



National Rail Passenger Survey

Main Report Autumn 2017



Transport Focus is the independent transport user watchdog

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

Passenger Focus became Transport Focus on 30 March 2015. It continues to represent train passengers in Britain and bus, coach

and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

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

What is Transport Focus doing for me?

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

Campaigning for improvements

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

- We focus on a number of key issues, including:

- disruption
- fares and tickets
- quality and level of services
- investment.

Resolving complaints with rail companies

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

Contents

1 Introduction

- 1.1 Background 3
- 1.2 Other comments and contacts 4

2 Key results

- 2.1 Autumn 2017 wave 5
- 2.2 National and sector results 7

3 Individual train company results

- 3.1 Overall satisfaction 11
- 3.2 Value for money of the price of your ticket 12
- 3.3 Punctuality and reliability of the train 13
- 3.4 Level of crowding 14
- 3.5 Overall satisfaction with the station 15
- 3.6 How well the train company dealt with delays 16
- 3.7 London and South East operators 17
- 3.8 Long-distance operators 32
- 3.9 Regional operators 39

4 Individual train company results by route

- 4.1 Overall satisfaction 44
- 4.2 Value for money of the price of your ticket 45
- 4.3 Punctuality and reliability of the train 46
- 4.4 Level of crowding 47
- 4.5 Overall satisfaction with the station 48
- 4.6 How routes are defined 49

5 What impacts on satisfaction and dissatisfaction?

- 5.1 Key drivers analysis 53

6 National results by journey purpose

- 6.1 Satisfaction by journey purpose 56

7 Technical appendix

- 7.1 Methodology 57
- 7.2 NRPS statement of compliance with official statistics 59
- 7.3 Issues affecting the Autumn 2017 survey 60
- 7.4 Rail sectors 61

Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers journey satisfaction with rail travel. Opinions of train services are collected twice a year from a representative sample of passenger journeys.

Main fieldwork took place between 1 September and 15 November 2017. Most top-up shifts were done within the last three weeks of the fieldwork period.

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

More analysis for each train company can be found in 'at-a-glance' guides which are available for each train company and for Great Britain on the Transport Focus website. Other NRPS analysis is also available and readily accessible. Detailed NRPS analysis is available through our online portal at <http://www.railpassengerdata.org.uk/>

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

Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2016 or Spring 2017. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2017 survey the main comparison is against the Autumn 2016 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is

a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

The methodology used for these four train companies is the same as for most franchised train companies, except

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

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

The overall sample size for the Autumn 2017 survey was 27,819 for all the train companies combined (25,618 for the franchised companies).

Contacts

Media enquiries

0300 123 2170

Content/presentation/methodology enquiries

0300 123 0837

Key results

Autumn 2017 wave

- Overall satisfaction by TOC varied between 72 per cent and 96 per cent.
- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with autumn 2016, four significantly improved (Thameslink, Southern, Grand Central, and Southeastern) and four significantly declined (South Western Railway, Merseyrail, Heathrow Express, and London Overground). All other TOCs had no statistically significant change in their overall satisfaction results compared with autumn 2016.
- The highest ratings for overall satisfaction were achieved by Grand Central (96 per cent), Hull Trains (95 per cent), Virgin Trains East Coast (92 per cent), Virgin Trains (91 per cent) and Heathrow Express (91 per cent).
- The lowest ratings for overall satisfaction were given to Southern (72 per cent), TfL Rail (75 per cent), South Western Railway (75 per cent), Great Northern (77 per cent), Arriva Trains Wales (79 per cent), and Great Western Railway (79 per cent).
- Overall satisfaction by individual routes within TOCs varied between 61 per cent and 96 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 21 per cent and 78 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 51 per cent and 98 per cent.
- Satisfaction with levels of crowding by individual routes within TOCs varied between 46 per cent and 94 per cent.
- For London and the South East operators 80 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is not significantly different compared to autumn 2016 (when 80 per cent were also satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for 17 service areas and declined for one. The biggest improvement in satisfaction was with the choice of shops/eating/ drinking facilities available at the station (+6 per cent). Provision of information during the journey, and helpfulness and attitude of staff on train both improved by five per cent. The decline in satisfaction was with overall satisfaction with the train (-2 per cent).
- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 86 per cent. This was not significantly different compared to autumn 2016 (when 86 per cent were also satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for three service areas, declined for two, and the rest were unchanged. The biggest improvement in satisfaction was the increase of four per cent for space for luggage on the train. The two declines in satisfaction were with overall satisfaction with the train, and punctuality/reliability (both -2 per cent).
- For regional operators 83 per cent of passenger journeys passengers were very or fairly satisfactory with their journey overall. This was not significantly different to autumn 2016 when 84 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for one service area, declined for one and the rest were unchanged. The improvement in satisfaction was with provision of information about train times/platforms at the station (+4%). The decline in satisfaction was with overall satisfaction with the train (-4 per cent).
- Nationally the percentage of journeys rated as satisfactory for their journey overall was 81 per cent. This was not significantly different compared to autumn 2016 (when 81 per cent of journeys were also satisfactory). 83 per cent of journeys were rated as satisfactory by passengers overall in spring 2017.
- At a national level, the proportion of journeys rated as satisfactory by passengers regarding punctuality/

reliability was 74 per cent. This was significantly up compared to autumn 2016 when 73 per cent were satisfactory.

- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for 17 service areas, declined for one, and the rest were unchanged (or were new factors and there was therefore no comparison with previous waves). The biggest improvement in satisfaction was with choice of shops/eating/drinking facilities available (+5 per cent). The decline in satisfaction was with overall satisfaction with the train (-2 per cent).
- The proportion of journeys rated as satisfactory by passengers regarding value for money for the price of their ticket nationally was 47 per cent. This was not significantly different compared to autumn 2016 when 47 per cent were also satisfactory. 69 per cent of journeys were rated as satisfactory regarding the level of crowding on the train (a new factor in the survey since spring 2017).
- Results for Network Rail routes are also available on the Transport Focus website at www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/

National total*

Overall sample size: 25618

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey	0	⊖	-2	↓	24736	81	11	8
STATION FACILITIES								
Overall satisfaction with the station	-1	⊖	-1	⊖	25088	81	15	5
Ticket buying facilities	2	↑	0	⊖	13170	79	12	9
Provision of information about train times/platforms	3	↑	0	⊖	24654	85	9	6
Upkeep/repair of the station buildings/platforms	0	⊖	0	⊖	24703	74	17	8
Cleanliness	0	⊖	0	⊖	24693	79	15	7
Toilet facilities at the station**	-	-	1	⊖	14752	49	19	32
Attitudes and helpfulness of staff	1	↑	-1	⊖	17655	78	16	6
Connections with other forms of public transport	2	↑	0	⊖	17205	78	12	9
Facilities for car parking	-1	⊖	0	⊖	8186	50	16	34
Overall environment	2	↑	0	⊖	24859	76	18	6
Your personal security whilst using the station	1	⊖	0	⊖	22974	74	22	3
Availability of staff at the station	2	↑	0	⊖	20539	69	18	13
Shelter facilities	2	↑	1	⊖	20490	74	15	11
Availability of seating	1	⊖	-3	↓	23344	51	21	29
How request to station staff was handled	3	↑	-1	⊖	3789	88	4	8
Choice of shops/eating/drinking facilities available	5	↑	0	⊖	20625	52	21	27
Availability of Wi-Fi	3	↑	-1	⊖	9732	34	17	49
TRAIN FACILITIES								
Overall satisfaction with the train	-2	↓	-2	↓	25150	77	14	9
Frequency of the trains on that route	0	⊖	-2	↓	24585	75	10	15
Punctuality/reliability (train arriving/departing on time)	2	↑	-3	↓	24741	74	9	17
Length of time the journey was scheduled to take (speed)	1	⊖	-1	↓	24579	82	10	8
Connections with other train services	2	↑	1	⊖	14300	77	15	9
Value for money of the price of your ticket	0	⊖	0	⊖	23404	47	21	33
Upkeep and repair of the train	-1	⊖	0	⊖	24841	74	16	10
Provision of information during the journey	4	↑	0	⊖	23112	74	18	9
Helpfulness and attitude of staff on train	3	↑	0	⊖	13687	67	24	9
Space for luggage	3	↑	-1	⊖	19328	56	21	23
Toilet facilities	4	↑	2	⊖	11229	42	19	39
Comfort of the seats**	-	-	0	⊖	24110	66	20	13
Step or gap between the train and the platform**	-	-	1	⊖	23308	63	26	11
Your personal security on board****	-	-	0	⊖	23045	75	21	4
Cleanliness of the inside	-1	⊖	0	⊖	25145	76	14	10
Cleanliness of the outside	0	⊖	1	⊖	22362	75	18	7
Availability of staff on the train	1	⊖	-1	⊖	17920	45	28	28
How well train company deals with delays	3	↑	-1	⊖	6366	38	34	28
Level of crowding**	-	-	-3	↓	24526	69	13	18
Reliability of the internet connection**	-	-	-	-	10651	30	14	56
Availability of power sockets**	-	-	1	⊖	11737	28	10	62

Improved ↑ Unchanged ⊖ Declined ↓

*Excludes non-franchised train operating companies. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

London and South East*

Overall sample size: 15009

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey	0	⊖	-2	↓	14517	80	11	9
STATION FACILITIES								
Overall satisfaction with the station	-1	⊖	0	⊖	14674	80	15	5
Ticket buying facilities	2	↑	1	⊖	7865	78	12	10
Provision of information about train times/platforms	3	↑	0	⊖	14449	84	10	7
Upkeep/repair of the station buildings/platforms	0	⊖	0	⊖	14445	73	19	9
Cleanliness	0	⊖	1	⊖	14419	78	15	7
Toilet facilities at the station**	-	-	2	↑	8267	48	19	33
Attitudes and helpfulness of staff	2	↑	-1	⊖	10334	77	16	6
Connections with other forms of public transport	2	↑	0	⊖	10720	79	12	9
Facilities for car parking	0	⊖	0	⊖	4504	48	17	35
Overall environment	3	↑	1	⊖	14562	75	19	6
Your personal security whilst using the station	1	⊖	0	⊖	13442	73	23	3
Availability of staff at the station	3	↑	0	⊖	12043	68	19	13
Shelter facilities	3	↑	1	⊖	11913	72	16	12
Availability of seating	1	⊖	-3	↓	13533	48	22	30
How request to station staff was handled	3	↑	-1	⊖	1987	86	5	9
Choice of shops/eating/drinking facilities available	6	↑	0	⊖	11979	51	22	26
Availability of Wi-Fi	4	↑	-1	⊖	5557	32	18	50
TRAIN FACILITIES								
Overall satisfaction with the train	-2	↓	-1	⊖	14762	77	15	9
Frequency of the trains on that route	1	⊖	-1	↓	14553	73	11	16
Punctuality/reliability (train arriving/departing on time)	3	↑	-2	↓	14481	73	9	19
Length of time the journey was scheduled to take (speed)	1	⊖	-1	⊖	14384	80	11	9
Connections with other train services	2	↑	1	⊖	8649	76	15	9
Value for money of the price of your ticket	0	⊖	0	⊖	13568	43	22	35
Upkeep and repair of the train	-1	⊖	0	⊖	14587	74	16	10
Provision of information during the journey	5	↑	0	⊖	13497	73	18	9
Helpfulness and attitude of staff on train	5	↑	0	⊖	6175	60	29	11
Space for luggage	3	↑	-1	⊖	11006	54	22	24
Toilet facilities	5	↑	2	⊖	6108	39	19	41
Comfort of the seats**	-	-	0	⊖	14131	65	21	14
Step or gap between the train and the platform**	-	-	2	↑	13631	62	27	11
Your personal security on board****	-	-	0	⊖	13420	73	23	4
Cleanliness of the inside	0	⊖	0	⊖	14750	76	14	10
Cleanliness of the outside	0	⊖	1	⊖	13262	75	18	7
Availability of staff on the train	2	↑	0	⊖	9102	37	30	34
How well train company deals with delays	2	⊖	-2	⊖	3704	35	34	31
Level of crowding**	-	-	-3	↓	14395	68	13	19
Reliability of the internet connection**	-	-	-	-	6115	28	15	57
Availability of power sockets**	-	-	2	⊖	6399	25	10	66

*Excludes non-franchised train operating companies. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Long-distance*

Overall sample size: 5650

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey	0	⊖	-3	↓	5448	86	7	6
STATION FACILITIES								
Overall satisfaction with the station	1	⊖	-1	⊖	5551	87	10	3
Ticket buying facilities	2	⊖	0	⊖	2461	87	8	5
Provision of information about train times/platforms	2	↑	0	⊖	5468	91	6	4
Upkeep/repair of the station buildings/platforms	1	⊖	0	⊖	5479	83	12	5
Cleanliness	0	⊖	-1	⊖	5505	85	11	4
Toilet facilities at the station**	-	-	0	⊖	3620	62	18	20
Attitudes and helpfulness of staff	0	⊖	-1	⊖	3796	84	13	4
Connections with other forms of public transport	1	⊖	0	⊖	3417	81	10	8
Facilities for car parking	-3	⊖	-3	⊖	1639	58	17	25
Overall environment	2	↑	0	⊖	5502	83	13	4
Your personal security whilst using the station	2	⊖	-2	⊖	5082	80	18	2
Availability of staff at the station	0	⊖	-3	↓	4462	74	18	9
Shelter facilities	1	⊖	1	⊖	4350	81	13	7
Availability of seating	1	⊖	-2	⊖	5194	59	18	23
How request to station staff was handled	1	⊖	0	⊖	1066	91	4	6
Choice of shops/eating/drinking facilities available	1	⊖	-2	⊖	4834	64	18	17
Availability of Wi-Fi	3	⊖	-2	⊖	2008	46	18	36
TRAIN FACILITIES								
Overall satisfaction with the train	-2	↓	-4	↓	5529	83	10	7
Frequency of the trains on that route	-1	⊖	-2	⊖	5263	84	8	8
Punctuality/reliability (train arriving/departing on time)	-2	↓	-4	↓	5475	82	7	12
Length of time the journey was scheduled to take (speed)	0	⊖	-2	↓	5449	88	6	5
Connections with other train services	-1	⊖	-1	⊖	2947	81	12	8
Value for money of the price of your ticket	1	⊖	0	⊖	5349	59	17	24
Upkeep and repair of the train	-1	⊖	-3	↓	5462	82	13	5
Provision of information during the journey	1	⊖	-2	⊖	5161	80	14	6
Helpfulness and attitude of staff on train	0	⊖	-2	⊖	3947	81	15	4
Space for luggage	4	↑	-3	↓	4576	62	16	23
Toilet facilities	1	⊖	-2	⊖	2907	56	19	24
Comfort of the seats**	-	-	-2	⊖	5288	76	15	9
Step or gap between the train and the platform**	-	-	-1	⊖	5140	68	23	8
Your personal security on board****	-	-	-1	⊖	5134	83	15	2
Cleanliness of the inside	0	⊖	-2	↓	5535	83	10	7
Cleanliness of the outside	0	⊖	-1	⊖	4771	79	15	5
Availability of staff on the train	-1	⊖	-4	↓	4593	65	22	13
How well train company deals with delays	2	⊖	-3	⊖	1573	55	30	16
Level of crowding**	-	-	-5	↓	5425	70	12	18
Reliability of the internet connection**	-	-	-	-	2330	34	14	52
Availability of power sockets**	-	-	-4	↓	3105	59	11	30

Improved ↑ Unchanged ⊖ Declined ↓

*Excludes non-franchised train operating companies. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Regional*

Improved ↑ Unchanged = Declined ↓

Overall sample size: 4959

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with the station	0	=	-3	↓	4863	81	14	5
Ticket buying facilities	1	=	-4	↓	2844	79	10	11
Provision of information about train times/platforms	4	↑	0	=	4737	88	8	4
Upkeep/repair of the station buildings/platforms	-1	=	-1	=	4779	77	15	8
Cleanliness	0	=	-1	=	4769	81	13	6
Toilet facilities at the station**	-	-	-4	↓	2865	46	17	37
Attitudes and helpfulness of staff	0	=	-2	=	3525	80	14	6
Connections with other forms of public transport	1	=	0	=	3068	73	15	12
Facilities for car parking	-1	=	2	=	2043	53	14	33
Overall environment	1	=	0	=	4795	77	16	7
Your personal security whilst using the station	1	=	0	=	4450	77	19	4
Availability of staff at the station	1	=	0	=	4034	71	14	15
Shelter facilities	1	=	-1	=	4227	77	13	10
Availability of seating	-1	=	-5	↓	4617	60	17	23
How request to station staff was handled	3	=	0	=	736	90	4	6
Choice of shops/eating/drinking facilities available	2	=	-1	=	3812	47	17	36
Availability of Wi-Fi	-2	=	-3	=	2167	36	14	50

TRAIN FACILITIES

Overall satisfaction with the train	-4	↓	-3	↓	4859	77	14	10
Frequency of the trains on that route	0	=	-3	↓	4769	78	8	14
Punctuality/reliability (train arriving/departing on time)	-2	=	-5	↓	4785	80	7	13
Length of time the journey was scheduled to take (speed)	0	=	-2	=	4746	88	8	5
Connections with other train services	0	=	1	=	2704	78	14	8
Value for money of the price of your ticket	-1	=	-1	=	4487	59	17	23
Upkeep and repair of the train	0	=	2	=	4792	70	18	12
Provision of information during the journey	2	=	2	=	4454	73	17	10
Helpfulness and attitude of staff on train	1	=	-2	=	3565	79	16	5
Space for luggage	1	=	-1	=	3746	63	17	20
Toilet facilities	2	=	4	=	2214	45	16	39
Comfort of the seats**	-	-	1	=	4691	67	18	15
Step or gap between the train and the platform**	-	-	-4	↓	4537	64	23	13
Your personal security on board****	-	-	1	=	4491	78	18	4
Cleanliness of the inside	-2	=	0	=	4860	73	15	12
Cleanliness of the outside	-1	=	1	=	4329	70	20	10
Availability of staff on the train	-2	=	-3	=	4225	62	23	15
How well train company deals with delays	5	=	0	=	1089	47	33	20
Level of crowding**	-	-	-6	↓	4706	72	13	14
Reliability of the internet connection**	-	-	-	-	2206	34	13	53
Availability of power sockets**	-	-	1	=	2233	24	8	68

*Excludes non-franchised train operating companies. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East: 80%
 Long-distance: 86%
 Regional: 83%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-3	⊖	-4	⊖	977	79	12	9
c2c	3	⊖	1	⊖	974	90	6	4
Chiltern Railways	-3	⊖	-4	↓	965	88	8	4
CrossCountry	-1	⊖	-5	↓	1223	83	9	7
East Midlands Trains	2	⊖	-4	↓	990	85	9	6
Gatwick Express [†]	-2	⊖	-7	↓	451	81	13	6
Grand Central	5	↑	2	⊖	657	96	4	0
Great Northern [†]	0	⊖	-2	⊖	592	77	12	11
Great Western Railway	-2	⊖	-2	⊖	1587	79	11	10
Greater Anglia ^{**}	2	⊖	-2	⊖	1295	81	12	7
Heathrow Connect	-4	⊖	-7	↓	474	83	11	6
Heathrow Express	-5	↓	-6	↓	442	91	7	3
Hull Trains ^{**}	-2	⊖	-2	⊖	568	95	4	1
London Midland	-1	⊖	0	⊖	1053	84	9	7
London Overground	-3	↓	-4	↓	1569	87	9	4
Merseyrail	-6	↓	-5	↓	771	89	7	4
Northern [†]	0	⊖	-3	⊖	1657	81	11	8
ScotRail	2	⊖	-5	↓	1366	85	11	4
South Western Railway ^{***}	-7	↓	-7	↓	1933	75	12	13
Southeastern	4	↑	0	⊖	1511	80	13	7
Southern [†]	7	↑	0	⊖	1288	72	14	13
TfL Rail	-5	⊖	-12	↓	215	75	18	7
Thameslink [†]	10	↑	8	↑	1084	83	10	7
TransPennine Express [†]	-3	⊖	-5	↓	999	81	9	10
Virgin Trains	2	⊖	-1	⊖	1181	91	5	4
Virgin Trains East Coast	0	⊖	1	⊖	1055	92	5	3

Improved ↑ Unchanged ⊖ Declined ↓

[†]Part of the Govia Thameslink Railway franchise. ^{**}The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express), Hull Trains (from First Hull Trains). ^{***}South Western Railway rebranded from South West Trains in Autumn 2017.

