National Passenger Survey
Building Block Report
Autumn 2012

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Contents

Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:
- the size of station
- time of day
- length of shift

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:
- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2012).
The stations for each TOC were stratified by 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.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit www.passengerfocus.org.uk

Autumn 2012 (Wave 27)

Fieldwork for Wave 27 was undertaken between the 1st September and the 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a Network Rail ban on all fieldwork during the Paralympics, NPS shifts at Network Rail Stations started on 10th September.

To ensure the data did not potentially include data where respondents' answers were possibly biased a small number of shifts affected by the distribution of gift bags by station staff to respondents with questionnaires were removed from the database and the shifts affected were then replaced.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between the 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.
Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.
In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

As with previous waves, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant
One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

Building block/route data for c2c

	c2c
Overall satisfaction	93
Overall satisfaction with the station	87
Ticket buying facilities	80
Provision of information about train times/platforms	89
The upkeep/repair of the station buildings/platforms	80
Cleanliness	82
The facilities and services	58
The attitudes and helpfulness of the staff	75
Connections with other forms of public transport	75
Facilities for car parking	58
Overall environment	76
Your personal security whilst using	71
The availability of staff	67
The provision of shelter facilities[1]	72
Availability of seating[1]	58
How request to station staff was handled	92

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

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Building block/route data for c2c

	c2c
Overall satisfaction with the train[1]	92
The frequency of the trains on that route	86
Punctuality/reliability (i.e. the train arriving/departing on time)	96
The length of time the journey was scheduled to take (speed)	92
Connections with other train services	87
The value for money for the price of your ticket	46
Cleanliness of the train	92
Upkeep and repair of the train	92
The provision of information during the journey	81
The helpfulness and attitude of staff on train	34
The space for luggage	49
The toilet facilities	56
Sufficient room for all passengers to sit/stand	66
The comfort of the seating area	80
The ease of being able to get on and off	87
Your personal security on board	76
The cleanliness of the inside	93
The cleanliness of the outside	89
The availability of staff	19
How well train company deals with delays	62

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Chiltern Railways

	North	South
Overall satisfaction	94	90
Overall satisfaction with the station	82	88
Ticket buying facilities	82	80
Provision of information about train times/platforms	88	85
The upkeep/repair of the station buildings/platforms	81	84
Cleanliness	84	87
The facilities and services	64	69
The attitudes and helpfulness of the staff	77	80
Connections with other forms of public transport	75	76
Facilities for car parking	71	72
Overall environment	77	85
Your personal security whilst using	76	80
The availability of staff	60	66
The provision of shelter facilities[1]	76	81
Availability of seating[1]	64	55
How request to station staff was handled	81	86

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

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Building block/route data for Chiltern Railways

	North	South
Overall satisfaction with the train[1]	93	88
The frequency of the trains on that route	83	79
Punctuality/reliability (i.e. the train arriving/departing on time)	90	90
The length of time the journey was scheduled to take (speed)	89	88
Connections with other train services	84	69
The value for money for the price of your ticket	62	46
Cleanliness of the train	89	87
Upkeep and repair of the train	92	88
The provision of information during the journey	77	78
The helpfulness and attitude of staff on train	70	48
The space for luggage	62	52
The toilet facilities	62	50
Sufficient room for all passengers to sit/stand	83	71
The comfort of the seating area	88	79
The ease of being able to get on and off	86	89
Your personal security on board	85	87
The cleanliness of the inside	86	86
The cleanliness of the outside	86	82
The availability of staff	49	29
How well train company deals with delays	47	53

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction	82	84	79	77
Overall satisfaction with the station	79	78	82	70
Ticket buying facilities	74	59	71	70
Provision of information about train times/platforms	81	73	82	77
The upkeep/repair of the station buildings/platforms	69	67	70	50
Cleanliness	77	76	78	61
The facilities and services	58	34	62	43
The attitudes and helpfulness of the staff	73	65	70	68
Connections with other forms of public transport	79	75	81	81
Facilities for car parking	45	19	54	43
Overall environment	74	67	74	54
Your personal security whilst using	73	65	72	69
The availability of staff	58	54	65	62
The provision of shelter facilities[1]	68	71	64	58
Availability of seating[1]	50	47	41	33
How request to station staff was handled	88	90	84	84

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Capital Connect

	Great Northern	Thameslink Loop	Thameslink North	Thameslink South
Overall satisfaction with the train[1]	74	79	72	71
The frequency of the trains on that route	79	72	83	77
Punctuality/reliability (i.e. the train arriving/departing on time)	84	78	81	74
The length of time the journey was scheduled to take (speed)	90	86	84	80
Connections with other train services	82	72	79	78
The value for money for the price of your ticket	39	44	34	40
Cleanliness of the train	62	68	64	66
Upkeep and repair of the train	59	62	60	60
The provision of information during the journey	53	40	50	48
The helpfulness and attitude of staff on train	40	38	32	43
The space for luggage	46	43	45	42
The toilet facilities	25	23	26	37
Sufficient room for all passengers to sit/stand	60	71	60	55
The comfort of the seating area	58	68	62	56
The ease of being able to get on and off	77	74	78	72
Your personal security on board	73	77	71	70
The cleanliness of the inside	63	70	65	66
The cleanliness of the outside	59	56	55	52
The availability of staff	20	12	10	16
How well train company deals with delays	43	13	29	26

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Great Western

	Long Distance	London Thames Valley	West
Overall satisfaction	86	81	80
Overall satisfaction with the station	83	76	77
Ticket buying facilities	79	73	72
Provision of information about train times/platforms	86	80	85
The upkeep/repair of the station buildings/platforms	71	68	66
Cleanliness	73	72	76
The facilities and services	68	57	51
The attitudes and helpfulness of the staff	77	70	78
Connections with other forms of public transport	79	71	64
Facilities for car parking	59	49	65
Overall environment	72	65	68
Your personal security whilst using	76	68	71
The availability of staff	67	55	52
The provision of shelter facilities[1]	72	64	71
Availability of seating[1]	50	44	54
How request to station staff was handled	91	85	90

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Great Western

West	Long Distance	London Thames Valley	West
Overall satisfaction with the train[1]	84	79	77
The frequency of the trains on that route	85	69	73
Punctuality/reliability (i.e. the train arriving/departing on time)	82	75	80
The length of time the journey was scheduled to take (speed)	86	84	85
Connections with other train services	76	72	72
The value for money for the price of your ticket	53	48	61
Cleanliness of the train	79	76	71
Upkeep and repair of the train	83	78	71
The provision of information during the journey	75	64	66
The helpfulness and attitude of staff on train	73	55	74
The space for luggage	54	53	49
The toilet facilities	47	41	44
Sufficient room for all passengers to sit/stand	68	63	62
The comfort of the seating area	78	71	65
The ease of being able to get on and off	75	77	75
Your personal security on board	82	77	79
The cleanliness of the inside	79	76	74
The cleanliness of the outside	77	73	67
The availability of staff	52	36	56
How well train company deals with delays	58	36	50

