



National Rail Passenger Survey
Spring 2017 Main Report



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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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.

Main fieldwork took place between 30 January and 30 April 2017. No fieldwork took place between 13 and 23 April due to the Easter holidays. Most top-up shifts were carried out within the last three weeks of the fieldwork period.

Chapter three of this document contains passenger ratings of their journey for each individual train operating company (TOC). 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 11 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'.

There were no major changes to TOC boundaries between Autumn 2016 and Spring 2017.

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 2016 or Autumn 2016. 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 2017 survey the main comparison is against the Spring 2016 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 Grand Central, Heathrow Connect, Heathrow Express and Hull Trains.

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 offered to passengers on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

Data for 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 2017 survey was 27,290 for all the train companies combined (24,767 for the franchised companies).

Contacts

Media enquiries

0300 123 2170

Content/presentation/methodology enquiries




0300 123 0837

Key results

Spring 2017 wave

- Overall satisfaction by TOC varied between 72 per cent and 97 per cent.
- Comparing the percentage of passengers satisfied overall for individual train operating companies with Spring 2016, seven significantly improved (Southeastern, Gatwick Express, c2c, Heathrow Connect, Heathrow Express, Greater Anglia, and Hull Trains) and none significantly declined. All other TOCs had no statistically significant change in their overall satisfaction results compared with Spring 2016.
- The highest ratings for overall satisfaction were achieved by Hull Trains (97 per cent), Heathrow Express (97 per cent), Grand Central (94 per cent), Merseyrail (94 per cent), Chiltern Railways (92 per cent) and Virgin Trains (92 per cent),
- The lowest ratings for overall satisfaction were given to Southern (72 per cent), Thameslink (75 per cent), Great Northern (79 per cent), Southeastern (81 per cent), and Great Western Railway (81 per cent).
- Overall satisfaction by individual routes within TOCs varied between 63 per cent and 97 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 33 per cent and 87 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 51 per cent and 98 per cent.
- Satisfaction with levels of crowding by individual routes within TOCs varied between 57 per cent and 94 per cent.
- For London and the South East operators 82 per cent of passengers were very or fairly satisfied overall. This is significantly up compared to Spring 2016 (when 79 per cent were satisfied). The percentage of passengers satisfied with all train and station factors improved for 30 service areas and declined for none. The biggest improvement in satisfaction was with station shelter facilities (+9 per cent).
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 89 per cent. This was significantly up compared to Spring 2016 (when 88 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for 21 service areas and declined for one. The biggest improvement in satisfaction was the increase of six per cent for train toilet facilities.
- For regional operators 87 per cent of passengers were very or fairly satisfied with their journey overall. This was significantly up compared to Spring 2016 when 85 per cent were satisfied. Passenger satisfaction for the various station and train factors improved for four service areas, one declined and the rest were unchanged. The biggest improvement in satisfaction was with availability of seating (+3 per cent).
- Nationally the percentage of passengers satisfied with their journey overall was 83 per cent. This was significantly up compared to Spring 2016 (when 80 per cent of passengers were satisfied). 81 per cent of passengers were satisfied overall with their journey in Autumn 2016.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 77 per cent. This was significantly up compared to Spring 2016 when 73 per cent of passengers were satisfied.
- Nationally the percentage of passengers satisfied with all train and station factors increased for 28 service areas and the rest were unchanged (or were new factors and there was therefore no comparison with previous waves). The biggest improvement in satisfaction was with availability of seating at the station (+8 per cent).

- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 47 per cent. This was significantly up compared to Spring 2016 when 46 per cent were satisfied. 72 per cent of passengers were satisfied with the level of crowding on the train (a new factor in the survey).
- Results for Network Rail routes are also available on the Transport Focus website at <https://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/>.

Improved 
 Unchanged 
 Declined 




National total*

	Overall sample size 24767	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	
Overall satisfaction with your journey		3	↑	2	↑	24176	83	10	6	
STATION FACILITIES										
Overall satisfaction with the station		3	↑	0	⊖	24054	81	14	5	
Ticket buying facilities		3	↑	2	↑	12281	79	12	9	
Provision of information about train times/platforms		4	↑	3	↑	23579	85	9	5	
Upkeep/repair of the station buildings/platforms		3	↑	0	⊖	23698	74	17	8	
Cleanliness		3	↑	0	⊖	23727	78	15	6	
Toilet facilities at the station**		-	-	-	-	13744	48	19	33	
Attitudes and helpfulness of the staff		4	↑	2	↑	16933	79	15	6	
Connections with other forms of public transport		4	↑	2	↑	16433	79	12	10	
Facilities for car parking		2	⊖	-1	⊖	7833	50	15	35	
Overall environment		7	↑	2	↑	23792	76	18	7	
Your personal security whilst using the station		4	↑	1	↑	21798	75	22	3	
Availability of staff at the station		4	↑	3	↑	19642	69	19	12	
Shelter facilities		8	↑	1	↑	19563	73	15	12	
Availability of seating		7	↑	4	↑	22267	54	19	27	
How request to station staff was handled		3	↑	4	↑	3695	88	5	7	
Choice of shops/eating/drinking facilities available		5	↑	6	↑	19733	52	22	26	
Availability of Wi-Fi***		-	-	4	↑	9132	35	16	48	
TRAIN FACILITIES										
Overall satisfaction with the train		2	↑	-1	⊖	24435	79	14	7	
Frequency of the trains on that route		2	↑	2	↑	23763	77	10	14	
Punctuality/reliability (i.e. the train arriving/departing on time)		4	↑	5	↑	23806	77	8	14	
Length of time the journey was scheduled to take (speed)		3	↑	2	↑	23612	83	9	7	
Connections with other train services		3	↑	1	⊖	13443	76	16	8	
Value for money of the price of your ticket		2	↑	0	⊖	22455	47	21	32	
Upkeep and repair of the train		1	⊖	0	⊖	23962	74	16	10	
Provision of information during the journey		4	↑	4	↑	22210	73	17	9	
Helpfulness and attitude of staff on train		3	↑	4	↑	13351	68	24	8	
Space for luggage		5	↑	4	↑	18790	58	21	22	
Toilet facilities		4	↑	2	⊖	10944	40	20	39	
Comfort of the seats****		-	-	-	-	23328	67	21	13	
Step or gap between the train and the platform**		-	-	-	-	20989	62	26	12	
Your personal security on board****		-2	↓	-3	↓	22283	75	21	4	
Cleanliness of the inside		2	↑	0	⊖	24364	77	13	10	
Cleanliness of the outside		2	↑	-1	↓	21652	74	18	8	
Availability of staff on the train		2	↑	2	↑	17465	46	28	27	
How well train company deals with delays		5	↑	4	↑	4895	39	34	27	
Level of crowding**		-	-	-	-	23527	72	12	16	
Availability of Wi-Fi**		-	-	-	-	10860	30	12	58	
Availability of power sockets**		-	-	-	-	11512	27	10	63	


































































Improved ↑
 Unchanged =
 Declined ↓




London and South East*

	Overall sample size 14536	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	
Overall satisfaction with your journey		3	↑	2	↑	14160	82	11	7	
STATION FACILITIES										
Overall satisfaction with the station		3	↑	-1	=	14102	80	15	5	
Ticket buying facilities		4	↑	2	=	7481	77	13	10	
Provision of information about train times/platforms		4	↑	3	↑	13817	84	10	6	
Upkeep/repair of the station buildings/platforms		4	↑	0	=	13867	73	18	9	
Cleanliness		3	↑	0	=	13889	77	16	7	
Toilet facilities at the station**		-	-	-	-	7706	46	20	34	
Attitudes and helpfulness of the staff		5	↑	2	↑	10003	78	15	7	
Connections with other forms of public transport		4	↑	2	↑	10359	79	11	10	
Facilities for car parking		3	↑	0	=	4265	48	16	36	
Overall environment		8	↑	2	↑	13926	74	19	7	
Your personal security whilst using the station		4	↑	1	↑	12818	74	23	4	
Availability of staff at the station		6	↑	3	↑	11662	68	20	12	
Shelter facilities		9	↑	1	=	11334	71	17	13	
Availability of seating		8	↑	5	↑	12898	51	20	29	
How request to station staff was handled		4	↑	5	↑	1997	87	5	7	
Choice of shops/eating/drinking facilities available		6	↑	6	↑	11466	52	23	25	
Availability of Wi-Fi***		-	-	5	↑	5209	33	17	50	
TRAIN FACILITIES										
Overall satisfaction with the train		2	↑	-1	↓	14335	78	15	8	
Frequency of the trains on that route		2	↑	2	↑	14054	75	11	15	
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	5	↑	13938	75	9	16	
Length of time the journey was scheduled to take (speed)		3	↑	1	↑	13826	81	10	9	
Connections with other train services		3	↑	2	=	8123	75	16	8	
Value for money of the price of your ticket		2	↑	0	=	13003	43	22	35	
Upkeep and repair of the train		1	↑	-1	=	14026	74	16	9	
Provision of information during the journey		5	↑	4	↑	12987	73	18	9	
Helpfulness and attitude of staff on train		4	↑	4	↑	5953	60	29	11	
Space for luggage		6	↑	4	↑	10657	56	22	23	
Toilet facilities		5	↑	3	↑	5813	37	20	43	
Comfort of the seats****		-	-	-	-	13611	65	22	13	
Step or gap between the train and the platform**		-	-	-	-	12557	60	27	12	
Your personal security on board****		-1	=	-3	↓	12969	73	23	4	
Cleanliness of the inside		2	↑	0	=	14289	77	13	10	
Cleanliness of the outside		2	↑	-1	↓	12811	74	18	8	
Availability of staff on the train		2	↑	2	↑	8891	37	30	34	
How well train company deals with delays		5	↑	4	↑	3035	36	35	29	
Level of crowding**		-	-	-	-	13804	70	13	17	
Availability of Wi-Fi**		-	-	-	-	5930	27	12	62	
Availability of power sockets**		-	-	-	-	6113	23	9	68	


































































Improved 
 Unchanged 
 Declined 

Long-distance*

	Overall sample size 5634	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	
Overall satisfaction with your journey		2		3		5525	89	7	4	
STATION FACILITIES										
Overall satisfaction with the station		2		2		5488	88	9	3	
Ticket buying facilities		1		2		2234	87	8	5	
Provision of information about train times/platforms		3		2		5433	91	6	3	
Upkeep/repair of the station buildings/platforms		2		1		5432	83	13	4	
Cleanliness		2		1		5429	86	11	3	
Toilet facilities at the station**		-	-	-	-	3442	62	17	20	
Attitudes and helpfulness of the staff		0		1		3752	84	12	4	
Connections with other forms of public transport		3		1		3334	81	11	7	
Facilities for car parking		4		1		1672	62	17	22	
Overall environment		4		3		5473	84	13	4	
Your personal security whilst using the station		3		4		4936	82	16	1	
Availability of staff at the station		3		3		4314	77	16	7	
Shelter facilities		4		0		4305	80	12	8	
Availability of seating		3		3		5112	61	18	21	
How request to station staff was handled		0		1		1042	91	4	5	
Choice of shops/eating/drinking facilities available		4		3		4784	66	19	15	
Availability of Wi-Fi***		-	-	5		1998	48	17	35	
TRAIN FACILITIES										
Overall satisfaction with the train		3		2		5573	87	8	5	
Frequency of the trains on that route		1		1		5286	86	7	7	
Punctuality/reliability (i.e. the train arriving/departing on time)		2		2		5446	86	6	8	
Length of time the journey was scheduled to take (speed)		2		2		5411	90	6	4	
Connections with other train services		1		0		2928	81	12	6	
Value for money of the price of your ticket		2		0		5310	58	18	24	
Upkeep and repair of the train		4		2		5483	85	11	4	
Provision of information during the journey		3		3		5179	81	14	5	
Helpfulness and attitude of staff on train		2		2		4112	83	14	3	
Space for luggage		5		7		4634	65	16	20	
Toilet facilities		6		3		3058	58	22	20	
Comfort of the seats****		-	-	-	-	5352	78	14	8	
Step or gap between the train and the platform**		-	-	-	-	5119	69	22	9	
Your personal security on board****		-3		-1		5137	84	14	2	
Cleanliness of the inside		3		3		5561	85	9	5	
Cleanliness of the outside		3		1		4775	80	16	4	
Availability of staff on the train		1		4		4642	69	22	9	
How well train company deals with delays		4		5		1184	58	26	16	
Level of crowding**		-	-	-	-	5371	75	11	13	
Availability of Wi-Fi**		-	-	-	-	2792	40	13	47	
Availability of power sockets**		-	-	-	-	3326	63	11	26	




Improved 
 Unchanged 
 Declined 

Regional*

	Overall sample size 4597	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	
Overall satisfaction with your journey		2		3		4491	87	8	4	
STATION FACILITIES										
Overall satisfaction with the station		1		3		4464	84	11	5	
Ticket buying facilities		1		5		2566	84	8	9	
Provision of information about train times/platforms		2		4		4329	88	8	4	
Upkeep/repair of the station buildings/platforms		0		0		4399	78	15	7	
Cleanliness		2		1		4409	82	12	7	
Toilet facilities at the station**		-	-	-	-	2596	50	16	34	
Attitudes and helpfulness of the staff		0		2		3178	82	13	6	
Connections with other forms of public transport		2		1		2740	73	15	12	
Facilities for car parking		-3		-3		1896	52	13	36	
Overall environment		4		2		4393	77	16	7	
Your personal security whilst using the station		2		0		4044	76	20	4	
Availability of staff at the station		1		2		3666	71	15	13	
Shelter facilities		5		2		3924	78	12	10	
Availability of seating		3		4		4257	65	16	19	
How request to station staff was handled		2		3		656	90	4	5	
Choice of shops/eating/drinking facilities available		2		3		3483	48	16	36	
Availability of Wi-Fi***		-	-	1		1925	39	14	47	
TRAIN FACILITIES										
Overall satisfaction with the train		1		-1		4527	79	13	7	
Frequency of the trains on that route		1		3		4423	81	7	11	
Punctuality/reliability (i.e. the train arriving/departing on time)		2		3		4422	85	6	8	
Length of time the journey was scheduled to take (speed)		4		2		4375	90	6	4	
Connections with other train services		1		-1		2392	77	15	8	
Value for money of the price of your ticket		-1		-1		4142	60	17	23	
Upkeep and repair of the train		-2		-1		4453	68	18	14	
Provision of information during the journey		-1		1		4044	72	18	10	
Helpfulness and attitude of staff on train		1		2		3286	81	15	4	
Space for luggage		0		2		3499	64	19	18	
Toilet facilities		-5		-2		2073	41	22	37	
Comfort of the seats****		-	-	-	-	4365	66	19	15	
Step or gap between the train and the platform**		-	-	-	-	3313	68	20	12	
Your personal security on board****		-5		-3		4177	77	19	4	
Cleanliness of the inside		0		-1		4514	73	15	12	
Cleanliness of the outside		0		-2		4066	69	20	11	
Availability of staff on the train		0		0		3932	64	23	12	
How well train company deals with delays		7		5		676	47	31	21	
Level of crowding**		-	-	-	-	4352	78	11	11	
Availability of Wi-Fi**		-	-	-	-	2138	38	12	51	
Availability of power sockets**		-	-	-	-	2073	23	11	66	

Overall satisfaction with the journey

Overall satisfaction





















































Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 82%

Long-distance: 89%

Regional: 87%

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	1		1		1225	83	11	6
c2c	8		2		916	89	6	5
Chiltern Railways	1		1		1034	92	6	2
CrossCountry	2		4		1205	88	7	5
East Midlands Trains	3		6		1068	89	8	3
Gatwick Express*	9		5		510	88	8	4
Grand Central	-2		4		865	94	3	2
Great Northern*	5		2		563	79	15	6
Great Western Railway	-3		-1		1457	81	11	7
Greater Anglia**	6		3		1320	83	10	7
Heathrow Connect	7		3		428	90	7	3
Heathrow Express	6		1		492	97	2	2
Hull Trains	3		0		677	97	1	2
London Midland	-2		-1		943	84	9	7
London Overground	2		1		1423	90	7	2
Merseyrail	3		-1		697	94	4	2
Northern**	2		2		1365	83	11	6
ScotRail	2		6		1204	90	7	3
South West Trains	0		-1		2298	82	11	7
Southeastern	10		4		1528	81	11	9
Southern*	3		7		1101	72	17	11
TfL Rail	8		7		137	87	9	4
Thameslink*	1		2		930	75	13	11
TransPennine Express**	-1		3		852	86	7	6
Virgin Trains	0		2		1186	92	6	2
Virgin Trains East Coast	2		-1		1214	91	5	4

