



NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

TOC REPORT FOR LONDON MIDLAND

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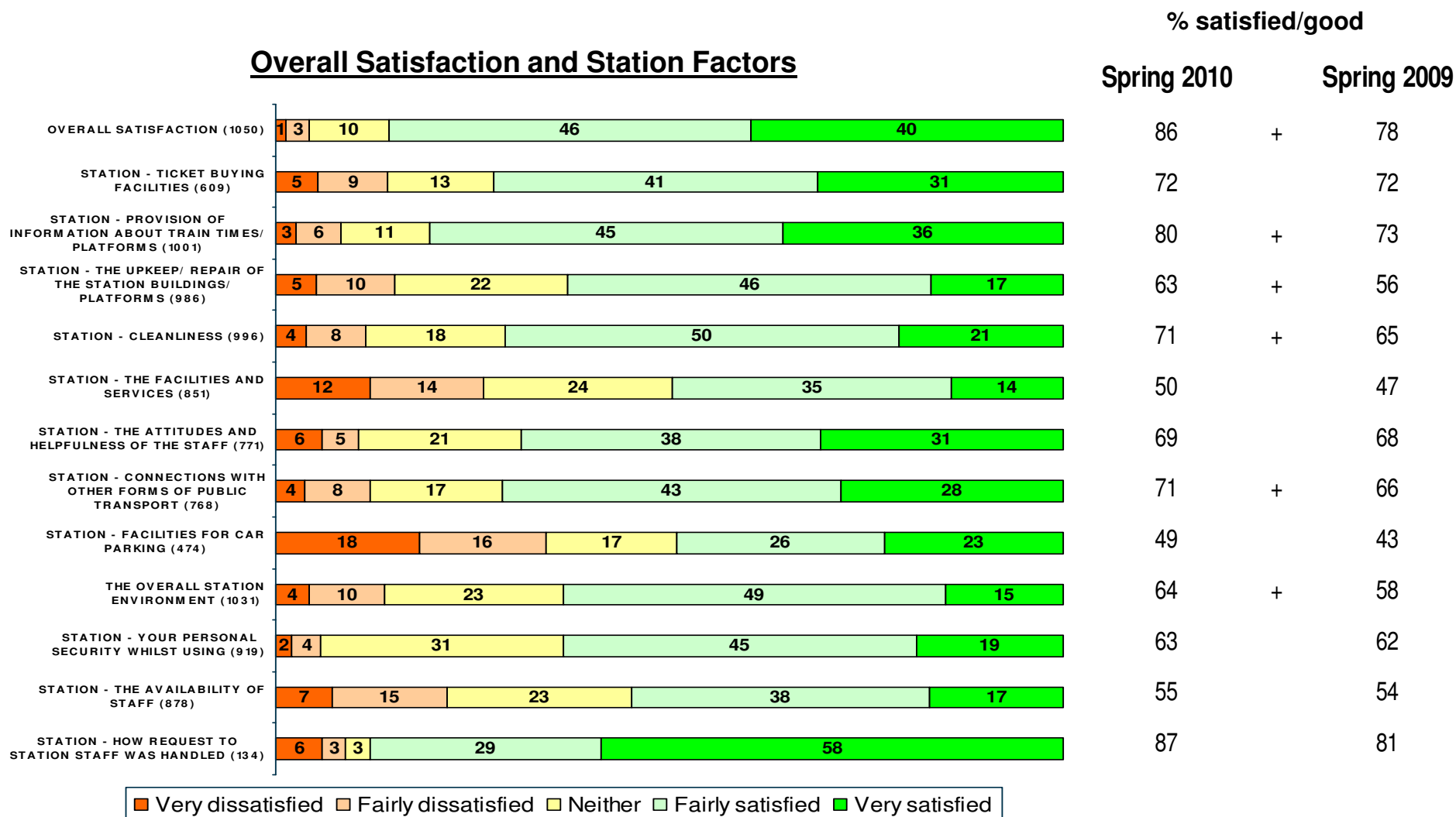
NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

TOC REPORT FOR LONDON MIDLAND

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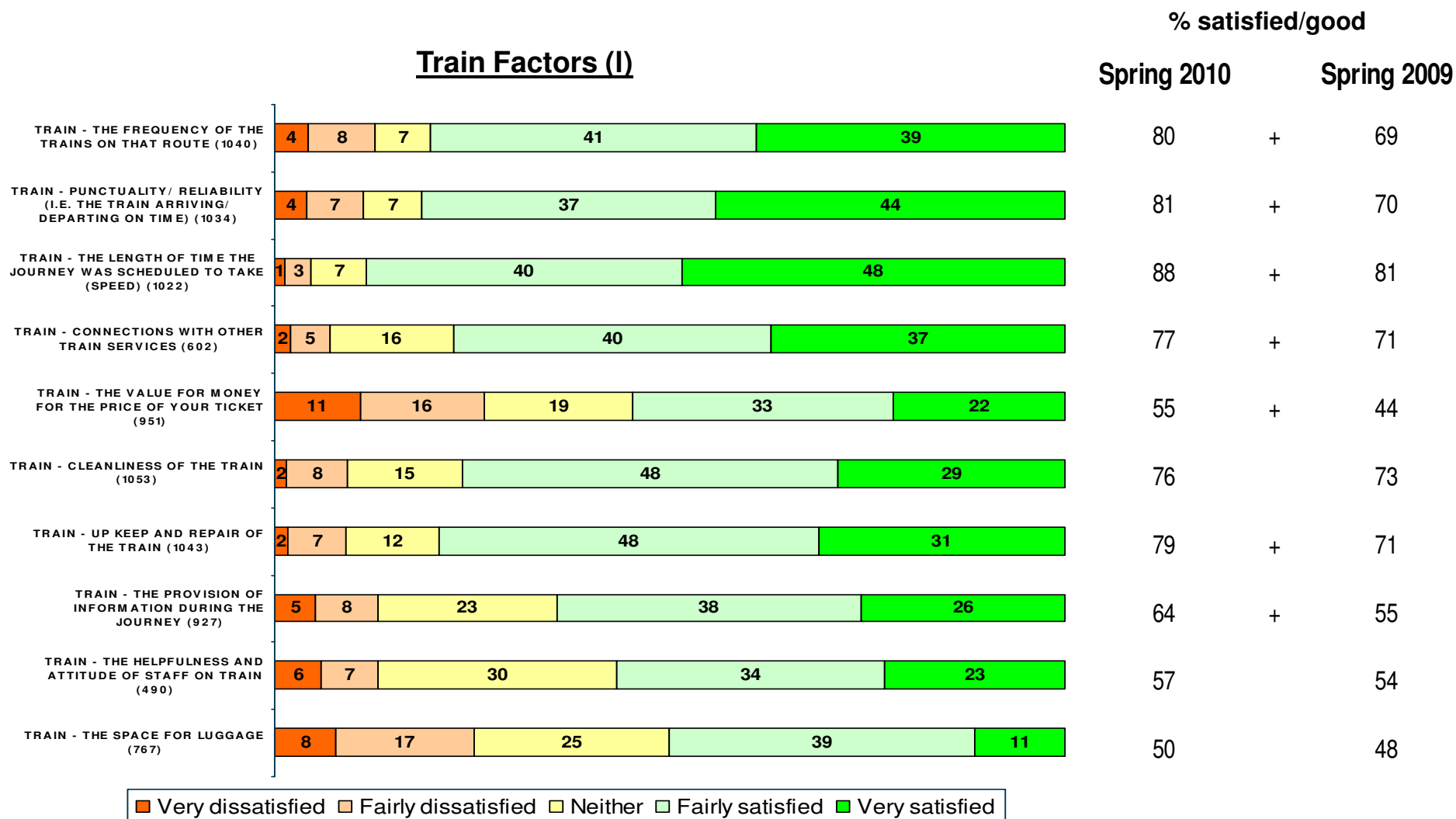
LONDON MIDLAND

