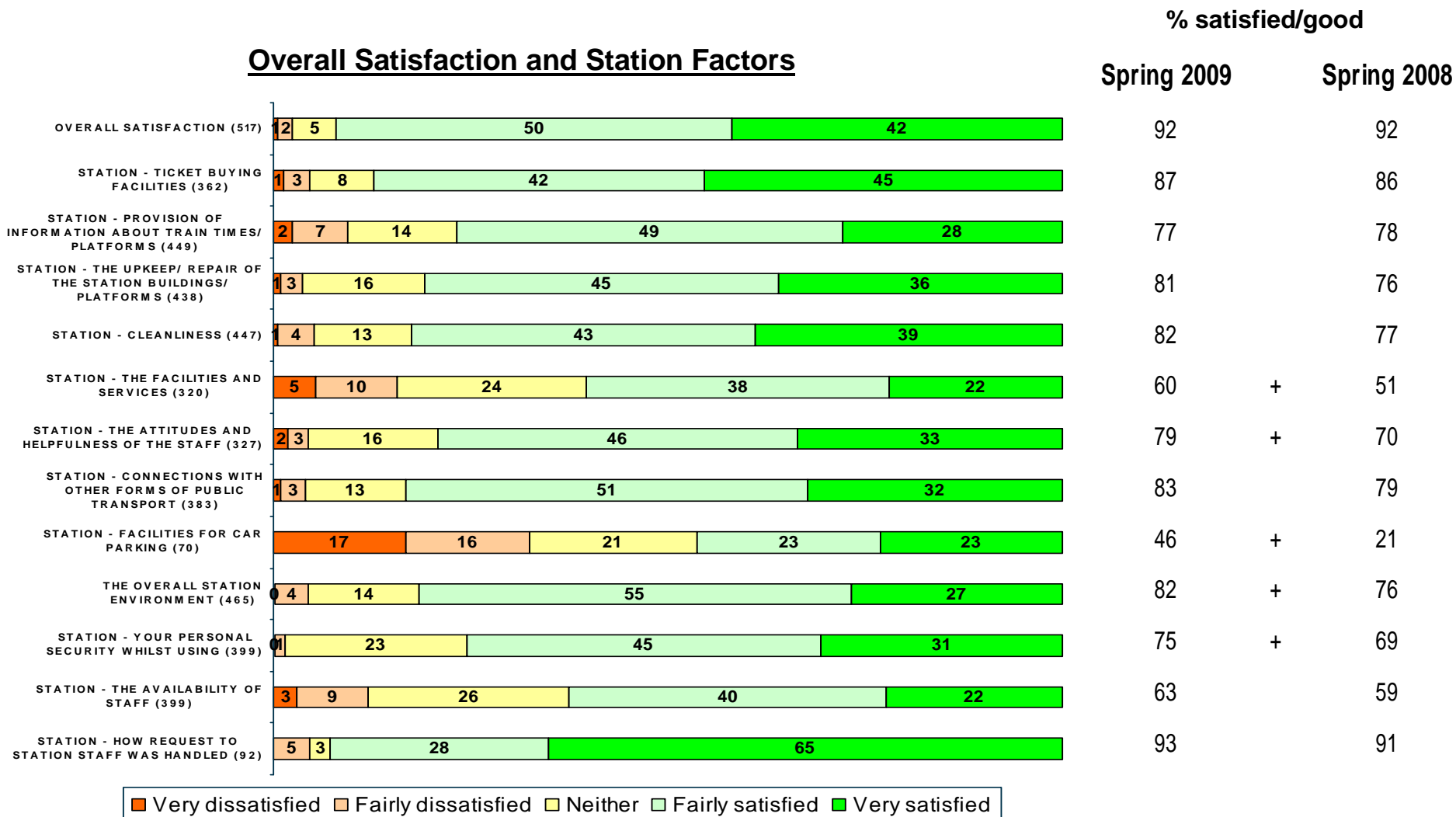
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<b>Contents</b>	<b>Page No</b>
Overall Satisfaction and Station Factors for TOC	2
Train Factors for TOC	3-4
Overall Satisfaction and Station Factors for TOC type	5
Train Factors for TOC type	6-7
Trends in all 32 Satisfaction Factors for TOC	8-15
Methodology	16
Issues affecting fieldwork	17-20
Sample profile for TOC and TOC type	21-22
Stations sampled - unweighted and weighted data	23
Sample profile for all TOCs - weighted	24
Sample profile for all TOCs - unweighted	25

## HEATHROW EXPRESS

### Overall Satisfaction and Station Factors



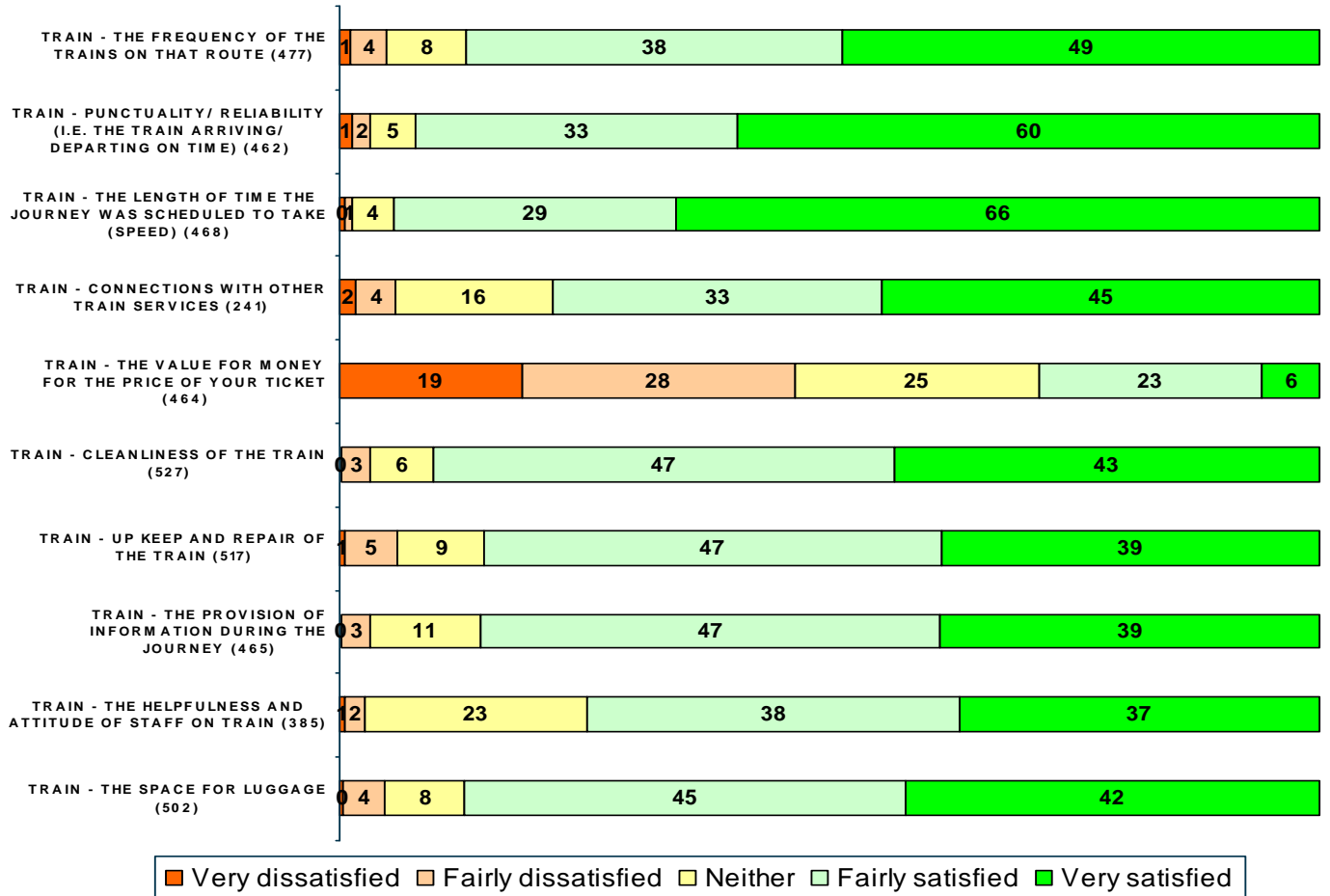
■ Very dissatisfied 
 ■ Fairly dissatisfied 
 ■ Neither 
 ■ Fairly satisfied 
 ■ Very satisfied

