National Rail Passenger Survey

Spring 2016 Main Report

transport**focus**

Transport Focus is the independent transport user watchdog

Our mission is to get the best deal for passengers and road users. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and road users to secure improvements and make a difference.

Passenger Focus became Transport Focus on 30 March 2015. It continues to represent train passengers in Britain and bus, coach and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

This year we hope to again seek the views of more than 100,000 passengers on a range of the issues that affect them. As ever we will publish all of our research.

What is Transport Focus doing for me?

We're here to put the interests of transport users first. We do this by:

Campaigning for improvements
- We gather research and information, like the National Rail Passenger Survey, so we understand the issues that matter to you.
- We work with government and the industry to ensure that the transport user voice is heard when making decisions about the future.

- We focus on a number of key issues, including:
  - disruption
  - fares and tickets
  - quality and level of services
  - investment.

Resolving complaints with rail companies
If you make a complaint and you are unhappy with the response we may be able to take up your complaint with the rail company involved.

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Contents

Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 33 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 11 January and 20 March 2016. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter three. Ratings are also provided for each sector i.e. London and the South East, long-distance, and regional operators (chapter two). We also include some tables showing passenger ratings for certain specific aspects of service for all TOCs on one page (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a passenger is satisfied or dissatisfied. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

More analysis for each train company can be found in 'at-a-glance' guides which are available for each train company and for Great Britain on the Transport Focus website. Other NRPS analysis is also available and readily accessible. Detailed analysis for the last six waves is available through our online system Reportal and summary data (including 10 waves of trend data) is available through our open data tool which can be accessed via the following link: http://www.transportfocus.org.uk/our-open-data.

There were some major changes to TOC boundaries from autumn 2015. The Govia Thameslink Railway franchise now also includes Southern and Gatwick Express (in addition to Thameslink and Great Northern). Results for Govia Thameslink Railway are only shown for each of these four brands. Abellio Greater Anglia no longer includes the West Anglia Inner route (journeys on the London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster lines) and Metro route (journeys on London – Shenfield metro service). West Anglia Inner is now part of London Overground and the Metro route is now a new TOC 'TfL Rail'.

Issues affecting the Spring 2016 survey

Spring 2016 (wave 34) main fieldwork was undertaken between 11 January and 20 March 2016. Top-up interviews were done within the last three weeks of the fieldwork period.

Service suspension of Heathrow Connect services for about two weeks towards the end of fieldwork meant that quite a large number of shifts could not be completed for this TOC. This means that the sample size is lower than normal, although the results are still robust at TOC level.

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

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

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

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

Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional. National, and London and South East sector scores are also subject to minor revision

Other comments

For ease of use, National Rail Passenger Survey (NRPS) data is reported without decimal places. However, changes from wave to wave are calculated using three decimal places. Rounding of the data means that results may appear to differ by one per cent to the published results. For example, 84.6 is reported as 85 and 83.2 is reported as 83; the apparent reported difference is two; however the actual difference is 1.4 and will therefore be published as one.

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Spring 2015 or Autumn 2015. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2016 survey the main comparison is against the Spring 2015 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so,

quite large percentage changes may not be significant.

Passenger satisfaction with the various train factors is based on which train company is operating the train on which passengers were travelling. Satisfaction with station factors is based on passengers' views of the station at which they commenced their journey. For example, passengers' views of station factors in the train company table for Chiltern Railways is based on all passengers' views of their origin station before travelling on a journey with Chiltern Railways. However, some stations that Chiltern Railways trains call at are not operated by Chiltern Railways. NRPS results by station operator are available on request.

The NRPS contains satisfaction ratings for all TOCs operating under franchise. We are also very pleased that four other train companies participated in the survey at their own expense, and grateful that they have allowed their data to be published here. They are First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express.

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

Data for First Hull Trains and Grand Central is provided next to a comparison with data for long-distance TOCs. Data for Heathrow Connect and Heathrow Express is provided next to a comparison with data for London and South East TOCs. However, it should be noted that data for these operators has not been included in the summary of long-distance, London and South East or national data. Sector data only includes train companies that are operating under franchise.

The overall sample size for the Spring 2016 survey was 29,807 for all the train companies combined (27,757 for the franchised companies).

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Key results

Spring 2016 wave

- Nationally the percentage of passengers satisfied with their journey overall was 80 per cent. This was not significantly different compared to Spring 2015 (when 80 per cent of passengers were also satisfied). 83 per cent of passengers were satisfied overall with their journey in Autumn 2015.

- Overall satisfaction by TOC varied between 69 per cent and 96 per cent.

- Overall satisfaction by individual routes within TOCs varied between 68 per cent and 96 per cent.

- At a national level, the proportion of passengers satisfied with punctuality/reliability was 73 per cent. This was significantly down compared to Spring 2015 when 75 per cent of passengers were satisfied.

- Nationally the percentage of passengers satisfied with all train and station factors declined for three service areas and the rest were unchanged. The biggest decline in satisfaction was with punctuality/reliability (-2 per cent). There were no significant improvements in satisfaction.

- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 45 per cent. This was not significantly different compared to Spring 2015 when 45 per cent were also satisfied. 65 per cent of passengers were satisfied with sufficient room for all passengers to sit/stand, which was not significantly different to Spring 2015 (when 65 per cent were also satisfied).

- For London and the South East operators 78 per cent of passengers were very or fairly satisfied overall. This is not significantly different compared to Spring 2015 (when 78 per cent were also satisfied). The percentage of passengers satisfied with all train and station factors improved for no service areas, declined for two and the rest were unchanged. The biggest decline in satisfaction was with punctuality/reliability (-3 per cent).

- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 88 per cent. This was not significantly different compared to Spring 2015 (when 88 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for six service areas and declined for two. The biggest improvements in satisfaction were +3 per cent (for four factors) and this included availability of staff at the station, and attitudes and helpfulness of the staff at the station. The biggest decline in satisfaction was with how well the train company dealt with delays (-5 per cent) with 54 per cent satisfied.

- For regional operators 85 per cent of passengers were very or fairly satisfied with their journey overall. This was not significantly different compared to Spring 2015 when 85 per cent were also satisfied. Passenger satisfaction for the various station and train factors improved for no service areas, declined for two and the rest were unchanged. The declines in satisfaction were with station cleanliness and overall station environment (both -3 per cent).

- Comparing the percentage of passengers satisfied overall for individual train operating companies with Spring 2015, two significantly improved (Virgin Trains and Great Western Railway) and five significantly declined (Gatwick Express, Arriva Trains Wales, Southeastern, c2c, and Virgin Trains East Coast). All other TOCs had no statistically significant change in their overall satisfaction results compared with Spring 2015.

- The highest ratings for overall satisfaction were achieved by Grand Central (96 per cent), First Hull Trains (94 per cent), Virgin Trains (92 per cent), Chiltern Railways (91 per cent) and Heathrow Express (91 per cent).

- The lowest ratings for overall satisfaction were given to Southern (69 per cent), Southeastern (69 per cent), Great Northern (74 per cent), Thameslink (74 per cent), and Abellio Greater Anglia (77 per cent).

- Satisfaction with value for money by individual routes within TOCs varied between 28 per cent and 81 per cent.

- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 50 per cent and 99 per cent.

- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 47 per cent and 92 per cent.

Please see page 5 for an explanation about significant changes and rounding of data. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional. National, and London and South East sector scores are also subject to minor revision

National total

Improved ⬆
Unchanged ⬅
Declined ⬇

	Overall sample size 27757	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	⬅	-3	⬇	27071	80	11	8
STATION FACILITIES									
Overall satisfaction with the station		0	⬅	-2	⬇	27157	79	15	7
Ticket buying facilities		1	⬅	0	⬅	13658	76	13	11
Provision of information about train times/platforms		1	⬅	-1	⬇	26037	81	11	8
The upkeep/repair of the station buildings/platforms		0	⬅	-2	⬇	26073	71	18	11
Cleanliness		0	⬅	-2	⬇	26289	76	17	8
The facilities and services		-1	⬅	0	⬅	22593	57	20	23
The attitudes and helpfulness of the staff		1	⬅	-1	⬅	19839	75	17	8
Connections with other forms of public transport		1	⬅	-1	⬅	19245	75	15	10
Facilities for car parking		-1	⬅	-2	⬅	9232	48	18	34
Overall environment		0	⬅	-3	⬇	26174	69	21	10
Your personal security whilst using the station		1	⬅	-2	⬇	23799	71	24	5
The availability of staff		1	⬅	-1	⬅	22806	65	21	14
The provision of shelter facilities		0	⬅	-6	⬇	21849	65	19	16
Availability of seating		-1	⬅	-1	⬅	24150	48	21	32
How request to station staff was handled		-2	⬅	-2	⬅	4115	85	5	8
The choice of shops/eating/drinking facilities available		-1	⬇	-2	⬇	22028	47	23	30
TRAIN FACILITIES									
Overall satisfaction with the train		-1	⬅	-4	⬇	27027	77	15	8
The frequency of the trains on that route		0	⬅	-2	⬇	26816	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	⬇	-4	⬇	26941	73	8	19
The length of time the journey was scheduled to take (speed)		-1	⬇	-3	⬇	26745	80	11	9
Connections with other train services		-1	⬅	-3	⬇	15710	73	18	9
The value for money of the price of your ticket		1	⬅	-2	⬇	25251	45	21	34
Upkeep and repair of the train		0	⬅	-2	⬇	26117	73	16	11
The provision of information during the journey		0	⬅	-2	⬇	24452	70	19	11
The helpfulness and attitude of staff on train		0	⬅	-1	⬅	15562	64	26	9
The space for luggage		0	⬅	0	⬅	20785	53	23	25
The toilet facilities		-1	⬅	-1	⬅	11274	37	22	41
Sufficient room for all passengers to sit/stand		-1	⬅	0	⬅	26278	65	14	22
The comfort of the seating area		-1	⬅	-2	⬇	26133	70	18	13
The ease of being able to get on and off		-1	⬅	0	⬅	26571	78	14	8
Your personal security on board		-1	⬅	-2	⬇	25136	77	19	4
The cleanliness of the inside		1	⬅	-2	⬇	26920	75	15	10
The cleanliness of the outside		0	⬅	-4	⬇	22246	72	21	7
The availability of staff		-1	⬅	0	⬅	19766	44	29	27
How well train company deals with delays		0	⬅	-4	⬇	5662	34	37	29

*National total excludes non-franchised train operating companies
Due to a technical query National scores may be subject to very minor change at a future date

London and South East

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 17672	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	⊜	-3	⬇	17249	78	12	10
STATION FACILITIES									
Overall satisfaction with the station		0	⊜	-3	⬇	17302	77	16	8
Ticket buying facilities		1	⊜	0	⊜	9111	73	15	12
Provision of information about train times/platforms		1	⊜	-1	⬇	16575	80	12	9
The upkeep/repair of the station buildings/platforms		0	⊜	-2	⬇	16559	69	19	12
Cleanliness		1	⊜	-2	⬇	16737	74	18	8
The facilities and services		-1	⊜	0	⊜	14270	54	21	24
The attitudes and helpfulness of the staff		0	⊜	-1	⊜	12638	72	19	9
Connections with other forms of public transport		1	⊜	0	⊜	12836	75	15	10
Facilities for car parking		0	⊜	-2	⊜	5584	45	19	36
Overall environment		0	⊜	-3	⬇	16636	67	23	11
Your personal security whilst using the station		1	⊜	-2	⬇	15193	69	26	5
The availability of staff		1	⊜	-1	⊜	14589	62	22	15
The provision of shelter facilities		-1	⊜	-6	⬇	13791	62	20	18
Availability of seating		-1	⊜	-1	⊜	15194	43	22	35
How request to station staff was handled		-2	⊜	-2	⊜	2494	83	6	9
The choice of shops/eating/drinking facilities available		-2	⊜	-3	⬇	13933	45	24	31
TRAIN FACILITIES									
Overall satisfaction with the train		0	⊜	-4	⬇	17193	76	16	9
The frequency of the trains on that route		-1	⊜	-3	⬇	17182	72	10	18
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	⬇	-5	⬇	17152	70	9	21
The length of time the journey was scheduled to take (speed)		-2	⬇	-3	⬇	17020	78	12	10
Connections with other train services		-1	⊜	-3	⬇	10013	72	19	9
The value for money of the price of your ticket		1	⊜	-3	⬇	15950	41	22	37
Upkeep and repair of the train		0	⊜	-2	⬇	16639	73	16	11
The provision of information during the journey		-1	⊜	-3	⬇	15471	68	20	12
The helpfulness and attitude of staff on train		-1	⊜	-1	⊜	8100	55	32	12
The space for luggage		0	⊜	-1	⊜	12957	49	25	26
The toilet facilities		-1	⊜	-1	⊜	6538	32	23	45
Sufficient room for all passengers to sit/stand		0	⊜	0	⊜	16719	62	14	23
The comfort of the seating area		0	⊜	-2	⬇	16609	68	19	13
The ease of being able to get on and off		-1	⊜	0	⊜	16903	77	14	9
Your personal security on board		-1	⊜	-2	⬇	15914	74	21	4
The cleanliness of the inside		1	⊜	-1	⬇	17139	74	15	10
The cleanliness of the outside		0	⊜	-4	⬇	14264	72	21	7
The availability of staff		-1	⊜	0	⊜	11401	35	32	34
How well train company deals with delays		1	⊜	-4	⬇	3780	31	37	31

*London and South East total excludes non-franchised train operating companies
Due to a technical query London and South East sector scores may need to be revised slightly at a future date – as such the current scores should be treated as provisional

Long-distance

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 5655	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	⊜	1	⊜	5532	88	8	4
STATION FACILITIES									
Overall satisfaction with the station		2	⬆	1	⊜	5555	87	10	4
Ticket buying facilities		2	⊜	3	⬆	2120	86	9	5
Provision of information about train times/platforms		0	⊜	0	⊜	5390	88	8	5
The upkeep/repair of the station buildings/platforms		2	⬆	1	⊜	5386	80	14	6
Cleanliness		2	⊜	1	⊜	5406	84	12	4
The facilities and services		1	⊜	2	⊜	4814	72	16	12
The attitudes and helpfulness of the staff		3	⬆	1	⊜	3959	84	12	4
Connections with other forms of public transport		-1	⊜	0	⊜	3540	78	13	9
Facilities for car parking		-2	⊜	-1	⊜	1747	57	16	27
Overall environment		3	⬆	0	⊜	5407	80	15	5
Your personal security whilst using the station		1	⊜	0	⊜	4816	80	19	1
The availability of staff		3	⬆	1	⊜	4583	74	18	8
The provision of shelter facilities		3	⬆	-2	⊜	4404	76	14	9
Availability of seating		2	⊜	2	⊜	5020	58	18	24
How request to station staff was handled		0	⊜	-1	⊜	1086	91	2	5
The choice of shops/eating/drinking facilities available		1	⊜	1	⊜	4779	62	20	18
TRAIN FACILITIES									
Overall satisfaction with the train		-1	⊜	-1	⊜	5545	85	11	5
The frequency of the trains on that route		0	⊜	1	⊜	5372	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊜	0	⊜	5510	84	6	11
The length of time the journey was scheduled to take (speed)		0	⊜	0	⊜	5489	88	7	5
Connections with other train services		-2	⊜	0	⊜	3196	80	13	7
The value for money of the price of your ticket		-2	⊜	-2	⊜	5334	57	18	25
Upkeep and repair of the train		-2	⬇	-2	⊜	5367	80	13	7
The provision of information during the journey		-1	⊜	0	⊜	5135	78	16	6
The helpfulness and attitude of staff on train		0	⊜	1	⊜	4146	81	15	4
The space for luggage		-1	⊜	3	⬆	4493	60	17	23
The toilet facilities		-2	⊜	0	⊜	2833	52	22	27
Sufficient room for all passengers to sit/stand		-1	⊜	3	⬆	5368	73	12	15
The comfort of the seating area		-1	⊜	2	⬆	5346	79	13	8
The ease of being able to get on and off		0	⊜	1	⊜	5444	84	11	5
Your personal security on board		1	⊜	1	⊜	5173	87	11	1
The cleanliness of the inside		-1	⊜	-1	⊜	5503	83	11	6
The cleanliness of the outside		-2	⊜	-2	⊜	4385	78	17	6
The availability of staff		0	⊜	3	⬆	4636	68	23	9
How well train company deals with delays		-5	⬇	-1	⊜	1296	54	32	14

*Long-distance total excludes non-franchised train operating companies

Regional

Improved 🔼
Unchanged ⏺
Declined 🔽

	Overall sample size 4430	Improvement/decline in % satisfied or good since **Spring 2015**		Improvement/decline in % satisfied or good since **Autumn 2015**		**Spring 2016**			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	⏺	-3	🔽	4290	85	10	6
STATION FACILITIES									
Overall satisfaction with the station		1	⏺	-2	⏺	4300	83	13	4
Ticket buying facilities		0	⏺	0	⏺	2427	82	9	9
Provision of information about train times/platforms		0	⏺	-1	⏺	4072	87	8	6
The upkeep/repair of the station buildings/platforms		-1	⏺	-2	⏺	4128	78	14	7
Cleanliness		-3	🔽	-3	🔽	4146	80	14	6
The facilities and services		0	⏺	0	⏺	3509	58	17	24
The attitudes and helpfulness of the staff		1	⏺	-1	⏺	3242	81	13	5
Connections with other forms of public transport		1	⏺	-2	⏺	2869	71	16	13
Facilities for car parking		-1	⏺	0	⏺	1901	55	17	29
Overall environment		-3	🔽	-4	🔽	4131	74	18	8
Your personal security whilst using the station		1	⏺	-1	⏺	3790	75	20	5
The availability of staff		0	⏺	-2	⏺	3634	71	16	14
The provision of shelter facilities		-1	⏺	-6	🔽	3654	73	15	12
Availability of seating		0	⏺	0	⏺	3936	61	18	20
How request to station staff was handled		-3	⏺	-1	⏺	535	89	5	6
The choice of shops/eating/drinking facilities available		-2	⏺	-2	⏺	3316	47	20	33
TRAIN FACILITIES									
Overall satisfaction with the train		-1	⏺	-5	🔽	4289	79	14	7
The frequency of the trains on that route		2	⏺	2	⏺	4262	81	7	12
Punctuality/reliability (i.e. the train arriving/departing on time)		0	⏺	-2	⏺	4279	83	6	11
The length of time the journey was scheduled to take (speed)		0	⏺	-2	⏺	4236	86	7	6
Connections with other train services		-2	⏺	-1	⏺	2501	76	17	7
The value for money of the price of your ticket		3	⏺	0	⏺	3967	61	17	23
Upkeep and repair of the train		0	⏺	-4	🔽	4111	70	18	12
The provision of information during the journey		2	⏺	-1	⏺	3846	72	18	10
The helpfulness and attitude of staff on train		2	⏺	-2	⏺	3316	80	16	4
The space for luggage		2	⏺	0	⏺	3335	64	19	18
The toilet facilities		0	⏺	-1	⏺	1903	46	19	35
Sufficient room for all passengers to sit/stand		-1	⏺	-2	⏺	4191	72	11	17
The comfort of the seating area		-1	⏺	-3	🔽	4178	72	15	13
The ease of being able to get on and off		-1	⏺	-1	⏺	4224	82	11	7
Your personal security on board		0	⏺	-1	⏺	4049	82	14	3
The cleanliness of the inside		0	⏺	-4	🔽	4278	73	15	12
The cleanliness of the outside		1	⏺	-6	🔽	3597	69	22	9
The availability of staff		-1	⏺	-2	⏺	3729	65	24	12
How well train company deals with delays		1	⏺	-5	⏺	586	40	36	23

