












Rail passengers' priorities for improvement

September 2017

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Headlines

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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?

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12,804 online interviews with GB rail passengers (who have travelled by rail in the last three months)



Fieldwork: 22nd March – 5th April 2017



Average interview length: 17 minutes



Sampling

Quotas set by:

- Age
- Gender
- GB region/nation
- TOC (with boosts for some TOCs)



Weighting

Applied by:

- Proportion of journeys made (for commuting, business and leisure).
- Within the three journey types, age & gender
- Proportion of journeys made by TOC

See appendix for further details



Rail passengers' improvement priorities

Trade off exercise conducted and max-diff used to rank passenger improvement priorities

See appendix for further details of max-diff and priority statements included



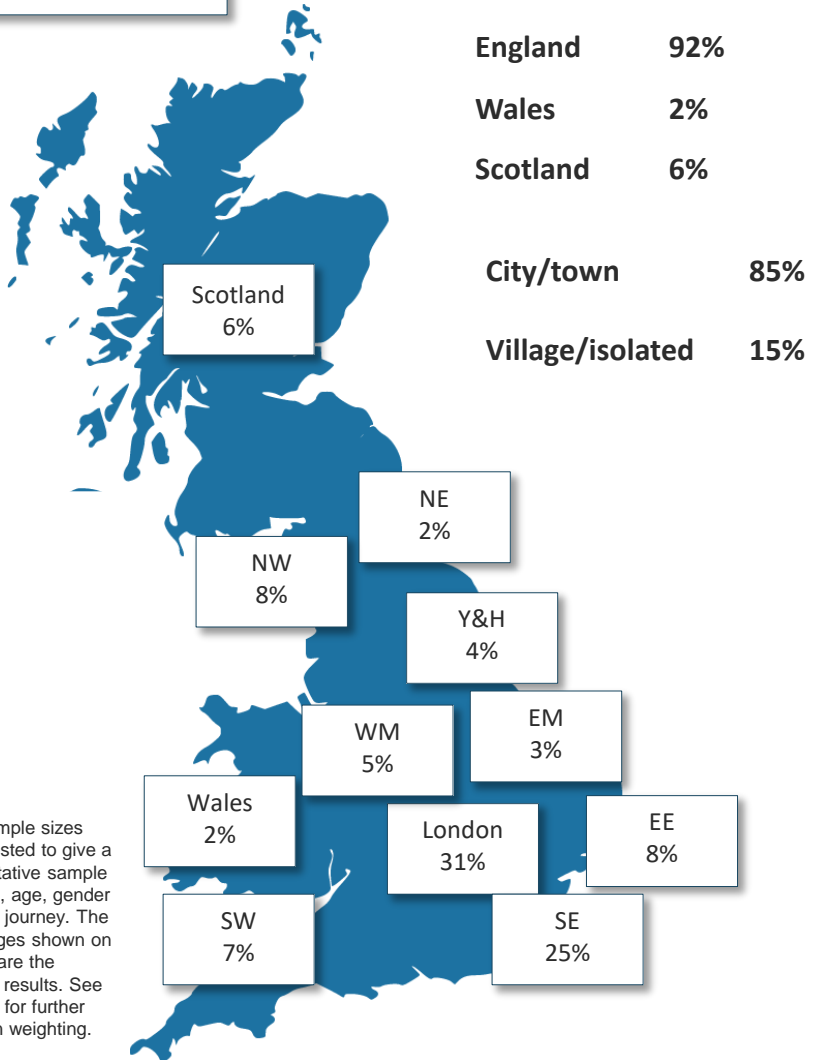
Who did we speak to?

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



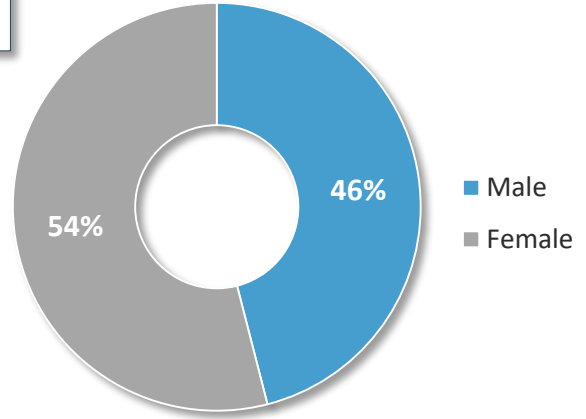
Profile of passengers – key demographics

Location

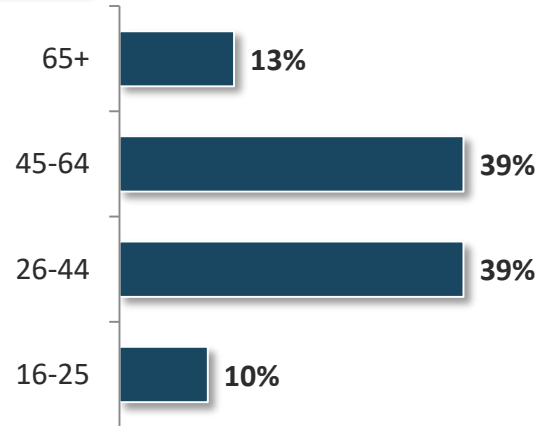


Small sample sizes were boosted to give a representative sample by region, age, gender and TOC journey. The percentages shown on the map are the weighted results. See appendix for further details on weighting.

Gender



Age



Profile of passengers – journey purpose and frequency



Main journey purpose



Commuter



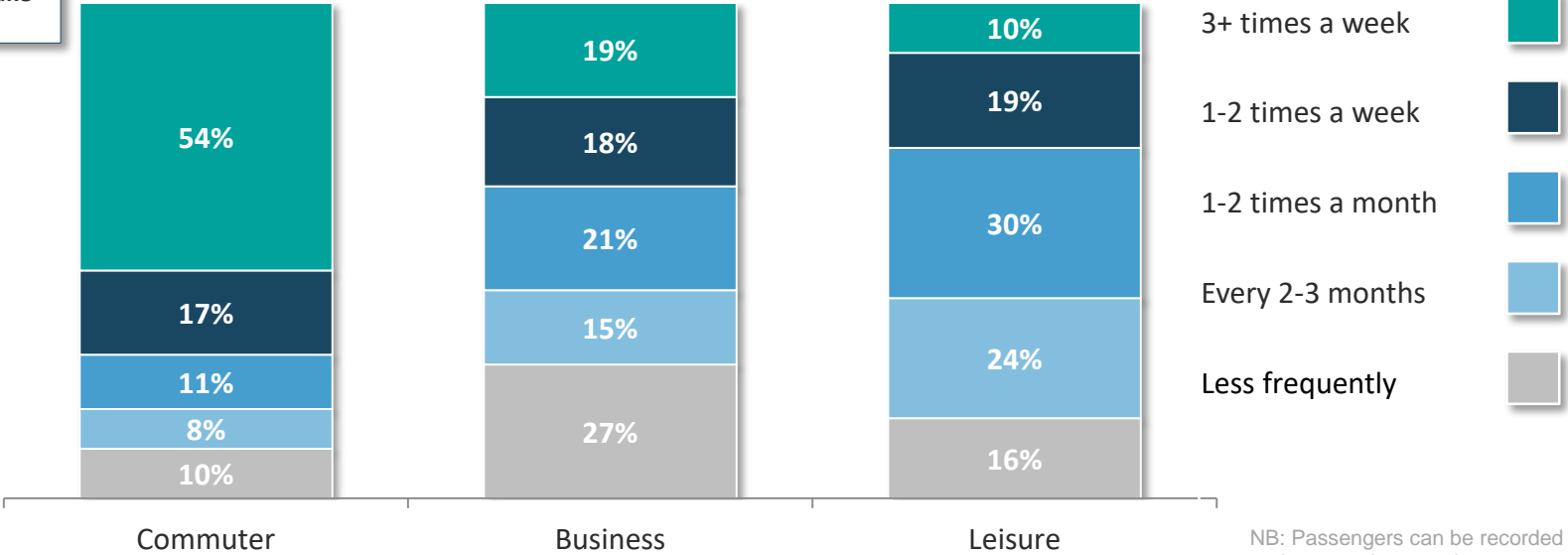
Business



Leisure



Frequency of journeys (those who undertake the journey)



NB: Passengers can be recorded under more than one journey purpose



Train Operating Companies (TOCs) included in the research





London and South East TOCs

	No. interviews n=
	461
	564
	388
	1061
	596
	643
	587
	638
	633
	643
	381
	584





Long Distance TOCs

	No. interviews n=
	605
	622
	590
	842
	885



Regional TOCs

	No. interviews n=
	1018
	653
	389
	1133

Airport TOCs

	No. interviews n=
	330
	217
	202
	182

Open Access TOCs

	No. interviews n=
	238
	339



How can train companies improve the experience of rail travel?

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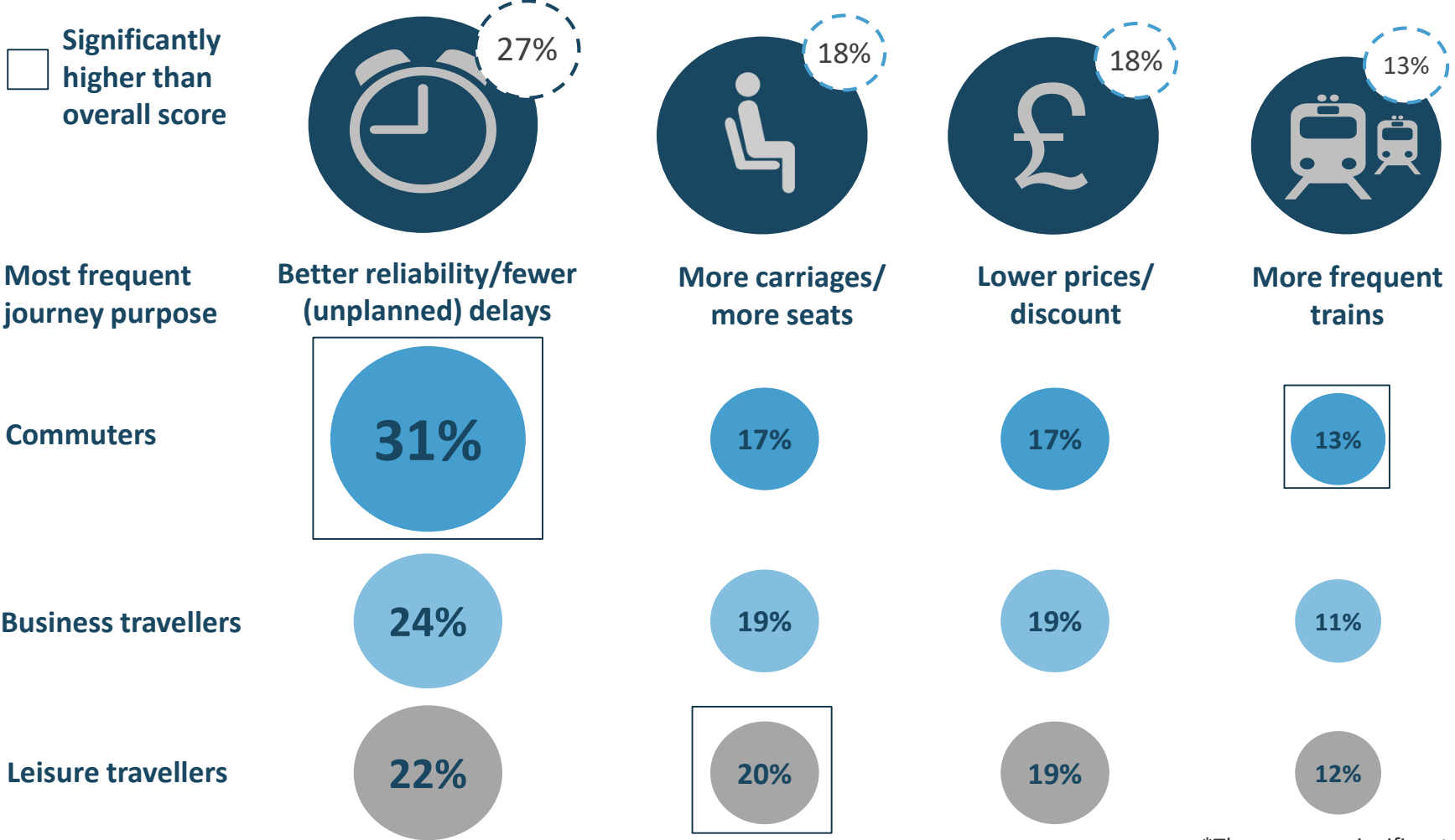
Passenger views on improvements to experience of rail travel

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

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%



*There are no significant differences between other key sub-groups

C1. Overall, how do you think that train companies could improve the experience of rail travel for you? (12,804)

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What are rail passengers' improvement priorities?

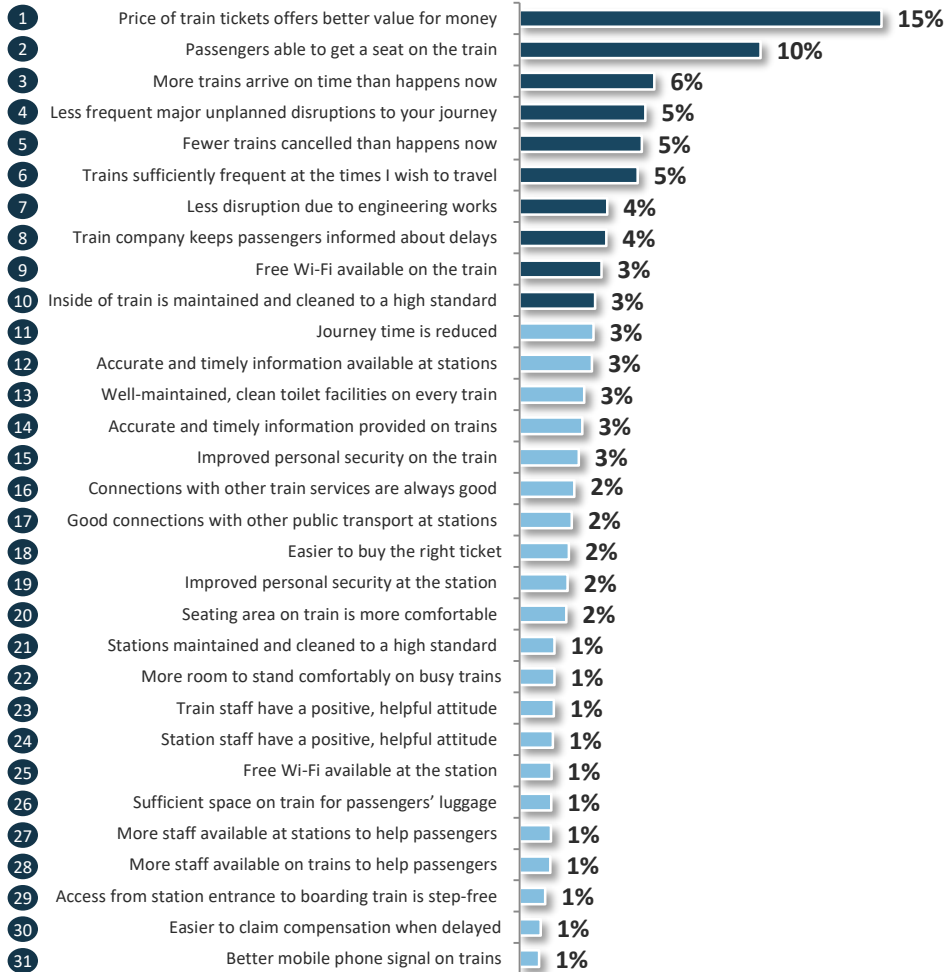
Key priorities for improvement are value for money of tickets and increasing the reliability and punctuality of services

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Interpreting improvement priority preference share

Passenger improvement priorities - preference %

Total sample (n=12,804)



The first of two ways to interpret the results of the Max-Diff analysis is through the preference share attributed to each improvement priority area

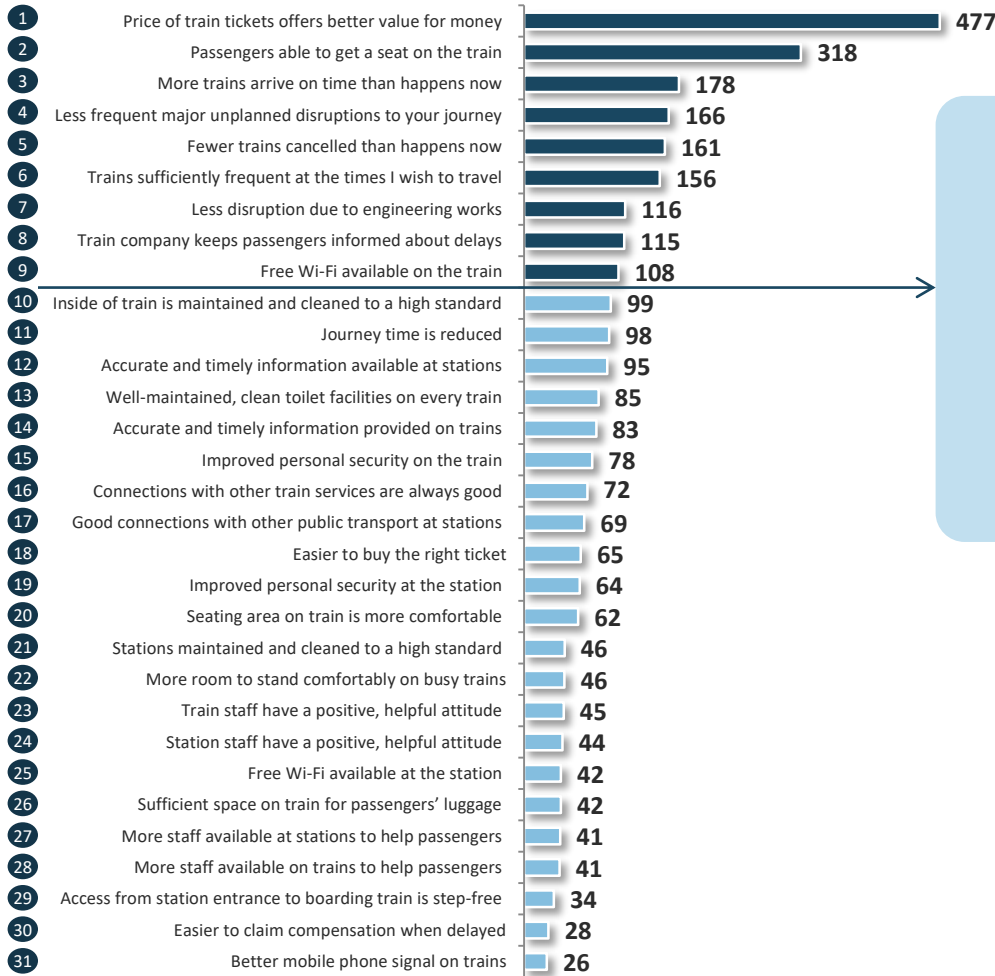
According to their performance in the trade-off exercise each improvement priority area is attributed a percentage score, with the total value summing to 100%

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Interpreting improvement priority index scores

Passenger improvement priorities - index

Total sample (n=12,804)



A second way to interpret the findings is that the priorities are shown as an index averaged on 100. In this case 100 = the average share under the assumption of equal importance of all attributes. The number of points above 100 is equivalent to the ratio of actual preference share to this theoretical average. So for example:

- 150 = 50 per cent more important than average,
- 300 = three times as important as average; and
- 50 = half as important as average

Improvement priorities - comparing 2017 to 2014

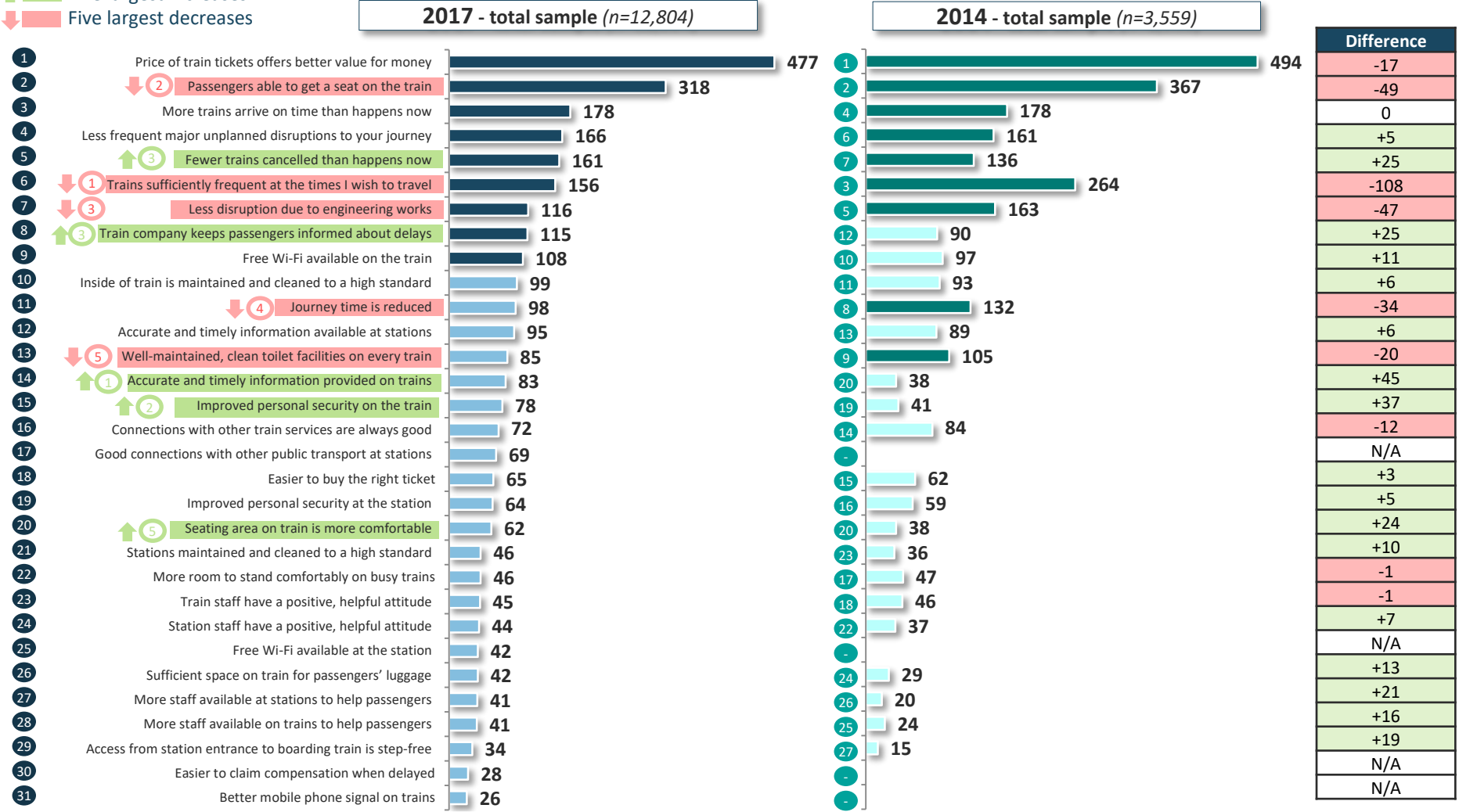
- As in 2014, the price of train tickets offering better value for money is the most important improvement priority for passengers
- The top ten improvement priorities have remained in a relatively stable order since 2014 but with some changes in scores
- Two of the top five decreases in priority scores 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 3rd to 6th position).
 - *Journey time being reduced* also dropped from 8th to 11th (34 index points)
 - Linked to journey time, *having less disruption due to planned engineering* decreased in importance from 5th to 7th 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 9th to 13th 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 20th to 14th position – 37 index points)
 - Train companies *keeping passengers informed about delays* also increased in importance (from 12th to 8th position – 25 index points)
- *Improved personal security on-board* increased in importance from 19th to 15th position (37 index points).
- *Decreasing the number of cancellations* also became more important to passengers (increasing from 7th to 5th 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

Passenger improvement priorities – index: 2014/2017 comparison

● = attribute not included in 2014 Darker bars indicate index >100

↑ Five largest increases
↓ Five largest decreases



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

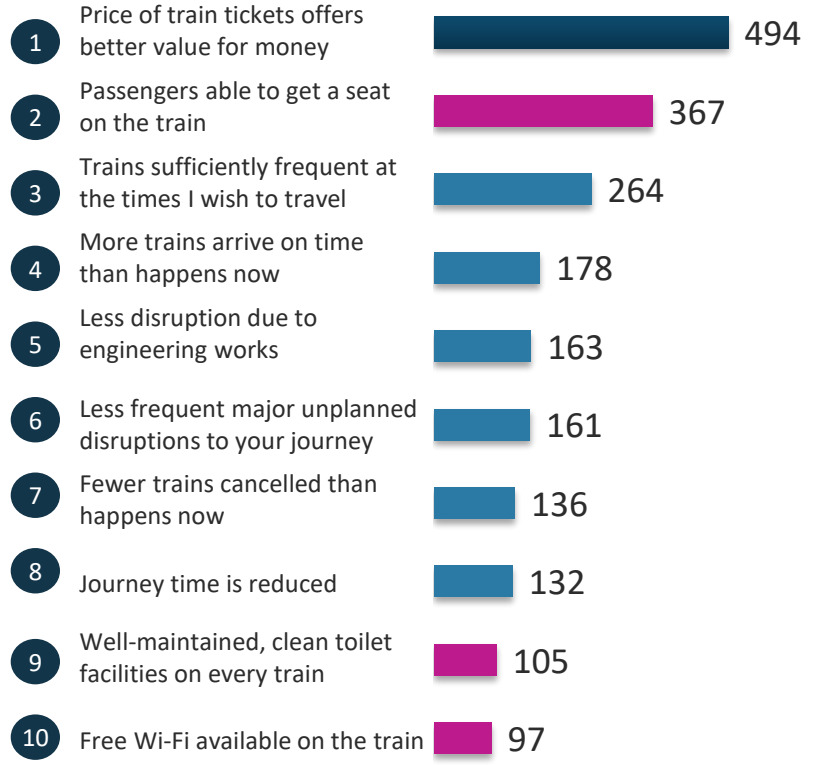
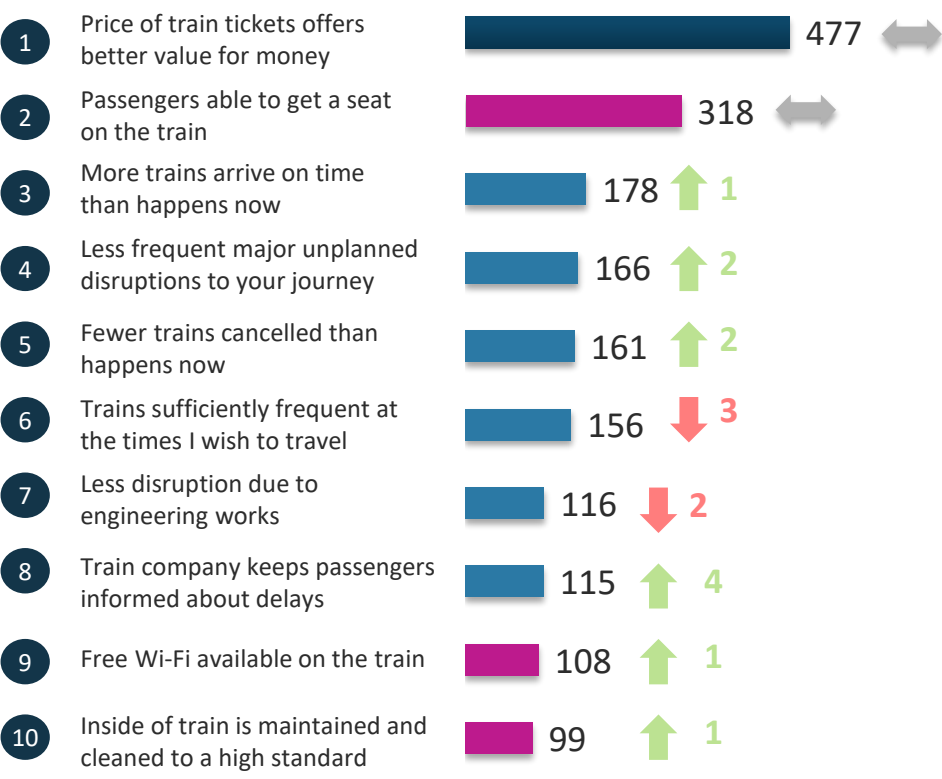
Apart from the overall top priority of ticket prices offering better value for money, the top ten priorities remain dominated by issues relating to punctuality and reliability, as well as elements of the on-train experience

Top Ten Priorities

Rank order change vs 2014

2017 - total sample (n=12,804)

2014 - total sample (n=3,559)



Punctuality, reliability & journey times

On-train experience

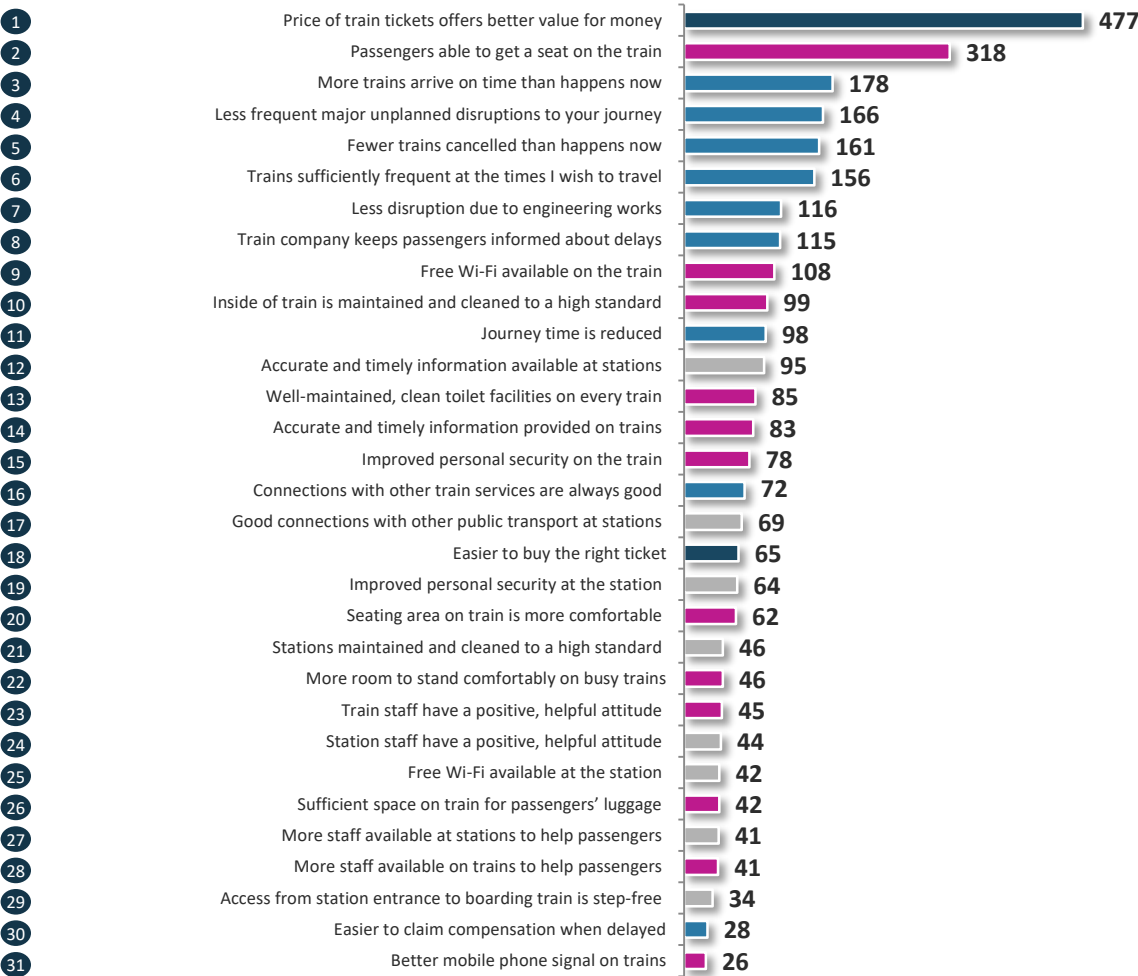
Ticketing/prices


At-station experience

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

2017 Rail priorities research - total sample (n=12,804)



 Punctuality, reliability & journey times

 On-train experience

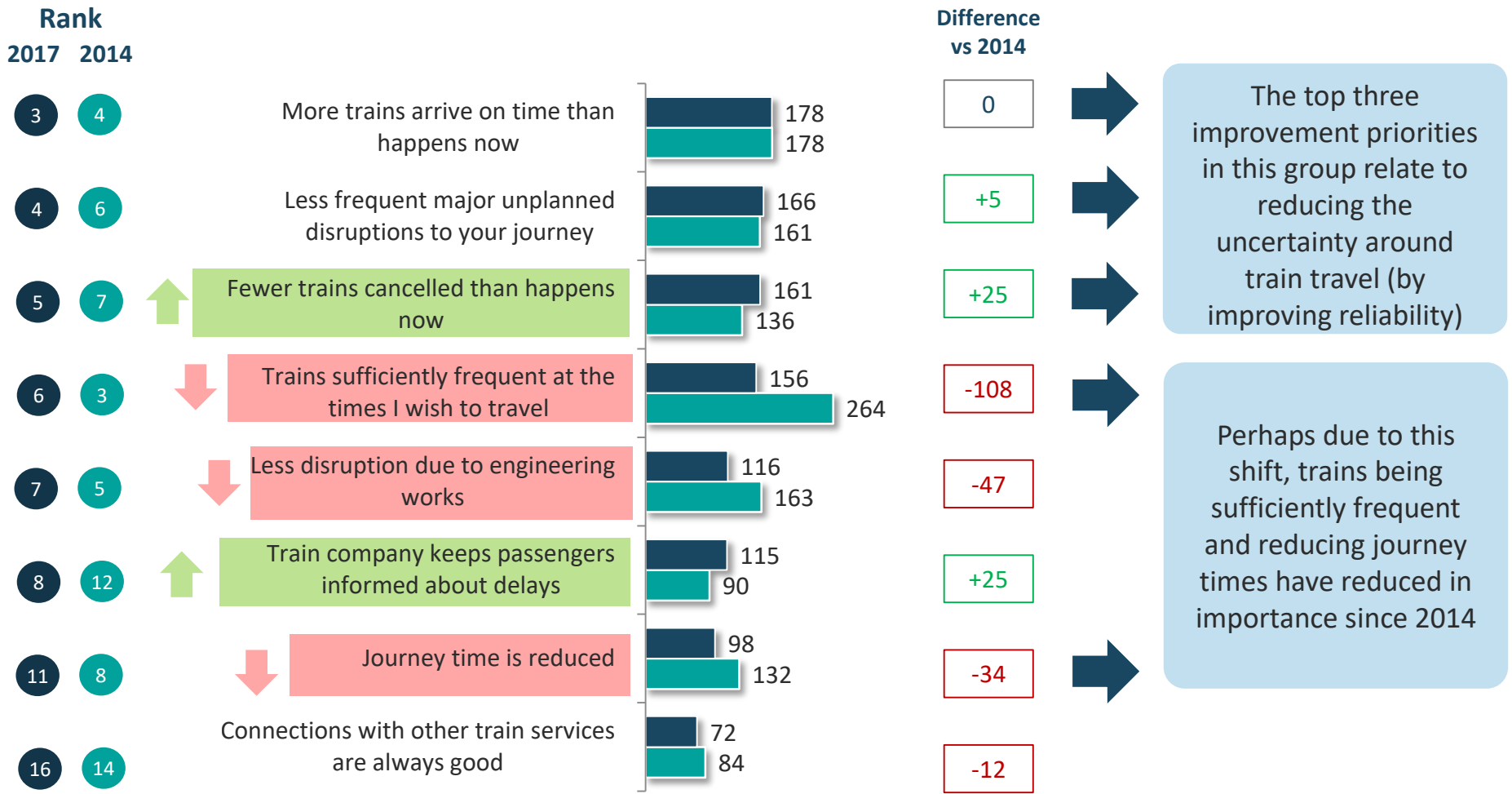
 At-station experience

 Ticketing/prices

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

Attributes relating to punctuality, reliability & journey times

● 2017 ● 2014
 ↑ Top 5 increase ↓ Top 5 decrease



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

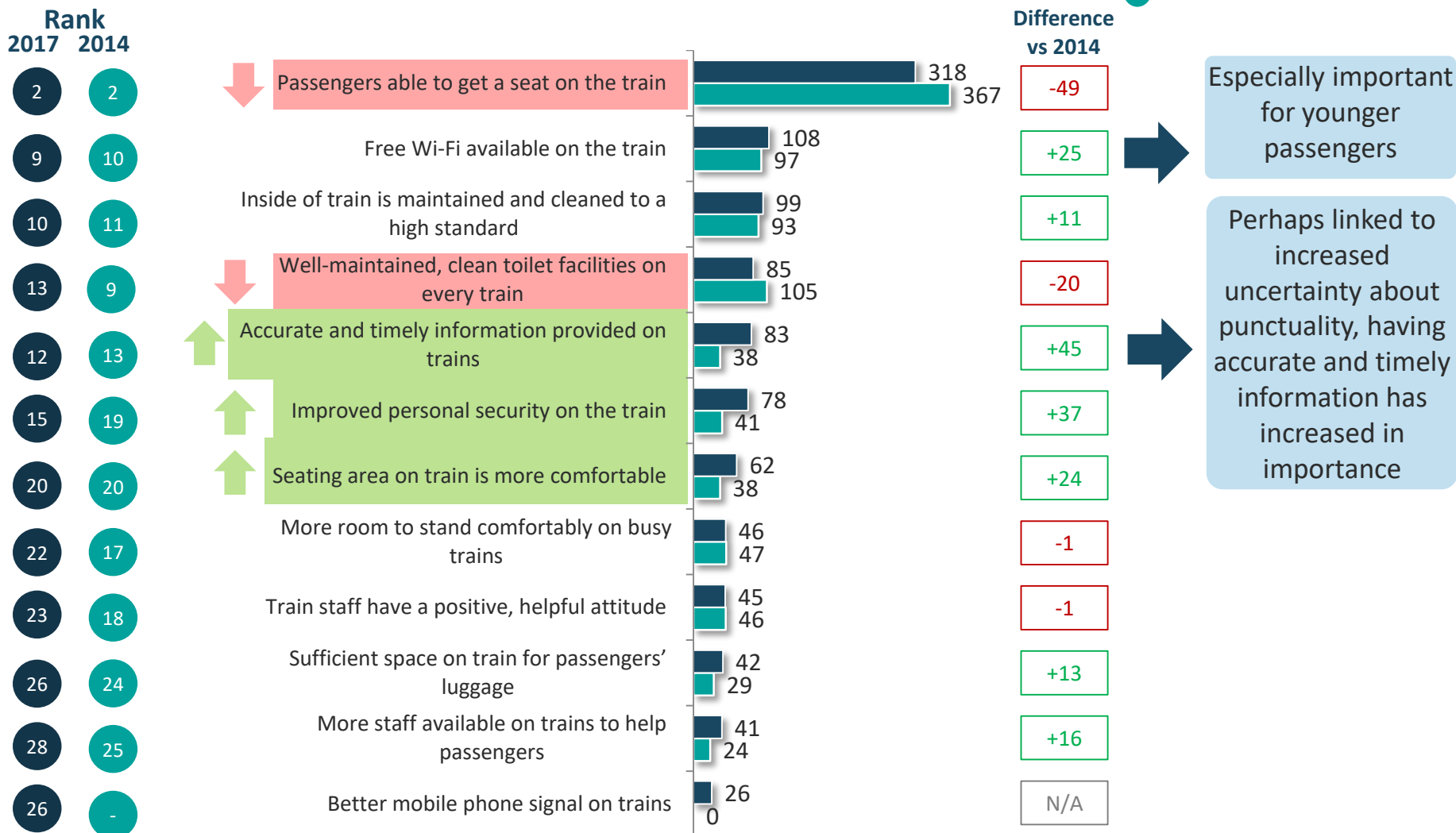
While passengers being able to get a seat on the train is the second highest improvement priority overall, other aspects of the on-train experience (staffing, room for luggage/standing) are less important. Basic cleanliness is relatively important and having accurate information has become increasingly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



Attributes relating to on-train experience

N/A = question not included in 2014 survey

● 2017 ● 2014
 ↑ Top 5 increase ↓ Top 5 decrease



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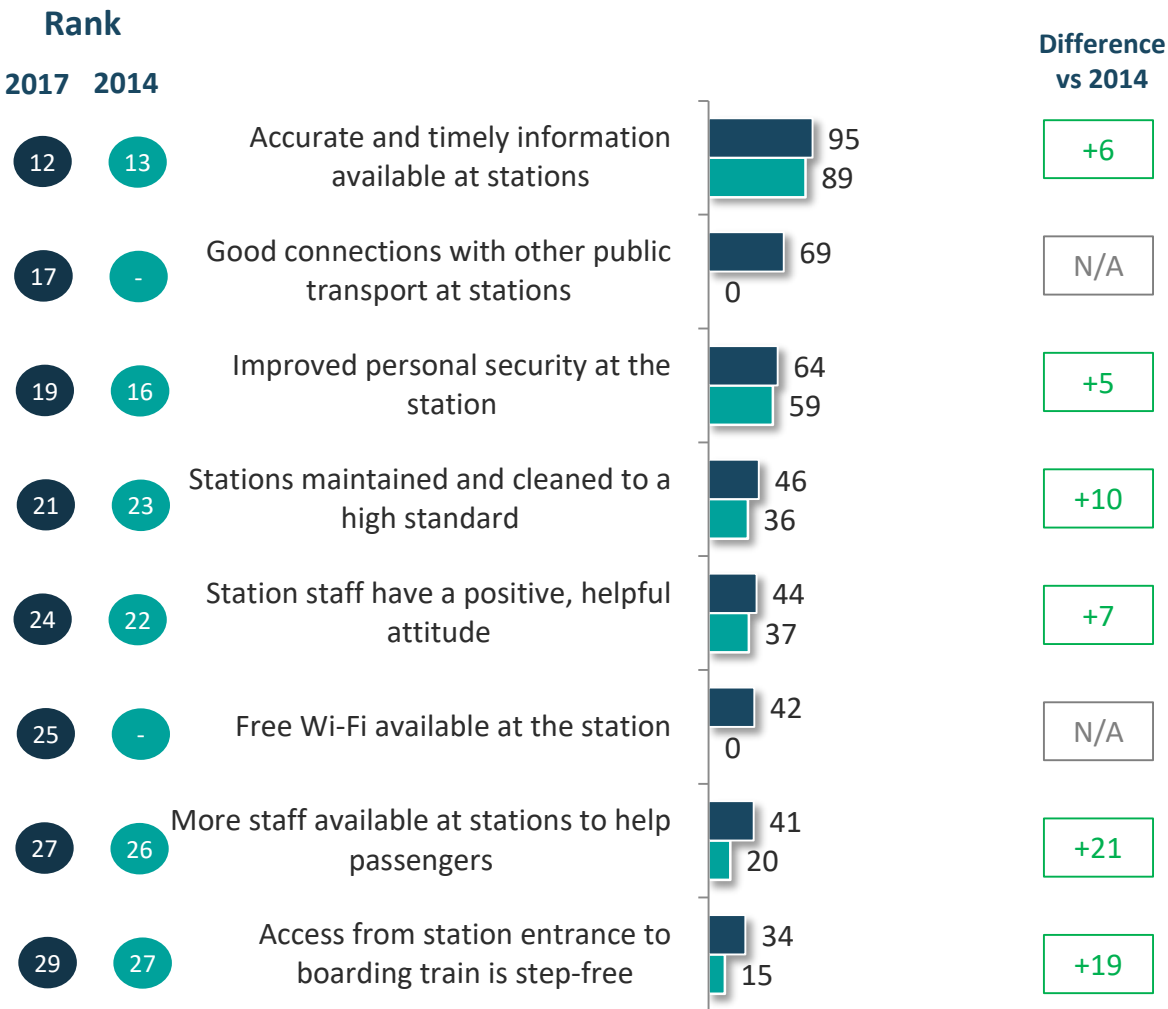
Overall, improving the at-station experience is a lower priority than reliability/punctuality and the on-train experience. The highest improvement priority in this area relates to having accurate and timely information, which is in line with overall priorities on disruptions and delays



Attributes relating to at-station experience

N/A = question not included in 2014 survey

● 2017 ● 2014 ↑ Top 5 increase ↓ Top 5 decrease



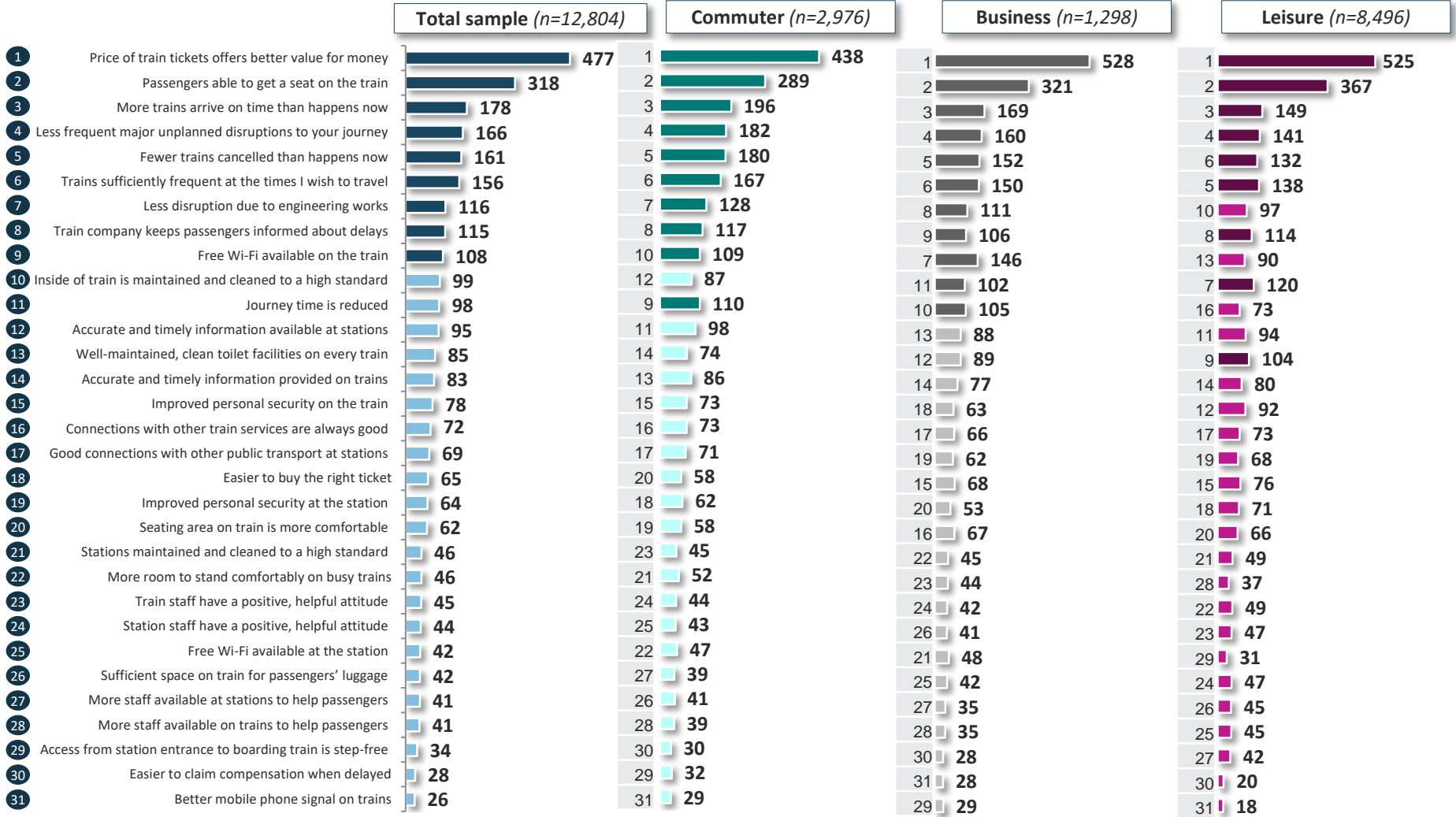
Improvement priorities – most frequent journey purpose

