
# Improving stations: improving passenger satisfaction

**October 2016**

# Contents

# Introduction

Billions of pounds are being spent on Britain's railways as demand continues to soar. A large chunk of this is being spent on a few flagship improvement projects to some of our larger stations. But is it money well spent?

With public finances becoming tighter it is important to ensure that investment in rail generates as much 'payback' as possible. This is both in terms of conventional cost-benefit analysis but also in terms of passenger satisfaction – what is the passenger dividend from such work?

We looked at the past five years' National Rail Passenger Survey (NRPS)[1] results to find out how station improvement works affect passenger satisfaction.

In general, we found that investment pays off:

- passengers' satisfaction of stations significantly increased following improvement works
- satisfaction with cleanliness, and with repair and upkeep, show the same pattern
- overall satisfaction tends to dip during works, but 'softer' measures such as satisfaction with the attitudes and helpfulness of the staff are more variable, with some examples showing a dip, some holding steady and some actually increasing.

Transport Focus recommends that improvements to stations should be planned around what matters most to passengers, focussing on improving aspects of stations where passenger satisfaction is falling behind.

Times of disruption are when passengers most need visible, helpful staff. Currently satisfaction with the availability of staff, and with the attitudes and helpfulness of staff, often decreases during the works and only increases once they're finished. Transport Focus recommends that train operators and Network Rail look into these issues further to improve passengers' experiences during current and future station redevelopment projects.

Passengers are consistently less satisfied with the availability of staff and attitudes and helpfulness of staff at stations run by Network Rail. We would encourage Network Rail to work with train operators to understand these and improve these scores.

We know from our other research, such as *Rail passengers' priorities for improvement*, and NRPS drivers of satisfaction, that improvements to stations are not seen as one of the main issues for passengers. However, stations are the gateway to the rail network, and good first impressions are important.

[1]The National Rail Passengers Survey asks passengers for views on the journey they have just taken. Over 30,000 passengers are surveyed twice each year, covering satisfaction with over 30 aspects of the service. This report looks at the last ten waves of the survey, Autumn 2011 – Spring 2016.

We know that investment in smaller stations is noticed by passengers. In 2013 we published research looking at how station improvements boosted passenger satisfaction, *National station improvement programme: phase two*. It focussed on several medium-sized stations, and demonstrated that improvements do appear to give a clear boost to passenger satisfaction, especially when the improvements are centred on passengers' key areas of concern. We have included the headline results in Annex one.

We have also carried out research on passengers' views in relation to improvement works at several specific stations, for example *Reading Station engineering works – what passengers want*, *Passenger needs during Birmingham New Street redevelopment* and *Passenger needs during King's Cross redevelopment*. We now wanted to see if we could track the impact of work at these bigger stations and whether it too had a beneficial impact on levels of passenger satisfaction.

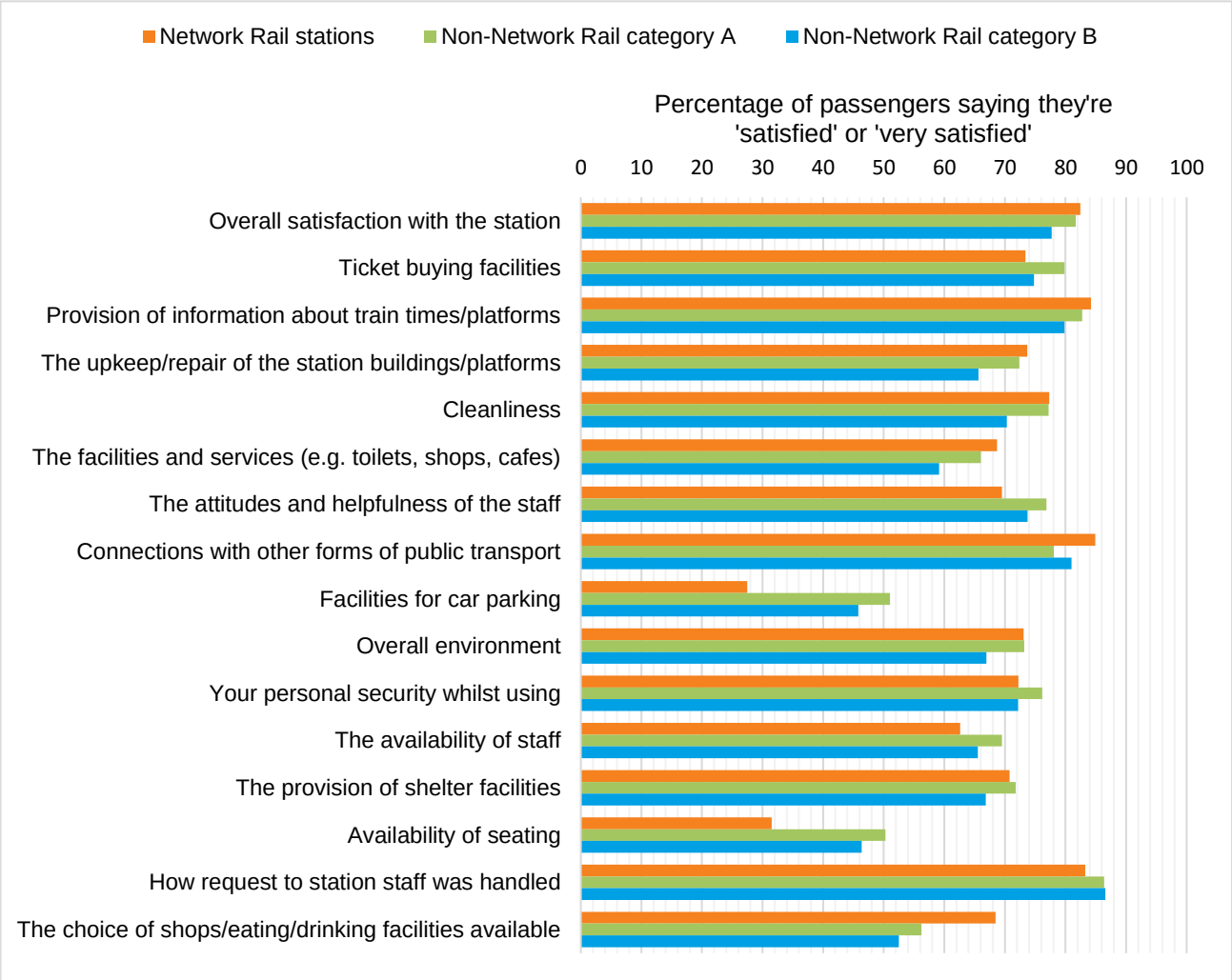
# Summary of overall satisfaction

We believe that the best judges of services and facilities are the people who use them. Therefore we used NRPS data to see what passengers are telling us about the larger stations.

We compared a variety of factors for each station over the last ten NRPS waves, covering the last five years. Network Rail categorises its stations from A to F based on various measures such as station usage, where category A covers the largest stations and F the smallest. We included stations in Network Rail category A and B. The definitions of these for the purposes of this report are in Annex two.

Network Rail owns almost all stations on the rail network in Britain, but only a handful of the largest stations are managed by Network Rail. The rest are generally managed by the train operators. In this report we refer to stations managed by Network Rail as 'Network Rail stations' and others as 'non-Network Rail stations'.

First of all we looked at some overall scores – the average for each station type.



This shows that overall satisfaction with large stations sits at around 80 per cent, with Category B stations (78 per cent) tending to fall slightly behind category A and Network Rail-run stations (82 per cent). We see a similar pattern for satisfaction with the upkeep and repair of the station buildings and platforms (around 72 per cent for Network Rail and category A stations, 66 per cent for category B) cleanliness (77 per cent and 70 per cent respectively) and overall environment (73 per cent and 67 per cent).

As might be expected given that they tend to be the largest, Network Rail stations score particularly well compared to non-Network Rail stations for facilities and services (for example toilets, shops, cafes) and the choice of shops, eating, drinking facilities available. They also score well for provision of information about train times and platforms and connections with other forms of public transport.

One area of note for the industry is that the stations run by Network Rail, staffed by a mixture of train operator and Network Rail employees, tend to score less well than others for satisfaction with availability of staff, attitudes and helpfulness of staff and how request to station staff was handled. Satisfaction with ticket buying facilities is also below that of non-Network Rail stations.

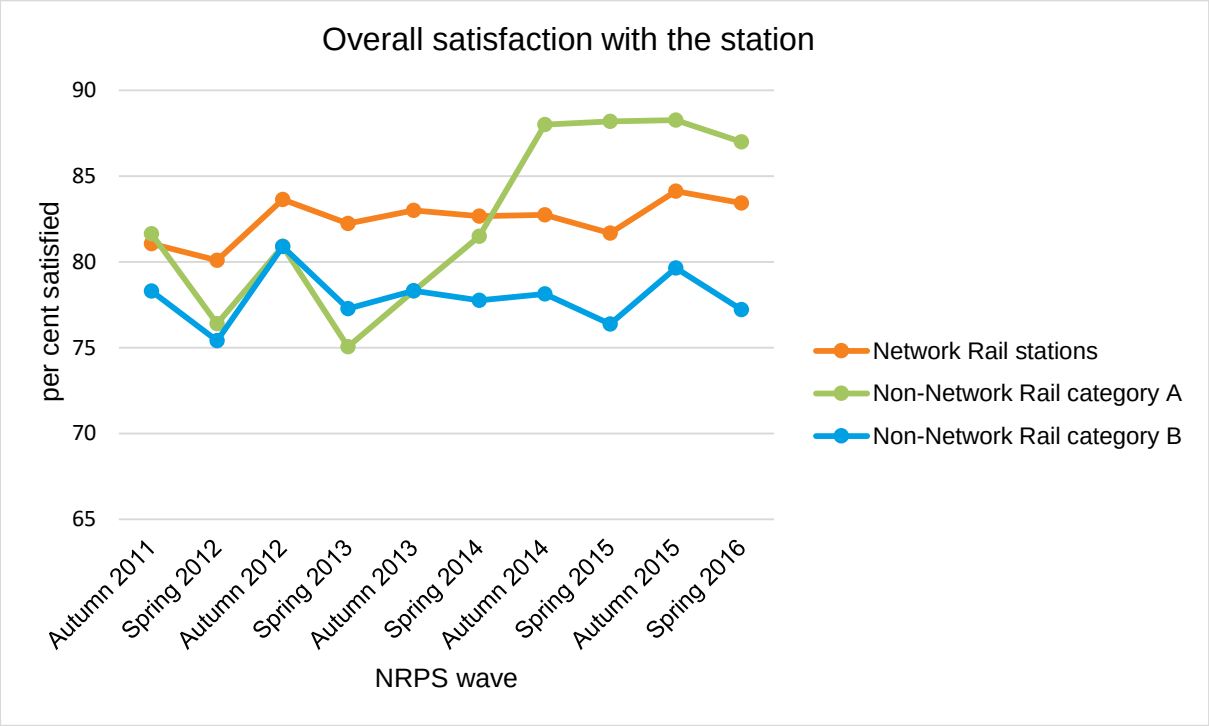
In a similar vein, satisfaction with personal security whilst using the station is higher at non-Network Rail category A stations (76 per cent) than at Network Rail stations (72 per cent).

Passengers' satisfaction with the availability of seating and facilities for car parking at stations run by Network Rail is significantly below that for other large stations. Only 31 per cent of passengers are satisfied with the availability of seating at Network Rail stations, compared with 50 per cent at other category A stations.

Similarly, for satisfaction with facilities for car parking, only 27 per cent are satisfied at Network Rail stations compared with 51 per cent at other category A stations. However, given the nature and location of most of the stations managed by Network Rail (for example in central London), perhaps this shouldn't be surprising.

