



NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

TOC REPORT FOR SOUTH WEST TRAINS

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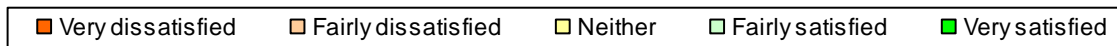
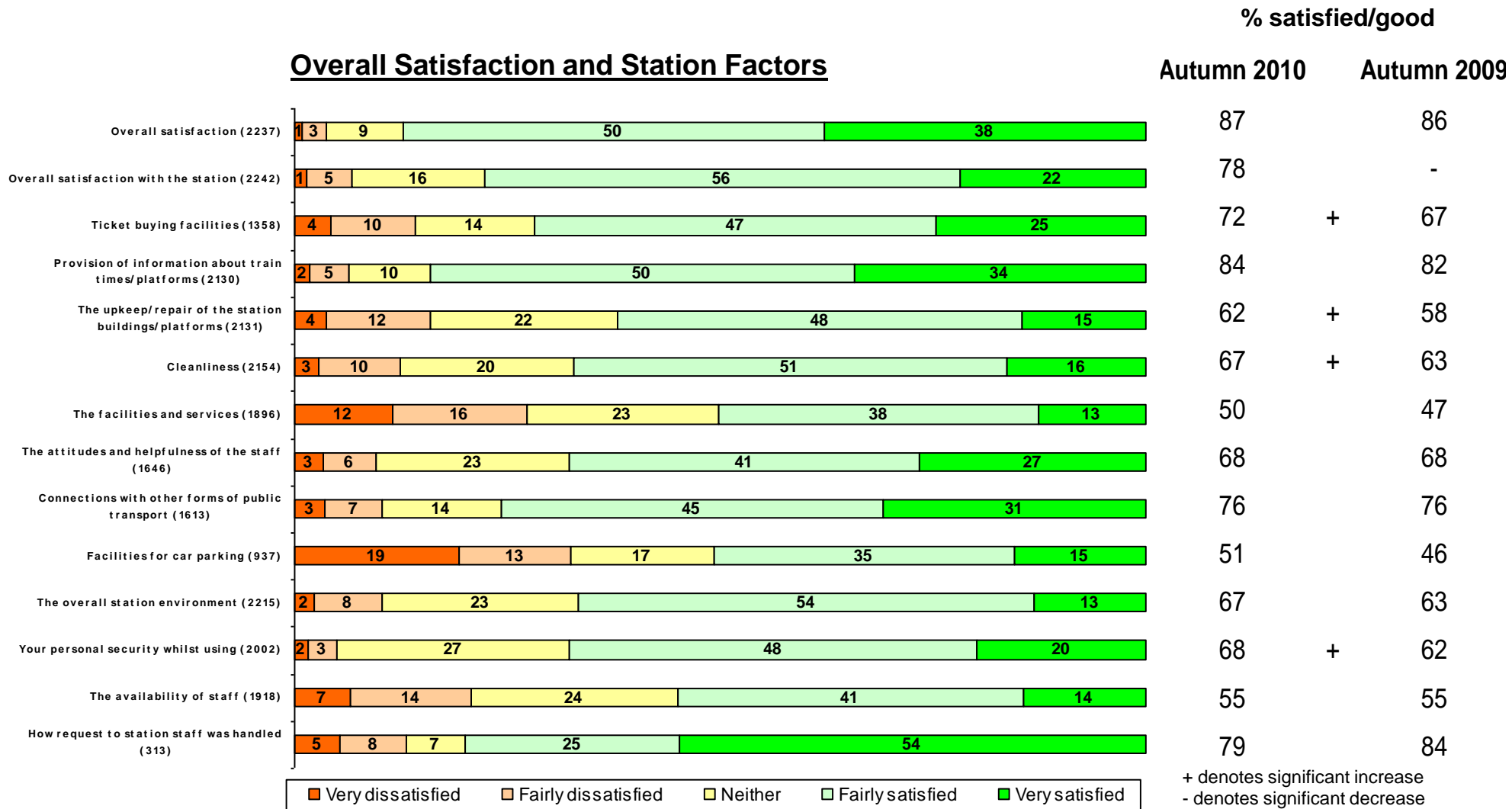
TOC REPORT FOR SOUTH WEST TRAINS

Contents	Page No
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
Station Factors - TOC versus TOC type performance	8
Train Factors - TOC versus TOC type performance	9-10
Station Factors - Managed versus Non-Managed	11
Network Rail Categorisation - Managed versus Non-Managed	12
Trends in all 32 Satisfaction Factors for TOC	13-20
Peak/offpeak results for TOC	21
Peak/offpeak results for TOC type	22
Methodology	23
Issues affecting fieldwork	24-27
Sample profile for TOC and TOC type	28-29
Stations sampled - unweighted	30
Sample profile for all TOCs - weighted	31
Sample profile for all TOCs - unweighted	32
NPS reports produced each wave	33

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

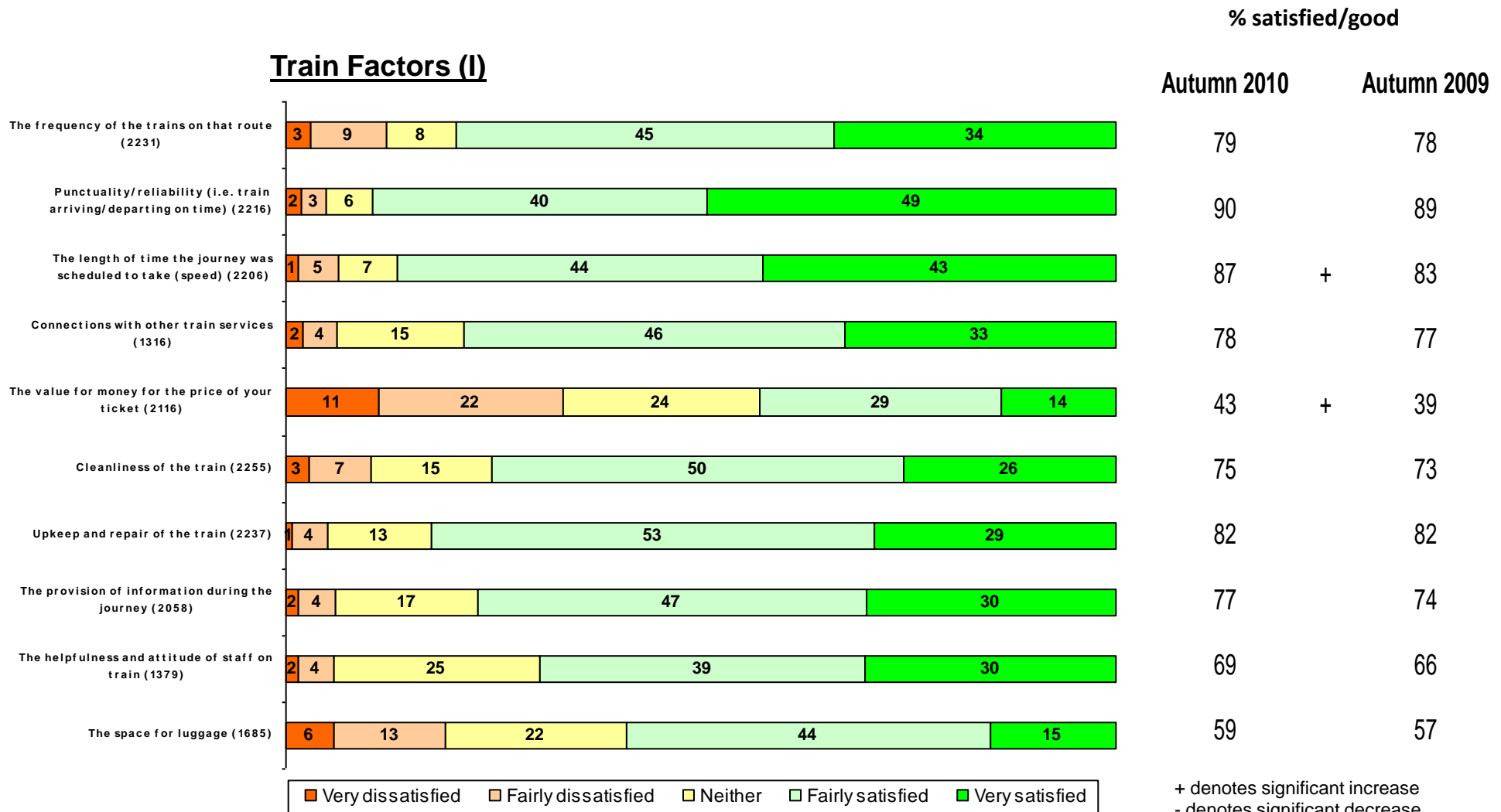
Overall Satisfaction and Station Factors



