



**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.

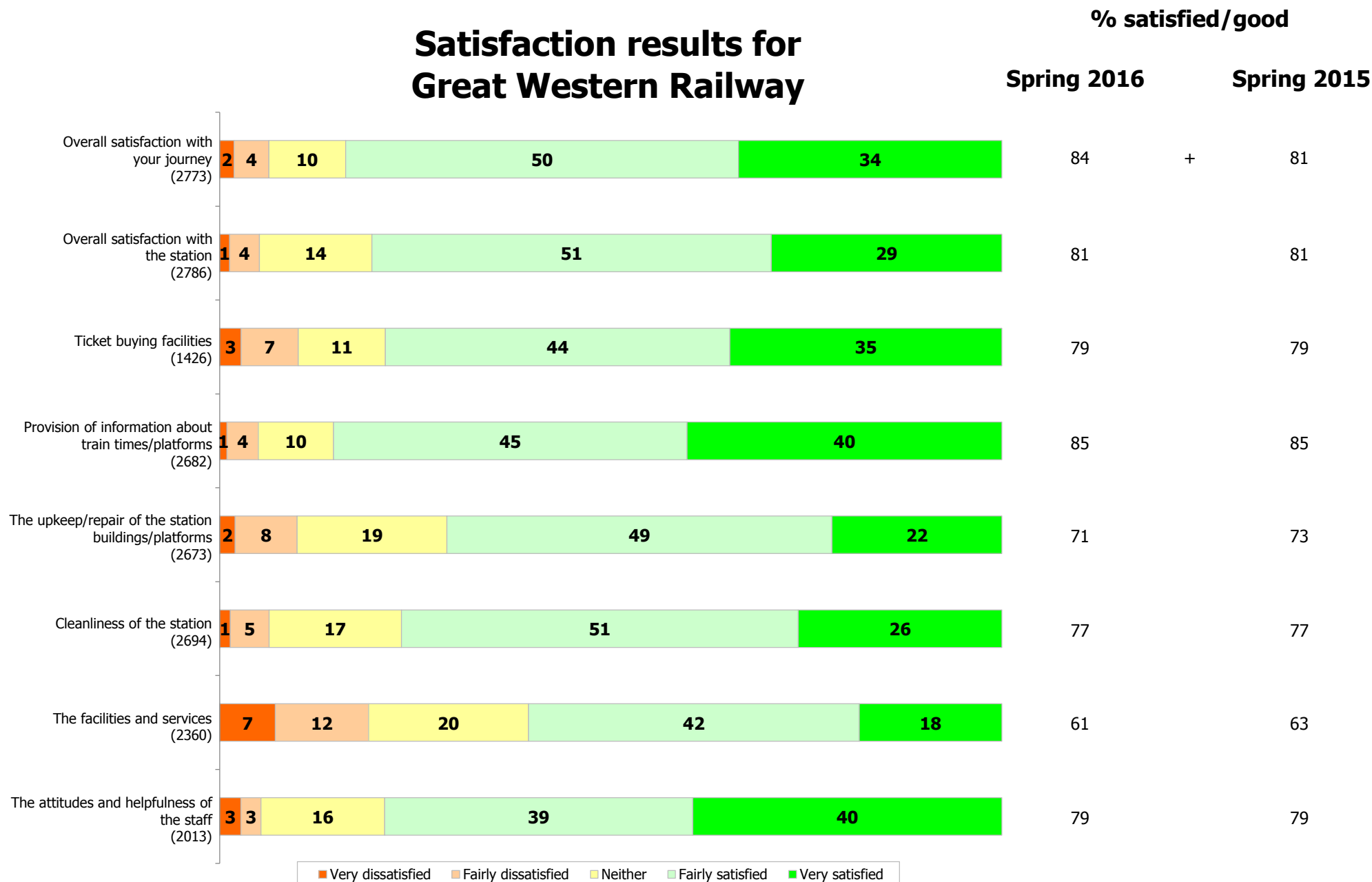
Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results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