*Regional total excludes non-franchised train operating companies

Individual train company results

Overall satisfaction

Improved 🟢
Unchanged 🟠
Declined 🔴

% of passengers satisfied/good by sector:

London and South East: 78%
Long-distance: 88%
Regional: 85%

	Improvement/decline in % satisfied or good since **Spring 2015**		Improvement/decline in % satisfied or good since **Autumn 2015**		**Spring 2016**			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	2	🟠	-5	🔴	1762	77	14	9
Arriva Trains Wales	-7	🔴	-1	🟠	970	82	11	7
c2c	-6	🔴	-9	🔴	1116	81	10	10
Chiltern Railways	1	🟠	0	🟠	1096	91	6	3
Cross Country	0	🟠	-1	🟠	1220	86	9	5
East Midlands Trains	-3	🟠	2	🟠	1067	86	10	4
First Hull Trains	-2	🟠	-3	🟠	547	94	5	2
First TransPennine Express	1	🟠	3	🟠	1073	87	9	5
Gatwick Express*	-8	🔴	-2	🟠	571	79	14	8
Grand Central	2	🟠	3	🟢	513	96	2	2
Great Northern*	-6	🟠	-10	🔴	589	74	17	9
Great Western Railway	3	🟢	0	🟠	2773	84	10	6
Heathrow Connect	-5	🟠	-6	🔴	368	83	11	6
Heathrow Express	-4	🟠	-4	🔴	511	91	6	3
London Midland	2	🟠	0	🟠	1111	86	9	5
London Overground⁺	1	🟠	0	🟠	1525	88	8	4
Merseyrail	0	🟠	-3	🟠	824	90	7	3
Northern Rail	3	🟠	-3	🟠	1273	82	11	8
ScotRail	0	🟠	-3	🟠	1223	87	9	4
South West Trains	2	🟠	0	🟠	1947	82	11	8
Southeastern	-6	🔴	-6	🔴	1664	69	15	16
Southern*⁺	-3	🟠	-8	🔴	1703	69	15	15
TfL Rail**	2	🟠	-6	🟠	255	79	14	7
Thameslink*	4	🟠	1	🟠	1137	74	14	12
Virgin Trains	3	🟢	1	🟠	1028	92	5	3
Virgin Trains East Coast	-5	🔴	-1	🟠	1144	88	7	4

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **Tfl Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

The value for money of the price of your ticket

Improved 🔼
Unchanged ⏺
Declined 🔽

% of passengers satisfied/good by sector:

London and South East: 41%
Long-distance: 57%
Regional: 61%

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	2	⏺	-6	🔽	1694	36	22	42
Arriva Trains Wales	1	⏺	-1	⏺	930	58	16	26
c2c	-4	⏺	-6	🔽	1056	41	25	34
Chiltern Railways	3	⏺	-3	⏺	1062	49	23	28
Cross Country	-2	⏺	-4	⏺	1164	53	18	29
East Midlands Trains	1	⏺	1	⏺	1039	52	18	30
First Hull Trains	9	🔼	-3	⏺	530	65	18	17
First TransPennine Express	-2	⏺	-3	⏺	1033	58	18	24
Gatwick Express*	0	⏺	-1	⏺	561	36	25	39
Grand Central	-3	⏺	-3	⏺	516	73	12	14
Great Northern*	-3	⏺	-4	⏺	566	37	24	39
Great Western Railway	1	⏺	-3	⏺	2682	50	20	30
Heathrow Connect	3	⏺	-1	⏺	315	54	22	24
Heathrow Express	5	⏺	-1	⏺	507	41	26	33
London Midland	1	⏺	-1	⏺	987	55	19	26
London Overground⁺	-3	⏺	1	⏺	1306	51	23	26
Merseyrail	6	⏺	5	⏺	630	74	14	12
Northern Rail	5	🔼	0	⏺	1216	58	17	25
ScotRail	0	⏺	-2	⏺	1191	59	17	23
South West Trains	5	🔼	1	⏺	1812	40	23	36
Southeastern	-3	⏺	-5	🔽	1460	30	21	49
Southern*⁺	-2	⏺	-6	🔽	1527	35	23	42
TfL Rail**	15	⏺	-2	⏺	197	44	23	33
Thameslink*	2	⏺	-3	⏺	1040	35	21	43
Virgin Trains	-3	⏺	-1	⏺	986	62	17	21
Virgin Trains East Coast	-2	⏺	2	⏺	1112	61	18	21

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **Tfl Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

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

Improved 🔼
Unchanged ⚖
Declined 🔽

% of passengers satisfied/good by sector:

London and South East: 70%
Long-distance: 84%
Regional: 83%

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	-4	🔽	-4	⚖	1740	71	9	20
Arriva Trains Wales	-10	🔽	-3	⚖	969	77	7	17
c2c	-7	🔽	-7	🔽	1112	86	8	7
Chiltern Railways	-3	🔽	-3	⚖	1092	87	4	8
Cross Country	0	⚖	-1	⚖	1207	85	5	11
East Midlands Trains	-3	⚖	-1	⚖	1062	82	7	11
First Hull Trains	-3	⚖	-2	⚖	555	93	5	2
First TransPennine Express	-1	⚖	5	🔼	1088	78	7	16
Gatwick Express*	-9	🔽	-2	⚖	571	80	8	13
Grand Central	0	⚖	4	🔼	522	96	3	1
Great Northern*	-8	🔽	-10	🔽	590	69	10	21
Great Western Railway	3	🔼	-2	⚖	2750	77	9	14
Heathrow Connect	7	🔼	4	⚖	362	76	9	15
Heathrow Express	0	⚖	1	⚖	512	94	5	1
London Midland	2	⚖	2	⚖	1105	79	8	14
London Overground⁺	1	⚖	-3	⚖	1528	82	7	11
Merseyrail	-1	⚖	-2	⚖	831	91	3	7
Northern Rail	1	⚖	-3	⚖	1268	79	8	13
ScotRail	3	⚖	0	⚖	1211	86	5	9
South West Trains	-1	⚖	-3	⚖	1947	75	9	16
Southeastern	-17	🔽	-11	🔽	1641	56	11	33
Southern*⁺	-4	🔽	-12	🔽	1707	53	11	36
TfL Rail**	10	⚖	0	⚖	247	85	5	10
Thameslink*	3	⚖	-4	⚖	1122	57	11	32
Virgin Trains	4	🔼	-3	⚖	1015	87	6	7
Virgin Trains East Coast	-5	🔽	2	⚖	1138	87	5	8

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **Tfl Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

Sufficient room for all passengers to sit/stand

Improved 🔼
Unchanged ⊜
Declined 🔽

% of passengers satisfied/good by sector:

London and South East: 62%
Long-distance: 73%
Regional: 72%

	Improvement/decline in % satisfied or good since **Spring 2015**		Improvement/decline in % satisfied or good since **Autumn 2015**		**Spring 2016**			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	4	⊜	-3	⊜	1703	63	16	20
Arriva Trains Wales	-9	🔽	-3	⊜	948	70	12	19
c2c	-4	⊜	-4	⊜	1081	53	13	34
Chiltern Railways	2	⊜	4	⊜	1064	74	12	14
Cross Country	-4	⊜	1	⊜	1174	67	13	20
East Midlands Trains	-3	⊜	-2	⊜	1037	71	14	15
First Hull Trains	0	⊜	6	🔼	536	89	7	4
First TransPennine Express	3	⊜	10	🔼	1059	69	11	20
Gatwick Express*	-7	🔽	1	⊜	545	75	15	10
Grand Central	1	⊜	4	⊜	510	92	8	1
Great Northern*	1	⊜	-5	⊜	573	52	20	29
Great Western Railway	2	⊜	5	🔼	2692	72	13	16
Heathrow Connect	0	⊜	-1	⊜	354	81	10	9
Heathrow Express	-6	🔽	-2	⊜	496	88	7	5
London Midland	1	⊜	-1	⊜	1078	68	14	18
London Overground⁺	4	⊜	4	⊜	1481	70	12	17
Merseyrail	0	⊜	-6	🔽	802	75	14	11
Northern Rail	2	⊜	-5	🔽	1259	68	11	21
ScotRail	-3	⊜	4	⊜	1182	76	10	14
South West Trains	4	🔼	4	🔼	1902	64	13	22
Southeastern	-5	🔽	-6	🔽	1603	55	16	29
Southern*⁺	-7	🔽	-3	⊜	1653	57	16	28
TfL Rail**	4	⊜	1	⊜	247	47	16	37
Thameslink*	0	⊜	3	⊜	1097	61	14	25
Virgin Trains	3	⊜	0	⊜	994	81	10	9
Virgin Trains East Coast	0	⊜	4	🔼	1104	83	10	8

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **TfI Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

Overall satisfaction with the station

Improved ⬆
Unchanged ⊜
Declined ⬇

% of passengers satisfied/good by sector:

London and South East: 77%
Long-distance: 87%
Regional: 83%

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	5	⬆	-3	⊜	1761	77	16	7
Arriva Trains Wales	-2	⊜	0	⊜	974	77	17	7
c2c	-2	⊜	-3	⊜	1115	82	14	5
Chiltern Railways	1	⊜	2	⊜	1102	90	8	3
Cross Country	3	⊜	-2	⊜	1213	86	10	4
East Midlands Trains	1	⊜	2	⊜	1075	88	9	3
First Hull Trains	-1	⊜	1	⊜	563	89	9	3
First TransPennine Express	0	⊜	-1	⊜	1081	86	10	4
Gatwick Express*	-7	⬇	2	⊜	581	74	19	7
Grand Central	5	⊜	3	⊜	530	86	11	4
Great Northern*	-1	⊜	-3	⊜	588	79	15	6
Great Western Railway	0	⊜	-1	⊜	2786	81	14	5
Heathrow Connect	-2	⊜	-4	⊜	368	73	17	11
Heathrow Express	-1	⊜	0	⊜	515	89	10	2
London Midland	6	⬆	2	⊜	1113	82	13	5
London Overground⁺	1	⊜	-2	⊜	1541	82	13	5
Merseyrail	2	⊜	-1	⊜	833	89	8	3
Northern Rail	2	⊜	-2	⊜	1267	81	13	6
ScotRail	0	⊜	-4	⊜	1226	84	14	2
South West Trains	1	⊜	-1	⊜	1952	79	15	6
Southeastern	-7	⬇	-6	⬇	1665	70	20	10
Southern*⁺	-3	⊜	-5	⬇	1718	69	19	12
TfL Rail**	-3	⊜	-7	⊜	249	74	17	9
Thameslink*	0	⊜	0	⊜	1131	75	15	10
Virgin Trains	7	⬆	6	⬆	1033	84	11	5
Virgin Trains East Coast	0	⊜	0	⊜	1153	91	8	2

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **Tfl Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

How well the train company dealt with delays

Improved ⬆
Unchanged ⬛
Declined ⬇

% of passengers satisfied/good by sector:

|	
London and South East:	31%
Long-distance:	54%
Regional:	40%

	Improvement/decline in % satisfied or good since **Spring 2015**		Improvement/decline in % satisfied or good since **Autumn 2015**		**Spring 2016**			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Abellio Greater Anglia⁺	14	⬆	-4	⬛	385	42	34	24
Arriva Trains Wales	-7	⬛	-2	⬛	180	36	40	24
c2c	-14	⬛	-18	⬇	97	28	38	34
Chiltern Railways	-3	⬛	0	⬛	167	54	26	20
Cross Country	-1	⬛	-1	⬛	249	54	31	16
East Midlands Trains	5	⬛	5	⬛	249	54	33	13
First Hull Trains	58	⬛	4	⬛	69	76	20	4
First TransPennine Express	-17	⬇	-6	⬛	280	45	39	16
Gatwick Express*	-6	⬛	7	⬛	125	26	40	33
Grand Central	-	⬛	-	⬛	<50	-	-	-
Great Northern*	-2	⬛	-5	⬛	136	26	49	25
Great Western Railway	2	⬛	-4	⬛	597	42	37	21
Heathrow Connect	1	⬛	-1	⬛	59	37	34	29
Heathrow Express	-	⬛	-	⬛	<50	-	-	-
London Midland	7	⬛	1	⬛	241	42	39	19
London Overground⁺	-2	⬛	-1	⬛	184	27	42	30
Merseyrail	-7	⬛	-8	⬛	101	41	34	26
Northern Rail	10	⬛	-3	⬛	167	41	38	21
ScotRail	-7	⬛	-9	⬛	138	43	32	25
South West Trains	-2	⬛	-7	⬛	342	33	41	26
Southeastern	2	⬛	-2	⬛	495	29	33	39
Southern*⁺	-1	⬛	-5	⬛	614	25	36	38
TfL Rail**	-	⬛	-	⬛	<50	-	-	-
Thameslink*	7	⬛	4	⬛	368	29	34	38
Virgin Trains	-4	⬛	-3	⬛	208	58	31	12
Virgin Trains East Coast	-6	⬛	0	⬛	310	63	24	13

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015. **TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route. Southeastern scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

transport**focus**

Abellio Greater Anglia*

Improved ⬆
Unchanged ⬅
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1796	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⬅	-5	⬇	1762	77	14	9	78
STATION FACILITIES									
Overall satisfaction with the station	5	⬆	-3	⬅	1761	77	16	7	77
Ticket buying facilities	4	⬅	0	⬅	925	72	14	14	73
Provision of information about train times/platforms	7	⬆	0	⬅	1701	81	10	8	80
The upkeep/repair of the station buildings/platforms	7	⬆	-4	⬅	1689	70	20	10	69
Cleanliness	9	⬆	-3	⬅	1713	76	17	7	74
The facilities and services	2	⬅	-2	⬅	1470	56	20	24	54
The attitudes and helpfulness of the staff	6	⬆	-3	⬅	1331	78	15	7	72
Connections with other forms of public transport	-3	⬅	-3	⬅	1354	73	15	12	75
Facilities for car parking	8	⬆	-3	⬅	544	49	21	30	45
Overall environment	5	⬆	-6	⬇	1696	67	24	9	67
Your personal security whilst using the station	7	⬆	-2	⬅	1522	70	25	4	69
The availability of staff	7	⬆	-4	⬅	1491	64	20	16	62
The provision of shelter facilities	3	⬅	-11	⬇	1343	58	21	21	62
Availability of seating	7	⬆	0	⬅	1490	46	22	33	43
How request to station staff was handled	3	⬅	-3	⬅	302	87	6	7	83
The choice of shops/eating/drinking facilities available	-1	⬅	-3	⬅	1456	46	25	29	45
TRAIN FACILITIES									
Overall satisfaction with the train	8	⬆	-5	⬇	1757	74	15	11	76
The frequency of the trains on that route	-3	⬅	-3	⬅	1744	72	11	17	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	⬇	-4	⬅	1740	71	9	20	70
The length of time the journey was scheduled to take (speed)	-2	⬅	-3	⬅	1731	79	13	8	78
Connections with other train services	-5	⬅	-1	⬅	1007	70	19	11	72
The value for money of the price of your ticket	2	⬅	-6	⬇	1694	36	22	42	41
Upkeep and repair of the train	13	⬆	-3	⬅	1702	66	18	16	73
The provision of information during the journey	1	⬅	-10	⬇	1581	59	23	17	68
The helpfulness and attitude of staff on train	12	⬆	-4	⬅	923	56	32	12	55
The space for luggage	2	⬅	-6	⬇	1361	50	23	26	49
The toilet facilities	12	⬆	-4	⬅	797	39	25	37	32
Sufficient room for all passengers to sit/stand	4	⬅	-3	⬅	1703	63	16	20	62
The comfort of the seating area	8	⬆	-3	⬅	1716	64	18	17	68
The ease of being able to get on and off	5	⬆	-3	⬅	1718	77	16	7	77
Your personal security on board	5	⬆	-5	⬇	1616	73	23	4	74
The cleanliness of the inside	13	⬆	-3	⬅	1751	73	15	12	74
The cleanliness of the outside	12	⬆	-5	⬅	1429	67	25	9	72
The availability of staff	6	⬆	-2	⬅	1220	32	31	36	35
How well train company deals with delays	14	⬆	-4	⬅	385	42	34	24	31

*From Autumn 2015 Abellio Greater Anglia does not include West Anglia Inner or Metro routes

c2c

Improved 🔼
Unchanged ⚊
Declined 🔽

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1138	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-6	🔽	-9	🔽	1116	81	10	10	78
STATION FACILITIES									
Overall satisfaction with the station	-2	⚊	-3	⚊	1115	82	14	5	77
Ticket buying facilities	-2	⚊	-2	⚊	718	76	14	11	73
Provision of information about train times/platforms	-3	⚊	-1	⚊	1075	85	10	5	80
The upkeep/repair of the station buildings/platforms	-5	🔽	-5	🔽	1070	73	20	7	69
Cleanliness	-2	⚊	-4	🔽	1076	79	17	5	74
The facilities and services	2	⚊	0	⚊	961	62	22	16	54
The attitudes and helpfulness of the staff	-3	⚊	-3	⚊	905	77	16	7	72
Connections with other forms of public transport	-3	⚊	-5	🔽	852	70	18	12	75
Facilities for car parking	-3	⚊	-12	🔽	456	50	22	28	45
Overall environment	-1	⚊	-5	🔽	1072	73	21	6	67
Your personal security whilst using the station	-4	⚊	-4	⚊	1010	69	25	6	69
The availability of staff	-1	⚊	-1	⚊	994	71	20	9	62
The provision of shelter facilities	0	⚊	-6	🔽	949	64	21	15	62
Availability of seating	-5	⚊	-6	🔽	994	50	24	27	43
How request to station staff was handled	1	⚊	-4	⚊	122	86	4	10	83
The choice of shops/eating/drinking facilities available	0	⚊	-3	⚊	905	42	26	31	45
TRAIN FACILITIES									
Overall satisfaction with the train	-7	🔽	-10	🔽	1112	78	13	9	76
The frequency of the trains on that route	-9	🔽	-11	🔽	1124	73	9	18	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	🔽	-7	🔽	1112	86	8	7	70
The length of time the journey was scheduled to take (speed)	-13	🔽	-11	🔽	1103	80	8	11	78
Connections with other train services	-4	⚊	-5	⚊	672	77	16	7	72
The value for money of the price of your ticket	-4	⚊	-6	🔽	1056	41	25	34	41
Upkeep and repair of the train	0	⚊	-1	⚊	1071	86	10	4	73
The provision of information during the journey	-4	⚊	-4	⚊	1009	76	18	6	68
The helpfulness and attitude of staff on train	-10	🔽	-9	🔽	423	32	46	22	55
The space for luggage	-3	⚊	1	⚊	823	49	24	27	49
The toilet facilities	-2	⚊	-4	⚊	472	50	28	23	32
Sufficient room for all passengers to sit/stand	-4	⚊	-4	⚊	1081	53	13	34	62
The comfort of the seating area	-7	🔽	-7	🔽	1052	69	18	13	68
The ease of being able to get on and off	-6	🔽	-7	🔽	1098	74	15	11	77
Your personal security on board	-7	🔽	-4	🔽	1035	68	24	8	74
The cleanliness of the inside	2	⚊	1	⚊	1104	88	9	3	74
The cleanliness of the outside	-3	⚊	-2	⚊	971	84	14	2	72
The availability of staff	-3	⚊	-5	🔽	669	20	36	44	35
How well train company deals with delays	-14	⚊	-18	🔽	97	28	38	34	31

