# transportfocus M

# Rail passengers' priorities for improvement

#### September 2017

5th Floor, Holborn Gate, 26 Southampton Buildings, London WC2A 1AH <u>T + 44 (0)</u> 20 7861 3080

- W www.cie.uk.com
- E enquiries@cie.uk.com



#### Contents

	Headlines	Pg. 3-6					
Ä	What did we do?	Pg. 7-8					
Ä	Who did we speak to?	Pg. 9-12					
Ä	How can train companies improve the experience of rail travel?	Pg. 13-15					
	What are rail passengers' improvement priorities?	Pg. 16- 54					
	<ul> <li>Comparing 2017 to 2014</li> <li>Most frequent journey purpose</li> <li>Region</li> <li>Age group</li> <li>Passengers with a disability</li> <li>Ticket type</li> <li>Network Rail Route</li> </ul>	Pg. 19-25 Pg. 26-29 Pg. 30-35 Pg. 36-37 Pg. 38-40 Pg. 41-44 Pg. 45-54					
<b>Ä</b>	What are the improvement priorities of passengers across TOCs?	Pg. 55-96					
Ŕ	What improvements should be made to stations?	Pg. 97-104					
<u></u>	Conclusions	Pg. 105-108					
	Appendices: Summary of approach and improvement priorities by TOC						
	Transport Focus: Rail Passengers' Priorities for Improvement: 2017	transport <b>focus</b>					



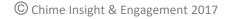
+235

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

GATWICK EXPRESS -

5







2

#### Headlines

- Train tickets offering better value for money continues to be passengers' key priority, and has increased marginally in importance since 2014
- The top ten improvement priorities have remained relatively stable since 2014, though with some differences. In terms of decreases in priority:
  - Services running sufficiently frequently at the time passengers wish to travel is the area showing the biggest decrease priority (and is now the sixth most important improvement area, compared to the third in 2014)
  - Having less disruption due to planned engineering has decreased in priority, from fifth to seventh improvement priority area
  - Passengers being able to get a seat on a train (though still ranked second) has decreased by 49 index points
- Key improvement areas that have increased in importance since 2014 relate to the reliability and availability of services:
  - Fewer trains being cancelled (the fifth most important improvement area) has increased by 25 index points
  - Train companies keeping passengers informed about delays (the eighth most important improvement area) has increased, again, by 25 index points





#### Headlines

- The order of preference for improvements remains relatively consistent between commuter, business and leisure passengers, however the strength of preference differs between groups:
  - Tickets offering better value for money is more important to leisure and business passengers than commuters
  - Being able to get a seat is also more important to leisure and business passengers
  - Commuters place more importance than the other two groups on areas relating to service reliability, namely:
    - More trains arriving on time
    - Less major unplanned disruption
    - Fewer trains being cancelled
  - Another key difference is that **business passengers** place more importance than the other two groups on having **free Wi-Fi**
- Linked to the above, prioritising areas for improvement differs by ticket used for most frequent journey:
  - Monthly or longer season ticket holders and Pay-as-you-go smartcard users (who are more likely to be commuters) place more importance on improving trains being on time, more frequent services, less cancellation of services and less unplanned disruption
  - Off-peak/Super-Off peak, Advance or Anytime ticket holders (who are more likely to be leisure travellers) place more importance on improving seating availability and value for money





#### Headlines

- Passengers with a disability have the same improvement priority areas as passengers as a whole (value for money, being able to get a seat and more trains arriving on time). Regarding key differences among passengers with a disability:
  - Passengers who state they have an eyesight disability place greater importance on having access to free Wi-Fi on trains than passengers as a whole, together with fewer unplanned disruptions and fewer cancellations
  - The main concern for passengers who consider themselves to have a **disability which affects their mobility** is **step-free access** from the station entrance to the train
- Overall, passengers using different areas of the network have different improvement priorities:
  - Firstly, in terms of Great Britain nation,
    - passengers in England are more likely than passengers in Wales and Scotland to prioritise areas relating to reliability and frequency of services (fewer cancellations, more trains arriving on time, more services than currently, fewer planned/unplanned disruptions)
    - Passengers in Scotland and Wales, meanwhile, are more likely to prioritise areas relating to seating availability and interior cleanliness than passengers in England
  - Regarding Network Rail routes used by passengers for their most frequent journey, there are two broad groups
    - Passengers using the London Northern Western, London North Eastern and East Midlands, Western, Wessex, Scotland and Wales routes are more likely to prioritise getting a seat on the train
    - Passengers who are more likely to place greater importance on **arriving on time, less unplanned disruption** and **fewer cancellations** are those using the South East and Anglia Network Rail routes





### What did we do?









Fieldwork: 22<sup>nd</sup> March – 5<sup>th</sup> April 2017 12,804 online interviews with GB rail passengers (who have travelled by rail in the last three Average interview length: 17 minutes months) Sampling Weighting improvement priorities Applied by: • Proportion of journeys Quotas set by: Trade off exercise made (for commuting, conducted and max-diff • Age business and leisure). Gender used to rank passenger ٠ • Within the three • GB region/nation improvement priorities journey types, age & • TOC (with boosts for gender some TOCs) Proportion of journeys made by TOC See appendix for further See appendix for further details of max-diff and priority



details



**Rail passengers'** 

statements included

8



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

and the former of the former







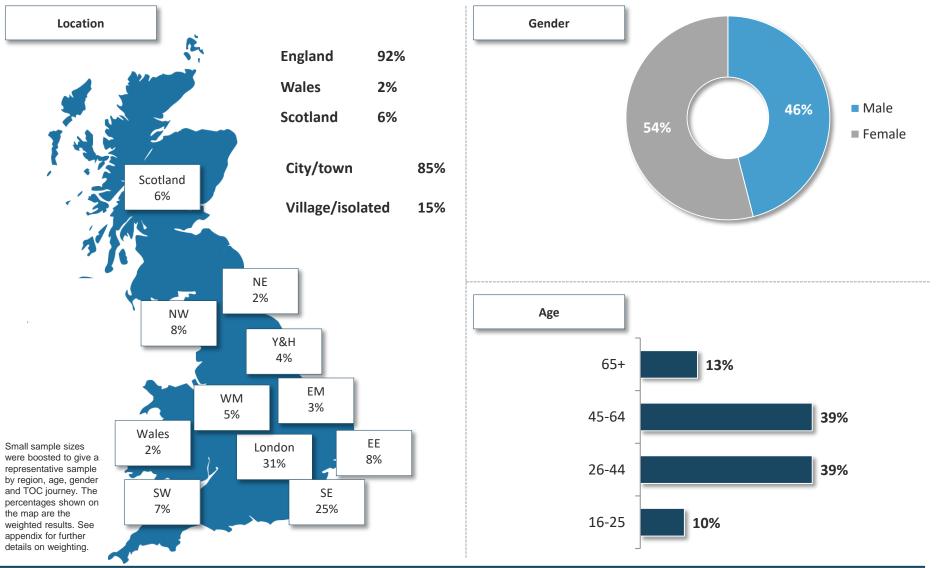
manufer a real way of a war

ALL DAMA

458531

#### **Profile of passengers – key demographics**



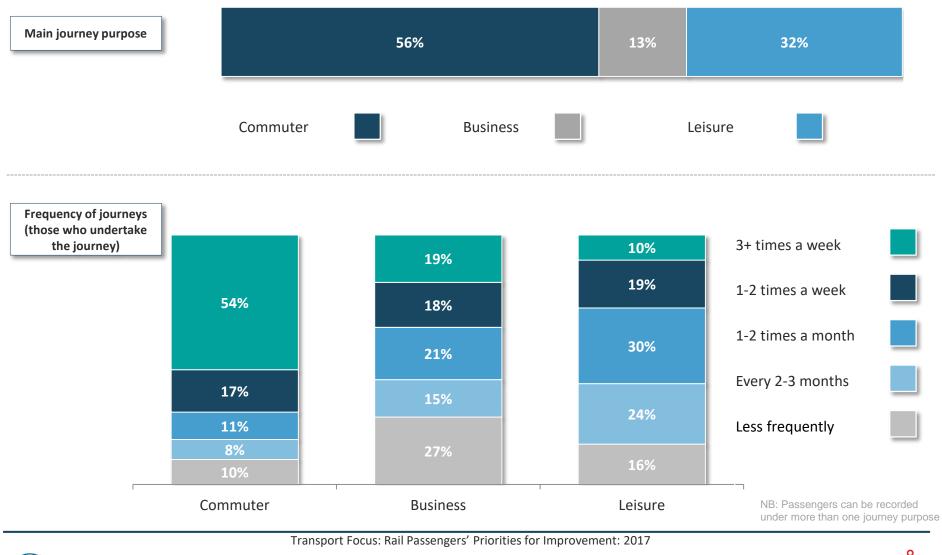






### **Profile of passengers – journey purpose and frequency**







© Chime Insight & Engagement 2017



### Train Operating Companies (TOCs) included in the research









## How can train companies improve the experience of rail travel?

Way out



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



As with the 2014 research, in the latest 2017 wave passengers were asked their 'top of mind' views on improvements to their experience of rail travel

- Directly before the max-diff improvement priorities exercise passengers were asked the open question: Overall, how do you think that train companies could improve the experience of rail travel for you?
- Verbatim responses were collected and grouped (thematically) into a codeframe
- Although a wide range of answers were provided by passengers, some key themes clearly emerged and the most frequently mentioned themes are displayed on the following slide

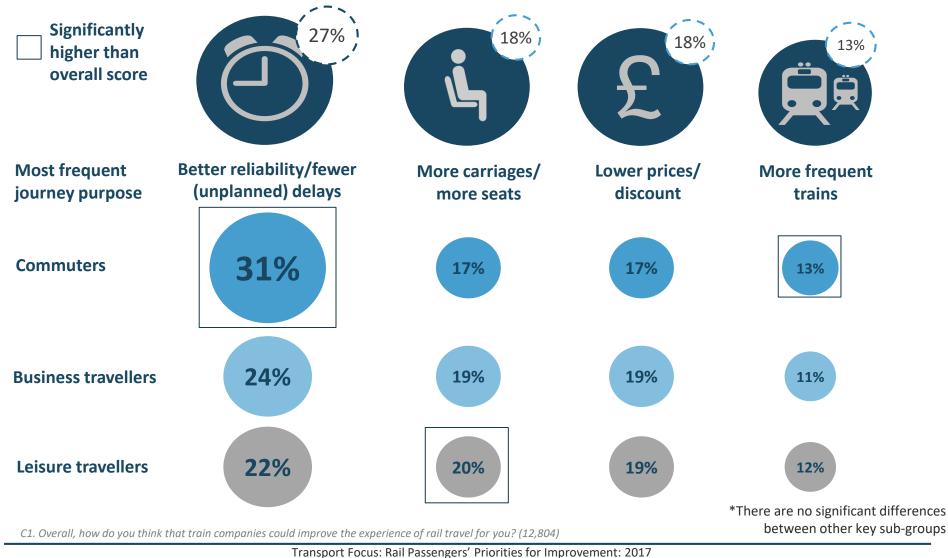


14



The most important improvement passengers spontaneously say they want train companies to make is improving reliability/reducing delays. This is most important for commuters\*.

% Most important improvement train companies should make (unprompted) - mentions over 10%





What are rail passengers' improvement priorities?

Key priorities for improvement are value for money of tickets and increasing the reliability and punctuality of services

GATWICK EXPRESS -



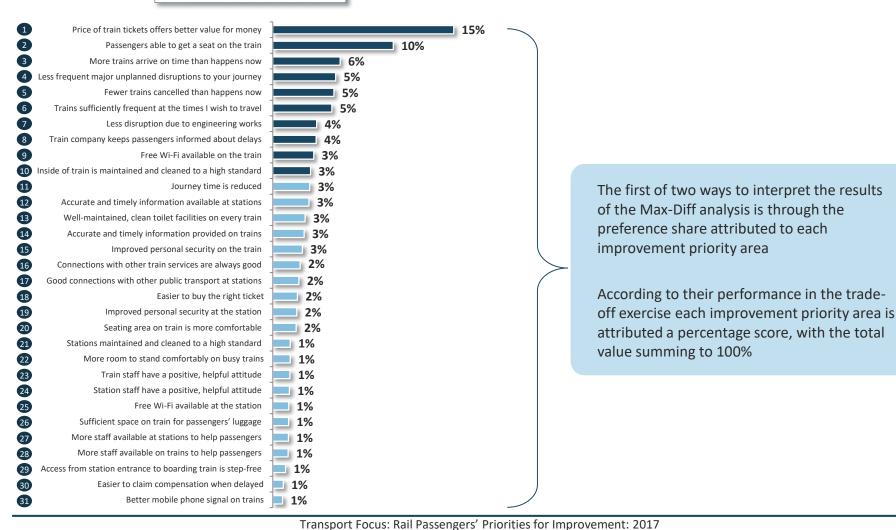




#### **Interpreting improvement priority preference share**

#### Passenger improvement priorities - preference %

Total sample (n=12,804)







#### Interpreting improvement priority index scores

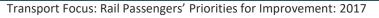
#### Passenger improvement priorities - index

	Total sample (	n=12,804)	
1 2	Price of train tickets offers better value for money Passengers able to get a seat on the train	318	477
3	More trains arrive on time than happens now	178	
4	Less frequent major unplanned disruptions to your journey	166	
5	Fewer trains cancelled than happens now	161	A second way to interpret the findings is that the priorities
6	Trains sufficiently frequent at the times I wish to travel	156	are shown as an index averaged on 100.
7	Less disruption due to engineering works	116	Ū
8	Train company keeps passengers informed about delays	115	In this case 100 = the average share under the assumption of
9	Free Wi-Fi available on the train	108	equal importance of all attributes. The number of points
10	Inside of train is maintained and cleaned to a high standard	99	above 100 is equivalent to the ratio of actual preference
11	Journey time is reduced	98	share to this theoretical average. So for example:
12	Accurate and timely information available at stations	95	share to this theoretical average. So for example.
13	Well-maintained, clean toilet facilities on every train	85	<ul> <li>150 = 50 per cent more important than average,</li> </ul>
14	Accurate and timely information provided on trains	83	<ul> <li>300 = three times as important as average; and</li> </ul>
15	Improved personal security on the train	78	
16	Connections with other train services are always good	72	<ul> <li>50 = half as important as average</li> </ul>
17	Good connections with other public transport at stations	69	
18	Easier to buy the right ticket	65	
19	Improved personal security at the station	64	
20	Seating area on train is more comfortable	62	
21	Stations maintained and cleaned to a high standard	46	
22	More room to stand comfortably on busy trains	46	
23	Train staff have a positive, helpful attitude	45	
24	Station staff have a positive, helpful attitude	44	
25	Free Wi-Fi available at the station	42	
26	Sufficient space on train for passengers' luggage	42	
27	More staff available at stations to help passengers	41	
28	More staff available on trains to help passengers	41	
29	Access from station entrance to boarding train is step-free	34	
30	Easier to claim compensation when delayed	28	
31	Better mobile phone signal on trains	26	



### Improvement priorities - comparing 2017 to 2014

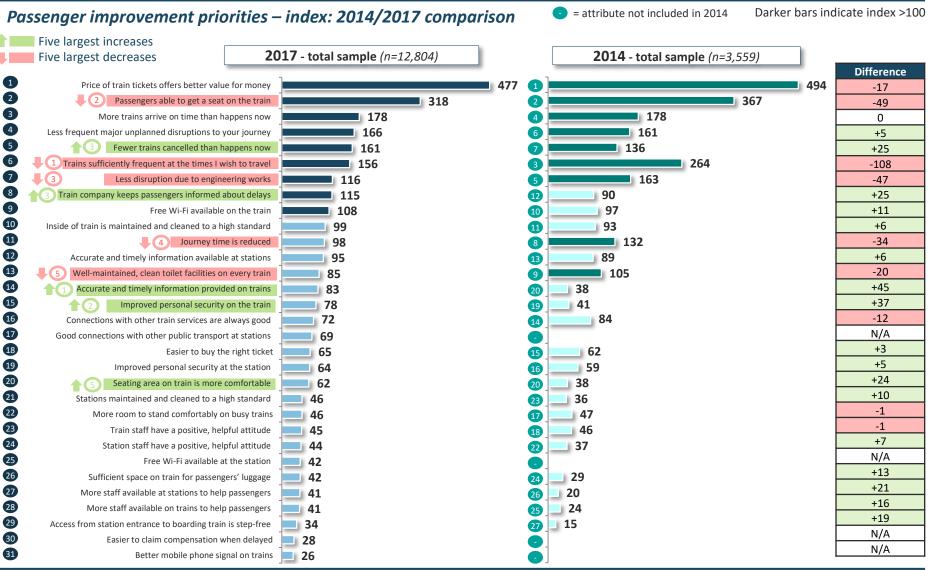
- As in 2014, the price of train tickets offering better value for money is the most important improvement priority for passengers
- The top ten improvement priorities have remained in a relatively stable order since 2014 but with some changes in scores
- Two of the top five decreases in priority scores related to overall journey time of 'normal' journeys:
  - The greatest decrease in priority between 2014 and 2017 was *trains running sufficiently frequently at the time passengers wish to travel* (which decreased by 108 index points, dropping from 3<sup>rd</sup> to 6<sup>th</sup> position).
  - Journey time being reduced also dropped from 8<sup>th</sup> to 11<sup>th</sup> (34 index points)
  - Linked to journey time, having less disruption due to planned engineering decreased in importance from 5<sup>th</sup> to 7<sup>th</sup> place (47 index points)
- Two of the top five decreases in priority order related to the on-board experience:
  - While still remaining the second most important priority area, *passengers getting a seat on the train* decreased by 49 index points the second largest decrease in score
  - Having well-maintained toilet facilities on every train dropped from 9<sup>th</sup> to 13<sup>th</sup> place (a decrease of 20 index points)
- Increases in priorities were less marked than decreases in priority, with two of the top five increases relating to information provision:
  - The greatest increase was passengers wanting accurate and timely information to be provided on trains (an increase from 20<sup>th</sup> to 14<sup>th</sup> position 37 index points)
  - Train companies keeping passengers informed about delays also increased in importance (from 12<sup>th</sup> to 8<sup>th</sup> position 25 index points)
- *Improved personal security on-board* increased in importance from 19<sup>th</sup> to 15<sup>th</sup> position (37 index points).
- Decreasing the number of cancellations also became more important to passengers (increasing from 7<sup>th</sup> to 5<sup>th</sup> place and by 25 index points)







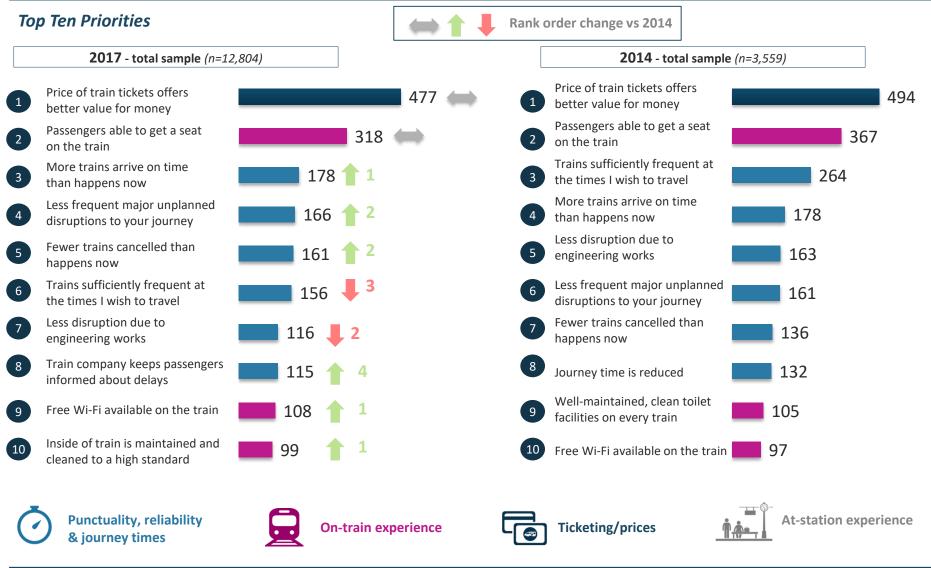
Passengers' ranking of improvement priorities has remained relatively consistent at an overall level between 2014 and 2017, although some key areas have decreased in importance



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Apart from the overall top priority of ticket prices offering better value for money, the top ten priorities remain dominated by issues relating to punctuality and reliability, as well as elements of the on-train experience

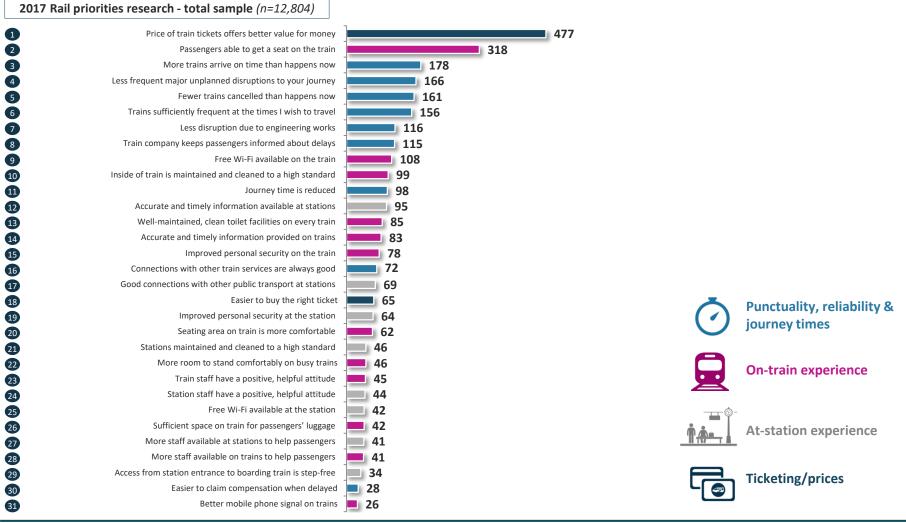


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



# Punctuality/reliability issues mostly appear in the top half of the ranking list, with on-train elements generally placing higher than at-station factors

#### Passenger improvement priorities – index: Full Listing

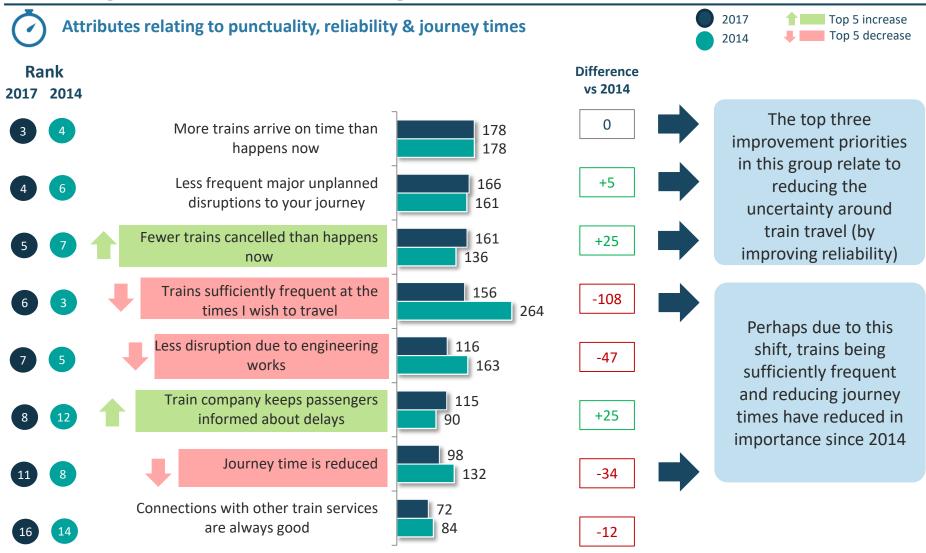


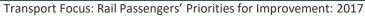


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Passengers place increased importance on reducing cancellations and being kept informed about delays compared to 2014, with more general issues relating to train frequency, engineering works and journey times seeing a decrease in scores and ranking

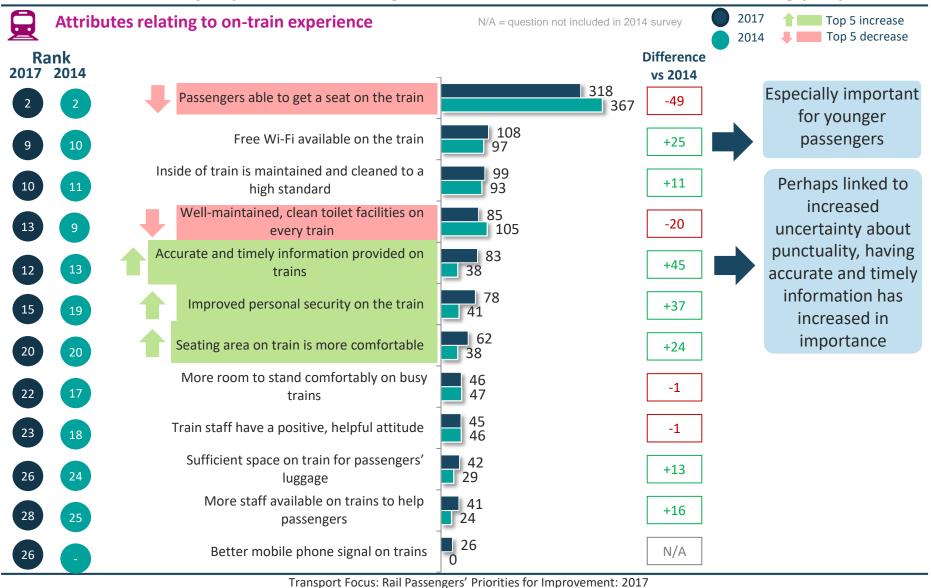






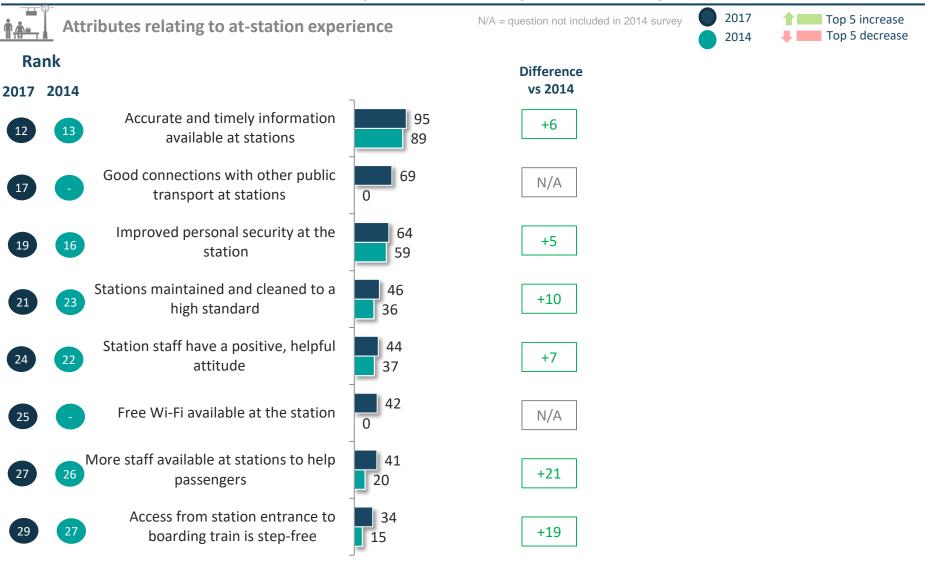


While passengers being able to get a seat on the train is the second highest improvement priority overall, other aspects of the on-train experience (staffing, room for luggage/standing) are less important. Basic cleanliness is relatively important and having accurate information has become increasingly important.





Overall, improving the at-station experience is a lower priority than reliability/punctuality and the ontrain experience. The highest improvement priority in this area relates to having accurate and timely information, which is in line with overall priorities on disruptions and delays

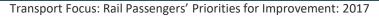


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



### Improvement priorities – most frequent journey purpose

- The top four improvement priorities are the same across the three groups: commuters, business and leisure travellers
- However, comparing the index scores for the three groups with the index score at the total level shows clear differences between the improvement priorities of commuters versus leisure and business travellers, with differences being particularly pronounced between commuter and leisure travellers
- Commuters are, firstly, more likely than leisure and business travellers to place importance on reliability and punctuality of service and, commuters rate the following improvement priority areas higher than the average index, whereas leisure and business passengers score below it:
  - More trains arriving on time; less frequent unplanned disruptions; fewer cancellations; sufficiently frequent trains; less disruption due to engineering works
- In some instances commuters and business travellers have similar priorities (which differ from leisure travellers); this is most pronounced with issues such as reducing journey times and having access to free Wi-Fi (both on the train and at the station)
- Leisure travellers (and to some extent business passengers) tend to place greater emphasis than commuters on the cleanliness and comfort of the train and station. Priority areas where this is the case are:
  - The inside of the train being maintained to a high standard; well-maintained on-board toilets; comfortable on-board seating; a well-maintained station
- Good customer service from train and station staff is also more important to leisure travellers than commuters and business travellers and this group are also more likely to be concerned about personal security on-board and at stations







# Leisure and business passengers are more concerned with *improving value for money* and *seating*, placing relatively more importance on these areas than commuters

Improvement priorities by purpose of most frequent journey - index

#### Total sample (n=12,804) **Commuter** (*n*=2,976) Business (n=1,298) Leisure (n=8,496) 438 Price of train tickets offers better value for money 477 528 525 2 318 289 Passengers able to get a seat on the train 2 **321** 367 3 196 More trains arrive on time than happens now 178 169 149 182 (4) Less frequent major unplanned disruptions to your journey 166 **160** 141 5 180 Fewer trains cancelled than happens now 161 **152** 132 6 167 156 Trains sufficiently frequent at the times I wish to travel 150 138 7 128 Less disruption due to engineering works 116 8 111 10 97 8 Train company keeps passengers informed about delays 115 117 9 106 8 114 9 108 10 109 Free Wi-Fi available on the train 13 90 7 146 10 Inside of train is maintained and cleaned to a high standard 87 99 12 11 **102** 7 120 11 98 9 110 Journey time is reduced 10 105 16 73 12 98 Accurate and timely information available at stations 95 11 13 88 11 94 13 74 85 14 Well-maintained, clean toilet facilities on every train 12 89 9 104 14 86 83 Accurate and timely information provided on trains 13 14 77 14 80 15 73 Improved personal security on the train 78 15 18 **63** 12 92 73 16 Connections with other train services are always good 72 16 17 66 17 73 17 69 17 71 Good connections with other public transport at stations 19 62 19 68 18 58 65 20 Easier to buy the right ticket 15 68 15 76 19 62 64 18 Improved personal security at the station 20 53 18 **71** 20 58 Seating area on train is more comfortable 62 19 16 **67** 20 66 21 45 46 23 Stations maintained and cleaned to a high standard 22 45 21 49 22 More room to stand comfortably on busy trains 21 52 46 23 44 28 **37** 23 Train staff have a positive, helpful attitude 45 24 44 24 42 22 49 24 25 43 Station staff have a positive, helpful attitude 44 26 41 23 47 25 42 22 47 Free Wi-Fi available at the station 21 48 29 **31** 26 27 39 Sufficient space on train for passengers' luggage 42 25 42 24 47 27 41 More staff available at stations to help passengers 41 26 27 35 26 45 28 41 28 39 More staff available on trains to help passengers 28 35 25 45 29 30 Access from station entrance to boarding train is step-free 34 30 30 28 27 42 30 Easier to claim compensation when delayed 28 29 32 31 28 30 20 31 26 31 📃 29 Better mobile phone signal on trains 29 29 31 18

Transport Focus: Rail Passengers' Priorities for Improvement: 2017





Darker bars indicate index >100

# Leisure and business passengers are more concerned with *improving value for money* and *seating*, placing relatively more importance on these areas than commuters

#### Improvement priorities by purpose of most frequent journey – index and difference compared with total index

Improvement priority area	Total index Commuter		Bus	iness	Leisure <i>8,496</i>		
Base:	12,804	2,976 1,298		298			
		Index	Difference cf. total index	Index	Difference cf. total index	Index	Difference cf. total index
1 Price of train tickets offers better value for money	477	438	-39	528	51	525	48
2 Passengers able to get a seat on the train	318	289	-28	321	3	367	49
3 More trains arrive on time than happens now	178	196	18	169	-9	149	-29
4 Less frequent major unplanned disruptions to your journey	166	182	16	160	-6	141	-25
5 Fewer trains cancelled than happens now	161	180	19	152	-9	132	-29
6 Trains sufficiently frequent at the times I wish to travel	156	167	12	150	-6	138	-18
7 Less disruption due to engineering works	116	128	12	111	-5	97	-19
8 Train company keeps passengers informed about delays	115	117	2	106	-8	114	-1
9 Free Wi-Fi available on the train	108	109	1	146	38	90	-18
10 Inside of train is maintained and cleaned to a high standard	99	87	-12	102	3	120	21
11 Journey time is reduced	98	110	12	105	8	73	-24
12 Accurate and timely information available at stations	95	98	3	88	-7	94	-2
13 Well-maintained, clean toilet facilities on every train	85	74	-11	89	3	104	19
14 Accurate and timely information provided on trains	83	86	3	77	-6	80	-3
15 Improved personal security on the train	78	73	-5	63	-15	92	14
16 Connections with other train services are always good	72	73	1	66	-6	73	:
17 Good connections with other public transport at stations	69	71	2	62	-7	68	-:
18 Easier to buy the right ticket	65	58	-7	68	3	76	1
19 Improved personal security at the station	64	62	-2	53	-11	71	
20 Seating area on train is more comfortable	62	58	-4	67	5	66	
21 Stations maintained and cleaned to a high standard	46	45	-2	45	-1	49	
22 More room to stand comfortably on busy trains	46	52	6	44	-2	37	
23 Train staff have a positive, helpful attitude	45	44	-1	42	-3	49	
24 Station staff have a positive, helpful attitude	44	43	-1	41	-3	47	
25 Free Wi-Fi available at the station	42	47	5	48	6	31	-12
26 Sufficient space on train for passengers' luggage	42	39	-3	42	0	47	
27 More staff available at stations to help passengers	41	41	-1	35	-6	45	
28 More staff available on trains to help passengers	41	39	-2	35	-6	45	
29 Access from station entrance to boarding train is step-free	34	30	-3	28	-6	42	
30 Easier to claim compensation when delayed	28	32	5	28	0	20	
31 Better mobile phone signal on trains	26	29	3	29	3	18	



# Commuters are more likely to cite issues relating to *punctuality and disruption* as improvement priorities

	Five biggest differences (higher)			1
,	Five biggest differences (lower)	Total sample (n=12,804)	Commuters (n=2976)	Difference
1	Price of train tickets offers better value for mone	477	438	-39
2	Passengers able to get a seat on the tra		2 2 289	-28
3	More trains arrive on time than happens no	-	12 3 196	+18
4	Less frequent major unplanned disruptions to your journe		13 4 182	+16
5	Fewer trains cancelled than happens no		1 5 180	+19
6	Trains sufficiently frequent at the times I wish to trav		<b>4</b> 6 <b>167</b>	+12
7	Less disruption due to engineering worl	s <b>116</b>	128	+12
8	Train company keeps passengers informed about delay	s <b>115</b>	8 117	+2
9	Free Wi-Fi available on the tra	n <b>108</b>	10 <b>109</b>	+1
10	Inside of train is maintained and cleaned to a high standar	d <b>99</b>	<b>3</b> 12 <b>87</b>	-12
11	Journey time is reduce	d 98	9 110	+12
12	Accurate and timely information available at station	s 95	11 98	+3
13	Well-maintained, clean toilet facilities on every tra	n <b>85</b>	<b>4</b> 14 <b>74</b>	-11
14	Accurate and timely information provided on train	s 83	13 86	+3
15	Improved personal security on the tra	n <b>78</b>	15 <b>73</b>	-5
16	Connections with other train services are always goo	d <b>72</b>	16 <b>73</b>	+1
17	Good connections with other public transport at station	s 69	17 <b>71</b>	+2
18	Easier to buy the right tick	et 📃 65	<b>4</b> 5 20 <b>58</b>	-7
19	Improved personal security at the static	n <b>64</b>	18 62	-2
20	Seating area on train is more comfortab	e <b>62</b>	19 58	-4
21	Stations maintained and cleaned to a high standar	d 📃 46	23 45	-2
22	More room to stand comfortably on busy trai	ns <b>46</b>	21 52	+6
23	Train staff have a positive, helpful attitud	e 📃 45	24 🔜 44	-1
24	Station staff have a positive, helpful attitud	e 📃 44	25 🔜 43	-1
25	Free Wi-Fi available at the static	n 📃 42	22 47	+5
26	Sufficient space on train for passengers' luggage	e <b>42</b>	27 39	-3
27	More staff available at stations to help passenge	s <b>41</b>	26 41	-1
28	More staff available on trains to help passenge	s <b>41</b>	28 39	-2
29	Access from station entrance to boarding train is step-free	e <b>34</b>	30 <b>30</b>	-3
30	Easier to claim compensation when delay	ed <b>28</b>	29 <b>32</b>	+5
31	Better mobile phone signal on trai	ns <b>26</b>	31 🛄 29	+3

*Commuter improvement priorities - index* 

Darker bars indicate index >100





### Improvement priorities – passengers in England, Scotland and Wales

- The top three improvement priorities are the same across the three nations
- Passengers in England differ from those in Wales and Scotland in that they are more likely to place greater importance on reliability and punctuality of service and, for the following improvement priority areas, passengers in England give ratings higher than the average index, whereas passengers in Wales and Scotland score below it:
  - More trains arriving on time; less frequent unplanned disruptions; fewer cancellations; sufficiently frequent trains; less disruption due to engineering work
- Perhaps linked to the above concerns about punctuality and reliability, passengers in England are more likely than passengers in Wales and Scotland to want an improvement in information provision; this is the case for train companies keeping passengers updated about delays, and having accurate and timely information on trains and at stations
- To a certain extent, passengers in Wales and Scotland are more concerned than passengers in England with improvements relating to on-board comfort and cleanliness, and are more likely to want improvements in:
  - Passengers being able to get a seat on the train; the inside of the train being maintained to a high standard; having well-maintained on-board toilets; on-board seating being more comfortable





#### Improving the value for money of train tickets and the ability to get a seat on the

train are even more important for passengers in Scotland and Wales

#### Improvement priorities by GB nation - index

Darker bars indicate index >100

	Total sample (n=12,804)	England (n=10,669)	<b>Wales</b> ( <i>n</i> =847)	<b>Scotland</b> ( <i>n</i> =1,287)
1 Price of train tickets offers better value fo	or money 477	1 <b>472</b>	1 524	1 539
2 Passengers able to get a seat on	the train 318	2 <b>312</b>	2 418	2 363
3 More trains arrive on time than happ	ens now <b>178</b>	3 180	3 140	3 162
4 Less frequent major unplanned disruptions to your	journey <b>166</b>	4 168	6 <b>127</b>	4 151
5 Fewer trains cancelled than happ	ens now <b>161</b>	5 164	7 120	6 <b>143</b>
6 Trains sufficiently frequent at the times I wish	to travel 156	6 <b>157</b>	4 137	5 147
7 Less disruption due to engineerin	ng works <b>116</b>	7 117	12 88	10 <b>—104</b>
8 Train company keeps passengers informed about	ut delays 115	8 115	9 110	9 105
9 Free Wi-Fi available on	the train <b>108</b>	9 108	11 89	7 119
Inside of train is maintained and cleaned to a high s	standard 99	11 98	5 128	8 112
11 Journey time is	reduced 98	10 98	16 <b>76</b>	12 <b>— 93</b>
12 Accurate and timely information available at	stations 95	12 <b>96</b>	10 <b>91</b>	13 <b>— 87</b>
13 Well-maintained, clean toilet facilities on ev	ery train 85	13 84	8 114	11 99
14 Accurate and timely information provided	on trains 83	14 83	13 <b>78</b>	14 <b>275</b>
15 Improved personal security on		15 <b>79</b>	14 <b>77</b>	18 <b>0 66</b>
16 Connections with other train services are always	ays good 72	16 <b>73</b>	18 <b>73</b>	16 <b>– 70</b>
17 Good connections with other public transport at	stations 69	17 69	19 <b>70</b>	19 <b>64</b>
18 Easier to buy the rig	ght ticket 65	19 <b>64</b>	15 <b>76</b>	15 <b>– 74</b>
19 Improved personal security at the	e station 64	18 <b>64</b>	20 61	20 53
20 Seating area on train is more com	nfortable 62	20 61	17 <b>75</b>	17 <b>69</b>
21 Stations maintained and cleaned to a high s	standard <b>46</b>	22 46	21 52	221 46
22 More room to stand comfortably on bu	usy trains <b>46</b>	21 47	27 41	25 <b>41</b>
23 Train staff have a positive, helpful	attitude <b>45</b>	23 45	23 <b>49</b>	231 <b>42</b>
24 Station staff have a positive, helpful	attitude <b>44</b>	24 44	24 47	24 <b>41</b>
25 Free Wi-Fi available at the	e station <b>42</b>	25 43	29 <b>32</b>	26 39
26 Sufficient space on train for passengers'	luggage <b>42</b>	27 41	22 50	21 47
27 More staff available at stations to help pa	ssengers <b>41</b>	26 42	26 <b>42</b>	27 35
28 More staff available on trains to help pa	ssengers <b>41</b>	28 41	25 <b>42</b>	28 35
29 Access from station entrance to boarding train is s	step-free <b>34</b>	29 34	28 <b>32</b>	29 30
30 Easier to claim compensation wher	n delayed 🔄 28	30 28	<sup>31</sup> <b>21</b>	31 24
31 Better mobile phone signal	on trains ] 26	31 <b>26</b>	30 22	30 <b>24</b>





# Improvement priority areas relating to *reducing delays, cancellations and disruption* are more important to passengers in England than in Scotland or Wales

