



# Northern Customer Experience Survey

Continuous National Rail Passenger Survey

Annual Report for 2019/20 - Rail Periods RP1 (P2001) - RP13 (P2013)

# Survey Methodology

- The Northern Rail Passenger Survey was conducted throughout the year, with at least 380 questionnaires returned across most four week rail periods. The sample size target is usually higher for the four rail periods when the National Rail Passenger Survey is in field (rail periods seven, eight, 12 and 13). *Note: The sample size for period 13 in March 2020 was lower as fieldwork had to be halted halfway through the rail period due to the coronavirus outbreak.*
- Passengers are handed questionnaires or asked to complete a questionnaire online whilst they are making rail journeys across the Northern rail network at various times of day and days of the week.
- The questionnaire is focussed on the journey that passengers are making at the time.
- The survey tracks Northern passengers' satisfaction with their journey and asks questions about the train, station and customer service.
- A three-period moving average is also produced for the four regions of Northern's network – central, east, north east, and west (see slide 12 for a brief description of the area covered by each rail region).
- Results are weighted to ensure they are as representative as possible.

# Rail Periods (RP)

The results of the survey are shown by rail periods (which are four week periods across the year). The dates covered by each rail period in 2019-20 are:

RP1: 01/04/19 to 27/04/19

RP2: 28/04/19 to 25/05/19

RP3: 26/05/19 to 22/06/19

RP4: 23/06/19 to 20/07/19

RP5: 21/07/19 to 17/08/19

RP6: 18/08/19 to 14/09/19

RP7: 15/09/19 to 12/10/19

RP8: 13/10/19 to 09/11/19

RP9: 10/11/19 to 07/12/19

RP10: 08/12/19 to 04/01/20

RP11: 05/01/20 to 01/02/20

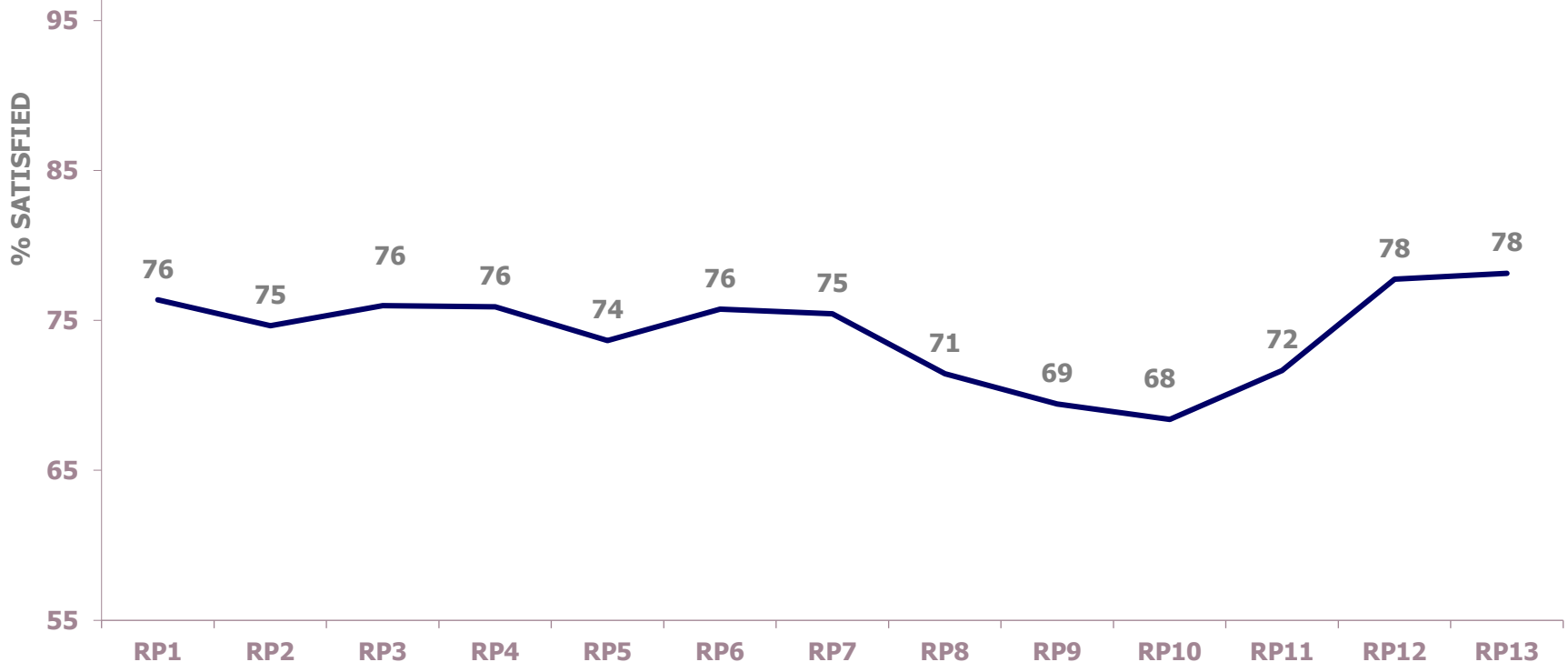
RP12: 02/02/20 to 29/02/20

RP13: 01/03/20 to 31/03/20

**Overall journey satisfaction for Northern varied during 2019/20 with a dip in satisfaction around rail periods nine and 10. The highest satisfaction was in rail periods 12 and 13 at the end of the year.**



## Trend in overall satisfaction *Northern*



Note: The overall journey satisfaction question is worded: 'Taking into account the station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?'.

# Average scores for train metrics in 2019/20

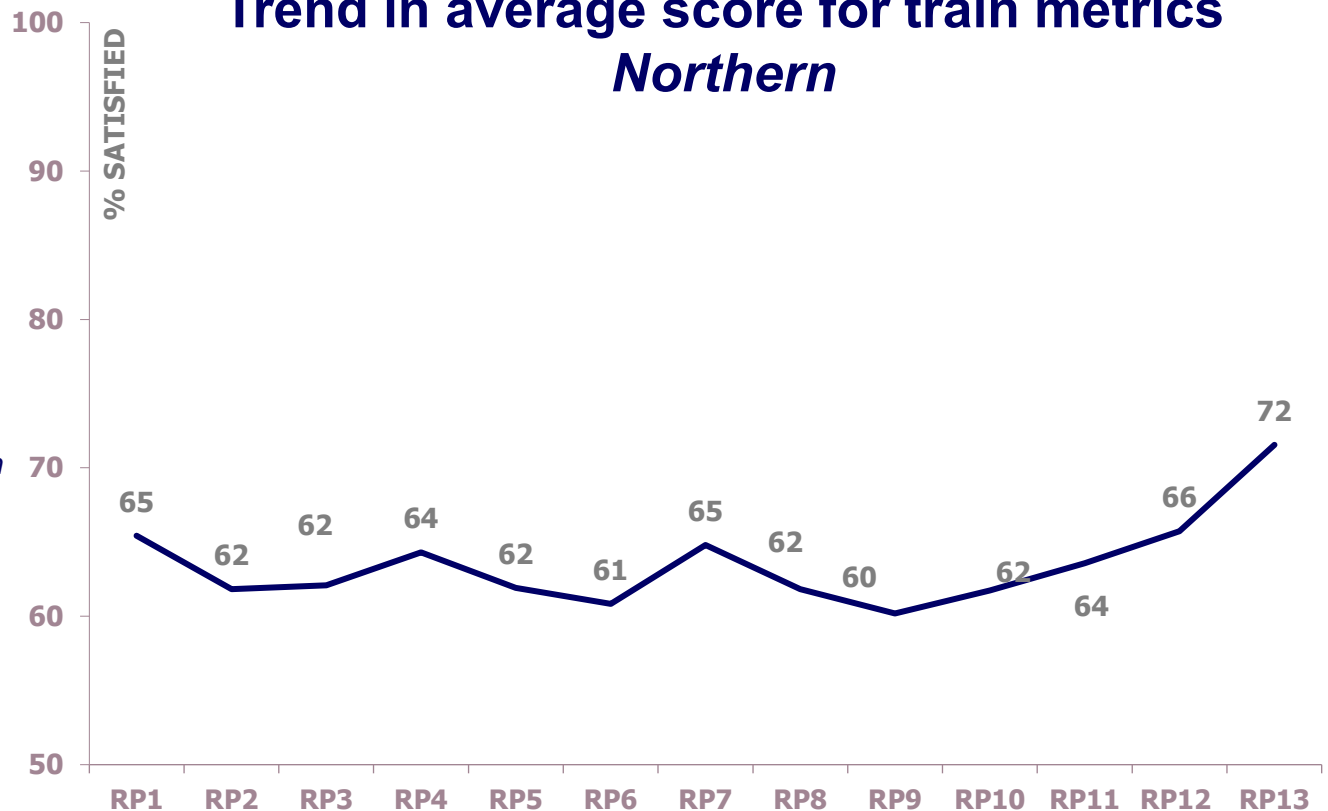


Statements included in **train** average:

