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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.

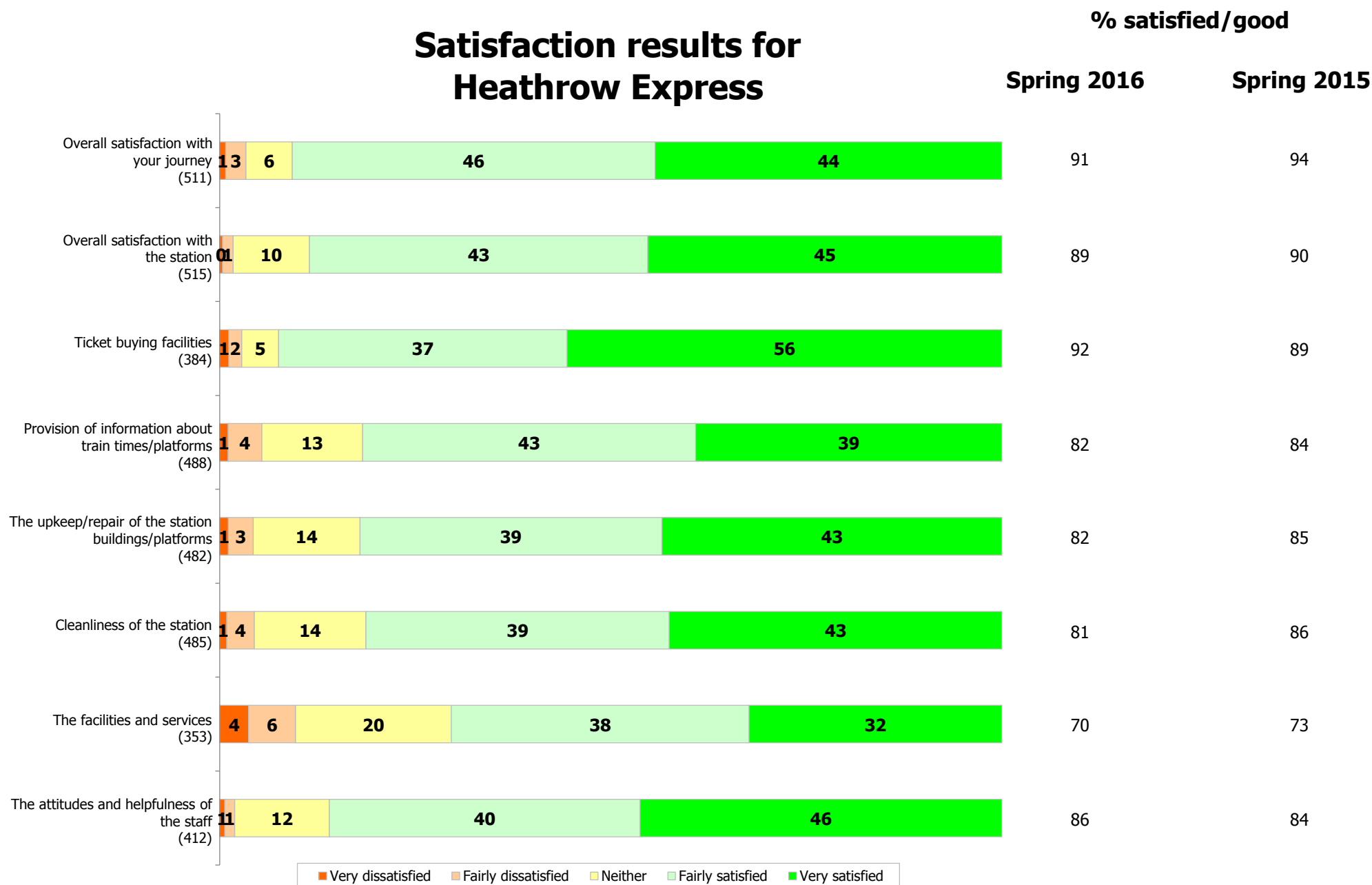
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

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.

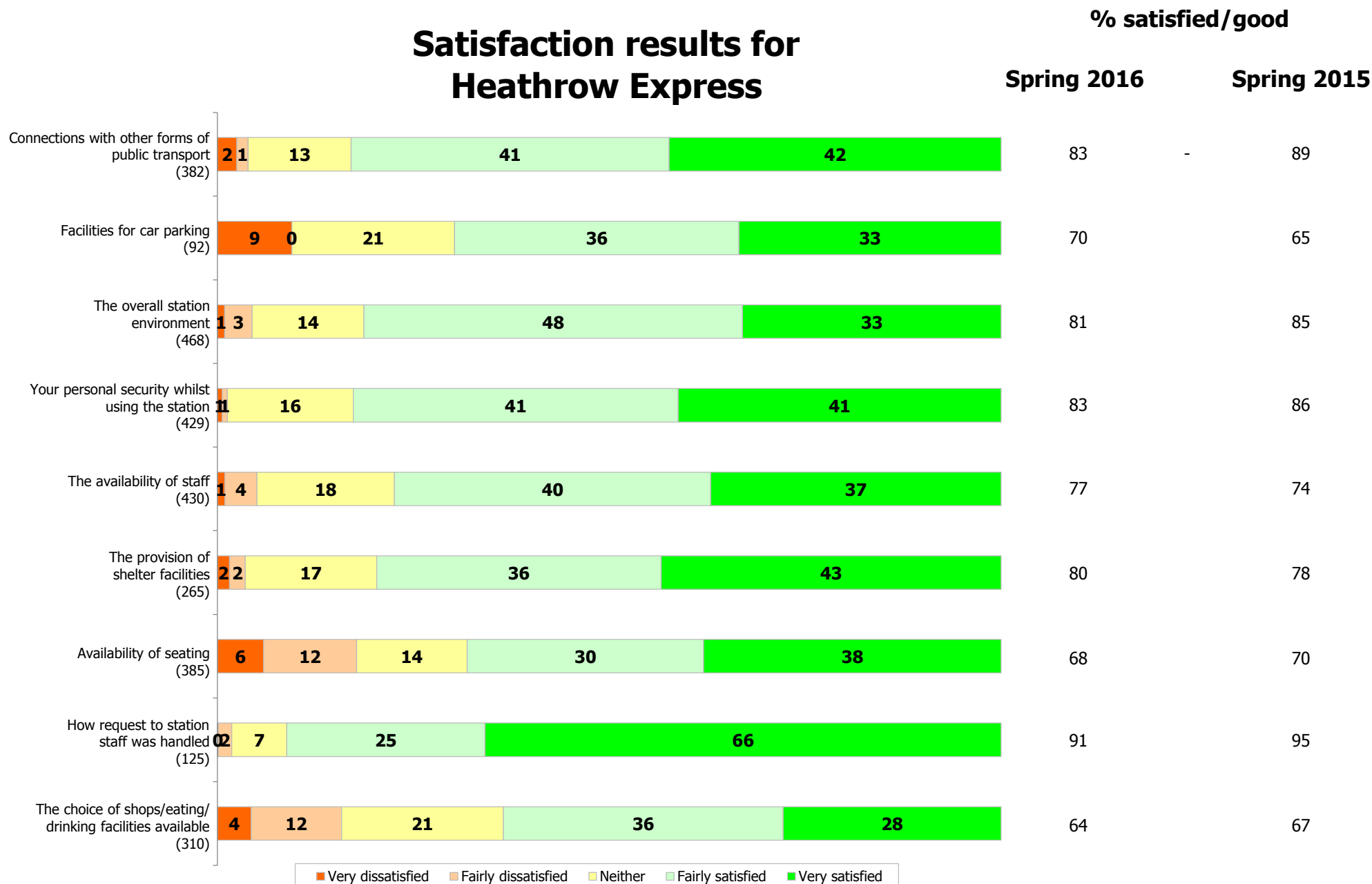
As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts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

2 2.1 Overall satisfaction with your journey and station factors

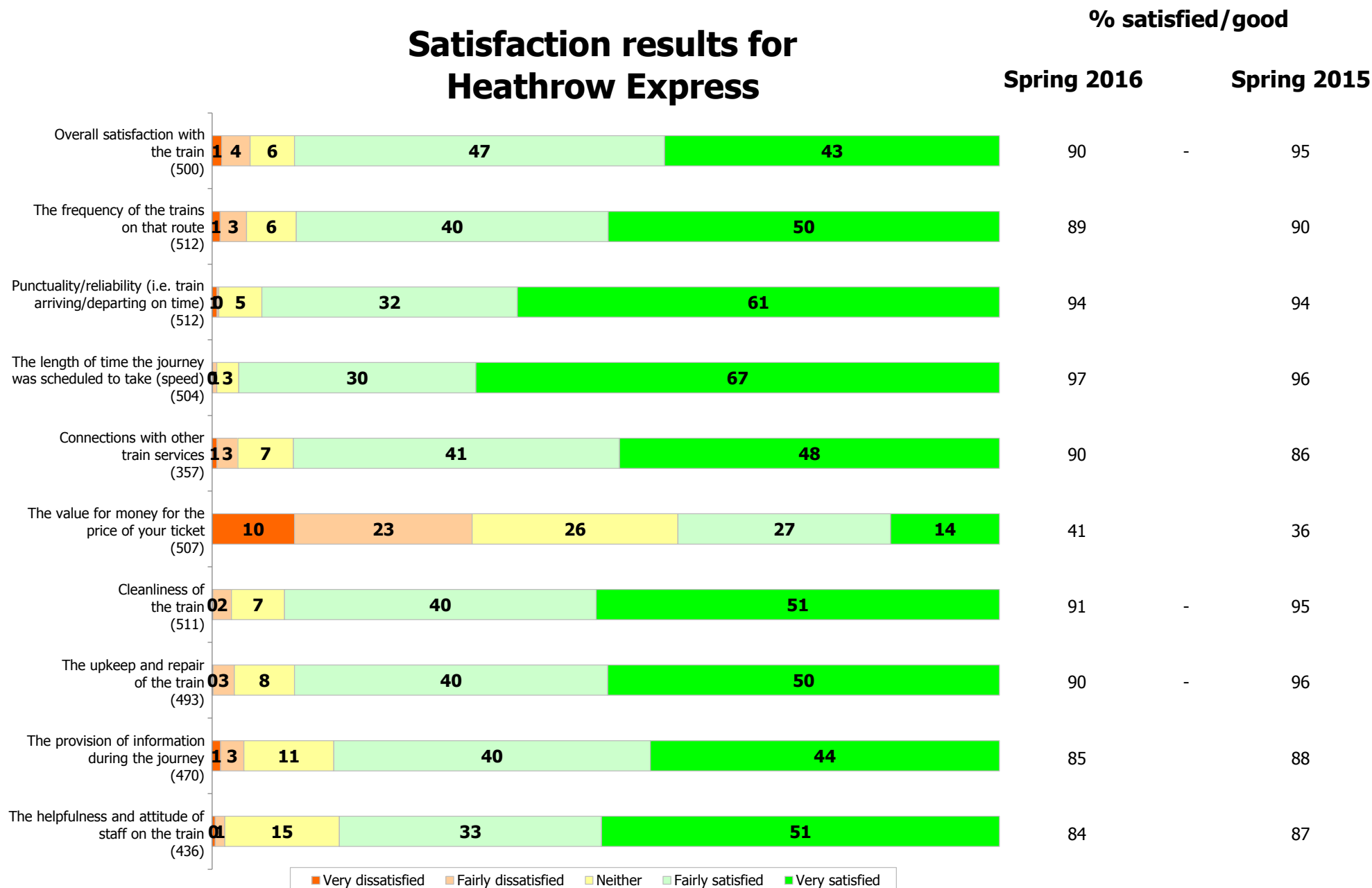
At 95% confidence level:
+ significant increase
- significant decrease



