

National Passenger Survey
Summary of TOC results

London Midland	Autumn 2009						Improvement / decline in % satisfied or good since Spring 2009		Improvement / decline in % satisfied or good since Autumn 2008	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	Rank in TOC type	National Rank	% change	significant change	% change	significant change
Overall satisfaction	1045	86.5	9.0	4.5	5	12	8.5	+	6.9	+
STATION FACILITIES										
Ticket buying facilities	580	71.5	14.0	14.5	6	16	-0.8		5.0	
Provision of information about train times/platforms	1005	80.2	11.7	8.1	4	14	7.4	+	2.5	
The upkeep/repair of the station buildings/platforms	1006	63.0	21.4	15.6	7	16	6.9	+	4.0	
Cleanliness	1016	69.8	18.4	11.8	8	17	4.6		2.2	
The facilities and services	893	45.9	23.1	31.0	10	18	-0.9		0.5	
The attitudes and helpfulness of the staff	782	66.2	23.9	9.9	9	20	-1.9		0.9	
Connections with other forms of public transport	759	66.7	16.2	17.0	12	22	0.9		-2.3	
Facilities for car parking	465	48.2	16.1	35.7	3	11	5.2		7.2	+
Overall environment	1028	61.5	24.7	13.9	9	19	3.5		0.2	
Your personal security whilst using	921	64.2	29.4	6.3	5	14	2.7		4.9	
The availability of staff	889	54.7	26.1	19.2	11	21	0.6		1.8	
How request to station staff was handled	156	80.4	7.7	11.4	10	21	-0.2		2.2	
TRAIN FACILITIES										
The frequency of the trains on that route	1041	79.2	7.3	13.5	4	11	9.9	+	4.9	+
Punctuality/reliability (i.e. the train arriving/departing on time)	1037	79.3	8.2	12.5	8	19	8.8	+	3.4	
The length of time the journey was scheduled to take (speed)	1028	86.4	9.0	4.6	5	13	5.1	+	0.8	
Connections with other train services	543	72.6	20.8	6.6	6	16	2.0		6.2	
The value for money for the price of your ticket	954	49.3	20.4	30.3	5	15	5.7	+	3.5	
Up keep and repair of the train	1030	81.7	11.1	7.2	6	12	10.5	+	10.7	+
The provision of information during the journey	905	62.9	25.1	12.0	10	20	8.0	+	5.6	+
The helpfulness and attitude of staff on train	520	58.9	33.0	8.2	5	15	5.1		11.0	+
The space for luggage	790	51.2	24.0	24.8	6	14	3.5		7.0	+
The toilet facilities	381	52.4	25.8	21.7	3	8	8.0	+	14.6	+
Sufficient room for all passengers to sit/stand	1024	72.0	12.5	15.5	4	10	9.1	+	10.9	+
The comfort of the seating area	1028	72.7	17.1	10.1	7	15	6.0	+	9.1	+
The ease of being able to get on and off	1039	81.0	13.9	5.2	5	12	5.3	+	6.0	+
Your personal security whilst on board	968	75.7	20.9	3.3	6	15	5.5	+	4.5	+
The cleanliness of the inside	1043	82.6	11.6	5.8	5	11	11.1	+	10.0	+
The cleanliness of the outside	950	81.2	15.1	3.7	5	9	10.5	+	10.6	+
The availability of staff	744	36.5	32.5	31.1	6	17	2.1		5.0	
How well train company deals with delays	173	37.0	42.3	20.7	6	15	11.7	+	7.7	