



## **NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010**

### **TOC REPORT FOR FIRST CAPITAL CONNECT**

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# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

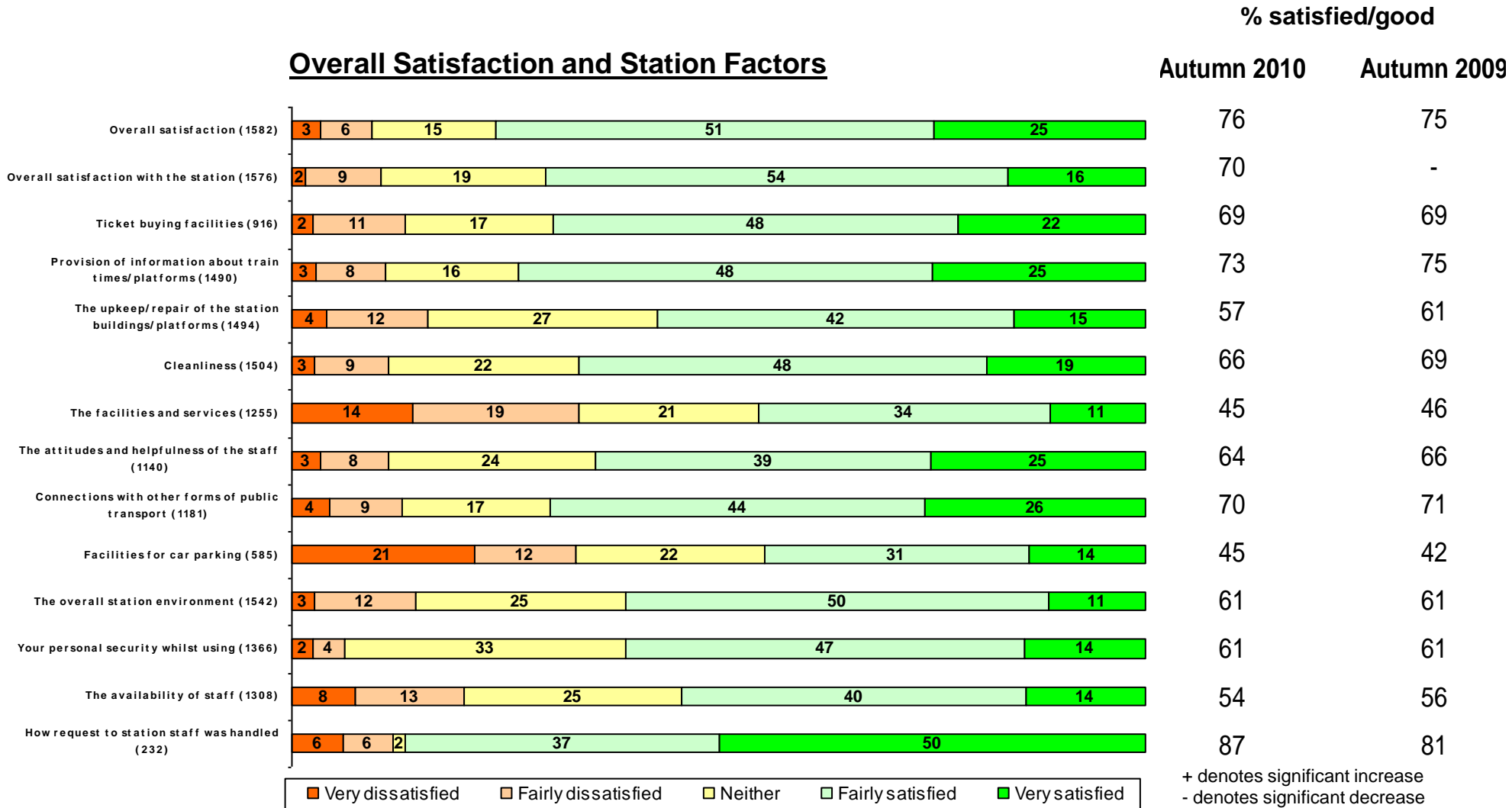
## TOC REPORT FOR FIRST CAPITAL CONNECT

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# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### Overall Satisfaction and Station Factors



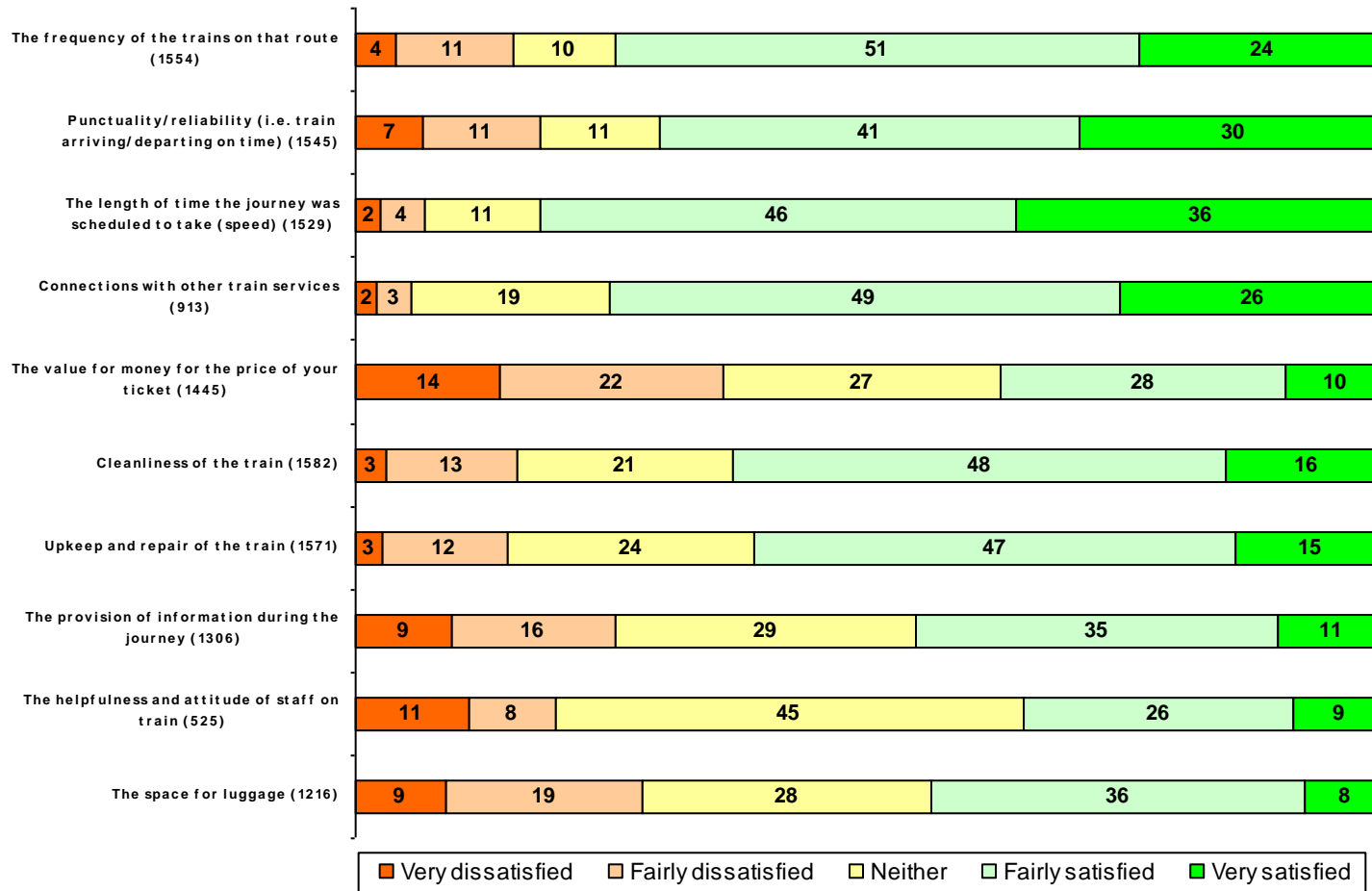
+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