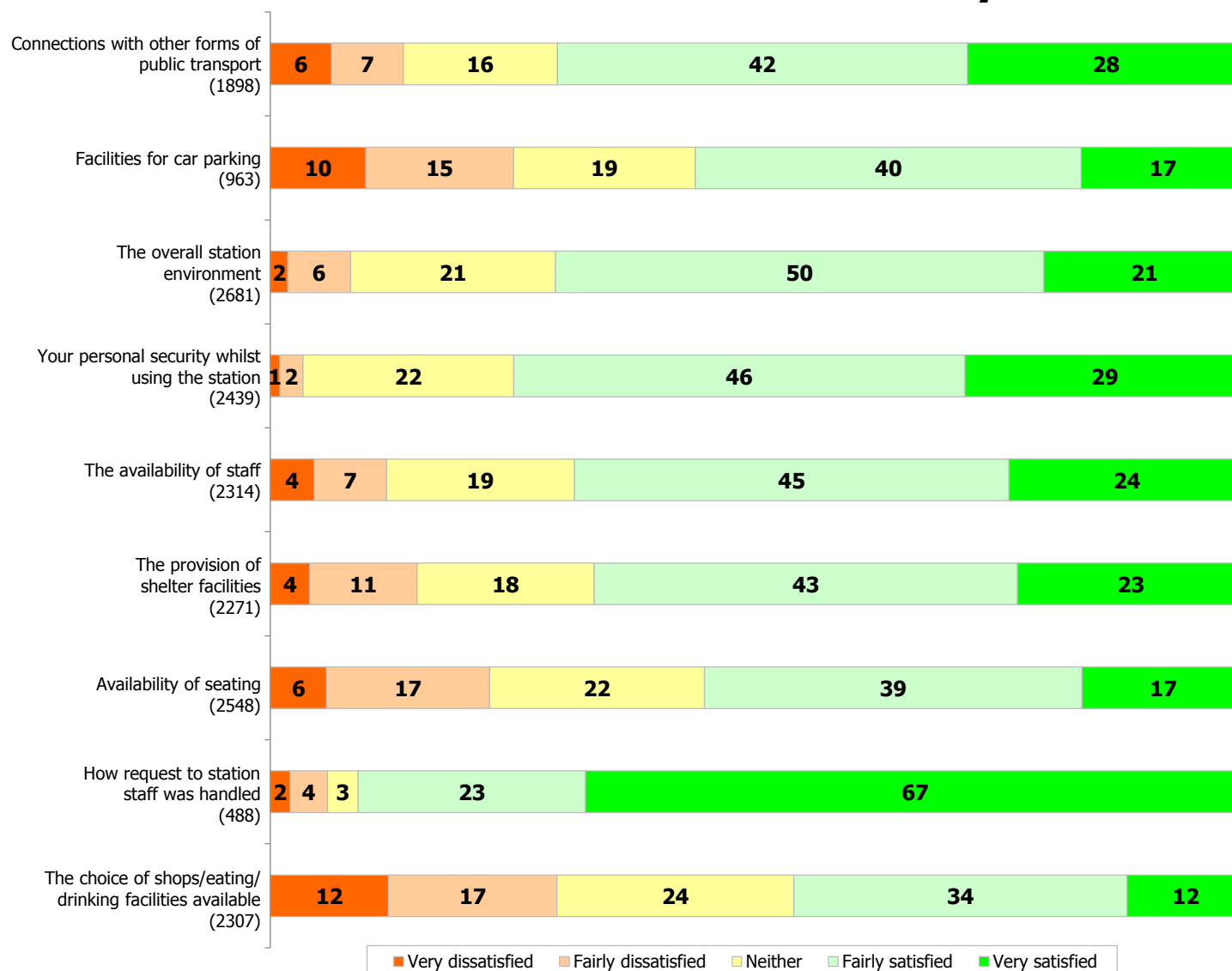


## Satisfaction results for Great Western Railway

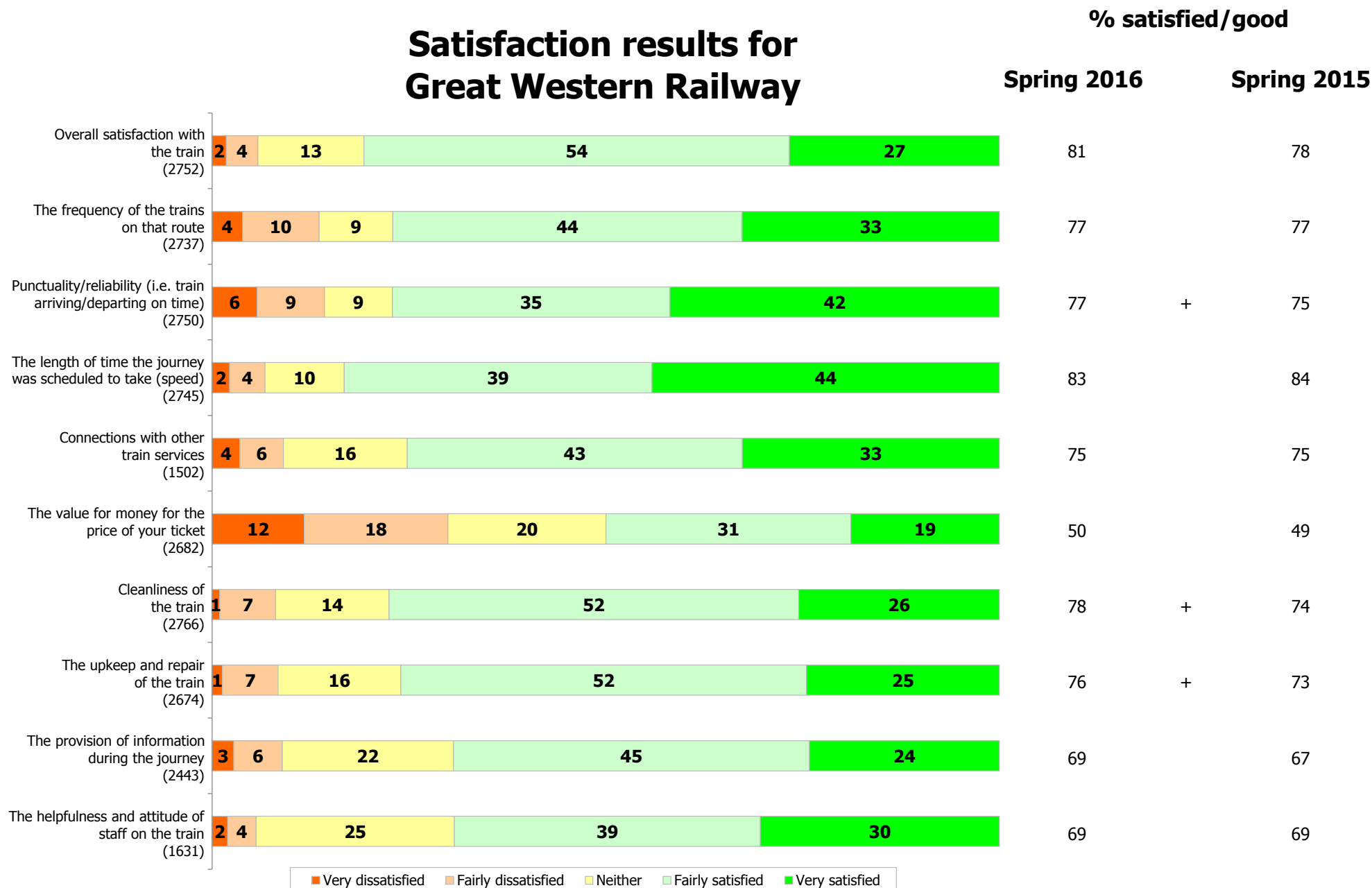
% satisfied/good

Spring 2016

Spring 2015



## Satisfaction results for Great Western Railway



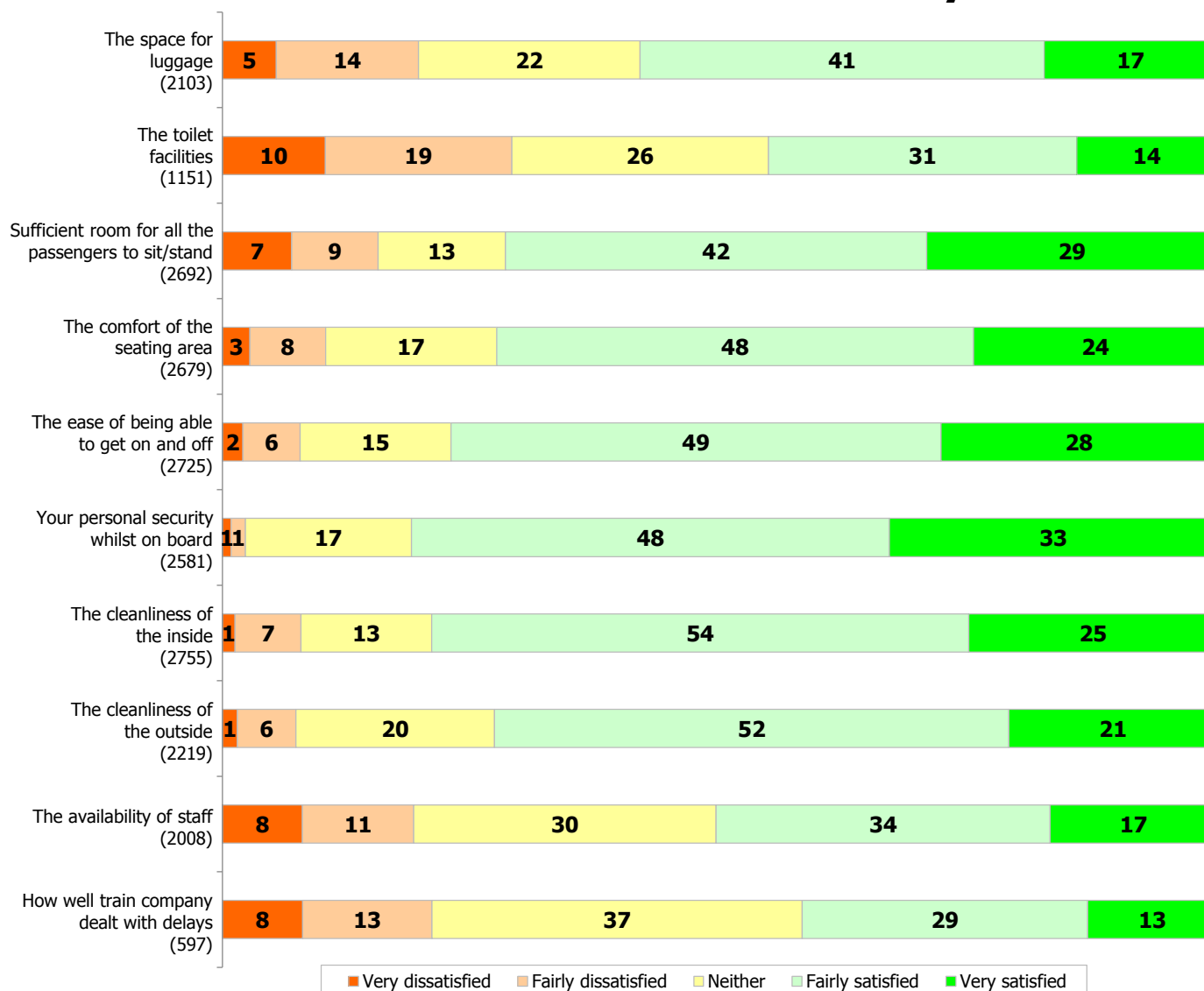


## Satisfaction results for Great Western Railway

% satisfied/good

Spring 2016

Spring 2015



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

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

### Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015

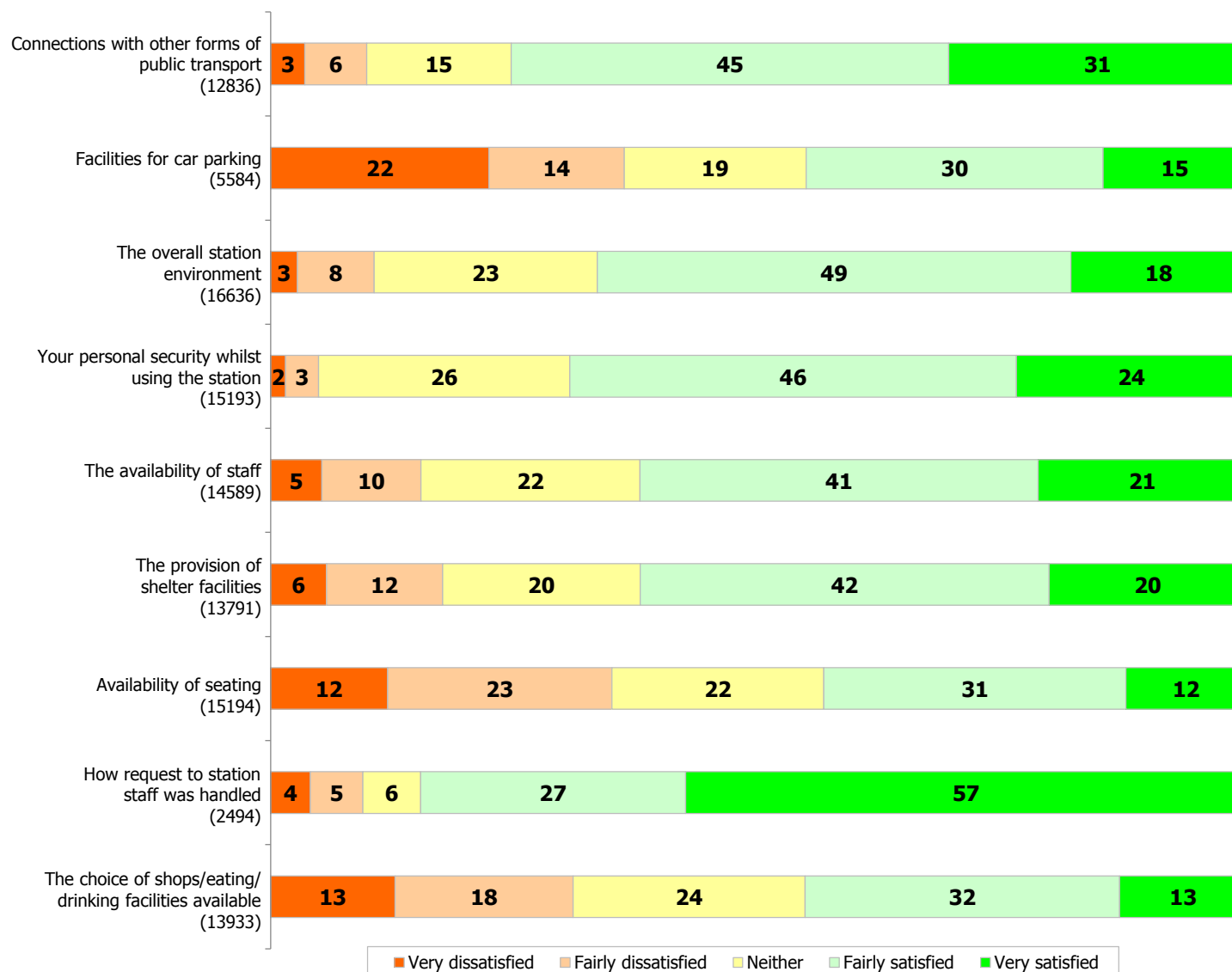


## Satisfaction results for London and South East

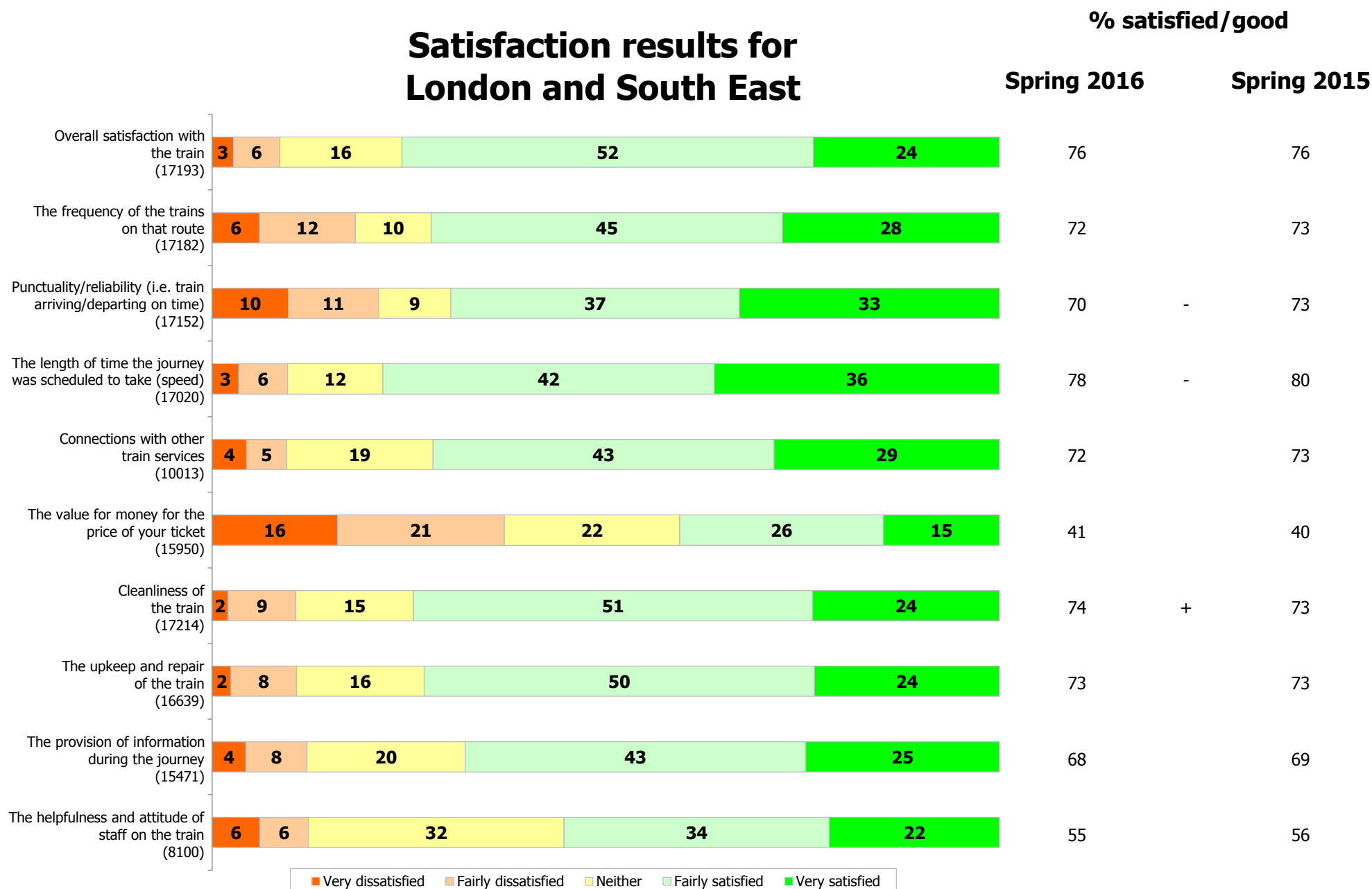
% satisfied/good

Spring 2016

Spring 2015



## Satisfaction results for London and South East

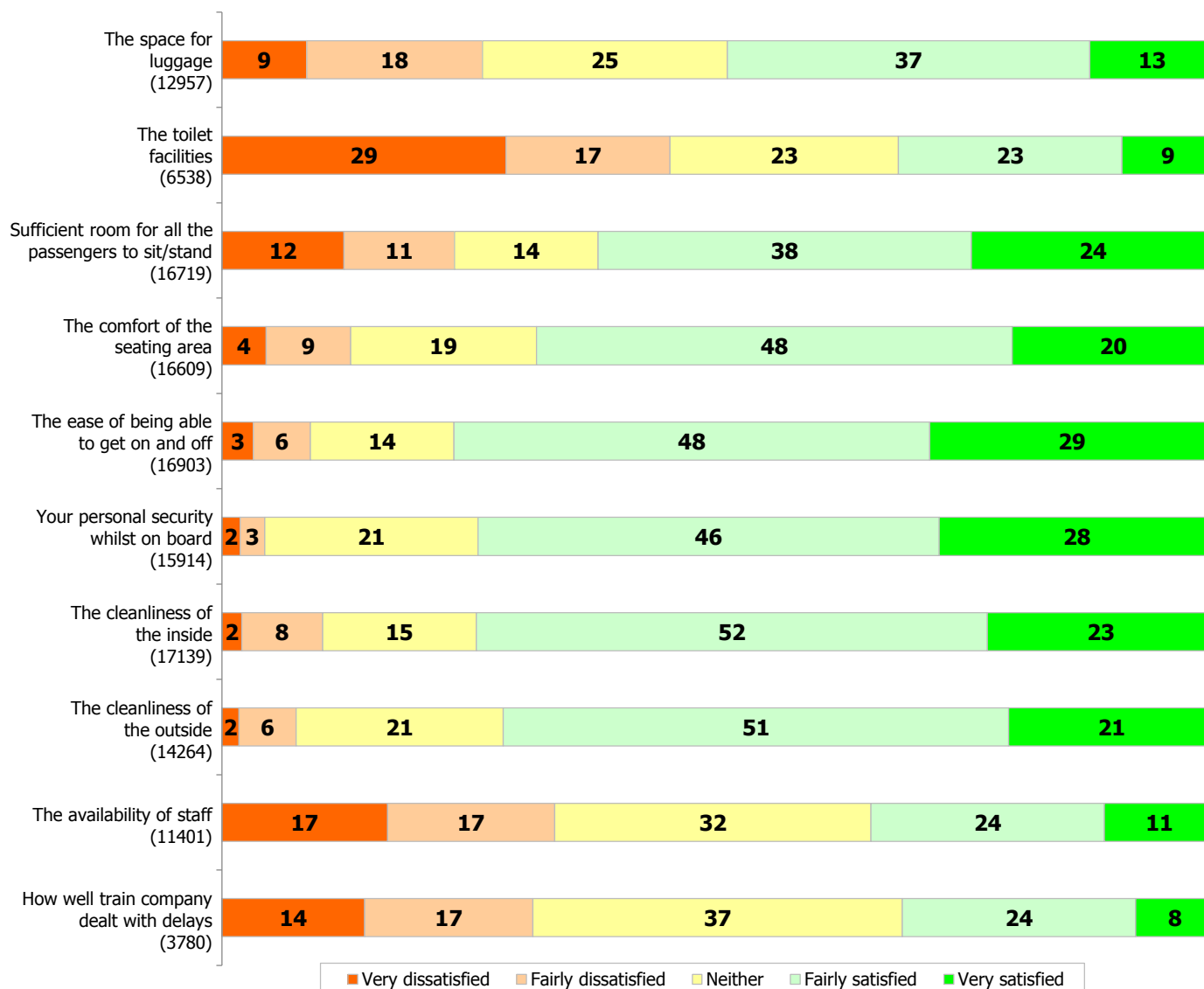


## Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015



## Great Western Railway versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	84	78	107%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	81	77	105%
Ticket buying facilities	79	73	108%
Provision of information about train times/platforms	85	80	107%
The upkeep/repair of the station buildings/platforms	71	69	103%
Cleanliness	77	74	104%
The facilities and services	61	54	112%
The attitudes and helpfulness of the staff	79	72	109%
Connections with other forms of public transport	71	75	94%
Facilities for car parking	56	45	125%
Overall environment	71	67	106%
Your personal security whilst using the station	75	69	108%
The availability of staff	69	62	111%
The provision of shelter facilities	67	62	107%
Availability of seating	55	43	128%
How request to station staff was handled	90	83	108%
The choice of shops/eating/drinking facilities available	46	45	102%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	81	76	106%
The frequency of the trains on that route	77	72	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	70	111%
The length of time the journey was scheduled to take (speed)	83	78	106%
Connections with other train services	75	72	105%
The value for money of the price of your ticket	50	41	123%
Cleanliness of the train	78	74	104%
Upkeep and repair of the train	76	73	104%
The provision of information during the journey	69	68	102%
The helpfulness and attitude of staff on train	69	55	125%
The space for luggage	58	49	118%
The toilet facilities	45	32	142%
Sufficient room for all passengers to sit/stand	72	62	115%
The comfort of the seating area	72	68	106%
The ease of being able to get on and off	77	77	100%
Your personal security on board	81	74	109%
The cleanliness of the inside	79	74	106%
The cleanliness of the outside	73	72	101%
The availability of staff	50	35	146%
How well train company deals with delays	42	31	133%

## Building block/route data for Great Western Railway

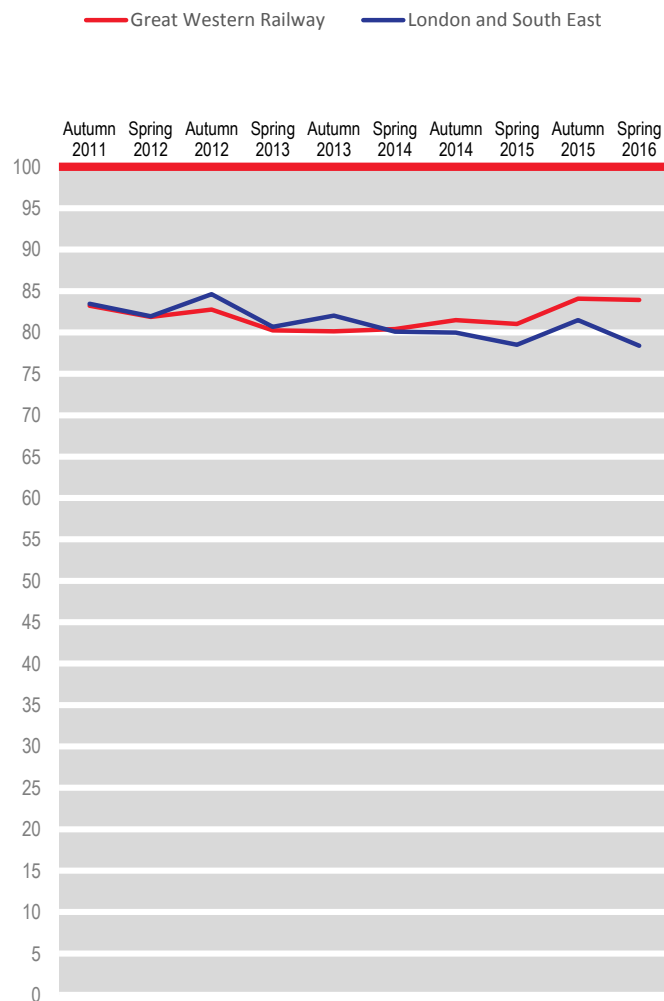
	Long Distance	London Thames Valley	West
Overall satisfaction with your journey	86	82	83
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	84	77	81
Ticket buying facilities	84	75	80
Provision of information about train times/platforms	88	81	88
The upkeep/repair of the station buildings/platforms	77	62	76
Cleanliness	82	71	78
The facilities and services	67	54	62
The attitudes and helpfulness of the staff	82	73	84
Connections with other forms of public transport	77	67	68
Facilities for car parking	58	45	72
Overall environment	75	64	76
Your personal security whilst using the station	80	70	76
The availability of staff	72	65	70
The provision of shelter facilities	69	63	70
Availability of seating	57	50	62
How request to station staff was handled	90	89	92
The choice of shops/eating/drinking facilities available	54	43	40
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	86	79	77
The frequency of the trains on that route	84	72	76
Punctuality/reliability (i.e. the train arriving/departing on time)	79	72	82
The length of time the journey was scheduled to take (speed)	81	82	88
Connections with other train services	76	73	77
The value for money of the price of your ticket	43	47	64
Cleanliness of the train	85	75	70
Upkeep and repair of the train	84	73	68
The provision of information during the journey	74	64	70
The helpfulness and attitude of staff on train	74	56	76
The space for luggage	65	54	53
The toilet facilities	52	37	42
Sufficient room for all passengers to sit/stand	75	68	72
The comfort of the seating area	81	69	65
The ease of being able to get on and off	78	77	76
Your personal security on board	86	76	82
The cleanliness of the inside	85	78	72
The cleanliness of the outside	77	74	64
The availability of staff	55	35	63
How well train company deals with delays	48	34	47