Chiltern Railways

Improved 🔼
Unchanged ⚪
Declined 🔴

|	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1122	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⚪	0	⚪	1096	91	6	3	78
STATION FACILITIES									
Overall satisfaction with the station	1	⚪	2	⚪	1102	90	8	3	77
Ticket buying facilities	-2	⚪	1	⚪	617	81	12	7	73
Provision of information about train times/platforms	0	⚪	0	⚪	1064	85	8	7	80
The upkeep/repair of the station buildings/platforms	-3	⚪	-2	⚪	1083	82	13	5	69
Cleanliness	-2	⚪	-1	⚪	1092	86	11	3	74
The facilities and services	-2	⚪	-2	⚪	970	70	17	13	54
The attitudes and helpfulness of the staff	0	⚪	1	⚪	793	82	14	4	72
Connections with other forms of public transport	-5	🔴	-5	🔴	807	74	17	9	75
Facilities for car parking	-5	⚪	-2	⚪	433	70	15	14	45
Overall environment	-3	⚪	-5	🔴	1080	80	16	4	67
Your personal security whilst using the station	-3	⚪	-1	⚪	989	79	19	1	69
The availability of staff	0	⚪	5	🔼	913	69	20	11	62
The provision of shelter facilities	-2	⚪	-7	🔴	916	74	18	9	62
Availability of seating	-5	🔴	-2	⚪	992	52	23	25	43
How request to station staff was handled	2	⚪	3	⚪	145	91	4	4	83
The choice of shops/eating/drinking facilities available	-5	⚪	-4	⚪	953	51	27	22	45
TRAIN FACILITIES									
Overall satisfaction with the train	1	⚪	-2	⚪	1098	90	8	2	76
The frequency of the trains on that route	-2	⚪	-6	🔴	1099	78	9	13	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	🔴	-3	⚪	1092	87	4	8	70
The length of time the journey was scheduled to take (speed)	-1	⚪	0	⚪	1098	89	7	5	78
Connections with other train services	2	⚪	0	⚪	539	79	17	4	72
The value for money of the price of your ticket	3	⚪	-3	⚪	1062	49	23	28	41
Upkeep and repair of the train	-3	⚪	-4	🔴	1070	85	11	4	73
The provision of information during the journey	0	⚪	-1	⚪	988	80	15	5	68
The helpfulness and attitude of staff on train	1	⚪	1	⚪	436	60	33	7	55
The space for luggage	-3	⚪	-1	⚪	811	57	25	18	49
The toilet facilities	-1	⚪	0	⚪	398	54	27	19	32
Sufficient room for all passengers to sit/stand	2	⚪	4	⚪	1064	74	12	14	62
The comfort of the seating area	3	⚪	3	⚪	1076	82	12	6	68
The ease of being able to get on and off	-2	⚪	-1	⚪	1091	88	9	3	77
Your personal security on board	-2	⚪	-2	⚪	1016	85	13	1	74
The cleanliness of the inside	0	⚪	-4	🔴	1095	86	10	4	74
The cleanliness of the outside	-3	⚪	-8	🔴	895	77	18	5	72
The availability of staff	0	⚪	3	⚪	607	40	35	25	35
How well train company deals with delays	-3	⚪	0	⚪	167	54	26	20	31

Gatwick Express*

Improved ⬆
Unchanged ⬅
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 593	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-8	⬇	-2	⬅	571	79	14	8	78
STATION FACILITIES									
Overall satisfaction with the station	-7	⬇	2	⬅	581	74	19	7	77
Ticket buying facilities	-3	⬅	9	⬆	329	67	16	17	73
Provision of information about train times/platforms	-1	⬅	3	⬅	550	75	14	11	80
The upkeep/repair of the station buildings/platforms	-2	⬅	7	⬆	530	63	23	14	69
Cleanliness	-6	⬅	6	⬅	547	66	22	12	74
The facilities and services	-6	⬅	9	⬆	412	66	22	12	54
The attitudes and helpfulness of the staff	-2	⬅	0	⬅	440	71	21	8	72
Connections with other forms of public transport	-2	⬅	-1	⬅	448	81	13	6	75
Facilities for car parking	-3	⬅	3	⬅	78	41	25	34	45
Overall environment	-7	⬇	4	⬅	538	63	25	13	67
Your personal security whilst using the station	3	⬅	4	⬅	466	75	23	2	69
The availability of staff	-5	⬅	2	⬅	479	62	25	13	62
The provision of shelter facilities	-1	⬅	2	⬅	265	64	26	10	62
Availability of seating	-4	⬅	4	⬅	375	36	20	44	43
How request to station staff was handled	-8	⬅	-5	⬅	171	78	9	10	83
The choice of shops/eating/drinking facilities available	8	⬆	11	⬆	401	74	14	12	45
TRAIN FACILITIES									
Overall satisfaction with the train	-9	⬇	-3	⬅	568	77	16	6	76
The frequency of the trains on that route	-4	⬅	0	⬅	580	89	8	4	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	⬇	-2	⬅	571	80	8	13	70
The length of time the journey was scheduled to take (speed)	-4	⬅	2	⬅	561	86	9	5	78
Connections with other train services	3	⬅	-3	⬅	269	81	16	3	72
The value for money of the price of your ticket	0	⬅	-1	⬅	561	36	25	39	41
Upkeep and repair of the train	-8	⬇	-4	⬅	546	72	19	9	73
The provision of information during the journey	-7	⬇	3	⬅	469	66	23	11	68
The helpfulness and attitude of staff on train	-14	⬇	0	⬅	234	55	34	12	55
The space for luggage	-5	⬅	6	⬅	512	57	19	24	49
The toilet facilities	-11	⬇	-9	⬅	214	44	28	28	32
Sufficient room for all passengers to sit/stand	-7	⬇	1	⬅	545	75	15	10	62
The comfort of the seating area	-6	⬇	-1	⬅	552	78	15	7	68
The ease of being able to get on and off	-4	⬅	0	⬅	548	70	16	14	77
Your personal security on board	-9	⬇	-4	⬅	509	77	19	4	74
The cleanliness of the inside	-6	⬇	-3	⬅	577	78	16	6	74
The cleanliness of the outside	-8	⬇	-6	⬅	460	70	22	9	72
The availability of staff	-17	⬇	4	⬅	364	31	32	37	35
How well train company deals with delays	-6	⬅	7	⬅	125	26	40	33	31

*Part of the Govia Thameslink Railway franchise

Great Northern*

Overall sample size 600	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-6	⬅	-10	⬇	589	74	17	9	78
STATION FACILITIES									
Overall satisfaction with the station	-1	⬅	-3	⬅	588	79	15	6	77
Ticket buying facilities	2	⬅	0	⬅	308	74	15	11	73
Provision of information about train times/platforms	0	⬅	-1	⬅	570	75	15	10	80
The upkeep/repair of the station buildings/platforms	2	⬅	-2	⬅	581	71	15	13	69
Cleanliness	-1	⬅	-4	⬅	570	76	15	9	74
The facilities and services	-1	⬅	3	⬅	510	61	18	21	54
The attitudes and helpfulness of the staff	1	⬅	0	⬅	425	72	19	9	72
Connections with other forms of public transport	-2	⬅	-6	⬅	476	73	17	10	75
Facilities for car parking	0	⬅	-8	⬅	176	42	20	39	45
Overall environment	-2	⬅	-6	⬅	575	67	23	9	67
Your personal security whilst using the station	-1	⬅	-2	⬅	544	71	26	4	69
The availability of staff	-4	⬅	-4	⬅	504	62	24	14	62
The provision of shelter facilities	-1	⬅	-7	⬅	443	64	22	14	62
Availability of seating	-6	⬅	-9	⬇	522	41	29	30	43
How request to station staff was handled	2	⬅	-9	⬅	73	84	6	7	83
The choice of shops/eating/drinking facilities available	1	⬅	-1	⬅	505	55	23	22	45
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⬅	-11	⬇	590	67	22	11	76
The frequency of the trains on that route	-4	⬅	-6	⬅	593	71	13	17	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	⬇	-10	⬇	590	69	10	21	70
The length of time the journey was scheduled to take (speed)	0	⬅	-1	⬅	589	86	9	5	78
Connections with other train services	3	⬅	-6	⬅	340	76	18	5	72
The value for money of the price of your ticket	-3	⬅	-4	⬅	566	37	24	39	41
Upkeep and repair of the train	-1	⬅	-5	⬅	578	56	20	24	73
The provision of information during the journey	-6	⬅	-7	⬅	513	49	30	22	68
The helpfulness and attitude of staff on train	5	⬅	3	⬅	182	40	44	16	55
The space for luggage	2	⬅	-2	⬅	443	42	28	30	49
The toilet facilities	-2	⬅	-3	⬅	197	16	23	60	32
Sufficient room for all passengers to sit/stand	1	⬅	-5	⬅	573	52	20	29	62
The comfort of the seating area	-1	⬅	-10	⬇	570	51	30	19	68
The ease of being able to get on and off	-6	⬅	-5	⬅	575	69	22	9	77
Your personal security on board	-1	⬅	-6	⬅	548	70	26	3	74
The cleanliness of the inside	-9	⬇	-13	⬇	580	57	24	19	74
The cleanliness of the outside	-7	⬅	-10	⬇	489	52	30	18	72
The availability of staff	0	⬅	2	⬅	350	17	31	52	35
How well train company deals with delays	-2	⬅	-5	⬅	136	26	49	25	31

*Part of the Govia Thameslink Railway franchise

Great Western Railway*

Improved ⬆
Unchanged ⬌
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 2834	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	⬆	0	⬌	2773	84	10	6	78
STATION FACILITIES									
Overall satisfaction with the station	0	⬌	-1	⬌	2786	81	14	5	77
Ticket buying facilities	0	⬌	-1	⬌	1426	79	11	10	73
Provision of information about train times/platforms	0	⬌	0	⬌	2682	85	10	5	80
The upkeep/repair of the station buildings/platforms	-2	⬌	-2	⬌	2673	71	19	10	69
Cleanliness	-1	⬌	0	⬌	2694	77	17	6	74
The facilities and services	-3	⬌	0	⬌	2360	61	20	19	54
The attitudes and helpfulness of the staff	0	⬌	0	⬌	2013	79	16	5	72
Connections with other forms of public transport	0	⬌	-2	⬌	1898	71	16	14	75
Facilities for car parking	-1	⬌	-3	⬌	963	56	19	25	45
Overall environment	-2	⬌	-2	⬌	2681	71	21	8	67
Your personal security whilst using the station	1	⬌	-3	⬌	2439	75	22	3	69
The availability of staff	3	⬌	-1	⬌	2314	69	19	12	62
The provision of shelter facilities	-1	⬌	-8	⬇	2271	67	18	15	62
Availability of seating	-1	⬌	1	⬌	2548	55	22	23	43
How request to station staff was handled	1	⬌	2	⬌	488	90	3	6	83
The choice of shops/eating/drinking facilities available	-3	⬌	-1	⬌	2307	46	24	29	45
TRAIN FACILITIES									
Overall satisfaction with the train	2	⬌	-1	⬌	2752	81	13	6	76
The frequency of the trains on that route	0	⬌	-2	⬌	2737	77	9	14	72
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⬆	-2	⬌	2750	77	9	14	70
The length of time the journey was scheduled to take (speed)	-1	⬌	-2	⬌	2745	83	10	7	78
Connections with other train services	1	⬌	-1	⬌	1502	75	16	9	72
The value for money of the price of your ticket	1	⬌	-3	⬌	2682	50	20	30	41
Upkeep and repair of the train	3	⬆	0	⬌	2674	76	16	8	73
The provision of information during the journey	2	⬌	1	⬌	2443	69	22	9	68
The helpfulness and attitude of staff on train	0	⬌	-3	⬌	1631	69	25	6	55
The space for luggage	2	⬌	1	⬌	2103	58	22	20	49
The toilet facilities	4	⬌	3	⬌	1151	45	26	29	32
Sufficient room for all passengers to sit/stand	2	⬌	5	⬆	2692	72	13	16	62
The comfort of the seating area	0	⬌	-1	⬌	2679	72	17	10	68
The ease of being able to get on and off	1	⬌	1	⬌	2725	77	15	8	77
Your personal security on board	1	⬌	-1	⬌	2581	81	17	2	74
The cleanliness of the inside	4	⬆	1	⬌	2755	79	13	8	74
The cleanliness of the outside	2	⬌	-1	⬌	2219	73	20	7	72
The availability of staff	3	⬌	1	⬌	2008	50	30	19	35
How well train company deals with delays	2	⬌	-4	⬌	597	42	37	21	31

*Great Western Railway rebranded from First Great Wetsern, 20 September, 2015

Heathrow Connect

Overall sample size 381	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-5	⊜	-6	⬇	368	83	11	6	78
STATION FACILITIES									
Overall satisfaction with the station	-2	⊜	-4	⊜	368	73	17	11	77
Ticket buying facilities	1	⊜	1	⊜	213	71	14	15	73
Provision of information about train times/platforms	-3	⊜	-5	⊜	350	69	13	18	80
The upkeep/repair of the station buildings/platforms	-3	⊜	-2	⊜	345	66	19	15	69
Cleanliness	-3	⊜	1	⊜	353	72	18	10	74
The facilities and services	-3	⊜	3	⊜	282	52	16	33	54
The attitudes and helpfulness of the staff	3	⊜	7	⊜	254	77	13	10	72
Connections with other forms of public transport	1	⊜	-1	⊜	309	76	13	11	75
Facilities for car parking	-15	⬇	-7	⊜	110	25	18	56	45
Overall environment	-2	⊜	-6	⊜	355	62	22	16	67
Your personal security whilst using the station	-3	⊜	-4	⊜	319	68	24	8	69
The availability of staff	-2	⊜	-4	⊜	313	55	21	24	62
The provision of shelter facilities	-3	⊜	-5	⊜	274	58	17	25	62
Availability of seating	-5	⊜	-2	⊜	319	49	18	32	43
How request to station staff was handled	-10	⊜	-7	⊜	67	79	4	11	83
The choice of shops/eating/drinking facilities available	-11	⬇	-8	⊜	272	38	18	44	45
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⊜	-3	⊜	358	87	9	4	76
The frequency of the trains on that route	-1	⊜	-2	⊜	364	66	10	24	72
Punctuality/reliability (i.e. the train arriving/departing on time)	7	⬆	4	⊜	362	76	9	15	70
The length of time the journey was scheduled to take (speed)	4	⊜	2	⊜	367	90	6	4	78
Connections with other train services	-1	⊜	-4	⊜	249	78	14	8	72
The value for money of the price of your ticket	3	⊜	-1	⊜	315	54	22	24	41
Upkeep and repair of the train	-7	⬇	-3	⊜	350	83	12	6	73
The provision of information during the journey	-4	⊜	-1	⊜	337	79	13	8	68
The helpfulness and attitude of staff on train	-3	⊜	-8	⊜	167	63	30	7	55
The space for luggage	-6	⊜	-10	⬇	285	69	18	13	49
The toilet facilities	-2	⊜	2	⊜	131	61	22	17	32
Sufficient room for all passengers to sit/stand	0	⊜	-1	⊜	354	81	10	9	62
The comfort of the seating area	-3	⊜	-6	⬇	362	82	13	5	68
The ease of being able to get on and off	0	⊜	-2	⊜	359	80	11	8	77
Your personal security on board	-2	⊜	-4	⊜	346	80	15	4	74
The cleanliness of the inside	-4	⊜	-3	⊜	361	86	11	3	74
The cleanliness of the outside	-4	⊜	-3	⊜	315	82	12	6	72
The availability of staff	-3	⊜	-5	⊜	252	45	27	29	35
How well train company deals with delays	1	⊜	-1	⊜	59	37	34	29	31

Heathrow Express

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 539	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-4	⚫	-4	🔽	511	91	6	3	78
STATION FACILITIES									
Overall satisfaction with the station	-1	⚫	0	⚫	515	89	10	2	77
Ticket buying facilities	3	⚫	4	⚫	384	92	5	3	73
Provision of information about train times/platforms	-2	⚫	-1	⚫	488	82	13	5	80
The upkeep/repair of the station buildings/platforms	-3	⚫	-2	⚫	482	82	14	4	69
Cleanliness	-5	⚫	-2	⚫	485	81	14	4	74
The facilities and services	-3	⚫	0	⚫	353	70	20	10	54
The attitudes and helpfulness of the staff	2	⚫	-1	⚫	412	86	12	2	72
Connections with other forms of public transport	-6	🔽	1	⚫	382	83	13	4	75
Facilities for car parking	5	⚫	2	⚫	92	70	21	9	45
Overall environment	-4	⚫	0	⚫	468	81	14	4	67
Your personal security whilst using the station	-3	⚫	-3	⚫	429	83	16	1	69
The availability of staff	4	⚫	-4	⚫	430	77	18	5	62
The provision of shelter facilities	1	⚫	-2	⚫	265	80	17	4	62
Availability of seating	-2	⚫	-1	⚫	385	68	14	18	43
How request to station staff was handled	-4	⚫	-7	🔽	125	91	7	2	83
The choice of shops/eating/drinking facilities available	-4	⚫	0	⚫	310	64	21	16	45
TRAIN FACILITIES									
Overall satisfaction with the train	-5	🔽	-4	🔽	500	90	6	5	76
The frequency of the trains on that route	-1	⚫	0	⚫	512	89	6	4	72
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⚫	1	⚫	512	94	5	1	70
The length of time the journey was scheduled to take (speed)	1	⚫	1	⚫	504	97	3	1	78
Connections with other train services	4	⚫	3	⚫	357	90	7	3	72
The value for money of the price of your ticket	5	⚫	-1	⚫	507	41	26	33	41
Upkeep and repair of the train	-7	🔽	-4	⚫	493	90	8	3	73
The provision of information during the journey	-3	⚫	-3	⚫	470	85	11	4	68
The helpfulness and attitude of staff on train	-3	⚫	-3	⚫	436	84	15	2	55
The space for luggage	-9	🔽	-7	🔽	492	82	9	9	49
The toilet facilities	-1	⚫	2	⚫	163	80	9	11	32
Sufficient room for all passengers to sit/stand	-6	🔽	-2	⚫	496	88	7	5	62
The comfort of the seating area	-8	🔽	-8	🔽	496	87	8	5	68
The ease of being able to get on and off	0	⚫	0	⚫	497	95	4	1	77
Your personal security on board	-1	⚫	-3	⚫	480	93	7	1	74
The cleanliness of the inside	-3	⚫	1	⚫	510	93	5	2	74
The cleanliness of the outside	-4	🔽	-1	⚫	464	91	7	2	72
The availability of staff	0	⚫	-2	⚫	450	78	18	4	35
How well train company deals with delays	-	⚫	-	⚫	<50	-	-	-	31

