



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

### **TOC REPORT FOR LONDON OVERGROUND**

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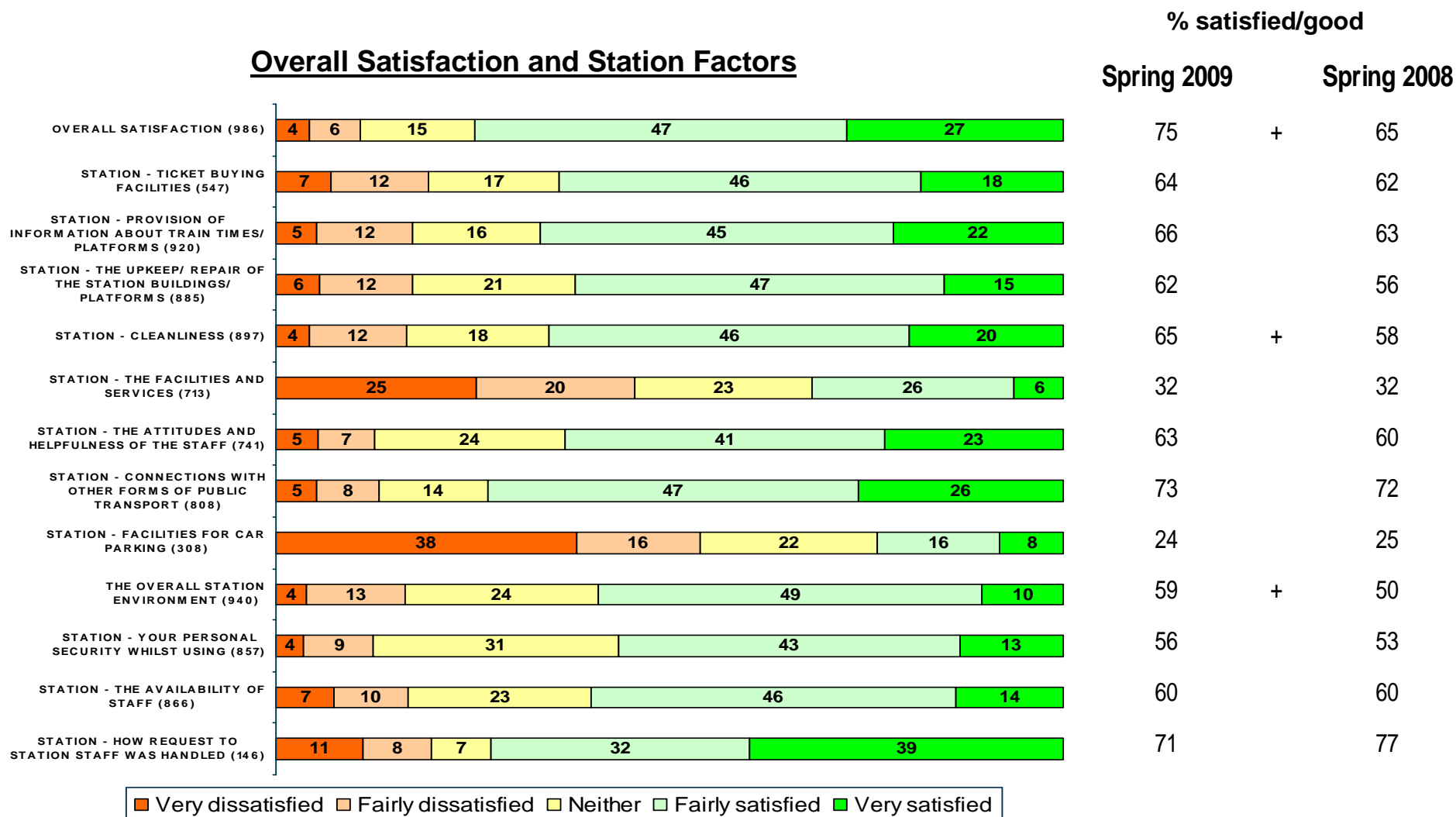
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LONDON OVERGROUND

Overall Satisfaction and Station Factors

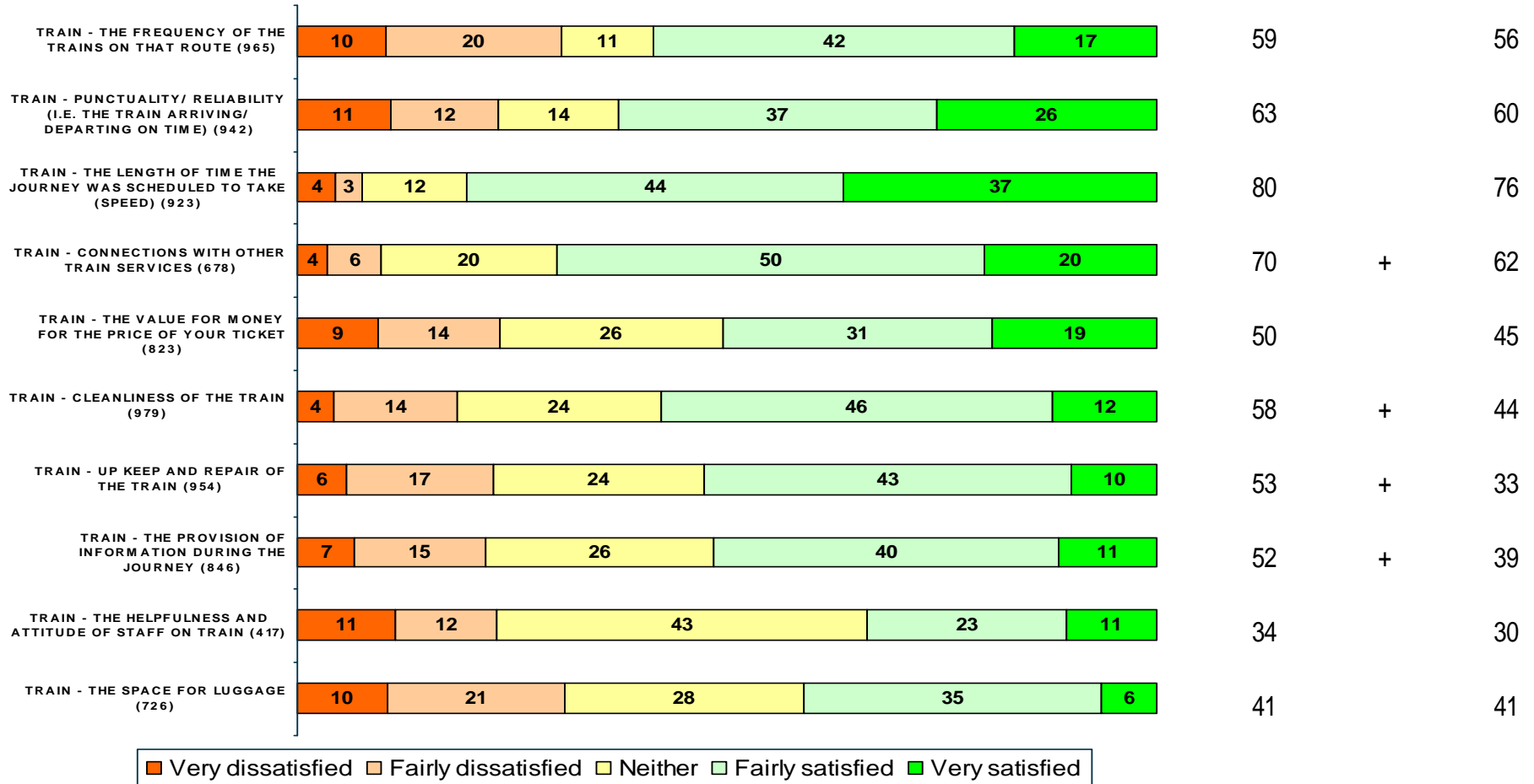


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON OVERGROUND

Train Factors (I)