# Percentage satisfaction with aspects of station where boarded

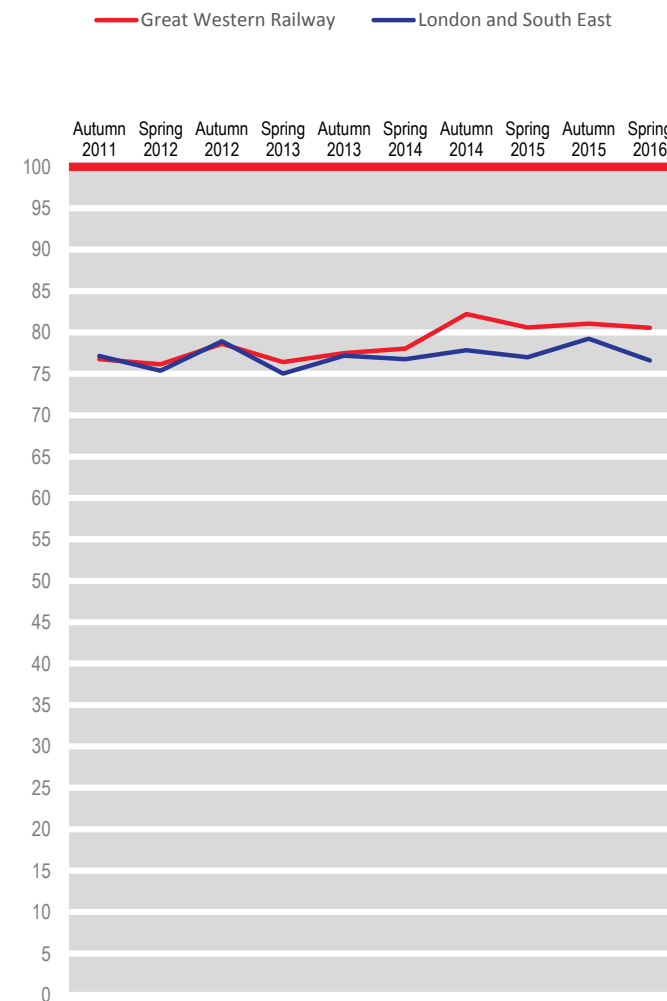
## Overall satisfaction with your journey

(2773)  
Percentage of passengers satisfied 2011 to 2016



## Overall station satisfaction

(2786)  
Percentage of passengers satisfied 2011 to 2016

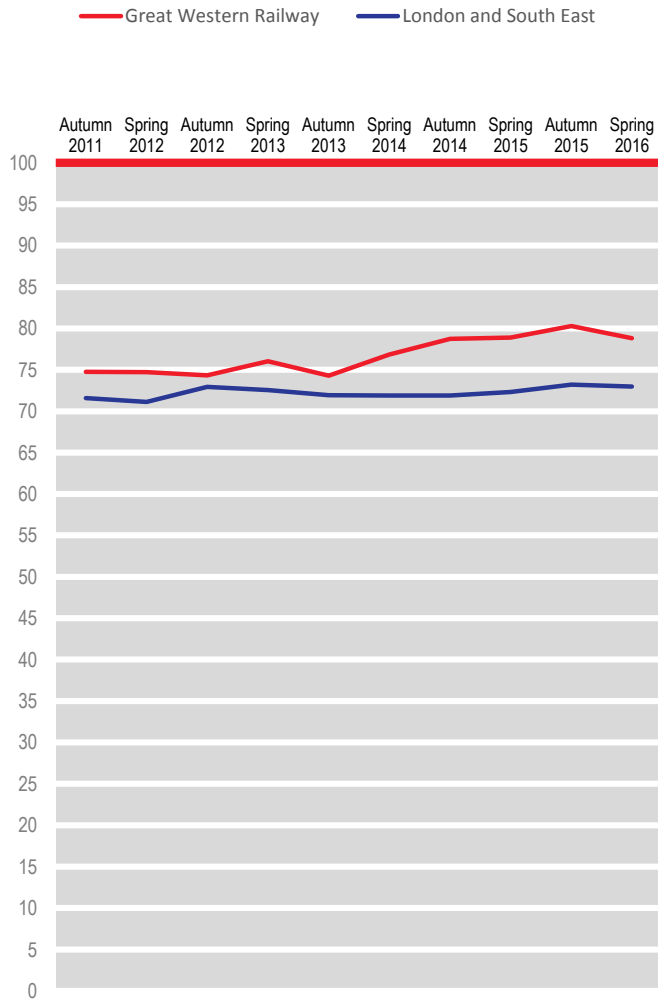


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(1426)

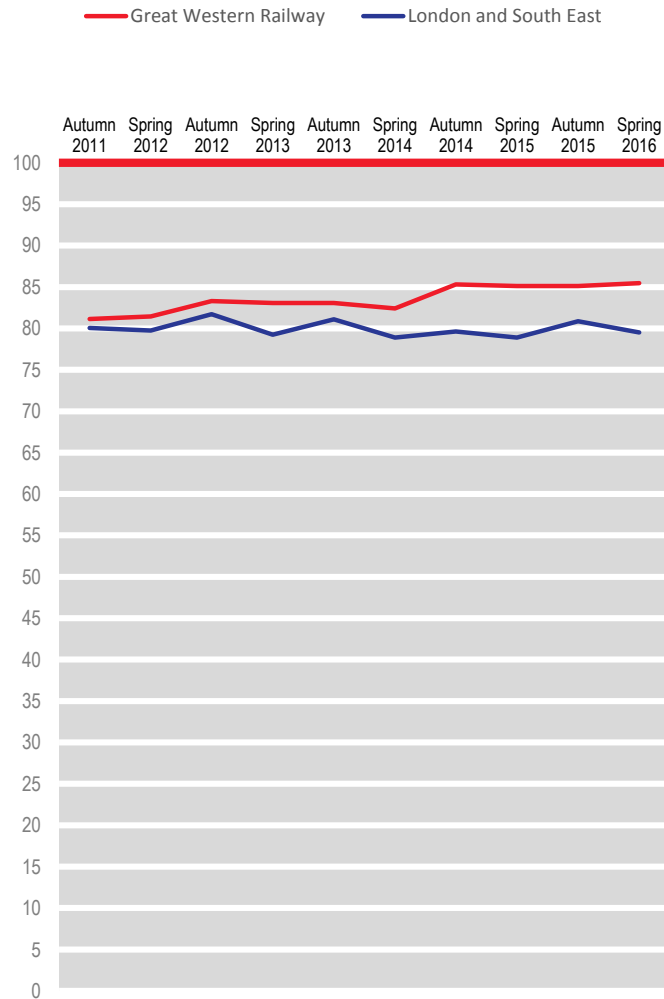
Percentage of passengers satisfied 2011 to 2016



### Provision of information about train times/platforms

(2682)

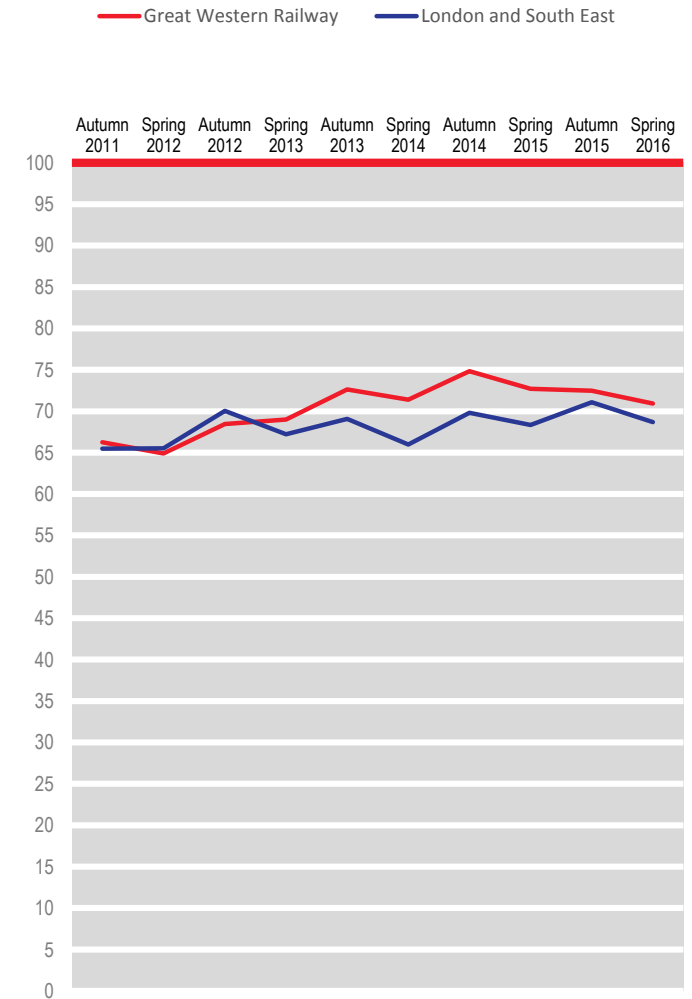
Percentage of passengers satisfied 2011 to 2016



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

(2673)

Percentage of passengers satisfied 2011 to 2016

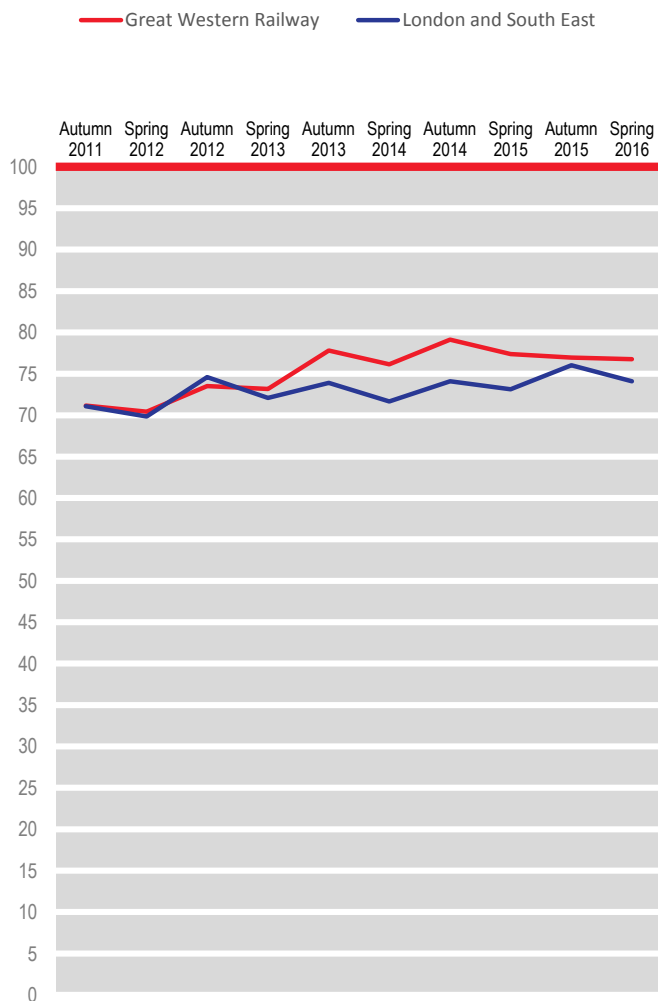


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(2694)

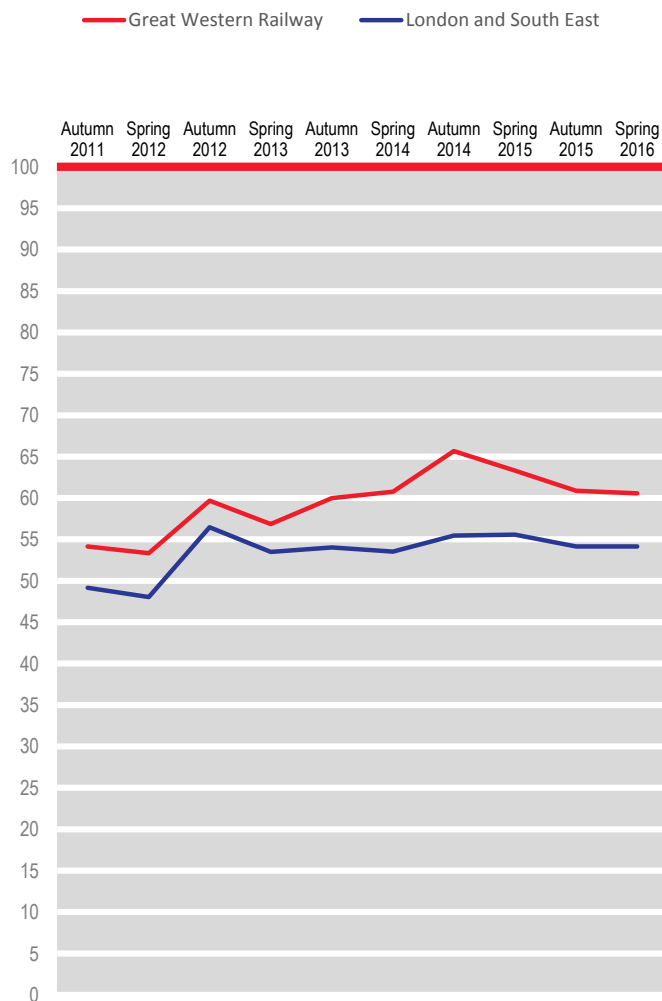
Percentage of passengers satisfied 2011 to 2016



### The facilities and services at the station

(2360)

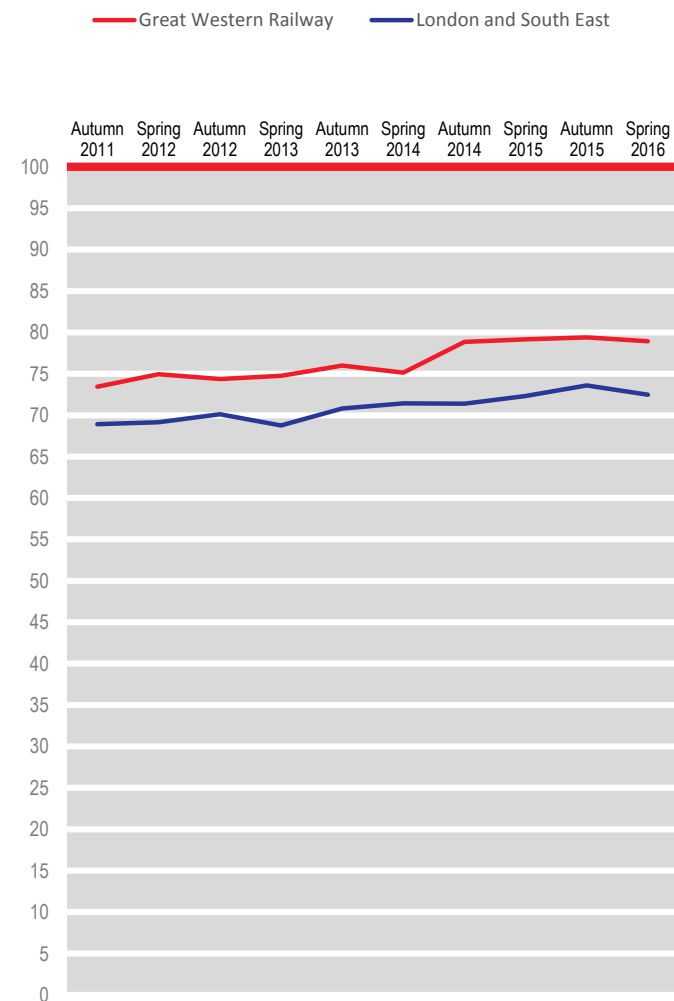
Percentage of passengers satisfied 2011 to 2016



