



National Rail Passenger Survey

Arriva Trains Wales TOC Report

Spring 2016 (Wave 34)

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1

1.1 Methodology

Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini and other large stations, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift.

TOC data is compiled to provide a national sample.

Fieldwork takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.transportfocus.org.uk

Spring 2016 (Wave 34)

Fieldwork for Wave 34 (including boosts) was undertaken between the 11th January and 20th March 2016.

Due to poor weather and a resulting landslide affecting particular routes during fieldwork, a small number of fieldwork shifts were unable to be completed and were replaced.

Service suspension of Heathrow Connect services for about two weeks towards the end of fieldwork meant that quite a large number of shifts could not be completed for this TOC. This means that the sample size is lower than normal, although the results are still robust at TOC level.

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

Southeastern scores are the subject of technical query and may need to be revised at a future date - as such the current scores should be treated as provisional.

Autumn 2015 (Wave 33)

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

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

Spring 2015 (Wave 32)

Fieldwork for Wave 32 was undertaken between 18th January and 29th March 2015.

From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change. Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20th March 2015, all shifts targeting Island Line had to be completed during the last week of fieldwork.

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

Autumn 2014 (Wave 31)

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

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

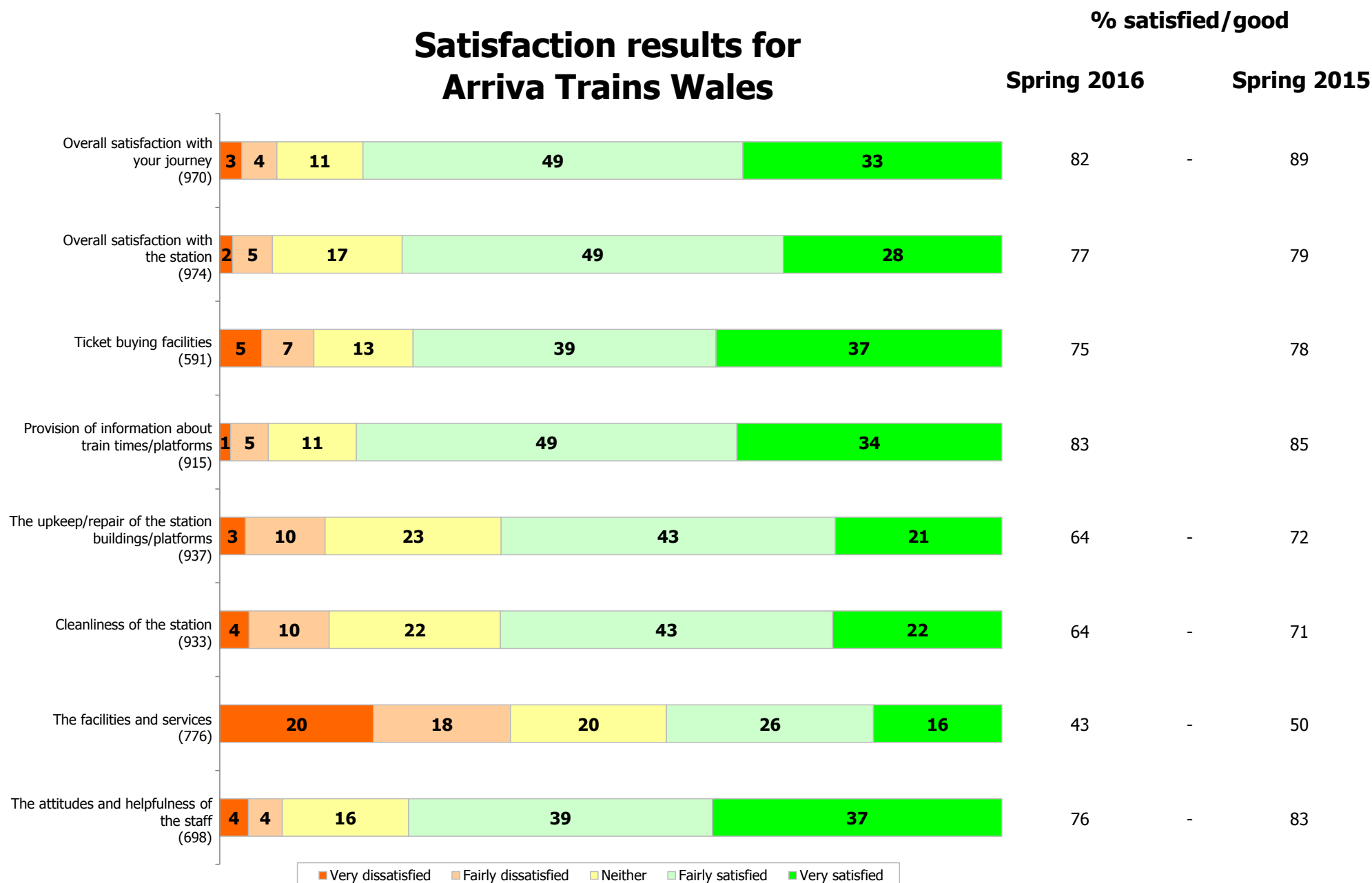
Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results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

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

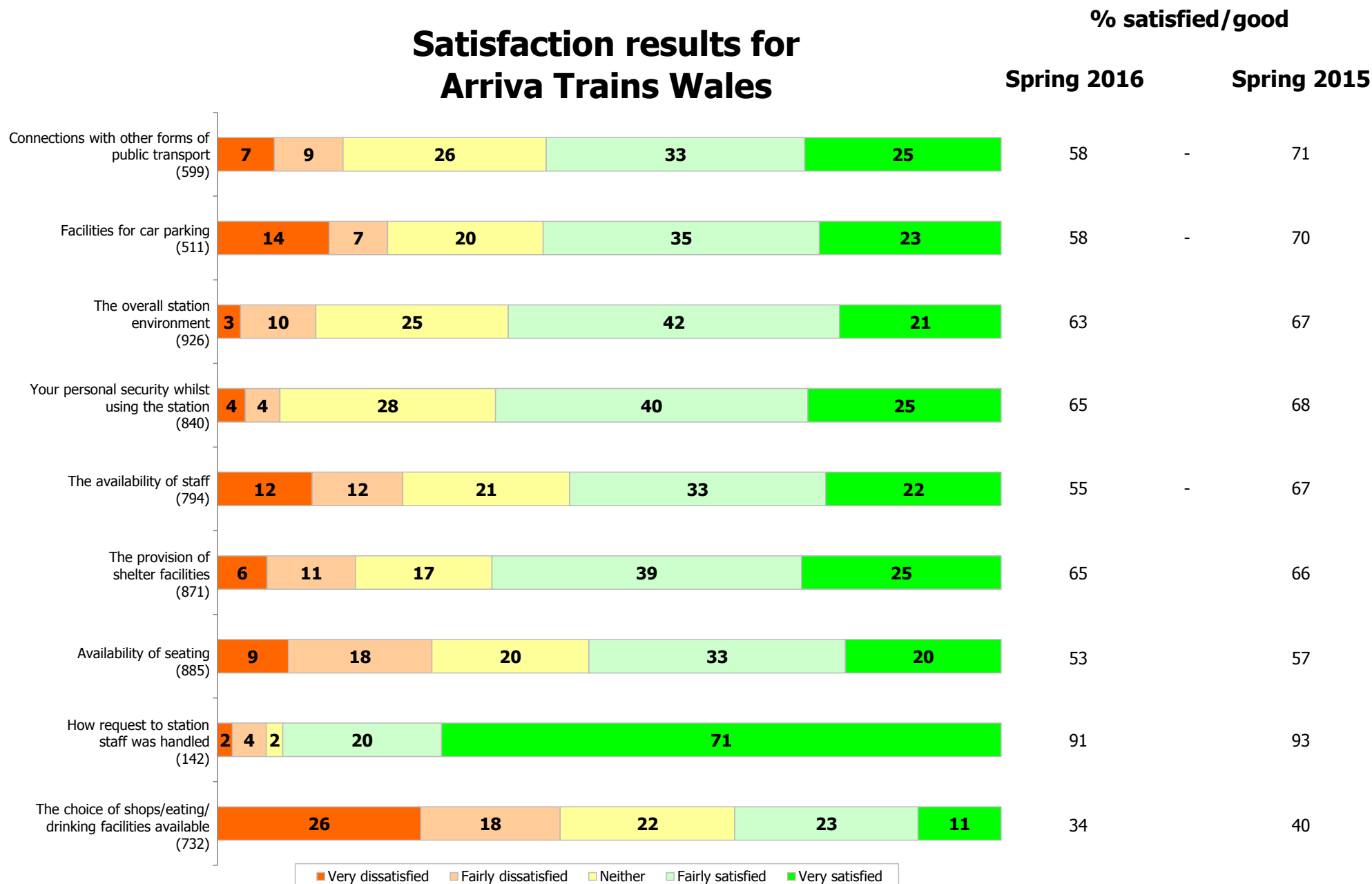
2 2.1 Overall satisfaction with your journey and station factors

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

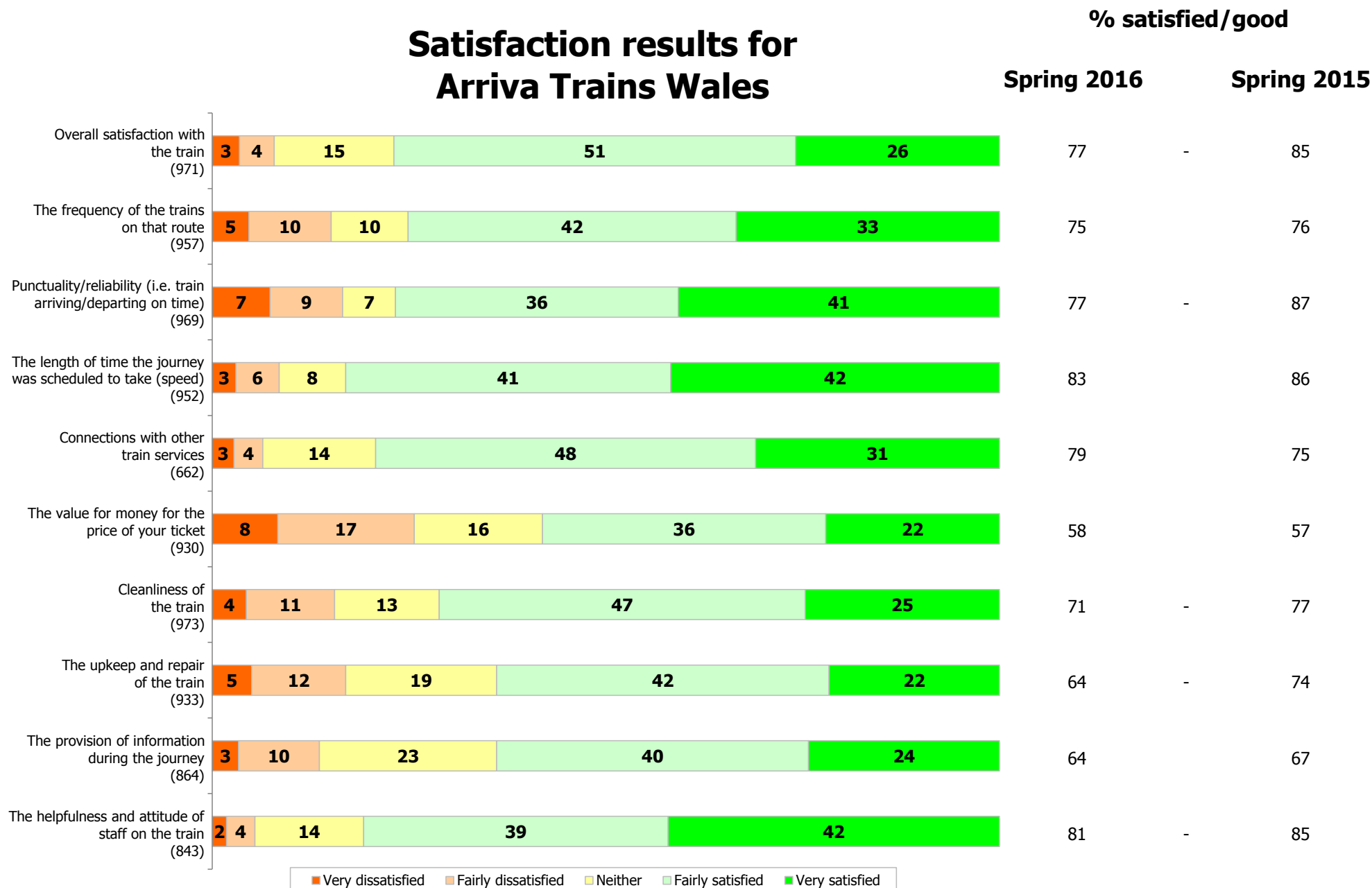
Satisfaction results for Arriva Trains Wales



