

# National Rail Passenger Survey

## Avanti West Coast TOC Report

### Spring 2020 (Wave 42)

Avanti West Coast rebranded from Virgin Trains on 8 December 2019

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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](http://www.transportfocus.org.uk)

From Spring 2017, passengers were also offered the choice of completing the questionnaire online.

### Spring 2020 (Wave 42)

Spring 2020 (wave 42) main fieldwork was undertaken between 27 January and 16 March 2020. Fieldwork was due to continue up to 5 April 2020, but due to the impact of the Coronavirus (COVID-19) and changing Government guidelines, it was necessary to halt NRPS shifts early in the 8th week of fieldwork. No further interviewing shifts were done after the 16 March as Government guidelines stopped all non-essential contact and all unnecessary travel.

In the 2-3 weeks prior to 16 March a large number of shifts were also cancelled by the interviewing team due to numerous interviewers being considered in the at risk category and also some not wishing to work as a precaution. The impact of the COVID-19 virus resulted in 620 planned interviewing shifts not being completed in Spring 2020.

On the 29 February the Northern train company (operated by Arriva Rail North) lost their franchise, and changed to being a publicly owned train operating company from 1 March called Northern Trains. Results for Northern in this report include results for Northern and Northern Trains combined.

Due to a freight train derailment on 23 January that badly damaged track and lineside equipment, there was no train services between Barking and South Tottenham for several weeks. A few NRPS shifts were cancelled and moved to a later date.

During fieldwork there was some periods of adverse weather. In early February Storm Ciara had an impact on a number of shifts with some having to be cancelled or achieving a low number of interviews. Then in mid-February Storm Dennis impacted the South West of the UK particularly, resulting in numerous train cancellations and delays (with some station and line closures). Several NRPS shifts had to be cancelled and rescheduled.

Shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open and served several TOCs, we continued with our intended shift as planned. We were able to distribute questionnaires to passengers on those TOCs still operating a service.

Field workers were told not to offer questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire, making such exclusions very straightforward.

We recognise that some journeys are not covered by this survey, mainly because it does not include rail replacement bus services, but this only has a limited effect on the results.

### Autumn 2019 (Wave 41)

Fieldwork for Wave 41 (including boosts) was undertaken between 2 September and 10 November 2019.

During fieldwork there were some periods of adverse weather, however these only had a limited impact on fieldwork. The worst period of disruption was in the final two weeks when parts of the country suffered very heavy rainfall and flooding.

Weekend fieldwork was affected by extensive engineering works and line closures on some weekends, including on South Western Railway, London Overground and Southeastern. Shifts were rescheduled where possible.

Other planned and unplanned engineering works again meant that some shifts were also rescheduled. Shifts were only rescheduled if the station was closed as a result of the engineering works or bus replacements were in place for all lines. If some trains were still running the shift went ahead as planned.

### Spring 2019 (Wave 40)

Fieldwork for Wave 40 (including boosts) was undertaken between 4 February and 14 April 2019.

During fieldwork there were some periods of adverse weather, however these only had a limited impact on fieldwork.

Weekend fieldwork was affected by extensive engineering works and line closures on some weekends, including on TfL Rail (East) and Gatwick Express. Shifts were rescheduled if possible.

Grand Central results for Spring 2019 have probably been affected by engineering works on the East Coast mainline during weekend fieldwork.

Other planned and unplanned engineering works again meant that some shifts were also rescheduled. Shifts were only rescheduled if the station was closed as a result of the engineering works or bus replacements were in place for all lines. If some trains were still running the shift went ahead as planned.

### Autumn 2018 (Wave 39)

Fieldwork for Wave 39 (including boosts) was undertaken between the 1st September and 16th November. For most TOCs fieldwork finished on the 9th November, but for a small number of TOCs (TfL Rail, South Western Railway and c2c) fieldwork continued up to the 16th November to allow extra time to do boost shifts (including that were postponed due to strikes on South Western Railway). Fieldwork on Arriva Trains Wales only took place up to 13th October (as the franchise was rebranded/under new ownership from 14th October).

During fieldwork there were several days of industrial action on Northern and South Western Railway TOCs (especially on Saturdays). This meant that a number of shifts had to be moved as there was no train service running. South Western Railway also experienced four days of strikes on weekdays over the October half-term period. There were two strikes on the Piccadilly Line on the London Underground which meant that a few shifts on TfL Rail had to be moved - because of concerns over interviewer safety and effectiveness, and because some services were atypically busy.

During September and October parts of the country were affected by storms Ali, Bronagh & Callum. Storm Ali closed a number of large stations in Scotland which led to a small number of shifts having to be reallocated to another day. Storms Bronagh and Callum had a limited effect on fieldwork.

Planned and unplanned engineering works again meant that some other shifts were also rescheduled, particularly at weekends. Shifts were only rescheduled if the station was closed as a result of the engineering works or bus replacements were in place for all lines. If some trains were still running the shift went ahead as planned.

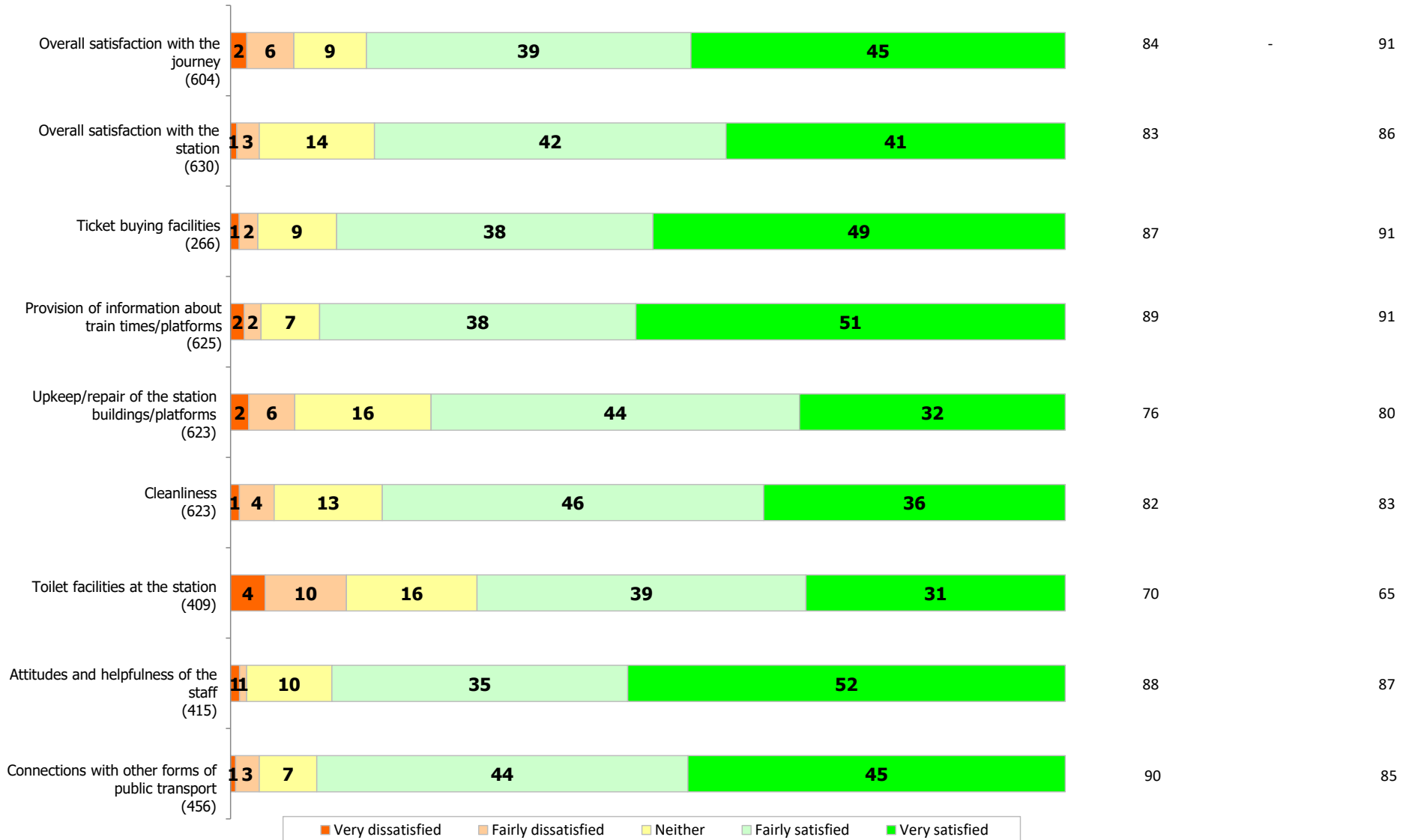
At 95% confidence level:  
 + significant increase  
 - significant decrease

## Satisfaction results for Avanti West Coast

% satisfied/good

Spring 2020

Spring 2019



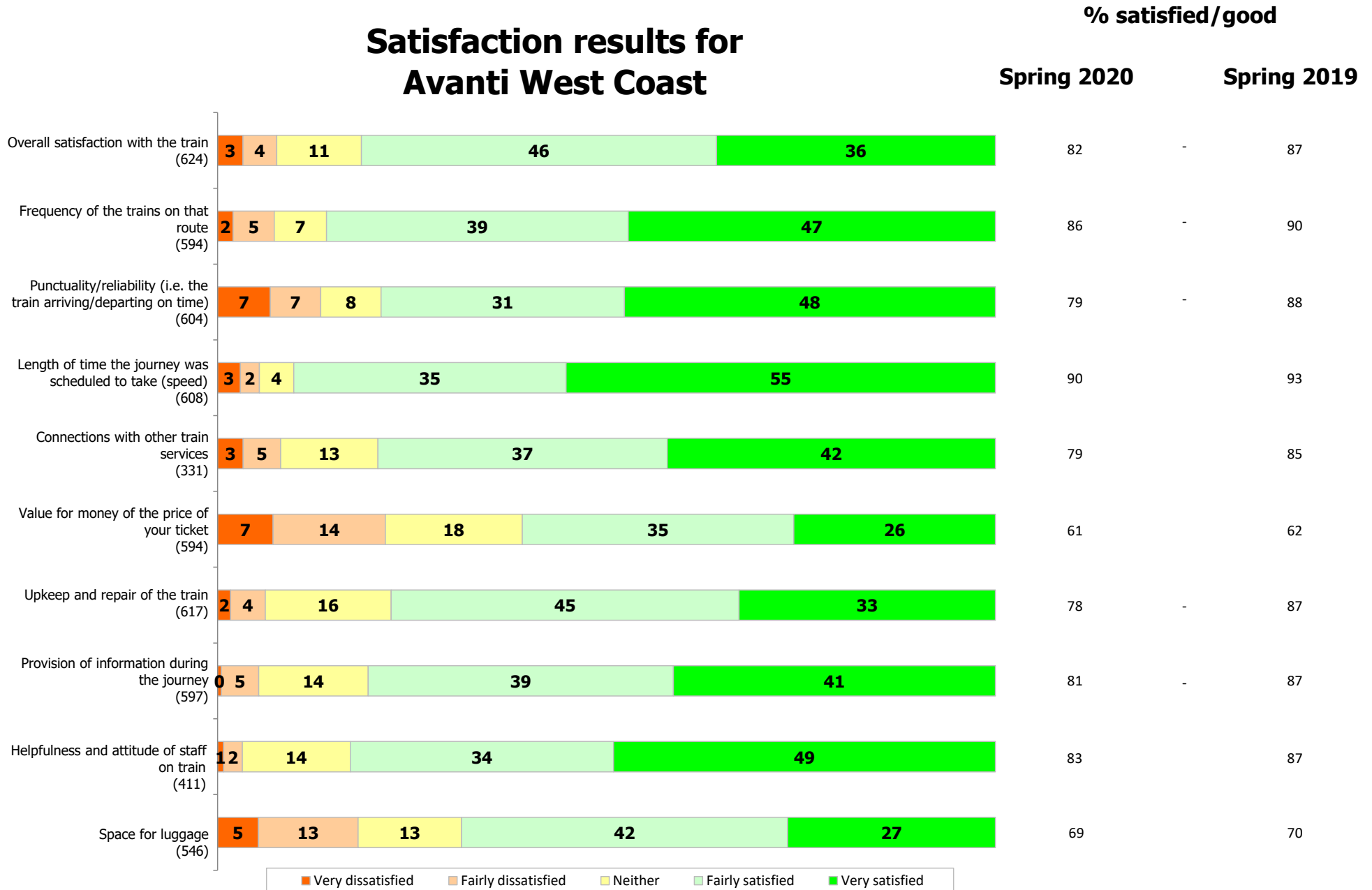
\*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

### Satisfaction results for Avanti West Coast



\*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

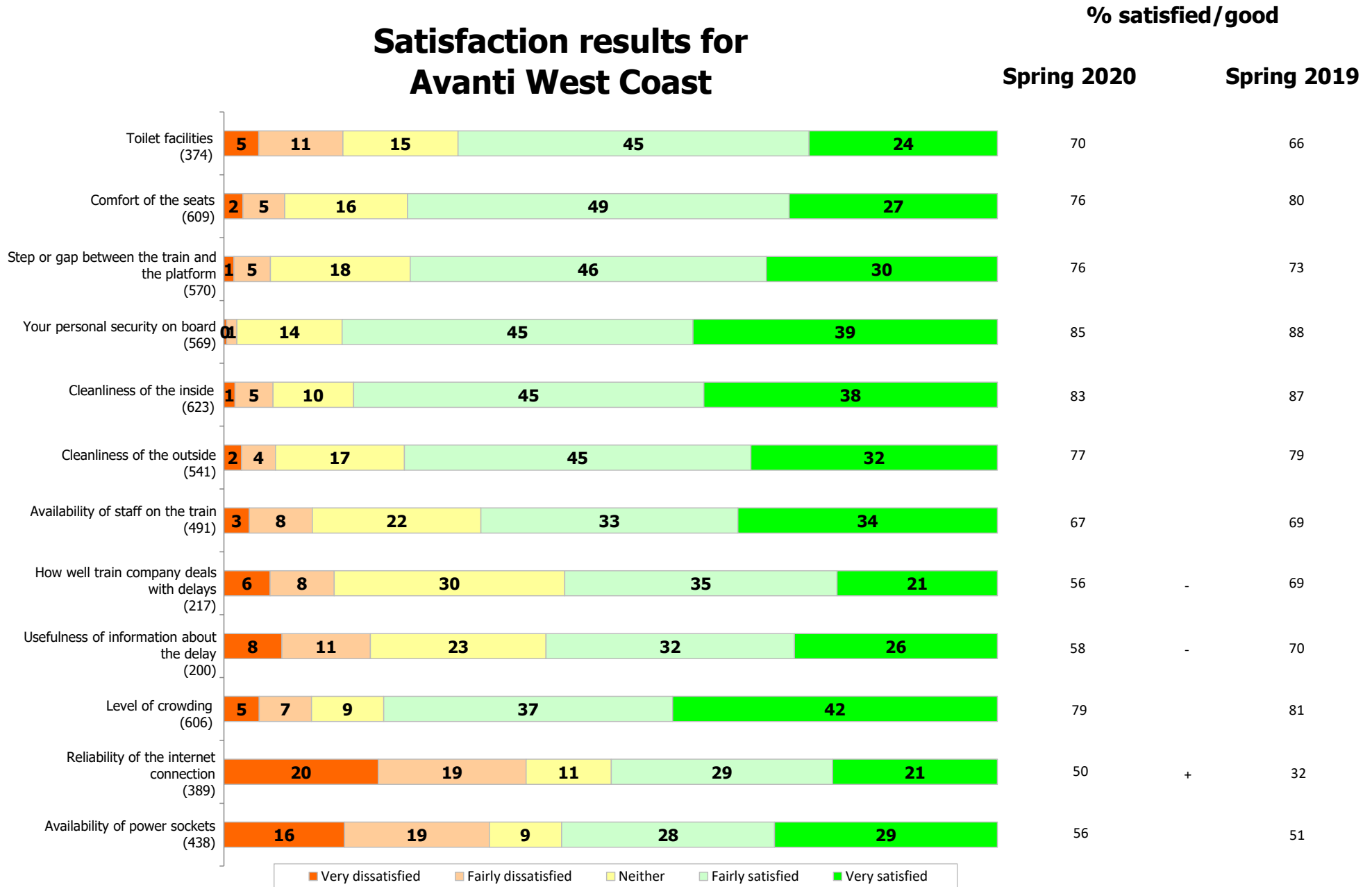
### Satisfaction results for Avanti West Coast