#### Improvement priorities by GB nation – index and difference compared with total index

Improvement priority area	Total index	Eng	land	W	ales	Sco	tland
Base:	12,804	10,669		847		1,287	
		Index	Difference cf. total index	Index	Difference cf. total index	Index	Difference cf. total index
1 Price of train tickets offers better value for money	477	472	-5	524	47	539	62
2 Passengers able to get a seat on the train	318	312	-5	418	100	363	46
3 More trains arrive on time than happens now	178	180	2	140	-38	162	-16
4 Less frequent major unplanned disruptions to your journey	166	168	2	127	-39	150	-16
5 Fewer trains cancelled than happens now	161	164	2	120	-41	143	-18
6 Trains sufficiently frequent at the times I wish to travel	156	157	1	137	-19	147	-9
7 Less disruption due to engineering works	116	117	1	88	-28	104	-12
8 Train company keeps passengers informed about delays	115	115	1	110	-5	105	-9
9 Free Wi-Fi available on the train	108	108	0	89	-20	119	11
10 Inside of train is maintained and cleaned to a high standard	99	98	-2	128	28	112	13
11 Journey time is reduced	98	98	1	76	-22	93	-4
12 Accurate and timely information available at stations	95	96	1	91	-4	87	-9
13 Well-maintained, clean toilet facilities on every train	85	84	-2	114	29	100	14
14 Accurate and timely information provided on trains	83	83	1	78	-4	75	-8
15 Improved personal security on the train	78	79	1	77	-1	66	-12
16 Connections with other train services are always good	72	73	0	73	1	70	-3
17 Good connections with other public transport at stations	69	69	0	70	1	64	-5
18 Easier to buy the right ticket	65	64	-1	76	11	74	9
19 Improved personal security at the station	64	64	1	61	-3	53	-10
20 Seating area on train is more comfortable	62	61	-1	75	13	69	7
21 Stations maintained and cleaned to a high standard	46	46	0	52	5	46	0
22 More room to stand comfortably on busy trains	46	47	0	41	-5	41	-5
23 Train staff have a positive, helpful attitude	45	45	0	49	3	42	-3
24 Station staff have a positive, helpful attitude	44	44	0	47	3	41	-3
25 Free Wi-Fi available at the station	42	43	0	32	-11	39	-3
26 Sufficient space on train for passengers' luggage	42	41	0	50	8	47	5
27 More staff available at stations to help passengers	41	42	0	42	0	35	-6
28 More staff available on trains to help passengers	41	41	0	42	2	35	-5
29 Access from station entrance to boarding train is step-free	34	34	0	32	-2	30	-3
30 Easier to claim compensation when delayed	28	28	0	21	-7	24	-4
31 Better mobile phone signal on trains	26	26	0	22	-4	24	-2





#### Passengers in Scotland are more likely to be concerned about ticket prices and seating availability than passengers as a whole

Scotland passenger improvement priorities - index

Top five Scotland higher Total sample (n=12,804) Passengers in Scotland (n=1287) Top five Scotland lower Difference Price of train tickets offers better value for money +62 Passengers able to get a seat on the train +42More trains arrive on time than happens now -16 Less frequent major unplanned disruptions to your journey -15 Fewer trains cancelled than happens now -18 Trains sufficiently frequent at the times I wish to travel -9 Less disruption due to engineering works -12 Train company keeps passengers informed about delays -9 Free Wi-Fi available on the train +11 Inside of train is maintained and cleaned to a high standard +12 Journey time is reduced -4 Accurate and timely information available at stations -9 Well-maintained, clean toilet facilities on every train +14 Accurate and timely information provided on trains -8 -5 Improved personal security on the train -12 Connections with other train services are always good -3 Good connections with other public transport at stations -5 Easier to buy the right ticket +9 Improved personal security at the station -10 Seating area on train is more comfortable +7 Stations maintained and cleaned to a high standard More room to stand comfortably on busy trains -5 Train staff have a positive, helpful attitude -3 Station staff have a positive, helpful attitude -3 Free Wi-Fi available at the station -3 Sufficient space on train for passengers' luggage +5 More staff available at stations to help passengers -6 More staff available on trains to help passengers -5 Access from station entrance to boarding train is step-free -4 Easier to claim compensation when delayed -4 Better mobile phone signal on trains 126 -2

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

#### 

#### Passengers in Wales are generally even more likely to cite value for money and getting a seat as priorities for improvement

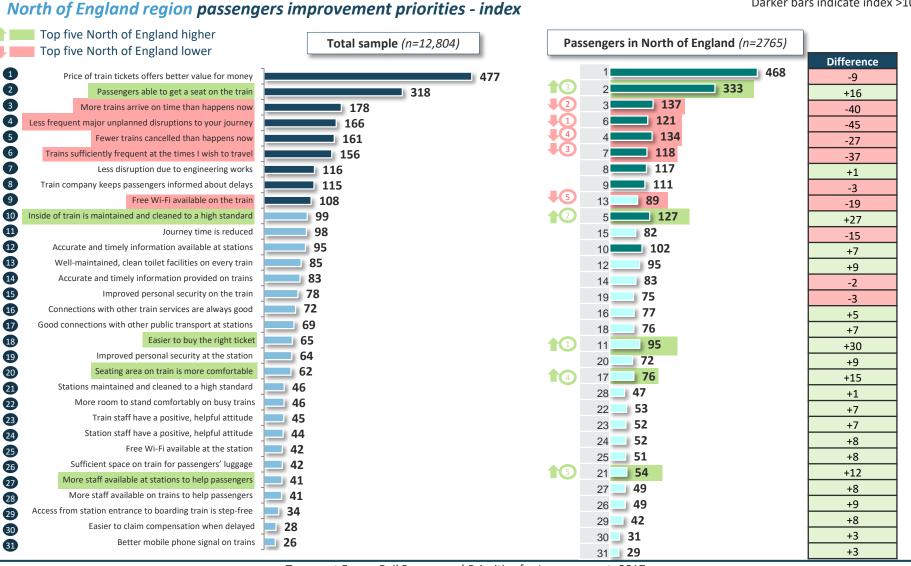
Wales passengers improvement priorities - index Top five Wales higher Total sample (n=12,804) Passengers in Wales (n=847) Top five Wales lower Difference Price of train tickets offers better value for money +47 Passengers able to get a seat on the train +100 More trains arrive on time than happens now -38 Less frequent major unplanned disruptions to your journey -39 Fewer trains cancelled than happens now -41 Trains sufficiently frequent at the times I wish to travel -19 Less disruption due to engineering works -28 Train company keeps passengers informed about delays -5 Free Wi-Fi available on the train -20 Inside of train is maintained and cleaned to a high standard +28 Journey time is reduced -22 Accurate and timely information available at stations -4 Well-maintained, clean toilet facilities on every train (3) +29 Accurate and timely information provided on trains -4 Improved personal security on the train -1 Connections with other train services are always good +1 Good connections with other public transport at stations +1 Easier to buy the right ticket +11 Improved personal security at the station -3 Seating area on train is more comfortable **↑**(5) +13 Stations maintained and cleaned to a high standard +5 More room to stand comfortably on busy trains -5 Train staff have a positive, helpful attitude +3 Station staff have a positive, helpful attitude +3 Free Wi-Fi available at the station -11 Sufficient space on train for passengers' luggage +8 More staff available at stations to help passengers More staff available on trains to help passengers +2 Access from station entrance to boarding train is step-free -2 Easier to claim compensation when delayed -7 31 21 Better mobile phone signal on trains -4 30 22

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

#### Passengers in the North of England are more concerned about the ease of buying tickets, having clean and well-maintained trains and the ability to get a seat







### Improvement priorities – comparing differences by age group

- The top two improvement priorities are the same across the four age groups however, after this the ranking of improvement priorities begins to diverge
- Improvement priority areas relating to comfort and cleanliness are more important as the age of passengers increases (which is likely to be impacted by older passengers being more likely to be leisure passengers as well as age-related factors); this pattern occurs for the following areas:
  - Being able to get a seat (226 index points for passengers aged 16-25 increasing to 390 for passengers aged 65+); the inside of the train being maintained to a high standard (89 index points for passengers aged 16-25 increasing to 135 for passengers aged 65+); and having well maintained on-board toilets (81 index points for passengers aged 16-25 increasing to 118 for passengers aged 65)
  - Improvement priorities relating to reliability and punctuality are more important to passengers likely to fall into the commuter group. The following improvement areas are more important to passengers aged under 65 (and particularly for those aged 26-44 and 45-64): More trains arriving on time; less frequent unplanned disruptions; fewer cancellations; trains being sufficiently frequent
- One notable difference relating to age is increasing the availability of free Wi-Fi at stations and on board trains which is more important to passengers aged 16-25 than to other age groups





# Younger passengers are more concerned with *access to free Wi-Fi*, with older passengers placing relatively more importance on *comfort and cleanliness*

### Improvement priorities by age - index

Darker bars indicate index >100

Total sample	le (n=12,804)	<b>16-25</b> ( <i>n</i> =1,559)	<b>26-44</b> ( <i>n</i> =4,397)	<b>45-64</b> ( <i>n=4,665</i> )	<b>65+</b> ( <i>n</i> =2,182)
1 Price of train tickets offers better value for money	477	1 <b>387</b>	1 426	1 538	1 516
2 Passengers able to get a seat on the train	318	2 <b>226</b>	2 265	2 370	2 390
3 More trains arrive on time than happens now	178	4 166	3 185	3 182	3 152
4 Less frequent major unplanned disruptions to your journey	166	5 <b>155</b>	4 176	4 <b>166</b>	4 145
5 Fewer trains cancelled than happens now	161	6 <b>149</b>	5 171	5 164	7 134
6 Trains sufficiently frequent at the times I wish to travel	156	7 144	6 156	6 <b>163</b>	5 142
2 Less disruption due to engineering works	116	9 115	7 126	8 <b>112</b>	11 98
8 Train company keeps passengers informed about delays	115	10 <b>— 112</b>	9 114	<sup>o</sup> <sub>7</sub> 113	8 122
9 Free Wi-Fi available on the train	108	3 <b>215</b>	8 120	12 88	24 📕 48
10 Inside of train is maintained and cleaned to a high standard	99	12 <b>89</b>	12 <b>91</b>	9 99	6 135
Journey time is reduced	98	8 123	10 108	9 11 91	18 🦲 66
Accurate and timely information available at stations	95	11 <b>95</b>	11 95	10 94	10 100
13 Well-maintained, clean toilet facilities on every train	85		14 <b>2 80</b>	10 13 <b>81</b>	9 118
Accurate and timely information provided on trains	83		13 <b>84</b>	15 <b>80</b>	12 - 85
15 Improved personal security on the train	78	18 <b>69</b>	15 <b>77</b>	13 80	13 <b>— 82</b>
16 Connections with other train services are always good	72	17 <b>■ 74</b>	16 <b>75</b>	14 16 <b>68</b>	14 - 77
Good connections with other public transport at stations	69	16 <b>0 75</b>	17 <b>74</b>	19 <b>61</b>	15 73
18 Easier to buy the right ticket	t <b>65</b>	19 <b>■ 64</b>	20 61	19 17 <b>67</b>	16 <b>72</b>
19 Improved personal security at the station	64	21 <b>62</b>	18 <b>66</b>	18 <b>62</b>	19 63
20 Seating area on train is more comfortable	62	20 63	19 <b>63</b>	20 59	17 69
21 Stations maintained and cleaned to a high standard	46	231 <b>50</b>	23 <b>48</b>	20 22 <b>41</b>	20 53
22 More room to stand comfortably on busy trains	5 <b>46</b>	22 <b>I 53</b>	22 <b>52</b>	22 21 <b>42</b>	28 <b>36</b>
23 Train staff have a positive, helpful attitude	45	24 <b>I 49</b>	24 48	23 40	21 50
24 Station staff have a positive, helpful attitude	44	251 <b>49</b>	25 47	23 <b>39</b>	22 49
25 Free Wi-Fi available at the station	42	13 <b>87</b>	21 53	24 28 <b>28</b>	30 16
26 Sufficient space on train for passengers' luggage	42	27 <b>I 47</b>	26 45	27 36	23 49
27 More staff available at stations to help passengers	41	281 <b>45</b>	27 44	26 <b>36</b>	26 <b>45</b>
28 More staff available on trains to help passengers	41	29 <b>42</b>	28 <b>42</b>	26 <b>36</b>	25 45
29 Access from station entrance to boarding train is step-free	34	31 <b>40</b>	29 37	29 <b>27</b>	27 <b>42</b>
30 Easier to claim compensation when delayed	28	30 <b>41</b>	30 36	30 <b>20</b>	29 16
31 Better mobile phone signal on trains	5 <b>] 26</b>	261 <b>48</b>	31 <b>34</b>	30 31 <b>17</b>	31 <b>12</b>
			ios for Improvoment: 201		01





Passengers were asked whether they considered themselves to be disabled in any way. The types of disability which have a base size large enough to report on are: (1) Mobility/wheelchair user (956 passengers) (2) Hearing (463 passengers) (3) Eyesight (passengers 345).

This section focuses on improvement priorities for each of these groups, key findings for which are:

- Overall, and in line with passengers as a whole, passengers from all disability categories prioritise value for money, the ability to get a seat on trains and more trains arriving on time
- Passengers who state that they have a disability related to eyesight are more likely than passengers as a whole to prioritise the availability of free Wi-Fi on trains as an improvement area; they also see less unplanned disruptions and fewer cancellations as key improvement priorities
- Unsurprisingly, passengers who perceive themselves as having a disability which affects their mobility are more concerned with having step-free access from the station entrance to the train; this group places less importance on the availability of free Wi-Fi at stations than passengers as a whole and the other disability groups





Passengers who state they have an eyesight disability place more importance on having free Wi-Fi on the train and less disruption whereas passengers with a mobility disability prioritise step-free access from the station to the train

Improvement priorities by passengers with a disability-index

Mobility/wheelchair Any disability Hearing Eyesight Total sample (n=12,804) (n=1483) (n= 956) (n = 462)(n=345) Price of train tickets offers better value for money Pric 398 Passengers able to get a seat on the train Pasie 329 Pb 334 More trains arrive on time than happens now Less frequent major unplanned disruptions to your journey 8 111 Fewer trains cancelled than happens now 9 110 Trains sufficiently frequent at the times I wish to travel 3 131 5 💻 135 Less disruption due to engineering works 15 83 12 📕 101 Train company keeps passengers informed about delays 7 115 8 📕 112 Free Wi-Fi available on the train 10 107 Inside of train is maintained and cleaned to a high standard 5 124 Journey time is reduced Accurate and timely information available at stations 12 100 Well-maintained, clean toilet facilities on every train 11 101 6 116 Accurate and timely information provided on trains Improved personal security on the train Connections with other train services are always good Good connections with other public transport at stations Easier to buy the right ticket Improved personal security at the station Seating area on train is more comfortable Stations maintained and cleaned to a high standard More room to stand comfortably on busy trains Train staff have a positive, helpful attitude Station staff have a positive, helpful attitude Free Wi-Fi available at the station Sufficient space on train for passengers' luggage More staff available at stations to help passengers More staff available on trains to help passengers Access from station entrance to boarding train is step-free Easier to claim compensation when delayed 31 28 Better mobile phone signal on trains 

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

#### 

### Improvement priorities by passengers with a disability - index

Higher than total index scoreLower than total index score

Improvement priority area	Total index	Any disability	Mobility/wheelchair	Hearing	Eyesight
Base:	12,804	1483	956	462	345
		Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	398	382	415	376
2 Passengers able to get a seat on the train	318	329	334	352	269
3 More trains arrive on time than happens now	178	136	131	130	146
4 Less frequent major unplanned disruptions to your journey	166	126	124	111	131
5 Fewer trains cancelled than happens now	161	119	116	110	128
6 Trains sufficiently frequent at the times I wish to travel	156	130	126	131	135
7 Less disruption due to engineering works	116	92	91	83	101
8 Train company keeps passengers informed about delays	115	115	117	115	112
9 Free Wi-Fi available on the train	108	95	76	107	136
10 Inside of train is maintained and cleaned to a high standard	99	120	123	124	110
11 Journey time is reduced	98	81	73	85	102
12 Accurate and timely information available at stations	95	99	100	99	96
13 Well-maintained, clean toilet facilities on every train	85	111	116	116	101
14 Accurate and timely information provided on trains	83	85	85	85	86
15 Improved personal security on the train	78	93	101	87	86
16 Connections with other train services are always good	72	77	79	80	77
17 Good connections with other public transport at stations	69	77	78	79	79
18 Easier to buy the right ticket	65	68	67	75	66
19 Improved personal security at the station	64	77	82	71	74
20 Seating area on train is more comfortable	62	76	77	78	74
21 Stations maintained and cleaned to a high standard	46	59	61	58	60
22 More room to stand comfortably on busy trains	46	49	48	50	56
23 Train staff have a positive, helpful attitude	45	59	61	57	61
24 Station staff have a positive, helpful attitude	44	58	60	55	59
25 Free Wi-Fi available at the station	42	46	40	49	66
26 Sufficient space on train for passengers' luggage	42	60	62	62	58
27 More staff available at stations to help passengers	41	59	64	54	58
28 More staff available on trains to help passengers	41	57	62	52	57
29 Access from station entrance to boarding train is step-free	34	85	104	63	60
30 Easier to claim compensation when delayed	28	31	31	32	38
31Better mobile phone signal on trains	26	31	28	33	41



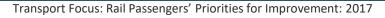


Passengers were asked which ticket type they used for the journey they take most often. The ticket types reported in the following section are 1) Anytime single or return 2) Off-peak/Super off-peak single or return 3) Advance single or return 4) Pay-as-you-go smartcard 5) Weekly season ticket 6) Monthly season ticket 7) Annual season ticket.

Two additional groupings are also included in the next section: *Monthly or longer season ticket* (combining groups 6-7 above) and *Any season ticket* (combining groups 5-7 above)

Key findings by ticket type are:

- In terms of season ticket holders, Pay-as-you-go smartcard users and monthly or longer season ticket holders are more concerned about the on time arrivals of trains than passengers as a whole, also prioritising a more frequent train service and less unplanned disruption and cancellation of trains
- Weekly season ticket holders share some similarities with monthly or longer season ticket holders, such as placing importance on less unplanned disruption and reduced journey times. On the whole however, passengers who often purchase a weekly season ticket have different improvement priorities to monthly or longer season ticket holders. Improvement suggestions amongst weekly season ticket holders tend to be in line with Anytime or Advance ticket buyers
- Off-peak and super off-peak ticket users place more importance on value for money and the ability to get a seat on the train than other passengers (as a whole and all other ticket types)
- Passengers who purchase advance tickets are more likely to prioritise access to free Wi-Fi on trains and having clean and well-maintained trains and toilets than passengers as a whole and all other ticket types





Passengers who use off peak or super off peak tickets are more concerned about value for money and the ability to get a seat on the train than other ticket types and passengers as a whole

Improvement priorities by ticke	t type - index					Darker bars i	ndicate index >100
			Anytime single-	Off peak/su	ıper	Advance	PayG
Tot	al sample (n=12,804)		return	off peak	د	single/return	Smartcard
180			(n=4190)	(n=4866	)	(n=2256)	(n=1263)
Price of train tickets offers better value for money	477	1	Price of trail 485	1	555	1 <b>490</b>	1 373
2 Passengers able to get a seat on the train	318	2	Pas 304	2	345	2 319	2 267
3 More trains arrive on time than happens now	178	3	N 160	3 154		4 131	3 197
4 Less frequent major unplanned disruptions to your journey	166	4	148	4 146		6 119	5 180
5 Fewer trains cancelled than happens now	161	6	143	6 137		8 112	4 183
6 Trains sufficiently frequent at the times I wish to travel	156	5	145	5 140		5 126	6 170
2 Less disruption due to engineering works	116	9	<b>105</b>	10 102		12 88	7 📃 130
8 Train company keeps passengers informed about delays	115	8	111	8 108		10 103	8 2 125
9 Free Wi-Fi available on the train	108	7	138	9 104		3 154	13 91
10 Inside of train is maintained and cleaned to a high standard	99	10	<b>103</b>	7 109		7 119	14 37
Journey time is reduced	98	11	96	12 91		11 92	9 🗖 108
12 Accurate and timely information available at stations	95	12	94	13 89		13 86	10 106
13 Well-maintained, clean toilet facilities on every train	85	13	90	11 94		9 110	18 74
Accurate and timely information provided on trains	83	14	82	16 77		16 77	12 92
15 Improved personal security on the train	78	15	80	15 79		19 <b>74</b>	11 93
<b>16</b> Connections with other train services are always good	72	16	72	17 <b>70</b>		18 74	15 81
Good connections with other public transport at stations	69	18	<b>1</b> 70	19 65		17 74	16 81
18 Easier to buy the right ticket	65	17	70	14 80		14 <b>79</b>	20 54
19 Improved personal security at the station	64	19	66	20 63		21 63	17 77
20 Seating area on train is more comfortable	62	20	65	18 67		15 <b>78</b>	19 55
21 Stations maintained and cleaned to a high standard	46	22	49	21 47		23 55	24 47
22 More room to stand comfortably on busy trains	46	25	46	25 41		27 47	21 54
23 Train staff have a positive, helpful attitude	45	23	49	23 46		24 53	22 48
24 Station staff have a positive, helpful attitude	44	24	47	24 44		25 51	25 47
25 Free Wi-Fi available at the station	42	21	53	28 37		20 63	27 42
26 Sufficient space on train for passengers' luggage	42	27	44	22 46		22 58	29 40
27 More staff available at stations to help passengers	41	26	44	26 41		26 47	23 48
28 More staff available on trains to help passengers	41	28	44	27 41		28 46	26 46
29 Access from station entrance to boarding train is step-free	34	29	36	29 34		29 42	28 42
30 Easier to claim compensation when delayed	28	31	30	30 26		31 34	30 34
31 Better mobile phone signal on trains	26	30	31	31 24		30 37	31 28
	Transport Focus: Bail Pa			01]	17	J. 0.	31)



Passengers who hold a monthly or longer season ticket are more concerned about on time arrivals of trains, less disruption and cancellations, and would like more frequent trains than passengers as a whole

	type - index				Monthly or longe
Tota	al sample (n=12,804)	Weekly season	Monthly season	Annual season	season
		(n=484)	(n=677)	(n=345)	(n=989)
Price of train tickets offers better value for money	477	1 412	1 404	1 476	1
Passengers able to get a seat on the train	318	2 260	2 298	2 290	2 29
More trains arrive on time than happens now	178	3 176	3 227	3 236	3 232
ss frequent major unplanned disruptions to your journey	166	4 165	4 220	4 220	4 221
Fewer trains cancelled than happens now	161	5 160	5 218	5 218	5 219
Trains sufficiently frequent at the times I wish to travel	156	6 152	6 177	6 195	6 185
Less disruption due to engineering works	116	7 122	7 150	7 145	7 148
Train company keeps passengers informed about delays	115	8 114	8 121	9 120	8 💻 120
Free Wi-Fi available on the train	108	10 101	17 📕 66	10 106	12 81
ide of train is maintained and cleaned to a high standard	99	12 95	12 📕 80	13 74	13 <b>– 78</b>
Journey time is reduced	98	9 💻 113	10 98	8 125	9 💻 109
Accurate and timely information available at stations	95	11 95	9 📕 100	11 99	10 99
Well-maintained, clean toilet facilities on every train	85	14 85	14 📕 68	16 <b>59</b>	16 <b>64</b>
Accurate and timely information provided on trains	83	13 87	11 🔜 86	12 85	11 📕 86
Improved personal security on the train	78	17 29	15 <b>68</b>	17 52	17 📕 61
Connections with other train services are always good	72	16 79	13 <b>– 70</b>	14 66	<sub>14</sub> 69
Good connections with other public transport at stations	69	15 84	16 <b>67</b>	15 <b>61</b>	15 65
Easier to buy the right ticket	<b>65</b>	20 51	21 <b>50</b>	20 46	21 48
Improved personal security at the station	64	18 70	18 58	21 44	19 <b>52</b>
Seating area on train is more comfortable	62	19 64	19 📕 55	19 47	20 52
Stations maintained and cleaned to a high standard	<b>4</b> 6	22 54	22 42	23 34	22 39
More room to stand comfortably on busy trains	46	23 53	20 55	18 48	18 52
Train staff have a positive, helpful attitude	<b>4</b> 5	21 54	23 <b>41</b>	24 32	23 37
Station staff have a positive, helpful attitude	44	25 53	24 <b>40</b>	25 32	25 37
Free Wi-Fi available at the station	42	24 53	28 35	22 41	24 37
Sufficient space on train for passengers' luggage	42	28 46	25 38	27 26	27 33
More staff available at stations to help passengers	41	26 50	26 38	26 <b>28</b>	26 34
More staff available on trains to help passengers	41	27 48	27 36	28 <b>26</b>	28 32
ccess from station entrance to boarding train is step-free	34	30 37	30 <b>32</b>	31 18	30 26
Easier to claim compensation when delayed	28	29 41	29 33	29 24	29 29
Better mobile phone signal on trains	26	31 37	31 <b>25</b>	30 <b>23</b>	31 24

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



#### Improvement priorities by ticket type - index

Higher than total index scoreLower than total index score

			Off							
		Anytime	Peak/Super		PayG		Weekly	Monthly	Annual	Monthly or
Improvement priority area		single/return		single/return		Any season	Season	Season	season	longer season
Base:	12,804	4190	4866	2256	1263	1365	677	3131	345	989
		Index	Index	Index	Index	Index	Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	485	555	490	373	434	412	404	476	434
2 Passengers able to get a seat on the train	318	304	345	319	267	293	260	298	290	296
3 More trains arrive on time than happens now	178	160	154	131	197	219	176	227	236	232
4 Less frequent major unplanned disruptions to your journey	166	148	146	119	180	208	165	220	220	221
5 Fewer trains cancelled than happens now	161	143	137	112	183	205	160	218	218	219
6 Trains sufficiently frequent at the times I wish to travel	156	145	140	126	170	178	152	177	195	185
7 Less disruption due to engineering works	116	105	102	88	130	142	122	150	145	148
8 Train company keeps passengers informed about delays	115	111	108	103	125	118	114	121	120	120
9 Free Wi-Fi available on the train	108	138	104	154	91	86	101	66	106	81
10 Inside of train is maintained and cleaned to a high standard	99	103	109	119	87	81	95	80	74	78
11 Journey time is reduced	98	96	91	92	108	110	113	98	125	109
12 Accurate and timely information available at stations	95	94	89	86	106	98	95	100	99	99
13 Well-maintained, clean toilet facilities on every train	85	90	94	110	74	68	85	68	59	64
14 Accurate and timely information provided on trains	83	82	77	77	92	85	87	86	85	86
15 Improved personal security on the train	78	80	79	74	93	65	79	68	52	61
16 Connections with other train services are always good	72	72	70	74	81	71	79	70	66	69
17 Good connections with other public transport at stations	69	70	65	74	81	68	84	67	61	65
18 Easier to buy the right ticket	65	70	80	79	54	51	61	50	46	48
19 Improved personal security at the station	64	66	63	63	77	56	70	58	44	52
20 Seating area on train is more comfortable	62	65	67	78	55	55	64	55	47	52
21 Stations maintained and cleaned to a high standard	46	49	47	55	47	42	54	42	34	39
22 More room to stand comfortably on busy trains	46	46	41	47	54	52	53	55	48	52
23 Train staff have a positive, helpful attitude	45	49	46	53	48	40	54	41	32	37
24 Station staff have a positive, helpful attitude	44	47	44	51	47	40	53	40	32	37
25 Free Wi-Fi available at the station	42	53	37	63	42	40	53	35	41	37
26 Sufficient space on train for passengers' luggage	42	44	46	58	40	36	46	38	26	33
27 More staff available at stations to help passengers	41	44	41	47	48	37	50	38	28	34
28 More staff available on trains to help passengers	41	44	41	46	46	35	48	36	26	32
29 Access from station entrance to boarding train is step-free	34	36	34	42	42	28	37	32	18	26
30 Easier to claim compensation when delayed	28	30	26	34	34	32	41	33	24	29
31 Better mobile phone signal on trains	26	31	24	37	28	27	37	25	23	24





Network Rail group their operations across the UK into eight routes: 1) Anglia 2) London North Eastern and East Midlands (LNE&EM) 3) London North Western 4) Scotland 5) South East 6) Wales 7) Wessex 8) Western

Passengers were assigned to a route using information about the journey they most frequently take, namely TOC used and origin and destination station. The next section outlines how improvement priorities vary among passengers using the different Network Rail routes

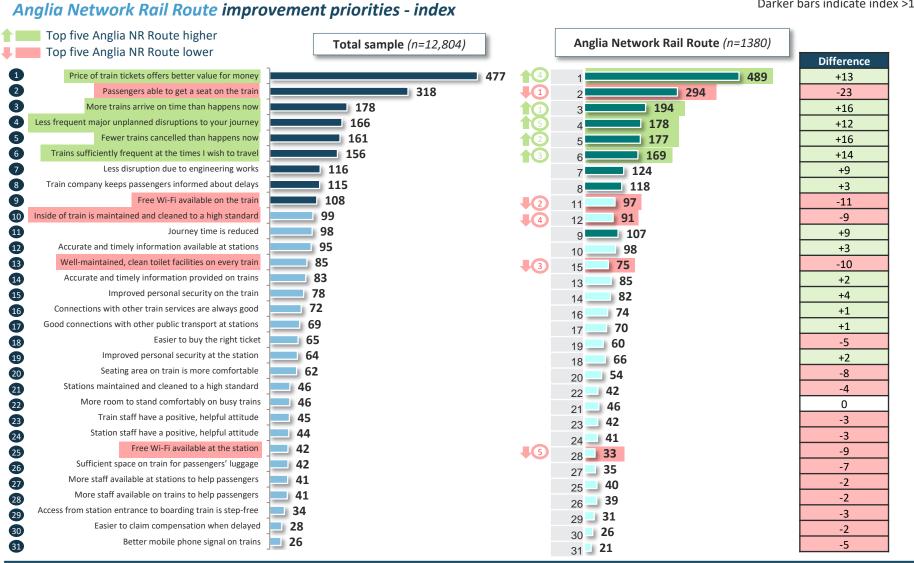
- For passengers on all routes the top three priorities remain, obtaining better value for money, getting a seat on the train and more trains being on time than happens now. However, across the NR routes passengers place differing levels of importance on these areas
- Passengers who are more concerned with getting a seat on a train are those from London Northern Western, London North Eastern and East Midlands, Western, Wessex, Scotland and Wales
- Meanwhile, passengers from the Anglia and South Eastern routes are more likely than passengers as a whole to prioritise more trains being on time than happens now. These two groups of passengers are also more likely to prioritise having fewer cancellations and, finally, South Eastern route passengers are the most likely to prioritise reducing unplanned disruptions

Please note: due to rounding, figures shown on the following slides might not match those shown on the simulator





Passengers who take the Anglia route are less concerned about getting a seat on the train than passengers as a whole but on time arrivals of trains and fewer cancellations are a priority

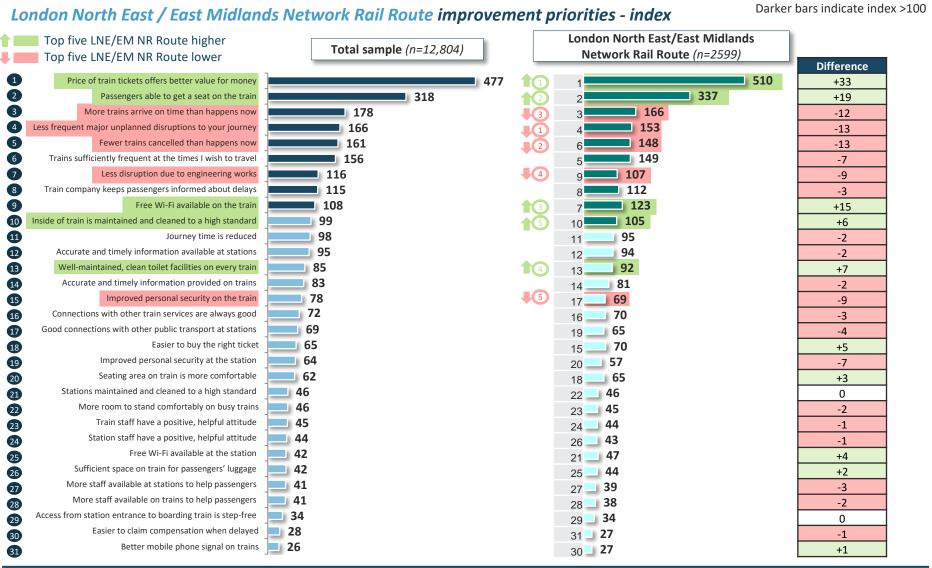


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

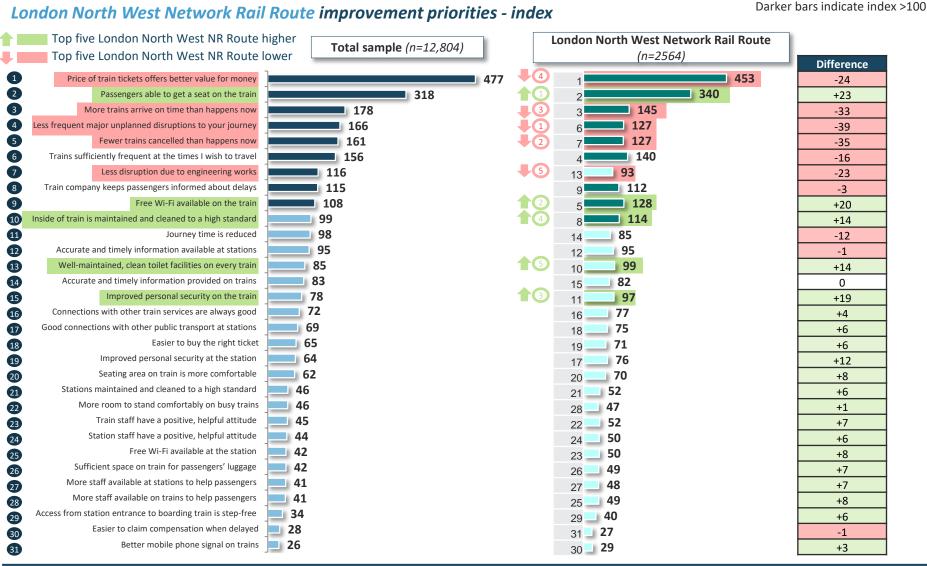
# Passengers on the London North East/East Midlands route are more likely to prioritise value for money and getting a seat on the train than passengers as a whole





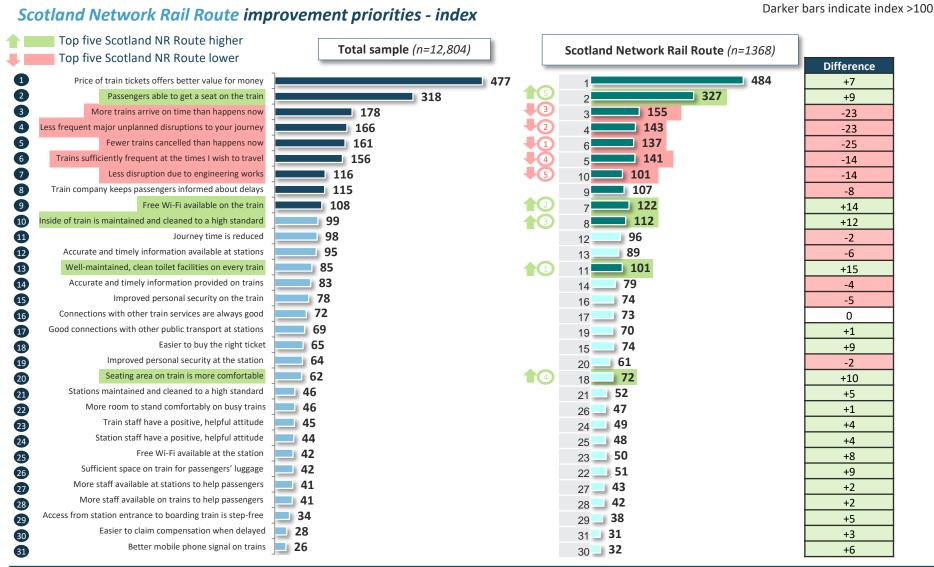


Passengers who take the London North West route are less concerned than passengers as a whole about unplanned disruption, train cancellations and on time arrivals but getting a seat on the train is a concern



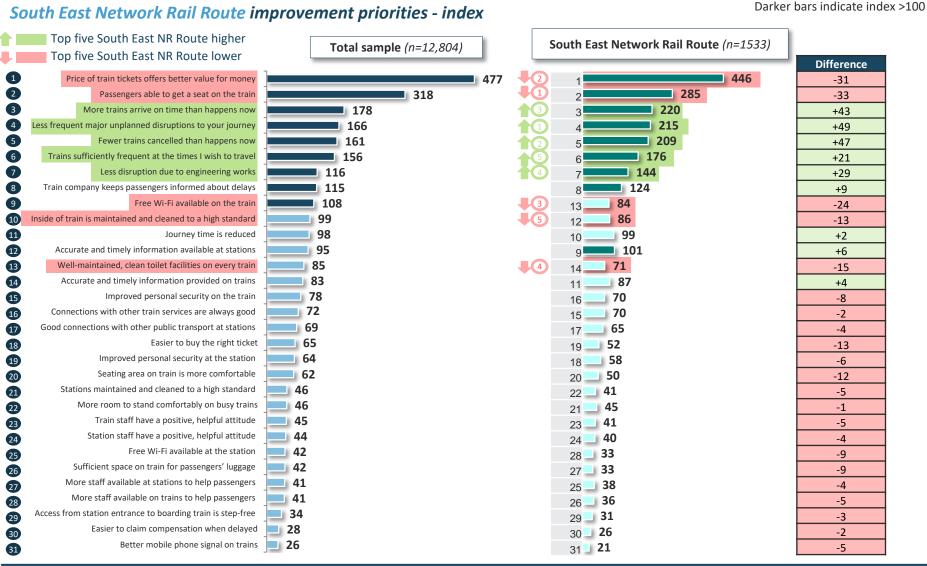


Passengers who take the Scotland route are largely in line with passengers as a whole, but they have less concern about cancellations, unplanned disruption and on time arrivals of trains





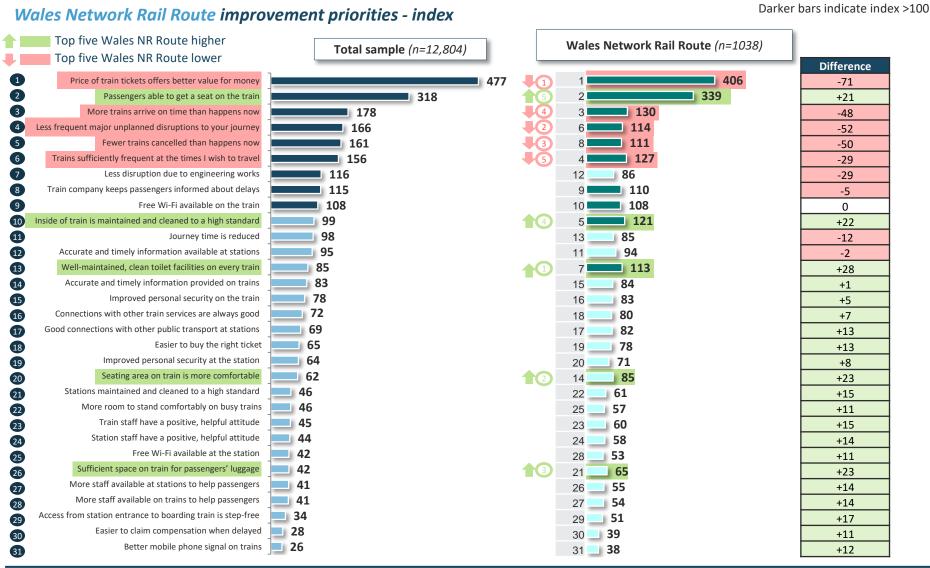
## Areas relating to unplanned disruption, cancellations and on time arrivals of trains are a bigger priority for passengers on the South East route than for passengers as a whole







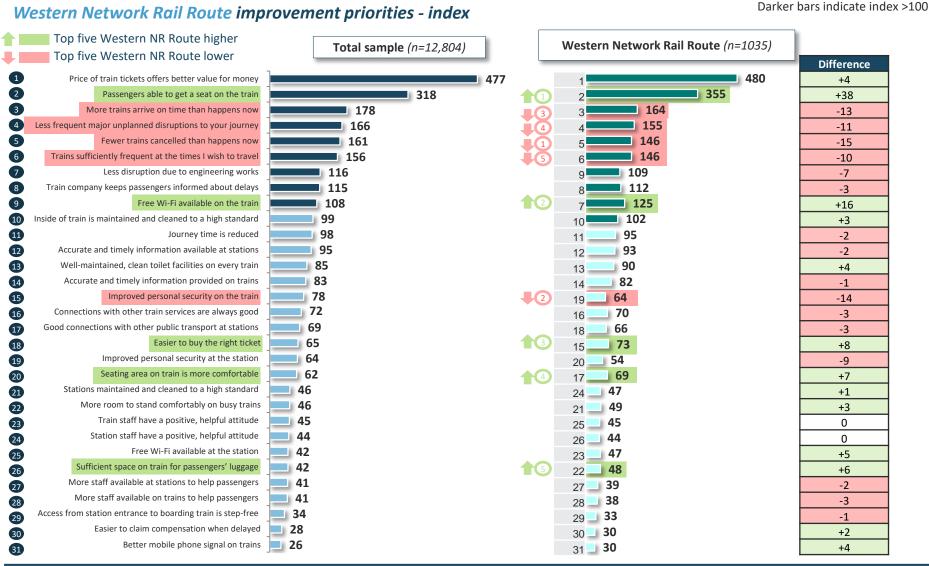
For passengers on the Wales route value for money is much less important than for passengers as a whole, but they are more likely to prioritise clean and well-maintained trains and toilet facilities





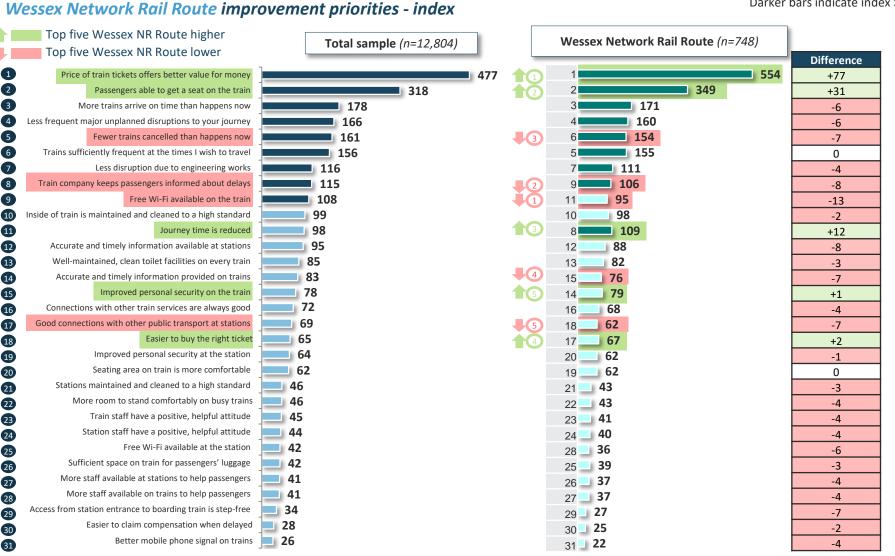


## Passengers on the Western route have priorities which are roughly in line with passengers as a whole, but there is more concern about getting a seat on the train





### Passengers on the Wessex route are much more likely to place importance on value for money and getting a seat on the train than passengers as a whole



Transport Focus: Rail Passengers' Priorities for Improvement: 2017





Darker bars indicate index >100

Improvement priorities by Network Rail Roo	utes – inde	ex					Higher thar Lower than		
Improvement priority area	Total index	Anglia	LNE/EM	London North West	Scotland	South East	Wales	Western	Wessex
Base:	12,804	461	564	388	1061	596	643	182	638
		Index	Index	Index	Index	Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	489	510	453	484	446	406	480	554
2 Passengers able to get a seat on the train	318	294	337	340	327	285	339	355	349
3 More trains arrive on time than happens now	178	194	166	145	155	220	130	164	171
4 Less frequent major unplanned disruptions to your journey	166	178	153	127	143	215	114	155	160
5 Fewer trains cancelled than happens now	161	177	148	127	137	209	111	146	154
6 Trains sufficiently frequent at the times I wish to travel	156	169	149	140	141	176	127	146	155
7 Less disruption due to engineering works	116	124	107	93	101	144	86	109	111
8 Train company keeps passengers informed about delays	115	118	112	112	107	124	110	112	106
9 Free Wi-Fi available on the train	108	97	123	128	122	84	108	125	95
10Inside of train is maintained and cleaned to a high standard	99	91	105	114	112	86	121	102	98
11 Journey time is reduced	98	107	95	85	96	99	85	95	109
12 Accurate and timely information available at stations	95	98	94	95	89	101	94	93	88
13 Well-maintained, clean toilet facilities on every train	85	75	92	99	101	71	113	90	82
14 Accurate and timely information provided on trains	83	85	81	82	79	87	84	82	76
15 Improved personal security on the train	78	82	69	97	74	70	83	64	79
16 Connections with other train services are always good	72	74	70	77	73	70	80	70	68
17 Good connections with other public transport at stations	69	70	65	75	70	65	82	66	62
18 Easier to buy the right ticket	65	60	70	71	74	52	78	73	67
19 Improved personal security at the station	64	66	57	76	61	58	71	54	62
20 Seating area on train is more comfortable	62	54	65	70	72	50	85	69	62
21 Stations maintained and cleaned to a high standard	46	42	46	52	52	41	61	47	43
22 More room to stand comfortably on busy trains	46	46	45	47	47	45	57	49	43
23 Train staff have a positive, helpful attitude	45	42	44	52	49	41	60	45	41
24 Station staff have a positive, helpful attitude	44	41	43	50	48	40	58	44	40
25 Free Wi-Fi available at the station	42	33	47	50	50	33	53	47	36
26 Sufficient space on train for passengers' luggage	42	35	44	49	51	33	65	48	39
27 More staff available at stations to help passengers	41	40	39	48	43	38	55	39	37
28 More staff available on trains to help passengers	41	39	38	49	42	36	54	38	37
29 Access from station entrance to boarding train is step-free	34	31	34	40	38	31	51	33	27
30 Easier to claim compensation when delayed	28	26	27	27	31	26	39	30	25
31 Better mobile phone signal on trains	26	21	27	29	32	21	38	30	22





What are the improvement priorities of passengers across TOCs?