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

(2013)

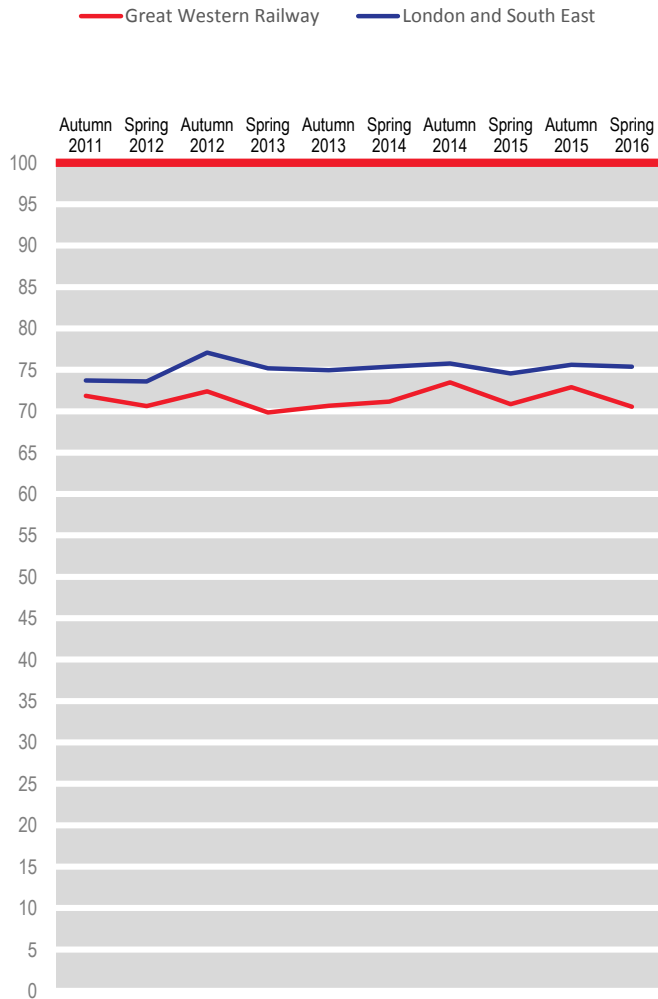
Percentage of passengers satisfied 2011 to 2016



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

### Connections with other forms of public transport from the station (1898)

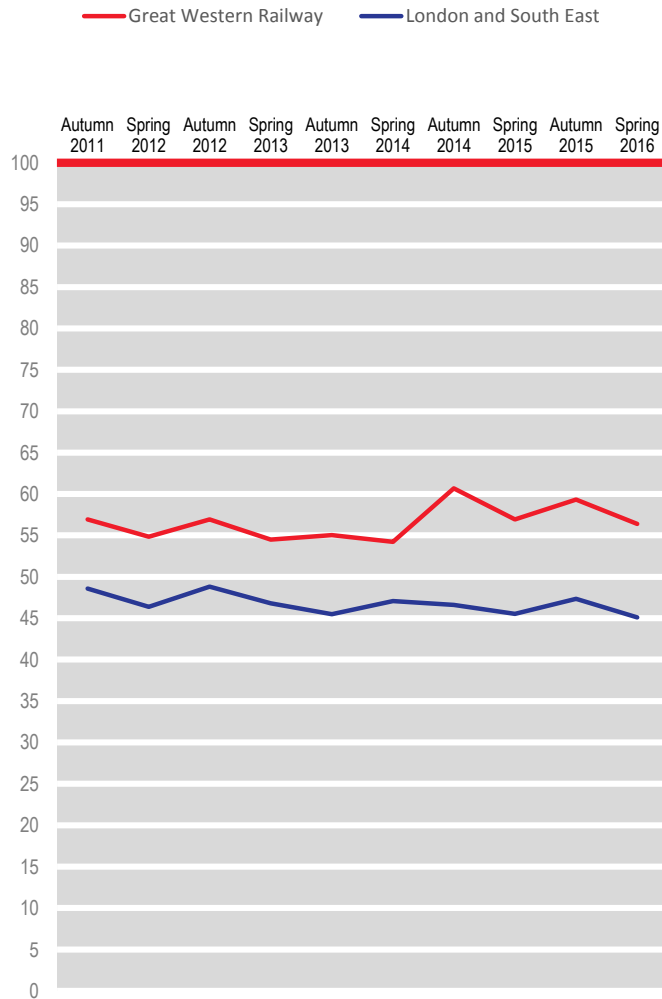
Percentage of passengers satisfied 2011 to 2016



### Facilities for car parking at the station

(963)

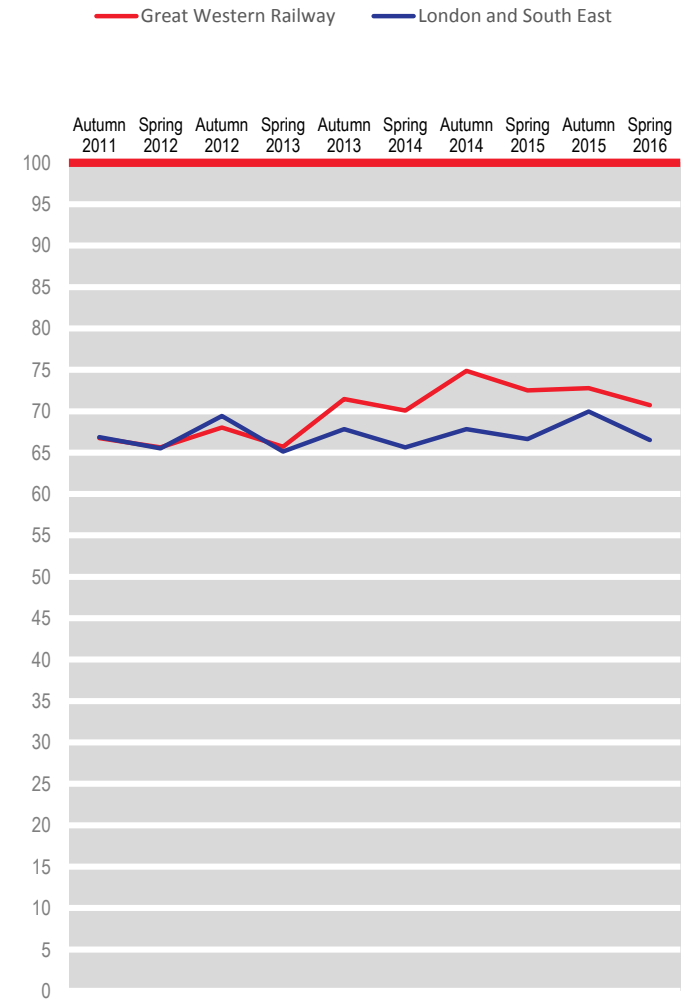
Percentage of passengers satisfied 2011 to 2016



### Overall station environment

(2681)

Percentage of passengers satisfied 2011 to 2016

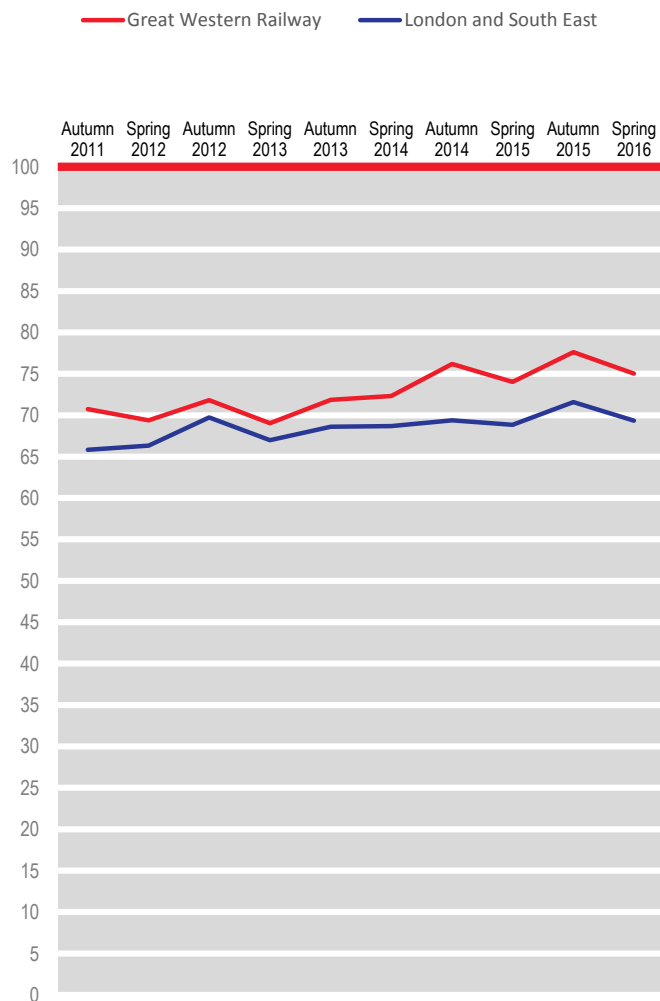


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(2439)

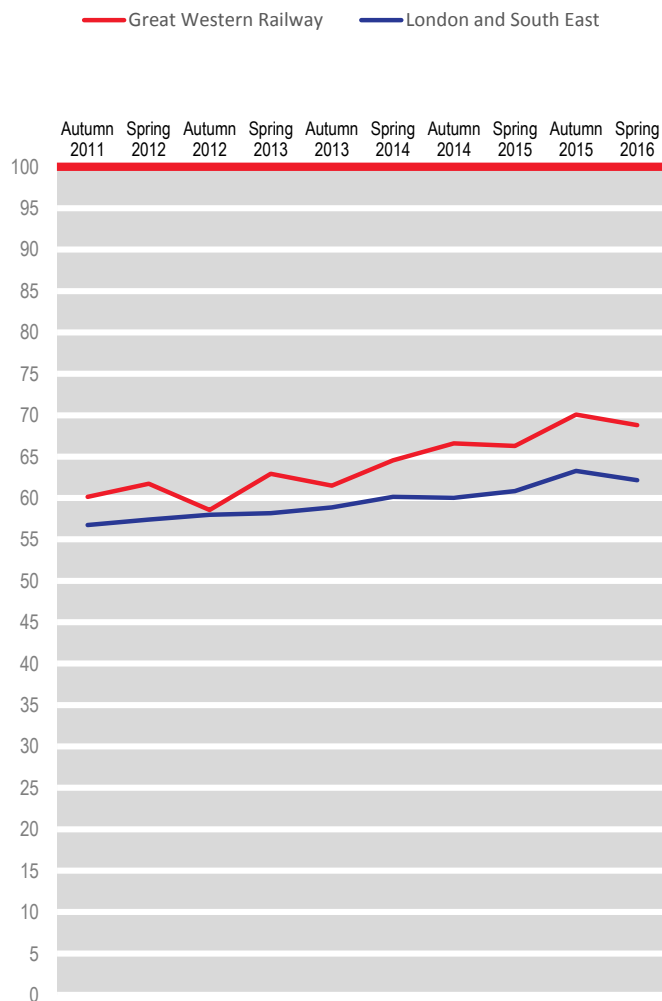
Percentage of passengers satisfied 2011 to 2016



### The availability of staff at the station

(2314)

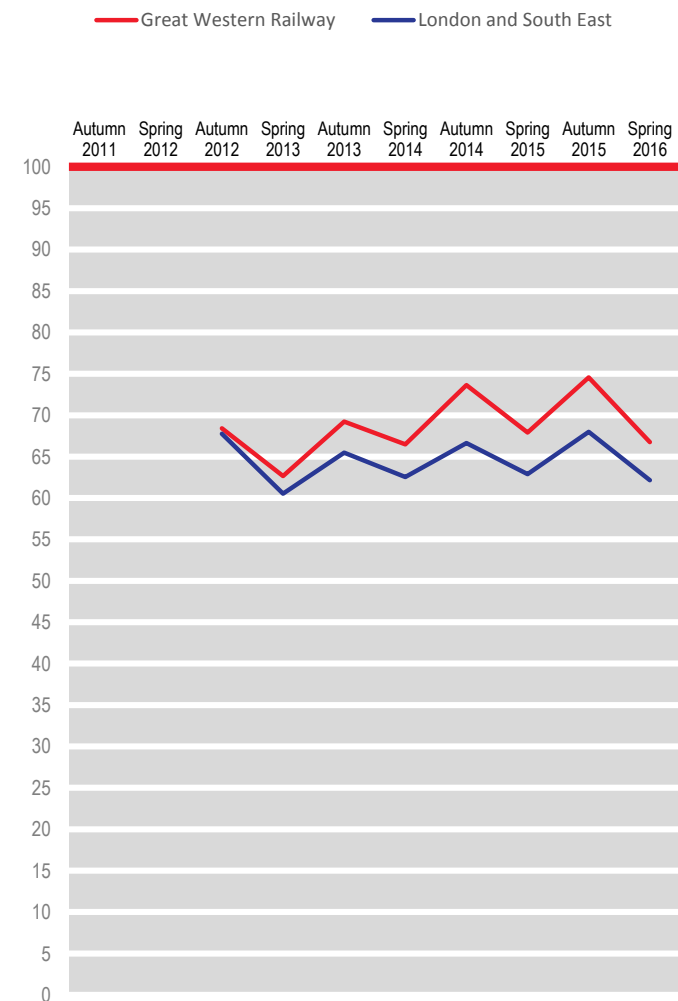
Percentage of passengers satisfied 2011 to 2016



### The provision of shelter facilities

(2271)

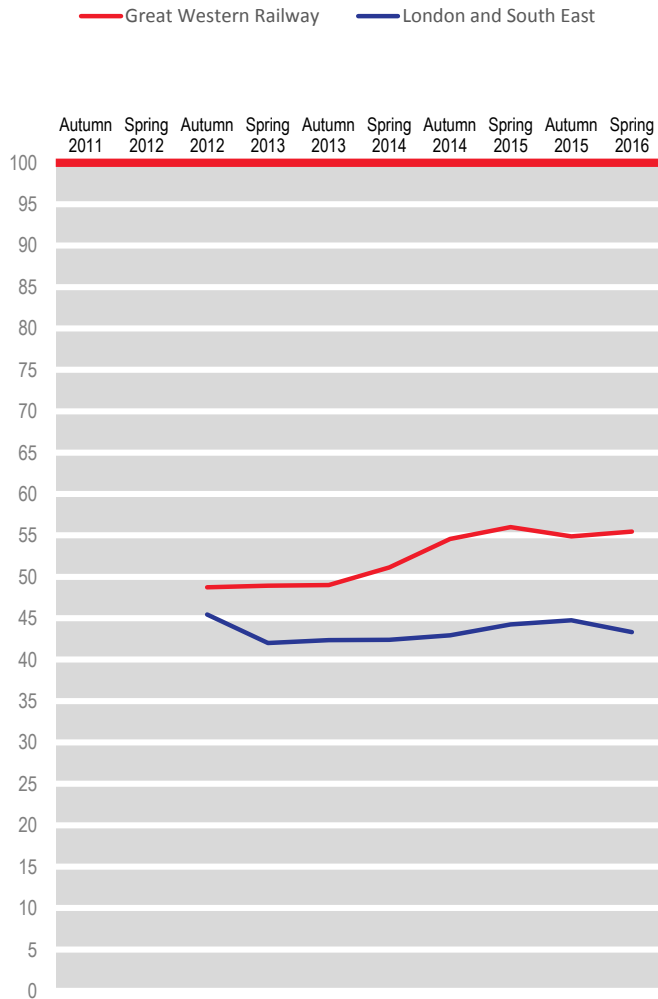
Percentage of passengers satisfied 2011 to 2016