- 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

Darker bars indicate index >100



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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		Business		Leisure	
			Index	Difference cf. total index	Index	Difference cf. total index	Index	Difference cf. total index
	<i>Base:</i>	12,804	2,976		1,298		8,496	
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	1
17	Good connections with other public transport at stations	69	71	2	62	-7	68	-1
18	Easier to buy the right ticket	65	58	-7	68	3	76	11
19	Improved personal security at the station	64	62	-2	53	-11	71	7
20	Seating area on train is more comfortable	62	58	-4	67	5	66	4
21	Stations maintained and cleaned to a high standard	46	45	-2	45	-1	49	3
22	More room to stand comfortably on busy trains	46	52	6	44	-2	37	-9
23	Train staff have a positive, helpful attitude	45	44	-1	42	-3	49	3
24	Station staff have a positive, helpful attitude	44	43	-1	41	-3	47	3
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	5
27	More staff available at stations to help passengers	41	41	-1	35	-6	45	3
28	More staff available on trains to help passengers	41	39	-2	35	-6	45	5
29	Access from station entrance to boarding train is step-free	34	30	-3	28	-6	42	8
30	Easier to claim compensation when delayed	28	32	5	28	0	20	-8
31	Better mobile phone signal on trains	26	29	3	29	3	18	-8

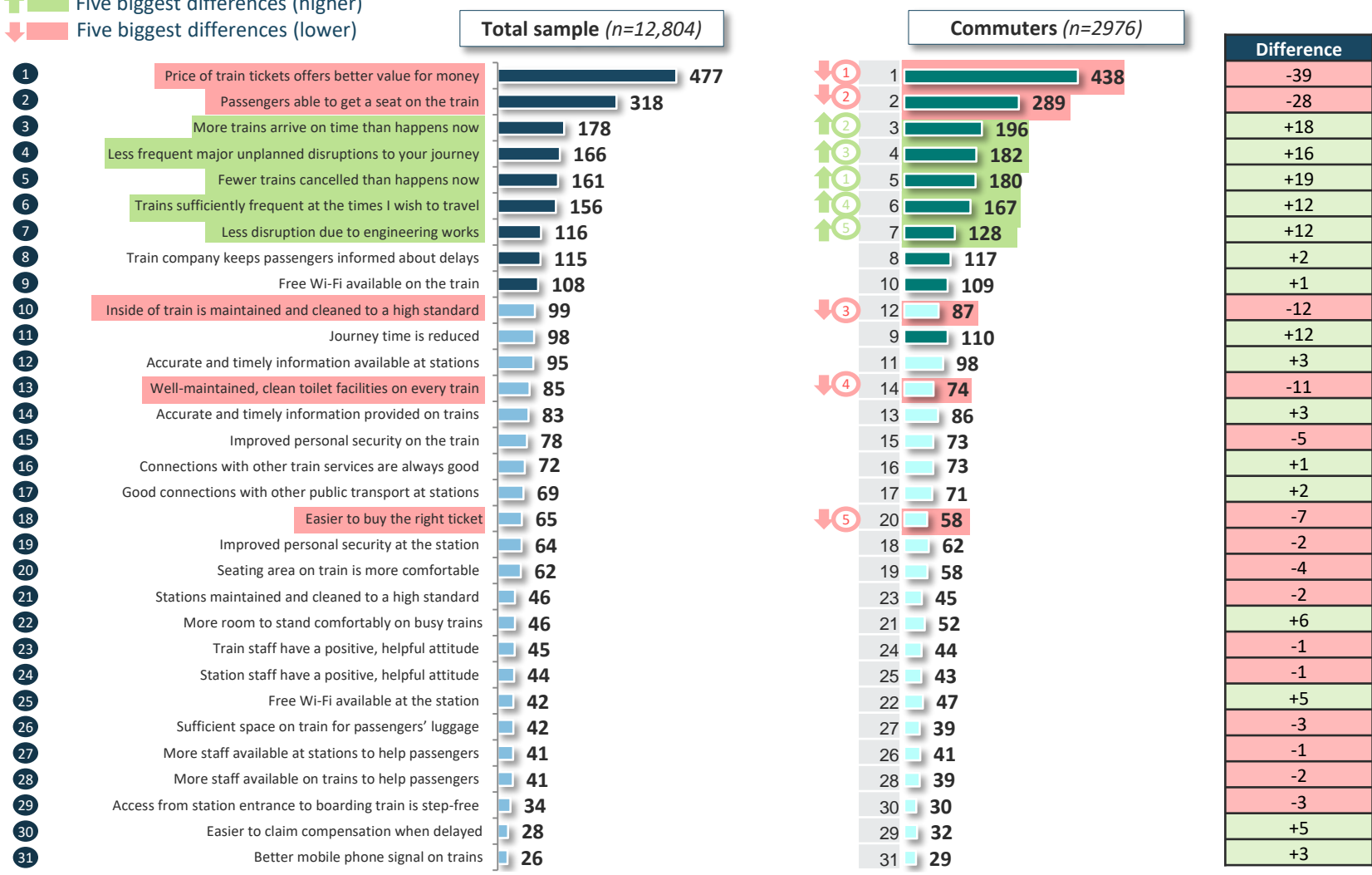
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Commuters are more likely to cite issues relating to *punctuality and disruption* as improvement priorities

Commuter improvement priorities - index

Darker bars indicate index >100

↑ Five biggest differences (higher)
↓ Five biggest differences (lower)



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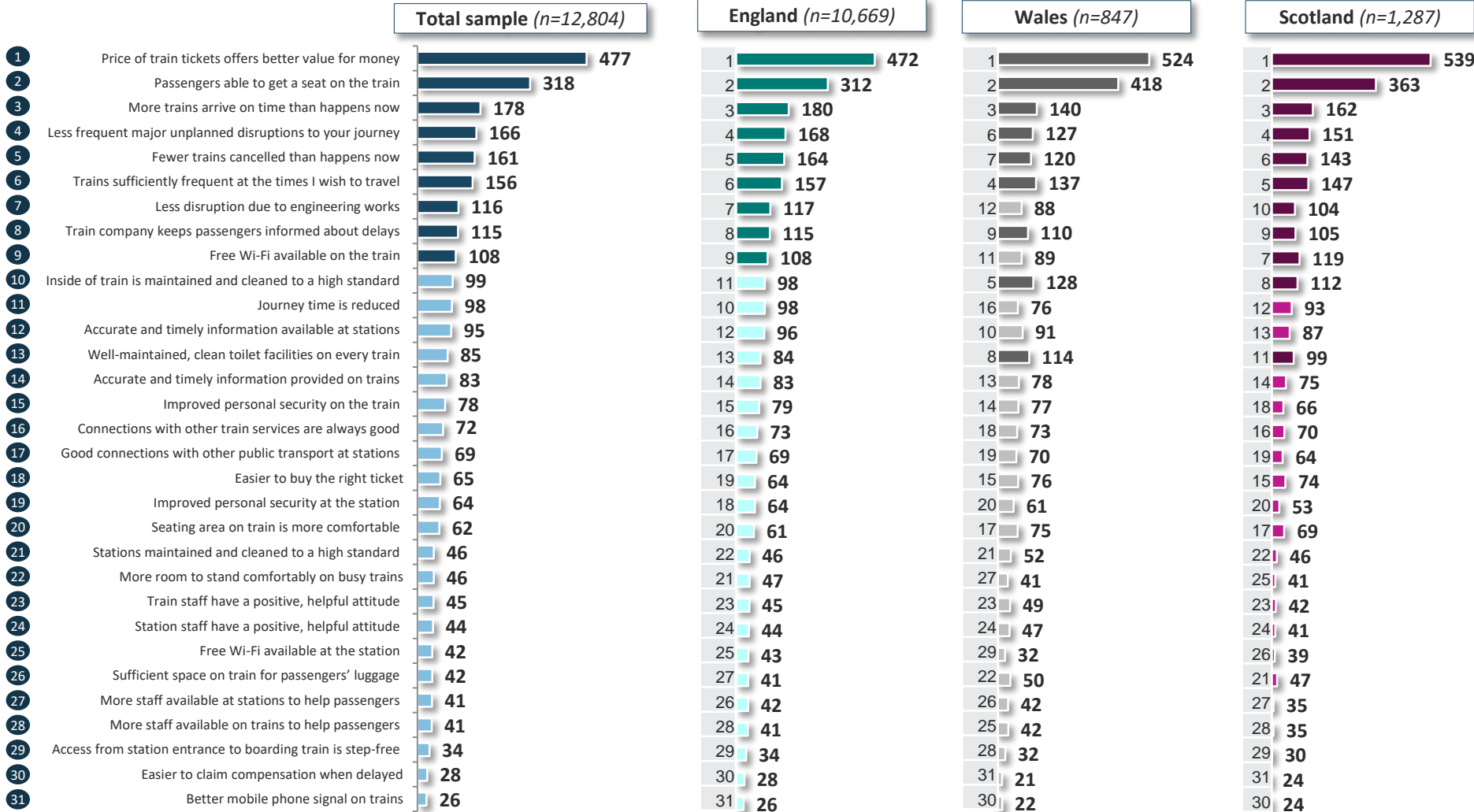
Improvement priorities – passengers in England, Scotland and Wales

- 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

Darker bars indicate index >100

Improvement priorities by GB nation - index



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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	England		Wales		Scotland	
	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

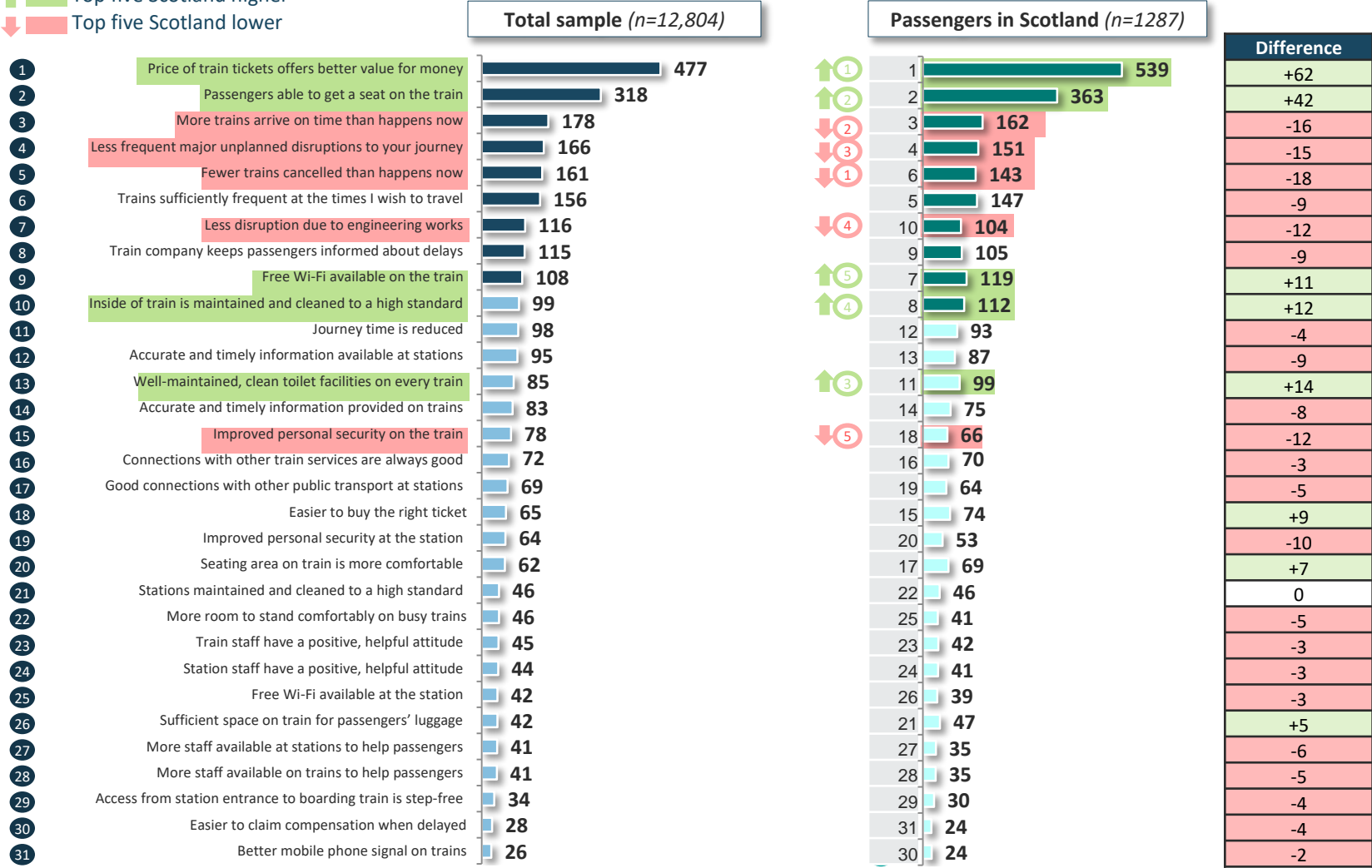
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Passengers in Scotland are more likely to be concerned about *ticket prices* and *seating availability* than passengers as a whole

Scotland passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Scotland higher
↓ Top five Scotland lower



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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

Darker bars indicate index >100

↑ Top five Wales higher
 ↓ Top five Wales lower



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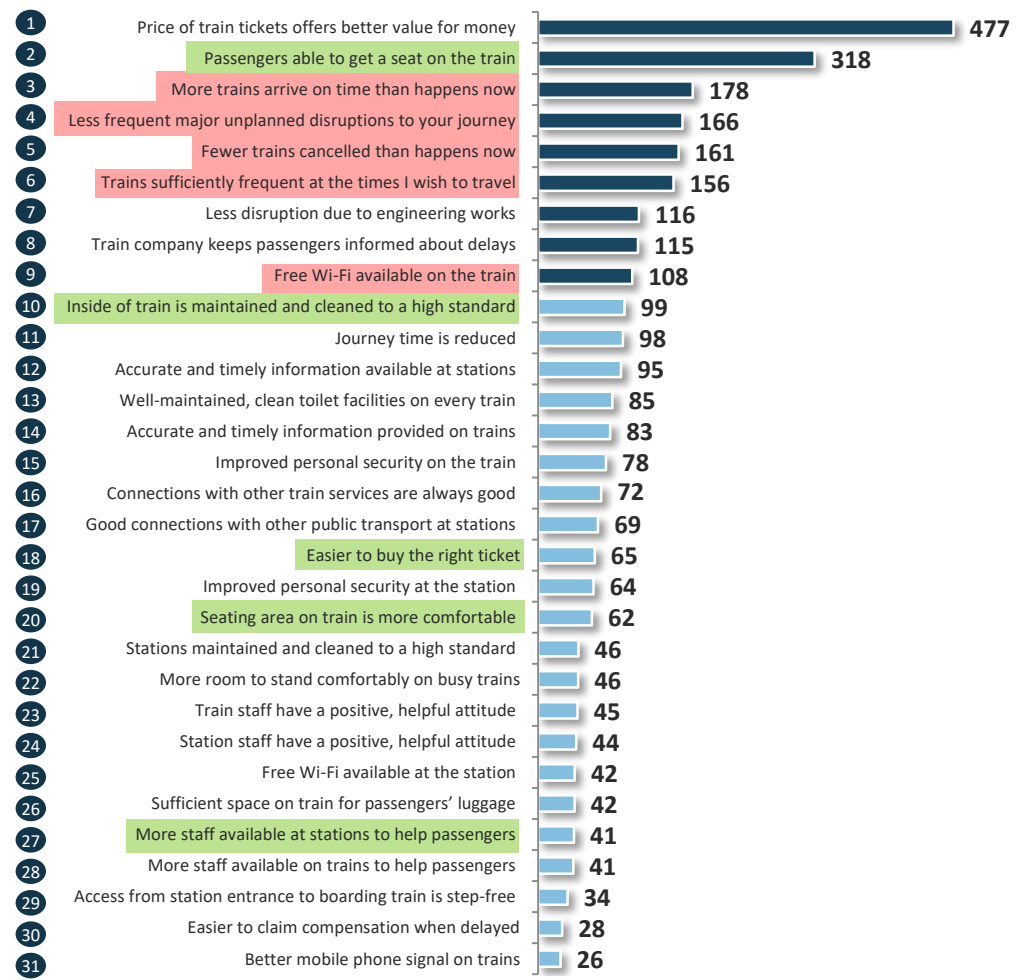
Passengers in the North of England are more concerned about the ease of buying tickets, having clean and well-maintained trains and the ability to get a seat

North of England region passengers improvement priorities - index

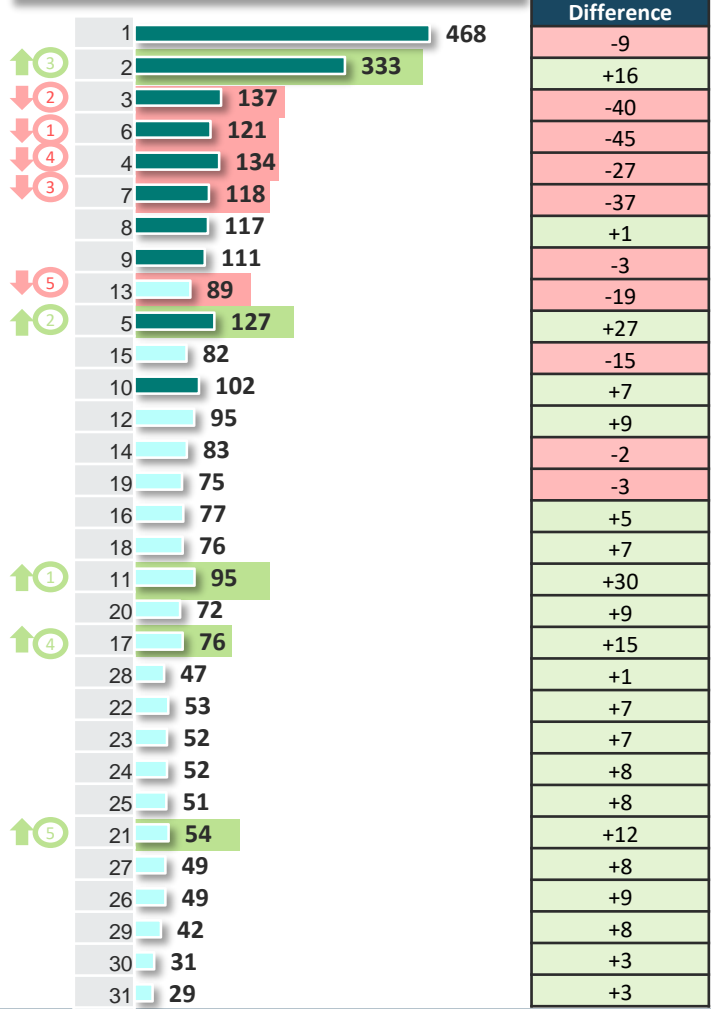
Darker bars indicate index >100

↑ Top five North of England higher
↓ Top five North of England lower

Total sample (n=12,804)



Passengers in North of England (n=2765)



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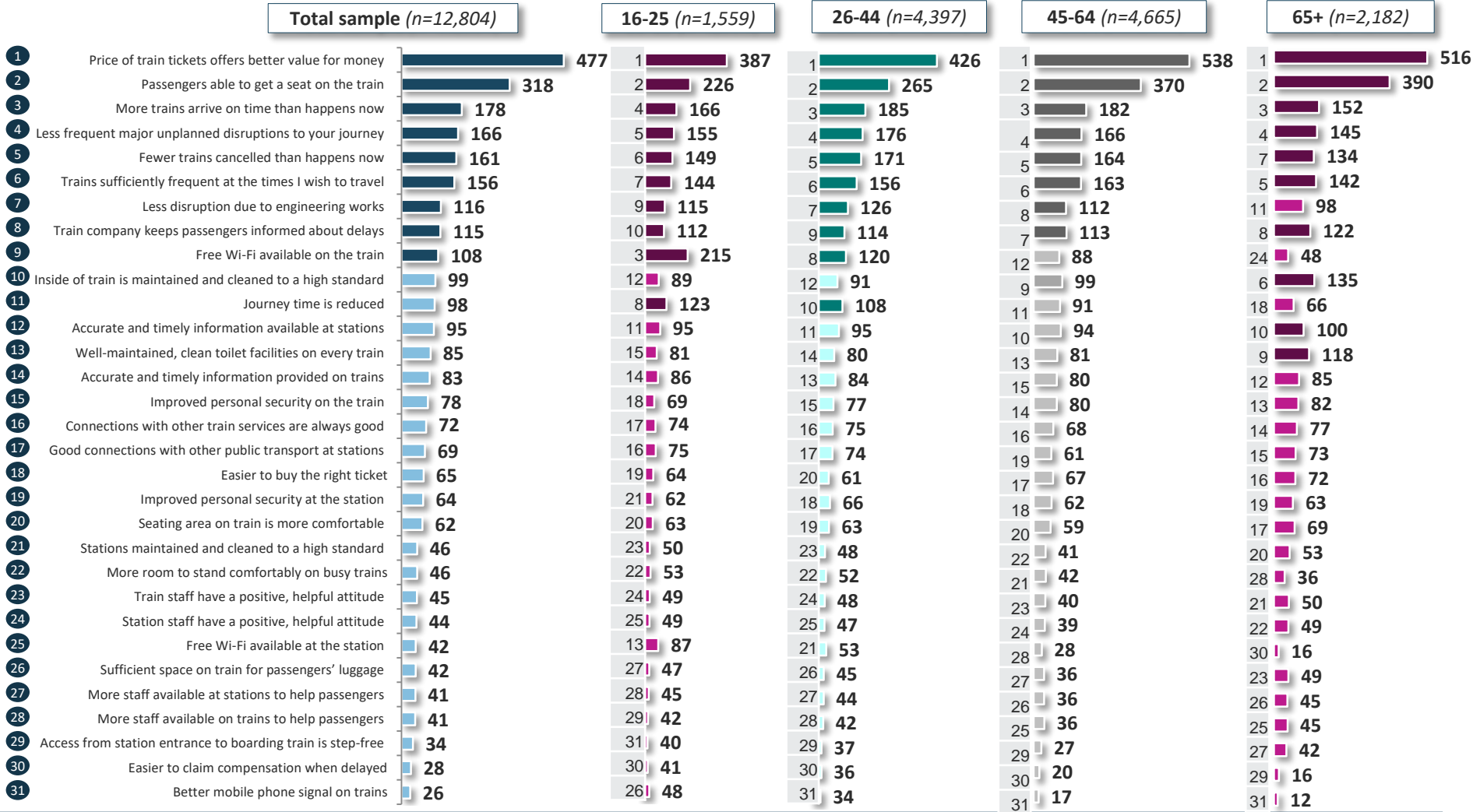
Improvement priorities – comparing differences by age group

- 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



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – passengers with a disability

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).

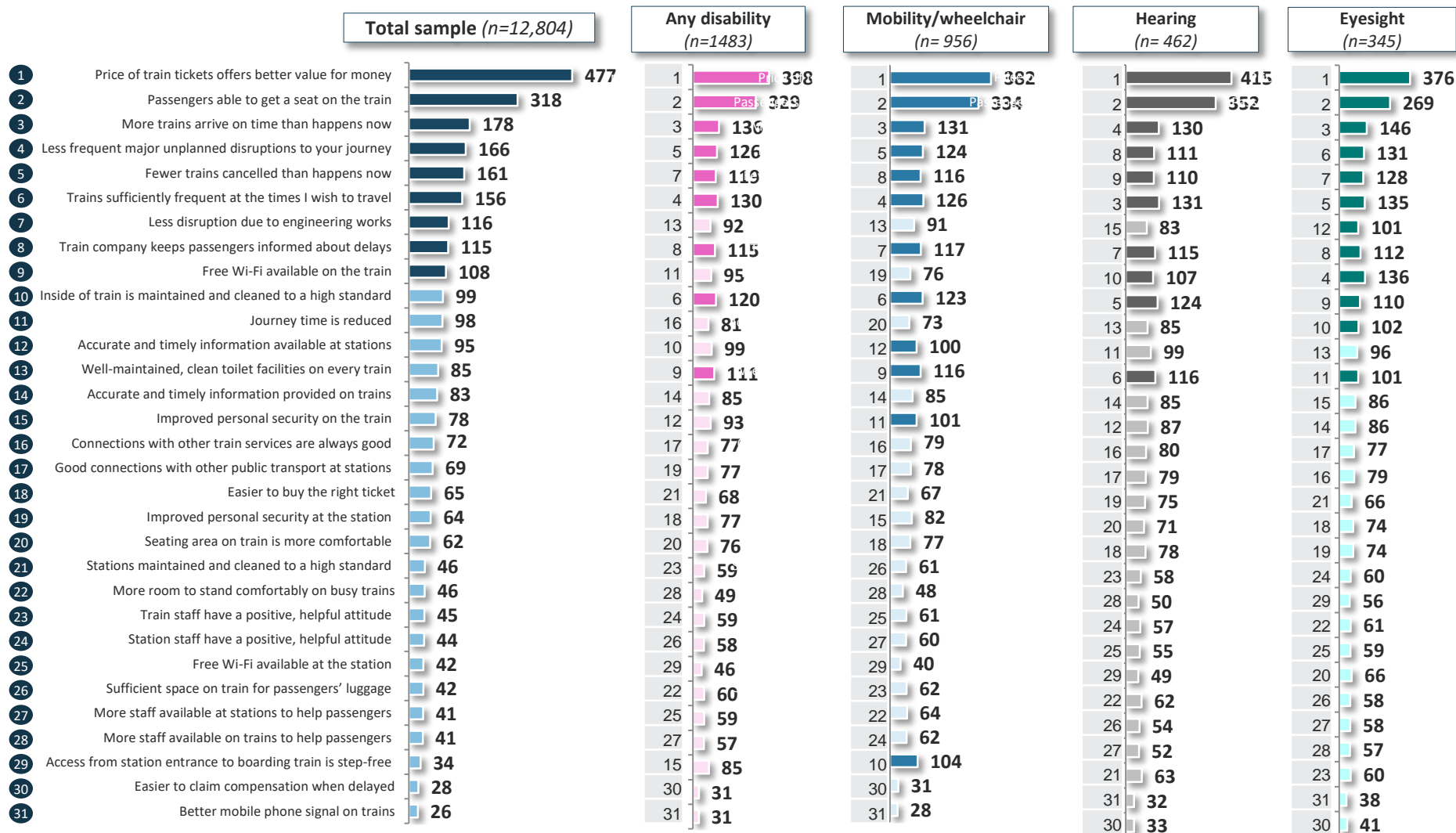
This section focuses on improvement priorities for each of these groups, key findings for which are:

- 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



Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – Passengers with a disability

Improvement priorities by passengers with a disability - index

 Higher than total index score
 Lower than total index score

	Improvement priority area	Total index	Any disability	Mobility/wheelchair	Hearing	Eyesight
	<i>Base:</i>	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
31	Better mobile phone signal on trains	26	31	28	33	41

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – ticket type

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)

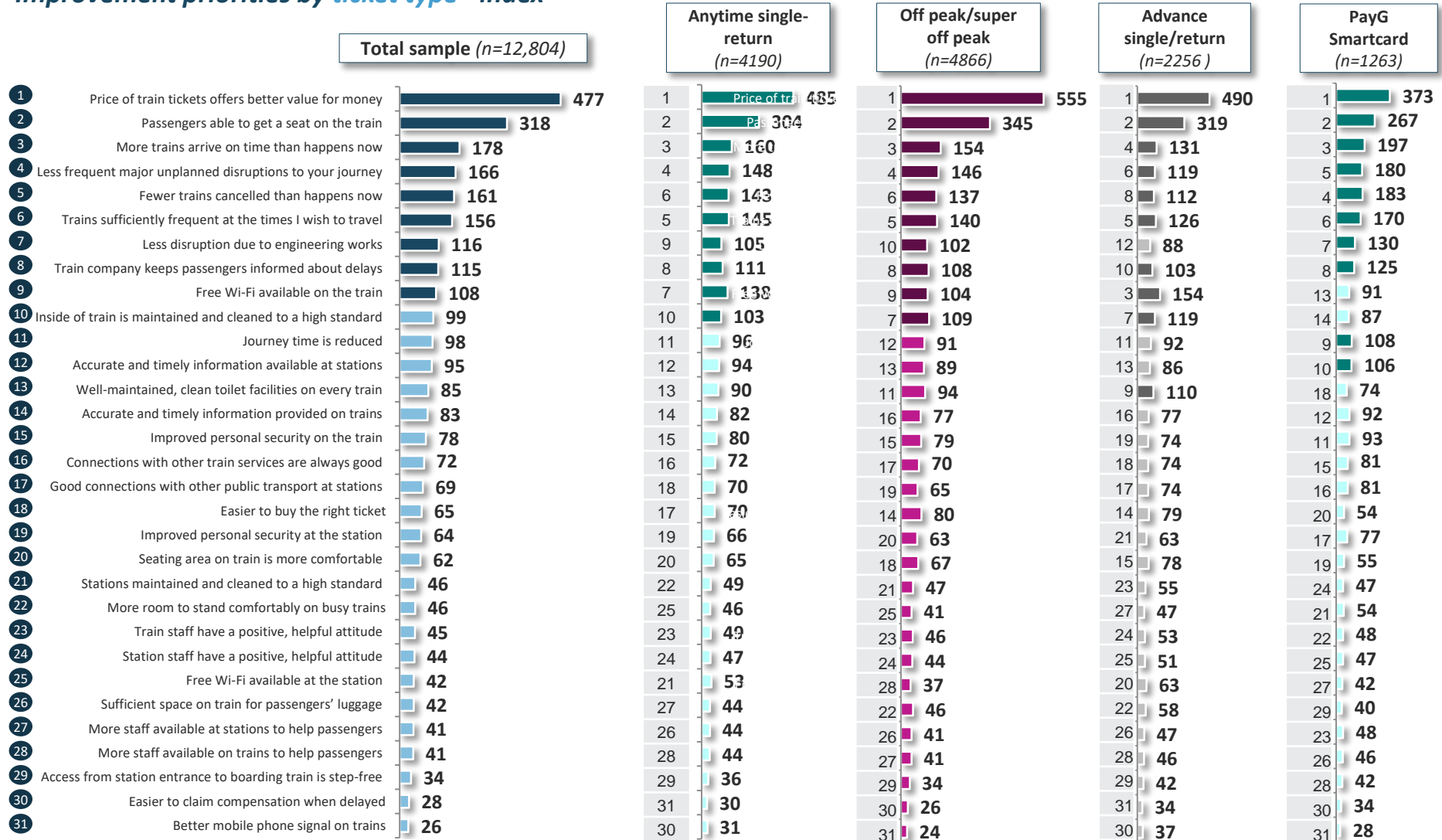
Key findings by ticket type are:

- 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 ticket type - index

Darker bars indicate index >100

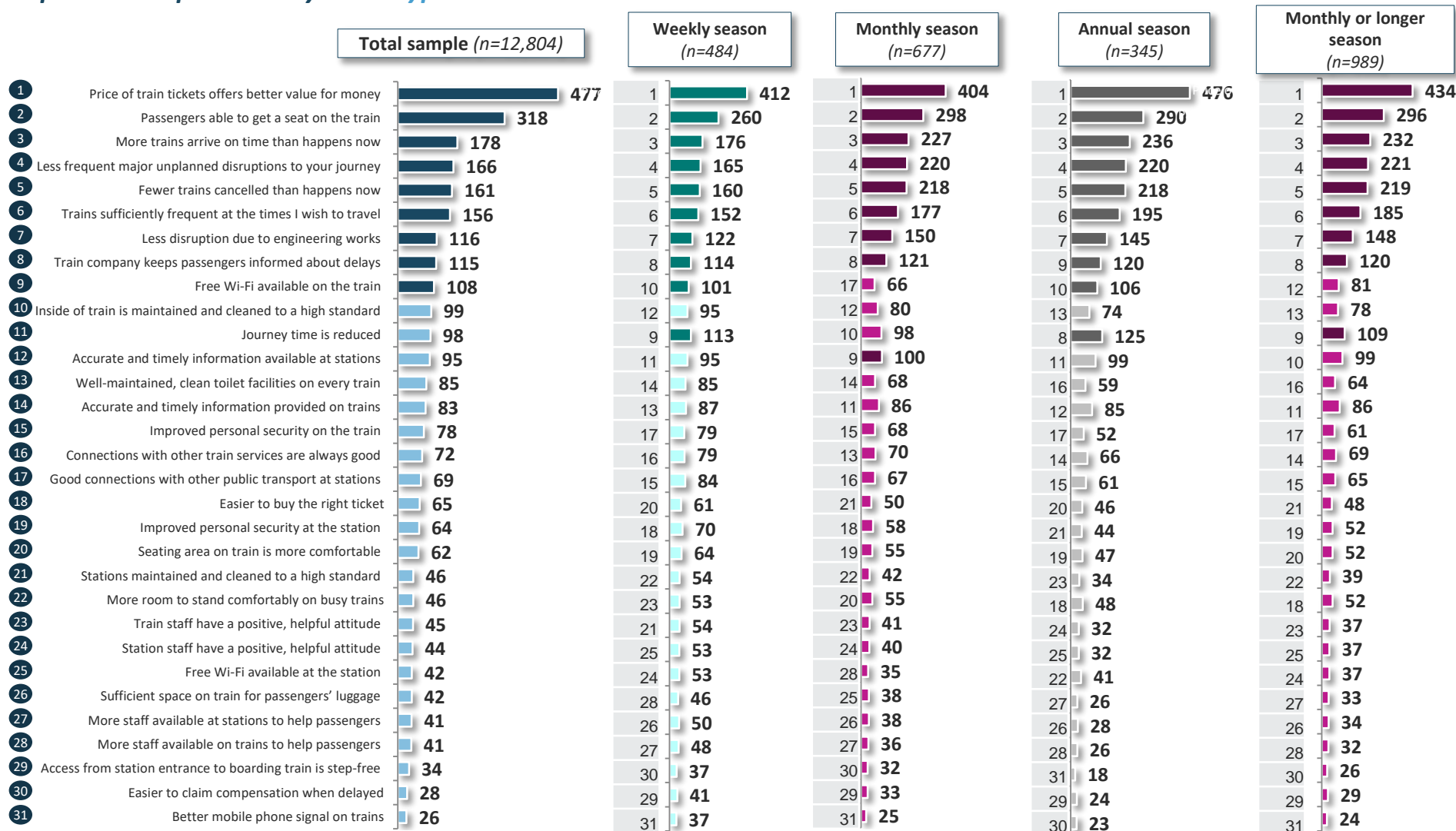


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Improvement priorities by ticket type - index



Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – Ticket Type

Improvement priorities by ticket type - index

 Higher than total index score
 Lower than total index score

	Improvement priority area	Total index	Anytime single/return	Off Peak/Super Off Peak	Advance single/return	PayG Smartcard	Any season	Weekly Season	Monthly Season	Annual season	Monthly or longer season
	<i>Base:</i>	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – Network Rail routes

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

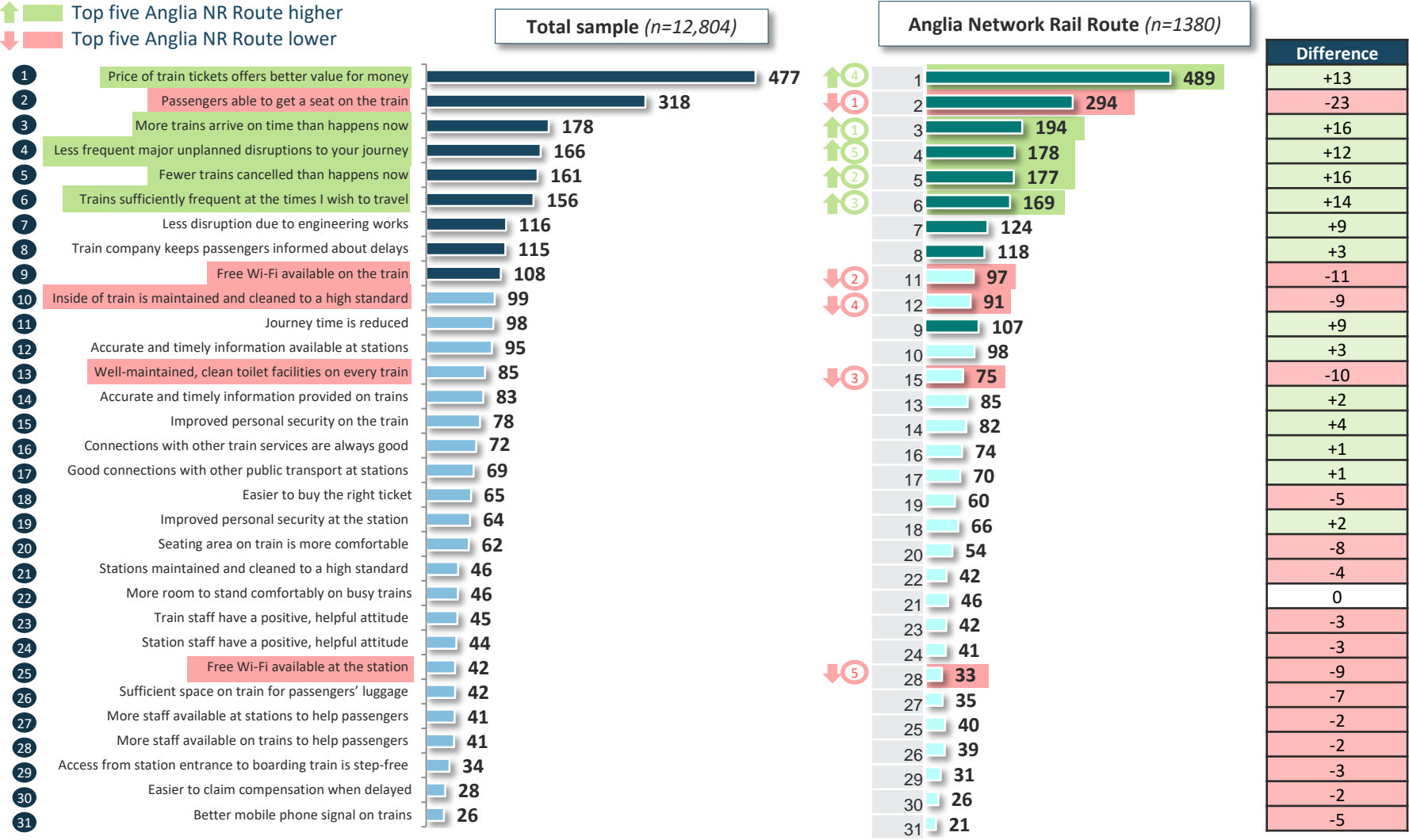
Please note: due to rounding, figures shown on the following slides might not match those shown on the simulator

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

Anglia Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five Anglia NR Route higher
↓ Top five Anglia NR Route lower



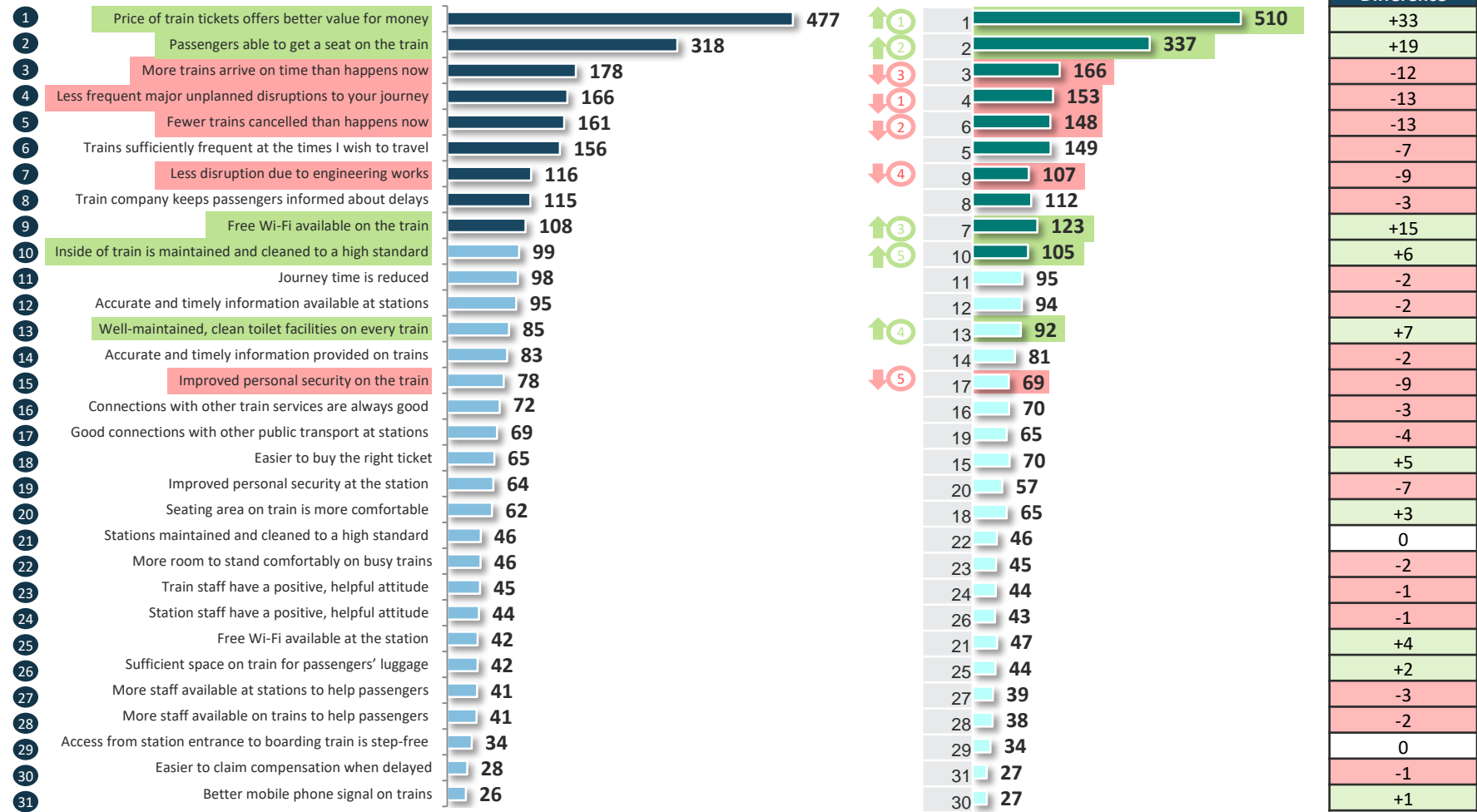
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

London North East / East Midlands Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five LNE/EM NR Route higher
↓ Top five LNE/EM NR Route lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

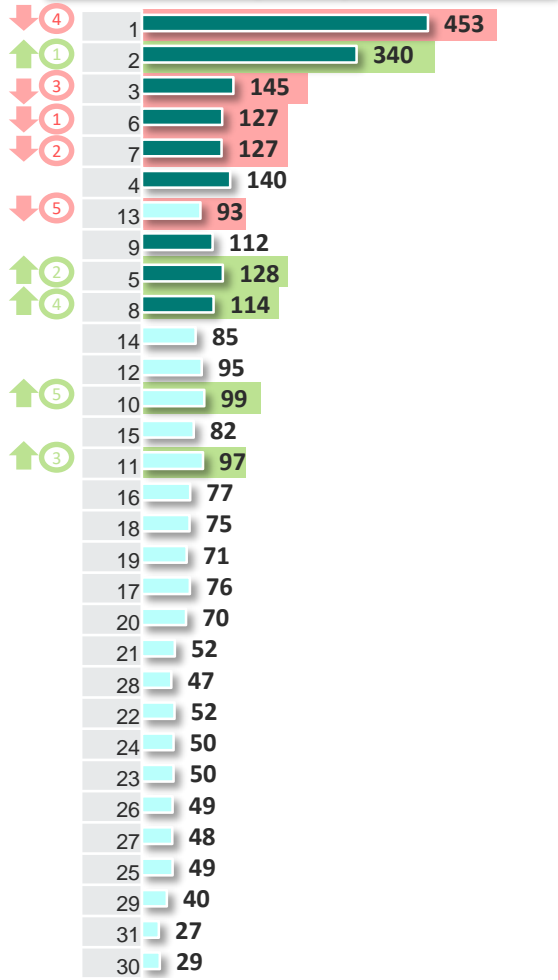
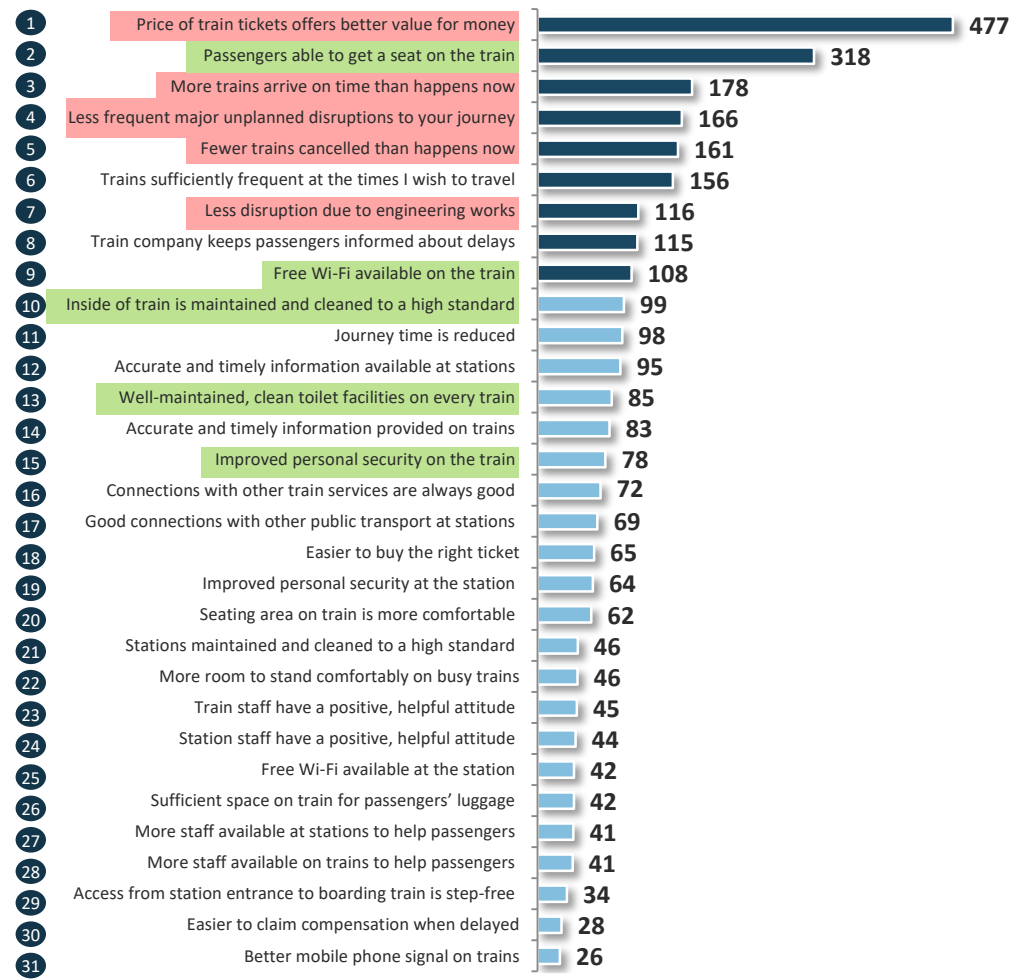
London North West Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five London North West NR Route higher
↓ Top five London North West NR Route lower

Total sample (n=12,804)

London North West Network Rail Route (n=2564)



Difference
-24
+23
-33
-39
-35
-16
-23
-3
+20
+14
-12
-1
+14
0
+19
+4
+6
+6
+12
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+1
+7
+6
+8
+7
+7
+8
+6
-1
+3

