



National Rail Passenger Survey

Virgin Trains East Coast 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

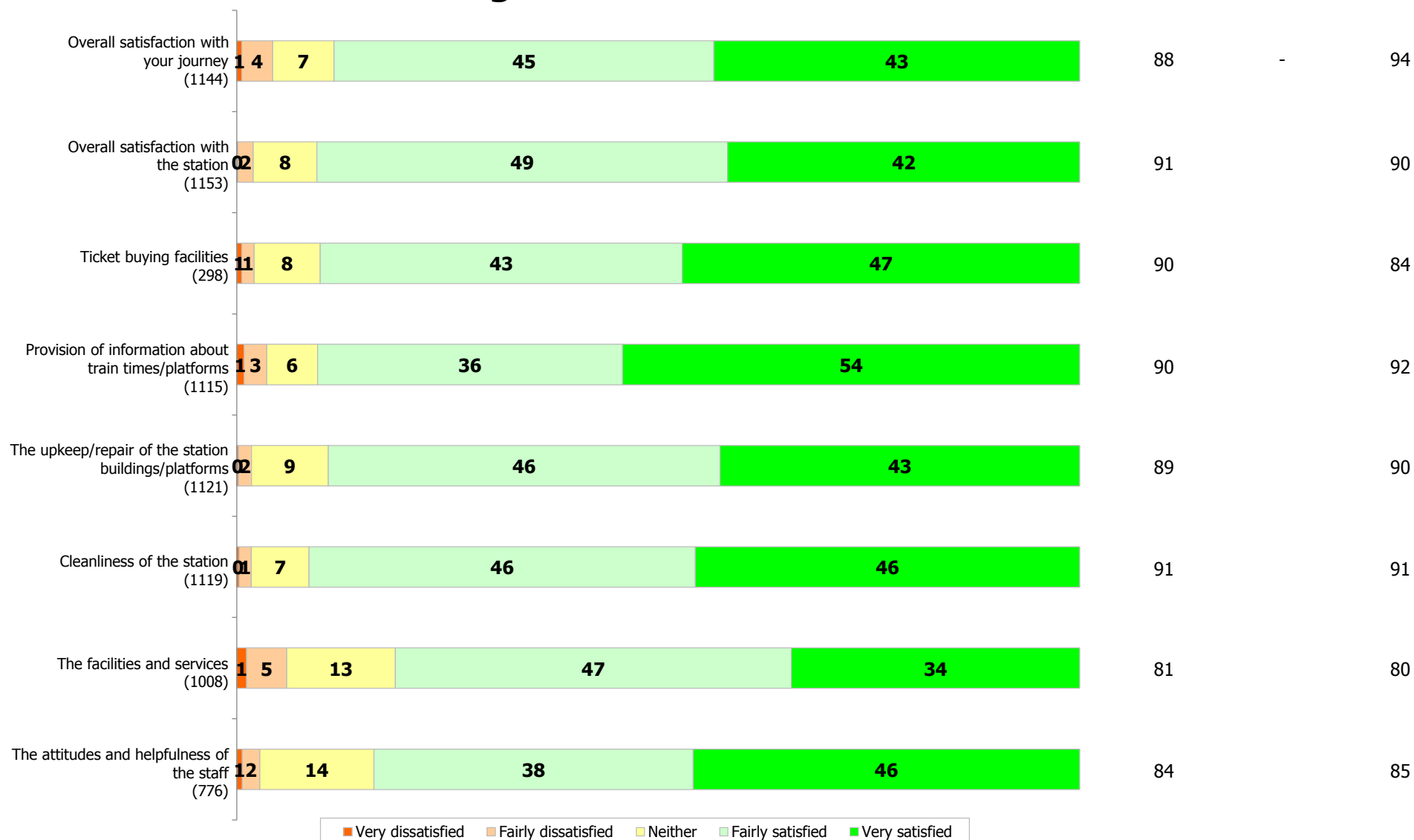
At 95% confidence level:
+ significant increase
- significant decrease