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

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SOUTH WEST TRAINS

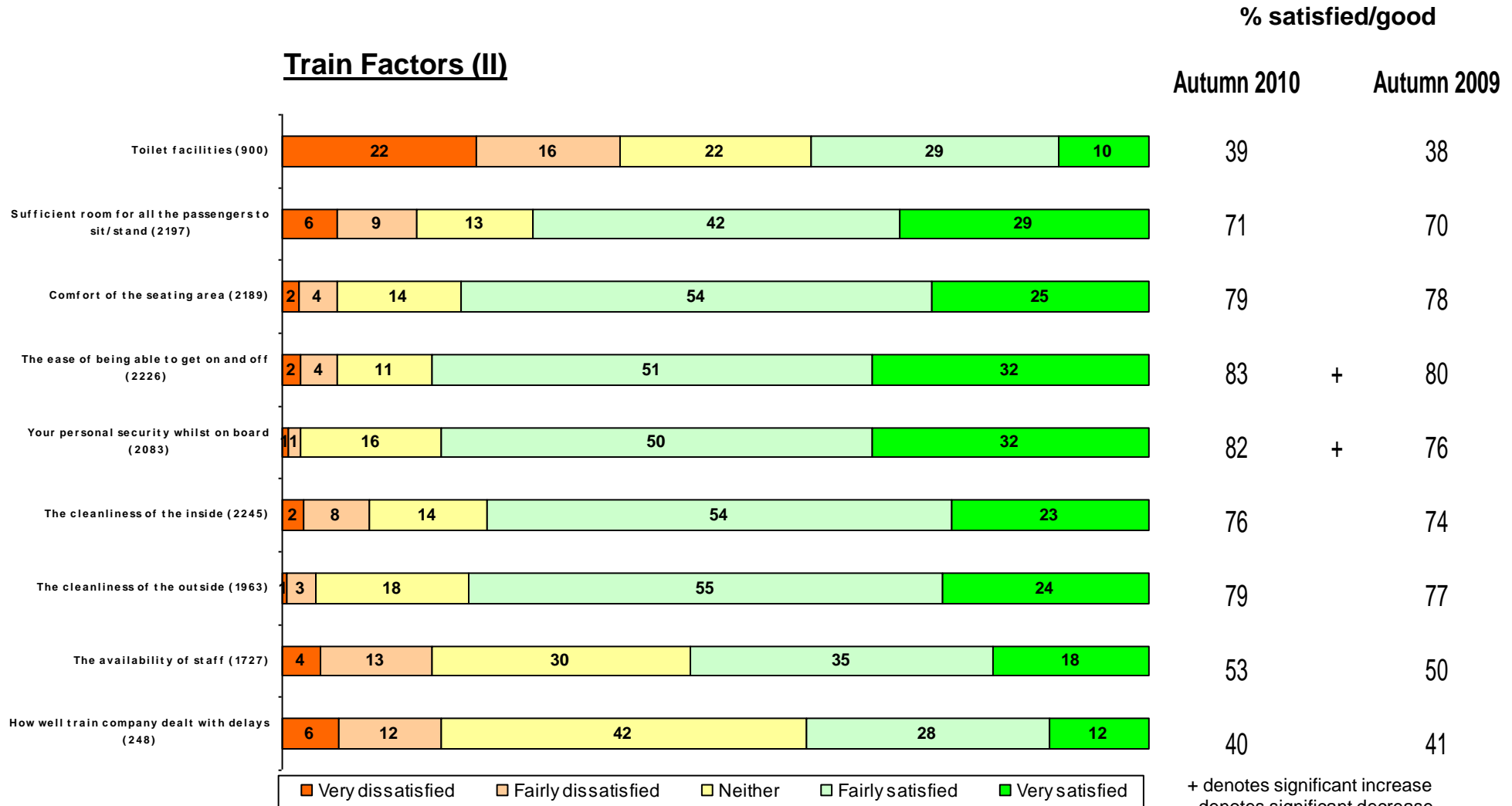


+ denotes significant increase
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 at 95% confidence level

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SOUTH WEST TRAINS

Train Factors (II)



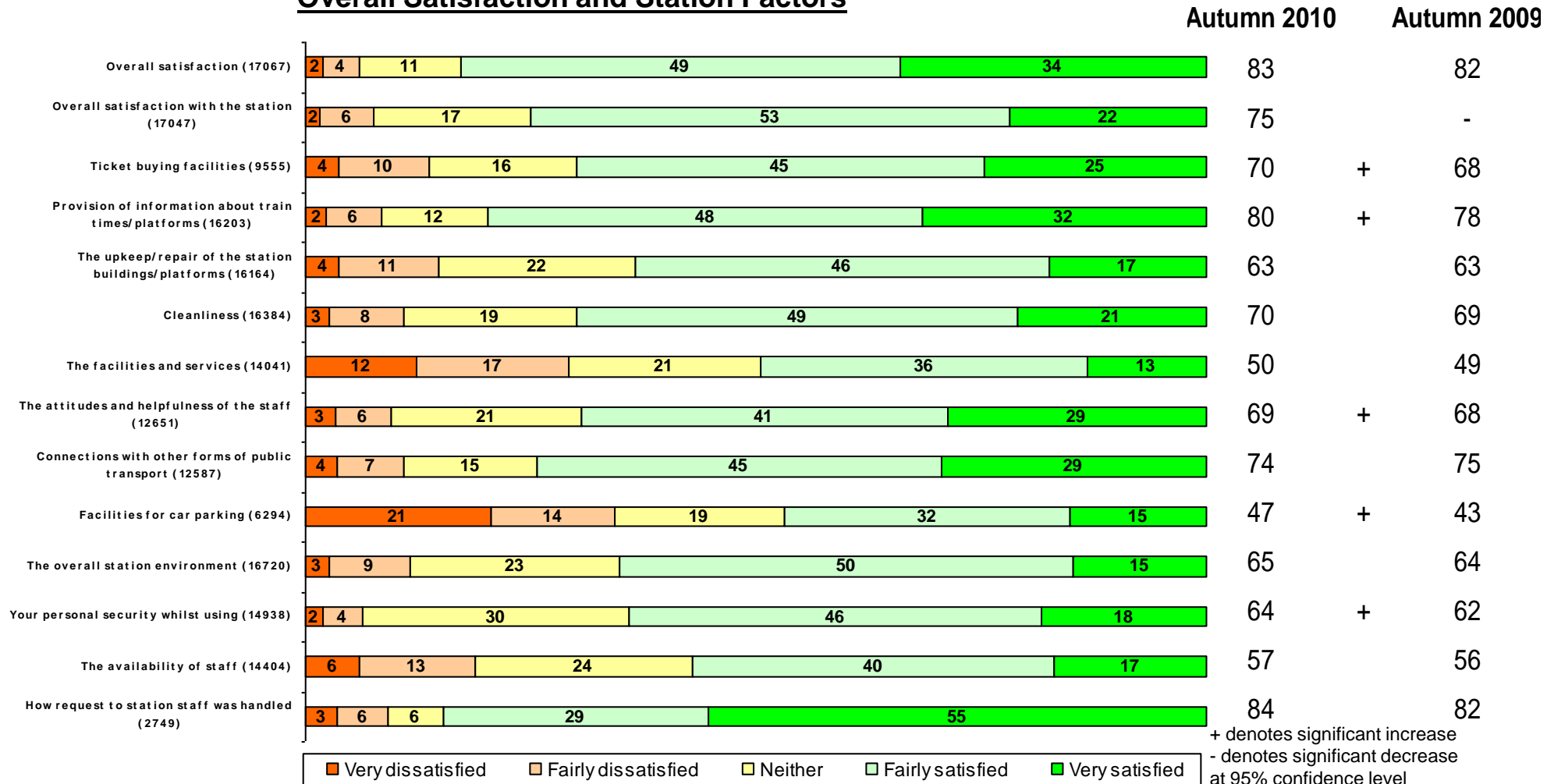
+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

