



Contacts:

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrcc-continental.com



Contents

1 Introduction

- 1.1** Methodology 2
- 1.2** Issues affecting fieldwork 3

2 Key results

- 2.1** Overall satisfaction and station factor results for Heathrow Connect 5
- 2.2** Train factor results for Heathrow Connect 7
- 2.3** Overall satisfaction and station factor results for London and South East 9
- 2.4** Train factor results for London and South East 11
- 2.5** Heathrow Connect versus London and South East performance 13
- 2.6** Results by route for Heathrow Connect 14

3 Passenger satisfaction trend charts

- 3.1** Overall satisfaction and station factor results for Heathrow Connect 15
- 3.2** Train factor results for Heathrow Connect 21

4 Managed versus non-managed stations

- 4.1** Network Rail categorisation and station factor results for Heathrow Connect 28

5 Weekday/weekend satisfaction

- 5.1** Weekday/weekend satisfaction for Heathrow Connect 29
- 5.2** Weekday/weekend peak satisfaction for London and South East 30

6 Passenger experience with service

- 6.1** Passenger experience of delays 31
- 6.2** Passenger experience relating to disability 32

7 Sample profile

- 7.1** Sample profile for Heathrow Connect versus London and South East 33
- 7.2** Station sample sizes for Heathrow Connect 35
- 7.3** Weighted sample composition for all TOCs 36
- 7.4** Unweighted sample composition for all TOCs 37

8 Technical appendix

- 8.1** Standard reports produced for NRPS 38
- 8.2** Rail sectors 39
- 8.3** How routes are defined 40

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.

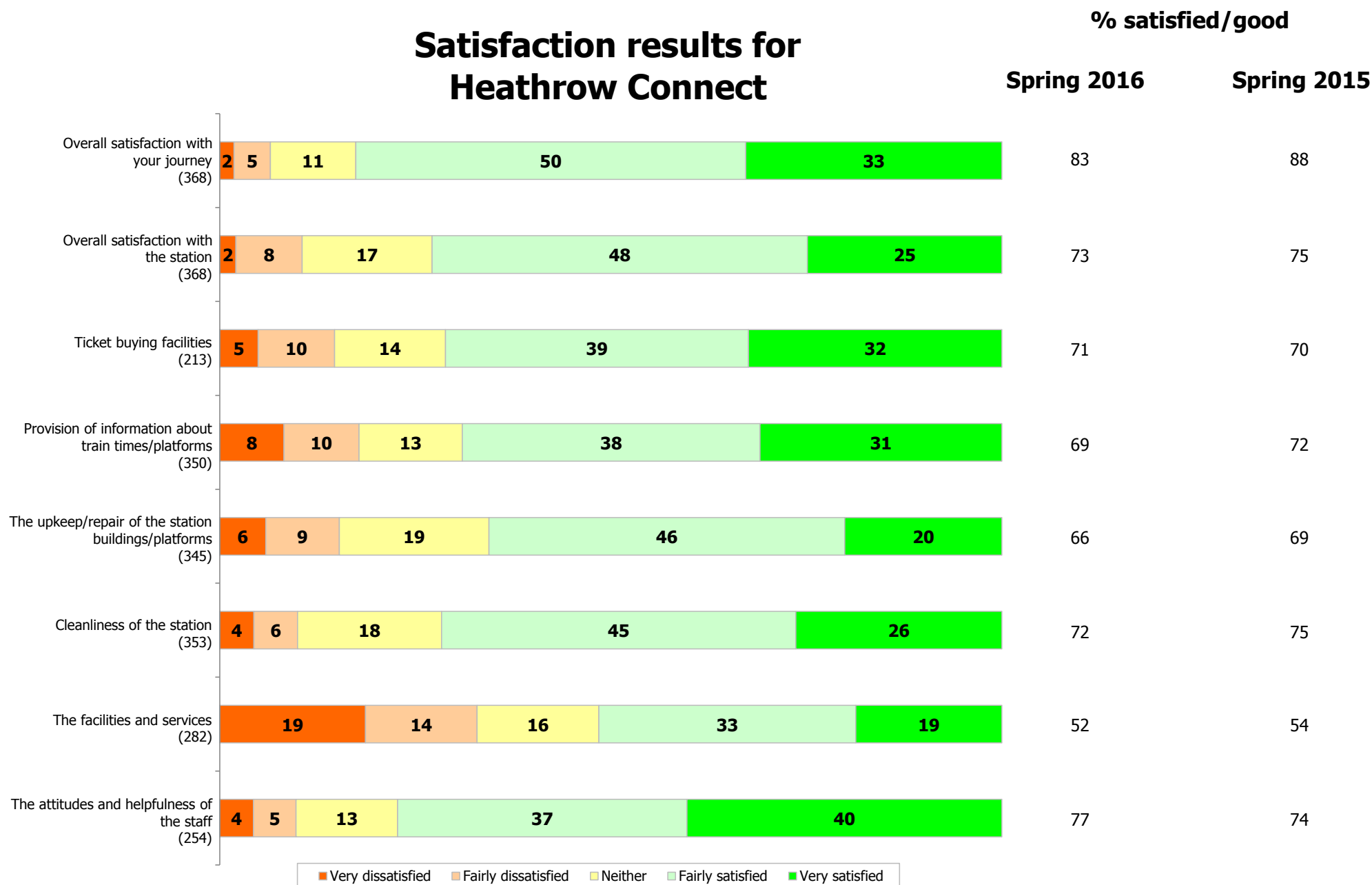
Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