\*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results



### Satisfaction results for Avanti West Coast



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



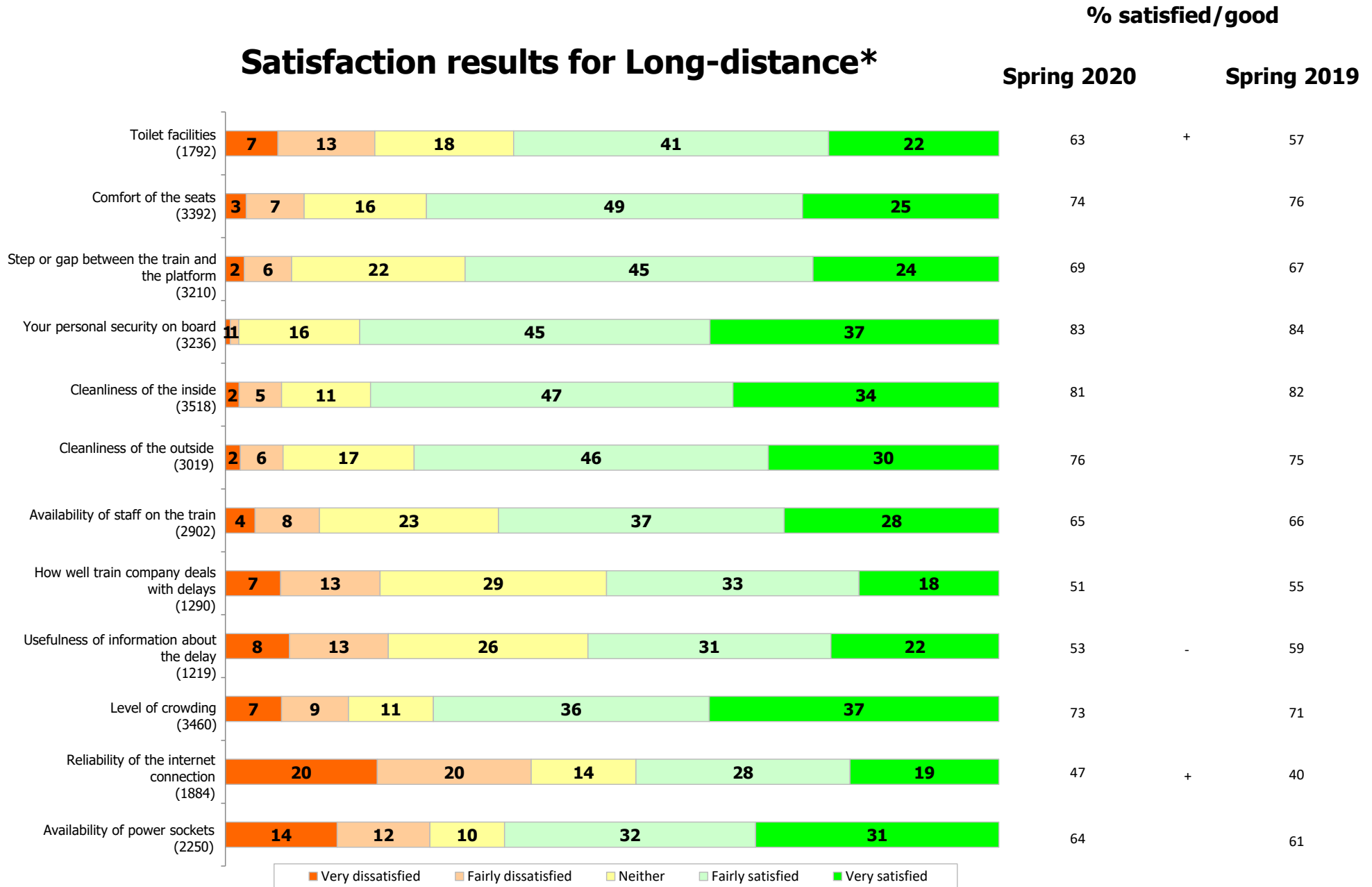
\*Excludes non-franchised train operating companies.



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## Avanti West Coast versus Long Distance\*

	TOC	Sector	TOC Index
Overall satisfaction with the journey	84	84	100%
<b>STATION FACILITIES</b>			
Overall satisfaction with the station	83	86	97%
Ticket buying facilities	87	87	100%
Provision of information about train times/platforms	89	91	99%
Upkeep/repair of the station buildings/platforms	76	79	96%
Cleanliness	82	83	99%
Toilet facilities at the station	70	66	106%
Attitudes and helpfulness of the staff	88	84	104%
Connections with other forms of public transport	90	82	109%
Facilities for car parking	59	59	100%
Facilities for bicycle parking	73	68	108%
Overall environment	77	82	94%
Your personal security whilst using the station	78	80	98%
Availability of staff at the station	79	77	103%
Shelter facilities	74	74	99%
Availability of seating	56	59	95%
How request to station staff was handled	96	91	105%
Choice of shops/eating/drinking facilities available	69	63	110%
Availability of Wi-Fi	62	52	119%
<b>TRAIN FACILITIES</b>			
Overall satisfaction with the train	82	81	100%
Frequency of the trains on that route	86	82	105%
Punctuality/reliability (i.e. the train arriving/departing on time)	79	74	107%
Length of time the journey was scheduled to take (speed)	90	87	104%
Connections with other train services	79	75	105%
Value for money of the price of your ticket	61	55	112%
Upkeep and repair of the train	78	78	99%
Provision of information during the journey	81	80	101%
Helpfulness and attitude of staff on train	83	83	100%
Space for luggage	69	66	104%
Toilet facilities	70	63	111%
Comfort of the seats	76	74	103%
Step or gap between the train and the platform	76	69	110%
Your personal security on board	85	83	103%
Cleanliness of the inside	83	81	102%
Cleanliness of the outside	77	76	101%
Availability of staff on the train	67	65	103%
How well train company deals with delays	56	51	110%
Usefulness of information about the delay	58	53	110%
Level of crowding	79	73	109%
Reliability of the internet connection	50	47	106%
Availability of power sockets	56	64	88%

\*Excludes non-franchised train operating companies.

## Building Block/ route data for Avanti West Coast

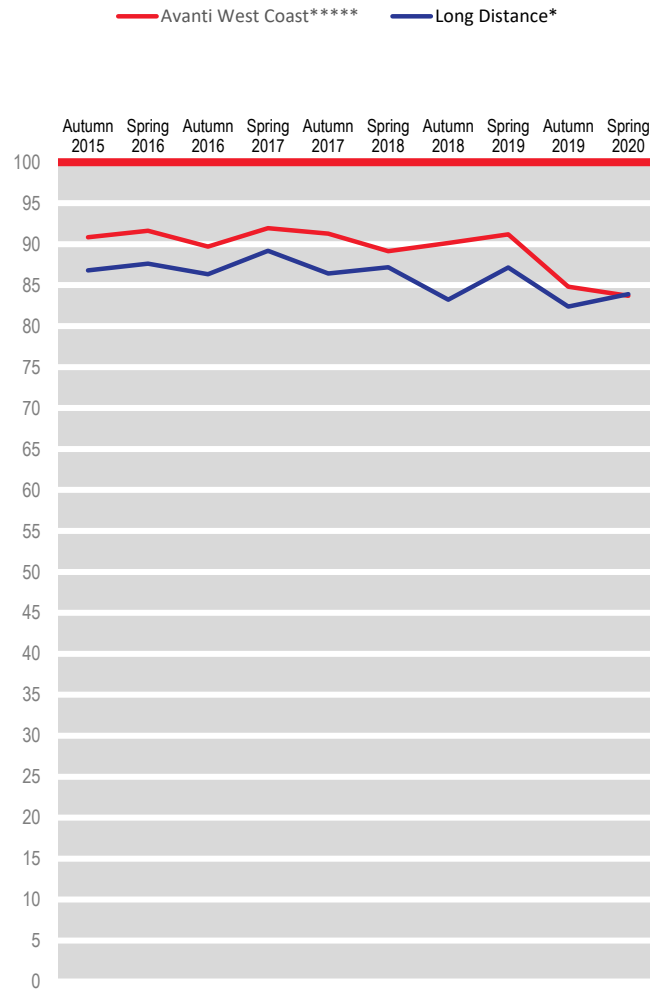
	London - Wolverhampton / Shrewsbury	London - Scotland	London - North Wales	London - Manchester	London - Liverpool	London - Scotland (via Birmingham)
Overall satisfaction with the journey	86	85	88	83	71	86
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	82	79	83	81	82	88
Ticket buying facilities	92	87	89	83	87	87
Provision of information about train times/platforms	90	90	93	91	81	89
Upkeep/repair of the station buildings/platforms	75	79	78	70	77	83
Cleanliness	78	87	81	78	82	88
Toilet facilities at the station	74	79	51	73	62	66
Attitudes and helpfulness of the staff	89	83	93	88	92	87
Connections with other forms of public transport	87	86	87	93	93	91
Facilities for car parking	67	57	69	54	31	58
Facilities for bicycle parking	82	93	57	58	62	75
Overall environment	74	81	78	76	67	83
Your personal security whilst using the station	79	80	81	75	80	79
Availability of staff at the station	83	73	84	76	71	84
Shelter facilities	80	74	77	68	72	73
Availability of seating	61	50	54	50	55	64
How request to station staff was handled	97	90	93	98	100	92
Choice of shops/eating/drinking facilities available	76	57	59	72	65	72
Availability of Wi-Fi	61	60	64	55	56	73
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	83	85	87	78	75	84
Frequency of the trains on that route	90	75	91	89	75	86
Punctuality/reliability (i.e. the train arriving/departing on time)	82	75	83	80	69	80
Length of time the journey was scheduled to take (speed)	95	91	89	92	69	90
Connections with other train services	86	71	91	88	51	75
Value for money of the price of your ticket	71	49	62	54	58	66
Upkeep and repair of the train	74	76	89	77	77	81
Provision of information during the journey	80	79	81	80	85	82
Helpfulness and attitude of staff on train	83	90	81	79	86	83
Space for luggage	69	69	67	71	67	67
Toilet facilities	72	76	69	70	55	70
Comfort of the seats	72	81	78	77	68	80
Step or gap between the train and the platform	80	81	87	67	74	78
Your personal security on board	81	93	84	83	85	86
Cleanliness of the inside	82	86	92	79	85	86
Cleanliness of the outside	81	81	84	73	76	73
Availability of staff on the train	64	76	58	64	69	69
How well train company deals with delays	49	59	72	51	66	57
Usefulness of information about the delay	39	66	18	62	69	58
Level of crowding	80	79	78	77	73	85
Reliability of the internet connection	51	41	62	49	30	61
Availability of power sockets	55	56	77	52	44	65

### 3 3.1 Overall satisfaction and station factors trend charts

# Percentage satisfaction with aspects of station where boarded

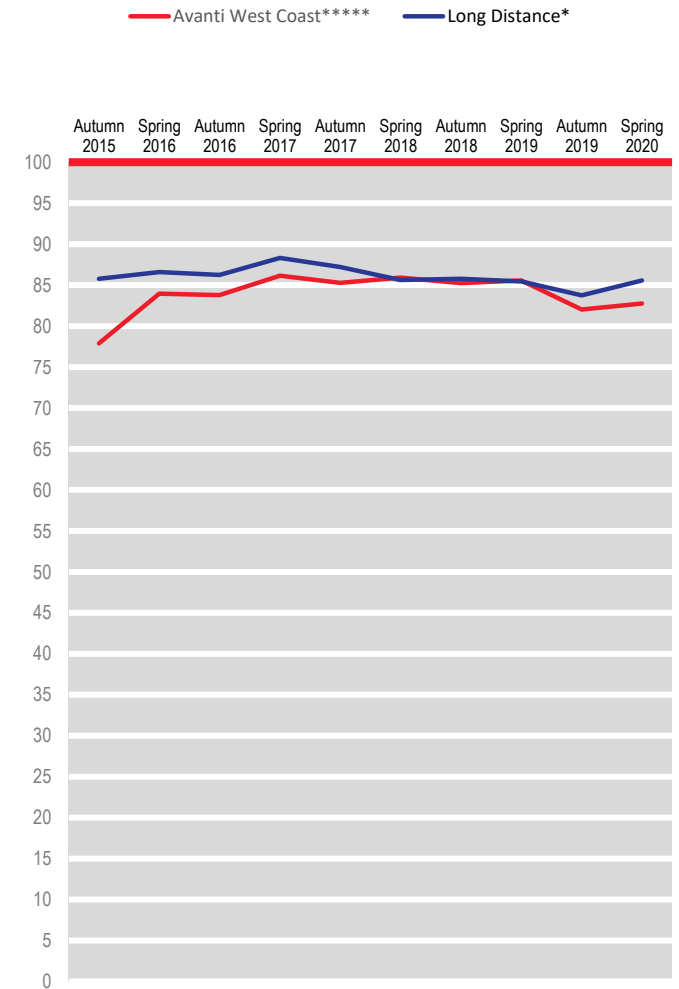
## Overall satisfaction with the journey

(604)  
Percentage of passengers satisfied 2015 to 2020



## Overall satisfaction with the station

(630)  
Percentage of passengers satisfied 2015 to 2020



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

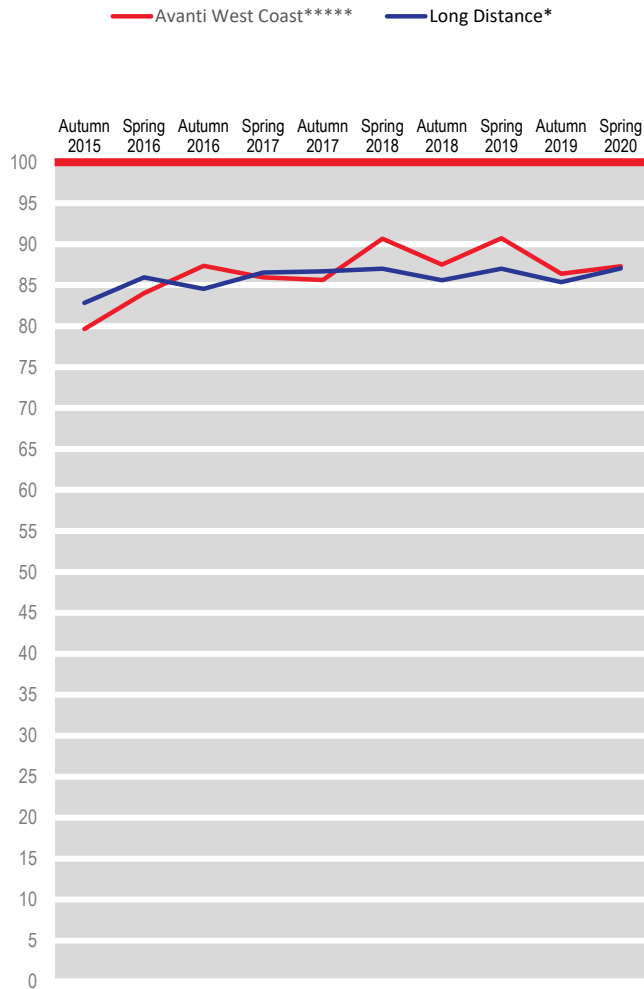
\*Excludes non-franchised train operating companies.  
\*\*\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
\*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results



## Ticket buying facilities

(266)

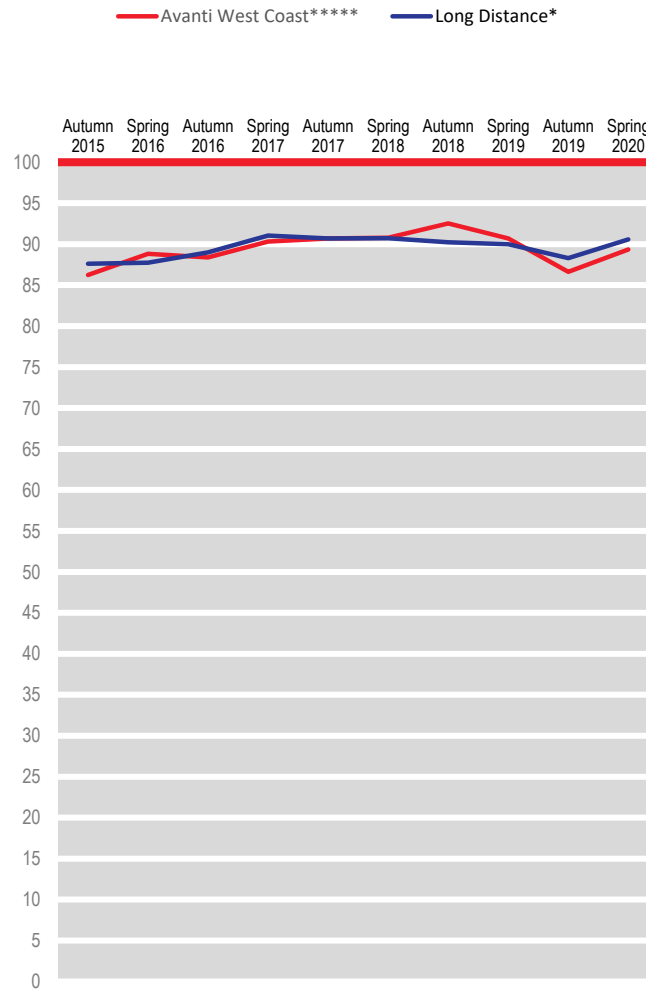
Percentage of passengers satisfied 2015 to 2020



## Provision of information about train times/platforms

(625)