+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

HEATHROW EXPRESS

Train Factors (I)

% satisfied/good  
Spring 2009      Spring 2008

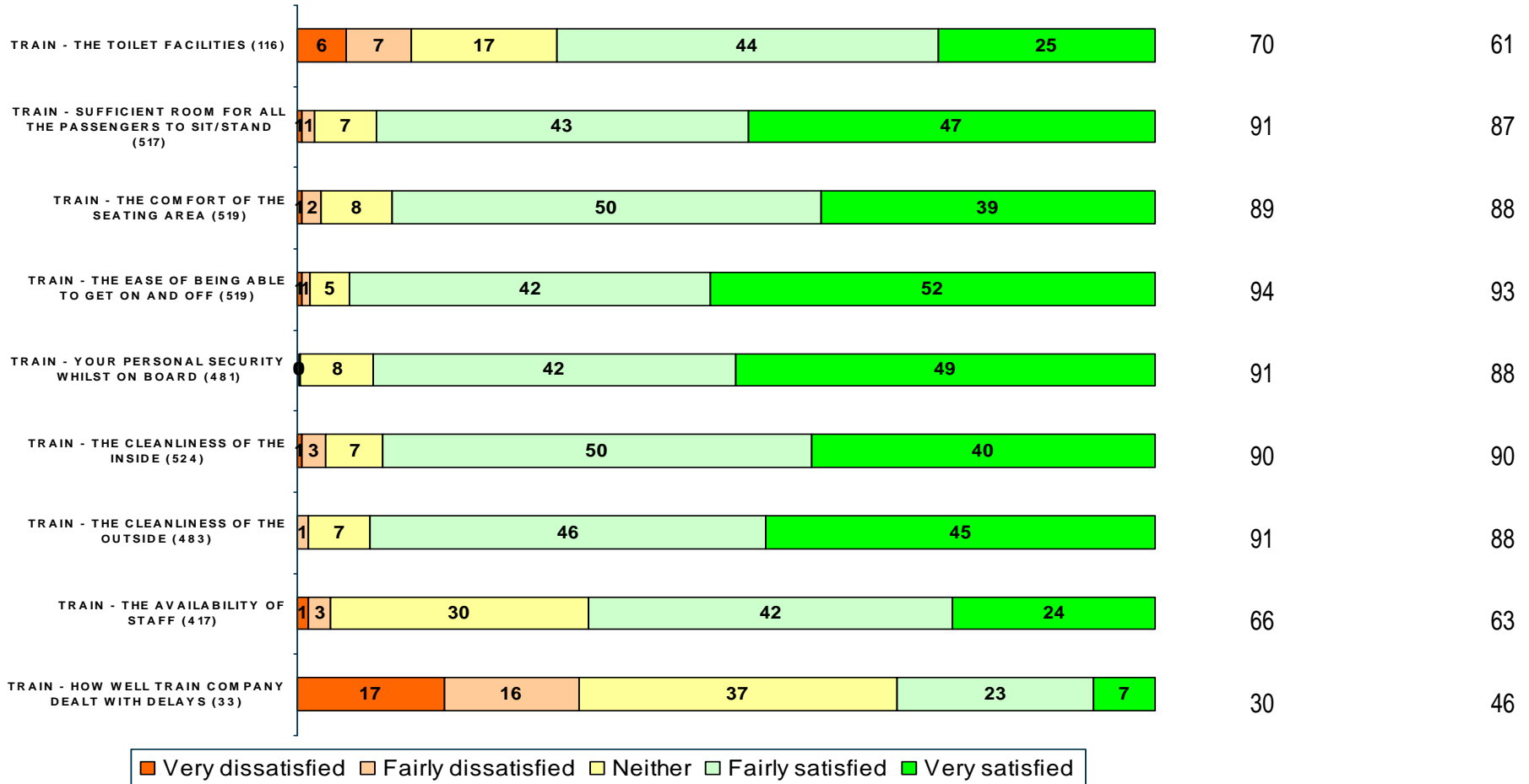


+ denotes significant increase  
- denotes significant decrease  
at 95% confidence level

HEATHROW EXPRESS

Train Factors (II)

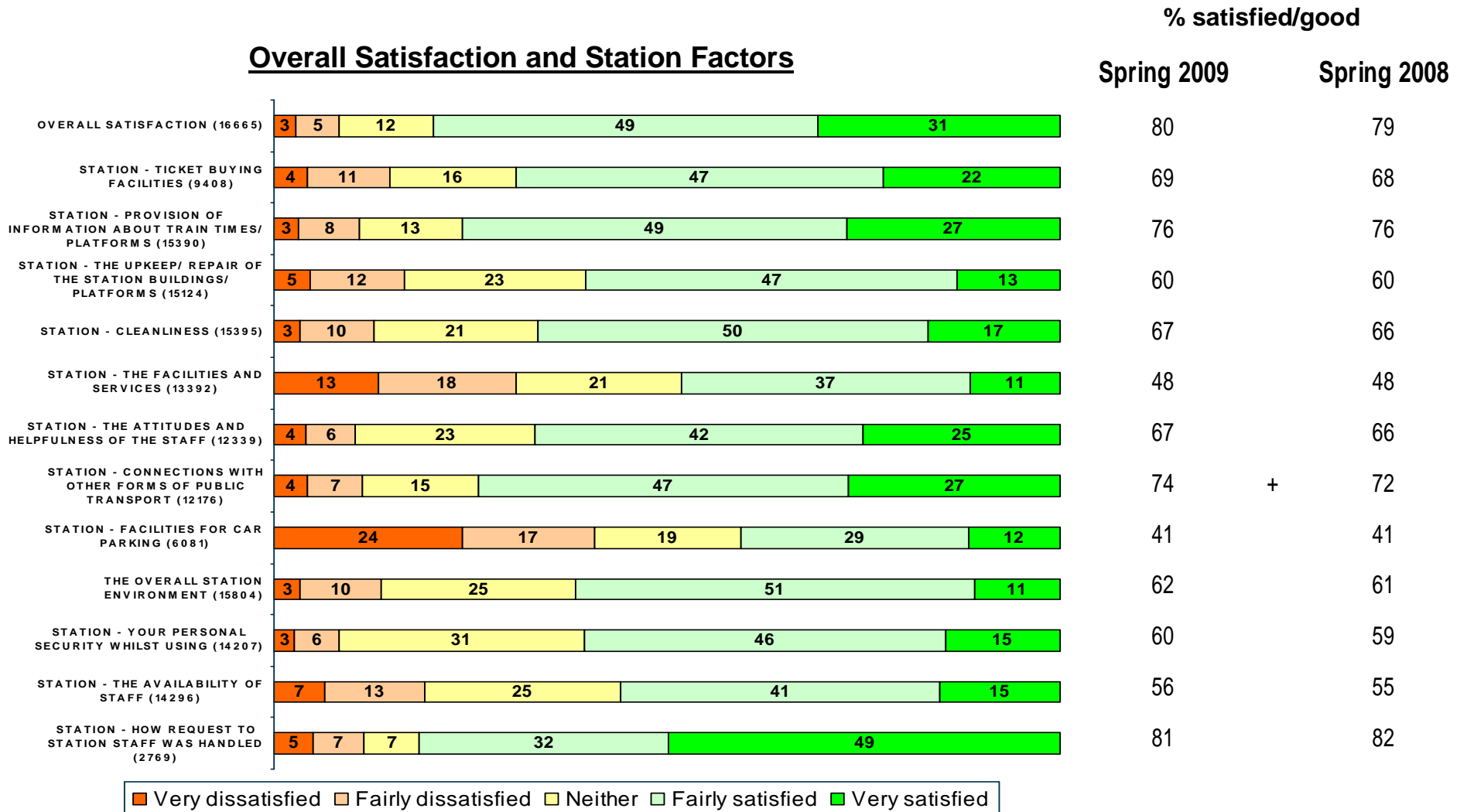
% satisfied/good  
Spring 2009      Spring 2008