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

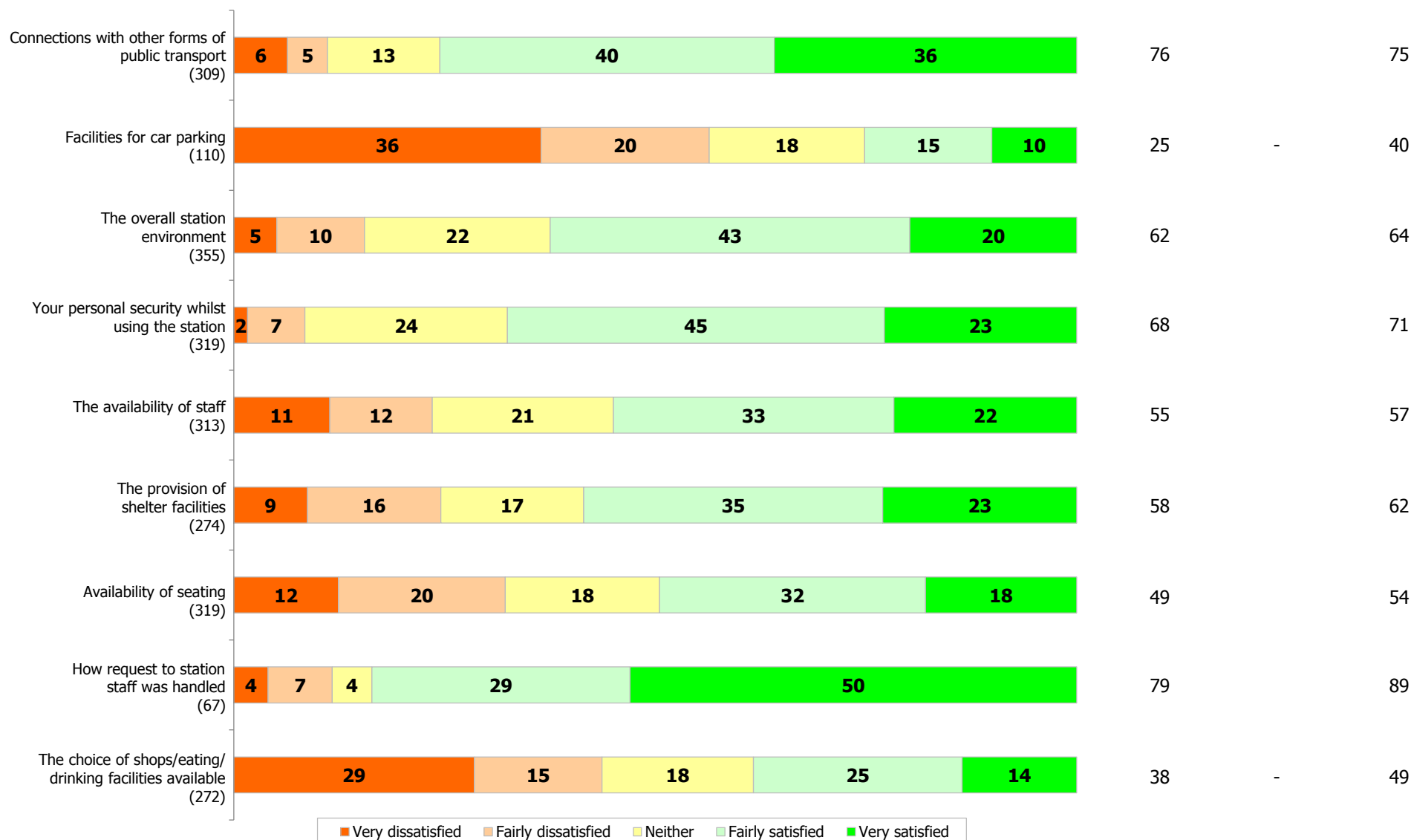


Satisfaction results for Heathrow Connect

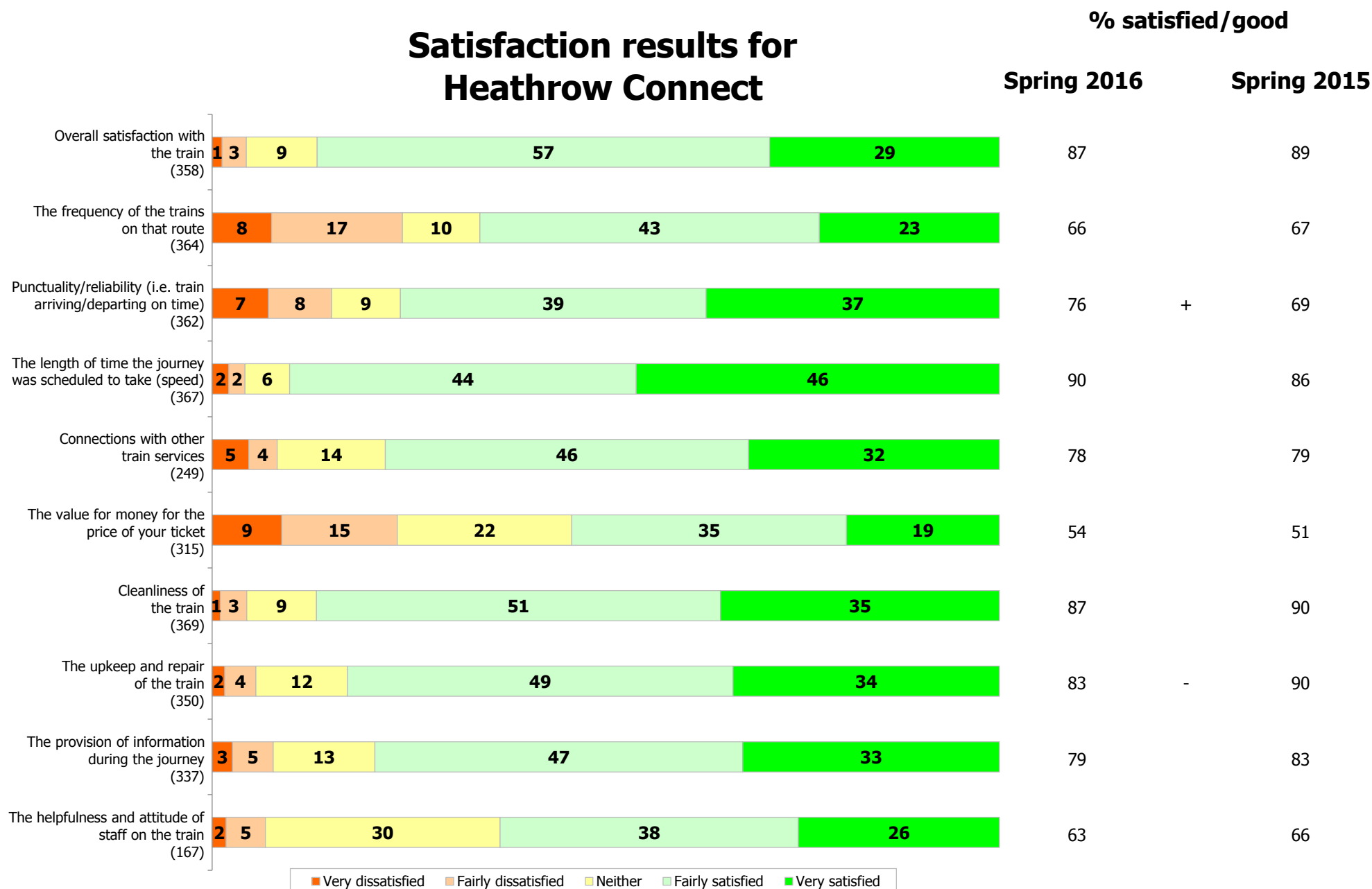
% satisfied/good

Spring 2016

Spring 2015



Satisfaction results for Heathrow Connect

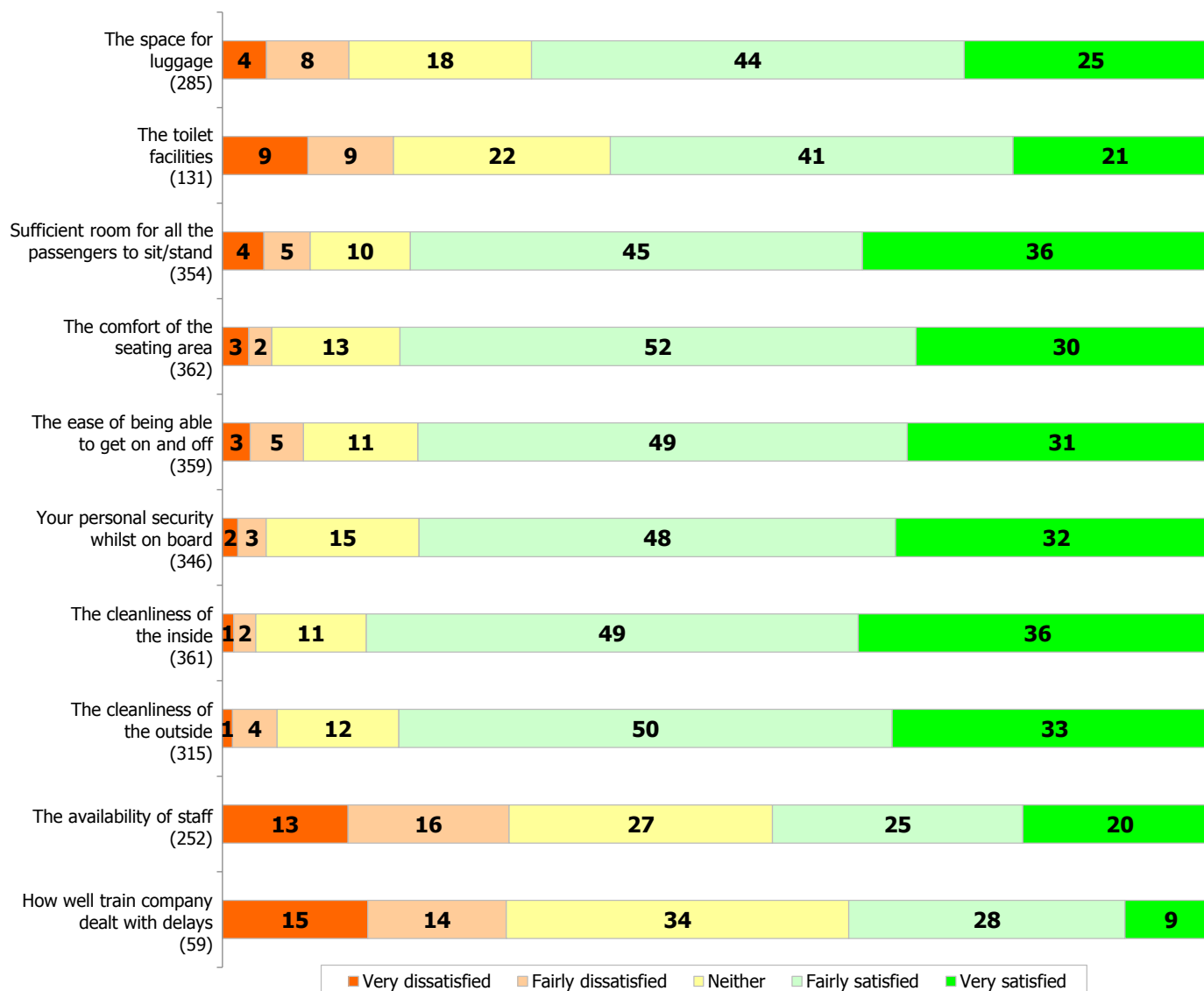


Satisfaction results for Heathrow Connect

% satisfied/good

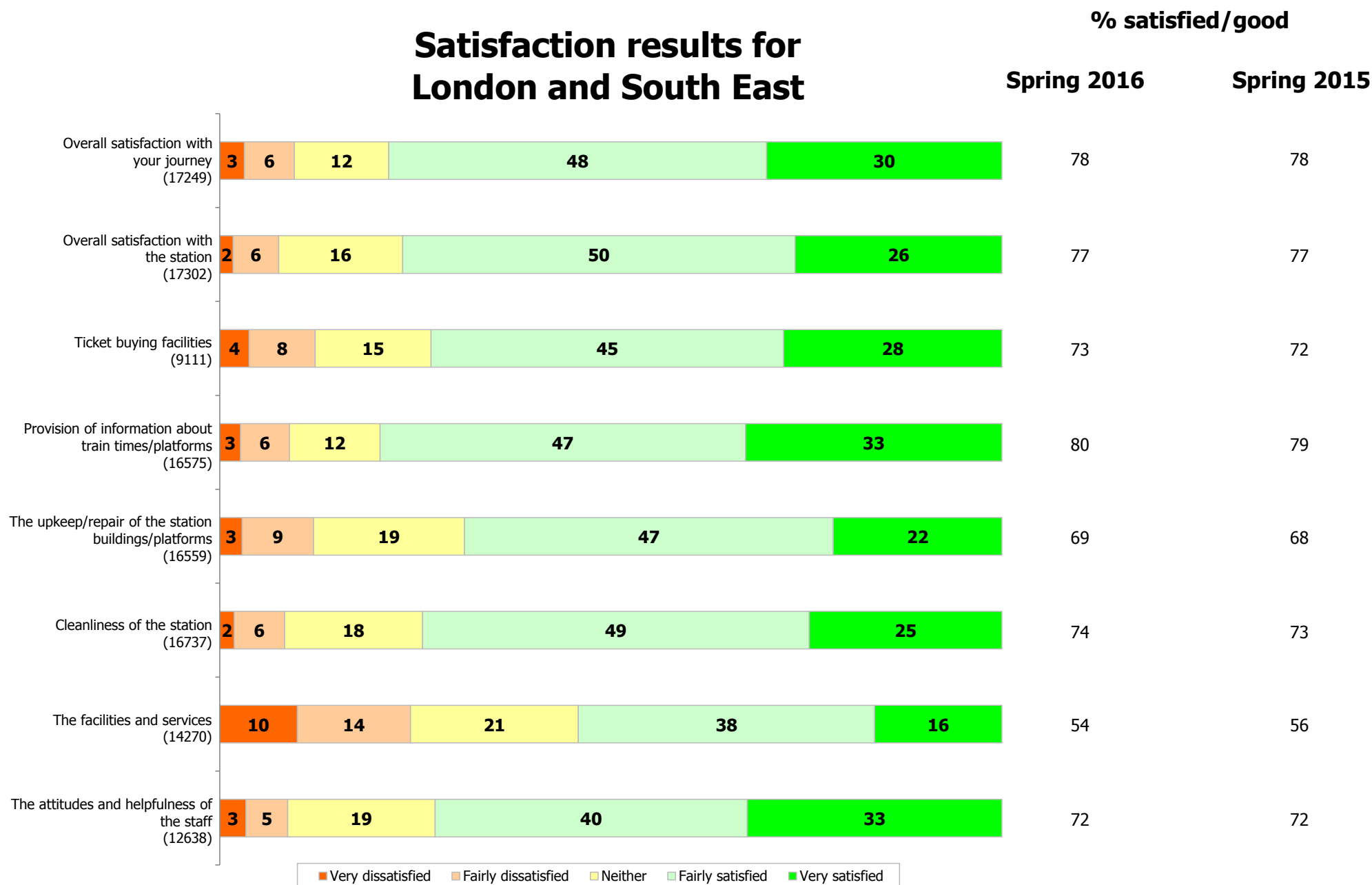
Spring 2016

Spring 2015



2 2.3 Overall satisfaction with your journey and station factors

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

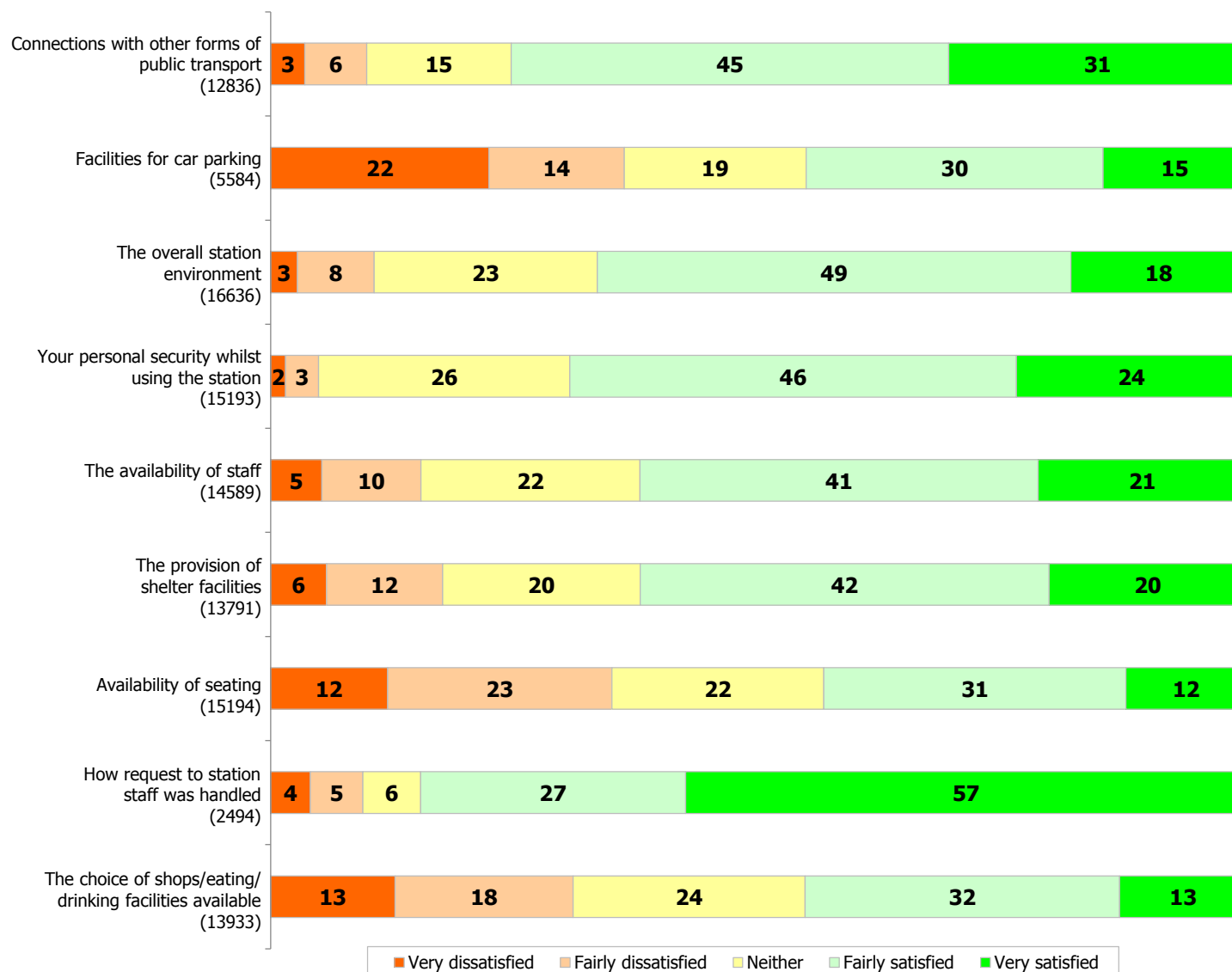


Satisfaction results for London and South East

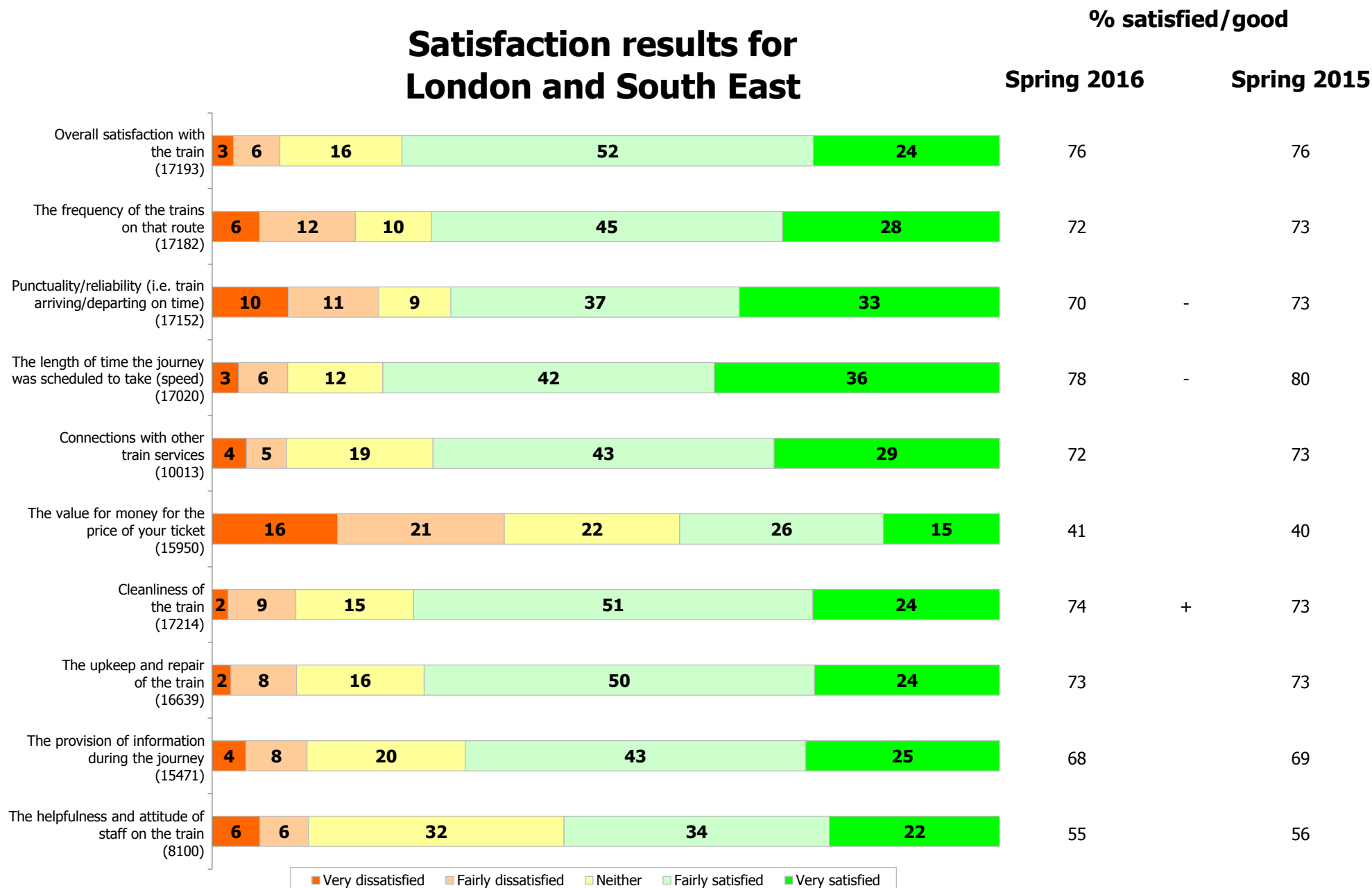
% satisfied/good

Spring 2016

Spring 2015



Satisfaction results for London and South East

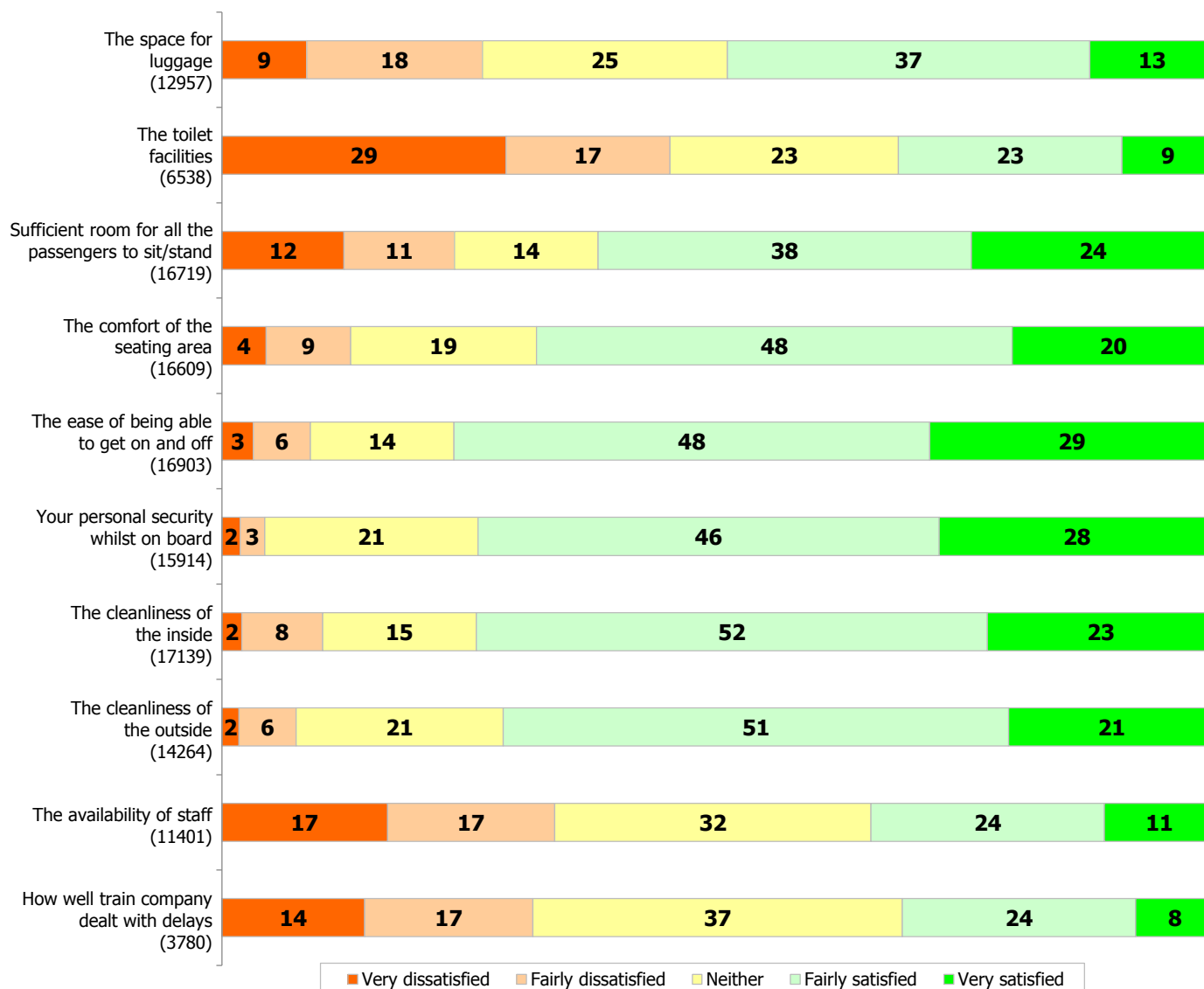


Satisfaction results for London and South East

% satisfied/good

Spring 2016

Spring 2015



Heathrow Connect versus London and South East

	TOC	Sector	TOC Index
Overall satisfaction with your journey	83	78	105%
STATION FACILITIES			
Overall satisfaction with the station	73	77	95%
Ticket buying facilities	71	73	97%
Provision of information about train times/platforms	69	80	87%
The upkeep/repair of the station buildings/platforms	66	69	95%
Cleanliness	72	74	97%
The facilities and services	52	54	95%
The attitudes and helpfulness of the staff	77	72	107%
Connections with other forms of public transport	76	75	100%
Facilities for car parking	25	45	56%
Overall environment	62	67	94%
Your personal security whilst using the station	68	69	97%
The availability of staff	55	62	88%
The provision of shelter facilities	58	62	94%
Availability of seating	49	43	114%
How request to station staff was handled	79	83	95%
The choice of shops/eating/drinking facilities available	38	45	85%
TRAIN FACILITIES			
Overall satisfaction with the train	87	76	114%
The frequency of the trains on that route	66	72	91%
Punctuality/reliability (i.e. the train arriving/departing on time)	76	70	109%
The length of time the journey was scheduled to take (speed)	90	78	115%
Connections with other train services	78	72	108%
The value for money of the price of your ticket	54	41	134%
Cleanliness of the train	87	74	117%
Upkeep and repair of the train	83	73	113%
The provision of information during the journey	79	68	117%
The helpfulness and attitude of staff on train	63	55	115%
The space for luggage	69	49	140%
The toilet facilities	61	32	192%
Sufficient room for all passengers to sit/stand	81	62	131%
The comfort of the seating area	82	68	120%
The ease of being able to get on and off	80	77	105%
Your personal security on board	80	74	108%
The cleanliness of the inside	86	74	115%
