



# National Passenger Survey

## Consultees Report

### Spring 2012

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putting passengers first

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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 (2010).

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](http://www.passengerfocus.org.uk)

## 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.

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.

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

## 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 number of trains through the full survey period.

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.

## Autumn 2010 (Wave 23)

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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.

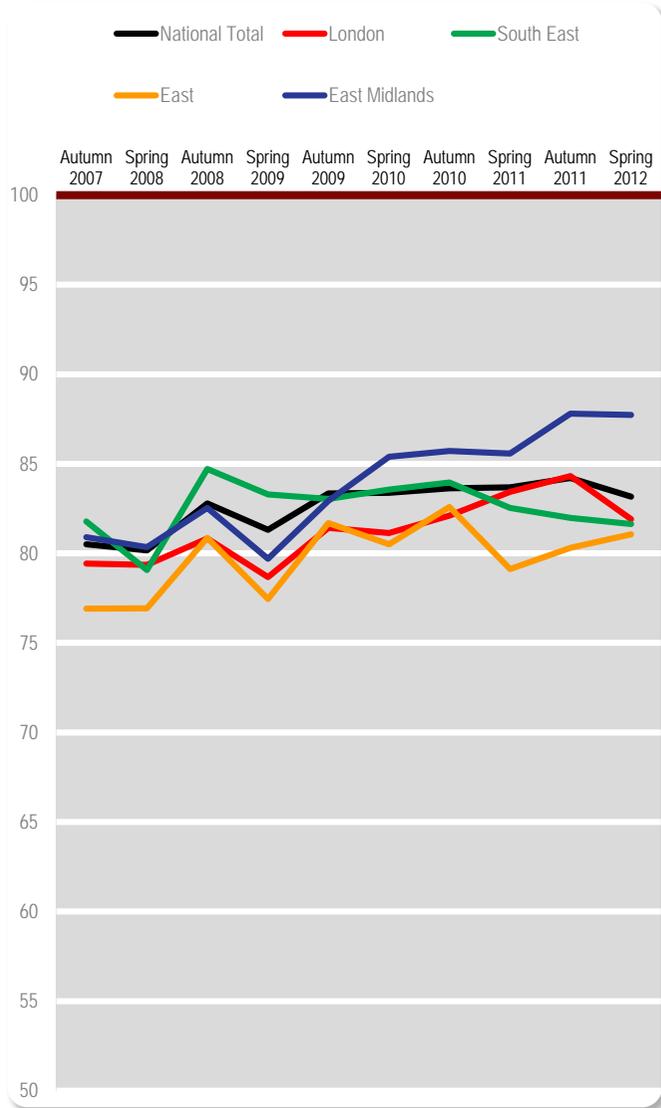
Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.

