



## **NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010**

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

#### Contacts

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QQ

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@bdrc-continental.com](mailto:dave.chilvers@bdrc-continental.com)

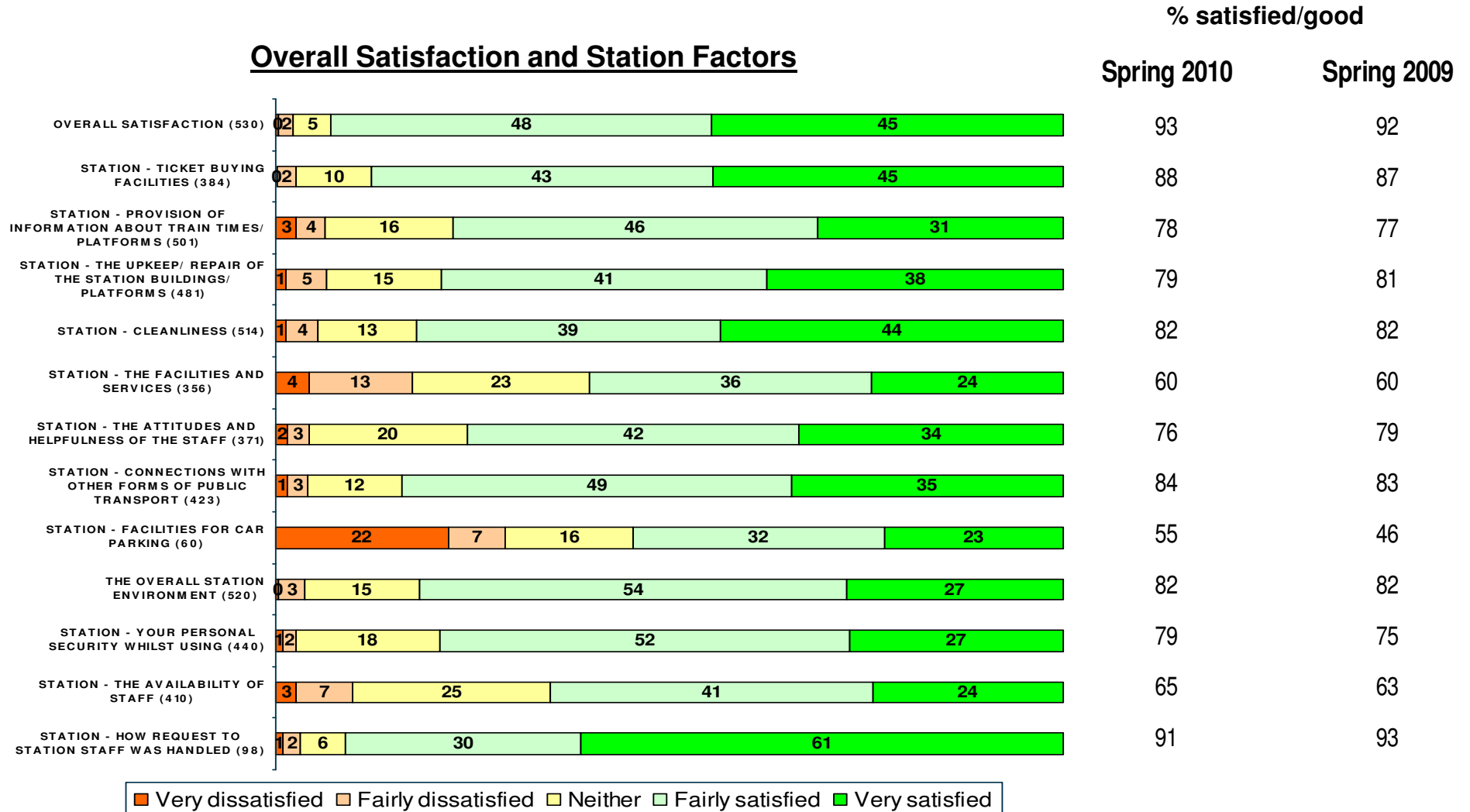
## NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

