



# National Rail Passenger Survey

## Merseyrail 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.

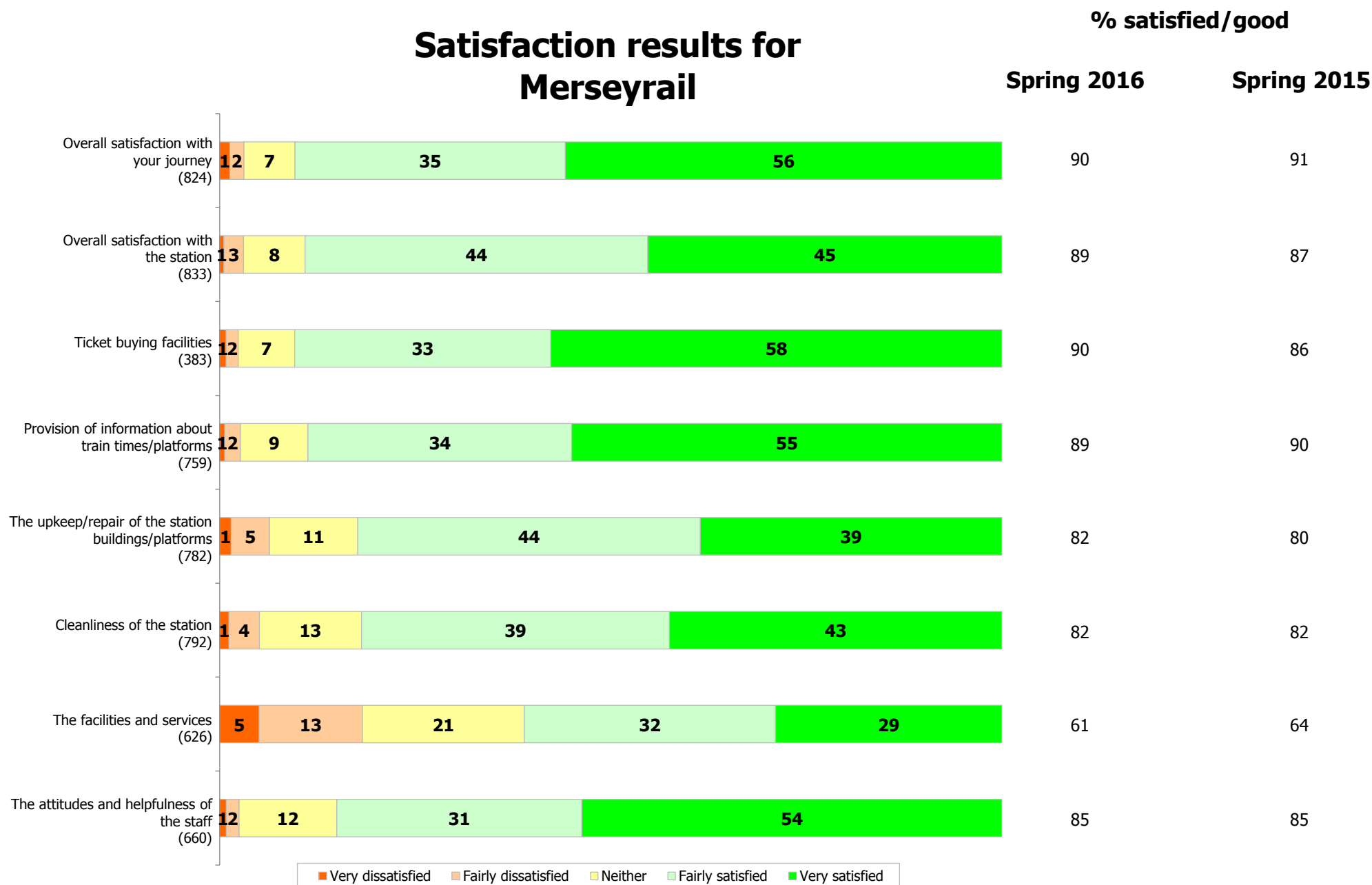
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

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.

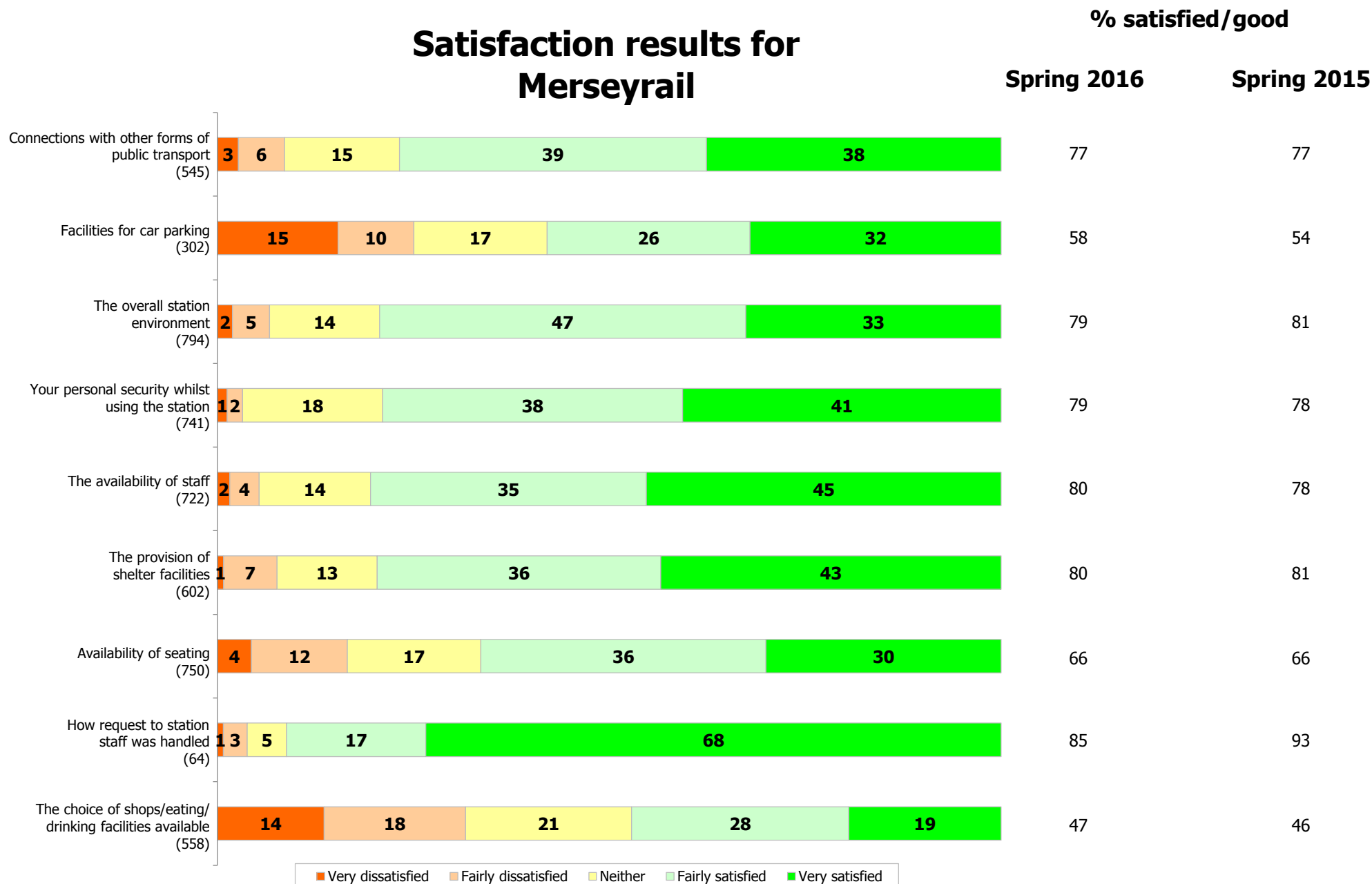
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