The cleanliness of the outside	82	72	115%
The availability of staff	45	35	129%
How well train company deals with delays	37	31	118%

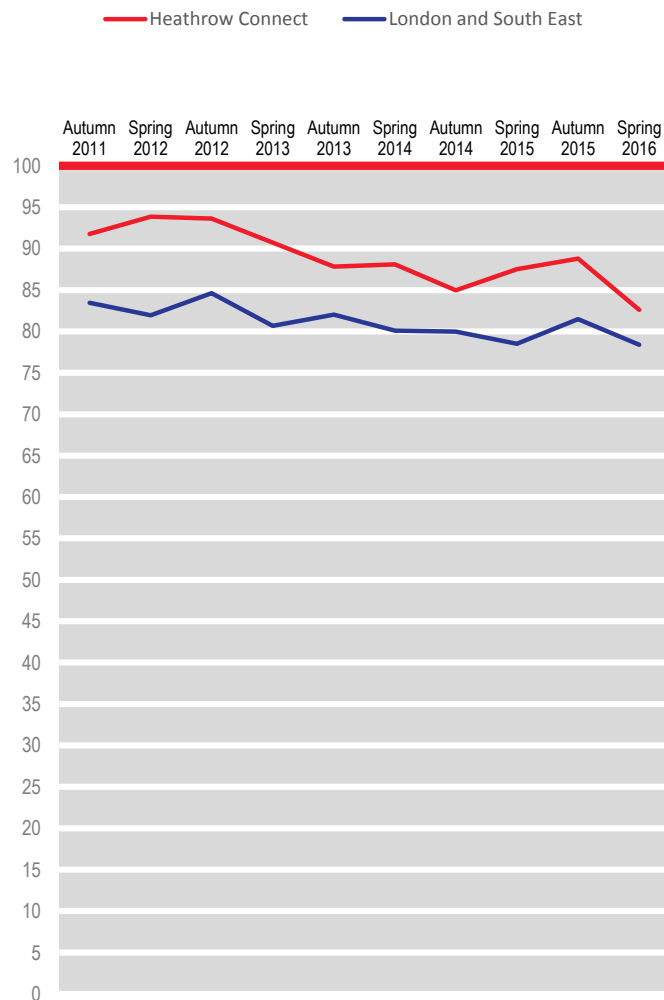
Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction with your journey	83
STATION FACILITIES	
Overall satisfaction with the station	73
Ticket buying facilities	71
Provision of information about train times/platforms	69
The upkeep/repair of the station buildings/platforms	66
Cleanliness	72
The facilities and services	52
The attitudes and helpfulness of the staff	77
Connections with other forms of public transport	76
Facilities for car parking	25
Overall environment	62
Your personal security whilst using the station	68
The availability of staff	55
The provision of shelter facilities	58
Availability of seating	49
How request to station staff was handled	79
The choice of shops/eating/drinking facilities available	38
TRAIN FACILITIES	
Overall satisfaction with the train	87
The frequency of the trains on that route	66
Punctuality/reliability (i.e. the train arriving/departing on time)	76
The length of time the journey was scheduled to take (speed)	90
Connections with other train services	78
The value for money of the price of your ticket	54
Cleanliness of the train	87
Upkeep and repair of the train	83
The provision of information during the journey	79
The helpfulness and attitude of staff on train	63
The space for luggage	69
The toilet facilities	61
Sufficient room for all passengers to sit/stand	81
The comfort of the seating area	82
The ease of being able to get on and off	80
Your personal security on board	80
The cleanliness of the inside	86
The cleanliness of the outside	82
The availability of staff	45
How well train company deals with delays	37

Percentage satisfaction with aspects of station where boarded

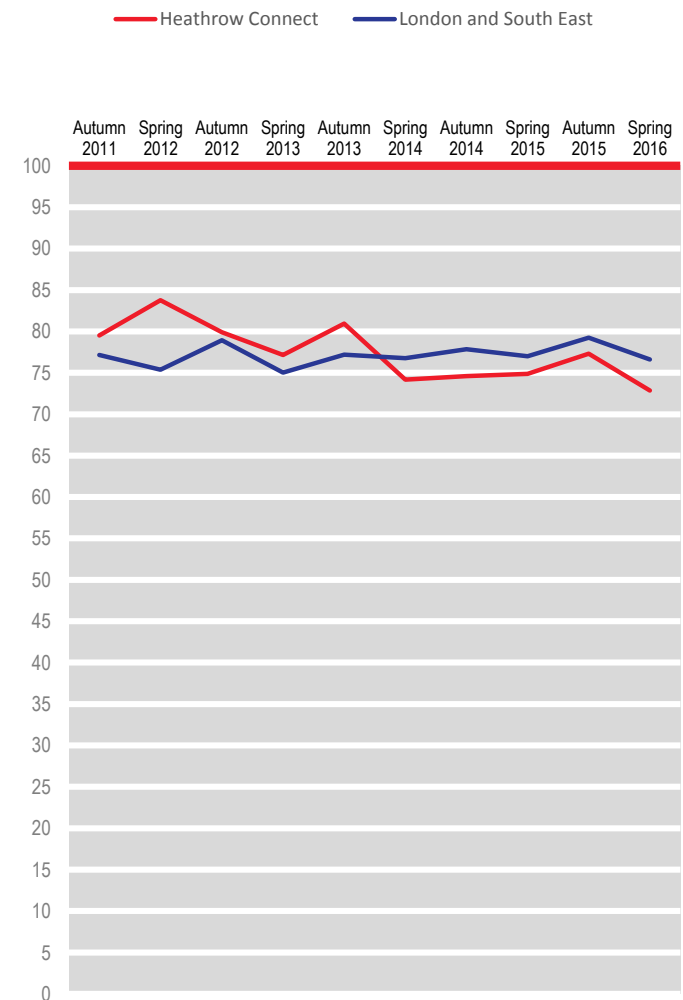
Overall satisfaction with your journey

(368)
Percentage of passengers satisfied 2011 to 2016



Overall station satisfaction

(368)
Percentage of passengers satisfied 2011 to 2016

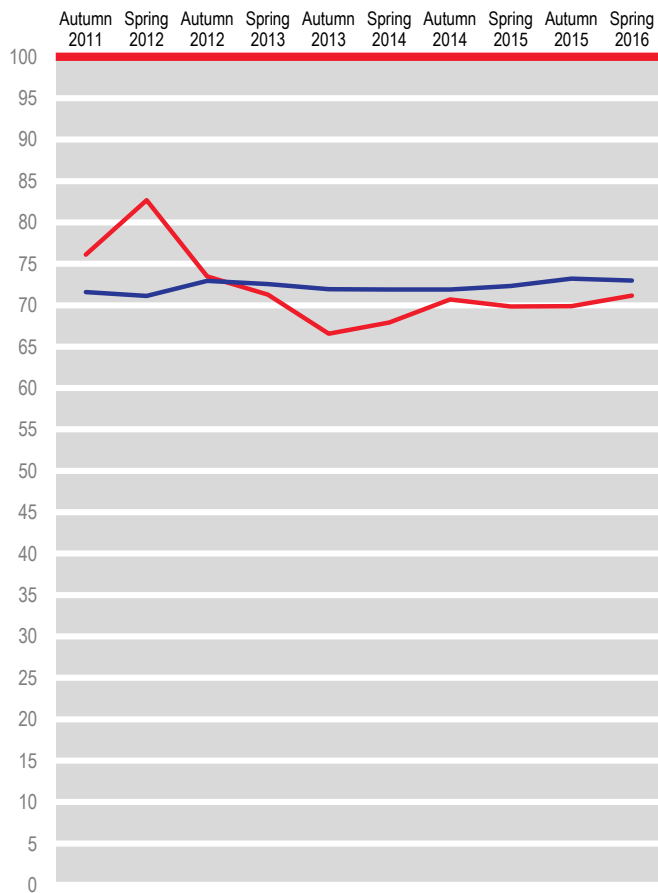


N.B. Benchmarks and targets are only shown for applicable factors

Ticket buying facilities**(213)**

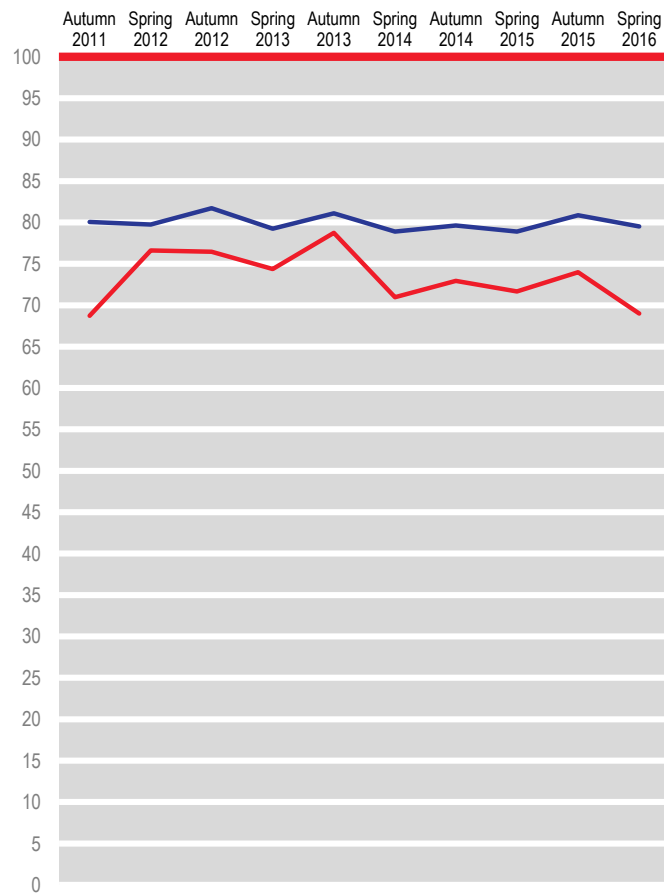
Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

**Provision of information about train times/platforms****(350)**

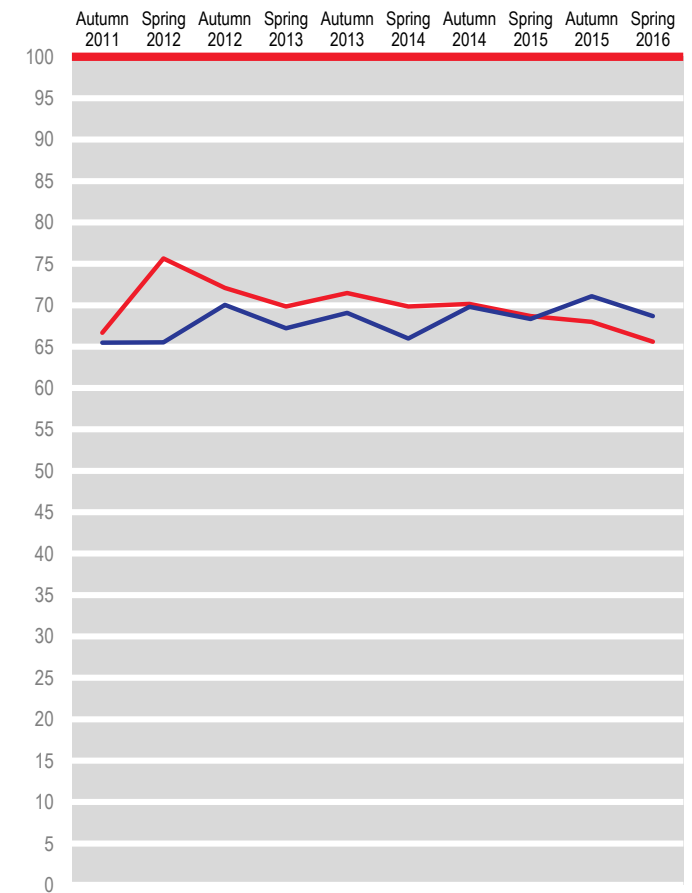
Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

**The upkeep/repair of the station building/platforms****(345)**

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

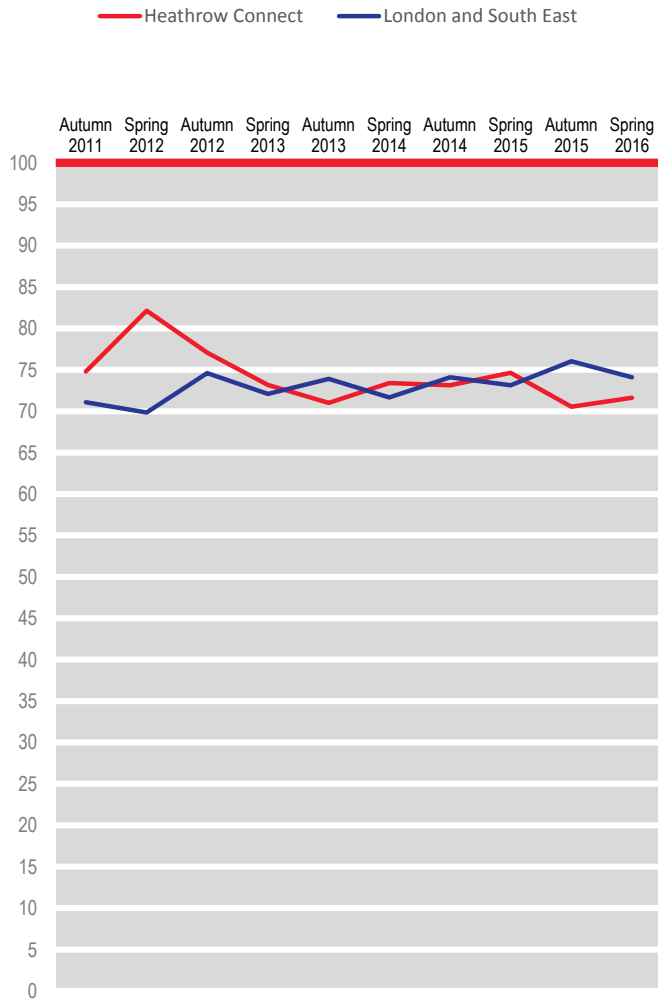


N.B. Benchmarks and targets are only shown for applicable factors

Cleanliness of the station

(353)

