

National Passenger Survey
Summary of TOC results

c2c	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	1039	89.8	6.7	3.5	4	8	-0.9		0.3	
STATION FACILITIES										
Ticket buying facilities	690	73.5	16.0	10.5	5	15	-3.1		5.4 +	
Provision of information about train times/platforms	973	82.7	11.7	5.7	2	11	-2.2		1.1	
The upkeep/repair of the station buildings/platforms	969	67.3	20.8	11.9	5	14	-3.2		-1.5	
Cleanliness	975	75.5	15.5	9.0	3	8	-1.8		0.8	
The facilities and services	845	49.8	21.4	28.8	7	15	5.3 +		4.1	
The attitudes and helpfulness of the staff	829	72.8	18.9	8.3	4	12	-2.2		1.9	
Connections with other forms of public transport	799	69.7	16.3	14.0	11	21	0.2		4.2	
Facilities for car parking	400	44.7	20.6	34.7	7	15	2.9		2.1	
Overall environment	1006	68.3	24.2	7.6	5	14	-0.7		2.5	
Your personal security whilst using	917	59.0	33.0	8.0	11	22	-1.5		-1.0	
The availability of staff	916	64.6	22.7	12.7	1	7	1.6		3.1	
How request to station staff was handled	105	74.6	12.9	10.5	11	22	-13.3 -		-10.4 -	
TRAIN FACILITIES										
The frequency of the trains on that route	1038	84.9	8.0	7.1	2	5	-0.9		2.4	
Punctuality/reliability (i.e. the train arriving/departing on time)	1028	93.6	4.1	2.3	2	4	3.2 +		1.4	
The length of time the journey was scheduled to take (speed)	1020	89.1	7.6	3.4	4	10	-1.1		0.3	
Connections with other train services	590	74.9	20.1	5.0	5	13	-2.9		0.4	
The value for money for the price of your ticket	961	42.7	27.7	29.6	6	17	3.0		-4.6	
Up keep and repair of the train	1016	89.0	8.6	2.4	2	4	1.0		0.7	
The provision of information during the journey	955	75.9	17.7	6.4	3	10	2.4		1.9	
The helpfulness and attitude of staff on train	372	37.3	44.3	18.5	10	21	8.1 +		3.8	
The space for luggage	791	47.0	29.5	23.5	9	20	0.0		0.7	
The toilet facilities	443	51.6	27.7	20.8	4	9	4.7		8.4 +	
Sufficient room for all passengers to sit/stand	1003	62.4	16.9	20.7	8	19	0.9		0.9	
The comfort of the seating area	1007	79.2	14.3	6.6	4	10	1.1		1.7	
The ease of being able to get on and off	1021	83.8	11.5	4.7	4	10	2.0		0.8	
Your personal security whilst on board	939	69.0	23.4	7.6	8	19	2.1		1.4	
The cleanliness of the inside	1038	89.4	8.6	2.0	2	3	0.3		2.1	
The cleanliness of the outside	968	86.0	11.6	2.4	3	4	0.8		2.5	
The availability of staff	605	19.5	35.9	44.6	11	22	3.9		2.4	
How well train company deals with delays	61	42.3	36.0	21.6	3	9	-11.1		-2.7	