- *satisfaction with train boarded*
- *frequency of the trains on that route*
- *level of crowding*
- *connections with other train services*
- *cleanliness of the inside of the train*
- *cleanliness of the outside of the train*
- *upkeep and repair*
- *space for luggage*
- *comfort of seats*
- *personal security on board*
- *toilet facilities.*

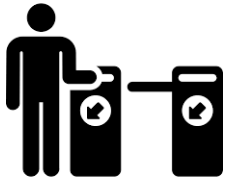
Northern  
RP5

## Trend in average score for train metrics *Northern*



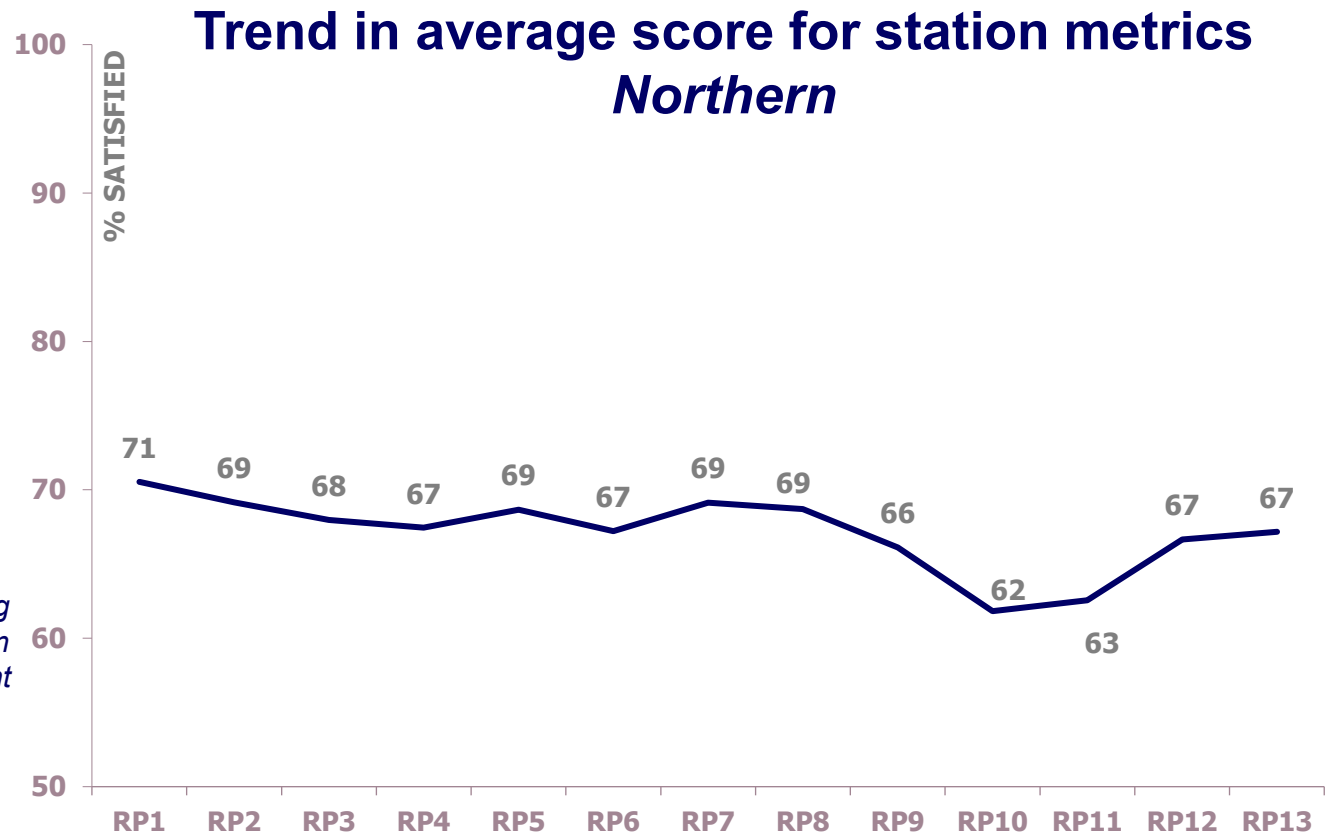
Note: The average score for each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors.

