



National Rail Passenger Survey

ScotRail TOC Report

Spring 2016 (Wave 34)

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1

1.1 Methodology

Questionnaires are normally 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 and other large stations, 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 takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, 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 (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

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.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.transportfocus.org.uk

Spring 2016 (Wave 34)

Fieldwork for Wave 34 (including boosts) was undertaken between the 11th January and 20th March 2016.

Due to poor weather and a resulting landslide affecting particular routes during fieldwork, a small number of fieldwork shifts were unable to be completed and were replaced.

Service suspension of Heathrow Connect services for about two weeks towards the end of fieldwork meant that quite a large number of shifts could not be completed for this TOC. This means that the sample size is lower than normal, although the results are still robust at TOC level.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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.

Southeastern scores are the subject of technical query and may need to be revised at a future date - as such the current scores should be treated as provisional.

Autumn 2015 (Wave 33)

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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.

Spring 2015 (Wave 32)

Fieldwork for Wave 32 was undertaken between 18th January and 29th March 2015.

From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change. Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20th March 2015, all shifts targeting Island Line had to be completed during the last week of fieldwork.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). 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.

Autumn 2014 (Wave 31)

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

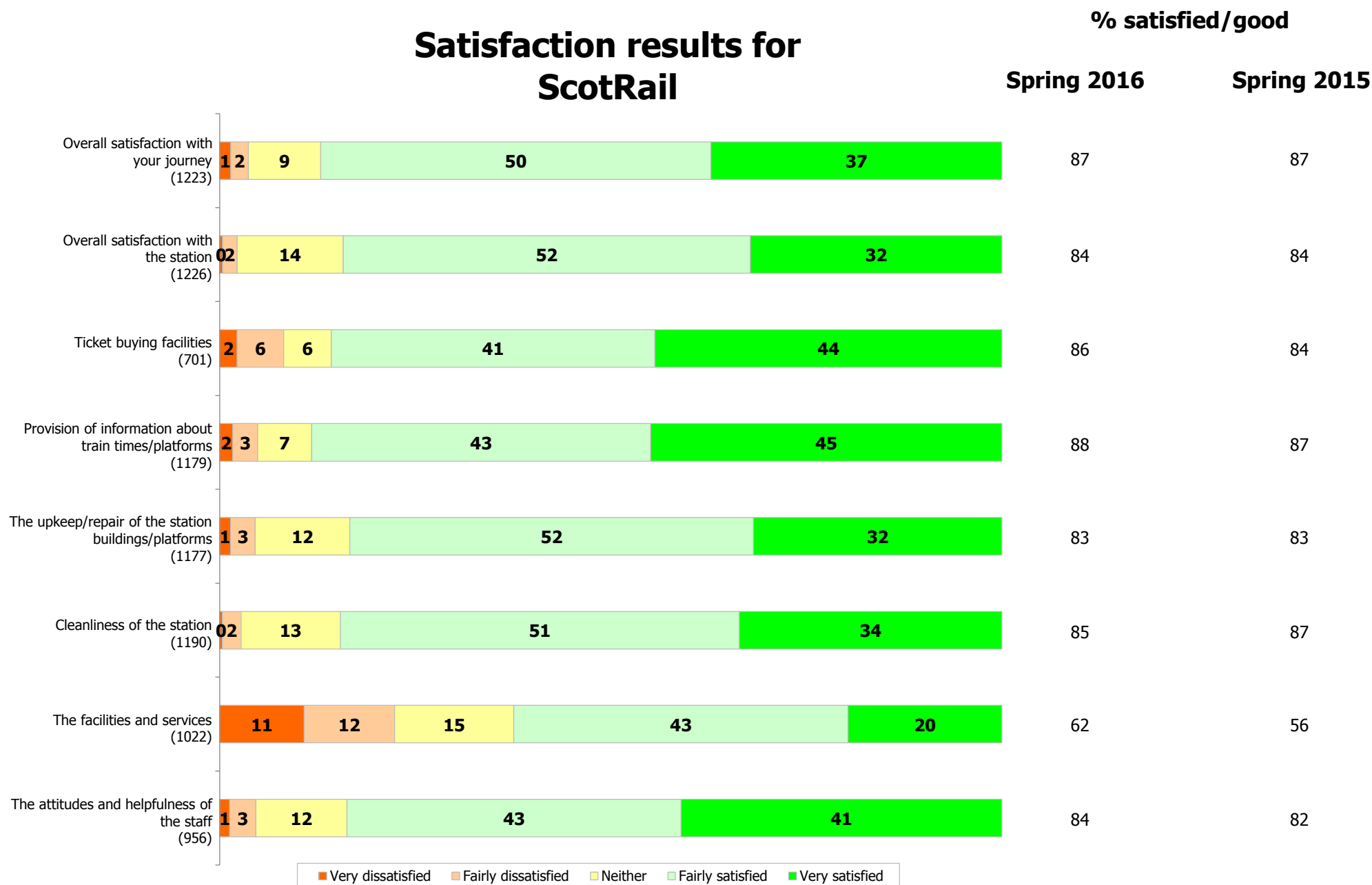
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

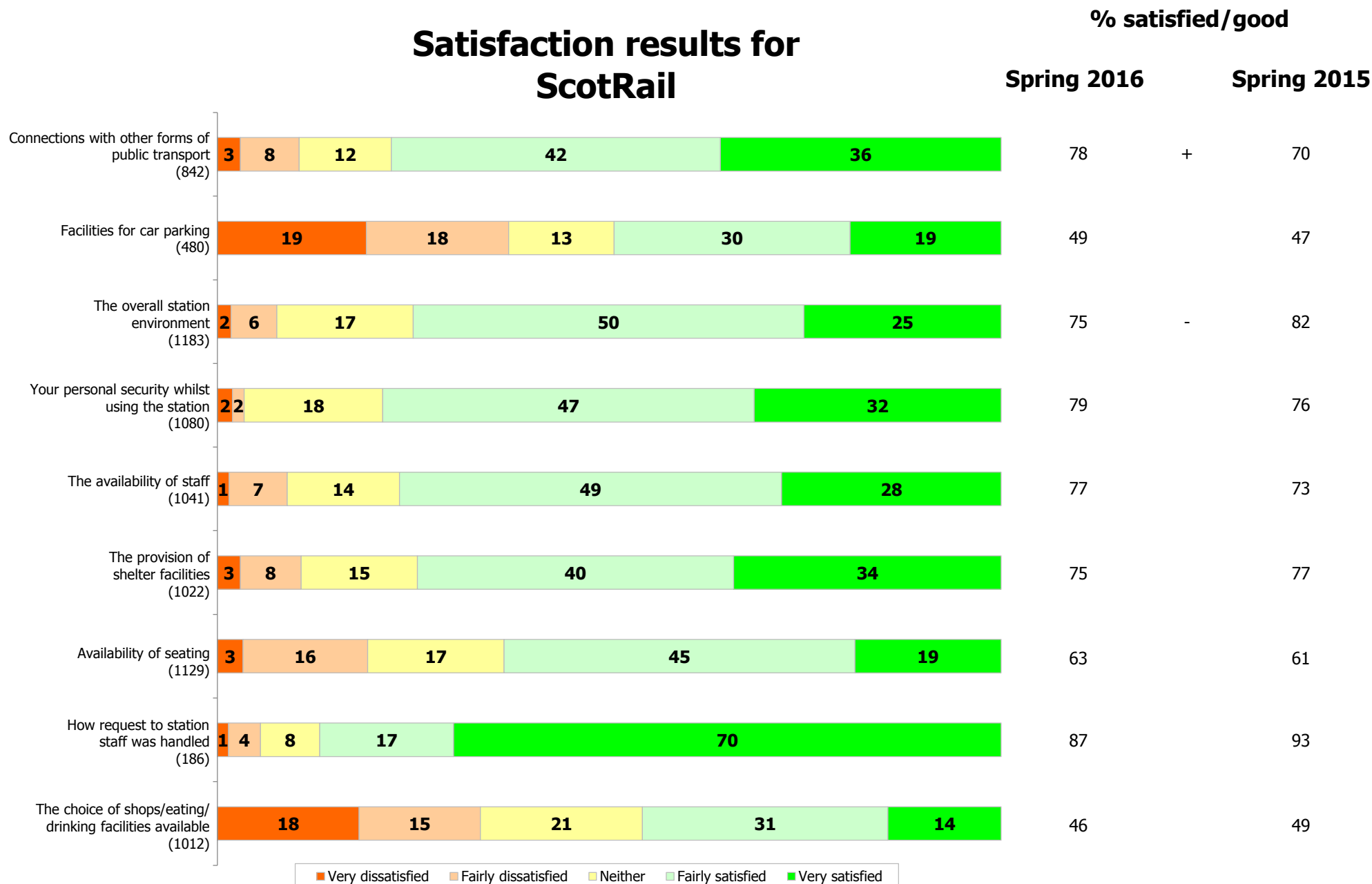
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