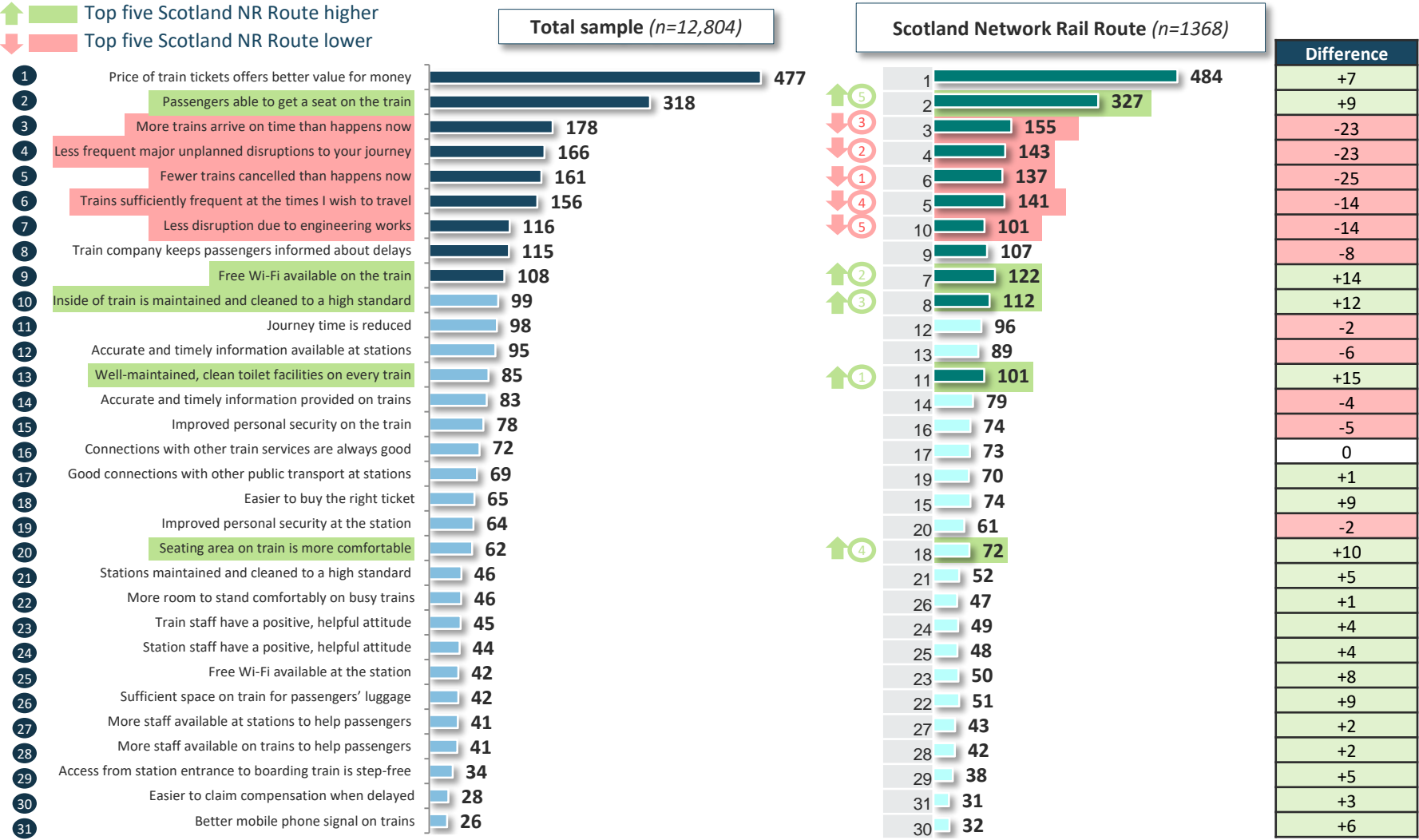
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Scotland Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five Scotland NR Route higher
↓ Top five Scotland NR Route lower



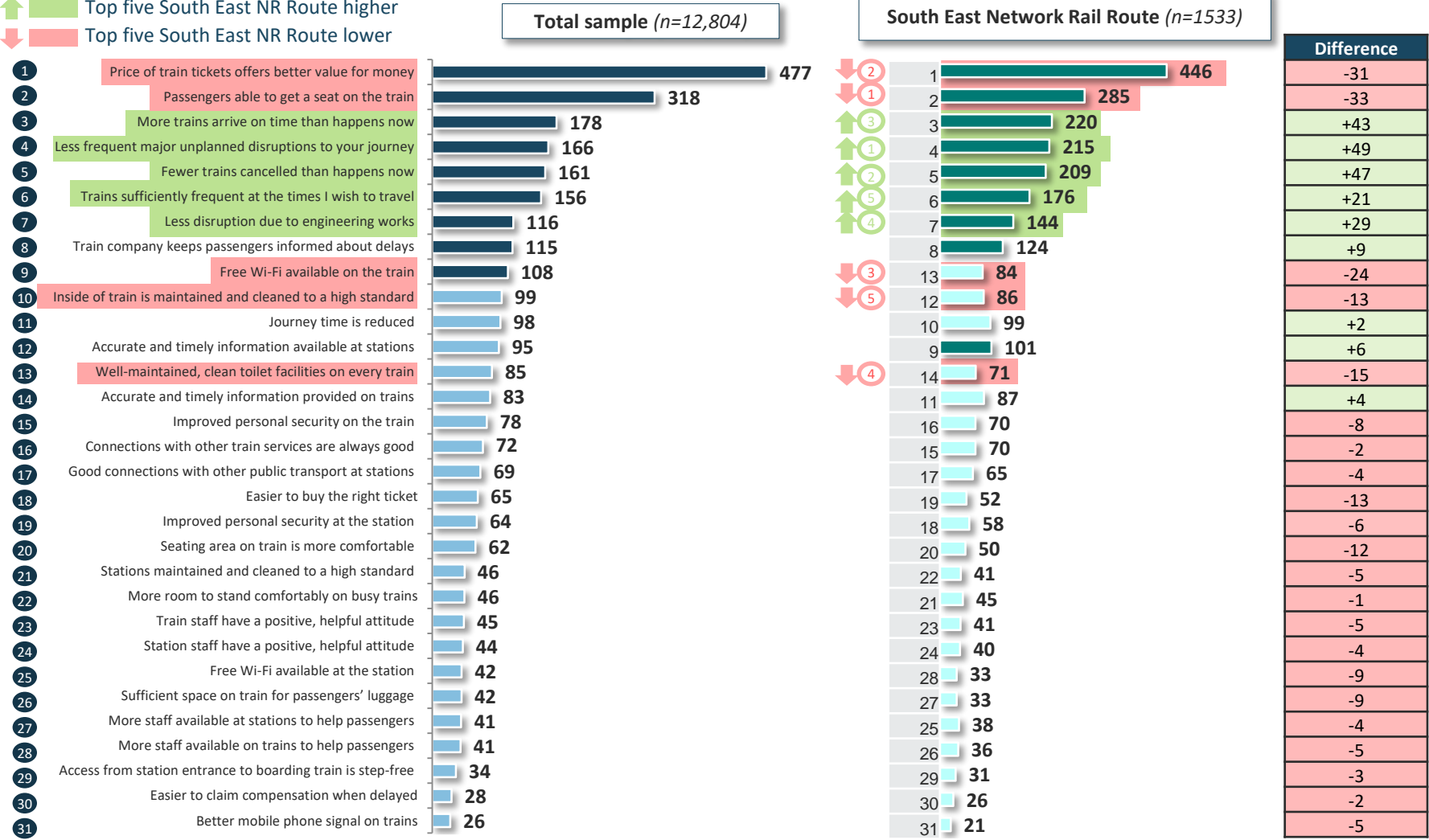
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

South East Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five South East NR Route higher
↓ Top five South East NR Route lower



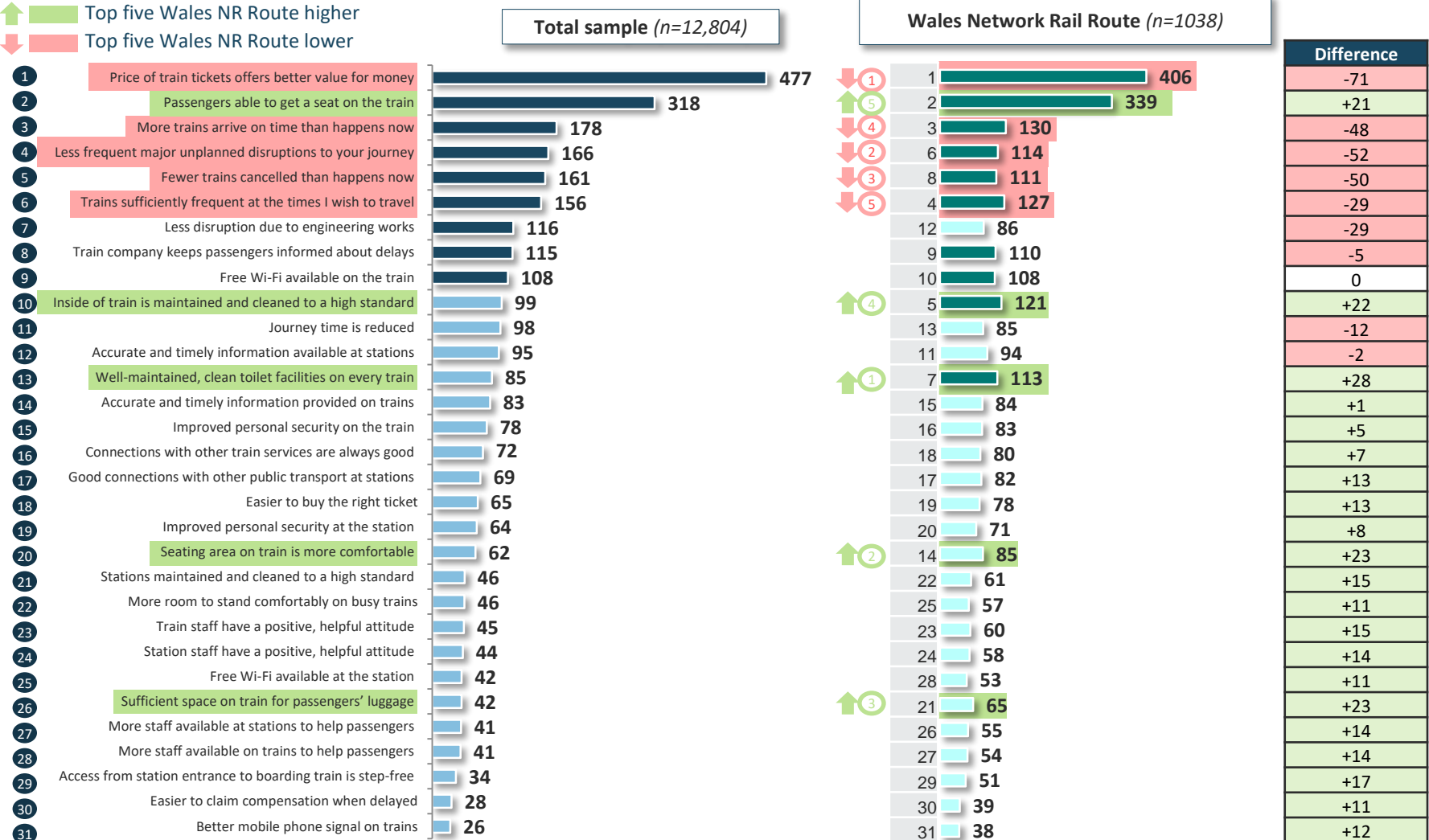
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Wales Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five Wales NR Route higher
↓ Top five Wales NR Route lower



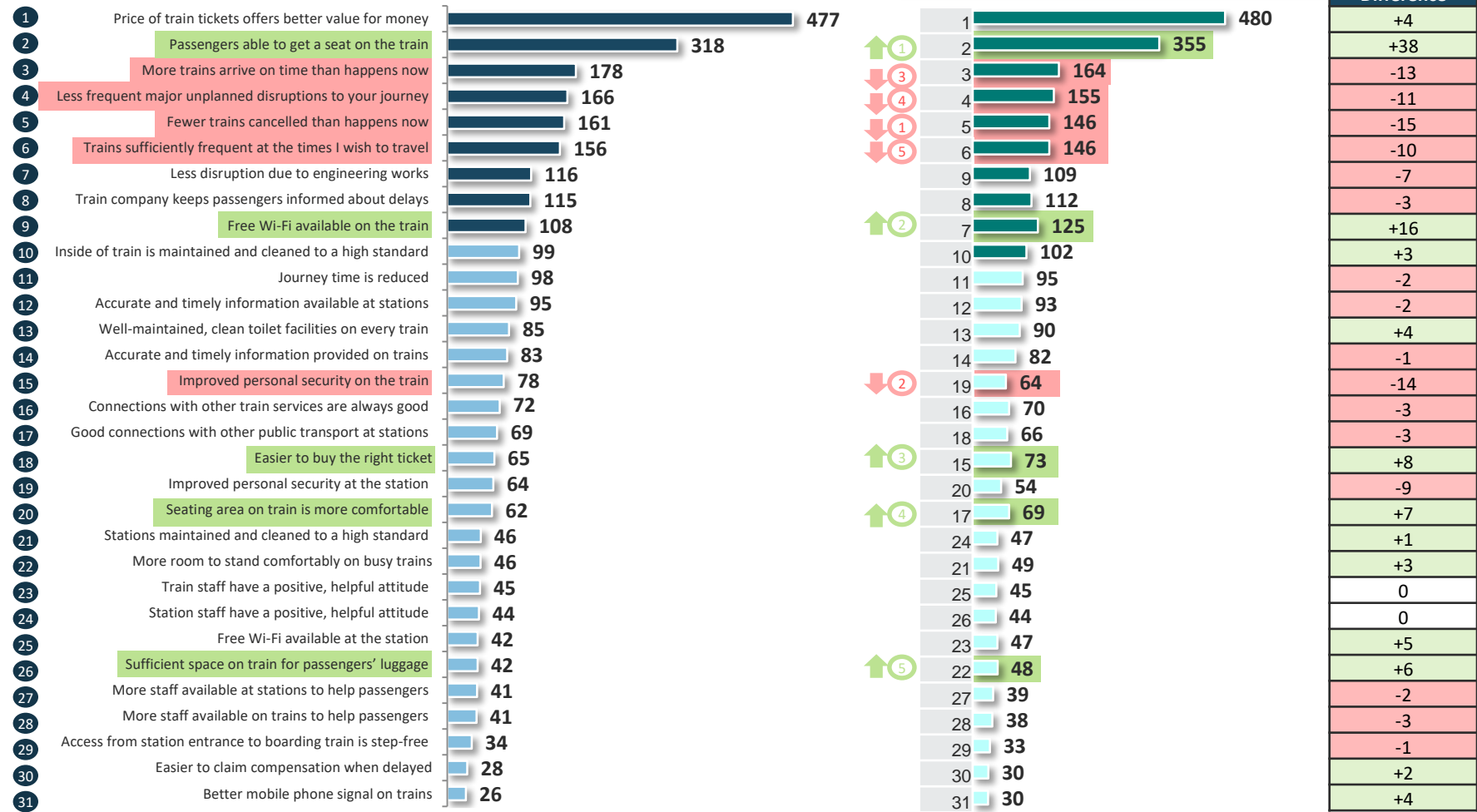
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Western Network Rail Route improvement priorities - index

Darker bars indicate index >100

↑ Top five Western NR Route higher
↓ Top five Western NR Route lower



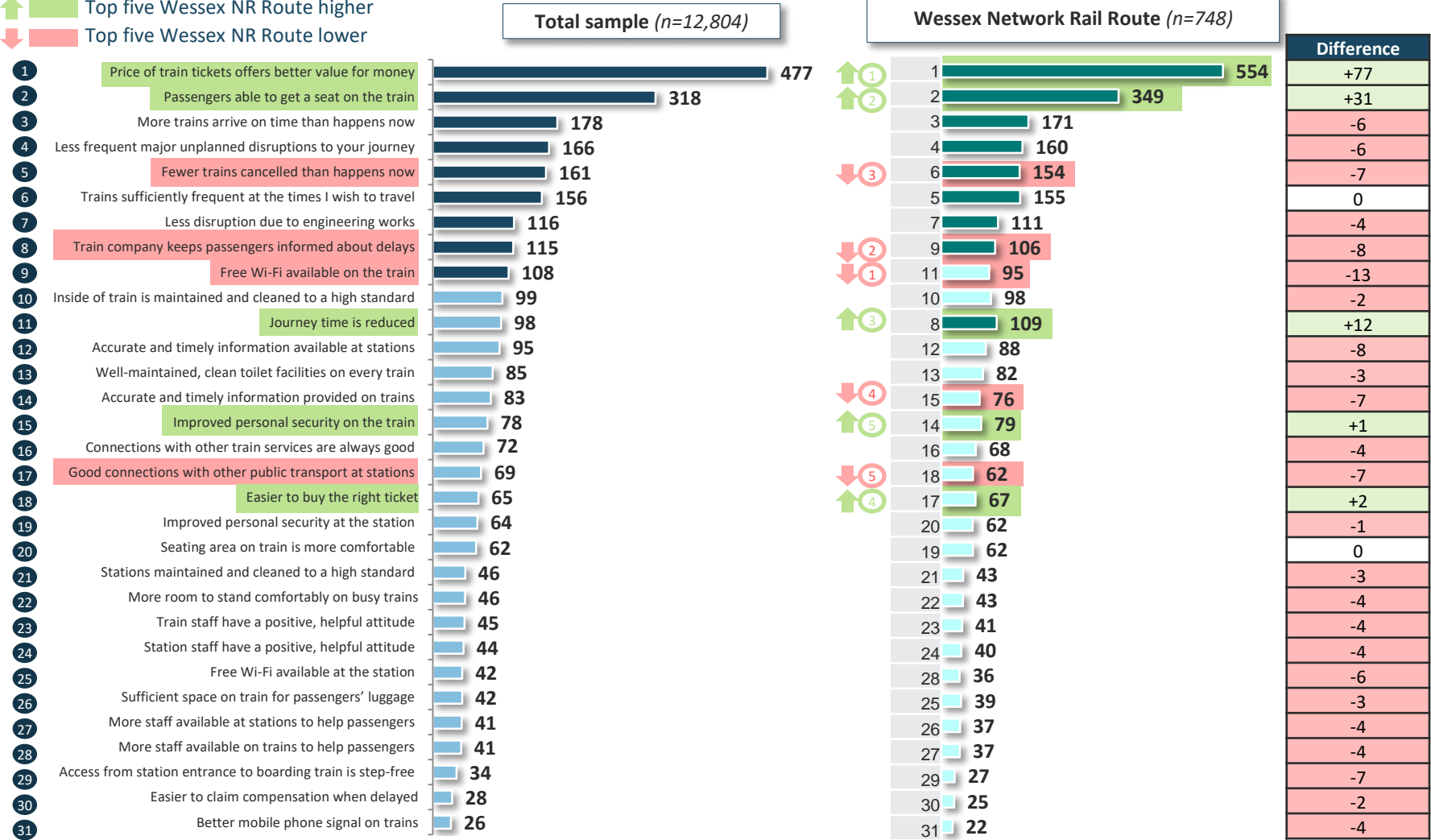
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Wessex Network Rail Route improvement priorities - index

Darker bars indicate index >100



↑ Top five Wessex NR Route higher
↓ Top five Wessex NR Route lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – Network Rail Routes

Improvement priorities by Network Rail Routes – index

 Higher than total index score
 Lower than total index score

	Improvement priority area	Total index	Anglia	LNE/EM	London North West	Scotland	South East	Wales	Western	Wessex
	<i>Base:</i>	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
10	Inside 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



What are the improvement priorities of passengers across TOCs?

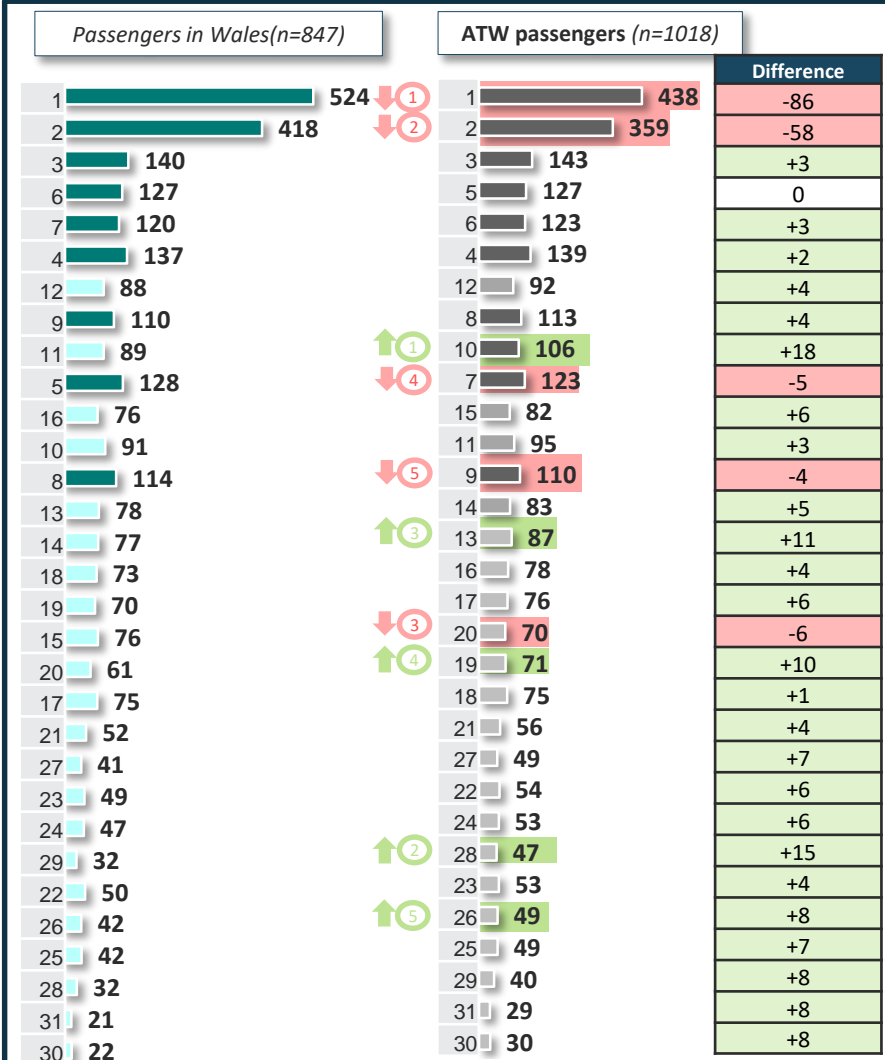
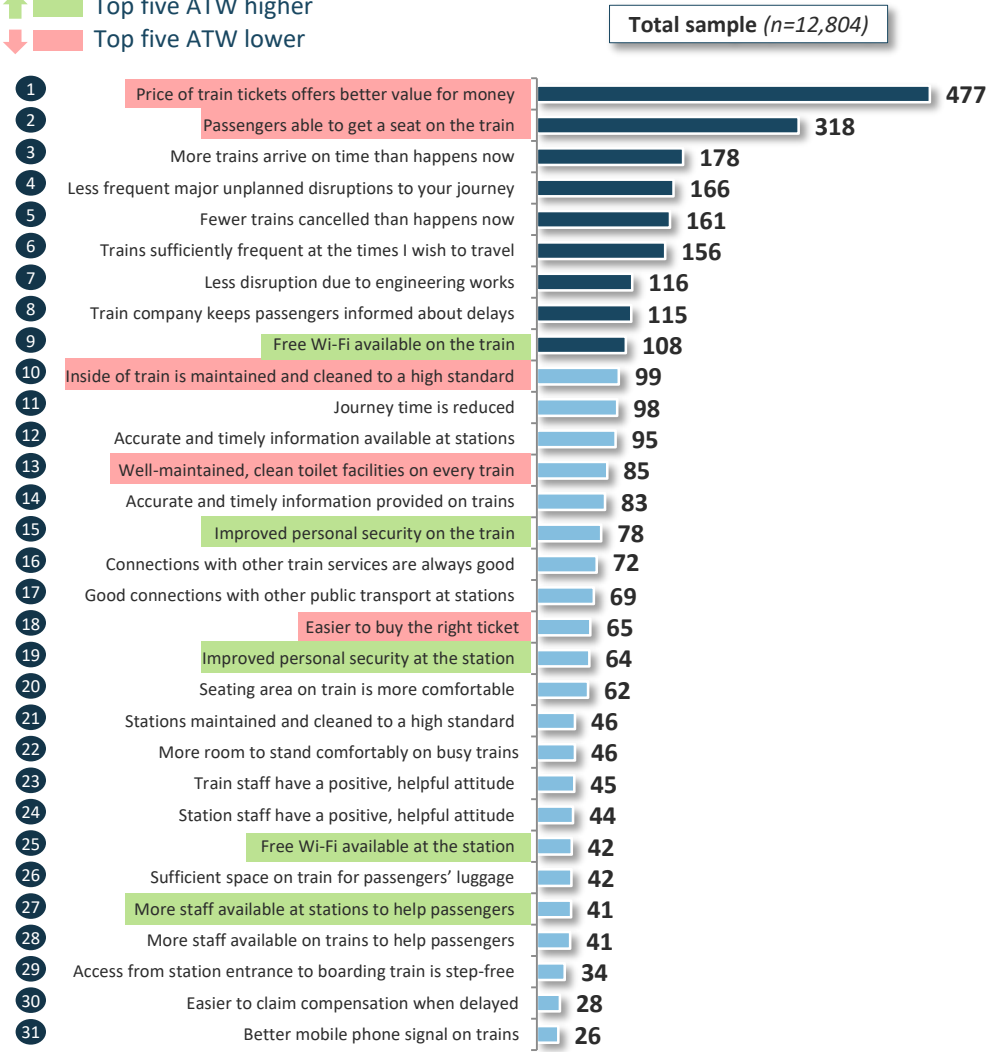
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Improvement priorities – total sample, passengers in Wales and ATW passengers - index

Darker bars indicate index >100

↑ Top five ATW higher
↓ Top five ATW lower



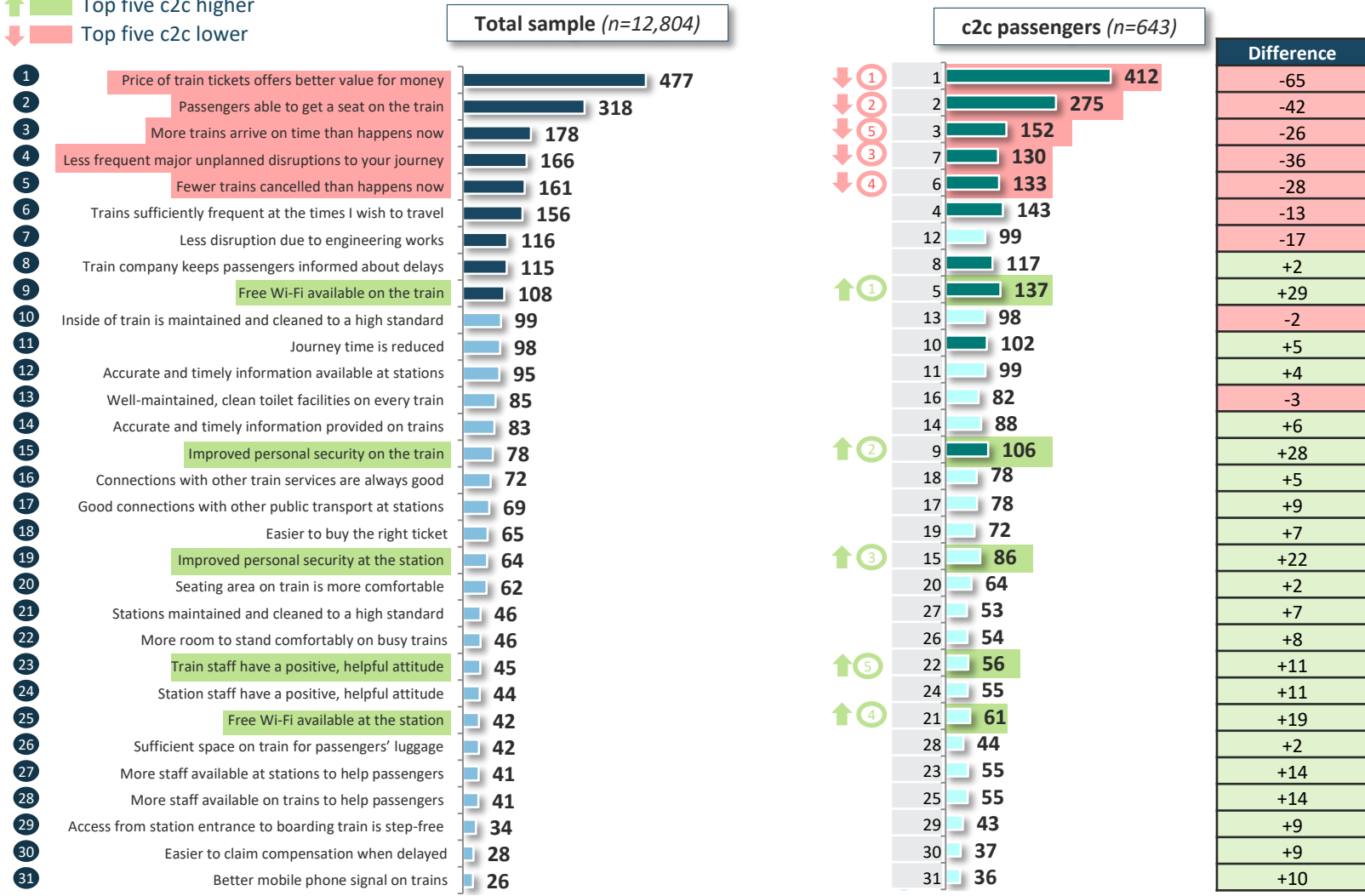
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

c2c passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five c2c higher
 ↓ Top five c2c lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Chiltern Railways passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Chiltern higher
↓ Top five Chiltern lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

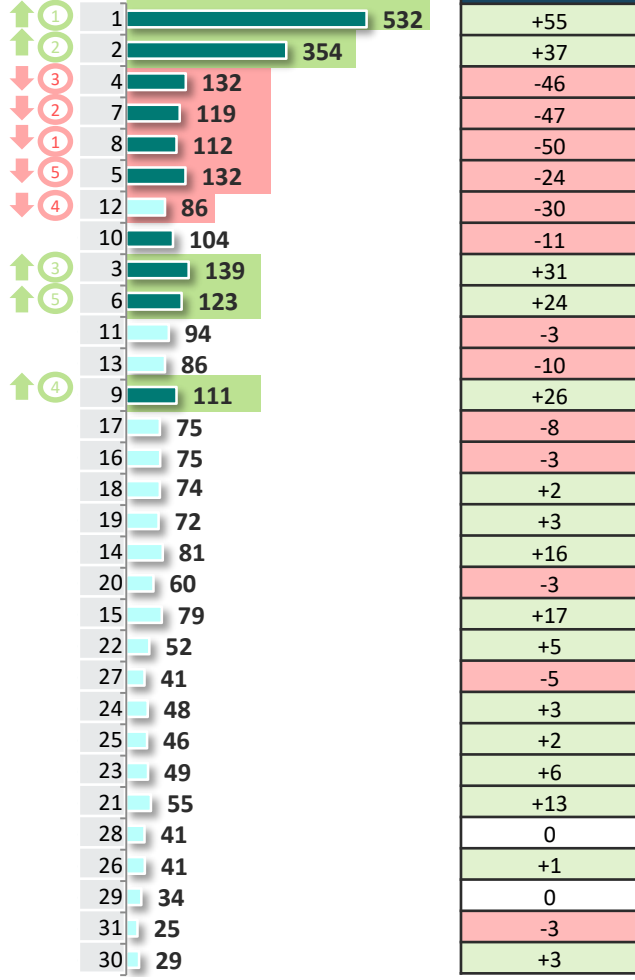
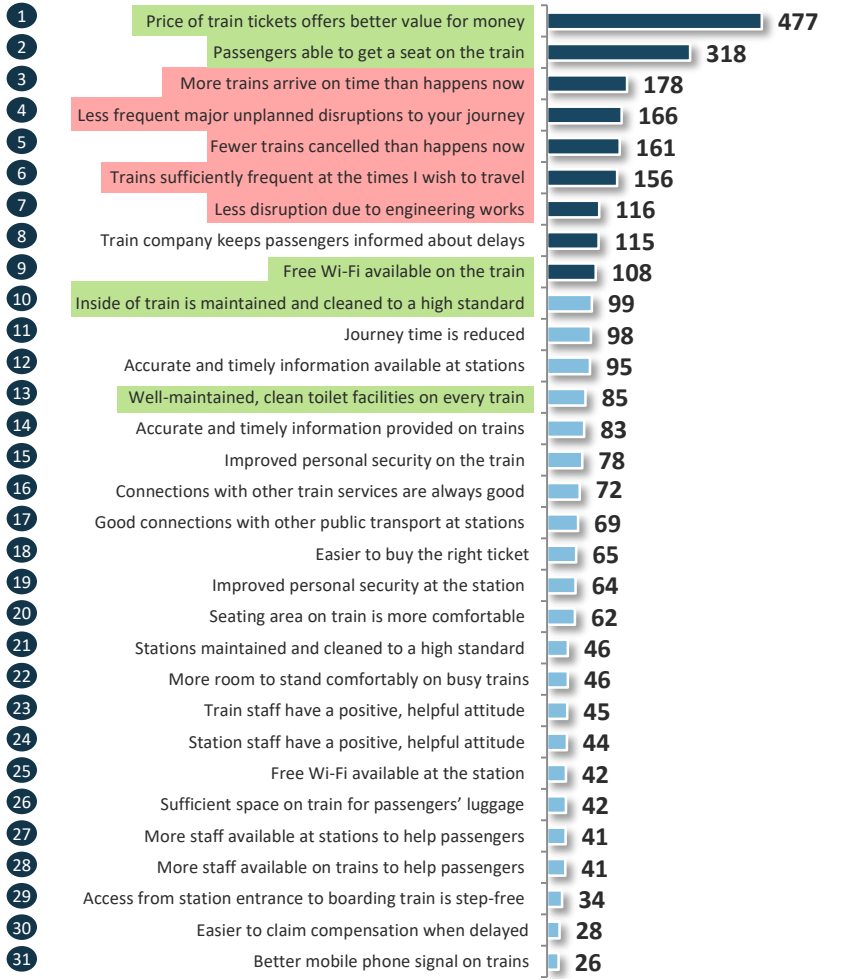
CrossCountry Trains passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five CrossCountry higher
↓ Top five CrossCountry lower

Total sample (n=12,804)

CrossCountry Trains passengers (n=605)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

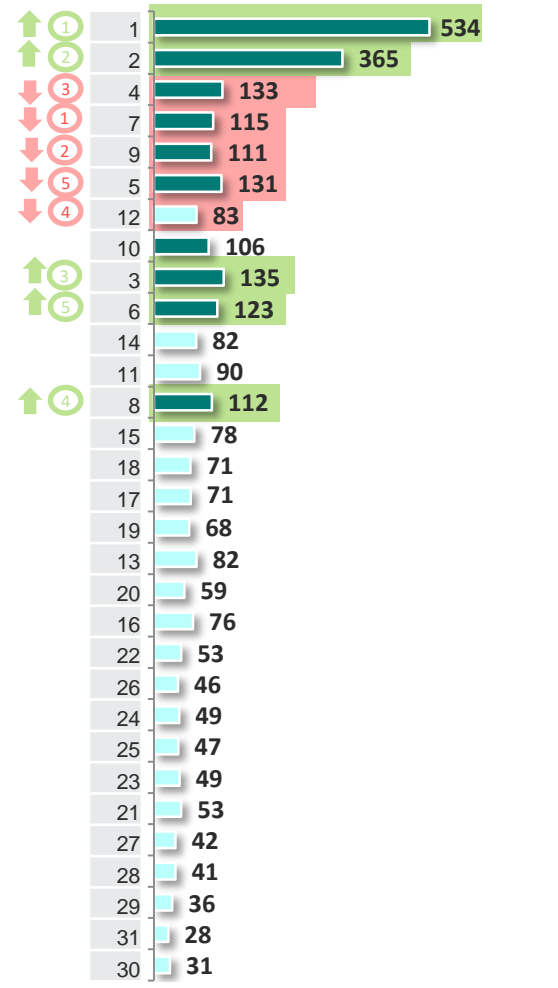
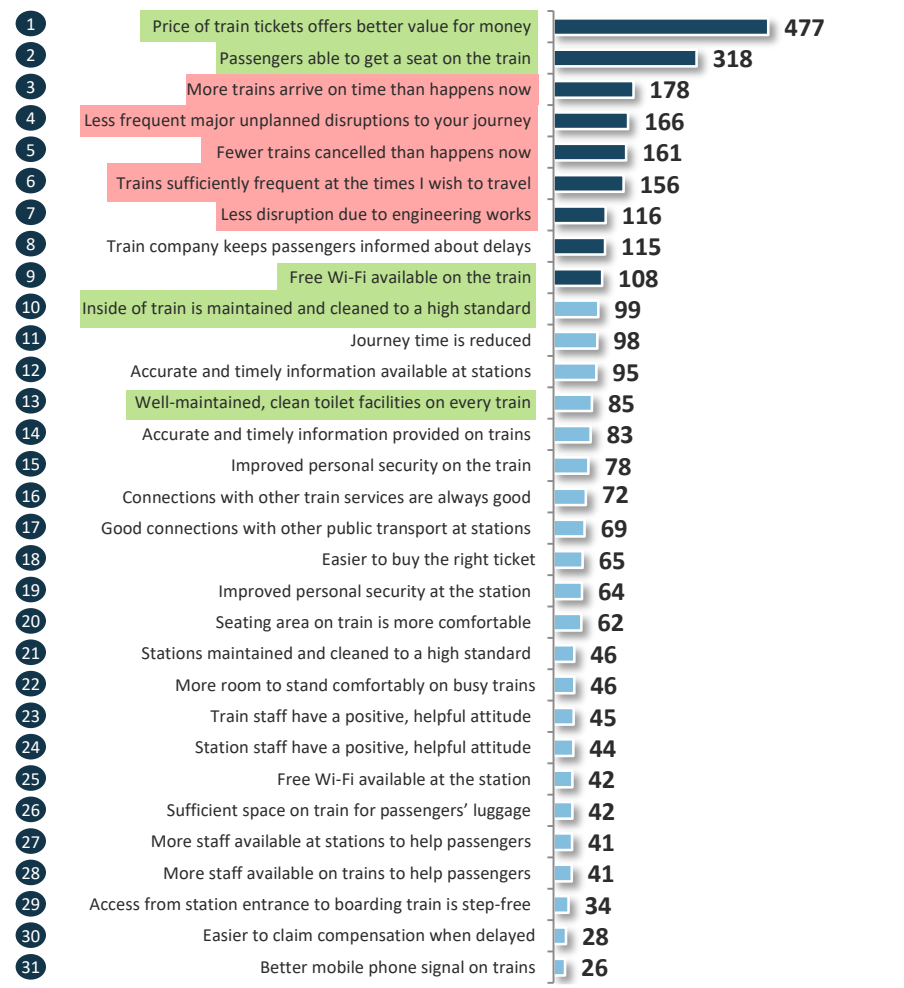
East Midlands Trains passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five East Midlands higher
↓ Top five East Midlands lower

Total sample (n=12,804)

East Midlands Trains passengers (n=622)



Difference	
1	+57
2	+48
3	-45
4	-51
5	-50
6	-24
7	-33
8	-9
9	+27
10	+24
11	-16
12	-6
13	+27
14	-4
15	-7
16	-1
17	-1
18	+17
19	-5
20	+14
21	+6
22	0
23	+4
24	+3
25	+7
26	+11
27	0
28	+1
29	+2
30	0
31	+5

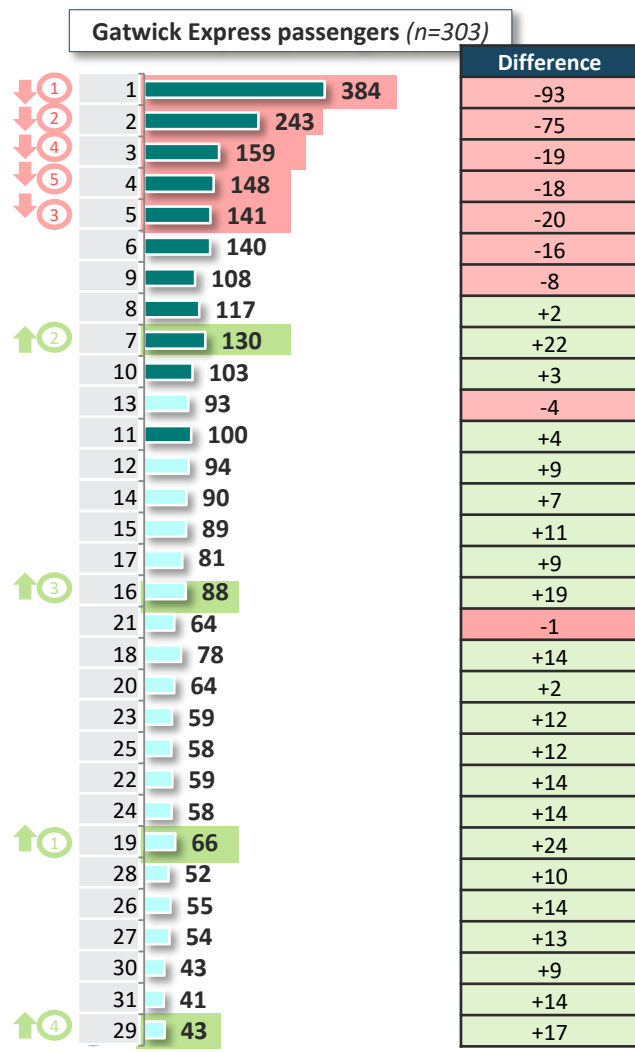
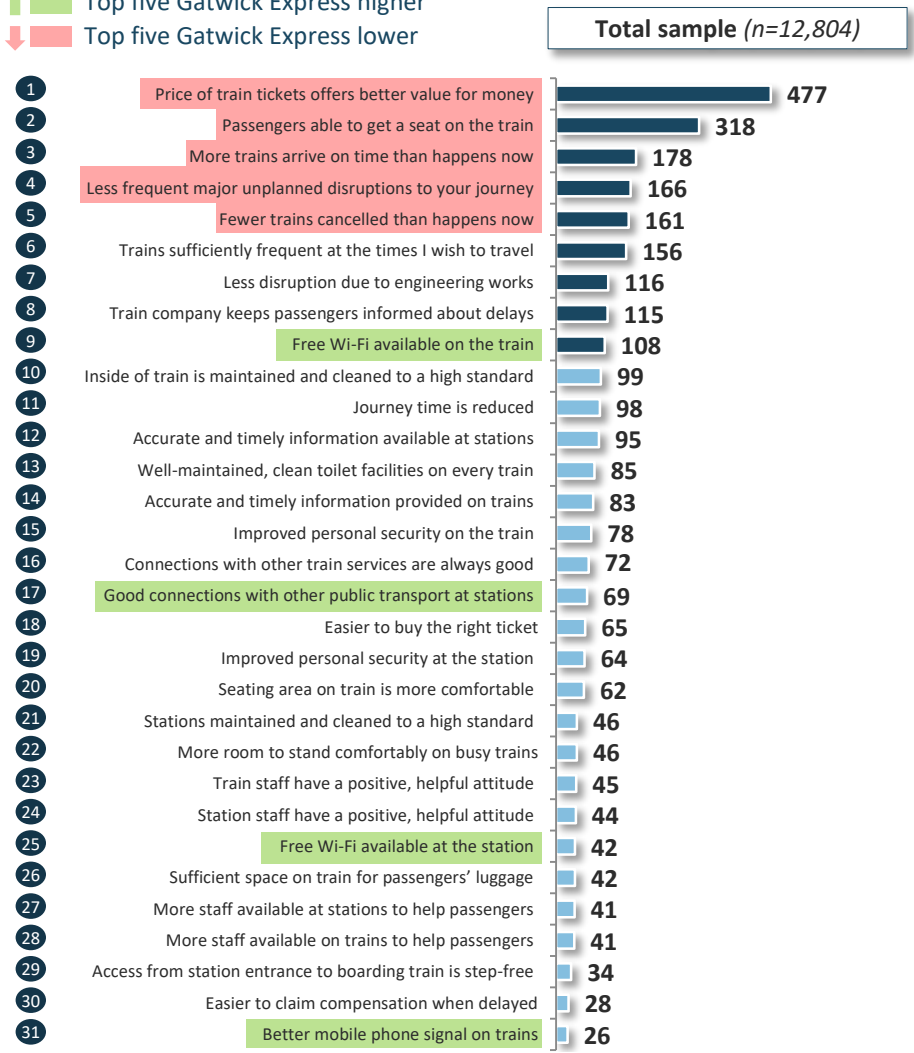
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

Gatwick Express passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Gatwick Express higher
↓ Top five Gatwick Express lower



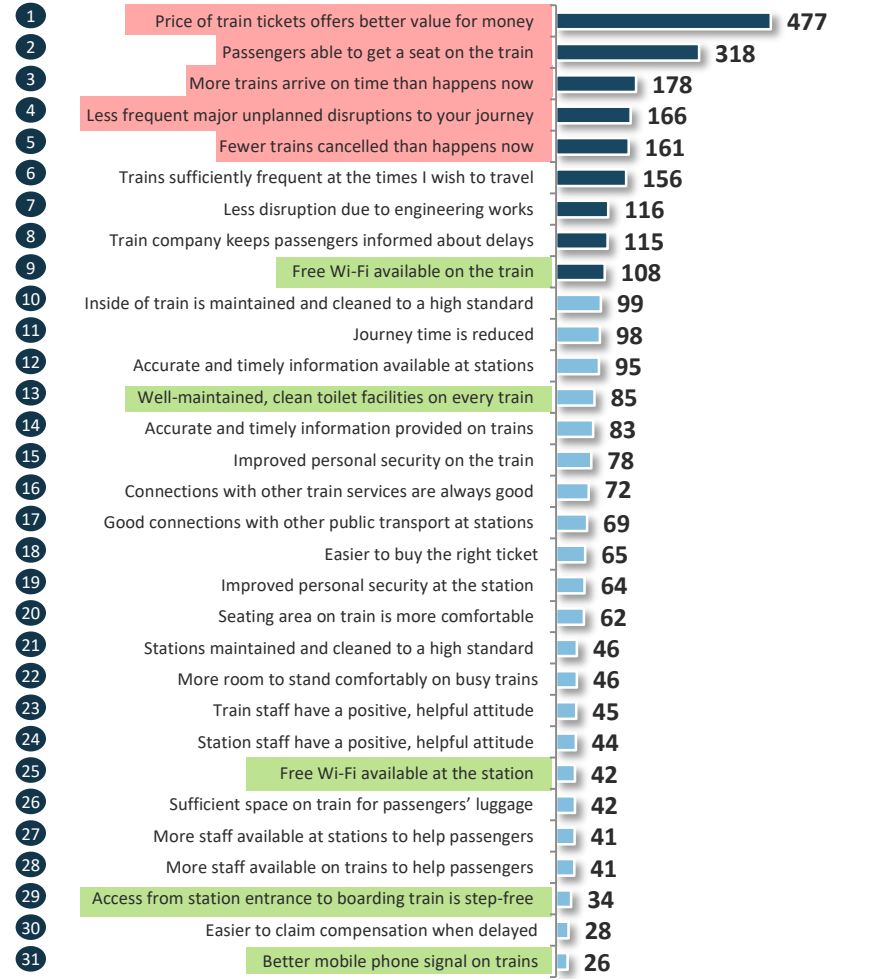
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Grand Central customers are much less likely than passengers as a whole to be concerned about *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