Satisfaction results for Virgin Trains East Coast

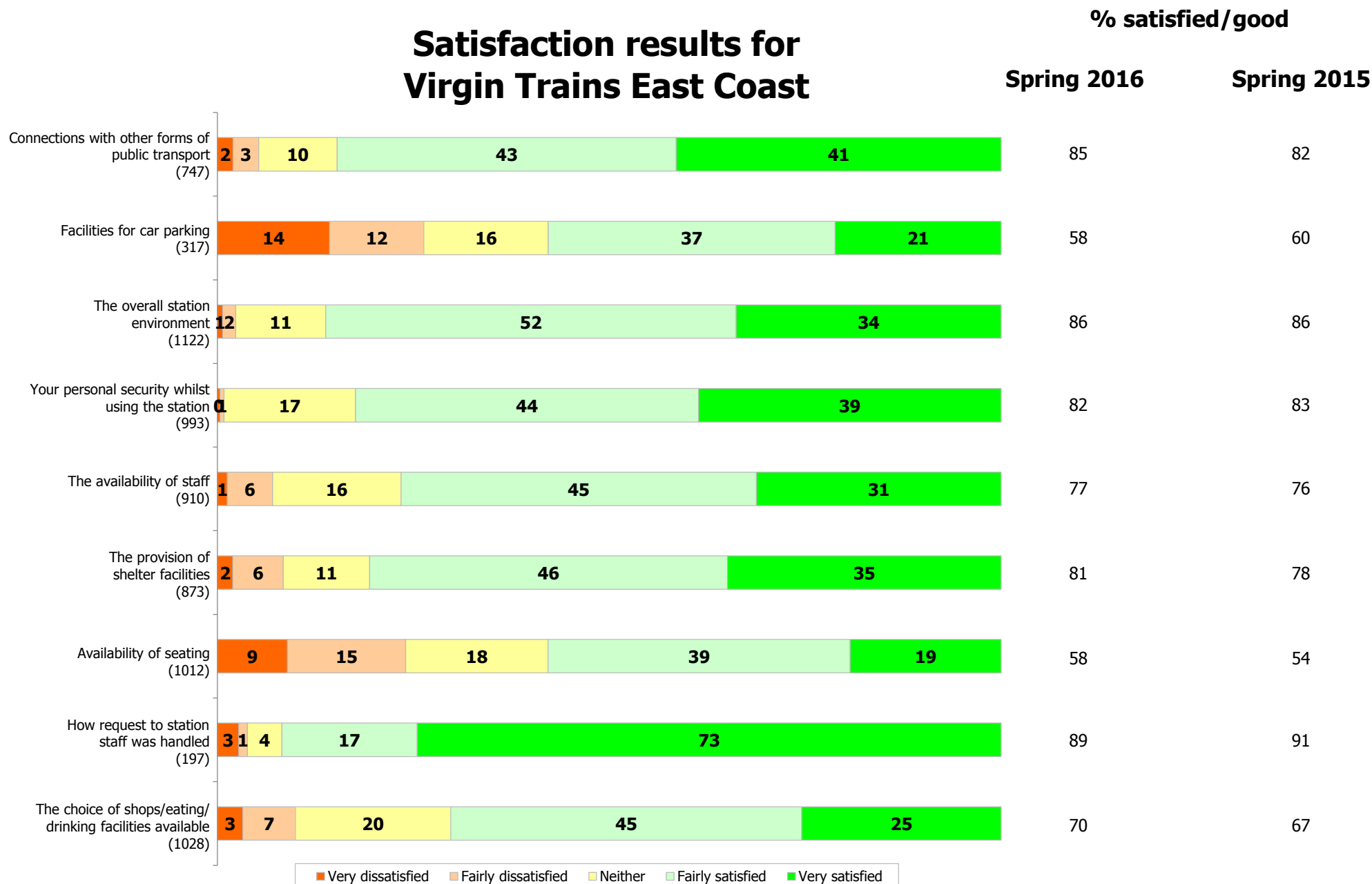
% satisfied/good

Spring 2016

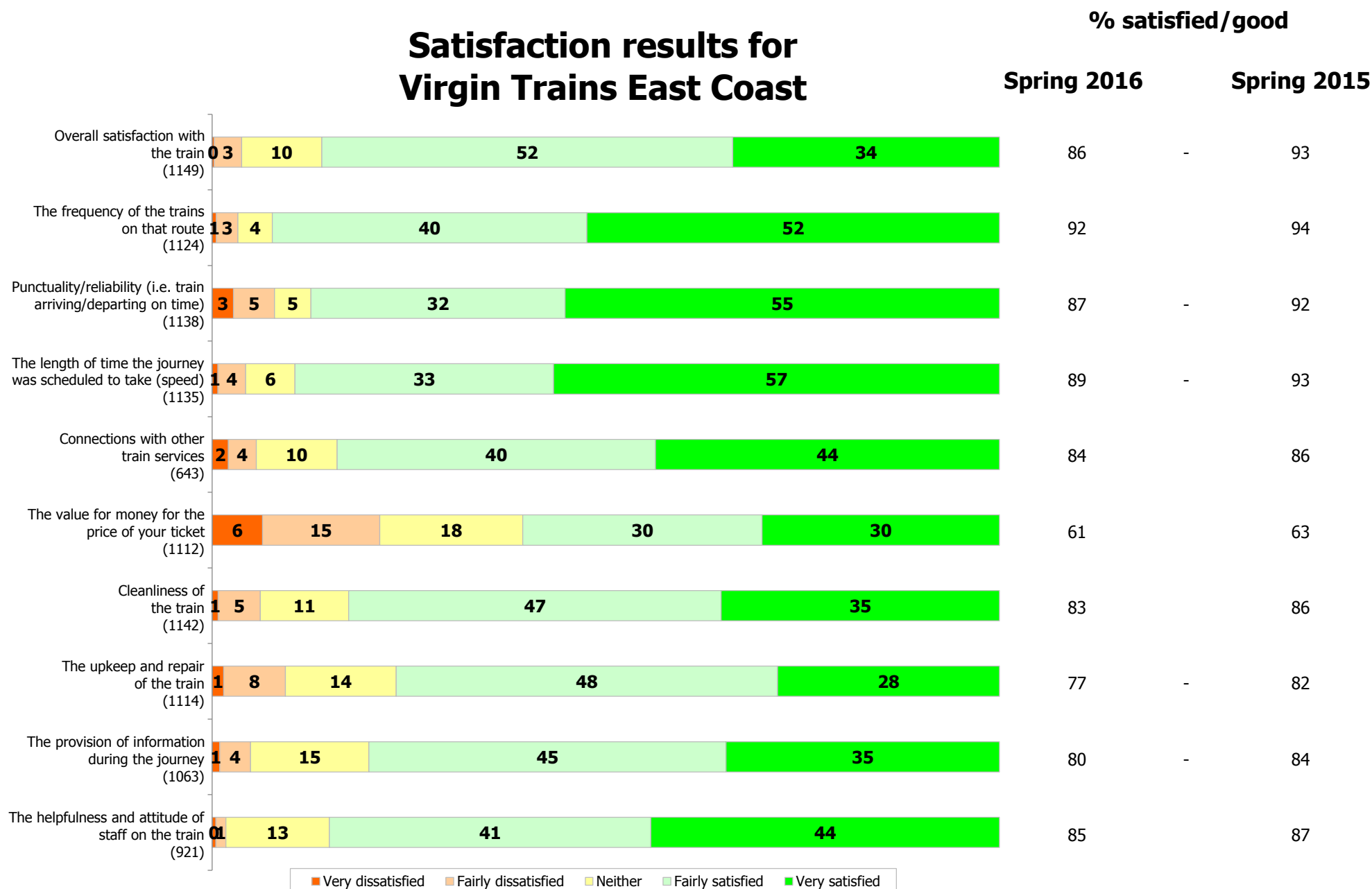
Spring 2015

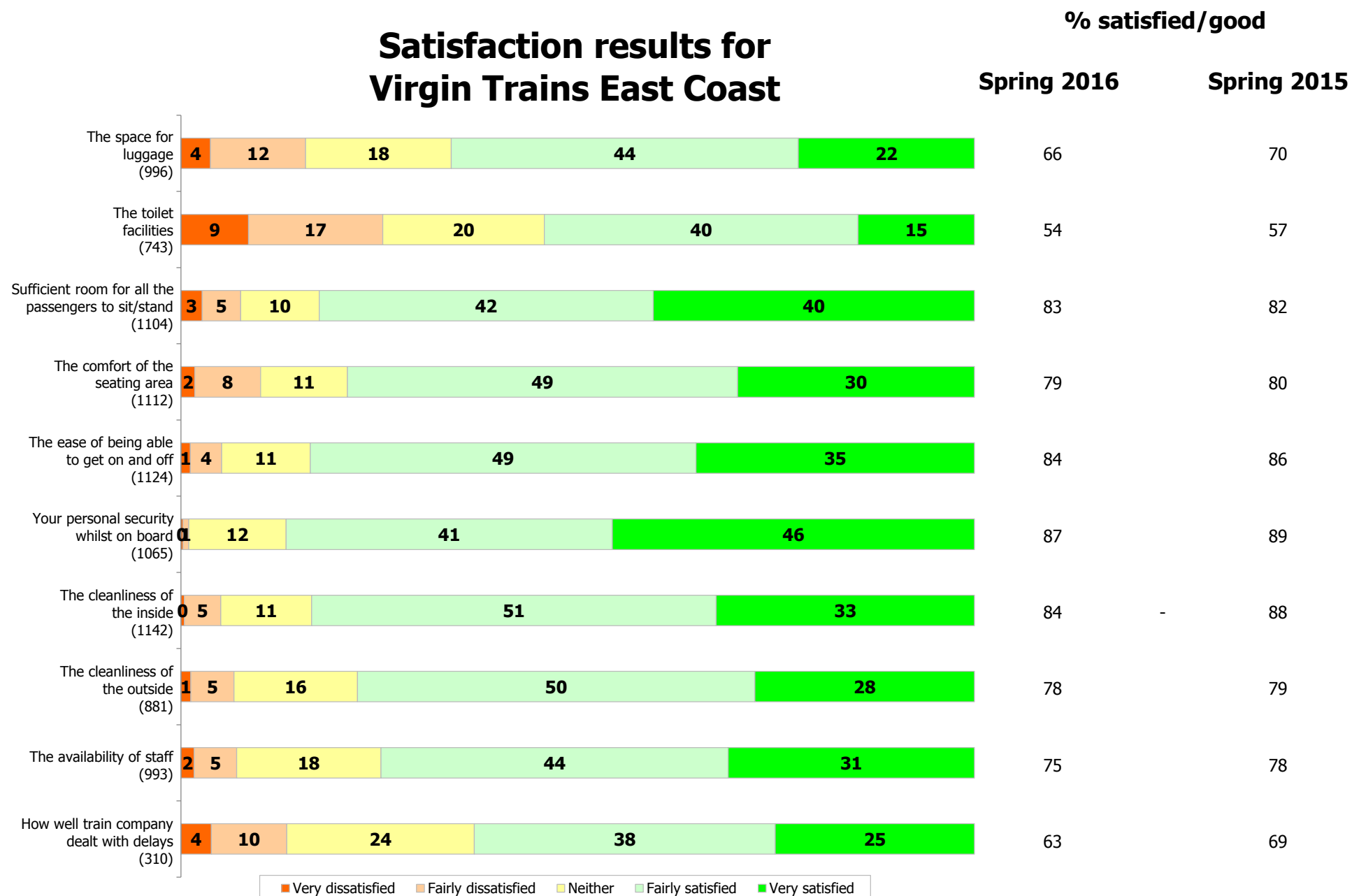


Satisfaction results for Virgin Trains East Coast



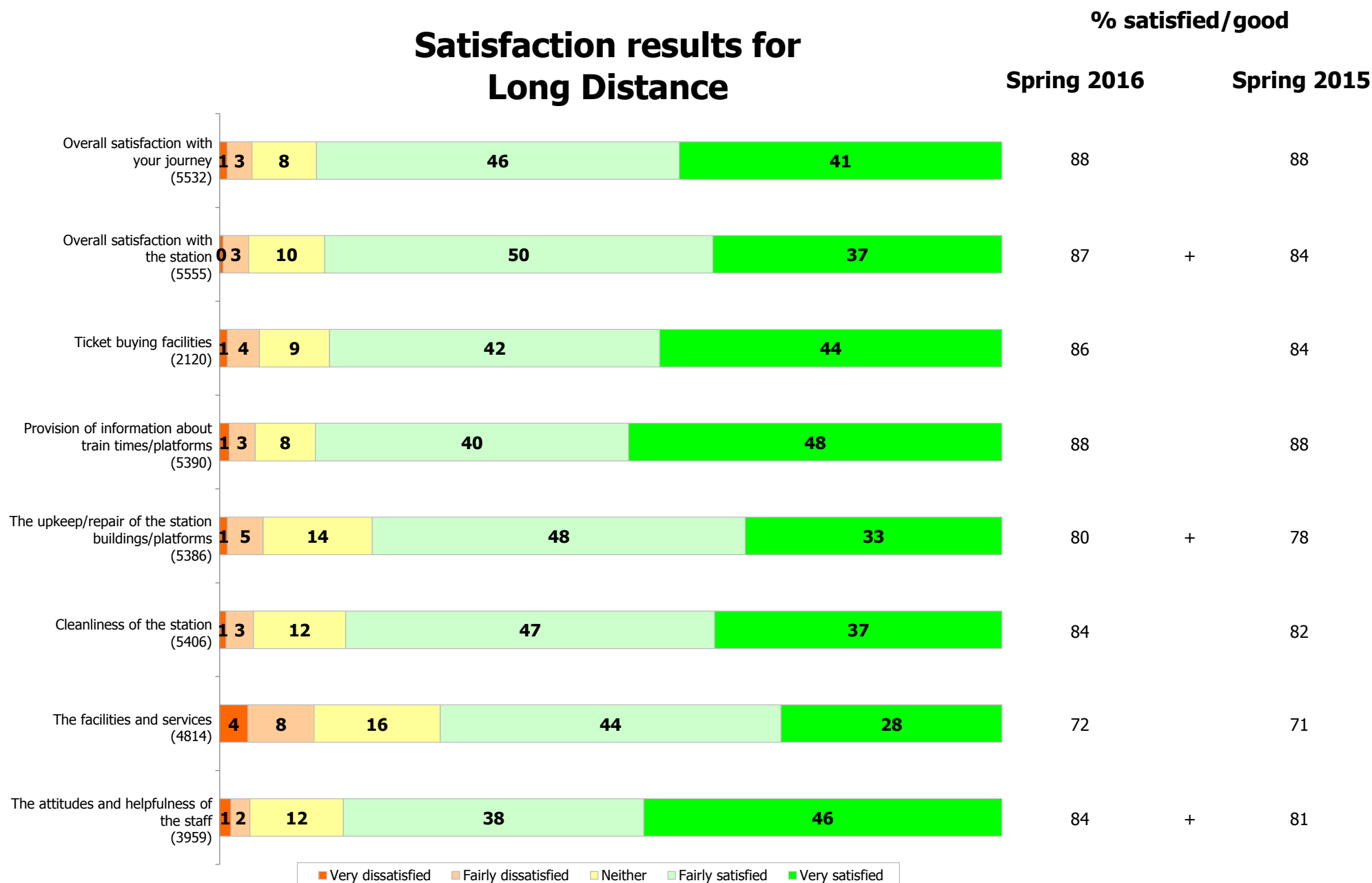
Satisfaction results for Virgin Trains East Coast



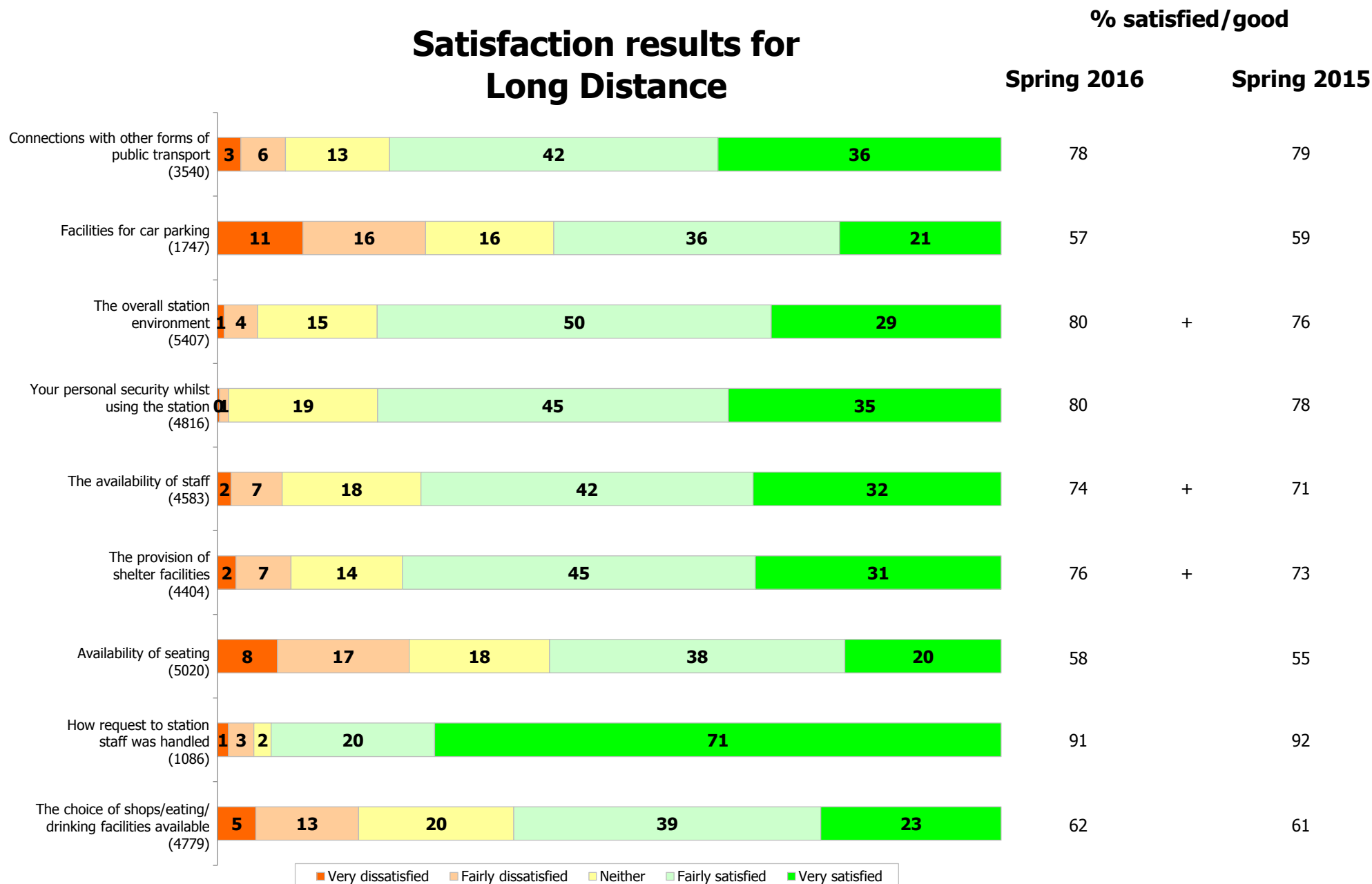


2 2.3 Overall satisfaction with your journey and station factors

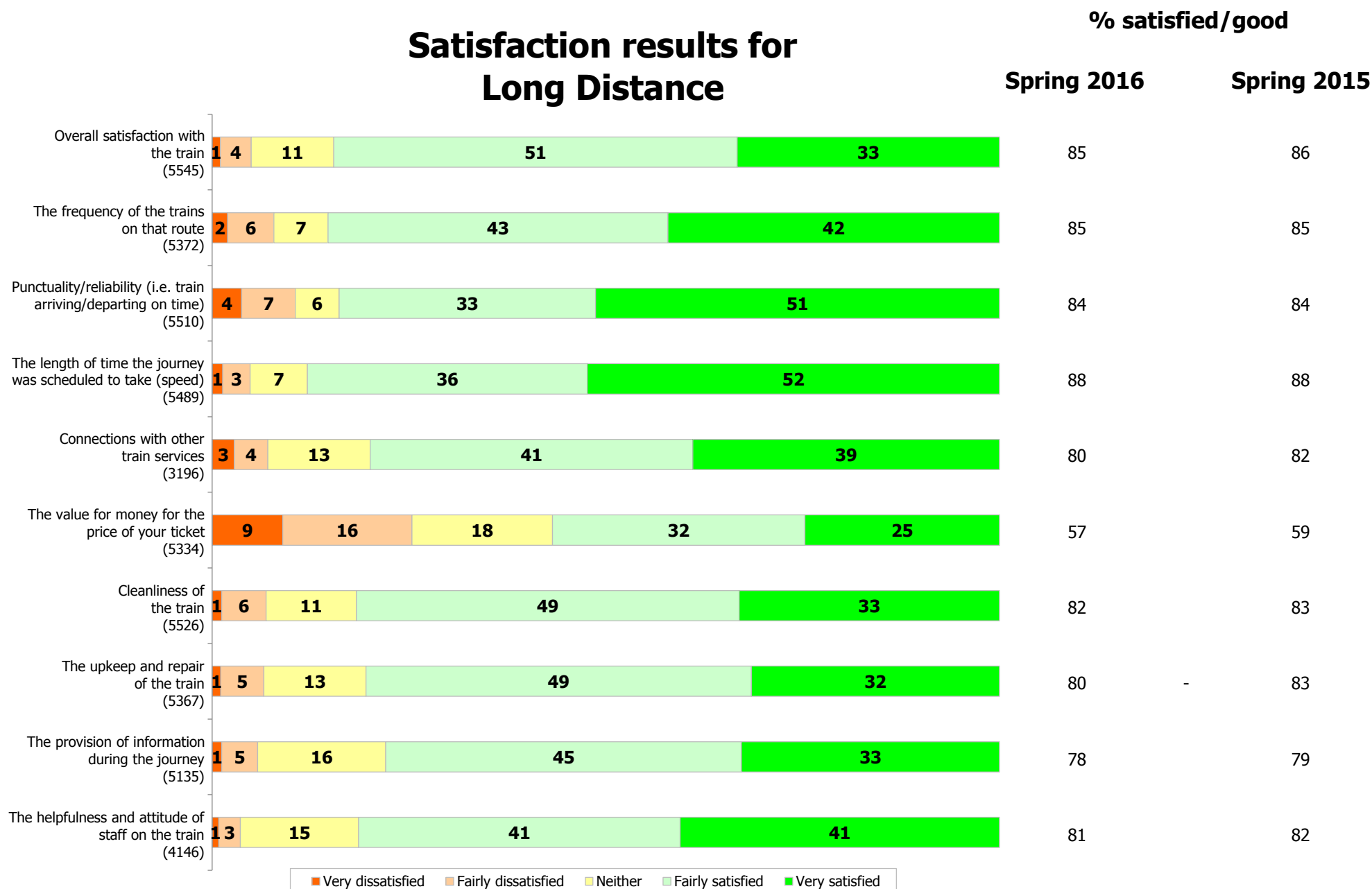
At 95% confidence level:
+ significant increase
- significant decrease



Satisfaction results for Long Distance



Satisfaction results for Long Distance

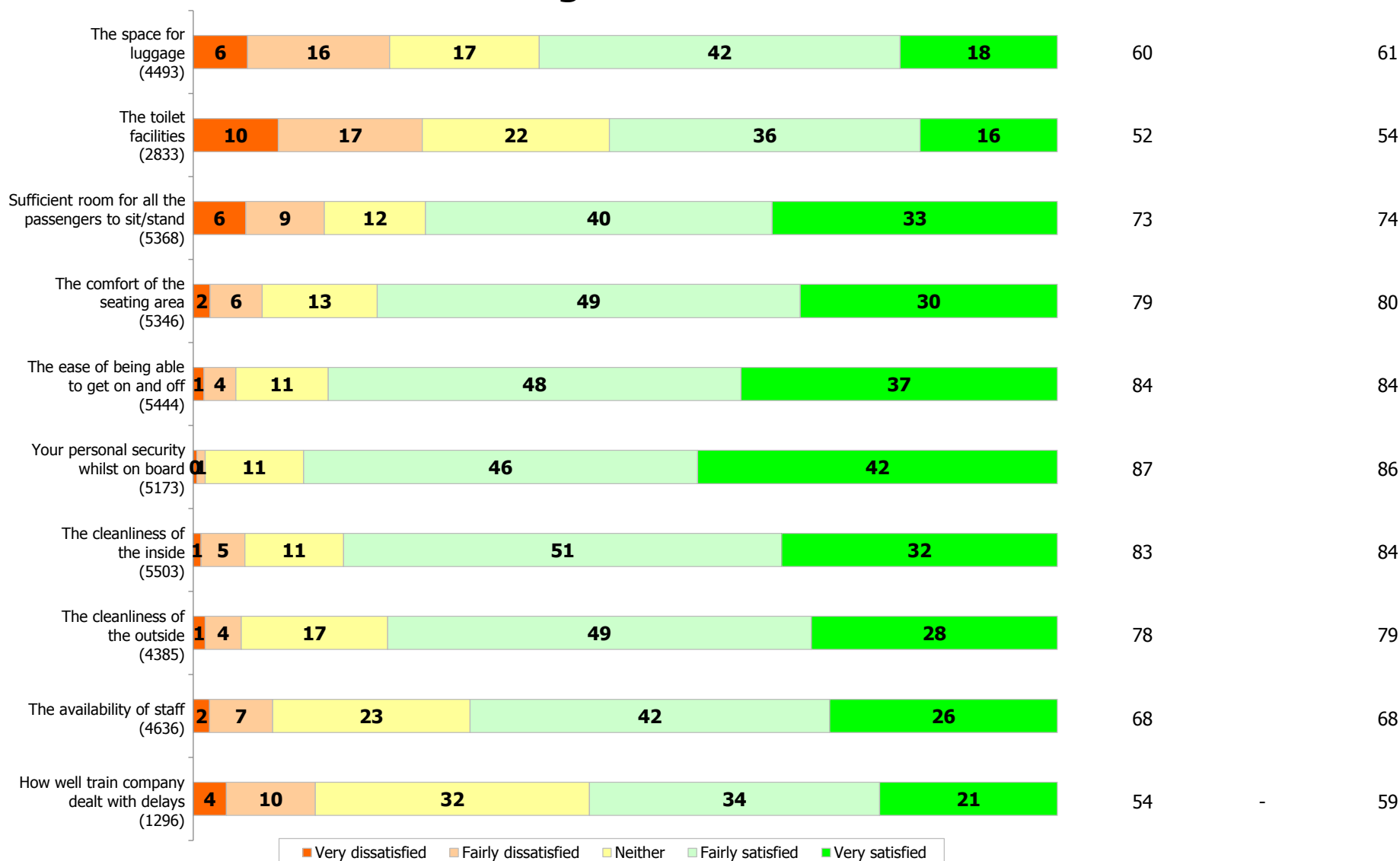


Satisfaction results for Long Distance

% satisfied/good

Spring 2016

Spring 2015



Virgin Trains East Coast versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	88	88	101%
STATION FACILITIES			
Overall satisfaction with the station	91	87	105%
Ticket buying facilities	90	86	105%
Provision of information about train times/platforms	90	88	103%
The upkeep/repair of the station buildings/platforms	89	80	111%
Cleanliness	91	84	109%
The facilities and services	81	72	113%
The attitudes and helpfulness of the staff	84	84	99%
Connections with other forms of public transport	85	78	109%
Facilities for car parking	58	57	101%
Overall environment	86	80	108%
Your personal security whilst using the station	82	80	104%
The availability of staff	77	74	103%
The provision of shelter facilities	81	76	105%
Availability of seating	58	58	100%
How request to station staff was handled	89	91	98%
The choice of shops/eating/drinking facilities available	70	62	113%
TRAIN FACILITIES			
Overall satisfaction with the train	86	85	102%
The frequency of the trains on that route	92	85	108%
Punctuality/reliability (i.e. the train arriving/departing on time)	87	84	104%
The length of time the journey was scheduled to take (speed)	89	88	102%
Connections with other train services	84	80	105%
The value for money of the price of your ticket	61	57	107%
Cleanliness of the train	83	82	101%
Upkeep and repair of the train	77	80	95%
The provision of information during the journey	80	78	103%
The helpfulness and attitude of staff on train	85	81	105%
The space for luggage	66	60	110%
The toilet facilities	54	52	105%
Sufficient room for all passengers to sit/stand	83	73	113%
The comfort of the seating area	79	79	100%
The ease of being able to get on and off	84	84	99%
Your personal security on board	87	87	99%
The cleanliness of the inside	84	83	101%
The cleanliness of the outside	78	78	100%
The availability of staff	75	68	110%
How well train company deals with delays	63	54	116%