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

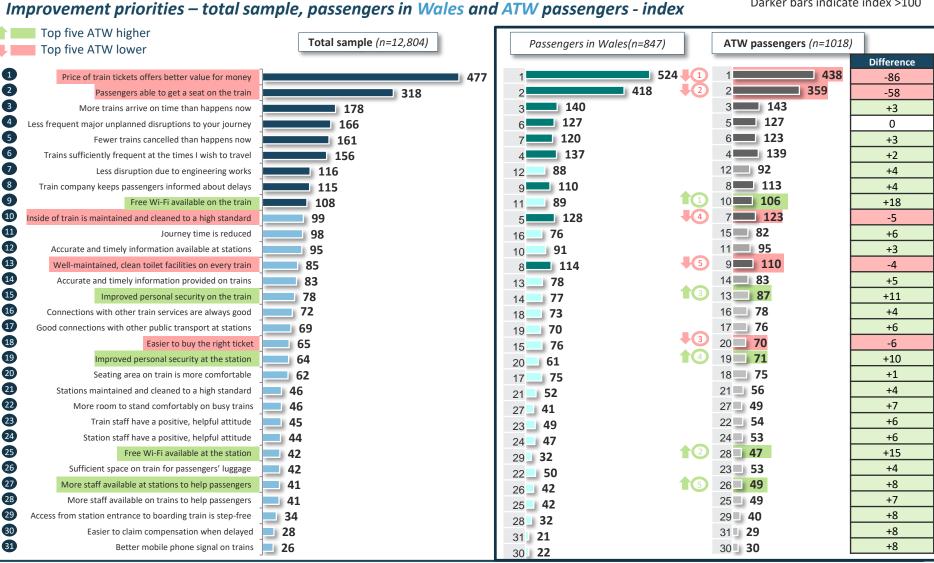
377 428





428

Although the top two priorities remain the same for passengers in Wales overall, and Arriva Trains Wales passengers, their importance is lower for ATW passengers



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

Although the top three improvement areas remain the same for c2c customers they are less important than for passengers as whole. *Access to free Wi-Fi* and *improved personal security* are more important than for passengers as a whole

	Top five c2c higher				
	Top five c2c lower	Total sample (n=12,804)		c2c passengers (n=643)	
					Difference
1	Price of train tickets offers better value for money	477		1 412	-65
2	Passengers able to get a seat on the train	318	<b>↓</b> 2 <b>↓</b> 5	2 275	-42
3	More trains arrive on time than happens now	178	5	3 152	-26
4	Less frequent major unplanned disruptions to your journey	166	<b>↓</b> 3	7 130	-36
5	Fewer trains cancelled than happens now	161	4	6 133	-28
6	Trains sufficiently frequent at the times I wish to travel	156		4 143	-13
7	Less disruption due to engineering works	116		12 99	-17
8	Train company keeps passengers informed about delays	115		8 117	+2
9	Free Wi-Fi available on the train	108		5 137	+29
10	Inside of train is maintained and cleaned to a high standard	99		13 98	-2
11	Journey time is reduced	98		10 102	+5
12	Accurate and timely information available at stations	95		1199	+4
13	Well-maintained, clean toilet facilities on every train	85		16 82	-3
14	Accurate and timely information provided on trains	83		14 88	+6
15	Improved personal security on the train	78	12	9 106	+28
16	Connections with other train services are always good	72		18 <b>78</b>	+5
17	Good connections with other public transport at stations	69		17 78	+9
18	Easier to buy the right ticket	65		19 72	+7
19	Improved personal security at the station	64	13	15 86	+22
20	Seating area on train is more comfortable	62		20 64	+2
21	Stations maintained and cleaned to a high standard	46		27 53	+7
22	More room to stand comfortably on busy trains	46		26 54	+8
23	Train staff have a positive, helpful attitude	45	13	22 56	+11
24	Station staff have a positive, helpful attitude	44		24 55	+11
25	Free Wi-Fi available at the station	42	14	21 61	+19
26	Sufficient space on train for passengers' luggage	42		28 44	+2
27	More staff available at stations to help passengers	41		23 55	+14
28	More staff available on trains to help passengers	41		25 55	+14
29	Access from station entrance to boarding train is step-free	34		29 43	+9
30	Easier to claim compensation when delayed	28		30 37	+9
31	Better mobile phone signal on trains	26		31 36	+10

*c2c passenger improvement priorities - index* 

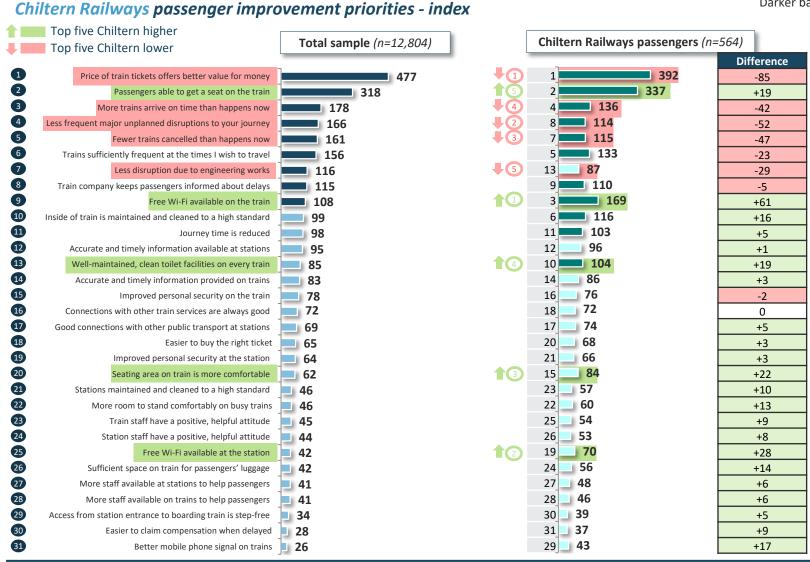
Darker bars indicate index >100





# Access to free Wi-Fi is significantly more important to Chiltern Railways customers, while improvements relating to punctuality and reliability of service are less important

Darker bars indicate index >100





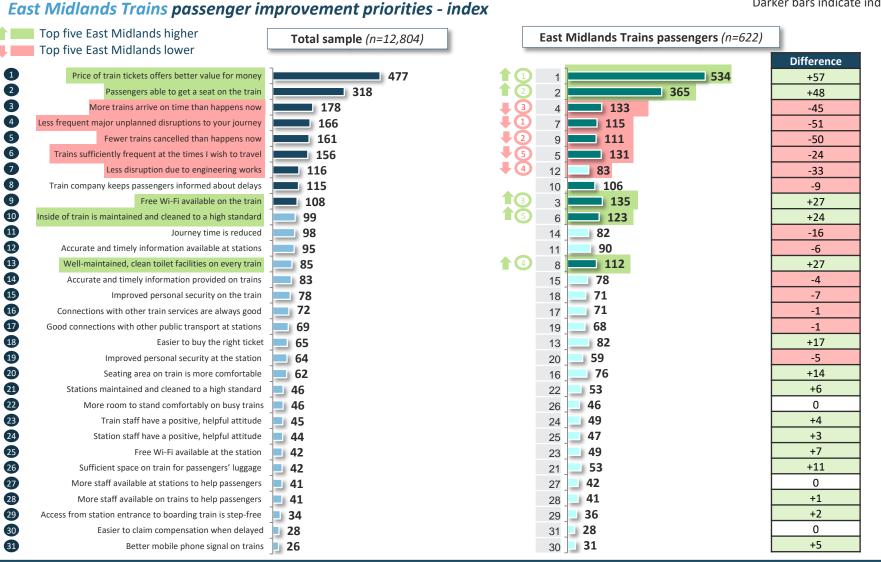


### Improvement areas relating to price of train tickets and being able to get a seat are more important to CrossCountry customers than passengers as a whole

Cro	ssCountry Trains passenger im	provement priorities - inde	?X			Darker ba	ars indicate index >100
	Top five CrossCountry higher	Total sample (n=12,804)		CrossCountry Tra	ains passengers (	n=605)	
	Top five CrossCountry lower					Difference	
1	Price of train tickets offers better value for money	477		1	532	+55	
2	Passengers able to get a seat on the train	318		2	354	+37	
3	More trains arrive on time than happens now	178	<b>↓</b> 3	4 132		-46	
4	Less frequent major unplanned disruptions to your journey	166		7 119		-47	
5	Fewer trains cancelled than happens now	161		8 112		-50	
6	Trains sufficiently frequent at the times I wish to travel	156	<b>↓5</b>	5 132		-24	
7	Less disruption due to engineering works	116	4	12 86		-30	
8	Train company keeps passengers informed about delays	115		10 104		-11	
9	Free Wi-Fi available on the train	108	13	3 139		+31	
10	Inside of train is maintained and cleaned to a high standard	99	15	6 123		+24	
11	Journey time is reduced	98		11 94		-3	
12	Accurate and timely information available at stations	95		13 86		-10	
13	Well-maintained, clean toilet facilities on every train	85	14	9 111		+26	
14	Accurate and timely information provided on trains	83		17 75		-8	
15	Improved personal security on the train	78		16 75		-3	
16	Connections with other train services are always good	72		18 74		+2	
17	Good connections with other public transport at stations	69		19 72		+3	
18	Easier to buy the right ticket	65		14 81		+16	
19	Improved personal security at the station	64		20 60		-3	
20	Seating area on train is more comfortable	62		15 79		+17	
21	Stations maintained and cleaned to a high standard	46		22 52		+5	
22	More room to stand comfortably on busy trains	46		27 41		-5	
23	Train staff have a positive, helpful attitude	45		24 48		+3	
24	Station staff have a positive, helpful attitude	44		25 46		+2	
25	Free Wi-Fi available at the station	42		23 49		+6	
26	Sufficient space on train for passengers' luggage	42		21 55		+13	
27	More staff available at stations to help passengers	41		28 41		0	
28	More staff available on trains to help passengers	41		26 41		+1	
29	Access from station entrance to boarding train is step-free	34		29 34		0	
30	Easier to claim compensation when delayed	28		31 25		-3	
31	Better mobile phone signal on trains	26		30 <b>29</b>		+3	



# East Midlands Trains passengers place greater importance on *value for money* and *the ability to get a seat* than passengers as a whole



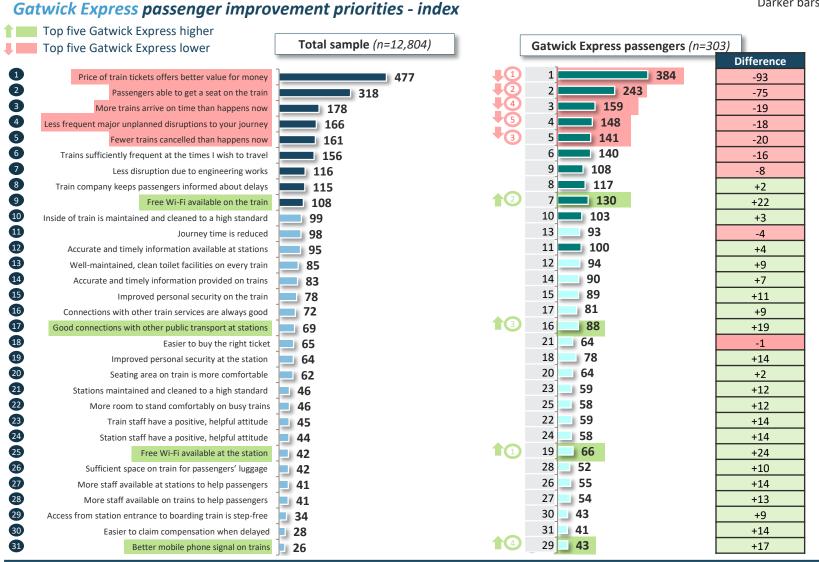
Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

Gatwick Express customers are less likely to be concerned about improvements relating to ticket price or availability of seating than passengers as a whole but more likely to be concerned about free Wi-Fi, good connections and better mobile phone signal

Darker bars indicate index >100







Grand Central customers are much less likely than passengers as a whole to be concerned abut *ticket price* and seating *availability*, but their priorities for improvement range across a wider range of issues, with higher ratings against many of the improvement areas

Darker bars indicate index >100

Top five Grand Central high		Total sample (n=12,804)	Gra	and Central passengers (n=339)	1
Top five Grand Central low	er				Difference
1 Price of train tickets offers be	tter value for money	477	<b>41</b>	1 234	-243
2 Passengers able to ge	et a seat on the train	318	<b>↓</b> 2	2 182	-136
3 More trains arrive on tim	e than happens now	178	<b>4</b> 5	9 106	-72
4 Less frequent major unplanned disrupt	ions to your journey	166		19 86	-80
5 Fewer trains cancelle	d than happens now	161	4	18 88	-73
6 Trains sufficiently frequent at the t	times I wish to travel	156		7 107	-49
7 Less disruption due t	o engineering works	116		26 77	-39
8 Train company keeps passengers in	formed about delays	115		6 111	-4
	available on the train	108		3 <b>174</b>	+66
10 Inside of train is maintained and cleane	ed to a high standard	99		5 126	+27
11 Jou	rney time is reduced	98		16 91	-7
Accurate and timely information	available at stations	95		10 98	+3
13 Well-maintained, clean toilet fac	cilities on every train	85		4 129	+44
14 Accurate and timely informatio	on provided on trains	83		13 94	+11
	security on the train	78		11 95	+17
16 Connections with other train serv	ices are always good	72		15 92	+20
17 Good connections with other public	transport at stations	69		8 107	+38
18 Easier t	o buy the right ticket	65		28 74	+9
19 Improved personal se	ecurity at the station	64		17 88	+24
20 Seating area on train	is more comfortable	62		14 92	+30
21 Stations maintained and cleane	ed to a high standard	46		22 82	+36
22 More room to stand comfo	ortably on busy trains	46		29 71	+25
23 Train staff have a posi	tive, helpful attitude	45		21 81	+36
24 Station staff have a posi	tive, helpful attitude	<b>4</b> 4		24 80	+36
	ailable at the station	42	12	12 95	+53
26 Sufficient space on train for	passengers' luggage	42		23 81	+39
27 More staff available at station	s to help passengers	41		25 77	+36
28 More staff available on train	s to help passengers	41		27 74	+33
29 Access from station entrance to board	ling train is step-free	34	T <sub>3</sub>	20 82	+47
30 Easier to claim compen	sation when delayed	28		31 59	+31
31 Better mobile p	hone signal on trains	<b>1</b> 26		30 65	+39

**Grand Central passenger improvement priorities - index** 

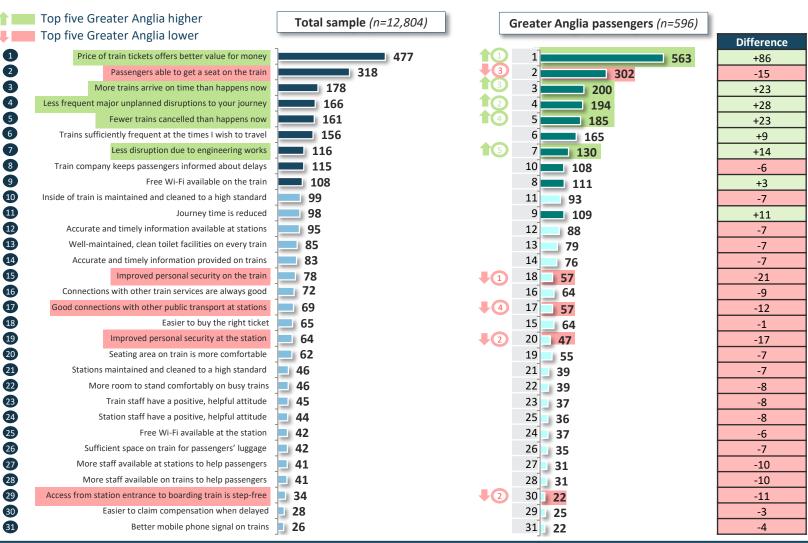




### Improvement areas relating to *price of tickets, being on-time, less frequent disruptions and fewer cancellations* are more important to Greater Anglia customers than passengers as a whole

Greater Anglia passenger improvement priorities - index

Darker bars indicate index >100







### The improvement areas of Great Northern customers are in line with those of passengers as a whole, although price of tickets is less of a priority

#### Great Northern passenger improvement priorities - index

Darker bars indicate index >100

Difference

-26 -8 -1 -4 -3 +2 -2 +2 +5 +1 +9 +2 0 +3 -2 -2 -2 -3 0 +2 +3 +6 +3 +2 +7 +1 +1 +1 -5 +4 +5

	<ul> <li>Top five Great Northern higher</li> <li>Top five Great Northern lower</li> </ul>	Total sample (n=12,804)	<b>Great Northern passengers</b> (n=388)
1 2	Price of train tickets offers better value for money Passengers able to get a seat on the train	477	1 1 2 2 3 309
3	More trains arrive on time than happens now	178	3 177
4	Less frequent major unplanned disruptions to your journey	166	4 4 162
5	Fewer trains cancelled than happens now	161	5 5 158
6	Trains sufficiently frequent at the times I wish to travel	156	6 157
7	Less disruption due to engineering works	116	8 114
8	Train company keeps passengers informed about delays	115	7 116
9	Free Wi-Fi available on the train	108	4 9 113
10	Inside of train is maintained and cleaned to a high standard	99	11 101
11	Journey time is reduced	98	
12	Accurate and timely information available at stations	95	12 98
13	Well-maintained, clean toilet facilities on every train	85	14 85
14	Accurate and timely information provided on trains	83	13 86
15	Improved personal security on the train	78	15 76
16	Connections with other train services are always good	72	16 70
17	Good connections with other public transport at stations	69	17 67
18	Easier to buy the right ticket	65	20 62
19	Improved personal security at the station	64	19 63
20	Seating area on train is more comfortable	62	18 64
21	Stations maintained and cleaned to a high standard	46	22 49
22	More room to stand comfortably on busy trains	46	21 52
23	Train staff have a positive, helpful attitude	45	24 48
24	Station staff have a positive, helpful attitude	44	25 46
25	Free Wi-Fi available at the station	42	23 49
26	Sufficient space on train for passengers' luggage	42	26 43
27	More staff available at stations to help passengers	41	27 43
28	More staff available on trains to help passengers	41	28 42
29	Access from station entrance to boarding train is step-free	34	<b>3</b> 31 <b>29</b>
30	Easier to claim compensation when delayed	28	29 32
31	Better mobile phone signal on trains	26	<b>1</b> <sup>(5)</sup> 30 <b>31</b>
		Transport Focus: Rail Passenger	s' Priorities for Improvement: 2017





# Improvement areas relating to *price of ticket and seating availability* are more important to GWR customers than passengers as a whole

#### Top five GWR higher **Great Western Railway passengers** (n=1061) Total sample (n=12,804) Top five GWR lower Difference Price of train tickets offers better value for money +49Passengers able to get a seat on the train +52 More trains arrive on time than happens now -15 Less frequent major unplanned disruptions to your journey -14 Fewer trains cancelled than happens now -18 Trains sufficiently frequent at the times I wish to travel -6 Less disruption due to engineering works -11 Train company keeps passengers informed about delays -6 Free Wi-Fi available on the train +12 Inside of train is maintained and cleaned to a high standard +6 Journey time is reduced +1 Accurate and timely information available at stations -6 Well-maintained, clean toilet facilities on every train +9 Accurate and timely information provided on trains -5 Improved personal security on the train -19 Connections with other train services are always good -2 Good connections with other public transport at stations -4 Easier to buy the right ticket $\mathbf{1}$ +8 Improved personal security at the station -14 Seating area on train is more comfortable $\mathbf{1}$ +7 Stations maintained and cleaned to a high standard -1 More room to stand comfortably on busy trains -2 Train staff have a positive, helpful attitude -3 Station staff have a positive, helpful attitude -3 Free Wi-Fi available at the station -1 Sufficient space on train for passengers' luggage +6 More staff available at stations to help passengers -6 More staff available on trains to help passengers -5 Access from station entrance to boarding train is step-free -4 Easier to claim compensation when delayed -3 Better mobile phone signal on trains -1

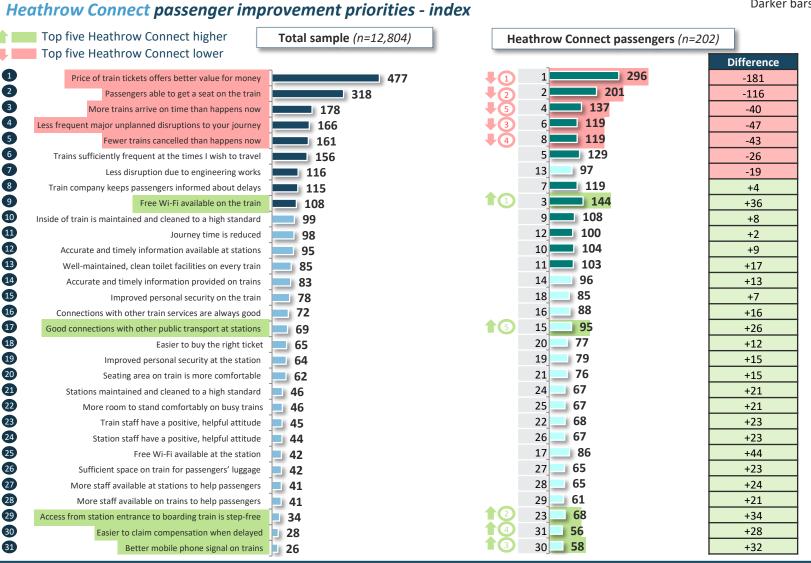
Great Western Railway passenger improvement priorities - index

Darker bars indicate index >100





Heathrow Connect customers are less likely to be concerned about value for money, ability to get a seat and unplanned disruption than passengers as a whole but more likely to be concerned about free Wi-Fi on trains, step-free access and better mobile phone signal



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

Heathrow Express customers are less likely to be concerned about *seating availability, unplanned disruption* and *value for money* than passengers as a whole and are more concerned about *access to free Wi-Fi, step-free access* and *better mobile phone signal* 

Top five Heathrow Express higher	Total sample (n=12,804)		Heathrow Express passengers (n=21	7)
Top five Heathrow Express lower		L.		Difference
Price of train tickets offers better value for money	477		1 411	-66
Passengers able to get a seat on the train	318	JO.	2 218	-100
More trains arrive on time than happens nov	178	<b>4</b> 5	5 113	-64
Less frequent major unplanned disruptions to your journey	166	12	9 97	-69
Fewer trains cancelled than happens nov	161	4	11 96	-65
Trains sufficiently frequent at the times I wish to trave	156		4 117	-38
Less disruption due to engineering work	<b>116</b>		17 82	-34
Train company keeps passengers informed about delay	5 <b>115</b>		10 97	-18
Free Wi-Fi available on the train	108		3 197	+89
Inside of train is maintained and cleaned to a high standard	99		7 101	+2
Journey time is reduced	98		6 113	+15
Accurate and timely information available at station	5 <b>95</b>		15 84	-11
Well-maintained, clean toilet facilities on every train	85		8 98	+13
Accurate and timely information provided on train	83		20 77	-6
Improved personal security on the train	78		13 95	+17
Connections with other train services are always good	i <b>72</b>		22 76	+3
Good connections with other public transport at station	6 <b>9</b>		18 79	+10
Easier to buy the right ticke	et 🦲 65		19 78	+13
Improved personal security at the station	64		16 82	+19
Seating area on train is more comfortable	2 ] 62	15	14 85	+23
Stations maintained and cleaned to a high standard	46		24 62	+15
More room to stand comfortably on busy train	s 🔁 46		28 60	+14
Train staff have a positive, helpful attitude	e <b>]= 45</b>		25 61	+16
Station staff have a positive, helpful attitude	e <b>]=_ 44</b>		27 60	+16
Free Wi-Fi available at the station	1 ]= 42	12	12 95	+53
Sufficient space on train for passengers' luggage	· 42		23 65	+23
More staff available at stations to help passenger	5 <b>1 41</b>		26 61	+19
More staff available on trains to help passenger	5 <b>] 41</b>		29 59	+19
Access from station entrance to boarding train is step-free	2 ] 34	13	21 76	+42
Easier to claim compensation when delaye	d <b>28</b>		31 48	+20
Better mobile phone signal on train	s 26		30 56	+30

Heathrow Express passenger improvement priorities - index

Transport Focus: Rail Passengers' Priorities for Improvement: 2017





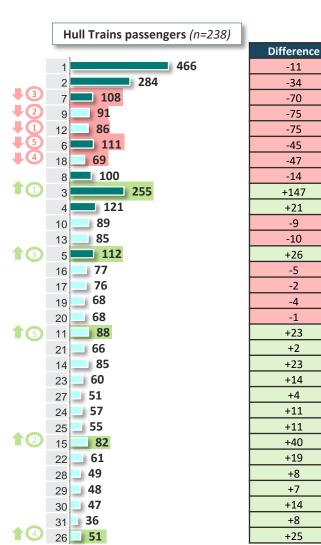
Darker bars indicate index >100

# Hull Trains customers are more likely than passengers as a whole to be concerned about access to free Wi-Fi

#### Hull Trains passenger improvement priorities - index

Darker bars indicate index >100

Top five Hull Trains higher	
Top five Hull Trains lower	Total sample (n=12,804)
Price of train tickets offers better value for money	477
Passengers able to get a seat on the train	318
More trains arrive on time than happens now	178
Less frequent major unplanned disruptions to your journey	166
Fewer trains cancelled than happens now	161
Trains sufficiently frequent at the times I wish to travel	156
Less disruption due to engineering works	116
Train company keeps passengers informed about delays	115
Free Wi-Fi available on the train	108
Inside of train is maintained and cleaned to a high standard	99
Journey time is reduced	98
Accurate and timely information available at stations	95
Well-maintained, clean toilet facilities on every train	85
Accurate and timely information provided on trains	83
Improved personal security on the train	78
Connections with other train services are always good	72
Connections with other train services are always good Good connections with other public transport at stations	69
Easier to buy the right ticket	65
Improved personal security at the station	64
Seating area on train is more comfortable	62
Stations maintained and cleaned to a high standard	46
More room to stand comfortably on busy trains	46
Train staff have a positive, helpful attitude	45
Train staff have a positive, helpful attitude Station staff have a positive, helpful attitude	44
Free Wi-Fi available at the station	42
Sufficient space on train for passengers' luggage	42
More staff available at stations to help passengers	41
More staff available at stations to help passengers More staff available on trains to help passengers	41
Access from station entrance to boarding train is step-free	34
	28
Easier to claim compensation when delayed	

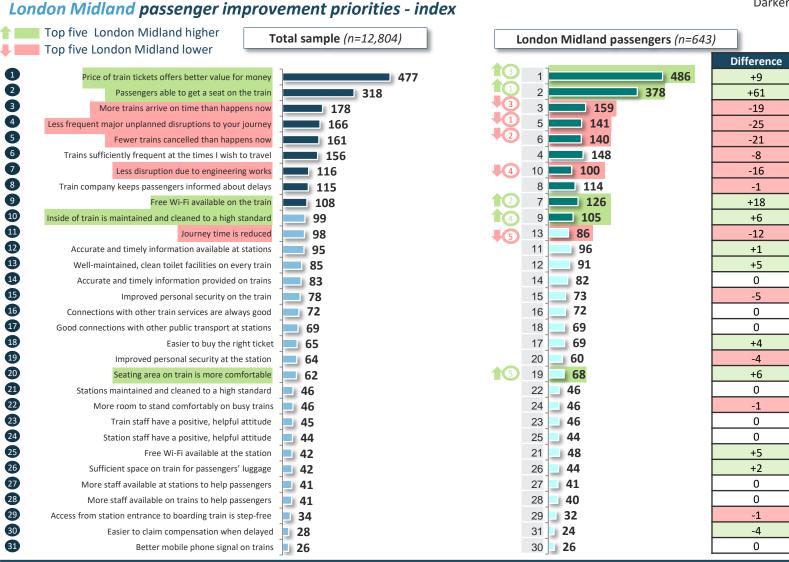






## London Midland customers are more likely to be concerned about *seating availability* than passengers as a whole and less likely to be concerned about *punctuality* and *disruptions*

Darker bars indicate index >100







London Overground customers are more likely than passengers as a whole to be concerned about *personal* security on trains and at stations and good connections and less likely to be concerned about value for money and getting a seat on the train

	Top five London Overground higher	Total sample (n=12,804)		London Overground passengers (	n = [0, 7]
	Top five London Overground lower			London Overground passengers (	11-587)
		-			Difference
1	Price of train tickets offers better value for money	477		1 372	-105
2	Passengers able to get a seat on the train	318	12	2 232	-85
3	More trains arrive on time than happens now	178		3 <b>183</b>	+6
4	Less frequent major unplanned disruptions to your journey	166		6 <b>163</b>	-3
5	Fewer trains cancelled than happens now	161		4 167	+6
6	Trains sufficiently frequent at the times I wish to travel	156		5 <b>165</b>	+9
7	Less disruption due to engineering works	116		8 120	+5
8	Train company keeps passengers informed about delays	115		7 128	+13
9	Free Wi-Fi available on the train	108		10 105	-3
10	Inside of train is maintained and cleaned to a high standard	99	4	14 92	-8
11	Journey time is reduced	98		11 105	+7
12	Accurate and timely information available at stations	95	15	9 <b>109</b>	+14
13	Well-maintained, clean toilet facilities on every train	85		18 <b>81</b>	-5
14	Accurate and timely information provided on trains	83		13 95	+12
15	Improved personal security on the train	78		12 104	+26
16	Connections with other train services are always good	72	14	16 88	+15
17	Good connections with other public transport at stations	69	12	15 90	+21
18	Easier to buy the right ticket	65	45	19 58	-7
19	Improved personal security at the station	64	13	17 84	+21
20	Seating area on train is more comfortable	62	43	20 53	-9
21	Stations maintained and cleaned to a high standard	46		26 50	+4
22	More room to stand comfortably on busy trains	46		22 52	+6
23	Train staff have a positive, helpful attitude	45		23 52	+7
24	Station staff have a positive, helpful attitude	44		24 51	+7
25	Free Wi-Fi available at the station	42		27 48	+5
26	Sufficient space on train for passengers' luggage	42		29 40	-2
27	More staff available at stations to help passengers	41		21 53	+11
28	More staff available on trains to help passengers	41		25 51	+10
29	Access from station entrance to boarding train is step-free	34		28 46	+12
30	Easier to claim compensation when delayed	28		30 33	+5
31	Better mobile phone signal on trains	26		31 29	+3

London Overground passenger improvement priorities - index

Darker bars indicate index >100





# Merseyrail customers are more likely than passengers as a whole to be concerned about *personal security on trains and at stations*

Top five Merseyrail higher Top five Merseyrail lower	Total sample (n=12,804)	Merseyrail passengers (n=389)
Price of train tickets offers better value	for money 477	408
Passengers able to get a seat o	n the train 318	2 302
More trains arrive on time than hap	pens now 178	4 7 122
Less frequent major unplanned disruptions to yo	ur journey 166	<b>11 105</b>
Fewer trains cancelled than hap	pens now 161	<b>12 104</b>
Trains sufficiently frequent at the times I wis	h to travel 156	6 124
Less disruption due to enginee	ring works 116	<b>5</b> 17 <b>79</b>
Train company keeps passengers informed ab	out delays 115	8 118
Free Wi-Fi available o	the train <b>108</b>	4 135
Inside of train is maintained and cleaned to a high	standard 99	<b>13</b> 5 <b>128</b>
Journey time	is reduced 98	23 61
Accurate and timely information available	at stations 95	13 101
Well-maintained, clean toilet facilities on e	every train 85	<b>112</b>
Accurate and timely information provided	l on trains 83	16 87
Improved personal security o		
Connections with other train services are al	ways good 72	15 89
Good connections with other public transport	at stations 69	14 92
Easier to buy the	right ticket 65	18 76
Improved personal security at t	he station 64	10 105
Seating area on train is more co	mfortable <b>62</b>	21 62
Stations maintained and cleaned to a high		25 60
More room to stand comfortably on		29 42
Train staff have a positive, helpf		20 63
Station staff have a positive, helpf		24 61
Free Wi-Fi available at t		27 50
Sufficient space on train for passenger		26 51
More staff available at stations to help p		22 62
More staff available on trains to help p	·	19 65
Access from station entrance to boarding train is		28 48
Easier to claim compensation wh		31 23
Better mobile phone sign	al on trains 📃 26	30 📃 26

Merseyrail passenger improvement priorities - index

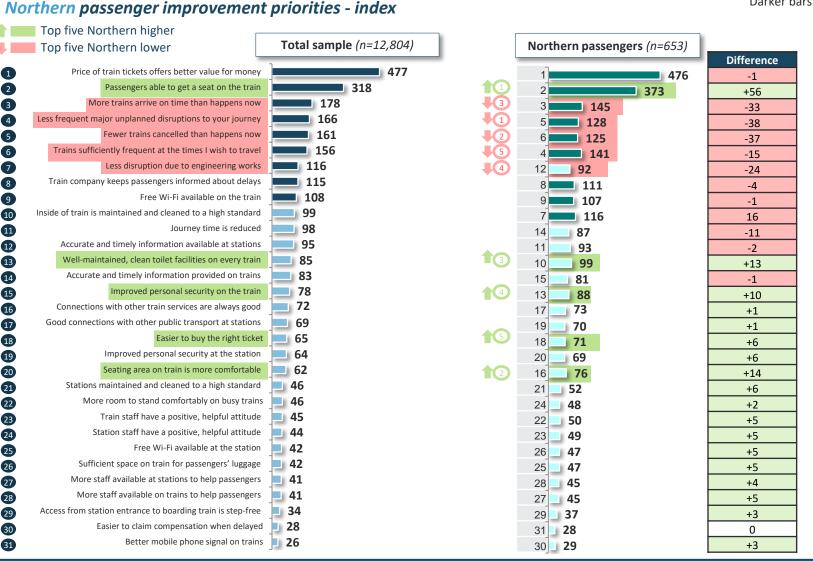
Darker bars indicate index >100

Difference -69 -15 -56 -61 -57 -31 -37 +3 +27 +29 -37 +5 +27 +5 +62 +16 +23 +11 +42 +1 +14 -4 +18 +17 +8 +9 +21 +24 +14 -5 0





Darker bars indicate index >100







### Scotrail passengers have similar concerns to passengers in Scotland more broadly and are more concerned about *ticket prices* and *seat availability* than passengers as a whole

	Top five Scotrail higher					
	Top five Scotrail lower	Total sample (n=12,804)	Passengers in Scotland (n=1287)	Sc	otrail passengers (n=1132)	
1	Price of train tickets offers better value for money	477	1 539		1 534	Difference -4
2	Passengers able to get a seat on the train	318	2 363		2 361	-4
3	More trains arrive on time than happens now	178	3 161		3 162	+1
4	Less frequent major unplanned disruptions to your journey	166	4 150		4 151	+1 +1
5	Fewer trains cancelled than happens now	161	6 143	<b>1</b> 3		+1
6	Trains sufficiently frequent at the times I wish to travel	156	5 147		5 147	0
ð	Less disruption due to engineering works	116	10 104		10 104	+1
8	Train company keeps passengers informed about delays	115	9 105		<b>10 105</b>	0
9	Free Wi-Fi available on the train	108	7 119	11	7 124	+5
10	Inside of train is maintained and cleaned to a high standard	99	8 112	12	8 111	-2
1	Journey time is reduced	98	12 93		12 93	0
12	Accurate and timely information available at stations	95	13 <b>— 87</b>		13 <b>87</b>	0
13	Well-maintained, clean toilet facilities on every train	85	11 <b>100</b>	12	11 98	-2
14	Accurate and timely information provided on trains	83	14 <b>75</b>		14 <b>75</b>	0
15	Improved personal security on the train	78	18 <b>— 66</b>	13	18 67	+1
16	Connections with other train services are always good	72	16 <b>— 70</b>		16 70	0
17	Good connections with other public transport at stations	69	19 <b>— 64</b>		19 64	0
18	Easier to buy the right ticket	65	15 <b>— 74</b>		15 23	0
19	Improved personal security at the station	64	20 53		20 54	0
20	Seating area on train is more comfortable	62	17 69	12	17 68	-2
21	Stations maintained and cleaned to a high standard	46	22 <b>46</b>		22 46	0
22	More room to stand comfortably on busy trains	46	25 <b>41</b>		25 41	0
23	Train staff have a positive, helpful attitude	45	23 42		23 42	0
24	Station staff have a positive, helpful attitude	44	24 <b>1</b>		26 41	0
25	Free Wi-Fi available at the station	42	26 <b>39</b>	10	24 42	+2
26	Sufficient space on train for passengers' luggage	<b>42</b>	21 <b>47</b>	45	21 46	-1
27	More staff available at stations to help passengers	41	27 35		27 35	0
28	More staff available on trains to help passengers	41	<sup>28</sup> 35		28 <b>35</b>	0
29	Access from station entrance to boarding train is step-free	34	<sup>29</sup> <b>30</b>		29 <b>31</b>	0
30	Easier to claim compensation when delayed	28	<sup>31</sup> I <b>24</b>		31 <b>24</b>	0
31	Better mobile phone signal on trains	26	<sup>30</sup> I 24		<sub>30</sub> <b>25</b>	0
-						

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



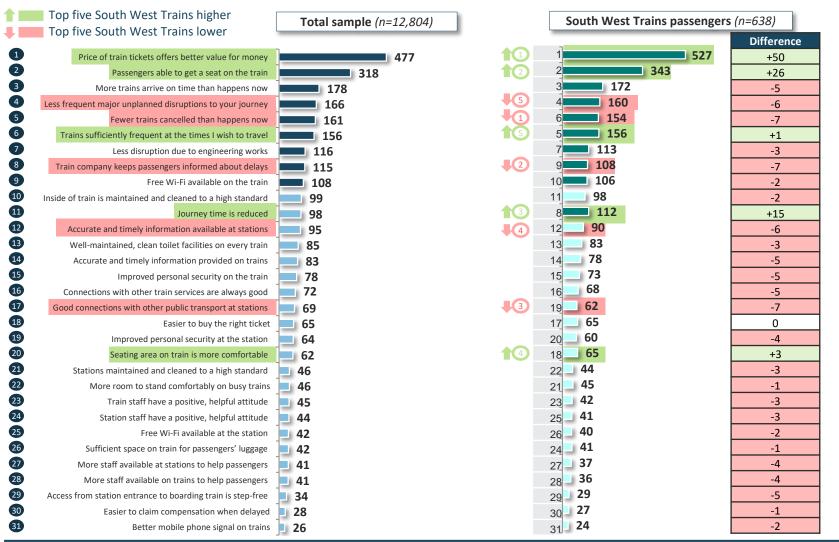
Scotrail passenger improvement priorities - index

Darker bars indicate index >100

While the order of improvement priorities of South West Trains passengers is roughly in line with passengers as a whole they are more likely to be concerned about *ticket prices* and *seating availability* 