Satisfaction results for Arriva Trains Wales



Satisfaction results for Arriva Trains Wales

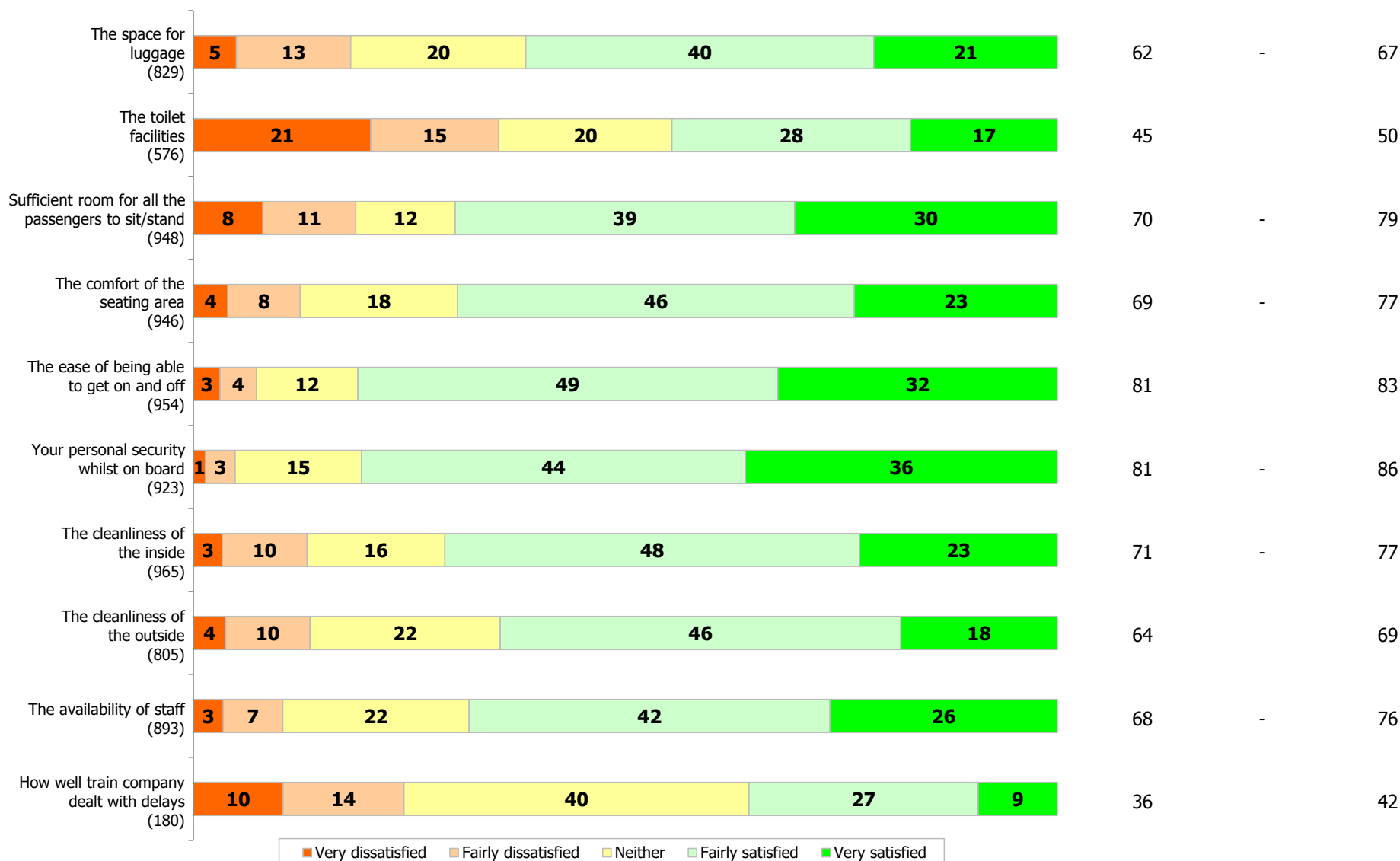


Satisfaction results for Arriva Trains Wales

% satisfied/good

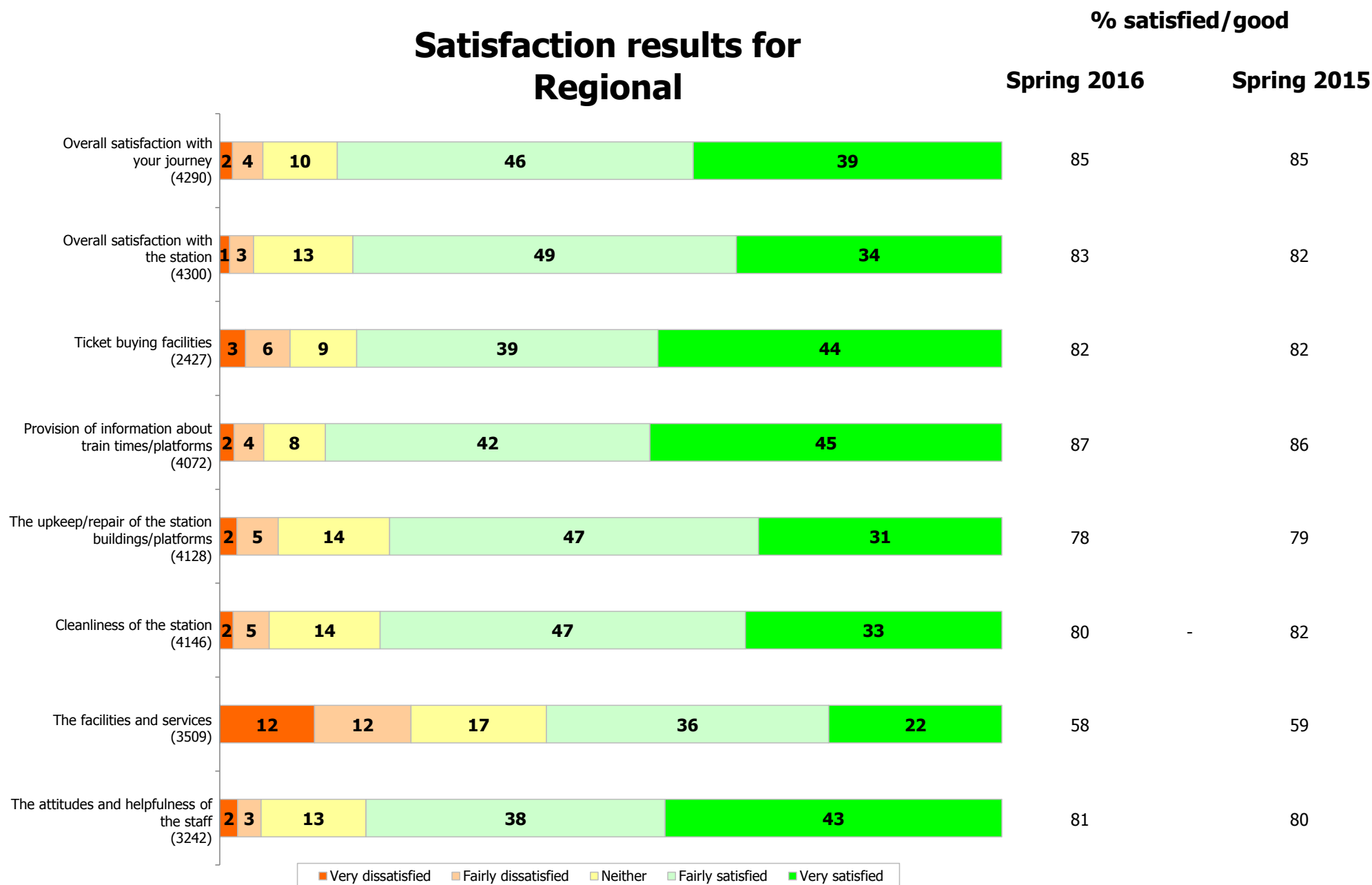
Spring 2016

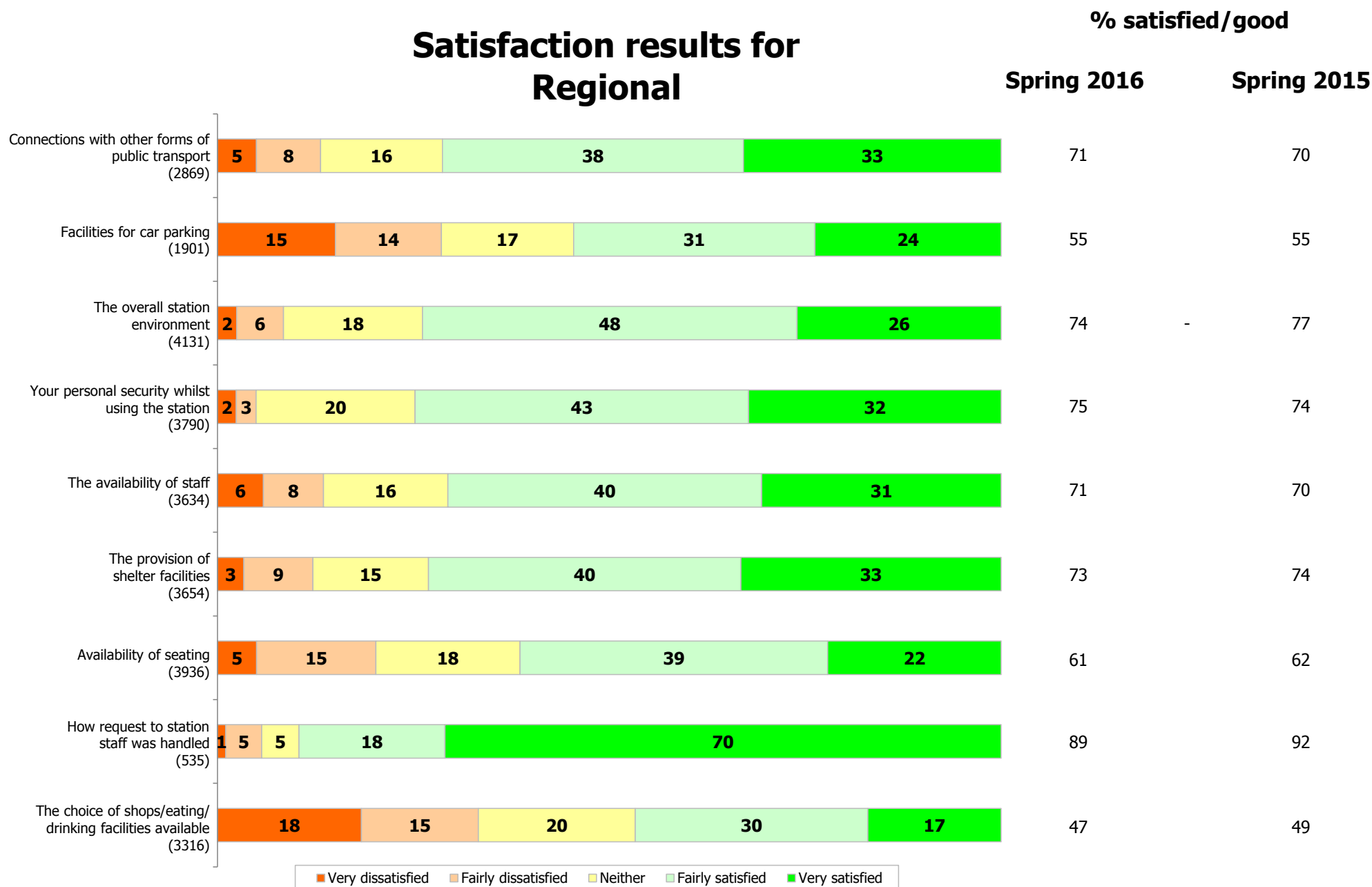
Spring 2015



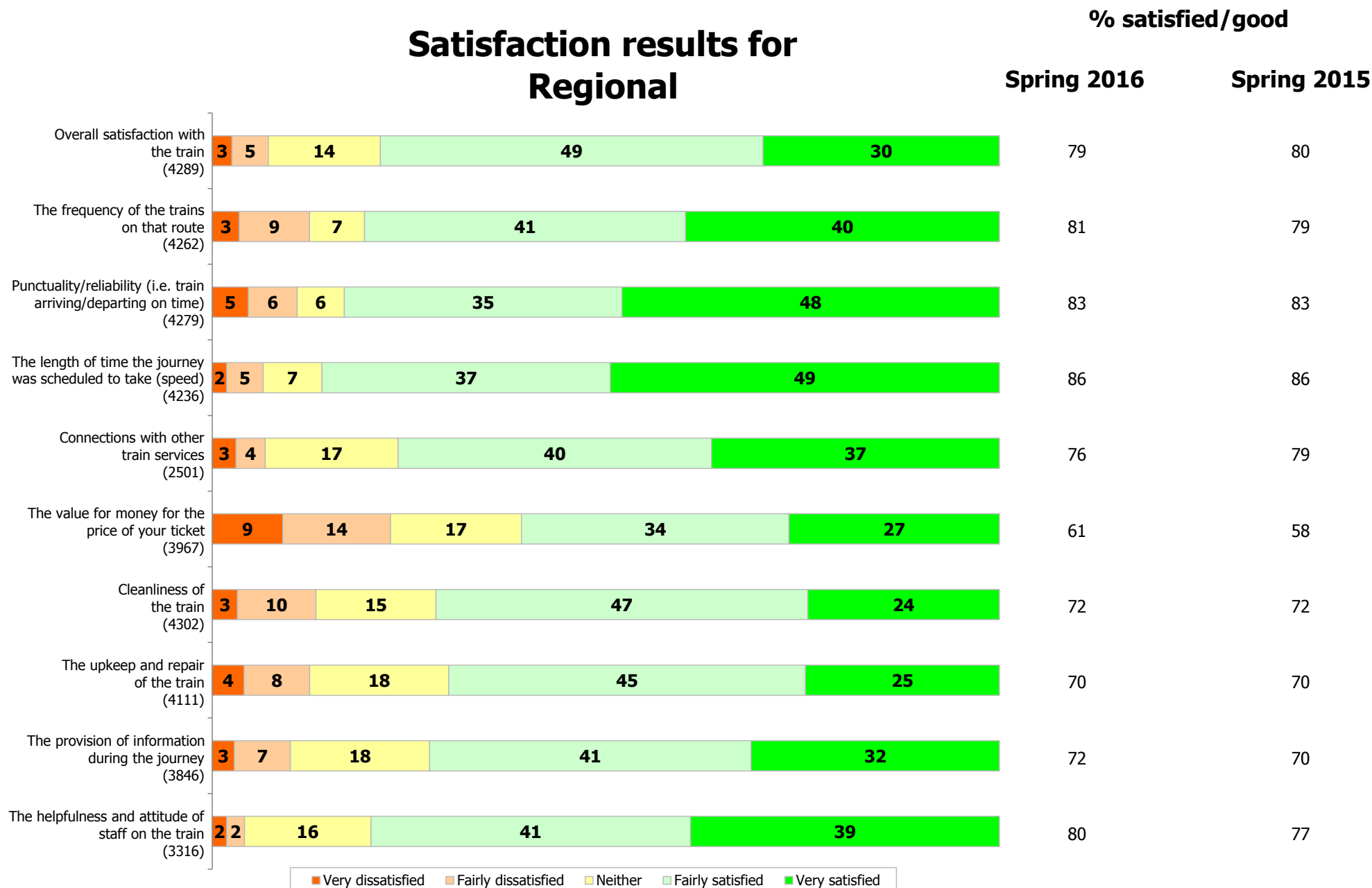
2 2.3 Overall satisfaction with your journey and station factors

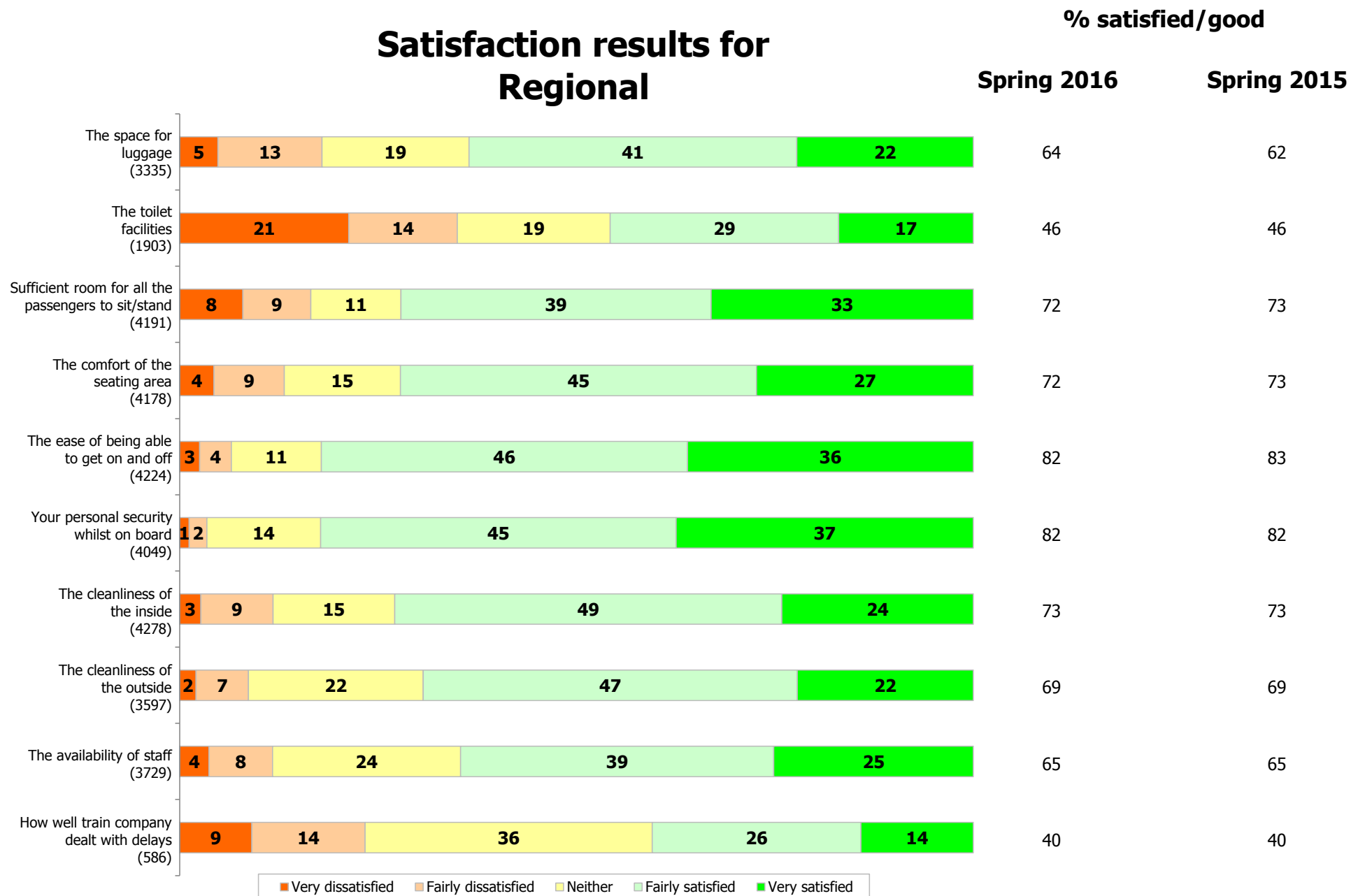
At 95% confidence level:
+ significant increase
- significant decrease