Overall Satisfaction and Station Factors



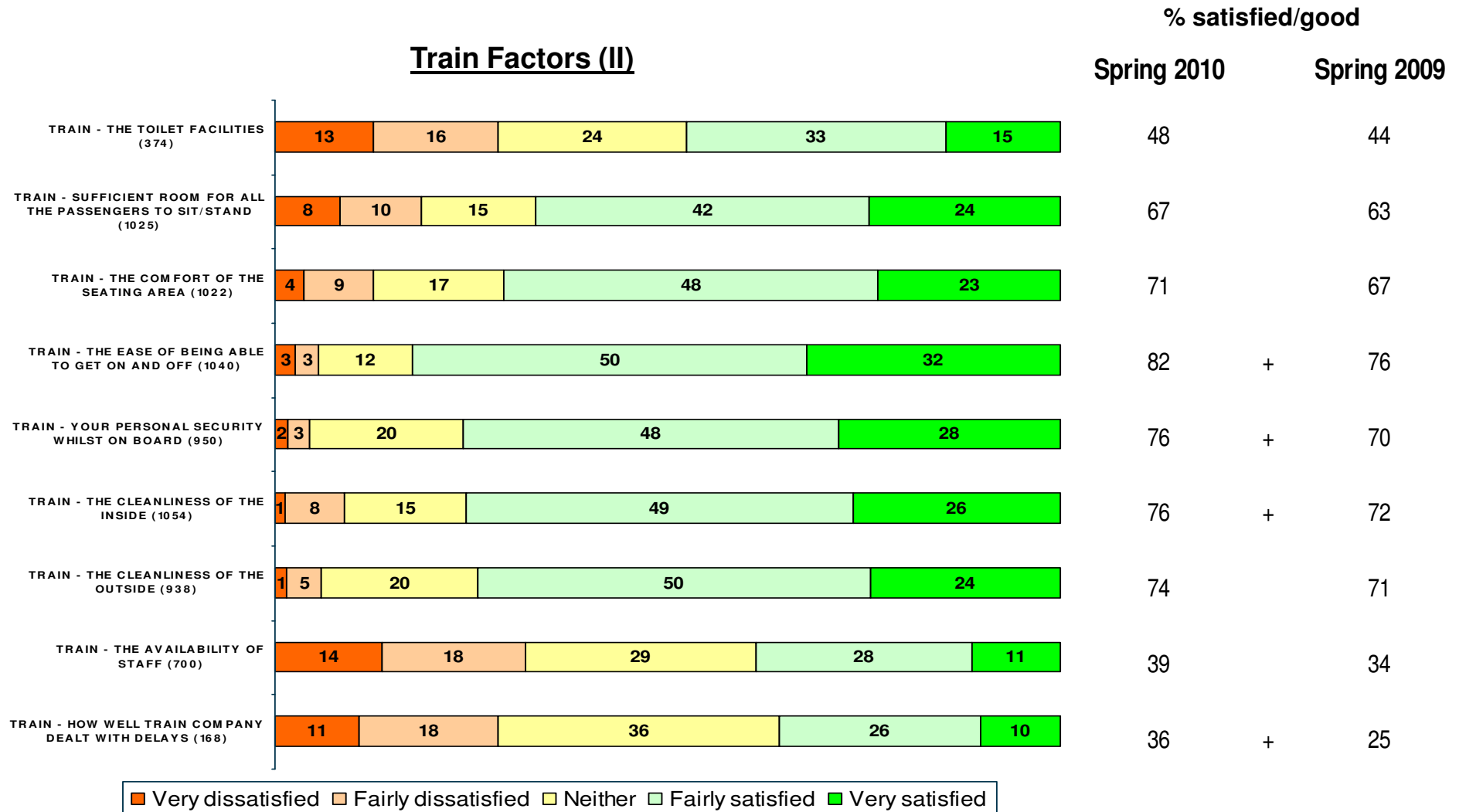
+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

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

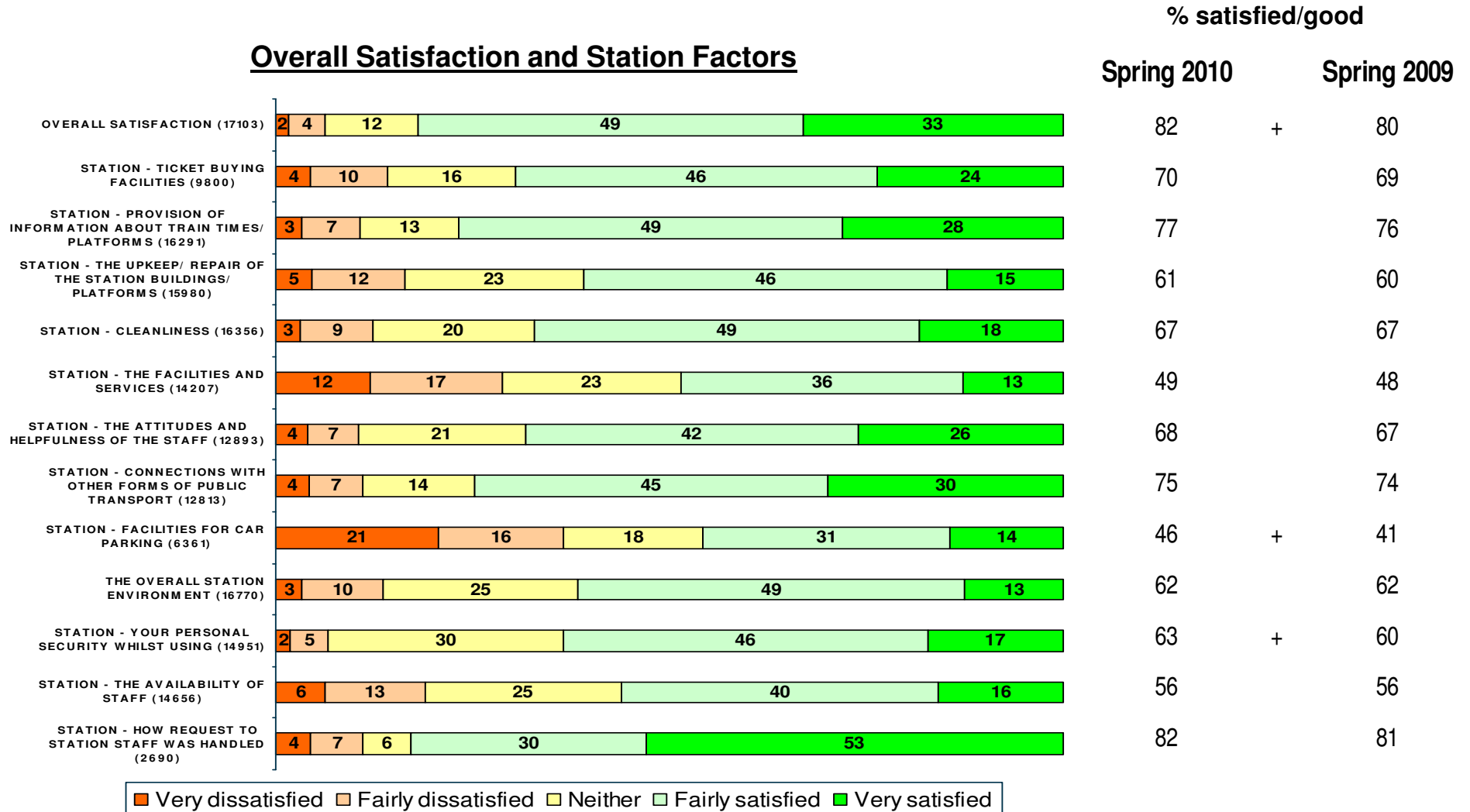
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 at 95% confidence level