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction	82	84	80	89	93	81
Overall satisfaction with the station	83	87	75	76	87	76
Ticket buying facilities	72	75	72	73	77	71
Provision of information about train times/platforms	75	84	79	78	87	79
The upkeep/repair of the station buildings/platforms	81	79	65	68	74	66
Cleanliness	84	83	72	73	80	66
The facilities and services	68	72	54	55	68	49
The attitudes and helpfulness of the staff	78	66	66	72	79	67
Connections with other forms of public transport	85	82	82	58	86	77
Facilities for car parking	66	48	47	56	70	48
Overall environment	80	80	67	72	79	63
Your personal security whilst using	74	75	67	80	75	61
The availability of staff	65	62	51	52	75	48
The provision of shelter facilities[1]	65	69	62	75	73	65
Availability of seating[1]	40	42	46	55	51	46
How request to station staff was handled	83	92	75	93	94	81

Building block/route data for Greater Anglia

	Intercity	Mainline	Metro	Rural	Stansted Express	West Anglia
Overall satisfaction with the train[1]	76	74	69	79	93	72
The frequency of the trains on that route	91	70	83	58	86	74
Punctuality/reliability (i.e. the train arriving/departing on time)	83	80	85	81	87	84
The length of time the journey was scheduled to take (speed)	84	83	86	83	89	86
Connections with other train services	81	67	82	73	77	84
The value for money for the price of your ticket	47	29	38	55	37	37
Cleanliness of the train	73	63	56	57	95	59
Upkeep and repair of the train	64	62	53	58	95	51
The provision of information during the journey	77	66	54	72	79	58
The helpfulness and attitude of staff on train	74	33	36	82	78	33
The space for luggage	67	51	45	69	66	57
The toilet facilities	40	34	27	44	78	28
Sufficient room for all passengers to sit/stand	82	65	63	80	81	76
The comfort of the seating area	75	58	56	74	89	64
The ease of being able to get on and off	73	85	78	85	93	82
Your personal security on board	82	80	62	88	84	69
The cleanliness of the inside	72	64	55	60	93	60
The cleanliness of the outside	57	63	53	66	86	54
The availability of staff	54	17	18	66	48	16
How well train company deals with delays	59	44	30	52	63	47

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction	93
Overall satisfaction with the station	88
Ticket buying facilities	90
Provision of information about train times/platforms	82
The upkeep/repair of the station buildings/platforms	83
Cleanliness	82
The facilities and services	66
The attitudes and helpfulness of the staff	78
Connections with other forms of public transport	81
Facilities for car parking	74
Overall environment	81
Your personal security whilst using	83
The availability of staff	72
The provision of shelter facilities[1]	78
Availability of seating[1]	64
How request to station staff was handled	92

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Heathrow Express

	Heathrow Express
Overall satisfaction with the train[1]	94
The frequency of the trains on that route	94
Punctuality/reliability (i.e. the train arriving/departing on time)	96
The length of time the journey was scheduled to take (speed)	97
Connections with other train services	84
The value for money for the price of your ticket	40
Cleanliness of the train	96
Upkeep and repair of the train	89
The provision of information during the journey	83
The helpfulness and attitude of staff on train	85
The space for luggage	84
The toilet facilities	73
Sufficient room for all passengers to sit/stand	88
The comfort of the seating area	89
The ease of being able to get on and off	94
Your personal security on board	90
The cleanliness of the inside	95
The cleanliness of the outside	92
The availability of staff	75
How well train company deals with delays	67

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction	94
Overall satisfaction with the station	80
Ticket buying facilities	73
Provision of information about train times/platforms	76
The upkeep/repair of the station buildings/platforms	72
Cleanliness	77
The facilities and services	52
The attitudes and helpfulness of the staff	73
Connections with other forms of public transport	81
Facilities for car parking	40
Overall environment	70
Your personal security whilst using	70
The availability of staff	62
The provision of shelter facilities[1]	68
Availability of seating[1]	52
How request to station staff was handled	76

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

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Building block/route data for Heathrow Connect

	Heathrow Connect
Overall satisfaction with the train[1]	95
The frequency of the trains on that route	70
Punctuality/reliability (i.e. the train arriving/departing on time)	86
The length of time the journey was scheduled to take (speed)	93
Connections with other train services	84
The value for money for the price of your ticket	52
Cleanliness of the train	95
Upkeep and repair of the train	96
The provision of information during the journey	86
The helpfulness and attitude of staff on train	74
The space for luggage	81
The toilet facilities	65
Sufficient room for all passengers to sit/stand	86
The comfort of the seating area	90
The ease of being able to get on and off	86
Your personal security on board	87
The cleanliness of the inside	95
The cleanliness of the outside	91
The availability of staff	64
How well train company deals with delays	41

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction	81	82	85
Overall satisfaction with the station	78	75	75
Ticket buying facilities	76	72	76
Provision of information about train times/platforms	87	79	86
The upkeep/repair of the station buildings/platforms	70	75	70
Cleanliness	75	76	74
The facilities and services	61	57	51
The attitudes and helpfulness of the staff	73	72	74
Connections with other forms of public transport	77	71	64
Facilities for car parking	58	71	54
Overall environment	72	71	67
Your personal security whilst using	74	80	67
The availability of staff	59	57	54
The provision of shelter facilities[1]	65	70	74
Availability of seating[1]	37	62	57
How request to station staff was handled	82	91	91

Building block/route data for London Midland

	London Commuter	West Coast	West Midlands
Overall satisfaction with the train[1]	79	84	84
The frequency of the trains on that route	79	75	78
Punctuality/reliability (i.e. the train arriving/departing on time)	82	72	73
The length of time the journey was scheduled to take (speed)	84	77	85
Connections with other train services	73	74	78
The value for money for the price of your ticket	40	62	54
Cleanliness of the train	79	79	82
Upkeep and repair of the train	86	87	83
The provision of information during the journey	76	80	75
The helpfulness and attitude of staff on train	60	70	67
The space for luggage	51	48	59
The toilet facilities	53	51	52
Sufficient room for all passengers to sit/stand	64	70	74
The comfort of the seating area	73	81	81
The ease of being able to get on and off	80	82	82
Your personal security on board	81	87	76
The cleanliness of the inside	81	78	85
The cleanliness of the outside	80	80	85
The availability of staff	44	51	48
How well train company deals with delays	38	56	44