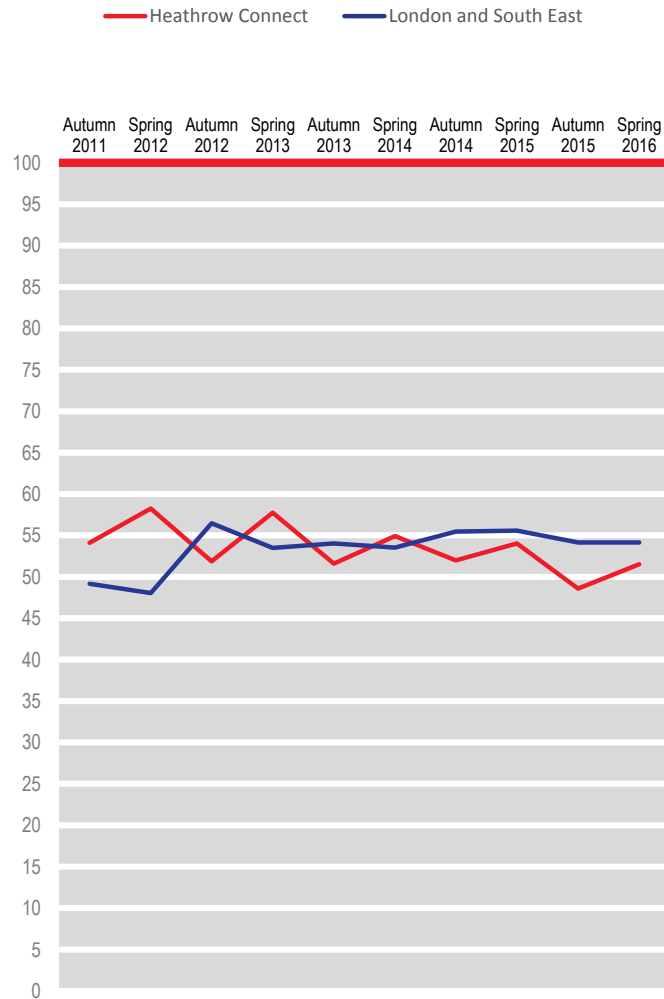
Percentage of passengers satisfied 2011 to 2016



The facilities and services at the station

(282)

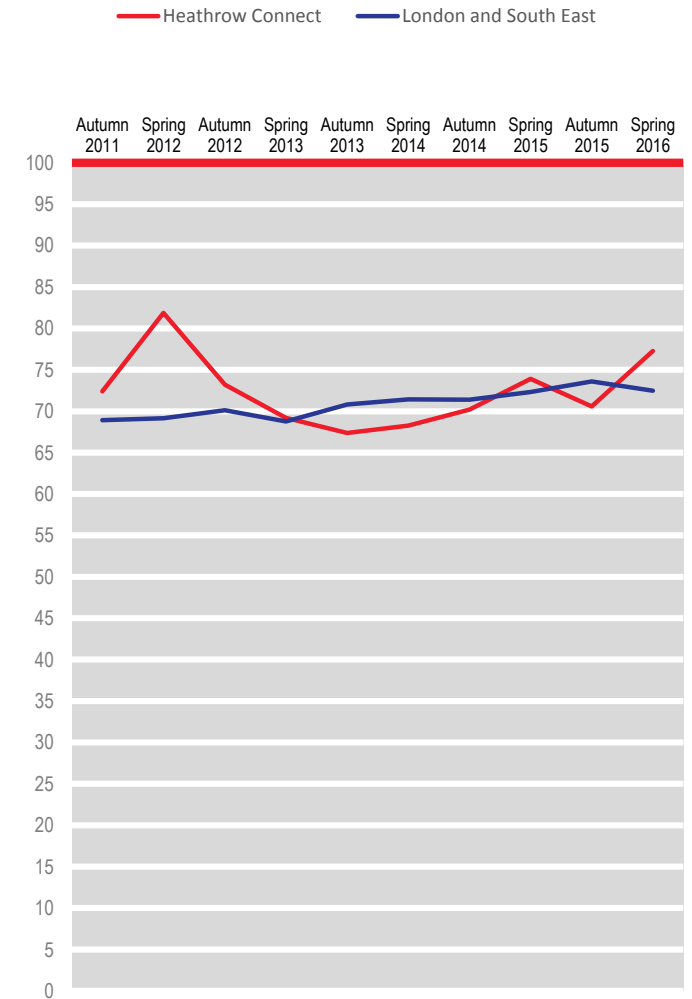
Percentage of passengers satisfied 2011 to 2016



The attitudes and helpfulness of the staff at the station

(254)

Percentage of passengers satisfied 2011 to 2016

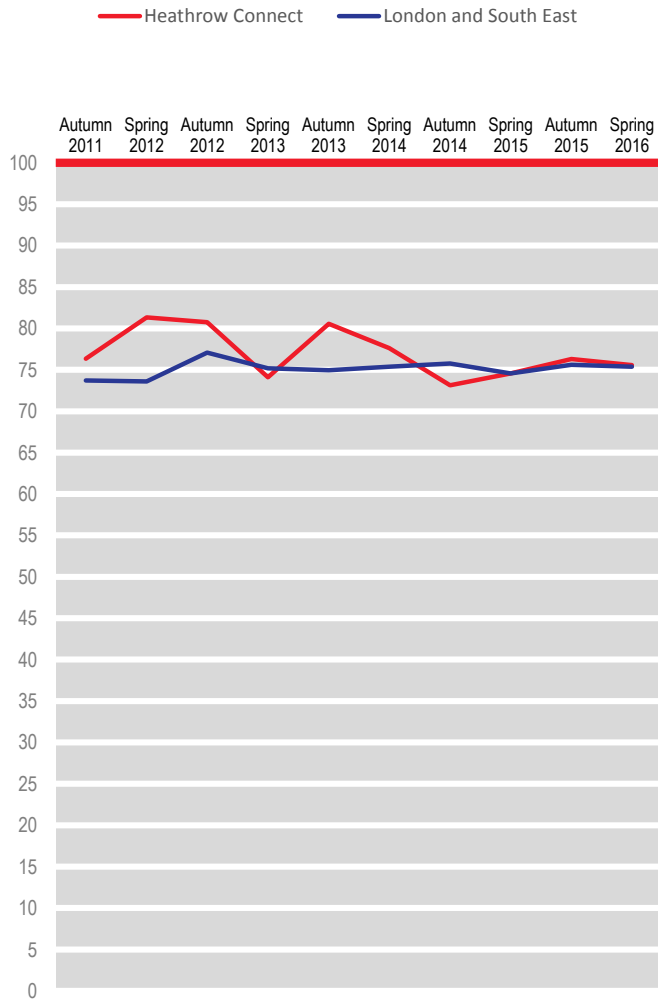


N.B. Benchmarks and targets are only shown for applicable factors

Connections with other forms of public transport from the station

(309)

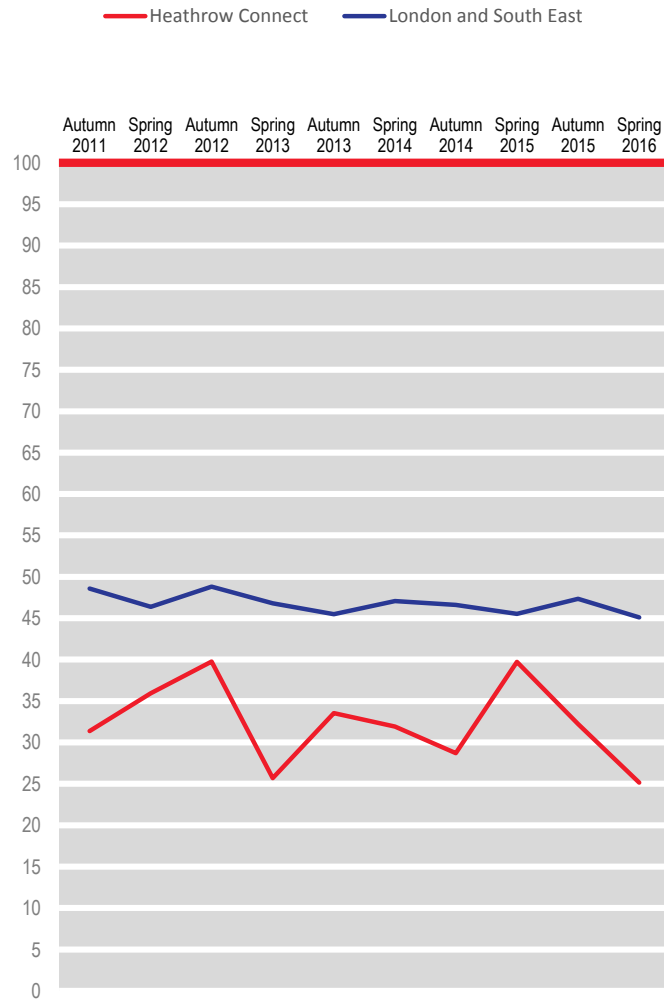
Percentage of passengers satisfied 2011 to 2016



Facilities for car parking at the station

(110)

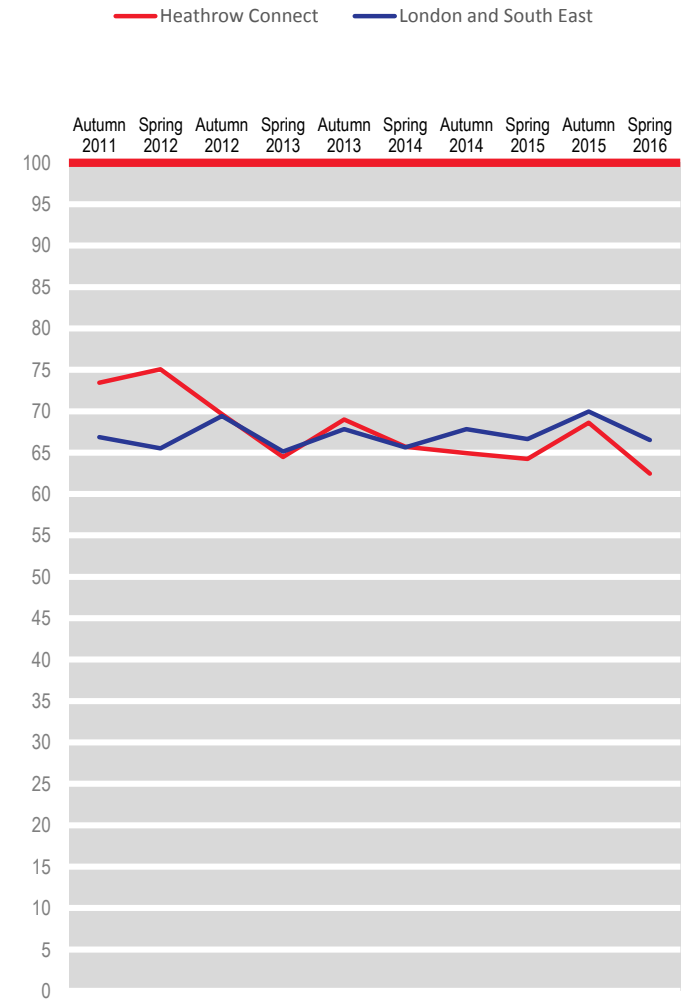
Percentage of passengers satisfied 2011 to 2016



Overall station environment

(355)

Percentage of passengers satisfied 2011 to 2016



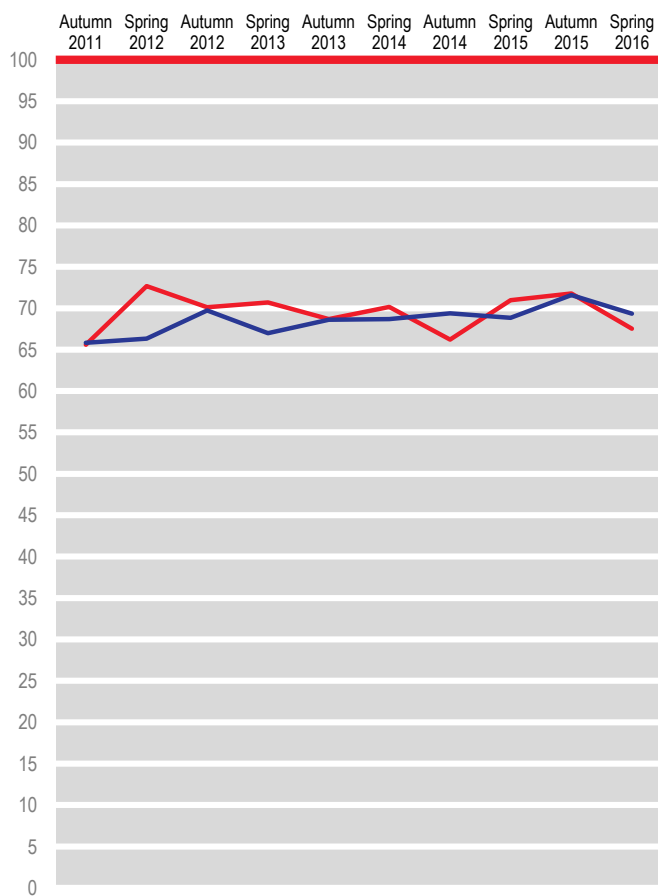
N.B. Benchmarks and targets are only shown for applicable factors