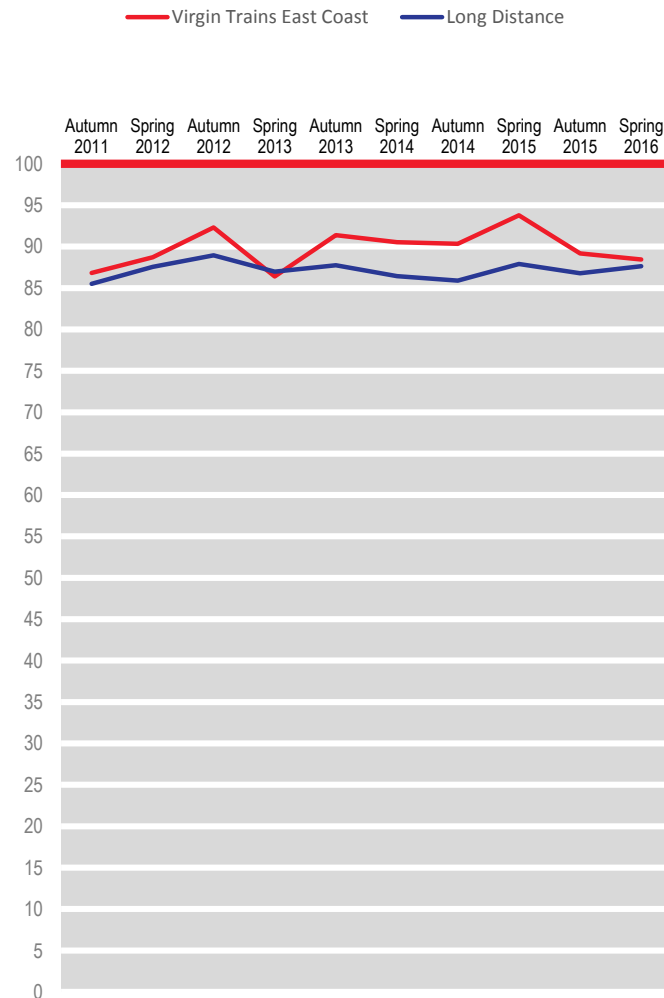
Building block/route data for Virgin Trains East Coast

	London - East Midlands/East of England	London - Scotland/North East	London - Yorkshire	Non-London Journeys
Overall satisfaction with your journey	83	86	89	91
STATION FACILITIES				
Overall satisfaction with the station	92	95	90	88
Ticket buying facilities	86	95	83	95
Provision of information about train times/platforms	90	94	89	89
The upkeep/repair of the station buildings/platforms	90	91	92	85
Cleanliness	94	96	93	87
The facilities and services	85	81	83	78
The attitudes and helpfulness of the staff	89	85	81	83
Connections with other forms of public transport	87	86	89	78
Facilities for car parking	66	50	52	62
Overall environment	87	88	87	84
Your personal security whilst using the station	83	82	81	84
The availability of staff	82	79	75	75
The provision of shelter facilities	83	83	78	81
Availability of seating	58	54	48	69
How request to station staff was handled	87	84	89	93
The choice of shops/eating/drinking facilities available	69	70	74	67
TRAIN FACILITIES				
Overall satisfaction with the train	85	85	86	87
The frequency of the trains on that route	92	96	94	89
Punctuality/reliability (i.e. the train arriving/departing on time)	76	92	91	85
The length of time the journey was scheduled to take (speed)	92	85	90	90
Connections with other train services	81	90	87	79
The value for money of the price of your ticket	52	60	61	63
Cleanliness of the train	83	80	83	84
Upkeep and repair of the train	74	75	77	79
The provision of information during the journey	80	82	76	82
The helpfulness and attitude of staff on train	86	87	87	82
The space for luggage	69	63	67	66
The toilet facilities	67	46	55	57
Sufficient room for all passengers to sit/stand	80	80	87	81
The comfort of the seating area	80	76	80	80
The ease of being able to get on and off	84	80	89	81
Your personal security on board	85	84	88	88
The cleanliness of the inside	82	81	85	84
The cleanliness of the outside	68	75	84	78
The availability of staff	70	80	75	73
How well train company deals with delays	63	52	66	66

Percentage satisfaction with aspects of station where boarded

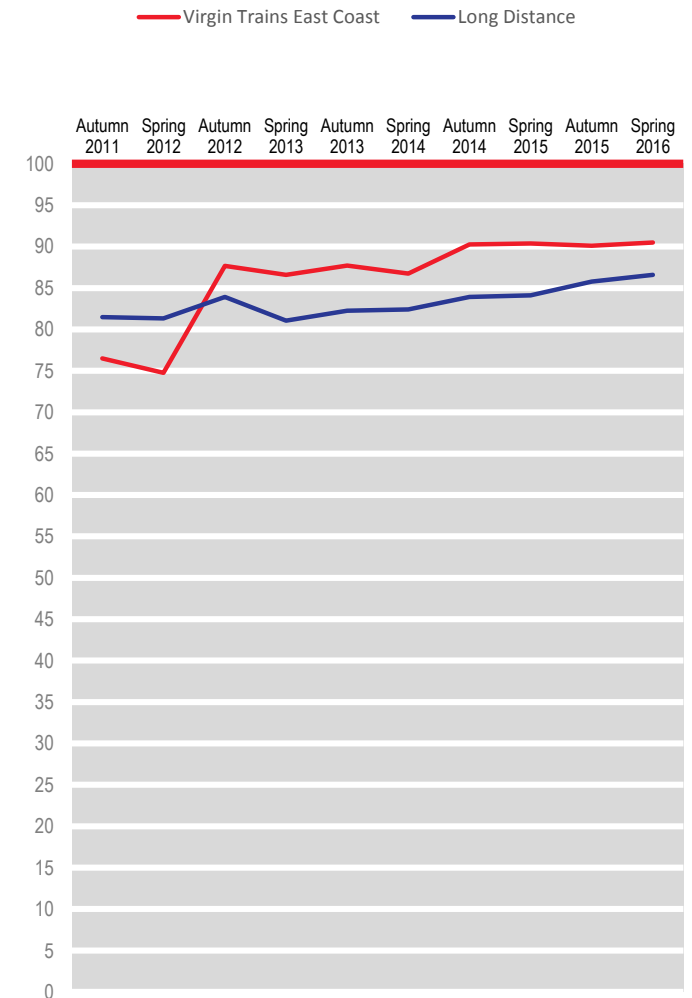
Overall satisfaction with your journey

(1144)
Percentage of passengers satisfied 2011 to 2016



Overall station satisfaction

(1153)
Percentage of passengers satisfied 2011 to 2016

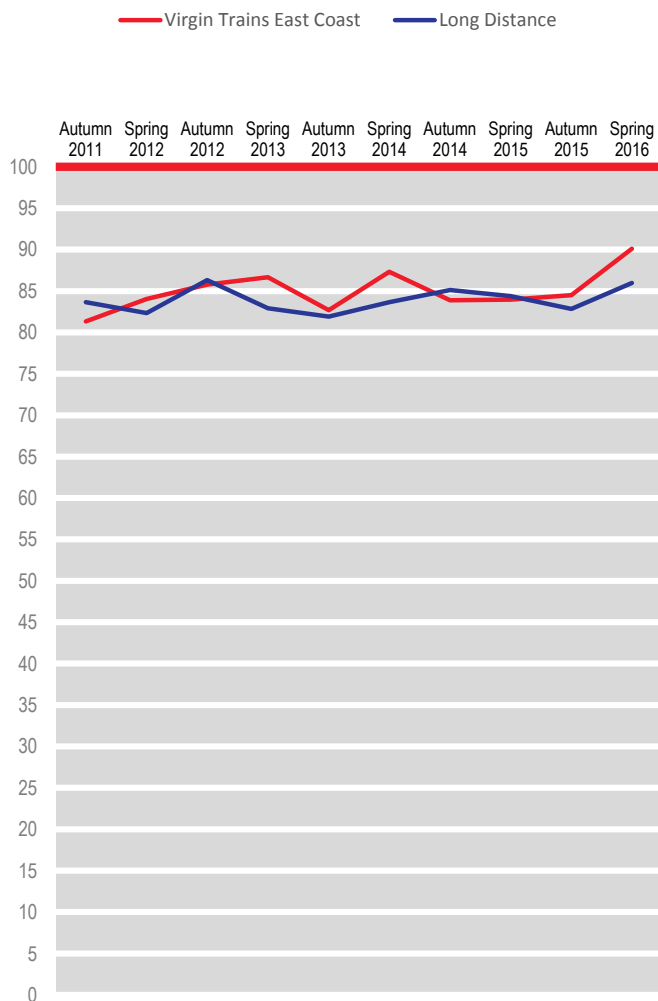


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(298)

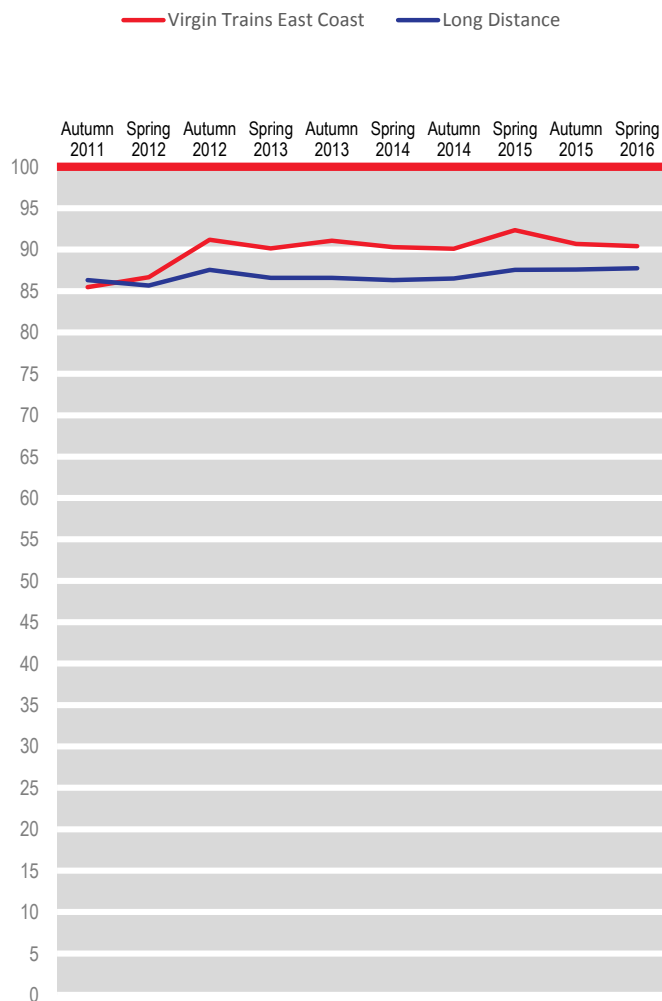
Percentage of passengers satisfied 2011 to 2016



Provision of information about train times/platforms

(1115)

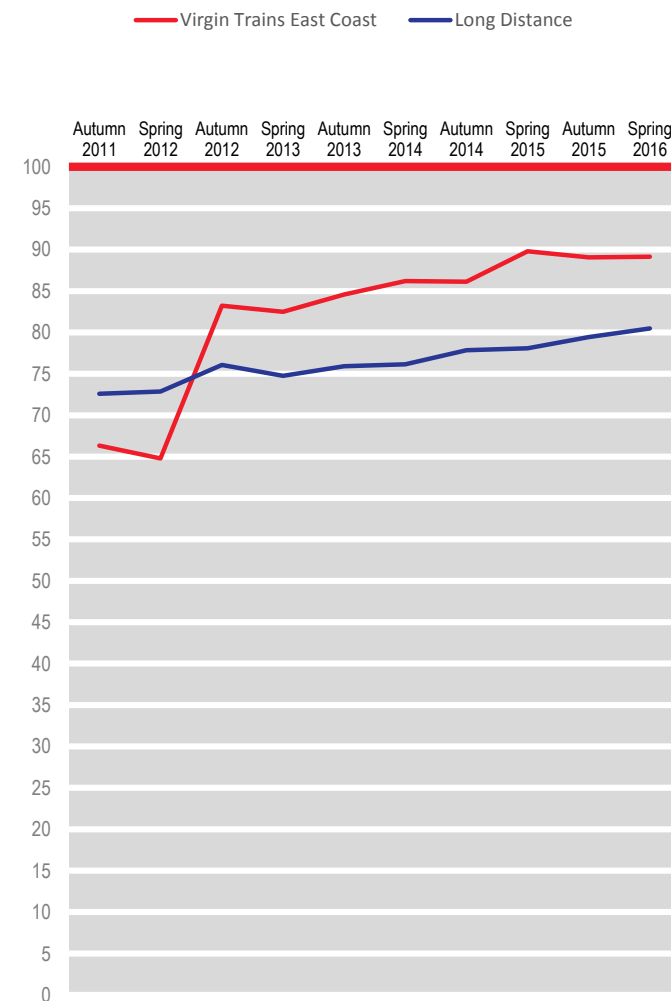
Percentage of passengers satisfied 2011 to 2016



The upkeep/repair of the station building/platforms

(1121)

Percentage of passengers satisfied 2011 to 2016

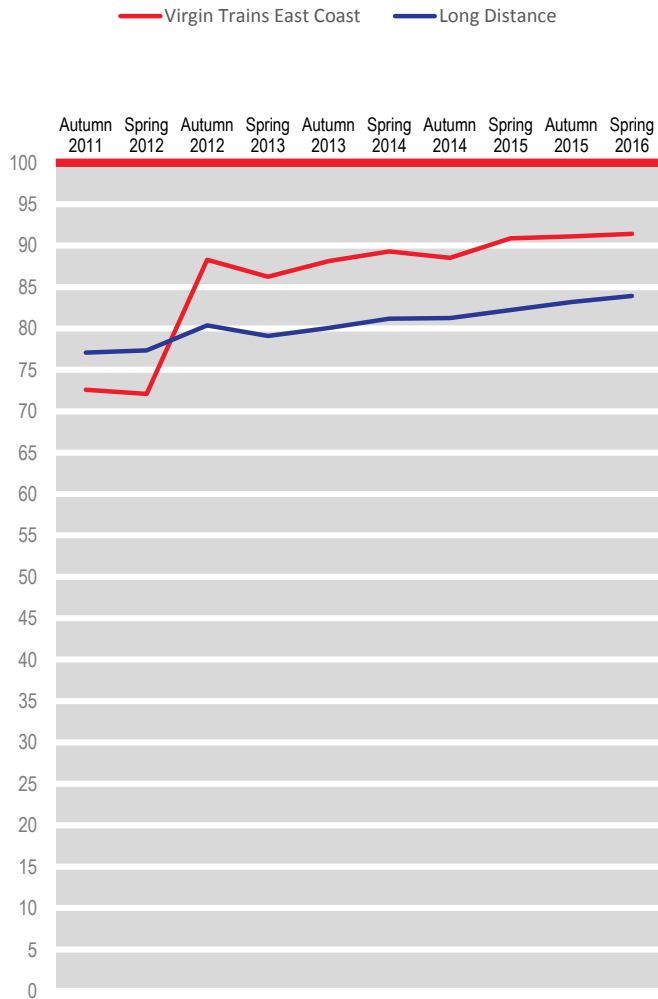


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1119)