London Midland

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1139	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⊜	0	⊜	1111	86	9	5	78
STATION FACILITIES									
Overall satisfaction with the station	6	⬆	2	⊜	1113	82	13	5	77
Ticket buying facilities	-1	⊜	2	⊜	581	77	12	11	73
Provision of information about train times/platforms	5	⬆	0	⊜	1057	86	9	5	80
The upkeep/repair of the station buildings/platforms	10	⬆	5	⬆	1053	76	16	8	69
Cleanliness	6	⬆	5	⬆	1082	81	14	5	74
The facilities and services	9	⬆	4	⊜	903	62	16	22	54
The attitudes and helpfulness of the staff	7	⬆	1	⊜	789	78	16	6	72
Connections with other forms of public transport	8	⬆	5	⊜	703	73	17	10	75
Facilities for car parking	1	⊜	-4	⊜	400	54	14	32	45
Overall environment	9	⬆	3	⊜	1069	74	19	7	67
Your personal security whilst using the station	3	⊜	-1	⊜	980	73	24	3	69
The availability of staff	8	⬆	5	⊜	915	66	20	14	62
The provision of shelter facilities	5	⬆	0	⊜	891	70	16	15	62
Availability of seating	2	⊜	1	⊜	999	53	18	28	43
How request to station staff was handled	2	⊜	-1	⊜	176	90	3	5	83
The choice of shops/eating/drinking facilities available	8	⬆	5	⊜	869	52	20	28	45
TRAIN FACILITIES									
Overall satisfaction with the train	3	⊜	0	⊜	1116	84	13	4	76
The frequency of the trains on that route	2	⊜	3	⊜	1107	83	7	11	72
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⊜	2	⊜	1105	79	8	14	70
The length of time the journey was scheduled to take (speed)	3	⬆	4	⬆	1092	89	7	4	78
Connections with other train services	4	⊜	3	⊜	575	80	14	6	72
The value for money of the price of your ticket	1	⊜	-1	⊜	987	55	19	26	41
Upkeep and repair of the train	-2	⊜	0	⊜	1076	75	17	8	73
The provision of information during the journey	3	⊜	1	⊜	978	74	17	9	68
The helpfulness and attitude of staff on train	5	⊜	7	⬆	544	70	23	7	55
The space for luggage	6	⬆	-1	⊜	813	54	24	22	49
The toilet facilities	5	⊜	7	⊜	376	49	24	28	32
Sufficient room for all passengers to sit/stand	1	⊜	-1	⊜	1078	68	14	18	62
The comfort of the seating area	0	⊜	-1	⊜	1059	74	18	8	68
The ease of being able to get on and off	1	⊜	2	⊜	1094	83	11	7	77
Your personal security on board	2	⊜	-1	⊜	1027	80	18	2	74
The cleanliness of the inside	0	⊜	2	⊜	1105	76	16	8	74
The cleanliness of the outside	0	⊜	-2	⊜	919	76	18	7	72
The availability of staff	2	⊜	5	⊜	749	47	28	25	35
How well train company deals with delays	7	⊜	1	⊜	241	42	39	19	31

London Overground*

Improved 🔼
Unchanged ⚊
Declined 🔽

Overall sample size 1583	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⚊	0	⚊	1525	88	8	4	78
STATION FACILITIES									
Overall satisfaction with the station	1	⚊	-2	⚊	1541	82	13	5	77
Ticket buying facilities	-1	⚊	1	⚊	850	71	16	13	73
Provision of information about train times/platforms	3	⚊	1	⚊	1436	83	11	6	80
The upkeep/repair of the station buildings/platforms	-1	⚊	-1	⚊	1438	76	15	9	69
Cleanliness	3	⚊	-4	⚊	1454	78	16	5	74
The facilities and services	5	⚊	4	⚊	1162	44	26	30	54
The attitudes and helpfulness of the staff	6	🔼	3	⚊	1098	78	16	6	72
Connections with other forms of public transport	5	⚊	3	⚊	1221	80	12	7	75
Facilities for car parking	8	⚊	4	⚊	475	33	18	49	45
Overall environment	3	⚊	-3	⚊	1461	72	20	8	67
Your personal security whilst using the station	4	⚊	-2	⚊	1358	71	25	4	69
The availability of staff	11	🔼	5	⚊	1302	73	17	10	62
The provision of shelter facilities	-2	⚊	-2	⚊	1299	64	21	15	62
Availability of seating	1	⚊	3	⚊	1366	52	20	28	43
How request to station staff was handled	-7	⚊	-5	⚊	147	83	5	11	83
The choice of shops/eating/drinking facilities available	5	⚊	-2	⚊	1098	43	22	35	45
TRAIN FACILITIES									
Overall satisfaction with the train	1	⚊	-1	⚊	1505	88	9	3	76
The frequency of the trains on that route	0	⚊	-2	⚊	1538	77	9	15	72
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⚊	-3	⚊	1528	82	7	11	70
The length of time the journey was scheduled to take (speed)	0	⚊	-2	⚊	1506	87	8	5	78
Connections with other train services	2	⚊	-2	⚊	1251	82	13	5	72
The value for money of the price of your ticket	-3	⚊	1	⚊	1306	51	23	26	41
Upkeep and repair of the train	-2	⚊	1	⚊	1474	89	8	4	73
The provision of information during the journey	0	⚊	-1	⚊	1419	81	14	5	68
The helpfulness and attitude of staff on train	5	⚊	3	⚊	658	46	37	17	55
The space for luggage	6	⚊	2	⚊	1165	54	25	21	49
The toilet facilities	3	⚊	5	⚊	506	17	12	71	32
Sufficient room for all passengers to sit/stand	4	⚊	4	⚊	1481	70	12	17	62
The comfort of the seating area	1	⚊	0	⚊	1470	80	13	6	68
The ease of being able to get on and off	0	⚊	1	⚊	1489	83	10	7	77
Your personal security on board	-2	⚊	0	⚊	1409	77	18	5	74
The cleanliness of the inside	0	⚊	-1	⚊	1518	88	8	4	74
The cleanliness of the outside	-1	⚊	-3	⚊	1366	85	12	3	72
The availability of staff	3	⚊	6	🔼	1016	27	32	41	35
How well train company deals with delays	-2	⚊	-1	⚊	184	27	42	30	31

*From Autumn 2015 London Overground includes the West Anglia (Inner) route that used to be part of Abellio Greater Anglia (journeys on the London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminister lines)

South West Trains

Improved 🔼
Unchanged ⊜
Declined 🔽

	Overall sample size 1990	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊜	0	⊜	1947	82	11	8	78
STATION FACILITIES										
Overall satisfaction with the station		1	⊜	-1	⊜	1952	79	15	6	77
Ticket buying facilities		5	🔼	4	⊜	1040	80	12	7	73
Provision of information about train times/platforms		0	⊜	0	⊜	1863	83	11	6	80
The upkeep/repair of the station buildings/platforms		3	⊜	0	⊜	1870	69	21	10	69
Cleanliness		2	⊜	2	⊜	1891	72	19	9	74
The facilities and services		-1	⊜	4	⊜	1612	58	21	21	54
The attitudes and helpfulness of the staff		0	⊜	2	⊜	1385	70	21	8	72
Connections with other forms of public transport		4	🔼	5	🔼	1426	80	13	7	75
Facilities for car parking		1	⊜	1	⊜	723	48	17	35	45
Overall environment		1	⊜	-1	⊜	1880	68	23	9	67
Your personal security whilst using the station		2	⊜	0	⊜	1700	71	24	4	69
The availability of staff		1	⊜	1	⊜	1622	56	26	18	62
The provision of shelter facilities		1	⊜	-4	⊜	1656	64	20	17	62
Availability of seating		3	⊜	4	🔼	1748	41	22	37	43
How request to station staff was handled		-3	⊜	3	⊜	242	85	6	8	83
The choice of shops/eating/drinking facilities available		-1	⊜	-2	⊜	1575	53	23	24	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊜	-1	⊜	1939	79	15	6	76
The frequency of the trains on that route		3	🔼	1	⊜	1940	77	9	14	72
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊜	-3	⊜	1947	75	9	16	70
The length of time the journey was scheduled to take (speed)		0	⊜	-2	⊜	1933	79	12	9	78
Connections with other train services		0	⊜	0	⊜	1146	74	20	6	72
The value for money of the price of your ticket		5	🔼	1	⊜	1812	40	23	36	41
Upkeep and repair of the train		-1	⊜	0	⊜	1875	76	15	9	73
The provision of information during the journey		1	⊜	1	⊜	1767	72	18	9	68
The helpfulness and attitude of staff on train		1	⊜	3	⊜	1178	69	26	5	55
The space for luggage		1	⊜	3	⊜	1472	55	24	21	49
The toilet facilities		0	⊜	2	⊜	775	32	22	46	32
Sufficient room for all passengers to sit/stand		4	🔼	4	🔼	1902	64	13	22	62
The comfort of the seating area		1	⊜	1	⊜	1873	72	19	10	68
The ease of being able to get on and off		0	⊜	3	⊜	1898	79	12	9	77
Your personal security on board		-1	⊜	0	⊜	1814	79	19	2	74
The cleanliness of the inside		2	⊜	3	⊜	1931	75	15	10	74
The cleanliness of the outside		3	⊜	3	⊜	1600	77	18	5	72
The availability of staff		3	⊜	3	⊜	1472	53	32	15	35
How well train company deals with delays		-2	⊜	-7	⊜	342	33	41	26	31

Southeastern

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1704	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-6	⬇	-6	⬇	1664	69	15	16	78
STATION FACILITIES									
Overall satisfaction with the station	-7	⬇	-6	⬇	1665	70	20	10	77
Ticket buying facilities	1	⬌	-2	⬌	857	72	15	13	73
Provision of information about train times/platforms	-4	⬇	-4	⬇	1595	75	12	13	80
The upkeep/repair of the station buildings/platforms	-7	⬇	-7	⬇	1593	63	21	17	69
Cleanliness	-4	⬇	-5	⬇	1618	70	19	12	74
The facilities and services	-11	⬇	-7	⬇	1404	48	22	30	54
The attitudes and helpfulness of the staff	-7	⬇	-5	⬇	1216	68	20	12	72
Connections with other forms of public transport	-4	⬌	-5	⬇	1280	71	17	12	75
Facilities for car parking	-3	⬌	-2	⬌	552	43	18	39	45
Overall environment	-7	⬇	-9	⬇	1592	59	25	16	67
Your personal security whilst using the station	-5	⬇	-7	⬇	1456	63	30	7	69
The availability of staff	-8	⬇	-6	⬇	1438	59	24	17	62
The provision of shelter facilities	-6	⬇	-10	⬇	1349	56	21	23	62
Availability of seating	-7	⬇	-10	⬇	1464	34	23	43	43
How request to station staff was handled	-9	⬇	-6	⬌	229	76	8	15	83
The choice of shops/eating/drinking facilities available	-9	⬇	-8	⬇	1363	33	25	41	45
TRAIN FACILITIES									
Overall satisfaction with the train	-5	⬇	-7	⬇	1668	67	19	14	76
The frequency of the trains on that route	-6	⬇	-5	⬇	1648	62	10	28	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-17	⬇	-11	⬇	1641	56	11	33	70
The length of time the journey was scheduled to take (speed)	-8	⬇	-6	⬇	1625	69	15	16	78
Connections with other train services	-6	⬇	-5	⬌	854	60	22	18	72
The value for money of the price of your ticket	-3	⬌	-5	⬇	1460	30	21	49	41
Upkeep and repair of the train	-3	⬌	-3	⬌	1607	64	21	15	73
The provision of information during the journey	-7	⬇	-7	⬇	1521	59	23	18	68
The helpfulness and attitude of staff on train	-4	⬌	-2	⬌	739	49	31	20	55
The space for luggage	-6	⬇	-8	⬇	1216	41	27	32	49
The toilet facilities	-5	⬌	-1	⬌	609	25	25	50	32
Sufficient room for all passengers to sit/stand	-5	⬇	-6	⬇	1603	55	16	29	62
The comfort of the seating area	-5	⬇	-4	⬇	1593	60	22	18	68
The ease of being able to get on and off	-4	⬇	-1	⬌	1628	75	16	9	77
Your personal security on board	-3	⬌	-5	⬇	1529	69	26	6	74
The cleanliness of the inside	-1	⬌	-2	⬌	1667	66	19	15	74
The cleanliness of the outside	-4	⬌	-6	⬇	1393	65	24	11	72
The availability of staff	-6	⬇	-3	⬌	1057	26	29	46	35
How well train company deals with delays	2	⬌	-2	⬌	495	29	33	39	31

Southern*

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1751	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⚊	-8	🔽	1703	69	15	15	78
STATION FACILITIES									
Overall satisfaction with the station	-3	⚊	-5	🔽	1718	69	19	12	77
Ticket buying facilities	-5	🔽	-4	⚊	772	63	19	18	73
Provision of information about train times/platforms	0	⚊	-4	🔽	1664	73	13	14	80
The upkeep/repair of the station buildings/platforms	-1	⚊	-6	🔽	1654	59	24	16	69
Cleanliness	-3	⚊	-5	🔽	1660	68	21	11	74
The facilities and services	-4	🔽	-3	⚊	1443	51	23	26	54
The attitudes and helpfulness of the staff	-5	🔽	-5	🔽	1238	64	23	13	72
Connections with other forms of public transport	-2	⚊	-2	⚊	1306	73	16	11	75
Facilities for car parking	-5	⚊	-7	⚊	411	37	23	40	45
Overall environment	-2	⚊	-4	🔽	1664	59	26	15	67
Your personal security whilst using the station	-3	⚊	-2	⚊	1523	65	29	6	69
The availability of staff	-5	🔽	-4	🔽	1445	54	25	21	62
The provision of shelter facilities	-3	⚊	-6	🔽	1328	59	21	19	62
Availability of seating	-5	🔽	-3	⚊	1489	34	21	45	43
How request to station staff was handled	-3	⚊	-6	⚊	230	77	8	13	83
The choice of shops/eating/drinking facilities available	-5	🔽	-4	⚊	1452	41	25	33	45
TRAIN FACILITIES									
Overall satisfaction with the train	-7	🔽	-12	🔽	1702	68	19	13	76
The frequency of the trains on that route	-4	🔽	-8	🔽	1701	63	12	26	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	🔽	-12	🔽	1707	53	11	36	70
The length of time the journey was scheduled to take (speed)	-4	🔽	-7	🔽	1677	69	17	15	78
Connections with other train services	-7	🔽	-11	🔽	1009	60	24	16	72
The value for money of the price of your ticket	-2	⚊	-6	🔽	1527	35	23	42	41
Upkeep and repair of the train	-7	🔽	-6	🔽	1630	69	20	11	73
The provision of information during the journey	-5	🔽	-5	🔽	1568	68	19	12	68
The helpfulness and attitude of staff on train	-10	🔽	-8	🔽	718	47	39	14	55
The space for luggage	-6	🔽	-2	⚊	1204	40	25	35	49
The toilet facilities	-11	🔽	-9	🔽	605	33	27	41	32
Sufficient room for all passengers to sit/stand	-7	🔽	-3	⚊	1653	57	16	28	62
The comfort of the seating area	-6	🔽	-4	🔽	1637	65	20	15	68
The ease of being able to get on and off	-2	⚊	-2	⚊	1679	74	16	10	77
Your personal security on board	-5	🔽	-3	⚊	1578	71	24	5	74
The cleanliness of the inside	-6	🔽	-6	🔽	1685	70	19	12	74
The cleanliness of the outside	-6	🔽	-11	🔽	1385	66	25	9	72
The availability of staff	-9	🔽	-7	🔽	1080	28	37	35	35
How well train company deals with delays	-1	⚊	-5	⚊	614	25	36	38	31

*Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the Gatwick Express service.
From Autumn 2015 Southern includes the Sussex Coast and Metro routes only; Gatwick Express is reported as a separate TOC

TfL Rail*

Overall sample size 262	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⚊	-6	⚊	255	79	14	7	78
STATION FACILITIES									
Overall satisfaction with the station	-3	⚊	-7	⚊	249	74	17	9	77
Ticket buying facilities	4	⚊	-5	⚊	136	70	18	12	73
Provision of information about train times/platforms	5	⚊	-3	⚊	232	78	14	9	80
The upkeep/repair of the station buildings/platforms	-5	⚊	-6	⚊	235	65	15	20	69
Cleanliness	-1	⚊	-5	⚊	240	73	18	8	74
The facilities and services	-11	⚊	-9	⚊	184	48	23	29	54
The attitudes and helpfulness of the staff	3	⚊	1	⚊	199	79	16	6	72
Connections with other forms of public transport	-6	⚊	-1	⚊	204	82	14	4	75
Facilities for car parking	-5	⚊	2	⚊	92	41	16	43	45
Overall environment	-2	⚊	-5	⚊	237	64	24	12	67
Your personal security whilst using the station	-1	⚊	-2	⚊	221	69	24	7	69
The availability of staff	13	🔼	0	⚊	226	73	20	7	62
The provision of shelter facilities	-5	⚊	-7	⚊	201	58	25	17	62
Availability of seating	1	⚊	-6	⚊	216	41	20	39	43
How request to station staff was handled	-	⚊	-	⚊	<50	-	-	-	83
The choice of shops/eating/drinking facilities available	-5	⚊	-6	⚊	191	45	19	36	45
TRAIN FACILITIES									
Overall satisfaction with the train	3	⚊	-7	⚊	256	70	19	11	76
The frequency of the trains on that route	-2	⚊	0	⚊	252	86	4	10	72
Punctuality/reliability (i.e. the train arriving/departing on time)	10	🔼	0	⚊	247	85	5	10	70
The length of time the journey was scheduled to take (speed)	3	⚊	0	⚊	244	84	8	7	78
Connections with other train services	-2	⚊	-5	⚊	174	82	13	5	72
The value for money of the price of your ticket	15	🔼	-2	⚊	197	44	23	33	41
Upkeep and repair of the train	18	🔼	2	⚊	246	66	17	17	73
The provision of information during the journey	7	⚊	0	⚊	226	68	21	11	68
The helpfulness and attitude of staff on train	-2	⚊	-11	⚊	88	27	55	18	55
The space for luggage	1	⚊	4	⚊	193	45	24	32	49
The toilet facilities	3	⚊	2	⚊	90	11	17	72	32
Sufficient room for all passengers to sit/stand	4	⚊	1	⚊	247	47	16	37	62
The comfort of the seating area	6	⚊	-4	⚊	243	50	22	28	68
The ease of being able to get on and off	0	⚊	-5	⚊	249	60	22	18	77
Your personal security on board	4	⚊	0	⚊	237	60	30	10	74
The cleanliness of the inside	14	🔼	-2	⚊	253	72	17	11	74
The cleanliness of the outside	18	🔼	-2	⚊	226	61	26	13	72
The availability of staff	-5	⚊	-7	⚊	155	15	31	54	35
How well train company deals with delays	-	⚊	-	⚊	<50	-	-	-	31

*New TOC from Autumn 2015; journeys on London – Shenfield metro service (formerly part of Abellio Greater Anglia)

