



## **NATIONAL PASSENGER SURVEY - WAVE 21 – Autumn 2009**

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

#### Contacts

David Greeno  
Passenger Focus  
Whittles House  
14 Pentonville Road  
London, N1 9HF

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

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

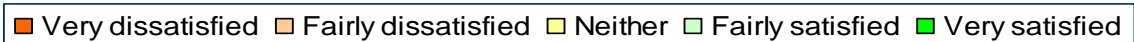
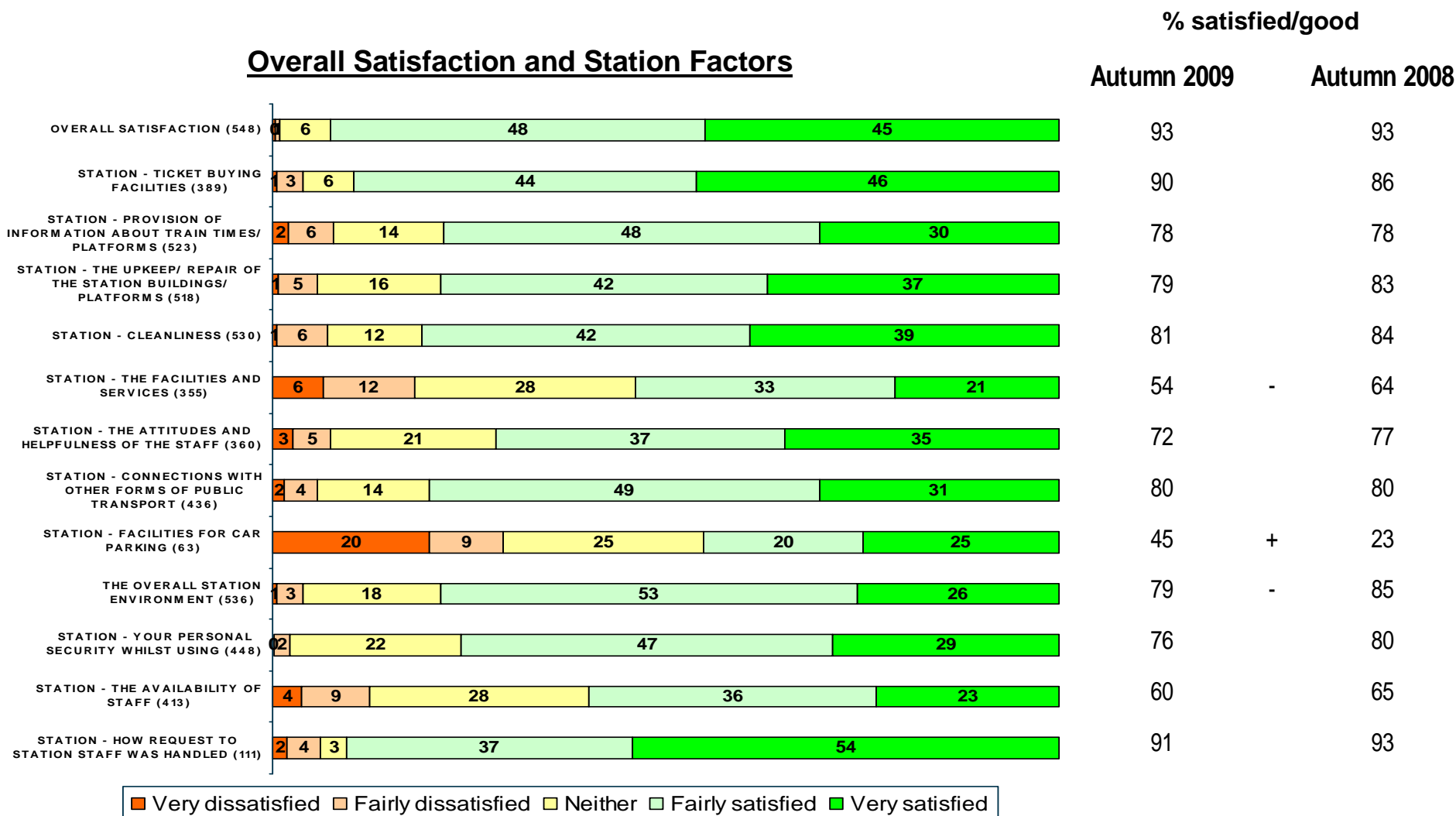
Tel: 020 7490 9111  
Email: [dave.chilvers@continentalresearch.com](mailto:dave.chilvers@continentalresearch.com)

**NATIONAL PASSENGER SURVEY - WAVE 21 – Autumn 2009****TOC REPORT FOR HEATHROW EXPRESS**

<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	23
Sample profile for all TOCs - weighted	24
Sample profile for all TOCs - unweighted	25