+ denotes significant increase  
- denotes significant decrease  
at 95% confidence level

LONDON AND SOUTH EAST

Overall Satisfaction and Station Factors

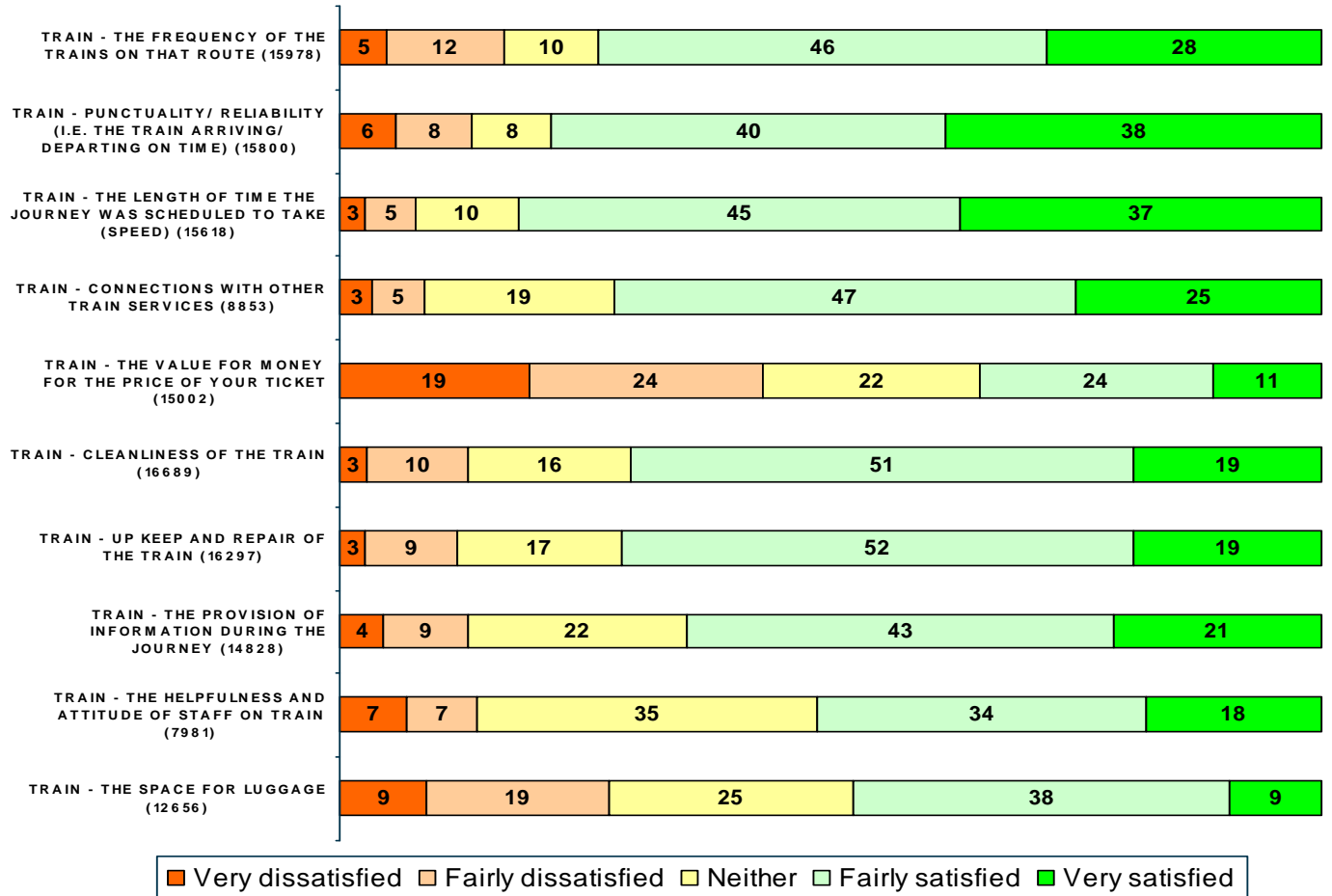


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (I)

% satisfied/good  
Spring 2009      Spring 2008



Train Factor	Spring 2009	Change	Spring 2008
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE (15978)	74		73
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (15800)	79		78
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (15618)	82		81
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES (8853)	72	+	69
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (15002)	35		36
TRAIN - CLEANLINESS OF THE TRAIN (16689)	70		70
TRAIN - UP KEEP AND REPAIR OF THE TRAIN (16297)	71	+	69
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY (14828)	65		64
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (7981)	51		51
TRAIN - THE SPACE FOR LUGGAGE (12656)	48		47

