



**Contacts:**

David Greeno  
Transport Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrcc-continental.com](mailto:rebecca.joyner@bdrcc-continental.com)

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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](http://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.

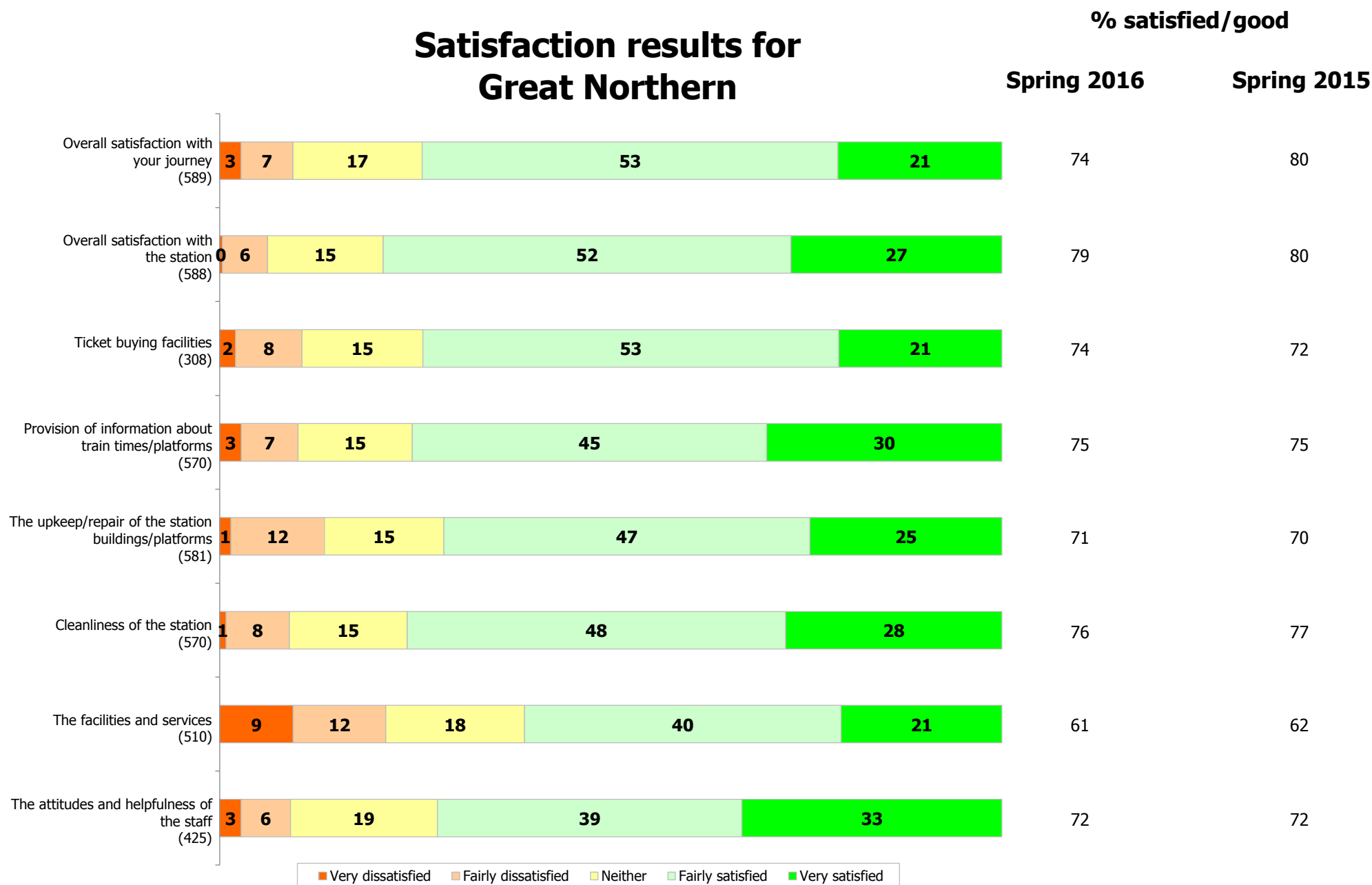
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

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.

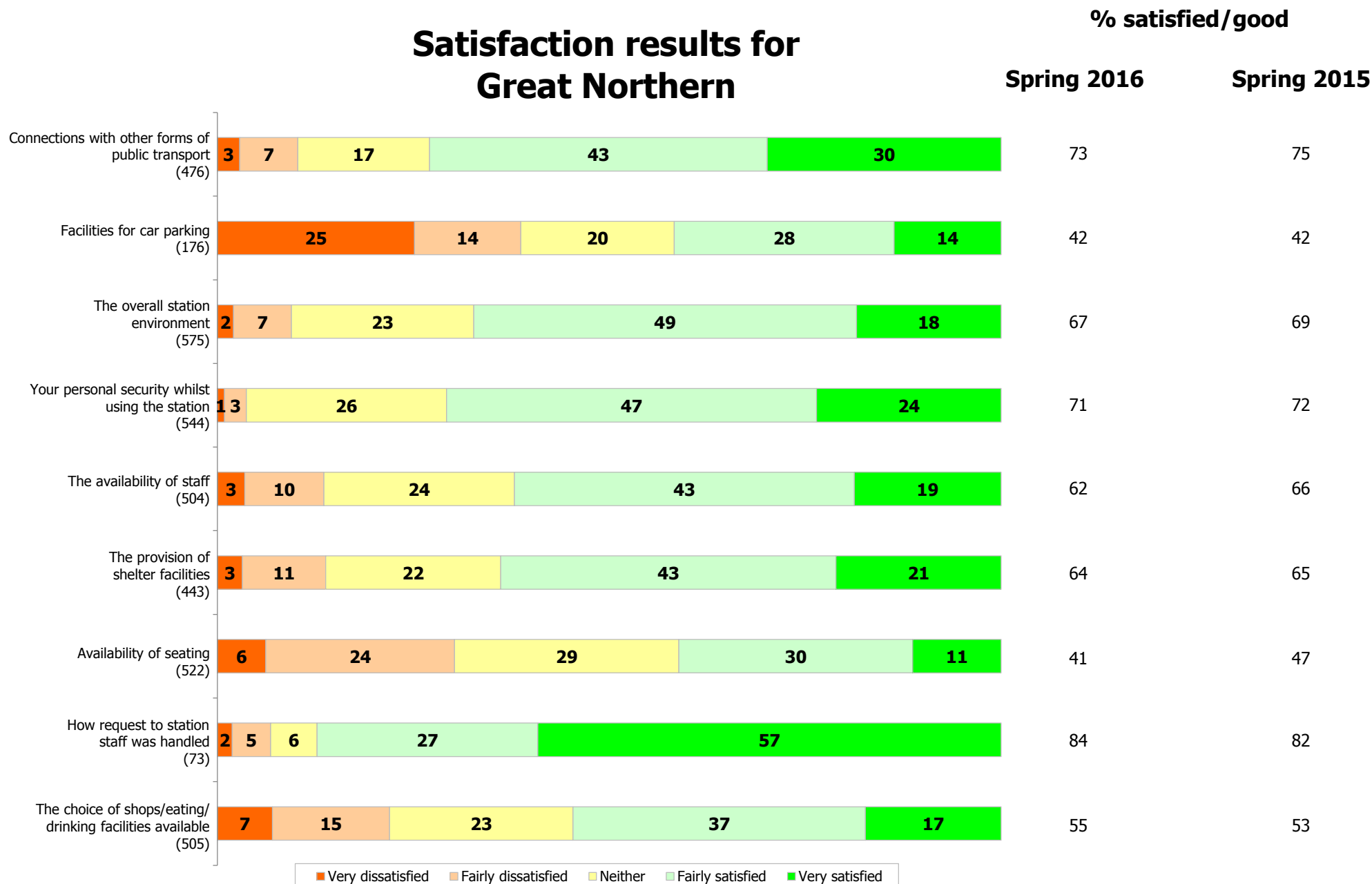
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

## 2 2.1 Overall satisfaction with your journey and station factors

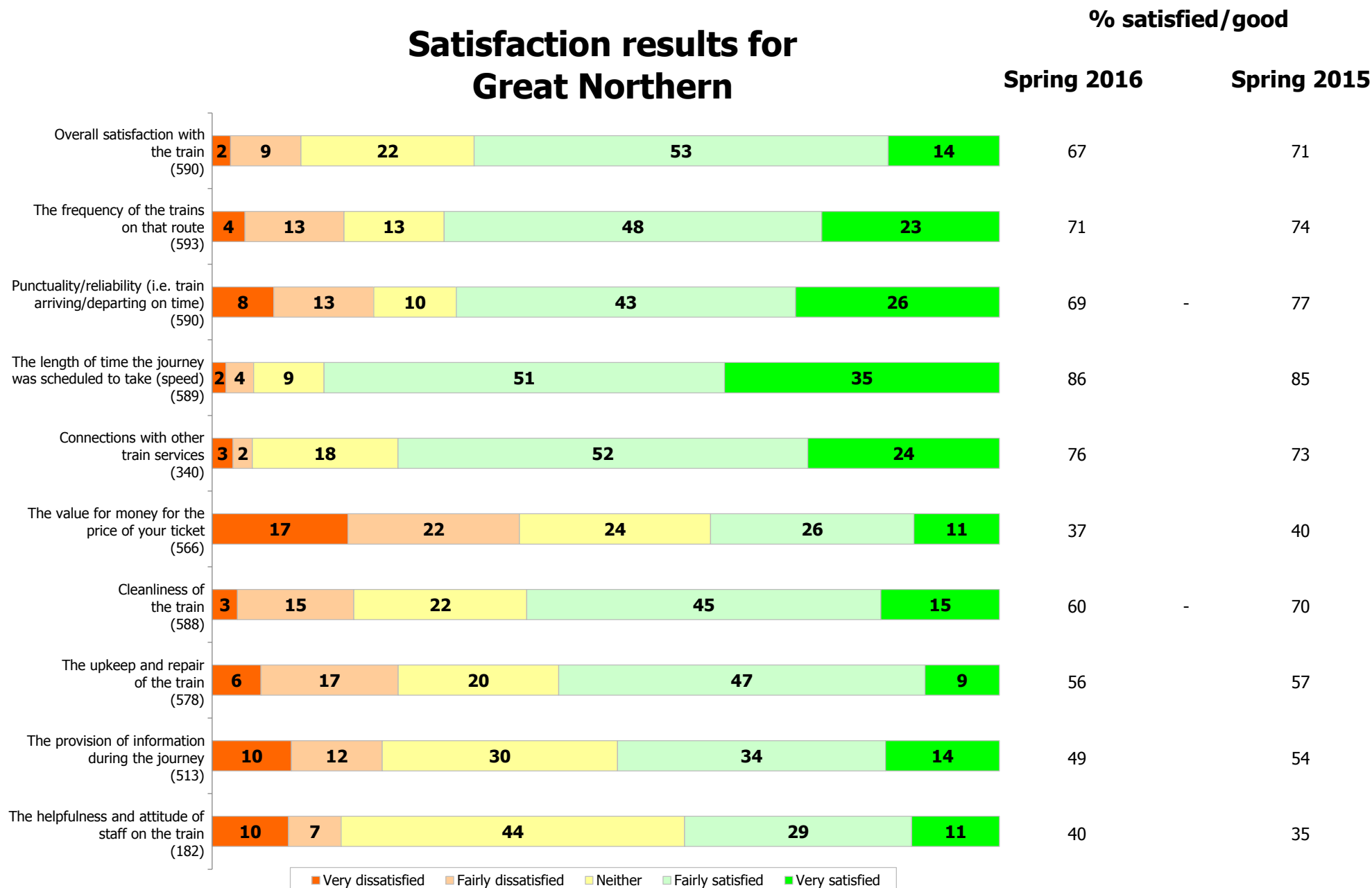
At 95% confidence level:  
+ significant increase  
- significant decrease