Satisfaction results for Regional





Arriva Trains Wales versus Regional

	TOC	Sector	TOC Index
Overall satisfaction with your journey	82	85	96%
STATION FACILITIES			
Overall satisfaction with the station	77	83	92%
Ticket buying facilities	75	82	91%
Provision of information about train times/platforms	83	87	95%
The upkeep/repair of the station buildings/platforms	64	78	82%
Cleanliness	64	80	81%
The facilities and services	43	58	74%
The attitudes and helpfulness of the staff	76	81	93%
Connections with other forms of public transport	58	71	81%
Facilities for car parking	58	55	107%
Overall environment	63	74	85%
Your personal security whilst using the station	65	75	86%
The availability of staff	55	71	78%
The provision of shelter facilities	65	73	89%
Availability of seating	53	61	86%
How request to station staff was handled	91	89	103%
The choice of shops/eating/drinking facilities available	34	47	73%
TRAIN FACILITIES			
Overall satisfaction with the train	77	79	98%
The frequency of the trains on that route	75	81	93%
Punctuality/reliability (i.e. the train arriving/departing on time)	77	83	92%
The length of time the journey was scheduled to take (speed)	83	86	96%
Connections with other train services	79	76	104%
The value for money of the price of your ticket	58	61	96%
Cleanliness of the train	71	72	99%
Upkeep and repair of the train	64	70	91%
The provision of information during the journey	64	72	88%
The helpfulness and attitude of staff on train	81	80	101%
The space for luggage	62	64	97%
The toilet facilities	45	46	97%
Sufficient room for all passengers to sit/stand	70	72	97%
The comfort of the seating area	69	72	96%
The ease of being able to get on and off	81	82	99%
Your personal security on board	81	82	98%
The cleanliness of the inside	71	73	97%
The cleanliness of the outside	64	69	93%
The availability of staff	68	65	105%
How well train company deals with delays	36	40	88%

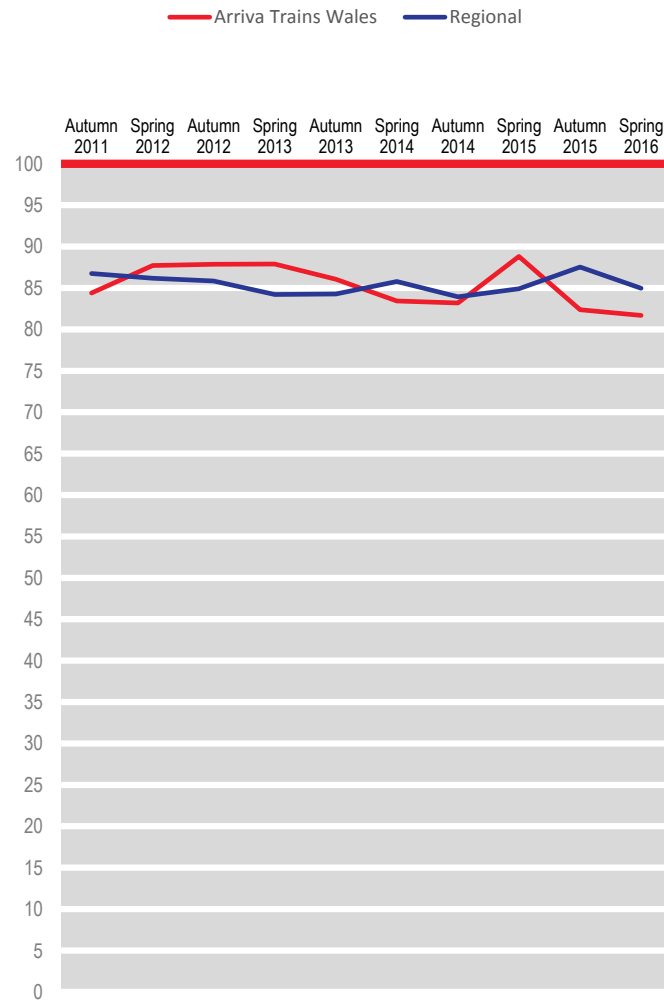
Building block/route data for Arriva Trains Wales

	Cardiff and Valleys	Inter Urban	Mid Wales and Borders	North Wales and Borders	South Wales and Borders/West Wales
Overall satisfaction with your journey	81	85	81	83	80
STATION FACILITIES					
Overall satisfaction with the station	74	87	91	70	74
Ticket buying facilities	70	85	73	83	77
Provision of information about train times/platforms	83	87	77	81	83
The upkeep/repair of the station buildings/platforms	56	72	74	68	68
Cleanliness	58	73	65	72	65
The facilities and services	27	55	58	52	51
The attitudes and helpfulness of the staff	75	81	73	77	76
Connections with other forms of public transport	49	68	55	71	61
Facilities for car parking	55	59	56	70	56
Overall environment	54	79	72	68	62
Your personal security whilst using the station	60	73	62	73	64
The availability of staff	47	67	56	57	63
The provision of shelter facilities	57	81	81	71	60
Availability of seating	41	71	56	63	59
How request to station staff was handled	100	93	94	80	89
The choice of shops/eating/drinking facilities available	25	48	44	37	37
TRAIN FACILITIES					
Overall satisfaction with the train	72	86	78	79	80
The frequency of the trains on that route	83	81	61	66	68
Punctuality/reliability (i.e. the train arriving/departing on time)	75	82	76	75	79
The length of time the journey was scheduled to take (speed)	89	79	74	80	79
Connections with other train services	86	70	70	76	78
The value for money of the price of your ticket	56	60	47	65	61
Cleanliness of the train	63	80	79	80	73
Upkeep and repair of the train	51	79	77	74	69
The provision of information during the journey	52	79	76	66	73
The helpfulness and attitude of staff on train	75	87	86	86	81
The space for luggage	55	70	57	70	65
The toilet facilities	33	52	46	49	59
Sufficient room for all passengers to sit/stand	64	84	55	79	74
The comfort of the seating area	59	87	77	71	77
The ease of being able to get on and off	79	88	78	87	75
Your personal security on board	76	90	83	86	78
The cleanliness of the inside	60	83	80	81	75
The cleanliness of the outside	62	70	61	69	65
The availability of staff	59	79	77	78	66
How well train company deals with delays	26	51	44	38	35

Percentage satisfaction with aspects of station where boarded

Overall satisfaction with your journey

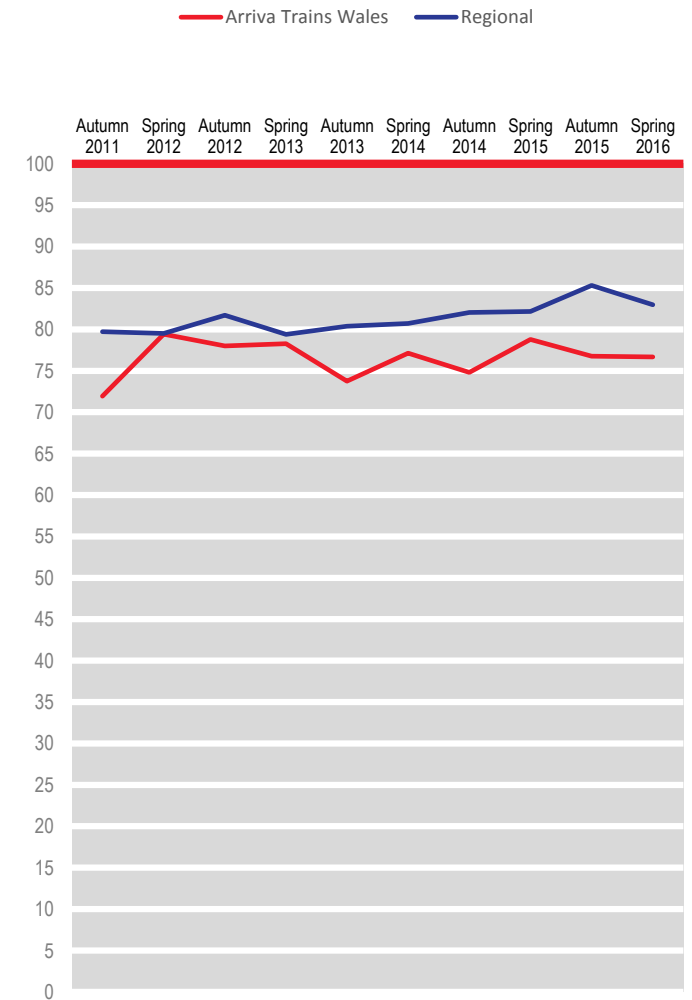
(970)
Percentage of passengers satisfied 2011 to 2016



Target 81

Overall station satisfaction

(974)
Percentage of passengers satisfied 2011 to 2016



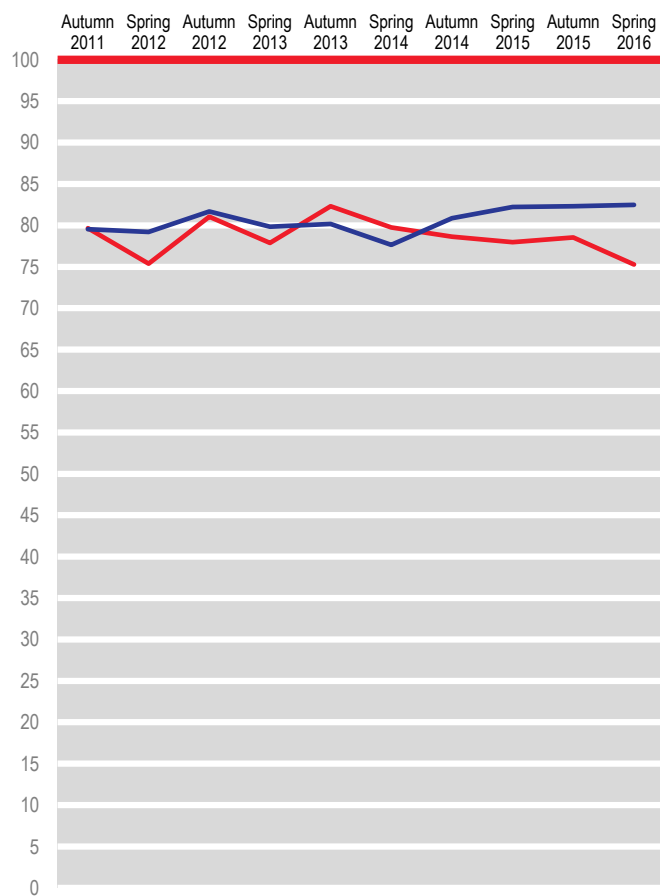
N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(591)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



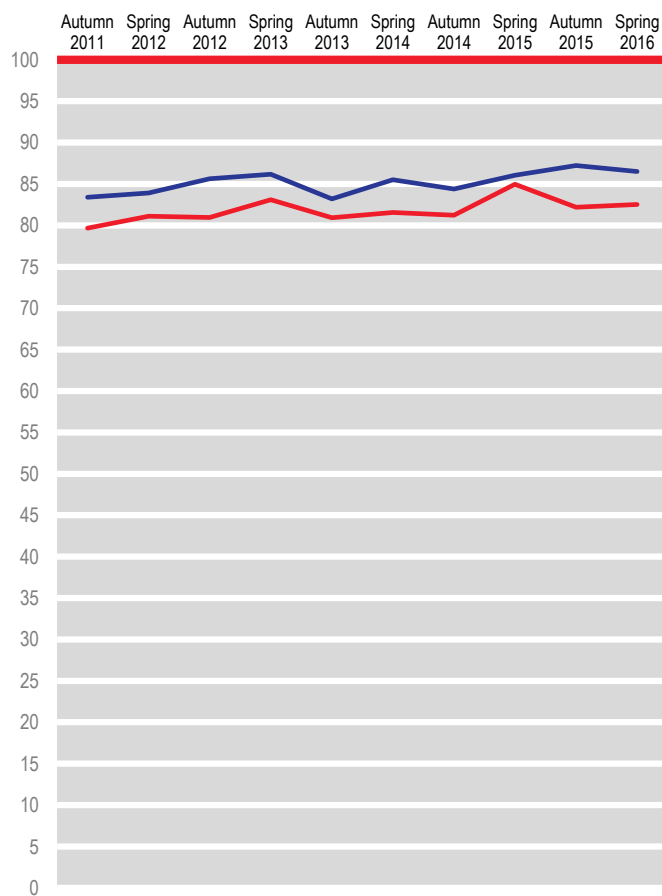
Target 70

Provision of information about train times/platforms

(915)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



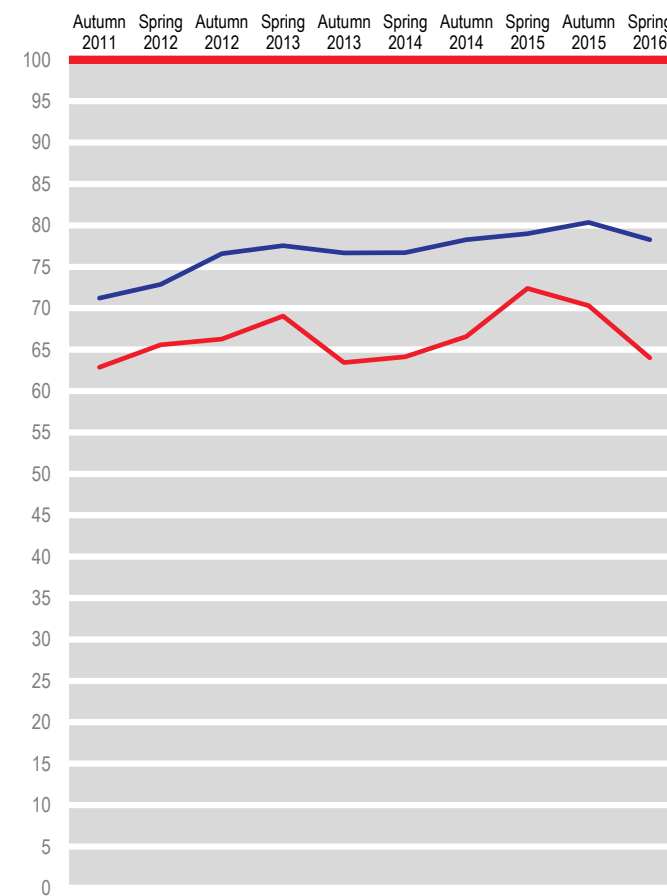
Target 69

The upkeep/repair of the station building/platforms

(937)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

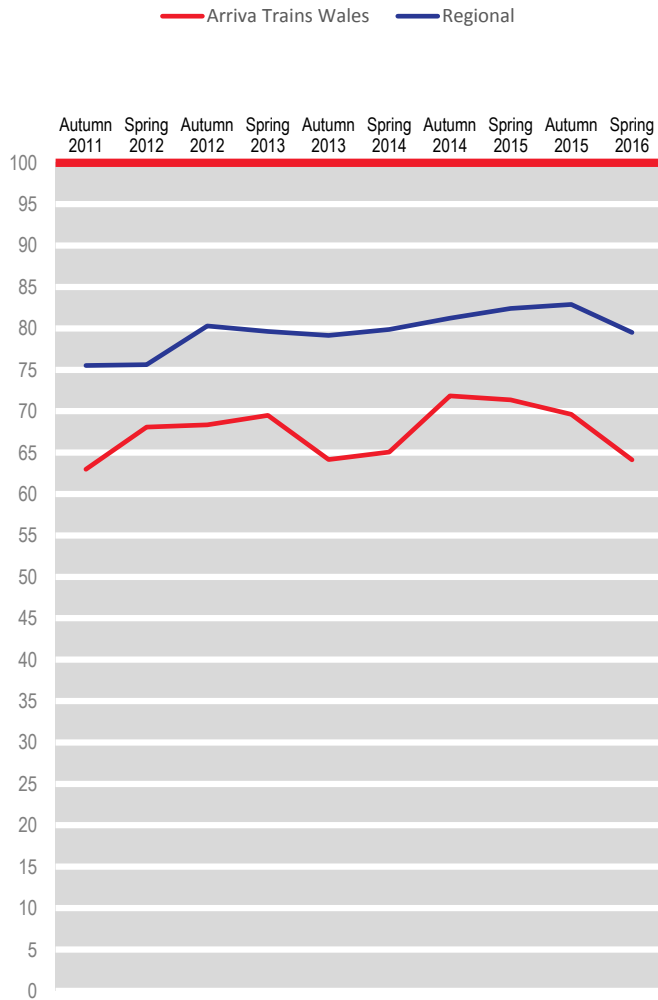


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(933)

