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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.

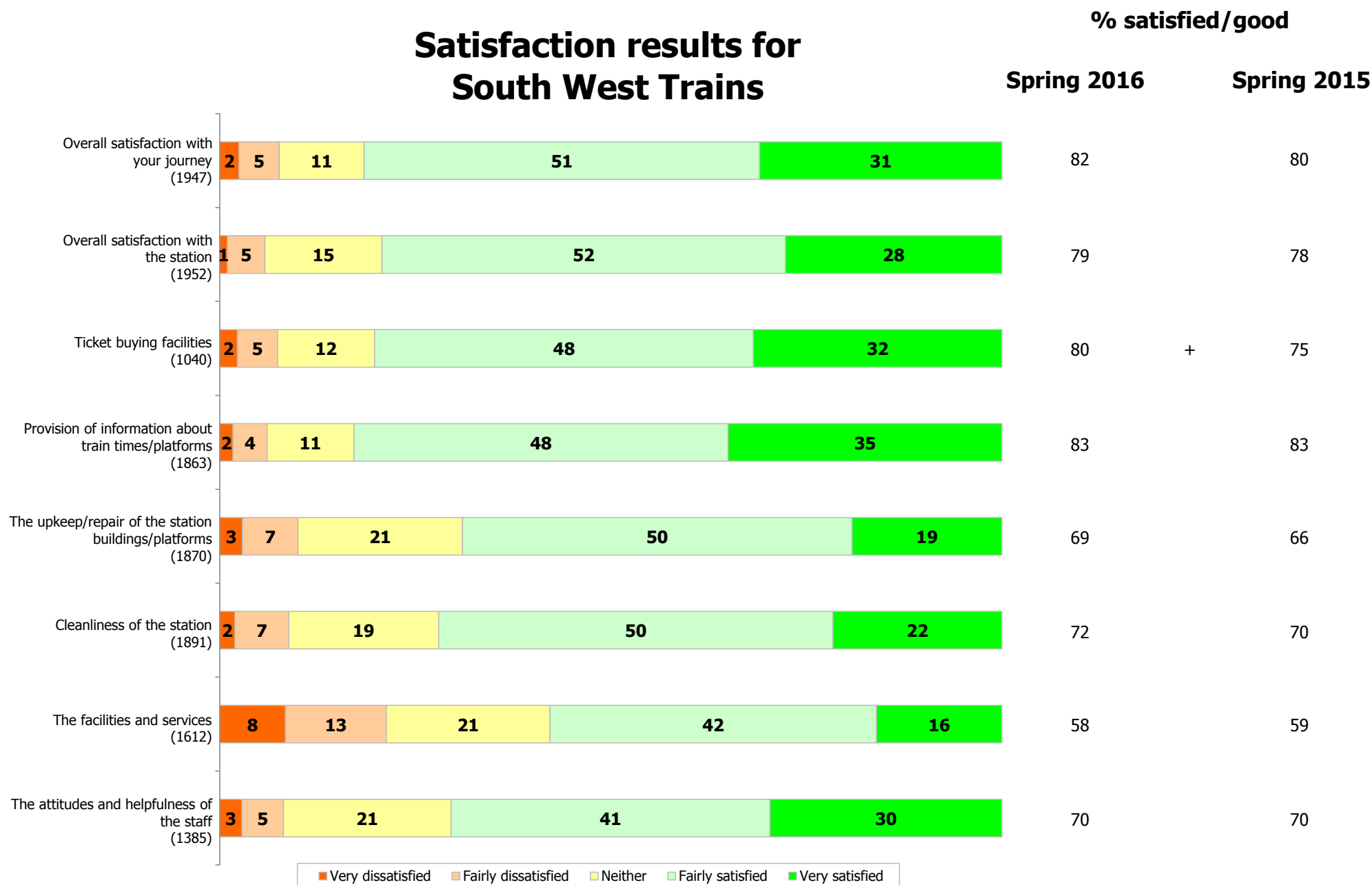
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

