



National Rail Passenger Survey Train Operating Company Best In Class Report Autumn 2014 (Wave 31)

This report covers the NRPS Spring 2010 through to Autumn 2014. Best in class for previous waves when different TOCs existed is contained in the Best in Class report for Spring 2011

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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.passengerfocus.org.uk

Autumn 2014 (Wave 31)

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2014 (Wave 30)

Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few station that were closed for all of the fieldwork period.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

As with previous waves, planned engineering works meant that some shifts were also rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	77	79	78	77	73	83	77	80	81	80
c2c	☆ 91	☆ 91	☆ 91	91	☆ 91	☆ 93	☆ 92	☆ 92	89	89
Chiltern Railways	91	90	88	88	90	91	89	91	☆ 92	☆ 91
First Great Western	83	82	82	83	82	83	80	80	80	81
Govia Thameslink Railway	76	76	78	80	79	81	76	79	77	77
London Midland	86	86	83	85	87	83	80	84	82	82
London Overground	72	85	89	☆ 92	90	93	92	89	91	88
South West Trains	85	87	85	84	83	85	81	81	79	80
Southeastern	81	80	82	83	81	84	78	84	72	74
Southern	84	82	82	83	80	82	78	76	78	77
Average Score	82	83	83	83	82	85	81	82	80	80
BEST IN CLASS	91	91	91	92	91	93	92	92	92	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	72	74	74	71	79	75	78	75	75
c2c	80	83	86	83	☆ 87	☆ 84	85	81	83
Chiltern Railways	☆ 85	☆ 85	☆ 90	☆ 88	87	84	☆ 88	☆ 88	☆ 90
First Great Western	75	74	77	76	79	76	77	78	82
Govia Thameslink Railway	70	69	76	75	79	75	78	77	78
London Midland	78	76	76	77	76	73	74	75	74
London Overground	74	79	81	81	87	79	80	85	82
South West Trains	78	74	74	74	78	74	74	75	77
Southeastern	75	75	78	73	75	73	78	73	76
Southern	74	74	78	75	78	73	75	74	76
Average Score	75	75	77	75	79	75	77	77	78
BEST IN CLASS	85	85	90	88	87	84	88	88	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	68	68	68	69	69	73	73	69	69	65
c2c	75	76	77	77	77	80	☆ 84	81	78	76
Chiltern Railways	☆ 82	☆ 81	☆ 81	☆ 84	☆ 82	☆ 81	83	☆ 81	☆ 82	☆ 84
First Great Western	75	71	73	75	75	74	76	74	77	79
Govia Thameslink Railway	66	69	66	68	70	71	68	74	70	69
London Midland	72	76	78	79	78	75	72	74	74	74
London Overground	56	66	75	78	73	77	70	68	73	75
South West Trains	67	72	70	71	70	74	74	72	72	75
Southeastern	70	67	70	66	69	69	71	73	71	69
Southern	72	69	70	73	69	70	70	69	68	67
Average Score	70	70	71	72	71	73	73	72	72	72
BEST IN CLASS	82	81	81	84	82	81	84	81	82	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	76	76	73	75	74	80	77	80	78	76
c2c	85	☆ 86	☆ 87	☆ 87	☆ 86	☆ 89	☆ 88	☆ 88	☆ 87	85
Chiltern Railways	☆ 86	85	83	83	86	85	85	84	85	85
First Great Western	79	77	77	81	81	83	83	83	82	☆ 85
Govia Thameslink Railway	70	73	73	77	78	80	77	82	79	76
London Midland	80	84	82	83	83	85	80	80	81	80
London Overground	63	75	77	80	82	83	81	81	84	81
South West Trains	78	84	83	81	83	84	81	80	78	83
Southeastern	76	79	77	80	77	78	76	83	75	76
Southern	78	81	77	81	79	80	76	79	75	77
Average Score	77	80	78	80	80	82	79	81	79	80
BEST IN CLASS	86	86	87	87	86	89	88	88	87	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	64	64	63	67	66	71	68	70	63	65
c2c	69	73	71	72	75	80	78	78	75	75
Chiltern Railways	☆ 76	☆ 78	☆ 77	☆ 84	☆ 79	☆ 83	☆ 80	☆ 82	☆ 83	☆ 85
First Great Western	64	63	60	66	65	68	69	73	71	75
Govia Thameslink Railway	58	57	60	63	67	66	67	75	70	74
London Midland	63	68	63	69	67	70	66	66	62	66
London Overground	55	67	74	74	77	78	77	71	77	74
South West Trains	55	62	59	57	57	68	64	64	61	68
Southeastern	65	62	64	64	64	68	65	69	63	68
Southern	60	63	62	67	65	69	62	65	61	66
Average Score	61	63	63	65	66	70	67	69	66	70
BEST IN CLASS	76	78	77	84	79	83	80	82	83	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	68	71	68	72	68	75	71	73	70	70
c2c	76	80	78	77	78	82	83	82	79	78
Chiltern Railways	☆ 80	☆ 83	☆ 81	☆ 88	☆ 83	☆ 86	☆ 85	☆ 85	☆ 87	☆ 88
First Great Western	69	69	67	71	70	74	73	78	76	79
Govia Thameslink Railway	66	66	68	70	72	75	74	80	75	79
London Midland	71	71	69	73	72	75	71	74	72	71
London Overground	61	77	79	78	78	80	80	77	79	76
South West Trains	60	67	63	63	63	71	69	67	66	72
Southeastern	70	69	69	72	70	73	70	73	68	72
Southern	69	70	71	72	69	75	69	72	70	73
Average Score	67	70	69	71	70	75	72	74	72	74
BEST IN CLASS	80	83	81	88	83	86	85	85	87	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	54	51	51	52	50	59	56	56	53	51
c2c	51	52	53	55	55	58	56	63	60	59
Chiltern Railways	☆ 60	☆ 65	☆ 62	☆ 69	☆ 66	☆ 68	☆ 67	☆ 70	☆ 68	☆ 73
First Great Western	56	54	53	54	53	60	57	60	61	66
Govia Thameslink Railway	41	45	43	50	47	54	52	55	56	58
London Midland	50	50	48	49	48	54	54	54	52	49
London Overground	29	32	29	34	35	45	43	39	43	40
South West Trains	45	50	50	46	47	58	57	53	53	56
Southeastern	50	50	48	51	50	57	51	56	51	58
Southern	50	49	49	50	48	57	53	54	55	57
Average Score	49	50	48	49	48	56	54	54	54	55
BEST IN CLASS	60	65	62	69	66	68	67	70	68	73

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	64	69	66	68	65	68	67	72	71	74
c2c	75	☆ 77	74	75	76	75	☆ 82	☆ 81	80	77
Chiltern Railways	☆ 79	75	☆ 78	☆ 77	☆ 78	☆ 79	79	80	☆ 83	☆ 84
First Great Western	74	74	72	73	75	74	75	76	75	79
Govia Thameslink Railway	66	64	67	66	71	71	67	75	75	71
London Midland	69	74	69	74	73	73	70	72	71	68
London Overground	65	72	68	67	65	68	69	68	75	73
South West Trains	67	68	68	66	69	67	68	69	70	68
Southeastern	68	69	66	69	67	68	65	69	67	68
Southern	69	69	69	70	69	72	67	66	68	70
Average Score	68	69	69	69	69	70	69	71	71	71
BEST IN CLASS	79	77	78	77	78	79	82	81	83	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	77	☆ 78	☆ 78	☆ 77	76	☆ 80	☆ 78	78	77	77
c2c	70	70	72	70	73	75	76	75	72	73
Chiltern Railways	72	74	74	74	☆ 78	75	72	74	71	78
First Great Western	74	70	72	72	71	72	70	71	71	73
Govia Thameslink Railway	72	70	70	73	76	79	75	75	77	76
London Midland	71	67	71	67	69	69	71	65	65	69
London Overground	76	77	76	74	76	76	77	☆ 79	☆ 81	☆ 81
South West Trains	75	76	74	74	74	78	76	72	73	76
Southeastern	74	75	75	75	73	76	76	75	74	75
Southern	☆ 78	76	74	73	72	80	75	77	79	76
Average Score	75	74	74	74	74	77	75	75	75	76
BEST IN CLASS	78	78	78	77	78	80	78	79	81	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	42	51	50	51	48	50	50	46	52	47
c2c	49	55	53	52	55	58	60	55	55	56
Chiltern Railways	☆ 72	☆ 69	☆ 67	☆ 69	☆ 65	☆ 72	☆ 71	☆ 71	☆ 75	☆ 70
First Great Western	53	58	58	57	55	57	54	55	54	61
Govia Thameslink Railway	43	45	46	45	45	45	43	47	45	44
London Midland	49	49	54	53	56	57	45	48	51	54
London Overground	30	22	20	27	35	32	33	31	42	32
South West Trains	47	51	48	56	50	55	50	46	43	45
Southeastern	45	40	44	47	41	44	46	44	46	42
Southern	43	43	42	44	40	41	40	39	41	43
Average Score	46	47	47	49	46	49	47	45	47	47
BEST IN CLASS	72	69	67	69	65	72	71	71	75	70

