

National Rail Passenger Survey – Southern peak-time journeys supplementary report

Autumn 2016

Introduction

- In September, Secretary of State for Transport Chris Grayling MP asked Chris Gibb to head up a project board to improve the performance of Southern Rail. As part of his review, Chris Gibb asked Transport Focus to assist him with ensuring the passenger perspective is included. One strand was to boost the sample size on a number of Southern routes of the National Rail Passenger Survey that was already out in the field.
- This report provides analysis of additional data collected as part of the National Rail Passenger Survey (NRPS) Autumn wave 2016. Fieldwork for this wave of NRPS was undertaken in September to November 2016.
- The analysis concerns peak time journeys on routes used by Southern only. Data is unweighted.
- Results are shown for nine routes used by Southern: Brighton Mainline, West London, Metro, Oxted, Redhill, Mainlines East and West, and Coastway East and West, as well as for Southern overall.
- Numbers of journeys for some of the routes included in the analysis are relatively low, as the ability to achieve interviews was negatively impacted by strikes on Southern routes. Where base sizes are at 50 journeys or fewer, findings are marked with an asterisk.
- Where results do not add up to to 100 per cent this is due to the rounding of figures.

Executive summary

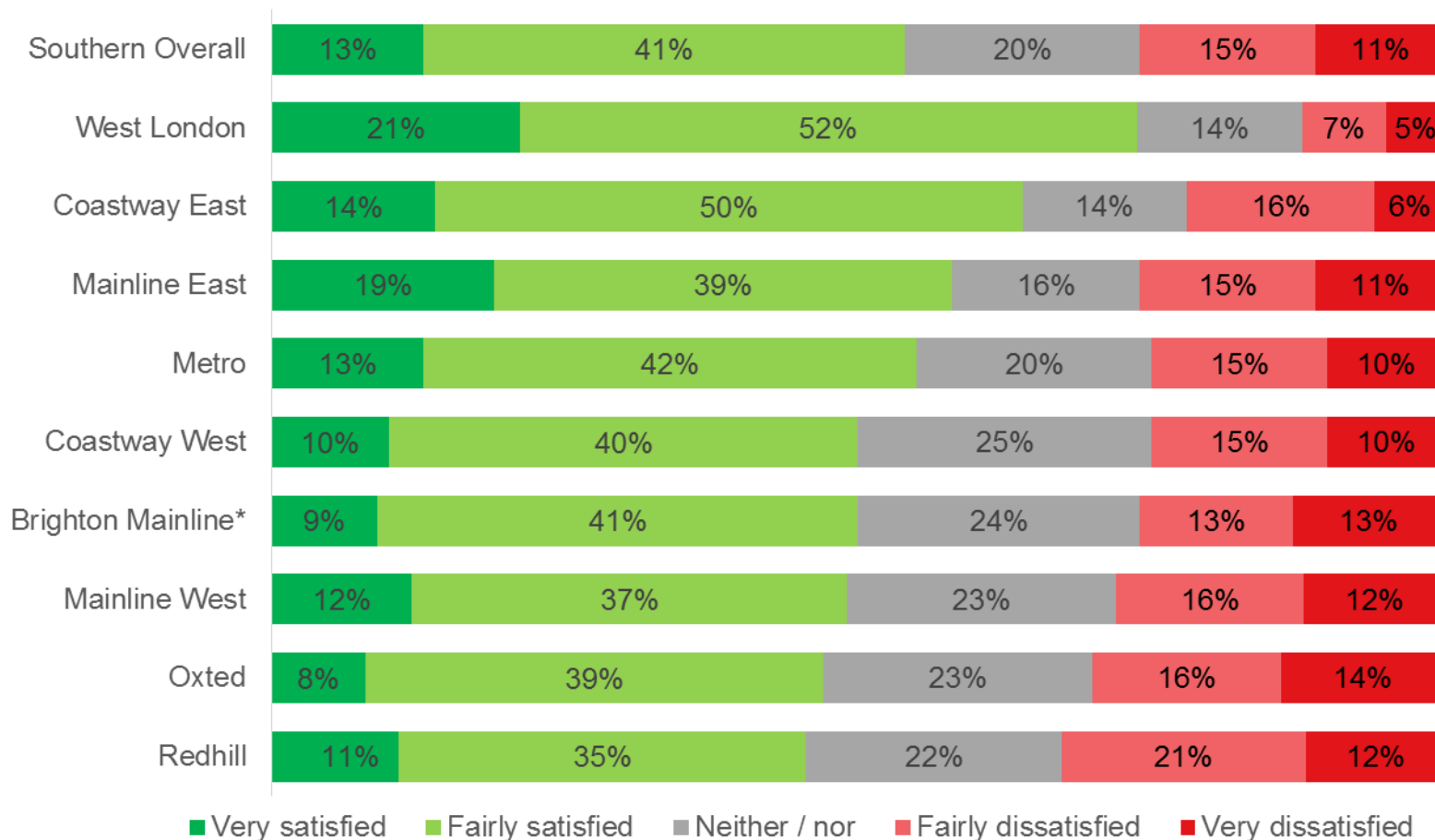
- 54 per cent of Southern peak-time passengers are satisfied with their journey overall, while 26 per cent are dissatisfied. 31 per cent are satisfied with the punctuality and reliability of trains.
- Passengers using peak-time trains on the Oxted and Redhill routes are least likely than others to be satisfied with their journey overall and also with the reliability and punctuality of the trains. These passengers also tend to be less likely than others to be satisfied with the value for money received for the price of the ticket.
- 40 per cent of Southern peak-time passengers say that the availability of room to sit or stand on trains is good and 64 per cent say the same regarding the ease of getting on and off trains. Those using peak-time trains on the Brighton Mainline are least likely than others to rate Southern trains as good in these respects.
- 59 per cent of those passengers using Southern peak-time trains say that they have experienced delay; 10 per cent say that they have experienced serious delay. Reflecting negative findings elsewhere, those using Oxted and Redhill peak-time trains are more likely than others to say that they have experienced delay.
- Of those using Southern peak-time trains who say that they have experienced a delay, almost half (49 per cent) say that Southern dealt with the delay poorly. In each case more than half of those who have experienced delay on Southern peak-time trains are dissatisfied with several aspects of this information including the information's accuracy, usefulness, the amount of information provided and the speed at which it was provided.
- Those who say that they have experienced delay on peak-time trains on the Brighton Mainline, West London line and both Coastway East and West lines are more likely than others to be satisfied with the accuracy of the information provided, its usefulness, the amount of information provided and the speed at which information was provided. Again reflecting less positive findings elsewhere, those experiencing delay on peak-time trains on Oxted and Redhill routes tend to be less satisfied than others in terms of various aspects of the information provided.