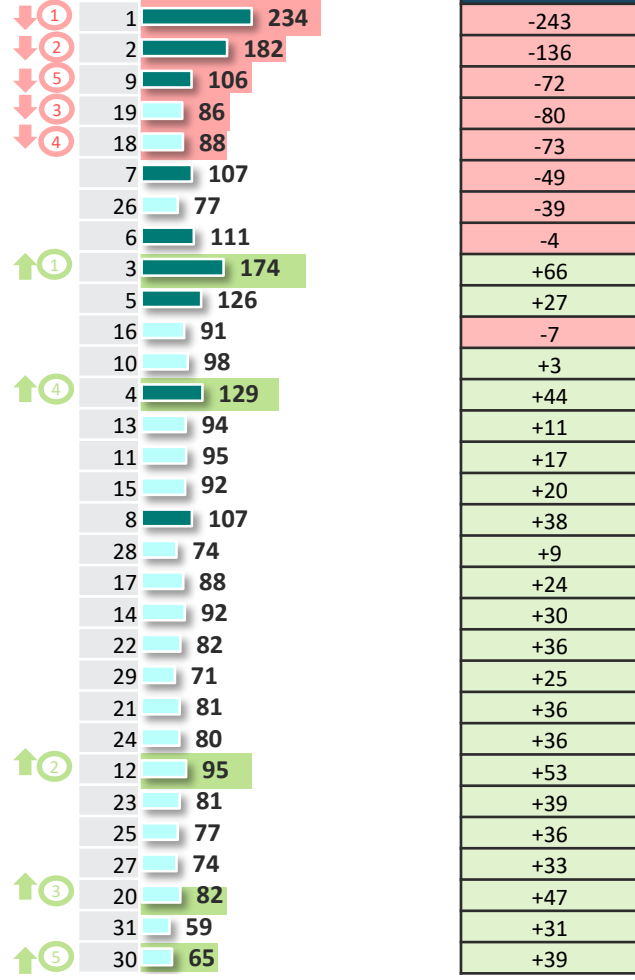
Grand Central passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Grand Central higher
 ↓ Top five Grand Central lower



Grand Central passengers (n=339)



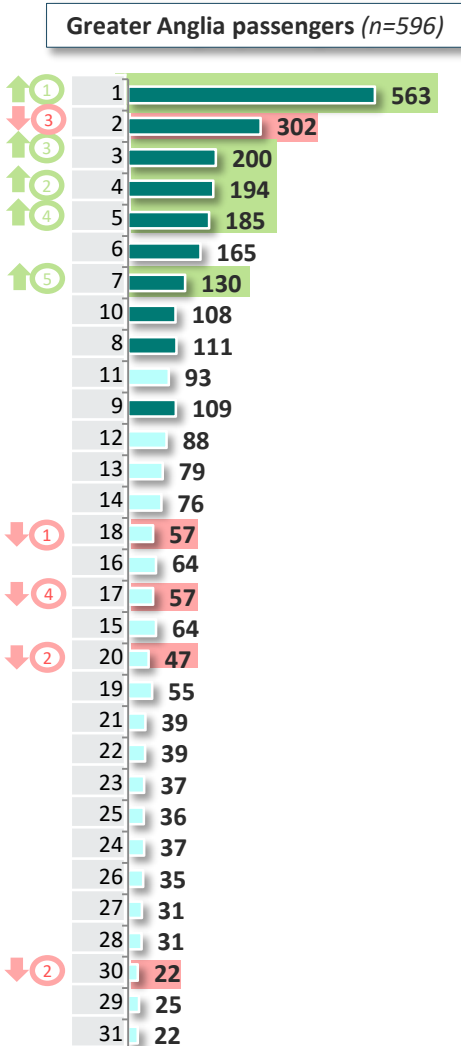
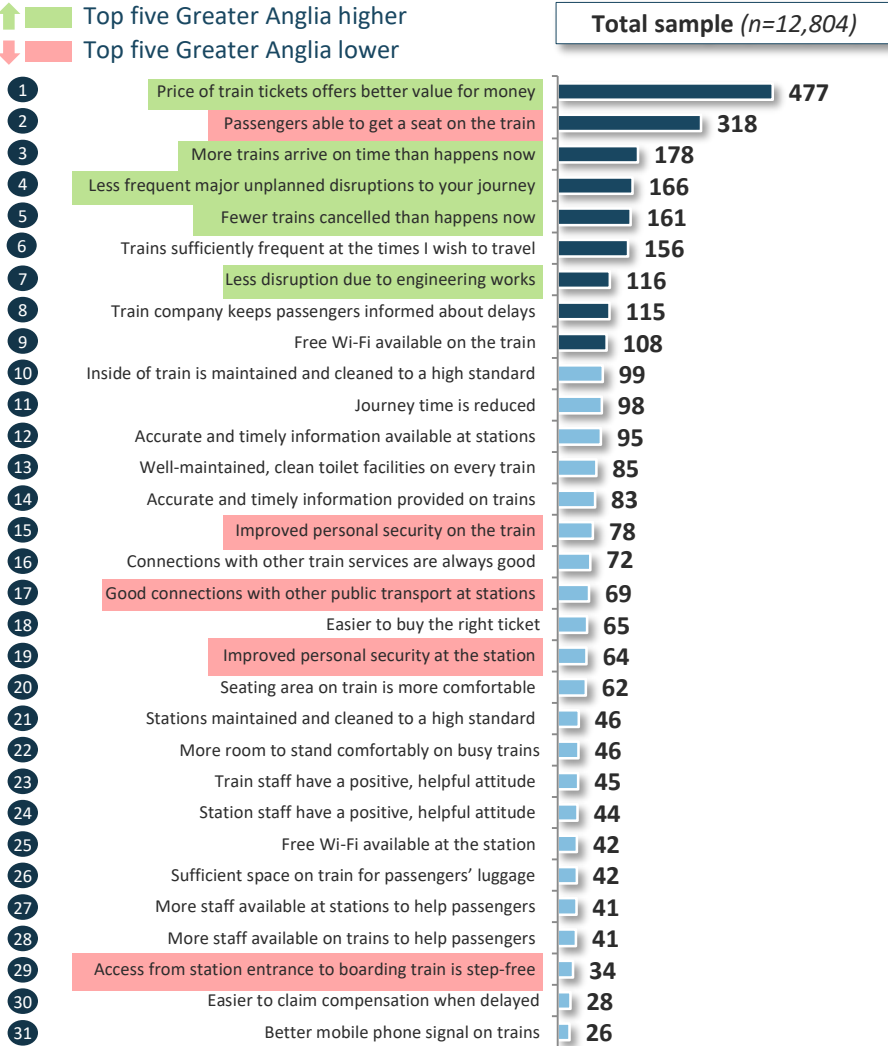
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five Greater Anglia higher
 ↓ Top five Greater Anglia lower



Difference	
1	+86
2	-15
3	+23
4	+28
5	+23
6	+9
7	+14
10	-6
8	+3
11	-7
9	+11
12	-7
13	-7
14	-7
18	-21
16	-9
17	-12
15	-1
20	-17
19	-7
21	-7
22	-8
23	-8
25	-8
24	-6
26	-7
27	-10
28	-10
30	-11
29	-3
31	-4

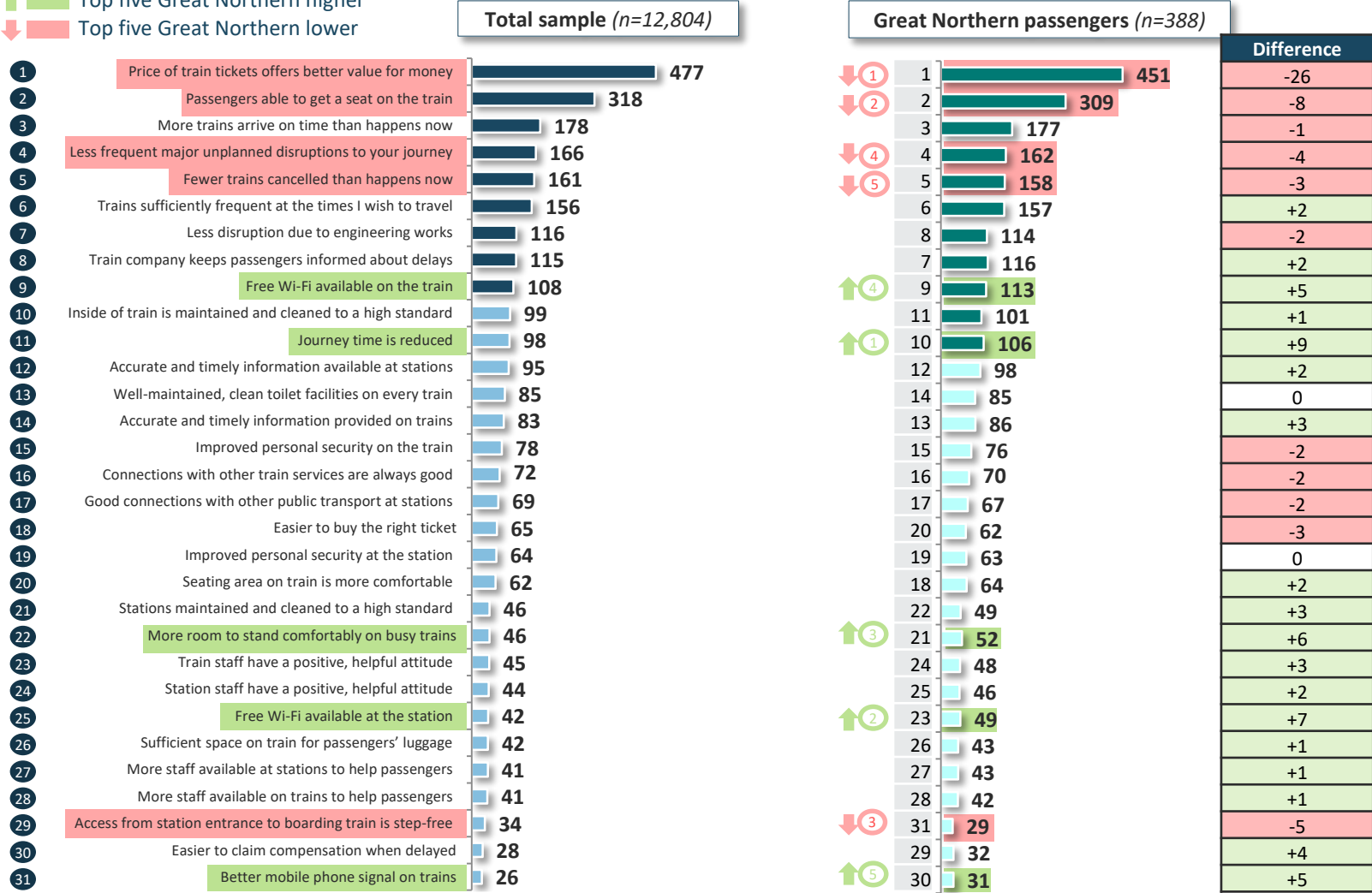
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five Great Northern higher
↓ Top five Great Northern lower



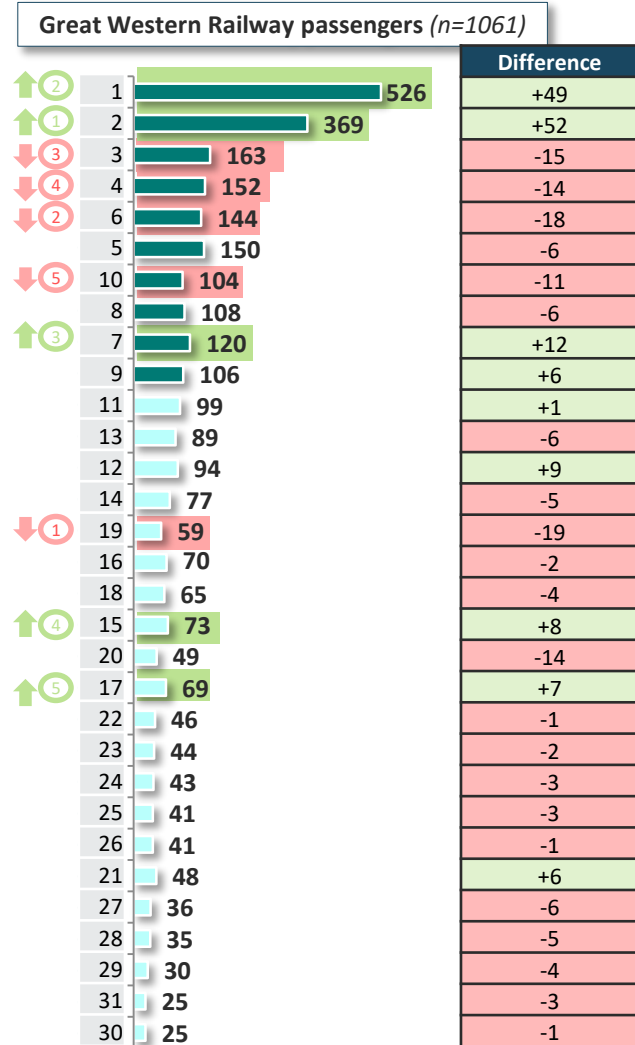
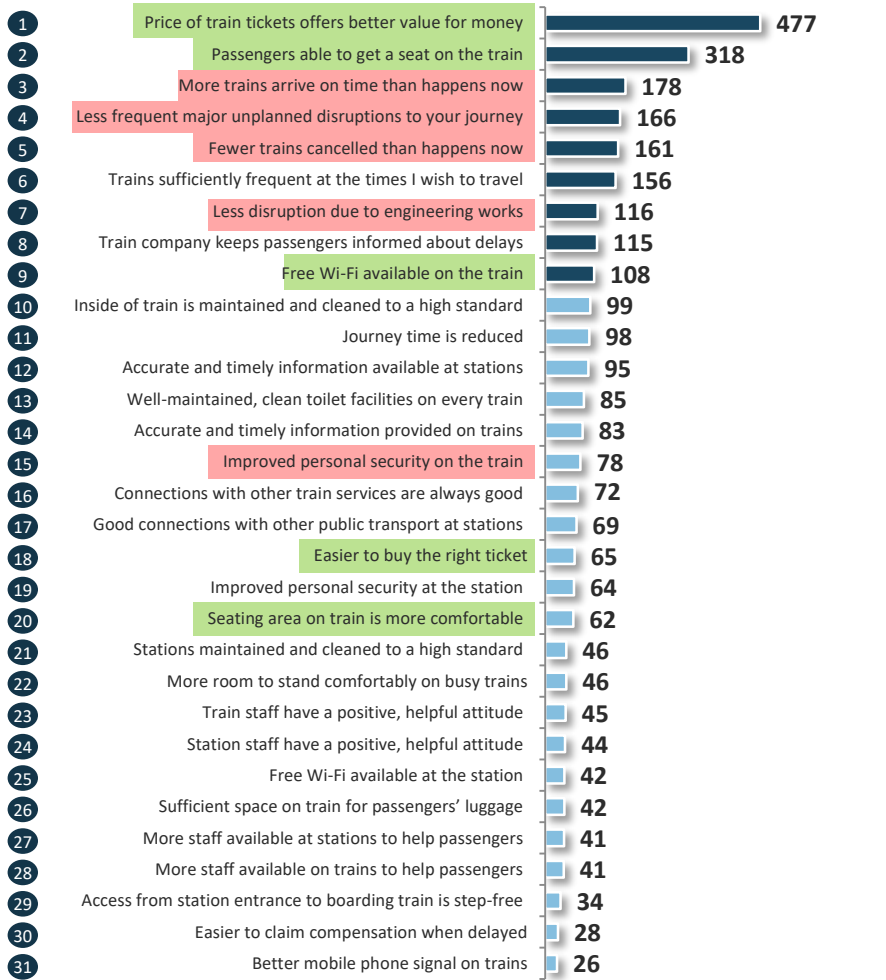
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Great Western Railway passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five GWR higher
↓ Top five GWR lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

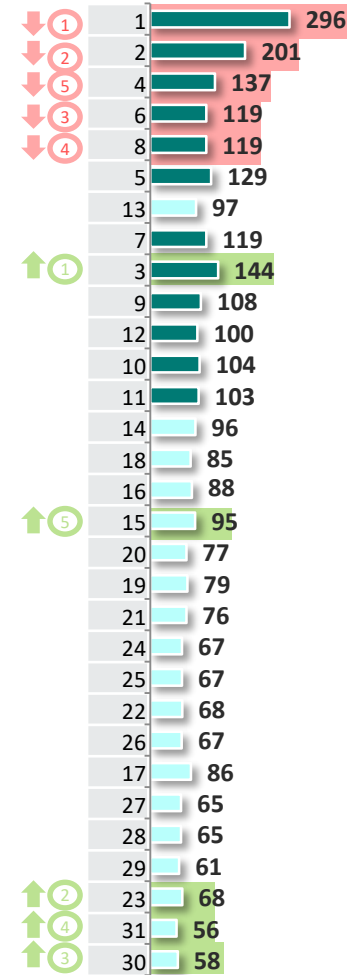
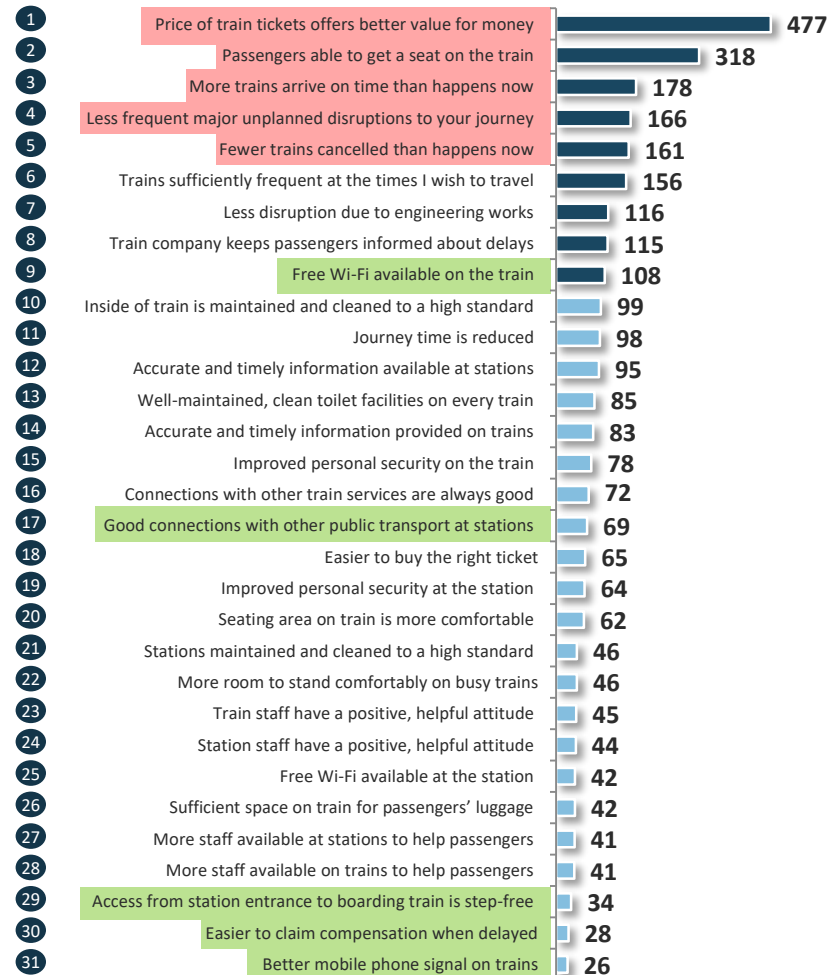
Heathrow Connect passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Heathrow Connect higher
↓ Top five Heathrow Connect lower

Total sample (n=12,804)

Heathrow Connect passengers (n=202)



Difference	
1	-181
2	-116
4	-40
6	-47
8	-43
5	-26
13	-19
7	+4
3	+36
9	+8
12	+2
10	+9
11	+17
14	+13
18	+7
16	+16
15	+26
20	+12
19	+15
21	+15
24	+21
25	+21
22	+23
26	+23
17	+44
27	+23
28	+24
29	+21
23	+34
31	+28
30	+32

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

Heathrow Express passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Heathrow Express higher
↓ Top five Heathrow Express lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

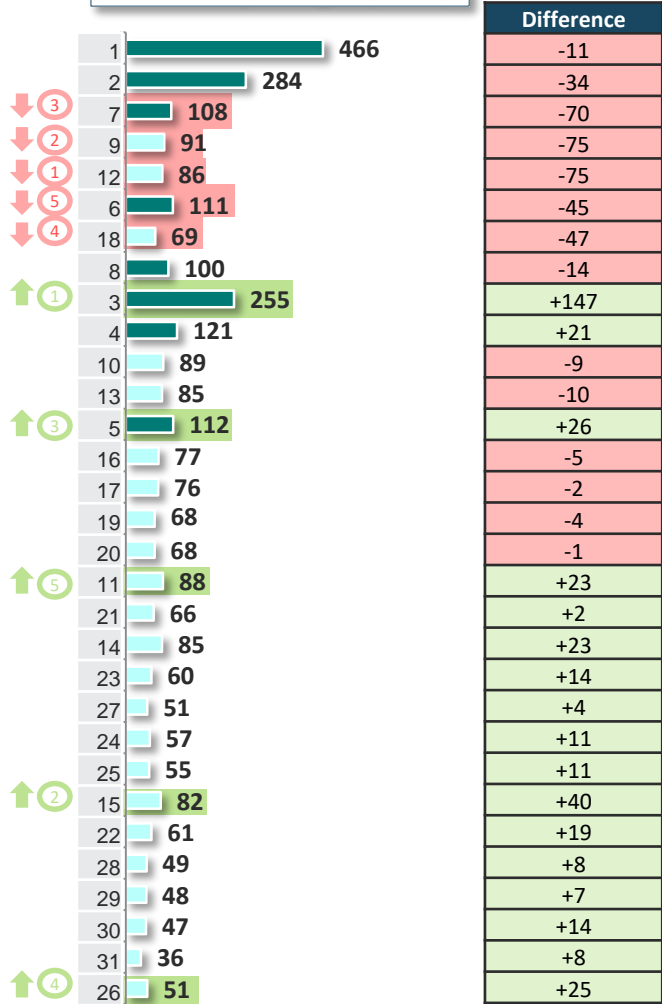
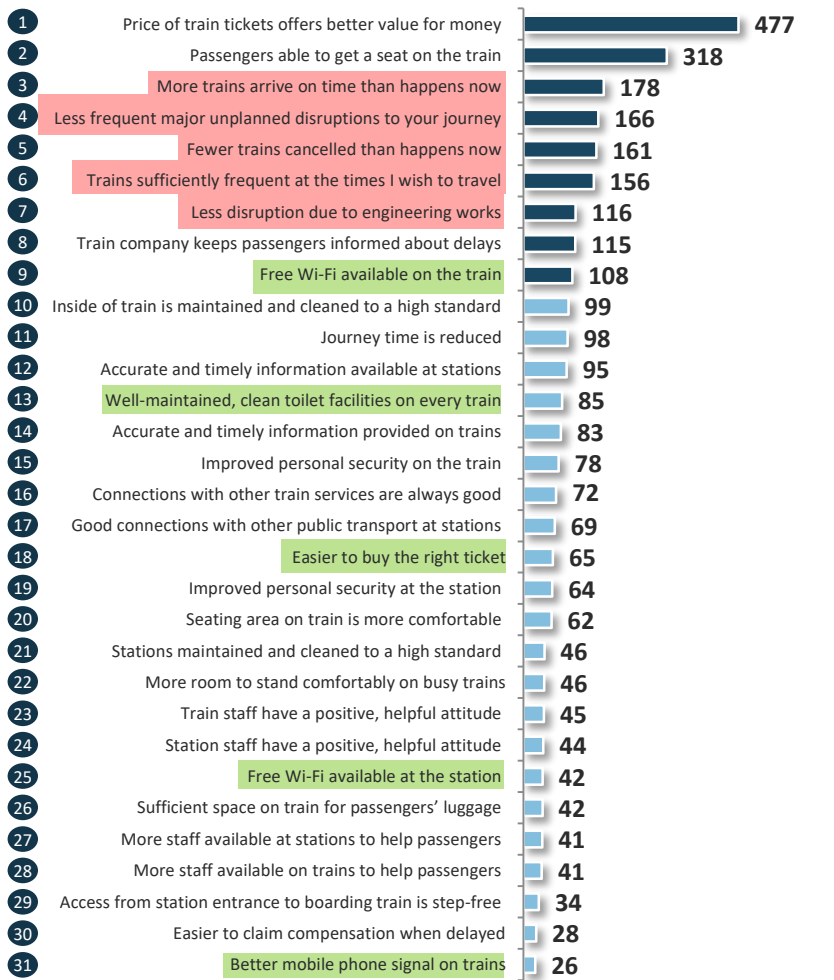
Hull Trains passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Hull Trains higher
↓ Top five Hull Trains lower

Total sample (n=12,804)

Hull Trains passengers (n=238)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

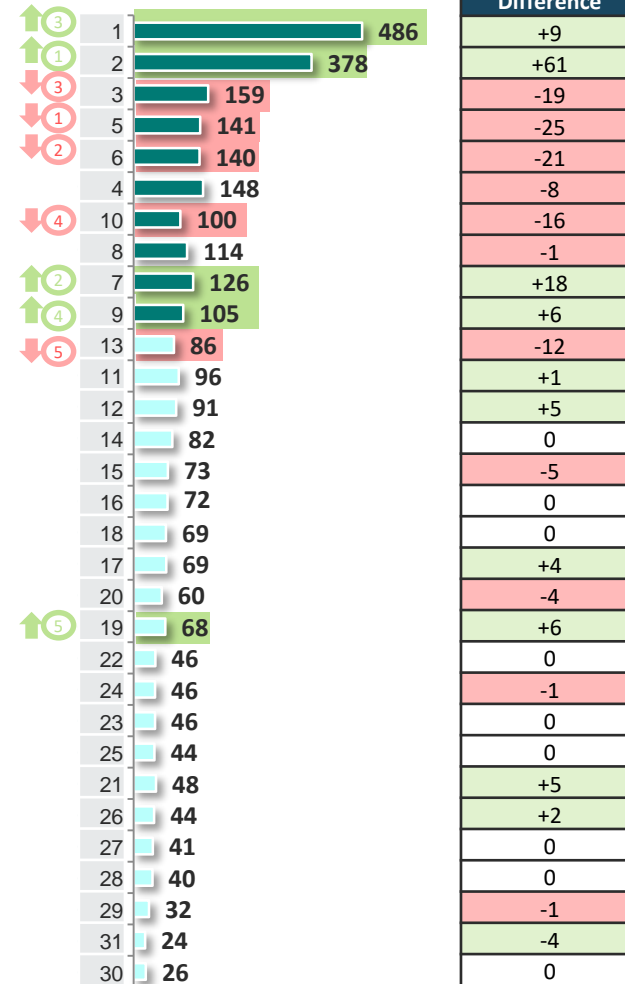
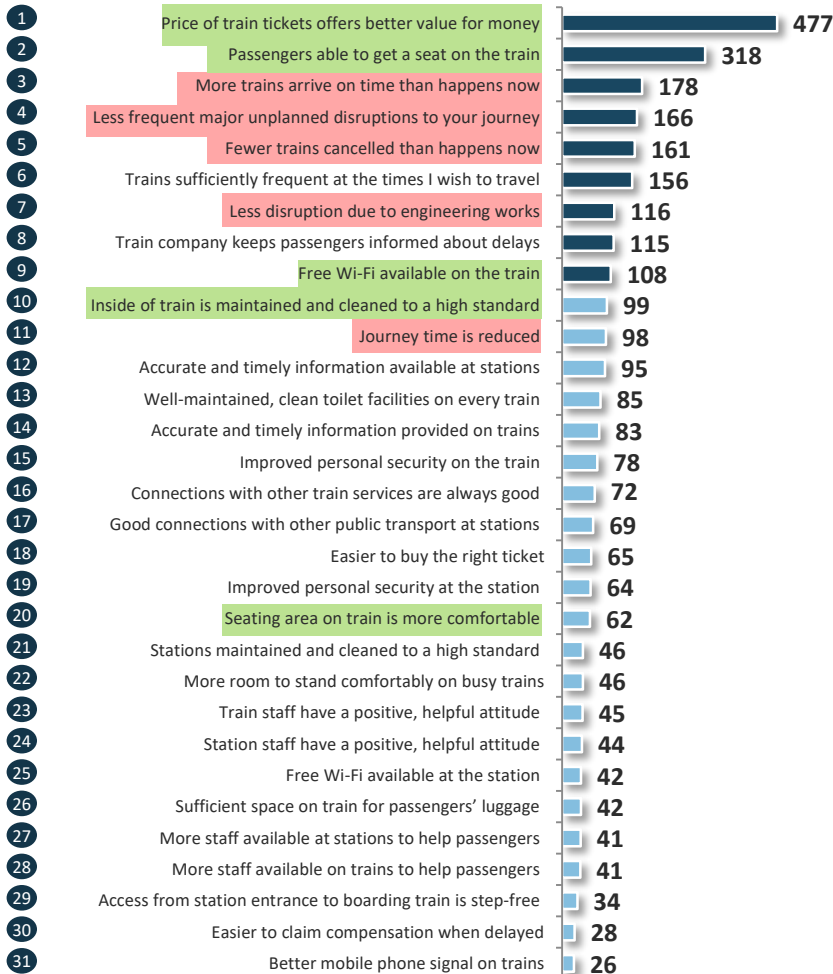
London Midland passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five London Midland higher
↓ Top five London Midland lower

Total sample (n=12,804)

London Midland passengers (n=643)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

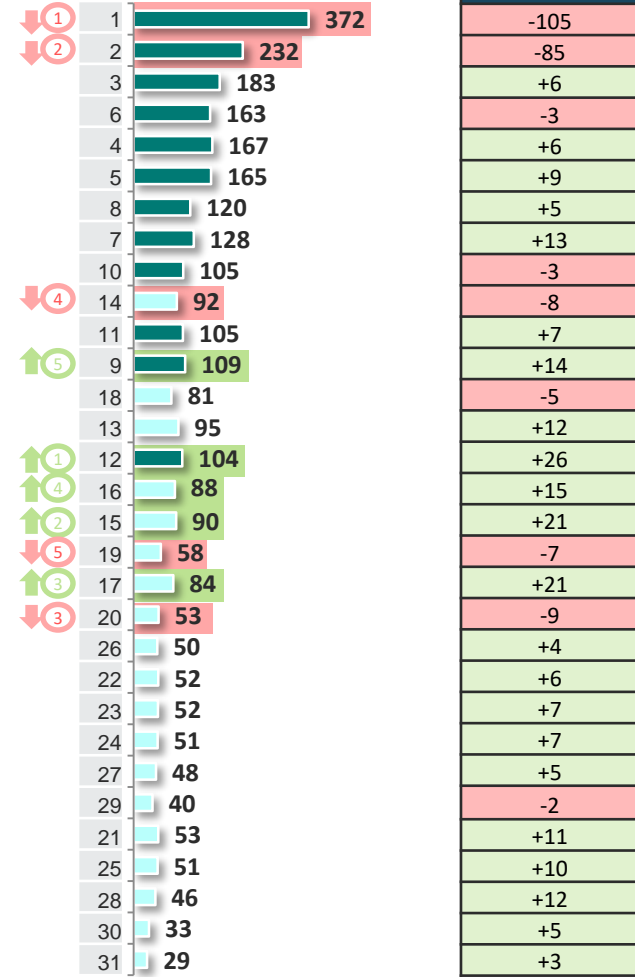
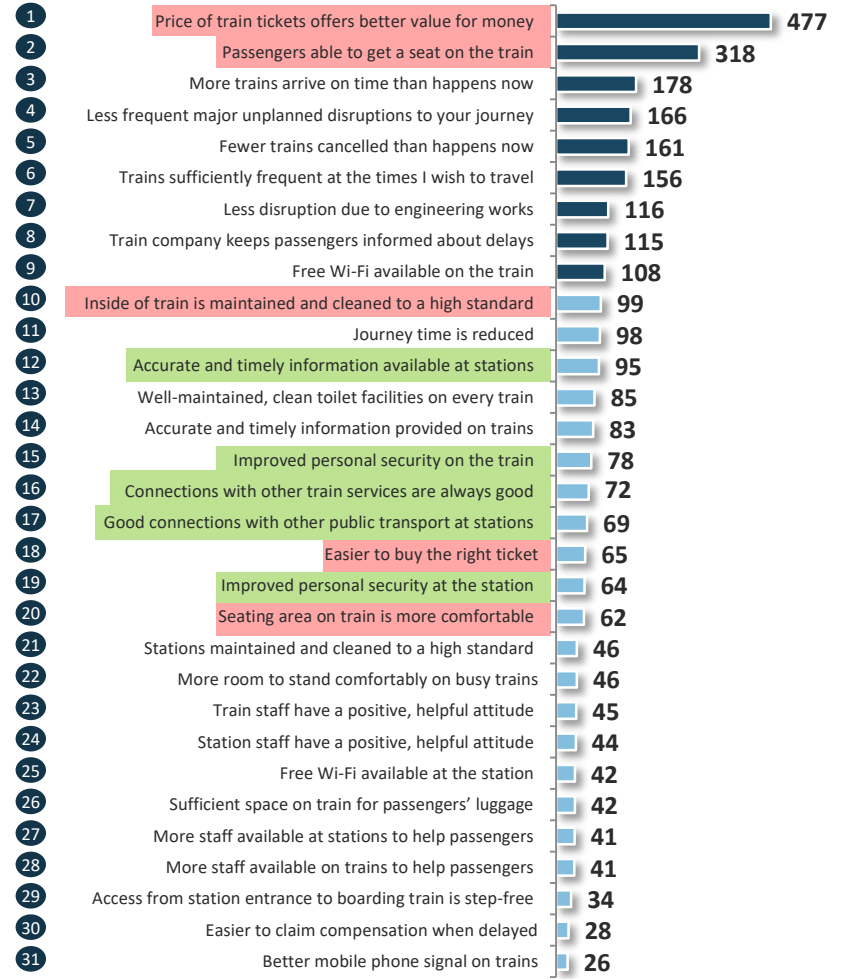
London Overground passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five London Overground higher
↓ Top five London Overground lower

Total sample (n=12,804)

London Overground passengers (n=587)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

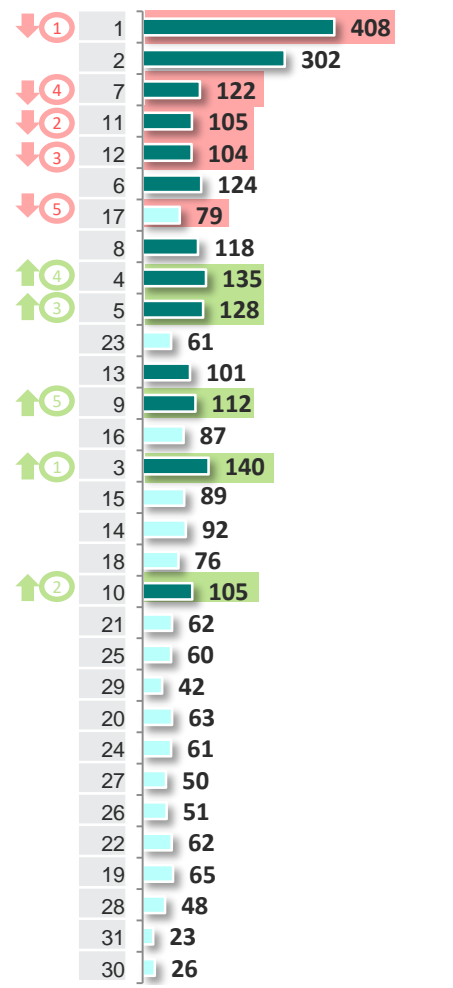
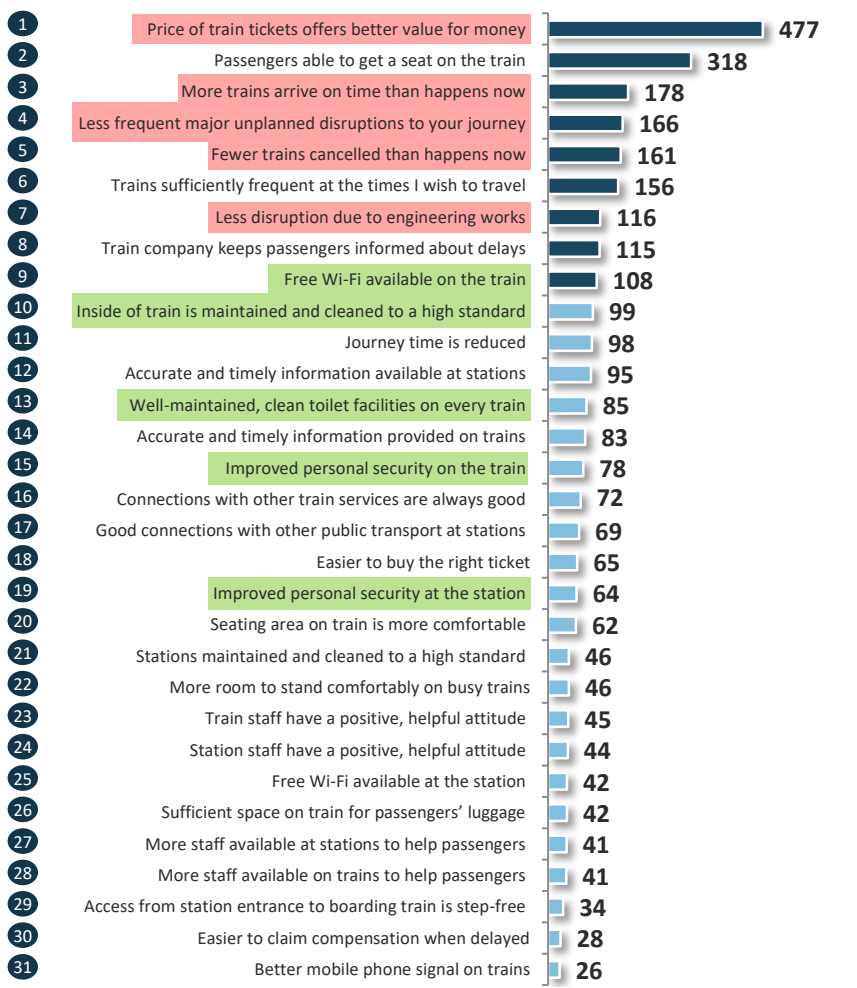
Merseyrail passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Merseyrail higher
↓ Top five Merseyrail lower

Total sample (n=12,804)

Merseyrail passengers (n=389)



Difference	
1	-69
2	-15
7	-56
11	-61
12	-57
6	-31
17	-37
8	+3
4	+27
5	+29
23	-37
13	+5
9	+27
16	+5
3	+62
15	+16
14	+23
18	+11
10	+42
21	+1
25	+14
29	-4
20	+18
24	+17
27	+8
26	+9
22	+21
19	+24
28	+14
31	-5
30	0

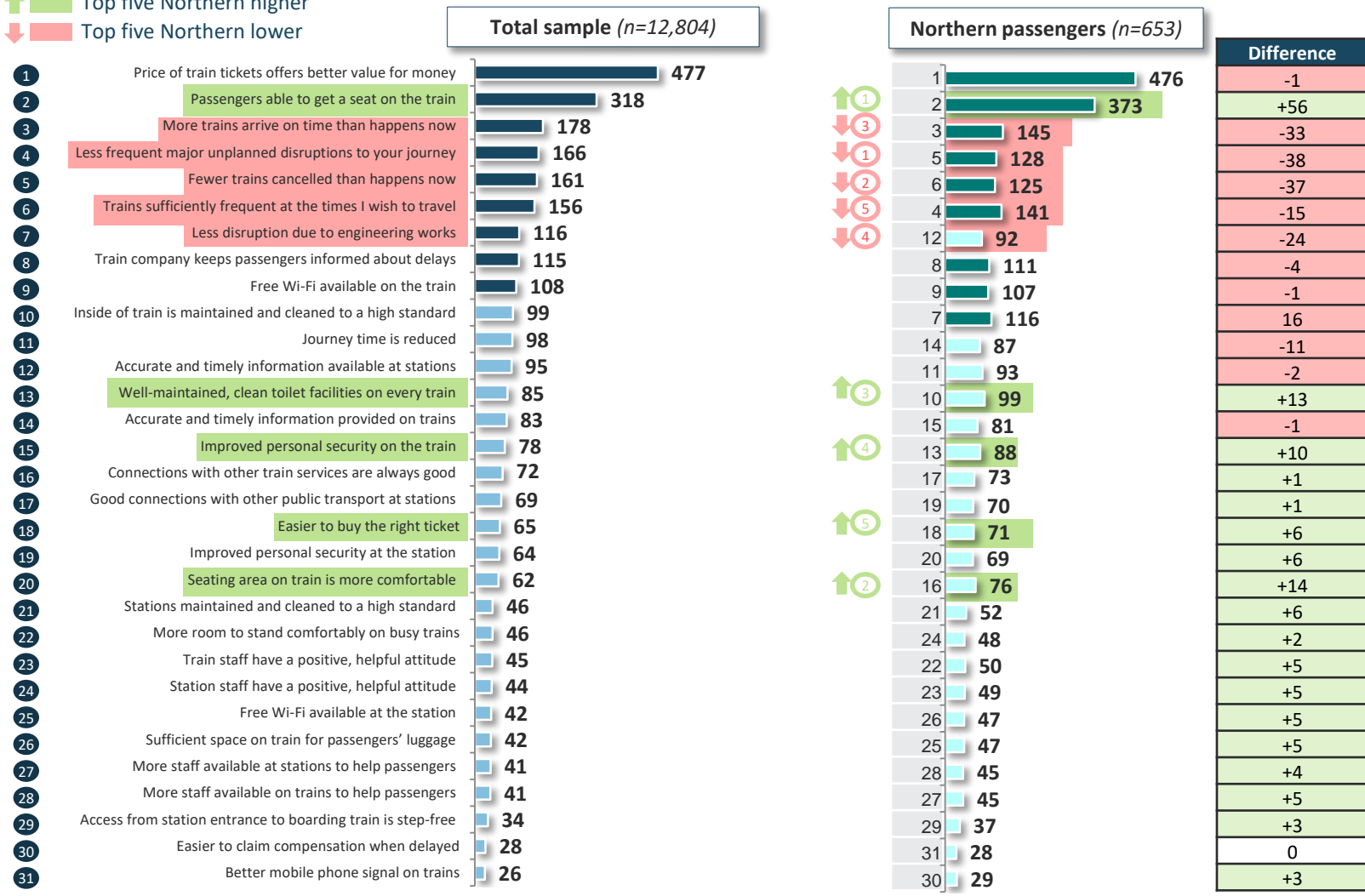
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

While less likely than passengers as a whole to be concerned about improvement areas relating to *punctuality and reliability*, Northern customers are more likely to be concerned about *seating availability*

Northern passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Northern higher
↓ Top five Northern lower

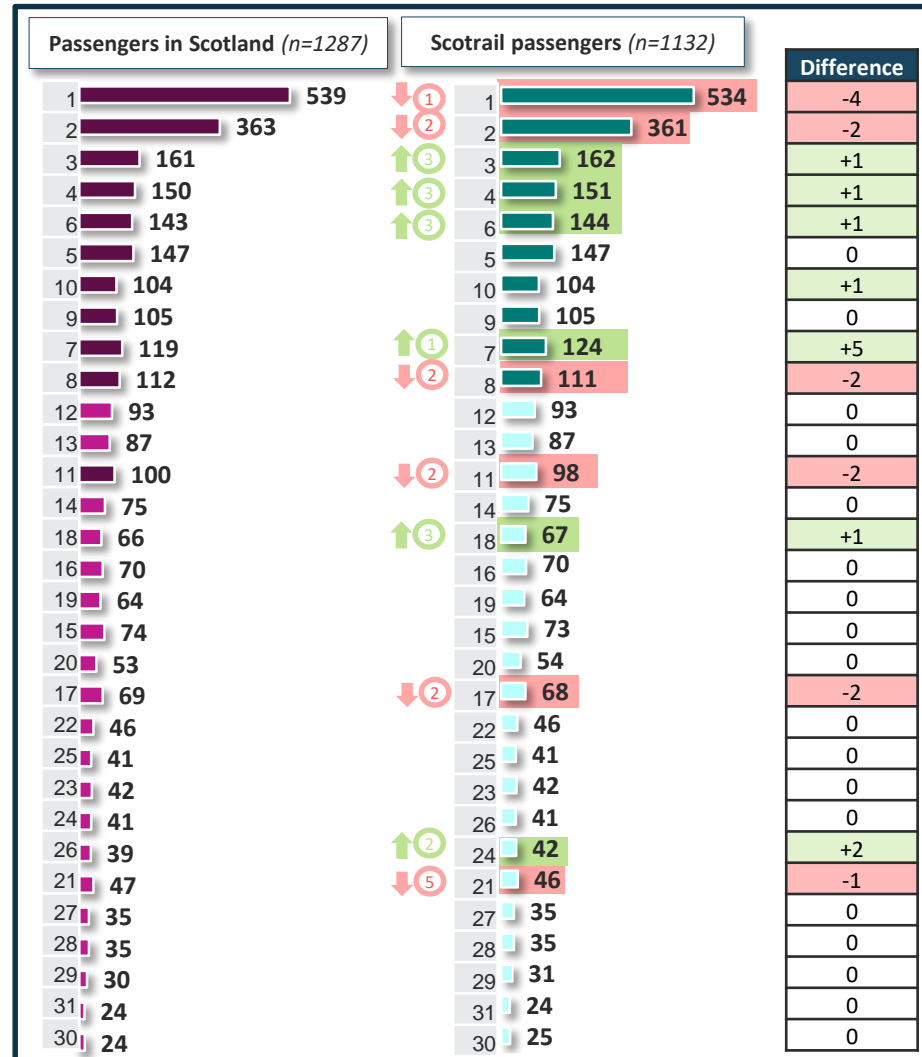
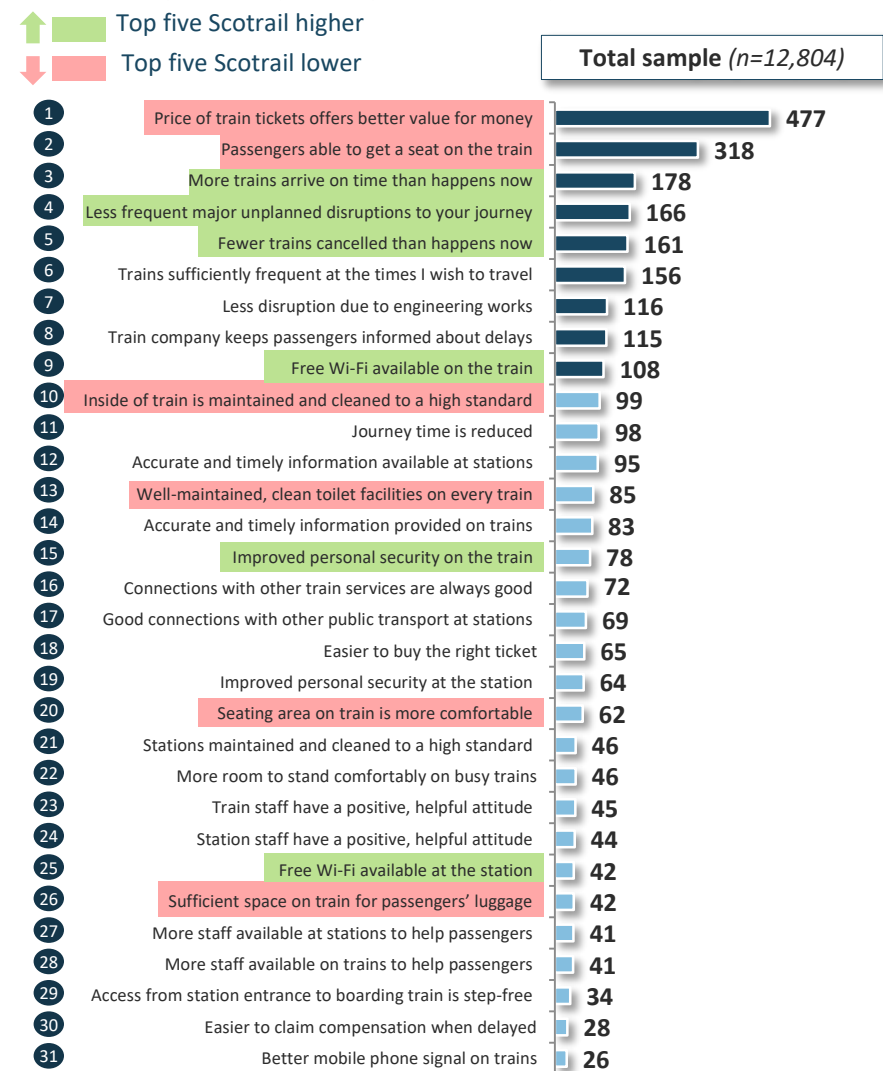