Thameslink*

Improved 🔼
Unchanged ⊖
Declined 🔽

Overall sample size 1160	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	4	⊖	1	⊖	1137	74	14	12	78
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	0	⊖	1131	75	15	10	77
Ticket buying facilities	2	⊖	1	⊖	552	67	17	15	73
Provision of information about train times/platforms	1	⊖	-4	⊖	1086	74	12	14	80
The upkeep/repair of the station buildings/platforms	2	⊖	2	⊖	1090	71	17	11	69
Cleanliness	4	⊖	3	⊖	1100	78	13	9	74
The facilities and services	5	⊖	4	⊖	879	54	20	26	54
The attitudes and helpfulness of the staff	3	⊖	-4	⊖	806	71	20	9	72
Connections with other forms of public transport	2	⊖	2	⊖	861	79	12	10	75
Facilities for car parking	-5	⊖	-1	⊖	281	37	19	44	45
Overall environment	-1	⊖	1	⊖	1091	67	22	11	67
Your personal security whilst using the station	1	⊖	0	⊖	985	70	24	6	69
The availability of staff	2	⊖	-1	⊖	946	59	23	18	62
The provision of shelter facilities	1	⊖	-6	⊖	880	62	20	18	62
Availability of seating	-3	⊖	-2	⊖	991	42	23	35	43
How request to station staff was handled	5	⊖	14	🔼	138	89	6	3	83
The choice of shops/eating/drinking facilities available	3	⊖	4	⊖	858	45	22	32	45
TRAIN FACILITIES									
Overall satisfaction with the train	5	⊖	0	⊖	1130	71	18	11	76
The frequency of the trains on that route	-1	⊖	-5	⊖	1119	66	13	21	72
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⊖	-4	⊖	1122	57	11	32	70
The length of time the journey was scheduled to take (speed)	-1	⊖	-4	⊖	1116	73	17	11	78
Connections with other train services	5	⊖	-6	⊖	675	69	22	9	72
The value for money of the price of your ticket	2	⊖	-3	⊖	1040	35	21	43	41
Upkeep and repair of the train	6	🔼	0	⊖	1090	66	19	14	73
The provision of information during the journey	3	⊖	-3	⊖	989	50	27	23	68
The helpfulness and attitude of staff on train	-1	⊖	-5	⊖	346	30	46	25	55
The space for luggage	0	⊖	2	⊖	841	45	23	32	49
The toilet facilities	3	⊖	-4	⊖	348	33	27	39	32
Sufficient room for all passengers to sit/stand	0	⊖	3	⊖	1097	61	14	25	62
The comfort of the seating area	8	🔼	5	⊖	1089	66	19	15	68
The ease of being able to get on and off	2	⊖	2	⊖	1111	72	17	11	77
Your personal security on board	4	⊖	-3	⊖	1015	70	24	6	74
The cleanliness of the inside	4	⊖	0	⊖	1118	69	19	12	74
The cleanliness of the outside	1	⊖	-8	🔽	912	62	29	9	72
The availability of staff	3	⊖	1	⊖	654	15	30	56	35
How well train company deals with delays	7	⊖	4	⊖	368	29	34	38	31

*Part of the Govia Thameslink Railway franchise

CrossCountry

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1236	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⬅	-1	⬅	1220	86	9	5	88
STATION FACILITIES									
Overall satisfaction with the station	3	⬅	-2	⬅	1213	86	10	4	87
Ticket buying facilities	3	⬅	3	⬅	490	88	7	5	86
Provision of information about train times/platforms	1	⬅	-3	⬅	1178	87	8	5	88
The upkeep/repair of the station buildings/platforms	6	⬆	1	⬅	1174	81	14	5	80
Cleanliness	4	⬆	2	⬅	1179	85	11	4	84
The facilities and services	4	⬅	3	⬅	1045	75	14	11	72
The attitudes and helpfulness of the staff	6	⬆	2	⬅	888	87	10	4	84
Connections with other forms of public transport	-1	⬅	-1	⬅	701	78	13	8	78
Facilities for car parking	-4	⬅	-2	⬅	373	53	16	30	57
Overall environment	7	⬆	2	⬅	1184	82	13	5	80
Your personal security whilst using the station	4	⬅	-3	⬅	1051	80	18	2	80
The availability of staff	6	⬆	0	⬅	1010	77	16	7	74
The provision of shelter facilities	5	⬆	-4	⬅	1011	78	13	9	76
Availability of seating	6	⬆	1	⬅	1108	65	17	18	58
How request to station staff was handled	-1	⬅	-1	⬅	293	93	1	4	91
The choice of shops/eating/drinking facilities available	1	⬅	4	⬅	1015	65	18	18	62
TRAIN FACILITIES									
Overall satisfaction with the train	0	⬅	-2	⬅	1218	82	12	6	85
The frequency of the trains on that route	0	⬅	-1	⬅	1166	81	8	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⬅	-1	⬅	1207	85	5	11	84
The length of time the journey was scheduled to take (speed)	0	⬅	-2	⬅	1203	86	8	6	88
Connections with other train services	-3	⬅	-3	⬅	740	80	13	7	80
The value for money of the price of your ticket	-2	⬅	-4	⬅	1164	53	18	29	57
Upkeep and repair of the train	-3	⬅	-3	⬅	1174	76	15	9	80
The provision of information during the journey	0	⬅	-1	⬅	1116	75	18	6	78
The helpfulness and attitude of staff on train	0	⬅	0	⬅	897	81	15	4	81
The space for luggage	1	⬅	5	⬅	931	60	16	24	60
The toilet facilities	-3	⬅	-4	⬅	552	45	23	31	52
Sufficient room for all passengers to sit/stand	-4	⬅	1	⬅	1174	67	13	20	73
The comfort of the seating area	-2	⬅	3	⬅	1159	74	16	10	79
The ease of being able to get on and off	0	⬅	-1	⬅	1186	82	13	5	84
Your personal security on board	3	⬅	3	⬅	1125	88	10	2	87
The cleanliness of the inside	-1	⬅	-2	⬅	1202	79	13	8	83
The cleanliness of the outside	-4	⬅	-5	⬅	940	74	20	6	78
The availability of staff	1	⬅	4	⬅	1005	67	23	9	68
How well train company deals with delays	-1	⬅	-1	⬅	249	54	31	16	54

East Midlands Trains

Improved ⊕
Unchanged ⊖
Declined ⊗

	Overall sample size 1092	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-3	⊖	2	⊖	1067	86	10	4	88
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	2	⊖	1075	88	9	3	87
Ticket buying facilities		1	⊖	6	⊖	476	85	9	6	86
Provision of information about train times/platforms		1	⊖	4	⊕	1043	88	8	4	88
The upkeep/repair of the station buildings/platforms		0	⊖	0	⊖	1043	84	12	4	80
Cleanliness		0	⊖	-1	⊖	1042	86	11	3	84
The facilities and services		-2	⊖	-3	⊖	932	67	17	15	72
The attitudes and helpfulness of the staff		4	⊖	0	⊖	782	83	13	4	84
Connections with other forms of public transport		1	⊖	1	⊖	735	75	13	12	78
Facilities for car parking		-2	⊖	-2	⊖	373	69	13	18	57
Overall environment		0	⊖	-1	⊖	1039	82	16	3	80
Your personal security whilst using the station		-2	⊖	2	⊖	938	81	18	1	80
The availability of staff		-1	⊖	-1	⊖	907	70	20	10	74
The provision of shelter facilities		2	⊖	-1	⊖	875	77	14	9	76
Availability of seating		1	⊖	3	⊖	990	59	21	20	58
How request to station staff was handled		4	⊖	-1	⊖	180	90	2	6	91
The choice of shops/eating/drinking facilities available		1	⊖	-1	⊖	912	57	20	22	62
TRAIN FACILITIES										
Overall satisfaction with the train		-3	⊖	-2	⊖	1069	84	11	6	85
The frequency of the trains on that route		0	⊖	3	⊖	1032	81	7	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	⊖	-1	⊖	1062	82	7	11	84
The length of time the journey was scheduled to take (speed)		-1	⊖	2	⊖	1059	87	8	5	88
Connections with other train services		-2	⊖	2	⊖	597	77	16	7	80
The value for money of the price of your ticket		1	⊖	1	⊖	1039	52	18	30	57
Upkeep and repair of the train		-1	⊖	-4	⊖	1029	79	15	6	80
The provision of information during the journey		-3	⊖	-1	⊖	985	72	20	7	78
The helpfulness and attitude of staff on train		1	⊖	3	⊖	807	80	16	4	81
The space for luggage		-3	⊖	0	⊖	842	54	20	26	60
The toilet facilities		-2	⊖	-7	⊖	501	43	26	31	52
Sufficient room for all passengers to sit/stand		-3	⊖	-2	⊖	1037	71	14	15	73
The comfort of the seating area		-4	⊖	-1	⊖	1044	79	15	7	79
The ease of being able to get on and off		-2	⊖	2	⊖	1053	84	11	5	84
Your personal security on board		1	⊖	0	⊖	1011	86	13	1	87
The cleanliness of the inside		-2	⊖	-2	⊖	1062	81	13	6	83
The cleanliness of the outside		-2	⊖	-3	⊖	882	71	21	8	78
The availability of staff		2	⊖	3	⊖	910	67	23	10	68
How well train company deals with delays		5	⊖	5	⊖	249	54	33	13	54

First Hull Trains

Improved ⬆
Unchanged ⊜
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 582	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-2	⊜	-3	⊜	547	94	5	2	88
STATION FACILITIES									
Overall satisfaction with the station	-1	⊜	1	⊜	563	89	9	3	87
Ticket buying facilities	-4	⊜	-2	⊜	219	86	11	4	86
Provision of information about train times/platforms	-1	⊜	-2	⊜	533	88	9	2	88
The upkeep/repair of the station buildings/platforms	0	⊜	0	⊜	542	88	10	2	80
Cleanliness	-2	⊜	-3	⊜	537	88	10	1	84
The facilities and services	-2	⊜	2	⊜	489	72	16	13	72
The attitudes and helpfulness of the staff	0	⊜	7	⊜	358	81	13	5	84
Connections with other forms of public transport	0	⊜	-2	⊜	402	79	10	11	78
Facilities for car parking	-8	⊜	-4	⊜	252	62	12	26	57
Overall environment	-2	⊜	-2	⊜	530	82	13	4	80
Your personal security whilst using the station	-8	⬇	-7	⬇	479	76	20	4	80
The availability of staff	-3	⊜	3	⊜	433	65	22	13	74
The provision of shelter facilities	-5	⊜	-6	⊜	458	77	16	7	76
Availability of seating	-1	⊜	-1	⊜	500	58	20	23	58
How request to station staff was handled	-1	⊜	2	⊜	71	93	3	4	91
The choice of shops/eating/drinking facilities available	0	⊜	-2	⊜	499	63	17	20	62
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊜	-1	⊜	550	94	4	1	85
The frequency of the trains on that route	0	⊜	-4	⊜	523	79	11	10	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⊜	-2	⊜	555	93	5	2	84
The length of time the journey was scheduled to take (speed)	0	⊜	1	⊜	548	94	5	2	88
Connections with other train services	-2	⊜	-2	⊜	292	84	13	3	80
The value for money of the price of your ticket	9	⬆	-3	⊜	530	65	18	17	57
Upkeep and repair of the train	-1	⊜	-1	⊜	543	91	6	3	80
The provision of information during the journey	1	⊜	4	⊜	515	90	9	1	78
The helpfulness and attitude of staff on train	2	⊜	5	⬆	498	96	4	0	81
The space for luggage	2	⊜	1	⊜	507	74	15	11	60
The toilet facilities	-1	⊜	-6	⊜	382	66	20	14	52
Sufficient room for all passengers to sit/stand	0	⊜	6	⬆	536	89	7	4	73
The comfort of the seating area	-3	⊜	0	⊜	534	89	8	3	79
The ease of being able to get on and off	-2	⊜	-1	⊜	543	92	6	2	84
Your personal security on board	-2	⊜	-1	⊜	526	92	8	1	87
The cleanliness of the inside	0	⊜	0	⊜	553	94	5	1	83
The cleanliness of the outside	2	⊜	4	⊜	457	90	9	1	78
The availability of staff	1	⊜	5	⬆	510	89	10	1	68
How well train company deals with delays	58	⊜	4	⊜	69	76	20	4	54

First TransPennine Express

Improved 🔼
Unchanged ⬛
Declined 🔽

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1106	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⊜	3	⊜	1073	87	9	5	88
STATION FACILITIES									
Overall satisfaction with the station	0	⊜	-1	⊜	1081	86	10	4	87
Ticket buying facilities	-1	⊜	0	⊜	477	84	10	6	86
Provision of information about train times/platforms	-4	🔽	-1	⊜	1053	85	9	6	88
The upkeep/repair of the station buildings/platforms	-3	⊜	-2	⊜	1054	80	14	7	80
Cleanliness	-1	⊜	-2	⊜	1054	82	12	6	84
The facilities and services	-4	⊜	-3	⊜	938	67	21	12	72
The attitudes and helpfulness of the staff	1	⊜	0	⊜	787	82	13	5	84
Connections with other forms of public transport	-7	🔽	-7	🔽	656	71	17	12	78
Facilities for car parking	-4	⊜	-3	⊜	340	46	17	37	57
Overall environment	-1	⊜	-4	⊜	1054	79	16	6	80
Your personal security whilst using the station	-6	🔽	-3	⊜	946	77	22	1	80
The availability of staff	-4	⊜	-2	⊜	916	70	19	10	74
The provision of shelter facilities	-1	⊜	-4	⊜	910	74	16	10	76
Availability of seating	-6	🔽	-3	⊜	993	54	20	25	58
How request to station staff was handled	-1	⊜	-3	⊜	213	90	4	5	91
The choice of shops/eating/drinking facilities available	-2	⊜	-4	⊜	914	58	21	21	62
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊜	0	⊜	1082	82	11	6	85
The frequency of the trains on that route	1	⊜	4	⊜	1045	85	8	8	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⊜	5	🔼	1088	78	7	16	84
The length of time the journey was scheduled to take (speed)	1	⊜	3	⊜	1072	88	8	4	88
Connections with other train services	-3	⊜	-2	⊜	627	75	14	11	80
The value for money of the price of your ticket	-2	⊜	-3	⊜	1033	58	18	24	57
Upkeep and repair of the train	-3	⊜	-2	⊜	1044	82	12	5	80
The provision of information during the journey	0	⊜	2	⊜	1019	79	15	6	78
The helpfulness and attitude of staff on train	0	⊜	2	⊜	819	81	16	3	81
The space for luggage	-2	⊜	3	⊜	870	57	18	25	60
The toilet facilities	-3	⊜	2	⊜	420	52	21	27	52
Sufficient room for all passengers to sit/stand	3	⊜	10	🔼	1059	69	11	20	73
The comfort of the seating area	0	⊜	3	⊜	1032	81	13	6	79
The ease of being able to get on and off	1	⊜	2	⊜	1069	84	10	6	84
Your personal security on board	0	⊜	3	⊜	1015	85	13	2	87
The cleanliness of the inside	-3	⊜	-2	⊜	1070	82	13	6	83
The cleanliness of the outside	-1	⊜	-1	⊜	857	81	15	4	78
The availability of staff	-3	⊜	2	⊜	931	64	26	10	68
How well train company deals with delays	-17	🔽	-6	⊜	280	45	39	16	54

Grand Central

Improved ⬆
Unchanged ⬌
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 548	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⬌	3	⬆	513	96	2	2	88
STATION FACILITIES									
Overall satisfaction with the station	5	⬌	3	⬌	530	86	11	4	87
Ticket buying facilities	2	⬌	0	⬌	253	82	9	9	86
Provision of information about train times/platforms	4	⬌	5	⬆	517	93	5	3	88
The upkeep/repair of the station buildings/platforms	3	⬌	-2	⬌	513	83	10	6	80
Cleanliness	1	⬌	-2	⬌	512	83	13	4	84
The facilities and services	-4	⬌	-1	⬌	460	66	13	21	72
The attitudes and helpfulness of the staff	-1	⬌	0	⬌	344	76	18	6	84
Connections with other forms of public transport	-2	⬌	-5	⬌	408	74	18	8	78
Facilities for car parking	9	⬌	-1	⬌	253	59	14	27	57
Overall environment	3	⬌	0	⬌	511	79	15	6	80
Your personal security whilst using the station	3	⬌	3	⬌	466	81	17	2	80
The availability of staff	0	⬌	-3	⬌	417	63	24	13	74
The provision of shelter facilities	3	⬌	-3	⬌	444	77	14	9	76
Availability of seating	12	⬆	5	⬌	468	62	16	21	58
How request to station staff was handled	3	⬌	11	⬌	76	88	6	2	91
The choice of shops/eating/drinking facilities available	1	⬌	1	⬌	469	62	13	25	62
TRAIN FACILITIES									
Overall satisfaction with the train	1	⬌	-1	⬌	521	93	5	1	85
The frequency of the trains on that route	2	⬌	0	⬌	496	81	9	10	85
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⬌	4	⬆	522	96	3	1	84
The length of time the journey was scheduled to take (speed)	0	⬌	2	⬌	516	92	6	1	88
Connections with other train services	0	⬌	-1	⬌	309	85	13	2	80
The value for money of the price of your ticket	-3	⬌	-3	⬌	516	73	12	14	57
Upkeep and repair of the train	2	⬌	-1	⬌	506	83	11	7	80
The provision of information during the journey	0	⬌	1	⬌	482	85	14	1	78
The helpfulness and attitude of staff on train	-2	⬌	0	⬌	470	90	9	1	81
The space for luggage	1	⬌	9	⬆	477	81	12	7	60
The toilet facilities	-4	⬌	-3	⬌	396	60	23	16	52
Sufficient room for all passengers to sit/stand	1	⬌	4	⬌	510	92	8	1	73
The comfort of the seating area	1	⬌	1	⬌	506	90	7	2	79
The ease of being able to get on and off	3	⬌	2	⬌	512	90	9	2	84
Your personal security on board	0	⬌	1	⬌	492	91	9	1	87
The cleanliness of the inside	2	⬌	0	⬌	523	89	8	2	83
The cleanliness of the outside	3	⬌	3	⬌	452	88	10	2	78
The availability of staff	0	⬌	1	⬌	466	86	13	0	68
How well train company deals with delays	-	⬌	-	⬌	<50	-	-	-	54

Virgin Trains

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 1051	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		3	⬆	1	⊜	1028	92	5	3	88
STATION FACILITIES										
Overall satisfaction with the station		7	⬆	6	⬆	1033	84	11	5	87
Ticket buying facilities		1	⊜	4	⊜	379	84	11	5	86
Provision of information about train times/platforms		3	⬆	3	⊜	1001	89	8	3	88
The upkeep/repair of the station buildings/platforms		6	⬆	5	⬆	994	73	19	8	80
Cleanliness		3	⊜	3	⊜	1012	78	16	6	84
The facilities and services		3	⊜	7	⬆	891	69	16	15	72
The attitudes and helpfulness of the staff		3	⊜	2	⊜	726	83	13	4	84
Connections with other forms of public transport		0	⊜	2	⊜	701	81	12	7	78
Facilities for car parking		4	⊜	3	⊜	344	61	19	20	57
Overall environment		7	⬆	4	⊜	1008	72	20	8	80
Your personal security whilst using the station		7	⬆	3	⊜	888	78	20	2	80
The availability of staff		9	⬆	6	⬆	840	75	18	7	74
The provision of shelter facilities		6	⬆	0	⊜	735	74	16	10	76
Availability of seating		5	⊜	6	⬆	917	49	15	37	58
How request to station staff was handled		-1	⊜	-1	⊜	203	91	2	5	91
The choice of shops/eating/drinking facilities available		3	⊜	3	⊜	910	61	22	17	62
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊜	0	⊜	1027	90	8	2	85
The frequency of the trains on that route		0	⊜	0	⊜	1005	90	6	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)		4	⬆	-3	⊜	1015	87	6	7	84
The length of time the journey was scheduled to take (speed)		0	⊜	-3	⬇	1020	90	6	4	88
Connections with other train services		2	⊜	1	⊜	589	85	10	5	80
The value for money of the price of your ticket		-3	⊜	-1	⊜	986	62	17	21	57
Upkeep and repair of the train		0	⊜	1	⊜	1006	88	9	3	80
The provision of information during the journey		1	⊜	2	⊜	952	84	12	4	78
The helpfulness and attitude of staff on train		-2	⊜	-1	⊜	702	81	15	5	81
The space for luggage		2	⊜	4	⊜	854	63	16	21	60
The toilet facilities		1	⊜	3	⊜	617	62	19	19	52
Sufficient room for all passengers to sit/stand		3	⊜	0	⊜	994	81	10	9	73
The comfort of the seating area		2	⊜	0	⊜	999	83	10	6	79
The ease of being able to get on and off		2	⊜	2	⊜	1012	89	8	3	84
Your personal security on board		2	⊜	1	⊜	957	89	10	1	87
The cleanliness of the inside		2	⊜	2	⊜	1027	89	7	3	83
The cleanliness of the outside		1	⊜	0	⊜	825	84	12	4	78
The availability of staff		2	⊜	3	⊜	797	69	22	9	68
How well train company deals with delays		-4	⊜	-3	⊜	208	58	31	12	54