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalston - Croydon
Overall satisfaction	93	91	93	95
Overall satisfaction with the station	80	86	88	88
Ticket buying facilities	71	70	80	86
Provision of information about train times/platforms	90	77	89	89
The upkeep/repair of the station buildings/platforms	80	73	79	86
Cleanliness	82	78	79	83
The facilities and services	34	44	56	46
The attitudes and helpfulness of the staff	76	67	74	66
Connections with other forms of public transport	82	77	75	76
Facilities for car parking	25	28	41	38
Overall environment	72	77	74	78
Your personal security whilst using	72	73	73	74
The availability of staff	61	60	63	64
The provision of shelter facilities[1]	68	67	79	74
Availability of seating[1]	59	49	66	67
How request to station staff was handled	94	89	86	79

Building block/route data for London Overground

	Gospel Oak - Barking	Richmond/ Clapham - Stratford	Watford - Euston	Dalston - Croydon
Overall satisfaction with the train[1]	89	90	95	96
The frequency of the trains on that route	78	74	82	85
Punctuality/reliability (i.e. the train arriving/departing on time)	89	85	91	92
The length of time the journey was scheduled to take (speed)	87	86	85	93
Connections with other train services	77	82	82	86
The value for money for the price of your ticket	54	56	57	60
Cleanliness of the train	91	90	89	95
Upkeep and repair of the train	92	94	94	96
The provision of information during the journey	88	85	88	86
The helpfulness and attitude of staff on train	66	62	58	46
The space for luggage	65	55	65	73
The toilet facilities	19	11	43	16
Sufficient room for all passengers to sit/stand	66	67	83	91
The comfort of the seating area	84	81	84	93
The ease of being able to get on and off	79	81	87	94
Your personal security on board	81	81	84	86
The cleanliness of the inside	92	90	93	97
The cleanliness of the outside	91	91	93	95
The availability of staff	52	46	38	36
How well train company deals with delays	52	35	62	50

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed	Portsmouth	Reading/ Windsor	Suburban	West Of England
Overall satisfaction	97	86	84	89	89	84	80	86	86
Overall satisfaction with the station	84	83	73	78	72	59	71	75	80
Ticket buying facilities	60	76	65	74	80	75	69	77	84
Provision of information about train times/platforms	72	85	81	84	81	85	82	85	87
The upkeep/repair of the station buildings/platforms	56	73	66	64	63	64	57	72	74
Cleanliness	69	72	72	69	73	72	65	77	78
The facilities and services	47	71	53	46	56	49	46	53	51
The attitudes and helpfulness of the staff	85	64	80	66	71	54	65	72	86
Connections with other forms of public transport	73	88	72	75	74	84	63	67	54
Facilities for car parking	86	27	81	67	47	32	50	63	62
Overall environment	67	72	66	67	66	60	57	70	75
Your personal security whilst using	66	68	70	69	76	72	62	71	73
The availability of staff	43	57	60	43	62	51	44	55	63
The provision of shelter facilities[1]	62	70	68	64	67	75	53	65	71
Availability of seating[1]	61	28	59	49	37	52	44	52	57
How request to station staff was handled	100	83	84	58	100	87	89	86	89

Building block/route data for South West Trains

	Island Line	London	Mainline	Metro	Not Managed	Portsmouth	Reading/ Windsor	Suburban	West Of England
Overall satisfaction with the train[1]	93	82	80	82	84	89	80	87	84
The frequency of the trains on that route	88	80	75	77	73	73	71	77	82
Punctuality/reliability (i.e. the train arriving/departing on time)	100	86	93	87	84	81	78	86	94
The length of time the journey was scheduled to take (speed)	98	82	93	89	72	82	68	86	77
Connections with other train services	75	72	75	79	64	78	67	78	75
The value for money for the price of your ticket	65	35	47	41	42	54	33	36	34
Cleanliness of the train	79	77	78	72	73	86	66	78	80
Upkeep and repair of the train	52	83	82	79	73	84	67	82	76
The provision of information during the journey	54	77	75	70	68	71	72	76	67
The helpfulness and attitude of staff on train	99	74	81	63	75	84	56	74	73
The space for luggage	39	50	61	62	53	54	56	61	51
The toilet facilities	20	38	51	15	45	64	30	44	42
Sufficient room for all passengers to sit/stand	88	63	69	71	75	79	65	72	66
The comfort of the seating area	53	75	77	76	75	79	76	78	65
The ease of being able to get on and off	95	79	84	78	78	92	75	82	83
Your personal security on board	95	80	83	81	75	83	74	86	85
The cleanliness of the inside	77	79	76	73	77	85	67	81	80
The cleanliness of the outside	65	81	71	77	77	87	75	85	74
The availability of staff	96	57	67	45	52	76	37	52	61
How well train company deals with delays	-	34	37	59	31	69	47	78	34

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction	95	84	83
Overall satisfaction with the station	78	74	75
Ticket buying facilities	74	71	68
Provision of information about train times/platforms	78	77	79
The upkeep/repair of the station buildings/platforms	73	72	66
Cleanliness	75	73	73
The facilities and services	71	61	53
The attitudes and helpfulness of the staff	74	70	67
Connections with other forms of public transport	77	68	79
Facilities for car parking	63	65	29
Overall environment	74	66	63
Your personal security whilst using	68	69	65
The availability of staff	64	60	56
The provision of shelter facilities[1]	67	70	65
Availability of seating[1]	39	47	40
How request to station staff was handled	73	81	84

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Southeastern

	High Speed	Mainline	Metro
Overall satisfaction with the train[1]	95	79	79
The frequency of the trains on that route	88	79	75
Punctuality/reliability (i.e. the train arriving/departing on time)	94	84	84
The length of time the journey was scheduled to take (speed)	92	82	86
Connections with other train services	86	73	78
The value for money for the price of your ticket	39	36	38
Cleanliness of the train	94	76	68
Upkeep and repair of the train	93	77	72
The provision of information during the journey	89	73	67
The helpfulness and attitude of staff on train	92	65	33
The space for luggage	76	45	47
The toilet facilities	64	36	22
Sufficient room for all passengers to sit/stand	93	72	63
The comfort of the seating area	93	71	69
The ease of being able to get on and off	96	84	78
Your personal security on board	85	78	70
The cleanliness of the inside	95	75	70
The cleanliness of the outside	86	69	70
The availability of staff	75	49	16
How well train company deals with delays	63	38	40