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Scotrail passenger improvement priorities - index

Darker bars indicate index >100



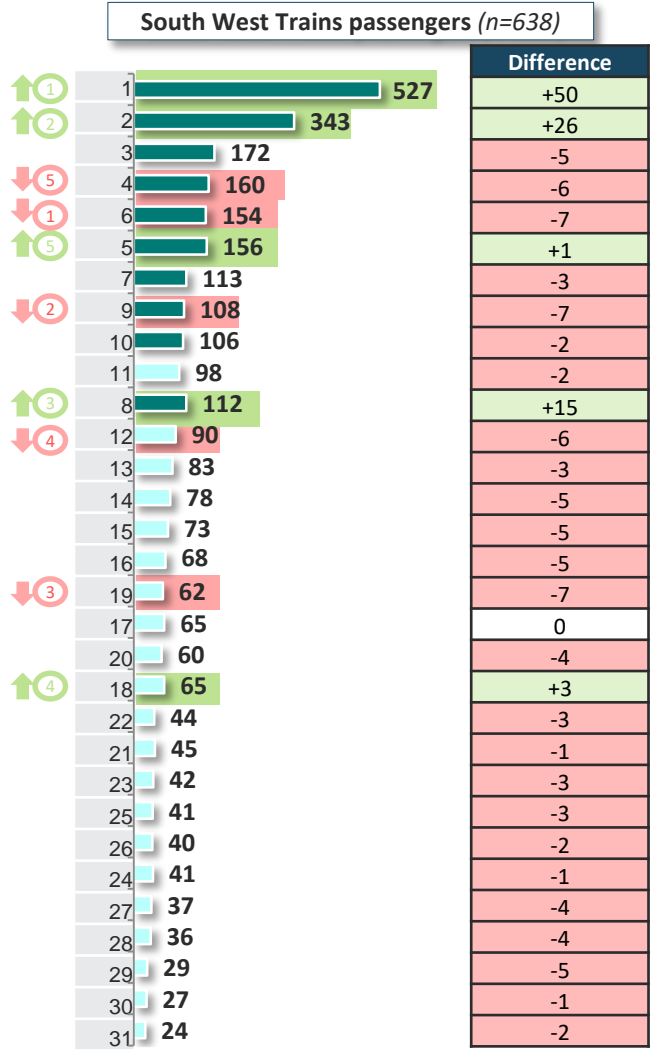
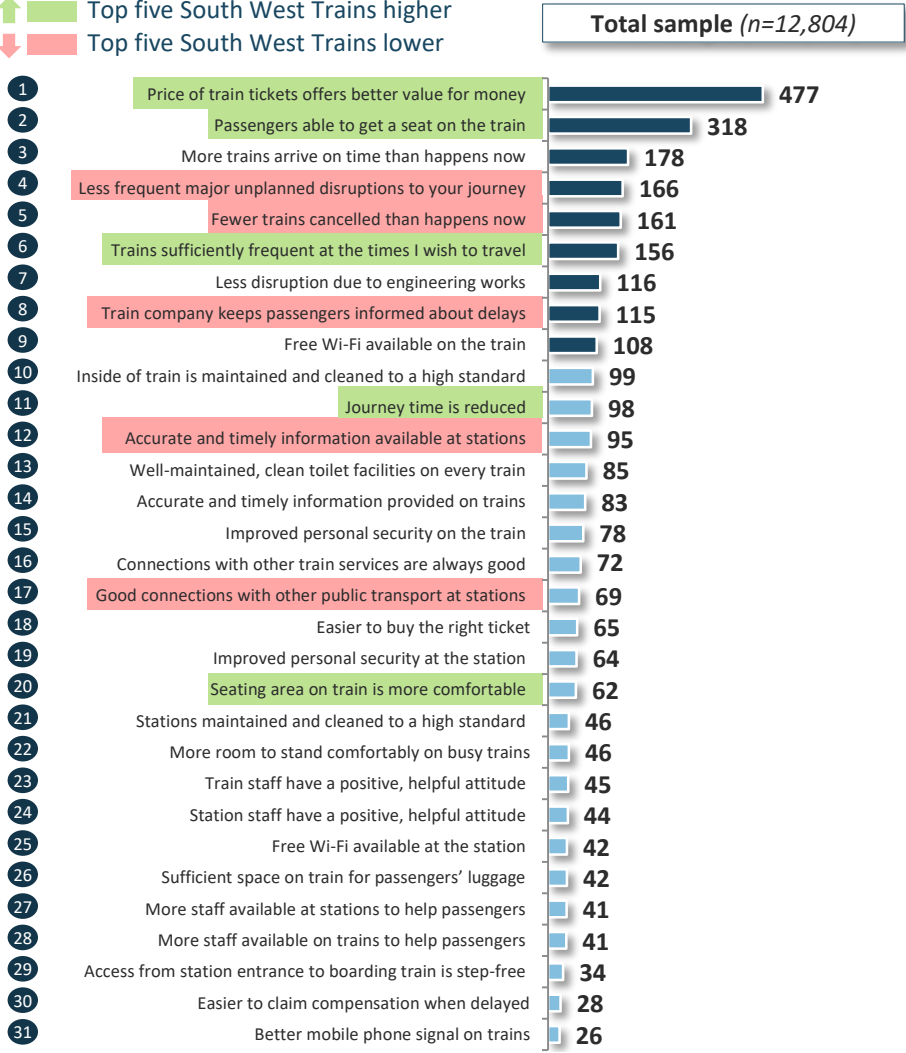
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five South West Trains higher
↓ Top five South West Trains lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

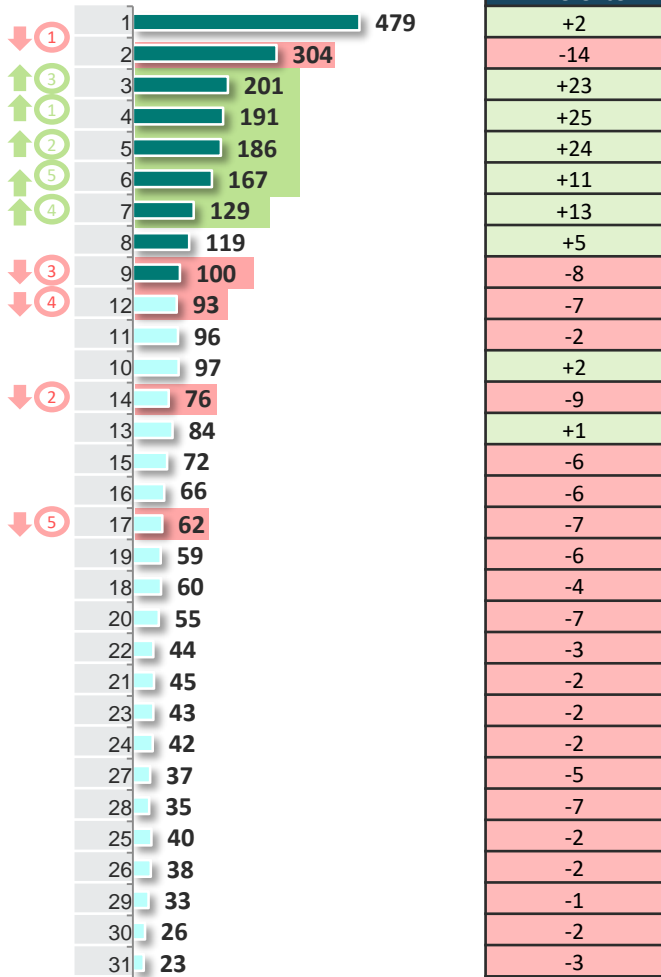
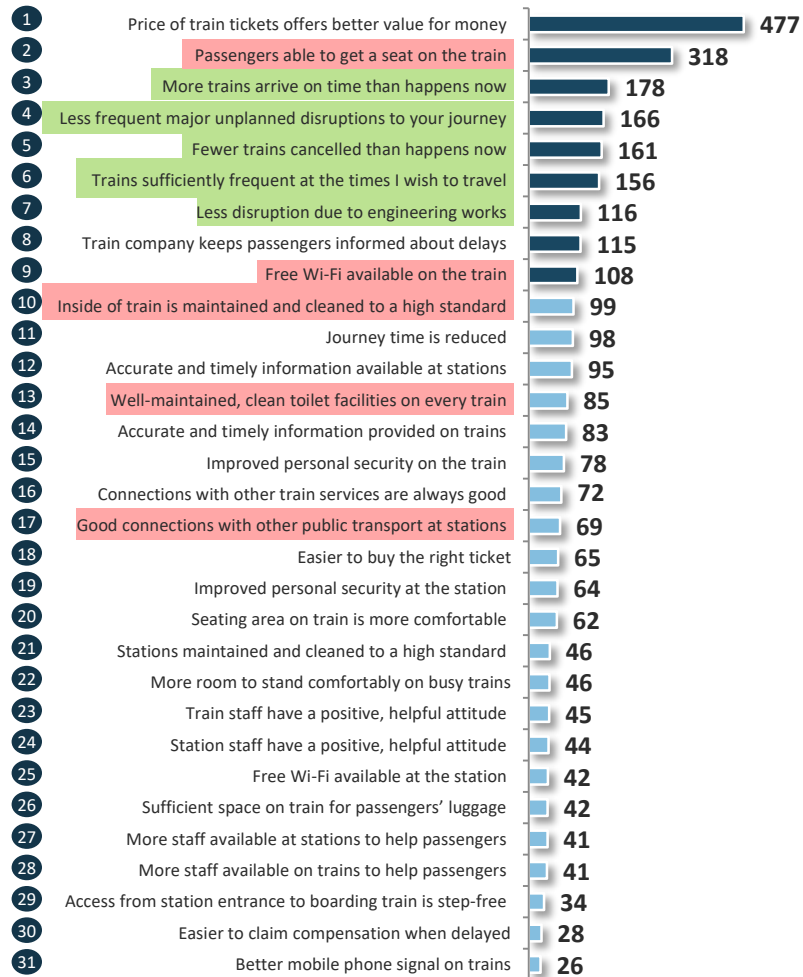
Southeastern passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Southeastern higher
↓ Top five Southeastern lower

Total sample (n=12,804)

Southeastern passengers (n=633)



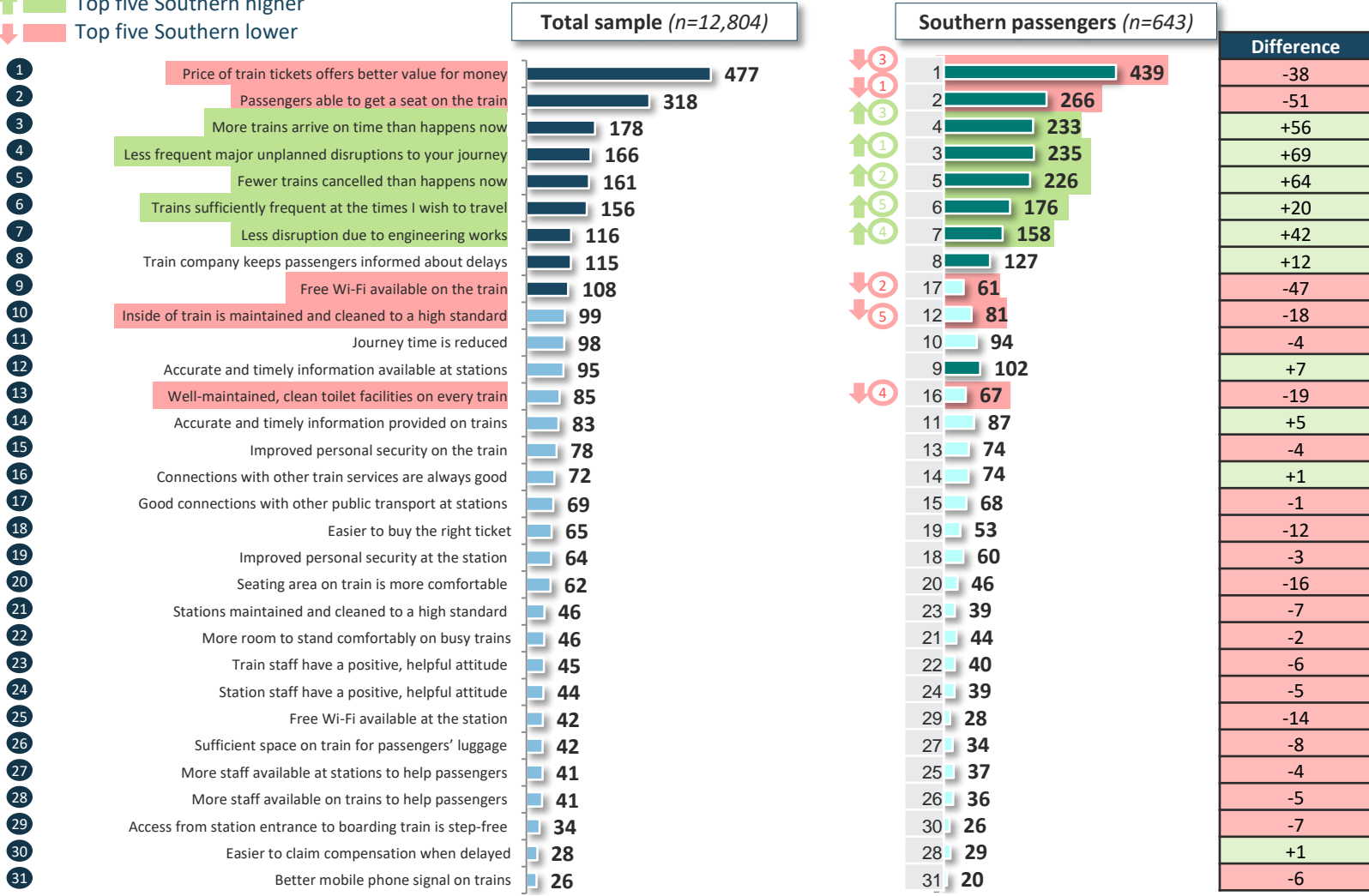
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five Southern higher
↓ Top five Southern lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

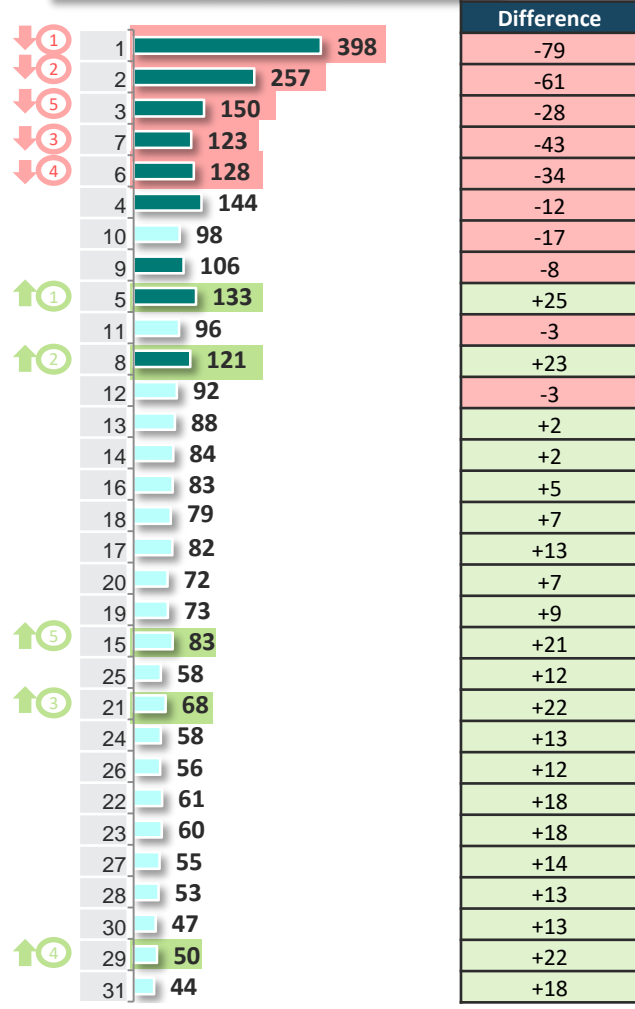
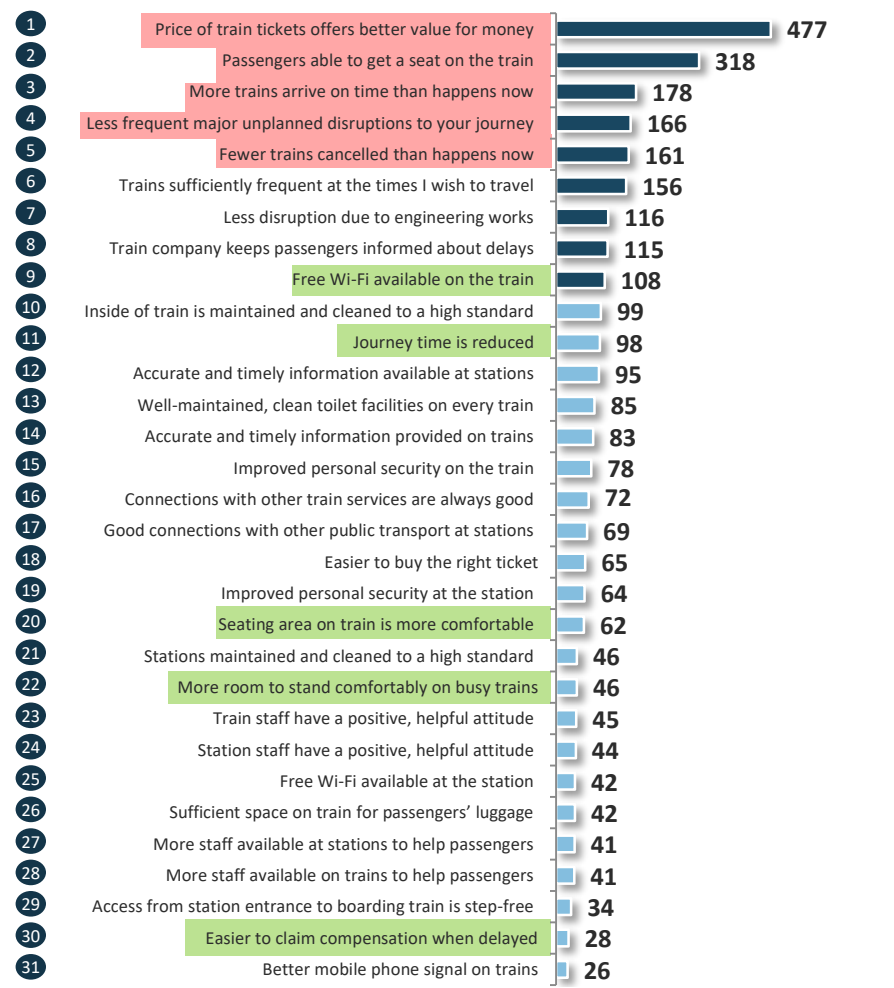
Stansted Express passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Stansted Express higher
↓ Top five Stansted Express lower

Total sample (n=12,804)

Stansted Express passengers (n=182)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

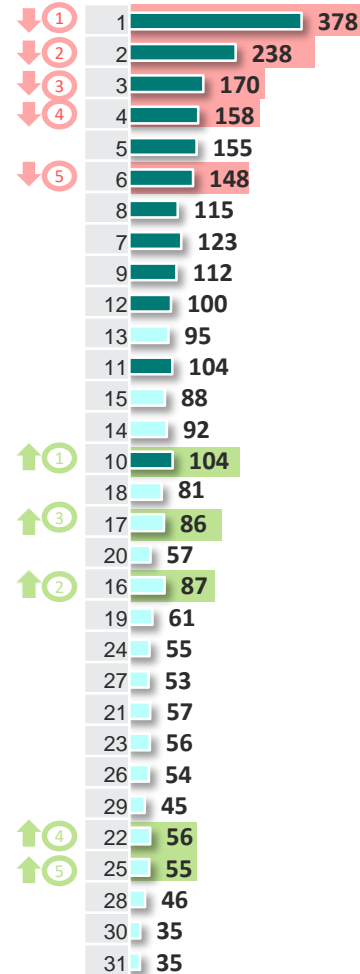
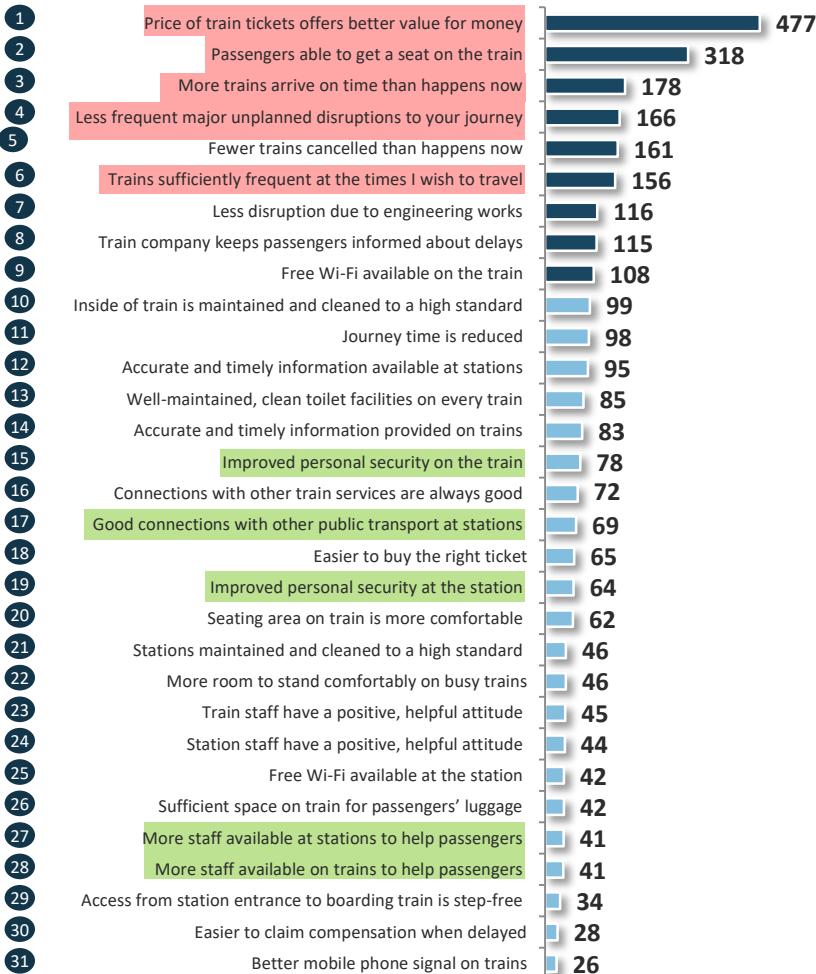
TfL Rail passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five TfL Rail higher
↓ Top five TfL Rail lower

Total sample (n=12,804)

TfL Rail passengers (n=381)



Priority	Difference
1	-99
2	-80
3	-8
4	-8
5	-7
6	-8
7	-1
8	+8
9	+4
10	+1
11	-2
12	+8
13	+2
14	+9
15	+26
16	+9
17	+17
18	-8
19	+24
20	-1
21	+9
22	+7
23	+11
24	+12
25	+12
26	+3
27	+15
28	+14
29	+12
30	+7
31	+9

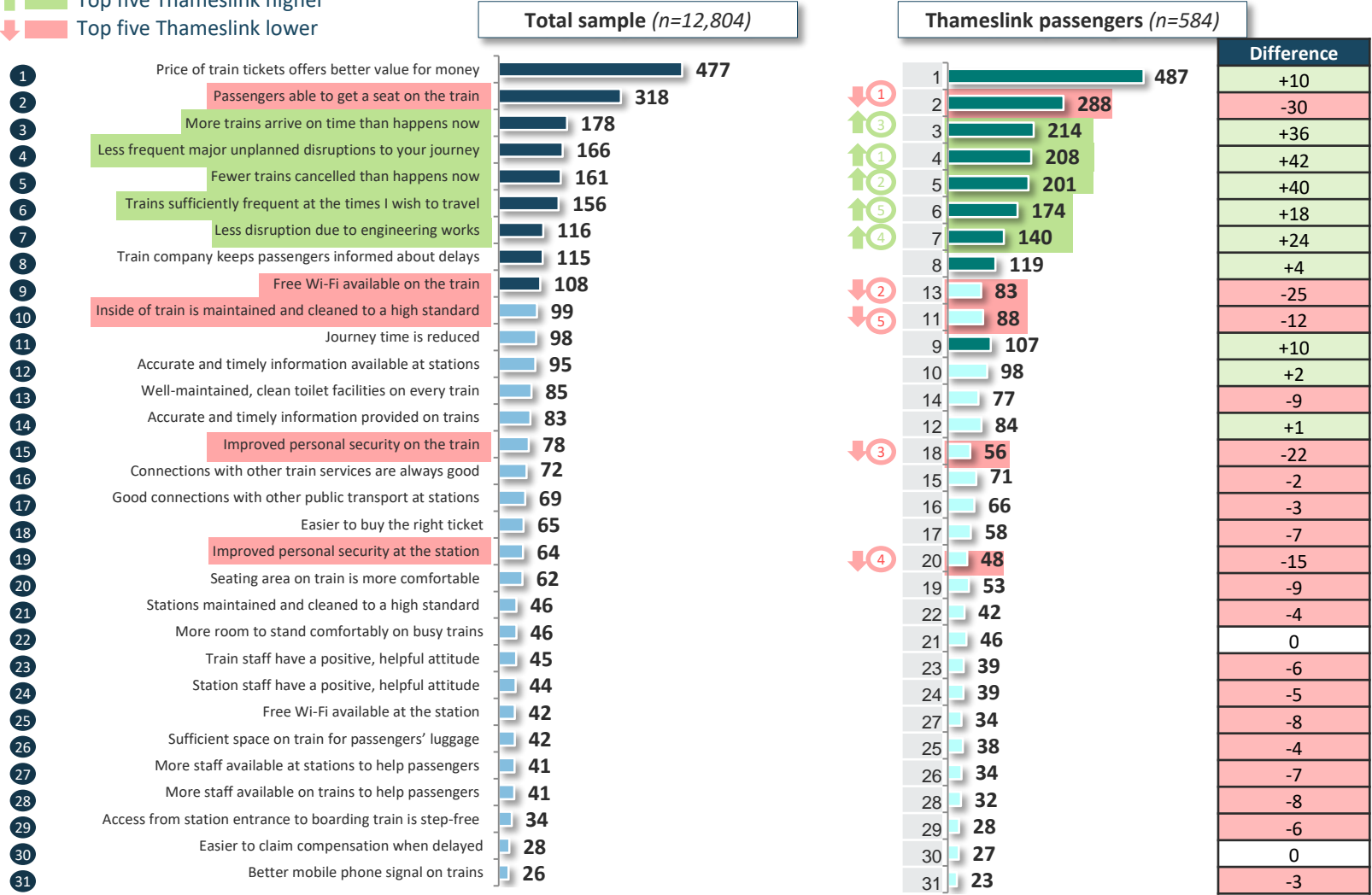
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five Thameslink higher
↓ Top five Thameslink lower



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

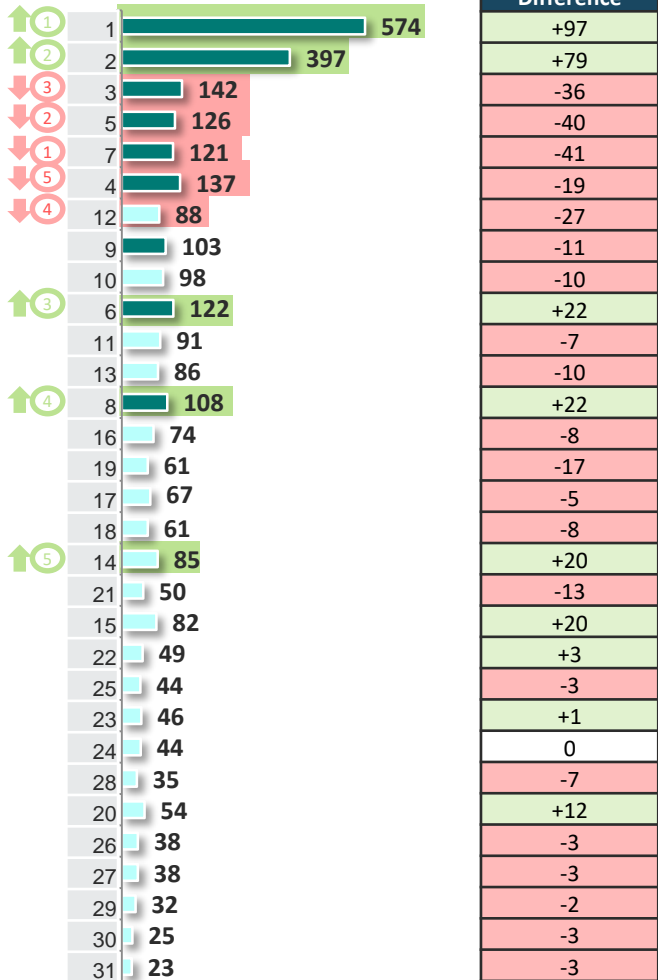
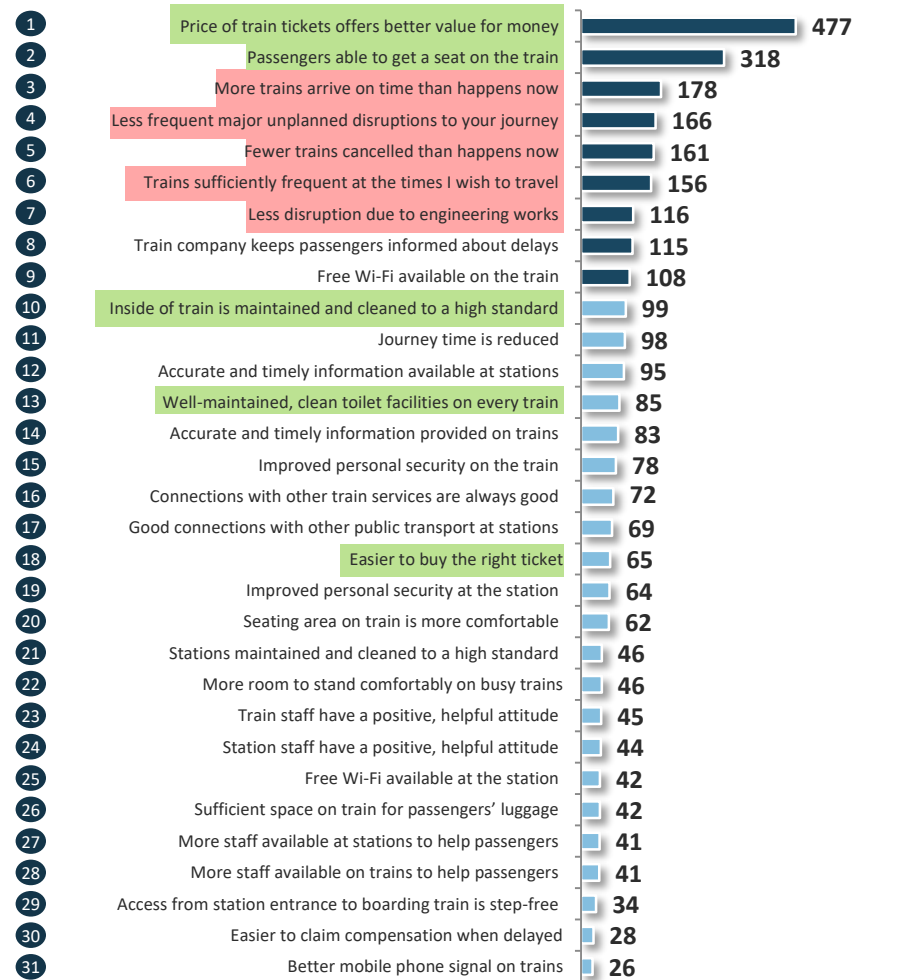
TransPennine Express passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five TransPennine Express higher
↓ Top five TransPennine Express lower

Total sample (n=12,804)

TransPennine Express passengers (n=590)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

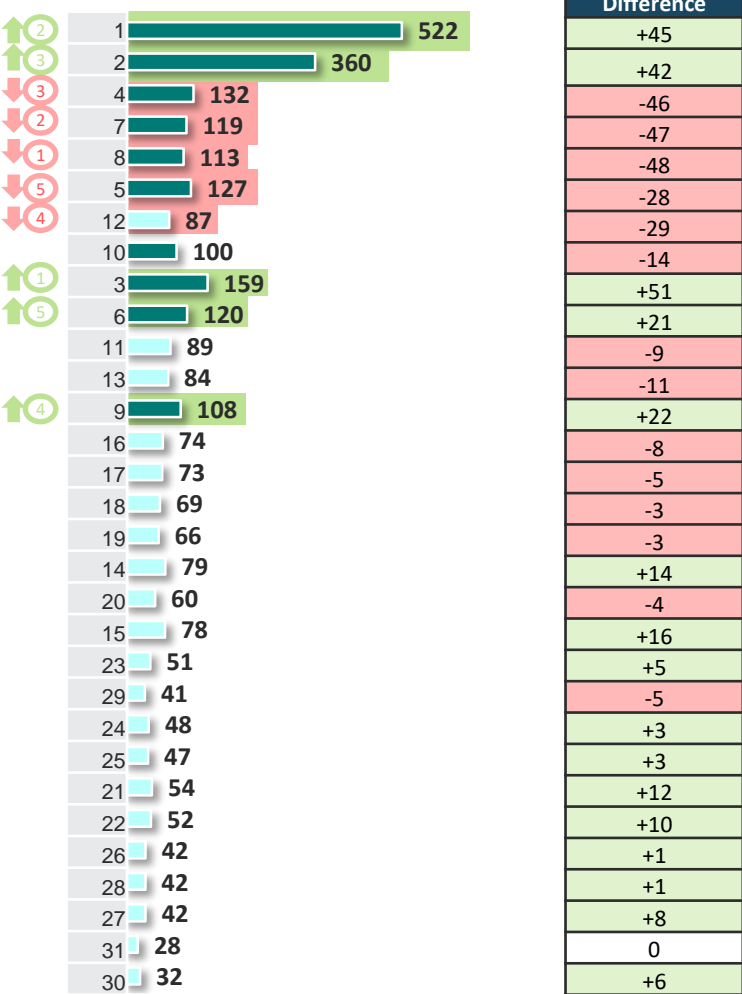
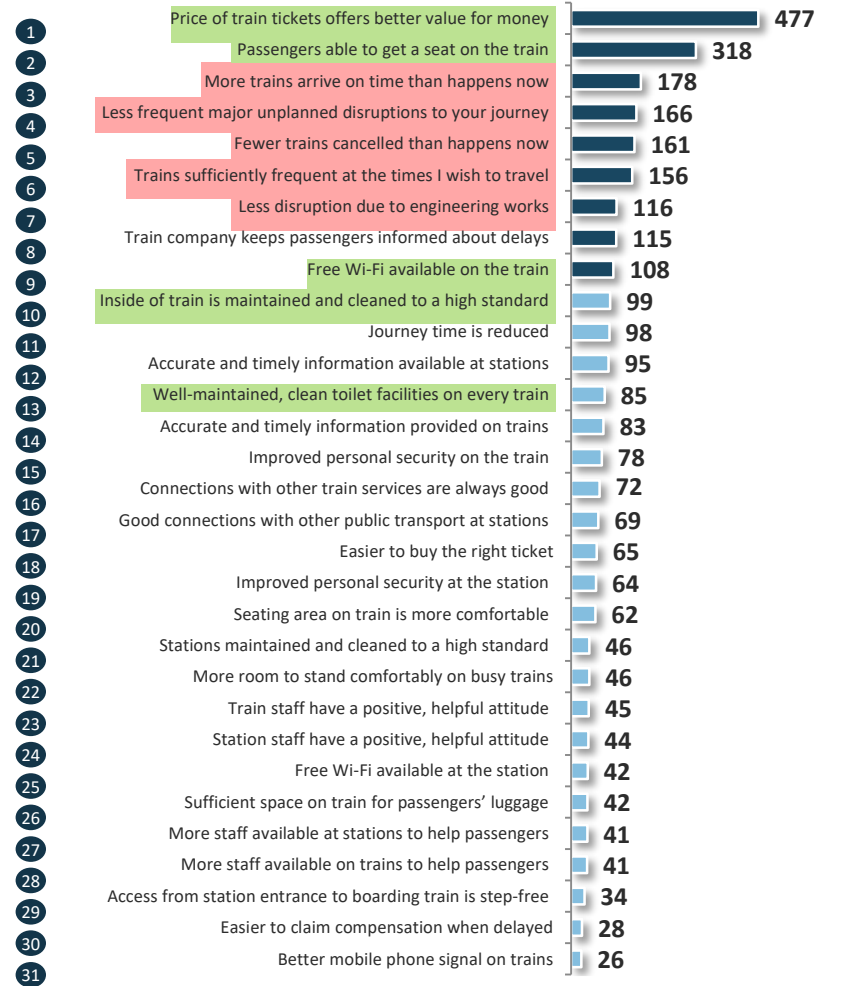
Virgin Trains East Coast passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Virgin Trains East Coast higher
↓ Top five Virgin Trains East Coast lower

Total sample (n=12,804)

Virgin Trains East Coast passengers (n=885)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

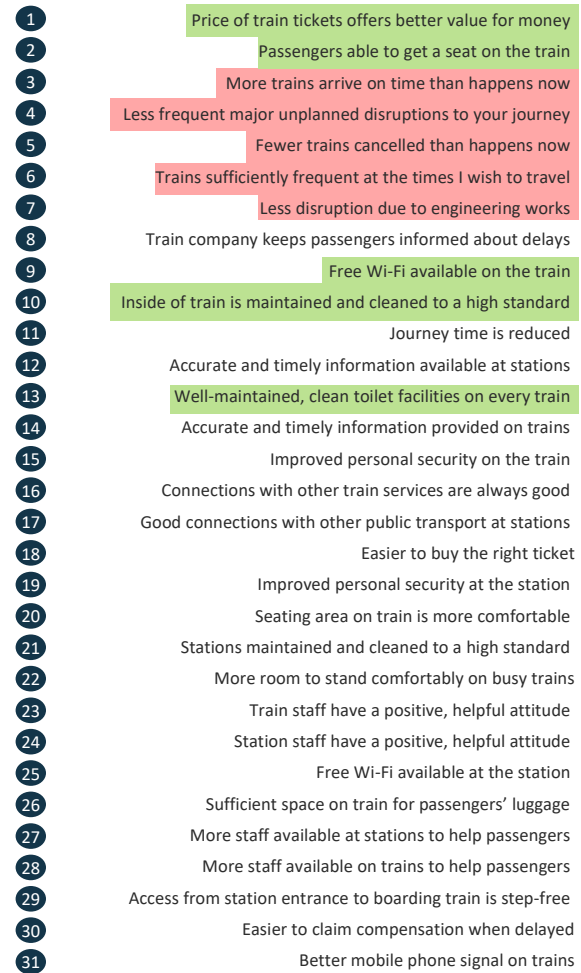
Virgin Trains (West Coast) passenger improvement priorities - index

Darker bars indicate index >100

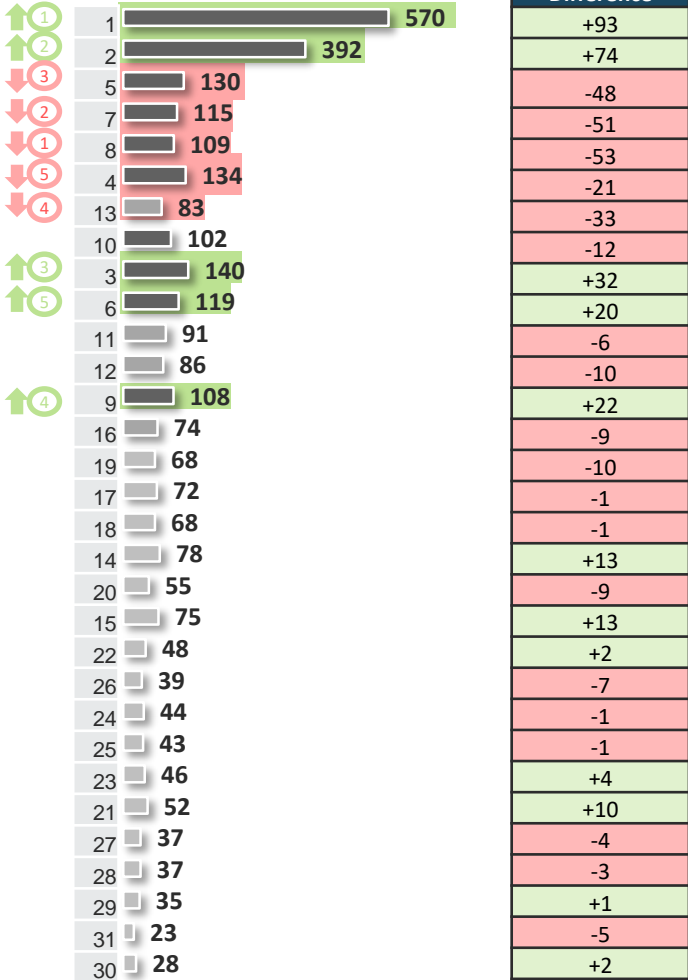
↑ Top five Virgin Trains (West Coast) higher

↓ Top five Virgin Trains (West Coast) lower

Total sample (n=12,804)



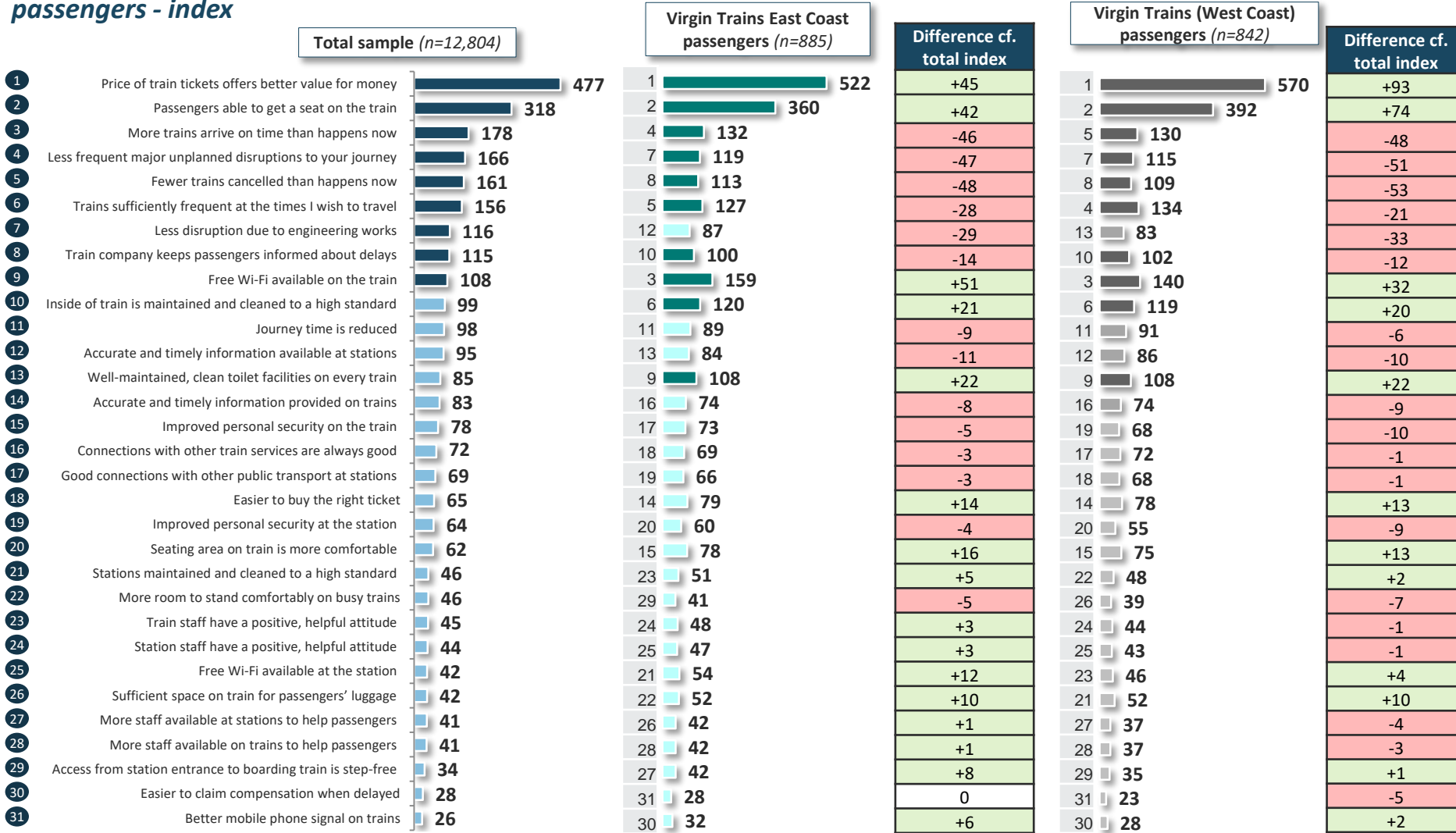
Virgin Trains (West Coast) passengers (n=842)



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

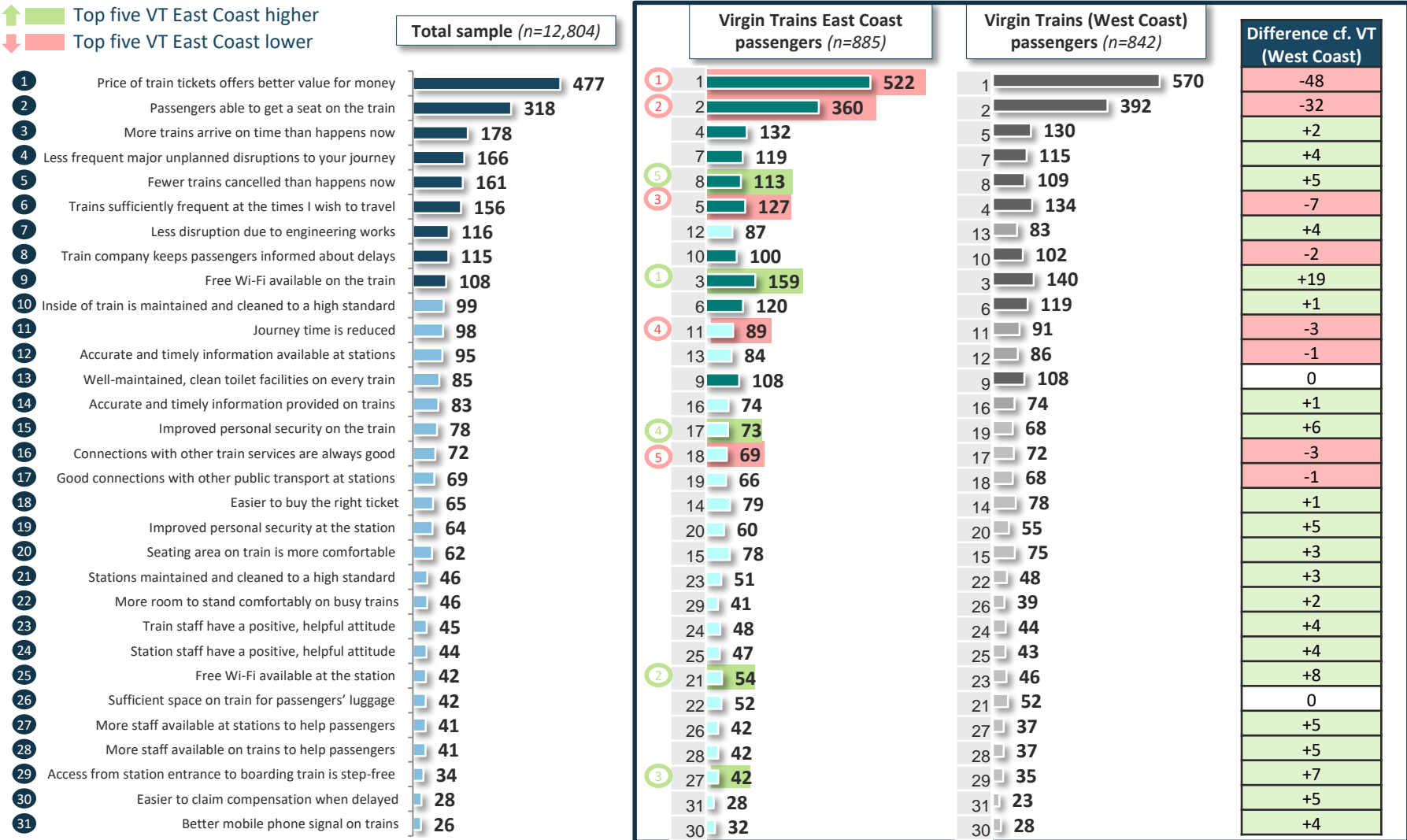
Improvement priorities – total sample, Virgin Trains East Coast passengers and Virgin Trains (West Coast) passengers - index