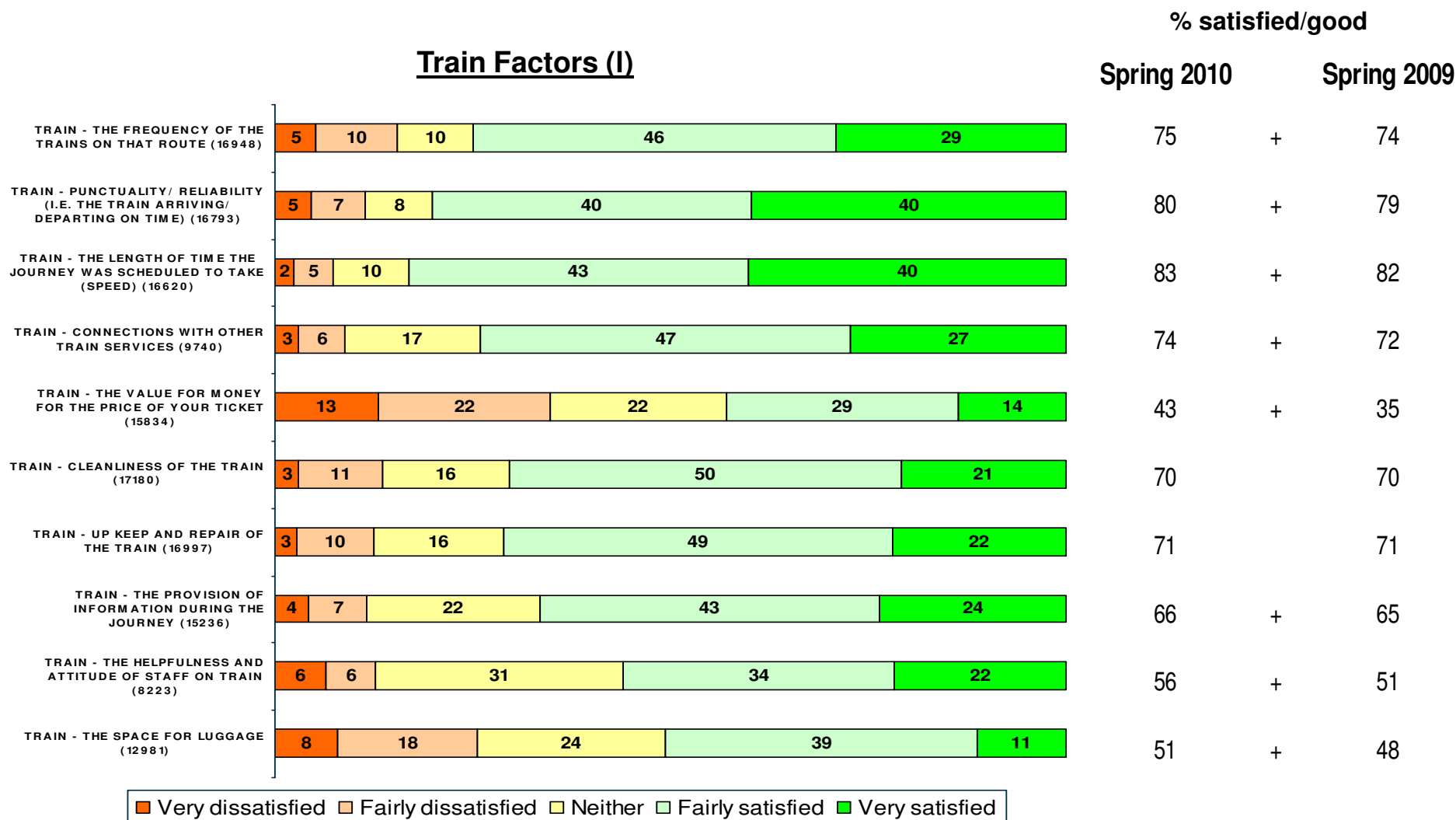
LONDON AND SOUTH EAST

Overall Satisfaction and Station Factors



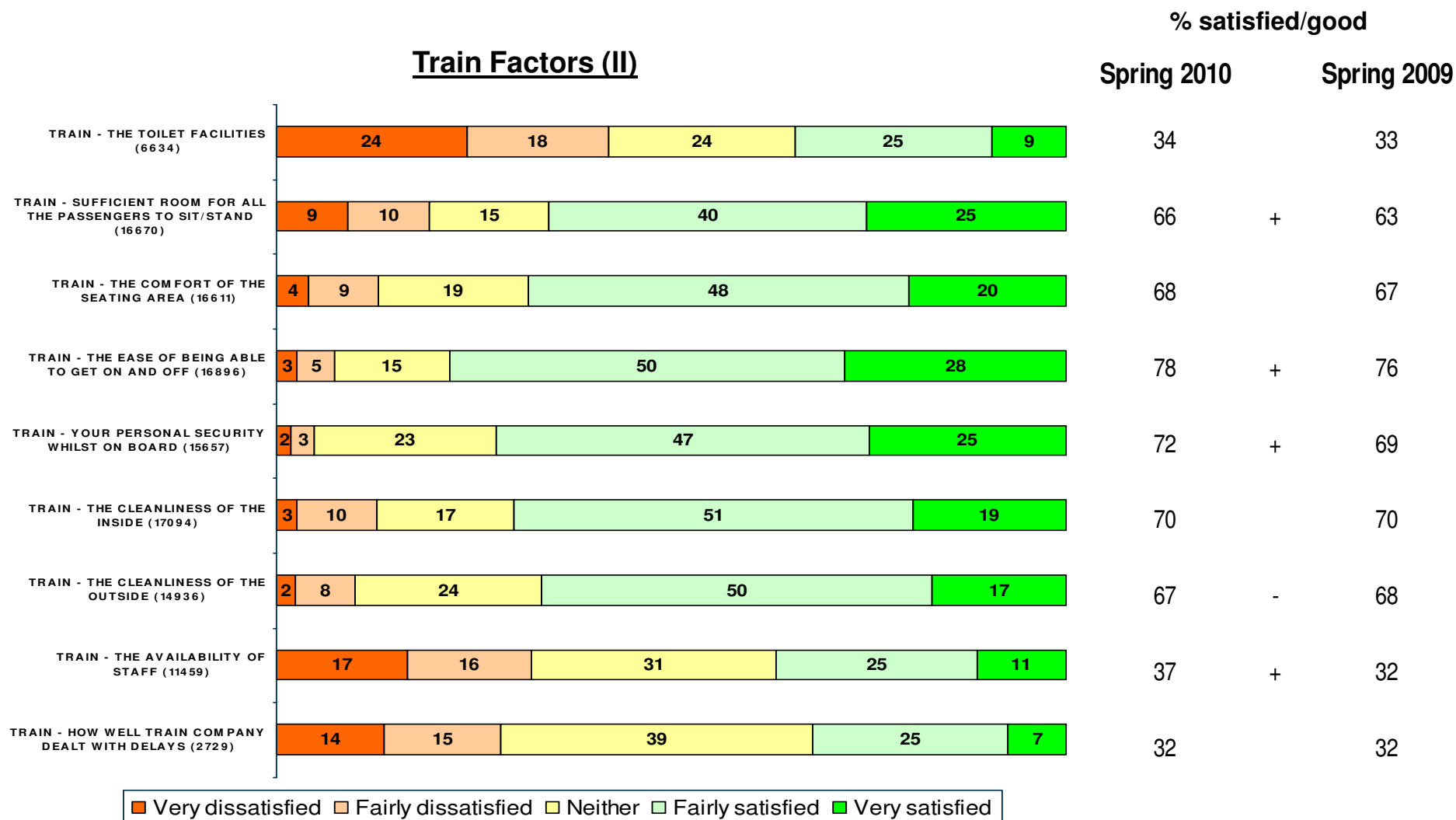
+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