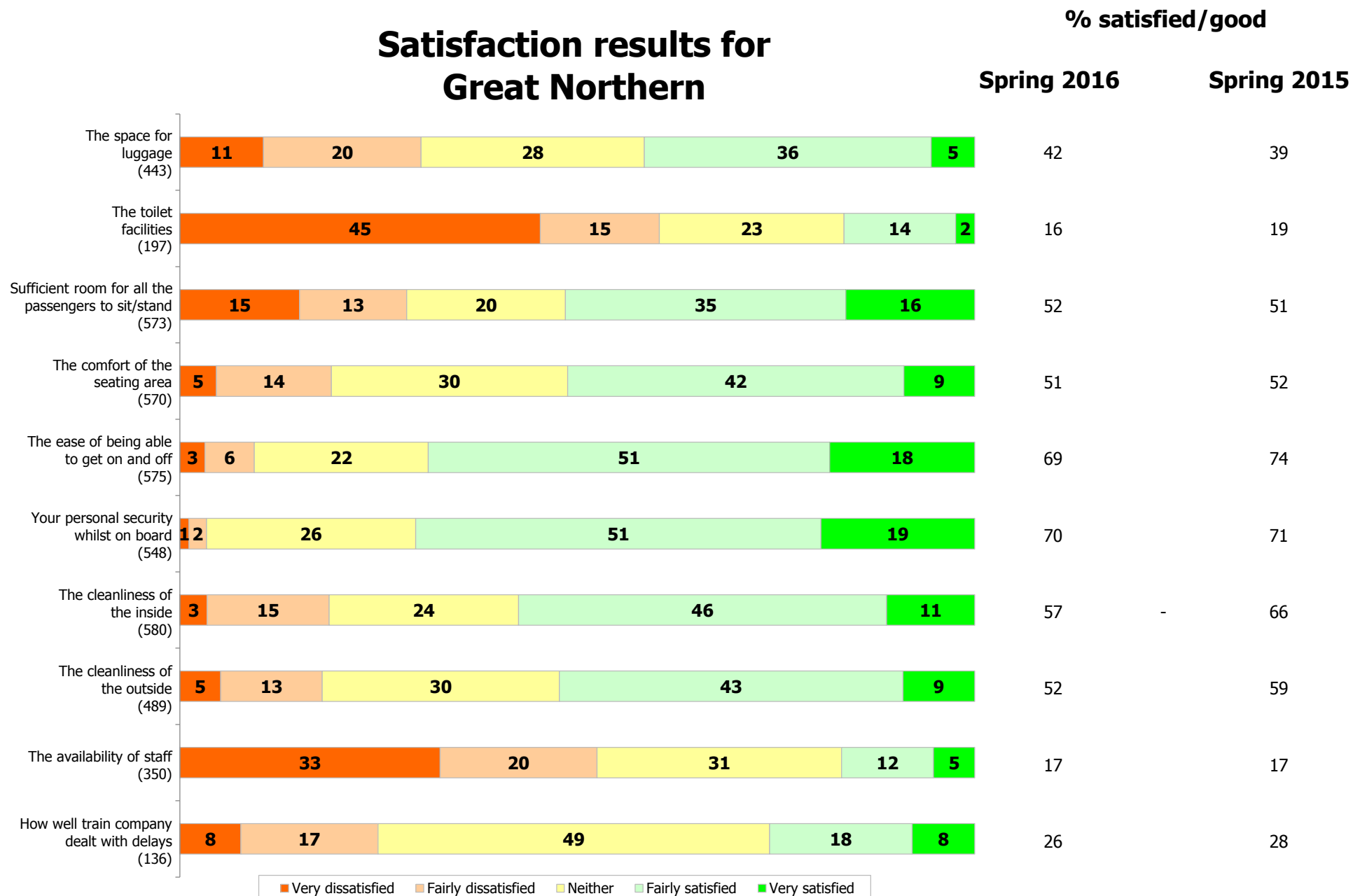




## Satisfaction results for Great Northern

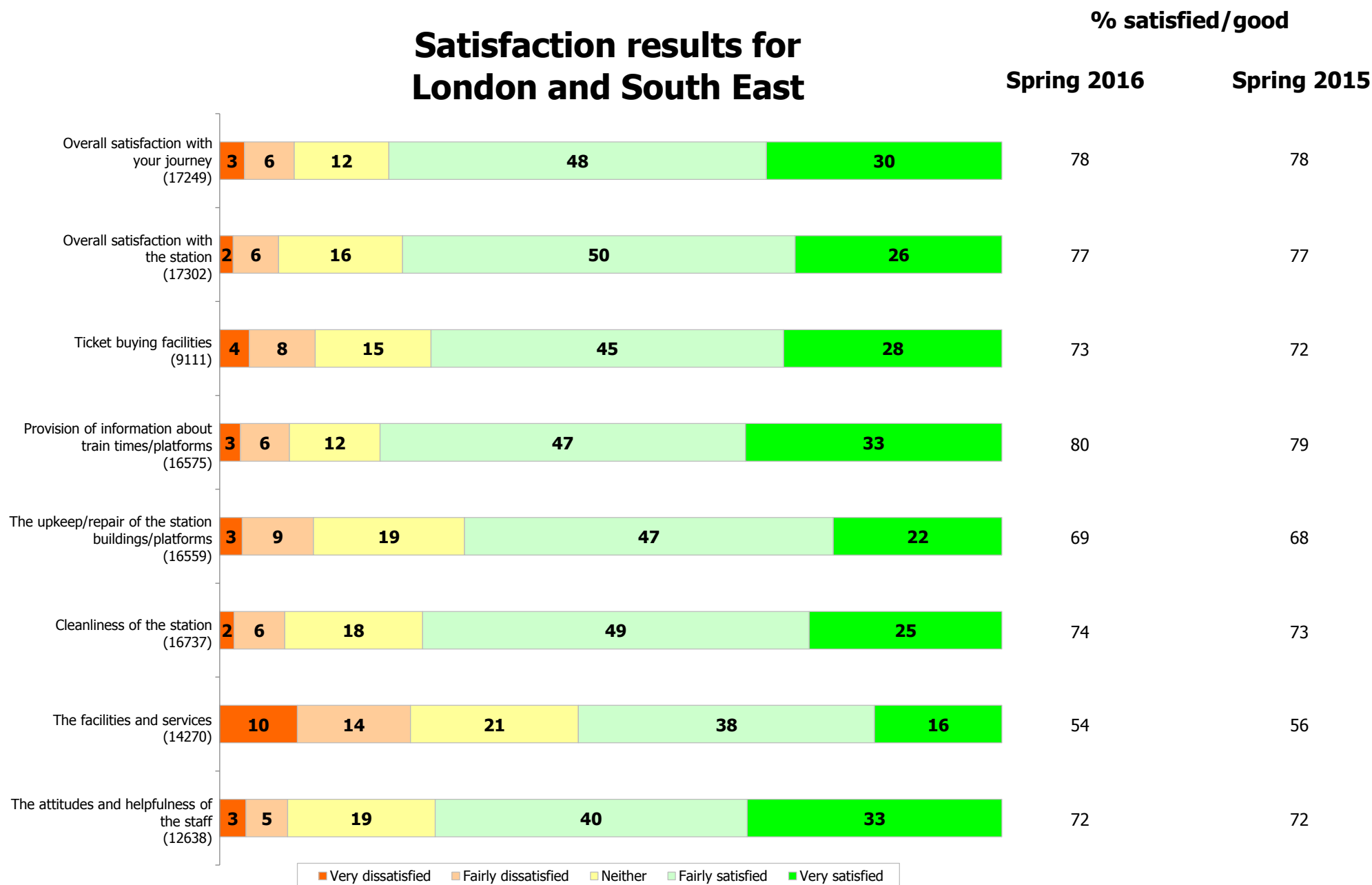






## 2 2.3 Overall satisfaction with your journey and station factors

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

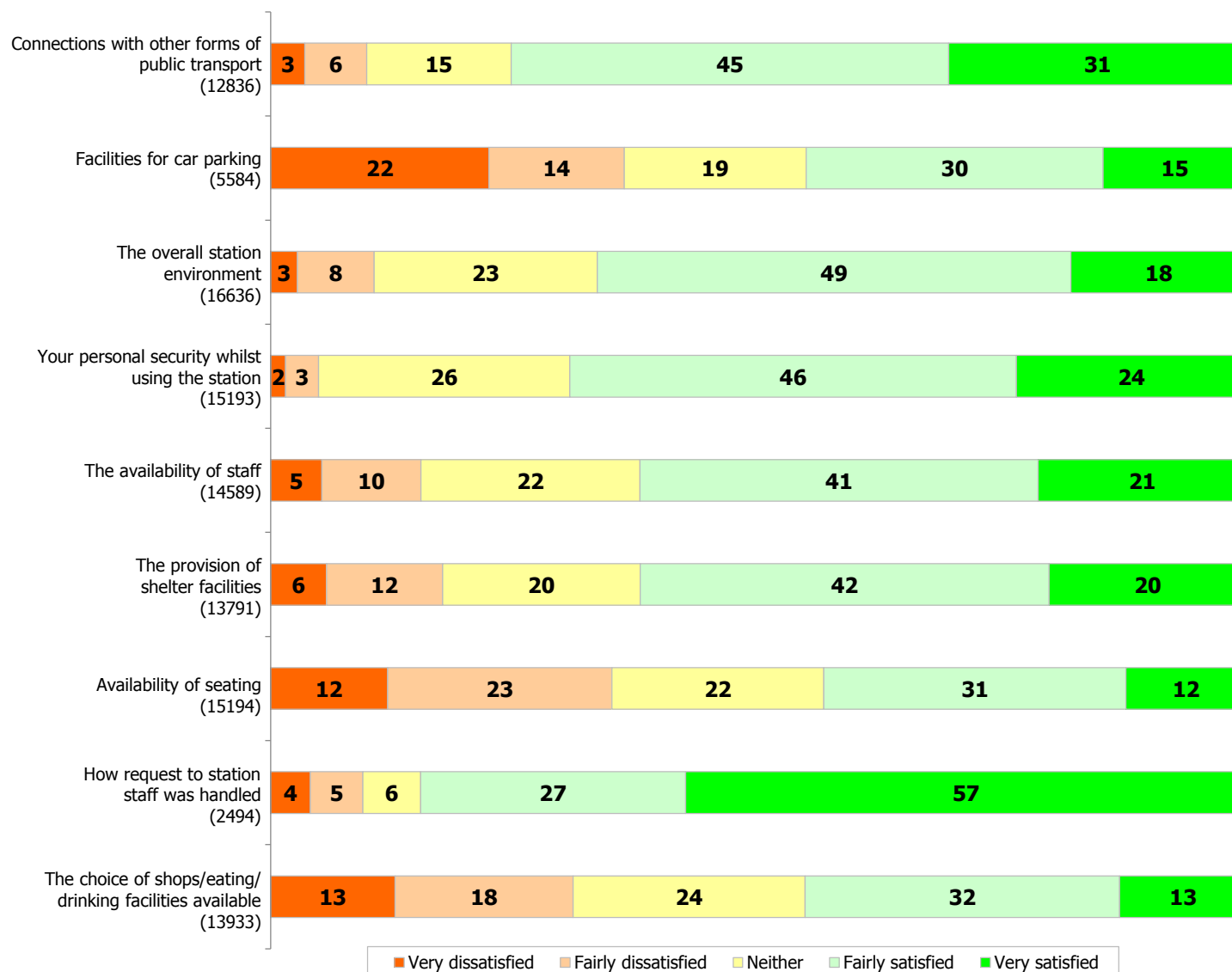


## Satisfaction results for London and South East

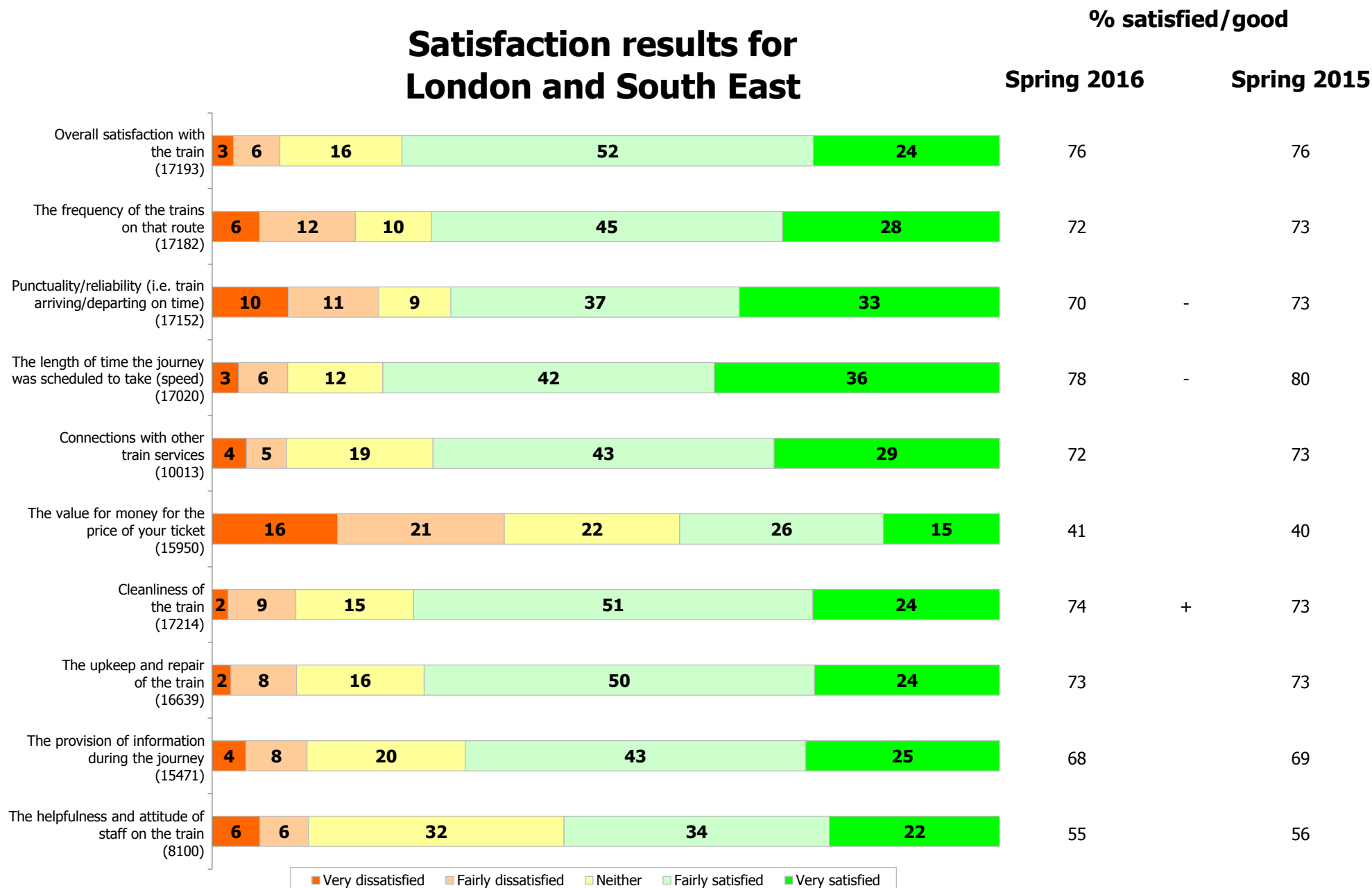
% satisfied/good

Spring 2016

Spring 2015



## Satisfaction results for London and South East

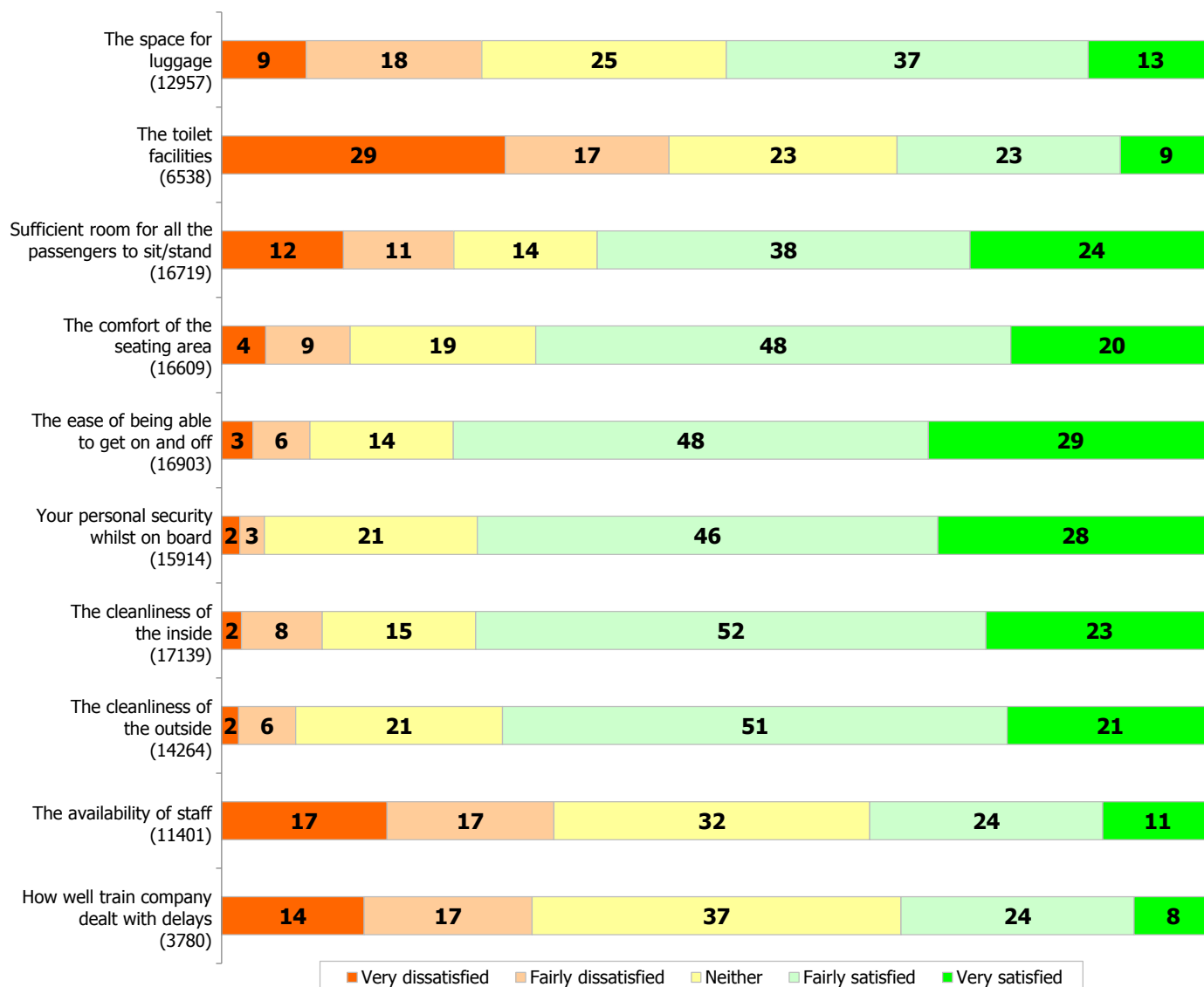


## Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015



## Great Northern versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	74	78	95%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	79	77	103%
Ticket buying facilities	74	73	101%
Provision of information about train times/platforms	75	80	95%
The upkeep/repair of the station buildings/platforms	71	69	104%
Cleanliness	76	74	103%
The facilities and services	61	54	113%
The attitudes and helpfulness of the staff	72	72	100%
Connections with other forms of public transport	73	75	97%
Facilities for car parking	42	45	92%
Overall environment	67	67	101%
Your personal security whilst using the station	71	69	102%
The availability of staff	62	62	100%
The provision of shelter facilities	64	62	103%
Availability of seating	41	43	95%
How request to station staff was handled	84	83	100%
The choice of shops/eating/drinking facilities available	55	45	121%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	67	76	88%
The frequency of the trains on that route	71	72	98%
Punctuality/reliability (i.e. the train arriving/departing on time)	69	70	99%
The length of time the journey was scheduled to take (speed)	86	78	110%
Connections with other train services	76	72	106%
The value for money of the price of your ticket	37	41	90%
Cleanliness of the train	60	74	81%
Upkeep and repair of the train	56	73	77%
The provision of information during the journey	49	68	71%
The helpfulness and attitude of staff on train	40	55	72%
The space for luggage	42	49	85%
The toilet facilities	16	32	52%
Sufficient room for all passengers to sit/stand	52	62	83%
The comfort of the seating area	51	68	75%
The ease of being able to get on and off	69	77	90%
Your personal security on board	70	74	95%
The cleanliness of the inside	57	74	77%
The cleanliness of the outside	52	72	73%
The availability of staff	17	35	48%
How well train company deals with delays	26	31	82%