Value for money of the price of your ticket

% of passengers satisfied/good by sector:
 London and South East: 43%
 Long-distance: 59%
 Regional: 59%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-7	↓	-3	⊖	946	54	18	28
c2c	3	⊖	-2	⊖	931	50	24	26
Chiltern Railways	1	⊖	3	⊖	948	50	26	24
CrossCountry	2	⊖	2	⊖	1197	57	19	24
East Midlands Trains	4	⊖	3	⊖	978	54	18	28
Gatwick Express [†]	6	⊖	0	⊖	433	38	26	35
Grand Central	5	⊖	-5	⊖	631	74	12	14
Great Northern [†]	3	⊖	1	⊖	556	40	24	36
Great Western Railway	-2	⊖	2	⊖	1567	49	19	32
Greater Anglia ^{**}	2	⊖	2	⊖	1259	44	22	34
Heathrow Connect	5	⊖	4	⊖	429	60	19	22
Heathrow Express	-3	⊖	-2	⊖	442	49	23	27
Hull Trains ^{††}	-1	⊖	2	⊖	552	67	16	17
London Midland	4	⊖	5	⊖	972	59	17	23
London Overground	-2	⊖	-3	⊖	1367	52	25	23
Merseyrail	-1	⊖	6	⊖	625	70	14	16
Northern ^{†††}	-1	⊖	0	⊖	1590	57	19	24
ScotRail	0	⊖	-3	⊖	1326	59	17	24
South Western Railway ^{***}	-3	⊖	-4	↓	1806	36	23	41
Southeastern	0	⊖	-2	⊖	1347	36	21	43
Southern [†]	-1	⊖	0	⊖	1203	38	20	42
TfL Rail	4	⊖	4	⊖	187	46	22	32
Thameslink [†]	4	⊖	3	⊖	992	40	20	39
TransPennine Express ^{†††}	-4	⊖	-3	⊖	979	57	19	24
Virgin Trains	0	⊖	-1	⊖	1162	63	15	23
Virgin Trains East Coast	2	⊖	2	⊖	1033	63	14	23

Improved ↑ Unchanged ⊖ Declined ↓

[†]Part of the Govia Thameslink Railway franchise. ^{**}The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express), Hull Trains (from First Hull Trains). ^{***}South Western Railway rebranded from South West Trains in Autumn 2017.

Punctuality/reliability (train arriving/departing on time)

% of passengers satisfied/good by sector:
 London and South East: 73%
 Long-distance: 82%
 Regional: 80%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-6	↓	-8	↓	981	73	8	19
c2c	8	↑	3	↑	967	91	4	5
Chiltern Railways	-1	⊖	-2	⊖	981	87	5	8
CrossCountry	1	⊖	-5	↓	1235	81	8	12
East Midlands Trains	-2	⊖	-8	↓	998	79	7	14
Gatwick Express [†]	2	⊖	-8	↓	428	75	10	14
Grand Central	11	↑	-3	⊖	641	93	4	3
Great Northern [†]	5	⊖	-9	↓	583	69	9	22
Great Western Railway	-3	⊖	-5	↓	1602	71	7	21
Greater Anglia ^{**}	7	↑	4	⊖	1297	81	8	12
Heathrow Connect	-2	⊖	-6	⊖	470	67	13	20
Heathrow Express	-1	⊖	-4	⊖	442	92	3	5
Hull Trains ^{**}	-9	↓	-8	↓	570	87	6	8
London Midland	1	⊖	0	⊖	1064	78	7	15
London Overground	2	⊖	-1	⊖	1568	84	8	8
Merseyrail	-5	↓	-6	↓	772	88	5	7
Northern [†]	-3	⊖	-6	↓	1650	77	8	15
ScotRail	2	⊖	-3	⊖	1382	82	7	11
South Western Railway ^{***}	-7	↓	-10	↓	1927	67	9	24
Southeastern	4	↑	1	⊖	1493	72	12	16
Southern [†]	13	↑	0	⊖	1273	57	11	32
TfL Rail	-3	⊖	-10	⊖	212	76	8	16
Thameslink [†]	17	↑	7	↑	1086	73	10	17
TransPennine Express [†]	-7	↓	-8	↓	1009	74	8	18
Virgin Trains	-3	⊖	-1	⊖	1182	87	5	8
Virgin Trains East Coast	-2	⊖	1	⊖	1051	87	5	8

Improved ↑ Unchanged ⊖ Declined ↓

[†]Part of the Govia Thameslink Railway franchise. ^{**}The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express), Hull Trains (from First Hull Trains). ^{***}South Western Railway rebranded from South West Trains in Autumn 2017.

Level of crowding[†]

% of passengers satisfied/good by sector:
 London and South East: 68%
 Long-distance: 70%
 Regional: 72%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-	-	-5	⊖	947	68	14	18
c2c	-	-	1	⊖	964	72	9	19
Chiltern Railways	-	-	-1	⊖	982	74	12	13
CrossCountry	-	-	-10	⬇	1226	62	15	23
East Midlands Trains	-	-	-5	⬇	990	71	12	16
Gatwick Express [*]	-	-	-2	⊖	430	77	13	10
Grand Central	-	-	5	⊖	632	93	5	2
Great Northern [*]	-	-	-7	⊖	588	62	14	24
Great Western Railway	-	-	-6	⬇	1577	66	13	21
Greater Anglia ^{**}	-	-	0	⊖	1283	76	12	12
Heathrow Connect	-	-	-3	⊖	464	78	15	8
Heathrow Express	-	-	-7	⬇	444	87	7	6
Hull Trains ^{**}	-	-	-4	⊖	559	85	12	3
London Midland	-	-	1	⊖	1047	71	12	17
London Overground	-	-	-5	⬇	1560	67	14	18
Merseyrail	-	-	-3	⊖	758	83	11	6
Northern [*]	-	-	-6	⬇	1633	71	12	18
ScotRail	-	-	-8	⬇	1368	71	16	13
South Western Railway ^{***}	-	-	-4	⬇	1908	64	13	22
Southeastern	-	-	-2	⊖	1486	67	14	19
Southern [*]	-	-	-2	⊖	1268	66	16	18
TfL Rail	-	-	-2	⊖	213	65	11	25
Thameslink [*]	-	-	4	⊖	1089	72	10	18
TransPennine Express ^{**}	-	-	-7	⬇	997	58	10	32
Virgin Trains	-	-	-2	⊖	1167	79	11	10
Virgin Trains East Coast	-	-	2	⊖	1045	83	10	7

Improved ⬆ Unchanged ⊖ Declined ⬇

^{*}Part of the Govia Thameslink Railway franchise. ^{**}The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express), Hull Trains (from First Hull Trains). ^{***}South Western Railway rebranded from South West Trains in Autumn 2017. [†]Attribute added for the first time in Spring 2017.

Overall satisfaction with the station

% of passengers satisfied/good by sector:
 London and South East: 80%
 Long-distance: 87%
 Regional: 81%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-1	⊖	-1	⊖	996	74	18	8
c2c	2	⊖	2	⊖	991	85	12	3
Chiltern Railways	-1	⊖	-1	⊖	989	87	11	2
CrossCountry	0	⊖	-2	⊖	1242	87	10	3
East Midlands Trains	1	⊖	-1	⊖	1013	88	10	2
Gatwick Express [†]	-3	⊖	-4	⊖	448	70	23	7
Grand Central	3	⊖	5	⊖	656	89	8	4
Great Northern [†]	1	⊖	3	⊖	598	79	16	5
Great Western Railway	-3	⊖	-3	⊖	1616	79	15	6
Greater Anglia ^{**}	0	⊖	0	⊖	1303	83	12	5
Heathrow Connect	-4	⊖	-10	⬇	467	66	25	9
Heathrow Express	-2	⊖	-4	⊖	447	90	8	2
Hull Trains ^{**}	-2	⊖	2	⊖	579	89	7	4
London Midland	-1	⊖	3	⊖	1081	84	12	4
London Overground	-3	⬇	-2	⊖	1592	82	14	4
Merseyrail	-7	⬇	-6	⬇	805	84	11	5
Northern [†]	2	⊖	-1	⊖	1668	83	12	5
ScotRail	0	⊖	-4	⊖	1394	79	16	5
South Western Railway ^{***}	-4	⬇	-2	⊖	1929	77	17	6
Southeastern	1	⊖	1	⊖	1520	79	16	6
Southern [†]	4	⬆	5	⬆	1290	78	17	5
TfL Rail	-8	⊖	-8	⊖	217	75	19	6
Thameslink [†]	0	⊖	-1	⊖	1100	80	15	5
TransPennine Express [†]	0	⊖	-2	⊖	1028	86	11	3
Virgin Trains	1	⊖	-1	⊖	1192	85	11	4
Virgin Trains East Coast	3	⊖	2	⊖	1076	92	6	2

Improved ⬆ Unchanged ⊖ Declined ⬇

How well train company deals with delays

% of passengers satisfied/good by sector:

London and South East: 35%
 Long-distance: 55%
 Regional: 47%

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-6	⊖	-3	⊖	220	35	41	24
c2c	4	⊖	-3	⊖	93	48	29	23
Chiltern Railways	-2	⊖	-2	⊖	205	47	34	19
CrossCountry	4	⊖	-10	⬇	335	51	33	16
East Midlands Trains	7	⊖	1	⊖	293	53	26	21
Gatwick Express [*]	12	⊖	-5	⊖	94	38	34	27
Grand Central	24	⬆	-5	⊖	130	76	21	3
Great Northern [*]	10	⊖	9	⊖	175	36	38	26
Great Western Railway	-4	⊖	-4	⊖	546	41	29	30
Greater Anglia ^{**}	10	⬆	5	⊖	276	48	28	24
Heathrow Connect	-3	⊖	-2	⊖	106	32	37	32
Heathrow Express	-14	⊖	-7	⊖	51	52	23	25
Hull Trains ^{**}	2	⊖	5	⊖	168	72	24	4
London Midland	-8	⊖	-1	⊖	337	40	37	23
London Overground	-3	⊖	-4	⊖	216	33	38	28
Merseyrail	-12	⊖	-7	⊖	183	49	37	14
Northern [*]	6	⊖	5	⊖	385	47	30	23
ScotRail	13	⊖	-3	⊖	301	51	31	18
South Western Railway ^{***}	-4	⊖	-4	⊖	606	34	34	32
Southeastern	5	⊖	-1	⊖	338	35	37	28
Southern [*]	2	⊖	-3	⊖	527	25	38	38
TfL Rail	-	⊖	-	⊖	<50	-	-	-
Thameslink [*]	16	⬆	6	⊖	261	38	31	31
TransPennine Express ^{**}	-4	⊖	-2	⊖	376	49	33	18
Virgin Trains	-1	⊖	-2	⊖	303	59	28	13
Virgin Trains East Coast	5	⊖	3	⊖	266	66	24	10

Improved ⬆ Unchanged ⊖ Declined ⬇

^{*}Part of the Govia Thameslink Railway franchise. ^{**}The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express), Hull Trains (from First Hull Trains). ^{***}South Western Railway rebranded from South West Trains in Autumn 2017.



Improved ↑ Unchanged = Declined ↓

Overall sample size: 1011

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	=	1	=	974	90	6	4	80
STATION FACILITIES									
Overall satisfaction with the station	2	=	2	=	991	85	12	3	80
Ticket buying facilities	7	↑	-3	=	676	79	11	10	78
Provision of information about train times/platforms	3	=	1	=	986	89	8	4	84
Upkeep/repair of the station buildings/platforms	6	↑	0	=	984	77	17	6	73
Cleanliness	3	=	0	=	977	79	14	7	78
Toilet facilities at the station [†]	-	-	-6	=	641	50	18	32	48
Attitudes and helpfulness of staff	4	=	0	=	811	82	12	5	77
Connections with other forms of public transport	0	=	-2	=	758	75	11	14	79
Facilities for car parking	5	=	0	=	396	58	14	28	48
Overall environment	5	↑	1	=	985	77	17	5	75
Your personal security whilst using the station	6	↑	-1	=	937	74	22	4	73
Availability of staff at the station	4	=	2	=	903	75	17	9	68
Shelter facilities	5	=	1	=	886	74	15	12	72
Availability of seating	8	↑	2	=	936	62	19	19	48
How request to station staff was handled	6	=	7	=	113	92	2	5	86
Choice of shops/eating/drinking facilities available	3	=	0	=	818	48	30	23	51
Availability of Wi-Fi	9	↑	4	=	525	61	18	21	32
TRAIN FACILITIES									
Overall satisfaction with the train	1	=	0	=	984	89	8	4	77
Frequency of the trains on that route	5	↑	0	=	985	83	7	9	73
Punctuality/reliability (train arriving/departing on time)	8	↑	3	↑	967	91	4	5	73
Length of time the journey was scheduled to take (speed)	6	↑	2	=	969	91	6	3	80
Connections with other train services	1	=	-2	=	623	82	14	5	76
Value for money of the price of your ticket	3	=	-2	=	931	50	24	26	43
Upkeep and repair of the train	-1	=	1	=	966	89	8	3	74
Provision of information during the journey	5	↑	2	=	909	83	13	3	73
Helpfulness and attitude of staff on train	3	=	-3	=	331	44	38	17	60
Space for luggage	6	↑	1	=	702	56	22	21	54
Toilet facilities	7	=	3	=	441	60	20	21	39
Comfort of the seats ^{††}	-	-	0	=	938	80	15	6	65
Step or gap between the train and the platform ^{†††}	-	-	1	=	927	75	19	5	62
Your personal security on board ^{****}	-	-	2	=	898	77	19	4	73
Cleanliness of the inside	-2	=	-1	=	979	88	8	4	76
Cleanliness of the outside	-3	=	-1	=	911	85	12	3	75
Availability of staff on the train	3	=	-1	=	525	27	32	41	37
How well train company deals with delays	4	=	-3	=	93	48	29	23	35
Level of crowding ^{††††}	-	-	1	=	964	72	9	19	68
Reliability of the internet connection ^{†††††}	-	-	-	-	493	49	17	34	28
Availability of power sockets ^{††††††}	-	-	0	=	375	24	13	63	25

^{††}Attribute added for the first time in Spring 2017.^{†††††}Attribute added for the first time from Autumn 2017, so no historical comparisons yet.
^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Chiltern Railways

Overall sample size: 1006

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⊖	-4	↓	965	88	8	4	80
STATION FACILITIES									
Overall satisfaction with the station	-1	⊖	-1	⊖	989	87	11	2	80
Ticket buying facilities	3	⊖	0	⊖	618	83	12	6	78
Provision of information about train times/platforms	-2	⊖	-4	⊖	965	83	8	9	84
Upkeep/repair of the station buildings/platforms	-2	⊖	-1	⊖	968	81	15	4	73
Cleanliness	-2	⊖	1	⊖	974	84	12	4	78
Toilet facilities at the station ^{**}	-	-	1	⊖	640	56	19	24	48
Attitudes and helpfulness of staff	1	⊖	3	⊖	713	86	10	4	77
Connections with other forms of public transport	1	⊖	2	⊖	695	81	10	9	79
Facilities for car parking	0	⊖	1	⊖	470	72	10	18	48
Overall environment	2	⊖	1	⊖	983	85	12	2	75
Your personal security whilst using the station	3	⊖	1	⊖	899	81	17	2	73
Availability of staff at the station	4	⊖	6	⊖	820	72	18	10	68
Shelter facilities	3	⊖	4	⊖	862	80	12	8	72
Availability of seating	3	⊖	1	⊖	941	58	18	25	48
How request to station staff was handled	6	⊖	-2	⊖	119	94	1	5	86
Choice of shops/eating/drinking facilities available	-1	⊖	-2	⊖	858	55	24	21	51
Availability of Wi-Fi	15	↑	9	↑	446	60	16	25	32
TRAIN FACILITIES									
Overall satisfaction with the train	-5	↓	-4	⊖	987	86	11	3	77
Frequency of the trains on that route	-2	⊖	-2	⊖	979	78	9	12	73
Punctuality/reliability (train arriving/departing on time)	-1	⊖	-2	⊖	981	87	5	8	73
Length of time the journey was scheduled to take (speed)	2	⊖	1	⊖	970	89	6	5	80
Connections with other train services	-1	⊖	-3	⊖	526	75	17	8	76
Value for money of the price of your ticket	1	⊖	3	⊖	948	50	26	24	43
Upkeep and repair of the train	-4	⊖	0	⊖	978	84	11	5	74
Provision of information during the journey	2	⊖	0	⊖	900	80	16	5	73
Helpfulness and attitude of staff on train	2	⊖	-1	⊖	343	59	31	10	60
Space for luggage	1	⊖	2	⊖	749	62	22	17	54
Toilet facilities	15	↑	9	↑	437	66	19	15	39
Comfort of the seats ^{**}	-	-	-1	⊖	962	70	20	10	65
Step or gap between the train and the platform ^{**}	-	-	5	⊖	912	79	19	2	62
Your personal security on board ^{****}	-	-	0	⊖	901	82	17	1	73
Cleanliness of the inside	-3	⊖	-2	⊖	986	86	9	5	76
Cleanliness of the outside	0	⊖	0	⊖	874	83	14	2	75
Availability of staff on the train	-2	⊖	2	⊖	502	34	33	33	37
How well train company deals with delays	-2	⊖	-2	⊖	205	47	34	19	35
Level of crowding ^{**}	-	-	-1	⊖	982	74	12	13	68
Reliability of the internet connection ^{**}	-	-	-	-	529	51	16	33	28
Availability of power sockets ^{**}	-	-	2	⊖	562	54	12	34	25