Detailed findings

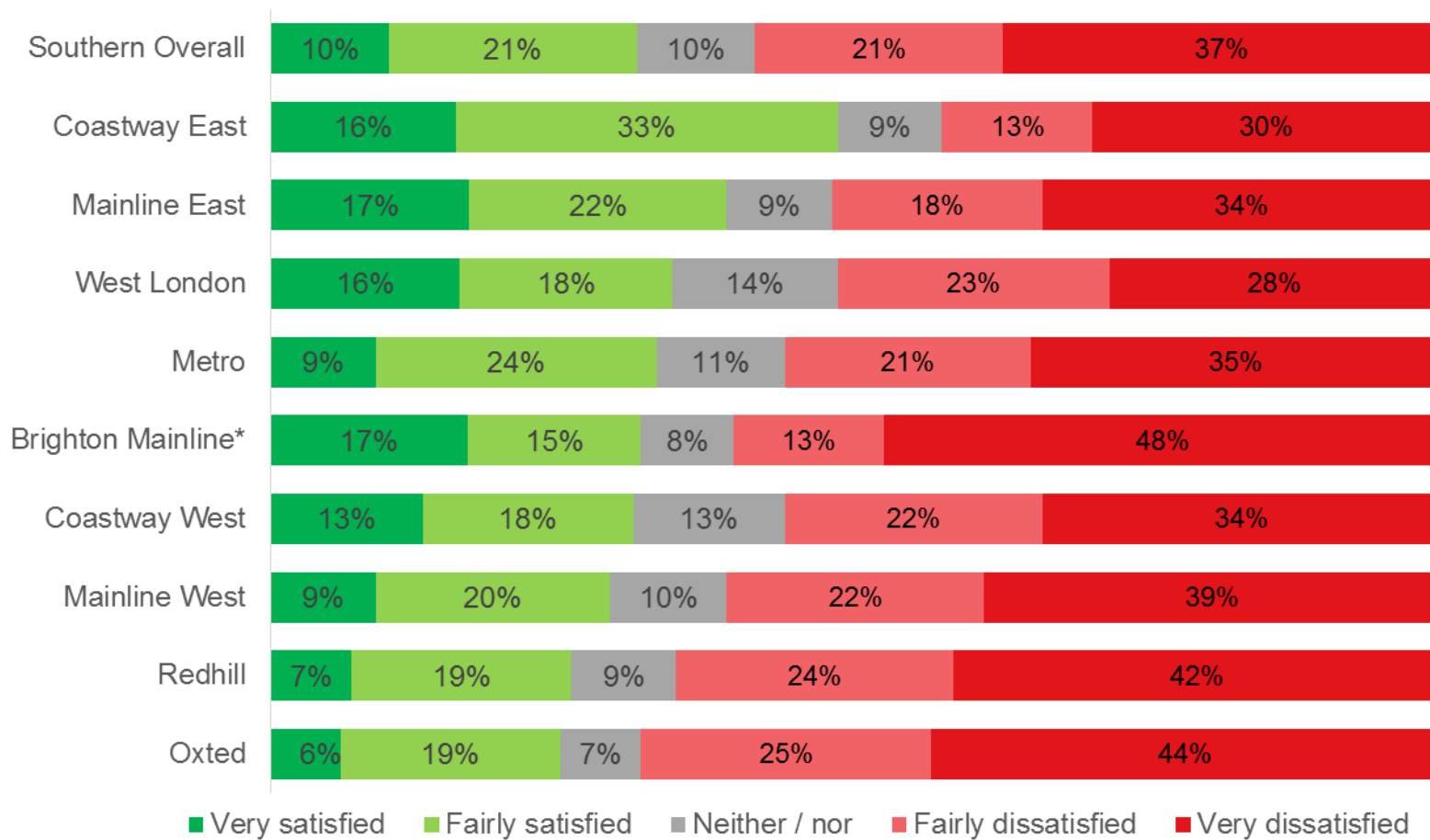
Overall satisfaction with the journey

- More than half (54 per cent) of passengers on Southern peak-time trains are satisfied with the journey while 26 percent are dissatisfied. Peak-time passengers on West London trains are most likely to be satisfied while those on Redhill lines are the least likely to be satisfied.