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

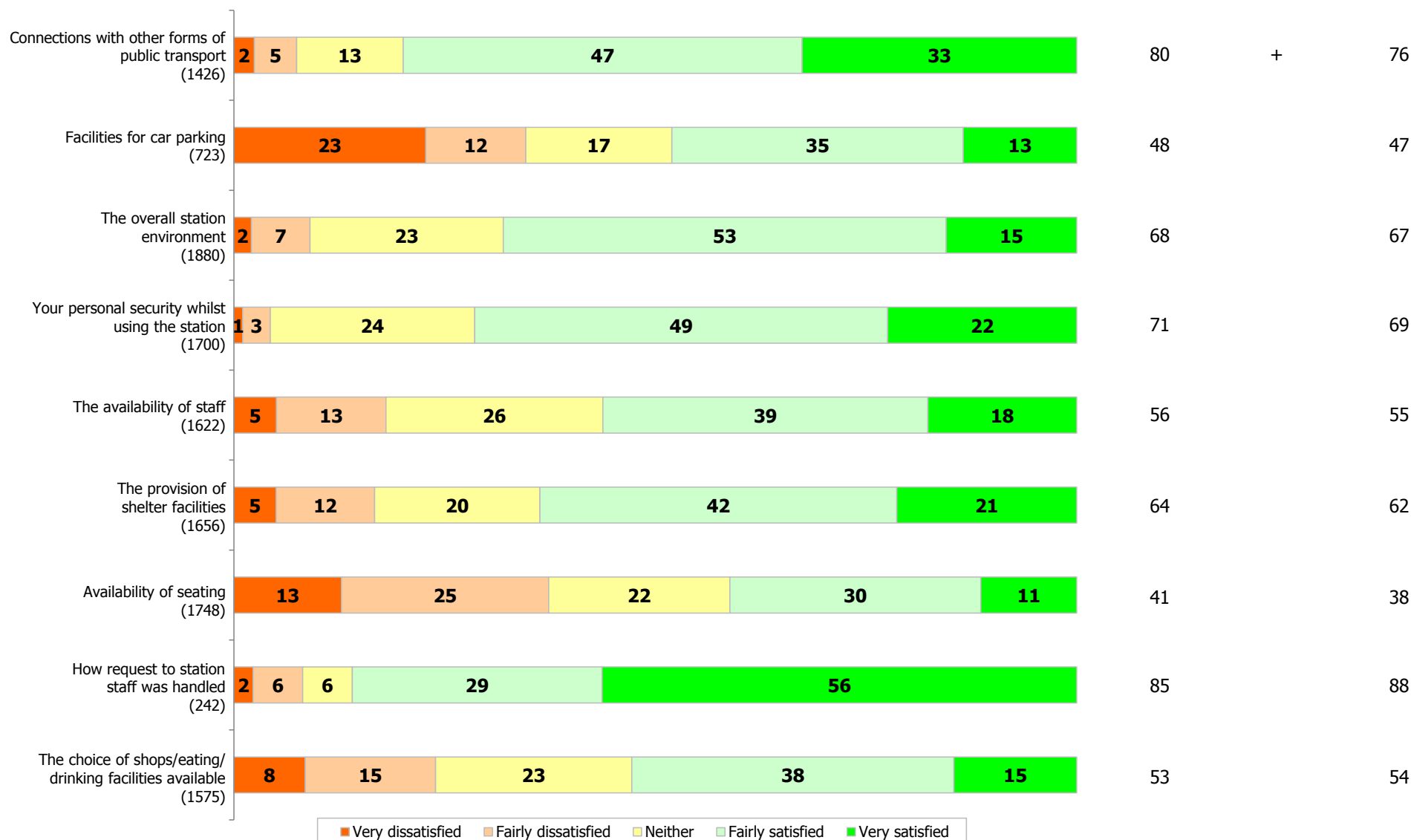


Satisfaction results for South West Trains

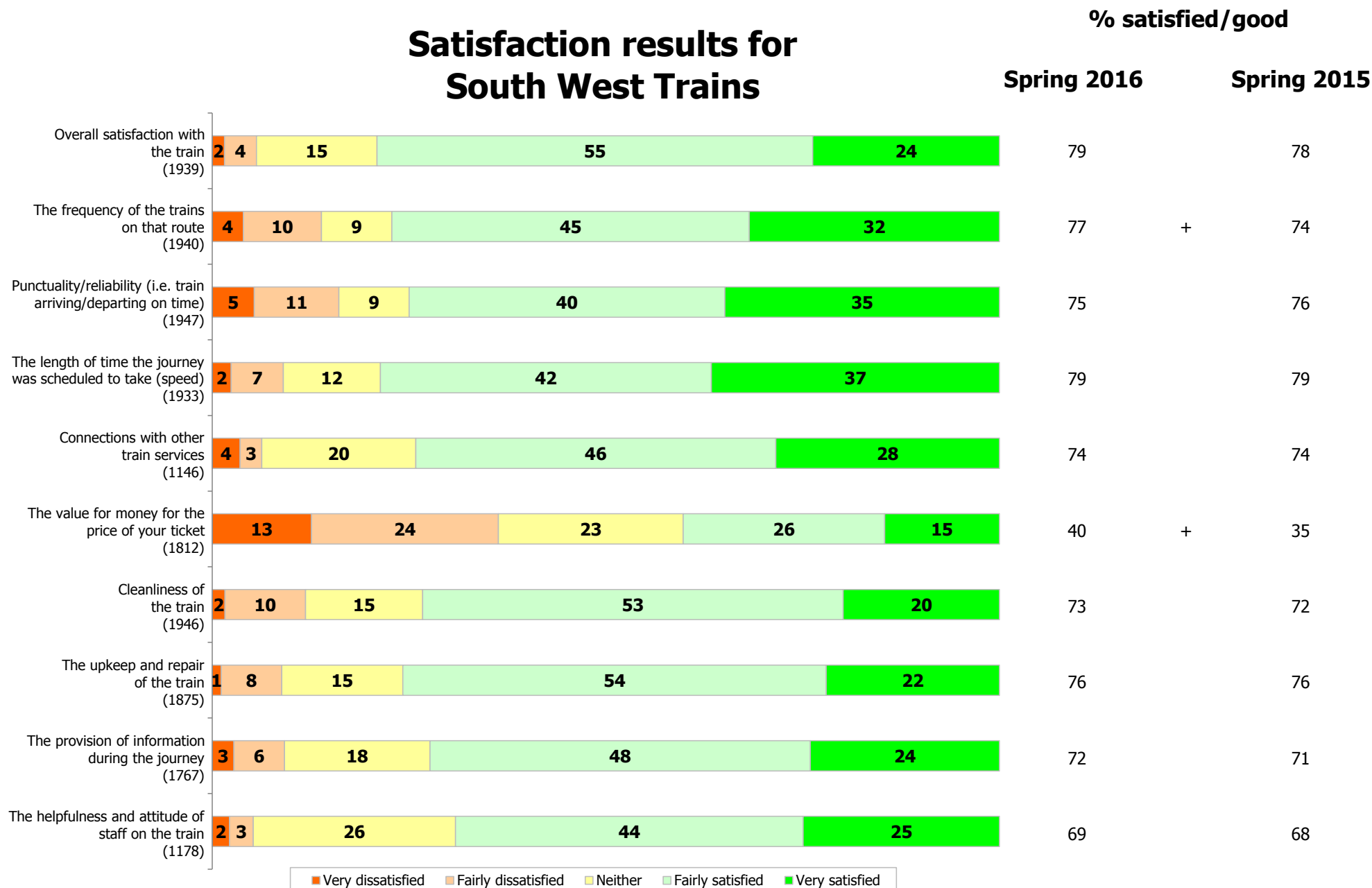
% satisfied/good

Spring 2016

Spring 2015



Satisfaction results for South West Trains

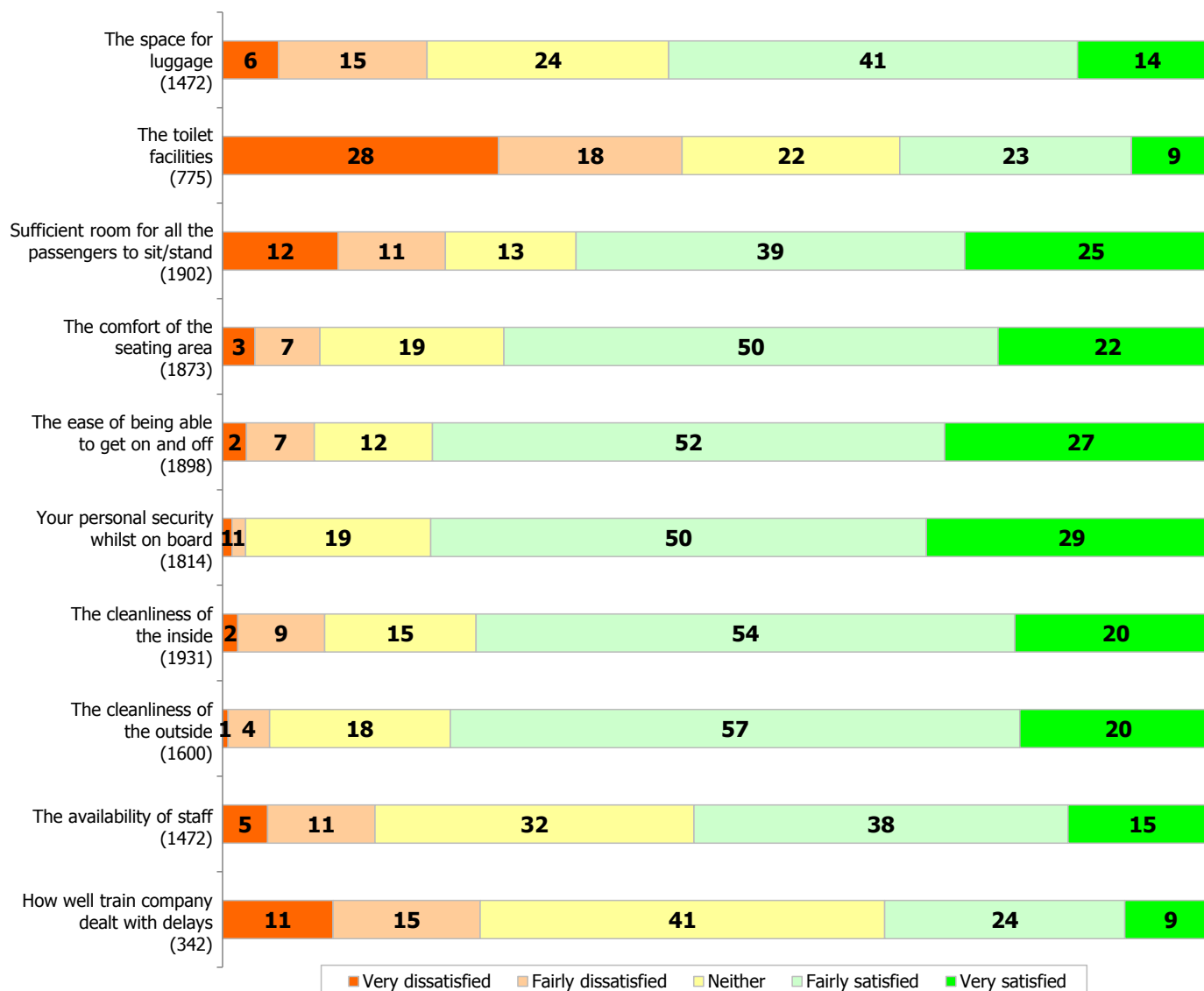


Satisfaction results for South West Trains

% satisfied/good

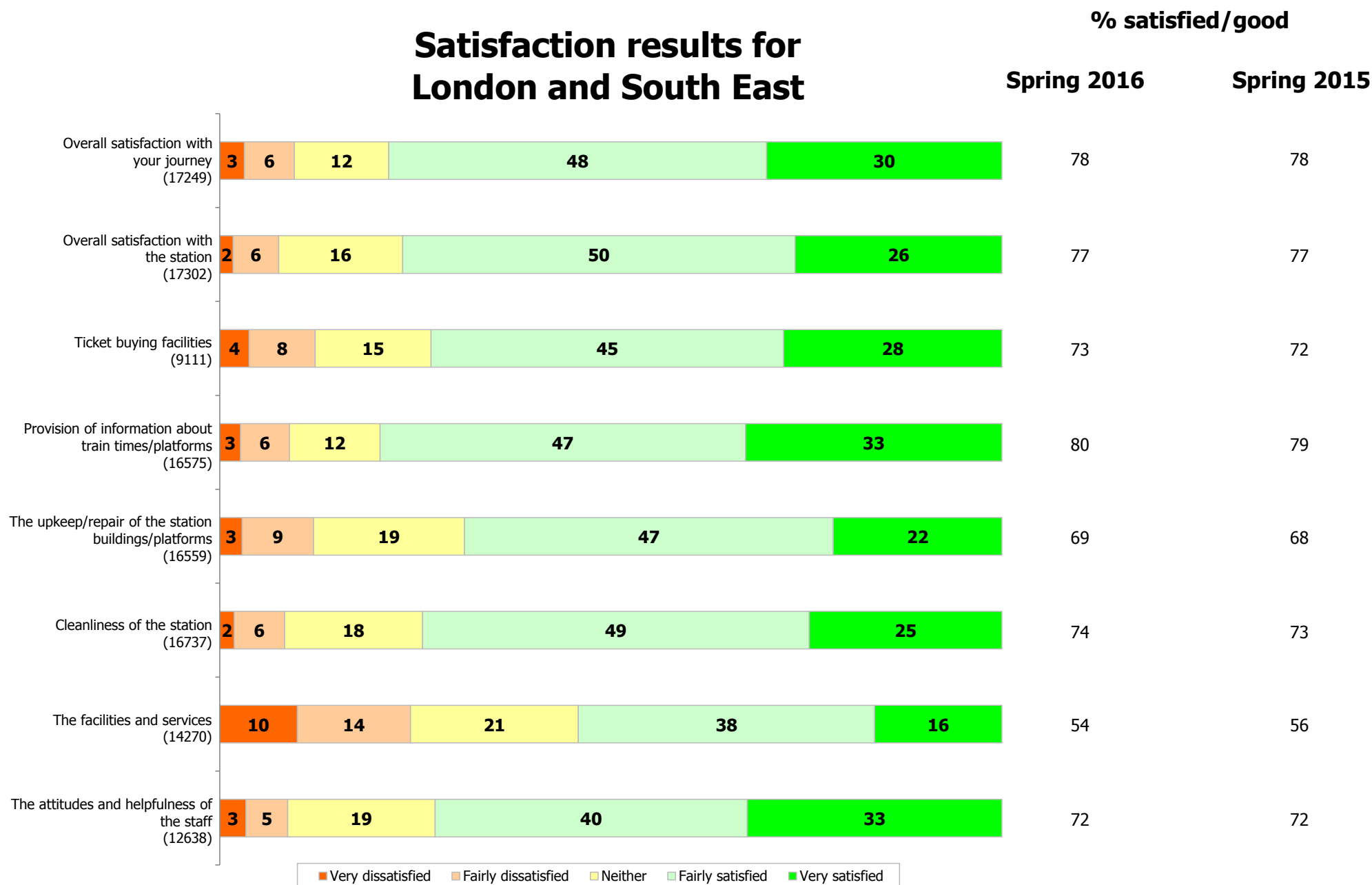
Spring 2016

Spring 2015



2 2.3 Overall satisfaction with your journey and station factors

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

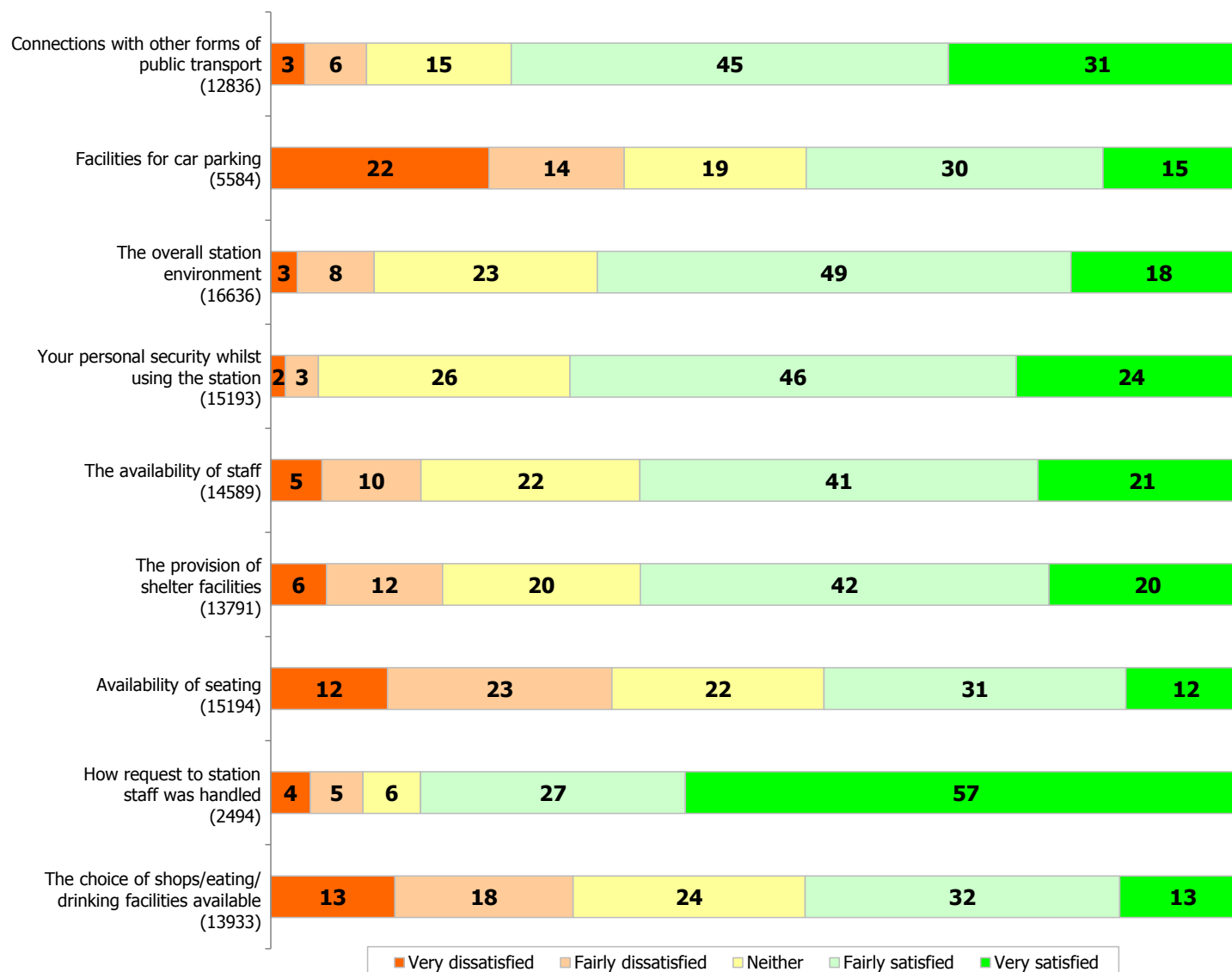


Satisfaction results for London and South East

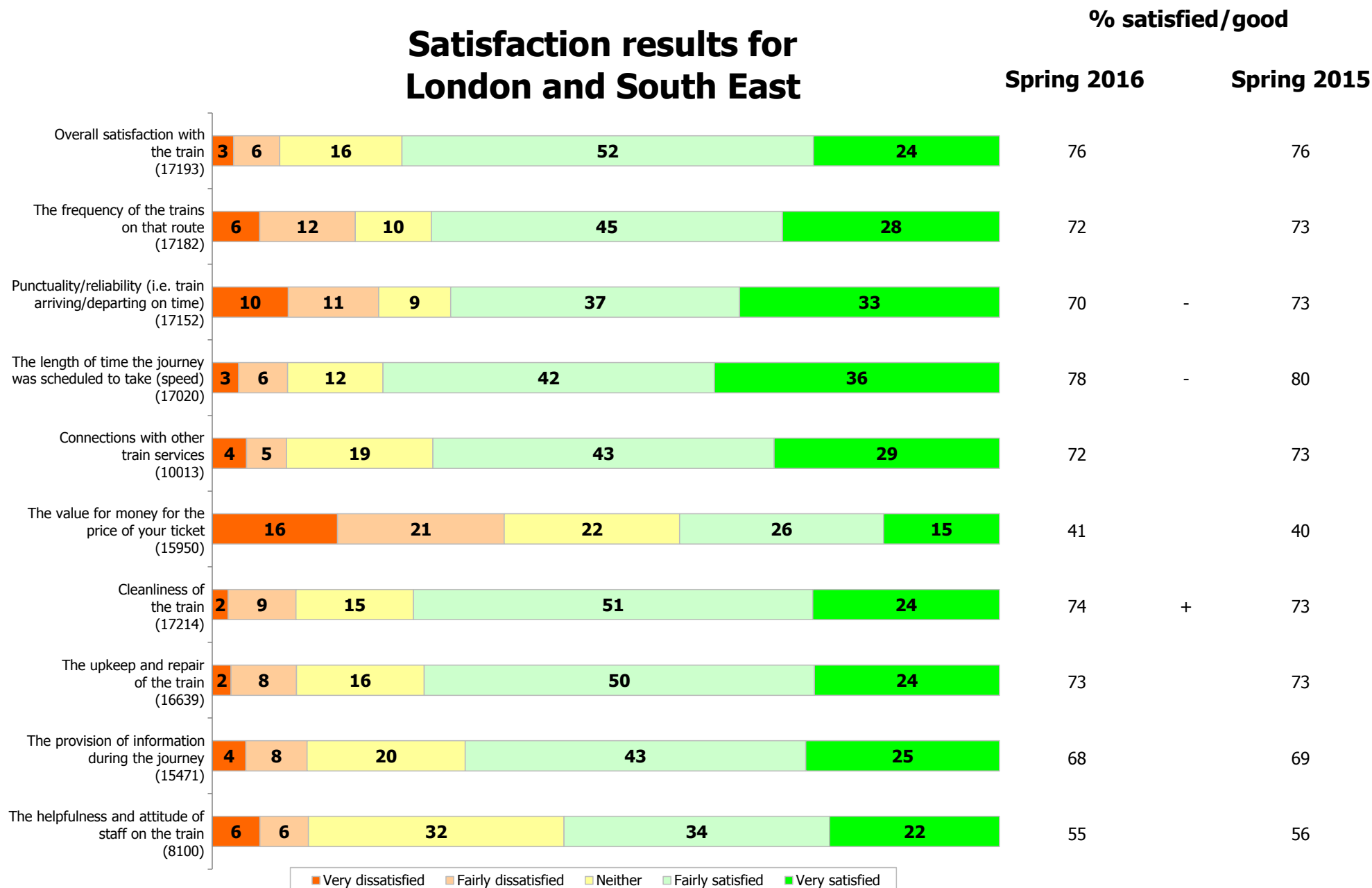
% satisfied/good

Spring 2016

Spring 2015



Satisfaction results for London and South East

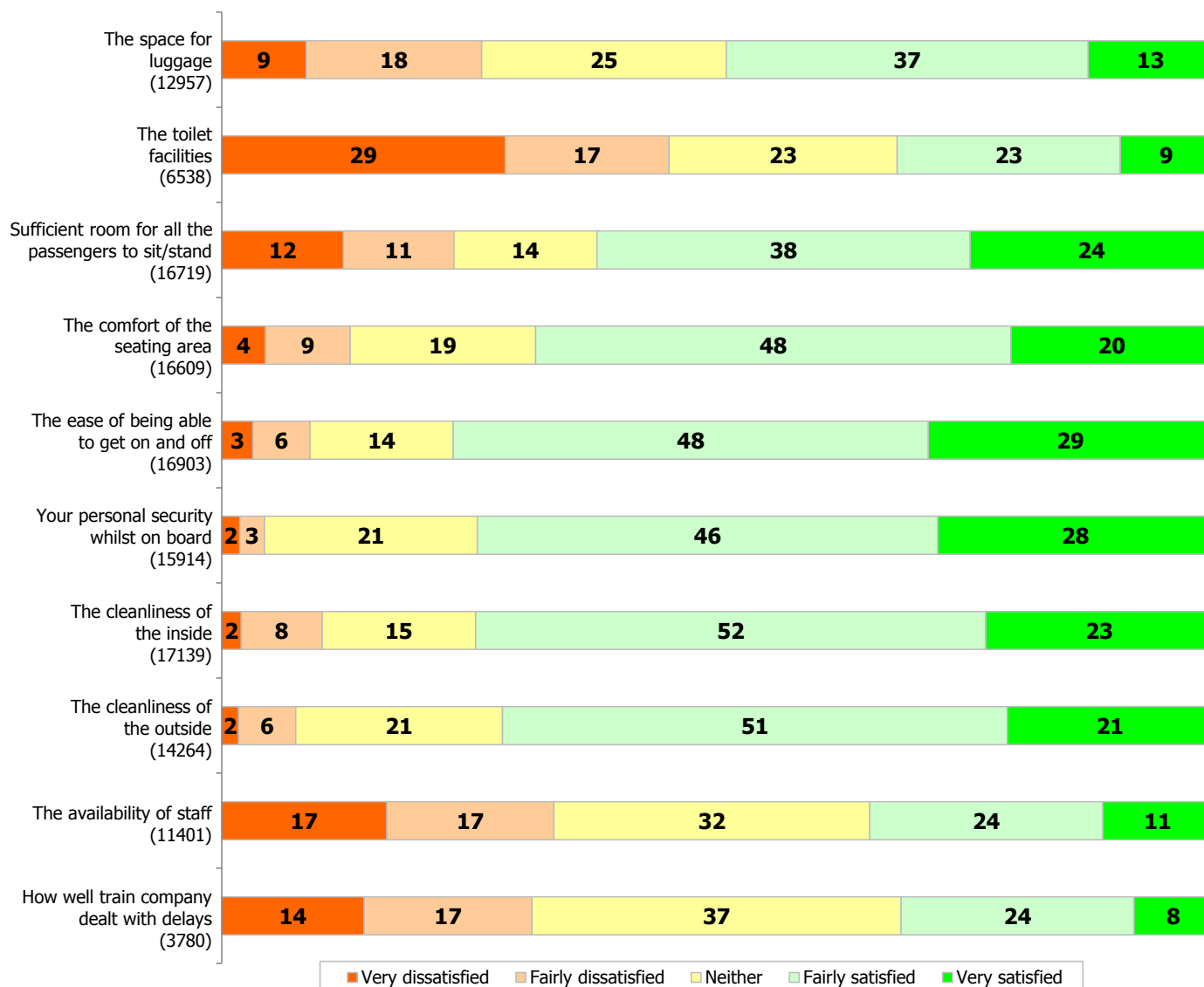


Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015



South West Trains versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	82	78	104%
STATION FACILITIES			
Overall satisfaction with the station	79	77	103%
Ticket buying facilities	80	73	110%
Provision of information about train times/platforms	83	80	104%
The upkeep/repair of the station buildings/platforms	69	69	100%
Cleanliness	72	74	97%
The facilities and services	58	54	107%
The attitudes and helpfulness of the staff	70	72	97%
Connections with other forms of public transport	80	75	106%
Facilities for car parking	48	45	106%
Overall environment	68	67	102%
Your personal security whilst using the station	71	69	103%
The availability of staff	56	62	90%
The provision of shelter facilities	64	62	102%
Availability of seating	41	43	95%
How request to station staff was handled	85	83	102%
The choice of shops/eating/drinking facilities available	53	45	117%
TRAIN FACILITIES			
Overall satisfaction with the train	79	76	104%
The frequency of the trains on that route	77	72	107%
Punctuality/reliability (i.e. the train arriving/departing on time)	75	70	108%
The length of time the journey was scheduled to take (speed)	79	78	100%
Connections with other train services	74	72	103%
The value for money of the price of your ticket	40	41	99%
Cleanliness of the train	73	74	98%
Upkeep and repair of the train	76	73	104%
The provision of information during the journey	72	68	107%
The helpfulness and attitude of staff on train	69	55	125%
The space for luggage	55	49	112%
The toilet facilities	32	32	100%
Sufficient room for all passengers to sit/stand	64	62	104%
The comfort of the seating area	72	68	105%
The ease of being able to get on and off	79	77	103%
Your personal security on board	79	74	107%
The cleanliness of the inside	75	74	100%
The cleanliness of the outside	77	72	108%
The availability of staff	53	35	152%
How well train company deals with delays	33	31	106%