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	63	66	62	66	63	71	65	68	64	65
c2c	67	72	72	74	75	76	77	78	72	73
Chiltern Railways	☆ 79	☆ 80	☆ 78	☆ 85	☆ 83	☆ 83	☆ 80	☆ 83	☆ 81	☆ 85
First Great Western	66	65	66	67	66	68	66	71	70	75
Govia Thameslink Railway	57	61	57	64	65	70	67	73	69	69
London Midland	64	67	64	66	67	69	61	66	62	63
London Overground	50	65	69	72	71	77	71	68	72	71
South West Trains	59	67	63	61	62	68	63	64	64	67
Southeastern	63	63	63	68	65	65	64	67	61	66
Southern	62	63	64	69	65	68	61	65	62	65
Average Score	62	65	64	67	66	69	65	68	66	68
BEST IN CLASS	79	80	78	85	83	83	80	83	81	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	62	62	61	62	64	69	65	66	65	64
c2c	62	65	65	66	70	71	73	73	72	69
Chiltern Railways	☆ 75	☆ 74	☆ 76	☆ 79	☆ 77	☆ 79	☆ 75	☆ 78	☆ 79	☆ 82
First Great Western	67	68	67	71	69	72	69	72	72	76
Govia Thameslink Railway	61	61	59	65	66	72	69	72	69	67
London Midland	63	64	66	67	68	71	66	66	66	67
London Overground	58	62	67	68	70	73	69	70	76	71
South West Trains	65	68	67	64	68	68	67	67	68	72
Southeastern	64	62	62	63	62	66	64	68	63	68
Southern	63	63	65	68	65	70	66	67	68	67
Average Score	63	64	65	66	66	70	67	69	69	69
BEST IN CLASS	75	74	76	79	77	79	75	78	79	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	54	56	52	55	53	55	57	58	57	60
c2c	☆ 64	☆ 66	☆ 66	66	67	☆ 67	☆ 72	☆ 72	☆ 70	71
Chiltern Railways	61	64	65	☆ 67	☆ 68	64	63	69	68	☆ 72
First Great Western	60	58	60	60	62	59	63	61	65	67
Govia Thameslink Railway	53	54	49	55	56	60	56	59	62	59
London Midland	55	57	59	59	59	56	55	55	54	53
London Overground	55	62	57	57	60	62	63	60	67	62
South West Trains	52	55	53	53	54	52	54	54	58	56
Southeastern	57	58	57	56	57	58	57	60	59	61
Southern	61	57	59	58	58	60	58	58	58	58
Average Score	56	57	56	57	57	58	58	59	60	60
BEST IN CLASS	64	66	66	67	68	67	72	72	70	72

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	66	59	64	59	61
c2c	72	69	72	67	68
Chiltern Railways	☆ 79	☆ 72	☆ 77	☆ 73	☆ 80
First Great Western	68	63	69	66	74
Govia Thameslink Railway	66	57	66	63	68
London Midland	71	63	68	66	68
London Overground	70	60	62	66	66
South West Trains	65	60	62	60	65
Southeastern	66	59	67	60	63
Southern	69	60	66	62	69
Average Score	68	61	65	63	67
BEST IN CLASS	79	72	77	73	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	45	40	42	40	38
c2c	☆ 58	☆ 58	☆ 61	☆ 56	54
Chiltern Railways	57	51	56	51	☆ 55
First Great Western	49	49	49	51	55
Govia Thameslink Railway	44	41	44	44	47
London Midland	53	45	49	50	49
London Overground	57	45	45	52	49
South West Trains	41	38	35	36	36
Southeastern	42	42	39	36	38
Southern	39	39	38	38	40
Average Score	45	42	42	42	43
BEST IN CLASS	58	58	61	56	55

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	80	82	83	82	78	83	84	83	87	87
c2c	☆ 89	79	83	89	☆ 92	☆ 92	86	85	87	86
Chiltern Railways	87	87	86	89	89	85	85	☆ 90	☆ 90	☆ 93
First Great Western	88	86	☆ 90	87	87	88	☆ 90	89	85	88
Govia Thameslink Railway	76	87	79	85	83	86	81	82	86	83
London Midland	87	86	90	☆ 92	86	88	81	85	88	80
London Overground	72	78	68	88	90	86	83	84	78	80
South West Trains	84	79	79	87	82	83	75	86	84	81
Southeastern	84	☆ 90	86	80	76	82	79	83	80	83
Southern	81	86	83	85	80	82	76	82	82	81
Average Score	82	84	83	85	82	84	80	84	83	83
BEST IN CLASS	89	90	90	92	92	92	90	90	90	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	47	51	49	45
c2c	35	42	42	43
Chiltern Railways	51	50	☆ 52	☆ 58
First Great Western	47	47	49	51
Govia Thameslink Railway	44	46	45	49
London Midland	42	46	43	44
London Overground	38	40	42	40
South West Trains	☆ 52	☆ 51	51	55
Southeastern	41	39	40	43
Southern	44	46	47	51
Average Score	45	46	46	48
BEST IN CLASS	52	51	52	58

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	73	70	73	72	69
c2c	92	90	☆ 92	88	88
Chiltern Railways	89	88	90	☆ 91	☆ 91
First Great Western	81	79	80	78	79
Govia Thameslink Railway	74	67	73	70	70
London Midland	83	80	81	79	81
London Overground	☆ 92	☆ 92	91	89	88
South West Trains	83	79	79	77	78
Southeastern	80	75	78	72	70
Southern	80	75	77	77	80
Average Score	81	77	79	77	77
BEST IN CLASS	92	92	92	91	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	74	74	73	76	72	77	76	77	77	75
c2c	85	☆ 85	☆ 86	☆ 84	☆ 83	☆ 86	☆ 87	☆ 87	☆ 80	81
Chiltern Railways	☆ 85	85	82	80	80	80	77	81	80	☆ 83
First Great Western	78	77	76	78	76	75	76	75	74	77
Govia Thameslink Railway	70	75	74	76	79	79	75	77	76	71
London Midland	80	78	77	77	83	78	76	77	75	79
London Overground	51	74	77	82	79	79	79	79	79	75
South West Trains	79	79	78	76	79	77	73	72	74	74
Southeastern	73	75	76	75	76	77	75	76	73	73
Southern	74	73	75	76	74	75	70	73	73	73
Average Score	75	76	76	77	77	77	75	76	75	75
BEST IN CLASS	85	85	86	84	83	86	87	87	80	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	76	80	74	77	70	83	74	78	77	77
c2c	☆ 94	☆ 94	☆ 92	☆ 92	☆ 92	☆ 96	☆ 94	☆ 94	☆ 91	☆ 91
Chiltern Railways	93	91	88	82	86	90	89	92	90	89
First Great Western	83	79	77	79	78	79	76	74	73	74
Govia Thameslink Railway	73	71	74	77	76	81	71	74	72	70
London Midland	81	81	76	78	81	75	70	73	74	74
London Overground	63	76	78	83	88	88	87	84	87	82
South West Trains	88	90	86	84	82	85	77	80	77	79
Southeastern	77	79	78	80	79	85	77	80	68	72
Southern	79	80	78	78	78	77	72	73	65	68
Average Score	80	81	79	80	79	83	76	78	75	75
BEST IN CLASS	94	94	92	92	92	96	94	94	91	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The length of time the journey was scheduled to take (speed)

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	80	82	80	81	79	85	81	81	82	81
c2c	☆ 91	☆ 91	☆ 93	☆ 90	☆ 92	☆ 92	☆ 94	☆ 93	☆ 91	☆ 92
Chiltern Railways	88	85	83	87	87	88	88	87	89	89
First Great Western	86	85	84	86	85	85	83	83	83	82
Govia Thameslink Railway	82	82	84	83	84	87	82	83	83	80
London Midland	88	86	86	86	89	84	84	82	83	86
London Overground	79	87	90	87	89	88	89	88	88	87
South West Trains	85	87	83	82	82	82	81	80	80	80
Southeastern	78	80	80	81	79	85	80	82	76	76
Southern	84	83	83	84	83	84	80	80	80	78
Average Score	83	84	84	83	83	85	82	83	82	81
BEST IN CLASS	91	91	93	90	92	92	94	93	91	92