### 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

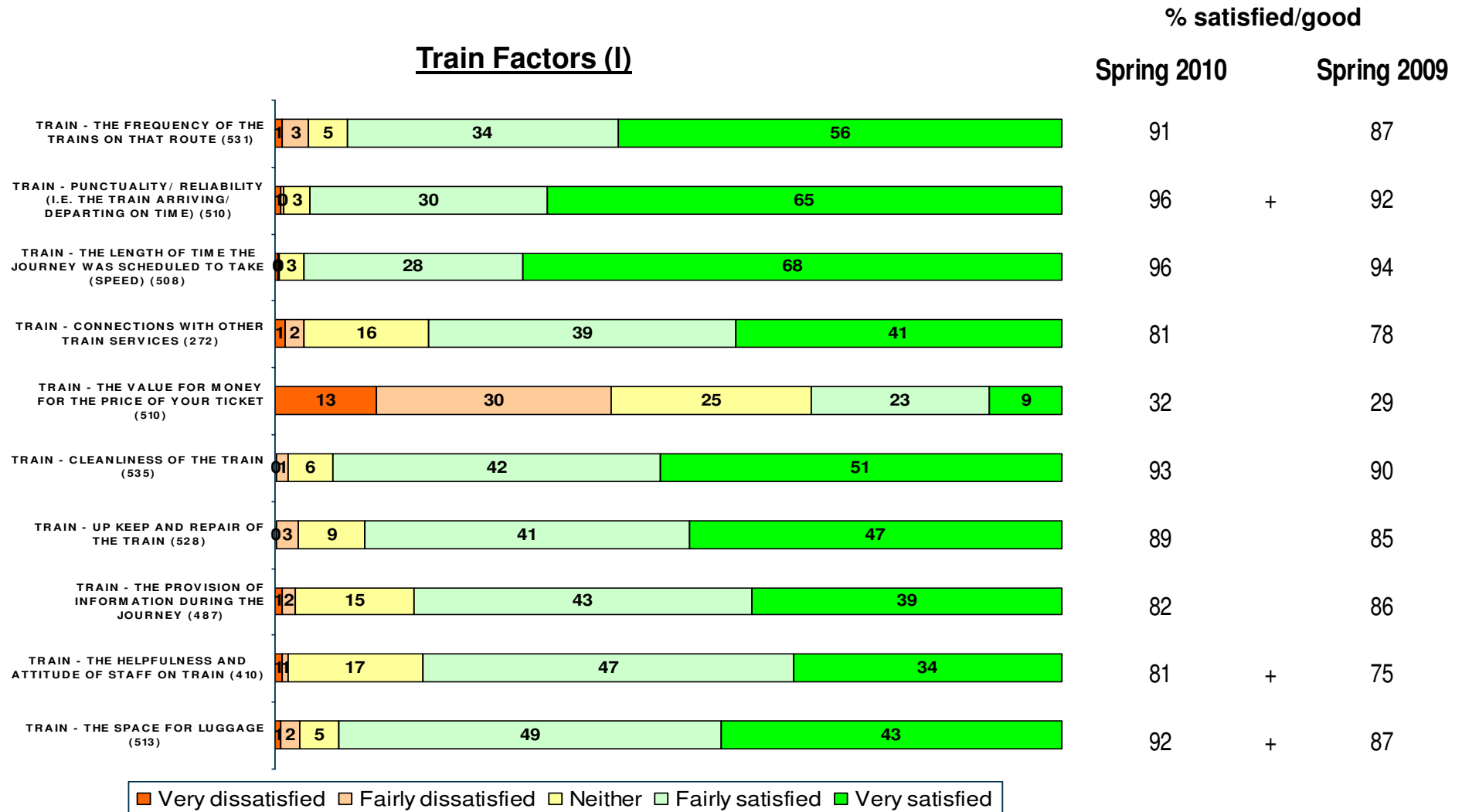
HEATHROW EXPRESS

**Overall Satisfaction and Station Factors**



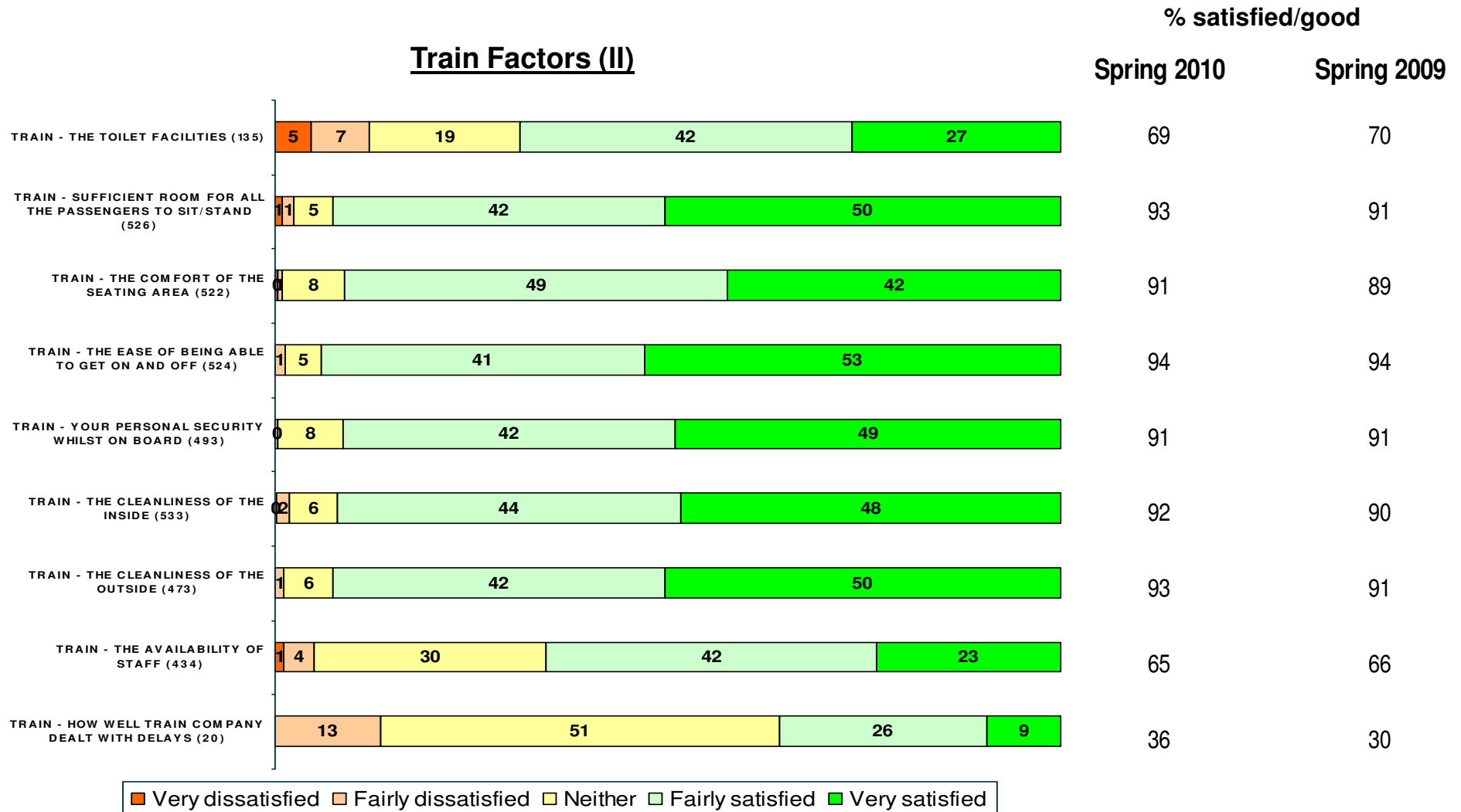
+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

