



# National Rail Passenger Survey First TransPennine Express 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](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.

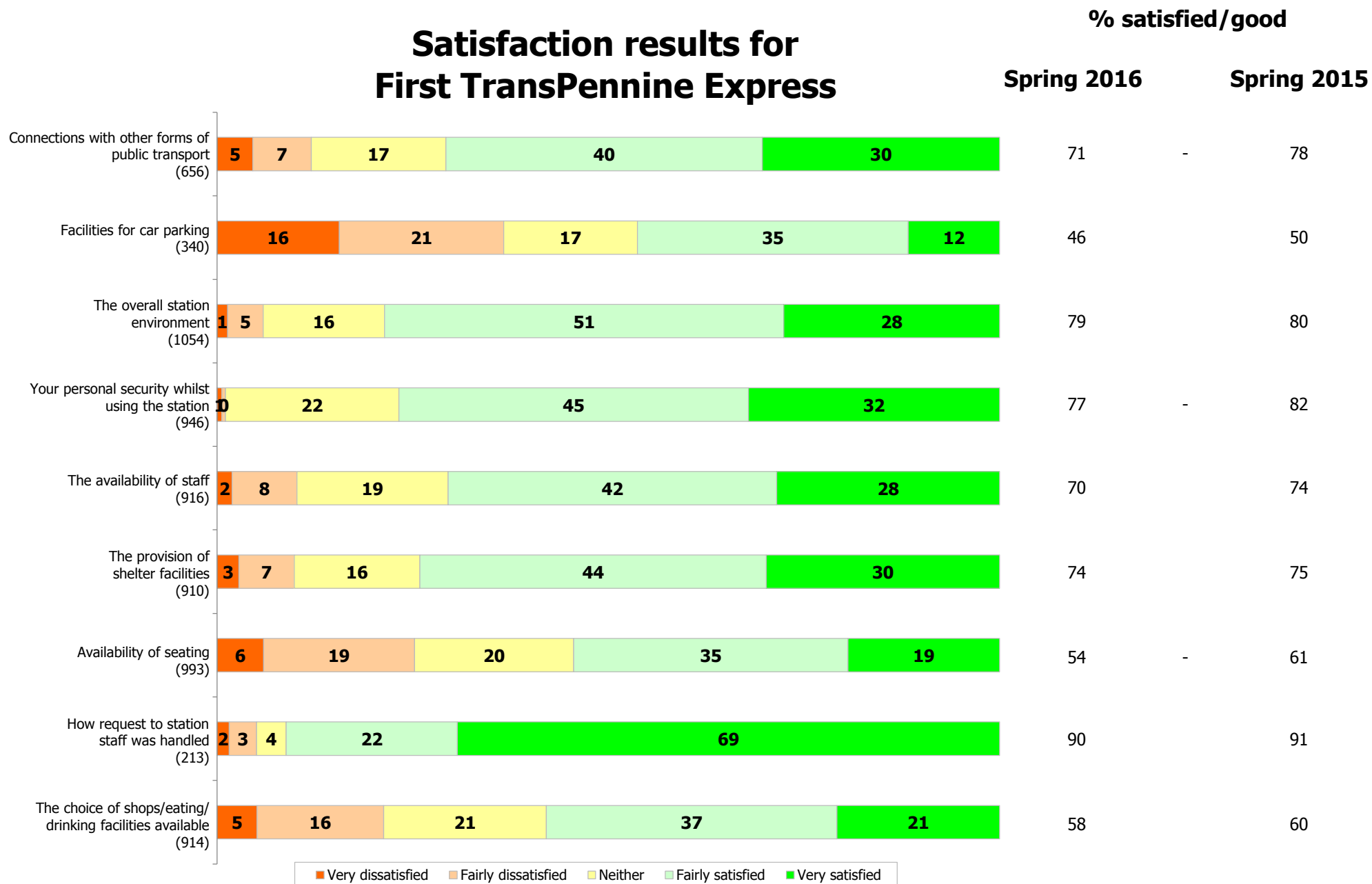
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

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

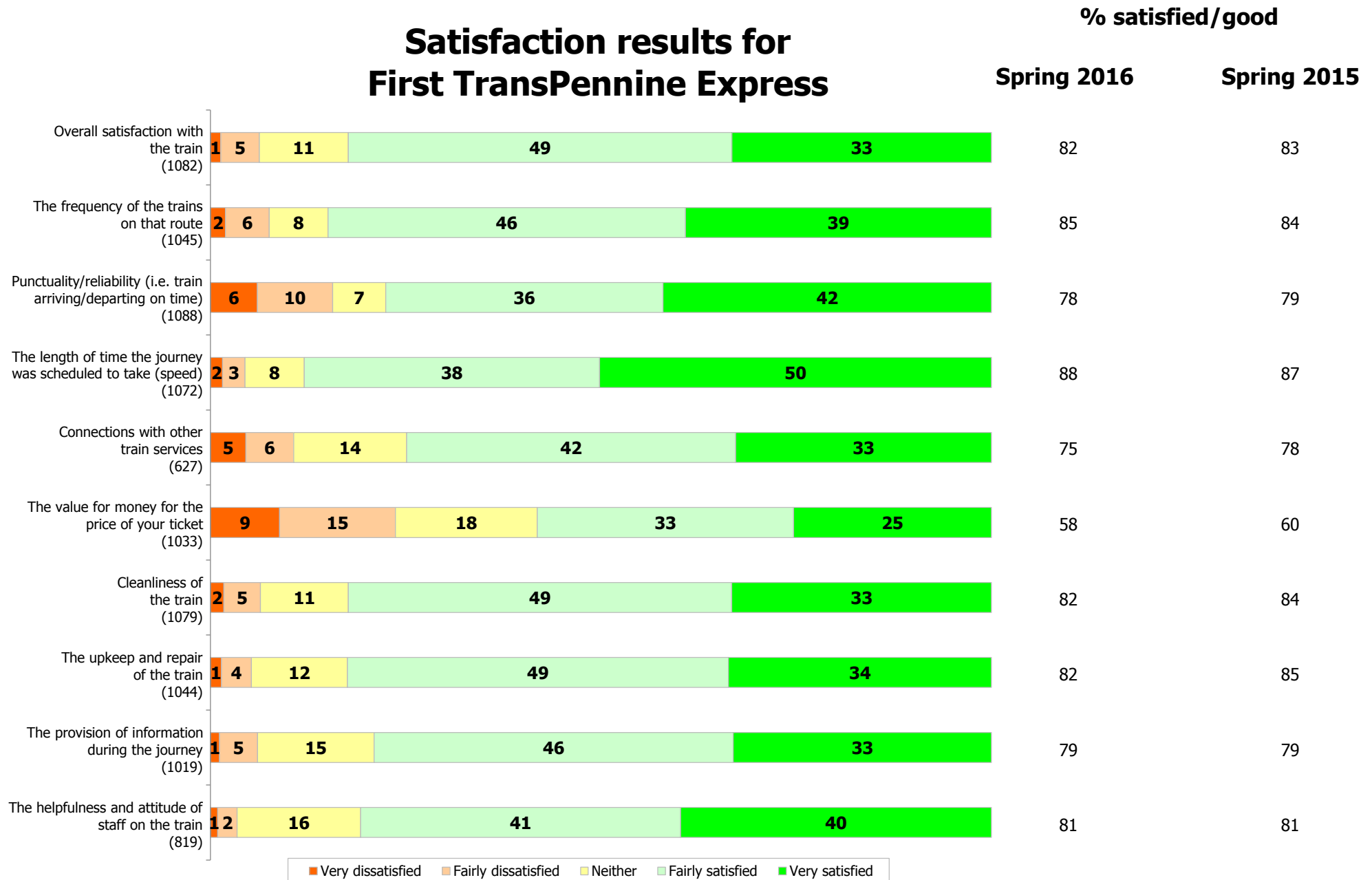
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for First TransPennine Express

