

# Understanding the impact of railway staff

secondary analysis

**April 2018** 

5th Floor, Holborn Gate, 26 Southampton Buildings, London WC2A 1AH

T + 44 (0) 20 7861 3080

W www.cie.uk.com

E enquiries@cie.uk.com



# **Transport Focus foreword**

(1/3)

- In recent years the role of staff on the railway has become an increasingly contentious issue. Digital developments have changed the way that some passengers buy tickets and interact with the railway while many still value a human presence at the station or on the train. As an evidence-based organisation Transport Focus wanted to get a better understanding of where and how staffing might impact passenger satisfaction. The better we understand this, the better we can ensure that the railway's plans reflect passengers' aspirations.
- The National Rail Passenger Survey (NRPS) asks passengers how satisfied they are with the journey they are making when invited to complete the survey. It covers over thirty different elements of that journey, including staff availability and helpfulness on the train and at the station. By conducting a 'deep dive' analysis of this data over a five-year period we hoped to see if there had been any discernible differences in passenger satisfaction with staff. Results for each route (or Building Blocks as they are known in the NRPS) were categorised according to three models of staffing: driver only, driver plus 'guard/conductor' and driver plus two (or more) other members of staff (eg: buffet/catering trolley). It is recognised that not all routes have just the one model of staffing, so an element of caution is advised when using these results.

# **Transport Focus foreword**

(2/3)

- These results were looked at alongside other Transport Focus research on rail
  passenger trust and priorities for improvement. Broadly speaking, passengers' main
  priorities for improvement are on the core elements of punctuality, reliability, value
  for money and getting a seat rather than staff availability or helpfulness. Nor,
  despite passengers being positive towards staff, was staff helpfulness an important
  factor in driving trust performance and treating customers fairly were more
  important.
- Staff helpfulness was an area that was rated highly given the opportunity passengers regularly gave positive ratings for this element of their rail experience. As might naturally be expected satisfaction on the helpfulness and availability of staff was lower for driver only services and highest for services that had a driver plus two (or more) other members of staff. However, the staffing model did not have such a significant impact on other aspects of the journey for instance there was limited difference between driver only and 'driver plus one' models when it came to the overall satisfaction with the train and with some elements of information during disruption. In both those instances, the Intercity-style services (where there were two or more additional members of staff as well as the driver) did record higher levels of satisfaction.

# **Transport Focus foreword**

(3/3)

- For passengers with disabilities and especially those with mobility impairments availability of staff on trains and stations is more important, and these passengers are also more concerned about their personal security when travelling by train.
- Since its completion this analysis has been used to help inform Transport Focus's
  wider input into franchise submissions. Subsequently it has also helped frame our
  input into the Williams Rail Review. For the avoidance of doubt it should be pointed
  out that this analysis was not designed to inform views on the specific role of onboard staff one of the current causes of industrial unrest. While NRPS captures
  views on the helpfulness and availability of staff it does not address the specific jobs
  those members of staff have.

## **Contents**

<b>/</b>	Overview of findings	3 - 4
<b>/</b>	Introduction	5 - 8
<b>/</b>	Priorities for improvement	9 - 12
<b>/</b>	Rail passenger trust	13 - 15
<b>/</b>	NRPS – overall findings	16 - 23
<b>/</b>	NRPS – subgroup analysis	24 - 53
<b>/</b>	NRPS – experiences of delays	54 - 57
<b>/</b>	Appendix – train operating model	58-59





# Overview - part 1

- In comparison with many other factors involved in travelling by train, passengers do not see staff availability or staff helpfulness as the most important areas for improvement
- Staff helpfulness in particular is an area that is generally rated highly, for both station and train staff and, given the opportunity, passengers regularly comment positively on this element of their rail experience
- Despite the positivity towards staff, and their role in providing support to train users, staff helpfulness is not an important factor in driving trust (punctuality/reliability and treating customers fairly are much more important)
- Looking at this more closely, staff availability has somewhat lower satisfaction than staff helpfulness
  - Over time, there have been improvements in satisfaction with availability of station staff
  - Satisfaction with train staff is lower than with station staff, and this has remained constant over time
  - Satisfaction with availability of train staff is markedly lower for those travelling on driver only trains
- Passengers travelling on trains with only one staff member on board (the driver) are significantly less satisfied with staff availability and staff helpfulness than on those with additional staff members
  - However, overall satisfaction with the train is affected to a slightly lesser extent, whereby those on trains
    with two staff members in addition to the driver have higher satisfaction with the train overall, but there is
    not a great difference between those travelling on driver only trains and those with a driver plus one other
    member of staff





## Overview – part 2

- Younger passengers, commuters, those travelling on weekday evenings and in the afternoon peak and those who have experienced antisocial behaviour are generally less satisfied with staff attributes than passengers overall
  - Across these groups, satisfaction with station measures tends to be improving over time (as it is overall)
  - Similarly, satisfaction with train measures for these groups is lower and tends to be stable over time
- For passengers with disabilities mobility impairments in particular availability of staff on trains and at stations is more important, and these passengers are also more concerned about their personal security when travelling by train







## Research objectives

- 1. To provide a view of passengers' interactions with staff on the railway
- 2. To understand how passengers evaluate the role and performance of staff on trains and in stations
- 3. To understand the differences in passenger attitudes to staff based on different operating models (i.e. driver only operations vs trains with an additional staff member)
- 4. To compare and contrast the views of different passenger types and passengers with different needs and experiences across all of the objectives
- 5. Make recommendations to Transport Focus for areas where gaps in understanding still remain and how these might be addressed in future research





## **Areas reviewed**

The main focus of this analysis has been data from the National Rail Passenger Survey (NRPS) from 2012 – 2017 (the most recent wave completed being Autumn 2017). The following measures from NRPS formed part of the analysis:

#### Station:

- Availability of staff at station
- Attitude and helpfulness of staff at station
- Personal security whilst using station
- Ticket buying facilities
- Overall satisfaction with station

#### Delays:

- Amount of information provided about delay
- Accuracy of information given about delay
- Usefulness of information
- Speed with which information provided

#### Train:

- Availability of staff on train
- Attitude and helpfulness of staff on train
- Personal security whilst on board train
- Overall satisfaction with train

- Experiences of anti-social behavior
- Review of open-end question for any mentions of staff

Data from the 2017 Rail Passenger Trust and Priorities survey were also included in analysis and provide overall context for the more granular NRPS data





## A note on analysis

#### **Operating model**

In order to understand the impact of different types of train operating models, we have used route building blocks to assign data to one of three options:

- Driver only trains
- Trains with a second member of staff (a guard, customer services manager, etc)
- Trains with a second member of staff PLUS an additional staff member (usually for catering)

Alongside this we also looked at 'Intercity' services – those seen as fully-serviced long distance trains. There is a substantial degree of overlap with the model that has two members of staff (in addition to the driver) and the results are virtually identical, therefore we have largely excluded this data from the report

Given the level of detail we are looking at, this is not a completely accurate allocation of services, but the majority of services within these categories should fit the description. A breakdown of building blocks and how these have been allocated is included in the appendix

#### Station size

We have also grouped stations together into different tiers based on size, to help identify any differences between larger and smaller stations. Station sizes are allocated based on the percentage of the cumulated passenger volumes of each station within individual Building Blocks

#### **NRPS** waves

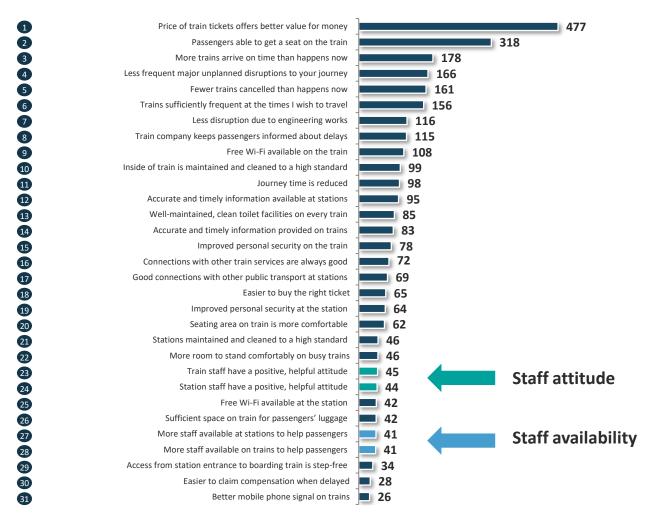
In the majority of cases data is shown for all waves from Spring 2012 to Autumn 2017. There are some exceptions to this where data is not available for all of these waves. Some measures have not been included in every wave. In every instance all the available data has been shown







In the 2017 research looking at rail passengers' priorities for improvement, staff measures were low on the list. From a passenger perspective value for money, punctuality/reliability and a good, comfortable experience are higher priorities for improvement