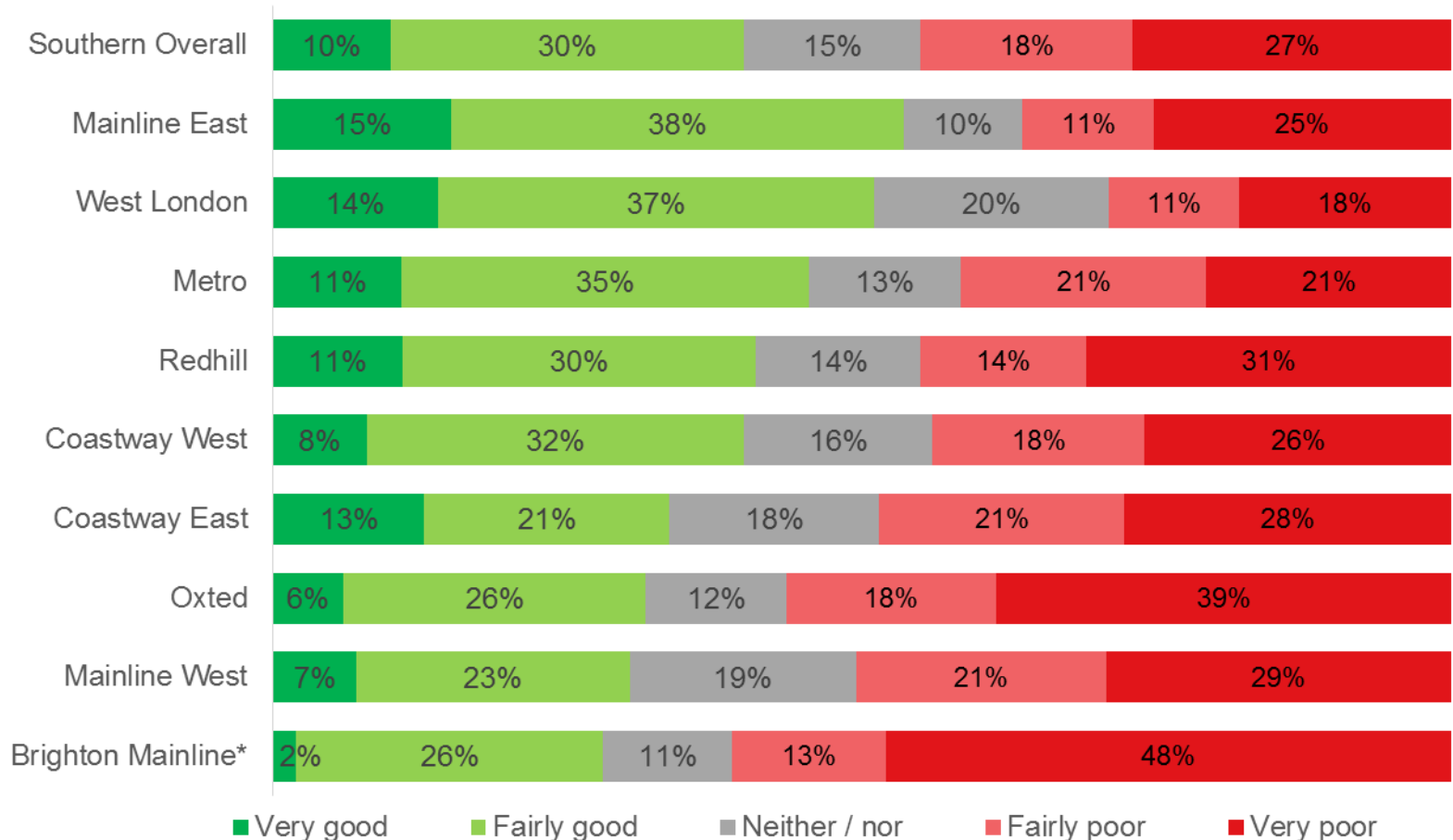
Satisfaction with punctuality/reliability

- 31 per cent of passengers on peak-time Southern trains are satisfied with the punctuality and reliability of trains while 58 per cent are dissatisfied. Those using peak-time trains on the Coastway East line are most satisfied, while those using Oxted trains are the least satisfied.



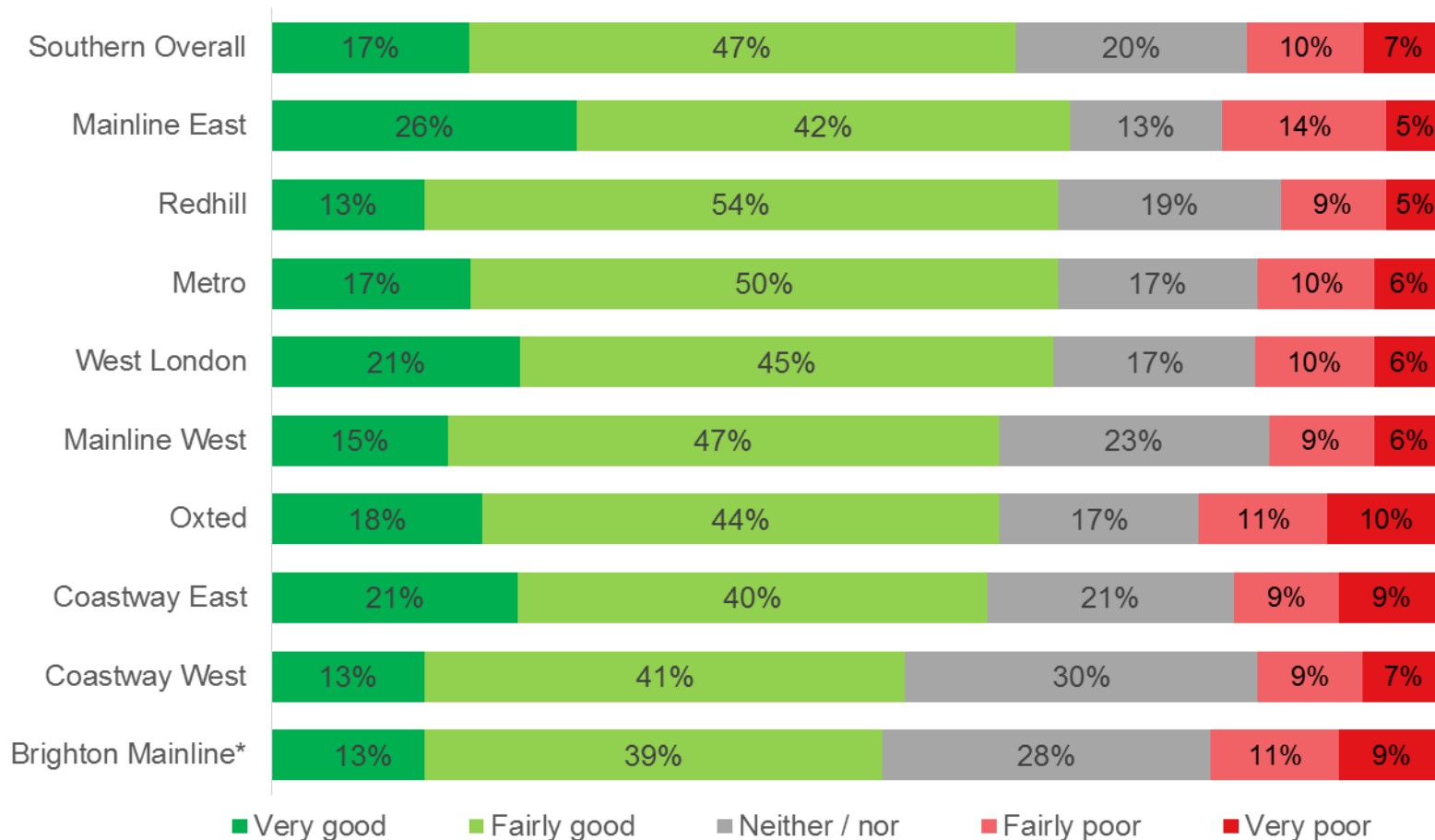
Availability of room to sit or stand

- 40 per cent of those using peak-time Southern trains say that the room available to sit or stand is good while 45 per cent say this is poor. Those using peak-time trains on the Mainline East route are more likely than others to rate this aspect as good, while those using Brighton Mainline peak-time trains are least likely to say this.



