



Changes to the National Rail Passenger Survey

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Change process

Phase	Timing
Technical Review	Winter 2014
Consultation	Summer 2015
Pilot of recommended changes	Spring 2016
ITT	Autumn 2016
Spring 2017 Wave	Started 30 January 2017

- Endorsement by:
 - Transport Focus Board and Statistical Governance Group
 - Technical Group
 - Stakeholder Forum
 - Agency

Key changes

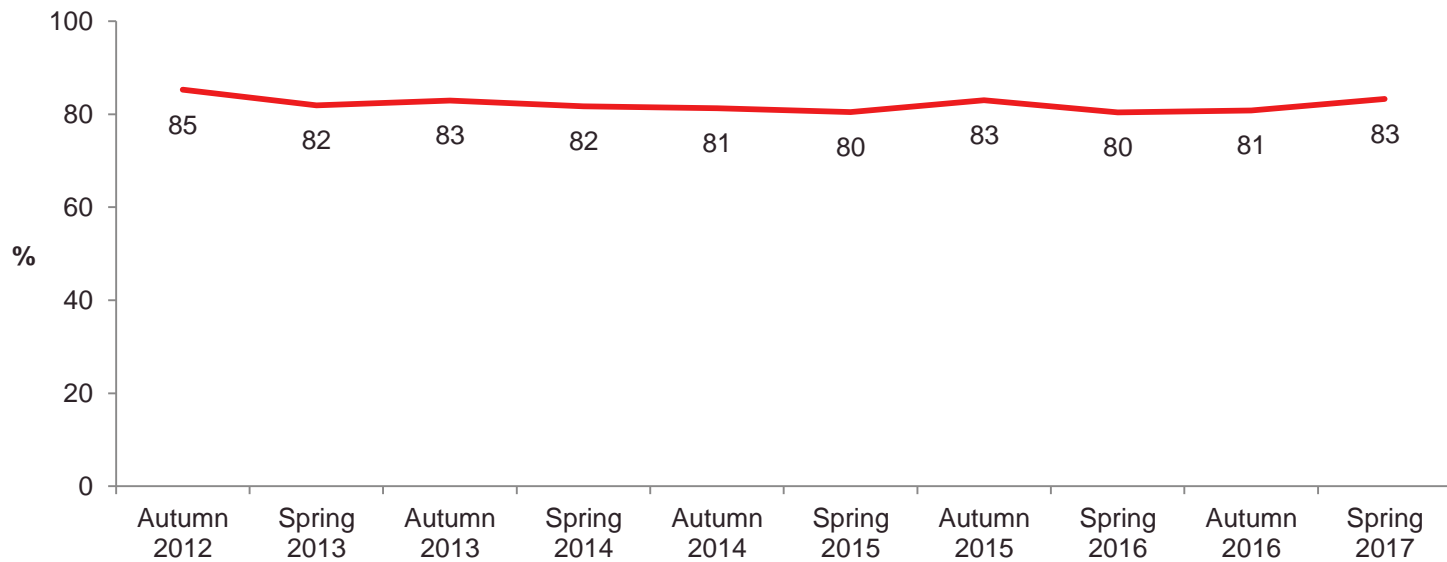
- Reduced length of survey from 12 pages to 8
 - Retaining key train and station attributes (with a few changes to wording) – 6 pages
 - 2 pages used to rotate different question modules on the following subjects
 - Fares and ticketing (every wave)
 - Station Access (Spring only)
 - Accessibility (Autumn only, every two years)
 - Time use (Autumn only, every two years)
 - Added trust and emotion questions.
- Introduced option to give recruiter an email address and complete the survey online
- New agency