Percentage of passengers satisfied 2011 to 2016

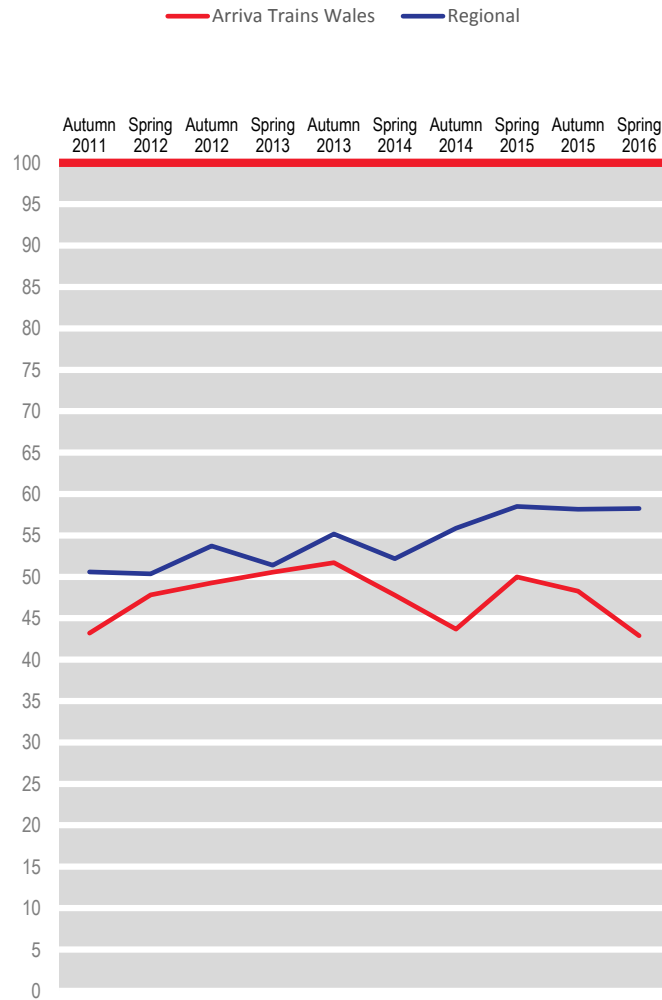


Target 48

The facilities and services at the station

(776)

Percentage of passengers satisfied 2011 to 2016

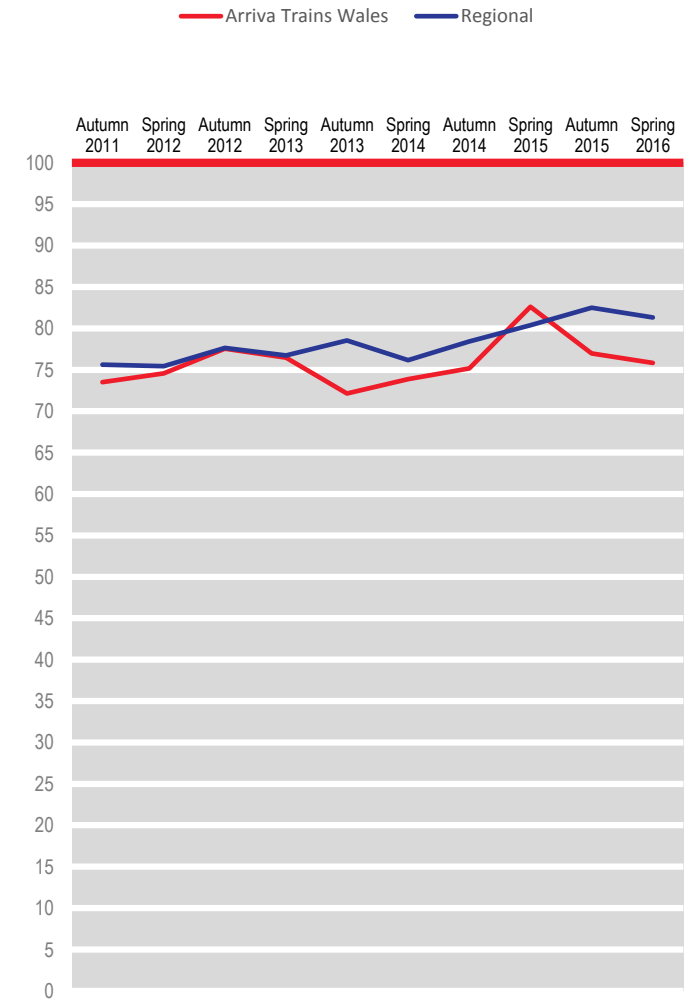


Target 32

The attitudes and helpfulness of the staff at the station

(698)

Percentage of passengers satisfied 2011 to 2016



Target 69

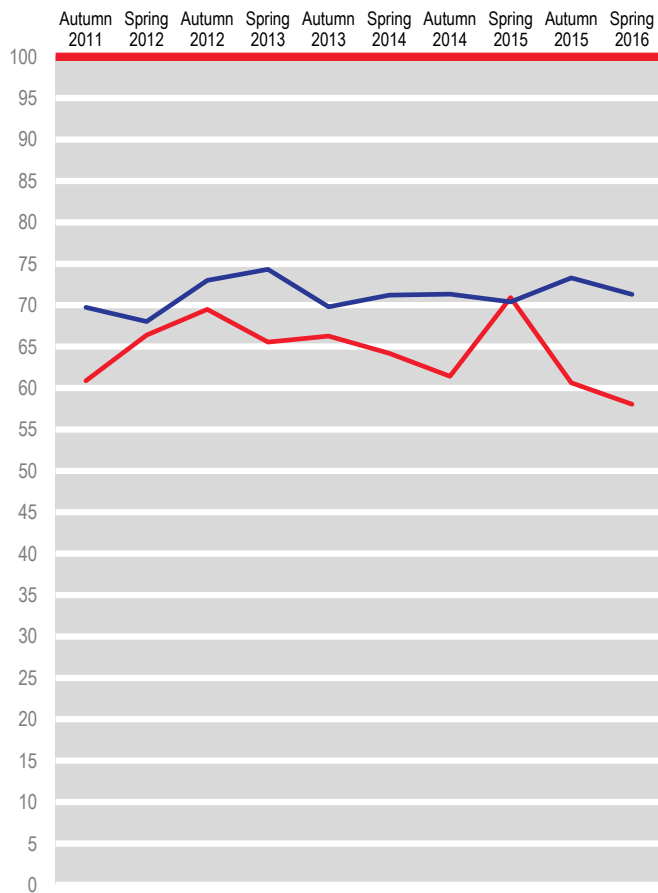
N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(599)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

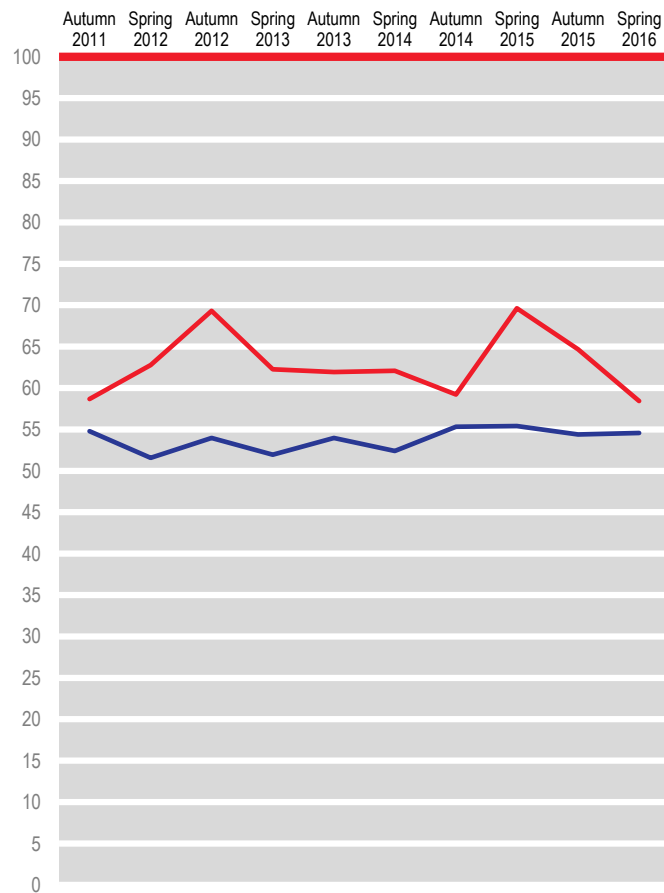


Facilities for car parking at the station

(511)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

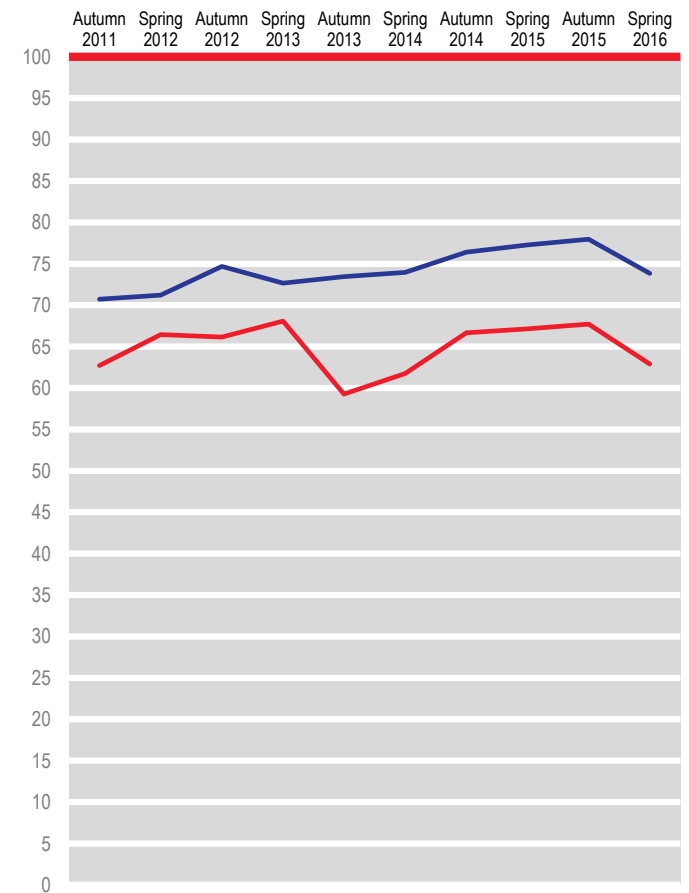


Overall station environment

(926)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



Target 50

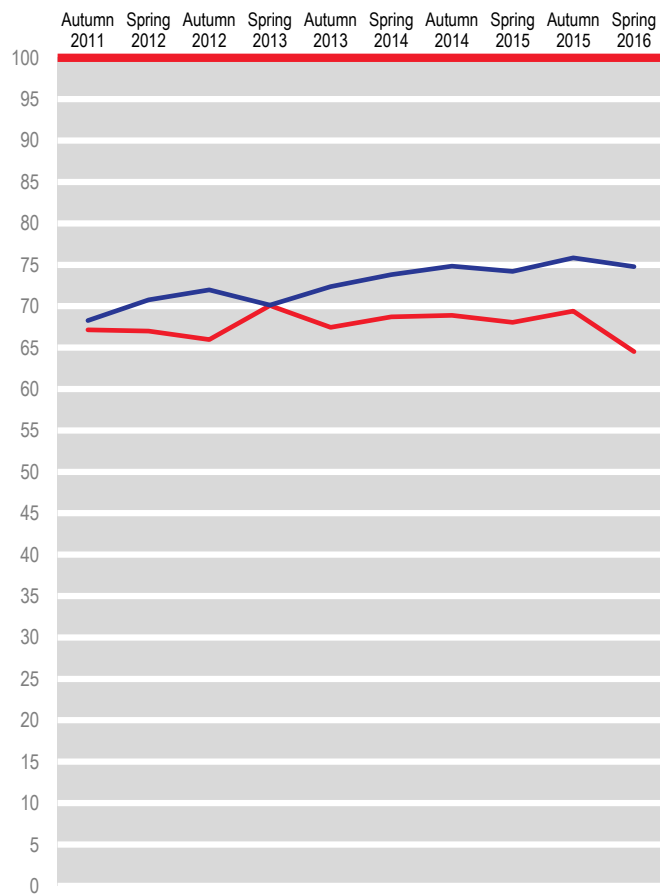
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(840)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