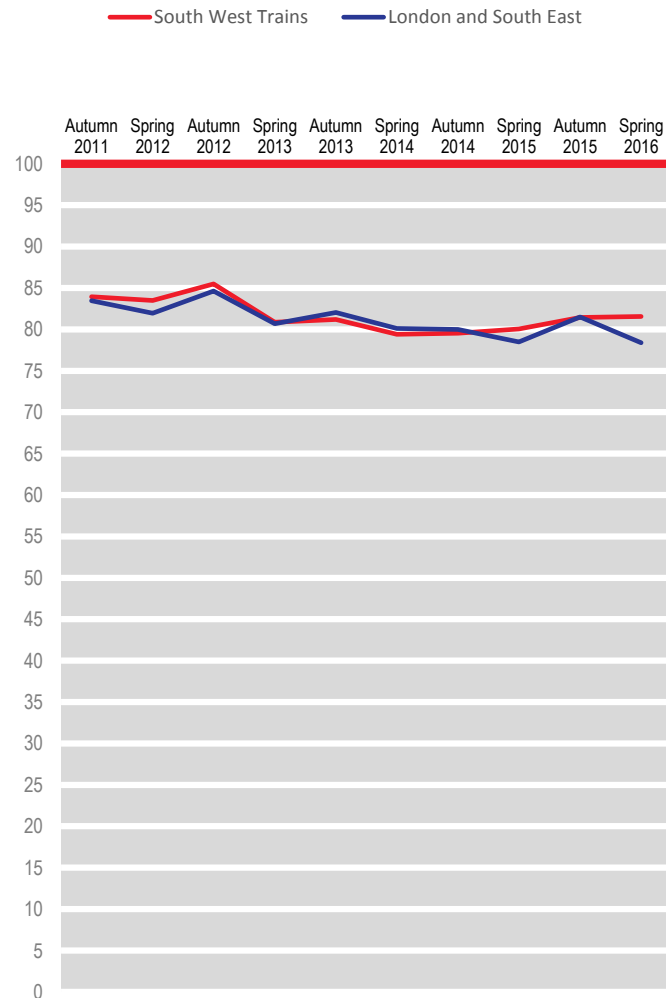
Building block/route data for South West Trains

	Island Line	Longer distance	Metro	Outer Suburban & Local
Overall satisfaction with your journey	88	84	80	82
STATION FACILITIES				
Overall satisfaction with the station	71	83	77	78
Ticket buying facilities	71	82	78	81
Provision of information about train times/platforms	87	87	79	83
The upkeep/repair of the station buildings/platforms	47	73	65	69
Cleanliness	64	76	67	73
The facilities and services	47	64	47	61
The attitudes and helpfulness of the staff	89	76	60	73
Connections with other forms of public transport	79	83	81	76
Facilities for car parking	78	60	33	48
Overall environment	63	72	63	69
Your personal security whilst using the station	75	75	69	71
The availability of staff	45	63	47	58
The provision of shelter facilities	66	71	57	64
Availability of seating	70	44	38	41
How request to station staff was handled	100	86	79	87
The choice of shops/eating/drinking facilities available	32	60	48	51
TRAIN FACILITIES				
Overall satisfaction with the train	83	81	76	80
The frequency of the trains on that route	87	82	75	75
Punctuality/reliability (i.e. the train arriving/departing on time)	99	81	70	74
The length of time the journey was scheduled to take (speed)	98	78	79	79
Connections with other train services	89	78	72	74
The value for money of the price of your ticket	73	47	38	36
Cleanliness of the train	80	77	66	76
Upkeep and repair of the train	61	78	72	77
The provision of information during the journey	69	75	68	74
The helpfulness and attitude of staff on train	95	78	54	70
The space for luggage	49	56	55	54
The toilet facilities	17	40	21	31
Sufficient room for all passengers to sit/stand	86	65	67	61
The comfort of the seating area	53	73	73	70
The ease of being able to get on and off	91	84	74	79
Your personal security on board	87	83	74	79
The cleanliness of the inside	77	78	65	79
The cleanliness of the outside	57	79	74	78
The availability of staff	88	62	42	51
How well train company deals with delays	-	33	28	38

Percentage satisfaction with aspects of station where boarded

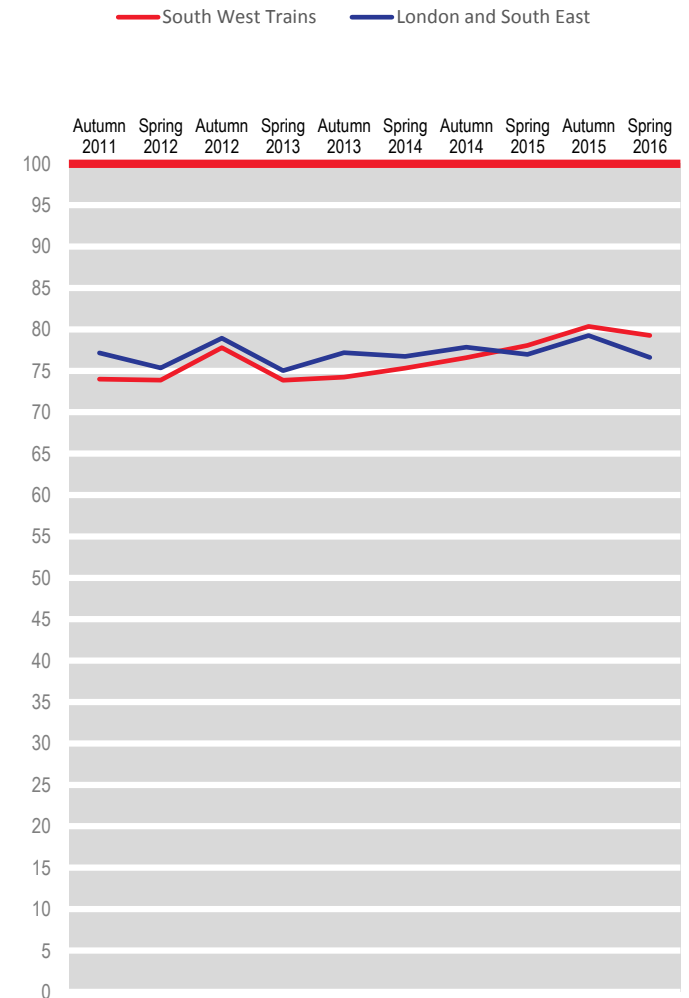
Overall satisfaction with your journey

(1947)
Percentage of passengers satisfied 2011 to 2016



Overall station satisfaction

(1952)
Percentage of passengers satisfied 2011 to 2016

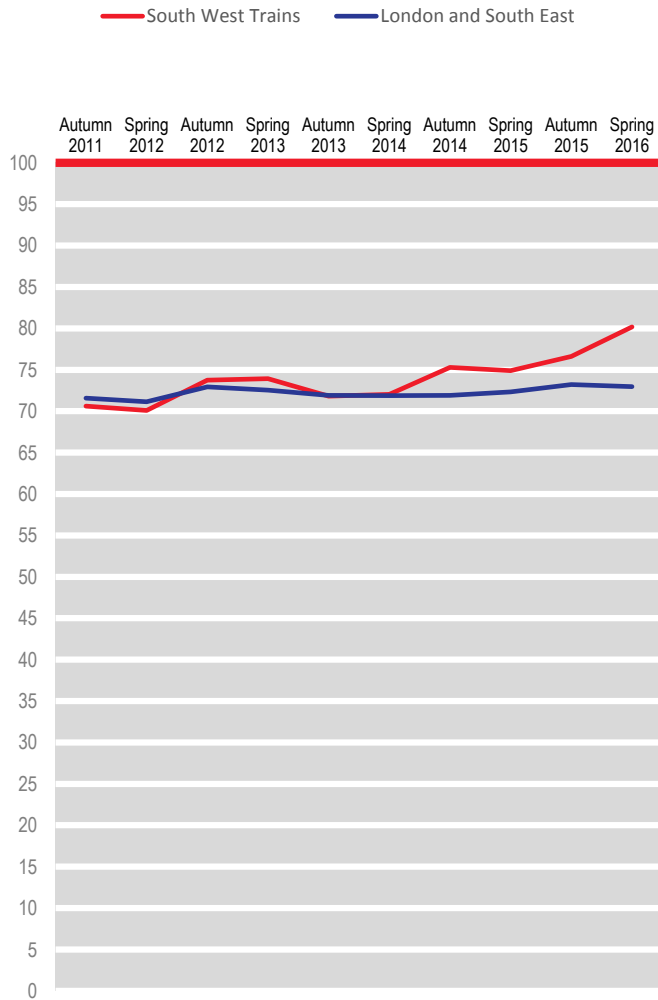


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(1040)

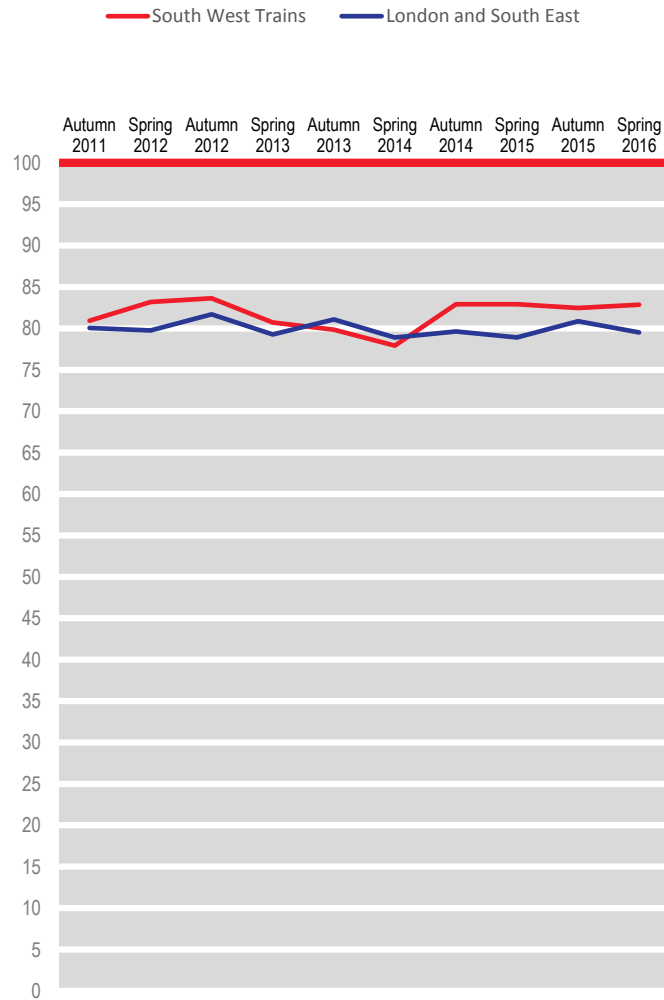
Percentage of passengers satisfied 2011 to 2016



Provision of information about train times/platforms

(1863)

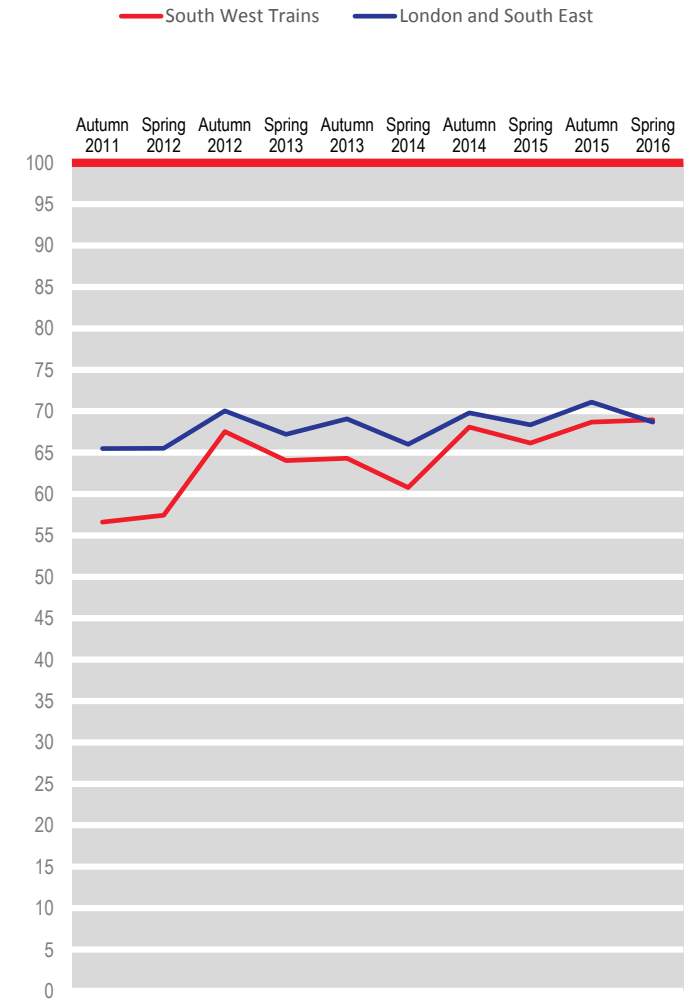
Percentage of passengers satisfied 2011 to 2016



The upkeep/repair of the station building/platforms

(1870)

Percentage of passengers satisfied 2011 to 2016

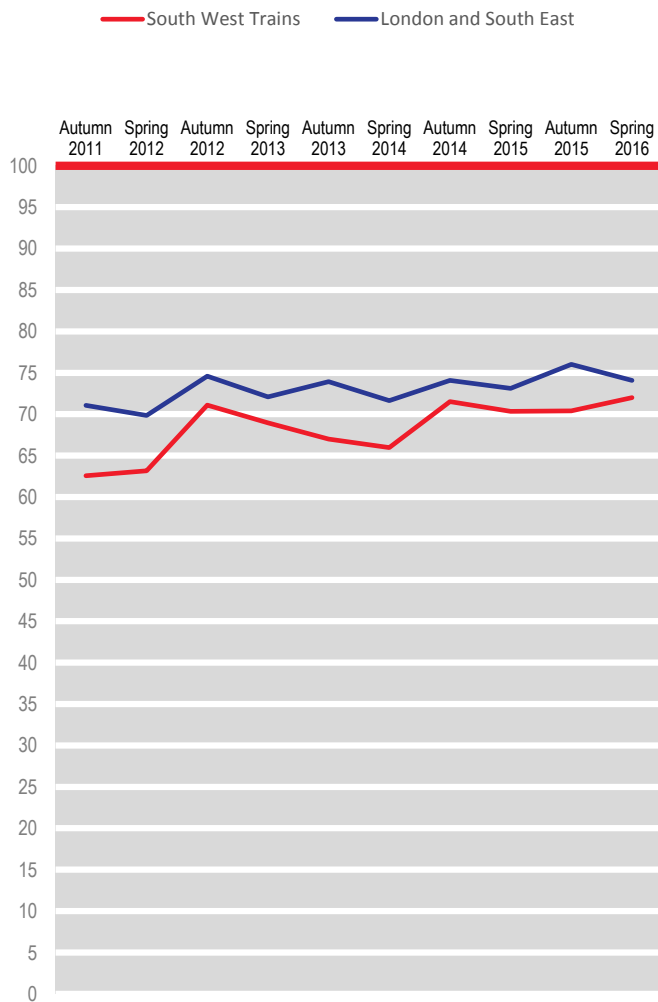


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(1891)