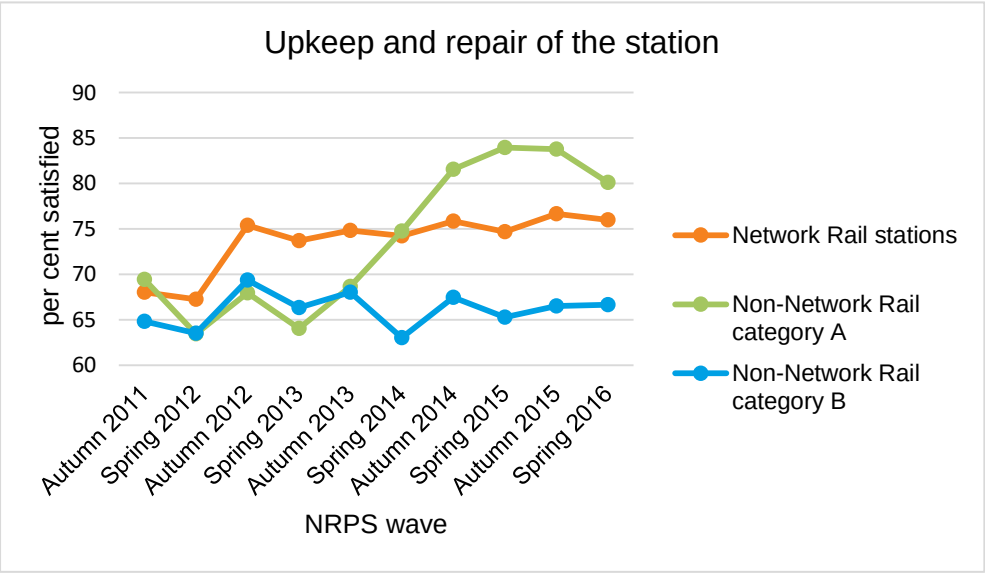
We ask station operators to look in more detail at those areas where passenger satisfaction is falling behind, and consider suitable improvements to address these.

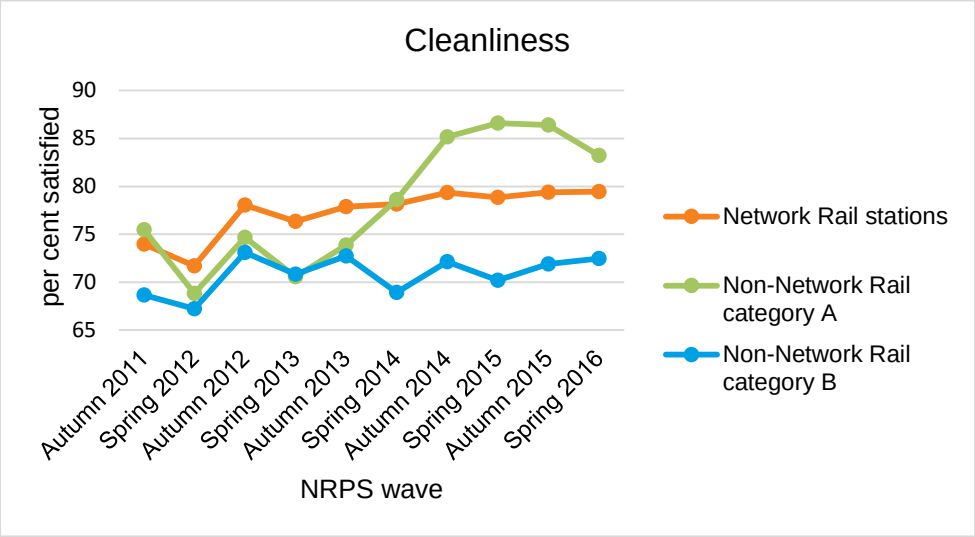
## Trends over time




Larger non-Network Rail stations appear to have enjoyed a boost in overall satisfaction of six points between Autumn 2011 and Autumn 2015, but suffered a dip of seven points over 2012 and 2013.

This pattern of an overall increase, but with a dip between 2012 and 2013, may be driven by improvements to the fabric of the station. Passengers' satisfaction with station upkeep and repair and with station cleanliness follow a very similar pattern.

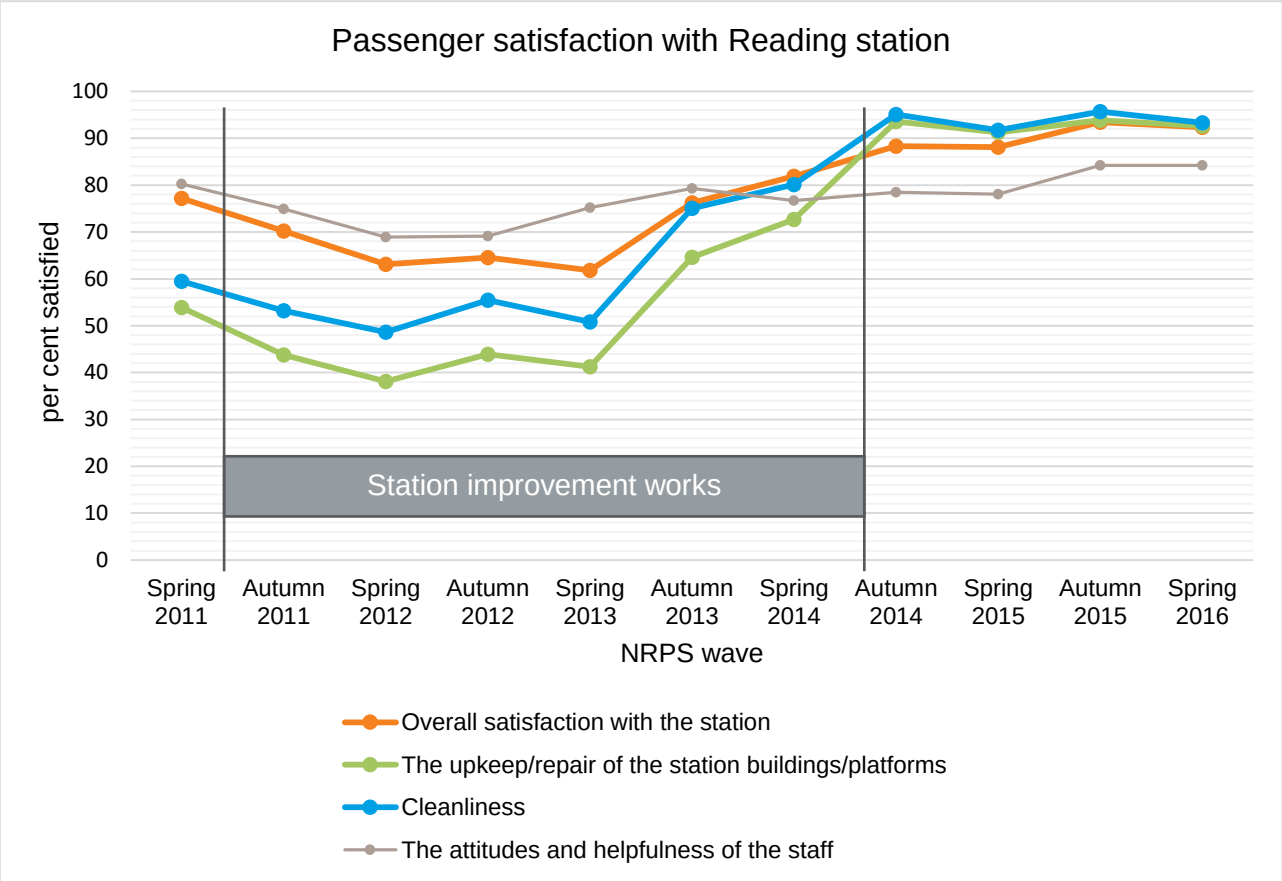



Cleanliness
per cent satisfied
90
85
80
75
70
65
Autumn 2011
Spring 2012
Autumn 2012
Spring 2013
Autumn 2013
Spring 2014
Autumn 2014
Spring 2015
Autumn 2015
Spring 2016
NRPS wave
Network Rail stations
Non-Network Rail category A
Non-Network Rail category B

## Station-specific examples

Looking at individual stations allows us to track satisfaction levels over time and to then map this against the actual improvement work. Some stations have seen significant increases in their satisfaction scores between the average over the last ten waves and the most recent survey. Almost all of these have coincided with the conclusion of significant improvement projects to the station building.

### Reading station




Reading saw a significant improvement project to the station building between summer 2011 and spring 2014[2]. Overall satisfaction with the station dipped by 15 points during the works, but have steadily risen since. The autumn 2015 satisfaction score at 92 per cent is 15 points higher than in spring 2011, before the station work started.

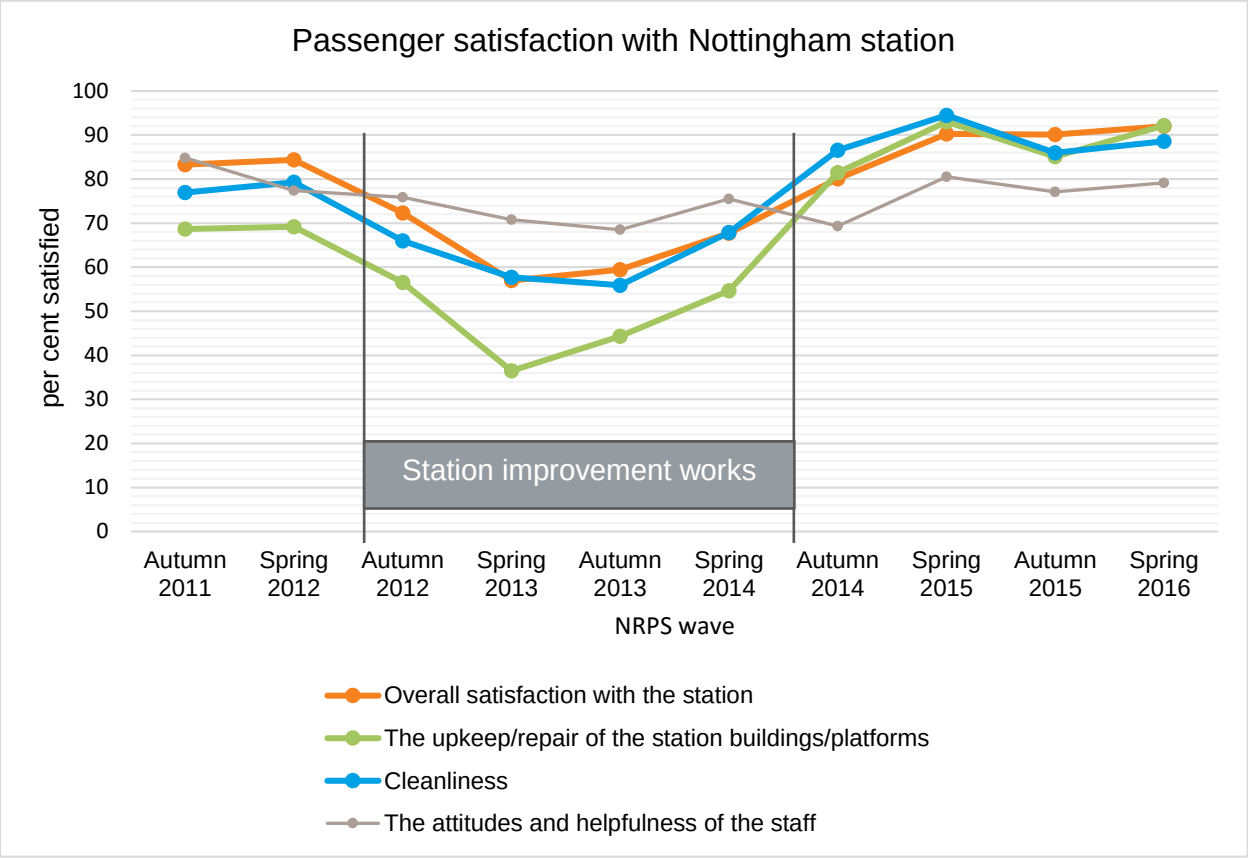
Satisfaction with the upkeep and repair of the station buildings and platforms and cleanliness follow the same trend, only more so – up 29 and 22 points respectively when comparing spring 2011 and spring 2016.

[2]Reading station area redevelopment, http://www.networkrail.co.uk/aspx/6339.aspx
Queen opens revamped Reading railway station, http://www.bbc.co.uk/news/uk-england-berkshire-28334188

Satisfaction with other measures, not so related to the station fabric, hasn't changed as significantly. Satisfaction with the attitudes and helpfulness of the staff sits at a similar level post-works to the spring 2011 score, though autumn 2015 does show a small increase in line with other measures. It's worth noting that it did dip by up to 11 points during the work, begging the question of why this should be.