HEATHROW EXPRESS



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

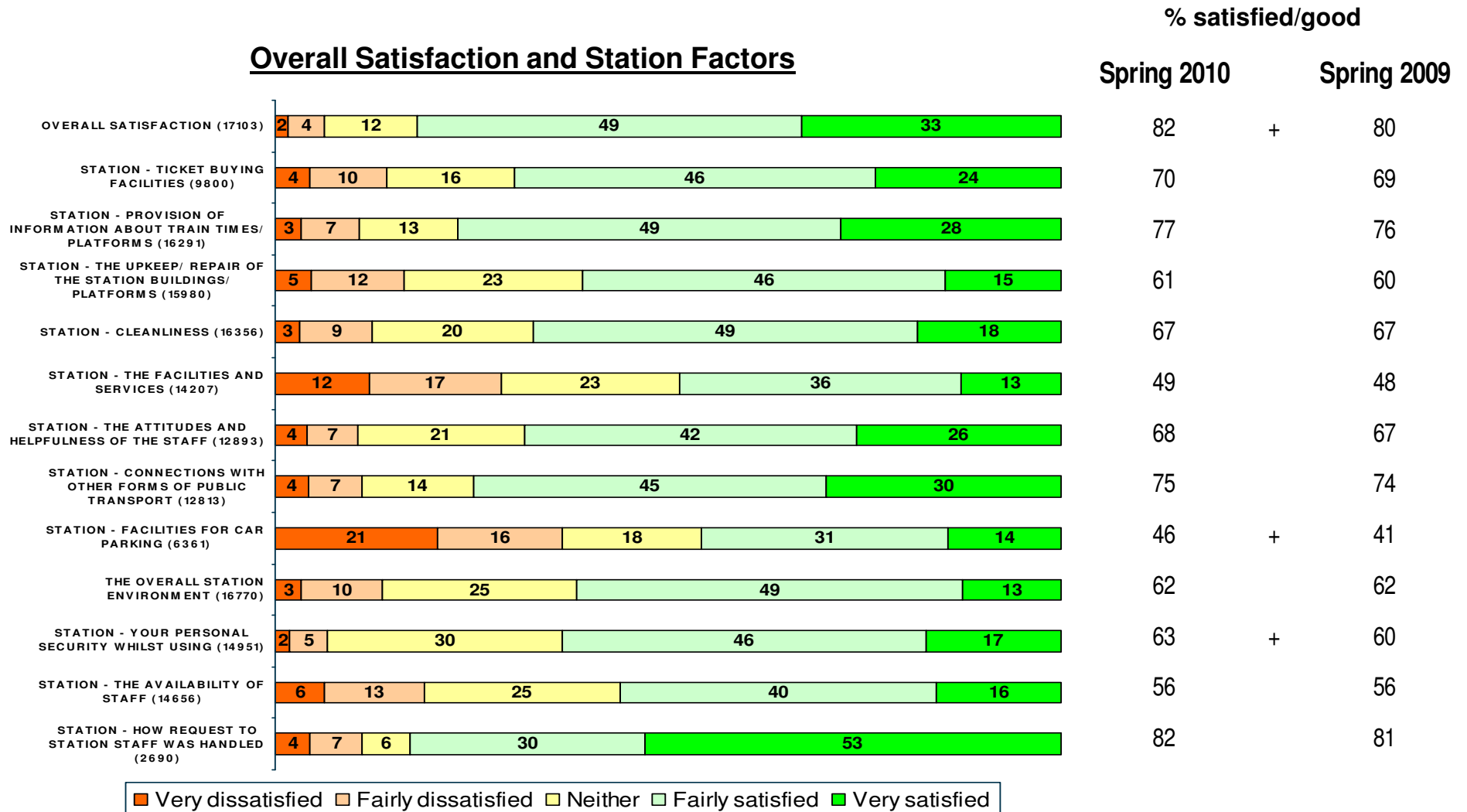
HEATHROW EXPRESS



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

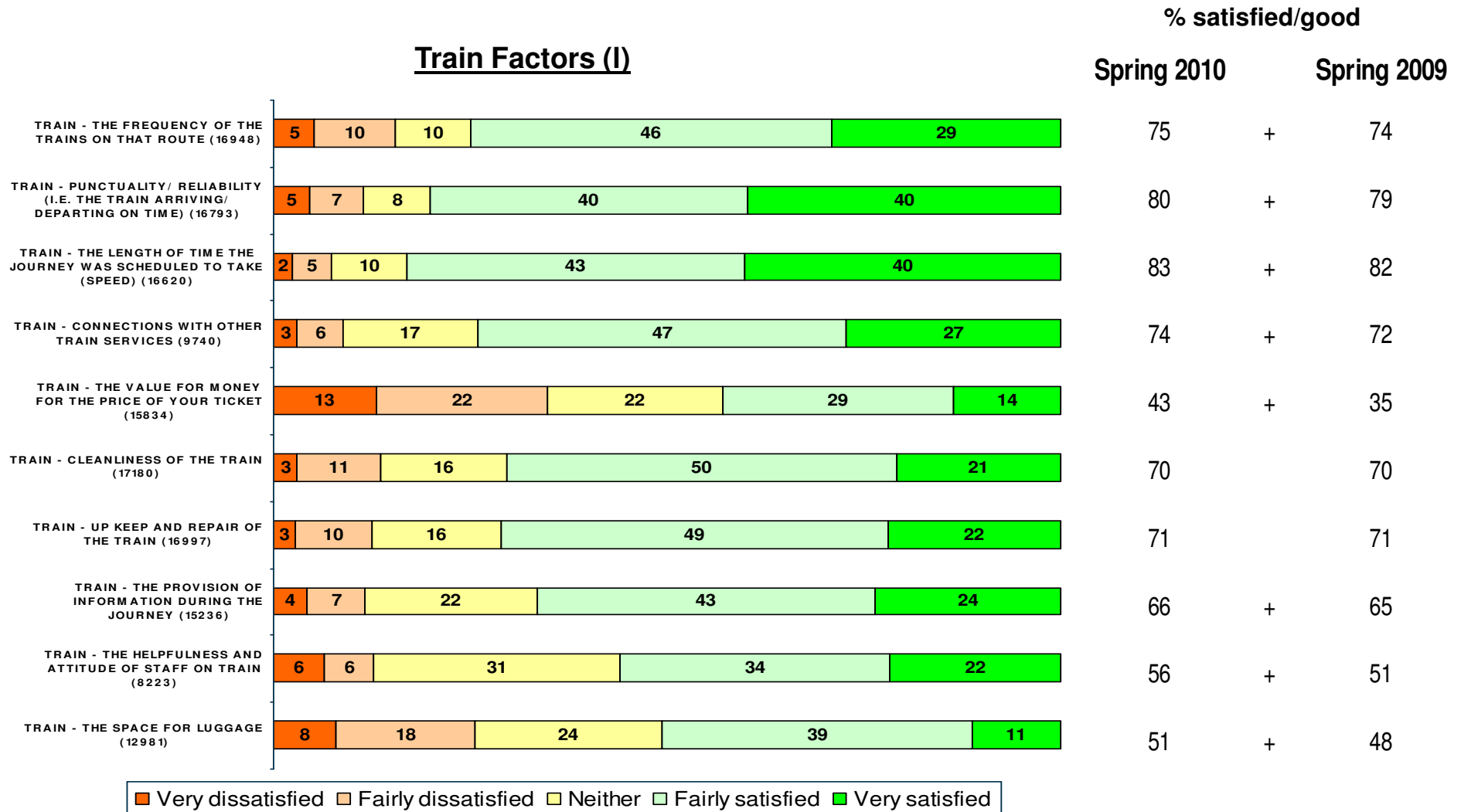
LONDON AND SOUTH EAST

**Overall Satisfaction and Station Factors**



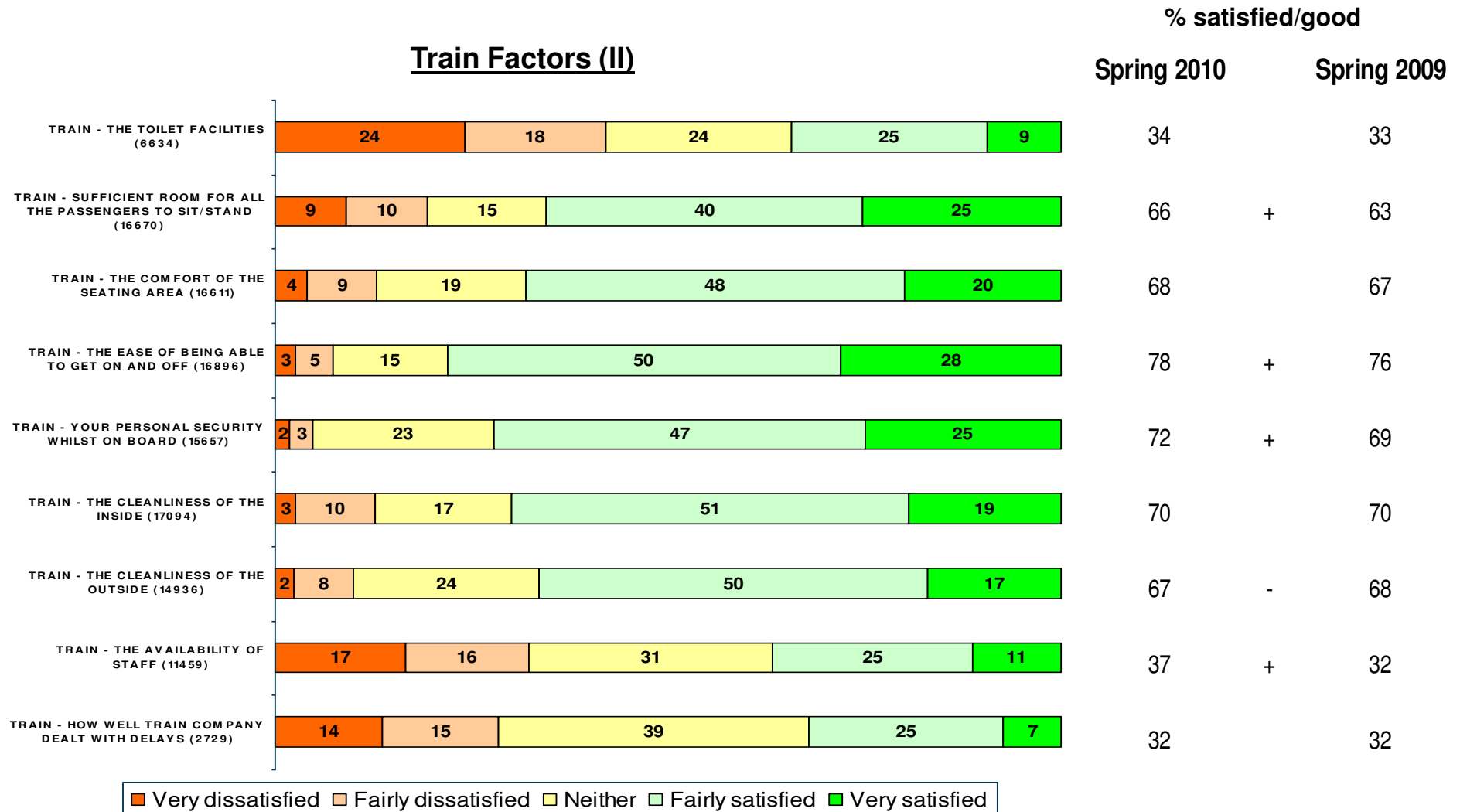
+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST



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

LONDON AND SOUTH EAST



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



HEATHROW EXPRESS

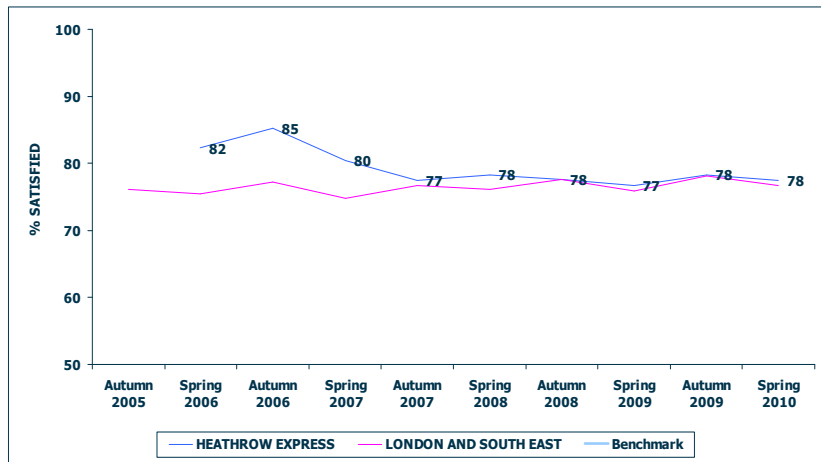
OVERALL SATISFACTION (530)



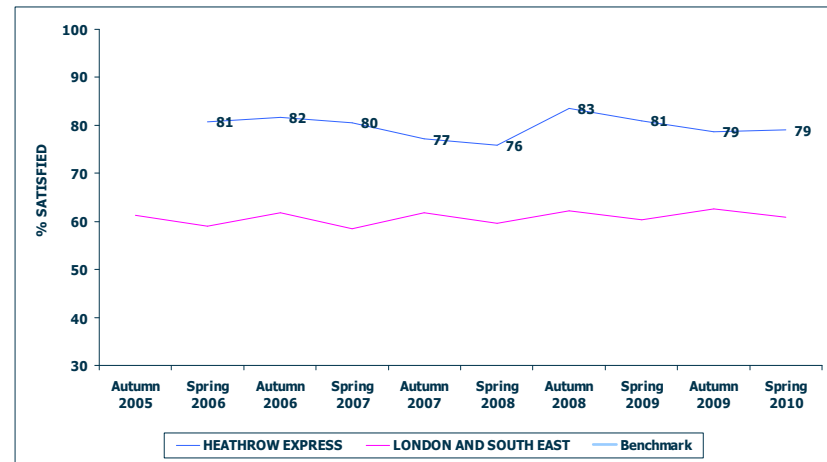
STATION – TICKET BUYING FACILITIES (384)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (501)