The value for money of the price of your ticket




Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 43%
 Long-distance: 58%
 Regional: 60%





















































	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-1	⊖	-4	⊖	1166	57	19	24
c2c	10	⬆	5	⊖	867	52	21	27
Chiltern Railways	-1	⊖	-2	⊖	994	47	24	29
CrossCountry	1	⊖	0	⊖	1147	55	19	26
East Midlands Trains	0	⊖	1	⊖	1029	51	19	30
Gatwick Express*	3	⊖	6	⊖	495	39	26	36
Grand Central	5	⊖	10	⬆	834	78	10	11
Great Northern*	3	⊖	2	⊖	517	39	25	36
Great Western Railway	-2	⊖	-4	⊖	1430	48	20	32
Greater Anglia**	6	⬆	0	⊖	1286	42	20	38
Heathrow Connect	1	⊖	1	⊖	378	55	22	23
Heathrow Express	11	⬆	-1	⊖	477	52	18	30
Hull Trains	-1	⊖	-4	⊖	663	65	18	18
London Midland	-1	⊖	-2	⊖	840	54	20	26
London Overground	4	⊖	1	⊖	1167	55	21	24
Merseyrail	-9	⬇	-7	⊖	509	65	17	19
Northern**	-1	⊖	-1	⊖	1300	57	19	24
ScotRail	2	⊖	3	⊖	1167	61	15	23
South West Trains	0	⊖	1	⊖	2079	40	22	38
Southeastern	6	⬆	2	⊖	1366	38	23	40
Southern*	3	⊖	0	⊖	1004	38	22	40
TfL Rail	-2	⊖	0	⊖	107	42	32	26
Thameslink*	2	⊖	1	⊖	851	38	20	43
TransPennine Express**	2	⊖	-1	⊖	822	60	19	21
Virgin Trains	3	⊖	2	⊖	1135	64	15	21
Virgin Trains East Coast	0	⊖	0	⊖	1177	60	18	21

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

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 75%
 Long-distance: 86%
 Regional: 85%

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	5		1		1199	81	8	11
c2c	2		4		900	88	6	7
Chiltern Railways	2		1		1035	90	6	4
CrossCountry	1		6		1171	86	7	7
East Midlands Trains	5		6		1053	88	5	7
Gatwick Express*	4		10		484	83	7	10
Grand Central	0		13		848	96	3	1
Great Northern*	9		14		562	78	9	14
Great Western Railway	-1		2		1461	76	9	15
Greater Anglia**	6		4		1292	77	8	15
Heathrow Connect	-3		3		423	73	12	15
Heathrow Express	2		3		474	96	2	2
Hull Trains	2		-1		671	95	3	2
London Midland	0		2		925	78	9	13
London Overground	2		3		1400	84	7	9
Merseyrail	3		1		692	94	2	4
Northern**	4		4		1347	83	6	11
ScotRail	-1		5		1184	85	7	8
South West Trains	2		2		2256	77	9	14
Southeastern	14		4		1497	72	12	17
Southern*	5		13		1076	57	11	32
TfL Rail	1		6		127	86	9	5
Thameslink*	9		10		923	65	9	26
TransPennine Express**	5		1		846	82	6	12
Virgin Trains	1		-2		1167	88	5	7
Virgin Trains East Coast	-2		-3		1209	86	5	9

Level of crowding*

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:




London and South East: 70%

Long-distance: 75%

Regional: 78%

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-	-	-	-	1172	72	11	17
c2c	-	-	-	-	889	71	11	17
Chiltern Railways	-	-	-	-	1015	76	10	14
CrossCountry	-	-	-	-	1162	72	12	16
East Midlands Trains	-	-	-	-	1037	76	10	14
Gatwick Express**	-	-	-	-	494	79	10	11
Grand Central	-	-	-	-	835	88	9	3
Great Northern**	-	-	-	-	560	69	14	18
Great Western Railway	-	-	-	-	1441	72	13	16
Greater Anglia***	-	-	-	-	1294	76	11	13
Heathrow Connect	-	-	-	-	419	81	10	9
Heathrow Express	-	-	-	-	485	94	4	2
Hull Trains	-	-	-	-	657	89	6	5
London Midland	-	-	-	-	897	70	13	17
London Overground	-	-	-	-	1394	73	14	14
Merseyrail	-	-	-	-	675	86	8	6
Northern***	-	-	-	-	1335	76	10	14
ScotRail	-	-	-	-	1170	79	12	9
South West Trains	-	-	-	-	2235	69	12	20
Southeastern	-	-	-	-	1480	69	12	19
Southern**	-	-	-	-	1070	67	14	18
TfL Rail	-	-	-	-	124	67	7	26
Thameslink**	-	-	-	-	911	67	13	19
TransPennine Express***	-	-	-	-	830	65	13	23
Virgin Trains	-	-	-	-	1151	81	11	8
Virgin Trains East Coast	-	-	-	-	1191	81	12	7

Overall satisfaction with the station





















































Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 80%

Long-distance: 88%

Regional: 84%

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-1		0		1205	76	17	7
c2c	2		1		911	83	13	4
Chiltern Railways	-1		0		1031	88	10	2
CrossCountry	3		3		1192	89	8	2
East Midlands Trains	1		2		1058	89	9	2
Gatwick Express*	1		1		503	74	18	8
Grand Central	-2		-2		857	84	12	4
Great Northern*	-3		-2		567	76	19	4
Great Western Railway	2		0		1473	82	12	6
Greater Anglia**	6		1		1328	83	13	4
Heathrow Connect	3		5		429	76	15	9
Heathrow Express	6		2		479	94	5	1
Hull Trains	-2		-4		669	87	11	2
London Midland	-1		-3		937	81	14	5
London Overground	2		-1		1401	84	13	4
Merseyrail	1		0		697	90	7	2
Northern**	3		3		1349	84	11	5
ScotRail	-1		5		1213	83	11	5
South West Trains	0		-2		2270	79	16	4
Southeastern	8		0		1510	78	17	6
Southern*	4		-1		1100	73	19	8
TfL Rail	9		1		133	83	10	7
Thameslink*	6		1		938	81	13	6
TransPennine Express**	2		1		850	88	9	3
Virgin Trains	2		2		1173	86	11	3
Virgin Trains East Coast	0		1		1215	90	7	2

How well train company deals with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 36%
 Long-distance: 58%
 Regional: 47%

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	2	⊖	-4	⊖	200	38	35	27
c2c	23	↑	7	⊖	111	51	24	25
Chiltern Railways	-6	⊖	0	⊖	139	49	35	16
CrossCountry	8	⊖	14	↑	242	62	25	13
East Midlands Trains	-2	⊖	5	⊖	224	52	35	13
Gatwick Express*	17	↑	17	↑	81	44	30	27
Grand Central	20	⊖	29	↑	74	81	13	6
Great Northern*	0	⊖	0	⊖	113	26	46	28
Great Western Railway	3	⊖	0	⊖	404	45	36	19
Greater Anglia**	1	⊖	5	⊖	266	43	37	20
Heathrow Connect	-4	⊖	-1	⊖	79	33	46	20
Heathrow Express	-	⊖	-	⊖	<50	-	-	-
Hull Trains	-10	⊖	-3	⊖	112	67	23	11
London Midland	-1	⊖	-8	⊖	220	41	30	30
London Overground	10	⊖	1	⊖	195	37	40	23
Merseyrail	15	⊖	-5	⊖	86	56	32	12
Northern**	1	⊖	1	⊖	211	42	34	24
ScotRail	11	⊖	16	⊖	179	54	27	19
South West Trains	5	⊖	0	⊖	490	38	38	24
Southeastern	6	⊖	6	⊖	345	36	34	31
Southern*	2	⊖	5	⊖	407	28	32	40
TfL Rail	-	⊖	-	⊖	<50	-	-	-
Thameslink*	3	⊖	9	↑	255	32	35	34
TransPennine Express**	5	⊖	-2	⊖	210	51	26	23
Virgin Trains	3	⊖	1	⊖	231	61	26	13
Virgin Trains East Coast	0	⊖	2	⊖	277	63	21	16

Improved ↑
 Unchanged =
 Declined ↓

c2c

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 937	% 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	=	916	89	6	5	82
STATION FACILITIES										
Overall satisfaction with the station		2	=	1	=	911	83	13	4	80
Ticket buying facilities		7	↑	10	↑	581	82	11	7	77
Provision of information about train times/platforms		3	=	2	=	905	88	8	4	84
Upkeep/repair of the station buildings/platforms		3	=	6	↑	905	77	19	4	73
Cleanliness		0	=	3	=	905	78	17	4	77
Toilet facilities at the station*		-	-	-	-	569	56	20	24	46
Attitudes and helpfulness of the staff		5	↑	4	=	703	83	11	6	78
Connections with other forms of public transport		8	↑	2	=	691	77	10	12	79
Facilities for car parking		8	=	4	=	337	58	15	27	48
Overall environment		3	=	4	=	899	76	18	6	74
Your personal security whilst using the station		6	↑	7	↑	848	75	21	4	74
Availability of staff at the station		2	=	2	=	800	73	19	8	68
Shelter facilities		9	↑	4	=	782	72	17	10	71
Availability of seating		10	↑	6	↑	837	60	22	18	51
How request to station staff was handled		-1	=	-2	=	99	85	8	7	87
Choice of shops/eating/drinking facilities available		5	=	3	=	723	47	27	26	52
Availability of Wi-Fi**		-	-	5	=	445	56	19	25	33
TRAIN FACILITIES										
Overall satisfaction with the train		11	↑	1	=	925	89	7	4	78
Frequency of the trains on that route		10	↑	5	↑	927	83	6	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	4	↑	900	88	6	7	75
Length of time the journey was scheduled to take (speed)		8	↑	4	↑	894	89	6	6	81
Connections with other train services		6	↑	3	=	530	83	12	5	75
Value for money of the price of your ticket		10	↑	5	=	867	52	21	27	43
Upkeep and repair of the train		2	=	-1	=	913	88	9	3	74
Provision of information during the journey		6	↑	3	=	846	81	15	4	73
Helpfulness and attitude of staff on train		15	↑	6	=	288	47	35	18	60
Space for luggage		6	↑	5	=	680	55	23	22	56
Toilet facilities		7	=	4	=	421	57	27	17	37
Comfort of the seats****		-	-	-	-	885	79	13	7	65
Step or gap between the train and the platform*		-	-	-	-	866	74	21	5	60
Your personal security on board***		7	↑	2	=	850	75	19	6	73
Cleanliness of the inside		1	=	-1	=	927	88	7	5	77
Cleanliness of the outside		2	=	-2	=	862	86	10	4	74
Availability of staff on the train		8	↑	4	=	462	28	29	43	37
How well train company deals with delays		23	↑	7	=	111	51	24	25	36
Level of crowding*		-	-	-	-	889	71	11	17	70
Availability of Wi-Fi*		-	-	-	-	441	45	15	40	27
Availability of power sockets*		-	-	-	-	353	24	16	60	23


































































Improved ↑
 Unchanged =
 Declined ↓

Chiltern Railways

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1062	% 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	=	1	=	1034	92	6	2	82
STATION FACILITIES										
Overall satisfaction with the station		-1	=	0	=	1031	88	10	2	80
Ticket buying facilities		2	=	3	=	678	83	10	7	77
Provision of information about train times/platforms		2	=	2	=	1012	87	9	4	84
Upkeep/repair of the station buildings/platforms		0	=	-1	=	1026	82	13	5	73
Cleanliness		-3	=	-3	=	1031	83	13	4	77
Toilet facilities at the station*		-	-	-	-	667	55	21	23	46
Attitudes and helpfulness of the staff		1	=	-2	=	771	83	12	4	78
Connections with other forms of public transport		5	=	-1	=	722	79	13	8	79
Facilities for car parking		1	=	-1	=	492	71	11	17	48
Overall environment		4	↑	1	=	1029	84	12	3	74
Your personal security whilst using the station		1	=	1	=	945	80	18	2	74
Availability of staff at the station		-3	=	-2	=	884	66	22	12	68
Shelter facilities		3	=	-1	=	881	76	15	9	71
Availability of seating		4	=	1	=	974	56	22	21	51
How request to station staff was handled		5	=	7	=	134	96	2	2	87
Choice of shops/eating/drinking facilities available		6	↑	1	=	900	58	23	19	52
Availability of Wi-Fi**		-	-	6	=	495	51	20	29	33
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-1	=	1044	89	8	3	78
Frequency of the trains on that route		2	=	0	=	1028	80	9	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	1	=	1035	90	6	4	75
Length of time the journey was scheduled to take (speed)		0	=	1	=	1026	89	6	6	81
Connections with other train services		0	=	2	=	556	78	16	6	75
Value for money of the price of your ticket		-1	=	-2	=	994	47	24	29	43
Upkeep and repair of the train		-1	=	-4	↓	1039	84	11	5	74
Provision of information during the journey		0	=	2	=	956	79	16	5	73
Helpfulness and attitude of staff on train		0	=	2	=	339	60	30	10	60
Space for luggage		2	=	-2	=	782	59	20	21	56
Toilet facilities		3	=	6	=	445	57	22	21	37
Comfort of the seats****		-	-	-	-	1008	71	19	10	65
Step or gap between the train and the platform*		-	-	-	-	962	75	22	4	60
Your personal security on board***		-4	=	-2	=	964	82	16	2	73
Cleanliness of the inside		1	=	-1	=	1046	88	8	4	77
Cleanliness of the outside		6	↑	-1	=	942	83	14	3	74
Availability of staff on the train		-8	↓	-4	=	540	32	34	34	37
How well train company deals with delays		-6	=	0	=	139	49	35	16	36
Level of crowding*		-	-	-	-	1015	76	10	14	70
Availability of Wi-Fi*		-	-	-	-	588	56	12	32	27
Availability of power sockets*		-	-	-	-	588	52	9	39	23

Improved 
 Unchanged 
 Declined 

Gatwick Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 525	% 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		9		5		510	88	8	4	82
STATION FACILITIES										
Overall satisfaction with the station		1		1		503	74	18	8	80
Ticket buying facilities		-2		9		279	65	13	22	77
Provision of information about train times/platforms		2		5		487	77	12	12	84
Upkeep/repair of the station buildings/platforms		-1		6		479	62	24	14	73
Cleanliness		0		5		484	66	22	12	77
Toilet facilities at the station**		-	-	-	-	223	48	21	31	46
Attitudes and helpfulness of the staff		2		3		377	73	18	9	78
Connections with other forms of public transport		7		11		381	88	7	5	79
Facilities for car parking		11		14		62	52	12	35	48
Overall environment		4		8		481	67	23	10	74
Your personal security whilst using the station		-2		4		443	73	24	3	74
Availability of staff at the station		2		3		393	64	22	15	68
Shelter facilities		2		12		237	66	24	10	71
Availability of seating		6		9		354	43	20	37	51
How request to station staff was handled		10		8		142	88	8	4	87
Choice of shops/eating/drinking facilities available		-8		5		373	66	23	11	52
Availability of Wi-Fi***		-	-	8		160	44	22	34	33
TRAIN FACILITIES										
Overall satisfaction with the train		11		2		518	89	7	4	78
Frequency of the trains on that route		3		10		499	91	6	2	75
Punctuality/reliability (i.e. the train arriving/departing on time)		4		10		484	83	7	10	75
Length of time the journey was scheduled to take (speed)		2		7		481	88	7	6	81
Connections with other train services		3		13		243	85	13	3	75
Value for money of the price of your ticket		3		6		495	39	26	36	43
Upkeep and repair of the train		20		1		513	92	7	1	74
Provision of information during the journey		14		6		457	80	16	4	73
Helpfulness and attitude of staff on train		20		9		294	74	20	6	60
Space for luggage		-3		3		466	54	17	29	56
Toilet facilities		20		-5		209	64	24	11	37
Comfort of the seats****		-	-	-	-	501	69	18	13	65
Step or gap between the train and the platform**		-	-	-	-	459	72	22	5	60
Your personal security on board****		6		1		461	83	16	1	73
Cleanliness of the inside		15		1		516	92	3	4	77
Cleanliness of the outside		20		0		471	90	7	3	74
Availability of staff on the train		27		14		342	58	31	11	37
How well train company deals with delays		17		17		81	44	30	27	36
Level of crowding**		-	-	-	-	494	79	10	11	70
Availability of Wi-Fi**		-	-	-	-	235	71	12	17	27
Availability of power sockets**		-	-	-	-	321	86	7	7	23