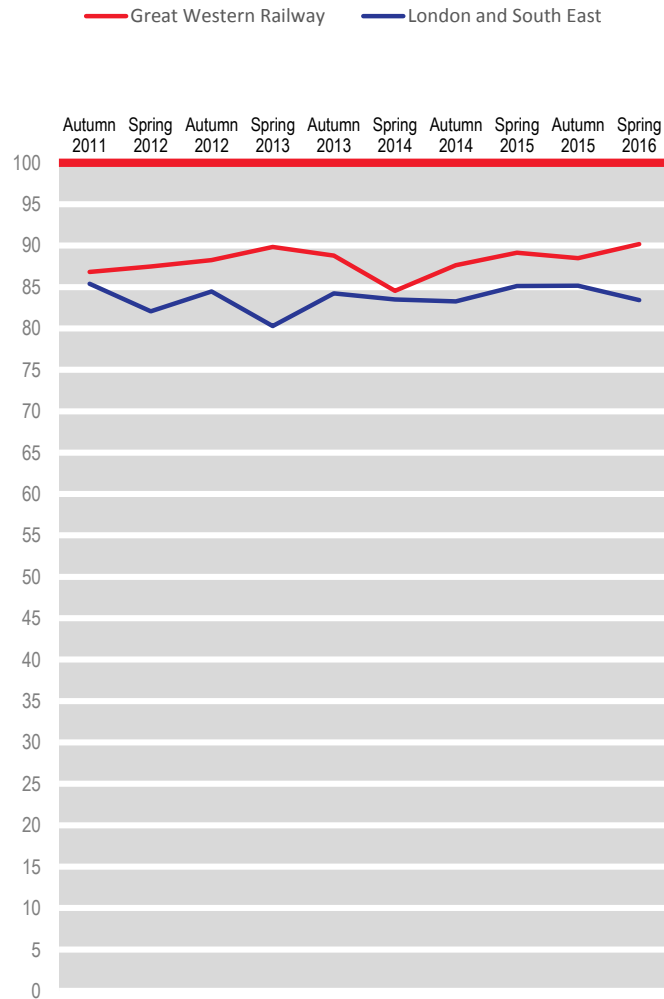
N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(2548)**

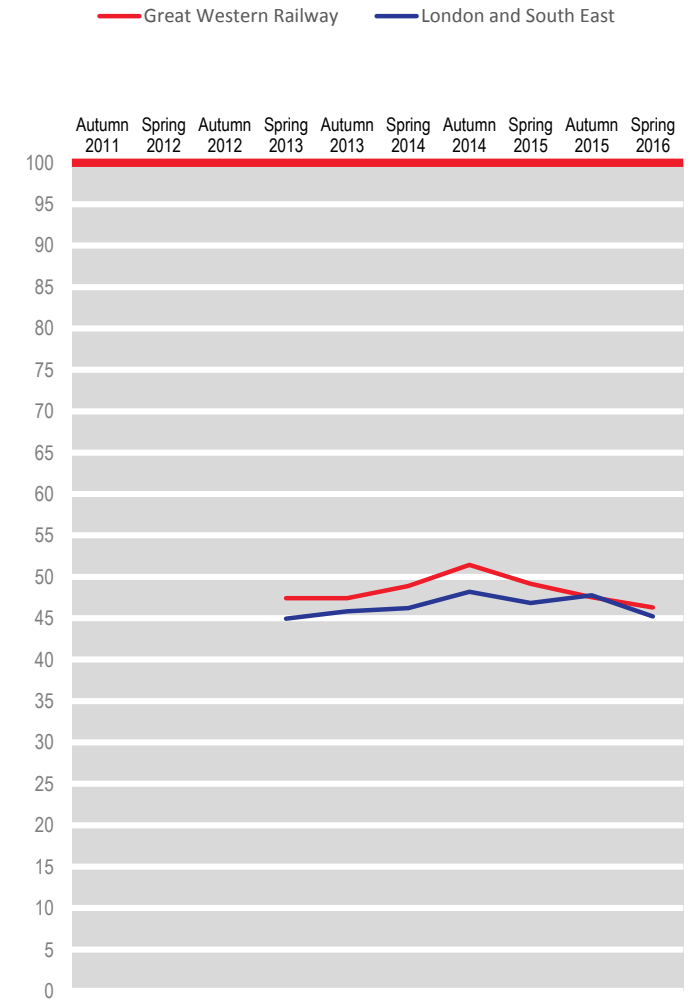
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(488)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(2307)**

Percentage of passengers satisfied 2011 to 2016



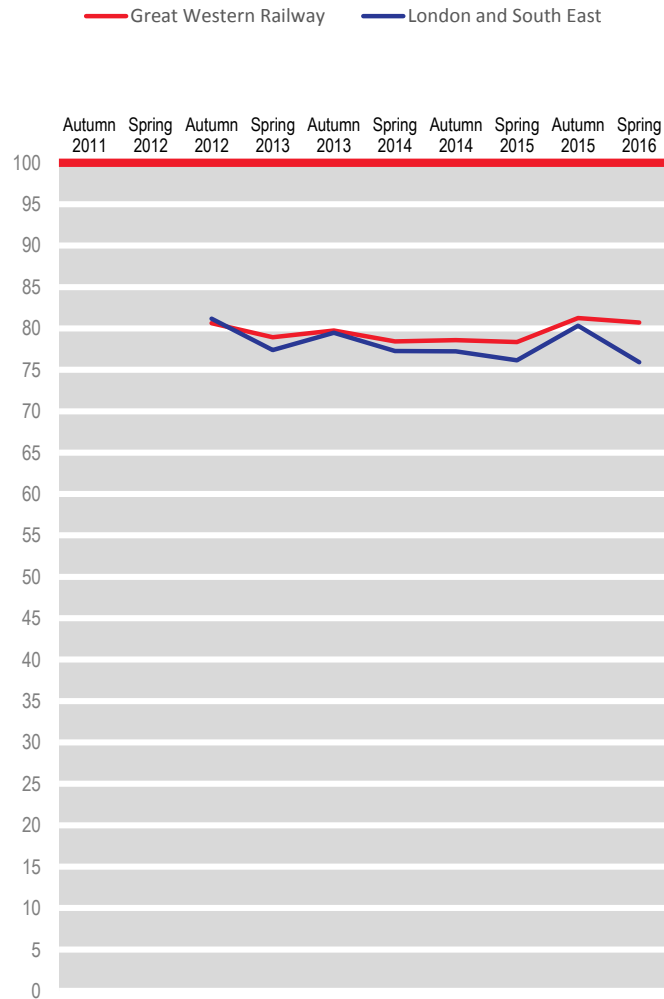
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(2752)

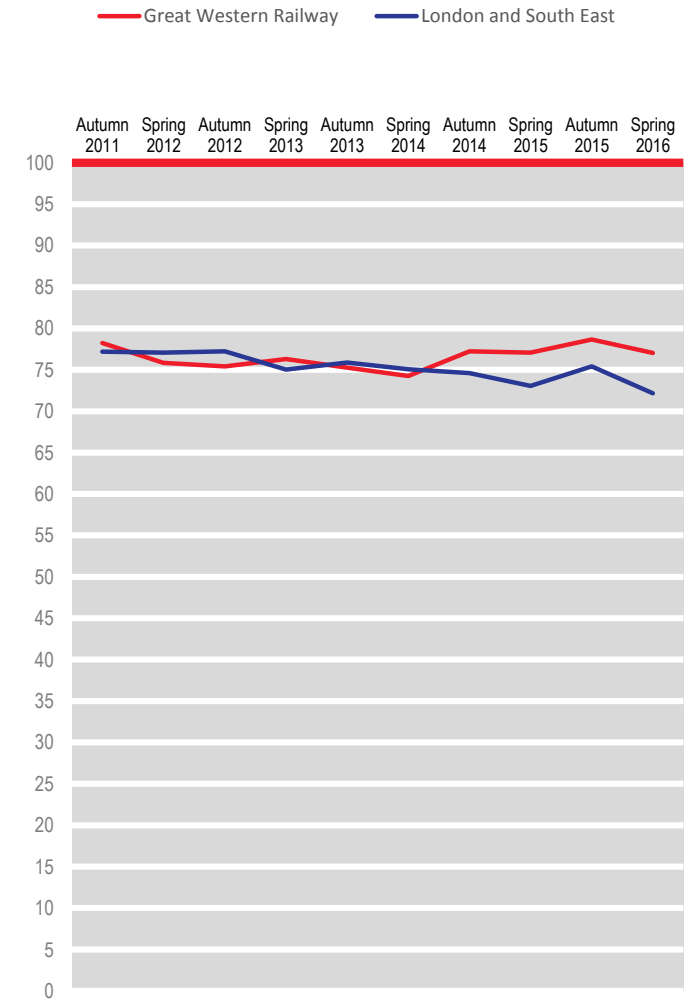
Percentage of passengers satisfied 2011 to 2016



## The frequency of trains on that route

(2737)

Percentage of passengers satisfied 2011 to 2016



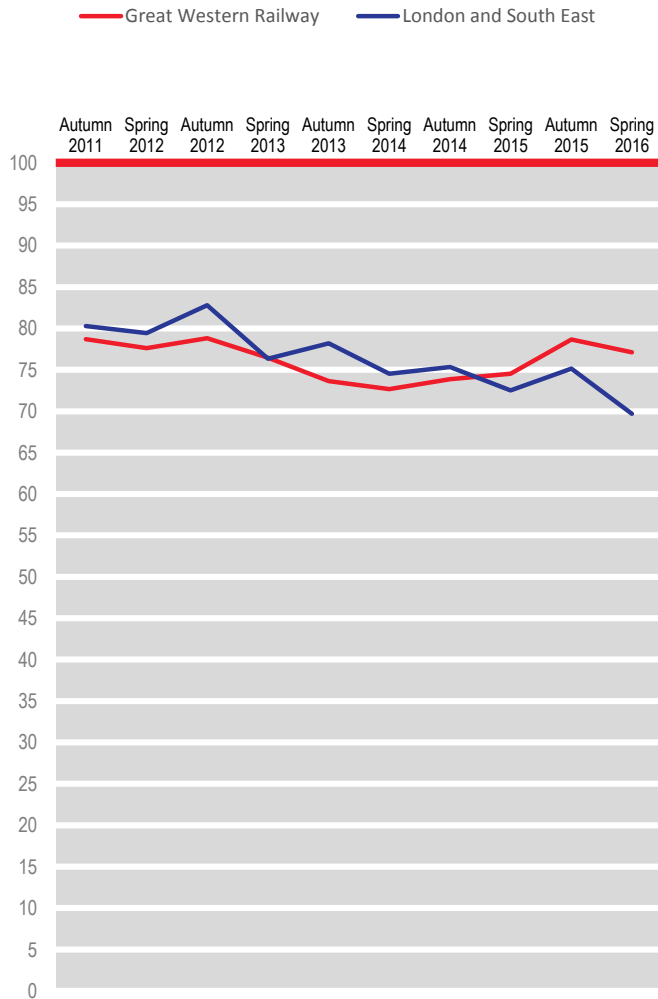
N.B. Benchmarks and targets are only shown for applicable factors



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

(2750)

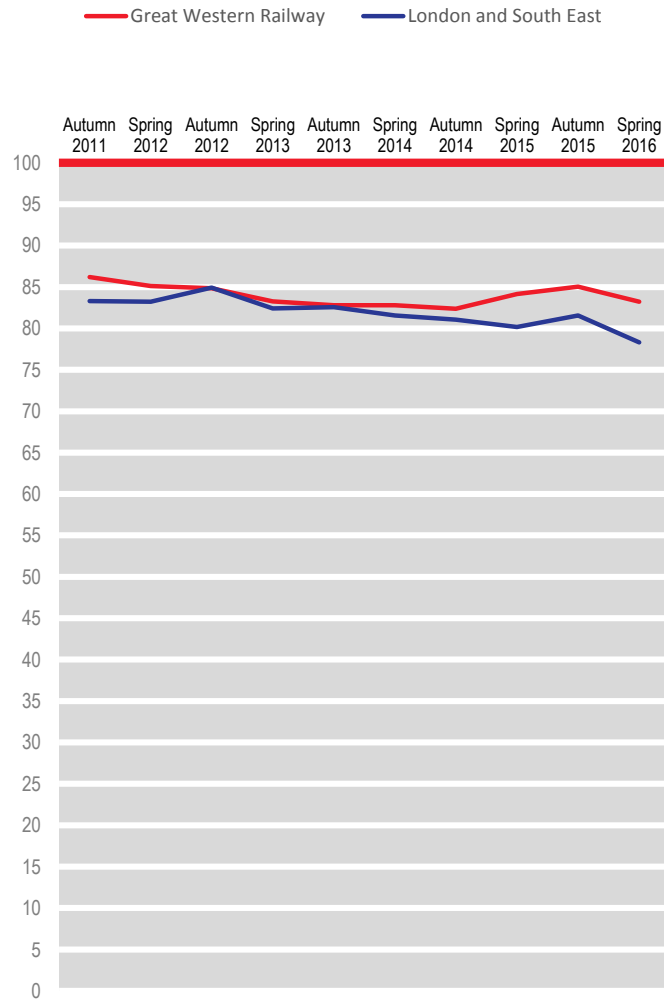
Percentage of passengers satisfied 2011 to 2016



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

(2745)

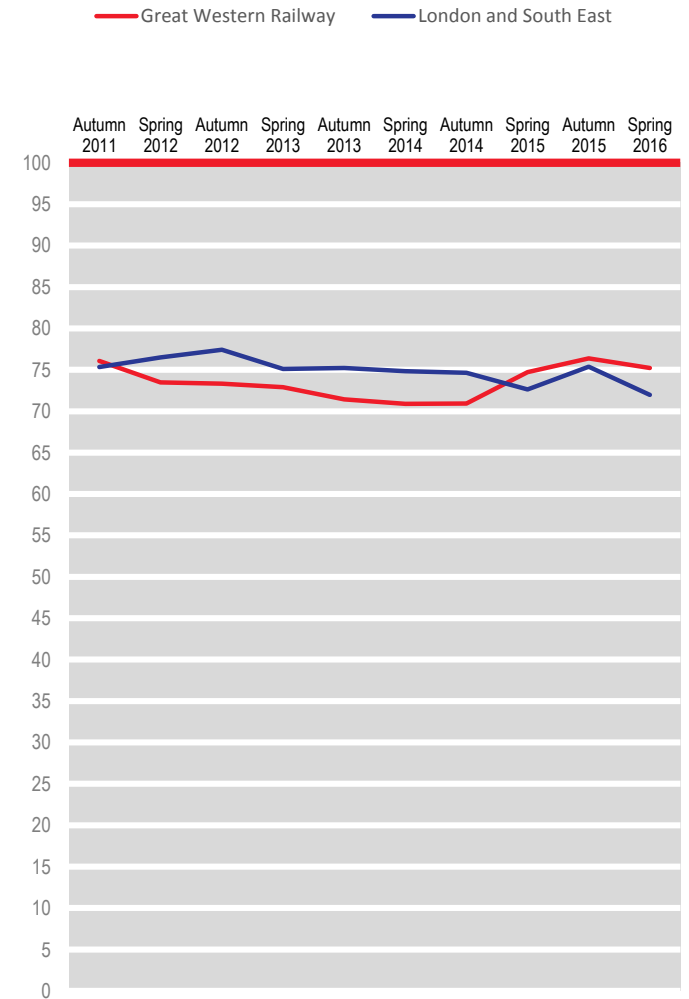
Percentage of passengers satisfied 2011 to 2016