Satisfaction results for Heathrow Express



Satisfaction results for Heathrow Express

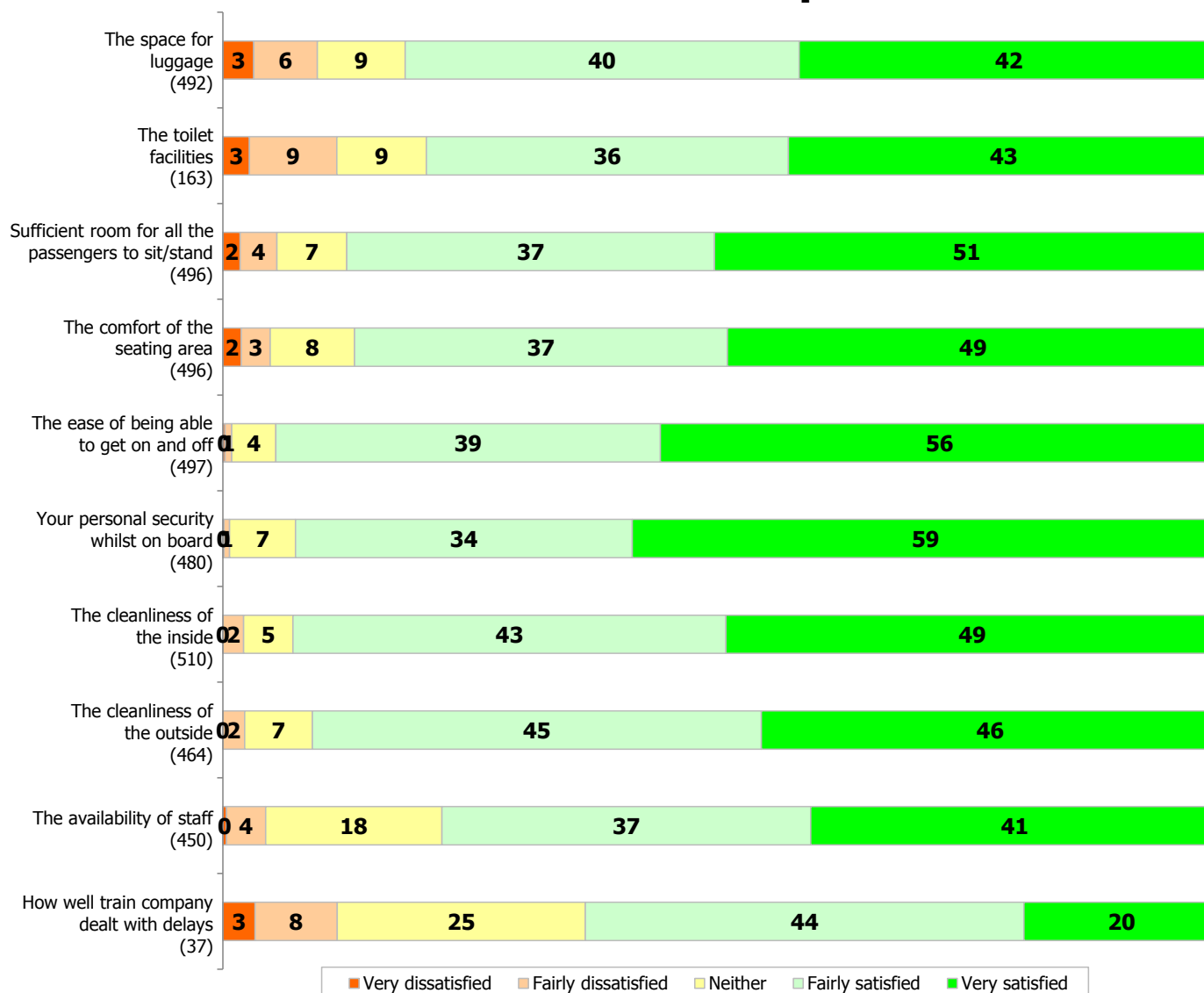


Satisfaction results for Heathrow Express

% satisfied/good

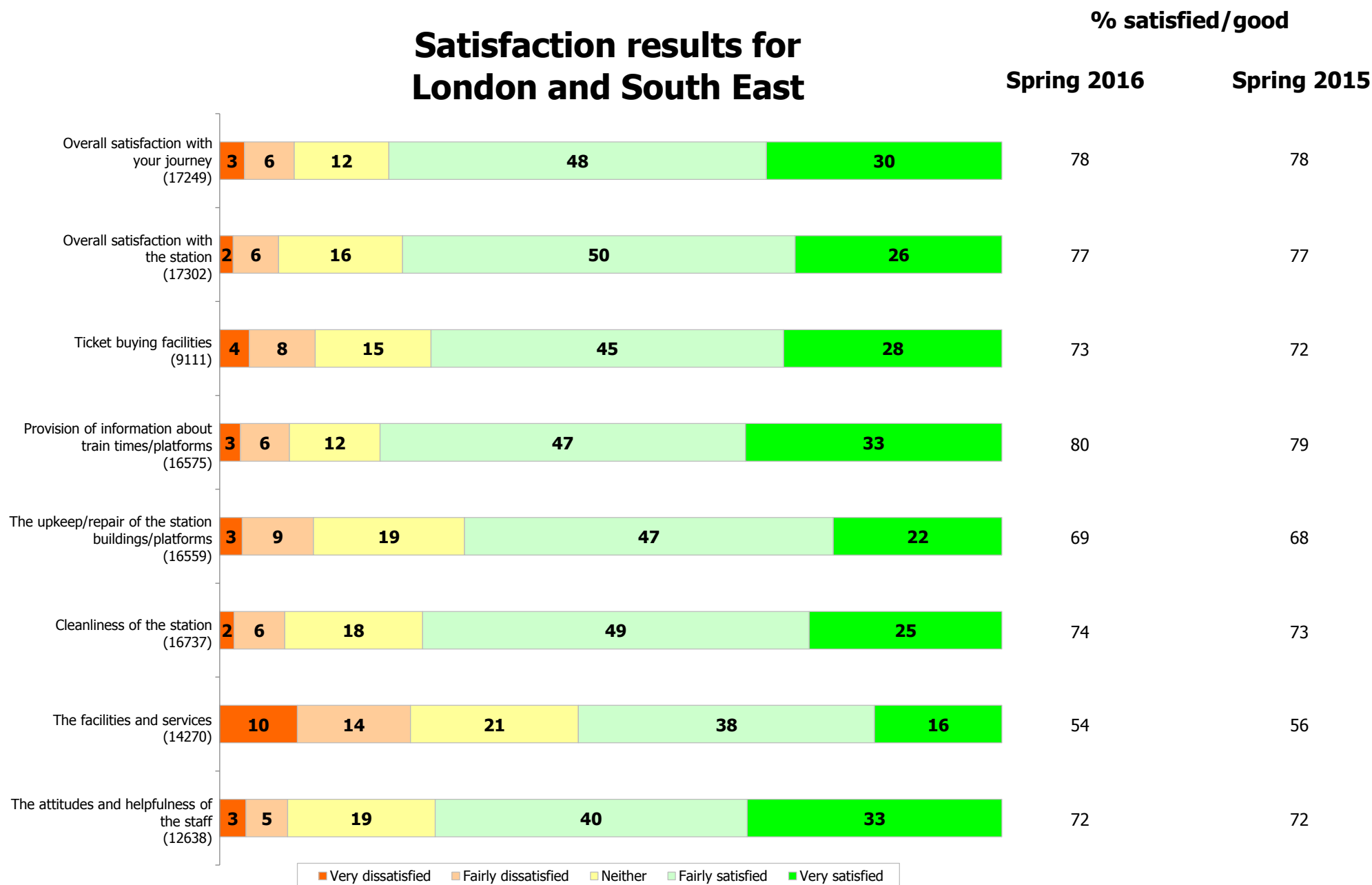
Spring 2016

Spring 2015



2 2.3 Overall satisfaction with your journey and station factors

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

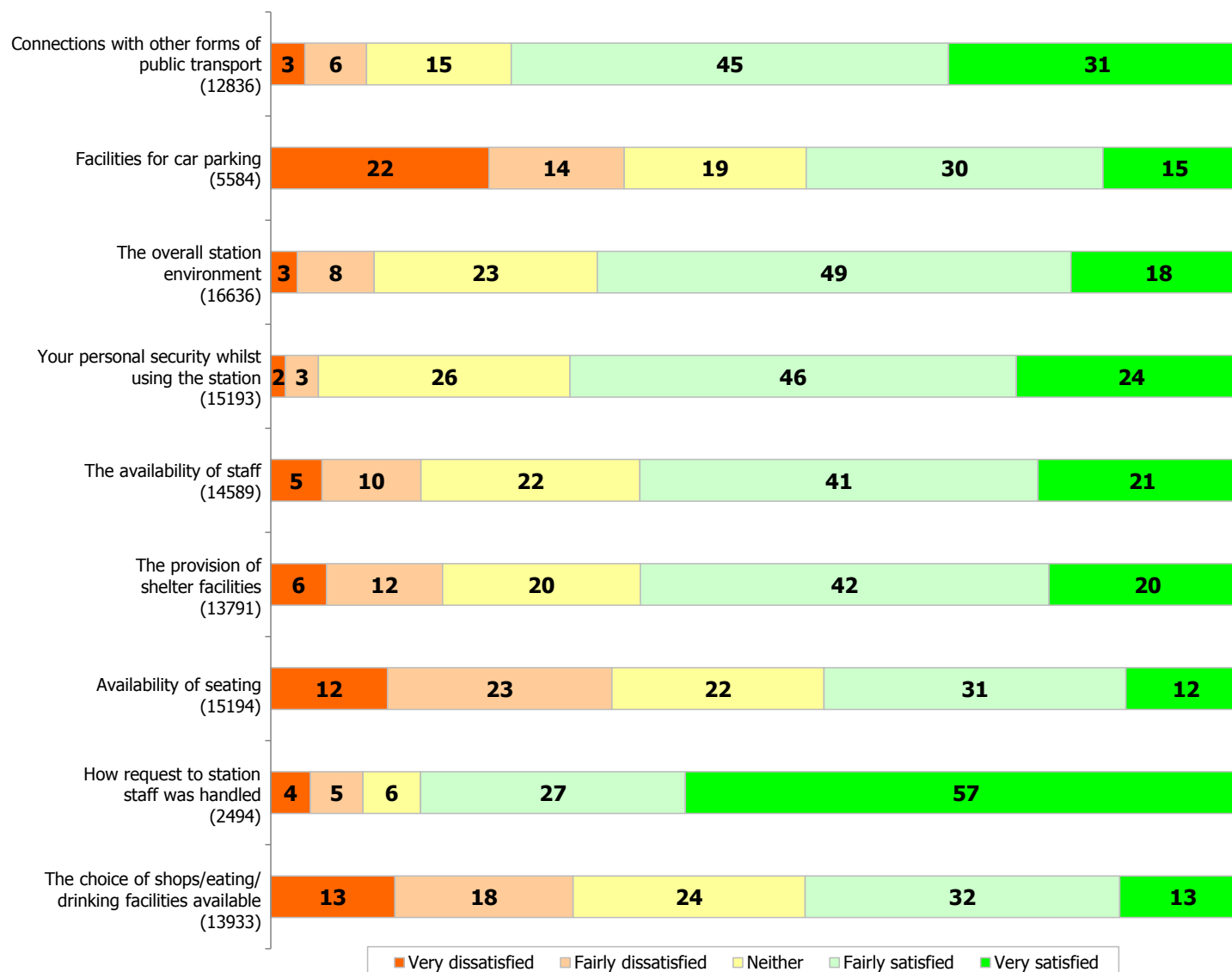


Satisfaction results for London and South East

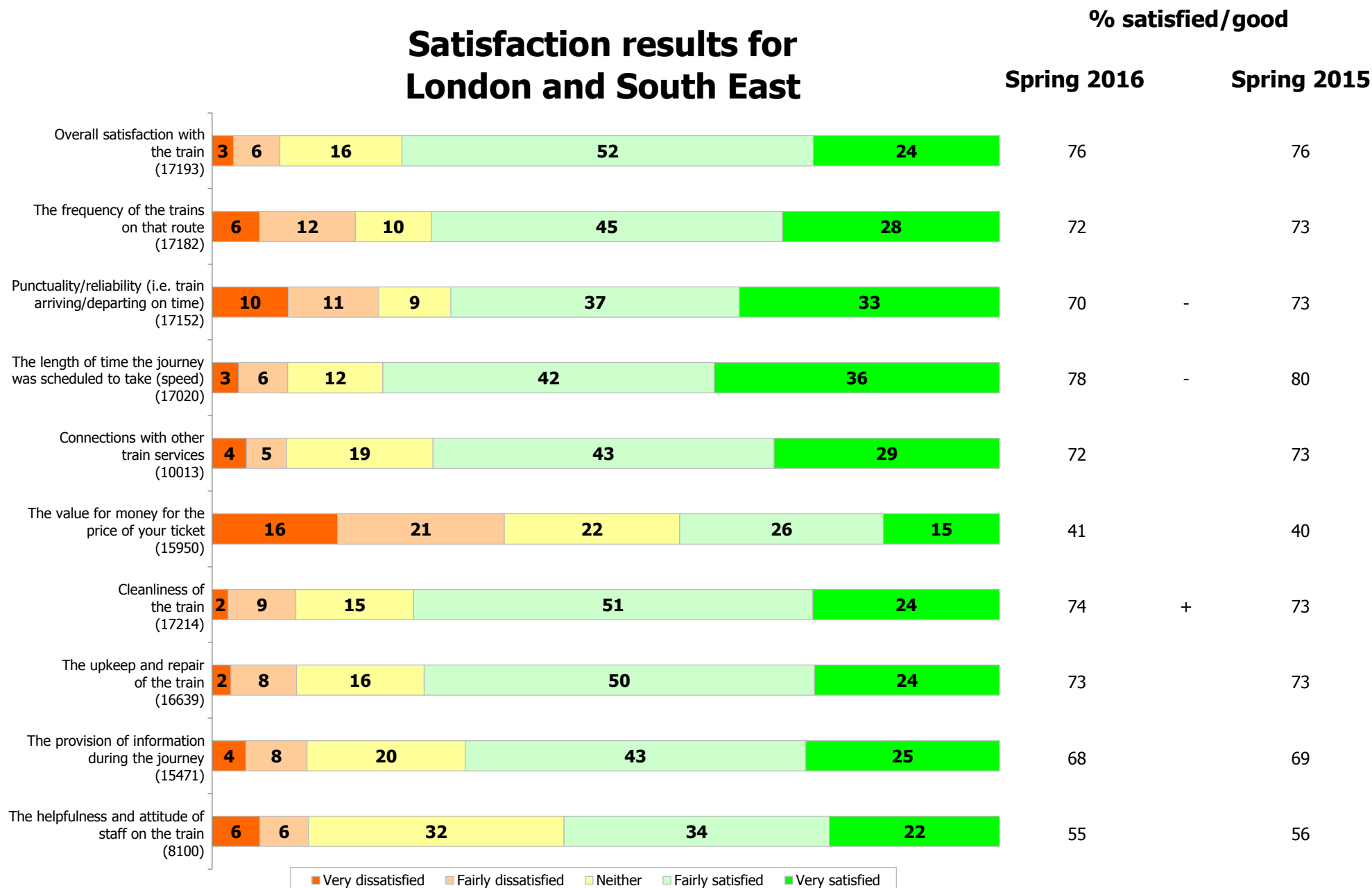
% satisfied/good

Spring 2016

Spring 2015



Satisfaction results for London and South East

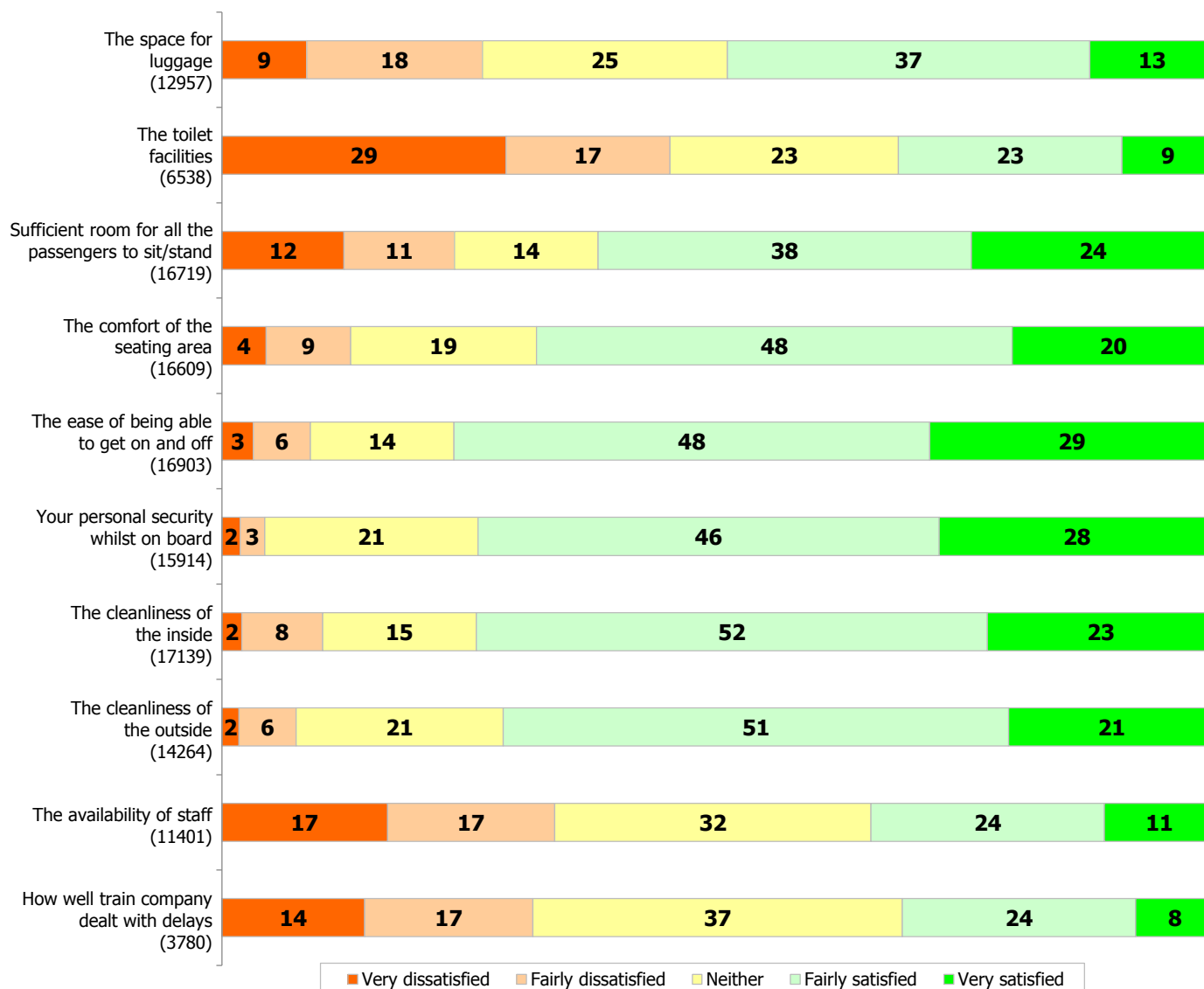


Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015



Heathrow Express versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	91	78	116%
STATION FACILITIES			
Overall satisfaction with the station	89	77	116%
Ticket buying facilities	92	73	127%
Provision of information about train times/platforms	82	80	103%
The upkeep/repair of the station buildings/platforms	82	69	119%
Cleanliness	81	74	110%
The facilities and services	70	54	130%
The attitudes and helpfulness of the staff	86	72	119%
Connections with other forms of public transport	83	75	110%
Facilities for car parking	70	45	155%
Overall environment	81	67	122%
Your personal security whilst using the station	83	69	119%
The availability of staff	77	62	125%
The provision of shelter facilities	80	62	128%
Availability of seating	68	43	157%
How request to station staff was handled	91	83	109%
The choice of shops/eating/drinking facilities available	64	45	140%
TRAIN FACILITIES			
Overall satisfaction with the train	90	76	118%
The frequency of the trains on that route	89	72	124%
Punctuality/reliability (i.e. the train arriving/departing on time)	94	70	134%
The length of time the journey was scheduled to take (speed)	97	78	123%
Connections with other train services	90	72	125%
The value for money of the price of your ticket	41	41	101%
Cleanliness of the train	91	74	122%
Upkeep and repair of the train	90	73	123%
The provision of information during the journey	85	68	125%
The helpfulness and attitude of staff on train	84	55	152%
The space for luggage	82	49	166%
The toilet facilities	80	32	250%
Sufficient room for all passengers to sit/stand	88	62	141%
The comfort of the seating area	87	68	127%
The ease of being able to get on and off	95	77	124%
Your personal security on board	93	74	125%
The cleanliness of the inside	93	74	125%
The cleanliness of the outside	91	72	127%
The availability of staff	78	35	226%
How well train company deals with delays	64	31	202%