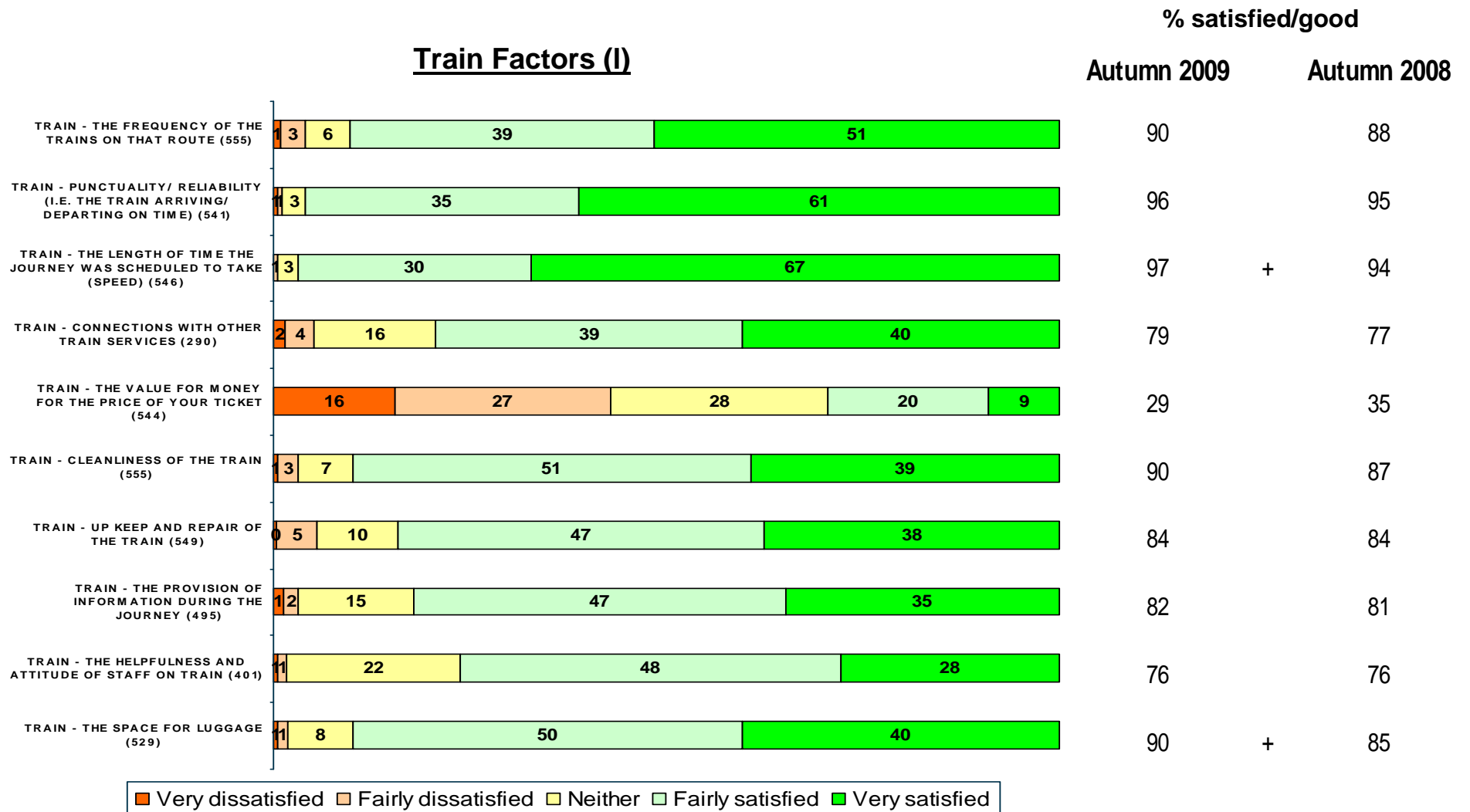
## HEATHROW EXPRESS

### Overall Satisfaction and Station Factors



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

### HEATHROW EXPRESS

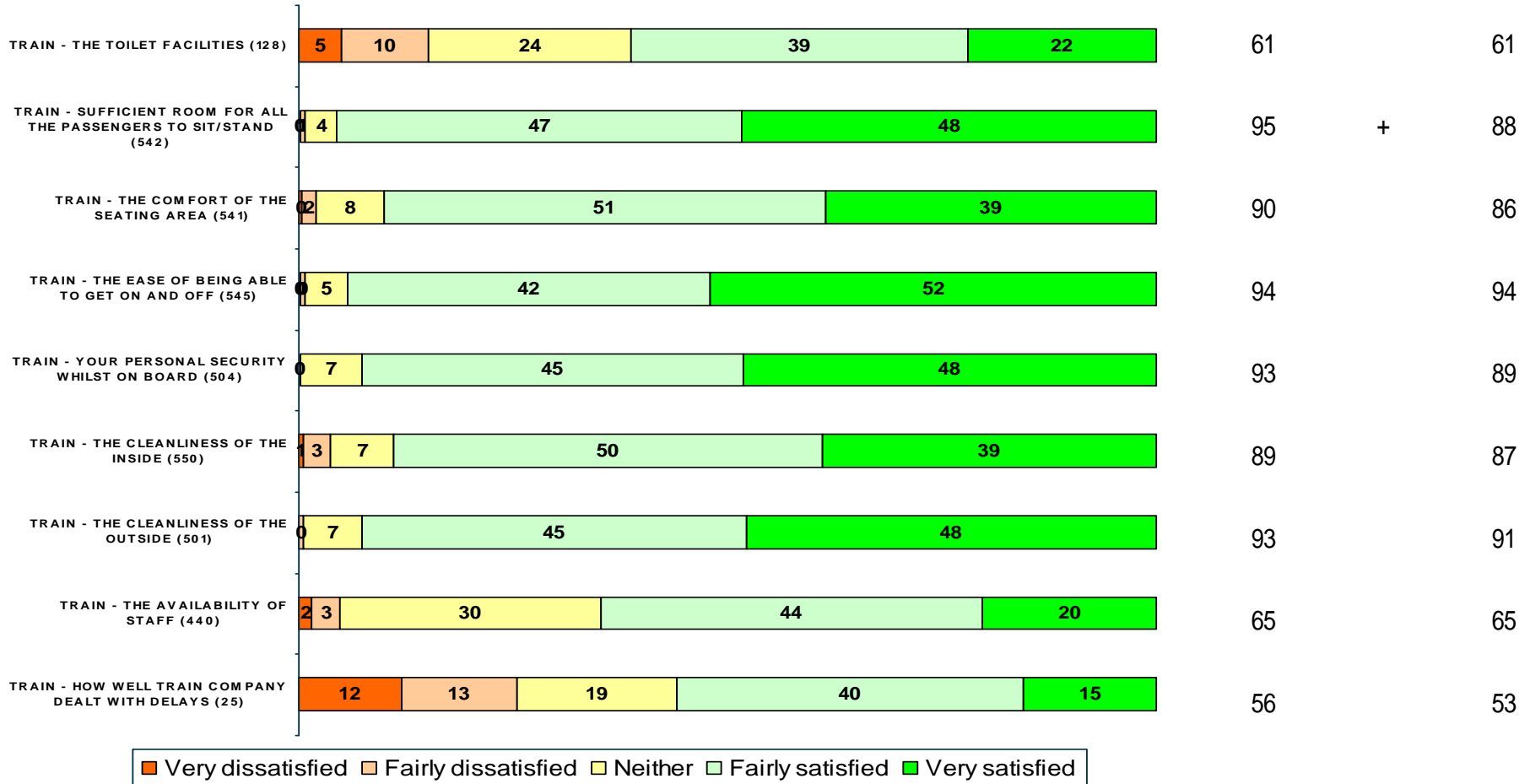