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LONDON AND SOUTH EAST

% satisfied/good

Overall Satisfaction and Station Factors

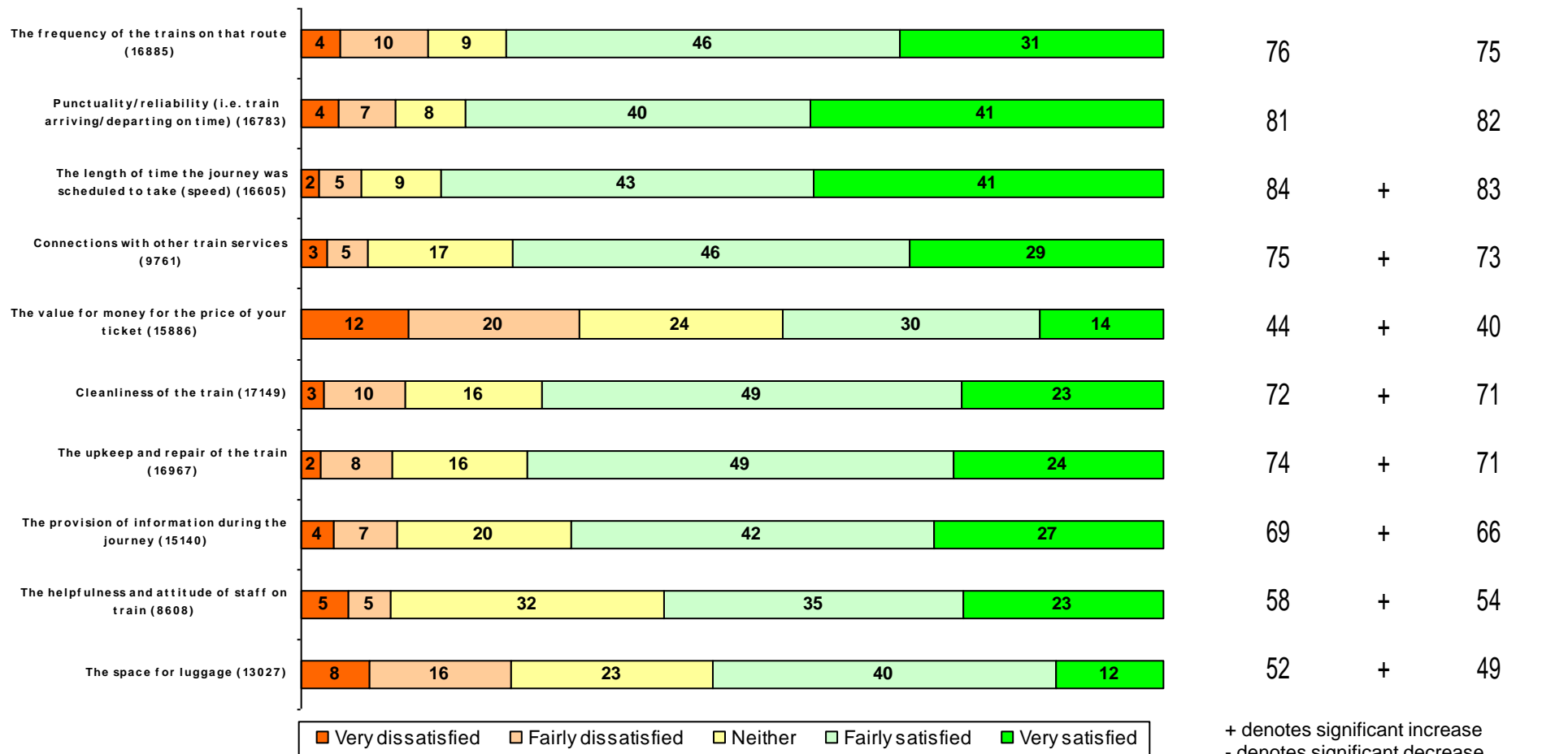


NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

LONDON AND SOUTH EAST

% satisfied/good

Train Factors (I)

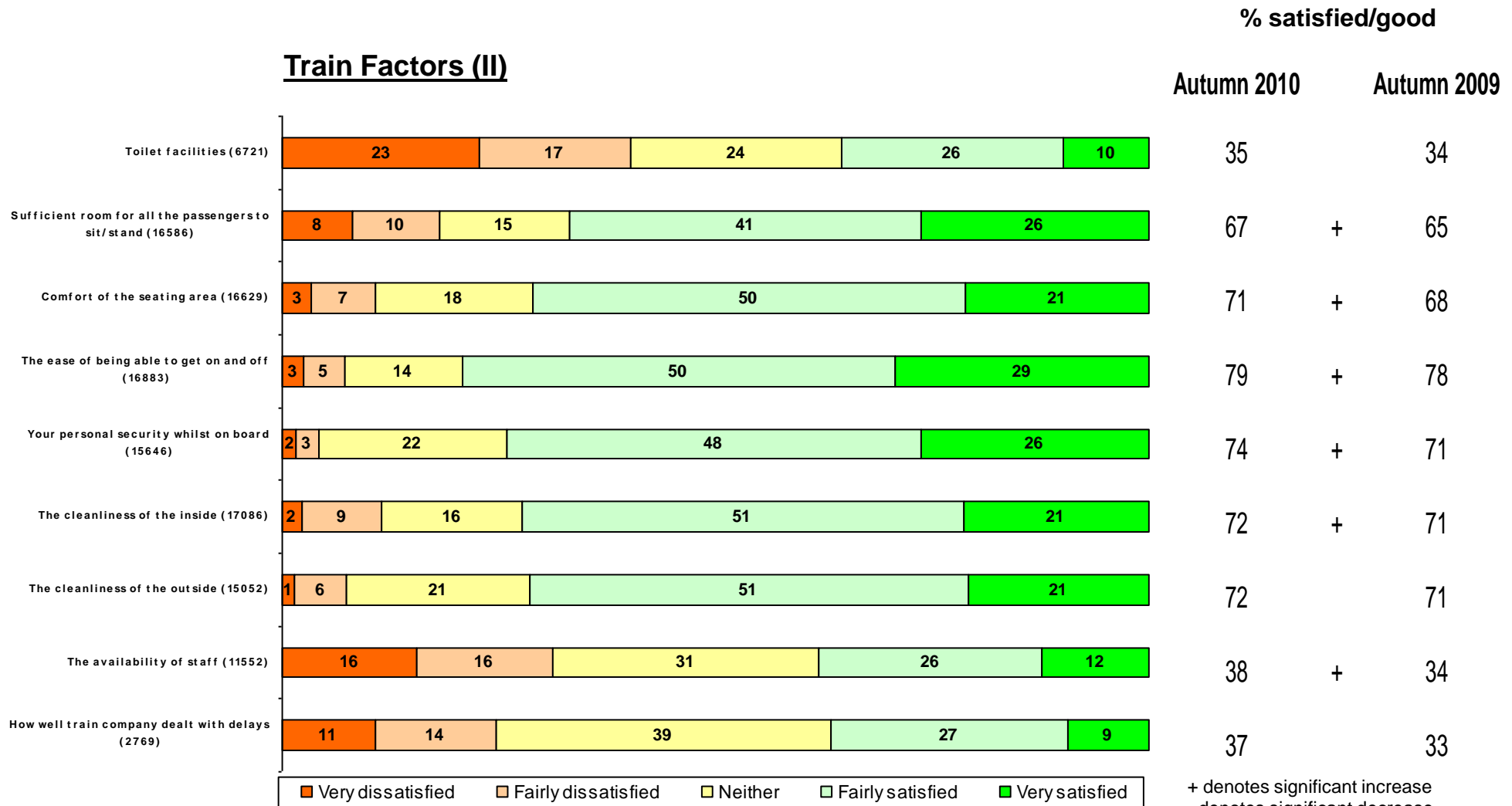


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NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

LONDON AND SOUTH EAST

Train Factors (II)



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

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

STATION FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
Overall Satisfaction	87	83	106%
Overall satisfaction with the station	78	75	103%
Ticket buying facilities	72	70	103%
Provision of information about train times/platforms	84	80	105%
The upkeep/repair of the station buildings/platforms	62	63	98%
Cleanliness	67	70	96%
Facilities and services	50	50	101%
The attitudes and helpfulness of the staff	68	69	98%
Connections with other forms of public transport	76	74	102%
Facilities for car parking	51	47	108%
The overall environment	67	65	102%
Your personal security whilst using	68	64	106%
The availability of staff at the station	55	57	96%
How request to station staff was handled	79	84	94%

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

TRAIN FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
The frequency of the trains on that route	79	76	104%
Punctuality/reliability (i.e. train arriving/departing on time)	90	81	111%
The length of time the journey was scheduled to take (speed)	87	84	103%
Connections with other train services	78	75	104%
The value for money for the price of your ticket	43	44	97%
Cleanliness of the train	75	72	104%
Upkeep and repair of the train	82	74	112%
The provision of information during the journey	77	69	112%
The helpfulness and attitude of staff on train	69	58	120%
The space for luggage	59	52	113%

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

TRAIN FACTORS - TOC PERFORMANCE VERSUS SECTOR

	TOC	Sector	TOC Index
The toilet facilities	39	35	110%
Sufficient room for all the passengers to sit/stand	71	67	106%
The comfort of the seating area	79	71	111%
The ease of being able to get on and off	83	79	104%
Your personal security whilst on board	82	74	110%
The cleanliness of the inside	76	72	105%
The cleanliness of the outside	79	72	110%
The availability of staff	53	38	139%
How well train company dealt with delays	40	37	108%