Satisfaction with the availability of staff shows a similar pattern. Passengers should expect staff to be extra-helpful whilst there is disruption to their journey of whatever nature, and if anything we would like to see satisfaction with these measures go up, not down.

## Nottingham station

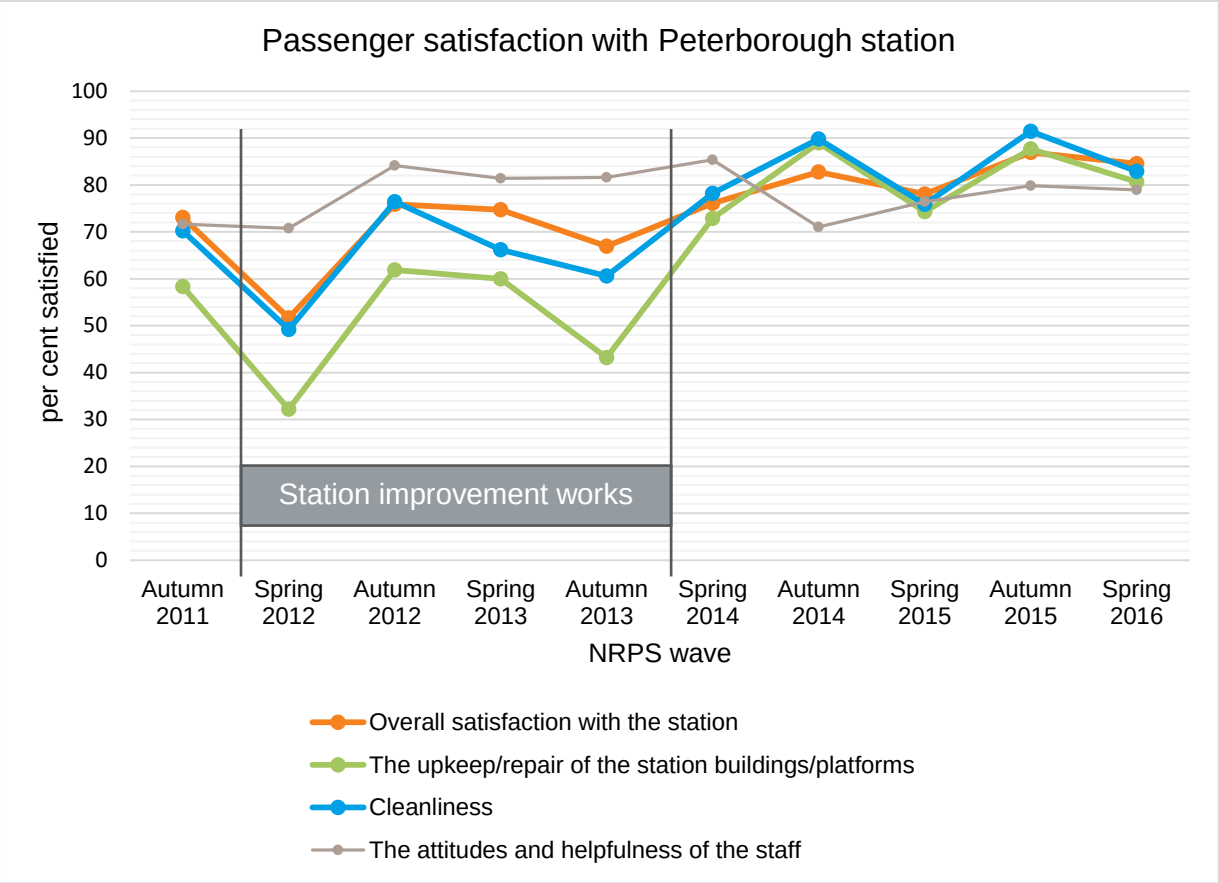



Nottingham station shows a very similar pattern, with overall satisfaction with the station dipping by 27 points during the works before recovering. Its score of 92 per cent satisfaction in Spring 2016 was eight points higher than in Spring 2012, before the works started.

Similarly again, satisfaction with the attitudes and helpfulness of the staff didn't change as significantly as measures of satisfaction related to the station fabric, but, as with Reading, it did dip during the works[3].

[3]Nottingham Hub, https://www.networkrail.co.uk/nottingham/

## Peterborough station

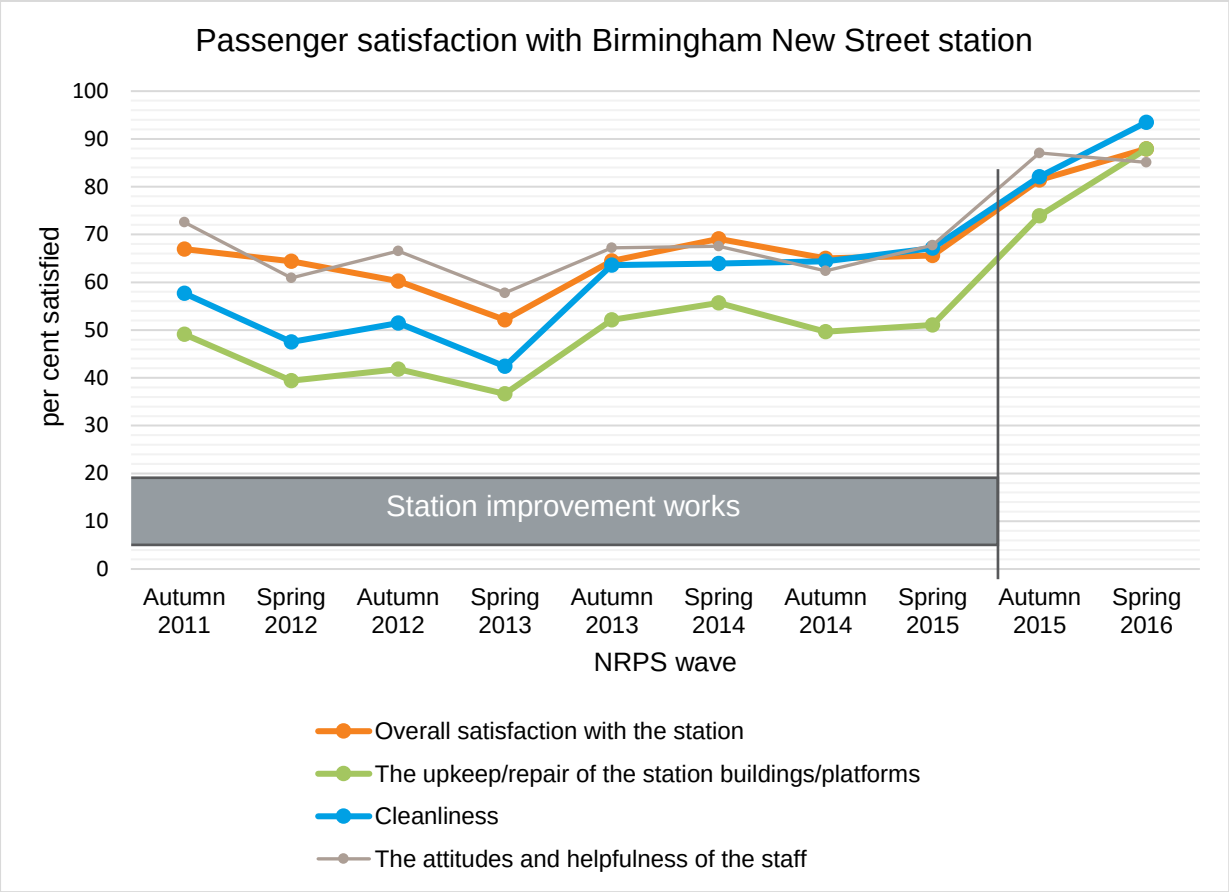



Peterborough station got two new platforms and the station building was revamped[4]. The satisfaction scores show the usual dip in overall satisfaction with the station, mirrored by upkeep and repair and cleanliness, followed by an increase of about ten points comparing Autumn 2011 with Autumn 2014, before and after the works.

A couple of things are different with Peterborough though: satisfaction scores are significantly lower right at the beginning of the project. Perhaps communications or provision for passengers' needs improved as the works progressed. Especially notable, though, is that satisfaction with staff attitudes seemed to go up during the building works. This shows that it is possible to maintain a relatively high level of satisfaction with staff despite works taking place.

[4]Improving Peterborough station, http://www.networkrail.co.uk/improvements/Peterborough/

## Birmingham New Street station

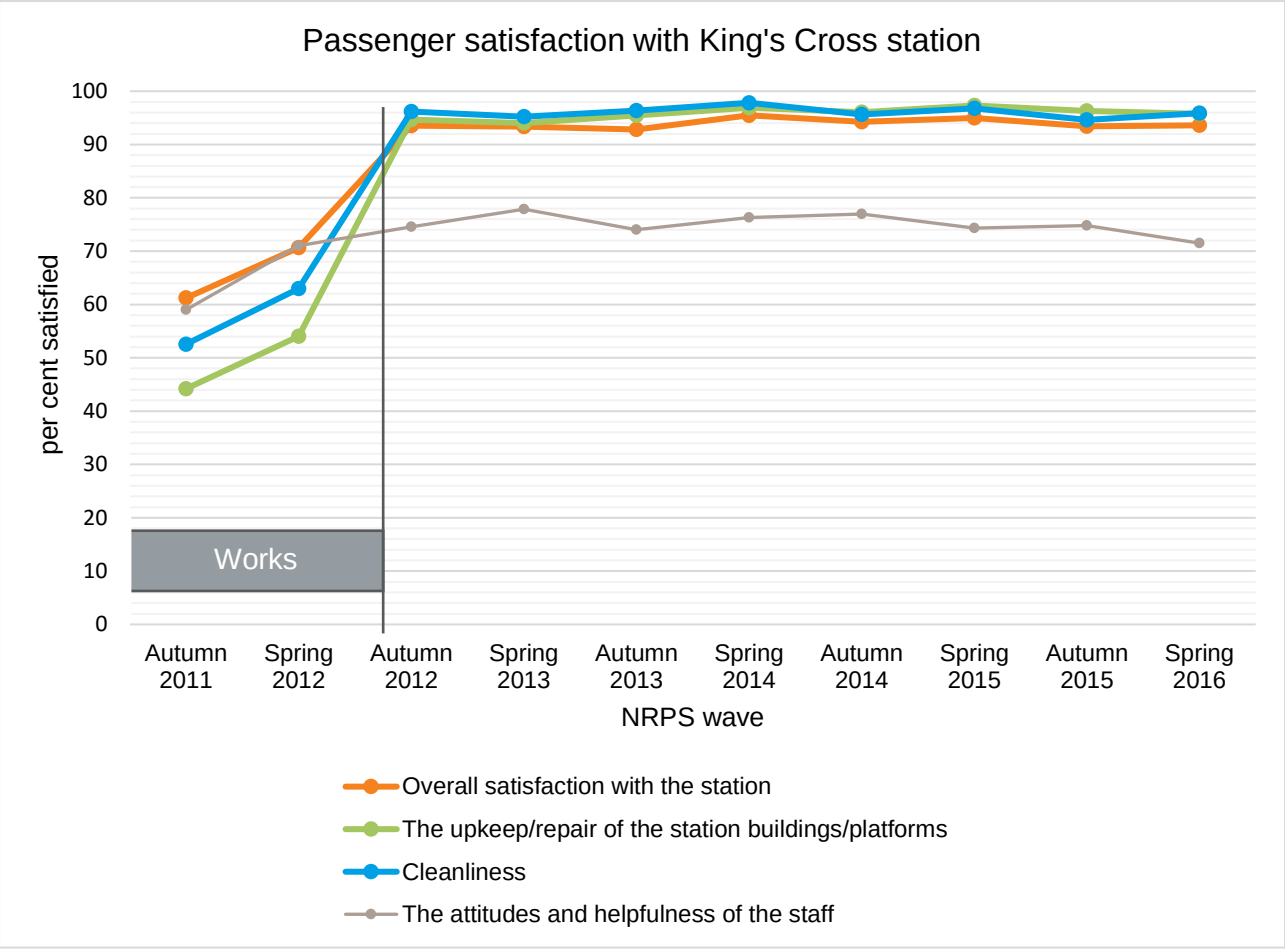



Birmingham New Street has recently completed a particularly long and complex improvement project to the station[5]. This analysis doesn't go back far enough to include NRPS scores pre-improvement works. We've had two NRPS waves since the work finished and the new concourse opened, showing a 22 point increase in the percentage of people saying they're satisfied with the station overall.