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

### HEATHROW EXPRESS

#### Train Factors (II)

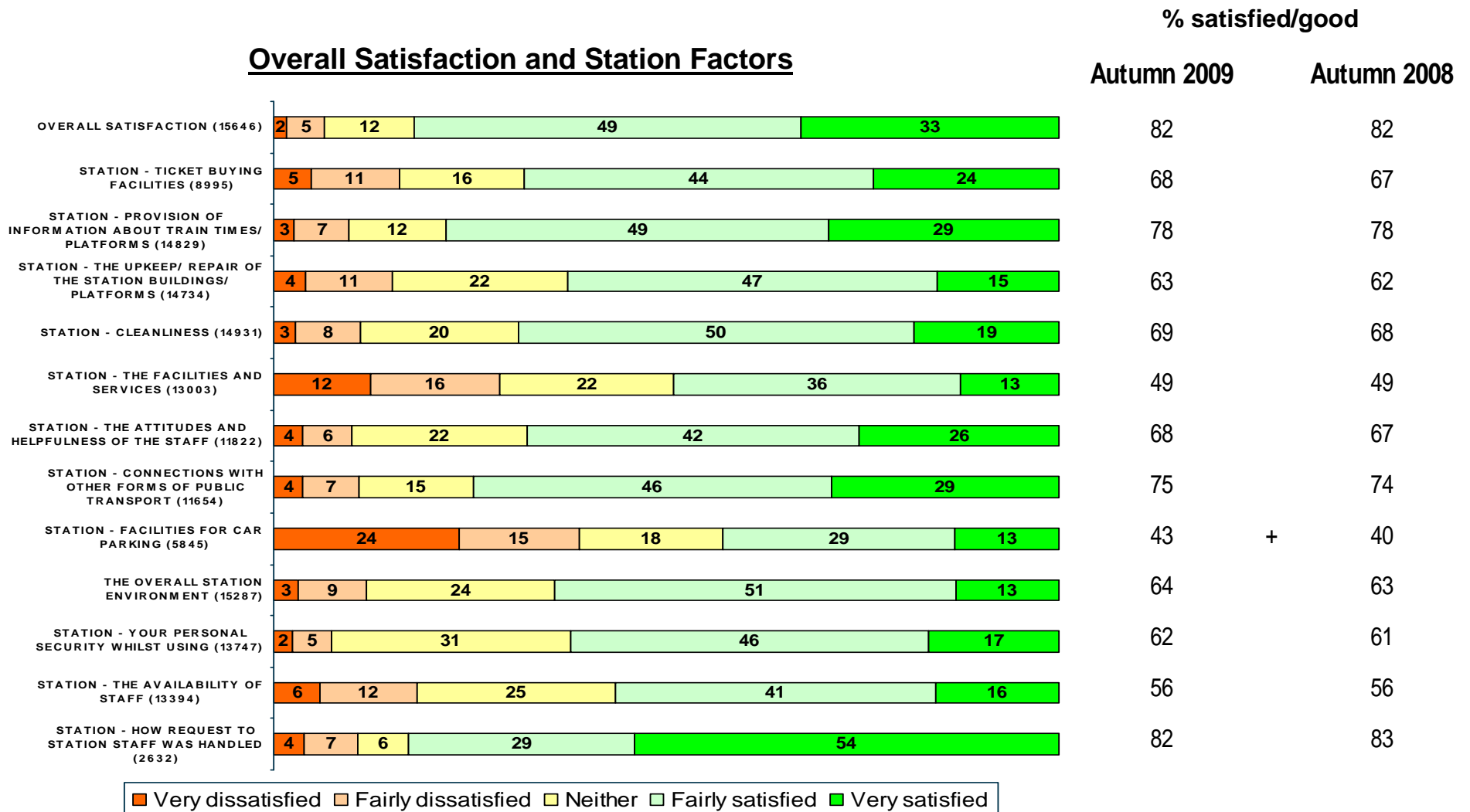
% satisfied/good  
Autumn 2009      Autumn 2008