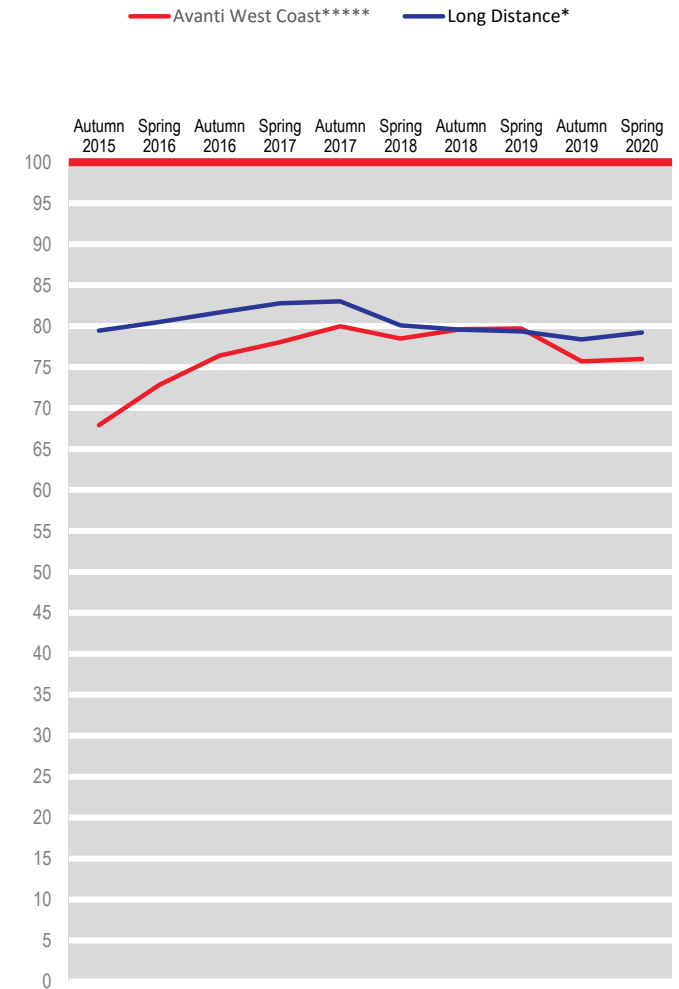
Percentage of passengers satisfied 2015 to 2020



## Upkeep/repair of the station buildings/platforms

(623)

Percentage of passengers satisfied 2015 to 2020



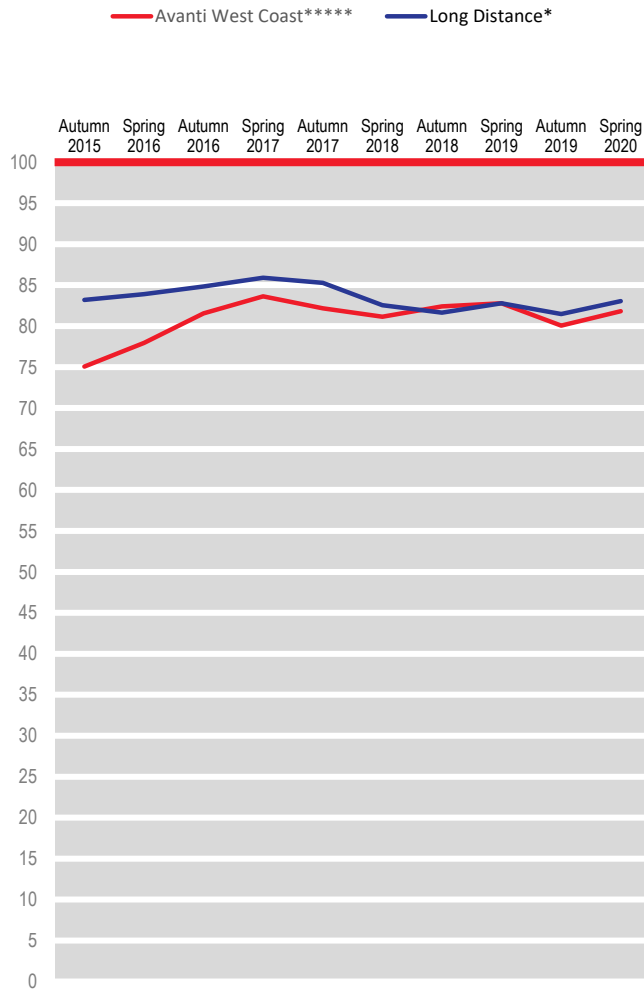
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## Cleanliness

(623)

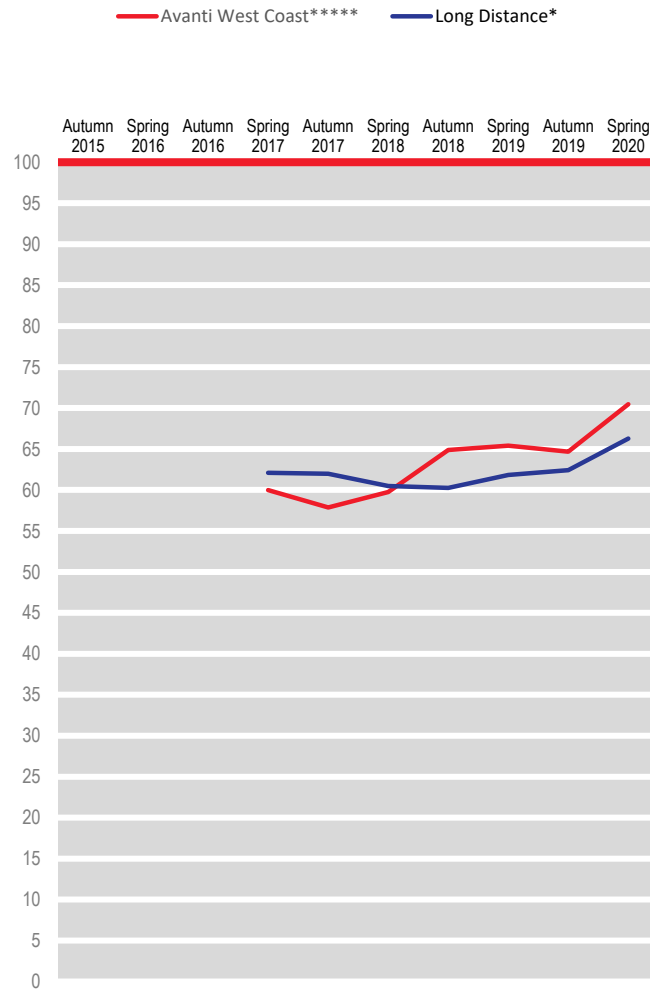
Percentage of passengers satisfied 2015 to 2020



## Toilet facilities at the station\*\*

(409)

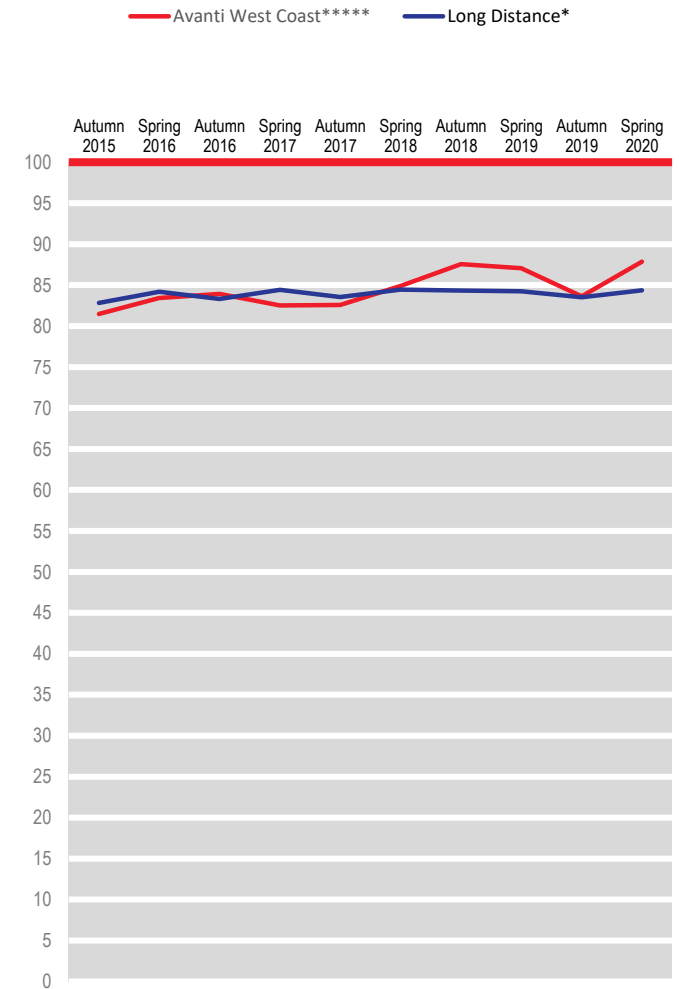
Percentage of passengers satisfied 2015 to 2020



## Attitudes and helpfulness of the staff

(415)

Percentage of passengers satisfied 2015 to 2020

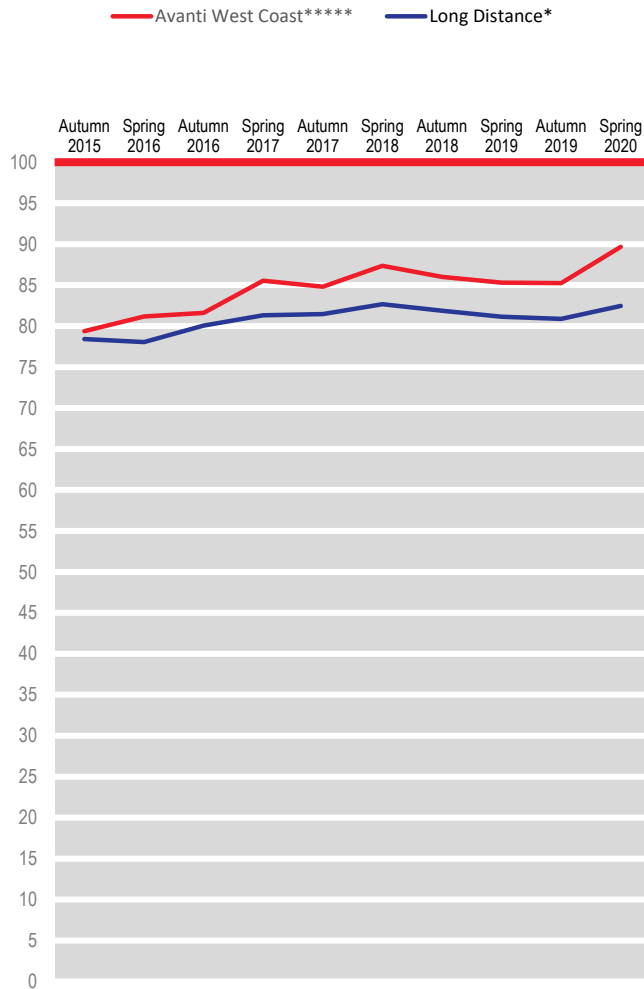


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 \*\*Attribute added for the first time in Spring 2017.  
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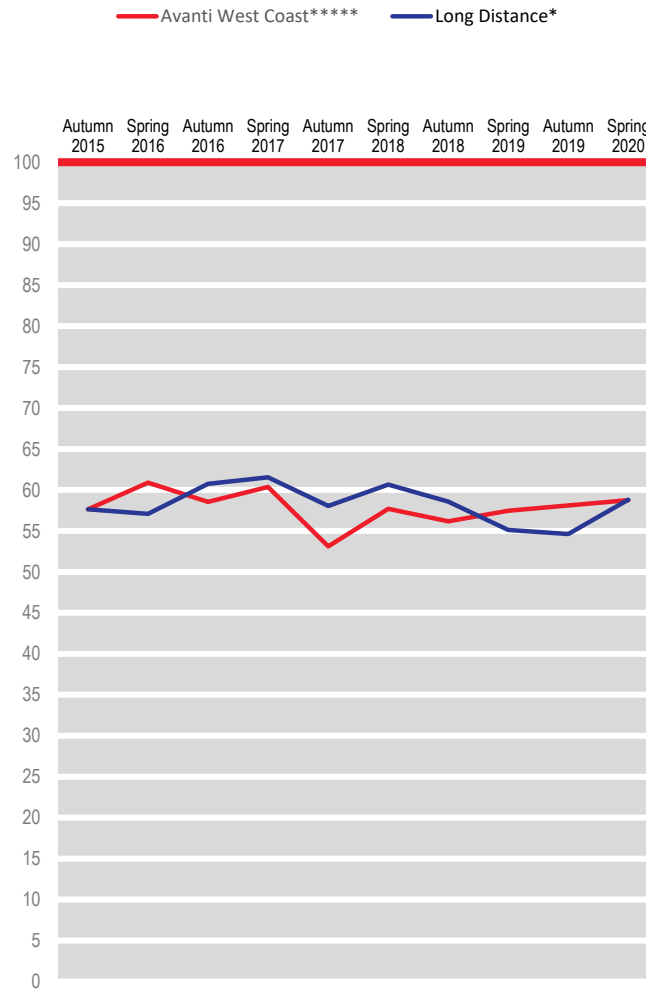
## Connections with other forms of public transport (456)

Percentage of passengers satisfied 2015 to 2020



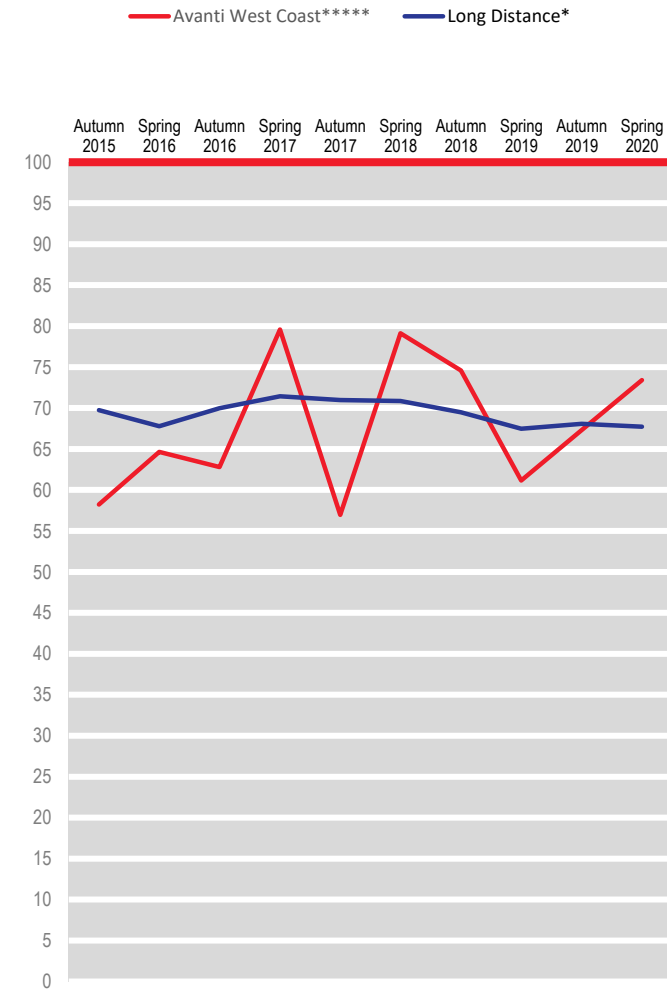
## Facilities for car parking (153)

Percentage of passengers satisfied 2015 to 2020



## Facilities for bicycle parking (119)

Percentage of passengers satisfied 2015 to 2020



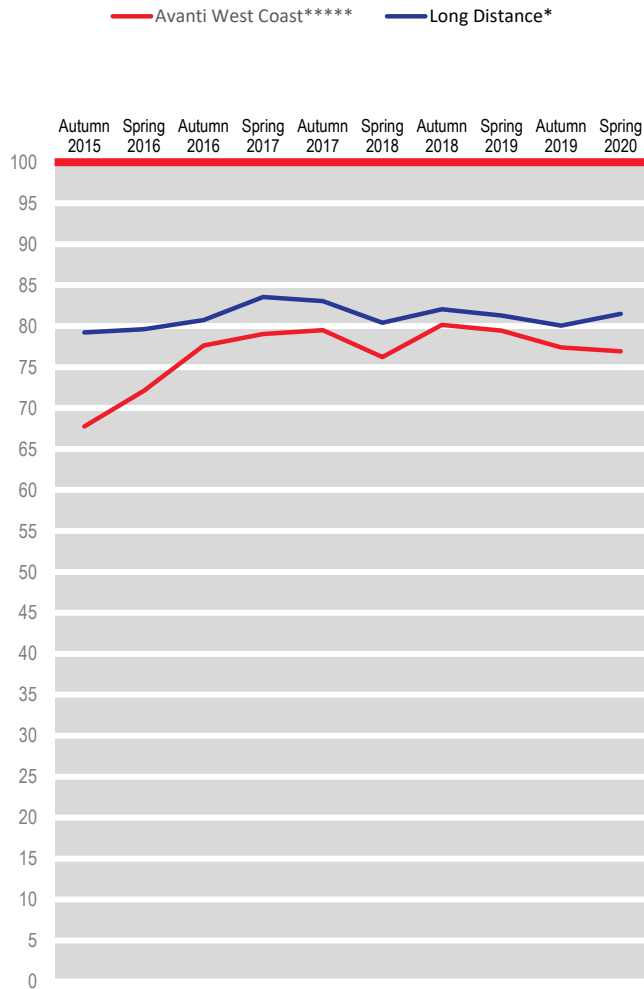
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## Overall environment

(630)