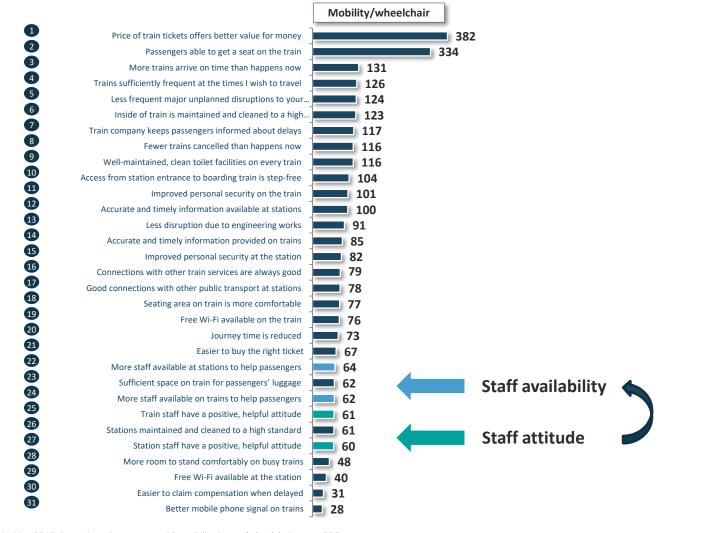


Rail Passenger Improvement Priorities 2017: Total base size 12,804





The only real difference in how passenger groups rank the staff-related priorities is among those with a mobility issue. These passengers rank staff availability – both at stations and on trains – as a more important area for improvement than passengers overall



Rail Passenger Improvement Priorities 2017: Base sizes: Passengers with mobility issues/wheelchair users 956





Passengers of some train companies view staff availability as a relatively more important area for improvement. Passengers of both London Overground and TfL both place more importance on staff availability at stations, and Merseyrail customers want more staff overall, particularly so on trains

		Rank order	Rank order (All passengers)
OVERGROUND	More staff available at stations	21st 6 places higher	27 <sup>th</sup>
TFL·RAIL	More staff available at stations	22nd 5 places higher	27 <sup>th</sup>
Merseyrail_	More staff available at stations	22nd 5 places higher	27 <sup>th</sup>
Merseyrail	More staff available on trains	19th 9 places higher	28 <sup>th</sup>

Rail Passenger Improvement Priorities 2017: Base sizes: London Overground 587; TfL Rail 381; Merseyrail 389







The 2017 rail passenger trust research showed that passengers rate train companies' performance on staff helpfulness higher than most other attributes. However in terms of driving trust in train companies staff helpfulness is the least important – delivery of the core service and treating customers well come first

## Performance

% Agree (top 2 box) – overall

#### Importance

% key drivers – overall importance score



Rail Passenger Trust 2017: Base size: 12,804 . D1-3. How much do you agree or disagree with each of these statements on a scale of 1-7, where 1 means 'disagree strongly' and 7 means 'agree strongly'?





# This picture does vary when looking at individual train companies, and there are some for whom staff play a more important role in driving trust

Ove	erall trust ranking		
Heathrow Connect	2 <sup>nd</sup>	Helpful staff at st	tations 4 <sup>th</sup> most important trust driver
Chiltern Railways	6 <sup>th</sup>	Helpful staff at st	tations 12 <sup>th</sup> most important trust driver
EAST MIDLANDS TRAÎNS	9 <sup>th</sup>	Helpful staff at st	
OVERGROUND	10 <sup>th</sup>	இத்தி Helpful staff at st	tations 8 <sup>th</sup> most important trust driver
GRAND CENTRAL	11 <sup>th</sup>	Helpful staff at st	
<b>Hull</b> Trains	17 <sup>th</sup>	Helpful staff at st	
For all passengers		Helpful staff at st	

Rail Passenger Trust 2017: Base sizes: Heathrow Connect 202; Chiltern Railways 564; East Midlands 622; London Overground 587; Grand Central 339; Hull Trains 238



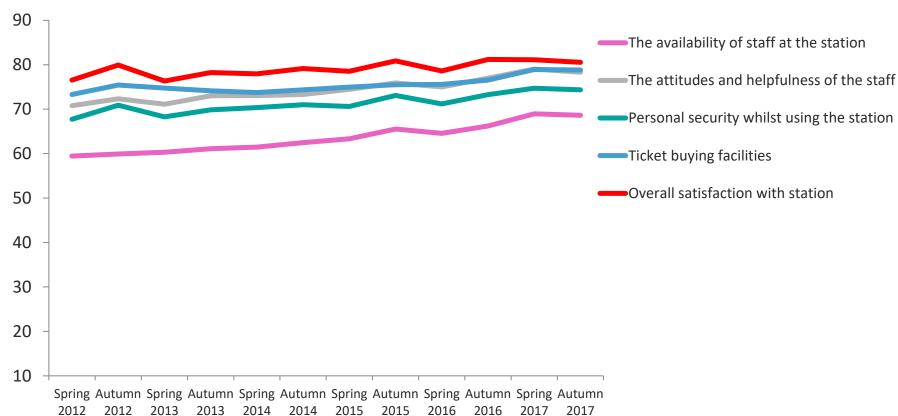




Whilst overall station satisfaction is high, the staff-related station measure with lowest satisfaction is the availability of staff at stations – although this has been improving over the last five years



#### **Station measures**



National Rail Passenger Survey: Base sizes — Spring 2012 28,832; Autumn 2012 28,917; Spring 2013 27,168; Autumn 2013 27,156; Spring 2014 27,115; Autumn 2014 27,812; Spring 2015 28,775; Autumn 2015 25,762; Spring 2016 27,757; Autumn 2016 26,899; Spring 2017 24,767; Autumn 2017 25,618. Scores shown are % very/fairly satisfied.

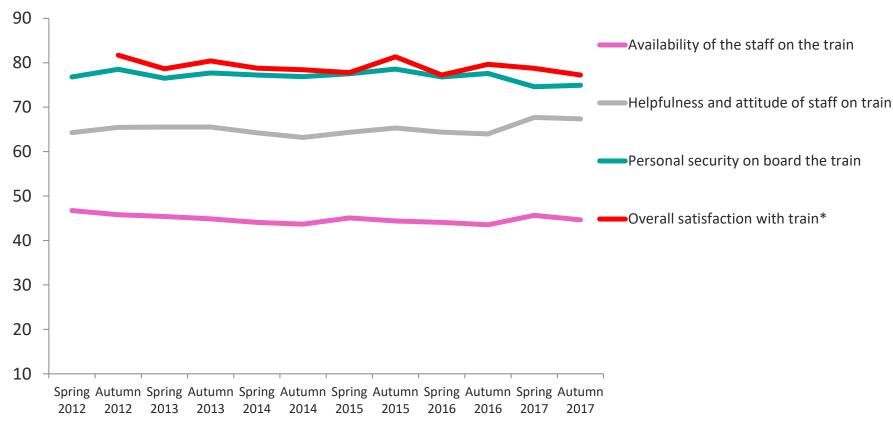




# Satisfaction with train staff is lower than for station staff, particularly for availability of staff. All of these measures are broadly stable over time



#### Train measures



\*Overall satisfaction with train was first asked in Autumn 2012

National Rail Passenger Survey: Base sizes – Spring 2012 28,832; Autumn 2012 28,917; Spring 2013 27,168; Autumn 2013 27,156; Spring 2014 27,115; Autumn 2014 27,812; Spring 2015 28,775; Autumn 2015 25,762; Spring 2016 27,757; Autumn 2016 26,899; Spring 2017 24,767; Autumn 2017 25,618. Scores shown are % very/fairly satisfied.

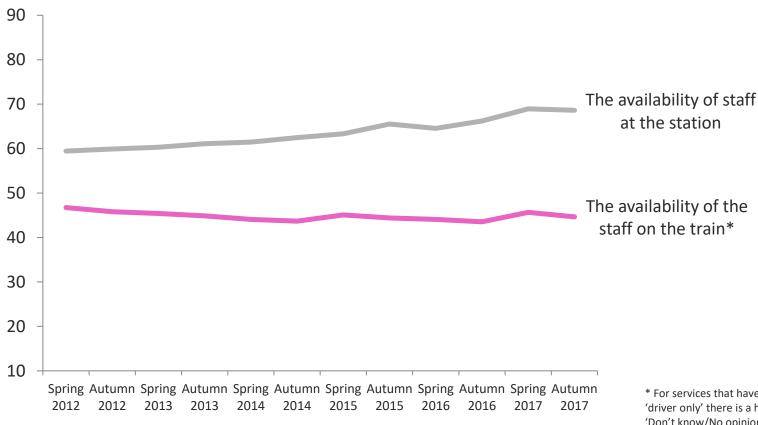




# Availability of staff is the lowest rated measure for both trains and stations – with a lack of staff on the train being consistently low over time



## Staff availability



<sup>\*</sup> For services that have been categorized as 'driver only' there is a higher proportion of 'Don't know/No opinion' responses than for other services. The satisfaction scores here are based on all those giving a response

National Rail Passenger Survey: Base sizes – Spring 2012 28,832; Autumn 2012 28,917; Spring 2013 27,168; Autumn 2013 27,156; Spring 2014 27,115; Autumn 2014 27,812; Spring 2015 28,775; Autumn 2015 25,762; Spring 2016 27,757; Autumn 2016 26,899; Spring 2017 24,767; Autumn 2017 25,618. Scores shown are % very/fairly satisfied.