% satisfied/good  
 Spring 2009      Spring 2008

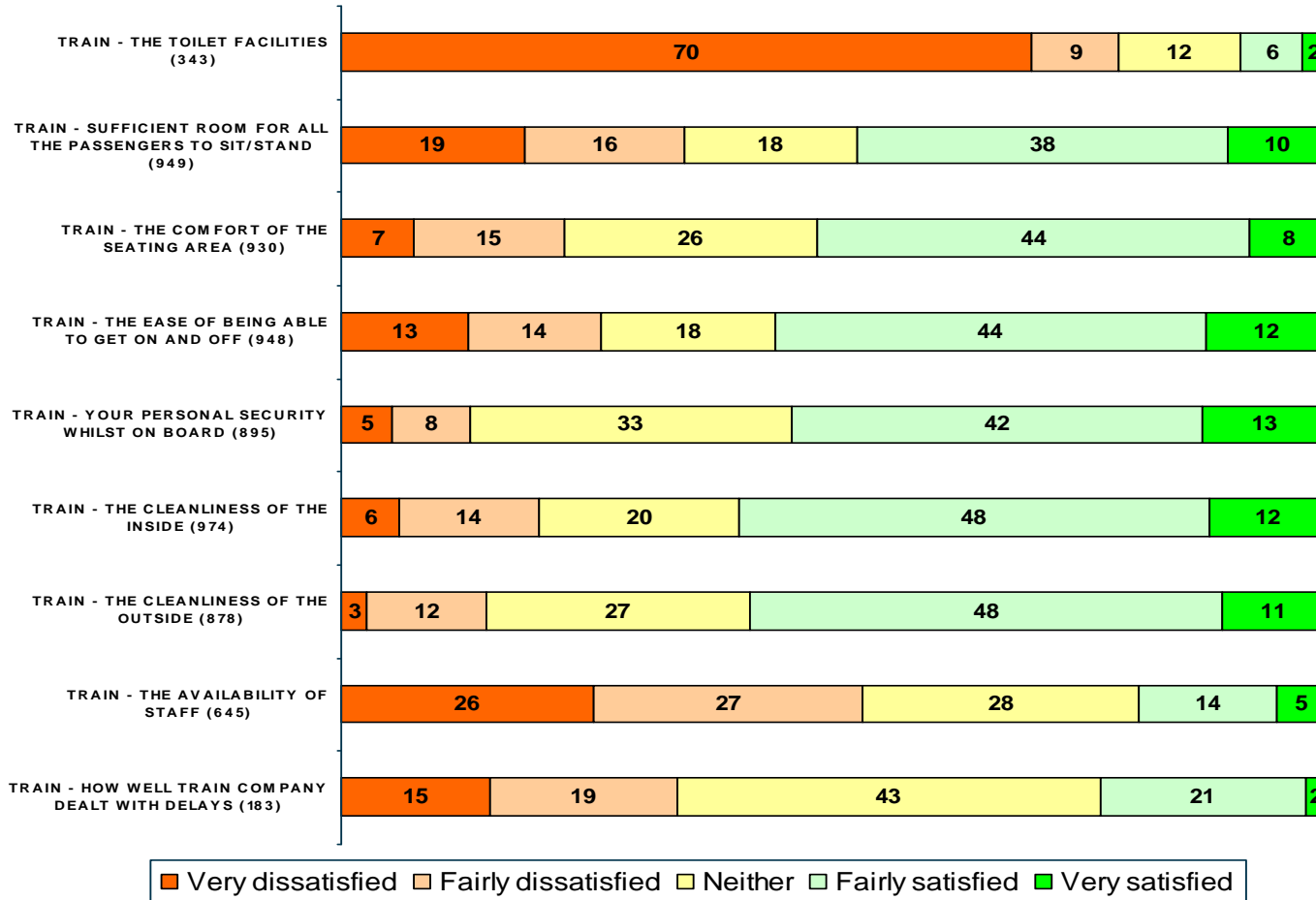


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON OVERGROUND

Train Factors (II)

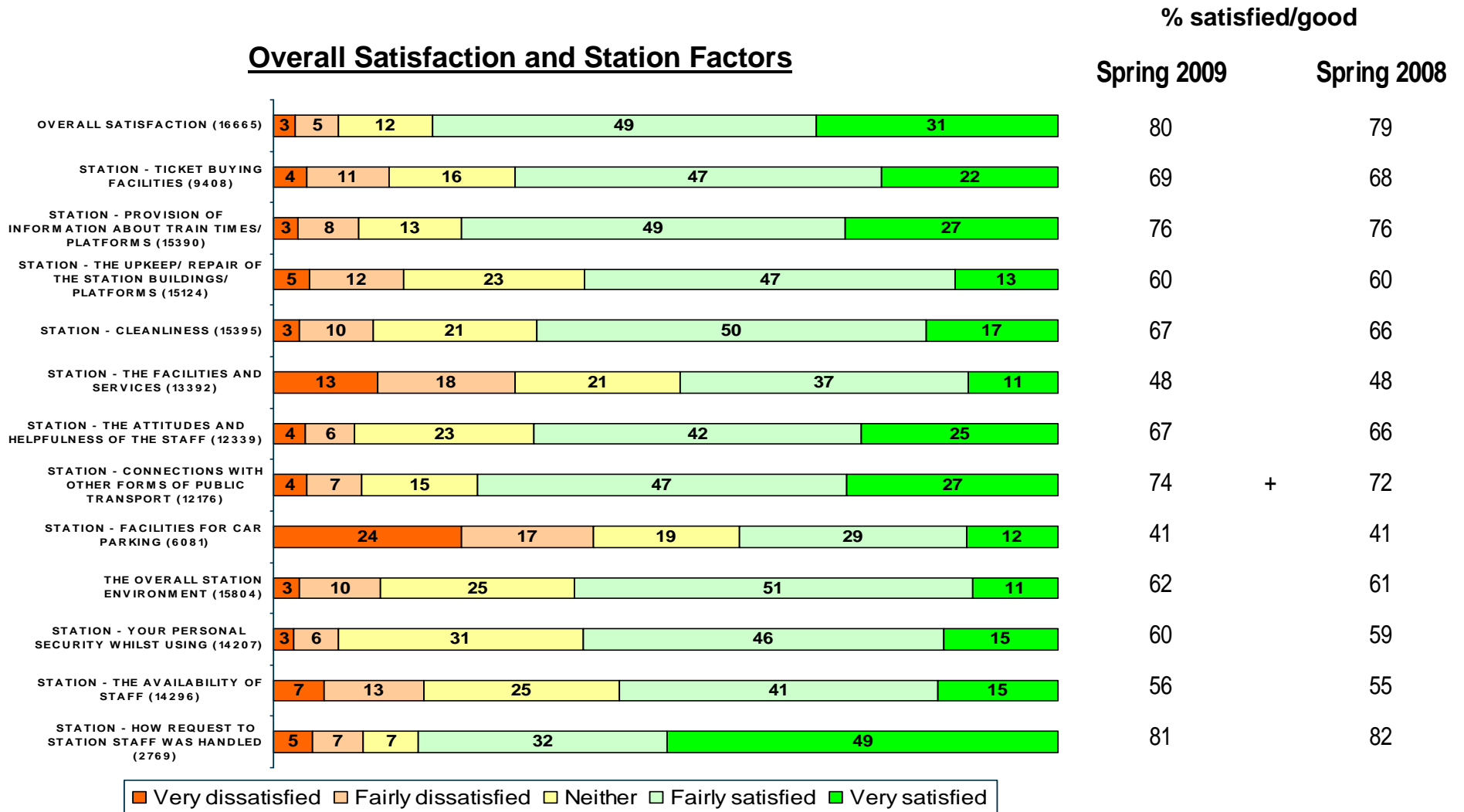
% satisfied/good  
 Spring 2009      Spring 2008



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

LONDON AND SOUTH EAST

Overall Satisfaction and Station Factors

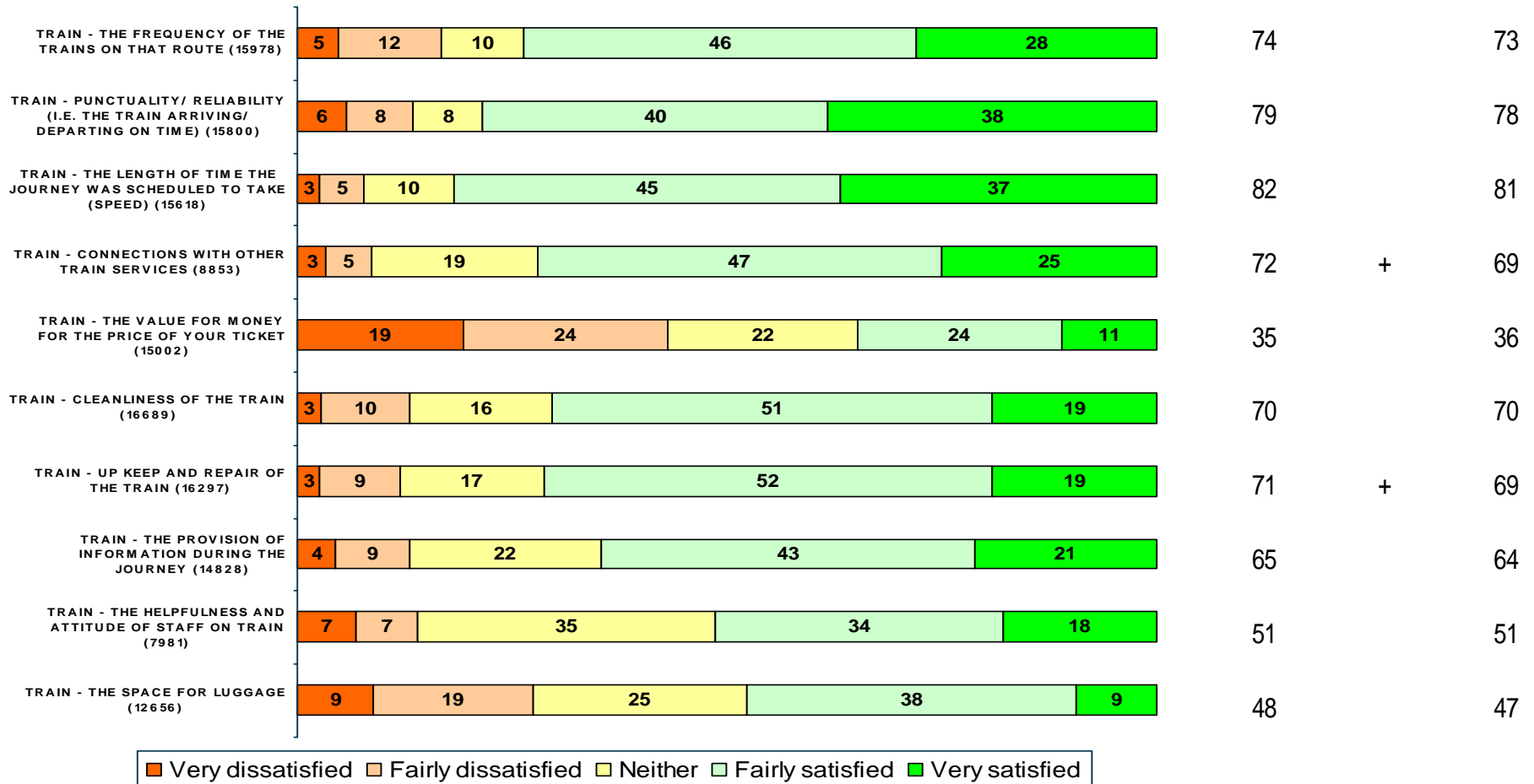


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (I)