# Average scores for station metrics in 2019/20



Statements included in station average:

- *satisfaction with station*
- *ticket buying facilities*
- *upkeep/repair of station buildings*
- *cleanliness of the station*
- *connections with other forms of public transport*
- *facilities for car parking*
- *facilities for bicycle parking*
- *personal security at station*
- *overall station environment*
- *shelter facilities*
- *availability of seating.*



Note: The average score for each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors.

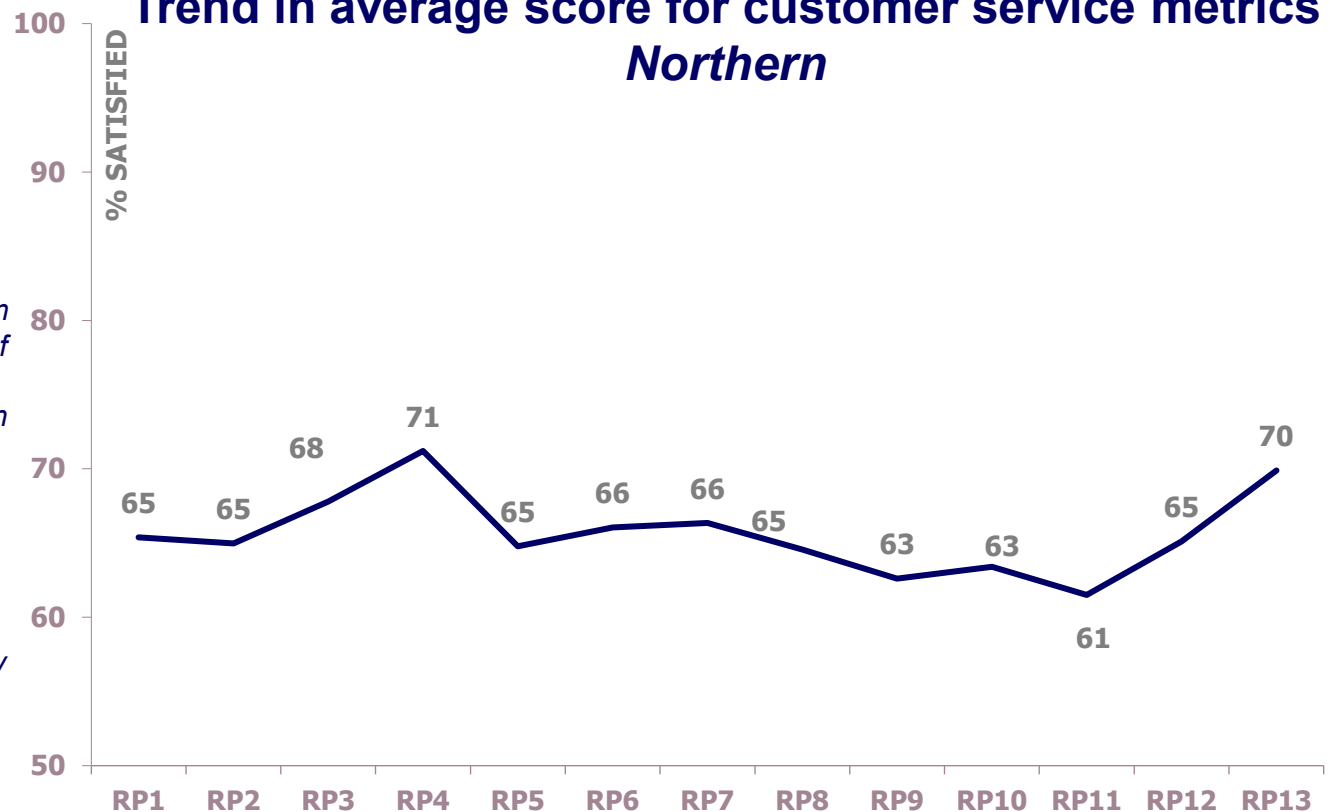
# Average scores for customer service metrics in 2019/20



## Statements included in customer service average:

- Provision of information about train times/platforms
- Availability of staff at station
- Attitudes and helpfulness of staff
- How request for information was handled
- Provision of information during journey
- Availability of staff on train
- Helpfulness and attitude of staff on train
- How well the train company dealt with delays
- Usefulness of delay information.