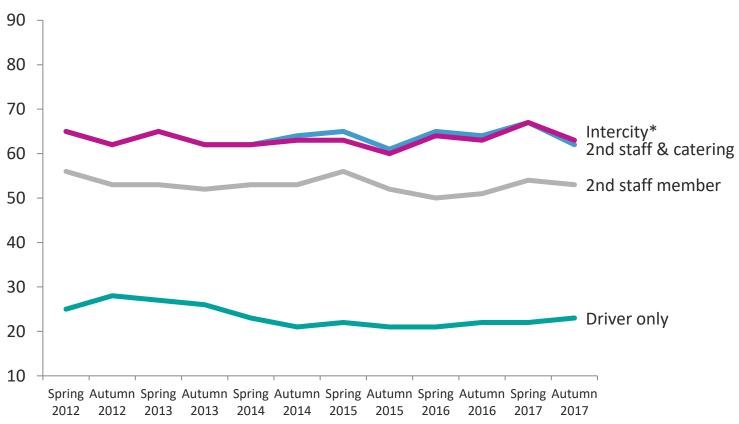




Satisfaction with staff availability on the train is particularly low for services with driver only operation, and highest for those with catering staff in addition to a guard (or equivalent)



## Staff availability - on train



<sup>\*</sup>As the majority of data for 'Intercity' services follows this pattern in mirroring '2<sup>nd</sup> staff & catering' we have not shown it further within the report

National Rail Passenger Survey: Base sizes – see notes view (minimum base size 4,607). Scores shown are % very/fairly satisfied.

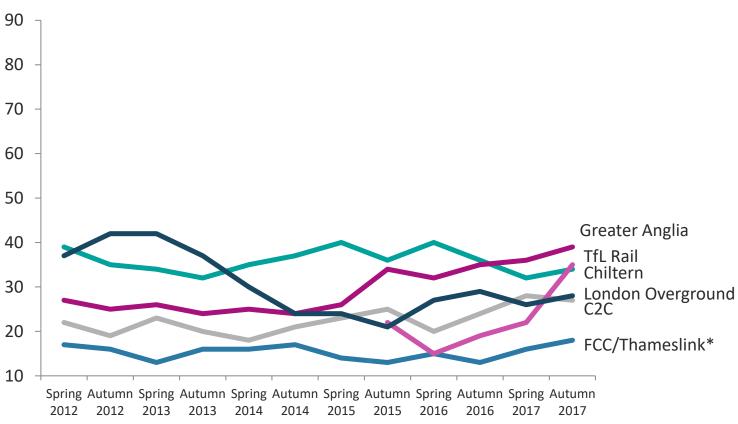




Passenger satisfaction with the availability of staff on driver only trains varies across TOCs. Thameslink passengers are the least satisfied, and Greater Anglia passengers have become more satisfied in recent years



## Staff availability - on train



<sup>\*</sup>Due to franchise changes, data up to Spring 2015 is based on First Capital Connect scores (excluding Gatwick Express and Southern). Thameslink is included in its current format from Autumn 2015

National Rail Passenger Survey: Base sizes – see notes view (minimum base size 139. Scores shown are % very/fairly satisfied.

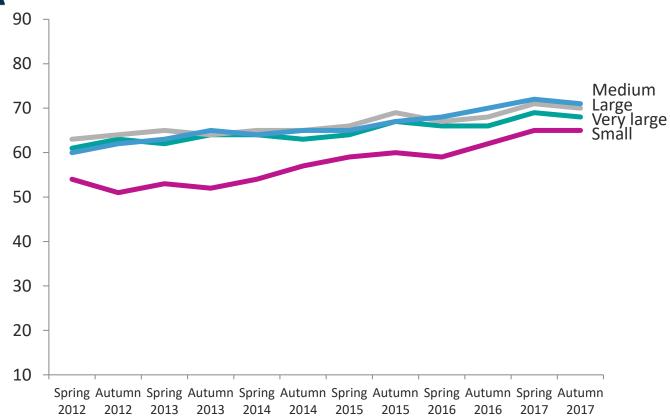




There are not large differences in satisfaction with staff availability in terms of different station sizes. Passengers using small stations have lowest satisfaction, although this has been increasing over time and closing the gap with larger stations



# Staff availability – at station



National Rail Passenger Survey: Base sizes and definitions - see notes view (minimum base size 5,239). Scores shown are % very/fairly satisfied.





While positive comments about staff tend to be about general helpfulness and friendliness, negative comments tend to focus on insufficient staff or staff not providing enough useful information



#### Positive – staff attitude and helpfulness

"I was very impressed with the help given to me from station staff concerning directions to help me get around and through New Street station" "Very helpful staff on the train, friendly and informative"

"Always happy and smiley staff members"

"Staff at my boarding and arriving station are excellent"

#### **Negative – insufficient staff**

"I was lucky today my train was not delayed but others were being announced due to lack of staff. Is that good to hear about a service?" "Personally I prefer to see more staff on trains walking through and visible"

"The company does not employ enough staff. So if a driver is sick the train is cancelled"

"No staff visible on trains to address ASB or rowdy behaviour"

#### **Negative – information provision**

"I didn't know if my ticket was valid. Neither did staff at Piccadilly station! Useless"

"The staff were unhelpful, useless. They didn't know anything about the delay. They weren't on the platform to help me"

"There was no announcement by the station staff when the train arrived and the guard did not take the trouble to announce the route/destinations either after I boarded"



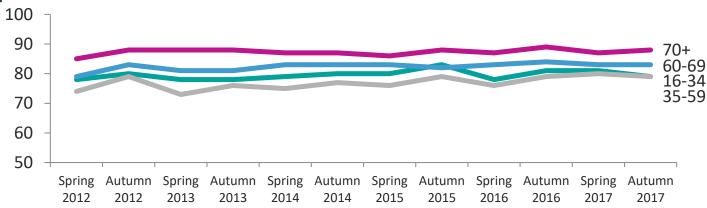




Older passengers are more satisfied overall with both stations and trains. Whereas satisfaction with stations is relatively stable across age groups, satisfaction with trains has been declining over time for the younger age groups

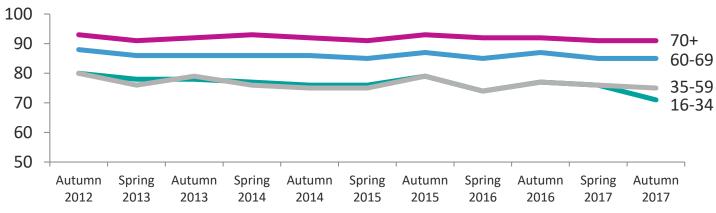


#### Overall satisfaction with station – by age





#### Overall satisfaction with train – by age



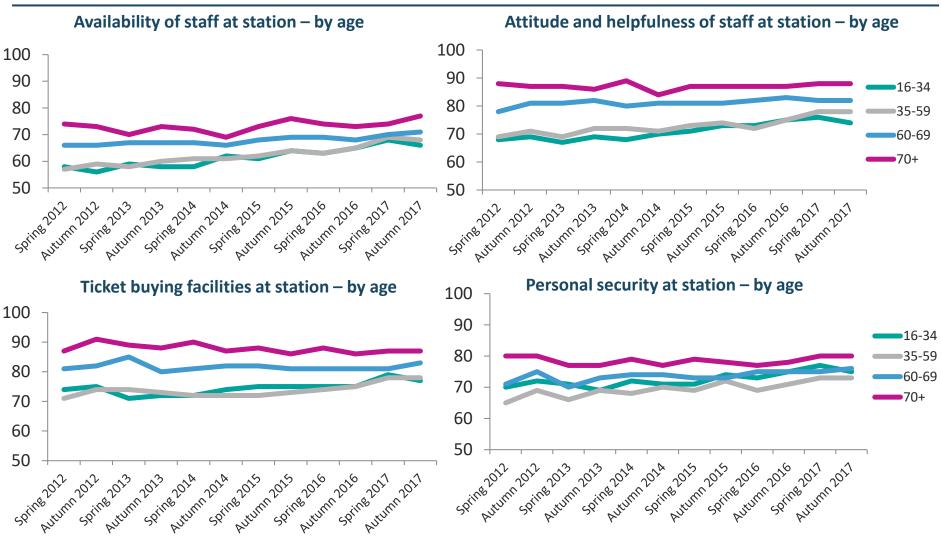
National Rail Passenger Survey: Base sizes - see notes view (minimum base size is 1,351). Scores shown are % very/fairly satisfied.