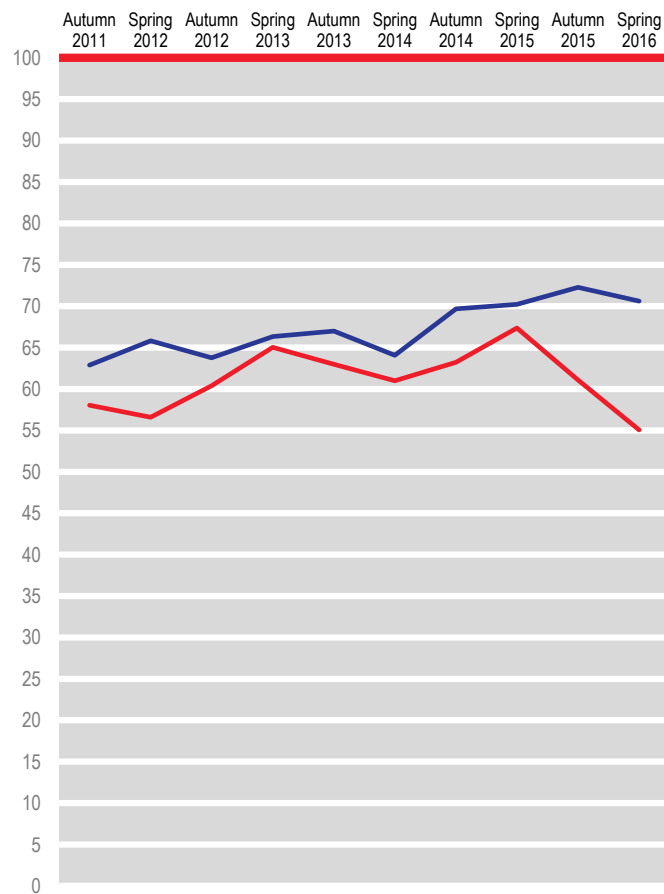


The availability of staff at the station

(794)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

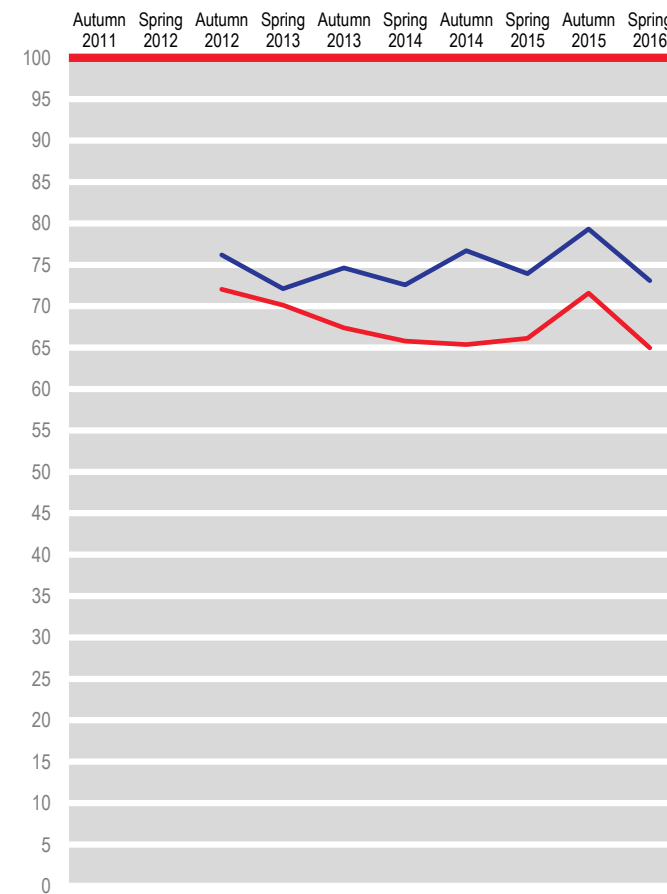


The provision of shelter facilities

(871)

Percentage of passengers satisfied 2011 to 2016

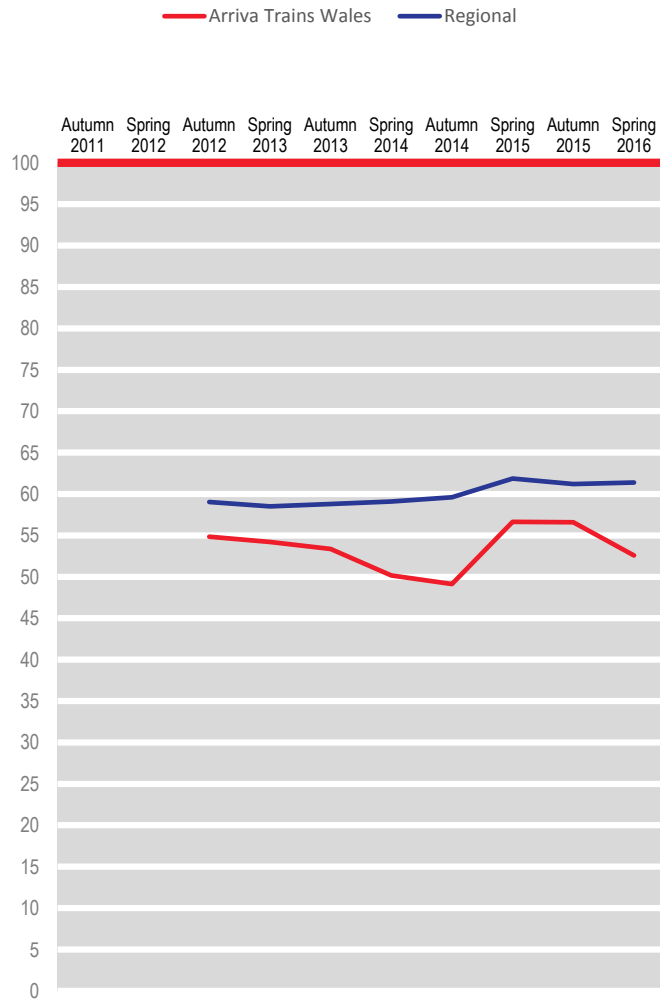
— Arriva Trains Wales — Regional



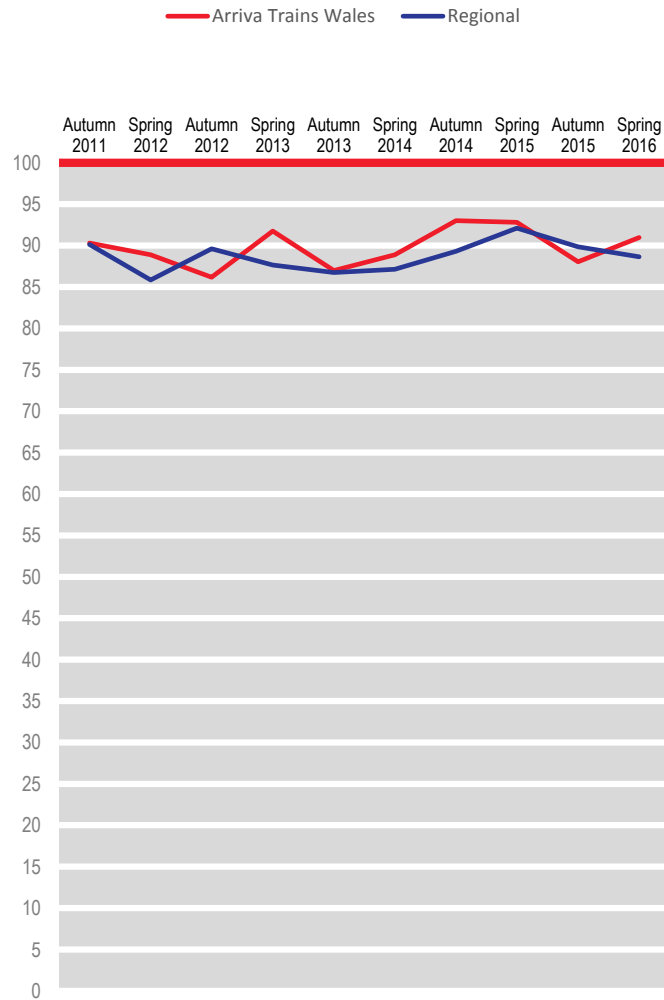
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(885)**

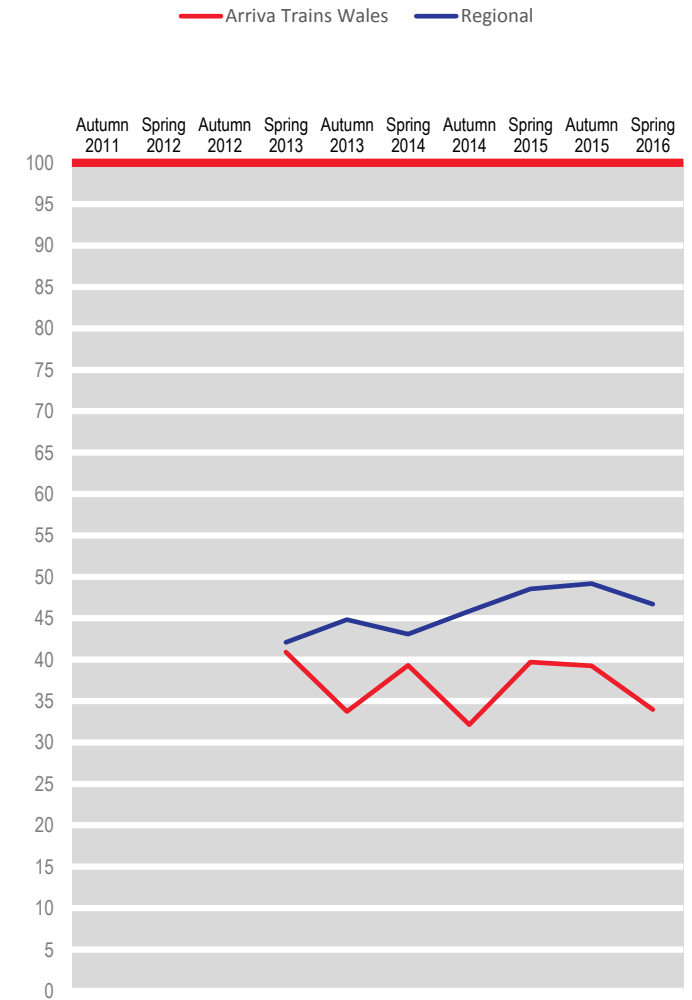
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(142)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(732)**

Percentage of passengers satisfied 2011 to 2016



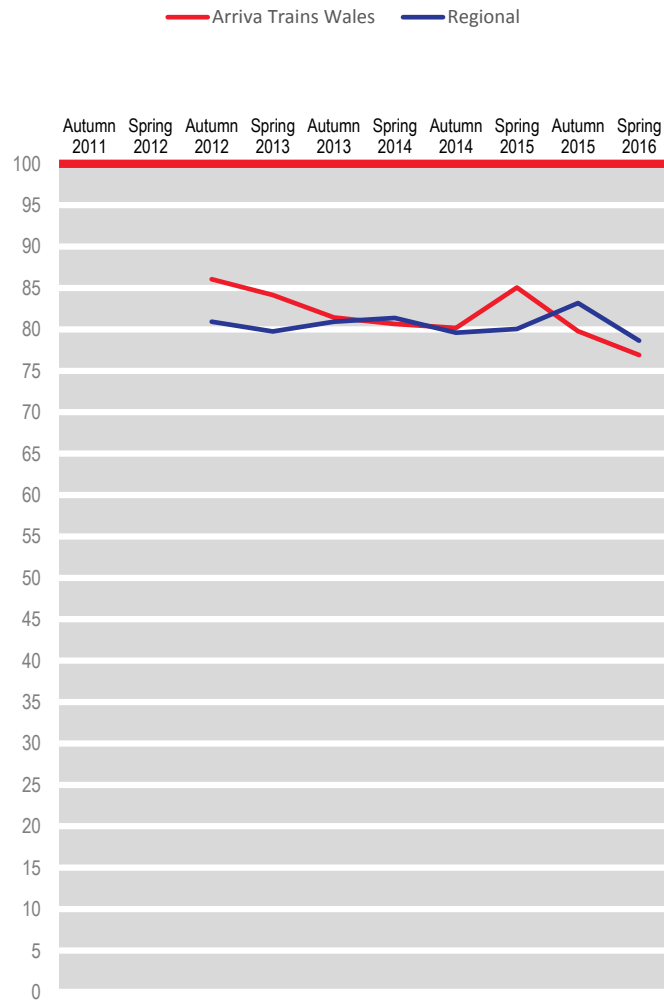
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(971)

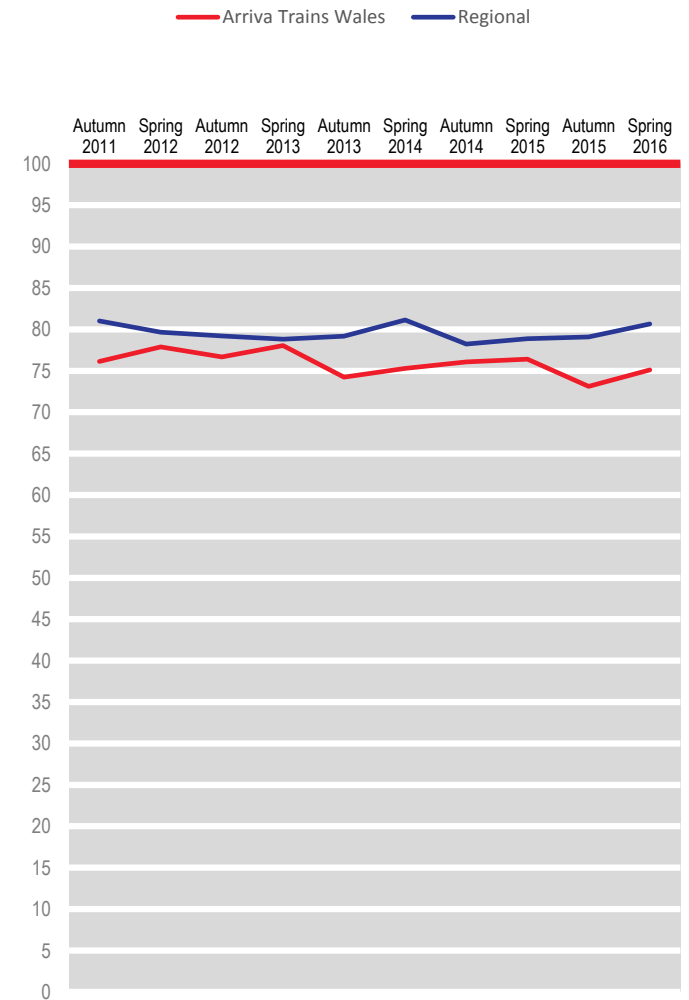
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(957)

Percentage of passengers satisfied 2011 to 2016



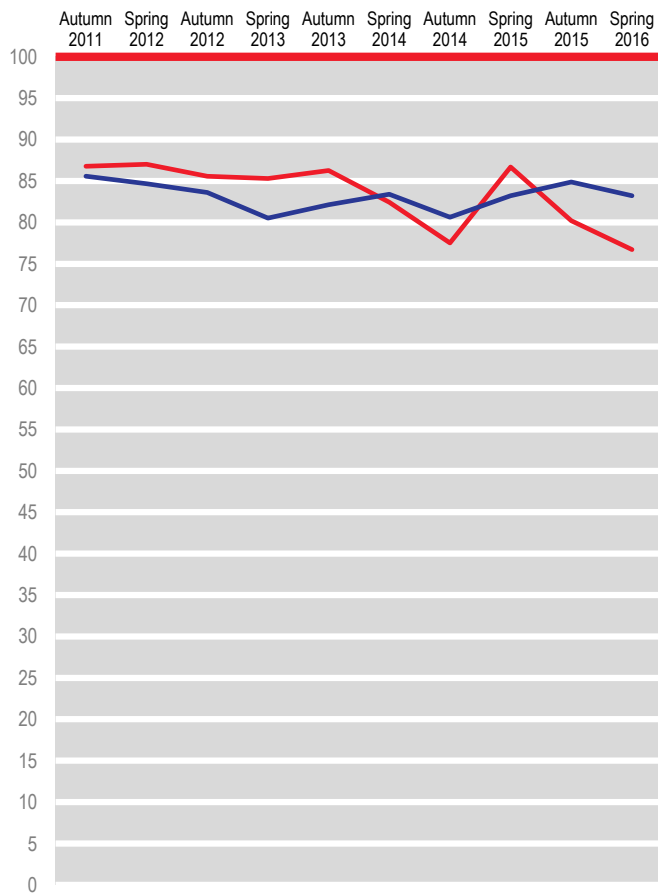
N.B. Benchmarks and targets are only shown for applicable factors