## Trend in average score for customer service metrics Northern

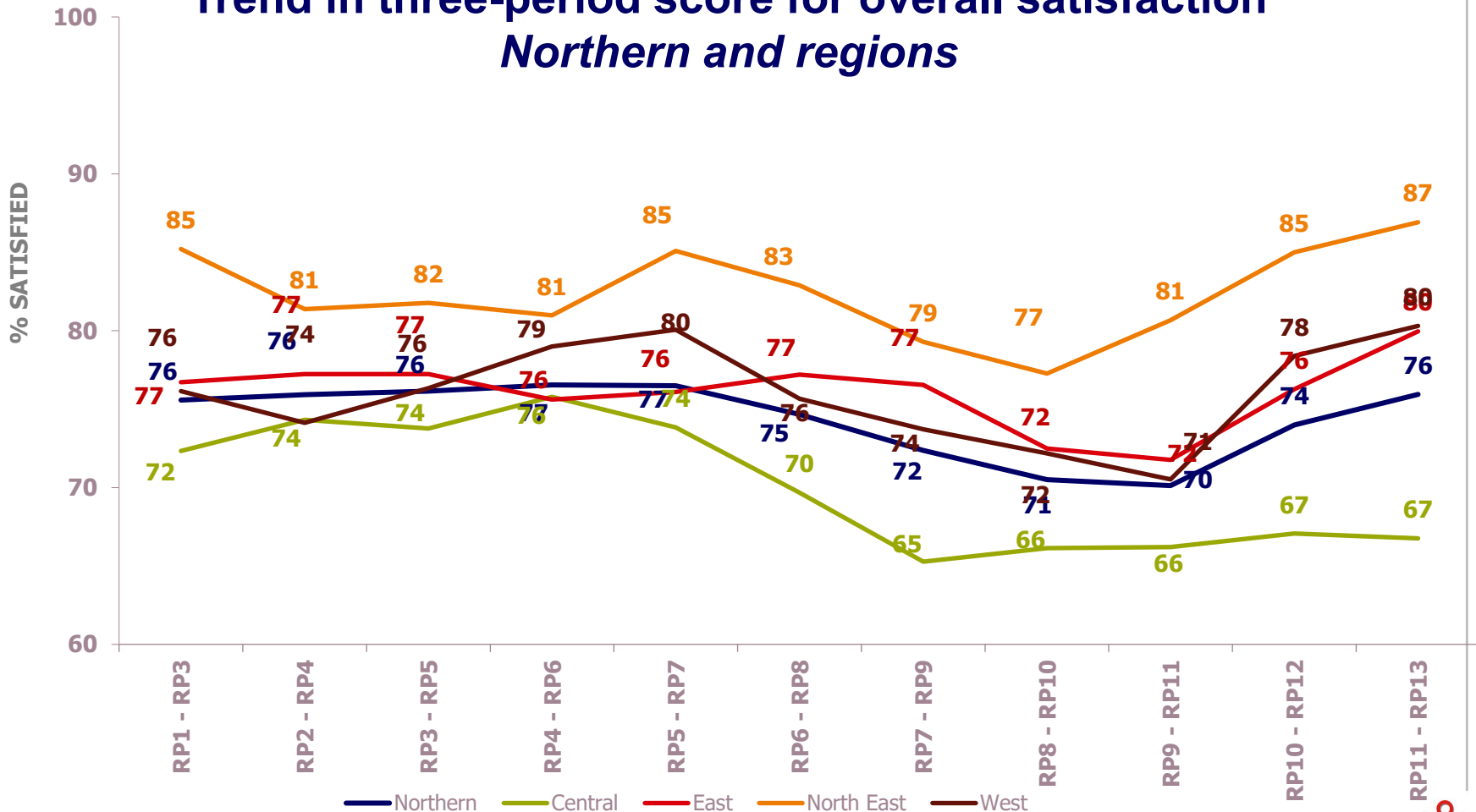


Note: The average score for each rail period is calculated by adding up the percentage of passengers satisfied for each factor and dividing by the number of factors

The three-period averages for overall satisfaction showed it generally started to dip around RP6-8, reaching a minimum around RP8-10. Satisfaction then generally improved, apart from central region where overall satisfaction hardly changed.