## Building block/route data for Great Northern

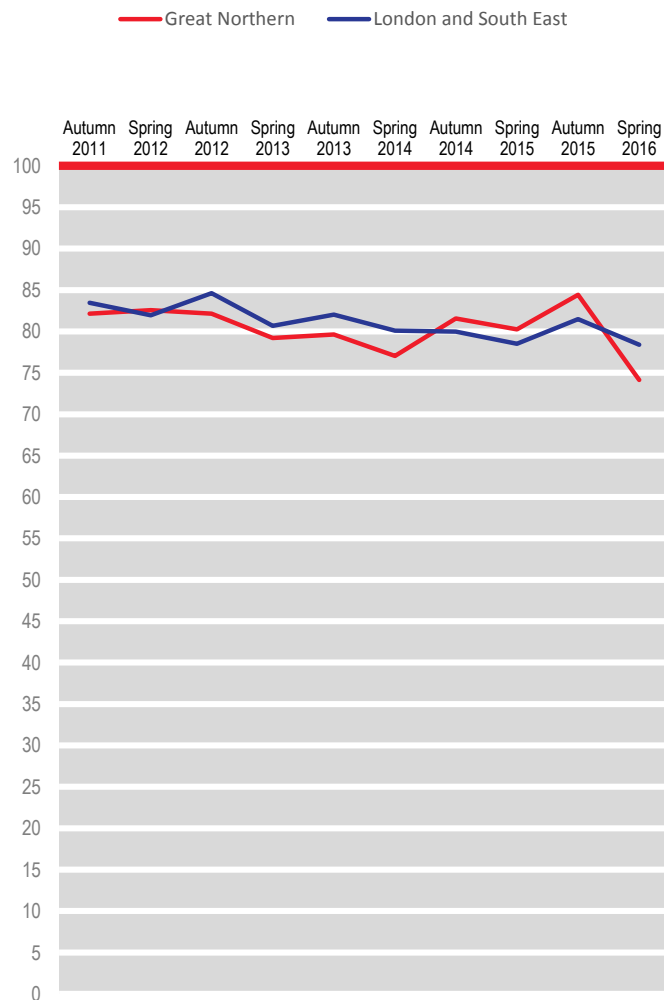
	Great Northern
Overall satisfaction with your journey	74
<b>STATION FACILITIES</b>	
Overall satisfaction with the station	79
Ticket buying facilities	74
Provision of information about train times/platforms	75
The upkeep/repair of the station buildings/platforms	71
Cleanliness	76
The facilities and services	61
The attitudes and helpfulness of the staff	72
Connections with other forms of public transport	73
Facilities for car parking	42
Overall environment	67
Your personal security whilst using the station	71
The availability of staff	62
The provision of shelter facilities	64
Availability of seating	41
How request to station staff was handled	84
The choice of shops/eating/drinking facilities available	55
<b>TRAIN FACILITIES</b>	
Overall satisfaction with the train	67
The frequency of the trains on that route	71
Punctuality/reliability (i.e. the train arriving/departing on time)	69
The length of time the journey was scheduled to take (speed)	86
Connections with other train services	76
The value for money of the price of your ticket	37
Cleanliness of the train	60
Upkeep and repair of the train	56
The provision of information during the journey	49
The helpfulness and attitude of staff on train	40
The space for luggage	42
The toilet facilities	16
Sufficient room for all passengers to sit/stand	52
The comfort of the seating area	51
The ease of being able to get on and off	69
Your personal security on board	70
The cleanliness of the inside	57
The cleanliness of the outside	52
The availability of staff	17
How well train company deals with delays	26



# Percentage satisfaction with aspects of station where boarded

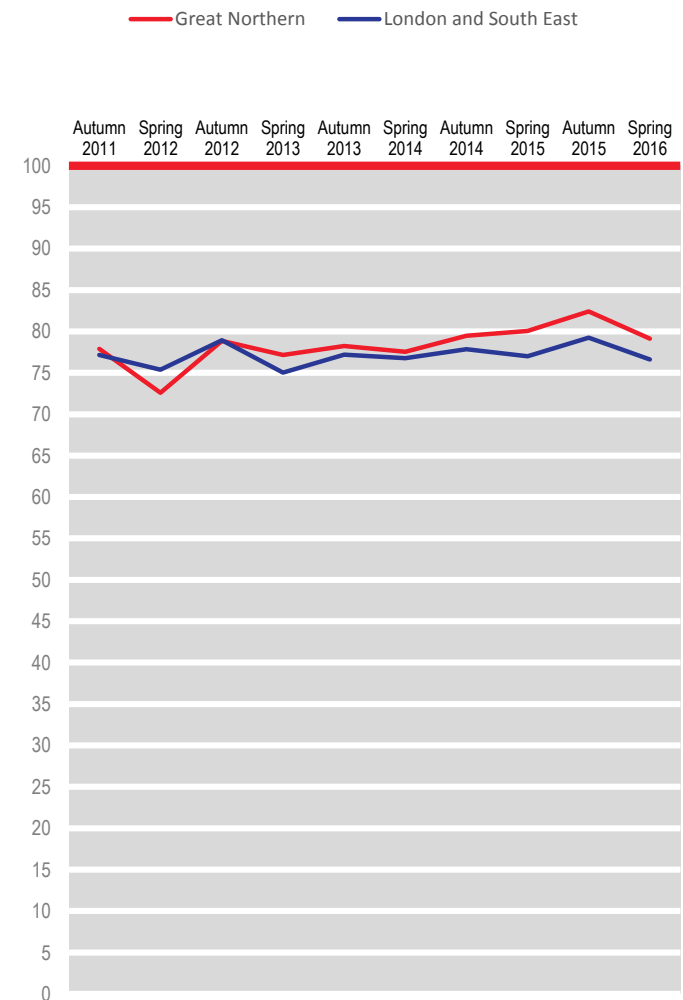
## Overall satisfaction with your journey

(589)  
Percentage of passengers satisfied 2011 to 2016



## Overall station satisfaction

(588)  
Percentage of passengers satisfied 2011 to 2016

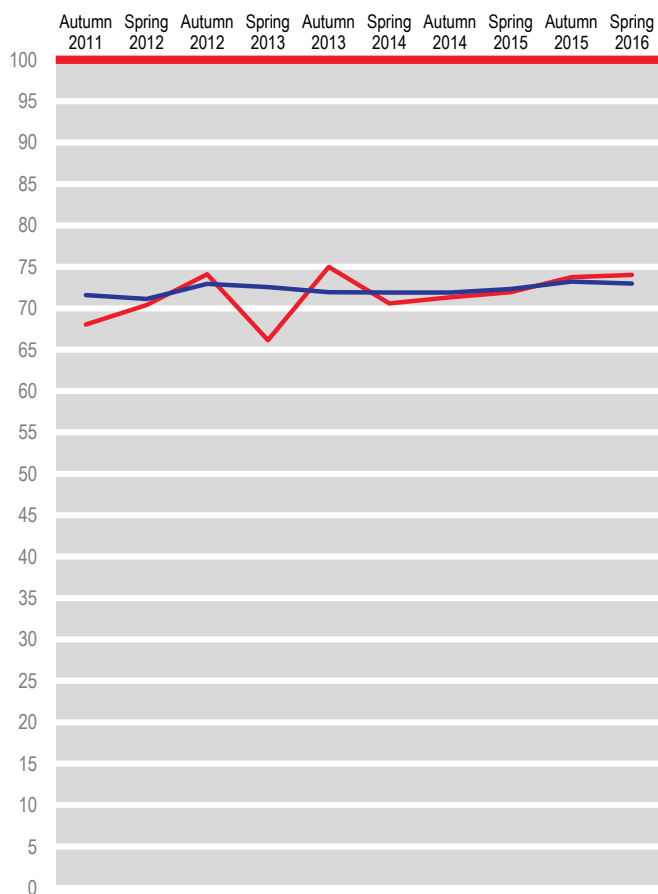


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities****(308)**

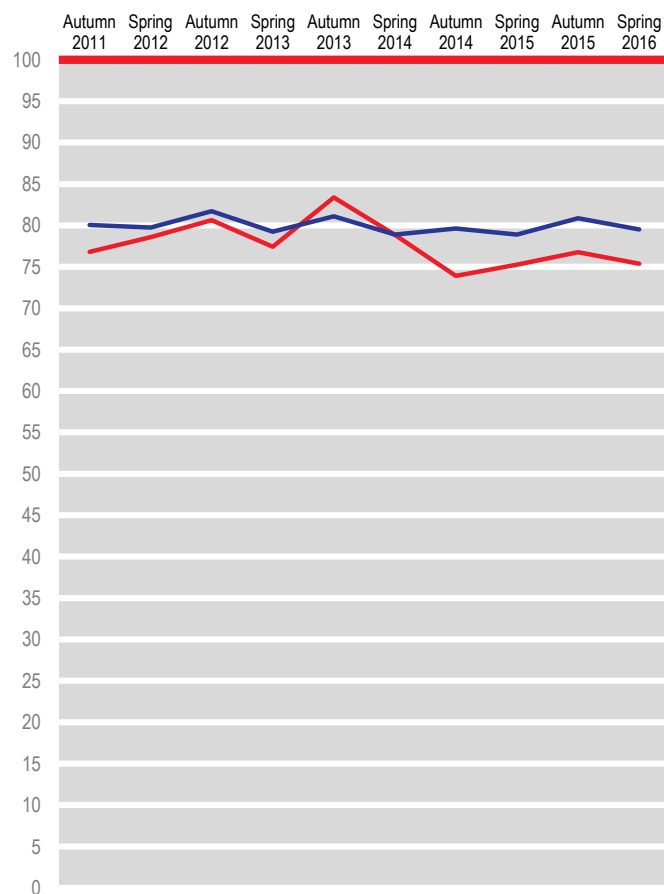
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**Provision of information about train times/platforms****(570)**

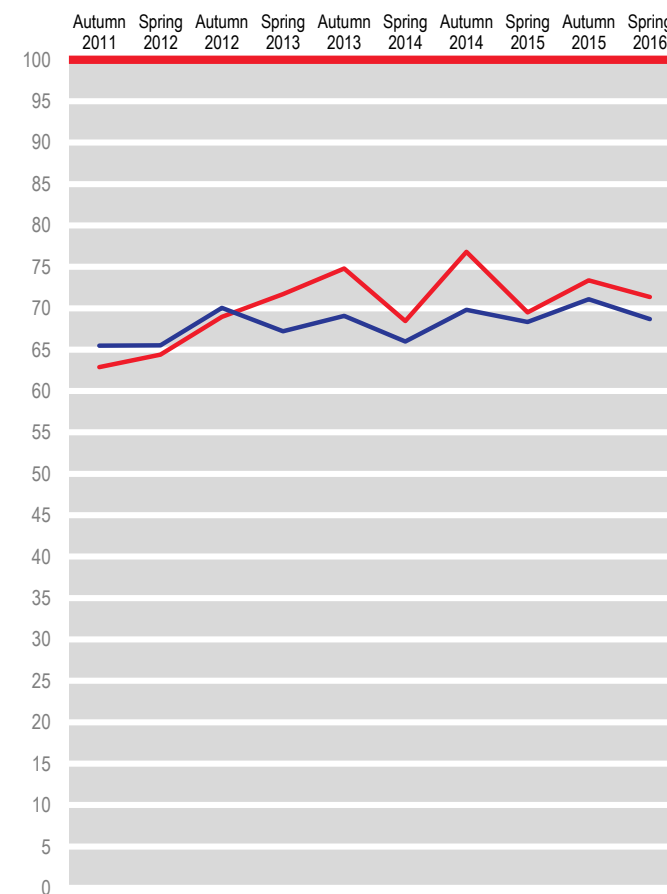
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**The upkeep/repair of the station building/platforms****(581)**

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East



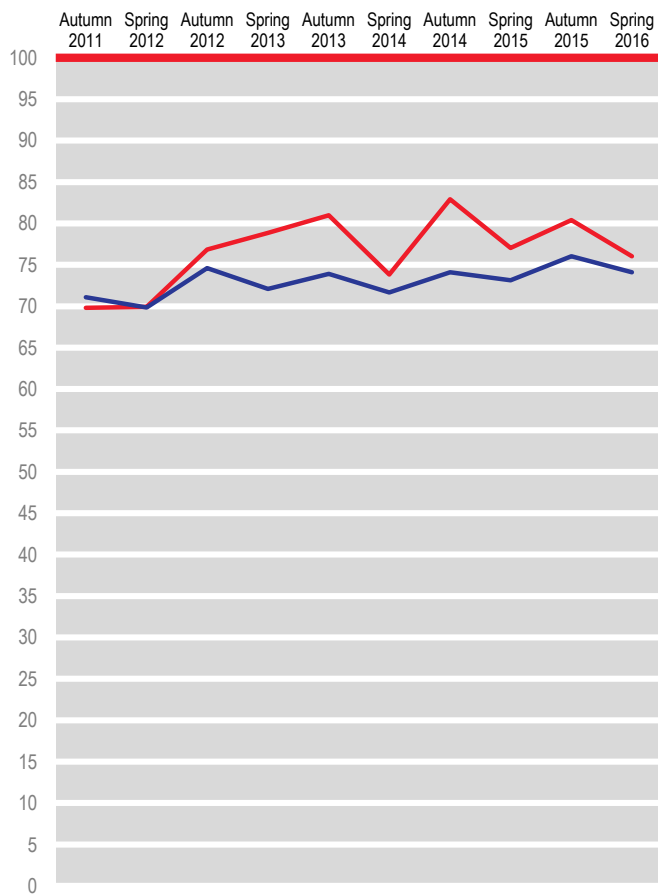
N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(570)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