2 2.1 Overall satisfaction with your journey and station factors

At 95% confidence level:
+ significant increase
- significant decrease



Satisfaction results for ScotRail

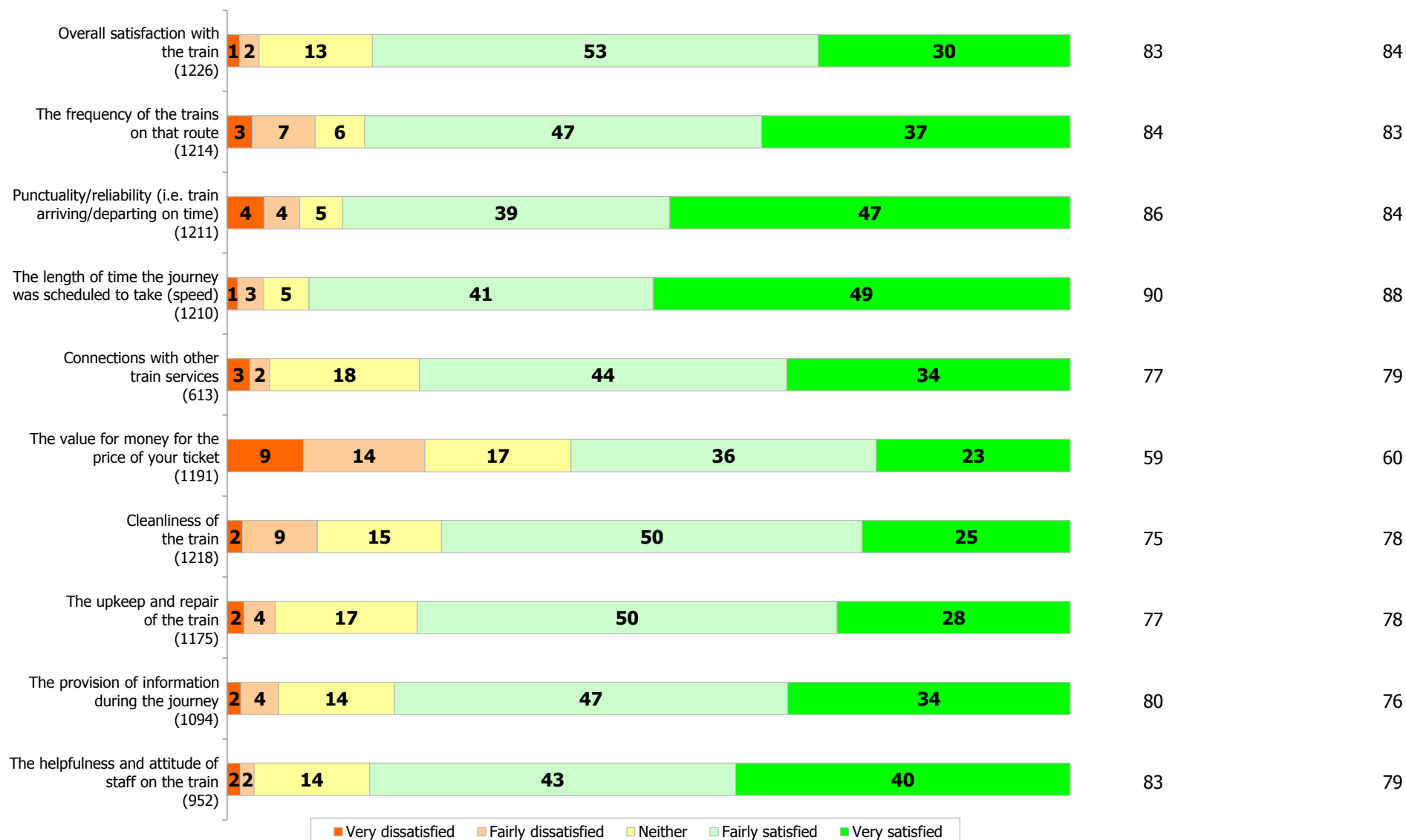


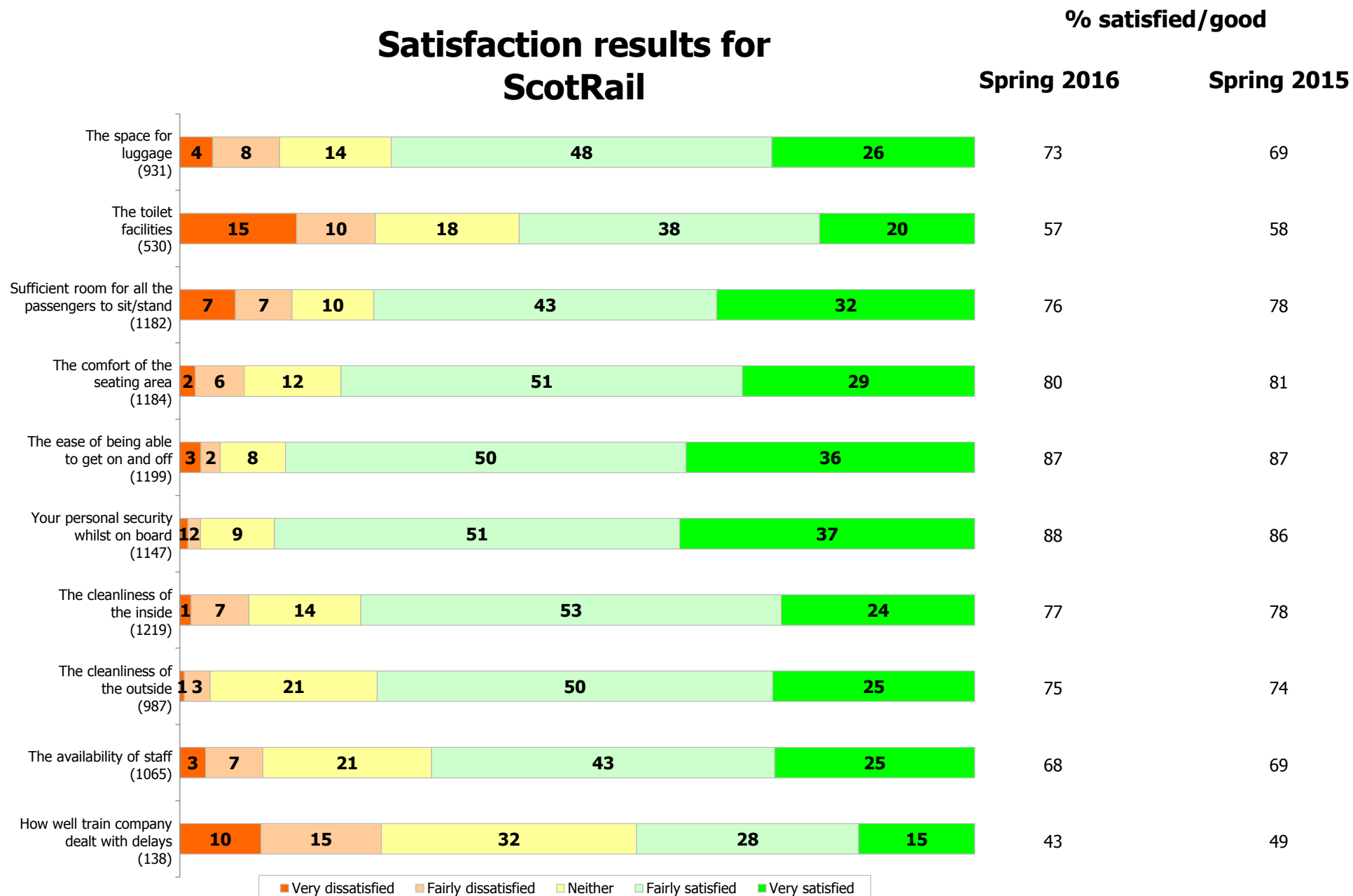
Satisfaction results for ScotRail

% satisfied/good

Spring 2016

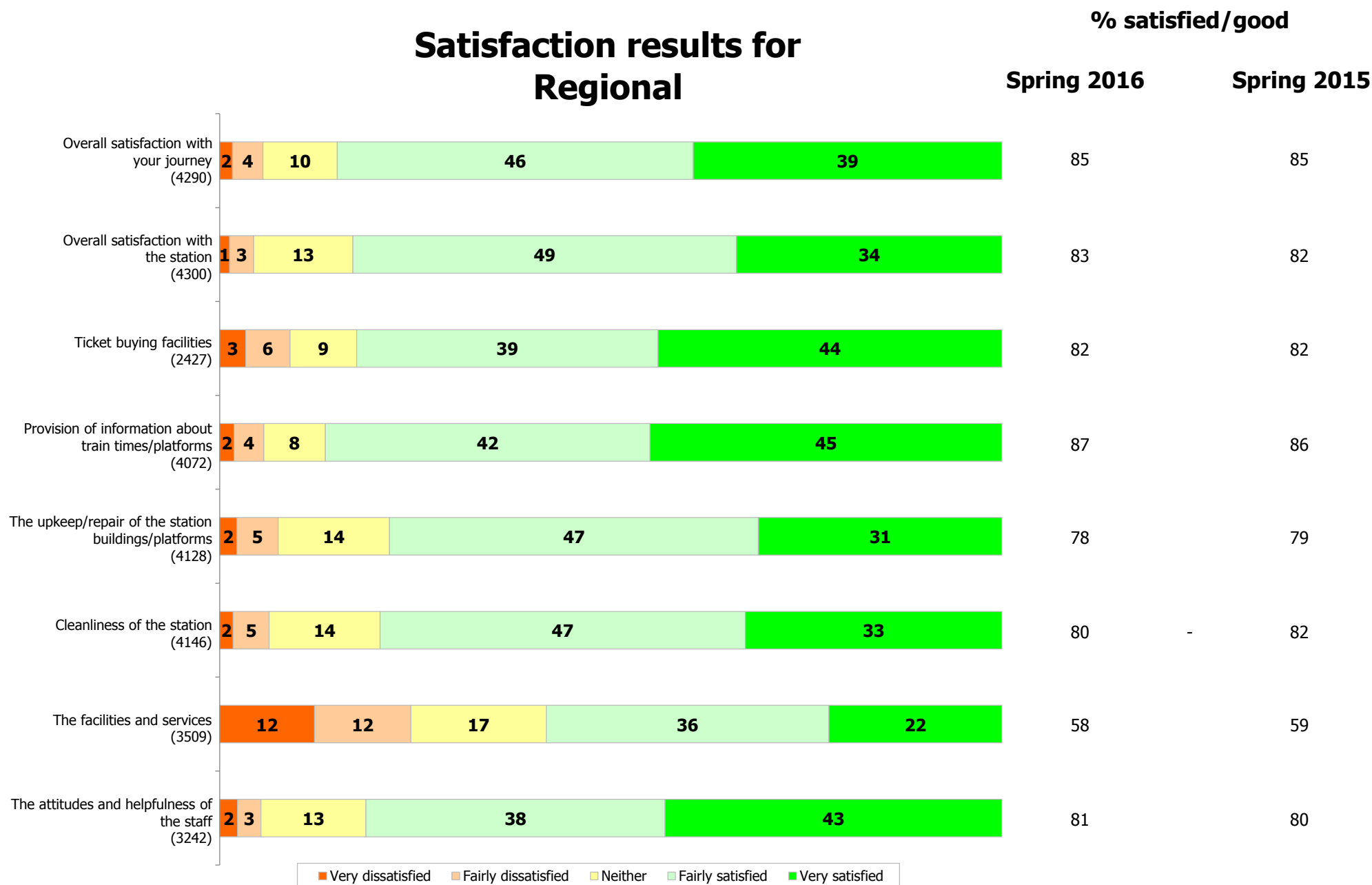
Spring 2015





2 2.3 Overall satisfaction with your journey and station factors

At 95% confidence level:
+ significant increase
- significant decrease



Satisfaction results for Regional

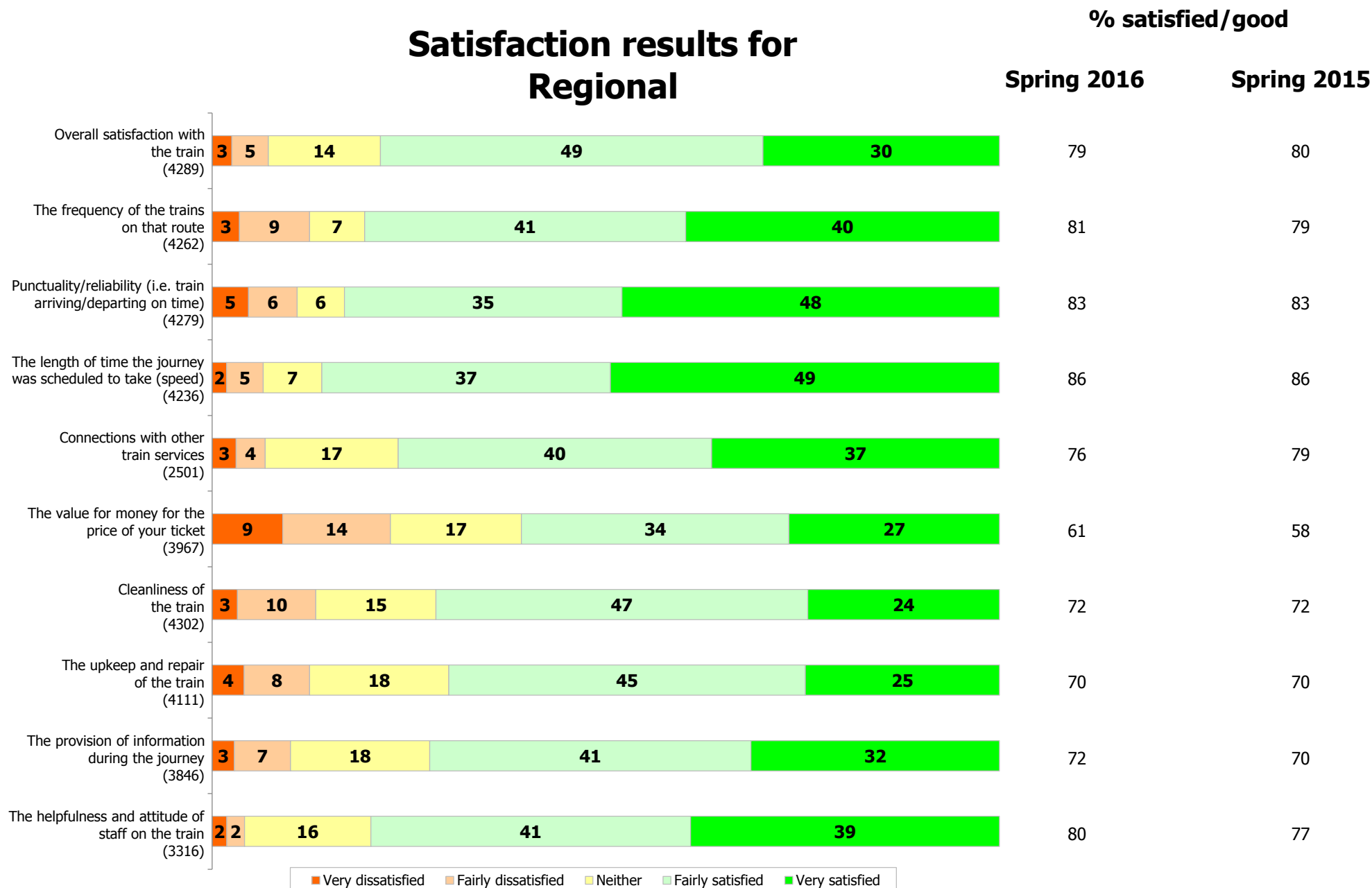
% satisfied/good

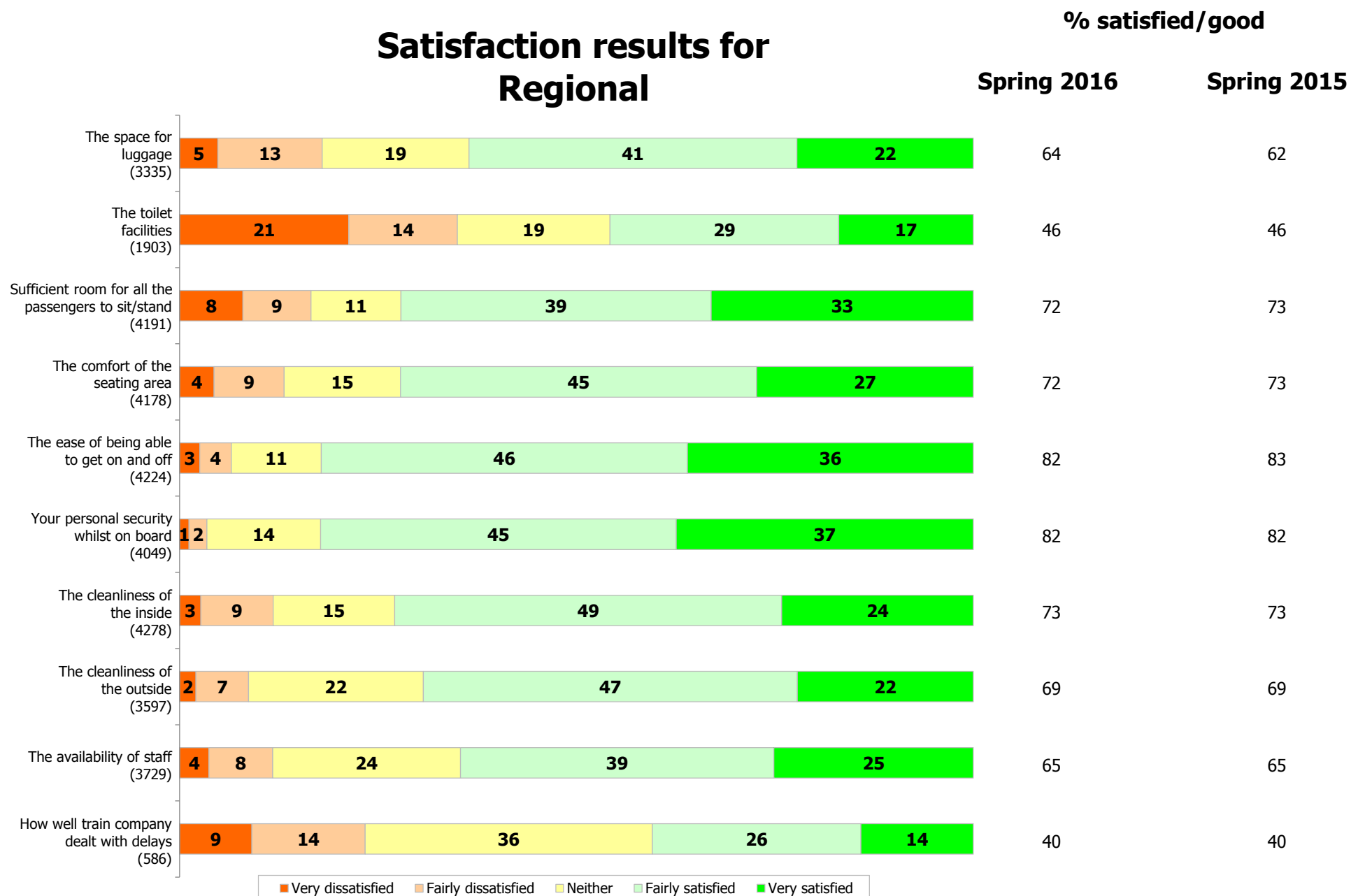
Spring 2016

Spring 2015



Satisfaction results for Regional





ScotRail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	87	85	102%
STATION FACILITIES			
Overall satisfaction with the station	84	83	101%
Ticket buying facilities	86	82	104%
Provision of information about train times/platforms	88	87	102%
The upkeep/repair of the station buildings/platforms	83	78	107%
Cleanliness	85	80	106%
The facilities and services	62	58	107%
The attitudes and helpfulness of the staff	84	81	103%
Connections with other forms of public transport	78	71	109%
Facilities for car parking	49	55	91%
Overall environment	75	74	102%
Your personal security whilst using the station	79	75	106%
The availability of staff	77	71	109%
The provision of shelter facilities	75	73	102%
Availability of seating	63	61	103%
How request to station staff was handled	87	89	98%
The choice of shops/eating/drinking facilities available	46	47	98%
TRAIN FACILITIES			
Overall satisfaction with the train	83	79	105%
The frequency of the trains on that route	84	81	104%
Punctuality/reliability (i.e. the train arriving/departing on time)	86	83	104%
The length of time the journey was scheduled to take (speed)	90	86	105%
Connections with other train services	77	76	101%
The value for money of the price of your ticket	59	61	98%
Cleanliness of the train	75	72	104%
Upkeep and repair of the train	77	70	111%
The provision of information during the journey	80	72	111%
The helpfulness and attitude of staff on train	83	80	104%
The space for luggage	73	64	116%
The toilet facilities	57	46	125%
Sufficient room for all passengers to sit/stand	76	72	105%
The comfort of the seating area	80	72	110%
The ease of being able to get on and off	87	82	106%
Your personal security on board	88	82	107%
The cleanliness of the inside	77	73	106%
The cleanliness of the outside	75	69	108%
The availability of staff	68	65	106%
How well train company deals with delays	43	40	105%