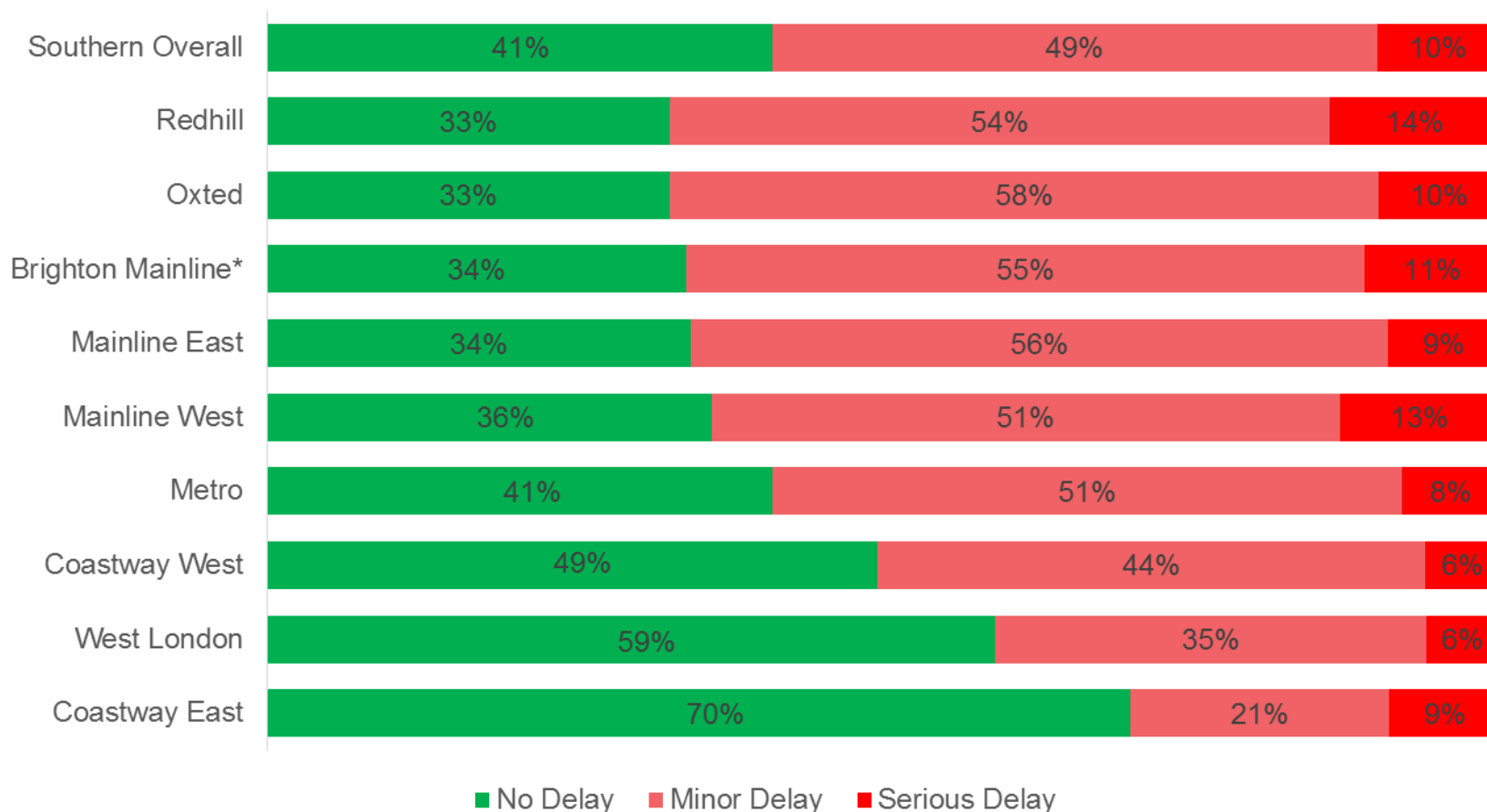
Ease of getting on or off the train

- Two thirds (64 per cent) of passengers using peak-time Southern trains say that the ease of getting on a train is good while 17 per cent disagree. Those using Mainline East peak-time trains are more likely than others to say that the ease of getting on a train is good, while those using Brighton Mainline peak-time trains are least likely to rate this aspect as good.