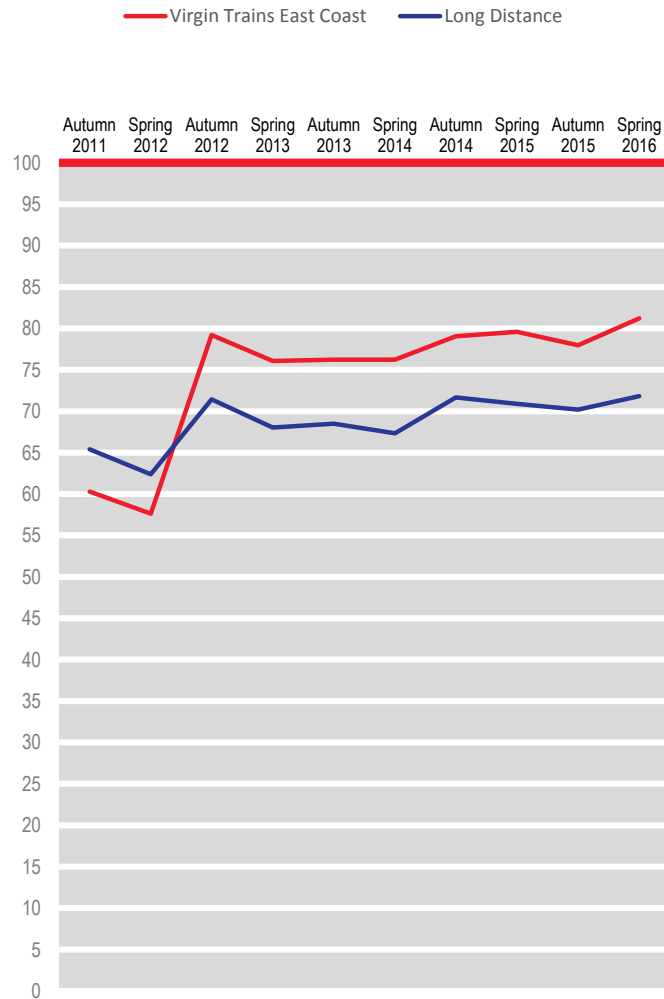
Percentage of passengers satisfied 2011 to 2016



The facilities and services at the station

(1008)

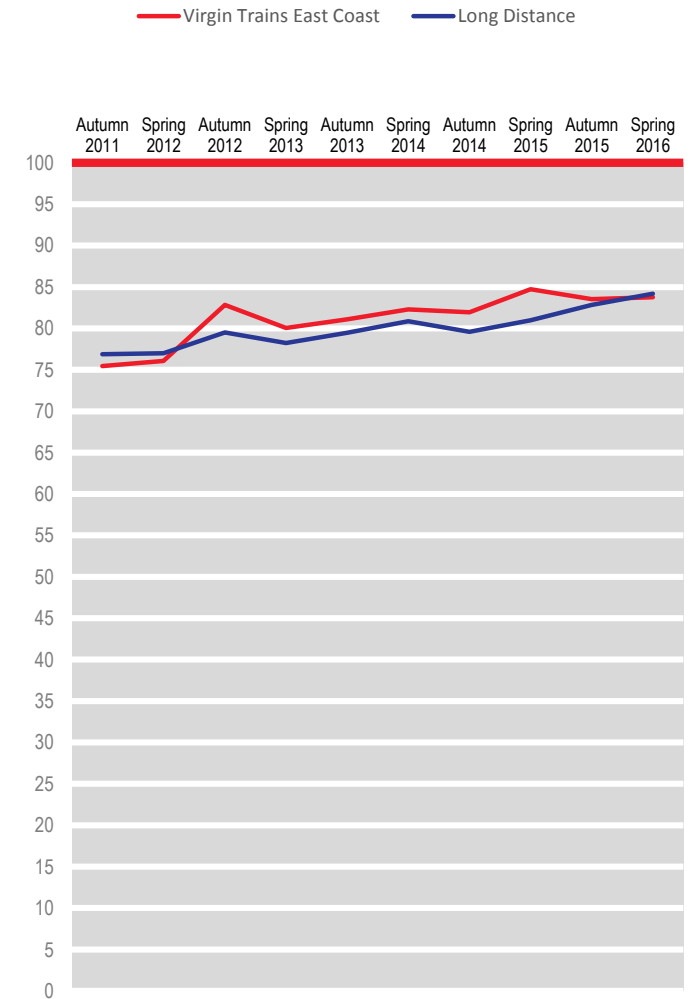
Percentage of passengers satisfied 2011 to 2016



The attitudes and helpfulness of the staff at the station

(776)

Percentage of passengers satisfied 2011 to 2016



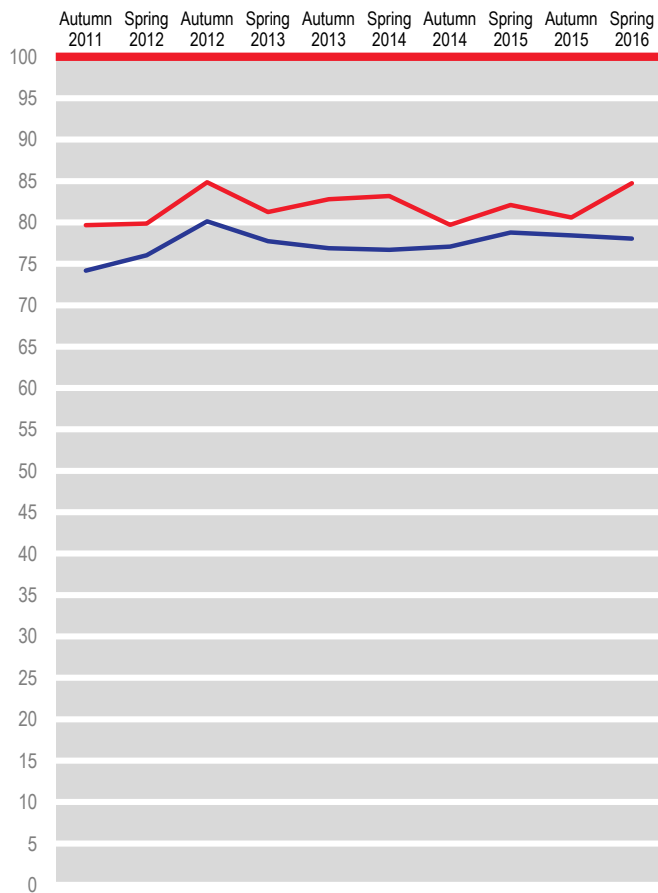
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(747)

Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance

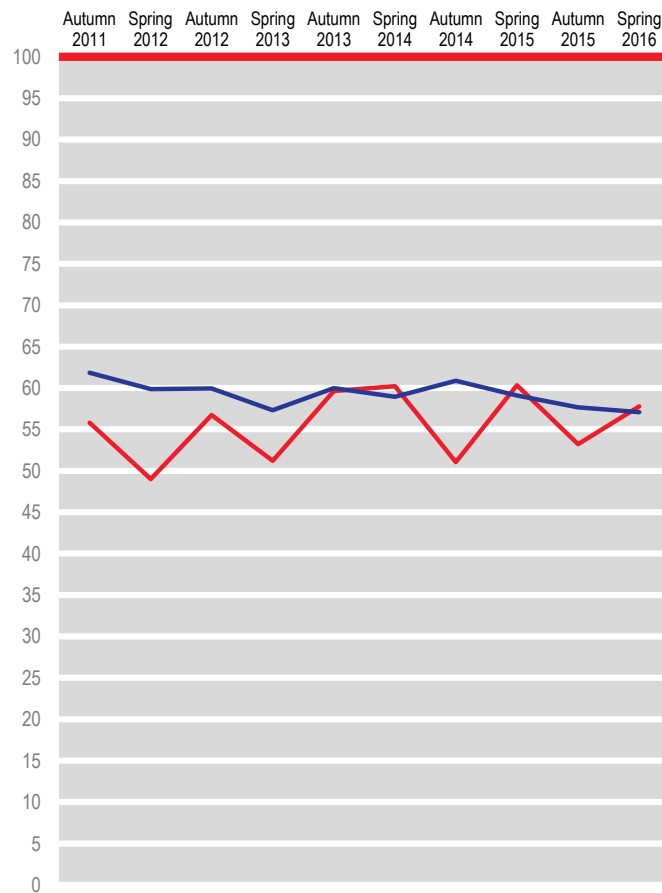


Facilities for car parking at the station

(317)

Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance

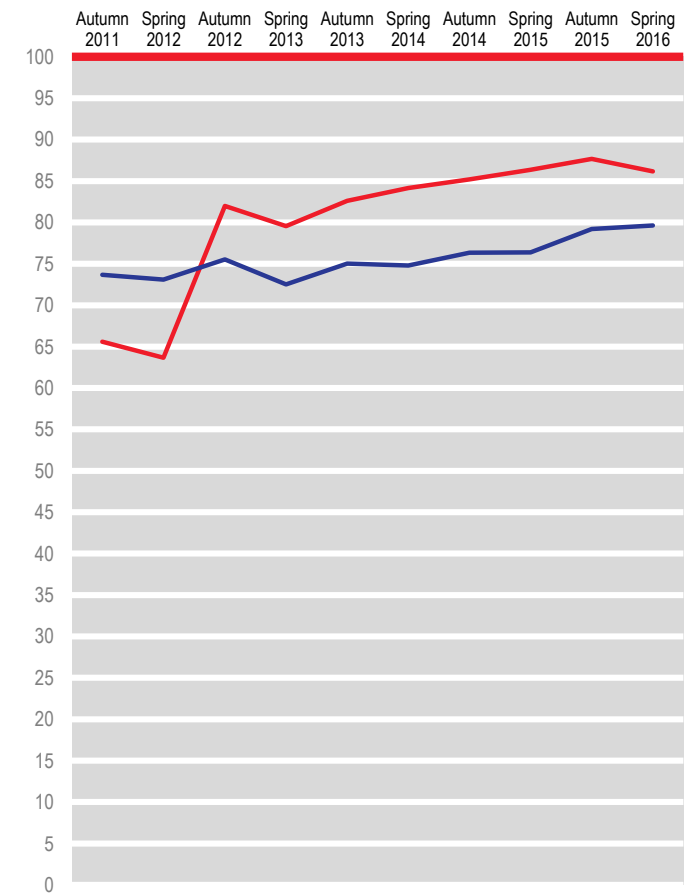


Overall station environment

(1122)

Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance

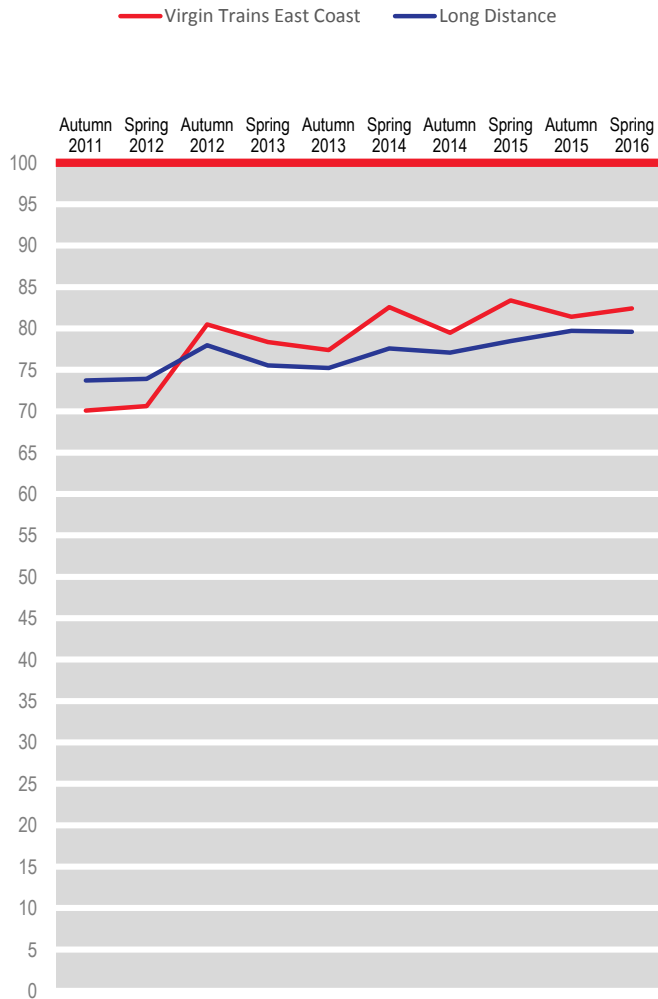


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(993)

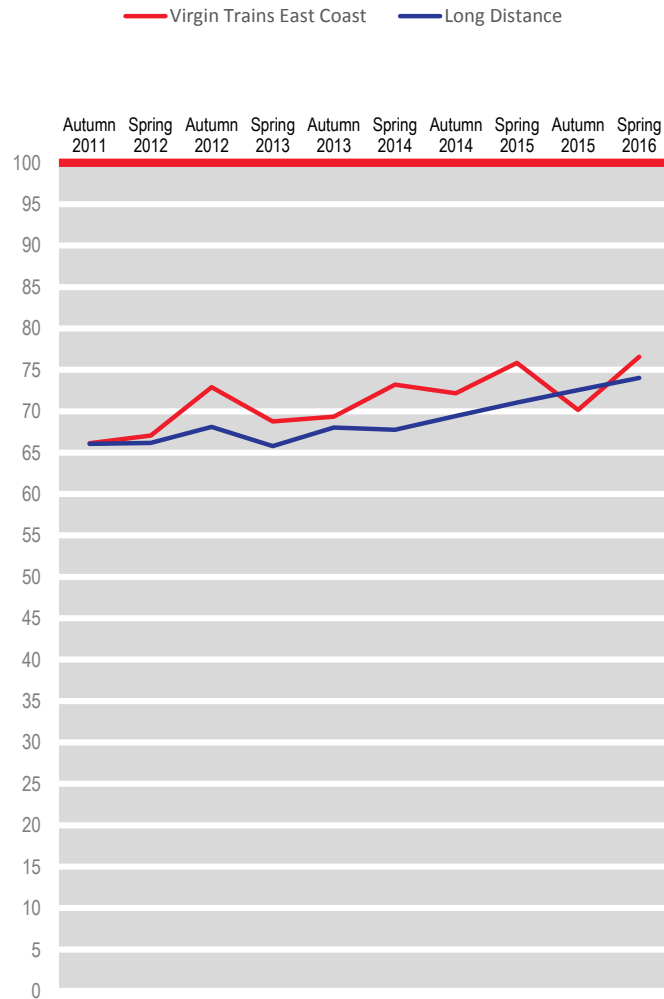
Percentage of passengers satisfied 2011 to 2016



The availability of staff at the station

(910)