LONDON AND SOUTH EAST



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

LONDON AND SOUTH EAST



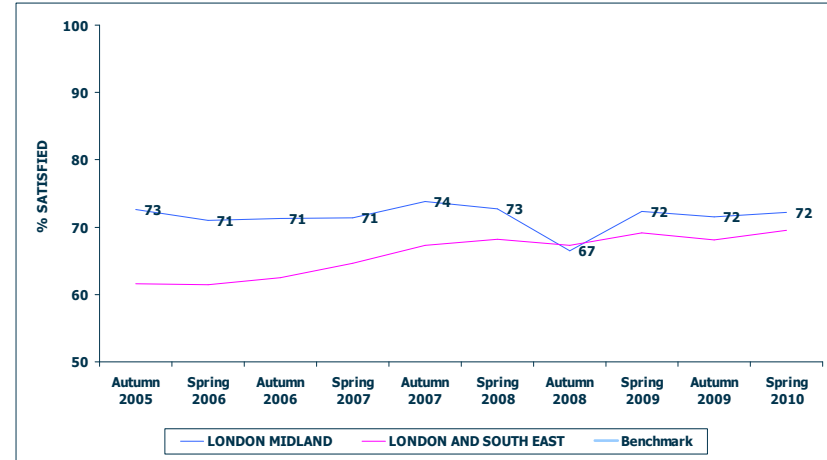
+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

LONDON MIDLAND

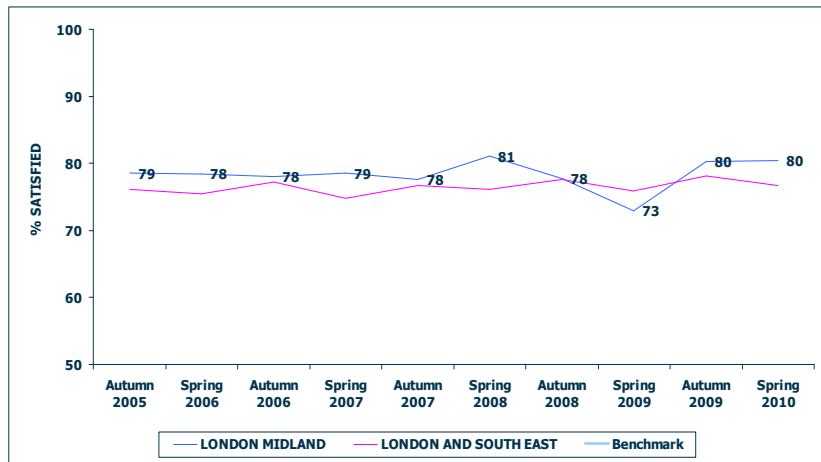
OVERALL SATISFACTION (1050)



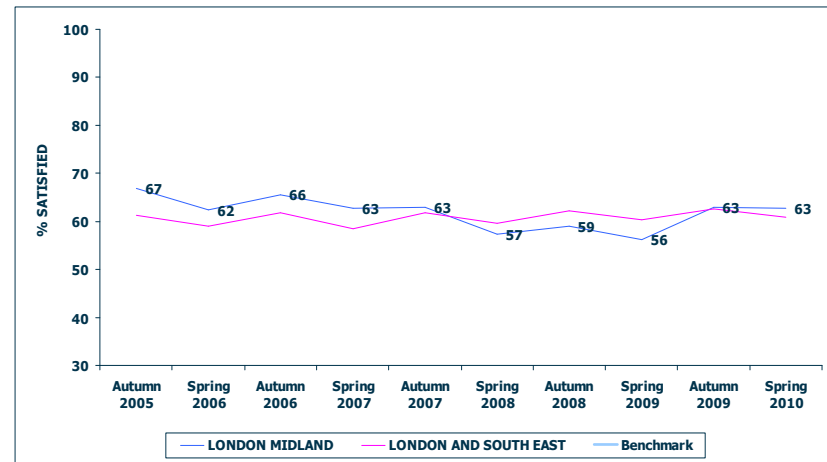
STATION – TICKET BUYING FACILITIES (609)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (1001)



STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (986)



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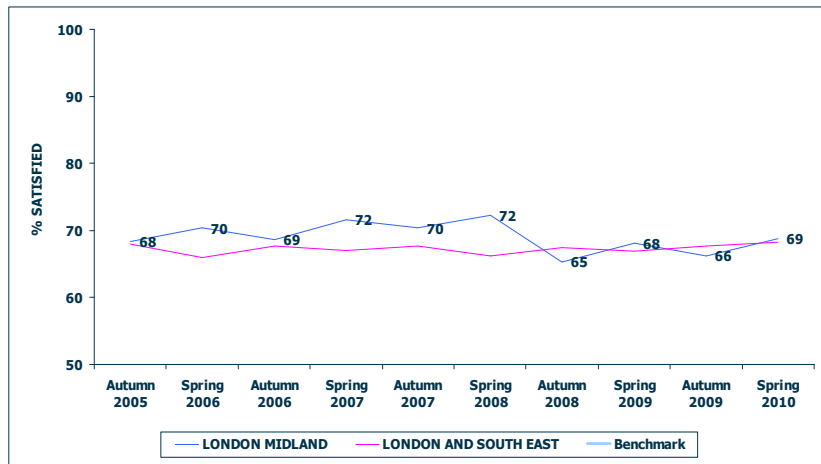
STATION - CLEANLINESS (996)



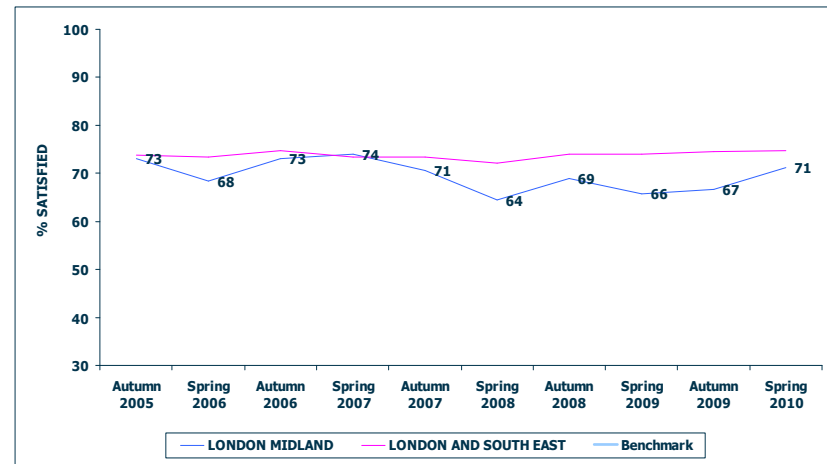
STATION – THE FACILITIES AND SERVICES (851)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (771)

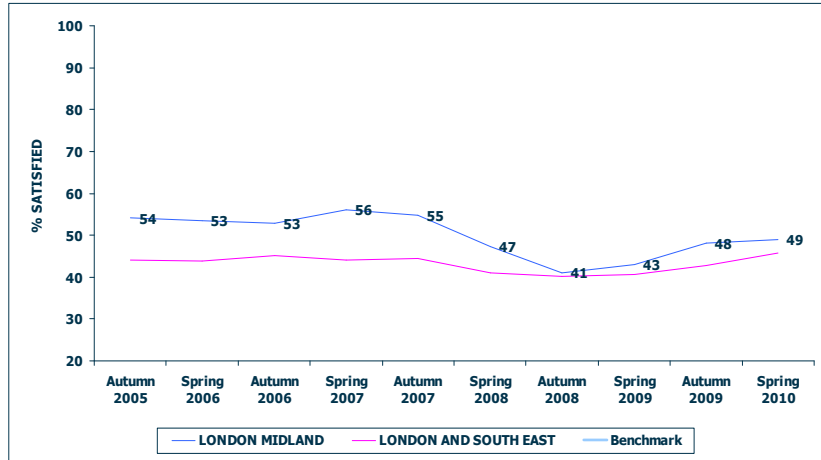


STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (768)