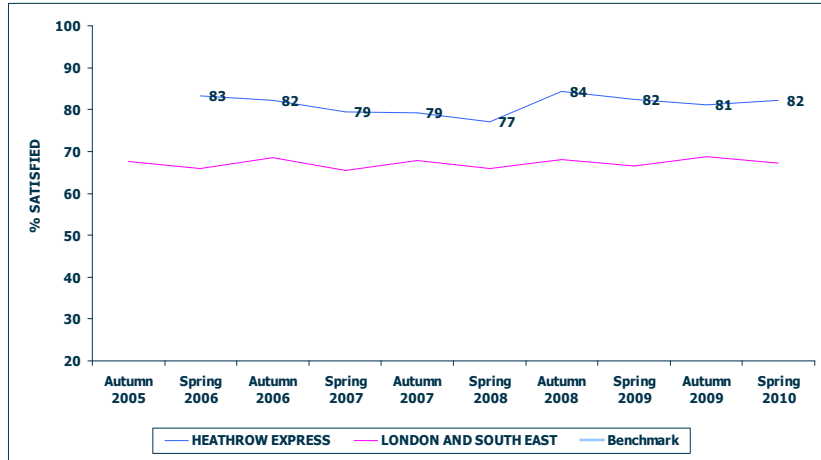


STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (481)



HEATHROW EXPRESS

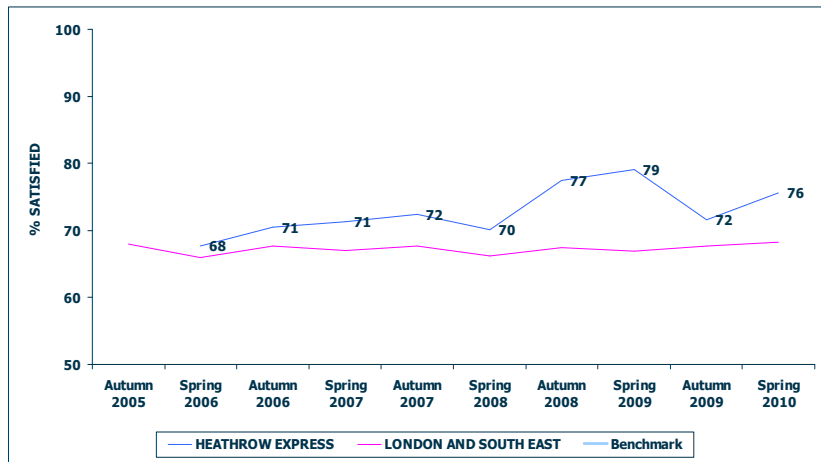
STATION - CLEANLINESS (514)



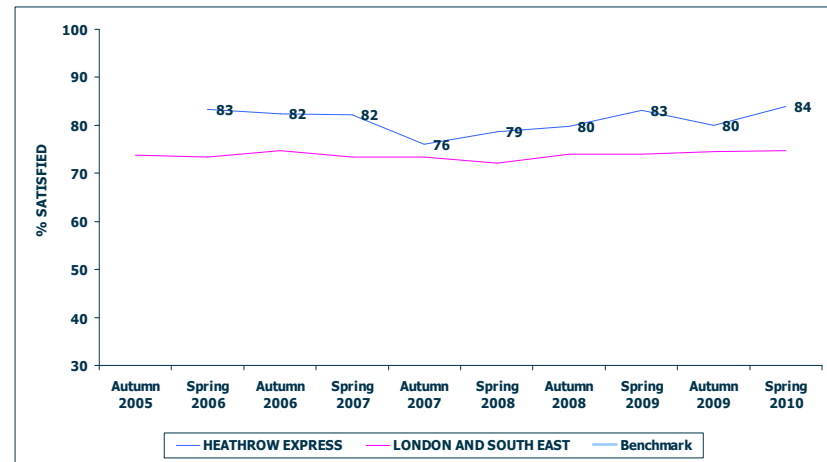
STATION – THE FACILITIES AND SERVICES (356)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (371)

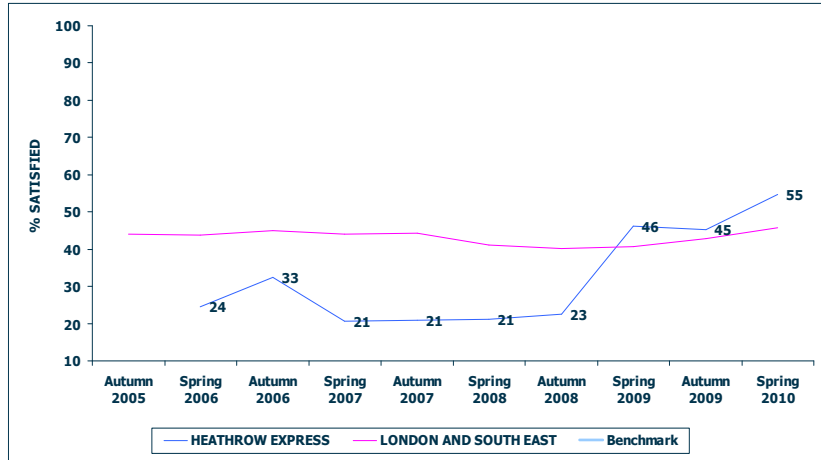


STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (423)