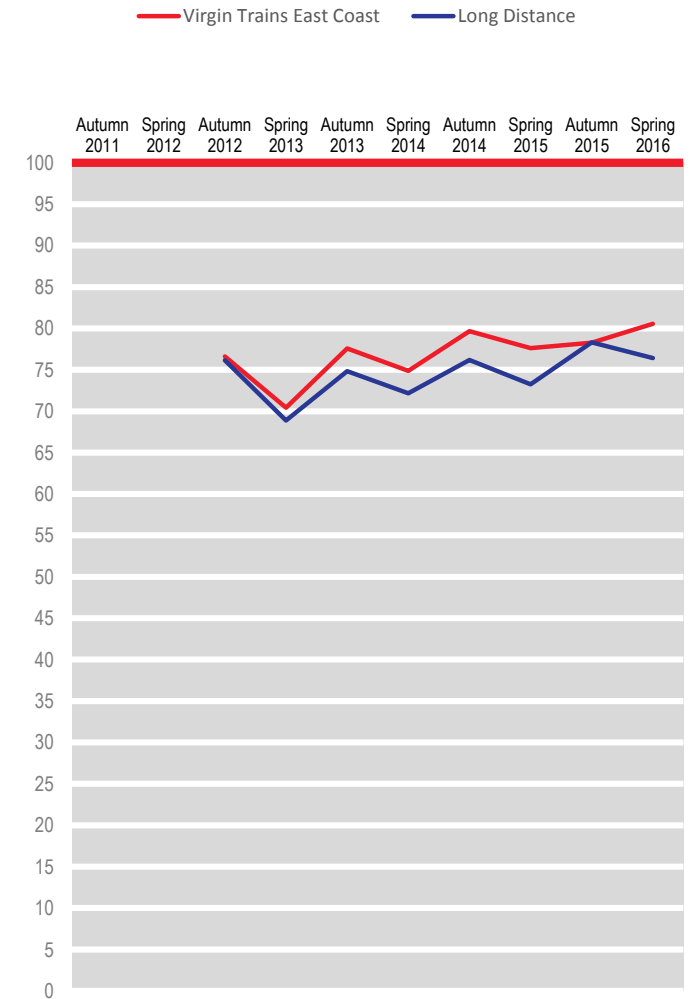
Percentage of passengers satisfied 2011 to 2016



The provision of shelter facilities

(873)

Percentage of passengers satisfied 2011 to 2016

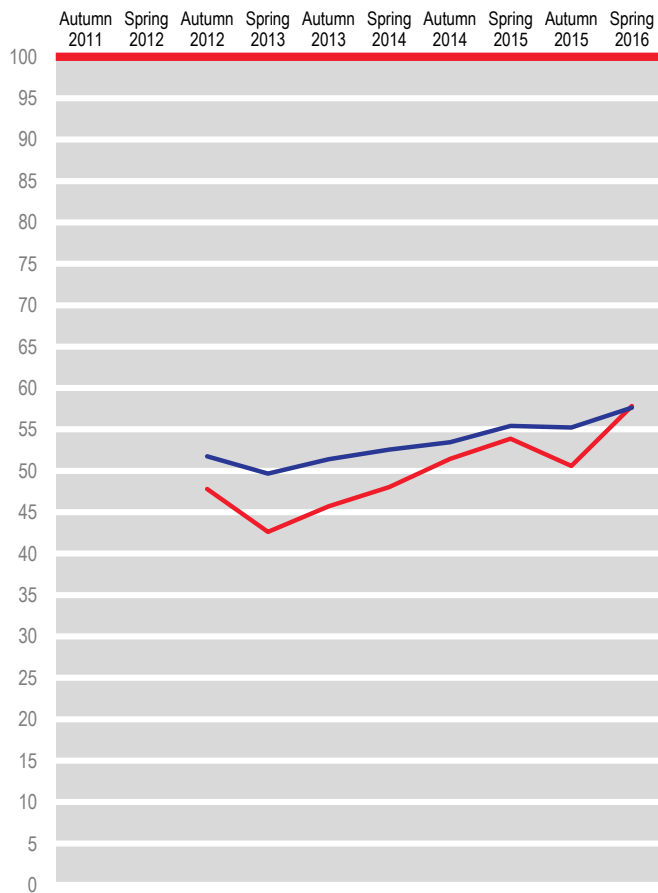


N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1012)**

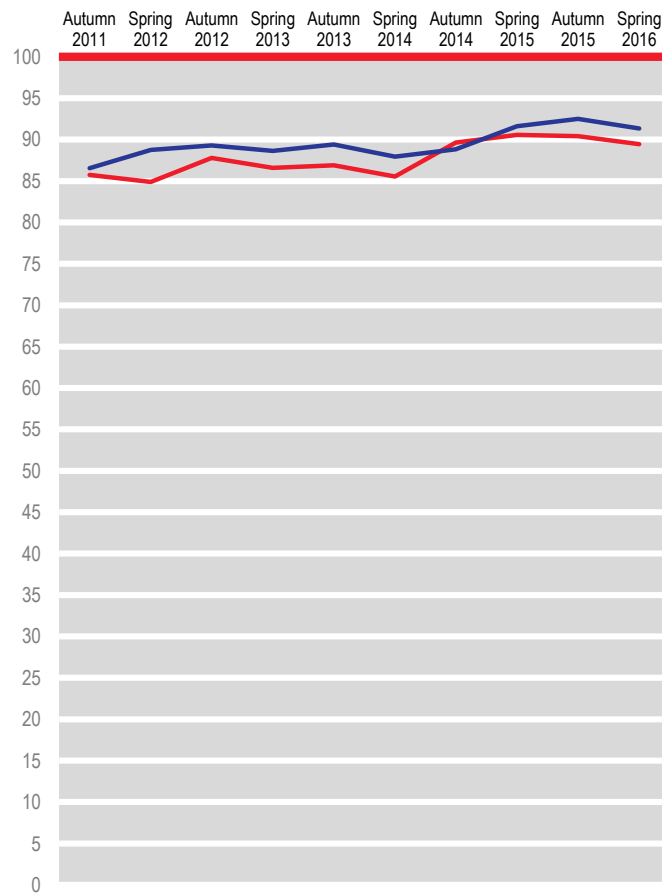
Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance

**How request to station staff was handled****(197)**

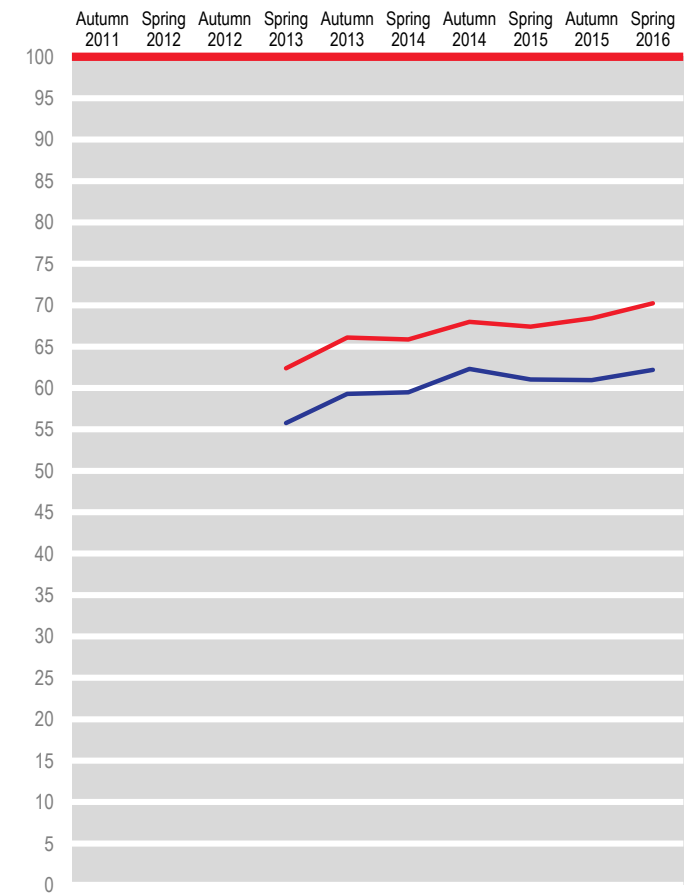
Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance

**The choice of shops/eating/drinking facilities available****(1028)**

Percentage of passengers satisfied 2011 to 2016

— Virgin Trains East Coast — Long Distance



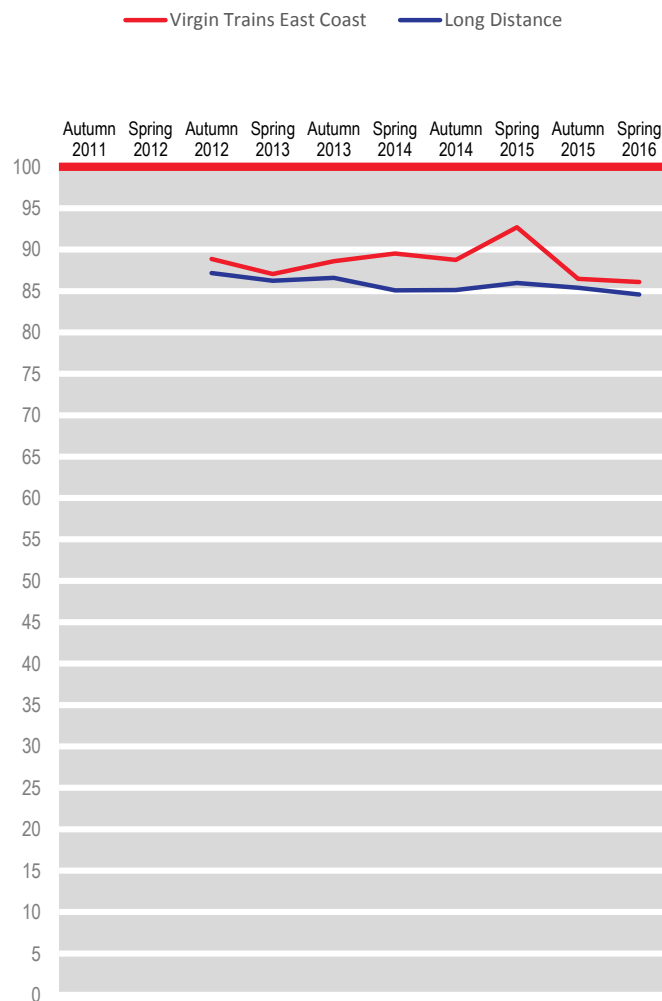
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1149)

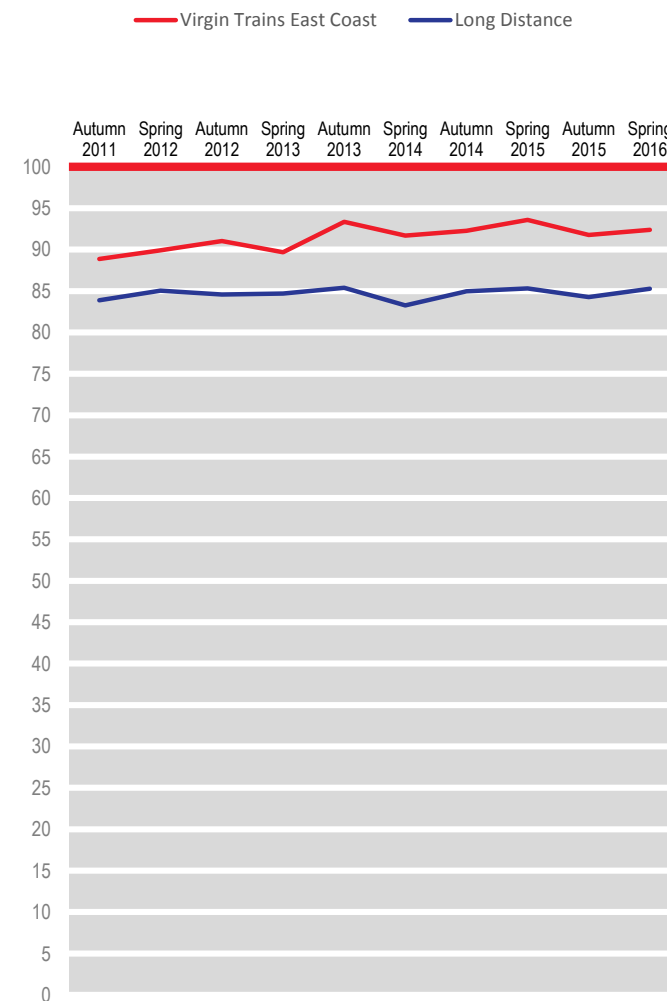
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(1124)

Percentage of passengers satisfied 2011 to 2016

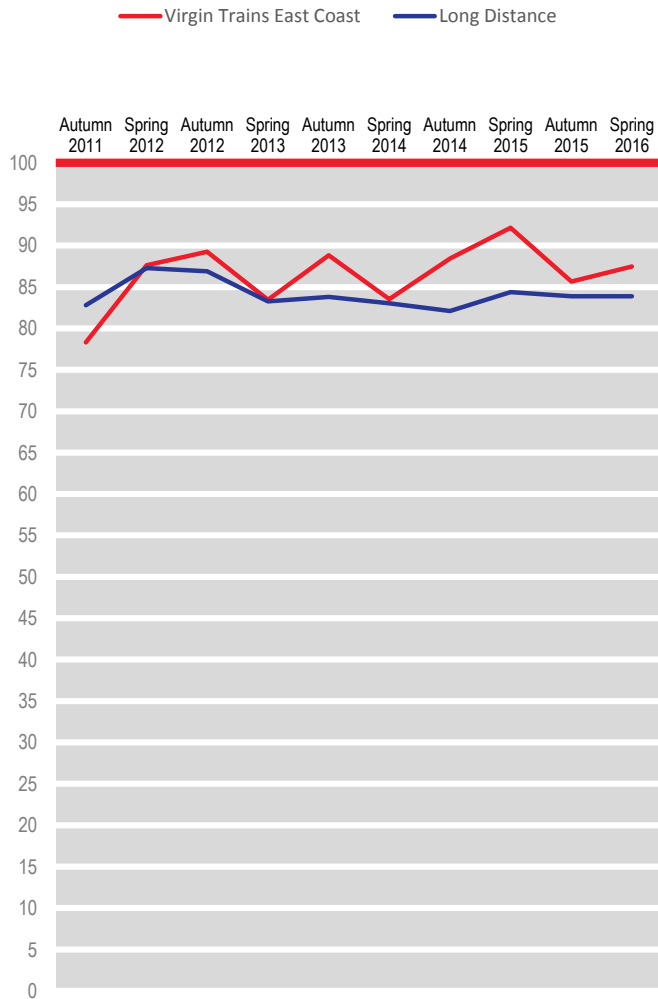


N.B. Benchmarks and targets are only shown for applicable factors

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

(1138)

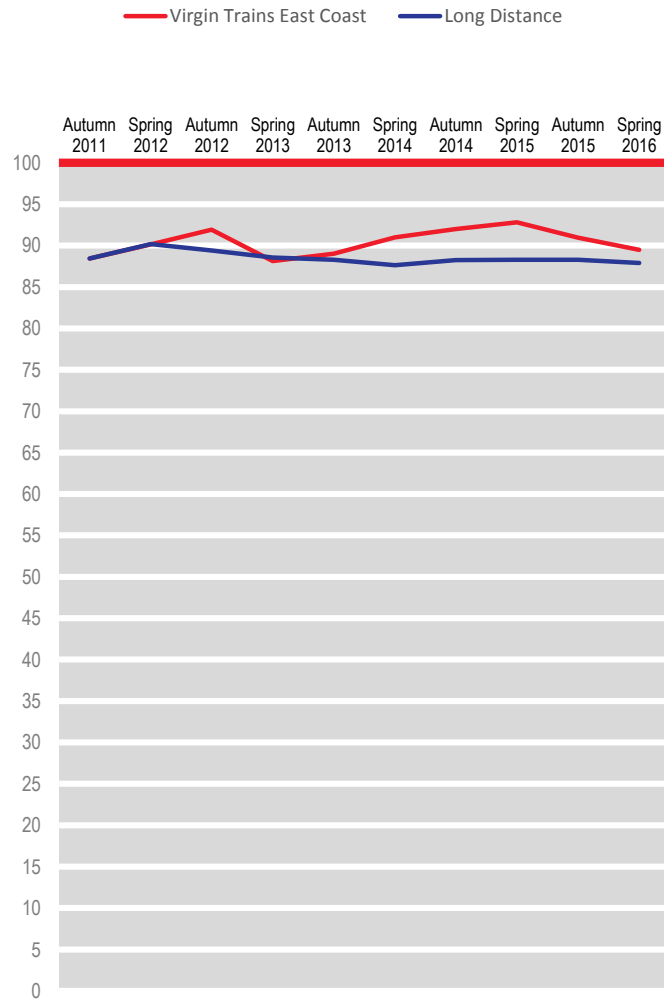
Percentage of passengers satisfied 2011 to 2016