### Connections with other train services

(1502)

Percentage of passengers satisfied 2011 to 2016

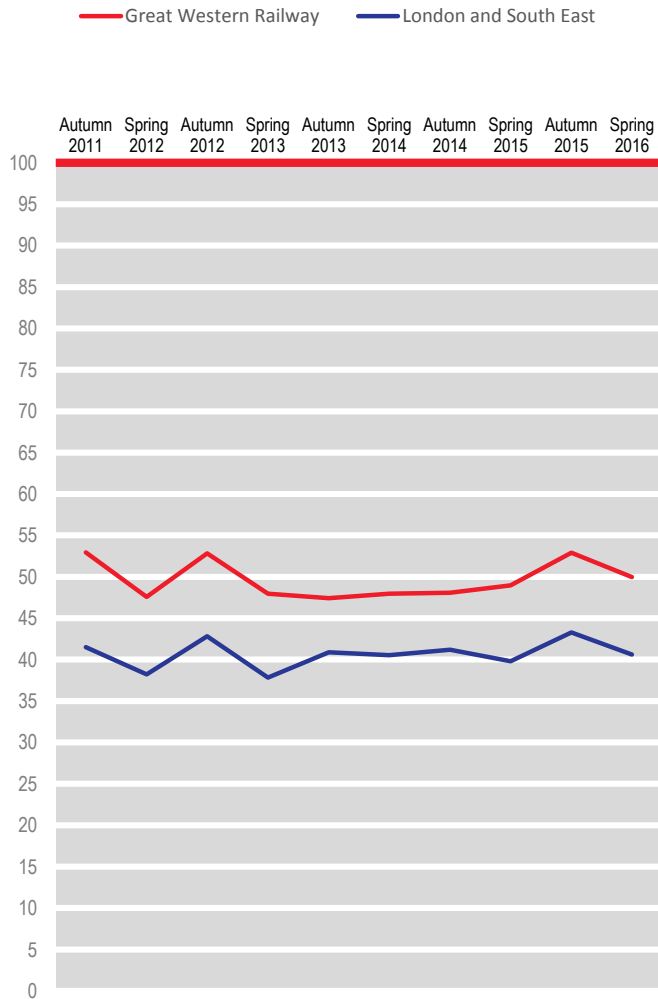


N.B. Benchmarks and targets are only shown for applicable factors

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

(2682)

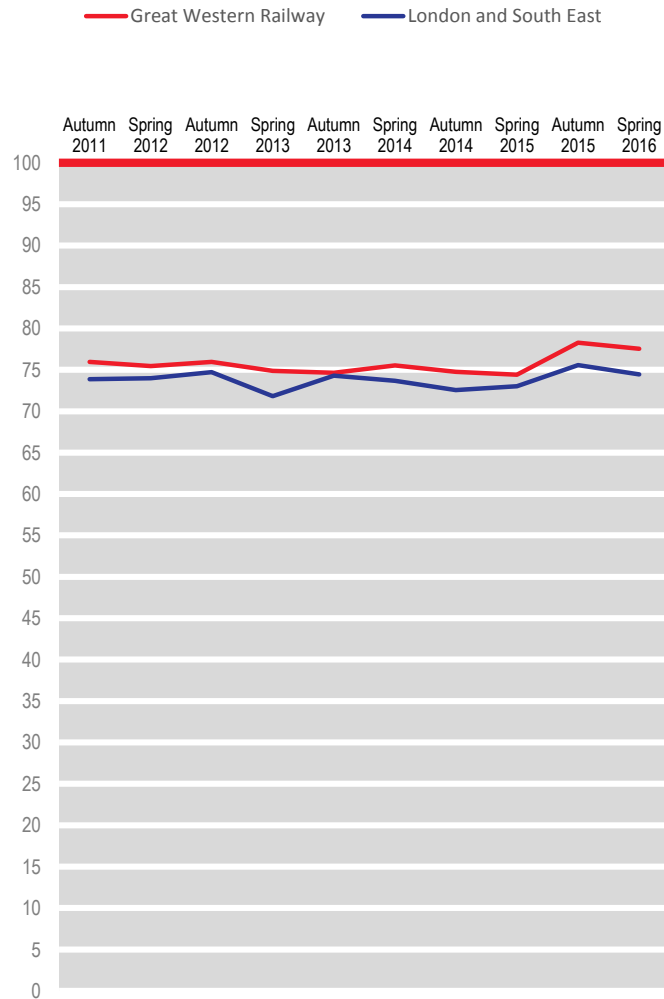
Percentage of passengers satisfied 2011 to 2016



### Cleanliness of the train

(2766)

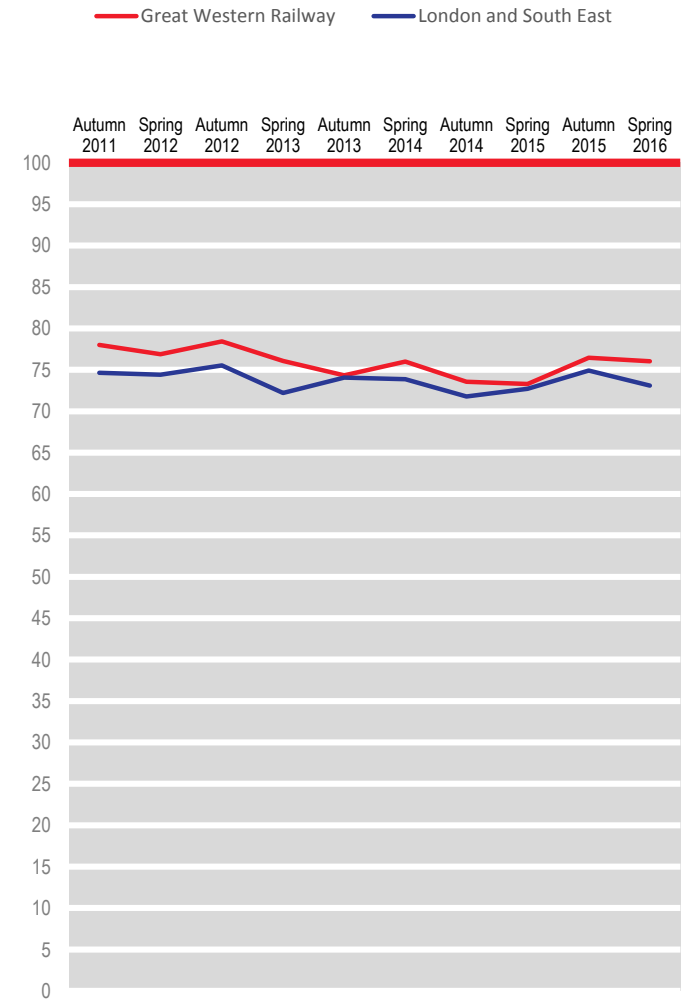
Percentage of passengers satisfied 2011 to 2016



### Upkeep and repair of the train

(2674)

Percentage of passengers satisfied 2011 to 2016

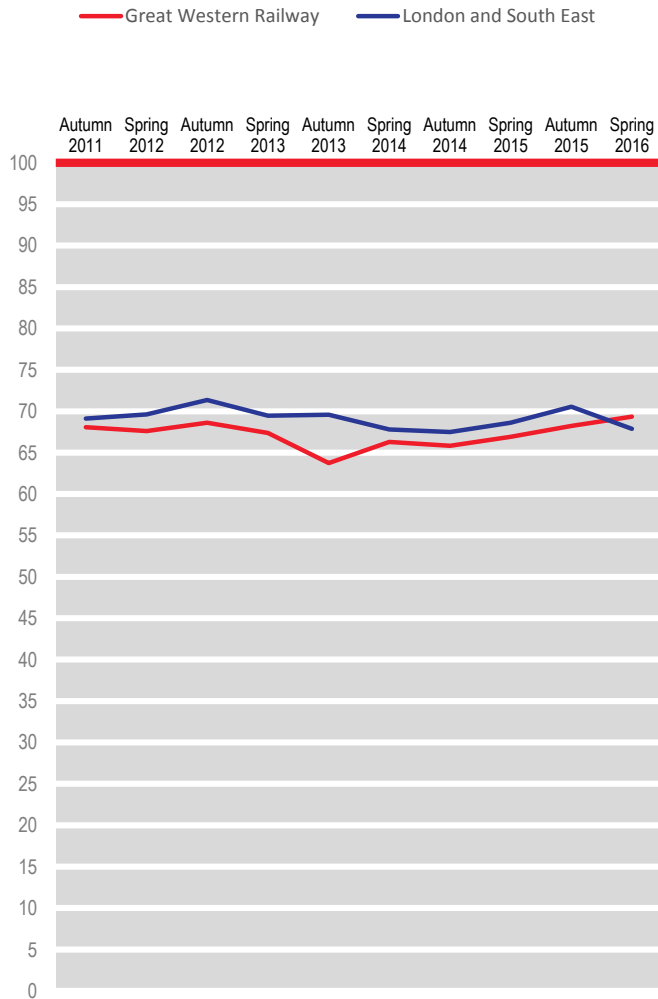


N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(2443)

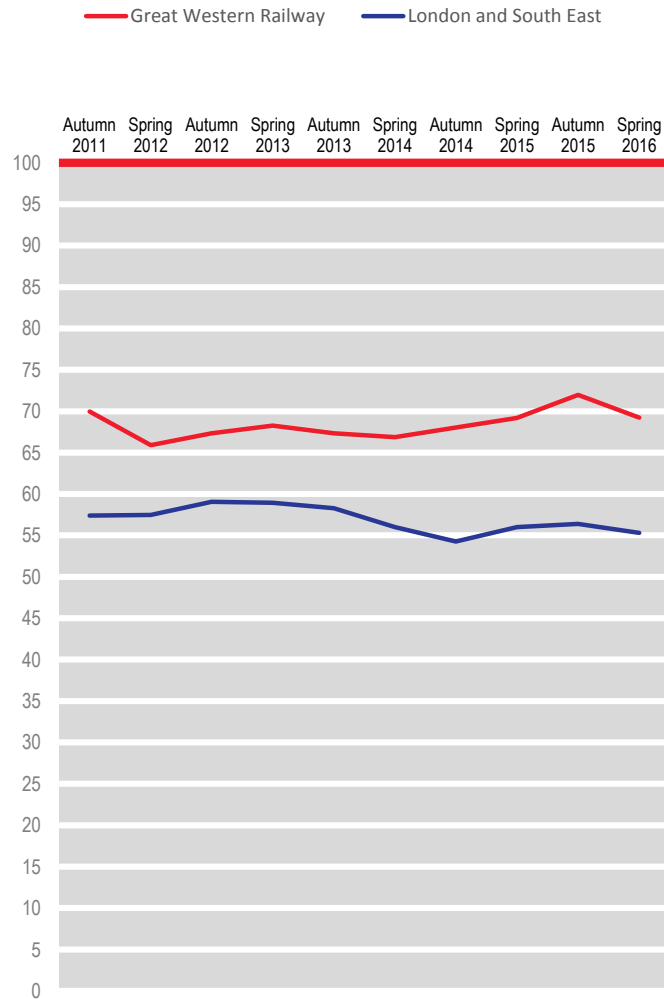
Percentage of passengers satisfied 2011 to 2016



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

(1631)

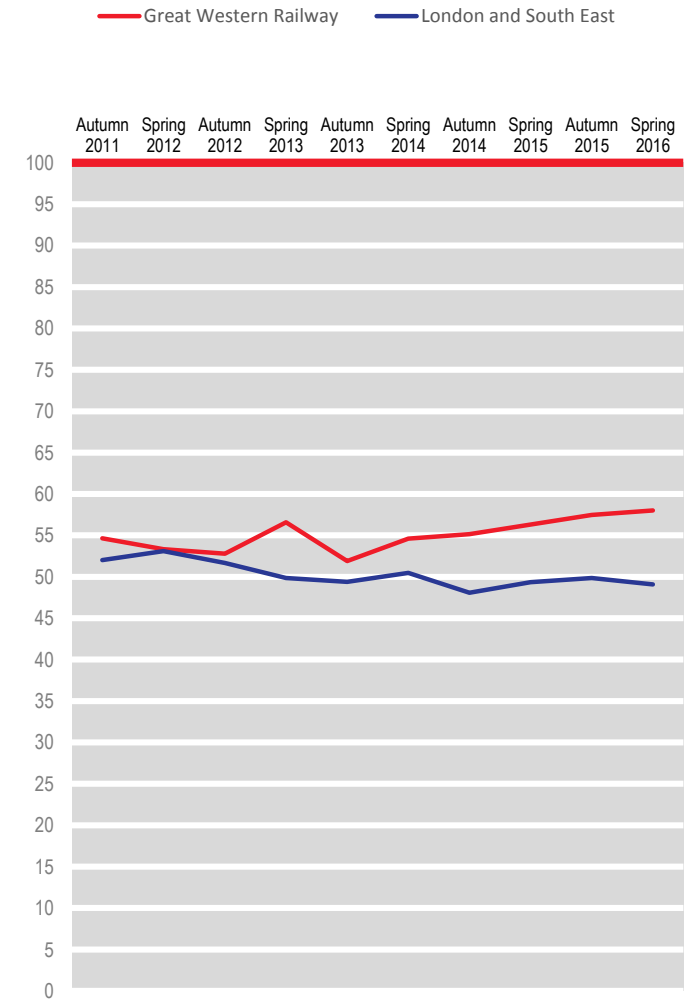
Percentage of passengers satisfied 2011 to 2016



### The space for luggage

(2103)

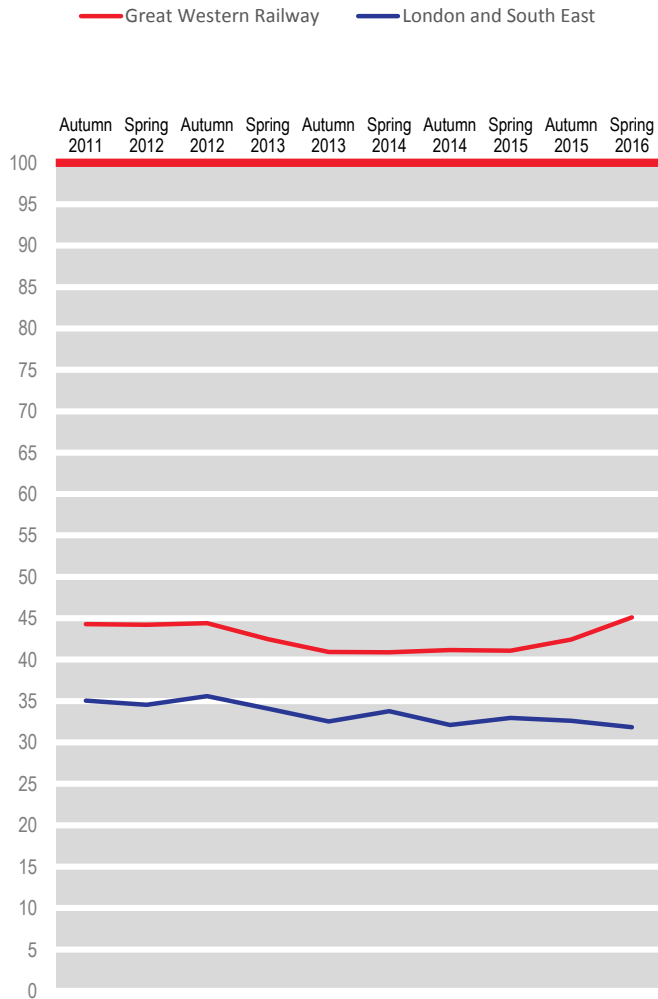
Percentage of passengers satisfied 2011 to 2016