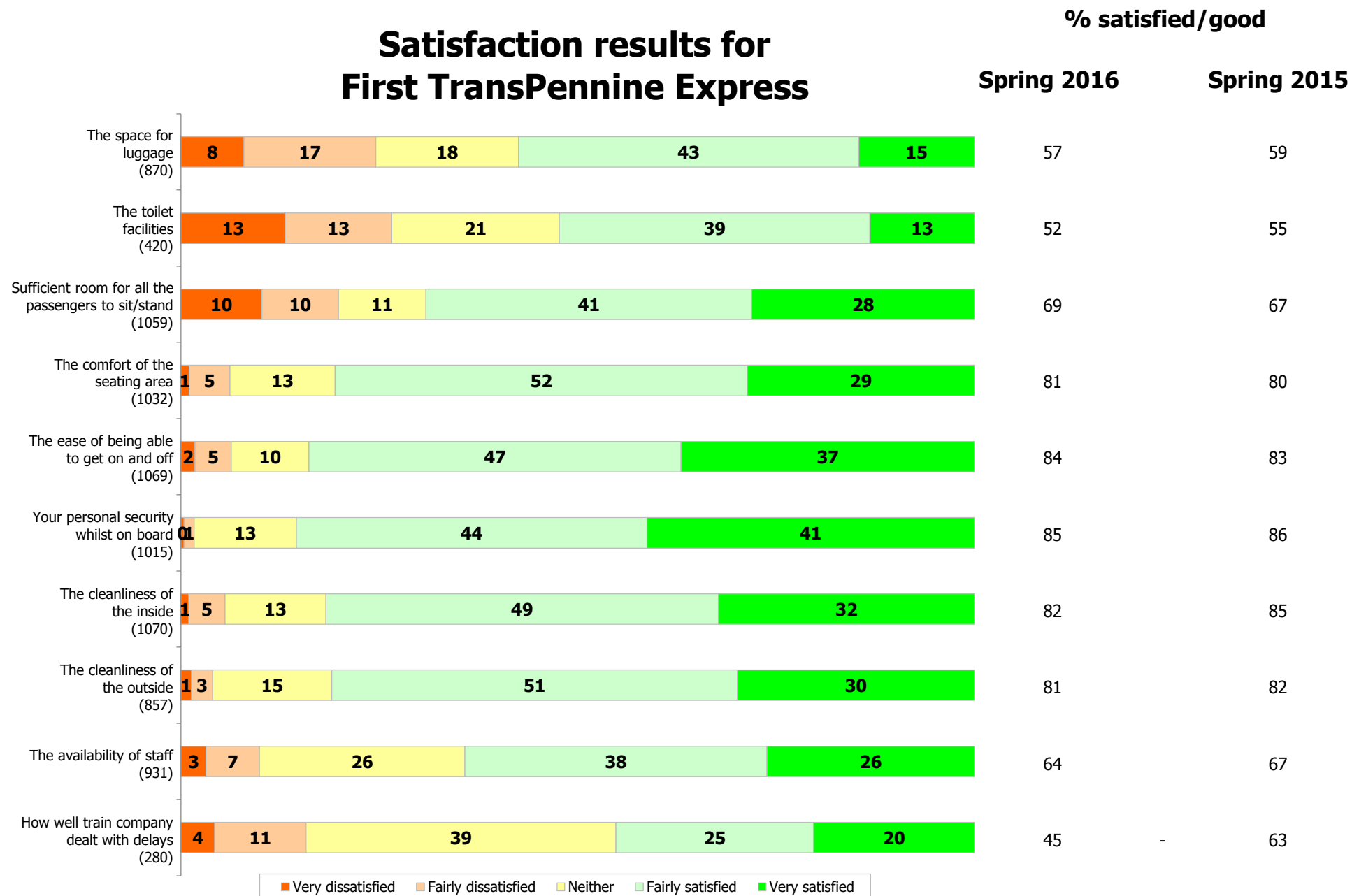








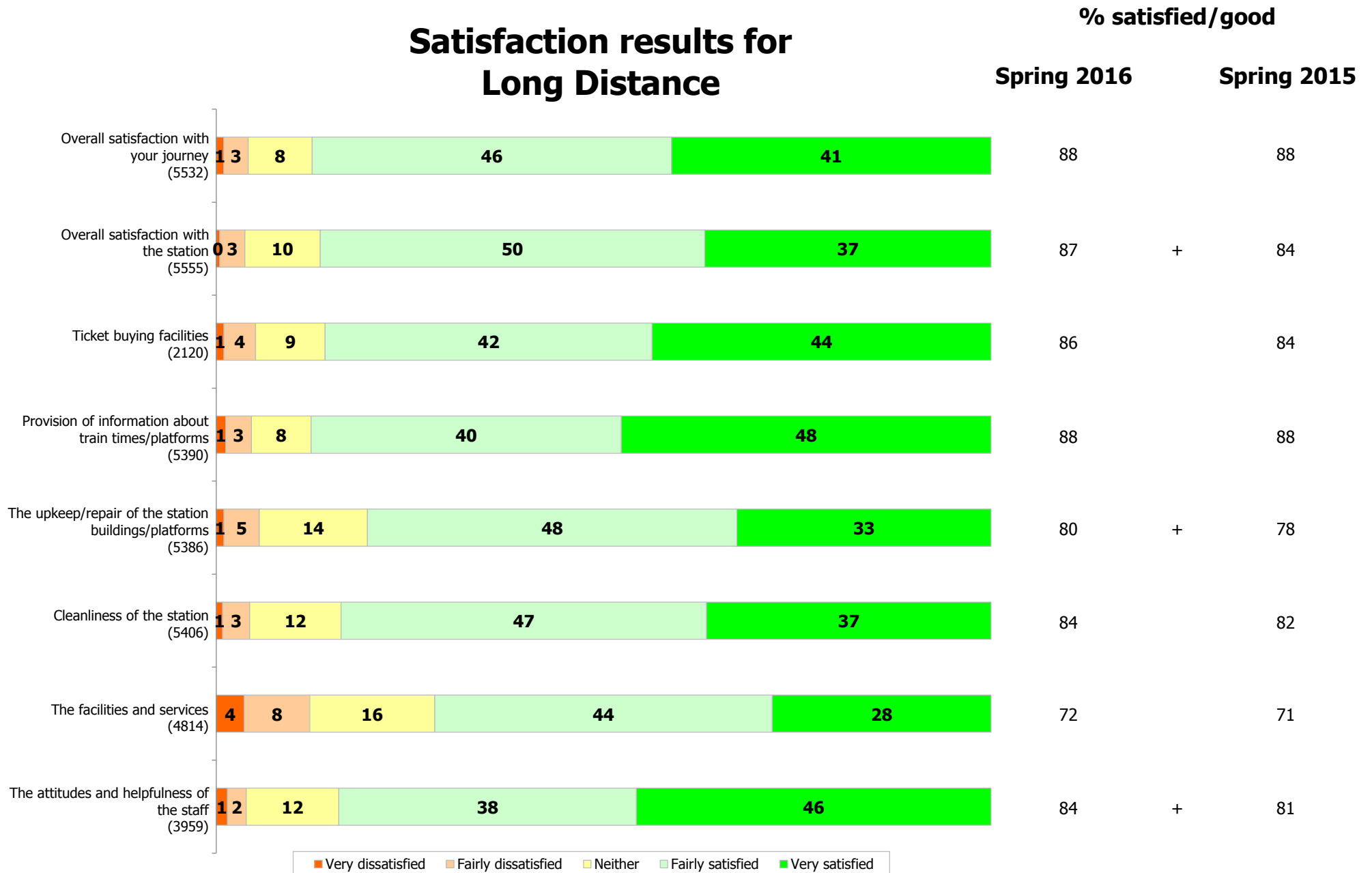


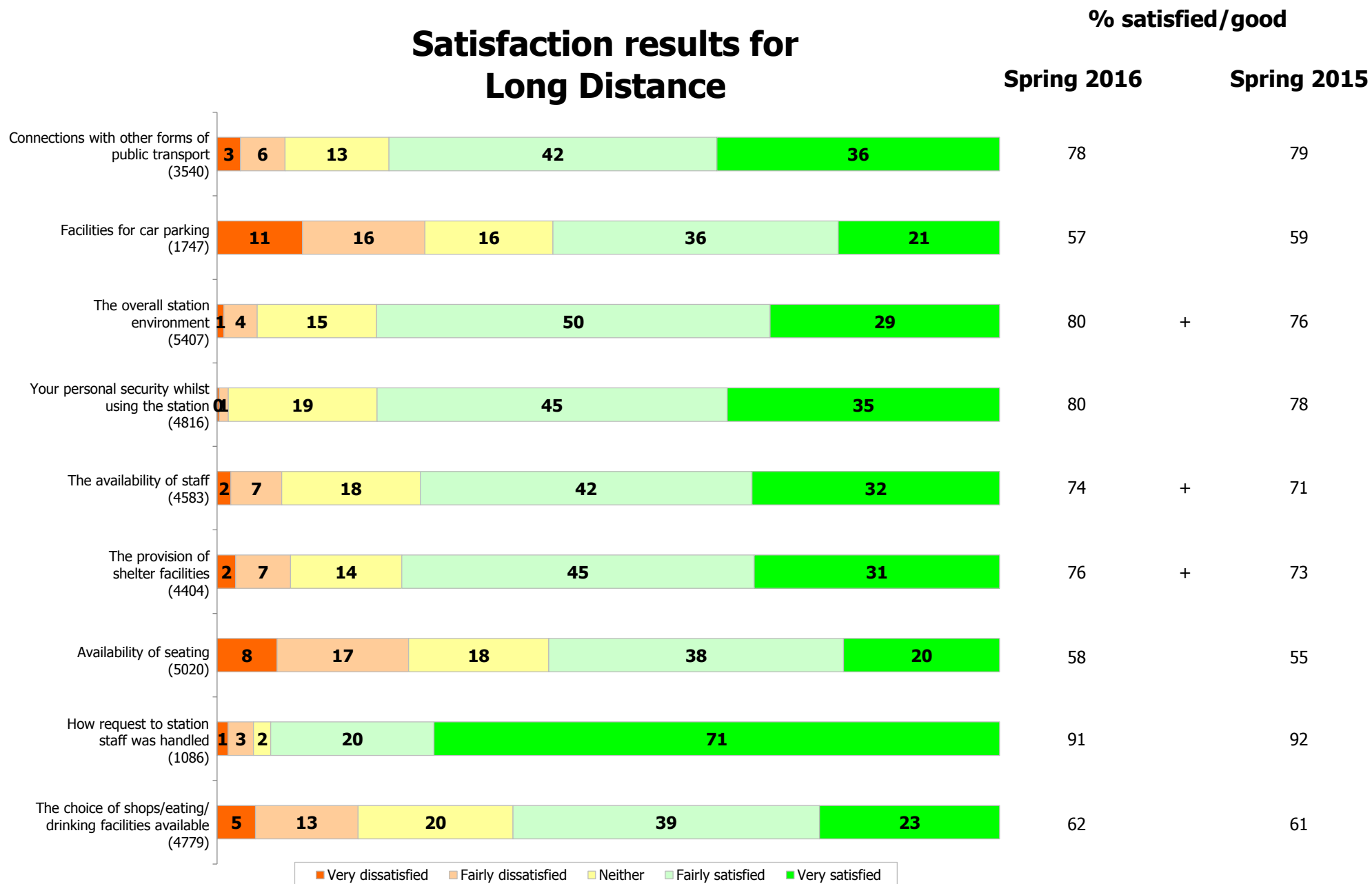


## 2 2.3 Overall satisfaction with your journey and station factors

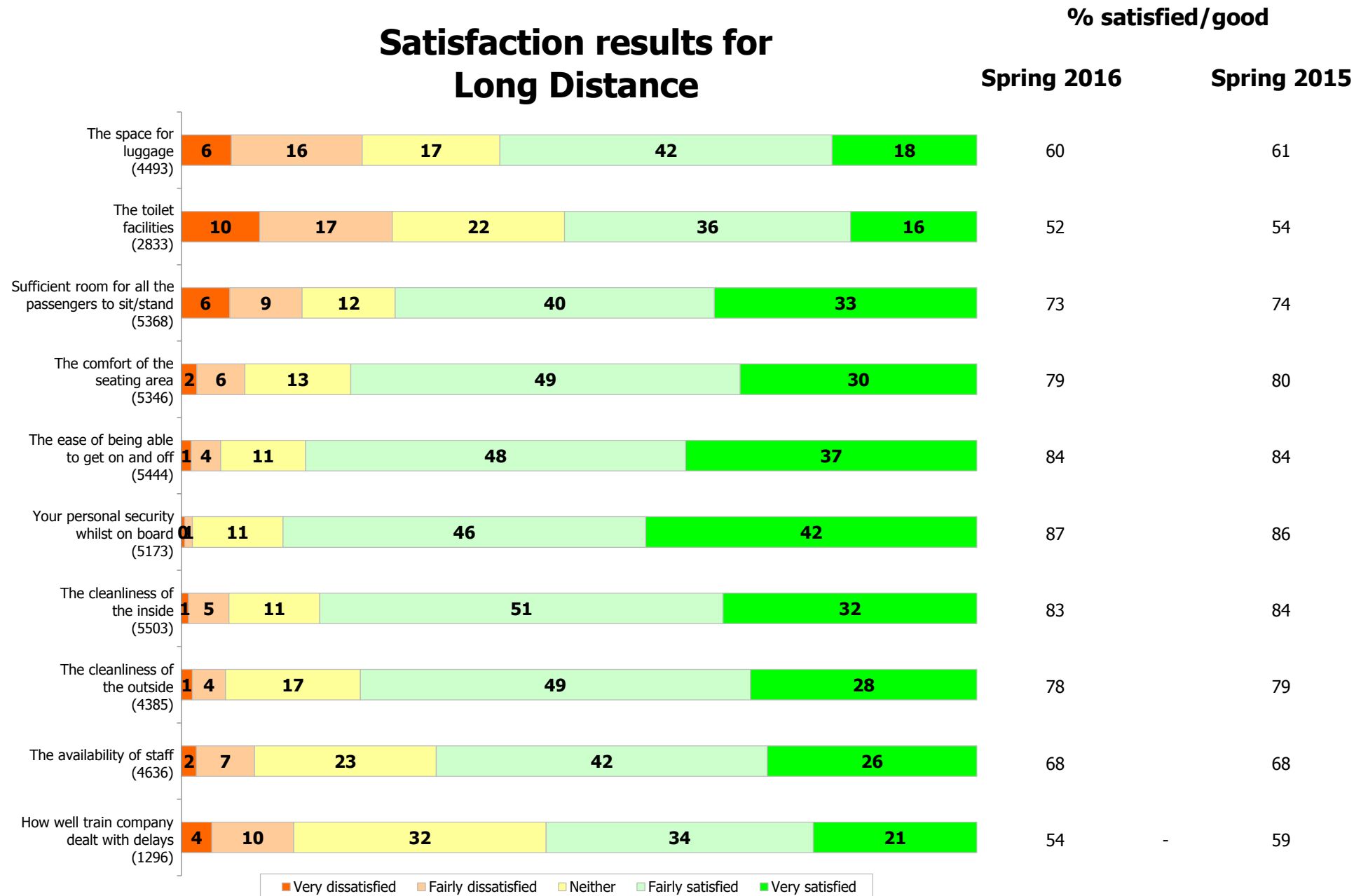
At 95% confidence level:  
 + significant increase  
 - significant decrease

### Satisfaction results for Long Distance









## First TransPennine Express versus Long Distance

	TOC	Sector	TOC Index
Overall satisfaction with your journey	87	88	99%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	86	87	100%
Ticket buying facilities	84	86	97%
Provision of information about train times/platforms	85	88	97%
The upkeep/repair of the station buildings/platforms	80	80	99%
Cleanliness	82	84	98%
The facilities and services	67	72	94%
The attitudes and helpfulness of the staff	82	84	98%
Connections with other forms of public transport	71	78	91%
Facilities for car parking	46	57	81%
Overall environment	79	80	99%
Your personal security whilst using the station	77	80	96%
The availability of staff	70	74	95%
The provision of shelter facilities	74	76	97%
Availability of seating	54	58	94%
How request to station staff was handled	90	91	99%
The choice of shops/eating/drinking facilities available	58	62	93%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	82	85	97%
The frequency of the trains on that route	85	85	100%
Punctuality/reliability (i.e. the train arriving/departing on time)	78	84	92%
The length of time the journey was scheduled to take (speed)	88	88	100%
Connections with other train services	75	80	94%
The value for money of the price of your ticket	58	57	102%
Cleanliness of the train	82	82	101%
Upkeep and repair of the train	82	80	102%
The provision of information during the journey	79	78	101%
The helpfulness and attitude of staff on train	81	81	99%
The space for luggage	57	60	96%
The toilet facilities	52	52	101%
Sufficient room for all passengers to sit/stand	69	73	95%
The comfort of the seating area	81	79	102%
The ease of being able to get on and off	84	84	99%
Your personal security on board	85	87	98%
The cleanliness of the inside	82	83	99%
The cleanliness of the outside	81	78	104%
The availability of staff	64	68	94%
How well train company deals with delays	45	54	83%

## Building block/route data for First TransPennine Express

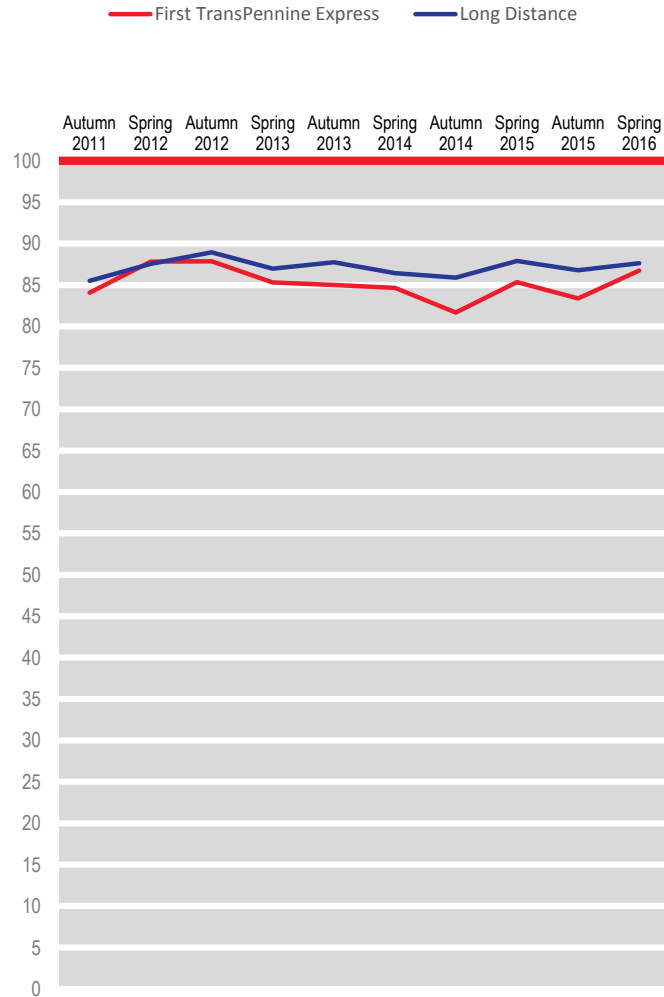
	North	North West	South
Overall satisfaction with your journey	87	90	77
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	86	89	83
Ticket buying facilities	86	77	84
Provision of information about train times/platforms	86	86	75
The upkeep/repair of the station buildings/platforms	80	78	77
Cleanliness	81	84	78
The facilities and services	68	65	64
The attitudes and helpfulness of the staff	80	92	71
Connections with other forms of public transport	72	62	81
Facilities for car parking	42	58	47
Overall environment	79	80	73
Your personal security whilst using the station	78	75	73
The availability of staff	69	76	61
The provision of shelter facilities	73	76	79
Availability of seating	51	60	67
How request to station staff was handled	91	89	91
The choice of shops/eating/drinking facilities available	61	46	65
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	81	87	78
The frequency of the trains on that route	85	87	81
Punctuality/reliability (i.e. the train arriving/departing on time)	75	85	75
The length of time the journey was scheduled to take (speed)	87	92	84
Connections with other train services	78	66	75
The value for money of the price of your ticket	56	66	53
Cleanliness of the train	81	88	76
Upkeep and repair of the train	81	88	82
The provision of information during the journey	80	80	73
The helpfulness and attitude of staff on train	79	88	76
The space for luggage	56	62	54
The toilet facilities	48	67	45
Sufficient room for all passengers to sit/stand	67	79	61
The comfort of the seating area	78	87	79
The ease of being able to get on and off	83	87	83
Your personal security on board	85	88	81
The cleanliness of the inside	81	87	75
The cleanliness of the outside	80	84	82
The availability of staff	60	74	67
How well train company deals with delays	44	48	44