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

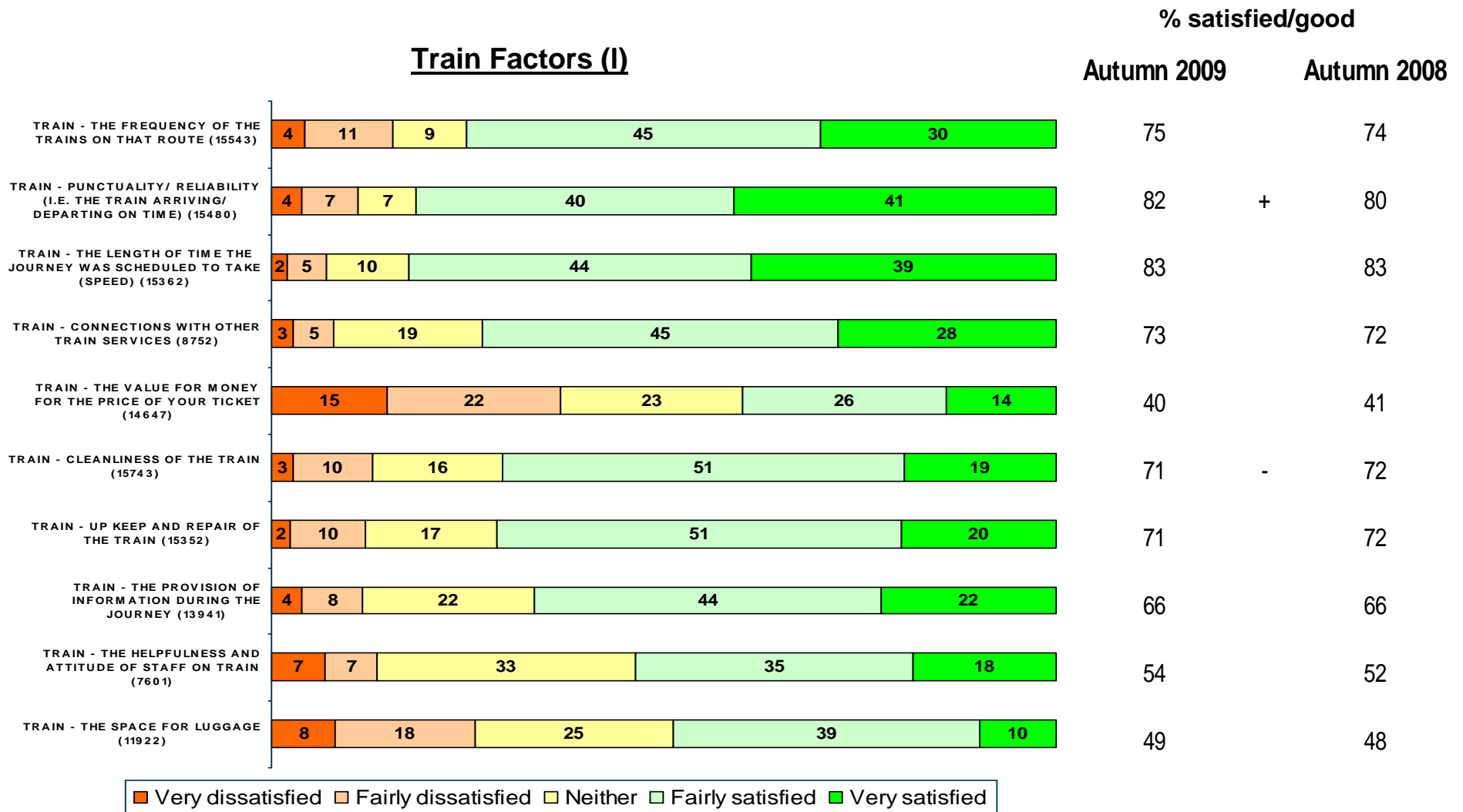
LONDON AND SOUTH EAST

**Overall Satisfaction and Station Factors**



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

LONDON AND SOUTH EAST

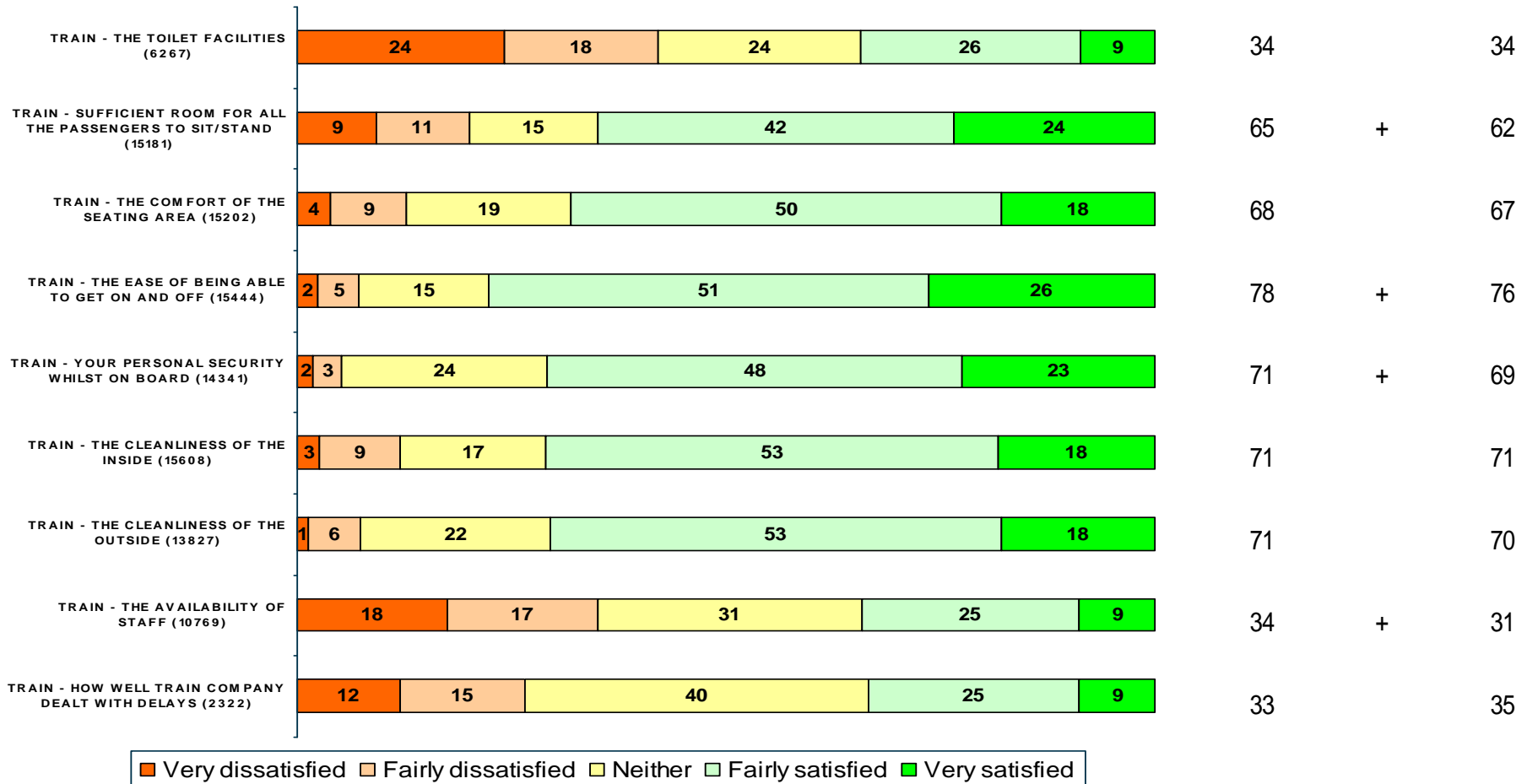


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (II)

% satisfied/good  
Autumn 2009      Autumn 2008



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

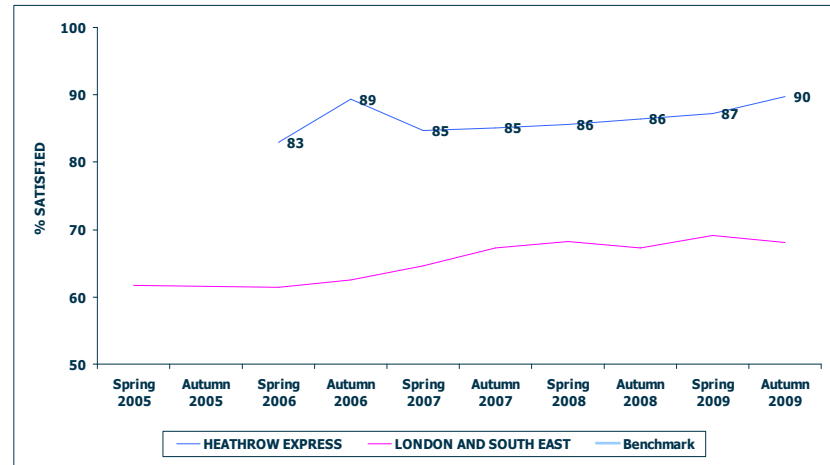