Improved ↑
 Unchanged =
 Declined ↓

Great Northern*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 583	% 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	=	2	=	563	79	15	6	82
STATION FACILITIES										
Overall satisfaction with the station		-3	=	-2	=	567	76	19	4	80
Ticket buying facilities		1	=	6	=	273	76	15	9	77
Provision of information about train times/platforms		4	=	1	=	547	79	13	8	84
Upkeep/repair of the station buildings/platforms		-4	=	0	=	556	67	23	10	73
Cleanliness		-4	=	-3	=	560	72	22	6	77
Toilet facilities at the station**		-	-	-	-	315	43	19	38	46
Attitudes and helpfulness of the staff		5	=	1	=	374	77	14	9	78
Connections with other forms of public transport		6	=	7	=	421	79	12	9	79
Facilities for car parking		-7	=	-4	=	139	35	27	38	48
Overall environment		3	=	3	=	563	71	21	8	74
Your personal security whilst using the station		2	=	5	=	519	73	25	2	74
Availability of staff at the station		1	=	8	=	445	63	20	17	68
Shelter facilities		8	=	5	=	436	71	18	11	71
Availability of seating		8	↑	4	=	512	49	24	28	51
How request to station staff was handled		3	=	1	=	72	87	5	8	87
Choice of shops/eating/drinking facilities available		-4	=	3	=	461	51	26	24	52
Availability of Wi-Fi***		-	-	3	=	203	28	14	58	33
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	0	=	571	67	22	11	78
Frequency of the trains on that route		1	=	-3	=	565	72	16	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)		9	↑	14	↑	562	78	9	14	75
Length of time the journey was scheduled to take (speed)		0	=	2	=	560	86	9	5	81
Connections with other train services		-5	=	-1	=	307	72	19	9	75
Value for money of the price of your ticket		3	=	2	=	517	39	25	36	43
Upkeep and repair of the train		8	↑	9	↑	558	64	20	16	74
Provision of information during the journey		7	=	8	↑	506	56	25	19	73
Helpfulness and attitude of staff on train		7	=	15	↑	168	47	31	22	60
Space for luggage		7	=	9	↑	410	49	30	21	56
Toilet facilities		15	↑	9	=	230	31	17	52	37
Comfort of the seats****		-	-	-	-	537	53	30	17	65
Step or gap between the train and the platform**		-	-	-	-	518	56	37	7	60
Your personal security on board****		-2	=	-6	=	509	68	28	4	73
Cleanliness of the inside		11	↑	9	↑	573	69	18	14	77
Cleanliness of the outside		7	=	10	↑	509	60	24	17	74
Availability of staff on the train		1	=	5	=	331	18	29	53	37
How well train company deals with delays		0	=	0	=	113	26	46	28	36
Level of crowding**		-	-	-	-	560	69	14	18	70
Availability of Wi-Fi**		-	-	-	-	227	17	4	79	27
Availability of power sockets**		-	-	-	-	256	16	8	76	23

Improved 
 Unchanged 
 Declined 

Great Western Railway

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1502	% 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	⊖	1457	81	11	7	82
STATION FACILITIES										
Overall satisfaction with the station		2	⊖	0	⊖	1473	82	12	6	80
Ticket buying facilities		-2	⊖	-5	⊖	784	77	12	11	77
Provision of information about train times/platforms		2	⊖	3	⊖	1456	87	7	6	84
Upkeep/repair of the station buildings/platforms		3	⊖	0	⊖	1448	73	17	10	73
Cleanliness		0	⊖	-3	⊖	1452	77	17	6	77
Toilet facilities at the station*		-	-	-	-	929	47	24	29	46
Attitudes and helpfulness of the staff		2	⊖	2	⊖	1031	81	14	5	78
Connections with other forms of public transport		7	⬆	9	⬆	1024	78	10	12	79
Facilities for car parking		0	⊖	-6	⊖	463	56	17	27	48
Overall environment		8	⬆	5	⬆	1452	79	16	5	74
Your personal security whilst using the station		2	⊖	2	⊖	1310	77	20	3	74
Availability of staff at the station		1	⊖	1	⊖	1203	69	19	11	68
Shelter facilities		6	⬆	2	⊖	1184	73	16	11	71
Availability of seating		2	⊖	4	⊖	1365	57	21	22	51
How request to station staff was handled		1	⊖	2	⊖	253	91	7	3	87
Choice of shops/eating/drinking facilities available		4	⊖	5	⊖	1273	50	24	25	52
Availability of Wi-Fi**		-	-	8	⬆	542	38	21	41	33
TRAIN FACILITIES										
Overall satisfaction with the train		-3	⊖	-4	⬇	1480	78	15	8	78
Frequency of the trains on that route		-1	⊖	0	⊖	1428	76	10	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊖	2	⊖	1461	76	9	15	75
Length of time the journey was scheduled to take (speed)		2	⊖	3	⊖	1445	85	7	8	81
Connections with other train services		-1	⊖	2	⊖	784	74	16	9	75
Value for money of the price of your ticket		-2	⊖	-4	⊖	1430	48	20	32	43
Upkeep and repair of the train		-1	⊖	-4	⬇	1441	75	17	9	74
Provision of information during the journey		2	⊖	0	⊖	1347	71	19	10	73
Helpfulness and attitude of staff on train		4	⊖	4	⊖	835	73	20	8	60
Space for luggage		1	⊖	0	⊖	1130	59	22	19	56
Toilet facilities		-1	⊖	-2	⊖	705	45	24	32	37
Comfort of the seats****		-	-	-	-	1410	69	21	11	65
Step or gap between the train and the platform*		-	-	-	-	1348	62	24	14	60
Your personal security on board***		-3	⊖	-4	⊖	1330	78	19	3	73
Cleanliness of the inside		-1	⊖	-3	⊖	1471	78	13	9	77
Cleanliness of the outside		0	⊖	-5	⬇	1272	72	17	10	74
Availability of staff on the train		2	⊖	3	⊖	1085	52	29	19	37
How well train company deals with delays		3	⊖	0	⊖	404	45	36	19	36
Level of crowding*		-	-	-	-	1441	72	13	16	70
Availability of Wi-Fi*		-	-	-	-	721	43	16	41	27
Availability of power sockets*		-	-	-	-	773	43	13	44	23

Improved ↑
 Unchanged =
 Declined ↓

Greater Anglia*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1365	% 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	↑	3	=	1320	83	10	7	82
STATION FACILITIES										
Overall satisfaction with the station		6	↑	1	=	1328	83	13	4	80
Ticket buying facilities		8	↑	5	↑	727	80	13	8	77
Provision of information about train times/platforms		5	↑	5	↑	1304	87	9	4	84
Upkeep/repair of the station buildings/platforms		9	↑	5	↑	1317	79	16	5	73
Cleanliness		5	↑	2	=	1312	81	15	4	77
Toilet facilities at the station**		-	-	-	-	767	60	15	25	46
Attitudes and helpfulness of the staff		6	↑	6	↑	971	84	11	6	78
Connections with other forms of public transport		5	↑	3	=	955	78	11	11	79
Facilities for car parking		3	=	1	=	413	52	16	32	48
Overall environment		13	↑	5	↑	1310	80	15	5	74
Your personal security whilst using the station		5	↑	5	↑	1193	76	21	3	74
Availability of staff at the station		13	↑	7	↑	1087	77	15	8	68
Shelter facilities		13	↑	3	=	1042	71	17	12	71
Availability of seating		6	↑	4	=	1201	51	18	31	51
How request to station staff was handled		3	=	6	=	225	90	4	7	87
Choice of shops/eating/drinking facilities available		12	↑	10	↑	1119	58	19	23	52
Availability of Wi-Fi**		-	-	9	↑	513	38	22	40	33
TRAIN FACILITIES										
Overall satisfaction with the train		3	=	-2	=	1345	77	13	10	78
Frequency of the trains on that route		2	=	-2	=	1305	74	11	15	75
Punctuality/reliability (i.e. the train arriving/departing on time)		6	↑	4	=	1292	77	8	15	75
Length of time the journey was scheduled to take (speed)		2	=	1	=	1291	81	10	9	81
Connections with other train services		7	↑	2	=	735	77	15	8	75
Value for money of the price of your ticket		6	↑	0	=	1286	42	20	38	43
Upkeep and repair of the train		5	↑	-3	=	1318	71	16	13	74
Provision of information during the journey		13	↑	8	↑	1229	72	17	11	73
Helpfulness and attitude of staff on train		7	↑	4	=	553	63	26	11	60
Space for luggage		10	↑	4	=	1002	60	21	19	56
Toilet facilities		11	↑	3	=	584	49	22	28	37
Comfort of the seats****		-	-	-	-	1297	66	17	16	65
Step or gap between the train and the platform**		-	-	-	-	1203	69	23	8	60
Your personal security on board***		3	=	-1	=	1218	75	21	4	73
Cleanliness of the inside		3	=	-4	↓	1342	77	14	9	77
Cleanliness of the outside		5	↑	-2	=	1202	72	19	9	74
Availability of staff on the train		3	=	1	=	810	36	28	36	37
How well train company deals with delays		1	=	5	=	266	43	37	20	36
Level of crowding**		-	-	-	-	1294	76	11	13	70
Availability of Wi-Fi**		-	-	-	-	600	29	11	60	27
Availability of power sockets**		-	-	-	-	681	40	6	53	23

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 445	% 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	↑	3	=	428	90	7	3	82
STATION FACILITIES										
Overall satisfaction with the station		3	=	5	=	429	76	15	9	80
Ticket buying facilities		1	=	3	=	222	72	14	15	77
Provision of information about train times/platforms		7	=	6	=	421	76	14	10	84
Upkeep/repair of the station buildings/platforms		-1	=	3	=	414	65	20	15	73
Cleanliness		0	=	0	=	418	72	17	11	77
Toilet facilities at the station*		-	-	-	-	204	39	19	42	46
Attitudes and helpfulness of the staff		-3	=	3	=	296	74	16	10	78
Connections with other forms of public transport		4	=	4	=	355	79	11	10	79
Facilities for car parking		11	=	3	=	106	36	20	44	48
Overall environment		9	↑	10	↑	417	71	18	11	74
Your personal security whilst using the station		4	=	3	=	379	71	22	7	74
Availability of staff at the station		6	=	1	=	348	61	22	17	68
Shelter facilities		-2	=	1	=	299	57	19	24	71
Availability of seating		3	=	12	↑	382	53	17	31	51
How request to station staff was handled		11	=	6	=	73	90	3	6	87
Choice of shops/eating/drinking facilities available		12	↑	11	↑	338	51	14	35	52
Availability of Wi-Fi**		-	-	7	=	207	35	15	50	33
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	0	=	441	88	9	3	78
Frequency of the trains on that route		-1	=	2	=	425	65	13	22	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	3	=	423	73	12	15	75
Length of time the journey was scheduled to take (speed)		-4	=	-1	=	417	86	10	3	81
Connections with other train services		-2	=	-7	↓	309	76	17	7	75
Value for money of the price of your ticket		1	=	1	=	378	55	22	23	43
Upkeep and repair of the train		3	=	-1	=	433	85	11	4	74
Provision of information during the journey		4	=	5	=	405	83	12	5	73
Helpfulness and attitude of staff on train		6	=	7	=	230	69	24	7	60
Space for luggage		11	↑	7	=	367	80	12	8	56
Toilet facilities		4	=	15	↑	183	65	20	15	37
Comfort of the seats****		-	-	-	-	422	84	10	6	65
Step or gap between the train and the platform*		-	-	-	-	228	71	16	12	60
Your personal security on board ***		1	=	-1	=	404	81	16	3	73
Cleanliness of the inside		5	=	3	=	440	90	6	4	77
Cleanliness of the outside		4	=	-1	=	420	87	10	4	74
Availability of staff on the train		5	=	7	=	317	50	26	24	37
How well train company deals with delays		-4	=	-1	=	79	33	46	20	36
Level of crowding*		-	-	-	-	419	81	10	9	70
Availability of Wi-Fi*		-	-	-	-	198	26	16	58	27
Availability of power sockets*		-	-	-	-	194	27	16	57	23

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 504	% 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	↑	1	=	492	97	2	2	82
STATION FACILITIES										
Overall satisfaction with the station		6	↑	2	=	479	94	5	1	80
Ticket buying facilities		1	=	2	=	315	94	5	1	77
Provision of information about train times/platforms		9	↑	5	↑	459	91	6	4	84
Upkeep/repair of the station buildings/platforms		9	↑	-1	=	469	91	7	2	73
Cleanliness		9	↑	0	=	477	90	8	2	77
Toilet facilities at the station**		-	-	-	-	178	74	10	16	46
Attitudes and helpfulness of the staff		4	=	-2	=	379	90	8	3	78
Connections with other forms of public transport		6	=	2	=	363	89	7	5	79
Facilities for car parking		-1	=	5	=	60	69	17	14	48
Overall environment		8	↑	1	=	474	90	8	2	74
Your personal security whilst using the station		6	↑	0	=	431	89	11	0	74
Availability of staff at the station		9	↑	1	=	390	87	11	2	68
Shelter facilities		13	↑	10	↑	231	93	6	2	71
Availability of seating		9	↑	2	=	385	77	10	13	51
How request to station staff was handled		0	=	-3	=	112	91	5	4	87
Choice of shops/eating/drinking facilities available		4	=	4	=	294	68	17	15	52
Availability of Wi-Fi**		-	-	1	=	257	71	14	16	33
TRAIN FACILITIES										
Overall satisfaction with the train		7	↑	-1	=	499	96	3	1	78
Frequency of the trains on that route		2	=	1	=	484	91	5	4	75
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	3	=	474	96	2	2	75
Length of time the journey was scheduled to take (speed)		0	=	0	=	476	96	2	2	81
Connections with other train services		0	=	0	=	325	90	7	3	75
Value for money of the price of your ticket		11	↑	-1	=	477	52	18	30	43
Upkeep and repair of the train		8	↑	0	=	489	97	2	1	74
Provision of information during the journey		6	↑	0	=	473	91	8	1	73
Helpfulness and attitude of staff on train		4	=	-5	↓	409	88	11	1	60
Space for luggage		12	↑	2	=	479	93	5	2	56
Toilet facilities		2	=	3	=	172	82	6	12	37
Comfort of the seats****		-	-	-	-	485	97	2	0	65
Step or gap between the train and the platform**		-	-	-	-	239	92	6	2	60
Your personal security on board****		2	=	-1	=	465	95	5	0	73
Cleanliness of the inside		3	=	-1	=	500	96	2	2	77
Cleanliness of the outside		7	↑	3	↑	477	98	2	1	74
Availability of staff on the train		7	↑	-1	=	433	85	14	1	37
How well train company deals with delays		-	=	-	=	<50	-	-	-	36
Level of crowding**		-	-	-	-	485	94	4	2	70
Availability of Wi-Fi**		-	-	-	-	309	74	11	15	27
Availability of power sockets**		-	-	-	-	305	87	4	9	23

Improved ↑
 Unchanged =
 Declined ↓

London Midland

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 961	% 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	=	-1	=	943	84	9	7	82
STATION FACILITIES										
Overall satisfaction with the station		-1	=	-3	=	937	81	14	5	80
Ticket buying facilities		1	=	2	=	521	79	13	9	77
Provision of information about train times/platforms		0	=	1	=	918	86	9	5	84
Upkeep/repair of the station buildings/platforms		1	=	2	=	912	77	15	8	73
Cleanliness		0	=	2	=	920	81	13	6	77
Toilet facilities at the station**		-	-	-	-	537	57	20	23	46
Attitudes and helpfulness of the staff		1	=	3	=	636	79	14	6	78
Connections with other forms of public transport		4	=	3	=	623	77	14	9	79
Facilities for car parking		8	=	2	=	357	61	12	27	48
Overall environment		1	=	1	=	923	75	17	8	74
Your personal security whilst using the station		-1	=	1	=	866	72	22	6	74
Availability of staff at the station		0	=	2	=	757	66	19	15	68
Shelter facilities		4	=	-1	=	792	74	14	12	71
Availability of seating		4	=	2	=	882	57	18	25	51
How request to station staff was handled		2	=	5	=	124	92	4	4	87
Choice of shops/eating/drinking facilities available		2	=	7	↑	751	54	17	28	52
Availability of Wi-Fi***		-	-	7	=	350	36	11	54	33
TRAIN FACILITIES										
Overall satisfaction with the train		-4	↓	-2	=	949	80	15	5	78
Frequency of the trains on that route		-2	=	1	=	924	81	7	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	2	=	925	78	9	13	75
Length of time the journey was scheduled to take (speed)		-2	=	2	=	917	87	7	6	81
Connections with other train services		-5	=	-1	=	525	75	16	10	75
Value for money of the price of your ticket		-1	=	-2	=	840	54	20	26	43
Upkeep and repair of the train		-3	=	1	=	930	73	17	10	74
Provision of information during the journey		-4	=	1	=	844	70	20	10	73
Helpfulness and attitude of staff on train		-7	=	0	=	435	63	29	8	60
Space for luggage		4	=	5	=	695	57	21	21	56
Toilet facilities		0	=	-1	=	376	49	28	24	37
Comfort of the seats****		-	-	-	-	907	66	21	13	65
Step or gap between the train and the platform**		-	-	-	-	892	58	29	13	60
Your personal security on board ***		-8	↓	-5	↓	879	72	24	4	73
Cleanliness of the inside		-1	=	1	=	951	75	14	11	77
Cleanliness of the outside		-2	=	-6	↓	857	73	20	7	74
Availability of staff on the train		-3	=	4	=	636	44	29	28	37
How well train company deals with delays		-1	=	-8	=	220	41	30	30	36
Level of crowding**		-	-	-	-	897	70	13	17	70
Availability of Wi-Fi**		-	-	-	-	353	24	12	65	27
Availability of power sockets**		-	-	-	-	381	17	11	73	23