Improved ↑ Unchanged ⊖ Declined ↓

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Gatwick Express*

Overall sample size: 461

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	-3	⊖	-4	⊖	448	70	23	7	80
Ticket buying facilities	8	⊖	-1	⊖	242	64	17	19	78
Provision of information about train times/platforms	1	⊖	-4	⊖	439	73	18	10	84
Upkeep/repair of the station buildings/platforms	1	⊖	-5	⊖	432	57	32	11	73
Cleanliness	2	⊖	-3	⊖	427	63	24	13	78
Toilet facilities at the station"	-	-	5	⊖	229	53	23	23	48
Attitudes and helpfulness of staff	0	⊖	-3	⊖	321	70	20	10	77
Connections with other forms of public transport	4	⊖	-7	⬇	336	81	13	6	79
Facilities for car parking	-	⊖	-	⊖	<50	-	-	-	48
Overall environment	3	⊖	-5	⊖	439	61	26	13	75
Your personal security whilst using the station	-1	⊖	-6	⊖	390	67	29	3	73
Availability of staff at the station	5	⊖	1	⊖	346	65	19	16	68
Shelter facilities	9	⊖	-3	⊖	200	63	27	10	72
Availability of seating	4	⊖	-5	⊖	324	38	23	39	48
How request to station staff was handled	2	⊖	-6	⊖	118	82	7	10	86
Choice of shops/eating/drinking facilities available	0	⊖	-4	⊖	340	62	25	13	51
Reliability of the Internet Connection"	8	⊖	0	⊖	136	44	31	25	32

TRAIN FACILITIES

Overall satisfaction with the train	-2	⊖	-4	⊖	455	85	11	5	77
Frequency of the trains on that route	-2	⊖	-12	⬇	444	79	11	9	73
Punctuality/reliability (train arriving/departing on time)	2	⊖	-8	⬇	428	75	10	14	73
Length of time the journey was scheduled to take (speed)	2	⊖	-5	⊖	429	83	11	6	80
Connections with other train services	2	⊖	-12	⬇	232	73	20	7	76
Value for money of the price of your ticket	6	⊖	0	⊖	433	38	26	35	43
Upkeep and repair of the train	-5	⬇	-5	⬇	455	87	10	4	74
Provision of information during the journey	3	⊖	-3	⊖	407	77	18	5	73
Helpfulness and attitude of staff on train	9	⊖	0	⊖	267	74	20	6	60
Space for luggage	1	⊖	-2	⊖	392	52	21	27	54
Toilet facilities	-8	⊖	-3	⊖	198	62	24	14	39
Comfort of the seats"	-	-	2	⊖	443	71	17	12	65
Step or gap between the train and the platform"	-	-	-1	⊖	388	71	24	5	62
Your personal security on board****	-	-	-6	⊖	397	77	21	2	73
Cleanliness of the inside	-6	⬇	-7	⬇	459	86	11	3	76
Cleanliness of the outside	-5	⊖	-5	⬇	428	84	13	3	75
Availability of staff on the train	12	⬆	-3	⊖	322	55	29	16	37
How well train company deals with delays	12	⊖	-5	⊖	94	38	34	27	35
Level of crowding"	-	-	-2	⊖	430	77	13	10	68
Reliability of the internet connection"	-	-	-	-	233	49	28	23	28
Availability of power sockets"	-	-	-6	⊖	311	80	10	10	25

Improved ⬆ Unchanged ⊖ Declined ⬇

Great Northern*

Overall sample size: 607

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⊖	-2	⊖	592	77	12	11	80
STATION FACILITIES									
Overall satisfaction with the station	1	⊖	3	⊖	598	79	16	5	80
Ticket buying facilities	4	⊖	-2	⊖	312	74	15	11	78
Provision of information about train times/platforms	2	⊖	1	⊖	591	80	10	10	84
Upkeep/repair of the station buildings/platforms	1	⊖	1	⊖	587	68	18	13	73
Cleanliness	0	⊖	3	⊖	586	75	16	9	78
Toilet facilities at the station [†]	-	-	-10	↓	337	33	23	44	48
Attitudes and helpfulness of staff	1	⊖	0	⊖	416	77	17	7	77
Connections with other forms of public transport	5	⊖	-2	⊖	453	78	11	12	79
Facilities for car parking	-3	⊖	1	⊖	167	36	15	49	48
Overall environment	8	↑	4	⊖	600	75	16	9	75
Your personal security whilst using the station	5	⊖	-1	⊖	556	72	25	3	73
Availability of staff at the station	9	↑	1	⊖	477	64	21	15	68
Shelter facilities	7	⊖	2	⊖	453	74	17	9	72
Availability of seating	4	⊖	-1	⊖	546	48	21	31	48
How request to station staff was handled	5	⊖	4	⊖	70	91	0	9	86
Choice of shops/eating/drinking facilities available	7	⊖	4	⊖	483	55	17	28	51
Availability of Wi-Fi	3	⊖	0	⊖	248	28	11	62	32
TRAIN FACILITIES									
Overall satisfaction with the train	2	⊖	3	⊖	599	69	18	12	77
Frequency of the trains on that route	-7	↓	-5	⊖	591	67	13	20	73
Punctuality/reliability (train arriving/departing on time)	5	⊖	-9	↓	583	69	9	22	73
Length of time the journey was scheduled to take (speed)	-1	⊖	-3	⊖	580	83	9	8	80
Connections with other train services	3	⊖	4	⊖	346	76	16	8	76
Value for money of the price of your ticket	3	⊖	1	⊖	556	40	24	36	43
Upkeep and repair of the train	7	↑	-1	⊖	590	63	19	18	74
Provision of information during the journey	13	↑	5	⊖	545	61	24	15	73
Helpfulness and attitude of staff on train	7	⊖	-8	⊖	177	39	41	20	60
Space for luggage	8	↑	0	⊖	435	49	24	27	54
Toilet facilities	2	⊖	-7	⊖	228	24	19	56	39
Comfort of the seats ^{††}	-	-	4	⊖	560	57	24	19	65
Step or gap between the train and the platform ^{†††}	-	-	6	⊖	549	62	29	10	62
Your personal security on board ^{††††}	-	-	0	⊖	546	68	27	5	73
Cleanliness of the inside	6	⊖	-4	⊖	596	65	21	14	76
Cleanliness of the outside	10	↑	0	⊖	533	60	23	16	75
Availability of staff on the train	-2	⊖	-7	↓	315	11	35	54	37
How well train company deals with delays	10	⊖	9	⊖	175	36	38	26	35
Level of crowding ^{††††}	-	-	-7	⊖	588	62	14	24	68
Reliability of the internet connection ^{††††}	-	-	-	-	242	18	13	70	28
Availability of power sockets ^{††††}	-	-	12	↑	268	28	7	65	25

Improved ↑ Unchanged ⊖ Declined ↓

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Great Western Railway

Overall sample size: 1652

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	-3	⊖	-3	⊖	1616	79	15	6	80
Ticket buying facilities	-6	⬇	-1	⊖	909	76	13	11	78
Provision of information about train times/platforms	0	⊖	-3	⊖	1601	84	9	7	84
Upkeep/repair of the station buildings/platforms	-3	⊖	-3	⊖	1588	71	21	8	73
Cleanliness	-3	⊖	0	⊖	1582	77	16	7	78
Toilet facilities at the station**	-	-	3	⊖	987	50	23	27	48
Attitudes and helpfulness of staff	1	⊖	-1	⊖	1155	80	13	6	77
Connections with other forms of public transport	3	⊖	-6	⬇	1102	72	17	11	79
Facilities for car parking	-8	⬇	-3	⊖	555	53	23	24	48
Overall environment	0	⊖	-5	⬇	1599	74	20	6	75
Your personal security whilst using the station	-1	⊖	-3	⊖	1460	74	24	2	73
Availability of staff at the station	-2	⊖	-2	⊖	1317	67	21	12	68
Shelter facilities	1	⊖	-1	⊖	1324	72	15	14	72
Availability of seating	-1	⊖	-4	⊖	1517	53	20	27	48
How request to station staff was handled	-1	⊖	-3	⊖	286	88	4	8	86
Choice of shops/eating/drinking facilities available	5	⊖	0	⊖	1370	51	21	28	51
Availability of Wi-Fi	4	⊖	-4	⊖	622	35	20	45	32

TRAIN FACILITIES

Overall satisfaction with the train	-6	⬇	-2	⊖	1628	76	14	11	77
Frequency of the trains on that route	-1	⊖	-1	⊖	1584	75	9	16	73
Punctuality/reliability (train arriving/departing on time)	-3	⊖	-5	⬇	1602	71	7	21	73
Length of time the journey was scheduled to take (speed)	-1	⊖	-4	⬇	1589	81	12	8	80
Connections with other train services	3	⊖	1	⊖	879	75	14	11	76
Value for money of the price of your ticket	-2	⊖	2	⊖	1567	49	19	32	43
Upkeep and repair of the train	-3	⊖	2	⊖	1604	76	15	9	74
Provision of information during the journey	0	⊖	0	⊖	1461	71	20	9	73
Helpfulness and attitude of staff on train	0	⊖	-4	⊖	912	69	25	6	60
Space for luggage	-2	⊖	-2	⊖	1254	57	19	24	54
Toilet facilities	-1	⊖	1	⊖	729	45	22	33	39
Comfort of the seats**	-	-	1	⊖	1546	70	18	12	65
Step or gap between the train and the platform**	-	-	-1	⊖	1483	61	29	11	62
Your personal security on board****	-	-	-2	⊖	1479	76	22	2	73
Cleanliness of the inside	-3	⊖	0	⊖	1616	78	14	8	76
Cleanliness of the outside	-5	⬇	0	⊖	1400	72	21	7	75
Availability of staff on the train	-1	⊖	-4	⊖	1165	49	29	22	37
How well train company deals with delays	-4	⊖	-4	⊖	546	41	29	30	35
Level of crowding**	-	-	-6	⬇	1577	66	13	21	68
Reliability of the internet connection**	-	-	-	-	738	29	18	53	28
Availability of power sockets**	-	-	6	⊖	851	49	15	36	25

Improved ↑ Unchanged ⊖ Declined ↓

Greater Anglia

Overall sample size: 1334

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⊖	-2	⊖	1295	81	12	7	80
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	0	⊖	1303	83	12	5	80
Ticket buying facilities	8	↑	2	⊖	710	82	9	9	78
Provision of information about train times/platforms	5	↑	0	⊖	1290	87	8	5	84
Upkeep/repair of the station buildings/platforms	4	⊖	-1	⊖	1284	78	15	7	73
Cleanliness	3	⊖	1	⊖	1285	82	13	4	78
Toilet facilities at the station**	-	-	-3	⊖	730	57	14	29	48
Attitudes and helpfulness of staff	2	⊖	-4	⊖	919	80	14	6	77
Connections with other forms of public transport	4	⊖	1	⊖	952	79	10	11	79
Facilities for car parking	3	⊖	2	⊖	419	54	13	33	48
Overall environment	2	⊖	-3	⊖	1280	77	16	7	75
Your personal security whilst using the station	4	⊖	-1	⊖	1171	74	22	4	73
Availability of staff at the station	-2	⊖	-9	↓	1042	68	20	13	68
Shelter facilities	1	⊖	-2	⊖	993	69	17	14	72
Availability of seating	4	⊖	0	⊖	1188	51	20	29	48
How request to station staff was handled	6	⊖	0	⊖	259	90	4	7	86
Choice of shops/eating/drinking facilities available	5	↑	-5	⊖	1045	53	24	23	51
Availability of Wi-Fi	8	↑	0	⊖	452	37	21	42	32
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⊖	-1	⊖	1314	76	14	10	77
Frequency of the trains on that route	1	⊖	3	⊖	1299	78	10	12	73
Punctuality/reliability (train arriving/departing on time)	7	↑	4	⊖	1297	81	8	12	73
Length of time the journey was scheduled to take (speed)	5	↑	4	↑	1291	85	8	7	80
Connections with other train services	4	⊖	3	⊖	755	79	13	8	76
Value for money of the price of your ticket	2	⊖	2	⊖	1259	44	22	34	43
Upkeep and repair of the train	-4	⊖	-1	⊖	1305	70	18	12	74
Provision of information during the journey	5	↑	-3	⊖	1191	69	19	12	73
Helpfulness and attitude of staff on train	7	↑	2	⊖	545	65	23	12	60
Space for luggage	0	⊖	-4	⊖	996	56	21	22	54
Toilet facilities	0	⊖	-3	⊖	561	46	21	33	39
Comfort of the seats**	-	-	-5	↓	1270	61	21	18	65
Step or gap between the train and the platform**	-	-	-1	⊖	1186	68	23	9	62
Your personal security on board****	-	-	-2	⊖	1179	74	22	4	73
Cleanliness of the inside	-6	↓	-2	⊖	1321	75	15	10	76
Cleanliness of the outside	-2	⊖	0	⊖	1170	72	21	8	75
Availability of staff on the train	4	⊖	3	⊖	791	39	22	39	37
How well train company deals with delays	10	↑	5	⊖	276	48	28	24	35
Level of crowding**	-	-	0	⊖	1283	76	12	12	68
Reliability of the internet connection**	-	-	-	-	514	28	11	61	28
Availability of power sockets**	-	-	-3	⊖	641	37	6	56	25

Attribute added for the first time in Spring 2017. *Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Heathrow Connect

Overall sample size: 488

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	-4	⊖	-10	↓	474	83	11	6	80
Ticket buying facilities	0	⊖	-3	⊖	277	69	17	14	78
Provision of information about train times/platforms	4	⊖	-2	⊖	469	74	15	11	84
Upkeep/repair of the station buildings/platforms	0	⊖	-3	⊖	466	62	24	14	73
Cleanliness	-5	⊖	-6	⊖	460	66	22	12	78
Toilet facilities at the station [†]	-	-	2	⊖	269	40	19	41	48
Attitudes and helpfulness of staff	0	⊖	-2	⊖	339	72	20	9	77
Connections with other forms of public transport	0	⊖	-3	⊖	398	76	15	8	79
Facilities for car parking	2	⊖	-1	⊖	170	35	24	41	48
Overall environment	1	⊖	-9	↓	468	63	23	15	75
Your personal security whilst using the station	-4	⊖	-7	⊖	433	64	27	9	73
Availability of staff at the station	-3	⊖	-4	⊖	393	57	23	20	68
Shelter facilities	0	⊖	-1	⊖	379	56	24	20	72
Availability of seating	6	⊖	-6	⊖	431	47	22	31	48
How request to station staff was handled	-8	⊖	-14	↓	108	76	16	7	86
Choice of shops/eating/drinking facilities available	4	⊖	-7	⊖	379	44	21	35	51
Availability of Wi-Fi	5	⊖	-1	⊖	254	34	21	45	32

TRAIN FACILITIES

Overall satisfaction with the train	-9	↓	-8	↓	481	80	15	5	77
Frequency of the trains on that route	2	⊖	-1	⊖	469	64	16	19	73
Punctuality/reliability (train arriving/departing on time)	-2	⊖	-6	⊖	470	67	13	20	73
Length of time the journey was scheduled to take (speed)	-4	⊖	-3	⊖	463	83	13	4	80
Connections with other train services	-5	⊖	2	⊖	358	78	16	6	76
Value for money of the price of your ticket	5	⊖	4	⊖	429	60	19	22	43
Upkeep and repair of the train	-4	⊖	-3	⊖	470	82	13	5	74
Provision of information during the journey	-4	⊖	-10	↓	441	74	18	9	73
Helpfulness and attitude of staff on train	1	⊖	-6	⊖	251	63	27	10	60
Space for luggage	2	⊖	-5	⊖	389	75	18	6	54
Toilet facilities	6	⊖	-9	⊖	221	56	26	18	39
Comfort of the seats ^{††}	-	-	-7	↓	461	77	20	3	65
Step or gap between the train and the platform ^{†††}	-	-	-13	↓	452	58	29	13	62
Your personal security on board ^{††††}	-	-	-7	↓	447	74	21	4	73
Cleanliness of the inside	-4	⊖	-7	↓	480	84	11	5	76
Cleanliness of the outside	-7	↓	-6	↓	440	81	15	4	75
Availability of staff on the train	6	⊖	-2	⊖	334	48	30	22	37
How well train company deals with delays	-3	⊖	-2	⊖	106	32	37	32	35
Level of crowding ^{††}	-	-	-3	⊖	464	78	15	8	68
Reliability of the internet connection ^{†††}	-	-	-	-	226	38	21	41	28
Availability of power sockets ^{†††}	-	-	1	⊖	214	28	24	48	25

Improved ↑ Unchanged ⊖ Declined ↓

^{††}Attribute added for the first time in Spring 2017.^{†††}Attribute added for the first time from Autumn 2017, so no historical comparisons yet.
^{††††}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Heathrow Express