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

(1135)

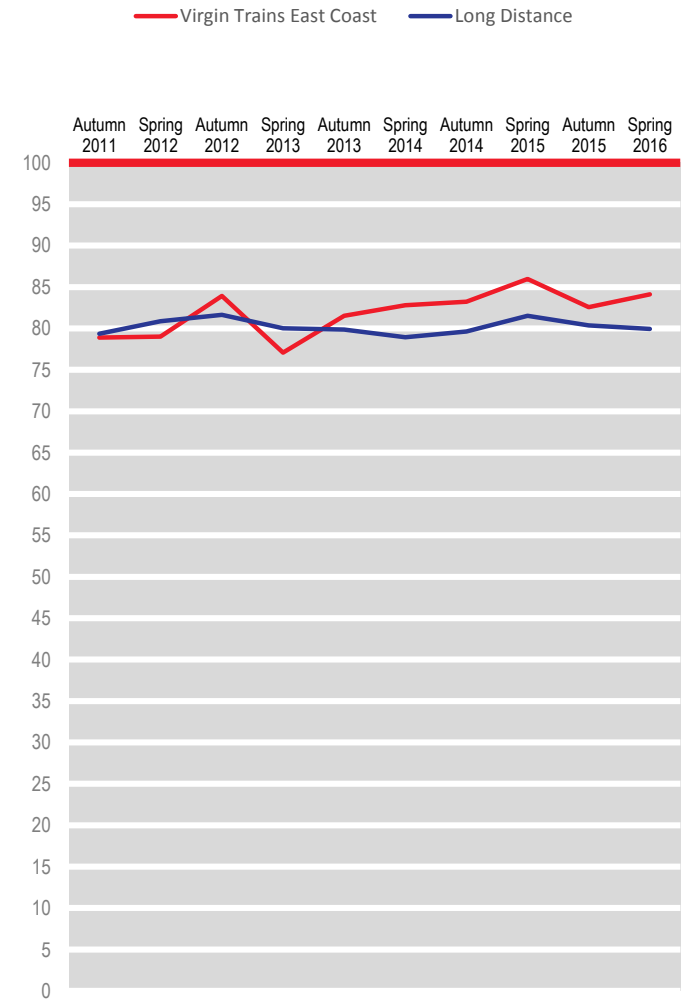
Percentage of passengers satisfied 2011 to 2016



Connections with other train services

(643)

Percentage of passengers satisfied 2011 to 2016

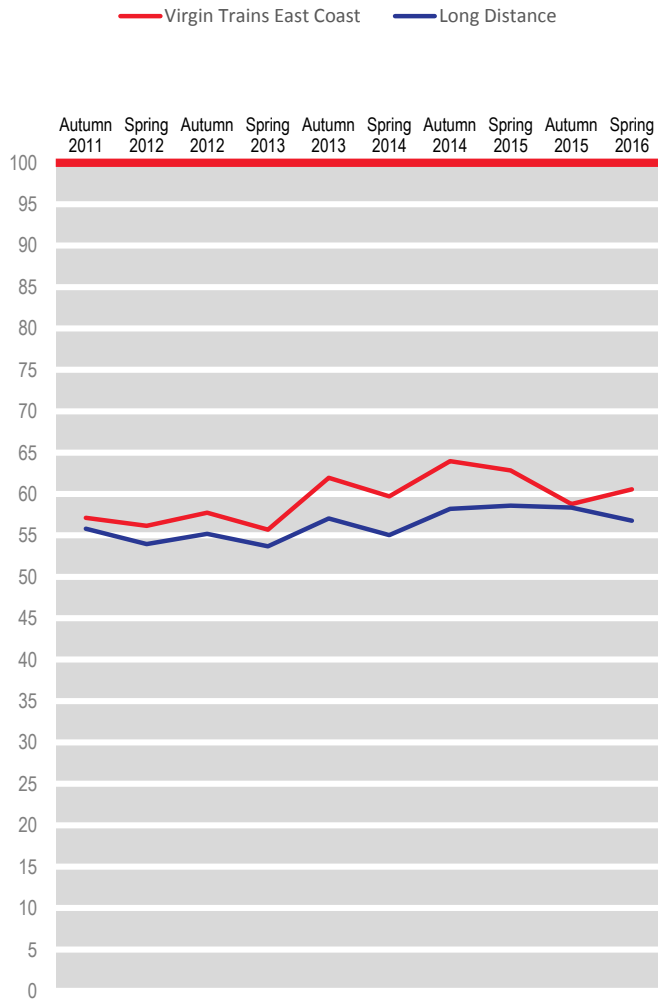


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(1112)

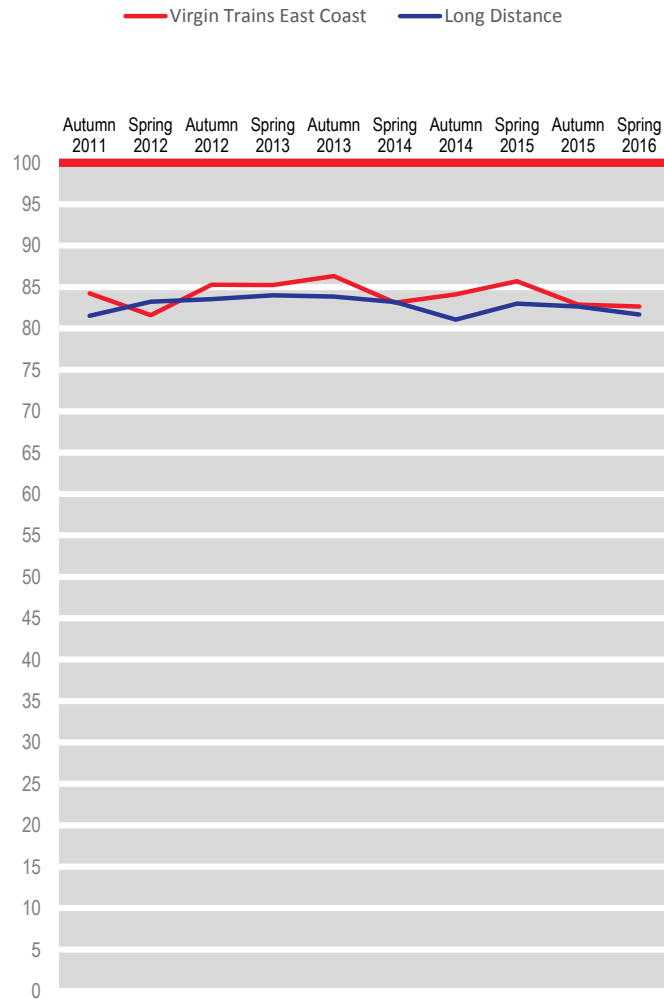
Percentage of passengers satisfied 2011 to 2016



Cleanliness of the train

(1142)

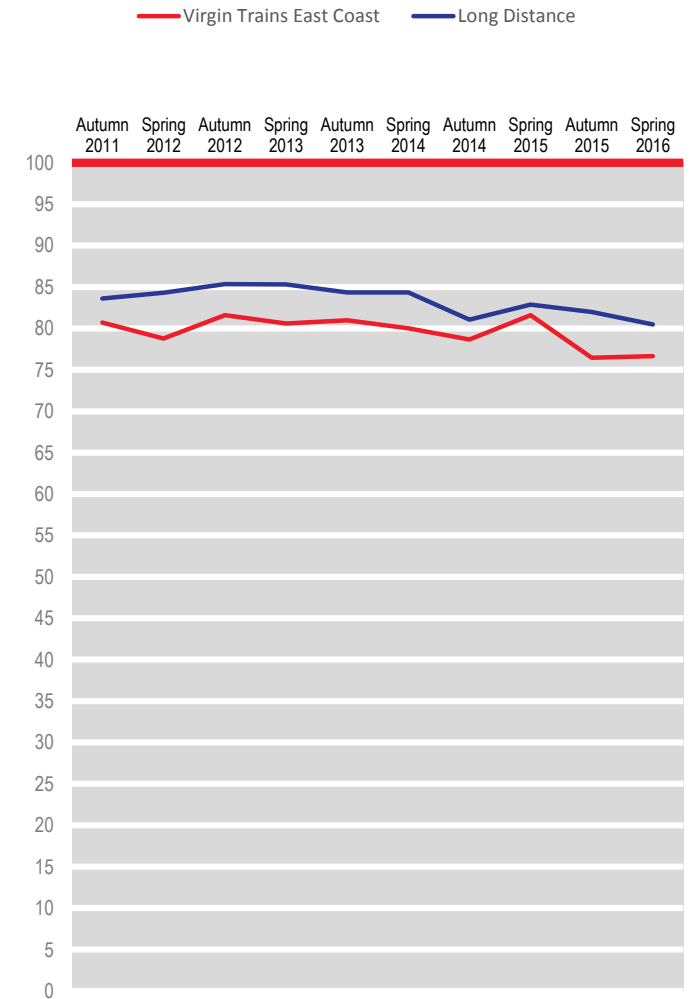
Percentage of passengers satisfied 2011 to 2016



Upkeep and repair of the train

(1114)

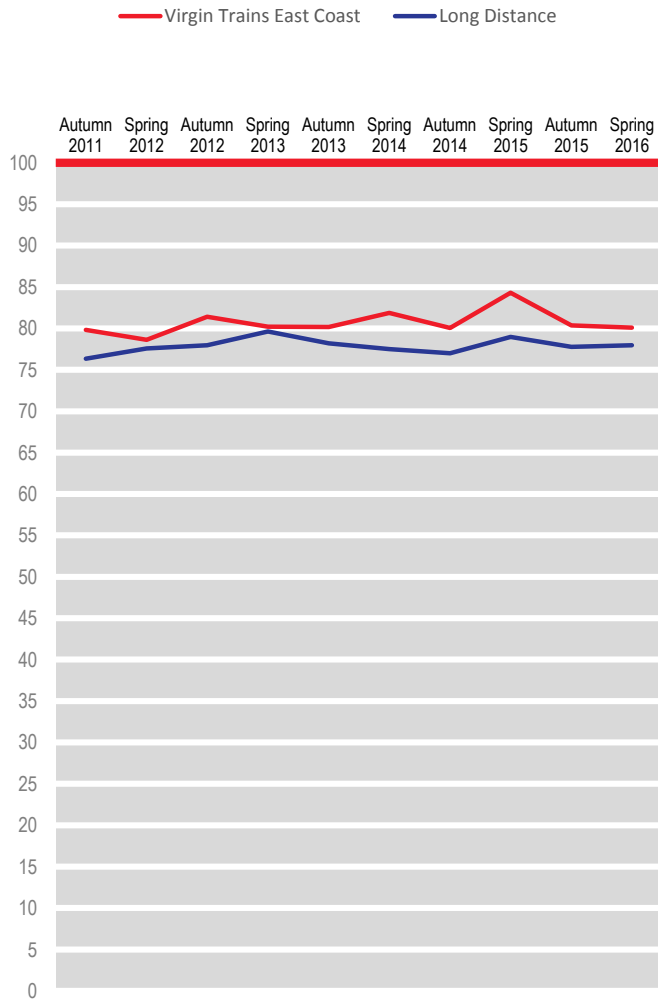
Percentage of passengers satisfied 2011 to 2016



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

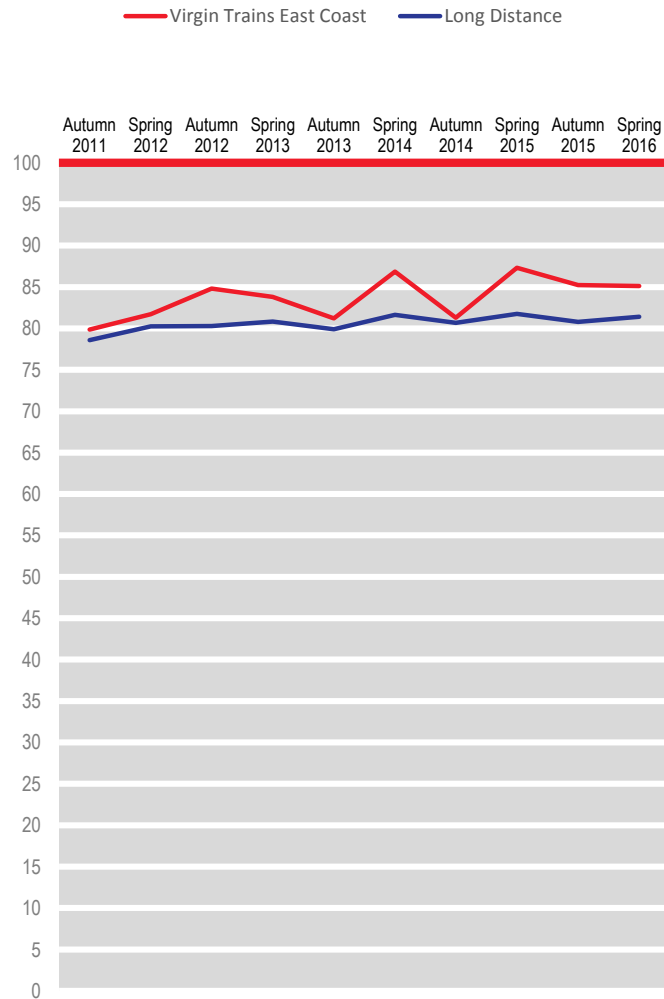
The provision of information during the journey (1063)

Percentage of passengers satisfied 2011 to 2016



The helpfulness and attitude of staff on the train (921)

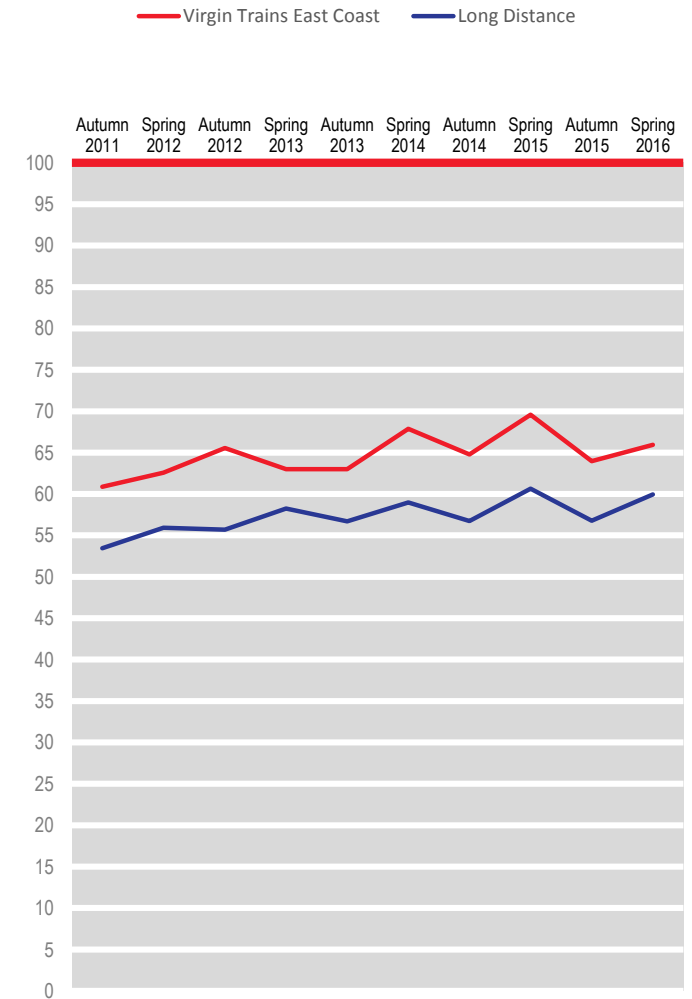
Percentage of passengers satisfied 2011 to 2016