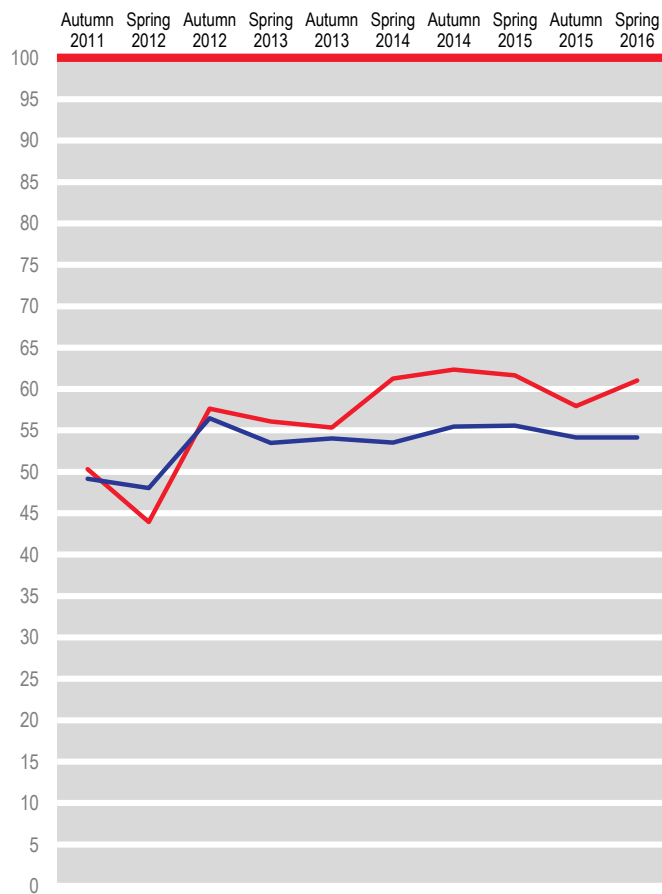


### The facilities and services at the station

(510)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

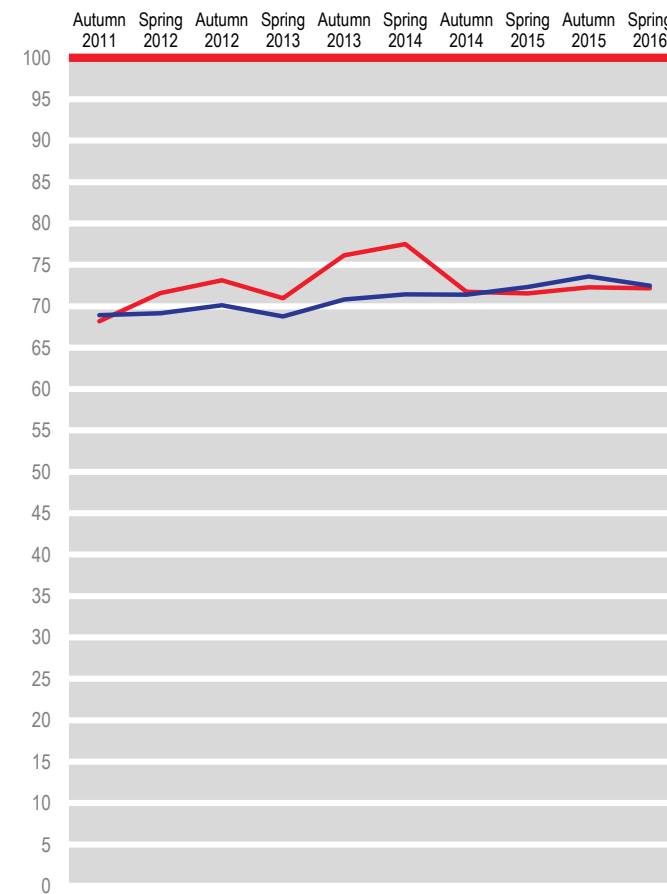


### The attitudes and helpfulness of the staff at the station

(425)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East



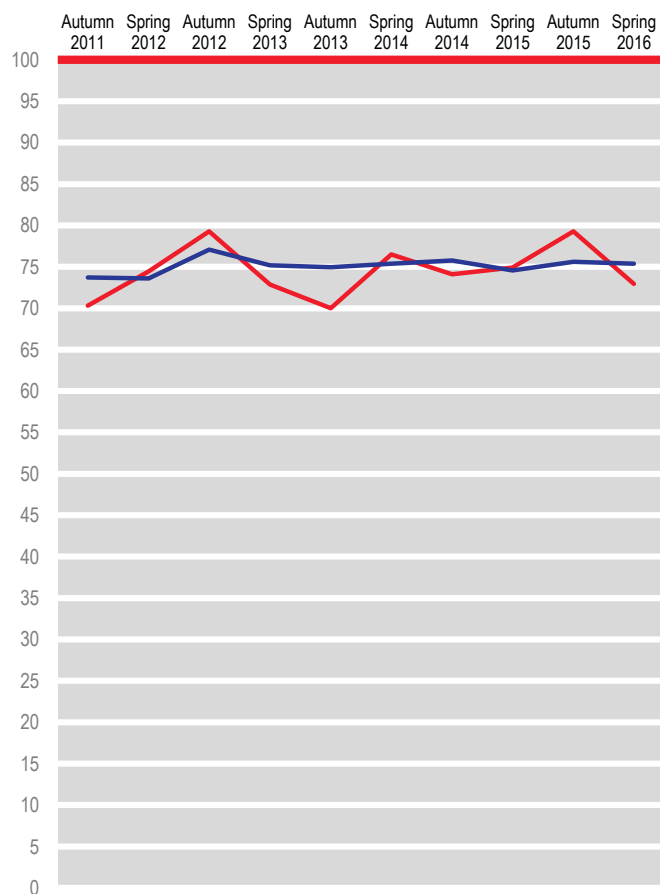
N.B. Benchmarks and targets are only shown for applicable factors

### Connections with other forms of public transport from the station

(476)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

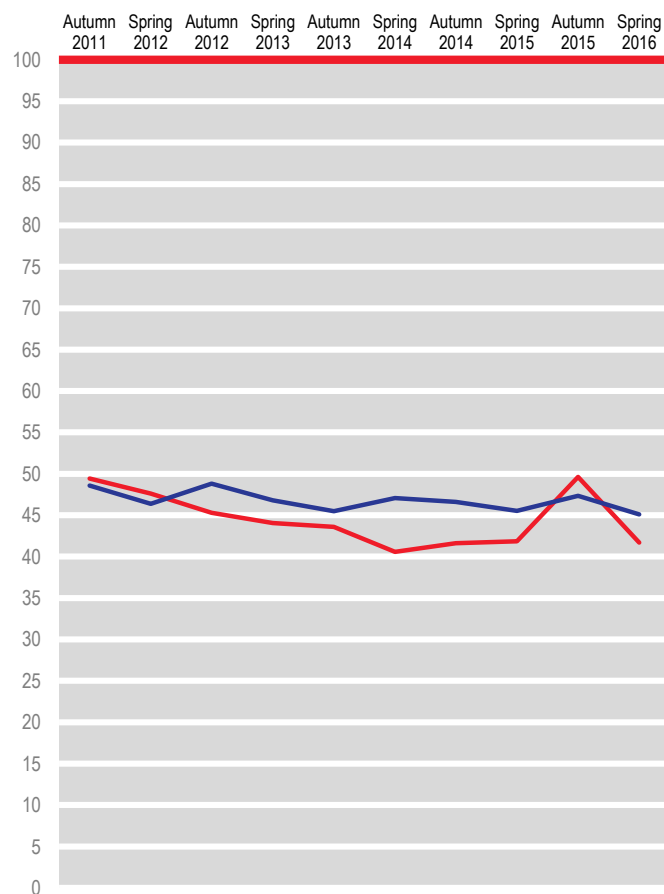


### Facilities for car parking at the station

(176)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

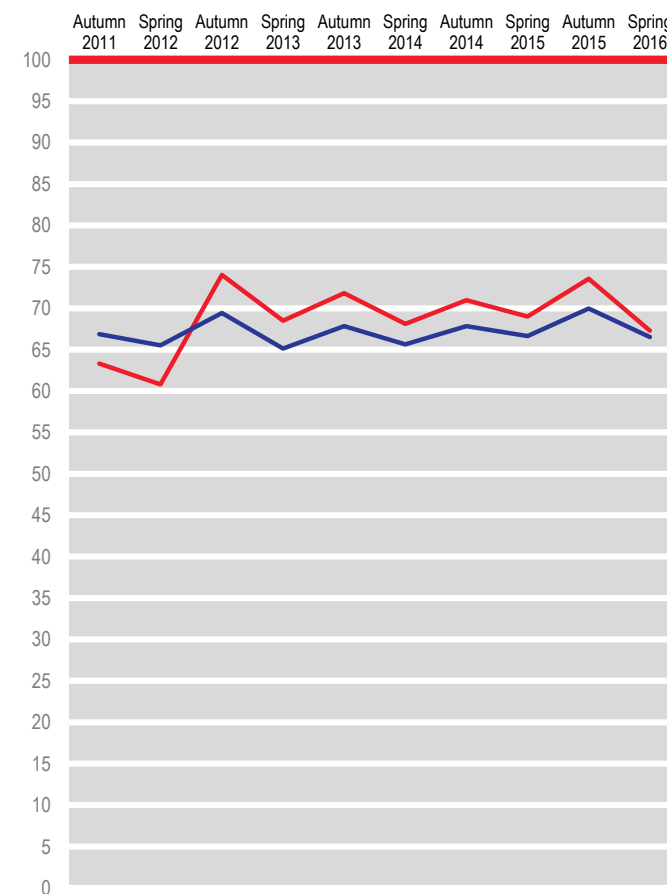


### Overall station environment

(575)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East



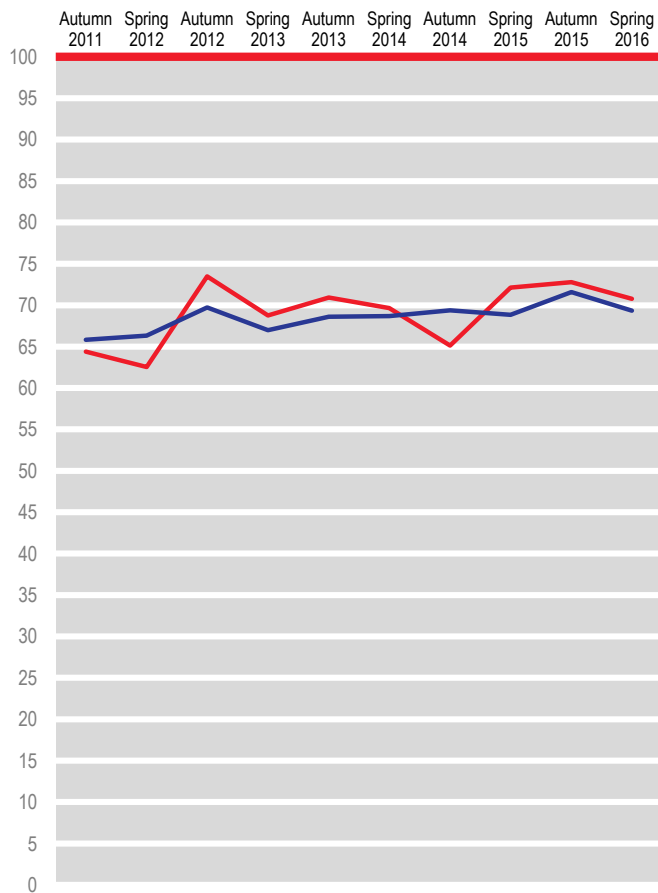
N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(544)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