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Southern

Sussex Coast	Gatwick Express	Metro	Sussex Coast
Overall satisfaction	90	79	84
Overall satisfaction with the station	80	75	81
Ticket buying facilities	76	67	72
Provision of information about train times/platforms	79	77	83
The upkeep/repair of the station buildings/platforms	60	66	72
Cleanliness	67	73	78
The facilities and services	71	50	63
The attitudes and helpfulness of the staff	71	70	74
Connections with other forms of public transport	87	78	82
Facilities for car parking	32	33	49
Overall environment	67	65	71
Your personal security whilst using	74	68	71
The availability of staff	61	57	64
The provision of shelter facilities[1]	72	68	70
Availability of seating[1]	35	38	41
How request to station staff was handled	87	75	86

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Passenger focus
putting passengers first

Building block/route data for Southern

Sussex Coast	Gatwick Express	Metro	Sussex Coast
Overall satisfaction with the train[1]	85	75	84
The frequency of the trains on that route	94	69	78
Punctuality/reliability (i.e. the train arriving/departing on time)	90	72	80
The length of time the journey was scheduled to take (speed)	89	85	83
Connections with other train services	84	77	77
The value for money for the price of your ticket	35	41	44
Cleanliness of the train	80	67	79
Upkeep and repair of the train	79	65	78
The provision of information during the journey	72	72	78
The helpfulness and attitude of staff on train	61	43	65
The space for luggage	57	46	44
The toilet facilities	49	26	43
Sufficient room for all passengers to sit/stand	81	64	67
The comfort of the seating area	80	64	75
The ease of being able to get on and off	70	73	81
Your personal security on board	77	72	79
The cleanliness of the inside	79	68	79
The cleanliness of the outside	75	66	75
The availability of staff	44	22	44
How well train company deals with delays	36	35	45

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for CrossCountry

	Birmingham - Manchester	Birmingham - North East & Scotland	Birmingham - South Coast	Birmingham - South West	Birmingham - Stansted	Nottingham - Cardiff
Overall satisfaction	87	87	79	80	87	92
Overall satisfaction with the station	83	82	78	80	76	77
Ticket buying facilities	92	87	87	82	83	67
Provision of information about train times/platforms	90	86	80	86	84	84
The upkeep/repair of the station buildings/platforms	80	73	66	64	76	63
Cleanliness	84	76	69	70	81	66
The facilities and services	77	72	64	65	62	52
The attitudes and helpfulness of the staff	82	77	81	81	78	73
Connections with other forms of public transport	81	75	78	70	70	61
Facilities for car parking	60	61	62	56	51	46
Overall environment	79	73	65	69	71	61
Your personal security whilst using	83	79	74	74	79	65
The availability of staff	75	70	67	71	61	55
The provision of shelter facilities[1]	80	76	72	75	78	64
Availability of seating[1]	55	59	47	56	49	47
How request to station staff was handled	88	88	91	89	83	92

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for CrossCountry

	Birmingham - Manchester	Birmingham - North East & Scotland	Birmingham - South Coast	Birmingham - South West	Birmingham - Stansted	Nottingham - Cardiff
Overall satisfaction with the train[1]	80	85	80	81	79	87
The frequency of the trains on that route	86	80	74	79	71	83
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	74	81	87	90
The length of time the journey was scheduled to take (speed)	88	84	86	85	84	90
Connections with other train services	79	80	71	78	79	86
The value for money for the price of your ticket	59	54	48	55	53	56
Cleanliness of the train	72	81	77	77	73	77
Upkeep and repair of the train	77	86	85	85	74	74
The provision of information during the journey	69	75	74	73	65	70
The helpfulness and attitude of staff on train	75	82	79	81	73	74
The space for luggage	51	51	50	55	38	57
The toilet facilities	47	52	41	47	51	50
Sufficient room for all passengers to sit/stand	59	69	59	67	62	73
The comfort of the seating area	74	74	75	74	71	81
The ease of being able to get on and off	80	82	72	80	84	83
Your personal security on board	87	88	79	81	81	81
The cleanliness of the inside	75	81	80	76	76	81
The cleanliness of the outside	80	85	75	77	73	78
The availability of staff	60	69	62	64	56	64
How well train company deals with delays	61	57	37	54	38	58

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction	93	94	94	90
Overall satisfaction with the station	90	91	91	81
Ticket buying facilities	78	82	88	88
Provision of information about train times/platforms	92	94	90	90
The upkeep/repair of the station buildings/platforms	89	80	92	76
Cleanliness	90	89	94	81
The facilities and services	83	81	82	73
The attitudes and helpfulness of the staff	79	87	77	86
Connections with other forms of public transport	88	87	89	75
Facilities for car parking	76	46	52	57
Overall environment	86	85	87	73
Your personal security whilst using	81	86	84	73
The availability of staff	73	73	69	77
The provision of shelter facilities[1]	71	81	80	74
Availability of seating[1]	45	46	39	58
How request to station staff was handled	81	96	84	88

Building block/route data for East Coast

	London - East Midlands/ East Coast	London - Scotland/ North East	London - Yorkshire	Non-London Journeys
Overall satisfaction with the train[1]	90	89	92	86
The frequency of the trains on that route	89	95	95	85
Punctuality/reliability (i.e. the train arriving/departing on time)	84	94	92	85
The length of time the journey was scheduled to take (speed)	94	92	92	91
Connections with other train services	83	85	86	82
The value for money for the price of your ticket	57	59	53	61
Cleanliness of the train	88	85	87	83
Upkeep and repair of the train	84	81	81	82
The provision of information during the journey	79	82	84	79
The helpfulness and attitude of staff on train	80	90	82	85
The space for luggage	69	64	67	64
The toilet facilities	52	51	55	56
Sufficient room for all passengers to sit/stand	83	79	77	84
The comfort of the seating area	83	81	77	83
The ease of being able to get on and off	82	82	88	81
Your personal security on board	88	92	91	88
The cleanliness of the inside	86	88	83	85
The cleanliness of the outside	78	81	79	74
The availability of staff	67	80	71	67
How well train company deals with delays	72	84	68	59

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction	83	92	90
Overall satisfaction with the station	81	88	92
Ticket buying facilities	89	89	85
Provision of information about train times/platforms	82	86	86
The upkeep/repair of the station buildings/platforms	71	80	86
Cleanliness	76	87	88
The facilities and services	65	60	75
The attitudes and helpfulness of the staff	83	85	79
Connections with other forms of public transport	79	67	79
Facilities for car parking	70	77	66
Overall environment	72	81	87
Your personal security whilst using	77	71	81
The availability of staff	70	71	72
The provision of shelter facilities[1]	71	80	81
Availability of seating[1]	56	68	48
How request to station staff was handled	88	97	89