# Percentage satisfaction with aspects of station where boarded

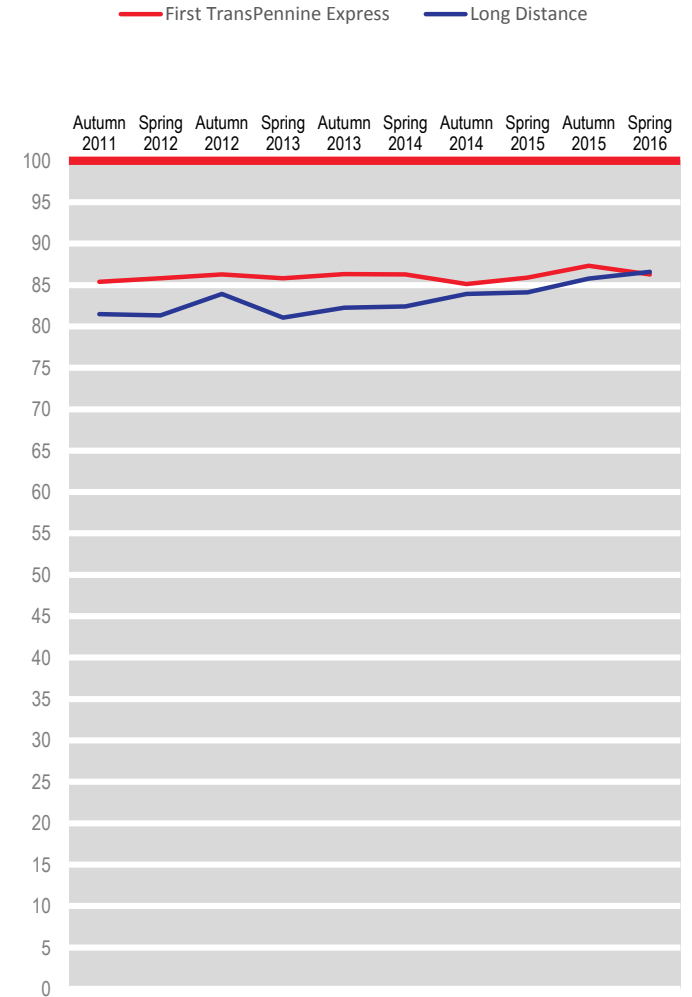
## Overall satisfaction with your journey

(1073)  
Percentage of passengers satisfied 2011 to 2016



## Overall station satisfaction

(1081)  
Percentage of passengers satisfied 2011 to 2016

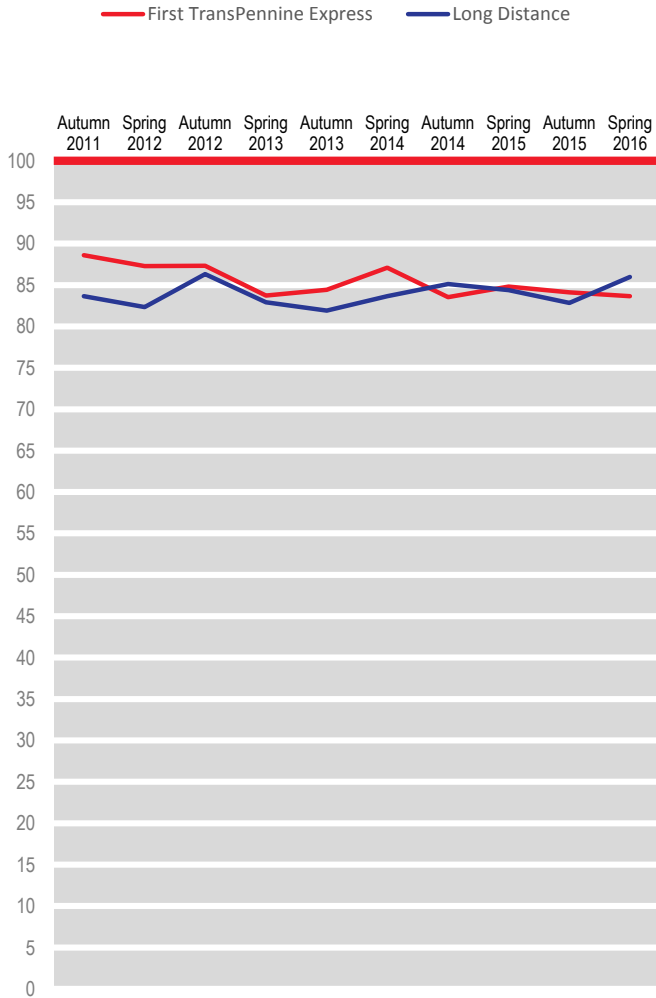


N.B. Benchmarks and targets are only shown for applicable factors

**Ticket buying facilities**

(477)

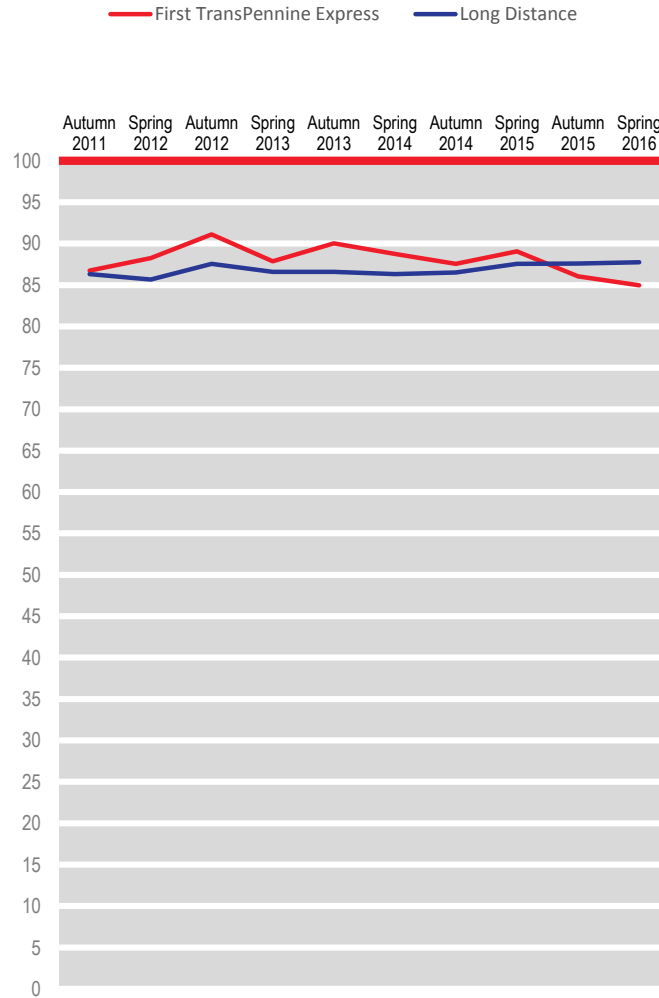
Percentage of passengers satisfied 2011 to 2016



**Provision of information about train times/platforms**

(1053)

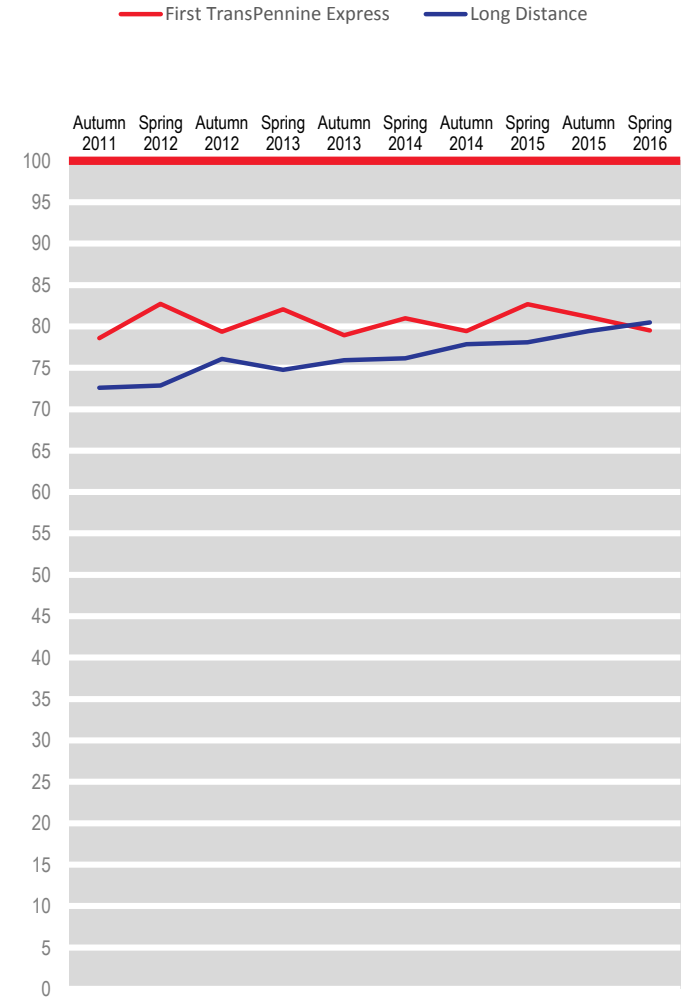
Percentage of passengers satisfied 2011 to 2016



**The upkeep/repair of the station building/platforms**

(1054)

Percentage of passengers satisfied 2011 to 2016

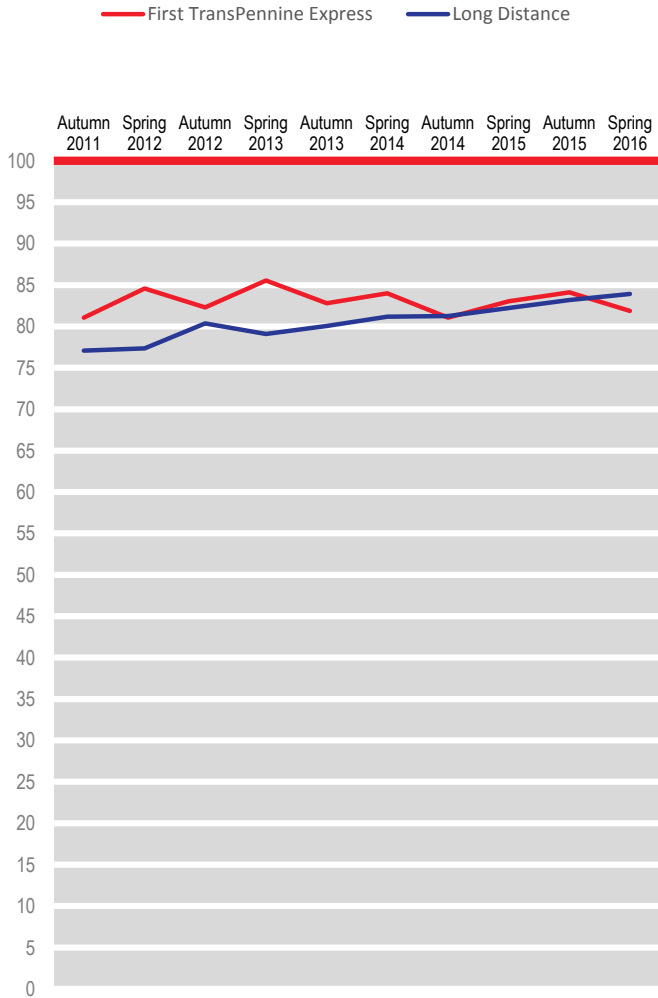


N.B. Benchmarks and targets are only shown for applicable factors

## Cleanliness of the station

(1054)

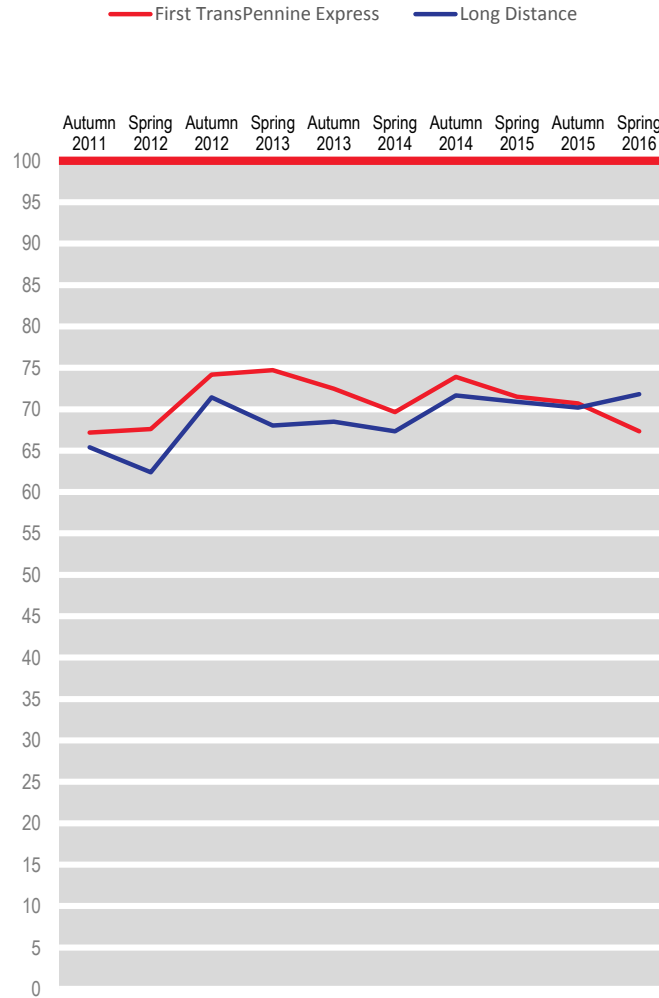
Percentage of passengers satisfied 2011 to 2016



## The facilities and services at the station

(938)

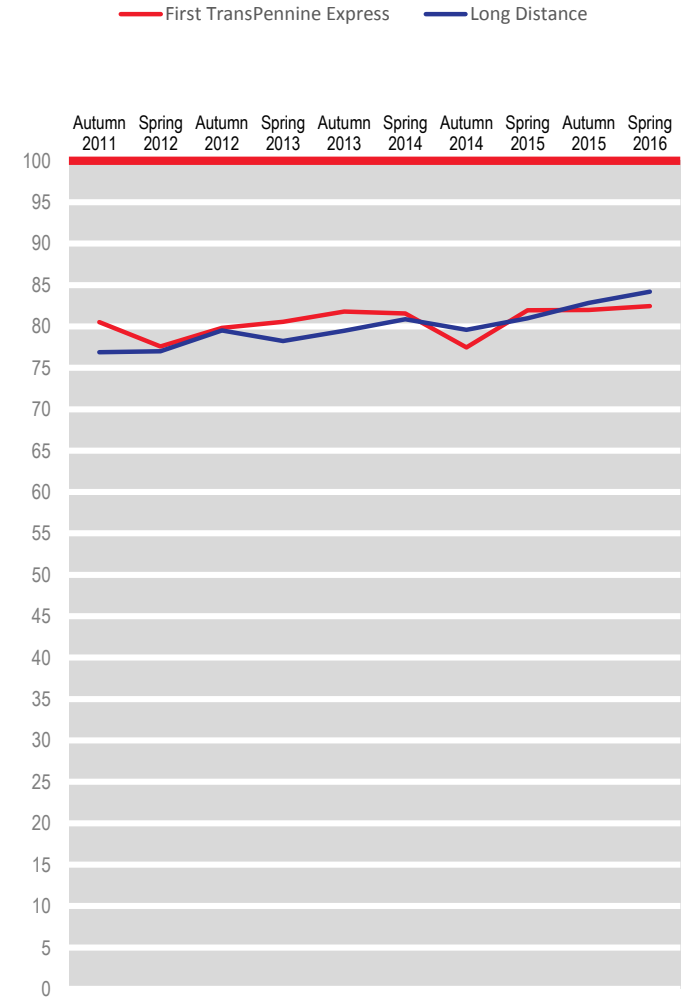
Percentage of passengers satisfied 2011 to 2016