Although older passengers are the most satisfied overall with staff-related station measures, the greatest improvements are being seen by younger passenger groups, particularly in relation to station staff availability and attitude





National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 1,351). Scores shown are % very/fairly satisfic



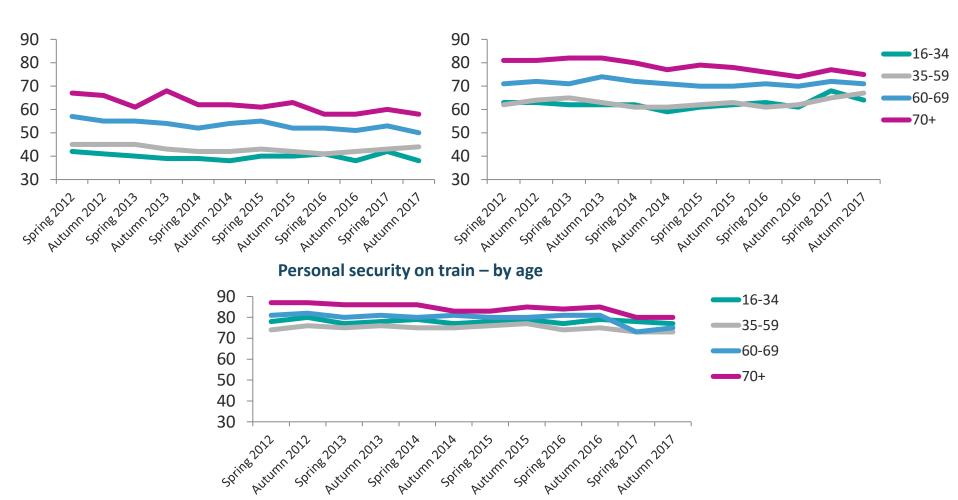


For on-train staff measures, the area of least satisfaction is availability of staff. Although older passengers are again more satisfied, their satisfaction with availability and attitude of staff on trains is declining over time. Satisfaction with personal security remains high





#### Attitude and helpfulness of staff on train – by age





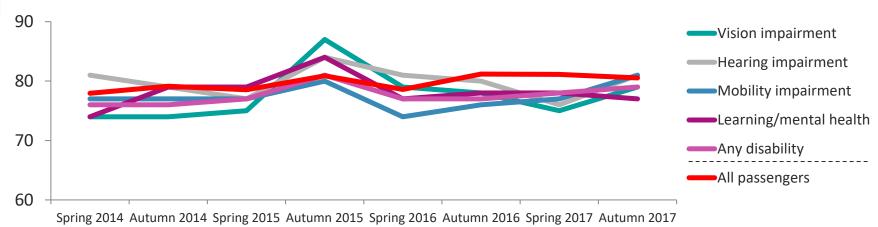




There are no significant differences in overall satisfaction with trains and stations amongst passengers with different disabilities. Generally, the trends for these passenger groups follow the same pattern as for passengers overall

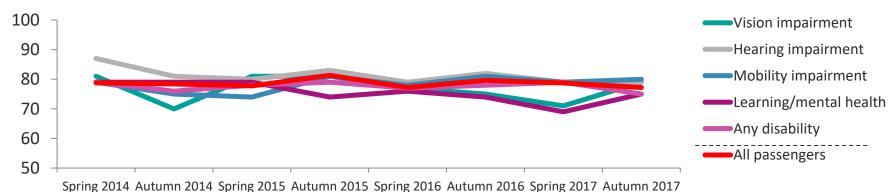


#### Overall satisfaction with station – by disability type





#### Overall satisfaction with train – by disability type



National Rail Passenger Survey: Base sizes — see notes view (minimum base size is 184). Data available in consistent format from Spring 2014 onwards. Scores shown are % very/fairly satisfied.

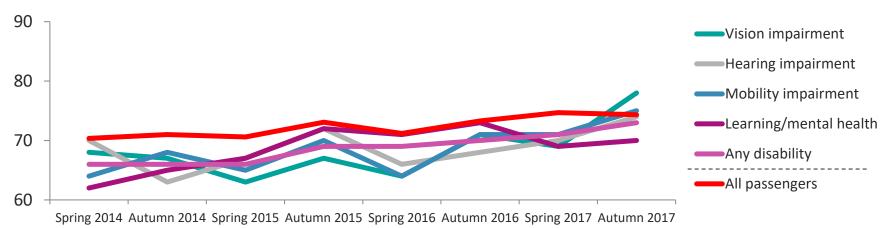




The one area where there are differences for passengers with disabilities is in relation to personal security. Both at stations and on trains, passengers with disabilities are slightly less satisfied than passengers overall

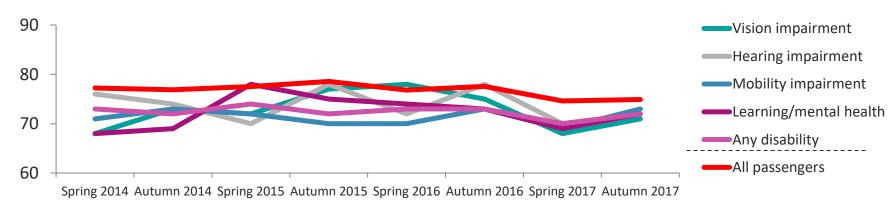


#### Personal security at station – by disability type





#### Personal security on train – by disability type



National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 184). Data available in consistent format from Spring 2014 onwards. Scores shown are % very/fairly satisfied.



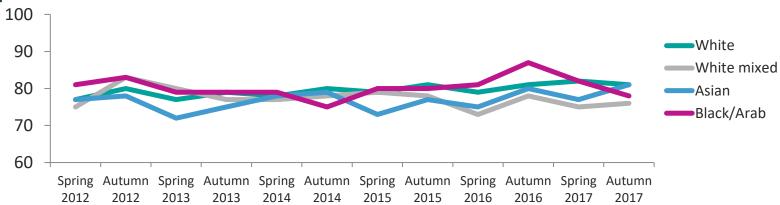




# Overall satisfaction with stations and trains is largely unaffected by passengers' ethnicity, with only slightly lower satisfaction with trains seen amongst Asian passengers

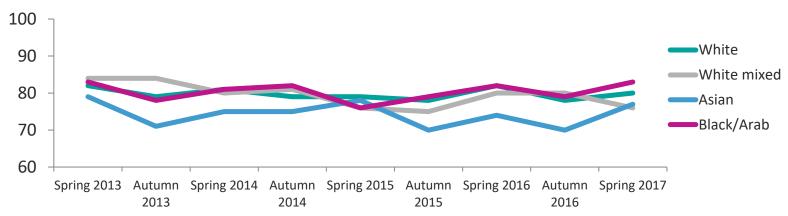


#### Overall satisfaction with station – by ethnicity





#### Overall satisfaction with train – by ethnicity



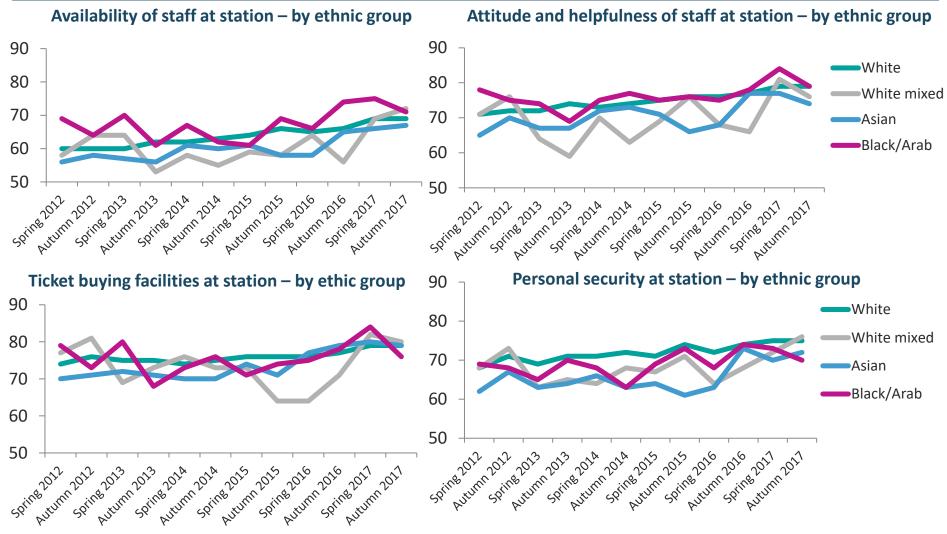
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 367). Scores shown are % very/fairly satisfied.





Overall there are no consistent differences across time in terms of satisfaction with staff-related station measures among different ethnic groups. White and Black/Arab groups have a slight tendency to be more satisfied, but this is not significant





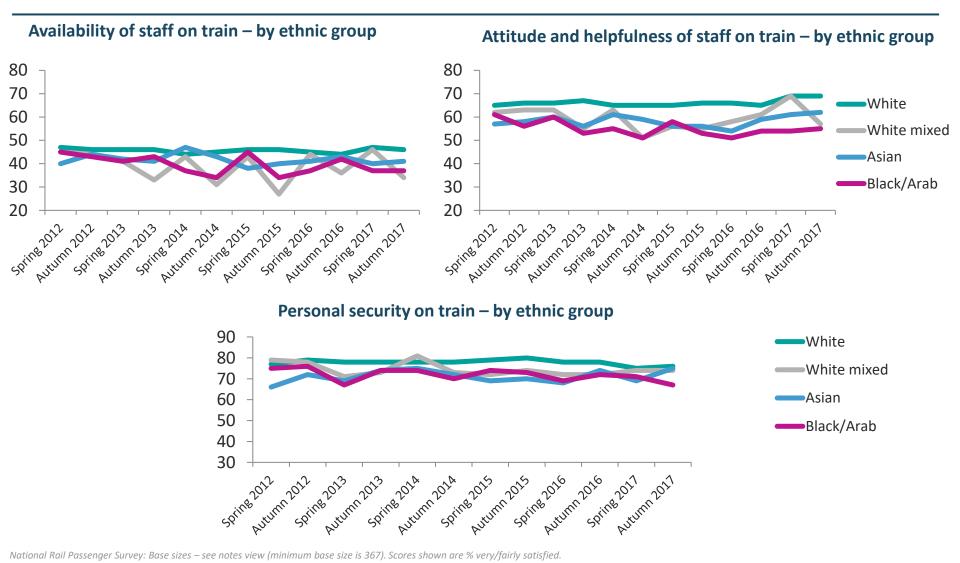
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 367). Scores shown are % very/fairly satisfied.