% satisfied/good

### Train Factors (I)



Autumn 2010

Autumn 2009

75

73

71

-

75

82

83

75

76

38

35

63

64

61

61

46

50

35

29

44

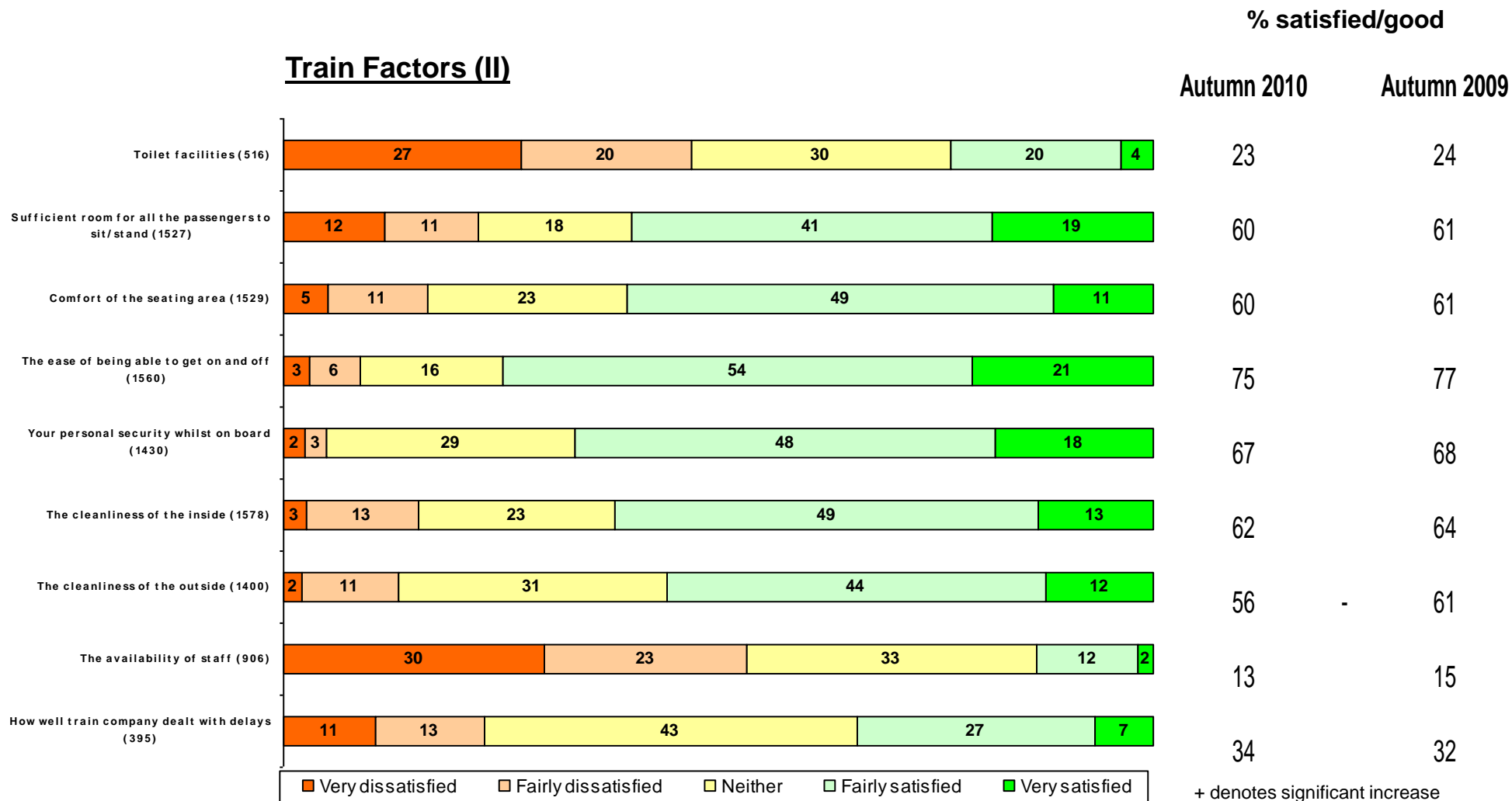
41

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

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### Train Factors (II)



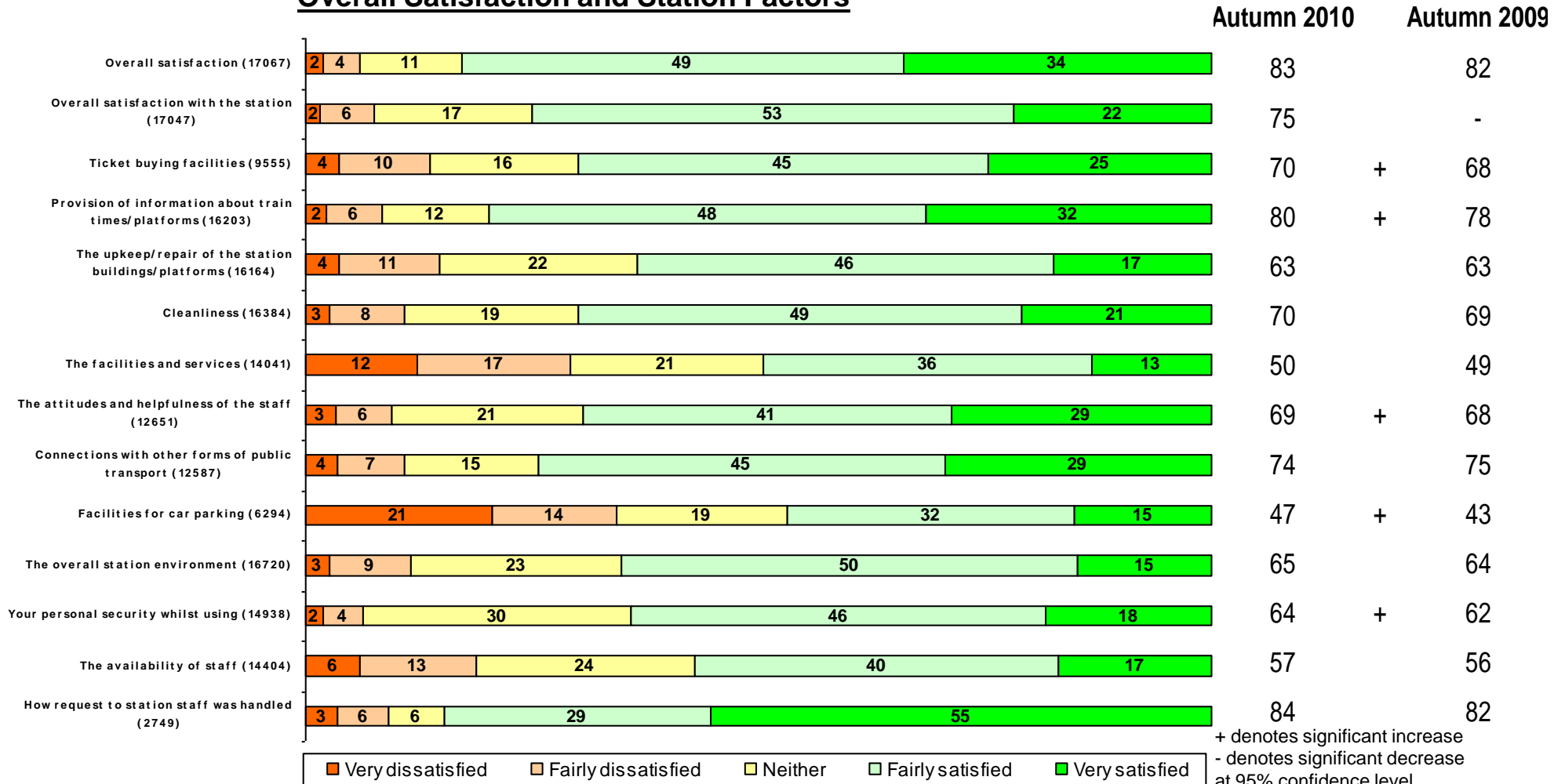
+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## LONDON AND SOUTH EAST

% satisfied/good

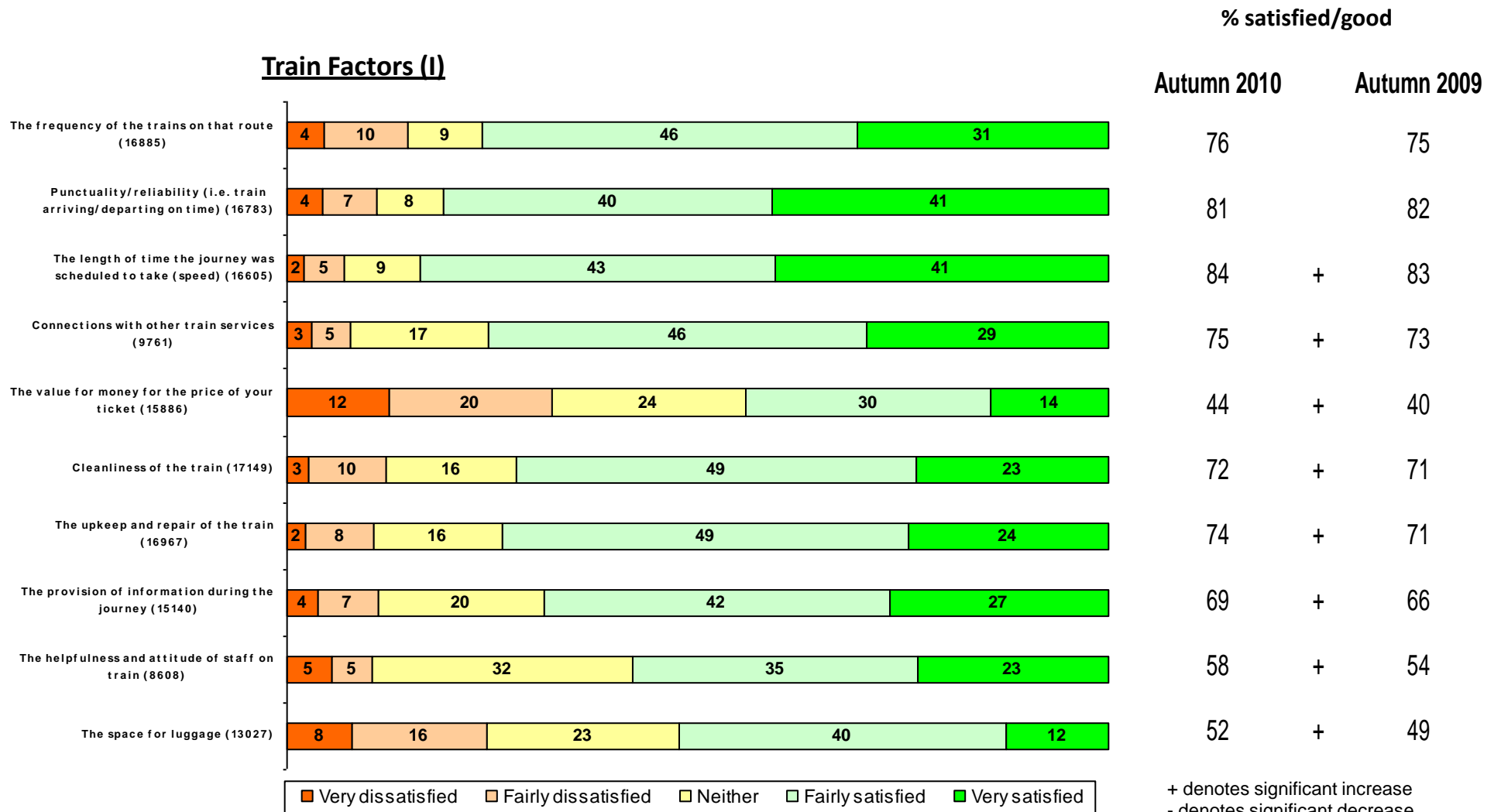
### Overall Satisfaction and Station Factors



Very dissatisfied    Fairly dissatisfied    Neither    Fairly satisfied    Very satisfied