Improved ↑
 Unchanged =
 Declined ↓

London Overground

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1472	% 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	=	1	=	1423	90	7	2	82
STATION FACILITIES										
Overall satisfaction with the station		2	=	-1	=	1401	84	13	4	80
Ticket buying facilities		7	↑	2	=	631	77	14	9	77
Provision of information about train times/platforms		1	=	0	=	1339	84	10	6	84
Upkeep/repair of the station buildings/platforms		2	=	1	=	1365	79	15	6	73
Cleanliness		2	=	-1	=	1366	81	14	5	77
Toilet facilities at the station*		-	-	-	-	527	37	16	46	46
Attitudes and helpfulness of the staff		2	=	2	=	948	80	16	5	78
Connections with other forms of public transport		2	=	1	=	1134	82	11	7	79
Facilities for car parking		0	=	4	=	343	33	17	50	48
Overall environment		4	↑	1	=	1390	76	18	6	74
Your personal security whilst using the station		5	↑	1	=	1301	76	20	4	74
Availability of staff at the station		1	=	1	=	1133	73	18	9	68
Shelter facilities		7	↑	0	=	1201	71	18	12	71
Availability of seating		5	↑	3	=	1309	58	18	24	51
How request to station staff was handled		8	=	9	=	121	91	6	3	87
Choice of shops/eating/drinking facilities available		4	=	8	↑	973	47	23	30	52
Availability of Wi-Fi**		-	-	5	=	542	38	19	43	33
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-1	=	1446	87	10	3	78
Frequency of the trains on that route		0	=	-1	=	1437	77	11	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	3	=	1400	84	7	9	75
Length of time the journey was scheduled to take (speed)		0	=	0	=	1393	87	8	5	81
Connections with other train services		-1	=	-4	↓	1125	81	13	5	75
Value for money of the price of your ticket		4	=	1	=	1167	55	21	24	43
Upkeep and repair of the train		-2	=	-3	↓	1398	86	10	4	74
Provision of information during the journey		2	=	2	=	1298	83	13	4	73
Helpfulness and attitude of staff on train		5	=	5	=	445	51	35	14	60
Space for luggage		4	=	3	=	991	57	22	21	56
Toilet facilities		-2	=	0	=	440	15	13	72	37
Comfort of the seats****		-	-	-	-	1346	74	19	7	65
Step or gap between the train and the platform*		-	-	-	-	783	67	23	10	60
Your personal security on board***		0	=	-2	=	1300	76	20	4	73
Cleanliness of the inside		-1	=	0	=	1441	87	9	4	77
Cleanliness of the outside		0	=	1	=	1317	85	12	4	74
Availability of staff on the train		-1	=	-3	=	802	26	32	42	37
How well train company deals with delays		10	=	1	=	195	37	40	23	36
Level of crowding*		-	-	-	-	1394	73	14	14	70
Availability of Wi-Fi*		-	-	-	-	525	22	16	62	27
Availability of power sockets*		-	-	-	-	491	14	11	75	23

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 2343	% 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	=	2298	82	11	7	82
STATION FACILITIES										
Overall satisfaction with the station		0	=	-2	=	2270	79	16	4	80
Ticket buying facilities		1	=	1	=	1152	81	12	7	77
Provision of information about train times/platforms		4	↑	2	=	2223	87	9	5	84
Upkeep/repair of the station buildings/platforms		0	=	-2	=	2245	69	20	11	73
Cleanliness		1	=	-1	=	2266	73	17	10	77
Toilet facilities at the station*		-	-	-	-	1189	36	20	44	46
Attitudes and helpfulness of the staff		6	↑	4	↑	1553	76	16	7	78
Connections with other forms of public transport		1	=	2	=	1753	81	10	9	79
Facilities for car parking		-4	=	0	=	614	44	16	40	48
Overall environment		6	↑	0	=	2255	74	19	7	74
Your personal security whilst using the station		3	↑	0	=	2084	75	23	3	74
Availability of staff at the station		6	↑	0	=	1840	62	24	14	68
Shelter facilities		8	↑	3	=	1812	72	16	12	71
Availability of seating		4	=	4	↑	2078	45	22	34	51
How request to station staff was handled		0	=	9	↑	288	84	8	8	87
Choice of shops/eating/drinking facilities available		5	↑	7	↑	1903	58	21	21	52
Availability of Wi-Fi**		-	-	7	↑	696	27	16	57	33
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-2	=	2321	78	16	6	78
Frequency of the trains on that route		0	=	-1	=	2281	77	9	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	2	=	2256	77	9	14	75
Length of time the journey was scheduled to take (speed)		2	=	-2	=	2236	81	11	9	81
Connections with other train services		2	=	1	=	1248	76	16	8	75
Value for money of the price of your ticket		0	=	1	=	2079	40	22	38	43
Upkeep and repair of the train		0	=	1	=	2269	76	17	7	74
Provision of information during the journey		2	=	4	↑	2104	74	18	8	73
Helpfulness and attitude of staff on train		3	=	5	↑	1260	72	23	5	60
Space for luggage		7	↑	8	↑	1716	62	19	19	56
Toilet facilities		0	=	2	=	924	32	16	52	37
Comfort of the seats****		-	-	-	-	2195	70	20	10	65
Step or gap between the train and the platform*		-	-	-	-	2094	57	28	14	60
Your personal security on board***		-3	=	-3	=	2115	76	20	3	73
Cleanliness of the inside		0	=	-1	=	2308	74	14	11	77
Cleanliness of the outside		-2	=	-4	↓	2063	75	19	6	74
Availability of staff on the train		1	=	3	=	1673	54	30	16	37
How well train company deals with delays		5	=	0	=	490	38	38	24	36
Level of crowding*		-	-	-	-	2235	69	12	20	70
Availability of Wi-Fi*		-	-	-	-	920	31	11	57	27
Availability of power sockets*		-	-	-	-	856	13	9	78	23

Improved ↑
 Unchanged =
 Declined ↓

Southeastern

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1558	% 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		10	↑	4	↑	1528	81	11	9	82
STATION FACILITIES										
Overall satisfaction with the station		8	↑	0	=	1510	78	17	6	80
Ticket buying facilities		2	=	-3	=	780	74	15	11	77
Provision of information about train times/platforms		9	↑	3	↑	1494	84	10	6	84
Upkeep/repair of the station buildings/platforms		8	↑	-2	=	1497	71	20	9	73
Cleanliness		8	↑	2	=	1490	78	16	6	77
Toilet facilities at the station*		-	-	-	-	857	53	20	27	46
Attitudes and helpfulness of the staff		11	↑	2	=	1104	79	16	5	78
Connections with other forms of public transport		4	=	-2	=	1086	75	13	12	79
Facilities for car parking		8	↑	-2	=	464	51	13	35	48
Overall environment		16	↑	6	↑	1498	75	19	7	74
Your personal security whilst using the station		10	↑	4	=	1398	73	23	4	74
Availability of staff at the station		13	↑	3	=	1310	72	18	10	68
Shelter facilities		11	↑	0	=	1247	68	16	16	71
Availability of seating		15	↑	5	↑	1405	49	19	31	51
How request to station staff was handled		11	↑	0	=	203	88	3	9	87
Choice of shops/eating/drinking facilities available		13	↑	9	↑	1270	46	26	27	52
Availability of Wi-Fi**		-	-	0	=	485	21	15	64	33
TRAIN FACILITIES										
Overall satisfaction with the train		8	↑	-1	=	1543	75	16	9	78
Frequency of the trains on that route		9	↑	3	=	1510	71	12	17	75
Punctuality/reliability (i.e. the train arriving/departing on time)		14	↑	4	=	1497	72	12	17	75
Length of time the journey was scheduled to take (speed)		7	↑	1	=	1485	76	12	11	81
Connections with other train services		12	↑	4	=	782	73	17	11	75
Value for money of the price of your ticket		6	↑	2	=	1366	38	23	40	43
Upkeep and repair of the train		6	↑	1	=	1510	71	18	11	74
Provision of information during the journey		10	↑	5	↑	1407	70	20	10	73
Helpfulness and attitude of staff on train		0	=	-1	=	595	50	34	16	60
Space for luggage		10	↑	4	=	1178	52	23	25	56
Toilet facilities		10	↑	8	↑	629	36	19	44	37
Comfort of the seats****		-	-	-	-	1469	63	23	14	65
Step or gap between the train and the platform*		-	-	-	-	1428	59	30	12	60
Your personal security on board***		-1	=	-4	=	1386	69	26	5	73
Cleanliness of the inside		7	↑	2	=	1529	74	15	11	77
Cleanliness of the outside		4	↑	-1	=	1362	71	19	11	74
Availability of staff on the train		3	=	1	=	949	29	31	40	37
How well train company deals with delays		6	=	6	=	345	36	34	31	36
Level of crowding*		-	-	-	-	1480	69	12	19	70
Availability of Wi-Fi*		-	-	-	-	549	16	11	73	27
Availability of power sockets*		-	-	-	-	583	18	8	74	23

Southern*

Improved ↑
 Unchanged =
 Declined ↓

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1129	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither or poor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		3	=	7	↑	1101	72	17	11	82
STATION FACILITIES										
Overall satisfaction with the station		4	↑	-1	=	1100	73	19	8	80
Ticket buying facilities		9	↑	2	=	546	72	13	15	77
Provision of information about train times/platforms		3	=	3	=	1082	76	15	9	84
Upkeep/repair of the station buildings/platforms		6	↑	-4	=	1071	65	23	12	73
Cleanliness		4	=	-3	=	1065	72	19	9	77
Toilet facilities at the station**		-	-	-	-	594	42	21	37	46
Attitudes and helpfulness of the staff		5	↑	0	=	809	69	20	11	78
Connections with other forms of public transport		5	↑	4	=	791	77	12	11	79
Facilities for car parking		4	=	-3	=	320	41	17	42	48
Overall environment		7	↑	-1	=	1079	67	23	11	74
Your personal security whilst using the station		4	↑	1	=	959	69	27	4	74
Availability of staff at the station		7	↑	7	↑	923	60	23	16	68
Shelter facilities		9	↑	1	=	888	68	19	13	71
Availability of seating		12	↑	8	↑	1004	46	19	35	51
How request to station staff was handled		8	=	8	=	195	85	5	10	87
Choice of shops/eating/drinking facilities available		10	↑	7	↑	892	51	24	25	52
Availability of Wi-Fi***		-	-	-2	=	380	26	16	57	33
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	-1	=	1116	69	20	11	78
Frequency of the trains on that route		3	=	9	↑	1087	66	14	21	75
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	13	↑	1076	57	11	32	75
Length of time the journey was scheduled to take (speed)		3	=	4	=	1066	72	17	11	81
Connections with other train services		6	↑	5	=	664	66	23	12	75
Value for money of the price of your ticket		3	=	0	=	1004	38	22	40	43
Upkeep and repair of the train		-3	=	-5	↓	1084	66	21	13	74
Provision of information during the journey		1	=	2	=	1013	70	20	10	73
Helpfulness and attitude of staff on train		9	↑	3	=	454	56	33	11	60
Space for luggage		6	↑	1	=	793	46	23	31	56
Toilet facilities		4	=	-4	=	431	36	26	38	37
Comfort of the seats****		-	-	-	-	1050	59	25	17	65
Step or gap between the train and the platform**		-	-	-	-	1020	54	31	15	60
Your personal security on board****		-3	=	-6	↓	998	68	28	4	73
Cleanliness of the inside		-3	=	-5	↓	1112	67	17	16	77
Cleanliness of the outside		-1	=	-6	↓	970	65	25	11	74
Availability of staff on the train		7	↑	3	=	699	35	27	38	37
How well train company deals with delays		2	=	5	=	407	28	32	40	36
Level of crowding**		-	-	-	-	1070	67	14	18	70
Availability of Wi-Fi**		-	-	-	-	425	16	11	73	27
Availability of power sockets**		-	-	-	-	462	22	10	68	23

Improved ↑
 Unchanged =
 Declined ↓




TfL Rail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 139	% 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	=	7	=	137	87	9	4	82
STATION FACILITIES										
Overall satisfaction with the station		9	=	1	=	133	83	10	7	80
Ticket buying facilities		17	↑	7	=	61	87	8	5	77
Provision of information about train times/platforms		10	=	6	=	124	87	9	3	84
Upkeep/repair of the station buildings/platforms		10	=	6	=	126	75	11	13	73
Cleanliness		5	=	1	=	123	78	15	7	77
Toilet facilities at the station*		-	-	-	-	66	46	19	36	46
Attitudes and helpfulness of the staff		5	=	3	=	98	84	14	2	78
Connections with other forms of public transport		8	=	5	=	97	90	4	5	79
Facilities for car parking		-	=	-	=	<50	-	-	-	48
Overall environment		7	=	0	=	122	71	18	11	74
Your personal security whilst using the station		-8	=	-17	↓	119	61	34	5	74
Availability of staff at the station		5	=	4	=	118	78	13	9	68
Shelter facilities		16	↑	1	=	97	73	14	12	71
Availability of seating		8	=	6	=	111	49	17	34	51
How request to station staff was handled		-	=	-	=	<50	-	-	-	87
Choice of shops/eating/drinking facilities available		2	=	-4	=	91	47	21	32	52
Availability of Wi-Fi**		-	-	-3	=	52	28	17	55	33
TRAIN FACILITIES										
Overall satisfaction with the train		10	=	2	=	136	80	12	8	78
Frequency of the trains on that route		-5	=	0	=	135	81	12	7	75
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	6	=	127	86	9	5	75
Length of time the journey was scheduled to take (speed)		1	=	1	=	126	86	9	6	81
Connections with other train services		-1	=	-3	=	89	81	12	7	75
Value for money of the price of your ticket		-2	=	0	=	107	42	32	26	43
Upkeep and repair of the train		2	=	-1	=	125	68	22	10	74
Provision of information during the journey		16	↑	13	↑	120	84	10	6	73
Helpfulness and attitude of staff on train		-	=	-	=	<50	-	-	-	60
Space for luggage		4	=	-6	=	97	49	23	28	56
Toilet facilities		-	=	-	=	<50	-	-	-	37
Comfort of the seats****		-	-	-	-	122	49	27	24	65
Step or gap between the train and the platform*		-	-	-	-	122	53	26	21	60
Your personal security on board***		0	=	-11	=	121	60	29	12	73
Cleanliness of the inside		8	=	4	=	136	80	13	7	77
Cleanliness of the outside		11	=	7	=	119	72	15	12	74
Availability of staff on the train		8	=	3	=	75	22	32	45	37
How well train company deals with delays		-	=	-	=	<50	-	-	-	36
Level of crowding*		-	-	-	-	124	67	7	26	70
Availability of Wi-Fi*		-	-	-	-	<50	-	-	-	27
Availability of power sockets*		-	-	-	-	<50	-	-	-	23