Your personal security whilst using the station

(319)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

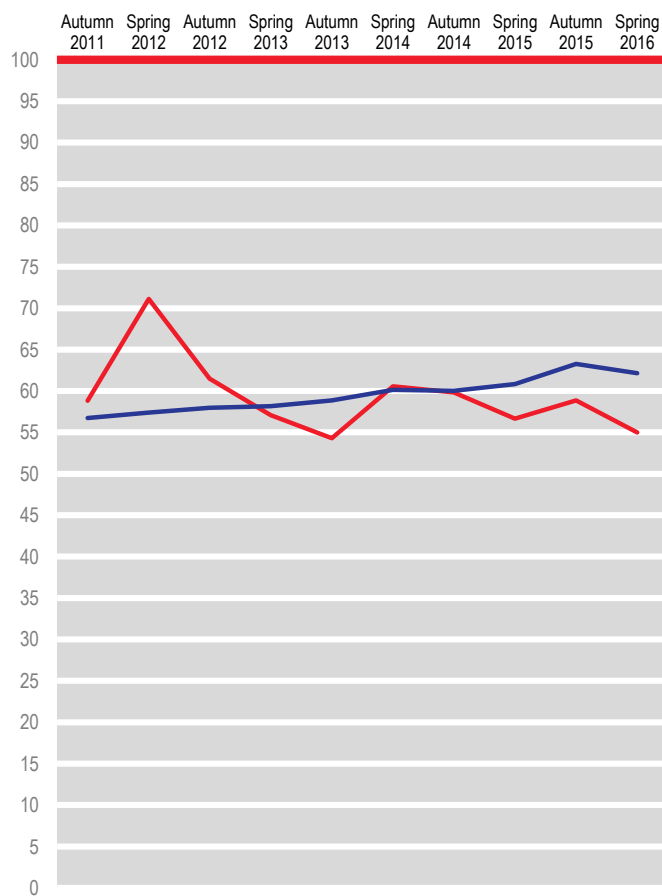


The availability of staff at the station

(313)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

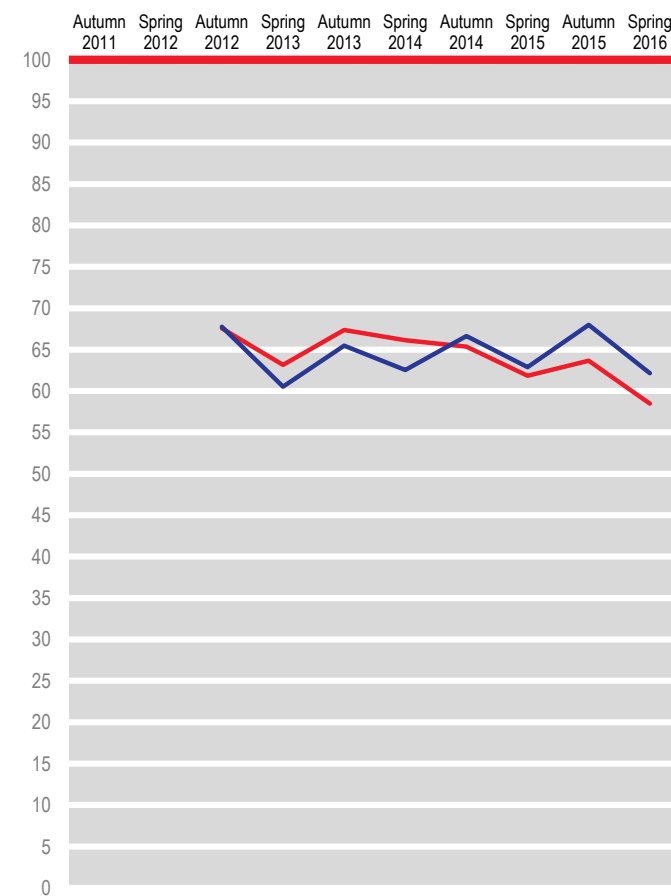


The provision of shelter facilities

(274)

Percentage of passengers satisfied 2011 to 2016

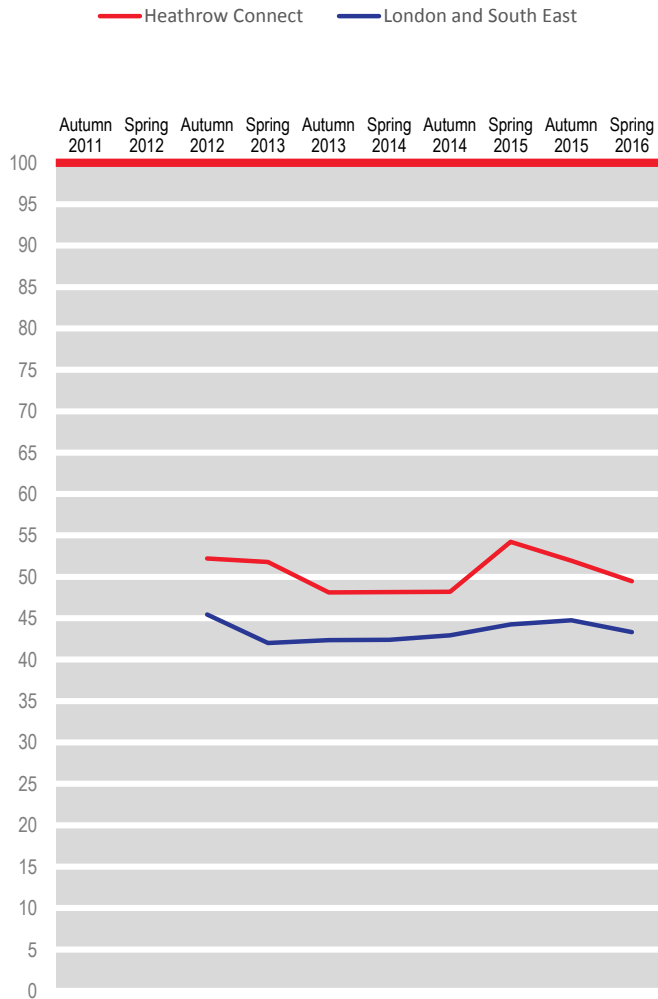
Heathrow Connect London and South East



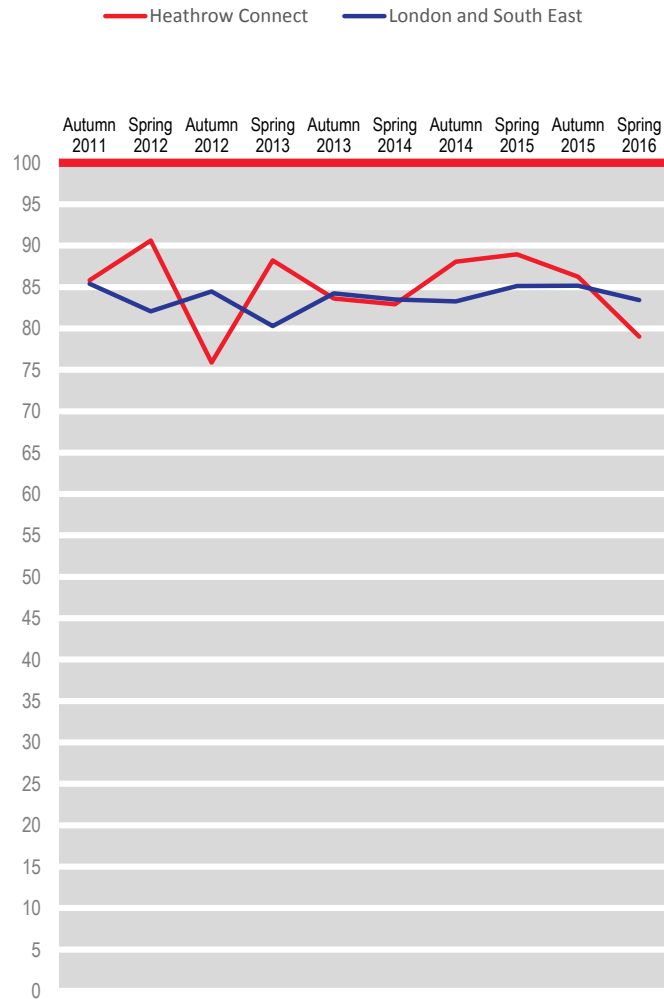
N.B. Benchmarks and targets are only shown for applicable factors

Availability of seating**(319)**

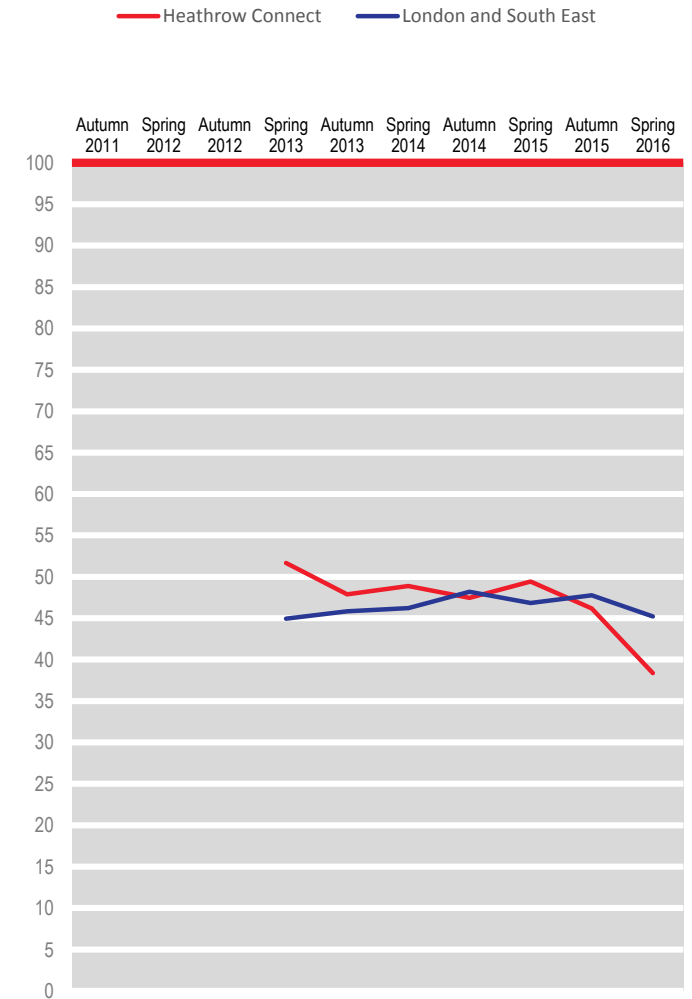
Percentage of passengers satisfied 2011 to 2016

**How request to station staff was handled****(67)**

Percentage of passengers satisfied 2011 to 2016

**The choice of shops/eating/drinking facilities available****(272)**

Percentage of passengers satisfied 2011 to 2016



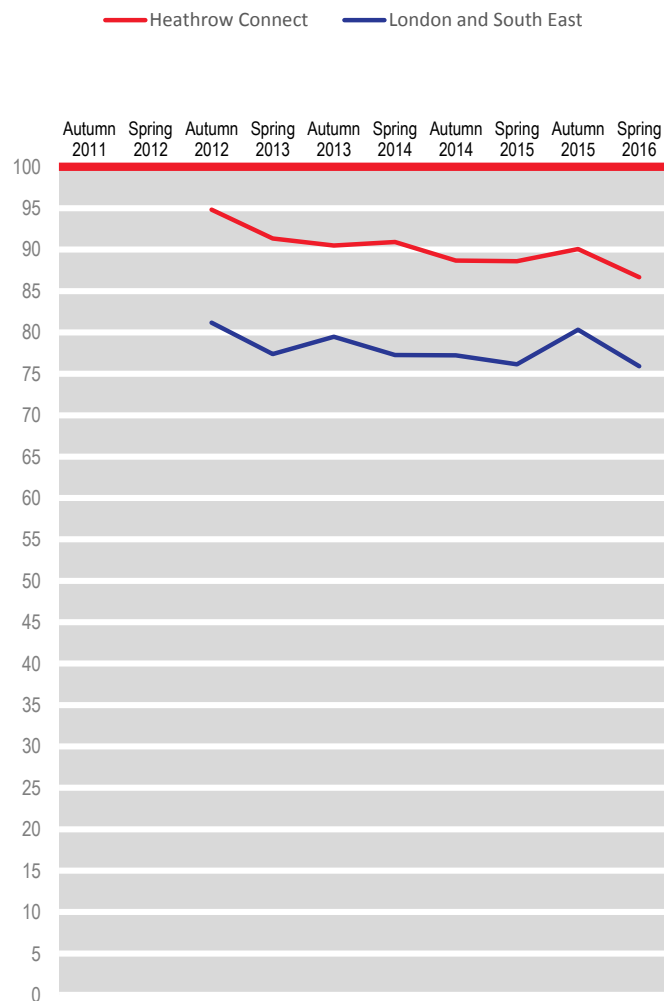
N.B. Benchmarks and targets are only shown for applicable factors

Percentage satisfaction with aspects of the train

Overall satisfaction with the train

(358)

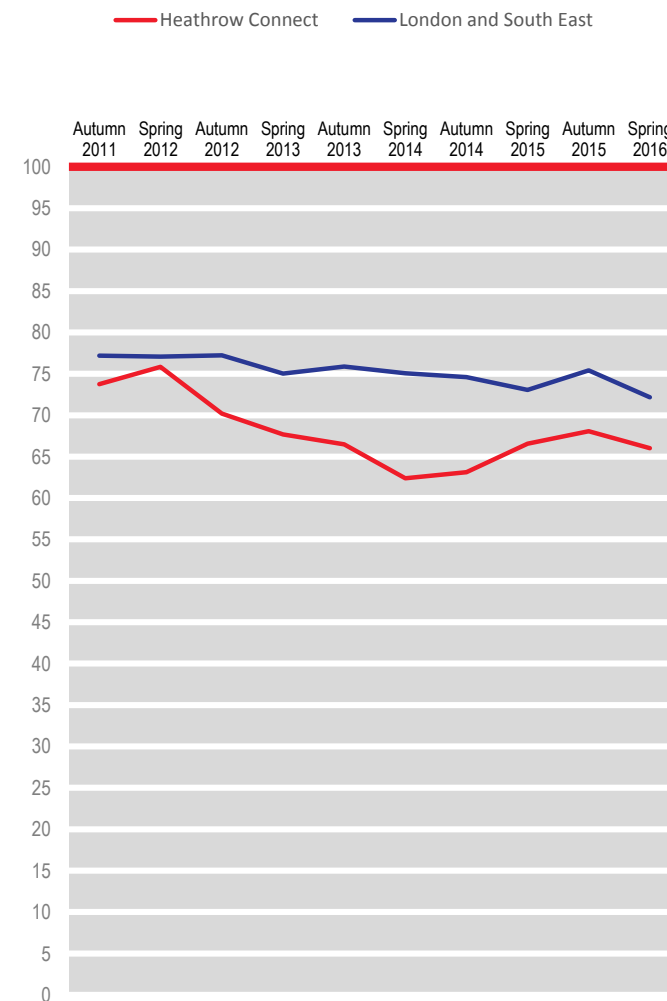
Percentage of passengers satisfied 2011 to 2016



The frequency of trains on that route

(364)

Percentage of passengers satisfied 2011 to 2016



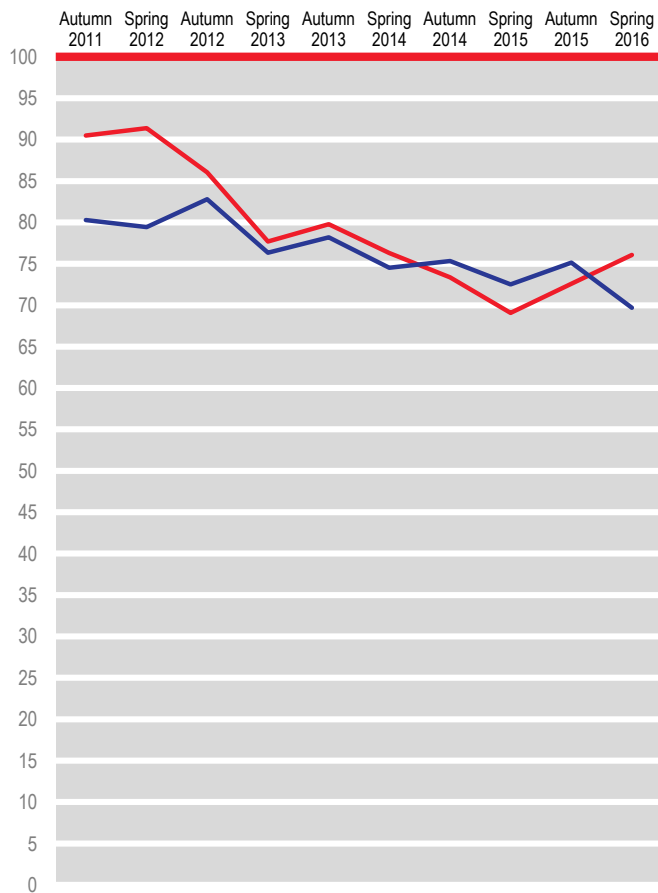
N.B. Benchmarks and targets are only shown for applicable factors