In relation to on-train staff measures, white passengers tend to be slightly more satisfied overall, but there are no great differences between ethnic groups





Transport Focus: Understanding the impact of railway staff



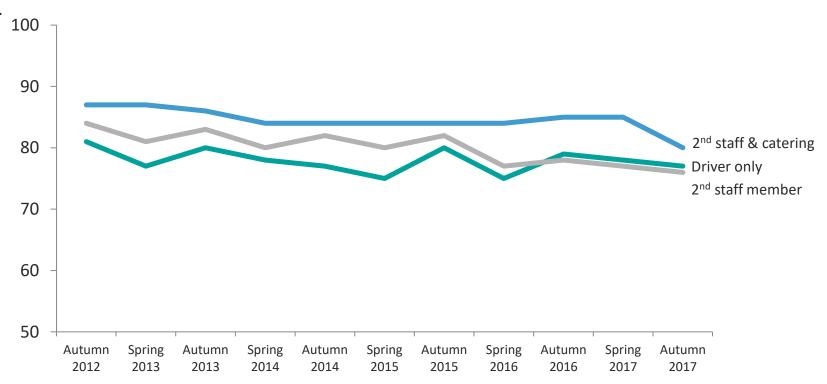




Overall satisfaction with the train has tended to be higher on those with two staff members on board (in addition to the driver), but the gap is often narrow. There has recently been little difference between DOO and services with a driver plus one other staff member



### Overall satisfaction with train – by train operating model



National Rail Passenger Survey: Base sizes – see notes view (minimum base size 5,107). Scores shown are % very/fairly satisfied.





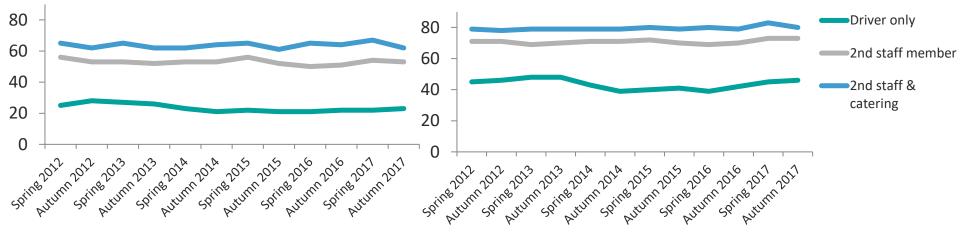
Specific measures relating to staff show a clear gap, with passengers on driver only services having much lower satisfaction with staff availability and helpfulness.

Satisfaction levels are much closer in terms of personal security on board the train

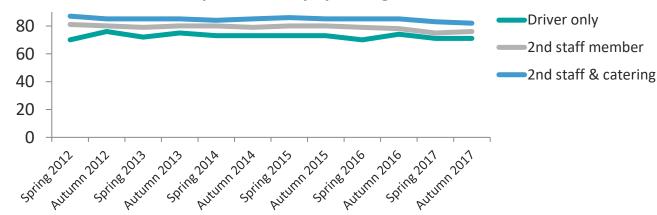




### Attitude and helpfulness of staff on train – by operating model



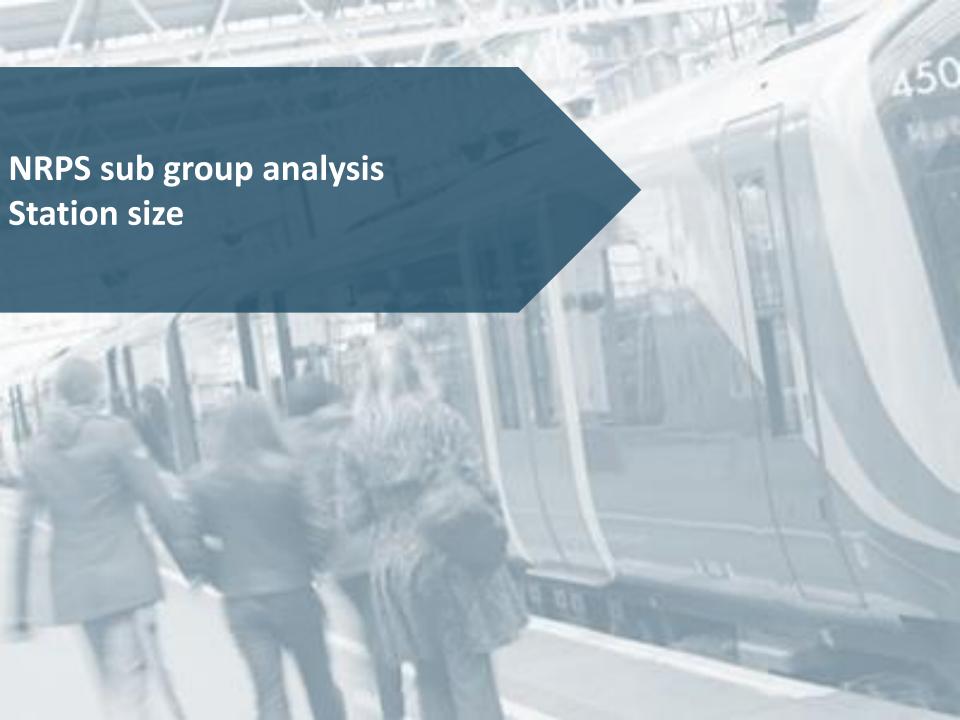
#### Personal security on train - by operating model



National Rail Passenger Survey: Base sizes – see notes view (minimum base size 5,107). Scores shown are % very/fairly satisfied.



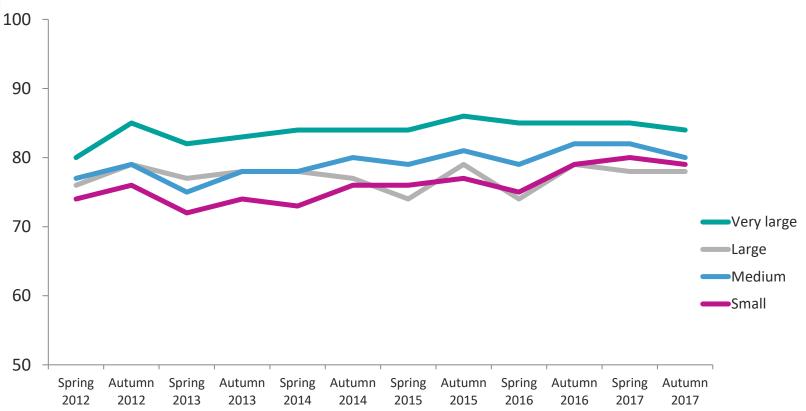




Passengers travelling from the largest stations are most satisfied with their station overall. Satisfaction amongst those travelling from small or medium sized stations has been increasing gradually since 2013



### Overall satisfaction with station – by station size



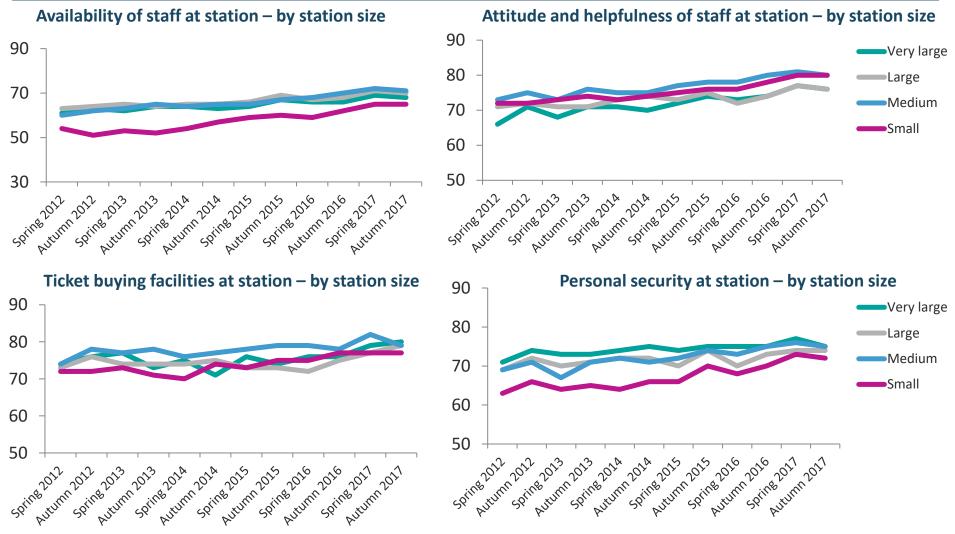
National Rail Passenger Survey: Base sizes and definitions – see notes view (minimum base size 5,239). Scores shown are % very/fairly satisfied.