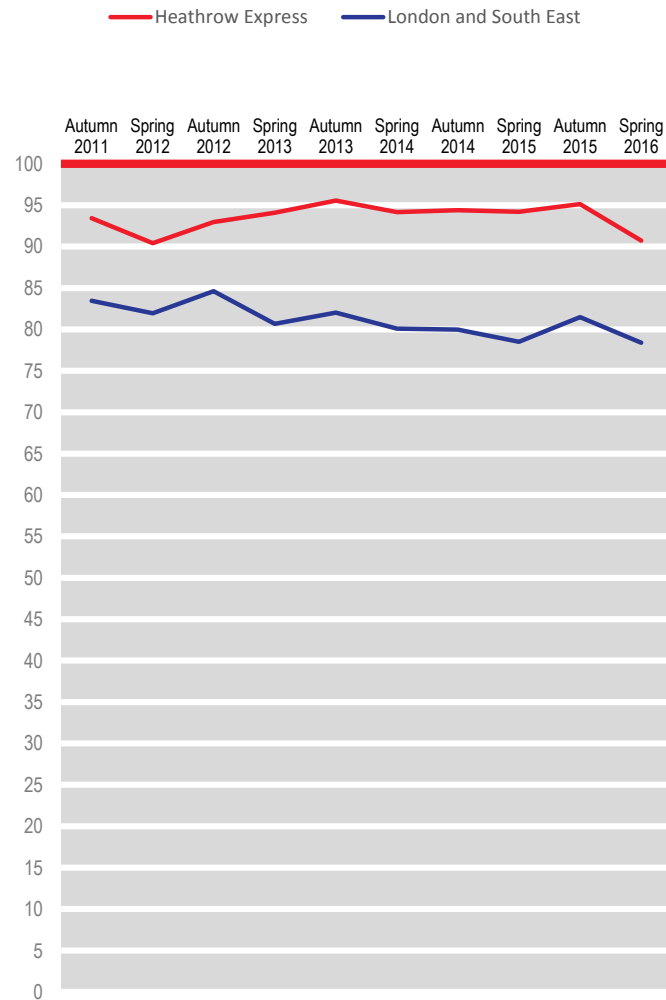
Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction with your journey	91
STATION FACILITIES	
Overall satisfaction with the station	89
Ticket buying facilities	92
Provision of information about train times/platforms	82
The upkeep/repair of the station buildings/platforms	82
Cleanliness	81
The facilities and services	70
The attitudes and helpfulness of the staff	86
Connections with other forms of public transport	83
Facilities for car parking	70
Overall environment	81
Your personal security whilst using the station	83
The availability of staff	77
The provision of shelter facilities	80
Availability of seating	68
How request to station staff was handled	91
The choice of shops/eating/drinking facilities available	64
TRAIN FACILITIES	
Overall satisfaction with the train	90
The frequency of the trains on that route	89
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	97
Connections with other train services	90
The value for money of the price of your ticket	41
Cleanliness of the train	91
Upkeep and repair of the train	90
The provision of information during the journey	85
The helpfulness and attitude of staff on train	84
The space for luggage	82
The toilet facilities	80
Sufficient room for all passengers to sit/stand	88
The comfort of the seating area	87
The ease of being able to get on and off	95
Your personal security on board	93
The cleanliness of the inside	93
The cleanliness of the outside	91
The availability of staff	78
How well train company deals with delays	64

Percentage satisfaction with aspects of station where boarded

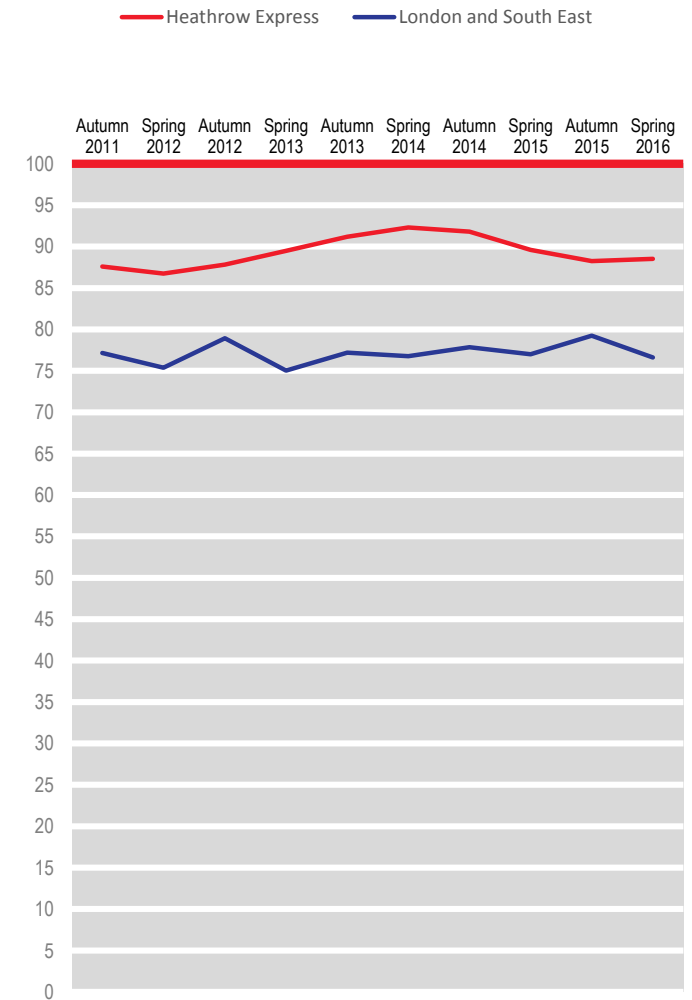
Overall satisfaction with your journey

(511)
Percentage of passengers satisfied 2011 to 2016



Overall station satisfaction

(515)
Percentage of passengers satisfied 2011 to 2016

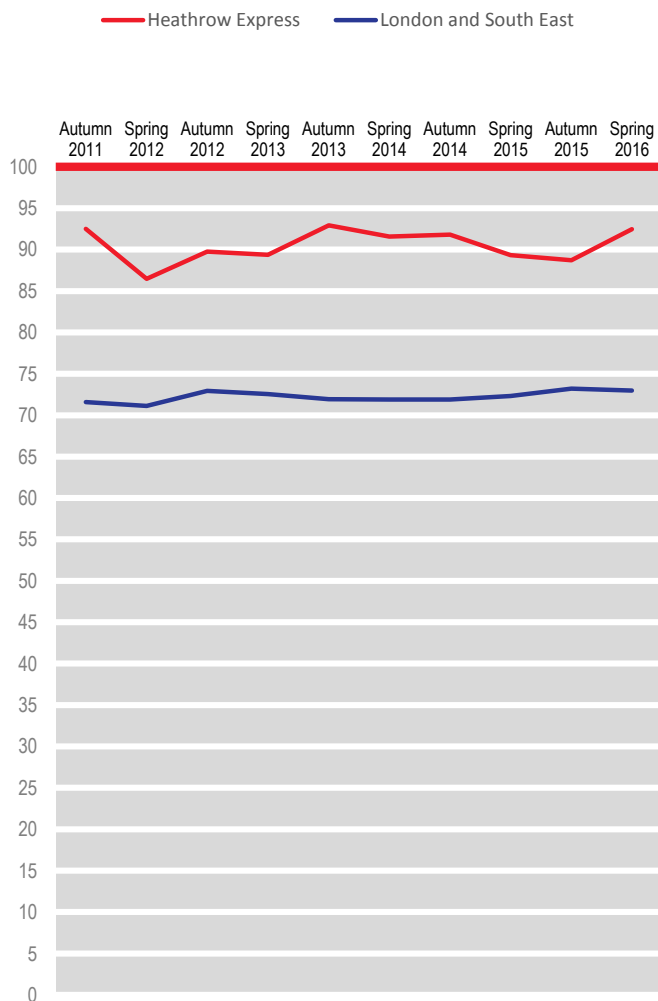


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities

(384)

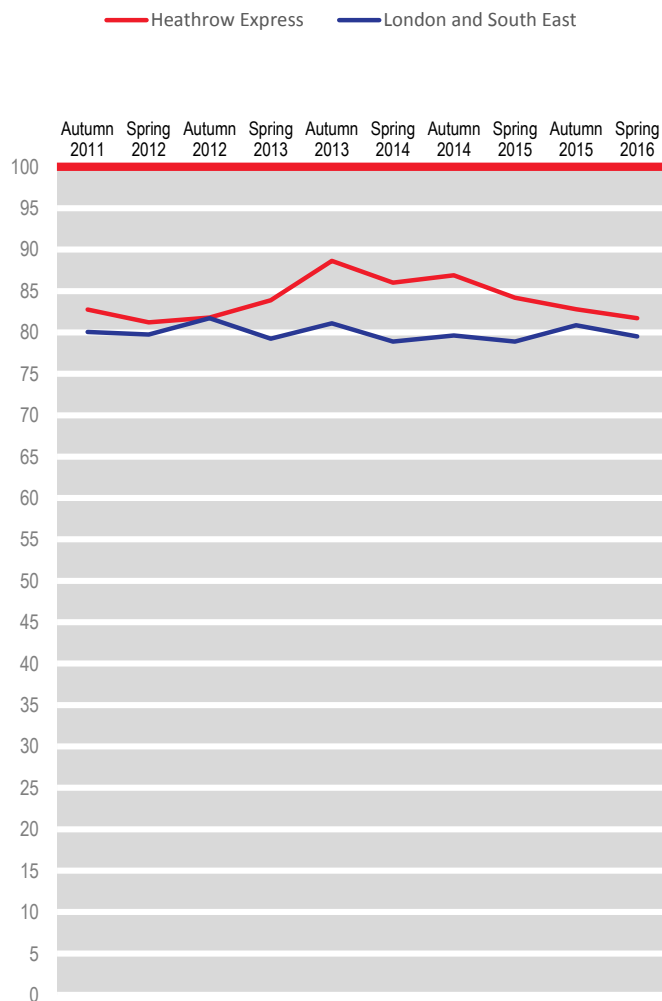
Percentage of passengers satisfied 2011 to 2016



Provision of information about train times/platforms

(488)

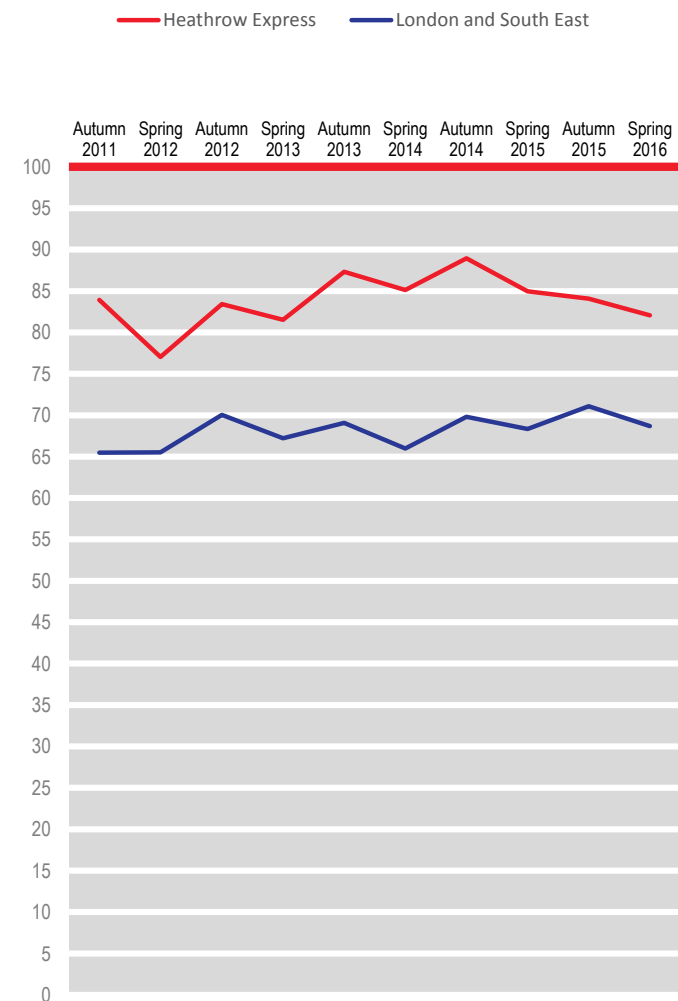
Percentage of passengers satisfied 2011 to 2016



The upkeep/repair of the station building/platforms

(482)

Percentage of passengers satisfied 2011 to 2016

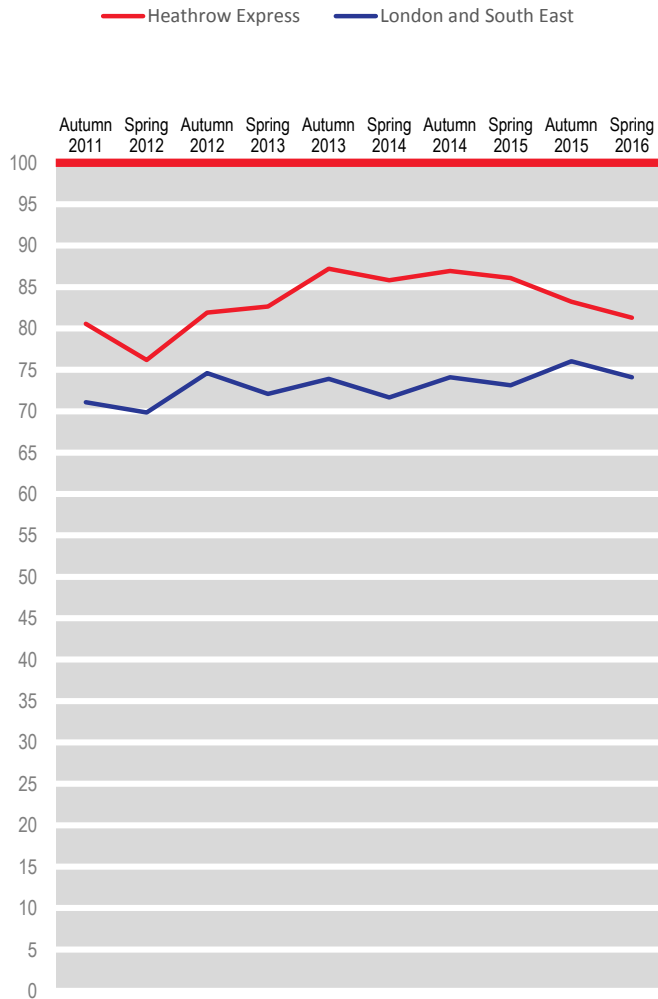


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(485)