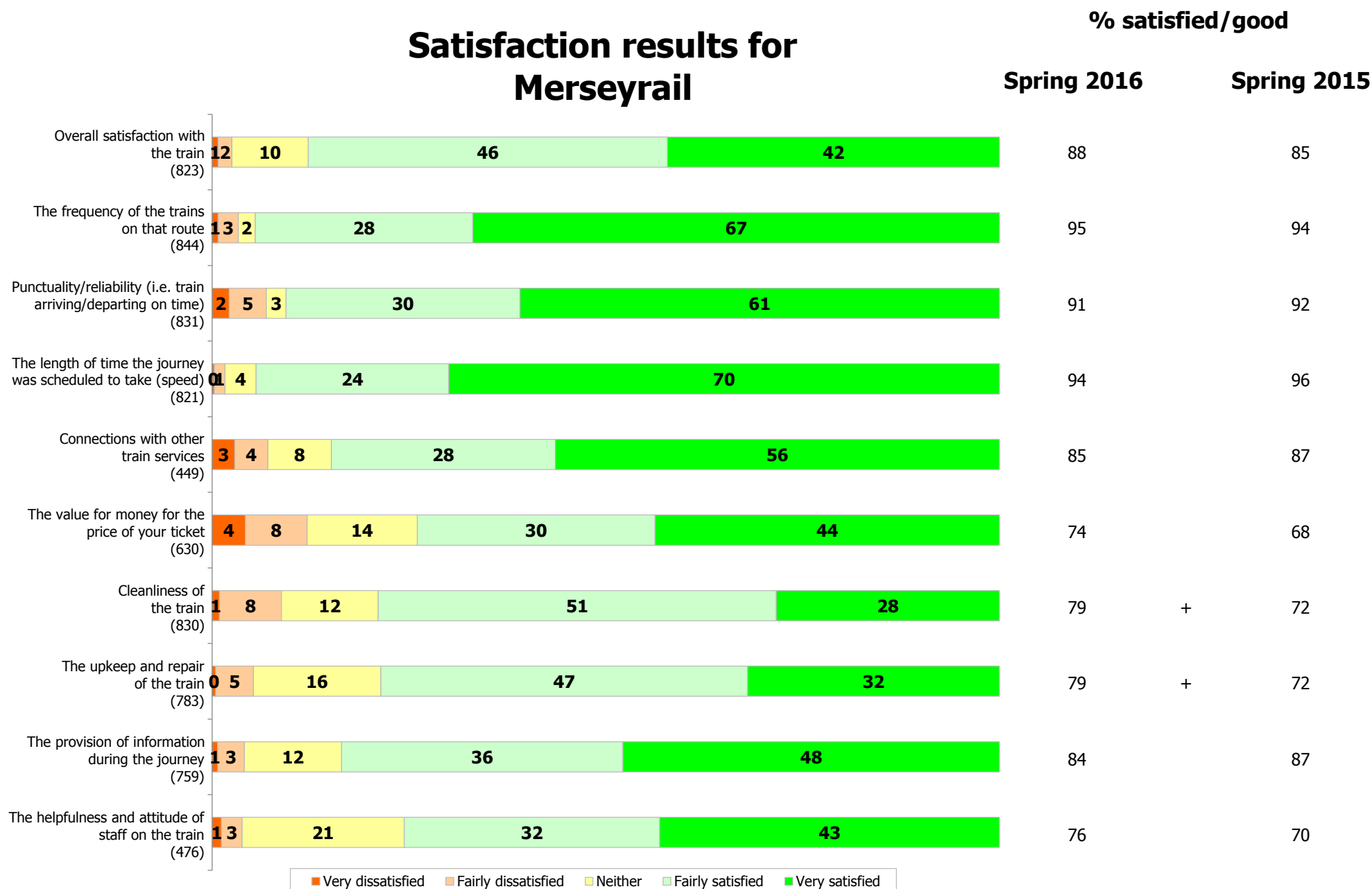


## Satisfaction results for Merseyrail





## Satisfaction results for Merseyrail



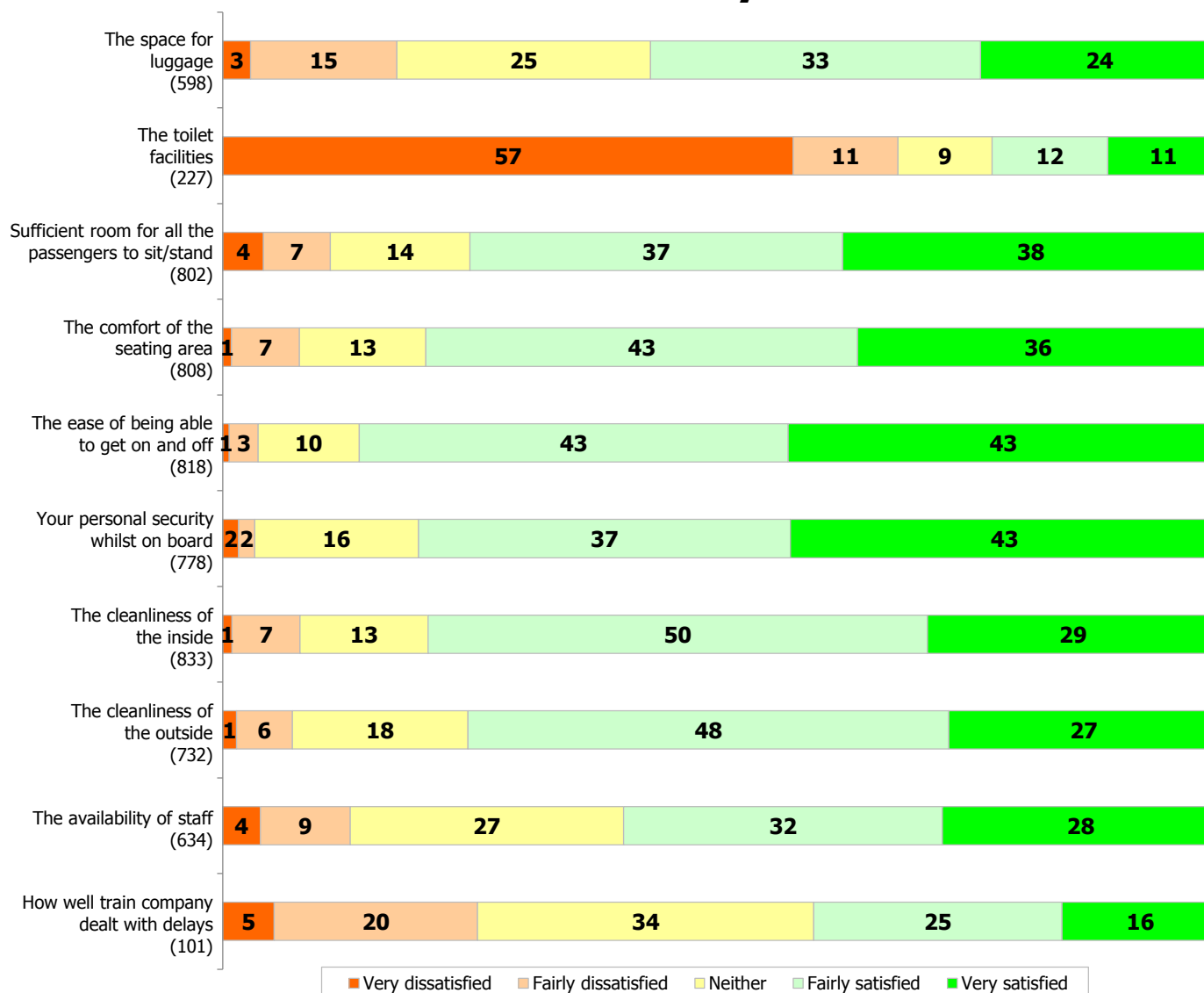


## Satisfaction results for Merseyrail

% satisfied/good

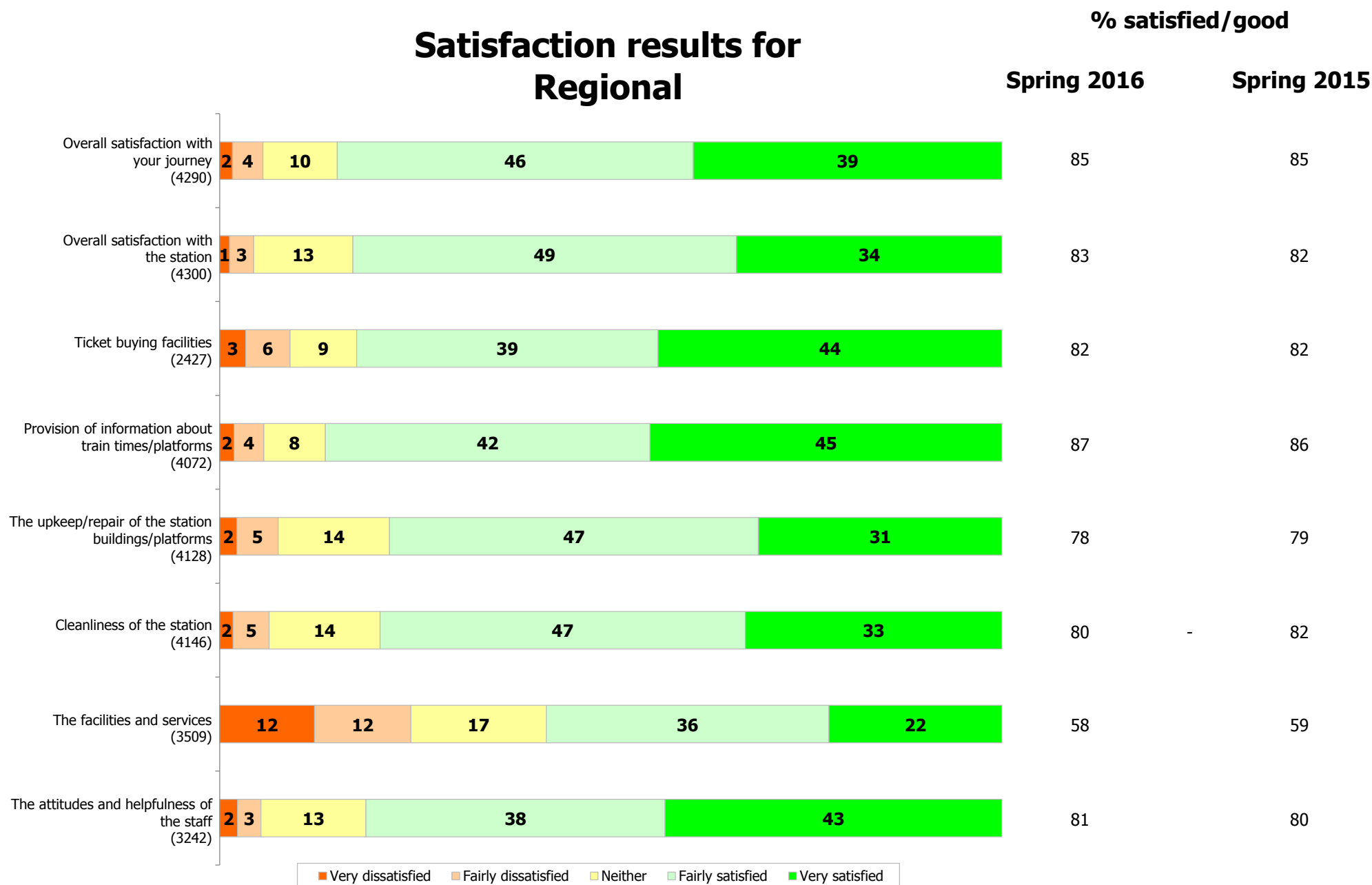
Spring 2016

Spring 2015



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

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



## Satisfaction results for Regional

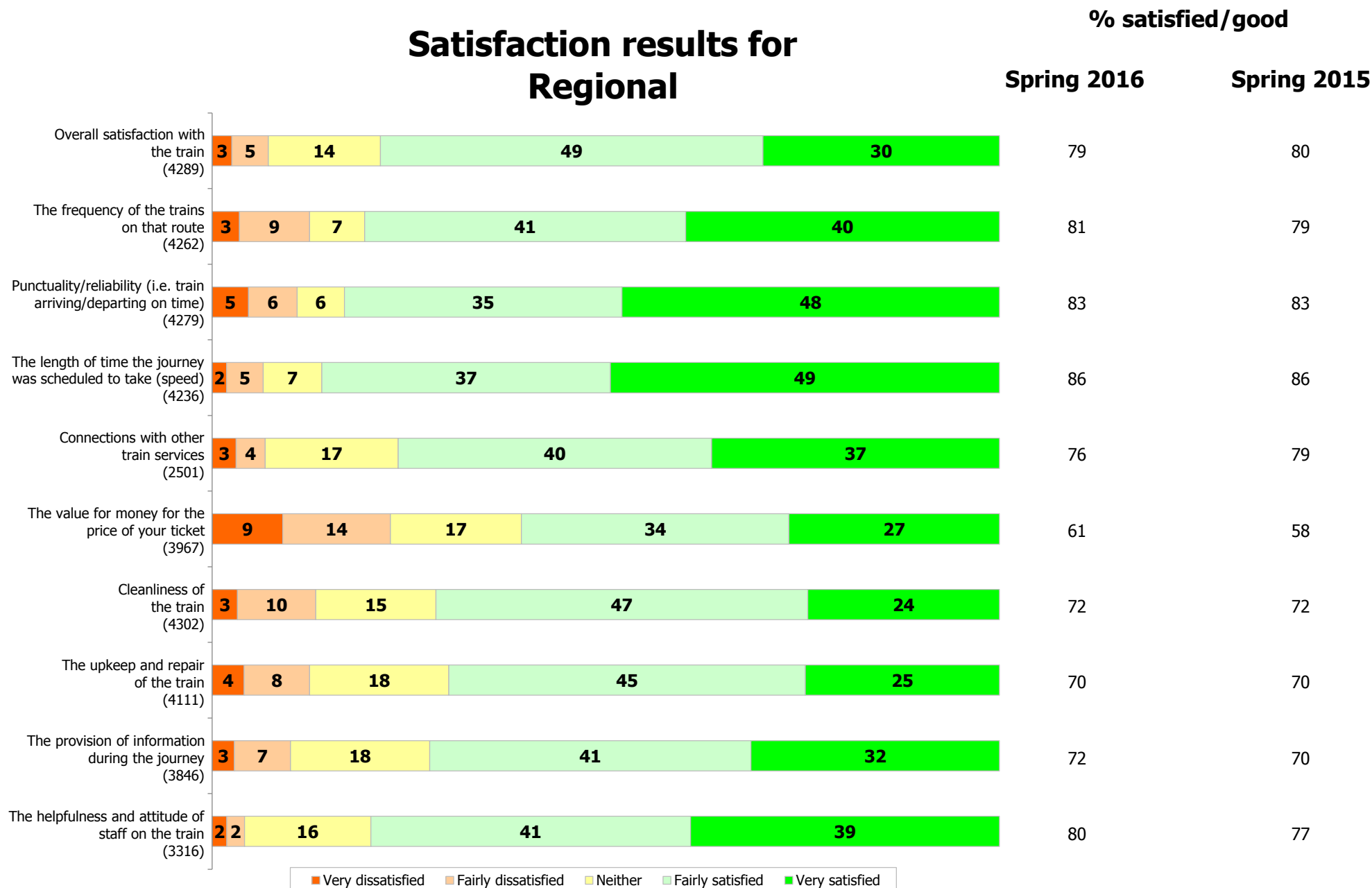
% satisfied/good

Spring 2016

Spring 2015



## Satisfaction results for Regional

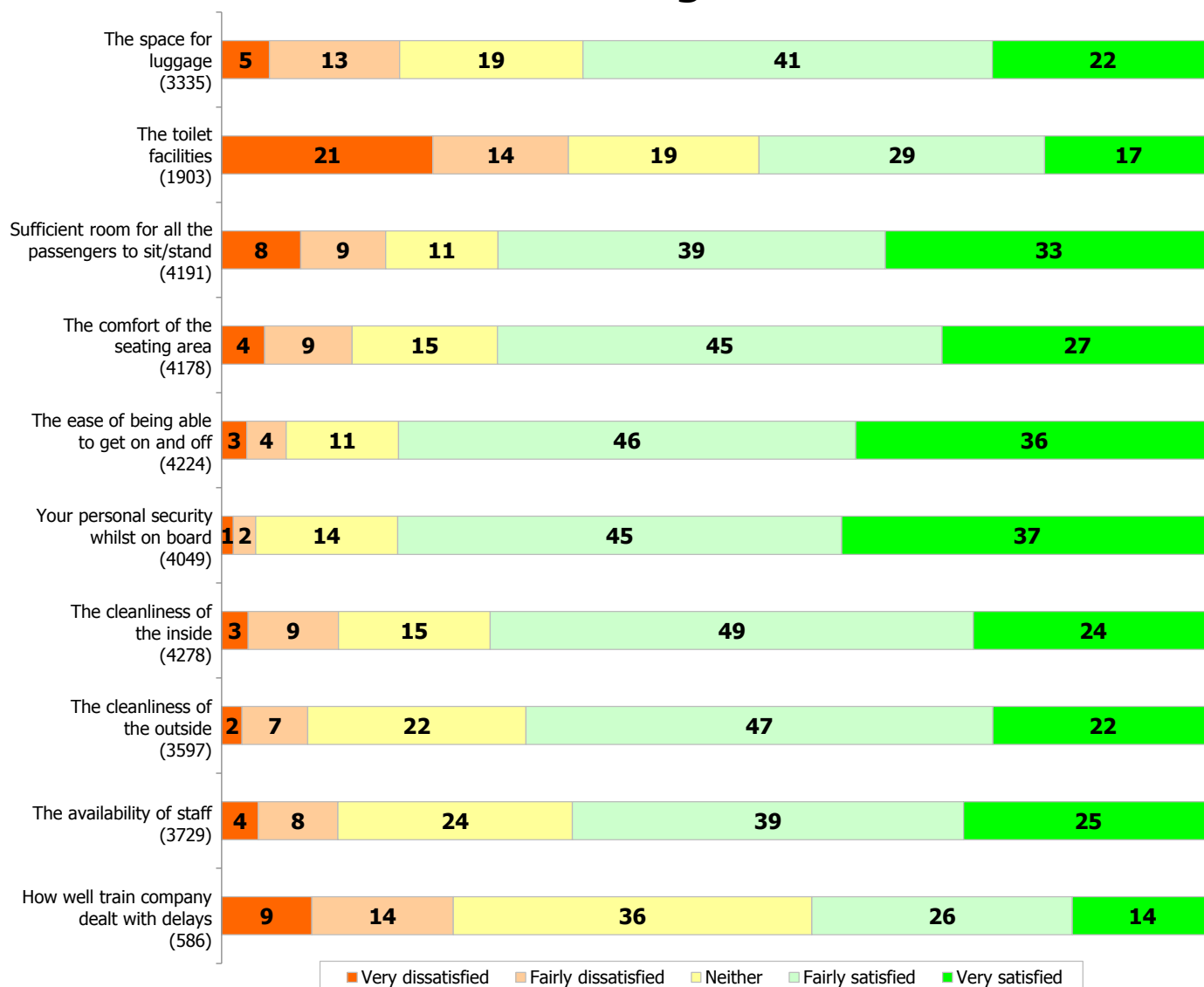


## Satisfaction results for Regional

% satisfied/good

Spring 2016

Spring 2015



## Merseyrail versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	90	85	106%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	89	83	107%
Ticket buying facilities	90	82	110%
Provision of information about train times/platforms	89	87	103%
The upkeep/repair of the station buildings/platforms	82	78	105%
Cleanliness	82	80	103%
The facilities and services	61	58	105%
The attitudes and helpfulness of the staff	85	81	105%
Connections with other forms of public transport	77	71	108%
Facilities for car parking	58	55	106%
Overall environment	79	74	107%
Your personal security whilst using the station	79	75	106%
The availability of staff	80	71	114%
The provision of shelter facilities	80	73	109%
Availability of seating	66	61	108%
How request to station staff was handled	85	89	96%
The choice of shops/eating/drinking facilities available	47	47	101%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	88	79	112%
The frequency of the trains on that route	95	81	117%
Punctuality/reliability (i.e. the train arriving/departing on time)	91	83	109%
The length of time the journey was scheduled to take (speed)	94	86	110%
Connections with other train services	85	76	111%
The value for money of the price of your ticket	74	61	122%
Cleanliness of the train	79	72	110%
Upkeep and repair of the train	79	70	112%
The provision of information during the journey	84	72	115%
The helpfulness and attitude of staff on train	76	80	95%
The space for luggage	57	64	90%
The toilet facilities	23	46	50%
Sufficient room for all passengers to sit/stand	75	72	104%
The comfort of the seating area	80	72	110%
The ease of being able to get on and off	86	82	105%
Your personal security on board	80	82	98%
The cleanliness of the inside	79	73	109%
The cleanliness of the outside	75	69	109%
The availability of staff	60	65	93%
How well train company deals with delays	41	40	100%