South West Trains passenger improvement priorities - index

Darker bars indicate index >100



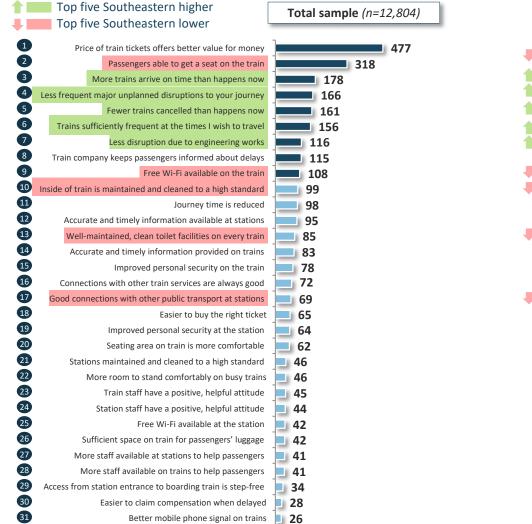


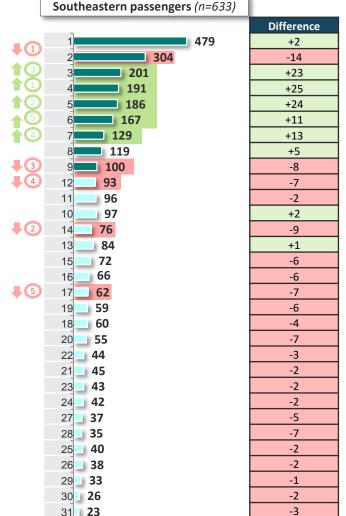


There are few differences in priorities for Southeastern passengers compared with passengers as a whole, but they do place more importance on *reducing unplanned disruption, cancellations and delays* 

#### *Southeastern passenger improvement priorities - index*

Darker bars indicate index >100





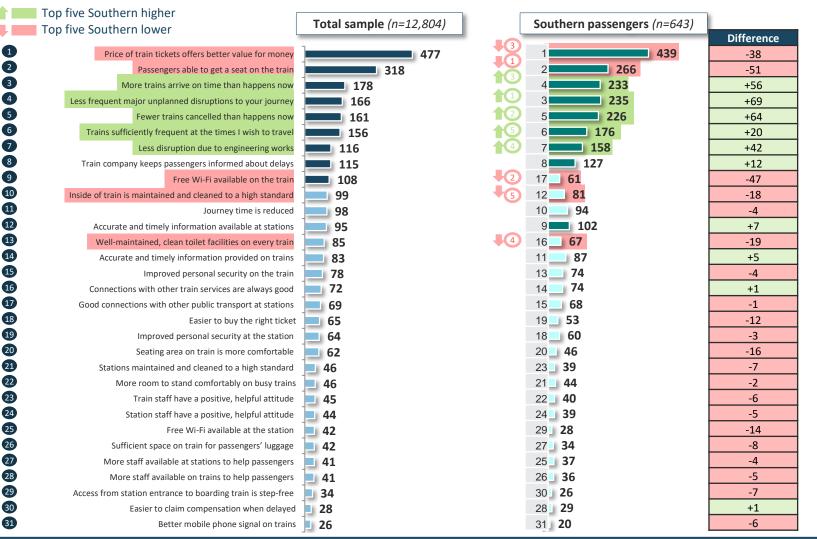




### Improvement areas relating to *less disruption, fewer cancellations* and *being on time* are more important to Southern customers than passengers as a whole

#### *Southern passenger improvement priorities* - *index*

Darker bars indicate index >100







Stansted Express customers are less likely to be concerned about *ticket price* or *availability of seating* than passengers as a whole but more likely to be concerned about *free Wi-Fi, journey times, space on trains* and *compensation for delays* 

	Top five Stansted Express higher	Total sample (n=12,804)	St	ansted Express passengers (n=182	2)
	Top five Stansted Express lower				Difference
1	Price of train tickets offers better value for money	477		1 398	-79
2	Passengers able to get a seat on the train	318	<b>↓</b> 2	2 257	-61
3	More trains arrive on time than happens now	178	<b>4</b> 5	3 150	-28
4	Less frequent major unplanned disruptions to your journey	166	<b>↓</b> 3	7 123	-43
5	Fewer trains cancelled than happens now	161	4	6 128	-34
6	Trains sufficiently frequent at the times I wish to travel	156		4 144	-12
7	Less disruption due to engineering works	116		10 98	-17
8	Train company keeps passengers informed about delays	115		9 106	-8
9	Free Wi-Fi available on the train	108		5 133	+25
10	Inside of train is maintained and cleaned to a high standard	99		11 96	-3
11	Journey time is reduced	98	12	8 121	+23
12	Accurate and timely information available at stations	95		12 <b>92</b>	-3
13	Well-maintained, clean toilet facilities on every train	85		13 88	+2
14	Accurate and timely information provided on trains	83		14 84	+2
15	Improved personal security on the train	78		16 83	+5
16	Connections with other train services are always good	72		18 <b>79</b>	+7
17	Good connections with other public transport at stations	69		17 82	+13
18	Easier to buy the right ticket	65		20 72	+7
19	Improved personal security at the station	64		19 73	+9
20	Seating area on train is more comfortable	62	13	15 83	+21
21	Stations maintained and cleaned to a high standard	46		25 58	+12
22	More room to stand comfortably on busy trains	46	<b>T</b> 3	21 68	+22
23	Train staff have a positive, helpful attitude	45		24 58	+13
24	Station staff have a positive, helpful attitude	44		26 56	+12
25	Free Wi-Fi available at the station	<b>42</b>		22 61	+18
26	Sufficient space on train for passengers' luggage	42		23 60	+18
27	More staff available at stations to help passengers	41		27 55	+14
28	More staff available on trains to help passengers	41		28 53	+13
29	Access from station entrance to boarding train is step-free	34		30 47	+13
30	Easier to claim compensation when delayed	28	T(4)	29 50	+22
31	Better mobile phone signal on trains	26		31 44	+18

Stansted Express passenger improvement priorities - index

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

### TfL Rail customers are more likely than passengers as a whole to be concerned about *personal* security on trains and stations and good connections with other public transport

Darker bars indicate index >100

	Top five TfL Rail higher	Total sample (n=12,804)	I [	TfL Rail passengers (n=381)	
	Top five TfL Rail lower				
•		7			Difference
1	Price of train tickets offers better value for money	477		1 378	-99
2	Passengers able to get a seat on the train	318	+2	2 238	-80
3	More trains arrive on time than happens now	178	+3	3 170	-8
4	Less frequent major unplanned disruptions to your journey	166	4	4 158	-8
_	Fewer trains cancelled than happens now	161		5 155	-7
6	Trains sufficiently frequent at the times I wish to travel	156	<b>4</b> 5	6 148	-8
7	Less disruption due to engineering works	116		8 115	-1
8	Train company keeps passengers informed about delays	115		7 123	+8
9	Free Wi-Fi available on the train	108		9 112	+4
10	Inside of train is maintained and cleaned to a high standard	99		12 100	+1
11	Journey time is reduced	98		13 <b>95</b>	-2
12	Accurate and timely information available at stations	95		11 104	+8
13	Well-maintained, clean toilet facilities on every train	85		15 88	+2
14	Accurate and timely information provided on trains	83		14 <b>92</b>	+9
15	Improved personal security on the train	78		10 <b>104</b>	+26
16	Connections with other train services are always good	72		18 <b>81</b>	+9
17	Good connections with other public transport at stations	69	<b>1</b> 3	17 86	+17
18	Easier to buy the right ticket	65		20 57	-8
19	Improved personal security at the station	64	12	16 <b>20 87</b>	+24
20	Seating area on train is more comfortable	62		19 <b> 61</b>	-1
21	Stations maintained and cleaned to a high standard	<b>4</b> 6		24 55	+9
22	More room to stand comfortably on busy trains	<b>4</b> 6		27 53	+7
23	Train staff have a positive, helpful attitude	45		21 57	+11
24	Station staff have a positive, helpful attitude	44		23 56	+12
25	Free Wi-Fi available at the station	42		26 54	+12
26	Sufficient space on train for passengers' luggage	42		29 45	+3
27	More staff available at stations to help passengers	41		22 56	+15
28	More staff available on trains to help passengers	41	15	25 55	+14
29	Access from station entrance to boarding train is step-free	34	- •	28 46	+12
30	Easier to claim compensation when delayed	28		30 <b>35</b>	+7
31	Better mobile phone signal on trains	26		31 35	+9
		-			

TfL Rail passenger improvement priorities - index

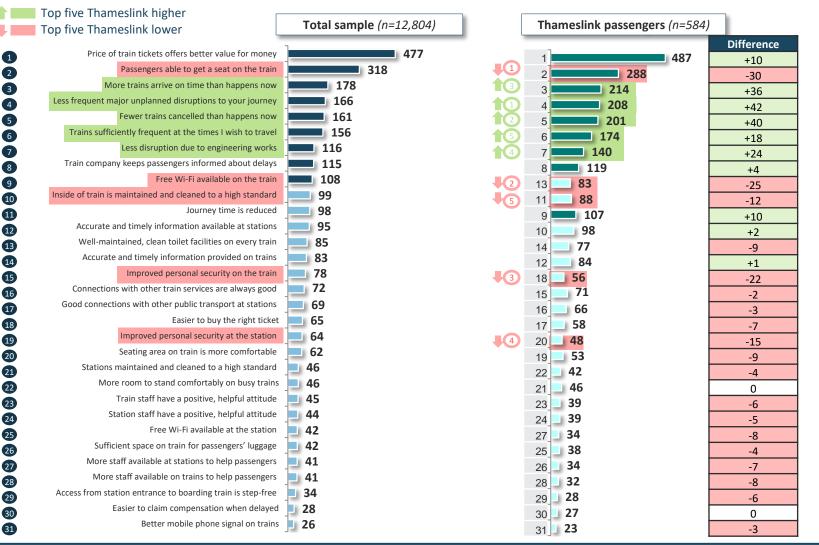




## Thameslink customers are more likely than passengers as a whole to be concerned about *reducing disruptions and cancellations* and *improving punctuality*

*Thameslink passenger improvement priorities - index* 

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

79





### TransPennine Express customers are more likely than passengers as a whole to be concerned about *price of train tickets* and *seating availability*

	Top five TransPennine Express higher	Total comple $(n-12, 004)$		TransPennine Express passer	agers $(n-590)$
	Top five TransPennine Express lower	Total sample (n=12,804)			
		7			Difference
	Price of train tickets offers better value for money	477		1 <b>574</b>	+97
2	Passengers able to get a seat on the train	318	12	2 397	+79
3	More trains arrive on time than happens now	178		3 142	-36
1	Less frequent major unplanned disruptions to your journey	166		5 126	-40
	Fewer trains cancelled than happens now	161		7 121	-41
	Trains sufficiently frequent at the times I wish to travel	156	45	4 137	-19
	Less disruption due to engineering works	116	4	12 88	-27
	Train company keeps passengers informed about delays	115		9 103	-11
	Free Wi-Fi available on the train	108		10 98	-10
0	Inside of train is maintained and cleaned to a high standard	99	13	6 122	+22
	Journey time is reduced	98		11 91	-7
2	Accurate and timely information available at stations	95		13 86	-10
3	Well-maintained, clean toilet facilities on every train	85	14	8 108	+22
•	Accurate and timely information provided on trains	83		16 74	-8
•	Improved personal security on the train	78		19 61	-17
5	Connections with other train services are always good	72		17 67	-5
	Good connections with other public transport at stations	69		18 61	-8
	Easier to buy the right ticket	65	13	14 85	+20
)	Improved personal security at the station	64		21 50	-13
)	Seating area on train is more comfortable	62		15 82	+20
)	Stations maintained and cleaned to a high standard	46		22 49	+3
	More room to stand comfortably on busy trains	46		25 44	-3
	Train staff have a positive, helpful attitude	45		23 46	+1
	Station staff have a positive, helpful attitude	44		24 44	0
	Free Wi-Fi available at the station	42		28 35	-7
•	Sufficient space on train for passengers' luggage	42		20 54	+12
	More staff available at stations to help passengers	41		26 38	-3
3	More staff available on trains to help passengers	41		27 38	-3
9	Access from station entrance to boarding train is step-free	34		29 32	-2
0	Easier to claim compensation when delayed	28		30 25	-3
1	Better mobile phone signal on trains	26		31 23	-3

#### TransPennine Express passenger improvement priorities - index

Darker bars indicate index >100

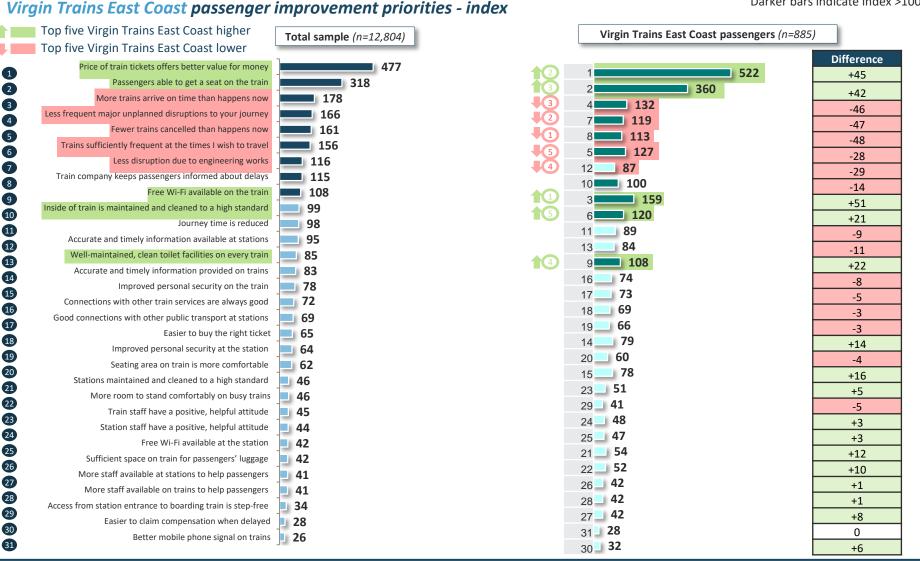
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

80





### Virgin Trains East Coast passengers are more concerned about free Wi-Fi access, improving value for money, seating availability and cleanliness

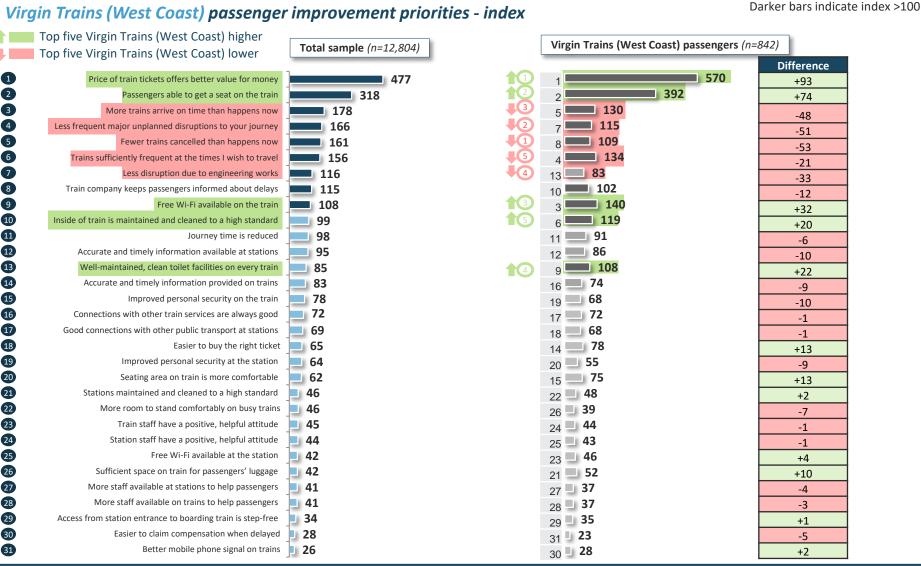


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

### Virgin Trains (West Coast) passengers are more concerned about *improving value for money* and seating availability and – to a certain extent - *free Wi-Fi access*





Virgin Trains East Coast and West Coast passengers have similar improvement priorities, although West Coast's customers are more concerned about *improving value for money* and *seating availability* 

ssengers - index		Virgin Trains East Coast	]	Virgin Trains (West Coast)	
Total samp	<b>e</b> (n=12,804)	passengers (n=885)	Difference cf.	passengers (n=842)	Difference
			total index		total inde
Price of train tickets offers better value for money	477	1 522	2 +45	1 570	+93
Passengers able to get a seat on the train	318	2 360	+42	2 <b>392</b>	+74
More trains arrive on time than happens now	178	4 132	-46	5 130	-48
ess frequent major unplanned disruptions to your journey	166	7 119	-47	7 115	-51
Fewer trains cancelled than happens now	161	8 113	-48	8 109	-53
Trains sufficiently frequent at the times I wish to travel	156	5 127	-28	4 134	-21
Less disruption due to engineering works	116	12 87	-29	13 83	-33
Train company keeps passengers informed about delays	115	10 100	-14	10 <b>102</b>	-12
Free Wi-Fi available on the train	108	3 159	+51	3 140	+32
nside of train is maintained and cleaned to a high standard	99	6 120	+21	6 119	+20
Journey time is reduced	98	11 89	-9	11 91	-6
Accurate and timely information available at stations	95	13 84	-11	12 86	-10
Well-maintained, clean toilet facilities on every train	85	9 108	+22	9 108	+22
Accurate and timely information provided on trains	83	16 74	-8	16 74	-9
Improved personal security on the train	78	17 73	-5	19 68	-10
Connections with other train services are always good	72	18 69	-3	17 72	-1
Good connections with other public transport at stations	69	19 66	-3	18 <b>68</b>	-1
Easier to buy the right ticket		14 79	+14	14 78	+13
Improved personal security at the station	64	20 60	-4	20 55	-9
Seating area on train is more comfortable	62	15 78	+16	15 <b>75</b>	+13
Stations maintained and cleaned to a high standard	46	23 51	+5	22 48	+2
More room to stand comfortably on busy trains		29 41	-5	26 <b>39</b>	-7
Train staff have a positive, helpful attitude	45	24 48	+3	24 44	-1
Station staff have a positive, helpful attitude	44	25 47	+3	25 43	-1
Free Wi-Fi available at the station	42	21 54	+12	23 46	+4
Sufficient space on train for passengers' luggage	42	22 52	+10	21 52	+10
More staff available at stations to help passengers	41	26 42	+1	27 📕 37	-4
More staff available on trains to help passengers	41	28 42	+1	28 <b>J 37</b>	-3
Access from station entrance to boarding train is step-free	34	27 42	+8	29 35	+1
Easier to claim compensation when delayed		31 28	0	31 <b>23</b>	-5
Better mobile phone signal on trains	J 26	30 32	+6	30 <b>28</b>	+2

Improvement priorities – total sample, Virgin Trains East Coast passengers and Virgin Trains (West Coast)





Virgin Trains East Coast and West Coast passengers have similar improvement priorities, although East Coast's customers are less concerned about *improving value for money* and *seating availability* than West Coast's customers

Improvement priorities – total sample, Virgin Trains East Coast passengers & Virgin Trains (West Coast) passengers - index

Price of train tickets offers better value for money       477       1       522       392       -48         Price of train strice inthe than happens nov       166       392       -322         Itess frequent major unpaned diruptions to your journey       166       7       119       7       115       +4         Itess frequent major unpaned diruptions to your journey       166       7       119       7       115       +4         Itess frequent major unpaned diruptions to your journey       166       7       119       8       109       +5         Trains adfighteinth frequent at the times in whito the time in whito the tin in whito the time in whito the time in whito the tim		Top five VT East Coast higher Top five VT East Coast lower	Total sample (n=12,804)		Virgin Trains East Coast passengers (n=885)	Virgin Trains (West Coast) passengers (n=842)	Difference cf. VT (West Coast)
• More trains arrive on time than happens now       178       4       132       5       130       +2         • Les frequent major unplanned disruptions to your journey       166       7       119       7       115       +4         • Fewer trains cancelled than happens now       161       8       113       8       109       +5         • Trains sufficiently frequent at the times I wish to trave       166       2       8       113       8       109       +5         • Train company keeps basenger informed about days       115       10       0       100       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       108       9       108       9       108       10       10       102       -2       -2       -2       -2       -2       -2       -2       -2       -2       -2 </td <td>1</td> <td>Price of train tickets offers better value for money</td> <td>477</td> <th>1</th> <td>1 <b>522</b></td> <td>1 570</td> <td>-48</td>	1	Price of train tickets offers better value for money	477	1	1 <b>522</b>	1 570	-48
• More trains arrive on time than happens now       178       4       132       5       130       +2         • Les frequent major unplanned disruptions to your journey       166       7       119       7       115       +4         • Fewer trains cancelled than happens now       161       8       113       8       109       +5         • Trains sufficiently frequent at the times I wish to trave       166       2       8       113       8       109       +5         • Train company keeps basenger informed about days       115       10       0       100       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       115       100       0       100       10       102       -2         • Train company keeps basengers informed about days       108       9       108       9       108       10       10       102       -2       -2       -2       -2       -2       -2       -2       -2       -2       -2 </td <td>2</td> <td>Passengers able to get a seat on the train</td> <td>318</td> <th>2</th> <td>2 360</td> <td>392</td> <td>-32</td>	2	Passengers able to get a seat on the train	318	2	2 360	392	-32
<ul> <li>Less frequent major unplanned disruptions to your journey</li> <li>                  166</li></ul>	3	More trains arrive on time than happens now	178			5 130	+2
Trains sufficiently frequent at the times 1 with to travel       156       3       127       4       134       -7         Well-state the times 1 with to travel       116       12       87       13       83       +4         Inside of train is maintained and cleaned to a high standard       99       6       120       6       119       +11         Inside of train is maintained and cleaned to a high standard       99       6       120       6       119       +1         Mexication with other train services are always good       78       9       108       9       108       0	4 Les	ss frequent major unplanned disruptions to your journey	-		7 119	7 115	+4
Initial Sufficiently includes       1130       1130       1115	5	Fewer trains cancelled than happens now	161	5	8 113	8 109	+5
Image: Train company keeps passengers informed about delays       115       100       100       100       100       100       100       100       100       11000       1100	6	Trains sufficiently frequent at the times I wish to travel	156	3	5 127	4 134	-7
Image: Section of the train is maintained and cleaned to a high standard loss of train is maintained and cleaned to a high standard loss of train is maintained and cleaned to a high standard loss of train is maintained and cleaned to a high standard loss of train is maintained, information available at stations of the train is more comportable at stations of the train services are always good loss of the train is more comfortable at stations of the train is more comfortable of train is maintained and cleaned to a high standard loss of the train services are always good loss of the train se	7	Less disruption due to engineering works	116		12 87	13 <b>83</b>	+4
Inside of train is maintained and cleaned to a high standard       99       6       120       6       119       +1         Image: Second	8	Train company keeps passengers informed about delays	115		10 100	10 102	-2
1       Journey time is reduced       98       4       11       89       11       91       -3         1       Accurate and timely information available at stations       95       13       84       12       86       -1         1       Well-maintained, clean toilet facilities on every train       85       9       108       9       108       0         1       Accurate and timely information provided on trains       83       16       74       16       74       +1         1       Improved personal security on the train       78       0       17       73       19       68       +6         1       Base to buy the right ticket       65       14       79       14       78       +1         1       Improved personal security at the station       66       20       60       20       55       +5         1       Improved personal security at the station       64       23       51       22       48       +3         20       600       20       55       +5       +5       +3       44       44       +4       44       44       44       44       44       44       44       44       44       44       44	9	Free Wi-Fi available on the train	108		3 159	3 140	+19
1       Accurate and timely information available at stations       95       13       84       12       86       -1         1       Well-maintained, clean toilet facilities on every train       85       9       108       9       108       0         1       Accurate and timely information provided on trains       83       16       74       16       74       +1         1       Improved personal security on the train       78       17       73       19       68       +6         1       Connections with other public transport at stations       69       19       66       18       68       -1         1       Easier to buy the right ticket       65       14       79       14       78       +1         1       Improved personal security at the station       64       20       60       20       55       +5         2       Seating area on train is more comfortable       62       15       78       15       75       +3         2       More room to stad comfortably on busy trains       46       23       51       22       48       +4         2       Train staff have a positive, helpful attitude       44       25       47       25       43       +4 </td <td>10 Ins</td> <td>ide of train is maintained and cleaned to a high standard</td> <td>99</td> <th></th> <td>6 120</td> <td>6 119</td> <td>+1</td>	10 Ins	ide of train is maintained and cleaned to a high standard	99		6 120	6 119	+1
Image: Second	11	Journey time is reduced	98	4	11 89	11 <b>91</b>	-3
Image: Second	12	Accurate and timely information available at stations	95		13 84	12 86	-1
Improved personal security on the train       78       17       73       19       68       +6         Improved personal security on the train services are always good       72       5       18       69       17       72       -3         Improved personal security at the station       69       19       66       18       68       -1         Improved personal security at the station       65       14       79       14       78       +1         Improved personal security at the station       64       20       60       20       55       +5         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       46       29       41       26       39       +2         Improved personal security at the station       45       24       48       24       44       +4         Improved personal security helpful attitude       44       25       47       25       43 <td>13</td> <td>Well-maintained, clean toilet facilities on every train</td> <td>85</td> <th></th> <td>9 108</td> <td></td> <td>0</td>	13	Well-maintained, clean toilet facilities on every train	85		9 108		0
Improved personal security on the train       78       17       73       19       68       +6         Improved personal security on the train services are always good       72       5       18       69       17       72       -3         Improved personal security at the station       69       19       66       18       68       -1         Improved personal security at the station       65       14       79       14       78       +1         Improved personal security at the station       64       20       60       20       55       +5         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       46       29       41       26       39       +2         Improved personal security at the station       45       24       48       24       44       +4         Improved personal security helpful attitude       44       25       47       25       43 <td>14</td> <td>Accurate and timely information provided on trains</td> <td>83</td> <th></th> <td>16 74</td> <td>16 <b>74</b></td> <td>+1</td>	14	Accurate and timely information provided on trains	83		16 74	16 <b>74</b>	+1
Image: Connections with other train services are always good       72       6       18       69       17       72       -3         Image: Connections with other public transport at stations       69       69       19       66       18       68       -1         Image: Connections with other public transport at stations       69       65       14       79       14       78       +1         Image: Connections with other public transport at stations       64       20       60       20       55       +5         Image: Connections with other public transport at station       66       15       78       15       75       +3         Image: Connections with other public transport at station       66       23       51       22       48       +1         Image: Connections with other public transport at station       66       23       51       22       48       +3         Image: Connections with other public transport at station       66       23       51       22       48       +3         Image: Connections with other public transport at station       46       29       41       26       39       +2         Image: Connection to stand comfortably on busy trains       45       42       47       25       43       <	15	Improved personal security on the train	78	4	17 73		+6
Image: Construction with other public transport at stations       69       19       66       18       68       -1         Image: Construction with other public transport at stations       65       14       79       14       78       +1         Image: Construction with other public transport at station       64       20       60       20       55       +5         Image: Construction with other public transport at station       64       20       60       20       55       +3         Image: Construction with other public transport at station       64       23       51       22       48       +1         Image: Construction with other public transport at station       66       23       51       22       48       +3         Image: Construction with other public transport at station       46       23       51       22       48       +3         Image: Construction with other public transport at station       46       23       51       22       48       +4         Image: Construction with other public transport at station       46       24       48       24       44       +4         Image: Construction of the public transport at station       42       22       54       23       46       +8         Image:	16	Connections with other train services are always good	72	5	18 69		-3
Image: Sease to buy the right ticket       65       14       79       14       78       +1         Improved personal security at the station       64       20       60       20       55       +5         Image: Seating area on train is more comfortable       62       15       78       15       75       +3         Image: Stations maintained and cleaned to a high standard       46       23       51       22       48       +1         Image: More room to stand comfortably on busy trains       46       29       41       26       39       +2         Image: More room to stand comfortably on busy trains       46       29       41       26       39       +2         Image: More room to stand comfortably on busy trains       46       29       41       26       39       +2         Image: More room to stand comfortably on busy trains       46       29       41       26       39       +2         Image: More room to stand comfortably on busy trains       46       29       41       26       39       +2         Image: More staff available at the station       42       22       47       23       46       +8         Image: Sufficient space on train for passengers       41       26       42	17	Good connections with other public transport at stations	69		19 66		-1
Improved personal security at the station       64       20       60       20       55       +5         Improved personal security at the station       62       15       78       15       75       +3         Improved personal security at the station       46       23       51       22       48       +3         Improved personal security on busy trains       46       23       51       22       48       +3         Improved personal comfortably on busy trains       46       29       41       26       39       +2         Improved personal security at the station       44       25       47       25       43       +4         Improved personal security at the station       42       22       52       21       54       +4         Improved personal security at the station       42       22       52       43       +4         Improved personal security at the station       42       22       52       21       54       54         Improved personal security at the station       42       22       52       21       52       0         Improved personal security at the station       42       22       52       21       52       0         Improve	18	Easier to buy the right ticket	65		14 <b>79</b>		+1
21Stations maintained and cleaned to a high standard4623512248+322More room to stand comfortably on busy trains4629412639+223Train staff have a positive, helpful attitude4524482444+424Station staff have a positive, helpful attitude4425472543+425Station staff have a positive, helpful attitude42225221545426Sufficient space on train for passengers' luggage4222522152027More staff available at stations to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed283128312345	19	Improved personal security at the station	64		20 60		+5
22More room to stand comfortably on busy trains4629412639+223Train staff have a positive, helpful attitude4524482444+424Station staff have a positive, helpful attitude4425472543+425Free Wi-Fi available at the station42221542346+826Sufficient space on train for passengers' luggage4222522152027More staff available at stations to help passengers4126422737+528Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	20	Seating area on train is more comfortable	62		15 78	15 <b>75</b>	+3
22More room to stand comfortably on busy trains4629412639+233Train staff have a positive, helpful attitude4524482444+443Station staff have a positive, helpful attitude4425472543+4454221542346+84654221542346+8454222522152041264226422737+541264228412842284740tasien to chaim compensation when delayed31283123+5	21	Stations maintained and cleaned to a high standard	<b>4</b> 6		23 51	22 48	+3
23Train staff have a positive, helpful attitude4524482444+424482444+425472543+4255472346+826554126422152027More staff available at stations to help passengers4126422737+528More staff available on trains to help passengers41284228472935+729Access from station entrance to boarding train is step-free3431283123+5	22	More room to stand comfortably on busy trains	46			26 <b>39</b>	+2
25Free Wi-Fi available at the station4221542346+826Sufficient space on train for passengers' luggage4222522152027More staff available at stations to help passengers4126422737+528More staff available on trains to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	23	Train staff have a positive, helpful attitude	<b>4</b> 5			24 44	+4
25Sufficient space on train for passengers' luggage422252020More staff available at stations to help passengers4126422737+528More staff available on trains to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	24	Station staff have a positive, helpful attitude	44			25 <b>43</b>	+4
25Sufficient space on train for passengers' luggage4222522152027More staff available at stations to help passengers4126422737+528More staff available on trains to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	25	Free Wi-Fi available at the station	42	2	21 54	23 46	+8
28More staff available on trains to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	26	Sufficient space on train for passengers' luggage	42			21 2 52	0
28More staff available on trains to help passengers4128422837+529Access from station entrance to boarding train is step-free34327422935+730Easier to claim compensation when delayed2831283123+5	27	More staff available at stations to help passengers	41		26 42	27 J 37	+5
29 Access from station entrance to boarding train is step-free343 27 4229 35+730 Easier to claim compensation when delayed2831 2831 23+5	28	More staff available on trains to help passengers	<b>41</b>			28 <b>37</b>	+5
30 Easier to claim compensation when delayed 28 31 28 31 23 +5		ccess from station entrance to boarding train is step-free	■ 34	3		29 35	+7
	30	Easier to claim compensation when delayed	28			31 <b>23</b>	+5
	31	Better mobile phone signal on trains	<b>1</b> 26				+4



As detailed previously (on slide 11) the TOCs included in the research can be grouped into 5 categories: London and South East TOCs (12), long distance operators (5), regional operators (4), airport TOCs (4) and open access (2)

The remainder of the section presents passenger improvement priorities broken down into these groups

- Overall, the most variance in improvement priorities can be found among passengers of the London and South East TOCs; this can be explained by the varying performance of TOCs within this category (which contains both better performing TOCs such as c2c and poorer performers such as Southern)
- Passengers of the poorer performers in London and the South East are more likely to prioritise basic service requirements relating to punctuality and reliability whereas passengers of the better performing TOCs are more likely to prioritise aspects such as on-board service and a reduction in journey time
- Within the other categories passengers have relatively similar improvement priorities:
  - Passengers of airport TOCs , Open Access TOCs and Long Distance TOCs are less likely to prioritise improvements relating to reducing unplanned disruptions and improving reliability
  - The same pattern is relatively similar for regional TOCs, with the exception of Scotrail passengers (who do place greater importance on improving reliability and reducing disruptions)
- Passengers of airport and Open Access TOCs are more likely to prioritise the availability of free Wi-Fi on trains, placing less importance than passengers as a whole on value for money and the ability to get a seat on a train





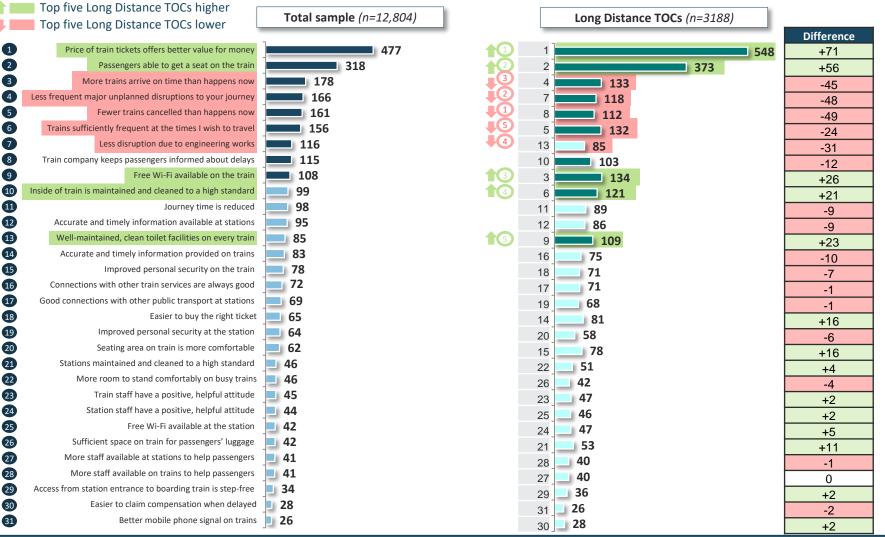
# London and South East TOC passengers' priorities are roughly in line with passengers overall, but with greater concern for less disruption and fewer cancellations

London and	l South East TOCs pas	senger improvement priorities - i	ndex	Dar	ker bars indicate i	ndex >100
Top five L	ondon and South East higher		London and	South East TOCs passengers		
	ondon and South East lower	Total sample (n=12,804)		(n=6639)		
	ondon and south East lower			/	Difference	
1 Price of	f train tickets offers better value for money	477	2	1 <b>471</b>	-6	
2	Passengers able to get a seat on the train	318	<b>4</b> 1	2 306	-11	
3 Mo	pre trains arrive on time than happens now	178	13	3 <b>188</b>	+10	
4 Less frequent ma	ajor unplanned disruptions to your journey	166		4 177	+11	
5	Fewer trains cancelled than happens now	161	12	5 173	+11	
6 Trains suffic	iently frequent at the times I wish to travel	156	13	6 <b>161</b>	+5	
7	Less disruption due to engineering works	116		7 123	+7	
8 Train compan	y keeps passengers informed about delays	115		8 117	+2	
9	Free Wi-Fi available on the train	108	43	9 103	-5	
10 Inside of train is	maintained and cleaned to a high standard	99	4	12 94	-5	
1	Journey time is reduced	98		10 <b>101</b>	+4	
12 Accurate a	and timely information available at stations	95		11 97	+1	
13 Well-mair	ntained, clean toilet facilities on every train	85	45	14 80	-5	
14 Accurate	and timely information provided on trains	83		13 84	-1	
15	Improved personal security on the train	78		15 76	-2	
16 Connection	s with other train services are always good	72		16 72	0	
17 Good connect	ions with other public transport at stations	69		17 68	-1	
18	Easier to buy the right ticket	65		19 62	-3	
19	Improved personal security at the station	64		18 62	-1	
20	Seating area on train is more comfortable	62		20 59	-3	
21 Stations	maintained and cleaned to a high standard	46		22 45	-2	
22 Mor	e room to stand comfortably on busy trains	<b>4</b> 6		21 47	0	
23	Train staff have a positive, helpful attitude	45		23 44	-1	
<b>24</b> St	ation staff have a positive, helpful attitude	44		24 43	-1	
25	Free Wi-Fi available at the station	42		25 41	-1	
26 Suffic	ient space on train for passengers' luggage	42		27 40	-2	
27 More st	aff available at stations to help passengers	<b>41</b>		26 40	-1	
	staff available on trains to help passengers	41		28 39	-1	
-	tion entrance to boarding train is step-free	34		29 33	-1	
-	asier to claim compensation when delayed	28		30 <b>28</b>	0	
31	Better mobile phone signal on trains	26		31 <b>25</b>	-1	
		Transport Focus: Bail Passengers' Prioritie	o fou lucur a como			



### Passengers of long distance TOCs are particularly concerned about value for money and the ability to get a seat on a train

Long Distance TOCs passenger improvement priorities - index



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

87



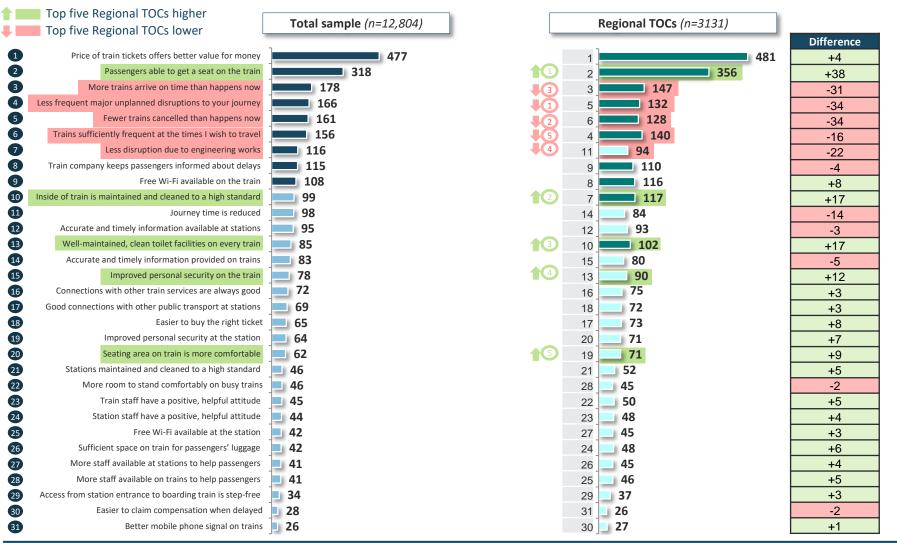


Darker bars indicate index >100

### Regional TOC passengers place less importance on unplanned disruption, cancellations and on time arrivals than passengers as a whole but they are more concerned about getting a seat

**Regional TOCs passenger improvement priorities - index** 

Darker bars indicate index >100



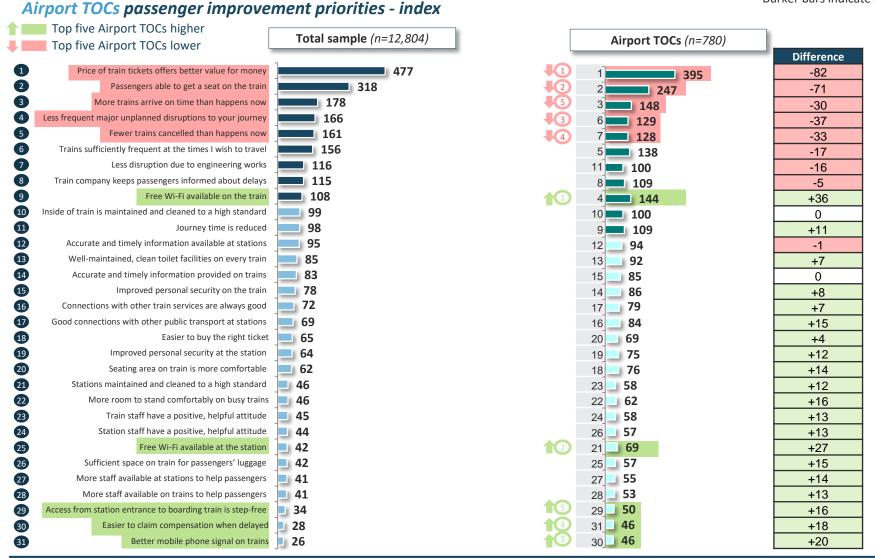






### Passengers of airport TOCs are less concerned about value for money and the ability to get a seat than passengers as whole, but free Wi-Fi on trains and at stations is important for them

Darker bars indicate index >100

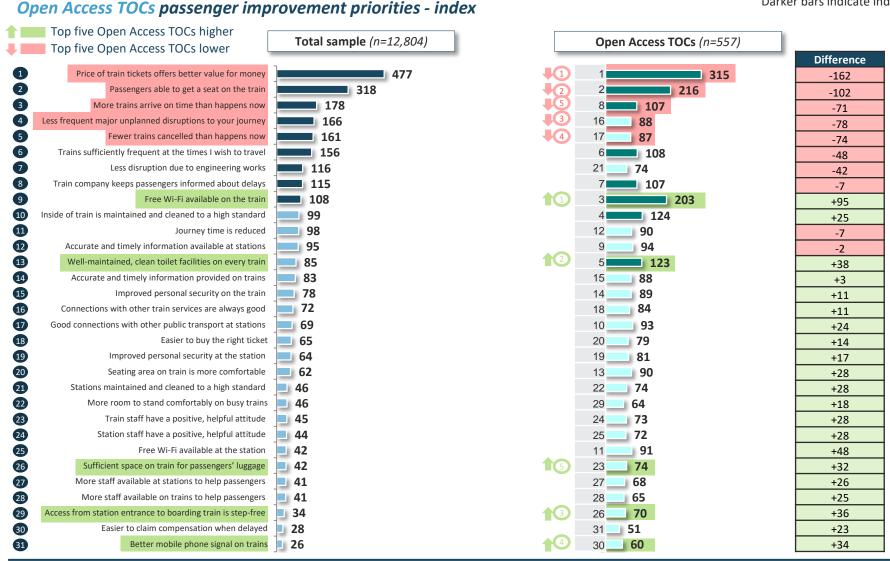






# Open Access TOC passengers are far less concerned about value for money and ability to get a seat than passengers as a whole, but they do prioritise free Wi-Fi on trains