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## LONDON AND SOUTH EAST

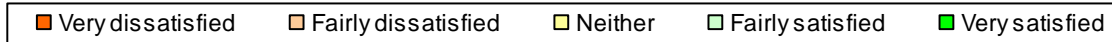
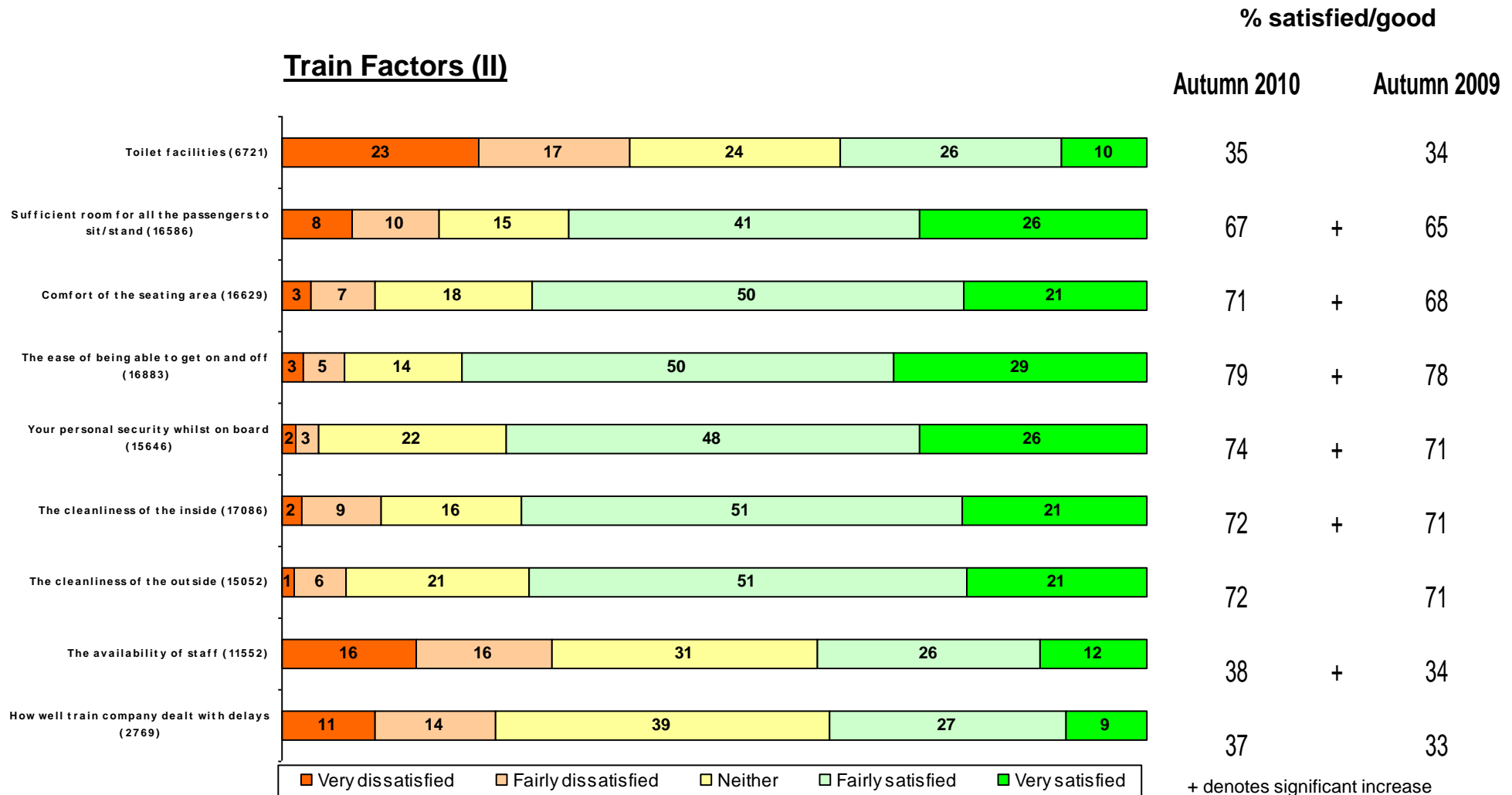


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## LONDON AND SOUTH EAST

### Train Factors (II)



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



# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### STATION FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
Overall Satisfaction	76	83	92%
Overall satisfaction with the station	70	75	94%
Ticket buying facilities	69	70	99%
Provision of information about train times/platforms	73	80	92%
The upkeep/repair of the station buildings/platforms	57	63	90%
Cleanliness	66	70	95%
Facilities and services	45	50	91%
The attitudes and helpfulness of the staff	64	69	93%
Connections with other forms of public transport	70	74	94%
Facilities for car parking	45	47	95%
The overall environment	61	65	93%
Your personal security whilst using	61	64	95%
The availability of staff at the station	54	57	95%
How request to station staff was handled	87	84	103%

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### TRAIN FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
The frequency of the trains on that route	75	76	98%
Punctuality/reliability (i.e. train arriving/departing on time)	71	81	87%
The length of time the journey was scheduled to take (speed)	82	84	98%
Connections with other train services	75	75	100%
The value for money for the price of your ticket	38	44	85%
Cleanliness of the train	63	72	88%
Upkeep and repair of the train	61	74	83%
The provision of information during the journey	46	69	67%
The helpfulness and attitude of staff on train	35	58	61%
The space for luggage	44	52	85%

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### TRAIN FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
The toilet facilities	23	35	66%
Sufficient room for all the passengers to sit/stand	60	67	90%
The comfort of the seating area	60	71	85%
The ease of being able to get on and off	75	79	94%
Your personal security whilst on board	67	74	90%
The cleanliness of the inside	62	72	85%
The cleanliness of the outside	56	72	78%
The availability of staff	13	38	35%
How well train company dealt with delays	34	37	93%

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

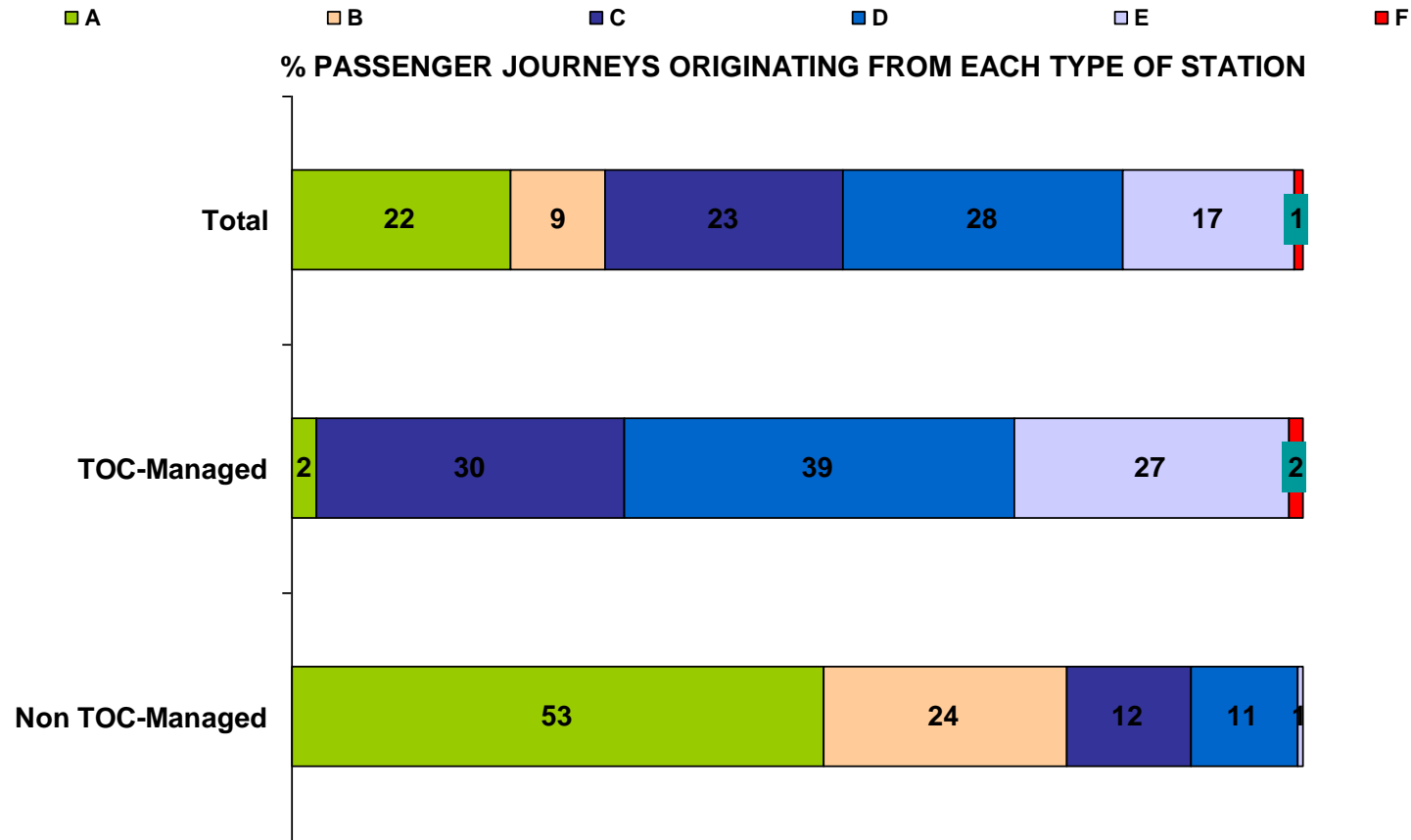
## FIRST CAPITAL CONNECT

### STATION FACTORS – TOC-MANAGED VERSUS NON TOC-MANAGED

	TOC- Managed	Non TOC- Managed
Overall satisfaction with the station	67	76
Ticket buying facilities	68	71
Provision of information about train times/platforms	72	76
The upkeep/repair of the station buildings/platforms	54	62
Cleanliness	64	70
Facilities and services	41	53
The attitudes and helpfulness of the staff	62	68
Connections with other forms of public transport	65	77
Facilities for car parking	47	37
The overall environment	55	70
Your personal security whilst using	57	69
The availability of staff at the station	51	60
How request to station staff was handled	86	88