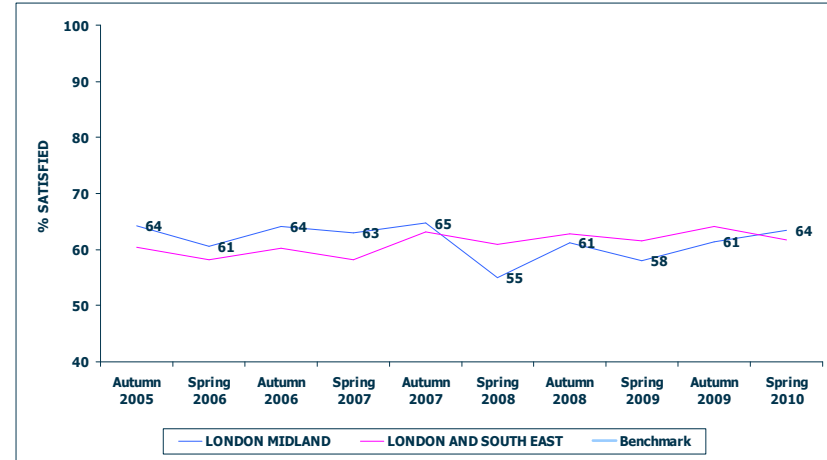


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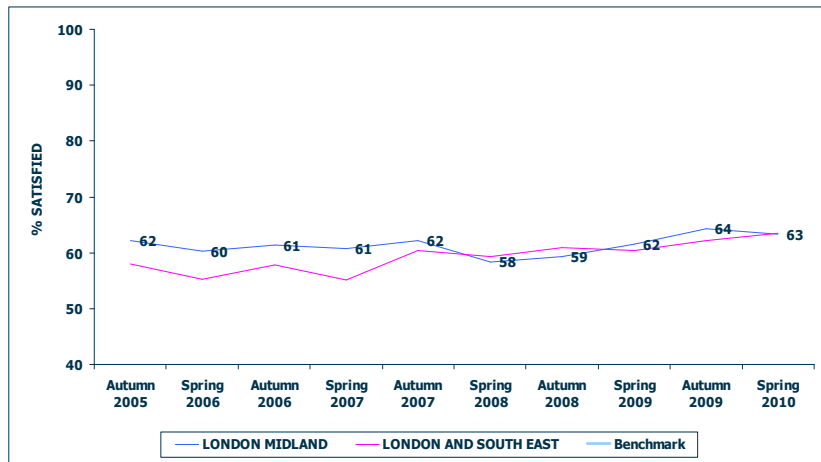
STATION – FACILITIES FOR CAR PARKING (474)



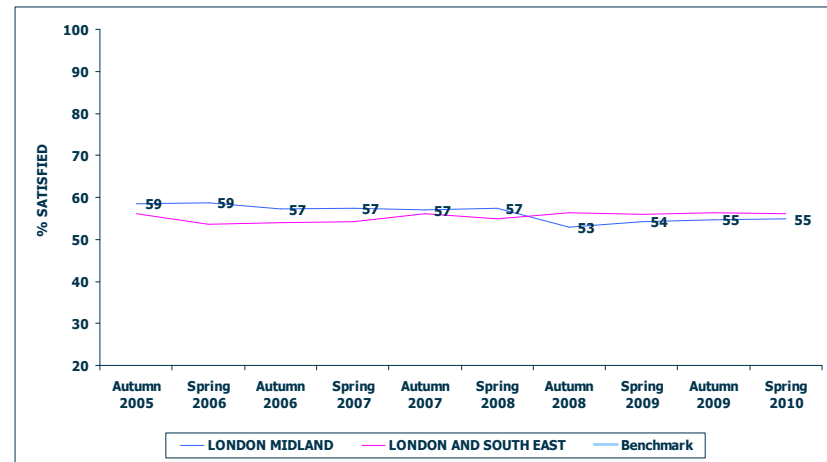
STATION – OVERALL ENVIRONMENT (1031)



STATION – YOUR PERSONAL SECURITY WHILST USING (919)

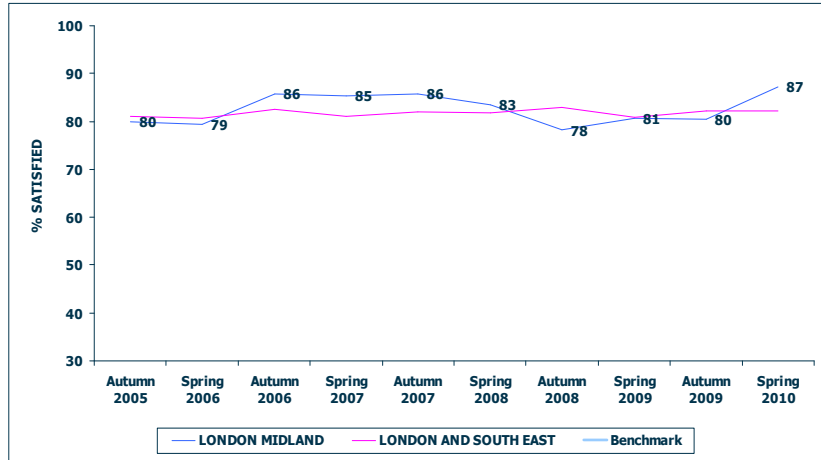


STATION – THE AVAILABILITY OF STAFF (878)



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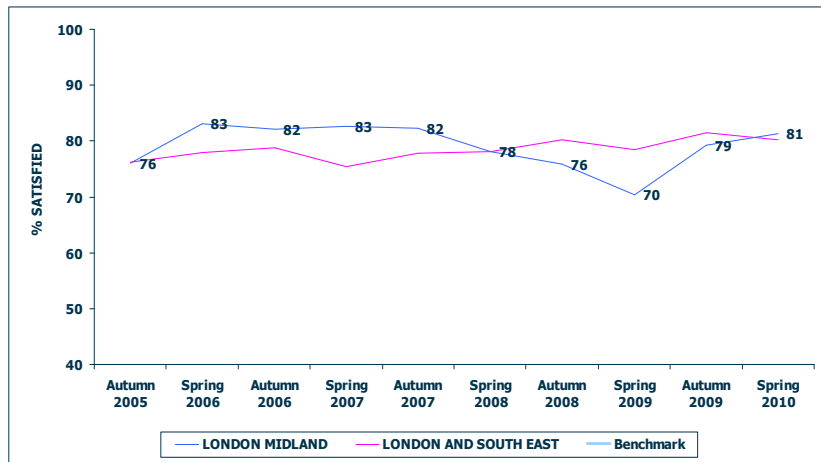
STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (134)