Improved ↑
 Unchanged =
 Declined ↓




Thameslink*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 960	% 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	=	2	=	930	75	13	11	82
STATION FACILITIES										
Overall satisfaction with the station		6	↑	1	=	938	81	13	6	80
Ticket buying facilities		4	=	5	=	468	71	14	14	77
Provision of information about train times/platforms		10	↑	8	↑	926	83	9	7	84
Upkeep/repair of the station buildings/platforms		6	↑	1	=	920	78	14	8	73
Cleanliness		5	=	4	=	915	83	12	5	77
Toilet facilities at the station*		-	-	-	-	466	44	21	35	46
Attitudes and helpfulness of the staff		6	↑	3	=	628	77	16	7	78
Connections with other forms of public transport		4	=	2	=	681	83	9	9	79
Facilities for car parking		14	↑	8	=	230	51	14	35	48
Overall environment		8	↑	-1	=	925	75	17	8	74
Your personal security whilst using the station		4	=	0	=	833	74	23	4	74
Availability of staff at the station		4	=	0	=	769	63	20	16	68
Shelter facilities		9	↑	-2	=	735	72	14	14	71
Availability of seating		12	↑	6	↑	866	54	20	26	51
How request to station staff was handled		-6	=	-4	=	126	83	5	12	87
Choice of shops/eating/drinking facilities available		2	=	5	=	737	48	23	30	52
Availability of Wi-Fi**		-	-	14	↑	346	43	12	45	33
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	2	=	941	73	15	12	78
Frequency of the trains on that route		6	↑	7	↑	928	71	9	19	75
Punctuality/reliability (i.e. the train arriving/departing on time)		9	↑	10	↑	923	65	9	26	75
Length of time the journey was scheduled to take (speed)		4	=	4	=	906	77	11	12	81
Connections with other train services		8	↑	7	↑	535	76	15	8	75
Value for money of the price of your ticket		2	=	1	=	851	38	20	43	43
Upkeep and repair of the train		7	↑	7	↑	928	74	14	13	74
Provision of information during the journey		15	↑	14	↑	860	65	15	19	73
Helpfulness and attitude of staff on train		16	↑	16	↑	238	46	32	22	60
Space for luggage		12	↑	10	↑	717	57	19	24	56
Toilet facilities		23	↑	14	↑	376	56	19	25	37
Comfort of the seats****		-	-	-	-	884	55	23	22	65
Step or gap between the train and the platform*		-	-	-	-	862	63	25	13	60
Your personal security on board****		3	=	3	=	838	73	22	5	73
Cleanliness of the inside		8	↑	3	=	937	77	13	10	77
Cleanliness of the outside		12	↑	5	=	865	74	15	11	74
Availability of staff on the train		1	=	3	=	487	16	25	59	37
How well train company deals with delays		3	=	9	↑	255	32	35	34	36
Level of crowding*		-	-	-	-	911	67	13	19	70
Availability of Wi-Fi*		-	-	-	-	298	20	10	70	27
Availability of power sockets*		-	-	-	-	328	14	7	79	23

Improved 
 Unchanged 
 Declined 

CrossCountry

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1224	% 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	=	4	↑	1205	88	7	5	89
STATION FACILITIES										
Overall satisfaction with the station		3	↑	3	=	1192	89	8	2	88
Ticket buying facilities		0	=	4	=	487	89	7	4	87
Provision of information about train times/platforms		3	=	2	=	1180	90	7	3	91
Upkeep/repair of the station buildings/platforms		2	=	0	=	1180	82	14	4	83
Cleanliness		1	=	-1	=	1176	86	11	3	86
Toilet facilities at the station*		-	-	-	-	744	65	18	17	62
Attitudes and helpfulness of the staff		-2	=	1	=	832	85	12	3	84
Connections with other forms of public transport		1	=	0	=	618	80	13	7	81
Facilities for car parking		12	↑	6	=	365	65	16	18	62
Overall environment		2	=	2	=	1185	84	13	3	84
Your personal security whilst using the station		5	↑	6	↑	1063	85	14	1	82
Availability of staff at the station		-1	=	1	=	960	76	17	6	77
Shelter facilities		3	=	-1	=	954	81	12	7	80
Availability of seating		3	=	4	=	1126	68	18	14	61
How request to station staff was handled		-1	=	4	=	269	92	3	4	91
Choice of shops/eating/drinking facilities available		3	=	3	=	1011	68	19	13	66
Availability of Wi-Fi**		-	-	6	=	432	51	17	33	48
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	2	=	1215	84	10	6	87
Frequency of the trains on that route		4	↑	4	↑	1133	84	9	7	86
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	6	↑	1171	86	7	7	86
Length of time the journey was scheduled to take (speed)		2	=	3	↑	1178	88	8	5	90
Connections with other train services		1	=	3	=	690	81	12	7	81
Value for money of the price of your ticket		1	=	0	=	1147	55	19	26	58
Upkeep and repair of the train		3	=	2	=	1188	79	16	5	85
Provision of information during the journey		4	=	2	=	1125	79	16	5	81
Helpfulness and attitude of staff on train		1	=	3	=	883	82	15	3	83
Space for luggage		2	=	9	↑	975	62	17	22	65
Toilet facilities		7	↑	5	=	599	52	26	21	58
Comfort of the seats****		-	-	-	-	1164	73	17	11	78
Step or gap between the train and the platform*		-	-	-	-	1117	63	25	12	69
Your personal security on board***		-5	↓	0	=	1114	83	16	2	84
Cleanliness of the inside		2	=	3	=	1208	81	12	7	85
Cleanliness of the outside		3	=	2	=	1026	77	19	4	80
Availability of staff on the train		-1	=	3	=	1002	66	25	9	69
How well train company deals with delays		8	=	14	↑	242	62	25	13	58
Level of crowding*		-	-	-	-	1162	72	12	16	75
Availability of Wi-Fi*		-	-	-	-	545	38	12	51	40
Availability of power sockets*		-	-	-	-	665	67	11	23	63

Improved 
 Unchanged 
 Declined 




East Midlands Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1084	% 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	=	6	↑	1068	89	8	3	89
STATION FACILITIES										
Overall satisfaction with the station		1	=	2	=	1058	89	9	2	88
Ticket buying facilities		0	=	5	=	522	85	7	8	87
Provision of information about train times/platforms		4	↑	4	↑	1044	92	5	3	91
Upkeep/repair of the station buildings/platforms		2	=	4	=	1042	86	10	4	83
Cleanliness		2	=	6	↑	1049	89	8	3	86
Toilet facilities at the station*		-	-	-	-	713	61	16	22	62
Attitudes and helpfulness of the staff		2	=	4	=	770	84	12	4	84
Connections with other forms of public transport		2	=	-1	=	685	78	13	10	81
Facilities for car parking		-2	=	-4	=	375	67	16	17	62
Overall environment		5	↑	6	↑	1054	87	11	2	84
Your personal security whilst using the station		1	=	3	=	968	82	17	2	82
Availability of staff at the station		5	=	5	=	867	75	16	9	77
Shelter facilities		2	=	1	=	861	79	11	10	80
Availability of seating		5	=	3	=	1003	64	17	19	61
How request to station staff was handled		1	=	-2	=	165	91	3	6	91
Choice of shops/eating/drinking facilities available		6	↑	8	↑	909	63	16	21	66
Availability of Wi-Fi**		-	-	4	=	420	47	16	37	48
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	2	=	1071	86	9	5	87
Frequency of the trains on that route		-1	=	0	=	1022	81	7	12	86
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	6	↑	1053	88	5	7	86
Length of time the journey was scheduled to take (speed)		2	=	2	=	1041	89	6	6	90
Connections with other train services		3	=	5	=	521	80	14	6	81
Value for money of the price of your ticket		0	=	1	=	1029	51	19	30	58
Upkeep and repair of the train		2	=	3	=	1057	81	11	8	85
Provision of information during the journey		3	=	2	=	994	75	18	7	81
Helpfulness and attitude of staff on train		1	=	1	=	789	81	15	4	83
Space for luggage		8	↑	5	=	856	62	17	21	65
Toilet facilities		9	↑	1	=	508	52	22	26	58
Comfort of the seats****		-	-	-	-	1022	76	15	9	78
Step or gap between the train and the platform*		-	-	-	-	993	70	21	9	69
Your personal security on board***		-4	=	0	=	990	82	16	2	84
Cleanliness of the inside		1	=	1	=	1074	83	10	7	85
Cleanliness of the outside		3	=	-1	=	930	74	19	7	80
Availability of staff on the train		1	=	5	=	901	68	23	10	69
How well train company deals with delays		-2	=	5	=	224	52	35	13	58
Level of crowding*		-	-	-	-	1037	76	10	14	75
Availability of Wi-Fi*		-	-	-	-	498	29	16	55	40
Availability of power sockets*		-	-	-	-	584	43	12	45	63


































































Improved ↑
 Unchanged =
 Declined ↓

Grand Central

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 885	% 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	=	4	↑	865	94	3	2	89
STATION FACILITIES										
Overall satisfaction with the station		-2	=	-2	=	857	84	12	4	88
Ticket buying facilities		4	=	4	=	308	86	8	6	87
Provision of information about train times/platforms		0	=	7	↑	824	93	5	2	91
Upkeep/repair of the station buildings/platforms		0	=	2	=	843	84	12	4	83
Cleanliness		3	=	3	=	845	86	8	5	86
Toilet facilities at the station*		-	-	-	-	496	56	17	26	62
Attitudes and helpfulness of the staff		3	=	-1	=	479	79	16	5	84
Connections with other forms of public transport		8	↑	1	=	605	82	8	10	81
Facilities for car parking		-1	=	4	=	327	58	15	28	62
Overall environment		0	=	2	=	838	80	15	5	84
Your personal security whilst using the station		-4	=	1	=	759	76	21	3	82
Availability of staff at the station		2	=	-5	=	594	65	20	15	77
Shelter facilities		3	=	-1	=	711	80	14	7	80
Availability of seating		-4	=	2	=	784	58	18	24	61
How request to station staff was handled		1	=	14	↑	106	88	6	6	91
Choice of shops/eating/drinking facilities available		-1	=	0	=	722	61	15	24	66
Availability of Wi-Fi**		-	-	-7	=	317	36	18	46	48
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	1	=	876	93	4	3	87
Frequency of the trains on that route		2	=	7	↑	816	83	8	9	86
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	13	↑	848	96	3	1	86
Length of time the journey was scheduled to take (speed)		0	=	8	↑	845	92	5	3	90
Connections with other train services		4	=	4	=	408	89	10	1	81
Value for money of the price of your ticket		5	=	10	↑	834	78	10	11	58
Upkeep and repair of the train		-3	=	-2	=	865	80	12	8	85
Provision of information during the journey		1	=	3	=	813	86	11	3	81
Helpfulness and attitude of staff on train		4	↑	5	↑	769	94	5	1	83
Space for luggage		-1	=	2	=	802	80	10	10	65
Toilet facilities		-1	=	-6	=	644	60	22	19	58
Comfort of the seats****		-	-	-	-	837	85	9	7	78
Step or gap between the train and the platform*		-	-	-	-	426	77	20	3	69
Your personal security on board***		-1	=	-3	=	795	89	10	1	84
Cleanliness of the inside		-2	=	-2	=	875	87	8	5	85
Cleanliness of the outside		-3	=	-2	=	796	85	12	3	80
Availability of staff on the train		-1	=	3	=	794	85	13	2	69
How well train company deals with delays		20	=	29	↑	74	81	13	6	58
Level of crowding*		-	-	-	-	835	88	9	3	75
Availability of Wi-Fi*		-	-	-	-	549	60	13	26	40
Availability of power sockets*		-	-	-	-	700	84	4	12	63

Improved 
 Unchanged 
 Declined 

Hull Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 689	% 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		677	97	1	2	89
STATION FACILITIES										
Overall satisfaction with the station		-2		-4		669	87	11	2	88
Ticket buying facilities		0		1		252	86	9	5	87
Provision of information about train times/platforms		1		-3		650	90	7	3	91
Upkeep/repair of the station buildings/platforms		-2		-5		667	86	11	3	83
Cleanliness		1		-2		659	89	9	2	86
Toilet facilities at the station*		-	-	-	-	396	58	20	22	62
Attitudes and helpfulness of the staff		0		-6		389	81	15	4	84
Connections with other forms of public transport		3		1		484	82	9	10	81
Facilities for car parking		3		-3		220	65	18	17	62
Overall environment		4		-1		663	86	11	3	84
Your personal security whilst using the station		3		-3		586	79	19	3	82
Availability of staff at the station		3		-5		458	68	18	14	77
Shelter facilities		10		-1		510	87	9	4	80
Availability of seating		0		-3		593	58	19	23	61
How request to station staff was handled		6		12		66	98	0	2	91
Choice of shops/eating/drinking facilities available		-1		-5		598	62	14	24	66
Availability of Wi-Fi**		-	-	3		250	47	15	38	48
TRAIN FACILITIES										
Overall satisfaction with the train		2		-2		680	96	3	1	87
Frequency of the trains on that route		5		-3		644	84	8	8	86
Punctuality/reliability (i.e. the train arriving/departing on time)		2		-1		671	95	3	2	86
Length of time the journey was scheduled to take (speed)		1		0		670	95	3	2	90
Connections with other train services		1		-3		333	85	11	5	81
Value for money of the price of your ticket		-1		-4		663	65	18	18	58
Upkeep and repair of the train		-1		-3		678	90	7	3	85
Provision of information during the journey		4		1		648	94	5	1	81
Helpfulness and attitude of staff on train		0		-1		626	95	3	2	83
Space for luggage		4		1		623	78	11	12	65
Toilet facilities		1		-10		496	67	16	17	58
Comfort of the seats****		-	-	-	-	661	87	9	4	78
Step or gap between the train and the platform*		-	-	-	-	333	82	14	5	69
Your personal security on board***		1		-3		624	92	7	1	84
Cleanliness of the inside		-1		-2		684	93	6	1	85
Cleanliness of the outside		1		0		604	91	8	1	80
Availability of staff on the train		1		-1		619	90	9	1	69
How well train company deals with delays		-10		-3		112	67	23	11	58
Level of crowding*		-	-	-	-	657	89	6	5	75
Availability of Wi-Fi*		-	-	-	-	432	78	7	15	40
Availability of power sockets*		-	-	-	-	522	93	4	4	63

Improved ↑
 Unchanged =
 Declined ↓

TransPennine Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 876	% 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	=	852	86	7	6	89
STATION FACILITIES										
Overall satisfaction with the station		2	=	1	=	850	88	9	3	88
Ticket buying facilities		3	=	1	=	396	87	9	5	87
Provision of information about train times/platforms		6	↑	1	=	846	91	6	4	91
Upkeep/repair of the station buildings/platforms		1	=	0	=	844	80	14	6	83
Cleanliness		1	=	0	=	853	83	13	4	86
Toilet facilities at the station*		-	-	-	-	543	59	16	24	62
Attitudes and helpfulness of the staff		2	=	2	=	596	84	11	4	84
Connections with other forms of public transport		8	↑	1	=	486	79	13	8	81
Facilities for car parking		1	=	-3	=	262	48	22	31	62
Overall environment		5	↑	4	=	848	83	13	4	84
Your personal security whilst using the station		5	↑	3	=	765	82	16	2	82
Availability of staff at the station		6	↑	2	=	698	76	15	9	77
Shelter facilities		3	=	-3	=	727	77	14	9	80
Availability of seating		8	↑	4	=	785	62	18	20	61
How request to station staff was handled		5	=	2	=	151	95	3	2	91
Choice of shops/eating/drinking facilities available		6	↑	1	=	737	64	19	17	66
Availability of Wi-Fi**		-	-	2	=	329	38	19	42	48
TRAIN FACILITIES										
Overall satisfaction with the train		4	↑	2	=	864	86	7	7	87
Frequency of the trains on that route		-2	=	0	=	823	83	8	9	86
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	1	=	846	82	6	12	86
Length of time the journey was scheduled to take (speed)		2	=	2	=	836	90	6	4	90
Connections with other train services		2	=	-5	=	466	77	15	8	81
Value for money of the price of your ticket		2	=	-1	=	822	60	19	21	58
Upkeep and repair of the train		3	=	-1	=	852	86	10	4	85
Provision of information during the journey		4	=	3	=	797	83	13	4	81
Helpfulness and attitude of staff on train		5	↑	3	=	676	86	12	2	83
Space for luggage		8	↑	12	↑	704	65	15	19	65
Toilet facilities		8	↑	8	=	412	60	17	22	58
Comfort of the seats****		-	-	-	-	816	79	13	8	78
Step or gap between the train and the platform*		-	-	-	-	797	71	21	8	69
Your personal security on board****		-1	=	-1	=	804	84	13	2	84
Cleanliness of the inside		3	=	0	=	858	85	8	7	85
Cleanliness of the outside		2	=	-1	=	752	83	13	4	80
Availability of staff on the train		10	↑	7	↑	755	74	19	7	69
How well train company deals with delays		5	=	-2	=	210	51	26	23	58
Level of crowding*		-	-	-	-	830	65	13	23	75
Availability of Wi-Fi*		-	-	-	-	355	35	10	55	40
Availability of power sockets*		-	-	-	-	439	57	12	31	63

*TransPennine Express rebranded from First TransPennine Express in Autumn 2016. **Attribute added for the first time in Spring 2017, so no historical comparisons yet. ***Attribute added for the first time from Autumn 2016.