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

(362)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

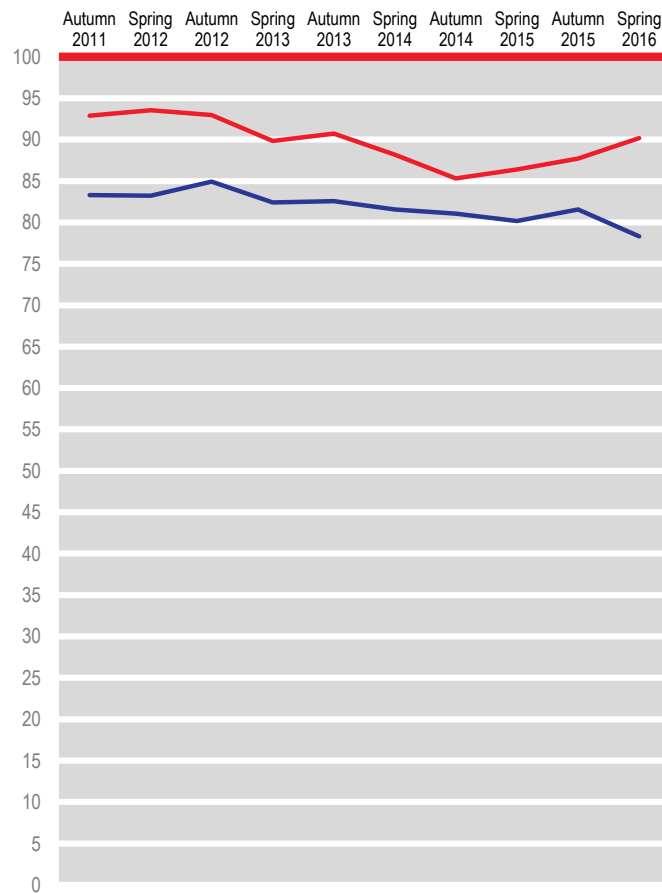


The length of time the journey was scheduled to take (speed)

(367)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

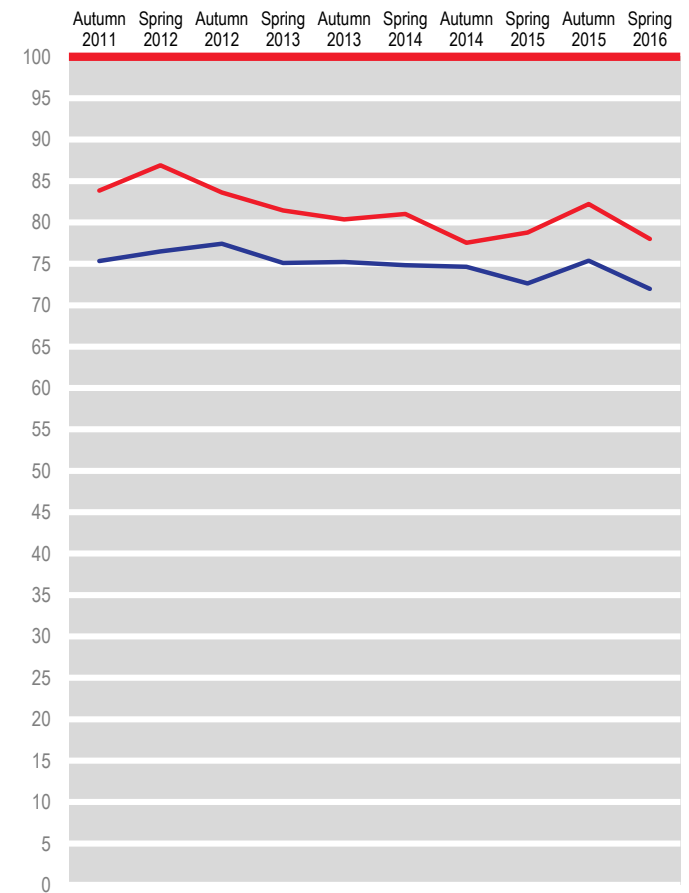


Connections with other train services

(249)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East



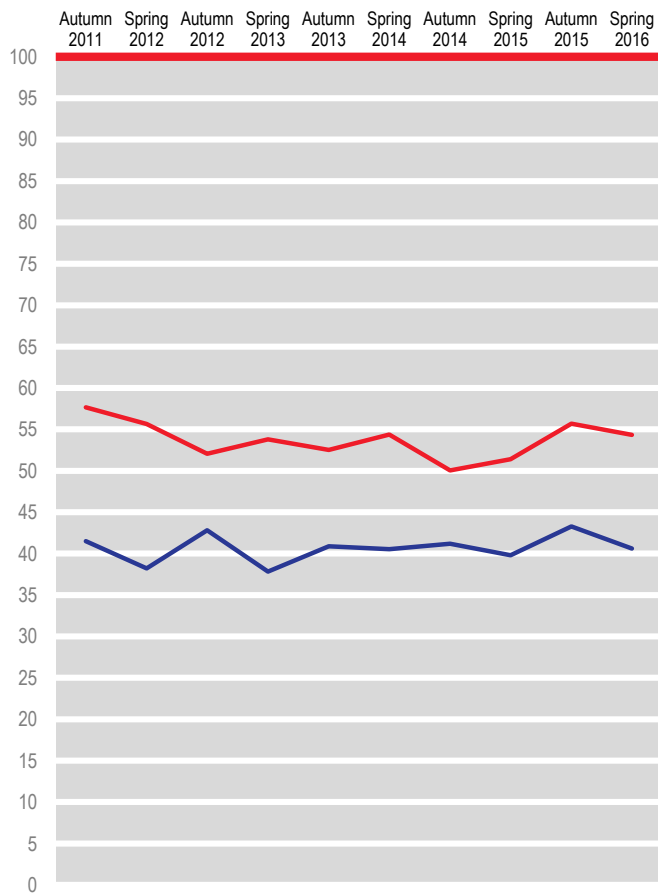
N.B. Benchmarks and targets are only shown for applicable factors

The value for money for the price of your ticket

(315)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

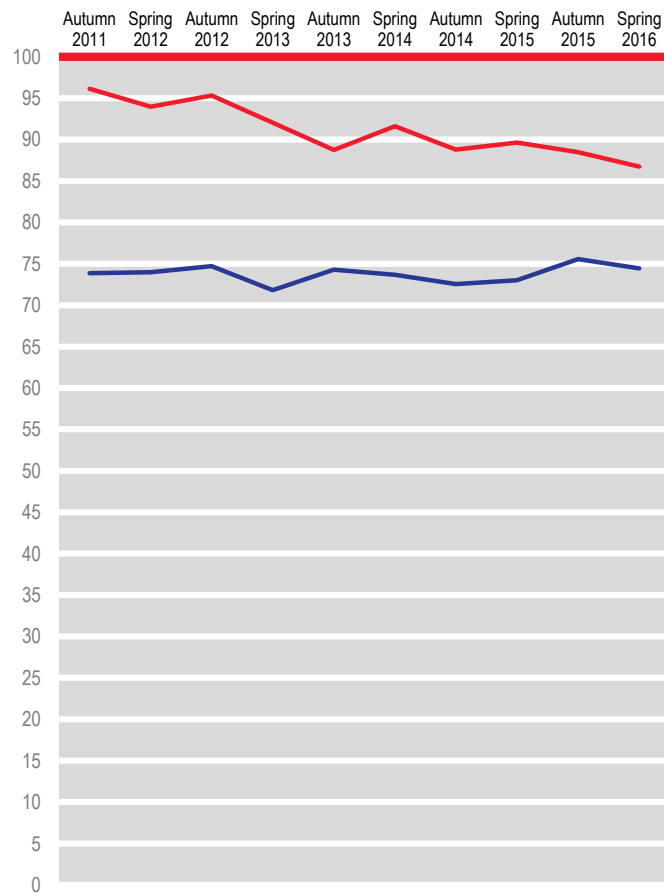


Cleanliness of the train

(369)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

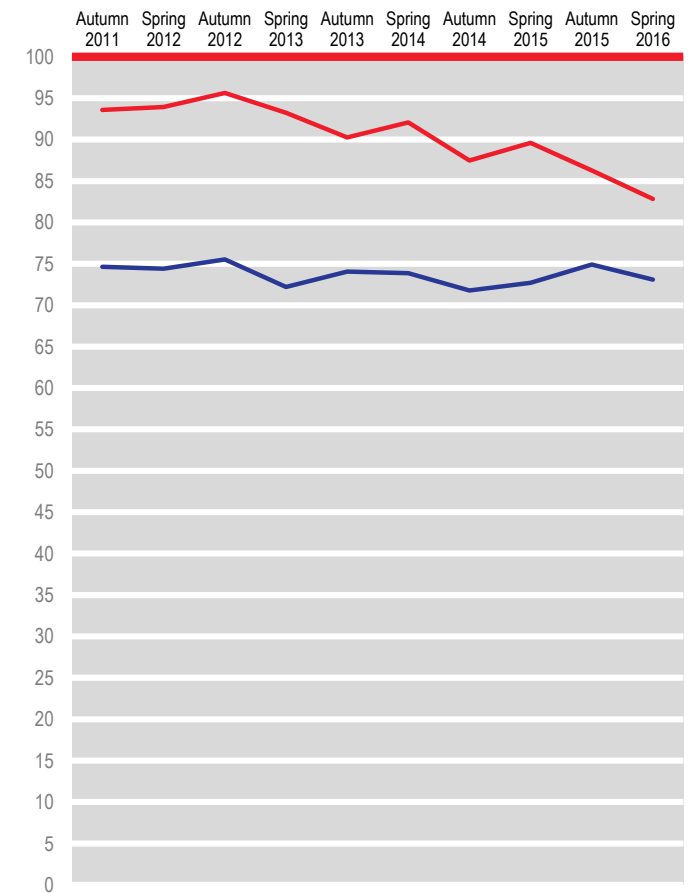


Upkeep and repair of the train

(350)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

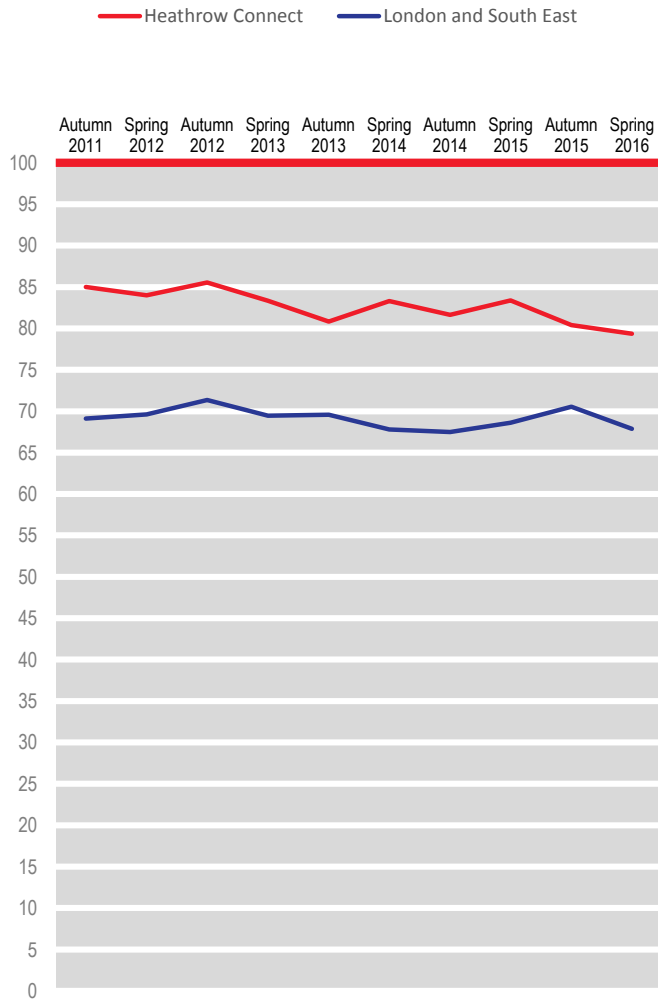


N.B. Benchmarks and targets are only shown for applicable factors

The provision of information during the journey

(337)

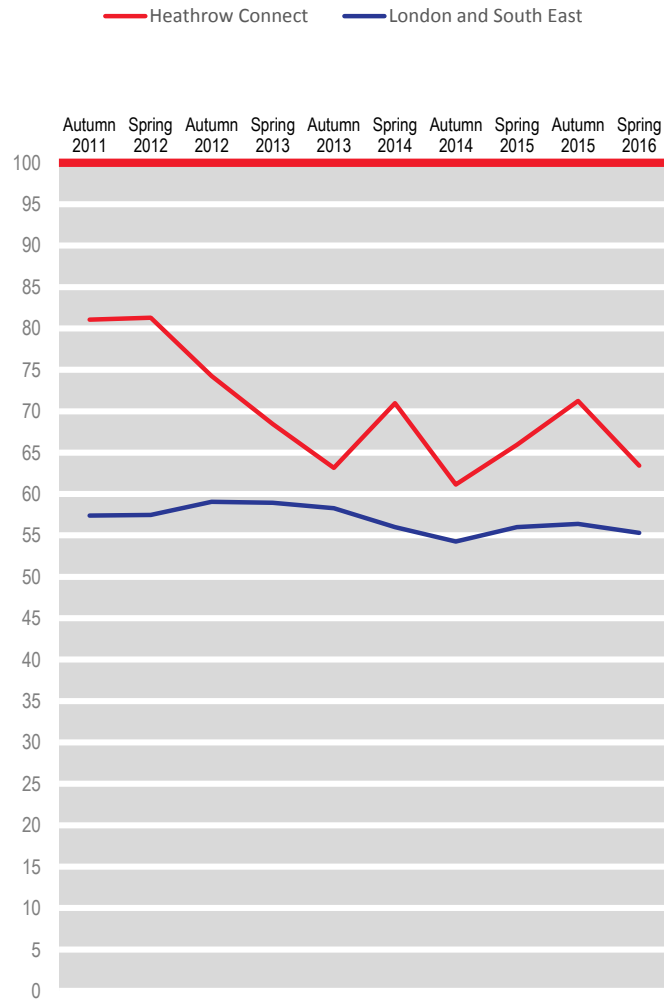
Percentage of passengers satisfied 2011 to 2016



The helpfulness and attitude of staff on the train

(167)

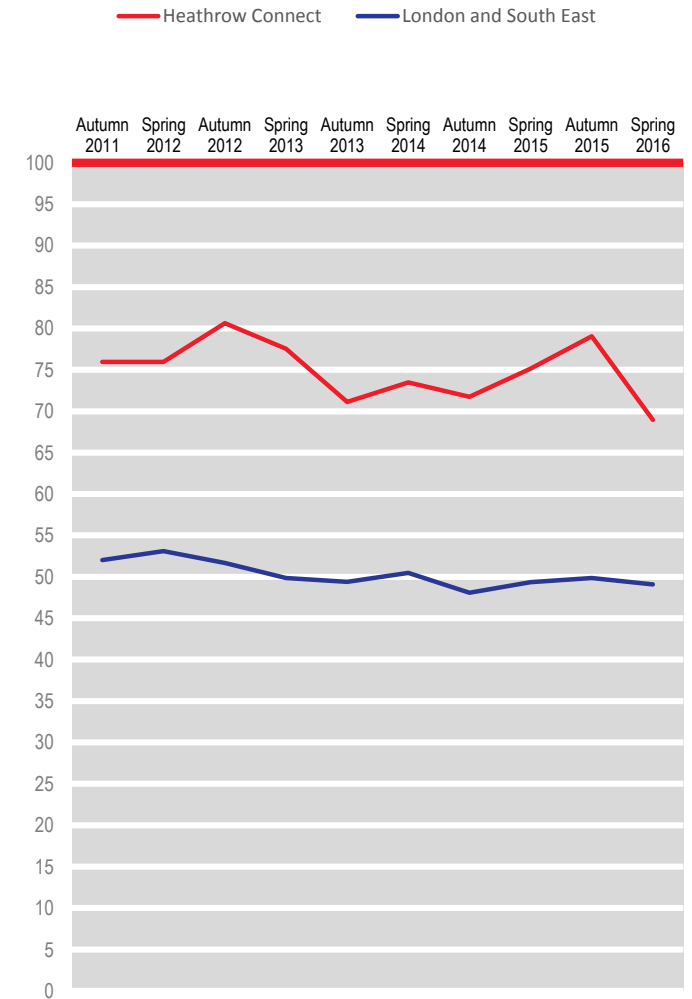
Percentage of passengers satisfied 2011 to 2016