HEATHROW EXPRESS

OVERALL SATISFACTION (548)



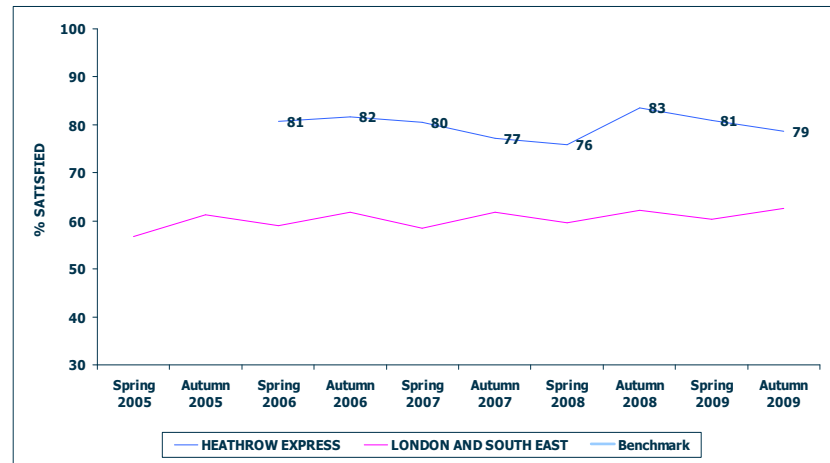
STATION – TICKET BUYING FACILITIES (389)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (523)



STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (518)



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

### HEATHROW EXPRESS

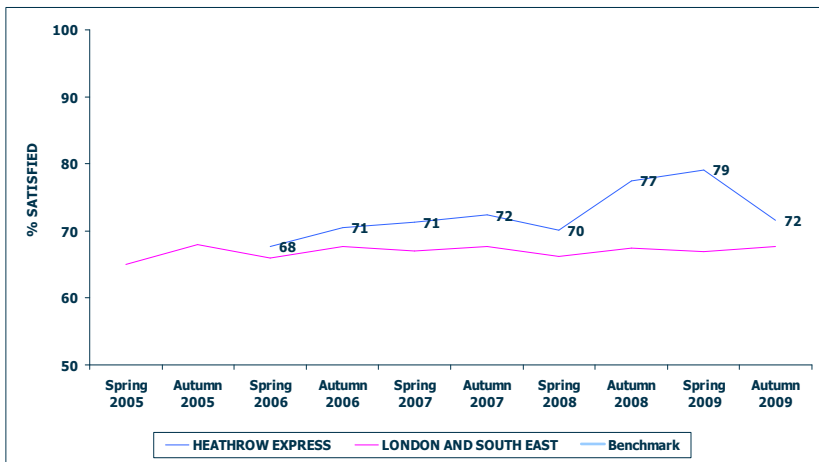
STATION - CLEANLINESS (530)



STATION – THE FACILITIES AND SERVICES (355)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (360)