**Trend in three-period score for overall satisfaction  
Northern and regions**



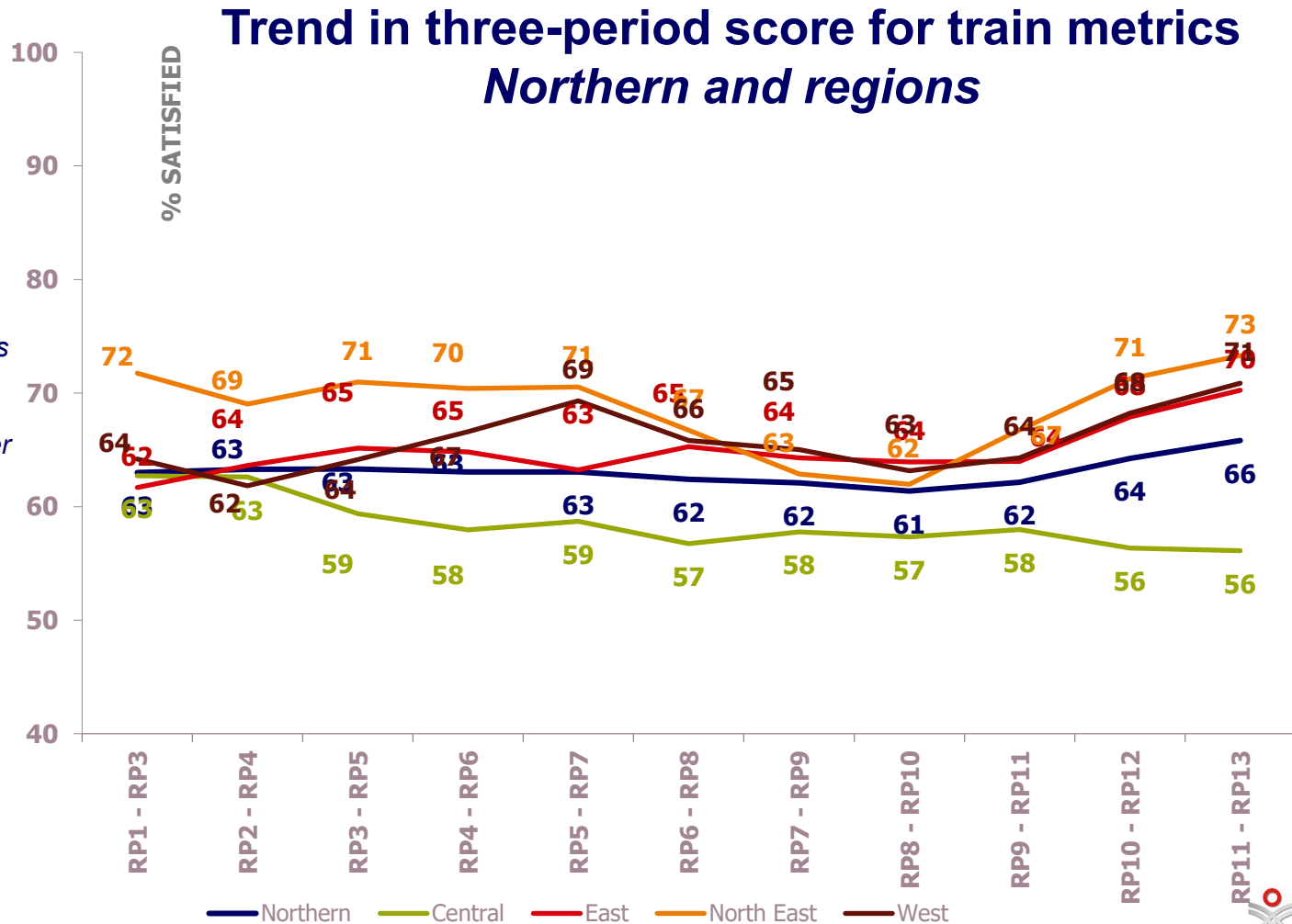


## Trains: Three-period average scores for Northern regions in 2019/20



Statements included in train average:

- satisfaction with train boarded
- frequency of the trains on that route
- level of crowding
- connections with other train services
- cleanliness of the inside of the train
- cleanliness of the outside of the train
- upkeep and repair
- space for luggage
- comfort of seats
- personal security on board
- toilet facilities.