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

(969)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

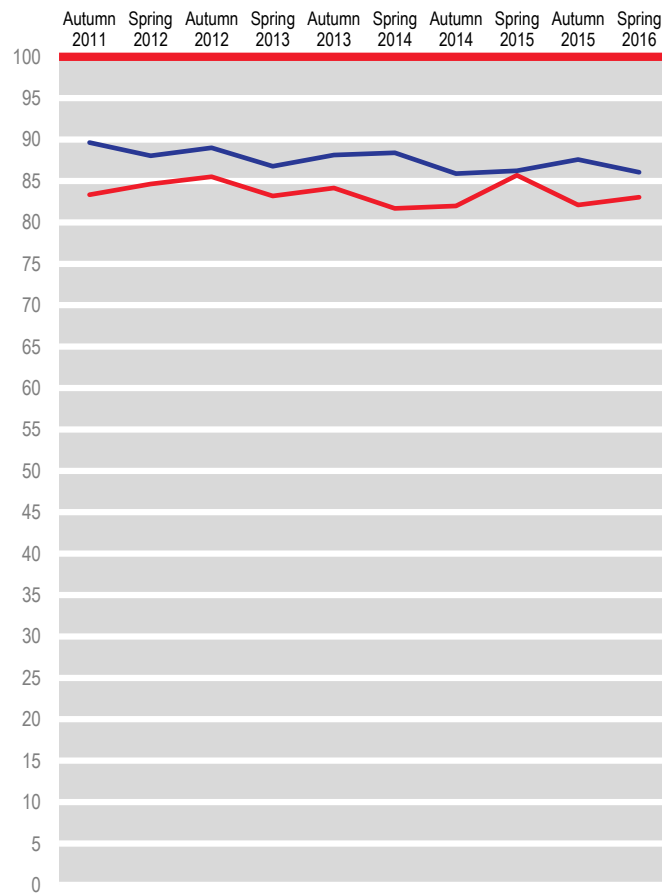


The length of time the journey was scheduled to take (speed)

(952)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

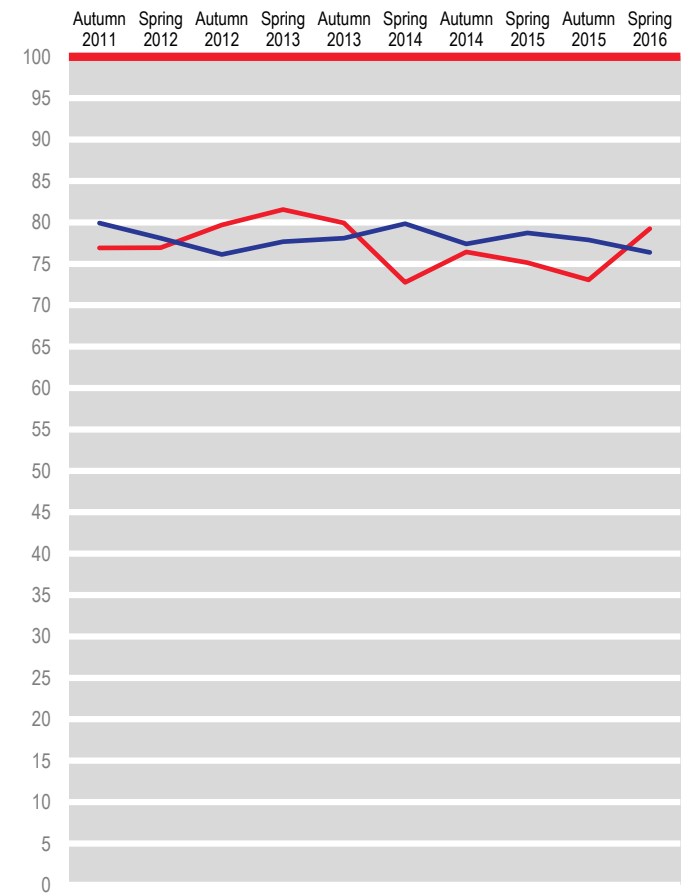


Connections with other train services

(662)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



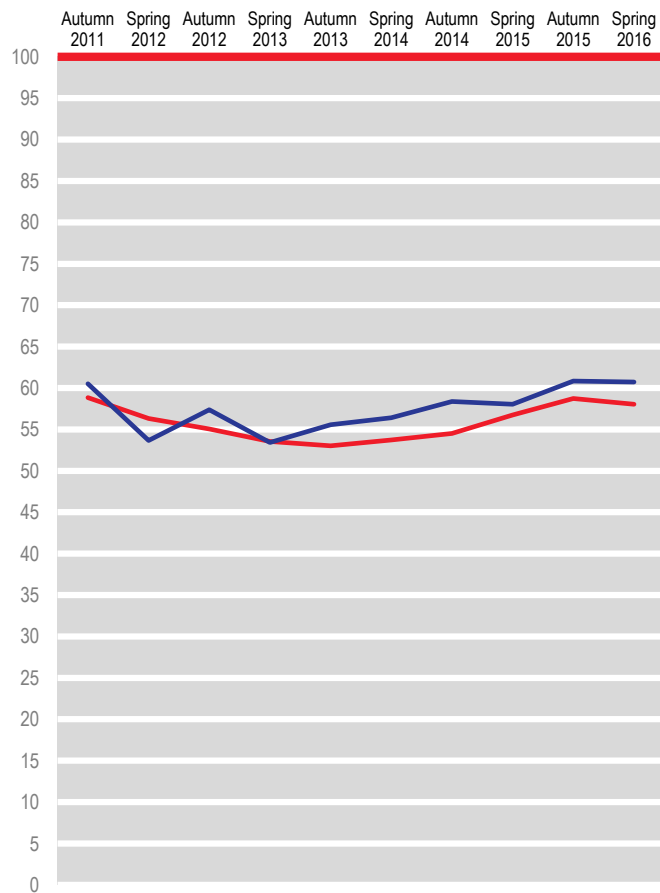
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(930)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

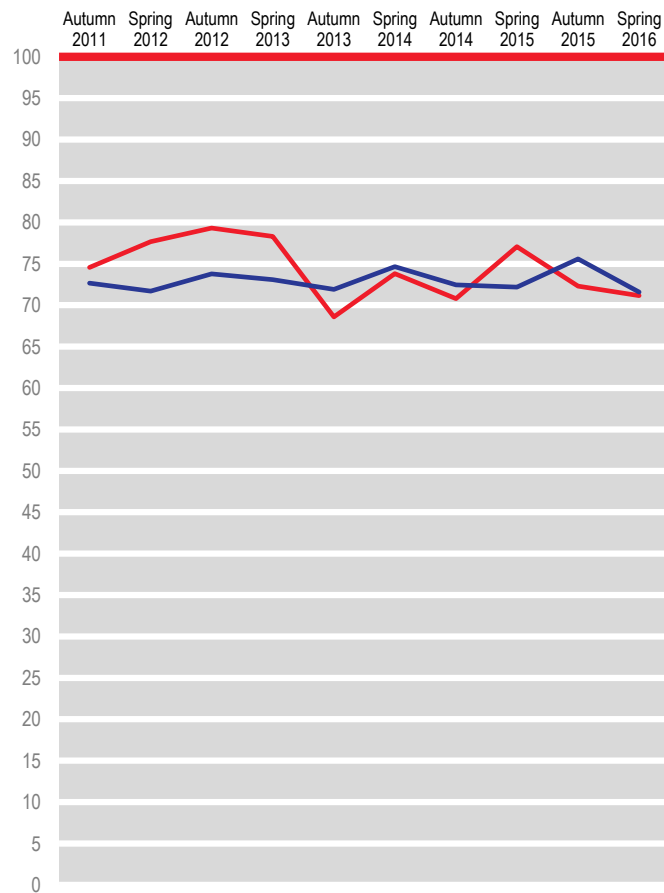


Cleanliness of the train

(973)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



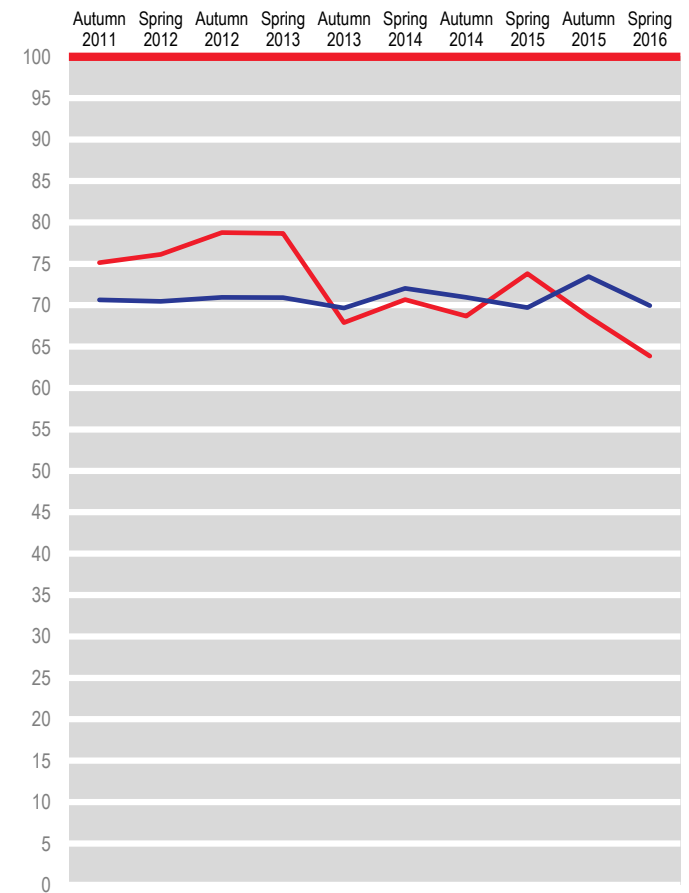
Target 71

Upkeep and repair of the train

(933)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



Target 68

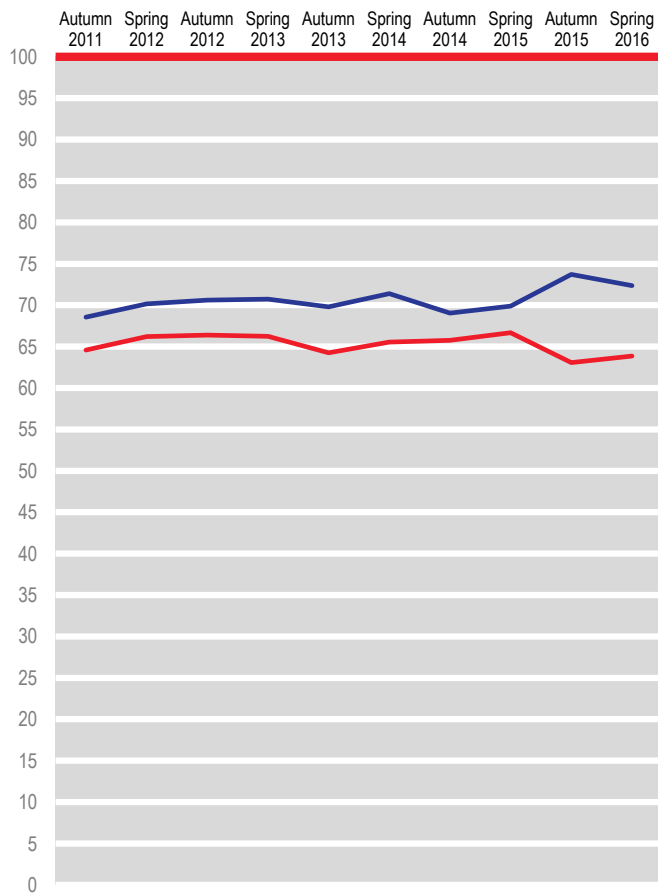
N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(864)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