% satisfied/good  
 Spring 2009      Spring 2008

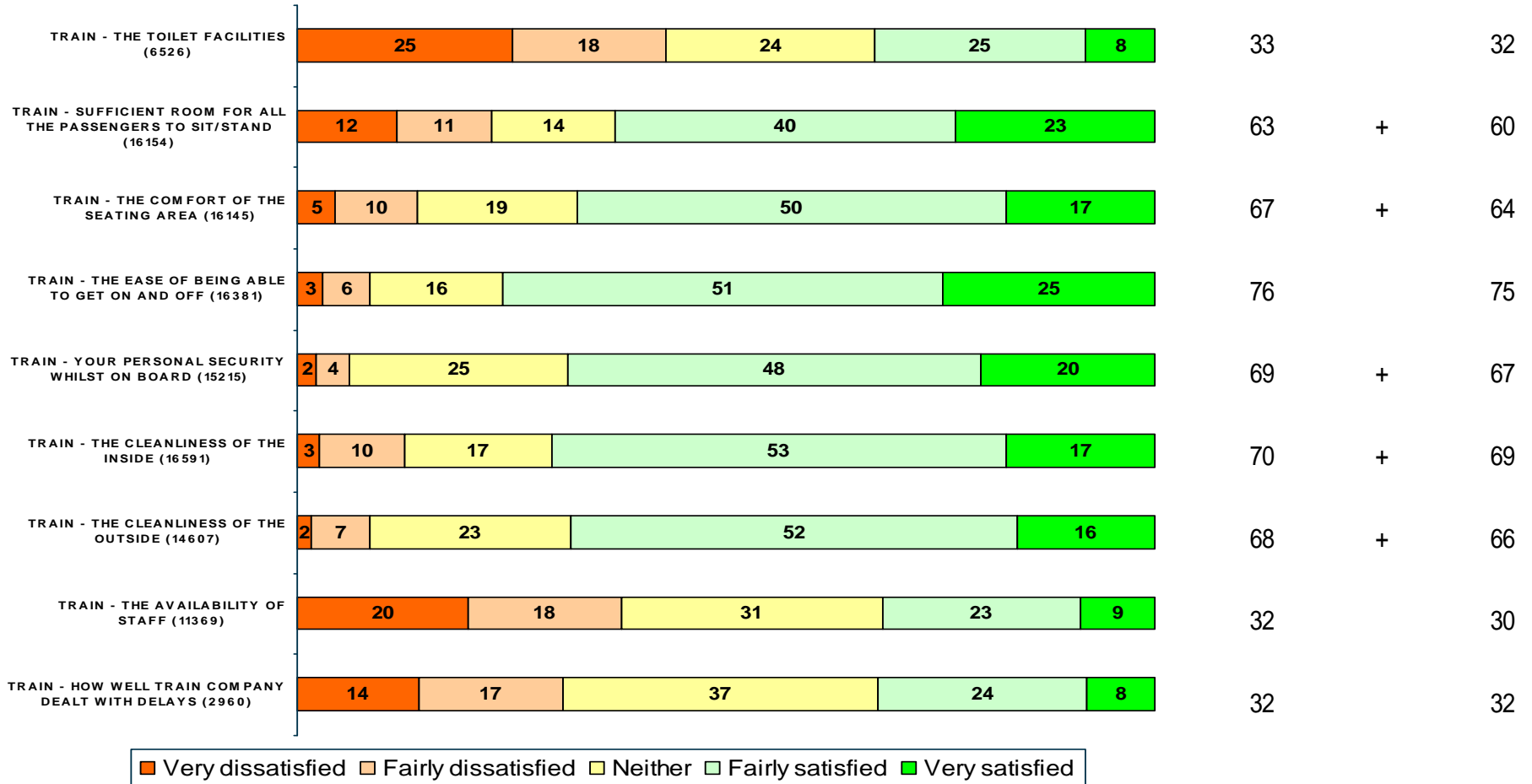


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (II)

% satisfied/good  
 Spring 2009      Spring 2008

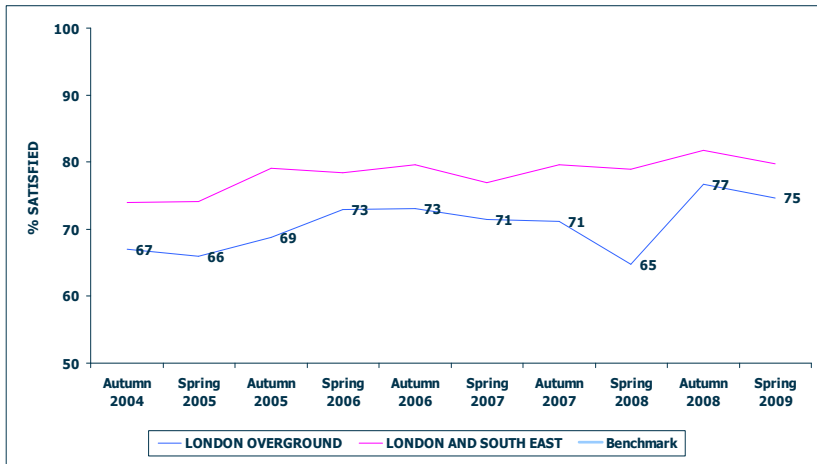


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

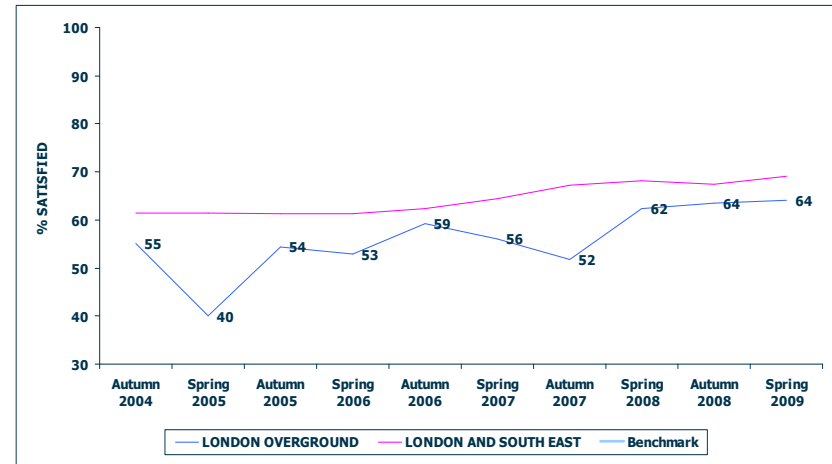


LONDON OVERGROUND

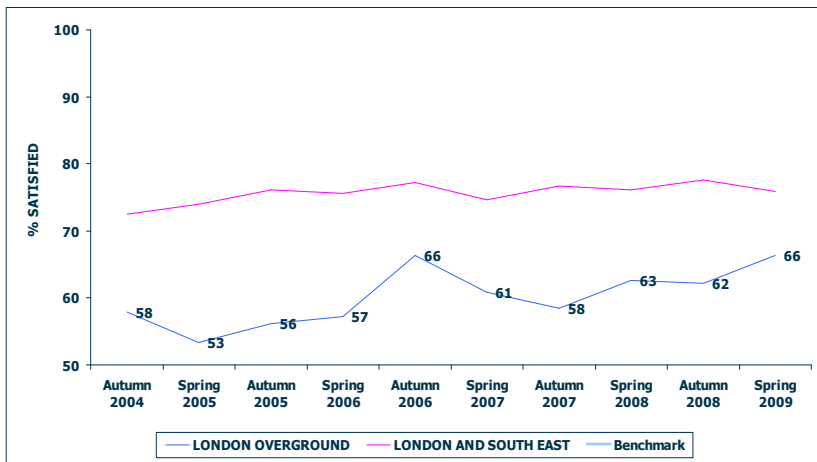
OVERALL SATISFACTION (986)



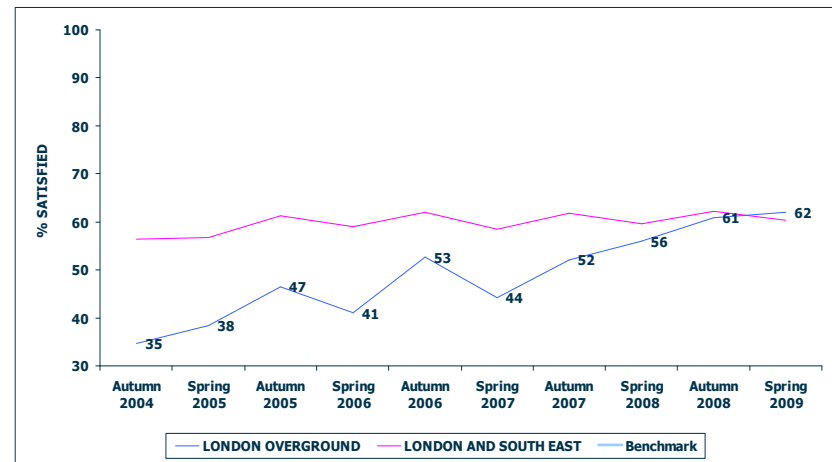
STATION – TICKET BUYING FACILITIES (547)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (920)