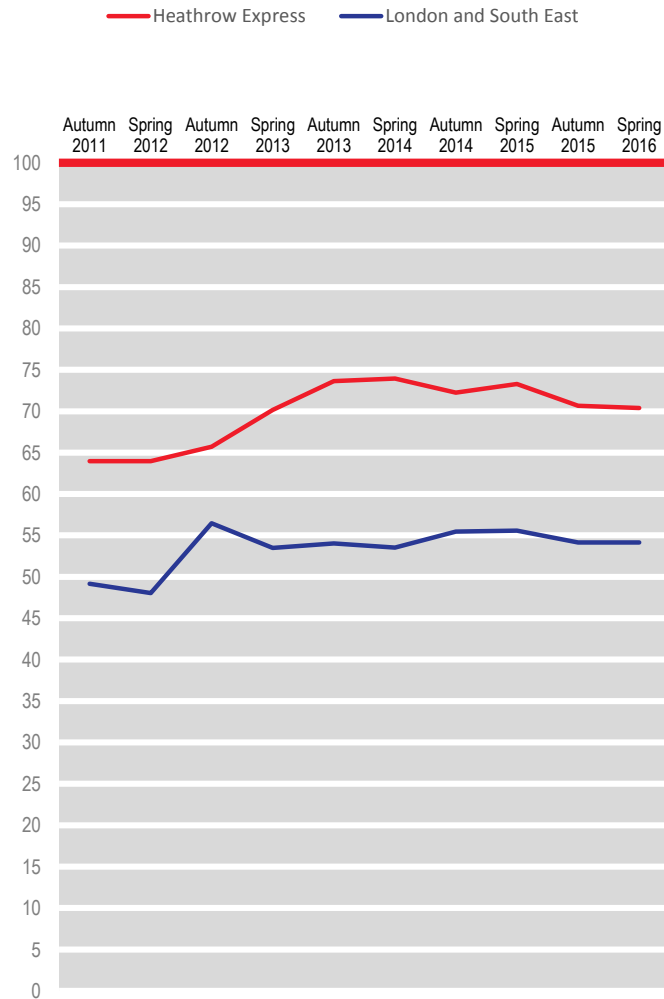
Percentage of passengers satisfied 2011 to 2016



The facilities and services at the station

(353)

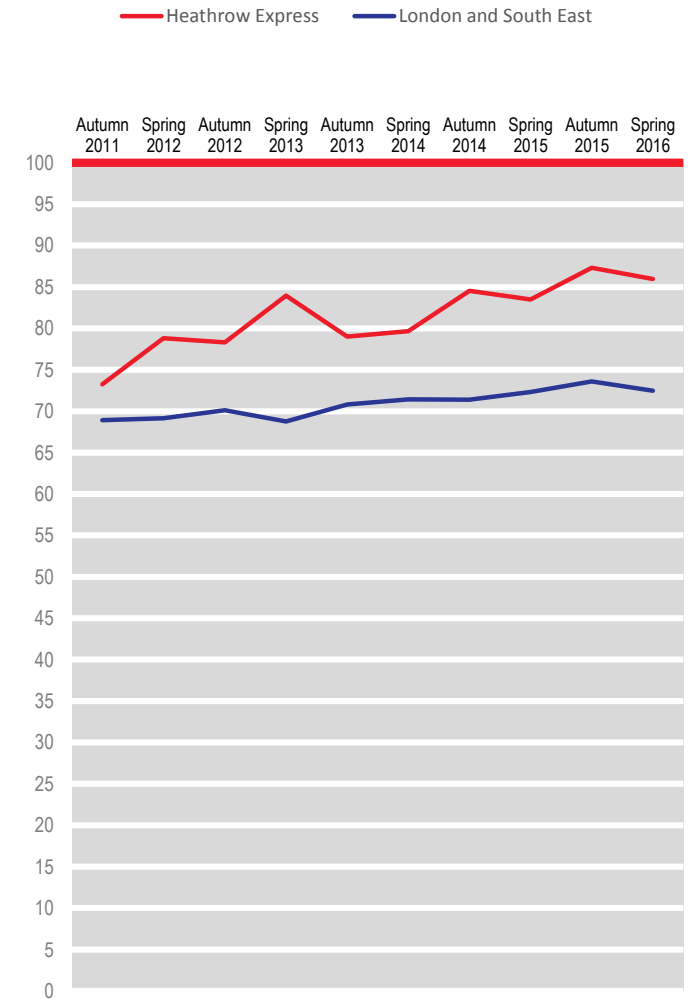
Percentage of passengers satisfied 2011 to 2016



The attitudes and helpfulness of the staff at the station

(412)

Percentage of passengers satisfied 2011 to 2016

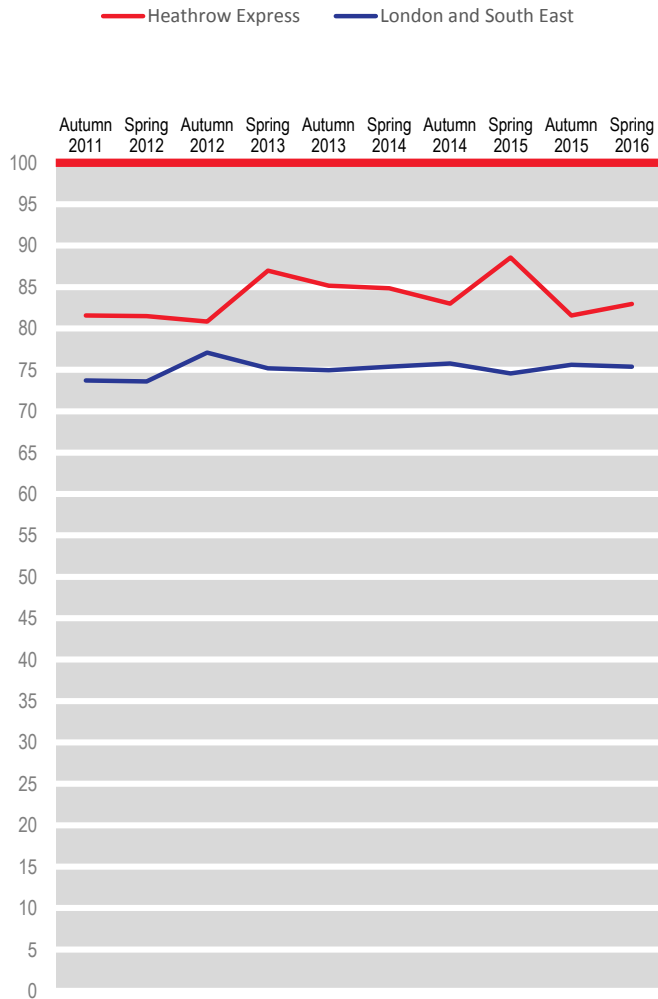


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(382)

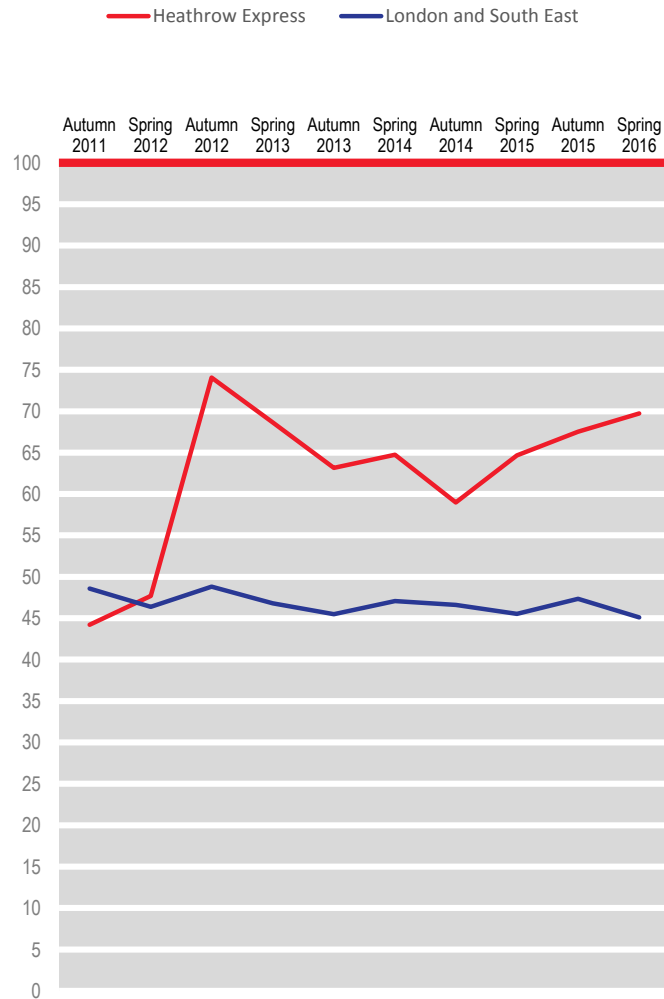
Percentage of passengers satisfied 2011 to 2016



Facilities for car parking at the station

(92)

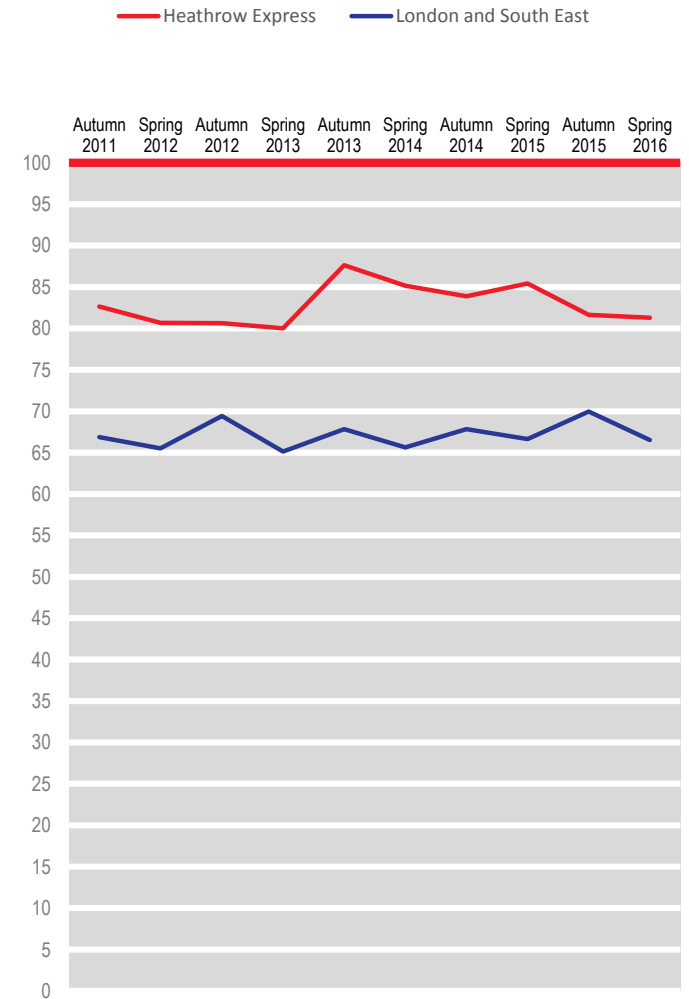
Percentage of passengers satisfied 2011 to 2016



Overall station environment

(468)

Percentage of passengers satisfied 2011 to 2016

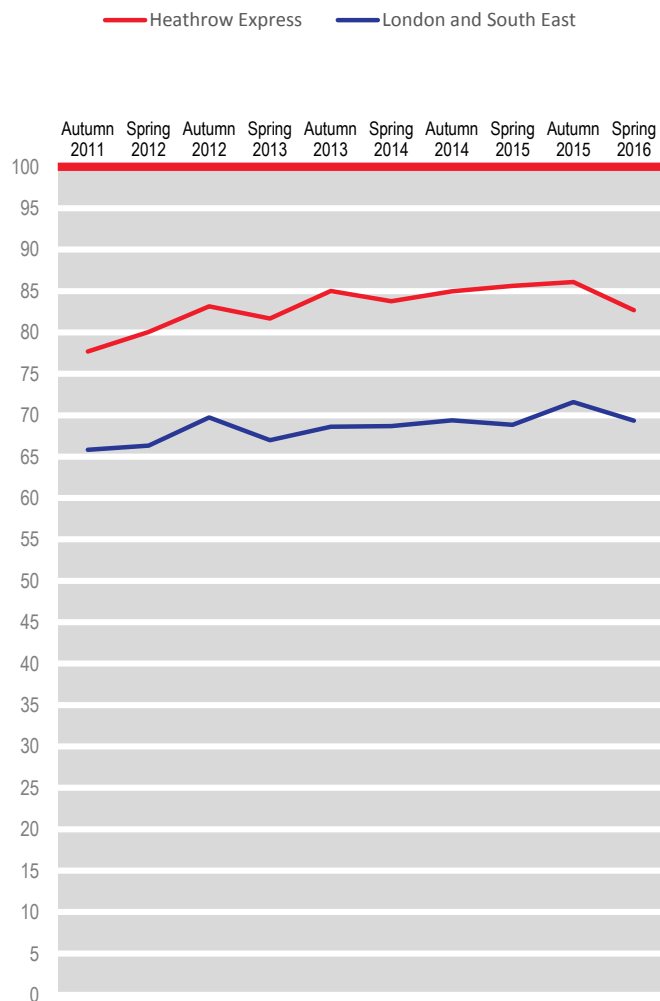


N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(429)

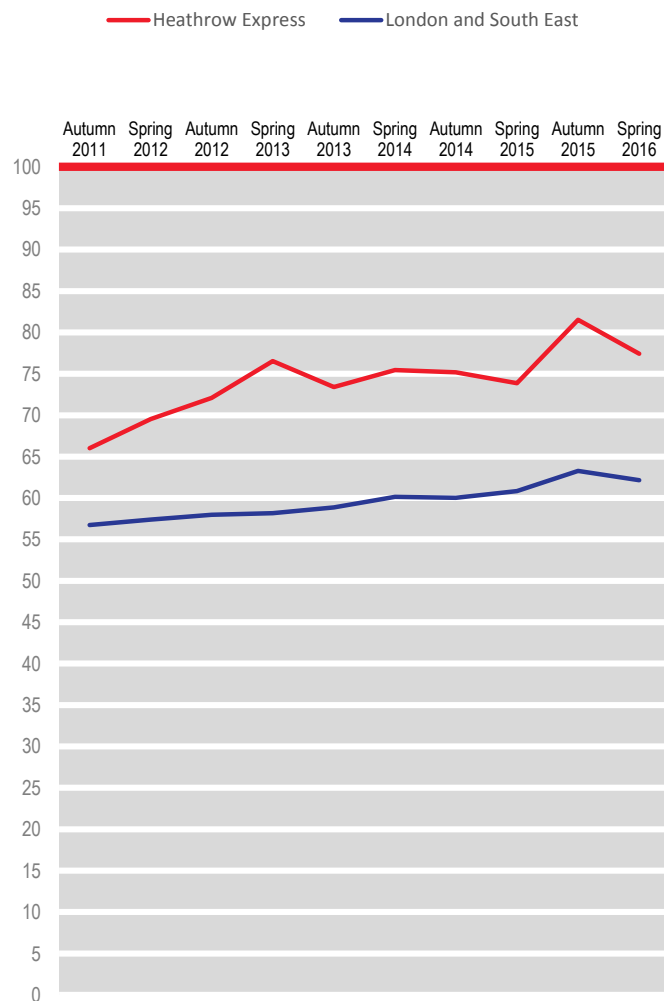
Percentage of passengers satisfied 2011 to 2016



The availability of staff at the station

(430)