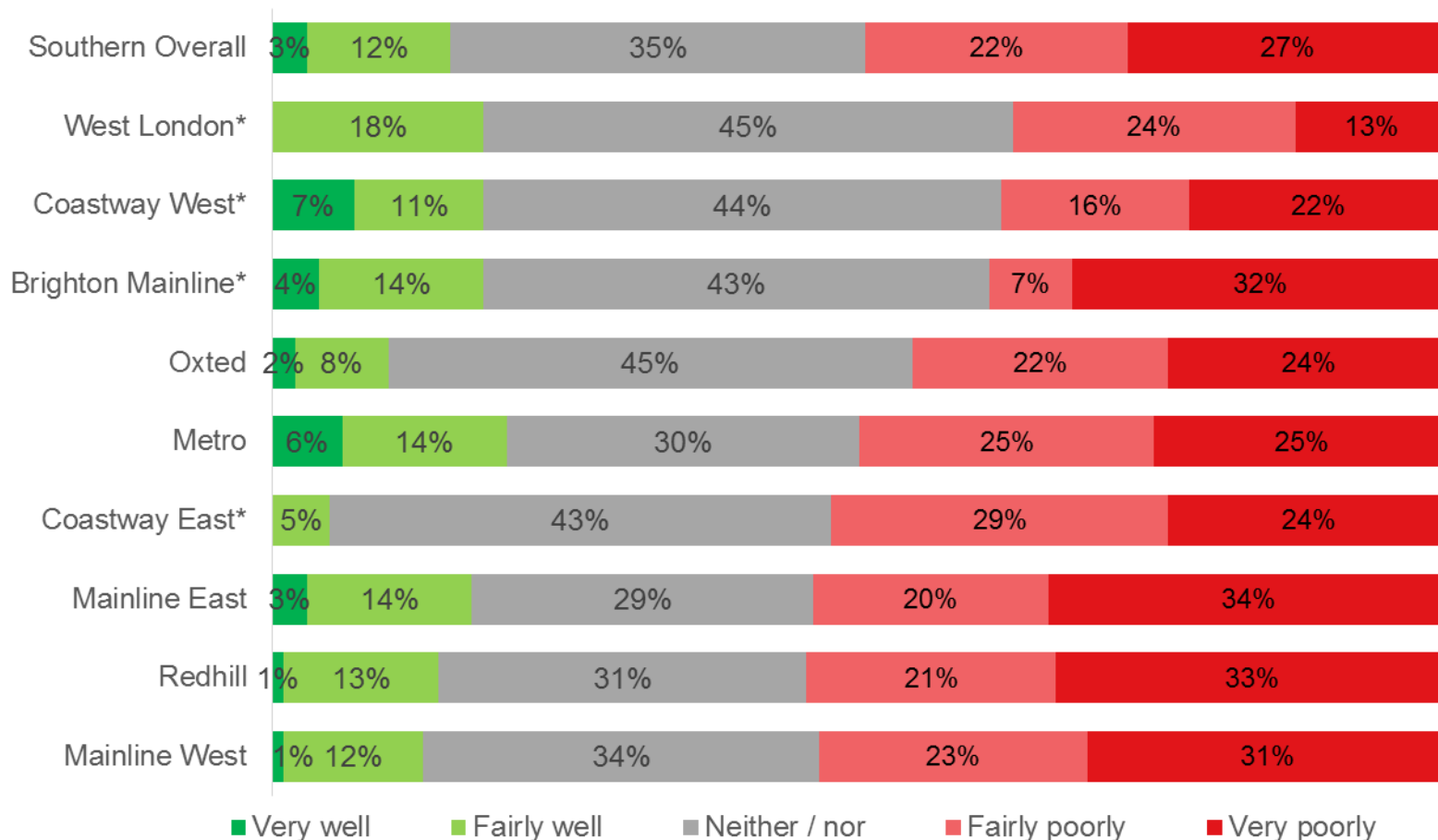
Experience of delay

- 60 per cent of passengers using Southern peak-time trains say that they experienced delay; 10 per cent say that they experienced serious delays. Those using Redhill peak-time trains are more likely than others to say that they have experienced a delay, while those using peak-time trains on the Coastway East route are less likely than others to say this.



Ratings of how Southern dealt with delay

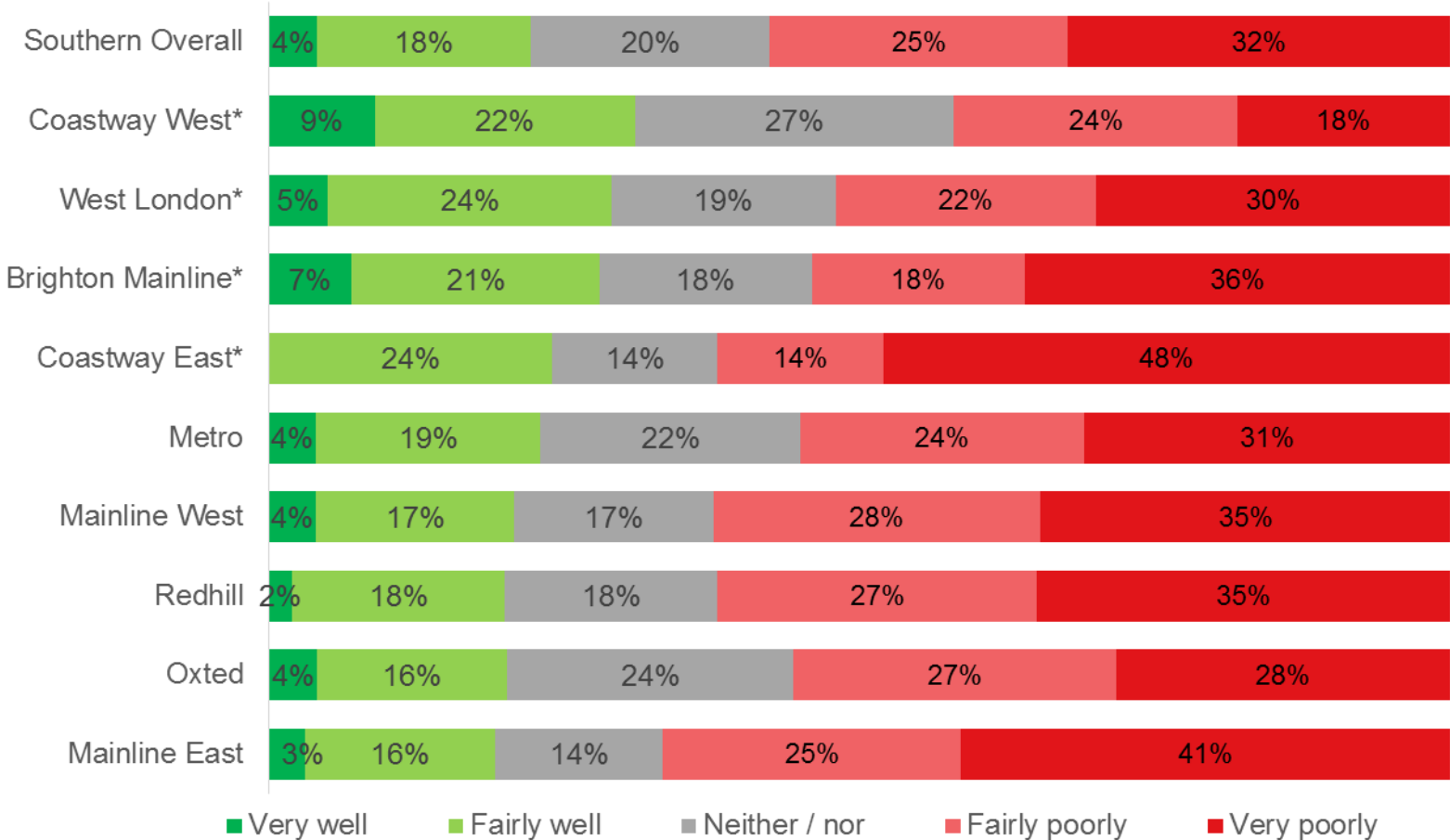
- Almost half (49 per cent) of those who have been delayed on Southern peak-time trains say that the train company dealt with the delay poorly. Those who say that they have experienced delay on West London peak-time trains are less likely than others to say that Southern dealt with the delay poorly, while those using Mainline East, Mainline West and Redhill peak-time trains are more likely than others to say this.