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	73	72	73	72	75	78	73	73	75	74
c2c	☆ 83	81	78	79	84	☆ 87	☆ 85	☆ 88	81	80
Chiltern Railways	77	72	70	76	75	72	76	76	77	80
First Great Western	75	74	73	76	73	73	73	71	71	71
Govia Thameslink Railway	72	75	75	76	76	79	76	77	74	74
London Midland	77	75	75	74	78	76	72	73	72	76
London Overground	66	☆ 83	☆ 82	☆ 81	☆ 84	83	82	82	☆ 86	☆ 81
South West Trains	76	78	78	76	76	73	74	73	72	74
Southeastern	72	73	71	71	72	77	73	74	69	71
Southern	76	74	76	76	76	77	74	73	74	73
Average Score	74	75	76	75	77	77	75	75	75	75
BEST IN CLASS	83	83	82	81	84	87	85	88	86	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	36	35	35	33	30	37	35	36	35	37
c2c	46	48	43	43	42	46	46	47	44	47
Chiltern Railways	54	55	48	51	48	50	45	48	49	48
First Great Western	53	56	49	53	48	53	48	47	48	48
Govia Thameslink Railway	38	38	32	38	34	38	32	37	38	38
London Midland	☆ 55	56	53	52	☆ 53	52	☆ 51	52	50	☆ 54
London Overground	49	☆ 59	☆ 53	☆ 54	49	☆ 57	48	☆ 53	☆ 56	49
South West Trains	42	43	37	38	36	37	33	37	37	38
Southeastern	39	39	32	36	32	38	31	34	30	35
Southern	45	43	40	42	38	42	36	39	39	40
Average Score	43	44	39	42	38	43	38	41	41	41
BEST IN CLASS	55	59	53	54	53	57	51	53	56	54

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	58	60	62	64	58	62	59	66	62	59
c2c	☆ 91	☆ 93	90	91	92	☆ 92	91	☆ 91	89	88
Chiltern Railways	80	85	85	87	85	87	86	87	88	88
First Great Western	70	73	72	76	75	76	75	75	76	75
Govia Thameslink Railway	64	63	64	65	65	64	57	68	65	66
London Midland	76	77	75	80	81	81	76	77	75	69
London Overground	73	89	☆ 94	☆ 93	☆ 92	92	☆ 91	91	☆ 91	☆ 89
South West Trains	73	75	73	73	77	75	73	73	71	72
Southeastern	69	70	68	70	71	72	69	70	67	64
Southern	74	70	73	72	71	73	70	72	77	77
Average Score	70	72	72	74	74	75	72	74	74	73
BEST IN CLASS	91	93	94	93	92	92	91	91	91	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	52	55	55	55	55	58	53	58	58	52
c2c	☆ 90	☆ 93	90	92	91	92	☆ 92	91	87	86
Chiltern Railways	81	83	85	89	87	89	84	86	88	87
First Great Western	70	74	72	78	77	78	76	74	76	74
Govia Thameslink Railway	62	61	60	63	62	60	52	62	58	58
London Midland	79	77	74	80	84	84	80	79	78	69
London Overground	72	91	☆ 95	☆ 96	☆ 95	☆ 94	92	☆ 93	☆ 94	☆ 93
South West Trains	82	82	80	79	83	79	78	78	76	75
Southeastern	68	73	68	72	72	75	70	71	68	64
Southern	72	72	73	71	67	72	69	69	76	77
Average Score	71	74	73	75	74	76	72	74	74	72
BEST IN CLASS	90	93	95	96	95	94	92	93	94	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	56	55	57	58	56	62	60	58	59	59
c2c	☆ 80	80	80	83	80	81	84	82	78	76
Chiltern Railways	74	73	73	77	75	77	75	77	75	78
First Great Western	65	65	64	68	68	69	67	64	66	66
Govia Thameslink Railway	51	46	47	47	50	50	47	54	49	46
London Midland	64	66	66	68	74	76	70	72	69	67
London Overground	63	☆ 84	☆ 86	☆ 87	☆ 86	☆ 86	☆ 85	☆ 84	☆ 83	☆ 83
South West Trains	75	77	77	74	76	74	73	72	70	71
Southeastern	63	67	65	66	68	71	69	67	62	61
Southern	75	76	74	72	71	75	73	72	74	73
Average Score	66	69	68	69	70	71	69	70	68	67
BEST IN CLASS	80	84	86	87	86	86	85	84	83	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	44	49	46	47	46	48	49	47	48	43
c2c	31	33	37	33	34	34	42	39	35	38
Chiltern Railways	55	60	58	62	62	56	57	54	60	58
First Great Western	☆ 69	☆ 70	☆ 70	☆ 70	66	67	68	67	67	☆ 68
Govia Thameslink Railway	36	35	31	32	37	38	37	40	35	39
London Midland	57	57	63	65	63	66	59	62	62	60
London Overground	47	52	44	54	57	57	60	54	51	42
South West Trains	65	69	68	67	☆ 68	☆ 71	☆ 70	☆ 69	☆ 67	65
Southeastern	57	52	55	52	56	54	56	54	48	53
Southern	57	61	57	61	54	57	54	57	56	53
Average Score	56	58	57	57	57	59	59	58	56	54
BEST IN CLASS	69	70	70	70	68	71	70	69	67	68

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	48	52	49	50	52	54	49	49	55	46
c2c	50	51	48	50	51	49	50	51	48	47
Chiltern Railways	55	56	56	60	62	55	55	☆ 59	58	☆ 57
First Great Western	54	53	55	55	53	53	57	52	55	55
Govia Thameslink Railway	43	44	47	44	47	45	41	44	42	41
London Midland	50	57	53	52	58	55	54	52	54	48
London Overground	51	☆ 62	☆ 60	☆ 69	☆ 63	☆ 62	☆ 58	57	☆ 59	50
South West Trains	☆ 58	59	57	53	59	55	53	50	53	53
Southeastern	48	47	46	48	48	48	47	48	45	44
Southern	49	50	49	48	47	46	43	44	46	46
Average Score	51	52	52	52	53	52	50	49	50	48
BEST IN CLASS	58	62	60	69	63	62	58	59	59	57

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	25	29	27	30	31	34	34	28	36	28
c2c	☆ 52	49	55	☆ 53	☆ 59	☆ 56	☆ 58	☆ 55	50	52
Chiltern Railways	48	☆ 54	☆ 55	51	53	53	54	52	☆ 52	☆ 53
First Great Western	43	43	40	44	44	44	42	41	41	41
Govia Thameslink Railway	26	23	26	25	29	27	26	32	28	25
London Midland	48	53	48	51	50	52	53	46	44	42
London Overground	10	18	10	19	17	16	12	14	22	12
South West Trains	36	39	36	37	39	36	30	29	30	30
Southeastern	32	33	25	32	28	30	34	33	28	28
Southern	36	33	38	36	29	36	35	32	40	40
Average Score	34	35	34	35	35	36	34	33	34	32
BEST IN CLASS	52	54	55	53	59	56	58	55	52	53

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Sufficient room for all passengers to sit/stand on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	59	64	61	67	65	70	63	65	68	64
c2c	65	66	61	65	64	66	64	62	58	60
Chiltern Railways	☆ 73	☆ 77	74	77	75	74	☆ 75	☆ 72	☆ 74	☆ 71
First Great Western	67	68	69	68	67	65	68	65	66	66
Govia Thameslink Railway	60	60	59	60	62	61	59	60	57	55
London Midland	67	74	70	66	74	71	66	66	66	67
London Overground	58	68	☆ 75	☆ 80	☆ 77	☆ 76	72	70	70	66
South West Trains	71	71	69	67	73	67	63	63	60	59
Southeastern	64	62	63	63	61	68	64	65	56	57
Southern	68	68	67	66	66	66	64	61	62	64
Average Score	66	67	66	67	68	68	65	64	62	62
BEST IN CLASS	73	77	75	80	77	76	75	72	74	71