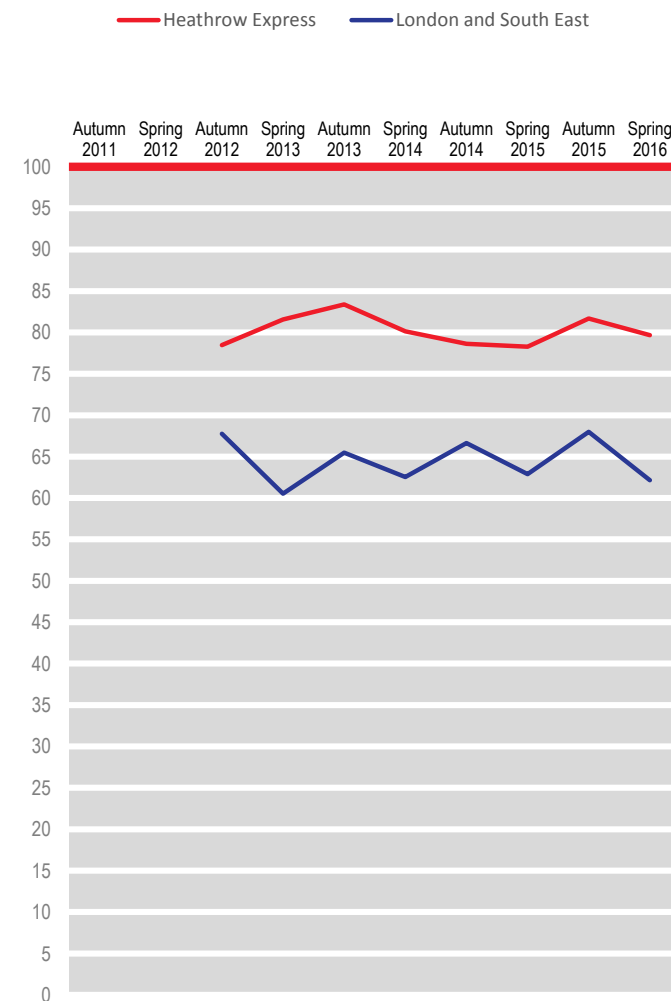
Percentage of passengers satisfied 2011 to 2016



The provision of shelter facilities

(265)

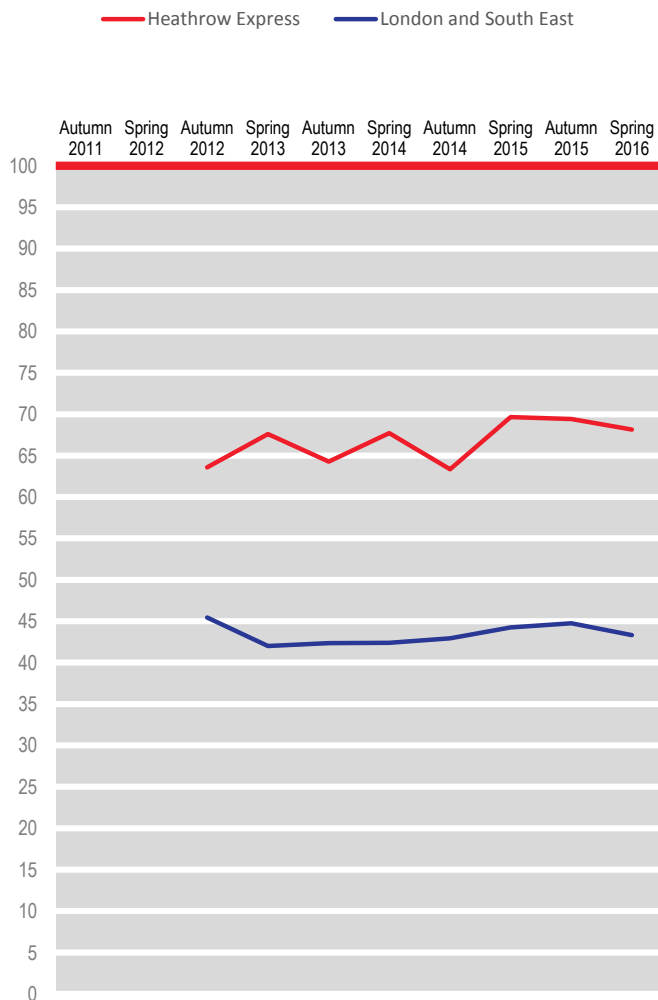
Percentage of passengers satisfied 2011 to 2016



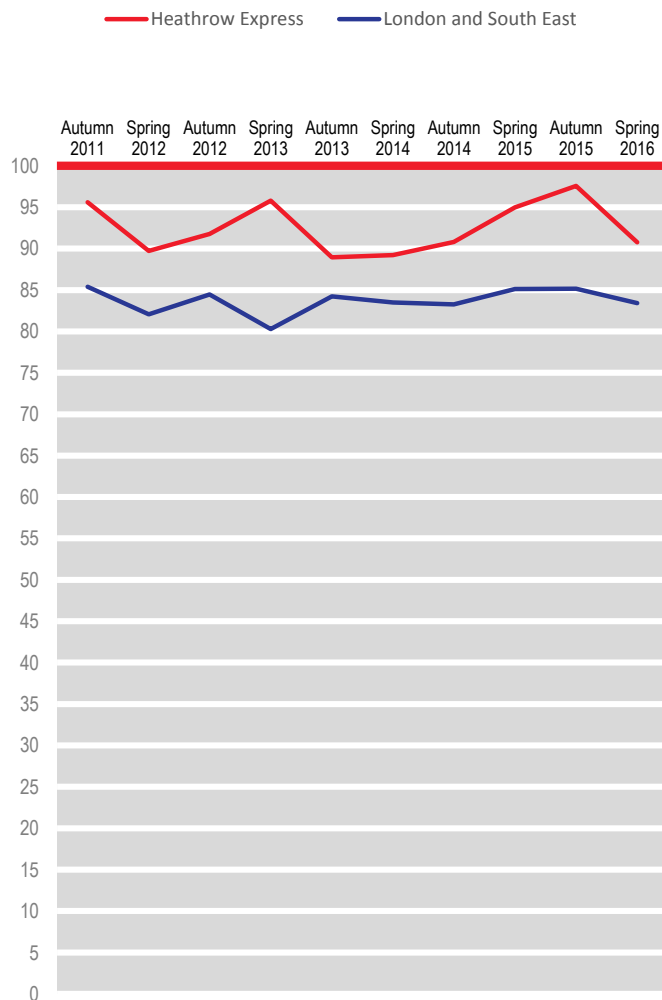
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(385)**

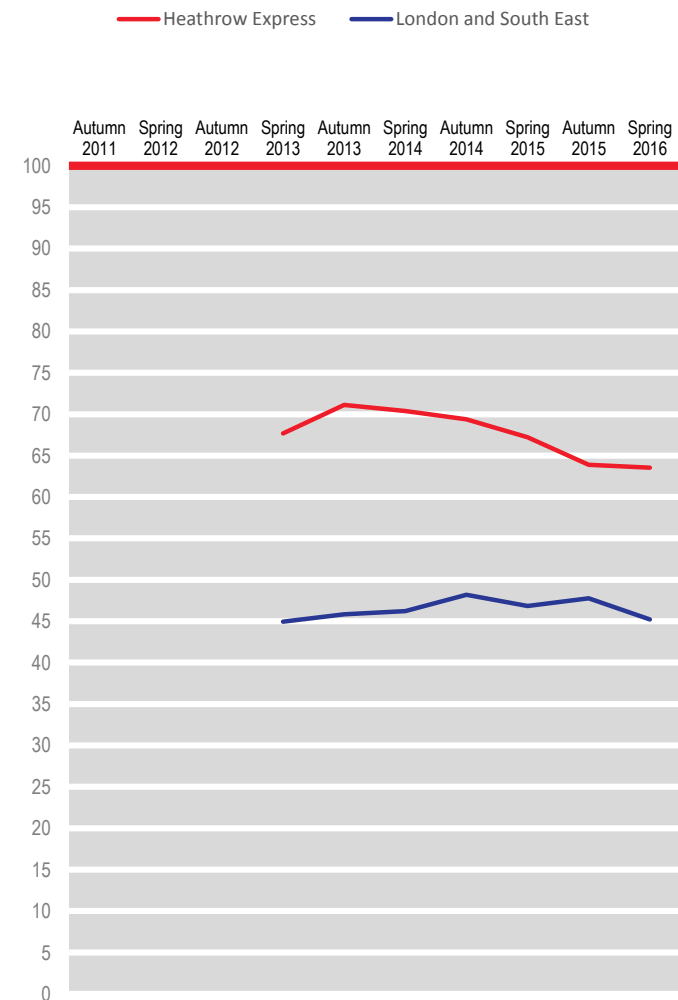
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(125)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(310)**

Percentage of passengers satisfied 2011 to 2016



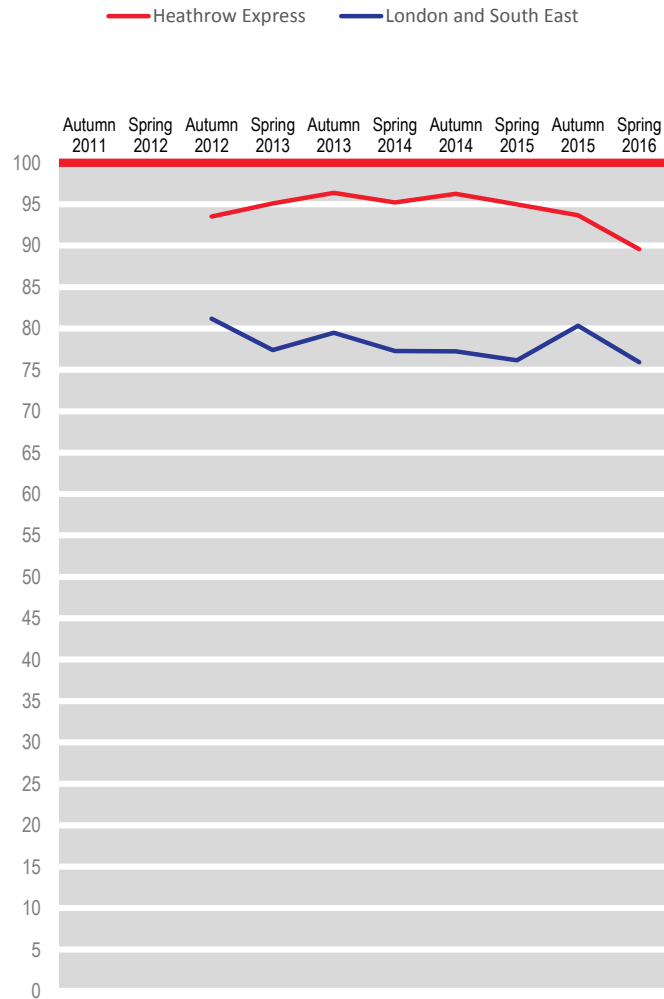
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(500)

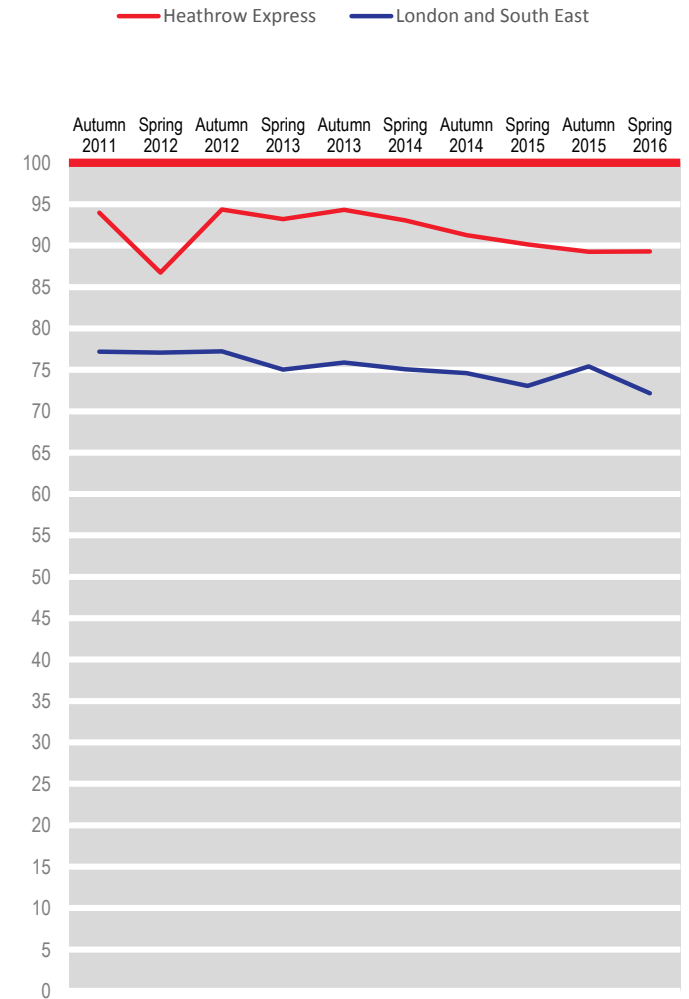
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(512)

Percentage of passengers satisfied 2011 to 2016

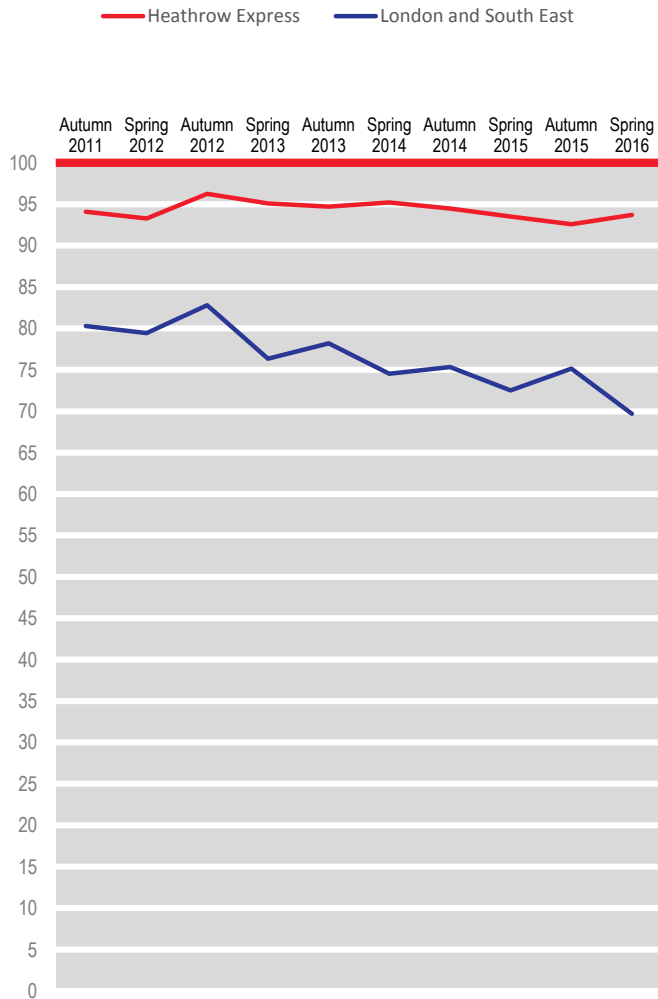


N.B. Benchmarks and targets are only shown for applicable factors

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

(512)