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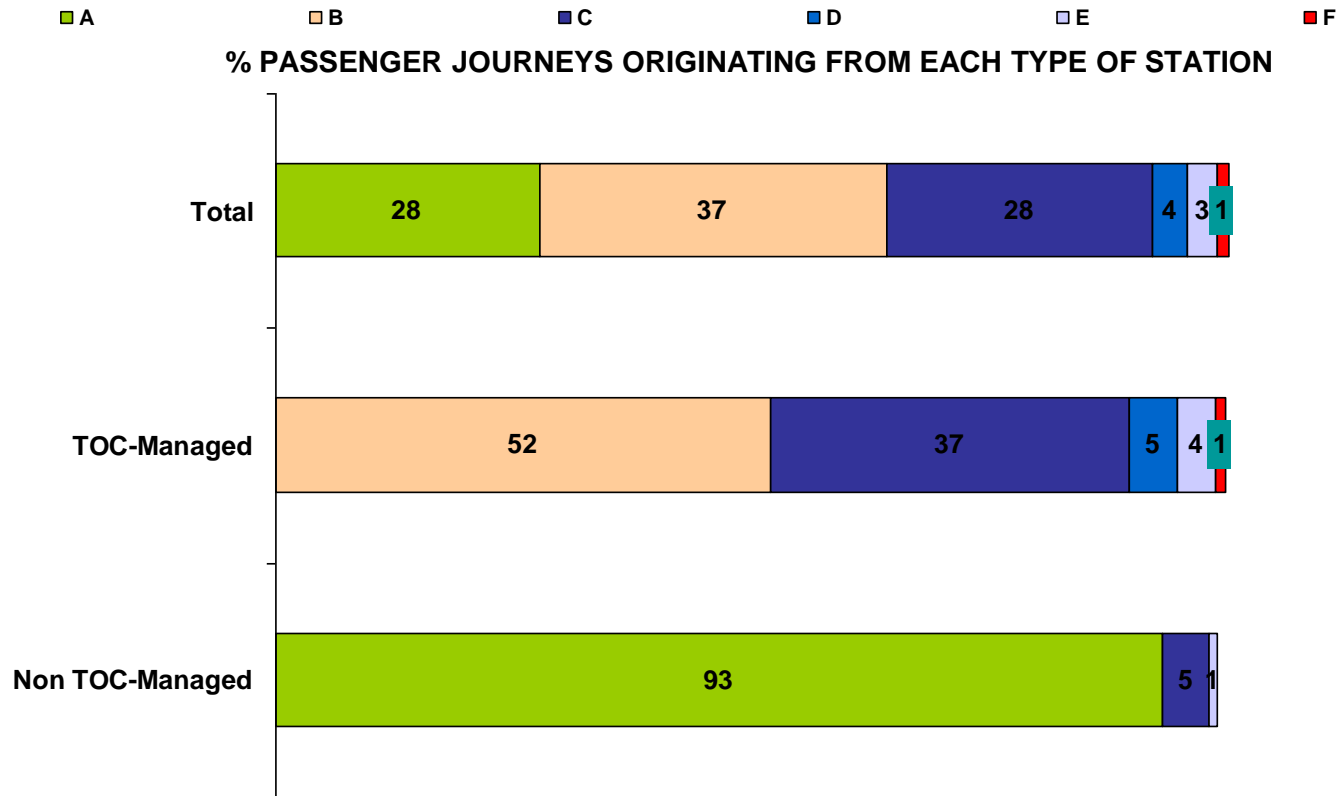
SOUTH WEST TRAINS

STATION FACTORS – TOC-MANAGED VERSUS NON TOC-MANAGED

	TOC- Managed	Non TOC- Managed
Overall satisfaction with the station	73	89
Ticket buying facilities	70	77
Provision of information about train times/platforms	82	90
The upkeep/repair of the station buildings/platforms	55	79
Cleanliness	62	80
Facilities and services	42	68
The attitudes and helpfulness of the staff	69	65
Connections with other forms of public transport	69	90
Facilities for car parking	53	33
The overall environment	61	80
Your personal security whilst using	64	76
The availability of staff at the station	54	59
How request to station staff was handled	80	79

SOUTH WEST TRAINS

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

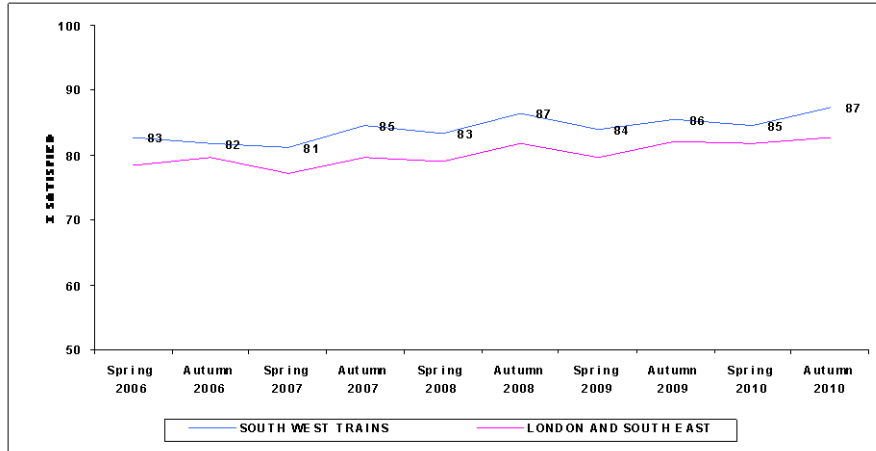


A=National hub, B = Regional hub, C = Important feeder, D = Medium staffed, E = Small staffed, F = Small unstaffed

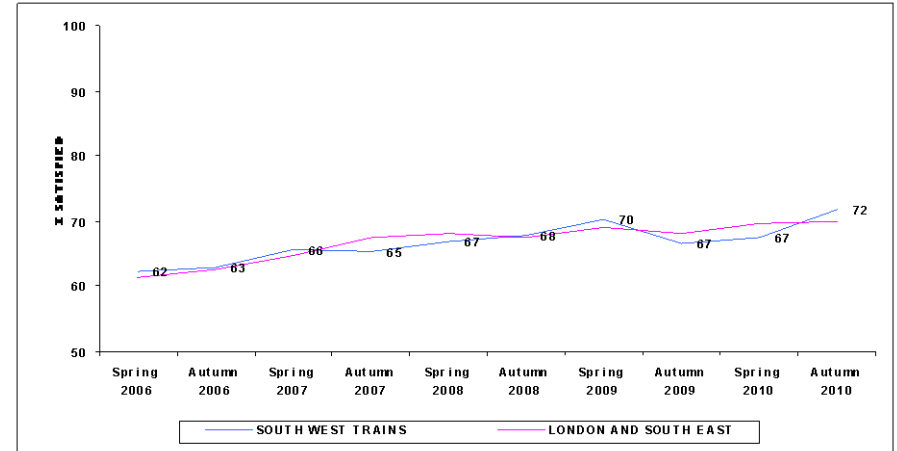
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

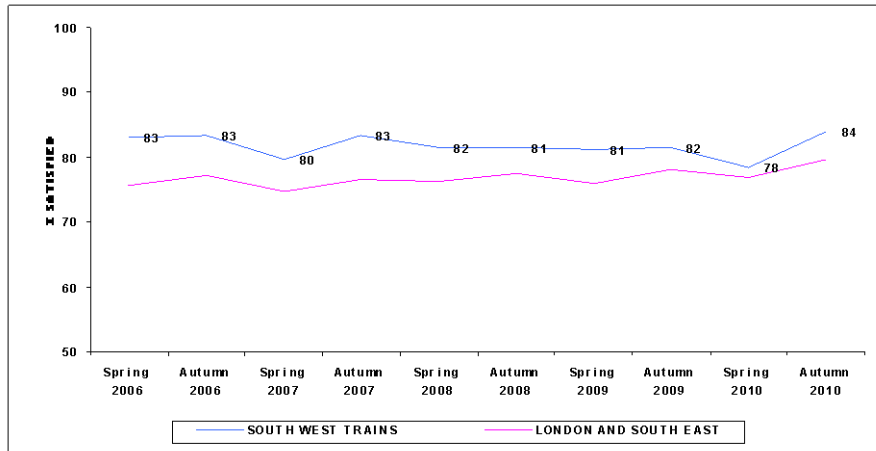
OVERALL SATISFACTION (2237)



STATION - TICKET BUYING FACILITIES (1358)



STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (2130)



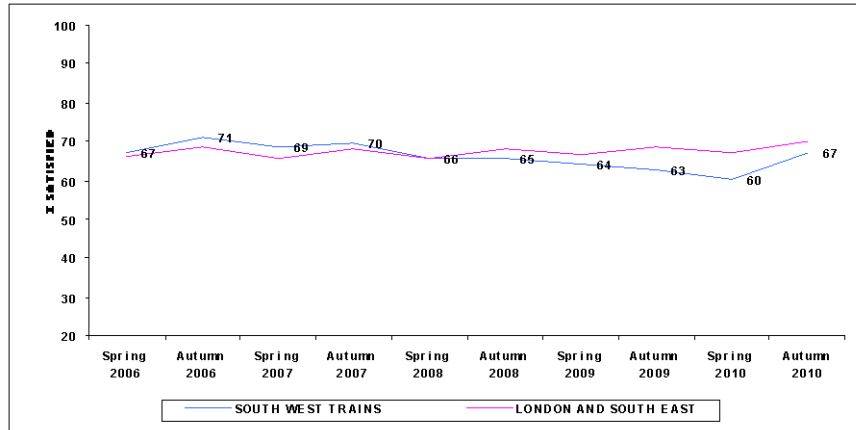
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (2131)