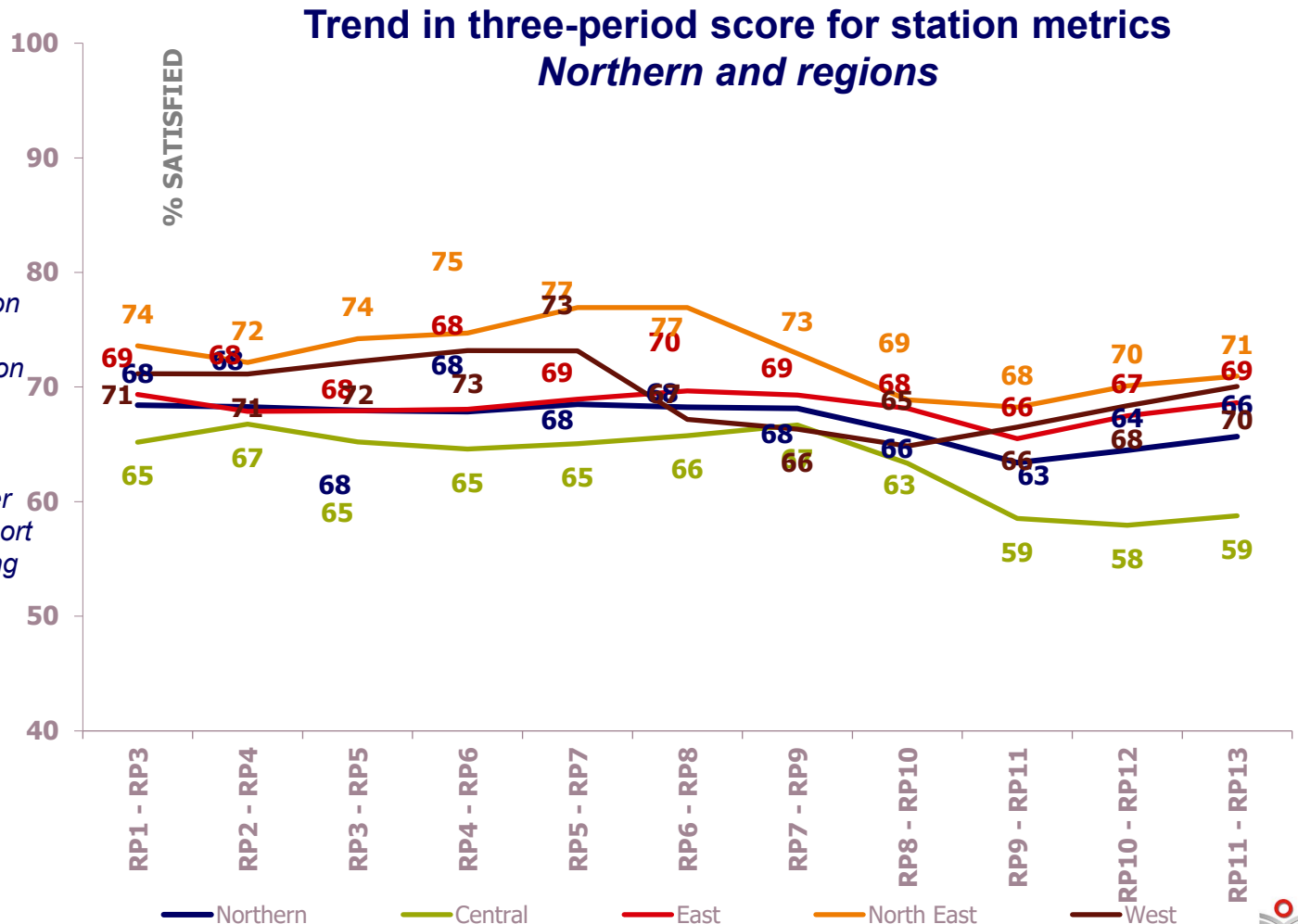


## Stations: Three-period average scores for Northern regions in 2019/20



Statements included in station average:

- satisfaction with station
- ticket buying facilities
- upkeep/repair of station buildings
- cleanliness of the station
- connections with other forms of public transport
- facilities for car parking
- facilities for bicycle parking
- personal security at station
- overall station environment
- shelter facilities
- availability of seating.