Base: All delayed Southern peak-time journeys (745), Brighton Mainline (28), West London (38), Metro (212), Oxted (92), Redhill (84), Mainline West (160), Mainline East (65), Coastway West (45), Coastway East (21). NRPS Autumn 2016

Ratings of the amount of information provided about the delay

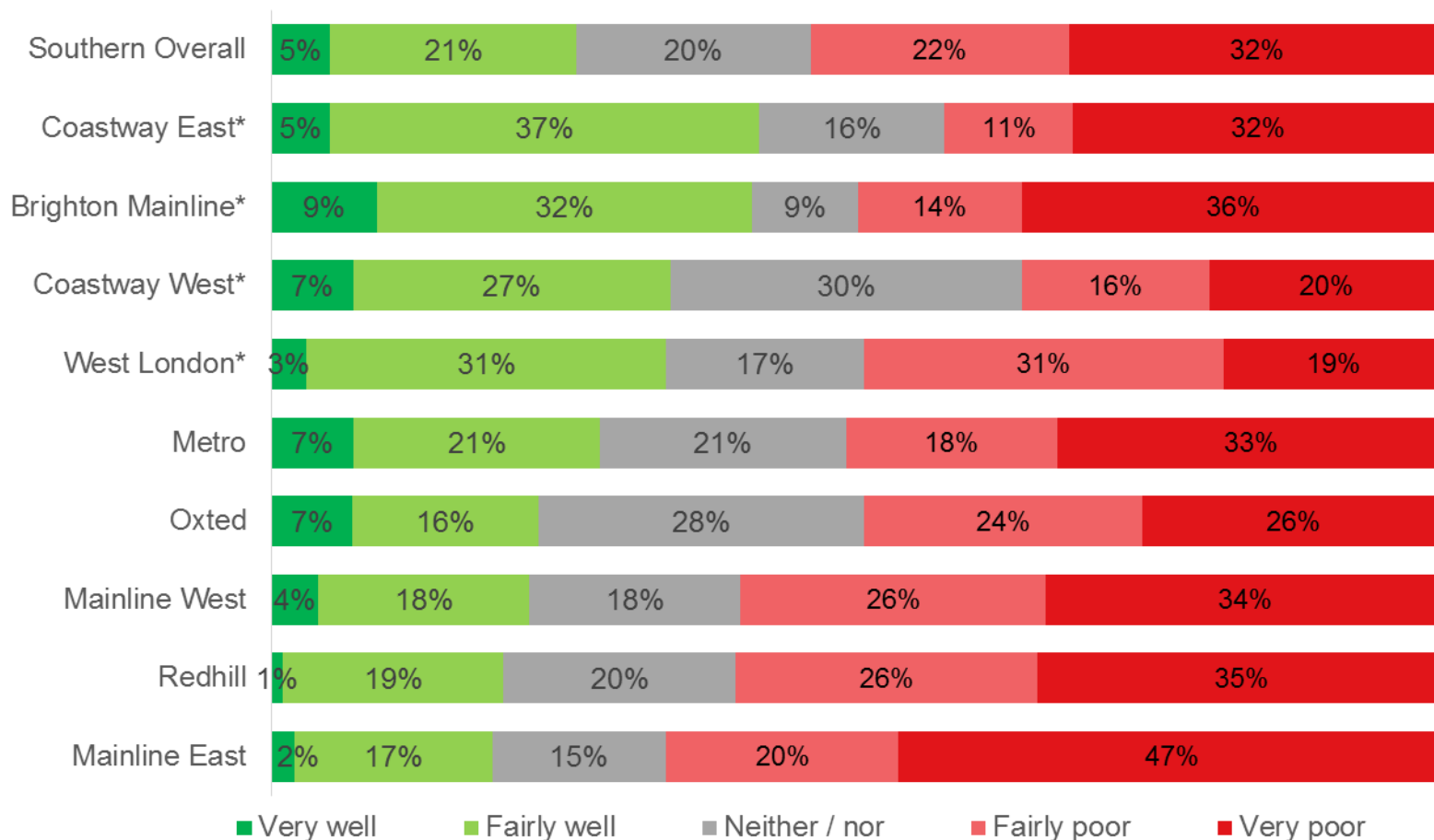
- Almost a quarter (22 per cent) of those who say that they experienced delay on Southern peak-time trains rate Southern as performing well in terms of the amount of information provided about the delay, while 57 per cent rate Southern as performing poorly. Those who say that they experienced delay on Coastway West peak-time trains are more likely than others to rate Southern as performing well while those using peak-time Mainline East trains are least likely.



Base: All delayed Southern peak-time journeys (764), Brighton Mainline (28), West London (37), Metro (225), Oxted (95), Redhill (84), Mainline West (166), Mainline East (63), Coastway West (45), Coastway East (21). NRPS Autumn 2016