There are no great differences in satisfaction with individual metrics. Passengers travelling from the smallest stations tend to be least satisfied with staff availability and personal security, although both metrics have been improving over time





National Rail Passenger Survey: Base sizes and definitions - see notes view (minimum base size 5,239). Scores shown are % very/fairly satisfied.



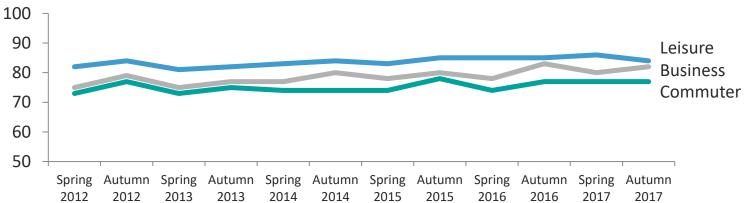




Leisure passengers tend to be most satisfied with both station and train. Commuters are less satisfied – particularly with trains, where their satisfaction has been declining gradually over time

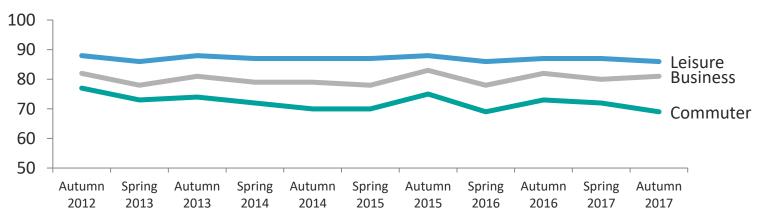


#### Overall satisfaction with station – by journey purpose





### Overall satisfaction with train – by journey purpose



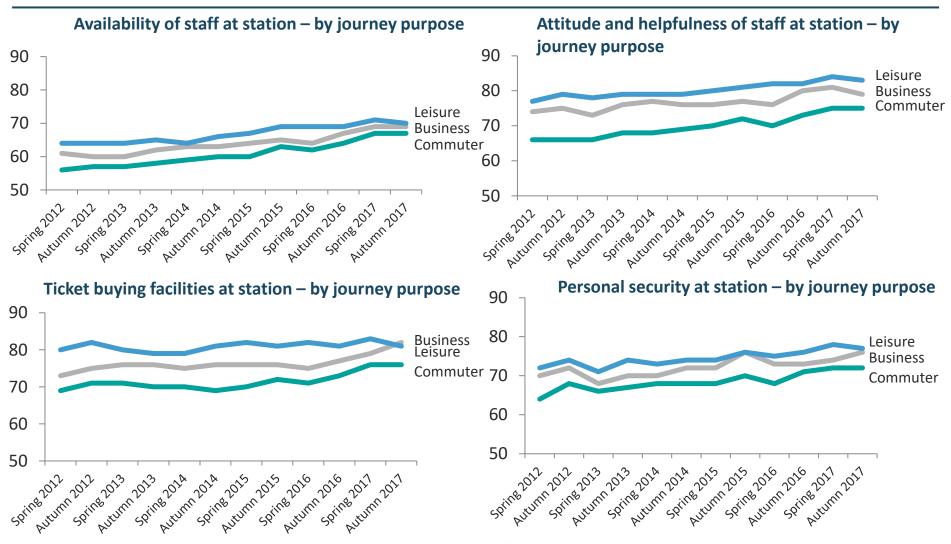
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 3,171). Scores shown are % very/fairly satisfied.





Although commuters are less satisfied with staff-related station measures than other passengers, the gap between the groups has been decreasing over time as commuters' satisfaction levels have increased to a slightly greater degree





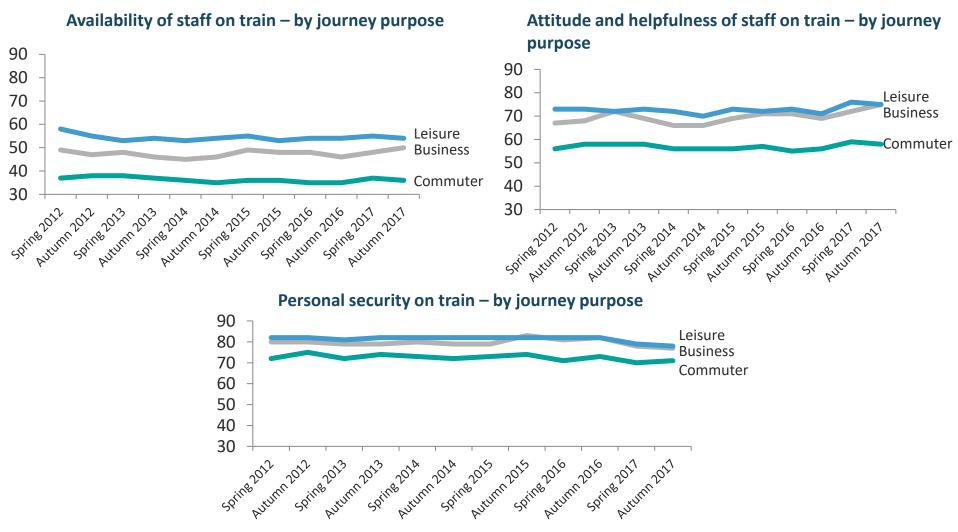
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 3,171). Scores shown are % very/fairly satisfied.





With regard to on-train staff attributes, commuters are notably less satisfied than other groups, and ratings are much more stable across time





National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 3,171). Scores shown are % very/fairly satisfied.



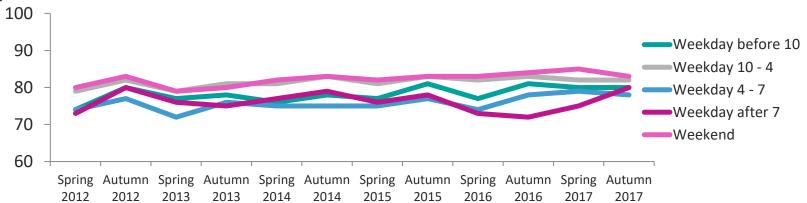




Overall, passengers travelling at weekends and during the weekday off-peak period are more satisfied. This is particularly the case for trains, where there is a bigger gap between these and passengers travelling at other times

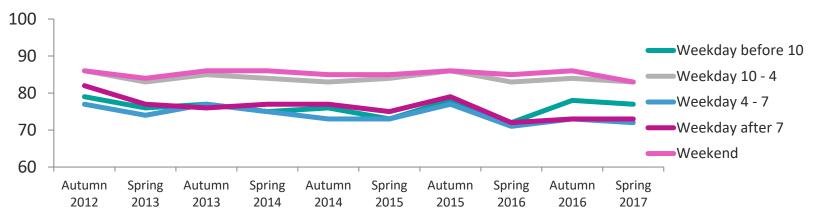


### Overall satisfaction with station - by day part





#### Overall satisfaction with train – by day part



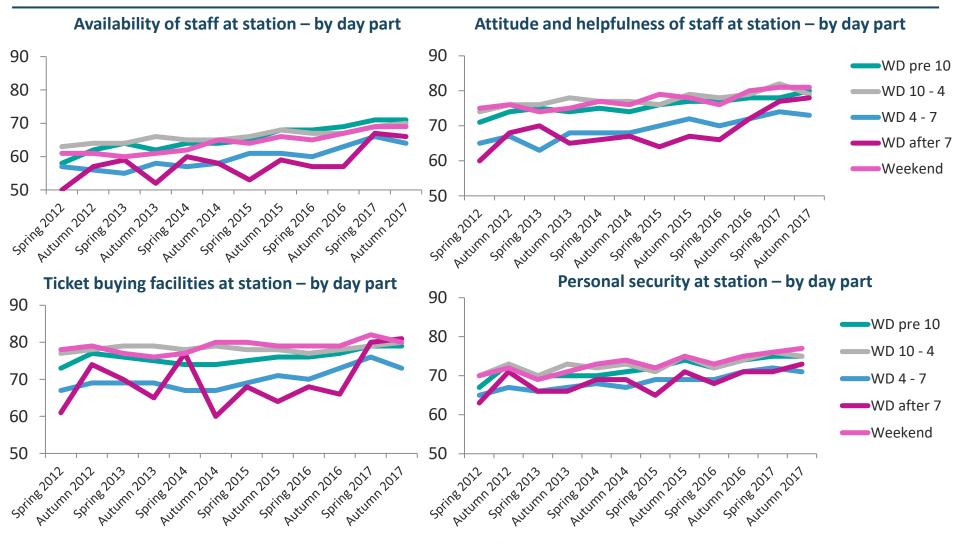
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 784). Scores shown are % very/fairly satisfied.