FIRST CAPITAL CONNECT

NETWORK RAIL CATEGORISATION – TOC-MANAGED VERSUS NON TOC-MANAGED STATIONS

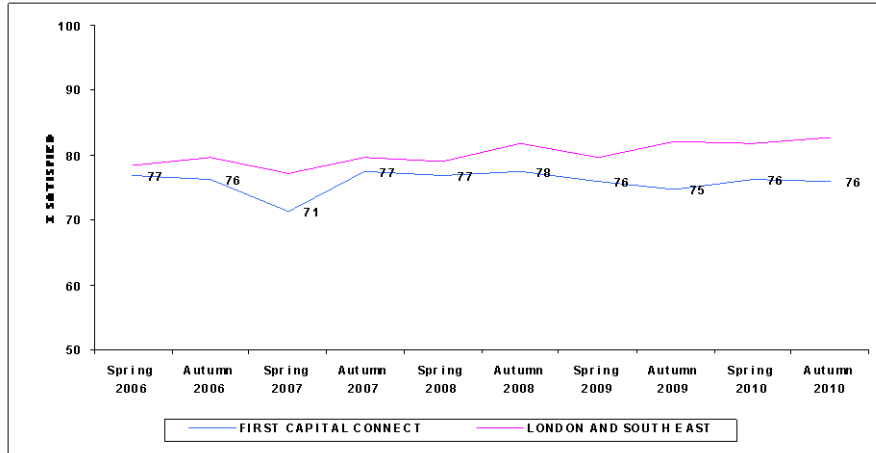


A=National hub, B = Regional hub, C = Important feeder, D = Medium staffed, E = Small staffed, F = Small unstaffed

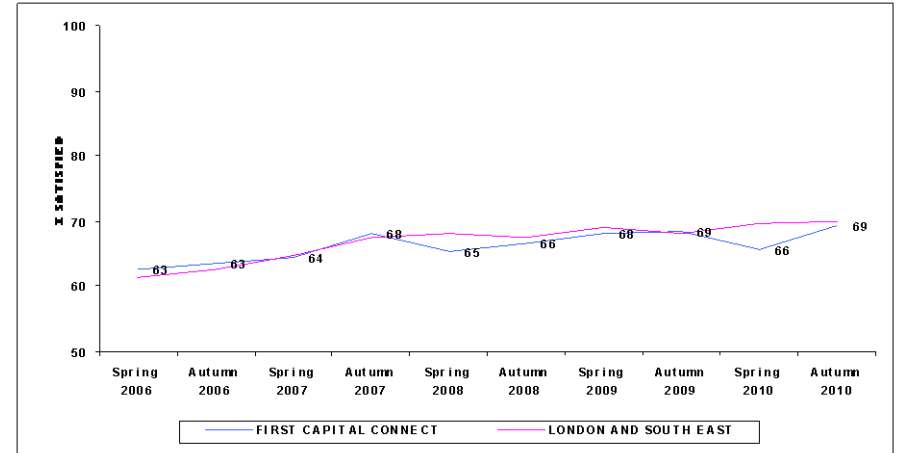
# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

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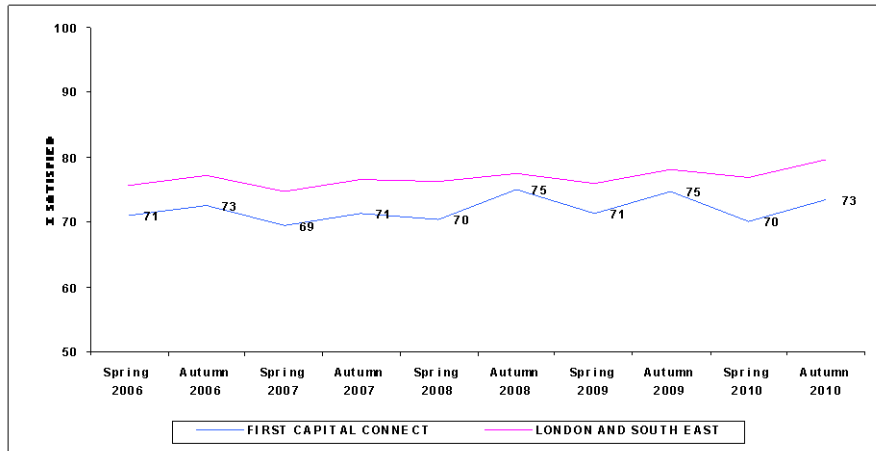
OVERALL SATISFACTION (1582)



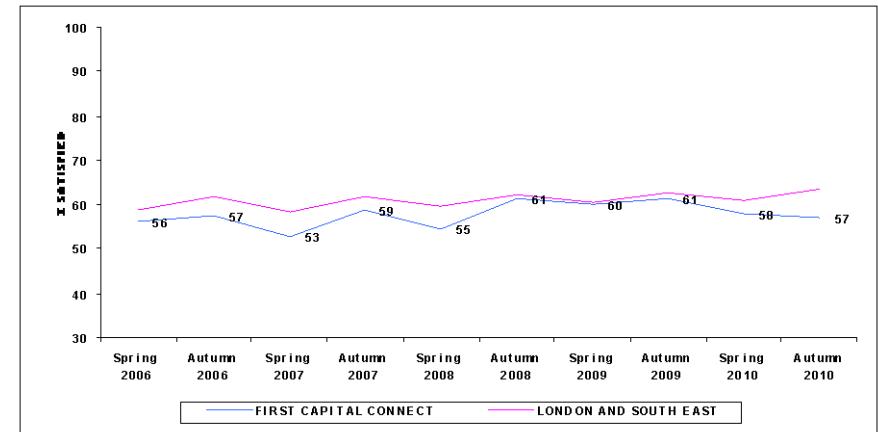
STATION - TICKET BUYING FACILITIES (916)



STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (1490)



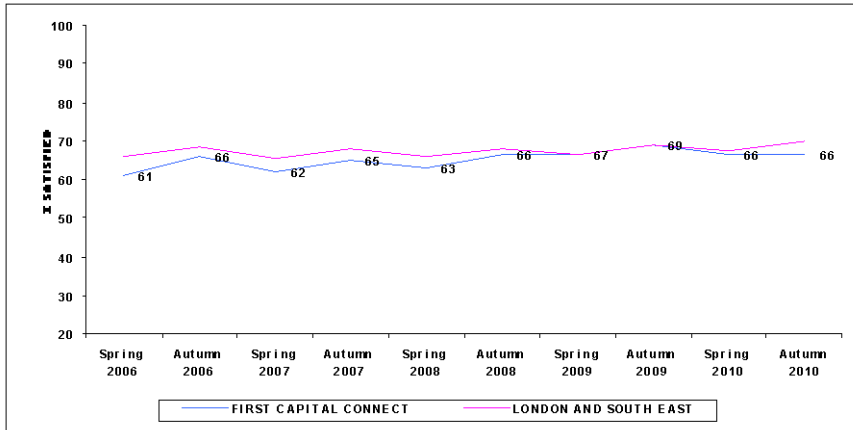
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (1494)



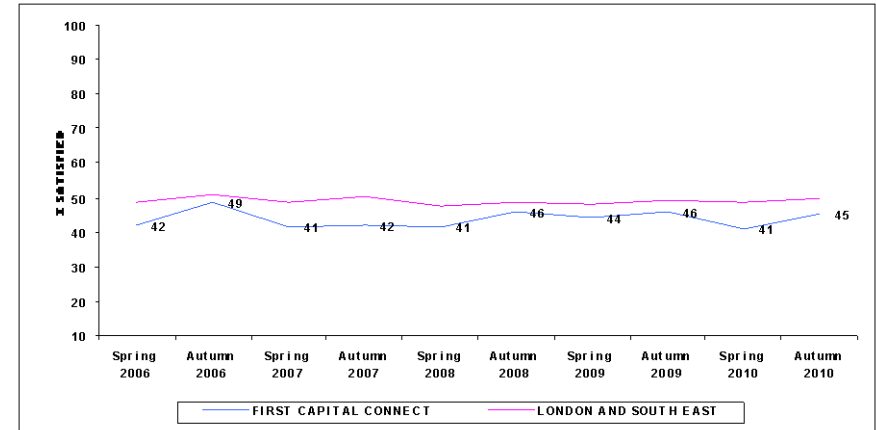
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## FIRST CAPITAL CONNECT

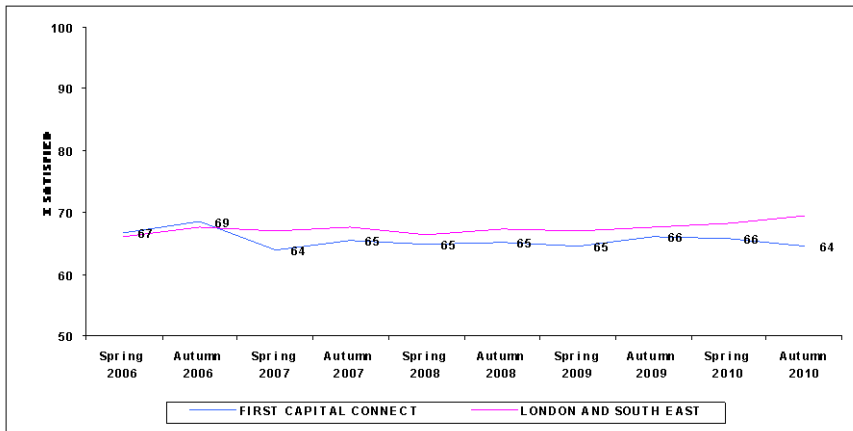
STATION - CLEANLINESS (1504)



STATION - THE FACILITIES AND SERVICES (1255)



STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF (1140)