Ratings of the accuracy of information given about the delay

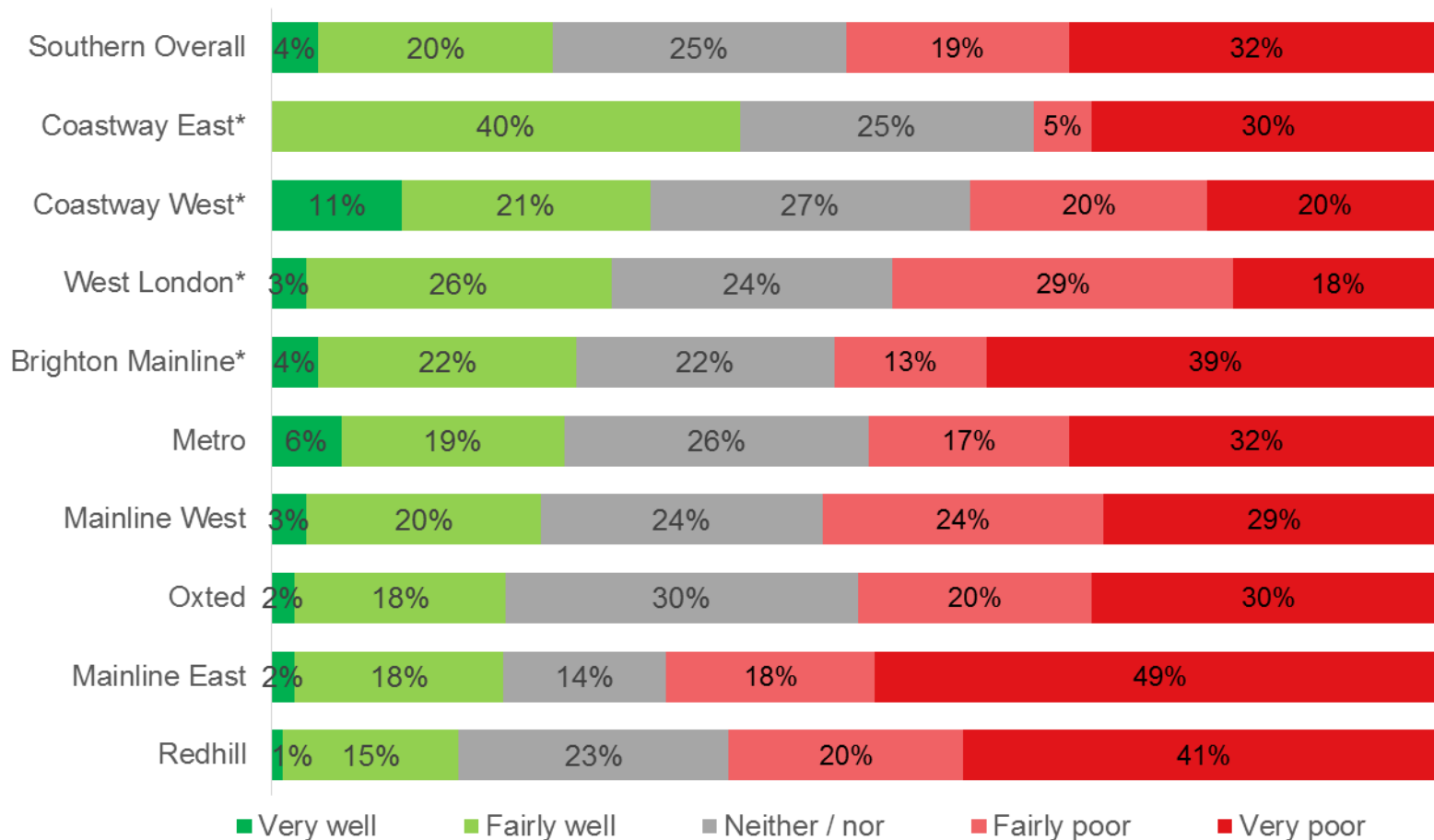
- A quarter (26 per cent) of those who say that they experienced delay on Southern peak-time trains rate Southern as performing well in terms of the accuracy of information given about the delay, while more than a half (54 per cent) rate Southern as performing poorly. Those who say that they experienced a delay on Coastway East peak-time trains are more likely than others to rate Southern as performing well in terms of the accuracy of information while those using peak-time Mainline East trains are least likely.



Base: All delayed Southern peak-time journeys (729), Brighton Mainline (22), West London (36), Metro (219), Oxted (90), Redhill (81), Mainline West (158), Mainline East (60), Coastway West (44), Coastway East (19). NRPS Autumn 2016

Ratings of the usefulness of information given about the delay

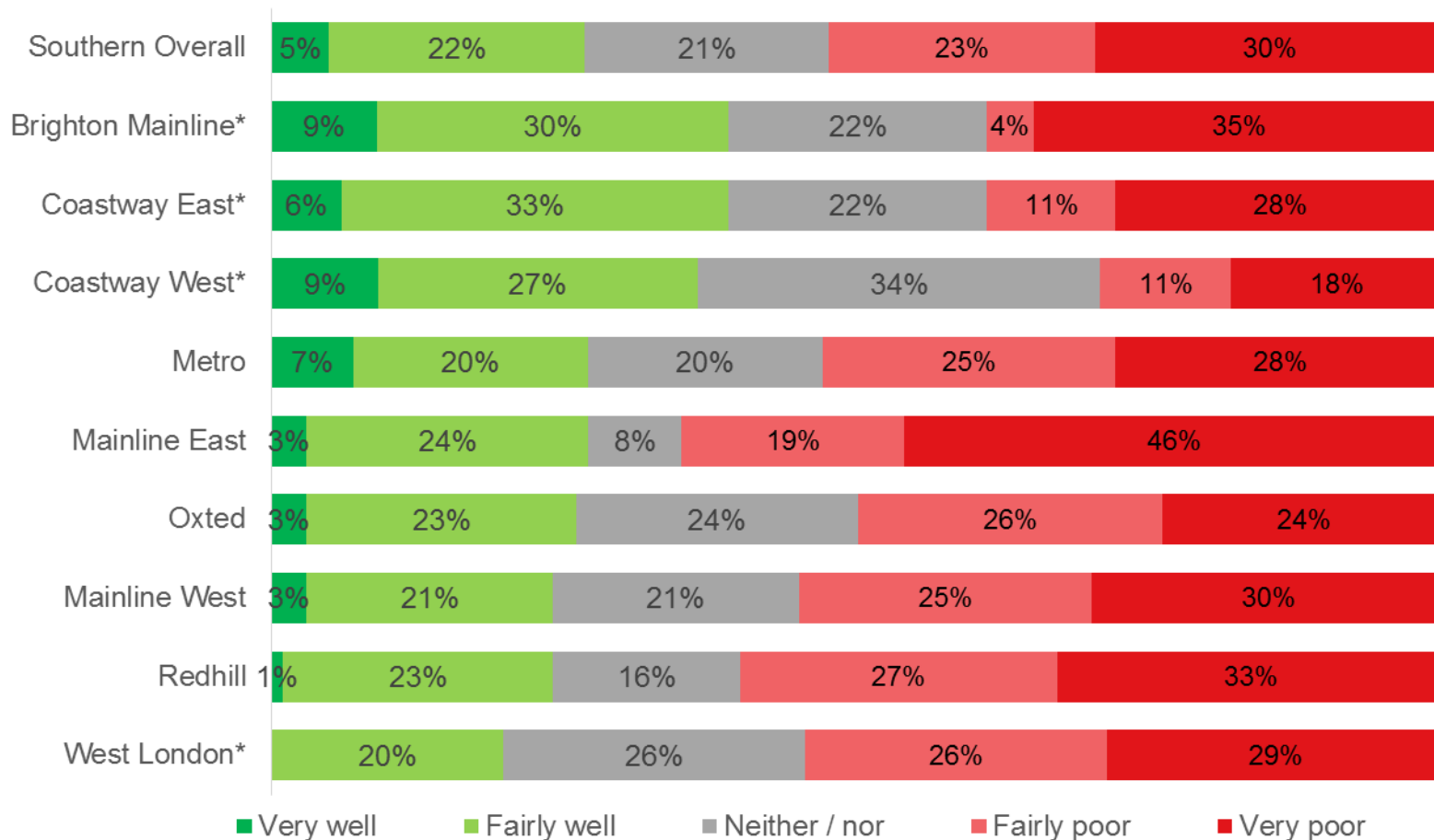
- A quarter (24 per cent) of those who say that they have experienced a delay on peak-time Southern trains rate Southern as performing well in terms of the usefulness of the information given about the delay while a half (51 per cent) rate Southern as performing poorly. Those who say that they experienced delays on Coastway East peak-time trains are more likely than others to rate Southern as performing well.