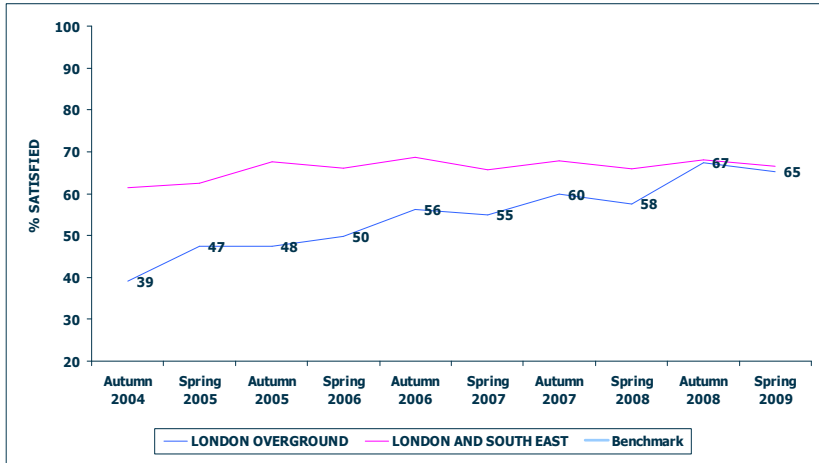
STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (885)



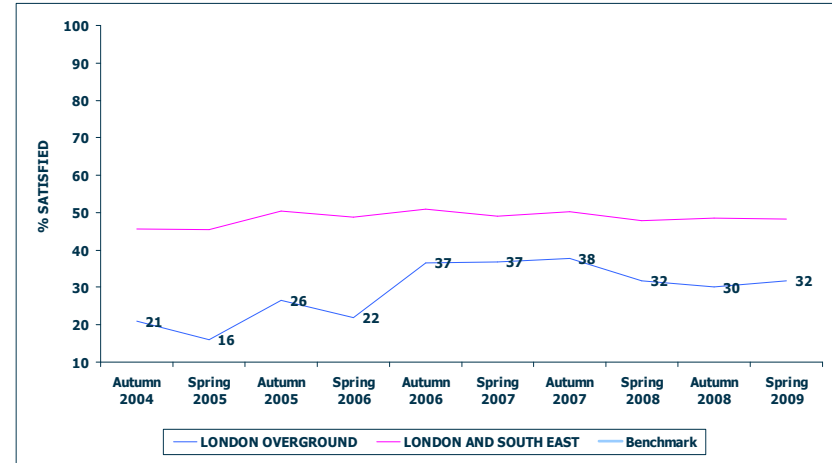
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

LONDON OVERGROUND

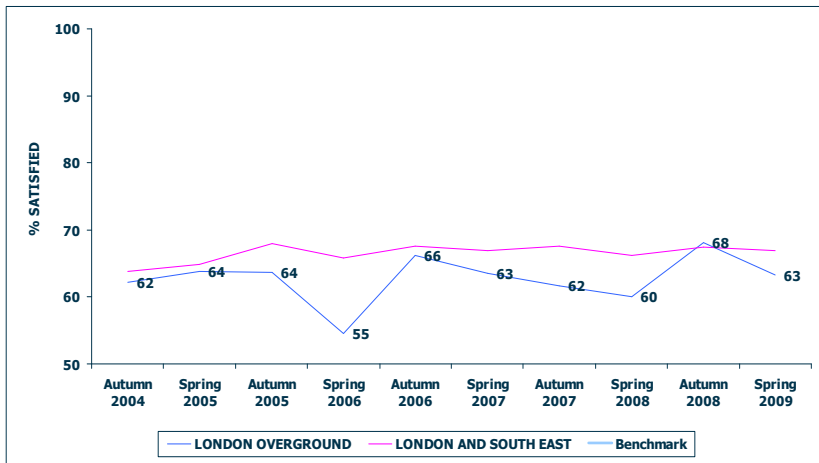
STATION - CLEANLINESS (897)



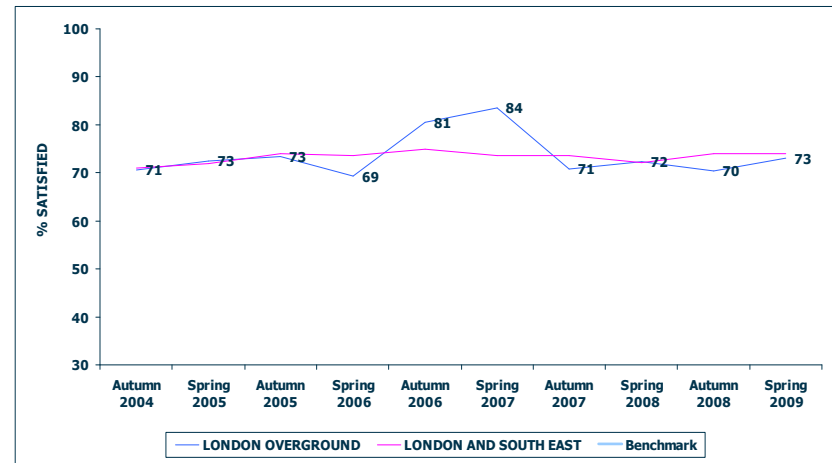
STATION – THE FACILITIES AND SERVICES (713)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (741)



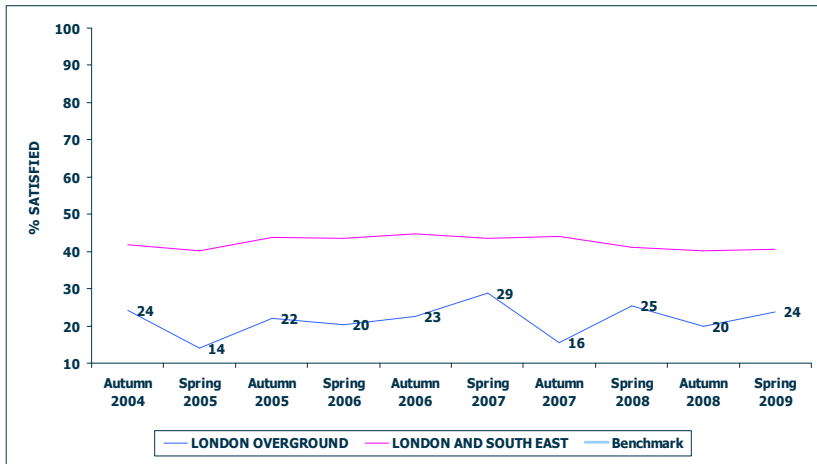
STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (808)



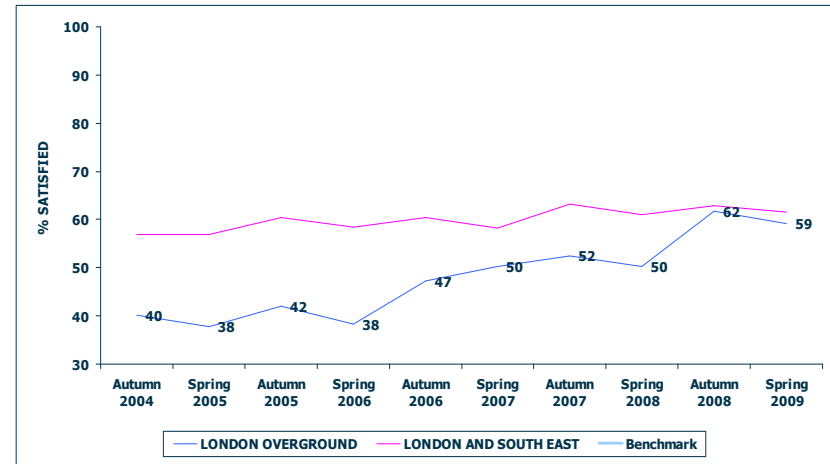
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

LONDON OVERGROUND

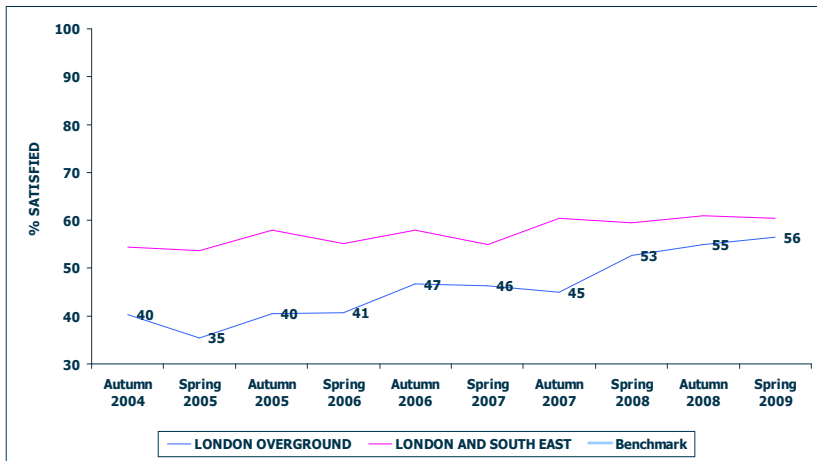
STATION – FACILITIES FOR CAR PARKING (308)