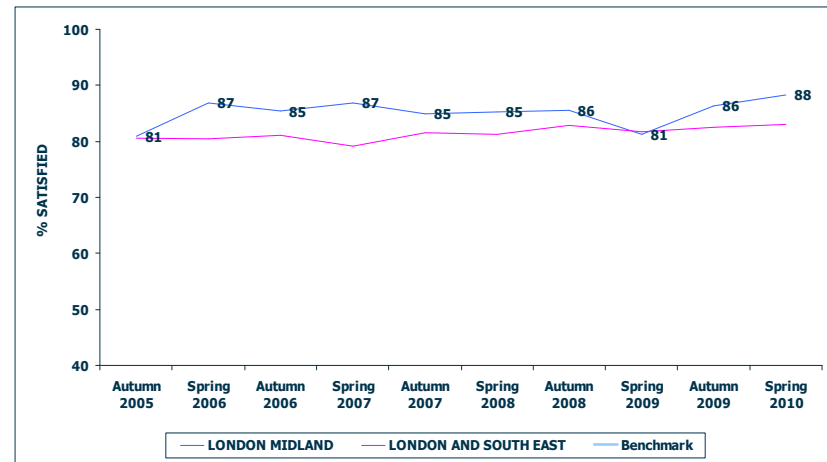
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (1040)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (1034)



TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (1022)

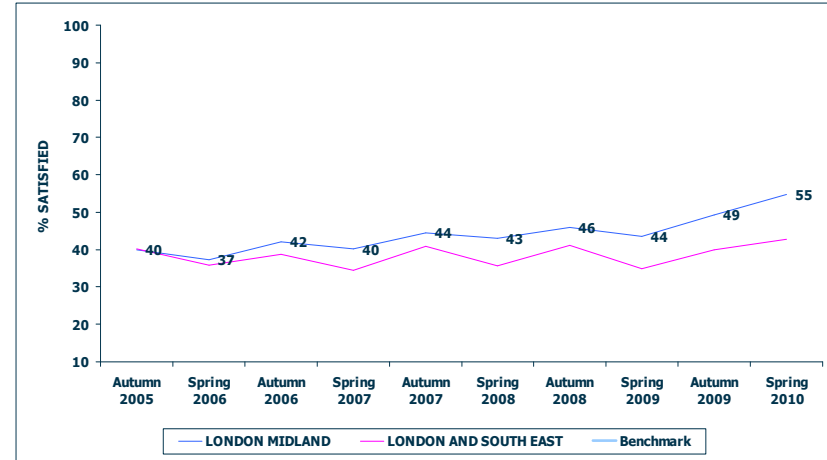


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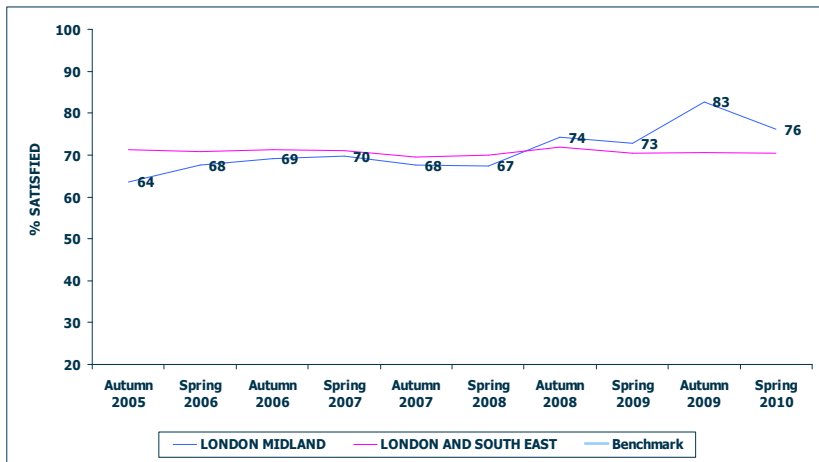
TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (602)



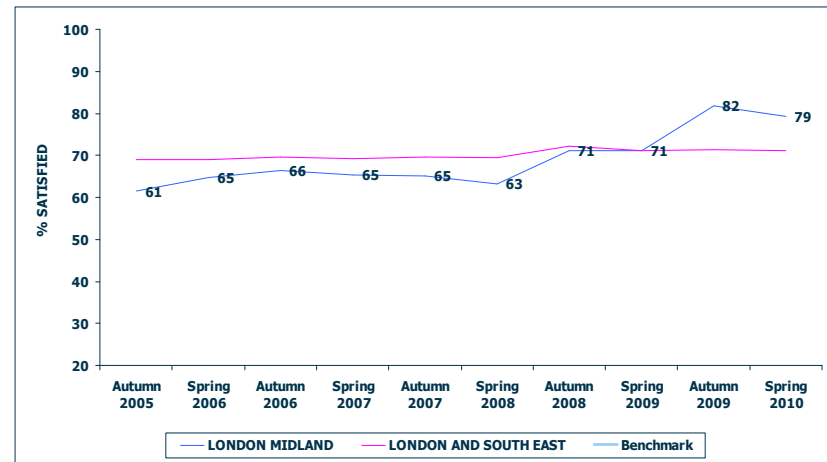
TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (951)



TRAIN – CLEANLINESS OF THE TRAIN (1053)

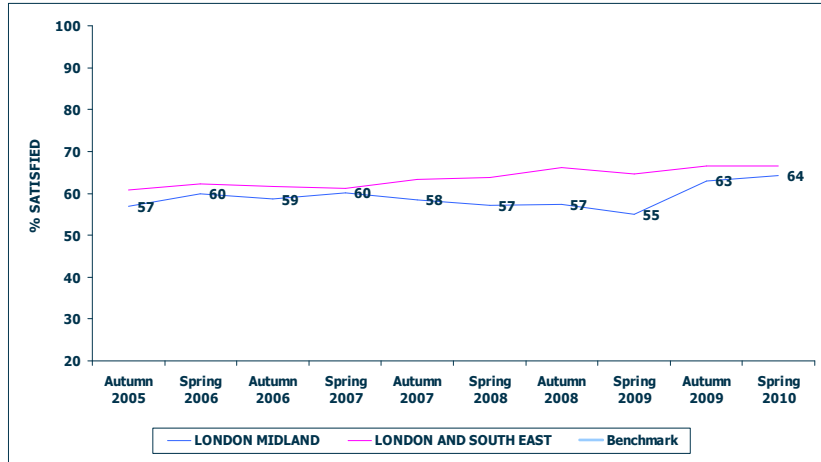


TRAIN – UP KEEP AND REPAIR OF THE TRAIN (1043)



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TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (927)



TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (490)



TRAIN – THE SPACE FOR LUGGAGE (767)



TRAIN – THE TOILET FACILITIES (374)



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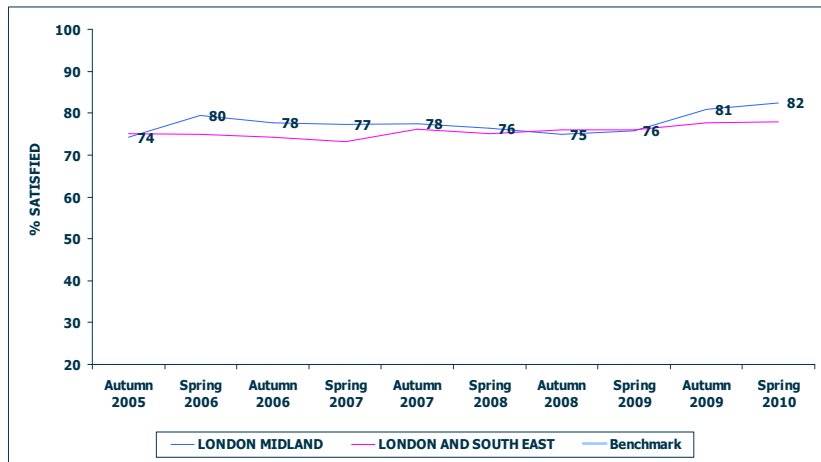
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (1025)