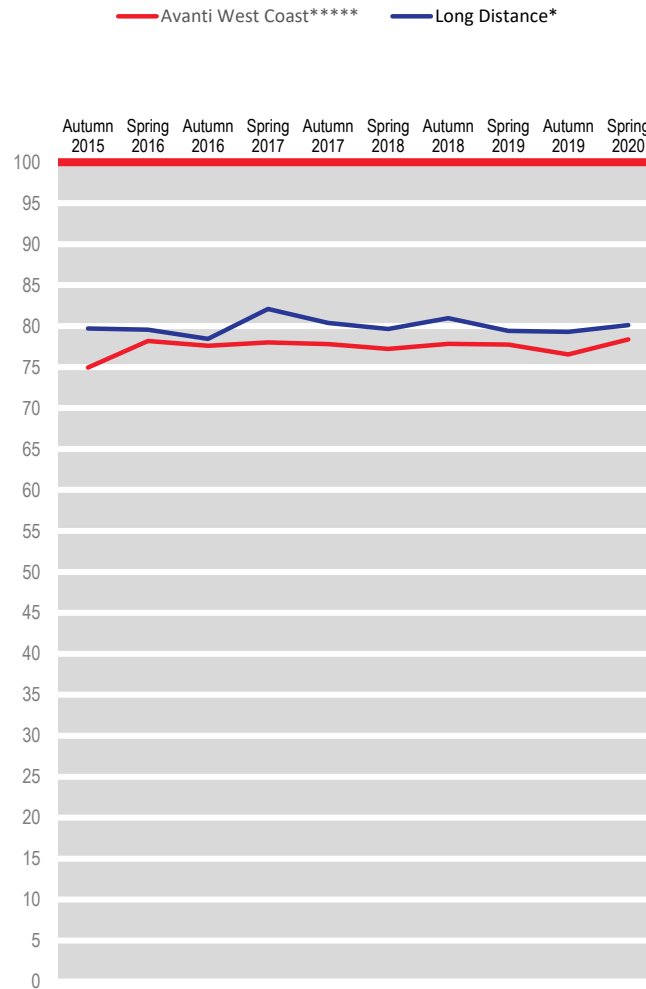
Percentage of passengers satisfied 2015 to 2020



## Your personal security whilst using the station

(578)

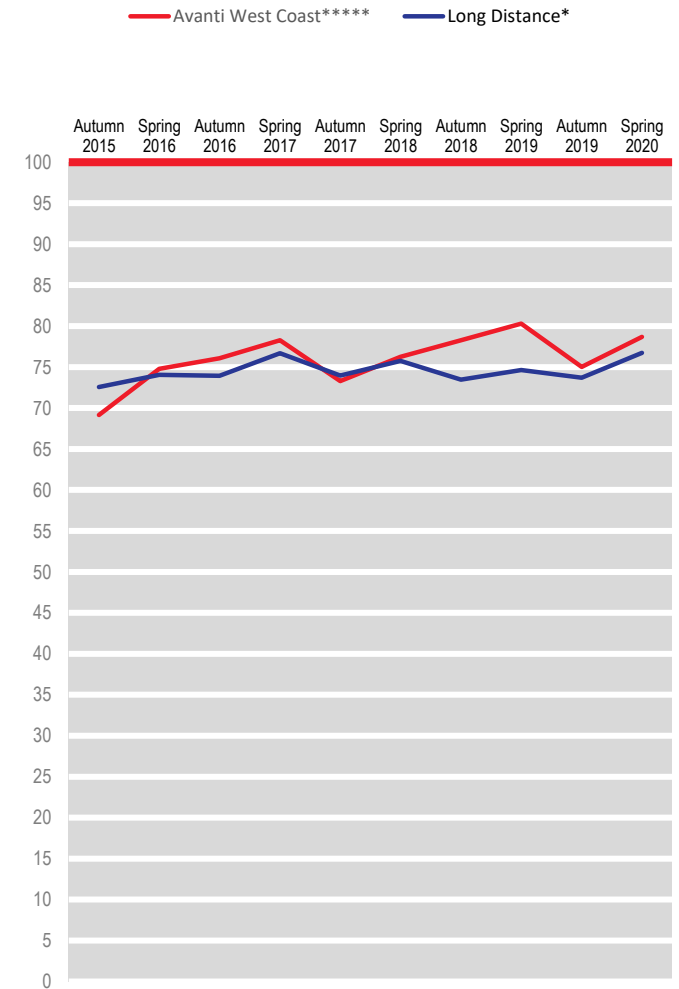
Percentage of passengers satisfied 2015 to 2020



## Availability of staff at the station

(492)

Percentage of passengers satisfied 2015 to 2020



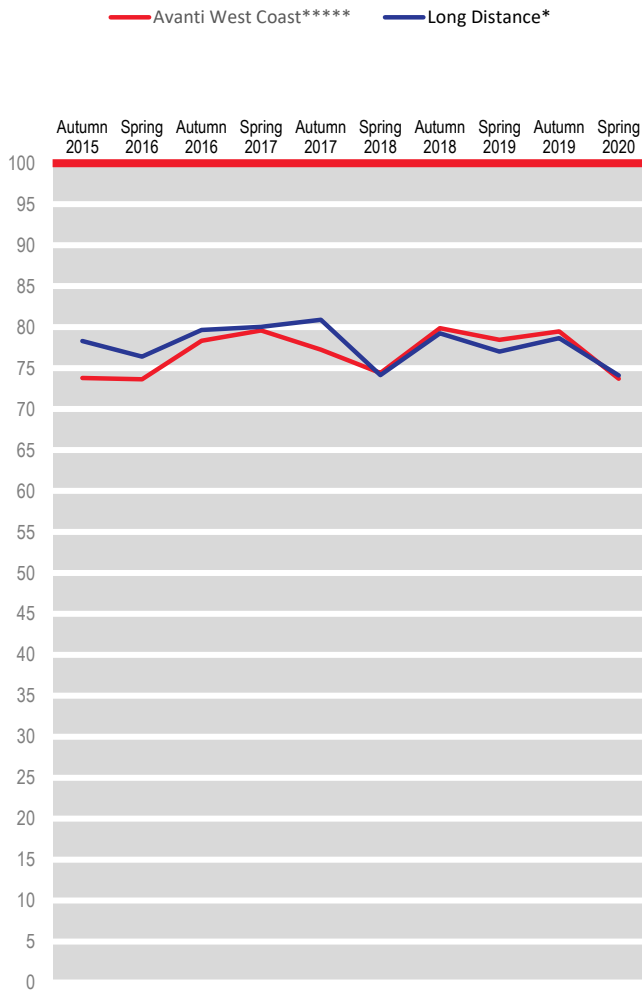
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## Shelter facilities

(427)

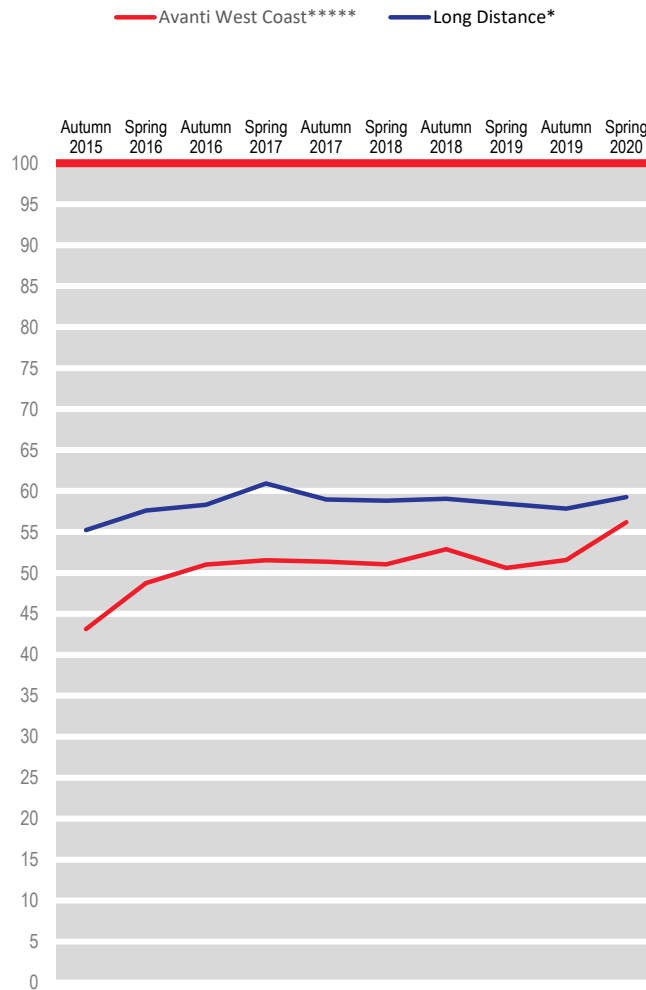
Percentage of passengers satisfied 2015 to 2020



## Availability of seating

(566)

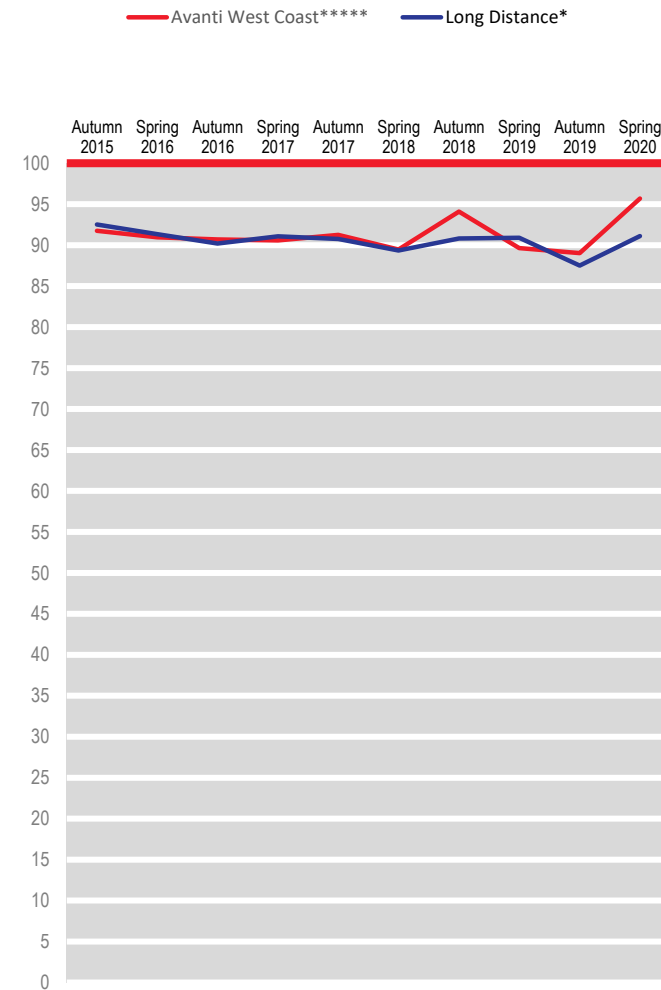
Percentage of passengers satisfied 2015 to 2020



## How request to station staff was handled

(124)

Percentage of passengers satisfied 2015 to 2020

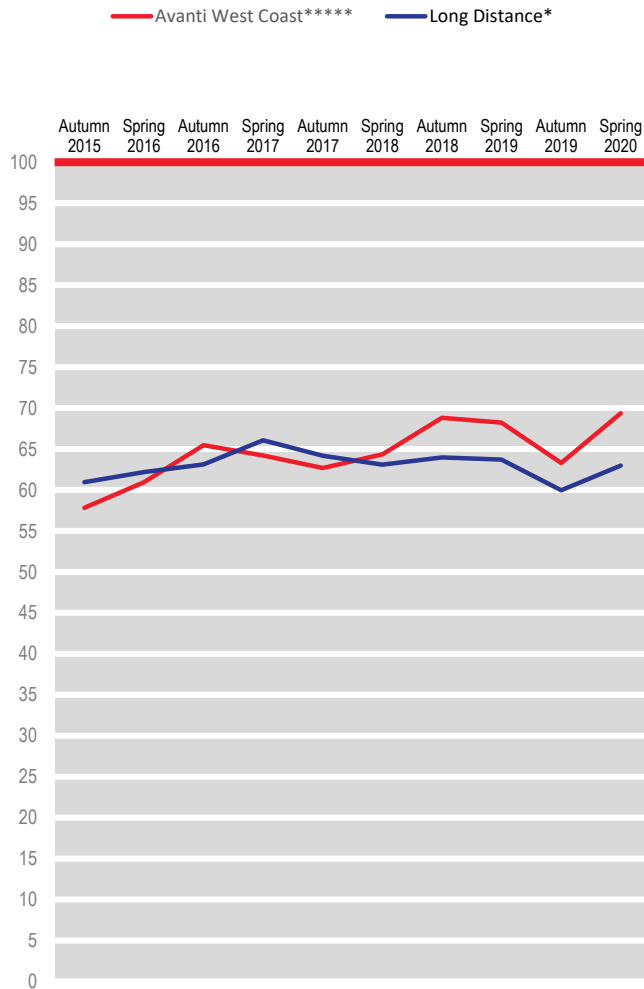


N.B. Benchmarks and targets are only shown for applicable factors

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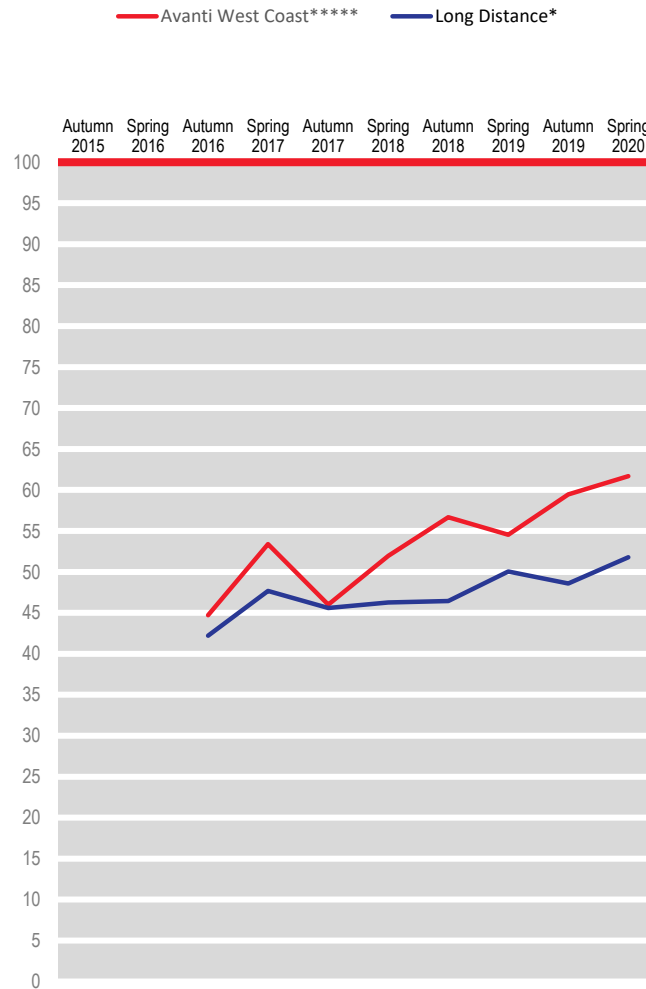
## Choice of shops/eating/drinking facilities available (580)

Percentage of passengers satisfied 2015 to 2020



## Availability of Wi-Fi\*\* (261)

Percentage of passengers satisfied 2015 to 2020



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

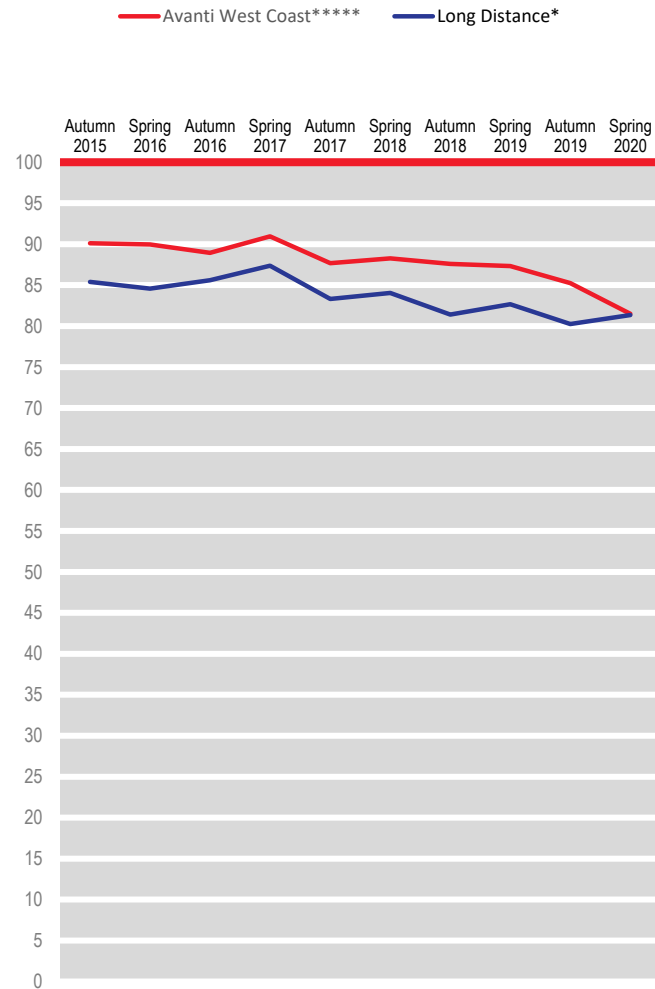
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# Percentage satisfaction with aspects of train

## Overall satisfaction with the train

(624)