Darker bars indicate index >100







#### Improvement priorities by TOC sectors - index

Higher than total index scoreLower than total index score

Improvement priority area	Total index	London and South East TOCs	Long Distance TOCs	Regional TOCs	Airport TOCs	Open Access TOCs
Base:	12,804	6639	3188	3131	780	557
		Index	Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	471	548	481	395	315
2 Passengers able to get a seat on the train	318	306	373	356	247	216
3 More trains arrive on time than happens now	178	188	133	147	148	107
4 Less frequent major unplanned disruptions to your journey	166	177	118	132	129	88
5 Fewer trains cancelled than happens now	161	173	112	128	128	87
6 Trains sufficiently frequent at the times I wish to travel	156	161	132	140	138	108
7 Less disruption due to engineering works	116	123	85	94	100	74
8 Train company keeps passengers informed about delays	115	117	103	110	109	107
9 Free Wi-Fi available on the train	108	103	134	116	144	203
10 Inside of train is maintained and cleaned to a high standard	99	94	121	117	100	124
11 Journey time is reduced	98	101	89	84	109	90
12 Accurate and timely information available at stations	95	97	86	93	94	94
13 Well-maintained, clean toilet facilities on every train	85	80	109	102	92	123
14 Accurate and timely information provided on trains	83	84	75	80	85	88
15 Improved personal security on the train	78	76	71	90	86	89
16 Connections with other train services are always good	72	72	71	75	79	84
17 Good connections with other public transport at stations	69	68	68	72	84	93
18 Easier to buy the right ticket	65	62	81	73	69	79
19 Improved personal security at the station	64	62	58	71	75	81
20 Seating area on train is more comfortable	62	59	78	71	76	90
21 Stations maintained and cleaned to a high standard	46	45	51	52	58	74
22 More room to stand comfortably on busy trains	46	47	42	45	62	64
23 Train staff have a positive, helpful attitude	45	44	47	50	58	73
24 Station staff have a positive, helpful attitude	44	43	46	48	57	72
25 Free Wi-Fi available at the station	42	41	47	45	69	91
26 Sufficient space on train for passengers' luggage	42	40	53	48	57	74
27 More staff available at stations to help passengers	41	40	40	45	55	68
28 More staff available on trains to help passengers	41	39	40	46	53	65
29 Access from station entrance to boarding train is step-free	34	33	36	37	50	70
30 Easier to claim compensation when delayed	28	28	26	26	46	51
31 Better mobile phone signal on trains	26	25	28	27	46	60





mprovement priorities by London & Southeast TOCs – index Higher than total index score Lower than total index score													
Improvement priority area	Total index	c2c	Chiltern	Great Northern	GWR	Greater Anglia	London Midland	London Overground	South West Trains	Southeastern			
Base:	12,804	461	564	388	1061	596	643	182	638	633	643	381	584
		Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	412	392	451	526	563	486	372	527	479	439	378	487
2 Passengers able to get a seat on the train	318	275	337	309	369	302	378	232	343	304	266	238	288
3 More trains arrive on time than happens now	178	152	136	177	163	200	159	183	172	201	233	170	214
4 Less frequent major unplanned disruptions to your journey	166	130	114	162	152	195	141	163	160	191	235	158	208
5 Fewer trains cancelled than happens now	161	133	115	158	144	185	140	167	154	186	226	155	201
6 Trains sufficiently frequent at the times I wish to travel	156	143	133	157	150	165	148	165	156	167	176	148	174
7 Less disruption due to engineering works	116	99	87	114	104	130	100	120	113	129	158	115	140
8 Train company keeps passengers informed about delays	115	117	110	116	108	108	114	128	108	119	127	123	119
9 Free Wi-Fi available on the train	108	137	169	113	120	111	126	105	106	100	61	112	83
10 Inside of train is maintained and cleaned to a high standard	99	98	116	101	106	93	105	92	98	93	81	100	88
11Journey time is reduced	98	103	103	106	99	109	86	105	112	96	94	95	107
12 Accurate and timely information available at stations	95	99	96	98	89	88	96	109	90	97	102	104	98
13 Well-maintained, clean toilet facilities on every train	85	82	104	85	94	79	91	81	83	76	67	88	77
14 Accurate and timely information provided on trains	83	88	86	86	77	76	82	95	78	84	87	92	84
15 Improved personal security on the train	78	106	76	76	59	57	73	104	73	72	74	104	56
16 Connections with other train services are always good	72	78	72	70	70	64	72	88	68	66	74	81	71
17 Good connections with other public transport at stations	69	78	74	67	65	57	69	90	62	62	68	86	66
18 Easier to buy the right ticket	65	72	68	62	73	64	69	58	65	59	53	57	58
19 Improved personal security at the station	64	86	66	63	49	47	60	84	60	60	60	87	48
20 Seating area on train is more comfortable	62	64	84	64	69	55	68	53	65	55	46	61	53
21 Stations maintained and cleaned to a high standard	46	53	57	49	46	39	46	50	44	44	39	55	42
22 More room to stand comfortably on busy trains	46	54	60	52	44	39	46	52	45	45	44	53	46
23 Train staff have a positive, helpful attitude	45	56	54	48	43	37	46	52	42	43	40	57	39
24 Station staff have a positive, helpful attitude	44	55	53	46	41	36	44	51	41	42	39	56	39
25 Free Wi-Fi available at the station	42	61	70	49	41	37	48	48	40	37	28	54	34
26 Sufficient space on train for passengers' luggage	42	44	56	43	48	35	44	40	41	35	34	45	38
27 More staff available at stations to help passengers	41	55	48	43	36	31	41	53	37	40	37	56	34
28 More staff available on trains to help passengers	41	55	46	42	35	31	40	51	36	38	36	55	32
29 Access from station entrance to boarding train is step-free	34	43	39	29	30	22	32	46	29	33	26	46	28
30 Easier to claim compensation when delayed	28	37	37	32	25	25	24	33	27	26	29	35	27
31 Better mobile phone signal on trains	26	36	43	31	25	22	26	29	24	23	20	35	23



#### Improvement priorities by airport TOCs and Open Access TOCs - index

Higher than total index score
 Lower than total index score

Improvement priority area	Total index	Gatwick Express	Heathrow Express	Heathrow Connect	Stansted Express	Hull Trains	Grand Central
Base:	12,804	330	217	202	182	238	339
		Index	Index	Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	384	411	296	398	466	234
2 Passengers able to get a seat on the train	318	243	218	201	257	284	182
3 More trains arrive on time than happens now	178	159	113	137	150	108	106
4 Less frequent major unplanned disruptions to your journey	166	148	97	119	123	91	86
5 Fewer trains cancelled than happens now	161	141	96	119	128	86	88
6 Trains sufficiently frequent at the times I wish to travel	156	140	117	129	144	111	107
7 Less disruption due to engineering works	116	108	82	97	98	69	77
8 Train company keeps passengers informed about delays	115	117	97	119	106	100	111
9 Free Wi-Fi available on the train	108	130	197	144	133	255	174
10 Inside of train is maintained and cleaned to a high standard	99	103	101	108	96	121	126
11 Journey time is reduced	98	94	113	100	121	89	91
12 Accurate and timely information available at stations	95	100	84	104	92	85	98
13 Well-maintained, clean toilet facilities on every train	85	94	98	103	88	112	129
14 Accurate and timely information provided on trains	83	90	77	96	84	77	94
15 Improved personal security on the train	78	89	95	85	83	76	95
16 Connections with other train services are always good	72	81	76	88	79	68	92
17 Good connections with other public transport at stations	69	88	79	95	82	68	107
18 Easier to buy the right ticket	65	64	78	77	72	88	74
19 Improved personal security at the station	64	78	82	79	73	66	88
20 Seating area on train is more comfortable	62	64	85	77	83	85	92
21 Stations maintained and cleaned to a high standard	46	59	62	67	58	60	82
22 More room to stand comfortably on busy trains	46	58	60	67	68	51	71
23 Train staff have a positive, helpful attitude	45	59	61	68	58	57	82
24 Station staff have a positive, helpful attitude	44	58	60	67	56	55	80
25 Free Wi-Fi available at the station	42	66	95	86	61	82	95
26 Sufficient space on train for passengers' luggage	42	52	65	65	60	61	81
27 More staff available at stations to help passengers	41	55	61	65	55	49	77
28 More staff available on trains to help passengers	41	54	59	61	53	48	74
29 Access from station entrance to boarding train is step-free	34	43	76	68	47	47	82
30 Easier to claim compensation when delayed	28	41	48	56	50	36	59
31 Better mobile phone signal on trains	26	43	56	58	44	51	65





Improvement priorities are similar across airport TOCs, with more importance placed on having Wi-Fi at the stations and on trains than for passengers as a whole, and less concern about ticket prices and seating

In	nprovement priorities by airpor	t TOCs - index			Darker bar	s indicate index >100
	Total	sample (n=12,804)	Gatwick Express (n=330)	Heathrow Express (n=217)	Heathrow Connect (n=202)	Stanstead Express(n=182)
1	Price of train tickets offers better value for money	477	1 334	1 411	1 296	1 398
2	Passengers able to get a seat on the train	318	2 243	2 218	2 201	2 257
3	More trains arrive on time than happens now	178	3 159	5 113	4 137	3 150
4	Less frequent major unplanned disruptions to your journey	166	4 148	9 9 97	6 119	7 123
5	Fewer trains cancelled than happens now	161	5 141	11 🧰 96	8 119	6 128
6	Trains sufficiently frequent at the times I wish to travel	156	6 140	4 117	5 129	4 144
7	Less disruption due to engineering works	116	9 108	17 82	13 <b>97</b>	10 98
8	Train company keeps passengers informed about delays	115	8 117	10 <b>97</b>	7 119	9 106
9	Free Wi-Fi available on the train	108	7 130	3 197	3 144	5 133
10	Inside of train is maintained and cleaned to a high standard	99	10 103	7 101	9 108	11 96
11	Journey time is reduced	98	13 93	6 113	12 100	8 121
12	Accurate and timely information available at stations	95	11 100	15 84	10 104	12 92
13	Well-maintained, clean toilet facilities on every train	85	12 94	8 98	11 103	13 88
14	Accurate and timely information provided on trains	83	14 90	20 77	14 96	14 84
15	Improved personal security on the train	78	15 89	13 <b>95</b>	18 85	16 83
16	Connections with other train services are always good	72	17 81	22 <b>76</b>	16 88	18 <b>79</b>
17	Good connections with other public transport at stations	69	16 88	18 79	15 95	17 82
18	Easier to buy the right ticket	65	21 64	19 <b>78</b>	20 77	20 72
19	Improved personal security at the station	64	18 78	16 82	19 <b>79</b>	19 73
20	Seating area on train is more comfortable	62	20 64	14 85	21 76	15 83
21	Stations maintained and cleaned to a high standard	46	23 59	24 62	24 67	25 58
22	More room to stand comfortably on busy trains	46	25 58	28 60	25 <b>67</b>	21 68
23	Train staff have a positive, helpful attitude	45	22 59	25 61	22 68	24 58
24	Station staff have a positive, helpful attitude	44	24 58	27 60	26 67	26 56
25	Free Wi-Fi available at the station	42	19 66	12 95	17 86	22 61
26	Sufficient space on train for passengers' luggage	42	28 52	23 65	27 65	23 60
27	More staff available at stations to help passengers	41	26 55	26 61	28 65	27 55
28	More staff available on trains to help passengers	41	27 54	29 59	29 61	28 53
29	Access from station entrance to boarding train is step-free	34	30 <b>43</b>	21 76	23 68	30 47
30	Easier to claim compensation when delayed	28	31 41	31 48	31 56	29 50
31	Better mobile phone signal on trains	26	29 43	30 56	30 58	31 44
		Transport Focus: Pail	Passengers' Priorities fo	1=	5	J== · ·

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



#### Improvement priorities by long distance TOCs - index

Higher than total index scoreLower than total index score

					Transpennine	Virgin Trains (West	
	Improvement priority area	Total index	CrossCountry	East Midlands Trains	Express	Coast)	Coast
	Base:	12,804	605	622	590	842	885
			Index	Index	Index	Index	Index
	Price of train tickets offers better value for money	477	532	534	574	570	522
	Passengers able to get a seat on the train	318	354	365	397	392	360
3	More trains arrive on time than happens now	178	132	133	142	130	132
4	Less frequent major unplanned disruptions to your journey	166	119	115	126	115	119
	Fewer trains cancelled than happens now	161	112	111	121	109	113
6	Trains sufficiently frequent at the times I wish to travel	156	132	131	137	134	127
7	Less disruption due to engineering works	116	86	83	88	83	87
8	Train company keeps passengers informed about delays	115	104	106	103	102	100
ç	Free Wi-Fi available on the train	108	138	135	98	140	159
10	Inside of train is maintained and cleaned to a high standard	99	123	123	122	119	120
11	Journey time is reduced	98	94	82	91	91	89
12	Accurate and timely information available at stations	95	86	90	86	86	84
13	Well-maintained, clean toilet facilities on every train	85	111	112	108	108	108
14	Accurate and timely information provided on trains	83	75	78	74	74	74
15	Improved personal security on the train	78	75	71	61	68	73
16	Connections with other train services are always good	72	74	71	67	72	69
17	Good connections with other public transport at stations	69	72	68	61	68	66
18	Easier to buy the right ticket	65	81	82	85	78	79
19	Improved personal security at the station	64	60	59	50	55	60
20	Seating area on train is more comfortable	62	79	76	82	75	78
21	Stations maintained and cleaned to a high standard	46	52	53	49	48	51
22	More room to stand comfortably on busy trains	46	41	47	44	39	41
23	Train staff have a positive, helpful attitude	45	48	49	46	44	48
	Station staff have a positive, helpful attitude	44	46	47	44	43	47
	Free Wi-Fi available at the station	42	48	49	35	46	54
26	Sufficient space on train for passengers' luggage	42	55	53	54	52	52
	More staff available at stations to help passengers	41	41	42	38	37	42
	More staff available on trains to help passengers	41	41	41	38	37	42
	Access from station entrance to boarding train is step-free	34	34	36	32	35	42
	Easier to claim compensation when delayed	28	25	28	25	23	28
	Better mobile phone signal on trains	26	29	31	23	28	32





#### Improvement priorities by regional TOCs - index

Higher than total index scoreLower than total index score

Improvement priority area	Total index	Arriva Trains Wales	Northern	Merseyrail	Scotrail
Base:	12,804	1018	653	389	1133
		Index	Index	Index	Index
1 Price of train tickets offers better value for money	477	439	476	408	534
2 Passengers able to get a seat on the train	318	360	373	302	361
3 More trains arrive on time than happens now	178	143	145	122	162
4 Less frequent major unplanned disruptions to your journey	166	126	128	105	151
5 Fewer trains cancelled than happens now	161	123	125	104	144
6 Trains sufficiently frequent at the times I wish to travel	156	139	141	124	147
7 Less disruption due to engineering works	116	92	92	79	104
8 Train company keeps passengers informed about delays	115	113	111	118	105
9 Free Wi-Fi available on the train	108	106	107	135	124
10 Inside of train is maintained and cleaned to a high standard	99	123	116	128	111
11 Journey time is reduced	98	82	87	61	93
12 Accurate and timely information available at stations	95	95	93	101	87
13 Well-maintained, clean toilet facilities on every train	85	110	99	112	98
14 Accurate and timely information provided on trains	83	83	81	87	75
15 Improved personal security on the train	78	87	88	140	67
16 Connections with other train services are always good	72	78	73	89	70
17 Good connections with other public transport at stations	69	76	70	92	64
18 Easier to buy the right ticket	65	70	71	76	73
19 Improved personal security at the station	64	71	69	105	54
20 Seating area on train is more comfortable	62	75	76	62	68
21 Stations maintained and cleaned to a high standard	46	56	52	60	46
22 More room to stand comfortably on busy trains	46	49	48	42	41
23 Train staff have a positive, helpful attitude	45	54	50	63	42
24 Station staff have a positive, helpful attitude	44	53	49	61	41
25 Free Wi-Fi available at the station	42	47	47	50	42
26 Sufficient space on train for passengers' luggage	42	53	47	51	46
27 More staff available at stations to help passengers	41	49	45	62	35
28 More staff available on trains to help passengers	41	49	45	65	35
29Access from station entrance to boarding train is step-free	34	40	37	48	31
30 Easier to claim compensation when delayed	28	29	28	23	24
31 Better mobile phone signal on trains	26	30	29	26	25





# What improvements should be made to stations?

Way out





### As with the 2014 research, in the latest 2017 wave passengers were asked their views on improvements to stations

Directly after the max-diff improvement priorities exercise passengers were presented with a list of station facilities and asked to select which they felt it was most important to improve at the station *from which they start their most frequent journey* 

- The station facilities included in the list comprised platform facilities (e.g. seating, toilets, shelter), information (e.g. departure boards, public address system, help point), general station amenities (e.g. refreshment, shops, cashpoints), connections to other forms of public transport, ticketing and disabled access
- As context to the following section, within the overall list of improvement priorities, improving the at-station experience is a lower priority than reliability/punctuality and the on-train experience. The highest improvement priority in this area relates to having accurate and timely information, (12<sup>th</sup> most important passenger improvement priority), which is in line with overall priorities on disruptions and delays
- Free WiFi at stations is one of the highest ranked priorities when considered as part of the station improvements question, which is higher than its positioning overall when considered alongside overall journey and on-train improvements. It is likely this is due to a different perspective being taken when focusing in on the station specifically, rather than the role of the station in the passenger experience overall





At the overall level passengers' priorities for station improvements centre on basic station amenities, although free Wi-Fi is also one of their top priorities (despite only ranking 25<sup>th</sup> in the overall priorities list)

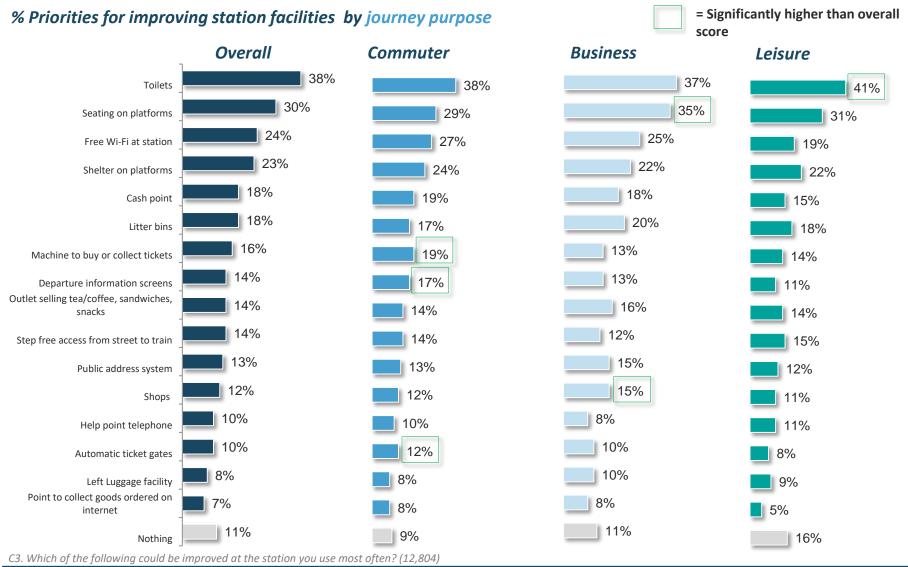


Transport Focus: Rail Passengers' Priorities for Improvement: 2017



© Chime Insight & Engagement 2017

Overall, different passenger types share the same improvement priorities, however commuters are more concerned with improvements to ticketing machines and departure information, and leisure passengers are more concerned with improvements to toilets



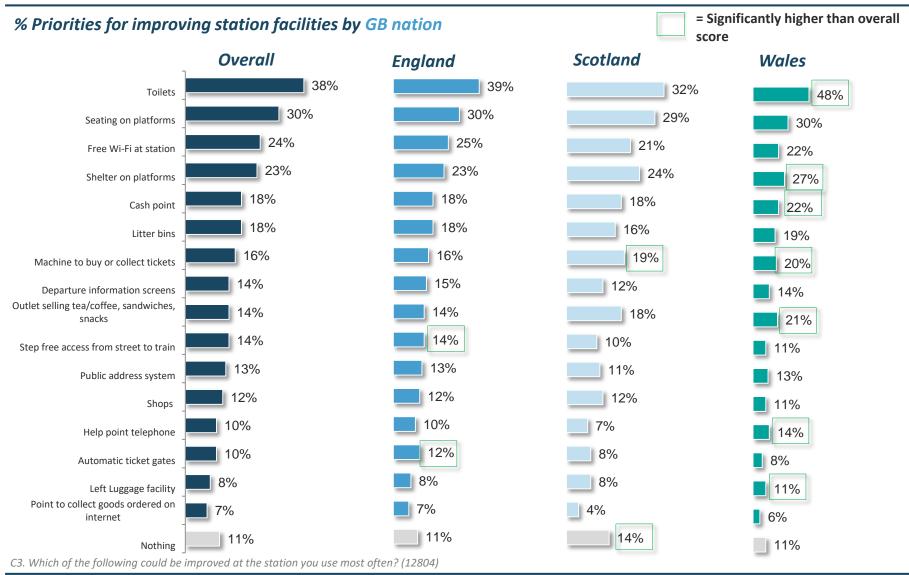
Transport Focus: Rail Passengers' Priorities for Improvement: 2017



© Chime Insight & Engagement 2017



Passengers in Wales are more concerned than passengers overall about a number of station improvements - chiefly toilet facilities, shelter on platforms and cashpoints



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



© Chime Insight & Engagement 2017



#### % priorities for improving station facilities by London & Southeast TOCs - index

Higher than total %Lower than total %

Improvement priority area	Total	c2c	Chiltern	Great Northern	GWR	Greater Anglia	London Midland	London Overground	South West Trains	Southeast ern	Souther n	TfL Rail	Thamesli nk
Base:	12,804	461	564	388	1061	596	643	182	638	633	643	381	584
		Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index
Toilets	38%	34%	29%	41%	36%	39%	37%	40%	41%	42%	39%	49%	40%
Seating on platforms	30%	25%	24%	32%	31%	33%	33%	30%	34%	29%	33%	30%	28%
Free Wi-Fi at station	24%	19%	20%	29%	22%	23%	26%	26%	29%	24%	23%	28%	24%
Shelter on platforms	23%	24%	22%	30%	22%	28%	30%	26%	22%	22%	24%	23%	23%
Cash Point	18%	24%	18%	19%	22%	20%	16%	22%	18%	15%	17%	20%	14%
Litter Bins	18%	18%	14%	17%	17%	19%	17%	18%	18%	17%	21%	22%	19%
Machine to buy or collect tickets	16%	15%	18%	13%	20%	22%	20%	16%	14%	10%	18%	26%	18%
Departure information screens	14%	15%	11%	16%	13%	21%	13%	17%	12%	16%	16%	22%	16%
Outlet selling tea/coffee, sandwiches, snacks	14%	15%	16%	15%	16%	13%	13%	15%	14%	15%	11%	20%	12%
Step-free access from street to train	14%	16%	12%	14%	13%	16%	13%	23%	10%	14%	14%	23%	17%
Public address system	13%	9%	9%	13%	10%	14%	9%	15%	13%	12%	16%	12%	17%
Shops	12%	15%	17%	11%	15%	13%	10%	16%	11%	12%	11%	16%	12%
Help point telephone	10%	14%	8%	11%	11%	15%	10%	13%	7%	9%	12%	14%	13%
Automatic ticket gates	10%	14%	7%	11%	11%	13%	11%	13%	7%	9%	9%	21%	10%
Left luggage facility	8%	11%	8%	13%	10%	9%	10%	9%	6%	6%	10%	13%	6%
Point to collect goods ordered on the internet	7%	11%	6%	8%	6%	6%	6%	9%	4%	7%	8%	10%	8%
Nothing	11%	11%	12%	6%	12%	12%	10%	11%	10%	11%	12%	6%	11%





#### % priorities for improving station facilities by long distance and regional TOCs - index

Higher than total %
Lower than total %

Improvement priority area	Total	CrossCountry		Transpennine Express	Virgin Trains (WC)	Virgin Trains (EC)	Arriva Trains Wales	Northern	Merseyrail	Scotrail
Base:	12,804	605	622	590	842	885	1018	653	389	1133
		Index	Index	Index	Index	Index	Index	Index	Index	Index
Toilets	38%	35%	32%	40%	37%	31%	42%	38%	35%	32%
Seating on platforms	30%	31%	27%	28%	35%	31%	35%	26%	24%	29%
Free Wi-Fi at stations	24%	30%	24%	24%	26%	22%	22%	22%	23%	22%
Shelter on platforms	23%	14%	21%	23%	23%	19%	24%	23%	16%	25%
Cash Point	18%	23%	18%	14%	17%	18%	24%	19%	16%	20%
Litter Bins	18%	20%	17%	19%	22%	17%	18%	15%	16%	16%
Machine to buy or collect tickets	16%	15%	13%	18%	14%	12%	19%	23%	15%	20%
Departure information screens	14%	14%	15%	16%	15%	17%	13%	10%	9%	11%
Outlet selling tea/coffee, sandwiches, snacks	14%	13%	13%	12%	16%	13%	20%	17%	13%	18%
Step-free access from street to train	14%	9%	9%	17%	14%	16%	10%	9%	12%	9%
Public address system	13%	17%	12%	17%	16%	13%	12%	13%	5%	10%
Shops	12%	14%	13%	12%	13%	13%	10%	14%	8%	11%
Help point telephone	10%	10%	7%	13%	12%	10%	13%	12%	9%	6%
Automatic ticket gates	10%	10%	7%	10%	12%	13%	9%	12%	5%	7%
Left luggage facility	8%	6%	10%	6%	11%	7%	8%	7%	4%	8%
Point to collect goods ordered on the internet	7%	9%	9%	8%	6%	10%	5%	6%	5%	3%
Nothing	11%	10%	13%	6%	12%	13%	9%	11%	22%	13%





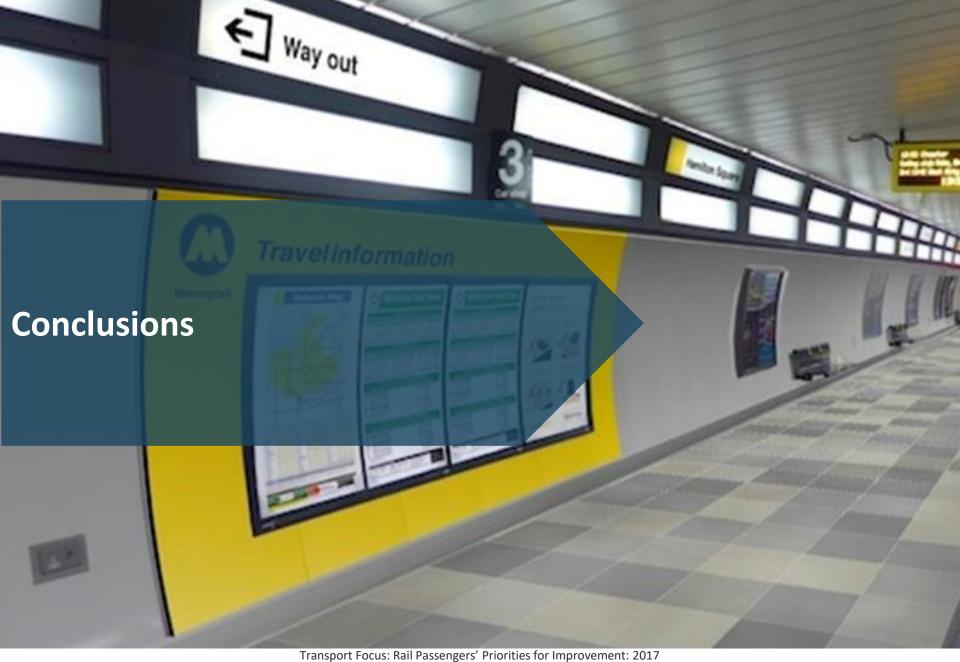
### % priorities for improving station facilities by airport and Open Access TOCs - index

▲ Higher than total %
↓ Lower than total %

Improvement priority area	Total	Gatwick Express	Heathrow Express	Heathrow Connect	Stansted Express	Hull Trains	Grand Central
Base:	12,804	330	217	202	182	238	339
		Index	Index	Index	Index	Index	Index
Toilets	38%	32%	30%	28%	29%	31%	46%
Seating on platforms	30%	33%	38%	30%	31%	22%	36%
Free Wi-Fi at stations	24%	23%	40%	34%	24%	33%	45%
Shelter on platforms	23%	15%	18%	33%	26%	14%	26%
Cash Point	18%	12%	18%	32%	23%	10%	25%
Litter Bins	18%	28%	35%	21%	20%	29%	19%
Machine to buy or collect tickets	16%	30%	20%	20%	15%	15%	17%
Departure information screens	14%	19%	19%	37%	16%	14%	34%
Outlet selling tea/coffee, sandwiches, snacks	14%	14%	13%	19%	15%	25%	33%
Step-free access from street to train	14%	15%	14%	23%	12%	19%	20%
Public address system	13%	26%	26%	14%	12%	7%	20%
Shops	12%	14%	16%	17%	25%	13%	33%
Help point telephone	10%	16%	23%	18%	16%	23%	34%
Automatic ticket gates	10%	27%	8%	29%	17%	10%	28%
Left luggage facility	8%	11%	25%	16%	12%	20%	23%
Point to collect goods ordered on the internet	7%	12%	14%	22%	12%	14%	17%
Nothing	11%	5%	8%	1%	9%	7%	4%











- The price of train tickets offering better value for money continues to be passengers' key priority, although this has decreased marginally in importance since 2014. The second most important priority remains passengers' ability to get a seat on the train
- The top ten improvement priorities have remained relatively stable since 2014, with six of the top ten improvement priorities relating to improving journey times and/or reliability
  - More trains arriving on time is the third most important improvement priority
  - Less frequent unplanned disruptions and fewer cancellations are ranked fourth and fifth respectively (with reducing planned engineering ranked seventh). Further, reducing cancellations is the third highest increase in priority since 2014
- Potentially linked to the above, train companies keeping passengers up to date about delays has increased in importance since 2014 (moving from 12<sup>th</sup> to 8<sup>th</sup> most important priority)
- Train services being sufficiently frequent and reducing journey times are lower priorities for improvement than in 2014. Given the increased concern about reducing cancellations, this may be a shift in emphasis towards greater overall basic reliability rather than improvements to service
- The above areas are particularly important to commuters (compared to leisure and business travellers) and also to passengers in England (compared to Wales and Scotland)





- In terms of passengers' priorities for improving the on-board experience, some areas are considerably more important to passengers overall, and different passenger types place greater or lesser importance on this area as a whole
  - Being able to get a seat on the train continues to be the second most important improvement priority for passengers (both at the overall level and for all passenger types) although it has decreased by 49 index points since 2014. Access to free Wi-Fi and cleanliness of the train are 9th and 10th most important improvement priorities respectively
- Improving other aspects of the on-board experience are less of a priority to passengers: customer service from train staff, space for luggage and better mobile phone signal are all low priorities for improvement
- Priorities for improving the on-board experience vary by journey type (commuters versus leisure and business travellers), by age of passenger and to a certain extent by GB Nation
  - Comfort of the journey and cleanliness of the train carriages and toilets are less of a priority for commuters (who are more concerned with journey reliability) than for leisure and business travellers
  - Older passengers (who are more likely to be leisure travellers) and passengers in Wales and Scotland do, however, place more importance on improving aspects of the on-board experience (availability of seating, comfort of seating and cleanliness of carriages and toilets)
  - A notable difference by age is that those in the 16-25 age group place considerably more importance on access to free Wi-Fi on-board trains and at stations







### **Conclusions (iii)**

- As in 2014, improvements relating to passengers' at-station experience continue to be, as a group, lower level
  priorities; although having accurate and timely information available at stations is the 12<sup>th</sup> highest priority overall
- While improvement priority areas relating to the at-station experience are among the lower priorities for all passenger types, leisure passengers tend to place more importance on some areas than commuters:
  - Leisure passengers are more concerned about improving station cleanliness, personal security and availability of help from staff at stations
  - Conversely, commuters and business travellers are more concerned with access to free Wi-Fi and commuters are more concerned with improving connections to other public transport at stations



108









## Using Max-Diff to measure priorities for improvement

What is Max-Diff: Maximum Difference Scaling (Max-Diff) is a way of evaluating the importance (or preference) of a number of alternatives. It is a discrete choice technique: respondents are asked to make simple best/worst choices.

**How does Max-Diff work?** Participants complete a series of exercises. In each exercise they are presented with five items and asked to choose which is the highest priority for improvement and which is the lowest.

In order to determine passengers' overall priorities for improvement, the following exercise was used in the survey. It was repeated 15 times covering all 31 possible priorities with 12 order variations:

Thinking about the following improvements that train companies could make...

Please select the one improvement you would most like to see made and the one you think it is least important to make.

	Most important improvement for you	Least important improvement for you
[Insert rotated option from list]	1	1
[Insert rotated option from list]	2	2
[Insert rotated option from list]	3	3
[Insert rotated option from list]	4	4
[Insert rotated option from list]	5	5

The 31 improvement priority areas are listed overleaf.







## Improvement priorities – areas included in the research in 2017

The table below (left) lists the 31 improvement priority areas included in the 2017 research, which were included in the max-diff exercise described on the previous slide. The second table below (right) lists the areas that were included in the original 2014 research but excluded from the 2017 wave of the research

#### Improvement priorities – areas included

Ranking in 2014	Improvement priority areas
1	Price of train tickets offers better value for money
2	Passengers able to get a seat on the train
3	Trains sufficiently frequent at the times I wish to travel
4	More trains arrive on time than happens now
5	Train company keeps passengers informed about delays
6	Less frequent major unplanned disruptions to your journey
7	Fewer trains cancelled than happens now
8	Accurate and timely information available at stations
9	Journey time is reduced
10	Free Wi-Fi available on the train
11	Inside of train is maintained and cleaned to a high standard
12	Accurate and timely information provided on trains
13	Less disruption due to engineering works
14	Well-maintained, clean toilet facilities on every train
15	Connections with other train services are always good
16	Good connections with other public transport at stations
17	Seating area on train is more comfortable
18	Train staff have a positive, helpful attitude
19	Station staff have a positive, helpful attitude
21	Improved personal security on the train
22	Improved personal security at the station
23	Sufficient space on train for passengers' luggage
24	Stations maintained and cleaned to a high standard
25	More staff available at stations to help passengers
27	Free Wi-Fi available at the station
28	More staff available on trains to help passengers
30	Access from station entrance to boarding train is step-free
NEW	Easier to buy the right ticket
NEW	Easier to claim compensation when delayed
NEW	Better mobile phone signal on trains
NEW	More room to stand comfortably on busy trains

#### *Improvement priorities – areas removed since 2014*

Improvement priority areas			
New ticket formats available such as smartcards, ticket apps			
There is always space in the station car park			
Reduced queuing time when buying a ticket			
Safe and secure bicycle parking available at the station			
More standing space available on trains			
Replaced by the new statement: More room to stand comfortably			
on busy trains			





As part of the fieldwork for the study, quotas were applied to ensure a minimum number of interviews were achieved by key demographics (age, gender and region), with the interviewing targets informed by ONS population data. At the analysis stage, interlocking weights were then applied to ensure the sample was representative of passengers taking into account both demographics and journey information. An explanation of our approach to weighting is outlined below:

- Targets for the Journey Weighting were derived from the full NRPS data for 2016
- The target population was defined as journeys for those who travel at least once every three months
- Fully interlocking targets were set for journey purpose (commuter, business, leisure), age band (16-34, 35-54, 55+) and gender (male, female) within each of the 27 TOCs
- Cells on a handful of smaller TOCs with sparse data were combined to eliminate empty cells and reduce very heavy weights
- Finally a balancing weight was applied to ensure the correct distribution of TOCs by journey
- The weighting scheme takes advantage of the large sample size to ensure weights are extremely accurate and generate a broadly representative sample (by journey) within each TOC and overall







Sample type	San	nple size		
Region				
North East		584		
North West		1503		
Yorkshire and the Humbe	er	1209		
East Midlands		933		
West Midlands		1204		
East of England		1274		
London/Greater London		2401		
South East		2225		
South West		1058		
Wales		956		
Scotland		1467		

Sample type	Sample size		
Age			
16-25	1708		
26-44	5011		
45-64	5413		
65+	2682		

Sample type	Sample size		
Gender			
Male	7066		
Female	7727		



113

Sample type	Sample size			
TOC – London and South East				
c2c	491			
Chiltern Railways	634			
Great Northern	468			
Great Western Railwa	ay 1199			
Greater Anglia	744	744		
London Midland	911			
London Overground	717			
South West Trains	895			
South Eastern	820			
Southern	999			
TfL Rail	455			
Thameslink	703			

Sample type	Sample size			
TOC – Long Distance				
Cross Country	791			
East Midlands Trains	858			
Transpennine Expres	ss 687			
Virgin Trains West Coast	1105			
Virgin Trains (East Coast)	1378			
Sample type	Sampla ciza			

Sample type	Sample Size		
TOC – Airport			
Gatwick Express	415		
Heathrow Express	225		
Heathrow Connect	202		
Stansted Express	230		

Sample type	Sample size
TOC – Regional	
Arriva Trains Wales	1147
Northern	1110
Merseyrail	437
ScotRail	1217

Sample type	Sample size			
TOC – Open Access				
Hull Trains	260			
Grand Central	380			









Transport Focus: Rail Passengers' Priorities for Improvement: 2017





and have been to see the



manufer a real way and for an

458531

The next section outlines how improvement priorities vary among passengers using different *building blocks*. These are sections of TOC routes that have been defined in conjunction with TOCs. Where fewer than fifty passengers who took part in the research had used a particular building block, these figures have been excluded from the reporting.

The building blocks for each TOC are listed below:

#### 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.

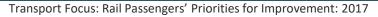
#### Chiltern Railways: Metro

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

#### **Chiltern Railways: Oxford** Journeys on London Marylebone – Oxford 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 Midlands 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.

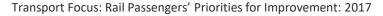
**Great Western Railway: West** Journeys on (generally) short distance rural rail lines in the West of England.

#### **Greater Anglia: Intercity**

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

#### Greater Anglia: Main line

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: Intercity**

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

#### Greater Anglia: Main line

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 lines.

#### **Greater Anglia: Stansted**

Journeys on 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 – Kings'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.

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 Overground: Gospel Oak – Barking\*

Journeys on the Gospel Oak – Barking line.

#### London Overground: Highbury & Islington – Croydon/ Clapham Junction

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 West Anglia 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 rail lines, 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: Main line Journeys on (generally) main line routes London – Kent lines.

**Southeastern: Metro** Journeys on rail lines that are within London.

Southern: Metro\* Journeys on rail lines that are within London.

Southern: Sussex Coast\* Journeys London – Sussex (and beyond).

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 outisde 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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: Kent\* Journeys on the Bedford - Kent route (including Denmark Hill & Sevenoaks, West Dulwich & Orpington route).

Thameslink: North/South\* Journeys on the Brighton – Bedford 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 Trains: London - Birmingham – Scotland Journeys on London - Birmingham – Scotland services.

Virgin Trains: London – Liverpool Journeys on London – Liverpool services.

Virgin Trains: London – Manchester Journeys on London – Manchester services.

Virgin Trains: London – North Wales Journeys on London – Holyhead/North Wales services.

Virgin Trains: London – Scotland Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services.

Virgin Trains: 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 .



Passengers who travel on Cardiff & Valleys and Inter Urban routes are more concerned about having fewer cancellations than ATW as a whole, and free Wi-Fi on trains is also important, particularly for Inter Urban passengers

Arriva Trains Wales passenger improvement priorities - building blocks index

Darker bars indicate index >100

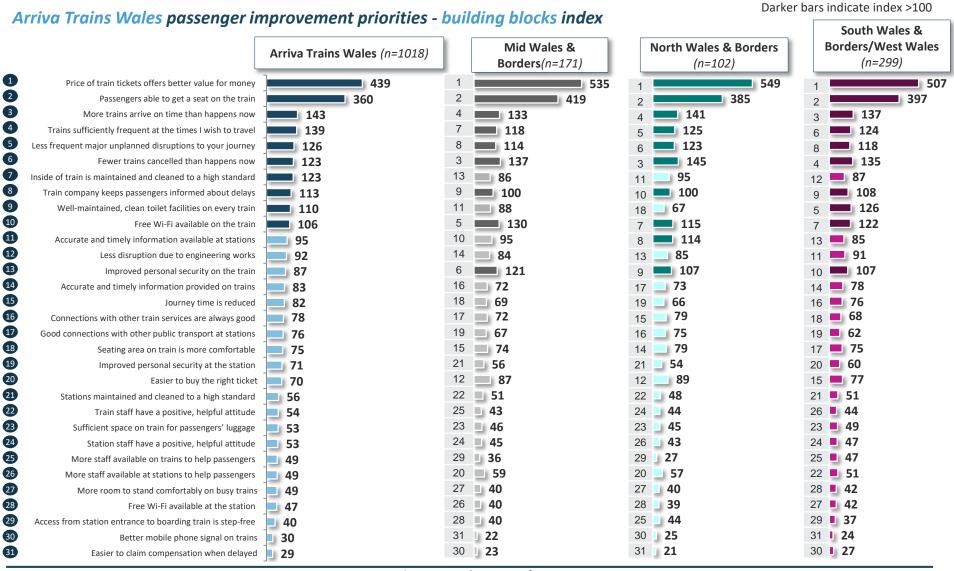
	Arriva Trains Wales (n=1018)	Card	iff & Valleys (n=408)		nter Urban (n=179)
Price of train tickets offers better value for money	439	1	457	1	545
Passengers able to get a seat on the train	360	2	429	2	402
More trains arrive on time than happens now	143	3	157	4	131
Trains sufficiently frequent at the times I wish to travel	139	5	139	7	114
Less frequent major unplanned disruptions to your journey	126	6	136	9	110
Fewer trains cancelled than happens now	123	4	146	3	141
Inside of train is maintained and cleaned to a high standard	123	11	95	13	84
Train company keeps passengers informed about delays	113	8	117	11	100
Well-maintained, clean toilet facilities on every train	110	13	85	10	107
Free Wi-Fi available on the train	106	7	118	5	126
Accurate and timely information available at stations	95	15	77	6	124
Less disruption due to engineering works	92	10	98	12	85
Improved personal security on the train	87	9	100	8	114
Accurate and timely information provided on trains	83	14	84	16	72
Journey time is reduced	82	12	86	15	76
Connections with other train services are always good	78	18	67	17	70
Good connections with other public transport at stations	<b>76</b>	20	63	19	65
Seating area on train is more comfortable	75	19	66	18	70
Improved personal security at the station	71	17	68	20	60
Easier to buy the right ticker	70	16	69	14	77
Stations maintained and cleaned to a high standard	<b>5</b> 6	21	51	22	49
Train staff have a positive, helpful attitude	54	23	49	26	40
Sufficient space on train for passengers' luggage	53	22	50	23	44
Station staff have a positive, helpful attitude	53	24	48	24	43
More staff available on trains to help passengers	49	29	■ 33	29	35
More staff available at stations to help passengers	49	25	45	21	51
More room to stand comfortably on busy trains	49	27	44	28	39
Free Wi-Fi available at the station	47	26	44	27	<b>3</b> 9
Access from station entrance to boarding train is step-free	40	28	■ 34	25	42
Better mobile phone signal on trains	30	30	□ 23	31	22
Easier to claim compensation when delayed	29	31	□ 23	30	23
Transport Focus: Rail Passengers' Priorities for Improvement: 2017					



121



Clean and well-maintained trains are less of a priority across all routes compared to ATW as a whole, however clean toilet facilities on trains are more important to passengers who travel on the South Wales & Borders/West Wales route





### Value for money is more of a priority for Inter Urban passengers than for ATW as a whole, and Cardiff & Valleys passengers are more concerned about getting a seat on the train

Arriva Trains Wales passenger improvement priorities - building blocks index & difference from Arriva Trains W									
Improvement priority area	Total index		& Valleys		Urban				
Base:	1018	4	08	1	79				
		Index	Diff cf. total Arriva Trains Wales index	Index	Diff cf. total Arriva Trains Wales index				
1 Price of train tickets offers better value for money	439	457	18	545	89				
2 Passengers able to get a seat on the train	360	429	69	402	-27				
3 More trains arrive on time than happens now	143	157	14	131	-26				
4 Trains sufficiently frequent at the times I wish to travel	139	139	1	114	-25				
5 Less frequent major unplanned disruptions to your journey	126	136	10	110	-26				
6 Fewer trains cancelled than happens now	123	146	23	141	-5				
7 Inside of train is maintained and cleaned to a high standard	123	95	-28	84	-11				
8 Train company keeps passengers informed about delays	113	117	4	100	-17				
9 Well-maintained, clean toilet facilities on every train	110	85	-25	107	22				
10 Free Wi-Fi available on the train	106	118	12	126	8				
11 Accurate and timely information available at stations	95	77	-18	124	47				
12 Less disruption due to engineering works	92	98	6	85	-13				
13 Improved personal security on the train	87	100	13	114	14				
14 Accurate and timely information provided on trains	83	84	1	72	-12				
15 Journey time is reduced	82	86	4	76	-9				
16 Connections with other train services are always good	78	67	-11	70	3				
17 Good connections with other public transport at stations	76	63	-14	65	3				
18 Seating area on train is more comfortable	75	66	-9	70	4				
19 Improved personal security at the station	71	68	-3	60	-8				
20 Easier to buy the right ticket	70	69	-1	77	8				
21 Stations maintained and cleaned to a high standard	56	51	-5	49	-2				
22 Train staff have a positive, helpful attitude	54	49	-6	40	-9				
23 Sufficient space on train for passengers' luggage	53	50	-4	44	-6				
24 Station staff have a positive, helpful attitude	53	48	-5	43	-5				
25 More staff available on trains to help passengers	49	33	-16	35	2				
26 More staff available at stations to help passengers	49	45	-4	51	5				
27 More room to stand comfortably on busy trains	49	44	-4	39	-5				
28 Free Wi-Fi available at the station	47	44	-2	39	-5				
29 Access from station entrance to boarding train is step-free	40	34	-6	42	8				

14/--1 • ... ....