The space for luggage

(996)

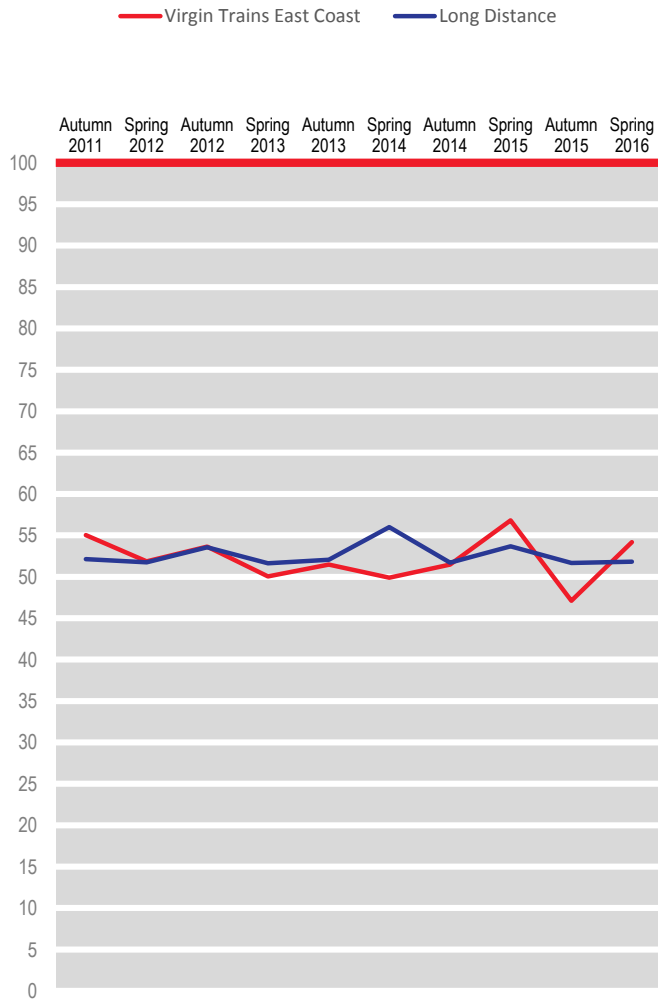
Percentage of passengers satisfied 2011 to 2016



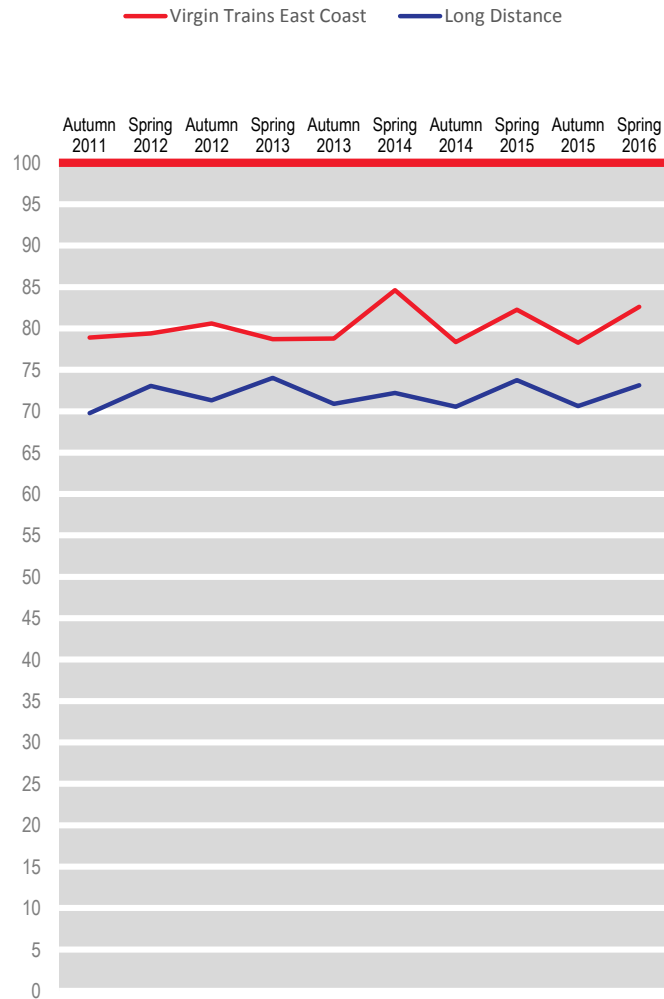
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(743)**

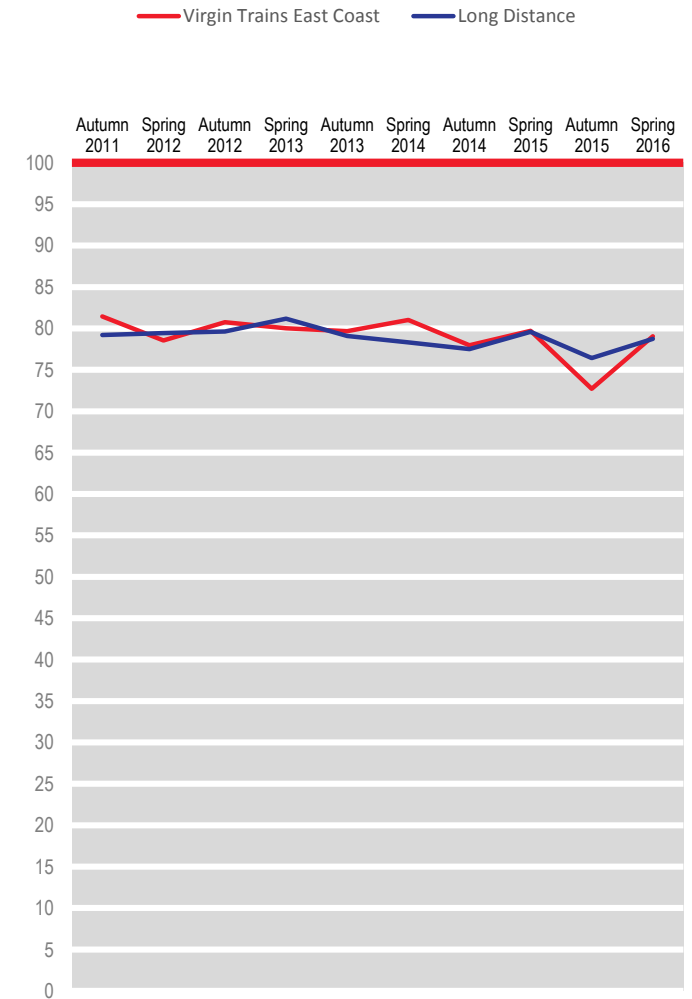
Percentage of passengers satisfied 2011 to 2016

**Sufficient room for all the passengers to sit/stand****(1104)**

Percentage of passengers satisfied 2011 to 2016

**The comfort of the seating area****(1112)**

Percentage of passengers satisfied 2011 to 2016

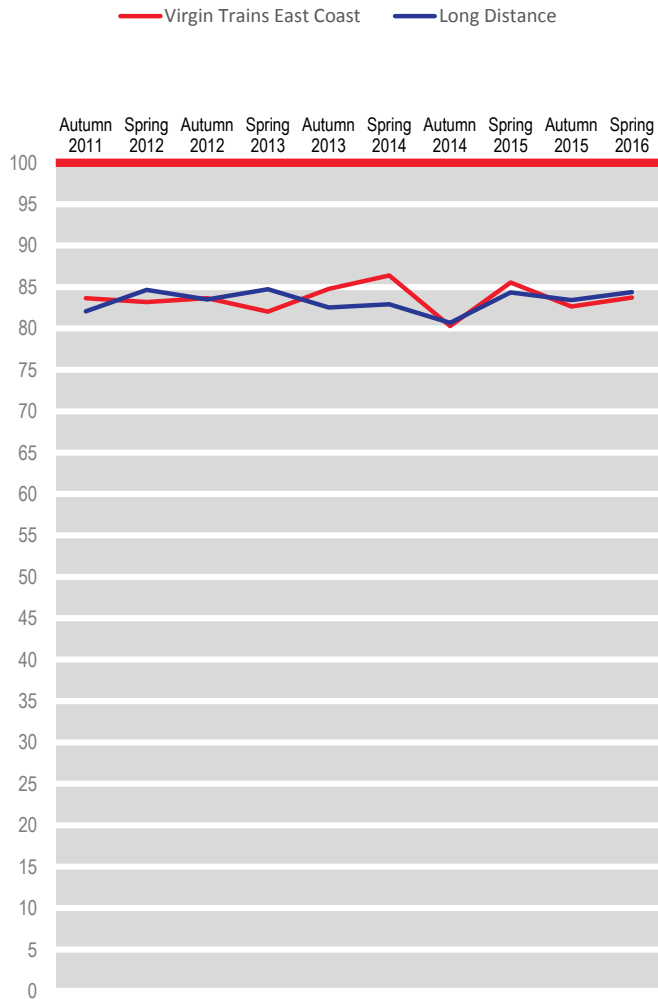


N.B. Benchmarks and targets are only shown for applicable factors

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

(1124)

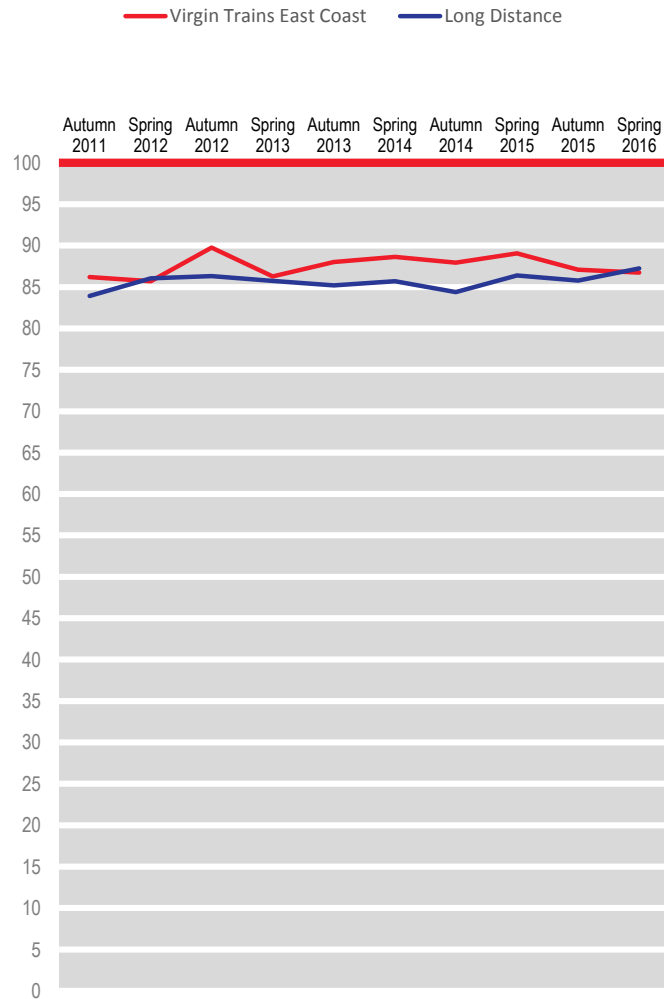
Percentage of passengers satisfied 2011 to 2016



Your personal security whilst on board

(1065)

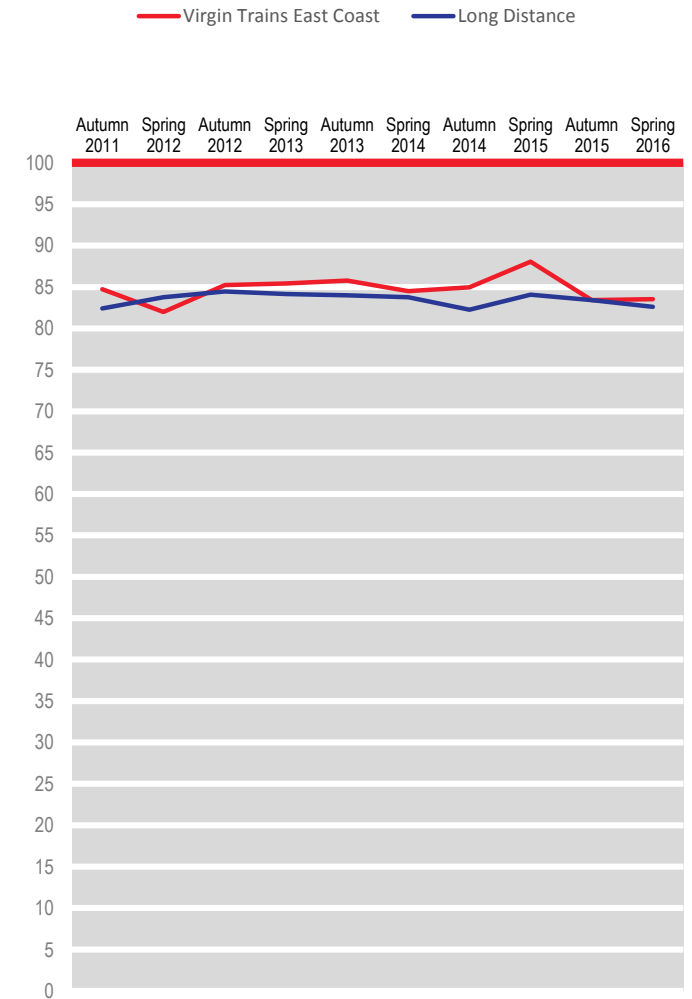
Percentage of passengers satisfied 2011 to 2016



The cleanliness of the inside of the train

(1142)

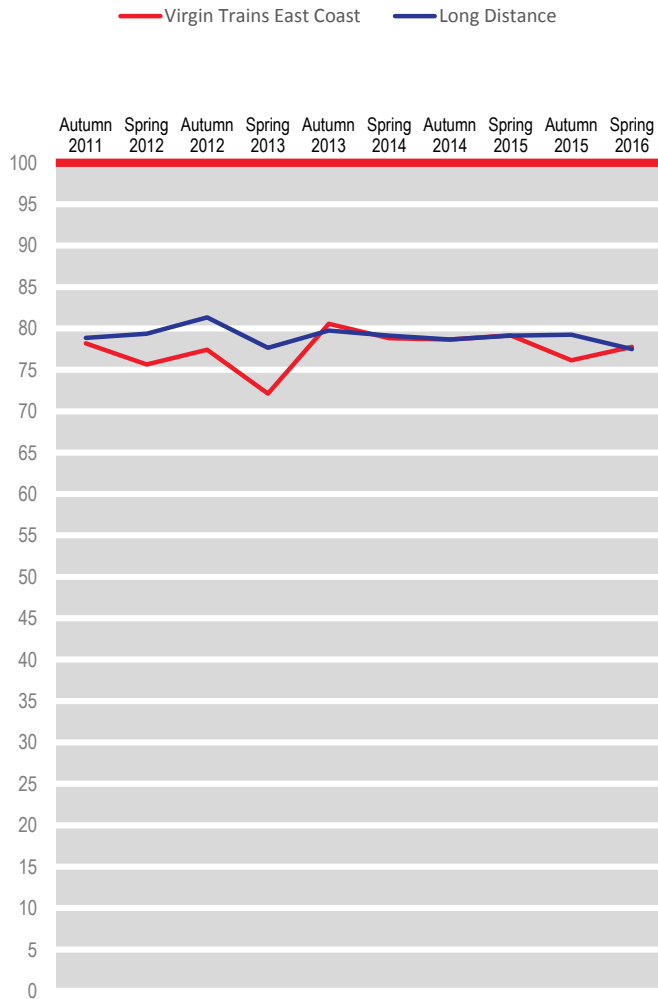
Percentage of passengers satisfied 2011 to 2016



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

The cleanliness of the outside of the train (881)