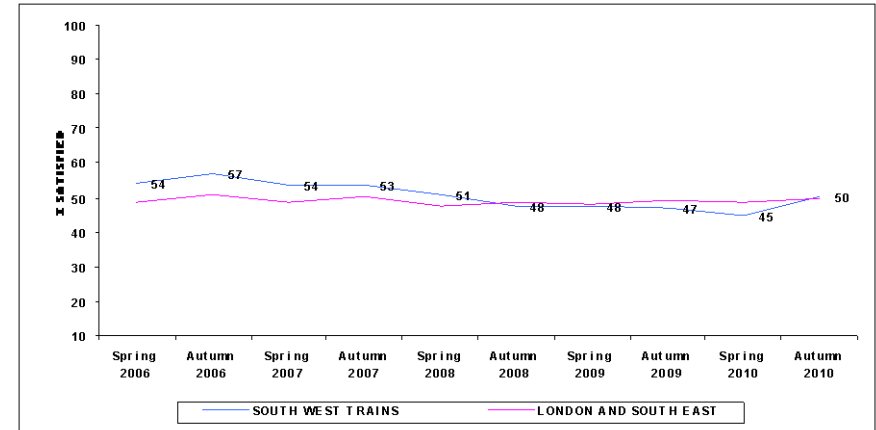
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

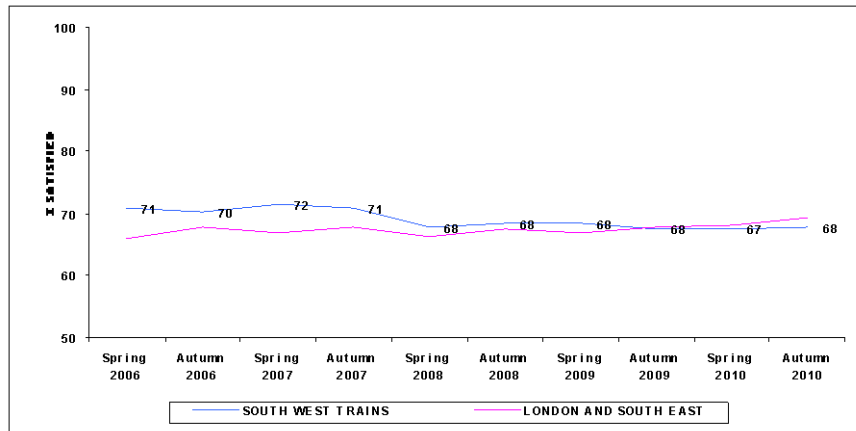
STATION - CLEANLINESS (2154)



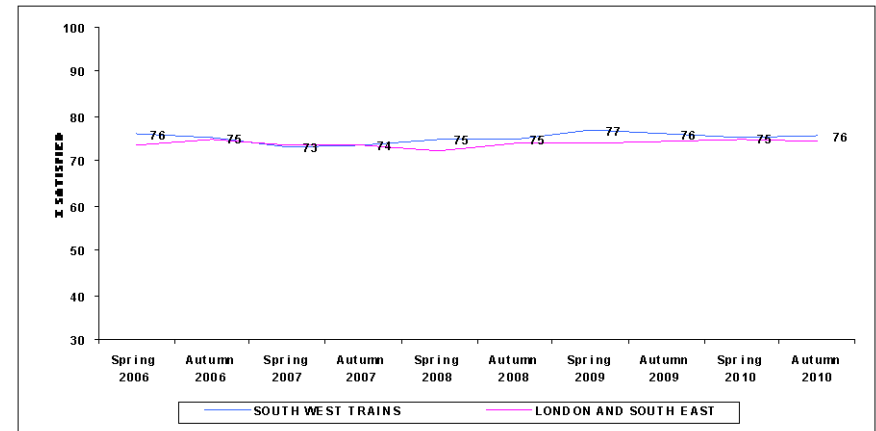
STATION - THE FACILITIES AND SERVICES (1896)



STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF (1646)



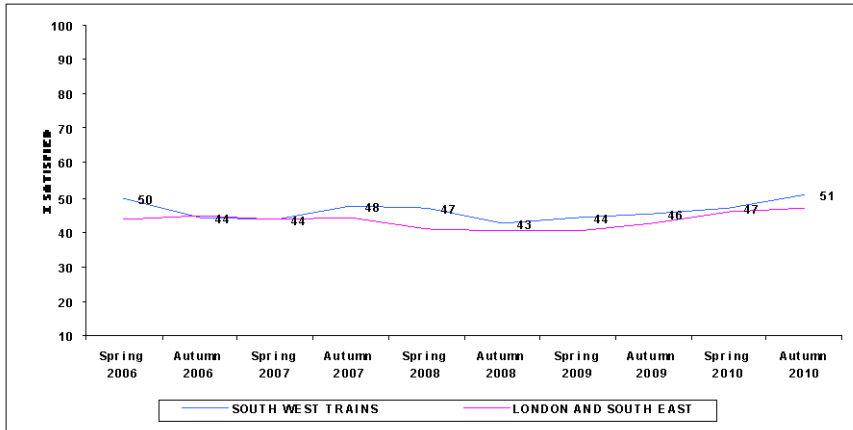
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (1613)



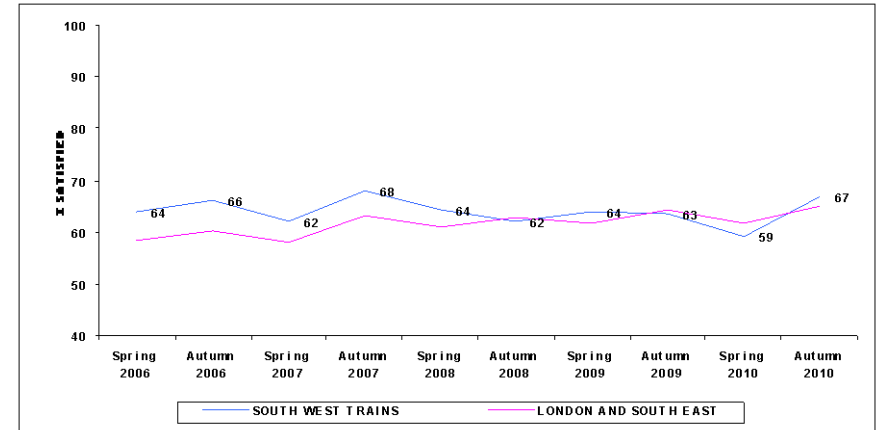
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SOUTH WEST TRAINS

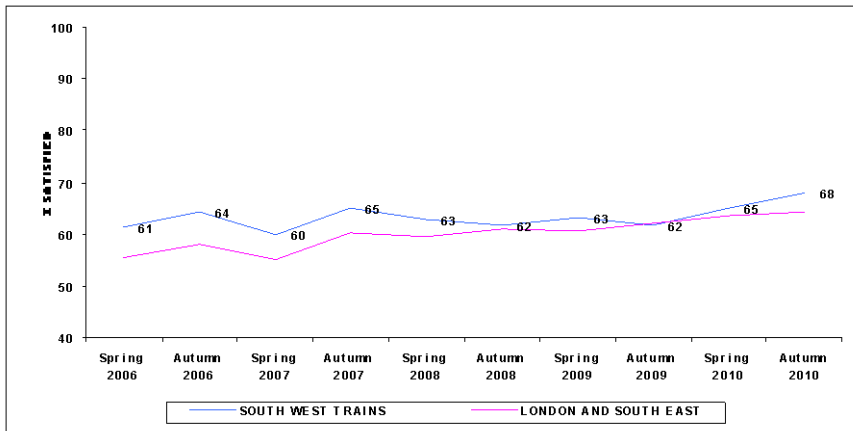
STATION - FACILITIES FOR CAR PARKING (937)



STATION - OVERALL ENVIRONMENT (2215)



STATION - YOUR PERSONAL SECURITY WHILST USING (2002)



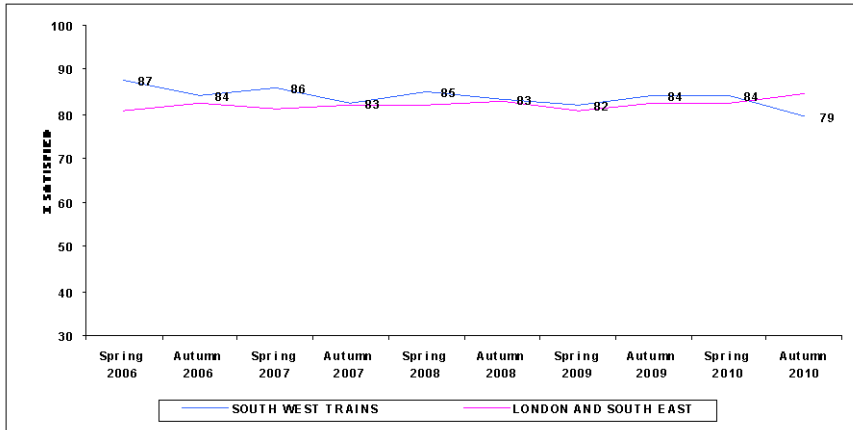
STATION - THE AVAILABILITY OF STAFF (1918)