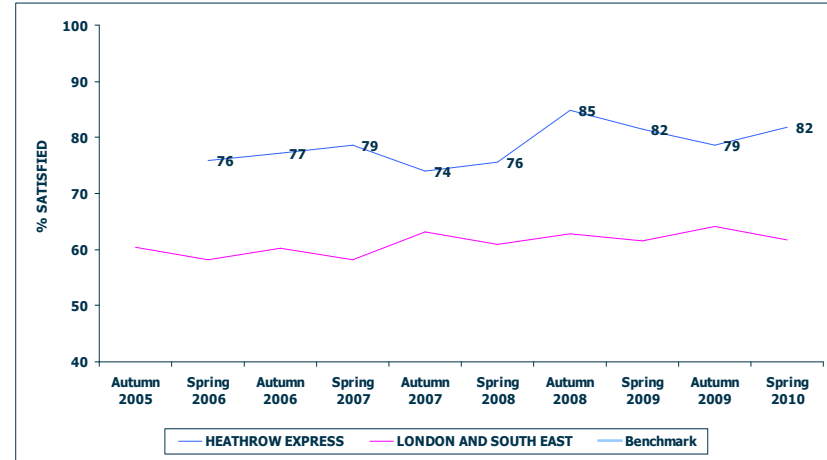


HEATHROW EXPRESS

STATION – FACILITIES FOR CAR PARKING (60)



STATION – OVERALL ENVIRONMENT (520)



STATION – YOUR PERSONAL SECURITY WHILST USING (440)



STATION – THE AVAILABILITY OF STAFF (410)



HEATHROW EXPRESS

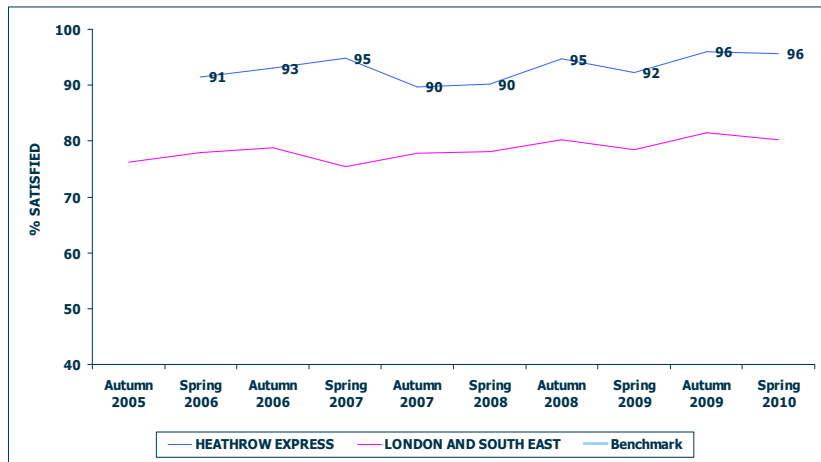
STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (98)



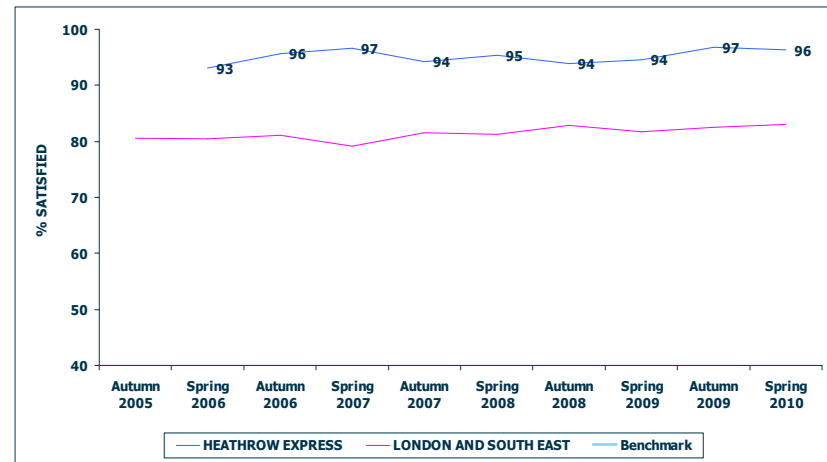
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (531)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (510)



TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (508)



HEATHROW EXPRESS

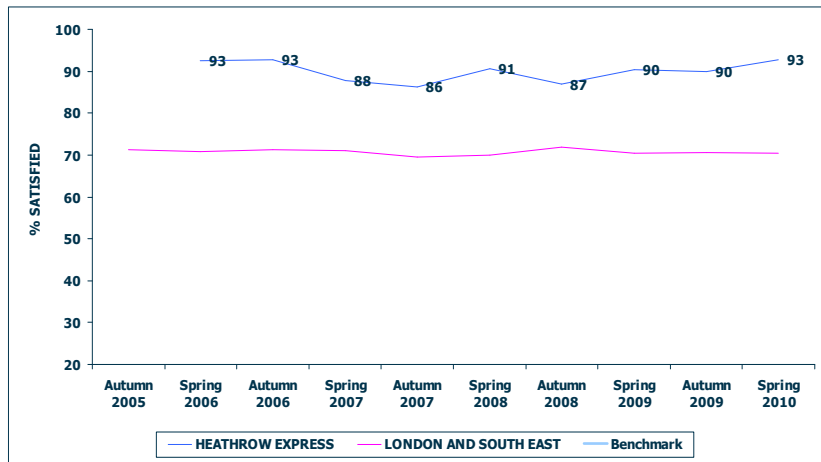
TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (272)



TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (510)



TRAIN – CLEANLINESS OF THE TRAIN (535)

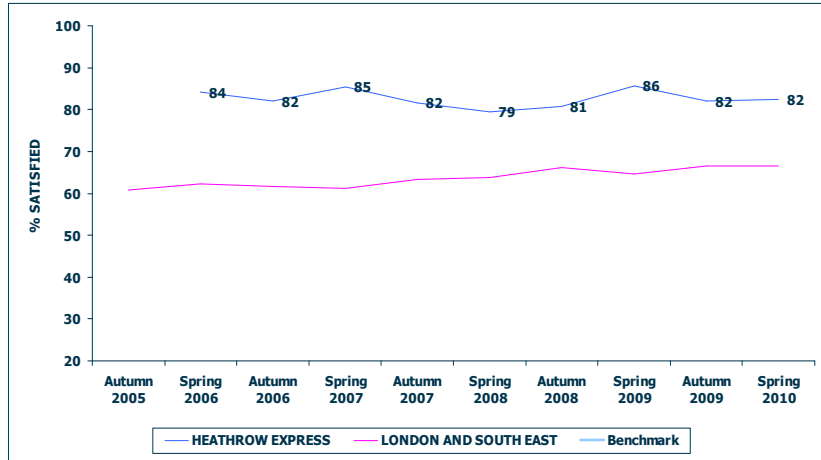


TRAIN – UP KEEP AND REPAIR OF THE TRAIN (528)