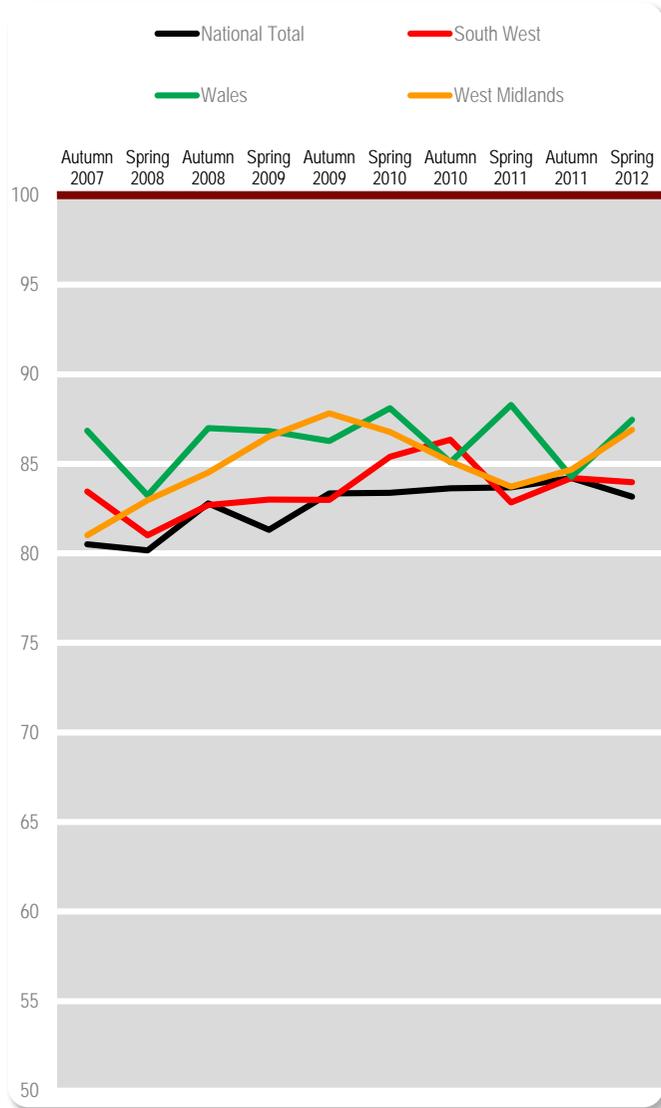
National total versus eastern regions

Percentage of passengers satisfied 2007 to 2012



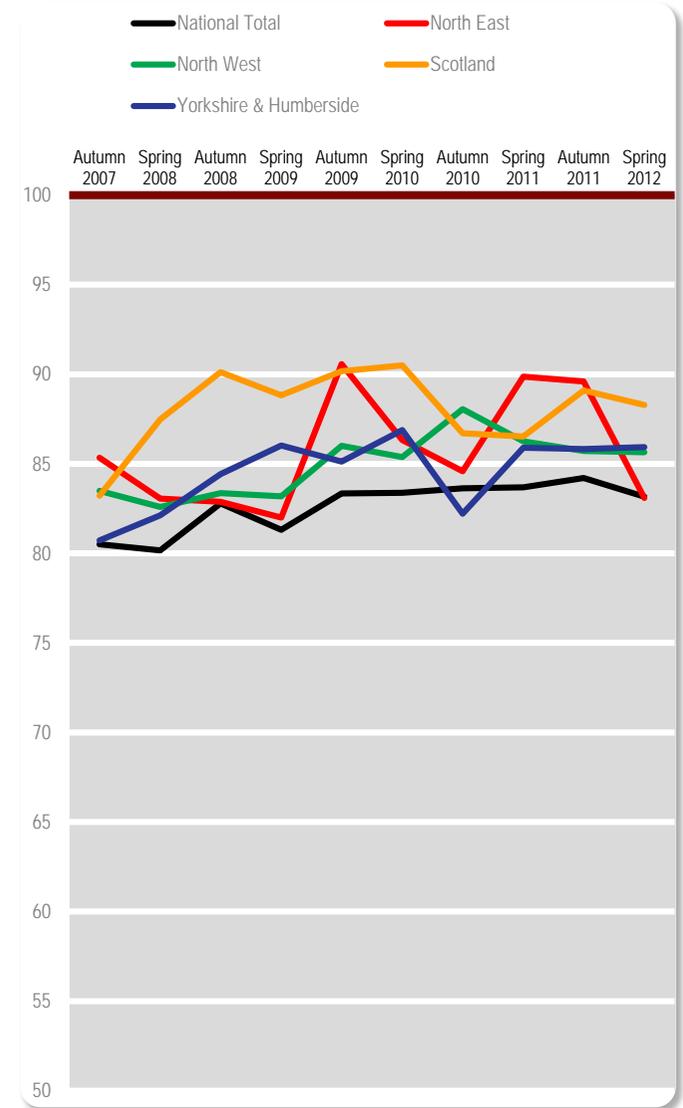
National total versus western regions

Percentage of passengers satisfied 2007 to 2012



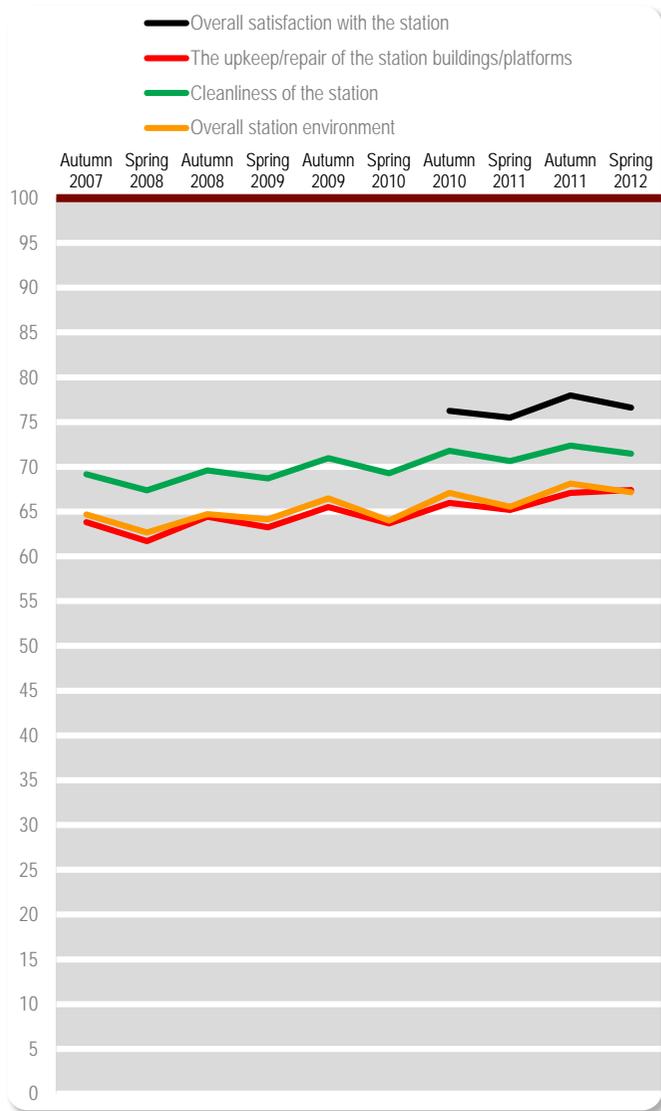
National total versus northern regions

Percentage of passengers satisfied 2007 to 2012



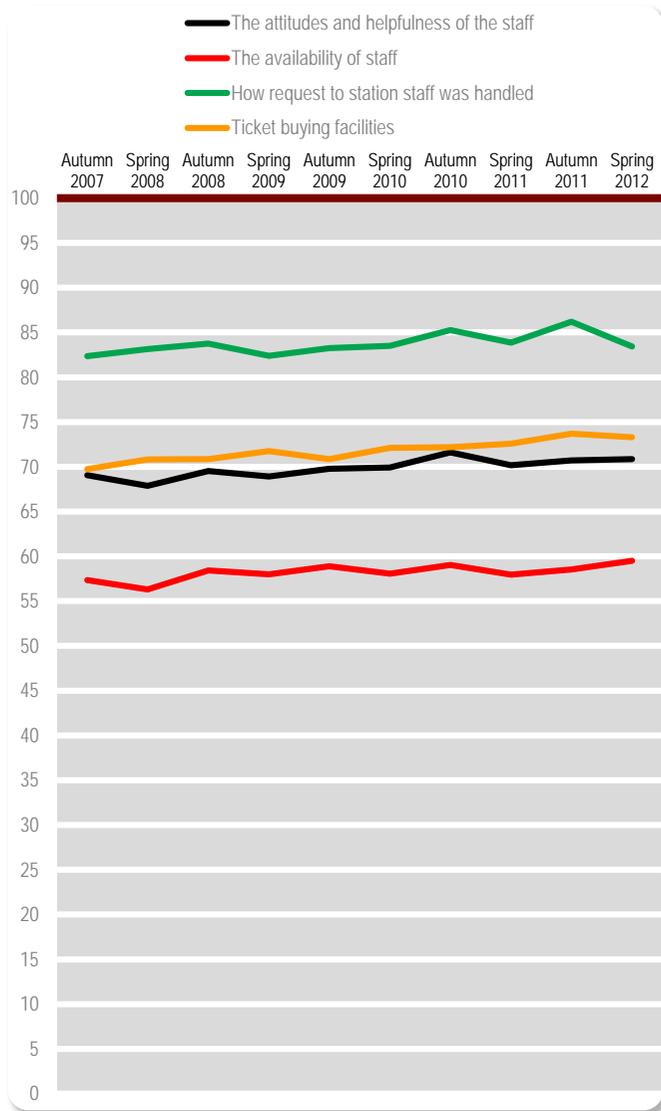
Satisfaction with station environment

Percentage of passengers satisfied 2007 to 2012



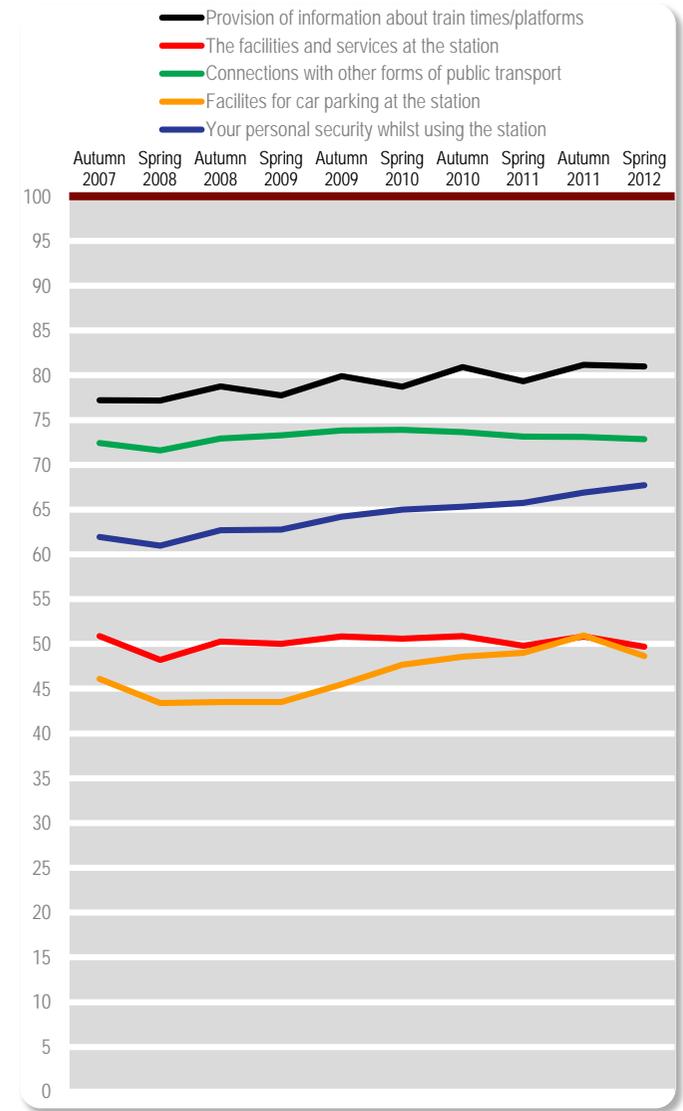
Satisfaction with station staff

Percentage of passengers satisfied 2007 to 2012



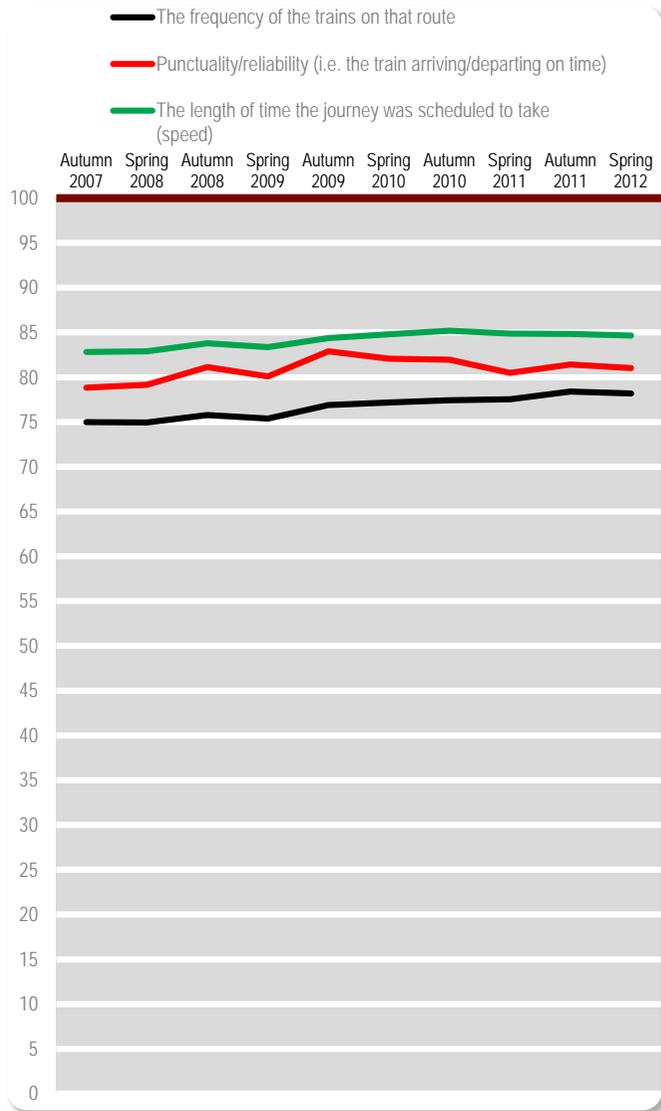
Satisfaction with station facilities

Percentage of passengers satisfied 2007 to 2012



Satisfaction with timing factors

Percentage of passengers satisfied 2007 to 2012



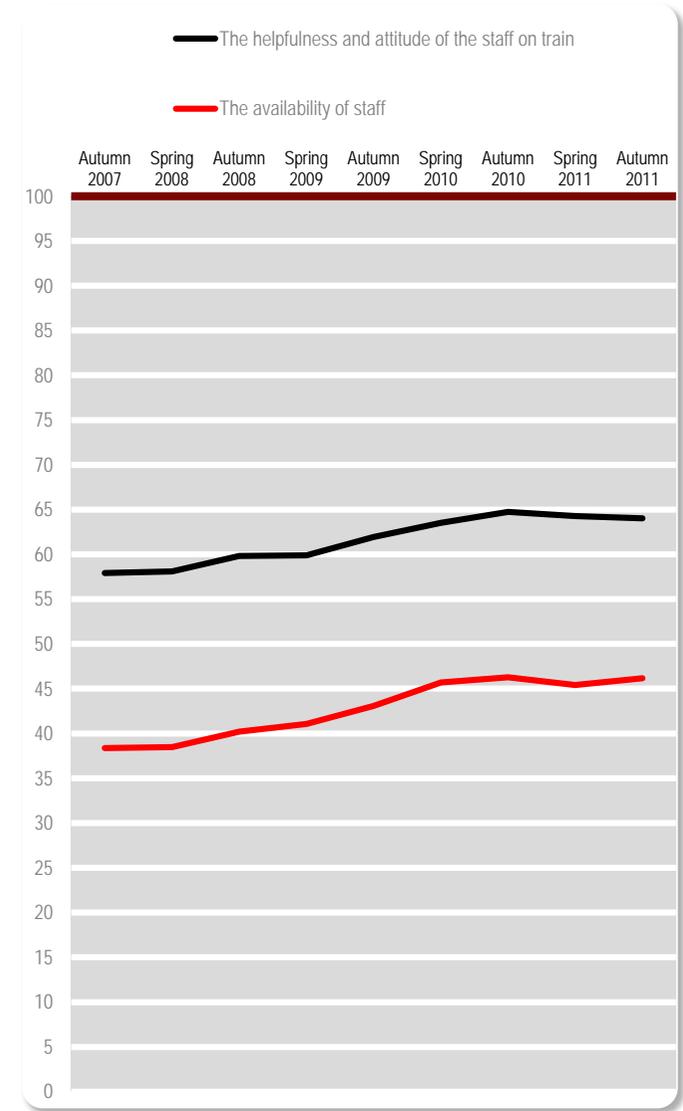
Satisfaction with train environment

Percentage of passengers satisfied 2007 to 2012



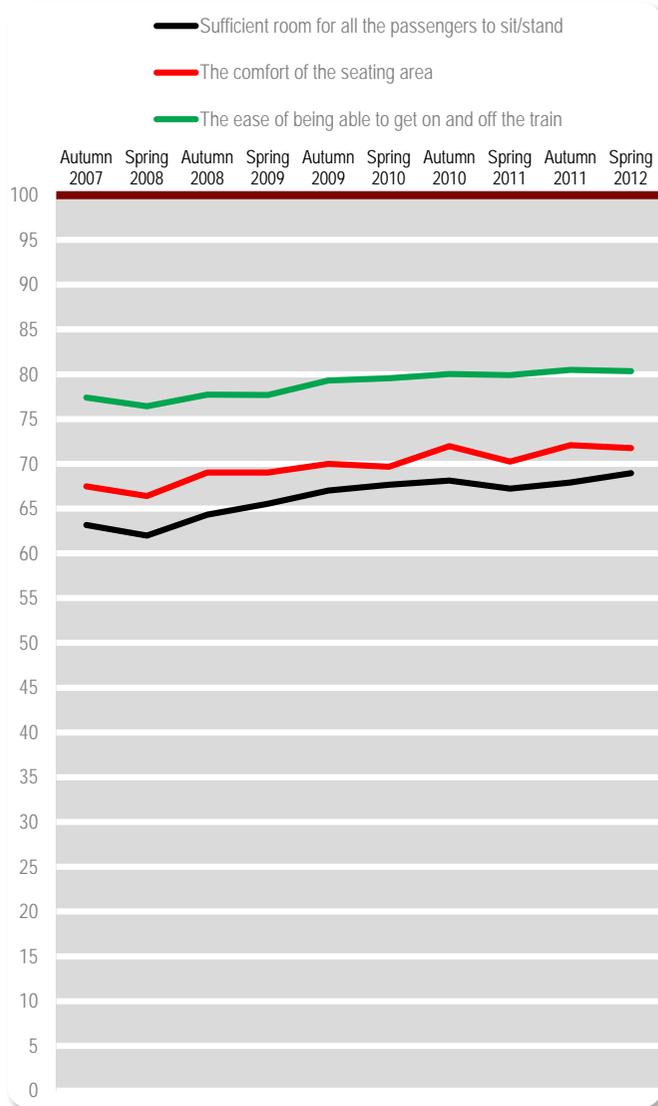
Satisfaction with train staff

Percentage of passengers satisfied 2007 to 2012



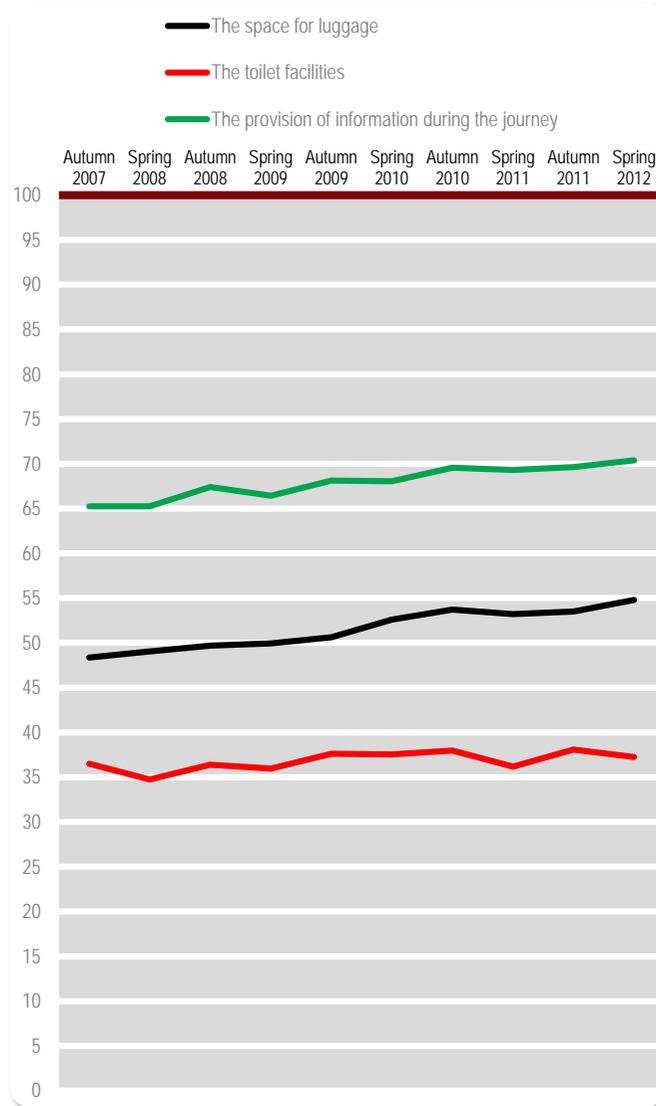
Satisfaction with accessing and seating

Percentage of passengers satisfied 2007 to 2012



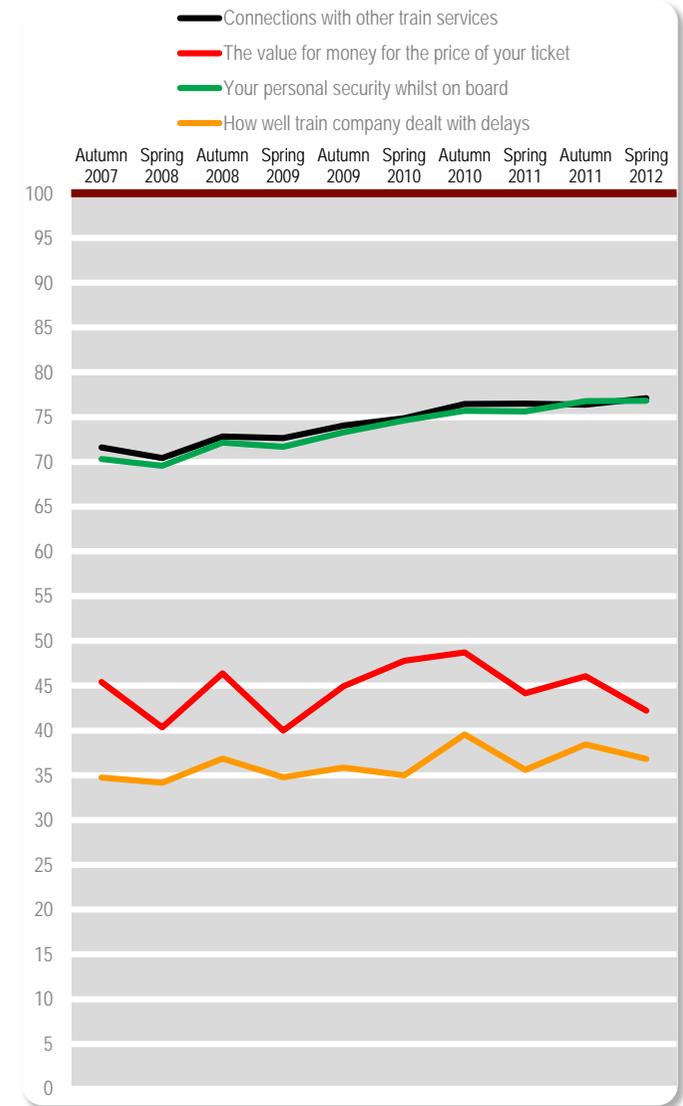
Satisfaction with on board facilities

Percentage of passengers satisfied 2007 to 2012



Satisfaction with other aspects of train journey

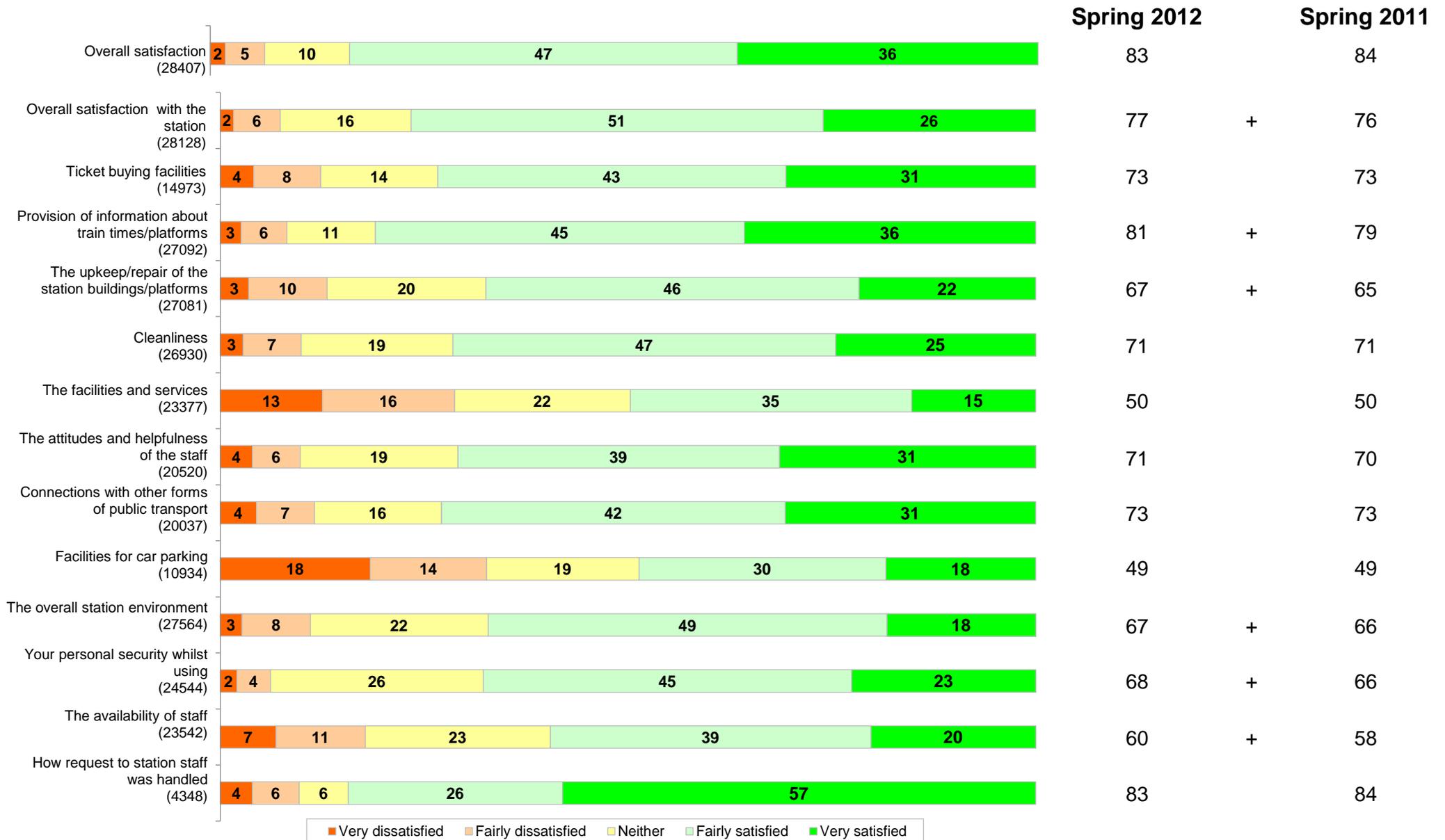
Percentage of passengers satisfied 2007 to 2012



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

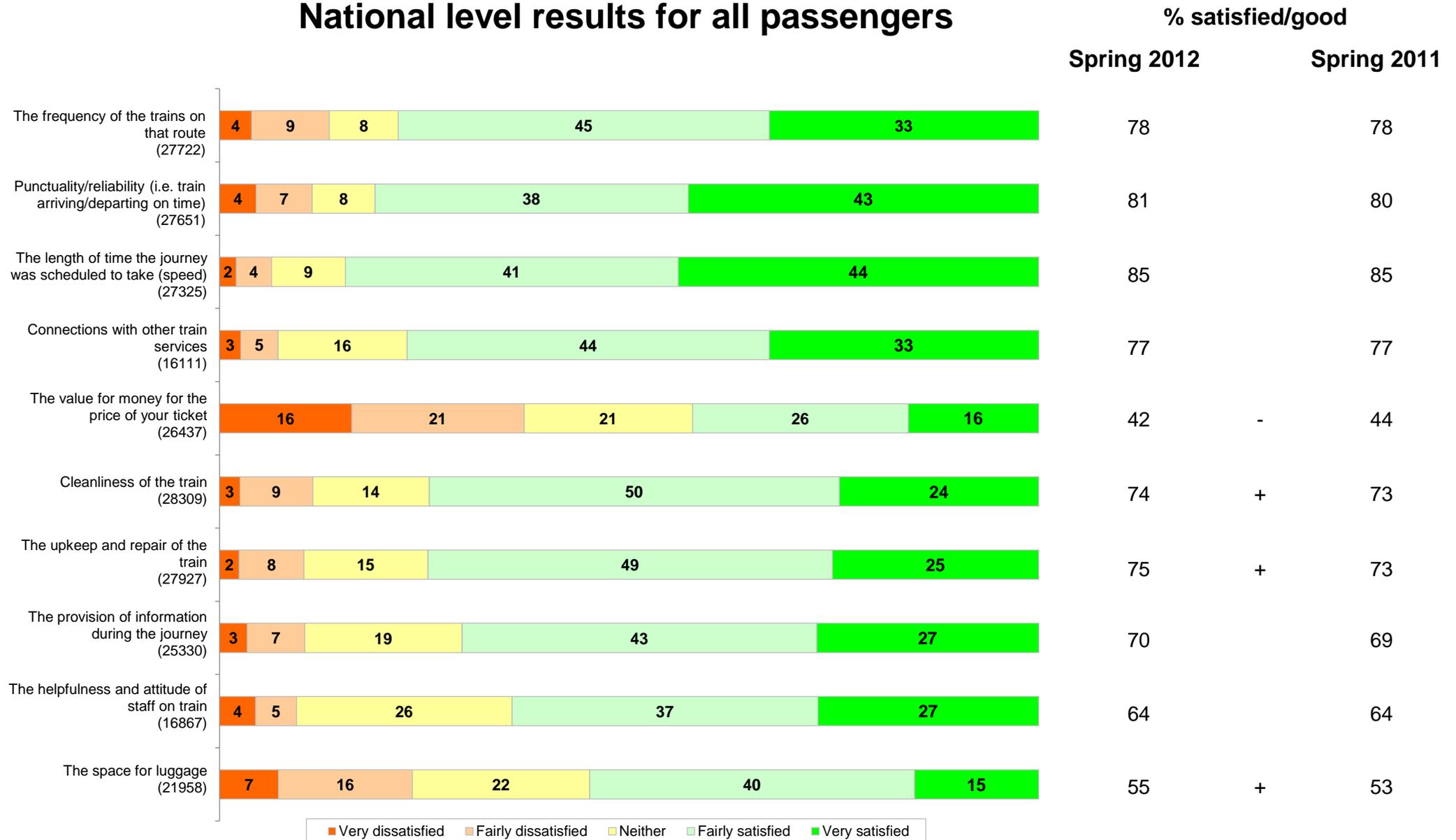
% satisfied/good

National level results for all passengers



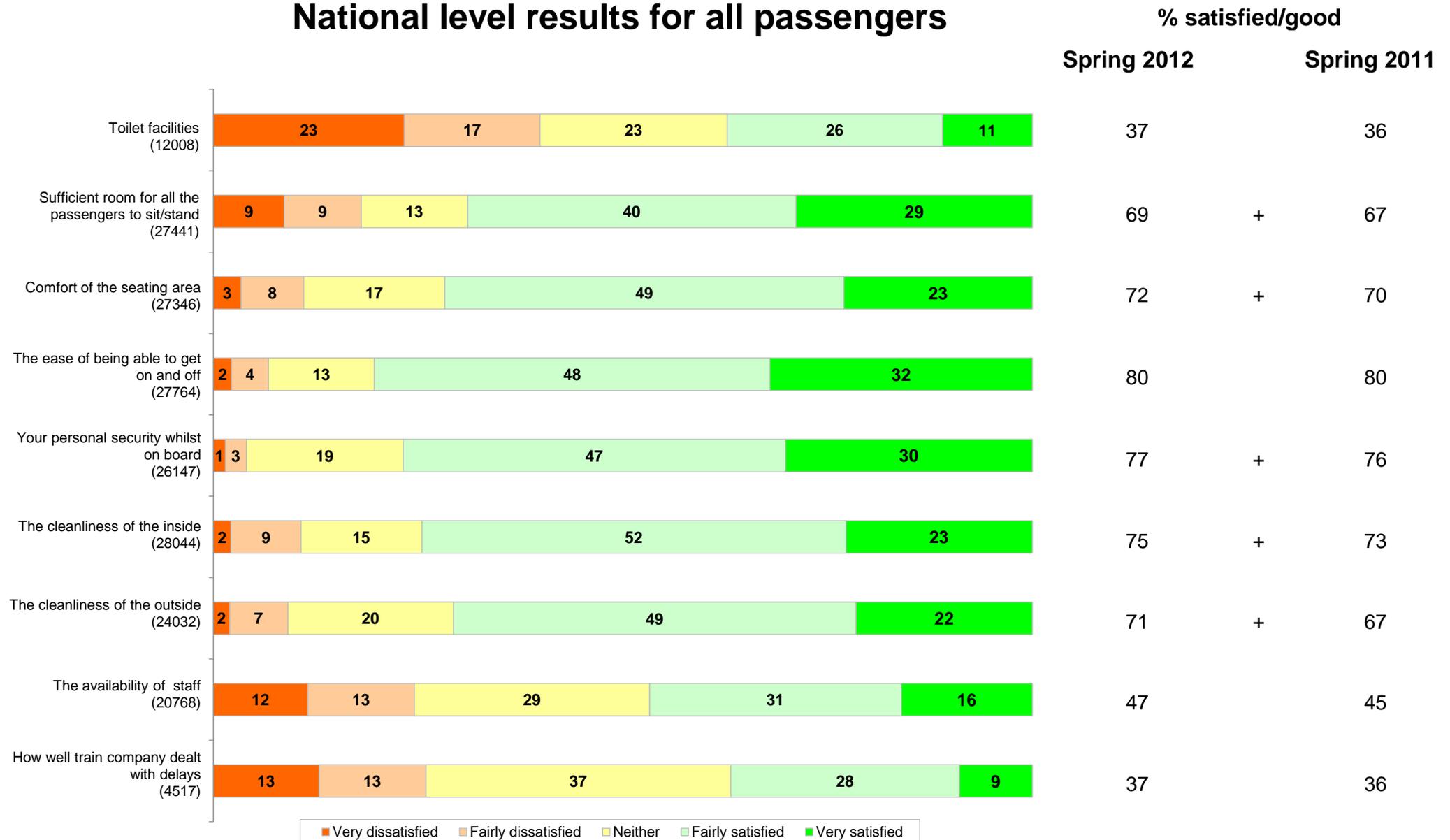
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



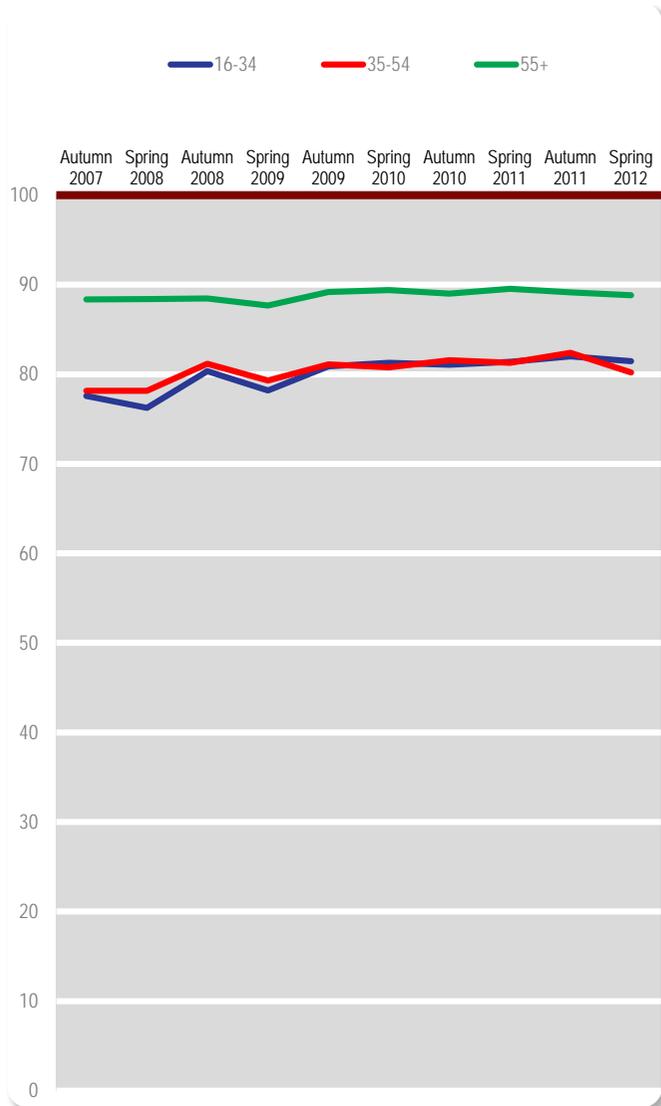
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



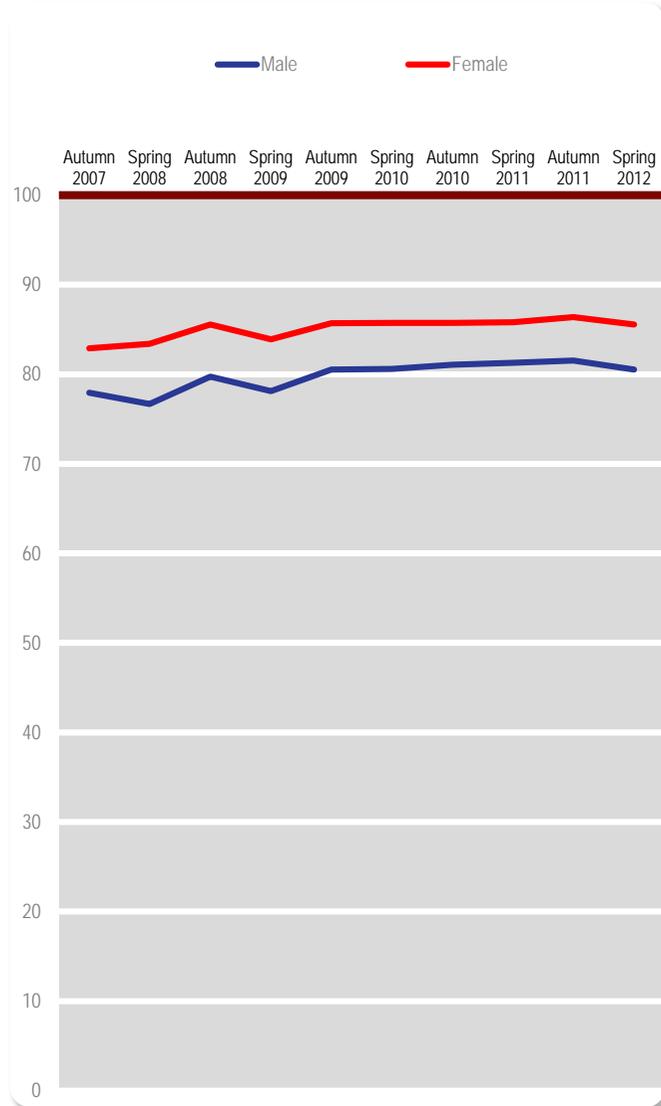
**By age**

Percentage of passengers satisfied 2007 to 2012



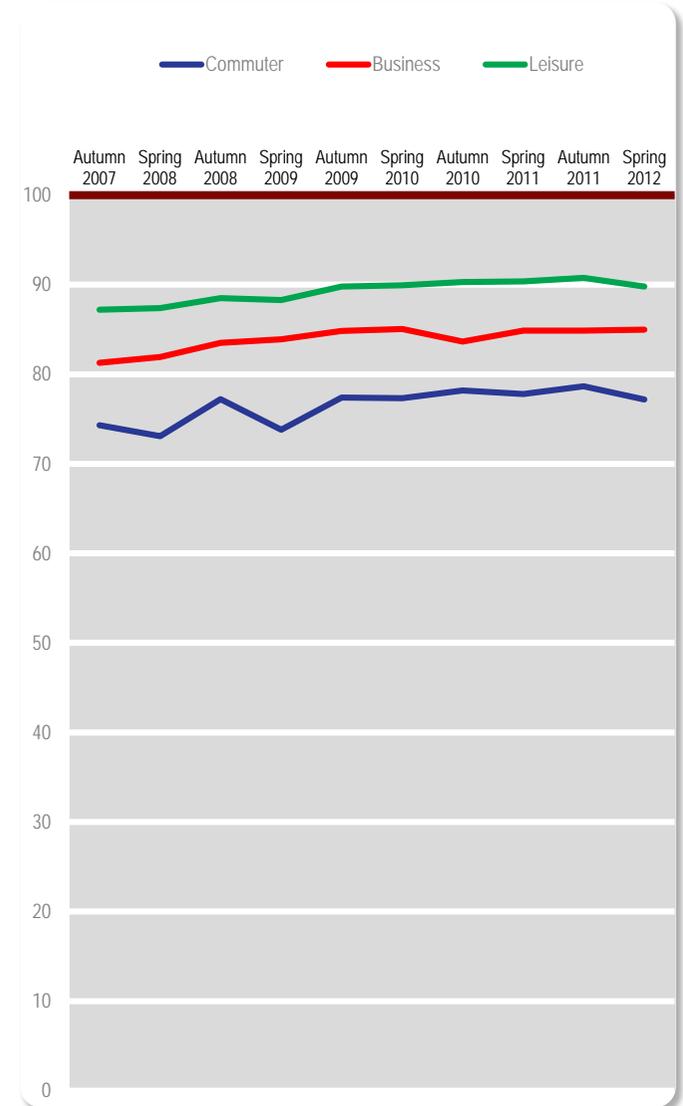
**By gender**

Percentage of passengers satisfied 2007 to 2012



**By journey type**

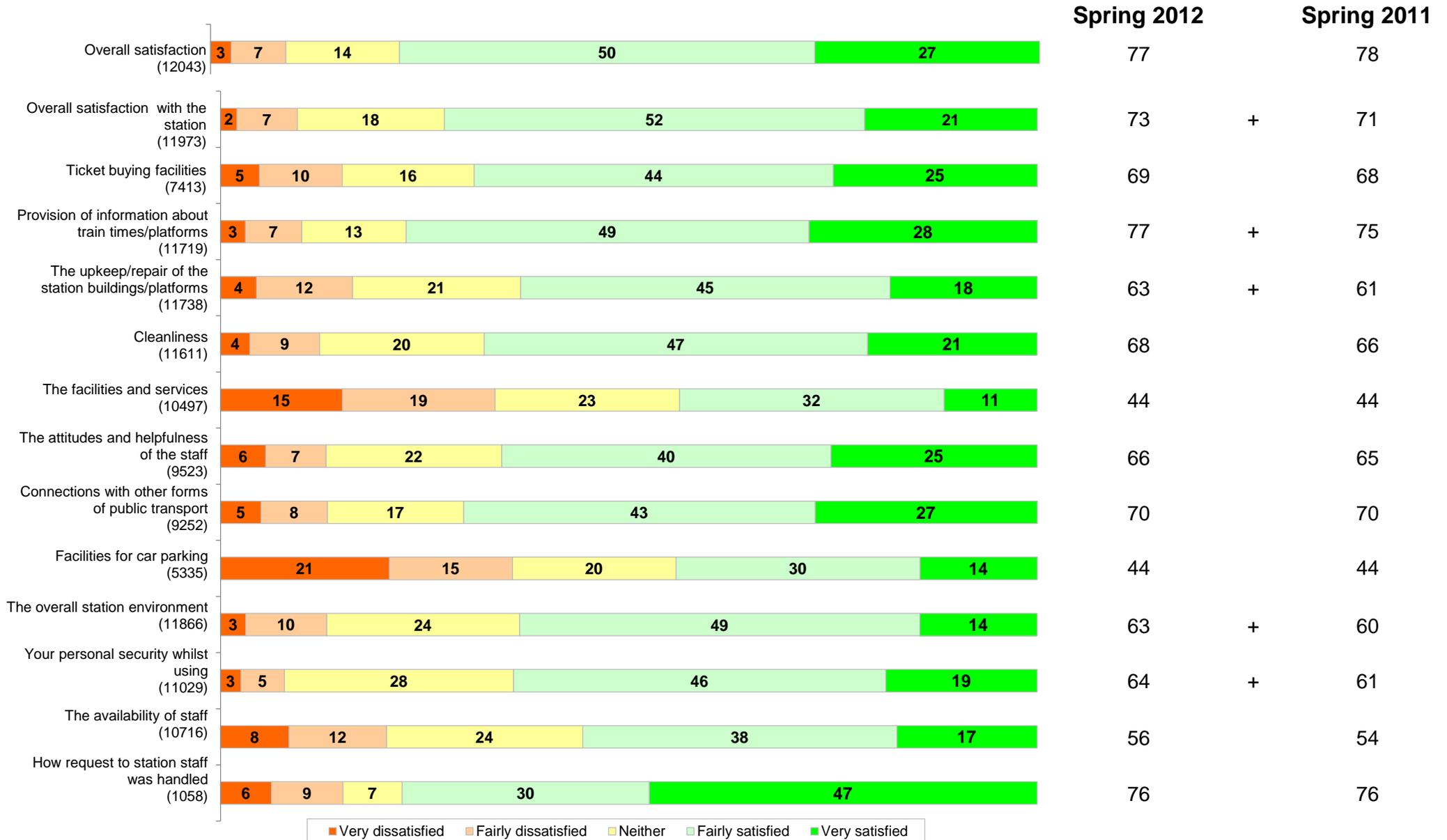
Percentage of passengers satisfied 2007 to 2012