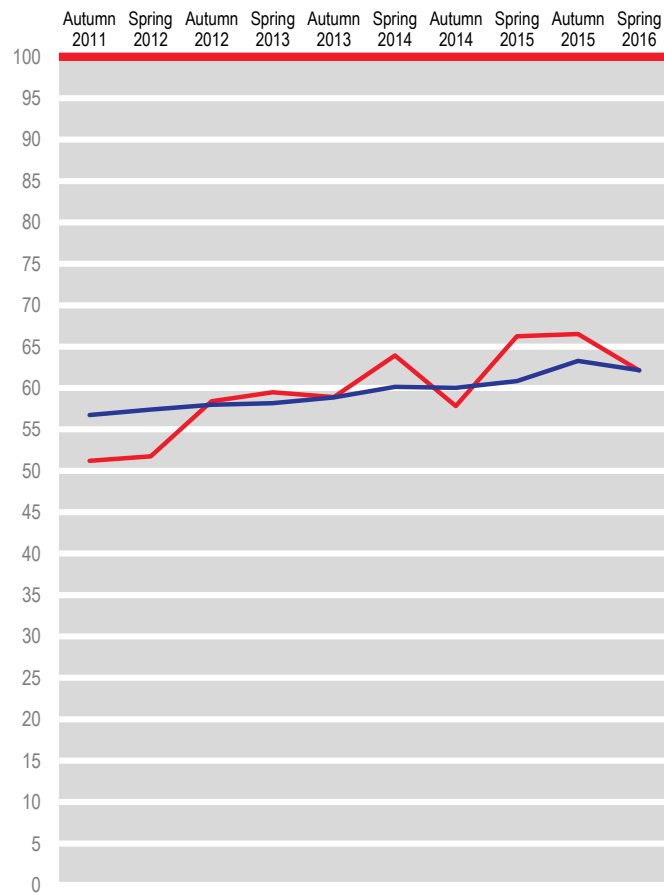


### The availability of staff at the station

(504)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

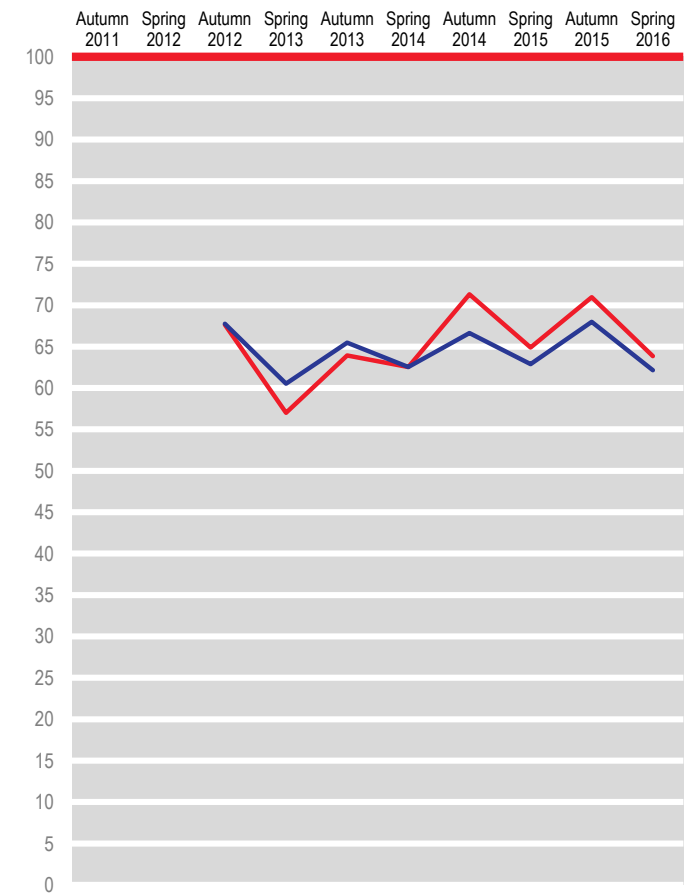


### The provision of shelter facilities

(443)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

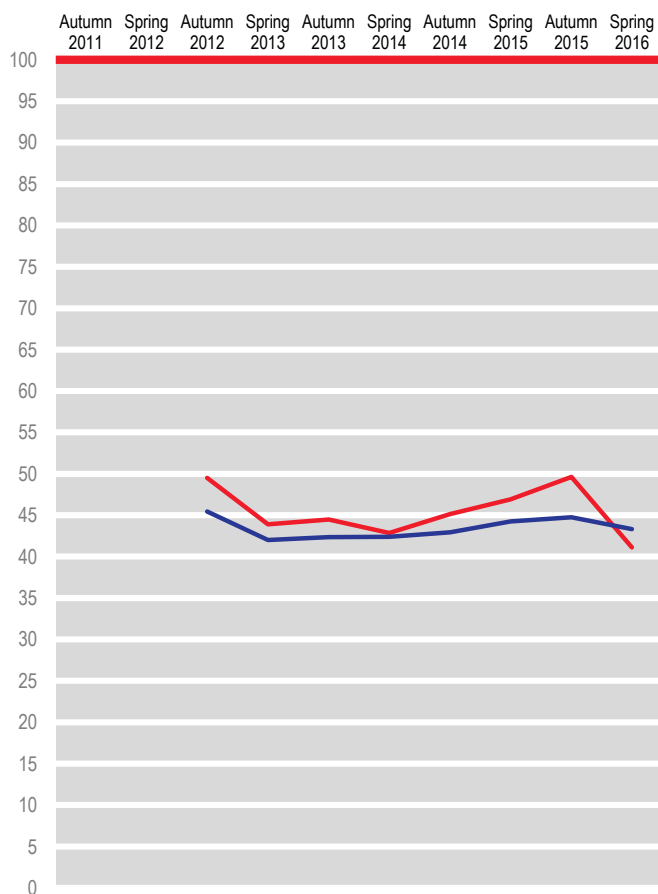


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(522)**

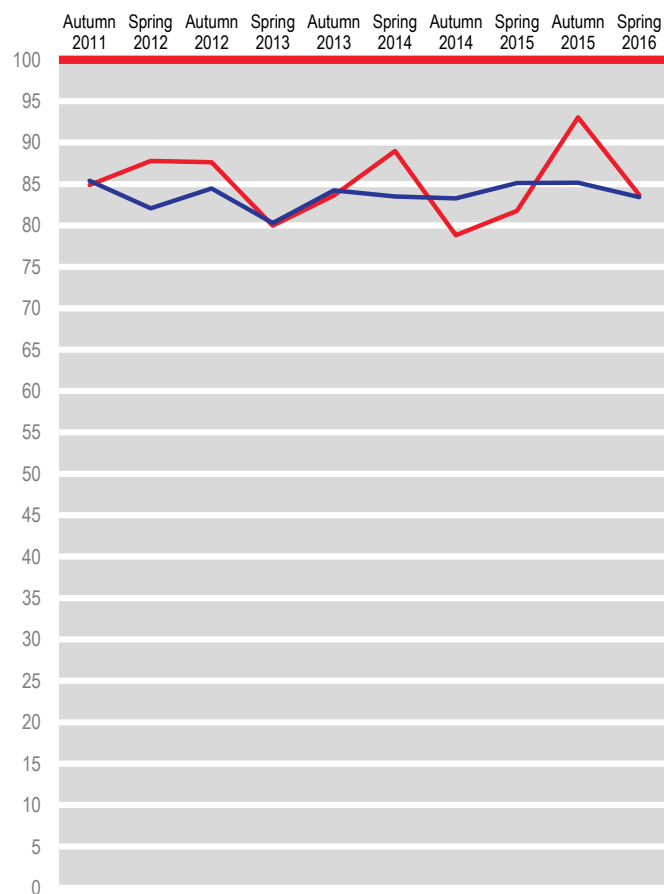
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**How request to station staff was handled****(73)**

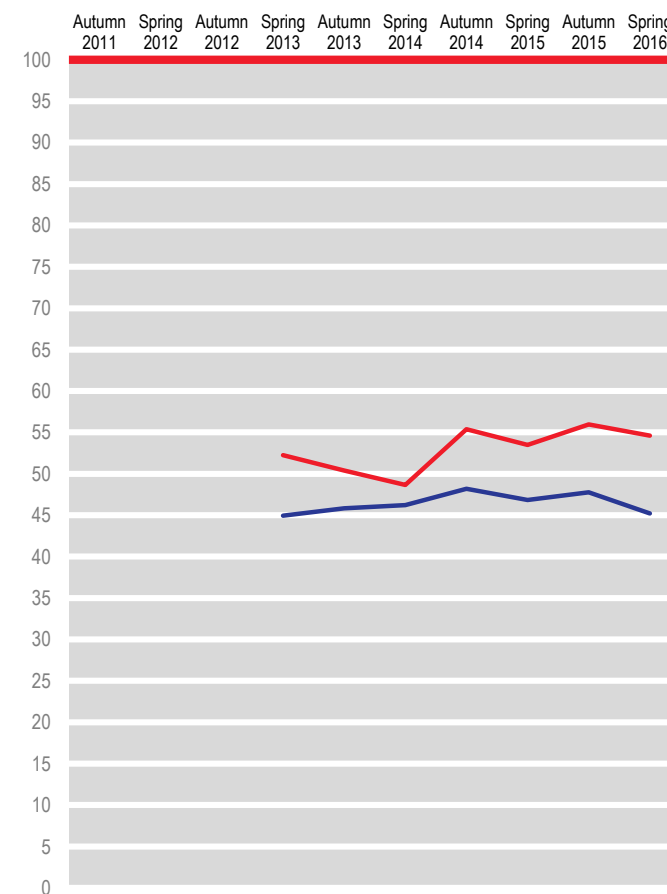
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**The choice of shops/eating/drinking facilities available****(505)**

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East



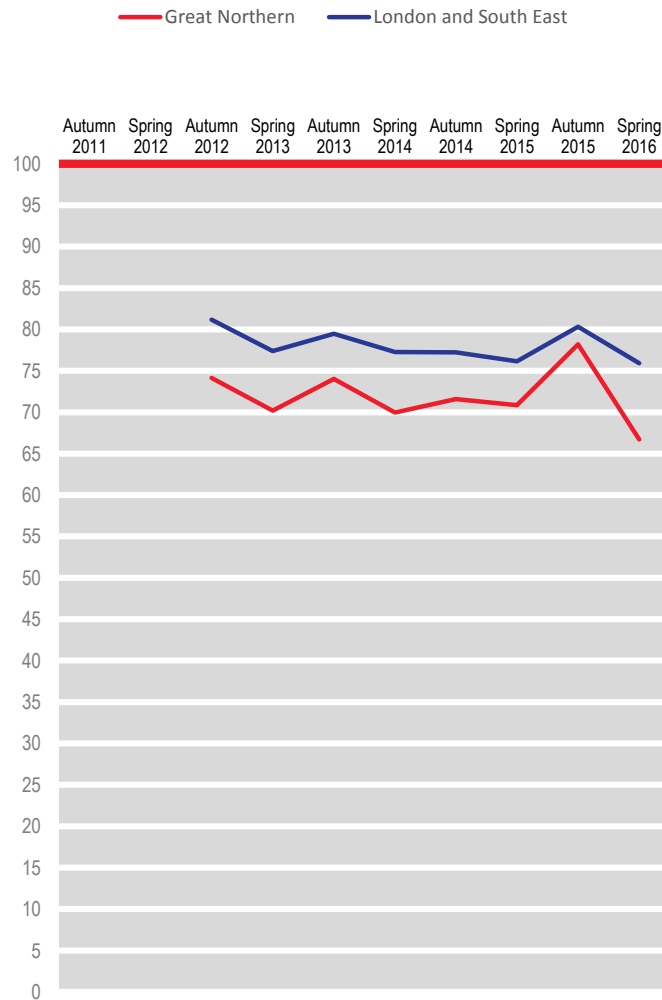
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(590)

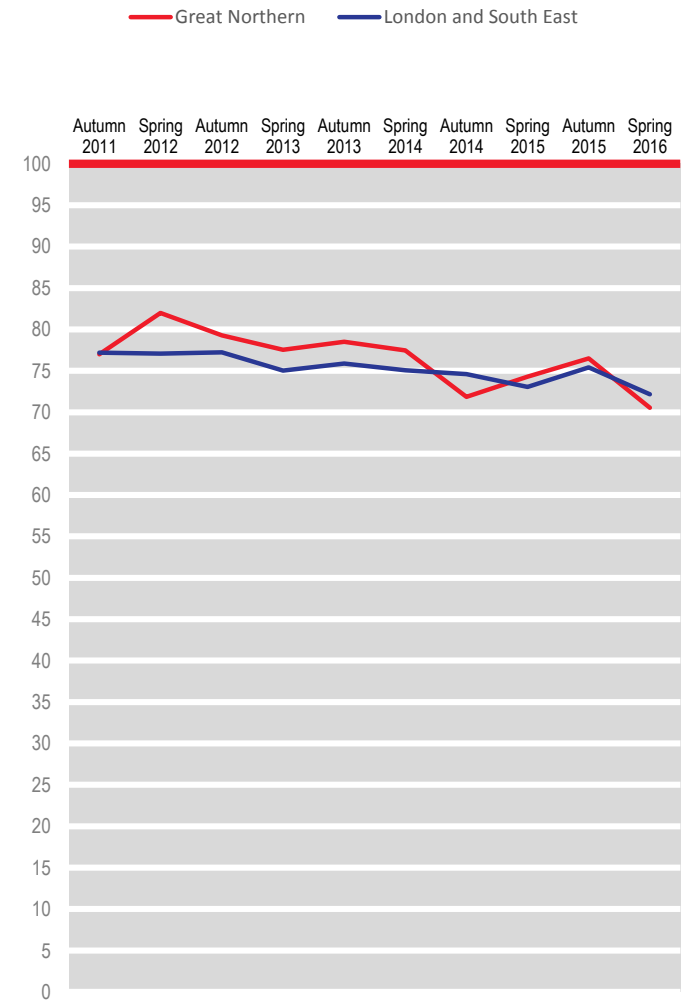
Percentage of passengers satisfied 2011 to 2016



## The frequency of trains on that route

(593)

Percentage of passengers satisfied 2011 to 2016



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

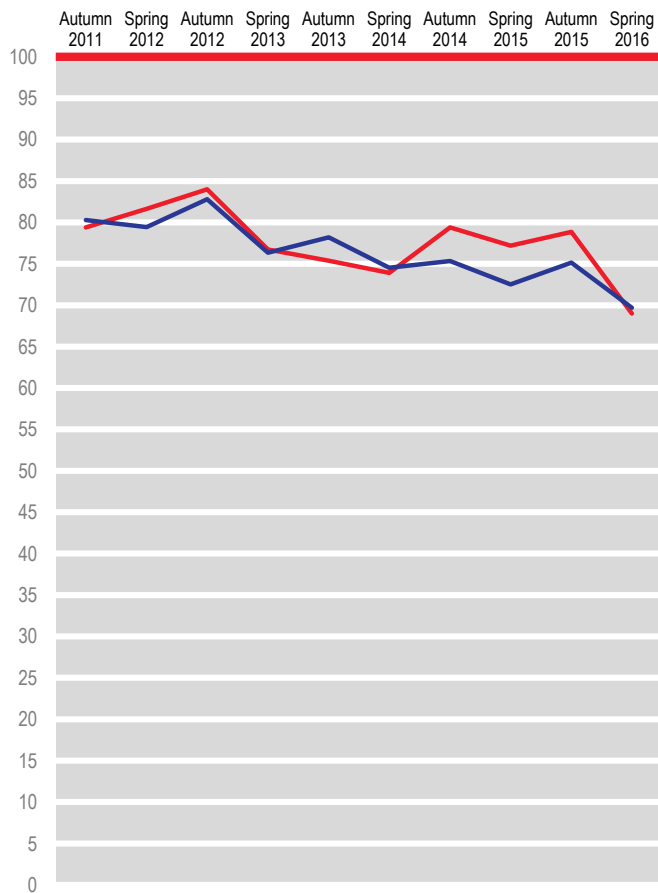


### Punctuality/reliability (i.e. train arriving/departing on time)

(590)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

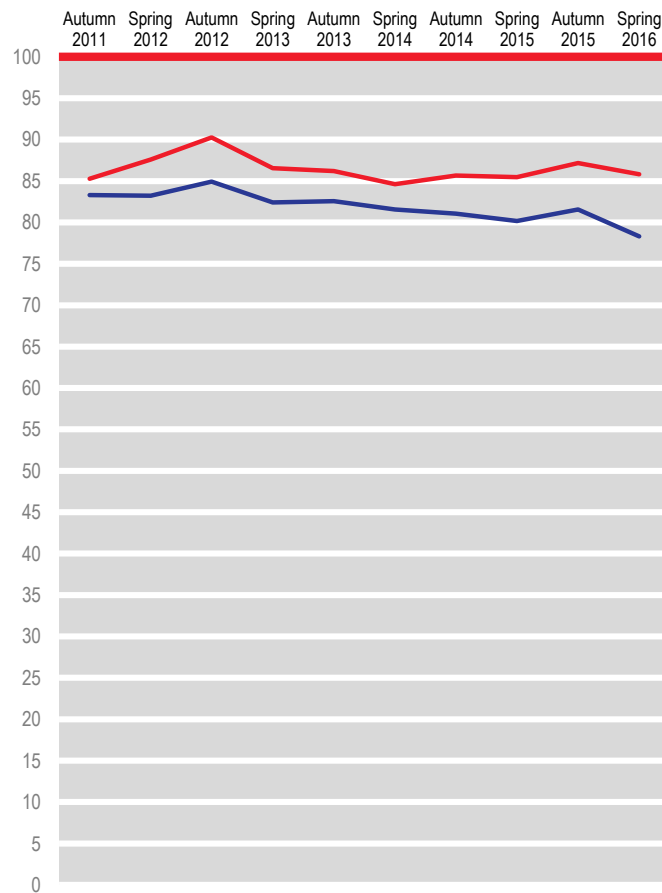


### The length of time the journey was scheduled to take (speed)

(589)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

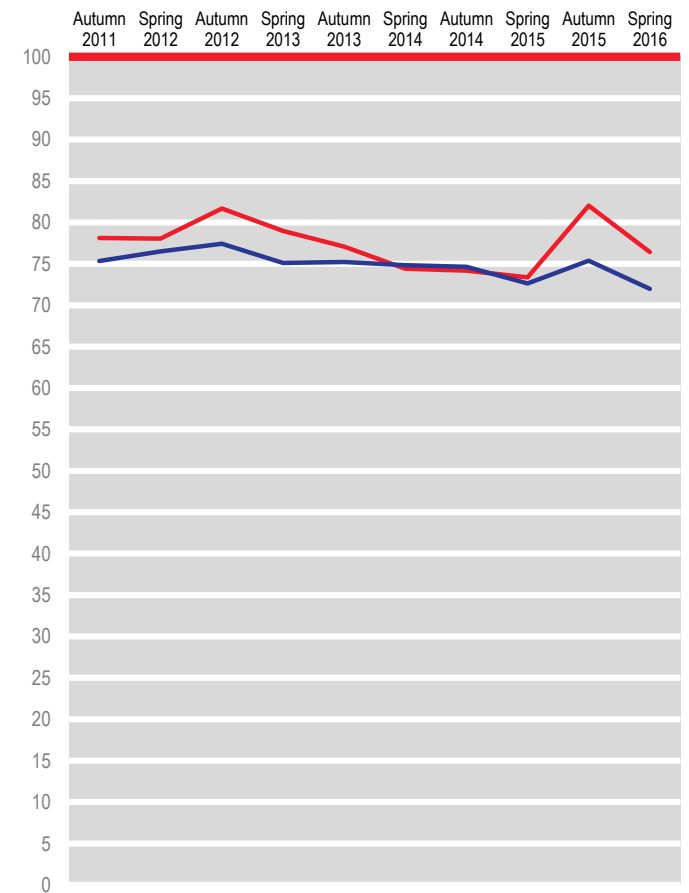


### Connections with other train services

(340)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

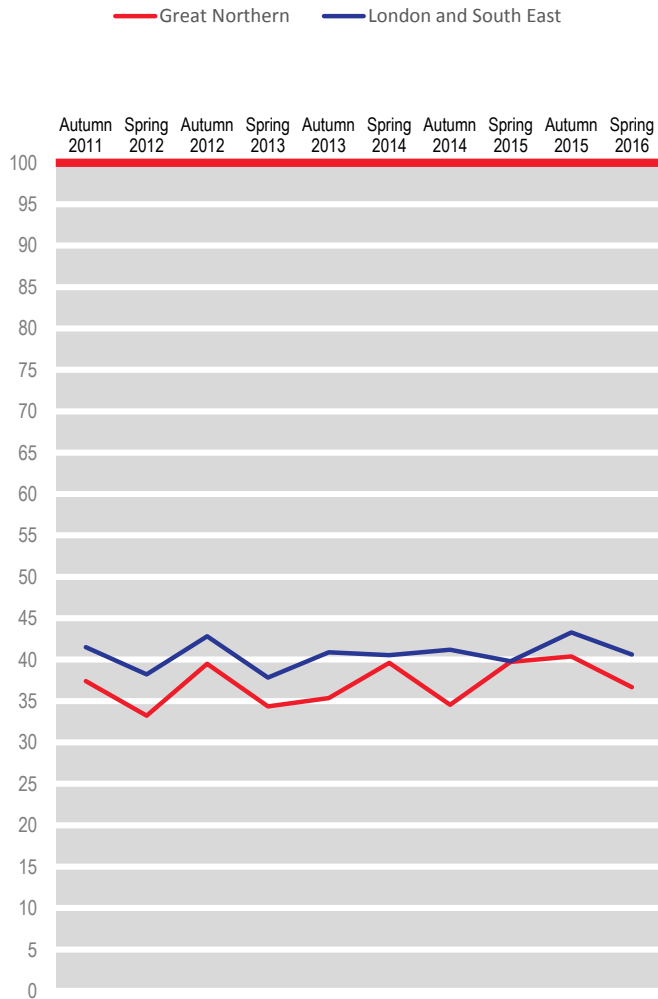


N.B. Benchmarks and targets are only shown for applicable factors

### The value for money for the price of your ticket

(566)