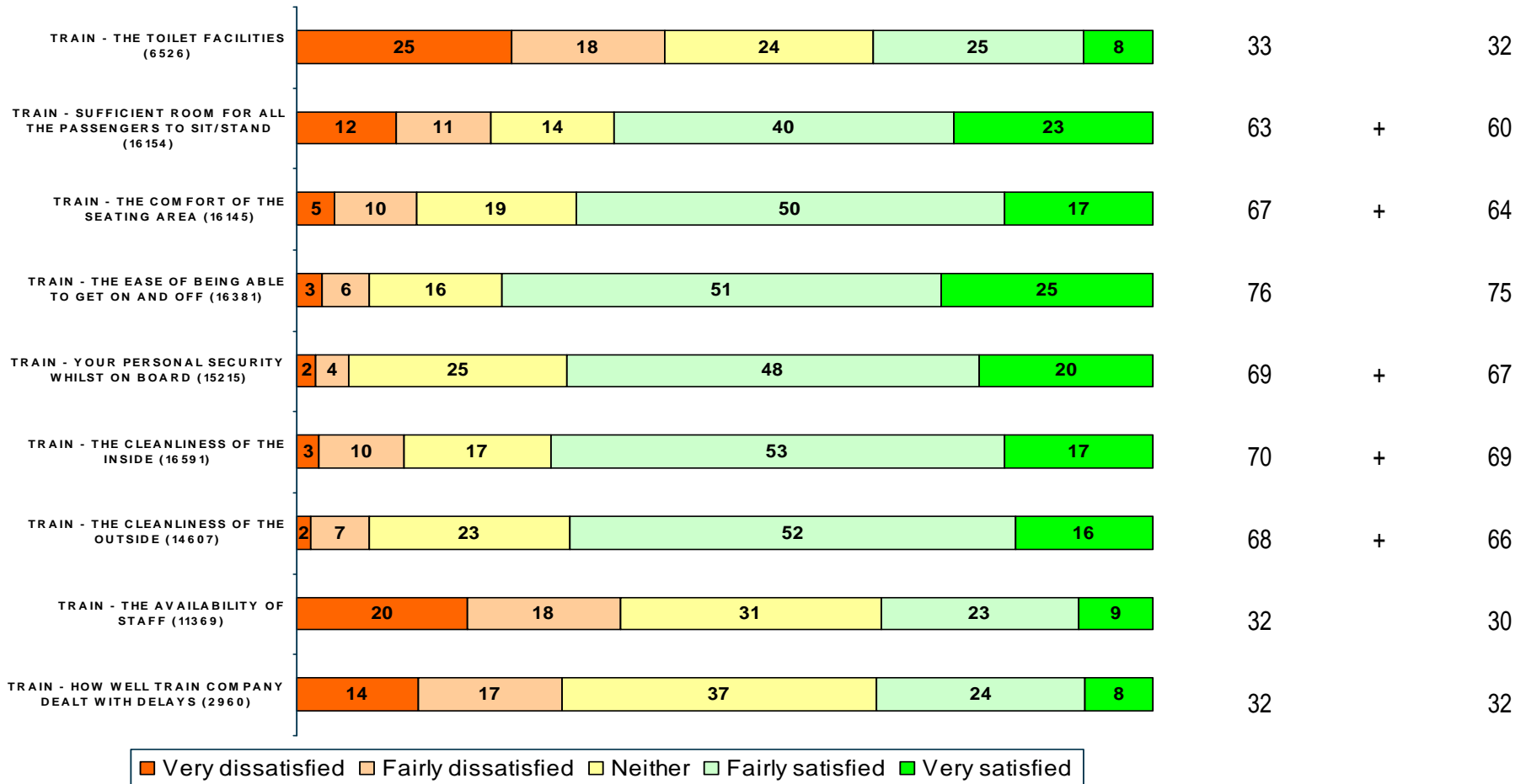
Very dissatisfied    Fairly dissatisfied    Neither    Fairly satisfied    Very satisfied

+ denotes significant increase  
- denotes significant decrease  
at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (II)

% satisfied/good  
 Spring 2009      Spring 2008



+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

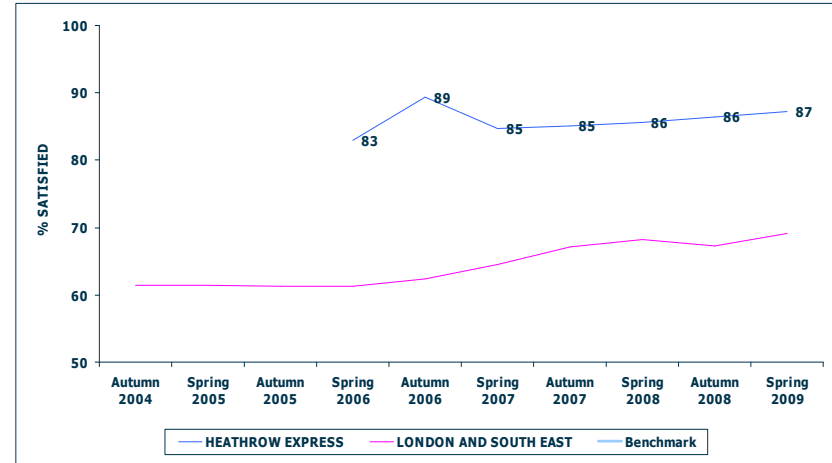


HEATHROW EXPRESS

OVERALL SATISFACTION (517)



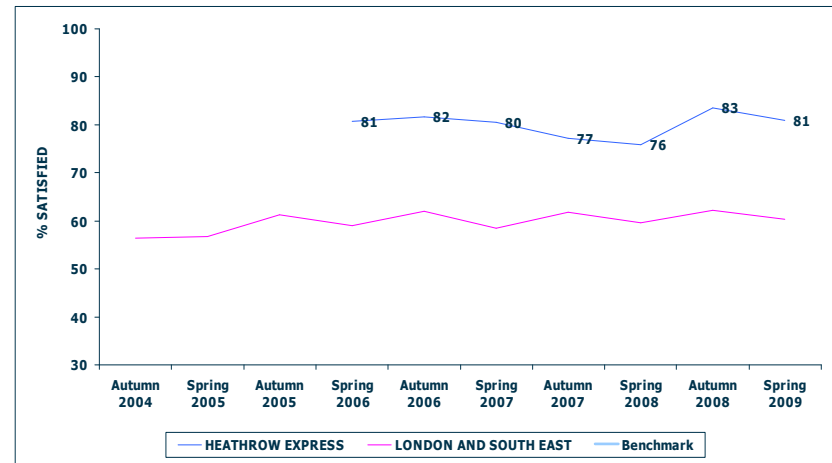
STATION – TICKET BUYING FACILITIES (362)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (449)



STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (438)



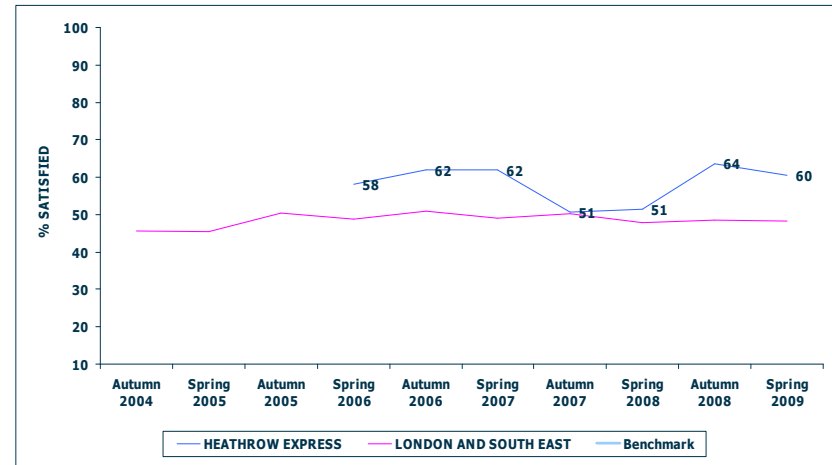
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

HEATHROW EXPRESS

STATION - CLEANLINESS (447)