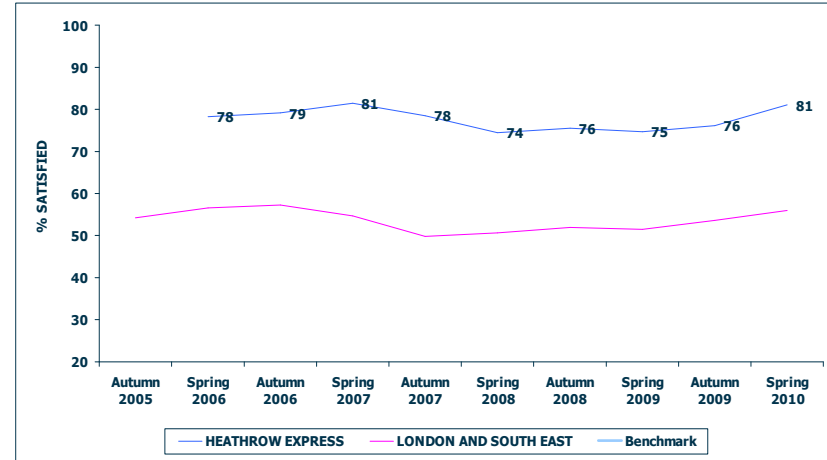


HEATHROW EXPRESS

TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (487)



TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (410)



TRAIN – THE SPACE FOR LUGGAGE (513)

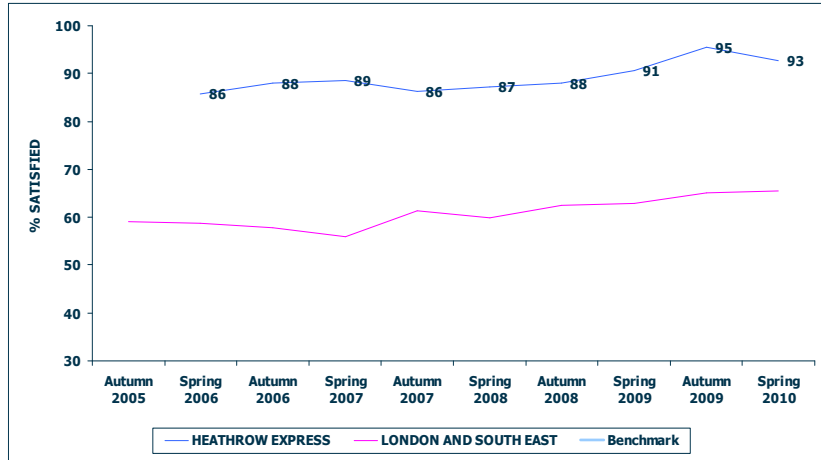


TRAIN – THE TOILET FACILITIES (135)



HEATHROW EXPRESS

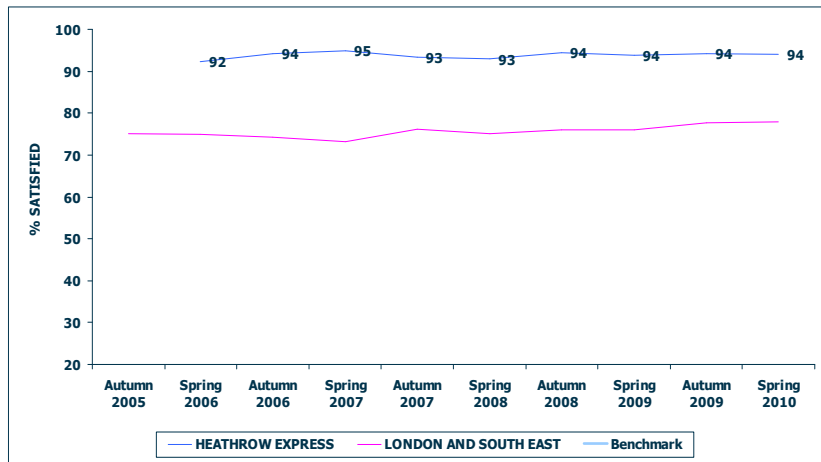
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (526)



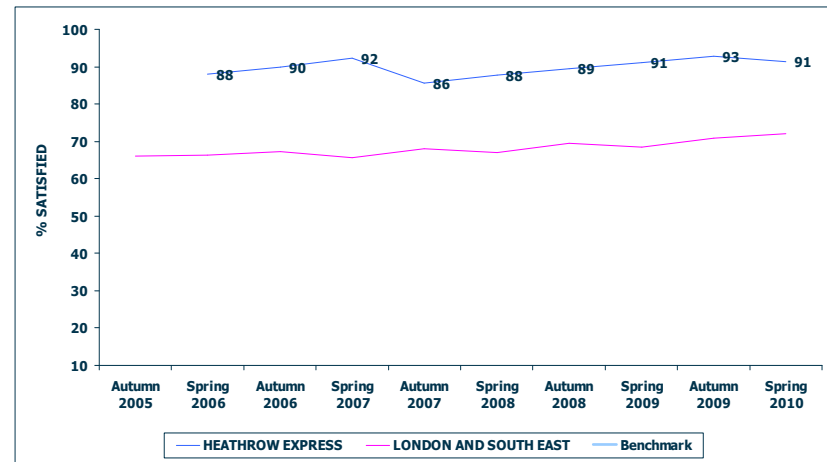
TRAIN – THE COMFORT OF THE SEATING AREA (522)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (524)

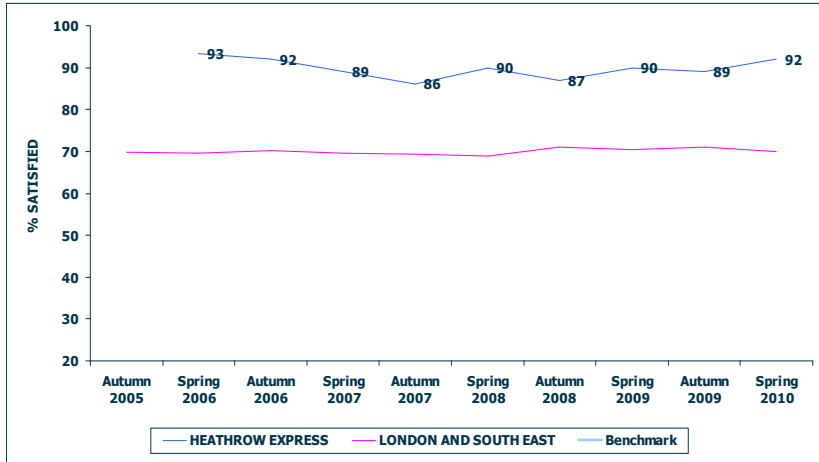


TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (493)