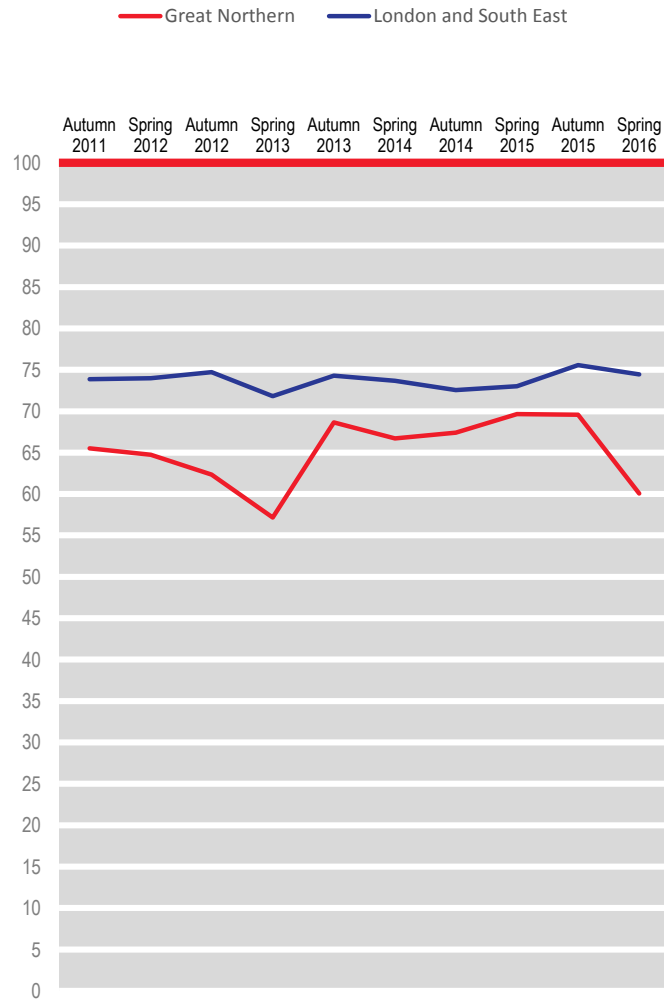
Percentage of passengers satisfied 2011 to 2016



### Cleanliness of the train

(588)

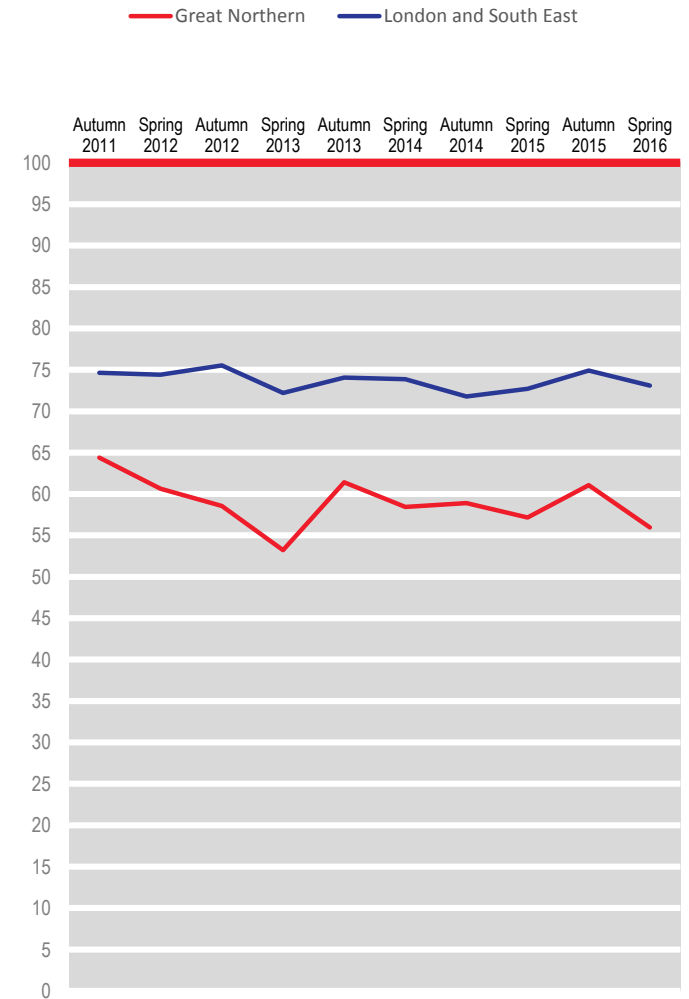
Percentage of passengers satisfied 2011 to 2016



### Upkeep and repair of the train

(578)

Percentage of passengers satisfied 2011 to 2016



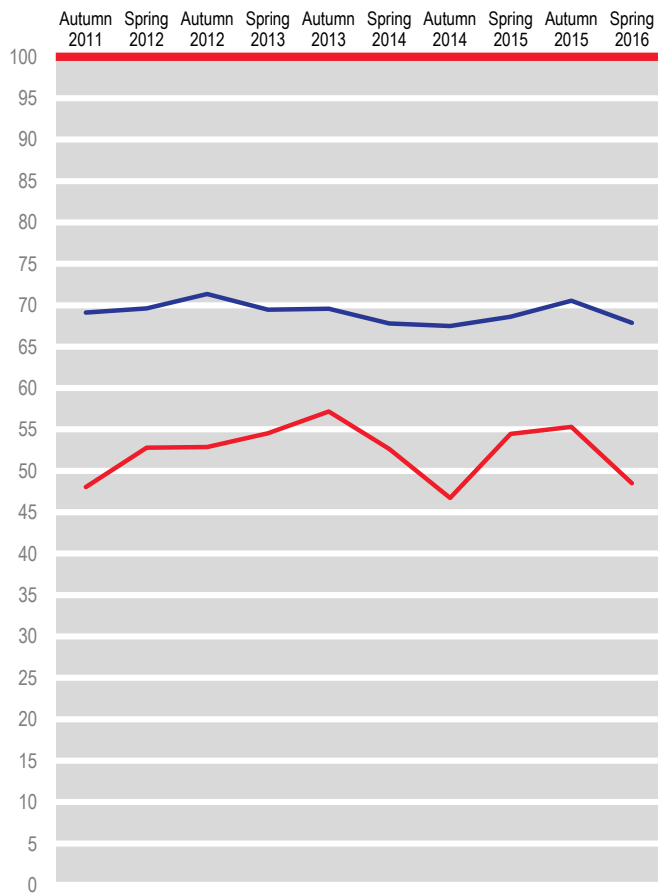
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(513)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

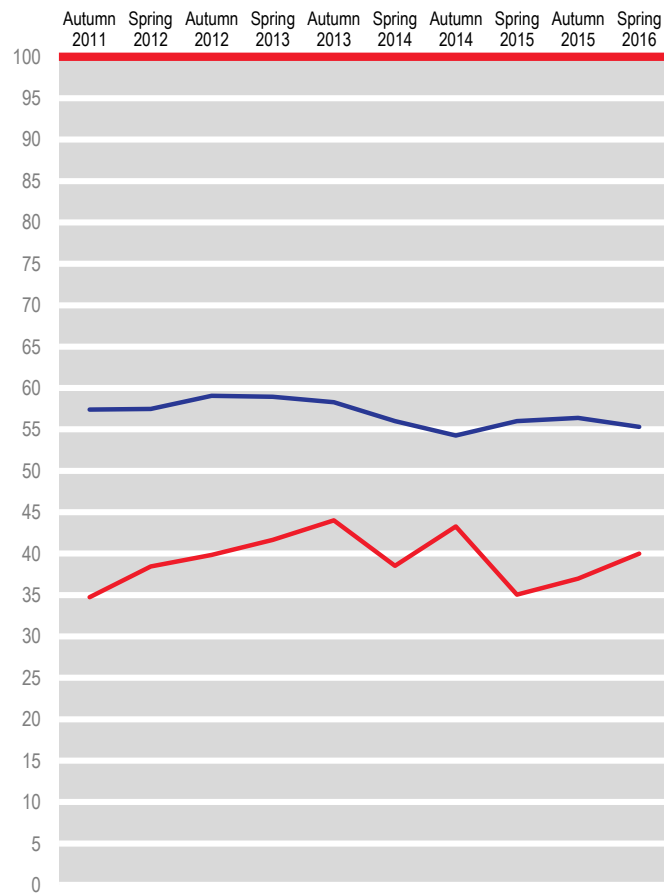


### The helpfulness and attitude of staff on the train

(182)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

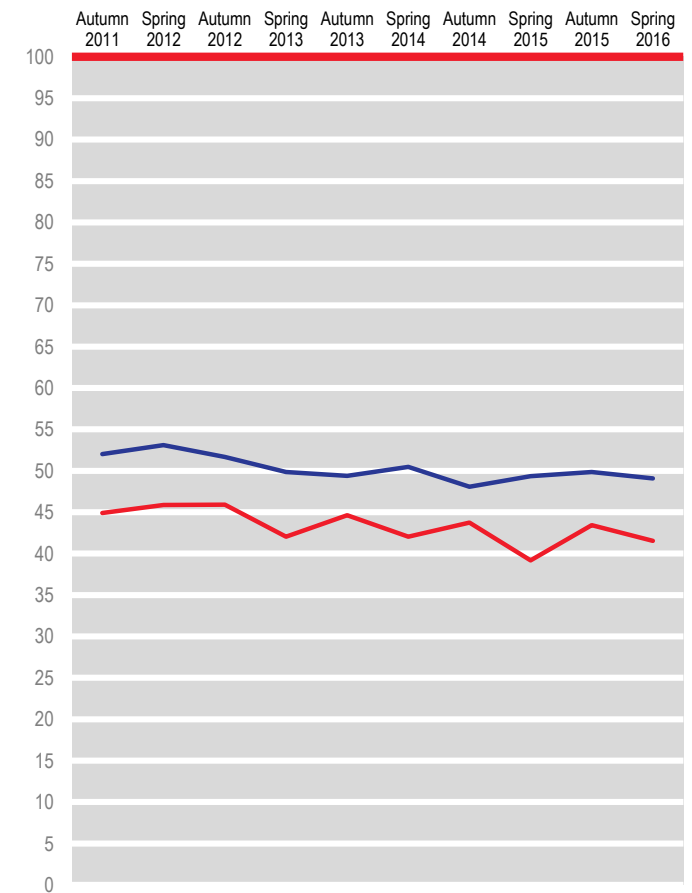


### The space for luggage

(443)

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

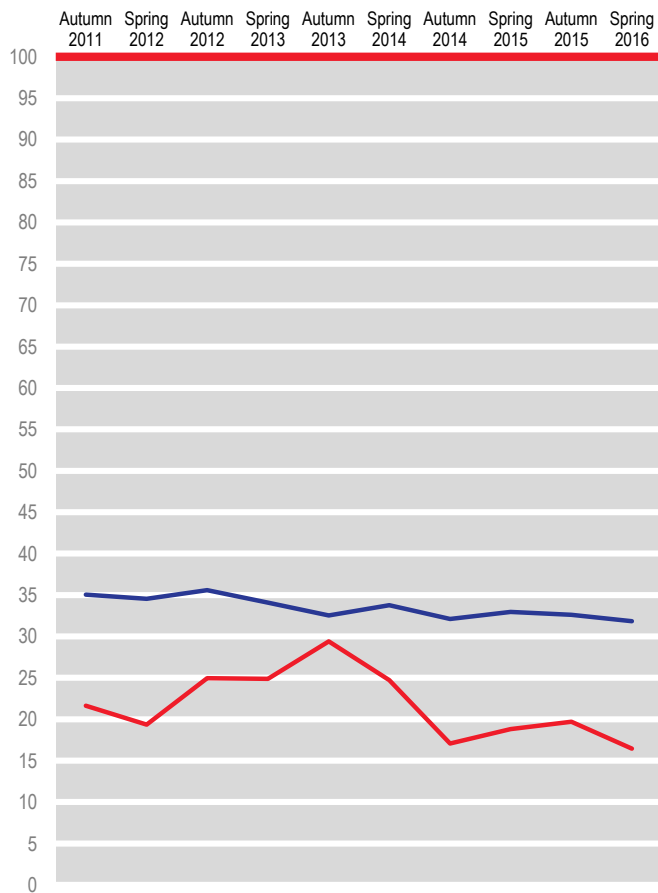


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(197)**

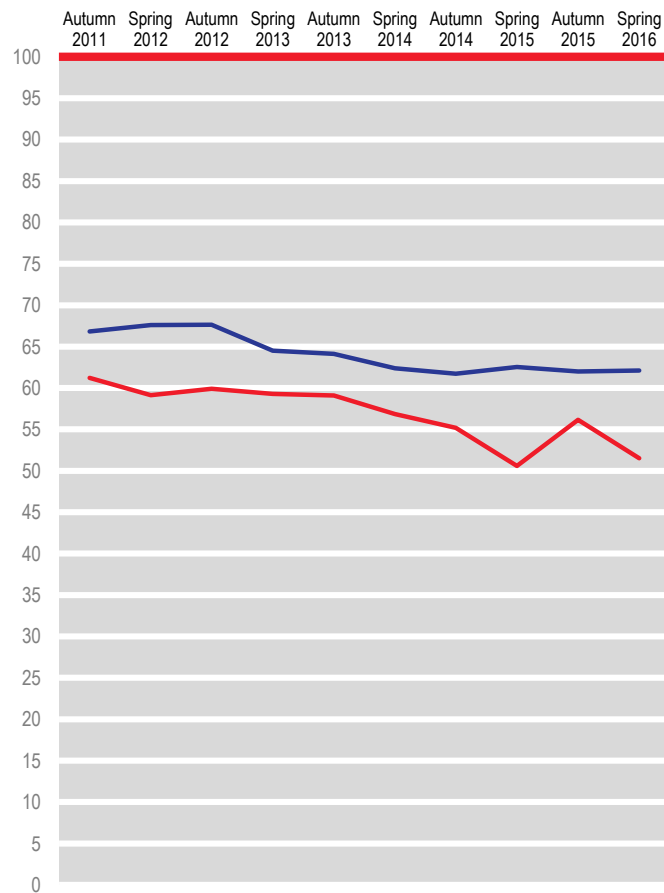
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**Sufficient room for all the passengers to sit/stand****(573)**