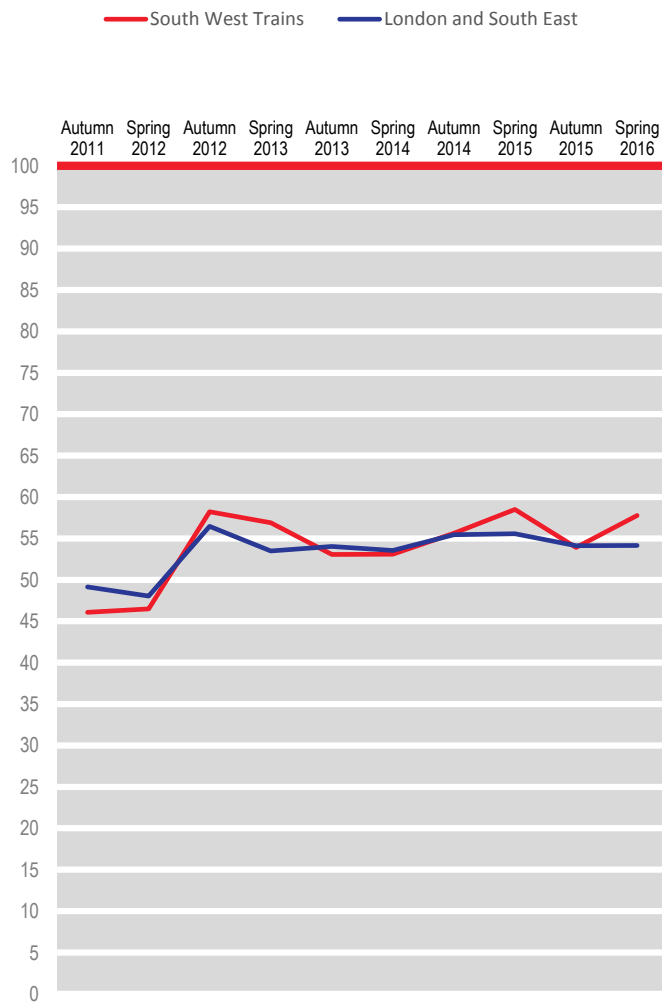
Percentage of passengers satisfied 2011 to 2016



The facilities and services at the station

(1612)

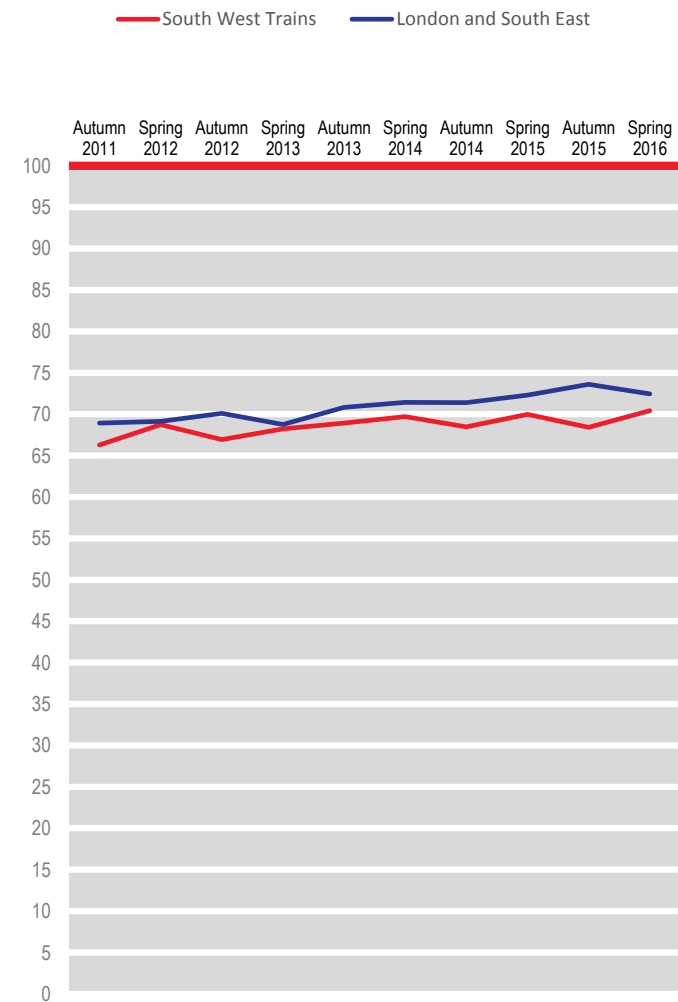
Percentage of passengers satisfied 2011 to 2016



The attitudes and helpfulness of the staff at the station

(1385)

Percentage of passengers satisfied 2011 to 2016

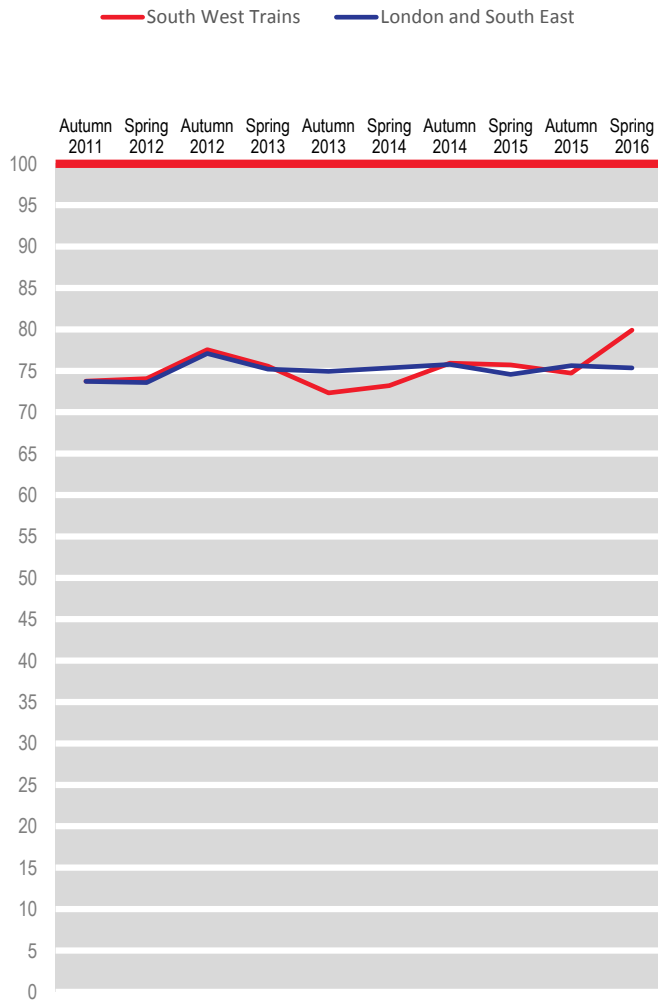


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(1426)

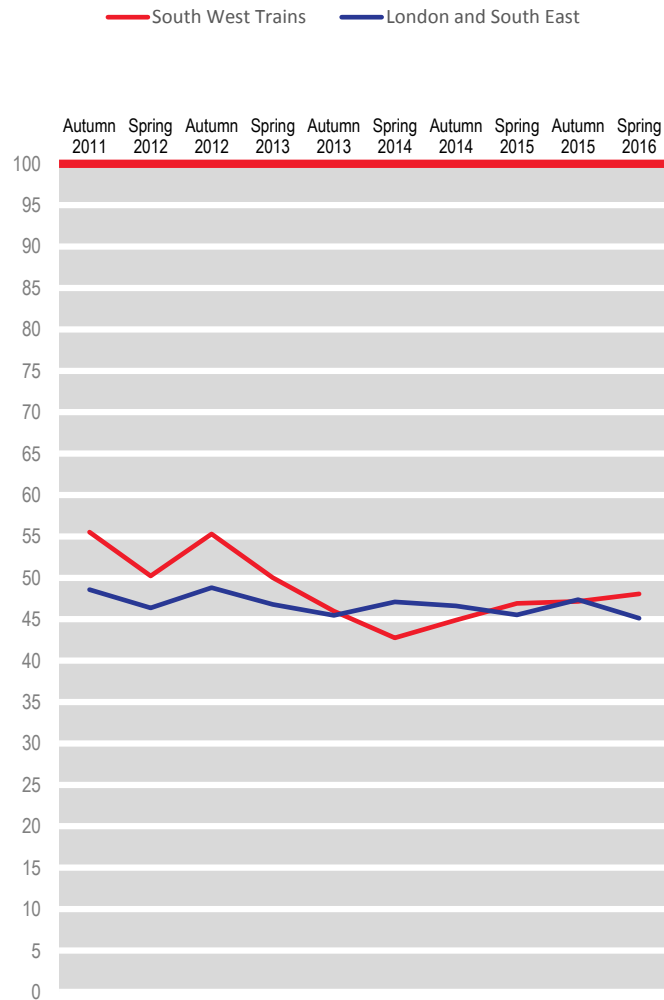
Percentage of passengers satisfied 2011 to 2016



Facilities for car parking at the station

(723)

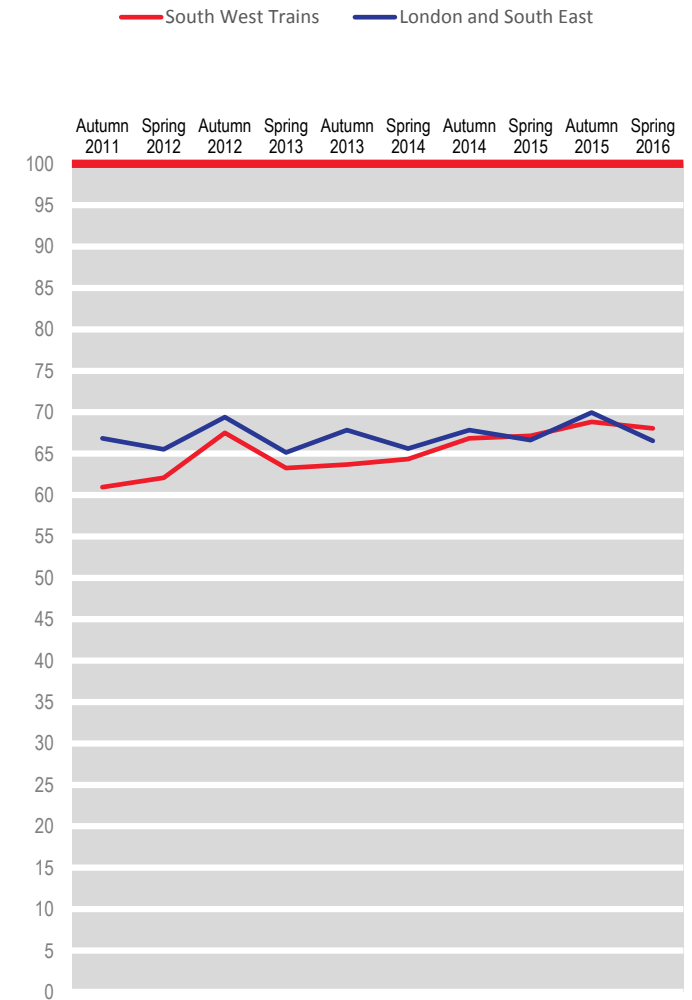
Percentage of passengers satisfied 2011 to 2016



Overall station environment

(1880)

Percentage of passengers satisfied 2011 to 2016

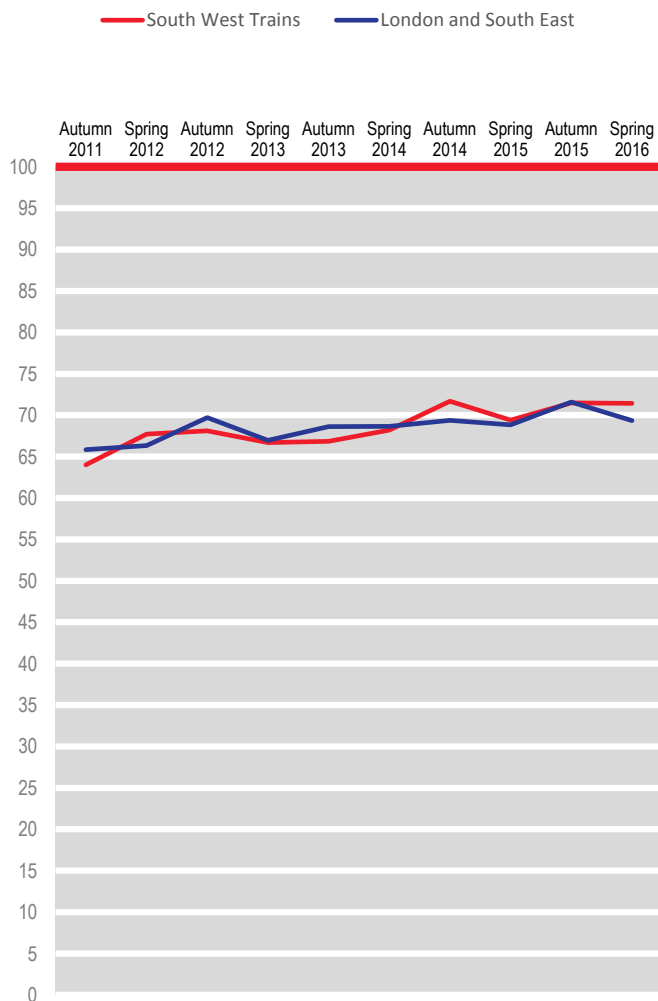


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(1700)

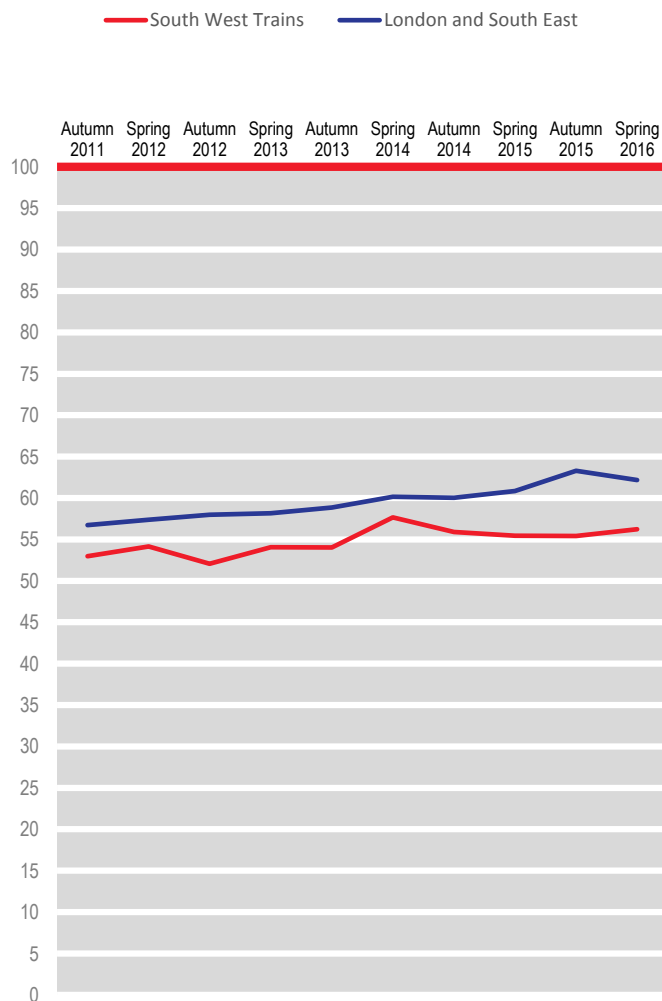
Percentage of passengers satisfied 2011 to 2016



The availability of staff at the station

(1622)

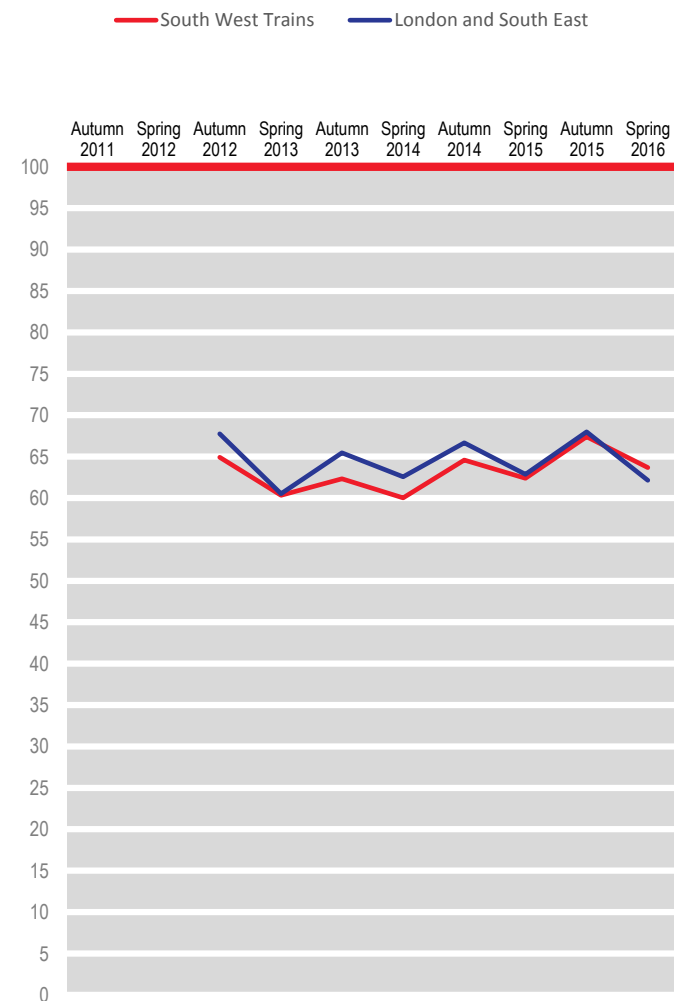
Percentage of passengers satisfied 2011 to 2016