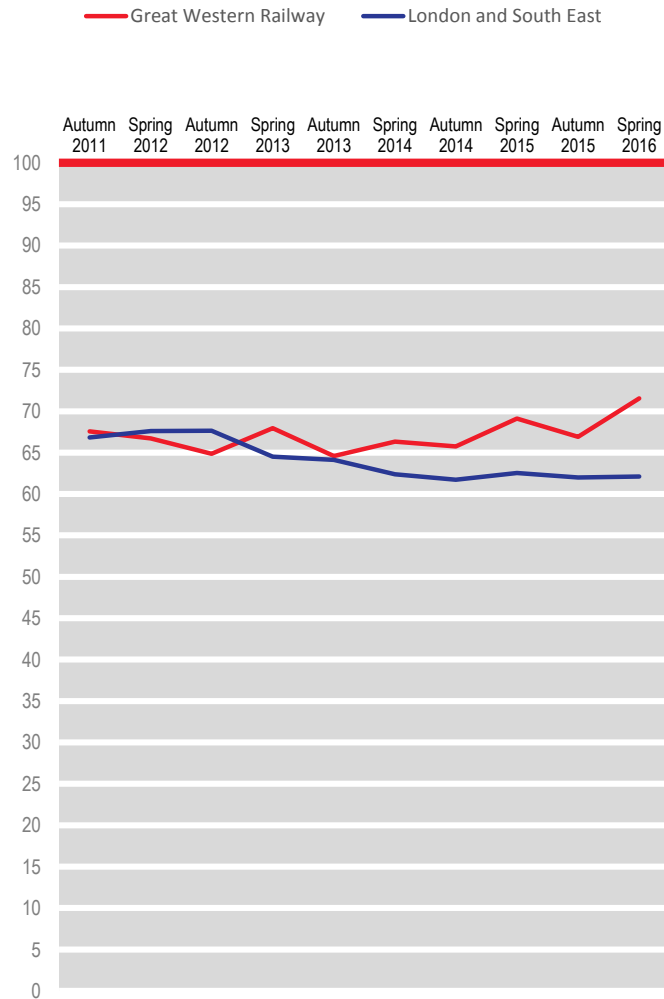
N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(1151)**

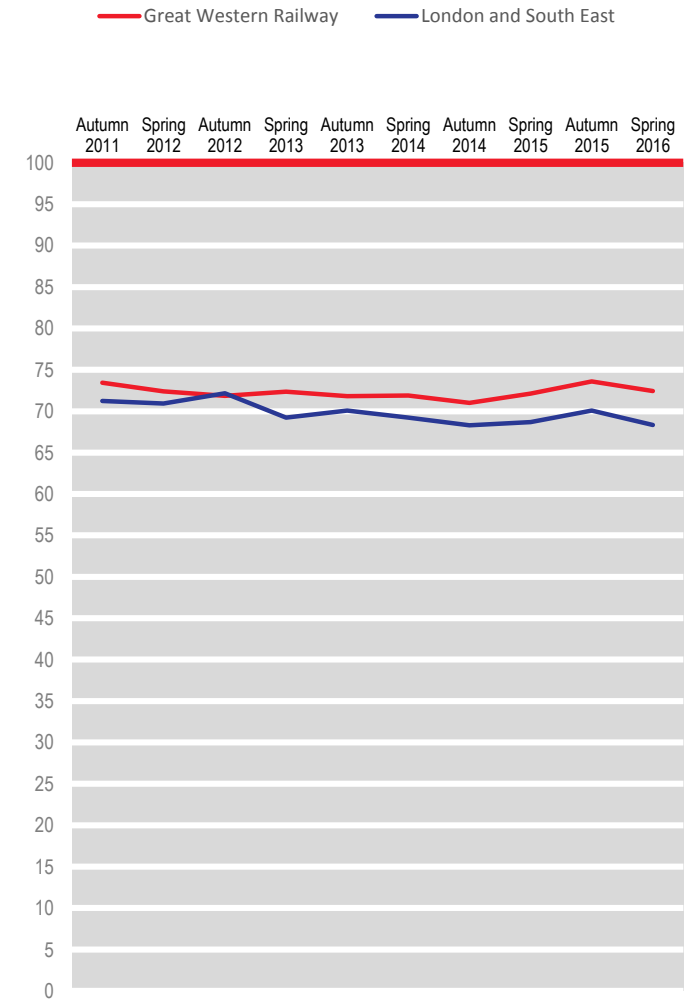
Percentage of passengers satisfied 2011 to 2016

**Sufficient room for all the passengers to sit/stand****(2692)**

Percentage of passengers satisfied 2011 to 2016

**The comfort of the seating area****(2679)**

Percentage of passengers satisfied 2011 to 2016

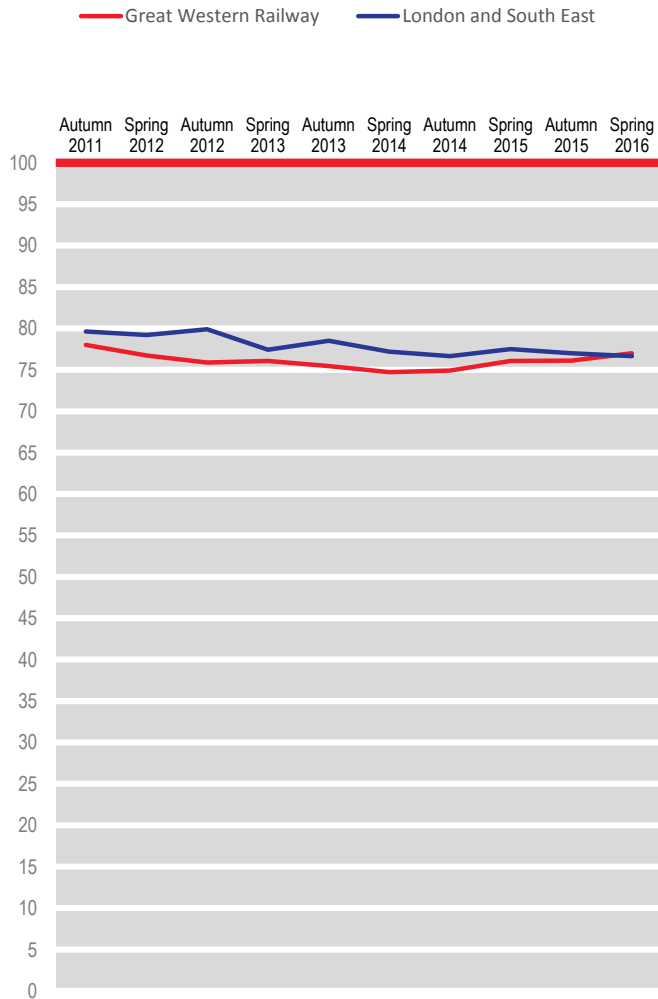


N.B. Benchmarks and targets are only shown for applicable factors

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

(2725)

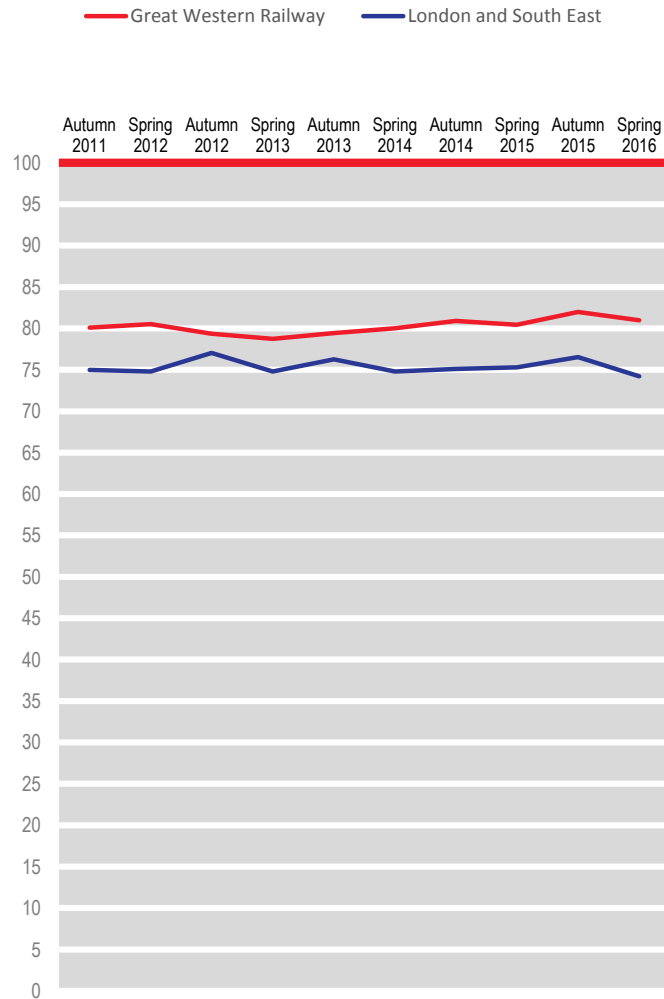
Percentage of passengers satisfied 2011 to 2016



### Your personal security whilst on board

(2581)

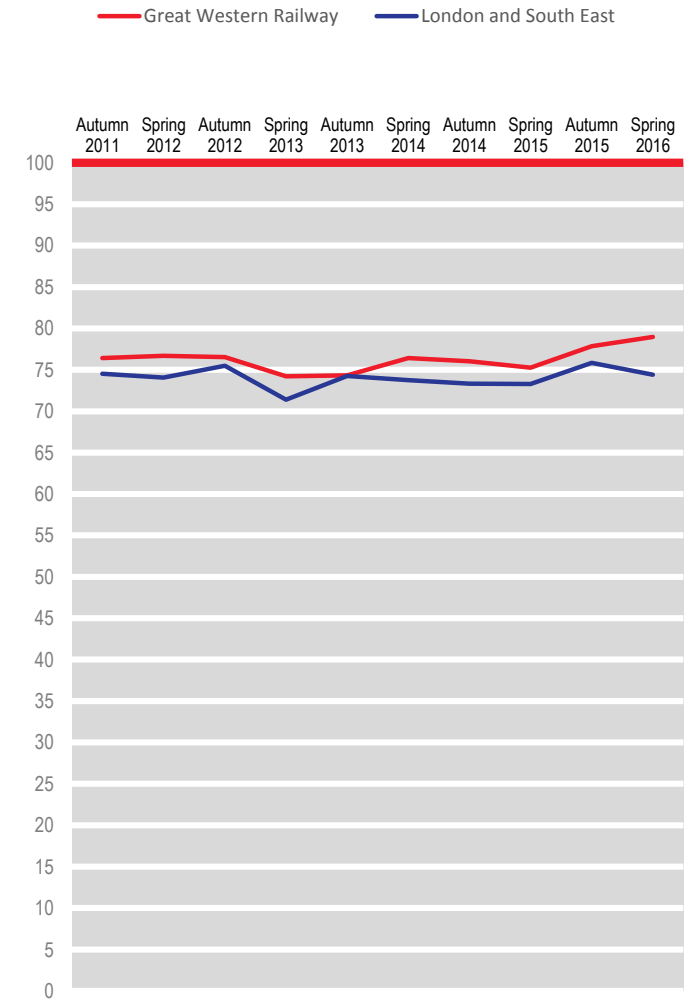
Percentage of passengers satisfied 2011 to 2016



### The cleanliness of the inside of the train

(2755)

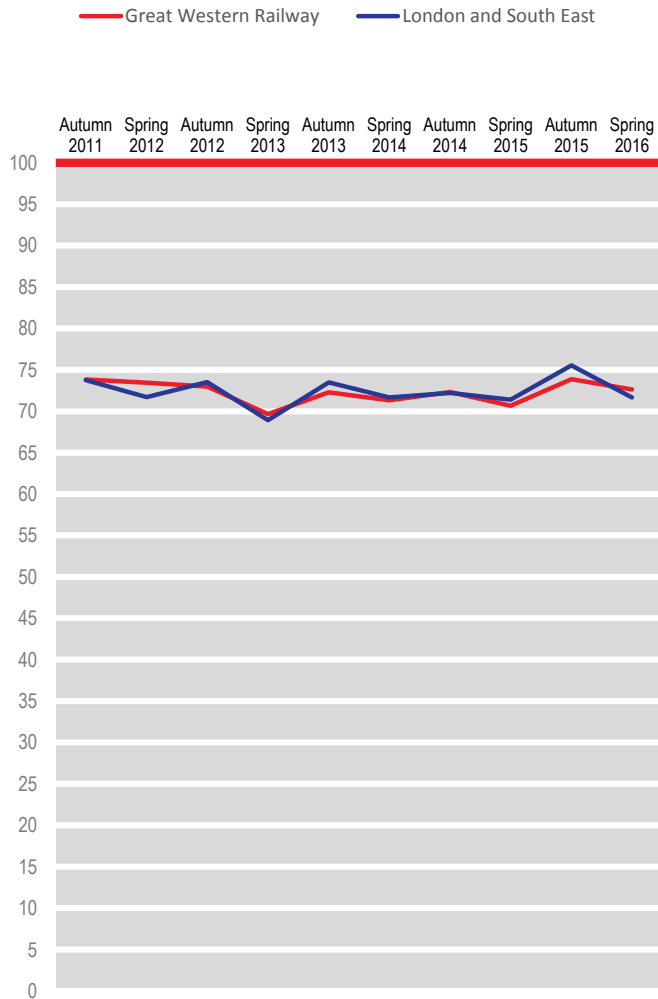
Percentage of passengers satisfied 2011 to 2016



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

### The cleanliness of the outside of the train (2219)

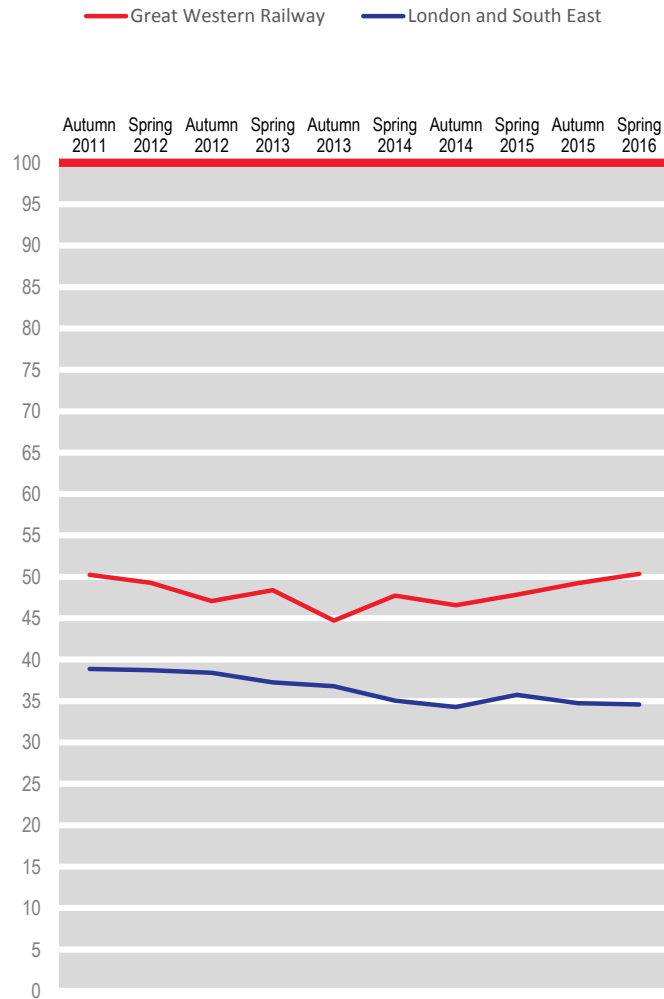
Percentage of passengers satisfied 2011 to 2016