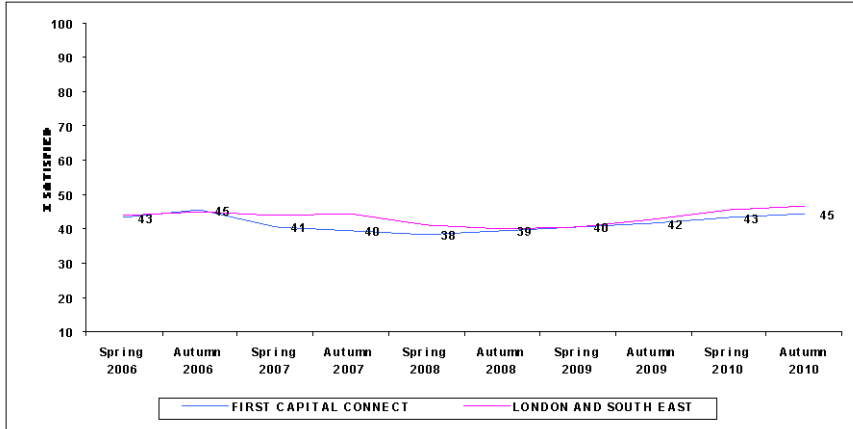
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (1181)



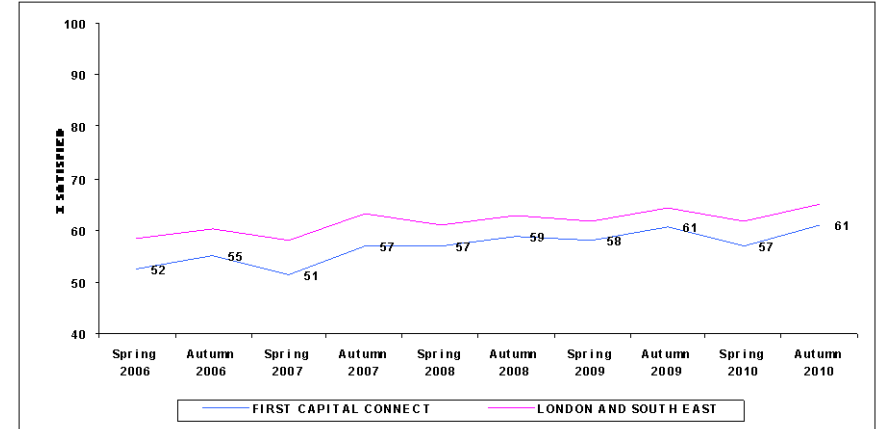
# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

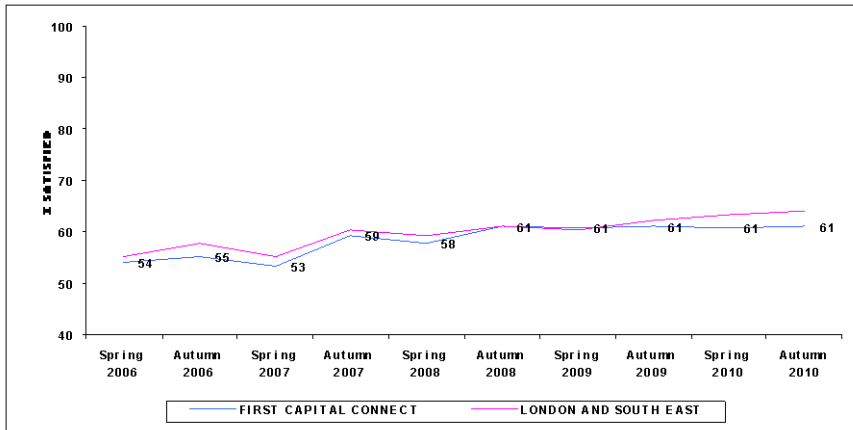
STATION - FACILITIES FOR CAR PARKING (585)



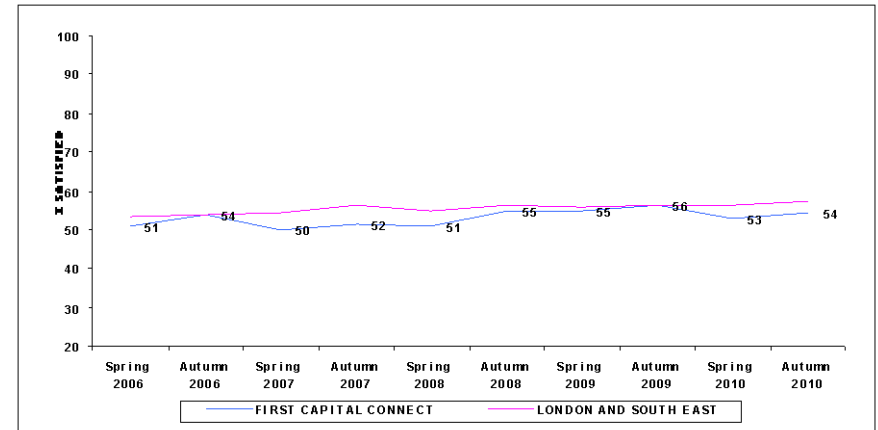
STATION - OVERALL ENVIRONMENT (1542)



STATION - YOUR PERSONAL SECURITY WHILST USING (1366)



STATION - THE AVAILABILITY OF STAFF (1308)

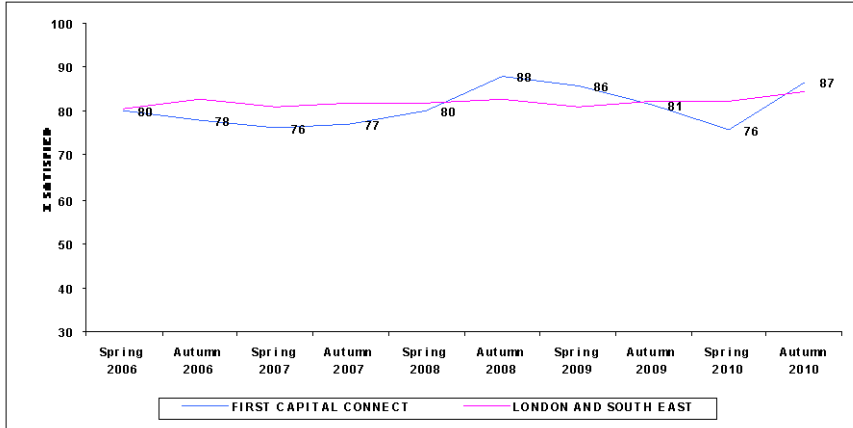




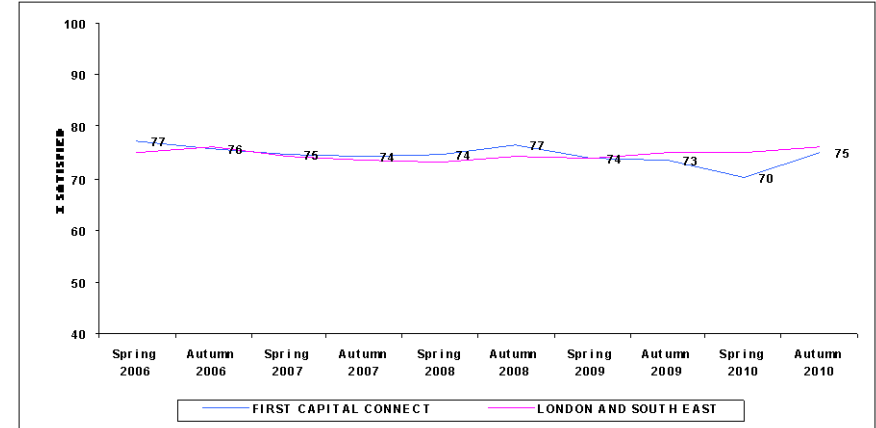
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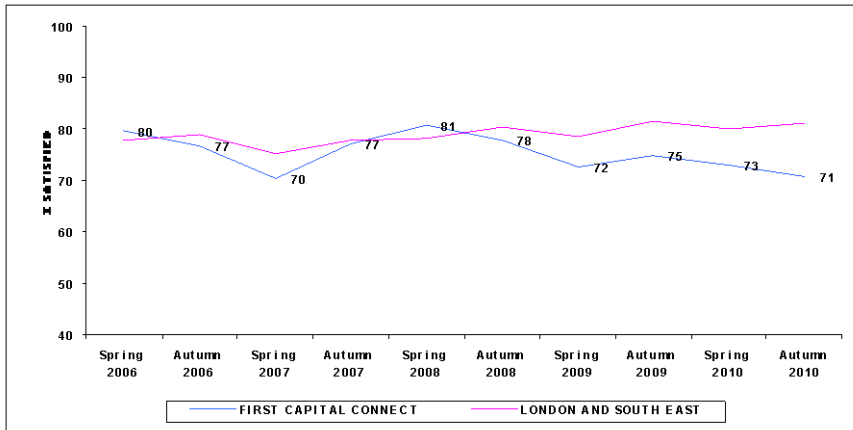
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED (232)



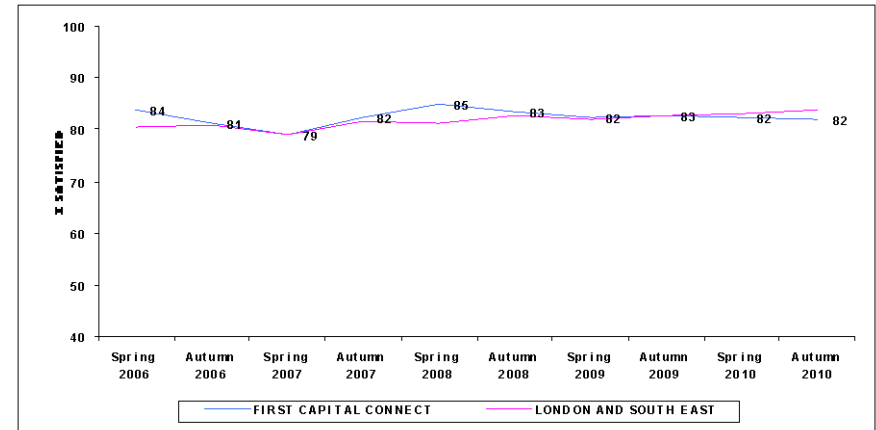
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE (1554)



TRAIN - PUNCTUALITY/RELIABILITY (I.E. TRAIN ARRIVING/DEPARTING ON TIME) (1545)