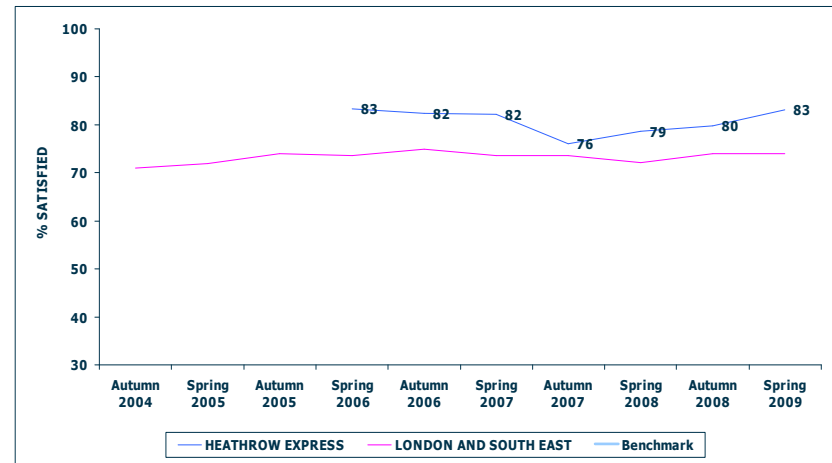
STATION – THE FACILITIES AND SERVICES (320)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (327)



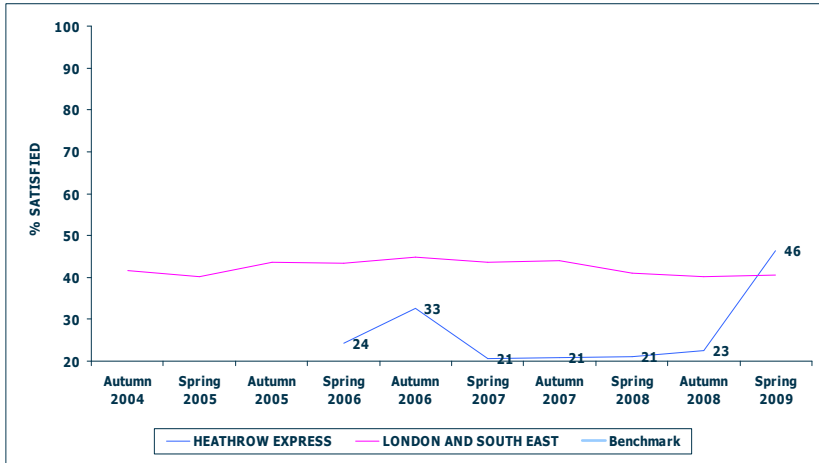
STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (383)



N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

HEATHROW EXPRESS

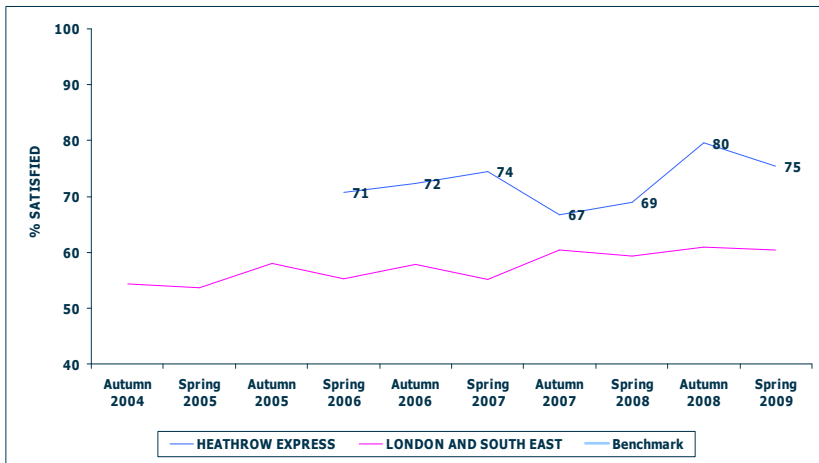
STATION – FACILITIES FOR CAR PARKING (70)



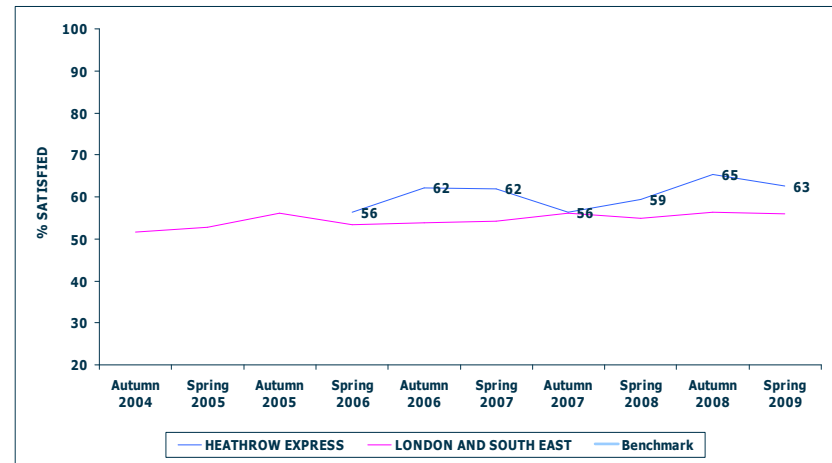
STATION – OVERALL ENVIRONMENT (465)



STATION – YOUR PERSONAL SECURITY WHILST USING (399)



STATION – THE AVAILABILITY OF STAFF (399)



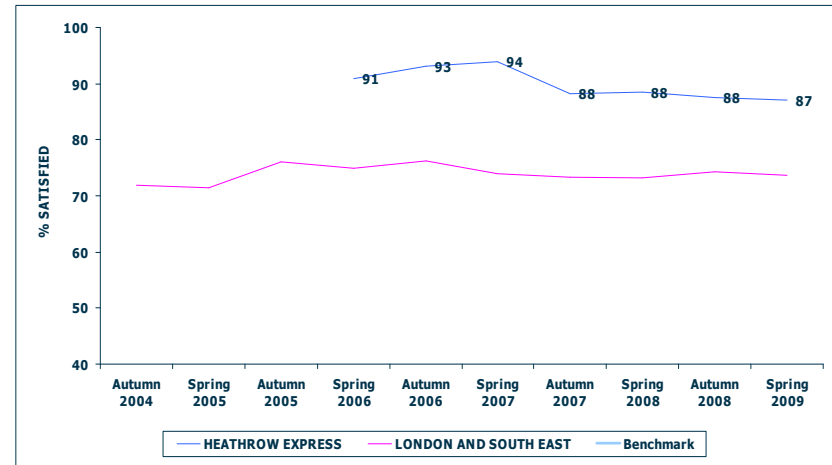
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

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STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (92)



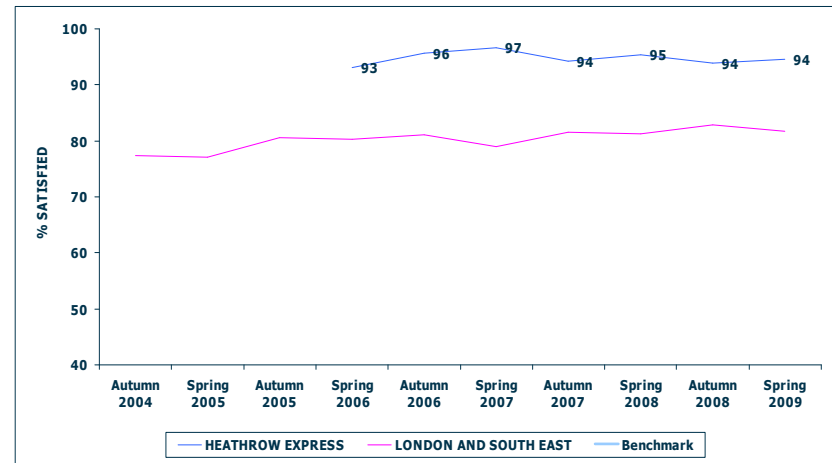
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (477)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (462)