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

(787)

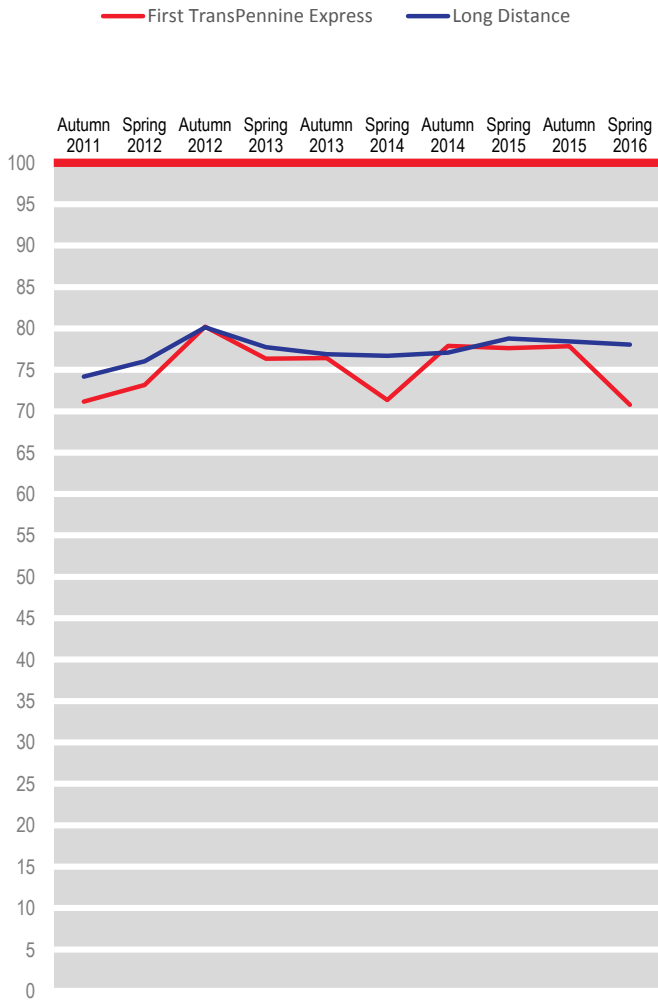
Percentage of passengers satisfied 2011 to 2016



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

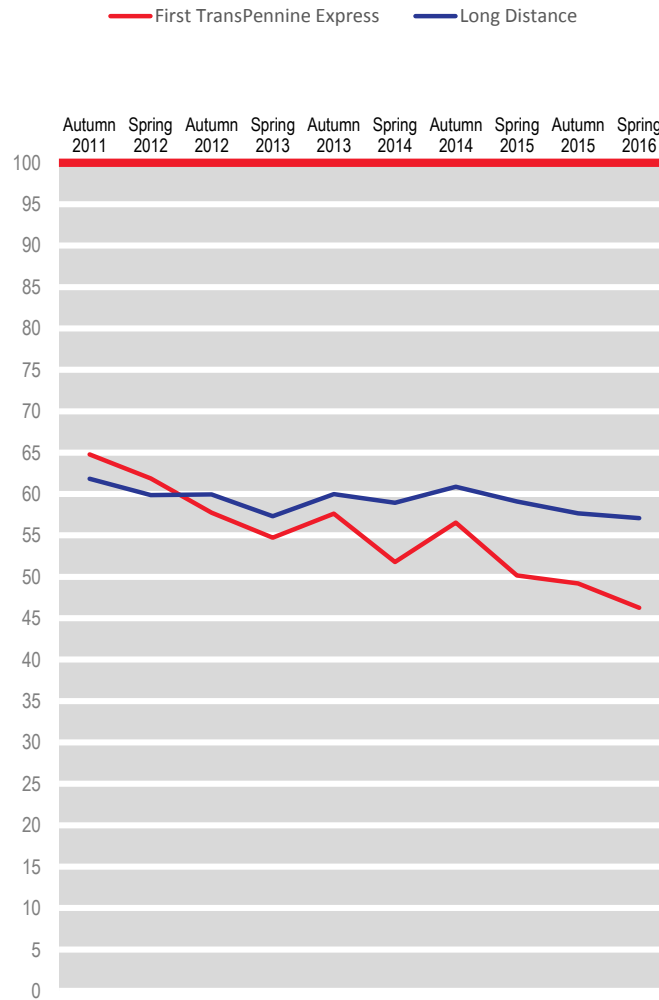
## Connections with other forms of public transport from the station

**(656)**  
Percentage of passengers satisfied 2011 to 2016



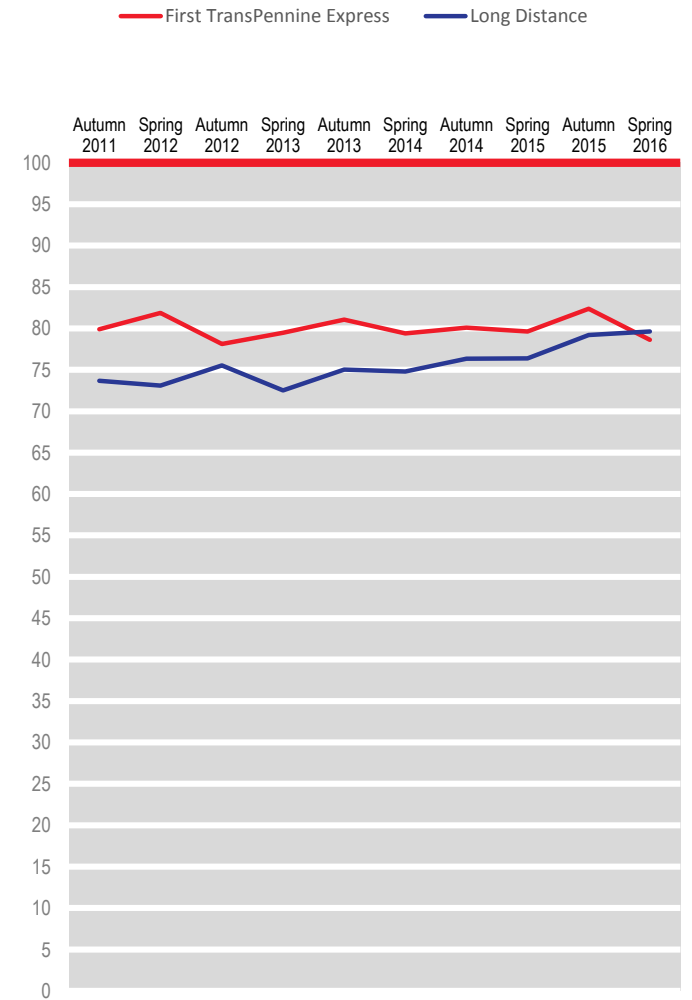
## Facilities for car parking at the station

**(340)**  
Percentage of passengers satisfied 2011 to 2016



## Overall station environment

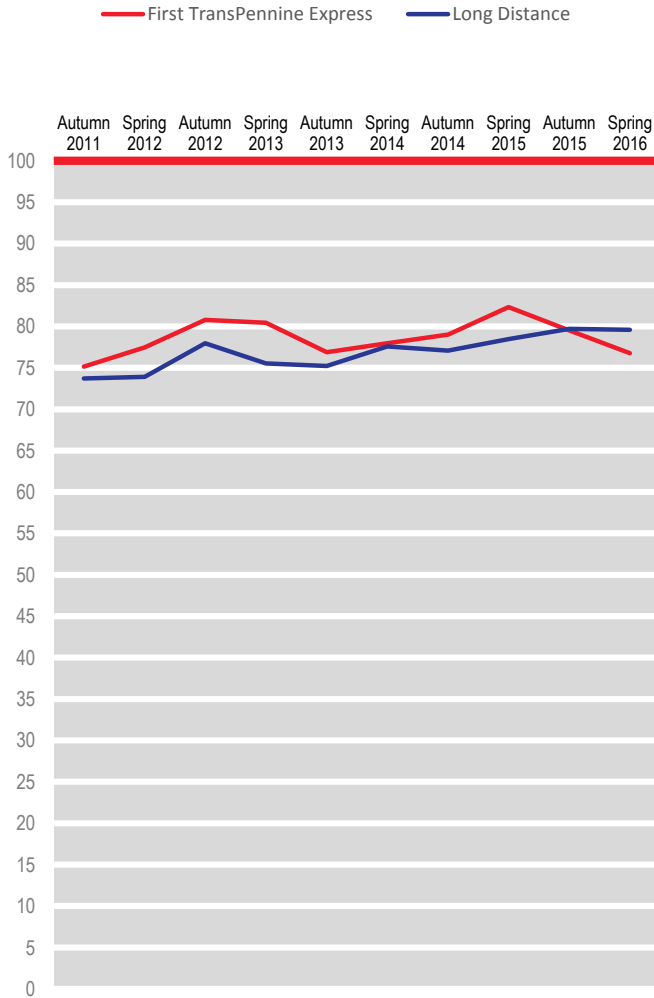
**(1054)**  
Percentage of passengers satisfied 2011 to 2016



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

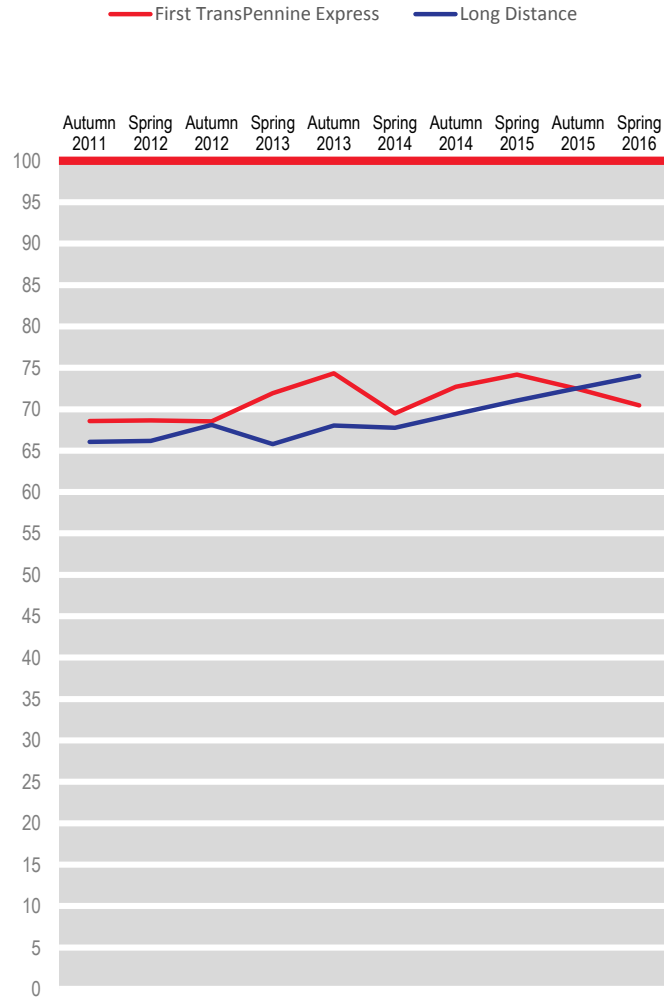
## Your personal security whilst using the station

**(946)**  
Percentage of passengers satisfied 2011 to 2016



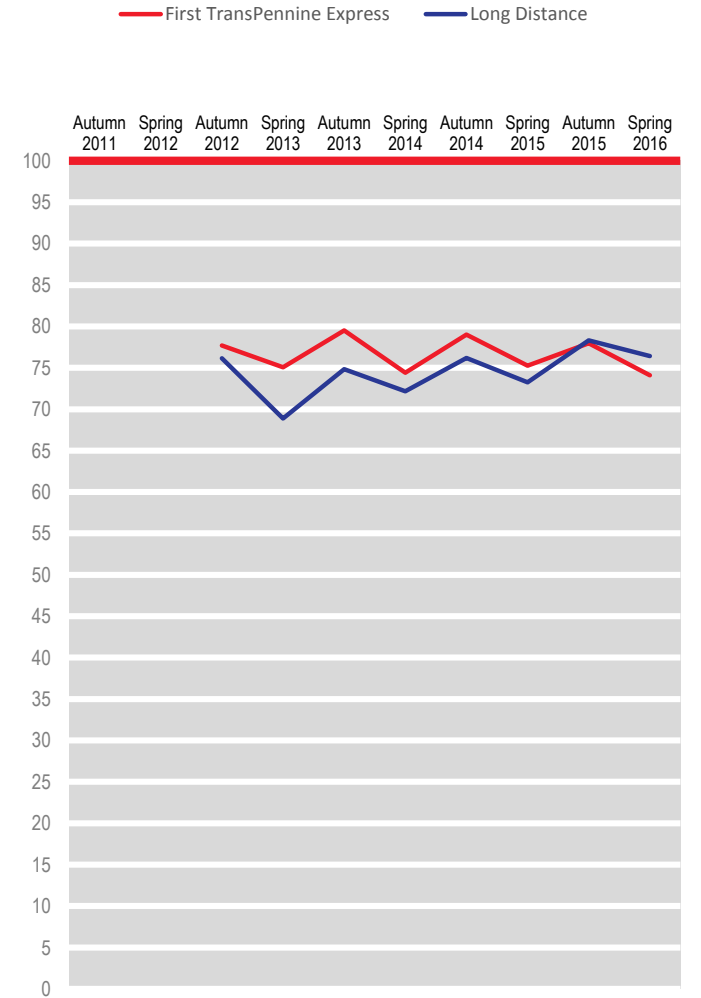
## The availability of staff at the station