In contrast to what we've seen at Reading and Nottingham, we have also seen a significant increase in satisfaction with the attitudes and helpfulness of the staff since the work finished. It would be interesting to see why: is it they feel better able to provide passengers with what they want? It's up 17 points between spring 2015 and spring 2016.

[5]Birmingham New Street station redevelopment, http://www.networkrail.co.uk/aspx/6222.aspx

## King's Cross station



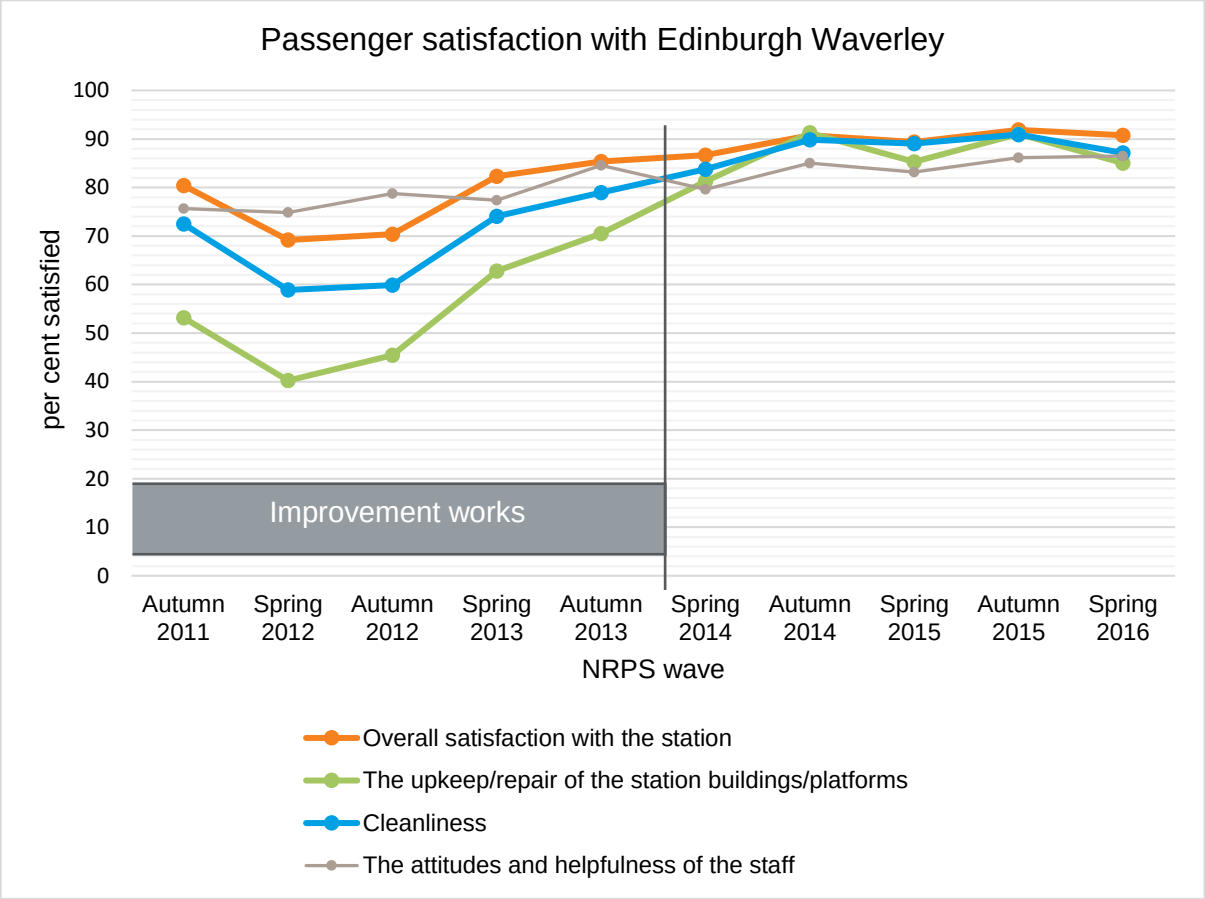

London King's Cross station improvement project was completed in April 2012[6]. It showed an immediate boost in overall satisfaction with the station, up an enormous 23 points between the spring 2012 and autumn 2012 NRPS waves. Although the autumn 2012 wave may have been helped by the 'Olympics boost', a phenomenon we've seen in satisfaction scores across the London area for that NRPS wave, passenger satisfaction with King's Cross has remained very high, at around 94 per cent, ever since. Since the work finished, it has been remarkably consistent.

The post-works increase in satisfaction with the attitudes and helpfulness of staff is significant, and is similar to that seen elsewhere, but not as stark as at Birmingham New Street. It has declined slightly since, and is perhaps an area for improvement as, with scores in the mid-70s, it is some way behind other satisfaction measures at the station.

[6]Improving King's Cross station, http://www.networkrail.co.uk/aspx/6288.aspx
Five-year £500m redevelopment of King's Cross station almost complete, http://www.theguardian.com/business/2012/mar/14/five-year-redevelopment-kings-cross-station

## Edinburgh Waverley station

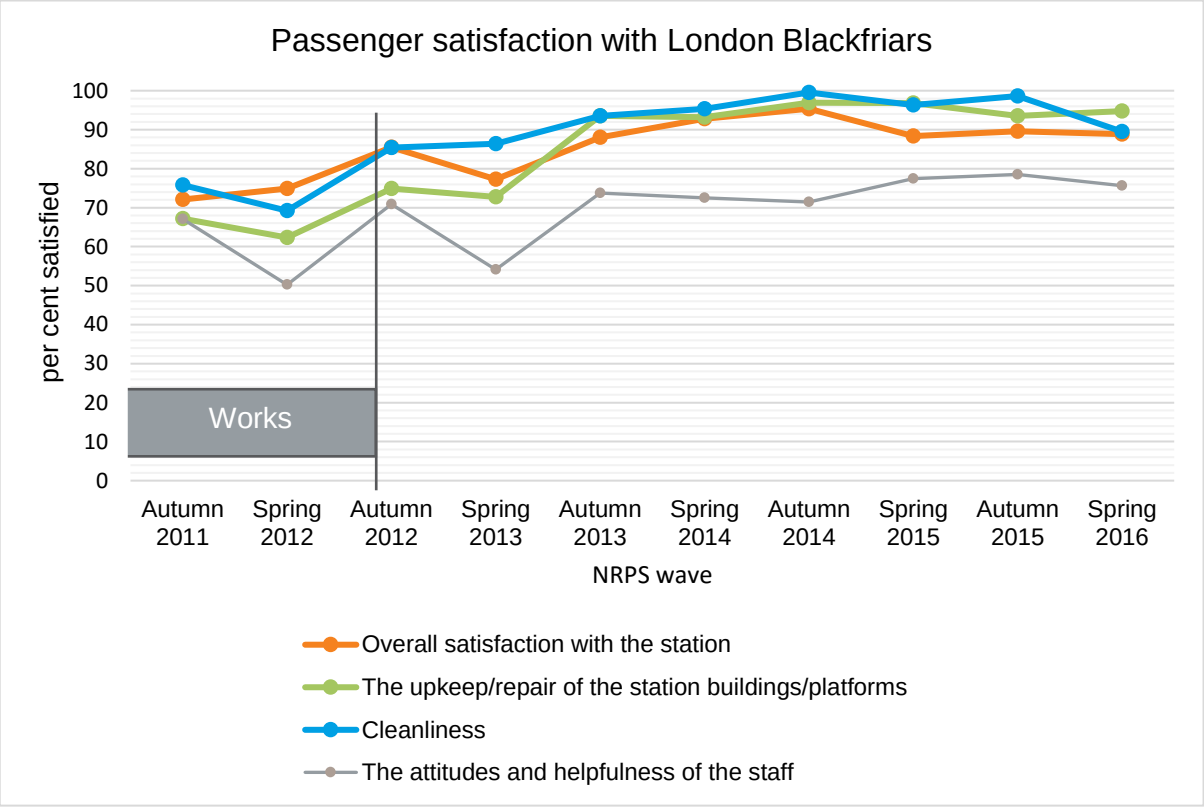
When looking at station improvements at Edinburgh Waverley[7], there was no dip in satisfaction with the attitudes and helpfulness of staff during the works.




[7]Edinburgh Waverley station, http://www.networkrail.co.uk/aspx/6403.aspx
Edinburgh Waverley reconstruction completed, http://www.rail.co.uk/rail-news/2014/edinburgh-waverley-reconstruction-completed/

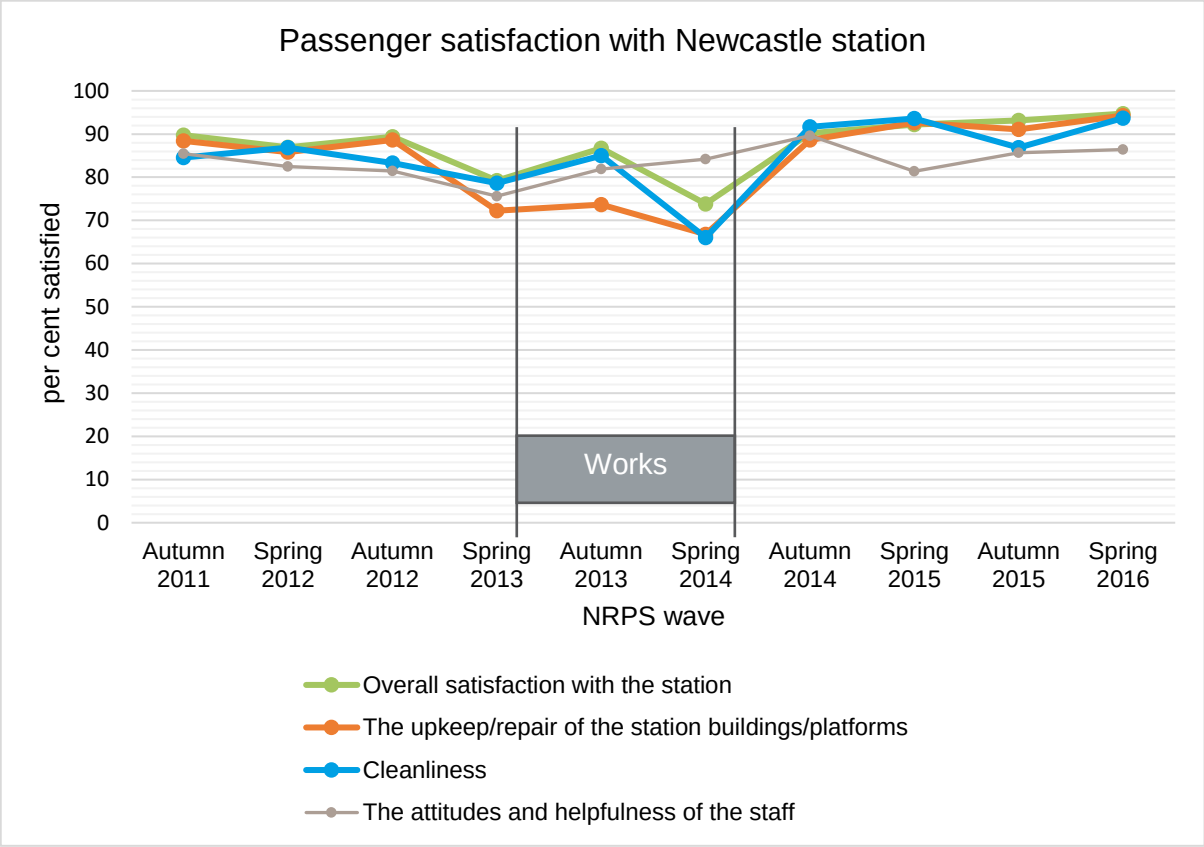
## Blackfriars station

Satisfaction with the attitudes and helpfulness of staff at Blackfriars has remained relatively low since the works were completed[8], in contrast to other measures.