****The Spring 2017 data for this attribute may not be completely comparable with previous waves due to changes in question ordering. *****Revised wording of this attribute from Spring 2017. Results not comparable with previous waves

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1210	% 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	=	2	=	1186	92	6	2	89
STATION FACILITIES										
Overall satisfaction with the station		2	=	2	=	1173	86	11	3	88
Ticket buying facilities		2	=	-1	=	452	86	11	3	87
Provision of information about train times/platforms		2	=	2	=	1157	90	7	3	91
Upkeep/repair of the station buildings/platforms		5	↑	2	=	1161	78	16	6	83
Cleanliness		6	↑	2	=	1152	84	12	4	86
Toilet facilities at the station*		-	-	-	-	673	60	18	22	62
Attitudes and helpfulness of the staff		-1	=	-1	=	790	83	13	4	84
Connections with other forms of public transport		4	=	4	=	785	86	10	5	81
Facilities for car parking		-1	=	2	=	310	60	14	25	62
Overall environment		7	↑	1	=	1173	79	15	6	84
Your personal security whilst using the station		0	=	0	=	1047	78	20	2	82
Availability of staff at the station		3	=	2	=	899	78	16	6	77
Shelter facilities		6	↑	1	=	809	80	14	7	80
Availability of seating		3	=	1	=	1084	52	18	30	61
How request to station staff was handled		0	=	0	=	249	91	5	5	91
Choice of shops/eating/drinking facilities available		3	=	-1	=	1041	64	20	16	66
Availability of Wi-Fi**		-	-	9	↑	420	53	17	30	48
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	2	=	1195	91	7	2	87
Frequency of the trains on that route		0	=	0	=	1134	90	6	4	86
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	-2	=	1167	88	5	7	86
Length of time the journey was scheduled to take (speed)		3	↑	0	=	1151	93	4	3	90
Connections with other train services		1	=	-1	=	628	85	10	4	81
Value for money of the price of your ticket		3	=	2	=	1135	64	15	21	58
Upkeep and repair of the train		2	=	2	=	1175	90	8	2	85
Provision of information during the journey		2	=	2	=	1101	86	11	4	81
Helpfulness and attitude of staff on train		3	=	4	=	813	84	13	3	83
Space for luggage		3	=	3	=	1026	66	15	19	65
Toilet facilities		1	=	-4	=	744	63	21	16	58
Comfort of the seats****		-	-	-	-	1147	81	14	6	78
Step or gap between the train and the platform*		-	-	-	-	1109	72	23	5	69
Your personal security on board***		-4	↓	-2	=	1100	86	13	1	84
Cleanliness of the inside		0	=	4	↑	1191	90	7	3	85
Cleanliness of the outside		0	=	1	=	1022	85	13	3	80
Availability of staff on the train		1	=	3	=	930	69	22	9	69
How well train company deals with delays		3	=	1	=	231	61	26	13	58
Level of crowding*		-	-	-	-	1151	81	11	8	75
Availability of Wi-Fi*		-	-	-	-	603	42	13	45	40
Availability of power sockets*		-	-	-	-	762	60	13	27	63

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains East Coast

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1240	% 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	=	-1	=	1214	91	5	4	89
STATION FACILITIES										
Overall satisfaction with the station		0	=	1	=	1215	90	7	2	88
Ticket buying facilities		-5	=	0	=	377	85	9	6	87
Provision of information about train times/platforms		3	=	2	=	1206	93	5	2	91
Upkeep/repair of the station buildings/platforms		1	=	0	=	1205	90	8	2	83
Cleanliness		-2	=	-1	=	1199	90	9	2	86
Toilet facilities at the station*		-	-	-	-	769	64	18	18	62
Attitudes and helpfulness of the staff		4	=	2	=	764	87	10	2	84
Connections with other forms of public transport		-1	=	1	=	760	84	9	8	81
Facilities for car parking		8	=	1	=	360	65	17	17	62
Overall environment		2	=	2	=	1213	88	10	3	84
Your personal security whilst using the station		2	=	6	↑	1093	84	15	1	82
Availability of staff at the station		1	=	6	↑	890	78	16	6	77
Shelter facilities		4	↑	5	↑	954	85	10	6	80
Availability of seating		1	=	2	=	1114	59	18	23	61
How request to station staff was handled		-4	=	-1	=	208	85	6	9	91
Choice of shops/eating/drinking facilities available		2	=	6	↑	1086	72	18	10	66
Availability of Wi-Fi**		-	-	5	=	397	46	18	36	48
TRAIN FACILITIES										
Overall satisfaction with the train		4	↑	0	=	1228	91	6	3	87
Frequency of the trains on that route		-1	=	-1	=	1174	92	5	4	86
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	-3	=	1209	86	5	9	86
Length of time the journey was scheduled to take (speed)		2	=	1	=	1205	92	5	3	90
Connections with other train services		-1	=	-2	=	623	83	11	6	81
Value for money of the price of your ticket		0	=	0	=	1177	60	18	21	58
Upkeep and repair of the train		12	↑	3	=	1211	89	8	4	85
Provision of information during the journey		3	=	6	↑	1162	83	13	4	81
Helpfulness and attitude of staff on train		-3	=	-1	=	951	83	15	2	83
Space for luggage		3	=	7	↑	1073	69	15	15	65
Toilet facilities		6	=	7	↑	795	60	21	20	58
Comfort of the seats****		-	-	-	-	1203	81	12	6	78
Step or gap between the train and the platform*		-	-	-	-	1103	70	20	9	69
Your personal security on board***		-1	=	-1	=	1129	86	12	2	84
Cleanliness of the inside		5	↑	5	↑	1230	89	7	4	85
Cleanliness of the outside		5	↑	6	↑	1045	83	14	3	80
Availability of staff on the train		-6	↓	0	=	1054	69	23	8	69
How well train company deals with delays		0	=	2	=	277	63	21	16	58
Level of crowding*		-	-	-	-	1191	81	12	7	75
Availability of Wi-Fi*		-	-	-	-	791	57	12	32	40
Availability of power sockets*		-	-	-	-	876	85	6	8	63

Improved 
 Unchanged 
 Declined 

Arriva Trains Wales

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1244	% 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	=	1	=	1225	83	11	6	87
STATION FACILITIES										
Overall satisfaction with the station		-1	=	0	=	1205	76	17	7	84
Ticket buying facilities		7	↑	11	↑	720	82	8	9	84
Provision of information about train times/platforms		4	=	8	↑	1169	86	9	5	88
Upkeep/repair of the station buildings/platforms		4	=	2	=	1177	68	20	12	78
Cleanliness		8	↑	3	=	1186	72	16	11	82
Toilet facilities at the station*		-	-	-	-	749	49	17	34	50
Attitudes and helpfulness of the staff		4	=	5	=	821	80	13	7	82
Connections with other forms of public transport		3	=	-1	=	676	61	20	19	73
Facilities for car parking		2	=	0	=	605	60	10	29	52
Overall environment		5	=	1	=	1174	67	21	11	77
Your personal security whilst using the station		7	↑	3	=	1068	72	21	7	76
Availability of staff at the station		11	↑	8	↑	968	66	13	22	71
Shelter facilities		3	=	-2	=	1097	67	16	16	78
Availability of seating		3	=	-1	=	1149	56	19	25	65
How request to station staff was handled		4	=	11	↑	226	95	2	3	90
Choice of shops/eating/drinking facilities available		6	=	2	=	933	40	22	38	48
Availability of Wi-Fi**		-	-	-4	=	557	24	16	60	39
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	2	=	1231	77	14	9	79
Frequency of the trains on that route		1	=	7	↑	1185	76	7	16	81
Punctuality/reliability (i.e. the train arriving/departing on time)		5	=	1	=	1199	81	8	11	85
Length of time the journey was scheduled to take (speed)		2	=	3	=	1180	85	9	7	90
Connections with other train services		-6	↓	-2	=	732	73	21	7	77
Value for money of the price of your ticket		-1	=	-4	=	1166	57	19	24	60
Upkeep and repair of the train		1	=	0	=	1202	64	19	16	68
Provision of information during the journey		0	=	1	=	1105	64	24	13	72
Helpfulness and attitude of staff on train		4	=	1	=	1017	85	12	3	81
Space for luggage		-1	=	-2	=	1012	61	18	21	64
Toilet facilities		3	=	0	=	662	47	20	32	41
Comfort of the seats****		-	-	-	-	1182	68	20	12	66
Step or gap between the train and the platform*		-	-	-	-	676	61	24	15	68
Your personal security on board***		-1	=	0	=	1140	80	17	3	77
Cleanliness of the inside		0	=	1	=	1223	71	15	14	73
Cleanliness of the outside		0	=	-2	=	1092	64	23	13	69
Availability of staff on the train		4	=	-1	=	1134	72	19	9	64
How well train company deals with delays		2	=	-4	=	200	38	35	27	47
Level of crowding*		-	-	-	-	1172	72	11	17	78
Availability of Wi-Fi*		-	-	-	-	639	43	14	43	38
Availability of power sockets*		-	-	-	-	665	21	13	67	23

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 719	% 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	=	697	94	4	2	87
STATION FACILITIES										
Overall satisfaction with the station		1	=	0	=	697	90	7	2	84
Ticket buying facilities		3	=	6	↑	373	93	4	2	84
Provision of information about train times/platforms		3	=	1	=	658	92	5	3	88
Upkeep/repair of the station buildings/platforms		-2	=	-7	↓	688	80	11	9	78
Cleanliness		4	=	-3	=	692	86	8	6	82
Toilet facilities at the station*		-	-	-	-	375	59	15	25	50
Attitudes and helpfulness of the staff		8	↑	3	=	554	93	4	3	82
Connections with other forms of public transport		-1	=	-2	=	432	76	13	11	73
Facilities for car parking		2	=	3	=	289	60	9	31	52
Overall environment		2	=	-5	=	683	81	14	5	77
Your personal security whilst using the station		2	=	1	=	649	81	17	2	76
Availability of staff at the station		4	=	-3	=	605	84	9	7	71
Shelter facilities		7	↑	-2	=	591	86	8	6	78
Availability of seating		10	↑	2	=	665	76	12	12	65
How request to station staff was handled		2	=	-12	↓	71	87	5	8	90
Choice of shops/eating/drinking facilities available		4	=	5	=	476	51	17	32	48
Availability of Wi-Fi**		-	-	0	=	266	43	10	47	39
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-5	↓	709	87	11	3	79
Frequency of the trains on that route		-5	↓	-7	↓	706	89	4	7	81
Punctuality/reliability (i.e. the train arriving/departing on time)		3	=	1	=	692	94	2	4	85
Length of time the journey was scheduled to take (speed)		3	↑	1	=	688	97	1	1	90
Connections with other train services		-9	↓	-11	↓	323	76	14	11	77
Value for money of the price of your ticket		-9	↓	-7	=	509	65	17	19	60
Upkeep and repair of the train		-2	=	-8	↓	699	77	13	10	68
Provision of information during the journey		2	=	-2	=	638	85	11	4	72
Helpfulness and attitude of staff on train		0	=	1	=	347	76	17	7	81
Space for luggage		5	=	2	=	495	62	17	21	64
Toilet facilities		-15	↓	-14	↓	249	8	9	83	41
Comfort of the seats****		-	-	-	-	682	72	19	9	66
Step or gap between the train and the platform*		-	-	-	-	669	70	18	12	68
Your personal security on board***		-5	=	-9	↓	653	75	18	7	77
Cleanliness of the inside		-4	=	-7	↓	711	75	12	13	73
Cleanliness of the outside		-8	↓	-8	↓	658	68	18	14	69
Availability of staff on the train		-4	=	-6	=	518	56	23	21	64
How well train company deals with delays		15	=	-5	=	86	56	32	12	47
Level of crowding*		-	-	-	-	675	86	8	6	78
Availability of Wi-Fi*		-	-	-	-	253	17	13	70	38
Availability of power sockets*		-	-	-	-	234	9	9	83	23

Improved 
 Unchanged 
 Declined 

Northern*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1391	% 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	=	2	=	1365	83	11	6	87
STATION FACILITIES										
Overall satisfaction with the station		3	=	3	↑	1349	84	11	5	84
Ticket buying facilities		4	=	4	↑	735	83	8	9	84
Provision of information about train times/platforms		4	↑	5	↑	1317	89	6	5	88
Upkeep/repair of the station buildings/platforms		1	=	1	=	1339	77	15	8	78
Cleanliness		1	=	2	=	1337	80	14	7	82
Toilet facilities at the station**		-	-	-	-	823	48	17	35	50
Attitudes and helpfulness of the staff		1	=	0	=	946	79	13	7	82
Connections with other forms of public transport		7	↑	2	=	830	74	15	11	73
Facilities for car parking		2	=	-1	=	562	59	16	25	52
Overall environment		4	=	4	↑	1336	77	16	7	77
Your personal security whilst using the station		3	=	0	=	1239	75	21	4	76
Availability of staff at the station		3	=	2	=	1115	68	18	14	71
Shelter facilities		5	↑	2	=	1215	77	13	11	78
Availability of seating		2	=	3	=	1276	62	18	20	65
How request to station staff was handled		1	=	2	=	177	92	3	5	90
Choice of shops/eating/drinking facilities available		3	=	10	↑	1057	55	16	30	48
Availability of Wi-Fi***		-	-	6	↑	562	33	18	49	39
TRAIN FACILITIES										
Overall satisfaction with the train		3	=	-1	=	1370	74	14	11	79
Frequency of the trains on that route		2	=	2	=	1344	75	9	16	81
Punctuality/reliability (i.e. the train arriving/departing on time)		4	↑	4	↑	1347	83	6	11	85
Length of time the journey was scheduled to take (speed)		7	↑	3	=	1332	86	9	5	90
Connections with other train services		5	=	2	=	782	76	15	9	77
Value for money of the price of your ticket		-1	=	-1	=	1300	57	19	24	60
Upkeep and repair of the train		-1	=	-1	=	1352	60	20	19	68
Provision of information during the journey		0	=	-2	=	1197	62	23	15	72
Helpfulness and attitude of staff on train		1	=	0	=	1037	79	16	4	81
Space for luggage		4	=	1	=	1059	62	19	19	64
Toilet facilities		0	=	-1	=	615	43	21	36	41
Comfort of the seats****		-	-	-	-	1328	58	20	22	66
Step or gap between the train and the platform**		-	-	-	-	849	65	23	12	68
Your personal security on board****		-3	=	-3	↓	1259	75	21	4	77
Cleanliness of the inside		4	=	1	=	1367	70	16	14	73
Cleanliness of the outside		5	↑	0	=	1238	67	20	13	69
Availability of staff on the train		0	=	-1	=	1233	62	24	14	64
How well train company deals with delays		1	=	1	=	211	42	34	24	47
Level of crowding**		-	-	-	-	1335	76	10	14	78
Availability of Wi-Fi**		-	-	-	-	573	24	9	66	38
Availability of power sockets**		-	-	-	-	576	13	6	81	23

Improved 
 Unchanged 
 Declined 




ScotRail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017					
	Overall sample size 1243	% 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	↑	1204	90	7	3	87
STATION FACILITIES										
Overall satisfaction with the station		-1	=	5	=	1213	83	11	5	84
Ticket buying facilities		-4	=	4	=	738	82	8	10	84
Provision of information about train times/platforms		-2	=	3	=	1185	87	10	4	88
Upkeep/repair of the station buildings/platforms		-2	=	3	=	1195	81	14	5	78
Cleanliness		1	=	2	=	1194	85	9	6	82
Toilet facilities at the station*		-	-	-	-	649	49	15	36	50
Attitudes and helpfulness of the staff		-5	=	1	=	857	79	16	5	82
Connections with other forms of public transport		-3	=	2	=	802	74	14	12	73
Facilities for car parking		-12	↓	-6	=	440	37	13	50	52
Overall environment		4	=	3	=	1200	79	14	7	77
Your personal security whilst using the station		-2	=	-1	=	1088	77	19	4	76
Availability of staff at the station		-6	=	2	=	978	71	16	13	71
Shelter facilities		5	=	5	=	1021	80	11	9	78
Availability of seating		2	=	7	↑	1167	66	17	18	65
How request to station staff was handled		2	=	5	=	182	89	7	5	90
Choice of shops/eating/drinking facilities available		-2	=	-3	=	1017	44	14	42	48
Availability of Wi-Fi**		-	-	-1	=	540	49	11	39	39
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	0	=	1217	82	13	5	79
Frequency of the trains on that route		2	=	6	↑	1188	86	7	7	81
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	5	↑	1184	85	7	8	85
Length of time the journey was scheduled to take (speed)		2	=	3	=	1175	92	5	3	90
Connections with other train services		4	=	2	=	555	81	14	5	77
Value for money of the price of your ticket		2	=	3	=	1167	61	15	23	60
Upkeep and repair of the train		-4	=	1	=	1200	74	17	9	68
Provision of information during the journey		-3	=	6	=	1104	77	14	9	72
Helpfulness and attitude of staff on train		-1	=	5	=	885	82	15	3	81
Space for luggage		-6	=	5	=	933	67	19	14	64
Toilet facilities		-7	=	4	=	547	50	29	21	41
Comfort of the seats****		-	-	-	-	1173	71	19	11	66
Step or gap between the train and the platform*		-	-	-	-	1119	70	18	12	68
Your personal security on board***		-9	↓	-2	=	1125	79	18	2	77
Cleanliness of the inside		-1	=	-2	=	1213	76	15	9	73
Cleanliness of the outside		-1	=	-2	=	1078	74	19	7	69
Availability of staff on the train		-1	=	4	=	1047	68	25	8	64
How well train company deals with delays		11	=	16	=	179	54	27	19	47
Level of crowding*		-	-	-	-	1170	79	12	9	78
Availability of Wi-Fi*		-	-	-	-	673	54	12	34	38
Availability of power sockets*		-	-	-	-	598	39	17	44	23

Individual train company results by route

Overall satisfaction with the journey

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2016.