## Building block/route data for Merseyrail

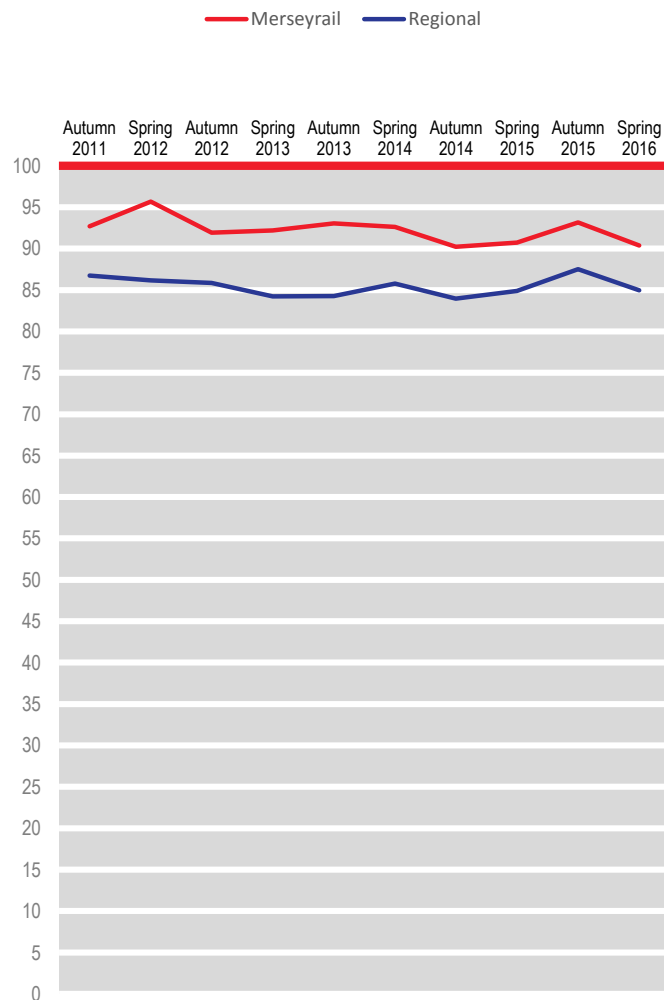
	Northern	Wirral
Overall satisfaction with your journey	89	93
<b>STATION FACILITIES</b>		
Overall satisfaction with the station	87	91
Ticket buying facilities	91	90
Provision of information about train times/platforms	87	91
The upkeep/repair of the station buildings/platforms	81	84
Cleanliness	81	83
The facilities and services	63	59
The attitudes and helpfulness of the staff	85	86
Connections with other forms of public transport	76	78
Facilities for car parking	59	56
Overall environment	76	83
Your personal security whilst using the station	77	82
The availability of staff	80	82
The provision of shelter facilities	81	77
Availability of seating	67	66
How request to station staff was handled	73	96
The choice of shops/eating/drinking facilities available	46	48
<b>TRAIN FACILITIES</b>		
Overall satisfaction with the train	85	91
The frequency of the trains on that route	95	94
Punctuality/reliability (i.e. the train arriving/departing on time)	88	94
The length of time the journey was scheduled to take (speed)	95	93
Connections with other train services	81	90
The value for money of the price of your ticket	72	76
Cleanliness of the train	80	77
Upkeep and repair of the train	79	78
The provision of information during the journey	82	86
The helpfulness and attitude of staff on train	74	78
The space for luggage	58	56
The toilet facilities	29	15
Sufficient room for all passengers to sit/stand	72	79
The comfort of the seating area	80	80
The ease of being able to get on and off	85	87
Your personal security on board	79	82
The cleanliness of the inside	82	77
The cleanliness of the outside	76	75
The availability of staff	59	61
How well train company deals with delays	32	58



# Percentage satisfaction with aspects of station where boarded

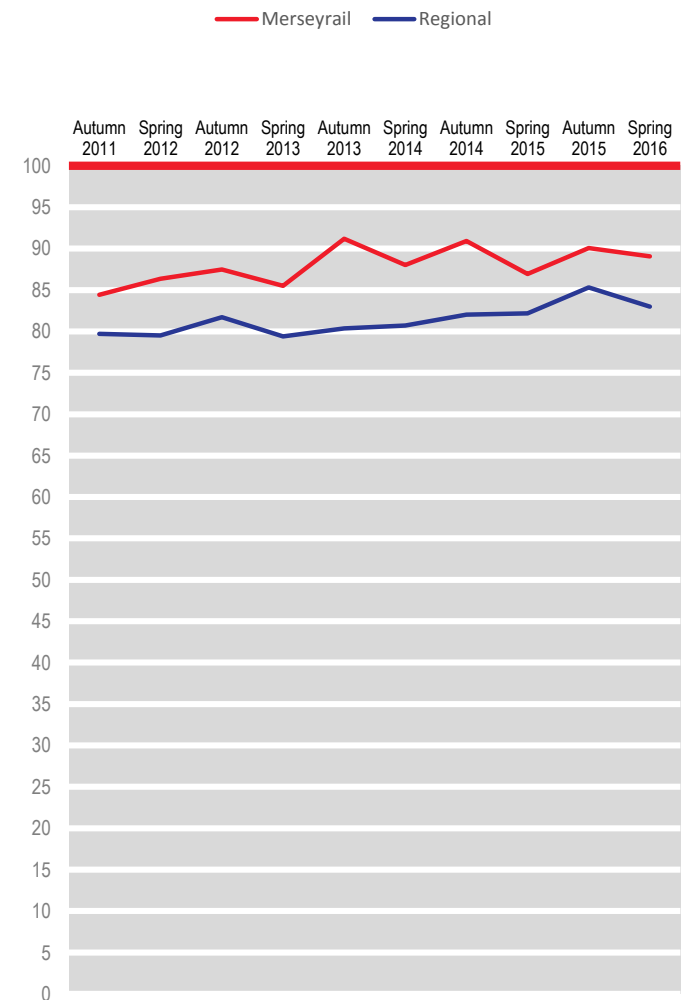
## Overall satisfaction with your journey

(824)  
Percentage of passengers satisfied 2011 to 2016



## Overall station satisfaction

(833)  
Percentage of passengers satisfied 2011 to 2016

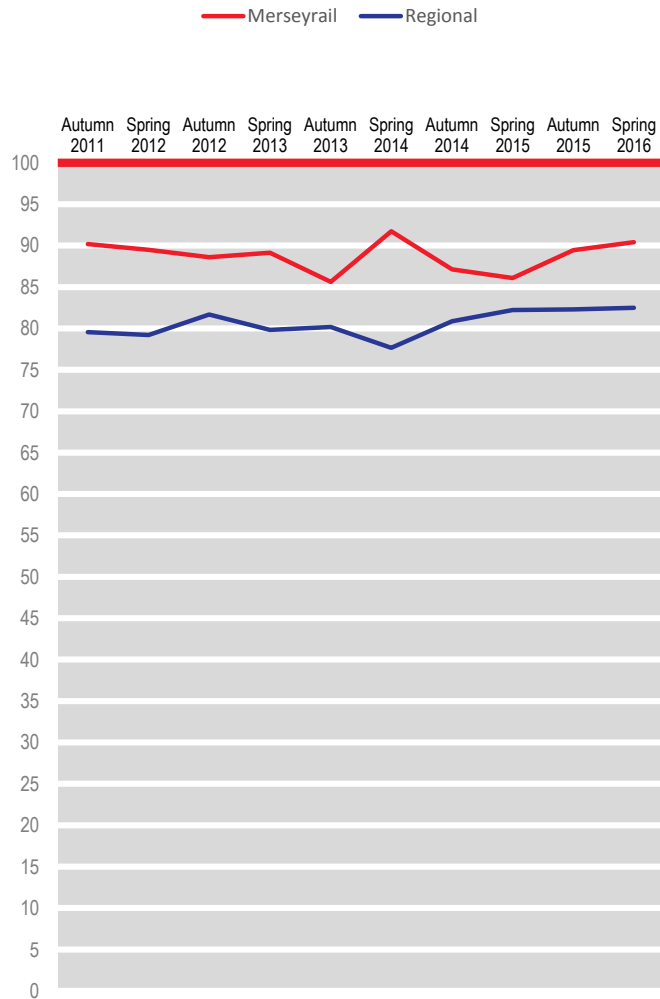


N.B. Benchmarks and targets are only shown for applicable factors

### Ticket buying facilities

(383)

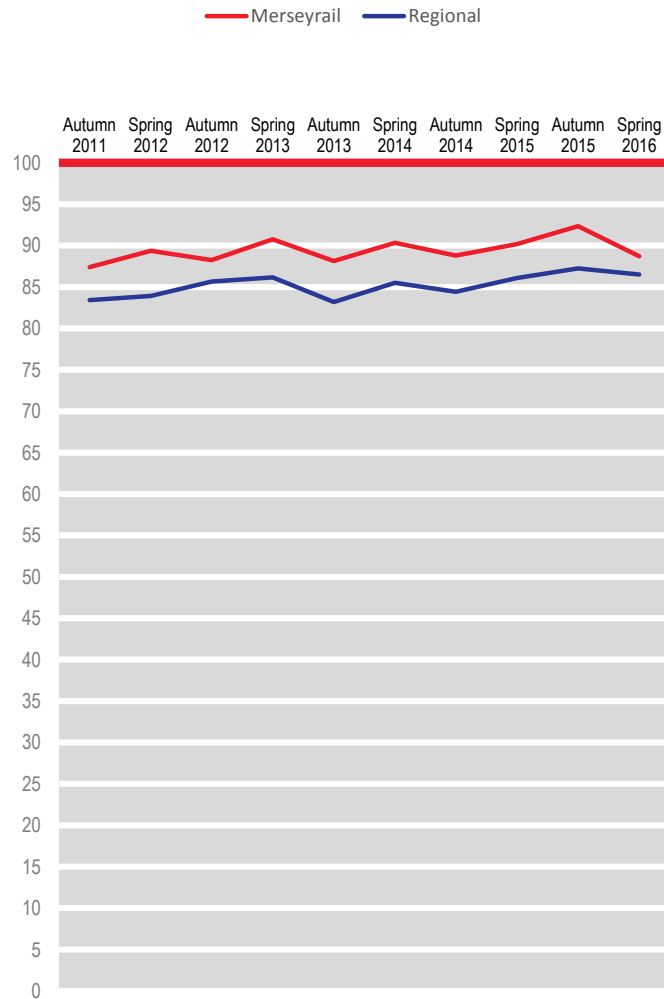
Percentage of passengers satisfied 2011 to 2016



### Provision of information about train times/platforms

(759)

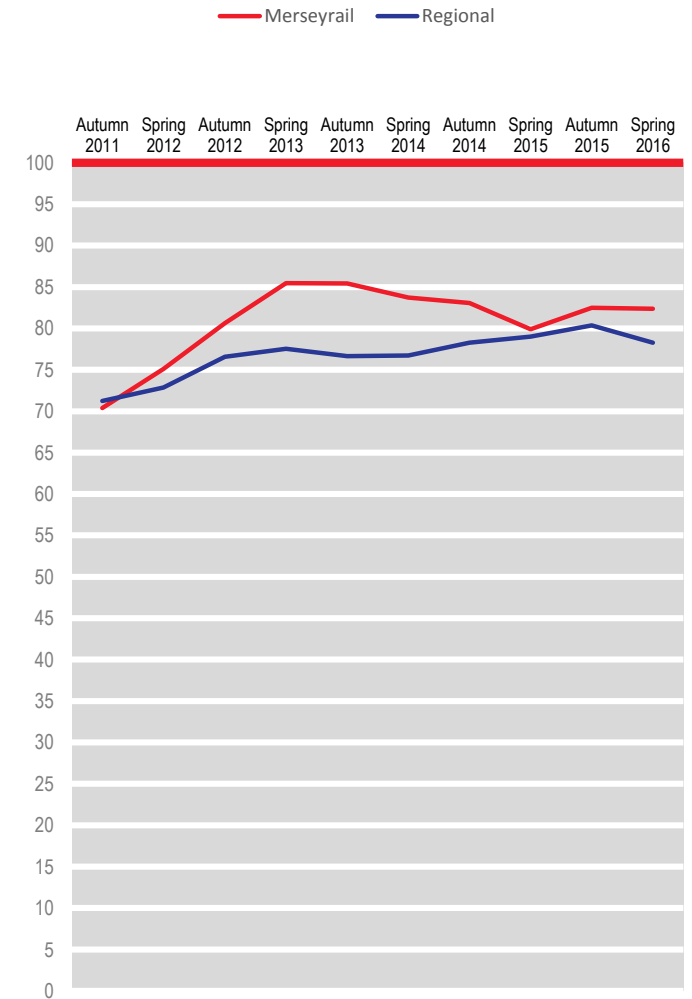
Percentage of passengers satisfied 2011 to 2016



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

(782)

Percentage of passengers satisfied 2011 to 2016

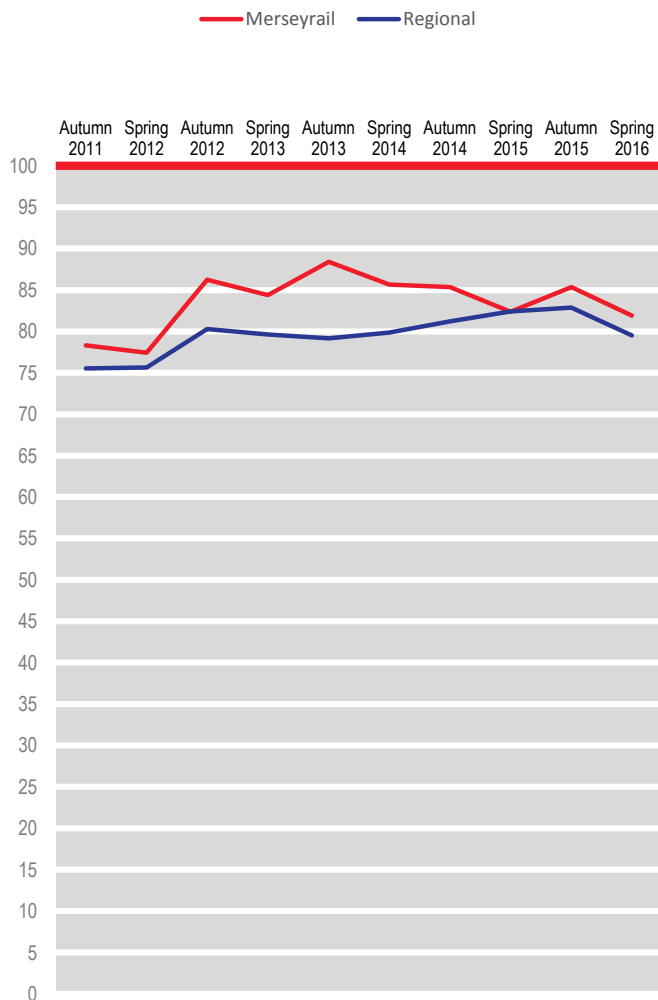


N.B. Benchmarks and targets are only shown for applicable factors

### Cleanliness of the station

(792)

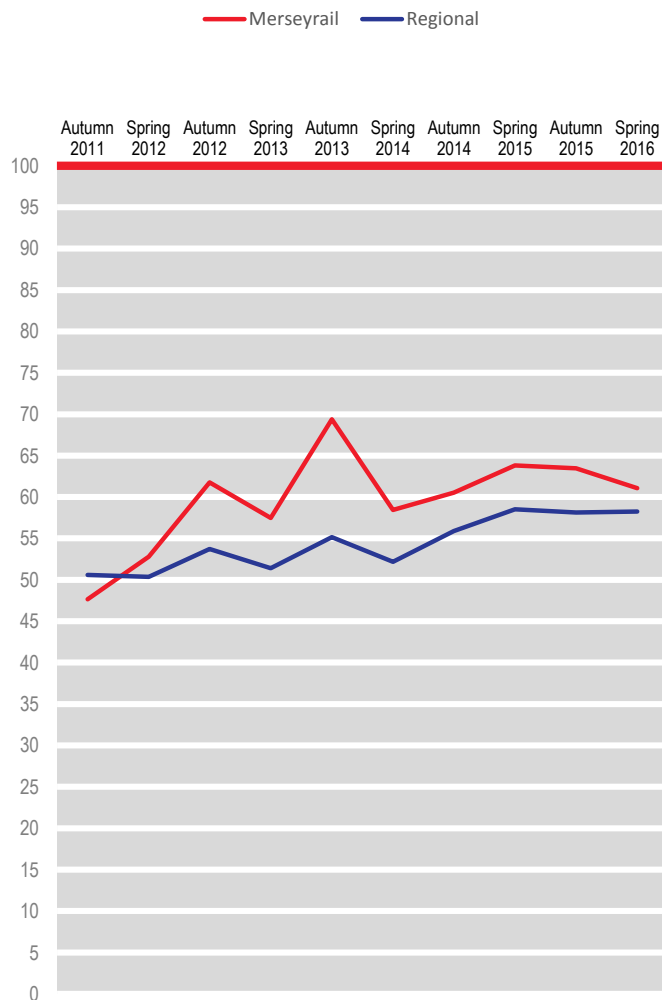
Percentage of passengers satisfied 2011 to 2016