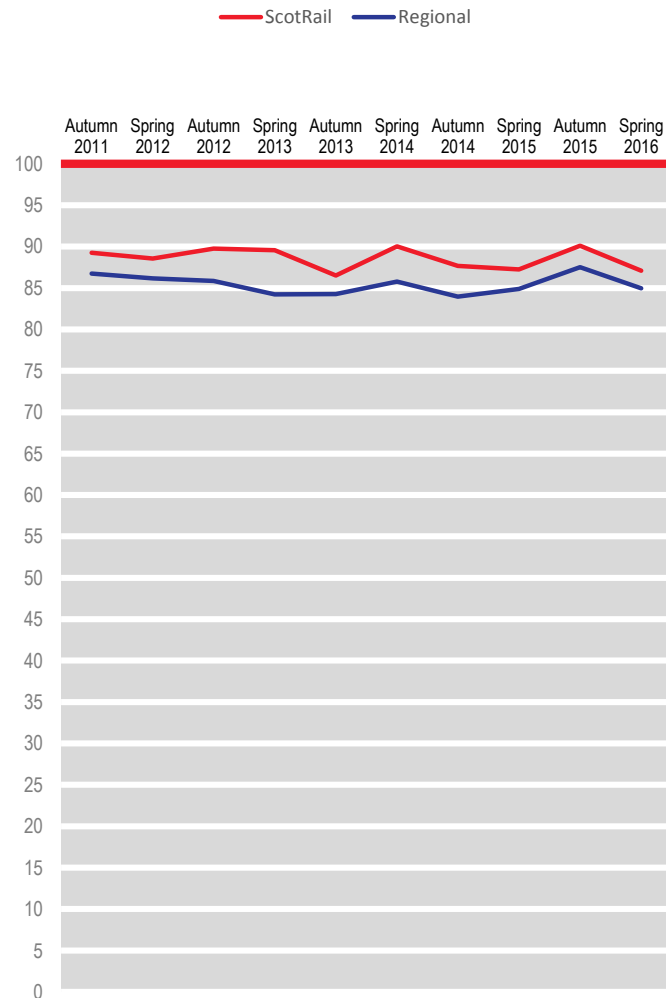
Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction with your journey	88	89	87	83
STATION FACILITIES				
Overall satisfaction with the station	80	92	85	86
Ticket buying facilities	82	92	86	86
Provision of information about train times/platforms	86	94	89	88
The upkeep/repair of the station buildings/platforms	72	89	87	86
Cleanliness	79	90	86	88
The facilities and services	59	71	65	58
The attitudes and helpfulness of the staff	82	89	85	83
Connections with other forms of public transport	71	73	80	78
Facilities for car parking	39	51	55	40
Overall environment	68	85	77	77
Your personal security whilst using the station	78	87	79	82
The availability of staff	74	80	78	77
The provision of shelter facilities	74	86	75	69
Availability of seating	52	72	68	59
How request to station staff was handled	82	85	89	93
The choice of shops/eating/drinking facilities available	45	49	48	36
TRAIN FACILITIES				
Overall satisfaction with the train	84	88	83	77
The frequency of the trains on that route	80	59	87	81
Punctuality/reliability (i.e. the train arriving/departing on time)	87	86	88	78
The length of time the journey was scheduled to take (speed)	86	74	93	88
Connections with other train services	70	72	79	82
The value for money of the price of your ticket	55	72	62	50
Cleanliness of the train	77	76	74	73
Upkeep and repair of the train	77	78	79	71
The provision of information during the journey	80	85	82	71
The helpfulness and attitude of staff on train	87	95	82	74
The space for luggage	63	90	79	65
The toilet facilities	50	71	60	57
Sufficient room for all passengers to sit/stand	71	92	79	67
The comfort of the seating area	77	80	83	69
The ease of being able to get on and off	88	92	88	78
Your personal security on board	88	92	89	83
The cleanliness of the inside	81	81	77	72
The cleanliness of the outside	78	70	75	72
The availability of staff	75	89	66	60
How well train company deals with delays	52	42	38	41

Percentage satisfaction with aspects of station where boarded

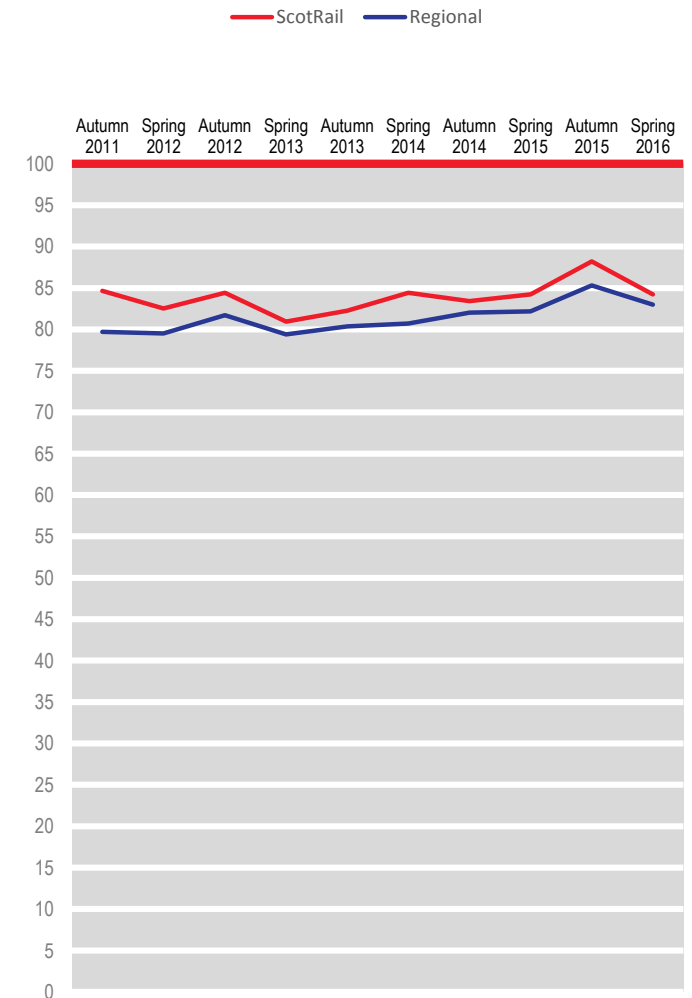
Overall satisfaction with your journey

(1223)
Percentage of passengers satisfied 2011 to 2016



Overall station satisfaction

(1226)
Percentage of passengers satisfied 2011 to 2016

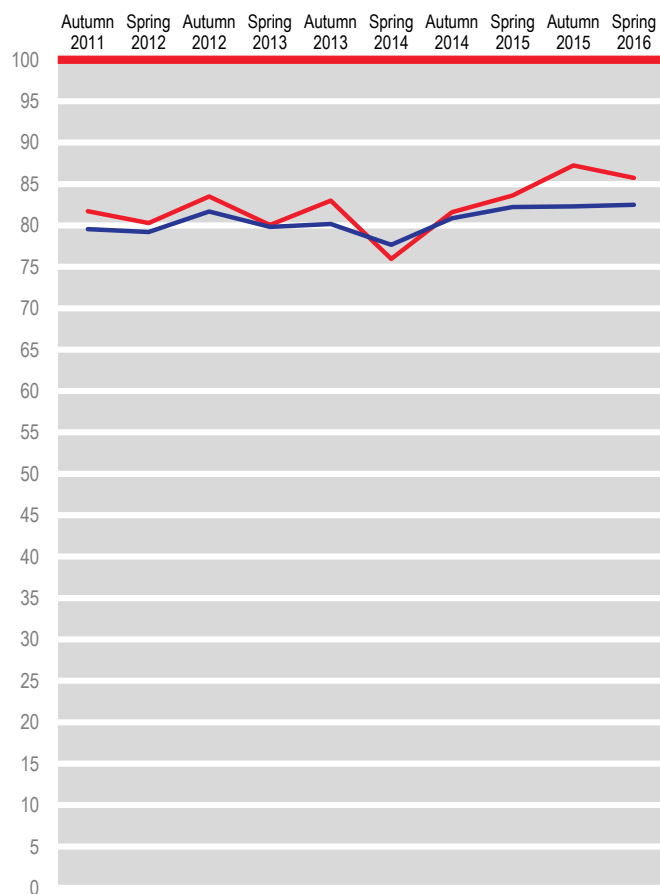


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(701)**

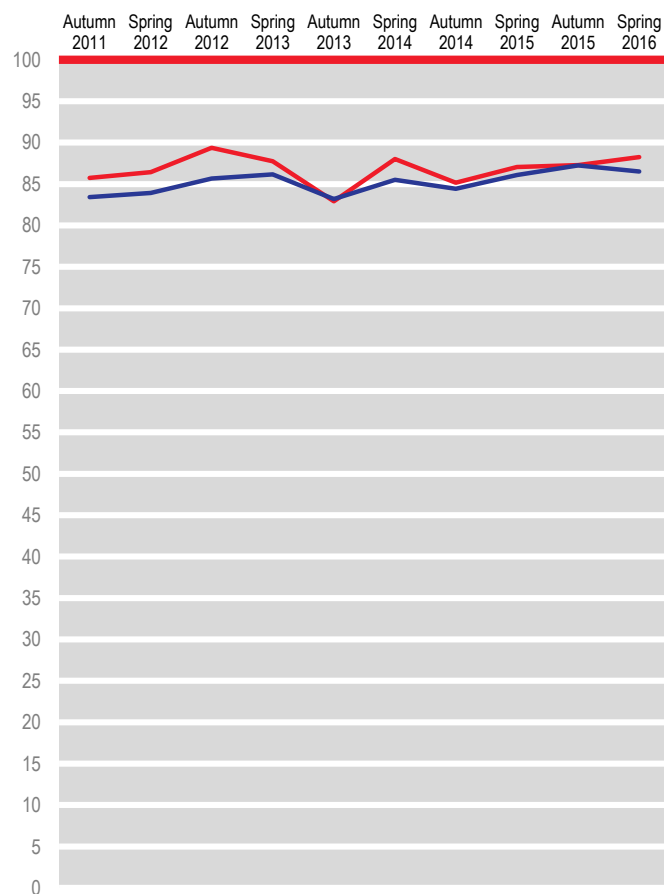
Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

**Provision of information about train times/platforms****(1179)**

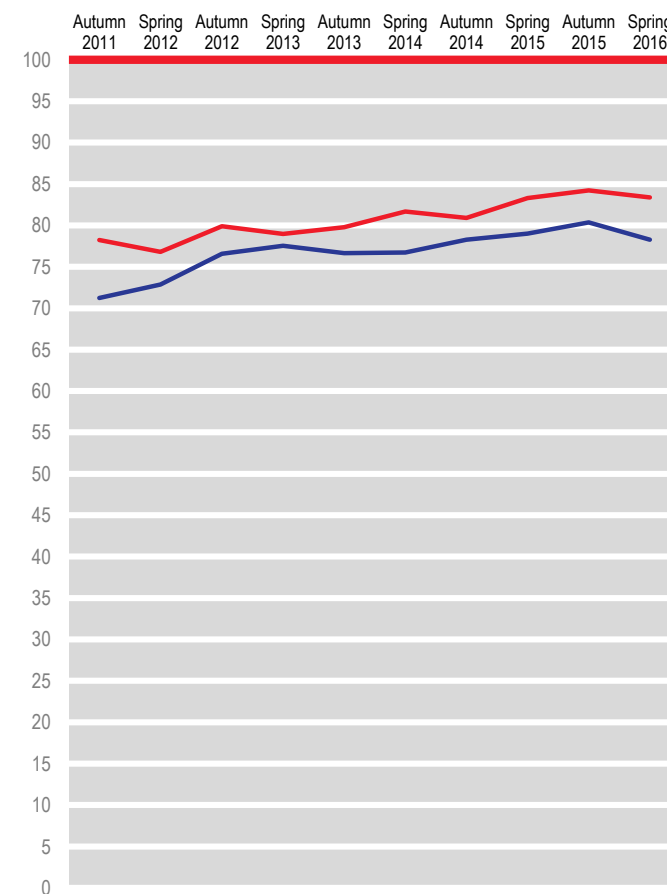
Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

**The upkeep/repair of the station building/platforms****(1177)**

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional



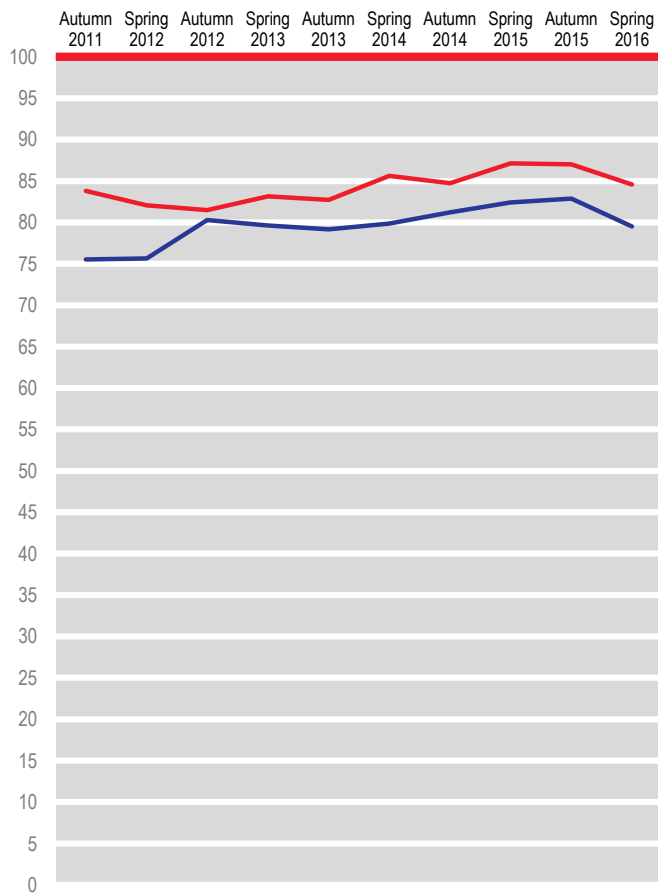
N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1190)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

