

ATTACHMENT F

InterCity East Coast Franchise Passenger Survey Methodology

Passenger Survey Methodology for InterCity East Coast

How InterCity East Coast franchise National Rail Passenger Survey (NRPS) weightings and NRPS Satisfaction Measure scores are calculated

Introduction

In Schedule 7.2 of the InterCity East Coast franchise agreement NRPS Satisfaction Measures, derived from National Rail Passenger Survey results, will be used to measure the franchisee's performance against NRPS benchmarks for passenger satisfaction on three aspects of service set out below and in appendix 1 to the schedule.

Three different types of NRPS indicator have been identified and grouped to form three specific NRPS Satisfaction Measures:

- Station services (S)
- Train facilities (TF)
- Customer services (C)

Targets have been set for each of these NRPS Satisfaction Measures. Each individual indicator within each NRPS Satisfaction Measure is given an equal weighting.

Composite scores have been produced showing the NRPS Satisfaction Measure trends over the period 2012-13 to 2013-14.

NRPS indicators included in the NRPS Satisfaction Measures

The NRPS questions within each NRPS Satisfaction Measure grouping are as follows:

Station services (S)	S1	Station - Overall satisfaction with the station
	S2	Station - Ticket buying facilities
	S3	Station - Provision of information about train times/platforms
	S4	Station - The upkeep/repair of the station buildings/platforms
	S5	Station - Cleanliness
	S6	Station - The facilities and services
	S7	Station - Facilities for car parking
	S8	Station - Overall environment
	S9	Station - Your personal security whilst using
	S10	Station - The availability of staff
	S11	Station - The provision of shelter facilities

ATTACHMENT F

InterCity East Coast Franchise Passenger Survey Methodology

	S12	Station - Availability of seating
Train Facilities (TF)	TF1	Train - Overall satisfaction with the train
	TF2	Train - Upkeep and repair of the train
	TF3	Train - The provision of information during the journey
	TF4	Train - The space for luggage
	TF5	Train - The toilet facilities
	TF6	Train - Sufficient room for all passengers to sit/stand
	TF7	Train - The comfort of the seating area
	TF8	Train - Your personal security whilst on board
	TF9	Train - The cleanliness of the inside
	TF10	Train - The cleanliness of the outside
	TF11	Train - The availability of staff
Customer services (C)	C1	Station - The attitudes and helpfulness of the staff
	C2	Station - How request to station staff was handled
	C3	Train - The helpfulness and attitude of staff on train
	C4	Train - How well train company dealt with delays
	C5	The usefulness of information during delays

A total of 28 factors are included in one of the groupings. These include 27 of the 35 nationally published indicators, plus the usefulness of information during delays.

All journeys on InterCity East Coast are included in the calculation of the scores, irrespective of whether the journey starts on the InterCity East Coast network or who runs the particular station where the InterCity East Coast passenger started their journey from.

Calculation of the Weighting and NRPS Satisfaction Measure scores

Each indicator within each NRPS Satisfaction Measure is given an equal weighting, so that the score for each group is the mean of the individual indicator scores. The Department reserves the right to remove indicators from any of the NRPS Satisfaction Measures should these be discontinued from the NRPS. The removal of indicators will not change the NRPS Satisfaction Measure targets.

ATTACHMENT F

InterCity East Coast Franchise Passenger Survey Methodology

The methodology is as follows:

- a) An average indicator score is produced for each of the indicators within the NRPS Satisfaction Measures by taking a weighted average of the individual scores for each wave within a given year, with the weightings based upon the sample size of each wave.
- b) A weighting is produced for each of the indicators within the individual NRPS Satisfaction Measures. This is calculated by dividing 100 by the number of indicators within each NRPS Satisfaction Measure.
- c) The component score for each indicator is produced by multiplying the average indicator score by the indicator weighting and then dividing by 100.
- d) Composite scores for each NRPS Satisfaction Measure are produced by taking the sum of the individual component scores.
- e) Annex A shows how these elements are applied to produce the NRPS Satisfaction Measure scores for 2012-13 and 2013-14.
- f) Individual indicators within each of the NRPS Satisfaction Measures may be removed at the discretion of the Department should these be discontinued from the NRPS. The methodology outlined above will be retained, with weightings recalculated based upon the revised number of indicators within each NRPS Satisfaction Measure. The removal of indicators will have no impact on NRPS Satisfaction Measure targets.
- g) Table 1 below shows the 2013-14 weightings for the 28 current indicators:

Table 1: 2013-14 weightings for NRPS indicators used for InterCity East Coast

	Weighting
Station service indicators (12 in total)	
Station - Overall satisfaction with the station	8.3
Station - Ticket buying facilities	8.3
Station - Provision of information about train times/platforms	8.3
Station - The upkeep/repair of the station buildings/platforms	8.3
Station - Cleanliness	8.3
Station - The facilities and services	8.3
Station - Facilities for car parking	8.3
Station - Overall environment	8.3
Station - Your personal security whilst using	8.3
Station - The availability of staff	8.3
Station - The provision of shelter facilities	8.3
Station - Availability of seating	8.3
<i>Sum of weights</i>	100.0

ATTACHMENT F

InterCity East Coast Franchise Passenger Survey Methodology

Train facilities indicators (11 in total)

Train - Overall satisfaction with the train	9.1
Train - Upkeep and repair of the train	9.1
Train - The provision of information during the journey	9.1
Train - The space for luggage	9.1
Train - The toilet facilities	9.1
Train - Sufficient room for all passengers to sit/stand	9.1
Train - The comfort of the seating area	9.1
Train - Your personal security whilst on board	9.1
Train - The cleanliness of the inside	9.1
Train - The cleanliness of the outside	9.1
Train - The availability of staff	9.1
<i>Sum of weights</i>	100.0

Customer services indicators (5 in total)

Station - The attitudes and helpfulness of the staff	20.0
Station - How request to station staff was handled	20.0
Train - The helpfulness and attitude of staff on train	20.0
Train - How well train company dealt with delays	20.0
The usefulness of information during delays	20.0
<i>Sum of weights</i>	100.0

Note: Percentages may not sum to 100% due to rounding in values shown in the table.