Overall assessment of Spring 2017 wave

- Overall, the results are stable and consistent with previous waves – for key satisfaction measures, station and train ratings and demographics.
- At an overall level, there is an uplift in scores for the core metrics – including punctuality and value for money. Overall journey satisfaction has risen to 83% from 80% in Spring '16.
- Station and train metrics are reasonably stable – some movement observed at an individual TOC level, but nothing totally out of the ordinary in the context of previous waves. Some of the movements are support external factors (e.g. new rolling stock) and PPM measures:
 - Heathrow Connect – different type of rolling stock from Spring '16
 - Thameslink – updated rolling stock
 - c2c – crowding in Spring '16 depressed the results
 - For those TOCs where we observe upward movements, increases in PPM data are aligned (notably Southeastern)
- The inclusion of the online response option has not had a notable impact on the results. Age and gender profiles are very stable. However, impact of online (at 11% of responders) is likely being controlled by journey type and station size weighting

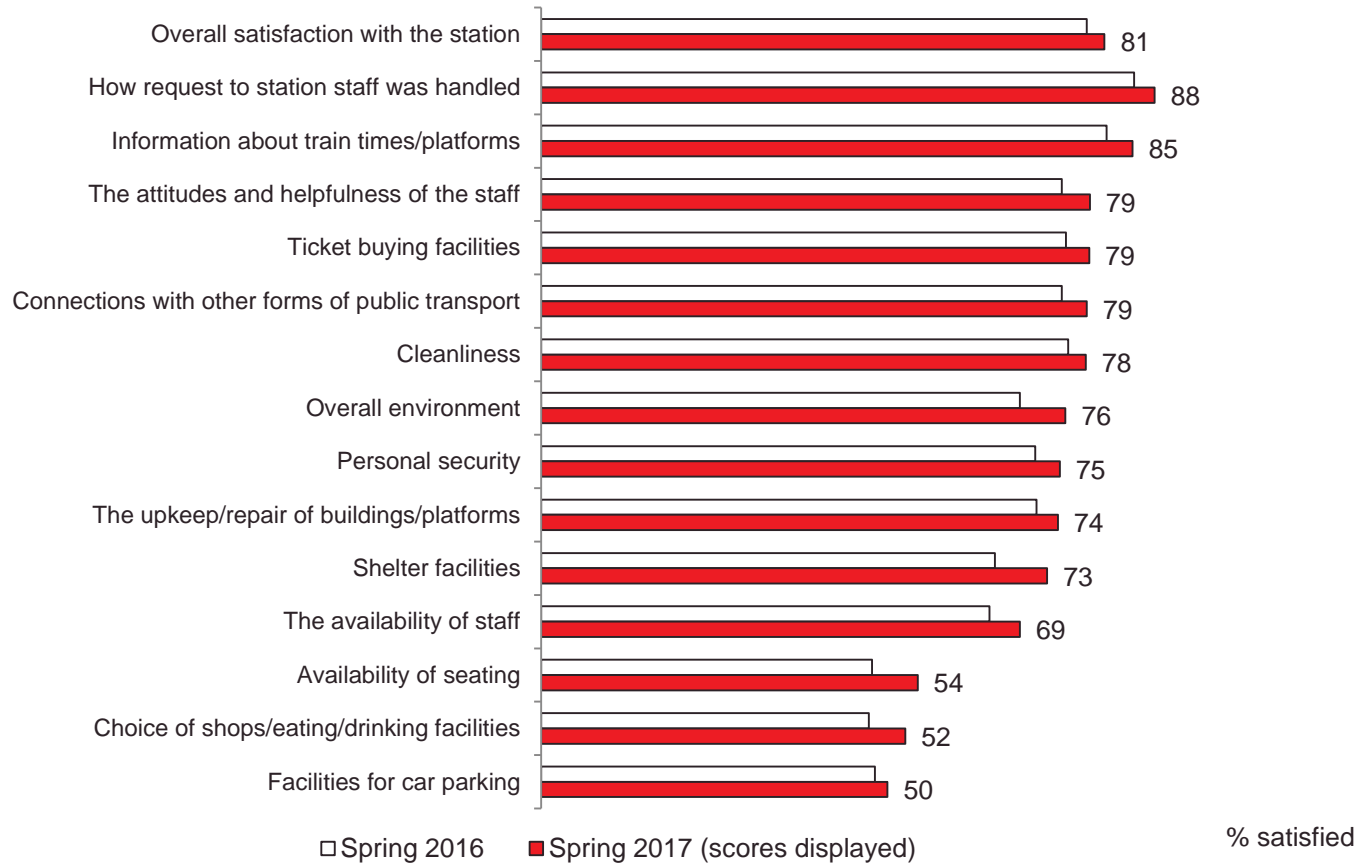
Spring 2017 results

Overall satisfaction with the journey



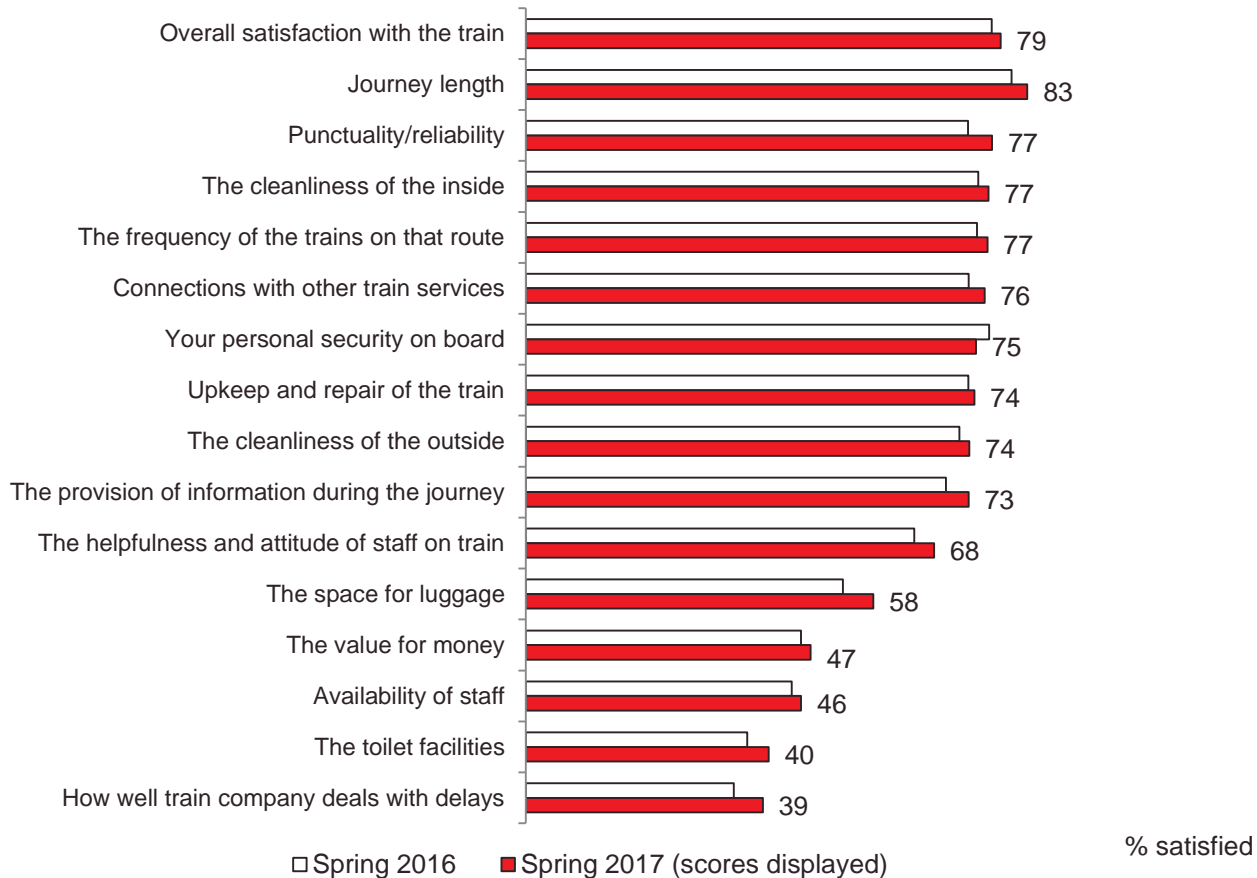
Spring 2017 results

Satisfaction at the station where they boarded



Spring 2017 results

Satisfaction on the train



Thank you



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