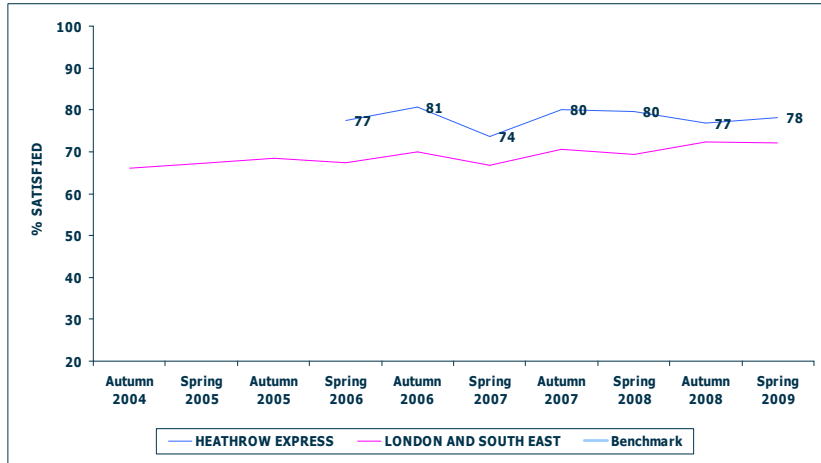


TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (468)



HEATHROW EXPRESS

TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (241)



TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (464)



TRAIN – CLEANLINESS OF THE TRAIN (527)



TRAIN – UP KEEP AND REPAIR OF THE TRAIN (517)



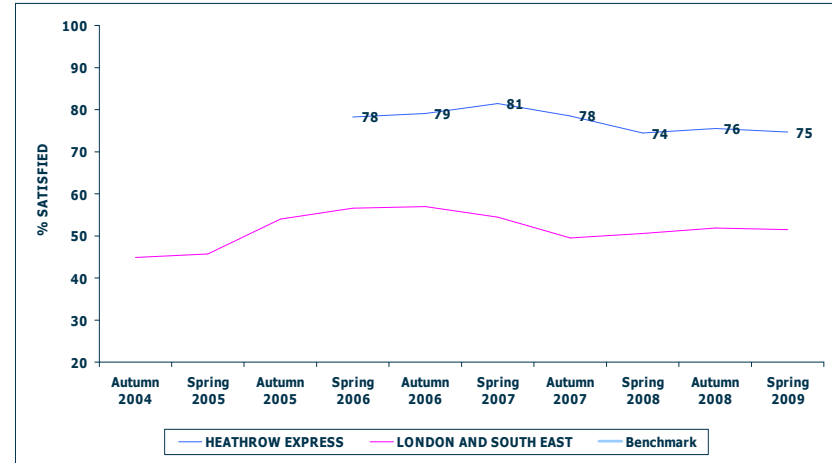
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

HEATHROW EXPRESS

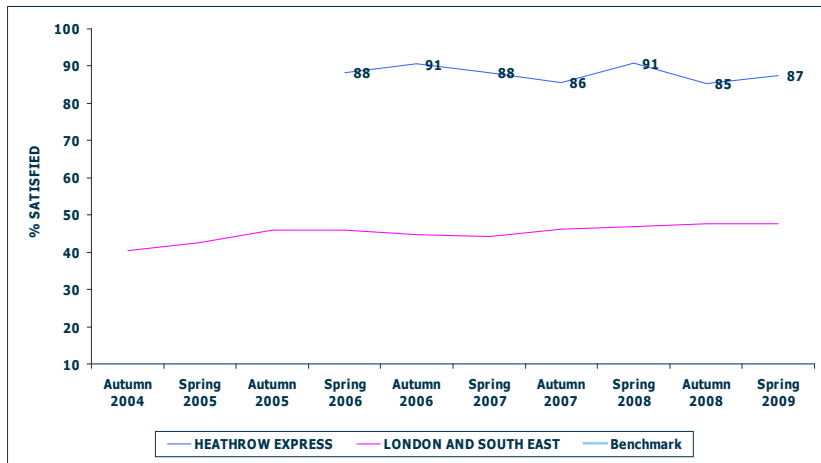
TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (465)



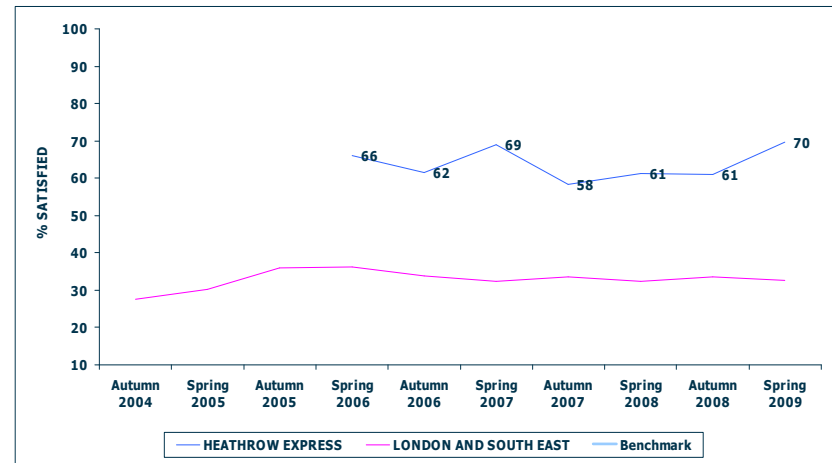
TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (385)



TRAIN – THE SPACE FOR LUGGAGE (502)



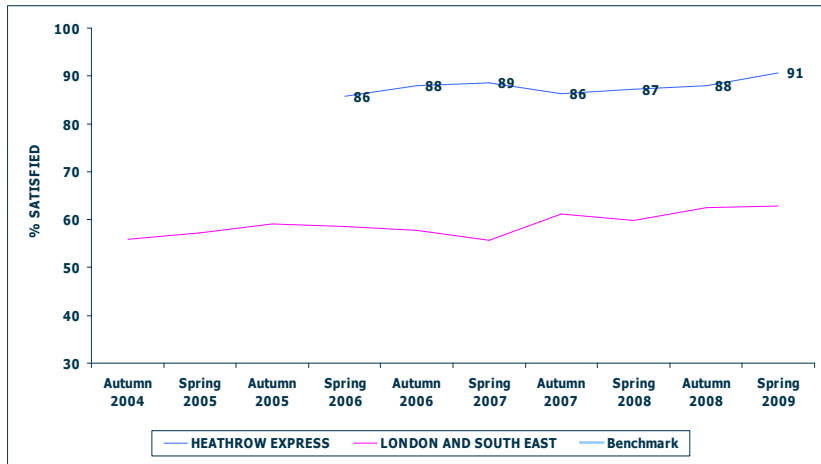
TRAIN – THE TOILET FACILITIES (116)