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

123

23

23



30 Better mobile phone signal on trains

31 Easier to claim compensation when delayed

30

29



-2

0

22

23

-6

-6

Passengers who travel on the Mid Wales & Borders, North Wales & Borders and South Wales & Borders/West Wales routes are all more concerned about value for money than ATW as a whole

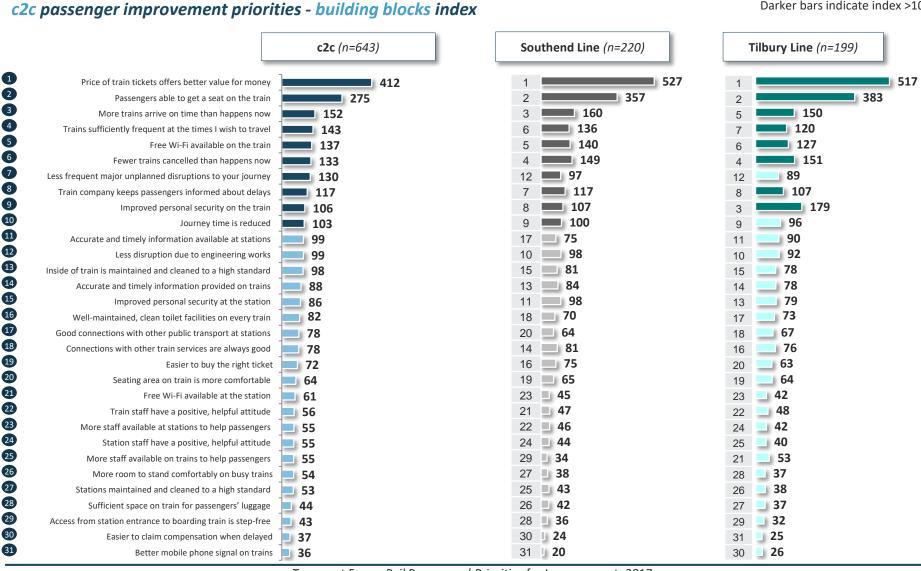
Arriva Trains Wales passenger improvement priorities	- building blocks index & difference from Arriva Trains Wales index
--	---

Improvement priority area	Total index	Mid W	ales & Borders	North V	/ales & Borders	South Wales & Borders/West Wales		
Base:	1018		171		102	299		
		Index	Diff cf. total Arriva	Index	Diff cf. total Arriva	Index	Diff cf. total Arriva	
		maex	Trains Wales index	muex	Trains Wales index	muex	Trains Wales index	
1 Price of train tickets offers better value for money	439	535	79	549	93	507	68	
2 Passengers able to get a seat on the train	360	419	-10	385	-44	397	37	
3 More trains arrive on time than happens now	143	133	-24	141	-16	137	-5	
4 Trains sufficiently frequent at the times I wish to travel	139	118	-21	125	-14	124	-15	
5 Less frequent major unplanned disruptions to your journey	126	114	-23	123	-14	118	-8	
6 Fewer trains cancelled than happens now	123	137	-9	145	-1	135	12	
7 Inside of train is maintained and cleaned to a high standard	123	86	-8	95	1	87	-36	
8 Train company keeps passengers informed about delays	113	100	-17	100	-17	108	-5	
9 Well-maintained, clean toilet facilities on every train	110	88	3	67	-18	126	16	
10 Free Wi-Fi available on the train	106	130	12	115	-3	122	16	
11 Accurate and timely information available at stations	95	95	18	114	38	85	-10	
12 Less disruption due to engineering works	92	84	-14	85	-13	91	-1	
13 Improved personal security on the train	87	121	21	107	7	107	19	
14 Accurate and timely information provided on trains	83	72	-12	73	-11	78	-5	
L5Journey time is reduced	82	69	-17	66	-19	76	-6	
16 Connections with other train services are always good	78	72	5	79	12	68	-10	
17 Good connections with other public transport at stations	76	67	4	75	13	62	-15	
18 Seating area on train is more comfortable	75	74	8	79	13	75	0	
19 Improved personal security at the station	71	56	-12	54	-13	60	-11	
20 Easier to buy the right ticket	70	87	18	89	20	77	7	
21 Stations maintained and cleaned to a high standard	56	51	0	48	-3	51	-5	
22 Train staff have a positive, helpful attitude	54	43	-6	44	-5	44	-11	
23 Sufficient space on train for passengers' luggage	53	46	-3	45	-5	49	-4	
24 Station staff have a positive, helpful attitude	53	45	-3	43	-5	47	-5	
25 More staff available on trains to help passengers	49	36	2	27	-7	47	-2	
26 More staff available at stations to help passengers	49	59	13	57	12	51	1	
27 More room to stand comfortably on busy trains	49	40	-4	40	-5	42	-7	
28 Free Wi-Fi available at the station	47	40	-4	39	-5	42	-5	
29 Access from station entrance to boarding train is step-free	40	40	5	44	10	37	-3	
30 Better mobile phone signal on trains	30	22	-2	25	2	24	-6	
		23		21				





Passengers who take the Tilbury Line route are much more concerned about having improved personal security on trains and fewer cancellations than c2c passengers as a whole



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

## Passengers on both the Southend Line and Tilbury Line are more concerned about value for money and the ability to get a seat on trains than c2c passengers as a whole

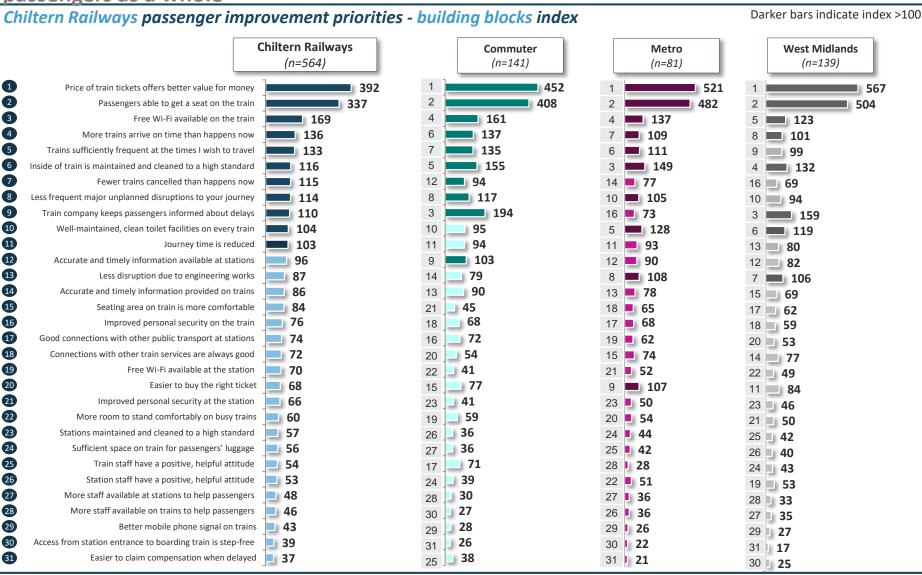
#### c2c passenger improvement priorities - building blocks index & difference from c2c index

	Improvement priority area	Total index	South	end Line	Tilbury Line			
	Base:	643	2	220	199			
			Index	Difference cf. total c2c index	Index	Difference cf. total c2c index		
1	Price of train tickets offers better value for money	412	527	115	517	106		
2	Passengers able to get a seat on the train	275	357	81	383	108		
3	More trains arrive on time than happens now	152	160	8	150	-2		
4	Less frequent major unplanned disruptions to your journey	143	136	-7	120	-23 -10		
5	Fewer trains cancelled than happens now	137	140	3	127	-10		
E	Trains sufficiently frequent at the times I wish to travel	133	149	16	151	18		
7	Less disruption due to engineering works	130	97	-34	89	-42		
8	Train company keeps passengers informed about delays	117	117	1	107	-9		
ç	Free Wi-Fi available on the train	106	107	1	179	73		
10	Inside of train is maintained and cleaned to a high standard	103	100	-2	96	-6		
11	Journey time is reduced	99	75	-24	90	-9		
12	Accurate and timely information available at stations	99	98	0	92	-7		
13	Well-maintained, clean toilet facilities on every train	98	81	-17	78	-20		
14	Accurate and timely information provided on trains	88	84	-4	78	-10		
15	Improved personal security on the train	86	98	12	79	-7		
16	Connections with other train services are always good	82	70	-12	73	-9		
17	Good connections with other public transport at stations	78	64	-15	67	-11		
18	Easier to buy the right ticket	78	81	4	76	-1		
19	Improved personal security at the station	72	75	3	63	-9		
20	Seating area on train is more comfortable	64	65	0	64	0		
21	Stations maintained and cleaned to a high standard	61	45	-16	42	-19		
22	More room to stand comfortably on busy trains	56	47	-9	48	-8		
23	Train staff have a positive, helpful attitude	55	46	-10	42	-14		
24	Station staff have a positive, helpful attitude	55	44	-10	40	-14		
25	Free Wi-Fi available at the station	55	34	-20	53	-1		
26	Sufficient space on train for passengers' luggage	54	38	-17	37	-18		
27	More staff available at stations to help passengers	53	43	-10	38	-18 -15		
28	More staff available on trains to help passengers	44	42	-2	37	-7		
29	Access from station entrance to boarding train is step-free	43	36	-7	32	-10		
30	Easier to claim compensation when delayed	37	24	-13	25	-12		
31	Better mobile phone signal on trains	36	20	-16		-10		





While the top two priorities remain, passengers on the West Midlands and Commuter routes are more concerned about being kept informed about delays than Chiltern Railway passengers as a whole





### Value for money is much more important for passengers who travel on the Metro or West Midlands routes than for Chiltern Railway as a whole, whereas free Wi-Fi on the train, on time arrivals and fewer cancellations are less of a priority

Chiltern Railways passenger improvement priorities - building blocks index & difference from Chiltern Railways index

Improvement priority area	Total index		Commuter		Metro	West Midlands		
Base:	564		141		81		139	
		Index	Diff cf. total Chiltern Railways index	Index	Diff cf. total Chiltern index	Index	Diff cf. total Chiltern Railways index	
1 Price of train tickets offers better value for money	392	452	60	521	129	567	116	
2 Passengers able to get a seat on the train	337	408	71	482	145	504	96	
3 Free Wi-Fi available on the train	169	161	-8	137	-32	123	-37	
4 More trains arrive on time than happens now	136	137	1	109	-27	101	-35	
5 Trains sufficiently frequent at the times I wish to travel	133	135	2	111	-22	99	-36	
6 Inside of train is maintained and cleaned to a high standard	116	155	39	149	33	132	-23	
7 Fewer trains cancelled than happens now	114	94	-21	77	-38	69	-25	
8 Less frequent major unplanned disruptions to your journey	115	117	3	105	-9	94	-23	
9 Train company keeps passengers informed about delays	104	194	84	73	-37	159	-35	
10 Well-maintained, clean toilet facilities on every train	110	95	-9	128	24	119	24	
11 Journey time is reduced	103	94	-9	93	-10	80	-14	
12 Accurate and timely information available at stations	87	103	7	90	-6	82	-21	
13 Less disruption due to engineering works	96	79	-8	108	21	106	28	
14 Accurate and timely information provided on trains	68	90	4	78	-8	69	-21	
15 Seating area on train is more comfortable	84	45	-39	65	-19	62	16	
16 Improved personal security on the train	86	68	-8	68	-8	59	-9	
17 Good connections with other public transport at stations	76	72	-2	62	-12	53	-19	
18 Connections with other train services are always good	72	54	-18	74	2	77	23	
19 Free Wi-Fi available at the station	74	41	-29	52	-18	49	8	
20 Easier to buy the right ticket	66	77	9	107	39	84	7	
21 Improved personal security at the station	70	41	-25	50	-16	46	6	
22 More room to stand comfortably on busy trains	56	59	-1	54	-6	50	-9	
23 Stations maintained and cleaned to a high standard	57	36	-21	44	-13	42	5	
24 Sufficient space on train for passengers' luggage	54	36	-20	42	-14	40	4	
25 Train staff have a positive, helpful attitude	53	71	17	28	-26	43	-28	
26 Station staff have a positive, helpful attitude	48	39	-14	51	-2	53	14	
27 More staff available at stations to help passengers	39	30	-18	36	-12	33	4	
28 More staff available on trains to help passengers	46	27	-19	36	-10	35	8	
29 Better mobile phone signal on trains	60	28	-15	26	-17	27	-1	
30 Access from station entrance to boarding train is step-free	43	26	-13	22	-17	17	-9	
31 Easier to claim compensation when delayed	37	38	1	21	-16	25	-13	





Passengers who travel on the North-South Manchester and North-South Scotland & North East routes are more concerned than CrossCountry as a whole about having well-

#### maintained and clean toilet facilities on the train

	CrossCountry (n=605)		East-West (n=117)		North-South Manchester (n=124)		orth-South Scotlan & North East(n=190
Price of train tickets offers better value for money	532	1	522	1	683	1	
Passengers able to get a seat on the train	354	2	357	2	352	2	347
Free Wi-Fi available on the train	138	3	138	4	137	5	129
More trains arrive on time than happens now	132	4	125	6	117	7	<b>112</b>
Trains sufficiently frequent at the times I wish to travel	132	6	120	8	<b>112</b>	8	106
nside of train is maintained and cleaned to a high standard	123	5	125	5	137	4	130
ess frequent major unplanned disruptions to your journey	119	12	92	14	81	14	<b>7</b> 9
Fewer trains cancelled than happens now	112	9	109	9	105	10	102
Well-maintained, clean toilet facilities on every train	111	8	113	3	138	3	148
Train company keeps passengers informed about delays	104	7	113	7	113	6	<b>116</b>
Journey time is reduced	94	17	73	12	87	13	82
Less disruption due to engineering works	<b>86</b>	11	92	13	87	12	84
Accurate and timely information available at stations	<b>86</b>	10	104	10	103	9	103
Easier to buy the right ticket	81	15	79	15	75	15	<b>7</b> 2
Seating area on train is more comfortable	79	13	84	20	52	18	65
Improved personal security on the train	75	19	72	17	69	17	66
Accurate and timely information provided on trains	- 75	18	72	18	62	19	59
Connections with other train services are always good	- 74	14	82	11	95	11	101
Good connections with other public transport at stations	72	20	67	23	43	20	<b>51</b>
Improved personal security at the station	60	16	74	16	<b>72</b>	16	<b>7</b> 0
Sufficient space on train for passengers' luggage	55	23	49	21	44	23	46
Stations maintained and cleaned to a high standard	52	23	43	26	38	26	<b>3</b> 5
Free Wi-Fi available at the station	48	29	49	20	40	20	42
Train staff have a positive, helpful attitude	48		49		38	24	■ 40
Station staff have a positive, helpful attitude	46	26		25		22	<b>4</b> 6
More staff available on trains to help passengers	41	27	47	22	43	22	<b>4</b> 8
More staff available at stations to help passengers	41	21	54	19	53	28	32
More room to stand comfortably on busy trains	41		49	27	30	20	<b>3</b> 3
Access from station entrance to boarding train is step-free	34	22	50	28	29	29	<ul> <li>35</li> <li>25</li> </ul>
Better mobile phone signal on trains	29	28	46	30	22	31	<ul> <li>19</li> </ul>
- Easier to claim compensation when delayed			26 26	31 29	19 24	30	24

Transport Focus: Rail Passengers' Priorities for Improvement: 2017





Passengers who travel on the North-South Manchester and North-South Scotland & North East routes are much more concerned about value for money than for CrossCountry as a whole

*CrossCountry passenger improvement priorities - building blocks index & difference from CrossCountry index* 

Improvement priority area	Total index	E	ast-West	North-So	outh Manchester	North-South Scotland & North East		
Base:	605		117		124	190		
		Index	Difference cf. total CrossCountry index	Index	Difference cf. total CrossCountry index		Difference cf. total CrossCountry index	
1 Price of train tickets offers better value for money	532	522	-10	683	151	687	155	
2 Passengers able to get a seat on the train	354	357	3	352	-2	347	-7	
3 Free Wi-Fi available on the train	138	138	-1	137	-2	129	-9	
4 More trains arrive on time than happens now	132	125	-7	117	-15	112	-20	
5 Trains sufficiently frequent at the times I wish to travel	132	120	-12	112	-20	106	-25	
6 Inside of train is maintained and cleaned to a high standard	123	125	2	137	14	130	7	
7 Less frequent major unplanned disruptions to your journey	119	92	-27	81	-38	79	-40	
8 Fewer trains cancelled than happens now	112	109	-3	105	-6	102	-10	
9 Well-maintained, clean toilet facilities on every train	111	113	1	138	27	148	37	
10 Train company keeps passengers informed about delays	104	113	9	113	10	116	13	
11 Journey time is reduced	94	73	-21	87	-7	82	-12	
12 Less disruption due to engineering works	86	92	6	87	1	84	-2	
13 Accurate and timely information available at stations	86	104	18	103	18	103	17	
14 Easier to buy the right ticket	81	79	-2	75	-6	72	-8	
15 Seating area on train is more comfortable	79	84	5	52	-27	65	-14	
16 Improved personal security on the train	75	72	-4	69	-7	66	-9	
17 Accurate and timely information provided on trains	75	72	-2	62	-13	59	-16	
18 Connections with other train services are always good	74	82	7	95	20	101	27	
19 Good connections with other public transport at stations	72	67	-5	43	-29	51	-21	
20 Improved personal security at the station	60	74	14	72	12	70	9	
21 Sufficient space on train for passengers' luggage	55	49	-6	44	-11	46	-9	
22 Stations maintained and cleaned to a high standard	52	43	-8	38	-14	35	-17	
23 Free Wi-Fi available at the station	48	49	1	40	-9	42	-7	
24 Train staff have a positive, helpful attitude	48	48	0	38	-10	40	-8	
25 Station staff have a positive, helpful attitude	46	47	0	43	-3	46	0	
26 More staff available on trains to help passengers	41	54	12	53	11	48	7	
27 More staff available at stations to help passengers	41	49	8	30	-11	32	-9	
28 More room to stand comfortably on busy trains	41	50	9	29	-12	33	-8	
29 Access from station entrance to boarding train is step-free	34	46	12	22	-12	25	-9	
30 Better mobile phone signal on trains	29	26	-3	19	-9	19	-10	
31 Easier to claim compensation when delayed	25	26	1	24	-1	24	-1	





Passengers who travel on the London route are more concerned than East Midlands Trains as a whole about having fewer cancellations, and there is more concern amongst passengers on all routes about the ease of buying tickets compared to East Midlands Trains

East Midlands Trains passenger improvement priorities - building blocks index

Darker bars indicate index >100

	East Midlands Trains (n=622)		Liverpool-Norwich (n=113)		Local (n=176)		London (n=297)
Price of train tickets offers better value for money	534	1	552	1	474	1	568
Passengers able to get a seat on the train	365	2	415	2	375	2	402
Free Wi-Fi available on the train	135	3	141	3	149	4	135
More trains arrive on time than happens now	133	6	125	5	129	7	116
Trains sufficiently frequent at the times I wish to travel	131	7	118	6	127	8	112
Inside of train is maintained and cleaned to a high standard	123	4	132	4	142	5	134
Less frequent major unplanned disruptions to your journey	115	12	82	13	90	14	81
Well-maintained, clean toilet facilities on every train	112	10	113	8	119	10	104
Fewer trains cancelled than happens now	111	8	117	10	101	3	146
Train company keeps passengers informed about delays	106	5	126	7	120	6	123
Accurate and timely information available at stations	90	17	68	18	71	13	81
Less disruption due to engineering works	83	11	94	11	101	11	87
Easier to buy the right ticket	82	9	114	9	104	9	110
Journey time is reduced	82	13	80	14	86	15	<b>75</b>
Accurate and timely information provided on trains	78	14	76	12	96	17	<b>6</b> 8
Seating area on train is more comfortable	76	19	61	17	<b>7</b> 4	18	<b>6</b> 5
Connections with other train services are always good	71	20	54	19	68	19	<b>5</b> 9
Improved personal security on the train	71	15	73	15	77	12	82
Good connections with other public transport at stations	68	18	61	16	- 74	20	<b>5</b> 4
Improved personal security at the station	<b>5</b> 9	16	72	20	66	16	73
Sufficient space on train for passengers' luggage	53	22	50	21	53	22	<b>4</b> 9
Stations maintained and cleaned to a high standard	53	25	41	26	48	25	<b>4</b> 3
Free Wi-Fi available at the station	<b>4</b> 9	23	46	22	52	24	<b>4</b> 4
Train staff have a positive, helpful attitude	<b>4</b> 9	24	44	24	50	26	42
Station staff have a positive, helpful attitude	47	28	37	28	34	23	<b>4</b> 6
More room to stand comfortably on busy trains	<b>4</b> 6	21	51	23	51	21	<b>51</b>
More staff available at stations to help passengers	<b>42</b>	27	■ 39	27	<b>4</b> 7	28	<b>3</b> 6
More staff available on trains to help passengers	41	26	40	25	<b>4</b> 9	27	<b>3</b> 6
Access from station entrance to boarding train is step-free	<b>3</b> 6	29	35	29	28	29	L 29
Better mobile phone signal on trains	31	31	J 20		23	31	1 23
Easier to claim compensation when delayed	28	30	25	31	23	30	L 27

Transport Focus: Rail Passengers' Priorities for Improvement: 2017





### Passengers who travel on the Local routes are less concerned about value for money than East Midlands Trains as a whole, and passengers on all other routes are more likely to prioritise value for money and getting a seat on the train

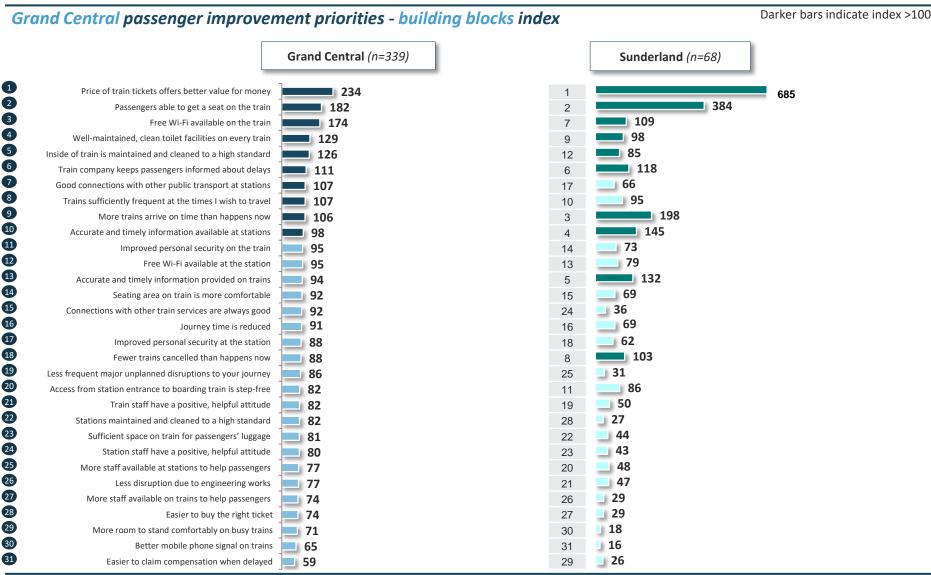
East Midlands Trains passenger improvement priorities - building blocks index & difference from East Midlands Trains index

Improvement priority area	Total index	Liver	ool-Norwich		Local	London		
Base:	622		113		176	297		
		Index	Difference cf. total East Midlands index	Index	Difference cf. total East Midlands index	Index	Difference cf. total East Midlands index	
1 Price of train tickets offers better value for money	534	552	17	474	-60	568	34	
2 Passengers able to get a seat on the train	365	415	49	375	9	402	36	
3 Free Wi-Fi available on the train	135	141	6	149	14	135	0	
4 More trains arrive on time than happens now	133	125	-8	129	-3	116	-16	
5 Trains sufficiently frequent at the times I wish to travel	131	118	-13	127	-4	112	-19	
6 Inside of train is maintained and cleaned to a high standard	123	132	9	142	18	134	11	
7 Less frequent major unplanned disruptions to your journey	115	82	-33	90	-25	81	-34	
8 Well-maintained, clean toilet facilities on every train	112	113	0	119	7	104	-8	
9 Fewer trains cancelled than happens now	111	117	6	101	-11	146	35	
10 Train company keeps passengers informed about delays	106	126	20	120	14	123	17	
11 Accurate and timely information available at stations	90	68	-22	71	-19	81	-9	
12 Less disruption due to engineering works	83	94	11	101	18	87	4	
13 Easier to buy the right ticket	82	114	31	104	22	110	27	
14 Journey time is reduced	82	80	-2	86	4	75	-7	
15 Accurate and timely information provided on trains	78	76	-2	96	18	68	-11	
16 Seating area on train is more comfortable	76	61	-15	74	-2	65	-11	
17 Connections with other train services are always good	71	54	-17	68	-3	59	-12	
18 Improved personal security on the train	71	73	2	77	6	82	11	
19 Good connections with other public transport at stations	68	61	-7	74	6	54	-14	
20 Improved personal security at the station	59	72	13	66	7	73	15	
21 Sufficient space on train for passengers' luggage	53	50	-3	53	0	49	-4	
22 Stations maintained and cleaned to a high standard	53	41	-12	48	-5	43	-10	
23 Free Wi-Fi available at the station	49	46	-3	52	3	44	-5	
24 Train staff have a positive, helpful attitude	49	44	-4	50	1	42	-6	
25 Station staff have a positive, helpful attitude	47	37	-10	34	-13	46	-2	
26 More room to stand comfortably on busy trains	46	51	4	51	4	51	4	
27 More staff available at stations to help passengers	42	39	-3	47	5	36	-6	
28 More staff available on trains to help passengers	41	40	-2	49	7	36	-5	
29 Access from station entrance to boarding train is step-free	36	35	-1	28	-8	29	-6	
30 Better mobile phone signal on trains	31	20	-11	23	-8	23	-8	
31 Easier to claim compensation when delayed	28	25	-3	23	-5	27	-1	





## Passengers who travel on the Sunderland route are more likely to prioritise on time arrivals and accurate/timely information than Grand Central as a whole





## Value for money and the ability to get a seat on the train are much bigger priorities for passengers on the Sunderland route than for Grand Central as a whole

Improvement priority area	Total index	Sun	derland		
Base:	339	68			
		Index	Difference cf. total Grand Central index		
1 Price of train tickets offers better value for money	234	685	451		
2 Passengers able to get a seat on the train	182	384	202		
3 Free Wi-Fi available on the train	174	109	-65		
4 Well-maintained, clean toilet facilities on every train	129	98	-31		
5 Inside of train is maintained and cleaned to a high standard	126	85	-41		
6 Train company keeps passengers informed about delays	111	118	7		
7 Good connections with other public transport at stations	107	66	-41		
8 Trains sufficiently frequent at the times I wish to travel	107	95	-12		
9 More trains arrive on time than happens now	106	198	92		
0 Accurate and timely information available at stations	98	145	47		
1 Improved personal security on the train	95	73	-22		
2 Free Wi-Fi available at the station	95	79	-16		
3 Accurate and timely information provided on trains	94	132	38		
4 Seating area on train is more comfortable	92	69	-23		
5 Connections with other train services are always good	92	36	-56		
6Journey time is reduced	91	69	-22		
7 Improved personal security at the station	88	62	-26		
8 Fewer trains cancelled than happens now	88	103	15		
9 Less frequent major unplanned disruptions to your journey	86	31	-55		
0 Access from station entrance to boarding train is step-free	82	86	4		
1 Train staff have a positive, helpful attitude	82	50	-32		
2 Stations maintained and cleaned to a high standard	82	27	-54		
3 Sufficient space on train for passengers' luggage	81	44	-36		
4 Station staff have a positive, helpful attitude	80	43	-38		
5 More staff available at stations to help passengers	77	48	-29		
6Less disruption due to engineering works	77	47	-30		
7 More staff available on trains to help passengers	74	29	-45		
8 Easier to buy the right ticket	74	29	-45		
9 More room to stand comfortably on busy trains	71	18	-53		
0 Better mobile phone signal on trains	65	16	-49		
1 Easier to claim compensation when delayed	59	26	-32		



Passengers who travel on the Mainline and West Anglia routes prioritise a clean and wellmaintained train compared to Greater Anglia as a whole, and Intercity passengers are more concerned about the ease of buying a ticket than Greater Anglia passengers

*Greater Anglia passenger improvement priorities - building blocks index* 

Darker bars indicate index >100

	<b>Greater Anglia</b> (n=596		Intercity (n=92)		Mainline (n=129)		West Anglia (n=67)
Price of train tickets offers better value for money	563	1	599	1	691	1	583
2 Passengers able to get a seat on the train	302	2	274	2	334	2	299
More trains arrive on time than happens now	200	4	168	4	209	3	212
Less frequent major unplanned disruptions to your journey	195	3	168	3	211	4	211
Fewer trains cancelled than happens now	185	5	151	5	191	5	201
Trains sufficiently frequent at the times I wish to travel	165	6	141	6	163	6	170
Less disruption due to engineering works	130	8	116	7	137	7	146
Free Wi-Fi available on the train	111	10	102	10	<b>102</b>	9	108
Journey time is reduced	109	11	98	9	105	12	83
Train company keeps passengers informed about delays	108	12	93	11	88	10	89
Inside of train is maintained and cleaned to a high standard	93	9	103	8	115	8	119
Accurate and timely information available at stations	88	14	82	12	<u> </u>	11	87
Well-maintained, clean toilet facilities on every train	79	15	78	13	<b>—</b> 72	14	<b>—</b> 71
Accurate and timely information provided on trains	76	17	71	14	<u> </u>	13	<b>—</b> 75
Easier to buy the right ticket	64	7	124	19	33	17	<b>6</b> 1
Connections with other train services are always good	64	18	64	16	58	15	61
Good connections with other public transport at stations	57	19	58	17	51	19	<b>5</b> 3
Improved personal security on the train	57	16	74	15	<u> </u>	16	<b>61</b>
Seating area on train is more comfortable	55	13	90	22	28	20	48
Improved personal security at the station	<b>47</b>	20	53	18	<b>48</b>	18	<b>5</b> 8
Stations maintained and cleaned to a high standard	<b>3</b> 9	24	43	21	J 30	22	<b>3</b> 6
More room to stand comfortably on busy trains	<b>3</b> 9	26	<b>3</b> 6	23	28	21	<b>3</b> 9
Train staff have a positive, helpful attitude	<b>3</b> 7	23	43	25	J 26	23	<b>3</b> 5
Free Wi-Fi available at the station	37	25	42	26	J 25	24	<b>3</b> 4
Station staff have a positive, helpful attitude	<b>3</b> 6	29	□ 28	20	32	29	18
Sufficient space on train for passengers' luggage	35	27	<b>3</b> 6	24	J 26	25	<b>3</b> 0
More staff available at stations to help passengers	31	22	<b>43</b>	28	18	27	29
More staff available on trains to help passengers	31	21	■ 46	29	17	26	29
Easier to claim compensation when delayed	25	30	□ 27	31	12		15
Access from station entrance to boarding train is step-free	22		□ 28	27	21		26
Better mobile phone signal on trains	22	31	□ 20	30	17		12



# Value for money is a much bigger priority for Mainline passengers than Greater Anglia as a whole and Intercity passengers are more likely to prioritise on time arrivals and fewer cancellations

Greater Anglia passenger improvement priorities - building blocks index & difference from Greater Anglia index

Improvement priority area	Total index		Intercity		Mainline	West Anglia		
Base:	596		92		129		67	
		Index	Difference cf. total Greater Anglia index	Index	Difference cf. total Greater Anglia index	Index	Difference cf. total Greater Anglia index	
1 Price of train tickets offers better value for money	563	599	36	691	128	583	21	
2 Passengers able to get a seat on the train	302	274	-29	334	32	299	-3	
3 More trains arrive on time than happens now	200	168	-33	209	9	212	11	
4 Less frequent major unplanned disruptions to your journey	195	168	-27	211	17	211	17	
5 Fewer trains cancelled than happens now	185	151	-33	191	6	201	17	
6 Trains sufficiently frequent at the times I wish to travel	165	141	-24	163	-2	170	5	
7 Less disruption due to engineering works	130	116	-14	137	7	146	16	
8 Free Wi-Fi available on the train	111	102	-9	102	-9	108	-3	
9 Journey time is reduced	109	98	-11	105	-4	83	-26	
10 Train company keeps passengers informed about delays	108	93	-15	88	-20	89	-20	
11 Inside of train is maintained and cleaned to a high standard	93	103	10	115	22	119	26	
12 Accurate and timely information available at stations	88	82	-6	80	-8	87	-1	
13 Well-maintained, clean toilet facilities on every train	79	78	-1	72	-7	71	-8	
14 Accurate and timely information provided on trains	76	71	-4	68	-8	75	0	
15 Easier to buy the right ticket	64	124	60	33	-31	61	-3	
16 Connections with other train services are always good	64	64	0	58	-6	61	-2	
17 Good connections with other public transport at stations	57	58	1	51	-6	53	-4	
18 Improved personal security on the train	57	74	18	64	7	61	4	
19 Seating area on train is more comfortable	55	90	35	28	-26	48	-7	
20 Improved personal security at the station	47	53	6	48	1	58	11	
21 Stations maintained and cleaned to a high standard	39	43	4	30	-9	36	-3	
22 More room to stand comfortably on busy trains	39	36	-2	28	-11	39	0	
23 Train staff have a positive, helpful attitude	37	43	6	26	-11	35	-2	
24 Free Wi-Fi available at the station	37	42	5	25	-12	34	-3	
25 Station staff have a positive, helpful attitude	36	28	-8	32	-4	18	-17	
26 Sufficient space on train for passengers' luggage	35	36	2	26	-8	30	-5	
27 More staff available at stations to help passengers	31	43	12	18	-13	29	-2	
28 More staff available on trains to help passengers	31	46	16	17	-13	29	-1	
29 Easier to claim compensation when delayed	25	27	2	12	-13	15	-10	
30 Access from station entrance to boarding train is step-free	22	28	6	21	-1	26	3	
31 Better mobile phone signal on trains	22	20	-2	17	-6	12	-10	



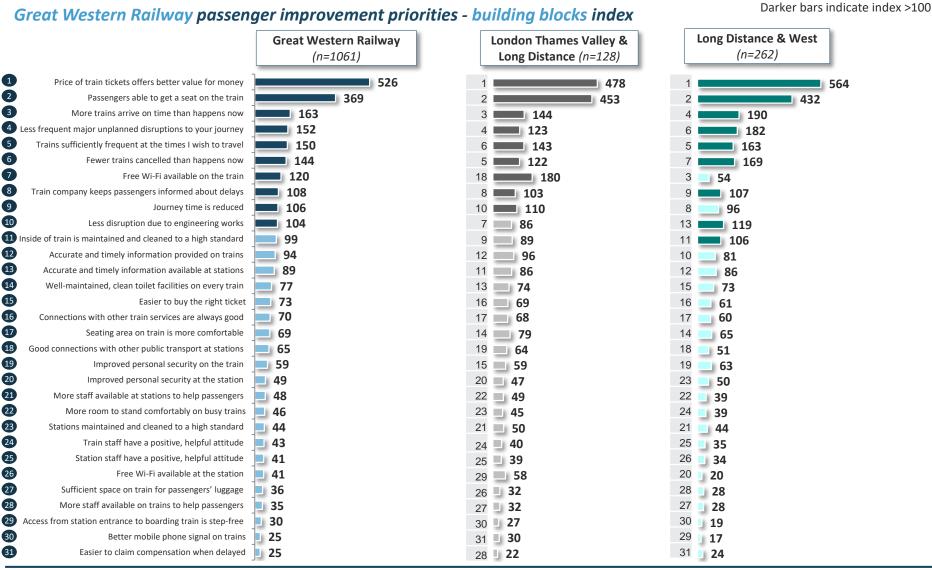
### Value for money is even more important for London & Thames Valley than Great Western Railway passengers as a whole

	Great Western Railway (n=1061)	London & Thames Valley (n=195)	Long Distance (n=608)	<b>West</b> (n=349)
Price of train tickets offers better value for money	526	1 580	1 520	1 471
Passengers able to get a seat on the train	369	2 431	2 368	2 <b>432</b>
More trains arrive on time than happens now	163	3 155	3 185	3 <b>156</b>
ess frequent major unplanned disruptions to your journey	152	4 144	5 170	5 141
Trains sufficiently frequent at the times I wish to travel	150	5 146	4 166	4 148
- Fewer trains cancelled than happens now	144	6 134	6 <b>164</b>	7 137
- Free Wi-Fi available on the train	120	10 134	7 99	6 <b>138</b>
Train company keeps passengers informed about delays	108	8 101	9 112	8 107
Journey time is reduced	106	11 110	8 96	9 105
Less disruption due to engineering works	104	7 96	12 116	11 97
side of train is maintained and cleaned to a high standard	99	9 <b>97</b>	10 104	10 99
Accurate and timely information provided on trains	94	13 <b>97</b>	11 82	12 93
Accurate and timely information available at stations	89	12 83	13 92	13 90
- Well-maintained, clean toilet facilities on every train	77	14 <b>71</b>	15 80	15 76
- Easier to buy the right ticket	73	16 <b>70</b>	16 64	17 <b>71</b>
- Connections with other train services are always good	70	15 63	17 66	16 75
- Seating area on train is more comfortable	69	18 73	14 61	14 76
Good connections with other public transport at stations	65	19 56	18 60	18 71
- Improved personal security on the train	59	17 54	19 64	19 56
- Improved personal security at the station	49	20 43	21 <b>52</b>	22 46
- More staff available at stations to help passengers	48	23 44	20 40	20 52
- More room to stand comfortably on busy trains	46	22 42	22 <b>42</b>	24 44
- Stations maintained and cleaned to a high standard	44	21 41	23 <b>45</b>	21 49
- Train staff have a positive, helpful attitude	43	24 37	25 <b>39</b>	25 41
- Station staff have a positive, helpful attitude	41	25 35	26 <b>38</b>	26 40
Free Wi-Fi available at the station	41	26 39	26 37 24 <b>37</b>	23 45
- Sufficient space on train for passengers' luggage	36	27 28	28 <b>33</b>	27 34
More staff available on trains to help passengers	35	28 28	28 <b>32</b>	28 34
Access from station entrance to boarding train is step-free	30	31 24	27 <b>22</b>	29 28
Better mobile phone signal on trains	25	30 23	30 <b>23</b>	30 26
Easier to claim compensation when delayed	25	29 <b>20</b>	30 <b>26</b>	31 24

CHIME Insight & Engagement Group © Chime Insight & Engagement 2017



## Value for money and ability to get a seat are more important to London Thames Valley & Long Distance and Long Distance & West than Great Western Railway passengers as a whole





Long Distance only passengers are much more concerned about value for money than Great Western Railway as a whole and both London & Thames Valley only and West only