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for East Midlands Trains

	Liverpool - Norwich	Local	London
Overall satisfaction with the train[1]	81	89	88
The frequency of the trains on that route	81	74	90
Punctuality/reliability (i.e. the train arriving/departing on time)	83	83	91
The length of time the journey was scheduled to take (speed)	86	87	90
Connections with other train services	79	78	80
The value for money for the price of your ticket	56	62	41
Cleanliness of the train	79	86	83
Upkeep and repair of the train	85	84	85
The provision of information during the journey	61	66	80
The helpfulness and attitude of staff on train	68	86	76
The space for luggage	48	66	53
The toilet facilities	49	68	51
Sufficient room for all passengers to sit/stand	63	80	68
The comfort of the seating area	82	80	82
The ease of being able to get on and off	81	86	84
Your personal security on board	82	86	87
The cleanliness of the inside	81	89	83
The cleanliness of the outside	74	78	77
The availability of staff	47	72	62
How well train company deals with delays	43	55	61

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Hull Trains

	First Hull Trains
Overall satisfaction	95
Overall satisfaction with the station	92
Ticket buying facilities	86
Provision of information about train times/platforms	88
The upkeep/repair of the station buildings/platforms	88
Cleanliness	91
The facilities and services	76
The attitudes and helpfulness of the staff	81
Connections with other forms of public transport	83
Facilities for car parking	70
Overall environment	88
Your personal security whilst using	80
The availability of staff	68
The provision of shelter facilities[1]	83
Availability of seating[1]	57
How request to station staff was handled	90

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First Hull Trains

First Hull Trains	First Hull Trains
Overall satisfaction with the train[1]	97
The frequency of the trains on that route	79
Punctuality/reliability (i.e. the train arriving/departing on time)	94
The length of time the journey was scheduled to take (speed)	93
Connections with other train services	83
The value for money for the price of your ticket	60
Cleanliness of the train	96
Upkeep and repair of the train	93
The provision of information during the journey	87
The helpfulness and attitude of staff on train	93
The space for luggage	72
The toilet facilities	65
Sufficient room for all passengers to sit/stand	92
The comfort of the seating area	91
The ease of being able to get on and off	91
Your personal security on board	92
The cleanliness of the inside	96
The cleanliness of the outside	90
The availability of staff	87
How well train company deals with delays	47

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction	89	84	90
Overall satisfaction with the station	90	79	87
Ticket buying facilities	92	73	91
Provision of information about train times/platforms	91	90	92
The upkeep/repair of the station buildings/platforms	84	70	79
Cleanliness	85	77	87
The facilities and services	79	65	76
The attitudes and helpfulness of the staff	80	80	80
Connections with other forms of public transport	80	81	81
Facilities for car parking	57	56	68
Overall environment	82	70	80
Your personal security whilst using	80	83	79
The availability of staff	67	71	66
The provision of shelter facilities[1]	79	74	81
Availability of seating[1]	60	54	64
How request to station staff was handled	91	86	93

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for First TransPennine Express

	North	North West	South
Overall satisfaction with the train[1]	90	84	89
The frequency of the trains on that route	83	75	88
Punctuality/reliability (i.e. the train arriving/departing on time)	86	92	90
The length of time the journey was scheduled to take (speed)	88	88	92
Connections with other train services	78	86	79
The value for money for the price of your ticket	54	59	67
Cleanliness of the train	88	84	85
Upkeep and repair of the train	90	86	90
The provision of information during the journey	80	81	77
The helpfulness and attitude of staff on train	79	84	75
The space for luggage	53	50	52
The toilet facilities	55	58	56
Sufficient room for all passengers to sit/stand	65	54	58
The comfort of the seating area	80	78	79
The ease of being able to get on and off	81	84	77
Your personal security on board	84	85	81
The cleanliness of the inside	89	82	88
The cleanliness of the outside	86	83	82
The availability of staff	65	66	69
How well train company deals with delays	53	36	51

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Grand Central

	London - Bradford	London - Sunderland
Overall satisfaction	96	96
Overall satisfaction with the station	82	91
Ticket buying facilities	79	84
Provision of information about train times/platforms	89	89
The upkeep/repair of the station buildings/platforms	82	89
Cleanliness	83	91
The facilities and services	68	77
The attitudes and helpfulness of the staff	77	74
Connections with other forms of public transport	80	89
Facilities for car parking	54	56
Overall environment	75	86
Your personal security whilst using	73	81
The availability of staff	59	62
The provision of shelter facilities[1]	75	83
Availability of seating[1]	50	57
How request to station staff was handled	83	90

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Grand Central

	London - Bradford	London - Sunderland
Overall satisfaction with the train[1]	92	94
The frequency of the trains on that route	67	76
Punctuality/reliability (i.e. the train arriving/departing on time)	96	93
The length of time the journey was scheduled to take (speed)	89	92
Connections with other train services	85	81
The value for money for the price of your ticket	75	71
Cleanliness of the train	92	87
Upkeep and repair of the train	87	84
The provision of information during the journey	92	83
The helpfulness and attitude of staff on train	94	90
The space for luggage	73	83
The toilet facilities	68	63
Sufficient room for all passengers to sit/stand	91	95
The comfort of the seating area	86	92
The ease of being able to get on and off	89	90
Your personal security on board	93	90
The cleanliness of the inside	92	87
The cleanliness of the outside	93	83
The availability of staff	89	81
How well train company deals with delays	54	79

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver-hampton
Overall satisfaction	94	96	94	90	93	90
Overall satisfaction with the station	80	86	85	75	80	76
Ticket buying facilities	85	85	90	92	96	83
Provision of information about train times/platforms	83	94	93	81	90	83
The upkeep/repair of the station buildings/platforms	62	81	82	64	73	63
Cleanliness	68	84	85	78	81	70
The facilities and services	72	70	75	67	75	65
The attitudes and helpfulness of the staff	85	74	79	85	73	73
Connections with other forms of public transport	77	90	90	89	78	86
Facilities for car parking	46	37	57	43	51	62
Overall environment	68	76	77	69	68	64
Your personal security whilst using	76	78	83	75	73	70
The availability of staff	71	67	64	76	56	57
The provision of shelter facilities[1]	80	80	76	70	67	73
Availability of seating[1]	63	51	45	32	37	41
How request to station staff was handled	95	100	88	97	90	85