The space for luggage

(285)

Percentage of passengers satisfied 2011 to 2016

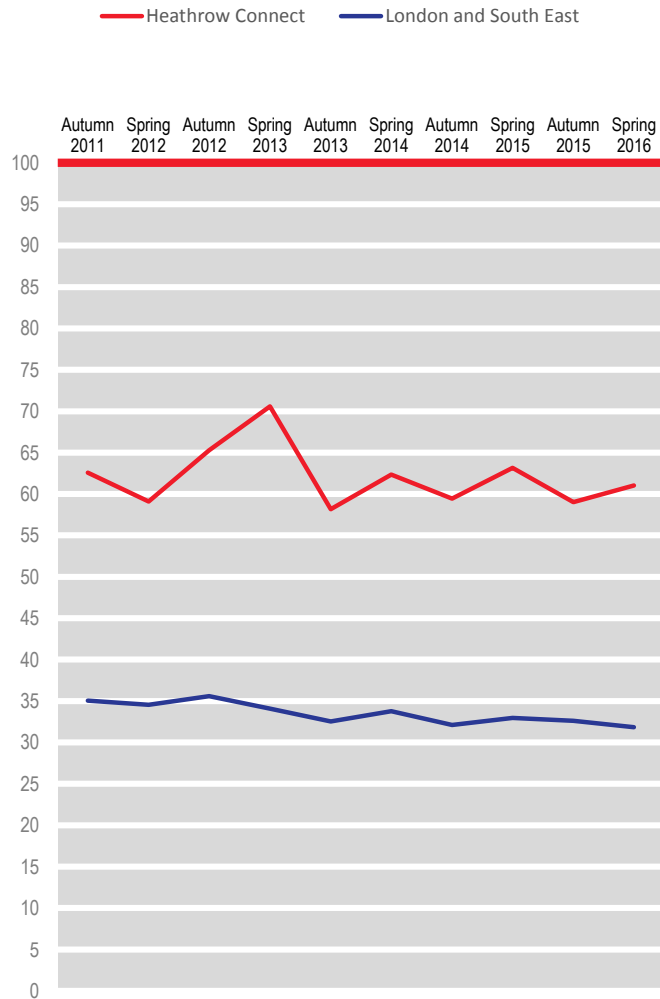


N.B. Benchmarks and targets are only shown for applicable factors

Toilet facilities on the train

(131)

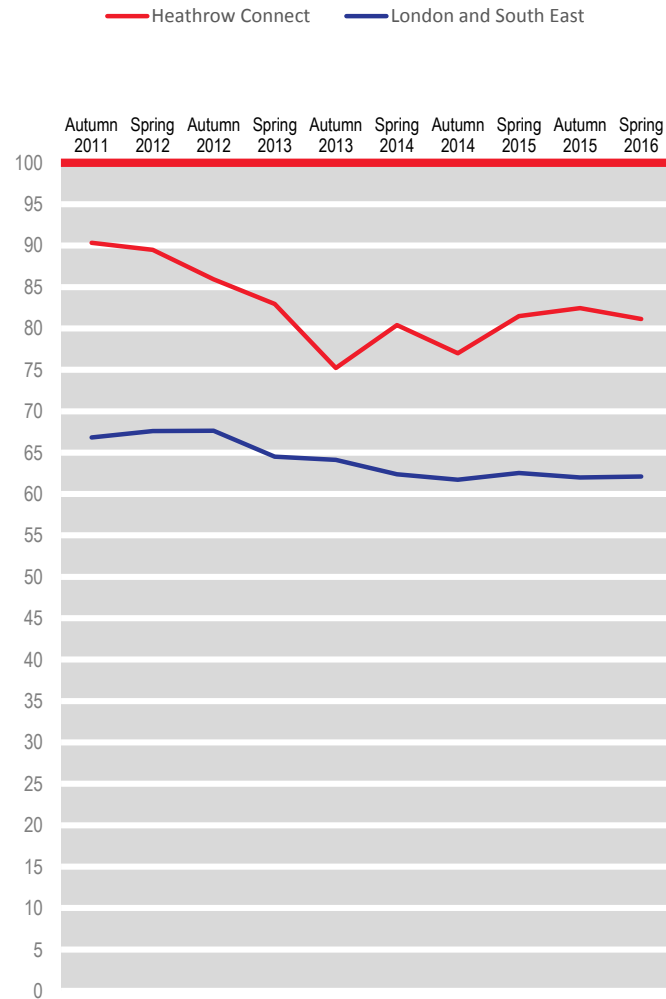
Percentage of passengers satisfied 2011 to 2016



Sufficient room for all the passengers to sit/stand

(354)

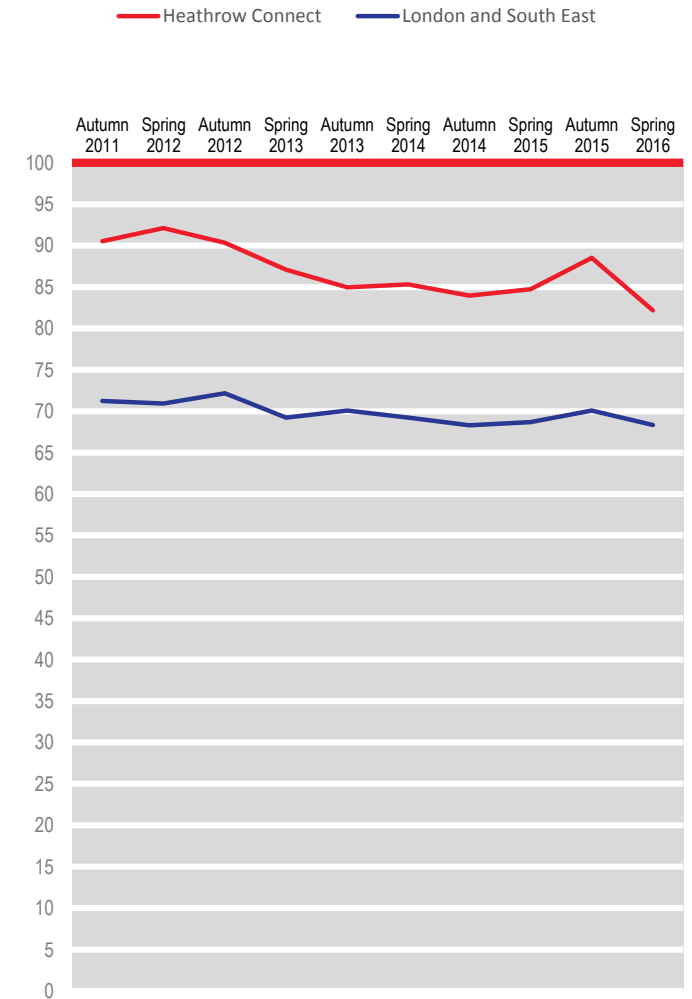
Percentage of passengers satisfied 2011 to 2016



The comfort of the seating area

(362)

Percentage of passengers satisfied 2011 to 2016



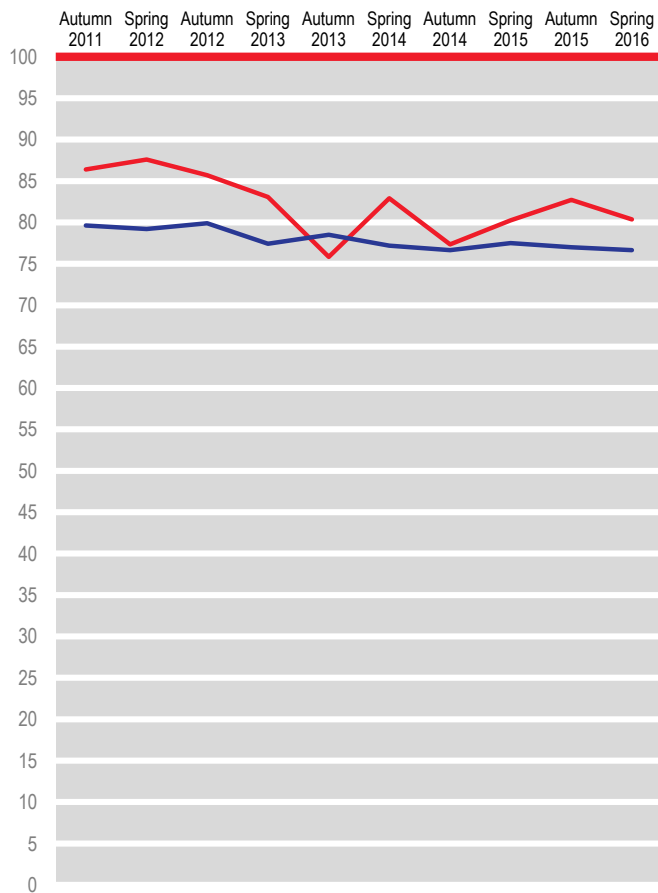
N.B. Benchmarks and targets are only shown for applicable factors

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

(359)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

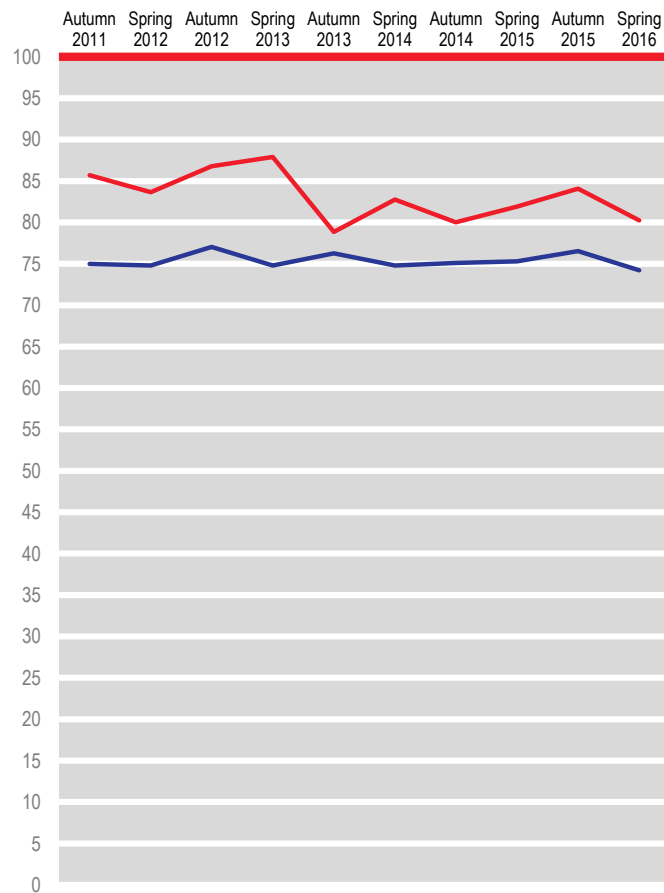


Your personal security whilst on board

(346)

Percentage of passengers satisfied 2011 to 2016

Heathrow Connect London and South East

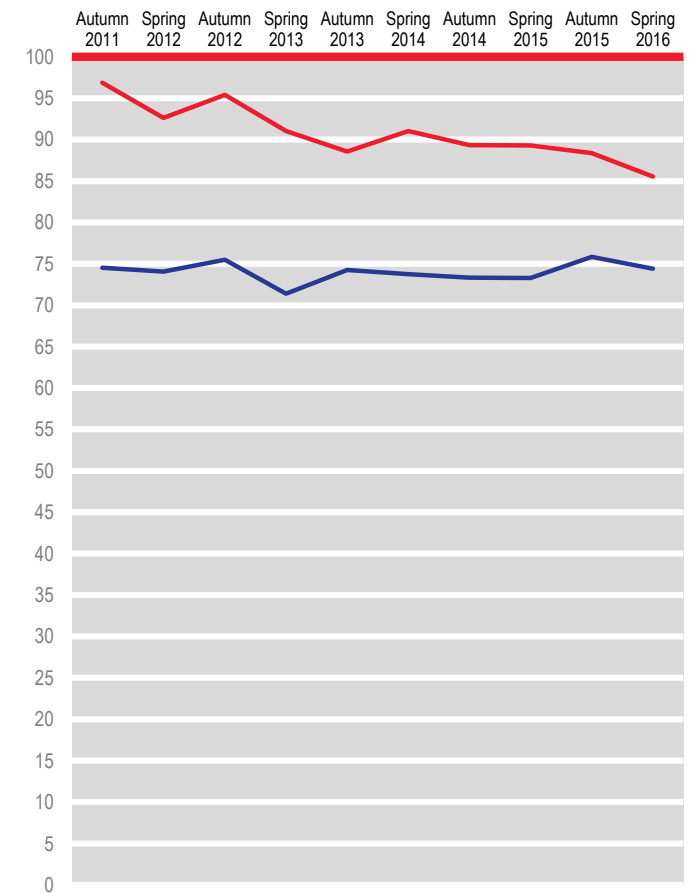


The cleanliness of the inside of the train

(361)

Percentage of passengers satisfied 2011 to 2016

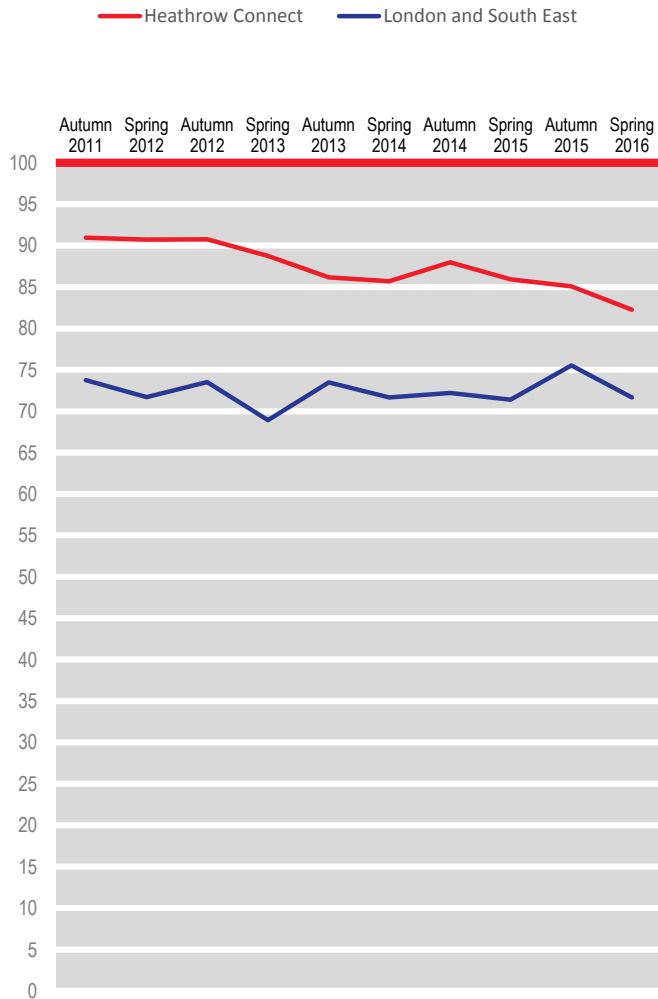
Heathrow Connect London and South East



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

The cleanliness of the outside of the train (315)