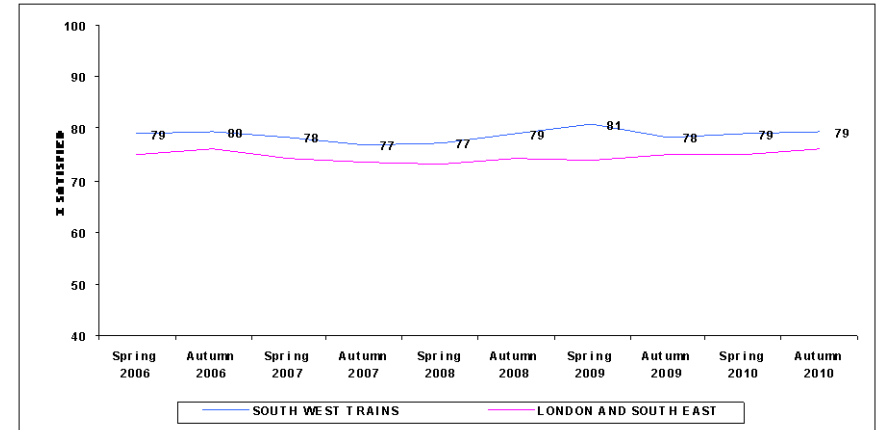
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SOUTH WEST TRAINS

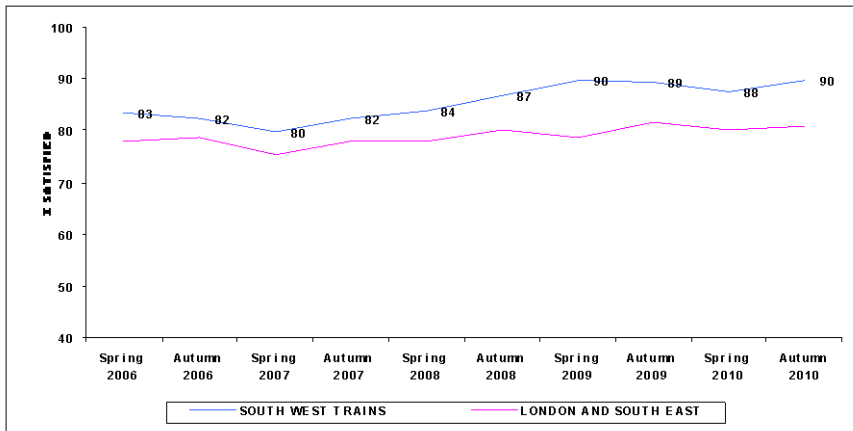
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED (313)



TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE (2231)



TRAIN - PUNCTUALITY/RELIABILITY (I.E. TRAIN ARRIVING/DEPARTING ON TIME (2216)



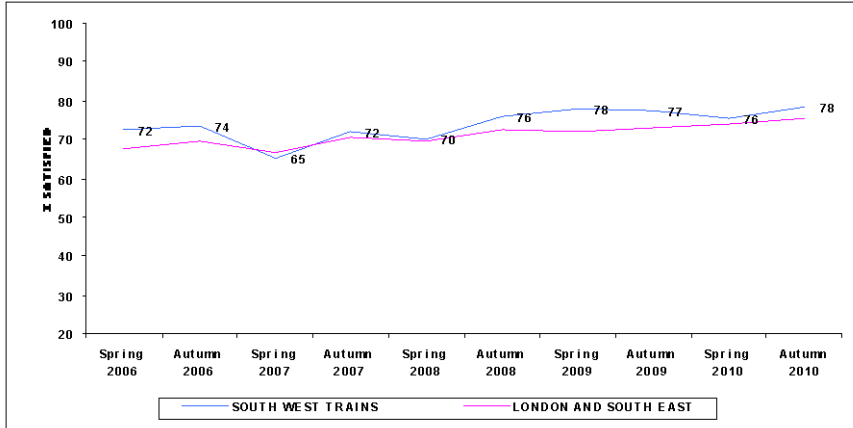
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (2206)



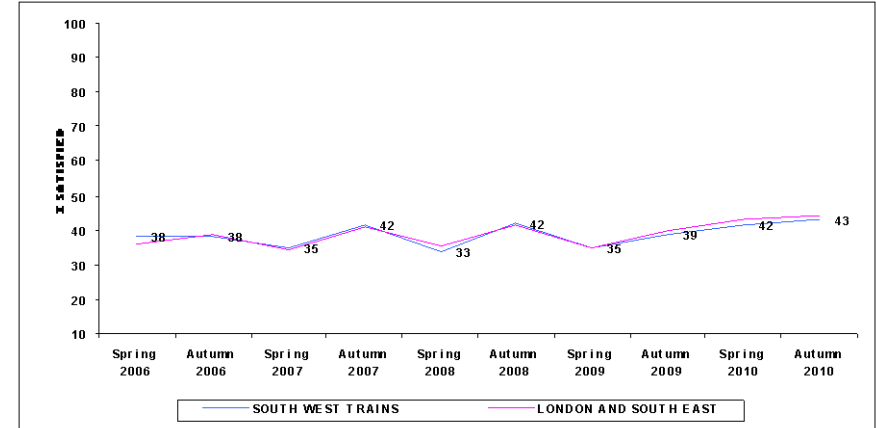
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

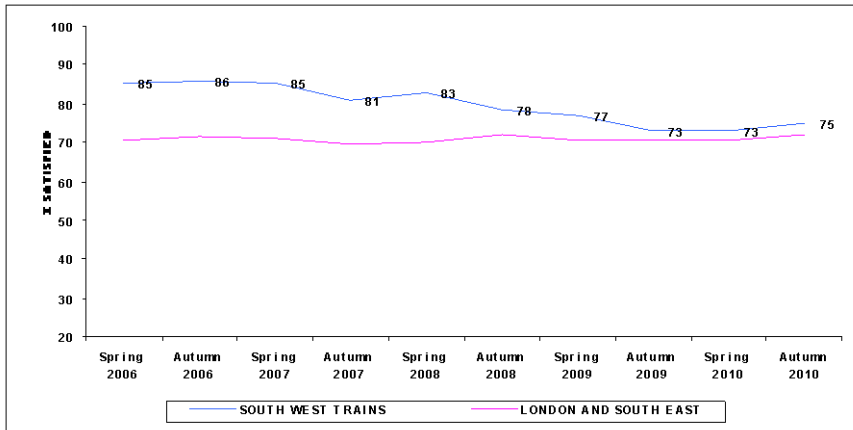
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES (1316)



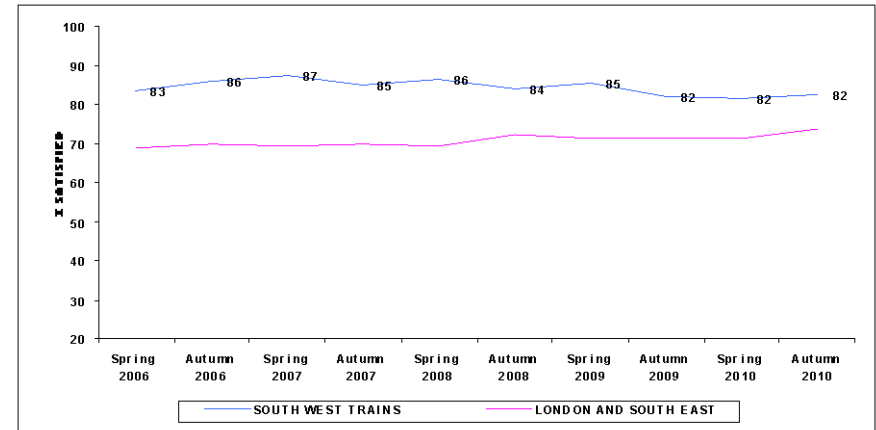
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (2116)



TRAIN - CLEANLINESS OF THE TRAIN (2255)



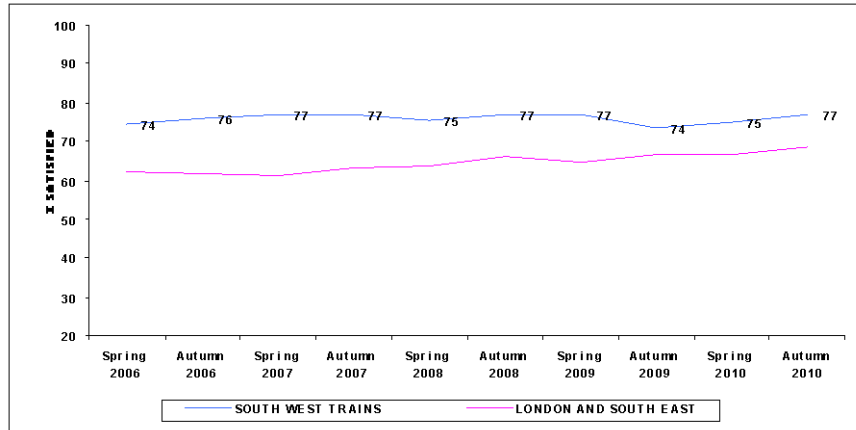
TRAIN - UPKEEP AND REPAIR OF THE TRAIN (2237)