HEATHROW EXPRESS

TRAIN – THE CLEANLINESS OF THE INSIDE (533)



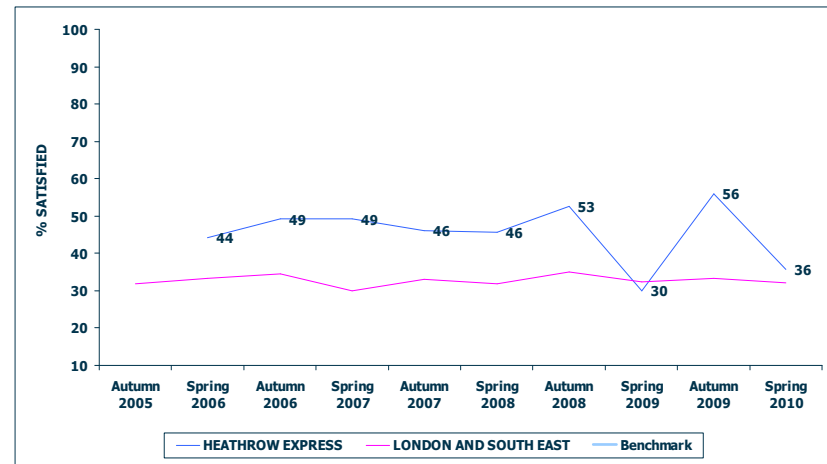
TRAIN – THE CLEANLINESS OF THE OUTSIDE (473)



TRAIN – THE AVAILABILITY OF STAFF (434)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (20)





# 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)

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 at stations run by London Overground. All weekend shifts due to be conducted at the later stages of the fieldwork period were brought forward due to weekend line closures from 20th February.

Due to illness amongst interviewers on the final weekend of fieldwork, the deadline for fieldwork completion was extended by one day to the 29th March to ensure that a few shifts could still be completed.

Other than Ascot races and a few rugby matches, sporting events accounted for little disruption to the field schedule.

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.

HEATHROW EXPRESS

WEIGHTED SAMPLE PROFILE

	Spring 2010 %	Spring 2009 %		Spring 2010 %	Spring 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	65	61	None	93	90
Female	32	35	Minor	4	6
Not stated	3	3	Major	0	1
			Not stated	3	3
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	2	3	Yes	29	27
26-34	17	20	No	71	73
35-44	32	29			
45-54	31	25	<u>TIME OF TRAVEL</u>		
55-59	9	12	Peak	14	17
60-64	5	5	Off peak	86	83
65+	3	4			
Not stated	1	3	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	10	9
Commuter	3	3	Yes: Information	10	10
Business	68	68	Couldn't find anyone to ask	2	3
Leisure	29	29	No	78	71
			Not stated	1	8

LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

	Spring 2010 %	Spring 2009 %		Spring 2010 %	Spring 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	44	44	None	81	79
Female	53	53	Minor	15	16
Not stated	3	3	Major	2	3
			Not stated	1	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	10	11	Yes	69	69
26-34	18	19	No	31	31
35-44	21	22			
45-54	22	21	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	22	23
60-64	8	8	Off peak	78	77
65+	9	8			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	8
Commuter	51	50	Yes: Information	8	9
Business	16	17	Couldn't find anyone to ask	3	3
Leisure	33	33	No	81	77
			Not stated	2	4

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	269				
HEATHROW AIRPORT T123	143				
HEATHROW TERMINAL 5	130				



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	31617	40	16	44	87	13	29	20	26	24
Number of journeys per annum (000's)	1243826	45	16	39	85	15	29	19	24	27
CHILTERN RAILWAYS	18988	35	21	44	80	20	41	6	25	28
SOUTHERN	139826	49	16	35	89	11	20	30	25	26
SOUTHEASTERN	152335	59	14	27	90	10	24	30	23	23
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	29	21	25	25
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	41	13	20	26
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**

	<b>SAMPLE</b>	<b>JOURNEY PURPOSE</b>			<b>DAY OF WEEK</b>		<b>STATION SIZE</b>			
<b>TOC</b>	<b>SIZE</b>	<b>COMMUTE</b>	<b>BUSINESS</b>	<b>LEISURE</b>	<b>WEEKDAY</b>	<b>WEEKEND</b>	<b>VERY LARGE</b>	<b>LARGE</b>	<b>MEDIUM</b>	<b>SMALL</b>
Sample size	31617	40	16	44	87	13	29	20	26	24
Number of journeys per annum (000's)	31617	40	16	44	87	13	29	20	26	24
CHILTERN RAILWAYS	1062	38	17	45	88	12	33	10	24	32
SOUTHERN	2628	48	14	39	86	14	20	35	18	27
SOUTHEASTERN	1999	52	9	39	85	15	24	31	23	21
EAST COAST	1154	12	29	59	86	14	31	15	33	21
FIRST GREAT WESTERN	2945	34	18	48	83	17	28	21	23	29
C2C	1058	68	5	26	89	11	33	26	23	19
MERSEYRAIL	651	49	5	46	92	8	20	37	20	24
SCOTRAIL	1092	41	12	46	91	9	28	26	27	19
SOUTH WEST TRAINS	1888	43	12	45	85	15	36	15	18	31
VIRGIN TRAINS	1763	20	33	48	84	16	31	8	35	25
ARRIVA TRAINS WALES	1018	40	9	52	85	15	28	37	20	15
FIRST TRANSPENNINE EXPRESS	1548	35	16	49	87	13	23	34	24	20
NATIONAL EXPRESS EAST ANGLIA	2172	52	11	37	89	11	34	8	34	24
NORTHERN RAIL	1633	46	9	45	87	13	47	20	12	21
FIRST CAPITAL CONNECT	1636	56	12	32	90	10	22	15	34	28
EAST MIDLANDS TRAINS	1131	39	21	40	93	7	33	30	20	16
LONDON MIDLAND	1074	49	12	39	89	11	36	13	25	26
LONDON OVERGROUND	1012	66	5	29	94	6	28	21	26	25
CROSSCOUNTRY	1593	25	23	52	86	14	16	20	36	28