	Great Western Railway (n=1061)		n & Thames only (n=67)	Long Distance only (n=218)		West only (n=87)
Price of train tickets offers better value for money	526	1	<b>465</b> 1		701	1 <b>459</b>
Passengers able to get a seat on the train	369	2	288 2	405		2 <b>397</b>
More trains arrive on time than happens now	163	3 💻 1	.79 3	143		3 175
ss frequent major unplanned disruptions to your journey	152	7 💻 1	<b>56</b> 5	138		4 170
Trains sufficiently frequent at the times I wish to travel	150	4 🗾 1	70 6	136		6 158
Fewer trains cancelled than happens now	144	5 💻 1	58 7	120		5 <b>160</b>
Free Wi-Fi available on the train	120	6 💻 1	56 4	142		18 📕 68
Train company keeps passengers informed about delays	108	8 💻 12	0 11	95		9 💻 113
Journey time is reduced	106	12 96	8	120		10 97
Less disruption due to engineering works	104	9 💻 11	<b>2</b> 12	91		7 💻 117
ide of train is maintained and cleaned to a high standard	99	10 🔲 10		100		8 💻 115
Accurate and timely information provided on trains	94	14 83	9	108		12 📕 88
Accurate and timely information available at stations	89	11 🔲 10	<b>1</b> 14	77		11 💻 95
Well-maintained, clean toilet facilities on every train	77	13 88	16			15 📕 79
Easier to buy the right ticket	73	17 67	13			16 <b>75</b>
Connections with other train services are always good	70	15 74	17	59		13 📕 86
Seating area on train is more comfortable	69	20 56	15	73		17 <b>– 71</b>
Good connections with other public transport at stations	65	16 <b>71</b>	18			14 📕 82
Improved personal security on the train	59	18 64		41		20 52
Improved personal security at the station	49	21 55	24	33		22 44
More staff available at stations to help passengers	48	26 42	19	44		19 📕 57
More room to stand comfortably on busy trains	46	23 46	20			23 📕 43
Stations maintained and cleaned to a high standard	44	22 46	26	30		21 48
Train staff have a positive, helpful attitude	43	24 45		34		24 42
Station staff have a positive, helpful attitude	41	25 44	25	32		25 41
Free Wi-Fi available at the station	41	19 58		33		30 <b>J 22</b>
Sufficient space on train for passengers' luggage	36	27 38	29	-		26 37
More staff available on trains to help passengers	35	28 <b>37</b>		24		27 📕 36
cess from station entrance to boarding train is step-free	30	31 <b>26</b>	28	-		28 <b>28</b>
Better mobile phone signal on trains	25	29 <b>31</b>	30			31 <b>I 19</b>
Easier to claim compensation when delayed	25	30 <b>29</b>		16		29 26



Long Distance and West passengers are more concerned about getting a seat on the train than GWR passengers as a whole and West passengers are less concerned about value for money

Great Western Railway passenger improvement priorities - building blocks index & difference from GWR
--

Improvement priority area	Total index London & Thames Valley		Long D	istance	West		
Base:	1061		95		08	3	49
		Index	Difference cf. total GWR index	Index	Difference cf. total GWR index	Index	Difference cf. total GWR index
1 Price of train tickets offers better value for money	526	520	-6	580	54	471	-55
2 Passengers able to get a seat on the train	369	368	-1	431	61	432	62
3 More trains arrive on time than happens now	163	185	22	155	-7	156	-7
4 Less frequent major unplanned disruptions to your journey	152	170	19	144	-8	141	-11
5 Fewer trains cancelled than happens now	150	166	16	146	-4	148	-1
6 Trains sufficiently frequent at the times I wish to travel	144	164	21	134	-10	137	-7
7 Less disruption due to engineering works	120	99	-21	134	14	138	18
8 Train company keeps passengers informed about delays	108	112	4	101	-7	107	-2
9 Free Wi-Fi available on the train	106	96	-10	110	4	105	-1
10 Inside of train is maintained and cleaned to a high standard	104	116	12	96	-8	97	-7
11Journey time is reduced	99	104	5	97	-2	99	0
12 Accurate and timely information available at stations	94	82	-12	97	3	93	-1
13 Well-maintained, clean toilet facilities on every train	89	92	3	83	-7	90	0
14 Accurate and timely information provided on trains	77	80	3	71	-6	76	-1
15 Improved personal security on the train	73	64	-9	70	-3	71	-2
16 Connections with other train services are always good	70	66	-4	63	-8	75	4
17 Good connections with other public transport at stations	69	61	-8	73	4	76	7
18 Easier to buy the right ticket	65	60	-5	56	-9	71	6
19 Improved personal security at the station	59	64	5	54	-5	56	-2
20 Seating area on train is more comfortable	49	52	3	43	-6	46	-3
21 Stations maintained and cleaned to a high standard	48	40	-8	44	-4	52	4
22 More room to stand comfortably on busy trains	46	42	-4	42	-3	44	-1
23 Train staff have a positive, helpful attitude	44	45	1	41	-3	49	5
24 Station staff have a positive, helpful attitude	43	39	-3	37	-6	41	-1
25 Free Wi-Fi available at the station	41	38	-3	35	-6	40	-2
26Sufficient space on train for passengers' luggage	41	37	-4	39	-1	45	4
27 More staff available at stations to help passengers	36	33	-3	28	-8	34	-1
28 More staff available on trains to help passengers	35	32	-3	28	-7	34	-1
29 Access from station entrance to boarding train is step-free	30	22	-8	24	-6	28	-3
30 Easier to claim compensation when delayed	25	23	-3	23	-2	26	0
31 Better mobile phone signal on trains	25	26	1	20	-5	24	-1
			aritics for Improv				

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

140





## The ability to get a seat on the train is a bigger priority for Long Distance & West and London and Thames Valley & Long Distance passengers than GWR as a whole

#### Great Western Railway passenger improvement priorities - building blocks index & difference from GWR index

Improvement priority area	Total index	London and Thame	s Valley & Long Distance	Long Distance & West		
Base:	1061		128	262		
		Index	Difference cf. total GWR index	Index	Difference cf. tota GWR index	
1 Price of train tickets offers better value for money	526	564	39	478	-48	
2 Passengers able to get a seat on the train	369	432	63	453	84	
3 More trains arrive on time than happens now	163	190	27	144	-19	
4 Less frequent major unplanned disruptions to your journey	152	182	30	123	-29	
5 Fewer trains cancelled than happens now	150	163	13	143	-7	
6 Trains sufficiently frequent at the times I wish to travel	144	169	26	122	-21	
7 Less disruption due to engineering works	120	54	-66	180	60	
8 Train company keeps passengers informed about delays	108	107	-2	103	-6	
9 Free Wi-Fi available on the train	106	96	-9	110	4	
10 Inside of train is maintained and cleaned to a high standard	104	119	15	86	-19	
11 Journey time is reduced	99	106	8	89	-10	
12 Accurate and timely information available at stations	94	81	-13	96	2	
13 Well-maintained, clean toilet facilities on every train	89	86	-4	86	-3	
14 Accurate and timely information provided on trains	77	73	-4	74	-3	
15 Improved personal security on the train	73	61	-12	69	-4	
16 Connections with other train services are always good	70	60	-11	68	-2	
17 Good connections with other public transport at stations	69	65	-4	79	10	
18 Easier to buy the right ticket	65	51	-14	64	-1	
19 Improved personal security at the station	59	63	5	59	0	
20 Seating area on train is more comfortable	49	50	1	47	-2	
21 Stations maintained and cleaned to a high standard	48	39	-9	49	1	
22 More room to stand comfortably on busy trains	46	39	-7	45	-1	
23 Train staff have a positive, helpful attitude	44	44	1	50	6	
24 Station staff have a positive, helpful attitude	43	35	-8	40	-2	
25 Free Wi-Fi available at the station	41	34	-7	39	-2	
26 Sufficient space on train for passengers' luggage	41	20	-21	58	17	
27 More staff available at stations to help passengers	36	28	-8	32	-3	
28 More staff available on trains to help passengers	35	28	-7	32	-3	
29 Access from station entrance to boarding train is step-free	30	19	-11	27	-3	
30 Easier to claim compensation when delayed	25	17	-9	30	4	
31 Better mobile phone signal on trains	25	24	-1	22	-3	



## Ability to get a seat is less of a concern for London & Thames Valley only passengers and value for money is a bigger concern for Long Distance only passengers compared to GWR as a whole

#### Great Western Railway passenger improvement priorities - building blocks index & difference from GWR index

Improvement priority area	Total index	otal index London & Thames Valley only		Long Distance only		West only		
Base:	1061	E	57	218		87		
		Index	Difference cf. total GWR index	Index	Difference cf. total GWR index	Index	Difference cf. total GWR index	
1 Price of train tickets offers better value for money	526	465	-61	701	175	459	-67	
2 Passengers able to get a seat on the train	369	288	-82	405	36	397	27	
3 More trains arrive on time than happens now	163	179	16	143	-20	175	12	
4 Less frequent major unplanned disruptions to your journey	152	156	4	138	-13	170	18	
5 Fewer trains cancelled than happens now	150	170	20	136	-14	158	8	
6 Trains sufficiently frequent at the times I wish to travel	144	158	14	120	-23	160	17	
7 Less disruption due to engineering works	120	156	36	142	22	68	-52	
8 Train company keeps passengers informed about delays	108	120	12	95	-13	113	5	
9 Free Wi-Fi available on the train	106	96	-10	120	14	97	-9	
10 Inside of train is maintained and cleaned to a high standard	104	112	8	91	-13	117	13	
11 Journey time is reduced	99	101	3	100	1	115	17	
12 Accurate and timely information available at stations	94	83	-11	108	14	88	-6	
13 Well-maintained, clean toilet facilities on every train	89	101	11	77	-13	95	5	
14 Accurate and timely information provided on trains	77	88	11	66	-11	79	2	
15 Improved personal security on the train	73	67	-6	77	4	75	2	
16 Connections with other train services are always good	70	74	4	59	-11	86	15	
17 Good connections with other public transport at stations	69	56	-13	73	4	71	2	
18 Easier to buy the right ticket	65	71	6	51	-14	82	17	
19 Improved personal security at the station	59	64	6	41	-18	52	-7	
20 Seating area on train is more comfortable	49	55	6	33	-16	44	-5	
21 Stations maintained and cleaned to a high standard	48	42	-6	44	-4	57	9	
22 More room to stand comfortably on busy trains	46	46	0	41	-4	43	-2	
23 Train staff have a positive, helpful attitude	44	46	2	30	-14	48	4	
24 Station staff have a positive, helpful attitude	43	45	2	34	-9	42	0	
25 Free Wi-Fi available at the station	41	44	2	32	-9	41	-1	
26 Sufficient space on train for passengers' luggage	41	58	17	33	-7	22	-19	
27 More staff available at stations to help passengers	36	38	3	24	-12	37	2	
28 More staff available on trains to help passengers	35	37	2	24	-11	36	1	
29 Access from station entrance to boarding train is step-free	30	26	-4	24	-6	28	-2	
30 Easier to claim compensation when delayed	25	31	5	21	-5	19	-7	
31 Better mobile phone signal on trains	25	29	3	16	-9	26	1	

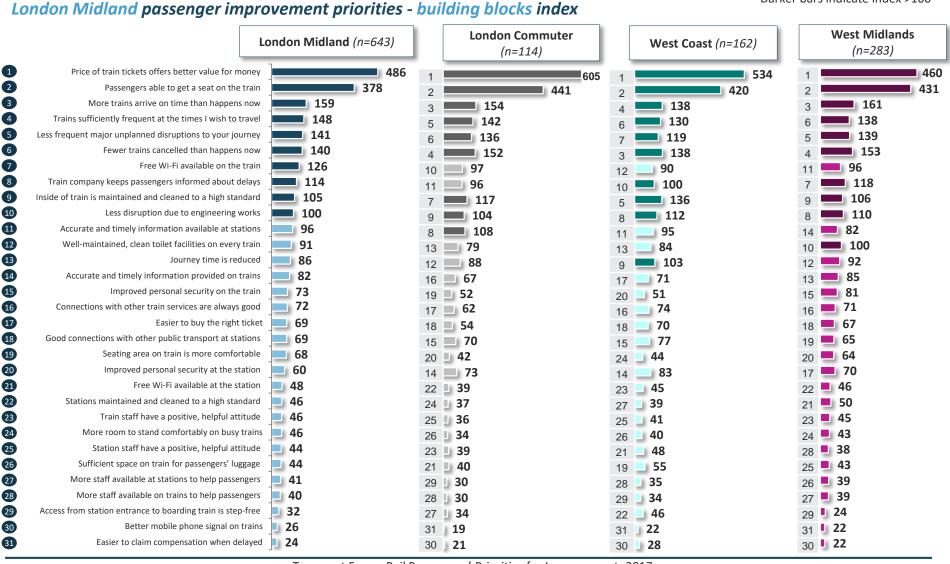
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

142





Top priorities are similar across routes, but passengers who travel on the West Coast tend to prioritise fewer cancellations and clean, well-maintained trains more so than London Midland as a whole and other routes



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Darker bars indicate index >100

The most important priorities are similar across routes, except for passengers who travel on the West Midlands route and who are less concerned about value for money than London Midland as a whole

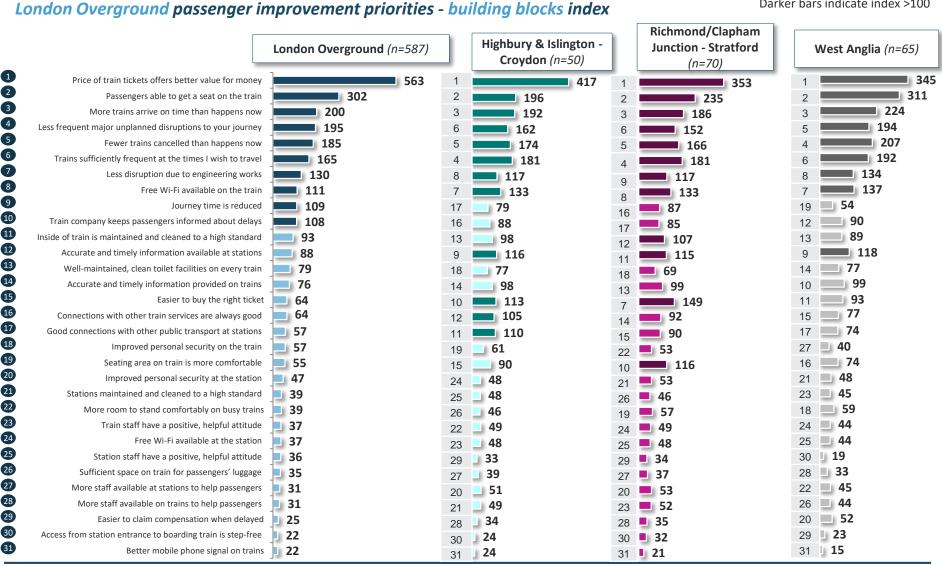
London Midland passenger improvement priorities - building blocks index & difference from London Midland index

Improvement priority area	Total index	London Commuter		Ŵ	/est Coast	West Midlands		
Base:	643		114		162	283		
		Index	Diff cf. total London Midland index	Index	Diff cf. total London Midland index	Index	Diff cf. total London Midland index	
1 Price of train tickets offers better value for money	486	605	119	534	48	460	-26	
2 Passengers able to get a seat on the train	378	441	63	420	42	431	52	
3 More trains arrive on time than happens now	159	154	-4	138	-21	161	2	
4 Trains sufficiently frequent at the times I wish to travel	148	142	-6	130	-18	138	-10	
5 Less frequent major unplanned disruptions to your journey	141	136	-5	119	-23	139	-2	
6 Fewer trains cancelled than happens now	140	152	12	138	-2	153	13	
7 Free Wi-Fi available on the train	126	97	-29	90	-36	96	-30	
8 Train company keeps passengers informed about delays	114	96	-18	100	-14	118	5	
9 Inside of train is maintained and cleaned to a high standard	105	117	12	136	30	106	0	
10 Less disruption due to engineering works	100	104	5	112	13	110	10	
11 Accurate and timely information available at stations	96	108	12	95	-1	82	-14	
12 Well-maintained, clean toilet facilities on every train	91	79	-11	84	-7	100	10	
13 Journey time is reduced	86	88	2	103	17	92	6	
14 Accurate and timely information provided on trains	82	67	-16	71	-11	85	3	
15 Improved personal security on the train	73	52	-21	51	-21	81	8	
16 Connections with other train services are always good	72	62	-10	74	2	71	-1	
17 Easier to buy the right ticket	69	54	-15	70	1	67	-2	
18 Good connections with other public transport at stations	69	70	1	77	8	65	-4	
19 Seating area on train is more comfortable	68	42	-26	44	-24	64	-4	
20 Improved personal security at the station	60	73	13	83	23	70	10	
21 Free Wi-Fi available at the station	48	39	-8	45	-3	46	-1	
22 Stations maintained and cleaned to a high standard	46	37	-10	39	-8	50	4	
23 Train staff have a positive, helpful attitude	46	36	-10	41	-5	45	-1	
24 More room to stand comfortably on busy trains	46	34	-11	40	-6	43	-2	
25 Station staff have a positive, helpful attitude	44	39	-6	48	4	38	-6	
26 Sufficient space on train for passengers' luggage	44	40	-4	55	11	43	-1	
27 More staff available at stations to help passengers	41	30	-11	35	-6	39	-2	
28 More staff available on trains to help passengers	40	30	-10	34	-6	39	-1	
29 Access from station entrance to boarding train is step-free	32	34	1	46	14	24	-9	
30 Better mobile phone signal on trains	26	19	-7	22	-4	22	-5	
31 Easier to claim compensation when delayed	24	21	-3	28	4	22	-3	





Passengers across routes are more likely to prioritise accurate and timely information at stations than London Overground as a whole, and West Anglia passengers place more importance on having fewer cancellations



Transport Focus: Rail Passengers' Priorities for Improvement: 2017





Darker bars indicate index >100

### Value for money is much less of a priority for passengers across routes compared to London Overground as a whole, and getting a seat on the train is less of a priority for passengers on the Highbury & Islington to Croydon route

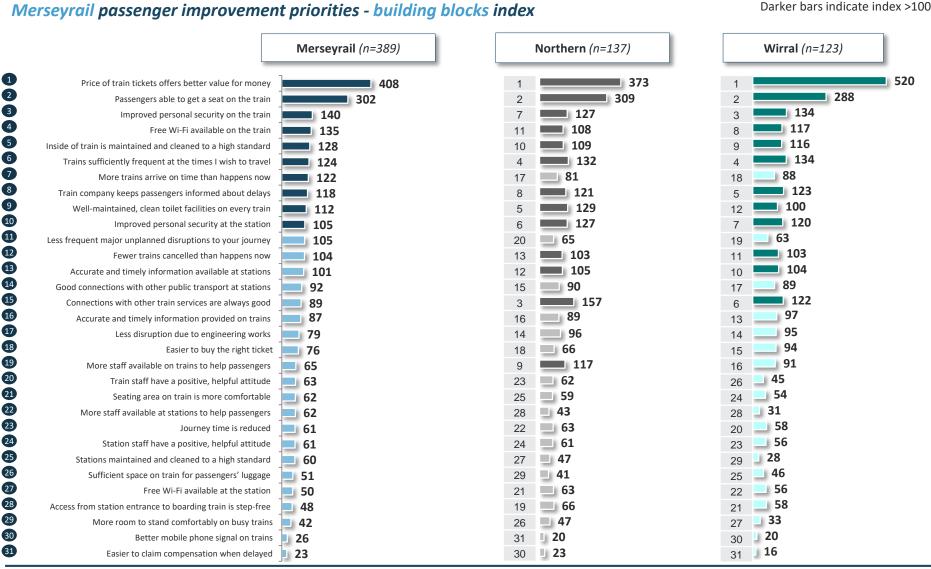
#### London Overground passenger improvement priorities - building blocks index & difference from London Overground index

Improvement priority area	Total index	Highbur	y & Islington - Croydon	Richm	nond/Clapham Junction-Stratford		West Anglia
Base:	587		50		70		65
		Index	Diff cf. total London Overground index	Index	Diff cf. total London Overground index	Index	Diff cf. total London Overground index
1 Price of train ticket offers better value for money	563	417	-146	353	-210	345	-218
2 Passengers able to get a seat on the train	302	196	-106	235	-67	311	9
3 More trains arrive on time than happens now	200	192	-8	186	-14	224	24
4 Less frequent major unplanned disruptions to your journey	195	162	-33	152	-43	194	-1
5 Fewer trains cancelled than happens now	185	174	-11	166	-19	207	22
6 Trains sufficiently frequent at the times I wish to travel	165	181	16	181	16	192	27
7 Less disruption due to engineering works	130	117	-13	117	-13	134	4
8 Free Wi-Fi available on the train	111	133	22	133	22	137	26
9 Journey time is reduced	109	79	-30	87	-22	54	-55
10 Train company keeps passengers informed about delays	108	88	-20	85	-23	90	-18
11 Inside of train is maintained and cleaned to a high standard	93	98	5	107	14	89	-4
12 Accurate and timely information available at stations	88	116	28	115	27	118	30
13 Well-maintained, clean toilet facilities on every train	79	77	-2	69	-10	77	-2
14 Accurate and timely information provided on trains	76	98	22	99	23	99	23
15 Easier to buy the right ticket	64	113	49	149	85	93	29
16 Connections with other train services are always good	64	105	41	92	28	77	13
17 Good connections with other public transports at stations	57	110	53	90	33	74	17
18 Improved personal security on the train	57	61	4	53	-4	40	-17
19 Seating area on train is more comfortable	55	90	35	116	61	74	19
20 Improved personal security at the station	47	48	1	53	6	48	1
21 Stations maintained and cleaned to a high standard	39	48	9	46	7	45	6
22 More room to stand comfortably on busy trains	39	46	7	57	18	59	20
23 Train staff have a positive, helpful attitude	37	49	12	49	12	44	7
24 Free Wi-Fi available at the station	37	48	11	48	11	44	7
25 Station staff have a positive, helpful attitude	36	33	-3	34	-2	19	-17
26 Sufficient space on train for passengers' luggage	35	39	4	37	2	33	-2
27 More staff available at stations to help passengers	31	51	20	53	22	45	14
28 More staff available on trains to help passengers	31	49	18	52	21	44	13
29 Easier to claim compensation when delayed	25	34	9	35	10	52	27
30 Access station entrance to board train is step-free	22	24	2	32	10	23	1
31 Better mobile phone signal on trains	22	24	2	21	-1	15	-7





### Passengers who travel on the Northern route are more likely to prioritise efficient connections with other train services than Merseyrail passengers as a whole



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



### Passengers who travel on the Wirral route are more concerned with value for money than Merseyrail as a whole, and for both routes on time arrivals and unplanned disruptions are less of a priority

*Merseyrail passenger improvement priorities - building blocks index & difference from Merseyrail index* 

Improvement priority area	Total index	No	rthern	Wi	Wirral		
Base:	389		137	1	23		
		Index	Difference cf. total Merseyrail index	Index	Difference cf. total Merseyrail index		
1 Price of train tickets offers better value for money	408	373	-34	520	113		
2 Passengers able to get a seat on the train	302	309	6	288	-14		
3 Improved personal security on the train	140	127	-13	134	-6		
4 Free Wi-Fi available on the train	135	108	-27	117	-17		
5 Inside of train is maintained and cleaned to a high standard	128	109	-20	116	-12		
6 Trains sufficiently frequent at the times I wish to travel	124	132	8	134	10		
7 More trains arrive on time than happens now	122	81	-41	88	-33		
8 Train company keeps passengers informed about delays	118	121	3	123	5		
9 Well-maintained, clean toilet facilities on every train	112	129	17	100	-12		
10 Improved personal security at the station	105	127	22	120	15		
11 Less frequent major unplanned disruptions to your journey	105	65	-40	63	-42		
12 Fewer trains cancelled than happens now	104	103	-1	103	-1		
13 Accurate and timely information available at stations	101	105	5	104	4		
14 Good connections with other public transport at stations	92	90	-2	89	-3		
15 Connections with other train services are always good	89	157	69	122	33		
16 Accurate and timely information provided on trains	87	89	2	97	10		
17 Less disruption due to engineering works	79	96	17	95	16		
18 Easier to buy the right ticket	76	66	-10	94	18		
19 More staff available on trains to help passengers	65	117	52	91	27		
20 Train staff have a positive, helpful attitude	63	62	-1	45	-18		
21 Seating area on train is more comfortable	62	59	-3	54	-9		
22 More staff available at stations to help passengers	62	43	-19	31	-32		
23 Journey time is reduced	61	63	2	58	-3		
24 Station staff have a positive, helpful attitude	61	61	0	56	-5		
25 Stations maintained and cleaned to a high standard	60	47	-14	28	-32		
26 Sufficient space on train for passengers' luggage	51	41	-10	46	-5		
27 Free Wi-Fi available at the station	50	63	14	56	6		
28 Access from station entrance to boarding train is step-free	48	66	18	58	10		
29 More room to stand comfortably on busy trains	42	47	6	33	-9		
30 Better mobile phone signal on trains	26	20	-6	20	-6		
31 Easier to claim compensation when delayed	23	23	1	16	-6		





### Passengers on all routes have similar top priorities and are more likely to prioritise fewer cancellations and a clean, well-maintained train than for Northern as a whole

Ν	orthern passenger improvemen	nt priorities - buildi	ng l	blocks index				Darker bars i	ndicat	te index >100
		Northern (n=653)		<b>Central</b> ( <i>n=240</i> )		<b>East</b> (n=280)		North East (n=64)	w	' <b>est</b> (n=172)
1	Price of train tickets offers better value for money	476	1	492	1	503	1	Pricelo <b>575</b>	1	429
2	Passengers able to get a seat on the train	373	2	425	2	395	2	289	2	376
3	More trains arrive on time than happens now	145	4	141	3	150	3	131	3	153
4	Trains sufficiently frequent at the times I wish to travel		5	123	5	133	5	114	5	143
5	Less frequent major unplanned disruptions to your journey	128	6	120	6	130	7	111	6	137
6	Fewer trains cancelled than happens now	125	3	142	4	144	4	129	4	146
7	Inside of train is maintained and cleaned to a high standard	116	12	87	12	93	14	89	10	101
8	Train company keeps passengers informed about delays	111	8	107	8	114	8	109	8	110
9	Free Wi-Fi available on the train	107	13	87	9	<b>105</b>	17	79	11	100
10	Well-maintained, clean toilet facilities on every train	99	7	120	7	115	6	112	7	116
11	Accurate and timely information available at stations	93	14	82	14	<b>9</b>	13	90	14	86
12	Less disruption due to engineering works	92	11	90	11	96	12	93	13	92
13	Improved personal security on the train	88	10	98	10	98	10	100	12	96
14	Journey time is reduced	87	16	78	13	83	15	81	16	80
15	Accurate and timely information provided on trains	81	9	107	16	<b>1</b> 73	9	102	9	107
16	Seating area on train is more comfortable	76	18	69	18	<b>1</b> 70	18	78	17	76
17	Connections with other train services are always good	73	20	64	19	64	19	73	18	74
18	Easier to buy the right ticket	t <b>71</b>	19	68	17	<b>1</b> 73	11	94	20	59
19	Good connections with other public transport at stations	70	15	79	20	59	16	80	15	80
20	Improved personal security at the station	69	17	76	15	<b>–</b> 78	20	66	19	71
21	Stations maintained and cleaned to a high standard	52	21	50	21	50	21	55	21	51
22	Train staff have a positive, helpful attitude	50	26	44	22	<b>4</b> 9	27	45	27	44
23	Station staff have a positive, helpful attitude	49	22	49	23	<b>4</b> 8	23	54	22	50
24	More room to stand comfortably on busy trains	s <b>48</b>	23	47	24	46	24	52	24	48
25	Sufficient space on train for passengers' luggage	47	29	37	28	41	28	40	26	47
26	Free Wi-Fi available at the station	47	27	44	25	<b>4</b> 6	22	55	28	42
27	More staff available on trains to help passengers	45	25	45	26	41	26	50	25	47
28	More staff available at stations to help passengers		24	47	27	41	25	50	23	48
29	Access from station entrance to boarding train is step-free		28	38	29	<b>3</b> 4	29	38	29	39
30	Better mobile phone signal on trains		31	22	31	1 25	30	35	31	24
31	Easier to claim compensation when delayed	-	30	23	30	26	31	30	30	28
—		Transport Focus: Rail	Dace	angers' Priorities for	Impr	ovement: 2017		]		



Aside from the West route, passengers on each route are more likely than Northern passengers to prioritise value for money, and passengers on the North East route are less likely to prioritise getting a seat on the train

#### Northern passenger improvement priorities - building blocks index & difference from Northern index

Improvement priority area	Total index		Central		East		North East	West		
Base:	653		240		280		64		172	
		Index	Diff cf. total Northern index							
1 Price of train tickets offers better value for money	476	492	16	503	28	575	100	429	-47	
2 Passengers able to get a seat on the train	373	425	52	395	21	289	-84	376	2	
3 More trains arrive on time than happens now	145	141	-4	150	5	131	-14	153	9	
4 Trains sufficiently frequent at the times I wish to travel	141	123	-18	133	-8	114	-27	143	2	
5 Less frequent major unplanned disruptions to your journey	128	120	-8	130	2	111	-17	137	9	
6 Fewer trains cancelled than happens now	125	142	17	144	19	129	4	146	21	
7 Inside of train is maintained and cleaned to a high standard	116	87	-29	93	-23	89	-27	101	-14	
8 Train company keeps passengers informed about delays	111	107	-3	114	4	109	-1	110	0	
9 Free Wi-Fi available on the train	107	87	-20	105	-2	79	-29	100	-7	
10 Well-maintained, clean toilet facilities on every train	99	120	21	115	16	112	14	116	17	
11 Accurate and timely information available at stations	93	82	-12	79	-14	90	-4	86	-8	
12 Less disruption due to engineering works	92	90	-1	96	4	93	1	92	0	
13 Improved personal security on the train	88	98	10	98	10	100	12	96	8	
14 Journey time is reduced	87	78	-9	83	-4	81	-6	80	-7	
15 Accurate and timely information provided on trains	81	107	25	73	-8	102	21	107	26	
16 Seating area on train is more comfortable	76	69	-8	70	-6	78	2	76	0	
17 Connections with other train services are always good	73	64	-9	64	-9	73	0	74	1	
18 Easier to buy the right ticket	71	68	-3	73	1	94	23	59	-13	
19 Good connections with other public transport at stations	70	79	8	59	-11	80	9	80	9	
20 Improved personal security at the station	69	76	6	78	8	66	-3	71	2	
21 Stations maintained and cleaned to a high standard	52	50	-2	50	-2	55	3	51	-1	
22 Train staff have a positive, helpful attitude	50	44	-6	49	-2	45	-5	44	-6	
23 Station staff have a positive, helpful attitude	49	49	0	48	-1	54	6	50	1	
24 More room to stand comfortably on busy trains	48	47	-1	46	-2	52	4	48	0	
25 Sufficient space on train for passengers' luggage	47	37	-10	41	-7	40	-8	47	-1	
26 Free Wi-Fi available at the station	47	44	-3	46	-2	55	7	42	-5	
27 More staff available on trains to help passengers	45	45	0	41	-4	50	4	47	2	
28 More staff available at stations to help passengers	45	47	2	41	-4	50	5	48	3	
29 Access from station entrance to boarding train is step-free	37	38	2	34	-3	38	1	39	3	
30 Better mobile phone signal on trains	29	22	-8	25	-4	35	6	24	-5	
31 Easier to claim compensation when delayed	28	23	-4	26	-2	30	3	28	0	
	<b>.</b>		Dail Dassangars' Dris	··· C	1 1 20	4 7				





Passengers who travel on the Interurban and Rural routes are more likely to prioritise being kept informed about delays than Scotrail as a whole; accurate and timely information is also important to Interurban and Rural passengers





	Scotrail (n=1132)	Interurban (n=364)	<b>Rural</b> ( <i>n=85</i> )	Strathclyde (n=524)	<b>Urban</b> ( <i>n</i> =316)
Price of train tickets offers better value for money	534	1 531	Price of tr 541	1	552 1 55
Passengers able to get a seat on the train	361	2 374	2 Pass 333	2 363	2 441
More trains arrive on time than happens now	162	4 141	4 132	3 185	3 167
Less frequent major unplanned disruptions to your journey	151	6 <b>129</b>	7 116	4 178	5 154
Trains sufficiently frequent at the times I wish to travel	147	7 📃 123	8 115	5 169	6 147
Fewer trains cancelled than happens now	144	5 📃 137	5 <b>131</b>	6 158	4 154
Free Wi-Fi available on the train	124	12 92	12 📕 85	7 119	8 📕 102
Inside of train is maintained and cleaned to a high standard	111	11 🔲 100	10 <b>91</b>	8 111	9 📕 100
Train company keeps passengers informed about delays	105	3 152	3 266	15 75	12 87
Less disruption due to engineering works	104	8 122	6 11.7	9 103	7 🛄 111
Well-maintained, clean toilet facilities on every train	98	10 <b>105</b>	11 85	12 83	10 98
Journey time is reduced	93	13 83	13 <b>– 78</b>	10 91	13 <b>82</b>
Accurate and timely information available at stations	87	9 112	9 114	11 88	11 98
Accurate and timely information provided on trains	- 75	16 73	18 <b>E</b> 67	13 77	15 69
Easier to buy the right ticket		19 60		14 77	18 <b>59</b>
Connections with other train services are always good	70	17 71		16 <b>67</b>	17 65
Seating area on train is more comfortable	68	18 67	19 📕 64	18 60	19 <b>57</b>
Improved personal security on the train	67	14 80		17 <b>67</b>	16 <b>69</b>
Good connections with other public transport at stations	64	21 50	10	20 59	21 47
Improved personal security at the station	54	15 75	- 75	19 59	14 76
Sufficient space on train for passengers' luggage	46	23 48		21 41	23 42
Stations maintained and cleaned to a high standard	46	26 38	- 24	22 39	22 43
Train staff have a positive, helpful attitude	42	24 43		23 <b>39</b>	24 <b>38</b>
Free Wi-Fi available at the station	42	25 42	- 10	25 38	25 <b>36</b>
More room to stand comfortably on busy trains	<b>41</b>	22 50	10 70	29 26	28 <b>30</b>
Station staff have a positive, helpful attitude	<b>41</b>	20 51	. 10	24 38	20 48
More staff available at stations to help passengers	35	27 35	24	27 34	27 30
More staff available on trains to help passengers	35	28 34	24	26 34	26 <b>30</b>
Access from station entrance to boarding train is step-free	31	29 28	40	28 <b>32</b>	29 <b>28</b>
Better mobile phone signal on trains	25	31 25		30 20	30 <b>21</b>
Easier to claim compensation when delayed	24	30 28	24	31 <b>17</b>	30 <b>19</b>



# Factors relating to unplanned disruption, frequency of trains and on time arrivals of trains are less of a priority for passengers on the Interurban and Rural routes than for Scotrail as a whole

#### Scotrail passenger improvement priorities - building blocks index & difference from Scotrail index

Improvement priority area	Total index		Interurban		Rural		Strathclyde	Urban		
	1132		364		85		524		316	
		Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index	
1 Price of train tickets offers better value for money	534	531	-4	541	7	552	18	550	16	
2 Passengers able to get a seat on the train	361	374	13	333	-28	363	2	441	80	
3 More trains arrive on time than happens now	162	141	-21	132	-30	185	23	167	5	
4 Less frequent major unplanned disruptions to your journey	151	129	-22	116	-35	178	27	154	3	
5 Trains sufficiently frequent at the times I wish to travel	147	123	-24	115	-32	169	22	147	0	
6 Fewer trains cancelled than happens now	144	137	-7	131	-14	158	14	154	10	
7 Free Wi-Fi available on the train	124	92	-32	85	-39	119	-5	102	-22	
8 Inside of train is maintained and cleaned to a high standard	111	100	-11	91	-19	111	1	100	-11	
9 Train company keeps passengers informed about delays	105	152	47	266	160	75	-30	87	-19	
10 Less disruption due to engineering works	104	122	17	117	12	103	-2	111	7	
11 Well-maintained, clean toilet facilities on every train	98	105	7	85	-13	83	-15	98	1	
12 Journey time is reduced	93	83	-10	78	-15	91	-2	82	-12	
13 Accurate and timely information available at stations	87	112	24	114	27	88	1	98	11	
14 Accurate and timely information provided on trains	75	73	-2	67	-8	77	2	69	-6	
15 Easier to buy the right ticket	73	60	-13	58	-15	77	4	59	-14	
16 Connections with other train services are always good	70	71	2	68	-2	67	-3	65	-5	
17 Seating area on train is more comfortable	68	67	0	64	-4	60	-7	57	-11	
18 Improved personal security on the train	67	80	13	74	7	67	0	69	2	
19 Good connections with other public transport at stations	64	50	-14	48	-17	59	-6	47	-17	
20 Improved personal security at the station	54	75	21	75	21	59	6	76	22	
21 Sufficient space on train for passengers' luggage	46	48	2	46	0	41	-4	42	-3	
22 Stations maintained and cleaned to a high standard	46	38	-7	34	-11	39	-6	43	-3	
23 Train staff have a positive, helpful attitude	42	43	1	41	-1	39	-3	38	-4	
24 Free Wi-Fi available at the station	42	42	0	40	-2	38	-4	36	-5	
25 More room to stand comfortably on busy trains	41	50	9	72	31	26	-15	30	-11	
26 Station staff have a positive, helpful attitude	41	51	11	48	7	38	-3	48	7	
27 More staff available at stations to help passengers	35	35	0	34	-1	34	-1	30	-5	
28 More staff available on trains to help passengers	35	34	-1	34	-2	34	-1	30	-5	
29 Access from station entrance to boarding train is step-free	31	28	-3	40	9	32	2	28	-3	
30 Better mobile phone signal on trains	25	25	0	22	-3	20	-5	21	-4	
31 Easier to claim compensation when delayed	24	28	4	34	10	17	-7	19	-5	
	Transnor	+ Foour	Pail Passongors' Pric	rition fo	r Improvements 20	17				





The top improvement priorities are similar across routes and in line with South West Trains passengers, but there is more concern for clean and well-maintained trains across other routes compared with South West Trains passengers

South West Trains passenger improvement priorities - building blocks index Darker bars indicate index >100 Longer Distance **Outer Suburban** Metro South West Trains (n=289) (n=161) & Local (n=245) (n=638) Price of train tickets offers better value for money Passengers able to get a seat on the train More trains arrive on time than happens now (4) Less frequent major unplanned disruptions to your journey Trains sufficiently frequent at the times I wish to travel Fewer trains cancelled than happens now Less disruption due to engineering works Journey time is reduced Train company keeps passengers informed about delays Free Wi-Fi available on the train Inside of train is maintained and cleaned to a high standard Accurate and timely information available at stations Well-maintained, clean toilet facilities on every train Accurate and timely information provided on trains Improved personal security on the train Connections with other train services are always good Easier to buy the right ticket Seating area on train is more comfortable Good connections with other public transport at stations 4 Improved personal security at the station More room to stand comfortably on busy trains Stations maintained and cleaned to a high standard Train staff have a positive, helpful attitude Sufficient space on train for passengers' luggage Station staff have a positive, helpful attitude Free Wi-Fi available at the station More staff available at stations to help passengers More staff available on trains to help passengers Access from station entrance to boarding train is step-free Easier to claim compensation when delayed Better mobile phone signal on trains 



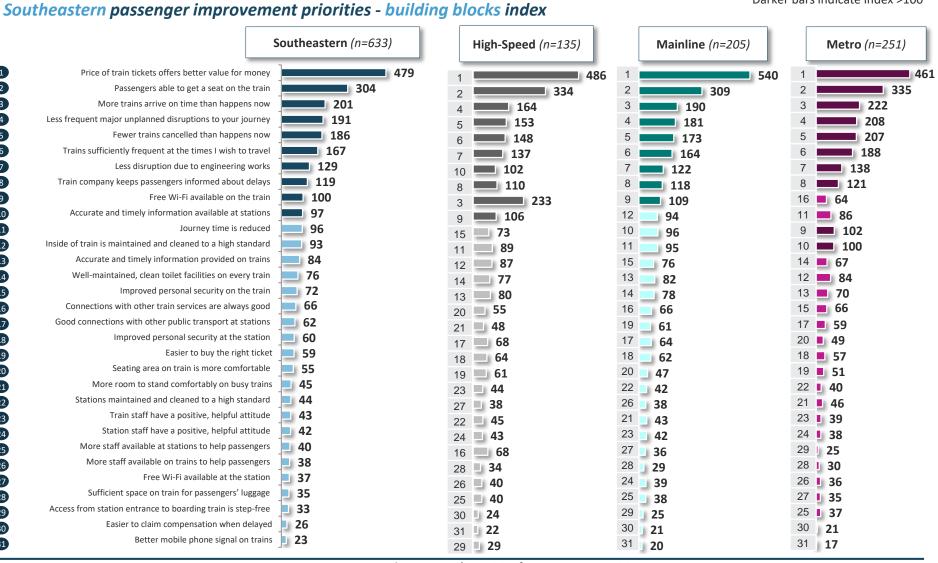


Value for money and the ability to get a seat on trains are bigger priorities for passengers on the Longer Distance route compared to South West Trains passengers, but for Metro and Outer <u>Suburban passengers, factors relating to on time arrivals and frequency of trains are important</u> <u>South West Trains passenger improvement priorities - building blocks index & difference from South West Trains index</u>

Improvement priority area	Total index	L	onger Distance		Metro	Outer Suburban & Local		
Base:	638		289		161		245	
		Index	Diff cf. total South West Trains index	Index	Diff cf. total South West Trains index	Index	Diff cf. total South West Trains index	
1 Price of train tickets offers better value for money	527	600	73	518	-9	524	-4	
2 Passengers able to get a seat on the train	343	369	26	330	-14	339	-4	
3 More trains arrive on time than happens now	172	166	-7	199	27	186	14	
4 Less frequent major unplanned disruptions to your journey	160	154	-6	182	22	169	9	
5 Trains sufficiently frequent at the times I wish to travel	156	146	-10	181	24	167	10	
6 Fewer trains cancelled than happens now	154	154	-1	179	24	167	13	
7 Less disruption due to engineering works	113	107	-6	128	15	119	7	
8 Journey time is reduced	112	101	-12	113	1	110	-3	
9 Train company keeps passengers informed about delays	108	93	-14	67	-40	98	-10	
10 Free Wi-Fi available on the train	106	101	-4	90	-15	87	-19	
11 Inside of train is maintained and cleaned to a high standard	98	128	31	125	27	127	30	
12 Accurate and timely information available at stations	90	83	-7	94	4	92	3	
13 Well-maintained, clean toilet facilities on every train	83	85	2	75	-8	71	-11	
14 Accurate and timely information provided on trains	78	71	-7	82	4	80	3	
15 Improved personal security on the train	73	82	8	63	-10	63	-10	
16 Connections with other train services are always good	68	63	-5	75	7	65	-3	
17 Easier to buy the right ticket	65	55	-10	70	4	59	-6	
18 Seating area on train is more comfortable	65	66	0	57	-8	61	-4	
19 Good connections with other public transport at stations	62	63	1	54	-9	54	-8	
20 Improved personal security at the station	60	63	3	54	-6	59	0	
21 More room to stand comfortably on busy trains	45	41	-5	41	-4	41	-4	
22 Stations maintained and cleaned to a high standard	44	37	-7	44	0	48	4	
23 Train staff have a positive, helpful attitude	42	38	-3	40	-2	41	-1	
24 Sufficient space on train for passengers' luggage	41	37	-4	39	-2	40	-1	
25 Station staff have a positive, helpful attitude	41	28	-13	29	-12	42	1	
26 Free Wi-Fi available at the station	40	38	-2	32	-8	36	-4	
27 More staff available at stations to help passengers	37	35	-3	35	-2	37	-1	
28 More staff available on trains to help passengers	36	35	-2	33	-3	35	-2	
29 Access from station entrance to boarding train is step-free	29	23	-5	26	-3	28	-1	
30 Easier to claim compensation when delayed	27	22	-6	26	-1	29	1	
31 Better mobile phone signal on trains	24	18	-6	21	-4	26	1	