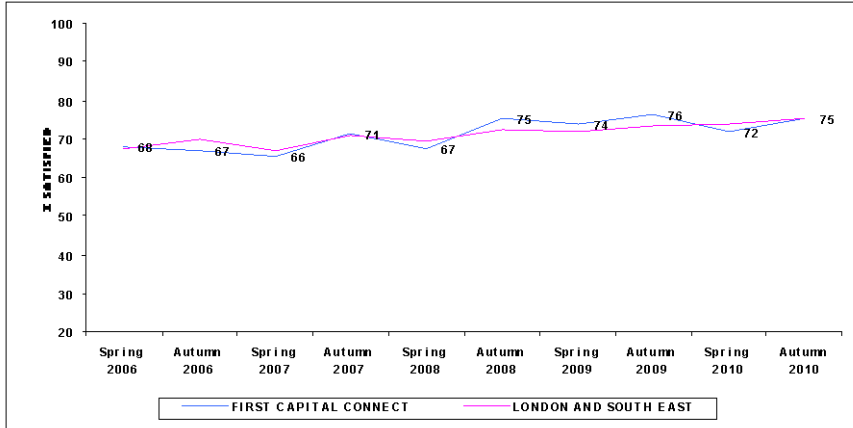
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (1529)



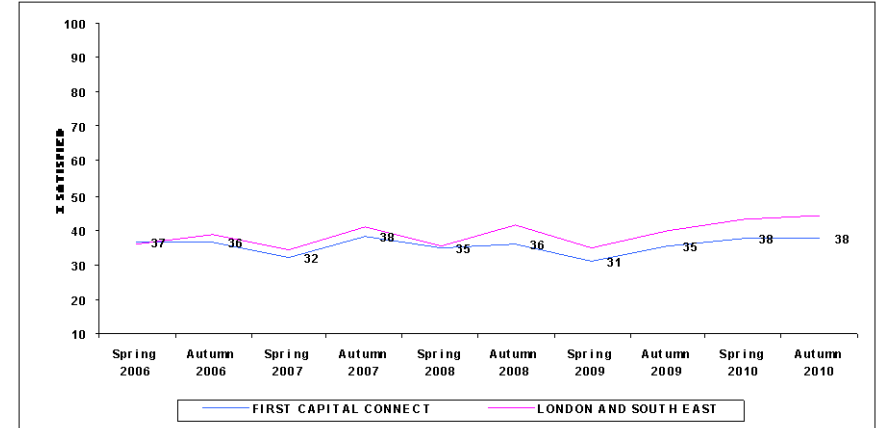
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## FIRST CAPITAL CONNECT

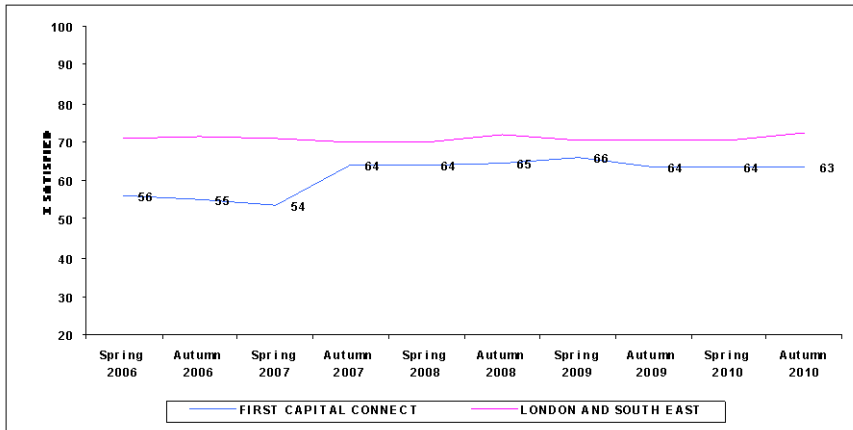
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES (913)



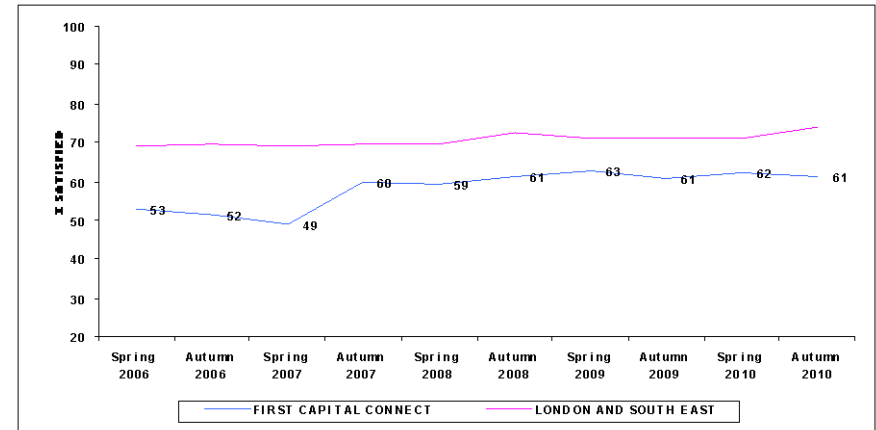
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (1445)



TRAIN - CLEANLINESS OF THE TRAIN (1582)



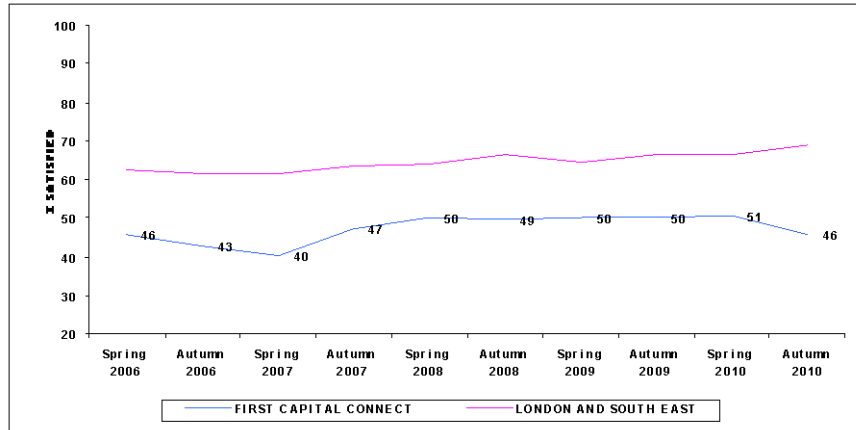
TRAIN - UPKEEP AND REPAIR OF THE TRAIN (1571)



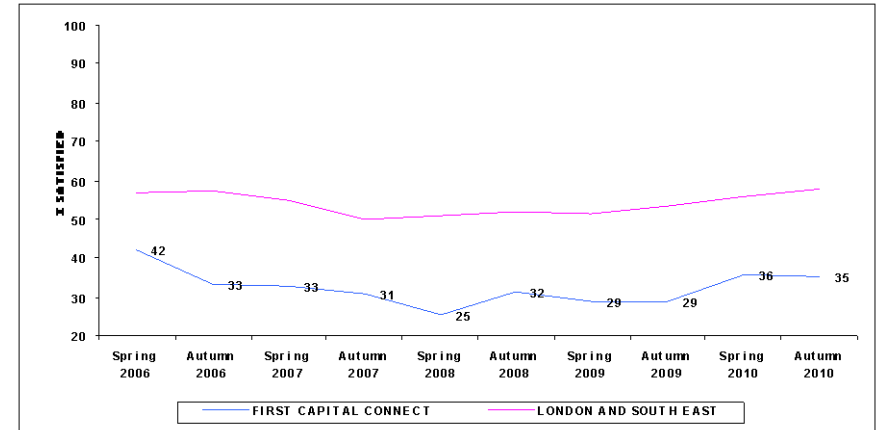
# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

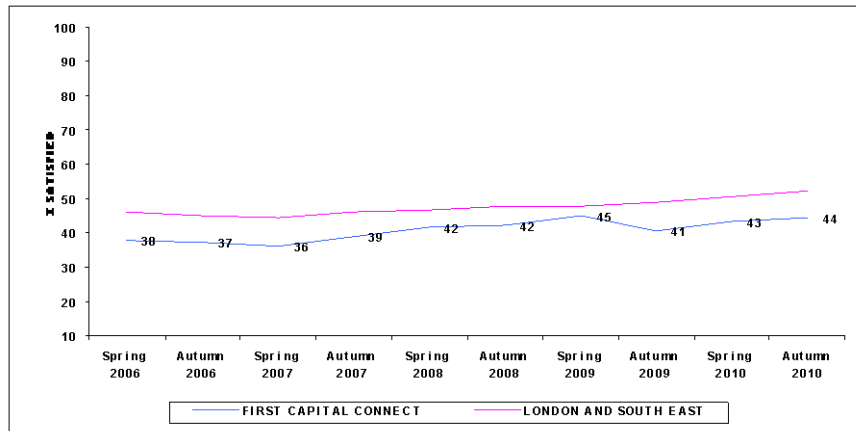
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY (1306)



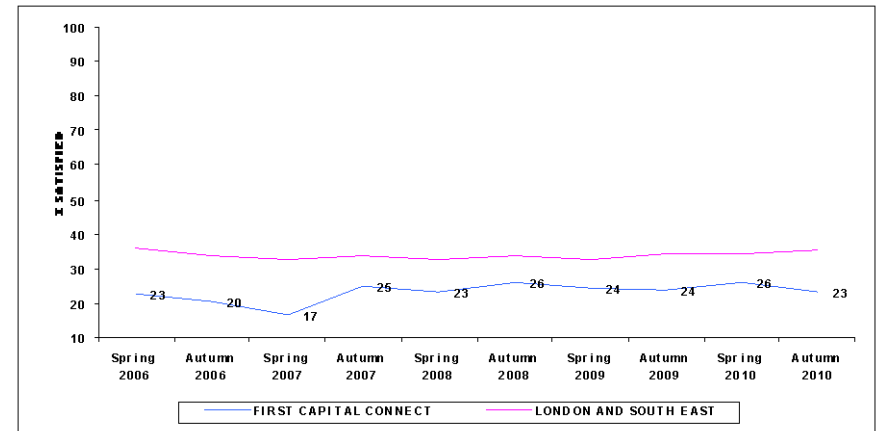
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (525)