Improved 
 Unchanged 
 Declined 




Full details of the route results for Spring 2017 are available on the Transport Focus website (or by email on request).

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Spring 2016 and Spring 2017.

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	299	77	=	Greater Anglia: West Anglia Outer/ West Anglia**	409	85	↑	Southeastern: Metro	792	80	↑
Arriva Trains Wales: Interurban	339	81	=	Heathrow Connect	428	90	↑	Southern: Metro*	488	72	=
Arriva Trains Wales: Mid Wales and Borders	340	89	=	Heathrow Express	492	97	↑	Southern: Sussex Coast*	613	72	=
Arriva Trains Wales: North Wales and Borders	105	92	=	Hull Trains	677	97	↑	TfL Rail	137	87	=
Arriva Trains Wales: South Wales and Borders/West Wales	142	86	=	London Midland: London Commuter	212	81	=	Thameslink: Loop*	275	79	=
c2c: Southend Line	598	90	↑	London Midland: West Coast	204	85	=	Thameslink: Kent*	192	63	-
c2c: Tilbury Line	318	88	↑	London Midland: West Midlands	527	85	=	Thameslink: North/South*	463	80	-
Chiltern Railways: Commuter	291	92	-	London Overground:				TransPennine Express: North**	600	86	=
Chiltern Railways: Metro	321	89	-	Gospel Oak - Barking	81	91	=	TransPennine Express: North West**	164	85	=
Chiltern Railways: Oxford	150	90	-	London Overground: Highbury and Islington - Croydon/Clapham	482	90	=	TransPennine Express: South**	88	87	=
Chiltern Railways: West Midlands	272	96	-	London Overground: Richmond/Clapham - Stratford	418	92	=	Virgin Trains: London - Birmingham - Scotland	270	90	=
CrossCountry: East - West	316	86	-	London Overground: Watford - Euston	163	93	=	Virgin Trains: London - Liverpool	126	87	=
CrossCountry: North - South Manchester	330	90	-	London Overground: West Anglia	279	86	↑	Virgin Trains: London - Manchester	277	97	=
CrossCountry: North - South Scotland and North East	559	88	-	Merseyrail: Northern	526	91	=	Virgin Trains: London - North Wales	94	96	=
East Midlands Trains: Liverpool - Norwich	232	90	=	Merseyrail: Wirral	171	97	=	Virgin Trains: London - Scotland	145	89	=
East Midlands Trains: Local	231	87	=	Northern: Central**	354	81	-	Virgin Trains: London - Wolverhampton	273	90	=
East Midlands Trains: London	605	89	=	Northern: East**	671	82	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	351	90	-
Gatwick Express*	510	88	↑	Northern: North East**	140	87	-	Virgin Trains East Coast: London - Newcastle/ Sunderland and East Yorkshire	259	91	-
Grand Central: London - Bradford	223	96	=	Northern: West**	200	89	-	Virgin Trains East Coast: London - Scotland	605	91	-
Grand Central: London - Sunderland	642	93	=	ScotRail: Interurban	483	87	=				
Great Northern*	563	79	=	ScotRail: Rural	82	86	=				
Great Western Railway: Long Distance	746	84	=	ScotRail: Strathclyde	348	92	=				
Great Western Railway: London Thames Valley	377	78	=	ScotRail: Urban	291	85	=				
Great Western Railway: West	334	84	=	South West Trains: Island Line	110	88	=				
Greater Anglia: Intercity**	207	88	=	South West Trains: Longer distance	808	84	=				
Greater Anglia: Mainline**	453	78	=	South West Trains: Metro	746	80	=				
Greater Anglia: Rural**	151	87	↑	South West Trains: Outer Suburban and Local	634	82	=				
Greater Anglia: Stansted Express**	100	88	=	Southeastern: High Speed	220	93	↑				
				Southeastern: Mainline	516	78	↑				

Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2016.

Improved 
Unchanged 
Declined 




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A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Spring 2016 and Spring 2017.

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	292	51	⊖	Greater Anglia: West Anglia Outer/ West Anglia**	400	41	⊖	Southeastern: Metro	667	39	↑
Arriva Trains Wales: Interurban	327	53	⊖	Heathrow Connect	378	55	⊖	Southern: Metro*	419	37	⊖
Arriva Trains Wales: Mid Wales and Borders	317	65	↑	Heathrow Express	477	52	↑	Southern: Sussex Coast*	585	40	⊖
Arriva Trains Wales: North Wales and Borders	99	62	⊖	Hull Trains	663	65	⊖	TfL Rail	107	42	⊖
Arriva Trains Wales: South Wales and Borders/West Wales	131	65	⊖	London Midland: London Commuter	203	43	⊖	Thameslink: Loop*	248	40	↑
c2c: Southend Line	569	53	↑	London Midland: West Coast	194	57	⊖	Thameslink: Kent*	174	33	-
c2c: Tilbury Line	298	50	↑	London Midland: West Midlands	443	57	⊖	Thameslink: North/South*	429	39	-
Chiltern Railways: Commuter	286	40	-	London Overground:				TransPennine Express: North**	574	58	⊖
Chiltern Railways: Metro	299	52	-	Gospel Oak - Barking	68	52	⊖	TransPennine Express: North West**	162	68	⊖
Chiltern Railways: Oxford	145	43	-	London Overground: Highbury and Islington - Croydon/Clapham	414	52	⊖	TransPennine Express: South**	86	61	⊖
Chiltern Railways: West Midlands	264	54	-	London Overground: Richmond/Clapham - Stratford	327	59	⊖	Virgin Trains: London - Birmingham - Scotland	255	70	⊖
CrossCountry: East - West	294	52	-	London Overground: Watford - Euston	133	56	⊖	Virgin Trains: London - Liverpool	123	59	⊖
CrossCountry: North - South Manchester	312	59	-	London Overground: West Anglia	225	53	↑	Virgin Trains: London - Manchester	263	64	⊖
CrossCountry: North - South Scotland and North East	541	54	-	Merseyrail: Northern	393	61	↓	Virgin Trains: London - North Wales	89	49	⊖
East Midlands Trains: Liverpool - Norwich	223	58	⊖	Merseyrail: Wirral	116	70	⊖	Virgin Trains: London - Scotland	144	60	⊖
East Midlands Trains: Local	227	66	⊖	Northern: Central**	332	58	-	Virgin Trains: London - Wolverhampton	260	70	⊖
East Midlands Trains: London	579	42	⊖	Northern: East**	638	55	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	346	56	-
Gatwick Express*	495	39	⊖	Northern: North East**	138	73	-	Virgin Trains East Coast: London - Newcastle/ Sunderland and East Yorkshire	255	68	-
Grand Central: London - Bradford	220	87	⊖	Northern: West**	192	57	-	Virgin Trains East Coast: London - Scotland	577	62	-
Grand Central: London - Sunderland	614	72	⊖	ScotRail: Interurban	460	55	⊖				
Great Northern*	517	39	⊖	ScotRail: Rural	78	77	⊖				
Great Western Railway: Long Distance	736	46	⊖	ScotRail: Strathclyde	341	66	⊖				
Great Western Railway: London Thames Valley	366	39	↓	ScotRail: Urban	288	52	⊖				
Great Western Railway: West	328	64	⊖	South West Trains: Island Line	105	68	⊖				
Greater Anglia: Intercity**	205	53	⊖	South West Trains: Longer distance	778	43	⊖				
Greater Anglia: Mainline**	443	34	⊖	South West Trains: Metro	618	38	⊖				
Greater Anglia: Rural**	146	64	↑	South West Trains: Outer Suburban and Local	578	39	⊖				
Greater Anglia: Stansted Express**	92	44	⊖	Southeastern: High Speed	216	42	⊖				
				Southeastern: Mainline	483	33	⊖				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2016.

Improved 
 Unchanged 
 Declined 




Full details of the route results for Spring 2017 are available on the Transport Focus website (or by email on request).

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Spring 2016 and Spring 2017.

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	295	76	=	Greater Anglia: West Anglia Outer/ West Anglia**	403	77	↑	Southeastern: Metro	775	70	↑
Arriva Trains Wales: Interurban	331	82	=	Heathrow Connect	423	73	=	Southern: Metro*	480	51	=
Arriva Trains Wales: Mid Wales and Borders	332	90	↑	Heathrow Express	474	96	=	Southern: Sussex Coast*	596	64	↑
Arriva Trains Wales: North Wales and Borders	103	91	↑	Hull Trains	671	95	=	TfL Rail	127	86	=
Arriva Trains Wales: South Wales and Borders/West Wales	138	79	=	London Midland: London Commuter	216	72	=	Thameslink: Loop*	280	65	↑
c2c: Southend Line	588	89	=	London Midland: West Coast	195	85	=	Thameslink: Kent*	191	54	-
c2c: Tilbury Line	312	85	↑	London Midland: West Midlands	514	77	=	Thameslink: North/South*	452	73	-
Chiltern Railways: Commuter	292	85	-	London Overground:				TransPennine Express: North**	590	82	↑
Chiltern Railways: Metro	326	93	-	Gospel Oak - Barking	81	80	=	TransPennine Express: North West**	166	82	=
Chiltern Railways: Oxford	147	90	-	London Overground: Highbury and Islington - Croydon/Clapham	472	83	=	TransPennine Express: South**	90	82	=
Chiltern Railways: West Midlands	270	92	-	London Overground: Richmond/Clapham - Stratford	406	88	=	Virgin Trains: London - Birmingham - Scotland	262	88	=
CrossCountry: East - West	303	87	-	London Overground: Watford - Euston	159	86	=	Virgin Trains: London - Liverpool	124	82	=
CrossCountry: North - South Manchester	324	86	-	London Overground: West Anglia	282	80	↑	Virgin Trains: London - Manchester	271	91	=
CrossCountry: North - South Scotland and North East	544	85	-	Merseyrail: Northern	521	94	↑	Virgin Trains: London - North Wales	92	93	=
East Midlands Trains: Liverpool - Norwich	232	86	=	Merseyrail: Wirral	171	94	=	Virgin Trains: London - Scotland	144	87	↑
East Midlands Trains: Local	225	88	=	Northern: Central**	348	82	-	Virgin Trains: London - Wolverhampton	273	86	=
East Midlands Trains: London	596	88	↑	Northern: East**	664	84	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	354	87	-
Gatwick Express*	484	83	=	Northern: North East**	139	93	-	Virgin Trains East Coast: London - Newcastle/ Sunderland and East Yorkshire	257	86	-
Grand Central: London - Bradford	223	97	=	Northern: West**	196	82	-	Virgin Trains East Coast: London - Scotland	599	85	-
Grand Central: London - Sunderland	625	95	=	ScotRail: Interurban	473	85	=				
Great Northern*	562	78	↑	ScotRail: Rural	76	96	=				
Great Western Railway: Long Distance	747	82	=	ScotRail: Strathclyde	347	85	=				
Great Western Railway: London Thames Valley	379	64	↓	ScotRail: Urban	288	84	=				
Great Western Railway: West	335	87	=	South West Trains: Island Line	108	98	=				
Greater Anglia: Intercity**	204	82	=	South West Trains: Longer distance	787	82	=				
Greater Anglia: Mainline**	443	73	=	South West Trains: Metro	740	74	=				
Greater Anglia: Rural**	146	82	=	South West Trains: Outer Suburban and Local	621	75	=				
Greater Anglia: Stansted Express**	96	93	=	Southeastern: High Speed	215	89	↑				
				Southeastern: Mainline	507	71	↑				

Level of crowding***

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2016.

Improved 
 Unchanged 
 Declined 




Full details of the route results for Spring 2017 are available on the Transport Focus website (or by email on request).

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Spring 2016 and Spring 2017.

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	286	67	-	Greater Anglia: West Anglia Outer/ West Anglia**	401	77	-	Southeastern: Metro	756	69	-
Arriva Trains Wales: Interurban	326	68	-	Heathrow Connect	419	81	-	Southern: Metro*	470	70	-
Arriva Trains Wales: Mid Wales and Borders	323	81	-	Heathrow Express	485	94	-	Southern: Sussex Coast*	600	65	-
Arriva Trains Wales: North Wales and Borders	101	79	-	Hull Trains	657	89	-	TfL Rail	124	67	-
Arriva Trains Wales: South Wales and Borders/West Wales	136	76	-	London Midland: London Commuter	213	64	-	Thameslink: Loop*	271	71	-
c2c: Southend Line	581	72	-	London Midland: West Coast	192	72	-	Thameslink: Kent*	188	57	-
c2c: Tilbury Line	308	69	-	London Midland: West Midlands	492	72	-	Thameslink: North/South*	452	71	-
Chiltern Railways: Commuter	287	74	-	London Overground:				TransPennine Express: North**	581	67	-
Chiltern Railways: Metro	319	75	-	Gospel Oak - Barking	77	72	-	TransPennine Express: North West**	162	59	-
Chiltern Railways: Oxford	142	65	-	London Overground: Highbury and Islington - Croydon/Clapham	470	70	-	TransPennine Express: South**	87	63	-
Chiltern Railways: West Midlands	267	83	-	London Overground: Richmond/Clapham - Stratford	407	72	-	Virgin Trains: London - Birmingham - Scotland	252	82	-
CrossCountry: East - West	304	72	-	London Overground: Watford - Euston	157	81	-	Virgin Trains: London - Liverpool	124	83	-
CrossCountry: North - South Manchester	315	67	-	London Overground: West Anglia	283	76	-	Virgin Trains: London - Manchester	272	88	-
CrossCountry: North - South Scotland and North East	543	76	-	Merseyrail: Northern	508	82	-	Virgin Trains: London - North Wales	92	81	-
East Midlands Trains: Liverpool - Norwich	229	76	-	Merseyrail: Wirral	167	91	-	Virgin Trains: London - Scotland	145	80	-
East Midlands Trains: Local	226	81	-	Northern: Central**	347	76	-	Virgin Trains: London - Wolverhampton	265	71	-
East Midlands Trains: London	582	74	-	Northern: East**	657	73	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	347	81	-
Gatwick Express*	494	79	-	Northern: North East**	138	91	-	Virgin Trains East Coast: London - Newcastle/ Sunderland and East Yorkshire	257	86	-
Grand Central: London - Bradford	216	91	-	Northern: West**	193	80	-	Virgin Trains East Coast: London - Scotland	588	81	-
Grand Central: London - Sunderland	619	87	-	ScotRail: Interurban	467	75	-				
Great Northern*	560	69	-	ScotRail: Rural	71	83	-				
Great Western Railway: Long Distance	735	72	-	ScotRail: Strathclyde	342	81	-				
Great Western Railway: London Thames Valley	376	71	-	ScotRail: Urban	290	73	-				
Great Western Railway: West	330	72	-	South West Trains: Island Line	110	94	-				
Greater Anglia: Intercity**	205	78	-	South West Trains: Longer distance	771	69	-				
Greater Anglia: Mainline**	447	72	-	South West Trains: Metro	736	68	-				
Greater Anglia: Rural**	144	86	-	South West Trains: Outer Suburban and Local	618	68	-				
Greater Anglia: Stansted Express**	97	82	-	Southeastern: High Speed	212	73	-				
				Southeastern: Mainline	512	67	-				

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2016.

Improved 
Unchanged 
Declined 

Full details of the route results for Spring 2017 are available on the Transport Focus website (or by email on request).

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Spring 2016 and Spring 2017.