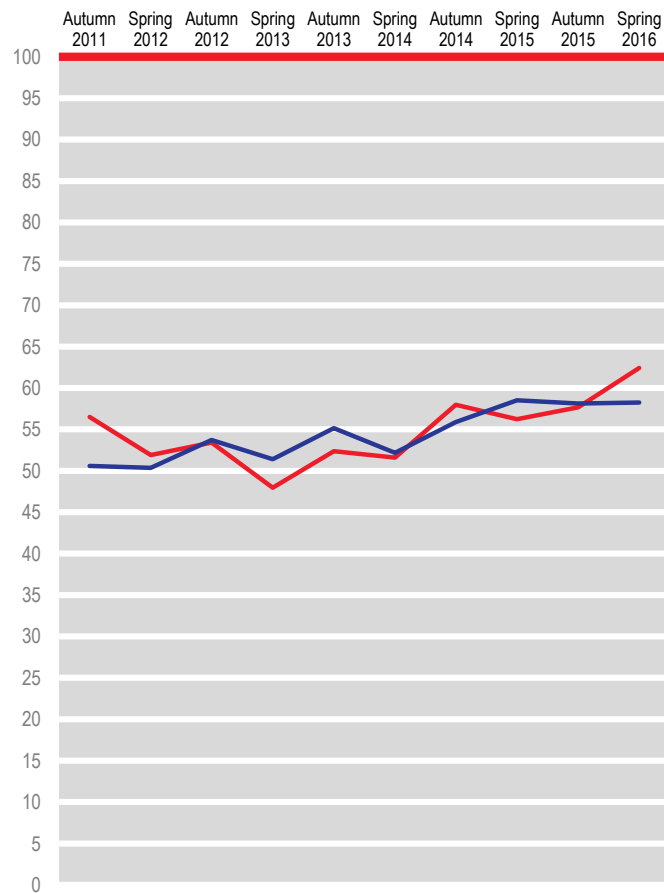


The facilities and services at the station

(1022)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

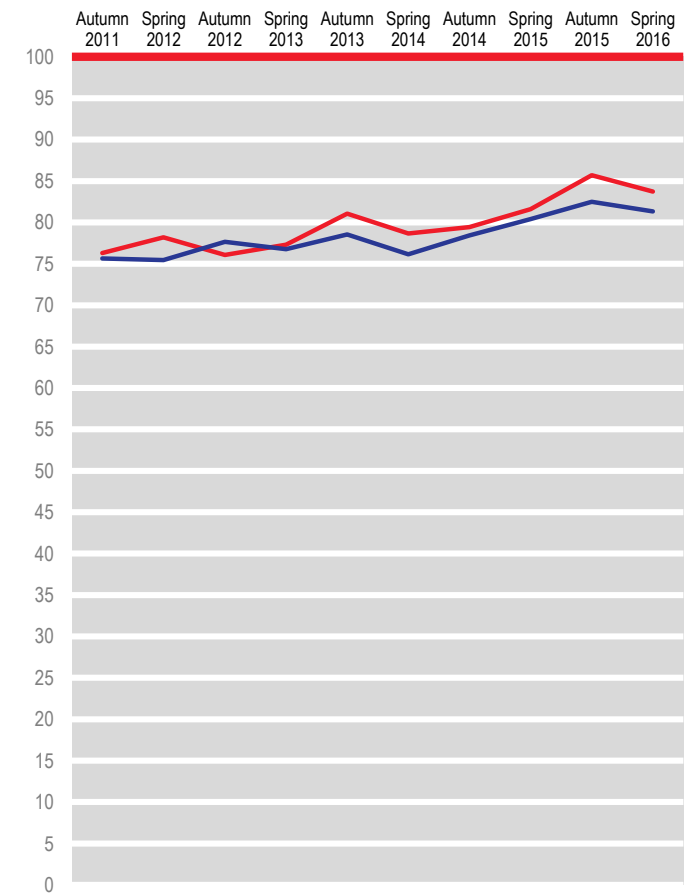


The attitudes and helpfulness of the staff at the station

(956)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

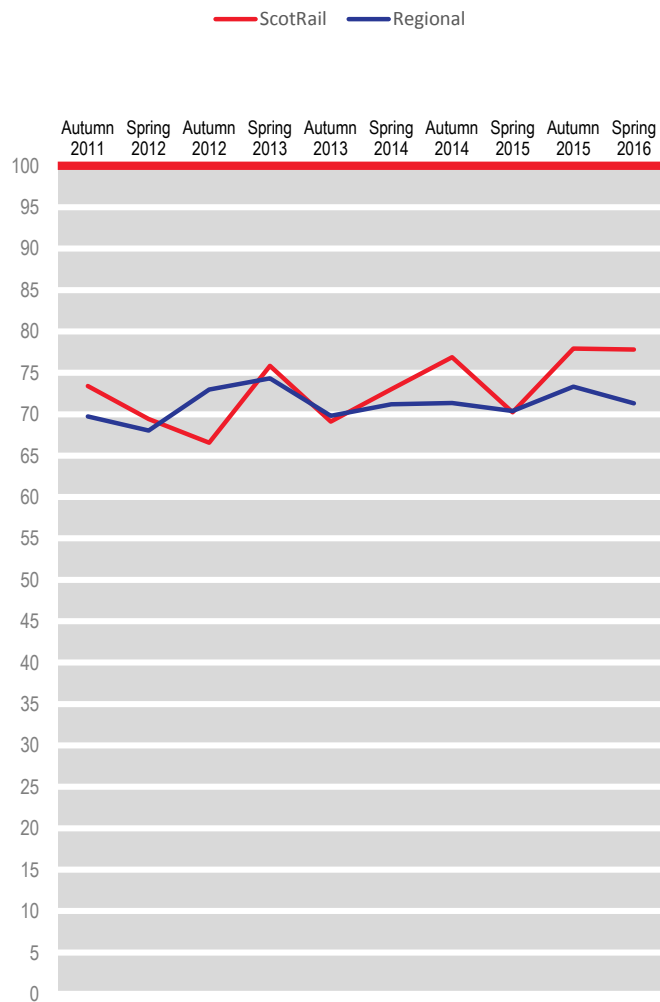


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(842)

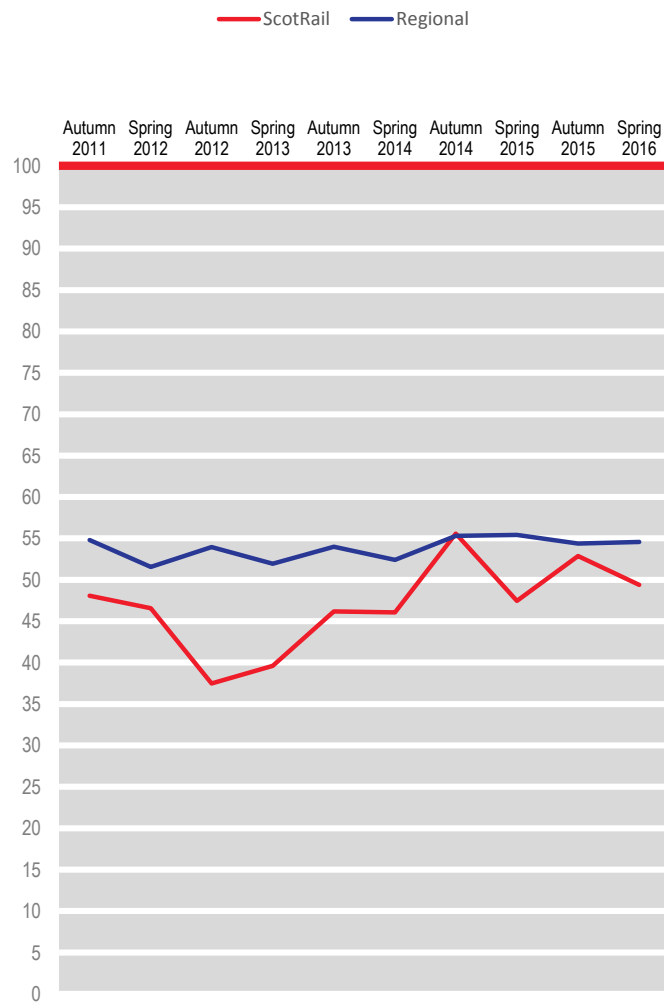
Percentage of passengers satisfied 2011 to 2016



Facilities for car parking at the station

(480)

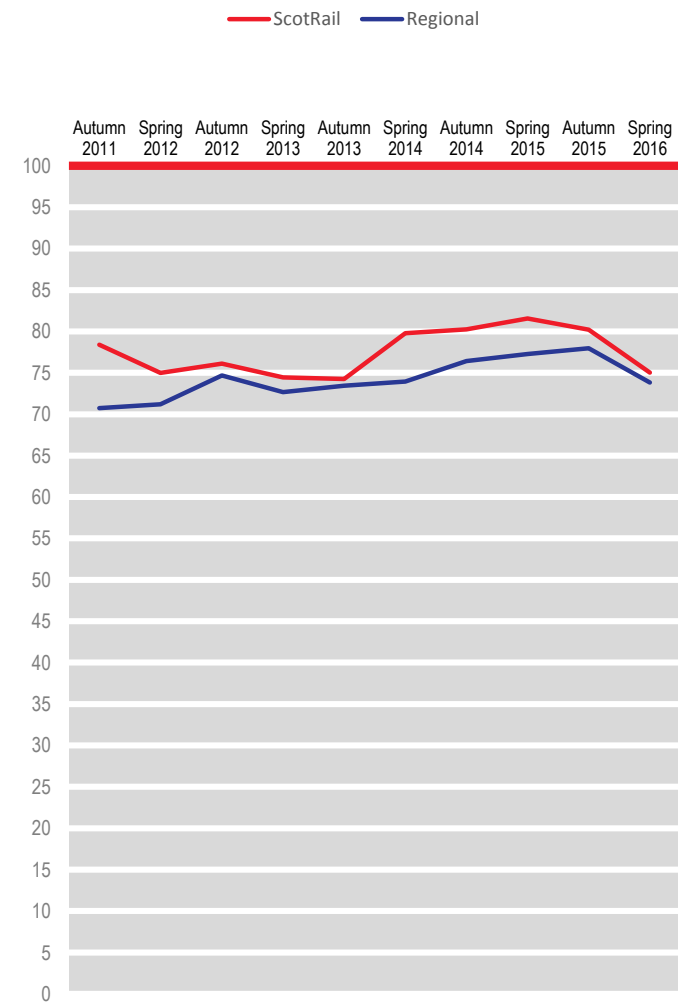
Percentage of passengers satisfied 2011 to 2016



Overall station environment

(1183)

Percentage of passengers satisfied 2011 to 2016

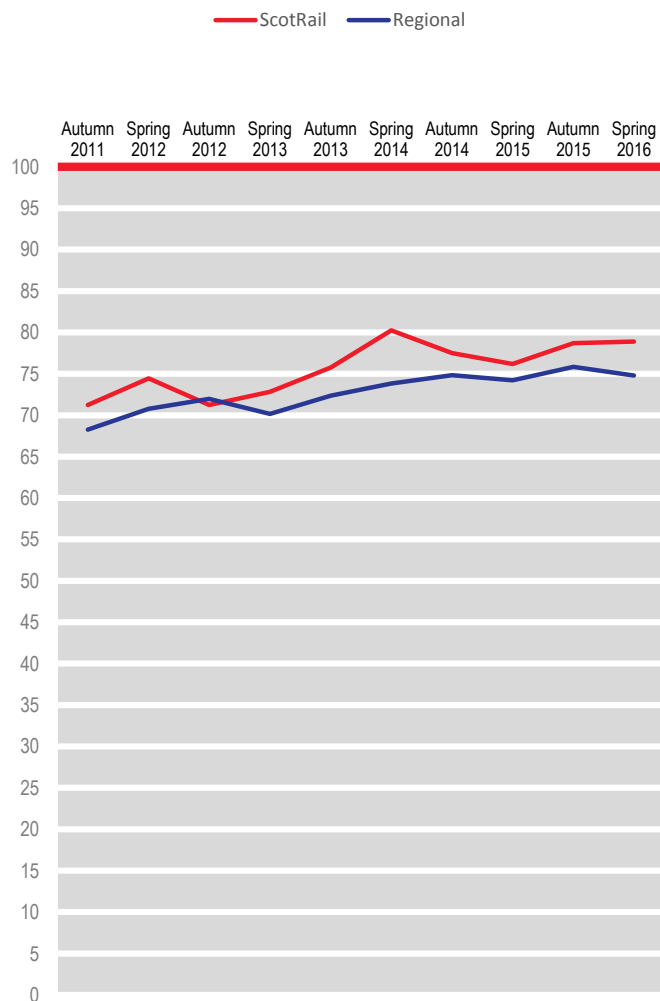


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1080)

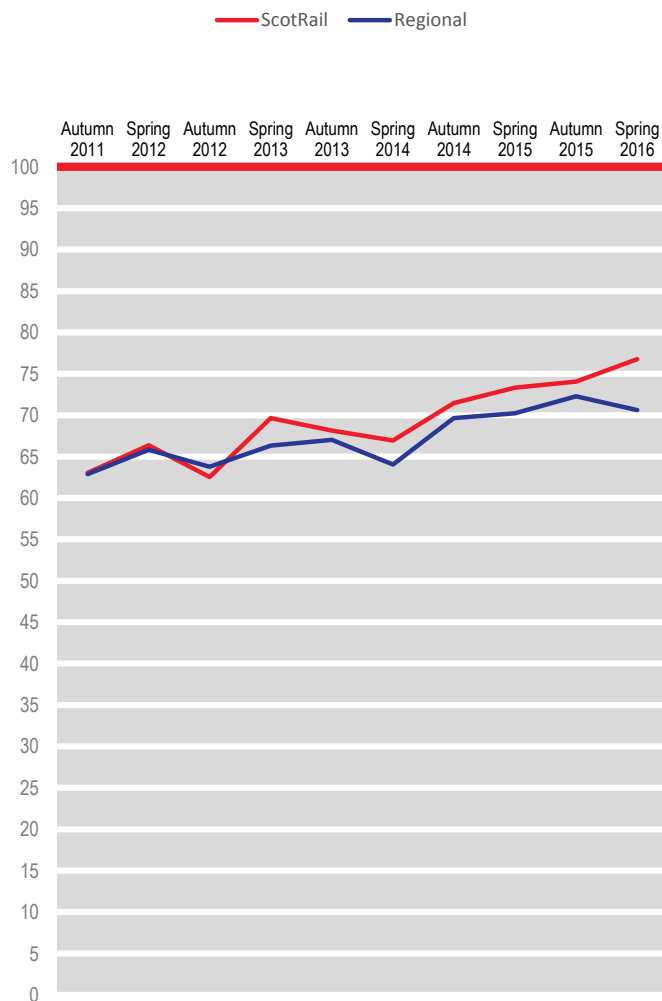
Percentage of passengers satisfied 2011 to 2016



The availability of staff at the station

(1041)

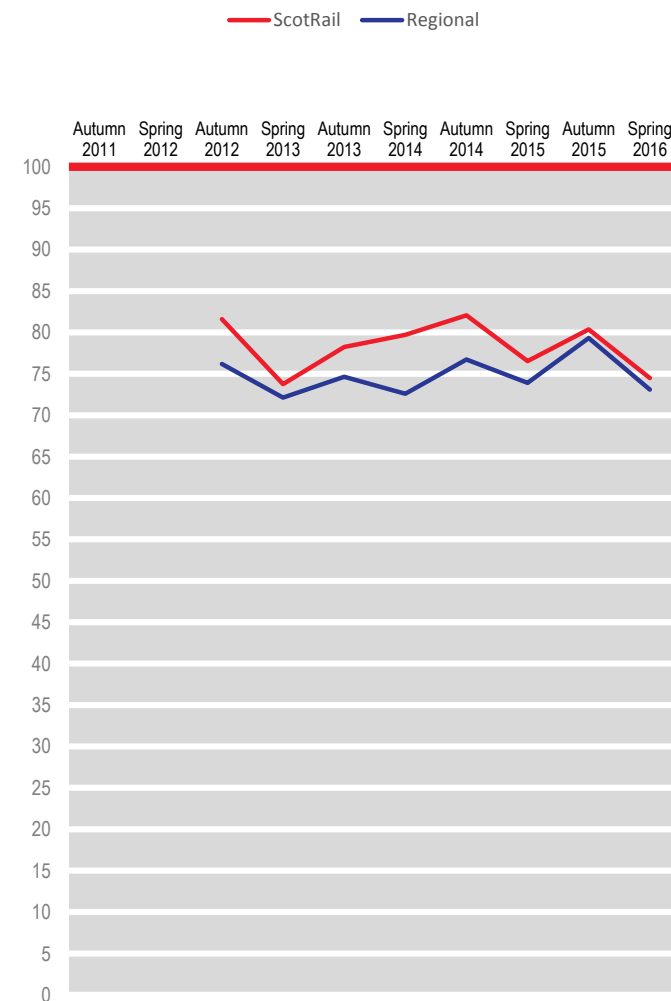
Percentage of passengers satisfied 2011 to 2016



The provision of shelter facilities

(1022)

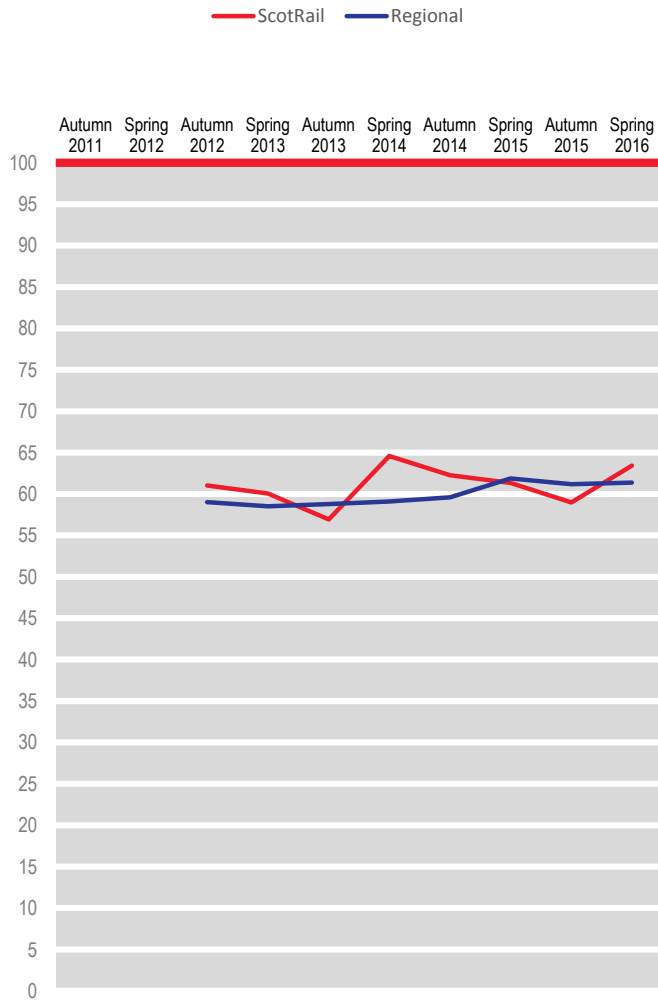
Percentage of passengers satisfied 2011 to 2016