The provision of shelter facilities

(1656)

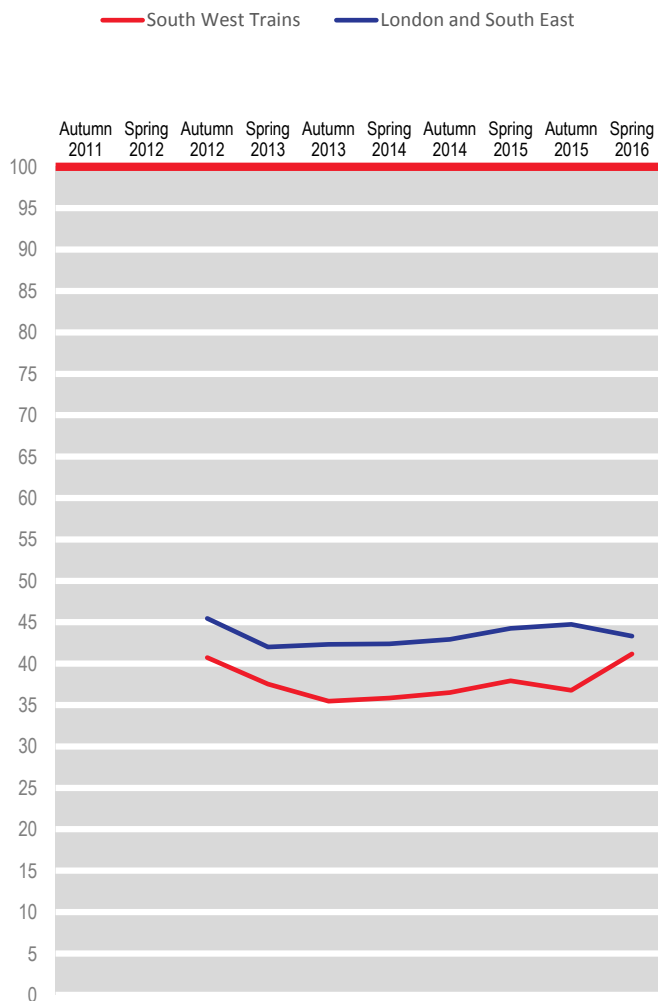
Percentage of passengers satisfied 2011 to 2016



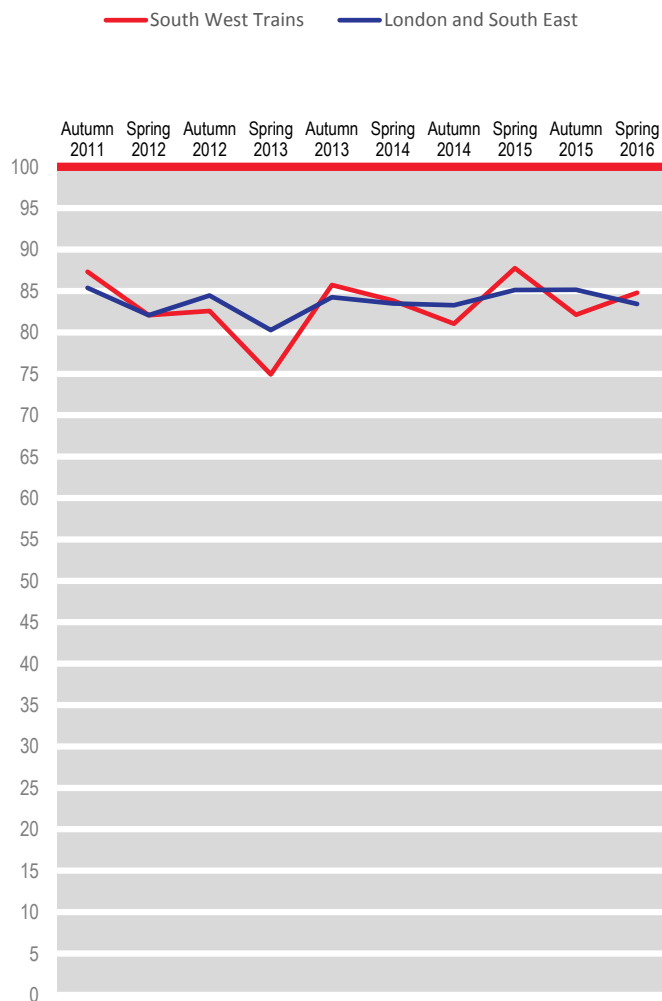
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(1748)**

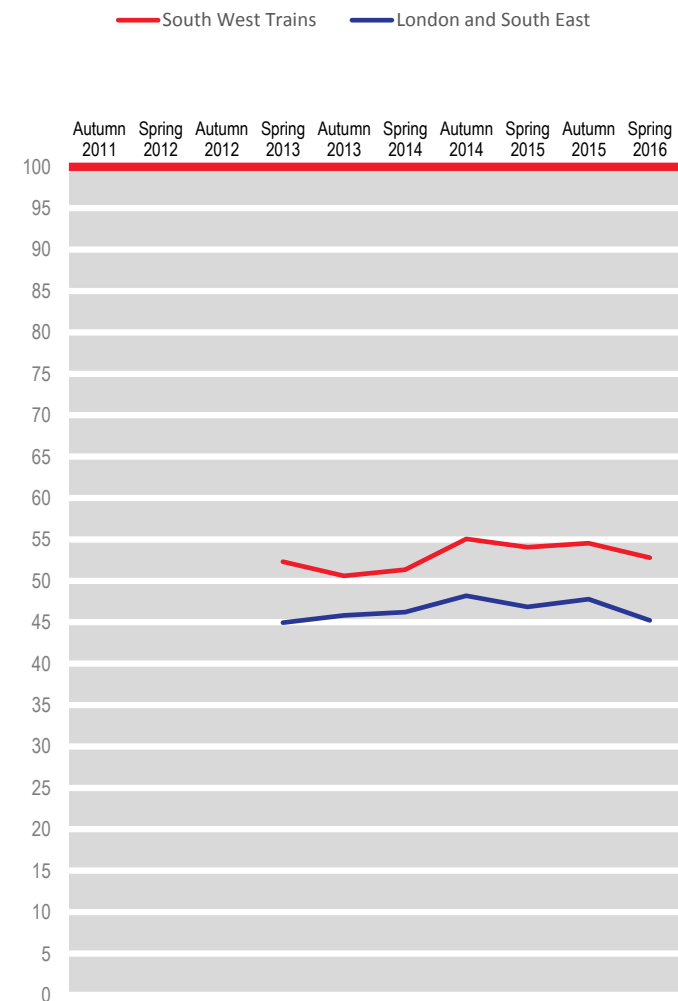
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(242)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(1575)**

Percentage of passengers satisfied 2011 to 2016



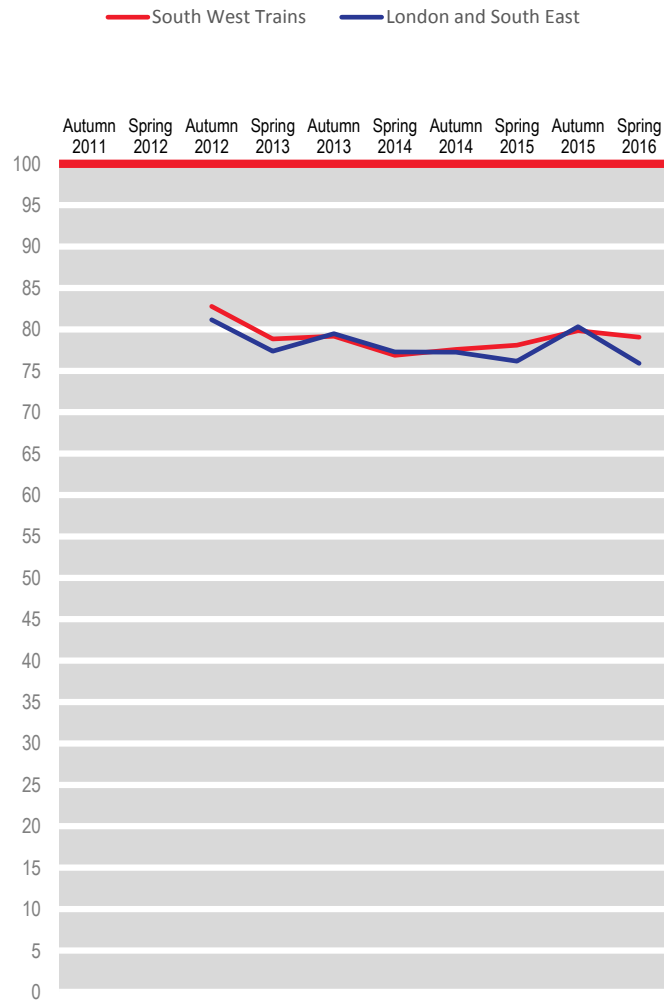
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(1939)

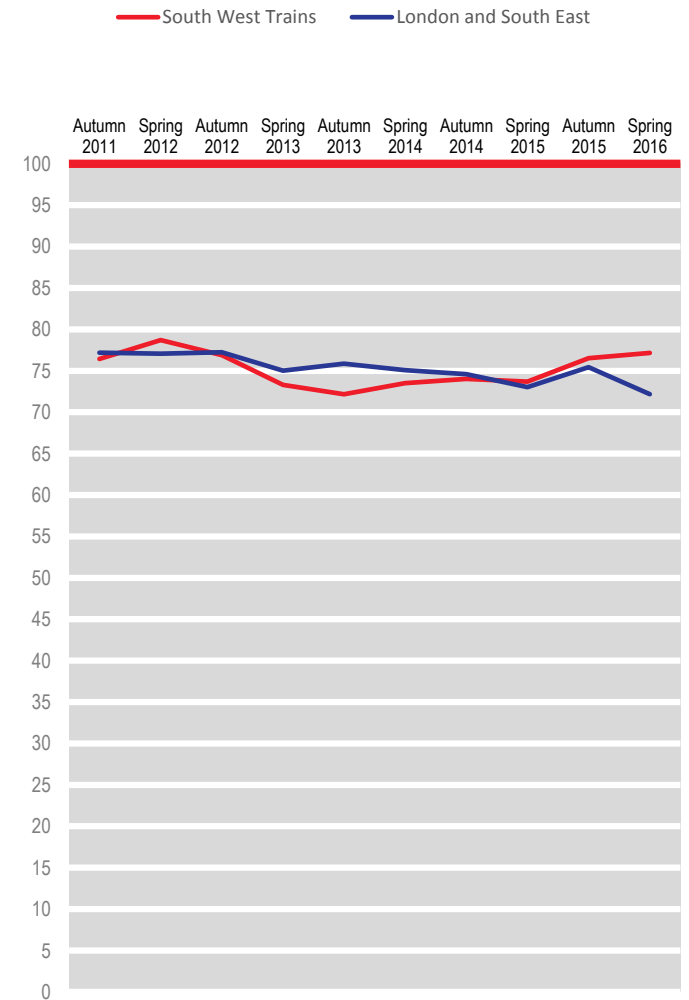
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(1940)

Percentage of passengers satisfied 2011 to 2016

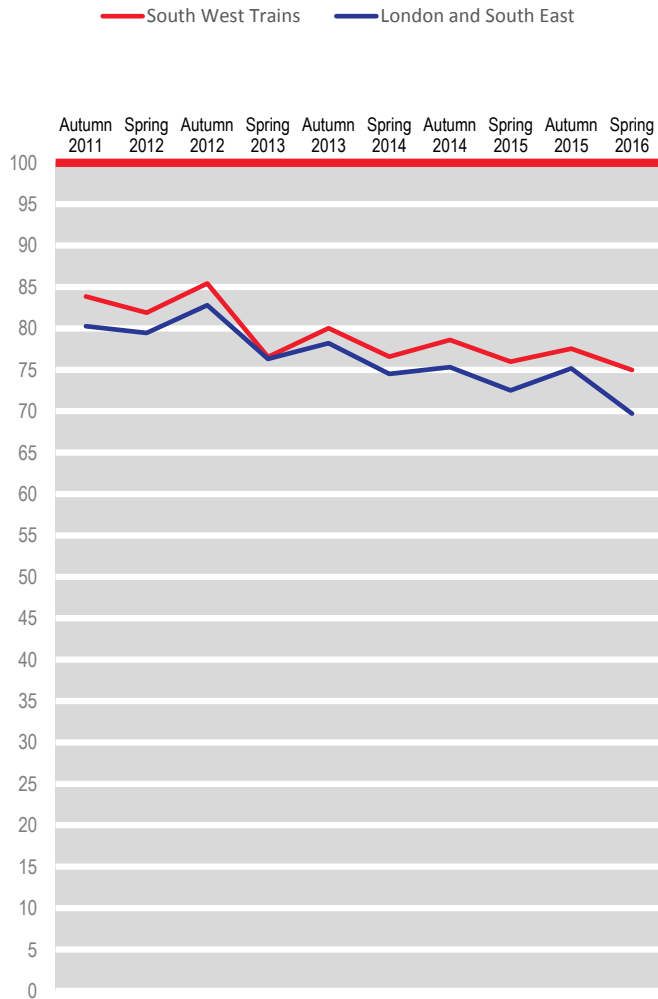


N.B. Benchmarks and targets are only shown for applicable factors

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

(1947)

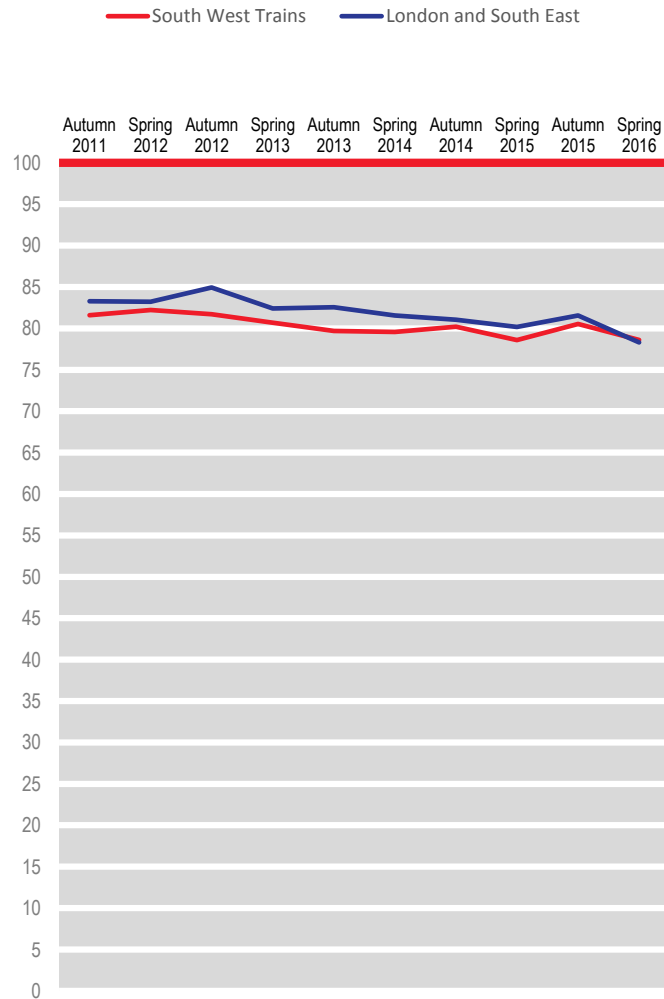
Percentage of passengers satisfied 2011 to 2016



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

(1933)