### The facilities and services at the station

(626)

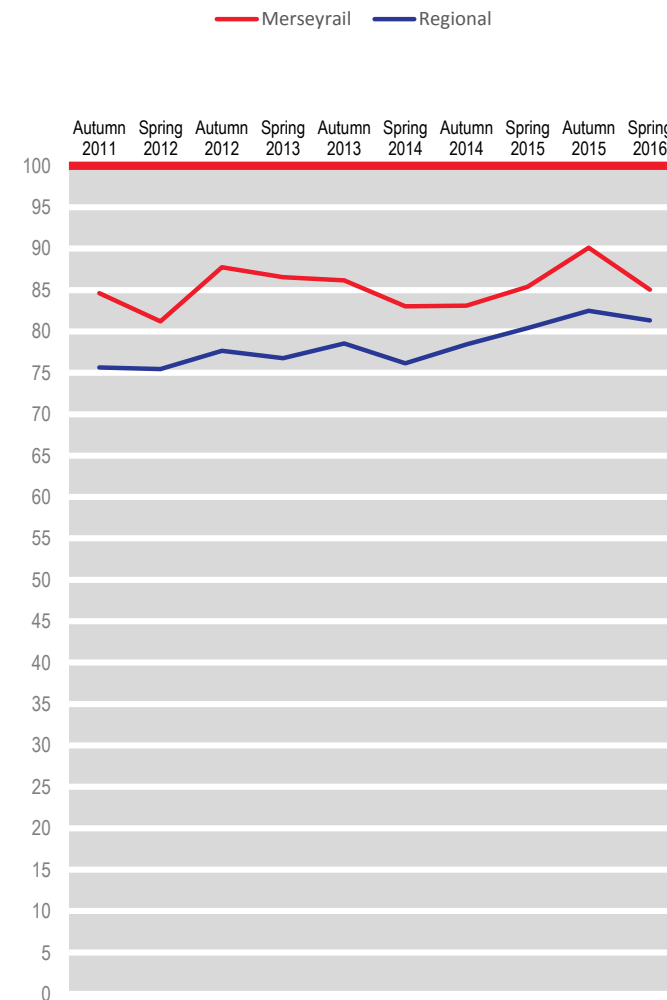
Percentage of passengers satisfied 2011 to 2016



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

(660)

Percentage of passengers satisfied 2011 to 2016

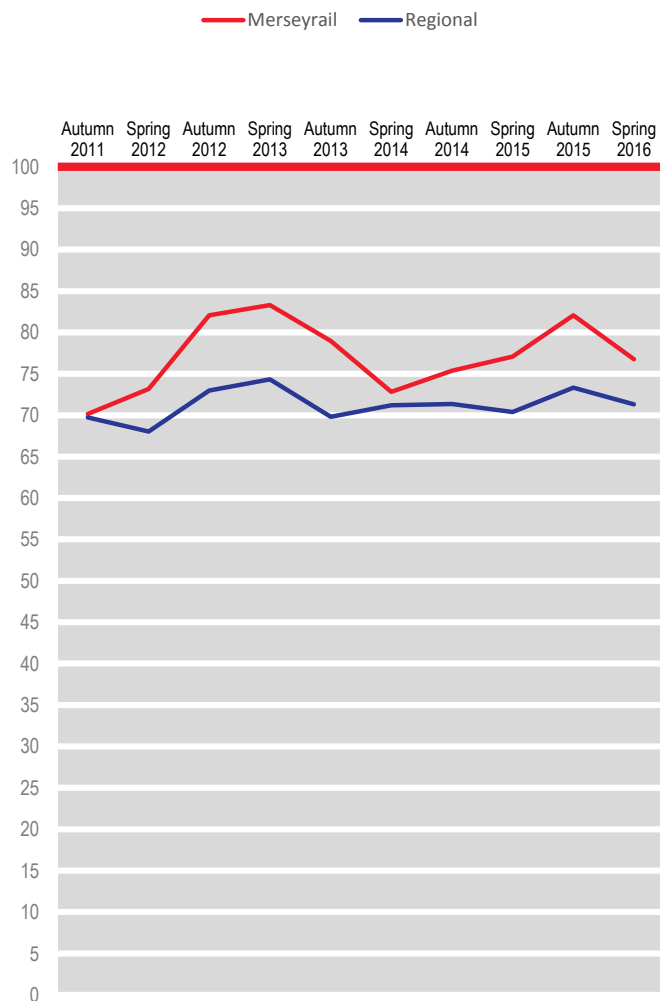


N.B. Benchmarks and targets are only shown for applicable factors

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

(545)

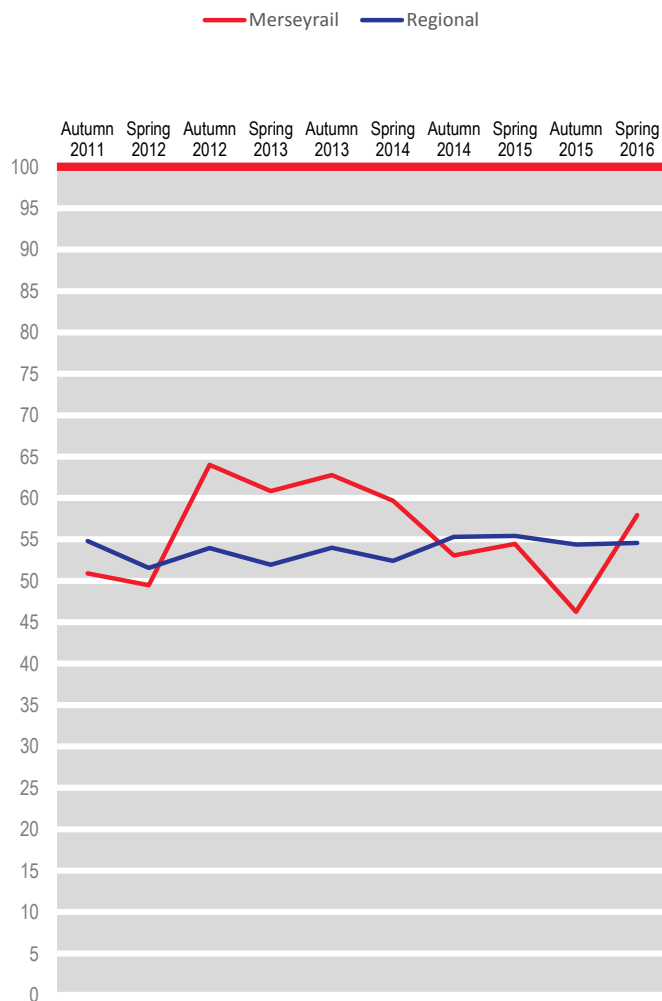
Percentage of passengers satisfied 2011 to 2016



### Facilities for car parking at the station

(302)

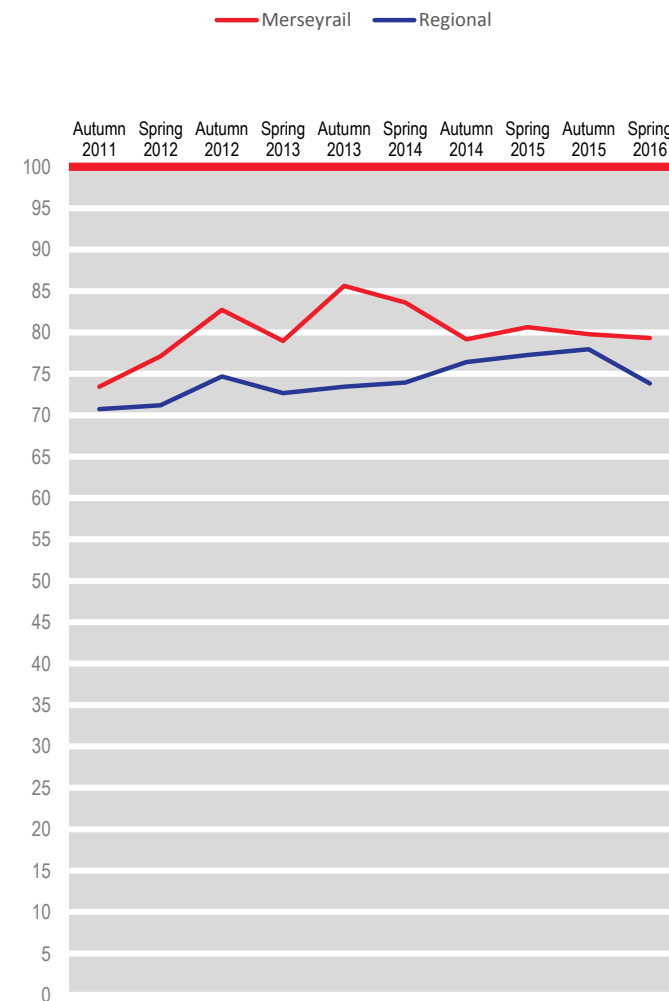
Percentage of passengers satisfied 2011 to 2016



### Overall station environment

(794)

Percentage of passengers satisfied 2011 to 2016

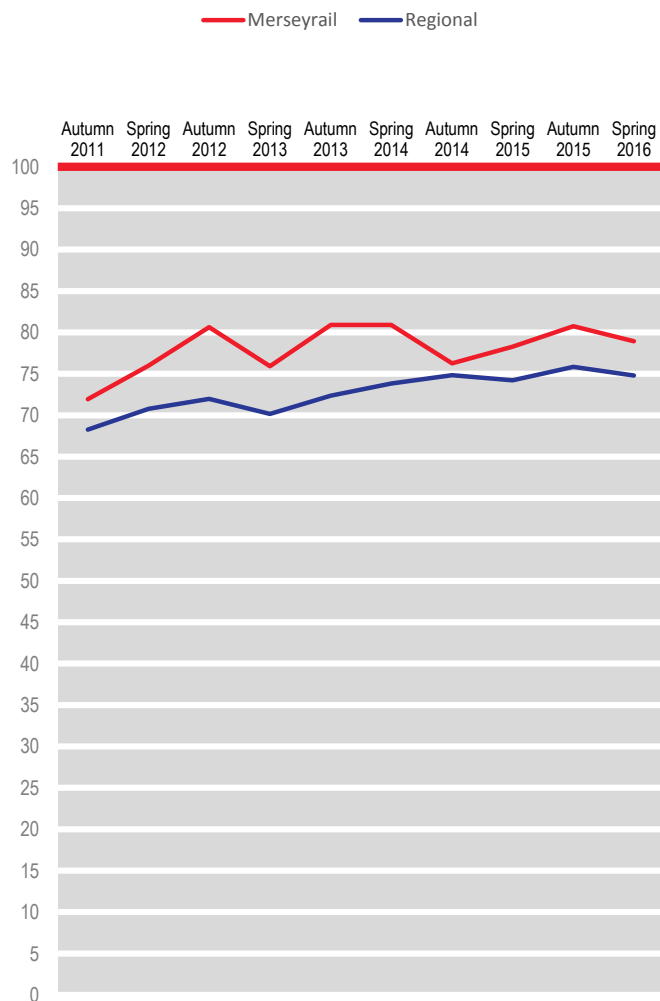


N.B. Benchmarks and targets are only shown for applicable factors

### Your personal security whilst using the station

(741)

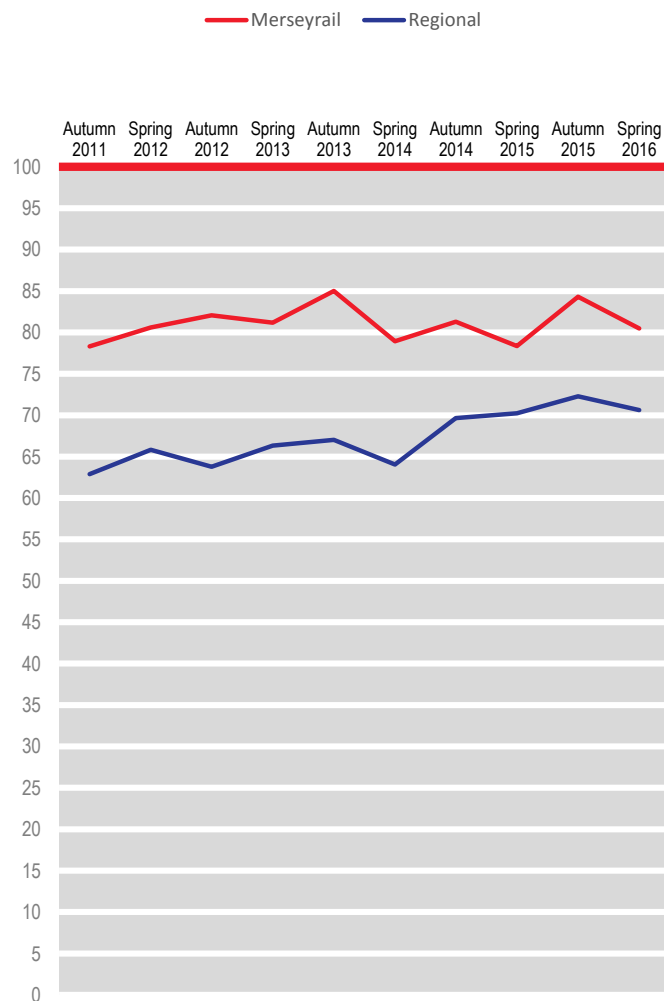
Percentage of passengers satisfied 2011 to 2016



### The availability of staff at the station

(722)

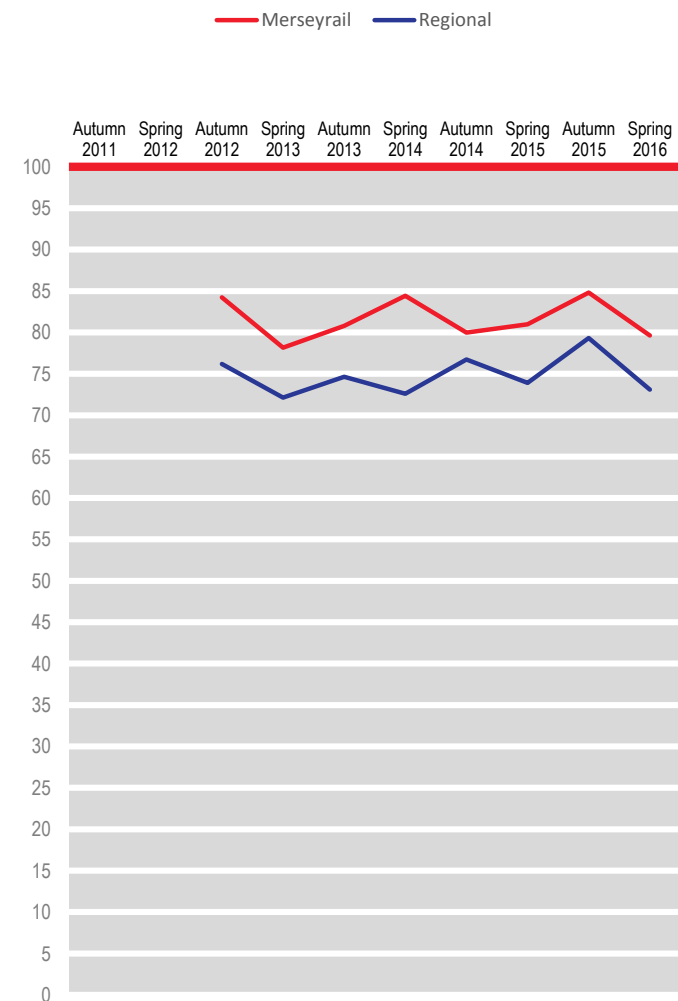
Percentage of passengers satisfied 2011 to 2016