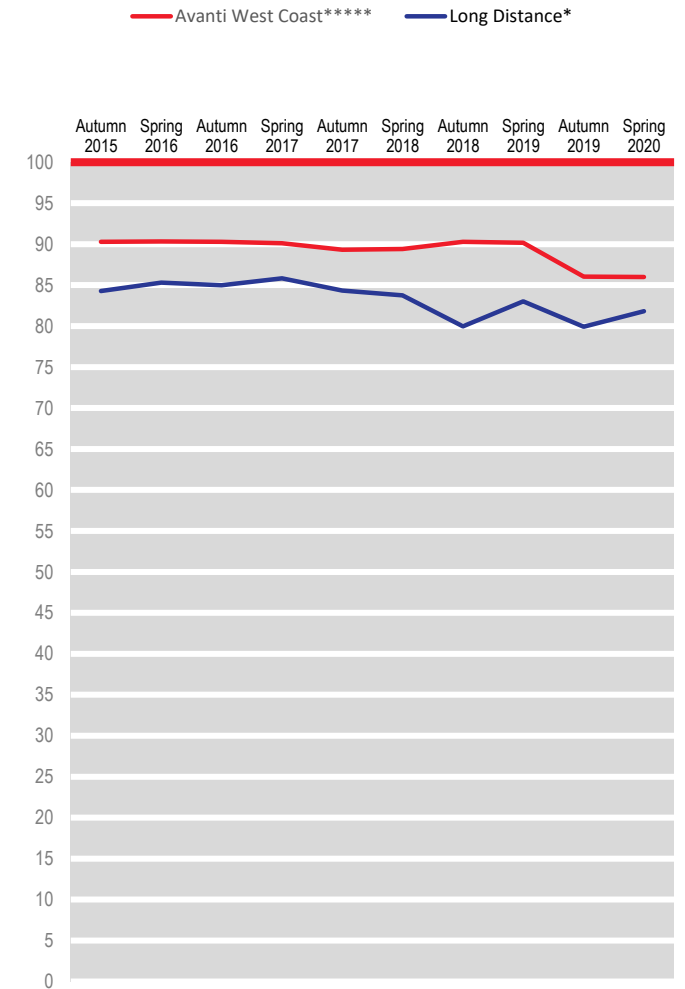
Percentage of passengers satisfied 2015 to 2020



## Frequency of the trains on that route

(594)

Percentage of passengers satisfied 2015 to 2020

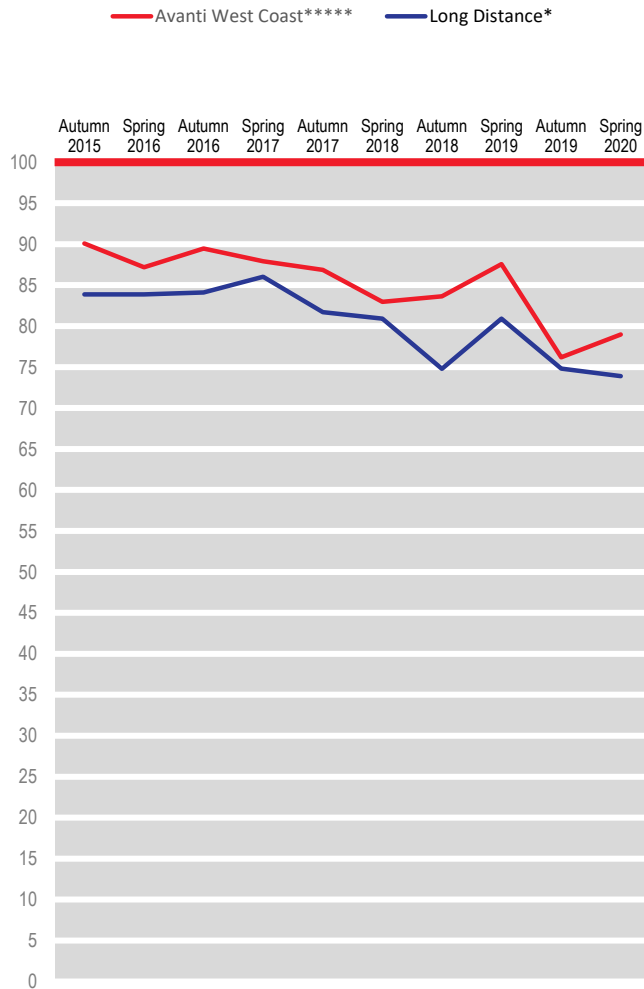


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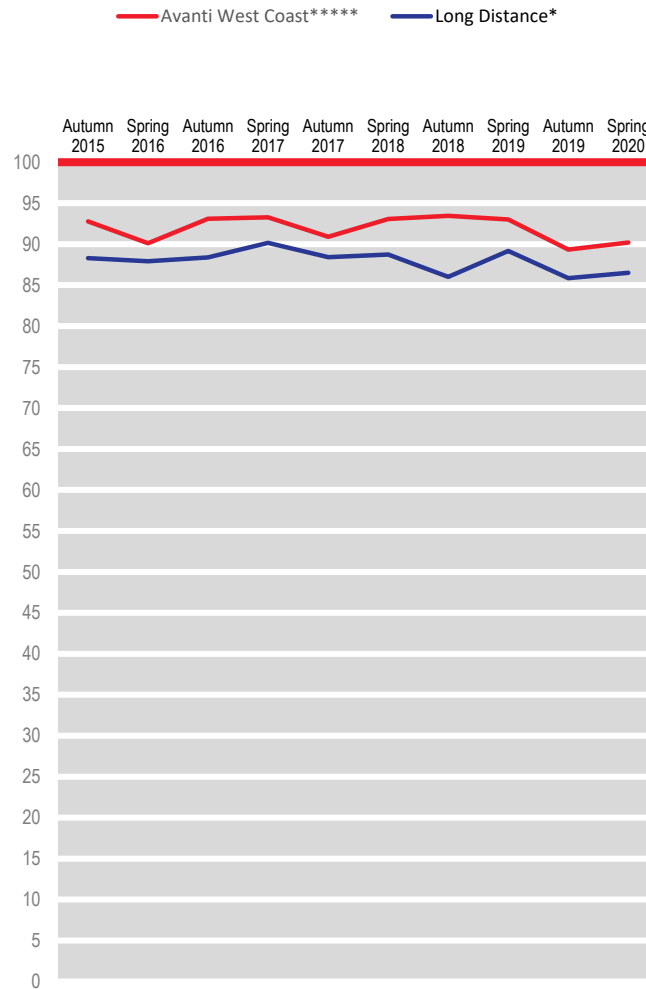
**Punctuality/reliability (i.e. the train arriving/departing on time)**  
**(604)**

Percentage of passengers satisfied 2015 to 2020



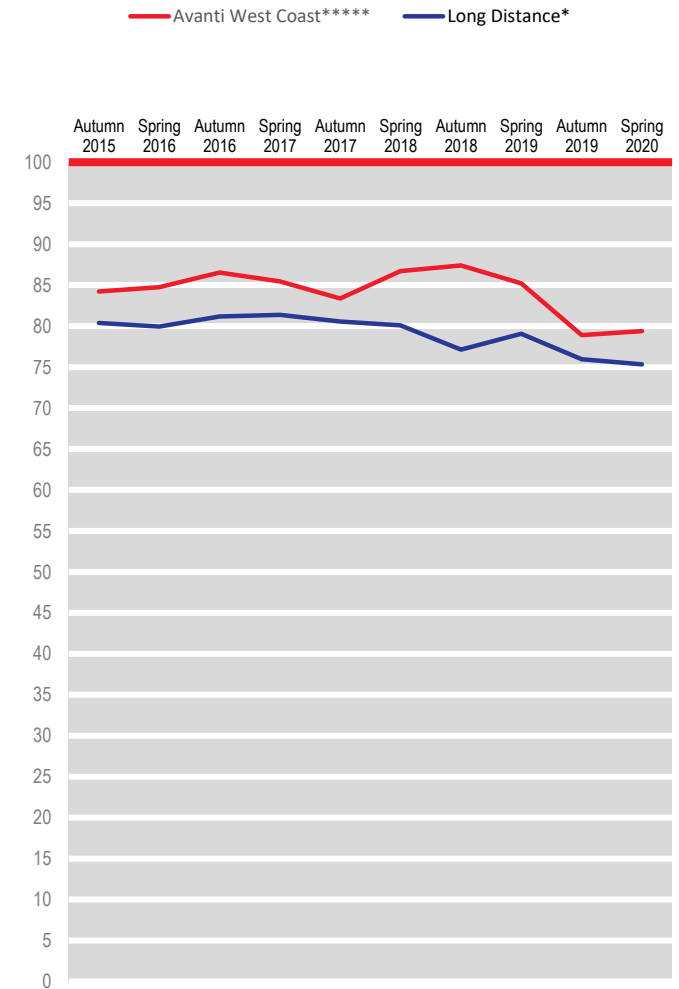
**Length of time the journey was scheduled to take (speed)**  
**(608)**

Percentage of passengers satisfied 2015 to 2020



**Connections with other train services**  
**(331)**

Percentage of passengers satisfied 2015 to 2020



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

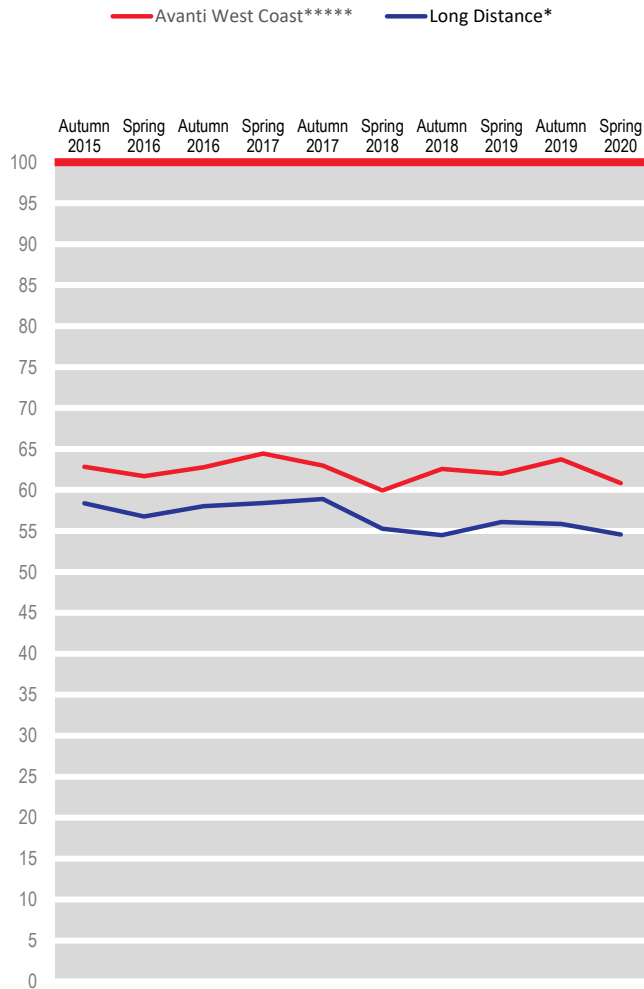
\*Excludes non-franchised train operating companies.  
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**Value for money of the price of your ticket**

(594)

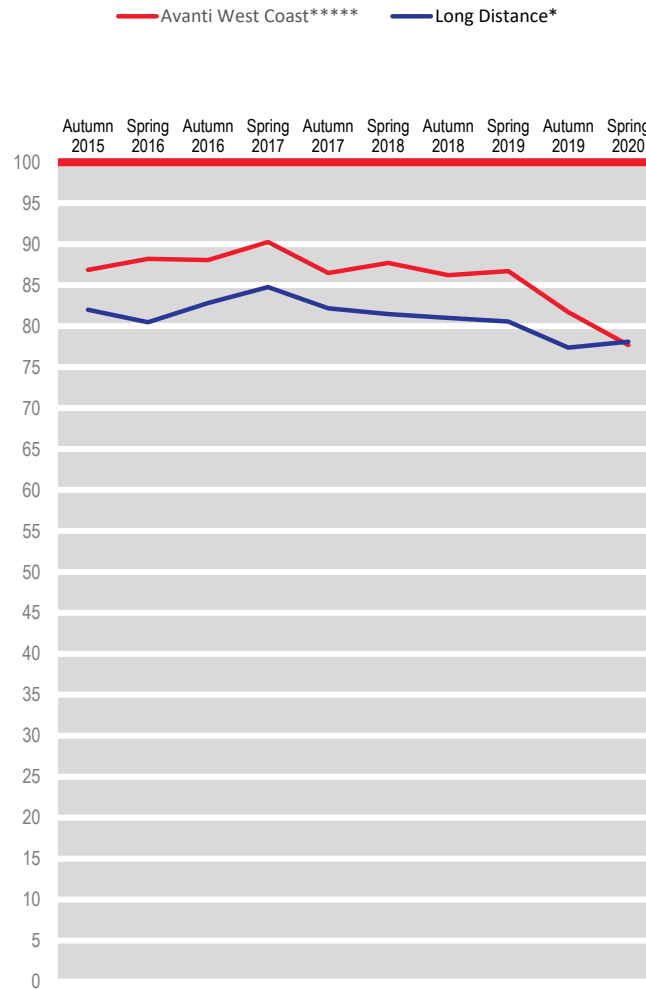
Percentage of passengers satisfied 2015 to 2020



**Upkeep and repair of the train**

(617)

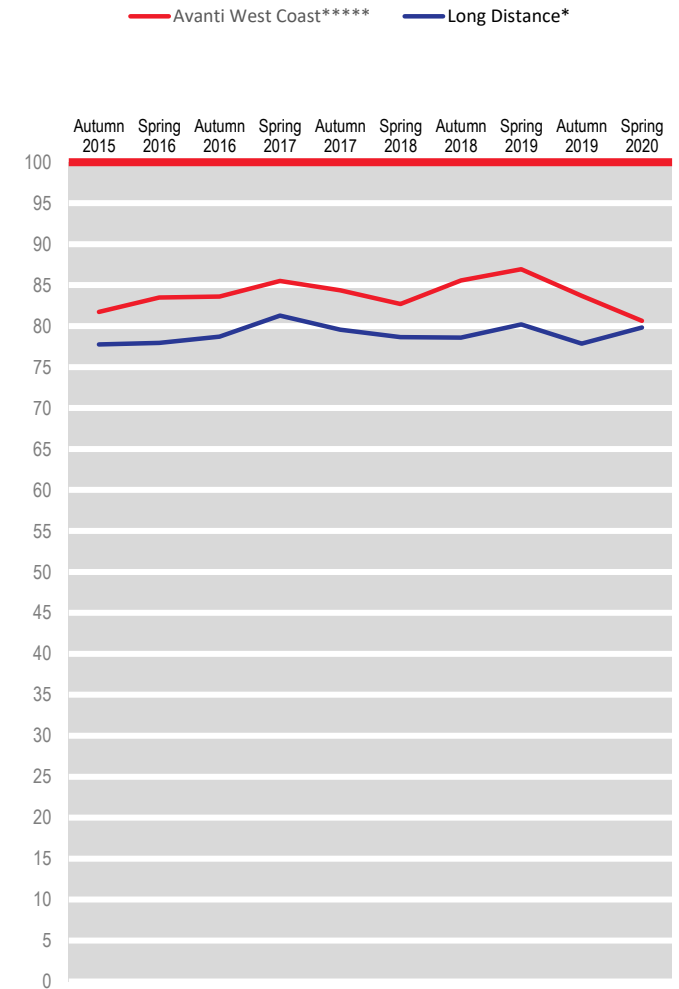
Percentage of passengers satisfied 2015 to 2020



**Provision of information during the journey**

(597)

Percentage of passengers satisfied 2015 to 2020



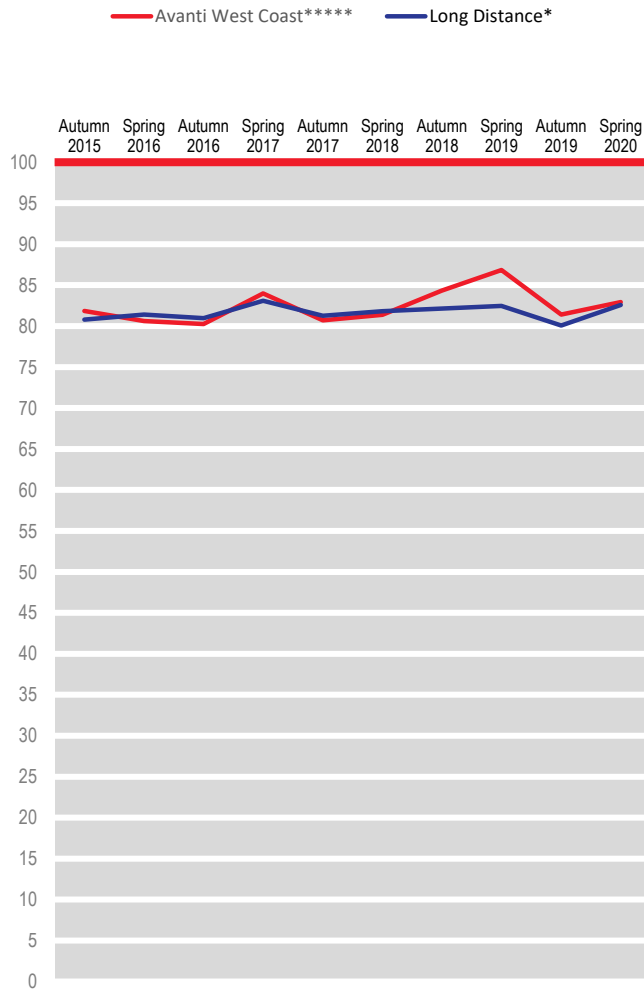
N.B. Benchmarks and targets are only shown for applicable factors

\*Excludes non-franchised train operating companies.  
 \*\*\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
 \*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

## Helpfulness and attitude of staff on train

(411)