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	55	58	56	60	59	62	58	60	63	60
c2c	☆ 80	☆ 82	79	80	81	80	☆ 81	79	78	76
Chiltern Railways	78	79	77	82	80	81	80	☆ 81	82	☆ 81
First Great Western	67	69	71	73	72	72	72	72	72	71
Govia Thameslink Railway	58	60	62	62	62	60	58	62	57	59
London Midland	71	74	72	73	80	79	75	73	74	70
London Overground	67	81	☆ 83	☆ 86	☆ 83	☆ 85	81	79	☆ 83	79
South West Trains	76	79	76	75	76	75	72	71	69	69
Southeastern	66	70	65	67	67	71	67	71	63	62
Southern	72	72	71	72	69	70	67	68	71	71
Average Score	68	71	70	71	71	72	69	70	69	68
BEST IN CLASS	80	82	83	86	83	85	81	81	83	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The ease of being able to get on and off the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	76	77	76	78	76	81	78	76	79	76
c2c	84	85	84	85	85	87	87	85	85	81
Chiltern Railways	☆ 90	☆ 91	☆ 88	☆ 89	☆ 89	☆ 88	☆ 87	☆ 88	☆ 91	☆ 88
First Great Western	78	77	77	78	77	76	76	75	75	75
Govia Thameslink Railway	74	75	75	74	76	76	73	77	72	73
London Midland	82	81	80	81	86	81	80	81	82	81
London Overground	67	81	86	89	84	86	81	84	84	80
South West Trains	79	83	80	81	82	79	77	76	74	74
Southeastern	79	78	78	79	79	81	78	82	74	78
Southern	78	79	78	76	75	77	74	74	76	75
Average Score	78	79	79	80	79	80	77	79	77	77
BEST IN CLASS	90	91	88	89	89	88	87	88	91	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	65	66	64	67	64	72	68	70	69	69
c2c	72	75	72	74	75	76	77	77	74	75
Chiltern Railways	☆ 83	☆ 85	☆ 82	☆ 86	☆ 85	☆ 86	☆ 85	☆ 87	☆ 86	☆ 87
First Great Western	77	79	79	80	81	79	79	79	80	81
Govia Thameslink Railway	65	67	68	68	71	73	70	71	71	68
London Midland	76	79	76	78	80	79	75	78	77	77
London Overground	64	75	81	82	80	83	80	83	81	78
South West Trains	79	82	79	78	81	80	80	79	78	78
Southeastern	69	67	68	71	70	73	69	74	67	70
Southern	72	75	74	76	72	76	74	75	75	77
Average Score	72	74	74	75	75	77	75	76	75	75
BEST IN CLASS	83	85	82	86	85	86	85	87	86	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	57	59	61	63	57	62	57	64	60	60
c2c	☆ 91	91	89	91	91	93	90	90	88	88
Chiltern Railways	81	84	85	87	86	86	84	87	88	88
First Great Western	69	72	72	76	77	77	74	74	76	76
Govia Thameslink Railway	61	62	64	65	64	65	57	67	63	65
London Midland	76	77	74	80	82	83	76	77	75	71
London Overground	72	☆ 92	☆ 94	☆ 93	☆ 92	☆ 93	☆ 91	☆ 91	☆ 92	☆ 89
South West Trains	74	76	74	75	78	76	74	73	73	73
Southeastern	69	71	68	72	71	73	68	72	68	66
Southern	74	71	73	72	70	74	70	72	76	77
Average Score	70	72	72	75	74	75	71	74	74	73
BEST IN CLASS	91	92	94	93	92	93	91	91	92	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	48	52	53	59	54	58	50	57	54	58
c2c	☆ 87	88	86	90	88	89	86	88	84	85
Chiltern Railways	76	82	79	85	83	83	81	84	84	86
First Great Western	64	70	65	74	73	73	70	72	71	72
Govia Thameslink Railway	56	56	53	60	57	56	51	63	60	59
London Midland	74	77	72	80	83	83	77	80	75	76
London Overground	70	☆ 92	☆ 92	☆ 91	☆ 90	☆ 92	☆ 89	☆ 91	☆ 91	☆ 89
South West Trains	75	79	75	78	77	79	75	76	73	74
Southeastern	63	70	64	70	68	71	65	70	67	66
Southern	73	74	72	74	69	71	66	71	72	75
Average Score	67	72	69	74	72	74	69	73	72	72
BEST IN CLASS	87	92	92	91	90	92	89	91	91	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	22	25	26	28	27	25	26	24	25	24
c2c	19	18	22	20	22	19	23	20	18	21
Chiltern Railways	33	37	38	39	39	35	34	32	35	37
First Great Western	48	51	50	50	49	47	48	45	48	47
Govia Thameslink Railway	12	13	12	14	17	16	13	16	16	17
London Midland	39	41	43	47	45	48	41	42	41	39
London Overground	31	37	26	37	37	42	42	37	30	24
South West Trains	☆ 52	☆ 53	☆ 52	☆ 54	☆ 55	☆ 52	☆ 51	☆ 52	☆ 49	☆ 49
Southeastern	35	31	33	33	33	33	34	33	28	30
Southern	41	41	39	40	36	35	33	36	35	36
Average Score	37	38	37	39	39	38	37	37	35	34
BEST IN CLASS	52	53	52	54	55	52	51	52	49	49

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Abellio Greater Anglia	27	41	28	32	28	44	28	40	40	35
c2c	☆ 51	49	☆ 50	40	42	☆ 62	☆ 62	☆ 61	37	42
Chiltern Railways	35	☆ 52	46	39	38	51	46	52	43	☆ 54
First Great Western	48	42	43	☆ 45	41	48	44	40	44	43
Govia Thameslink Railway	24	34	25	33	30	33	28	43	35	31
London Midland	36	41	32	41	☆ 49	46	32	37	35	36
London Overground	18	28	50	42	43	42	35	30	☆ 48	29
South West Trains	42	40	33	41	37	48	45	39	35	40
Southeastern	29	34	24	26	31	40	31	31	27	22
Southern	29	35	34	35	35	39	30	39	34	36
Average Score	32	37	34	36	35	43	36	38	35	35
BEST IN CLASS	51	52	50	45	49	62	62	61	48	54

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	85	84	85	82	84	85	84	86	82	83
East Coast	88	89	87	87	89	92	86 ☆	91	☆ 91	☆ 90
East Midlands Trains	86	88	86	87	87	89	88	86	87	88
First TransPennine Express	87	87	89	84	88	88	85	85	85	82
Virgin Trains	☆ 90	☆ 90	☆ 90	☆ 89	☆ 91	☆ 92	☆ 92	91	90	90
Average Score	87	87	87	86	88	89	87	88	86	86
BEST IN CLASS	90	90	90	89	91	92	92	91	91	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	79	77	80	79	80	76	80	80	82
East Coast	79	77	76	75	88	☆ 87	☆ 88	☆ 87	☆ 90
East Midlands Trains	85	82	83	85	☆ 89	82	81	83	87
First TransPennine Express	☆ 86	☆ 87	☆ 85	☆ 86	86	86	86	86	85
Virgin Trains	80	82	82	82	80	79	79	79	79
Average Score	82	81	81	81	84	81	82	82	84
BEST IN CLASS	86	87	85	86	89	87	88	87	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	80	80	79	83	78	84	85	82	82	☆ 87
East Coast	80	79	80	81	84	86	☆ 87	83	☆ 87	84
East Midlands Trains	78	76	77	79	81	87	77	80	78	84
First TransPennine Express	☆ 81	☆ 88	☆ 84	☆ 89	☆ 87	☆ 87	84	☆ 84	87	84
Virgin Trains	81	85	78	85	83	87	83	80	86	86
Average Score	80	82	79	84	82	86	83	82	84	85
BEST IN CLASS	81	88	84	89	87	87	87	84	87	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	84	82	84	85	83	85	85	84	82	85
East Coast	☆ 89	88	86	85	87	☆ 91	☆ 90	☆ 91	☆ 90	☆ 90
East Midlands Trains	86	83	84	86	84	86	83	84	84	87
First TransPennine Express	86	☆ 89	☆ 91	87	☆ 88	91	88	90	89	88
Virgin Trains	87	88	86	☆ 89	87	87	87	85	88	85
Average Score	86	86	86	86	86	88	87	87	86	87
BEST IN CLASS	89	89	91	89	88	91	90	91	90	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	70	68	70	69	66	71	67	71	71	76
East Coast	72	68	68	66	65	☆ 83	☆ 82	☆ 85	☆ 86	☆ 86
East Midlands Trains	74	76	75	78	80	82	76	77	78	86
First TransPennine Express	☆ 77	☆ 81	☆ 80	☆ 79	☆ 83	79	82	79	81	79
Virgin Trains	67	70	71	71	71	71	72	73	71	67
Average Score	72	73	73	73	73	76	75	76	76	78
BEST IN CLASS	77	81	80	79	83	83	82	85	86	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	74	74	75	74	74	74	74	78	78	80
East Coast	76	74	72	73	72	☆ 88	☆ 86	☆ 88	☆ 89	☆ 89
East Midlands Trains	78	80	80	☆ 82	83	86	80	79	83	88
First TransPennine Express	☆ 80	☆ 84	☆ 82	81	☆ 85	82	86	83	84	81
Virgin Trains	74	75	74	76	74	77	75	76	77	74
Average Score	76	77	77	77	77	80	79	80	81	81
BEST IN CLASS	80	84	82	82	85	88	86	88	89	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	65	63	63	65	60	67	63	66	65	70
East Coast	64	61	61	60	58	☆ 79	☆ 76	☆ 76	☆ 76	☆ 79
East Midlands Trains	61	61	63	67	64	70	65	62	65	73
First TransPennine Express	☆ 66	64	65	☆ 67	☆ 68	74	75	72	70	74
Virgin Trains	65	☆ 65	☆ 65	67	62	70	67	68	65	66
Average Score	64	63	64	65	62	71	68	69	67	72
BEST IN CLASS	66	65	65	67	68	79	76	76	76	79