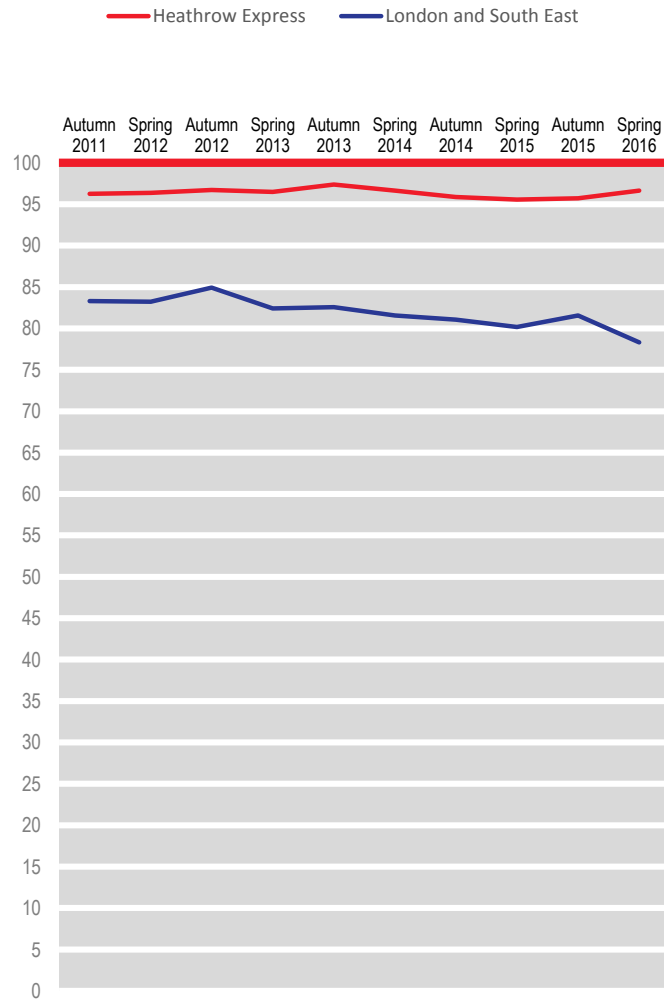
Percentage of passengers satisfied 2011 to 2016



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

(504)

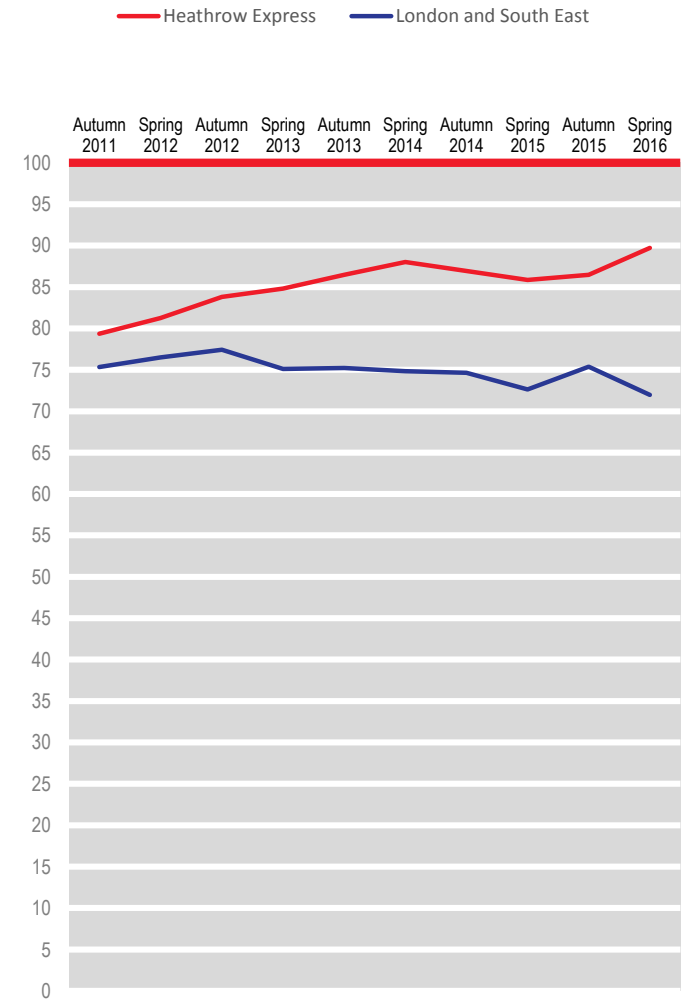
Percentage of passengers satisfied 2011 to 2016



Connections with other train services

(357)

Percentage of passengers satisfied 2011 to 2016

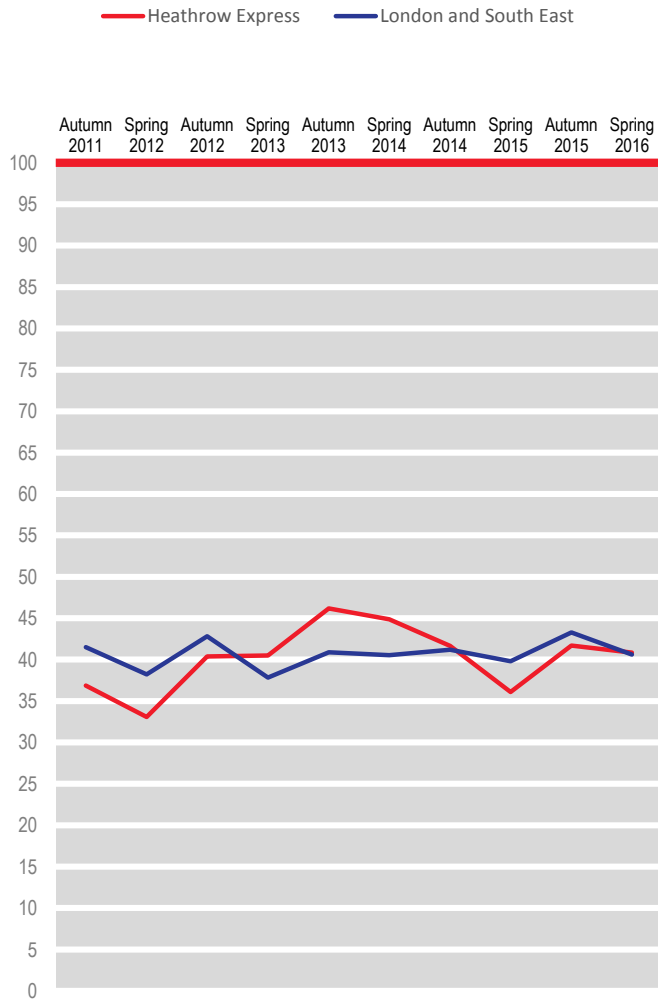


N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(507)

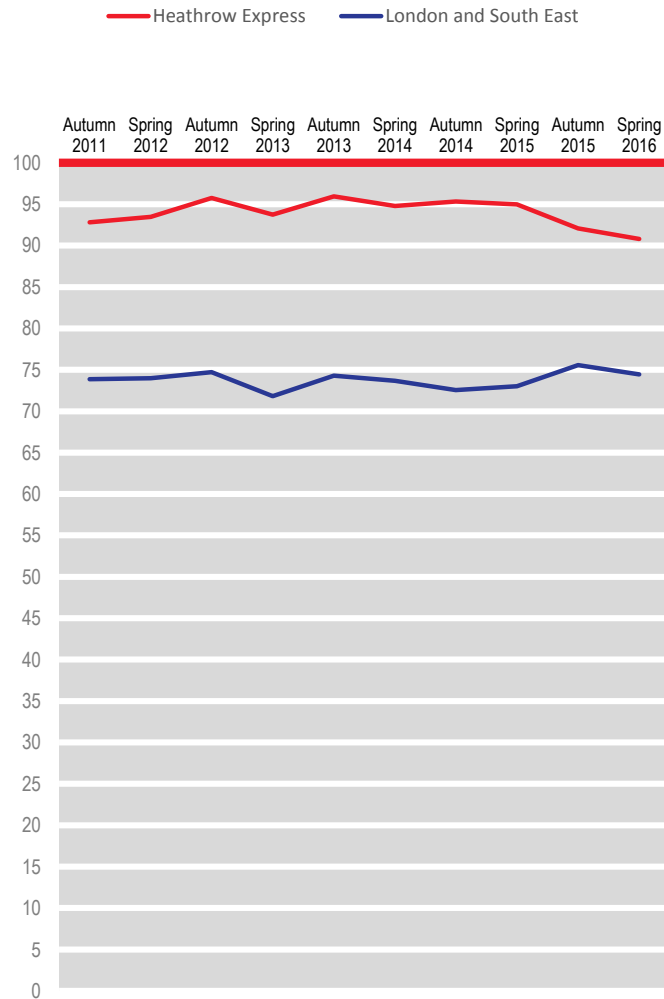
Percentage of passengers satisfied 2011 to 2016



Cleanliness of the train

(511)

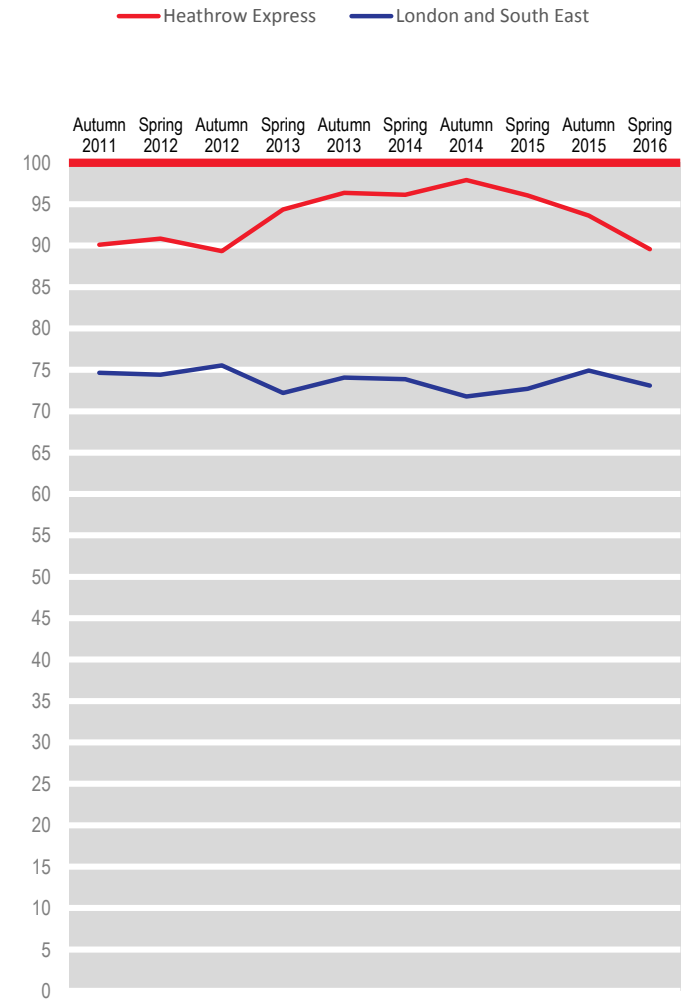
Percentage of passengers satisfied 2011 to 2016



Upkeep and repair of the train

(493)

Percentage of passengers satisfied 2011 to 2016

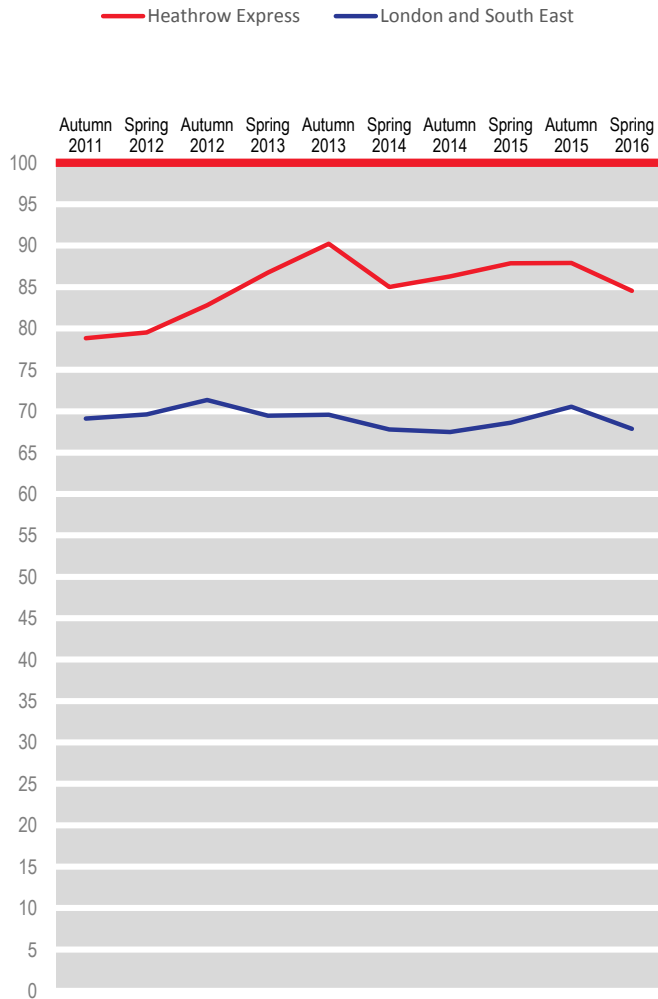


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(470)

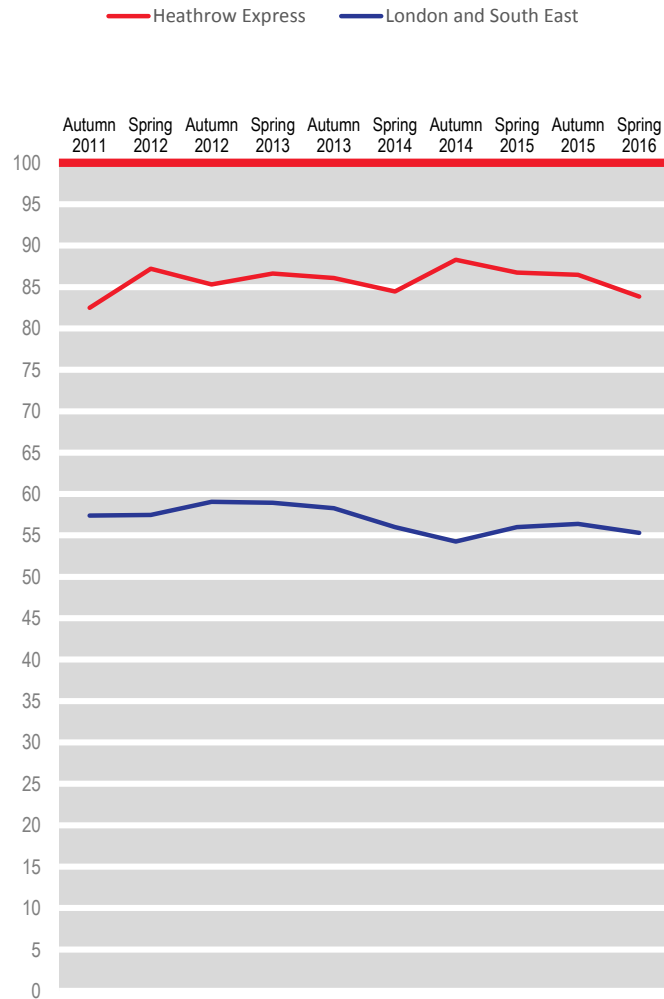
Percentage of passengers satisfied 2011 to 2016



The helpfulness and attitude of staff on the train

(436)

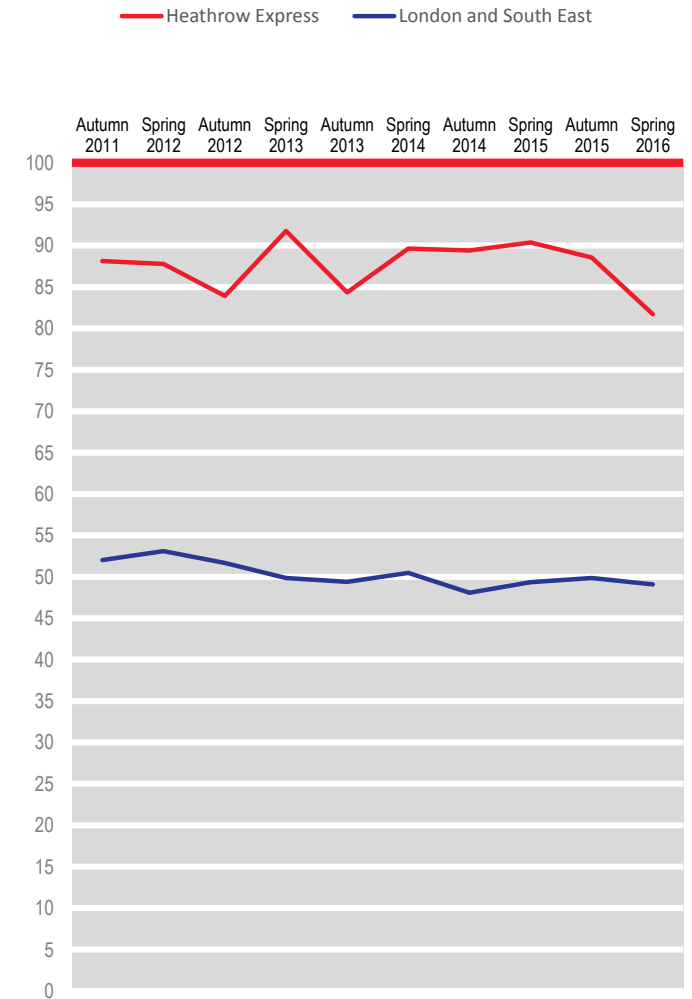
Percentage of passengers satisfied 2011 to 2016