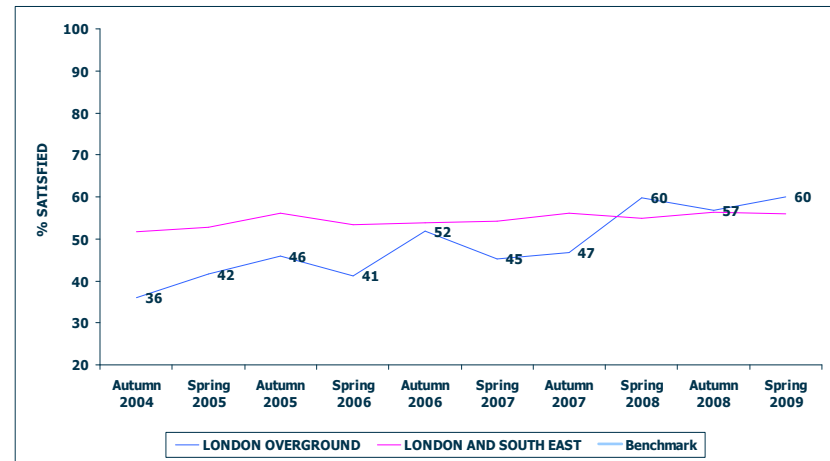
STATION – OVERALL ENVIRONMENT (940)



STATION – YOUR PERSONAL SECURITY WHILST USING (857)



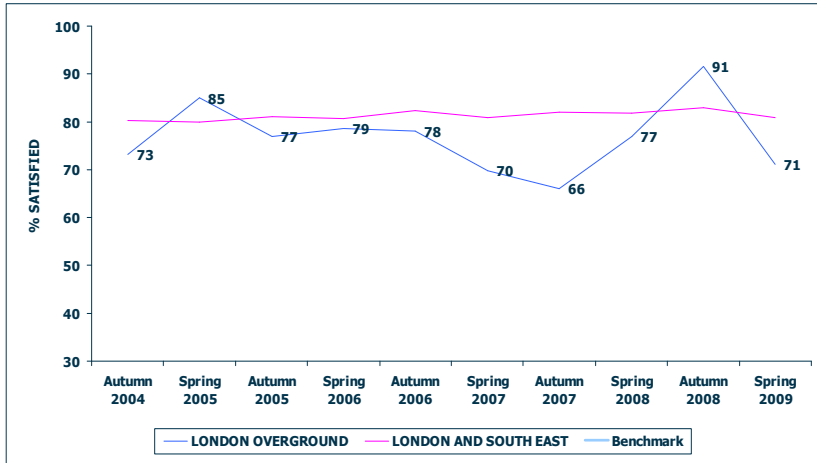
STATION – THE AVAILABILITY OF STAFF (866)



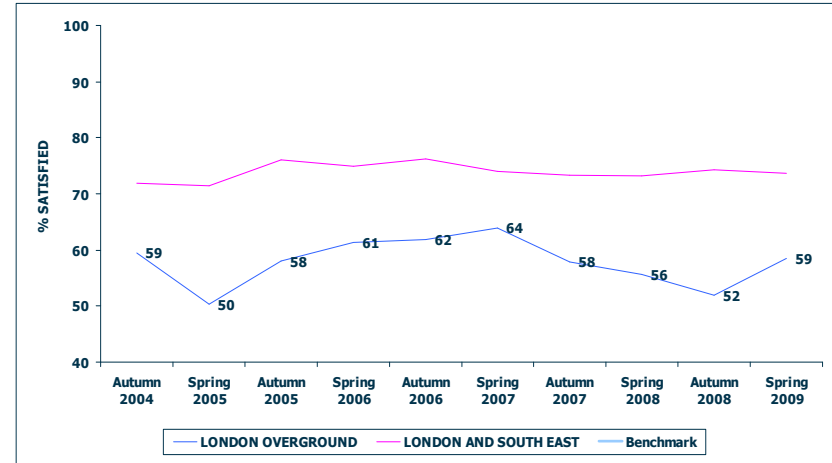
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

LONDON OVERGROUND

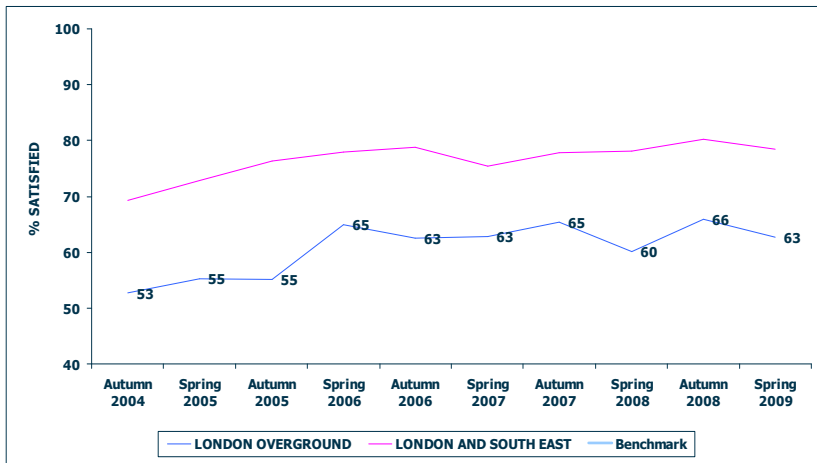
STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (146)



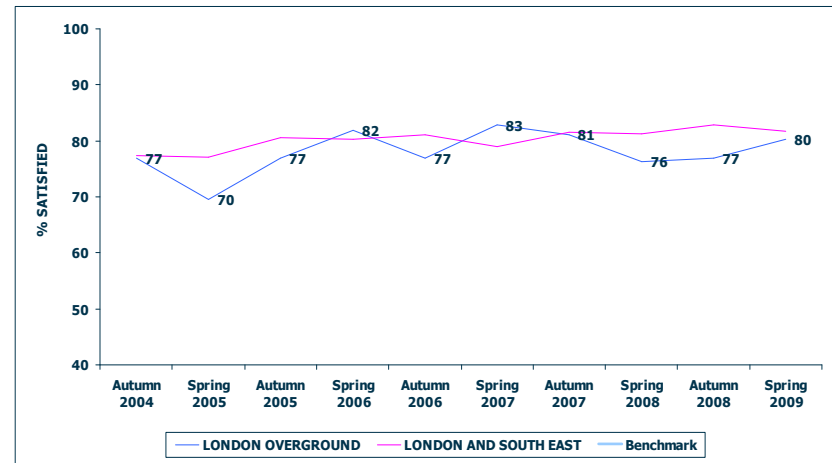
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (965)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (942)

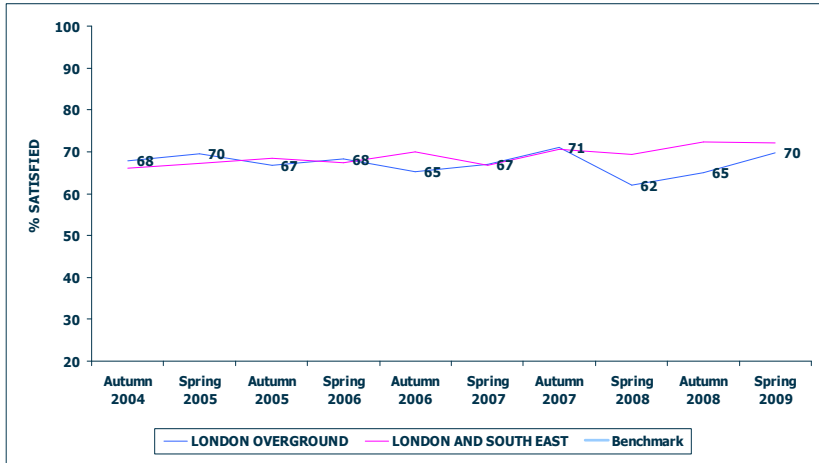


TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (923)

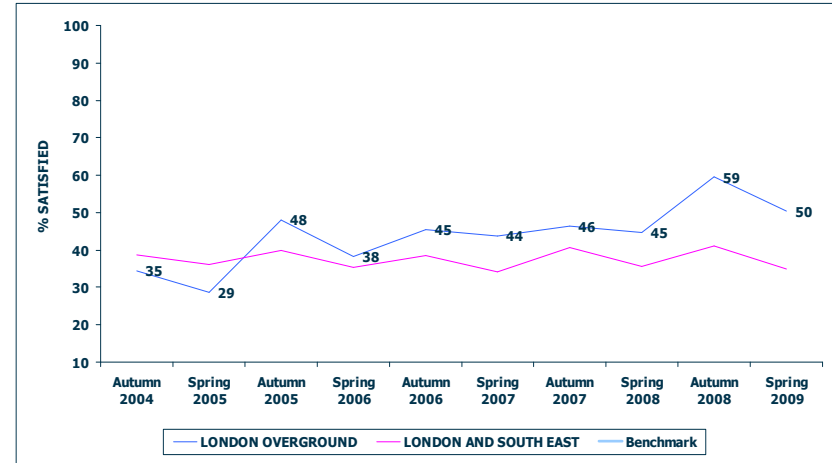


LONDON OVERGROUND

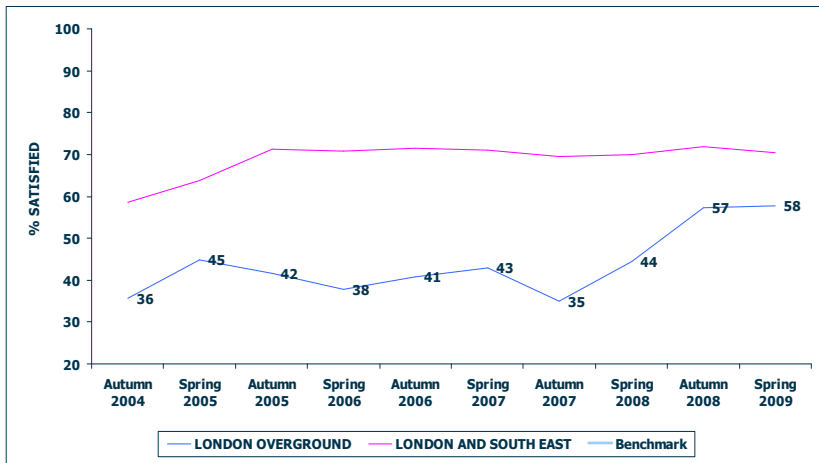
TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (678)