### The provision of shelter facilities

(602)

Percentage of passengers satisfied 2011 to 2016

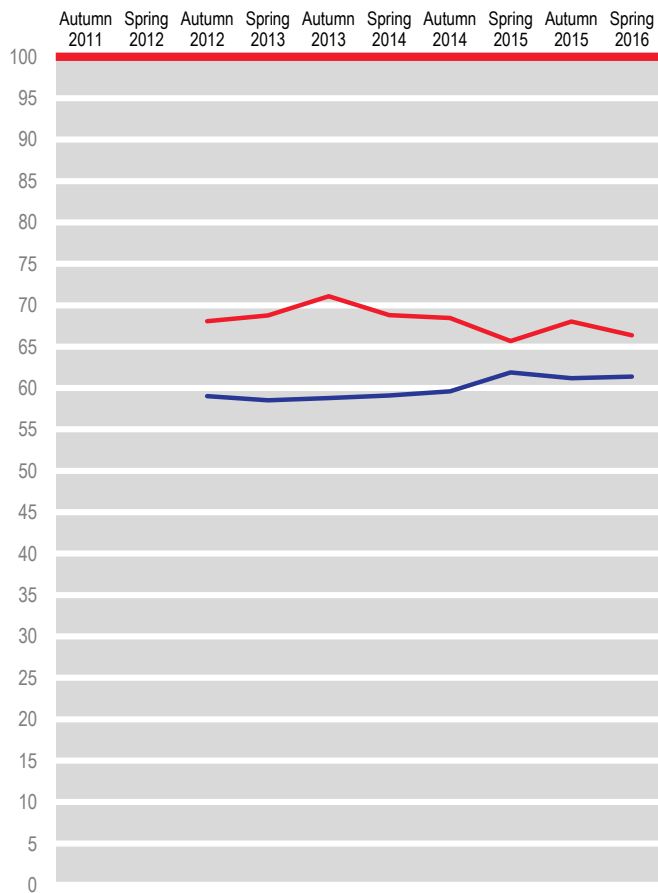


N.B. Benchmarks and targets are only shown for applicable factors

**Availability of seating****(750)**

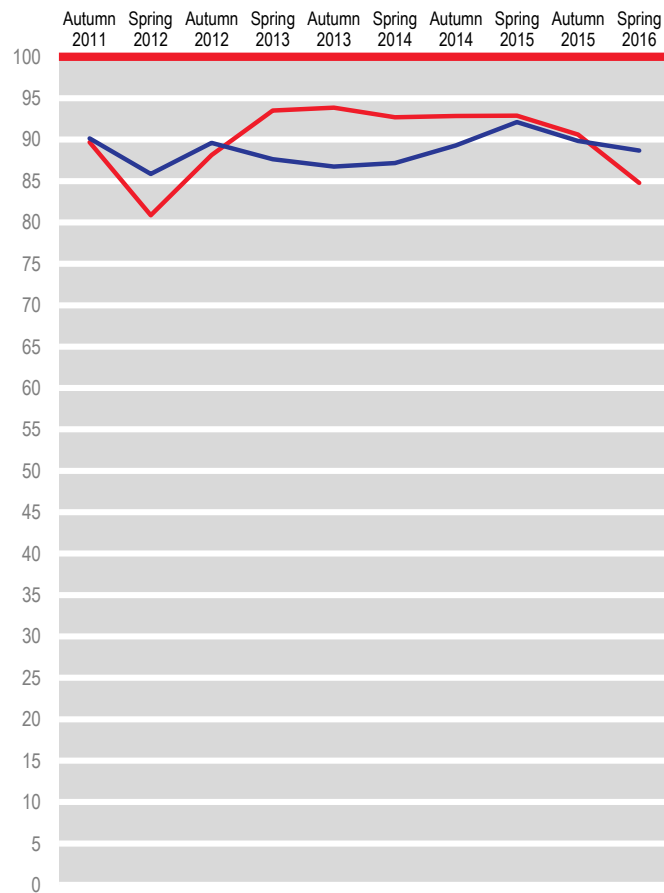
Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional

**How request to station staff was handled****(64)**

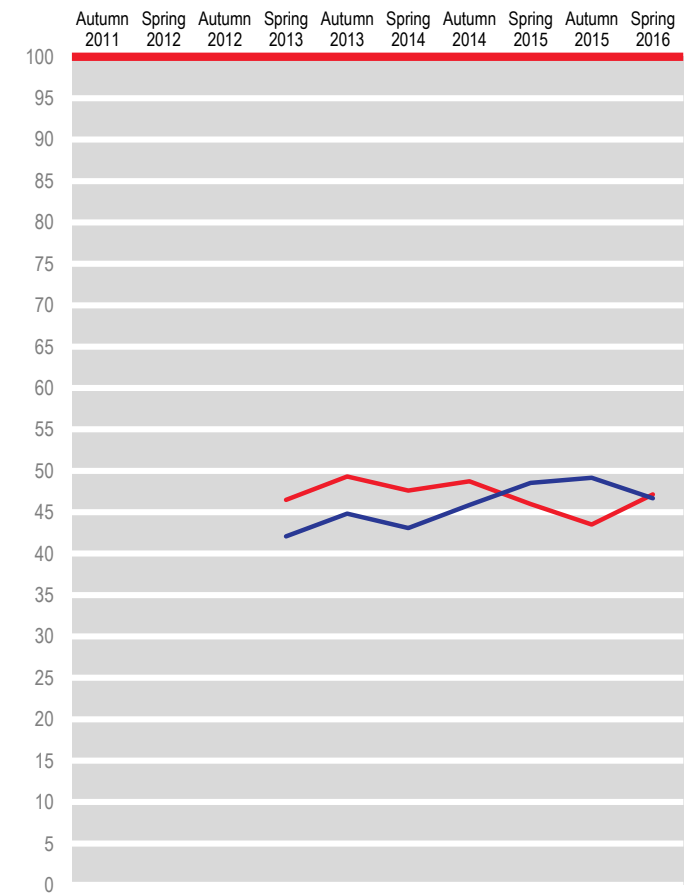
Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional

**The choice of shops/eating/drinking facilities available****(558)**

Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional



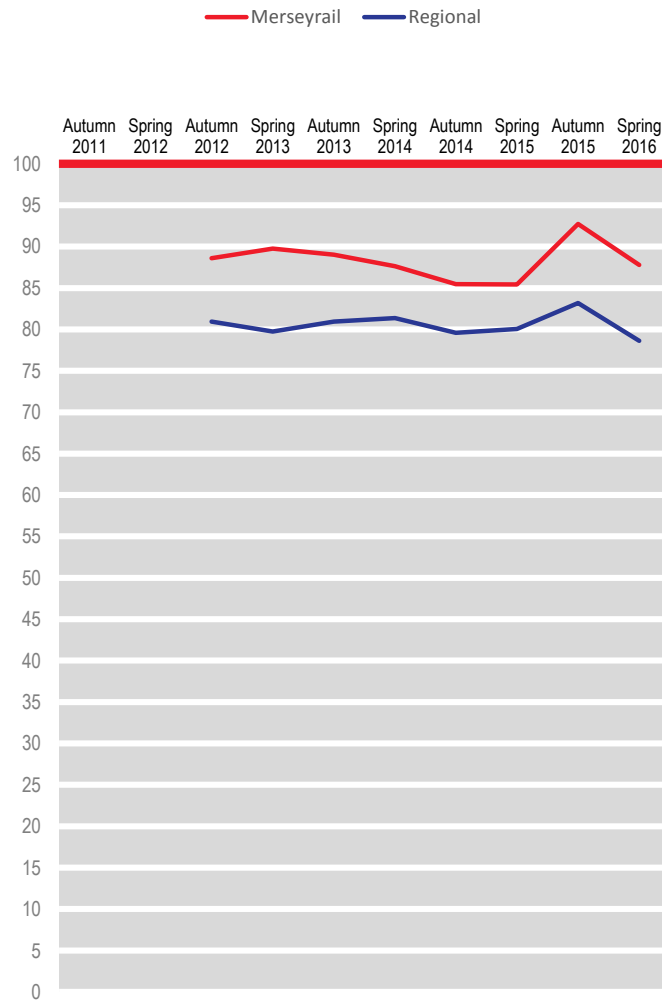
N.B. Benchmarks and targets are only shown for applicable factors

# Percentage satisfaction with aspects of the train

## Overall satisfaction with the train

(823)

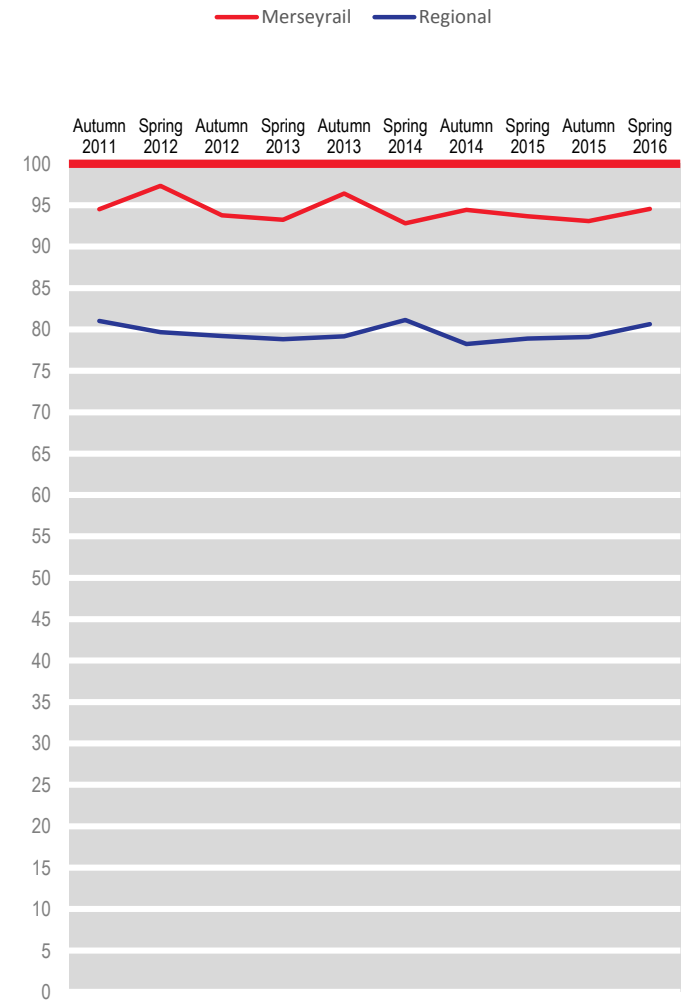
Percentage of passengers satisfied 2011 to 2016



## The frequency of trains on that route

(844)