In terms of staff-related station measures the more satisfied groups are those travelling at weekends, weekdays off-peak and also the weekday morning peak. Measures for staff availability and attitude have been improving over time for all times of day





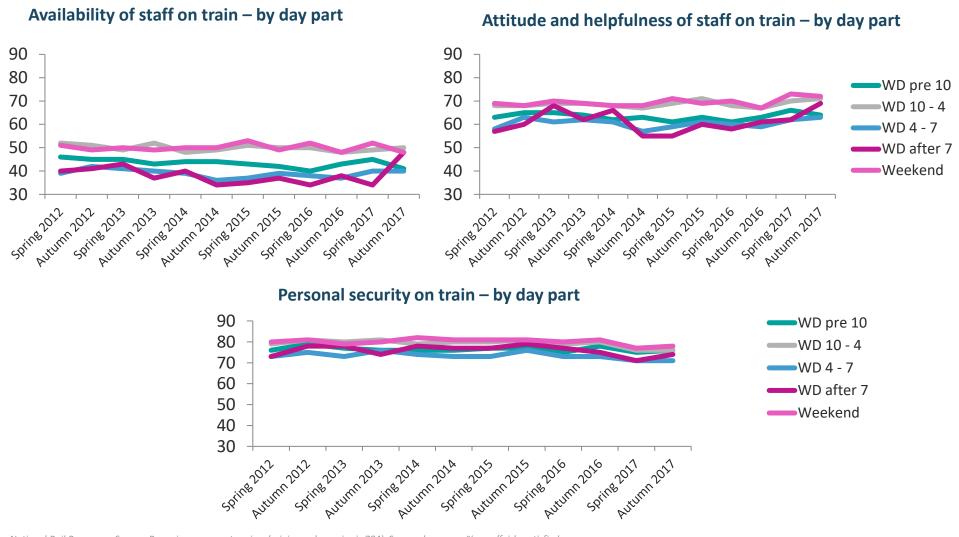
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 784). Scores shown are % very/fairly satisfied.





For on-train staff measures, those travelling in the weekday morning peak have similar satisfaction levels as those travelling on weekday evenings, with those travelling off-peak most satisfied with the staffing levels and attitudes





National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 784). Scores shown are % very/fairly satisfied.





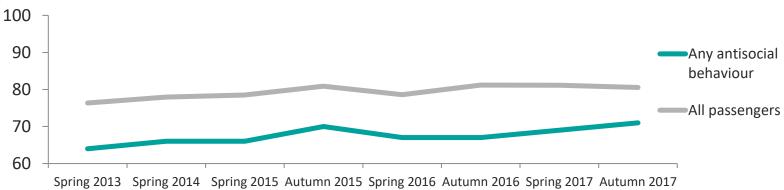


# Those who experienced anti-social behaviour on their journeys are significantly less satisfied overall with the station and train used for that journey



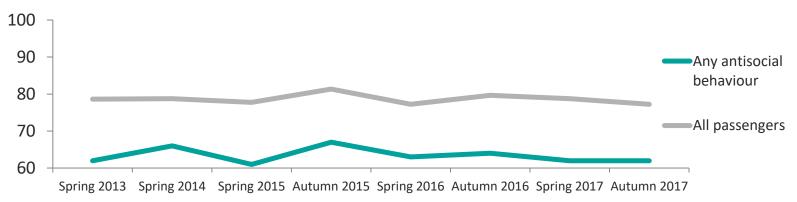


### Overall satisfaction with station – experiences of anti-social behaviour





### Overall satisfaction with train – experiences of anti-social behaviour



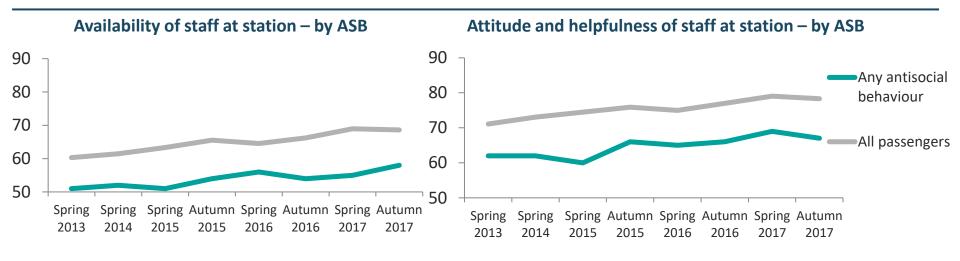
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 1,239). Question asked annually until 2015. Scores shown are % very/fairly satisfied.

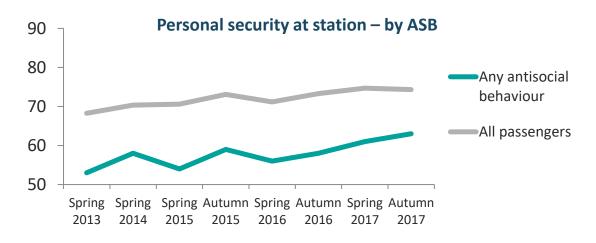




# All staff-related station metrics are lower amongst passengers who have experienced ASB, with the biggest impact on satisfaction with personal security at the station







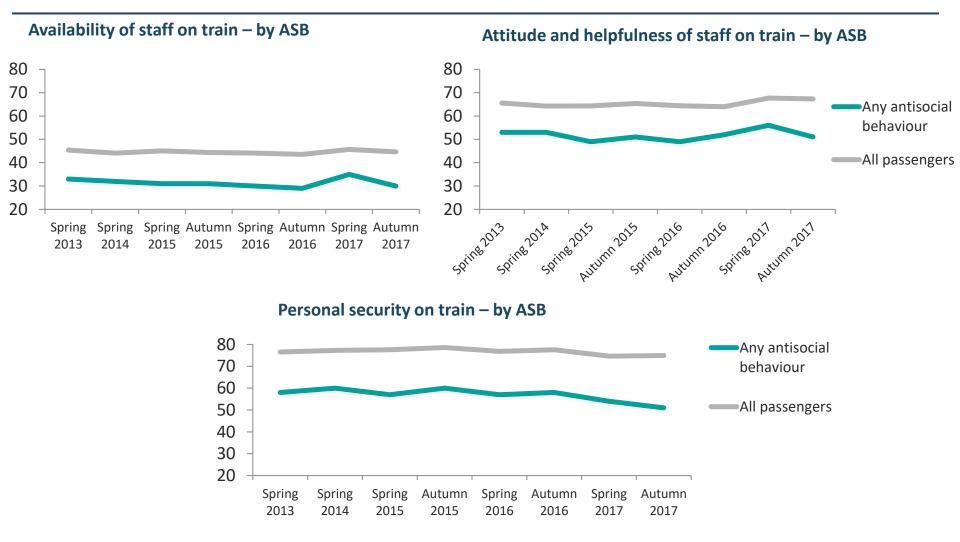
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 1,239). Question asked annually until 2015. Scores shown are % very/fairly satisfied.





Similarly, satisfaction with on-train staff measures is markedly lower among those who have experienced ASB, with the biggest impact again on the scores for personal security





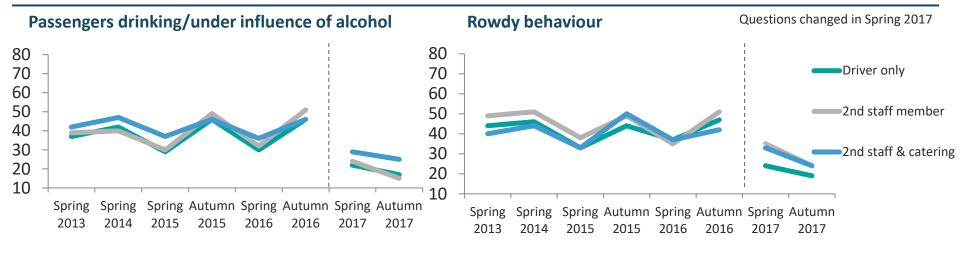
National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 1,239). Question asked annually until 2015. Scores shown are % very/fairly satisfied.

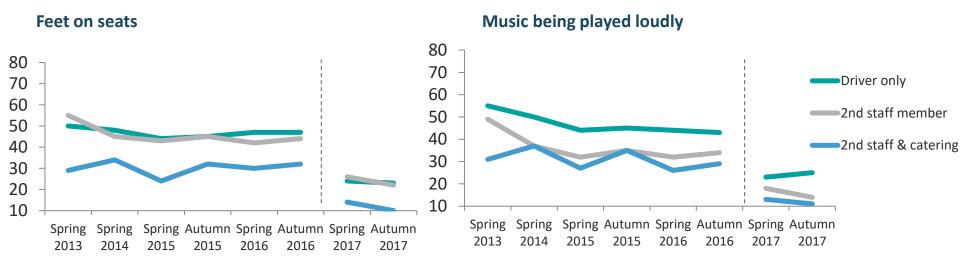




Looking at the four main types of antisocial behaviour, the two more 'general' behaviours of passengers drinking alcohol and rowdy behaviour are unaffected by operating model. The presence of on-train staff has a greater influence on feet on seats and loud music







National Rail Passenger Survey: Base sizes – see notes view (minimum base size is 4,067). Figures shown are % of passengers who have experienced that form of antisocial behavior.