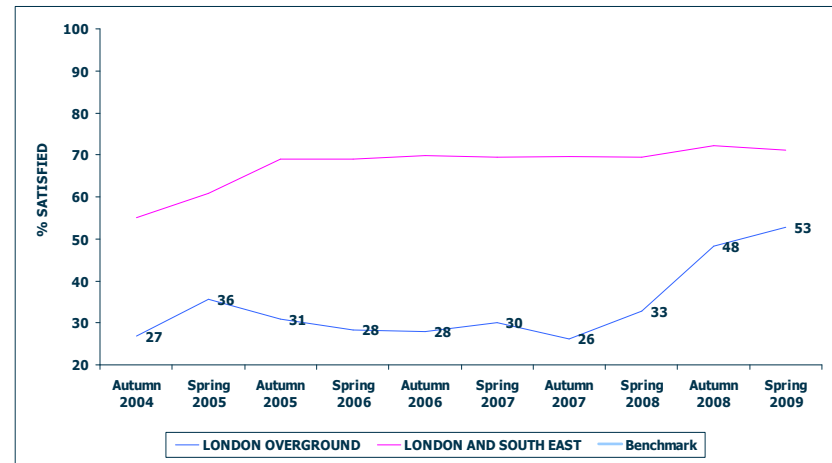
TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (823)



TRAIN – CLEANLINESS OF THE TRAIN (979)

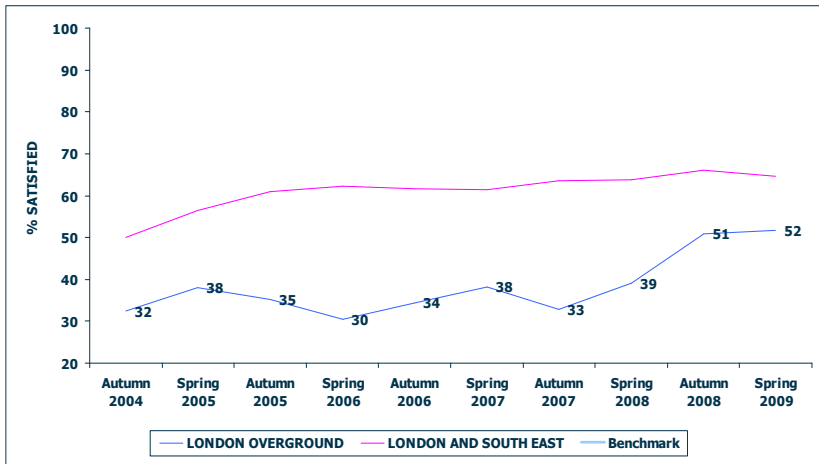


TRAIN – UP KEEP AND REPAIR OF THE TRAIN (954)



LONDON OVERGROUND

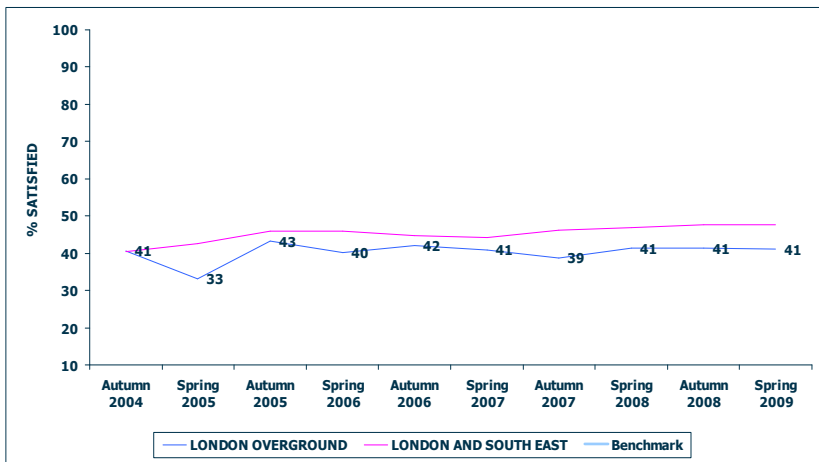
TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (846)



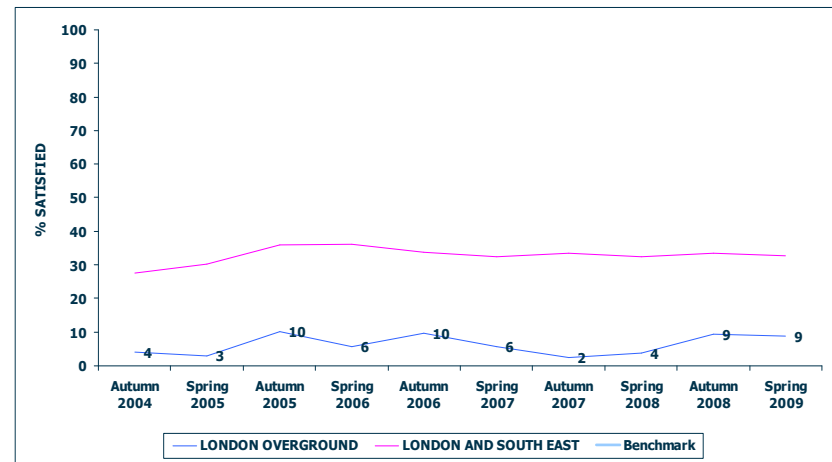
TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (417)



TRAIN – THE SPACE FOR LUGGAGE (726)

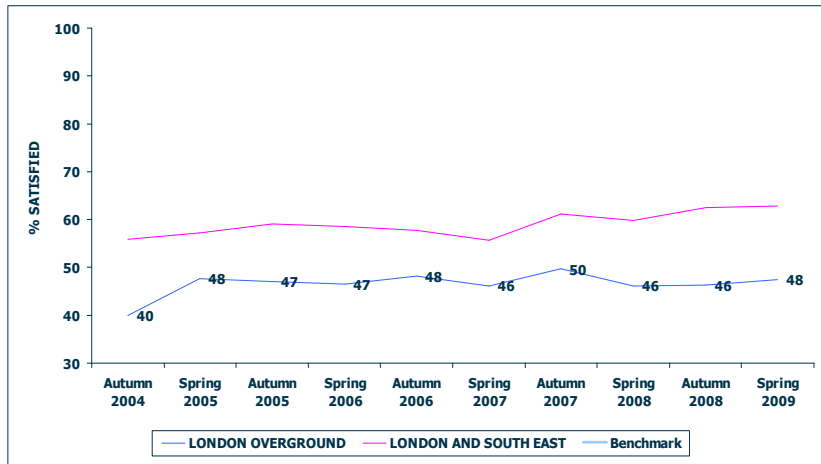


TRAIN – THE TOILET FACILITIES (343)

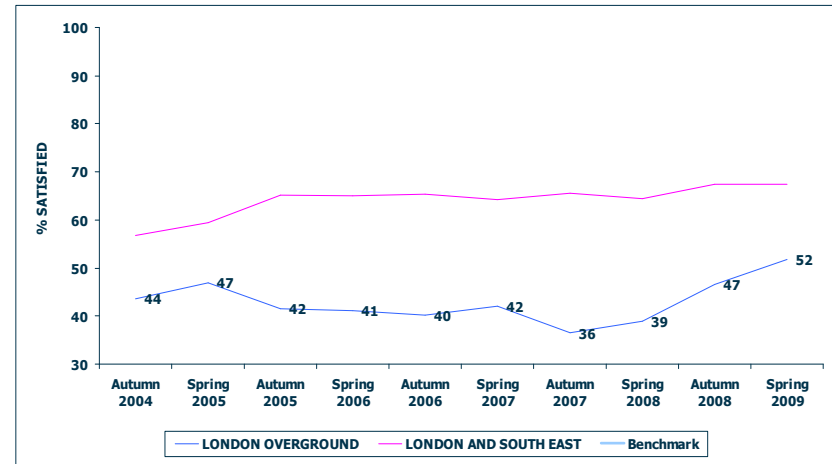


LONDON OVERGROUND

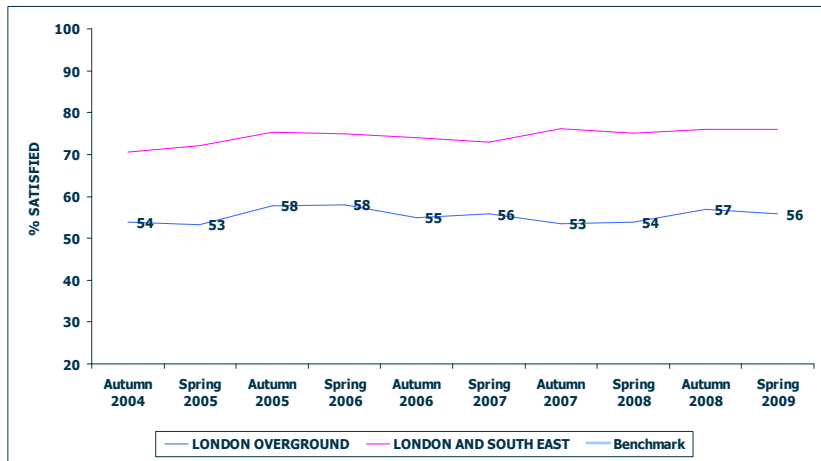
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (949)