**(916)**  
Percentage of passengers satisfied 2011 to 2016



## The provision of shelter facilities

**(910)**  
Percentage of passengers satisfied 2011 to 2016

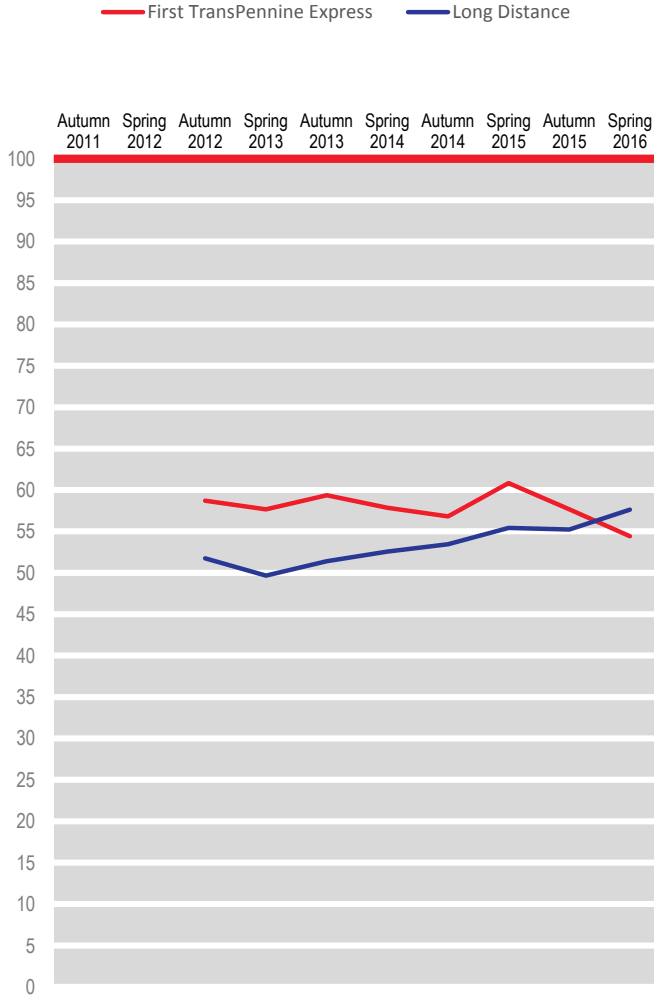


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating**

(993)

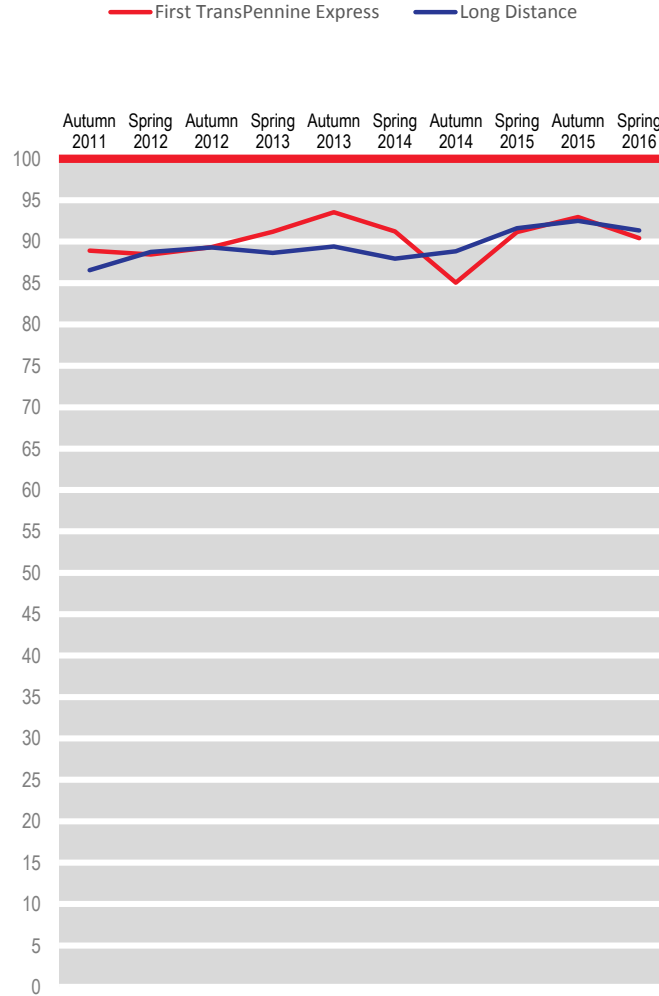
Percentage of passengers satisfied 2011 to 2016



**How request to station staff was handled**

(213)

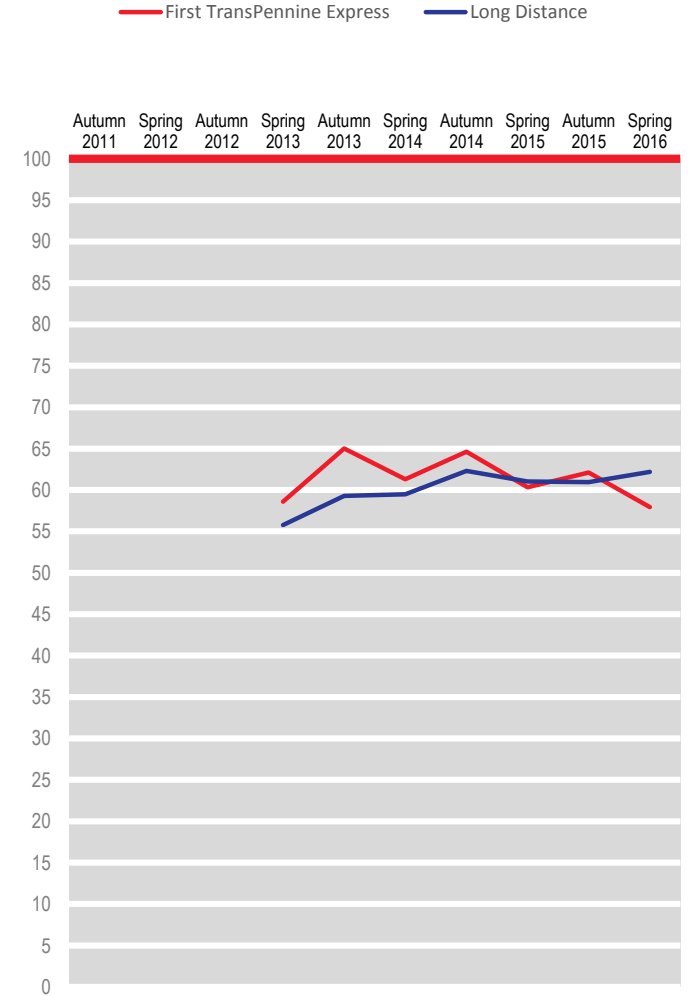
Percentage of passengers satisfied 2011 to 2016



**The choice of shops/eating/drinking facilities available**

(914)

Percentage of passengers satisfied 2011 to 2016

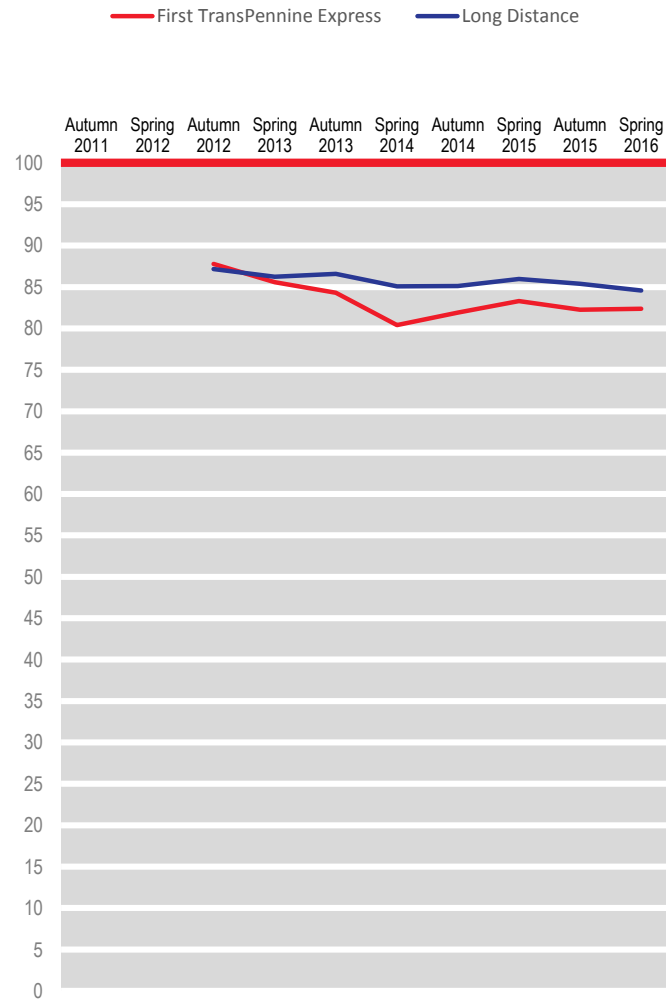


N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

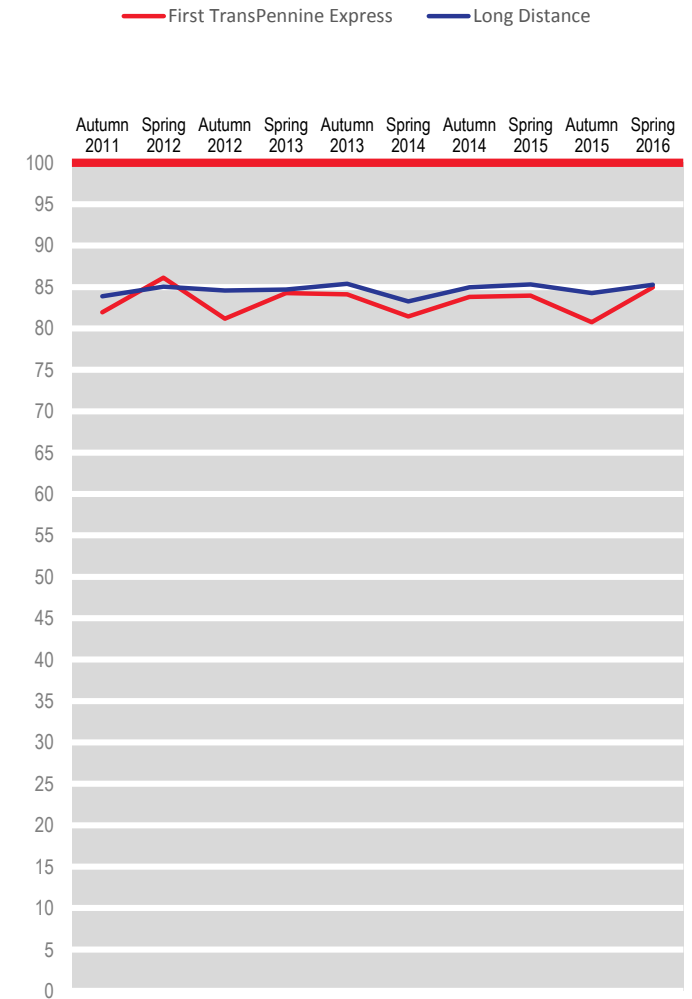
## Overall satisfaction with the train

(1082)  
Percentage of passengers satisfied 2011 to 2016



## The frequency of trains on that route

(1045)  
Percentage of passengers satisfied 2011 to 2016



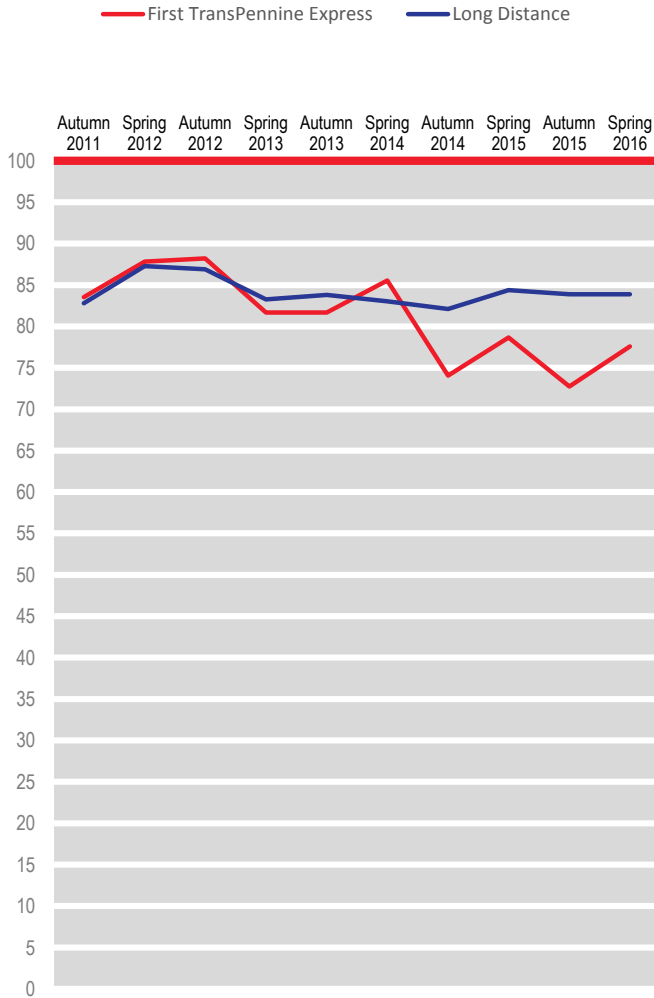
N.B. Benchmarks and targets are only shown for applicable factors



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

(1088)

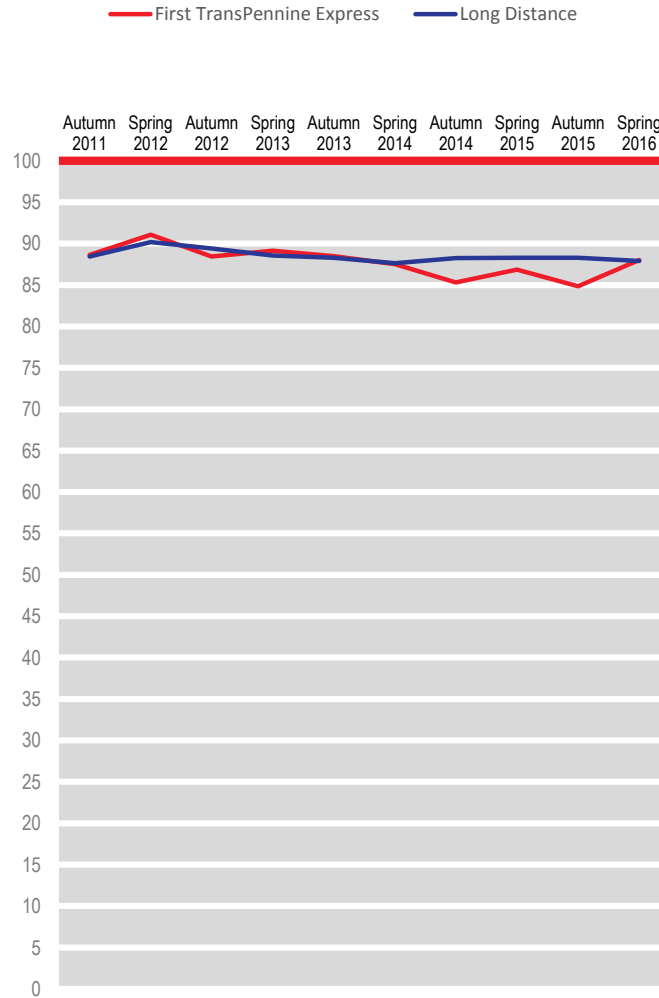
Percentage of passengers satisfied 2011 to 2016