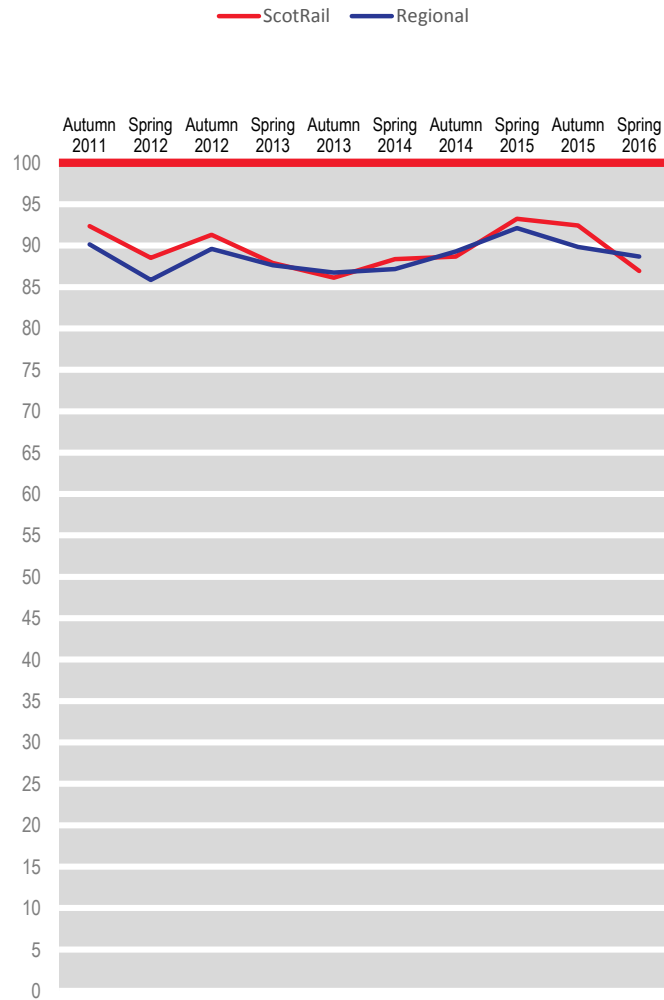
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1129)**

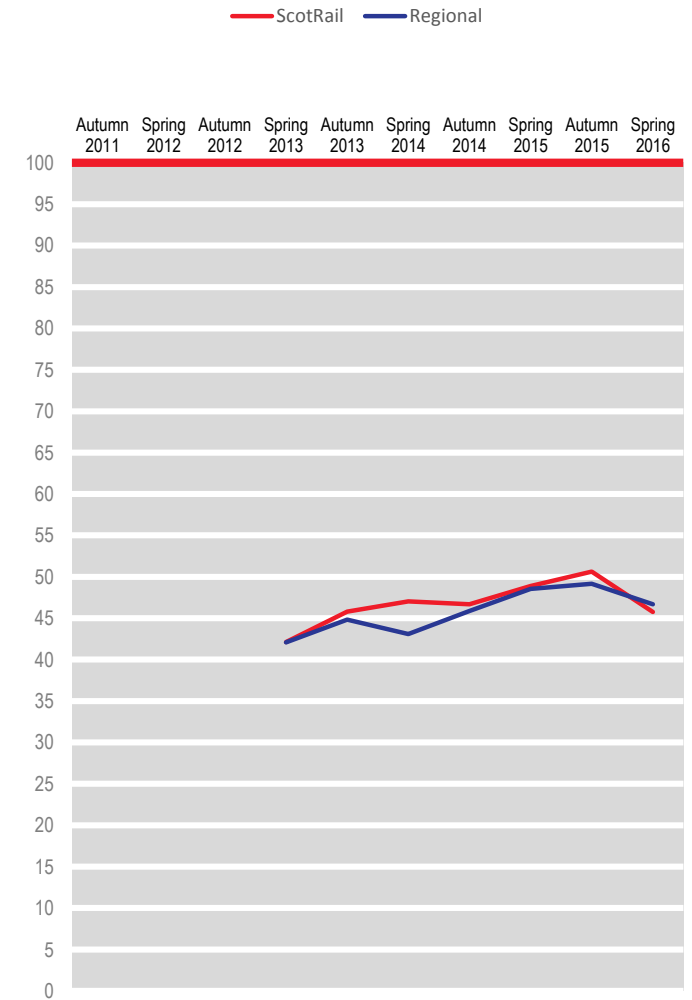
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(186)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(1012)**

Percentage of passengers satisfied 2011 to 2016



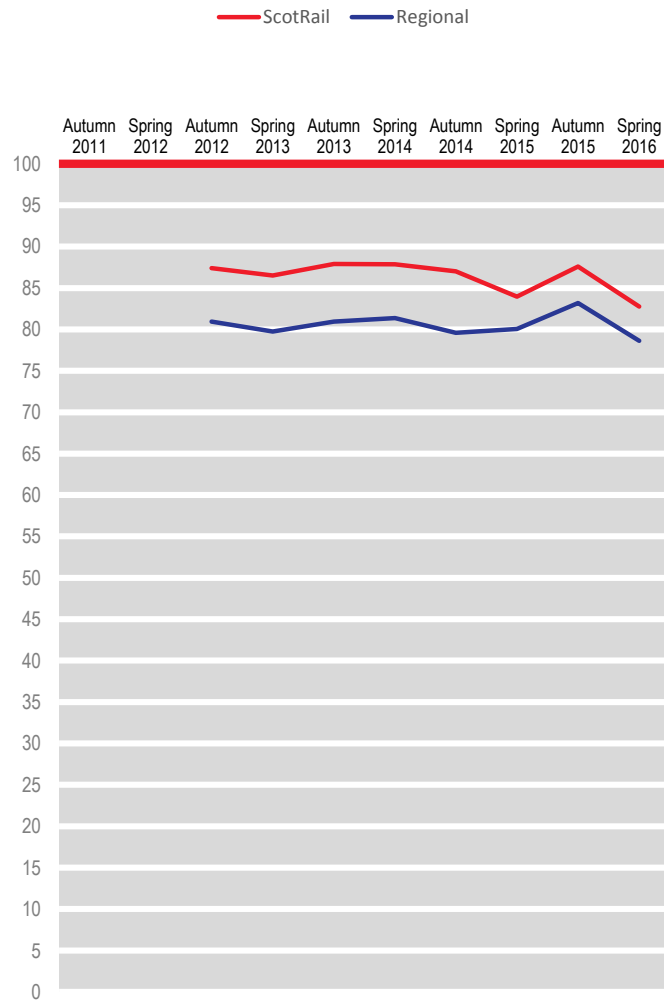
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1226)

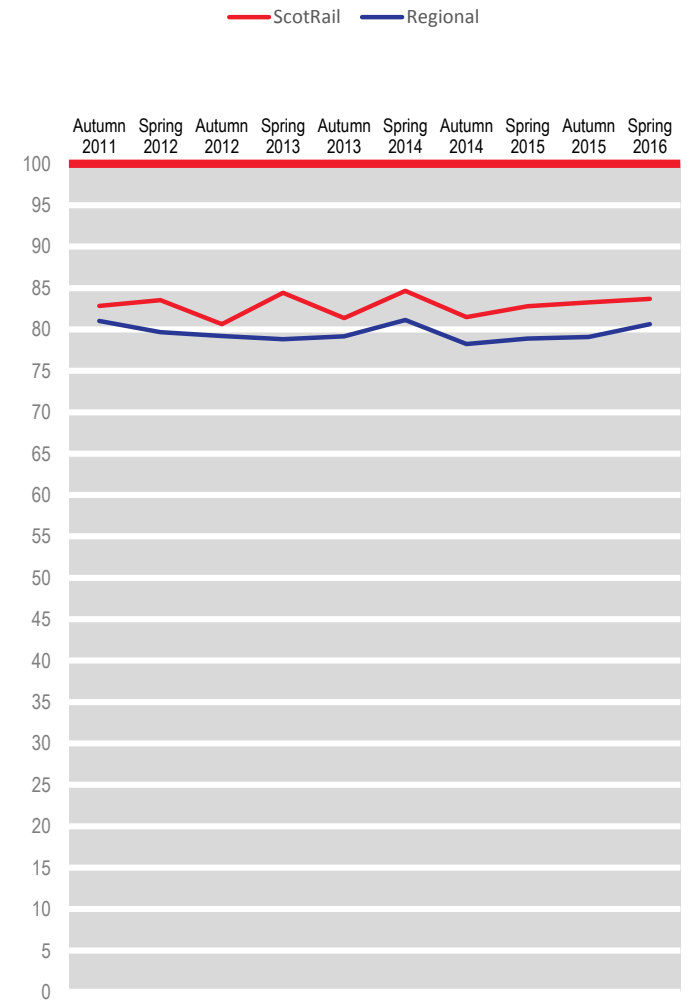
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(1214)

Percentage of passengers satisfied 2011 to 2016



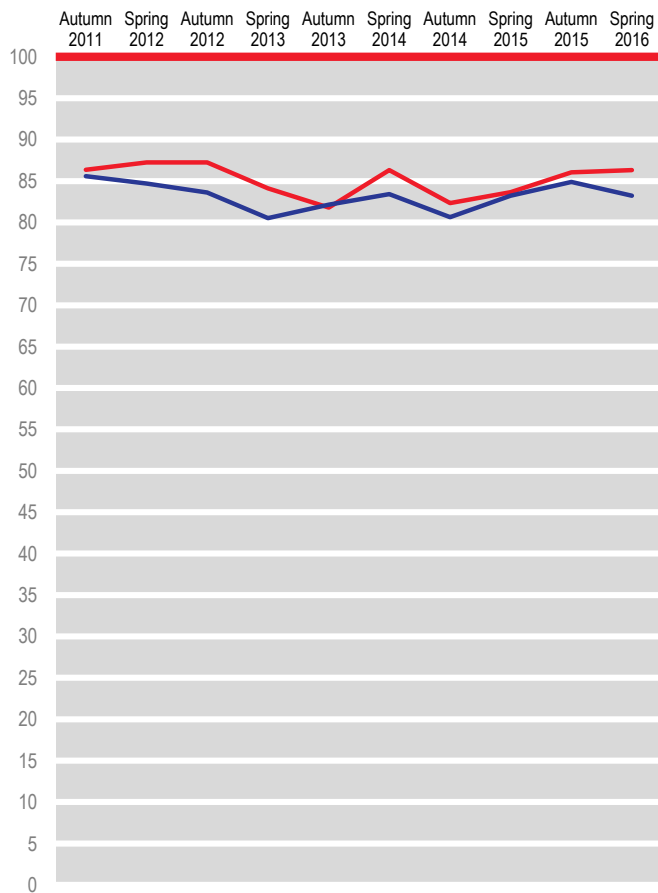
N.B. Benchmarks and targets are only shown for applicable factors

Punctuality/reliability (i.e. train arriving/departing on time)

(1211)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

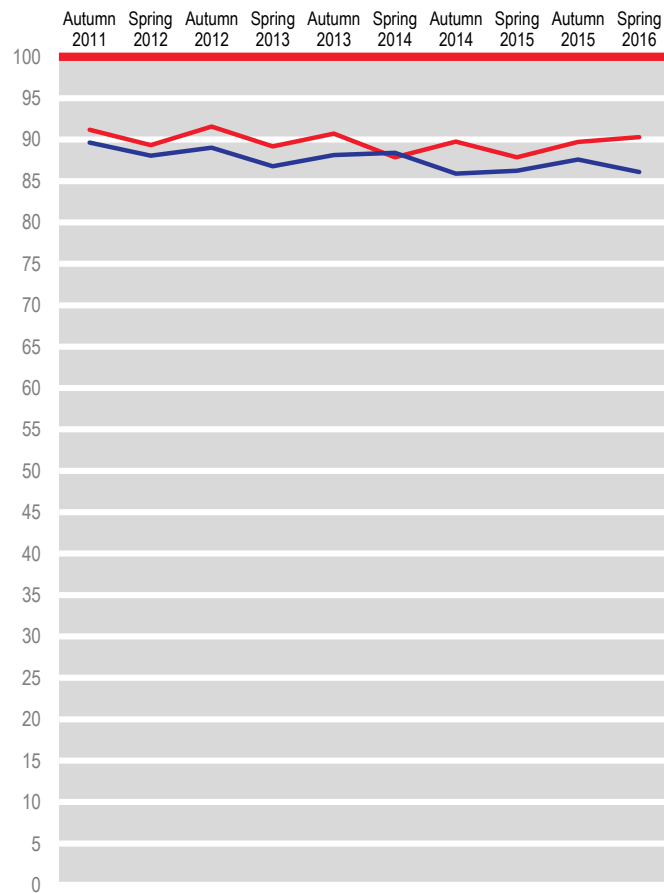


The length of time the journey was scheduled to take (speed)

(1210)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

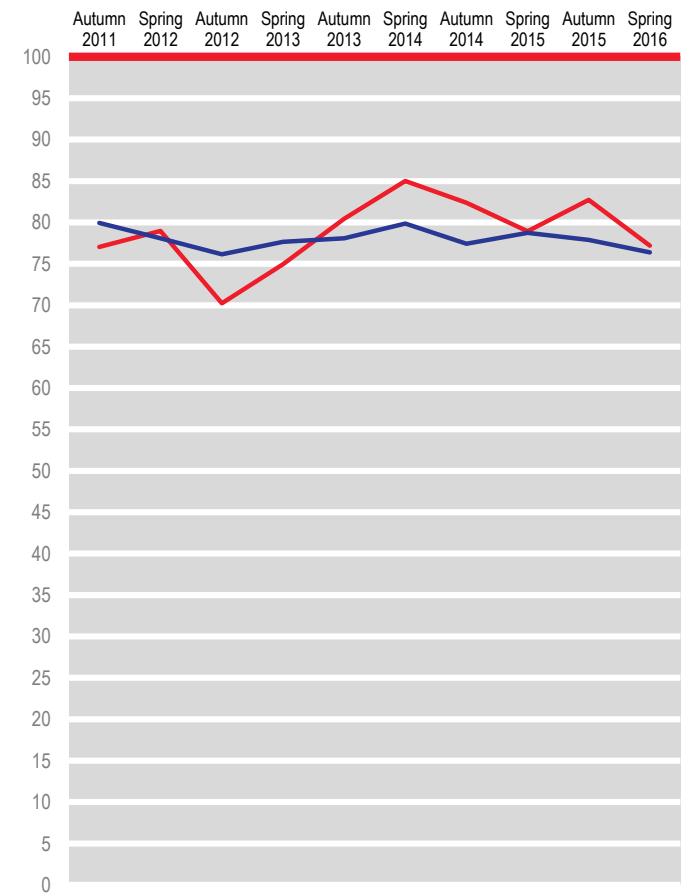


Connections with other train services

(613)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional



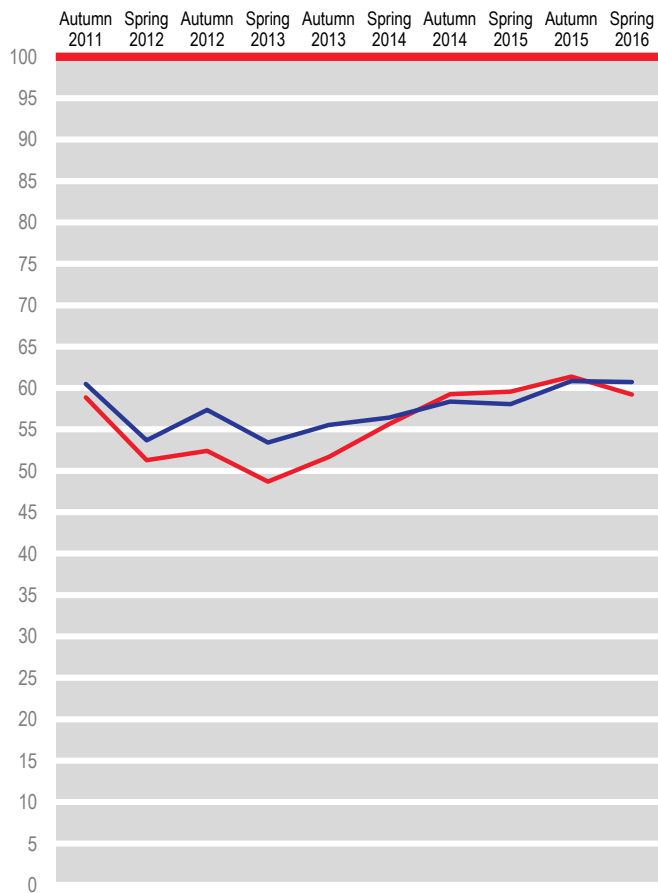
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1191)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