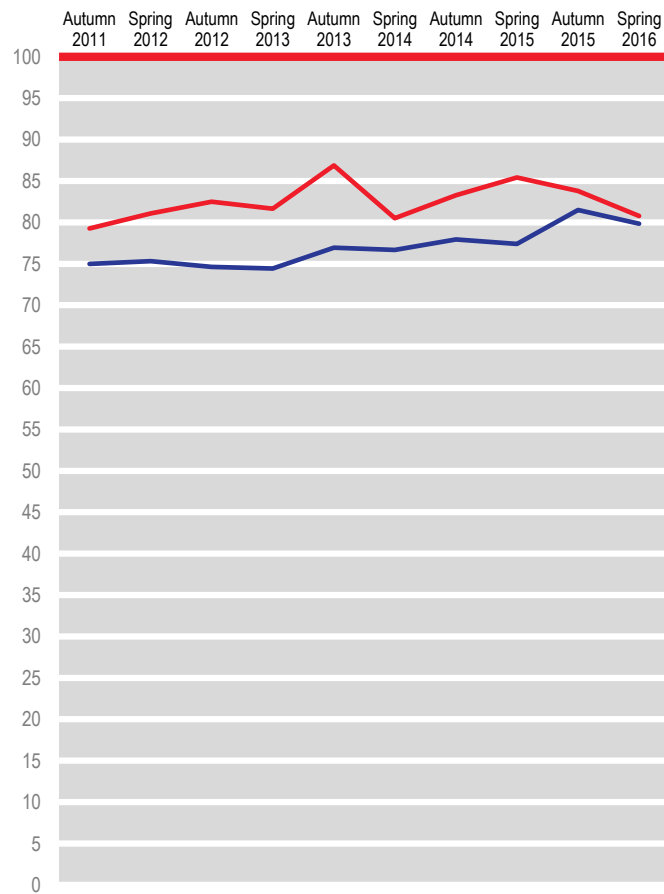
Target 51

The helpfulness and attitude of staff on the train

(843)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



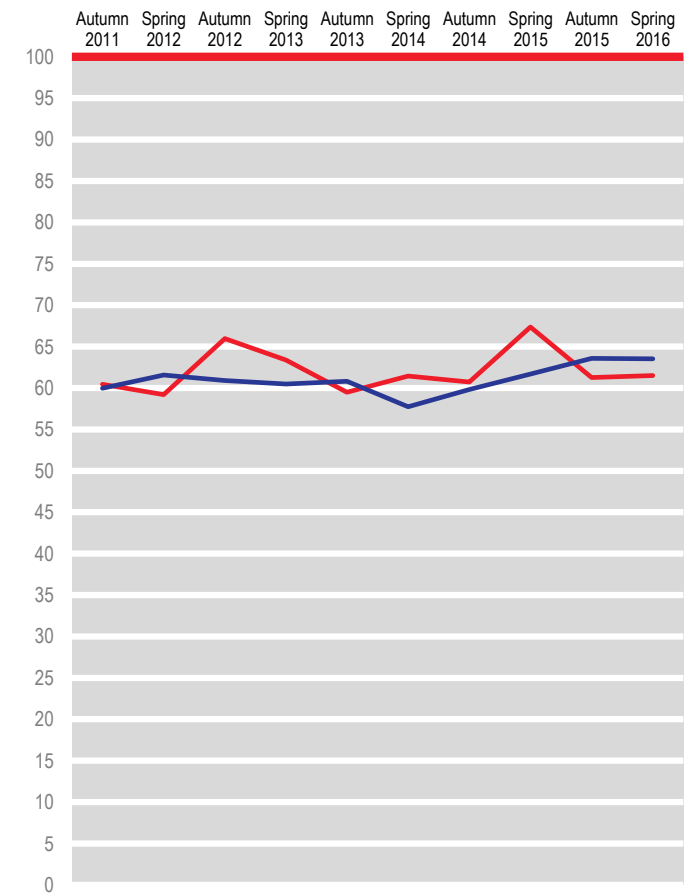
Target 72

The space for luggage

(829)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

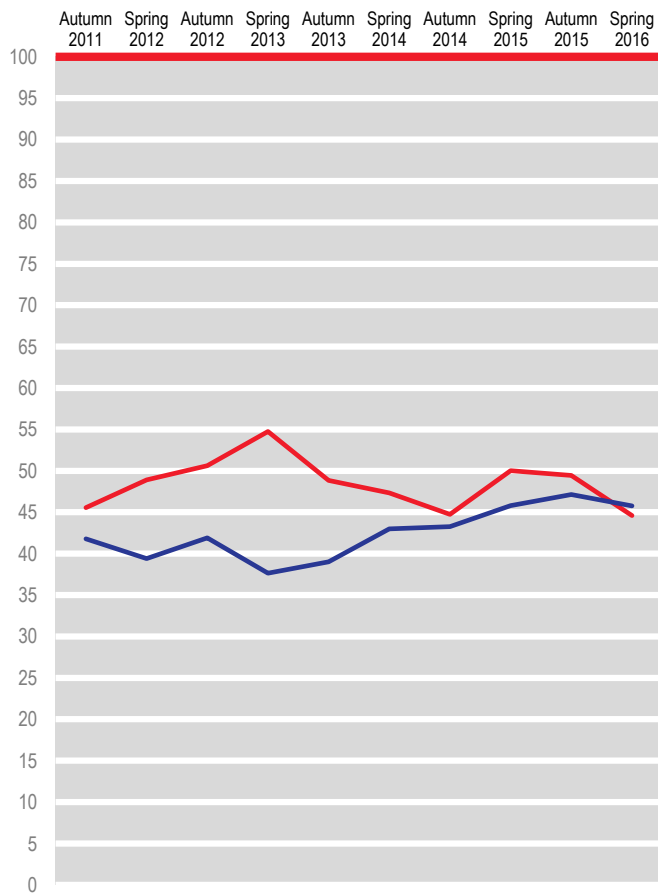


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(576)**

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

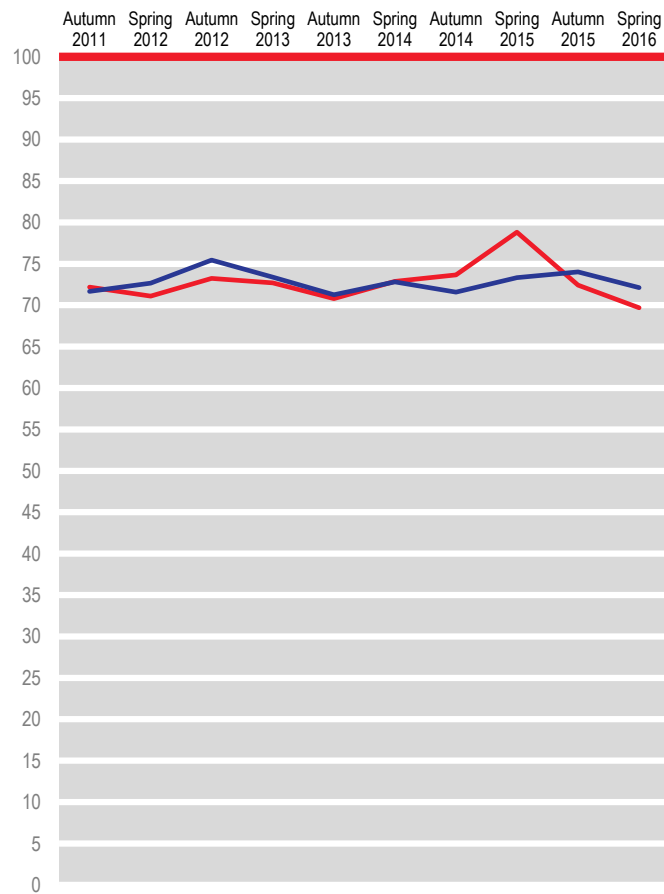


Target 42

Sufficient room for all the passengers to sit/stand**(948)**

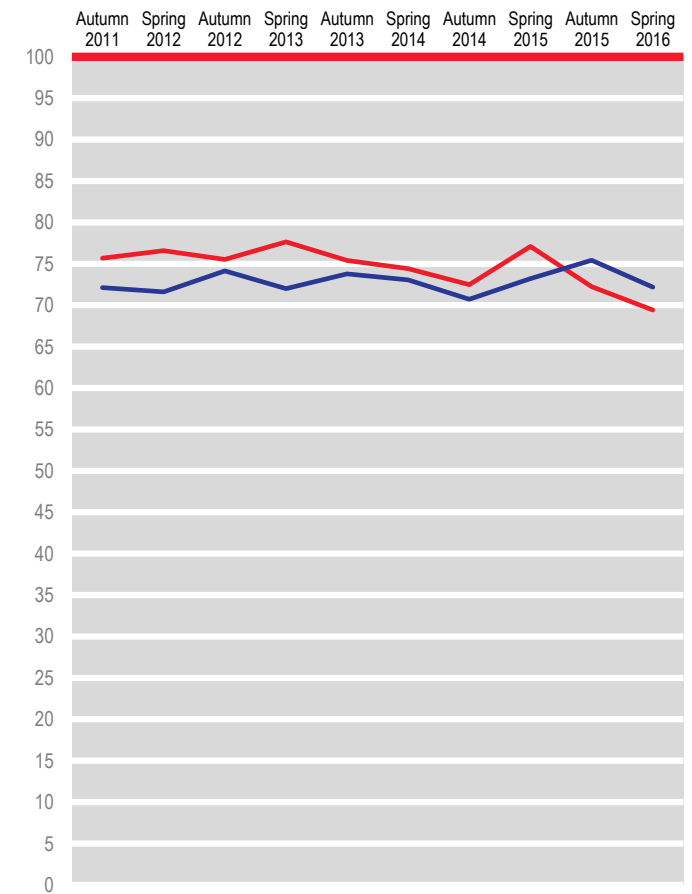
Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

**The comfort of the seating area****(946)**

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional



Target 68

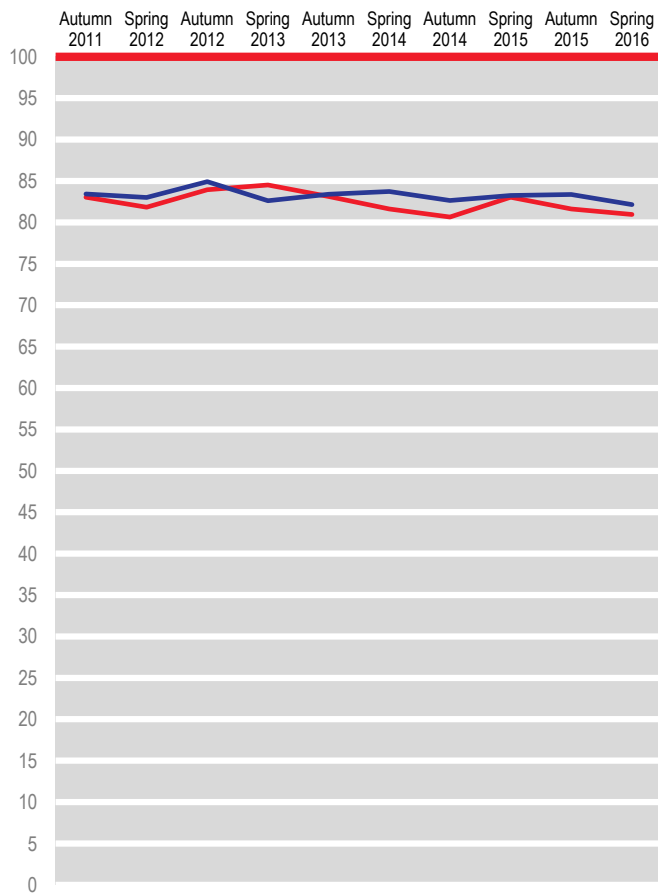
N.B. Benchmarks and targets are only shown for applicable factors

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

(954)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

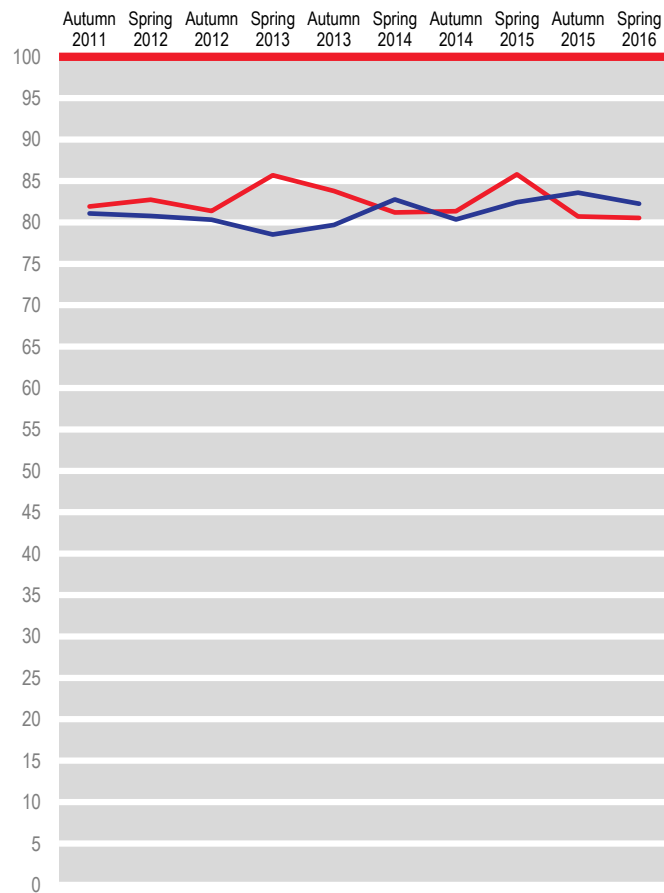


Your personal security whilst on board

(923)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

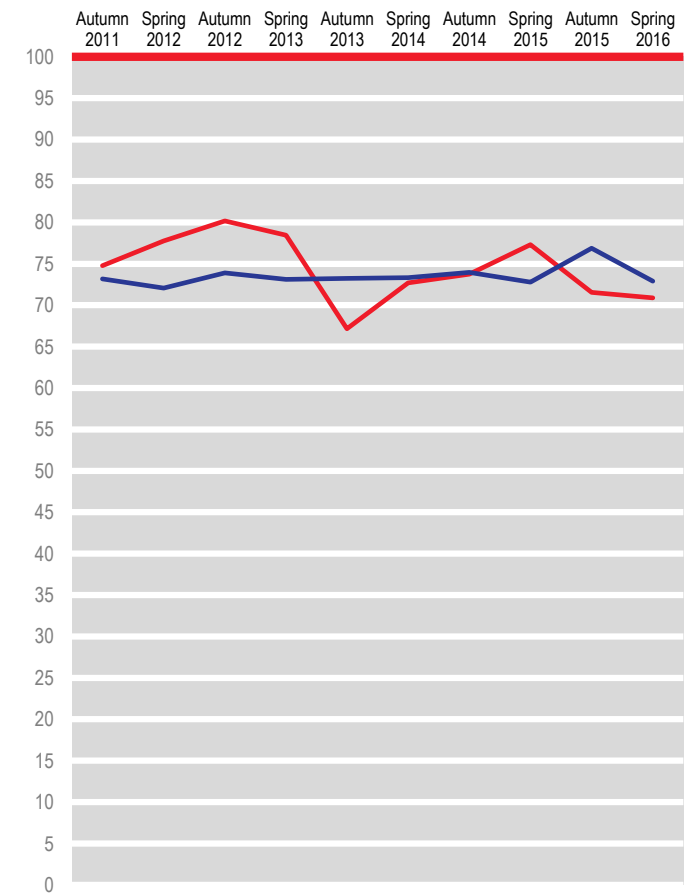


The cleanliness of the inside of the train

(965)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

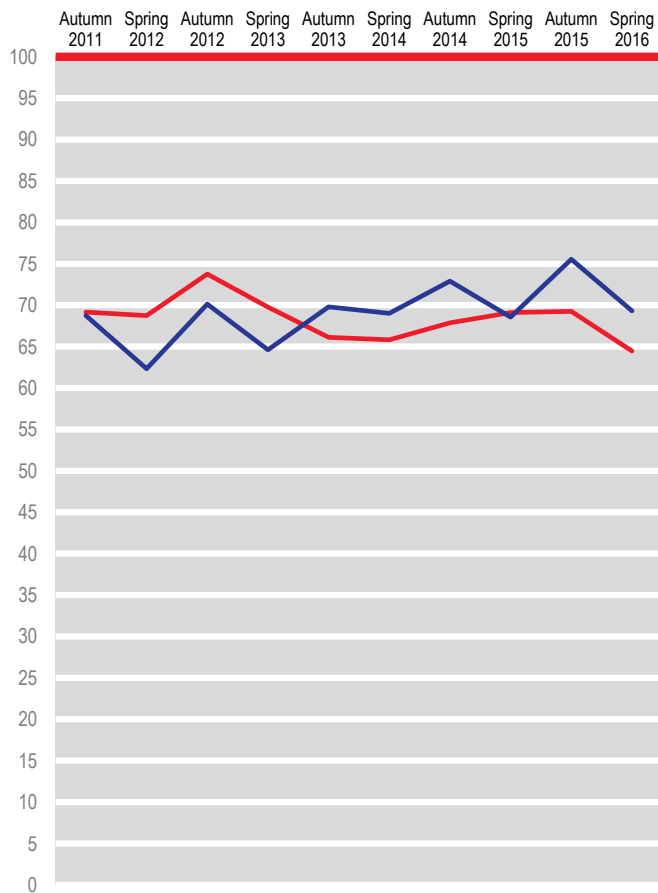


N.B. Benchmarks and targets are only shown for applicable factors

The cleanliness of the outside of the train (805)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

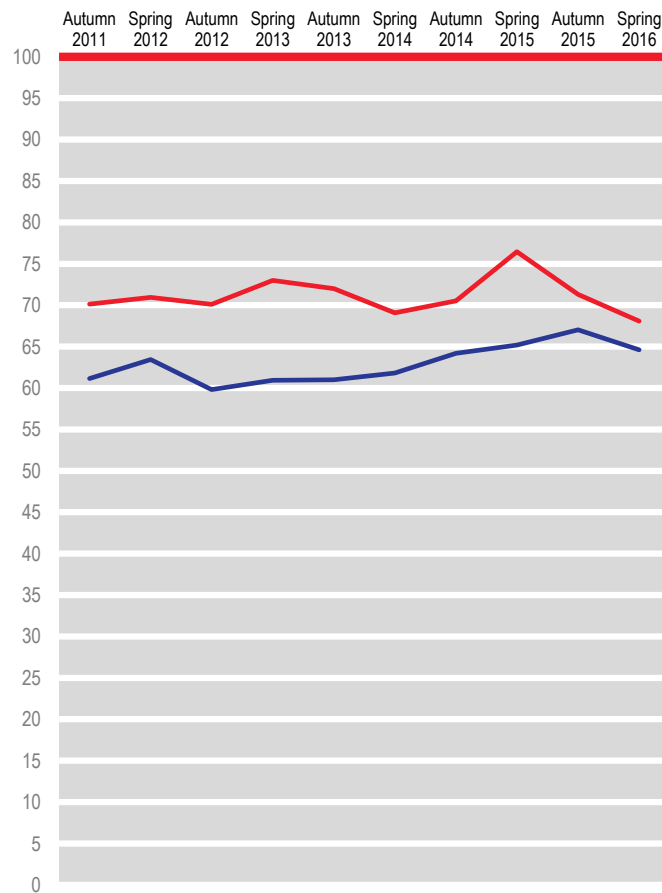


The availability of staff on the train

(893)