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	77	☆ 80	76	77	☆ 79	79	77	82	80	80
East Coast	☆ 78	79	76	75	76	☆ 83	80	81	82	☆ 82
East Midlands Trains	76	77	76	77	78	81	78	73	☆ 82	80
First TransPennine Express	75	79	☆ 79	☆ 81	78	80	☆ 81	☆ 82	82	77
Virgin Trains	74	79	71	74	73	77	77	78	80	79
Average Score	76	79	76	77	77	80	78	79	81	80
BEST IN CLASS	78	80	79	81	79	83	81	82	82	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	75	76	77	70	74	74	73	75	72	76
East Coast	☆ 80	81	☆ 80	80	80	85	81	☆ 83	☆ 83	☆ 80
East Midlands Trains	74	70	71	70	72	77	74	73	75	75
First TransPennine Express	75	76	75	71	73	80	76	76	71	78
Virgin Trains	77	☆ 82	80	☆ 81	☆ 82	☆ 86	☆ 84	78	83	78
Average Score	76	77	76	74	76	80	78	77	77	77
BEST IN CLASS	80	82	80	81	82	86	84	83	83	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	57	59	53	59	58	58	60	58	56	59
East Coast	☆ 58	49	55	56	49	57	51	60	60	51
East Midlands Trains	57	☆ 61	58	64	☆ 67	☆ 70	☆ 67	☆ 69	☆ 70	☆ 74
First TransPennine Express	50	60	☆ 61	☆ 65	62	58	55	58	52	57
Virgin Trains	55	52	55	65	58	55	51	57	59	60
Average Score	55	57	56	62	60	60	57	60	59	61
BEST IN CLASS	58	61	61	65	67	70	67	69	70	74

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	70	71	69	71	69	70	65	71	71	74
East Coast	72	69	69	66	64	82	☆ 80	☆ 83	☆ 84	☆ 85
East Midlands Trains	76	77	75	78	80	☆ 83	74	74	76	83
First TransPennine Express	☆ 77	☆ 83	☆ 81	☆ 80	☆ 82	78	79	81	79	80
Virgin Trains	70	72	71	74	71	70	70	70	69	66
Average Score	73	74	73	74	73	76	73	75	75	76
BEST IN CLASS	77	83	81	80	82	83	80	83	84	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	72	74	71	73	72	77	74	75	77	77
East Coast	71	73	72	70	71	80	78	☆ 77	☆ 83	☆ 79
East Midlands Trains	☆ 75	73	75	74	76	78	72	75	78	78
First TransPennine Express	75	☆ 77	☆ 75	75	☆ 77	☆ 81	☆ 80	77	78	79
Virgin Trains	70	75	71	☆ 76	73	76	74	73	75	72
Average Score	72	74	73	74	74	78	76	75	78	77
BEST IN CLASS	75	77	75	76	77	81	80	77	83	79

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	☆ 68	68	65	67	67	68	64	68	65	68
East Coast	68	67	67	66	67	☆ 73	69	69	☆ 73	72
East Midlands Trains	66	68	66	68	68	72	64	64	67	71
First TransPennine Express	63	☆ 68	☆ 67	☆ 69	☆ 69	69	☆ 72	☆ 74	70	☆ 73
Virgin Trains	61	64	58	60	60	62	63	64	68	65
Average Score	65	67	65	66	66	68	66	68	68	69
BEST IN CLASS	68	68	67	69	69	73	72	74	73	73

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry				75	66	75	71	74
East Coast				77	70	78	☆ 75	☆ 80
East Midlands Trains				☆ 79	67	70	73	78
First TransPennine Express				78	☆ 75	☆ 80	74	79
Virgin Trains				74	69	72	69	72
Average Score				76	69	75	72	76
BEST IN CLASS				79	75	80	75	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	53	53	55	55	56
East Coast	48	43	46	48	51
East Midlands Trains	55	50	52	56	☆ 58
First TransPennine Express	☆ 59	☆ 58	☆ 59	☆ 58	57
Virgin Trains	44	43	44	45	44
Average Score	52	50	51	53	53
BEST IN CLASS	59	58	59	58	58

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	☆ 91	89	87	87	☆ 92	89	90	90	85	90
East Coast	89	87	88	86	85	88	87	87	86	90
East Midlands Trains	85	84	85	☆ 89	89	☆ 91	85	84	☆ 91	86
First TransPennine Express	90	☆ 93	☆ 90	89	88	89	☆ 91	☆ 94	91	85
Virgin Trains	91	88	86	82	87	90	88	89	90	☆ 91
Average Score	89	88	87	87	89	89	89	89	88	89
BEST IN CLASS	91	93	90	89	92	91	91	94	91	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry		50	55	58	63
East Coast		☆ 62	☆ 66	☆ 66	☆ 68
East Midlands Trains		50	51	53	58
First TransPennine Express		59	65	61	65
Virgin Trains		60	61	61	59
Average Score		56	59	60	62
BEST IN CLASS		62	66	66	68

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	82	81	84	81	82
East Coast	89	87	89	90	89
East Midlands Trains	87	86	86	86	86
First TransPennine Express	88	86	84	80	82
Virgin Trains	☆ 92	☆ 93	☆ 91	☆ 90	☆ 90
Average Score	87	86	87	85	85
BEST IN CLASS	92	93	91	90	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	84	79	80	80	81	79	80	81	77	81
East Coast	89	☆ 91	☆ 90	89	☆ 90	☆ 91	90	☆ 93	☆ 92	☆ 92
East Midlands Trains	79	81	80	80	82	85	81	81	79	80
First TransPennine Express	83	82	83	82	86	81	84	84	81	84
Virgin Trains	☆ 90	90	89	☆ 90	89	91	☆ 90	90	90	92
Average Score	85	84	84	84	85	85	85	85	83	85
BEST IN CLASS	90	91	90	90	90	91	90	93	92	92

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	88	83	84	79	85	82	80	83	78	81
East Coast	☆ 89	83	85	78	88	89	83	☆ 89	84	☆ 88
East Midlands Trains	84	87	86	☆ 88	88	88	86	80	84	83
First TransPennine Express	84	84	87	84	88	88	82	82	86	74
Virgin Trains	89	☆ 89	☆ 92	85	☆ 89	☆ 90	☆ 87	87	☆ 86	86
Average Score	87	85	87	83	87	87	83	84	83	82
BEST IN CLASS	89	89	92	88	89	90	87	89	86	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The length of time the journey was scheduled to take (speed)

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	88	86	84	85	87	85	86	86	83	85
East Coast	91	90	90	88	90	92	88	89	91	92
East Midlands Trains	86	88	87	90	89	89	86	86	86	87
First TransPennine Express	89	89	92	89	91	88	89	88	88	85
Virgin Trains	☆ 94	☆ 93	☆ 94	☆ 91	☆ 94	☆ 94	☆ 93	☆ 92	☆ 92	☆ 93
Average Score	89	89	89	88	90	89	89	88	88	88
BEST IN CLASS	94	93	94	91	94	94	93	92	92	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	82	79	79	77	78	78	77	78	74	79
East Coast	☆ 82	81	80	79	79	84	77	82	83	83
East Midlands Trains	71	79	77	77	79	79	78	75	78	76
First TransPennine Express	77	76	83	81	81	81	80	78	81	78
Virgin Trains	82	☆ 86	☆ 83	☆ 83	☆ 88	☆ 87	☆ 87	☆ 86	☆ 83	☆ 84
Average Score	79	80	80	79	81	82	80	80	79	80
BEST IN CLASS	82	86	83	83	88	87	87	86	83	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	57	55	53	52	49	53	49	53	52	53
East Coast	59	60	58	57	56	58	56	☆ 62	60	64
East Midlands Trains	52	57	52	52	52	49	48	52	49	52
First TransPennine Express	60	59	☆ 60	59	56	57	55	62	54	57
Virgin Trains	☆ 63	☆ 65	59	☆ 59	☆ 59	☆ 60	☆ 61	60	☆ 61	☆ 68
Average Score	58	59	56	56	54	55	54	57	55	58
BEST IN CLASS	63	65	60	59	59	60	61	62	61	68