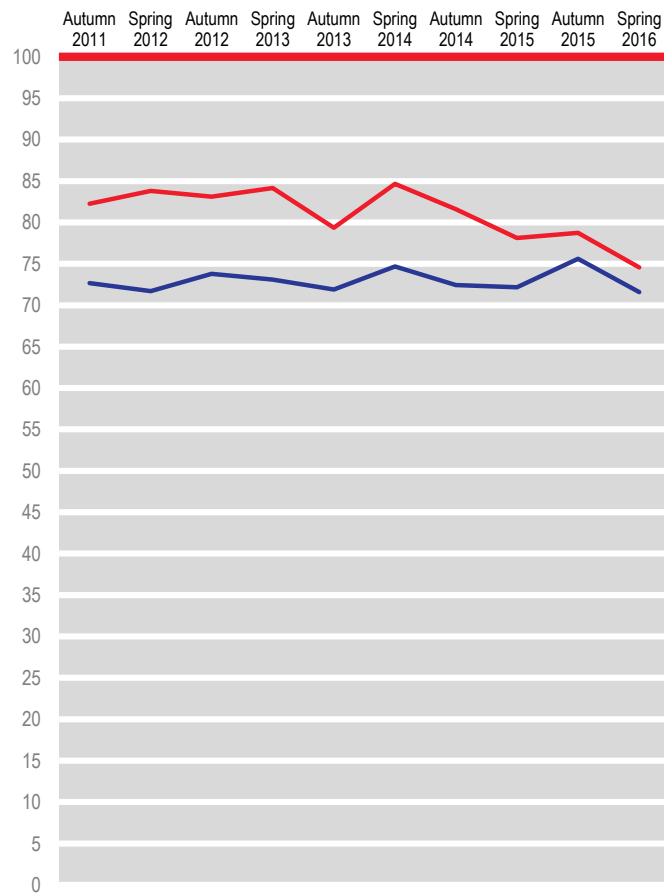


Cleanliness of the train

(1218)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

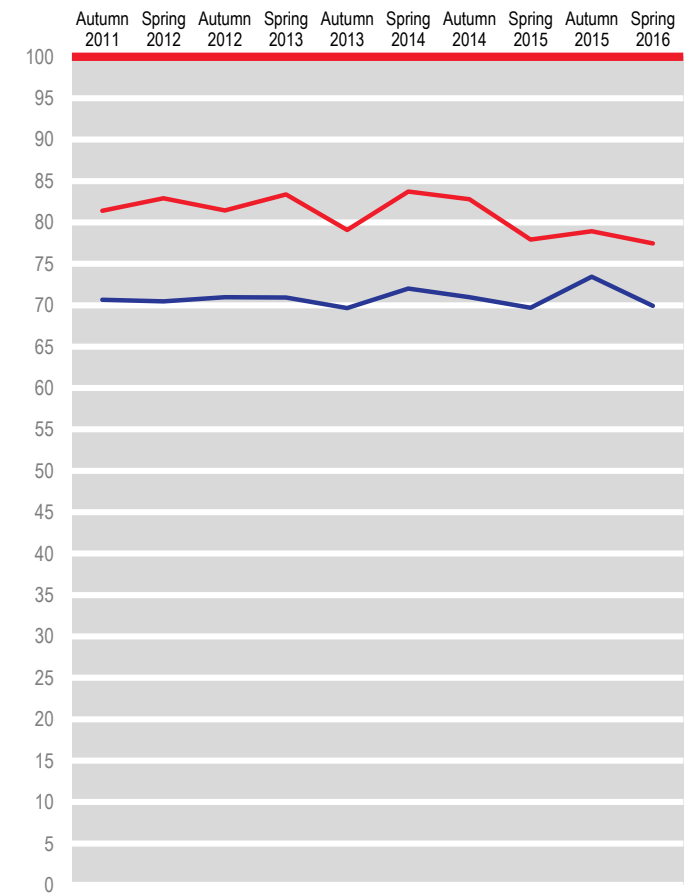


Upkeep and repair of the train

(1175)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

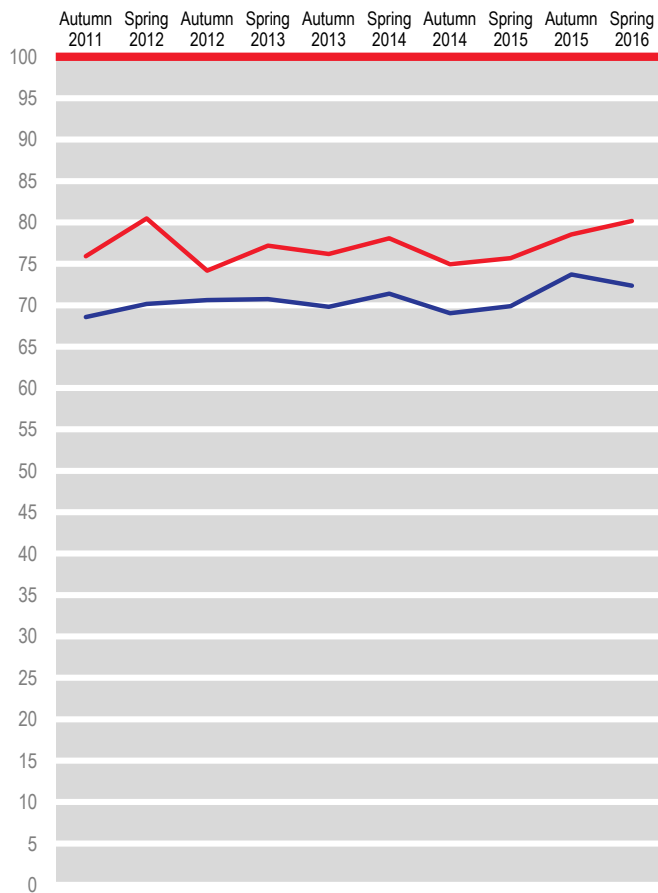


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey (1094)

Percentage of passengers satisfied 2011 to 2016

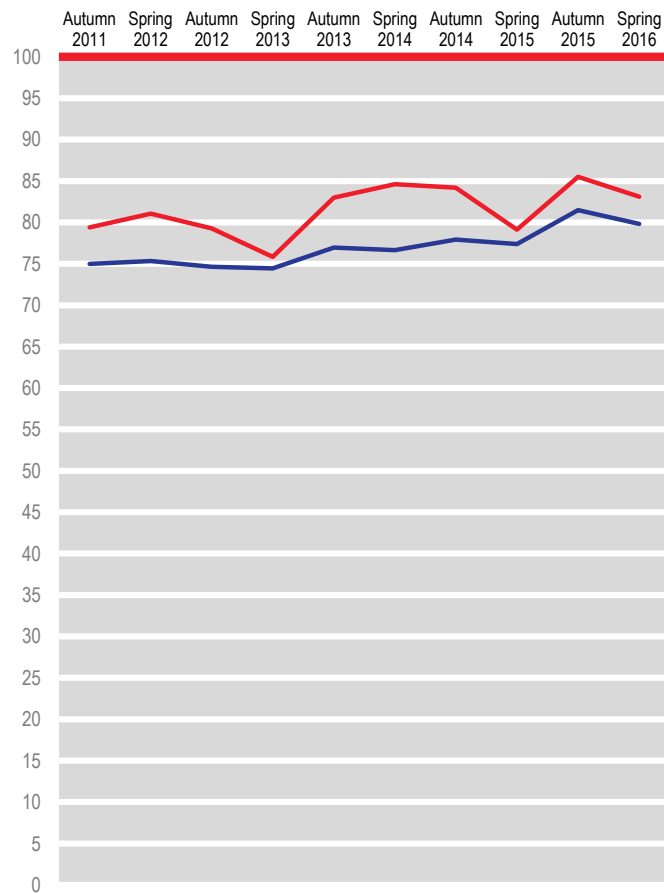
— ScotRail — Regional



The helpfulness and attitude of staff on the train (952)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

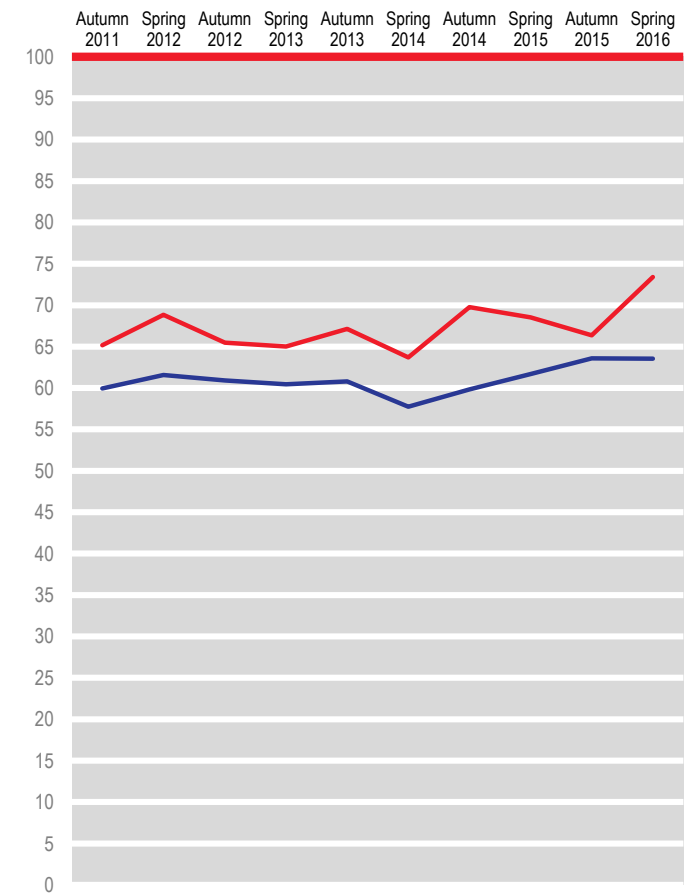


The space for luggage

(931)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

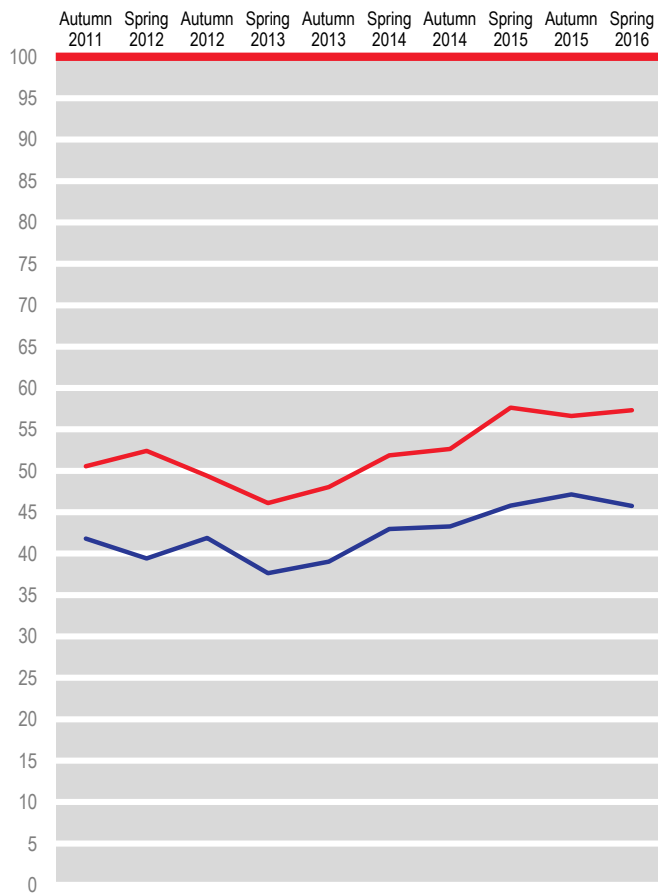


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(530)**

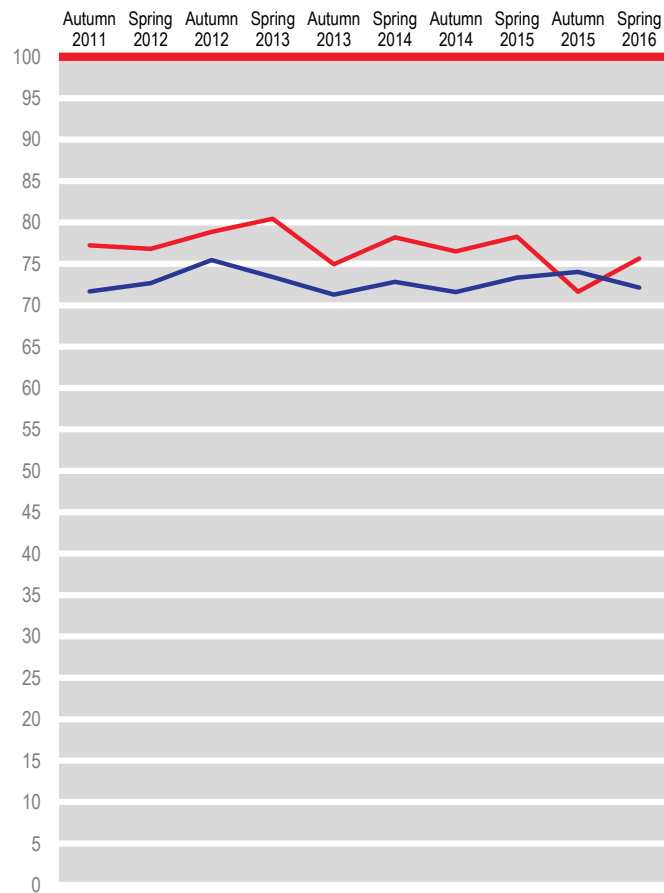
Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

**Sufficient room for all the passengers to sit/stand****(1182)**

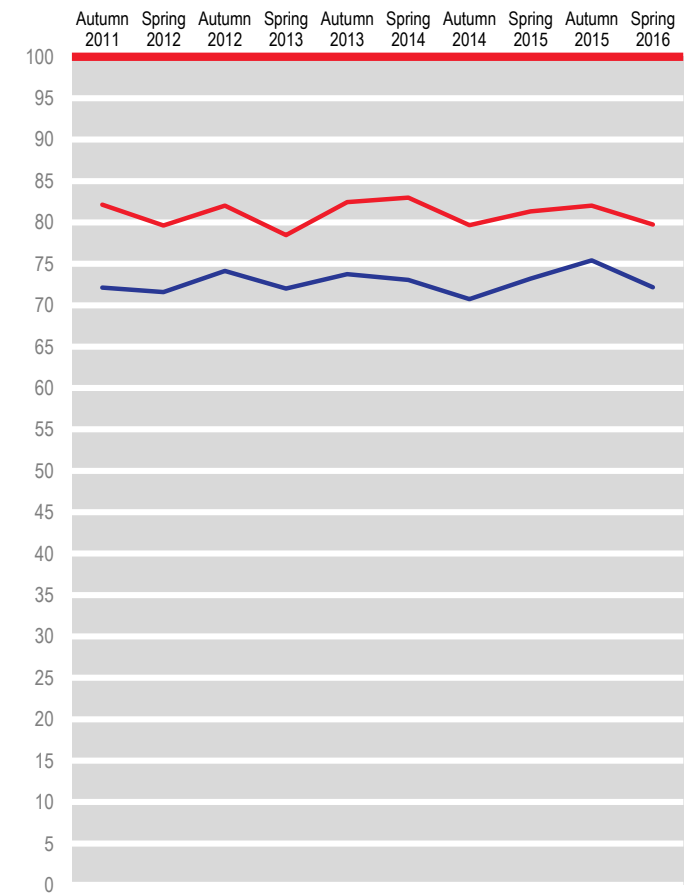
Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