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – TOC groupings

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

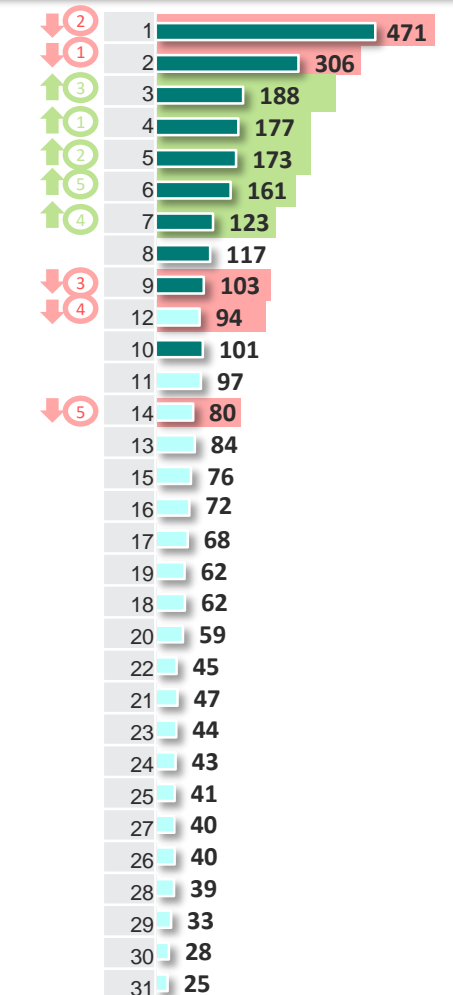
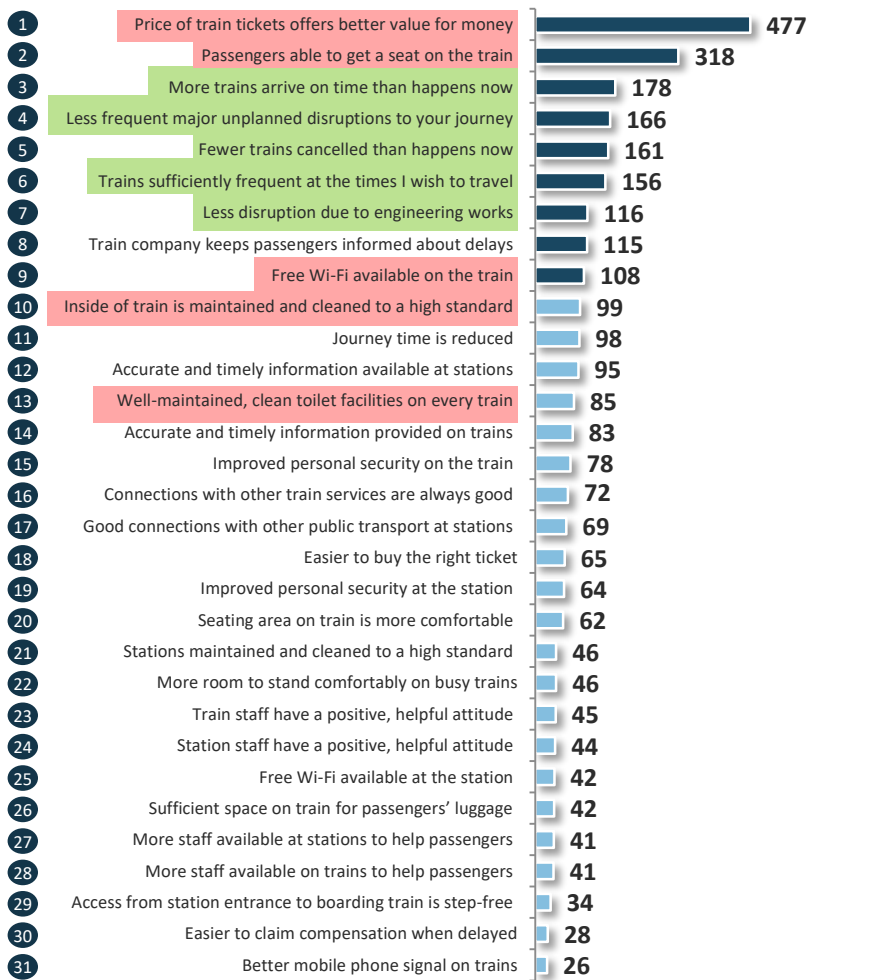
London and South East TOCs passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five London and South East higher
↓ Top five London and South East lower

Total sample (n=12,804)

London and South East TOCs passengers (n=6639)



Difference
-6
-11
+10
+11
+11
+5
+7
+2
-5
-5
+4
+1
-5
-1
-2
0
-1
-3
-1
-3
-2
0
-1
-1
-1
-1
-1
0
-1

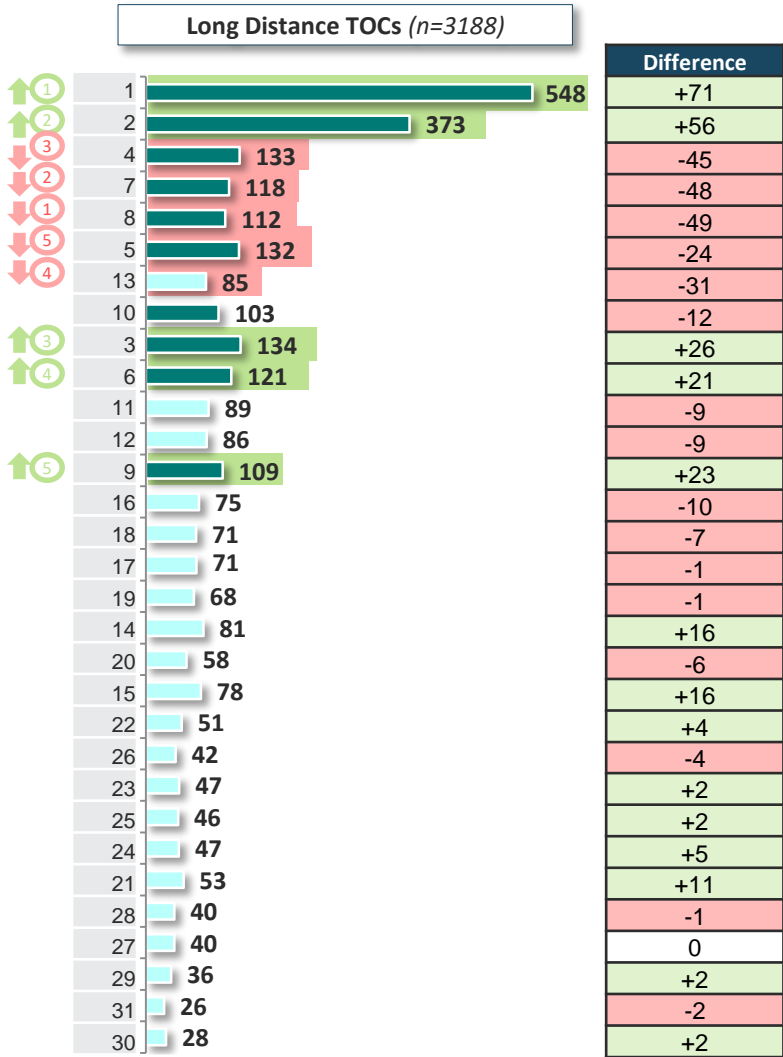
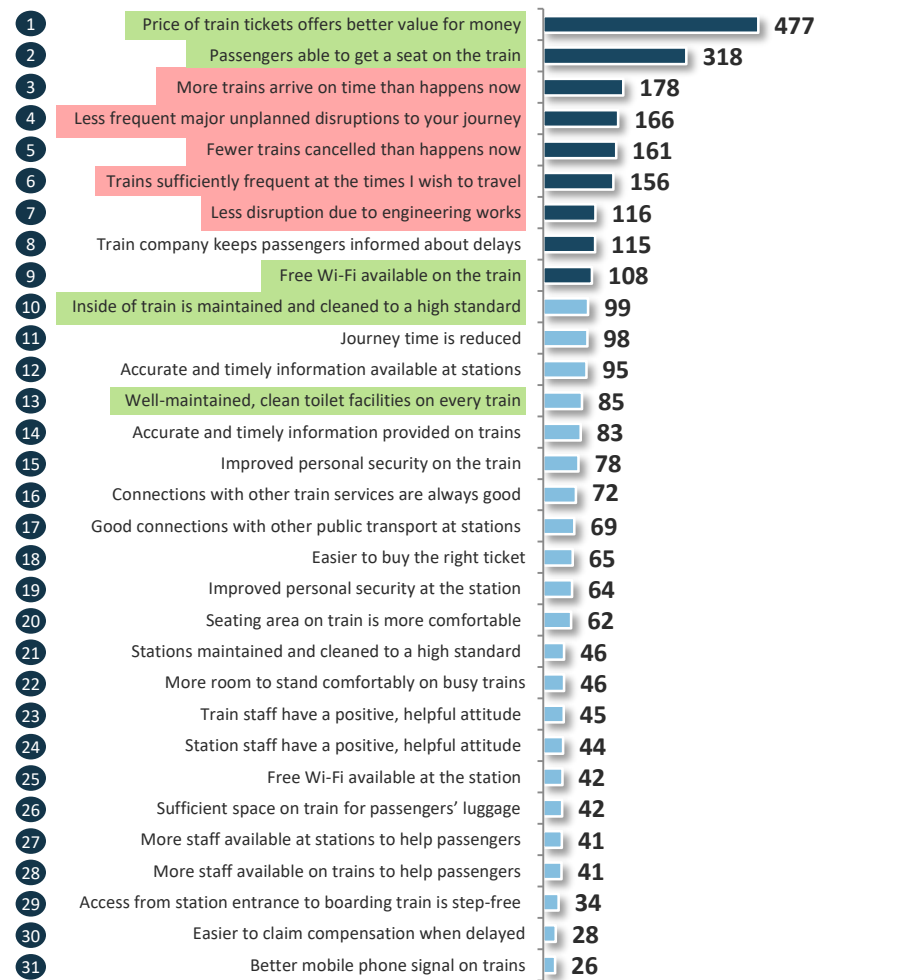
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Darker bars indicate index >100

↑ Top five Long Distance TOCs higher
↓ Top five Long Distance TOCs lower



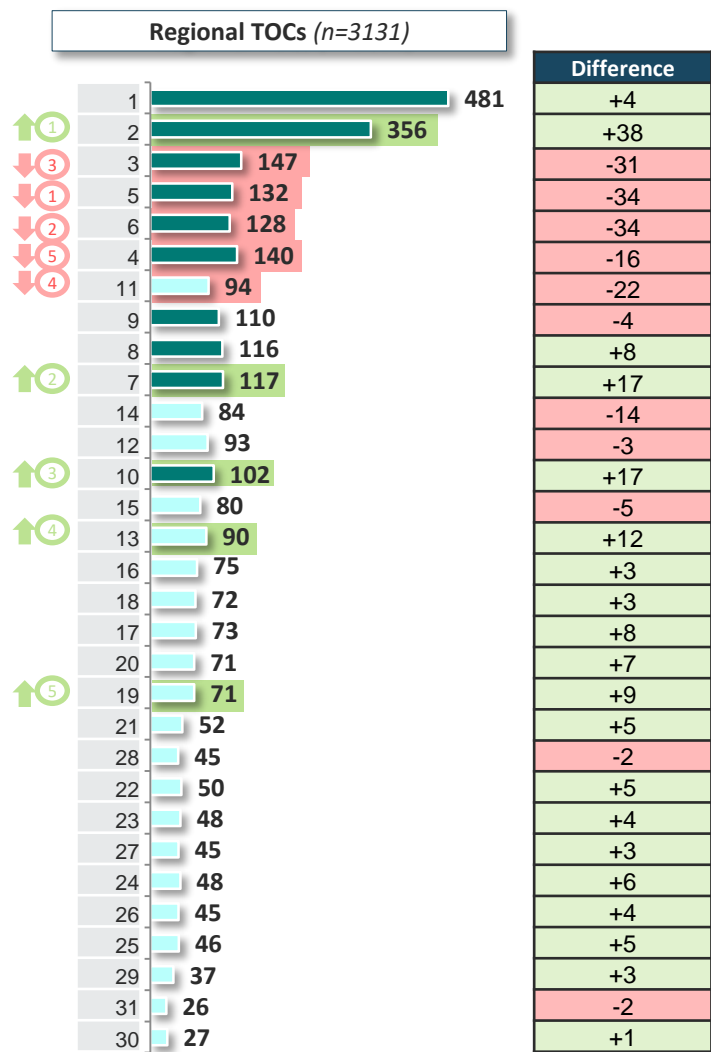
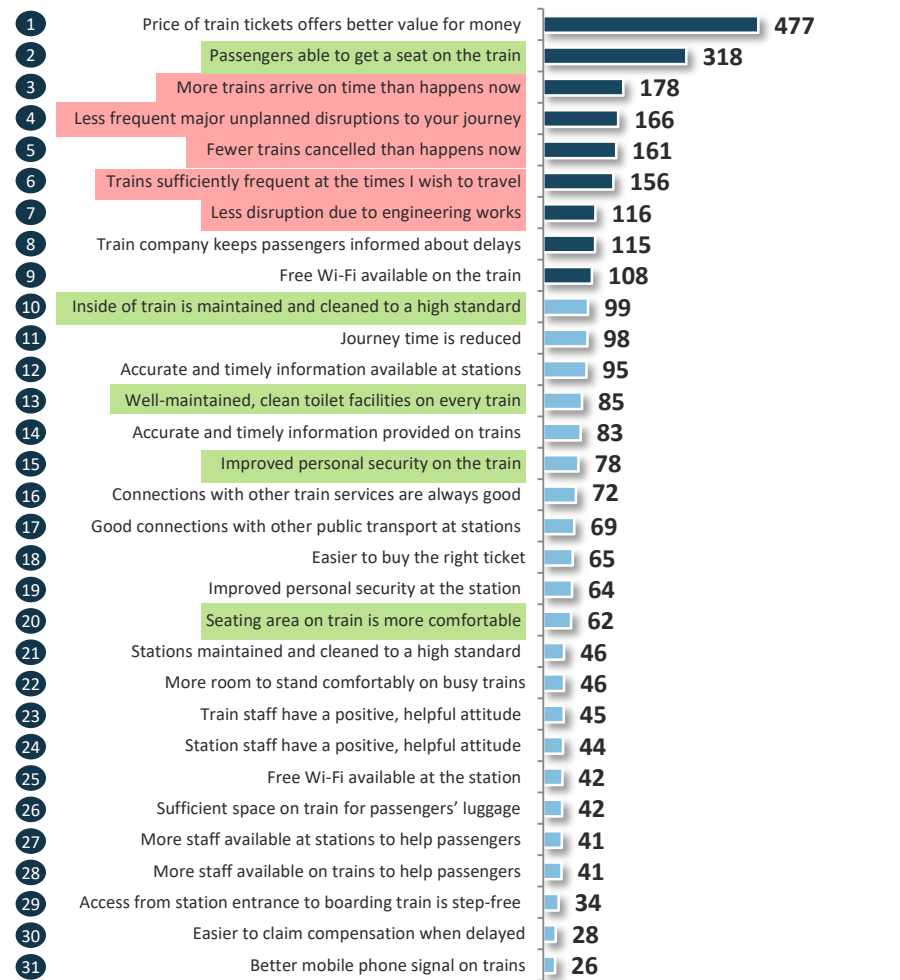
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

↑ Top five Regional TOCs higher
↓ Top five Regional TOCs lower



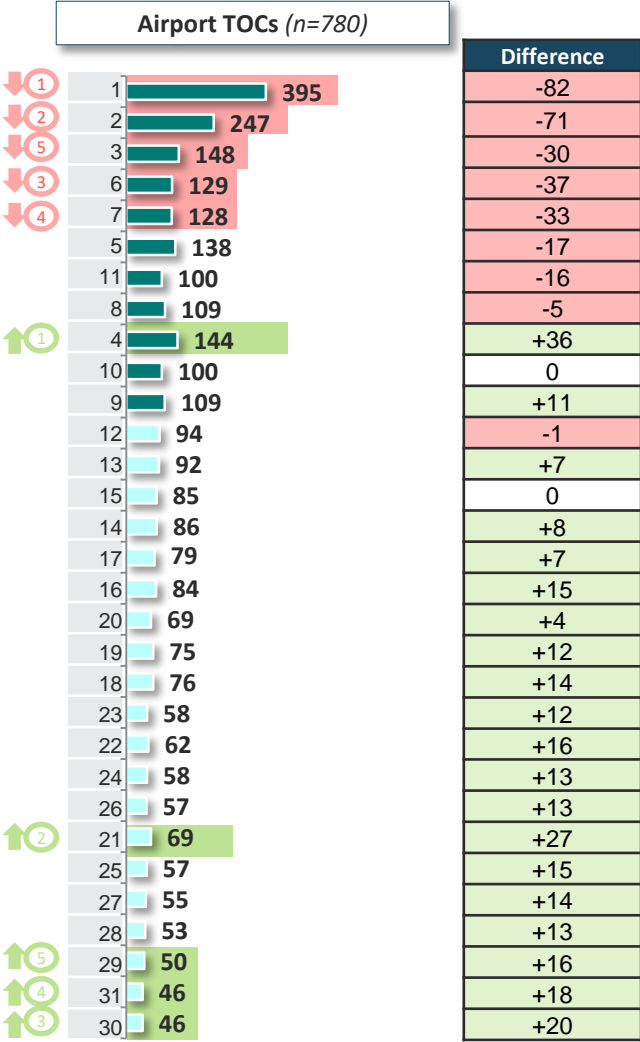
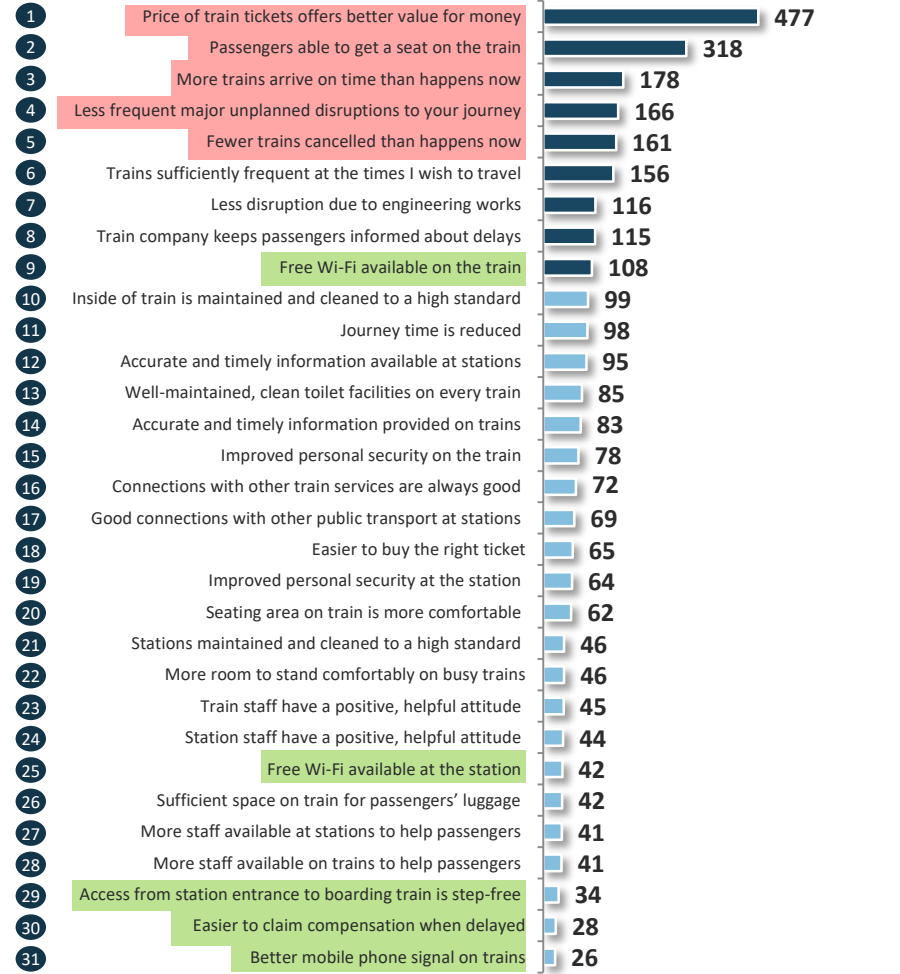
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Airport TOCs passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Airport TOCs higher
↓ Top five Airport TOCs lower



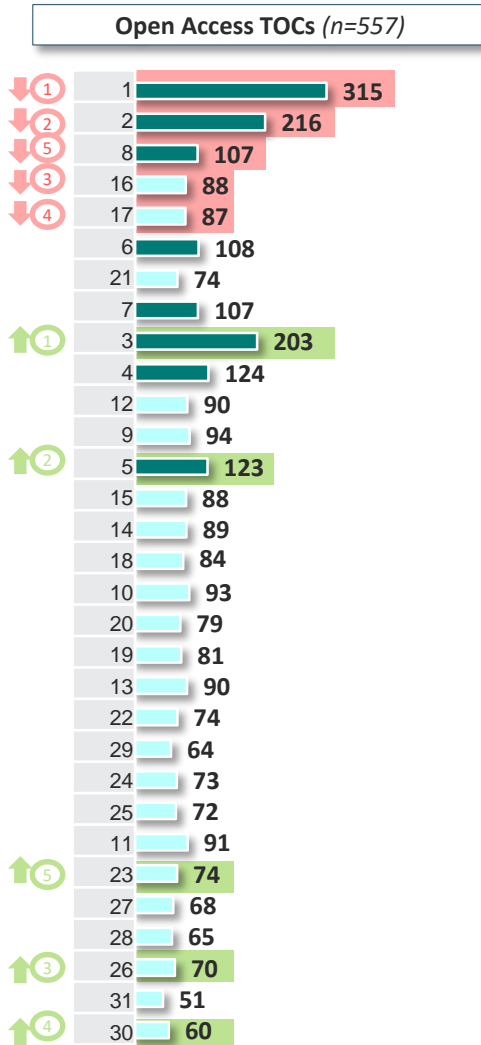
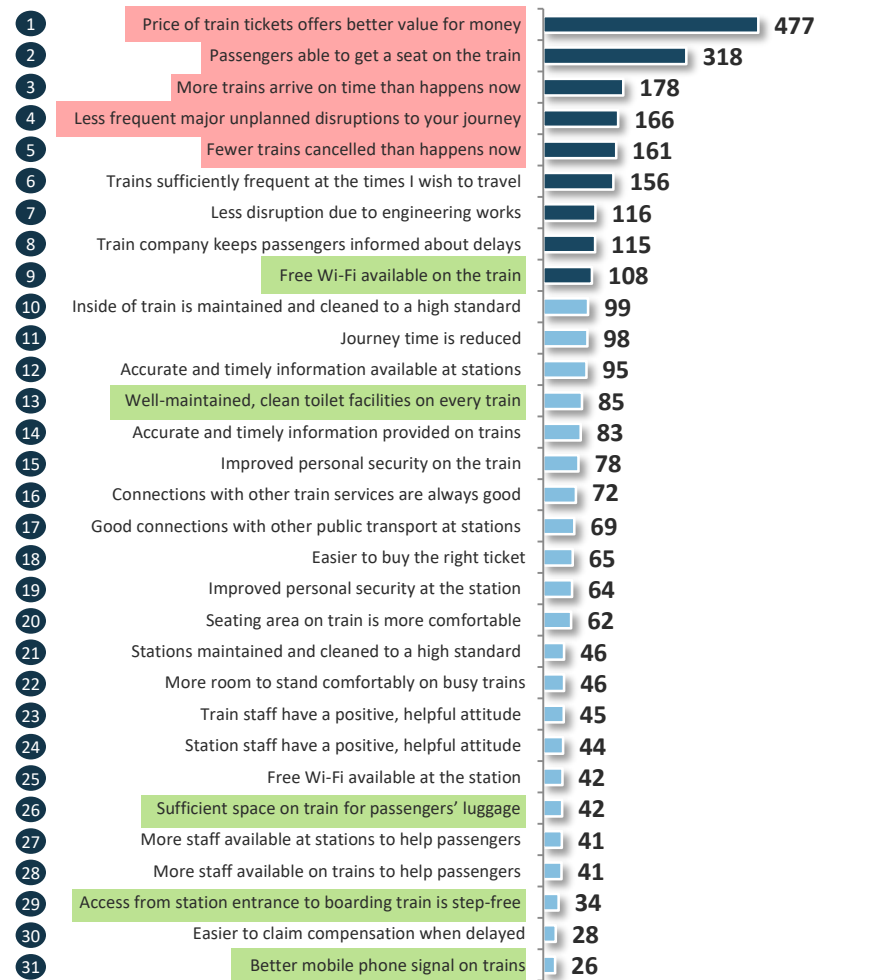
Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Open Access TOCs passenger improvement priorities - index

Darker bars indicate index >100

↑ Top five Open Access TOCs higher
↓ Top five Open Access TOCs lower





Difference	
1	-162
2	-102
8	-71
16	-78
17	-74
6	-48
21	-42
7	-7
3	+95
4	+25
12	-7
9	-2
5	+38
15	+3
14	+11
18	+11
10	+24
20	+14
19	+17
13	+28
22	+28
29	+18
24	+28
25	+28
11	+48
23	+32
27	+26
28	+25
26	+36
31	+23
30	+34

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – TOC sectors

Improvement priorities by TOC sectors - index



 Higher than total index score
 Lower than total index score

	Improvement priority area	Total index	London and South East TOCs	Long Distance TOCs	Regional TOCs	Airport TOCs	Open Access TOCs
	<i>Base:</i>	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – London and Southeast TOCs

Improvement priorities by London & Southeast TOCs – index



 Higher than total index score
 Lower than total index score

	Total index	c2c	Chiltern	Great Northern	GWR	Greater Anglia	London Midland	London Overground	South West Trains	Southeastern	Southern	TfL Rail	Thameslink
Improvement priority area		Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index	Index
Base:	12,804	461	564	388	1061	596	643	182	638	633	643	381	584
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
11 Journey 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – airport TOCs and Open Access TOCs

Improvement priorities by airport TOCs and Open Access TOCs - index

 Higher than total index score
 Lower than total index score

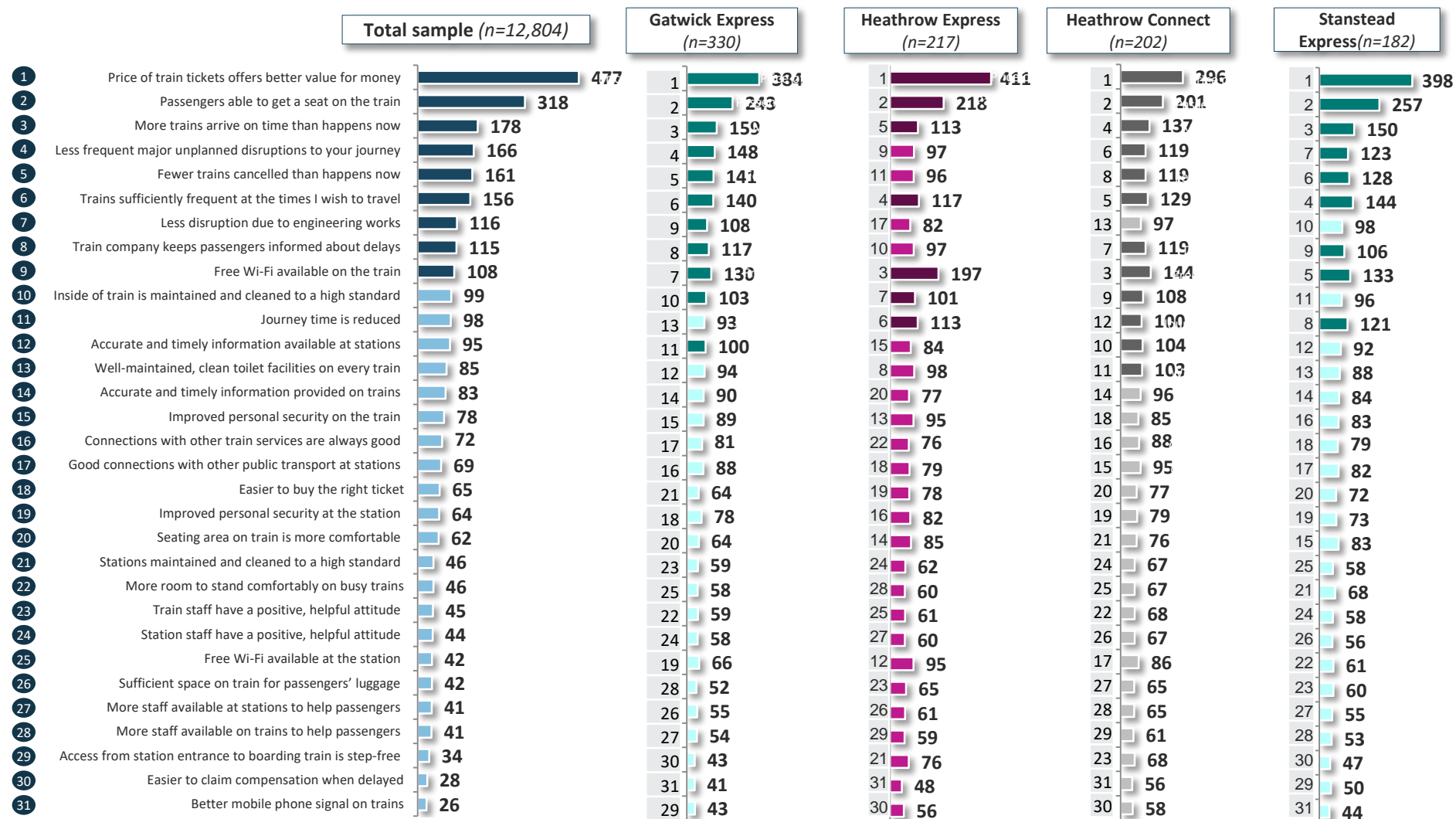
	Improvement priority area	Total index	Gatwick Express	Heathrow Express	Heathrow Connect	Stansted Express	Hull Trains	Grand Central
	<i>Base:</i>	12,804	330	217	202	182	238	339
			Index	Index	Index	Index	Index	Index
1	Price of train tickets offers better value for money	477	384	411	296	398	466	234
2	Passengers 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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*

Improvement priorities by airport TOCs - index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – long distance TOCs

Improvement priorities by long distance TOCs - index



↑ Higher than total index score
↓ Lower than total index score

	Improvement priority area	Total index	CrossCountry	East Midlands Trains	Transpennine Express	Virgin Trains (West Coast)	Virgin Trains East Coast
	<i>Base:</i>	12,804	605	622	590	842	885
			Index	Index	Index	Index	Index
1	Price of train tickets offers better value for money	477	532	534	574	570	522
2	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
5	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
9	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
24	Station staff have a positive, helpful attitude	44	46	47	44	43	47
25	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
27	More staff available at stations to help passengers	41	41	42	38	37	42
28	More staff available on trains to help passengers	41	41	41	38	37	42
29	Access from station entrance to boarding train is step-free	34	34	36	32	35	42
30	Easier to claim compensation when delayed	28	25	28	25	23	28
31	Better mobile phone signal on trains	26	29	31	23	28	32

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – regional TOCs

Improvement priorities by regional TOCs - index

 Higher than total index score
 Lower than total index score

	Improvement priority area	Total index	Arriva Trains Wales	Northern	Merseyrail	Scotrail
	<i>Base:</i>	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
29	Access 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



What improvements should be made to stations?

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Passenger views on improvements to stations used most frequently

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

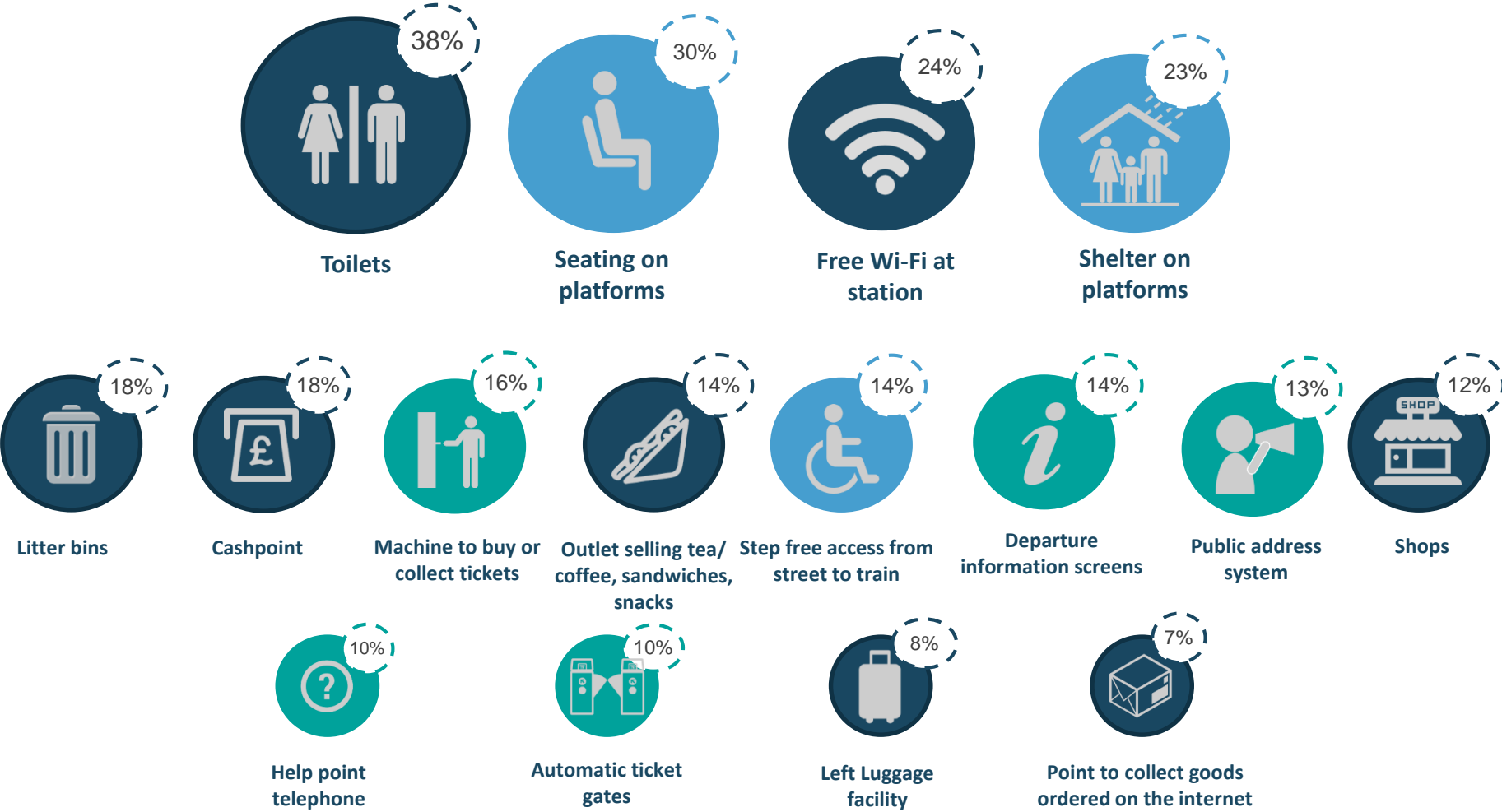
Directly after the max-diff improvement priorities exercise passengers were presented with a list of station facilities and asked to select which they felt it was most important to improve at the station *from which they start their most frequent journey*

- 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, (12th 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 25th in the overall priorities list)

% Priorities for improving station facilities

● Station facilities ● Platform access and facilities ● Ticketing and Information



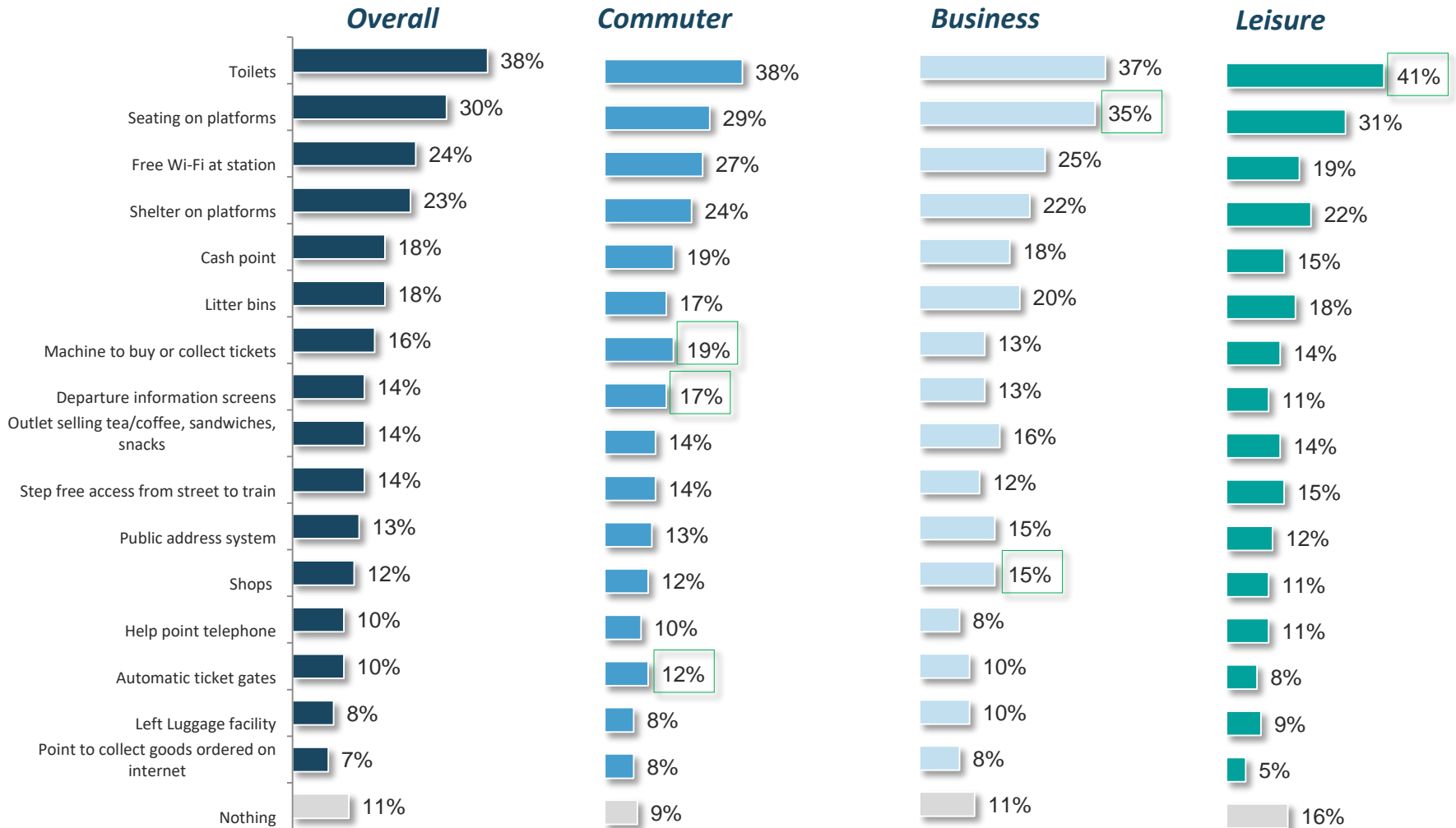
C3. Which of the following could be improved at the station you use most often? (12,804)

Transport Focus: Rail Passengers' Priorities for Improvement: 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

% Priorities for improving station facilities by journey purpose

 = Significantly higher than overall score



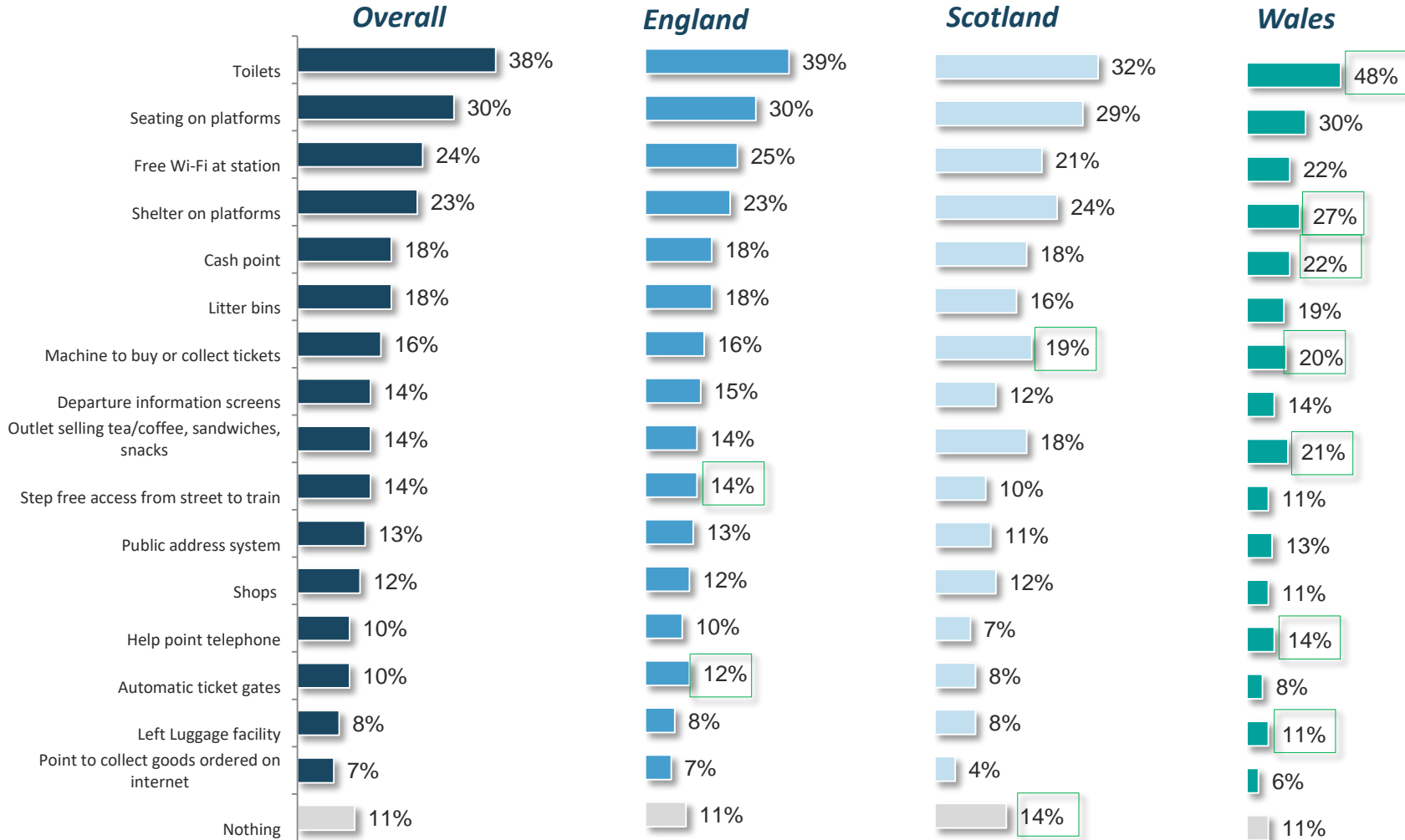
C3. Which of the following could be improved at the station you use most often? (12,804)

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

% Priorities for improving station facilities by GB nation

 = Significantly higher than overall score



C3. Which of the following could be improved at the station you use most often? (12804)

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Priorities for improving station facilities – London and Southeast TOCs

% 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	Southeastern	Southern	TfL Rail	Thameslink
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%

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Priorities for improving station facilities – long distance and regional TOCs

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



↑ Higher than total %
↓ Lower than total %

Improvement priority area	Total	CrossCountry	East Midlands	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%

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Priorities for improving station facilities – airport and Open Access TOCs

% 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%

Transport Focus: Rail Passengers' Priorities for Improvement: 2017



Conclusions

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Conclusions (i)

- **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 12th to 8th 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)

Conclusions (ii)

- 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 12th 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



Appendix 1

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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
<i>Replaced by the new statement: More room to stand comfortably on busy trains</i>

Summary of weighting approach

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 sizes prior to weighting

Sample type	Sample size
Region	
North East	584
North West	1503
Yorkshire and the Humber	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

Sample sizes prior to weighting

Sample type	Sample size
TOC – London and South East	
c2c	491
Chiltern Railways	634
Great Northern	468
Great Western Railway	1199
Greater Anglia	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 Express	687
Virgin Trains West Coast	1105
Virgin Trains (East Coast)	1378

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



Appendix 2 Improvement Priorities by Building Blocks

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Improvement priorities – Building blocks

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.

Improvement priorities – Building blocks

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.

Improvement priorities – Building blocks

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 – King’s Lynn and Cambridge - Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport.

Heathrow Connect:

All Heathrow Connect journeys.

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.

Improvement priorities – Building blocks

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 outside London.

South West Trains: Metro

Journeys on routes that are mainly or wholly within London.

South West Trains: Outer Suburban and Local

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

Improvement priorities – Building blocks

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.