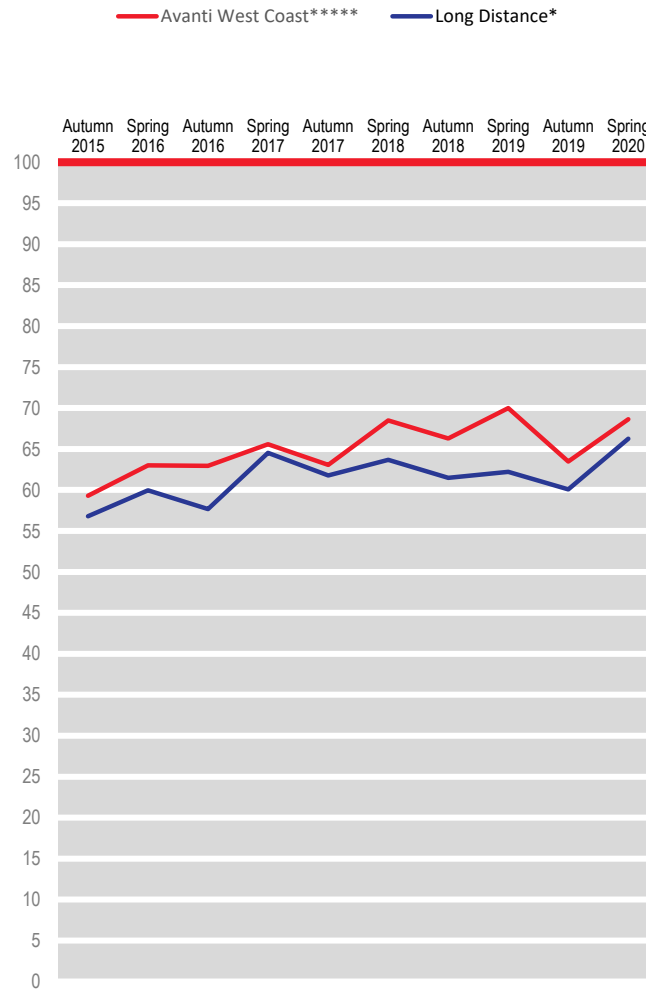
Percentage of passengers satisfied 2015 to 2020



## Space for luggage

(546)

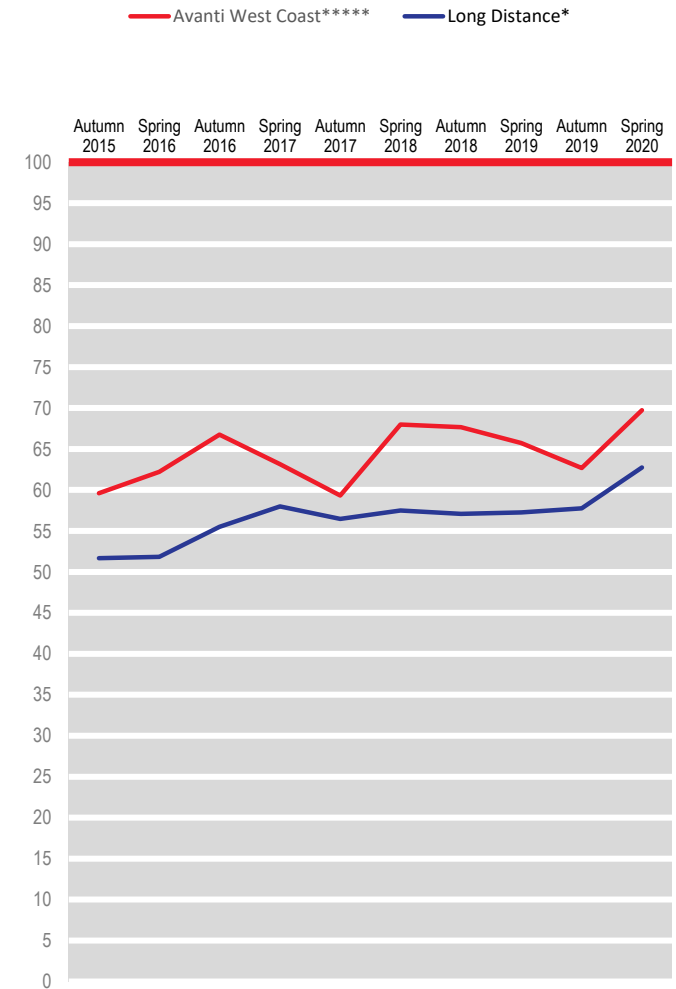
Percentage of passengers satisfied 2015 to 2020



## Toilet facilities

(374)

Percentage of passengers satisfied 2015 to 2020



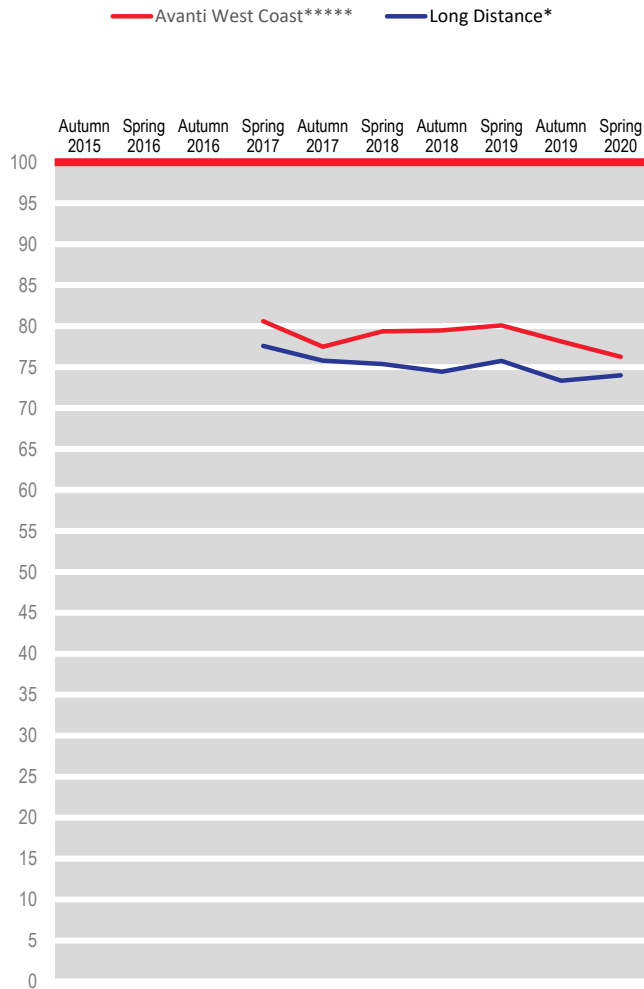
N.B. Benchmarks and targets are only shown for applicable factors

\*Excludes non-franchised train operating companies.  
 \*\*\*\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
 \*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

## Comfort of the seats\*\*

(609)

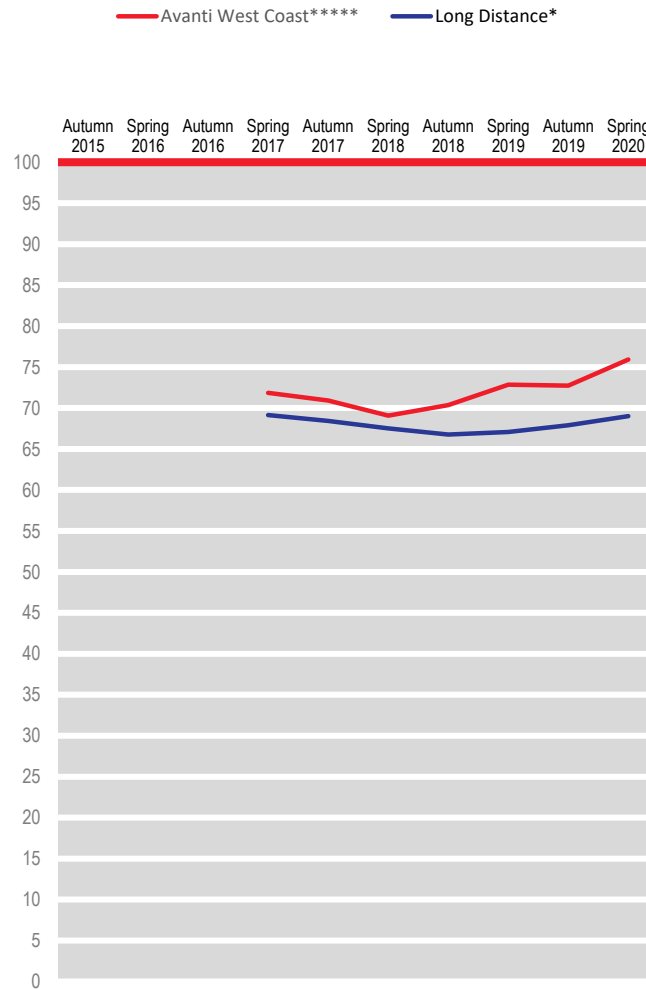
Percentage of passengers satisfied 2015 to 2020



## Step or gap between the train and the platform\*\*

(570)

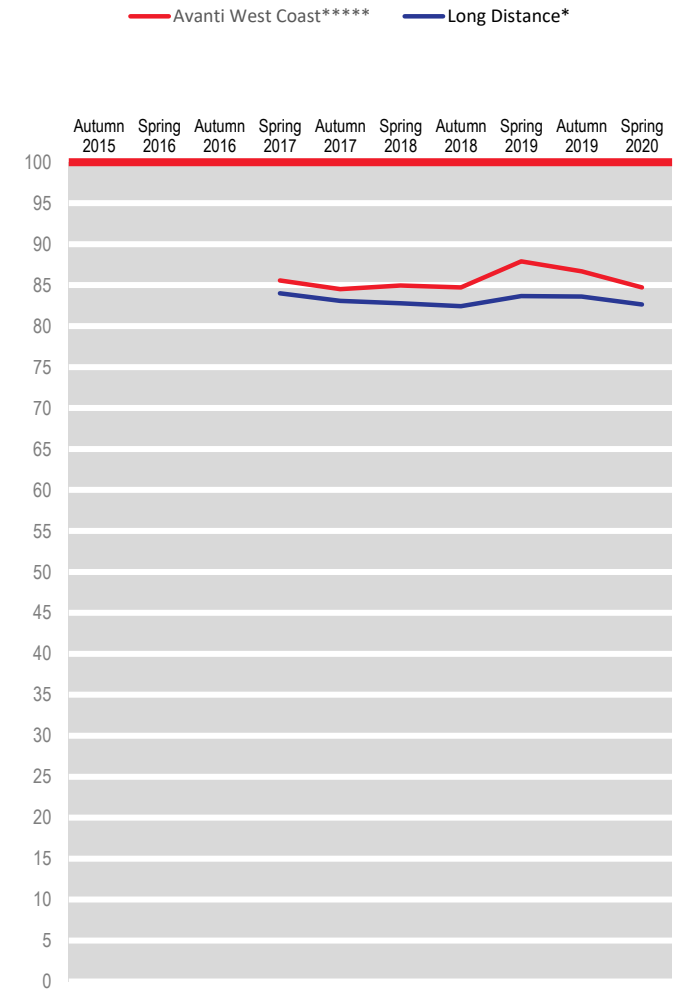
Percentage of passengers satisfied 2015 to 2020



## Your personal security on board\*\*\*\*

(569)

Percentage of passengers satisfied 2015 to 2020



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

\*Excludes non-franchised train operating companies.

\*\*Attribute added for the first time in Spring 2017.

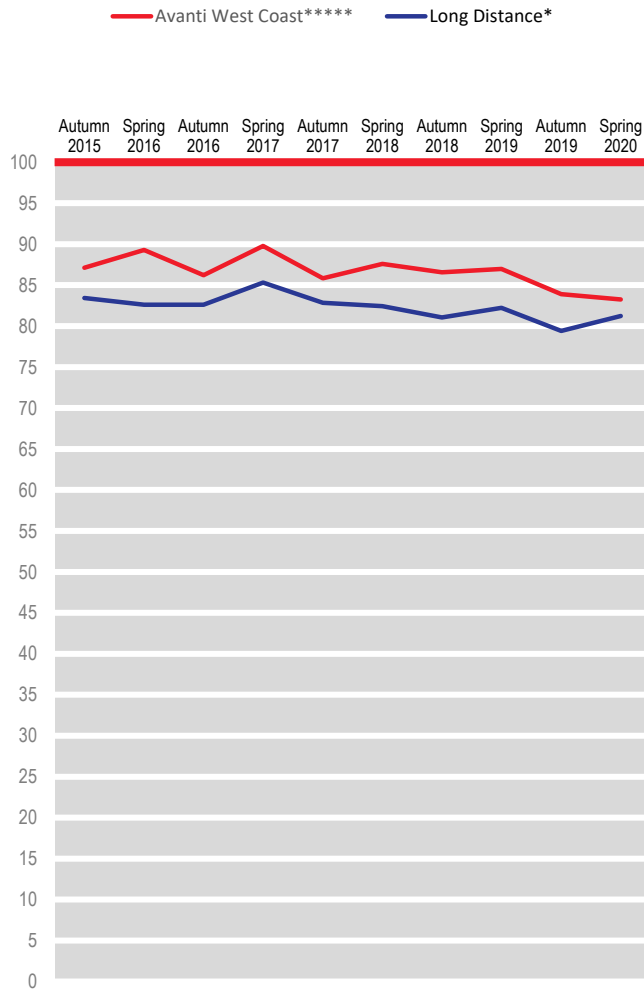
\*\*\*\*Q'naire changes seem to have affected comparisons prior to Spring 2017, so no historic data shown.

\*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

**Cleanliness of the inside**

**(623)**

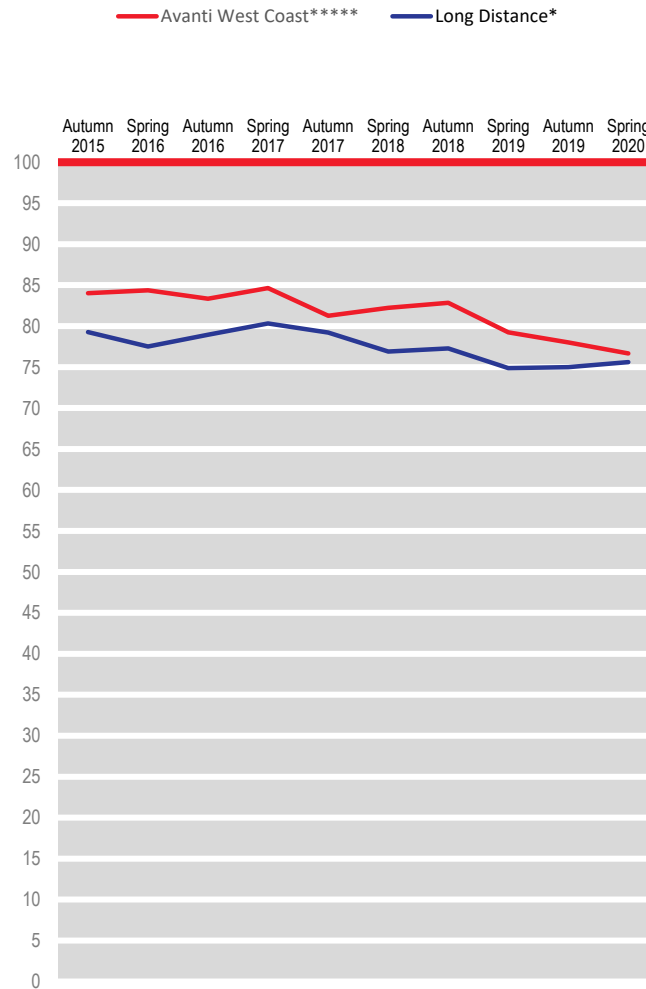
Percentage of passengers satisfied 2015 to 2020



**Cleanliness of the outside**

**(541)**

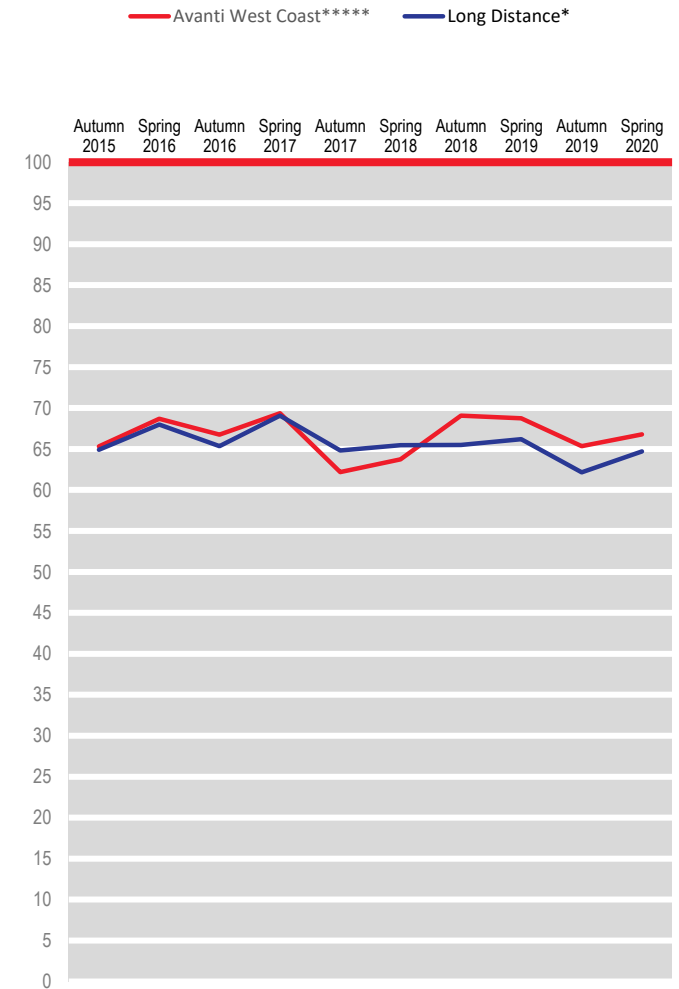
Percentage of passengers satisfied 2015 to 2020