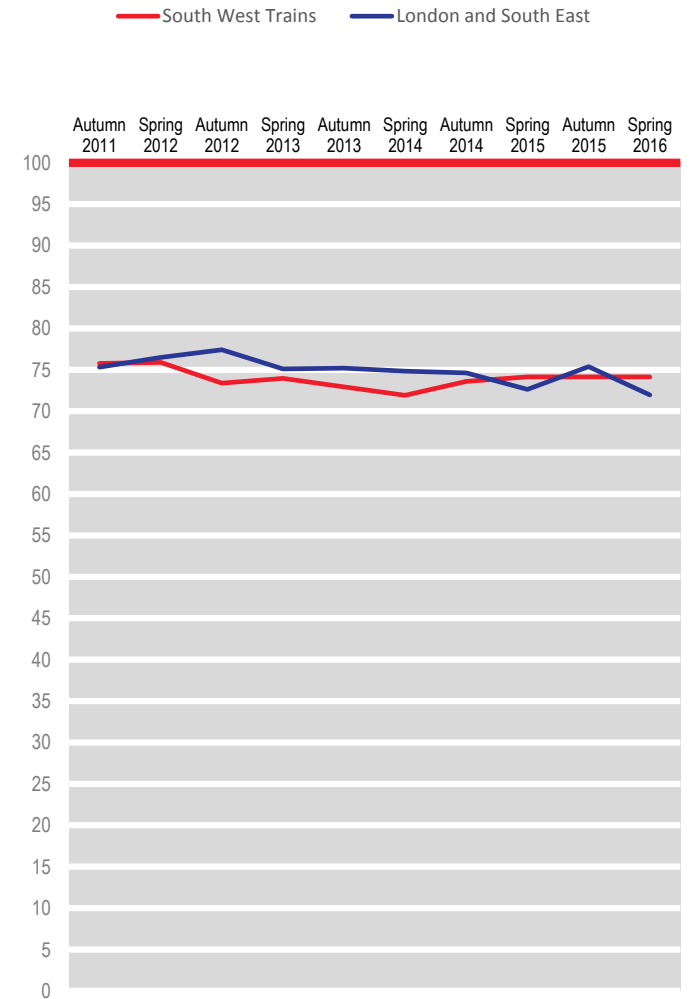
Percentage of passengers satisfied 2011 to 2016



Connections with other train services

(1146)

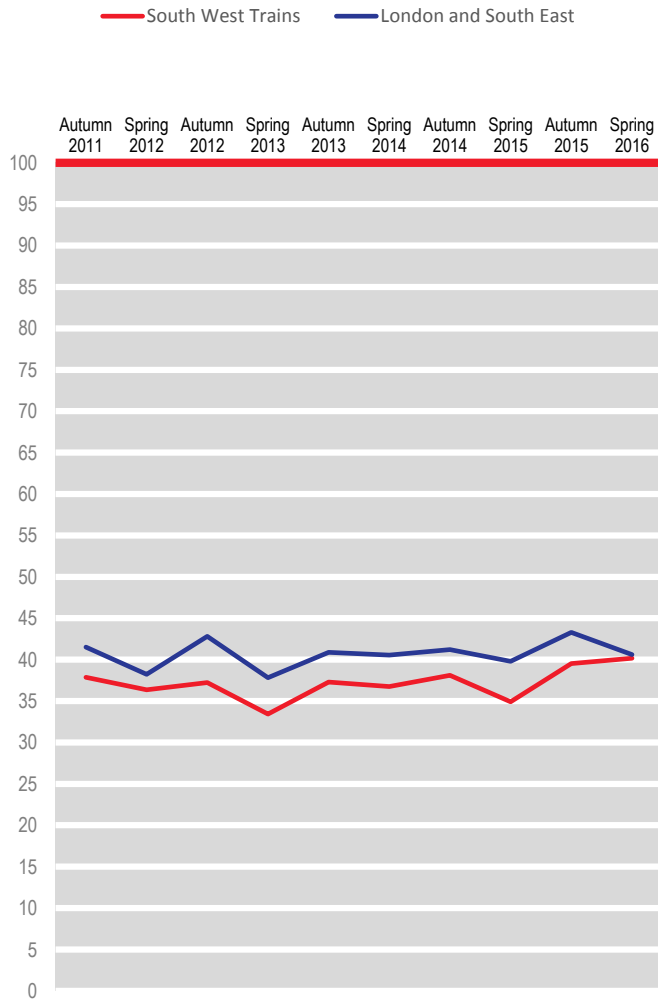
Percentage of passengers satisfied 2011 to 2016



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

The value for money for the price of your ticket (1812)

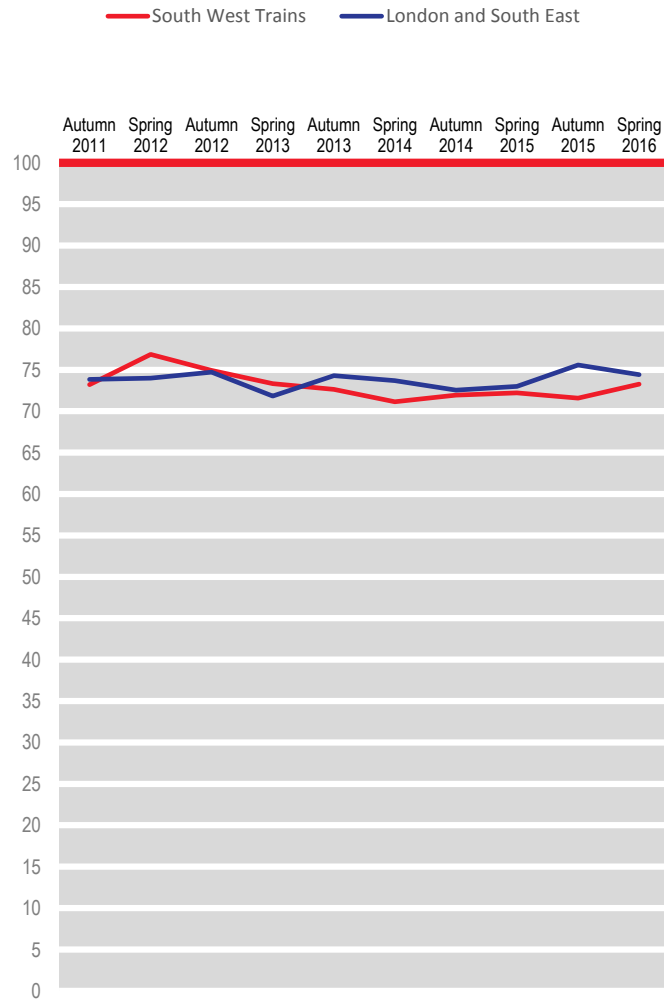
Percentage of passengers satisfied 2011 to 2016



Cleanliness of the train

(1946)

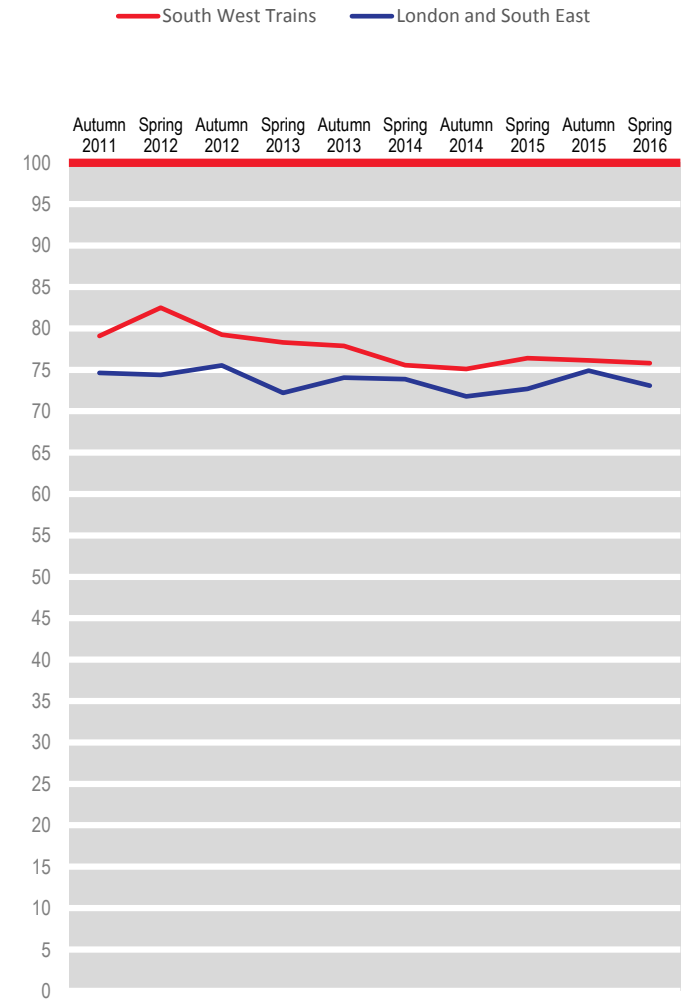
Percentage of passengers satisfied 2011 to 2016



Upkeep and repair of the train

(1875)

Percentage of passengers satisfied 2011 to 2016

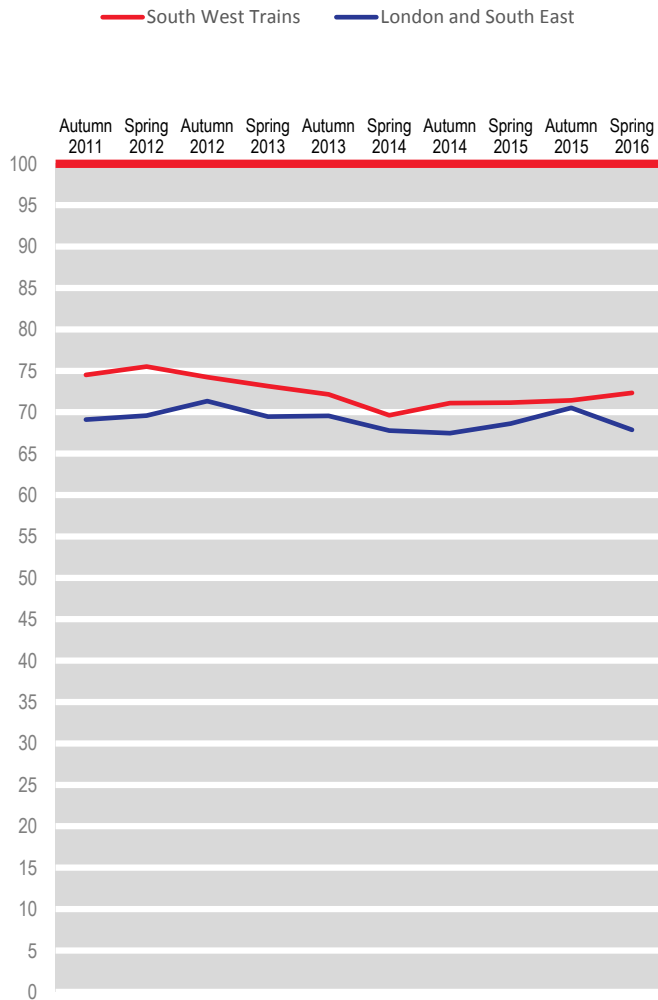


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(1767)

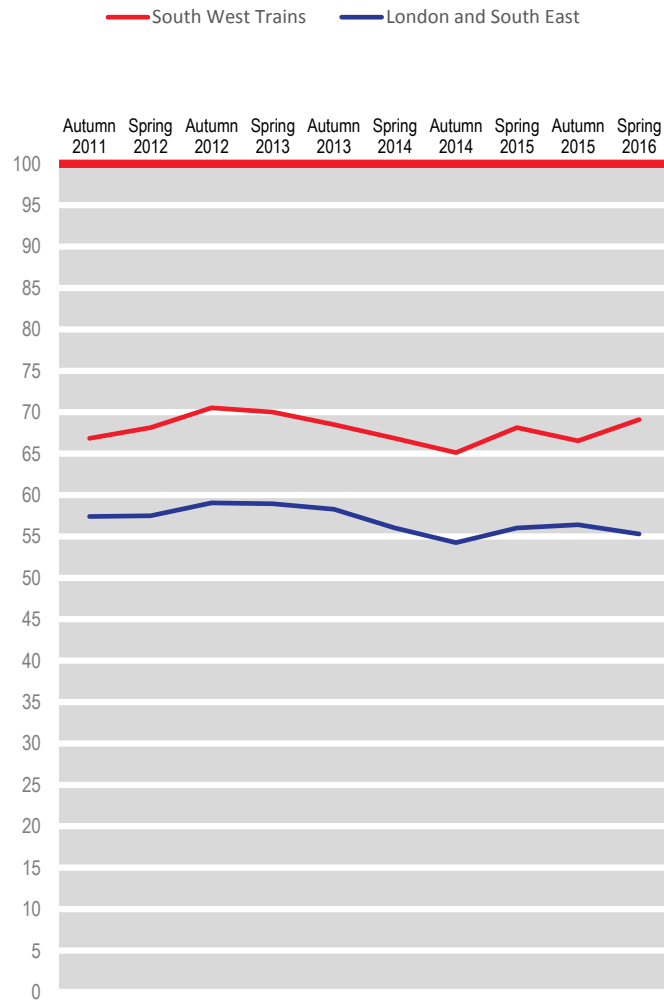
Percentage of passengers satisfied 2011 to 2016



The helpfulness and attitude of staff on the train

(1178)

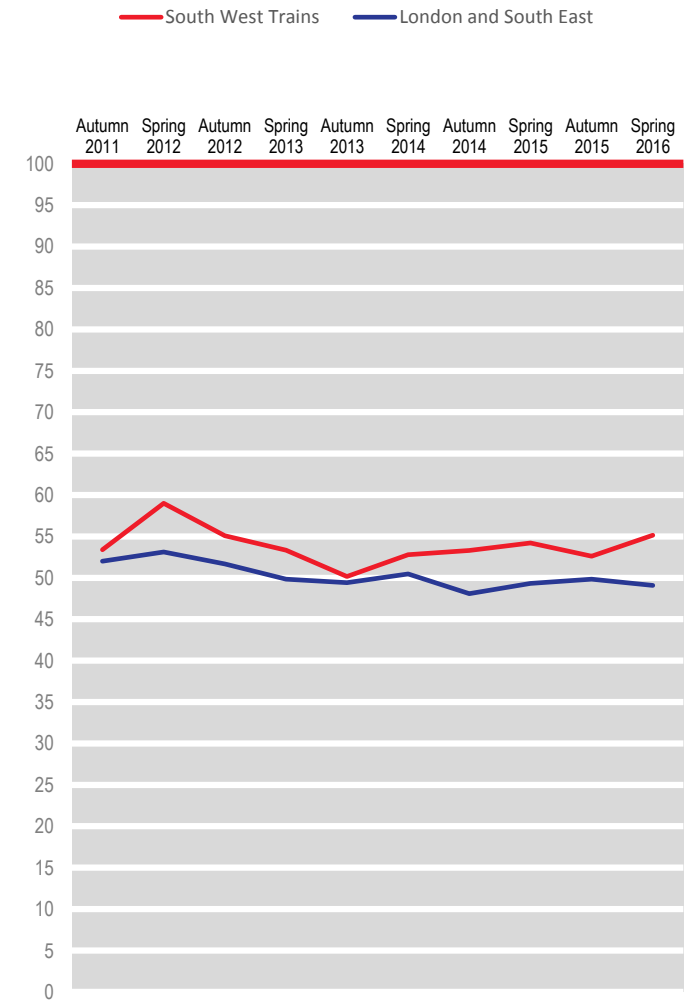
Percentage of passengers satisfied 2011 to 2016



The space for luggage

(1472)