Percentage of passengers satisfied 2011 to 2016

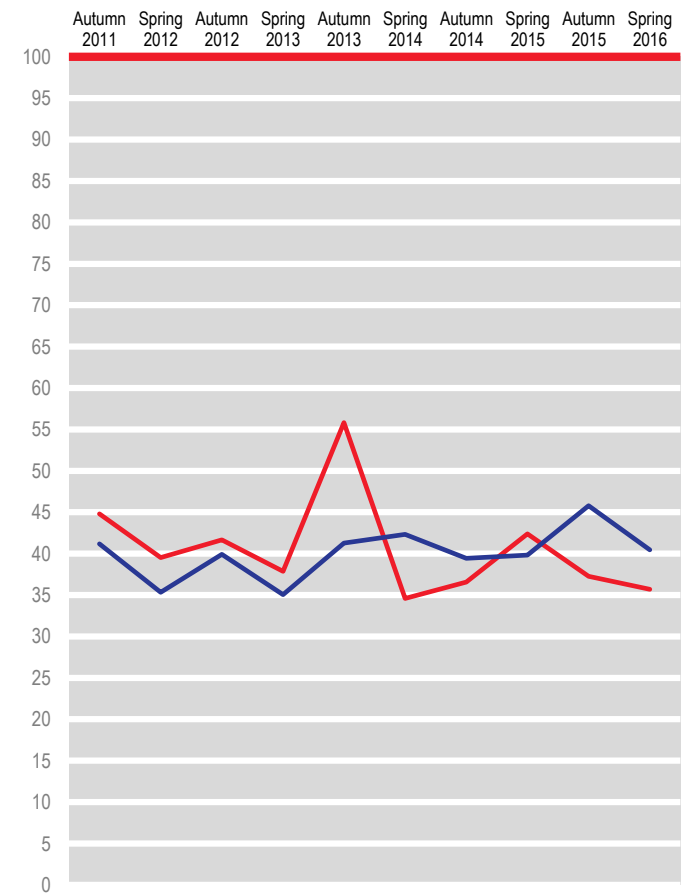
— Arriva Trains Wales — Regional



How well train company dealt with delays (180)

Percentage of passengers satisfied 2011 to 2016

— Arriva Trains Wales — Regional

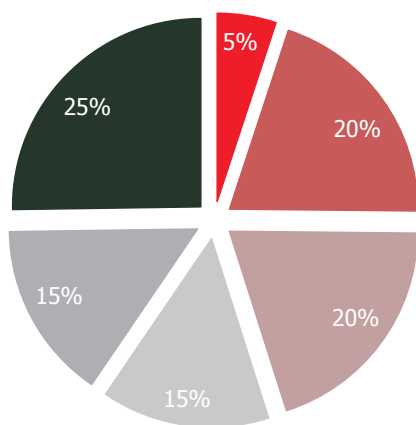


N.B. Benchmarks and targets are only shown for applicable factors

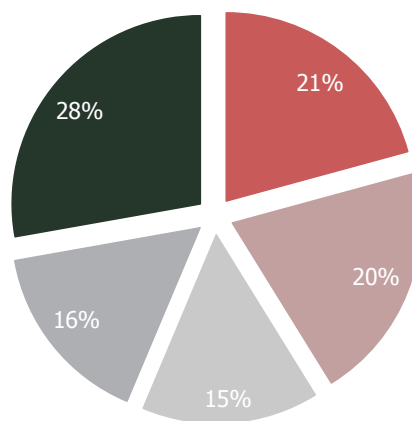
Managed versus non-managed stations for Arriva Trains Wales

(% of passenger journeys originating from each type of station)

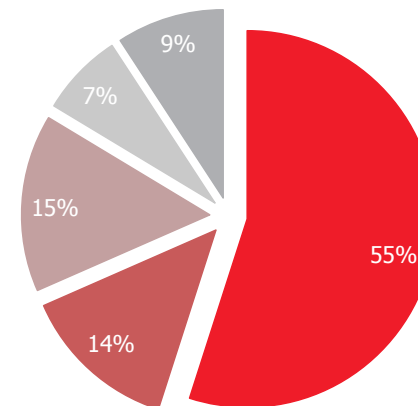
Overall Total



Stations managed by TOC



Stations not managed by TOC



■ A = National hub
 ■ B = Regional hub
 ■ C = Important feeder
 ■ D = Medium staffed
 ■ E = Small staffed
 ■ F = Small unstaffed
 ■ Not categorised

(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	76		82
Ticket buying facilities	74	-	90
Provision of information about train times/platforms	82		86
The upkeep/repair of the station buildings/platforms	62	-	80
Cleanliness	62	-	80
The facilities and services	40	-	68
The attitudes and helpfulness of the staff	76		79
Connections with other forms of public transport	57	-	74
Facilities for car parking	59		53
Overall environment	62		74
Your personal security whilst using the station	64		65
The availability of staff	53	-	75
The provision of shelter facilities	64		76
Availability of seating	51	-	65
How request to station staff was handled	92		89
The choice of shops/eating/drinking facilities available	31	-	59

Arriva Trains Wales

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	82	-	89	82	-	90
STATION FACILITIES						
Overall satisfaction with the station	75		79	84	+	76
Ticket buying facilities	75		77	78		81
Provision of information about train times/platforms	82		85	85		84
The upkeep/repair of the station buildings/platforms	64	-	72	65	-	76
Cleanliness	65		71	62	-	75
The facilities and services	42	-	50	46		49
The attitudes and helpfulness of the staff	76	-	83	74		79
Connections with other forms of public transport	59	-	72	56		68
Facilities for car parking	57	-	69	66		73
Overall environment	62		66	69		71
Your personal security whilst using the station	63		68	69		68
The availability of staff	55	-	68	57		65
The provision of shelter facilities	64		66	68		69
Availability of seating	52		55	56		66
How request to station staff was handled	90		93	95		94
The choice of shops/eating/drinking facilities available	32	-	40	40		40
TRAIN FACILITIES						
Overall satisfaction with the train	76	-	85	80		87
The frequency of the trains on that route	76		76	73		79
Punctuality/reliability (i.e. the train arriving/departing on time)	75	-	86	84		89
The length of time the journey was scheduled to take (speed)	83		85	84		88
Connections with other train services	79		75	81		75
The value for money of the price of your ticket	58		55	58		65
Cleanliness of the train	70	-	76	76		81
Upkeep and repair of the train	62	-	73	73		77
The provision of information during the journey	63		67	67		66
The helpfulness and attitude of staff on train	80	-	85	84		87
The space for luggage	61		66	65		74
The toilet facilities	43		48	50		60
Sufficient room for all passengers to sit/stand	69	-	77	72	-	86
The comfort of the seating area	67	-	76	79		83
The ease of being able to get on and off	81		82	79	-	89
Your personal security on board	80	-	86	85		87
The cleanliness of the inside	70	-	76	75	-	84
The cleanliness of the outside	63		68	71		76
The availability of staff	66	-	76	76		80
How well train company deals with delays	35		43	40		40

Regional

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	84		83	90		91
STATION FACILITIES						
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
TRAIN FACILITIES						
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

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DELAY					
None	72	82			
Minor	20	14			
Major	3	1			
LENGTH OF DELAY					
5 minutes or less	42	54			
6-10 minutes	23	23			
11-20 minutes	14	11			
21-30 minutes	6	4			
31-60 minutes	4	3			
More than 1 hour	5	1			
Don't know/no answer	5	4			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	19	22	Very well	20	23
Fairly well	31	31	Fairly well	30	29
Neither well nor poorly	17	16	Neither well nor poorly	15	18
Fairly poorly	18	16	Fairly poorly	20	16
Very poorly	16	15	Very poorly	14	13
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	19	21	Very well	14	19
Fairly well	27	32	Fairly well	28	25
Neither well nor poorly	15	17	Neither well nor poorly	31	29
Fairly poorly	25	16	Fairly poorly	14	12
Very poorly	14	14	Very poorly	13	14
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	19	24	Very well	6	13
Fairly well	27	28	Fairly well	27	20
Neither well nor poorly	18	23	Neither well nor poorly	15	27
Fairly poorly	22	13	Fairly poorly	21	10
Very poorly	14	13	Very poorly	31	28

6 6.2 Passenger experience relating to disability

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
DISABILITY OR LONG TERM ILLNESS					
Vision	1	1			
Hearing	1	1			
Mobility	3	3			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	0	1			
Mental health	4	3			
Stamina or breathing or fatigue	2	2			
Socially or behaviourally	1	1			
Other	3	2			
None	84	86			
No answer	4	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	8	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	31	37	Yes	2	1
Not at all	49	50	No	98	99
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	32	41	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	39	29	Very satisfied	100	100
Neither satisfied nor dissatisfied	14	19	Fairly satisfied	-	-
Fairly dissatisfied	10	7	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	4	4	Fairly dissatisfied	-	-
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	34	33	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	27	38	Very satisfied	-	83
Neither satisfied nor dissatisfied	20	16	Fairly satisfied	-	-
Fairly dissatisfied	11	9	Neither satisfied nor dissatisfied	-	-
Very dissatisfied	7	4	Fairly dissatisfied	-	-
			Very dissatisfied	100	17

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	40	41	White	88	92
Female	54	56	Mixed	1	1
			Asian or Asian British	3	1
			Black or Black British	1	1
			Chinese or other ethnic group	2	1
AGE			JOURNEY PURPOSE		
16-18	4	3	Commuter	32	38
19-25	19	11	Business	10	10
26-34	13	11	Leisure	58	52
35-44	14	13			
45-54	16	20	REGULAR TRAVELLER		
55-59	9	13	Yes	54	63
60-64	8	11	No	46	37
65+	13	16			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	46	50	Weekday	82	79
Working Part Time	14	15	Weekend	18	21
Not Working	5	4			
Retired	17	21	TIME OF TRAVEL		
Full Time Student	13	8	Peak	-	-
			Off-peak	-	-
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	28	28	Yes asked for help	6	6
Middle Managerial	14	13	Yes asked for information	6	6
Junior Managerial/Clerical/Supervisory	10	12	Could not find anyone to ask	5	3
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	9	10	No	79	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	5	3			
Full time student	5	3	DO YOU REGULARLY USE THE INTERNET		
Retired	15	20	Yes, at home	88	86
Unemployed/between jobs	2	2	Yes, at work	49	50
Housewife/house-husband	1	1	No	7	9
Other	6	5			

	Arriva Trains Wales	Regional		Arriva Trains Wales	Regional
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	74	77	Better telephone enquiry/booking service	5	4
With other adults 16+	21	20	Better internet enquiry/booking service	14	13
With children aged 0-4	1	1	Better information facilities at stations	13	13
With children aged 5-10	2	1	Better route maps of the rail network	9	11
With children aged 11-15	3	1	Make timetables easier to read	17	16
			Better ticket buying facilities at station ticket offices	14	14
			Better ticket buying facilities at station ticket machines	13	14
			Better promotion when advanced tickets available	26	22
			Other	27	18
			None of these	18	29
TRAVELLING WITH ...					
Heavy/bulky luggage/other large items	22	15			
Pushchair	1	1			
Folding bicycle	-	0			
Non-folding bicycle	1	1			
Dog	1	0			
Wheelchair	0	0			
Helper	0	0			
Mobility scooter	-	0			
None apply	73	81			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	27	21			
Anytime day single/return	27	21			
Off-peak/super off-peak single/return	9	9			
Off-peak/super off-peak day single/return	3	9			
Advance	8	5			
Day travelcard	0	1			
Oyster pay as you go	0	0			
Weekly or monthly season ticket	10	12			
Annual season ticket	3	5			
Special promotion ticket	1	1			
Rail staff pass/privilege ticket/police	1	2			
Free travel pass (e.g. Freedom Pass)	1	5			
Other	5	6			
Don't know/no answer	4	3			

Station sample sizes for Arriva Trains Wales

Station	Unweighted	Station	Unweighted	Station	Unweighted
Cardiff Central	176	Leominster	6	Cadoxton	2
Birmingham New Street	82	Lisvane And Thornhill	6	Mountain Ash	2
Aberystwyth	62	Ystrad Mynach	6	Nantwich	2
Birmingham International	32	Llanelli	5	Telford Central	2
Shrewsbury	31	Swansea	5	Clunderwen	2
Chester	30	Energlyn and Churchill Park	5	Ton Pentre	2
Llandudno	27	Cardiff Bay	5	Tonypandy	2
Llandudno Junction	25	Aber	5	Borth	2
Bangor (Gwynedd)	25	Bargoed	5	Treforest Estate	2
Manchester Piccadilly	24	Hengoed	5	Llanfairfechan	2
Newport (South Wales)	23	Aberdare	4	Ty Glas	2
Cardiff Queen Street	19	Pontllytyn	4	Warrington Bank Quay	2
Wolverhampton	18	Tir-Phil	4	Llanfairpwll	2
Haverfordwest	17	Gloucester	4	Penmaenmawr	2
Wrexham General	15	Porth	4	Llanishen	2
Blaenau Ffestiniog	14	Church Stretton	4	Llanrwst	2
Caerphilly	13	Abergavenny	4	Ystrad Rhondda	2
Carmarthen	13	Maesteg	4	Danescourt	1
Rhymney	13	Radyr	3	Grangetown (Glamorgan)	1
Milford Haven	12	Barry	3	Sarn	1
Ludlow	12	Neath	3	Newbridge	1
Fishguard Harbour	11	Cogan	3	Smethwick Galton Bridge	1
Rhyl	11	Stockport	3	Newbridge	1
Penarth	10	Llwynypia	3	Clarbeston Road	1
Crewe	10	Barry Docks	3	Tal-Y-Cafn	1
Prestatyn	8	Craven Arms	3	Newtown (Powys)	1
Wilmslow	8	Treorchy	3	North Llanrwst	1
Cathays	8	Pontyclun	3	Dolwyddelan	1
Bridgend	8	Manchester Oxford Road	3	Pencoed	1
Hereford	7	Gowerton	3	Heath Low Level	1
Colwyn Bay	7	Barry Island	3	Earlestown	1
Treforest	7	Birchgrove	2	Treherbert	1
Pengam	7	Flint	2	Pentre-Bach	1
Merthyr Tydfil	7	Holyhead	2	Ty Croes	1
Heath High Level	7	Brithdir	2	Conwy	1
Betws-Y-Coed	6	Rhiwbina	2	Fishguard and Goodwick	1
Pontypridd	6	Gobowen	2	Wern	1
Dingle Road	6	Llanbradach	2	Whitland	1

7 7.3 Weighted sample profile

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

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

8 8.1 Standard reports produced for NRPS

The following reports are produced each wave:

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

Sector definitions

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

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

* Part of the Govia Thameslink Railway franchise

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Midlands Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Gatwick Express*

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Great Northern*

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

Great Western Railway: Long distance

Journeys on long distance services

Great Western Railway: London Thames Valley

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

Great Western Railway: West

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

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Highbury – Croydon/ Clapham

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

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

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

* Part of the Govia Thameslink Railway franchise

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Sussex Coast*

Journeys London – Sussex (and beyond)

Southern: Metro*

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: Longer distance

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

South West Trains: Metro

Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local

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

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

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

Thameslink: North*

Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*

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

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

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

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

Virgin Trains East Coast: Non-London journeys

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

Virgin Trains East Coast: London - Yorkshire

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

Virgin Trains East Coast: London - North East and Scotland

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

* Part of the Govia Thameslink Railway franchise



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