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

(1072)

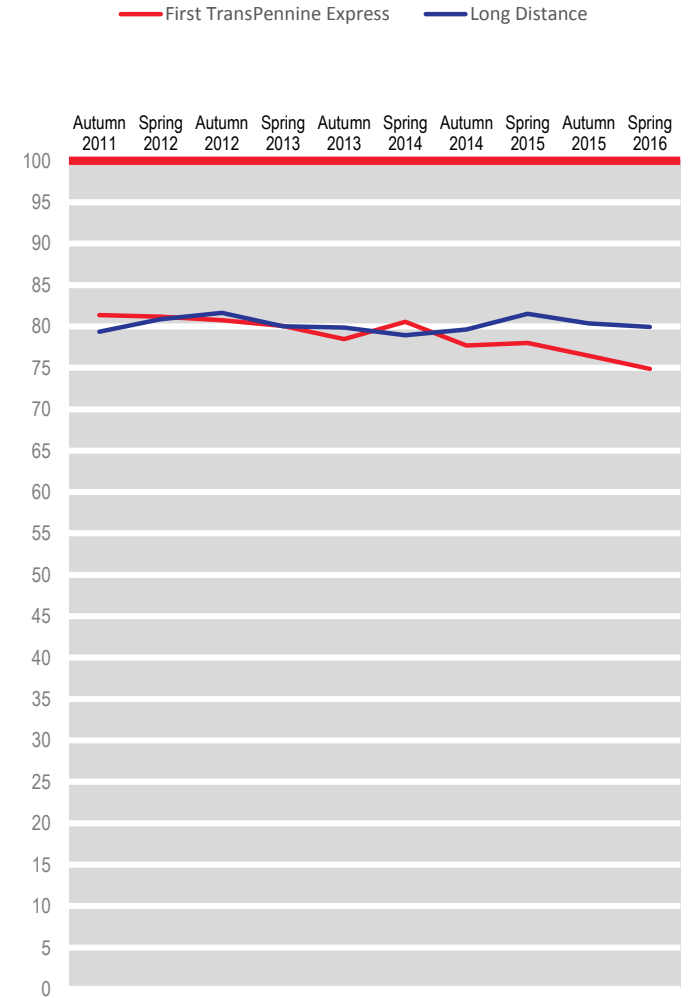
Percentage of passengers satisfied 2011 to 2016



## Connections with other train services

(627)

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

(1033)

Percentage of passengers satisfied 2011 to 2016

— First TransPennine Express — Long Distance

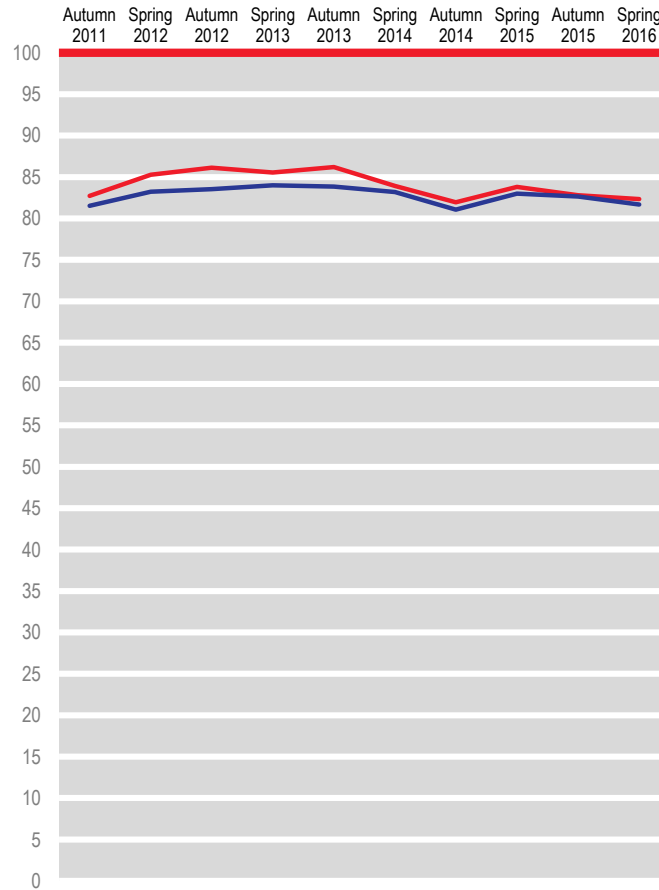


## Cleanliness of the train

(1079)

Percentage of passengers satisfied 2011 to 2016

— First TransPennine Express — Long Distance

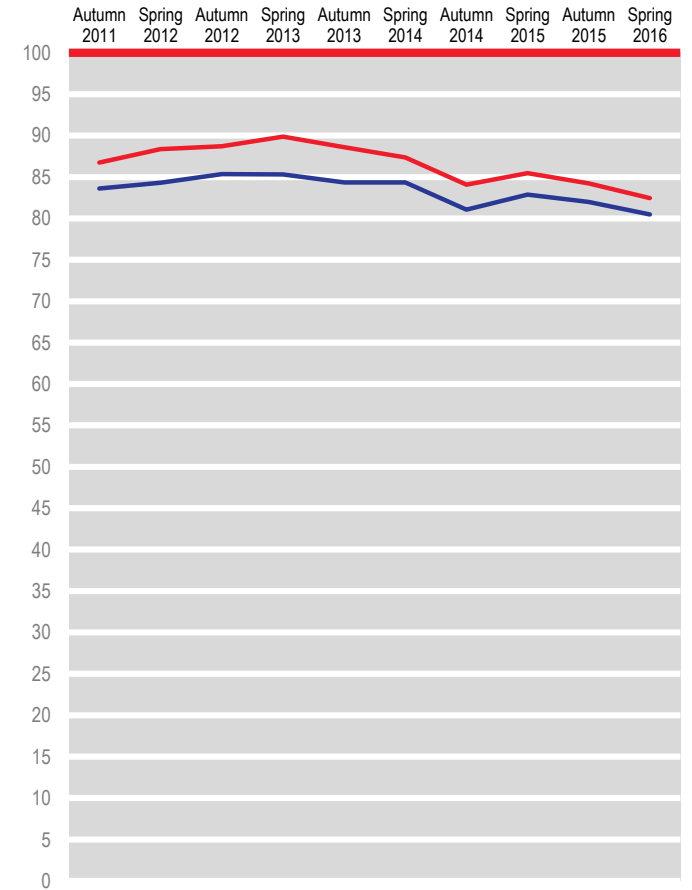


## Upkeep and repair of the train

(1044)

Percentage of passengers satisfied 2011 to 2016

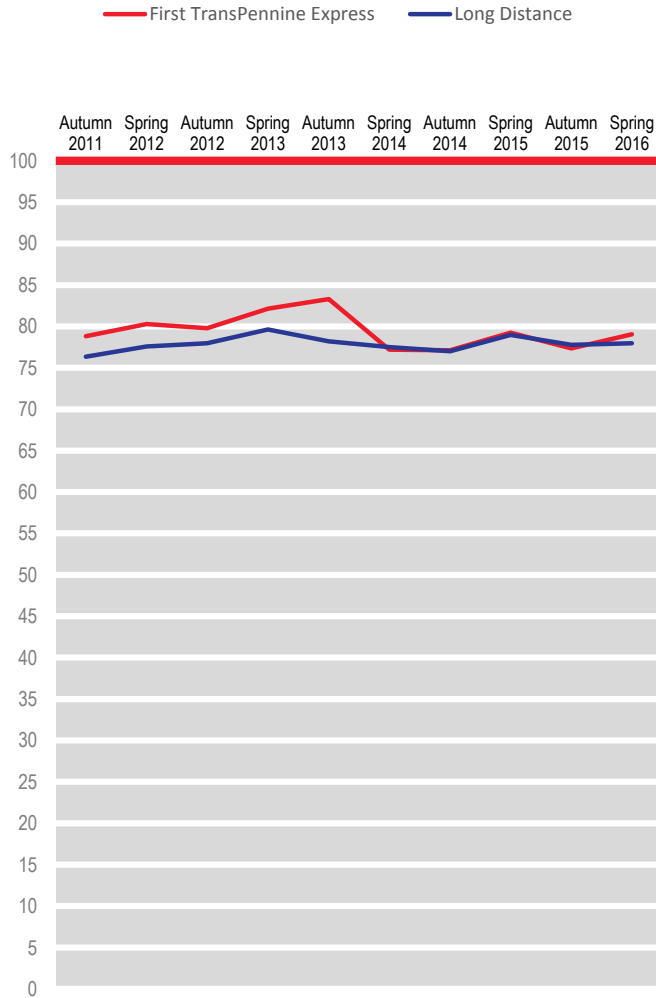
— First TransPennine Express — Long Distance



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

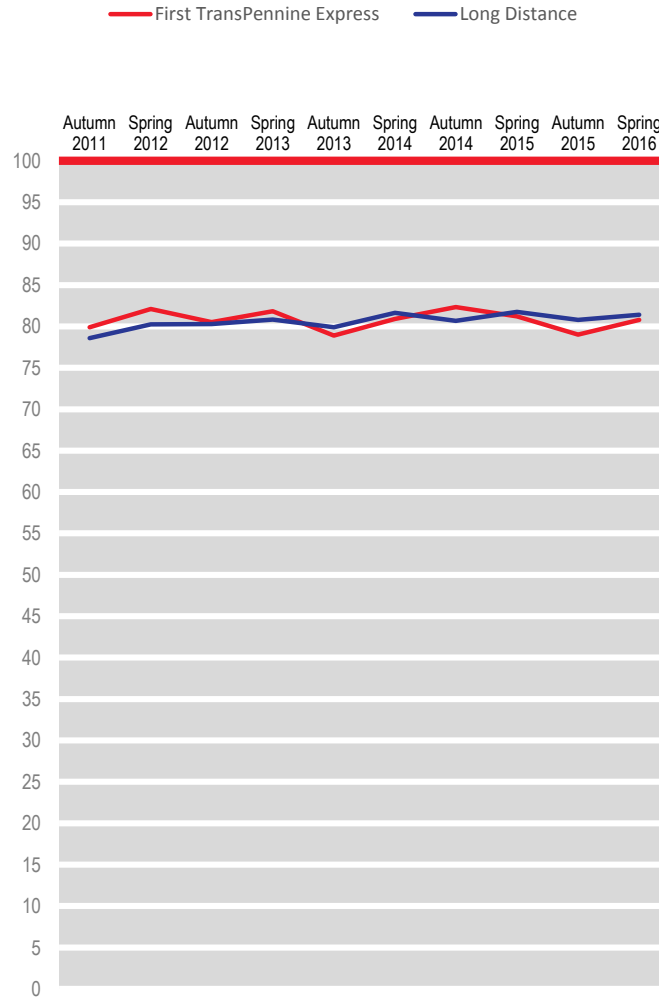
## The provision of information during the journey (1019)

Percentage of passengers satisfied 2011 to 2016



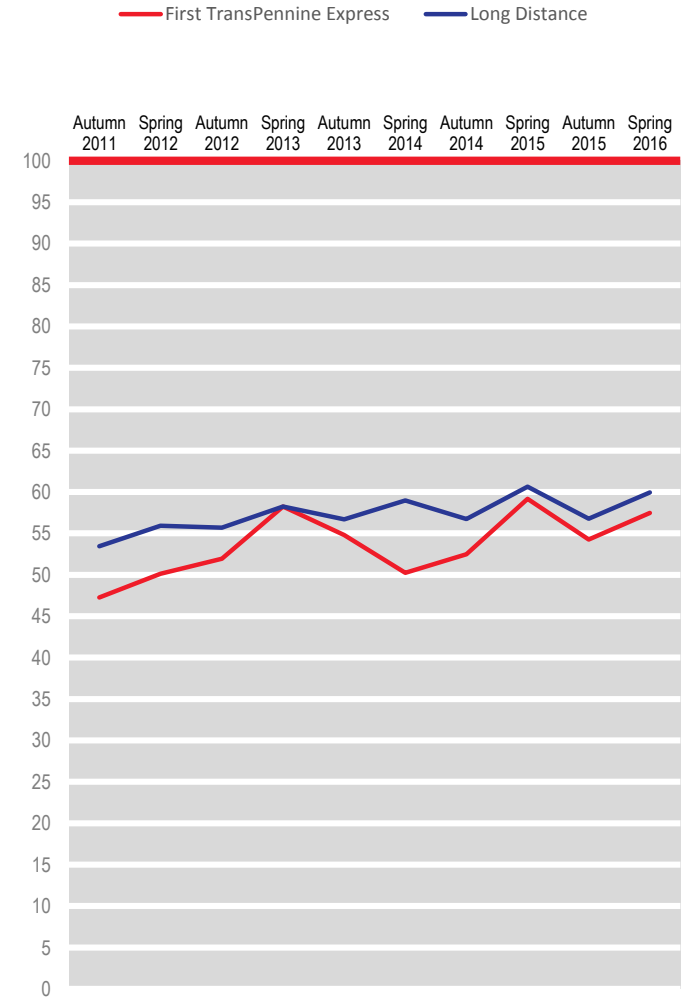
## The helpfulness and attitude of staff on the train (819)