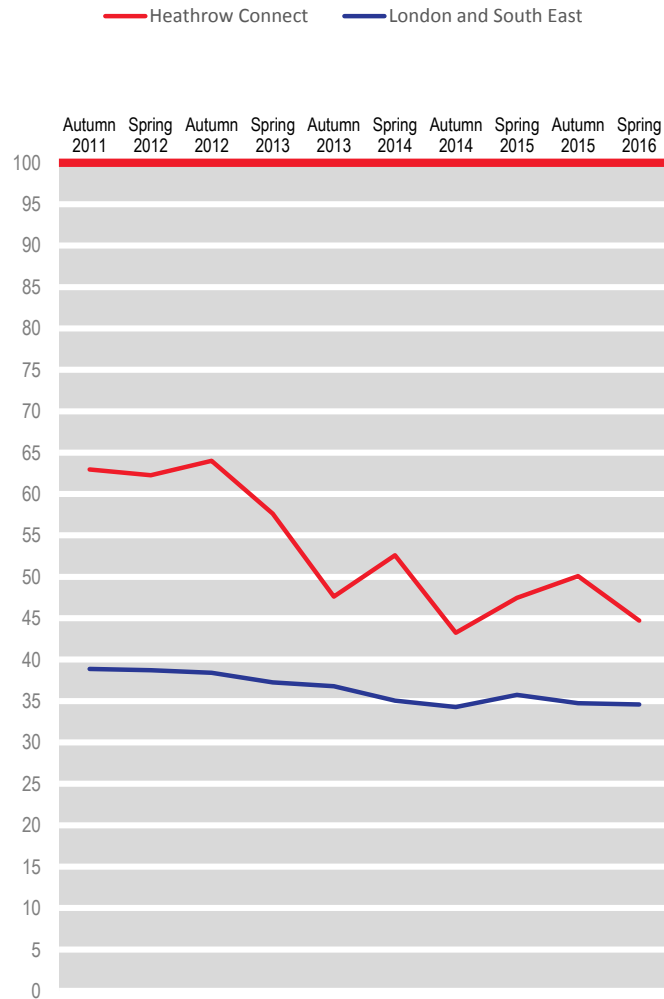
Percentage of passengers satisfied 2011 to 2016



The availability of staff on the train

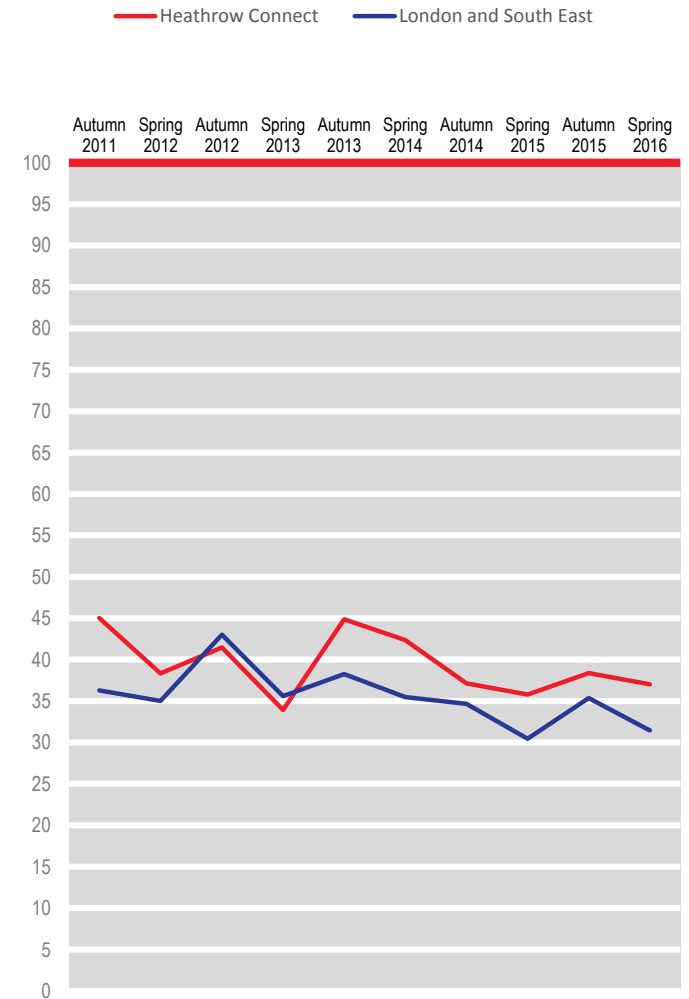
(252)

Percentage of passengers satisfied 2011 to 2016



How well train company dealt with delays (59)

Percentage of passengers satisfied 2011 to 2016

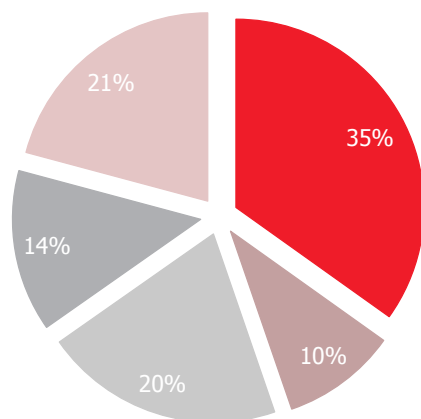


N.B. Benchmarks and targets are only shown for applicable factors

Managed versus non-managed stations for Heathrow Connect

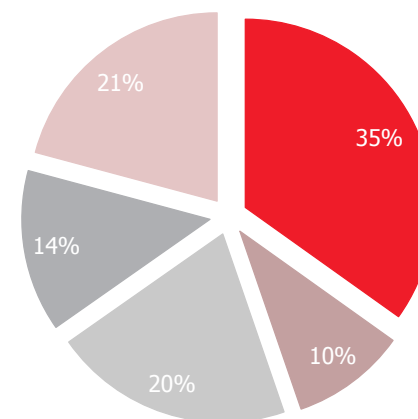
(% of passenger journeys originating from each type of station)

Overall Total



Stations managed by TOC

Stations not managed by TOC



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

(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	-		73
Ticket buying facilities	-		71
Provision of information about train times/platforms	-		69
The upkeep/repair of the station buildings/platforms	-		66
Cleanliness	-		72
The facilities and services	-		52
The attitudes and helpfulness of the staff	-		77
Connections with other forms of public transport	-		76
Facilities for car parking	-		25
Overall environment	-		62
Your personal security whilst using the station	-		68
The availability of staff	-		55
The provision of shelter facilities	-		58
Availability of seating	-		49
How request to station staff was handled	-		79
The choice of shops/eating/drinking facilities available	-		38

Heathrow Connect

	Weekday			Weekend		
	Spring 2016	significant change	Spring 2015	Spring 2016	significant change	Spring 2015
Overall satisfaction with your journey	88		86	69	-	92
STATION FACILITIES						
Overall satisfaction with the station	74		75	70		74
Ticket buying facilities	67		68	86		73
Provision of information about train times/platforms	73		70	59		76
The upkeep/repair of the station buildings/platforms	65		68	68		71
Cleanliness	71		75	74		74
The facilities and services	50		53	56		56
The attitudes and helpfulness of the staff	78		71	76		81
Connections with other forms of public transport	73		79	81		65
Facilities for car parking	26	-	41	17		35
Overall environment	62		64	64		66
Your personal security whilst using the station	66		71	73		70
The availability of staff	58		57	48		57
The provision of shelter facilities	58		65	60		55
Availability of seating	44	-	52	64		59
How request to station staff was handled	80		88	78		91
The choice of shops/eating/drinking facilities available	39	-	50	36		49
TRAIN FACILITIES						
Overall satisfaction with the train	87		88	85		90
The frequency of the trains on that route	64		65	71		71
Punctuality/reliability (i.e. the train arriving/departing on time)	69		66	95	+	77
The length of time the journey was scheduled to take (speed)	91	+	85	89		90
Connections with other train services	77		76	80		85
The value for money of the price of your ticket	54		49	54		58
Cleanliness of the train	88		89	84		92
Upkeep and repair of the train	87		88	74	-	94
The provision of information during the journey	82		82	72		86
The helpfulness and attitude of staff on train	63		66	65		66
The space for luggage	74		75	56	-	75
The toilet facilities	60		63	68		63
Sufficient room for all passengers to sit/stand	79		80	86		86
The comfort of the seating area	85		82	76	-	92
The ease of being able to get on and off	81		79	80		83
Your personal security on board	82		81	75		85
The cleanliness of the inside	87		88	81		92
The cleanliness of the outside	84		84	77		91
The availability of staff	40		47	55		49
How well train company deals with delays	46		33	-		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

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DELAY					
None	72	71			
Minor	20	23			
Major	3	4			
LENGTH OF DELAY					
5 minutes or less	41	41			
6-10 minutes	20	24			
11-20 minutes	11	16			
21-30 minutes	9	8			
31-60 minutes	3	4			
More than 1 hour	3	1			
Don't know/no answer	14	5			
AMOUNT INFORMATION PROVIDED ABOUT THE DELAY			SPEED WITH WHICH INFORMATION WAS PROVIDED		
Very well	14	12	Very well	24	13
Fairly well	27	28	Fairly well	19	30
Neither well nor poorly	28	21	Neither well nor poorly	20	23
Fairly poorly	18	19	Fairly poorly	21	15
Very poorly	13	20	Very poorly	15	20
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY			TIME TAKEN TO RESOLVE THE PROBLEM		
Very well	19	13	Very well	19	9
Fairly well	21	29	Fairly well	11	21
Neither well nor poorly	25	20	Neither well nor poorly	35	33
Fairly poorly	18	19	Fairly poorly	22	14
Very poorly	18	19	Very poorly	14	23
USEFULNESS OF THE INFORMATION			AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE		
Very well	18	13	Very well	15	5
Fairly well	22	26	Fairly well	2	14
Neither well nor poorly	21	26	Neither well nor poorly	23	24
Fairly poorly	26	15	Fairly poorly	41	17
Very poorly	13	20	Very poorly	20	40

6 6.2 Passenger experience relating to disability

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
DISABILITY OR LONG TERM ILLNESS					
Vision	5	1			
Hearing	0	1			
Mobility	1	2			
Dexterity	0	0			
Learning or understanding or concentrating	0	0			
Memory	1	0			
Mental health	2	2			
Stamina or breathing or fatigue	1	1			
Socially or behaviourally	0	0			
Other	1	2			
None	84	88			
No answer	6	3			
CONDITION OR ILLNESS HAVE AN ADVERSE AFFECT ON ABILITY TO MAKE JOURNEYS BY RAIL					
Yes, a lot	2	7	NEEDED TO MAKE SPECIAL ARRANGEMENTS IN ADVANCE WITH TRAIN COMPANY TO ORGANISE YOUR TRAVEL		
Yes, a little	24	44	Yes	-	2
Not at all	57	42	No	100	98
STATION MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	31	33	SATISFACTION WITH SPECIAL ARRANGEMENTS WHEN BOOKING		
Fairly satisfied	36	33	Very satisfied	-	36
Neither satisfied nor dissatisfied	18	20	Fairly satisfied	-	45
Fairly dissatisfied	9	8	Neither satisfied nor dissatisfied	-	12
Very dissatisfied	6	5	Fairly dissatisfied	-	7
			Very dissatisfied	-	-
TRAIN MET NEEDS AS PASSENGER WITH DISABILITY/LONG TERM ILLNESS					
Very satisfied	40	28	SATISFACTION WITH SPECIAL ARRANGEMENTS ON THE DAY		
Fairly satisfied	34	36	Very satisfied	-	44
Neither satisfied nor dissatisfied	21	20	Fairly satisfied	-	13
Fairly dissatisfied	3	9	Neither satisfied nor dissatisfied	-	12
Very dissatisfied	3	6	Fairly dissatisfied	-	8
			Very dissatisfied	-	24

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
GENDER			ETHNIC GROUP OF PASSENGERS		
Male	44	44	White	75	86
Female	51	54	Mixed	2	2
			Asian or Asian British	12	4
			Black or Black British	5	4
			Chinese or other ethnic group	2	2
AGE			JOURNEY PURPOSE		
16-18	1	1	Commuter	50	51
19-25	12	8	Business	11	15
26-34	19	14	Leisure	39	35
35-44	21	18			
45-54	15	23	REGULAR TRAVELLER		
55-59	10	11	Yes	65	71
60-64	9	9	No	35	29
65+	11	14			
WORKING STATUS			WEEKDAY/WEEKEND		
Working Full Time	67	62	Weekday	71	86
Working Part Time	15	15	Weekend	29	15
Not Working	1	3			
Retired	10	14	TIME OF TRAVEL		
Full Time Student	3	4	Peak	16	21
			Off-peak	84	79
OCCUPATION OF CHIEF WAGE EARNER IN HOUSEHOLD			ASKED FOR HELP OR INFORMATION		
Professional/Senior Managerial	44	41	Yes asked for help	10	7
Middle Managerial	16	16	Yes asked for information	11	7
Junior Managerial/Clerical/Supervisory	10	11	Could not find anyone to ask	3	2
Skilled Manual (With Professional Qualifications/ Served an Apprenticeship)	8	6	No	75	84
Unskilled Manual (No Qualifications/Not Served an Apprenticeship)	1	2			
Full time student	1	2	DO YOU REGULARLY USE THE INTERNET		
Retired	8	13	Yes, at home	91	92
Unemployed/between jobs	1	1	Yes, at work	73	67
Housewife/house-husband	-	0	No	3	4
Other	5	5			

	Heathrow Connect	London and South East		Heathrow Connect	London and South East
TRAVELLING ALONE OR WITH OTHERS			POTENTIAL IMPROVEMENTS TO ASSIST WITH PLANNING		
Alone	81	84	Better telephone enquiry/booking service	5	4
With other adults 16+	14	13	Better internet enquiry/booking service	22	18
With children aged 0-4	1	1	Better information facilities at stations	27	20
With children aged 5-10	1	1	Better route maps of the rail network	18	14
With children aged 11-15	1	1	Make timetables easier to read	20	17
			Better ticket buying facilities at station ticket offices	17	17
			Better ticket buying facilities at station ticket machines	13	15
			Better promotion when advanced tickets available	19	20
TRAVELLING WITH ...			Other	17	16
Heavy/bulky luggage/other large items	21	11	None of these	20	26
Pushchair	0	1			
Folding bicycle	-	1			
Non-folding bicycle	2	1			
Dog	0	0			
Wheelchair	-	0			
Helper	0	0			
Mobility scooter	0	0			
None apply	73	84			
TYPE OF TICKET USED FOR JOURNEY					
Anytime single/return	18	8			
Anytime day single/return	4	9			
Off-peak/super off-peak single/return	3	8			
Off-peak/super off-peak day single/return	0	7			
Advance	0	3			
Day travelcard	2	6			
Oyster pay as you go	28	17			
Weekly or monthly season ticket	16	17			
Annual season ticket	4	11			
Special promotion ticket	-	0			
Rail staff pass/privilege ticket/police	2	1			
Free travel pass (e.g. Freedom Pass)	12	8			
Other	5	3			
Don't know/no answer	5	2			

Station sample sizes for Heathrow Connect

Station

Unweighted

London Paddington	178
Heathrow Airport T123	61
Ealing Broadway	44
Hayes And Harlington	32
Hanwell	24
Southall	24
West Ealing	15
Heathrow Terminal 5	2
Heathrow Terminal 4	1

7 7.3 Weighted sample profile

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

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

8 8.1 Standard reports produced for NRPS

The following reports are produced each wave:

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

Sector definitions

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

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

* Part of the Govia Thameslink Railway franchise

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Midlands Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Gatwick Express*

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Great Northern*

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

Great Western Railway: Long distance

Journeys on long distance services

Great Western Railway: London Thames Valley

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

Great Western Railway: West

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

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Highbury – Croydon/ Clapham

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

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

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

* Part of the Govia Thameslink Railway franchise

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Sussex Coast*

Journeys London – Sussex (and beyond)

Southern: Metro*

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: Longer distance

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

South West Trains: Metro

Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local

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

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

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

Thameslink: North*

Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*

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

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

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

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

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

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

Virgin Trains East Coast: Non-London journeys

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

Virgin Trains East Coast: London - Yorkshire

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

Virgin Trains East Coast: London - North East and Scotland

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

* Part of the Govia Thameslink Railway franchise



Contacts:

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrc-continental.com

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Transport Focus is the operating name of the
Passengers' Council. This survey was published in
June 2016. © Transport Focus 2016.