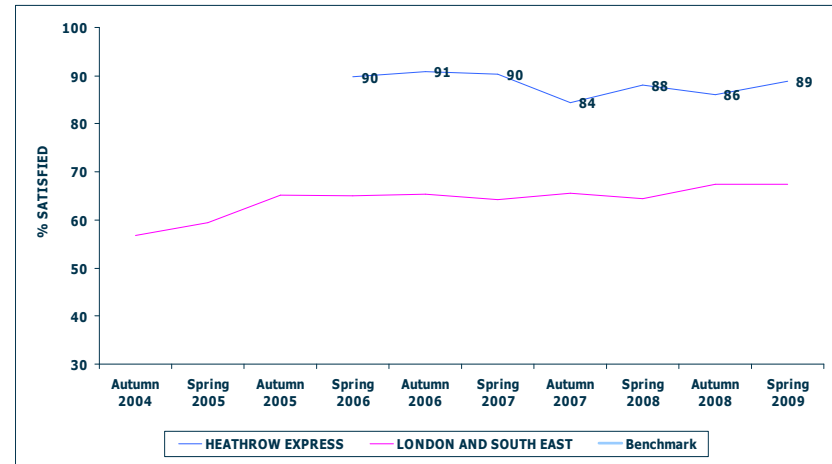
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

HEATHROW EXPRESS

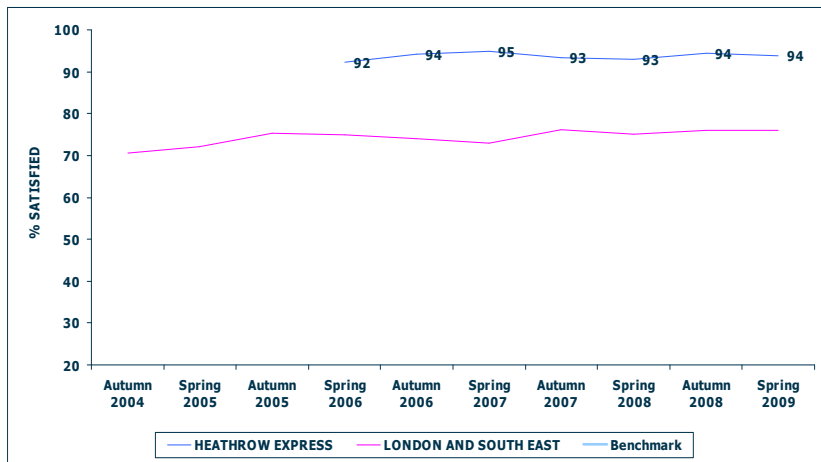
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (517)



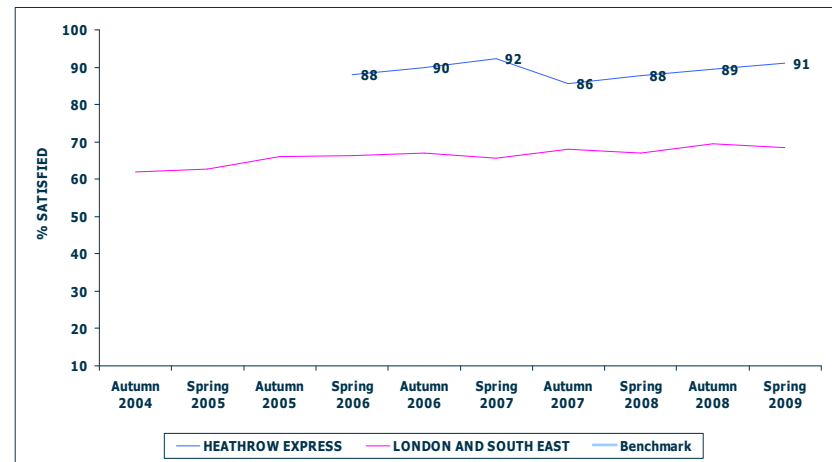
TRAIN – THE COMFORT OF THE SEATING AREA (519)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (519)



TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (481)



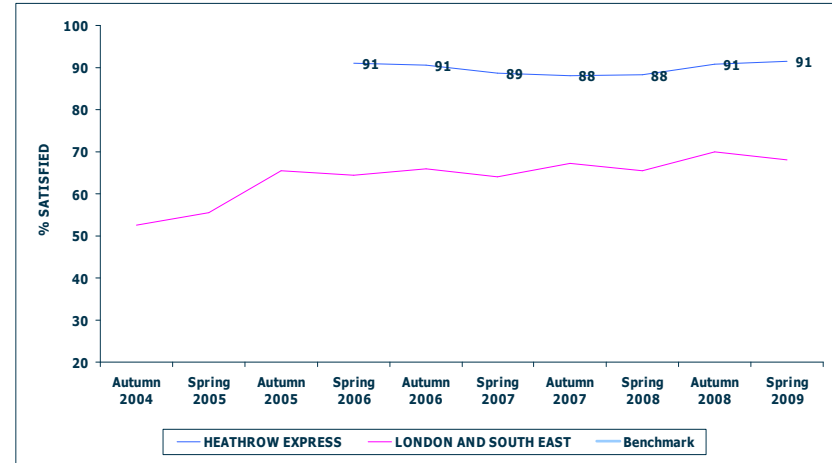
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

HEATHROW EXPRESS

TRAIN – THE CLEANLINESS OF THE INSIDE (524)



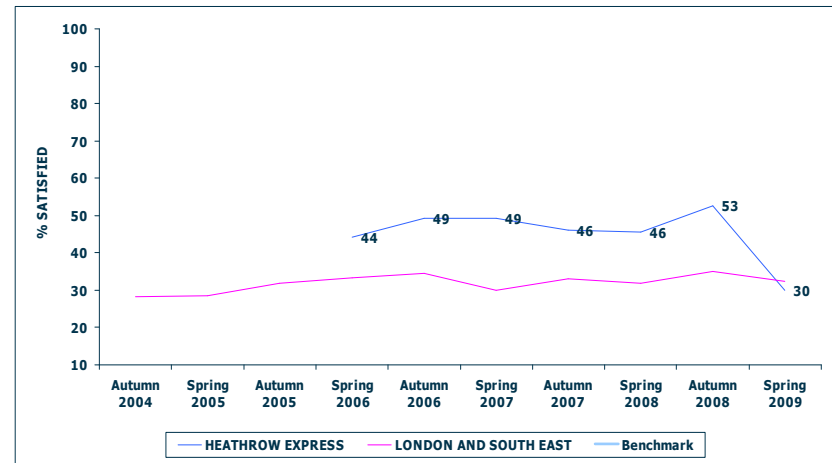
TRAIN – THE CLEANLINESS OF THE OUTSIDE (483)



TRAIN – THE AVAILABILITY OF STAFF (417)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (33)



N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS



# METHODOLOGY

Questionnaires are 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 Wave 8, fieldwork took place over 3 weeks.

In Wave 9, 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

The data for number of journeys and profiles by these variables was generated from ORR data (2007).

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.

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

Wave 20 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.

Wave 19 fieldwork was undertaken between 1 September 2008 and 2 November 2008. Top up shifts were run between 3 November and 15 November 2008. The total fieldwork period was very similar to the corresponding waves in other years (other than 2007).