Percentage of passengers satisfied 2011 to 2016



## The space for luggage (870)

(870)  
Percentage of passengers satisfied 2011 to 2016

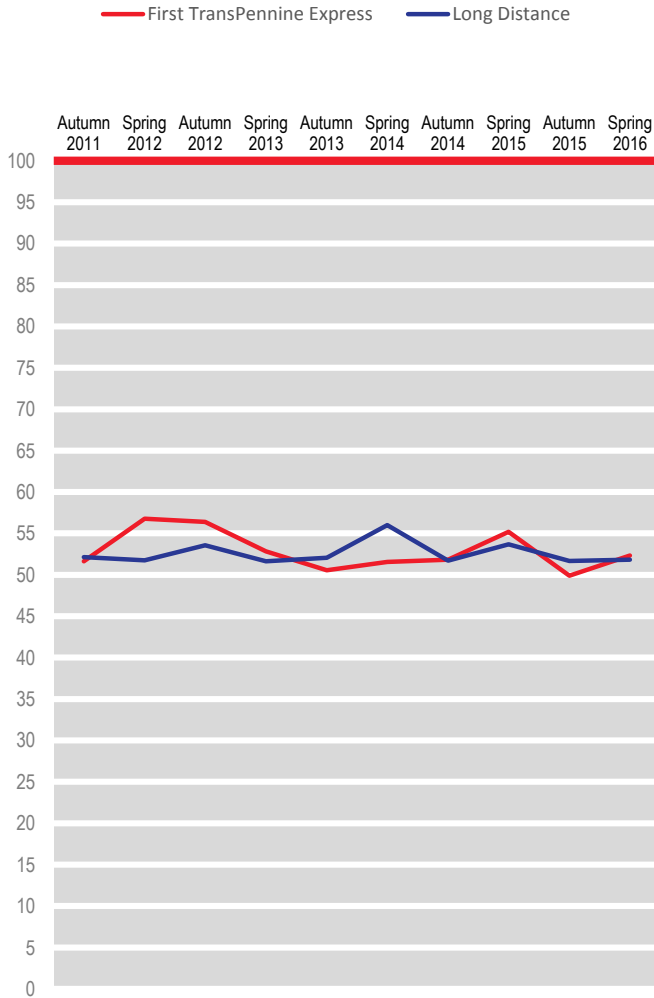


N.B. Benchmarks and targets are only shown for applicable factors

## Toilet facilities on the train

(420)

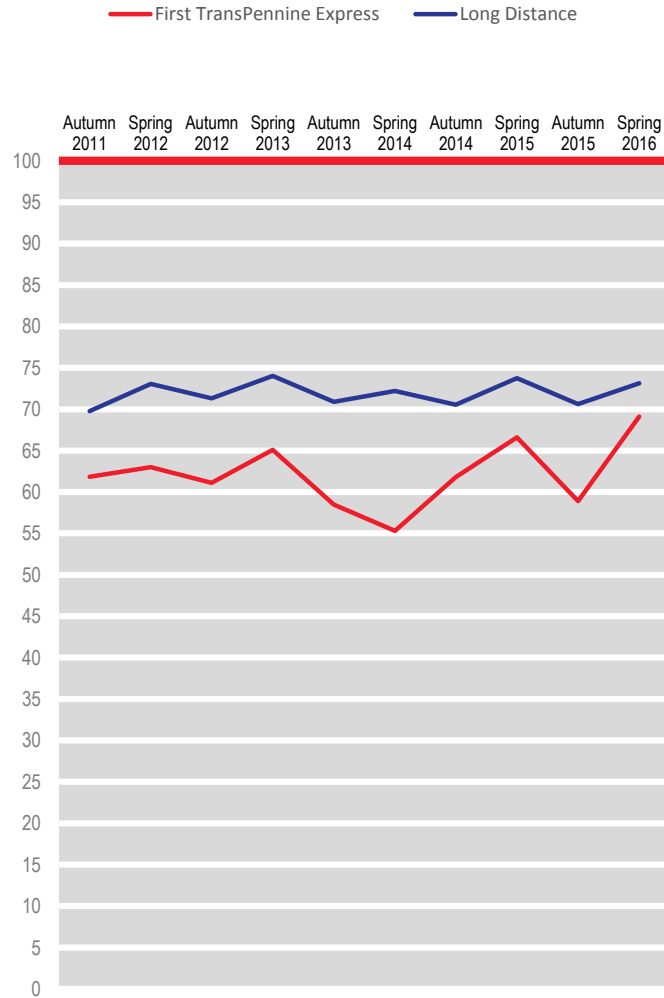
Percentage of passengers satisfied 2011 to 2016



## Sufficient room for all the passengers to sit/stand

(1059)

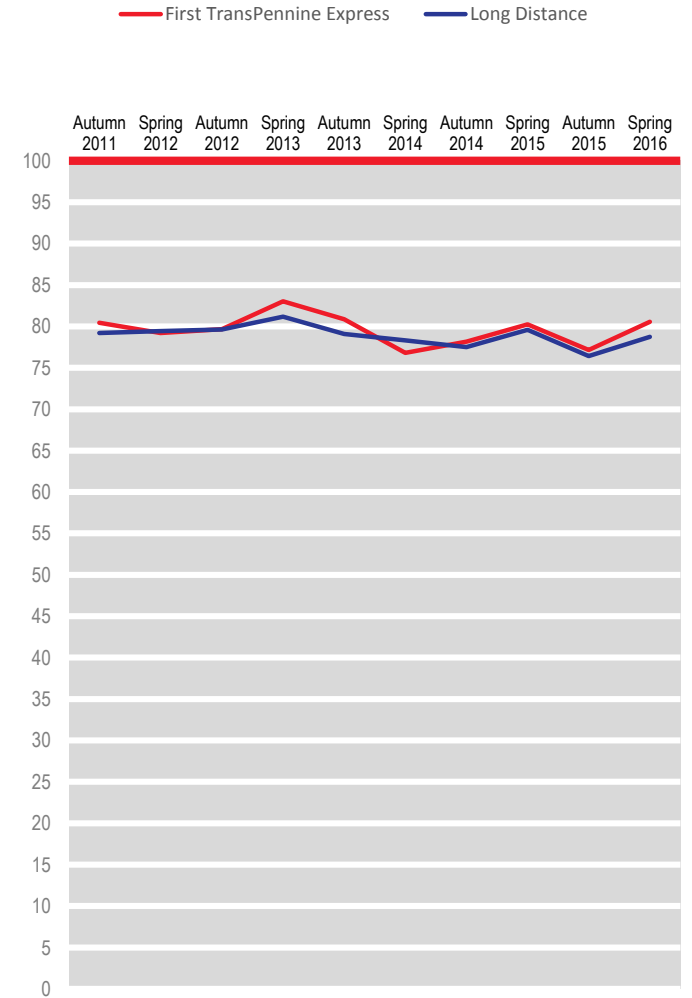
Percentage of passengers satisfied 2011 to 2016



## The comfort of the seating area

(1032)

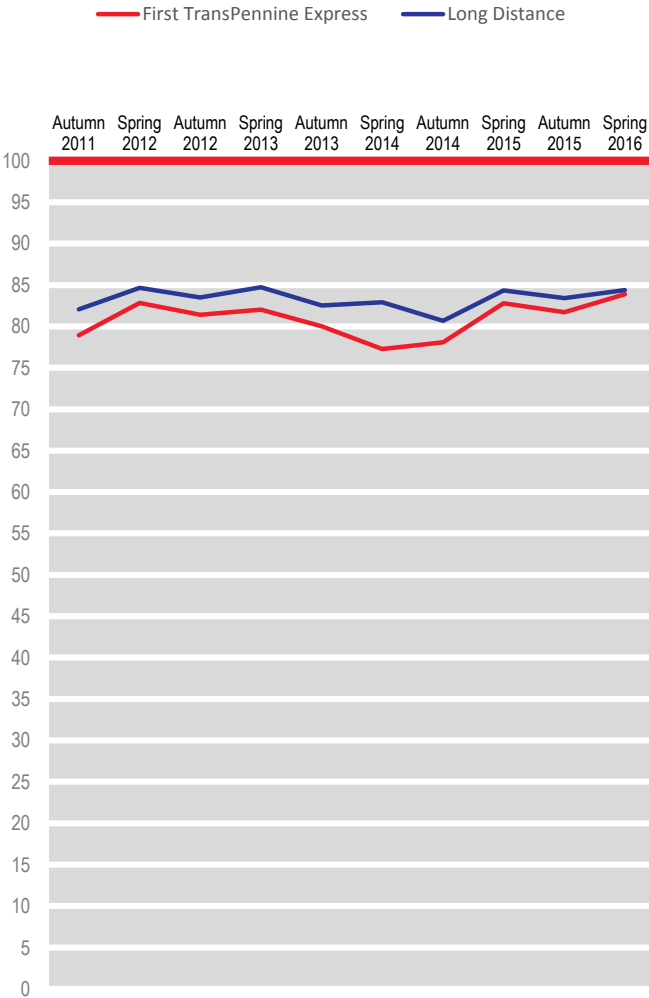
Percentage of passengers satisfied 2011 to 2016



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

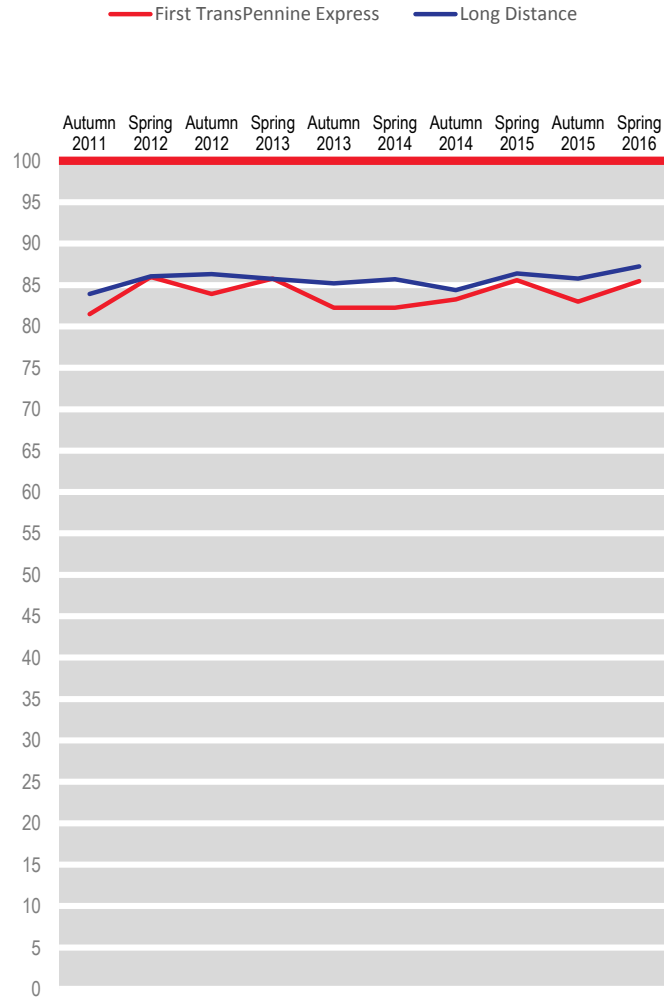
## The ease of being able to get on and off the train (1069)

Percentage of passengers satisfied 2011 to 2016



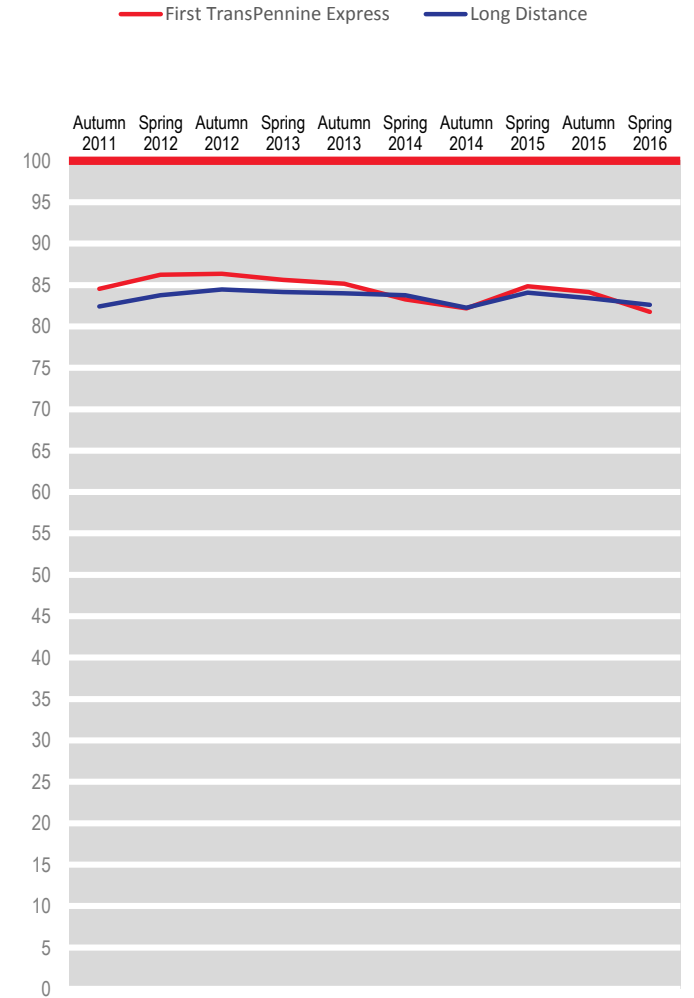
## Your personal security whilst on board (1015)

Percentage of passengers satisfied 2011 to 2016



## The cleanliness of the inside of the train (1070)

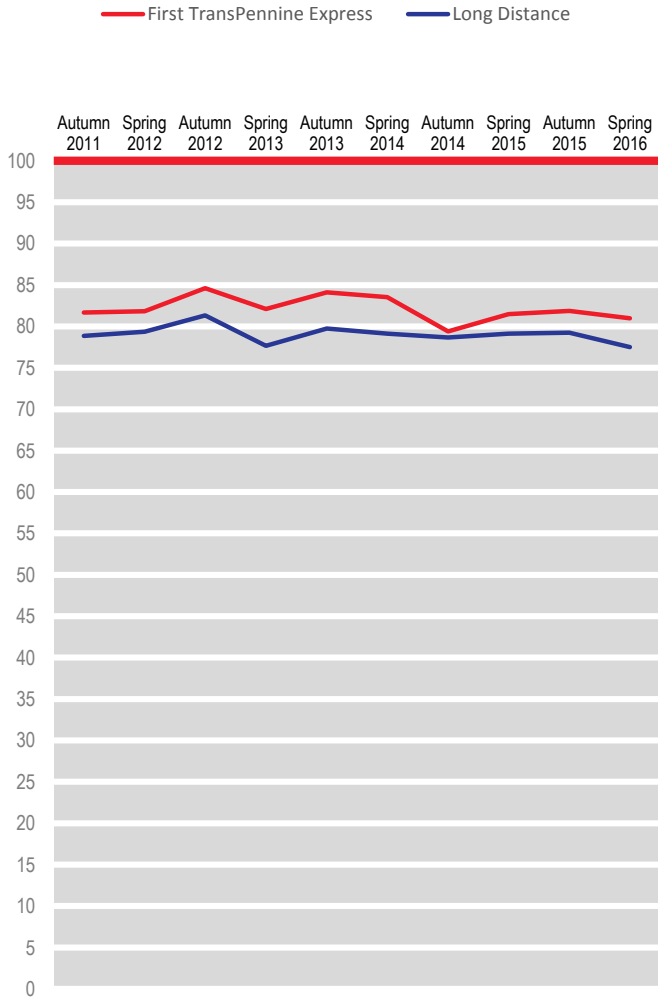
Percentage of passengers satisfied 2011 to 2016