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	80	77	77	76	79	77	79	78	78	76
East Coast	85	83	83	84	82	85	85	86	83	84
East Midlands Trains	76	76	78	81	82	83	81	82	83	82
First TransPennine Express	86	87	84	83	85	86	86	86	84	82
Virgin Trains	☆ 87	☆ 87	☆ 89	☆ 86	☆ 89	☆ 88	☆ 90	☆ 89	☆ 89	☆ 85
Average Score	82	82	82	82	83	84	84	84	83	81
BEST IN CLASS	87	87	89	86	89	88	90	89	89	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	83	82	81	79	80	82	80	82	80	77
East Coast	83	82	80	81	79	82	81	81	80	79
East Midlands Trains	75	76	77	85	85	85	84	81	83	82
First TransPennine Express	☆ 91	☆ 90	88	87	88	☆ 89	90	89	87	84
Virgin Trains	89	88	☆ 90	☆ 87	☆ 89	89	☆ 91	☆ 89	☆ 91	☆ 86
Average Score	84	84	83	84	84	85	85	84	84	81
BEST IN CLASS	91	90	90	87	89	89	91	89	91	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	76	75	75	74	76	73	76	76	74	74
East Coast	79	77	78	80	79	81	80	80	82	80
East Midlands Trains	68	68	71	70	71	74	72	70	72	72
First TransPennine Express	79	☆ 83	☆ 81	79	80	80	82	☆ 83	77	77
Virgin Trains	☆ 82	83	81	☆ 80	☆ 82	☆ 84	☆ 88	82	☆ 83	☆ 82
Average Score	77	77	77	76	78	78	80	78	77	77
BEST IN CLASS	82	83	81	80	82	84	88	83	83	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	78	☆ 81	80	76	78	79	77	81	80	79
East Coast	☆ 80	79	78	80	82	☆ 85	84	81	☆ 87	81
East Midlands Trains	76	76	77	79	80	78	80	76	80	79
First TransPennine Express	78	77	79	80	☆ 82	81	82	79	81	☆ 82
Virgin Trains	78	80	☆ 80	☆ 80	81	81	☆ 84	☆ 82	82	82
Average Score	78	78	79	79	80	80	81	80	82	81
BEST IN CLASS	80	81	80	80	82	85	84	82	87	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	51	51	53	52	55	50	55	54	57	54
East Coast	☆ 56	☆ 55	☆ 60	☆ 61	☆ 63	☆ 66	☆ 63	☆ 63	☆ 68	☆ 65
East Midlands Trains	50	48	57	57	56	56	53	56	57	59
First TransPennine Express	52	50	50	47	50	52	58	55	50	53
Virgin Trains	51	51	56	52	57	59	62	58	64	57
Average Score	52	51	55	53	56	56	58	57	59	57
BEST IN CLASS	56	55	60	61	63	66	63	63	68	65

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	48	53	49	49	48	48	48	48	56	46
East Coast	48	51	49	☆ 55	52	54	50	51	50	51
East Midlands Trains	46	48	52	53	50	54	43	49	54	47
First TransPennine Express	☆ 56	52	☆ 53	52	☆ 57	56	53	51	52	52
Virgin Trains	56	☆ 55	53	52	54	☆ 57	☆ 60	☆ 59	☆ 64	☆ 61
Average Score	51	52	51	52	52	54	52	52	56	52
BEST IN CLASS	56	55	53	55	57	57	60	59	64	61

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Sufficient room for all passengers to sit/stand on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	68	66	70	64	70	65	70	66	69	67
East Coast	72	☆ 76	77	☆ 79	79	81	79	☆ 79	☆ 85	☆ 78
East Midlands Trains	72	74	72	76	74	70	74	76	77	74
First TransPennine Express	66	62	64	62	63	61	65	58	55	62
Virgin Trains	☆ 74	74	☆ 77	71	☆ 80	☆ 82	☆ 83	78	79	76
Average Score	70	70	71	70	73	71	74	71	72	71
BEST IN CLASS	74	76	77	79	80	82	83	79	85	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	74	76	77	76	76	74	77	75	73	74
East Coast	76	77	77	81	79	81	80	80	81	78
East Midlands Trains	76	79	78	☆ 83	82	81	81	81	☆ 82	79
First TransPennine Express	☆ 82	☆ 83	☆ 80	80	79	80	83	81	77	78
Virgin Trains	78	78	79	77	☆ 82	☆ 84	☆ 86	☆ 81	81	☆ 80
Average Score	77	79	78	79	79	80	81	79	78	78
BEST IN CLASS	82	83	80	83	82	84	86	81	82	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The ease of being able to get on and off the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	81	82	82	78	82	80	83	79	80	79
East Coast	78	82	82	84	83	84	82	85	86	80
East Midlands Trains	82	81	82	83	85	84	84	82	84	82
First TransPennine Express	83	82	82	79	83	81	82	80	77	78
Virgin Trains	☆ 88	☆ 85	☆ 87	☆ 88	☆ 90	☆ 89	☆ 91	☆ 87	☆ 88	☆ 85
Average Score	83	83	83	82	85	83	85	83	83	81
BEST IN CLASS	88	85	87	88	90	89	91	87	88	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	84	82	84	81	85	84	84	84	84	82
East Coast	85	85	86	86	86	☆ 90	86	88	☆ 89	☆ 88
East Midlands Trains	84	83	82	85	85	86	84	84	86	84
First TransPennine Express	84	84	87	81	86	84	86	82	82	83
Virgin Trains	☆ 86	☆ 86	☆ 89	☆ 87	☆ 89	89	☆ 89	☆ 88	88	86
Average Score	85	84	85	84	86	86	86	85	86	84
BEST IN CLASS	86	86	89	87	89	90	89	88	89	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	79	78	78	77	79	79	78	80	80	78
East Coast	84	83	82	85	82	85	85	86	84	85
East Midlands Trains	78	76	79	82	83	84	83	82	84	83
First TransPennine Express	86	☆ 87	84	85	86	86	86	85	83	82
Virgin Trains	☆ 87	86	☆ 88	☆ 86	☆ 89	☆ 90	☆ 90	☆ 88	☆ 89	☆ 87
Average Score	82	82	82	82	84	84	84	84	84	82
BEST IN CLASS	87	87	88	86	89	90	90	88	89	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	78	76	76	77	78	79	74	77	78	76
East Coast	78	79	74	78	76	77	72	81	79	79
East Midlands Trains	67	73	69	75	74	77	71	73	74	75
First TransPennine Express	79	85	79	82	82	85	82	☆ 84	☆ 84	79
Virgin Trains	☆ 81	☆ 87	☆ 82	☆ 82	☆ 86	☆ 87	☆ 87	83	81	☆ 85
Average Score	76	80	76	79	79	81	78	80	79	79
BEST IN CLASS	81	87	82	82	86	87	87	84	84	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	64	66	66	63	67	64	63	67	64	64
East Coast	68	67	☆ 68	☆ 70	☆ 72	☆ 72	71	☆ 67	☆ 75	☆ 71
East Midlands Trains	62	66	65	68	67	62	64	62	64	64
First TransPennine Express	66	66	64	64	67	66	69	66	67	70
Virgin Trains	☆ 69	☆ 70	68	68	70	68	☆ 71	67	67	67
Average Score	66	67	66	66	68	66	67	66	67	67
BEST IN CLASS	69	70	68	70	72	72	71	67	75	71

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
CrossCountry	53	49	49	46	52	51	51	44	52	51
East Coast	☆ 61	☆ 62	52	☆ 56	☆ 63	☆ 69	62	☆ 65	☆ 58	☆ 67
East Midlands Trains	51	41	48	39	51	56	58	49	56	53
First TransPennine Express	46	52	48	53	55	49	53	44	53	51
Virgin Trains	51	57	☆ 56	55	54	60	☆ 64	51	55	63
Average Score	52	52	51	50	55	56	57	50	54	55
BEST IN CLASS	61	62	56	56	63	69	64	65	58	67

