



1. RAIL STAFF SURVEY: RESPONDENT DEMOGRAPHICS

- 1.1. 20,000 surveys were distributed of which over 2,000 surveys have been returned representing a return of 10.7%.
- 1.2. In total 2,142 rail staff took part in the survey: 1,148 respondents train crew and 994 station staff respondents.
- 1.3. The majority of respondents were male, and described their ethnicity as 'White' for both datasets.
- 1.4. Within BME respondents the three largest groups were African (1%), Pakistani (1%) and Indian (1%) for train crew; and Indian (2%), African (2%) and Caribbean (2%) for station staff.

	Train Crew	Station Staff
Respondents	1148	994
Gender (%)		
Male	83.0	69.0
Female	16.0	22.0
Undisclosed	1.0	9.0
Ethnicity (%)		
White	90.0	80.0
BME	4.0	9.0
Undisclosed	3.0	11.0
Disability (%)		
Disability	1.0	3.0

Table 1 Demographics data

- 1.5. There was a good spread of respondents from different job roles (see Tables 2 and 3). Conductors made up the largest percentage of train crew respondents (66%) followed by Drivers/Shunters (22%). Sales point/Ticket sales staff made up the largest percentage of station staff respondents (35%) followed by Platform staff (24%) and Customer service (23%).
- 1.6. The train crew sample was made up of respondents from 18 TOCs (see Table 4); the highest number of respondents work for Northern Rail (17%), First Great Western (15%), South West Trains (13%) and SouthEastern (10%).



Train Crew Job Roles	(%)	Station Staff Job Role	(%)
Conductor/Guard	65.5	Sales point/Ticket sales	34.6
Driver/Shunter	22.4	Platform Staff	24.2
Catering/On board services	5.3	Customer Service	23.1
Ticket inspection/Ticket sales	2.8	Train Dispatch	19.6
Managerial	2.3	Revenue protection	6.9
Revenue protection	2.0	Gateline Staff	6.9
Security	0.5	Managerial	5.3
Cleaning/Train environment	0.3	Security	4.2
Other	0.3	Cleaning/Train environment	3.8
		Other	3.2
		Maintenance	1.2

Table 2 Job role

N.B. Some respondents specified more than one job role; therefore percentages do not add up to 100%.

1.7. The station staff sample was made up of respondents from 20 TOCs (see Table 3). The staff from a non-participating TOC returned completed surveys, presumably received through contacts in participating TOCs. The highest number of station staff respondents work for South West Trains (15%), SouthEastern (12%), Southern (11%) and Virgin (9%).

PROTECTIVE MARKING: NOT PROTECTIVELY MARKED
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Appendix A: Demographic data

	Train Crew (%)	Station Staff (%)
Arriva group		
Arriva Trains Wales	4.3	2.4
Cross country	0	0.1
National Express group		
East Coast	0.6	0
East Anglia	4.4	3.8
C2C	0	1.1
One rail	0	0.3
John Laing group		
London Overground	2.7	1.3
Stagecoach		
East Midlands Trains	4.0	2.1
South West Trains	12.6	14.9
Eurostar		
Eurostar	3.0	2.6
First group		
First Capital Connect	1.8	5.2
First Great Western	15.0	4.1
First Scotrail	4.6	5.1
First Transpennine Express	3.0	1.2
Go-Ahead group		
Gatwick Express	0.5	0.1
London Midland	1.3	1.9
Southeastern	9.8	11.8
Southern	6.9	11.4
Secro-Ned		
Merseyrail	3.2	7.3
Northern Rail	16.4	4.7
Virgin		
Virgin	4.4	9.2
Missing	1.7	9.3

Table 3 Percentage of sample by TOC