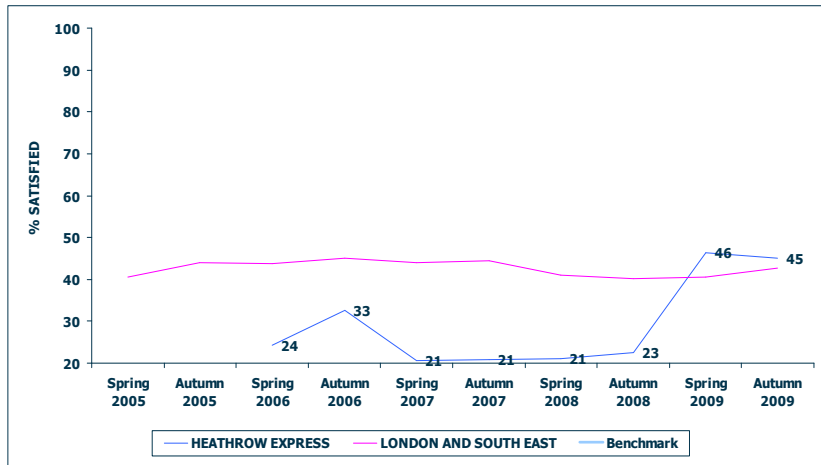
STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (436)



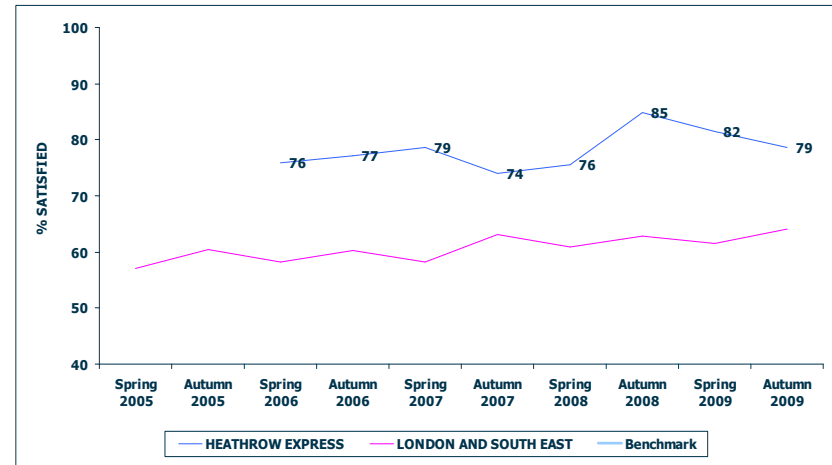
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

### HEATHROW EXPRESS

STATION – FACILITIES FOR CAR PARKING (63)



STATION – OVERALL ENVIRONMENT (536)



STATION – YOUR PERSONAL SECURITY WHILST USING (448)

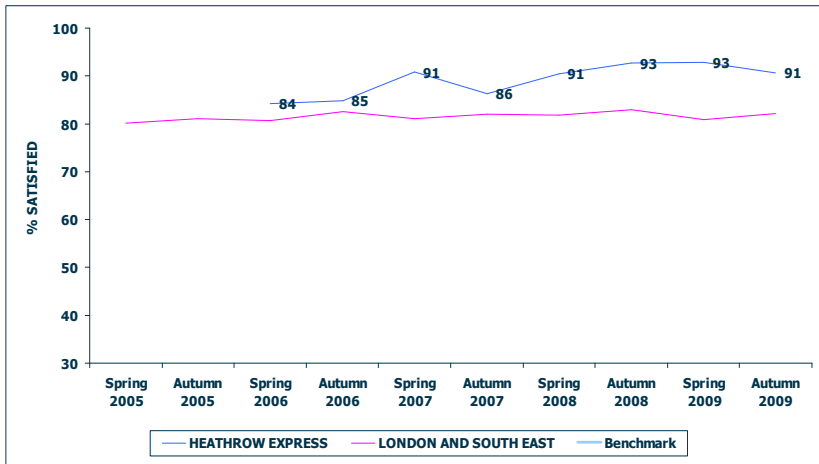


STATION – THE AVAILABILITY OF STAFF (413)

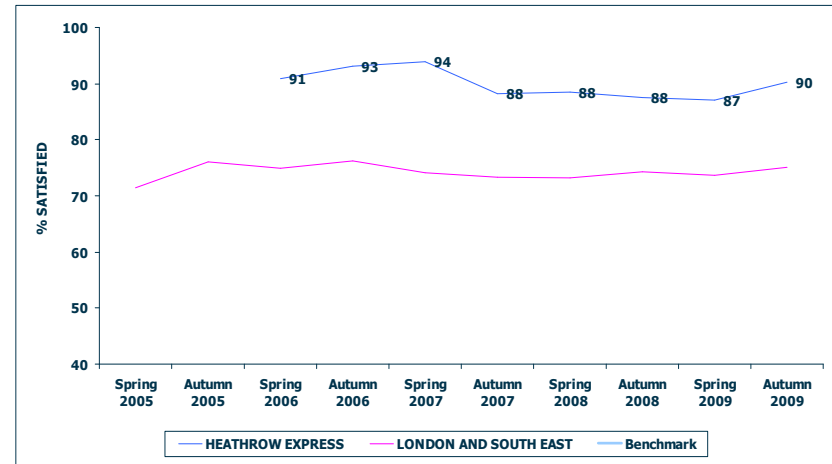


### HEATHROW EXPRESS

**STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (111)**



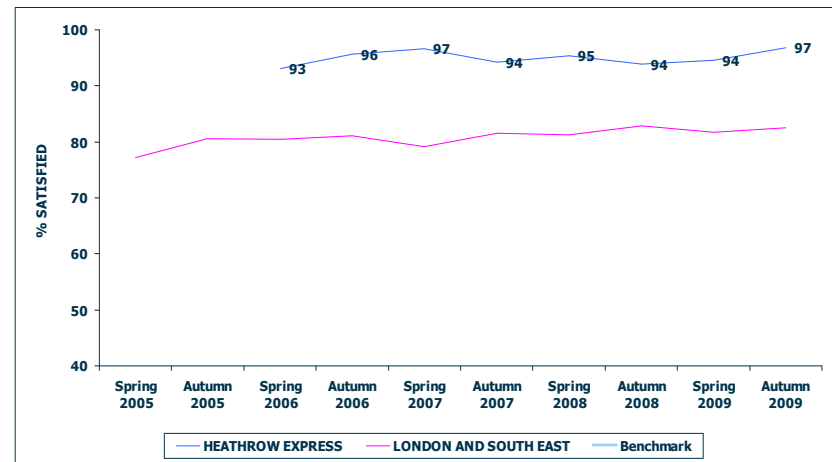
**TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (555)**



**TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (541)**



**TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (546)**



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

### HEATHROW EXPRESS

TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (290)



TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (544)



TRAIN – CLEANLINESS OF THE TRAIN (555)



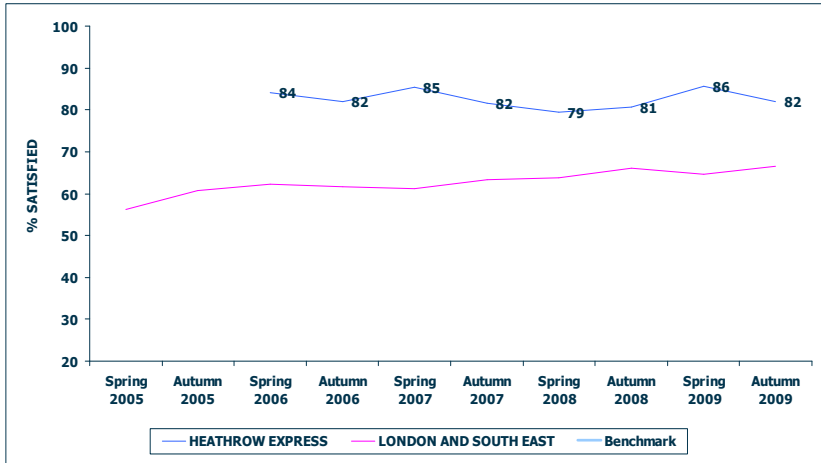
TRAIN – UP KEEP AND REPAIR OF THE TRAIN (549)



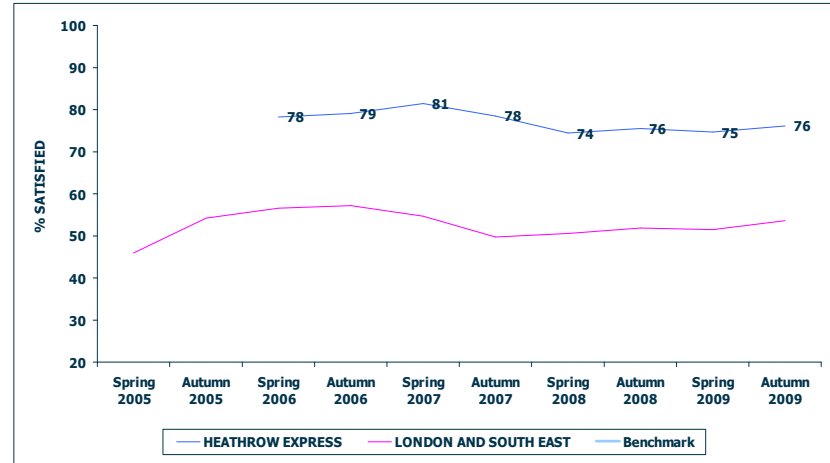
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

### HEATHROW EXPRESS

TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (495)



TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (401)



TRAIN – THE SPACE FOR LUGGAGE (529)



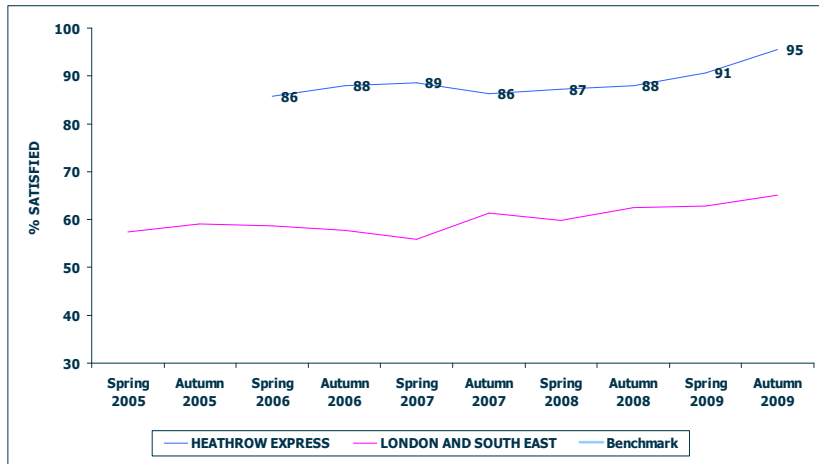
TRAIN – THE TOILET FACILITIES (128)



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

### HEATHROW EXPRESS

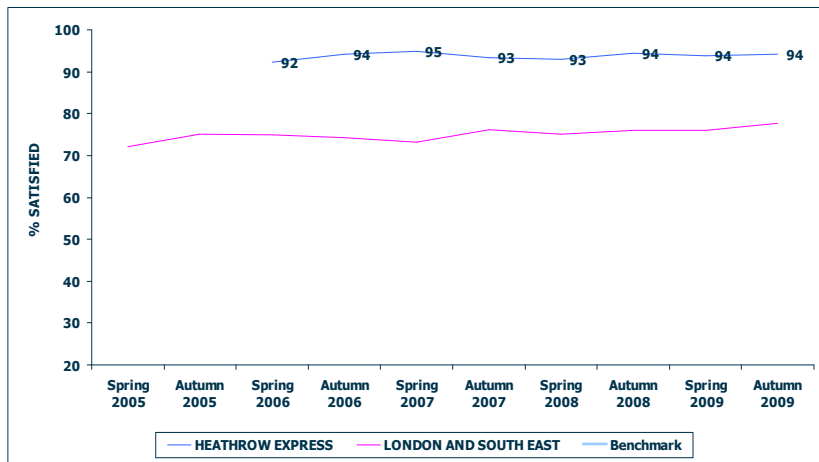
**TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (542)**