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	88	87	87	84	88	88	88	86	83	83
Merseyrail	☆ 93	☆ 93	☆ 91	☆ 93	☆ 96	☆ 92	☆ 92	☆ 93	☆ 93	☆ 90
Northern Rail	82	82	83	83	80	80	76	78	80	78
ScotRail	90	86	86	89	89	90	90	87	90	88
Average Score	88	86	86	87	86	86	84	84	86	84
BEST IN CLASS	93	93	91	93	96	92	92	93	93	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	73	76	72	79	78	78	74	77	75
Merseyrail	☆ 86	80	84	☆ 86	☆ 87	☆ 86	☆ 91	☆ 88	☆ 91
Northern Rail	74	73	76	74	78	76	76	76	79
ScotRail	82	☆ 81	☆ 85	83	84	81	82	84	83
Average Score	78	77	80	80	82	79	80	81	82
BEST IN CLASS	86	81	85	86	87	86	91	88	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	70	76	75	80	75	81	78	82	80	79
Merseyrail	☆ 84	☆ 86	☆ 86	☆ 90	☆ 90	☆ 89	☆ 89	☆ 86	☆ 92	☆ 87
Northern Rail	74	74	73	73	74	78	77	75	73	78
ScotRail	84	79	78	82	80	84	80	83	76	82
Average Score	79	78	77	80	79	82	80	80	78	81
BEST IN CLASS	84	86	86	90	90	89	89	86	92	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	79	78	79	80	81	81	83	81	82	81
Merseyrail	☆ 87	☆ 89	☆ 85	☆ 87	☆ 89	88	☆ 91	☆ 88	☆ 90	☆ 89
Northern Rail	81	80	77	81	80	83	84	82	83	83
ScotRail	84	86	85	86	86	☆ 89	88	83	88	85
Average Score	83	83	81	83	84	86	86	83	86	84
BEST IN CLASS	87	89	85	87	89	89	91	88	90	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	57	64	63	63	66	66	69	63	64	67
Merseyrail	71	75	72	70	75	☆ 81	☆ 85	☆ 85	☆ 84	☆ 83
Northern Rail	68	69	68	69	71	75	76	74	73	77
ScotRail	☆ 78	☆ 82	☆ 77	☆ 78	☆ 77	80	79	80	82	81
Average Score	71	74	71	71	73	77	78	77	77	78
BEST IN CLASS	78	82	77	78	77	81	85	85	84	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	62	67	68	63	68	68	70	64	65	72
Merseyrail	77	78	77	78	77	☆ 86	☆ 84	☆ 88	☆ 86	☆ 85
Northern Rail	68	73	70	71	72	80	78	77	77	79
ScotRail	☆ 82	☆ 86	☆ 81	☆ 84	☆ 82	81	83	83	86	85
Average Score	74	77	74	76	76	80	80	79	80	81
BEST IN CLASS	82	86	81	84	82	86	84	88	86	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	39	42	43	43	48	49	51	52	48	44
Merseyrail	55	48	43	48	☆ 53	☆ 62	☆ 57	☆ 69	☆ 58	☆ 61
Northern Rail	46	47	50	49	49	52	52	53	51	56
ScotRail	☆ 58	☆ 58	☆ 53	☆ 56	52	53	48	52	52	58
Average Score	52	50	49	51	50	54	51	55	52	56
BEST IN CLASS	58	58	53	56	53	62	57	69	58	61

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	73	75	75	74	75	78	76	72	74	75
Merseyrail	☆ 82	☆ 86	☆ 82	☆ 85	☆ 81	☆ 88	☆ 87	☆ 86	☆ 83	☆ 83
Northern Rail	71	71	70	71	71	74	72	75	71	76
ScotRail	74	81	75	76	78	76	77	81	79	79
Average Score	74	77	75	76	75	78	77	79	76	78
BEST IN CLASS	82	86	82	85	81	88	87	86	83	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	64	64	61	61	66	70	66	66	64	61
Merseyrail	☆ 75	☆ 77	☆ 70	70	☆ 73	☆ 82	☆ 83	☆ 79	73	75
Northern Rail	65	66	69	69	65	75	71	67	71	67
ScotRail	71	71	65	☆ 73	69	67	76	69	☆ 73	☆ 77
Average Score	69	69	67	70	68	73	74	70	71	71
BEST IN CLASS	75	77	70	73	73	82	83	79	73	77

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	☆ 61	☆ 58	☆ 63	59	☆ 63	☆ 69	☆ 62	62	☆ 62	☆ 59
Merseyrail	57	45	48	51	49	64	61	☆ 63	60	53
Northern Rail	49	53	57	☆ 60	53	57	55	53	51	55
ScotRail	47	49	46	48	47	37	40	46	46	56
Average Score	50	51	53	55	52	54	52	54	52	55
BEST IN CLASS	61	58	63	60	63	69	62	63	62	59

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	58	61	62	63	66	66	68	59	62	67
Merseyrail	70	76	73	73	☆ 77	☆ 83	☆ 79	☆ 86	☆ 84	79
Northern Rail	65	66	65	66	67	73	70	72	69	75
ScotRail	☆ 75	☆ 79	☆ 74	☆ 78	75	76	74	74	80	☆ 80
Average Score	69	71	69	71	71	75	73	73	74	76
BEST IN CLASS	75	79	74	78	77	83	79	86	84	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	63	60	62	67	67	66	70	67	69	69
Merseyrail	72	69	71	☆ 72	☆ 76	☆ 81	☆ 76	☆ 81	☆ 81	76
Northern Rail	62	60	64	65	67	70	66	68	67	74
ScotRail	☆ 72	☆ 74	☆ 71	71	74	71	73	76	80	☆ 78
Average Score	67	66	67	68	71	72	70	72	74	75
BEST IN CLASS	72	74	71	72	76	81	76	81	81	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	54	57	56	58	57	60	65	63	61	63
Merseyrail	☆ 75	☆ 78	☆ 78	☆ 78	☆ 81	☆ 82	☆ 81	☆ 85	☆ 79	☆ 81
Northern Rail	57	59	58	57	61	58	58	60	56	64
ScotRail	65	63	63	63	66	63	70	68	67	71
Average Score	62	63	63	63	66	64	66	67	64	70
BEST IN CLASS	75	78	78	78	81	82	81	85	79	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	72	70	67	66	65
Merseyrail	☆ 84	☆ 78	☆ 81	☆ 84	80
Northern Rail	70	69	72	65	74
ScotRail	82	74	78	80	☆ 82
Average Score	76	72	75	73	77
BEST IN CLASS	84	78	81	84	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	55	54	53	50	49
Merseyrail	☆ 68	☆ 69	☆ 71	☆ 69	☆ 68
Northern Rail	55	54	57	53	56
ScotRail	61	60	57	65	62
Average Score	59	59	59	59	60
BEST IN CLASS	68	69	71	69	68

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	84	88	88	90	☆ 89	86	92	87	89	☆ 93
Merseyrail	81	☆ 94	80	90	81	88	☆ 93	☆ 94	☆ 93	93
Northern Rail	☆ 86	90	☆ 89	89	84	90	84	86	85	87
ScotRail	84	77	86	☆ 92	89	☆ 91	88	86	88	89
Average Score	84	87	87	90	86	90	88	87	87	89
BEST IN CLASS	86	94	89	92	89	91	93	94	93	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

				Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales				41	34	39	32
Merseyrail				☆ 46	☆ 49	☆ 48	☆ 49
Northern Rail				41	45	40	48
ScotRail				42	46	47	47
Average Score				42	45	43	46
BEST IN CLASS				46	49	48	49

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	86	84	81	81	80
Merseyrail	☆ 89	☆ 90	☆ 89	88	85
Northern Rail	71	69	72	74	70
ScotRail	87	87	88	☆ 88	☆ 87
Average Score	81	80	81	81	80
BEST IN CLASS	89	90	89	88	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	81	77	81	76	78	77	78	74	75	76
Merseyrail	☆ 94	☆ 95	☆ 91	☆ 95	☆ 97	☆ 94	☆ 93	☆ 96	☆ 93	☆ 94
Northern Rail	75	73	71	75	70	73	69	71	75	68
ScotRail	85	79	83	83	84	81	84	81	85	81
Average Score	82	79	80	81	80	79	79	79	81	78
BEST IN CLASS	94	95	91	95	97	94	93	96	93	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	89	85	84	87	87	86	85	86	82	78
Merseyrail	☆ 95	☆ 90	☆ 93	☆ 95	☆ 94	☆ 92	☆ 91	☆ 93	☆ 93	☆ 87
Northern Rail	83	80	78	80	78	77	72	77	78	77
ScotRail	88	86	81	86	87	87	84	82	86	82
Average Score	87	84	82	86	85	84	81	82	83	81
BEST IN CLASS	95	90	93	95	94	92	91	93	93	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The length of time the journey was scheduled to take (speed)