Virgin Trains East Coast*

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1170	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-5	⭭	-1	⊜	1144	88	7	4	88
STATION FACILITIES									
Overall satisfaction with the station	0	⊜	0	⊜	1153	91	8	2	87
Ticket buying facilities	6	⊜	6	⊜	298	90	8	2	86
Provision of information about train times/platforms	-2	⊜	0	⊜	1115	90	6	4	88
The upkeep/repair of the station buildings/platforms	-1	⊜	0	⊜	1121	89	9	2	80
Cleanliness	1	⊜	0	⊜	1119	91	7	2	84
The facilities and services	2	⊜	3	⊜	1008	81	13	6	72
The attitudes and helpfulness of the staff	-1	⊜	0	⊜	776	84	14	3	84
Connections with other forms of public transport	3	⊜	4	⊜	747	85	10	5	78
Facilities for car parking	-3	⊜	5	⊜	317	58	16	26	57
Overall environment	0	⊜	-2	⊜	1122	86	11	2	80
Your personal security whilst using the station	-1	⊜	1	⊜	993	82	17	1	80
The availability of staff	1	⊜	6	⭫	910	77	16	7	74
The provision of shelter facilities	3	⊜	2	⊜	873	81	11	8	76
Availability of seating	4	⊜	7	⭫	1012	58	18	24	58
How request to station staff was handled	-1	⊜	-1	⊜	197	89	4	4	91
The choice of shops/eating/drinking facilities available	3	⊜	2	⊜	1028	70	20	10	62
TRAIN FACILITIES									
Overall satisfaction with the train	-7	⭭	0	⊜	1149	86	10	4	85
The frequency of the trains on that route	-1	⊜	1	⊜	1124	92	4	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	⭭	2	⊜	1138	87	5	8	84
The length of time the journey was scheduled to take (speed)	-3	⭭	-1	⊜	1135	89	6	4	88
Connections with other train services	-2	⊜	2	⊜	643	84	10	6	80
The value for money of the price of your ticket	-2	⊜	2	⊜	1112	61	18	21	57
Upkeep and repair of the train	-5	⭭	0	⊜	1114	77	14	9	80
The provision of information during the journey	-4	⭭	0	⊜	1063	80	15	5	78
The helpfulness and attitude of staff on train	-2	⊜	0	⊜	921	85	13	2	81
The space for luggage	-4	⊜	2	⊜	996	66	18	16	60
The toilet facilities	-3	⊜	7	⭫	743	54	20	25	52
Sufficient room for all passengers to sit/stand	0	⊜	4	⭫	1104	83	10	8	73
The comfort of the seating area	-1	⊜	6	⭫	1112	79	11	10	79
The ease of being able to get on and off	-2	⊜	1	⊜	1124	84	11	5	84
Your personal security on board	-2	⊜	0	⊜	1065	87	12	1	87
The cleanliness of the inside	-5	⭭	0	⊜	1142	84	11	5	83
The cleanliness of the outside	-1	⊜	2	⊜	881	78	16	7	78
The availability of staff	-3	⊜	2	⊜	993	75	18	7	68
How well train company deals with delays	-6	⊜	0	⊜	310	63	24	13	54

*Up to Spring 2015 wave Virgin Trains East Coast was East Coast

Arriva Trains Wales

Improved ⊕
Unchanged ⊜
Declined ⊖

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1017	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-7	⊖	-1	⊜	970	82	11	7	85
STATION FACILITIES									
Overall satisfaction with the station	-2	⊜	0	⊜	974	77	17	7	83
Ticket buying facilities	-3	⊜	-3	⊜	591	75	13	12	82
Provision of information about train times/platforms	-2	⊜	0	⊜	915	83	11	6	87
The upkeep/repair of the station buildings/platforms	-8	⊖	-6	⊖	937	64	23	13	78
Cleanliness	-7	⊖	-5	⊖	933	64	22	14	80
The facilities and services	-7	⊖	-5	⊜	776	43	20	37	58
The attitudes and helpfulness of the staff	-7	⊖	-1	⊜	698	76	16	8	81
Connections with other forms of public transport	-13	⊖	-3	⊜	599	58	26	16	71
Facilities for car parking	-11	⊖	-6	⊜	511	58	20	22	55
Overall environment	-4	⊜	-5	⊜	926	63	25	13	74
Your personal security whilst using the station	-4	⊜	-5	⊜	840	65	28	8	75
The availability of staff	-12	⊖	-6	⊜	794	55	21	24	71
The provision of shelter facilities	-1	⊜	-7	⊖	871	65	17	18	73
Availability of seating	-4	⊜	-4	⊜	885	53	20	27	61
How request to station staff was handled	-2	⊜	3	⊜	142	91	2	6	89
The choice of shops/eating/drinking facilities available	-6	⊜	-5	⊜	732	34	22	44	47
TRAIN FACILITIES									
Overall satisfaction with the train	-8	⊖	-3	⊜	971	77	15	8	79
The frequency of the trains on that route	-1	⊜	2	⊜	957	75	10	15	81
Punctuality/reliability (i.e. the train arriving/departing on time)	-10	⊖	-3	⊜	969	77	7	17	83
The length of time the journey was scheduled to take (speed)	-3	⊜	1	⊜	952	83	8	9	86
Connections with other train services	4	⊜	6	⊕	662	79	14	6	76
The value for money of the price of your ticket	1	⊜	-1	⊜	930	58	16	26	61
Upkeep and repair of the train	-10	⊖	-5	⊜	933	64	19	17	70
The provision of information during the journey	-3	⊜	1	⊜	864	64	23	14	72
The helpfulness and attitude of staff on train	-5	⊖	-3	⊜	843	81	14	5	80
The space for luggage	-6	⊖	0	⊜	829	62	20	18	64
The toilet facilities	-5	⊜	-5	⊜	576	45	20	35	46
Sufficient room for all passengers to sit/stand	-9	⊖	-3	⊜	948	70	12	19	72
The comfort of the seating area	-8	⊖	-3	⊜	946	69	18	12	72
The ease of being able to get on and off	-2	⊜	-1	⊜	954	81	12	7	82
Your personal security on board	-5	⊖	0	⊜	923	81	15	5	82
The cleanliness of the inside	-6	⊖	-1	⊜	965	71	16	13	73
The cleanliness of the outside	-5	⊜	-5	⊜	805	64	22	14	69
The availability of staff	-8	⊖	-3	⊜	893	68	22	10	65
How well train company deals with delays	-7	⊜	-2	⊜	180	36	40	24	40

Merseyrail

Improved ⬆
Unchanged ⬛
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 850	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⬛	-3	⬛	824	90	7	3	85
STATION FACILITIES									
Overall satisfaction with the station	2	⬛	-1	⬛	833	89	8	3	83
Ticket buying facilities	4	⬛	1	⬛	383	90	7	2	82
Provision of information about train times/platforms	-1	⬛	-4	⬛	759	89	9	3	87
The upkeep/repair of the station buildings/platforms	2	⬛	0	⬛	782	82	11	6	78
Cleanliness	0	⬛	-3	⬛	792	82	13	5	80
The facilities and services	-3	⬛	-2	⬛	626	61	21	18	58
The attitudes and helpfulness of the staff	0	⬛	-5	⬇	660	85	12	2	81
Connections with other forms of public transport	0	⬛	-5	⬛	545	77	15	9	71
Facilities for car parking	3	⬛	12	⬆	302	58	17	25	55
Overall environment	-1	⬛	0	⬛	794	79	14	7	74
Your personal security whilst using the station	1	⬛	-2	⬛	741	79	18	3	75
The availability of staff	2	⬛	-4	⬛	722	80	14	5	71
The provision of shelter facilities	-1	⬛	-5	⬛	602	80	13	8	73
Availability of seating	1	⬛	-2	⬛	750	66	17	17	61
How request to station staff was handled	-8	⬛	-6	⬛	64	85	5	4	89
The choice of shops/eating/drinking facilities available	1	⬛	4	⬛	558	47	21	32	47
TRAIN FACILITIES									
Overall satisfaction with the train	2	⬛	-5	⬇	823	88	10	3	79
The frequency of the trains on that route	1	⬛	1	⬛	844	95	2	3	81
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⬛	-2	⬛	831	91	3	7	83
The length of time the journey was scheduled to take (speed)	-1	⬛	-2	⬛	821	94	4	2	86
Connections with other train services	-2	⬛	-1	⬛	449	85	8	7	76
The value for money of the price of your ticket	6	⬛	5	⬛	630	74	14	12	61
Upkeep and repair of the train	7	⬆	-9	⬇	783	79	16	5	70
The provision of information during the journey	-3	⬛	-7	⬇	759	84	12	4	72
The helpfulness and attitude of staff on train	6	⬛	6	⬛	476	76	21	4	80
The space for luggage	4	⬛	-7	⬛	598	57	25	17	64
The toilet facilities	-2	⬛	6	⬛	227	23	9	68	46
Sufficient room for all passengers to sit/stand	0	⬛	-6	⬇	802	75	14	11	72
The comfort of the seating area	4	⬛	-5	⬇	808	80	13	8	72
The ease of being able to get on and off	-1	⬛	-5	⬇	818	86	10	4	82
Your personal security on board	0	⬛	-6	⬇	778	80	16	3	82
The cleanliness of the inside	6	⬆	-4	⬛	833	79	13	8	73
The cleanliness of the outside	6	⬛	-5	⬛	732	75	18	7	69
The availability of staff	4	⬛	3	⬛	634	60	27	13	65
How well train company deals with delays	-7	⬛	-8	⬛	101	41	34	26	40

Northern Rail

Improved ⬆
Unchanged ⬌
Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1313	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	Unchanged	-3	Unchanged	1273	82	11	8	85
STATION FACILITIES									
Overall satisfaction with the station	2	Unchanged	-2	Unchanged	1267	81	13	6	83
Ticket buying facilities	-2	Unchanged	2	Unchanged	752	78	10	12	82
Provision of information about train times/platforms	1	Unchanged	-1	Unchanged	1219	85	7	8	87
The upkeep/repair of the station buildings/platforms	0	Unchanged	-3	Unchanged	1232	76	15	9	78
Cleanliness	-3	Unchanged	-4	Unchanged	1231	78	14	8	80
The facilities and services	-3	Unchanged	-1	Unchanged	1085	58	17	25	58
The attitudes and helpfulness of the staff	3	Unchanged	1	Unchanged	928	79	15	6	81
Connections with other forms of public transport	-1	Unchanged	-2	Unchanged	883	66	17	17	71
Facilities for car parking	-2	Unchanged	1	Unchanged	608	56	19	25	55
Overall environment	-1	Unchanged	-5	Declined	1228	74	18	9	74
Your personal security whilst using the station	0	Unchanged	-1	Unchanged	1129	72	22	6	75
The availability of staff	1	Unchanged	-3	Unchanged	1077	65	16	19	71
The provision of shelter facilities	1	Unchanged	-7	Declined	1159	72	15	14	73
Availability of seating	-2	Unchanged	-1	Unchanged	1172	60	19	21	61
How request to station staff was handled	0	Unchanged	2	Unchanged	143	90	3	6	89
The choice of shops/eating/drinking facilities available	-1	Unchanged	-2	Unchanged	1014	51	18	30	47
TRAIN FACILITIES									
Overall satisfaction with the train	-1	Unchanged	-5	Declined	1269	71	17	12	79
The frequency of the trains on that route	4	Unchanged	2	Unchanged	1247	73	9	18	81
Punctuality/reliability (i.e. the train arriving/departing on time)	1	Unchanged	-3	Unchanged	1268	79	8	13	83
The length of time the journey was scheduled to take (speed)	-1	Unchanged	-4	Declined	1253	79	11	10	86
Connections with other train services	-5	Declined	-1	Unchanged	777	71	21	8	76
The value for money of the price of your ticket	5	Improved	0	Unchanged	1216	58	17	25	61
Upkeep and repair of the train	1	Unchanged	-3	Unchanged	1220	61	19	20	70
The provision of information during the journey	5	Improved	-3	Unchanged	1129	62	23	15	72
The helpfulness and attitude of staff on train	3	Unchanged	-3	Unchanged	1045	78	17	5	80
The space for luggage	1	Unchanged	-4	Unchanged	977	58	19	23	64
The toilet facilities	2	Unchanged	-4	Unchanged	570	42	23	35	46
Sufficient room for all passengers to sit/stand	2	Unchanged	-5	Declined	1259	68	11	21	72
The comfort of the seating area	-1	Unchanged	-3	Unchanged	1240	63	17	21	72
The ease of being able to get on and off	-2	Unchanged	0	Unchanged	1253	76	15	9	82
Your personal security on board	-1	Unchanged	-4	Unchanged	1201	78	18	4	82
The cleanliness of the inside	0	Unchanged	-5	Declined	1261	66	17	16	73
The cleanliness of the outside	0	Unchanged	-8	Declined	1073	62	25	13	69
The availability of staff	0	Unchanged	-3	Unchanged	1137	62	25	13	65
How well train company deals with delays	10	Unchanged	-3	Unchanged	167	41	38	21	40

ScotRail

Improved 🔼
Unchanged ⊖
Declined 🔽

	Improvement/decline in % satisfied or good since Spring 2015		Improvement/decline in % satisfied or good since Autumn 2015		Spring 2016				
Overall sample size 1250	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⊖	-3	⊖	1223	87	9	4	85
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	-4	⊖	1226	84	14	2	83
Ticket buying facilities	2	⊖	-2	⊖	701	86	6	8	82
Provision of information about train times/platforms	1	⊖	1	⊖	1179	88	7	5	87
The upkeep/repair of the station buildings/platforms	0	⊖	-1	⊖	1177	83	12	5	78
Cleanliness	-3	⊖	-2	⊖	1190	85	13	3	80
The facilities and services	6	⊖	5	⊖	1022	62	15	22	58
The attitudes and helpfulness of the staff	2	⊖	-2	⊖	956	84	12	5	81
Connections with other forms of public transport	8	🔼	0	⊖	842	78	12	10	71
Facilities for car parking	2	⊖	-3	⊖	480	49	13	37	55
Overall environment	-7	🔽	-5	⊖	1183	75	17	8	74
Your personal security whilst using the station	3	⊖	0	⊖	1080	79	18	3	75
The availability of staff	3	⊖	3	⊖	1041	77	14	9	71
The provision of shelter facilities	-2	⊖	-6	⊖	1022	75	15	11	73
Availability of seating	2	⊖	4	⊖	1129	63	17	19	61
How request to station staff was handled	-6	⊖	-5	⊖	186	87	8	5	89
The choice of shops/eating/drinking facilities available	-3	⊖	-5	⊖	1012	46	21	34	47
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊖	-5	⊖	1226	83	13	4	79
The frequency of the trains on that route	1	⊖	0	⊖	1214	84	6	10	81
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⊖	0	⊖	1211	86	5	9	83
The length of time the journey was scheduled to take (speed)	2	⊖	1	⊖	1210	90	5	4	86
Connections with other train services	-2	⊖	-6	⊖	613	77	18	5	76
The value for money of the price of your ticket	0	⊖	-2	⊖	1191	59	17	23	61
Upkeep and repair of the train	0	⊖	-1	⊖	1175	77	17	6	70
The provision of information during the journey	5	⊖	2	⊖	1094	80	14	6	72
The helpfulness and attitude of staff on train	4	⊖	-2	⊖	952	83	14	3	80
The space for luggage	5	⊖	7	⊖	931	73	14	13	64
The toilet facilities	0	⊖	1	⊖	530	57	18	25	46
Sufficient room for all passengers to sit/stand	-3	⊖	4	⊖	1182	76	10	14	72
The comfort of the seating area	-2	⊖	-2	⊖	1184	80	12	8	72
The ease of being able to get on and off	0	⊖	-1	⊖	1199	87	8	5	82
Your personal security on board	2	⊖	3	⊖	1147	88	9	3	82
The cleanliness of the inside	-1	⊖	-4	⊖	1219	77	14	9	73
The cleanliness of the outside	1	⊖	-6	⊖	987	75	21	4	69
The availability of staff	-1	⊖	-4	⊖	1065	68	21	10	65
How well train company deals with delays	-7	⊖	-9	⊖	138	43	32	25	40

Individual train company results
by route

Overall satisfaction

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2015.

Full details of the route results for Spring 2016 are available on the Transport Focus website (or by email on request).