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

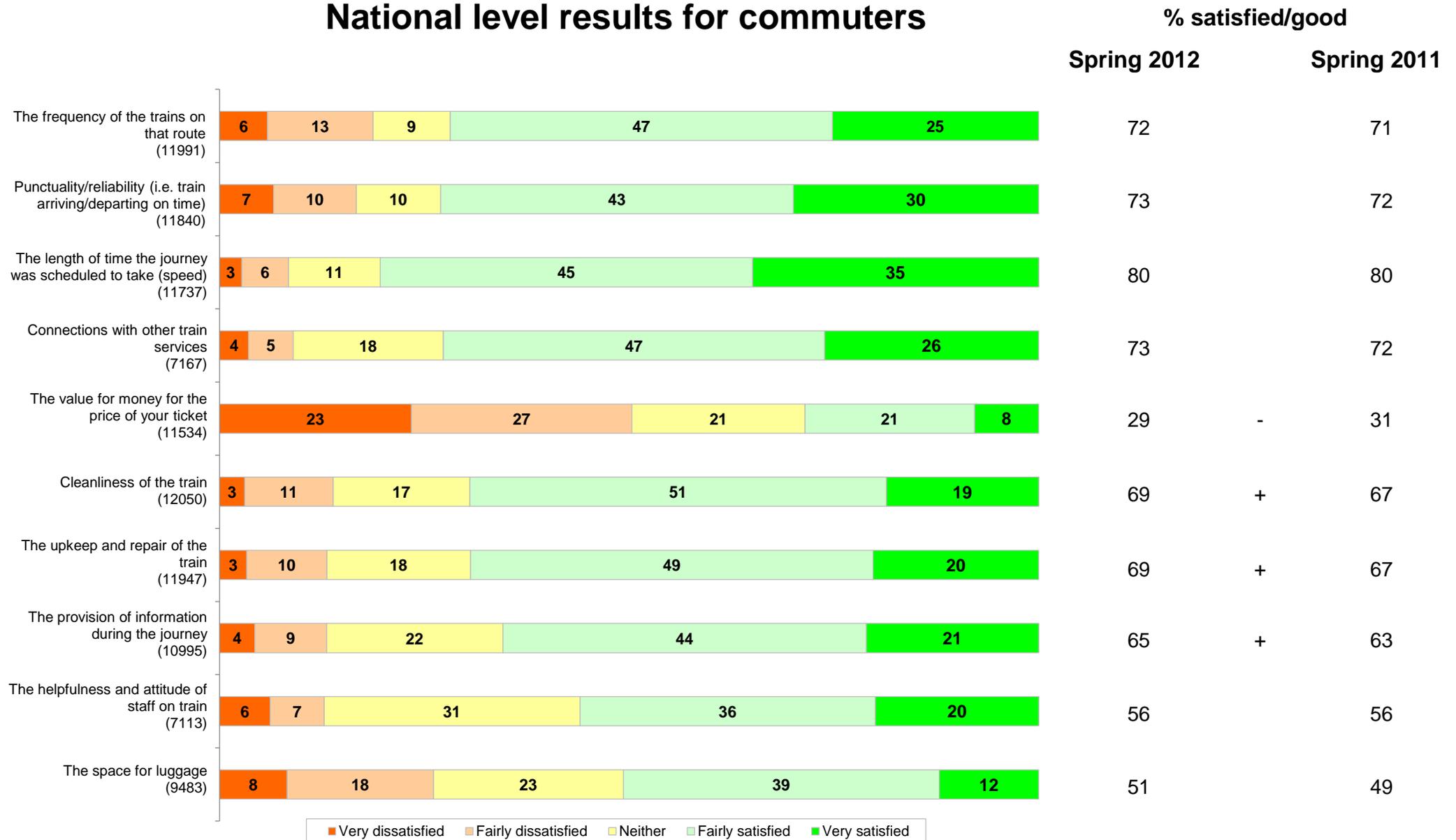
### National level results for commuters

% satisfied/good



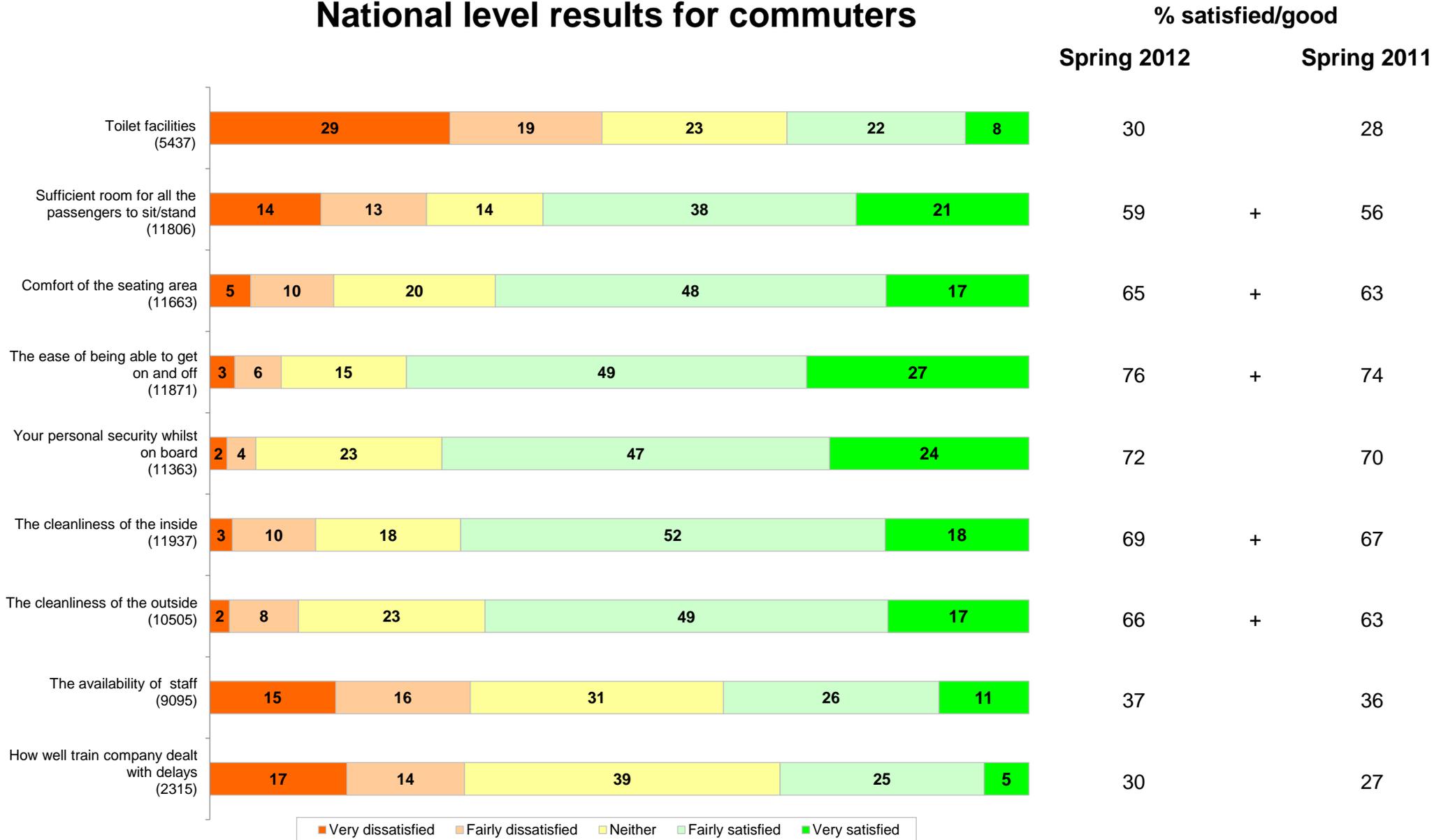
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for commuters



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

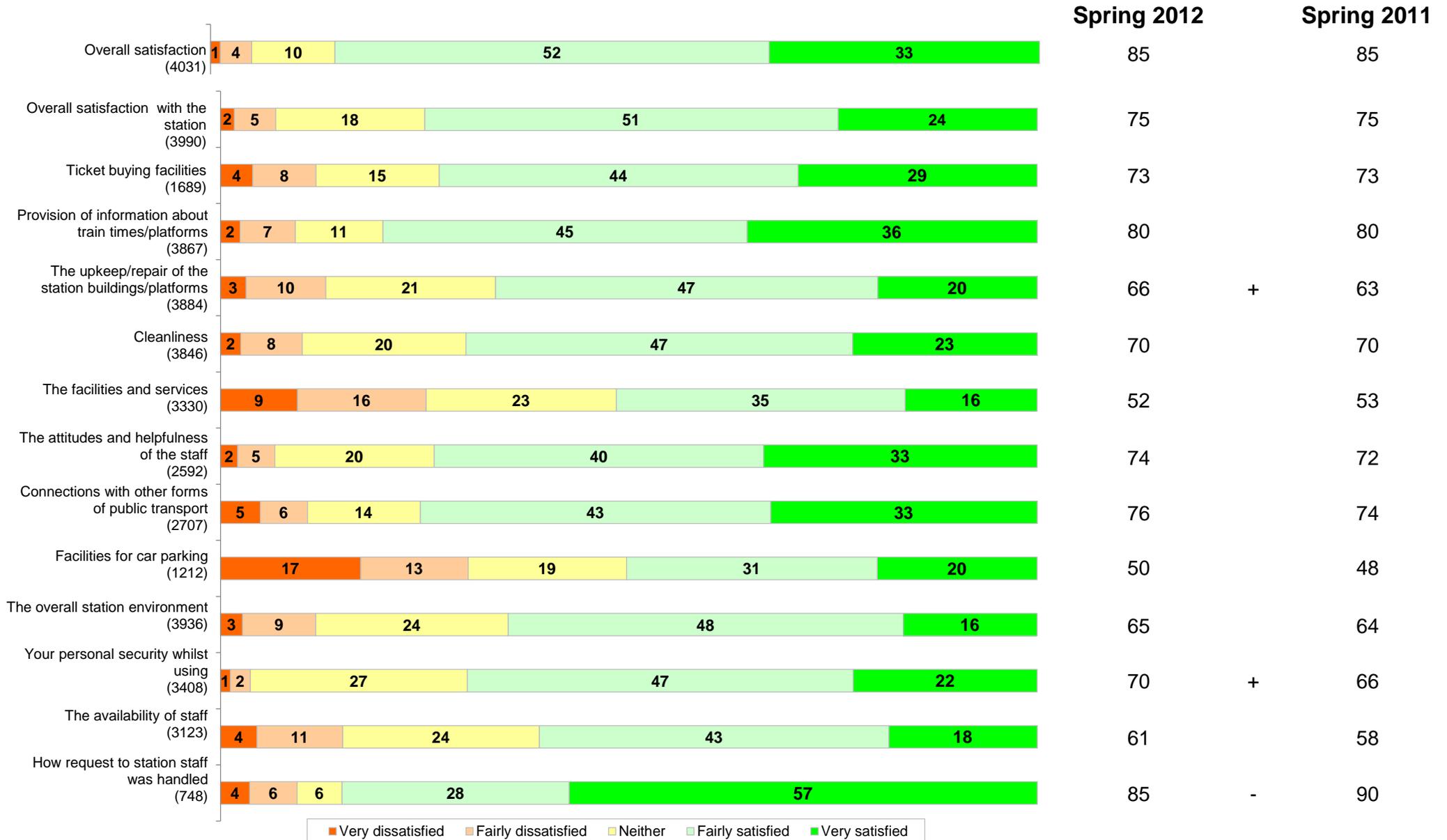
### National level results for commuters



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

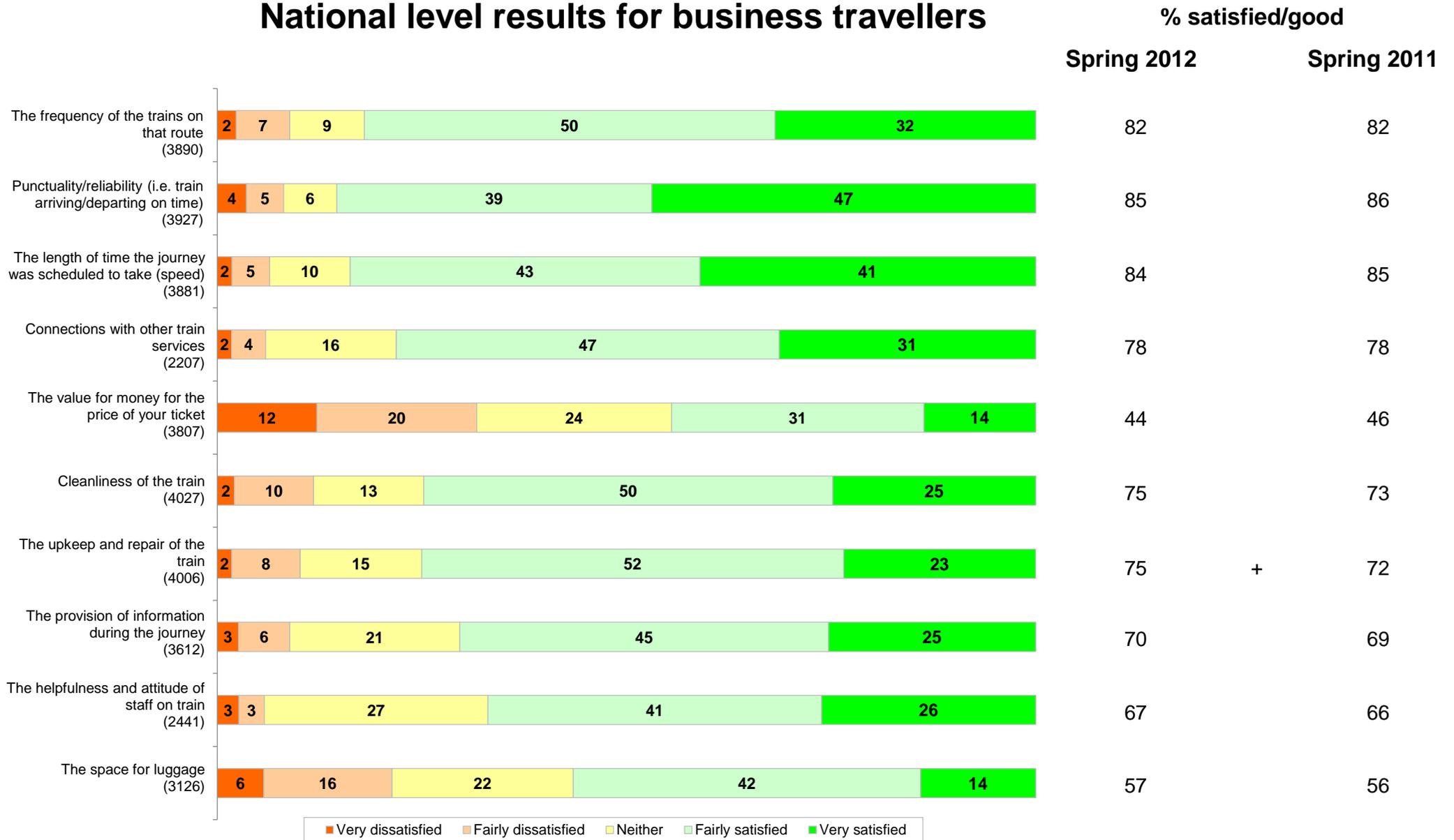
% satisfied/good

### National level results for business travellers



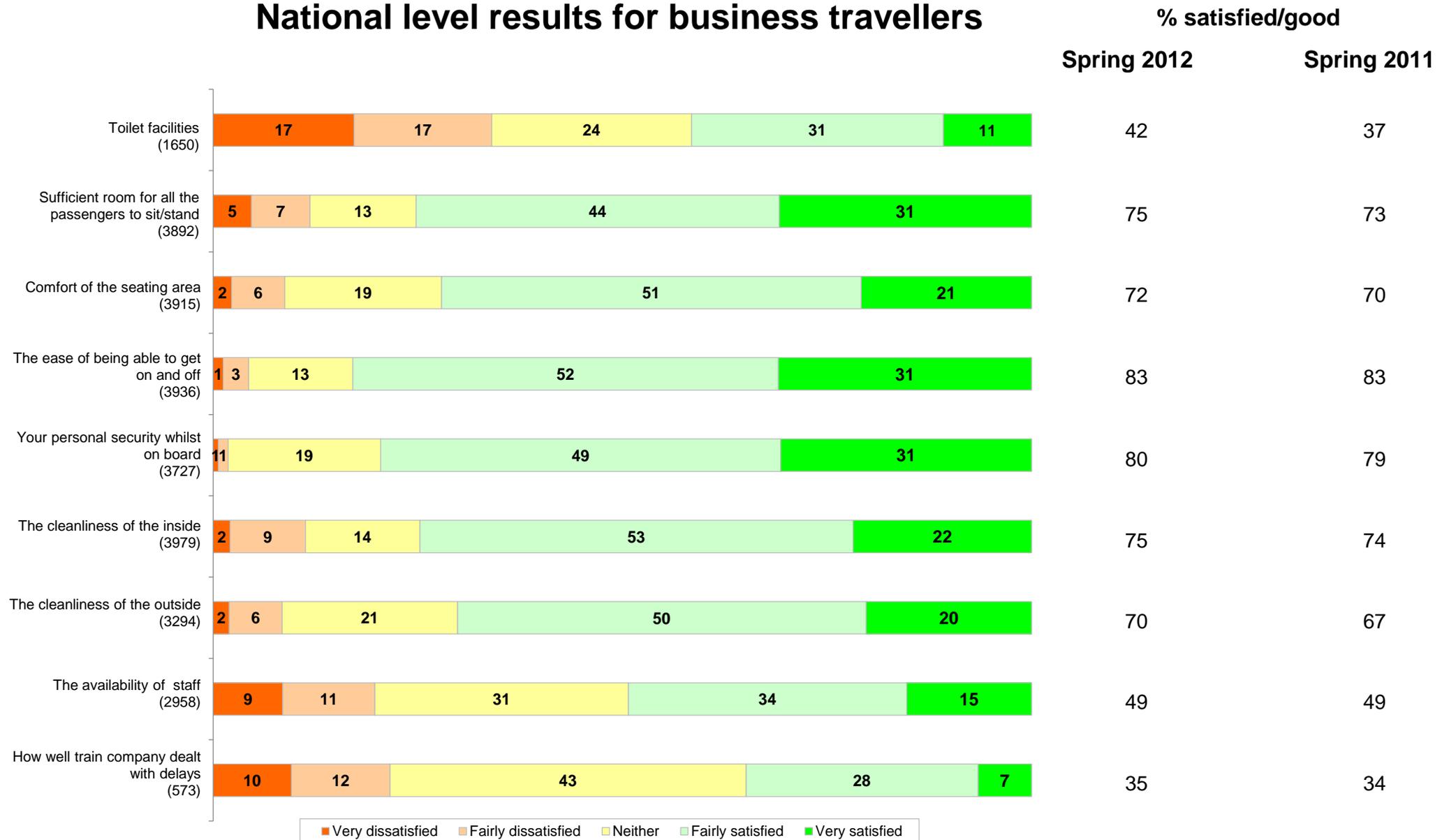
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for business travellers



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for business travellers



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

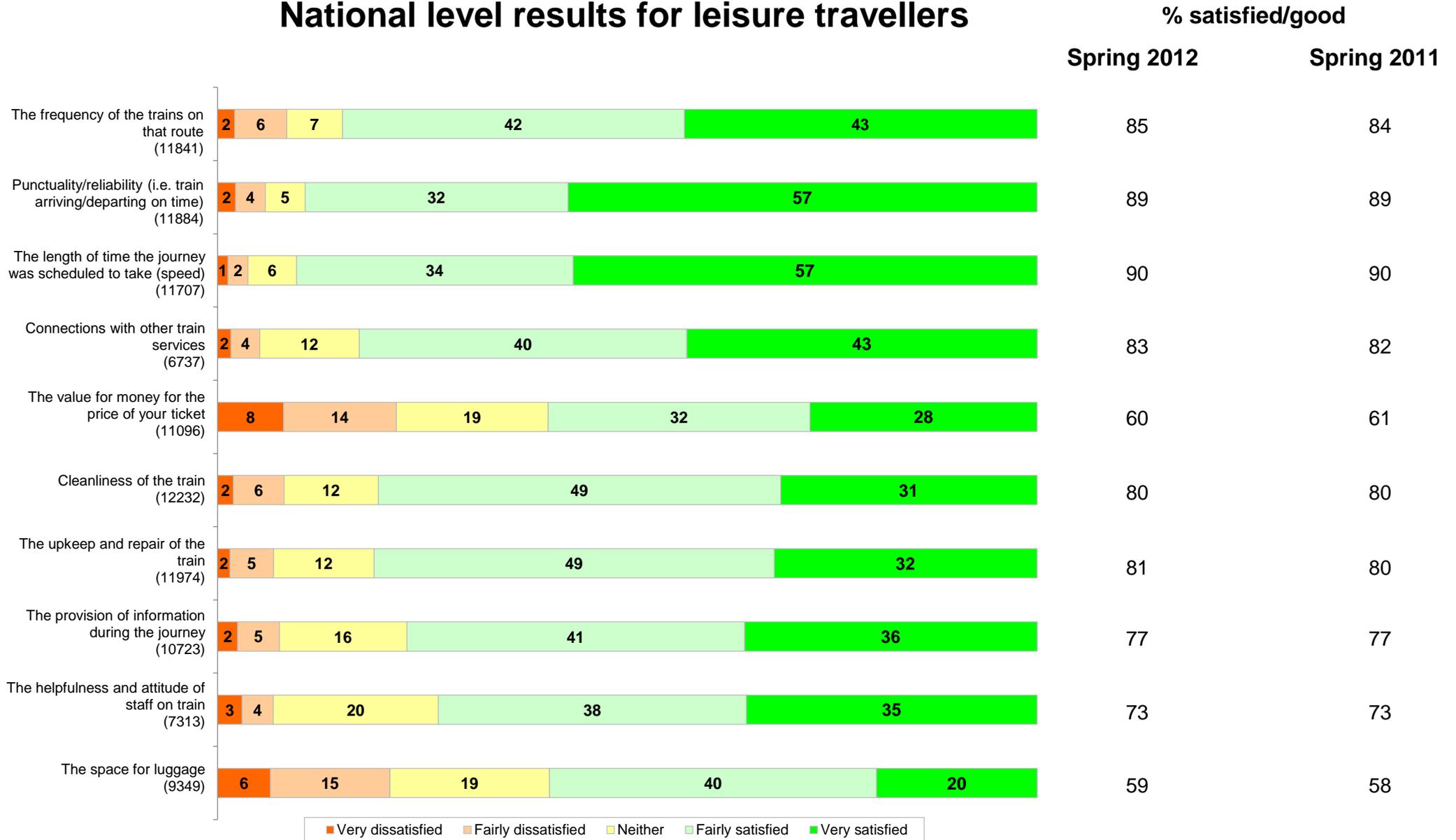
% satisfied/good

### National level results for leisure travellers



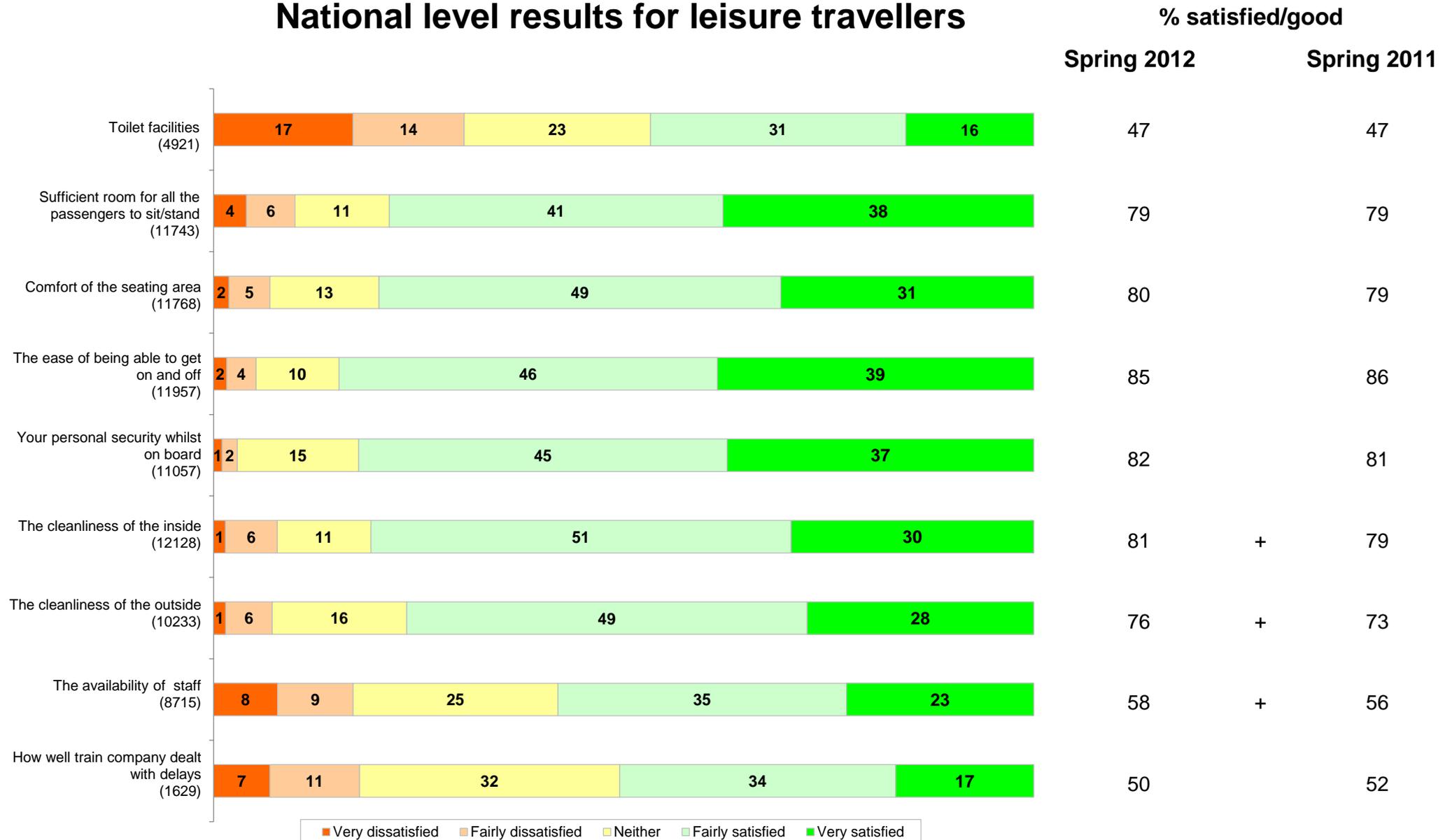
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for leisure travellers