TRAIN - THE SPACE FOR LUGGAGE (1216)



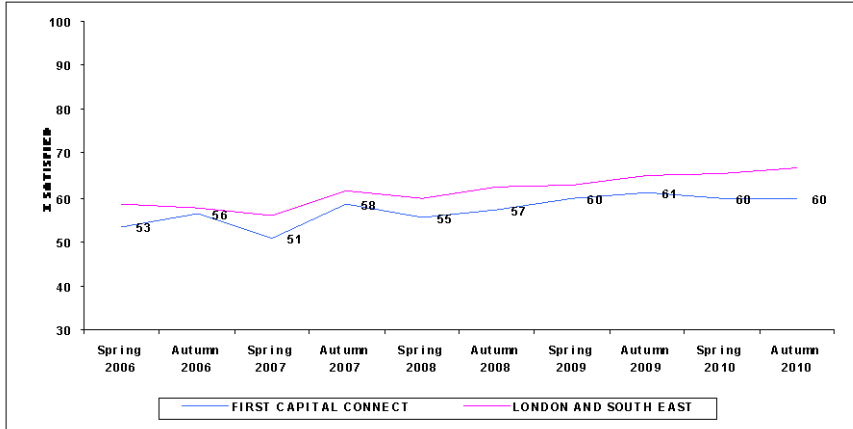
TRAIN - THE TOILET FACILITIES (516)



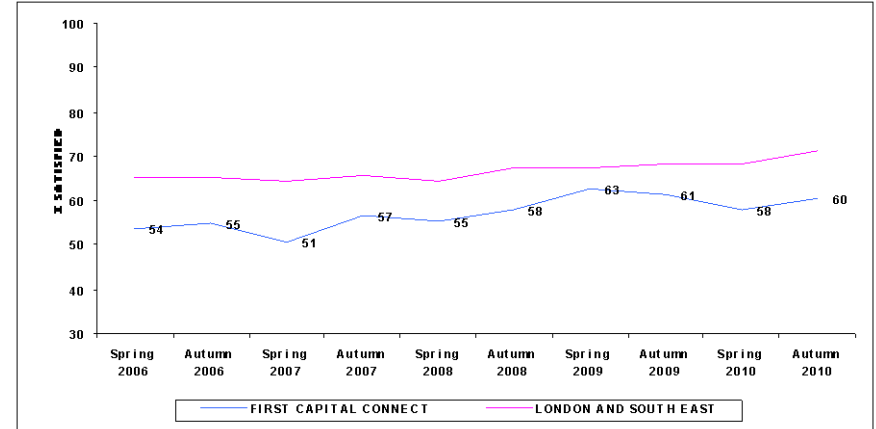
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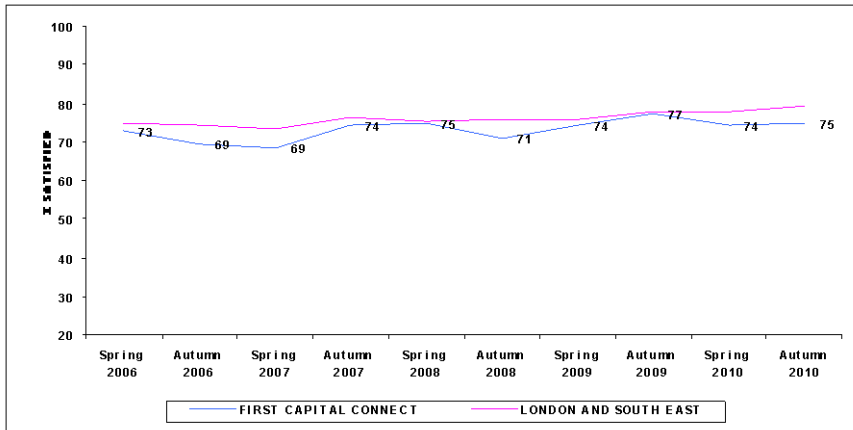
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND (1527)



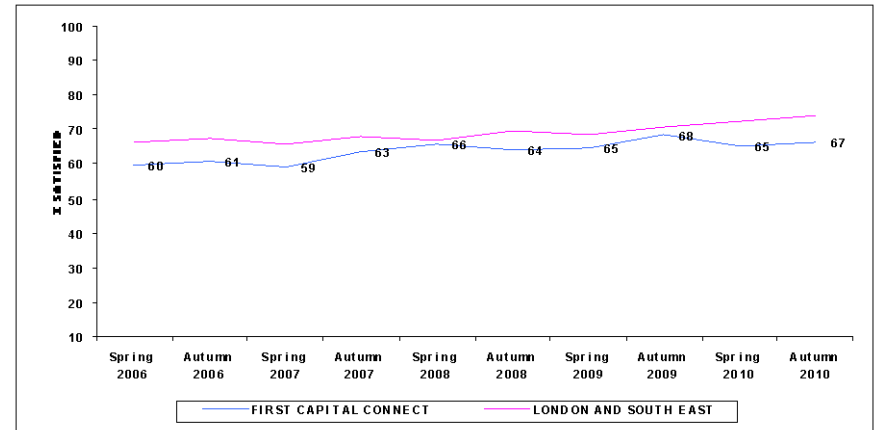
TRAIN - THE COMFORT OF THE SEATING AREA (1529)



TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF (1560)



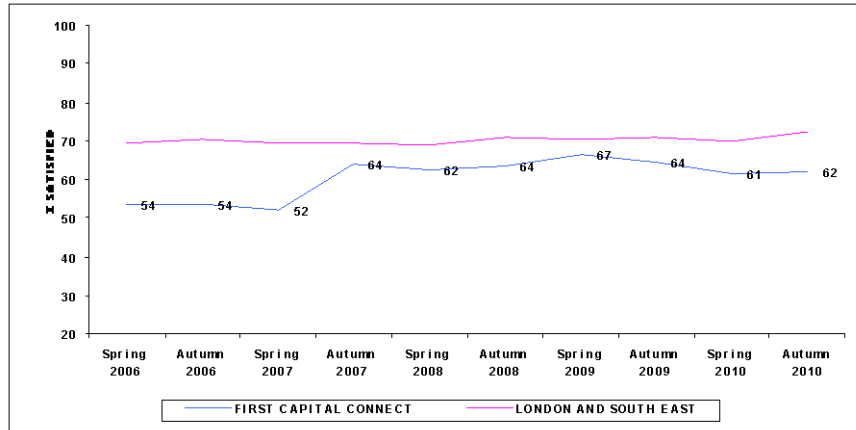
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD (1430)



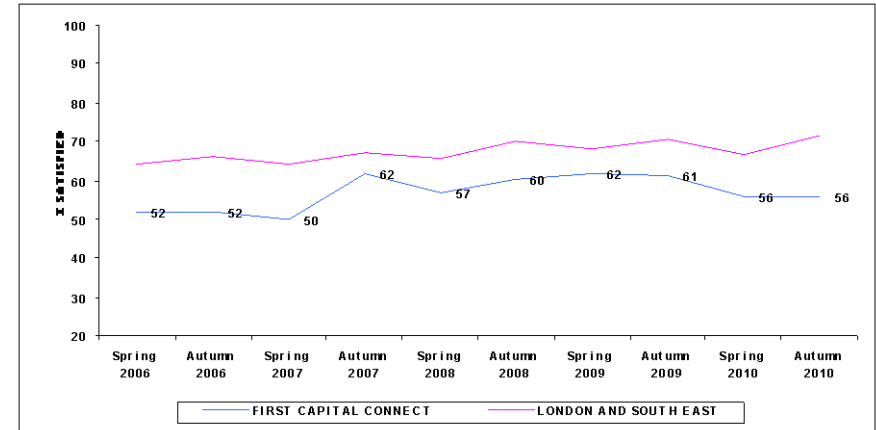
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## FIRST CAPITAL CONNECT

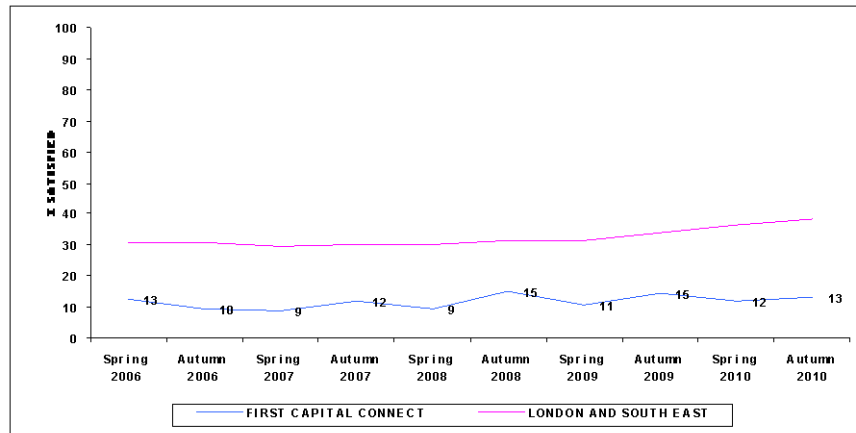
TRAIN - THE CLEANLINESS OF THE INSIDE (1578)



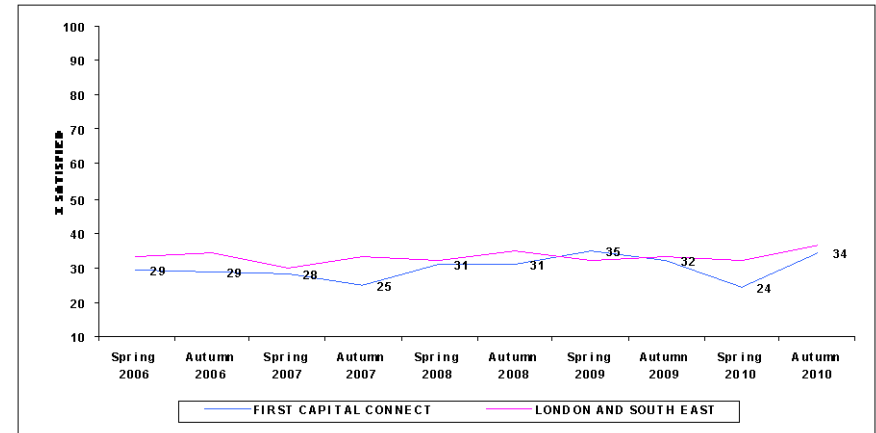
TRAIN - THE CLEANLINESS OF THE OUTSIDE (1400)