Overall sample size: 457

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-5	↓	-6	↓	442	91	7	3	80
STATION FACILITIES									
Overall satisfaction with the station	-2	⊖	-4	⊖	447	90	8	2	80
Ticket buying facilities	2	⊖	0	⊖	310	93	5	2	78
Provision of information about train times/platforms	4	⊖	-1	⊖	434	90	6	4	84
Upkeep/repair of the station buildings/platforms	-1	⊖	0	⊖	435	91	8	1	73
Cleanliness	0	⊖	0	⊖	438	90	8	2	78
Toilet facilities at the station ^{**}	-	-	-8	⊖	193	66	23	12	48
Attitudes and helpfulness of staff	-1	⊖	2	⊖	345	91	5	4	77
Connections with other forms of public transport	0	⊖	-2	⊖	349	86	9	4	79
Facilities for car parking	-5	⊖	-10	⊖	103	58	28	14	48
Overall environment	1	⊖	-1	⊖	435	89	9	2	75
Your personal security whilst using the station	0	⊖	0	⊖	392	89	10	1	73
Availability of staff at the station	-1	⊖	-2	⊖	364	85	11	4	68
Shelter facilities	8	⊖	-2	⊖	239	91	7	2	72
Availability of seating	-5	⊖	-6	⊖	362	71	17	13	48
How request to station staff was handled	-2	⊖	1	⊖	97	92	2	6	86
Choice of shops/eating/drinking facilities available	3	⊖	0	⊖	284	67	18	15	51
Availability of Wi-Fi	6	⊖	5	⊖	248	76	13	11	32
TRAIN FACILITIES									
Overall satisfaction with the train	-6	↓	-5	↓	448	91	7	2	77
Frequency of the trains on that route	0	⊖	-1	⊖	446	91	6	4	73
Punctuality/reliability (train arriving/departing on time)	-1	⊖	-4	⊖	442	92	3	5	73
Length of time the journey was scheduled to take (speed)	-2	⊖	-3	⊖	445	94	3	3	80
Connections with other train services	-5	⊖	-5	⊖	294	85	9	6	76
Value for money of the price of your ticket	-3	⊖	-2	⊖	442	49	23	27	43
Upkeep and repair of the train	-8	↓	-8	↓	444	89	8	3	74
Provision of information during the journey	-2	⊖	-2	⊖	432	89	9	2	73
Helpfulness and attitude of staff on train	-5	↓	-1	⊖	374	88	11	1	60
Space for luggage	-5	↓	-7	↓	438	86	9	5	54
Toilet facilities	-17	↓	-19	↓	155	63	25	12	39
Comfort of the seats ^{**}	-	-	-7	↓	436	91	7	3	65
Step or gap between the train and the platform ^{**}	-	-	-5	⊖	407	87	11	1	62
Your personal security on board ^{****}	-	-	-1	⊖	423	94	6	0	73
Cleanliness of the inside	-8	↓	-7	↓	446	89	8	4	76
Cleanliness of the outside	-1	⊖	-4	↓	424	94	5	1	75
Availability of staff on the train	-11	↓	-10	↓	390	75	23	2	37
How well train company deals with delays	-14	⊖	-7	⊖	51	52	23	25	35
Level of crowding ^{**}	-	-	-7	↓	444	87	7	6	68
Reliability of the internet connection ^{**}	-	-	-	-	275	71	16	14	28
Availability of power sockets ^{**}	-	-	-9	↓	264	78	9	13	25

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

London Midland

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1093									
Overall satisfaction with your journey	-1	=	0	=	1053	84	9	7	80
STATION FACILITIES									
Overall satisfaction with the station	-1	=	3	=	1081	84	12	4	80
Ticket buying facilities	5	↑	4	=	628	82	9	9	78
Provision of information about train times/platforms	4	↑	3	=	1052	89	8	3	84
Upkeep/repair of the station buildings/platforms	4	=	2	=	1057	80	14	6	73
Cleanliness	3	=	1	=	1069	82	12	6	78
Toilet facilities at the station**	-	-	0	=	673	57	19	24	48
Attitudes and helpfulness of staff	4	=	1	=	778	80	15	5	77
Connections with other forms of public transport	1	=	-2	=	702	75	15	10	79
Facilities for car parking	-3	=	-5	=	440	56	18	26	48
Overall environment	4	=	2	=	1068	78	16	6	75
Your personal security whilst using the station	3	=	2	=	1008	74	22	5	73
Availability of staff at the station	3	=	1	=	886	67	18	15	68
Shelter facilities	3	=	4	=	882	78	13	9	72
Availability of seating	4	=	3	=	1025	60	17	23	48
How request to station staff was handled	7	=	2	=	141	94	2	5	86
Choice of shops/eating/drinking facilities available	7	↑	0	=	883	55	16	29	51
Availability of Wi-Fi	10	↑	3	=	467	38	17	45	32
TRAIN FACILITIES									
Overall satisfaction with the train	-2	=	0	=	1072	80	12	8	77
Frequency of the trains on that route	0	=	-1	=	1060	80	8	12	73
Punctuality/reliability (train arriving/departing on time)	1	=	0	=	1064	78	7	15	73
Length of time the journey was scheduled to take (speed)	3	=	1	=	1049	88	7	5	80
Connections with other train services	3	=	4	=	556	78	16	6	76
Value for money of the price of your ticket	4	=	5	=	972	59	17	23	43
Upkeep and repair of the train	3	=	2	=	1058	75	15	10	74
Provision of information during the journey	4	=	4	=	969	74	17	9	73
Helpfulness and attitude of staff on train	8	↑	8	↑	513	71	21	8	60
Space for luggage	6	=	1	=	807	58	21	21	54
Toilet facilities	4	=	6	=	462	54	22	24	39
Comfort of the seats**	-	-	-1	=	1027	65	22	13	65
Step or gap between the train and the platform**	-	-	3	=	1017	61	27	12	62
Your personal security on board****	-	-	3	=	985	74	21	5	73
Cleanliness of the inside	5	↑	4	=	1073	79	12	9	76
Cleanliness of the outside	1	=	7	↑	957	80	15	6	75
Availability of staff on the train	5	=	1	=	723	45	28	27	37
How well train company deals with delays	-8	=	-1	=	337	40	37	23	35
Level of crowding**	-	-	1	=	1047	71	12	17	68
Reliability of the internet connection**	-	-	-	-	444	41	17	42	28
Availability of power sockets**	-	-	4	=	438	21	10	69	25

Improved ↑ Unchanged = Declined ↓

Attribute added for the first time in Spring 2017.*Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

London Overground

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1621									
Overall satisfaction with your journey	-3	↓	-4	↓	1569	87	9	4	80
STATION FACILITIES									
Overall satisfaction with the station	-3	↓	-2	=	1592	82	14	4	80
Ticket buying facilities	3	=	1	=	756	78	14	7	78
Provision of information about train times/platforms	0	=	1	=	1525	84	9	7	84
Upkeep/repair of the station buildings/platforms	0	=	-1	=	1548	78	15	7	73
Cleanliness	-2	=	-1	=	1542	80	14	6	78
Toilet facilities at the station ^{**}	-	-	-6	=	633	32	19	50	48
Attitudes and helpfulness of staff	-3	=	-5	↓	1062	75	19	6	77
Connections with other forms of public transport	-1	=	-1	=	1274	81	12	7	79
Facilities for car parking	0	=	-4	=	387	29	23	48	48
Overall environment	1	=	0	=	1562	76	18	6	75
Your personal security whilst using the station	-2	=	-3	=	1445	73	24	3	73
Availability of staff at the station	-4	=	-5	↓	1299	68	21	11	68
Shelter facilities	0	=	0	=	1378	70	16	14	72
Availability of seating	-4	=	-7	↓	1475	51	22	27	48
How request to station staff was handled	0	=	-9	=	100	82	8	10	86
Choice of shops/eating/drinking facilities available	6	↑	-2	=	1124	45	21	34	51
Availability of Wi-Fi	2	=	-3	=	640	36	21	43	32
TRAIN FACILITIES									
Overall satisfaction with the train	-5	↓	-3	↓	1595	84	12	4	77
Frequency of the trains on that route	-3	=	-2	=	1582	75	11	14	73
Punctuality/reliability (train arriving/departing on time)	2	=	-1	=	1568	84	8	8	73
Length of time the journey was scheduled to take (speed)	-3	=	-2	=	1554	85	10	5	80
Connections with other train services	-3	↓	0	=	1239	82	12	6	76
Value for money of the price of your ticket	-2	=	-3	=	1367	52	25	23	43
Upkeep and repair of the train	-5	↓	-2	=	1574	84	12	4	74
Provision of information during the journey	0	=	-3	=	1461	80	15	5	73
Helpfulness and attitude of staff on train	4	=	-1	=	538	51	33	16	60
Space for luggage	0	=	-3	=	1131	54	22	24	54
Toilet facilities	-1	=	-1	=	518	14	15	70	39
Comfort of the seats ^{**}	-	-	-2	=	1516	72	20	9	65
Step or gap between the train and the platform ^{**}	-	-	-1	=	1493	66	24	10	62
Your personal security on board ^{****}	-	-	-2	=	1470	74	22	4	73
Cleanliness of the inside	-2	=	-2	=	1600	85	11	3	76
Cleanliness of the outside	0	=	-1	=	1467	84	13	4	75
Availability of staff on the train	0	=	2	=	890	28	29	43	37
How well train company deals with delays	-3	=	-4	=	216	33	38	28	35
Level of crowding ^{**}	-	-	-5	↓	1560	67	14	18	68
Reliability of the internet connection ^{**}	-	-	-	-	626	25	21	54	28
Availability of power sockets ^{**}	-	-	-1	=	564	13	11	75	25

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

South Western Railway*

Overall sample size: 1988

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	-4	↓	-2	⊖	1929	77	17	6	80
Ticket buying facilities	1	⊖	0	⊖	881	81	12	7	78
Provision of information about train times/platforms	0	⊖	-2	⊖	1897	85	9	7	84
Upkeep/repair of the station buildings/platforms	-4	↓	-2	⊖	1902	67	22	11	73
Cleanliness	-3	⊖	-2	⊖	1892	71	20	9	78
Toilet facilities at the station**	-	-	3	⊖	1040	39	20	41	48
Attitudes and helpfulness of staff	2	⊖	-2	⊖	1285	75	18	8	77
Connections with other forms of public transport	2	⊖	0	⊖	1416	81	11	8	79
Facilities for car parking	8	↑	9	↑	483	52	14	33	48
Overall environment	-3	⊖	-3	↓	1931	71	23	6	75
Your personal security whilst using the station	-1	⊖	-1	⊖	1754	74	23	3	73
Availability of staff at the station	-1	⊖	-1	⊖	1543	61	23	16	68
Shelter facilities	1	⊖	-2	⊖	1559	70	17	13	72
Availability of seating	-1	⊖	-5	↓	1777	40	23	37	48
How request to station staff was handled	4	⊖	-5	⊖	262	80	6	14	86
Choice of shops/eating/drinking facilities available	7	↑	1	⊖	1622	58	22	19	51
Availability of Wi-Fi	5	⊖	-2	⊖	633	24	16	60	32

TRAIN FACILITIES

Overall satisfaction with the train	-7	↓	-4	↓	1962	74	17	10	77
Frequency of the trains on that route	-5	↓	-5	↓	1925	73	10	17	73
Punctuality/reliability (train arriving/departing on time)	-7	↓	-10	↓	1927	67	9	24	73
Length of time the journey was scheduled to take (speed)	-6	↓	-5	↓	1907	76	13	11	80
Connections with other train services	0	⊖	-2	⊖	1084	74	16	9	76
Value for money of the price of your ticket	-3	⊖	-4	↓	1806	36	23	41	43
Upkeep and repair of the train	-3	⊖	-4	↓	1935	71	19	10	74
Provision of information during the journey	0	⊖	-5	↓	1810	69	21	10	73
Helpfulness and attitude of staff on train	3	⊖	-1	⊖	1086	71	25	4	60
Space for luggage	4	↑	-4	⊖	1453	58	22	20	54
Toilet facilities	4	⊖	1	⊖	812	34	18	48	39
Comfort of the seats**	-	-	-5	↓	1868	65	23	12	65
Step or gap between the train and the platform**	-	-	-1	⊖	1830	56	29	15	62
Your personal security on board****	-	-	0	⊖	1788	77	21	3	73
Cleanliness of the inside	-3	↓	-3	⊖	1956	71	16	12	76
Cleanliness of the outside	-5	↓	-1	⊖	1753	74	20	6	75
Availability of staff on the train	-1	⊖	-4	⊖	1468	50	32	18	37
How well train company deals with delays	-4	⊖	-4	⊖	606	34	34	32	35
Level of crowding**	-	-	-4	↓	1908	64	13	22	68
Reliability of the internet connection**	-	-	-	-	837	28	13	59	28
Availability of power sockets**	-	-	0	⊖	780	13	10	77	25

Improved ↑ Unchanged ⊖ Declined ↓

Southeastern

Overall sample size: 1556

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	4	↑	0	⊖	1511	80	13	7	80
STATION FACILITIES									
Overall satisfaction with the station	1	⊖	1	⊖	1520	79	16	6	80
Ticket buying facilities	0	⊖	3	⊖	803	78	14	8	78
Provision of information about train times/platforms	3	⊖	0	⊖	1505	84	10	6	84
Upkeep/repair of the station buildings/platforms	2	⊖	4	↑	1513	75	17	9	73
Cleanliness	4	↑	2	⊖	1505	81	13	7	78
Toilet facilities at the station ^{**}	-	-	3	⊖	931	56	18	26	48
Attitudes and helpfulness of staff	2	⊖	0	⊖	1060	79	15	6	77
Connections with other forms of public transport	4	↑	6	↑	1103	81	10	9	79
Facilities for car parking	-7	⊖	-5	⊖	455	46	14	40	48
Overall environment	8	↑	2	⊖	1517	77	17	6	75
Your personal security whilst using the station	2	⊖	-2	⊖	1415	71	25	4	73
Availability of staff at the station	5	↑	2	⊖	1253	74	16	11	68
Shelter facilities	4	⊖	5	↑	1264	72	15	12	72
Availability of seating	0	⊖	-5	↓	1410	45	23	32	48
How request to station staff was handled	-2	⊖	-2	⊖	164	86	10	5	86
Choice of shops/eating/drinking facilities available	7	↑	-1	⊖	1288	45	25	30	51
Availability of Wi-Fi	-5	⊖	-5	⊖	479	16	15	69	32
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊖	-1	⊖	1527	75	17	8	77
Frequency of the trains on that route	4	⊖	1	⊖	1502	72	13	15	73
Punctuality/reliability (train arriving/departing on time)	4	↑	1	⊖	1493	72	12	16	73
Length of time the journey was scheduled to take (speed)	2	⊖	2	⊖	1488	78	12	10	80
Connections with other train services	1	⊖	-3	⊖	811	70	16	14	76
Value for money of the price of your ticket	0	⊖	-2	⊖	1347	36	21	43	43
Upkeep and repair of the train	-1	⊖	-1	⊖	1507	70	17	13	74
Provision of information during the journey	4	⊖	0	⊖	1386	69	22	9	73
Helpfulness and attitude of staff on train	6	⊖	7	⊖	602	56	28	15	60
Space for luggage	2	⊖	-2	⊖	1132	50	23	27	54
Toilet facilities	9	↑	1	⊖	603	37	20	42	39
Comfort of the seats ^{**}	-	-	-2	⊖	1465	61	24	16	65
Step or gap between the train and the platform ^{**}	-	-	2	⊖	1414	60	27	13	62
Your personal security on board ^{****}	-	-	0	⊖	1399	69	25	6	73
Cleanliness of the inside	1	⊖	-2	⊖	1529	73	15	13	76
Cleanliness of the outside	-2	⊖	-1	⊖	1375	70	21	9	75
Availability of staff on the train	2	⊖	1	⊖	916	30	29	41	37
How well train company deals with delays	5	⊖	-1	⊖	338	35	37	28	35
Level of crowding ^{**}	-	-	-2	⊖	1486	67	14	19	68
Reliability of the internet connection ^{**}	-	-	-	-	536	18	13	69	28
Availability of power sockets ^{**}	-	-	0	⊖	573	18	8	74	25

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Southern*

Overall sample size: 1326

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	7	↑	0	=	1288	72	14	13	80
STATION FACILITIES									
Overall satisfaction with the station	4	↑	5	↑	1290	78	17	5	80
Ticket buying facilities	5	=	3	=	633	74	12	13	78
Provision of information about train times/platforms	8	↑	4	↑	1283	80	12	8	84
Upkeep/repair of the station buildings/platforms	0	=	4	=	1270	69	21	10	73
Cleanliness	1	=	4	↑	1269	76	17	7	78
Toilet facilities at the station**	-	-	14	↑	727	56	18	26	48
Attitudes and helpfulness of staff	3	=	4	=	886	73	18	8	77
Connections with other forms of public transport	5	↑	1	=	913	79	13	8	79
Facilities for car parking	-4	=	-1	=	326	40	17	42	48
Overall environment	6	↑	7	↑	1279	73	20	6	75
Your personal security whilst using the station	4	=	3	=	1183	72	24	4	73
Availability of staff at the station	13	↑	6	↑	1073	66	19	15	68
Shelter facilities	8	↑	6	↑	1032	75	15	10	72
Availability of seating	5	↑	-4	=	1176	43	22	35	48
How request to station staff was handled	10	↑	2	=	207	86	4	10	86
Choice of shops/eating/drinking facilities available	9	↑	2	=	1096	53	23	24	51
Availability of Wi-Fi	-2	=	0	=	413	26	14	59	32
TRAIN FACILITIES									
Overall satisfaction with the train	0	=	1	=	1309	71	18	12	77
Frequency of the trains on that route	7	↑	-3	=	1286	63	13	24	73
Punctuality/reliability (train arriving/departing on time)	13	↑	0	=	1273	57	11	32	73
Length of time the journey was scheduled to take (speed)	5	↑	1	=	1258	73	14	13	80
Connections with other train services	9	↑	4	=	780	69	19	11	76
Value for money of the price of your ticket	-1	=	0	=	1203	38	20	42	43
Upkeep and repair of the train	-5	↓	0	=	1291	66	20	14	74
Provision of information during the journey	4	=	2	=	1207	71	20	9	73
Helpfulness and attitude of staff on train	0	=	-3	=	532	53	35	12	60
Space for luggage	1	=	0	=	948	46	23	31	54
Toilet facilities	-4	=	1	=	511	37	24	39	39
Comfort of the seats**	-	-	2	=	1256	61	23	16	65
Step or gap between the train and the platform**	-	-	2	=	1196	56	31	13	62
Your personal security on board****	-	-	1	=	1174	69	26	5	73
Cleanliness of the inside	-3	=	2	=	1309	69	17	14	76
Cleanliness of the outside	-3	=	3	=	1148	68	22	10	75
Availability of staff on the train	1	=	-2	=	838	33	31	36	37
How well train company deals with delays	2	=	-3	=	527	25	38	38	35
Level of crowding**	-	-	-2	=	1268	66	16	18	68
Reliability of the internet connection**	-	-	-	-	474	22	13	65	28
Availability of power sockets**	-	-	3	=	553	25	8	67	25