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for leisure travellers



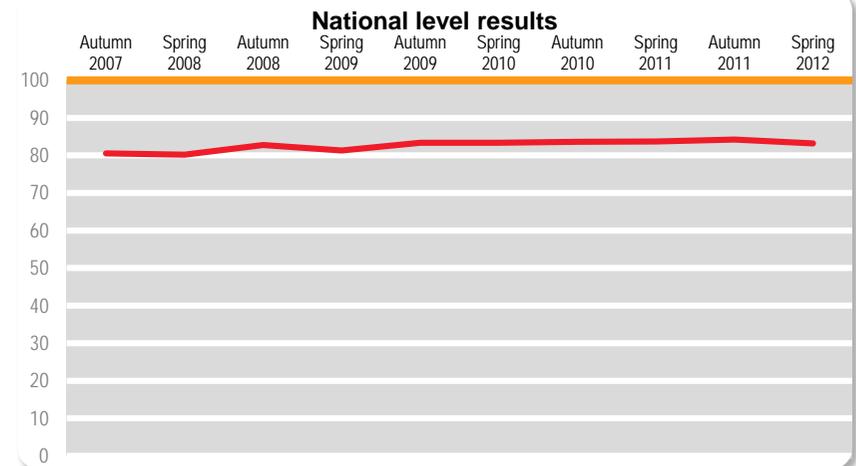
# Overall satisfaction with journey

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>18283</b>	<b>82</b>	<b>11</b>	<b>7</b>	<b>-2</b>	↓	<b>-1</b>	→
c2c	1104	91	7	3	0	→	0	→
Chiltern Railways	1179	90	7	3	2	→	1	→
First Capital Connect	1969	79	13	8	-1	→	1	→
First Great Western	2989	82	11	8	-1	→	0	→
Greater Anglia*	2416	73	15	12	-4	↓	-5	↓
London Midland	1179	87	8	5	2	→	4	↑
London Overground	1150	90	7	3	-2	→	1	→
South West Trains	2301	83	11	5	0	→	-2	→
Southeastern	1700	81	12	7	-2	→	-1	→
Southern	2296	80	10	9	-2	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5861</b>	<b>88</b>	<b>8</b>	<b>5</b>	<b>2</b>	↑	<b>0</b>	→
CrossCountry	1178	84	10	5	2	→	-1	→
East Coast	1212	89	7	4	2	→	2	→
East Midlands Trains	1211	87	7	5	0	→	1	→
First TransPennine Express	1163	88	6	7	4	→	-1	→
Virgin Trains	1097	91	6	3	3	→	1	→
<b>REGIONAL SERVICES</b>	<b>4263</b>	<b>86</b>	<b>8</b>	<b>5</b>	<b>-1</b>	→	<b>0</b>	→
Arriva Trains Wales	1172	88	7	5	3	→	1	→
Merseyrail	624	96	3	2	3	→	5	↑
Northern Rail	1251	80	11	9	-3	→	-3	→
ScotRail	1216	89	8	3	-1	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

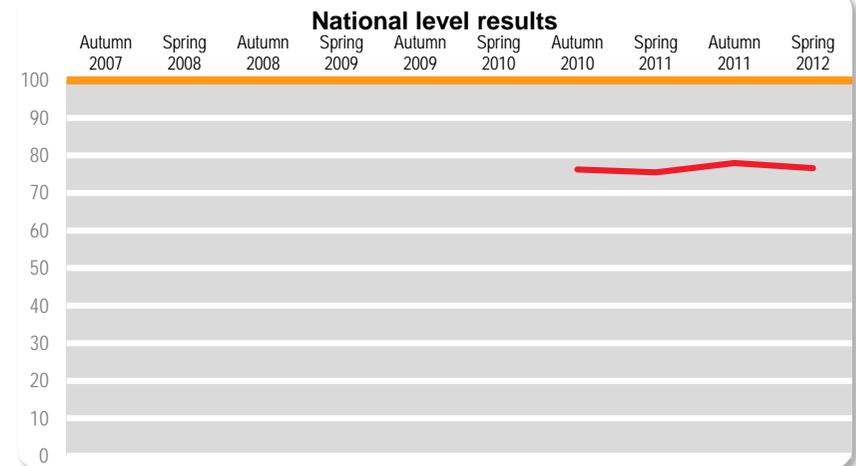
# Overall satisfaction with the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>18137</b>	<b>75</b>	<b>17</b>	<b>8</b>	<b>-2</b>	↓	<b>1</b>	→
c2c	1089	83	13	4	-3	→	0	→
Chiltern Railways	1167	88	9	3	-2	→	3	→
First Capital Connect	1964	75	17	8	-1	→	6	↑
First Great Western	2975	76	17	7	-1	→	2	→
Greater Anglia*	2388	71	19	9	-2	→	-2	→
London Midland	1157	77	16	6	2	→	1	→
London Overground	1164	81	14	5	0	→	2	→
South West Trains	2271	74	18	8	0	→	0	→
Southeastern	1685	73	17	10	-5	↓	-2	→
Southern	2277	75	18	7	-3	↓	2	→
<b>LONG DISTANCE SERVICES</b>	<b>5778</b>	<b>81</b>	<b>13</b>	<b>6</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1154	79	14	7	-1	→	2	→
East Coast	1204	75	17	8	-2	→	-2	→
East Midlands Trains	1185	85	10	5	2	→	3	↑
First TransPennine Express	1144	86	11	3	0	→	-1	→
Virgin Trains	1091	82	14	4	0	→	0	→
<b>REGIONAL SERVICES</b>	<b>4213</b>	<b>80</b>	<b>13</b>	<b>7</b>	<b>0</b>	→	<b>2</b>	→
Arriva Trains Wales	1158	79	14	7	7	↑	4	→
Merseyrail	616	86	9	5	2	→	6	↑
Northern Rail	1236	74	15	11	-2	→	1	→
ScotRail	1203	83	13	4	-2	→	2	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

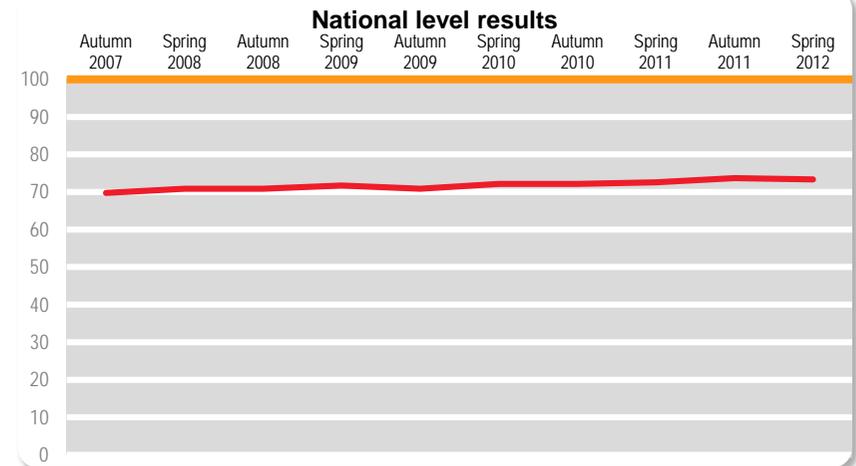
# Ticket buying facilities at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>10142</b>	<b>71</b>	<b>16</b>	<b>13</b>	<b>0</b>	→	<b>0</b>	→
c2c	747	77	13	10	0	→	0	→
Chiltern Railways	679	82	13	5	-1	→	1	→
First Capital Connect	1168	70	16	14	1	→	4	→
First Great Western	1433	75	13	12	0	→	2	→
Greater Anglia*	1320	69	17	14	0	→	1	→
London Midland	634	78	12	9	0	→	1	→
London Overground	664	73	15	12	-5	→	-2	→
South West Trains	1302	70	16	14	-1	→	0	→
Southeastern	976	69	15	16	3	→	-1	→
Southern	1219	69	18	13	-3	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>2402</b>	<b>82</b>	<b>11</b>	<b>7</b>	<b>-1</b>	→	<b>3</b>	↑
CrossCountry	542	78	14	7	-5	→	0	→
East Coast	347	84	11	5	3	→	4	→
East Midlands Trains	550	81	11	7	3	→	5	→
First TransPennine Express	582	87	5	7	-1	→	4	→
Virgin Trains	381	83	13	5	-3	→	4	→
<b>REGIONAL SERVICES</b>	<b>2429</b>	<b>79</b>	<b>11</b>	<b>10</b>	<b>0</b>	→	<b>2</b>	→
Arriva Trains Wales	606	75	11	13	-4	→	1	→
Merseyrail	346	90	8	2	-1	→	4	→
Northern Rail	727	74	11	15	2	→	2	→
ScotRail	750	80	12	8	-1	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

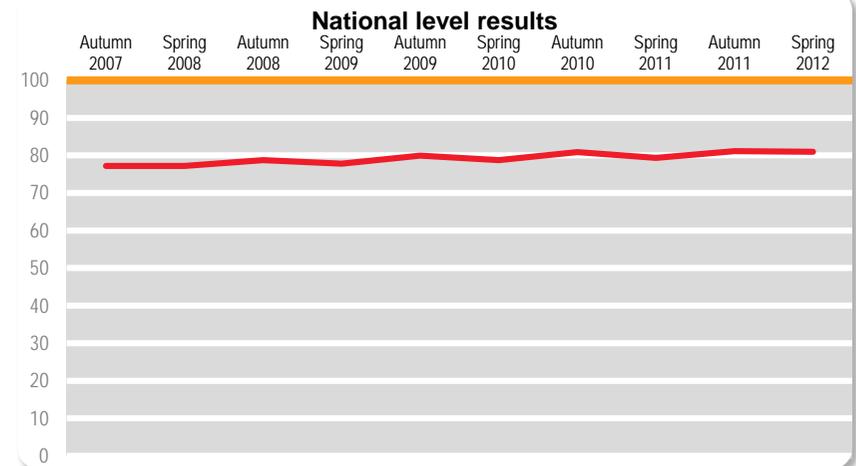
# Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓



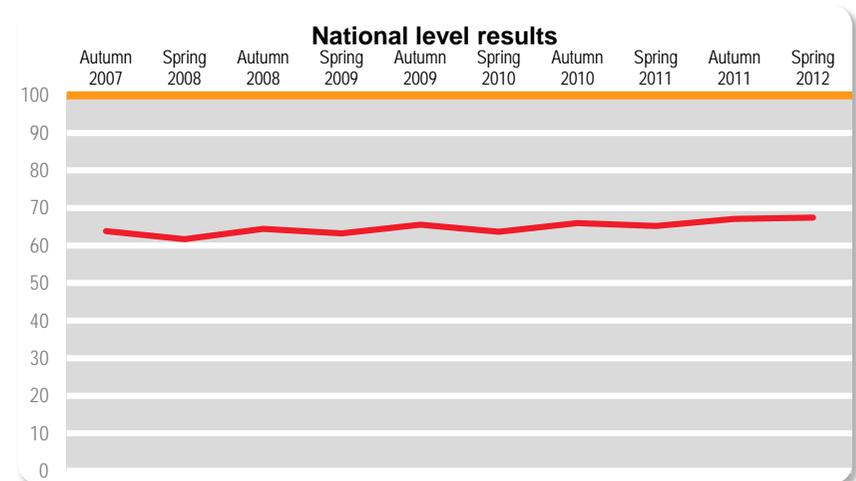
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17497</b>	<b>80</b>	<b>11</b>	<b>9</b>	<b>0</b>	→	<b>2</b>	↑
c2c	1062	86	9	5	-1	→	-1	→
Chiltern Railways	1144	86	9	6	2	→	3	→
First Capital Connect	1903	78	12	9	2	→	6	↑
First Great Western	2880	81	11	8	0	→	4	↑
Greater Anglia*	2302	74	14	12	-1	→	0	→
London Midland	1117	83	10	8	-1	→	1	→
London Overground	1098	82	10	8	2	→	5	→
South West Trains	2182	83	9	8	2	→	0	→
Southeastern	1625	77	12	11	-4	→	0	→
Southern	2184	79	13	8	-2	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>5621</b>	<b>86</b>	<b>9</b>	<b>5</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	1127	83	10	7	-1	→	0	→
East Coast	1163	87	9	4	1	→	0	→
East Midlands Trains	1163	84	10	6	-2	→	0	→
First TransPennine Express	1101	88	9	3	2	→	-2	→
Virgin Trains	1067	87	8	4	-2	→	1	→
<b>REGIONAL SERVICES</b>	<b>3974</b>	<b>84</b>	<b>9</b>	<b>7</b>	<b>0</b>	→	<b>3</b>	↑
Arriva Trains Wales	1092	81	11	8	1	→	2	→
Merseyrail	547	89	7	3	2	→	4	→
Northern Rail	1178	80	11	9	0	→	4	→
ScotRail	1157	86	8	6	1	→	1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

Declined ↓

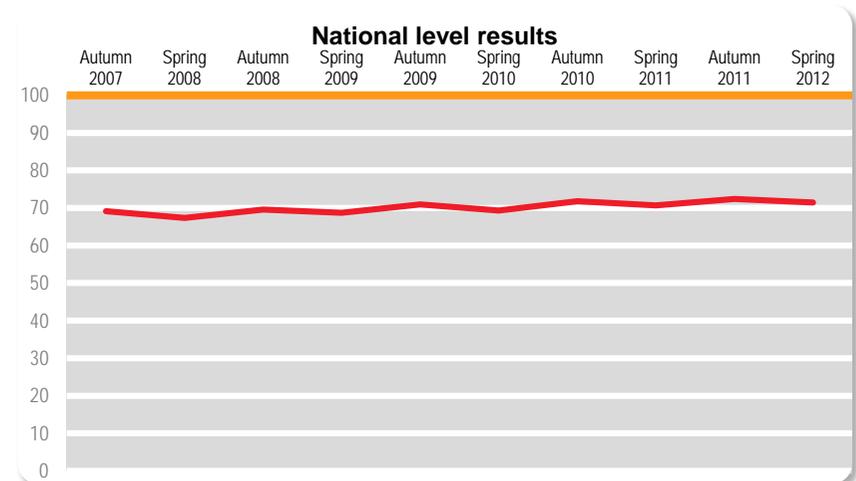
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17438</b>	<b>66</b>	<b>21</b>	<b>14</b>	<b>0</b>	→	<b>3</b>	↑
c2c	1064	75	17	9	3	→	4	→
Chiltern Railways	1137	79	14	7	-5	↓	2	→
First Capital Connect	1891	67	19	14	3	→	7	↑
First Great Western	2869	65	21	14	-1	→	4	↑
Greater Anglia*	2292	66	20	14	-1	→	3	→
London Midland	1107	67	21	12	-3	→	4	→
London Overground	1103	77	15	8	3	→	3	→
South West Trains	2177	57	24	18	1	→	-1	→
Southeastern	1602	64	20	16	0	→	0	→
Southern	2196	65	23	12	-2	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5616</b>	<b>73</b>	<b>17</b>	<b>10</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1120	66	21	13	-3	→	-4	→
East Coast	1159	65	20	15	-2	→	-3	→
East Midlands Trains	1167	80	13	7	2	→	5	↑
First TransPennine Express	1104	83	13	5	4	→	3	→
Virgin Trains	1066	71	18	11	0	→	0	→
<b>REGIONAL SERVICES</b>	<b>4027</b>	<b>73</b>	<b>16</b>	<b>11</b>	<b>2</b>	→	<b>2</b>	→
Arriva Trains Wales	1110	66	23	11	3	→	3	→
Merseyrail	567	75	15	10	5	→	3	→
Northern Rail	1189	71	15	14	2	→	3	→
ScotRail	1161	77	16	8	-1	→	0	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Cleanliness of the station



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17349</b>	<b>70</b>	<b>20</b>	<b>10</b>	<b>-1</b>	→	<b>1</b>	→
c2c	1052	78	15	6	2	→	0	→
Chiltern Railways	1133	83	12	5	-5	↓	2	→
First Capital Connect	1893	72	18	9	2	→	4	↑
First Great Western	2846	70	19	10	-1	→	4	↑
Greater Anglia*	2283	68	21	12	-4	↓	-1	→
London Midland	1108	72	18	10	-1	→	3	→
London Overground	1091	78	15	7	0	→	-1	→
South West Trains	2178	63	24	13	1	→	0	→
Southeastern	1598	70	19	11	-3	→	0	→
Southern	2167	69	22	9	-4	↓	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5577</b>	<b>77</b>	<b>16</b>	<b>7</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1111	74	18	8	0	→	-2	→
East Coast	1159	72	18	10	-1	→	0	→
East Midlands Trains	1162	83	12	6	0	→	3	→
First TransPennine Express	1093	85	12	4	4	→	3	→
Virgin Trains	1052	74	18	8	-2	→	1	→
<b>REGIONAL SERVICES</b>	<b>4004</b>	<b>76</b>	<b>15</b>	<b>9</b>	<b>0</b>	→	<b>1</b>	→
Arriva Trains Wales	1101	68	20	12	5	→	0	→
Merseyrail	579	77	15	7	-1	→	1	→
Northern Rail	1181	72	16	12	1	→	2	→
ScotRail	1143	82	12	6	-2	→	1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

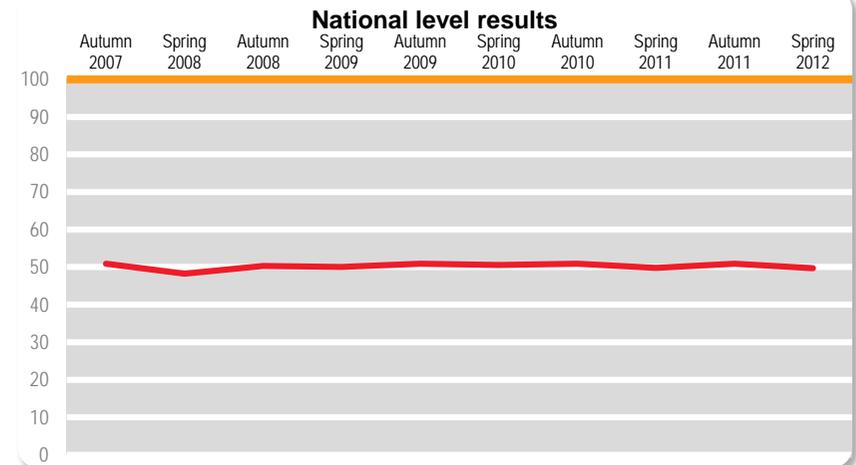
# The facilities and services at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14983</b>	<b>48</b>	<b>23</b>	<b>29</b>	<b>-1</b>	→	<b>0</b>	→
c2c	919	55	22	23	0	→	2	→
Chiltern Railways	1039	66	19	15	-2	→	4	→
First Capital Connect	1613	47	22	32	-3	→	3	→
First Great Western	2458	53	20	27	-1	→	0	→
Greater Anglia*	2041	50	21	29	-2	→	-1	→
London Midland	929	48	22	30	-1	→	0	→
London Overground	822	35	26	39	1	→	6	→
South West Trains	1901	47	24	29	0	→	-3	→
Southeastern	1426	50	21	29	-1	→	2	→
Southern	1835	48	24	28	-2	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>4984</b>	<b>62</b>	<b>19</b>	<b>18</b>	<b>-3</b>	↓	<b>-1</b>	→
CrossCountry	976	60	20	20	-4	→	-3	→
East Coast	1036	58	20	23	-3	→	-4	→
East Midlands Trains	1031	64	19	17	-2	→	1	→
First TransPennine Express	991	68	18	15	0	→	3	→
Virgin Trains	950	62	21	17	-5	→	-3	→
<b>REGIONAL SERVICES</b>	<b>3410</b>	<b>50</b>	<b>18</b>	<b>31</b>	<b>0</b>	→	<b>1</b>	→
Arriva Trains Wales	942	48	20	32	5	→	5	→
Merseyrail	445	53	18	29	5	→	10	↑
Northern Rail	1026	49	16	35	-1	→	-1	→
ScotRail	997	52	20	28	-5	→	-1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

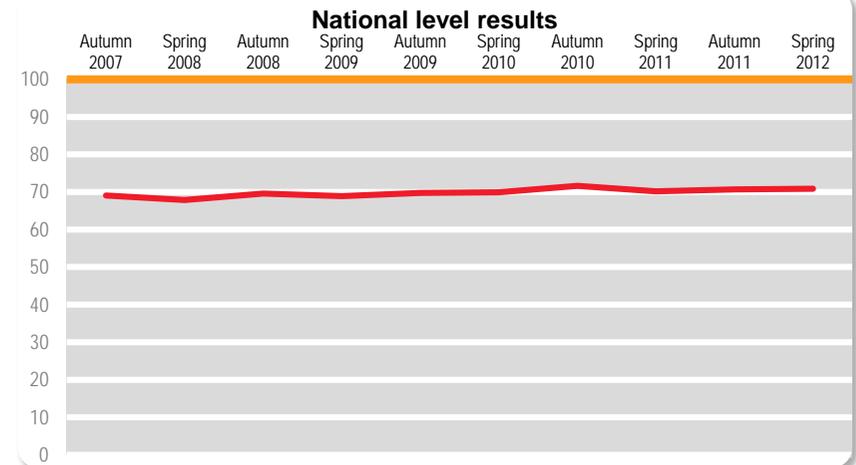
# The attitudes and helpfulness of the staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13380</b>	<b>69</b>	<b>21</b>	<b>10</b>	<b>0</b>	→	<b>1</b>	→
c2c	890	76	17	7	1	→	2	→
Chiltern Railways	893	78	16	5	2	→	0	→
First Capital Connect	1472	71	19	10	4	→	4	→
First Great Western	2077	75	19	6	2	→	3	→
Greater Anglia*	1753	65	22	12	-2	→	-1	→
London Midland	857	73	18	9	-1	→	4	→
London Overground	818	65	24	11	-2	→	-3	→
South West Trains	1641	69	20	11	2	→	0	→
Southeastern	1269	67	22	11	-2	→	0	→
Southern	1710	69	20	10	0	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>4038</b>	<b>77</b>	<b>17</b>	<b>6</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	848	79	15	6	2	→	3	→
East Coast	783	76	19	5	1	→	0	→
East Midlands Trains	867	78	16	6	1	→	2	→
First TransPennine Express	825	78	14	9	-3	→	-2	→
Virgin Trains	715	73	22	4	-1	→	2	→
<b>REGIONAL SERVICES</b>	<b>3102</b>	<b>75</b>	<b>15</b>	<b>9</b>	<b>0</b>	→	<b>1</b>	→
Arriva Trains Wales	845	75	16	9	1	→	0	→
Merseyrail	493	81	13	6	-3	→	-1	→
Northern Rail	877	71	17	12	-1	→	0	→
ScotRail	887	78	13	8	2	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

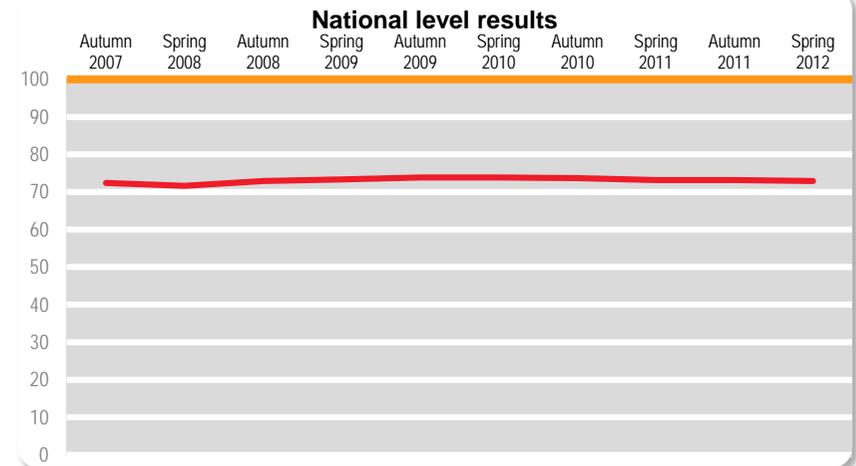
# Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓



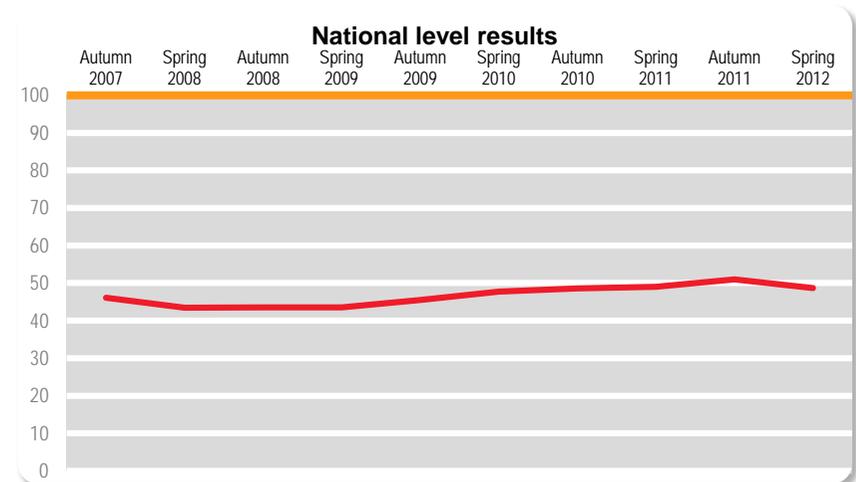
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13374</b>	<b>74</b>	<b>16</b>	<b>11</b>	<b>0</b>	→	<b>0</b>	→
c2c	855	73	17	10	2	→	0	→
Chiltern Railways	874	78	13	9	4	→	4	→
First Capital Connect	1502	76	14	10	3	→	5	↑
First Great Western	2056	71	16	14	-1	→	-1	→
Greater Anglia*	1821	76	14	10	-2	→	-2	→
London Midland	786	69	19	12	2	→	-1	→
London Overground	948	76	16	8	1	→	-1	→
South West Trains	1613	74	15	11	0	→	0	→
Southeastern	1259	73	15	11	-2	→	-2	→
Southern	1660	72	18	10	-1	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>3819</b>	<b>76</b>	<b>13</b>	<b>11</b>	<b>2</b>	→	<b>0</b>	→
CrossCountry	680	74	15	11	3	→	-3	→
East Coast	795	80	11	9	0	→	-1	→
East Midlands Trains	848	72	15	13	2	→	1	→
First TransPennine Express	728	73	14	12	2	→	-2	→
Virgin Trains	768	82	10	8	1	→	2	→
<b>REGIONAL SERVICES</b>	<b>2844</b>	<b>68</b>	<b>15</b>	<b>17</b>	<b>-2</b>	→	<b>1</b>	→
Arriva Trains Wales	725	66	18	15	6	→	5	→
Merseyrail	411	73	18	8	3	→	3	→
Northern Rail	876	65	15	20	-4	→	-4	→
ScotRail	832	69	13	17	-4	→	4	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Facilities for car parking at the station



Key:

Improved ↑

Unchanged →

Declined ↓

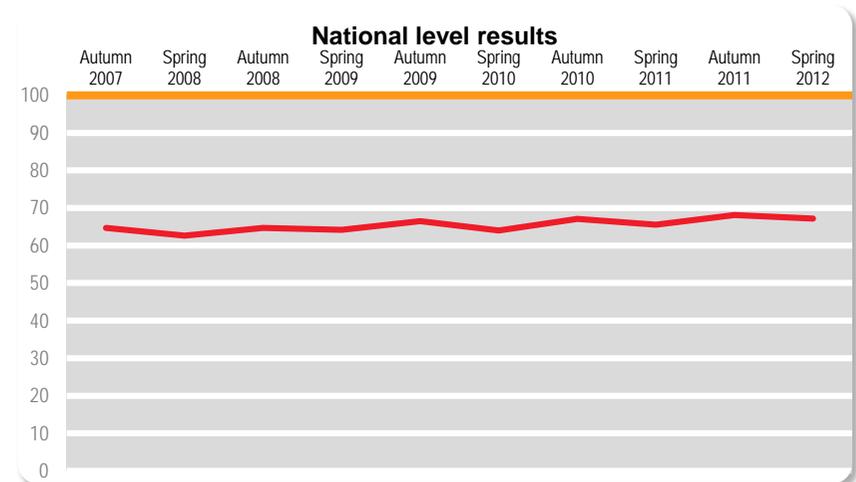
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>6718</b>	<b>46</b>	<b>20</b>	<b>34</b>	<b>-2</b>	→	<b>0</b>	→
c2c	453	55	18	27	3	→	2	→
Chiltern Railways	465	65	14	21	-4	→	-2	→
First Capital Connect	750	45	21	33	0	→	0	→
First Great Western	1052	55	19	26	-2	→	-3	→
Greater Anglia*	861	48	19	34	-3	→	-2	→
London Midland	536	56	16	28	3	→	2	→
London Overground	391	35	22	43	8	↑	15	↑
South West Trains	963	50	19	30	-5	→	3	→
Southeastern	602	41	22	37	-6	→	-3	→
Southern	645	40	19	41	-5	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>2101</b>	<b>60</b>	<b>15</b>	<b>25</b>	<b>-2</b>	→	<b>3</b>	↑
CrossCountry	465	58	14	28	-1	→	5	→
East Coast	344	49	23	28	-7	→	-6	→
East Midlands Trains	466	67	14	18	4	→	9	↑
First TransPennine Express	454	62	13	25	-3	→	1	→
Virgin Trains	372	58	16	25	-6	→	4	→
<b>REGIONAL SERVICES</b>	<b>2115</b>	<b>52</b>	<b>17</b>	<b>32</b>	<b>-3</b>	→	<b>-1</b>	→
Arriva Trains Wales	609	63	16	21	4	→	0	→
Merseyrail	306	49	13	37	-1	→	1	→
Northern Rail	628	53	18	30	-7	↓	-4	→
ScotRail	572	47	18	36	-2	→	0	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Overall environment of the station



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17777</b>	<b>66</b>	<b>23</b>	<b>11</b>	<b>-1</b>	→	<b>2</b>	↑
c2c	1078	75	19	6	2	→	4	→
Chiltern Railways	1157	83	12	5	-2	→	5	↑
First Capital Connect	1918	65	23	12	1	→	8	↑
First Great Western	2910	66	23	12	-1	→	0	→
Greater Anglia*	2346	63	25	12	-3	→	0	→
London Midland	1132	67	21	12	1	→	3	→
London Overground	1130	71	21	8	-1	→	2	→
South West Trains	2235	62	25	13	1	→	-1	→
Southeastern	1646	65	22	13	-3	→	2	→
Southern	2225	65	25	10	-4	↓	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5683</b>	<b>73</b>	<b>17</b>	<b>10</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	1138	69	19	12	-2	→	0	→
East Coast	1179	64	21	15	-2	→	-5	↓
East Midlands Trains	1173	80	14	7	2	→	4	↑
First TransPennine Express	1118	82	13	5	2	→	1	→
Virgin Trains	1075	71	20	9	-3	→	-1	→
<b>REGIONAL SERVICES</b>	<b>4104</b>	<b>71</b>	<b>18</b>	<b>10</b>	<b>0</b>	→	<b>2</b>	→
Arriva Trains Wales	1118	66	22	11	4	→	5	→
Merseyrail	595	77	15	8	4	→	4	→
Northern Rail	1210	67	19	13	1	→	2	→
ScotRail	1181	75	18	7	-3	→	1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

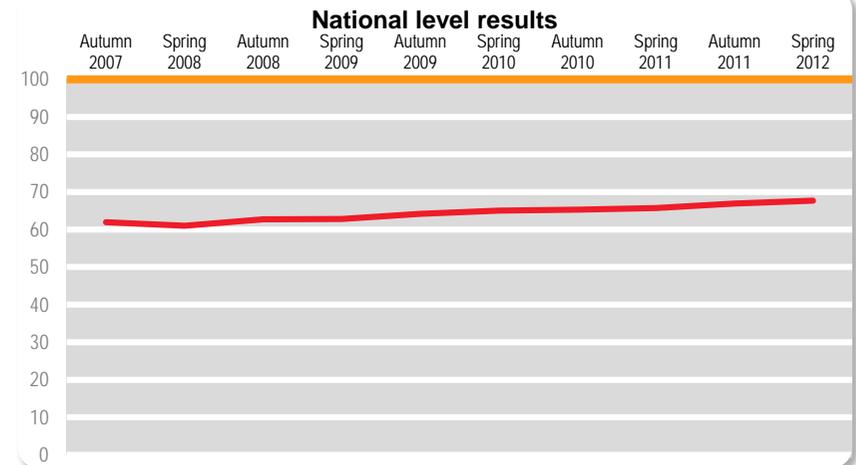
# Your personal security whilst using the station

Key:

Improved ↑

Unchanged →

Declined ↓



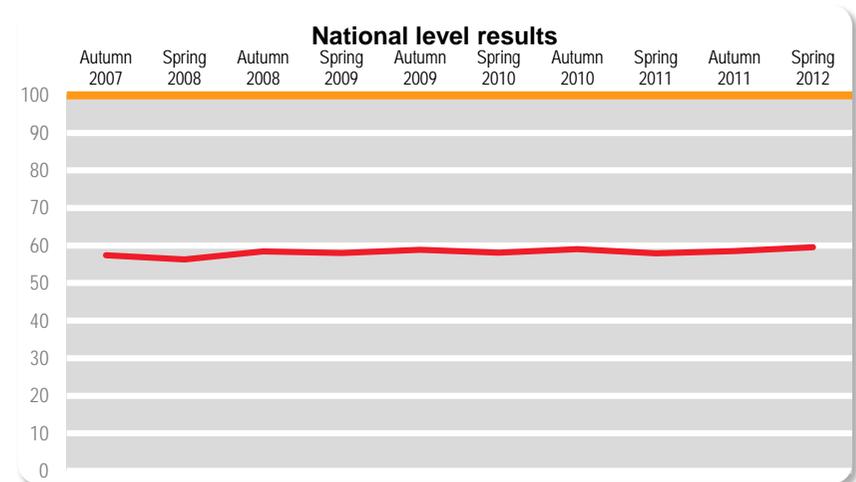
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15857</b>	<b>66</b>	<b>27</b>	<b>6</b>	<b>0</b>	→	<b>2</b>	↑
c2c	1000	70	23	7	3	→	5	↑
Chiltern Railways	1025	77	20	3	-1	→	1	→
First Capital Connect	1715	66	28	6	1	→	7	↑
First Great Western	2564	69	26	4	-1	→	2	→
Greater Anglia*	2068	64	27	9	2	→	3	→
London Midland	1002	68	28	5	0	→	1	→
London Overground	1030	70	22	9	2	→	3	→
South West Trains	2000	68	27	5	4	→	1	→
Southeastern	1478	62	31	8	-1	→	-1	→
Southern	1975	65	29	6	-3	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5020</b>	<b>74</b>	<b>23</b>	<b>3</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	999	72	23	5	-1	→	1	→
East Coast	1017	71	27	2	1	→	-2	→
East Midlands Trains	1056	76	21	3	2	→	1	→
First TransPennine Express	992	77	20	3	2	→	2	→
Virgin Trains	956	73	24	3	-3	→	2	→
<b>REGIONAL SERVICES</b>	<b>3667</b>	<b>71</b>	<b>23</b>	<b>6</b>	<b>3</b>	→	<b>4</b>	↑
Arriva Trains Wales	974	67	24	9	0	→	5	→
Merseyrail	538	76	20	4	4	→	5	→
Northern Rail	1092	67	24	9	2	→	3	→
ScotRail	1063	74	23	3	3	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The availability of staff at the station



Key:

Improved ↑

Unchanged →

Declined ↓

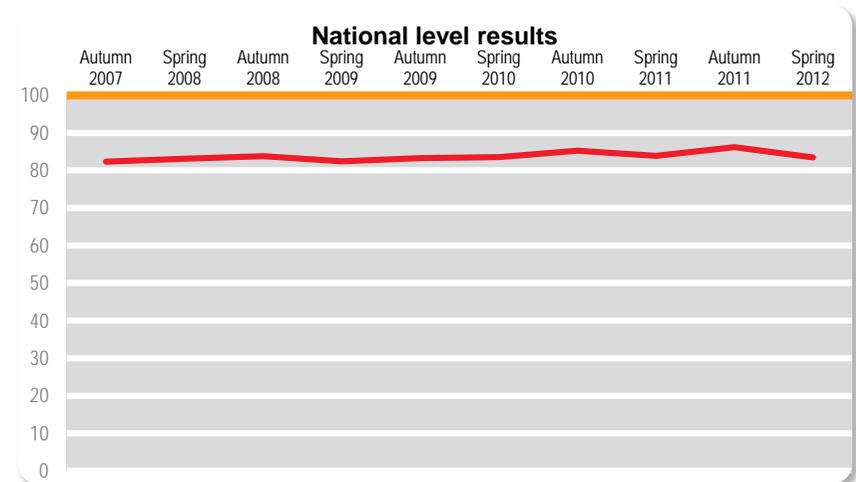
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15334</b>	<b>57</b>	<b>24</b>	<b>19</b>	<b>1</b>	→	<b>1</b>	→
c2c	983	67	22	11	1	→	2	→
Chiltern Railways	989	68	22	10	1	→	3	→
First Capital Connect	1699	56	24	20	1	→	7	↑
First Great Western	2424	62	22	16	2	→	1	→
Greater Anglia*	2029	53	23	23	-2	→	1	→
London Midland	963	59	25	16	0	→	0	→
London Overground	965	60	22	18	3	→	2	→
South West Trains	1907	54	25	20	1	→	2	→
Southeastern	1442	57	26	17	1	→	0	→
Southern	1933	58	24	18	-1	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>4708</b>	<b>66</b>	<b>21</b>	<b>12</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	985	67	20	13	0	→	2	→
East Coast	931	67	20	13	1	→	0	→
East Midlands Trains	1013	68	18	14	1	→	2	→
First TransPennine Express	941	69	20	12	0	→	1	→
Virgin Trains	838	60	29	11	-1	→	1	→
<b>REGIONAL SERVICES</b>	<b>3500</b>	<b>66</b>	<b>17</b>	<b>17</b>	<b>3</b>	→	<b>3</b>	→
Arriva Trains Wales	961	57	22	21	-1	→	1	→
Merseyrail	526	81	13	6	2	→	2	→
Northern Rail	1015	61	16	23	4	→	3	→
ScotRail	998	66	19	15	3	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# How request to station staff was handled



Key:

Improved ↑

Unchanged →

Declined ↓

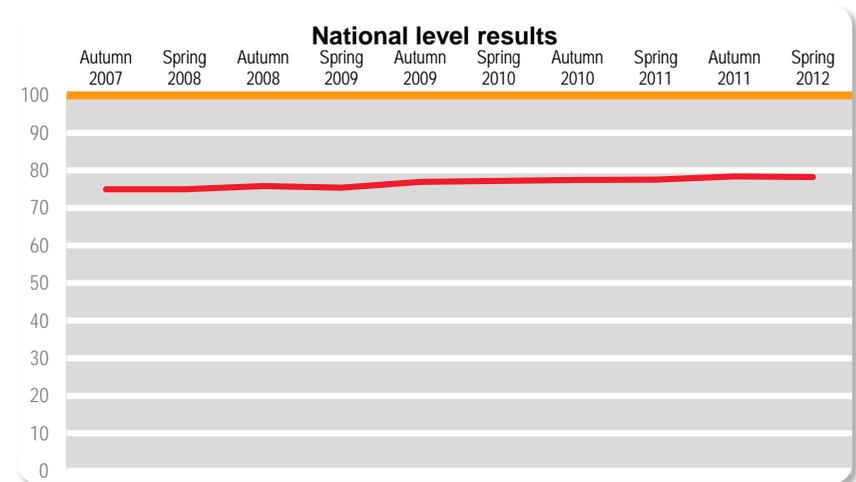
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>2735</b>	<b>82</b>	<b>7</b>	<b>10</b>	<b>-3</b>	↓	<b>-1</b>	→
c2c	120	92	4	4	3	→	9	↑
Chiltern Railways	183	89	3	6	1	→	3	→
First Capital Connect	289	83	4	12	-2	→	5	→
First Great Western	552	87	5	7	1	→	-2	→
Greater Anglia*	359	78	8	13	-5	→	-5	→
London Midland	143	86	6	7	-6	→	-4	→
London Overground	100	90	2	6	3	→	22	↑
South West Trains	330	82	7	11	-5	→	3	→
Southeastern	251	76	10	12	-4	→	-10	↓
Southern	408	80	7	12	-5	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>1048</b>	<b>89</b>	<b>4</b>	<b>6</b>	<b>2</b>	→	<b>1</b>	→
CrossCountry	236	92	2	5	5	→	4	→
East Coast	231	85	5	9	-1	→	-4	→
East Midlands Trains	220	89	5	5	0	→	4	→
First TransPennine Express	185	88	4	5	0	→	-2	→
Virgin Trains	176	87	8	5	4	→	1	→
<b>REGIONAL SERVICES</b>	<b>565</b>	<b>86</b>	<b>4</b>	<b>9</b>	<b>-4</b>	→	<b>-1</b>	→
Arriva Trains Wales	189	89	3	4	-1	→	1	→
Merseyrail	50	81	2	17	-9	→	1	→
Northern Rail	135	84	6	9	-5	→	-5	→
ScotRail	191	89	4	7	-4	→	2	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The frequency of the trains on that route



Key:

Improved ↑

Unchanged →

Declined ↓

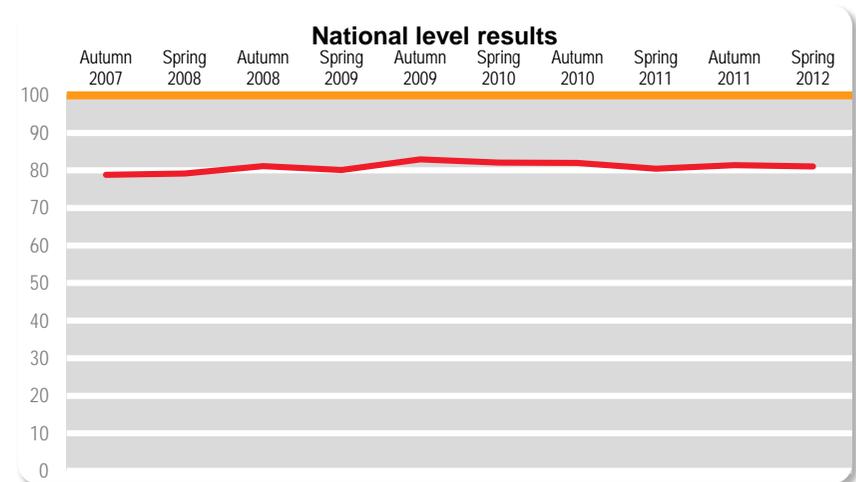
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17957</b>	<b>77</b>	<b>9</b>	<b>14</b>	<b>0</b>	→	<b>1</b>	→
c2c	1088	83	8	9	-1	→	-3	→
Chiltern Railways	1145	80	8	12	-1	→	-2	→
First Capital Connect	1953	79	9	13	2	→	5	↑
First Great Western	2907	76	11	14	-2	→	0	→
Greater Anglia*	2365	72	10	18	-3	→	0	→
London Midland	1151	83	6	11	6	↑	6	↑
London Overground	1160	79	8	13	-3	→	3	→
South West Trains	2248	79	9	12	2	→	1	→
Southeastern	1672	76	8	16	0	→	0	→
Southern	2268	74	9	17	-2	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>5625</b>	<b>85</b>	<b>7</b>	<b>8</b>	<b>1</b>	→	<b>1</b>	→
CrossCountry	1129	81	8	11	0	→	1	→
East Coast	1165	90	6	4	1	→	0	→
East Midlands Trains	1151	82	8	11	1	→	2	→
First TransPennine Express	1115	86	6	8	4	→	3	→
Virgin Trains	1065	89	7	4	-1	→	0	→
<b>REGIONAL SERVICES</b>	<b>4140</b>	<b>80</b>	<b>8</b>	<b>13</b>	<b>-1</b>	→	<b>0</b>	→
Arriva Trains Wales	1113	78	8	15	2	→	-3	→
Merseyrail	622	97	1	1	3	→	6	↑
Northern Rail	1220	70	10	20	-5	↓	-2	→
ScotRail	1185	84	8	8	1	→	0	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Punctuality/reliability (i.e. the train arriving/departing on time)



Key:

Improved ↑

Unchanged →

Declined ↓

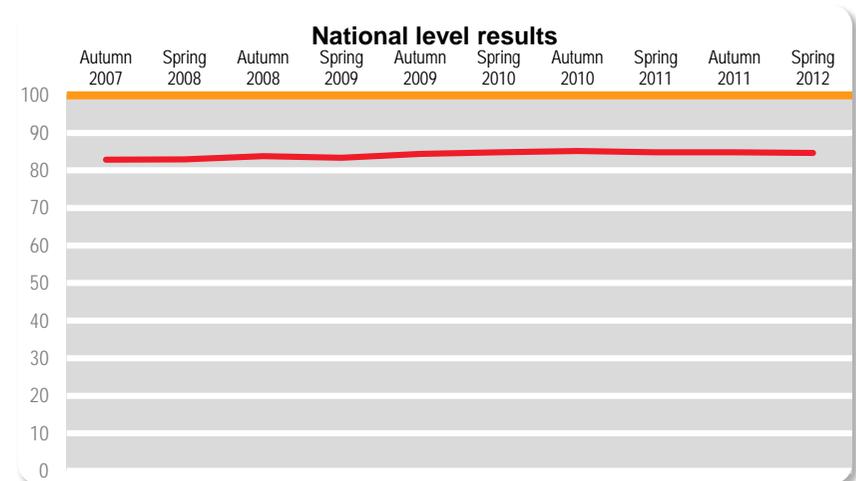
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17805</b>	<b>79</b>	<b>8</b>	<b>12</b>	<b>-1</b>	→	<b>0</b>	→
c2c	1072	92	5	3	0	→	0	→
Chiltern Railways	1148	86	6	8	5	↑	-2	→
First Capital Connect	1927	76	9	15	-1	→	1	→
First Great Western	2911	78	8	14	-1	→	1	→
Greater Anglia*	2341	70	9	22	-7	↓	-5	↓
London Midland	1142	81	8	10	3	→	6	↑
London Overground	1145	88	8	5	4	↑	9	↑
South West Trains	2240	82	8	10	-2	→	-4	↓
Southeastern	1651	79	9	12	-1	→	1	→
Southern	2228	78	8	14	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5693</b>	<b>87</b>	<b>5</b>	<b>8</b>	<b>5</b>	↑	<b>1</b>	→
CrossCountry	1131	85	5	10	6	↑	1	→
East Coast	1178	88	5	7	9	↑	3	→
East Midlands Trains	1178	88	5	7	0	→	1	→
First TransPennine Express	1122	88	5	7	4	↑	1	→
Virgin Trains	1084	89	4	7	4	↑	-3	→
<b>REGIONAL SERVICES</b>	<b>4153</b>	<b>85</b>	<b>7</b>	<b>9</b>	<b>-1</b>	→	<b>2</b>	↑
Arriva Trains Wales	1133	87	5	8	0	→	3	→
Merseyrail	606	94	3	3	-1	→	1	→
Northern Rail	1222	78	9	13	-2	→	0	→
ScotRail	1192	87	6	7	1	→	6	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The length of time the journey was scheduled to take (speed)



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17610</b>	<b>83</b>	<b>10</b>	<b>7</b>	<b>0</b>	→	<b>0</b>	→
c2c	1059	92	5	3	1	→	-1	→
Chiltern Railways	1130	87	8	4	1	→	5	↑
First Capital Connect	1912	84	10	7	1	→	-1	→
First Great Western	2884	85	9	6	-1	→	1	→
Greater Anglia*	2318	79	12	10	-2	→	-1	→
London Midland	1129	89	6	5	4	↑	3	→
London Overground	1132	89	6	5	2	→	-1	→
South West Trains	2204	82	11	7	1	→	-1	→
Southeastern	1635	79	11	10	-2	→	-1	→
Southern	2207	83	10	7	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5635</b>	<b>90</b>	<b>6</b>	<b>4</b>	<b>2</b>	↑	<b>1</b>	↑
CrossCountry	1125	87	7	6	2	→	3	↑
East Coast	1171	90	7	3	2	→	0	→
East Midlands Trains	1152	89	6	5	-1	→	2	→
First TransPennine Express	1113	91	6	3	2	→	0	→
Virgin Trains	1074	94	4	2	3	↑	1	→
<b>REGIONAL SERVICES</b>	<b>4080</b>	<b>88</b>	<b>8</b>	<b>4</b>	<b>-2</b>	→	<b>0</b>	→
Arriva Trains Wales	1108	85	10	6	1	→	-3	→
Merseyrail	598	97	2	1	0	→	3	→
Northern Rail	1205	84	10	6	-3	→	-2	→
ScotRail	1169	89	7	4	-2	→	1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