[8]London Blackfriars, http://www.networkrail.co.uk/improvements/london-blackfriars/

## Newcastle station

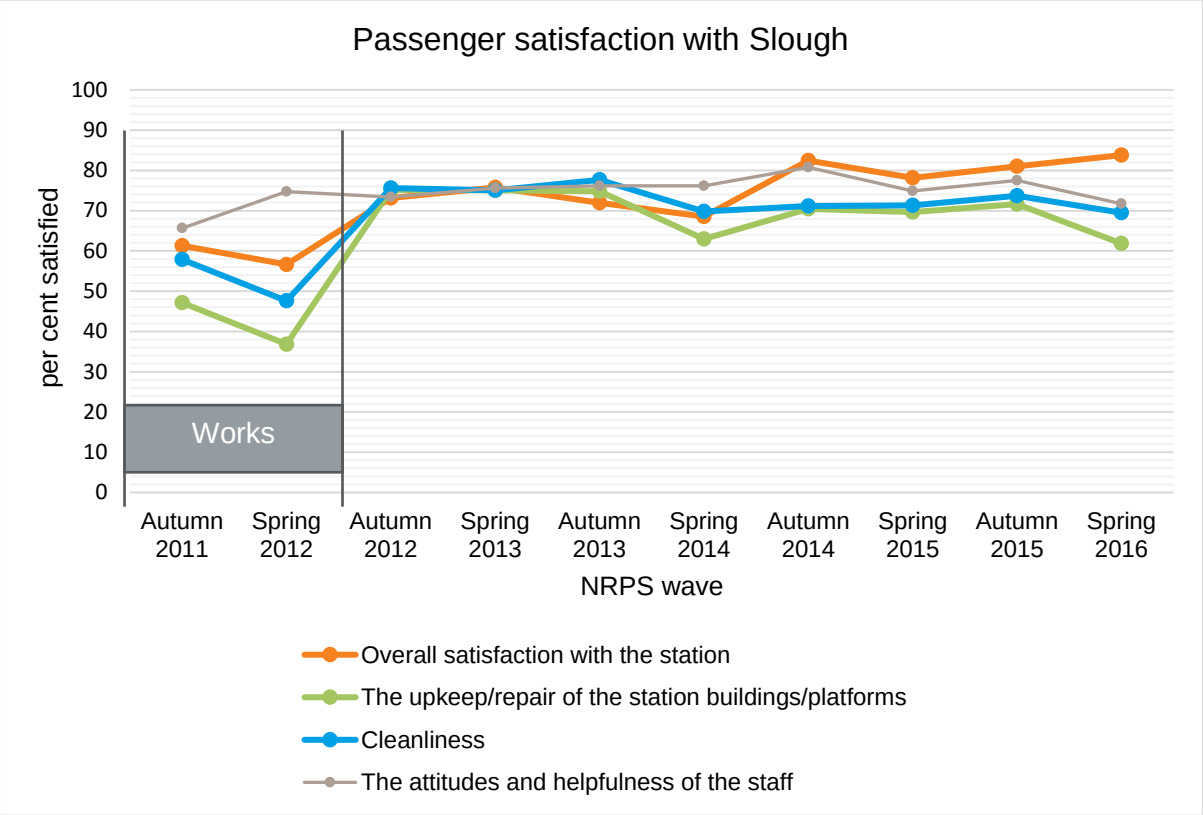



At Newcastle, satisfaction with the attitudes and helpfulness of staff actually increased during the works[9].

[9]Exciting plans for Central Station, https://www.newcastle.gov.uk/news-story/exciting-plans-central-station
Newcastle Central Station's new look is unveiled, http://www.thejournal.co.uk/news/north-east-news/newcastle-central-stations-new-look-6927208

## Slough station

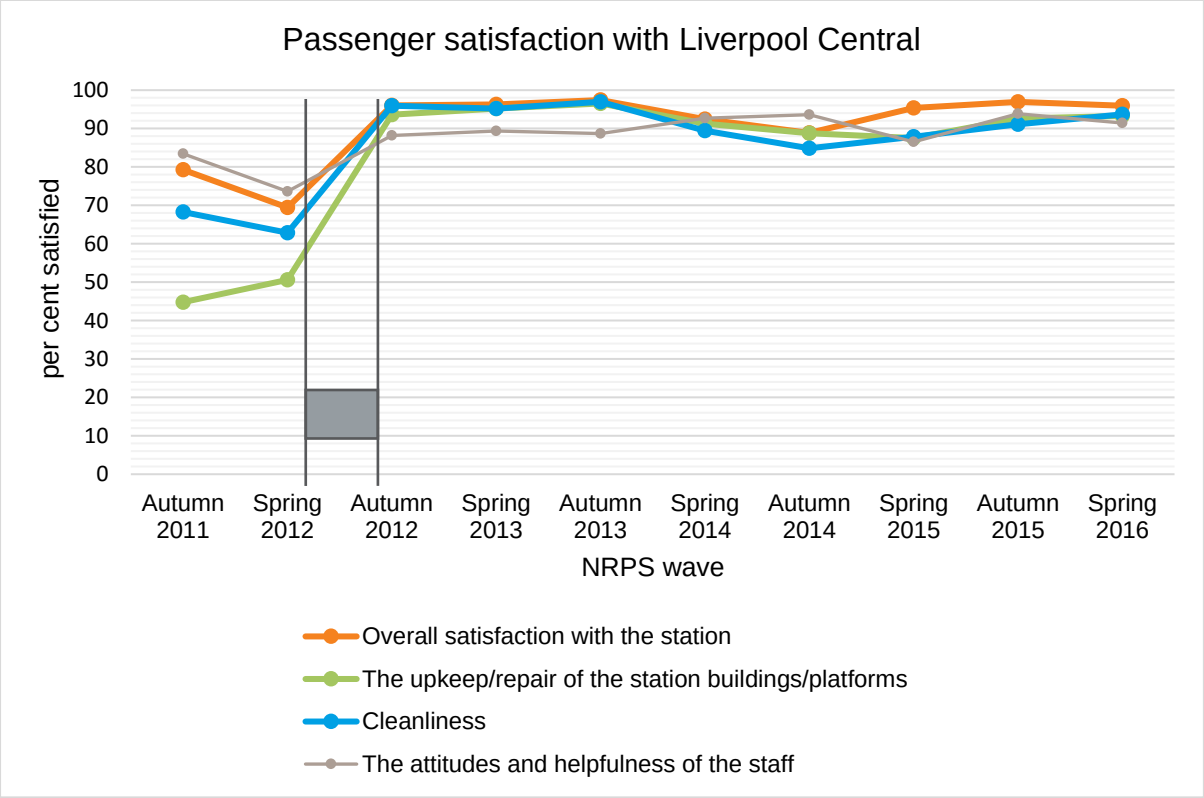
The station at Slough was improved for the 2012 Olympics[10]. During the works, satisfaction with the attitudes and helpfulness of the staff increased.




[10]Slough station gets a multi-million pound upgrade, http://www.networkrail.co.uk/Slough-station-gets-a-multi-million-pound-upgrade/
Major refurbishment at Slough station complete, http://www.railtechnologymagazine.com/Rail-News/major-refurbishment-at-slough-station-complete

## Liverpool Central station

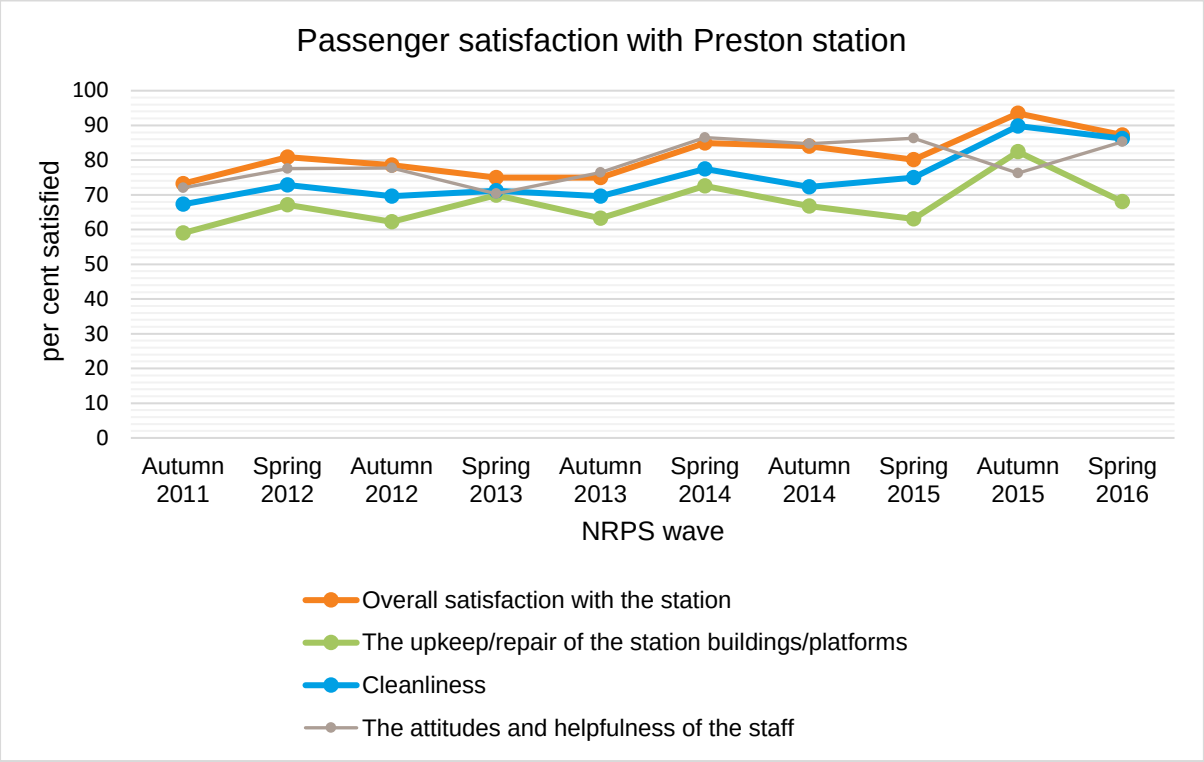
Liverpool Central saw a short, sharp programme of improvement works involving the complete closure of the station for a number of weeks[11], followed by a huge increase in overall satisfaction once complete. As at London King's Cross, satisfaction has remained consistently very high since




[11]Liverpool underground stations get £40m overhaul, http://www.bbc.co.uk/news/uk-england-merseyside-14779812

## Preston station

Preston has had various smaller-scale improvement projects to different parts of the station over the years, with more planned[12]. It has seen a steadier increase in overall satisfaction over time.