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

TfL Rail

Overall sample size: 226

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-5	⊖	-12	↓	215	75	18	7	80
STATION FACILITIES									
Overall satisfaction with the station	-8	⊖	-8	⊖	217	75	19	6	80
Ticket buying facilities	-3	⊖	-10	⊖	110	77	8	15	78
Provision of information about train times/platforms	1	⊖	-4	⊖	217	83	8	9	84
Upkeep/repair of the station buildings/platforms	-4	⊖	-10	⊖	219	65	25	10	73
Cleanliness	4	⊖	3	⊖	215	81	12	7	78
Toilet facilities at the station ^{**}	-	-	4	⊖	134	50	24	26	48
Attitudes and helpfulness of staff	5	⊖	3	⊖	158	87	8	5	77
Connections with other forms of public transport	-5	⊖	-9	⊖	192	81	13	6	79
Facilities for car parking	9	⊖	13	⊖	65	60	15	25	48
Overall environment	5	⊖	5	⊖	223	76	20	4	75
Your personal security whilst using the station	-1	⊖	17	↑	216	77	20	3	73
Availability of staff at the station	7	⊖	3	⊖	190	81	11	8	68
Shelter facilities	2	⊖	0	⊖	181	74	17	9	72
Availability of seating	7	⊖	1	⊖	194	50	26	24	48
How request to station staff was handled	-	⊖	-	⊖	<50	-	-	-	86
Choice of shops/eating/drinking facilities available	4	⊖	8	⊖	180	55	16	29	51
Availability of Wi-Fi	15	⊖	18	⊖	104	46	19	36	32
TRAIN FACILITIES									
Overall satisfaction with the train	-8	⊖	-10	⊖	220	70	19	11	77
Frequency of the trains on that route	-1	⊖	-1	⊖	217	80	8	12	73
Punctuality/reliability (train arriving/departing on time)	-3	⊖	-10	⊖	212	76	8	16	73
Length of time the journey was scheduled to take (speed)	-2	⊖	-3	⊖	215	83	7	10	80
Connections with other train services	6	⊖	8	⊖	155	89	9	2	76
Value for money of the price of your ticket	4	⊖	4	⊖	187	46	22	32	43
Upkeep and repair of the train	1	⊖	2	⊖	216	70	14	16	74
Provision of information during the journey	7	⊖	-5	⊖	200	79	13	8	73
Helpfulness and attitude of staff on train	17	⊖	28	↑	69	58	24	18	60
Space for luggage	-6	⊖	0	⊖	156	49	29	23	54
Toilet facilities	22	↑	22	↑	85	31	8	61	39
Comfort of the seats ^{**}	-	-	6	⊖	211	55	20	25	65
Step or gap between the train and the platform ^{**}	-	-	8	⊖	204	61	26	13	62
Your personal security on board ^{****}	-	-	11	⊖	201	71	19	11	73
Cleanliness of the inside	4	⊖	0	⊖	220	80	9	11	76
Cleanliness of the outside	7	⊖	0	⊖	213	72	19	9	75
Availability of staff on the train	15	↑	12	⊖	117	35	20	46	37
How well train company deals with delays	-	⊖	-	⊖	<50	-	-	-	35
Level of crowding ^{**}	-	-	-2	⊖	213	65	11	25	68
Reliability of the internet connection ^{**}	-	-	-	-	93	40	8	52	28
Availability of power sockets ^{**}	-	-	18	⊖	86	29	5	65	25

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Thameslink*

Overall sample size: 1128

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	10	↑	8	↑	1084	83	10	7	80
STATION FACILITIES									
Overall satisfaction with the station	0	=	-1	=	1100	80	15	5	80
Ticket buying facilities	7	=	2	=	587	73	16	11	78
Provision of information about train times/platforms	6	↑	-3	=	1098	80	13	7	84
Upkeep/repair of the station buildings/platforms	-3	=	-3	=	1093	74	17	9	73
Cleanliness	2	=	-2	=	1096	81	14	5	78
Toilet facilities at the station**	-	-	2	=	565	47	21	32	48
Attitudes and helpfulness of staff	1	=	-2	=	770	75	18	7	77
Connections with other forms of public transport	1	=	-1	=	824	81	13	6	79
Facilities for car parking	6	=	-2	=	292	48	18	34	48
Overall environment	0	=	1	=	1096	76	18	6	75
Your personal security whilst using the station	-1	=	-1	=	1008	73	24	3	73
Availability of staff at the station	1	=	1	=	894	65	20	15	68
Shelter facilities	-2	=	0	=	899	71	19	9	72
Availability of seating	4	=	-3	=	1024	52	21	28	48
How request to station staff was handled	6	=	10	=	133	93	2	5	86
Choice of shops/eating/drinking facilities available	4	=	0	=	872	47	23	29	51
Availability of Wi-Fi	4	=	-10	↓	392	33	20	47	32
TRAIN FACILITIES									
Overall satisfaction with the train	13	↑	12	↑	1110	85	11	5	77
Frequency of the trains on that route	11	↑	4	=	1099	76	11	13	73
Punctuality/reliability (train arriving/departing on time)	17	↑	7	↑	1086	73	10	17	73
Length of time the journey was scheduled to take (speed)	8	↑	4	=	1085	81	10	8	80
Connections with other train services	7	↑	0	=	663	76	17	7	76
Value for money of the price of your ticket	4	=	3	=	992	40	20	39	43
Upkeep and repair of the train	23	↑	17	↑	1108	90	9	1	74
Provision of information during the journey	32	↑	19	↑	1051	84	11	5	73
Helpfulness and attitude of staff on train	12	↑	-4	=	260	42	42	17	60
Space for luggage	20	↑	10	↑	851	67	16	17	54
Toilet facilities	29	↑	15	↑	523	71	19	10	39
Comfort of the seats**	-	-	12	↑	1069	66	19	15	65
Step or gap between the train and the platform**	-	-	10	↑	1032	72	22	6	62
Your personal security on board****	-	-	4	=	1003	77	21	2	73
Cleanliness of the inside	15	↑	11	↑	1106	88	8	3	76
Cleanliness of the outside	20	↑	14	↑	1033	88	10	2	75
Availability of staff on the train	6	↑	2	=	530	18	34	48	37
How well train company deals with delays	16	↑	6	=	261	38	31	31	35
Level of crowding**	-	-	4	=	1089	72	10	18	68
Reliability of the internet connection**	-	-	-	-	356	28	13	59	28
Availability of power sockets**	-	-	1	=	397	15	10	74	25

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

CrossCountry

Overall sample size: 1262

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	=	-5	↓	1223	83	9	7	86
STATION FACILITIES									
Overall satisfaction with the station	0	=	-2	=	1242	87	10	3	87
Ticket buying facilities	5	↑	1	=	580	89	7	3	87
Provision of information about train times/platforms	4	↑	2	=	1230	92	5	3	91
Upkeep/repair of the station buildings/platforms	1	=	1	=	1223	84	11	5	83
Cleanliness	0	=	1	=	1241	86	10	4	85
Toilet facilities at the station**	-	-	2	=	851	67	17	17	62
Attitudes and helpfulness of staff	2	=	2	=	884	86	11	3	84
Connections with other forms of public transport	2	=	2	=	632	82	9	9	81
Facilities for car parking	6	=	-1	=	358	65	16	19	58
Overall environment	3	=	1	=	1231	85	12	4	83
Your personal security whilst using the station	5	↑	-2	=	1140	83	15	1	80
Availability of staff at the station	1	=	0	=	1037	77	16	7	74
Shelter facilities	1	=	2	=	1025	83	12	5	81
Availability of seating	-2	=	-6	↓	1188	62	17	21	59
How request to station staff was handled	5	=	1	=	266	93	2	5	91
Choice of shops/eating/drinking facilities available	2	=	-1	=	1044	67	17	16	64
Availability of Wi-Fi	1	=	-5	=	428	45	18	36	46
TRAIN FACILITIES									
Overall satisfaction with the train	-2	=	-5	↓	1235	79	11	10	83
Frequency of the trains on that route	2	=	-2	=	1182	82	8	10	84
Punctuality/reliability (train arriving/departing on time)	1	=	-5	↓	1235	81	8	12	82
Length of time the journey was scheduled to take (speed)	2	=	-1	=	1221	87	7	6	88
Connections with other train services	2	=	0	=	687	80	11	9	81
Value for money of the price of your ticket	2	=	2	=	1197	57	19	24	59
Upkeep and repair of the train	2	=	0	=	1205	79	15	6	82
Provision of information during the journey	2	=	0	=	1150	79	14	7	80
Helpfulness and attitude of staff on train	3	=	0	=	876	81	14	4	81
Space for luggage	4	=	-5	=	979	57	16	27	62
Toilet facilities	10	↑	6	=	533	58	18	24	56
Comfort of the seats**	-	-	1	=	1162	74	16	10	76
Step or gap between the train and the platform**	-	-	3	=	1156	66	23	10	68
Your personal security on board****	-	-	1	=	1140	83	15	2	83
Cleanliness of the inside	1	=	-2	=	1229	79	12	9	83
Cleanliness of the outside	2	=	0	=	1065	77	17	6	79
Availability of staff on the train	3	=	0	=	1008	66	22	12	65
How well train company deals with delays	4	=	-10	↓	335	51	33	16	55
Level of crowding**	-	-	-10	↓	1226	62	15	23	70
Reliability of the internet connection**	-	-	-	-	426	33	12	55	34
Availability of power sockets**	-	-	-5	=	593	62	10	28	59

Attribute added for the first time in Spring 2017. *Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

East Midlands Trains

Overall sample size: 1033

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	1	⊖	-1	⊖	1013	88	10	2	87
Ticket buying facilities	6	↑	1	⊖	523	86	9	5	87
Provision of information about train times/platforms	1	⊖	-3	⊖	997	89	8	4	91
Upkeep/repair of the station buildings/platforms	1	⊖	-3	⊖	1011	84	11	5	83
Cleanliness	2	⊖	-3	⊖	1011	85	11	3	85
Toilet facilities at the station [†]	-	-	-3	⊖	692	59	20	21	62
Attitudes and helpfulness of staff	1	⊖	-2	⊖	736	82	13	5	84
Connections with other forms of public transport	-3	⊖	-2	⊖	666	76	12	12	81
Facilities for car parking	-3	⊖	1	⊖	351	68	16	16	58
Overall environment	3	⊖	-3	⊖	1011	84	14	2	83
Your personal security whilst using the station	2	⊖	-1	⊖	947	80	18	2	80
Availability of staff at the station	-1	⊖	-5	⊖	844	70	21	10	74
Shelter facilities	-1	⊖	-2	⊖	843	77	15	8	81
Availability of seating	0	⊖	-3	⊖	960	61	19	20	59
How request to station staff was handled	0	⊖	2	⊖	158	93	4	3	91
Choice of shops/eating/drinking facilities available	2	⊖	-7	↓	881	56	21	23	64
Availability of Wi-Fi	4	⊖	-1	⊖	404	46	19	35	46

TRAIN FACILITIES

Overall satisfaction with the train	0	⊖	-3	⊖	1011	83	10	7	83
Frequency of the trains on that route	-1	⊖	-1	⊖	970	80	11	10	84
Punctuality/reliability (train arriving/departing on time)	-2	⊖	-8	↓	998	79	7	14	82
Length of time the journey was scheduled to take (speed)	-1	⊖	-4	⊖	995	85	8	7	88
Connections with other train services	4	⊖	-1	⊖	538	79	14	8	81
Value for money of the price of your ticket	4	⊖	3	⊖	978	54	18	28	59
Upkeep and repair of the train	-1	⊖	-4	⊖	1002	78	14	8	82
Provision of information during the journey	0	⊖	-2	⊖	922	73	17	10	80
Helpfulness and attitude of staff on train	-1	⊖	-2	⊖	705	79	17	4	81
Space for luggage	6	⊖	1	⊖	809	63	18	19	62
Toilet facilities	0	⊖	-1	⊖	479	51	22	27	56
Comfort of the seats ^{††}	-	-	-4	⊖	973	72	18	10	76
Step or gap between the train and the platform ^{†††}	-	-	0	⊖	937	70	22	8	68
Your personal security on board ^{††††}	-	-	0	⊖	943	82	15	3	83
Cleanliness of the inside	0	⊖	-1	⊖	1013	81	10	9	83
Cleanliness of the outside	2	⊖	3	⊖	882	77	15	8	79
Availability of staff on the train	-2	⊖	-7	↓	857	60	25	15	65
How well train company deals with delays	7	⊖	1	⊖	293	53	26	21	55
Level of crowding ^{††}	-	-	-5	↓	990	71	12	16	70
Reliability of the internet connection ^{†††}	-	-	-	-	399	33	16	51	34
Availability of power sockets ^{†††}	-	-	8	↑	524	51	9	40	59

Improved ↑ Unchanged ⊖ Declined ↓

Grand Central

Overall sample size: 667

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	5	↑	2	⊖	657	96	4	0	86
STATION FACILITIES									
Overall satisfaction with the station	3	⊖	5	⊖	656	89	8	4	87
Ticket buying facilities	6	⊖	1	⊖	263	88	5	7	87
Provision of information about train times/platforms	5	⊖	-1	⊖	633	92	5	4	91
Upkeep/repair of the station buildings/platforms	7	↑	5	⊖	646	89	7	4	83
Cleanliness	3	⊖	0	⊖	628	86	9	4	85
Toilet facilities at the station**	-	-	-1	⊖	358	55	13	32	62
Attitudes and helpfulness of staff	7	⊖	9	↑	389	87	8	5	84
Connections with other forms of public transport	6	⊖	5	⊖	450	87	8	5	81
Facilities for car parking	16	↑	12	⊖	254	69	9	22	58
Overall environment	6	⊖	4	⊖	631	84	11	5	83
Your personal security whilst using the station	6	⊖	5	⊖	571	82	15	3	80
Availability of staff at the station	1	⊖	6	⊖	462	71	12	17	74
Shelter facilities	1	⊖	2	⊖	523	81	12	7	81
Availability of seating	4	⊖	2	⊖	596	60	12	27	59
How request to station staff was handled	18	↑	3	⊖	75	92	5	3	91
Choice of shops/eating/drinking facilities available	2	⊖	2	⊖	562	63	14	22	64
Availability of Wi-Fi	0	⊖	7	⊖	273	43	15	42	46
TRAIN FACILITIES									
Overall satisfaction with the train	2	⊖	1	⊖	662	94	6	1	83
Frequency of the trains on that route	6	⊖	-1	⊖	618	82	11	7	84
Punctuality/reliability (train arriving/departing on time)	11	↑	-3	⊖	641	93	4	3	82
Length of time the journey was scheduled to take (speed)	6	↑	-1	⊖	640	91	5	4	88
Connections with other train services	2	⊖	-2	⊖	316	87	11	2	81
Value for money of the price of your ticket	5	⊖	-5	⊖	631	74	12	14	59
Upkeep and repair of the train	0	⊖	2	⊖	656	81	9	10	82
Provision of information during the journey	2	⊖	-2	⊖	603	84	13	3	80
Helpfulness and attitude of staff on train	4	⊖	0	⊖	592	94	5	1	81
Space for luggage	1	⊖	-2	⊖	614	78	9	13	62
Toilet facilities	5	⊖	11	↑	481	71	17	12	56
Comfort of the seats**	-	-	1	⊖	647	86	6	8	76
Step or gap between the train and the platform**	-	-	1	⊖	601	78	18	4	68
Your personal security on board****	-	-	2	⊖	615	91	8	1	83
Cleanliness of the inside	0	⊖	1	⊖	664	89	8	4	83
Cleanliness of the outside	0	⊖	2	⊖	601	87	9	4	79
Availability of staff on the train	4	⊖	1	⊖	585	86	12	2	65
How well train company deals with delays	24	↑	-5	⊖	130	76	21	3	55
Level of crowding**	-	-	5	⊖	632	93	5	2	70
Reliability of the internet connection**	-	-	-	-	383	68	11	21	34
Availability of power sockets**	-	-	2	⊖	529	86	4	10	59

Attribute added for the first time in Spring 2017. *Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Hull Trains