**The comfort of the seating area****(1184)**

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

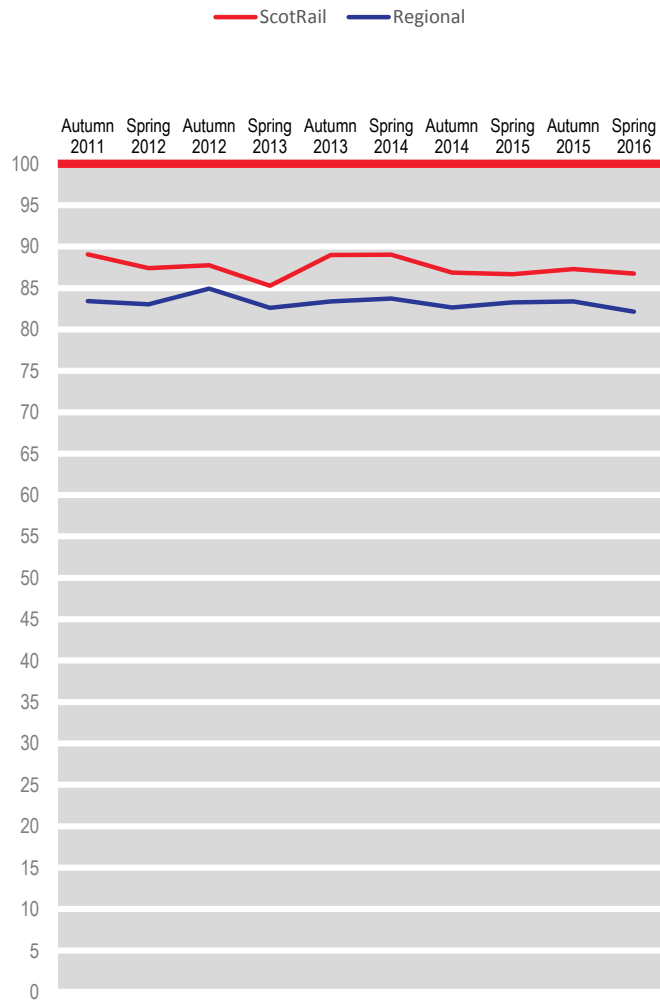


N.B. Benchmarks and targets are only shown for applicable factors

The ease of being able to get on and off the train

(1199)

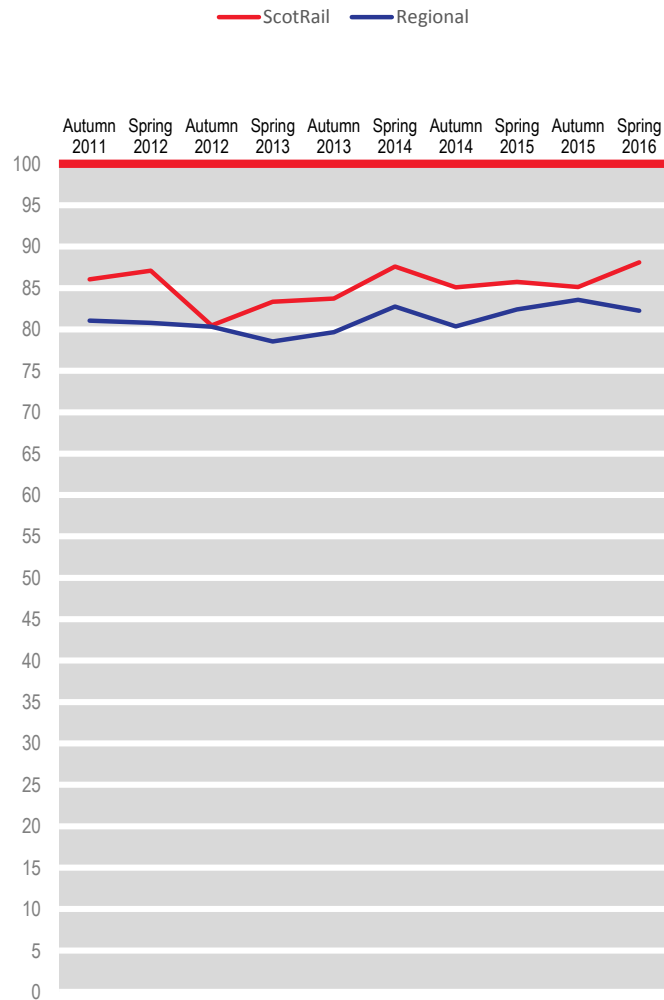
Percentage of passengers satisfied 2011 to 2016



Your personal security whilst on board

(1147)

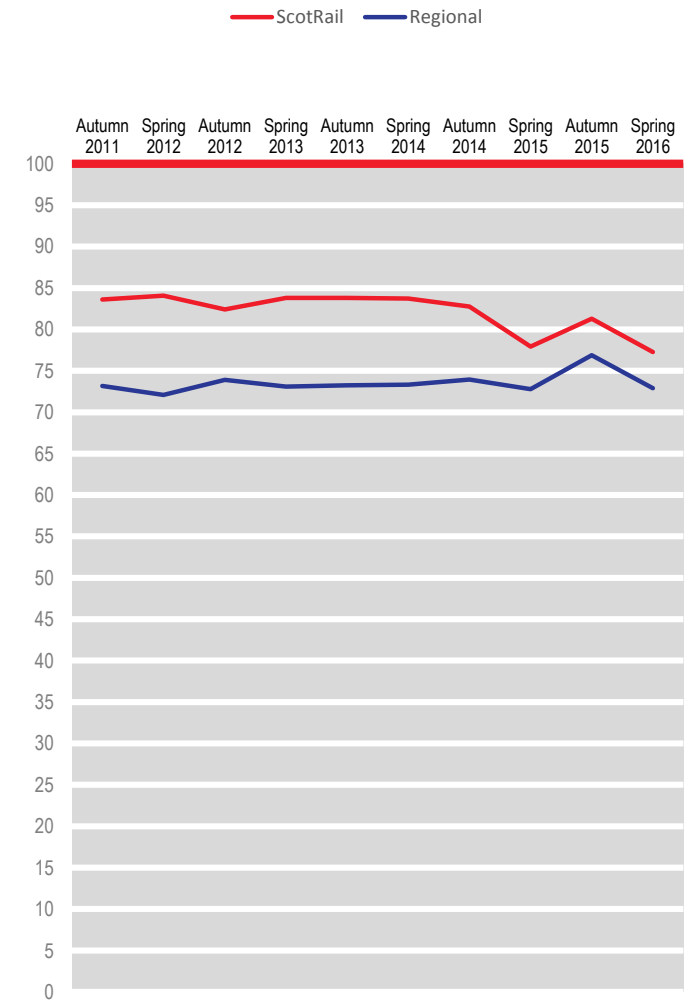
Percentage of passengers satisfied 2011 to 2016



The cleanliness of the inside of the train

(1219)

Percentage of passengers satisfied 2011 to 2016

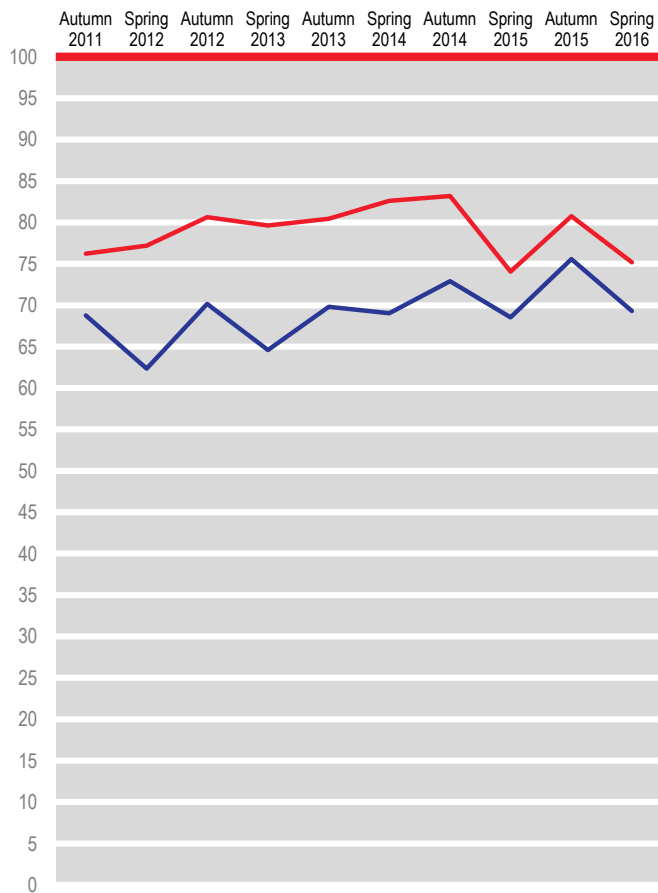


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (987)

Percentage of passengers satisfied 2011 to 2016

— ScotRail — Regional

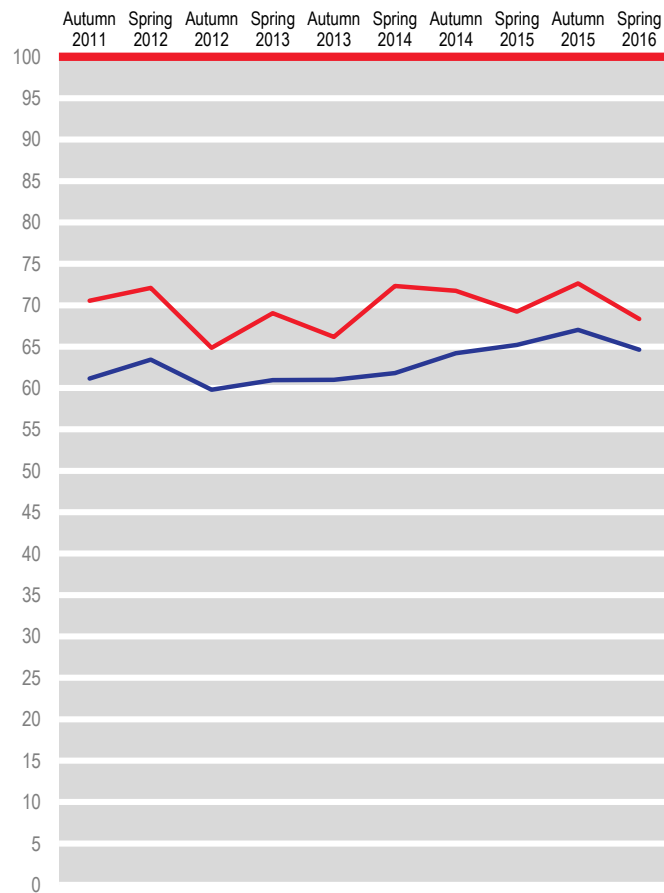


The availability of staff on the train

(1065)

Percentage of passengers satisfied 2011 to 2016

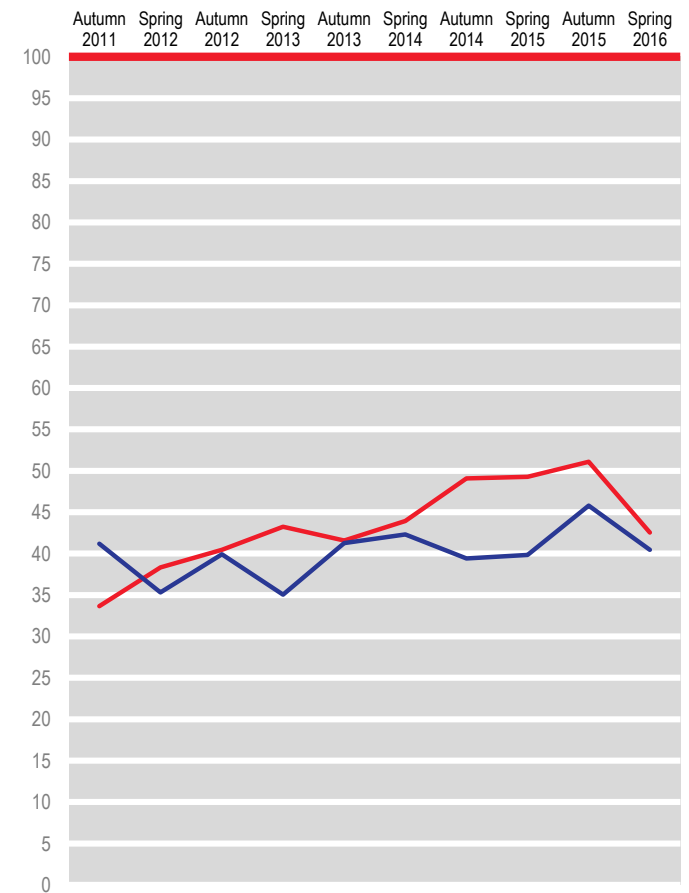
— ScotRail — Regional



How well train company dealt with delays (138)

Percentage of passengers satisfied 2011 to 2016

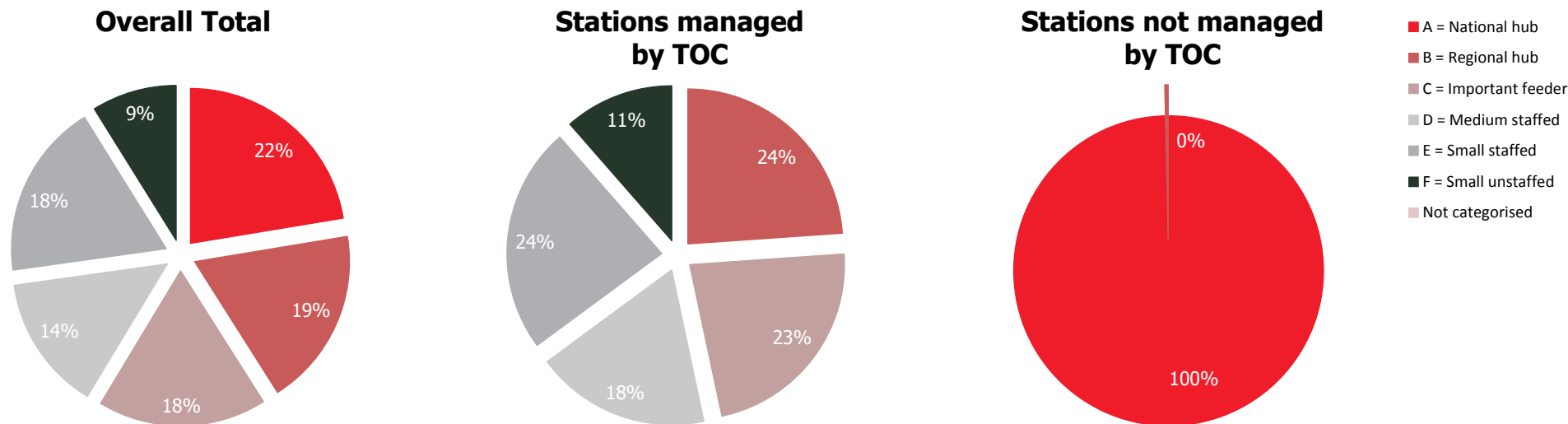
— ScotRail — Regional



N.B. Benchmarks and targets are only shown for applicable factors

Managed versus non-managed stations for ScotRail

(% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	82	-	92
Ticket buying facilities	86		83
Provision of information about train times/platforms	88		90
The upkeep/repair of the station buildings/platforms	82	-	89
Cleanliness	83	-	90
The facilities and services	57	-	81
The attitudes and helpfulness of the staff	85		79
Connections with other forms of public transport	78		77
Facilities for car parking	52	+	28
Overall environment	72	-	86
Your personal security whilst using the station	78		81
The availability of staff	76		78
The provision of shelter facilities	73		81
Availability of seating	62		70
How request to station staff was handled	89		83
The choice of shops/eating/drinking facilities available	35	-	78