Passengers across all routes are largely in line with Southeastern passengers as a whole, but those who travel on the High-Speed route place more importance on having access to free Wi-Fi on the train



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



(1)

Darker bars indicate index >100

## Value for money is less of a priority for passengers who travel on the High-Speed and Mainline routes compared to Southeastern as a whole

#### Southeastern passenger improvement priorities - building blocks index & difference from Southeastern index

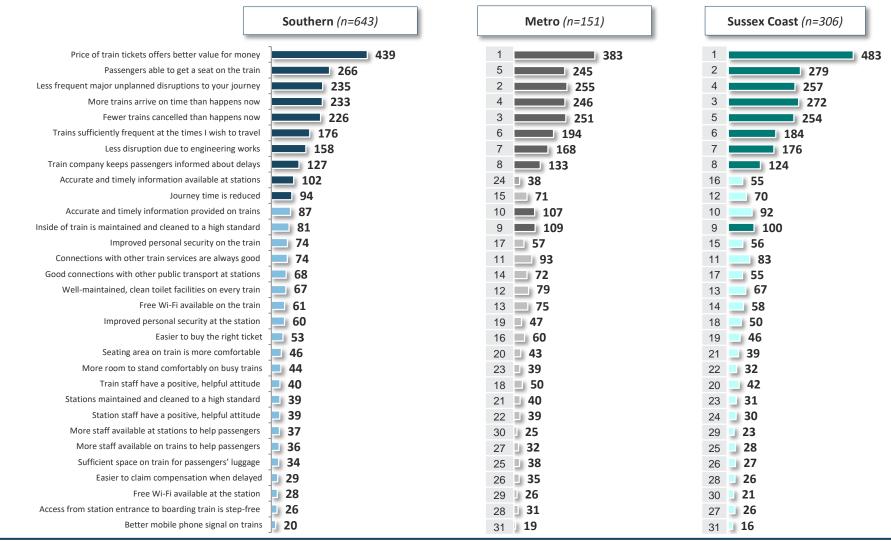
Improvement priority area	Total index	Hi	gh-Speed		Mainline		Metro
	633		135		205		251
		Index	Difference cf. total Southeastern index	Index	Difference cf. total Southeastern index	Index	Difference cf. total Southeastern index
1 Price of train tickets offers better value for money	479	486	7	540	61	461	-18
2 Passengers able to get a seat on the train	304	334	30	309	5	335	32
3 More trains arrive on time than happens now	201	164	-36	190	-10	222	21
4 Less frequent major unplanned disruptions to your journey	191	153	-38	181	-10	208	17
5 Fewer trains cancelled than happens now	186	148	-38	173	-13	207	21
6 Trains sufficiently frequent at the times I wish to travel	167	137	-30	164	-3	188	21
7 Less disruption due to engineering works	129	102	-26	122	-7	138	9
8 Train company keeps passengers informed about delays	119	110	-9	118	-2	121	2
9 Free Wi-Fi available on the train	100	233	133	109	9	64	-35
10 Accurate and timely information available at stations	97	106	9	94	-3	86	-11
11 Journey time is reduced	96	73	-23	96	1	102	6
12 Inside of train is maintained and cleaned to a high standard	93	89	-4	95	2	100	7
13 Accurate and timely information provided on trains	84	87	3	76	-8	67	-17
14 Well-maintained, clean toilet facilities on every train	76	77	1	82	6	84	8
15 Improved personal security on the train	72	80	7	78	6	70	-2
16 Connections with other train services are always good	66	55	-12	66	-1	66	-1
17 Good connections with other public transport at stations	62	48	-14	61	-2	59	-3
18 Improved personal security at the station	60	68	8	64	5	49	-10
19 Easier to buy the right ticket	59	64	5	62	3	57	-2
20 Seating area on train is more comfortable	55	61	6	47	-8	51	-4
21 More room to stand comfortably on busy trains	45	44	0	42	-3	40	-5
22 Stations maintained and cleaned to a high standard	44	38	-6	38	-6	46	3
23 Train staff have a positive, helpful attitude	43	45	2	43	-1	39	-5
24 Station staff have a positive, helpful attitude	42	43	1	42	-1	38	-4
25 More staff available at stations to help passengers	40	68	28	36	-4	25	-15
26 More staff available on trains to help passengers	38	34	-4	29	-9	30	-8
27 Free Wi-Fi available at the station	37	40	3	39	2	36	-1
28 Sufficient space on train for passengers' luggage	35	40	5	38	3	35	0
29 Access from station entrance to boarding train is step-free	33	24	-9	25	-8	37	4
30 Easier to claim compensation when delayed	26	22	-4	21	-4	21	-4
31 Better mobile phone signal on trains	23	29	6	20	-3	17	-6





### Less unplanned disruption and fewer cancellations are factors which Metro passengers tend to prioritise over getting a seat on the train

Southern passenger improvement priorities - building blocks index



Transport Focus: Rail Passengers' Priorities for Improvement: 2017



(1)

(4)

Darker bars indicate index >100

### Metro passengers are less concerned about value for money than Southern as a whole, however Sussex Coast passengers are more likely to prioritise value for money and on time arrivals

#### Southern passenger improvement priorities - building blocks index & difference from Southern index

Improvement priority area	Total index	М	etro	Susse	Sussex Coast		
Base:	643	1	51	3	06		
		Index	Difference cf. total Southern index	Index	Difference cf. total Southern index		
1 Price of train tickets offers better value for money	439	383	-56	483	44		
2 Passengers able to get a seat on the train	266	245	-21	279	12		
3 Less frequent major unplanned disruptions to your journey	235	255	20	257	22		
4 More trains arrive on time than happens now	233	246	13	272	39		
5 Fewer trains cancelled than happens now	226	251	25	254	28		
6 Trains sufficiently frequent at the times I wish to travel	176	194	18	184	8		
7 Less disruption due to engineering works	158	168	10	176	19		
8 Train company keeps passengers informed about delays	127	133	6	124	-3		
9 Accurate and timely information available at stations	102	38	-64	55	-47		
10 Journey time is reduced	94	71	-22	70	-24		
11 Accurate and timely information provided on trains	87	107	20	92	4		
12 Inside of train is maintained and cleaned to a high standard	81	109	28	100	18		
13 Improved personal security on the train	74	57	-17	56	-18		
14 Connections with other train services are always good	74	93	20	83	10		
15 Good connections with other public transport at stations	68	72	4	55	-13		
16 Well-maintained, clean toilet facilities on every train	67	79	12	67	1		
17 Free Wi-Fi available on the train	61	75	14	58	-3		
18 Improved personal security at the station	60	47	-14	50	-11		
19 Easier to buy the right ticket	53	60	7	46	-8		
20 Seating area on train is more comfortable	46	43	-3	39	-7		
21 More room to stand comfortably on busy trains	44	39	-5	32	-12		
22 Train staff have a positive, helpful attitude	40	50	10	42	2		
23 Stations maintained and cleaned to a high standard	39	40	0	31	-8		
24 Station staff have a positive, helpful attitude	39	39	0	30	-8		
25 More staff available at stations to help passengers	37	25	-12	23	-14		
26 More staff available on trains to help passengers	36	32	-3	28	-8		
27 Sufficient space on train for passengers' luggage	34	38	4	27	-7		
28 Easier to claim compensation when delayed	29	35	6	26	-3		
29 Free Wi-Fi available at the station	28	26	-2	21	-7		
30 Access from station entrance to boarding train is step-free	26	31	5	26	-1		
31Better mobile phone signal on trains	20	19	-1	16	-4		

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

158





Passengers across all routes are largely in line with Thameslink, but those on different routes prioritise the price of train tickets and the ability to get a seat over Thameslink as a whole Darker bars indicate index >100

actively a second service second and a significant building blocks in day

	Thameslink (n=584)	<b>Kent</b> ( <i>n</i> =216)		Loop (n=224)	North/ South (n=2
Price of train tickets offers better value for money	487	1 <b>509</b>	1	513	1
Passengers able to get a seat on the train	288	2 335	2	331	2 320
More trains arrive on time than happens now	214	4 232	4	233	4 223
ess frequent major unplanned disruptions to your journey	208	3 233	3	240	3 229
Fewer trains cancelled than happens now	201	5 222	5	226	5 214
Trains sufficiently frequent at the times I wish to travel	174	6 <b>181</b>	6	175	6 <b>175</b>
Less disruption due to engineering works	140	7 152	7	156	7 💻 150
Train company keeps passengers informed about delays	119	8 121	8	121	8 📕 118
Journey time is reduced	107	14 68	14	64	13 💻 76
Accurate and timely information available at stations	98	11 83	11	85	11 💻 85
nside of train is maintained and cleaned to a high standard	88	9 104	10	96	9 💻 100
Accurate and timely information provided on trains	84	10 98	9	98	10 💻 96
Free Wi-Fi available on the train	83	13 69	13	70	14 💻 71
Well-maintained, clean toilet facilities on every train	77	12 82	12	82	12 📕 80
Connections with other train services are always good	71	16 53	16	53	17 📕 55
Good connections with other public transport at stations	66	15 <b>61</b>	15	60	15 📕 64
Easier to buy the right ticket	58	17 53	17	51	16 📕 56
Improved personal security on the train	56	18 <b>50</b>	18	50	18 📕 53
Seating area on train is more comfortable	53	20 44	20	44	20 46
Improved personal security at the station	48	19 <b>45</b>	19	45	19 📕 46
More room to stand comfortably on busy trains	46	22 35	22	35	22 36
Stations maintained and cleaned to a high standard	42	21 <b>41</b>	21	<b>40</b>	21 📕 39
Train staff have a positive, helpful attitude	39	23 33	23	33	23 34
Station staff have a positive, helpful attitude	39	24 <b>32</b>	24	32	24 33
Sufficient space on train for passengers' luggage	38	28 <b>24</b>	29	23	28 26
More staff available at stations to help passengers	34	25 <b>29</b>	25	29	25 <b>31</b>
Free Wi-Fi available at the station	<b>3</b> 4	26 <b>28</b>	26	28	26 29
More staff available on trains to help passengers	32	27 <b>27</b>	27	-	27 28
Access from station entrance to boarding train is step-free	28	29 <b>24</b>	28	24	29 25
Easier to claim compensation when delayed		30 <b>20</b>	30	21	30 <b>J 21</b>
Better mobile phone signal on trains	-	31 <b>14</b>		14	31 <b>I 16</b>



# Reduction of journey time and accurate information available at stations is less of a concern for those on the Kent, Loop and North/South lines.

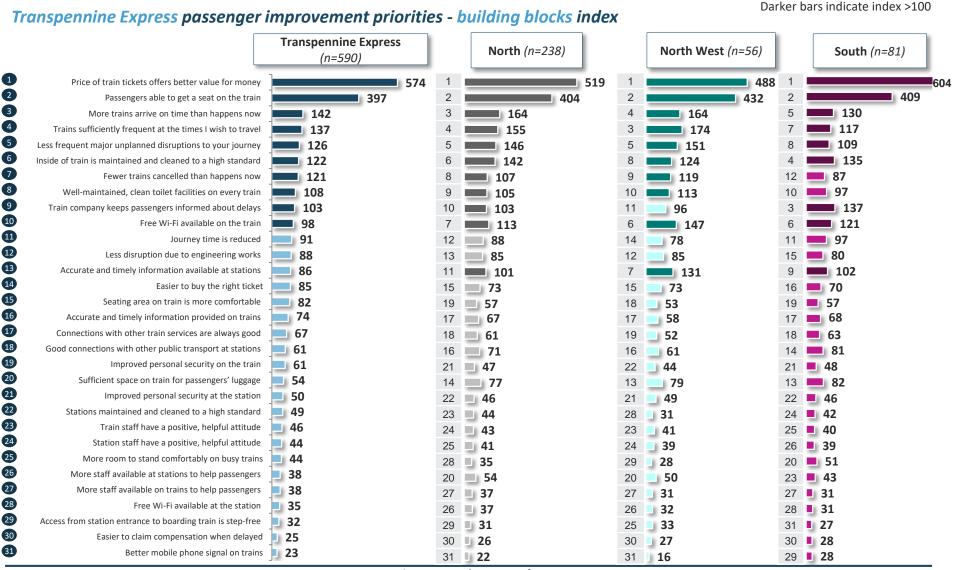
#### Thameslink passenger improvement priorities - building blocks index & difference from Thameslink index

Improvement priority area	Total index		Kent		Loop	North/ South		
Base: 703	584		216		224		264	
		Index	Difference cf. total Thameslink index	Index	Difference cf. total Thameslink index	Index	Difference cf. total Thameslink index	
1 Price of train tickets offers better value for money	487	509	22	513	25	524	37	
2 Passengers able to get a seat on the train	288	335	48	331	43	320	32	
3 More trains arrive on time than happens now	214	232	18	233	19	223	9	
4 Less frequent major unplanned disruptions to your journey	208	233	26	240	32	229	21	
5 Fewer trains cancelled than happens now	201	222	21	226	24	214	12	
6 Trains sufficiently frequent at the times I wish to travel	174	181	7	175	1	175	1	
7 Less disruption due to engineering works	140	152	12	156	16	150	10	
8 Train company keeps passengers informed about delays	119	121	2	121	3	118	-1	
9Journey time is reduced	107	68	-39	64	-43	76	-31	
10 Accurate and timely information available at stations	98	83	-14	85	-13	85	-13	
11 Inside of train is maintained and cleaned to a high standard	88	104	16	96	8	100	13	
12 Accurate and timely information provided on trains	84	98	15	98	15	96	12	
13 Free Wi-Fi available on the train	83	69	-14	70	-12	71	-12	
14 Well-maintained, clean toilet facilities on every train	77	82	5	82	5	80	3	
15 Connections with other train services are always good	71	53	-18	53	-18	55	-16	
16 Good connections with other public transport at stations	66	61	-5	60	-6	64	-2	
17 Easier to buy the right ticket	58	53	-5	51	-6	56	-2	
18 Improved personal security on the train	56	50	-6	50	-5	53	-3	
19 Seating area on train is more comfortable	53	44	-8	44	-8	46	-7	
20 Improved personal security at the station	48	45	-3	45	-3	46	-2	
21 More room to stand comfortably on busy trains	46	35	-11	35	-11	36	-10	
22 Stations maintained and cleaned to a high standard	42	41	-1	40	-2	39	-3	
23 Train staff have a positive, helpful attitude	39	33	-7	33	-6	34	-5	
24 Station staff have a positive, helpful attitude	39	32	-7	32	-6	33	-5	
25 Sufficient space on train for passengers' luggage	38	24	-14	23	-15	26	-12	
26 More staff available at stations to help passengers	34	29	-6	29	-5	31	-3	
27 Free Wi-Fi available at the station	34	28	-6	28	-6	29	-5	
28 More staff available on trains to help passengers	32	27	-6	27	-5	28	-4	
29 Access from station entrance to boarding train is step-free	28	24	-5	24	-5	25	-3	
30 Easier to claim compensation when delayed	27	20	-8	21	-7	21	-6	
31 Better mobile phone signal on trains	23	14	-9	14	-9	16	-7	





Passengers on the South route are more concerned with being informed about delays than Transpennine Express as a whole and all routes show more concern about having accurate and timely information at stations





Passengers on the North and North West routes are less likely to prioritise value for money than Transpennine Express as a whole, but more frequent trains and less unplanned disruption are factors that these passengers care about

Transpennine Express passenger improvement priorities - building blocks index & difference from Transpennine Express index

Improvement priority area	Total index		North		North West	South		
Base:	590		238		56		81	
		Index	Diff cf. total Transpennine Express index	Index	Diff cf. total Transpennine Express index	Index	Diff cf. total Transpennine Express index	
1 Price of train tickets offers better value for money	574	519	-55	488	-86	604	30	
2 Passengers able to get a seat on the train	397	404	7	432	35	409	12	
3 More trains arrive on time than happens now	142	164	22	164	22	130	-12	
4 Trains sufficiently frequent at the times I wish to travel	137	155	18	174	37	117	-20	
5 Less frequent major unplanned disruptions to your journey	126	146	21	151	26	109	-16	
6 Inside of train is maintained and cleaned to a high standard	122	142	20	124	2	135	13	
7 Fewer trains cancelled than happens now	121	107	-14	119	-2	87	-34	
8 Well-maintained, clean toilet facilities on every train	108	105	-3	113	6	97	-10	
9 Train company keeps passengers informed about delays	103	103	-1	96	-7	137	33	
10 Free Wi-Fi available on the train	98	113	16	147	49	121	23	
11 Journey time is reduced	91	88	-3	78	-13	97	6	
12 Less disruption due to engineering works	88	85	-3	85	-3	80	-8	
13 Accurate and timely information available at stations	86	101	15	131	45	102	16	
14 Easier to buy the right ticket	85	73	-12	73	-11	70	-14	
15 Seating area on train is more comfortable	82	57	-25	53	-29	57	-25	
16 Accurate and timely information provided on trains	74	67	-8	58	-16	68	-6	
17 Connections with other train services are always good	67	61	-6	52	-15	63	-4	
18 Good connections with other public transport at stations	61	71	10	61	0	81	19	
19 Improved personal security on the train	61	47	-14	44	-16	48	-13	
20 Sufficient space on train for passengers' luggage	54	77	24	79	25	82	29	
21 Improved personal security at the station	50	46	-4	49	-2	46	-4	
22 Stations maintained and cleaned to a high standard	49	44	-6	31	-19	42	-7	
23 Train staff have a positive, helpful attitude	46	43	-3	41	-5	40	-6	
24 Station staff have a positive, helpful attitude	44	41	-3	39	-5	39	-6	
25 More room to stand comfortably on busy trains	44	35	-9	28	-16	51	8	
26 More staff available at stations to help passengers	38	54	16	50	12	43	5	
27 More staff available on trains to help passengers	38	37	-1	31	-7	31	-7	
28 Free Wi-Fi available at the station	35	37	2	32	-4	31	-5	
29 Access from station entrance to boarding train is step-free	32	31	-1	33	1	27	-5	
30 Easier to claim compensation when delayed	25	26	1	27	2	28	3	
31 Better mobile phone signal on trains	23	22	-1	16	-7	28	5	



Less engineering works disruption is of greater concern to the individual routes than Virgin Trains Westcoast as a whole and the price of train tickets and the ability to get a seat on the train is of particular concern on the Birmingham-Scotland route

*Virgin Trains West Coast passenger improvement priorities - building blocks index* 

Darker bars indicate index >100

	Virgin Trains West Coast (n=842)	Birmingham - Scotland (n=226)	London – Liverp (n=89)	ool London – Manchester (n=250)
L	2	(11-220)		
Price of train tickets offers better value for money		1	665 1	580 1
Passengers able to get a seat on the train	-	2 437	2 3	
Free Wi-Fi available on the train		6 <b>121</b>	6 123	5 127
Trains sufficiently frequent at the times I wish to travel		8 106	8 109	8 114
More trains arrive on time than happens now		9 99	9 <b>103</b>	9 107
nside of train is maintained and cleaned to a high standard	119	5 123	5 125	4 127
Less frequent major unplanned disruptions to your journey	115	14 <b>73</b>	15 <b>77</b>	14 79
Fewer trains cancelled than happens now	109	10 <b>97</b>	10 103	10 99
Well-maintained, clean toilet facilities on every train	108	3 137	3 143	6 <b>127</b>
Train company keeps passengers informed about delays	102	4 133	4 127	3 <b>129</b>
Journey time is reduced	91	15 <b>72</b>	16 75	16 <b>76</b>
Accurate and timely information available at stations	86	13 80	13 86	12 82
Less disruption due to engineering works	83	7 118	7 110	7 116
Easier to buy the right ticke	t <b>78</b>	16 <b>70</b>	17 📃 74	17 <b>— 71</b>
Seating area on train is more comfortable	75	18 54	11 88	15 <b>76</b>
Accurate and timely information provided on trains	74	17 60	18 🦲 69	18 <b>68</b>
Connections with other train services are always good	72	19 53	20 62	19 📕 62
Good connections with other public transport at stations	68	11 96	12 87	11 89
Improved personal security on the train	68	22 43	19 🔜 67	20 <b>58</b>
Improved personal security at the station	55	12 84	14 282	13 <b>80</b>
Sufficient space on train for passengers' luggage	52	21 48	21 📃 50	22 📕 48
Stations maintained and cleaned to a high standard	48	26 34	27 📕 36	28 <b>35</b>
Free Wi-Fi available at the station	46	23 42	23 📕 48	23 📕 43
Train staff have a positive, helpful attitude	44	24 41	24 📕 46	24 📕 42
Station staff have a positive, helpful attitude	43	25 38	28 35	26 37
More room to stand comfortably on busy trains	39	20 50	22 49	21 <b>51</b>
More staff available at stations to help passengers	37	28 31	26 📕 43	27 <b>36</b>
More staff available on trains to help passengers	37	27 32	25 📕 44	25 <b>37</b>
Access from station entrance to boarding train is step-free	35	30 21	29 🖌 31	29 <b>31</b>
Better mobile phone signal on trains	<b>28</b>	<sup>31</sup> <b>18</b>	31 J <b>20</b>	31 <b>19</b>
Easier to claim compensation when delayed	23	29 22	30 <b>23</b>	30 22





Less disruption due to engineering works is of particular concern to the other routes in comparison to Virgin Trains West Coast as a whole and passengers on the London-Scotland line are disproportionately concerned about value for money

Virgin Trains West Coast passenger improvement priorities - building blocks index

Darker bars indicate index >100

	Virgin Trains West Coast	London-Scotland		London-North Wales	London-Wolverhampton
L	(n=842)	(n=145)		(n=145)	(n=161)
Price of train tickets offers better value for mone	y <b>570</b>	1	714	1 5	587 1 56
Passengers able to get a seat on the trai	n <b>392</b>	2 416		2 418	2 429
Free Wi-Fi available on the trai	n <b>140</b>	4 123		6 127	5 <b>127</b>
Trains sufficiently frequent at the times I wish to trave	a <b>134</b>	7 114		8 116	8 📕 114
More trains arrive on time than happens not	v <b>130</b>	9 102		9 107	9 108
Inside of train is maintained and cleaned to a high standar	d <b>119</b>	5 122		4 129	4 <b>128</b>
Less frequent major unplanned disruptions to your journe	y <b>115</b>	13 <b>78</b>		14 81	15 <b>79</b>
Fewer trains cancelled than happens not	v <b>109</b>	11 93		10 103	10 103
Well-maintained, clean toilet facilities on every trai	n <b>108</b>	3 <b>150</b>		7 117	7 💶 117
Train company keeps passengers informed about delay	s <b>102</b>	6 <b>121</b>		3 141	3 <b>140</b>
Journey time is reduce	d <b>91</b>	15 77		15 <b>79</b>	17 <b>71</b>
Accurate and timely information available at station	s 86	14 77		13 84	12 85
Less disruption due to engineering work	s 83	8 109		5 <b>128</b>	6 <b>123</b>
Easier to buy the right tick	et <b>78</b>	16 <b>66</b>		17 72	16 - 73
Seating area on train is more comfortabl	e <b>75</b>	20 48		19 62	14 <b>79</b>
Accurate and timely information provided on train	s <b>74</b>	17 <b>61</b>		16 73	18 <b>67</b>
Connections with other train services are always goo	d <b>72</b>	18 53		18 67	20 📕 60
Good connections with other public transport at station	s 68	10 98		12 84	13 📕 82
Improved personal security on the trai	n <b>68</b>	22 40		22 50	19 <b>–– 61</b>
Improved personal security at the statio	n <b>55</b>	12 80		11 85	11 💻 85
Sufficient space on train for passengers' luggag	e <b>52</b>	21 44		21 51	21 <b>51</b>
Stations maintained and cleaned to a high standar	d <b>48</b>	26 30		25 35	26 37
Free Wi-Fi available at the statio	n <b>46</b>	23 39		23 44	23 46
Train staff have a positive, helpful attitud	e <b>44</b>	24 37		24 42	24 <b>44</b>
Station staff have a positive, helpful attitud	e <b>43</b>	25 36		28 34	28 35
More room to stand comfortably on busy train	ns <b>39</b>	19 <b>49</b>		20 53	22 <b>50</b>
More staff available at stations to help passenger	s <b>37</b>	27 29		27 34	27 <b>37</b>
More staff available on trains to help passenger	s <b>37</b>	28 <b>29</b>		26 34	25 <b>38</b>
Access from station entrance to boarding train is step-fre	e <b>35</b>	29 33		29 25	29 <b>27</b>
Better mobile phone signal on train	15 <b>28</b>	31 18		31 <b>19</b>	31 <b>I 18</b>
Easier to claim compensation when delaye	d <b>23</b>	30 <b>22</b>		30 <b>20</b>	30 <b>21</b>





# Passengers across all routes place a higher priority on well maintained trains, information on delays, and less disruptions due to engineering works than Virgin Trains West Coast as whole

Virgin Trains West Coast passenger improvement priorities - building blocks index & difference from Virgin Trains West Coast index

Improvement priority area	Total index	London - Birmingham - Scotland		London - Liverpool		London - Manchester	
Base:	842	226		89		250	
		Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index
1 Price of train tickets offers better value for money	570	665	95	580	10	610	40
2 Passengers able to get a seat on the train	392	437	45	385	-6	404	12
3 Free Wi-Fi available on the train	140	121	-18	123	-16	127	-13
4 Trains sufficiently frequent at the times I wish to travel	134	106	-28	109	-26	114	-21
5 More trains arrive on time than happens now	130	99	-31	103	-27	107	-23
6 Inside of train is maintained and cleaned to a high standard	119	123	4	125	5	127	8
7 Less frequent major unplanned disruptions to your journey	115	73	-42	77	-38	79	-36
8 Fewer trains cancelled than happens now	109	97	-12	103	-6	99	-9
9 Well-maintained, clean toilet facilities on every train	108	137	29	143	35	127	19
10 Train company keeps passengers informed about delays	102	133	31	127	25	129	27
11 Journey time is reduced	91	72	-19	75	-16	76	-16
12 Accurate and timely information available at stations	86	80	-6	86	0	82	-3
13 Less disruption due to engineering works	83	118	35	110	28	116	33
14 Easier to buy the right ticket	78	70	-8	74	-4	71	-8
15 Seating area on train is more comfortable	75	54	-21	88	12	76	1
16 Accurate and timely information provided on trains	74	60	-13	69	-5	68	-5
17 Connections with other train services are always good	72	53	-19	62	-10	62	-10
18 Good connections with other public transport at stations	68	96	29	87	19	89	21
19 Improved personal security on the train	68	43	-24	67	-1	58	-10
20 Improved personal security at the station	55	84	29	82	28	80	25
21 Sufficient space on train for passengers' luggage	52	48	-4	50	-2	48	-4
22 Stations maintained and cleaned to a high standard	48	34	-14	36	-13	35	-13
23 Free Wi-Fi available at the station	46	42	-4	48	2	43	-3
24 Train staff have a positive, helpful attitude	44	41	-3	46	2	42	-2
25 Station staff have a positive, helpful attitude	43	38	-5	35	-7	37	-6
26 More room to stand comfortably on busy trains	39	50	11	49	9	51	11
27 More staff available at stations to help passengers	37	31	-6	43	6	36	-2
28 More staff available on trains to help passengers	37	32	-6	44	7	37	0
29 Access from station entrance to boarding train is step-free	35	21	-14	31	-4	31	-4
30 Better mobile phone signal on trains	28	18	-9	20	-8	19	-9
31 Easier to claim compensation when delayed	23	22	-1	23	0	22	-1

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

165





# Passengers on all routes are more concerned about the ability to get a seat, and less concerned about more less frequent major unplanned disruptions than Virgin Trains West Coast as a whole

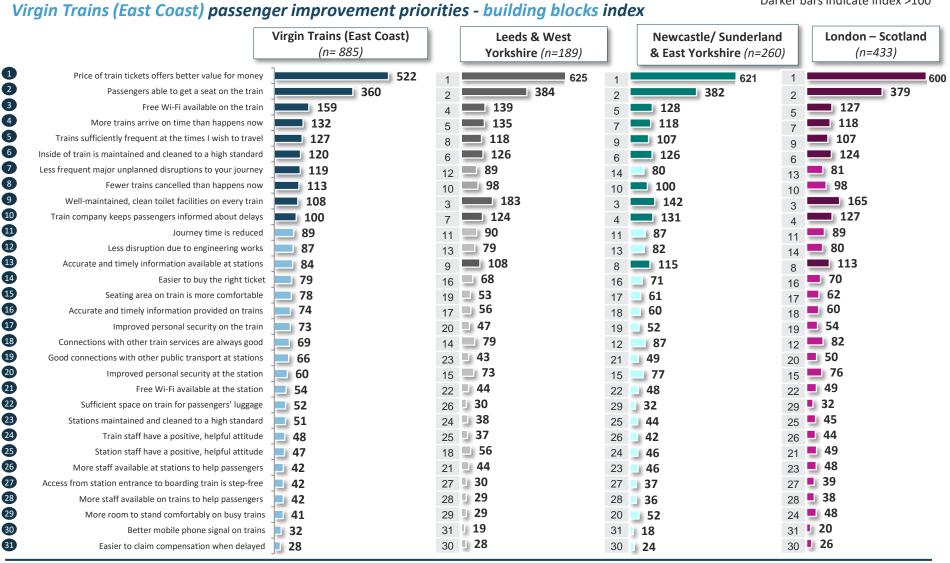
Virgin Trains West Coast passenger improvement priorities - building blocks index & difference from Virgin Trains West Coast index

Improvement priority area	Total index	London - Scotland		London – North Wales		London-Wolverhampton	
Base:	842	145		145		161	
		Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index
1 Price of train tickets offers better value for money	570	714	144	587	17	566	-4
2 Passengers able to get a seat on the train	392	416	25	418	26	429	38
3 Free Wi-Fi available on the train	140	123	-17	127	-13	127	-12
4 Trains sufficiently frequent at the times I wish to travel	134	114	-20	116	-18	114	-21
5 More trains arrive on time than happens now	130	102	-28	107	-23	108	-22
6 Inside of train is maintained and cleaned to a high standard	119	122	3	129	10	128	9
7 Less frequent major unplanned disruptions to your journey	115	78	-37	81	-34	79	-36
8 Fewer trains cancelled than happens now	109	93	-15	103	-5	103	-6
9 Well-maintained, clean toilet facilities on every train	108	150	42	117	9	117	9
10 Train company keeps passengers informed about delays	102	121	19	141	39	140	37
11 Journey time is reduced	91	77	-15	79	-12	71	-20
12 Accurate and timely information available at stations	86	77	-9	84	-2	85	-1
13 Less disruption due to engineering works	83	109	26	128	45	123	40
14 Easier to buy the right ticket	78	66	-12	72	-6	73	-5
15 Seating area on train is more comfortable	75	48	-27	62	-13	79	4
16 Accurate and timely information provided on trains	74	61	-13	73	-1	67	-7
17 Connections with other train services are always good	72	53	-19	67	-5	60	-12
18 Good connections with other public transport at stations	68	98	30	84	16	82	14
19 Improved personal security on the train	68	40	-28	50	-18	61	-7
20 Improved personal security at the station	55	80	26	85	30	85	30
21 Sufficient space on train for passengers' luggage	52	44	-8	51	-1	51	-1
22 Stations maintained and cleaned to a high standard	48	30	-18	35	-13	37	-11
23 Free Wi-Fi available at the station	46	39	-7	44	-2	46	0
24 Train staff have a positive, helpful attitude	44	37	-7	42	-2	44	0
25 Station staff have a positive, helpful attitude	43	36	-7	34	-9	35	-7
26 More room to stand comfortably on busy trains	39	49	10	53	13	50	11
27 More staff available at stations to help passengers	37	29	-8	34	-4	37	0
28 More staff available on trains to help passengers	37	29	-8	34	-3	38	1
29 Access from station entrance to boarding train is step-free	35	23	-12	25	-10	27	-8
30 Better mobile phone signal on trains	28	18	-9	19	-9	18	-9
31 Easier to claim compensation when delayed	23	22	-1	20	-3	21	-2





Across all routes passengers place more importance on having well-maintained, clean toilets on trains and being kept informed about delays than Virgin Trains (East Coast) as a whole



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

167



Darker bars indicate index >100

Passengers who travel on the Leeds & West Yorkshire, Newcastle/Sunderland & East Yorkshire and London to Scotland routes place more importance on value for money and getting a seat on the train than Virgin Trains (East Coast) as a whole

Virgin Trains (EC) passenger improvement priorities - building blocks index & difference from Virgin Trains (EC) index

Index         Trains (EC) index         Index         (EC) index         Index         Trains           1 Price of train tickets offers better value for money         522         625         102         621         99         600           2 Passengers able to get a seat on the train         360         384         25         382         22         379           4 More trains arrive on time than happens now         132         135         3         118         -13         117           4 More trains arrive on time than happens now         132         135         3         118         -31         127           5 Trains sufficiently frequent at the times I wish to travel         127         118         -9         107         -21         107           6 Inside of train is maintained and cleaned to a high standard         120         126         6         126         6         124           7 Ices frequent major unplanned disruptions to your journey         119         89         -30         80         -39         81           9 Well-maintained, clean toilet facilities on every train         108         183         75         142         34         165           10 Train company keeps passengers informed about delays         100         124         24	cf. total Virgin (EC) index 78 19 -32 -14 -21 4
Index         Trains (EC) index         Index         (EC) index         Index         Trains           1 Price of train tickets offers better value for money         522         625         102         621         99         600           2 Passengers able to get a seat on the train         360         384         25         382         22         379           4 More trains arrive on time than happens now         132         135         3         118         -13         117           4 More trains arrive on time than happens now         132         135         3         118         -31         127           5 Trains sufficiently frequent at the times I wish to travel         127         118         -9         107         -21         107           6 Inside of train is maintained and cleaned to a high standard         120         126         6         126         6         124           7 Ices frequent major unplanned disruptions to your journey         119         89         -30         80         -39         81           9 Well-maintained, clean toilet facilities on every train         108         183         75         142         34         165           10 Train company keeps passengers informed about delays         100         124         24	(EC) index 78 19 -32 -14 -21
Description       Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>	19 -32 -14 -21
Interview         Image         Image <thimage< th=""></thimage<>	-32 -14 -21
Incommon of the train survive on time than happens now         132         135         3         118         -13         118           5 Trains sufficiently frequent at the times I wish to travel         127         118         -9         107         -21         107           6 Inside of train is maintained and cleaned to a high standard         120         126         6         126         6         124           7 Less frequent major unplanned disruptions to your journey         119         89         -30         80         -39         81           8 Fewer trains cancelled than happens now         113         98         -15         100         -13         98           9 Well-maintained, clean toilet facilities on every train         100         124         24         131         31         127           11 Journey time is reduced         89         90         2         87         -2         89           12 Less disruption due to engineering works         87         79         -8         82         -5         80           13 Accurate and timely information available at stations         84         108         24         115         30         113           14 Easier to buy the right ticket         79         68         -11         71	-14 -21
Indicating sufficiently frequent at the times I wish to travel         127         118         -9         107         -21         107           6         Inside of train is maintained and cleaned to a high standard         120         126         6         126         6         124           7         Less frequent major unplanned disruptions to your journey         119         89         -30         80         -39         81           8         Fewer trains cancelled than happens now         113         98         -15         100         -13         98           9         Well-maintained, clean toilet facilities on every train         108         183         75         142         34         165           10         Train company keeps passengers informed about delays         100         124         24         131         31         127           11         Journey time is reduced         89         90         2         87         -2         89           12         Less disruption due to engineering works         87         79         -8         82         -5         80           13         Accurate and timely information available at stations         84         108         24         115         30         113	-21
6       inside of train is maintained and cleaned to a high standard       120       126       6       126       6       124         7       Less frequent major unplanned disruptions to your journey       119       89       -30       80       -39       81         8       Fewer trains cancelled than happens now       113       98       -15       100       -13       98         9       Well-maintained, clean toilet facilities on every train       108       183       75       142       34       165         10       Train company keeps passengers informed about delays       100       124       24       131       31       127         11       Journey time is reduced       89       90       2       87       -2       89         12       Less disruption due to engineering works       87       79       -8       82       -5       80         13       Accurate and timely information available at stations       84       108       24       115       30       113         14       Easier to buy the right ticket       79       68       -11       71       -9       70         15       Seating area on train is more comfortable       78       53       -25       61	
T Less frequent major unplanned disruptions to your journey       119       89      30       80      39       81         8       Fewer trains cancelled than happens now       113       98      15       100      13       98         9       Well-maintained, clean toilet facilities on every train       108       183       7.5       142       34       165         10       Train company keeps passengers informed about delays       100       124       24       131       31       127         11       Journey time is reduced       89       90       2       87      2       89         12       Less disruption due to engineering works       87       7.9      8       82      5       80         13       Accurate and timely information available at stations       84       108       24       115       30       113         14       Easier to buy the right ticket       79       68      11       71      9       70         15       Seating area on train is more comfortable       78       53      25       61      17       62         16       Accurate and timely information provided on trains       74       56      18       60      1	4
Bit of the second sec	
9       Well-maintained, clean toilet facilities on every train       108       183       75       142       34       165         10       Train company keeps passengers informed about delays       100       124       24       131       31       127         11       Journey time is reduced       89       90       2       87       -2       89         12       Less disruption due to engineering works       87       79       -8       82       -5       80         13       Accurate and timely information available at stations       84       108       24       115       30       113         14       Easier to buy the right ticket       79       68       -111       71       -9       70         15       Seating area on train is more comfortable       78       53       -25       61       -177       62         16       Accurate and timely information provided on trains       74       56       -18       60       -15       60         17       Improved personal security on the train       73       47       -26       52       -21       54         18       Connections with other ruin services are always good       69       79       10       87       18	-38
10       Train company keeps passengers informed about delays       100       124       24       131       31       127         11       Journey time is reduced       89       90       2       87       -2       89         12       Less disruption due to engineering works       87       79       -8       82       -5       80         13       Accurate and timely information available at stations       84       108       24       115       30       113         14       Easier to buy the right ticket       79       68       -11       71       -9       70         15       Seating area on train is more comfortable       78       53       -25       61       -177       62         16       Accurate and timely information provided on trains       74       56       -18       60       -15       60         17       Improved personal security on the train       73       47       -26       52       -21       54         18       Connections with other train services are always good       69       79       10       87       18       82         19       Good connections with other public transport at stations       66       43       -23       49       -18	-16
11Journey time is reduced8990287-28912Less disruption due to engineering works8779-882-58013Accurate and timely information available at stations84108241153011314Easier to buy the right ticket7968-1171-97015Seating area on train is more comfortable7853-2561-176216Accurate and timely information provided on trains7456-1860-156017Improved personal security on the train7347-2652-215418Connections with other train services are always good69791087188219Good connections with other public transport at stations6643-2349-185020Improved personal security at the station607313771776	57
12 Less disruption due to engineering works8779-882-58013 Accurate and timely information available at stations84108241153011314 Easier to buy the right ticket7968-1171-97015 Seating area on train is more comfortable7853-2561-176216 Accurate and timely information provided on trains7456-1860-156017 Improved personal security on the train7347-2652-215418 Connections with other rubic transport at stations6643-2349-185020 Improved personal security at the station607313771776	27
13Accurate and timely information available at stations84108241153011314Easier to buy the right ticket7968-1171-97015Seating area on train is more comfortable7853-2561-176216Accurate and timely information provided on trains7456-1860-156017Improved personal security on the train7347-2652-215418Connections with other train services are always good69791087188219Good connections with other public transport at stations6643-2349-185020Improved personal security at the station607313771776	0
14 Easier to buy the right ticket       79       68       -11       71       -9       70         15 Seating area on train is more comfortable       78       53       -25       61       -17       62         16 Accurate and timely information provided on trains       74       56       -18       60       -15       60         17 Improved personal security on the train       73       47       -26       52       -21       54         18 Connections with other train services are always good       69       79       10       87       18       82         19 Good connections with other public transport at stations       66       43       -23       49       -18       50         20 Improved personal security at the station       60       73       13       77       17       76	-6
15Seating area on train is more comfortable7853-2561-176216Accurate and timely information provided on trains7456-1860-156017Improved personal security on the train7347-2652-215418Connections with other train services are always good69791087188219Good connections with other public transport at stations6643-2349-185020Improved personal security at the station607313771776	29
15       Seating area on train is more comfortable       78       53       -25       61       -17       62         16       Accurate and timely information provided on trains       74       56       -18       60       -15       60         17       Improved personal security on the train       73       47       -26       52       -21       54         18       Connections with other train services are always good       69       79       10       87       18       82         19       Good connections with other public transport at stations       66       43       -23       49       -18       50         20       Improved personal security at the station       60       73       13       77       17       76	-9
17       Improved personal security on the train       73       47       -26       52       -21       54         18       Connections with other train services are always good       69       79       10       87       18       82         19       Good connections with other public transport at stations       66       43       -23       49       -18       50         20       Improved personal security at the station       60       73       13       77       17       76	-16
18Connections with other train services are always good69791087188219Good connections with other public transport at stations6643-2349-185020Improved personal security at the station607313771776	-14
19 Good connections with other public transport at stations6643-2349-185020 Improved personal security at the station607313771776	-19
20 Improved personal security at the station   60   73   13   77   17   76	13
	-16
	16
21 Free Wi-Fi available at the station         54         44         -11         48         -6         49	-6
22 Sufficient space on train for passengers' luggage 52 30 -23 32 -21 32	-20
23 Stations maintained and cleaned to a high standard 51 38 -13 44 -7 45	-6
24   Train staff have a positive, helpful attitude   48   37   -12   42   -6   44	-5
25 Station staff have a positive, helpful attitude 47 56 9 46 -1 49	3
26 More staff available at stations to help passengers     42     44     1     46     4     48	6
27 Access from station entrance to boarding train is step-free 42 30 -13 37 -6 39	-3
28 More staff available on trains to help passengers 42 29 -13 36 -6 38	-4
29 More room to stand comfortably on busy trains         41         29         -12         52         11         48	7
30 Better mobile phone signal on trains         32         19         -12         18         -13         20	/
31 Easier to claim compensation when delayed 28 28 0 24 -4 26	-11