The space for luggage

(492)

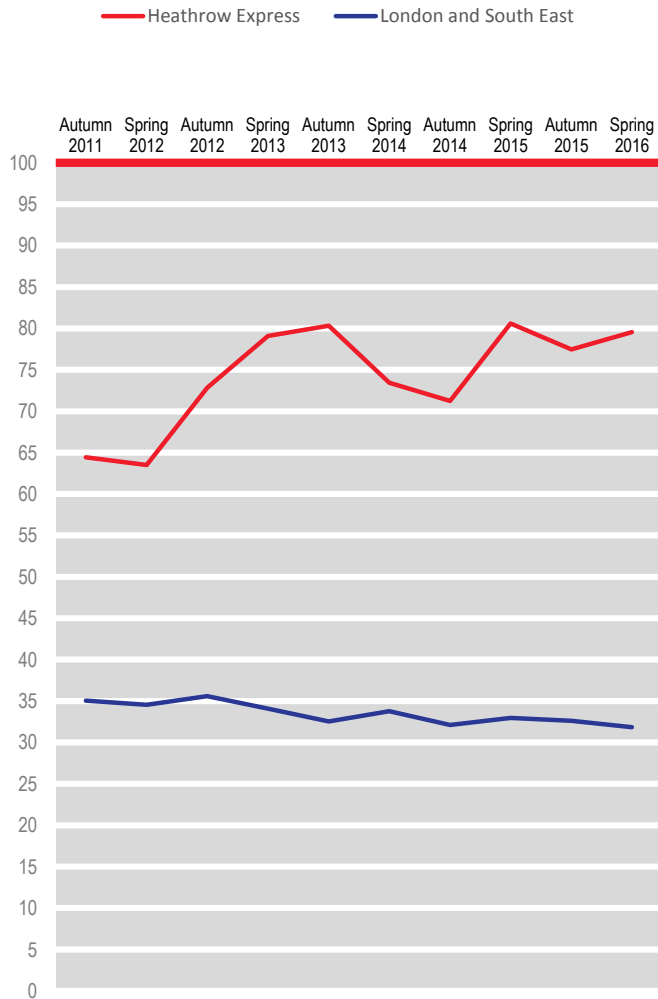
Percentage of passengers satisfied 2011 to 2016



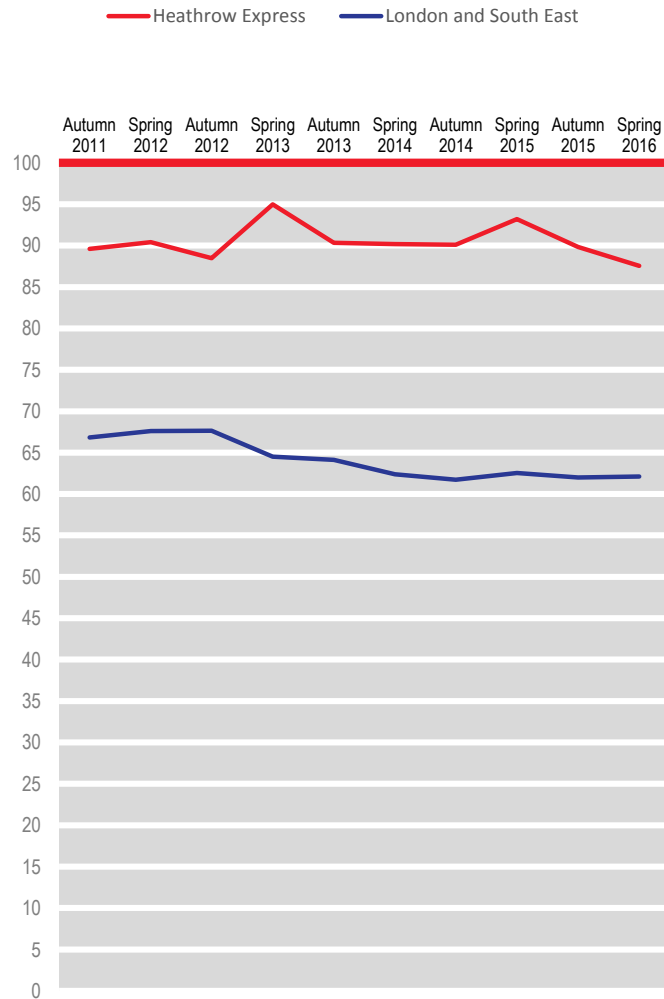
N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train**(163)**

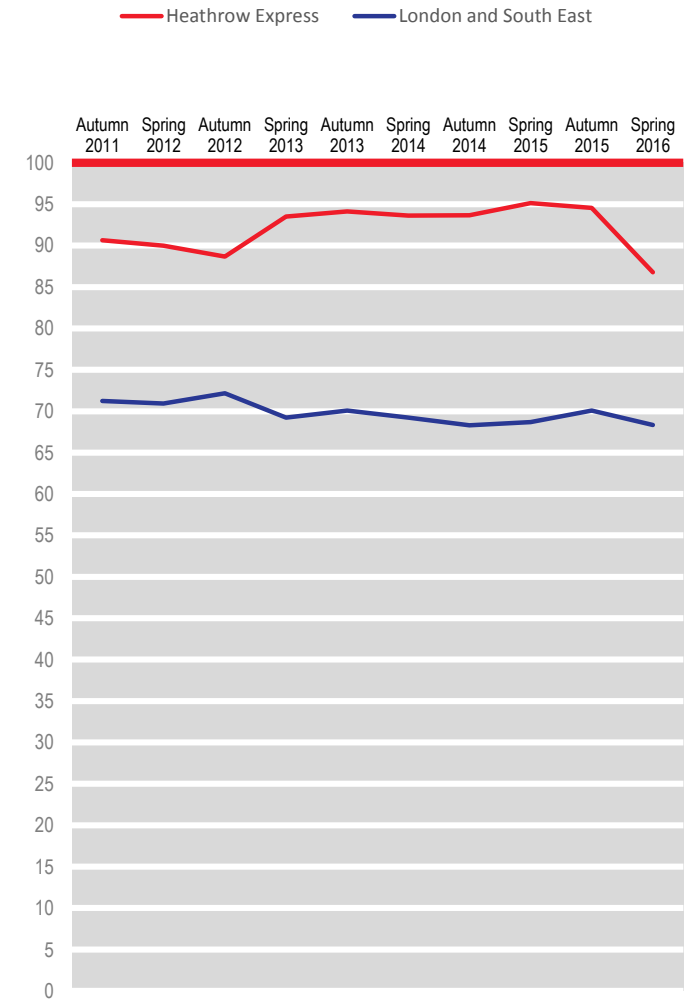
Percentage of passengers satisfied 2011 to 2016

**Sufficient room for all the passengers to sit/stand****(496)**

Percentage of passengers satisfied 2011 to 2016

**The comfort of the seating area****(496)**

Percentage of passengers satisfied 2011 to 2016

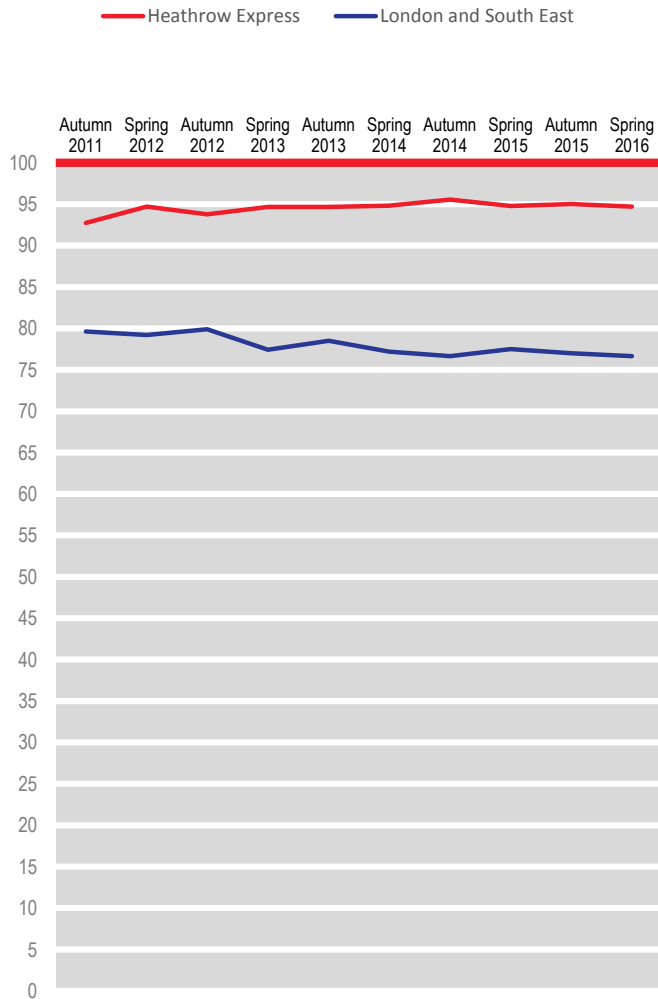


N.B. Benchmarks and targets are only shown for applicable factors

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

(497)

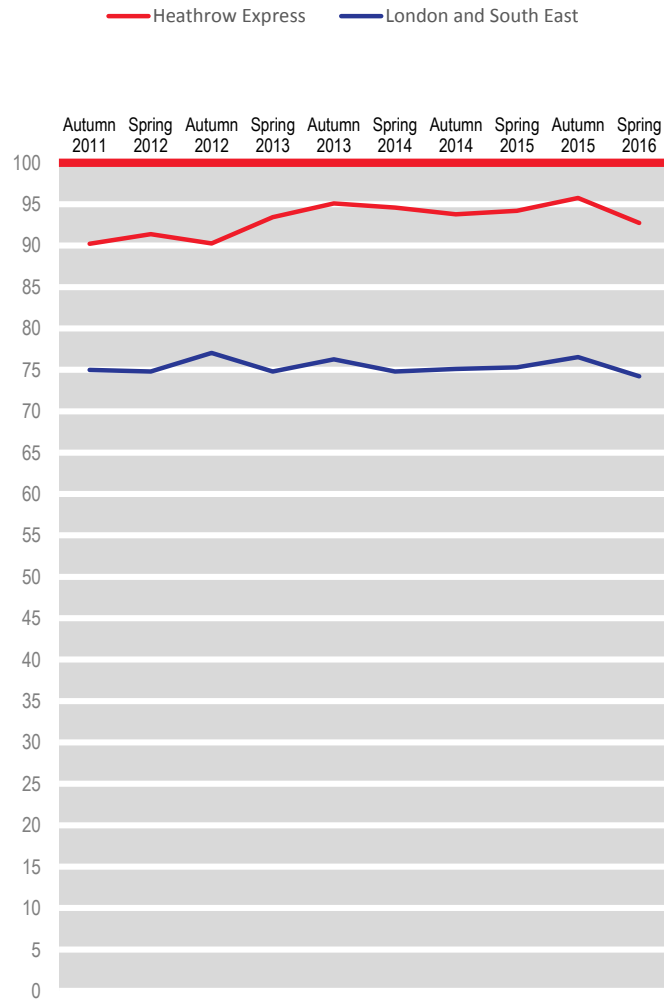
Percentage of passengers satisfied 2011 to 2016



Your personal security whilst on board

(480)

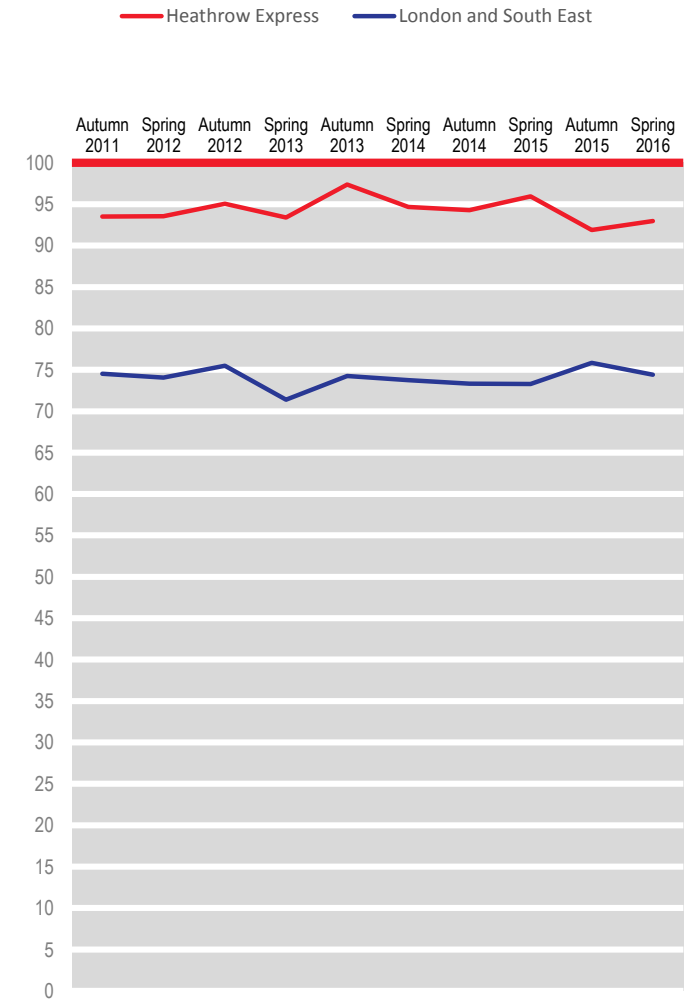
Percentage of passengers satisfied 2011 to 2016



The cleanliness of the inside of the train

(510)

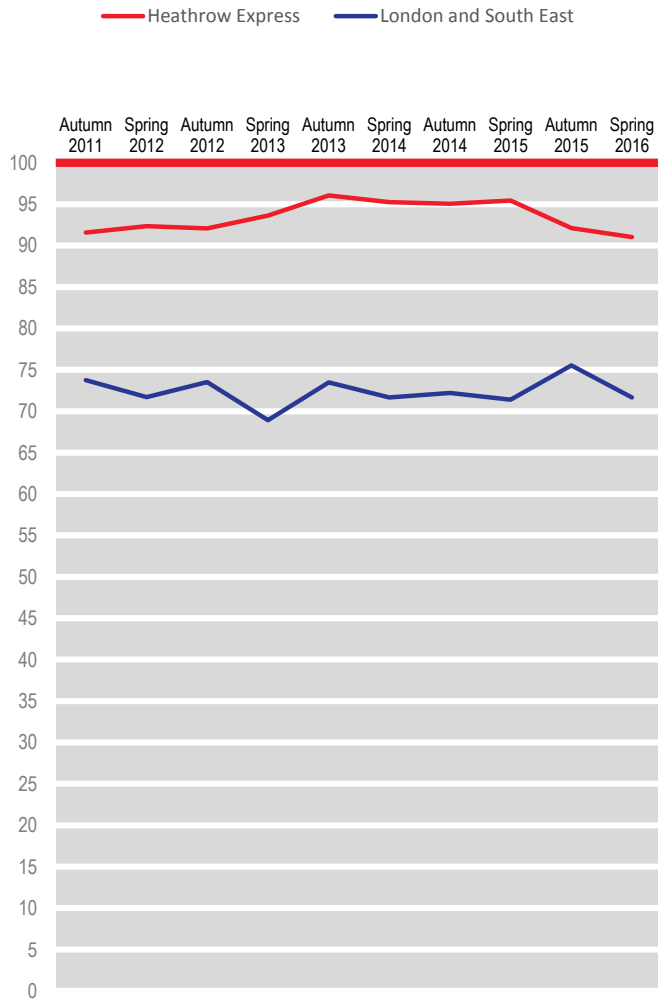
Percentage of passengers satisfied 2011 to 2016