ScotRail

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	86		85	91		95
STATION FACILITIES						
Overall satisfaction with the station	84		82	87		93
Ticket buying facilities	86		82	85		90
Provision of information about train times/platforms	88		86	89		92
The upkeep/repair of the station buildings/platforms	83		83	83		86
Cleanliness	84		87	87		87
The facilities and services	62	+	52	64		74
The attitudes and helpfulness of the staff	84		79	82	-	92
Connections with other forms of public transport	80	+	68	67		79
Facilities for car parking	50		49	45		42
Overall environment	75		81	77		86
Your personal security whilst using the station	78		75	81		83
The availability of staff	78	+	70	74	-	89
The provision of shelter facilities	73		76	80		81
Availability of seating	62		60	68		68
How request to station staff was handled	86		90	89		99
The choice of shops/eating/drinking facilities available	46		44	44	-	67
TRAIN FACILITIES						
Overall satisfaction with the train	81		81	90		94
The frequency of the trains on that route	84		80	84	-	93
Punctuality/reliability (i.e. the train arriving/departing on time)	85		81	91		96
The length of time the journey was scheduled to take (speed)	91		86	88		95
Connections with other train services	78		77	71	-	89
The value for money of the price of your ticket	58		57	66		69
Cleanliness of the train	73		76	82		88
Upkeep and repair of the train	76		76	83		87
The provision of information during the journey	79		73	85		88
The helpfulness and attitude of staff on train	82		78	88		85
The space for luggage	75		67	66		74
The toilet facilities	61		57	46		61
Sufficient room for all passengers to sit/stand	74		77	81		84
The comfort of the seating area	80		80	80		88
The ease of being able to get on and off	86		85	89		93
Your personal security on board	88		84	88		92
The cleanliness of the inside	76		76	83		87
The cleanliness of the outside	73		71	83		86
The availability of staff	66		68	78		74
How well train company deals with delays	39		52	63		36

Regional

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	84		83	90		91
STATION FACILITIES						
Overall satisfaction with the station	83		81	84		87
Ticket buying facilities	82		81	84		86
Provision of information about train times/platforms	86		85	88		91
The upkeep/repair of the station buildings/platforms	78		78	78	-	84
Cleanliness	80		81	77	-	86
The facilities and services	58		56	59		66
The attitudes and helpfulness of the staff	82		79	81		86
Connections with other forms of public transport	73		70	63	-	73
Facilities for car parking	55		55	55		58
Overall environment	74		76	75	-	83
Your personal security whilst using the station	75		73	73		78
The availability of staff	71		69	69		76
The provision of shelter facilities	72		73	76		77
Availability of seating	61		60	63		69
How request to station staff was handled	88		91	90		95
The choice of shops/eating/drinking facilities available	47		46	45	-	57
TRAIN FACILITIES						
Overall satisfaction with the train	77		78	85		88
The frequency of the trains on that route	80		78	83		84
Punctuality/reliability (i.e. the train arriving/departing on time)	82		81	89	-	93
The length of time the journey was scheduled to take (speed)	86		85	87		91
Connections with other train services	77		78	73	-	84
The value for money of the price of your ticket	59		56	68		67
Cleanliness of the train	70		70	78		81
Upkeep and repair of the train	68		68	77		77
The provision of information during the journey	72	+	68	75		78
The helpfulness and attitude of staff on train	78		76	85		81
The space for luggage	63		59	66		71
The toilet facilities	46		44	45		52
Sufficient room for all passengers to sit/stand	71		71	78		83
The comfort of the seating area	71		71	75	-	83
The ease of being able to get on and off	81		82	85		89
Your personal security on board	83		81	80	-	87
The cleanliness of the inside	71		71	79		80
The cleanliness of the outside	67		66	76		78
The availability of staff	63		64	72		71
How well train company deals with delays	38		39	53		48

	ScotRail	Regional		ScotRail	Regional
DELAY					
None	87	82			
Minor	11	14			
Major	1	1			
LENGTH OF DELAY					
5 minutes or less	61	54			
6-10 minutes	20	23			
11-20 minutes	8	11			
21-30 minutes	3	4			
31-60 minutes	3	3			
More than 1 hour	2	1			
Don't know/no answer	3	4			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	21	22	Very well	24	23
Fairly well	34	31	Fairly well	28	29
Neither well nor poorly	16	16	Neither well nor poorly	16	18
Fairly poorly	12	16	Fairly poorly	14	16
Very poorly	17	15	Very poorly	18	13
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	19	21	Very well	18	19
Fairly well	40	32	Fairly well	26	25
Neither well nor poorly	13	17	Neither well nor poorly	23	29
Fairly poorly	9	16	Fairly poorly	14	12
Very poorly	19	14	Very poorly	19	14
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	26	24	Very well	14	13
Fairly well	28	28	Fairly well	14	20
Neither well nor poorly	21	23	Neither well nor poorly	30	27
Fairly poorly	8	13	Fairly poorly	6	10
Very poorly	16	13	Very poorly	35	28

6 6.2 Passenger experience relating to disability

	ScotRail	Regional		ScotRail	Regional
DISABILITY OR LONG TERM ILLNESS					
Vision	0	1			
Hearing	1	1			
Mobility	2	3			
Dexterity	1	0			
Learning or understanding or concentrating	0	0			
Memory	1	1			
Mental health	2	3			
Stamina or breathing or fatigue	2	2			
Socially or behaviourally	0	1			
Other	2	2			
None	90	86			
No answer	3	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	6	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	40	37	Yes	1	1
Not at all	52	50	No	99	99
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	48	41	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	22	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	28	19	Fairly satisfied	-	-
Fairly dissatisfied	0	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	1	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	45	33	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	32	38	Very satisfied	100	83
Neither satisfied nor dissatisfied	12	16	Fairly satisfied	-	-
Fairly dissatisfied	8	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	3	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	17

	ScotRail	Regional		ScotRail	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	39	41	White	95	92
Female	59	56	Mixed	1	1
			Asian or Asian British	1	1
			Black or Black British	0	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	3	3	Commuter	39	38
19-25	10	11	Business	13	10
26-34	10	11	Leisure	47	52
35-44	13	13			
45-54	22	20	REGULAR TRAVELLER		
55-59	18	13	Yes	65	63
60-64	11	11	No	35	37
65+	14	16			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	52	50	Weekday	80	79
Working Part Time	16	15	Weekend	20	21
Not Working	5	4			
Retired	19	21	TIME OF TRAVEL		
Full Time Student	8	8	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	30	28	Yes asked for help	5	6
Middle Managerial	15	13	Yes asked for information	5	6
Junior Managerial/Clerical/Supervisory	14	12	Could not find anyone to ask	2	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	9	10	No	87	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	4	3			
Full time student	2	3	DO YOU REGULARLY USE THE INTERNET		
Retired	18	20	Yes, at home	90	86
Unemployed/between jobs	2	2	Yes, at work	54	50
Housewife/house-husband	1	1	No	7	9
Other	5	5			

	ScotRail	Regional		ScotRail	Regional
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	81	77	Better telephone enquiry/booking service	5	4
With other adults 16+	17	20	Better internet enquiry/booking service	15	13
With children aged 0-4	1	1	Better information facilities at stations	11	13
With children aged 5-10	1	1	Better route maps of the rail network	11	11
With children aged 11-15	1	1	Make timetables easier to read	19	16
			Better ticket buying facilities at station ticket offices	13	14
			Better ticket buying facilities at station ticket machines	16	14
			Better promotion when advanced tickets available	23	22
TRAVELLING WITH ...			Other	11	18
Heavy/bulky luggage/other large items	15	15	None of these	34	29
Pushchair	0	1			
Folding bicycle	-	0			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	82	81			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	22	21			
Anytime day single/return	18	21			
Off-peak/super off-peak single/return	11	9			
Off-peak/super off-peak day single/return	14	9			
Advance	6	5			
Day travelcard	0	1			
Oyster pay as you go	-	0			
Weekly or monthly season ticket	12	12			
Annual season ticket	3	5			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	0	5			
Other	8	6			
Don't know/no answer	4	3			

Station sample sizes for ScotRail

Station	Unweighted	Station	Unweighted
Edinburgh	224	Helensburgh Upper	2
Glasgow Central	221	Arbroath	1
Glasgow Queen Street	216	Glenfinnan	1
Aberdeen	63	Corpach	1
Paisley Gilmour Street	62	Banavie	1
Stirling	55	Milngavie	1
Inverness	32		
Charing Cross (Glasgow)	29		
Dundee	27		
Inverkeithing	23		
Edinburgh Park	22		
Oban	21		
Partick	20		
Perth	20		
Bathgate	20		
Fort William	18		
East Kilbride	17		
Livingston North	15		
Stonehaven	15		
Haymarket	14		
Helensburgh Central	11		
Mallaig	11		
Dunfermline Town	10		
Largs	9		
Anniesland	7		
Leuchars	7		
Argyle Street	7		
Dumbarton Central	7		
Kirkcaldy	7		
Dalmeny	6		
Newcraighall	6		
Carlisle	4		
Branchton	4		
Prestwick Town	3		
Motherwell	3		
Corkerhill	3		
Spean Bridge	2		
Easterhouse	2		

7 7.3 Weighted sample profile

	Annual journeys (‘000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27757	11801	3823	12133	23453	4304	9028	5846	6839	6044
Abellio Greater Anglia	76841	48	18	34	86	14	23	23	27	28
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	23610	38	25	37	82	18	40	6	26	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Gatwick Express	7872	15	44	40	78	22	69	0	0	31
Great Northern	49653	47	28	25	89	11	24	24	26	26
Great Western Railway	99672	30	20	50	77	23	20	27	27	26
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	158422	56	3	41	82	18	22	24	27	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	28	19	27	26
Southeastern	168378	61	12	27	90	10	18	29	27	26
Southern	173441	51	15	34	90	10	20	29	26	25
TfL Rail	36590	70	10	20	88	12	25	22	24	28
Thameslink	68070	43	25	32	83	17	29	10	32	28
Virgin Trains	31911	11	23	66	81	19	32	7	32	30
Virgin Trains East Coast	19904	10	33	57	76	24	39	7	23	31

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27757	11801	3823	12133	23453	4304	9028	5846	6839	6044
Abellio Greater Anglia	1796	38	14	48	84	16	33	25	20	22
Arriva Trains Wales	1017	35	7	58	73	27	28	13	34	24
c2c	1138	70	5	24	90	10	48	11	23	17
Chiltern Railways	1122	45	17	38	88	12	46	7	22	25
CrossCountry	1236	30	20	51	80	20	22	17	28	32
East Midlands Trains	1092	36	18	45	77	23	33	25	21	20
First TransPennine Express	1106	37	18	45	92	8	22	24	39	14
Gatwick Express	593	23	30	48	90	10	59	0	0	41
Great Northern	600	54	10	36	83	17	41	18	20	21
Great Western Railway	2834	36	18	46	85	15	34	30	22	14
London Midland	1139	43	15	42	87	13	36	19	30	15
London Overground	1583	53	6	41	77	23	27	12	24	38
Merseyrail	850	44	4	52	87	13	38	36	17	8
Northern Rail	1313	47	6	46	84	16	23	28	25	23
ScotRail	1250	39	12	49	81	19	37	26	26	10
South West Trains	1990	45	10	44	81	19	19	24	25	31
Southeastern	1704	55	8	37	90	10	30	27	29	14
Southern	1751	50	11	39	86	14	27	36	23	14
TfL Rail	262	60	4	36	86	14	22	18	39	22
Thameslink	1160	58	12	31	93	7	41	11	33	16
Virgin Trains	1051	22	30	49	83	17	29	8	26	37
Virgin Trains East Coast	1170	20	30	50	87	14	46	9	14	31

8 8.1 Standard reports produced for NRPS

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Full 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 NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
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.
Stakeholder 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 NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all Network Rail stations covered by NRPS during that time period.
TOC Report	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.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

Sector definitions

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

London and South East Operators	Abellio Greater Anglia
	c2c
	Chiltern Railways
	Gatwick Express*
	Great Northern*
	Great Western Railway
	London Midland
	London Overground
	South West Trains
	Southeastern
	Southern*
	TfL Rail
	Thameslink*
Long Distance Operators	CrossCountry
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
	Virgin Trains East Coast
Regional Operators	Arriva Trains Wales
	Merseyrail
	Northern Rail
	ScotRail

* Part of the Govia Thameslink Railway franchise

How are routes defined

The routes have been defined in conjunction with the train companies. By TOC the areas covered by each route are as follows:

Abellio Greater Anglia: Intercity

London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

Abellio Greater Anglia: Main line

Journeys on outer suburban Great Eastern services London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London – Southend Victoria service.

Abellio Greater Anglia: Rural

Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

Abellio Greater Anglia: Stansted

Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

Abellio Greater Anglia: West Anglia

Journeys on London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport.

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

Journeys on the route Cardiff – Manchester Piccadilly (via Hereford and Shrewsbury).

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury, also includes Llandudno- Blaenau Ffestiniog and Wrexham Central – Bidston.

Arriva Trains Wales: South Wales & Borders/West Wales

Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

c2c: Southend line

Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea).

c2c: Tilbury line

Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea.

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury and Oxford Parkway)

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Midlands Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

Journeys on rail lines around Nottingham (excluding Liverpool – Norwich and London – Sheffield)

East Midlands Trains: London

Journeys on the London – Sheffield route. Also includes London – Corby services.

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

Journeys on rail lines between Liverpool Lime Street/ Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express: North West

Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Gatwick Express*

Fast Gatwick Express services Gatwick – London Victoria (including peak extensions to/from Brighton)

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Great Northern*

Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

Great Western Railway: Long distance

Journeys on long distance services

Great Western Railway: London Thames Valley

Journeys on relatively short distance services in and around the Thames Valley

Great Western Railway: West

Journeys on (generally) short distance rural rail lines in the West of England

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Highbury – Croydon/ Clapham

Journeys on the Highbury & Islington – West Croydon and Highbury & Islington - Clapham Junction lines

London Overground: Richmond/Clapham Junction – Stratford

Journeys on the Richmond – Stratford and Clapham Junction – Willesden Junction/Stratford rail lines

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

Journeys on the central Liverpool – West Kirby, New Brighton, Chester and Ellesmere Port rail lines

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

Southeastern: High speed

Journeys on high speed trains to/from London St. Pancras

* Part of the Govia Thameslink Railway franchise

Southeastern: Main line

Journeys on (generally) main line routes London – Kent lines

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Sussex Coast*

Journeys London – Sussex (and beyond)

Southern: Metro*

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: Longer distance

Journeys starting on longer distance routes that generally go to or from London, but where the vast majority of the journey is outside London

South West Trains: Metro

Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local

Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

Thameslink: North*

Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*

Journeys starting from stations between London Bridge and Brighton. Also includes some journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London - East Midlands/East of England

Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

Virgin Trains East Coast: Non-London journeys

Passengers travelling (on any route) that are not going to or from London

Virgin Trains East Coast: London - Yorkshire

Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

Virgin Trains East Coast: London - North East and Scotland

Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

* Part of the Govia Thameslink Railway franchise



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Transport Focus is the operating name of the
Passengers' Council. This survey was published in
June 2016. © Transport Focus 2016.