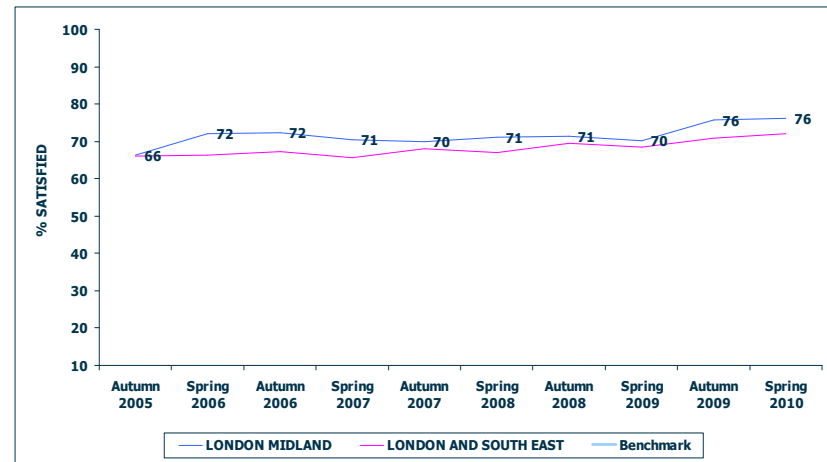
TRAIN – THE COMFORT OF THE SEATING AREA (1022)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (1040)

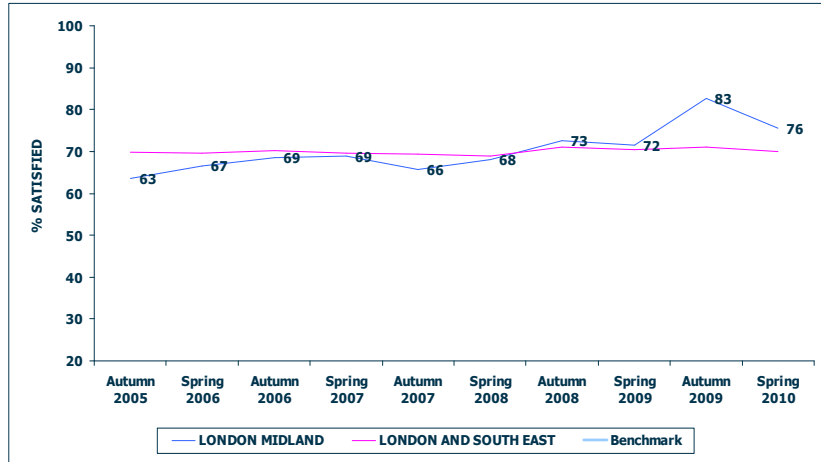


TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (950)



LONDON MIDLAND

TRAIN – THE CLEANLINESS OF THE INSIDE (1054)



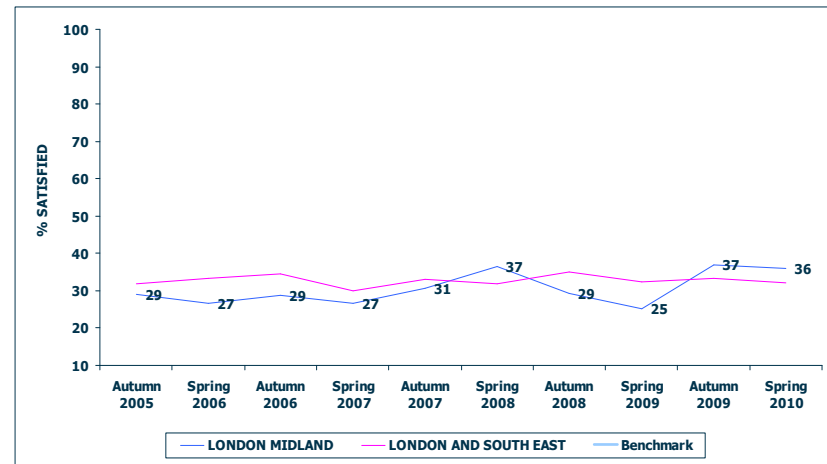
TRAIN – THE CLEANLINESS OF THE OUTSIDE (938)



TRAIN – THE AVAILABILITY OF STAFF (700)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (168)



NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

London Midland

| | PEAK | | | | OFFPEAK | | |
|---|------------------|---|-------------|--|------------------|---|-------------|
| | % satisfied/good | | | | % satisfied/good | | |
| | Spring 2010 | | Spring 2009 | | Spring 2010 | | Spring 2009 |
| OVERALL SATISFACTION | 76 | + | 49 | | 88 | + | 83 |
| STATION - TICKET BUYING FACILITIES | 58 | | 56 | | 75 | | 75 |
| STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS | 73 | + | 57 | | 82 | + | 76 |
| STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS | 55 | | 49 | | 64 | + | 57 |
| STATION - CLEANLINESS | 71 | + | 60 | | 71 | | 66 |
| STATION - FACILITIES AND SERVICES | 56 | + | 41 | | 48 | | 48 |
| STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF | 67 | + | 56 | | 69 | | 71 |
| STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT | 79 | + | 67 | | 69 | | 66 |
| STATION - FACILITIES FOR CAR PARKING | 52 | | 44 | | 49 | | 43 |
| STATION - THE OVERALL ENVIRONMENT | 61 | + | 47 | | 64 | | 60 |
| STATION - YOUR PERSONAL SECURITY WHILST USING | 61 | | 54 | | 64 | | 63 |
| STATION - THE AVAILABILITY OF STAFF AT THE STATION | 49 | | 42 | | 56 | | 57 |
| STATION - HOW REQUEST TO STATION STAFF WAS HANDLED | 83 | | 70 | | 88 | | 82 |
| TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE | 63 | + | 39 | | 84 | + | 75 |
| TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) | 67 | + | 41 | | 84 | + | 76 |
| TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) | 81 | + | 59 | | 90 | + | 86 |
| TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES | 72 | + | 50 | | 78 | | 74 |
| TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET | 23 | + | 11 | | 61 | + | 50 |
| TRAIN - CLEANLINESS OF THE TRAIN | 79 | + | 58 | | 76 | | 75 |
| TRAIN - UP KEEP AND REPAIR OF THE TRAIN | 83 | + | 53 | | 79 | | 74 |
| TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY | 70 | + | 43 | | 63 | + | 57 |
| TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN | 37 | | 37 | | 60 | | 56 |
| TRAIN - THE SPACE FOR LUGGAGE | 42 | + | 30 | | 52 | | 51 |
| TRAIN - THE TOILET FACILITIES | 40 | + | 14 | | 49 | | 50 |
| TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND | 48 | + | 26 | | 70 | | 69 |
| TRAIN - THE COMFORT OF THE SEATING AREA | 61 | + | 43 | | 73 | | 71 |
| TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF | 78 | + | 58 | | 83 | + | 79 |
| TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD | 76 | + | 58 | | 76 | | 72 |
| TRAIN - THE CLEANLINESS OF THE INSIDE | 81 | + | 57 | | 75 | | 74 |
| TRAIN - THE CLEANLINESS OF THE OUTSIDE | 76 | + | 50 | | 74 | | 74 |
| TRAIN - THE AVAILABILITY OF STAFF | 22 | + | 12 | | 41 | | 38 |
| TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS | 20 | + | 7 | | 40 | | 32 |

NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

London and South East

| | PEAK | | | | OFFPEAK | | | |
|---|------------------|---|------------------|--|------------------|---|------------------|--|
| | % satisfied/good | | % satisfied/good | | % satisfied/good | | % satisfied/good | |
| | Spring 2010 | | Spring 2009 | | Spring 2010 | | Spring 2009 | |
| OVERALL SATISFACTION | 75 | + | 71 | | 84 | + | 82 | |
| STATION - TICKET BUYING FACILITIES | 65 | | 63 | | 71 | | 71 | |
| STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS | 76 | | 74 | | 77 | | 76 | |
| STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS | 61 | + | 57 | | 61 | | 61 | |
| STATION - CLEANLINESS | 68 | + | 64 | | 67 | | 67 | |
| STATION - FACILITIES AND SERVICES | 49 | + | 45 | | 48 | | 49 | |
| STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF | 66 | | 64 | | 69 | | 68 | |
| STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT | 75 | | 74 | | 75 | | 74 | |
| STATION - FACILITIES FOR CAR PARKING | 42 | + | 33 | | 47 | + | 43 | |
| STATION - THE OVERALL ENVIRONMENT | 61 | | 59 | | 62 | | 62 | |
| STATION - YOUR PERSONAL SECURITY WHILST USING | 62 | + | 58 | | 64 | + | 61 | |
| STATION - THE AVAILABILITY OF STAFF AT THE STATION | 55 | | 54 | | 56 | | 57 | |
| STATION - HOW REQUEST TO STATION STAFF WAS HANDLED | 73 | | 76 | | 84 | | 82 | |
| TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE | 69 | | 70 | | 77 | + | 75 | |
| TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) | 73 | | 73 | | 82 | + | 80 | |
| TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) | 76 | | 74 | | 85 | | 84 | |
| TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES | 71 | | 68 | | 75 | | 73 | |
| TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET | 29 | + | 22 | | 47 | + | 39 | |
| TRAIN - CLEANLINESS OF THE TRAIN | 68 | | 68 | | 71 | | 71 | |
| TRAIN - UP KEEP AND REPAIR OF THE TRAIN | 65 | | 67 | | 73 | | 73 | |
| TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY | 60 | | 59 | | 68 | + | 66 | |
| TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN | 46 | + | 41 | | 59 | + | 54 | |
| TRAIN - THE SPACE FOR LUGGAGE | 40 | | 38 | | 54 | + | 51 | |
| TRAIN - THE TOILET FACILITIES | 27 | + | 23 | | 36 | | 36 | |
| TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND | 42 | + | 36 | | 72 | | 71 | |
| TRAIN - THE COMFORT OF THE SEATING AREA | 54 | | 52 | | 72 | | 72 | |
| TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF | 69 | + | 65 | | 81 | + | 79 | |
| TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD | 67 | + | 64 | | 74 | + | 70 | |
| TRAIN - THE CLEANLINESS OF THE INSIDE | 65 | | 66 | | 71 | | 72 | |
| TRAIN - THE CLEANLINESS OF THE OUTSIDE | 61 | | 63 | | 68 | - | 70 | |
| TRAIN - THE AVAILABILITY OF STAFF | 26 | + | 22 | | 40 | + | 35 | |
| TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS | 25 | | 24 | | 35 | | 36 | |

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

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.

LONDON MIDLAND

WEIGHTED SAMPLE PROFILE

| | Spring 2010 | Spring 2009 | | Spring 2010 | Spring 2009 |
|-----------------------------------|-------------|-------------|-----------------------------------|-------------|-------------|
| | % | % | | % | % |
| <u>SEX</u> | | | <u>DELAYS</u> | | |
| Male | 45 | 43 | None | 81 | 74 |
| Female | 53 | 54 | Minor | 15 | 18 |
| Not stated | 2 | 3 | Major | 2 | 5 |
| | | | Not stated | 2 | 3 |
| <u>AGE</u> | | | <u>REGULAR TRAVELLER</u> | | |
| 16-25 | 13 | 14 | Yes | 68 | 69 |
| 26-34 | 15 | 16 | No | 33 | 31 |
| 35-44 | 20 | 20 | | | |
| 45-54 | 23 | 22 | <u>TIME OF TRAVEL</u> | | |
| 55-59 | 10 | 7 | Peak | 16 | 15 |
| 60-64 | 9 | 9 | Off peak | 84 | 85 |
| 65+ | 10 | 10 | | | |
| Not stated | 1 | 1 | <u>ASKED FOR HELP/INFORMATION</u> | | |
| <u>JOURNEY PURPOSE (WEIGHTED)</u> | | | Yes: Help | 8 | 7 |
| Commuter | 45 | 45 | Yes: Information | 6 | 11 |
| Business | 14 | 14 | Couldn't find anyone to ask | 3 | 3 |
| Leisure | 41 | 41 | No | 82 | 73 |
| | | | Not stated | 2 | 9 |

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 LONDON MIDLAND

| <u>STATION</u> | <u>UNWEIGHTED</u> | <u>STATION</u> | <u>UNWEIGHTED</u> | <u>STATION</u> | <u>UNWEIGHTED</u> |
|---------------------------|-------------------|-------------------------|-------------------|----------------|-------------------|
| LONDON EUSTON | 181 | WORCESTER SHRUB HILL | 14 | NORTHFIELD | 1 |
| BIRMINGHAM NEW STREET | 149 | BIRMINGHAM SNOW HILL | 12 | | |
| WOLVERHAMPTON | 56 | ERDINGTON | 12 | | |
| COVENTRY | 53 | MARSTON GREEN | 11 | | |
| BIRMINGHAM INTERNATIONAL | 43 | DORRIDGE | 11 | | |
| SELLY OAK | 37 | WATFORD NORTH | 11 | | |
| MILTON KEYNES CENTRAL | 27 | DROITWICH SPA | 9 | | |
| KINGS LANGLEY | 25 | BOURNVILLE | 9 | | |
| WATFORD JUNCTION | 24 | TAMWORTH | 7 | | |
| BIRMINGHAM MOOR STREET | 24 | BLAKE STREET | 7 | | |
| LICHFIELD TRENT VALLEY | 23 | BUSHEY | 7 | | |
| LIVERPOOL LIME STREET | 22 | CREWE | 7 | | |
| WORCESTER FOREGATE STREET | 21 | CANLEY | 6 | | |
| SMETHWICK GALTON BRIDGE | 20 | NUNEATON | 6 | | |
| BERKHAMSTED | 20 | BROMSGROVE | 6 | | |
| CRADLEY HEATH | 19 | WELLINGTON (SHROPSHIRE) | 4 | | |
| HARROW AND WEALDSTONE | 19 | SOLIHULL | 3 | | |
| HEMEL HEMPSTEAD | 18 | STAFFORD | 3 | | |
| APSLEY | 18 | PERRY BARR | 3 | | |
| SUTTON COLDFIELD | 18 | BERKSWELL | 3 | | |
| KINGS NORTON | 17 | GARSTON (HERTFORDSHIRE) | 3 | | |
| UNIVERSITY (BIRMINGHAM) | 16 | TELFORD CENTRAL | 3 | | |
| RUGBY | 15 | HEREFORD | 3 | | |
| LEIGHTON BUZZARD | 14 | SHREWSBURY | 2 | | |
| THE HAWTHORNS | 14 | BEDFORD | 2 | | |
| STOURBRIDGE TOWN | 14 | STOKE-ON-TRENT | 2 | | |

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 | 29057 | 42 | 15 | 43 | 87 | 13 | 29 | 22 | 25 | 24 |
| Number of journeys per annum (000's) | 1231281 | 46 | 16 | 38 | 85 | 15 | 29 | 20 | 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

| | SAMPLE | JOURNEY PURPOSE | | | DAY OF WEEK | | STATION SIZE | | | |
|--------------------------------------|---------------|------------------------|-----------------|----------------|--------------------|----------------|---------------------|--------------|---------------|--------------|
| TOC | SIZE | COMMUTE | BUSINESS | LEISURE | WEEKDAY | WEEKEND | VERY LARGE | LARGE | MEDIUM | SMALL |
| Sample size | 29057 | 42 | 15 | 43 | 87 | 13 | 29 | 22 | 25 | 24 |
| Number of journeys per annum (000's) | 29057 | 42 | 15 | 43 | 87 | 13 | 29 | 22 | 25 | 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 |