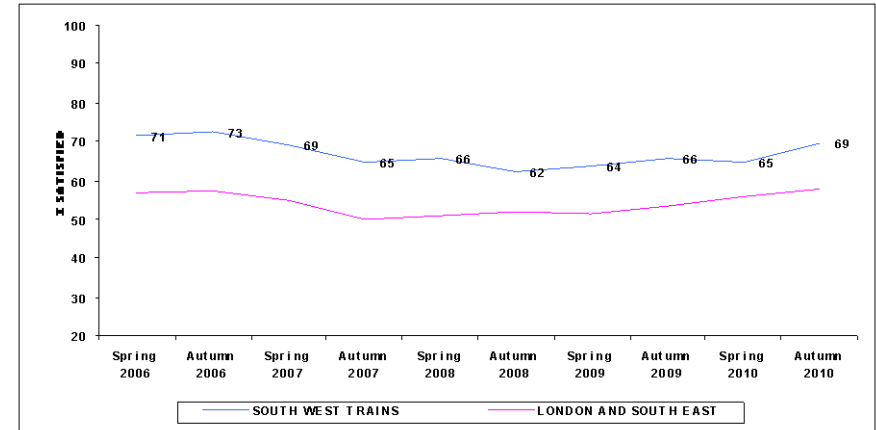
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

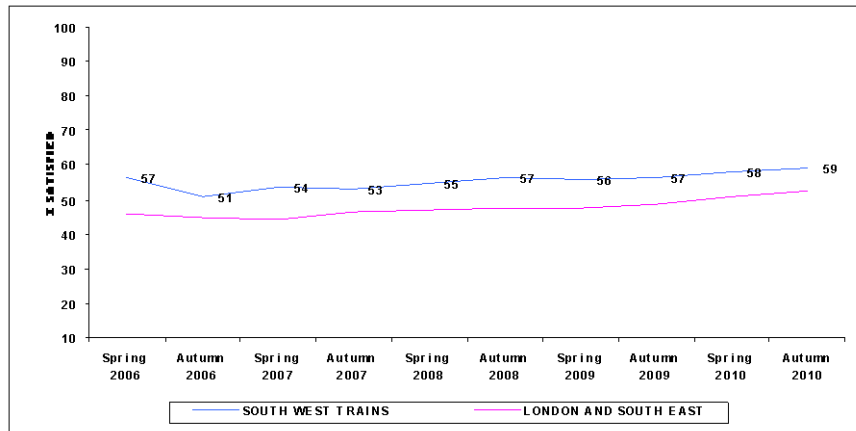
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY (2058)



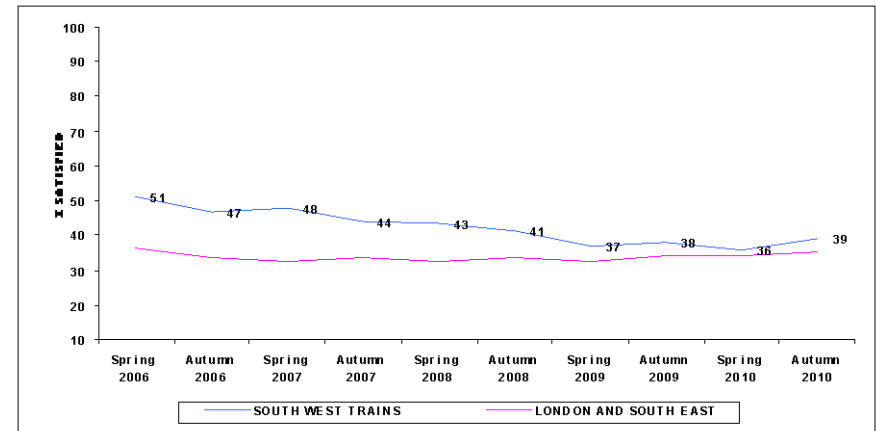
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (1379)



TRAIN - THE SPACE FOR LUGGAGE (1685)



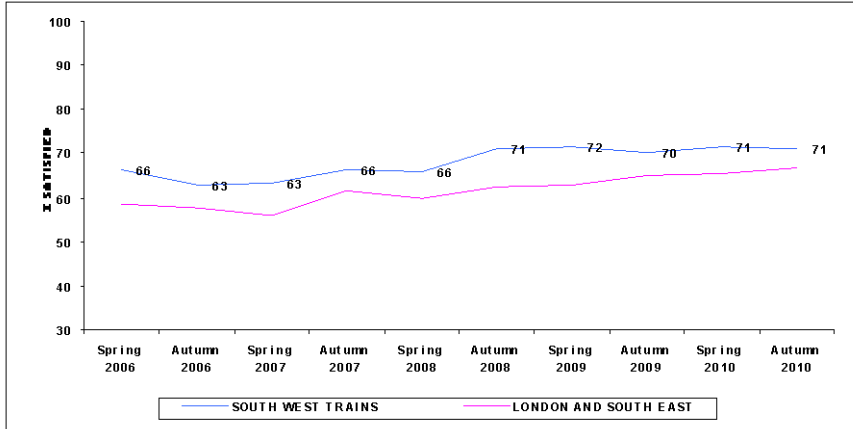
TRAIN - THE TOILET FACILITIES (900)



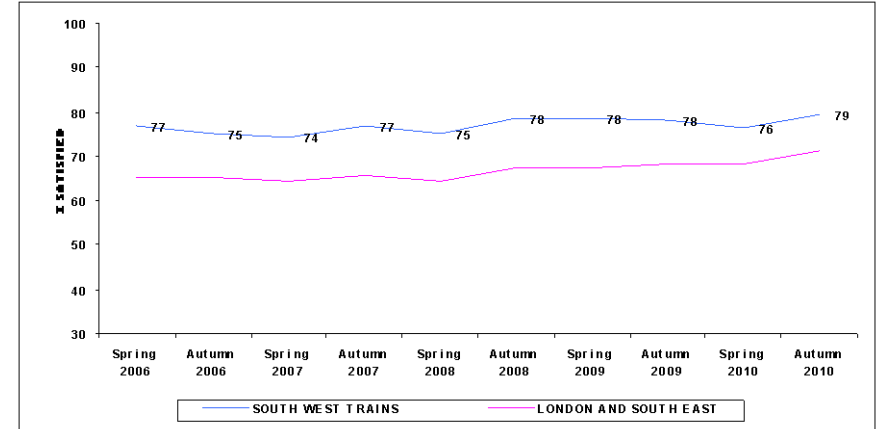
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

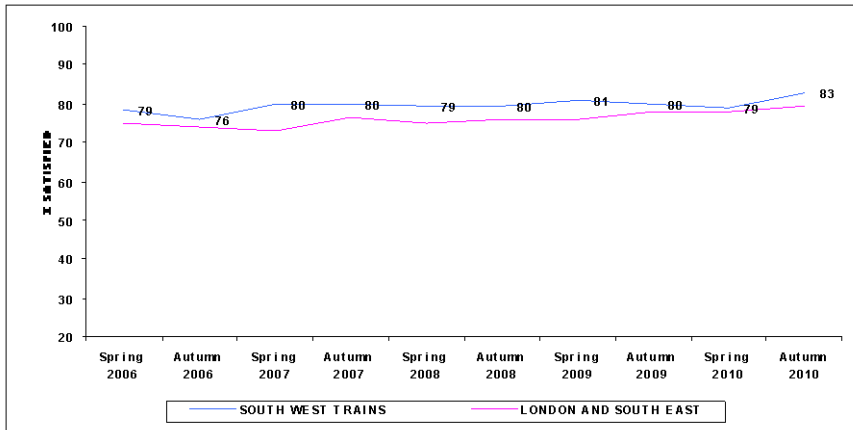
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND (2197)



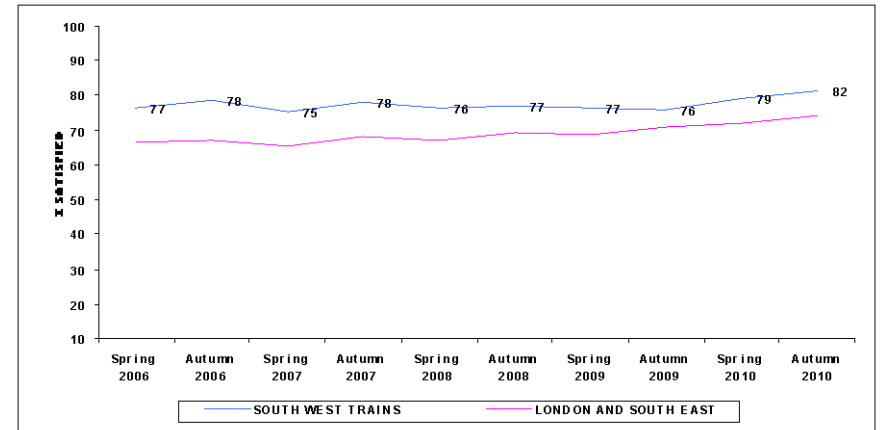
TRAIN - THE COMFORT OF THE SEATING AREA (2189)



TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF (2226)



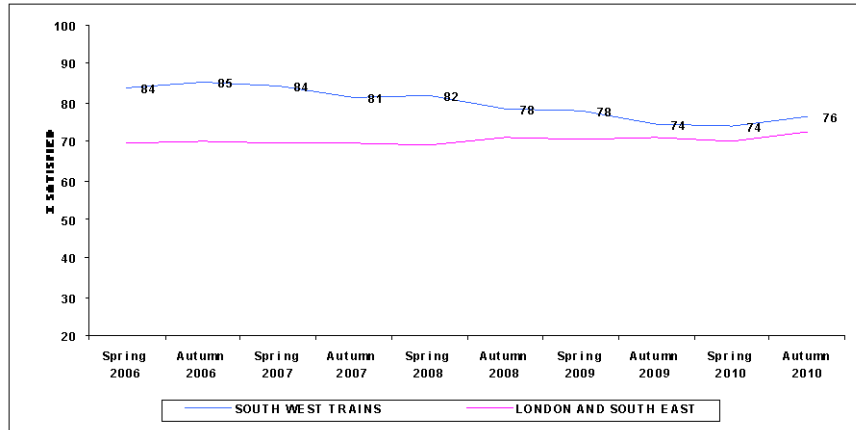
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD (2083)



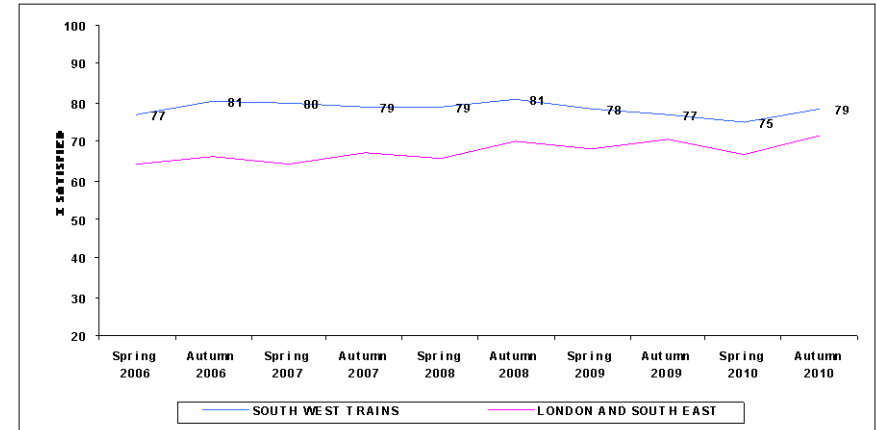
NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

TRAIN - THE CLEANLINESS OF THE INSIDE (2245)



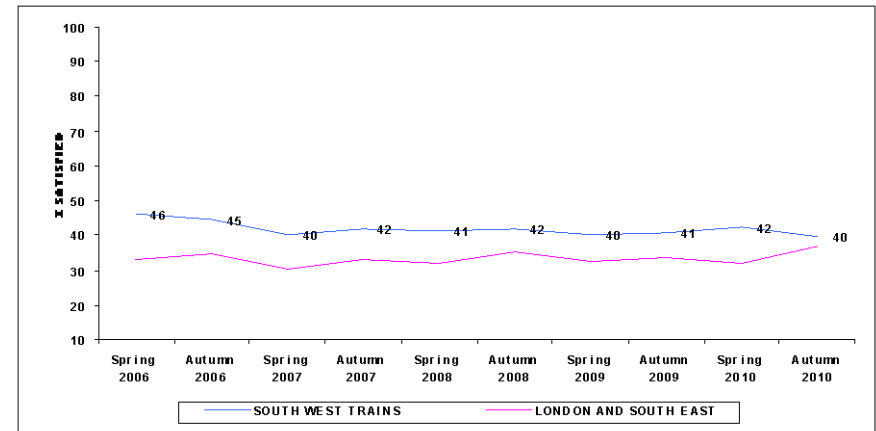
TRAIN - THE CLEANLINESS OF THE OUTSIDE (1963)



TRAIN - THE AVAILABILITY OF STAFF (1727)



TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAY (248)



NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SOUTH WEST TRAINS

	Peak			Off Peak		
	Autumn 2010	significant change	Autumn 2009	Autumn 2010	significant change	Autumn 2009
Overall satisfaction	82		86	88	+	85
STATION FACILITIES						
Overall satisfaction with the station	75		-	78		-
Ticket buying facilities	65		57	73		69
Provision of information about train times/platforms	83		82	84		82
The upkeep/repair of the station buildings/platforms	63		63	62	+	56
Cleanliness	71		65	67	+	62
The facilities and services	40		48	52	+	47
The attitudes and helpfulness of the staff	63	-	73	69		66
Connections with other forms of public transport	66	-	75	77		76
Facilities for car parking	58	+	44	49		46
Overall environment	64		66	67	+	63
Your personal security whilst using	67		61	68	+	62
The availability of staff	46		49	57		56
How request to station staff was handled	61		91	81		83
TRAIN FACILITIES						
The frequency of the trains on that route	80		78	79		79
Punctuality/reliability (i.e. the train arriving/departing on time)	86		90	90		89
The length of time the journey was scheduled to take (speed)	83		77	87	+	84
Connections with other train services	80		78	78		77
The value for money for the price of your ticket	26		24	46		42
Cleanliness of the train	70		71	76		74
Upkeep and repair of the train	78		79	83		82
The provision of information during the journey	69		71	78		74
The helpfulness and attitude of staff on train	55	-	66	72	+	66
The space for luggage	50		57	60		56
The toilet facilities	25		31	41		39
Sufficient room for all passengers to sit/stand	42		50	76		75
The comfort of the seating area	68		65	81		81
The ease of being able to get on and off	70	-	79	85	+	80
Your personal security on board	75		74	83	+	76
The cleanliness of the inside	71		71	77		75
The cleanliness of the outside	72		77	80		77
The availability of staff	40	-	50	55		50
How well train company deals with delays	28		34	42		41

* 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
STATION FACILITIES						
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
TRAIN FACILITIES						
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

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

SOUTH WEST TRAINS

WEIGHTED SAMPLE PROFILE

	Autumn 2010	Autumn 2009		Autumn 2010	Autumn 2009
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	43	47	None	85	86
Female	54	50	Minor	12	10
Not stated	3	3	Major	1	2
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	13	11	Yes	68	71
26-34	19	20	No	32	29
35-44	20	21			
45-54	21	22	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	13	18
60-64	7	8	Off peak	87	82
65+	8	8			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE</u>			Yes: Help	8	7
Commuter	53	53	Yes: Information	7	8
Business	15	15	Couldn't find anyone to ask	4	2
Leisure	32	32	No	80	82
			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 SOUTH WEST TRAINS

Station	Unweighted	Station	Unweighted	Station	Unweighted
London Waterloo	375	Farnborough Main	21	Totton	11
Clapham Junction	154	Epsom	20	Exeter St Davids	10
Wimbledon	69	Godalming	20	Walton-On-Thames	10
Basingstoke	65	Earlsfield	20	Barnes Bridge	10
Southampton Central	63	Bracknell	20	Reading	10
Putney	63	Richmond (Surrey)	19	Ryde Pier Head	9
Andover	50	Weybridge	19	Weymouth	9
Surbiton	49	Fratton	18	Portsmouth Harbour	9
Petersfield	49	Christchurch	18	Bournemouth	8
Salisbury	42	Hampton Court	17	Lake (Isle Of Wight)	8
Winchester	42	Eastleigh	17	Hilsea	7
Guildford	40	Sunningdale	17	Brading	7
Woking	34	Raynes Park	17	Fareham	6
Ash Vale	33	Hersham	16	Trowbridge	6
Hook	33	Ryde St Johns Road	16	Swanwick	6
Vauxhall	33	Brockenhurst	15	Kingston	6
Shanklin	32	Pokesdown	15	Whitchurch (Hampshire)	6
West Byfleet	30	Sandown	15	Tolworth	6
Southampton Airport Parkway	28	Gillingham (Dorset)	15	Wool	5
Ewell West	28	Ryde Esplanade	15	Hamble	4
Teddington	27	Staines	14	Kempton Park	3
Worcester Park	27	Earley	13	Bath Spa	3
Norbiton	26	Strawberry Hill	13	Westbury (Wiltshire)	2
Portsmouth And Southsea	25	Ascot	13	Bristol Temple Meads	2
Egham	25	Dorking	13		
Twickenham	25	Pinhoe	12		
Wandsworth Town	24	Havant	12		
Honiton	24	Fleet	12		
Wokingham	23	Whitton	12		
Witley	22	Addlestone	12		
Exeter Central	22	Ashted	11		
New Malden	21	Poole	11		
Leatherhead	21	Grateley	11		

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SAMPLE COMPOSITION AND WEIGHTING

WEIGHTED DATA

	Annual Journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	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