Overall sample size: 589

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-2	⊖	-2	⊖	568	95	4	1	86
STATION FACILITIES									
Overall satisfaction with the station	-2	⊖	2	⊖	579	89	7	4	87
Ticket buying facilities	-3	⊖	-3	⊖	214	83	12	5	87
Provision of information about train times/platforms	-3	⊖	0	⊖	562	90	6	5	91
Upkeep/repair of the station buildings/platforms	-7	⬇	-1	⊖	564	84	10	6	83
Cleanliness	-4	⊖	-2	⊖	557	87	10	3	85
Toilet facilities at the station [†]	-	-	10	⬆	340	69	16	16	62
Attitudes and helpfulness of staff	-3	⊖	3	⊖	328	84	13	3	84
Connections with other forms of public transport	3	⊖	2	⊖	402	84	8	8	81
Facilities for car parking	-1	⊖	2	⊖	187	66	16	18	58
Overall environment	-2	⊖	-1	⊖	563	85	11	4	83
Your personal security whilst using the station	3	⊖	6	⊖	484	85	14	1	80
Availability of staff at the station	-1	⊖	4	⊖	399	72	18	9	74
Shelter facilities	2	⊖	3	⊖	449	90	8	2	81
Availability of seating	2	⊖	5	⊖	517	63	17	19	59
How request to station staff was handled	1	⊖	-11	⊖	65	87	11	2	91
Choice of shops/eating/drinking facilities available	-3	⊖	2	⊖	505	64	17	18	64
Availability of Wi-Fi	6	⊖	2	⊖	202	49	19	32	46
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⬇	-2	⊖	583	94	5	2	83
Frequency of the trains on that route	-1	⊖	2	⊖	548	87	7	6	84
Punctuality/reliability (train arriving/departing on time)	-9	⬇	-8	⬇	570	87	6	8	82
Length of time the journey was scheduled to take (speed)	-2	⊖	-2	⊖	563	93	4	3	88
Connections with other train services	-2	⊖	1	⊖	268	86	13	1	81
Value for money of the price of your ticket	-1	⊖	2	⊖	552	67	16	17	59
Upkeep and repair of the train	-2	⊖	1	⊖	580	91	5	4	82
Provision of information during the journey	1	⊖	0	⊖	556	94	5	0	80
Helpfulness and attitude of staff on train	-1	⊖	0	⊖	531	95	4	1	81
Space for luggage	-2	⊖	-4	⊖	527	74	12	14	62
Toilet facilities	-8	⊖	2	⊖	387	70	16	14	56
Comfort of the seats ^{††}	-	-	3	⊖	566	89	7	3	76
Step or gap between the train and the platform ^{†††}	-	-	2	⊖	521	83	16	1	68
Your personal security on board ^{††††}	-	-	-2	⊖	530	91	9	1	83
Cleanliness of the inside	-2	⊖	0	⊖	581	93	5	2	83
Cleanliness of the outside	4	⬆	4	⊖	519	95	4	0	79
Availability of staff on the train	2	⊖	3	⊖	541	93	6	1	65
How well train company deals with delays	2	⊖	5	⊖	168	72	24	4	55
Level of crowding ^{††}	-	-	-4	⊖	559	85	12	3	70
Reliability of the internet connection ^{†††}	-	-	-	-	323	61	13	26	34
Availability of power sockets ^{†††}	-	-	-10	⬇	425	83	7	11	59

Improved ⬆ Unchanged ⊖ Declined ⬇

^{††}Attribute added for the first time in Spring 2017.^{†††}Attribute added for the first time from Autumn 2017, so no historical comparisons yet.
^{††††}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

TransPennine Express*

Overall sample size: 1047

Overall satisfaction with your journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the station	0	⊖	-2	⊖	1028	86	11	3	87
Ticket buying facilities	-2	⊖	-3	⊖	477	84	9	7	87
Provision of information about train times/platforms	-1	⊖	-1	⊖	1005	89	7	3	91
Upkeep/repair of the station buildings/platforms	-1	⊖	-1	⊖	1008	80	16	4	83
Cleanliness	-2	⊖	-1	⊖	1006	82	14	4	85
Toilet facilities at the station [†]	-	-	-2	⊖	696	58	18	25	62
Attitudes and helpfulness of staff	0	⊖	-2	⊖	724	82	13	5	84
Connections with other forms of public transport	-1	⊖	-2	⊖	614	77	14	8	81
Facilities for car parking	-11	⬇	-8	⊖	309	40	16	44	58
Overall environment	2	⊖	-2	⊖	1014	81	15	3	83
Your personal security whilst using the station	-1	⊖	-3	⊖	926	78	20	2	80
Availability of staff at the station	-2	⊖	-4	⊖	851	72	17	11	74
Shelter facilities	4	⊖	7	⬆	843	84	12	4	81
Availability of seating	3	⊖	-1	⊖	966	61	21	18	59
How request to station staff was handled	-5	⊖	-7	⬇	210	88	3	9	91
Choice of shops/eating/drinking facilities available	0	⊖	0	⊖	870	64	20	16	64
Availability of Wi-Fi	5	⊖	3	⊖	389	41	18	40	46

TRAIN FACILITIES

Overall satisfaction with the train	-6	⬇	-8	⬇	1016	78	11	11	83
Frequency of the trains on that route	-2	⊖	-2	⊖	970	80	8	11	84
Punctuality/reliability (train arriving/departing on time)	-7	⬇	-8	⬇	1009	74	8	18	82
Length of time the journey was scheduled to take (speed)	1	⊖	-1	⊖	1004	88	6	5	88
Connections with other train services	-7	⬇	-2	⊖	543	75	15	10	81
Value for money of the price of your ticket	-4	⊖	-3	⊖	979	57	19	24	59
Upkeep and repair of the train	-4	⬇	-4	⊖	1003	82	13	5	82
Provision of information during the journey	-3	⊖	-6	⬇	947	77	16	7	80
Helpfulness and attitude of staff on train	-3	⊖	-6	⬇	752	80	16	4	81
Space for luggage	2	⊖	-10	⬇	813	56	17	27	62
Toilet facilities	-1	⊖	-9	⬇	454	51	21	28	56
Comfort of the seats ^{††}	-	-	-3	⊖	937	75	16	9	76
Step or gap between the train and the platform ^{†††}	-	-	-6	⬇	950	65	27	8	68
Your personal security on board ^{††††}	-	-	-5	⬇	942	80	17	3	83
Cleanliness of the inside	-4	⬇	-5	⬇	1018	80	12	8	83
Cleanliness of the outside	-4	⊖	-3	⊖	887	80	16	4	79
Availability of staff on the train	-2	⊖	-9	⬇	888	66	19	15	65
How well train company deals with delays	-4	⊖	-2	⊖	376	49	33	18	55
Level of crowding ^{††}	-	-	-7	⬇	997	58	10	32	70
Reliability of the internet connection ^{†††}	-	-	-	-	378	29	19	52	34
Availability of power sockets ^{†††}	-	-	-10	⬇	493	47	15	37	59

Improved ⬆ Unchanged ⊖ Declined ⬇

*TransPennine Express rebranded from First TransPennine Express in Autumn 2016. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Virgin Trains

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1219									
Overall satisfaction with your journey	2	⊖	-1	⊖	1181	91	5	4	86
STATION FACILITIES									
Overall satisfaction with the station	1	⊖	-1	⊖	1192	85	11	4	87
Ticket buying facilities	-2	⊖	0	⊖	500	86	9	5	87
Provision of information about train times/platforms	2	⊖	0	⊖	1174	91	6	4	91
Upkeep/repair of the station buildings/platforms	4	⊖	2	⊖	1176	80	12	8	83
Cleanliness	1	⊖	-1	⊖	1185	82	13	5	85
Toilet facilities at the station**	-	-	-2	⊖	722	58	19	23	62
Attitudes and helpfulness of staff	-1	⊖	0	⊖	790	83	15	3	84
Connections with other forms of public transport	3	⊖	-1	⊖	817	85	8	7	81
Facilities for car parking	-5	⊖	-7	⊖	322	53	19	28	58
Overall environment	2	⊖	0	⊖	1178	80	14	7	83
Your personal security whilst using the station	0	⊖	0	⊖	1086	78	20	2	80
Availability of staff at the station	-3	⊖	-5	↓	938	73	19	8	74
Shelter facilities	-1	⊖	-2	⊖	820	77	14	9	81
Availability of seating	0	⊖	0	⊖	1100	51	17	32	59
How request to station staff was handled	1	⊖	1	⊖	255	91	5	4	91
Choice of shops/eating/drinking facilities available	-3	⊖	-2	⊖	1080	63	19	19	64
Availability of Wi-Fi	1	⊖	-7	⊖	437	46	17	37	46
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊖	-3	↓	1196	88	8	4	83
Frequency of the trains on that route	-1	⊖	-1	⊖	1133	89	6	5	84
Punctuality/reliability (train arriving/departing on time)	-3	⊖	-1	⊖	1182	87	5	8	82
Length of time the journey was scheduled to take (speed)	-2	⊖	-2	⊖	1175	91	5	4	88
Connections with other train services	-3	⊖	-2	⊖	628	83	10	6	81
Value for money of the price of your ticket	0	⊖	-1	⊖	1162	63	15	23	59
Upkeep and repair of the train	-2	⊖	-4	↓	1187	86	10	4	82
Provision of information during the journey	1	⊖	-1	⊖	1131	84	11	5	80
Helpfulness and attitude of staff on train	0	⊖	-3	⊖	804	81	14	5	81
Space for luggage	0	⊖	-3	⊖	1021	63	15	22	62
Toilet facilities	-7	↓	-4	⊖	729	59	18	23	56
Comfort of the seats**	-	-	-3	⊖	1163	77	14	8	76
Step or gap between the train and the platform**	-	-	-1	⊖	1102	71	23	6	68
Your personal security on board****	-	-	-1	⊖	1115	85	14	2	83
Cleanliness of the inside	0	⊖	-4	↓	1202	86	9	5	83
Cleanliness of the outside	-2	⊖	-3	⊖	1017	81	15	4	79
Availability of staff on the train	-5	⊖	-7	↓	947	62	26	12	65
How well train company deals with delays	-1	⊖	-2	⊖	303	59	28	13	55
Level of crowding**	-	-	-2	⊖	1167	79	11	10	70
Reliability of the internet connection**	-	-	-	-	544	31	12	57	34
Availability of power sockets**	-	-	-9	↓	766	51	11	38	59

Improved ↑ Unchanged ⊖ Declined ↓

Attribute added for the first time in Spring 2017.*Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Virgin Trains East Coast

Improved ↑ Unchanged = Declined ↓

Overall sample size: 1089

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	=	1	=	1055	92	5	3	86
STATION FACILITIES									
Overall satisfaction with the station	3	=	2	=	1076	92	6	2	87
Ticket buying facilities	2	=	3	=	381	88	6	6	87
Provision of information about train times/platforms	1	=	-1	=	1062	92	3	5	91
Upkeep/repair of the station buildings/platforms	1	=	0	=	1061	90	7	3	83
Cleanliness	1	=	2	=	1062	92	6	2	85
Toilet facilities at the station**	-	-	6	=	659	70	16	14	62
Attitudes and helpfulness of staff	-2	=	-3	=	662	84	12	4	84
Connections with other forms of public transport	5	=	3	=	688	87	8	5	81
Facilities for car parking	-2	=	-3	=	299	63	15	22	58
Overall environment	2	=	0	=	1068	88	10	2	83
Your personal security whilst using the station	3	=	-2	=	983	82	17	1	80
Availability of staff at the station	6	↑	0	=	792	78	14	8	74
Shelter facilities	5	=	0	=	819	85	9	6	81
Availability of seating	4	=	2	=	980	60	14	25	59
How request to station staff was handled	-1	=	0	=	177	85	5	10	91
Choice of shops/eating/drinking facilities available	6	↑	0	=	959	72	15	13	64
Availability of Wi-Fi	10	=	5	=	350	51	21	28	46
TRAIN FACILITIES									
Overall satisfaction with the train	-1	=	-1	=	1071	90	7	3	83
Frequency of the trains on that route	-2	=	-1	=	1008	90	7	3	84
Punctuality/reliability (train arriving/departing on time)	-2	=	1	=	1051	87	5	8	82
Length of time the journey was scheduled to take (speed)	0	=	-1	=	1054	91	5	4	88
Connections with other train services	1	=	3	=	551	85	8	7	81
Value for money of the price of your ticket	2	=	2	=	1033	63	14	23	59
Upkeep and repair of the train	1	=	-2	=	1065	87	10	3	82
Provision of information during the journey	5	=	-1	=	1011	83	14	3	80
Helpfulness and attitude of staff on train	2	=	4	=	810	86	12	2	81
Space for luggage	11	↑	4	=	954	73	12	15	62
Toilet facilities	7	=	-1	=	712	59	20	21	56
Comfort of the seats**	-	-	0	=	1053	82	12	6	76
Step or gap between the train and the platform**	-	-	0	=	995	70	21	9	68
Your personal security on board****	-	-	0	=	994	86	13	1	83
Cleanliness of the inside	5	↑	0	=	1073	89	6	5	83
Cleanliness of the outside	3	=	-2	=	920	81	15	4	79
Availability of staff on the train	2	=	2	=	893	71	20	9	65
How well train company deals with delays	5	=	3	=	266	66	24	10	55
Level of crowding**	-	-	2	=	1045	83	10	7	70
Reliability of the internet connection**	-	-	-	-	583	46	13	42	34
Availability of power sockets**	-	-	-3	=	729	82	9	8	59

Attribute added for the first time in Spring 2017. *Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Arriva Trains Wales

Overall sample size: 1011

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	=	-4	=	977	79	12	9	83
STATION FACILITIES									
Overall satisfaction with the station	-1	=	-1	=	996	74	18	8	81
Ticket buying facilities	3	=	-8	↓	514	75	10	16	79
Provision of information about train times/platforms	3	=	-5	↓	946	82	12	6	88
Upkeep/repair of the station buildings/platforms	2	=	0	=	970	68	20	13	77
Cleanliness	1	=	-2	=	968	70	19	11	81
Toilet facilities at the station**	-	-	-5	=	609	43	15	42	46
Attitudes and helpfulness of staff	4	=	-1	=	662	79	10	10	80
Connections with other forms of public transport	-2	=	-1	=	553	60	16	23	73
Facilities for car parking	-2	=	-2	=	435	58	13	29	53
Overall environment	1	=	1	=	970	68	22	10	77
Your personal security whilst using the station	2	=	-1	=	873	71	22	7	77
Availability of staff at the station	8	↑	0	=	770	66	17	17	71
Shelter facilities	1	=	4	=	883	71	13	16	77
Availability of seating	2	=	2	=	936	58	16	26	60
How request to station staff was handled	9	=	-2	=	155	93	3	4	90
Choice of shops/eating/drinking facilities available	4	=	3	=	760	43	19	39	47
Availability of Wi-Fi	1	=	5	=	408	29	14	57	36
TRAIN FACILITIES									
Overall satisfaction with the train	0	=	-2	=	995	75	14	11	77
Frequency of the trains on that route	2	=	-5	=	958	71	10	19	78
Punctuality/reliability (train arriving/departing on time)	-6	↓	-8	↓	981	73	8	19	80
Length of time the journey was scheduled to take (speed)	1	=	-2	=	961	83	9	8	88
Connections with other train services	-1	=	1	=	615	74	15	11	78
Value for money of the price of your ticket	-7	↓	-3	=	946	54	18	28	59
Upkeep and repair of the train	5	=	5	=	978	69	16	15	70
Provision of information during the journey	3	=	2	=	895	66	19	15	73
Helpfulness and attitude of staff on train	-2	=	-3	=	842	82	13	5	79
Space for luggage	0	=	2	=	828	63	18	19	63
Toilet facilities	-4	=	-4	=	514	43	20	37	45
Comfort of the seats**	-	-	1	=	948	69	17	14	67
Step or gap between the train and the platform**	-	-	-4	=	920	58	21	22	64
Your personal security on board****	-	-	-3	=	903	77	20	4	78
Cleanliness of the inside	4	=	3	=	996	74	13	13	73
Cleanliness of the outside	-1	=	1	=	883	66	19	15	70
Availability of staff on the train	-7	↓	-6	=	902	66	21	13	62
How well train company deals with delays	-6	=	-3	=	220	35	41	24	47
Level of crowding**	-	-	-5	=	947	68	14	18	72
Reliability of the internet connection**	-	-	-	-	464	41	14	46	34
Availability of power sockets**	-	-	4	=	524	24	10	66	24

Attribute added for the first time in Spring 2017. *Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Merseyrail

Overall sample size: 814

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-6	↓	-5	↓	771	89	7	4	83
STATION FACILITIES									
Overall satisfaction with the station	-7	↓	-6	↓	805	84	11	5	81
Ticket buying facilities	-2	⊖	-8	↓	467	86	9	6	79
Provision of information about train times/platforms	1	⊖	1	⊖	781	92	4	3	88
Upkeep/repair of the station buildings/platforms	-7	↓	1	⊖	785	81	13	6	77
Cleanliness	-4	⊖	-1	⊖	784	85	12	3	81
Toilet facilities at the station ^{**}	-	-	-4	⊖	428	55	17	28	46
Attitudes and helpfulness of staff	-1	⊖	-4	⊖	638	89	7	4	80
Connections with other forms of public transport	1	⊖	3	⊖	554	79	14	7	73
Facilities for car parking	3	⊖	0	⊖	341	60	7	33	53
Overall environment	-3	⊖	2	⊖	790	83	12	5	77
Your personal security whilst using the station	2	⊖	0	⊖	746	81	16	2	77
Availability of staff at the station	-3	⊖	1	⊖	709	85	9	6	71
Shelter facilities	-5	↓	-3	⊖	652	84	10	6	77
Availability of seating	-2	⊖	-4	⊖	754	72	11	16	60
How request to station staff was handled	-3	⊖	9	⊖	79	95	0	5	90
Choice of shops/eating/drinking facilities available	-1	⊖	-6	⊖	579	45	18	37	47
Availability of Wi-Fi	-11	↓	-11	↓	356	32	13	55	36
TRAIN FACILITIES									
Overall satisfaction with the train	-7	↓	-2	⊖	788	84	9	6	77
Frequency of the trains on that route	-2	⊖	4	↑	791	93	4	3	78
Punctuality/reliability (train arriving/departing on time)	-5	↓	-6	↓	772	88	5	7	80
Length of time the journey was scheduled to take (speed)	-4	↓	-5	↓	769	92	6	2	88
Connections with other train services	-2	⊖	10	↑	405	85	10	5	78
Value for money of the price of your ticket	-1	⊖	6	⊖	625	70	14	16	59
Upkeep and repair of the train	-11	↓	-3	⊖	777	74	16	10	70
Provision of information during the journey	-3	⊖	-2	⊖	740	84	13	4	73
Helpfulness and attitude of staff on train	-11	↓	-12	↓	389	64	25	11	79
Space for luggage	-3	⊖	-6	⊖	566	56	18	26	63
Toilet facilities	-11	↓	3	⊖	265	11	7	82	45
Comfort of the seats ^{**}	-	-	-3	⊖	767	69	19	12	67
Step or gap between the train and the platform ^{**}	-	-	-7	↓	746	64	22	14	64
Your personal security on board ^{****}	-	-	-3	⊖	719	73	22	5	78
Cleanliness of the inside	-9	↓	-3	⊖	789	73	16	12	73
Cleanliness of the outside	-8	↓	0	⊖	725	68	22	10	70
Availability of staff on the train	-15	↓	-9	↓	592	48	29	24	62
How well train company deals with delays	-12	⊖	-7	⊖	183	49	37	14	47
Level of crowding ^{**}	-	-	-3	⊖	758	83	11	6	72
Reliability of the internet connection ^{**}	-	-	-	-	307	24	12	64	34
Availability of power sockets ^{**}	-	-	-2	⊖	291	6	6	88	24