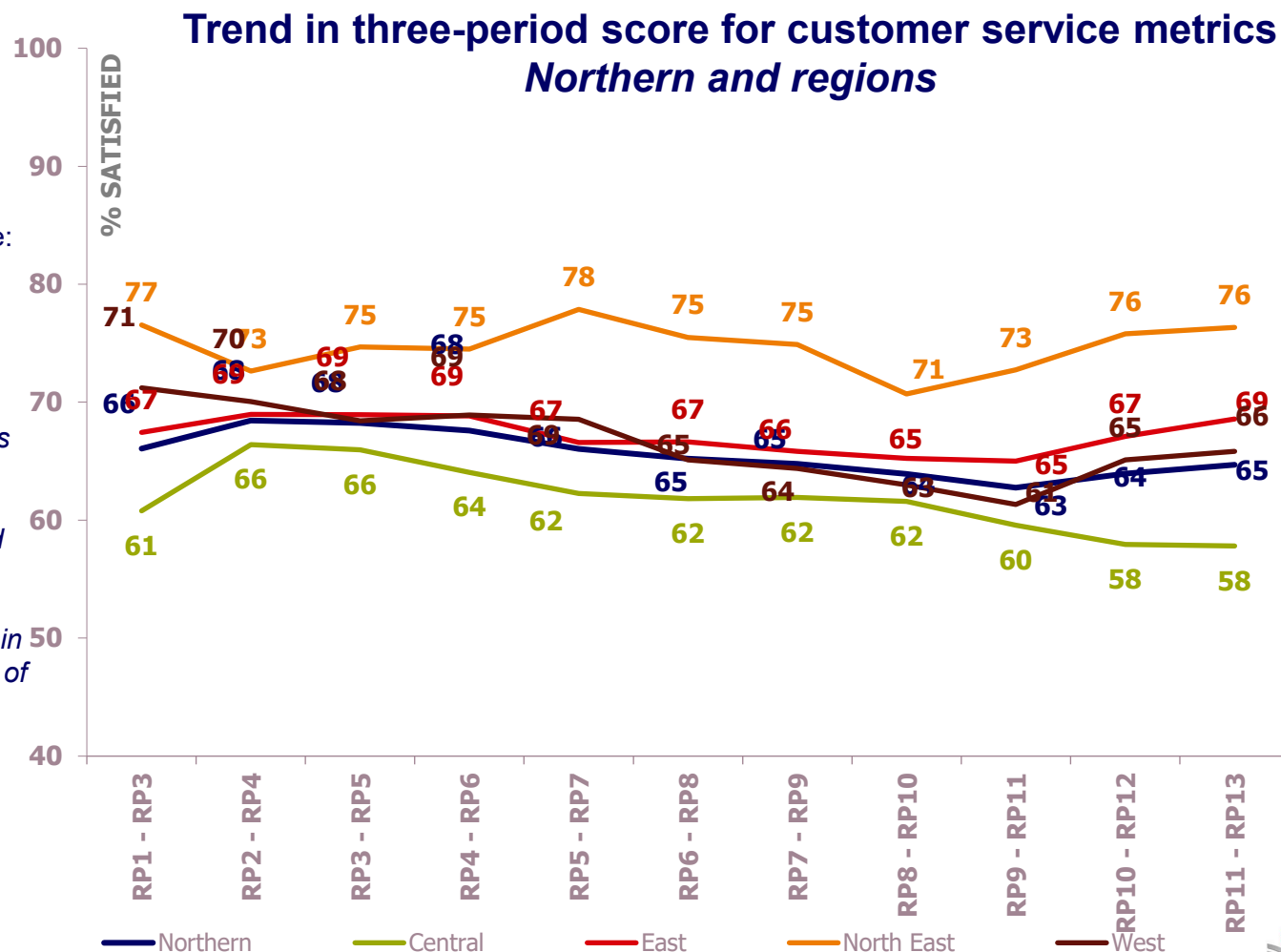


## Customer service: Three-period average scores for Northern regions in 2019/20



Statements included in **customer service** average:

- provision of information about train times/platforms
- availability of staff at station
- attitudes and helpfulness of staff
- how request for information was handled
- provision of information during journey
- availability of staff on train
- helpfulness and attitude of staff on train
- how well the train company dealt with delays
- usefulness of delay information.



# Northern's Regions

## **Northern: Central**

Journeys from stations on lines in and around Greater Manchester.

## **Northern: East**

Journeys from stations on lines in and around Yorkshire and the Humber, including Leeds, Doncaster and Sheffield.

## **Northern: North east**

Journeys from stations on lines in and around the North East, including Newcastle and Middlesbrough.

## **Northern: West**

Journeys from stations on lines in and around Liverpool, Preston and Cumbria.