Percentage of passengers satisfied 2011 to 2016



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

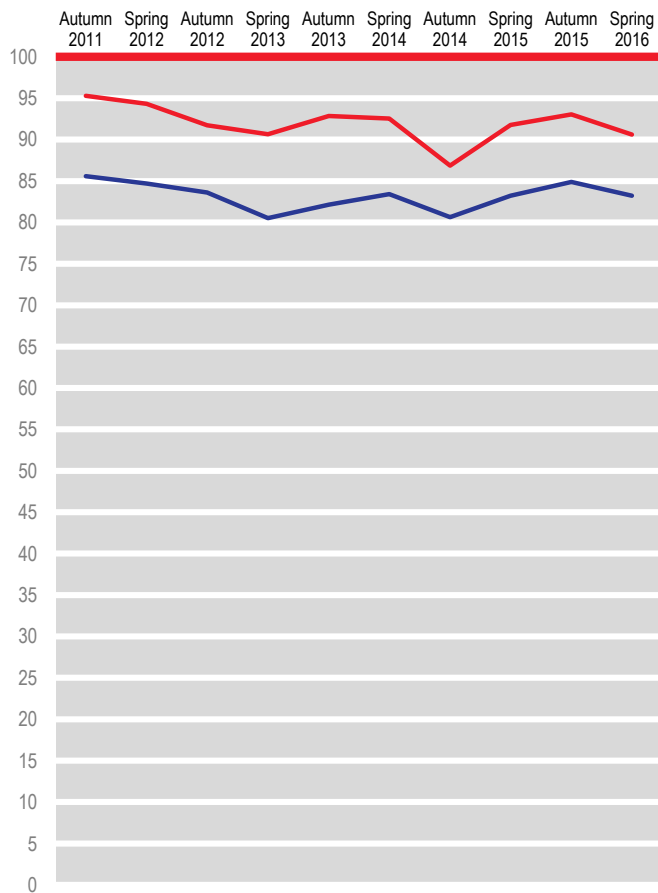


### Punctuality/reliability (i.e. train arriving/departing on time)

(831)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

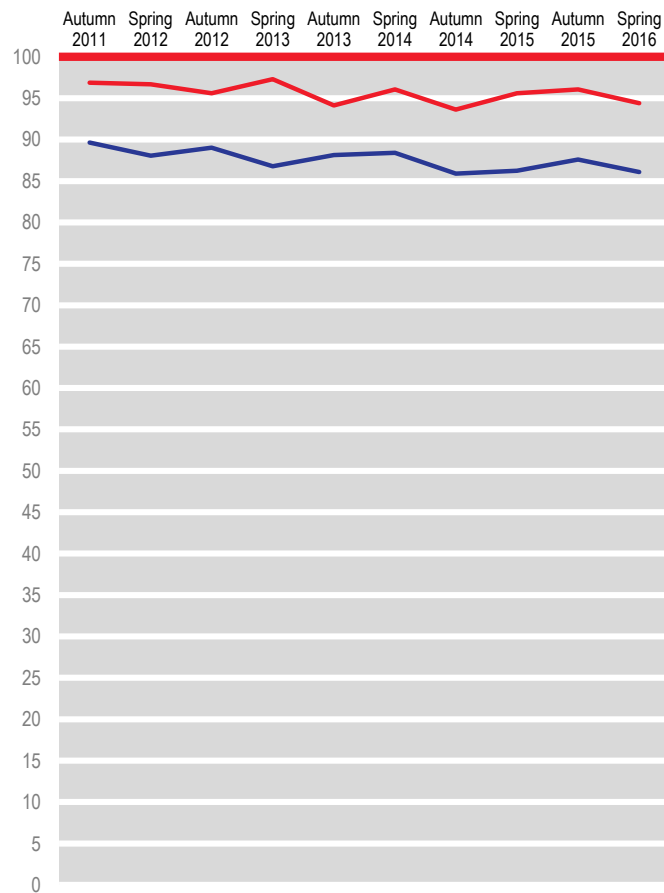


### The length of time the journey was scheduled to take (speed)

(821)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

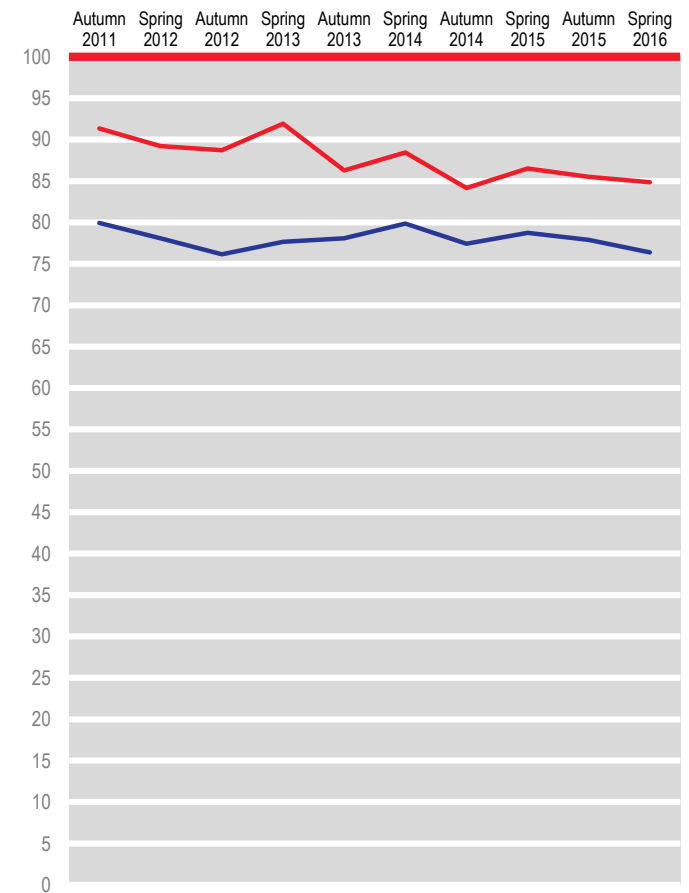


### Connections with other train services

(449)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional



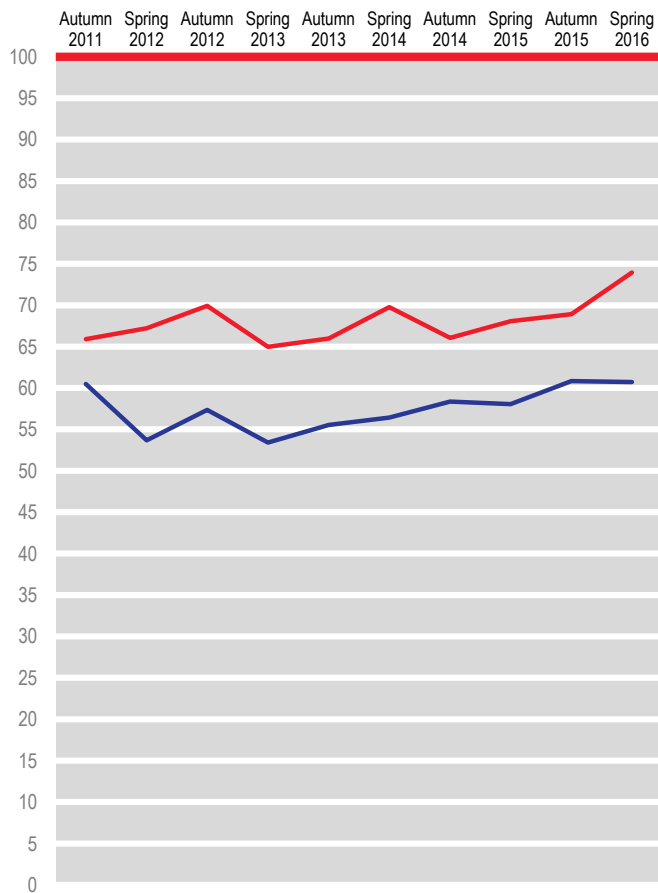
N.B. Benchmarks and targets are only shown for applicable factors

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

(630)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

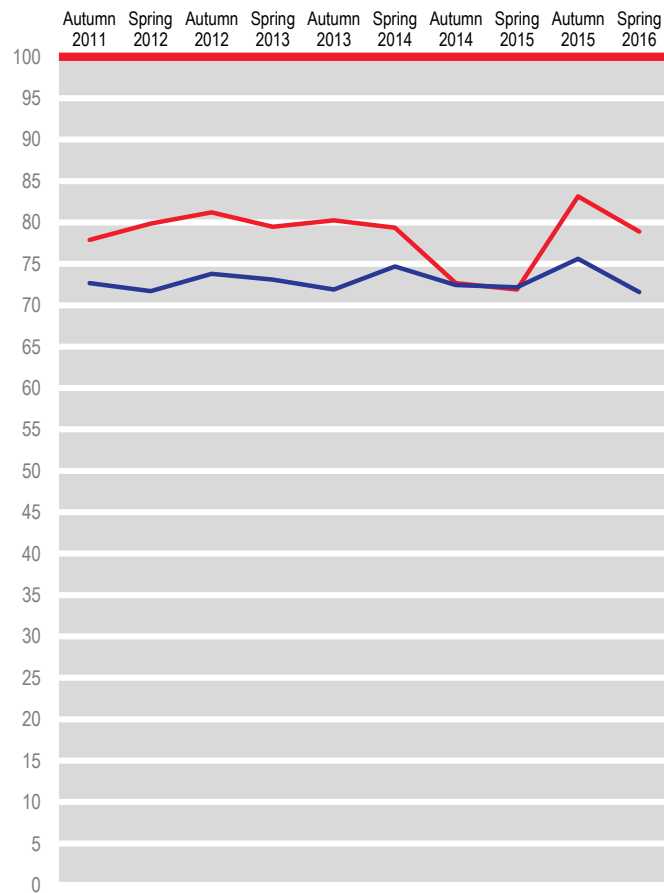


### Cleanliness of the train

(830)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

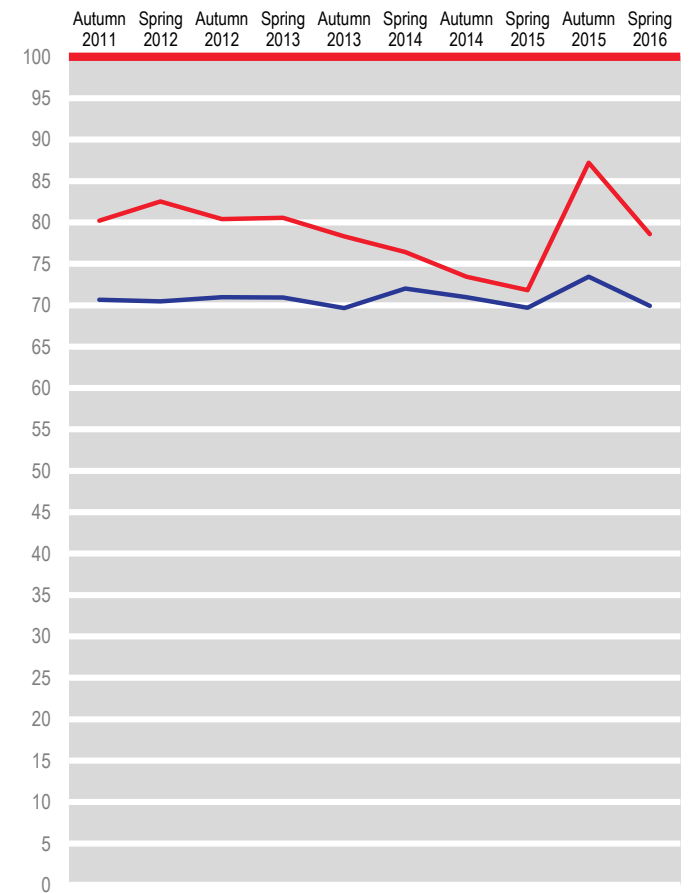


### Upkeep and repair of the train

(783)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional



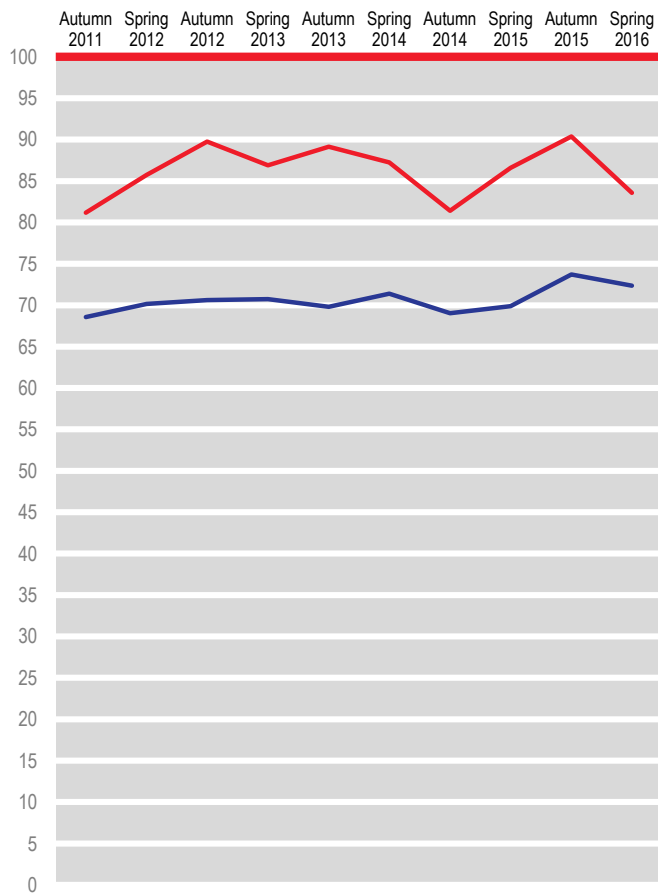
N.B. Benchmarks and targets are only shown for applicable factors