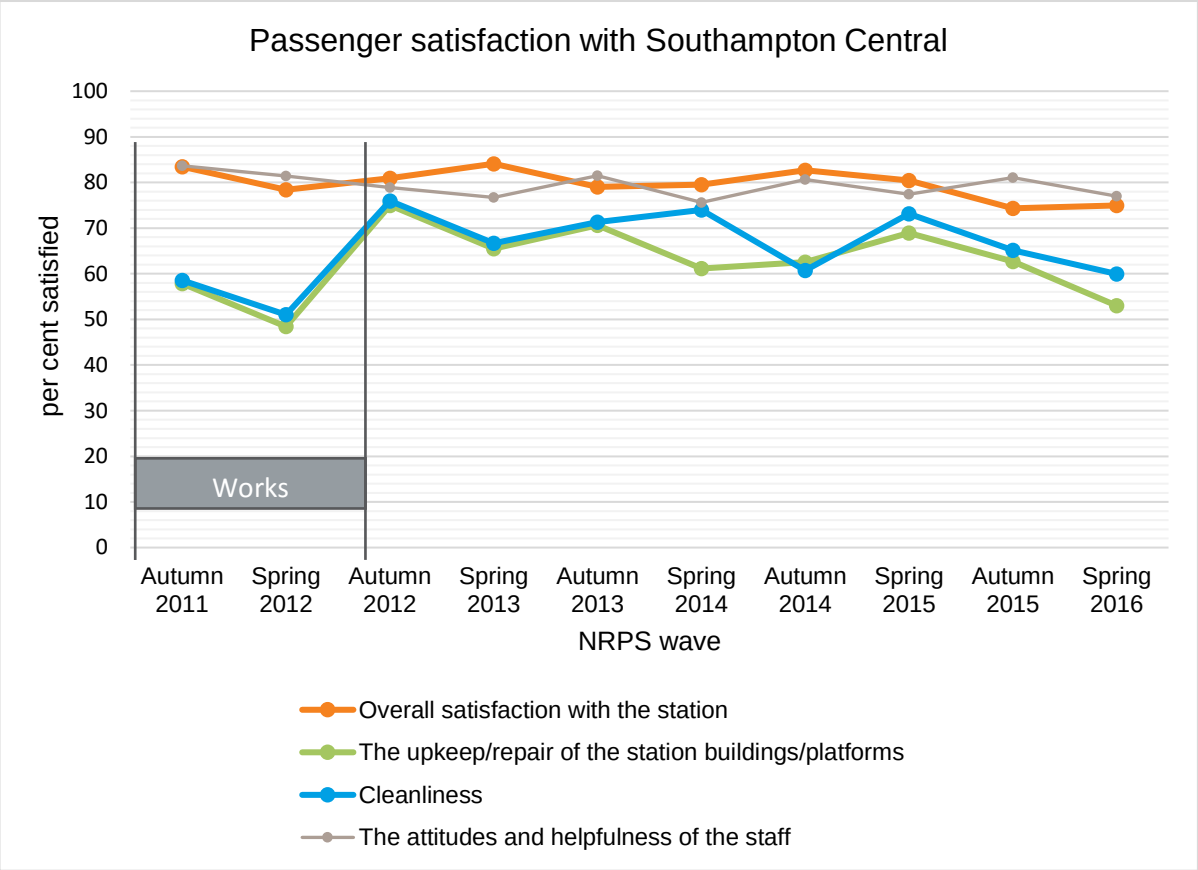

[12]Preston station delivers a brighter welcome, http://www.networkrailmediacentre.co.uk/news/preston-station-delivers-a-brighter-welcome
Work to Start on Preston Station Forecourt, http://www3.lancashire.gov.uk/corporate/news/press_releases/y/m/release.asp?id=201408&r=PR14/0393
Preston Railway Station upgrade to begins today, http://www.lep.co.uk/news/transport/preston-railway-station-upgrade-to-begins-today-1-7873768

## Southampton Central station

At Southampton Central, a £2.4 million, 14-month project to renovate the station as part of the National Stations Improvement Programme was completed in 2012[13].

Following the works, passengers did notice a big improvement in the upkeep and repair of the station buildings and platforms. But unlike at other stations where improvement works have been completed, at Southampton Central this didn't have any significant impact on passengers' overall satisfaction with the station.

Since the works were completed, satisfaction has crept down.

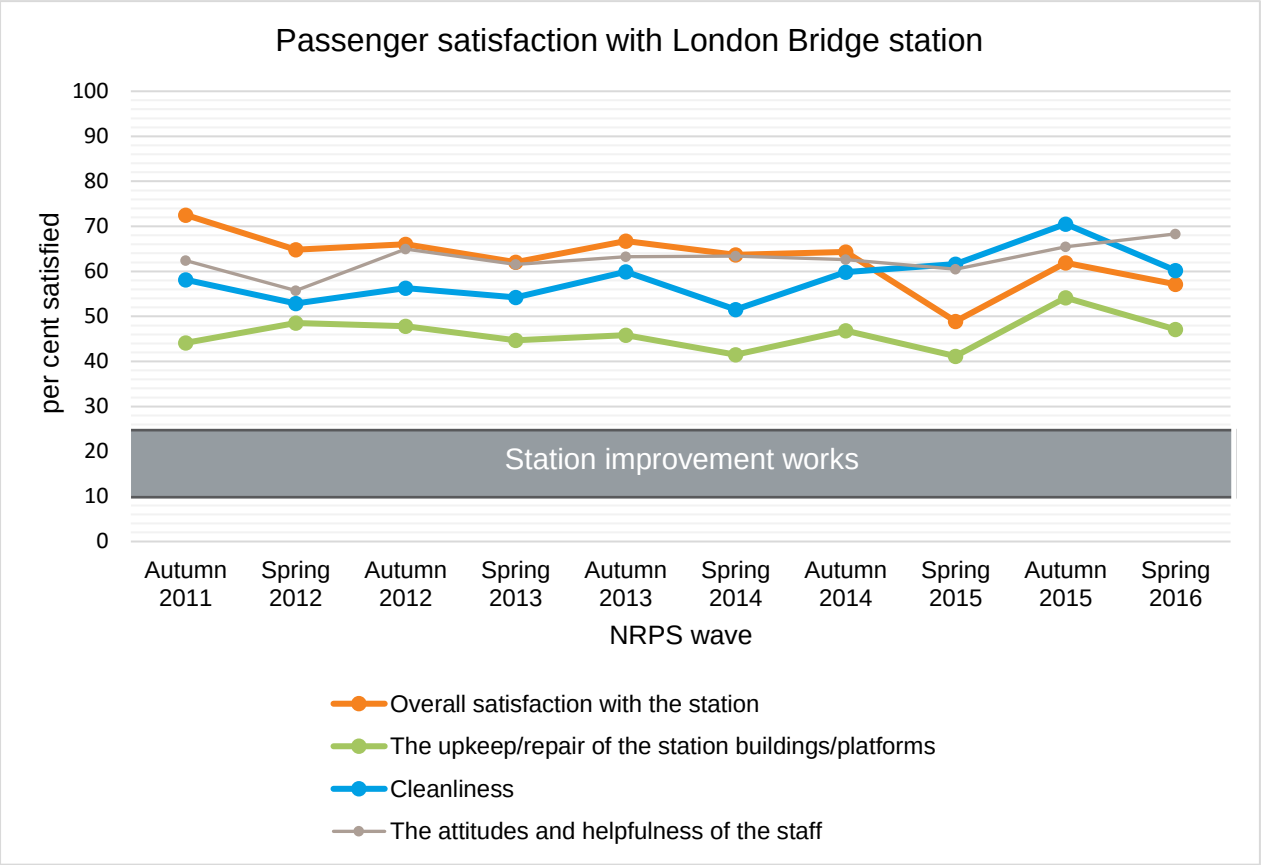



[13]Renovation work finishes at Southampton Central Railway Station, http://www.osborne.co.uk/2012/10/30/renovation-work-finishes-at-southampton-central-railway-station

## London Bridge station

London Bridge station is going through enormous redevelopment project, which has been ongoing throughout the last ten NRPS waves[14]. Given the well-publicised difficulties which passengers are facing, it is noteworthy that average overall satisfaction scores for London Bridge, sitting between 60 per cent and 70 per cent, do seem to be fairly typical for a big station during significant building works.

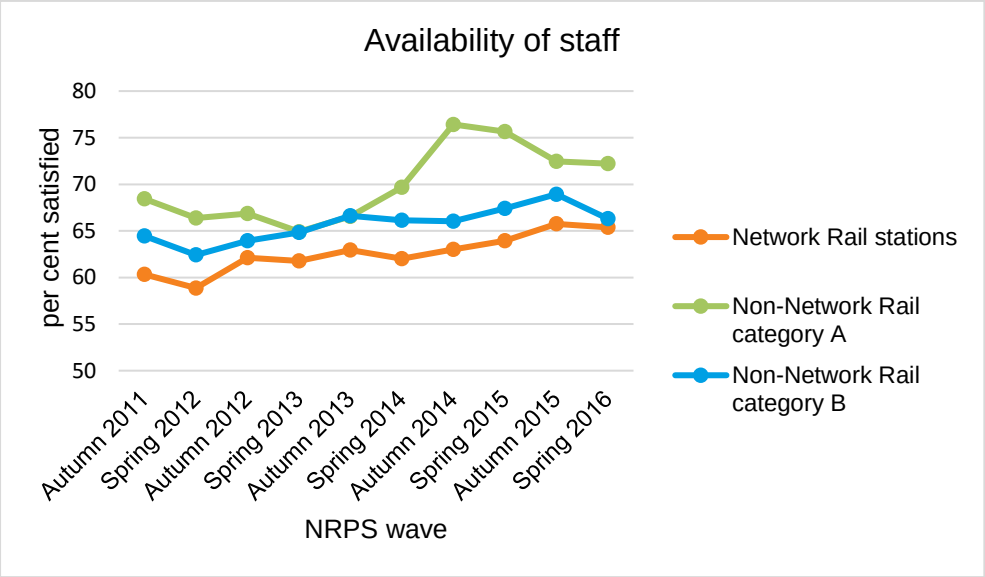
Satisfaction with the attitudes and helpfulness of staff, though, is rather low. If this could be improved, it could have a considerable positive effect on people's overall satisfaction with the station. The good news here is that over the past two waves of NRPS, satisfaction with the attitudes and helpfulness of staff has shown an increase – from 60 per cent in Spring 2015 to 68 per cent in Spring 2016.

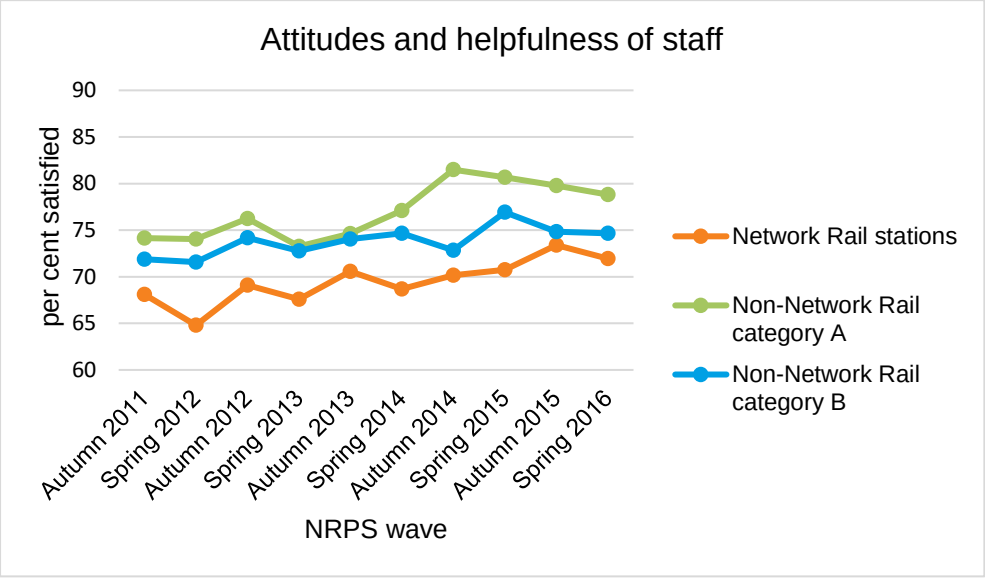



[14]London Bridge redevelopment, http://www.networkrail.co.uk/aspx/12179.aspx

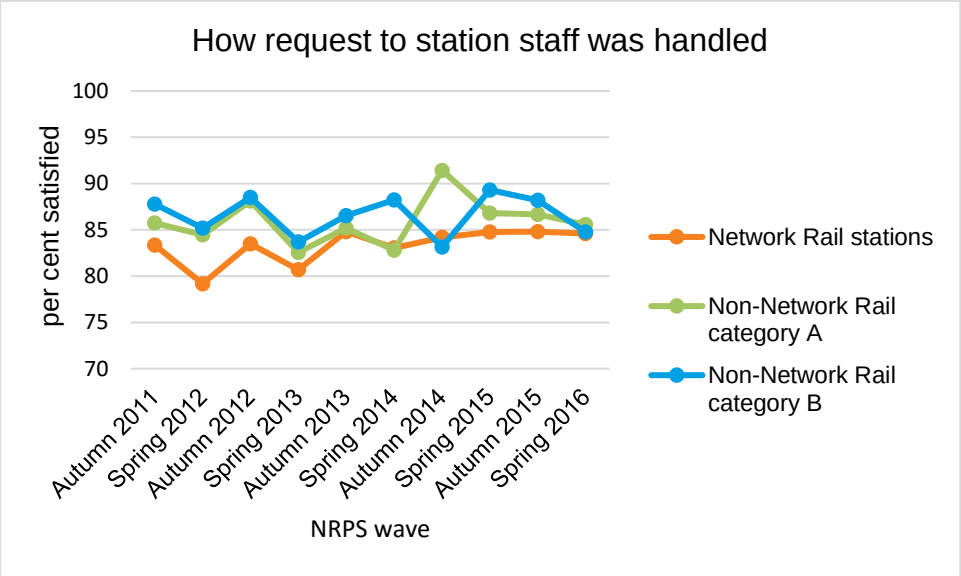
## Passenger satisfaction with staff at stations