**Availability of staff on the train**

**(491)**

Percentage of passengers satisfied 2015 to 2020

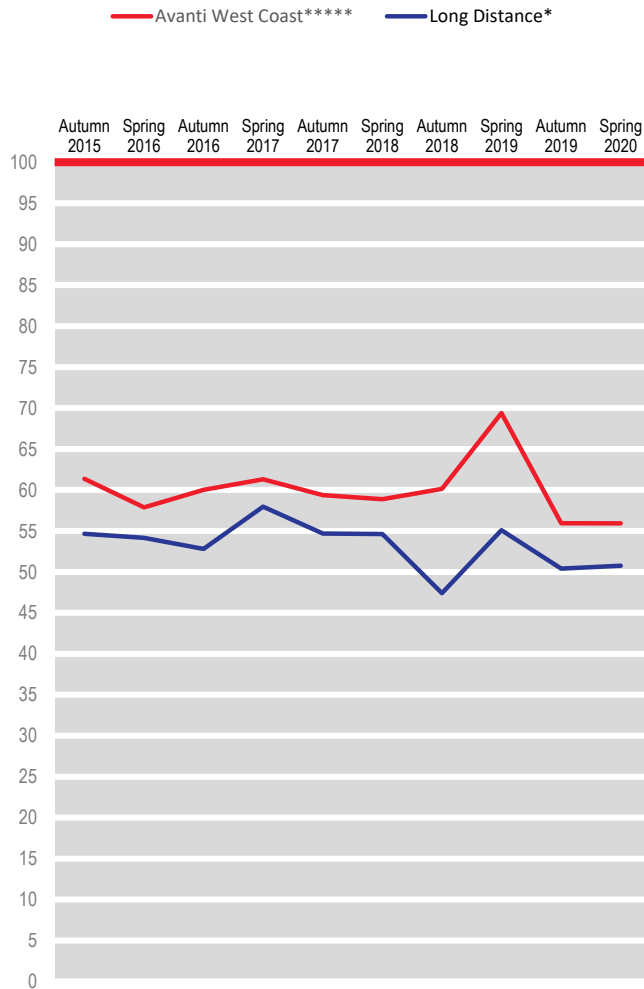


N.B. Benchmarks and targets are only shown for applicable factors

\*Excludes non-franchised train operating companies.  
 \*\*\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
 \*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

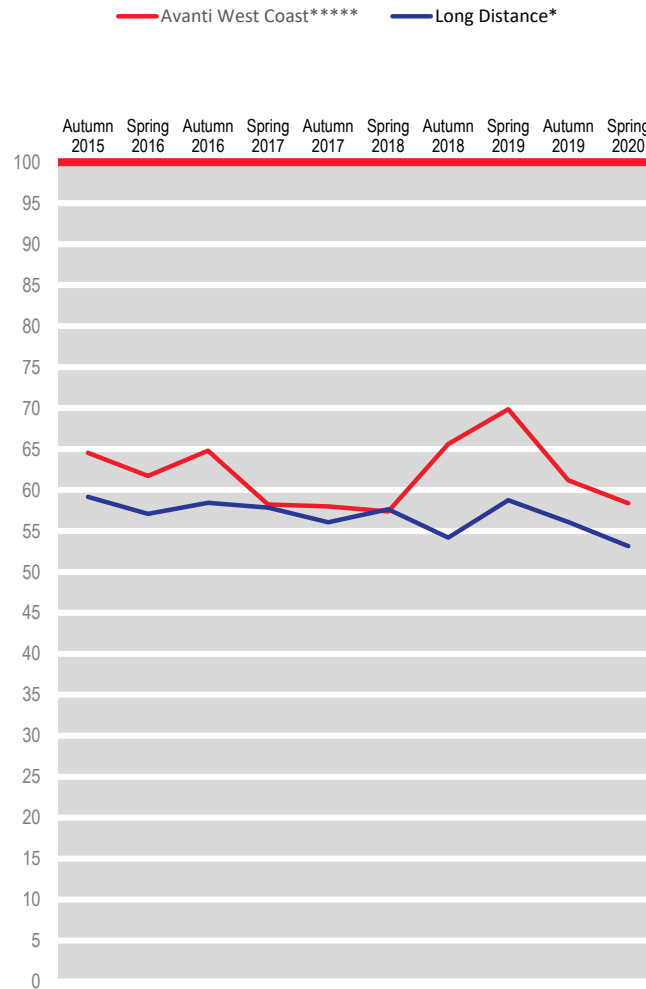
## How well train company deals with delays

**(217)**  
Percentage of passengers satisfied 2015 to 2020



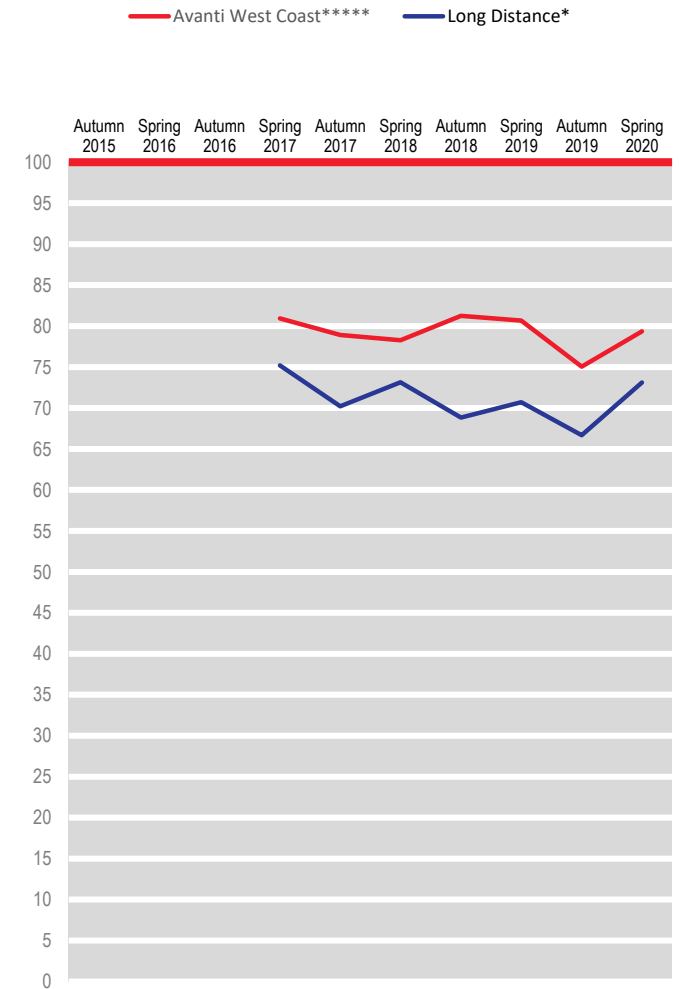
## Usefulness of information about the delay

**(200)**  
Percentage of passengers satisfied 2015 to 2020



## Level of crowding\*\*

**(606)**  
Percentage of passengers satisfied 2015 to 2020



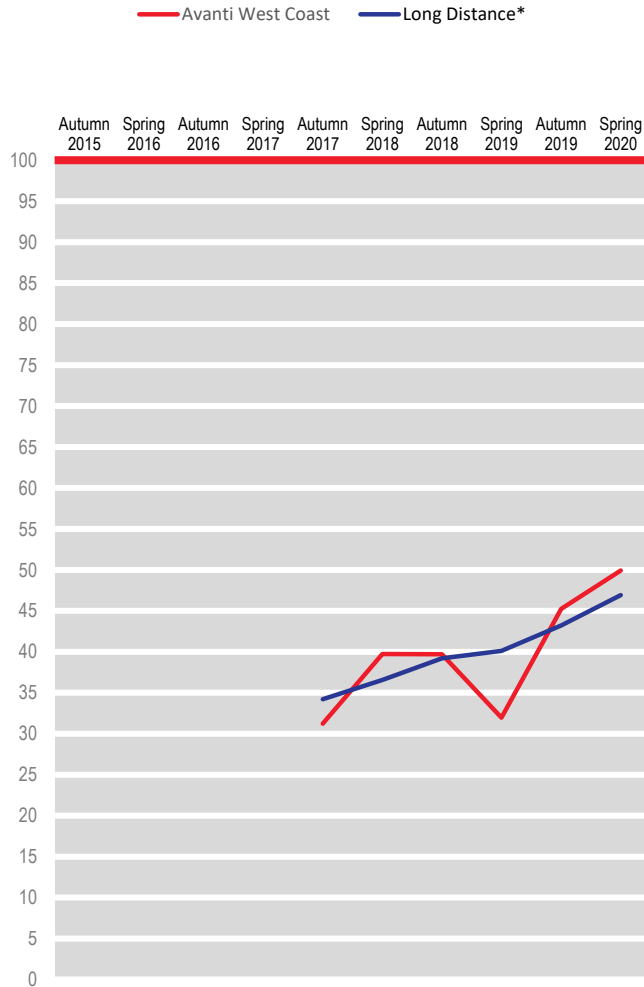
N.B. Benchmarks and targets are only shown for applicable factors

\*Excludes non-franchised train operating companies.  
 \*\*Attribute added for the first time in Spring 2017.  
 \*\*\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
 \*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

**Reliability of the internet connection\*\*\***

(389)

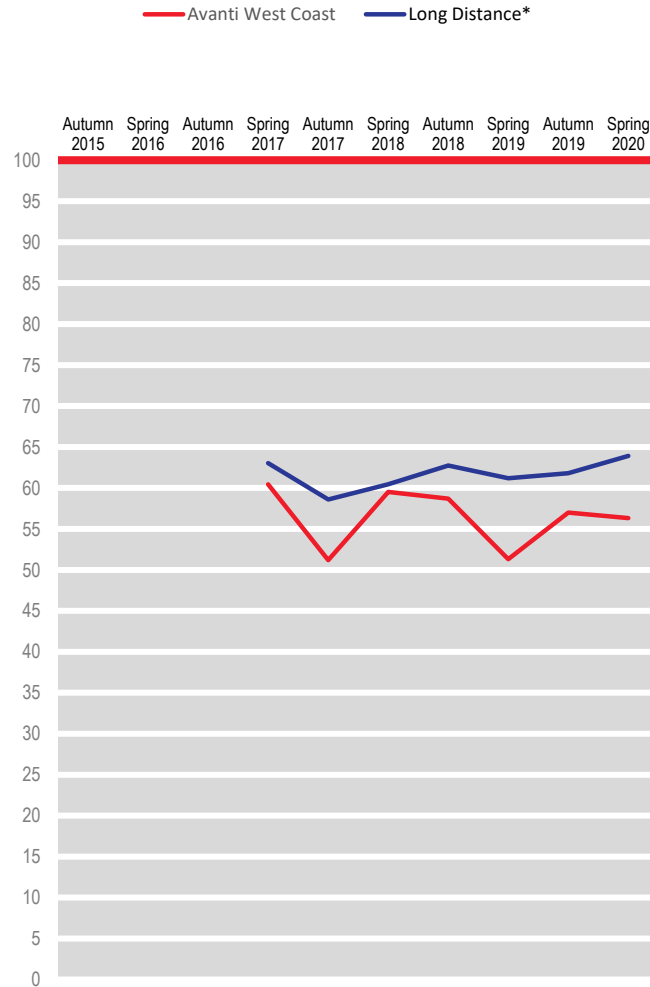
Percentage of passengers satisfied 2015 to 2020



**Availability of power sockets\*\***

(438)

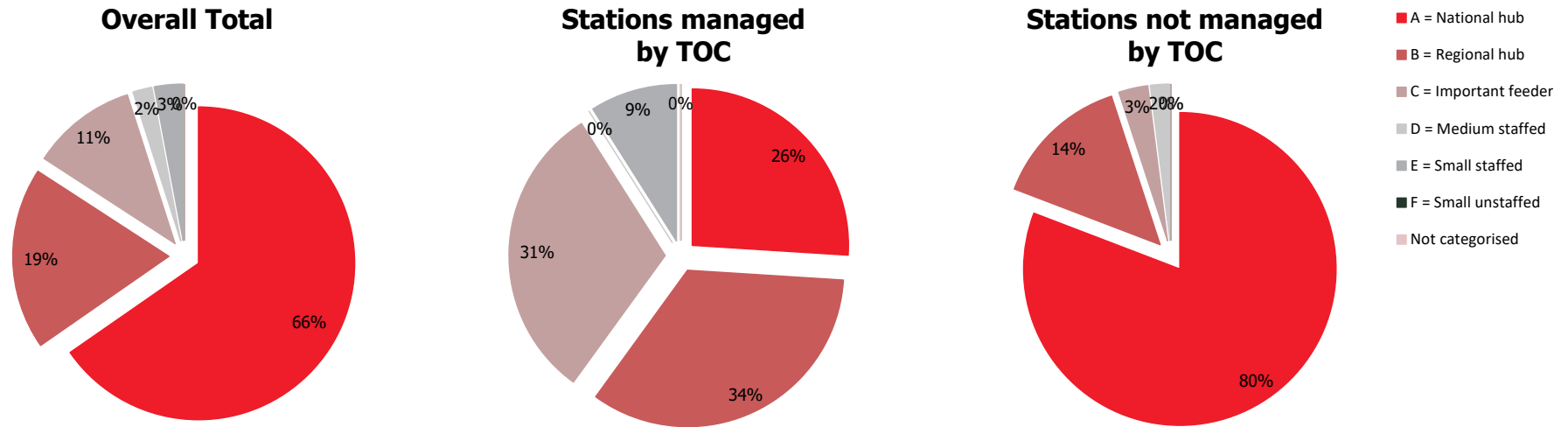
Percentage of passengers satisfied 2015 to 2020



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

\*Excludes non-franchised train operating companies.  
 \*\*Attribute added for the first time in Spring 2017.  
 \*\*\*Attribute added for the first time in Autumn 2017.  
 \*\*\*\*\*Spring 2020 is the first wave of Avanti West Coast results

## Managed versus non-managed stations for Avanti West Coast (% of passenger journeys originating from each type of station)



(% of passengers saying satisfied/good)

	Stations managed by TOC	significant difference	Stations not managed by TOC
Overall satisfaction with the station	89		81
Ticket buying facilities	91		85
Provision of information about train times/platforms	95	+	87
Upkeep/repair of the station buildings/platforms	83		74
Cleanliness	86		80
Toilet facilities at the station	78		67
Attitudes and helpfulness of the staff	93		86
Connections with other forms of public transport	87		91
Facilities for car parking	67		49
Facilities for bicycle parking	87	+	62
Overall environment	83		75
Your personal security whilst using the station	82		77
Availability of staff at the station	87	+	76
Shelter facilities	79		71
Availability of seating	72	+	50
How request to station staff was handled	98		95
Choice of shops/eating/drinking facilities available	66		71
Availability of Wi-Fi	71		58

## Avanti West Coast

	Weekday			Weekend		
	Spring 2020	significant change	Spring 2019	Spring 2020	significant change	Spring 2019
Overall satisfaction with the journey	83	-	91	86	-	93
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	82		85	87		89
Ticket buying facilities	86		90	91		94
Provision of information about train times/platforms	90		91	86		91
Upkeep/repair of the station buildings/platforms	74		78	82		86
Cleanliness	81		82	85		87
Toilet facilities at the station	71		64	68		71
Attitudes and helpfulness of the staff	88		86	89		90
Connections with other forms of public transport	89		85	92		87
Facilities for car parking	56		54	66		69
Facilities for bicycle parking	75	+	57	71		80
Overall environment	76		78	80		85
Your personal security whilst using the station	78		76	81		83
Availability of staff at the station	77		80	87		83
Shelter facilities	72	-	80	80		74
Availability of seating	53		48	68		60
How request to station staff was handled	96	+	88	93		94
Choice of shops/eating/drinking facilities available	67		69	77		66
Availability of Wi-Fi	60		54	69		56
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	81	-	87	84		88
Frequency of the trains on that route	87		90	84	-	93
Punctuality/reliability (i.e. the train arriving/departing on time)	78	-	87	82		90
Length of time the journey was scheduled to take (speed)	90		93	91		94
Connections with other train services	80		86	79		84
Value for money of the price of your ticket	58		60	71		70
Upkeep and repair of the train	77	-	87	80		85
Provision of information during the journey	79	-	87	86		87
Helpfulness and attitude of staff on train	83		87	84		86
Space for luggage	67		71	74		68
Toilet facilities	67		65	78		69
Comfort of the seats	76		80	77		82
Step or gap between the train and the platform	74		73	83		72
Your personal security on board	84		88	87		88
Cleanliness of the inside	83		87	82		86
Cleanliness of the outside	76		79	80		80
Availability of staff on the train	65		69	72		67
How well train company deals with delays	56	-	70	54		68
Usefulness of information about the delay	57	-	71	70		61
Level of crowding	78		81	84		78
Reliability of the internet connection	45	+	31	66	+	37
Availability of power sockets	54		50	66		56