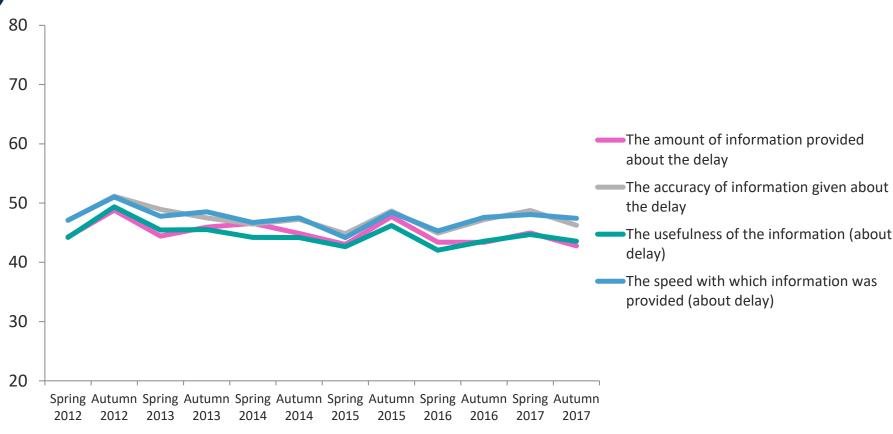






## For those who experienced delays on their journeys, satisfaction with how well this is dealt with tends to be relatively low – and at a similar level across all related measures



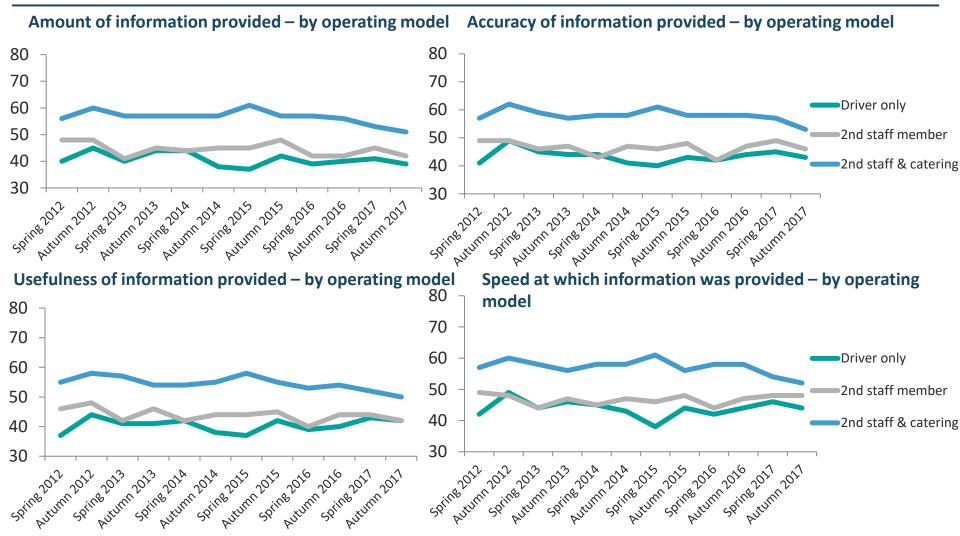


National Rail Passenger Survey: Base sizes (all those who have experienced delays) – see notes view (minimum base size is 4,871). Scores shown are % rating train company as having done very/fairly well on attribute.





Services with more than two members of staff appear to provide a better experience for passengers experiencing delays. There is no significant difference in satisfaction with delay measures between driver only operations and those with a second member of staff



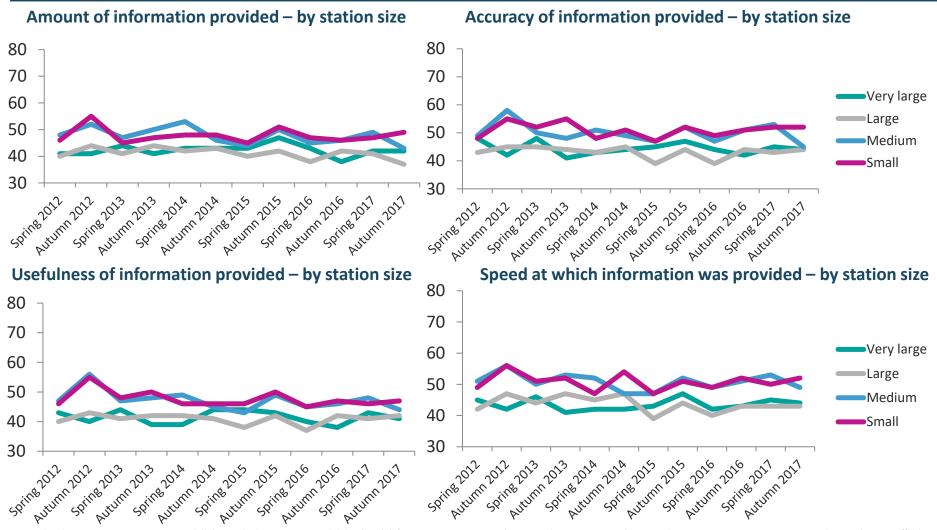
National Rail Passenger Survey: Base sizes (all those who have experienced delays) - see notes view (minimum base size is 1,010). Scores shown are % rating train company as having done very/fairly well on attribute.





## Passengers departing from small and medium stations are slightly more likely to be satisfied with how they were provided with information about their delays





National Rail Passenger Survey: Base sizes (all those who have experienced delays) and definitions – see note view (minimum base size is 1,083). Scores shown are % rating train company as having done very/fairly well on attribute







### Allocation of routes to train operating model

The allocations as detailed below are based on Transport Focus' best estimates of the provision of second members of staff and catering staff on the majority of routes within each building block.

Driver only	2nd staff member	2nd staff member & catering	Intercity
c2c - Southend Line	Arriva Trains Wales - Cardiff and Valleys	Arriva Trains Wales - Inter Urban	CrossCountry - East - West
c2c - Tilbury Line	East Midlands Trains - Local	Arriva Trains Wales - Mid Wales AND Borders	CrossCountry - North - South Manchester
Chiltern Railways - Commuter	Great Western Railway - West	Arriva Trains Wales - North Wales AND Borders	CrossCountry - North - South Scotland & North East
Chiltern Railways - Metro	Heathrow Express	Arriva Trains Wales - South Wales AND Borders/West Wales	Virgin Trains East Coast - London - Leeds and West Yorkshire0
Chiltern Railways - Oxford	London Midland - West Midlands Railway	Chiltern Railways - West Midlands	Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire
Great Northern	West Midlands Trains - London Northwestern Railway - London Commuter	CrossCountry - East - West	Virgin Trains East Coast - London - Scotland
Thameslink - Kent	West Midlands Trains - London Northwestern Railway - West Coast	CrossCountry - North - South Manchester	East Midlands Trains - London
Thameslink - Loop	Merseyrail: Northern	CrossCountry - North - South Scotland & North East	Great Western Railway - Long Distance
Thameslink - North/South	Merseyrail: Wirral	Virgin Trains East Coast - London - Leeds and West Yorkshire0	Hull Trains
Great Western Railway - London Thames Valley	Greater Anglia - Rural	Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	TransPennine Express - North
Heathrow Connect	Northern - Central	Virgin Trains East Coast - London - Scotland	TransPennine Express - North west
London Overground: Gospel Oak - Barking	Northern - East	East Midlands Trains - Liverpool - Norwich	TransPennine Express - South
London Overground: Highbury AND Islington – Croydon/Clapham Junction	Northern - North East	East Midlands Trains - London	Grand Central - London - Bradford
London Overground: Richmond/Clapham Junction – Stratford	Northern - West	Great Western Railway - Long Distance	Grand Central - London - Sunderland
London Overground: Watford – Euston	ScotRail - Rural	Hull Trains	Greater Anglia - Intercity
London Overground: West Anglia	ScotRail - Strathclyde	TransPennine Express - North	ScotRail - Interurban
Greater Anglia - Mainline	ScotRail - Urban	TransPennine Express - North west	Virgin Trains - London - Birmingham - Scotland
Greater Anglia - Stansted Express	Southeastern - High Speed	TransPennine Express - South	Virgin Trains - London – Liverpool
Greater Anglia - West Anglia	Southeastern - Mainline	Grand Central - London - Bradford	Virgin Trains - London – Manchester
Southeastern - Metro	Gatwick Express	Grand Central - London - Sunderland	Virgin Trains - London – North Wales
Southern - Metro	Southern - Sussex Coast	Greater Anglia - Intercity	Virgin Trains - London - Scotland
TfL Rail	South Western Railway - Island Line	ScotRail - Interurban	Virgin Trains - London - Wolverhampton/Shrewsbury
	South Western Railway - Metro	South Western Railway - Longer Distance	
	South Western Railway - Outer Suburban & Local	Virgin Trains - London - Birmingham - Scotland	
		Virgin Trains - London - Liverpool	
		Virgin Trains - London - Manchester	
		Virgin Trains - London - North Wales	
		Virgin Trains - London - Scotland	
		Virgin Trains - London - Wolverhampton/Shrewsbury	