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Virgin Trains

	Birmingham - Scotland	London - Liverpool	London - Manchester	London - North Wales	London - Scotland	London - Wolver-hampton
Overall satisfaction with the train[1]	87	95	92	90	92	92
The frequency of the trains on that route	84	96	93	83	87	92
Punctuality/reliability (i.e. the train arriving/departing on time)	90	93	93	87	87	88
The length of time the journey was scheduled to take (speed)	92	98	96	94	91	93
Connections with other train services	85	91	89	88	83	87
The value for money for the price of your ticket	60	60	59	56	60	61
Cleanliness of the train	92	94	90	79	90	86
Upkeep and repair of the train	88	96	90	83	89	87
The provision of information during the journey	88	83	86	80	87	81
The helpfulness and attitude of staff on train	76	87	83	78	85	77
The space for luggage	52	67	64	44	53	60
The toilet facilities	67	59	58	60	55	52
Sufficient room for all passengers to sit/stand	85	91	89	77	85	75
The comfort of the seating area	87	89	89	80	81	80
The ease of being able to get on and off	90	91	89	90	88	88
Your personal security on board	91	92	91	87	92	87
The cleanliness of the inside	90	97	89	86	92	88
The cleanliness of the outside	84	87	84	87	93	88
The availability of staff	72	72	70	61	76	63
How well train company deals with delays	76	62	63	52	60	56

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Arriva Trains Wales

	North Wales	South Wales	Valley
Overall satisfaction	88	87	88
Overall satisfaction with the station	78	79	78
Ticket buying facilities	84	81	80
Provision of information about train times/platforms	79	82	82
The upkeep/repair of the station buildings/platforms	67	69	65
Cleanliness	74	71	64
The facilities and services	60	52	41
The attitudes and helpfulness of the staff	77	78	78
Connections with other forms of public transport	70	65	71
Facilities for car parking	64	70	71
Overall environment	67	70	65
Your personal security whilst using	68	70	63
The availability of staff	61	62	59
The provision of shelter facilities[1]	75	72	71
Availability of seating[1]	58	56	53
How request to station staff was handled	84	92	86

Building block/route data for Arriva Trains Wales

Valley	North Wales	South Wales	Valley
Overall satisfaction with the train[1]	87	86	86
The frequency of the trains on that route	73	72	80
Punctuality/reliability (i.e. the train arriving/departing on time)	82	90	86
The length of time the journey was scheduled to take (speed)	83	86	87
Connections with other train services	78	76	82
The value for money for the price of your ticket	53	59	55
Cleanliness of the train	86	81	75
Upkeep and repair of the train	87	80	74
The provision of information during the journey	72	73	61
The helpfulness and attitude of staff on train	83	86	81
The space for luggage	65	68	66
The toilet facilities	54	57	47
Sufficient room for all passengers to sit/stand	73	76	73
The comfort of the seating area	82	77	72
The ease of being able to get on and off	83	83	85
Your personal security on board	85	82	79
The cleanliness of the inside	86	80	77
The cleanliness of the outside	77	78	71
The availability of staff	72	73	68
How well train company deals with delays	38	55	42

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction	91	93
Overall satisfaction with the station	91	84
Ticket buying facilities	87	91
Provision of information about train times/platforms	89	87
The upkeep/repair of the station buildings/platforms	87	73
Cleanliness	91	81
The facilities and services	65	58
The attitudes and helpfulness of the staff	91	84
Connections with other forms of public transport	82	82
Facilities for car parking	66	61
Overall environment	88	77
Your personal security whilst using	87	74
The availability of staff	85	79
The provision of shelter facilities[1]	86	81
Availability of seating[1]	69	67
How request to station staff was handled	100	76

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Passenger**focus**
putting passengers first

Building block/route data for Merseyrail

	Northern	Wirral
Overall satisfaction with the train[1]	89	88
The frequency of the trains on that route	93	94
Punctuality/reliability (i.e. the train arriving/departing on time)	89	95
The length of time the journey was scheduled to take (speed)	96	95
Connections with other train services	88	90
The value for money for the price of your ticket	69	71
Cleanliness of the train	81	81
Upkeep and repair of the train	82	79
The provision of information during the journey	89	90
The helpfulness and attitude of staff on train	64	63
The space for luggage	58	60
The toilet facilities	20	22
Sufficient room for all passengers to sit/stand	81	80
The comfort of the seating area	81	80
The ease of being able to get on and off	93	86
Your personal security on board	86	80
The cleanliness of the inside	79	82
The cleanliness of the outside	72	71
The availability of staff	44	46
How well train company deals with delays	37	58

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Northern Rail

	Lancashire & Cumbria	Man-chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction	79	76	78	79	86
Overall satisfaction with the station	71	76	79	92	80
Ticket buying facilities	70	70	84	81	85
Provision of information about train times/platforms	80	78	86	89	87
The upkeep/repair of the station buildings/platforms	75	71	70	90	80
Cleanliness	77	80	74	92	81
The facilities and services	52	49	52	77	52
The attitudes and helpfulness of the staff	73	73	63	87	77
Connections with other forms of public transport	55	79	73	84	72
Facilities for car parking	37	55	73	59	57
Overall environment	70	72	71	85	72
Your personal security whilst using	63	71	62	77	73
The availability of staff	64	56	47	64	62
The provision of shelter facilities[1]	69	72	73	88	65
Availability of seating[1]	56	54	61	66	52
How request to station staff was handled	96	89	98	92	87

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for Northern Rail

	Lancashire & Cumbria	Man-chester & Liverpool	South & East Yorkshire	Tyne Tees & Wear	West & North Yorkshire
Overall satisfaction with the train[1]	70	66	65	70	81
The frequency of the trains on that route	71	69	73	76	77
Punctuality/reliability (i.e. the train arriving/departing on time)	77	72	75	87	82
The length of time the journey was scheduled to take (speed)	78	85	88	90	86
Connections with other train services	71	70	75	78	77
The value for money for the price of your ticket	51	53	51	59	65
Cleanliness of the train	56	55	59	59	74
Upkeep and repair of the train	56	50	50	47	70
The provision of information during the journey	44	53	58	65	72
The helpfulness and attitude of staff on train	56	70	79	81	72
The space for luggage	53	54	48	57	64
The toilet facilities	47	34	27	53	45
Sufficient room for all passengers to sit/stand	70	63	72	79	81
The comfort of the seating area	57	61	55	60	77
The ease of being able to get on and off	78	75	81	83	89
Your personal security on board	72	74	78	77	87
The cleanliness of the inside	54	56	57	60	76
The cleanliness of the outside	54	54	56	58	74
The availability of staff	51	45	72	82	66
How well train company deals with delays	20	33	50	62	40

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction	90	96	90	89
Overall satisfaction with the station	81	93	87	80
Ticket buying facilities	83	91	85	78
Provision of information about train times/platforms	90	93	90	82
The upkeep/repair of the station buildings/platforms	73	93	84	74
Cleanliness	78	94	83	79
The facilities and services	61	81	49	49
The attitudes and helpfulness of the staff	81	91	73	78
Connections with other forms of public transport	72	82	63	68
Facilities for car parking	42	52	31	59
Overall environment	70	92	80	71
Your personal security whilst using	74	84	70	71
The availability of staff	69	85	59	60
The provision of shelter facilities[1]	76	82	84	81
Availability of seating[1]	50	52	67	58
How request to station staff was handled	87	97	95	90