Improved ↑ Unchanged ⊖ Declined ↓

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Northern*

Overall sample size: 1715

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	=	-3	=	1657	81	11	8	83
STATION FACILITIES									
Overall satisfaction with the station	2	=	-1	=	1668	83	12	5	81
Ticket buying facilities	5	↑	0	=	999	83	9	9	79
Provision of information about train times/platforms	3	↑	-2	=	1634	88	8	5	88
Upkeep/repair of the station buildings/platforms	2	=	1	=	1655	78	15	7	77
Cleanliness	3	=	1	=	1650	80	13	7	81
Toilet facilities at the station**	-	-	-1	=	1066	48	18	35	46
Attitudes and helpfulness of staff	1	=	1	=	1206	80	14	6	80
Connections with other forms of public transport	2	=	0	=	1061	74	14	12	73
Facilities for car parking	-1	=	0	=	740	59	16	25	53
Overall environment	4	↑	0	=	1653	78	16	7	77
Your personal security whilst using the station	0	=	1	=	1533	76	19	5	77
Availability of staff at the station	3	=	1	=	1399	69	17	14	71
Shelter facilities	3	=	1	=	1527	78	12	10	77
Availability of seating	3	=	0	=	1595	62	17	21	60
How request to station staff was handled	0	=	-2	=	253	90	4	6	90
Choice of shops/eating/drinking facilities available	8	↑	-2	=	1319	53	17	30	47
Availability of Wi-Fi	7	↑	1	=	711	34	15	51	36
TRAIN FACILITIES									
Overall satisfaction with the train	-4	↓	-4	=	1681	71	16	13	77
Frequency of the trains on that route	-1	=	-3	=	1647	72	10	18	78
Punctuality/reliability (train arriving/departing on time)	-3	=	-6	↓	1650	77	8	15	80
Length of time the journey was scheduled to take (speed)	1	=	-1	=	1646	84	9	6	88
Connections with other train services	-2	=	-4	=	991	72	17	11	78
Value for money of the price of your ticket	-1	=	0	=	1590	57	19	24	59
Upkeep and repair of the train	4	↑	5	↑	1662	65	17	18	70
Provision of information during the journey	2	=	5	↑	1516	67	20	14	73
Helpfulness and attitude of staff on train	2	=	1	=	1308	81	14	5	79
Space for luggage	2	=	1	=	1316	63	16	21	63
Toilet facilities	7	↑	8	↑	805	50	17	32	45
Comfort of the seats**	-	-	3	=	1626	62	18	20	67
Step or gap between the train and the platform**	-	-	-3	=	1548	62	26	12	64
Your personal security on board****	-	-	1	=	1561	76	19	5	78
Cleanliness of the inside	1	=	0	=	1681	70	15	15	73
Cleanliness of the outside	2	=	2	=	1506	69	19	12	70
Availability of staff on the train	1	=	2	=	1512	64	21	15	62
How well train company deals with delays	6	=	5	=	385	47	30	23	47
Level of crowding**	-	-	-6	↓	1633	71	12	18	72
Reliability of the internet connection**	-	-	-	-	665	27	12	62	34
Availability of power sockets**	-	-	1	=	727	13	9	78	24

Improved ↑ Unchanged = Declined ↓

*Northern rebranded from Northern Rail in Autumn 2016. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

ScotRail

Overall sample size: 1419

	Improvement/decline in % satisfied or good since Autumn 2016		Improvement/decline in % satisfied or good since Spring 2017		Autumn 2017				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⊖	-5	↓	1366	85	11	4	83
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	-4	⊖	1394	79	16	5	81
Ticket buying facilities	-2	⊖	-7	⊖	864	75	12	13	79
Provision of information about train times/platforms	5	↑	2	⊖	1376	88	8	4	88
Upkeep/repair of the station buildings/platforms	-2	⊖	-5	⊖	1369	77	15	9	77
Cleanliness	0	⊖	-3	⊖	1367	83	12	5	81
Toilet facilities at the station ^{**}	-	-	-7	⊖	762	42	16	42	46
Attitudes and helpfulness of staff	-2	⊖	-3	⊖	1019	76	19	6	80
Connections with other forms of public transport	0	⊖	-2	⊖	900	72	16	12	73
Facilities for car parking	-1	⊖	5	⊖	527	42	16	42	53
Overall environment	1	⊖	-3	⊖	1382	76	17	7	77
Your personal security whilst using the station	0	⊖	1	⊖	1298	78	19	4	77
Availability of staff at the station	-1	⊖	-3	⊖	1156	68	12	20	71
Shelter facilities	1	⊖	-4	⊖	1165	76	14	10	77
Availability of seating	-6	↓	-13	↓	1332	52	21	27	60
How request to station staff was handled	5	⊖	0	⊖	249	88	5	7	90
Choice of shops/eating/drinking facilities available	-2	⊖	0	⊖	1154	44	16	40	47
Availability of Wi-Fi	-9	↓	-8	⊖	692	41	14	44	36
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⊖	-3	⊖	1395	79	14	7	77
Frequency of the trains on that route	0	⊖	-6	↓	1373	80	8	12	78
Punctuality/reliability (train arriving/departing on time)	2	⊖	-3	⊖	1382	82	7	11	80
Length of time the journey was scheduled to take (speed)	1	⊖	-1	⊖	1370	91	6	3	88
Connections with other train services	4	⊖	2	⊖	693	83	11	6	78
Value for money of the price of your ticket	0	⊖	-3	⊖	1326	59	17	24	59
Upkeep and repair of the train	0	⊖	-1	⊖	1375	73	20	7	70
Provision of information during the journey	5	⊖	0	⊖	1303	77	17	6	73
Helpfulness and attitude of staff on train	4	⊖	-1	⊖	1026	81	17	2	79
Space for luggage	3	⊖	-2	⊖	1036	66	18	17	63
Toilet facilities	6	⊖	2	⊖	630	53	17	31	45
Comfort of the seats ^{**}	-	-	1	⊖	1350	72	18	10	67
Step or gap between the train and the platform ^{**}	-	-	-2	⊖	1323	69	21	10	64
Your personal security on board ^{****}	-	-	3	⊖	1308	83	15	3	78
Cleanliness of the inside	-3	⊖	-1	⊖	1394	75	17	8	73
Cleanliness of the outside	0	⊖	1	⊖	1215	75	19	6	70
Availability of staff on the train	0	⊖	-4	⊖	1219	64	25	12	62
How well train company deals with delays	13	⊖	-3	⊖	301	51	31	18	47
Level of crowding ^{**}	-	-	-8	↓	1368	71	16	13	72
Reliability of the internet connection ^{**}	-	-	-	-	770	42	13	44	34
Availability of power sockets ^{**}	-	-	1	⊖	691	40	8	52	24

^{**}Attribute added for the first time in Spring 2017. ^{***}Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ^{****}Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Individual train company results by route

Overall satisfaction

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2016. Full details of the route results for Autumn 2017 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged = Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	231	79	=	Greater Anglia: Mainline	487	80	=	South Western Railway: outer suburban and local***	542	77	=
Arriva Trains Wales: interurban	249	86	=	Greater Anglia: rural	128	81	=	Southeastern: High Speed	271	91	=
Arriva Trains Wales: Mid Wales and Borders	320	88	=	Greater Anglia: Stansted Express	110	93	=	Southeastern: Mainline	492	79	=
Arriva Trains Wales: North Wales and Borders	101	87	=	Greater Anglia: West Anglia	313	76	↓	Southeastern: Metro	748	79	=
Arriva Trains Wales: South Wales and Borders/West Wales	76	61	↓	Heathrow Connect	474	83	=	Southern: Metro	555	71	=
c2c: Southend Line	615	91	=	Heathrow Express	442	91	↓	Southern: Sussex Coast	733	74	↑
c2c: Tilbury Line	359	87	=	Hull Trains	568	95	=	TfL Rail	215	75	=
Chiltern Railways: commuter	258	88	=	London Midland: London commuter	252	84	=	Thameslink: Loop	306	84	=
Chiltern Railways: Metro	249	85	=	London Midland: West Coast	190	88	=	Thameslink: Kent	211	81	↑
Chiltern Railways: Oxford	174	82	=	London Midland: West Midlands	611	83	=	Thameslink: North/South	567	84	↑
Chiltern Railways: West Midlands	284	94	=	London Overground: Gospel Oak - Barking	84	84	-	TransPennine Express: North	719	84	=
CrossCountry: East - West	349	83	=	London Overground: Highbury and Islington - Croydon/Clapham	470	90	=	TransPennine Express: North West	170	77	=
CrossCountry: North - South Manchester	295	79	=	London Overground: Richmond/Clapham - Stratford	469	84	↓	TransPennine Express: South	110	68	=
CrossCountry: North - South Scotland and North East	579	86	=	London Overground: Watford - Euston	159	90	=	Virgin: London/Birmingham - Scotland	246	87	=
East Midlands Trains: Liverpool - Norwich	223	77	=	London Overground: West Anglia	387	86	=	Virgin: London - Liverpool	121	93	=
East Midlands Trains: local	209	90	↑	Merseyrail: Northern	530	87	↓	Virgin: London - Manchester	294	92	=
East Midlands Trains: London	558	86	=	Merseyrail: Wirral	241	92	=	Virgin: London - North Wales	74	91	=
Gatwick Express	451	81	=	Northern: Central	410	79	=	Virgin: London - Scotland	173	90	=
Grand Central: London - Bradford	72	95	=	Northern: East	648	81	=	Virgin: London - Wolverhampton	273	94	=
Grand Central: London - Sunderland	585	96	↑	Northern: North East	306	90	=	Virgin Trains East Coast: London - Leeds and West Yorkshire	342	93	=
Great Northern	592	77	=	Northern: West	293	82	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	189	92	=
Great Western Railway: Long-distance	769	82	=	ScotRail: Interurban	499	84	=	Virgin Trains East Coast: London - Scotland	524	91	=
Great Western Railway: London Thames Valley	418	78	=	ScotRail: rural	93	86	=				
Great Western Railway: West	400	78	=	ScotRail: Strathclyde	477	84	=				
Greater Anglia: Intercity	257	91	↑	ScotRail: urban	297	87	=				
				South Western Railway: Island Line***	123	88	=				
				South Western Railway: Longer-distance***	728	74	↓				
				South Western Railway: Metro***	728	74	=				

*Part of the Govia Thameslink Railway franchise. ***South Western Railway rebranded from South West Trains in Autumn 2017.

Value for money of the price of our ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2016. Full details of the route results for Autumn 2017 are available on the Transport Focus website (or by email on request).

Improved Unchanged Declined

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	228	52		Greater Anglia: Mainline	473	39		South Western Railway: outer suburban and local***	509	34	
Arriva Trains Wales: interurban	245	49		Greater Anglia: rural	121	49		Southeastern: High Speed	265	44	
Arriva Trains Wales: Mid Wales and Borders	302	62		Greater Anglia: Stansted Express	108	44		Southeastern: Mainline	474	32	
Arriva Trains Wales: North Wales and Borders	97	57		Greater Anglia: West Anglia	305	40		Southeastern: Metro	608	37	
Arriva Trains Wales: South Wales and Borders/West Wales	74	50		Heathrow Connect	429	60		Southern: Metro	500	36	
c2c: Southend Line	593	52		Heathrow Express	442	49		Southern: Sussex Coast	703	40	
c2c: Tilbury Line	338	44		Hull Trains	552	67		TfL Rail	187	46	
Chiltern Railways: commuter	253	44		London Midland: London commuter	248	36		Thameslink: Loop	265	48	
Chiltern Railways: Metro	237	53		London Midland: West Coast	191	74		Thameslink: Kent	182	21	
Chiltern Railways: Oxford	180	39		London Midland: West Midlands	533	60		Thameslink: North/South	545	45	
Chiltern Railways: West Midlands	278	59		London Overground: Gospel Oak - Barking	71	71	-	TransPennine Express: North	705	59	
CrossCountry: East - West	340	58		London Overground: Highbury and Islington - Croydon/Clapham	427	46		TransPennine Express: North West	165	53	
CrossCountry: North - South Manchester	290	50		London Overground: Richmond/Clapham - Stratford	410	56		TransPennine Express: South	109	58	
CrossCountry: North - South Scotland and North East	567	61		London Overground: Watford - Euston	130	55		Virgin: London/Birmingham - Scotland	241	66	
East Midlands Trains: Liverpool - Norwich	220	55		London Overground: West Anglia	329	48		Virgin: London - Liverpool	113	71	
East Midlands Trains: local	200	70		Merseyrail: Northern	426	70		Virgin: London - Manchester	295	56	
East Midlands Trains: London	558	46		Merseyrail: Wirral	199	70		Virgin: London - North Wales	74	63	
Gatwick Express	433	38		Northern: Central	378	52		Virgin: London - Scotland	172	61	
Grand Central: London - Bradford	72	78		Northern: East	632	55		Virgin: London - Wolverhampton	267	66	
Grand Central: London - Sunderland	559	71		Northern: North East	301	75		Virgin Trains East Coast: London - Leeds and West Yorkshire	337	57	
Great Northern	556	40		Northern: West	279	64		Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	182	69	
Great Western Railway: Long-distance	747	50		ScotRail: Interurban	489	49		Virgin Trains East Coast: London - Scotland	514	65	
Great Western Railway: London Thames Valley	430	40		ScotRail: rural	86	75					
Great Western Railway: West	390	64		ScotRail: Strathclyde	468	64					
Greater Anglia: Intercity	252	62		ScotRail: urban	283	53					
				South Western Railway: Island Line***	118	78					
				South Western Railway: Longer-distance***	701	38					
				South Western Railway: Metro***	478	35					

Punctuality/reliability (train arriving/departing on time)

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Improved ↑ Unchanged = Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	230	75	=	Greater Anglia: Mainline	491	80	↑	South Western Railway: outer suburban and local***	541	67	=
Arriva Trains Wales: interurban	255	75	=	Greater Anglia: rural	128	84	↑	Southeastern: High Speed	272	86	↑
Arriva Trains Wales: Mid Wales and Borders	318	83	=	Greater Anglia: Stansted Express	109	94	=	Southeastern: Mainline	480	72	=
Arriva Trains Wales: North Wales and Borders	101	82	=	Greater Anglia: West Anglia	313	76	=	Southeastern: Metro	741	71	=
Arriva Trains Wales: South Wales and Borders/West Wales	77	52	↓	Heathrow Connect	470	67	=	Southern: Metro	552	51	↑
c2c: Southend Line	608	93	↑	Heathrow Express	442	92	=	Southern: Sussex Coast	721	63	↑
c2c: Tilbury Line	359	86	↑	Hull Trains**	570	87	↓	TfL Rail	212	76	=
Chiltern Railways: commuter	261	82	=	London Midland: London commuter	256	76	=	Thameslink: Loop	308	73	↑
Chiltern Railways: Metro	248	91	=	London Midland: West Coast	194	85	=	Thameslink: Kent	208	68	↑
Chiltern Railways: Oxford	183	81	=	London Midland: West Midlands	614	76	=	Thameslink: North/South	570	75	↑
Chiltern Railways: West Midlands	289	92	=	London Overground: Gospel Oak - Barking	85	82	-	TransPennine Express: North	725	79	=
CrossCountry: East - West	358	81	=	London Overground: Highbury and Islington - Croydon/Clapham	474	86	↑	TransPennine Express: North West	173	63	↓
CrossCountry: North - South Manchester	298	81	=	London Overground: Richmond/Clapham - Stratford	459	83	=	TransPennine Express: South	111	68	=
CrossCountry: North - South Scotland and North East	579	81	=	London Overground: Watford - Euston	154	86	=	Virgin: London/Birmingham - Scotland	246	87	=
East Midlands Trains: Liverpool - Norwich	228	72	=	London Overground: West Anglia	396	81	=	Virgin: London - Liverpool	115	94	=
East Midlands Trains: local	205	86	=	Merseyrail: Northern	524	87	↓	Virgin: London - Manchester	299	82	↓
East Midlands Trains: London	565	80	↓	Merseyrail: Wirral	248	90	=	Virgin: London - North Wales	75	93	=
Gatwick Express	428	75	=	Northern: Central	410	72	=	Virgin: London - Scotland	174	83	=
Grand Central: London - Bradford	74	98	=	Northern: East	643	80	=	Virgin: London - Wolverhampton	273	90	=
Grand Central: London - Sunderland	567	89	↑	Northern: North East	307	92	=	Virgin Trains East Coast: London - Leeds and West Yorkshire	346	85	=
Great Northern	583	69	=	Northern: West	290	74	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	185	87	=
Great Western Railway: Long-distance	767	75	=	ScotRail: Interurban	504	80	=	Virgin Trains East Coast: London - Scotland	520	88	=
Great Western Railway: London Thames Valley	438	66	=	ScotRail: rural	94	96	=				
Great Western Railway: West	397	74	↓	ScotRail: Strathclyde	486	81	=				
Greater Anglia: Intercity	256	86	↑	ScotRail: urban	298	82	=				
				South Western Railway: Island Line***	120	93	=				
				South Western Railway: Longer-distance***	717	72	↓				
				South Western Railway: Metro***	549	62	=				