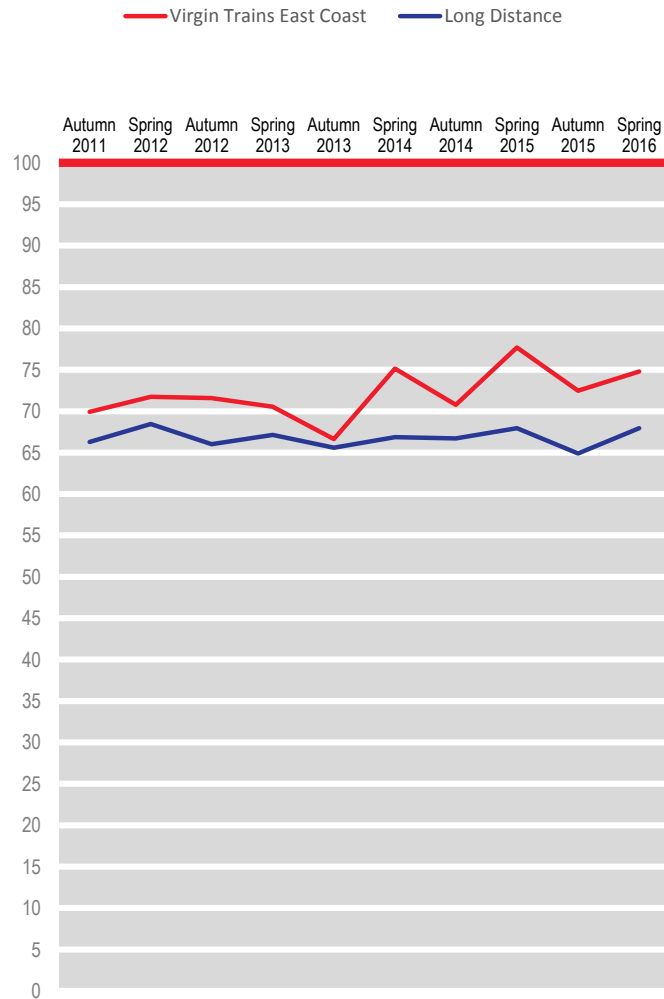
Percentage of passengers satisfied 2011 to 2016



The availability of staff on the train

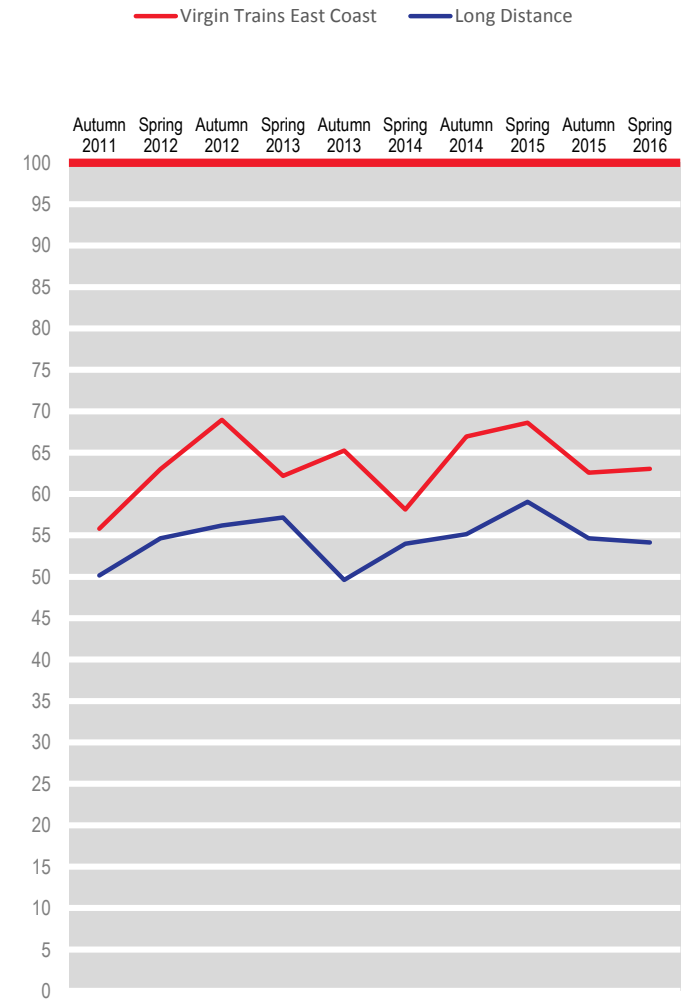
(993)

Percentage of passengers satisfied 2011 to 2016



How well train company dealt with delays (310)

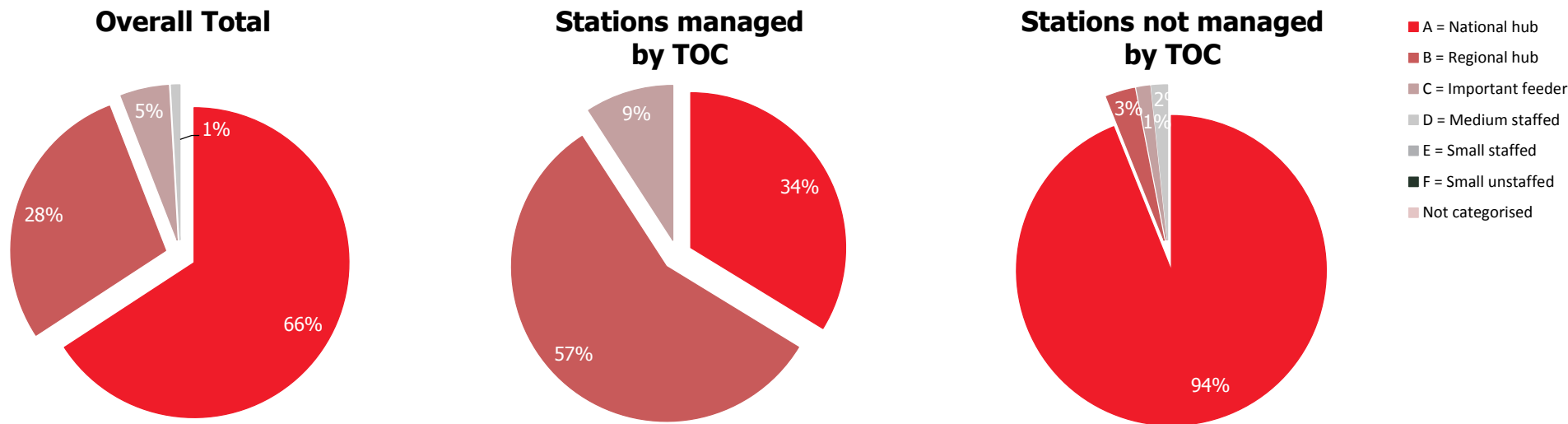
Percentage of passengers satisfied 2011 to 2016



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

Managed versus non-managed stations for Virgin Trains East Coast

(% 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	89		92
Ticket buying facilities	90		90
Provision of information about train times/platforms	89		91
The upkeep/repair of the station buildings/platforms	86	-	92
Cleanliness	89	-	93
The facilities and services	83		80
The attitudes and helpfulness of the staff	88	+	79
Connections with other forms of public transport	76	-	89
Facilities for car parking	67	+	39
Overall environment	87		86
Your personal security whilst using the station	84		81
The availability of staff	84	+	70
The provision of shelter facilities	81		80
Availability of seating	73	+	43
How request to station staff was handled	91		87
The choice of shops/eating/drinking facilities available	62	-	77

Virgin Trains East Coast

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	87	-	94	93		92
STATION FACILITIES						
Overall satisfaction with the station	90		90	92		91
Ticket buying facilities	89		84	93		84
Provision of information about train times/platforms	90	-	93	93		90
The upkeep/repair of the station buildings/platforms	89		90	90		88
Cleanliness	91		91	93		90
The facilities and services	82		79	79		81
The attitudes and helpfulness of the staff	83		85	86		84
Connections with other forms of public transport	85		82	85		83
Facilities for car parking	53		62	69	+	46
Overall environment	87		87	83		85
Your personal security whilst using the station	83		83	79		85
The availability of staff	77		76	77		74
The provision of shelter facilities	81		76	81		83
Availability of seating	58		55	58		48
How request to station staff was handled	89		92	92		87
The choice of shops/eating/drinking facilities available	71		66	69		74
TRAIN FACILITIES						
Overall satisfaction with the train	85	-	93	89		93
The frequency of the trains on that route	92		93	93		95
Punctuality/reliability (i.e. the train arriving/departing on time)	86	-	92	92		94
The length of time the journey was scheduled to take (speed)	91		93	85		91
Connections with other train services	83		85	87		88
The value for money of the price of your ticket	57		61	73		70
Cleanliness of the train	82		85	84		86
Upkeep and repair of the train	75	-	80	84		86
The provision of information during the journey	80	-	85	82		83
The helpfulness and attitude of staff on train	85	-	89	87		83
The space for luggage	64	-	70	72		69
The toilet facilities	52		56	63		60
Sufficient room for all passengers to sit/stand	82		82	86		84
The comfort of the seating area	77		78	86		84
The ease of being able to get on and off	83		85	87		86
Your personal security on board	88		89	84		88
The cleanliness of the inside	83	-	89	86		86
The cleanliness of the outside	77		78	82		81
The availability of staff	75	-	80	74		69
How well train company deals with delays	62		69	70		68

Long Distance

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	87		88	91		89
STATION FACILITIES						
Overall satisfaction with the station	86	+	84	89		86
Ticket buying facilities	85		85	90	+	83
Provision of information about train times/platforms	88		88	87		88
The upkeep/repair of the station buildings/platforms	79		77	85		81
Cleanliness	83		82	88		84
The facilities and services	71		71	73		71
The attitudes and helpfulness of the staff	84	+	81	87		83
Connections with other forms of public transport	78		78	79		83
Facilities for car parking	55		59	66		60
Overall environment	79	+	75	82		81
Your personal security whilst using the station	79		78	81		81
The availability of staff	74	+	71	74		72
The provision of shelter facilities	75		73	81	+	74
Availability of seating	57		56	61	+	53
How request to station staff was handled	92		92	90		91
The choice of shops/eating/drinking facilities available	61		60	67		64
TRAIN FACILITIES						
Overall satisfaction with the train	84	-	86	86		85
The frequency of the trains on that route	84		85	89		88
Punctuality/reliability (i.e. the train arriving/departing on time)	82		84	91		88
The length of time the journey was scheduled to take (speed)	88		88	88		88
Connections with other train services	80		81	81		82
The value for money of the price of your ticket	54		57	66		66
Cleanliness of the train	81		83	84		84
Upkeep and repair of the train	80	-	83	83		84
The provision of information during the journey	78		79	79		80
The helpfulness and attitude of staff on train	81		82	82		81
The space for luggage	59		60	64		64
The toilet facilities	50	-	54	58		53
Sufficient room for all passengers to sit/stand	72		73	79		77
The comfort of the seating area	78		79	83		82
The ease of being able to get on and off	84		85	87		83
Your personal security on board	87		87	86		86
The cleanliness of the inside	82	-	84	84		84
The cleanliness of the outside	77		79	80		81
The availability of staff	68		69	68		63
How well train company deals with delays	54		58	56		64

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
DELAY					
None	73	75			
Minor	21	20			
Major	4	3			
LENGTH OF DELAY					
5 minutes or less	35	36			
6-10 minutes	21	25			
11-20 minutes	17	18			
21-30 minutes	12	7			
31-60 minutes	9	7			
More than 1 hour	4	4			
Don't know/no answer	2	4			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	30	26	Very well	32	28
Fairly well	41	34	Fairly well	35	32
Neither well nor poorly	10	18	Neither well nor poorly	17	20
Fairly poorly	13	12	Fairly poorly	9	10
Very poorly	6	11	Very poorly	7	10
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	34	29	Very well	27	21
Fairly well	36	34	Fairly well	31	29
Neither well nor poorly	11	17	Neither well nor poorly	22	29
Fairly poorly	13	12	Fairly poorly	10	10
Very poorly	6	9	Very poorly	11	11
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	33	27	Very well	8	19
Fairly well	33	30	Fairly well	29	25
Neither well nor poorly	19	24	Neither well nor poorly	25	24
Fairly poorly	8	9	Fairly poorly	15	13
Very poorly	7	10	Very poorly	23	19

6 6.2 Passenger experience relating to disability

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	2			
Mobility	3	3			
Dexterity	1	0			
Learning or understanding or concentrating	0	0			
Memory	1	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	2	2			
None	88	87			
No answer	3	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL			NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a lot	8	9	Yes	7	3
Yes, a little	47	43	No	93	97
Not at all	41	43			
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Very satisfied	47	41	Very satisfied	100	74
Fairly satisfied	30	34	Fairly satisfied	-	18
Neither satisfied nor dissatisfied	14	17	Neither satisfied nor dissatisfied	-	7
Fairly dissatisfied	9	6	Fairly dissatisfied	-	-
Very dissatisfied	-	2	Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS			SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Very satisfied	41	36	Very satisfied	91	61
Fairly satisfied	28	34	Fairly satisfied	-	17
Neither satisfied nor dissatisfied	22	20	Neither satisfied nor dissatisfied	-	5
Fairly dissatisfied	7	8	Fairly dissatisfied	9	2
Very dissatisfied	3	2	Very dissatisfied	-	15

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	40	40	White	95	92
Female	58	58	Mixed	1	1
			Asian or Asian British	1	2
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	10	17
19-25	5	10	Business	33	25
26-34	10	11	Leisure	57	58
35-44	13	14			
45-54	24	21	REGULAR TRAVELLER		
55-59	14	12	Yes	31	37
60-64	13	11	No	69	63
65+	20	19			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	54	52	Weekday	76	80
Working Part Time	15	14	Weekend	24	20
Not Working	3	4			
Retired	23	22	TIME OF TRAVEL		
Full Time Student	5	7	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	46	40	Yes asked for help	10	11
Middle Managerial	13	13	Yes asked for information	9	12
Junior Managerial/Clerical/Supervisory	6	8	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/			No	81	76
Served an Apprenticeship)	5	6			
Unskilled Manual (No Qualifications/Not Served			DO YOU REGULARLY USE THE INTERNET		
an Apprenticeship)	1	1	Yes, at home	94	91
Full time student	2	3	Yes, at work	59	59
Retired	20	20	No	4	6
Unemployed/between jobs	0	1			
Housewife/house-husband	0	0			
Other	4	5			

	Virgin Trains East Coast	Long Distance		Virgin Trains East Coast	Long Distance
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	74	76	Better telephone enquiry/booking service	4	4
With other adults 16+	23	21	Better internet enquiry/booking service	18	16
With children aged 0-4	1	1	Better information facilities at stations	8	10
With children aged 5-10	2	1	Better route maps of the rail network	11	13
With children aged 11-15	1	2	Make timetables easier to read	11	12
			Better ticket buying facilities at station ticket offices	7	9
			Better ticket buying facilities at station ticket machines	6	9
			Better promotion when advanced tickets available	40	34
TRAVELLING WITH ...			Other	13	13
Heavy/bulky luggage/other large items	37	29	None of these	27	30
Pushchair	0	0			
Folding bicycle	0	0			
Non-folding bicycle	-	0			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	62	67			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	11	16			
Anytime day single/return	5	12			
Off-peak/super off-peak single/return	14	21			
Off-peak/super off-peak day single/return	6	10			
Advance	52	27			
Day travelcard	1	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	1	4			
Annual season ticket	1	2			
Special promotion ticket	1	0			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	1	0			
Other	3	2			
Don't know/no answer	2	2			

Station sample sizes for Virgin Trains East Coast

Station	Unweighted
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London Kings Cross	443
Newark North Gate	135
Peterborough	98
Edinburgh	78
Leeds	72
Grantham	64
Newcastle	62
Doncaster	41
York	39
Darlington	30
Wakefield Westgate	27
Durham	27
Berwick-Upon-Tweed	17
Aberdeen	11
Leuchars	10
Retford	6
Kirkcaldy	3
Stirling	3
Haymarket	1
Stonehaven	1
Inverkeithing	1
Stevenage	1

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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