### The availability of staff on the train

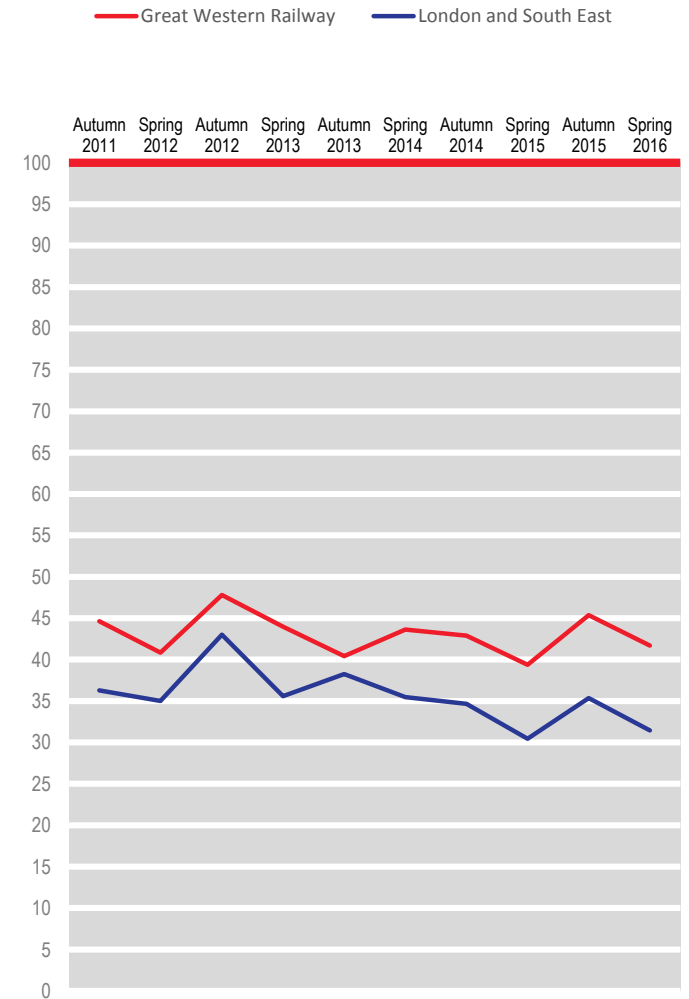
(2008)

Percentage of passengers satisfied 2011 to 2016



### How well train company dealt with delays (597)

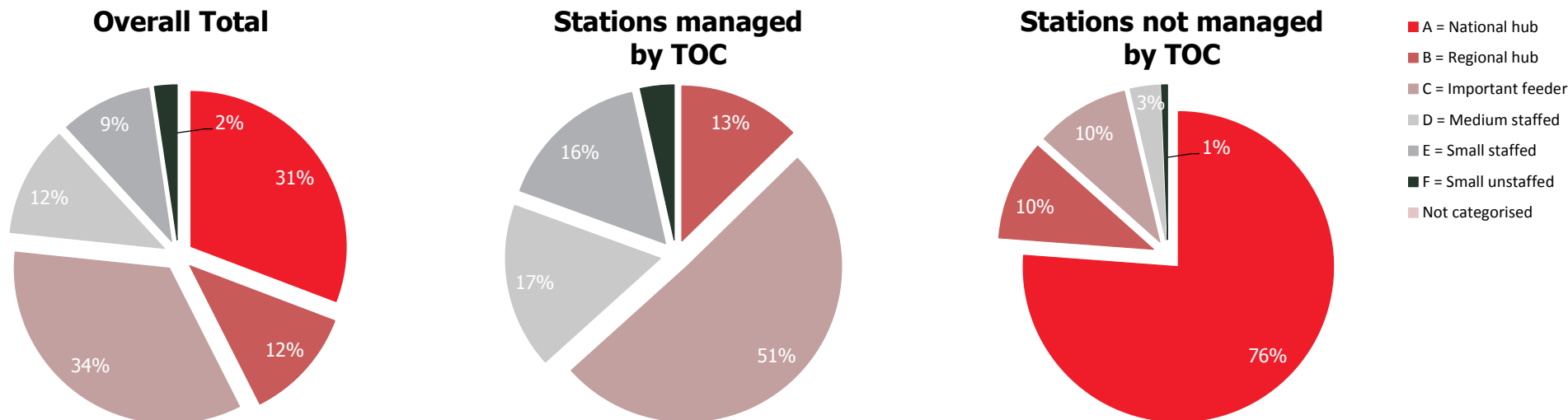
Percentage of passengers satisfied 2011 to 2016



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

## Managed versus non-managed stations for Great Western Railway

(% 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	79	-	83
Ticket buying facilities	79	-	78
Provision of information about train times/platforms	86	-	85
The upkeep/repair of the station buildings/platforms	70	-	72
Cleanliness	75	-	79
The facilities and services	56	-	67
The attitudes and helpfulness of the staff	79	-	79
Connections with other forms of public transport	63	-	81
Facilities for car parking	59	+	48
Overall environment	69	-	73
Your personal security whilst using the station	73	-	78
The availability of staff	68	-	70
The provision of shelter facilities	67	-	67
Availability of seating	59	+	51
How request to station staff was handled	93	+	87
The choice of shops/eating/drinking facilities available	37	-	59



## Great Western Railway

(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	76		78	85	+	81
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	81		79	81		81
Ticket buying facilities	82	+	73	78		80
Provision of information about train times/platforms	85		85	86		85
The upkeep/repair of the station buildings/platforms	69		73	71		73
Cleanliness	76		76	77		78
The facilities and services	61		61	60		64
The attitudes and helpfulness of the staff	74		76	80		80
Connections with other forms of public transport	68		72	71		71
Facilities for car parking	48		52	58		58
Overall environment	67		70	71		73
Your personal security whilst using the station	78		73	75		74
The availability of staff	67		65	69		66
The provision of shelter facilities	62		60	68		69
Availability of seating	48		41	57		58
How request to station staff was handled	84		87	91		89
The choice of shops/eating/drinking facilities available	46		49	46		49
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	77		74	81		79
The frequency of the trains on that route	81		76	76		77
Punctuality/reliability (i.e. the train arriving/departing on time)	69		70	78	+	75
The length of time the journey was scheduled to take (speed)	79		78	84		85
Connections with other train services	75		72	75		75
The value for money of the price of your ticket	28		29	54		52
Cleanliness of the train	84	+	79	76		74
Upkeep and repair of the train	81	+	75	75		73
The provision of information during the journey	66		64	70		67
The helpfulness and attitude of staff on train	62		65	70		70
The space for luggage	54		58	59		56
The toilet facilities	42		38	46		42
Sufficient room for all passengers to sit/stand	60	+	52	73		72
The comfort of the seating area	68		64	73		73
The ease of being able to get on and off	75		71	77		77
Your personal security on board	83		77	81		81
The cleanliness of the inside	83		77	78	+	75
The cleanliness of the outside	75		71	72		71
The availability of staff	42		41	52		49
How well train company deals with delays	38		33	43		40

## 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 Western Railway

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	83		81	87		82
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	80		80	82		83
Ticket buying facilities	79		77	78		84
Provision of information about train times/platforms	85		85	86		85
The upkeep/repair of the station buildings/platforms	70		72	74		74
Cleanliness	77		77	77		77
The facilities and services	60		63	61		63
The attitudes and helpfulness of the staff	80		79	74		78
Connections with other forms of public transport	71		71	69		70
Facilities for car parking	55		59	63	+	49
Overall environment	71		72	70		74
Your personal security whilst using the station	75		75	73		71
The availability of staff	70		68	66		61
The provision of shelter facilities	66		67	68		70
Availability of seating	55		55	56		60
How request to station staff was handled	90		88	91		91
The choice of shops/eating/drinking facilities available	47		48	46		53
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	80	+	77	82		81
The frequency of the trains on that route	78		77	74		76
Punctuality/reliability (i.e. the train arriving/departing on time)	76	+	74	80		78
The length of time the journey was scheduled to take (speed)	84		85	81		83
Connections with other train services	74		75	78		73
The value for money of the price of your ticket	48		46	56		58
Cleanliness of the train	78	+	75	77		73
Upkeep and repair of the train	75		73	78		74
The provision of information during the journey	68		67	72		67
The helpfulness and attitude of staff on train	70		71	66		63
The space for luggage	57		56	62		59
The toilet facilities	45		41	47		41
Sufficient room for all passengers to sit/stand	70		68	78		73
The comfort of the seating area	72		72	75		73
The ease of being able to get on and off	76		76	80		78
Your personal security on board	80		81	83		78
The cleanliness of the inside	79	+	75	78		76
The cleanliness of the outside	73		70	72		73
The availability of staff	51		50	47		42
How well train company deals with delays	44	+	37	34		48

## 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 Western Railway	London and South East		Great Western Railway	London and South East
<b>DELAY</b>					
None	75	71			
Minor	20	23			
Major	4	4			
<b>LENGTH OF DELAY</b>					
5 minutes or less	35	41			
6-10 minutes	26	24			
11-20 minutes	21	16			
21-30 minutes	8	8			
31-60 minutes	6	4			
More than 1 hour	1	1			
Don't know/no answer	4	5			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	19	12	Very well	19	13
Fairly well	33	28	Fairly well	35	30
Neither well nor poorly	20	21	Neither well nor poorly	24	23
Fairly poorly	17	19	Fairly poorly	12	15
Very poorly	12	20	Very poorly	11	20
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	18	13	Very well	15	9
Fairly well	33	29	Fairly well	26	21
Neither well nor poorly	23	20	Neither well nor poorly	37	33
Fairly poorly	14	19	Fairly poorly	10	14
Very poorly	12	19	Very poorly	13	23
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	20	13	Very well	13	5
Fairly well	28	26	Fairly well	19	14
Neither well nor poorly	27	26	Neither well nor poorly	29	24
Fairly poorly	13	15	Fairly poorly	15	17
Very poorly	12	20	Very poorly	24	40

## 6 6.2 Passenger experience relating to disability

	Great Western Railway	London and South East		Great Western Railway	London and South East
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	1	1			
Hearing	2	1			
Mobility	2	2			
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	1	2			
None	88	88			
No answer	3	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	8	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	48	44	Yes	3	2
Not at all	38	42	No	97	98
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	32	33	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	35	33	Very satisfied	63	36
Neither satisfied nor dissatisfied	27	20	Fairly satisfied	28	45
Fairly dissatisfied	4	8	Neither satisfied nor dissatisfied	-	12
Very dissatisfied	3	5	Fairly dissatisfied	9	7
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	23	28	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	40	36	Very satisfied	63	44
Neither satisfied nor dissatisfied	23	20	Fairly satisfied	28	13
Fairly dissatisfied	9	9	Neither satisfied nor dissatisfied	-	12
Very dissatisfied	5	6	Fairly dissatisfied	9	8
			Very dissatisfied	-	24

	Great Western Railway	London and South East		Great Western Railway	London and South East
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	44	44	White	90	86
Female	54	54	Mixed	1	2
			Asian or Asian British	3	4
			Black or Black British	1	4
			Chinese or other ethnic group	1	2
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	1	Commuter	30	51
19-25	9	8	Business	20	15
26-34	12	14	Leisure	50	35
35-44	15	18			
45-54	22	23	<b>REGULAR TRAVELLER</b>		
55-59	11	11	Yes	51	71
60-64	10	9	No	49	29
65+	17	14			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	54	62	Weekday	77	86
Working Part Time	15	15	Weekend	23	15
Not Working	4	3			
Retired	19	14	<b>TIME OF TRAVEL</b>		
Full Time Student	6	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	40	41	Yes asked for help	9	7
Middle Managerial	13	16	Yes asked for information	10	7
Junior Managerial/Clerical/Supervisory	10	11	Could not find anyone to ask	2	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	7	6	No	79	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	2	2	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	17	13	Yes, at home	92	92
Unemployed/between jobs	1	1	Yes, at work	62	67
Housewife/house-husband	0	0	No	5	4
Other	5	5			



	Great Western Railway	London and South East		Great Western Railway	London and South East
<b>TRAVELLING ALONE OR WITH OTHERS</b>			<b>POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING</b>		
Alone	78	84	Better telephone enquiry/booking service	4	4
With other adults 16+	19	13	Better internet enquiry/booking service	20	18
With children aged 0-4	1	1	Better information facilities at stations	15	20
With children aged 5-10	1	1	Better route maps of the rail network	14	14
With children aged 11-15	1	1	Make timetables easier to read	13	17
			Better ticket buying facilities at station ticket offices	14	17
			Better ticket buying facilities at station ticket machines	15	15
			Better promotion when advanced tickets available	30	20
			Other	14	16
			None of these	27	26
<b>TRAVELLING WITH ...</b>					
Heavy/bulky luggage/other large items	20	11			
Pushchair	1	1			
Folding bicycle	1	1			
Non-folding bicycle	1	1			
Dog	0	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	75	84			
<b>TYPE OF TICKET USED FOR JOURNEY</b>					
Anytime single/return	13	8			
Anytime day single/return	14	9			
Off-peak/super off-peak single/return	24	8			
Off-peak/super off-peak day single/return	15	7			
Advance	8	3			
Day travelcard	6	6			
Oyster pay as you go	2	17			
Weekly or monthly season ticket	9	17			
Annual season ticket	4	11			
Special promotion ticket	0	0			
Rail staff pass/privilege ticket/police	1	1			
Free travel pass (e.g. Freedom Pass)	1	8			
Other	2	3			
Don't know/no answer	2	2			

## Station sample sizes for Great Western Railway

Station	Unweighted	Station	Unweighted
London Paddington	614	Gloucester	11
Bristol Temple Meads	335	Bridgend	11
Reading	312	St Erth	11
Bath Spa	152	Basingstoke	11
Slough	118	Nailsea And Backwell	11
Oxford	87	Lelant Saltings	11
Maidenhead	86	Teignmouth	11
Exeter St Davids	77	Guildford	10
Cardiff Central	74	Reigate	10
Ealing Broadway	72	Great Malvern	9
Plymouth	67	Acton Main Line	9
Didcot Parkway	63	Totnes	8
Bristol Parkway	54	Moreton-In-Marsh	8
Exeter Central	46	Crowthorne	7
Twyford (Berkshire)	41	Southall	7
Exmouth	38	Southampton Central	7
Bramley (Hampshire)	29	Worcester Shrub Hill	7
Truro	28	Redhill	7
Swindon	24	Newton Abbot	6
Windsor And Eton Central	23	Wokingham	5
Pangbourne	22	Weymouth	5
Stroud	20	Greenford	5
Weston-Super-Mare	19	Kemble	4
Hayes And Harlington	19	Mortimer	4
Newport (South Wales)	18	Redruth	4
Taunton	17	Chichester	4
Chippenham	16	Banbury	3
Burnham (Buckinghamshire)	15	Fratton	3
Liskeard	14	Falmouth Docks	2
West Drayton	14	Yeovil Pen Mill	2
Newbury	14	West Ealing	1
Cheltenham Spa	14	Hove	1
Yatton	14		
Fareham	13		
Filton Abbey Wood	13		
Trowbridge	13		
Salisbury	12		
Langley	12		

## 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

## 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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