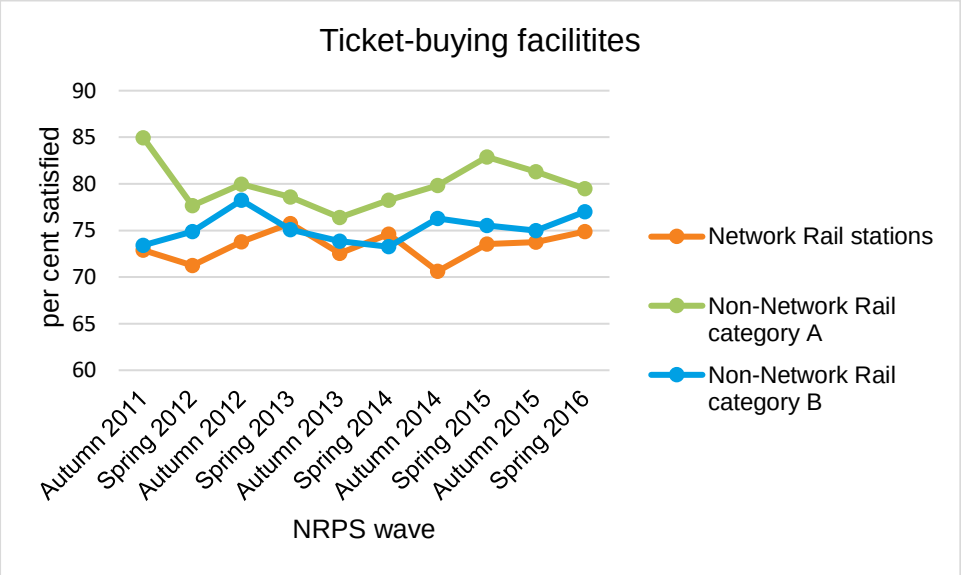
We saw earlier that Network Rail stations tend to score less well than others for satisfaction with availability of staff, attitudes and helpfulness of staff, how request to station staff was handled and ticket buying facilities. Satisfaction with personal security whilst using the station is higher at non-Network Rail category A stations than at Network Rail stations. See the chart below for how these measures have changed over time.



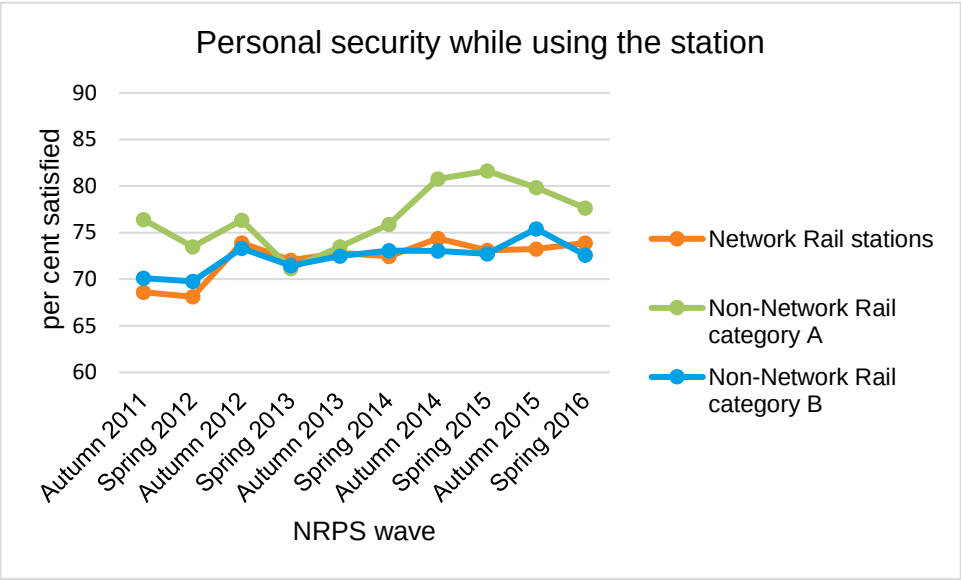

Satisfaction with both the availability and attitudes and helpfulness of staff have shown a steady increase overall, but have fallen back a little in the last couple of years at non-Network Rail category A stations. The pattern of Network Rail stations falling behind those run by the train operators remains. Larger non-Network Rail stations consistently tend to score better than smaller ones.




Interestingly, the steady increase in satisfaction here hasn't translated into a notable increase in satisfaction for 'how request to station staff was handled', which remained relatively constant overall, with Network Rail stations just slightly behind the others. A similar story applies to satisfaction with ticket-buying facilities.

## Personal security at the station




Satisfaction with personal security while using the station is similar for Network Rail stations and category B stations, but non-Network Rail category A stations are generally about five points ahead. It has improved a little over the past five years overall, and the non-Network Rail category A stations show a similar slump between spring 2013 and autumn 2014, and similar decrease in the last year, as we've seen for other measures.

## Conclusions

We started by asking the question of whether investment in high-profile improvements to our main railway stations is worth it. Does redevelopment affect passengers' satisfaction with that station?

In the examples we've looked at, yes it does. There seems to almost always be a decrease in satisfaction with the station, driven by satisfaction with 'the repair and upkeep of the station building', during the course of the works, but it tends to shoot up to levels substantially higher than before the works once they're complete.

But this does pose other questions: why should satisfaction with the availability of staff, and with the attitudes and helpfulness of staff, decrease during the works and only increase once they're finished? Times of disruption are when passengers most need visible, helpful staff, and during station building work is one such time. We would recommend that train operators and Network Rail take note of this, and look to improve this during current and future station redevelopment projects. The NRPS scores for Peterborough station during its improvement works show that it is possible.

To maximise the reward, we would urge those planning projects like these to focus on the things that are most important to passengers in the design and the delivery.

Undoubtedly spending money on well thought-through, high-profile improvement projects is a reliable way to improve passengers' satisfaction with stations in the longer term. But it may not be the only way to do it. In 2007 we worked with Northern to find out how making smaller improvements, through finding out and focussing on the priority areas for passengers, can also dramatically improve passengers' satisfaction of stations.

Also, things like improving how staff interact with passengers, improving information and making sure the existing facilities are clean, smart and well-kept, can increase satisfaction significantly. This can be seen in the improved scores at Romford since operations switched from Greater Anglia to TfL Rail (individual station summary in Annex three).

Aside from station improvements, the results show another story. Stations run by Network Rail tend to fall behind non-Network Rail stations in a number of areas. Only 32 per cent of passengers are satisfied with the availability of seating at Network Rail stations. It would seem that this would be relatively easy to resolve.

Network Rail is already focussed on improving the upkeep and repair of its stations through its programme of improvement works, so although the stations it runs have slipped behind non-Network Rail category A stations, it is looking to address this.

But Network Rail stations also consistently fall behind on satisfaction with the availability of staff and attitudes and helpfulness of staff. It would be interesting to find out the reasons behind this, for example whether the mixture of Network Rail and train operator staff is more likely to lead to a breakdown in communication or

lack of clarity about responsibilities. We would encourage Network Rail to work with train operators to understand these scores better and work to address this.

And finally, satisfaction with personal security at Network Rail stations is more comparable with the smaller, category B non-Network Rail stations, consistently behind that at other category A stations. We found this surprising, and ask that Network Rail works with the operators and British Transport Police to understand this and ensure passengers feel safe and secure throughout their journey.

Investment pays off. Passengers' satisfaction with stations significantly increased following improvement works to the fabric of the station, and this is in line with increases in satisfaction with the repair and upkeep, and with the cleanliness, of the stations. Overall satisfaction tends to dip during works, but softer measures such as satisfaction with the attitudes and helpfulness of the staff are more variable, with some examples showing a dip, some holding steady and some actually increasing.

Station investments should be targeted at those areas that are most of concern to passengers, and care should be taken to ensure that the passengers are looked after by visible, helpful staff with clear information during improvement works.

## Annex one: National Stations Improvement Plan (NSIP) phase two report – February 2013 – management summary

- The objective of this research was to understand, by making a before-and-after comparison, whether or not the National Station Improvement Programme (NSIP) has had a measurable impact on passenger satisfaction with some of the stations included in the programme.

- The 'before' benchmark was provided by a pre-improvement survey at 25 stations in 2008, prior to any NSIP work being undertaken (phase one). A second wave of research was undertaken as works were completed at seven of those 25 stations, enabling a comparison to be made.

- Overall satisfaction at the seven stations combined rose by 30 percentage points to 42 per cent satisfied. Although there are some exceptions, the improvements made to the various stations appear to have been instrumental in driving up overall satisfaction. All seven stations experienced significant decreases in dissatisfaction.

- In phase one, passengers told us shelters and waiting rooms were among the most important facilities to have. In phase two, passengers gave much higher satisfaction scores for facilities such as the ticket office/sales points, platform shelters, waiting rooms and the station entrances/exits. It is therefore reasonable to conclude that improvements to these facilities were instrumental in driving up overall satisfaction.

- Many passengers said the overall look and feel of the station (71 per cent), and its buildings (68 per cent), had noticeably improved and had had a positive impact on their perception of the station. Many others noticed improvements such as visual information on train arrivals, platform shelters, seating, and lighting. It appears that this helped improve passenger perceptions of other station attributes that were not part of the scheme.

- The changes that appeared to be the most instrumental in driving up overall passenger satisfaction were improvements to the appearance of the booking office, the condition of platform shelters, the footbridges, ticket sales points, the main entrances/exits, and the waiting rooms.

- Despite an improvement of 20 percentage points (for all stations combined) in satisfaction levels for the availability and the condition of toilets, and a quarter of passengers noticing an improvement in Phase Two, half remained dissatisfied with the availability of toilets and almost a third with their condition. Given that toilets were the third most important station facility for

passengers in Phase One, and continuing low satisfaction, indications are that further improvements in this area would increase overall satisfaction with the station.

- The same could be said of CCTV provision and the presence of staff after dark; both were considered important in Phase One, but both continue to receive low satisfaction scores. This helps explain why the analysis highlighted safety and security as a priority area to focus on, along with passenger information services. Satisfaction with the latter is good, but is diminished by low satisfaction scores for what to do when the ticket office is closed/machines not working and local area information. Satisfaction with aspects rated as important in Phase One, such as real-time information screens, is much higher; but still below 70 per cent.

- Given the importance attached to station facilities, further improvements to shelters and waiting rooms could drive up overall satisfaction with the station. Although other facilities relating to retail outlets, taxis, cars and bicycles do not achieve high satisfaction scores, they were rated as less important in Phase One and improvements in these areas might have relatively little impact on overall satisfaction.

- It is not often that such substantial increases in satisfaction are seen in before-and-after surveys. These high increases would indicate that NSIP has been successful in changing passenger perceptions at individual stations. However, satisfaction scores continue to be low for some attributes, meaning there is the potential yet for further improvement.

## Annex two: definitions

### Network Rail stations

Birmingham New Street
Bristol TM
Edinburgh Waverley
Gatwick Airport
Glasgow Central
Leeds
Liverpool Lime St
London Bridge
London Cannon St
London Charing Cross
London Euston
London Fenchurch St
London Kings Cross
London Liverpool St
London Paddington
London St Pancras
London Victoria
London Waterloo
Manchester Piccadilly
Reading

### Non-Network Rail category A stations

Crewe
Doncaster
London Blackfriars
London Marylebone
Newcastle
Preston
Stockport
York

### Category B stations

Aberdeen
Ashford Intl
Barking
Basingstoke
Birmingham International
Birmingham Moor St
Brighton
Bristol Parkway
Cambridge
Cardiff Central
Carlisle
Chelmsford
Clapham Junction
Colchester
Coventry
Darlington
Didcot Parkway
East Croydon
Glasgow Queen St
Grantham
Guildford
Huddersfield
Ipswich
Lancaster
Manchester Airport
Milton Keynes
Newark N Gate
Newport (S Wales)
Norwich
Nottingham
Oxford
Peterborough
Richmond (Surrey)
Romford
Sheffield
Shenfield
Southampton Central
Stansted Airport
Stratford (London)
Watford Junction
Wimbledon
Winchester
Wolverhampton

## Annex three: station specific summary

In comparing individual stations we haven't shown stations where the combined sample size over the past ten waves is less than 500 or less than 50 in Spring 2016. We looked at the main London terminals separately to stations outside London.