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data for ScotRail

	Interurban	Rural	Strathclyde	Urban
Overall satisfaction with the train[1]	89	94	86	89
The frequency of the trains on that route	83	52	81	75
Punctuality/reliability (i.e. the train arriving/departing on time)	92	88	86	83
The length of time the journey was scheduled to take (speed)	89	91	94	87
Connections with other train services	74	87	67	71
The value for money for the price of your ticket	53	67	54	40
Cleanliness of the train	86	85	82	84
Upkeep and repair of the train	85	69	80	81
The provision of information during the journey	79	85	71	74
The helpfulness and attitude of staff on train	80	96	79	75
The space for luggage	53	75	71	67
The toilet facilities	49	68	47	53
Sufficient room for all passengers to sit/stand	69	84	84	76
The comfort of the seating area	78	72	84	83
The ease of being able to get on and off	87	92	88	89
Your personal security on board	88	85	76	85
The cleanliness of the inside	87	84	80	85
The cleanliness of the outside	85	68	79	79
The availability of staff	68	92	62	66
How well train company deals with delays	53	69	28	51

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction	92	90	86	83	86	86	85
Overall satisfaction with the station	84	82	79	79	84	80	78
Ticket buying facilities	80	81	79	73	88	75	79
Provision of information about train times/platforms	81	86	85	82	87	83	84
The upkeep/repair of the station buildings/platforms	72	73	72	70	75	72	72
Cleanliness	76	77	77	76	78	76	76
The facilities and services	65	70	61	60	72	54	51
The attitudes and helpfulness of the staff	75	76	77	71	80	71	77
Connections with other forms of public transport	84	83	74	76	77	78	68
Facilities for car parking	54	58	63	53	59	44	60
Overall environment	74	73	71	70	75	71	70
Your personal security whilst using	76	75	73	71	79	69	71
The availability of staff	67	65	63	60	68	58	59
The provision of shelter facilities[1]	73	72	73	67	76	71	69
Availability of seating[1]	51	45	55	44	55	49	53
How request to station staff was handled	88	88	88	86	90	84	90

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Building block/route data typology

	Airport	Highspeed	Interurban	Long commute	Long distance	Short commute	Rural
Overall satisfaction with the train[1]	91	89	82	79	85	82	80
The frequency of the trains on that route	88	88	80	77	81	78	74
Punctuality/reliability (i.e. the train arriving/departing on time)	91	87	86	81	84	84	83
The length of time the journey was scheduled to take (speed)	92	91	87	83	86	87	84
Connections with other train services	82	82	78	75	78	79	75
The value for money for the price of your ticket	40	53	55	40	54	46	59
Cleanliness of the train	90	85	79	73	81	75	71
Upkeep and repair of the train	88	87	79	72	85	76	69
The provision of information during the journey	79	81	75	68	75	73	66
The helpfulness and attitude of staff on train	75	80	79	58	80	61	74
The space for luggage	71	60	57	49	52	54	59
The toilet facilities	65	53	49	38	50	32	46
Sufficient room for all passengers to sit/stand	84	77	72	66	66	70	74
The comfort of the seating area	86	82	76	70	77	74	70
The ease of being able to get on and off	84	84	83	80	80	81	83
Your personal security on board	84	86	84	78	84	76	82
The cleanliness of the inside	89	85	79	73	83	76	73
The cleanliness of the outside	85	82	75	69	81	75	69
The availability of staff	58	63	66	37	65	40	63
How well train company deals with delays	53	59	52	43	53	40	41

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size[1]	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia[2]	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	80	20	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166317	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

1. Sample size excludes non-franchised Train Operating Companies
2. Greater Anglia from 5th February 2012 (previously National Express East Anglia)

4.1 Weighted sample composition   Passenger focus   putting passengers first   53

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size[1]	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	1352	34	13	54	87	13	34	27	20	19
c2c	1171	71	5	24	95	5	38	26	18	18
Chiltern Railways	1199	42	18	40	90	10	38	17	23	22
CrossCountry	1425	27	20	53	78	22	18	29	30	24
East Coast	1251	16	29	55	82	18	50	8	11	31
East Midlands Trains	1045	37	18	45	84	16	35	26	24	15
First Capital Connect	1791	52	12	36	85	15	28	19	33	20
First Great Western	3037	35	17	48	80	20	32	32	21	15
First TransPennine Express	1111	35	17	48	88	12	20	40	24	15
Greater Anglia[2]	2156	47	12	41	87	13	43	12	20	26
London Midland	1108	46	11	43	87	13	37	18	29	17
London Overground	1134	53	7	41	86	14	31	18	19	32
Merseyrail	700	53	4	43	90	10	29	39	20	13
Northern Rail	1051	48	7	45	85	15	35	27	28	10
ScotRail	1309	34	10	56	75	25	27	15	40	17
South West Trains	2375	42	10	48	80	20	39	19	10	32
Southeastern	1671	52	8	40	88	12	31	29	19	21
Southern	2639	45	12	43	84	16	33	25	20	22
Virgin Trains	1392	22	32	47	83	17	39	6	30	25

1. Sample size excludes non-franchised Train Operating Companies
2. Greater Anglia from 5th February 2012 (previously National Express East Anglia)

4.2 Unweighted sample composition   Passenger focus putting passengers first   54

The following are reports produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs and building blocks for the last 10 waves.
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

Sector definitions

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

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
Greater Anglia	Virgin Trains	
London Midland		
London Overground		
South West Trains		
Southeastern		
Southern		

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Airport	High Speed	Interurban	Long commute
Heathrow Connect	East Coast - London - Yorkshire	Arriva Trains Wales - North Wales	Chiltern Railways - South
Heathrow Express	First Great Western - Long Distance	Arriva Trains Wales - South Wales	East Coast - London - East Midlands/East of England
Greater Anglia - Stansted Express	Southern - High Speed	Chiltern Railways - North	East Midlands Trains - London
Southern - Gatwick Express	Virgin - London - Liverpool	Crosscountry - Birmingham - Manchester	First Capital Connect - Great Northern
	Virgin - London - Manchester	Crosscountry - Nottingham - Cardiff	First Capital Connect - Thameslink North
	Virgin - London - North Wales	East Coast - Non-London Journeys	First Capital Connect - Thameslink South
	Virgin - London - Scotland	First TransPennine Express - North West	First Great Western - London Thames Valley
	Virgin - London - Wolverhampton	First TransPennine Express - South	Greater Anglia - Mainline
		Greater Anglia - Intercity	London Midland - London Commuter
		London Midland - West Coast	Scotrail - Urban
		Northern - South & East Yorkshire	Southern - Sussex Coast
		Scotrail - Interurban	South West Trains - Portsmouth
		South West Trains - Mainline	South West Trains - Reading/Windsor
		Virgin - Birmingham - Scotland	Southeastern - Mainline