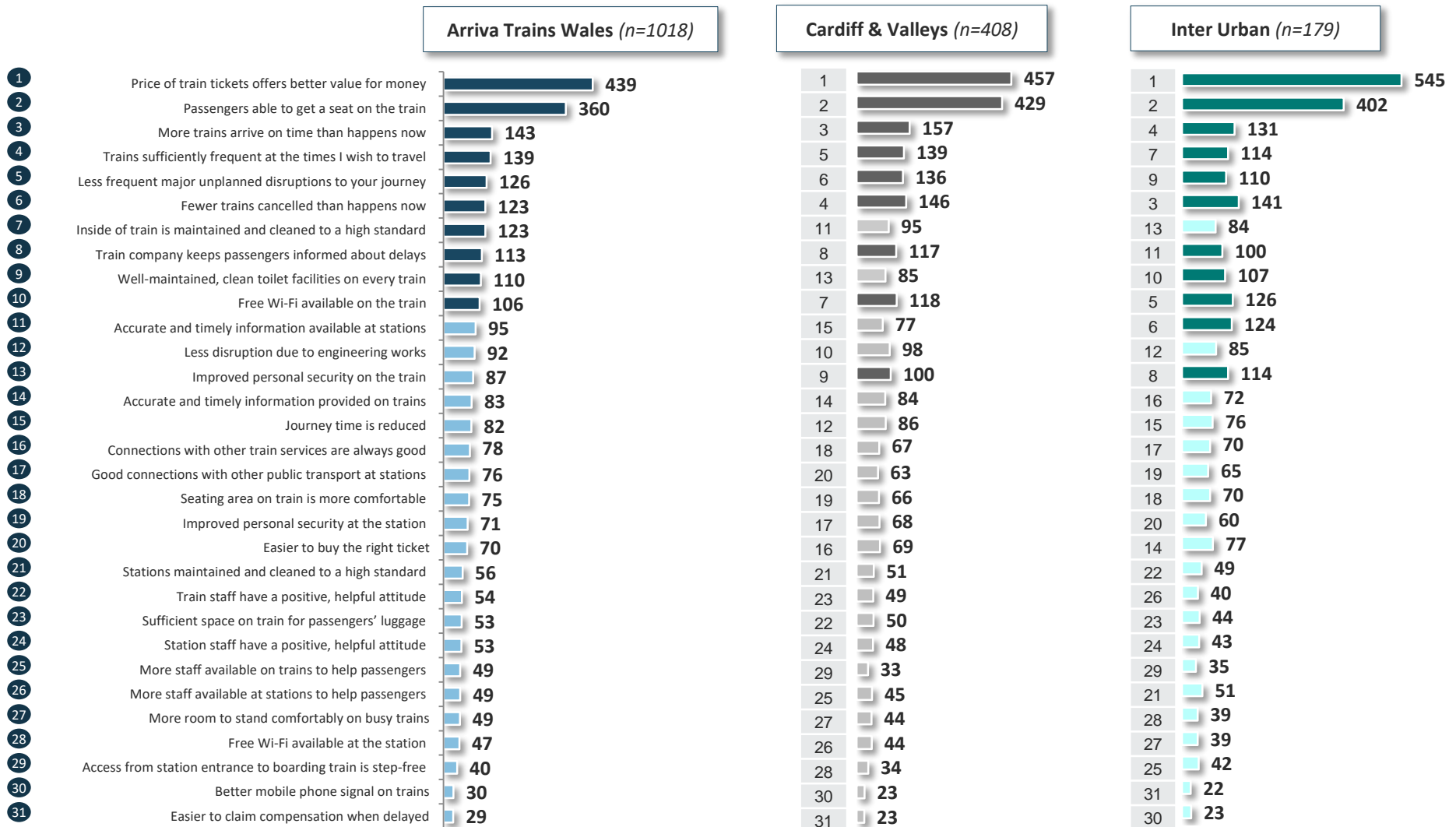
Virgin Trains East Coast: London - Scotland

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

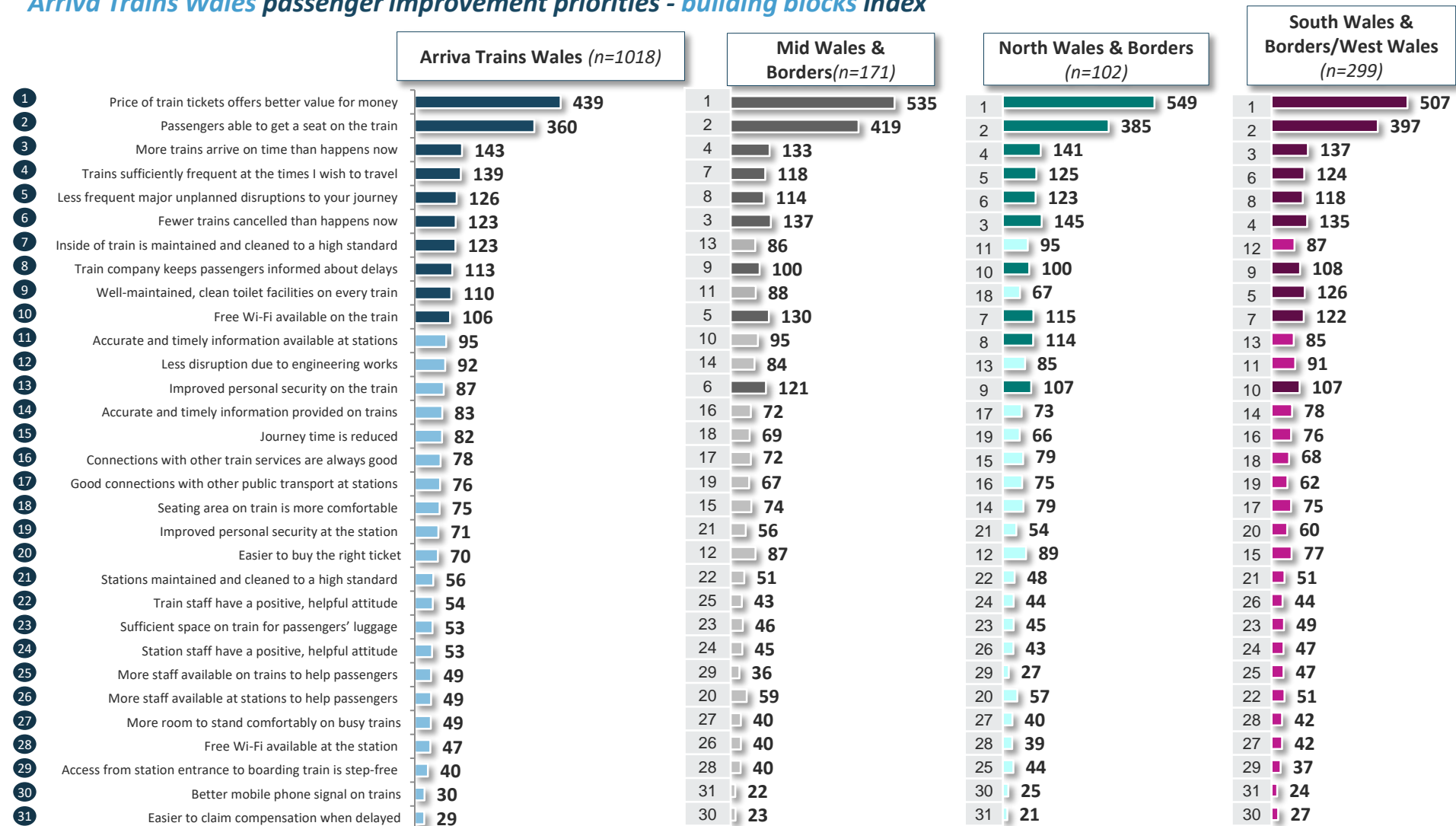


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Arriva Trains Wales passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 Wales index

	Improvement priority area	Total index	Cardiff & Valleys		Inter Urban	
	<i>Base:</i>	<i>1018</i>	<i>408</i>		<i>179</i>	
			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
30	Better mobile phone signal on trains	30	23	-6	22	-2
31	Easier to claim compensation when delayed	29	23	-6	23	0

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 Wales & Borders		North Wales & Borders		South Wales & Borders/West Wales	
			Index	Diff cf. total Arriva Trains Wales index	Index	Diff cf. total Arriva Trains Wales index	Index	Diff cf. total Arriva Trains Wales index
	<i>Base:</i>	1018	171		102		299	
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
15	Journey 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
31	Easier to claim compensation when delayed	29	23	0	21	-2	27	-1

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

c2c passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

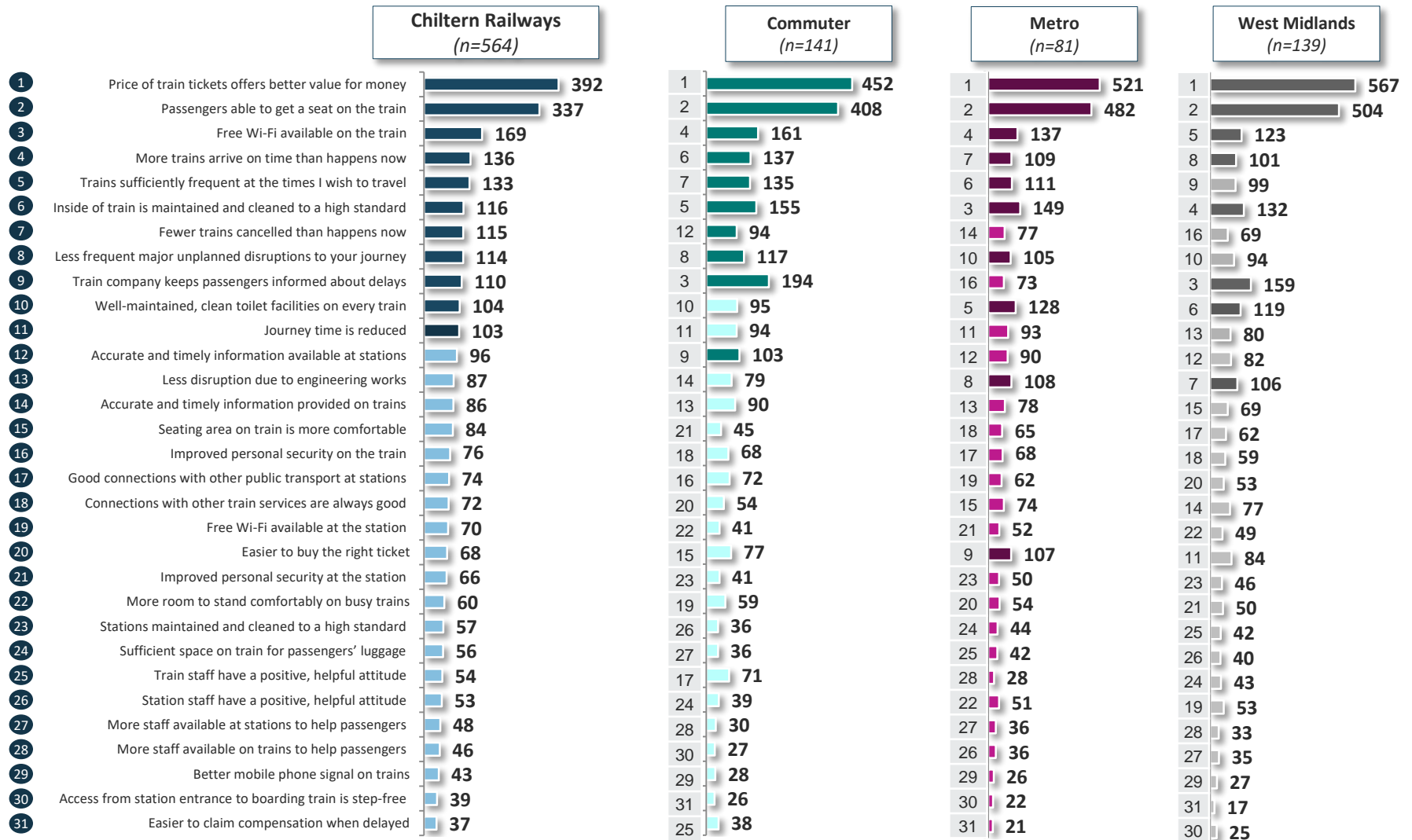
Improvement priority area		Total index	Southend Line		Tilbury Line	
Base:		643	220		199	
			Index	Difference cf. total c2c index	Index	Difference cf. total c2c index
1	Price of train tickets offers better value for money	412	527	115	517	106
2	Passengers able to get a seat on the train	275	357	81	383	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
5	Fewer trains cancelled than happens now	137	140	3	127	-10
6	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
9	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	-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	26	-10

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Chiltern Railways passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

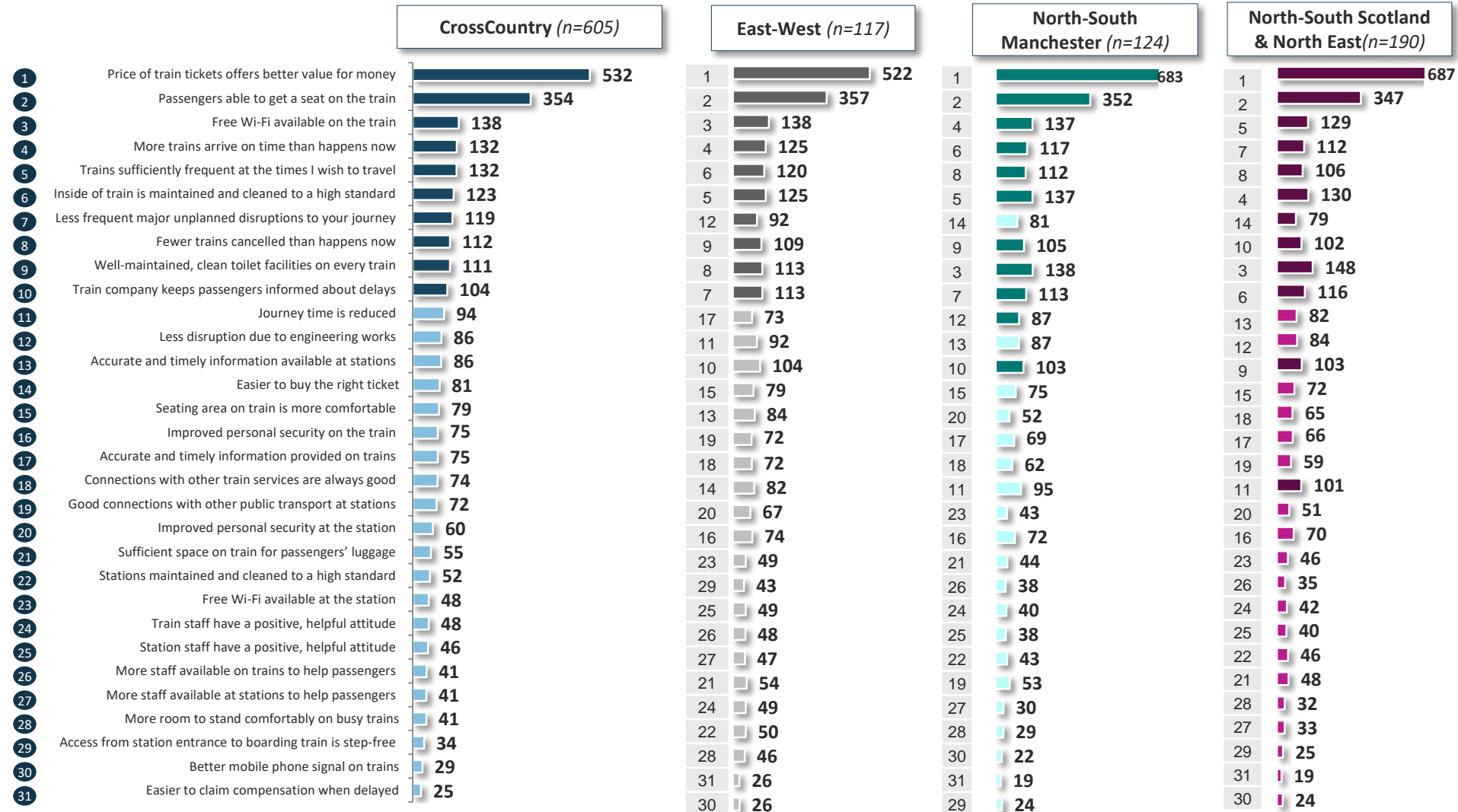
	Improvement priority area	Total index	Commuter		Metro		West Midlands	
			Index	Diff cf. total Chiltern Railways index	Index	Diff cf. total Chiltern index	Index	Diff cf. total Chiltern Railways index
	<i>Base:</i>	564	141		81		139	
1	Price of train tickets offers better value for money	392	452	60	521	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 passenger improvement priorities - building blocks index

Darker bars indicate index >100



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

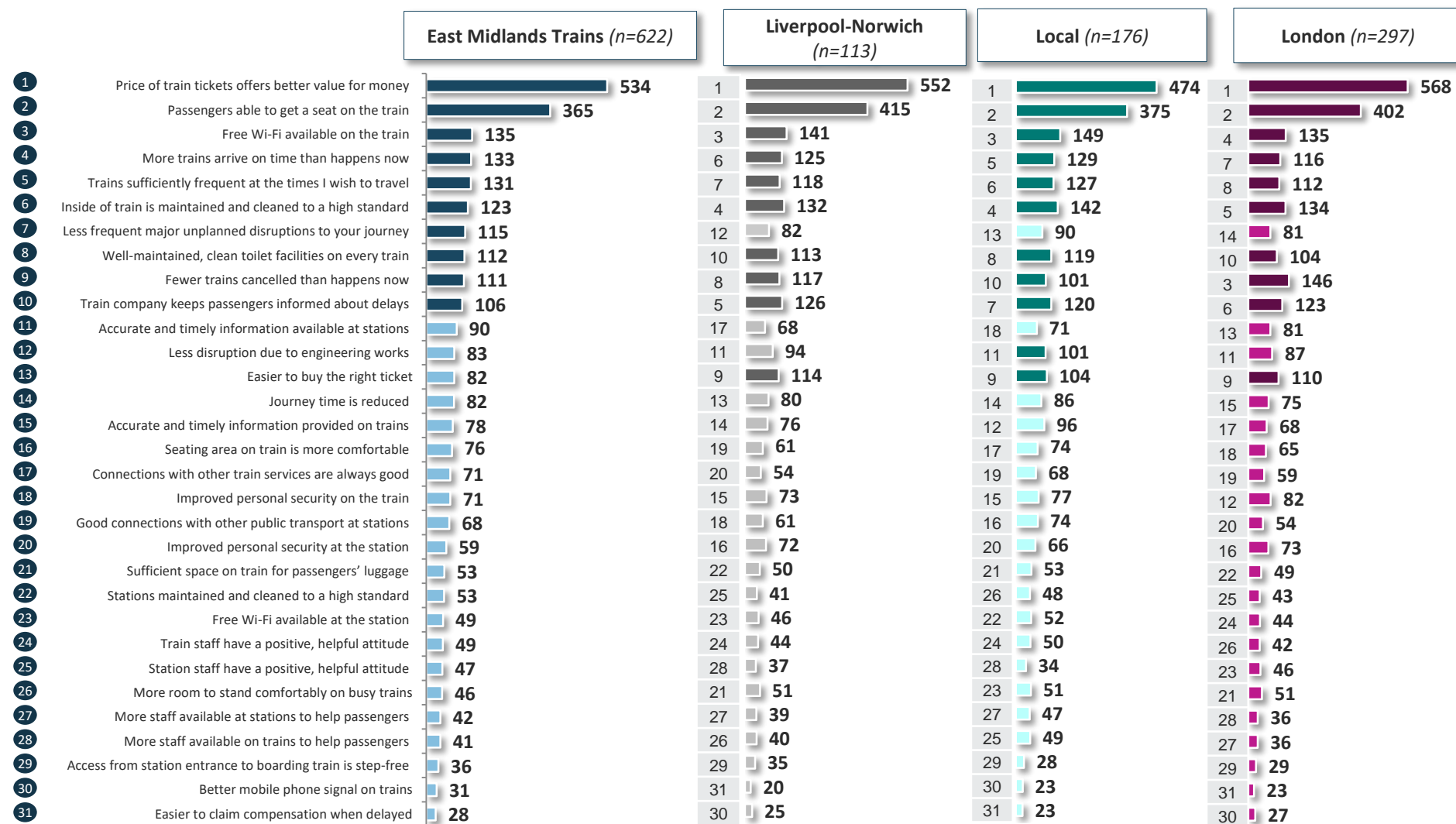
	Improvement priority area	Total index	East-West		North-South Manchester		North-South Scotland & North East	
	Base:	605	117		124		190	
			Index	Difference cf. total CrossCountry index	Index	Difference cf. total CrossCountry index	Index	Difference cf. total CrossCountry index
1	Price of train tickets offers 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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



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

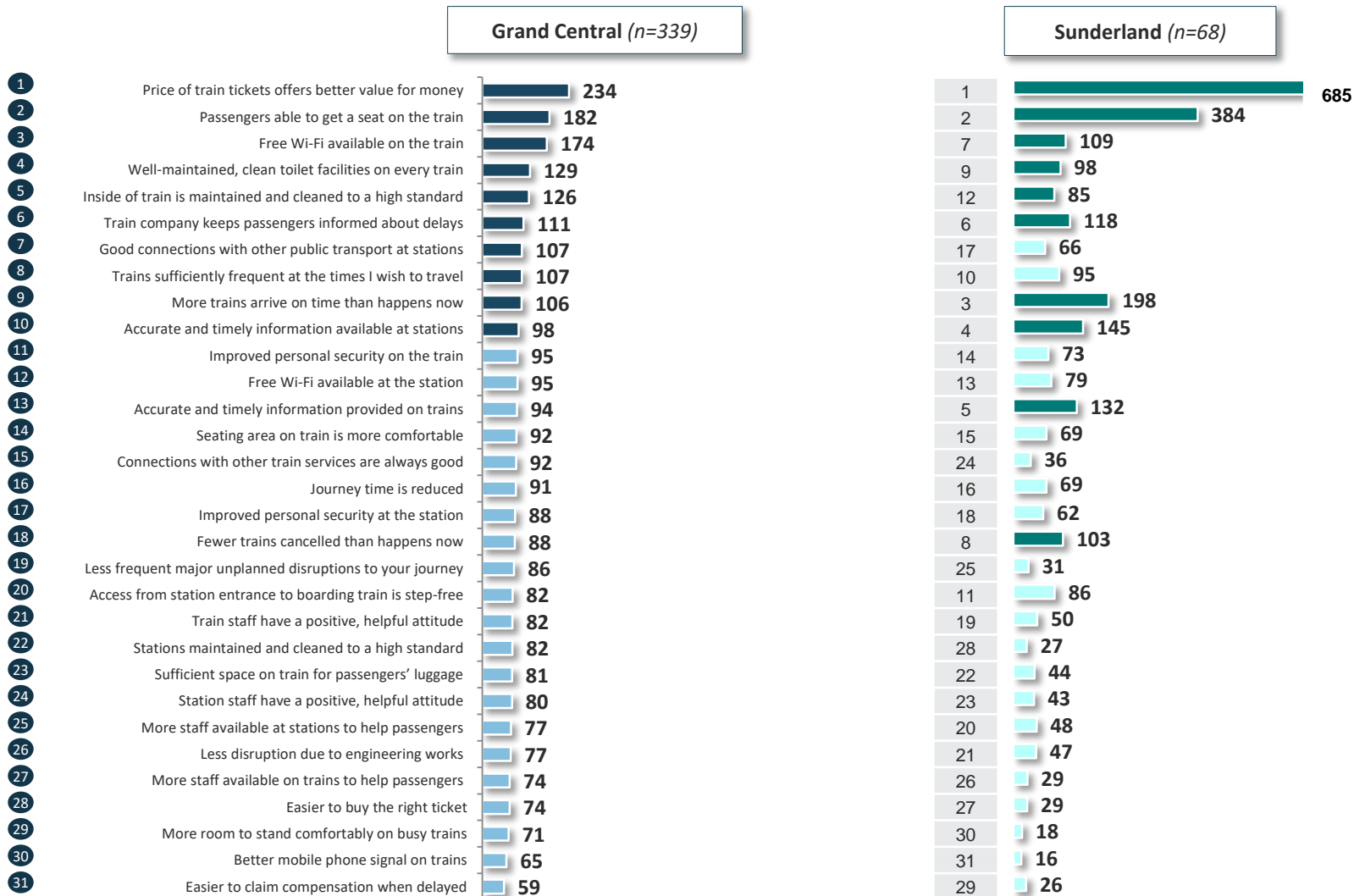
	Improvement priority area	Total index	Liverpool-Norwich		Local		London	
	Base:	622	113		176		297	
			Index	Difference cf. total East Midlands index	Index	Difference cf. total East Midlands index	Index	Difference cf. total East Midlands index
1	Price of train tickets offers better value for money	534	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Grand Central passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Grand Central passenger improvement priorities - building blocks index & difference from Grand Central index

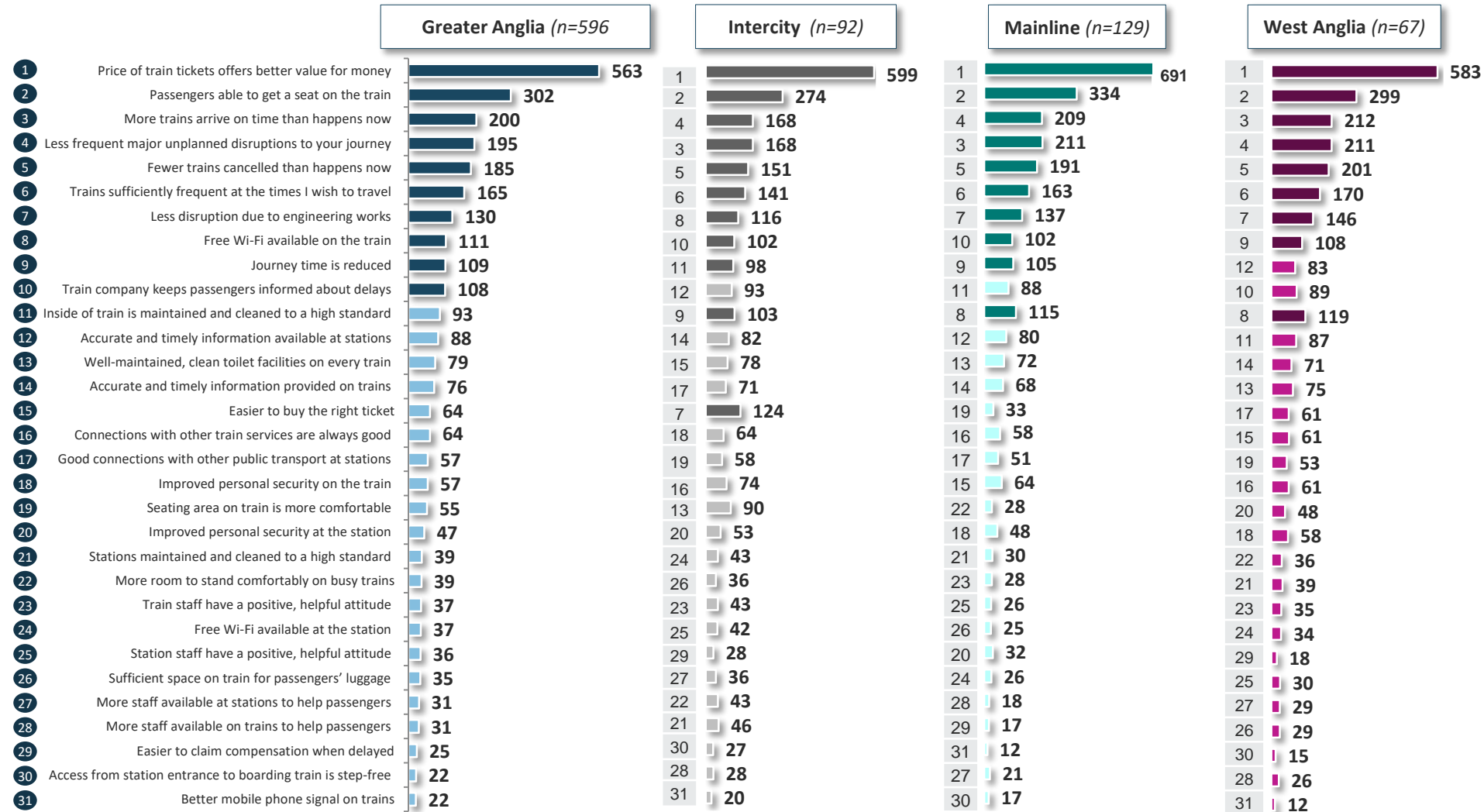
Improvement priority area		Total index	Sunderland	
Base:		339	68	
			Index	Difference cf. total Grand Central index
1	Price of train tickets offers better value for money	234	685	451
2	Passengers able to get a seat on the train	182	384	202
3	Free Wi-Fi available on the train	174	109	-65
4	Well-maintained, 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
10	Accurate and timely information available at stations	98	145	47
11	Improved personal security on the train	95	73	-22
12	Free Wi-Fi available at the station	95	79	-16
13	Accurate and timely information provided on trains	94	132	38
14	Seating area on train is more comfortable	92	69	-23
15	Connections with other train services are always good	92	36	-56
16	Journey time is reduced	91	69	-22
17	Improved personal security at the station	88	62	-26
18	Fewer trains cancelled than happens now	88	103	15
19	Less frequent major unplanned disruptions to your journey	86	31	-55
20	Access from station entrance to boarding train is step-free	82	86	4
21	Train staff have a positive, helpful attitude	82	50	-32
22	Stations maintained and cleaned to a high standard	82	27	-54
23	Sufficient space on train for passengers' luggage	81	44	-36
24	Station staff have a positive, helpful attitude	80	43	-38
25	More staff available at stations to help passengers	77	48	-29
26	Less disruption due to engineering works	77	47	-30
27	More staff available on trains to help passengers	74	29	-45
28	Easier to buy the right ticket	74	29	-45
29	More room to stand comfortably on busy trains	71	18	-53
30	Better mobile phone signal on trains	65	16	-49
31	Easier to claim compensation when delayed	59	26	-32

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Passengers who travel on the Mainline and West Anglia routes prioritise a clean and well-maintained 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



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

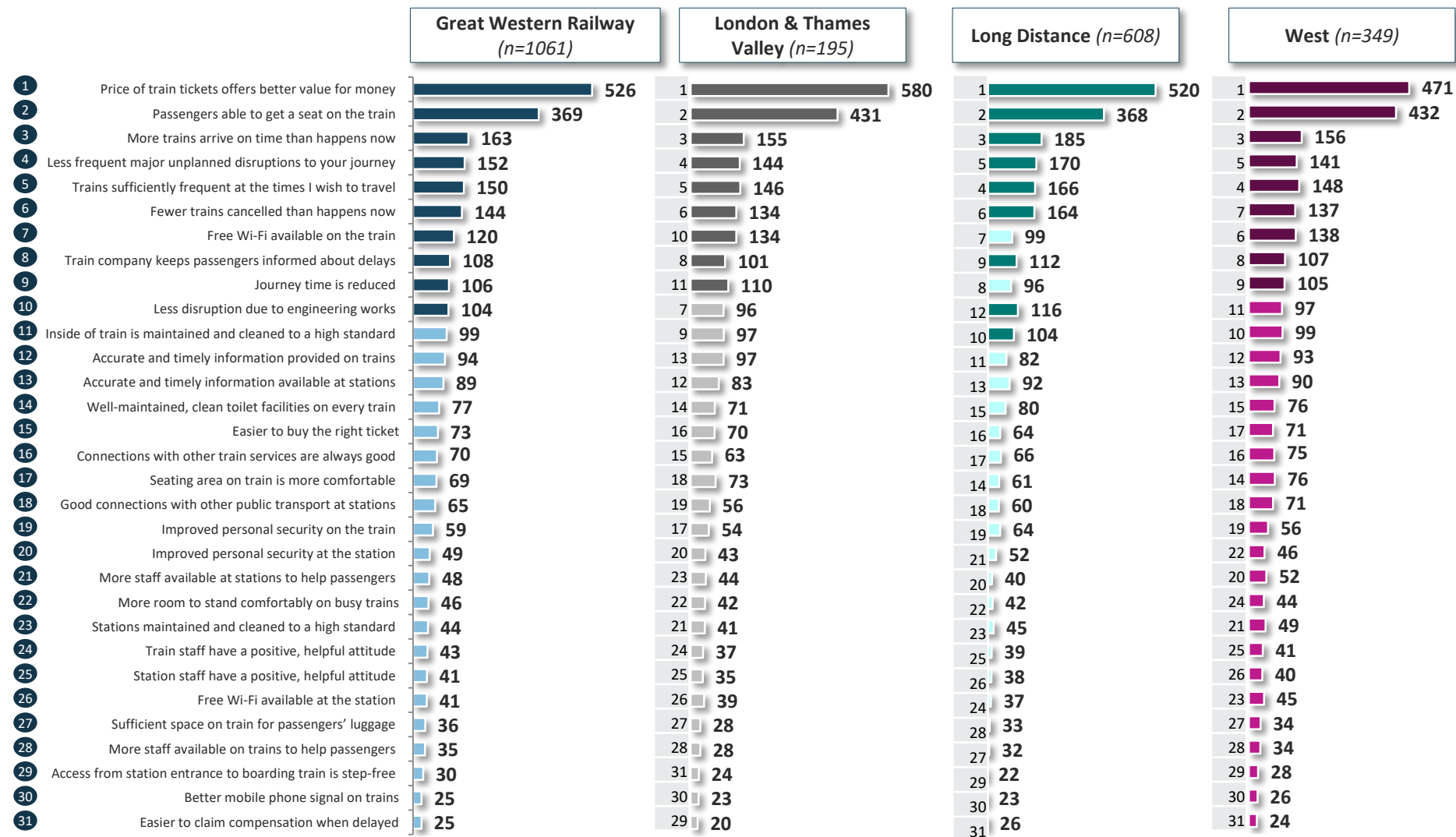
	Improvement priority area	Total index	Intercity		Mainline		West Anglia	
			Index	Difference cf. total Greater Anglia index	Index	Difference cf. total Greater Anglia index	Index	Difference cf. total Greater Anglia index
	<i>Base:</i>	596	92		129		67	
1	Price of train tickets offers better value for money	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Great Western Railway passenger improvement priorities - building blocks index

Darker bars indicate index >100

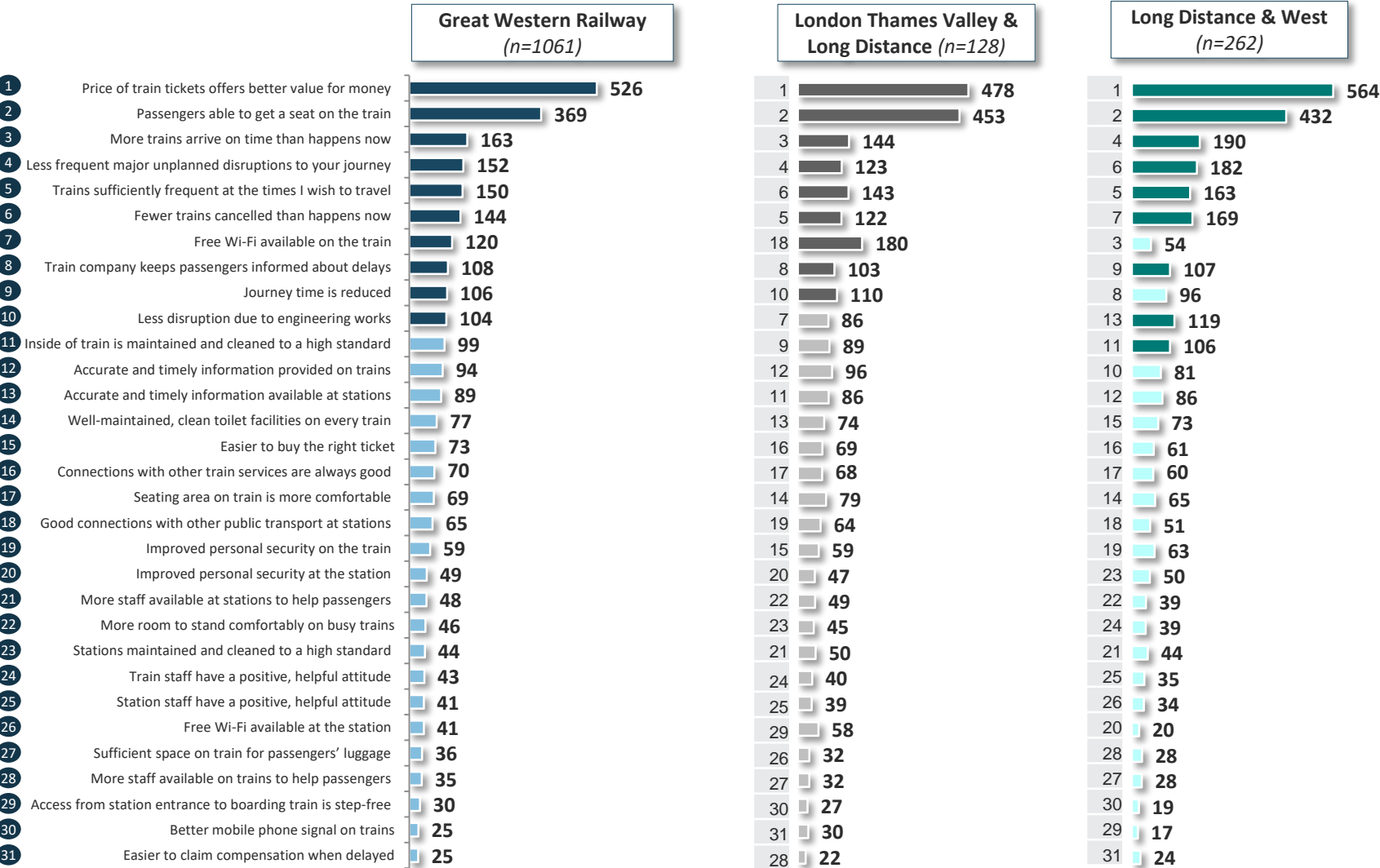


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Great Western Railway passenger improvement priorities - building blocks index

Darker bars indicate index >100

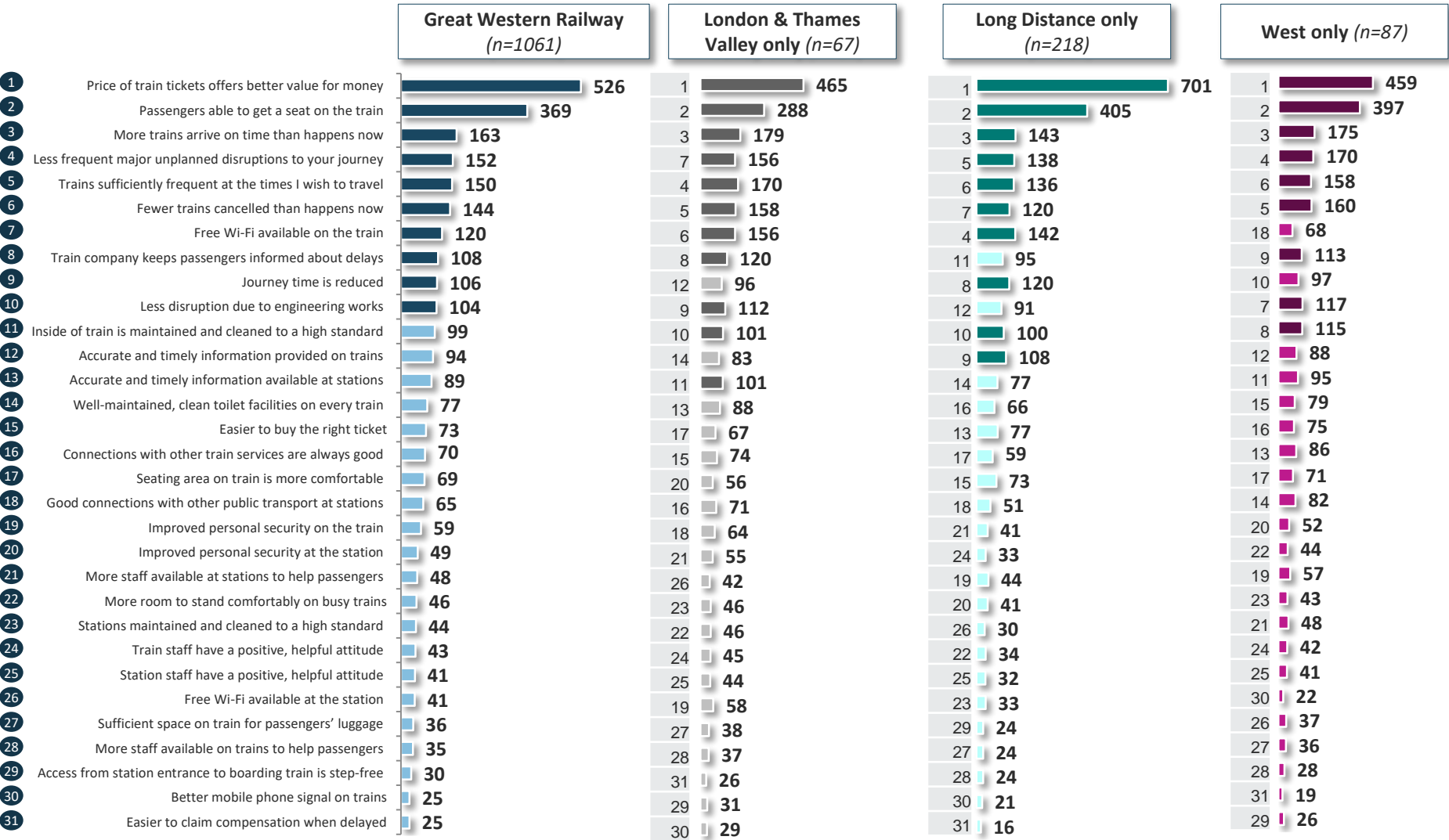


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 index

	Improvement priority area	Total index	London & Thames Valley		Long Distance		West	
	Base:	1061	195		608		349	
			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
11	Journey 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
26	Sufficient 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 Thames Valley & Long Distance		Long Distance & West	
Base:		1061	128		262	
			Index	Difference cf. total GWR index	Index	Difference cf. total 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

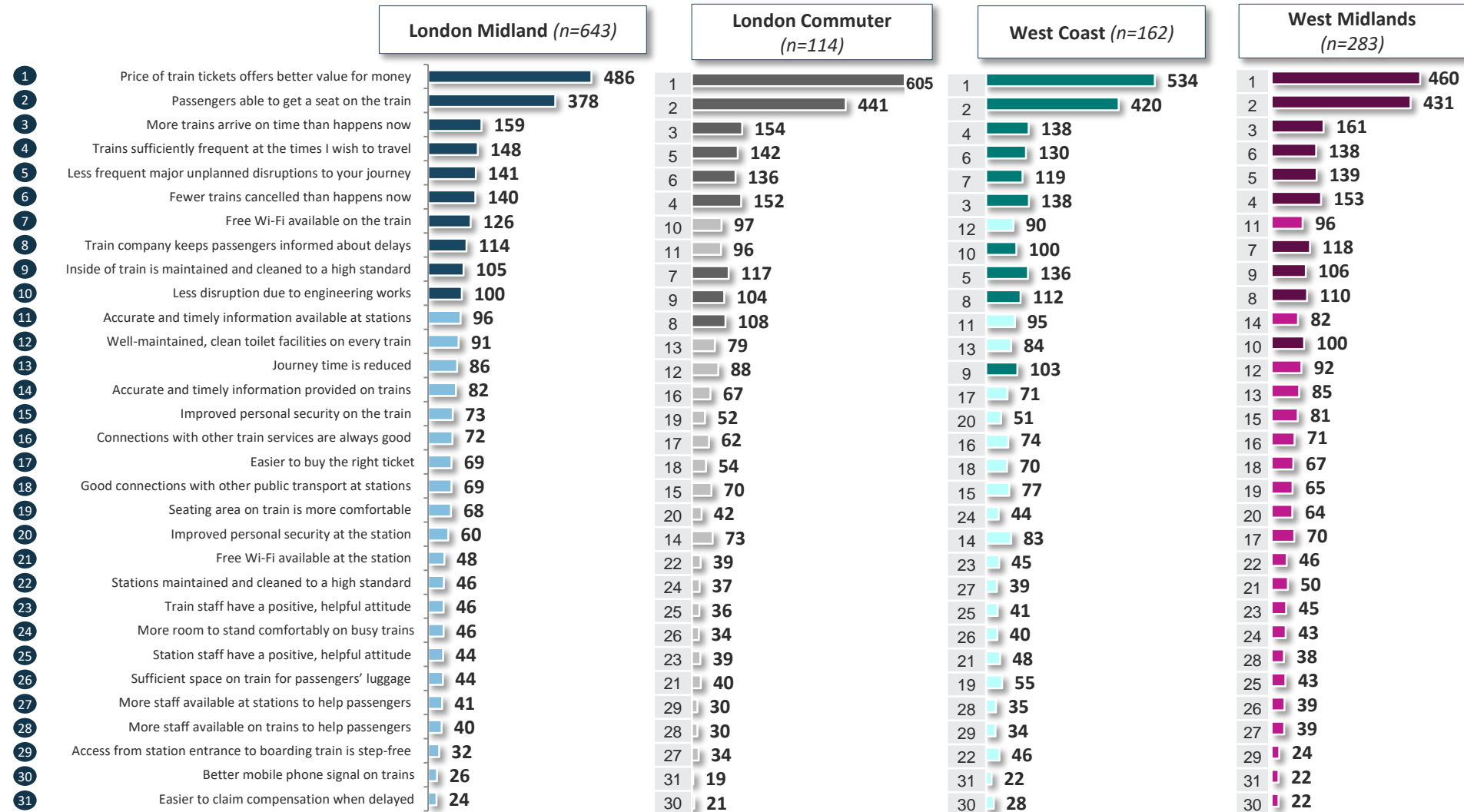
	Improvement priority area	Total index	London & Thames Valley only		Long Distance only		West only	
	Base:	1061	67		218		87	
			Index	Difference cf. total GWR index	Index	Difference cf. total GWR index	Index	Difference cf. total GWR index
1	Price of train tickets offers better value for money	526	465	-61	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

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

London Midland passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

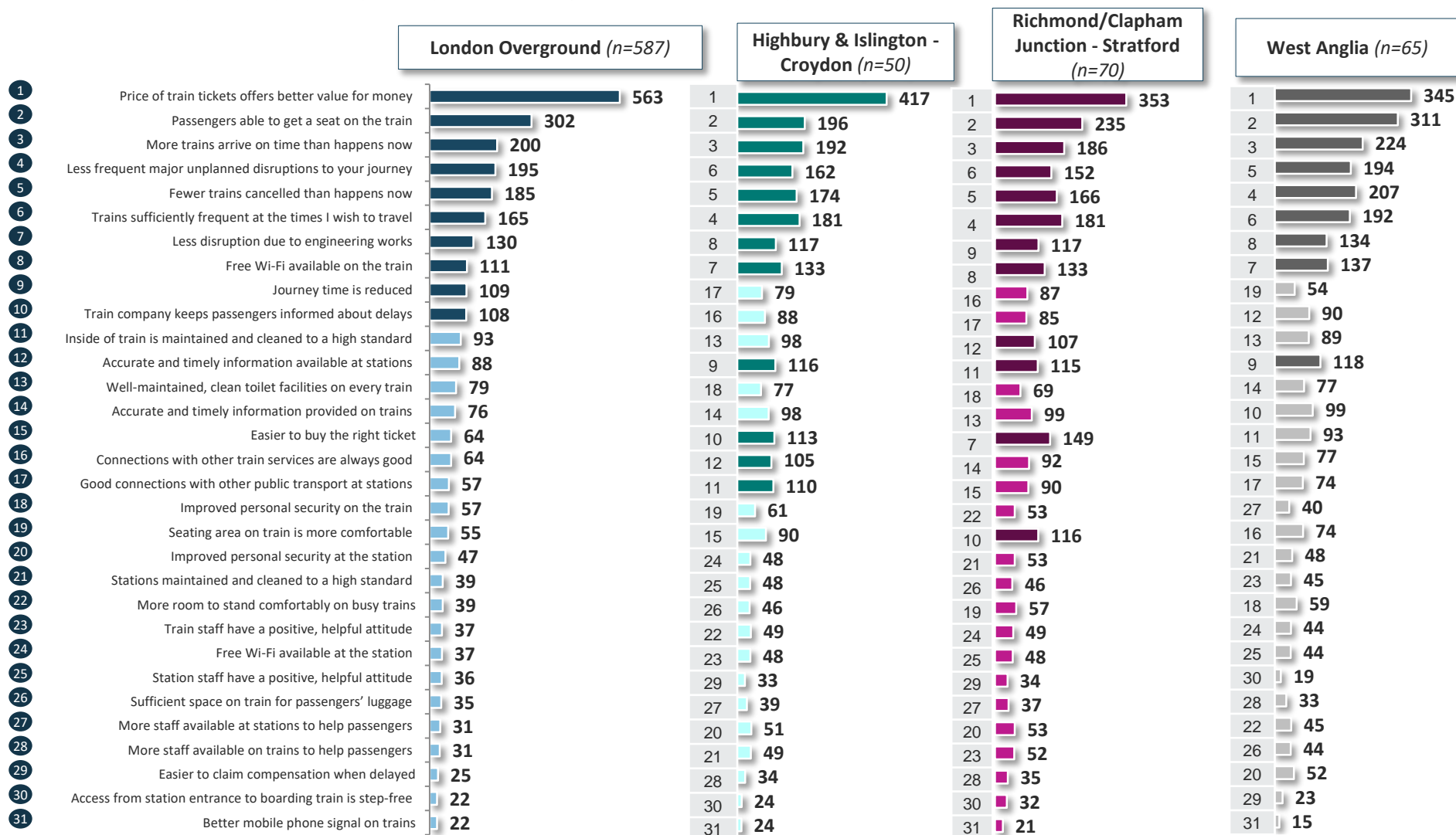
	Improvement priority area	Total index	London Commuter		West Coast		West Midlands	
	<i>Base:</i>	643	114		162		283	
			Index	Diff cf. total London Midland index	Index	Diff cf. total London Midland index	Index	Diff cf. total London Midland index
1	Price of train tickets offers better value for money	486	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