Improved ⬆
Unchanged ⬅➡
Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	428	84	=	Grand Central: London - Bradford	193	96	=	South West Trains: Longer distance	742	84	=
Abellio Greater Anglia: Mainline	519	75	=	Grand Central: London - Sunderland	320	96	=	South West Trains: Metro	498	80	=
Abellio Greater Anglia: Rural	197	76	=	Great Northern	589	74	=	South West Trains: Outer Suburban and Local	592	82	=
Abellio Greater Anglia: Stansted Express	237	90	=	Great Western Railway: Long Distance	1122	86	=	Southeastern: High Speed	275	84	=
Abellio Greater Anglia: West Anglia	381	74	=	Great Western Railway: London Thames Valley	949	82	⬆	Southeastern: Mainline	534	68	⬇
Arriva Trains Wales: Cardiff and Valleys	266	81	=	Great Western Railway: West	702	83	=	Southeastern: Metro	855	68	⬇
Arriva Trains Wales: Interurban	161	85	⬇	Heathrow Connect	368	83	=	Southern: Metro	868	71	=
Arriva Trains Wales: Mid Wales and Borders	205	81	=	Heathrow Express	511	91	=	Southern: Sussex Coast	835	68	⬇
Arriva Trains Wales: North Wales and Borders	187	83	⬇	London Midland: London Commuter	322	83	=	TfL Rail	255	79	=
Arriva Trains Wales: South Wales and Borders/West Wales	151	80	⬇	London Midland: West Coast	233	86	=	Thameslink: Loop	350	75	⬆
c2c: Southend Line	875	82	⬇	London Midland: West Midlands	556	87	⬆	Thameslink: North	499	75	=
c2c: Tilbury Line	241	74	⬇	London Overground: Gospel Oak - Barking	310	91	=	Thameslink: South	288	72	=
Chiltern Railways: North	254	95	=	London Overground: Highbury and Islington - Croydon/Clapham	331	88	=	Virgin: London/Birmingham - Scotland	135	92	=
Chiltern Railways: South	842	90	=	London Overground: Richmond/Clapham - Stratford	405	91	=	Virgin: London - Liverpool	135	90	=
CrossCountry: Birmingham - Manchester	183	81	⬇	London Overground: Watford - Euston	214	94	=	Virgin: London - Manchester	252	94	=
CrossCountry: Birmingham - North East and Scotland	305	89	=	London Overground: West Anglia	265	77	=	Virgin: London - North Wales	82	89	=
CrossCountry: Birmingham - South Coast	273	84	=	Merseyrail: Northern	430	89	=	Virgin: London - Scotland	150	87	⬇
CrossCountry: Birmingham - South West	231	85	=	Merseyrail: Wirral	394	93	=	Virgin: London - Wolverhampton/Shrewsbury	274	92	⬆
CrossCountry: Birmingham - Stansted	127	86	=	Northern Rail: Lancashire and Cumbria	105	75	=	Virgin Trains East Coast: Non-London Journeys	394	91	=
CrossCountry: Nottingham - Cardiff	101	89	=	Northern Rail: Manchester and Liverpool	356	78	=	Virgin Trains East Coast: London - East Midlands and East of England	235	83	⬇
East Midlands Trains: Liverpool - Norwich	250	85	=	Northern Rail: South and East Yorkshire	296	86	=	Virgin Trains East Coast: London - North East and Scotland	222	86	⬇
East Midlands Trains: Local	261	86	=	Northern Rail: Tyne Tees and Wear	164	86	=	Virgin Trains East Coast: London - Yorkshire	293	89	=
East Midlands Trains: London	556	86	=	Northern Rail: West and North Yorkshire	352	85	=				
First Hull Trains	547	94	=	ScotRail: Interurban	379	88	=				
First TransPennine Express: North	625	87	=	ScotRail: Rural	136	89	=				
First TransPennine Express: North West	221	90	=	ScotRail: Strathclyde	372	87	=				
First TransPennine Express: South	227	77	=	ScotRail: Urban	336	83	=				
Gatwick Express	571	79	=	South West Trains: Island Line	115	88	=				

Southeastern route scores are the subject of technical query and may need to be revised at a future date – as such the current scores should be treated as provisional

The value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2015.

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Improved ⬆
Unchanged ⬅➡
Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	412	49	Improved	Grand Central: London - Bradford	192	81	Unchanged	South West Trains: Longer distance	742	47	Unchanged
Abellio Greater Anglia: Mainline	494	30	Unchanged	Grand Central: London - Sunderland	324	69	Unchanged	South West Trains: Metro	418	38	Unchanged
Abellio Greater Anglia: Rural	188	41	Unchanged	Great Northern	566	37	Unchanged	South West Trains: Outer Suburban and Local	540	36	Unchanged
Abellio Greater Anglia: Stansted Express	236	37	Unchanged	Great Western Railway: Long Distance	1093	43	Unchanged	Southeastern: High Speed	270	32	Unchanged
Abellio Greater Anglia: West Anglia	364	36	Unchanged	Great Western Railway: London Thames Valley	905	47	Unchanged	Southeastern: Mainline	510	28	Declined
Arriva Trains Wales: Cardiff and Valleys	257	56	Unchanged	Great Western Railway: West	684	64	Unchanged	Southeastern: Metro	680	31	Unchanged
Arriva Trains Wales: Interurban	155	60	Unchanged	Heathrow Connect	315	54	Unchanged	Southern: Metro	732	36	Unchanged
Arriva Trains Wales: Mid Wales and Borders	205	47	Unchanged	Heathrow Express	507	41	Unchanged	Southern: Sussex Coast	795	34	Declined
Arriva Trains Wales: North Wales and Borders	170	65	Unchanged	London Midland: London Commuter	312	37	Unchanged	TfL Rail	197	44	Unchanged
Arriva Trains Wales: South Wales and Borders/West Wales	143	61	Unchanged	London Midland: West Coast	217	58	Unchanged	Thameslink: Loop	303	29	Unchanged
c2c: Southend Line	820	43	Unchanged	London Midland: West Midlands	458	62	Unchanged	Thameslink: North	469	38	Unchanged
c2c: Tilbury Line	236	32	Unchanged	London Overground: Gospel Oak - Barking	261	62	Unchanged	Thameslink: South	268	38	Unchanged
Chiltern Railways: North	242	61	Unchanged	London Overground: Highbury and Islington - Croydon/Clapham	291	46	Unchanged	Virgin: London/Birmingham - Scotland	125	59	Unchanged
Chiltern Railways: South	820	45	Unchanged	London Overground: Richmond/Clapham - Stratford	349	59	Unchanged	Virgin: London - Liverpool	130	61	Unchanged
CrossCountry: Birmingham - Manchester	176	55	Unchanged	London Overground: Watford - Euston	180	51	Declined	Virgin: London - Manchester	242	60	Unchanged
CrossCountry: Birmingham - North East and Scotland	286	52	Unchanged	London Overground: West Anglia	225	39	Unchanged	Virgin: London - North Wales	79	63	Unchanged
CrossCountry: Birmingham - South Coast	261	50	Unchanged	Merseyrail: Northern	293	72	Unchanged	Virgin: London - Scotland	142	60	Unchanged
CrossCountry: Birmingham - South West	220	52	Unchanged	Merseyrail: Wirral	337	76	Improved	Virgin: London - Wolverhampton/Shrewsbury	268	66	Unchanged
CrossCountry: Birmingham - Stansted	124	57	Unchanged	Northern Rail: Lancashire and Cumbria	100	51	Unchanged	Virgin Trains East Coast: Non-London Journeys	378	63	Unchanged
CrossCountry: Nottingham - Cardiff	97	63	Improved	Northern Rail: Manchester and Liverpool	339	57	Unchanged	Virgin Trains East Coast: London - East Midlands and East of England	222	52	Unchanged
East Midlands Trains: Liverpool - Norwich	247	60	Unchanged	Northern Rail: South and East Yorkshire	280	58	Unchanged	Virgin Trains East Coast: London - North East and Scotland	218	60	Unchanged
East Midlands Trains: Local	256	67	Unchanged	Northern Rail: Tyne Tees and Wear	157	65	Unchanged	Virgin Trains East Coast: London - Yorkshire	294	61	Unchanged
East Midlands Trains: London	536	42	Unchanged	Northern Rail: West and North Yorkshire	340	59	Unchanged				
First Hull Trains	530	65	Improved	ScotRail: Interurban	369	55	Unchanged				
First TransPennine Express: North	593	56	Unchanged	ScotRail: Rural	128	72	Unchanged				
First TransPennine Express: North West	220	66	Unchanged	ScotRail: Strathclyde	363	62	Unchanged				
First TransPennine Express: South	220	53	Declined	ScotRail: Urban	331	50	Unchanged				
Gatwick Express	561	36	Unchanged	South West Trains: Island Line	112	73	Unchanged				

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

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Improved ⬆
Unchanged ⊜
Declined ⬇

Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	418	75	Unchanged
Abellio Greater Anglia: Mainline	504	72	Unchanged
Abellio Greater Anglia: Rural	197	77	Unchanged
Abellio Greater Anglia: Stansted Express	244	88	Unchanged
Abellio Greater Anglia: West Anglia	377	64	Declined
Arriva Trains Wales: Cardiff and Valleys	264	75	Declined
Arriva Trains Wales: Interurban	160	82	Unchanged
Arriva Trains Wales: Mid Wales and Borders	209	76	Unchanged
Arriva Trains Wales: North Wales and Borders	188	75	Declined
Arriva Trains Wales: South Wales and Borders/West Wales	148	79	Declined
c2c: Southend Line	872	88	Declined
c2c: Tilbury Line	240	75	Declined
Chiltern Railways: North	254	88	Unchanged
Chiltern Railways: South	838	87	Declined
CrossCountry: Birmingham: Manchester	181	80	Unchanged
CrossCountry: Birmingham - North East and Scotland	299	88	Unchanged
CrossCountry: Birmingham - South Coast	269	78	Unchanged
CrossCountry: Birmingham - South West	227	80	Unchanged
CrossCountry: Birmingham - Stansted	131	89	Unchanged
CrossCountry: Nottingham - Cardiff	100	95	Unchanged
East Midlands Trains: Liverpool - Norwich	252	80	Unchanged
East Midlands Trains: Local	257	85	Unchanged
East Midlands Trains: London	553	82	Declined
First Hull Trains	555	93	Unchanged
First TransPennine Express: North	629	75	Unchanged
First TransPennine Express: North West	229	85	Unchanged
First TransPennine Express: South	230	75	Unchanged
Gatwick Express	571	80	Unchanged

Route	sample size	% satisfied or good	significant change
Grand Central: London - Bradford	197	98	Unchanged
Grand Central: London - Sunderland	325	94	Unchanged
Great Northern	590	69	Declined
Great Western Railway: Long Distance	1118	79	Unchanged
Great Western Railway: London Thames Valley	939	72	Improved
Great Western Railway: West	693	82	Unchanged
Heathrow Connect	362	76	Improved
Heathrow Express	512	94	Unchanged
London Midland: London Commuter	328	76	Unchanged
London Midland: West Coast	224	80	Unchanged
London Midland: West Midlands	553	79	Unchanged
London Overground: Gospel Oak - Barking	311	83	Unchanged
London Overground: Highbury and Islington - Croydon/Clapham	329	82	Unchanged
London Overground: Richmond/Clapham - Stratford	409	85	Unchanged
London Overground: Watford - Euston	216	89	Unchanged
London Overground: West Anglia	263	67	Unchanged
Merseyrail: Northern	430	88	Unchanged
Merseyrail: Wirral	401	94	Unchanged
Northern Rail: Lancashire and Cumbria	105	57	Declined
Northern Rail: Manchester and Liverpool	358	77	Unchanged
Northern Rail: South and East Yorkshire	291	88	Unchanged
Northern Rail: Tyne Tees and Wear	166	88	Unchanged
Northern Rail: West and North Yorkshire	348	82	Unchanged
ScotRail: Interurban	373	87	Unchanged
ScotRail: Rural	130	86	Unchanged
ScotRail: Strathclyde	371	88	Unchanged
ScotRail: Urban	337	78	Unchanged
South West Trains: Island Line	116	99	Unchanged

Route	sample size	% satisfied or good	significant change
South West Trains: Longer distance	747	81	Unchanged
South West Trains: Metro	494	70	Unchanged
South West Trains: Outer Suburban and Local	590	74	Unchanged
Southeastern: High Speed	274	78	Unchanged
Southeastern: Mainline	525	54	Declined
Southeastern: Metro	842	55	Declined
Southern: Metro	870	52	Improved
Southern: Sussex Coast	837	53	Declined
TfL Rail	247	85	Unchanged
Thameslink: Loop	344	50	Unchanged
Thameslink: North	499	62	Unchanged
Thameslink: South	279	55	Unchanged
Virgin: London/Birmingham - Scotland	129	82	Unchanged
Virgin: London - Liverpool	133	87	Unchanged
Virgin: London - Manchester	257	92	Improved
Virgin: London - North Wales	83	92	Unchanged
Virgin: London - Scotland	148	76	Unchanged
Virgin: London - Wolverhampton/Shrewsbury	265	91	Improved
Virgin Trains East Coast: Non-London Journeys	393	85	Declined
Virgin Trains East Coast: London - East Midlands and East of England	229	76	Declined
Virgin Trains East Coast: London - North East and Scotland	223	92	Unchanged
Virgin Trains East Coast: London - Yorkshire	293	91	Unchanged

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Sufficient room for all passengers to sit/stand

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Improved ⬆
Unchanged ⬌
Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	413	79	Unchanged	Grand Central: London - Bradford	192	92	Unchanged	South West Trains: Longer distance	733	65	Unchanged
Abellio Greater Anglia: Mainline	492	54	Unchanged	Grand Central: London - Sunderland	318	92	Unchanged	South West Trains: Metro	481	67	Unchanged
Abellio Greater Anglia: Rural	192	72	Unchanged	Great Northern	573	52	Unchanged	South West Trains: Outer Suburban and Local	577	61	Unchanged
Abellio Greater Anglia: Stansted Express	237	80	Unchanged	Great Western Railway: Long Distance	1097	75	Unchanged	Southeastern: High Speed	270	70	Unchanged
Abellio Greater Anglia: West Anglia	369	66	Unchanged	Great Western Railway: London Thames Valley	913	68	Unchanged	Southeastern: Mainline	518	54	Declined
Arriva Trains Wales: Cardiff and Valleys	258	64	Declined	Great Western Railway: West	682	72	Unchanged	Southeastern: Metro	815	54	Unchanged
Arriva Trains Wales: Interurban	160	84	Unchanged	Heathrow Connect	354	81	Unchanged	Southern: Metro	832	61	Unchanged
Arriva Trains Wales: Mid Wales and Borders	204	55	Declined	Heathrow Express	496	88	Declined	Southern: Sussex Coast	821	52	Declined
Arriva Trains Wales: North Wales and Borders	182	79	Unchanged	London Midland: London Commuter	321	58	Unchanged	TfL Rail	247	47	Unchanged
Arriva Trains Wales: South Wales and Borders/West Wales	144	74	Unchanged	London Midland: West Coast	220	76	Unchanged	Thameslink: Loop	334	60	Unchanged
c2c: Southend Line	847	54	Unchanged	London Midland: West Midlands	537	70	Unchanged	Thameslink: North	491	58	Unchanged
c2c: Tilbury Line	234	47	Unchanged	London Overground: Gospel Oak - Barking	299	68	Unchanged	Thameslink: South	272	65	Unchanged
Chiltern Railways: North	250	85	Unchanged	London Overground: Highbury and Islington - Croydon/Clapham	326	69	Unchanged	Virgin: London/Birmingham - Scotland	126	72	Unchanged
Chiltern Railways: South	814	71	Unchanged	London Overground: Richmond Clapham - Stratford	390	71	Unchanged	Virgin: London - Liverpool	129	82	Unchanged
CrossCountry: Birmingham - Manchester	178	55	Declined	London Overground: Watford - Euston	212	81	Unchanged	Virgin: London - Manchester	249	86	Unchanged
CrossCountry: Birmingham - North East and Scotland	293	71	Unchanged	London Overground: West Anglia	254	65	Unchanged	Virgin: London - North Wales	79	77	Unchanged
CrossCountry: Birmingham - South Coast	256	61	Unchanged	Merseyrail: Northern	411	72	Unchanged	Virgin: London - Scotland	145	85	Unchanged
CrossCountry: Birmingham - South West	224	71	Unchanged	Merseyrail: Wirral	391	79	Unchanged	Virgin: London - Wolverhampton/ Shrewsbury	266	79	Improved
CrossCountry: Birmingham - Stansted	127	71	Unchanged	Northern Rail: Lancashire and Cumbria	109	69	Unchanged	Virgin Trains East Coast: Non-London Journeys	380	81	Unchanged
CrossCountry: Nottingham - Cardiff	96	75	Unchanged	Northern Rail: Manchester and Liverpool	353	66	Unchanged	Virgin Trains East Coast: London - East Midlands and East of England	229	80	Unchanged
East Midlands Trains: Liverpool - Norwich	249	73	Unchanged	Northern Rail: South and East Yorkshire	293	73	Unchanged	Virgin Trains East Coast: London - North East and Scotland	210	80	Unchanged
East Midlands Trains: Local	251	75	Unchanged	Northern Rail: Tyne Tees and Wear	163	73	Unchanged	Virgin Trains East Coast: London - Yorkshire	285	87	Unchanged
East Midlands Trains: London	537	69	Unchanged	Northern Rail: West and North Yorkshire	341	69	Unchanged				
First Hull Trains	536	89	Unchanged	ScotRail: Interurban	372	71	Unchanged				
First TransPennine Express: North	614	67	Unchanged	ScotRail: Rural	131	92	Unchanged				
First TransPennine Express: North West	223	79	Unchanged	ScotRail: Strathclyde	350	79	Unchanged				
First TransPennine Express: South	222	61	Unchanged	ScotRail: Urban	329	67	Unchanged				
Gatwick Express	545	75	Unchanged	South West Trains: Island Line	111	86	Unchanged				

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Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2015.

Full details of the route results for Spring 2016 are available on the Transport Focus website (or by email on request).

Improved 🔼
Unchanged ⚌
Declined 🔽

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	424	83	⚌	Grand Central: London - Bradford	196	78	⚌	South West Trains: Longer distance	752	83	⚌
Abellio Greater Anglia: Mainline	518	79	⚌	Grand Central: London - Sunderland	334	91	🔼	South West Trains: Metro	493	77	⚌
Abellio Greater Anglia: Rural	194	63	⚌	Great Northern	588	79	⚌	South West Trains: Outer Suburban and Local	592	78	⚌
Abellio Greater Anglia: Stansted Express	242	79	⚌	Great Western Railway: Long Distance	1136	84	⚌	Southeastern: High Speed	279	75	⚌
Abellio Greater Anglia: West Anglia	383	75	⚌	Great Western Railway: London Thames Valley	949	77	⚌	Southeastern: Mainline	530	71	🔽
Arriva Trains Wales: Cardiff and Valleys	262	74	⚌	Great Western Railway: West	701	81	⚌	Southeastern: Metro	856	69	🔽
Arriva Trains Wales: Interurban	163	87	⚌	Heathrow Connect	368	73	⚌	Southern: Metro	875	70	⚌
Arriva Trains Wales: Mid Wales and Borders	210	91	⚌	Heathrow Express	515	89	⚌	Southern: Sussex Coast	843	67	🔽
Arriva Trains Wales: North Wales and Borders	187	70	🔽	London Midland: London Commuter	333	79	⚌	TfL Rail	249	74	⚌
Arriva Trains Wales: South Wales and Borders/West Wales	152	74	⚌	London Midland: West Coast	226	80	⚌	Thameslink: Loop	350	74	⚌
c2c: Southend Line	872	83	⚌	London Midland: West Midlands	554	84	🔼	Thameslink: North	500	78	⚌
c2c: Tilbury Line	243	76	⚌	London Overground: Gospel Oak - Barking	316	80	⚌	Thameslink: South	281	70	⚌
Chiltern Railways: North	253	87	⚌	London Overground: Highbury and Islington - Croydon/Clapham	333	82	⚌	Virgin: London/Birmingham - Scotland	135	85	⚌
Chiltern Railways: South	849	90	⚌					Virgin: London - Liverpool	133	79	⚌
CrossCountry: Birmingham - Manchester	182	79	🔽	London Overground: Richmond/ Clapham - Stratford	405	81	⚌	Virgin: London - Manchester	258	87	⚌
CrossCountry: Birmingham - North East and Scotland	304	94	🔼	London Overground: Watford - Euston	216	82	⚌	Virgin: London - North Wales	84	81	⚌
				London Overground: West Anglia	271	83	⚌	Virgin: London - Scotland	151	85	⚌
CrossCountry: Birmingham - South Coast	268	85	⚌	Merseyrail: Northern	432	87	⚌	Virgin: London - Wolverhampton Shrewsbury	272	81	🔼
CrossCountry: Birmingham - South West	228	79	⚌	Merseyrail: Wirral	401	91	🔼				
CrossCountry: Birmingham - Stansted	128	83	⚌	Northern Rail: Lancashire and Cumbria	107	73	⚌	Virgin Trains East Coast: Non-London Journeys	395	88	⚌
CrossCountry: Nottingham - Cardiff	103	89	⚌	Northern Rail: Manchester and Liverpool	360	81	⚌				
East Midlands Trains: Liverpool - Norwich	252	86	⚌	Northern Rail: South and East Yorkshire	287	86	⚌	Virgin Trains East Coast: London - East Midlands and East of England	233	92	⚌
East Midlands Trains: Local	263	84	⚌	Northern Rail: Tyne Tees and Wear	162	81	⚌				
East Midlands Trains: London	560	91	⚌	Northern Rail: West and North Yorkshire	351	81	⚌	Virgin Trains East Coast: London - North East and Scotland	227	95	⚌
First Hull Trains	563	89	⚌	ScotRail: Interurban	378	80	🔽				
First TransPennine Express: North	629	86	⚌	ScotRail: Rural	134	92	⚌	Virgin Trains East Coast: London - Yorkshire	298	90	⚌
First TransPennine Express: North West	226	89	⚌	ScotRail: Strathclyde	378	85	⚌				
First TransPennine Express: South	226	83	⚌	ScotRail: Urban	336	86	⚌				
Gatwick Express	581	74	⚌	South West Trains: Island Line	115	71	⚌				

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How are routes defined

The routes have been defined in conjunction with the train companies. By TOC the areas covered by each route are as follows:

Abellio Greater Anglia: Intercity
London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

Abellio Greater Anglia: Mainline
Journeys on outer suburban Great Eastern services London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London – Southend Victoria service

Abellio Greater Anglia: Rural
Journeys on Ipswich-Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge

Abellio Greater Anglia: Stansted
Journeys on the Stansted Express on Abellio Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

Abellio Greater Anglia: West Anglia
Journeys on London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

Arriva Trains Wales: Cardiff & Valleys
Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban
Journeys on the route Cardiff – Manchester Piccadilly (via Hereford and Shrewsbury)

Arriva Trains Wales: Mid Wales & Borders:
Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders
Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury. Also includes Llandudno – Blaenau Ffestiniog and Wrexham Central – Bidston.