## Long-distance

	Weekday			Weekend		
	Spring 2020	significant change	Spring 2019	Spring 2020	significant change	Spring 2019
Overall satisfaction with the journey	83	-	87	87		89
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	85		85	88		88
Ticket buying facilities	86		86	89		91
Provision of information about train times/platforms	91		89	91		92
Upkeep/repair of the station buildings/platforms	77		79	86		83
Cleanliness	82		82	88		85
Toilet facilities at the station	65	+	61	71		66
Attitudes and helpfulness of the staff	85		85	80		83
Connections with other forms of public transport	83		81	80		83
Facilities for car parking	57		54	65		62
Facilities for bicycle parking	67		67	69		71
Overall environment	81		81	85		84
Your personal security whilst using the station	80		79	82		80
Availability of staff at the station	77		75	77		73
Shelter facilities	73	-	76	77		80
Availability of seating	57		56	67		67
How request to station staff was handled	92		91	87		91
Choice of shops/eating/drinking facilities available	62		64	66		64
Availability of Wi-Fi	51		49	56		55
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	80		82	85		84
Frequency of the trains on that route	81		83	86		84
Punctuality/reliability (i.e. the train arriving/departing on time)	73	-	80	78	-	84
Length of time the journey was scheduled to take (speed)	86	-	89	87		88
Connections with other train services	75	-	79	77		79
Value for money of the price of your ticket	51		54	66		65
Upkeep and repair of the train	77	-	80	81		82
Provision of information during the journey	79		80	83		79
Helpfulness and attitude of staff on train	83		83	83		81
Space for luggage	65	+	62	69		63
Toilet facilities	61	+	57	68		59
Comfort of the seats	73		75	76		78
Step or gap between the train and the platform	69		68	71	+	64
Your personal security on board	82	-	84	85		81
Cleanliness of the inside	81		82	84		82
Cleanliness of the outside	75		74	80		78
Availability of staff on the train	64		67	67		64
How well train company deals with delays	50	-	55	54		53
Usefulness of information about the delay	52	-	60	59		51
Level of crowding	73		71	75		70
Reliability of the internet connection	44	+	38	57		47
Availability of power sockets	63		59	68		68

	Avanti West Coast	Long Distance		Avanti West Coast	Long Distance
<b>LENGTH OF DELAY</b>					
No delay	61	59			
Up to 5 minutes delay	11	13			
6-10 minutes delay	10	9			
11-15 minutes delay	4	5			
16-20 minutes delay	1	2			
21-30 minutes delay	2	3			
31-60 minutes delay	3	3			
Over 60 minutes delay	4	2			
Don't know/no answer	3	3			
<b>AMOUNT OF INFORMATION PROVIDED ABOUT THE DELAY</b>					
Very well	21	20	<b>SPEED WITH WHICH INFORMATION WAS PROVIDED</b>		
Fairly well	33	34	Very well	23	21
Neither well nor poorly	22	19	Fairly well	32	35
Fairly poorly	14	17	Neither well nor poorly	22	21
Very poorly	10	11	Fairly poorly	13	13
			Very poorly	9	10
<b>ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY</b>					
Very well	23	22	<b>TIME TAKEN TO RESOLVE THE PROBLEM</b>		
Fairly well	34	35	Very well	17	18
Neither well nor poorly	20	20	Fairly well	33	28
Fairly poorly	14	14	Neither well nor poorly	27	28
Very poorly	9	9	Fairly poorly	12	12
			Very poorly	10	13
<b>USEFULNESS OF THE INFORMATION</b>					
Very well	26	22	<b>AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE</b>		
Fairly well	32	31	Very well	8	11
Neither well nor poorly	23	26	Fairly well	27	18
Fairly poorly	11	13	Neither well nor poorly	24	23
Very poorly	7	8	Fairly poorly	16	21
			Very poorly	26	27

	Avanti West Coast	Long Distance		Avanti West Coast	Long Distance
<b>DISABILITY OR LONG TERM ILLNESS</b>			<b>JOURNEY PURPOSE</b>		
Vision	1	1	Commuter	9	16
Hearing	2	2	Business	22	24
Mobility	2	3	Leisure	69	60
Dexterity	1	1			
Learning or understanding or concentrating	0	0	<b>WEEKDAY/WEEKEND</b>		
Memory	0	0	Weekday	80	79
Mental health	2	4	Weekend	20	21
Stamina or breathing or fatigue	1	2			
Socially or behaviourally	1	1			
Other	0	0			
None	84	79			
No answer	8	9			
<b>GENDER</b>			<b>ASKED FOR HELP OR INFORMATION</b>		
Male	34	36	Yes asked for help	14	12
Female	58	56	Yes asked for information	11	11
Prefer another term	1	1	Could not find anyone to ask	2	2
			No/didn't need help/information	73	75
<b>AGE</b>			<b>TRAVELLING WITH ...</b>		
16-18	1	1	Heavy/bulky luggage/other large items	19	20
19-25	6	9	Pushchair/buggy/pram	0	0
26-34	11	9	Folding bicycle	0	0
35-44	15	14	Non-folding bicycle	0	0
45-54	18	17	Dog	1	0
55-59	10	11	Wheelchair	0	0
60-64	16	13	Helper	-	0
65+	17	18	Mobility scooter	-	0
<b>ETHNIC GROUP OF PASSENGERS</b>			None apply	74	71
White	83	86			
Mixed	2	1			
Asian or Asian British	3	2			
Black or Black British	3	2			
Chinese or other ethnic group	3	2			

Avanti West  
Coast      Long Distance

**TYPE OF TICKET USED FOR JOURNEY**

Anytime single/return	13	15
Anytime day single/return	10	12
Off-peak/super off-peak single/return	20	19
Off-peak/super off-peak day single/return	8	10
Advance	40	31
Day travelcard	1	1
Oyster pay as you go	-	-
Weekly or monthly season ticket (including travelcard/travelcard on oyster)	1	3
Annual season ticket (including travelcard/travelcard on oyster)	1	2
Special promotion ticket	1	0
Rail staff pass/Privilege ticket/Police concession	2	2
Free travel pass (e.g. Freedom pass)	0	0
Other	2	2
Don't know/ no answer	1	1

## Station sample sizes for Avanti West Coast

Unweighted

London Euston	260
Birmingham New Street	86
Manchester Piccadilly	49
Coventry	47
Milton Keynes Central	41
Rugby	25
Liverpool Lime Street	21
Edinburgh	17
Glasgow Central	16
Stockport	11
Preston	10
Haymarket	8
Wigan North Western	7
Crewe	7
Macclesfield	6
Penrith	5
Chester	5
Nuneaton	5
Wilmslow	4
Watford Junction	3
Lancaster	3
Stoke-On-Trent	3
Wellington (Shropshire)	1
Carlisle	1

\*Part of the Govia Thameslink Railway franchise.

\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.

\*\*\*East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

\*\*\*\*Northern rebranded to Northern Trains on 1 March 2020.

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
<b>Sample size</b>	<b>18492</b>	<b>8336</b>	<b>2194</b>	<b>7962</b>	<b>16135</b>	<b>2357</b>	<b>5860</b>	<b>4047</b>	<b>5073</b>	<b>3512</b>
Avanti West Coast**	38285	9	22	69	80	20	31	7	31	30
c2c	46743	67	6	27	86	14	23	20	29	28
Chiltern Railways	25376	38	25	37	82	18	35	8	26	31
CrossCountry	38829	15	28	57	78	22	24	21	28	26
East Midlands Railway***	26433	23	28	49	82	18	26	21	26	27
Gatwick Express*	11680	15	44	40	77	23	45	0	27	29
Great Northern*	43247	53	10	37	85	15	16	27	31	26
Great Western Railway	113196	28	20	52	71	29	24	24	27	26
Greater Anglia	85920	44	25	31	86	14	30	16	27	27
London North Eastern Railway	21800	9	31	60	74	26	29	10	34	27
London Overground	187800	61	3	37	80	20	19	30	25	26
Merseyrail	43190	44	1	55	81	19	20	29	25	27
Northern****	103627	38	9	53	76	24	22	26	26	25
ScotRail	95876	39	13	47	80	20	27	17	30	26
South Western Railway	216670	53	15	32	85	15	26	20	29	26
Southeastern	163597	48	21	31	86	14	22	25	27	26
Southern*	164028	52	9	39	86	14	19	29	27	25
TfL Rail	55974	61	4	35	81	19	30	0	39	31
Thameslink*	170652	53	10	37	85	15	22	25	26	26
TransPennine Express	29520	26	13	61	82	18	24	21	28	27
Transport for Wales	36125	31	10	59	81	19	23	24	27	26
West Midlands Trains	76176	40	13	46	85	15	29	17	29	26

\*Part of the Govia Thameslink Railway franchise.

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Avanti West Coast**	641	25	28	47	82	18	38	10	29	23
c2c	619	65	4	31	91	9	24	17	34	24
Chiltern Railways	818	39	18	42	95	5	47	5	24	25
CrossCountry	932	32	18	49	82	18	22	23	35	21
East Midlands Railway***	637	44	19	37	84	16	40	25	19	16
Gatwick Express*	416	35	19	47	86	14	60	0	29	11
Great Northern*	314	52	9	39	92	8	24	30	28	18
Great Western Railway	1032	38	17	45	87	13	37	24	23	16
Greater Anglia	1016	47	12	41	93	7	48	10	20	21
London North Eastern Railway	753	18	29	53	94	6	31	10	35	24
London Overground	1244	57	5	38	78	22	16	28	25	30
Merseyrail	525	59	3	38	97	3	26	43	26	4
Northern****	1004	43	7	50	88	12	36	34	17	13
ScotRail	1025	41	11	48	80	20	42	16	28	14
South Western Railway	1471	46	10	44	85	15	26	21	46	7
Southeastern	1345	47	8	45	82	18	40	27	22	12
Southern*	899	47	8	45	88	12	15	44	26	15
TfL Rail	825	66	4	30	95	5	28	6	36	31
Thameslink*	852	59	9	31	91	9	25	35	18	22
TransPennine Express	668	38	17	45	93	7	25	24	28	22
Transport for Wales	781	43	9	48	91	9	18	19	28	35
West Midlands Trains	675	45	7	48	83	17	39	21	24	17

### 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):

<b>London and South East Operators</b>	<ul style="list-style-type: none"> <li>c2c</li> <li>Chiltern Railways</li> <li>Gatwick Express*</li> <li>Great Northern*</li> <li>Great Western Railway</li> <li>Greater Anglia</li> <li>London Overground</li> <li>South Western Railway</li> <li>Southeastern</li> <li>Southern*</li> <li>TfL Rail</li> <li>Thameslink*</li> <li>West Midlands Trains</li> </ul>
<b>Long Distance Operators</b>	<ul style="list-style-type: none"> <li>Avanti West Coast**</li> <li>CrossCountry</li> <li>East Midlands Railway***</li> <li>London North Eastern Railway</li> <li>TransPennine Express</li> </ul>
<b>Regional Operators</b>	<ul style="list-style-type: none"> <li>Merseyrail</li> <li>Northern****</li> <li>ScotRail</li> <li>Transport for Wales</li> </ul>

\*\*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.  
 \*\*\*East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.  
 \*\*\*\*Northern rebranded to Northern Trains on 1 March 2020.

## 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:

TfL Rail includes rebranded Heathrow Connect to TfL Rail - West and TfL Rail rebranded as TfL Rail - East in Autumn 2018. Avanti West Coast rebranded from Virgin Trains on 8 December 2019. East Midlands Railway rebranded from East Midlands Trains on 18 August 2019. Northern rebranded to Northern Trains on 1 March 2020.

### **Avanti West Coast: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services.

### **Avanti West Coast: London – Liverpool**

Journeys on London – Liverpool services.

### **Avanti West Coast: London – Manchester**

Journeys on London – Manchester services.

### **Avanti West Coast: London – North Wales**

Journeys on London – Holyhead/North Wales services.

### **Avanti West Coast: London – Scotland**

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

### **Avanti West Coast: London – Wolverhampton/Shrewsbury**

Journeys on London – Wolverhampton/Shrewsbury services.

### **c2c: Southend line**

Journeys on the London Fenchurch Street – Shoeburyness/Southend Central line (via Basildon).

### **c2c: Tilbury line**

Journeys on the London Fenchurch Street – Southend Central (via Tilbury Town) and Fenchurch Street – Grays lines.

### **Chiltern Railways: Commuter**

Journeys on the London Marylebone – Banbury route, including services London Marylebone - stations south of Banbury (via Wembley Stadium). Also includes London Marylebone – Aylesbury (via High Wycombe) and Aylesbury – Princes Risborough services, but not London Marylebone – Oxford.

### **Chiltern Railways: Metro**

Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham).

### **Chiltern Railways: Oxford**

Journeys on London Marylebone – Oxford services.

### **Chiltern Railways: West Midlands**

Journeys on the West Midlands – London Marylebone services, including London – Stratford-Upon-Avon and a few services that do not go to/from London.

### **CrossCountry: East – West**

Journeys on routes Birmingham – Leicester, Birmingham – Cambridge and Stansted Airport, and Nottingham/Derby – Bristol/Cardiff.

### **CrossCountry: North-South Manchester**

Journeys on route Manchester to/from the South West and South Coast.

### **CrossCountry: North-South Scotland & North East**

Journeys on route Scotland/North East England to/from the South West/South Coast.

### **East Midlands Railway: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route.

### **East Midlands Railway: Local**

Journeys on local rail lines around Nottingham, Derby and Lincoln (excluding Liverpool - Norwich, London - Sheffield and London - Nottingham services).

### **East Midlands Railway: London**

Journeys on the London - Sheffield and London - Nottingham routes. Also includes London - Corby services.

### **Gatwick Express\***

Fast Gatwick Express services London Victoria – Gatwick, and London Victoria – Gatwick – Brighton services (including stops at a few other stations at peak times).

### **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.

### **Greater Anglia: Intercity**

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

### **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.

**Greater Anglia: Rural**

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

**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.

**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.

**Heathrow Express:**

All Heathrow Express journeys.

**Hull Trains:**

All Hull Trains journeys.

**London North Eastern Railway:****London – Leeds and West Yorkshire**

Journeys on London – Leeds, London – Harrogate, London – Bradford Foster Square, and London – Skipton services.

**London North Eastern Railway:****London : London – Newcastle/Sunderland and East Yorkshire**

Journeys on London – Newcastle, London – Sunderland, London – York, London – Hull, and London – Lincoln services.

**London North Eastern Railway:****London - Scotland**

Journeys on London – Scotland services, and Leeds – Scotland services.

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line.

**London Overground: Highbury & Islington – Croydon/Clapham Junction**

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: 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.

**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.

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on routes that are mainly or wholly within London.

**Southern: Metro\***

Journeys on routes that are mainly or wholly within London.

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond).

**South Western Railway: Island line**

Journeys starting from stations on the Isle of Wight.

**South Western Railway: 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 Western Railway: Metro**

Journeys on routes that are mainly or wholly within London.

**South Western Railway: 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 - East**

Journeys on London – Shenfield metro service

**TfL Rail - West**

Journeys on stopping service London – Heathrow (including London – Hayes and Harlington)

**Thameslink: Loop\***

Journeys on Thameslink loop trains (via Wimbledon and Sutton) from/to as far north as Luton or St Albans.

**Thameslink: Kent\***

Journeys on the Bedford - Kent route (including Denmark Hill & Sevenoaks, West Dulwich & Orpington route).

**Thameslink: North/South\***

Journeys on the Brighton – Bedford route. Also on the following routes: Horsham – Peterborough, Brighton – Cambridge, and some services London Kings Cross – Stevenage/Cambridge.

**TransPennine Express: North**

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

**TransPennine Express: North West**

Journeys on rail lines between Manchester Airport & Manchester and Carlisle, Preston, Lancaster, Glasgow and Edinburgh.

**TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes.

**Transport for Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff.

**Transport for Wales: Interurban**

Journeys on the Fishguard Harbour – Manchester Piccadilly, Milford Haven – Manchester Piccadilly, and Holyhead – Cardiff Central lines.

**Transport for Wales: Mid Wales & Borders**

Journeys on the Pwllheli/Aberystwyth – Birmingham International, Shrewsbury – Crewe, and Holyhead – Birmingham International lines.

**Transport for Wales: North Wales & Borders**

Journeys on the Llandudno – Manchester Piccadilly, Bidston – Wrexham Central, Chester – Crewe, Llandudno/Llandudno Junction – Blaenau Ffestiniog, and Liverpool Lime Street – Chester.

**Transport for Wales: South Wales & Borders/West Wales**

Journeys on the Swansea – Shrewsbury, Maesteg – Cheltenham Spa, Pembroke Docks – Swansea, Swansea – Cardiff Central, and Cardiff Central – Ebbw Vale Town lines.

**West Midlands Trains: London Commuter**

Journeys on London Euston – Milton Keynes – Northampton services. Also journeys on Bedford – Bletchley, and Watford Junction – St Albans Abbey routes.

**West Midlands Trains: West Coast**

Journeys on London Euston – Crewe/Liverpool Lime Street, London Euston – Birmingham New Street (mainly passengers to/from Birmingham New Street, Coventry or Rugby), and Birmingham New Street - Liverpool Lime Street routes.

**West Midlands Trains: West Midlands**

Journeys on several rail lines in and around Birmingham New Street.

\*Part of the Govia Thameslink Railway franchise.



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