### The provision of information during the journey

(759)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

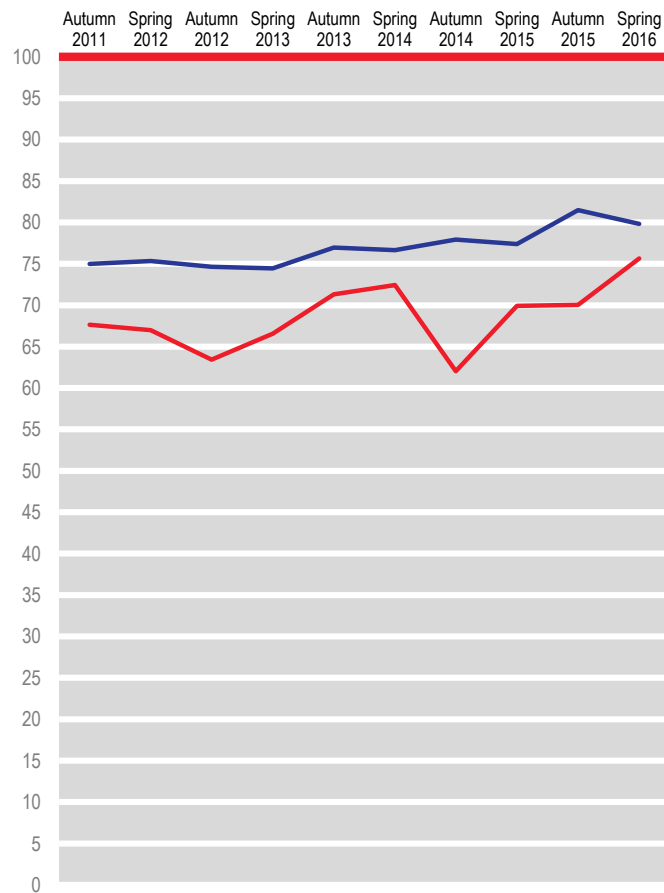


### The helpfulness and attitude of staff on the train

(476)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

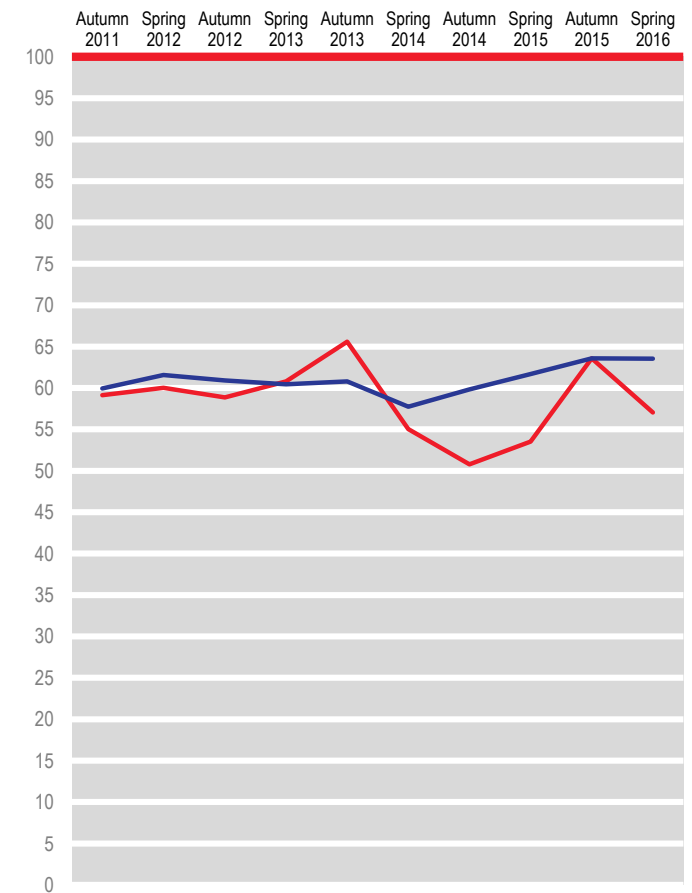


### The space for luggage

(598)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

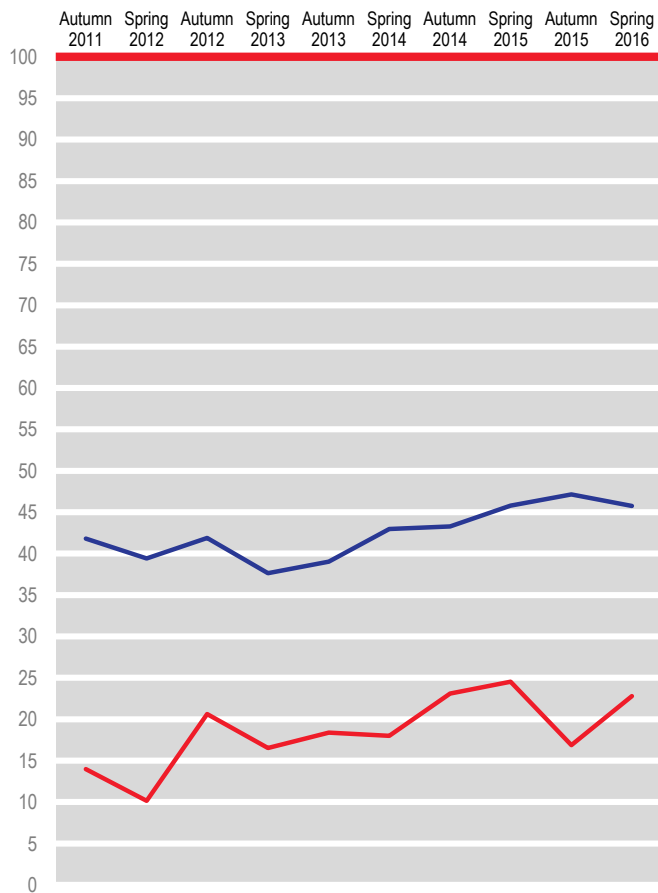


N.B. Benchmarks and targets are only shown for applicable factors

**Toilet facilities on the train****(227)**

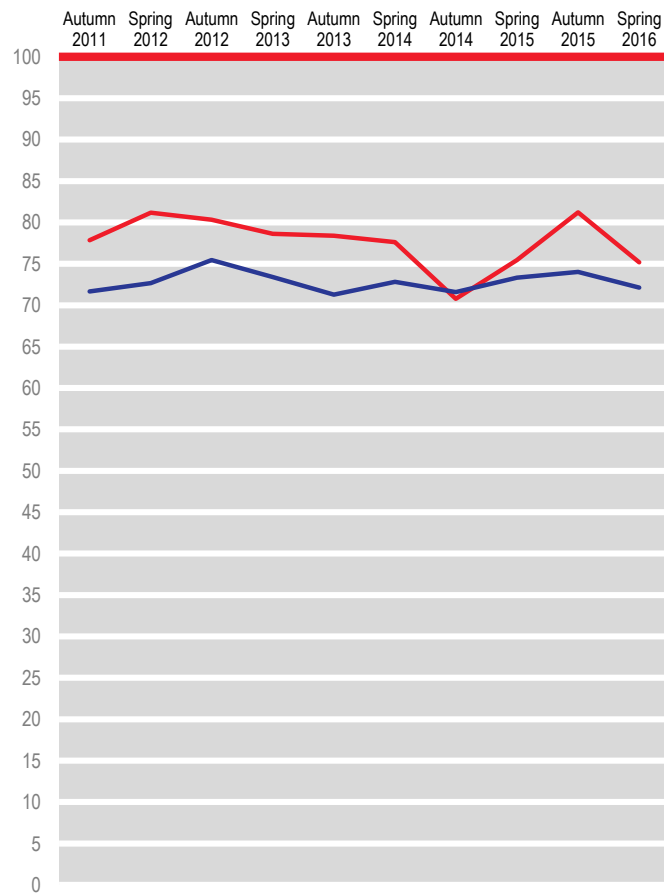
Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional

**Sufficient room for all the passengers to sit/stand****(802)**

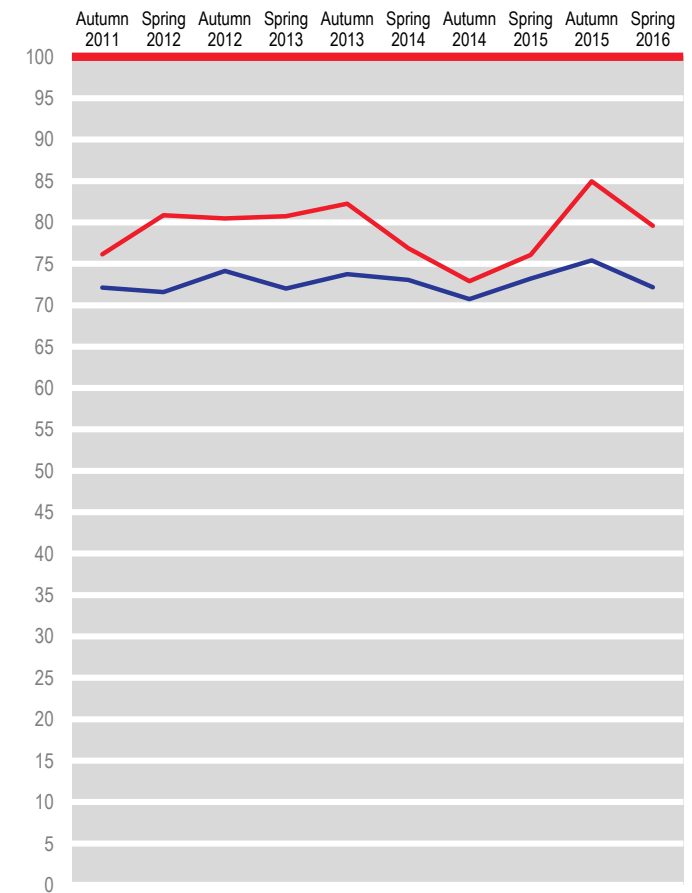
Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional

**The comfort of the seating area****(808)**

Percentage of passengers satisfied 2011 to 2016

— Merseyrail — Regional



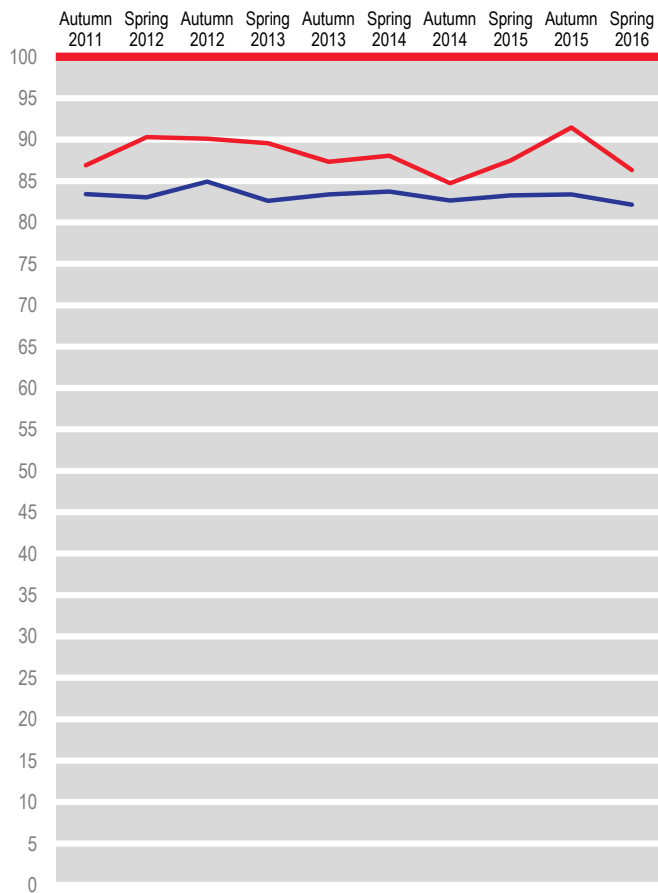
N.B. Benchmarks and targets are only shown for applicable factors

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

(818)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

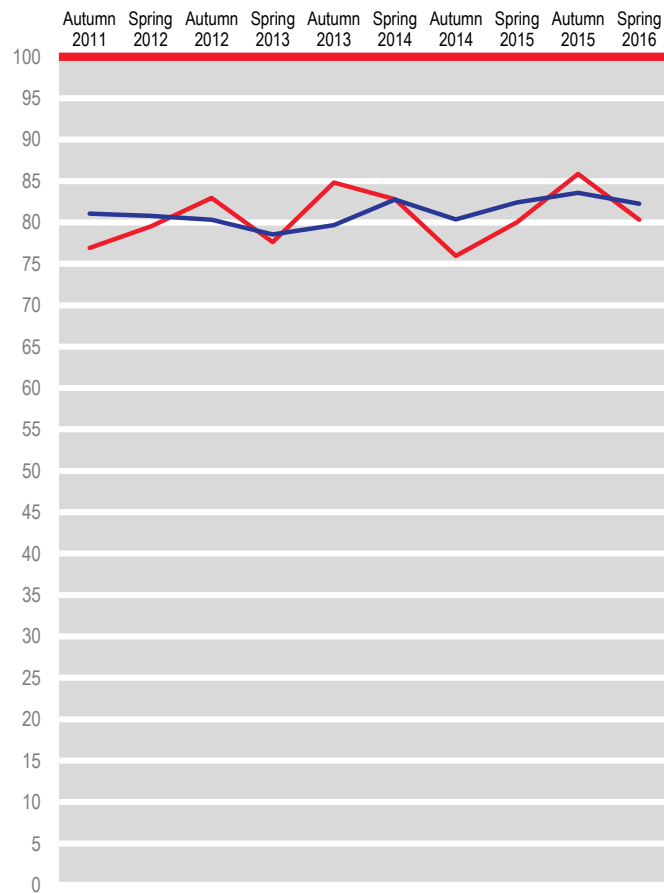


### Your personal security whilst on board

(778)

Percentage of passengers satisfied 2011 to 2016

Merseyrail Regional

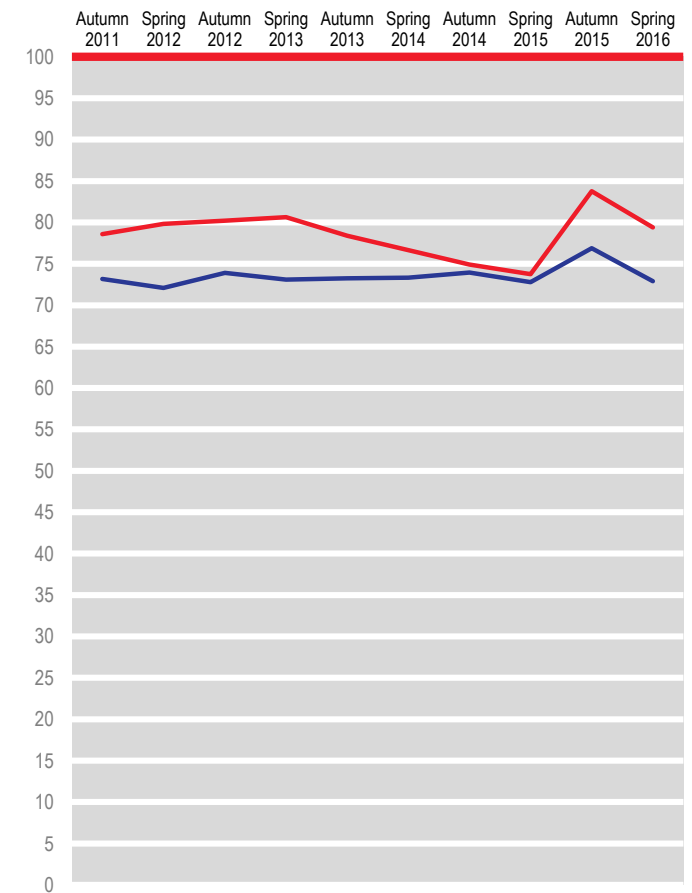


### The cleanliness of the inside of the train

(833)

Percentage of passengers satisfied 2011 to 2016

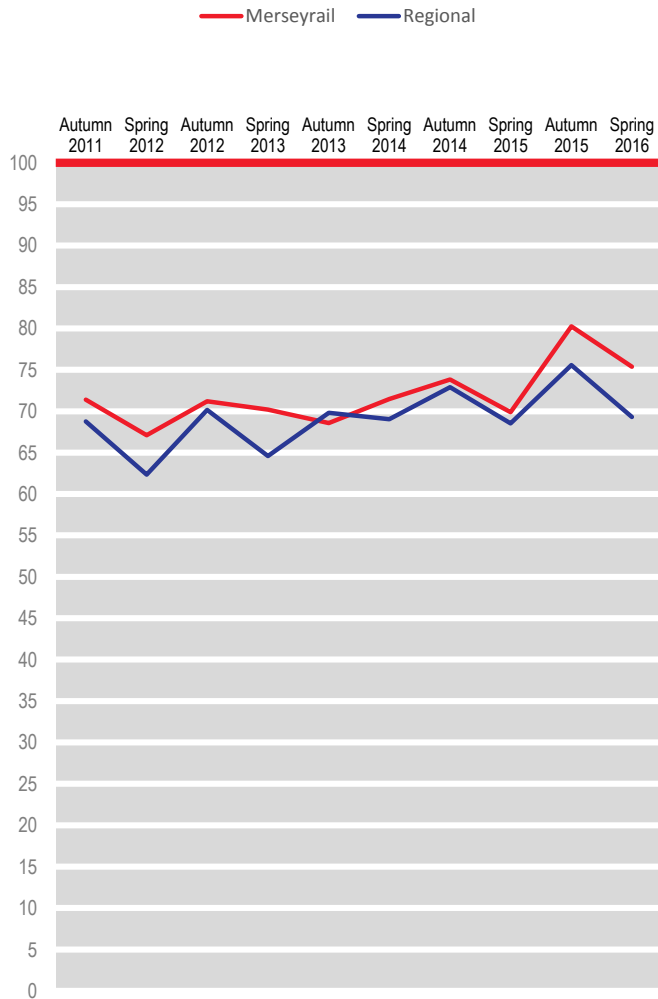
Merseyrail Regional



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

### The cleanliness of the outside of the train (732)

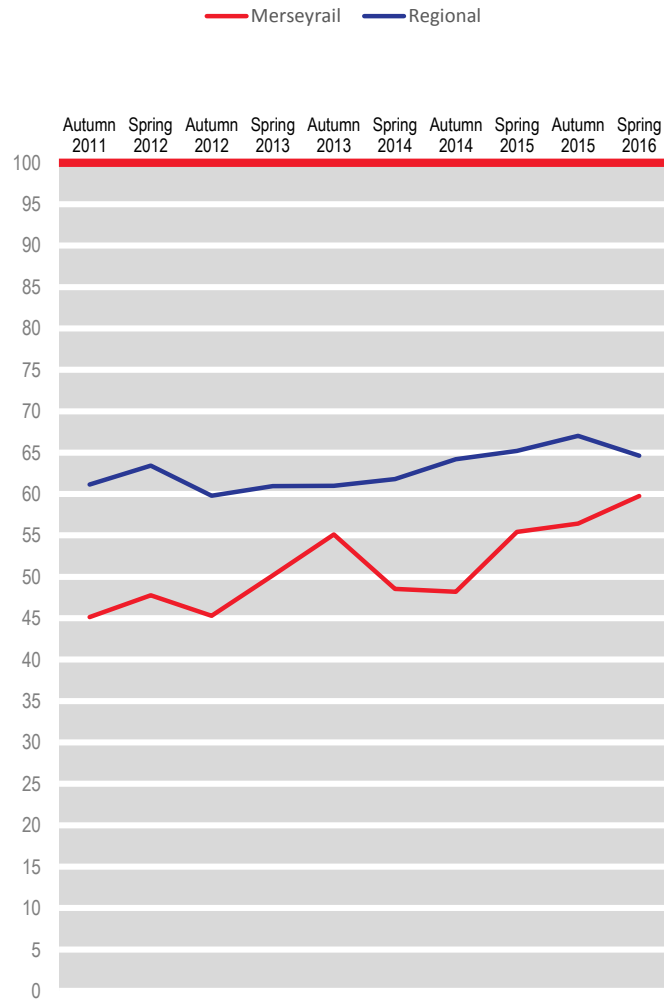
Percentage of passengers satisfied 2011 to 2016