Arriva Trains Wales: South Wales & Borders/West Wales
Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

c2c: Southend Line
Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea)

c2c: Tilbury Line
Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea

Chiltern Railways: North
Journeys starting from Bicester North station and stations further north

Chiltern Railways: South
Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury and Oxford Parkway)

CrossCountry: Birmingham – Manchester
Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland
Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast
Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West
Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted
Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff
Journeys on the Nottingham – Cardiff Central route

East Midland Trains: Liverpool – Norwich
Journeys on the Liverpool – Norwich route

East Midlands Trains: Local
Journeys on rail lines around Nottingham (excluding Liverpool – Norwich and London – Sheffield)

East Midlands Trains: London
Journeys on the London – Sheffield route. Also includes London – Corby services

First Hull Trains
All First Hull Trains journeys

First TransPennine Express: North
Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express: North West
Journeys on rail lines between Manchester Airport and Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express: South
Journeys on routes between Manchester Airport/Manchester and Cleethorpes

Gatwick Express*
Fast Gatwick Express services Gatwick – London Victoria (including peak extensions to/from Brighton)

Grand Central: London – Bradford
Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland
Journeys on London King's Cross – Sunderland route

Great Northern*
Journeys on the Peterborough/King's Lynn – London King's Cross/Moorgate route

Great Western Railway: Long-distance
Journeys on long-distance services

Great Western Railway: London Thames Valley
Journeys on relatively short-distance services in and around the Thames Valley

Great Western Railway: West
Journeys on (generally) short-distance rural routes in the west of England

Heathrow Connect
All Heathrow Connect journeys

Heathrow Express
All Heathrow Express journeys

London Midland: London commuter
Journeys on London Euston – Northampton services

London Midland: West Coast
Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands
Journeys on several rail lines in and around Birmingham New Street

London Overground: Gospel Oak – Barking
Journeys on the Gospel Oak – Barking line

* Part of the Govia Thameslink Railway franchise

London Overground: Highbury – Croydon/Clapham
Journeys on the Highbury – West Croydon and
Highbury – Clapham Junction lines

London Overground: Richmond/Clapham Junction – Stratford
Journeys on the Richmond – Stratford and Clapham
Junction – Willesden Junction/Stratford rail lines

London Overground: Watford – Euston
Journeys on the London Euston – Watford line

London Overground: West Anglia
Journeys on routes London – Enfield Town,
London – Chingford, London – Cheshunt and
Romford – Upminster

Merseyrail: Northern
Journeys on the Hunts Cross – Southport/Ormskirk
rail line

Merseyrail: Wirral
Journeys on the central Liverpool – West Kirby,
New Brighton, Chester and Ellesmere Port rail lines

Northern: Lancashire & Cumbria
Journeys from stations in Lancashire and Cumbria

Northern: Manchester & Liverpool
Journeys from stations in the Manchester
and Liverpool conurbations

Northern: South & East Yorkshire
Journeys from stations in South and East Yorkshire,
and Lincolnshire

Northern: Tyne Tees & Wear
Journeys from stations in Tyne and Wear

Northern: West & North Yorkshire
Journeys from stations in West and North Yorkshire

ScotRail: Interurban
Journeys on longer-distance rail lines between urban areas

ScotRail: Rural
Journeys on predominantly rural rail lines

ScotRail: Strathclyde
Journeys on local rail lines within Strathclyde

ScotRail: Urban
Shorter-distance journeys on predominantly urban
routes, within urban areas that are not covered by
the Strathclyde route

Southeastern: High Speed
Journeys on high-speed trains to/from London St. Pancras

Southeastern: Mainline
Journeys on (generally) main-line routes London
– Kent lines

Southeastern: Metro
Journeys on routes that are within London

Southern: Sussex coast*
Journeys between London and Sussex (and beyond)

Southern: Metro*
Journeys on routes that are within London

South West Trains: Island line
Journeys starting from stations on the Isle of Wight

South West Trains: Longer-distance
Journeys starting on longer-distance routes that generally
go to or from London, but where the vast majority
of the journey is outside London

South West Trains: Metro
Journeys on routes that are mainly or wholly within London

* Part of the Govia Thameslink Railway franchise

South West Trains: Outer Suburban and Local

Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

Thameslink: North*

Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*

Journeys starting from stations between London Bridge and Brighton. Also includes some journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

Virgin: London – Birmingham – Scotland

Journeys on London-Birmingham – Scotland services

Virgin: London – Liverpool

Journeys on London – Liverpool services

Virgin: London – Manchester

Journeys on London – Manchester services

Virgin: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London – East Midlands/East of England

Journeys on London – East Midlands/East of England services. Only passengers travelling to or from London

Virgin Trains East Coast: London – North East/ Scotland

Journeys London King's Cross – Scotland/Newcastle services. Only passengers travelling to or from London

Virgin Trains East Coast: London – Yorkshire

Journeys London King's Cross – Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

Virgin Trains East Coast: Non-London journeys

Passengers travelling (on any route) that are not going to or from London

* Part of the Govia Thameslink Railway franchise

What impacts
on satisfaction and dissatisfaction?

Not all the station and train factors shown in this report will have equal importance. Some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.
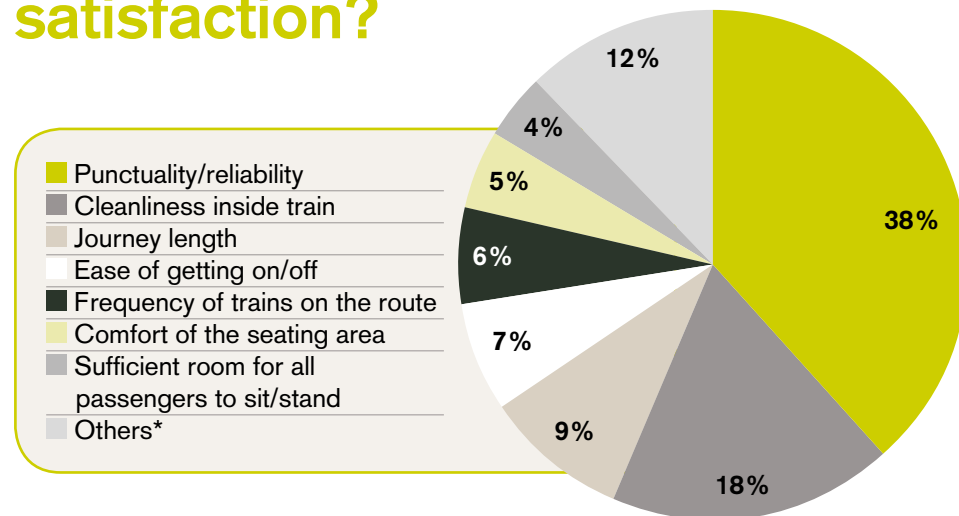
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Spring 2016 and Autumn 2015 combined.

The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisf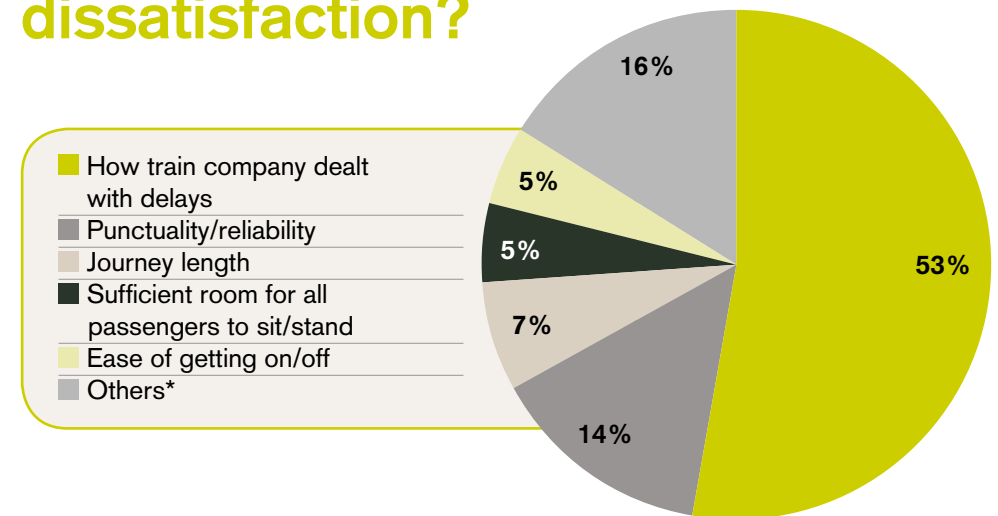ied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction – the higher the percentage figure below the greater the influence on overall journey satisfaction.

These charts show that punctuality remains the biggest single influence on satisfaction, and that the way delays are handled by TOCs has a strong influence on dissatisfaction. Similar analysis by train company is available on the Transport Focus website at **www.transportfocus.org.uk/research/ national-passenger-survey-introduction**

What has the biggest impact on overall satisfaction?

Legend:
- Punctuality/reliability
- Cleanliness inside train
- Journey length
- Ease of getting on/off
- Frequency of trains on the route
- Comfort of the seating area
- Sufficient room for all passengers to sit/stand
- Others*

38%
18%
9%
7%
6%
5%
4%
12%

What has the biggest impact on overall dissatisfaction?

Legend:
- How train company dealt with delays
- Punctuality/reliability
- Journey length
- Sufficient room for all passengers to sit/stand
- Ease of getting on/off
- Others*

53%
14%
7%
5%
5%
16%

*Other factors included in 'Others' are all no more than 3% each

National results
by journey purpose

Journey purpose

Improved ⬆
Unchanged ⬅
Declined ⬇

Overall sample size 27757	Commuters Spring 2016 % satisfied/good	Improvement/decline in % satisfied or good since Spring 2015 % change	significant change	Business Spring 2016 % satisfied/good	Improvement/decline in % satisfied or good since Spring 2015 % change	significant change	Leisure Spring 2016 % satisfied/good	Improvement/decline in % satisfied or good since Spring 2015 % change	significant change
Overall satisfaction with your journey	72	-1	=	82	1	=	90	0	=
STATION FACILITIES									
Overall satisfaction with the station	74	-1	=	78	0	=	85	1	=
Ticket buying facilities	71	1	=	75	-1	=	82	0	=
Provision of information about train times/platforms	76	0	=	81	0	=	88	2	⬆
The upkeep/repair of the station buildings/platforms	66	0	=	71	1	=	78	1	=
Cleanliness	71	0	=	75	0	=	81	1	=
The facilities and services	51	-3	⬇	60	-1	=	63	1	=
The attitudes and helpfulness of the staff	70	0	=	76	1	=	82	1	=
Connections with other forms of public transport	72	0	=	76	1	=	79	1	=
Facilities for car parking	43	0	=	50	0	=	54	-1	=
Overall environment	64	-1	=	68	-2	=	75	1	=
Your personal security whilst using the station	68	0	=	73	1	=	75	1	=
The availability of staff	62	2	=	64	0	=	69	1	=
The provision of shelter facilities	60	-1	=	66	1	=	72	0	=
Availability of seating	40	-1	=	45	0	=	58	0	=
How request to station staff was handled	76	-1	=	88	0	=	89	-3	⬇
The choice of shops/eating/drinking facilities available	40	-3	⬇	52	1	=	54	0	=
TRAIN FACILITIES									
Overall satisfaction with the train	69	-1	=	79	1	=	86	0	=
The frequency of the trains on that route	67	-1	=	77	-2	=	84	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	61	-4	⬇	78	-1	=	86	0	=
The length of time the journey was scheduled to take (speed)	74	-2	⬇	81	-1	=	88	-1	=
Connections with other train services	66	-3	⬇	76	3	=	81	0	=
The value for money of the price of your ticket	31	1	=	47	4	⬆	63	0	=
Upkeep and repair of the train	67	0	=	74	1	=	80	-1	=
The provision of information during the journey	63	-1	=	70	1	=	78	0	=
The helpfulness and attitude of staff on train	55	-1	=	71	1	=	73	0	=
The space for luggage	47	0	=	55	1	=	58	0	=
The toilet facilities	28	-1	=	39	-1	=	47	-1	=
Sufficient room for all passengers to sit/stand	52	-2	⬇	72	1	=	78	1	=
The comfort of the seating area	62	-1	=	70	1	=	79	0	=
The ease of being able to get on and off	72	-2	=	81	0	=	84	0	=
Your personal security on board	71	-2	⬇	81	1	=	82	0	=
The cleanliness of the inside	69	1	=	75	1	=	82	1	=
The cleanliness of the outside	67	0	=	70	-1	=	78	1	=
The availability of staff	35	-1	=	49	0	=	54	-1	=
How well train company deals with delays	24	0	=	39	1	=	53	0	=

Due to a technical query National sector scores may be subject to minor change at a future date

Technical appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply-paid envelope provided for returning them.

Each train operating company (TOC) is sampled separately. Interviewers are generally given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports, and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC.

The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift.

On Arriva Trains Wales, London Overground and Northern Rail, and one route on both ScotRail and South West Trains, most NRPS shifts are done on-train. These TOCs' routes operate in either mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NRPS shifts on-train.

On First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 31 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

TOC data is compiled to provide a national sample. Fieldwork is carried out each spring (principally in February/ March) and in the autumn (principally in September/ October). Up to spring 2003, fieldwork took place over three weeks. From autumn 2003, the fieldwork was extended to a 10 or 11-week period to provide a better representation of journeys (though if Easter is early, the fieldwork period may be slightly shorter and start earlier than normal).

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose (commute, business, leisure) and station size. All data for a TOC presented in this report is weighted up to the number of passenger journeys annually on the TOC and the profile of these journeys by weekday/weekend, journey purpose (commuter, business, leisure) and station size (very large, large, medium, small).

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done for all TOCs prior to the Autumn 2014 survey. The stations for each TOC were stratified by the 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.

To allow simple reprocessing of data in line with changes to franchise boundaries, the sample design for NRPS uses a 'building block' approach from autumn 2003 onwards. For some of the new franchised TOCs it is not possible to provide reliable data pre-autumn 2003.

If you would like to know more about how the survey is carried out or how data is compiled, including more details on methodology, please visit http://www.transportfocus. org.uk/ research/national-passenger-survey-introduction.

The survey is conducted across the entire franchised railway, and in Spring 2016 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 30,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

To provide a benchmark, three different types of train operator have been identified (using standard industry definitions): long-distance, London and the South East, and regional operators.

In this publication individual train operator results are presented alongside an appropriate sector type, enabling comparison of a TOC's results with operators that provide broadly similar services.

Changes to franchise boundaries or ownership of franchises in 2009 or previous years are detailed in previous reports. Changes to TOC boundaries mean that comparisons between the latest sector results and results up to Spring 2008 differ slightly in the areas that they cover (but this generally only makes a difference of up to one or two percentage points).

The NRPS uses a 'building block' approach. This is where the area covered by a TOC is divided into routes or divisions, so that when the boundaries of a franchise are revised, NRPS data can be quite easily reprocessed to the boundaries or routes of a new franchise. It also means that robust sub-TOC data is sometimes available and like-for-like comparisons can be made between routes at a sub-TOC level.

**National Rail Passenger Survey statement
of compliance with official statistics**

Quality management
Details of methodology, including data collection and analyses, are included in this publication and further details are available from: www.transportfocus.org.uk/research/national-passenger-survey-introduction.

We ensure that our methods are subject to internal review and external validation and scrutiny, both in the form of published methodological notes and at presentations. The methods used in the National Rail Passenger Survey (NRPS) are objectively chosen and based on sound statistical approaches. Whenever possible Transport Focus adopts standard practices and approaches.

Confidentiality and access to statistical data
Transport Focus protects the security of its statistical data and ensures that no statistics or analyses are produced that are likely to identify an individual unless the individual has previously consented to their data being used in this way. In certain circumstances we will provide data where the sample size is small, or where it is less robust, to internal staff, researchers, train companies and other organisations. However we set out the issues with using such data or, if accessing the data via our website, such data are hidden.

Pre-release access
Access to the data before publication is limited to those who are involved in quality-checking the statistics before public release, those involved with operational planning, and those essential for production and publication.

Revisions
We are open and transparent at all times about revisions to published statistics.

Errors
Occasionally errors in our published statistics will occur. Significant errors in published statistics will be corrected as soon as possible, and publicity given to them. An error is considered to be significant if the resultant change would qualify or contradict the conclusions that would previously have been drawn from the data. In such circumstances we will amend the electronic version of the release as soon as possible and include a prominent alert on our website to notify users of the change.

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed inconsequential, we will not issue a correction immediately, but will do so when a new release was due for publication.

If we discover an error which is insubstantial but which, in our professional judgement, warrants immediate correction we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

Decisions on how to address any errors in published statistics will be made by the head of profession for statistics at Transport Focus in consultation with Transport Focus's Statistics Governance Group. Information on all such amendments will be placed on our website alongside the link to the published document.

Waiver
Transport Focus has taken care to ensure that the information contained in the NRPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in NRPS is fit for any particular purpose.

Rail sectors

The sector results used in this report contain the following TOCs (non-franchised operators are excluded):

Long-distance operators
CrossCountry
East Midlands Trains
First TransPennine Express
Virgin Trains
Virgin Trains East Coast

London and South East operators
Abellio Greater Anglia
c2c
Chiltern Railways
Gatwick Express*
Great Northern*
Great Western Railway
London Midland
London Overground
South West Trains
Southeastern
Southern*
TfL Rail
Thameslink*

Regional operators
Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail

*Part of the Govia Thameslink Railway franchise

Notes