As usual, line closures due to planned engineering work required us to reschedule many shifts at stations where no trains were running. Some shifts were aborted if a station only had a replacement bus service.

In 3 areas, shifts were rescheduled because of strike action, or planned strike action.

Fatalities on the line once again led to some shifts having to be rescheduled.

Extreme weather caused some disruption to the schedule, either because trains couldn't run on flooded tracks, or because fieldworkers couldn't reach rural stations because of snowfall.

Wave 18 fieldwork was undertaken between 19 January and 7 March 2008. Top up shifts were run between 8 March and 17 March 2008. The fieldwork period was shorter, and started earlier than the corresponding wave in 2007 because Easter was unusually early.

Fieldwork ran smoothly, with just a small number of problems affecting specific TOCs.

Planned engineering work required us to reschedule a lot of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service.

Over-running engineering works led to some weekend disruption.

6 Nations Rugby matches caused a couple of alterations to the initial schedule.

Two shifts had to be aborted because the police had closed the station.

"Passenger action" disrupted train services to such an extent that 3 shifts (Paddington and Heathrow) had to be aborted and rescheduled.

Wave 17 fieldwork was undertaken between 1 September and 9 November 2007. Top up shifts were run between 10 November and 1 December 2007. The fieldwork period was extended compared to the corresponding wave in 2006 because of the need to achieve targets for individual TOCs.

Fieldwork ran smoothly, with just a small number of problems affecting specific TOCs,

Planned engineering work required us to reschedule a handful of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service. One shift was aborted because police had closed the station after an incident.

One shift at Cardiff was re-scheduled because an international rugby match was likely to lead to overcrowding at the station.

HEATHROW EXPRESS

WEIGHTED SAMPLE PROFILE

	Spring 2009	Spring 2008		Spring 2009	Spring 2008
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	61	58	None	90	85
Female	35	38	Minor	6	9
Not stated	3	3	Major	1	4
			Not stated	3	3
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	3	5	Yes	27	30
26-34	20	21	No	73	70
35-44	29	29			
45-54	25	26	<u>TIME OF TRAVEL</u>		
55-59	12	7	Peak	17	15
60-64	5	7	Off peak	83	85
65+	4	2			
Not stated	3	3	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	9	11
Commuter	3	2	Yes: Information	10	8
Business	68	59	Couldn't find anyone to ask	3	2
Leisure	29	38	No	71	79
			Not stated	8	2

LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

	Spring 2009 %	Spring 2008 %		Spring 2009 %	Spring 2008 %
<u>SEX</u>			<u>DELAYS</u>		
Male	44	46	None	79	79
Female	53	51	Minor	16	17
Not stated	3	3	Major	3	3
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	11	12	Yes	69	70
26-34	19	19	No	31	30
35-44	22	22			
45-54	21	21	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	23	22
60-64	8	8	Off peak	77	78
65+	8	7			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	8
Commuter	50	50	Yes: Information	9	9
Business	17	17	Couldn't find anyone to ask	3	3
Leisure	33	34	No	77	80
			Not stated	4	1

STATION SAMPLE SIZES FOR HEATHROW EXPRESS

<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>
LONDON PADDINGTON	236				
HEATHROW AIRPORT T123	165				
HEATHROW TERMINAL 5	127				



**SAMPLE COMPOSITION AND WEIGHTING**

**WEIGHTED DATA**

	ANNUAL									
	JOURNEYS	JOURNEY PURPOSE			DAY OF WEEK		STATION SIZE			
TOC	(thousands)	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND	VERY LARGE	LARGE	MEDIUM	SMALL
Sample size	26918	43	15	42	86	14	29	23	25	23
Number of journeys per annum (000's)	1240580	43	17	40	85	15	27	22	25	26
CHILTERN RAILWAYS	18988	35	21	44	80	20	41	6	25	28
SOUTHERN	139900	49	16	35	89	11	20	29	26	26
SOUTHEASTERN	154100	59	14	27	90	10	23	26	25	25
NATIONAL EXPRESS EAST COAST	17985	13	27	60	76	24	31	18	26	25
FIRST GREAT WESTERN	76236	30	20	50	77	23	28	21	25	26
C2C	29900	66	4	30	93	7	28	20	26	27
MERSEYRAIL	36224	37	8	55	80	20	22	24	28	26
FIRST SCOTRAIL	81344	28	10	62	78	22	19	31	25	25
SOUTH WEST TRAINS	186943	45	19	36	85	15	37	14	25	23
VIRGIN TRAINS	27804	10	24	66	75	25	29	18	26	27
ARRIVA TRAINS WALES	21494	28	8	64	81	19	27	21	26	26
FIRST TRANSPENNINE EXPRESS	18468	31	14	55	80	20	19	28	27	26
NATIONAL EXPRESS EAST ANGLIA	108048	60	17	23	89	11	33	16	24	27
NORTHERN RAIL	81277	38	9	53	83	17	21	28	25	25
FIRST CAPITAL CONNECT	100013	45	26	29	89	11	24	23	25	29
EAST MIDLANDS TRAINS	24683	23	28	49	82	18	28	18	27	27
LONDON MIDLAND	48900	45	14	41	85	15	36	13	24	27
LONDON OVERGROUND	29564	62	4	34	85	15	15	33	25	27
CROSSCOUNTRY	28800	2	25	73	78	22	23	27	24	26

**SAMPLE COMPOSITION AND WEIGHTING**

**UNWEIGHTED DATA**

TOC	SAMPLE	JOURNEY PURPOSE			DAY OF WEEK		STATION SIZE			
	SIZE	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND	VERY LARGE	LARGE	MEDIUM	SMALL
Sample size	26918	43	15	42	86	14	29	23	25	23
Number of journeys per annum (000's)	26918	43	15	42	86	14	29	23	25	23
CHILTERN RAILWAYS	1064	40	12	47	84	16	33	10	28	28
SOUTHERN	2310	45	15	40	86	14	24	29	19	29
SOUTHEASTERN	1536	54	8	38	83	17	31	26	25	18
NATIONAL EXPRESS EAST COAST	1081	15	28	57	85	15	34	17	34	15
FIRST GREAT WESTERN	2949	36	17	47	82	18	31	19	23	27
C2C	1054	66	6	28	89	11	33	26	21	20
MERSEYRAIL	513	56	4	40	91	9	24	39	22	15
FIRST SCOTRAIL	1034	46	11	43	88	12	12	53	25	10
SOUTH WEST TRAINS	2026	45	11	43	84	16	31	18	27	24
VIRGIN TRAINS	1131	18	32	49	84	16	43	14	19	24
ARRIVA TRAINS WALES	809	44	10	46	86	14	32	29	19	21
FIRST TRANSPENNINE EXPRESS	1084	34	15	51	86	14	26	31	25	17
NATIONAL EXPRESS EAST ANGLIA	2201	48	12	40	87	13	36	13	30	21
NORTHERN RAIL	1155	48	9	43	85	15	18	35	26	21
FIRST CAPITAL CONNECT	1661	56	11	33	90	10	22	21	26	31
EAST MIDLANDS TRAINS	1013	40	18	42	90	10	29	25	26	20
LONDON MIDLAND	1190	54	12	35	92	8	33	16	25	26
LONDON OVERGROUND	1009	63	6	30	90	10	27	21	30	23
CROSSCOUNTRY	1085	26	20	54	82	18	27	34	17	23