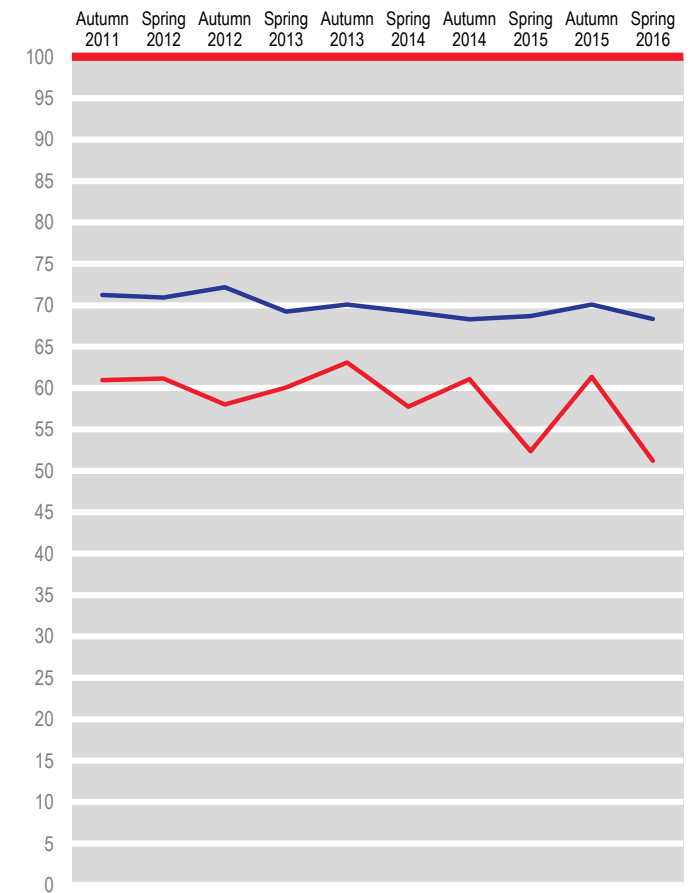
Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

**The comfort of the seating area****(570)**

Percentage of passengers satisfied 2011 to 2016

— Great Northern — London and South East

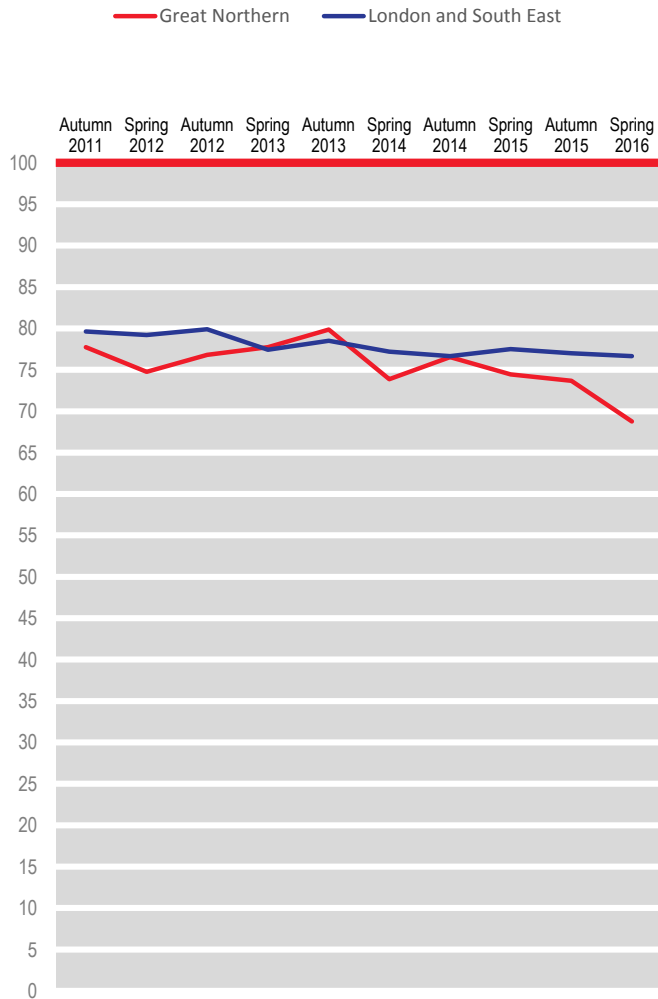


N.B. Benchmarks and targets are only shown for applicable factors

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

(575)

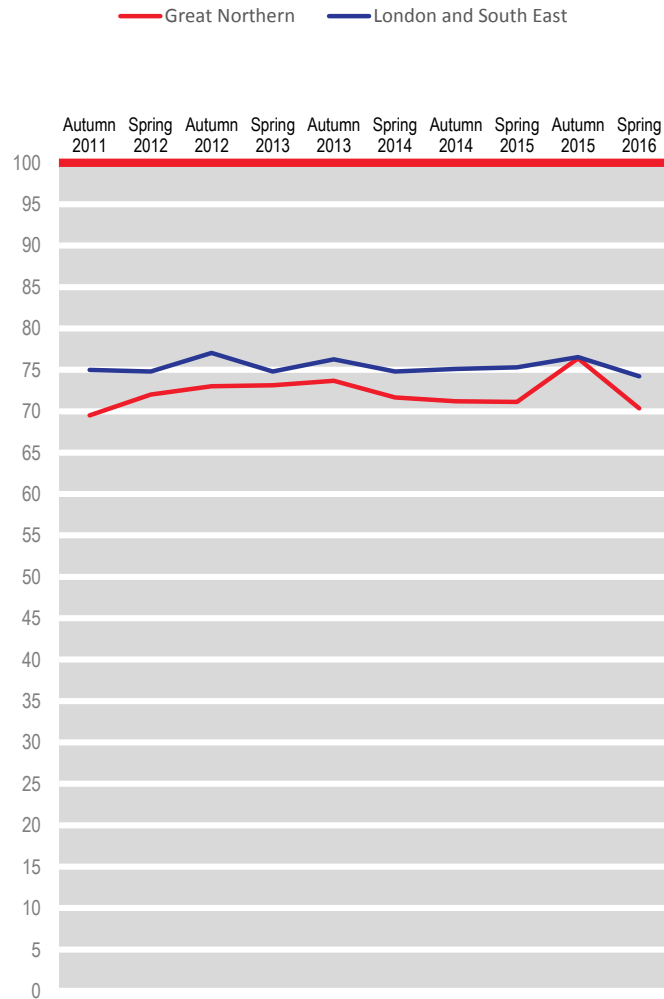
Percentage of passengers satisfied 2011 to 2016



### Your personal security whilst on board

(548)

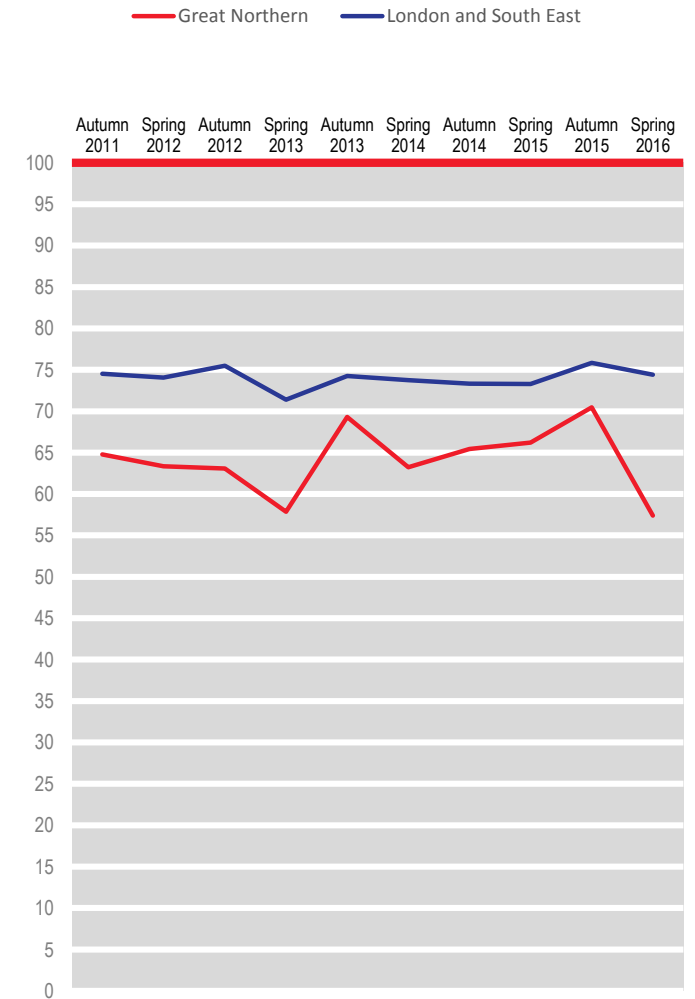
Percentage of passengers satisfied 2011 to 2016



### The cleanliness of the inside of the train

(580)

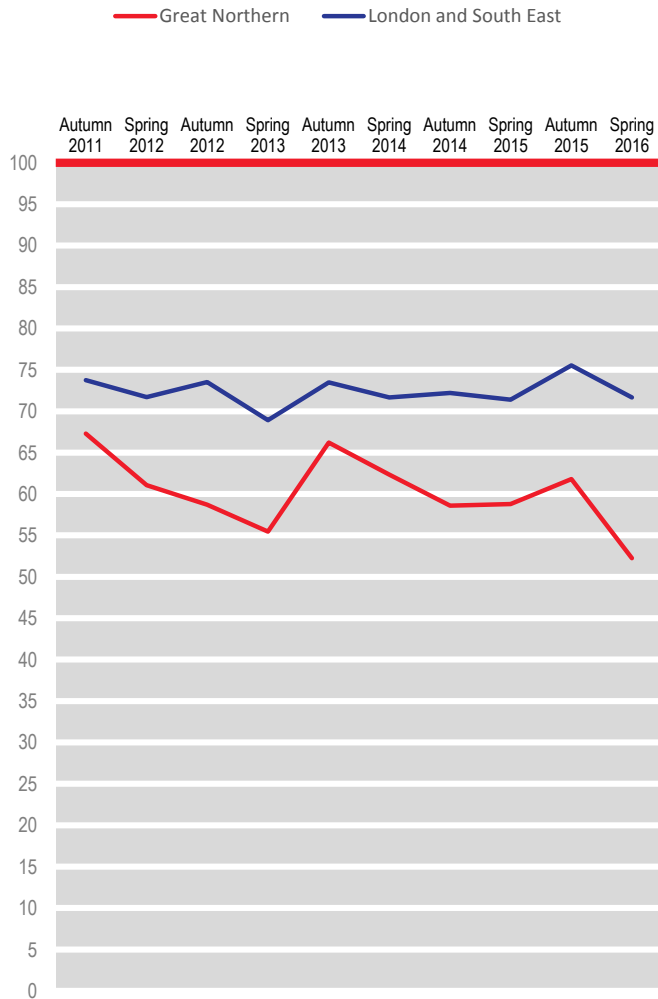
Percentage of passengers satisfied 2011 to 2016



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

### The cleanliness of the outside of the train (489)

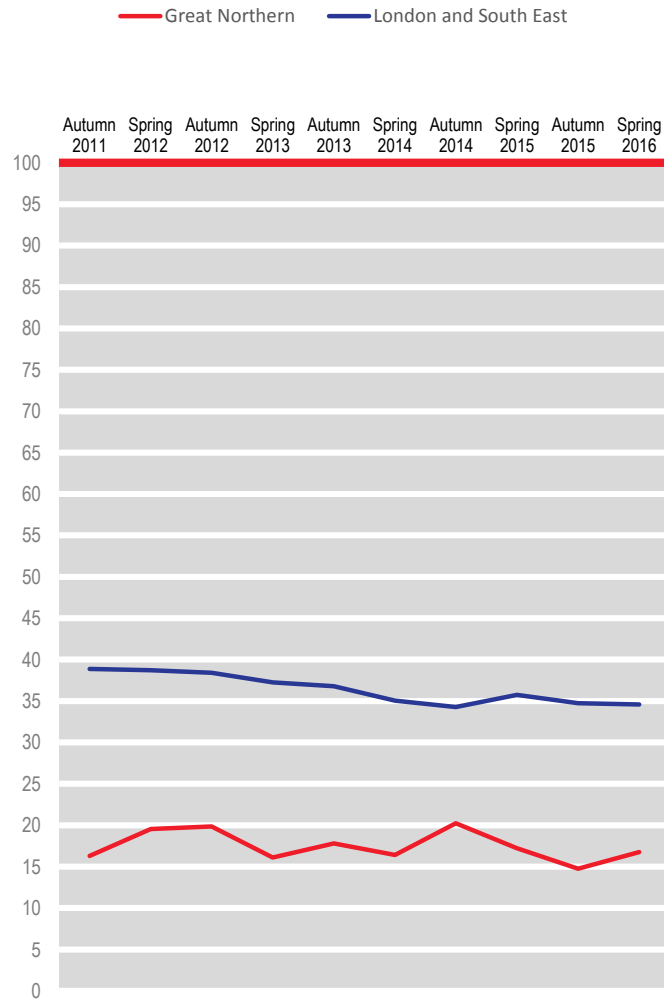
Percentage of passengers satisfied 2011 to 2016



### The availability of staff on the train

(350)

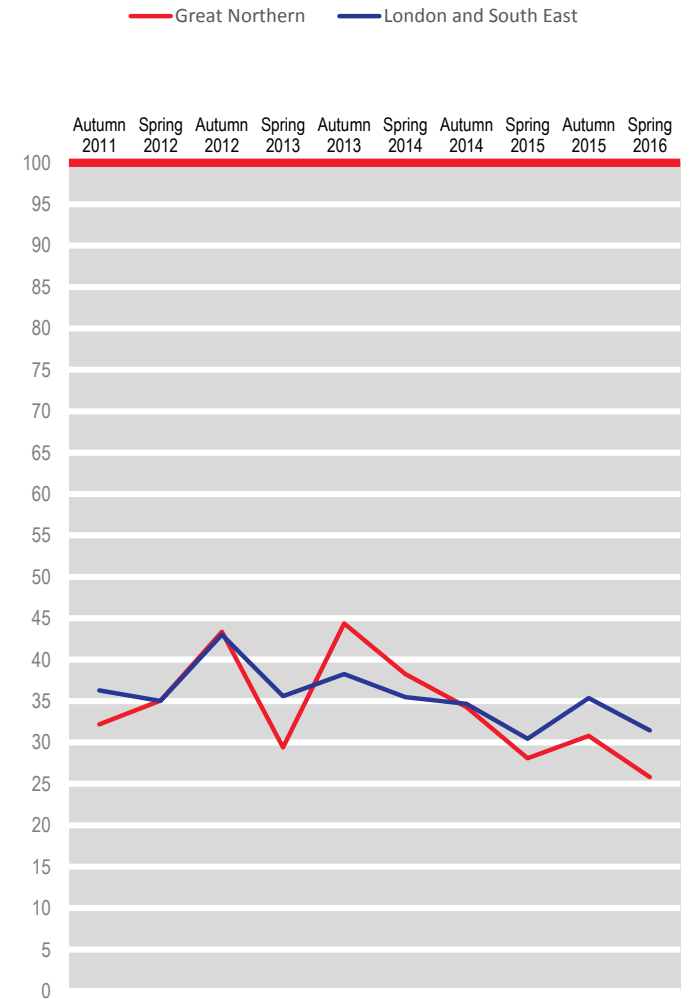
Percentage of passengers satisfied 2011 to 2016



### How well train company dealt with delays

(136)