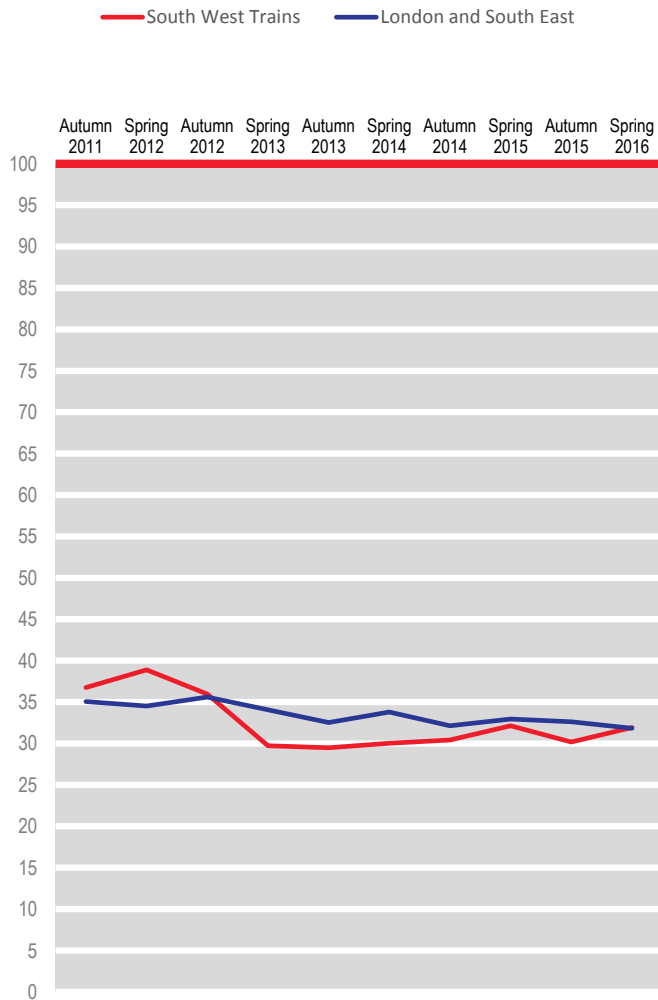
Percentage of passengers satisfied 2011 to 2016



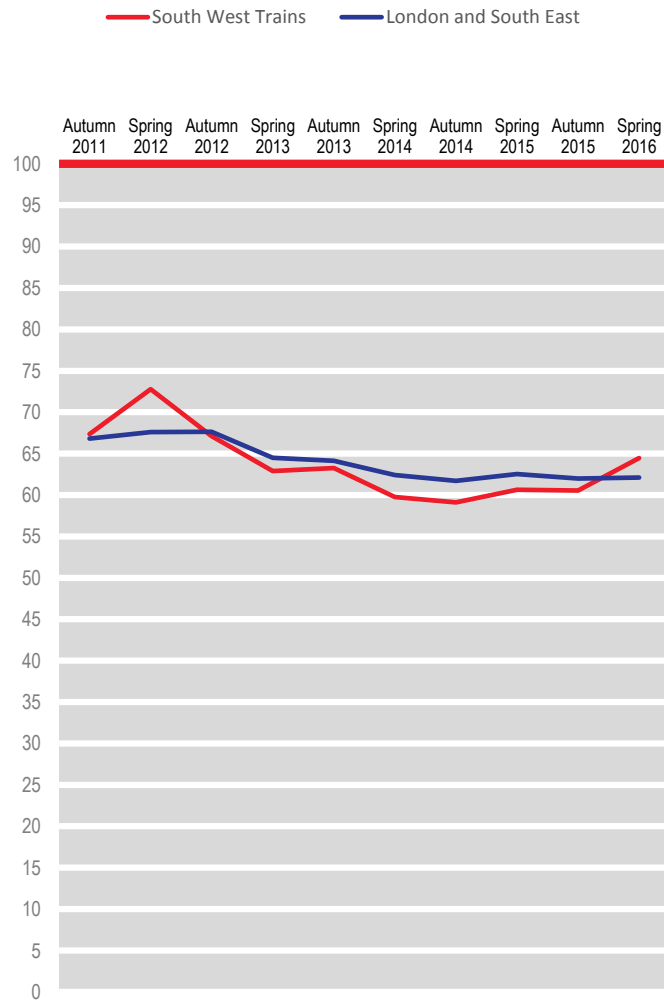
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(775)**

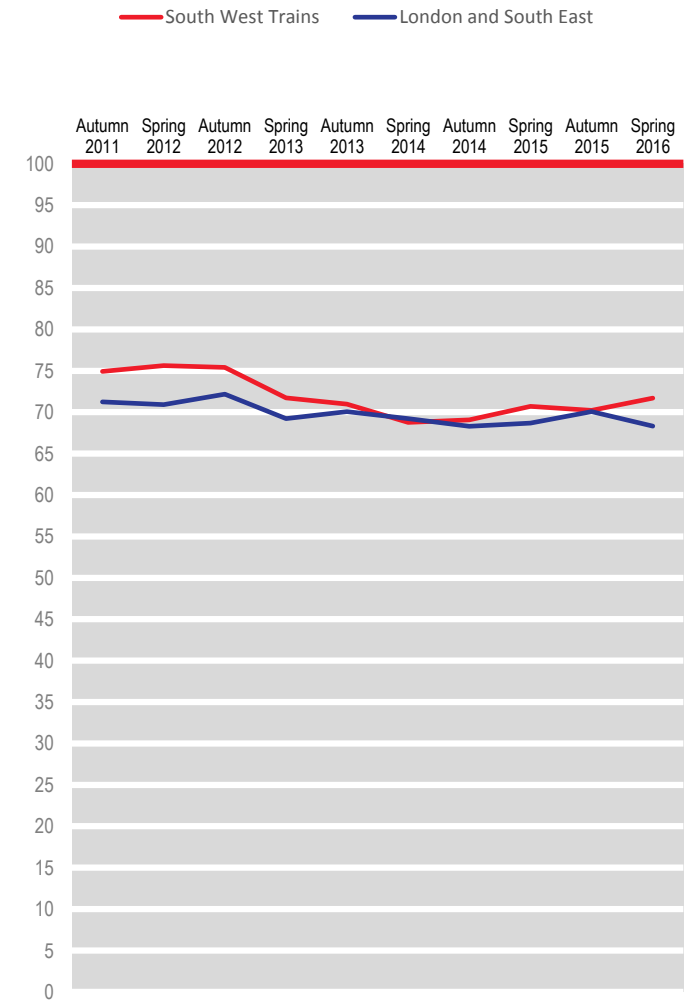
Percentage of passengers satisfied 2011 to 2016

**Sufficient room for all the passengers to sit/stand****(1902)**

Percentage of passengers satisfied 2011 to 2016

**The comfort of the seating area****(1873)**

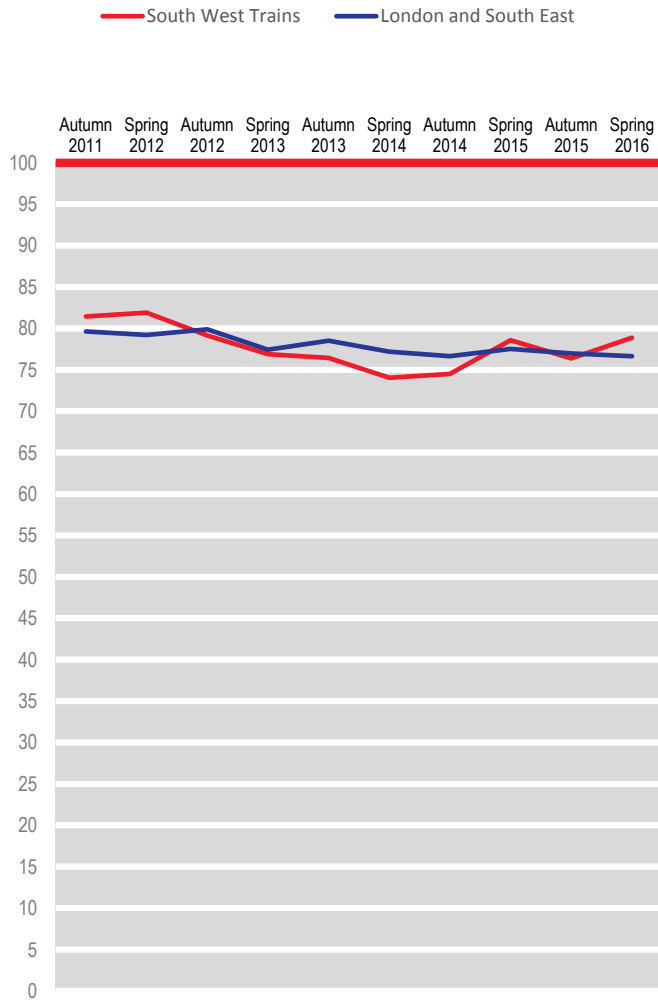
Percentage of passengers satisfied 2011 to 2016



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

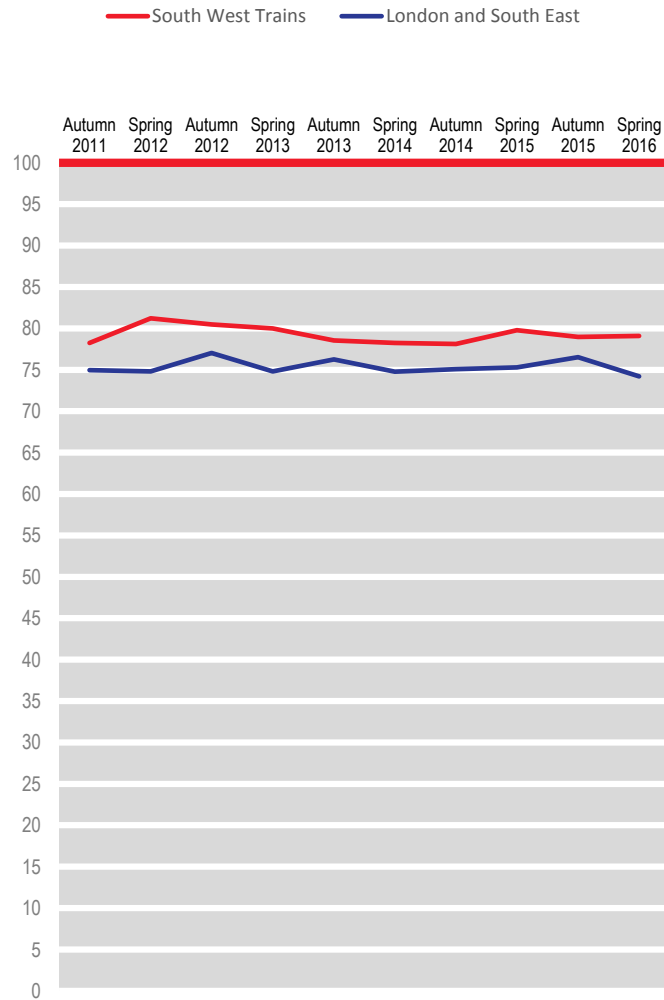
The ease of being able to get on and off the train (1898)

Percentage of passengers satisfied 2011 to 2016



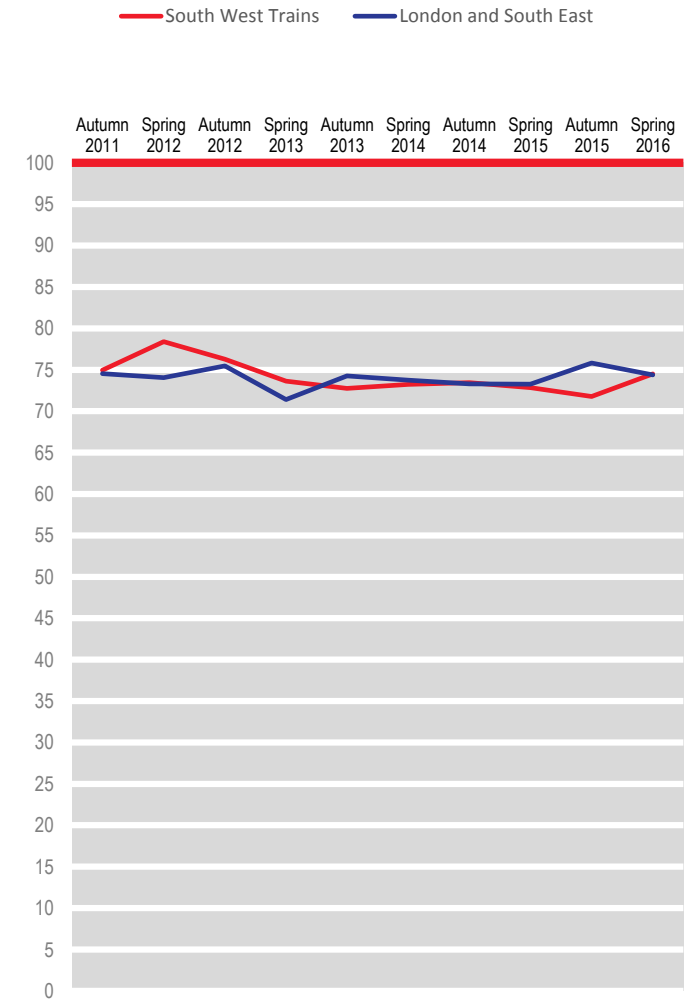
Your personal security whilst on board (1814)

Percentage of passengers satisfied 2011 to 2016



The cleanliness of the inside of the train (1931)

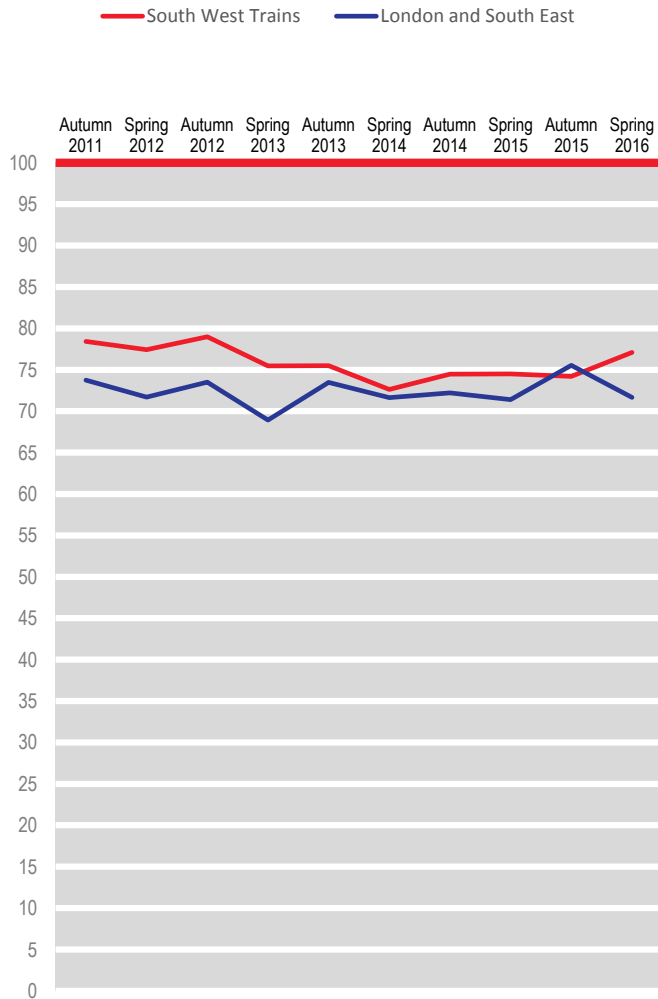
Percentage of passengers satisfied 2011 to 2016



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

The cleanliness of the outside of the train (1600)

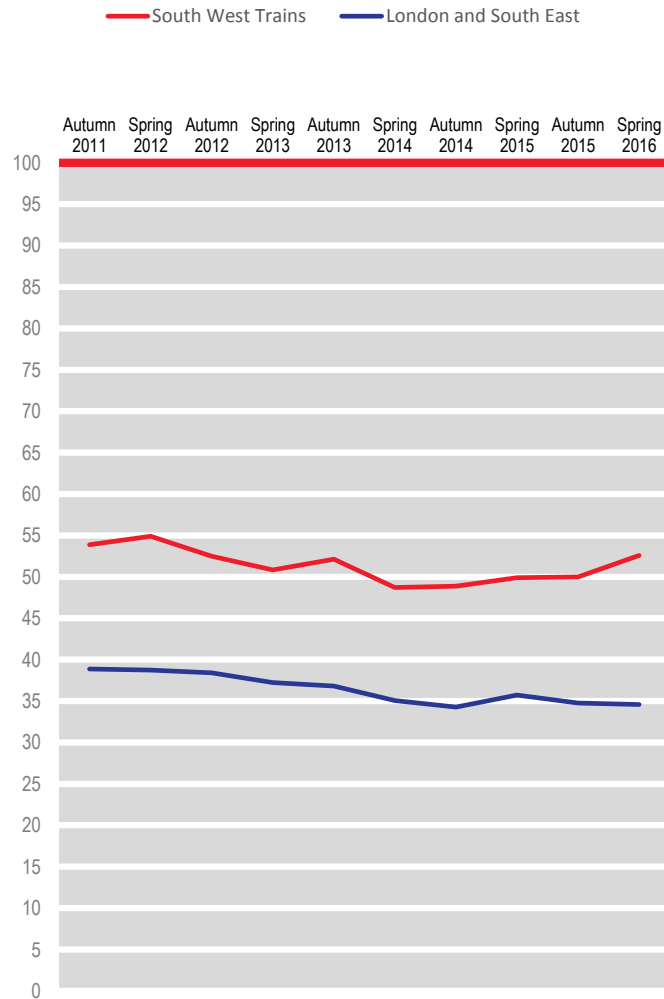
Percentage of passengers satisfied 2011 to 2016