### The availability of staff on the train

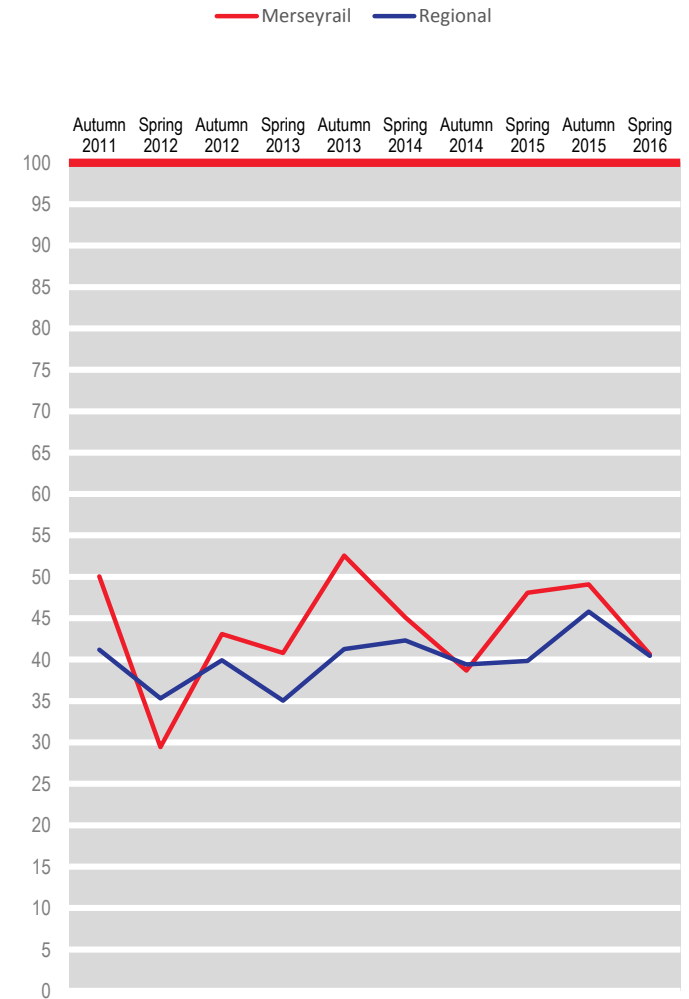
(634)

Percentage of passengers satisfied 2011 to 2016



### How well train company dealt with delays (101)

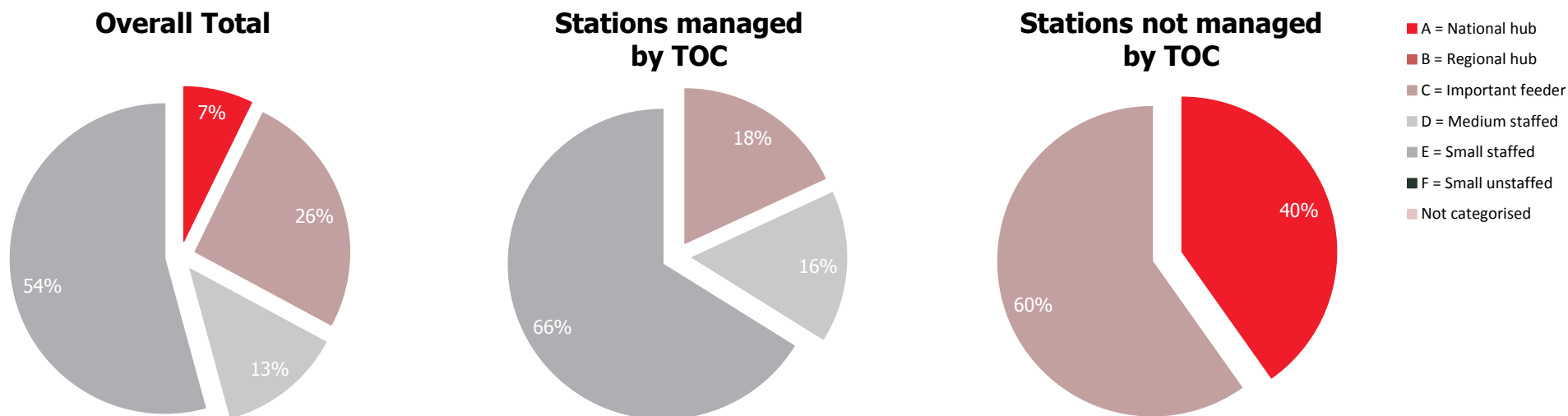
Percentage of passengers satisfied 2011 to 2016



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

## Managed versus non-managed stations for Merseyrail

(% 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	88		92
Ticket buying facilities	91		87
Provision of information about train times/platforms	89		89
The upkeep/repair of the station buildings/platforms	82		82
Cleanliness	82		80
The facilities and services	60		64
The attitudes and helpfulness of the staff	87	+	75
Connections with other forms of public transport	75		84
Facilities for car parking	61	+	39
Overall environment	79		83
Your personal security whilst using the station	79		79
The availability of staff	81		77
The provision of shelter facilities	81		73
Availability of seating	68		60
How request to station staff was handled	81		97
The choice of shops/eating/drinking facilities available	42	-	68



## Merseyrail

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	90		91	94		89
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	90		87	86		88
Ticket buying facilities	90		86	91		86
Provision of information about train times/platforms	89		88	89	-	99
The upkeep/repair of the station buildings/platforms	82		78	83		86
Cleanliness	82		82	80		85
The facilities and services	62		65	58		59
The attitudes and helpfulness of the staff	87		83	77	-	92
Connections with other forms of public transport	79		76	66		82
Facilities for car parking	53		54	74		55
Overall environment	79		79	79		87
Your personal security whilst using the station	78		77	81		82
The availability of staff	81		77	78		83
The provision of shelter facilities	80		80	79		86
Availability of seating	66		64	69		72
How request to station staff was handled	88		95	75		84
The choice of shops/eating/drinking facilities available	51		49	33		35
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	87		86	91		83
The frequency of the trains on that route	94		94	97		90
Punctuality/reliability (i.e. the train arriving/departing on time)	90		90	95		98
The length of time the journey was scheduled to take (speed)	94		95	97		99
Connections with other train services	85		87	84		82
The value for money of the price of your ticket	73		67	78		72
Cleanliness of the train	78	+	71	83		74
Upkeep and repair of the train	78	+	71	83		75
The provision of information during the journey	84		85	80		91
The helpfulness and attitude of staff on train	75		68	77		78
The space for luggage	57		51	57		63
The toilet facilities	21		22	34		36
Sufficient room for all passengers to sit/stand	76		73	72	-	87
The comfort of the seating area	81		75	75		81
The ease of being able to get on and off	87		87	85		89
Your personal security on board	81		80	78		81
The cleanliness of the inside	78		74	83		75
The cleanliness of the outside	74		69	83		74
The availability of staff	61		53	55		65
How well train company deals with delays	43		48	24		50

## Regional

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

	Merseyrail	Regional		Merseyrail	Regional
<b>DELAY</b>					
None	84	82			
Minor	11	14			
Major	1	1			
<b>LENGTH OF DELAY</b>					
5 minutes or less	63	54			
6-10 minutes	16	23			
11-20 minutes	11	11			
21-30 minutes	2	4			
31-60 minutes	2	3			
More than 1 hour	-	1			
Don't know/no answer	5	4			
<b>AMOUNT INFORMATION PROVIDED ABOUT THE DELAY</b>			<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Very well	20	22	Very well	28	23
Fairly well	33	31	Fairly well	30	29
Neither well nor poorly	13	16	Neither well nor poorly	16	18
Fairly poorly	24	16	Fairly poorly	19	16
Very poorly	10	15	Very poorly	8	13
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>			<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Very well	24	21	Very well	20	19
Fairly well	33	32	Fairly well	25	25
Neither well nor poorly	15	17	Neither well nor poorly	35	29
Fairly poorly	19	16	Fairly poorly	8	12
Very poorly	7	14	Very poorly	11	14
<b>USEFULNESS OF THE INFORMATION</b>			<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Very well	29	24	Very well	13	13
Fairly well	21	28	Fairly well	19	20
Neither well nor poorly	22	23	Neither well nor poorly	22	27
Fairly poorly	20	13	Fairly poorly	16	10
Very poorly	8	13	Very poorly	30	28

## 6 6.2 Passenger experience relating to disability

	Merseyrail	Regional		Merseyrail	Regional
<b>DISABILITY OR LONG TERM ILLNESS</b>					
Vision	2	1			
Hearing	4	1			
Mobility	4	3			
Dexterity	0	0			
Learning or understanding or concentrating	1	0			
Memory	0	1			
Mental health	4	3			
Stamina or breathing or fatigue	3	2			
Socially or behaviourally	1	1			
Other	1	2			
None	80	86			
No answer	4	3			
<b>CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL</b>					
Yes, a lot	9	7	<b>NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL</b>		
Yes, a little	29	37	Yes	2	1
Not at all	55	50	No	98	99
<b>STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	49	41	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING</b>		
Fairly satisfied	29	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	12	19	Fairly satisfied	-	-
Fairly dissatisfied	5	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	5	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
<b>TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS</b>					
Very satisfied	34	33	<b>SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY</b>		
Fairly satisfied	44	38	Very satisfied	100	83
Neither satisfied nor dissatisfied	12	16	Fairly satisfied	-	-
Fairly dissatisfied	7	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	2	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	17

	Merseyrail	Regional		Merseyrail	Regional
<b>GENDER</b>			<b>ETHNIC GROUP OF PASSENGERS</b>		
Male	42	41	White	94	92
Female	55	56	Mixed	1	1
			Asian or Asian British	1	1
			Black or Black British	1	1
			Chinese or other ethnic group	1	1
<b>AGE</b>			<b>JOURNEY PURPOSE</b>		
16-18	2	3	Commuter	37	38
19-25	7	11	Business	8	10
26-34	8	11	Leisure	55	52
35-44	12	13			
45-54	19	20	<b>REGULAR TRAVELLER</b>		
55-59	9	13	Yes	72	63
60-64	14	11	No	28	37
65+	26	16			
<b>WORKING STATUS</b>			<b>WEEKDAY/WEEKEND</b>		
Working Full Time	46	50	Weekday	80	79
Working Part Time	13	15	Weekend	20	21
Not Working	3	4			
Retired	32	21	<b>TIME OF TRAVEL</b>		
Full Time Student	5	8	Peak	-	-
			Off-peak	-	-
<b>OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Professional/Senior Managerial	23	28	Yes asked for help	4	6
Middle Managerial	10	13	Yes asked for information	5	6
Junior Managerial/Clerical/Supervisory	13	12	Could not find anyone to ask	1	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	10	No	88	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	3	3			
Full time student	2	3	<b>DO YOU REGULARLY USE THE INTERNET</b>		
Retired	28	20	Yes, at home	81	86
Unemployed/between jobs	2	2	Yes, at work	43	50
Housewife/house-husband	1	1	No	14	9
Other	5	5			

Merseyrail

Regional

Merseyrail

Regional

**TRAVELLING ALONE OR WITH OTHERS**

Alone	75	77
With other adults 16+	22	20
With children aged 0-4	1	1
With children aged 5-10	1	1
With children aged 11-15	1	1

**TRAVELLING WITH ...**

Heavy/bulky luggage/other large items	10	15
Pushchair	1	1
Folding bicycle	1	0
Non-folding bicycle	1	1
Dog	1	0
Wheelchair	0	0
Helper	0	0
Mobility scooter	-	0
None apply	85	81

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	18	21
Anytime day single/return	18	21
Off-peak/super off-peak single/return	3	9
Off-peak/super off-peak day single/return	3	9
Advance	1	5
Day travelcard	4	1
Oyster pay as you go	-	0
Weekly or monthly season ticket	11	12
Annual season ticket	5	5
Special promotion ticket	0	1
Rail staff pass/privilege ticket/police	2	2
Free travel pass (e.g. Freedom Pass)	22	5
Other	9	6
Don't know/no answer	2	3

**POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING**

Better telephone enquiry/booking service	3	4
Better internet enquiry/booking service	10	13
Better information facilities at stations	12	13
Better route maps of the rail network	9	11
Make timetables easier to read	16	16
Better ticket buying facilities at station ticket offices	11	14
Better ticket buying facilities at station ticket machines	9	14
Better promotion when advanced tickets available	17	22
Other	10	18
None of these	39	29

## Station sample sizes for Merseyrail

Station	Unweighted
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Liverpool Central	217
Liverpool James Street	108
Moorfields	101
Liverpool Lime Street	96
Chester	80
Southport	63
Kirkby	26
Sandhills	23
Maghull	18
Formby	17
Waterloo (Merseyside)	17
Hoylake	15
Fazakerley	14
Brunswick	9
Spital	8
Old Roan	7
Bromborough Rake	6
Ellesmere Port	6
Bootle New Strand	5
Rock Ferry	5
Green Lane	4
Hunts Cross	4
Eastham Rake	1



## 7 7.3 Weighted sample profile

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

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

## 8 8.1 Standard reports produced for NRPS

### The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Full Report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
Rankings Report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Stakeholder Report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all Network Rail stations covered by NRPS during that time period.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

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

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

\* Part of the Govia Thameslink Railway franchise

## How are routes defined

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

### **Abellio Greater Anglia: Intercity**

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

### **Abellio Greater Anglia: Main line**

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

### **Abellio Greater Anglia: Rural**

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

### **Abellio Greater Anglia: Stansted**

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

### **Abellio Greater Anglia: West Anglia**

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

### **Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Interurban**

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

### **Arriva Trains Wales: Mid Wales & Borders**

Journeys on the route Birmingham – Aberystwyth/Pwllheli

### **Arriva Trains Wales: North Wales & Borders**

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

### **Arriva Trains Wales: South Wales & Borders/West Wales**

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham – Manchester**

Journeys on the Manchester Piccadilly – Birmingham New Street route

### **CrossCountry: Birmingham – North East and Scotland**

Journeys on the Birmingham New Street – Aberdeen route

### **CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

### **CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

### **CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

### **CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

### **East Midlands Trains: Liverpool – Norwich**

Journeys on the Liverpool – Norwich route

### **East Midlands Trains: Local**

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

### **East Midlands Trains: London**

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

### **First Hull Trains:**

All First Hull Trains journeys

### **First TransPennine Express: North**

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

### **First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Gatwick Express\***

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

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

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

**Heathrow Connect:**

All Heathrow Connect journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland: London Commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

**London Overground: Highbury – Croydon/ Clapham**

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

**London Overground: Richmond/Clapham Junction – Stratford**

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**London Overground: West Anglia**

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

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High speed**

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

\* Part of the Govia Thameslink Railway franchise

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

**Southern: Metro\***

Journeys on rail lines that are within London

**South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

**South West Trains: Longer distance**

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

**South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

**South West Trains: Outer Suburban and Local**

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

**TfL Rail**

Journeys on London – Shenfield metro service

**Thameslink: Loop\***

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

**Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

**Thameslink: South\***

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

**Virgin Trains: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin Trains: London – Scotland**

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

**Virgin Trains: London – Wolverhampton/Shrewsbury**

Journeys on London – Wolverhampton/Shrewsbury services

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

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

**Virgin Trains East Coast: Non-London journeys**

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

**Virgin Trains East Coast: London - Yorkshire**

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

**Virgin Trains East Coast: London - North East and Scotland**

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

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