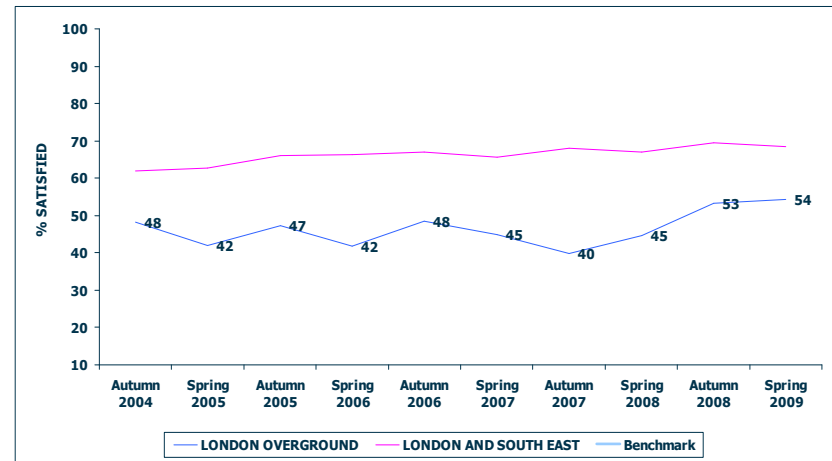
TRAIN – THE COMFORT OF THE SEATING AREA (930)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (948)



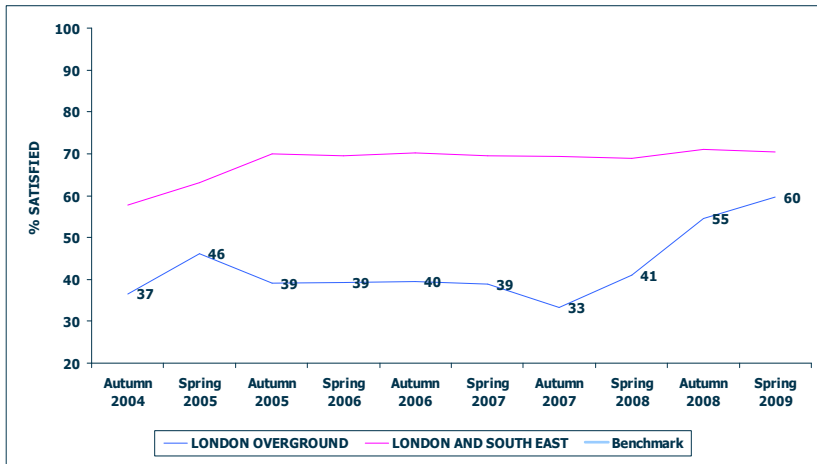
TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (895)



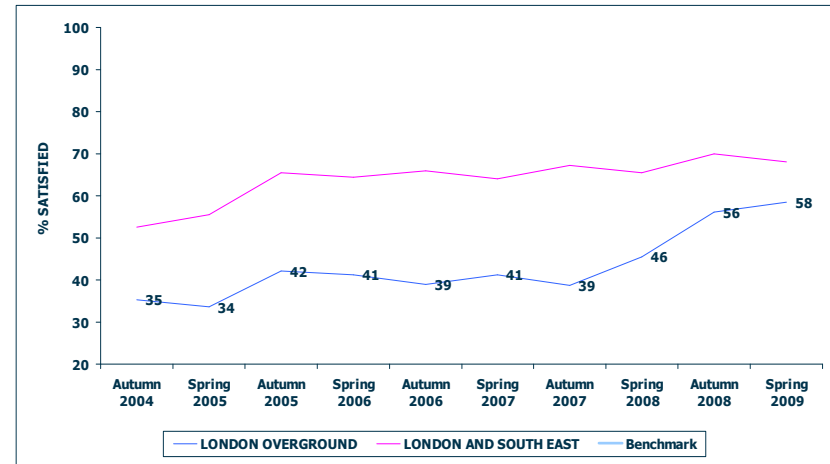
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LONDON OVERGROUND

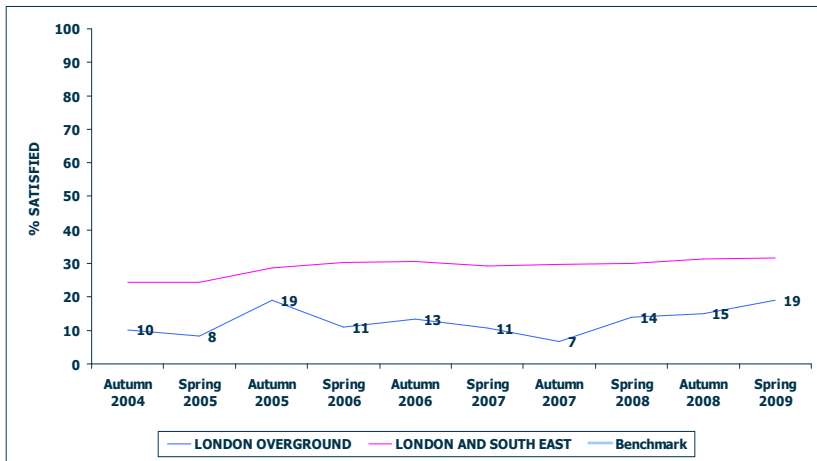
TRAIN – THE CLEANLINESS OF THE INSIDE (974)



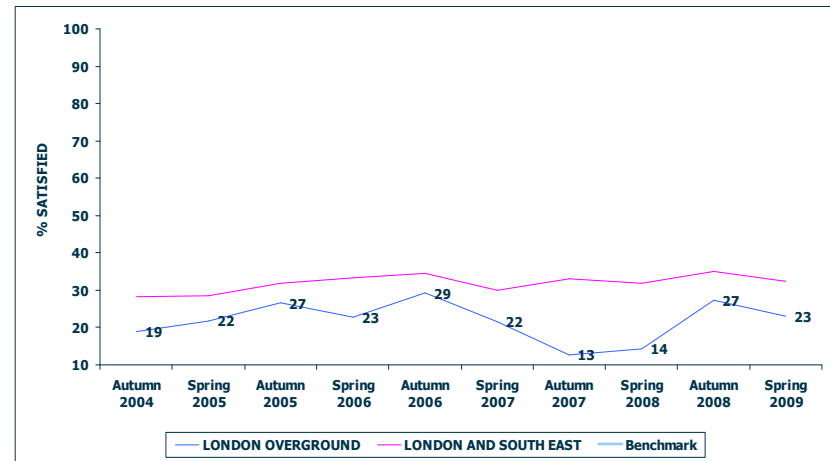
TRAIN – THE CLEANLINESS OF THE OUTSIDE (878)



TRAIN – THE AVAILABILITY OF STAFF (645)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (183)





# NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

## London Overground

|   | PEAK             |  |             |  | OFFPEAK          |   |             |
|---|------------------|--|-------------|--|------------------|---|-------------|
|   | % satisfied/good |  |             |  | % satisfied/good |   |             |
|   | Spring 2009      |  | Spring 2008 |  | Spring 2009      |   | Spring 2008 |
| OVERALL SATISFACTION  | 77               |  | 55          |  | 75               | + | 65          |
| STATION - TICKET BUYING FACILITIES  | 66               |  | 59          |  | 64               |   | 63          |
| STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS               | 72               |  | 52          |  | 66               |   | 63          |
| STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS              | 48               |  | 34          |  | 63               |   | 57          |
| STATION - CLEANLINESS   | 59               |  | 36          |  | 66               | + | 59          |
| STATION - FACILITIES AND SERVICES   | 40               |  | 6           |  | 31               |   | 34          |
| STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF                          | 65               |  | 32          |  | 63               |   | 62          |
| STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT                    | 73               |  | 79          |  | 73               |   | 72          |
| STATION - FACILITIES FOR CAR PARKING  | 27               |  | 25          |  | 23               |   | 25          |
| STATION - THE OVERALL ENVIRONMENT   | 46               |  | 35          |  | 60               | + | 51          |
| STATION - YOUR PERSONAL SECURITY WHILST USING                                 | 59               |  | 50          |  | 56               |   | 53          |
| STATION - THE AVAILABILITY OF STAFF AT THE STATION                            | 55               |  | 39          |  | 60               |   | 61          |
| STATION - HOW REQUEST TO STATION STAFF WAS HANDLED                            | 65               |  | -           |  | 72               |   | 77          |
| TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE                             | 75               |  | 50          |  | 57               |   | 56          |
| TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) | 82               |  | 56          |  | 61               |   | 60          |
| TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)          | 83               |  | 85          |  | 80               |   | 76          |
| TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES                                 | 68               |  | 84          |  | 70               | + | 60          |
| TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET                      | 40               |  | 27          |  | 51               |   | 46          |
| TRAIN - CLEANLINESS OF THE TRAIN  | 60               |  | 42          |  | 58               | + | 45          |
| TRAIN - UP KEEP AND REPAIR OF THE TRAIN                                       | 49               |  | 23          |  | 53               | + | 33          |
| TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY                       | 46               |  | 11          |  | 52               | + | 41          |
| TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN                        | 38               |  | 20          |  | 33               |   | 31          |
| TRAIN - THE SPACE FOR LUGGAGE   | 34               |  | 30          |  | 42               |   | 42          |
| TRAIN - THE TOILET FACILITIES   | 9                |  | 9           |  | 9                |   | 3           |
| TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND                   | 36               |  | 38          |  | 48               |   | 47          |
| TRAIN - THE COMFORT OF THE SEATING AREA                                       | 41               |  | 35          |  | 53               | + | 39          |
| TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF                              | 59               |  | 40          |  | 56               |   | 55          |
| TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD                                | 56               |  | 36          |  | 54               | + | 45          |
| TRAIN - THE CLEANLINESS OF THE INSIDE   | 55               |  | 22          |  | 60               | + | 42          |
| TRAIN - THE CLEANLINESS OF THE OUTSIDE  | 53               |  | 48          |  | 59               | + | 45          |
| TRAIN - THE AVAILABILITY OF STAFF   | 13               |  | 7           |  | 19               |   | 14          |
| TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS                              | 17               |  | -           |  | 23               |   | 15          |

# NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

## London and South East

|   | PEAK             |   |             |  | OFFPEAK          |   |             |  |
|---|------------------|---|-------------|--|------------------|---|-------------|--|
|   | % satisfied/good |   |             |  | % satisfied/good |   |             |  |
|   | Spring 2009      |   | Spring 2008 |  | Spring 2009      |   | Spring 2008 |  |
| OVERALL SATISFACTION  | 71               |   | 71          |  | 82               |   | 81          |  |
| STATION - TICKET BUYING FACILITIES  | 63               |   | 63          |  | 71               |   | 70          |  |
| STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS               | 74               |   | 74          |  | 76               |   | 77          |  |
| STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS              | 57               |   | 57          |  | 61               |   | 60          |  |
| STATION - CLEANLINESS   | 64               |   | 64          |  | 67               |   | 66          |  |
| STATION - FACILITIES AND SERVICES   | 45               |   | 45          |  | 49               |   | 49          |  |
| STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF                          | 64               |   | 61          |  | 68               |   | 68          |  |
| STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT                    | 74               | + | 69          |  | 74               |   | 73          |  |
| STATION - FACILITIES FOR CAR PARKING  | 33               |   | 37          |  | 43               |   | 43          |  |
| STATION - THE OVERALL ENVIRONMENT   | 59               |   | 59          |  | 62               |   | 62          |  |
| STATION - YOUR PERSONAL SECURITY WHILST USING                                 | 58               |   | 57          |  | 61               |   | 60          |  |
| STATION - THE AVAILABILITY OF STAFF AT THE STATION                            | 54               | + | 51          |  | 57               |   | 56          |  |
| STATION - HOW REQUEST TO STATION STAFF WAS HANDLED                            | 76               |   | 77          |  | 82               |   | 83          |  |
| TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE                             | 70               |   | 71          |  | 75               |   | 74          |  |
| TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) | 73               |   | 74          |  | 80               |   | 79          |  |
| TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)          | 74               |   | 75          |  | 84               |   | 83          |  |
| TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES                                 | 68               |   | 67          |  | 73               | + | 70          |  |
| TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET                      | 22               |   | 22          |  | 39               |   | 40          |  |
| TRAIN - CLEANLINESS OF THE TRAIN  | 68               |   | 70          |  | 71               |   | 70          |  |
| TRAIN - UP KEEP AND REPAIR OF THE TRAIN                                       | 67               |   | 67          |  | 73               | + | 70          |  |
| TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY                       | 59               |   | 60          |  | 66               |   | 65          |  |
| TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN                        | 41               |   | 44          |  | 54               |   | 52          |  |
| TRAIN - THE SPACE FOR LUGGAGE   | 38               |   | 39          |  | 51               |   | 49          |  |
| TRAIN - THE TOILET FACILITIES   | 23               |   | 23          |  | 36               |   | 35          |  |
| TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND                   | 36               |   | 33          |  | 71               | + | 68          |  |
| TRAIN - THE COMFORT OF THE SEATING AREA                                       | 52               |   | 50          |  | 72               | + | 68          |  |
| TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF                              | 65               |   | 66          |  | 79               | + | 78          |  |
| TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD                                | 64               |   | 62          |  | 70               |   | 69          |  |
| TRAIN - THE CLEANLINESS OF THE INSIDE   | 66               |   | 68          |  | 72               | + | 69          |  |
| TRAIN - THE CLEANLINESS OF THE OUTSIDE  | 63               |   | 64          |  | 70               | + | 66          |  |
| TRAIN - THE AVAILABILITY OF STAFF   | 22               |   | 23          |  | 35               | + | 32          |  |
| TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS                              | 24               |   | 25          |  | 36               |   | 34          |  |

# 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.

LONDON OVERGROUND

WEIGHTED SAMPLE PROFILE

|                                   | Spring 2009 | Spring 2008 |                                   | Spring 2009 | Spring 2008 |
|-----------------------------------|-------------|-------------|-----------------------------------|-------------|-------------|
|                                   | %           | %           |                                   | %           | %           |
| <u>SEX</u>                        |             |             | <u>DELAYS</u>                     |             |             |
| Male                              | 39          | 39          | None                              | 72          | 63          |
| Female                            | 54          | 55          | Minor                             | 22          | 30          |
| Not stated                        | 7           | 6           | Major                             | 4           | 5           |
|                                   |             |             | Not stated                        | 2           | 2           |
| <u>AGE</u>                        |             |             | <u>REGULAR TRAVELLER</u>          |             |             |
| 16-25                             | 12          | 13          | Yes                               | 76          | 74          |
| 26-34                             | 27          | 27          | No                                | 24          | 26          |
| 35-44                             | 21          | 23          |                                   |             |             |
| 45-54                             | 16          | 19          | <u>TIME OF TRAVEL</u>             |             |             |
| 55-59                             | 7           | 4           | Peak                              | 7           | 6           |
| 60-64                             | 5           | 6           | Off peak                          | 93          | 94          |
| 65+                               | 6           | 5           |                                   |             |             |
| Not stated                        | 4           | 3           | <u>ASKED FOR HELP/INFORMATION</u> |             |             |
| <u>JOURNEY PURPOSE (WEIGHTED)</u> |             |             | Yes: Help                         | 8           | 12          |
| Commuter                          | 62          | 54          | Yes: Information                  | 10          | 11          |
| Business                          | 4           | 12          | Couldn't find anyone to ask       | 2           | 2           |
| Leisure                           | 34          | 34          | No                                | 78          | 76          |
|                                   |             |             | Not stated                        | 3           | 2           |



LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

|                                   | Spring 2009<br>% | Spring 2008<br>% |                                   | Spring 2009<br>% | Spring 2008<br>% |
|-----------------------------------|------------------|------------------|-----------------------------------|------------------|------------------|
| <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 LONDON OVERGROUND

| <u>STATION</u>          | <u>UNWEIGHTED</u> | <u>STATION</u>             | <u>UNWEIGHTED</u> | <u>STATION</u> | <u>UNWEIGHTED</u> |
|-------------------------|-------------------|----------------------------|-------------------|----------------|-------------------|
| WILLESDEN JUNCTION      | 124               | HATCH END                  | 10                |                |                   |
| LONDON EUSTON           | 115               | WATFORD HIGH STREET        | 9                 |                |                   |
| RICHMOND (SURREY)       | 69                | CROUCH HILL                | 9                 |                |                   |
| GOSPEL OAK              | 60                | CALEDONIAN ROAD AND BARNSB | 8                 |                |                   |
| QUEENS PARK (LONDON)    | 58                | KEW GARDENS                | 8                 |                |                   |
| BARKING                 | 44                | HOMERTON                   | 6                 |                |                   |
| SOUTH TOTTENHAM         | 42                | KILBURN HIGH ROAD          | 6                 |                |                   |
| UPPER HOLLOWAY          | 38                | KENSINGTON OLYMPIA         | 6                 |                |                   |
| BLACKHORSE ROAD         | 38                | HACKNEY WICK               | 5                 |                |                   |
| DALSTON KINGSLAND       | 32                | NORTH WEMBLEY              | 4                 |                |                   |
| HACKNEY CENTRAL         | 29                | CANONBURY                  | 4                 |                |                   |
| WEMBLEY CENTRAL         | 26                | CLAPHAM JUNCTION           | 3                 |                |                   |
| HIGHBURY AND ISLINGTON  | 23                | KENSAL GREEN               | 3                 |                |                   |
| CAMDEN ROAD             | 23                | KENTON                     | 2                 |                |                   |
| WANSTEAD PARK           | 22                | HARLESDEN                  | 1                 |                |                   |
| CARPENDERS PARK         | 20                | STONEBRIDGE PARK           | 1                 |                |                   |
| LEYTON MIDLAND ROAD     | 19                |                            |                   |                |                   |
| WATFORD JUNCTION        | 19                |                            |                   |                |                   |
| WEST BROMPTON           | 18                |                            |                   |                |                   |
| WALTHAMSTOW QUEENS ROAD | 18                |                            |                   |                |                   |
| HARRINGAY GREEN LANES   | 17                |                            |                   |                |                   |
| WOODGRANGE PARK         | 17                |                            |                   |                |                   |
| STRATFORD (LONDON)      | 16                |                            |                   |                |                   |
| ACTON CENTRAL           | 15                |                            |                   |                |                   |
| BUSHEY                  | 12                |                            |                   |                |                   |
| LEYTONSTONE HIGH ROAD   | 10                |                            |                   |                |                   |

**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                          | 25905       | 44              | 14       | 42      | 86          | 14      | 29           | 24    | 25     | 23    |
| Number of journeys per annum (000's) | 1230671     | 43              | 16       | 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                          | 25905  | 44              | 14       | 42      | 86          | 14      | 29           | 24    | 25     | 23    |
| Number of journeys per annum (000's) | 25905  | 44              | 14       | 42      | 86          | 14      | 29           | 24    | 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    |