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Level of crowding†

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Improved ↑ Unchanged = Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	223	72	-	Greater Anglia: Mainline	481	77	-	South Western Railway: outer suburban and local***	542	62	-
Arriva Trains Wales: interurban	248	61	-	Greater Anglia: rural	129	81	-	Southeastern: High Speed	271	72	-
Arriva Trains Wales: Mid Wales and Borders	308	68	-	Greater Anglia: Stansted Express	109	78	-	Southeastern: Mainline	483	65	-
Arriva Trains Wales: North Wales and Borders	95	72	-	Greater Anglia: West Anglia	309	70	-	Southeastern: Metro	732	68	-
Arriva Trains Wales: South Wales and Borders/West Wales	73	55	-	Heathrow Connect	464	78	-	Southern: Metro†	549	64	-
c2c: Southend Line	609	75	-	Heathrow Express	444	87	-	Southern: Sussex Coast†	719	67	-
c2c: Tilbury Line	355	67	-	Hull Trains	559	85	-	TfL Rail	213	65	-
Chiltern Railways: commuter	264	75	-	London Midland: London commuter	253	63	-	Thameslink: Loop†	308	81	-
Chiltern Railways: Metro	249	72	-	London Midland: West Coast	194	73	-	Thameslink: Kent†	207	62	-
Chiltern Railways: Oxford	182	68	-	London Midland: West Midlands	600	73	-	Thameslink: North/South†	574	71	-
Chiltern Railways: West Midlands	287	78	-	London Overground: Gospel Oak - Barking	83	73	-	TransPennine Express: North	715	63	-
CrossCountry: East - West	351	66	-	London Overground: Highbury and Islington - Croydon/Clapham	470	70	-	TransPennine Express: North West	171	46	-
CrossCountry: North - South Manchester	297	55	-	London Overground: Richmond/Clapham - Stratford	460	59	-	TransPennine Express: South	111	52	-
CrossCountry: North - South Scotland and North East	578	65	-	London Overground: Watford - Euston	154	78	-	Virgin: London/Birmingham - Scotland	242	75	-
East Midlands Trains: Liverpool - Norwich	224	63	-	London Overground: West Anglia	393	76	-	Virgin: London - Liverpool	114	89	-
East Midlands Trains: local	204	76	-	Merseyrail: Northern	513	83	-	Virgin: London - Manchester	298	81	-
East Midlands Trains: London	562	73	-	Merseyrail: Wirral	245	82	-	Virgin: London - North Wales	76	66	-
Gatwick Express†	430	77	-	Northern: Central	413	70	-	Virgin: London - Scotland	167	74	-
Grand Central: London - Bradford	70	94	-	Northern: East	633	68	-	Virgin: London - Wolverhampton	270	81	-
Grand Central: London - Sunderland	562	92	-	Northern: North East	299	82	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	345	79	-
Great Northern†	588	62	-	Northern: West	288	74	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	181	89	-
Great Western Railway: Long-distance	760	72	-	ScotRail: Interurban	499	66	-	Virgin Trains East Coast: London - Scotland	519	85	-
Great Western Railway: London Thames Valley	431	65	-	ScotRail: rural	96	84	-				
Great Western Railway: West	386	58	-	ScotRail: Strathclyde	482	71	-				
Greater Anglia: Intercity	255	82	-	ScotRail: urban	291	75	-				
				South Western Railway: Island Line***	117	86	-				
				South Western Railway: Longer-distance***	707	64	-				
				South Western Railway: Metro***	542	68	-				

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2016. Full details of the route results for Autumn 2017 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged = Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	233	69	=	Greater Anglia: Mainline	492	84	=	South Western Railway: outer suburban and local***	539	77	↓
Arriva Trains Wales: interurban	258	79	=	Greater Anglia: rural	127	76	=	Southeastern: High Speed	277	79	=
Arriva Trains Wales: Mid Wales and Borders	324	84	=	Greater Anglia: Stansted Express	108	88	=	Southeastern: Mainline	490	77	=
Arriva Trains Wales: North Wales and Borders	103	87	=	Greater Anglia: West Anglia	315	81	=	Southeastern: Metro	753	79	=
Arriva Trains Wales: South Wales and Borders/West Wales	78	65	=	Heathrow Connect	467	66	=	Southern: Metro	561	77	=
c2c: Southend Line	627	85	=	Heathrow Express	447	90	=	Southern: Sussex Coast	729	79	↑
c2c: Tilbury Line	364	84	=	Hull Trains	579	89	=	TfL Rail	217	75	=
Chiltern Railways: commuter	263	89	=	London Midland: London commuter	257	81	=	Thameslink: Loop	314	81	=
Chiltern Railways: Metro	249	86	=	London Midland: West Coast	197	85	=	Thameslink: Kent	211	73	=
Chiltern Railways: Oxford	181	79	↓	London Midland: West Midlands	627	84	=	Thameslink: North/South	575	84	=
Chiltern Railways: West Midlands	296	90	=	London Overground: Gospel Oak - Barking	85	83	-	TransPennine Express: North	744	88	=
CrossCountry: East - West	357	83	=	London Overground: Highbury and Islington - Croydon/Clapham	477	84	=	TransPennine Express: North West	172	85	=
CrossCountry: North - South Manchester	296	89	=	London Overground: Richmond/Clapham - Stratford	467	80	=	TransPennine Express: South	112	78	↓
CrossCountry: North - South Scotland and North East	589	87	=	London Overground: Watford - Euston	162	79	=	Virgin: London/Birmingham - Scotland	251	86	=
East Midlands Trains: Liverpool - Norwich	233	84	=	London Overground: West Anglia	401	82	=	Virgin: London - Liverpool	117	88	=
East Midlands Trains: local	210	86	=	Merseyrail: Northern	545	84	↓	Virgin: London - Manchester	304	84	=
East Midlands Trains: London	570	90	=	Merseyrail: Wirral	260	85	=	Virgin: London - North Wales	76	84	=
Gatwick Express	448	70	=	Northern: Central	419	84	↑	Virgin: London - Scotland	174	84	=
Grand Central: London - Bradford	71	87	=	Northern: East	647	83	=	Virgin: London - Wolverhampton	270	87	=
Grand Central: London - Sunderland	585	90	=	Northern: North East	304	84	=	Virgin Trains East Coast: London - Leeds and West Yorkshire	349	91	=
Great Northern	598	79	=	Northern: West	298	82	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	194	91	=
Great Western Railway: Long-distance	780	85	=	ScotRail: Interurban	503	78	=	Virgin Trains East Coast: London - Scotland	533	93	=
Great Western Railway: London Thames Valley	439	73	=	ScotRail: rural	98	84	=				
Great Western Railway: West	397	81	=	ScotRail: Strathclyde	491	79	=				
Greater Anglia: Intercity	261	88	=	ScotRail: urban	302	82	=				
				South Western Railway: Island Line***	117	76	=				
				South Western Railway: Longer-distance***	718	81	↓				
				South Western Railway: Metro***	555	75	=				

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How routes are defined

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

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

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/ West Wales

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

c2c: Southend Line

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

c2c: Tilbury Line

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

Chiltern Railways: commuter

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

Chiltern Railways: Metro

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

Chiltern Railways: Oxford

Journeys on London Marylebone – Oxford services

Chiltern Railways: West Midlands

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

CrossCountry: East – West

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

CrossCountry: North-South Manchester

Journeys on lines between Manchester to and from the South West and South Coast

CrossCountry: North-South Scotland & North East

Journeys on lines between Scotland and the North East to and from the South West and South Coast

East Midlands Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: local

Journeys on local rail lines around Nottingham, Derby and Lincoln (excluding Liverpool – Norwich, London – Sheffield and London – Nottingham services)

East Midlands Trains: London

Journeys on the London – Sheffield and London – Nottingham routes. Also includes London – Corby services

Gatwick Express*

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

Grand Central: London – Bradford

Journeys on London King’s Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King’s Cross – Sunderland route

Great Northern*

Journeys on the Peterborough/King’s Lynn – London King’s Cross/Moorgate route

Great Western Railway: long-distance

Journeys on long-distance services

Great Western Railway: London Thames Valley

Journeys on relatively short-distance services in and around the Thames Valley

Great Western Railway: West

Journeys on (generally) short-distance rural routes in the west of England

Greater Anglia: Intercity

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

Greater Anglia: Mainline

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

Greater Anglia: rural

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

Greater Anglia: Stansted

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

Greater Anglia: West Anglia

Journeys on London – Hertford East, London – Cambridge, London – King’s Lynn, Cambridge – King’s Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

Hull Trains

All Hull Trains journeys

London Midland: London Commuter

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

London Midland: West Coast

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

London Midland: West Midlands

Journeys on several lines mainly in and around Birmingham New Street

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

*Part of the Govia Thameslink Railway franchise

London Overground: Highbury & Islington – Croydon/Clapham

Journeys on the Highbury & Islington – West Croydon and Highbury & Islington – Clapham Junction lines

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

Journeys on routes London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk line

Merseyrail: Wirral

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

Northern: central

Journeys on several lines in and around Manchester

Northern: East

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

Northern: North East

Journeys on lines in and around Newcastle

Northern: West

Journeys on lines in and around Liverpool and Preston

ScotRail: interurban

Journeys on longer-distance rail lines between urban areas

ScotRail: rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: urban

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

Southeastern: High Speed

Journeys on high-speed trains to/from London St. Pancras

Southeastern: Mainline

Journeys on (generally) mainline routes London – Kent lines

Southeastern: Metro

Journeys on routes that are within London

Southern: Sussex coast*

Journeys between London and Sussex (and beyond)

Southern: Metro*

Journeys on routes that are within London

South Western Railway: Island line

Journeys starting from stations on the Isle of Wight

South Western Railway: 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 Western Railway: Metro

Journeys on routes that are mainly or wholly within London

South Western Railway: outer suburban and local

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

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

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

Thameslink: North/South*

Journeys on the Brighton – Bedford route

Thameslink: Kent*

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

TransPennine Express: North

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

TransPennine Express: North West

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

TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Virgin: London – Birmingham – Scotland

Journeys on London – Birmingham – Scotland services

Virgin: London – Liverpool

Journeys on London – Liverpool services

Virgin: London – Manchester

Journeys on London – Manchester services

Virgin: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London – Glasgow/Scotland services. Also includes London – Blackpool services

Virgin: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London – Leeds and West Yorkshire

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

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

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

Virgin Trains East Coast: London – Scotland

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

*Part of the Govia Thameslink Railway franchise

What impacts on satisfaction and dissatisfaction?

Not all the station and train factors shown in this report will have equal importance. Some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

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

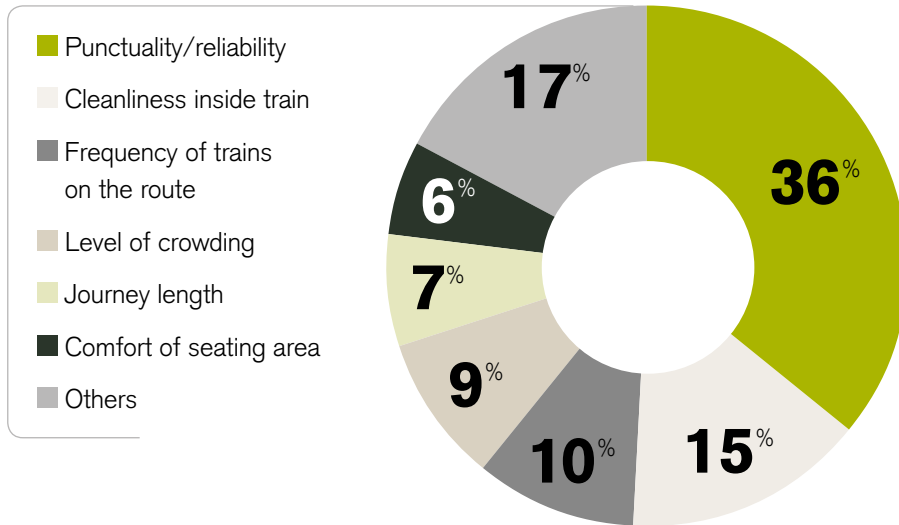
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure below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

There was one new factor in Autumn 2017 (reliability of the internet connection). As two waves of data are needed to include a factor, it was therefore not possible to include

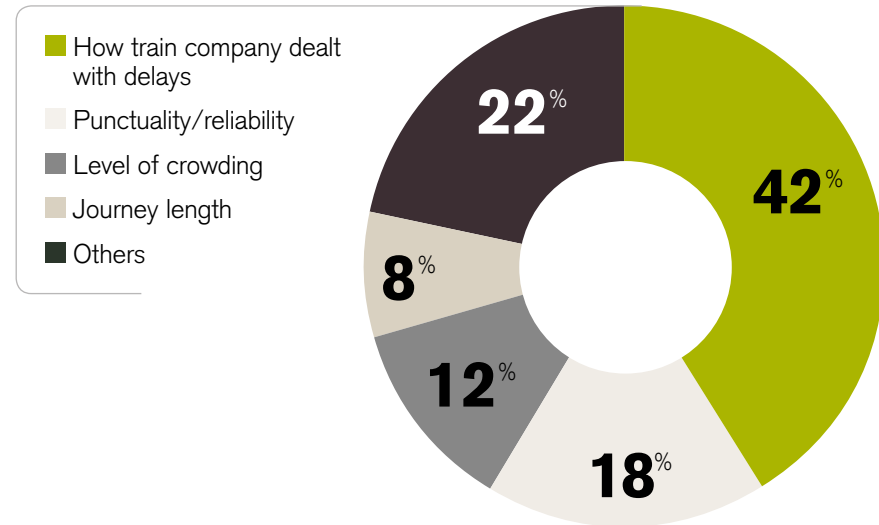
this factor for this analysis for this wave only.

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

What has the biggest impact on overall **satisfaction**?



What has the biggest impact on overall **dissatisfaction**?



National results by journey purpose

Journey purpose*

Improved Unchanged Declined

Overall sample size: 25,618

	Commuters Autumn 2017			Business Autumn 2017			Leisure Autumn 2017		
	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change
Overall satisfaction with the journey	73	-1		84	1		89	1	
STATION FACILITIES									
Overall satisfaction with the station	77	-1		82	-1		84	-1	
Ticket buying facilities	76	3		82	5		81	0	
Provision of information about train times/platforms	82	4		86	3		89	2	
Upkeep/repair of the station buildings/platforms	70	-1		75	2		79	-1	
Cleanliness	75	1		79	1		83	0	
Toilet facilities at the station**	44	-	-	50	-	-	56	-	-
Attitudes and helpfulness of staff	75	2		79	-1		83	1	
Connections with other forms of public transport	76	2		83	4		80	2	
Facilities for car parking	44	-1		54	-1		57	1	
Overall environment	73	3		77	3		79	1	
Your personal security whilst using the station	72	0		76	3		77	1	
Availability of staff at the station	67	3		69	3		70	1	
Shelter facilities	69	1		77	5		78	2	
Availability of seating	44	0		48	1		60	2	
How request to station staff was handled	81	5		91	5		90	1	
Choice of shops/eating/drinking facilities available	46	5		57	8		57	5	
Availability of Wi-Fi	28	-	-	34	-	-	45	-	-
TRAIN FACILITIES									
Overall satisfaction with the train	69	-4		81	-1		86	-2	
Frequency of the trains on that route	68	1		77	-2		83	0	
Punctuality/reliability (train arriving/departing on time)	65	3		78	2		85	1	
Length of time the journey was scheduled to take (speed)	77	1		81	1		89	0	
Connections with other train services	71	1		77	0		84	3	
Value for money of the price of your ticket	33	-1		48	2		64	0	
Upkeep and repair of the train	68	-1		77	-1		81	-1	
Provision of information during the journey	68	5		75	5		80	2	
Helpfulness and attitude of staff on train	58	2		75	7		75	3	
Space for luggage	51	2		58	2		62	4	
Toilet facilities	34	6		46	2		51	3	
Comfort of the seats**	59	-	-	66	-	-	75	-	-
Step or gap between the train and the platform**	61	-	-	64	-	-	65	-	-
Your personal security on board****	71	-	-	77	-	-	78	-	-
Cleanliness of the inside	71	-1		78	-1		82	0	
Cleanliness of the outside	69	-2		76	1		81	0	
Availability of staff on the train	36	1		50	5		54	0	
How well train company deals with delays	30	3		39	0		53	3	
Level of crowding**	57	-	-	77	-	-	79	-	-
Reliability of the internet connection**	22	-	-	30	-	-	43	-	-
Availability of power sockets**	19	-	-	37	-	-	39	-	-

*Excludes non-franchised train operating companies. **Attribute added for the first time in Spring 2017. ***Attribute added for the first time from Autumn 2017, so no historical comparisons yet. ****Questionnaire changes seem to have affected comparisons with Autumn 2016 and earlier waves for this attribute, so no historical data shown.

Technical appendix

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

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

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

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

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

Approximately 30 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned

to the appropriate TOC.

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done for all TOCs prior to the autumn 2016 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

To allow simple reprocessing of data in line with

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

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

The survey is conducted across the entire franchised railway, and in autumn 2017 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 28,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2000 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the

questions. For example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

We regularly carry out research to see if any other issues about their rail journey are important to passengers. If so, additional questions will be added to the survey.

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

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

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

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

National Rail Passenger Survey statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

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

Pre-release access

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

Revisions

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

Errors

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

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

in our professional judgement, warrants immediate correction, we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

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

Waiver

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

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

Issues affecting the autumn 2017 survey

Autumn 2017 (wave 37) main fieldwork was undertaken between 1 September and 15 November 2017. Top-up interviews were mainly done in the last three weeks of the fieldwork period.

There were three separate periods of industrial action during fieldwork with some shifts having to be rescheduled due to no train service at a few stations or on some lines. Also due to an attempted terrorist attack at Parsons Green underground station, a small number of shifts had to be cancelled due to interviewer concerns over safety.

The London Overground Gospel Oak to Barking route was not in operation for the majority of the fieldwork period. It only re-opened from the 23 October. Some shifts were moved to other London Overground routes. Liverpool Lime Street station was part closed between 30 September and 22 October due to engineering works. Some shifts were moved to other dates.

The UK was hit by two named storms in September and October which affected a handful of shifts. The Blaenau Ffestiniog – Llandudno line was closed due

to damage caused by Storm Brian in October. The line was not re-opened by the end of fieldwork. A few shifts were cancelled.

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

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

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

Rail sectors

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

Long-distance operators

CrossCountry
East Midlands Trains
TransPennine Express
Virgin Trains
Virgin Trains East Coast

London and South East operators

Greater Anglia
c2c
Chiltern Railways
Gatwick Express
Great Northern
Great Western Railway
London Midland
London Overground
South Western Railway
Southeastern
Southern
TfL Rail
Thameslink

Regional operators

Arriva Trains Wales
Merseyrail
Northern
ScotRail

Contact Transport Focus

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