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	89	89	88	83	85	86	83	84	82	82
Merseyrail	☆ 96	☆ 96	☆ 94	☆ 97	☆ 97	☆ 96	☆ 97	☆ 94	☆ 96	☆ 94
Northern Rail	87	87	86	87	84	85	81	85	87	80
ScotRail	90	87	89	91	89	92	89	91	88	90
Average Score	90	89	88	90	88	89	87	88	88	86
BEST IN CLASS	96	96	94	97	97	96	97	94	96	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	77	80	78	77	77	80	82	80	73	76
Merseyrail	☆ 85	☆ 85	☆ 82	☆ 91	☆ 89	☆ 89	☆ 92	☆ 86	☆ 88	☆ 84
Northern Rail	72	76	78	78	73	73	72	73	75	70
ScotRail	78	80	78	77	79	70	75	80	85	82
Average Score	77	79	79	80	78	76	78	78	80	77
BEST IN CLASS	85	85	82	91	89	89	92	86	88	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	☆ 66	64	60	59	56	55	54	53	54	55
Merseyrail	66	☆ 70	☆ 64	☆ 66	☆ 67	☆ 70	☆ 65	☆ 66	☆ 70	☆ 66
Northern Rail	60	64	58	60	50	57	54	56	54	56
ScotRail	61	57	56	59	51	52	49	52	56	59
Average Score	62	63	58	61	54	57	53	56	56	58
BEST IN CLASS	66	70	64	66	67	70	65	66	70	66

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	75	76	75	75	78	79	78	69	74	71
Merseyrail	76	☆ 79	77	78	80	81	79	☆ 80	79	73
Northern Rail	59	62	59	62	57	62	60	64	65	65
ScotRail	☆ 77	77	☆ 79	☆ 82	☆ 84	☆ 83	☆ 84	79	☆ 85	☆ 82
Average Score	70	71	70	73	72	74	73	72	75	72
BEST IN CLASS	77	79	79	82	84	83	84	80	85	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	73	76	74	75	76	79	79	68	71	69
Merseyrail	☆ 78	☆ 84	☆ 80	80	83	80	81	78	76	73
Northern Rail	56	59	53	57	54	57	55	59	61	60
ScotRail	76	78	79	☆ 81	☆ 83	☆ 81	☆ 83	☆ 79	☆ 84	☆ 83
Average Score	69	71	68	71	70	71	71	70	72	71
BEST IN CLASS	78	84	80	81	83	81	83	79	84	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	69	67	67	65	66	66	66	64	66	66
Merseyrail	☆ 87	☆ 86	☆ 87	☆ 81	☆ 86	☆ 90	☆ 87	☆ 89	☆ 87	☆ 81
Northern Rail	58	57	59	58	56	60	59	58	60	59
ScotRail	75	77	72	76	80	74	77	76	78	75
Average Score	70	69	69	69	70	71	71	70	71	69
BEST IN CLASS	87	86	87	81	86	90	87	89	87	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	☆ 82	☆ 82	☆ 79	79	☆ 81	☆ 82	☆ 82	☆ 87	81	83
Merseyrail	67	63	67	68	67	63	67	71	72	62
Northern Rail	72	73	76	72	71	71	73	71	70	76
ScotRail	77	81	79	☆ 79	81	79	76	83	☆ 85	☆ 84
Average Score	75	75	76	75	75	75	74	77	77	78
BEST IN CLASS	82	82	79	79	81	82	82	87	85	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	61	64	57	60	59	☆ 66	63	59	61	61
Merseyrail	64	☆ 68	60	59	60	59	61	66	55	51
Northern Rail	55	55	55	56	57	57	56	55	53	55
ScotRail	☆ 65	63	☆ 63	☆ 65	☆ 69	65	☆ 65	☆ 67	☆ 64	☆ 70
Average Score	61	61	59	60	62	61	60	61	58	60
BEST IN CLASS	65	68	63	65	69	66	65	67	64	70

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	49	☆ 46	☆ 45	46	49	☆ 51	☆ 55	☆ 49	47	45
Merseyrail	19	17	9	14	10	21	17	18	18	23
Northern Rail	35	41	38	43	34	39	31	35	42	41
ScotRail	☆ 50	40	41	☆ 51	☆ 52	49	46	48	☆ 52	☆ 53
Average Score	41	39	36	42	39	42	38	39	43	43
BEST IN CLASS	50	46	45	51	52	51	55	49	52	53

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Sufficient room for all passengers to sit/stand on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	73	74	70	72	71	73	73	71	73	74
Merseyrail	78	☆ 82	☆ 79	☆ 78	☆ 81	☆ 80	79	☆ 78	78	71
Northern Rail	70	68	65	65	66	71	66	66	67	67
ScotRail	☆ 78	72	69	77	77	79	☆ 80	75	☆ 78	☆ 76
Average Score	75	72	69	72	73	75	73	71	73	72
BEST IN CLASS	78	82	79	78	81	80	80	78	78	76

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	76	74	74	76	77	76	78	75	74	72
Merseyrail	☆ 80	☆ 82	76	76	☆ 81	80	☆ 81	82	77	73
Northern Rail	63	64	58	62	60	65	62	63	63	61
ScotRail	77	75	☆ 77	☆ 82	80	☆ 82	78	☆ 82	☆ 83	☆ 80
Average Score	72	72	69	72	72	74	72	74	73	71
BEST IN CLASS	80	82	77	82	81	82	81	82	83	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The ease of being able to get on and off the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	81	82	84	83	82	84	85	83	82	81
Merseyrail	☆ 90	☆ 90	☆ 86	87	☆ 90	☆ 90	☆ 90	87	88	85
Northern Rail	80	77	78	78	77	81	77	78	78	78
ScotRail	88	84	86	☆ 89	87	88	85	☆ 89	☆ 89	☆ 87
Average Score	84	82	82	83	83	85	83	83	84	83
BEST IN CLASS	90	90	86	89	90	90	90	89	89	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	79	☆ 82	82	82	83	81	☆ 86	84	81	81
Merseyrail	77	79	79	77	80	☆ 83	78	☆ 85	83	76
Northern Rail	76	75	76	79	76	79	73	73	79	78
ScotRail	☆ 84	82	☆ 83	☆ 86	☆ 87	80	83	84	☆ 88	☆ 85
Average Score	79	78	79	81	81	80	79	80	83	80
BEST IN CLASS	84	82	83	86	87	83	86	85	88	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	75	78	76	75	78	80	78	67	73	74
Merseyrail	76	☆ 78	78	79	80	80	81	78	77	75
Northern Rail	60	64	56	62	58	63	60	65	64	65
ScotRail	☆ 78	76	☆ 80	☆ 84	☆ 84	☆ 82	☆ 84	☆ 84	☆ 84	☆ 83
Average Score	71	72	70	73	72	74	73	73	73	74
BEST IN CLASS	78	78	80	84	84	82	84	84	84	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	66	68	64	69	69	74	70	66	66	68
Merseyrail	65	65	56	71	67	71	70	69	71	74
Northern Rail	49	60	48	62	47	61	49	63	59	65
ScotRail	☆ 68	☆ 75	☆ 70	☆ 76	☆ 77	☆ 81	☆ 80	☆ 80	☆ 83	☆ 83
Average Score	60	66	58	69	62	70	65	70	69	73
BEST IN CLASS	68	75	70	76	77	81	80	80	83	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	☆ 72	☆ 71	☆ 67	70	71	☆ 70	☆ 73	☆ 72	69	71
Merseyrail	48	46	51	45	48	45	50	55	49	48
Northern Rail	60	61	62	57	60	58	55	56	56	62
ScotRail	70	67	65	☆ 71	☆ 72	65	69	66	☆ 72	☆ 72
Average Score	63	62	62	61	63	60	61	61	62	64
BEST IN CLASS	72	71	67	71	72	70	73	72	72	72

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014
Arriva Trains Wales	40	37	43	45	☆ 40	42	38	☆ 56	35	37
Merseyrail	☆ 42	☆ 47	☆ 49	☆ 50	29	☆ 43	41	53	☆ 45	39
Northern Rail	36	45	35	43	33	39	29	35	43	32
ScotRail	40	44	34	34	38	40	☆ 43	42	44	☆ 49
Average Score	38	44	37	41	35	40	35	41	42	39
BEST IN CLASS	42	47	49	50	40	43	43	56	45	49

Non-franchised Train Operating Companies are excluded

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Best In Class Report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Building Block Report	Summary results showing satisfaction for all building blocks for all main NRPS factors.
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.
Personal Security at Stations Report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NRPS for the last 10 survey waves.
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 stations covered by NRPS during that time period.
Tables Report	Quite detailed tables for all TOCs showing results for the majority of NRPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.
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).



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