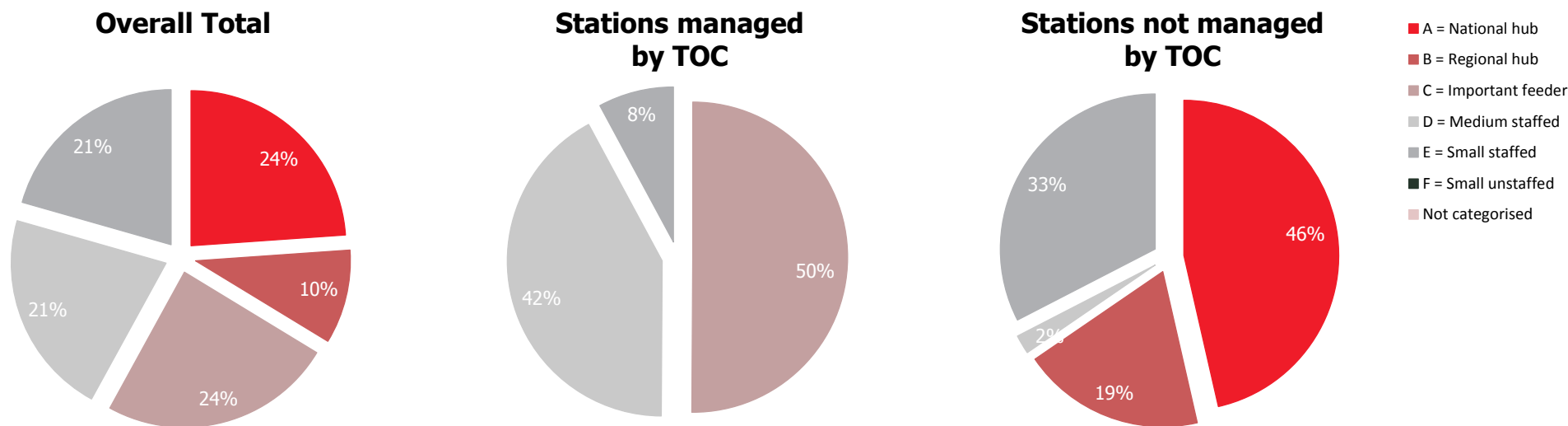
Percentage of passengers satisfied 2011 to 2016



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

## Managed versus non-managed stations for Great Northern

(% 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	83		76
Ticket buying facilities	80	+	63
Provision of information about train times/platforms	80	+	71
The upkeep/repair of the station buildings/platforms	73		70
Cleanliness	80		72
The facilities and services	56		66
The attitudes and helpfulness of the staff	82	+	63
Connections with other forms of public transport	67	-	78
Facilities for car parking	50	+	14
Overall environment	70		65
Your personal security whilst using the station	67		75
The availability of staff	63		61
The provision of shelter facilities	61		68
Availability of seating	49	+	33
How request to station staff was handled	82		85
The choice of shops/eating/drinking facilities available	47	-	63



## Great Northern

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

	Peak			Off-peak		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	72		72	75	-	85
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	93		84	77		78
Ticket buying facilities	66		75	75		70
Provision of information about train times/platforms	82		74	74		76
The upkeep/repair of the station buildings/platforms	92	+	74	68		67
Cleanliness	91		85	74		73
The facilities and services	76		67	59		59
The attitudes and helpfulness of the staff	69		72	73		71
Connections with other forms of public transport	88		81	70		72
Facilities for car parking	17		47	44		39
Overall environment	79		75	65		66
Your personal security whilst using the station	86		76	68		70
The availability of staff	69		67	61		66
The provision of shelter facilities	83	+	67	62		64
Availability of seating	33		37	42	-	52
How request to station staff was handled	80		67	84		91
The choice of shops/eating/drinking facilities available	76		68	51		45
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	68		62	66	-	76
The frequency of the trains on that route	77		74	70		74
Punctuality/reliability (i.e. the train arriving/departing on time)	78		75	68	-	78
The length of time the journey was scheduled to take (speed)	90		81	85		88
Connections with other train services	67		75	77		72
The value for money of the price of your ticket	26		27	38		47
Cleanliness of the train	73		61	58	-	74
Upkeep and repair of the train	65		51	55		60
The provision of information during the journey	54		44	48	-	60
The helpfulness and attitude of staff on train	35		32	41		36
The space for luggage	39		37	42		40
The toilet facilities	22		11	16		23
Sufficient room for all passengers to sit/stand	46		33	52		60
The comfort of the seating area	48		39	52		59
The ease of being able to get on and off	65		69	69		77
Your personal security on board	70		68	70		73
The cleanliness of the inside	71	+	56	55	-	71
The cleanliness of the outside	60		52	51	-	62
The availability of staff	12		10	17		21
How well train company deals with delays	49		32	24		23

## London and South East

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

	Peak			Off-peak		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	67		69	81		81
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	75		77	77		77
Ticket buying facilities	70		71	74		73
Provision of information about train times/platforms	77		77	80		79
The upkeep/repair of the station buildings/platforms	67		69	69		68
Cleanliness	73		74	74	+	73
The facilities and services	57	-	61	53		54
The attitudes and helpfulness of the staff	68		70	74		73
Connections with other forms of public transport	74	-	77	76	+	74
Facilities for car parking	40		40	46		47
Overall environment	65	-	68	67		66
Your personal security whilst using the station	70		70	69		69
The availability of staff	61		61	63	+	61
The provision of shelter facilities	60		61	63		63
Availability of seating	31		33	46		48
How request to station staff was handled	76		76	85		87
The choice of shops/eating/drinking facilities available	45	-	52	45		45
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	65		67	79		79
The frequency of the trains on that route	66	-	69	74		74
Punctuality/reliability (i.e. the train arriving/departing on time)	58	-	64	73	-	75
The length of time the journey was scheduled to take (speed)	67	-	72	81		83
Connections with other train services	63		67	74		74
The value for money of the price of your ticket	23		24	45		45
Cleanliness of the train	70		69	76		74
Upkeep and repair of the train	69	+	66	74		75
The provision of information during the journey	60		61	70		71
The helpfulness and attitude of staff on train	49		48	57		58
The space for luggage	40		40	52		52
The toilet facilities	26		26	34		35
Sufficient room for all passengers to sit/stand	37		38	69		70
The comfort of the seating area	54		55	72		73
The ease of being able to get on and off	68		68	79		80
Your personal security on board	69		71	76		77
The cleanliness of the inside	69		67	76		75
The cleanliness of the outside	68		65	73		73
The availability of staff	27		26	37		39
How well train company deals with delays	24		23	34		33

## Great Northern

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	74		79	78		90
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	78		80	90		85
Ticket buying facilities	74		75	77		48
Provision of information about train times/platforms	75		74	82		87
The upkeep/repair of the station buildings/platforms	70		68	82		80
Cleanliness	75		76	86		85
The facilities and services	61		61	60		63
The attitudes and helpfulness of the staff	73		71	62		75
Connections with other forms of public transport	72		78	79		45
Facilities for car parking	41		46	50		13
Overall environment	67		68	71		81
Your personal security whilst using the station	71		72	73		74
The availability of staff	64		66	48		66
The provision of shelter facilities	63		65	71		68
Availability of seating	41		45	45		63
How request to station staff was handled	86		81	62		100
The choice of shops/eating/drinking facilities available	54		54	57		50
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	67		70	68		81
The frequency of the trains on that route	70		75	71		68
Punctuality/reliability (i.e. the train arriving/departing on time)	67	-	77	89		80
The length of time the journey was scheduled to take (speed)	85		85	93		93
Connections with other train services	75		74	87		71
The value for money of the price of your ticket	34		36	59		71
Cleanliness of the train	59	-	69	66		78
Upkeep and repair of the train	56		56	57		70
The provision of information during the journey	49		53	47		67
The helpfulness and attitude of staff on train	40		38	43		16
The space for luggage	42		38	37		48
The toilet facilities	17		18	14		31
Sufficient room for all passengers to sit/stand	52		50	48		58
The comfort of the seating area	50		52	61		52
The ease of being able to get on and off	68		73	74		84
Your personal security on board	70		71	73		69
The cleanliness of the inside	58	-	66	54		68
The cleanliness of the outside	52		59	54		58
The availability of staff	17		18	18		10
How well train company deals with delays	25		29	52		17

## London and South East

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	77		77	87		86
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	76		76	81		80
Ticket buying facilities	72		72	76		77
Provision of information about train times/platforms	79		79	83		81
The upkeep/repair of the station buildings/platforms	68		68	73		73
Cleanliness	73		73	78		75
The facilities and services	53	-	56	59		55
The attitudes and helpfulness of the staff	72		72	73		76
Connections with other forms of public transport	75		74	78		75
Facilities for car parking	45		45	47		49
Overall environment	66		66	71		68
Your personal security whilst using the station	69		69	72		69
The availability of staff	62		61	62		59
The provision of shelter facilities	61		62	67		66
Availability of seating	42		43	51		53
How request to station staff was handled	83		84	84	-	91
The choice of shops/eating/drinking facilities available	44	-	46	54		50
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	74		75	85		84
The frequency of the trains on that route	71		72	78		77
Punctuality/reliability (i.e. the train arriving/departing on time)	68	-	71	82		83
The length of time the journey was scheduled to take (speed)	77	-	79	83		85
Connections with other train services	71		72	77		78
The value for money of the price of your ticket	39	+	37	52	-	57
Cleanliness of the train	74		72	80		77
Upkeep and repair of the train	72		72	79		78
The provision of information during the journey	67		68	74		74
The helpfulness and attitude of staff on train	55		55	59		63
The space for luggage	48		48	57		57
The toilet facilities	31		32	36		41
Sufficient room for all passengers to sit/stand	60		60	76		76
The comfort of the seating area	67		67	78		78
The ease of being able to get on and off	76		76	83		84
Your personal security on board	74		75	78		79
The cleanliness of the inside	74		73	79		77
The cleanliness of the outside	71		71	76		74
The availability of staff	34		35	40		43
How well train company deals with delays	30		29	41		50

	Great Northern	London and South East		Great Northern	London and South East
<b>DELAY</b>					
None	72	71			
Minor	25	23			
Major	2	4			
<b>LENGTH OF DELAY</b>					
5 minutes or less	44	41			
6-10 minutes	28	24			
11-20 minutes	15	16			
21-30 minutes	6	8			
31-60 minutes	2	4			
More than 1 hour	2	1			
Don't know/no answer	3	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	14	12	Very well	13	13
Fairly well	29	28	Fairly well	38	30
Neither well nor poorly	21	21	Neither well nor poorly	30	23
Fairly poorly	21	19	Fairly poorly	8	15
Very poorly	16	20	Very poorly	12	20
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	14	13	Very well	10	9
Fairly well	28	29	Fairly well	24	21
Neither well nor poorly	22	20	Neither well nor poorly	40	33
Fairly poorly	24	19	Fairly poorly	10	14
Very poorly	11	19	Very poorly	16	23
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	12	13	Very well	3	5
Fairly well	32	26	Fairly well	16	14
Neither well nor poorly	30	26	Neither well nor poorly	14	24
Fairly poorly	10	15	Fairly poorly	10	17
Very poorly	16	20	Very poorly	58	40

## 6 6.2 Passenger experience relating to disability

	Great Northern	London and South East		Great Northern	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	1	1			
Mobility	1	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	1	0			
Mental health	1	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	91	88			
No answer	3	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>			<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a lot	1	7	Yes	1	2
Yes, a little	38	44	No	99	98
Not at all	51	42			
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Very satisfied	47	33	Very satisfied	100	36
Fairly satisfied	24	33	Fairly satisfied	-	45
Neither satisfied nor dissatisfied	25	20	Neither satisfied nor dissatisfied	-	12
Fairly dissatisfied	4	8	Fairly dissatisfied	-	7
Very dissatisfied	-	5	Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>			<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Very satisfied	32	28	Very satisfied	100	44
Fairly satisfied	25	36	Fairly satisfied	-	13
Neither satisfied nor dissatisfied	28	20	Neither satisfied nor dissatisfied	-	12
Fairly dissatisfied	4	9	Fairly dissatisfied	-	8
Very dissatisfied	12	6	Very dissatisfied	-	24

	Great Northern	London and South East		Great Northern	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	45	44	White	89	86
Female	53	54	Mixed	1	2
			Asian or Asian British	5	4
			Black or Black British	1	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	47	51
19-25	9	8	Business	28	15
26-34	14	14	Leisure	25	35
35-44	19	18			
45-54	24	23	<b>REGULAR TRAVELLER</b>		
55-59	11	11	Yes	74	71
60-64	10	9	No	26	29
65+	11	14			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	68	62	Weekday	89	86
Working Part Time	15	15	Weekend	11	15
Not Working	1	3			
Retired	10	14	<b>TIME OF TRAVEL</b>		
Full Time Student	4	4	Peak	14	21
			Off-peak	86	79
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	52	41	Yes asked for help	6	7
Middle Managerial	13	16	Yes asked for information	9	7
Junior Managerial/Clerical/Supervisory	9	11	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/			No	84	84
Served an Apprenticeship)	5	6			
Unskilled Manual (No Qualifications/Not Served			<b>DO YOU REGULARLY USE THE INTERNET</b>		
an Apprenticeship)	2	2	Yes, at home	96	92
Full time student	2	2	Yes, at work	75	67
Retired	9	13	No	2	4
Unemployed/between jobs	0	1			
Housewife/house-husband	0	0			
Other	5	5			



	Great Northern	London and South East		Great Northern	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	87	84	Better telephone enquiry/booking service	3	4
With other adults 16+	11	13	Better internet enquiry/booking service	19	18
With children aged 0-4	0	1	Better information facilities at stations	18	20
With children aged 5-10	1	1	Better route maps of the rail network	14	14
With children aged 11-15	0	1	Make timetables easier to read	16	17
			Better ticket buying facilities at station ticket offices	21	17
			Better ticket buying facilities at station ticket machines	17	15
			Better promotion when advanced tickets available	21	20
<b>TRAVELLING WITH ...</b>			Other	14	16
Heavy/bulky luggage/other large items	9	11	None of these	27	26
Pushchair	-	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	-	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	88	84			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	11	8			
Anytime day single/return	12	9			
Off-peak/super off-peak single/return	8	8			
Off-peak/super off-peak day single/return	10	7			
Advance	2	3			
Day travelcard	8	6			
Oyster pay as you go	14	17			
Weekly or monthly season ticket	13	17			
Annual season ticket	13	11			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	4	8			
Other	2	3			
Don't know/no answer	2	2			

## Station sample sizes for Great Northern

Station	Unweighted
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London Kings Cross	246
Moorgate	53
Stevenage	40
Cambridge	38
Old Street	23
Royston	20
Finsbury Park	19
Gordon Hill	18
Potters Bar	18
Alexandra Palace	15
Winchmore Hill	15
Welwyn Garden City	14
Hatfield (Hertfordshire)	12
Oakleigh Park	12
Bowes Park	11
Hitchin	11
Kings Lynn	11
Peterborough	9
Knebworth	8
Ely	7

## 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
<b>Sample size</b>	<b>27757</b>	<b>11801</b>	<b>3823</b>	<b>12133</b>	<b>23453</b>	<b>4304</b>	<b>9028</b>	<b>5846</b>	<b>6839</b>	<b>6044</b>
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
<b>Sample size</b>	<b>27757</b>	<b>11801</b>	<b>3823</b>	<b>12133</b>	<b>23453</b>	<b>4304</b>	<b>9028</b>	<b>5846</b>	<b>6839</b>	<b>6044</b>
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):

<b>London and South East Operators</b>	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*
<b>Long Distance Operators</b>	CrossCountry
	East Midlands Trains
	First TransPennine Express
	Virgin Trains
	Virgin Trains East Coast
<b>Regional Operators</b>	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

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**Contacts:**

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

David Greeno  
Transport Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@transportfocus.org.uk](mailto:david.greeno@transportfocus.org.uk)

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