Base: All delayed Southern peak-time journeys (715), Brighton Mainline (23), West London (34), Metro (213), Oxted (90), Redhill (81), Mainline West (153), Mainline East (57), Coastway West (44), Coastway East (20). NRPS Autumn 2016

Ratings of the speed at which information was provided

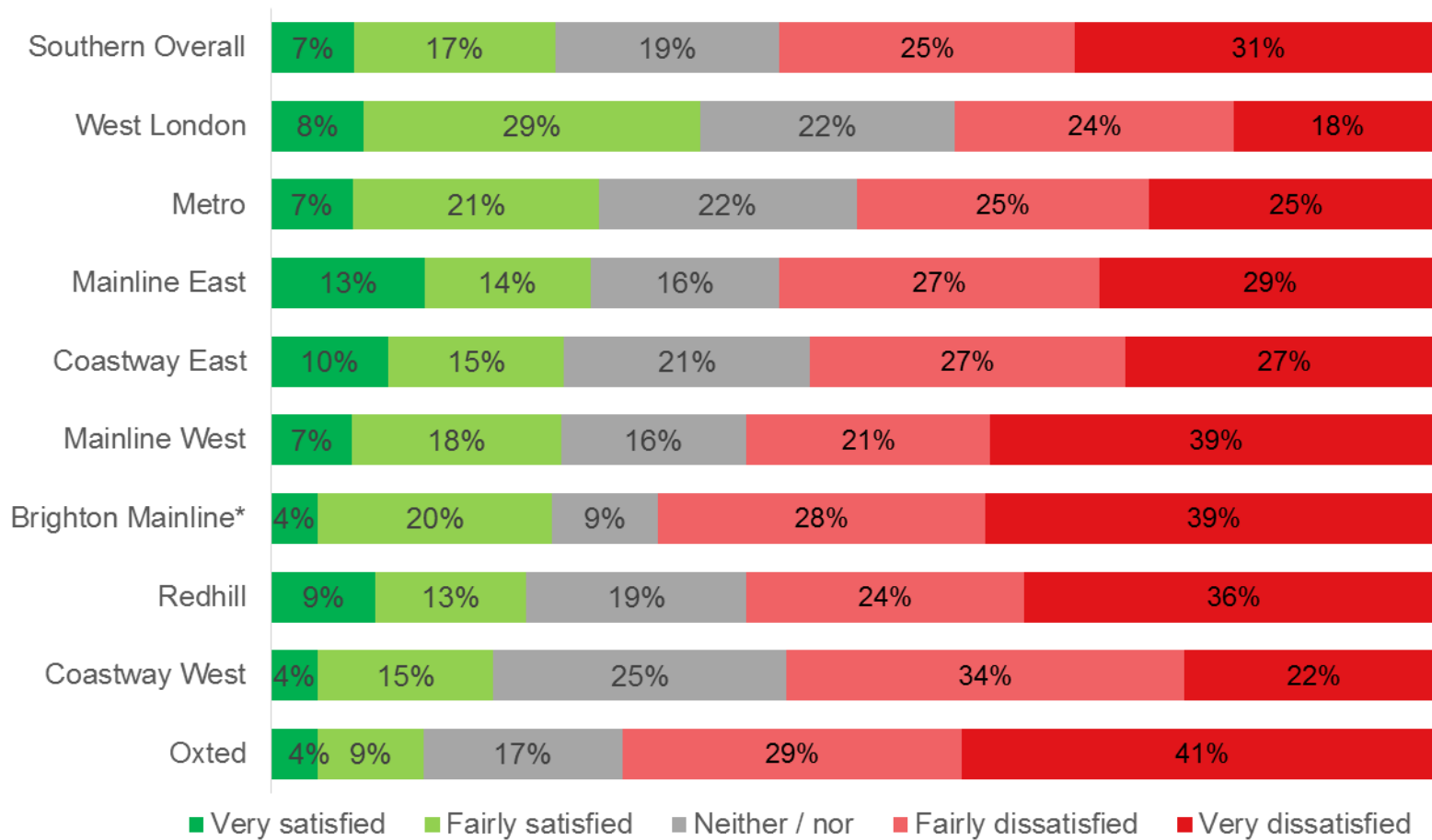
- 27 per cent of those who say that they have experienced a delay on peak-time Southern trains rate Southern as performing well in terms of the speed at which information was provided, while more than a half (53 per cent) rate Southern as performing poorly. Those who say that they experienced delays on Brighton Mainline and Coastway East peak-time trains are more likely than others to rate Southern as performing well.



Base: All delayed Southern peak-time journeys (718), Brighton Mainline (23), West London (35), Metro (213), Oxted (88), Redhill (82), Mainline West (156), Mainline East (59), Coastway West (44), Coastway East (18). NRPS Autumn 2016

Satisfaction with value for money

- A quarter (24 per cent) of passengers using Southern peak-time trains say that they are satisfied with value for money for the price of their ticket, while 56 per cent are dissatisfied. Passengers using peak-time trains on West London routes are more satisfied than others with the value for money for the price of the ticket, while those using peak-time Oxted trains are least satisfied.



National Rail Passenger Survey

Transport Focus is the independent transport user watchdog. Our mission is to get the best deal for transport users. In spring and autumn we carry out the National Rail Passenger Survey (NRPS), a network-wide picture of passengers' satisfaction with rail travel in Great Britain.

We ask passengers for their views of the specific journey they are making at the point they are surveyed, both in general and on a number of specific areas regarding the station, the train and the service received.