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

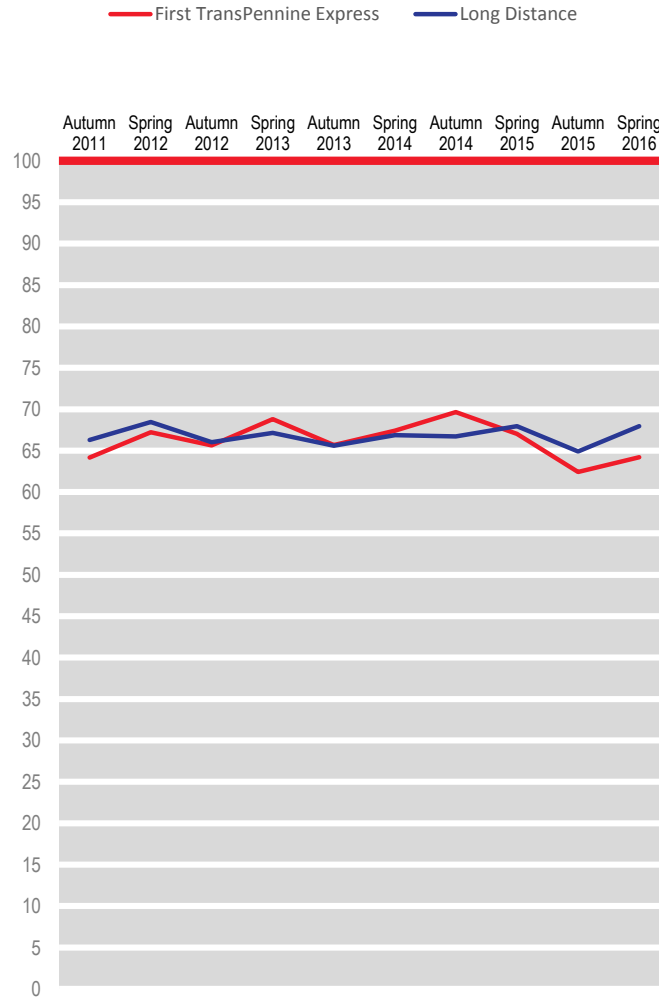
## The cleanliness of the outside of the train (857)

Percentage of passengers satisfied 2011 to 2016



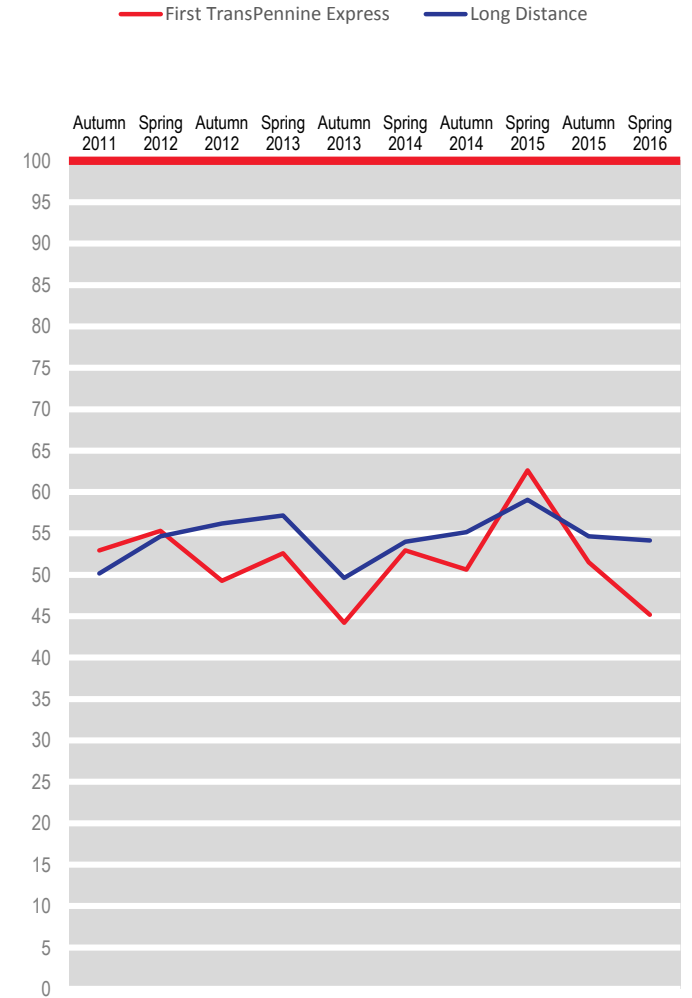
## The availability of staff on the train (931)

Percentage of passengers satisfied 2011 to 2016



## How well train company dealt with delays (280)

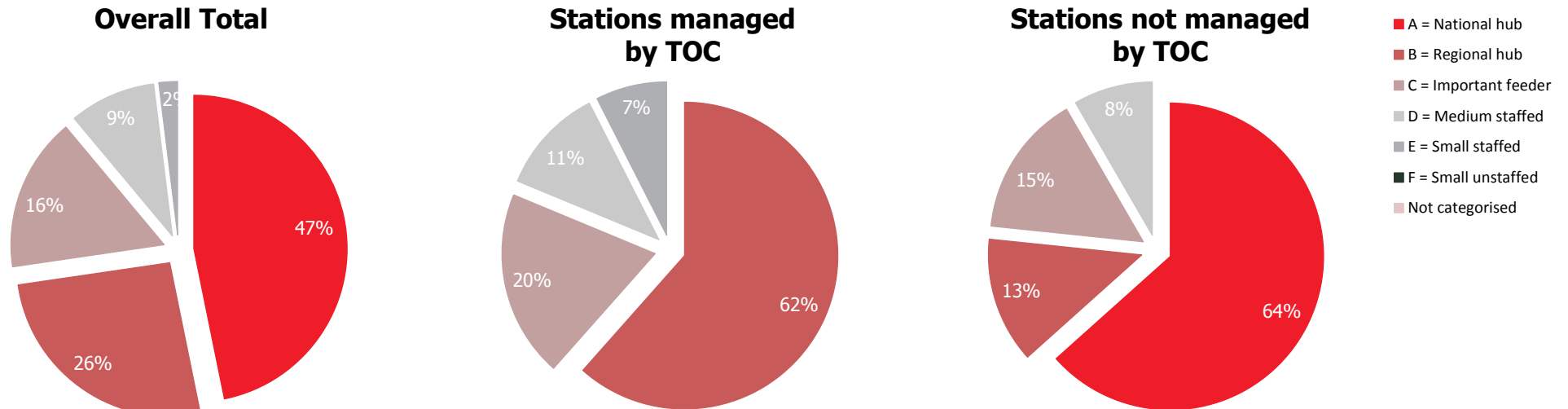
Percentage of passengers satisfied 2011 to 2016



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

## Managed versus non-managed stations for First TransPennine Express

(% 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	87		86
Ticket buying facilities	88		82
Provision of information about train times/platforms	75	-	88
The upkeep/repair of the station buildings/platforms	77		80
Cleanliness	83		82
The facilities and services	65		68
The attitudes and helpfulness of the staff	84		82
Connections with other forms of public transport	73		70
Facilities for car parking	42		48
Overall environment	77		79
Your personal security whilst using the station	78		76
The availability of staff	72		70
The provision of shelter facilities	73		74
Availability of seating	57		54
How request to station staff was handled	93		89
The choice of shops/eating/drinking facilities available	44	-	63



## First TransPennine Express

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	86		86	91		82
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	86		84	89		94
Ticket buying facilities	83		85	88		85
Provision of information about train times/platforms	87		89	77		88
The upkeep/repair of the station buildings/platforms	78		82	86		86
Cleanliness	81		82	88		88
The facilities and services	67		72	67		70
The attitudes and helpfulness of the staff	79		81	95		89
Connections with other forms of public transport	70	-	76	74		85
Facilities for car parking	44		47	58		61
Overall environment	78		78	82		86
Your personal security whilst using the station	76	-	82	81		85
The availability of staff	71		73	67		81
The provision of shelter facilities	73		74	80		83
Availability of seating	54	-	60	58		64
How request to station staff was handled	89		90	97		96
The choice of shops/eating/drinking facilities available	55		60	70		63
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	82		84	84		79
The frequency of the trains on that route	83		84	92		83
Punctuality/reliability (i.e. the train arriving/departing on time)	76		77	85		87
The length of time the journey was scheduled to take (speed)	86		87	95	+	85
Connections with other train services	77		78	65		79
The value for money of the price of your ticket	57		59	65		64
Cleanliness of the train	84		84	74		83
Upkeep and repair of the train	84		86	75		82
The provision of information during the journey	80		81	77		73
The helpfulness and attitude of staff on train	80		81	83		81
The space for luggage	56		58	64		67
The toilet facilities	51		56	60		53
Sufficient room for all passengers to sit/stand	67		68	79	+	61
The comfort of the seating area	80		80	84		80
The ease of being able to get on and off	83		84	88		78
Your personal security on board	85		86	86		86
The cleanliness of the inside	84		84	71	-	87
The cleanliness of the outside	84		82	65		80
The availability of staff	64	-	69	67		57
How well train company deals with delays	47	-	60	37		76

## 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
<b>STATION FACILITIES</b>						
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
<b>TRAIN FACILITIES</b>						
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

	First TransPennine Express	Long Distance		First TransPennine Express	Long Distance
<b>DELAY</b>					
None	72	75			
Minor	24	20			
Major	2	3			
<b>LENGTH OF DELAY</b>					
5 minutes or less	48	36			
6-10 minutes	30	25			
11-20 minutes	13	18			
21-30 minutes	3	7			
31-60 minutes	3	7			
More than 1 hour	1	4			
Don't know/no answer	1	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	26	26	Very well	29	28
Fairly well	30	34	Fairly well	29	32
Neither well nor poorly	20	18	Neither well nor poorly	20	20
Fairly poorly	14	12	Fairly poorly	16	10
Very poorly	10	11	Very poorly	7	10
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	27	29	Very well	20	21
Fairly well	35	34	Fairly well	27	29
Neither well nor poorly	18	17	Neither well nor poorly	32	29
Fairly poorly	13	12	Fairly poorly	11	10
Very poorly	8	9	Very poorly	11	11
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	25	27	Very well	17	19
Fairly well	29	30	Fairly well	24	25
Neither well nor poorly	26	24	Neither well nor poorly	32	24
Fairly poorly	12	9	Fairly poorly	13	13
Very poorly	8	10	Very poorly	14	19

## 6 6.2 Passenger experience relating to disability

	First TransPennine Express	Long Distance		First TransPennine Express	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	2	2			
Mobility	4	3			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	2	2			
None	87	87			
No answer	3	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	6	9	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	47	43	Yes	1	3
Not at all	39	43	No	99	97
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	35	41	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	31	34	Very satisfied	-	74
Neither satisfied nor dissatisfied	28	17	Fairly satisfied	100	18
Fairly dissatisfied	1	6	Neither satisfied nor dissatisfied	-	7
Very dissatisfied	4	2	Fairly dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	36	36	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	28	34	Very satisfied	-	61
Neither satisfied nor dissatisfied	30	20	Fairly satisfied	100	17
Fairly dissatisfied	6	8	Neither satisfied nor dissatisfied	-	5
Very dissatisfied	1	2	Fairly dissatisfied	-	2
			Very dissatisfied	-	15

	First TransPennine Express	Long Distance		First TransPennine Express	Long Distance
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	39	40	White	93	92
Female	59	58	Mixed	1	1
			Asian or Asian British	2	2
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	1	1	Commuter	26	17
19-25	12	10	Business	13	25
26-34	10	11	Leisure	61	58
35-44	15	14			
45-54	19	21	<b>REGULAR TRAVELLER</b>		
55-59	11	12	Yes	45	37
60-64	9	11	No	55	63
65+	21	19			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	46	52	Weekday	82	80
Working Part Time	15	14	Weekend	18	20
Not Working	5	4			
Retired	24	22	<b>TIME OF TRAVEL</b>		
Full Time Student	8	7	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	34	40	Yes asked for help	10	11
Middle Managerial	11	13	Yes asked for information	13	12
Junior Managerial/Clerical/Supervisory	10	8	Could not find anyone to ask	1	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	6	No	75	76
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	1			
Full time student	4	3	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	23	20	Yes, at home	90	91
Unemployed/between jobs	1	1	Yes, at work	54	59
Housewife/house-husband	1	0	No	7	6
Other	4	5			

	First TransPennine Express	Long Distance		First TransPennine Express	Long Distance
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	74	76	Better telephone enquiry/booking service	4	4
With other adults 16+	23	21	Better internet enquiry/booking service	14	16
With children aged 0-4	1	1	Better information facilities at stations	11	10
With children aged 5-10	2	1	Better route maps of the rail network	12	13
With children aged 11-15	2	2	Make timetables easier to read	12	12
			Better ticket buying facilities at station ticket offices	9	9
			Better ticket buying facilities at station ticket machines	10	9
			Better promotion when advanced tickets available	30	34
<b>TRAVELLING WITH ...</b>			Other	13	13
Heavy/bulky luggage/other large items	28	29	None of these	31	30
Pushchair	0	0			
Folding bicycle	0	0			
Non-folding bicycle	0	0			
Dog	0	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	70	67			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	17	16			
Anytime day single/return	14	12			
Off-peak/super off-peak single/return	17	21			
Off-peak/super off-peak day single/return	13	10			
Advance	20	27			
Day travelcard	0	1			
Oyster pay as you go	-	0			
Weekly or monthly season ticket	8	4			
Annual season ticket	3	2			
Special promotion ticket	1	0			
Rail staff pass/privilege ticket/police	2	2			
Free travel pass (e.g. Freedom Pass)	0	0			
Other	2	2			
Don't know/no answer	2	2			

## Station sample sizes for First TransPennine Express

Station	Unweighted
Manchester Piccadilly	184
Huddersfield	109
Leeds	107
York	106
Sheffield	81
Manchester Airport	81
Manchester Oxford Road	69
Preston	53
Doncaster	34
Scarborough	28
Stockport	27
Liverpool Lime Street	25
Durham	22
Blackpool North	22
Lancaster	19
Oxenholme Lake District	17
Glasgow Central	16
Selby	13
Bolton	13
Newcastle	12
Warrington Central	12
Wigan North Western	12
Darlington	12
Windermere	7
Middlesbrough	7
Meadowhall	6
Carlisle	4
Dewsbury	3
Grimsby Town	3
Edinburgh	2

	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

### 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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