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	297	66	=	Greater Anglia: West Anglia Outer/ West Anglia**	410	82	=	Southeastern: Metro	781	77	↑
Arriva Trains Wales: Interurban	334	79	=	Heathrow Connect	429	76	=	Southern: Metro*	486	72	=
Arriva Trains Wales: Mid Wales and Borders	331	83	=	Heathrow Express	479	94	↑	Southern: Sussex Coast*	614	74	↑
Arriva Trains Wales: North Wales and Borders	104	85	↑	Hull Trains	669	87	=	TfL Rail	133	83	=
Arriva Trains Wales: South Wales and Borders/West Wales	139	80	=	London Midland: London Commuter	217	76	=	Thameslink: Loop*	279	80	=
c2c: Southend Line	593	86	=	London Midland: West Coast	201	86	=	Thameslink: Kent*	193	75	-
c2c: Tilbury Line	318	78	=	London Midland: West Midlands	519	80	=	Thameslink: North/South*	466	86	-
Chiltern Railways: Commuter	289	88	-	London Overground: Gospel Oak - Barking	71	75	=	TransPennine Express: North**	594	88	=
Chiltern Railways: Metro	324	88	-	London Overground: Highbury and Islington - Croydon/Clapham	466	80	=	TransPennine Express: North West**	167	87	=
Chiltern Railways: Oxford	149	86	-	London Overground: Richmond/Clapham - Stratford	414	88	↑	TransPennine Express: South**	89	91	=
Chiltern Railways: West Midlands	269	90	-	London Overground: Watford - Euston	159	85	=	Virgin Trains: London - Birmingham - Scotland	264	88	=
CrossCountry: East - West	314	91	-	London Overground: West Anglia	291	82	=	Virgin Trains: London - Liverpool	123	81	=
CrossCountry: North - South Manchester	324	88	-	Merseyrail: Northern	523	91	=	Virgin Trains: London - Manchester	272	88	=
CrossCountry: North - South Scotland and North East	554	89	-	Merseyrail: Wirral	174	90	=	Virgin Trains: London - North Wales	94	84	=
East Midlands Trains: Liverpool - Norwich	231	93	↑	Northern: Central**	353	83	-	Virgin Trains: London - Scotland	148	90	=
East Midlands Trains: Local	230	84	=	Northern: East**	662	83	-	Virgin Trains: London - Wolverhampton	271	83	=
East Midlands Trains: London	597	90	=	Northern: North East**	140	88	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	357	88	-
Gatwick Express*	503	74	=	Northern: West**	194	84	-	Virgin Trains East Coast: London - Newcastle/ Sunderland and East Yorkshire	264	95	-
Grand Central: London - Bradford	219	76	=	ScotRail: Interurban	482	79	=	Virgin Trains East Coast: London - Scotland	595	91	-
Grand Central: London - Sunderland	638	89	=	ScotRail: Rural	81	81	=				
Great Northern*	567	76	=	ScotRail: Strathclyde	357	85	=				
Great Western Railway: Long Distance	755	88	=	ScotRail: Urban	293	85	=				
Great Western Railway: London Thames Valley	380	77	=	South West Trains: Island Line	108	82	=				
Great Western Railway: West	338	83	=	South West Trains: Longer distance	793	83	=				
Greater Anglia: Intercity**	211	87	=	South West Trains: Metro	737	77	=				
Greater Anglia: Mainline**	453	83	=	South West Trains: Outer Suburban and Local	632	79	=				
Greater Anglia: Rural**	152	81	↑	Southeastern: High Speed	219	85	↑				
Greater Anglia: Stansted Express**	102	89	=	Southeastern: Mainline	510	77	=				

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:

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

Journeys on the Fishguard Harbour – Manchester Piccadilly, Milford Haven – Manchester Piccadilly, and Holyhead – Cardiff Central lines

Arriva Trains Wales: Mid Wales & Borders:

Journeys on the Pwllheli/Aberystwyth – Birmingham International, Shrewsbury – Crewe, and Holyhead – Birmingham International lines

Arriva Trains Wales: North Wales & Borders

Journeys on the Llandudno – Manchester Piccadilly, Bidston – Wrexham Central, Chester – Crewe, and Llandudno/Llandudno Junction – Blaenau Ffestiniog lines

Arriva Trains Wales: South Wales & Borders/West Wales

Journeys on the Swansea – Shrewsbury, Maesteg – Cheltenham Spa, Pembroke Docks – Swansea, Swansea – Cardiff Central, and Cardiff Central – Ebbw Vale Town lines

c2c: Southend Line

Journeys on the London Fenchurch Street – Shoeburyness/Southend Central line (via Basildon)

c2c: Tilbury Line

Journeys on the London Fenchurch Street – Southend Central (via Tilbury Town) and Fenchurch Street – Grays lines

Chiltern Railways: Commuter

Journeys on the London Marylebone – Banbury route, including services London Marylebone – stations south of Banbury (via Wembley Stadium). Also includes London Marylebone – Aylesbury (via High Wycombe) and Aylesbury – Princes Risborough services, but not London Marylebone – Oxford/Oxford Parkway

Chiltern Railways: Metro

Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham)

Chiltern Railways: Oxford

Journeys on London Marylebone – Oxford/Oxford Parkway services

Chiltern Railways: West Midlands

Journeys on the West Midlands – London Marylebone services, including London – Stratford-Upon-Avon and a few services that do not go to/from London

CrossCountry: East – West

Journeys on routes Birmingham – Leicester, Birmingham – Cambridge and Stansted Airport, and Nottingham/Derby – Bristol/Cardiff

CrossCountry: North-South Manchester

Journeys on route Manchester to/from the South West and South Coast

CrossCountry: North-South Scotland & North East

Journeys on route Scotland/North East England to/from the South West/South Coast

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

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

Greater Anglia: Intercity

London – Norwich journeys, plus a few shorter services (like an early morning Colchester to Norwich service)

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

Greater Anglia: Rural

Journeys on Ipswich-Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge

Greater Anglia: Stansted

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

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

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

Hull Trains

All Hull Trains journeys

London Midland: London Commuter

Journeys on London Euston – Milton Keynes – Northampton services. Also journeys on Bedford – Bletchley, and Watford Junction – St Albans Abbey routes

London Midland: West Coast

Journeys on London Euston – Crewe/Liverpool Lime Street, London Euston – Birmingham New Street (mainly passengers to/from Birmingham New Street, Coventry or Rugby), and Birmingham New Street – Liverpool Lime Street routes

London Midland: West Midlands

Journeys on several lines mainly in and around Birmingham New Street

London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

London Overground: Highbury & Islington – Croydon/Clapham

Journeys on the Highbury & Islington – West Croydon and Highbury & Islington – 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: Central

Journeys on several lines in and around Manchester

Northern: East

Journeys on several lines in and around Leeds, Doncaster and Sheffield

Northern: North East

Journeys on lines in and around Newcastle

Northern: West

Journeys on lines in and around Liverpool and Preston

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

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 on Thameslink loop trains (via Wimbledon and Sutton) from/to as far north as Luton or St Albans

Thameslink: North/South*

Journeys on the Brighton – Bedford route

Thameslink: Kent*

Journeys on the Bedford – Kent route (including Denmark Hill & Sevenoaks, West Dulwich & Orpington route)

TransPennine Express: North

Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough, and Newcastle

TransPennine Express: North West

Journeys on rail lines between Manchester Airport & Manchester and Carlisle, Preston, Lancaster, Glasgow and Edinburgh

TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

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
Also includes London – Blackpool services

Virgin: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London – Leeds and West Yorkshire

Journeys on London – Leeds, London – Harrogate, London – Bradford Foster Square, and London – Skipton services

Virgin Trains East Coast: London – Newcastle/Sunderland and East Yorkshire

Journeys on London – Newcastle, London – Sunderland, London – York, London – Hull, and London – Lincoln services

Virgin Trains East Coast: London – Scotland

Journeys on London – Scotland services, and Leeds – Scotland services

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.

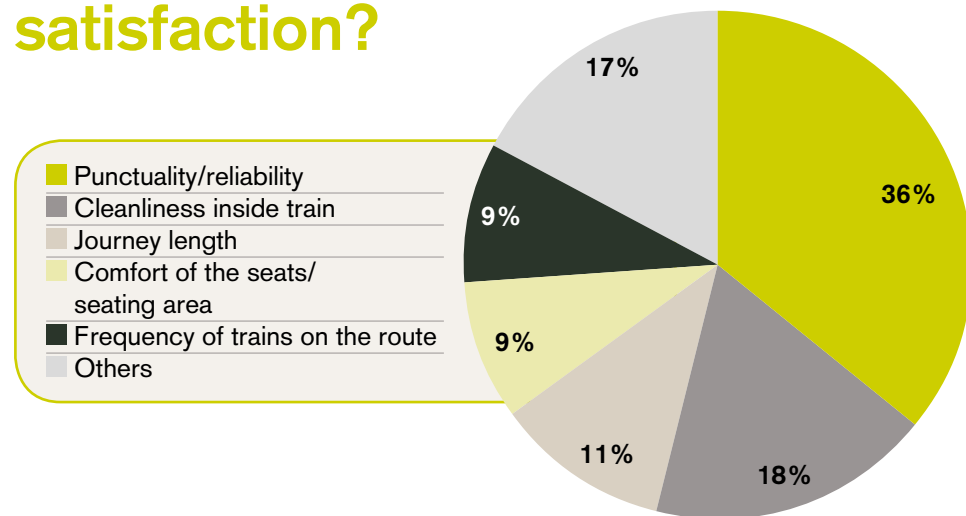
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Spring 2017 and Autumn 2016 combined.

The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied 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.

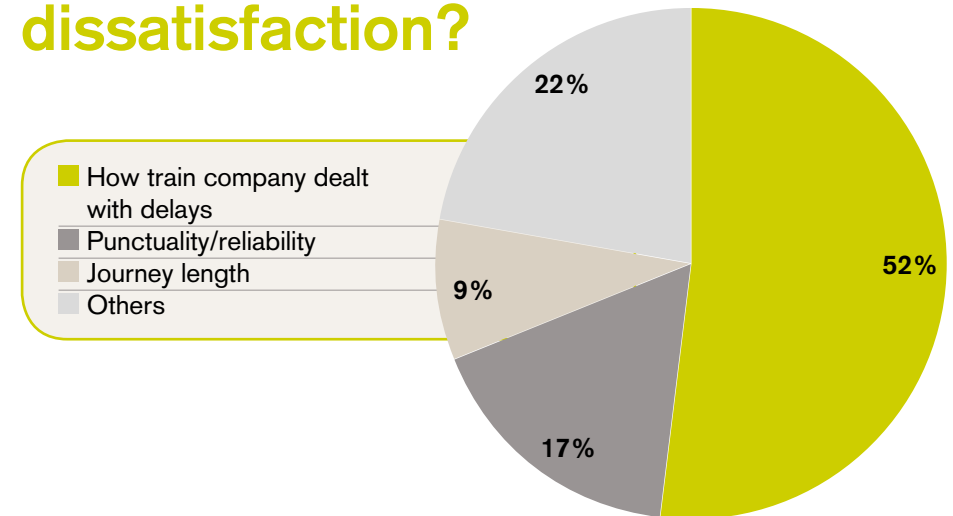
There were a few changes to the list of station and train factors between Autumn 2016 and Spring 2017. As two waves of data are needed to include a factor, it was not therefore possible to include all station and train factors when running this analysis for this wave only. This means, for example, that factors related to crowding could not be included. Some caution is therefore needed when looking at this analysis for this wave.

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 and train company routes 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?



What has the biggest impact on overall dissatisfaction?



National results by journey purpose

Journey purpose*

	Commuters Spring 2017			Improvement/decline in % satisfied or good since Spring 2016			Business Spring 2017			Improvement/decline in % satisfied or good since Spring 2016			Leisure Spring 2017			Improvement/decline in % satisfied or good since Spring 2016		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change			
Overall sample size 24767																		
Overall satisfaction with the journey	77	5	↑	84	2	=	90	1	=									
STATION FACILITIES																		
Overall satisfaction with the station	77	4	↑	80	1	=	86	1	↑									
Ticket buying facilities	76	5	↑	79	3	=	83	1	=									
Provision of information about train times/platforms	82	5	↑	86	5	↑	89	2	↑									
Upkeep/repair of the station buildings/platforms	70	4	↑	73	3	=	80	2	↑									
Cleanliness	75	3	↑	77	2	=	83	2	↑									
Toilet facilities at the station**	42	-	-	48	-	-	57	-	-									
Attitudes and helpfulness of the staff	75	5	↑	81	5	↑	84	2	↑									
Connections with other forms of public transport	76	4	↑	81	5	↑	81	3	↑									
Facilities for car parking	45	2	=	52	2	=	56	2	=									
Overall environment	72	8	↑	74	7	↑	80	5	↑									
Your personal security whilst using the station	72	4	↑	74	1	=	78	3	↑									
Availability of staff at the station	67	6	↑	69	5	↑	71	3	↑									
Shelter facilities	69	9	↑	71	5	↑	78	7	↑									
Availability of seating	48	8	↑	52	6	↑	63	5	↑									
How request to station staff was handled	82	6	↑	89	1	=	91	2	=									
Choice of shops/eating/drinking facilities available	48	7	↑	54	2	=	58	4	↑									
Availability of Wi-Fi***	30	-	-	36	-	-	45	-	-									
TRAIN FACILITIES																		
Overall satisfaction with the train	72	3	↑	80	1	=	87	0	=									
Frequency of the trains on that route	69	3	↑	78	2	=	84	1	=									
Punctuality/reliability (i.e. the train arriving/departing on time)	68	7	↑	80	3	=	87	1	↑									
Length of time the journey was scheduled to take (speed)	78	4	↑	82	1	=	90	2	↑									
Connections with other train services	70	4	↑	76	0	=	83	2	↑									
Value for money of the price of your ticket	33	2	↑	46	-1	=	65	2	↑									
Upkeep and repair of the train	68	1	=	76	2	=	81	0	=									
Provision of information during the journey	68	5	↑	75	5	↑	79	2	↑									
Helpfulness and attitude of staff on train	59	4	↑	72	1	=	76	3	↑									
Space for luggage	53	5	↑	61	6	↑	62	4	↑									
Toilet facilities	34	5	↑	45	6	↑	48	1	=									
Comfort of the seats****	61	-	-	65	-6	↓	74	-5	↓									
Step or gap between the train and the platform**	60	-	-	64	-	-	64	-	-									
Your personal security on board****	70	-1	=	78	-3	=	79	-3	↓									
Cleanliness of the inside	71	2	↑	79	3	↑	83	1	=									
Cleanliness of the outside	69	2	=	75	4	↑	79	1	=									
Availability of staff on the train	37	2	=	48	0	=	55	2	=									
How well train company deals with delays	32	8	↑	43	3	=	52	-1	=									
Level of crowding**	61	-	-	77	-	-	82	-	-									
Availability of Wi-Fi**	22	-	-	34	-	-	42	-	-									
Availability of power sockets**	19	-	-	35	-	-	38	-	-									

Technical appendix

Questionnaires are offered to passengers about to board a train at stations. They are given a reply-paid envelope for returning the completed questionnaire. Passengers who prefer to complete the questionnaire online give their email address to fieldworkers and are sent a link to the questionnaire by email.

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 part of 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 Hull Trains, Grand Central, Heathrow Connect and

Heathrow Express most questionnaires are offered to passengers on the train to ensure return of sufficient questionnaires.

Approximately 30 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 2016 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 2017 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 2000 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 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.

Issues affecting the Spring 2017 survey

Spring 2017 (wave 36) main fieldwork was undertaken between 30 January and 30 April 2017. Top up interviews were done within the last three weeks of the fieldwork period.

During fieldwork there were issues with two lines, the London Overground Gospel Oak to Barking route was closed until Monday 27 February; therefore limited shifts were conducted on this line.

There were a few periods of industrial action during fieldwork (Monday 13 March & Saturday 8 April), in most cases the affect of these was limited but a small number of shifts could not go ahead as planned and had to be re-scheduled.

On the 23 February most of the UK was hit by Storm Doris, this did result in a number of shifts not taking part as planned due to serious flooding, trees on lines, bus replacements etc. All shifts were re-arranged. The Blaenau Ffestiniog – Llandudno line was also closed due to damage caused by Storm Doris; no shifts were conducted on this line.

There were two separate incidents of structural damage in stations affecting fieldwork. In March emergency repairs

were carried out over a week at Liverpool Lime Street due to a wall falling onto the tracks, this did affect a small number of shifts carried out at this station and also stations with lines running to Liverpool Lime Street. On 12 April shifts were postponed for Heathrow Connect due to bricks causing damage to the line.

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 offer 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.

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
TransPennine Express
Virgin Trains
Virgin Trains East Coast

London and South East operators

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
ScotRail



Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, bus, coach or tram contact us:

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