TRAIN - THE AVAILABILITY OF STAFF (906)



TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAY (395)



# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

	Peak			Off Peak		
	Autumn 2010	significant change	Autumn 2009	Autumn 2010	significant change	Autumn 2009
Overall satisfaction	65		63	80		79
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	66		-	72		-
Ticket buying facilities	65		65	71		70
Provision of information about train times/platforms	74		68	73		77
The upkeep/repair of the station buildings/platforms	56		54	58	-	64
Cleanliness	67		62	66		72
The facilities and services	46	+	37	45		50
The attitudes and helpfulness of the staff	61		64	66		67
Connections with other forms of public transport	72		67	69		72
Facilities for car parking	48	+	37	43		44
Overall environment	57		52	62		64
Your personal security whilst using	61		60	61		62
The availability of staff	55		53	54		58
How request to station staff was handled	72		74	91		83
<b>TRAIN FACILITIES</b>						
The frequency of the trains on that route	71		70	76		75
Punctuality/reliability (i.e. the train arriving/departing on time)	60		66	74		78
The length of time the journey was scheduled to take (speed)	76		76	84		85
Connections with other train services	75		76	75		76
The value for money for the price of your ticket	23		24	43		40
Cleanliness of the train	58		61	65		64
Upkeep and repair of the train	57		56	63		63
The provision of information during the journey	44		44	46		52
The helpfulness and attitude of staff on train	25		24	39		31
The space for luggage	35		30	47		45
The toilet facilities	16		18	26		26
Sufficient room for all passengers to sit/stand	34		34	69		72
The comfort of the seating area	45		47	66		66
The ease of being able to get on and off	60		65	80		82
Your personal security on board	61		65	69		69
The cleanliness of the inside	55		62	64		66
The cleanliness of the outside	51		58	58		63
The availability of staff	5		7	17		18
How well train company deals with delays	21		26	44		35

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## LONDON AND SOUTH EAST

	Peak			Off Peak		
	Autumn 2010	significant change	Autumn 2009	Autumn 2010	significant change	Autumn 2009
Overall satisfaction	73	-	76	85		84
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	71		-	76		-
Ticket buying facilities	63		63	72		70
Provision of information about train times/platforms	77		75	80		79
The upkeep/repair of the station buildings/platforms	60		61	64		63
Cleanliness	69		68	70		69
The facilities and services	49		46	50		50
The attitudes and helpfulness of the staff	62	-	65	71	+	69
Connections with other forms of public transport	72		74	75		75
Facilities for car parking	46	+	38	47		45
Overall environment	62		62	66		65
Your personal security whilst using	62		60	65		63
The availability of staff	51		53	59		58
How request to station staff was handled	73		77	86	+	83
<b>TRAIN FACILITIES</b>						
The frequency of the trains on that route	72		73	77	+	76
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-	78	83		83
The length of time the journey was scheduled to take (speed)	75	-	78	86	+	84
Connections with other train services	71		73	76	+	73
The value for money for the price of your ticket	27		26	48	+	45
Cleanliness of the train	67		69	73	+	71
Upkeep and repair of the train	68		67	75	+	73
The provision of information during the journey	61		61	71	+	68
The helpfulness and attitude of staff on train	45		46	61	+	56
The space for luggage	41		41	55	+	52
The toilet facilities	24	-	29	38		36
Sufficient room for all passengers to sit/stand	41		43	73		72
The comfort of the seating area	56		55	75	+	72
The ease of being able to get on and off	68		70	82	+	80
Your personal security on board	67		66	76	+	72
The cleanliness of the inside	66		68	74	+	72
The cleanliness of the outside	64		67	73		72
The availability of staff	24		26	41	+	37
How well train company deals with delays	26		25	41	+	36

\* Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

## 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)



## ISSUES AFFECTING WAVE 23

Wave 23 fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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 on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

## ISSUES AFFECTING WAVE 22

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.

## ISSUES AFFECTING WAVE 21

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.

## ISSUES AFFECTING WAVE 20

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.

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## FIRST CAPITAL CONNECT

### WEIGHTED SAMPLE PROFILE

	Autumn 2010 %	Autumn 2009 %		Autumn 2010 %	Autumn 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	49	48	None	71	75
Female	48	49	Minor	24	20
Not stated	3	3	Major	4	3
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	8	8	Yes	65	65
26-34	18	17	No	35	35
35-44	20	23			
45-54	26	26	<u>TIME OF TRAVEL</u>		
55-59	9	10	Peak	26	28
60-64	9	7	Off peak	74	72
65+	8	8			
Not stated	2	1	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE</u>			Yes: Help	9	10
Commuter	45	45	Yes: Information	7	9
Business	26	26	Couldn't find anyone to ask	3	3
Leisure	29	29	No	79	77
			Not stated	2	1

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## LONDON AND SOUTH EAST TOCs

### WEIGHTED SAMPLE PROFILE

	Autumn 2010 %	Autumn 2009 %		Autumn 2010 %	Autumn 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	44	45	None	80	82
Female	52	52	Minor	16	14
Not stated	3	3	Major	3	2
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	11	10	Yes	68	69
26-34	17	18	No	32	31
35-44	20	21			
45-54	23	23	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	19	24
60-64	8	8	Off peak	81	76
65+	9	9			
Not stated	2	1	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE</u>			Yes: Help	8	8
Commuter	52	51	Yes: Information	8	9
Business	15	16	Couldn't find anyone to ask	3	3
Leisure	33	33	No	80	80
			Not stated	2	1

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## STATION SAMPLE SIZES FOR FIRST CAPITAL CONNECT

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Kings Cross	194	Sutton (Surrey)	15	Denmark Hill	1
East Croydon	100	Hornsey	15	Bellingham	1
City Thameslink	92	Ely	14		
Brighton	78	Hertford North	13		
Gatwick Airport	77	London Bridge	13		
St Albans	69	Mitcham Eastfields	12		
London St Pancras	61	Cambridge	12		
London Blackfriars	60	Luton Airport Parkway	12		
Farringdon	42	Elephant And Castle	11		
Harpenden	39	Moorgate	11		
Wimbledon	39	Winchmore Hill	11		
Elstree And Borehamwood	38	Alexandra Palace	10		
Tulse Hill	34	Hatfield (Hertfordshire)	10		
Streatham	33	Kentish Town	10		
Bedford	32	Letchworth	10		
Luton	28	Wimbledon Chase	9		
Welwyn Garden City	27	Hitchin	9		
Royston	23	Tooting	9		
Highbury And Islington	22	Leagrave	8		
Potters Bar	22	Carshalton	8		
Welwyn North	20	Essex Road	7		
Hassocks	20	Loughborough Junction	7		
New Barnet	19	Bowes Park	6		
Enfield Chase	17	Haywards Heath	6		
Mill Hill Broadway	17	Herne Hill	6		
Stevenage	17	Three Bridges	6		
West Hampstead Thameslink	17	Harringay	5		
Radlett	17	Mitcham Junction	5		
Huntingdon	16	West Sutton	5		
Gordon Hill	16	Bromley South	3		
Baldock	16	Bickley	3		
Finsbury Park	15	Burgess Hill	2		
New Southgate	15	Norbury	1		

# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## SAMPLE COMPOSITION AND WEIGHTING

### WEIGHTED DATA

	Annual Journeys ('000s)	Journey Purpose			Day Of Week		Very Large	Station Size		
		Commute	Business	Leisure	Weekday	Weekend		Large	Medium	Small
Sample size	27556	11014	4236	12306	24432	3124	8010	5522	7072	6952
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22295	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	55746	64	3	33	83	17	22	28	25	26
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
Southeastern	153264	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
South West Trains	190065	53	15	32	85	15	39	16	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28



# NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

## SAMPLE COMPOSITION AND WEIGHTING

### UNWEIGHTED DATA

	Sample size	Journey Purpose			Day Of Week		Very Large	Station Size		
		Commute	Business	Leisure	Weekday	Weekend		Large	Medium	Small
Sample size	27556	11014	4236	12306	24432	3124	8010	5522	7072	6952
Arriva Trains Wales	776	41	8	50	86	14	16	28	27	29
c2c	1084	64	6	30	93	7	25	30	24	21
Chiltern Railways	1230	43	16	41	92	8	43	3	28	27
CrossCountry	1433	30	20	51	86	14	14	34	29	24
East Coast	1723	13	29	58	90	10	51	10	15	24
East Midlands Trains	1108	34	21	45	85	15	28	24	23	24
First Capital Connect	1618	56	13	31	95	5	22	20	31	26
First Great Western	3374	32	19	49	86	14	36	20	24	20
First TransPennine Express	1086	34	19	47	88	12	24	29	21	26
London Midland	1069	48	10	43	92	8	22	22	21	36
London Overground	750	57	10	32	91	9	31	21	26	22
Merseyrail	526	43	3	54	94	6	20	26	30	24
National Express East Anglia	2073	40	10	50	84	17	37	10	28	25
Northern Rail	1027	46	7	46	89	11	24	28	28	21
ScotRail	1021	38	13	49	87	13	24	12	38	26
Southeastern	1665	50	9	41	87	13	18	34	27	22
Southern	2347	46	14	40	90	10	27	23	22	29
South West Trains	2296	48	11	41	89	11	30	15	23	32
Virgin Trains	1350	18	34	48	89	11	31	8	36	25

## NPS REPORTS PRODUCED EACH WAVE

The following NPS standard reports are produced each wave:

Report	Contents include
Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report
Best in class report	Trend tables showing results for all main factors for all TOCs back to wave 1 (autumn 1999)
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports)
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports)
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions)
Tables reports	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not