The availability of staff on the train

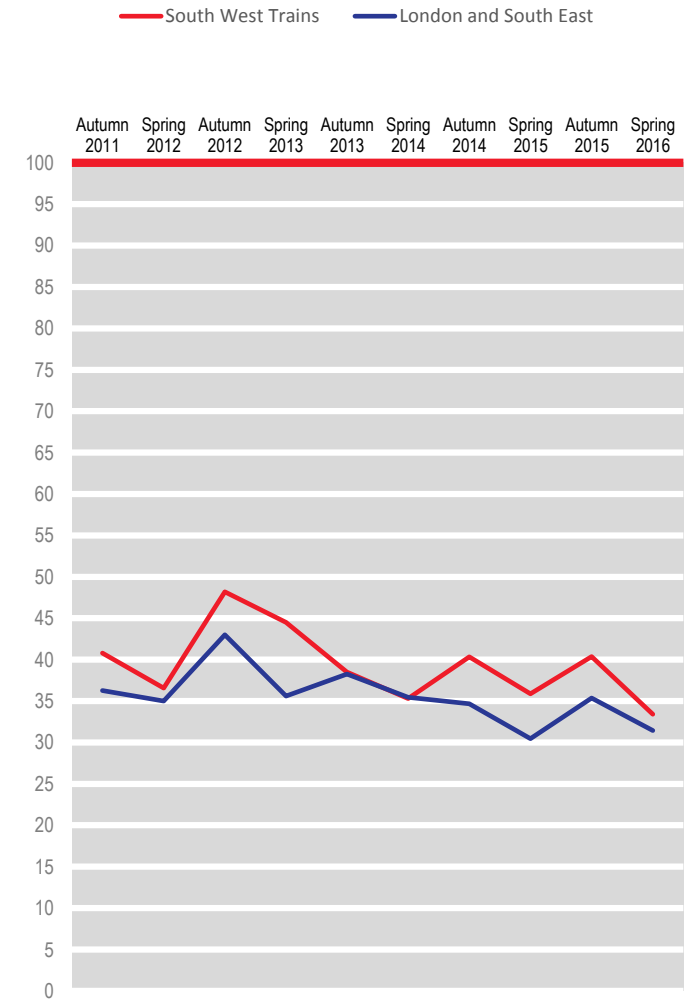
(1472)

Percentage of passengers satisfied 2011 to 2016



How well train company dealt with delays (342)

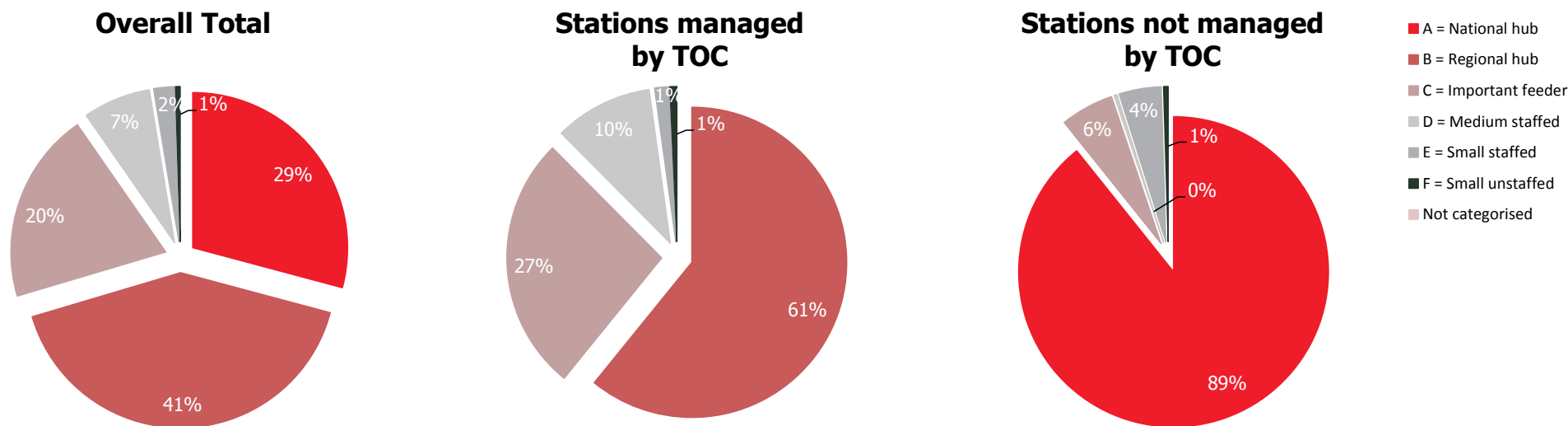
Percentage of passengers satisfied 2011 to 2016



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

Managed versus non-managed stations for South West Trains

(% 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	75	-	88
Ticket buying facilities	78	-	86
Provision of information about train times/platforms	81	-	86
The upkeep/repair of the station buildings/platforms	63	-	81
Cleanliness	68	-	81
The facilities and services	49	-	74
The attitudes and helpfulness of the staff	71	-	70
Connections with other forms of public transport	76	-	88
Facilities for car parking	47	-	54
Overall environment	62	-	80
Your personal security whilst using the station	69	-	76
The availability of staff	55	-	59
The provision of shelter facilities	61	-	73
Availability of seating	46	+	31
How request to station staff was handled	86	-	83
The choice of shops/eating/drinking facilities available	40	-	76

South West Trains

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

	Peak			Off-peak		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	74		78	84		81
STATION FACILITIES						
Overall satisfaction with the station	79		81	79		77
Ticket buying facilities	76		76	82	+	74
Provision of information about train times/platforms	82		84	83		83
The upkeep/repair of the station buildings/platforms	69		71	69	+	65
Cleanliness	70		74	73		69
The facilities and services	62		64	56		57
The attitudes and helpfulness of the staff	67		70	71		70
Connections with other forms of public transport	76		79	81	+	75
Facilities for car parking	41		42	50		48
Overall environment	68		73	68		65
Your personal security whilst using the station	72		71	71		69
The availability of staff	51		57	58		55
The provision of shelter facilities	58		64	65		62
Availability of seating	28		32	45	+	39
How request to station staff was handled	91		88	84		88
The choice of shops/eating/drinking facilities available	54		61	52		52
TRAIN FACILITIES						
Overall satisfaction with the train	71		76	81		79
The frequency of the trains on that route	76		74	78	+	74
Punctuality/reliability (i.e. the train arriving/departing on time)	68		72	77		77
The length of time the journey was scheduled to take (speed)	69		73	82		80
Connections with other train services	69		70	76		75
The value for money of the price of your ticket	25		23	45	+	38
Cleanliness of the train	72		76	74		71
Upkeep and repair of the train	75		76	76		76
The provision of information during the journey	66		68	74		72
The helpfulness and attitude of staff on train	71		71	69		67
The space for luggage	47		52	58		55
The toilet facilities	22		29	36		33
Sufficient room for all passengers to sit/stand	36		37	73	+	68
The comfort of the seating area	58		61	76		74
The ease of being able to get on and off	70		71	81		81
Your personal security on board	77		80	80		80
The cleanliness of the inside	73		75	75		72
The cleanliness of the outside	77		75	77		75
The availability of staff	47		46	54		51
How well train company deals with delays	24		27	37		40

London and South East

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

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

South West Trains

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	81		80	85		80
STATION FACILITIES						
Overall satisfaction with the station	78		78	84		76
Ticket buying facilities	80		76	82		71
Provision of information about train times/platforms	83		84	81		79
The upkeep/repair of the station buildings/platforms	69		67	70		62
Cleanliness	72		70	73		70
The facilities and services	57		61	63	+	44
The attitudes and helpfulness of the staff	71		70	69		69
Connections with other forms of public transport	79		77	85	+	71
Facilities for car parking	48		47	47		46
Overall environment	67		69	72	+	59
Your personal security whilst using the station	72		70	69		68
The availability of staff	56		58	56	+	40
The provision of shelter facilities	63		63	68	+	56
Availability of seating	41		38	44		35
How request to station staff was handled	86		86	82		94
The choice of shops/eating/drinking facilities available	50	-	55	67	+	47
TRAIN FACILITIES						
Overall satisfaction with the train	78		78	87		81
The frequency of the trains on that route	77		74	81		75
Punctuality/reliability (i.e. the train arriving/departing on time)	73		75	85		83
The length of time the journey was scheduled to take (speed)	78		78	84		80
Connections with other train services	74		73	75		83
The value for money of the price of your ticket	39	+	32	44		50
Cleanliness of the train	73		72	73		74
Upkeep and repair of the train	76		76	76		79
The provision of information during the journey	72		70	74		75
The helpfulness and attitude of staff on train	70		67	62	-	77
The space for luggage	55		53	55		60
The toilet facilities	33		30	27	-	44
Sufficient room for all passengers to sit/stand	63	+	58	74		74
The comfort of the seating area	71		70	76		77
The ease of being able to get on and off	79		78	79		80
Your personal security on board	79		79	79		83
The cleanliness of the inside	75		72	74		79
The cleanliness of the outside	77		73	79		81
The availability of staff	53	+	47	50	-	65
How well train company deals with delays	32		34	43		46

London and South East

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

South West Trains London and
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DELAY

None	74	71
Minor	21	23
Major	3	4

LENGTH OF DELAY

5 minutes or less	51	41
6-10 minutes	21	24
11-20 minutes	11	16
21-30 minutes	7	8
31-60 minutes	4	4
More than 1 hour	3	1
Don't know/no answer	4	5

AMOUNT INFORMATION PROVIDED ABOUT THE DELAY

Very well	13	12
Fairly well	29	28
Neither well nor poorly	24	21
Fairly poorly	16	19
Very poorly	19	20

SPEED WITH WHICH INFORMATION WAS PROVIDED

Very well	16	13
Fairly well	34	30
Neither well nor poorly	20	23
Fairly poorly	11	15
Very poorly	20	20

ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY

Very well	14	13
Fairly well	28	29
Neither well nor poorly	22	20
Fairly poorly	18	19
Very poorly	17	19

TIME TAKEN TO RESOLVE THE PROBLEM

Very well	10	9
Fairly well	21	21
Neither well nor poorly	35	33
Fairly poorly	12	14
Very poorly	22	23

USEFULNESS OF THE INFORMATION

Very well	15	13
Fairly well	27	26
Neither well nor poorly	23	26
Fairly poorly	16	15
Very poorly	19	20

AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE

Very well	5	5
Fairly well	17	14
Neither well nor poorly	22	24
Fairly poorly	16	17
Very poorly	39	40

6 6.2 Passenger experience relating to disability

South West Trains London and
South East

South West Trains London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	1	1
Hearing	1	1
Mobility	3	2
Dexterity	0	0
Learning or understanding or concentrating	0	0
Memory	0	0
Mental health	2	2
Stamina or breathing or fatigue	1	1
Socially or behaviourally	0	0
Other	2	2
None	88	88
No answer	4	3

CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL

Yes, a lot	5	7
Yes, a little	45	44
Not at all	43	42

NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL

Yes	3	2
No	97	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	28	33
Fairly satisfied	37	33
Neither satisfied nor dissatisfied	21	20
Fairly dissatisfied	9	8
Very dissatisfied	5	5

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

Very satisfied	17	36
Fairly satisfied	83	45
Neither satisfied nor dissatisfied	-	12
Fairly dissatisfied	-	7
Very dissatisfied	-	-

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	27	28
Fairly satisfied	39	36
Neither satisfied nor dissatisfied	19	20
Fairly dissatisfied	9	9
Very dissatisfied	6	6

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

Very satisfied	43	44
Fairly satisfied	-	13
Neither satisfied nor dissatisfied	-	12
Fairly dissatisfied	-	8
Very dissatisfied	57	24

South West Trains London and
South East

South West Trains London and
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GENDER			ETHNIC GROUP OF PASSENGERS		
Male	43	44	White	91	86
Female	56	54	Mixed	2	2
			Asian or Asian British	3	4
			Black or Black British	2	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	2	1	Commuter	53	51
19-25	8	8	Business	15	15
26-34	14	14	Leisure	32	35
35-44	17	18			
45-54	21	23			
55-59	12	11			
60-64	10	9			
65+	14	14			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	63	62	Yes	73	71
Working Part Time	14	15	No	27	29
Not Working	3	3			
Retired	14	14			
Full Time Student	5	4			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			WEEKDAY/WEEKEND		
Professional/Senior Managerial	45	41	Weekday	85	86
Middle Managerial	16	16	Weekend	15	15
Junior Managerial/Clerical/Supervisory	9	11			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	6	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	2	2			
Full time student	1	2			
Retired	13	13			
Unemployed/between jobs	1	1			
Housewife/house-husband	0	0			
Other	5	5			
			TIME OF TRAVEL		
			Peak	23	21
			Off-peak	77	79
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	7	7
			Yes asked for information	6	7
			Could not find anyone to ask	2	2
			No	85	84
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	92	92
			Yes, at work	67	67
			No	4	4

South West Trains London and
South East

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TRAVELLING ALONE OR WITH OTHERS

Alone	86	84
With other adults 16+	11	13
With children aged 0-4	1	1
With children aged 5-10	0	1
With children aged 11-15	1	1

TRAVELLING WITH ...

Heavy/bulky luggage/other large items	11	11
Pushchair	1	1
Folding bicycle	1	1
Non-folding bicycle	1	1
Dog	1	0
Wheelchair	0	0
Helper	0	0
Mobility scooter	-	0
None apply	84	84

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	9	8
Anytime day single/return	10	9
Off-peak/super off-peak single/return	9	8
Off-peak/super off-peak day single/return	8	7
Advance	4	3
Day travelcard	5	6
Oyster pay as you go	13	17
Weekly or monthly season ticket	19	17
Annual season ticket	10	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	1	1
Free travel pass (e.g. Freedom Pass)	7	8
Other	3	3
Don't know/no answer	2	2

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	4	4
Better internet enquiry/booking service	17	18
Better information facilities at stations	17	20
Better route maps of the rail network	16	14
Make timetables easier to read	14	17
Better ticket buying facilities at station ticket offices	17	17
Better ticket buying facilities at station ticket machines	15	15
Better promotion when advanced tickets available	23	20
Other	16	16
None of these	27	26

Station sample sizes for South West Trains

Station	Unweighted	Station	Unweighted
London Waterloo	330	Fratton	13
Wimbledon	123	Sherborne	13
Vauxhall	109	Barnes	13
Surbiton	93	Southampton Airport Parkway	12
Clapham Junction	85	Sandown	12
Putney	69	Fareham	11
Kingston	62	Bournemouth	11
Twickenham	53	Ryde St Johns Road	10
Southampton Central	52	St Margarets (Middlesex)	10
Ryde Pier Head	46	Staines	10
Basingstoke	46	Portsmouth Harbour	10
Richmond (Surrey)	40	Crewkerne	10
Guildford	36	Yeovil Junction	10
Earlsfield	35	Epsom	9
Shanklin	34	Hampton Court	9
Raynes Park	32	Wool	9
Honiton	31	Motspur Park	9
Winchester	31	West Byfleet	8
Woking	31	Farnham	8
Eastleigh	29	Aldershot	8
Exeter St Davids	27	Bristol Temple Meads	8
Wandsworth Town	26	Chessington North	8
Petersfield	25	Ryde Esplanade	6
Ash Vale	24	New Milton	5
Havant	23	Brading	5
Exeter Central	23	Syon Lane	4
Godalming	21	Horsley	4
Reading	21	Trowbridge	4
Salisbury	21	Lake (Isle Of Wight)	4
Windsor And Eton Riverside	20	Woolston	3
Ashted	17	Liphook	3
Weymouth	17	Feniton	2
Axminster	17	Bath Spa	2
Wokingham	17	Andover	1
Teddington	16	Pinhoe	1
Poole	15	Tisbury	1
Weybridge	14		
Farnborough Main	13		

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

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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