Typology definitions

The typology results used in this report contain the following building blocks (non-franchised operators are excluded, with the exception of Heathrow services):

Long distance	Short commute	Rural
Crosscountry - Birmingham - North East & Scotland	c2c	Arriva Trains Wales - Valley
Crosscountry - Birmingham - South Coast	East Midlands Trains - Local	First Great Western - West
Crosscountry - Birmingham - South West	First Capital Connect - Thameslink Loop	Greater Anglia - Rural
Crosscountry - Birmingham - Stansted	Greater Anglia - Metro	Northern - Lancashire & Cumbria
East Coast - London - Scotland/North East	Greater Anglia - West Anglia	Northern - West & North Yorkshire
East Midlands Trains - Liverpool - Norwich	London Overground - Gospel Oak - Barking	Scotrail - Rural
First TransPennine Express - North	London Overground - Richmond/Clapham - Stratford	South West Trains - Island Line
	London Overground - Watford - Euston	South West Trains - Not Managed By SWT
	London Overground - Dalston - Croydon	South West Trains - West Of England
	London Midland - West Midlands	
	Merseyrail - Northern	
	Merseyrail - Wirral	
	Northern - Manchester & Liverpool	
	Northern - Tyne Tees & Wear	
	Scotrail - Strathclyde	
	Southern - Metro	
	South West Trains - London	
	South West Trains - Metro	
	South West Trains - Suburban	

How are routes defined

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

Arriva Trains Wales - North Wales:
Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

Arriva Trains Wales - South Wales:
Journeys from stations in South Wales, excluding the Valley lines around Cardiff

Arriva Trains Wales - Valley:
Journeys starting from the Valley lines around Cardiff, including Cardiff itself

c2c:
All journeys on c2c

Chiltern Railways - North:
Journeys starting from Bicester North station and stations further north

Chiltern Railways - South:
Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

CrossCountry - Birmingham - Manchester:
Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry - Birmingham - North East and Scotland:
Journeys on the Birmingham New Street - Aberdeen route

CrossCountry - Birmingham - South Coast:
Journeys on the Birmingham New Street - Bournemouth route

CrossCountry - Birmingham - South West:
Journeys on the Birmingham New Street - Penzance route

CrossCountry - Birmingham - Stansted:
Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry - Nottingham - Cardiff:
Journeys on the Nottingham - Cardiff Central route

East Coast - London - Yorkshire:
Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

East Coast - London - Scotland - North East:
Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

East Coast - London - East Midlands/East of England:
Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

East Coast - non-London journeys:
Passengers travelling (on any route) that are not going to or from London

East Midlands Trains - Liverpool - Norwich:
Journeys on the Liverpool - Norwich route

East Midlands Trains - Local:
Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

East Midlands Trains - London:
Journeys on the London - Sheffield route

First Capital Connect - Great Northern:
Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

First Capital Connect – Thameslink Loop:
Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

First Capital Connect – North:
Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect – South:
Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington (joint service with Southeastern)

First Great Western – Long distance:
Journeys on long distance services

First Great Western – London Thames Valley:
Journeys on relatively short distance services in and around the Thames Valley

First Great Western – West:
Journeys on (generally) short distance rural rail lines in the west of England

First TransPennine Express – North:
Journeys on rail lines between Liverpool Lime Street/ Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express – North West:
Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in- Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express – South:
Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Greater Anglia – Intercity:
London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service)

Greater Anglia – Main line:
Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

Greater Anglia – Metro:
Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

Greater Anglia – Rural:
Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

Greater Anglia – Stansted:
Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia – West Anglia: Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

Heathrow Connect:
All Heathrow Connect Journeys

Heathrow Express:
All Heathrow Express journeys

London Midland – London commuter: Journeys on London Euston – Northampton services

London Midland – West Coast: Journeys on London Euston – Liverpool Lime Street services

London Midland – West Midlands: Journeys on several rail lines in and around Birmingham New Street

London Overground – Dalston – Croydon: Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak – Barking: Journeys on the Gospel Oak – Barking line

London Overground – Richmond/ClaphamJunction – Stratford: Journeys on the Richmond – Stratford and ClaphamJunction – Willesden Junction/Stratford rail lines

London Overground – Watford – Euston: Journeys on the London Euston – Watford line

Merseyrail – Northern:
Journeys on the Hunts Cross – Southport/Ormskirk rail line

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

Northern Rail – Lancashire & Cumbria:
Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool:
Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire:
Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear:
Journeys from stations in Tyne and Wear

Northern Rail – West & North Yorkshire:
Journeys from stations in West and North Yorkshire

ScotRail – Interurban:
Journeys on longer distance rail lines between urban areas

ScotRail – Rural:
Journeys on predominantly rural rail lines

ScotRail – Strathclyde:
Journeys on local rail lines within Strathclyde

ScotRail – Urban:
Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

Southeastern – High speed:
Journeys on high speed trains to/from London St. Pancras

Southeastern – Main line:
Journeys on (generally) main line routes London – Kent lines

Southeastern – Metro:
Journeys on rail lines that are within London

Southern – Gatwick Express: Fast Gatwick Express services Gatwick – London Victoria

Southern – Sussex Coast:
Journeys London – Sussex (and beyond), including Gatwick Express extensions between Gatwick Airport and Brighton

Southern – Metro:
Journeys on rail lines that are within London

South West Trains – Island line:
Journeys starting from stations on the Isle of Wight

South West Trains – London:
Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

South West Trains – Main line:
Journeys starting from stations between Micheldever and Weymouth

South West Trains – Metro:
Journeys starting from stations between Earlsfield and Surbiton

South West Trains – Journeys from stations not managed by South West Trains:
Journeys starting from stations not run by South West Trains (not including stations in London)

South West Trains – Portsmouth:
Journeys starting from stations in Portsmouth and the surrounding area

South West Trains – Reading/Windsor:
Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

South West Trains – Suburban:
Journeys starting from stations in the Woking area

South West Trains – West of England:
Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains – Birmingham – Scotland:
Journeys on Birmingham – Scotland services

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

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

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

Virgin Trains – London – Scotland:
Journeys on London – Glasgow/Scotland services

Virgin Trains – London – Wolverhampton:
Journeys on London – Wolverhampton services

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