**TRAIN – THE COMFORT OF THE SEATING AREA (541)**



**TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (545)**



**TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (504)**



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

HEATHROW EXPRESS

TRAIN – THE CLEANLINESS OF THE INSIDE (550)



TRAIN – THE CLEANLINESS OF THE OUTSIDE (501)



TRAIN – THE AVAILABILITY OF STAFF (440)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (25)



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 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.

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.

HEATHROW EXPRESS

WEIGHTED SAMPLE PROFILE

	Autumn 2009	Autumn 2008		Autumn 2009	Autumn 2008
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	58	64	None	93	94
Female	37	34	Minor	4	3
Not stated	5	2	Major	1	1
			Not stated	2	1
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	3	3	Yes	29	28
26-34	16	21	No	71	72
35-44	30	31			
45-54	29	25	<u>TIME OF TRAVEL</u>		
55-59	9	10	Peak	15	17
60-64	5	6	Off peak	85	83
65+	4	3			
Not stated	3	1	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	12	17
Commuter	3	3	Yes: Information	8	11
Business	68	68	Couldn't find anyone to ask	3	3
Leisure	29	29	No	76	70
			Not stated	2	2

LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

	Autumn 2009	Autumn 2008		Autumn 2009	Autumn 2008
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	45	47	None	82	78
Female	52	51	Minor	14	18
Not stated	3	2	Major	2	2
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	10	12	Yes	69	68
26-34	18	19	No	31	32
35-44	21	22			
45-54	23	21	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	24	21
60-64	8	8	Off peak	76	79
65+	9	8			
Not stated	1	1	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	9
Commuter	51	50	Yes: Information	9	10
Business	16	17	Couldn't find anyone to ask	3	3
Leisure	33	33	No	80	79
			Not stated	1	2

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	253				
HEATHROW AIRPORT T123	186				
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	26849	42	15	43	87	13	32	18	27	24
Number of journeys per annum (000's)	1242846	45	16	39	85	15	29	19	25	27
CHILTERN RAILWAYS	18988	35	21	44	80	20	41	6	25	28
SOUTHERN	139826	49	16	35	89	11	20	29	26	26
SOUTHEASTERN	151729	59	14	27	90	10	23	27	25	26
NATIONAL EXPRESS EAST COAST	17958	13	27	60	76	24	35	8	30	27
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
SCOTRAIL	82726	39	13	47	80	20	31	19	25	24
SOUTH WEST TRAINS	186943	53	15	32	85	15	37	13	16	33
VIRGIN TRAINS	23625	10	24	66	85	16	32	6	33	29
ARRIVA TRAINS WALES	21751	28	8	64	81	19	26	21	27	26
FIRST TRANSPENNINE EXPRESS	18452	28	12	60	78	22	19	28	27	26
NATIONAL EXPRESS EAST ANGLIA	108048	60	17	23	89	11	33	11	29	27
NORTHERN RAIL	82057	38	9	53	83	17	47	13	17	23
FIRST CAPITAL CONNECT	100013	45	26	29	86	14	24	19	29	29
EAST MIDLANDS TRAINS	25114	23	28	49	82	18	27	18	29	26
LONDON MIDLAND	48900	45	14	41	85	15	36	13	24	27
LONDON OVERGROUND	33385	64	3	33	83	17	24	21	27	28
CROSSCOUNTRY	28800	15	28	57	78	22	20	24	27	29

**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	26849	42	15	43	87	13	32	18	27	24
Number of journeys per annum (000's)	26849	42	15	43	87	13	32	18	27	24
CHILTERN RAILWAYS	1072	44	12	44	84	16	33	8	28	31
SOUTHERN	2132	51	16	33	90	10	24	30	18	28
SOUTHEASTERN	1514	57	7	36	87	13	31	33	20	17
NATIONAL EXPRESS EAST COAST	1032	17	28	56	88	13	29	11	38	22
FIRST GREAT WESTERN	2901	36	17	47	86	14	29	19	25	27
C2C	1054	66	6	28	89	11	35	23	23	19
MERSEYRAIL	506	53	4	43	90	10	24	34	26	16
SCOTRAIL	1033	41	12	47	88	12	30	21	32	17
SOUTH WEST TRAINS	1819	44	11	44	85	15	34	14	21	31
VIRGIN TRAINS	1098	19	31	51	83	17	43	7	27	23
ARRIVA TRAINS WALES	793	40	11	49	88	12	36	30	14	20
FIRST TRANSPENNINE EXPRESS	1057	33	15	52	87	13	31	25	26	18
NATIONAL EXPRESS EAST ANGLIA	2016	50	10	40	87	13	37	10	32	20
NORTHERN RAIL	1094	48	8	45	89	11	47	16	11	25
FIRST CAPITAL CONNECT	1554	58	10	31	93	7	25	18	30	26
EAST MIDLANDS TRAINS	1010	38	19	43	91	9	27	30	23	20
LONDON MIDLAND	1070	53	10	37	88	12	35	14	29	22
LONDON OVERGROUND	857	64	6	30	96	4	31	14	26	29
CROSSCOUNTRY	1051	24	23	53	85	15	24	19	26	31