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

The cleanliness of the outside of the train (464)

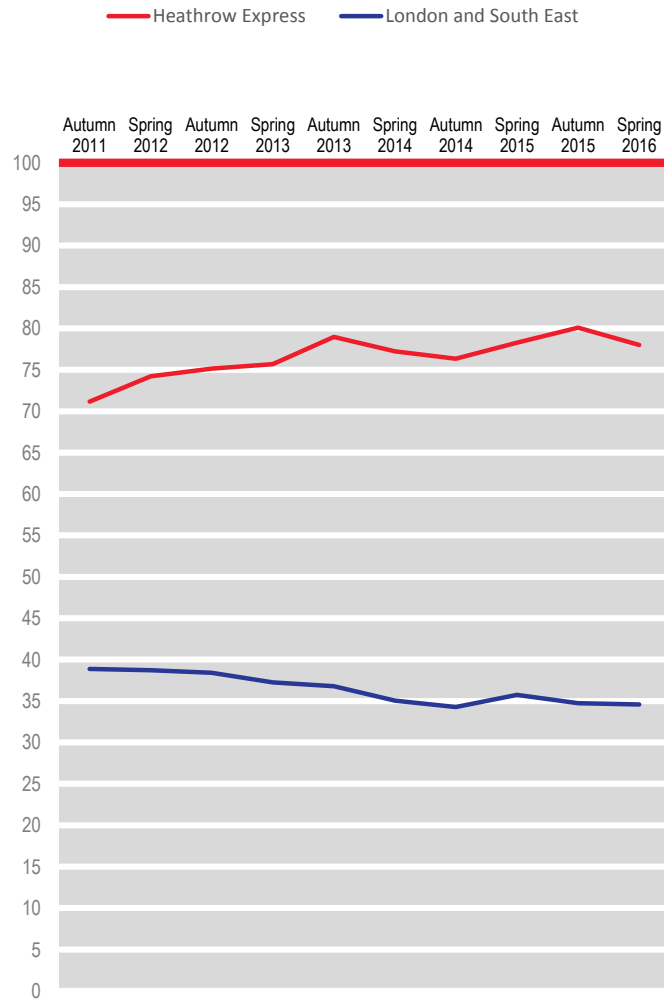
Percentage of passengers satisfied 2011 to 2016



The availability of staff on the train

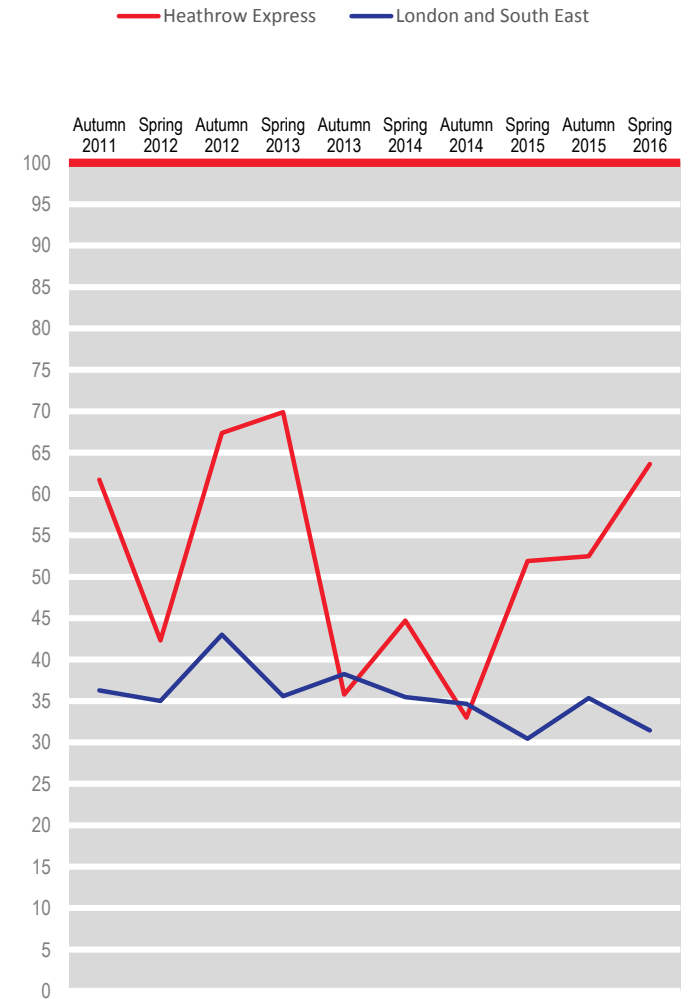
(450)

Percentage of passengers satisfied 2011 to 2016



How well train company dealt with delays (37)

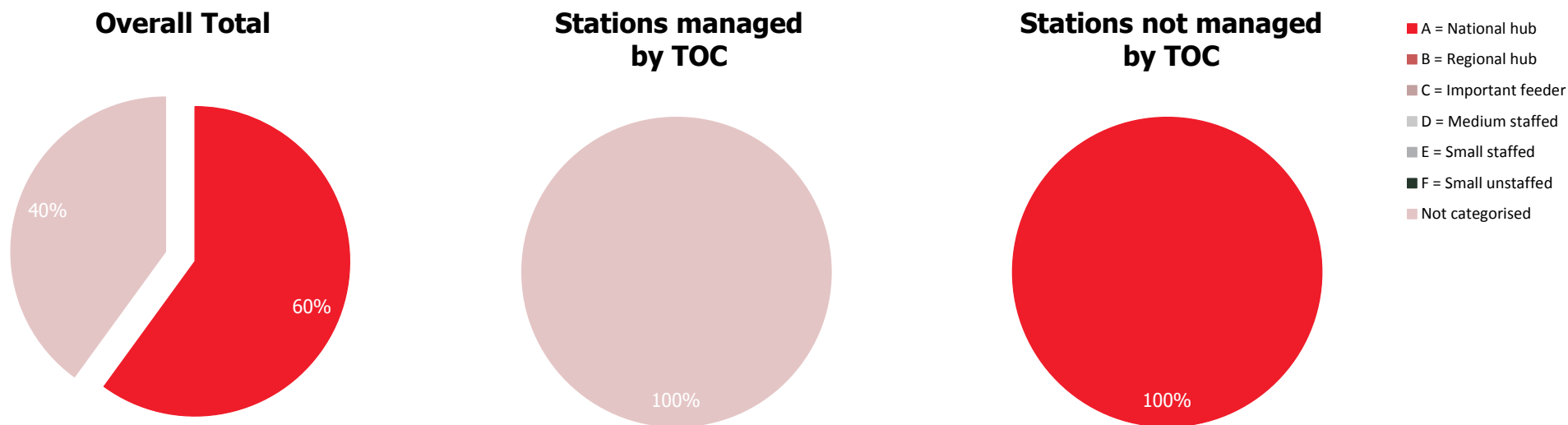
Percentage of passengers satisfied 2011 to 2016



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

Managed versus non-managed stations for Heathrow Express

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



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	93	+	85
Ticket buying facilities	93		92
Provision of information about train times/platforms	81		82
The upkeep/repair of the station buildings/platforms	94	+	74
Cleanliness	93	+	73
The facilities and services	74		68
The attitudes and helpfulness of the staff	88		85
Connections with other forms of public transport	85		81
Facilities for car parking	69		71
Overall environment	93	+	73
Your personal security whilst using the station	88	+	79
The availability of staff	79		76
The provision of shelter facilities	86	+	75
Availability of seating	72		65
How request to station staff was handled	91		91
The choice of shops/eating/drinking facilities available	62		64

Heathrow Express

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	91		95	89		92
STATION FACILITIES						
Overall satisfaction with the station	89		89	88		92
Ticket buying facilities	93		89	91		90
Provision of information about train times/platforms	82		85	82		83
The upkeep/repair of the station buildings/platforms	81		84	87		90
Cleanliness	80		86	85		88
The facilities and services	69		73	75		74
The attitudes and helpfulness of the staff	87		84	83		82
Connections with other forms of public transport	82		88	86		91
Facilities for car parking	73		63	60		69
Overall environment	82		84	80		89
Your personal security whilst using the station	82		86	85		85
The availability of staff	78		74	74		75
The provision of shelter facilities	79		77	81		82
Availability of seating	69		68	66		77
How request to station staff was handled	90		96	93		92
The choice of shops/eating/drinking facilities available	62		67	68		69
TRAIN FACILITIES						
Overall satisfaction with the train	90	-	95	89	-	96
The frequency of the trains on that route	91		93	82		79
Punctuality/reliability (i.e. the train arriving/departing on time)	94		94	94		93
The length of time the journey was scheduled to take (speed)	96		96	98		95
Connections with other train services	90		85	90		88
The value for money of the price of your ticket	40		34	43		45
Cleanliness of the train	91		95	89		95
Upkeep and repair of the train	90	-	96	86	-	98
The provision of information during the journey	84		87	85		91
The helpfulness and attitude of staff on train	86		86	77	-	89
The space for luggage	83	-	91	79	-	89
The toilet facilities	82		79	72		85
Sufficient room for all passengers to sit/stand	88	-	93	86	-	94
The comfort of the seating area	88	-	95	83	-	94
The ease of being able to get on and off	95		94	93		97
Your personal security on board	93		94	93		95
The cleanliness of the inside	94		96	90		95
The cleanliness of the outside	91	-	96	92		95
The availability of staff	78		77	78		83
How well train company deals with delays	72		55	44		40

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

Heathrow Express London and
South EastHeathrow Express London and
South East**DELAY**

None	87	71
Minor	8	23
Major	1	4

LENGTH OF DELAY

5 minutes or less	45	41
6-10 minutes	15	24
11-20 minutes	16	16
21-30 minutes	6	8
31-60 minutes	5	4
More than 1 hour	-	1
Don't know/no answer	13	5

AMOUNT INFORMATION PROVIDED ABOUT THE DELAY

Very well	24	12
Fairly well	47	28
Neither well nor poorly	12	21
Fairly poorly	13	19
Very poorly	4	20

SPEED WITH WHICH INFORMATION WAS PROVIDED

Very well	27	13
Fairly well	40	30
Neither well nor poorly	20	23
Fairly poorly	12	15
Very poorly	-	20

ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY

Very well	24	13
Fairly well	44	29
Neither well nor poorly	17	20
Fairly poorly	15	19
Very poorly	0	19

TIME TAKEN TO RESOLVE THE PROBLEM

Very well	21	9
Fairly well	47	21
Neither well nor poorly	24	33
Fairly poorly	8	14
Very poorly	-	23

USEFULNESS OF THE INFORMATION

Very well	29	13
Fairly well	36	26
Neither well nor poorly	19	26
Fairly poorly	15	15
Very poorly	1	20

**AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE
TRAIN SERVICE COULD NOT CONTINUE**

Very well	1	5
Fairly well	35	14
Neither well nor poorly	52	24
Fairly poorly	12	17
Very poorly	-	40

6 6.2 Passenger experience relating to disability

Heathrow Express London and
South East

Heathrow Express London and
South East

DISABILITY OR LONG TERM ILLNESS

Vision	0	1
Hearing	-	1
Mobility	1	2
Dexterity	0	0
Learning or understanding or concentrating	-	0
Memory	0	0
Mental health	1	2
Stamina or breathing or fatigue	0	1
Socially or behaviourally	-	0
Other	0	2
None	94	88
No answer	3	3

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

Yes, a lot	21	7
Yes, a little	26	44
Not at all	53	42

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

Yes	-	2
No	100	98

STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	51	33
Fairly satisfied	49	33
Neither satisfied nor dissatisfied	-	20
Fairly dissatisfied	-	8
Very dissatisfied	-	5

SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING

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

TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS

Very satisfied	59	28
Fairly satisfied	23	36
Neither satisfied nor dissatisfied	18	20
Fairly dissatisfied	-	9
Very dissatisfied	-	6

SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY

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

Heathrow Express London and
South EastHeathrow Express London and
South East

GENDER			ETHNIC GROUP OF PASSENGERS		
Male	59	44	White	83	86
Female	31	54	Mixed	2	2
			Asian or Asian British	4	4
			Black or Black British	1	4
			Chinese or other ethnic group	1	2
AGE			JOURNEY PURPOSE		
16-18	0	1	Commuter	2	51
19-25	6	8	Business	68	15
26-34	15	14	Leisure	30	35
35-44	26	18			
45-54	26	23			
55-59	10	11			
60-64	5	9			
65+	3	14			
WORKING STATUS			REGULAR TRAVELLER		
Working Full Time	81	62	Yes	29	71
Working Part Time	4	15	No	71	29
Not Working	1	3			
Retired	2	14			
Full Time Student	2	4			
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			WEEKDAY/WEEKEND		
Professional/Senior Managerial	64	41	Weekday	79	86
Middle Managerial	16	16	Weekend	21	15
Junior Managerial/Clerical/Supervisory	4	11			
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	1	6			
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2			
Retired	1	13			
Unemployed/between jobs	-	1			
Housewife/house-husband	-	0			
Other	1	5			
			TIME OF TRAVEL		
			Peak	15	21
			Off-peak	85	79
			ASKED FOR HELP OR INFORMATION		
			Yes asked for help	13	7
			Yes asked for information	10	7
			Could not find anyone to ask	0	2
			No	74	84
			DO YOU REGULARLY USE THE INTERNET		
			Yes, at home	89	92
			Yes, at work	81	67
			No	0	4

Heathrow Express London and
South EastHeathrow Express London and
South East**TRAVELLING ALONE OR WITH OTHERS**

Alone	79	84
With other adults 16+	19	13
With children aged 0-4	0	1
With children aged 5-10	1	1
With children aged 11-15	0	1

TRAVELLING WITH ...

Heavy/bulky luggage/other large items	51	11
Pushchair	0	1
Folding bicycle	-	1
Non-folding bicycle	-	1
Dog	-	0
Wheelchair	-	0
Helper	0	0
Mobility scooter	-	0
None apply	47	84

TYPE OF TICKET USED FOR JOURNEY

Anytime single/return	58	8
Anytime day single/return	19	9
Off-peak/super off-peak single/return	4	8
Off-peak/super off-peak day single/return	2	7
Advance	3	3
Day travelcard	0	6
Oyster pay as you go	2	17
Weekly or monthly season ticket	2	17
Annual season ticket	-	11
Special promotion ticket	0	0
Rail staff pass/privilege ticket/police	1	1
Free travel pass (e.g. Freedom Pass)	1	8
Other	5	3
Don't know/no answer	4	2

POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING

Better telephone enquiry/booking service	3	4
Better internet enquiry/booking service	12	18
Better information facilities at stations	8	20
Better route maps of the rail network	6	14
Make timetables easier to read	8	17
Better ticket buying facilities at station ticket offices	6	17
Better ticket buying facilities at station ticket machines	8	15
Better promotion when advanced tickets available	14	20
Other	10	16
None of these	36	26

Station sample sizes for Heathrow Express

Station

Unweighted

London Paddington

229

Heathrow Terminal 5

203

Heathrow Airport T123

107

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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