London Overground passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

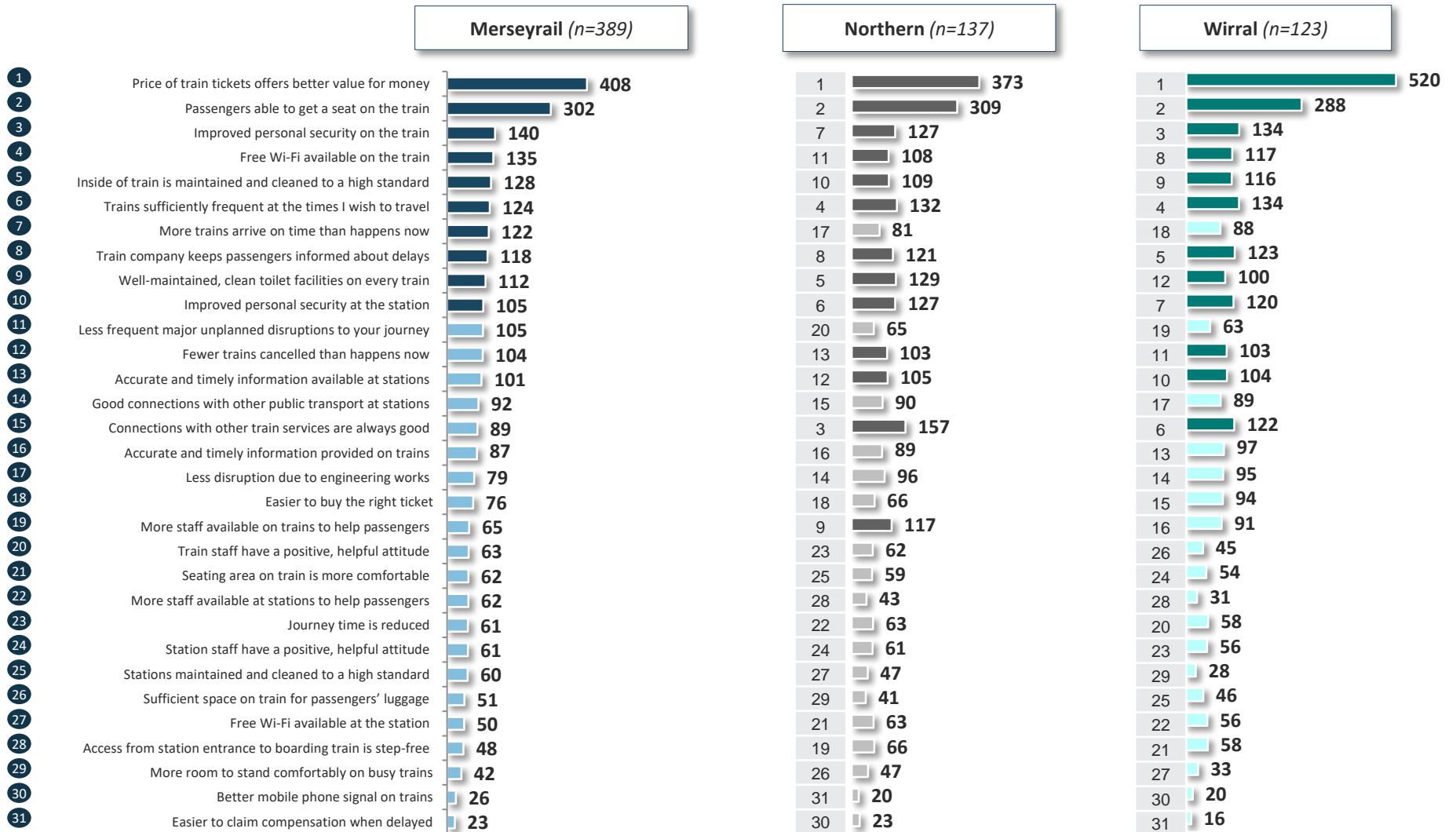
Improvement priority area		Total index	Highbury & Islington - Croydon		Richmond/Clapham Junction-Stratford		West Anglia	
Base:		587	50		70		65	
			Index	Diff cf. total London Overground index	Index	Diff cf. total London Overground index	Index	Diff cf. total London Overground index
1	Price of train ticket 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Merseyrail passenger improvement priorities - building blocks index

Darker bars indicate index >100



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

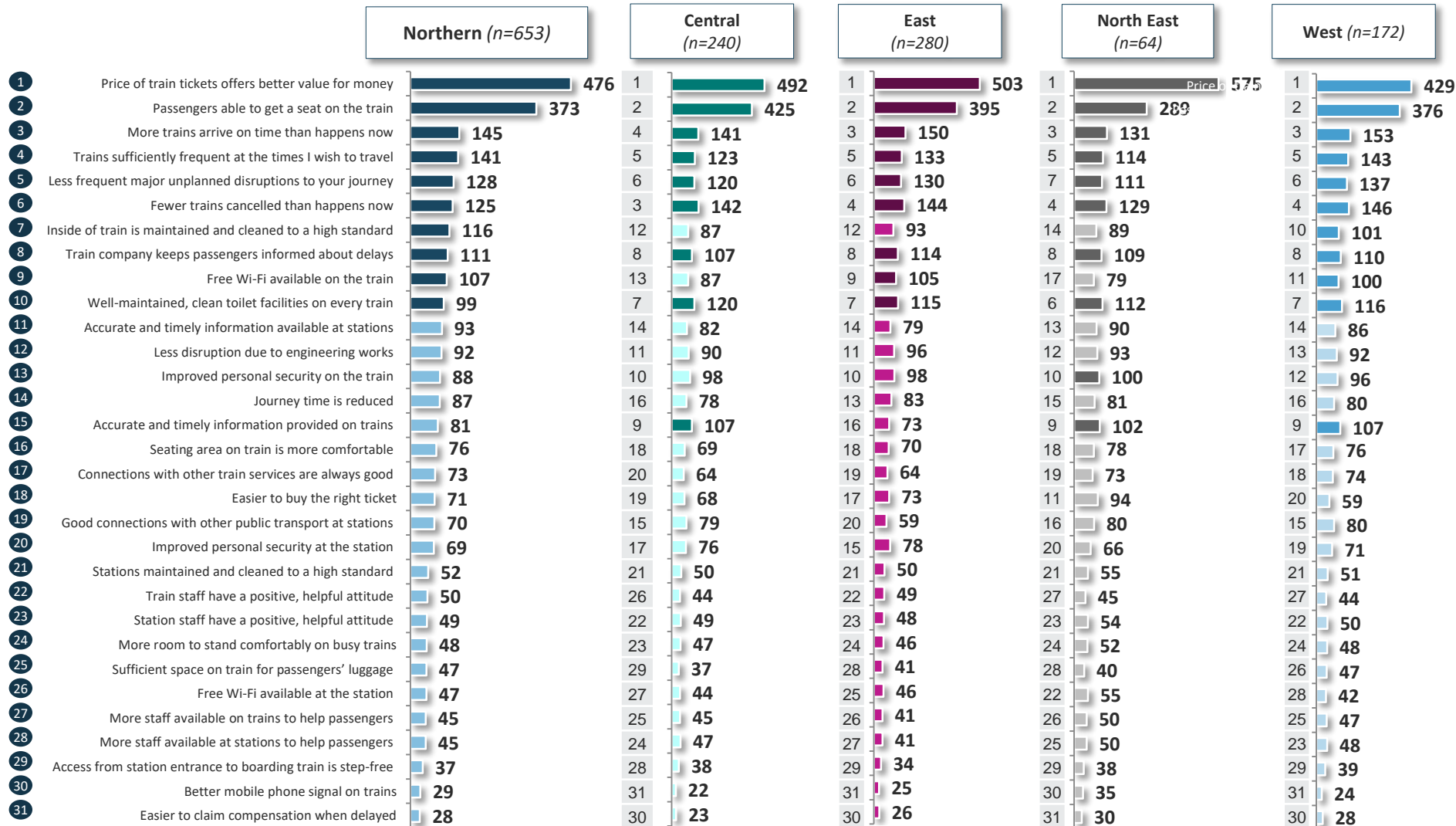
	Improvement priority area	Total index	Northern		Wirral	
	<i>Base:</i>	389	137		123	
			Index	Difference cf. total Merseyrail index	Index	Difference cf. total Merseyrail index
1	Price of train tickets offers better value for money	408	373	-34	520	113
2	Passengers able to get a seat on the train	302	309	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Northern passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 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

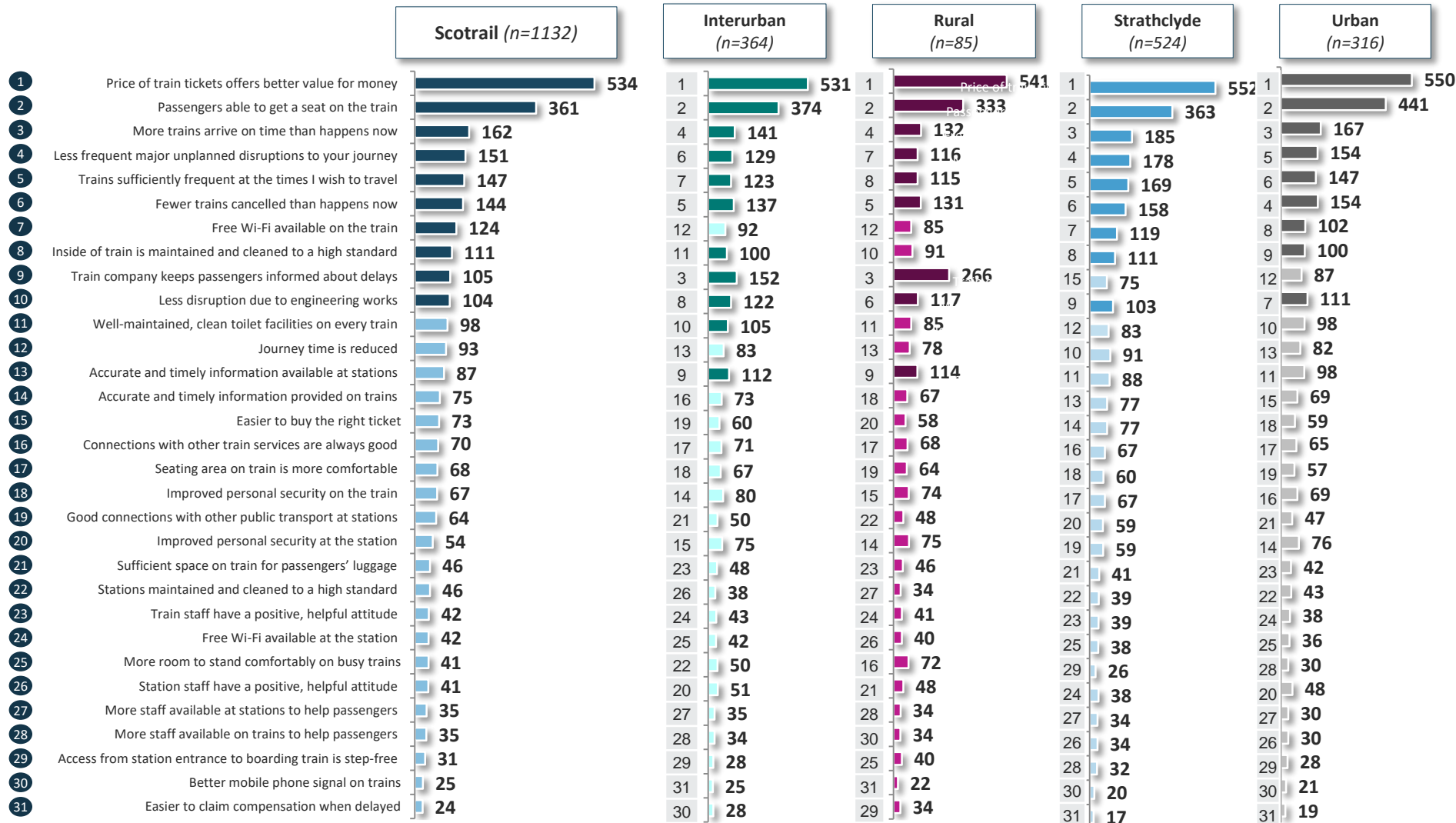
	Improvement priority area	Total index	Central		East		North East		West	
			Index	Diff cf. total Northern index	Index	Diff cf. total Northern index	Index	Diff cf. total Northern index	Index	Diff cf. total Northern index
	<i>Base:</i>	653	240		280		64		172	
1	Price of train tickets offers better value for 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

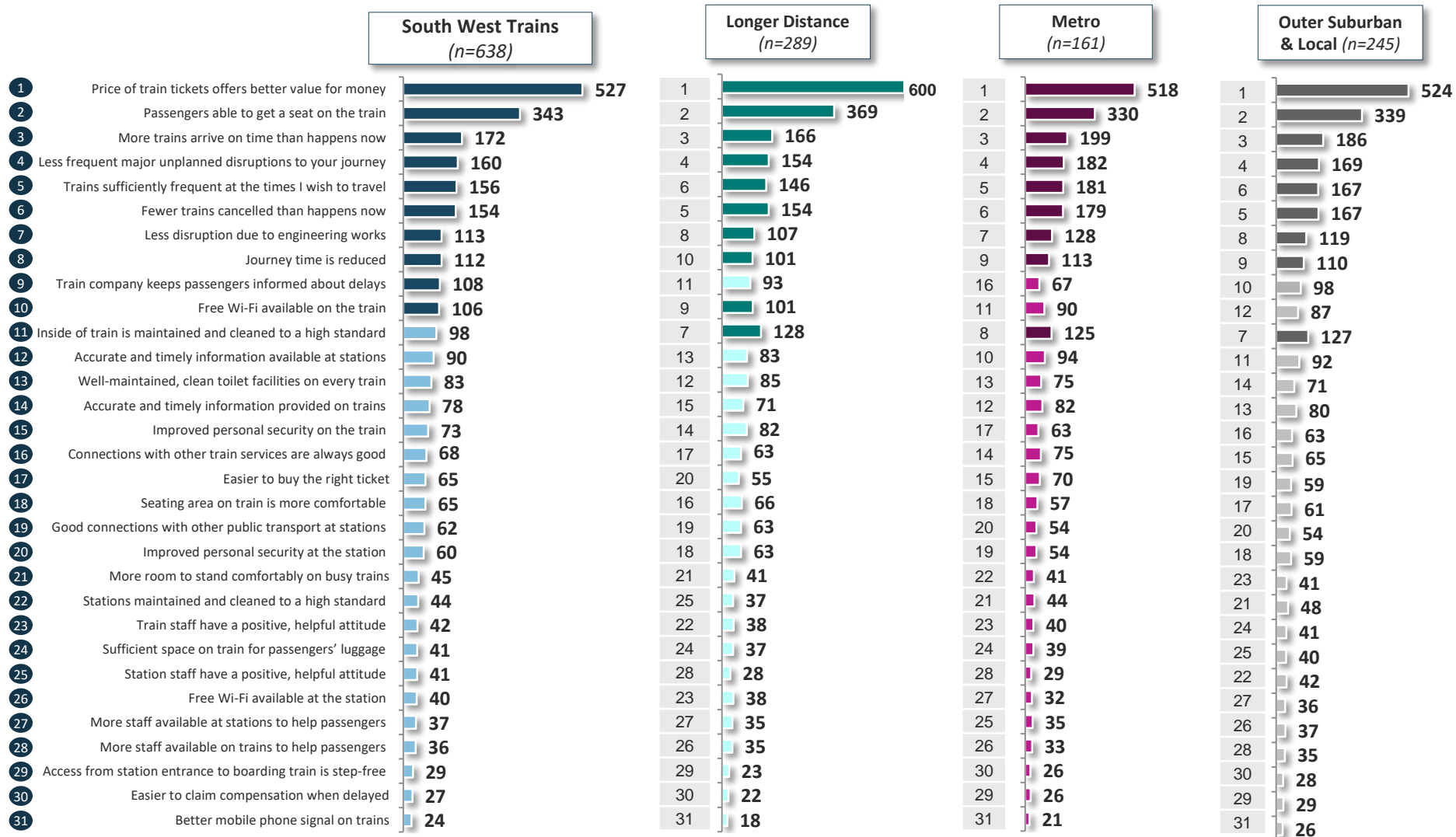
	Improvement priority area	Total index	Interurban		Rural		Strathclyde		Urban	
		1132	Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index	Index	Diff cf. total Scotrail index
1	Price of train tickets offers better value for money	534	531	-4	541	7	552	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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 Suburban passengers, factors relating to on time arrivals and frequency of trains are important

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

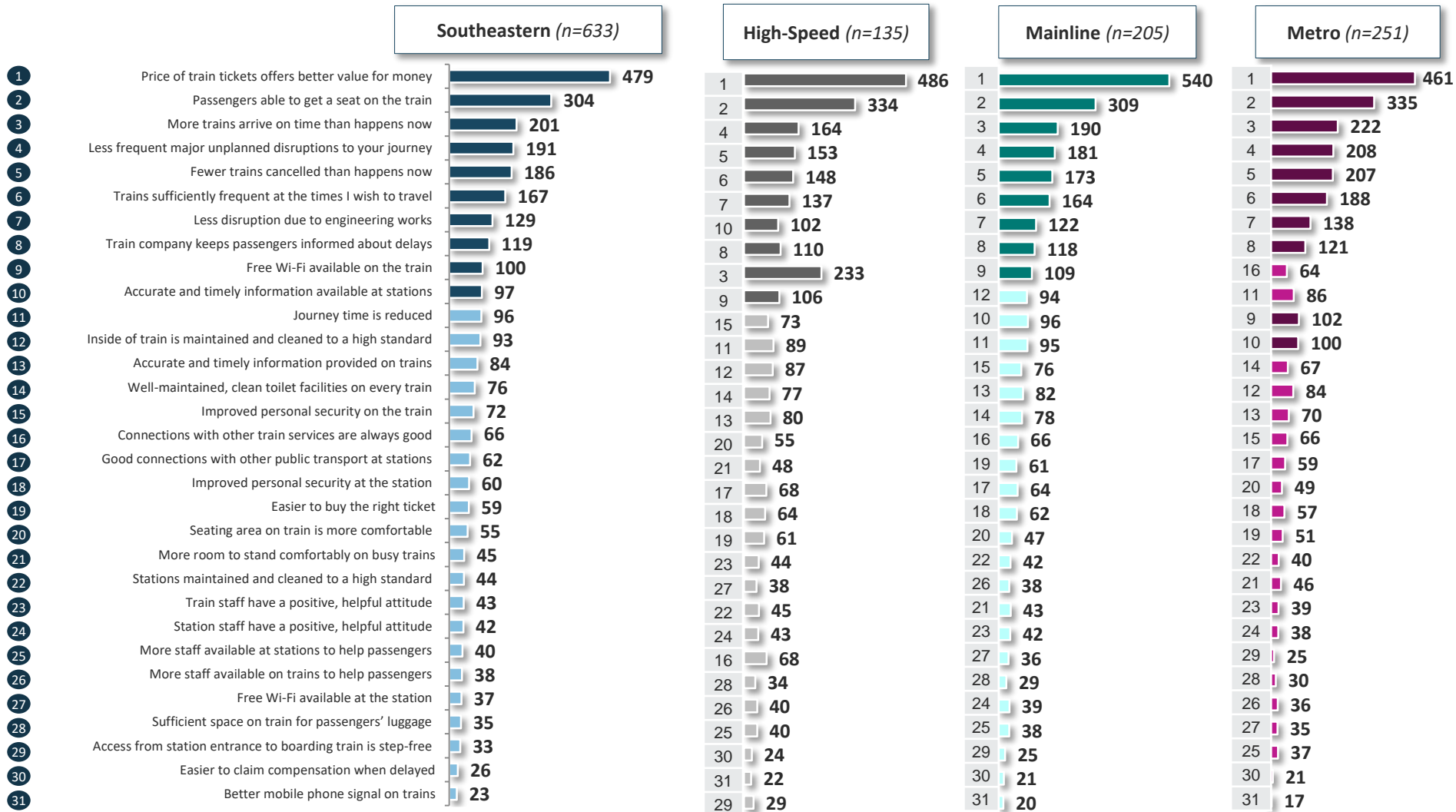
	Improvement priority area	Total index	Longer Distance		Metro		Outer Suburban & Local	
			Index	Diff cf. total South West Trains index	Index	Diff cf. total South West Trains index	Index	Diff cf. total South West Trains index
	<i>Base:</i>	638	289		161		245	
1	Price of train tickets offers better value 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Southeastern passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

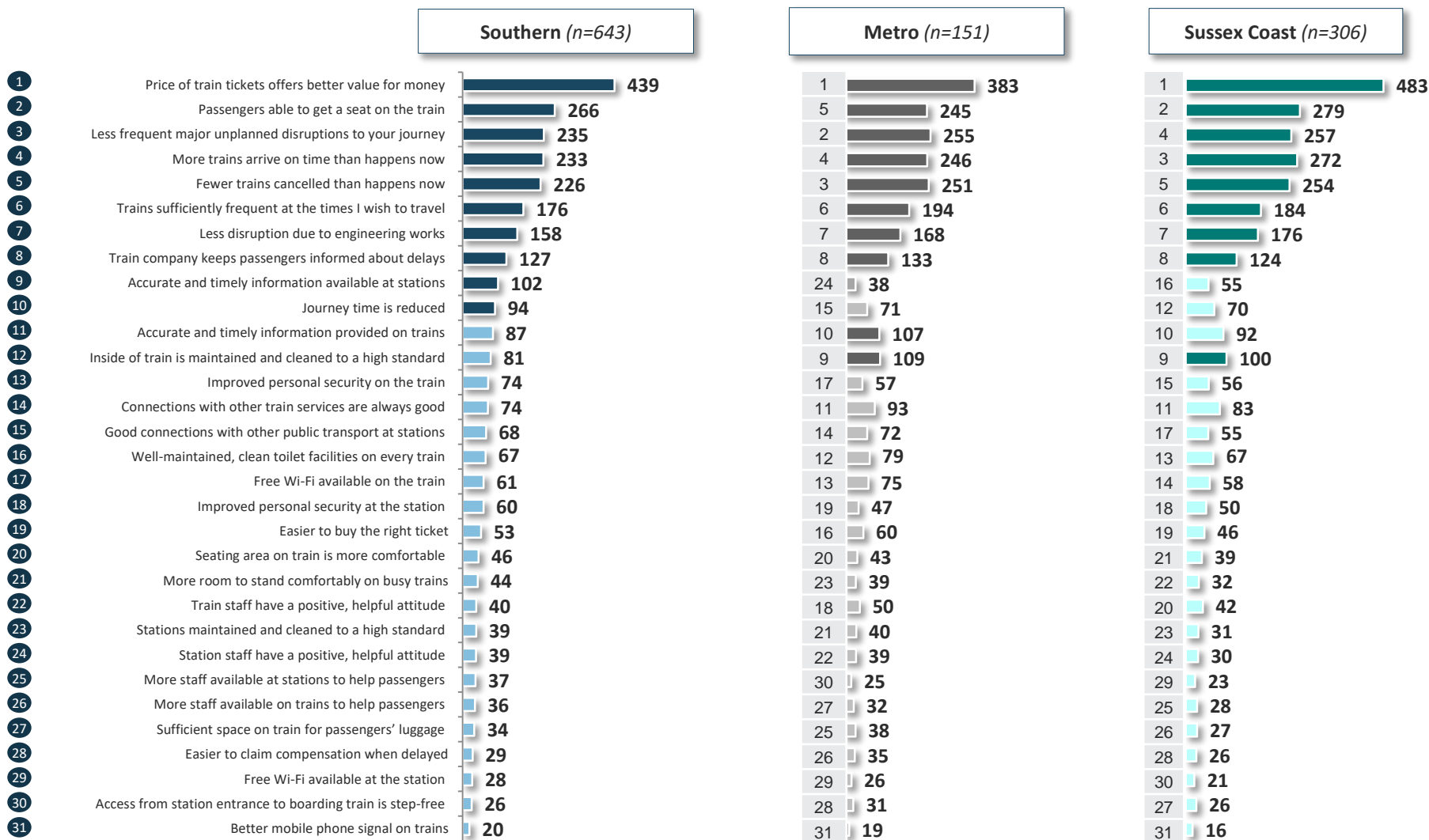
	Improvement priority area	Total index 633	High-Speed 135		Mainline 205		Metro 251	
			Index	Difference cf. total Southeastern index	Index	Difference cf. total Southeastern index	Index	Difference cf. total Southeastern index
1	Price of train tickets offers better value for money	479	486	7	540	61	461	-18
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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

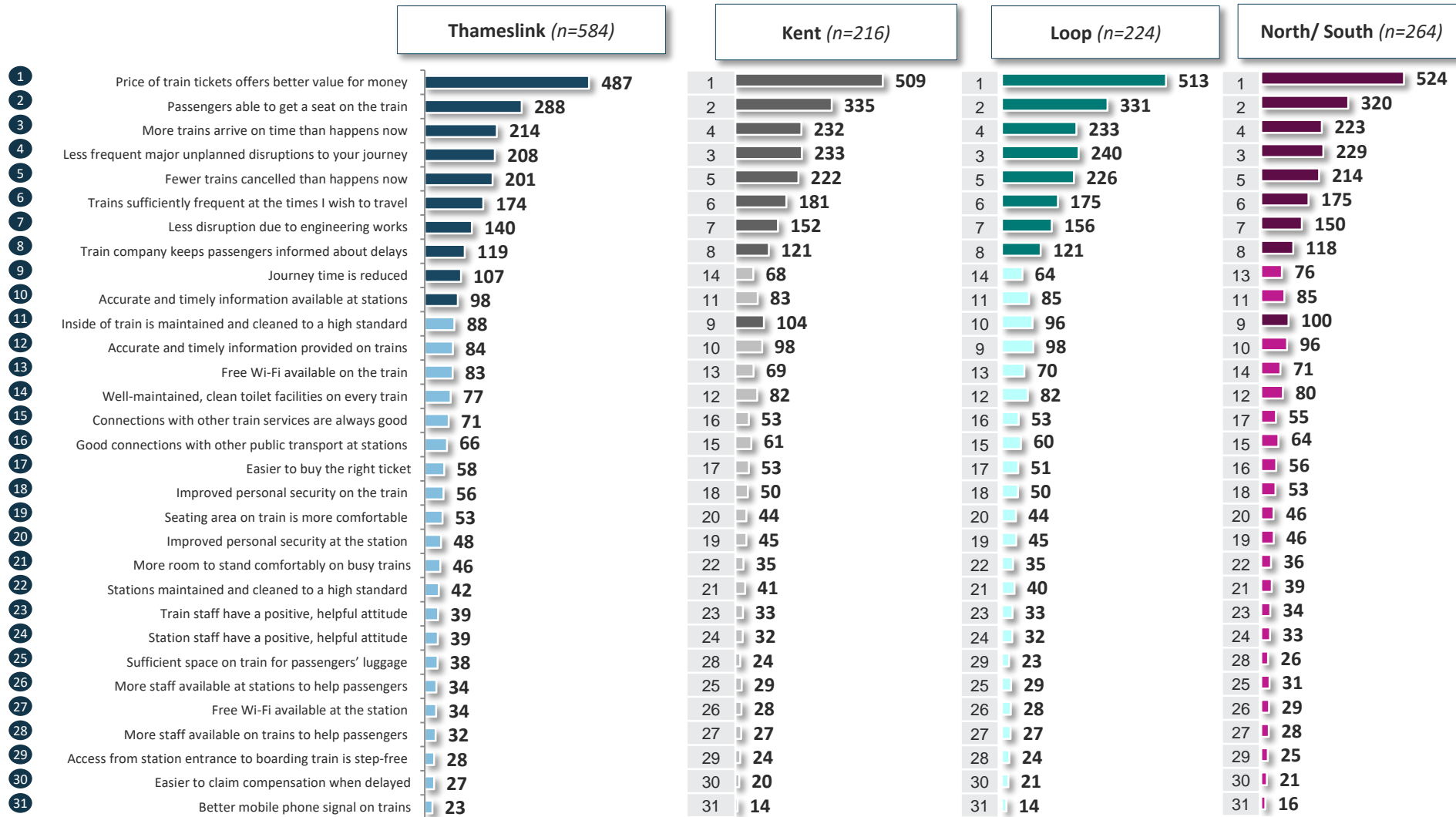
	Improvement priority area	Total index	Metro		Sussex Coast	
	<i>Base:</i>	643	151		306	
			Index	Difference cf. total Southern index	Index	Difference cf. total Southern index
1	Price of train tickets offers better value for money	439	383	-56	483	44
2	Passengers able to get a seat on the train	266	245	-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
31	Better mobile phone signal on trains	20	19	-1	16	-4

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Thameslink passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

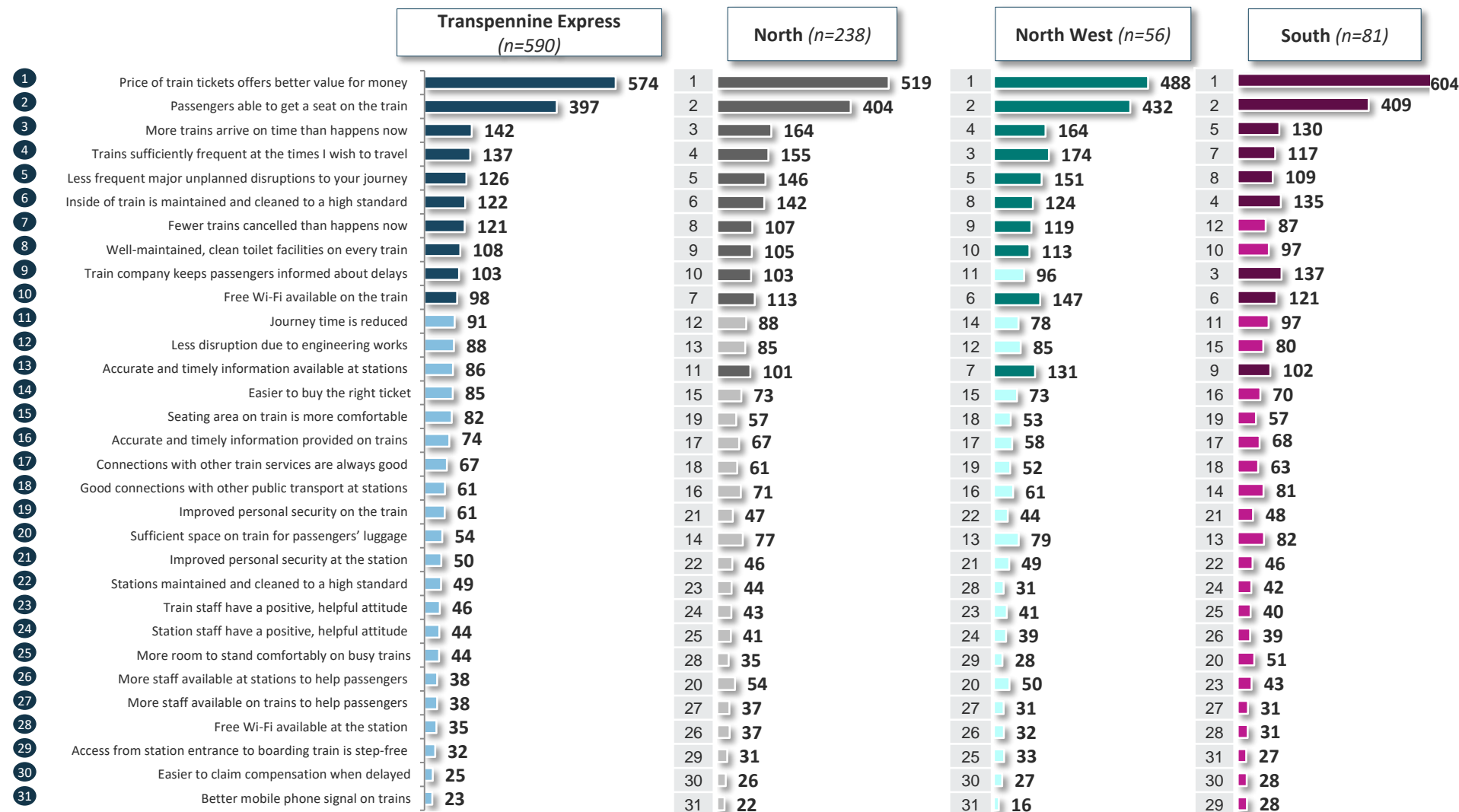
Improvement priority area		Total index	Kent		Loop		North/ South	
Base: 703		584	216		224		264	
			Index	Difference cf. total Thameslink index	Index	Difference cf. total Thameslink index	Index	Difference cf. total Thameslink index
1	Price of train tickets offers better value for money	487	509	22	513	25	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
9	Journey 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Transpennine Express passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

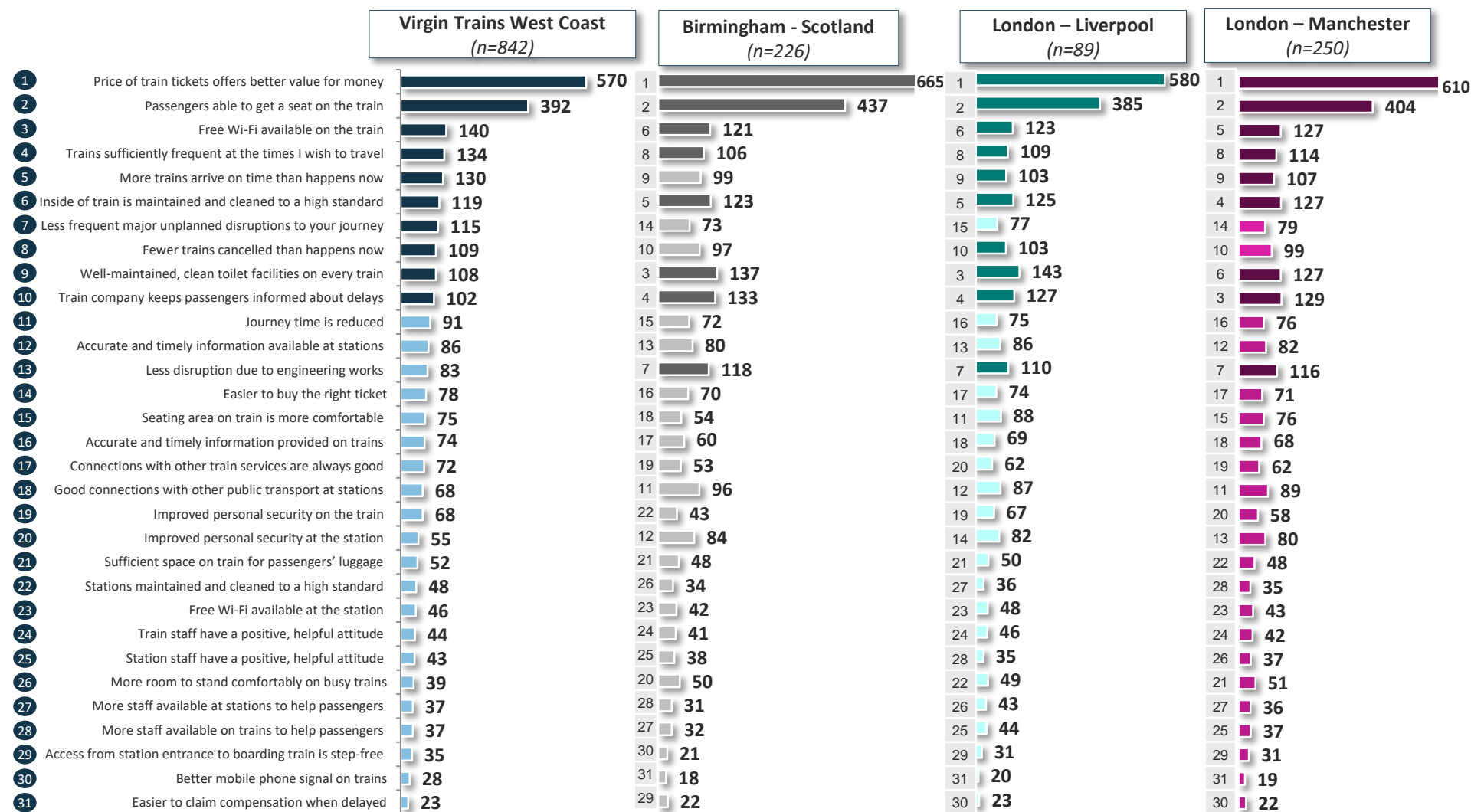
	Improvement priority area	Total index	North		North West		South	
			Index	Diff cf. total Transpennine Express index	Index	Diff cf. total Transpennine Express index	Index	Diff cf. total Transpennine Express index
	<i>Base:</i>	590	238		56		81	
1	Price of train tickets offers better value for money	574	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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

Less engineering works disruption is of greater concern to the individual routes than Virgin Trains West Coast 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

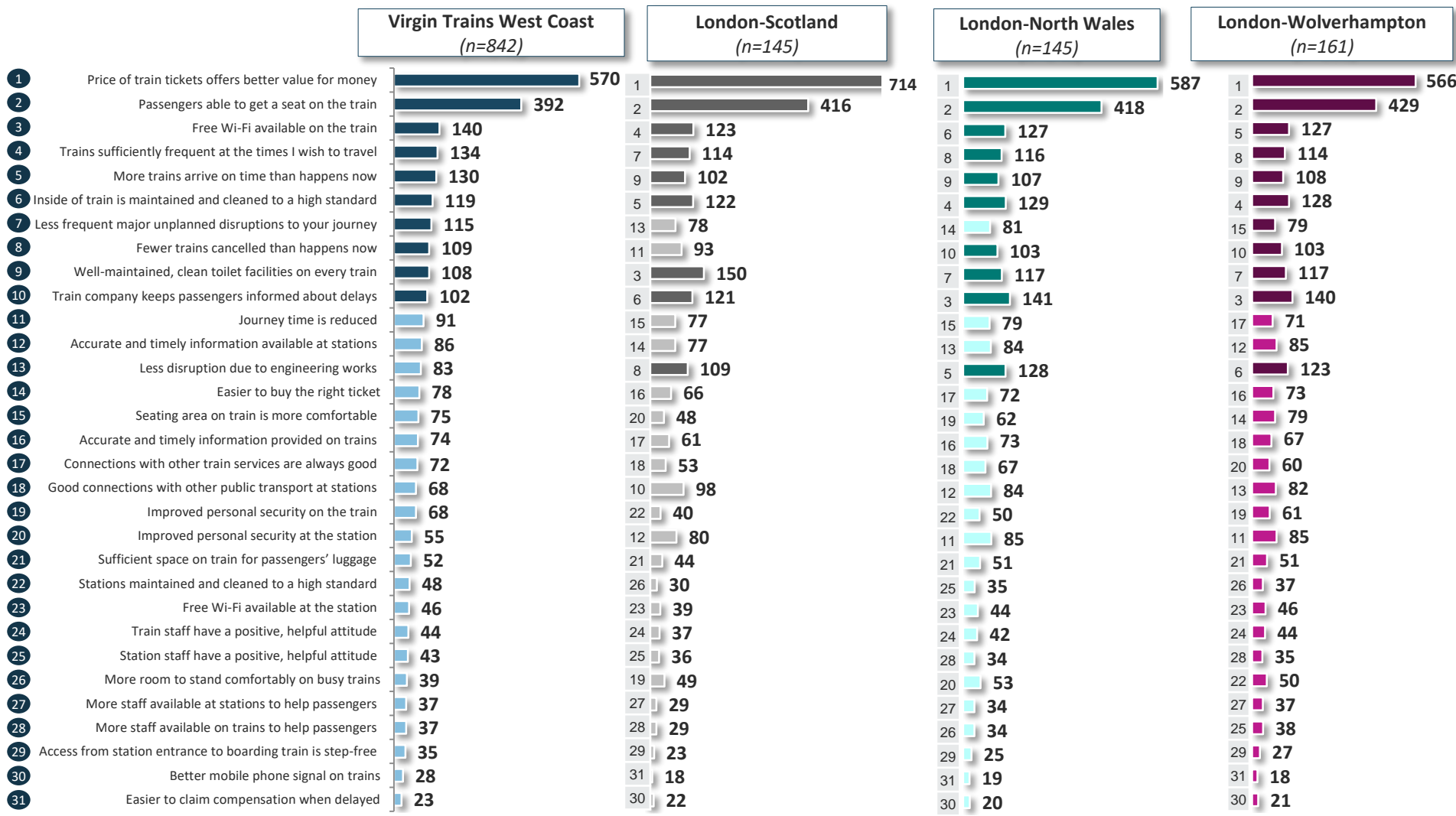


Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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	
			Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index
	<i>Base:</i>	842	226		89		250	
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

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

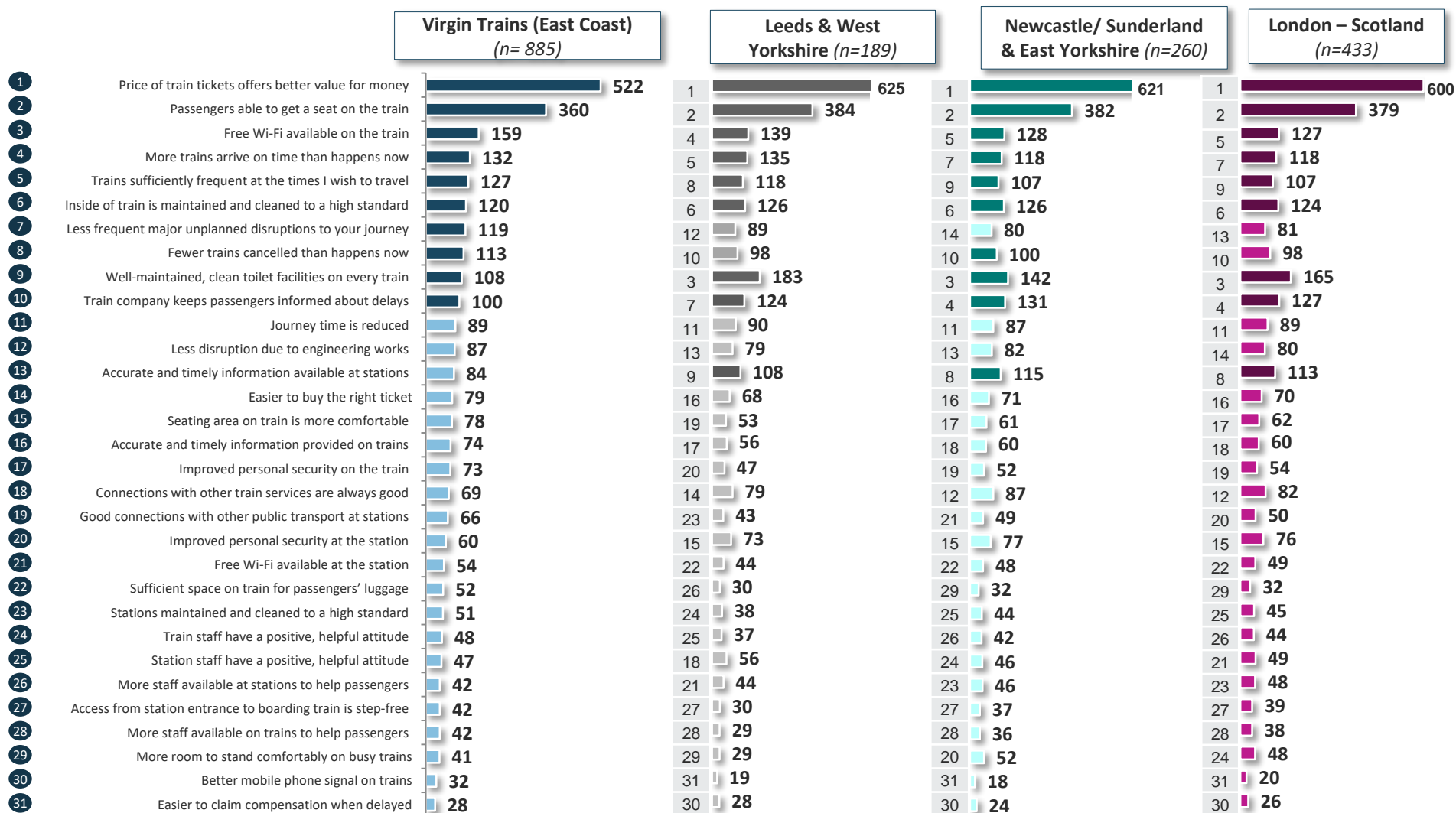
Improvement priority area		Total index	London - Scotland		London – North Wales		London-Wolverhampton	
Base:		842	145		145		161	
			Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index	Index	Difference cf. total Virgin Trains WC index
1	Price of train tickets 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

Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

Virgin Trains (East Coast) passenger improvement priorities - building blocks index

Darker bars indicate index >100



Transport Focus: Rail Passengers' Priorities for Improvement: 2017

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

	Improvement priority area	Total index	Leeds & West Yorkshire		Newcastle/ Sunderland & East Yorkshire		London - Scotland	
			Index	Difference cf. total Virgin Trains (EC) index	Index	Difference cf. total Virgin Trains (EC) index	Index	Difference cf. total Virgin Trains (EC) index
	<i>Base:</i>	885	189		260		433	
1	Price of train tickets offers better value for money	522	625	102	621	99	600	78
2	Passengers able to get a seat on the train	360	384	25	382	22	379	19
3	Free Wi-Fi available on the train	159	139	-20	128	-31	127	-32
4	More trains arrive on time than happens now	132	135	3	118	-13	118	-14
5	Trains sufficiently frequent at the times I wish to travel	127	118	-9	107	-21	107	-21
6	Inside of train is maintained and cleaned to a high standard	120	126	6	126	6	124	4
7	Less frequent major unplanned disruptions to your journey	119	89	-30	80	-39	81	-38
8	Fewer trains cancelled than happens now	113	98	-15	100	-13	98	-16
9	Well-maintained, clean toilet facilities on every train	108	183	75	142	34	165	57
10	Train company keeps passengers informed about delays	100	124	24	131	31	127	27
11	Journey time is reduced	89	90	2	87	-2	89	0
12	Less disruption due to engineering works	87	79	-8	82	-5	80	-6
13	Accurate and timely information available at stations	84	108	24	115	30	113	29
14	Easier to buy the right ticket	79	68	-11	71	-9	70	-9
15	Seating area on train is more comfortable	78	53	-25	61	-17	62	-16
16	Accurate and timely information provided on trains	74	56	-18	60	-15	60	-14
17	Improved personal security on the train	73	47	-26	52	-21	54	-19
18	Connections with other train services are always good	69	79	10	87	18	82	13
19	Good connections with other public transport at stations	66	43	-23	49	-18	50	-16
20	Improved personal security at the station	60	73	13	77	17	76	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	-11
31	Easier to claim compensation when delayed	28	28	0	24	-4	26	-2

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