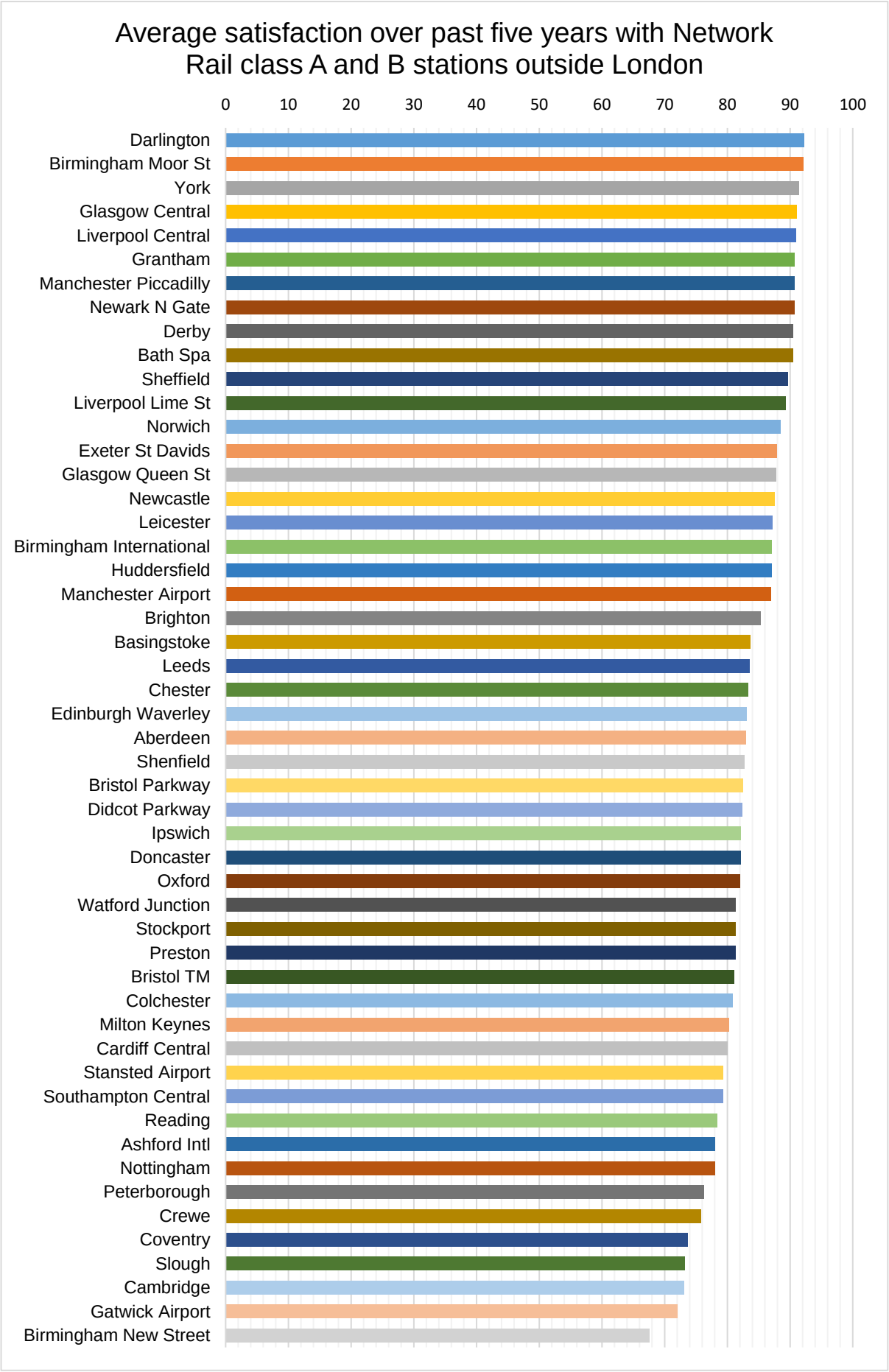
This table shows a summary of average satisfaction with stations over the past ten waves, and how their scores latest wave (Spring 2016) compare with the average. Note that several stations show significant improvement, and that these usually correspond with where significant improvements have taken place.

| Station | Overall satisfaction with the station (per cent satisfied or very satisfied) over last ten waves | per cent satisfied in Spring 2016 | Difference between Spring 2016 and last ten waves average | |
|---|---|---|---|---|
| Aberdeen | 83 | 83 | → | 0 |
| Ashford Intl | 78 | 71 | ↓ | -7 |
| Bath Spa | 90 | 90 | → | 0 |
| Birmingham International | 87 | 89 | → | 2 |
| Birmingham Moor St | 92 | 93 | → | 0 |
| Birmingham New Street | 68 | 88 | ↑ | 20 |
| Brighton | 85 | 85 | → | 0 |
| Bristol TM | 81 | 81 | → | 0 |
| Cambridge | 73 | 63 | ↓ | -10 |
| Cardiff Central | 80 | 76 | → | -4 |
| Chester | 83 | 86 | → | 3 |
| Coventry | 74 | 72 | → | -2 |
| Crewe | 76 | 84 | ↑ | 8 |
| Darlington | 92 | 93 | → | 1 |
| Derby | 91 | 93 | → | 2 |
| Didcot Parkway | 82 | 77 | ↓ | -6 |
| Doncaster | 82 | 82 | → | 0 |
| Edinburgh Waverley | 83 | 91 | ↑ | 8 |
| Exeter St Davids | 88 | 86 | → | -2 |
| Gatwick Airport | 72 | 76 | → | 4 |
| Glasgow Central | 91 | 92 | → | 1 |
| Glasgow Queen St | 88 | 83 | ↓ | -5 |
| Grantham | 91 | 97 | ↑ | 7 |
| Huddersfield | 87 | 83 | → | -4 |
| Bristol Parkway | 83 | 79 | → | -4 |

| | | | | |
|---|---|---|---|---|
| Ipswich | 82 | 79 | → | -3 |
| Leeds | 84 | 86 | → | 3 |
| Leicester | 87 | 88 | → | 0 |
| Basingstoke | 84 | 88 | → | 5 |
| Liverpool Central | 91 | 96 | → | 5 |
| Liverpool Lime St | 89 | 90 | → | 0 |
| Manchester Airport | 87 | 95 | ↑ | 8 |
| Manchester Piccadilly | 91 | 88 | → | -3 |
| Milton Keynes | 80 | 75 | → | -5 |
| Newark N Gate | 91 | 87 | → | -4 |
| Newcastle | 88 | 95 | ↑ | 7 |
| Norwich | 88 | 84 | → | -4 |
| Nottingham | 78 | 92 | ↑ | 14 |
| Oxford | 82 | 82 | → | -1 |
| Peterborough | 76 | 85 | ↑ | 8 |
| Preston | 81 | 87 | ↑ | 6 |
| Reading | 78 | 92 | ↑ | 14 |
| Sheffield | 90 | 92 | → | 3 |
| Shenfield | 83 | 82 | → | -1 |
| Colchester | 81 | 86 | ↑ | 6 |
| Slough | 73 | 84 | ↑ | 11 |
| Southampton Central | 79 | 75 | → | -4 |
| Stansted Airport | 79 | 79 | → | -1 |
| Stockport | 81 | 85 | → | 4 |
| Watford Junction | 81 | 71 | ↓ | -10 |
| York | 91 | 88 | → | -4 |

The graph below shows how the average satisfaction compares across stations. Some, such as Birmingham Moor Street, have scored consistently well across the past ten waves.

Some of the stations that don't score so well on average have seen significant improvements, as demonstrated in the table above. Watford Junction has seen a significant drop in satisfaction in the Autumn 2015 and Spring 2016 waves compared with previous waves. It is down on almost all measures, so it's not clear what is driving the drop in satisfaction. The one observation we can make is that overall journey satisfaction and most on-train measures of satisfaction are also down, so perhaps passengers using Watford Junction are reflecting the dip in their overall journey satisfaction when considering aspects of the station.


Average satisfaction over past five years with Network Rail class A and B stations outside London
0
10
20
30
40
50
60
70
80
90
100
Darlington
Birmingham Moor St
York
Glasgow Central
Liverpool Central
Grantham
Manchester Piccadilly
Newark N Gate
Derby
Bath Spa
Sheffield
Liverpool Lime St
Norwich
Exeter St Davids
Glasgow Queen St
Newcastle
Leicester
Birmingham International
Huddersfield
Manchester Airport
Brighton
Basingstoke
Leeds
Chester
Edinburgh Waverley
Aberdeen
Shenfield
Bristol Parkway
Didcot Parkway
Ipswich
Doncaster
Oxford
Watford Junction
Stockport
Preston
Bristol TM
Colchester
Milton Keynes
Cardiff Central
Stansted Airport
Southampton Central
Reading
Ashford Intl
Nottingham
Peterborough
Crewe
Coventry
Slough
Cambridge
Gatwick Airport
Birmingham New Street

Similarly, looking at the main stations in London produces the following picture:

| Station | Overall satisfaction with the station (per cent satisfied or very satisfied) over last ten waves | per cent satisfied in Spring 2016 | Difference between Spring 2016 and last ten waves average | |
|---|---|---|---|---|
| Barking | 74 | 72 | ➡ | -3 |
| Clapham Junction | 70 | 73 | ➡ | 2 |
| East Croydon | 67 | 65 | ➡ | -2 |
| London Blackfriars | 87 | 89 | ➡ | 2 |
| London Bridge | 63 | 57 | ⬇ | -6 |
| London Cannon St | 84 | 83 | ➡ | -1 |
| London Charing Cross | 83 | 82 | ➡ | -1 |
| London Euston | 77 | 78 | ➡ | 0 |
| London Fenchurch St | 90 | 84 | ⬇ | -6 |
| London Kings Cross | 89 | 94 | ⬆ | 5 |
| London Liverpool St | 87 | 87 | ➡ | -1 |
| London Marylebone | 93 | 93 | ➡ | 1 |
| London Paddington | 87 | 81 | ⬇ | -6 |
| London St Pancras | 95 | 95 | ➡ | 0 |
| London Victoria | 80 | 77 | ➡ | -3 |
| London Waterloo | 86 | 88 | ➡ | 2 |
| Richmond (Surrey) | 89 | 93 | ➡ | 4 |
| Romford | 77 | 92 | ⬆ | 15 |
| Stratford (London) | 77 | 77 | ➡ | 0 |
| Upminster | 90 | 92 | ➡ | 2 |
| Wimbledon | 76 | 70 | ⬇ | -6 |

Romford has seen a significant increase in satisfaction over the last couple of NRPS waves. TfL Rail took over running the station and trains at Romford from Abellio Greater Anglia in May 2015, ahead of the introduction of Crossrail from 2017.

Most of the main terminals have an average of around 85 per cent, with St Pancras (95 per cent satisfaction on average) leading the pack following its renovation and reinvention as St Pancras International. Euston compares rather less favourably at 78 per cent, and has shown a drop as some improvement works are carried out. Euston and Waterloo have significant works on the horizon, and both should learn the lessons from other big renovation projects in minimising the impact on passengers during the work.


Average satisfaction over past five years with Network Rail class A and B stations in London
0
10
20
30
40
50
60
70
80
90
100
London St Pancras
London Marylebone
Upminster
London Fenchurch St
Richmond (Surrey)
London Kings Cross
London Liverpool St
London Paddington
London Blackfriars
London Waterloo
London Cannon St
London Charing Cross
London Victoria
London Euston
Stratford (London)
Romford
Wimbledon
Barking
Clapham Junction
East Croydon
London Bridge

Transport Focus
Fleetbank House
2-6 Salisbury Square
London
EC4Y 8JX

0300 123 2350
www.transportfocus.org.uk
info@transportfocus.org.uk