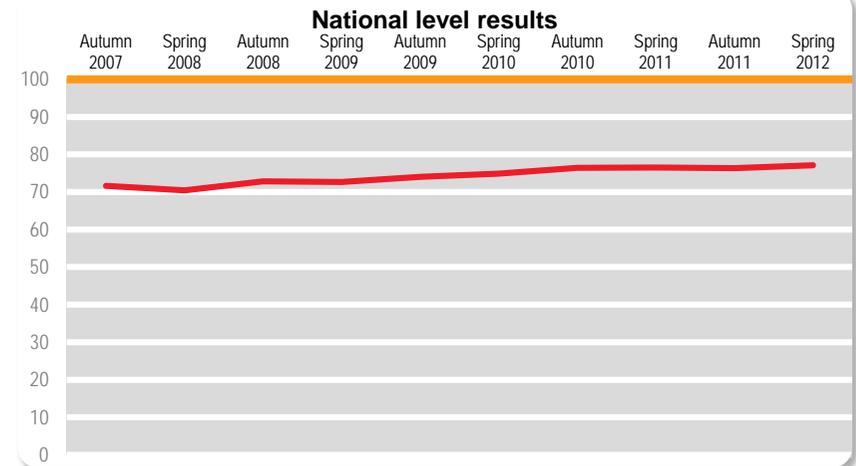
# Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>10580</b>	<b>77</b>	<b>16</b>	<b>7</b>	<b>1</b>	→	<b>1</b>	→
c2c	649	84	12	4	4	→	5	↑
Chiltern Railways	537	75	19	5	0	→	5	→
First Capital Connect	1161	76	17	7	0	→	1	→
First Great Western	1629	73	16	11	-3	→	0	→
Greater Anglia*	1382	75	16	10	3	→	2	→
London Midland	629	78	17	6	4	→	3	→
London Overground	919	84	11	5	3	→	2	→
South West Trains	1366	76	16	8	0	→	-2	→
Southeastern	942	72	20	8	2	→	2	→
Southern	1366	76	17	7	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>3186</b>	<b>81</b>	<b>12</b>	<b>7</b>	<b>1</b>	→	<b>1</b>	→
CrossCountry	672	78	15	8	1	→	-1	→
East Coast	650	79	14	7	0	→	-1	→
East Midlands Trains	647	79	12	9	2	→	2	→
First TransPennine Express	630	81	11	8	0	→	-1	→
Virgin Trains	587	88	9	3	5	→	5	↑
<b>REGIONAL SERVICES</b>	<b>2345</b>	<b>78</b>	<b>16</b>	<b>6</b>	<b>-2</b>	→	<b>-1</b>	→
Arriva Trains Wales	723	77	15	8	0	→	-1	→
Merseyrail	333	89	7	4	-2	→	7	→
Northern Rail	699	73	19	8	-5	→	-5	→
ScotRail	590	79	16	5	2	→	1	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

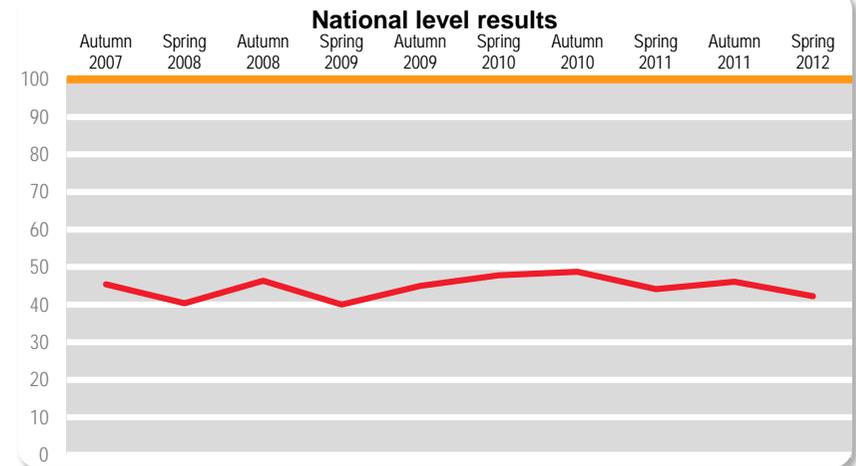
# The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓



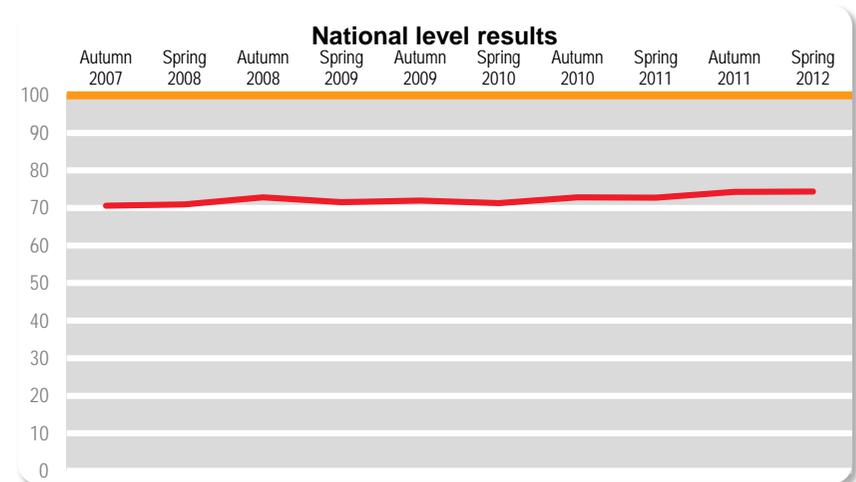
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16955</b>	<b>38</b>	<b>21</b>	<b>41</b>	<b>-3</b>	↓	<b>-1</b>	→
c2c	1030	42	22	36	-1	→	-1	→
Chiltern Railways	1108	48	21	31	-2	→	0	→
First Capital Connect	1824	34	22	44	-4	↓	2	→
First Great Western	2867	48	20	33	-5	↓	-2	→
Greater Anglia*	2251	30	21	49	-3	→	-5	↓
London Midland	1052	53	21	27	1	→	0	→
London Overground	1018	49	23	29	-5	→	-4	→
South West Trains	2143	36	21	43	-2	→	0	→
Southeastern	1534	32	21	47	-4	→	0	→
Southern	2128	38	21	41	-4	↓	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5593</b>	<b>54</b>	<b>18</b>	<b>28</b>	<b>-2</b>	→	<b>-2</b>	→
CrossCountry	1117	49	22	29	-4	→	-5	→
East Coast	1167	56	18	26	-1	→	-1	→
East Midlands Trains	1155	52	18	31	-1	→	0	→
First TransPennine Express	1098	56	18	25	-2	→	-4	→
Virgin Trains	1056	59	15	26	0	→	0	→
<b>REGIONAL SERVICES</b>	<b>3889</b>	<b>54</b>	<b>19</b>	<b>28</b>	<b>-7</b>	↓	<b>-4</b>	↓
Arriva Trains Wales	1114	56	18	25	-3	→	-4	→
Merseyrail	461	67	12	20	1	→	4	→
Northern Rail	1156	50	21	28	-10	↓	-7	↓
ScotRail	1158	51	18	31	-8	↓	-4	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Cleanliness of the train



Key:

Improved ↑

Unchanged →

Declined ↓

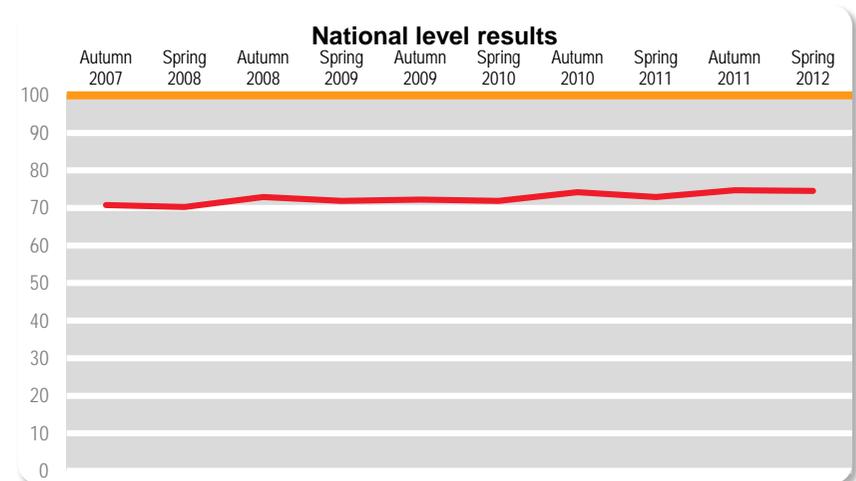
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>18251</b>	<b>74</b>	<b>14</b>	<b>12</b>	<b>0</b>	→	<b>2</b>	↑
c2c	1094	92	5	3	1	→	2	→
Chiltern Railways	1174	85	10	6	-2	→	-1	→
First Capital Connect	1969	65	18	17	1	→	1	→
First Great Western	2983	75	15	9	-1	→	4	↑
Greater Anglia*	2405	58	18	23	-6	↓	-4	↓
London Midland	1168	81	11	7	2	→	7	↑
London Overground	1179	92	6	2	-1	→	-2	→
South West Trains	2290	77	13	10	4	↑	4	↑
Southeastern	1685	71	17	11	1	→	3	→
Southern	2304	71	17	12	-1	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5826</b>	<b>83</b>	<b>10</b>	<b>7</b>	<b>2</b>	↑	<b>1</b>	→
CrossCountry	1171	79	11	10	3	→	3	→
East Coast	1208	82	12	7	-3	→	-1	→
East Midlands Trains	1197	82	10	8	1	→	4	↑
First TransPennine Express	1147	85	10	5	3	→	1	→
Virgin Trains	1103	89	7	4	3	→	0	→
<b>REGIONAL SERVICES</b>	<b>4232</b>	<b>72</b>	<b>16</b>	<b>13</b>	<b>-1</b>	→	<b>2</b>	→
Arriva Trains Wales	1165	78	12	10	3	→	3	→
Merseyrail	620	80	12	8	2	→	3	→
Northern Rail	1241	57	22	21	-5	↓	-1	→
ScotRail	1206	84	11	5	2	→	5	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

Declined ↓

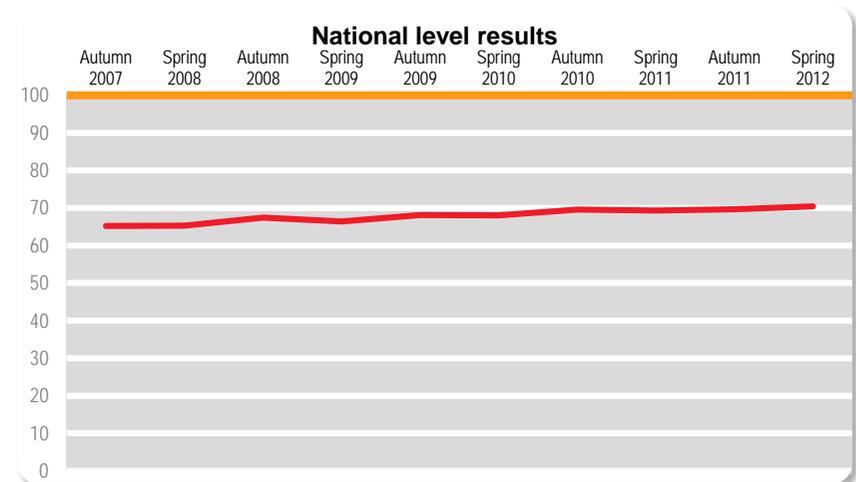
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17997</b>	<b>74</b>	<b>16</b>	<b>10</b>	<b>0</b>	→	<b>2</b>	↑
c2c	1090	91	7	2	-1	→	1	→
Chiltern Railways	1162	87	9	4	-2	→	2	→
First Capital Connect	1938	62	20	19	-1	→	1	→
First Great Western	2942	77	16	7	-1	→	5	↑
Greater Anglia*	2355	55	20	25	0	→	0	→
London Midland	1155	84	11	5	4	↑	9	↑
London Overground	1158	95	4	1	-1	→	-1	→
South West Trains	2263	83	13	5	3	↑	2	→
Southeastern	1661	72	18	11	0	→	3	→
Southern	2273	67	21	12	-4	↓	-6	↓
<b>LONG DISTANCE SERVICES</b>	<b>5772</b>	<b>84</b>	<b>10</b>	<b>5</b>	<b>1</b>	→	<b>1</b>	→
CrossCountry	1159	80	13	7	1	→	-1	→
East Coast	1201	79	14	7	-2	→	-2	→
East Midlands Trains	1182	85	8	6	0	→	8	↑
First TransPennine Express	1133	88	8	4	2	→	0	→
Virgin Trains	1097	89	8	3	2	→	0	→
<b>REGIONAL SERVICES</b>	<b>4158</b>	<b>70</b>	<b>16</b>	<b>14</b>	<b>0</b>	→	<b>3</b>	→
Arriva Trains Wales	1146	76	15	8	1	→	2	→
Merseyrail	601	83	13	5	2	→	3	→
Northern Rail	1216	54	20	26	-3	→	1	→
ScotRail	1195	83	12	5	2	→	4	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The provision of information during the journey



Key:

Improved ↑

Unchanged →

Declined ↓

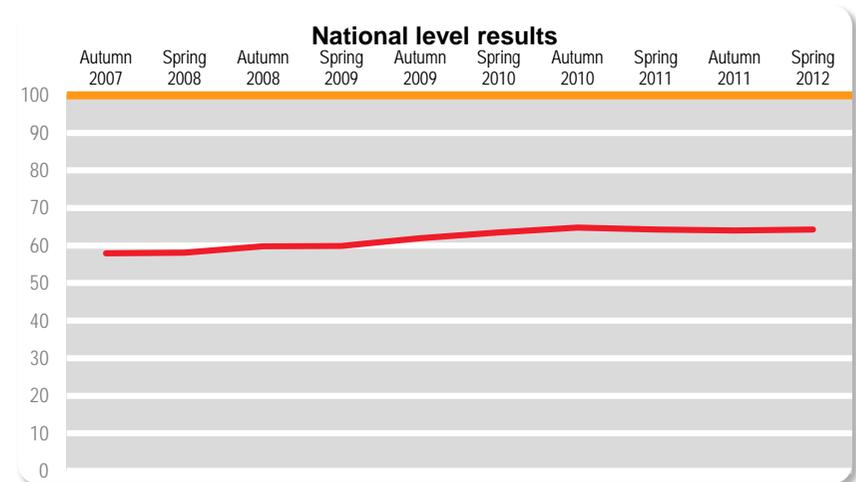
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16211</b>	<b>70</b>	<b>20</b>	<b>11</b>	<b>1</b>	→	<b>1</b>	→
c2c	1005	80	14	6	-3	→	0	→
Chiltern Railways	1037	75	17	8	-3	→	1	→
First Capital Connect	1656	50	27	23	3	→	3	→
First Great Western	2626	68	23	10	0	→	3	↑
Greater Anglia*	2107	56	25	19	-2	→	-1	→
London Midland	1055	74	19	7	6	↑	8	↑
London Overground	1092	86	11	3	-1	→	0	→
South West Trains	2087	76	18	7	1	→	-1	→
Southeastern	1496	68	20	12	2	→	3	→
Southern	2050	71	19	9	-1	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>5341</b>	<b>78</b>	<b>16</b>	<b>7</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	1067	76	17	7	2	→	1	→
East Coast	1115	79	17	5	-1	→	0	→
East Midlands Trains	1083	71	19	10	1	→	0	→
First TransPennine Express	1048	80	15	5	2	→	-1	→
Virgin Trains	1028	82	12	6	2	→	1	→
<b>REGIONAL SERVICES</b>	<b>3778</b>	<b>70</b>	<b>19</b>	<b>11</b>	<b>2</b>	→	<b>1</b>	→
Arriva Trains Wales	1055	66	24	10	2	→	-1	→
Merseyrail	558	86	12	2	5	→	-1	→
Northern Rail	1072	56	25	19	-2	→	-3	→
ScotRail	1093	80	14	5	5	→	9	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

Declined ↓

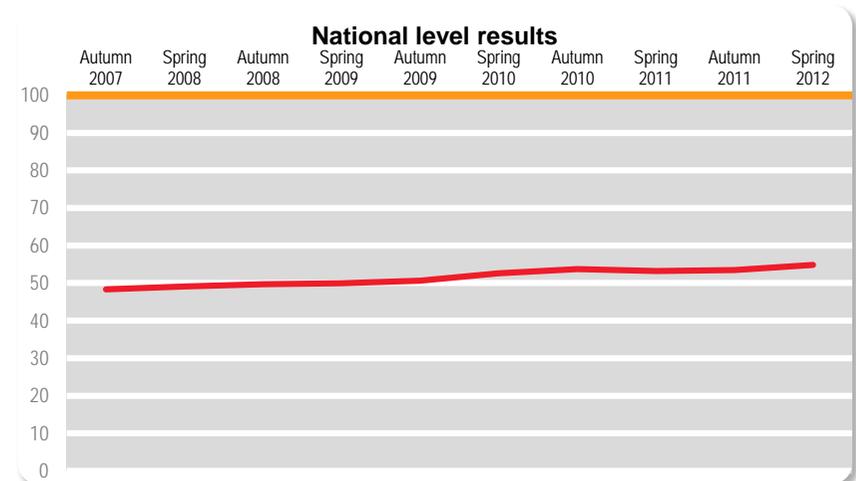
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>9221</b>	<b>57</b>	<b>31</b>	<b>12</b>	<b>0</b>	→	<b>1</b>	→
c2c	411	34	46	20	1	→	-2	→
Chiltern Railways	502	62	29	9	0	→	4	→
First Capital Connect	676	37	41	22	5	→	6	→
First Great Western	1776	66	27	8	-4	↓	-4	↓
Greater Anglia*	1170	46	33	21	-1	→	0	→
London Midland	629	63	28	9	-2	→	0	→
London Overground	565	57	36	8	3	→	13	↑
South West Trains	1522	68	26	6	1	→	0	→
Southeastern	833	56	30	14	4	→	1	→
Southern	1137	54	32	14	-7	↓	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>4412</b>	<b>80</b>	<b>16</b>	<b>4</b>	<b>2</b>	→	<b>1</b>	→
CrossCountry	883	78	18	5	2	→	-2	→
East Coast	921	82	15	3	2	→	3	→
East Midlands Trains	915	80	15	5	1	→	3	→
First TransPennine Express	854	82	14	4	2	→	3	→
Virgin Trains	839	81	16	3	1	→	1	→
<b>REGIONAL SERVICES</b>	<b>3234</b>	<b>75</b>	<b>19</b>	<b>6</b>	<b>0</b>	→	<b>-1</b>	→
Arriva Trains Wales	996	81	15	3	2	→	2	→
Merseyrail	320	67	28	5	-1	→	0	→
Northern Rail	958	71	21	7	-1	→	-4	→
ScotRail	960	81	15	4	2	→	2	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The space for luggage on the train



Key:

Improved ↑

Unchanged →

Declined ↓

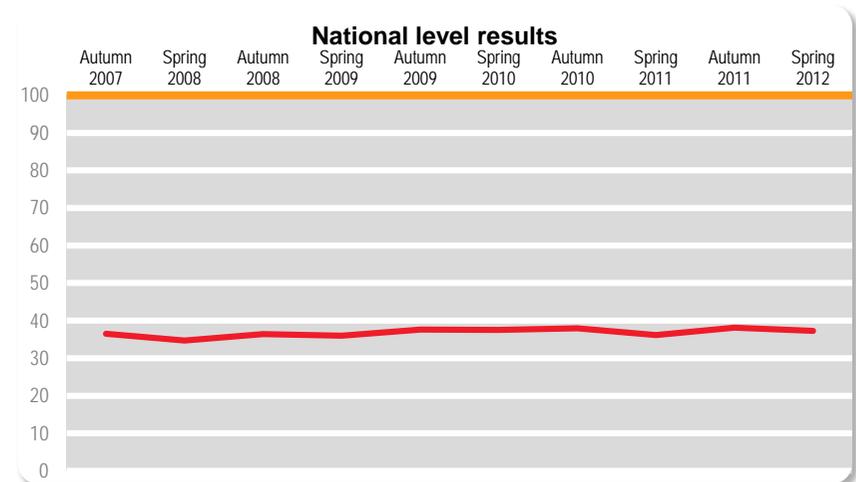
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13861</b>	<b>53</b>	<b>22</b>	<b>24</b>	<b>1</b>	→	<b>1</b>	→
c2c	835	52	23	26	1	→	3	→
Chiltern Railways	866	62	20	18	2	→	6	↑
First Capital Connect	1482	47	25	28	3	→	-1	→
First Great Western	2297	53	23	24	-1	→	-2	→
Greater Anglia*	1838	53	24	23	2	→	4	→
London Midland	861	58	21	22	5	→	5	→
London Overground	900	63	18	18	-6	↓	4	→
South West Trains	1763	59	20	21	6	↑	2	→
Southeastern	1256	48	23	29	0	→	2	→
Southern	1763	47	24	28	-1	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>4832</b>	<b>56</b>	<b>19</b>	<b>26</b>	<b>3</b>	↑	<b>1</b>	→
CrossCountry	950	55	18	27	3	→	1	→
East Coast	1033	63	19	18	2	→	3	→
East Midlands Trains	946	56	19	25	-1	→	-1	→
First TransPennine Express	935	50	21	29	3	→	0	→
Virgin Trains	968	57	15	27	5	→	1	→
<b>REGIONAL SERVICES</b>	<b>3265</b>	<b>62</b>	<b>20</b>	<b>19</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	978	59	19	22	-1	→	3	→
Merseyrail	445	60	24	16	1	→	0	→
Northern Rail	917	57	20	22	1	→	2	→
ScotRail	925	69	18	13	4	→	6	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>7174</b>	<b>35</b>	<b>23</b>	<b>43</b>	<b>-1</b>	→	<b>1</b>	→
c2c	492	59	25	17	6	→	4	→
Chiltern Railways	458	53	23	24	2	→	-2	→
First Capital Connect	697	29	19	53	3	→	3	→
First Great Western	1276	44	25	30	0	→	4	→
Greater Anglia*	991	31	22	47	2	→	4	→
London Midland	436	50	29	20	-1	→	2	→
London Overground	351	17	18	65	-2	→	7	→
South West Trains	1019	39	22	39	2	→	3	→
Southeastern	653	28	23	49	-3	→	3	→
Southern	801	29	25	45	-7	↓	-9	↓
<b>LONG DISTANCE SERVICES</b>	<b>3008</b>	<b>52</b>	<b>23</b>	<b>25</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	533	48	23	29	-1	→	-2	→
East Coast	767	52	22	26	-3	→	3	→
East Midlands Trains	533	50	25	26	-3	→	-3	→
First TransPennine Express	445	57	21	22	5	→	4	→
Virgin Trains	730	54	24	22	1	→	0	→
<b>REGIONAL SERVICES</b>	<b>1826</b>	<b>39</b>	<b>22</b>	<b>38</b>	<b>-2</b>	→	<b>3</b>	→
Arriva Trains Wales	659	49	24	27	3	→	4	→
Merseyrail	148	10	16	74	-4	→	1	→
Northern Rail	489	34	24	42	-9	↓	-4	→
ScotRail	530	52	22	26	2	→	12	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

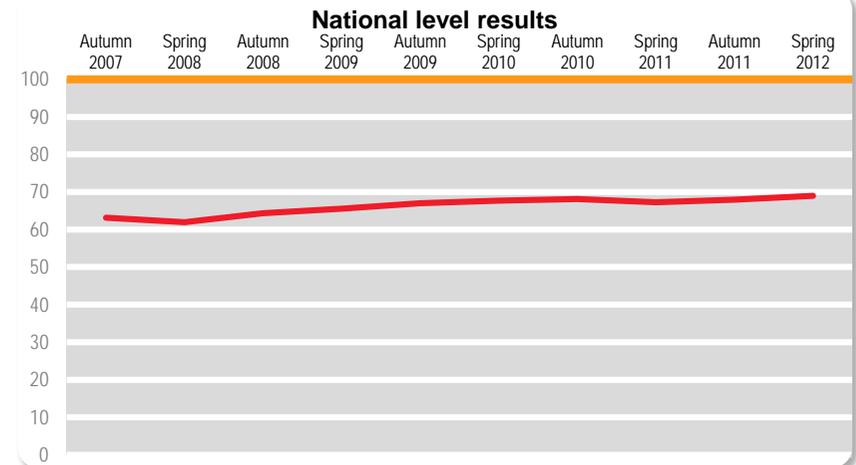
# Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓



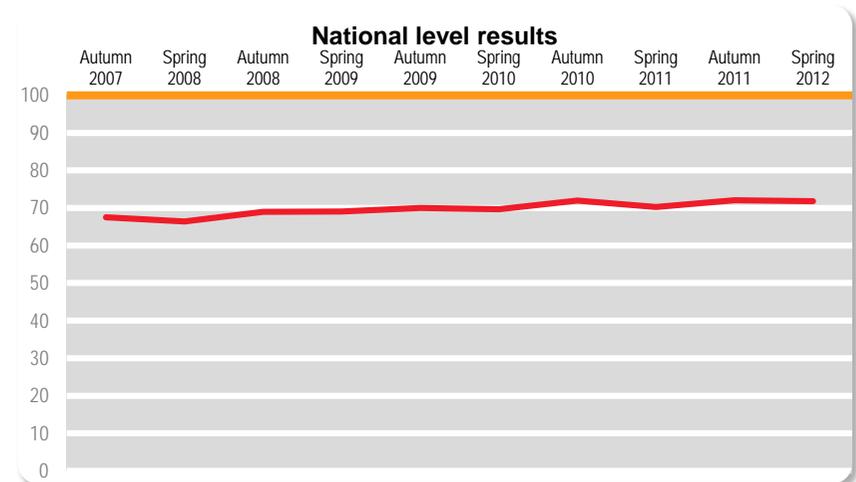
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17651</b>	<b>68</b>	<b>14</b>	<b>19</b>	<b>1</b>	→	<b>1</b>	↑
c2c	1068	64	15	21	-1	→	3	→
Chiltern Railways	1133	75	11	14	-2	→	1	→
First Capital Connect	1909	62	16	22	2	→	2	→
First Great Western	2898	67	14	19	-1	→	-3	↓
Greater Anglia*	2323	66	16	19	-1	→	5	↑
London Midland	1128	74	10	16	8	↑	4	↑
London Overground	1140	77	11	11	-2	→	2	→
South West Trains	2217	73	12	16	5	↑	4	↑
Southeastern	1620	61	14	26	-2	→	-2	→
Southern	2215	66	15	19	0	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5672</b>	<b>73</b>	<b>12</b>	<b>15</b>	<b>3</b>	↑	<b>2</b>	→
CrossCountry	1146	70	13	17	6	↑	0	→
East Coast	1170	79	13	8	0	→	3	→
East Midlands Trains	1160	74	12	14	-2	→	3	→
First TransPennine Express	1119	63	14	23	1	→	-1	→
Virgin Trains	1077	80	11	10	8	↑	3	→
<b>REGIONAL SERVICES</b>	<b>4118</b>	<b>73</b>	<b>11</b>	<b>16</b>	<b>1</b>	→	<b>3</b>	↑
Arriva Trains Wales	1134	71	12	17	-1	→	1	→
Merseyrail	597	81	11	8	3	→	2	→
Northern Rail	1212	66	12	22	2	→	2	→
ScotRail	1175	77	11	12	0	→	7	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

Declined ↓

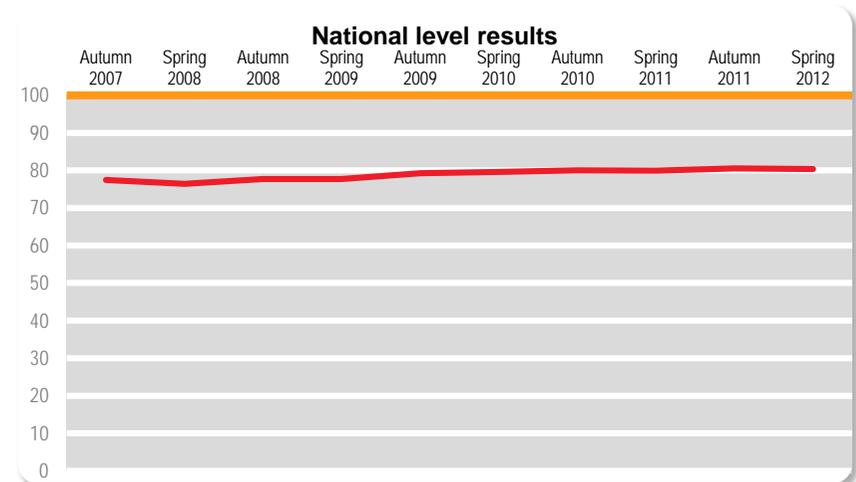
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17598</b>	<b>71</b>	<b>18</b>	<b>11</b>	<b>0</b>	→	<b>1</b>	→
c2c	1057	81	12	7	1	→	2	→
Chiltern Railways	1154	80	12	8	-2	→	3	→
First Capital Connect	1882	62	22	16	1	→	0	→
First Great Western	2849	72	17	10	-1	→	2	→
Greater Anglia*	2333	59	22	19	-2	→	2	→
London Midland	1137	80	13	7	7	↑	8	↑
London Overground	1131	83	12	5	-4	→	-1	→
South West Trains	2217	76	16	8	1	→	0	→
Southeastern	1627	67	20	12	1	→	3	→
Southern	2211	69	21	10	-3	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5631</b>	<b>79</b>	<b>13</b>	<b>8</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1118	76	15	8	1	→	-1	→
East Coast	1181	79	14	8	-3	→	1	→
East Midlands Trains	1162	82	12	7	-2	→	4	↑
First TransPennine Express	1104	79	11	10	-1	→	-1	→
Virgin Trains	1066	82	11	7	5	↑	4	→
<b>REGIONAL SERVICES</b>	<b>4117</b>	<b>72</b>	<b>16</b>	<b>13</b>	<b>-1</b>	→	<b>3</b>	→
Arriva Trains Wales	1132	77	14	9	1	→	3	→
Merseyrail	599	81	13	6	5	→	5	→
Northern Rail	1205	60	19	22	-2	→	2	→
ScotRail	1181	80	14	6	-3	→	3	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The ease of being able to get on and off the train



Key:

Improved ↑

Unchanged →

Declined ↓

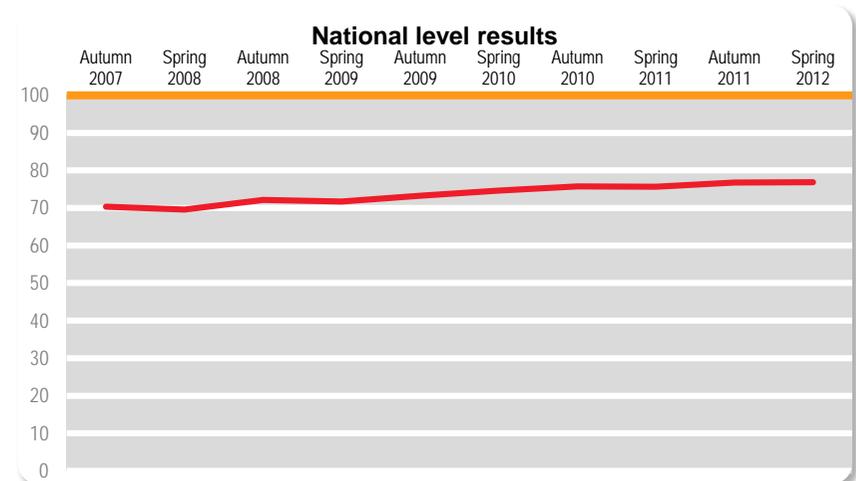
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17877</b>	<b>79</b>	<b>14</b>	<b>7</b>	<b>0</b>	→	<b>0</b>	→
c2c	1077	85	10	4	0	→	1	→
Chiltern Railways	1147	89	8	3	0	→	1	→
First Capital Connect	1933	76	16	8	1	→	1	→
First Great Western	2910	77	15	8	-1	→	0	→
Greater Anglia*	2350	76	17	7	-2	→	0	→
London Midland	1150	86	9	5	5	↑	5	↑
London Overground	1151	84	10	6	-5	↓	-2	→
South West Trains	2252	82	12	6	0	→	2	→
Southeastern	1648	79	14	7	0	→	1	→
Southern	2259	75	16	9	-1	→	-3	↓
<b>LONG DISTANCE SERVICES</b>	<b>5734</b>	<b>85</b>	<b>10</b>	<b>5</b>	<b>3</b>	↑	<b>2</b>	↑
CrossCountry	1146	82	13	5	4	↑	1	→
East Coast	1193	83	12	4	0	→	1	→
East Midlands Trains	1177	85	10	5	2	→	3	→
First TransPennine Express	1131	83	9	8	4	→	0	→
Virgin Trains	1087	90	7	3	2	→	3	↑
<b>REGIONAL SERVICES</b>	<b>4153</b>	<b>83</b>	<b>11</b>	<b>6</b>	<b>0</b>	→	<b>1</b>	→
Arriva Trains Wales	1133	82	13	5	-1	→	-2	→
Merseyrail	611	90	7	3	3	→	4	→
Northern Rail	1219	77	15	8	-1	→	-1	→
ScotRail	1190	87	9	4	-2	→	2	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# Your personal security whilst on board the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

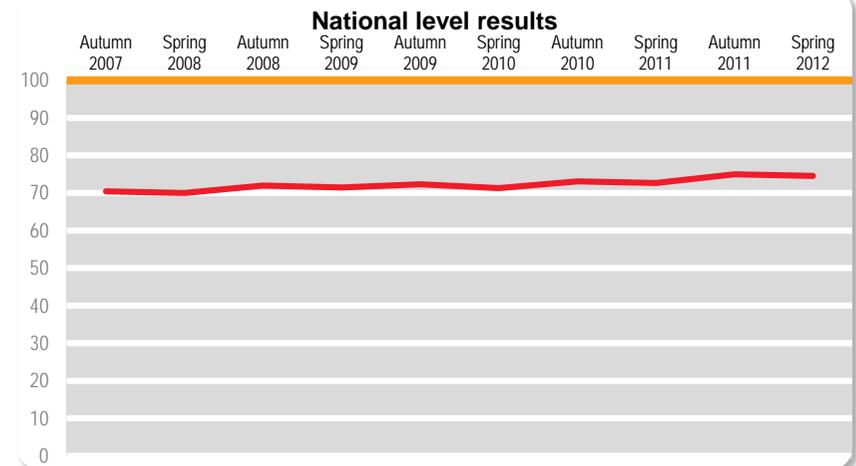
Improvement/decline in % satisfied or good since Autumn 2011

Improvement/decline in % satisfied or good since Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16755</b>	<b>75</b>	<b>21</b>	<b>5</b>	<b>0</b>	→	<b>1</b>	→
c2c	1025	75	20	5	1	→	3	→
Chiltern Railways	1084	85	13	2	0	→	3	→
First Capital Connect	1800	71	24	4	3	→	3	→
First Great Western	2726	81	17	3	0	→	2	→
Greater Anglia*	2187	64	27	9	-2	→	0	→
London Midland	1080	80	17	3	2	→	4	↑
London Overground	1097	80	16	4	-2	→	-2	→
South West Trains	2142	81	16	3	3	→	2	→
Southeastern	1534	70	25	5	-1	→	2	→
Southern	2080	72	23	5	-4	↓	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5440</b>	<b>86</b>	<b>13</b>	<b>1</b>	<b>2</b>	↑	<b>1</b>	→
CrossCountry	1078	85	14	2	4	↑	1	→
East Coast	1121	86	13	1	-1	→	0	→
East Midlands Trains	1127	85	13	1	0	→	4	↑
First TransPennine Express	1071	86	12	2	5	↑	-1	→
Virgin Trains	1043	89	10	1	2	→	0	→
<b>REGIONAL SERVICES</b>	<b>3952</b>	<b>81</b>	<b>16</b>	<b>3</b>	<b>0</b>	→	<b>1</b>	→
Arriva Trains Wales	1093	83	15	3	1	→	0	→
Merseyrail	579	80	17	3	3	→	0	→
Northern Rail	1149	76	20	4	-3	→	0	→
ScotRail	1131	87	12	1	1	→	4	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

Declined ↓

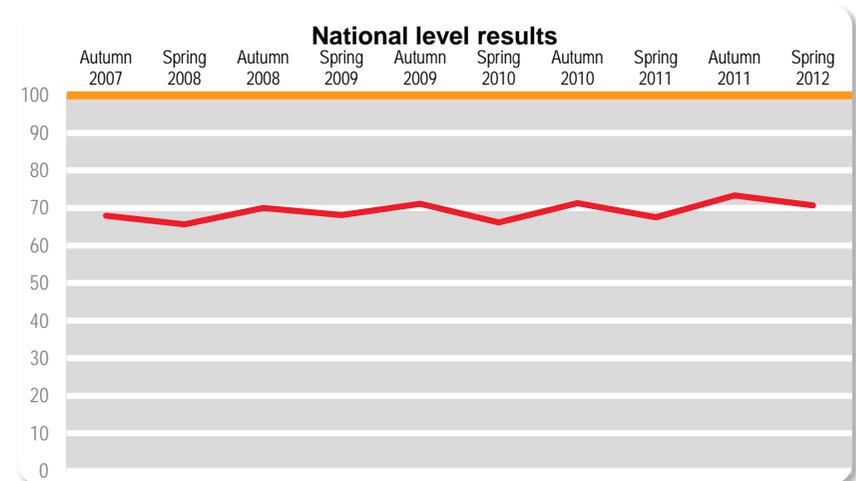
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>18080</b>	<b>74</b>	<b>15</b>	<b>11</b>	<b>0</b>	→	<b>2</b>	↑
c2c	1095	91	6	2	0	→	2	→
Chiltern Railways	1160	86	9	5	-1	→	1	→
First Capital Connect	1955	64	19	17	0	→	1	→
First Great Western	2949	77	15	8	0	→	5	↑
Greater Anglia*	2382	57	22	22	-7	↓	-5	↓
London Midland	1152	82	11	7	2	→	8	↑
London Overground	1161	92	5	2	-1	→	-1	→
South West Trains	2270	78	13	9	3	↑	4	↑
Southeastern	1681	71	18	12	-1	→	3	→
Southern	2275	70	17	12	-2	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>5765</b>	<b>84</b>	<b>10</b>	<b>6</b>	<b>1</b>	→	<b>2</b>	↑
CrossCountry	1160	79	13	8	2	→	1	→
East Coast	1193	82	12	6	-3	→	0	→
East Midlands Trains	1181	83	9	7	1	→	5	↑
First TransPennine Express	1137	86	10	4	2	→	2	→
Virgin Trains	1094	89	7	4	3	→	1	→
<b>REGIONAL SERVICES</b>	<b>4199</b>	<b>72</b>	<b>16</b>	<b>12</b>	<b>-1</b>	→	<b>3</b>	→
Arriva Trains Wales	1155	78	15	8	3	→	1	→
Merseyrail	619	80	10	10	1	→	2	→
Northern Rail	1226	58	22	20	-5	→	1	→
ScotRail	1199	84	11	5	0	→	4	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The cleanliness of the outside of the train



Key:

Improved ↑

Unchanged →

Declined ↓

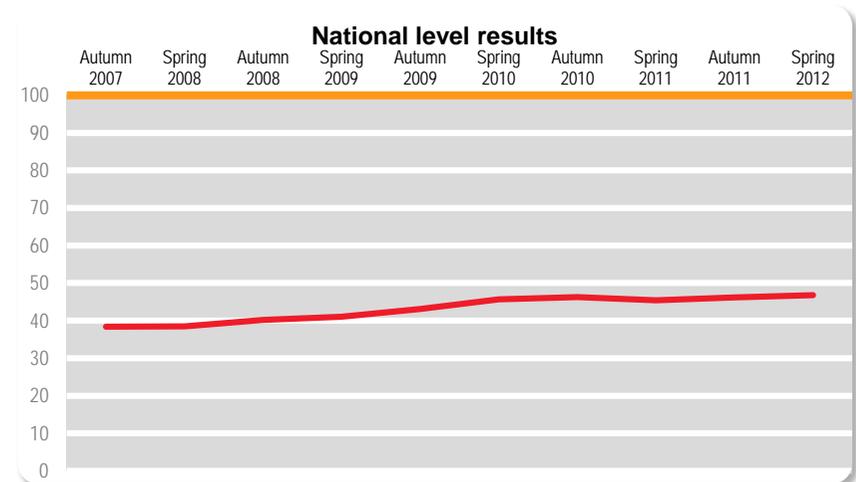
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15620</b>	<b>72</b>	<b>20</b>	<b>8</b>	<b>-2</b>	↓	<b>3</b>	↑
c2c	1002	88	10	1	-2	→	2	→
Chiltern Railways	1003	83	12	4	-2	→	4	↑
First Capital Connect	1709	57	26	18	-3	→	4	→
First Great Western	2462	73	20	7	0	→	8	↑
Greater Anglia*	2055	54	28	19	-5	↓	1	→
London Midland	1005	83	15	2	3	→	11	↑
London Overground	1055	90	8	1	-1	→	-2	→
South West Trains	1949	77	18	4	-1	→	3	→
Southeastern	1465	68	23	9	-2	→	3	→
Southern	1915	69	23	7	-4	↓	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>4793</b>	<b>79</b>	<b>16</b>	<b>5</b>	<b>1</b>	→	<b>3</b>	↑
CrossCountry	947	78	18	4	1	→	3	→
East Coast	947	76	19	5	-3	→	2	→
East Midlands Trains	1017	74	18	8	-1	→	5	↑
First TransPennine Express	972	82	15	3	0	→	3	→
Virgin Trains	910	86	10	4	4	→	4	↑
<b>REGIONAL SERVICES</b>	<b>3619</b>	<b>62</b>	<b>23</b>	<b>14</b>	<b>-6</b>	↓	<b>4</b>	↑
Arriva Trains Wales	968	69	23	9	0	→	5	→
Merseyrail	559	67	23	10	-4	→	11	↑
Northern Rail	1084	47	28	25	-15	↓	-1	→
ScotRail	1008	77	18	5	1	→	7	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# The availability of staff on the train



Key:

Improved ↑

Unchanged →

Declined ↓

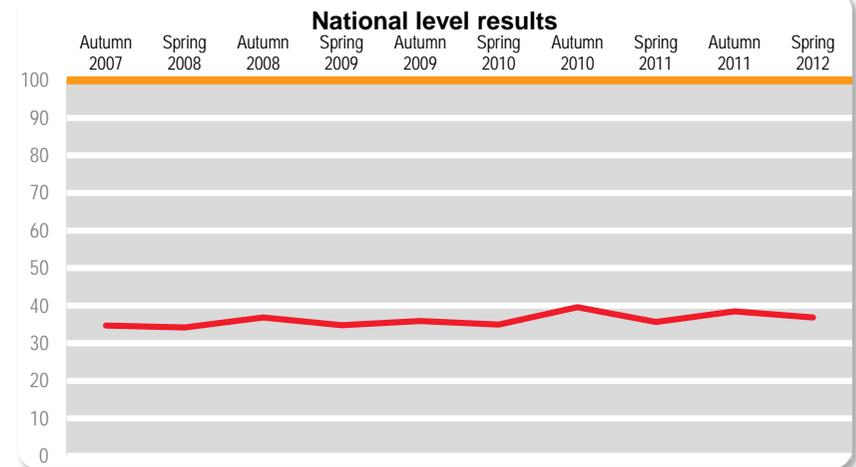
Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>12298</b>	<b>39</b>	<b>31</b>	<b>30</b>	<b>0</b>	→	<b>2</b>	→
c2c	619	22	37	41	2	→	0	→
Chiltern Railways	680	39	33	29	0	→	1	→
First Capital Connect	1140	17	31	52	3	→	5	↑
First Great Western	2192	49	31	20	-1	→	0	→
Greater Anglia*	1608	27	25	48	-1	→	1	→
London Midland	815	45	33	23	-2	→	2	→
London Overground	802	37	36	27	0	→	11	↑
South West Trains	1819	55	32	13	1	→	3	→
Southeastern	1088	33	31	36	1	→	0	→
Southern	1535	36	30	33	-3	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>4845</b>	<b>68</b>	<b>23</b>	<b>9</b>	<b>2</b>	→	<b>2</b>	↑
CrossCountry	968	67	24	9	4	→	1	→
East Coast	985	72	20	8	2	→	3	→
East Midlands Trains	1019	67	23	10	-1	→	3	→
First TransPennine Express	967	67	23	10	3	→	3	→
Virgin Trains	906	70	23	7	3	→	2	→
<b>REGIONAL SERVICES</b>	<b>3625</b>	<b>63</b>	<b>23</b>	<b>13</b>	<b>2</b>	→	<b>2</b>	→
Arriva Trains Wales	1048	71	22	7	1	→	4	→
Merseyrail	438	48	32	20	3	→	-4	→
Northern Rail	1097	60	23	17	3	→	-2	→
ScotRail	1042	72	20	8	2	→	7	↑

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

# How well train company dealt with delays



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2012

Improvement/decline in %  
satisfied or good since  
Autumn 2011Improvement/decline in %  
satisfied or good since  
Spring 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>2973</b>	<b>35</b>	<b>38</b>	<b>27</b>	<b>-1</b>	→	<b>1</b>	→
c2c	73	42	33	25	2	→	-8	→
Chiltern Railways	164	38	40	22	-1	→	-8	→
First Capital Connect	411	30	40	31	-3	→	5	→
First Great Western	651	41	38	21	-4	→	-2	→
Greater Anglia*	457	28	35	37	-4	→	0	→
London Midland	202	49	32	19	8	→	17	↑
London Overground	100	43	36	22	0	→	-7	→
South West Trains	304	37	41	22	-4	→	4	→
Southeastern	206	31	39	30	5	→	7	→
Southern	405	35	36	30	-1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>982</b>	<b>55</b>	<b>28</b>	<b>17</b>	<b>4</b>	→	<b>4</b>	→
CrossCountry	222	52	29	18	6	→	3	→
East Coast	190	63	27	10	7	→	11	↑
East Midlands Trains	178	51	30	19	12	→	2	→
First TransPennine Express	183	55	24	20	2	→	7	→
Virgin Trains	209	54	29	17	-1	→	-2	→
<b>REGIONAL SERVICES</b>	<b>562</b>	<b>35</b>	<b>42</b>	<b>23</b>	<b>-6</b>	→	<b>-1</b>	→
Arriva Trains Wales	156	40	32	28	-5	→	-4	→
Merseyrail	32	29	50	21	-21	→	-20	→
Northern Rail	192	33	43	24	-10	→	-2	→
ScotRail	182	38	42	20	5	→	5	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
Overall satisfaction	72	↓	75	84	→	85
Overall satisfaction with the station	72	→	73	76	→	75
Ticket buying facilities	66	→	66	73	→	72
Provision of information about train times/platforms	76	→	75	81	↑	79
The upkeep/repair of the station buildings/platforms	62	→	60	66	↑	64
Cleanliness	66	→	67	71	→	70
The facilities and services	46	→	48	49	→	48
The attitudes and helpfulness of the staff	62	→	62	71	→	70
Connections with other forms of public transport	70	↓	74	75	→	74
Facilities for car parking	42	↓	46	48	→	47
Overall environment	62	→	61	66	↑	64
Your personal security whilst using	60	→	60	68	↑	66
The availability of staff	52	→	51	59	→	57
How request to station staff was handled	74	→	73	83	→	84

Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and

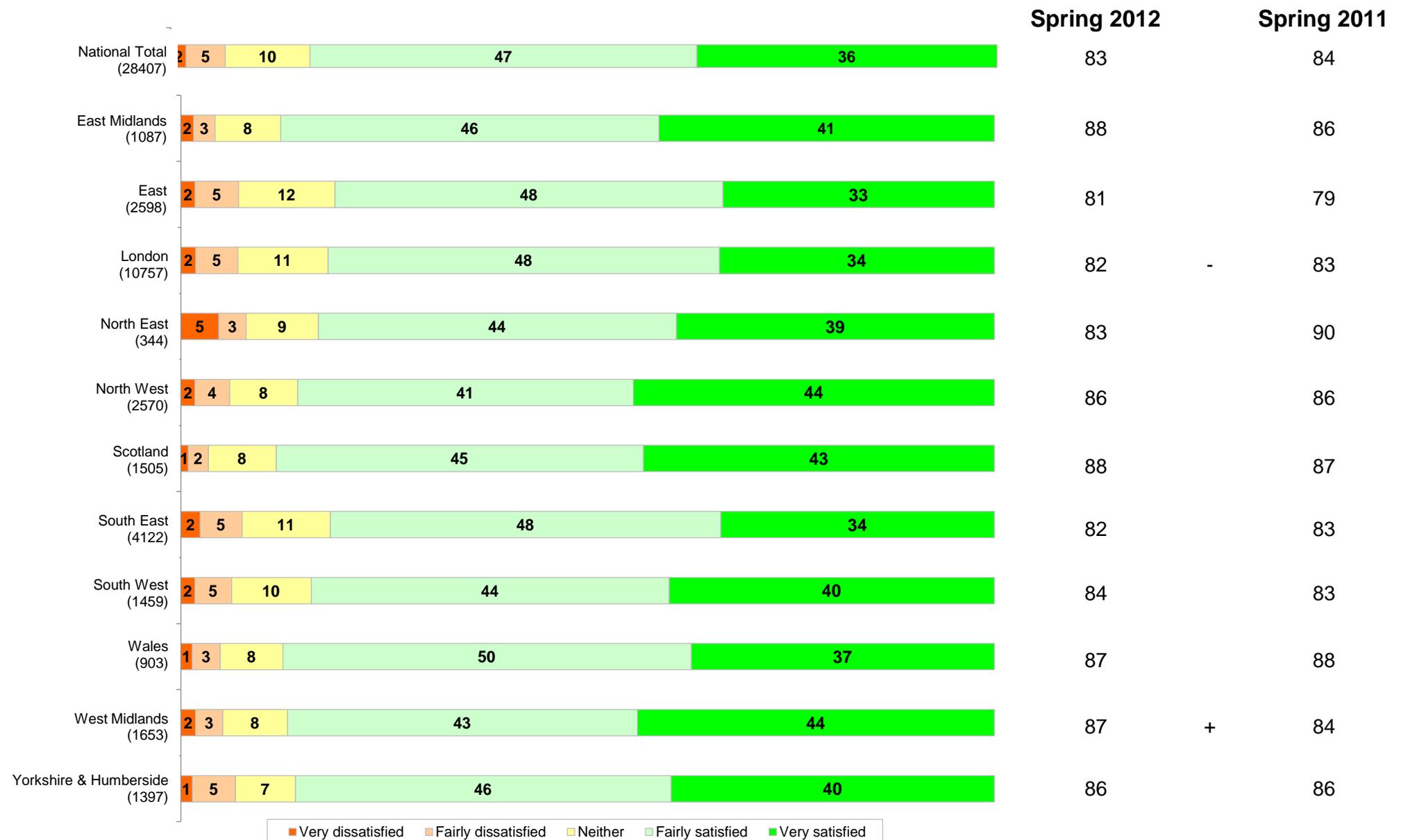
## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Spring 2012	significant change	Spring 2011	Spring 2012	significant change	Spring 2011
The frequency of the trains on that route	72	→	73	78	→	77
Punctuality/reliability (i.e. the train arriving/departing on time)	70	↓	73	82	→	81
The length of time the journey was scheduled to take (speed)	73	↓	77	86	→	85
Connections with other train services	71	→	71	78	→	77
The value for money for the price of your ticket	20	↓	23	43	→	44
Cleanliness of the train	66	→	68	76	↑	74
Upkeep and repair of the train	64	→	65	77	↑	75
The provision of information during the journey	60	→	61	72	↑	71
The helpfulness and attitude of staff on train	45	→	45	60	→	60
The space for luggage	40	→	40	56	→	55
The toilet facilities	24	→	24	37	→	37
Sufficient room for all passengers to sit/stand	39	→	40	75	→	73
The comfort of the seating area	54	→	54	75	→	74
The ease of being able to get on and off	68	→	69	82	→	82
Your personal security on board	67	→	67	77	↑	75
The cleanliness of the inside	66	→	68	76	↑	74
The cleanliness of the outside	62	→	63	74	↑	70
The availability of staff	25	→	27	42	↑	40
How well train company deals with delays	23	→	24	39	→	37

Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

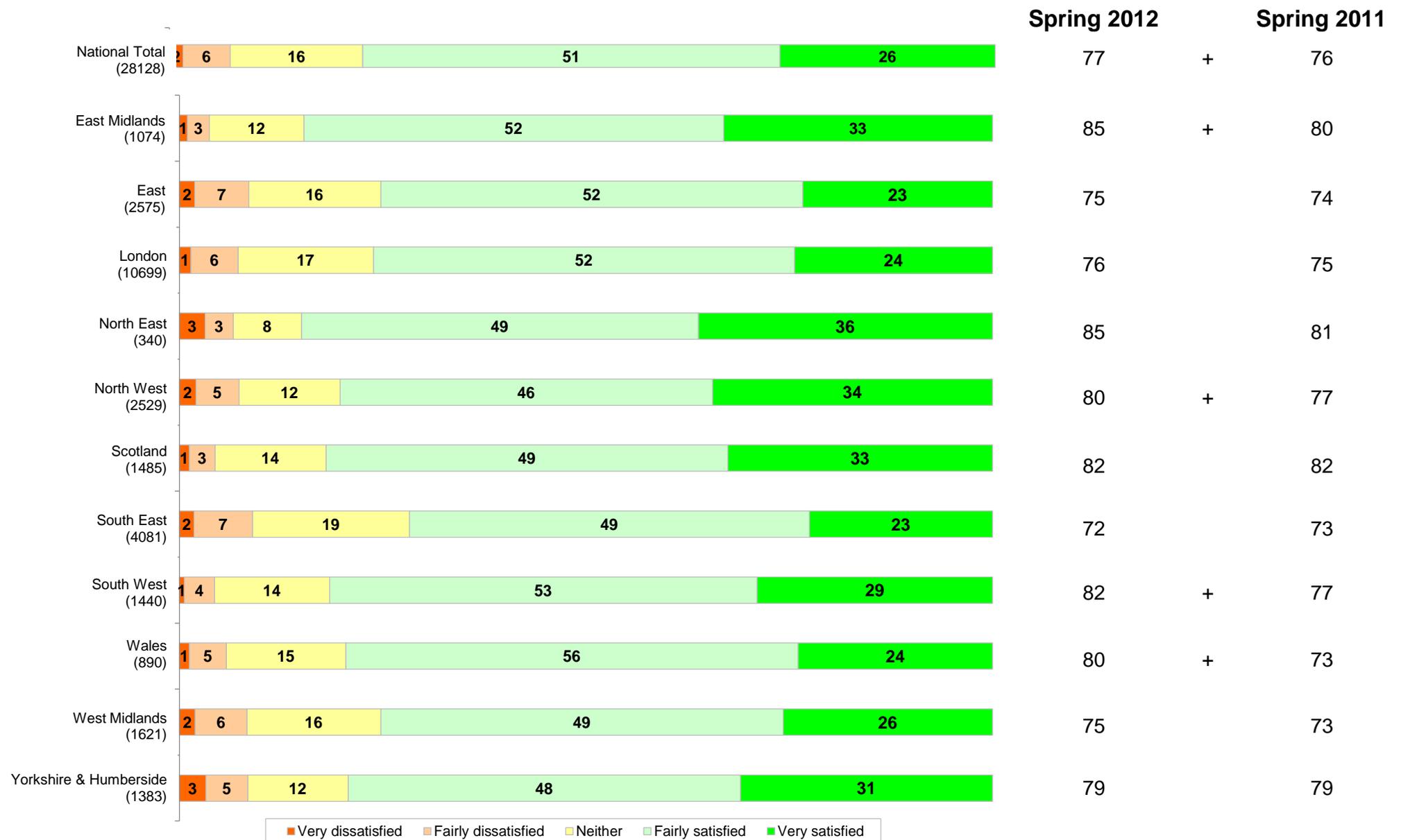
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Overall satisfaction with journey



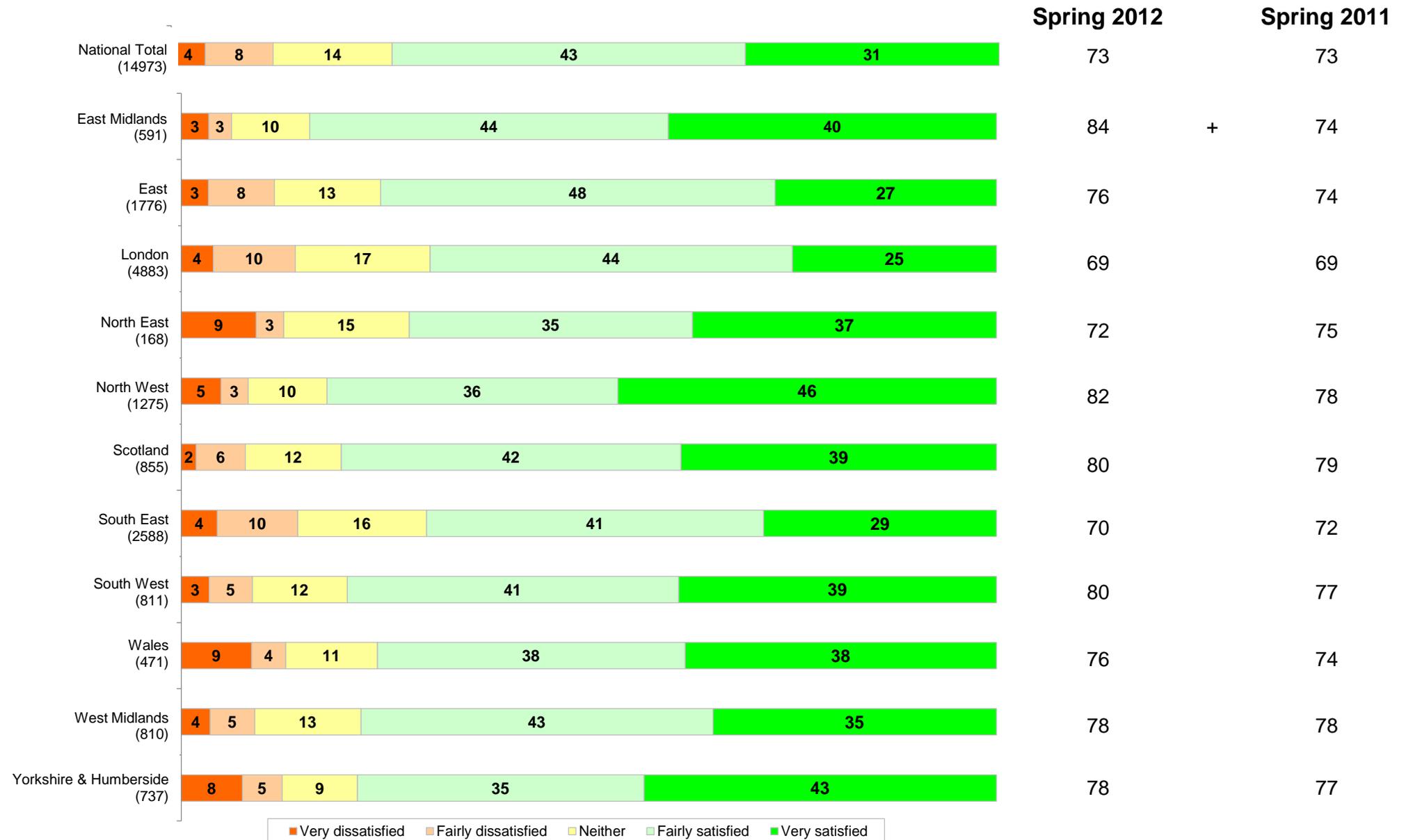
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Overall satisfaction with the station



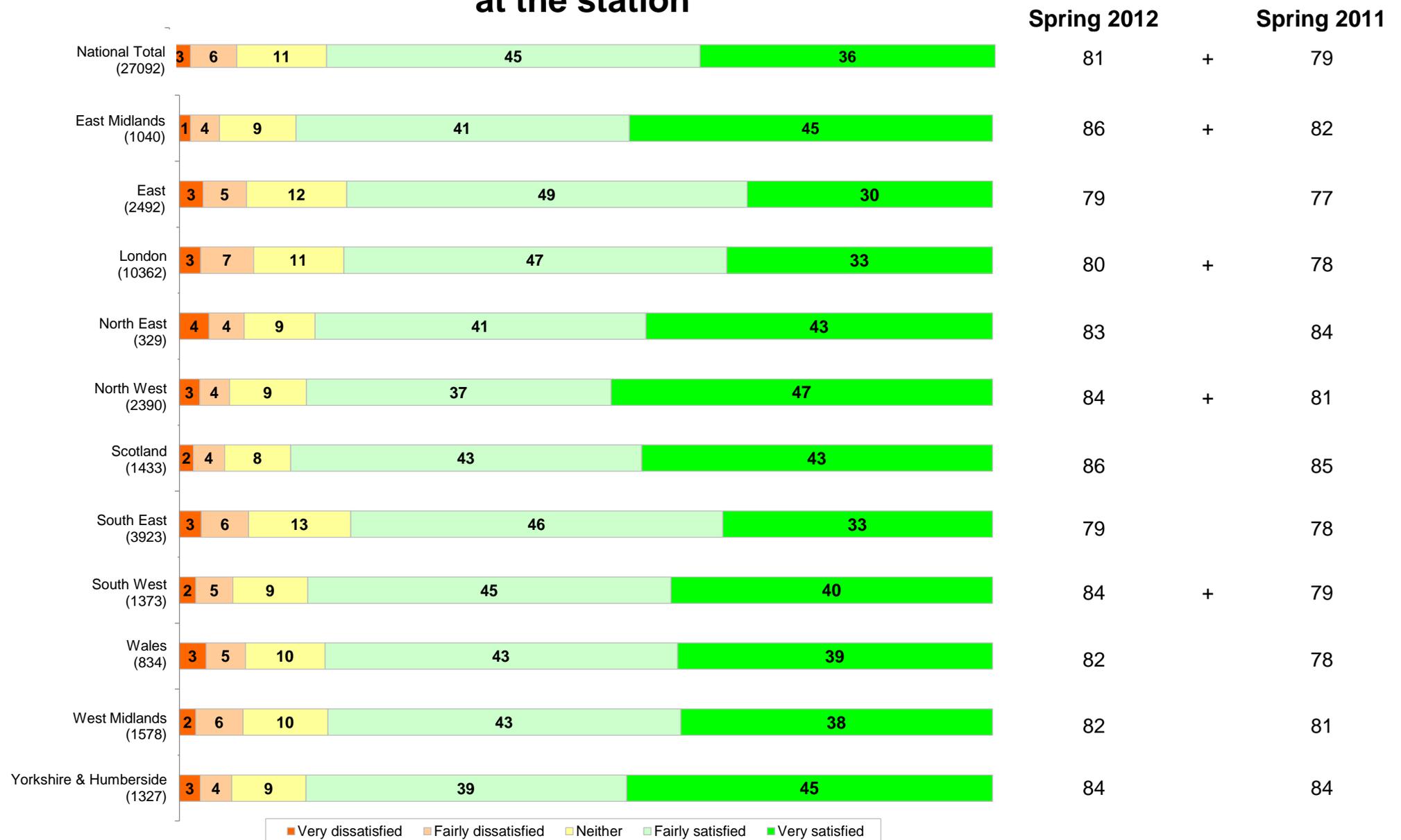
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Ticket buying facilities at the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

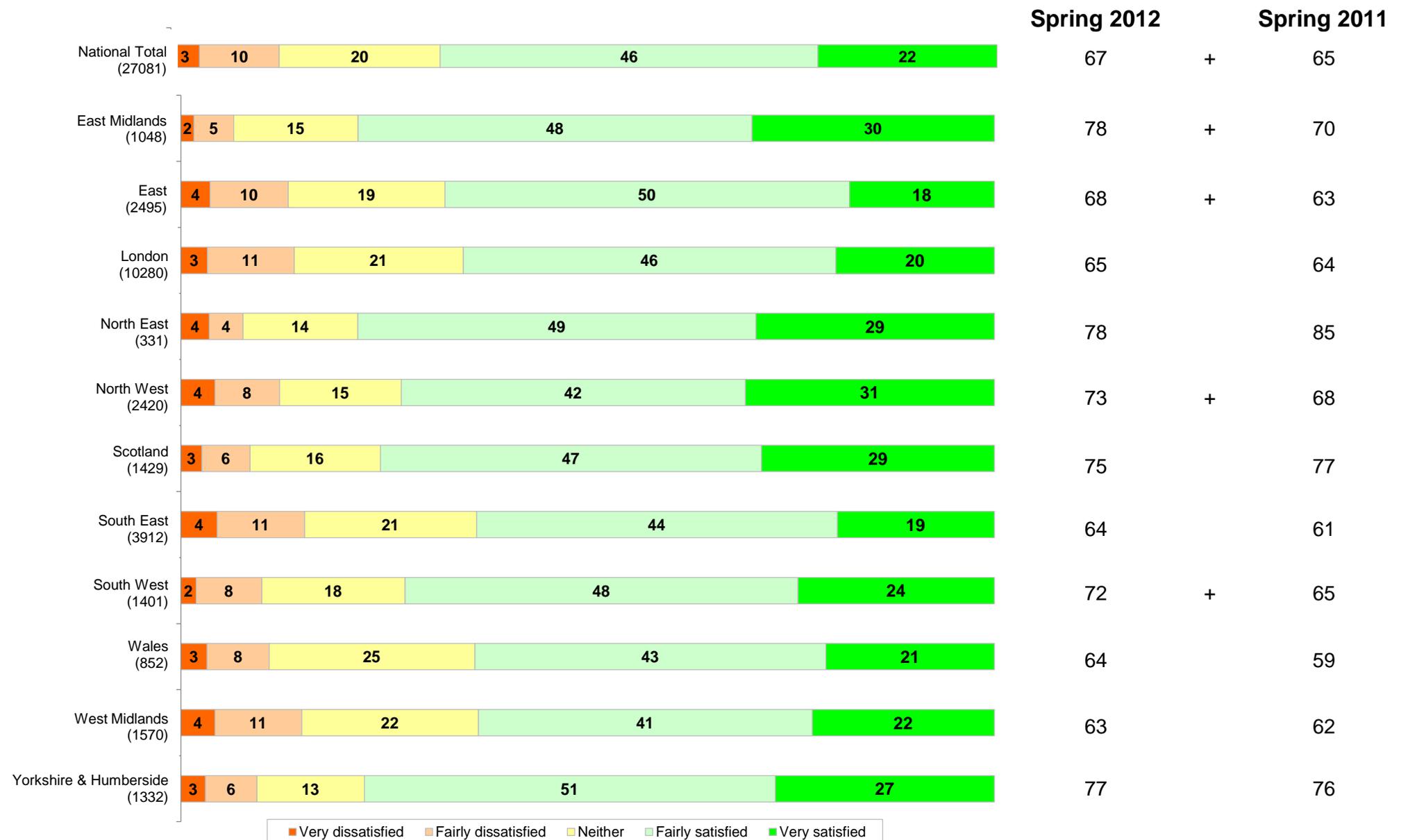
## Provision of information about train times/platforms at the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

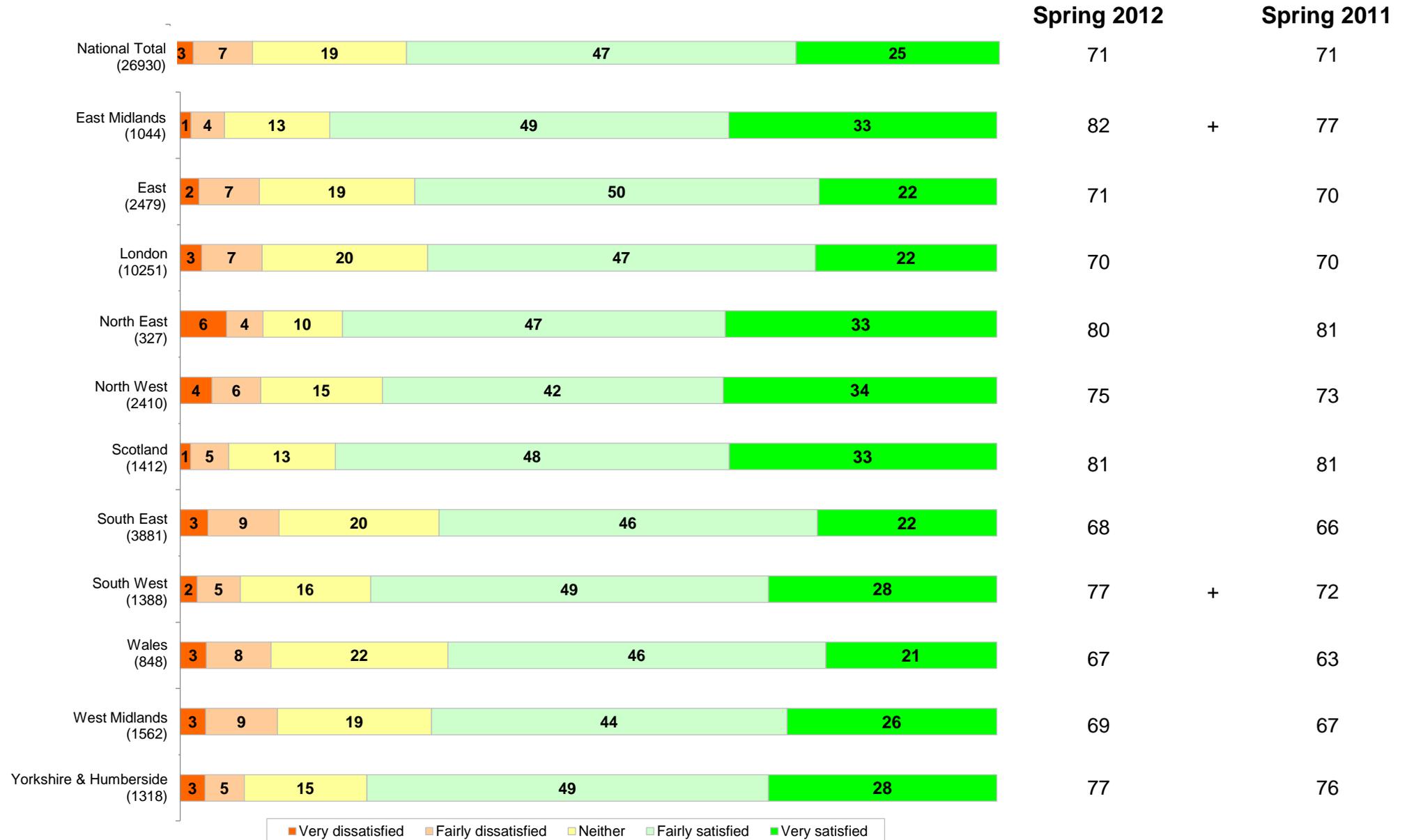
% satisfied/good

## The upkeep/repair of the station buildings/platforms



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

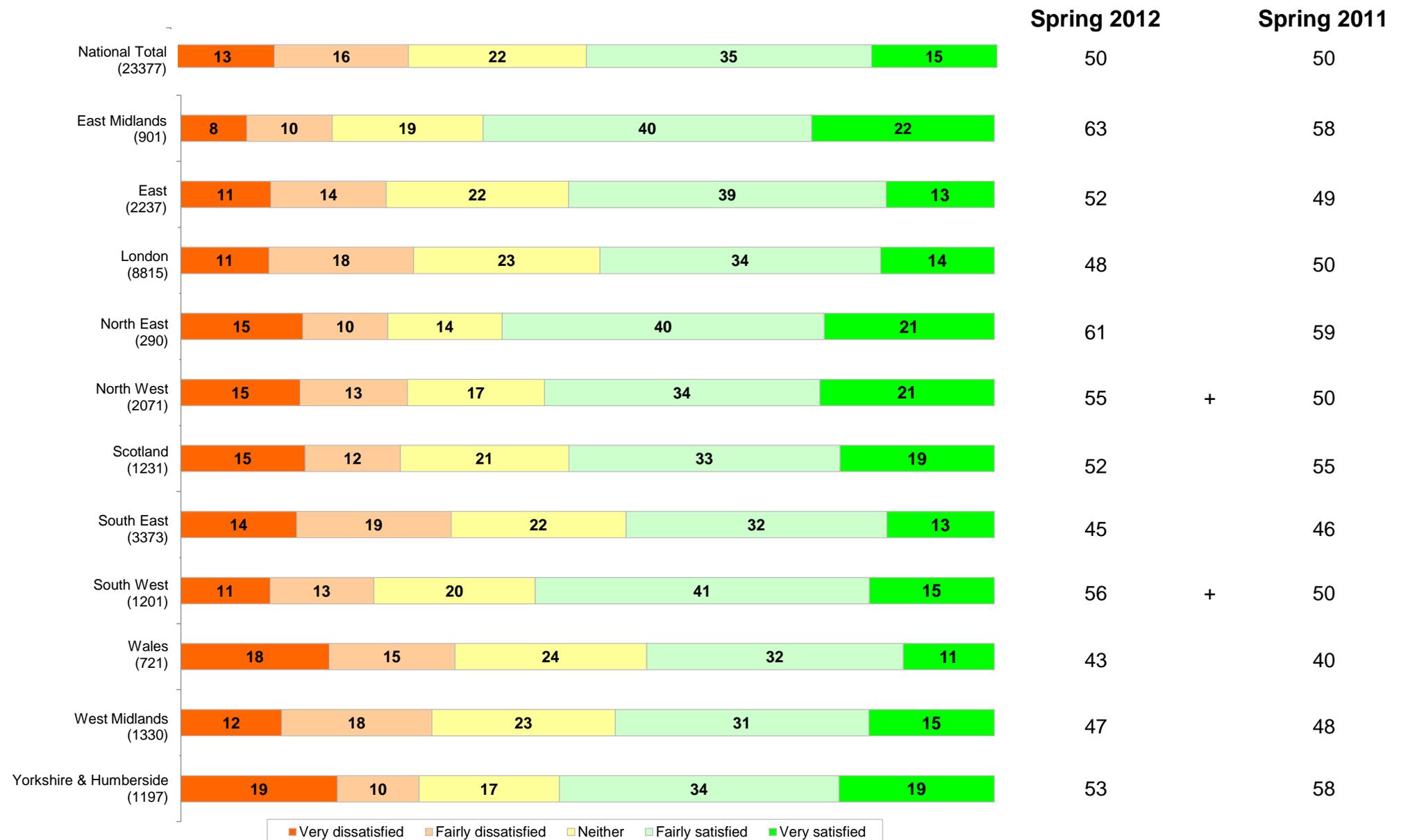
### Cleanliness of the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

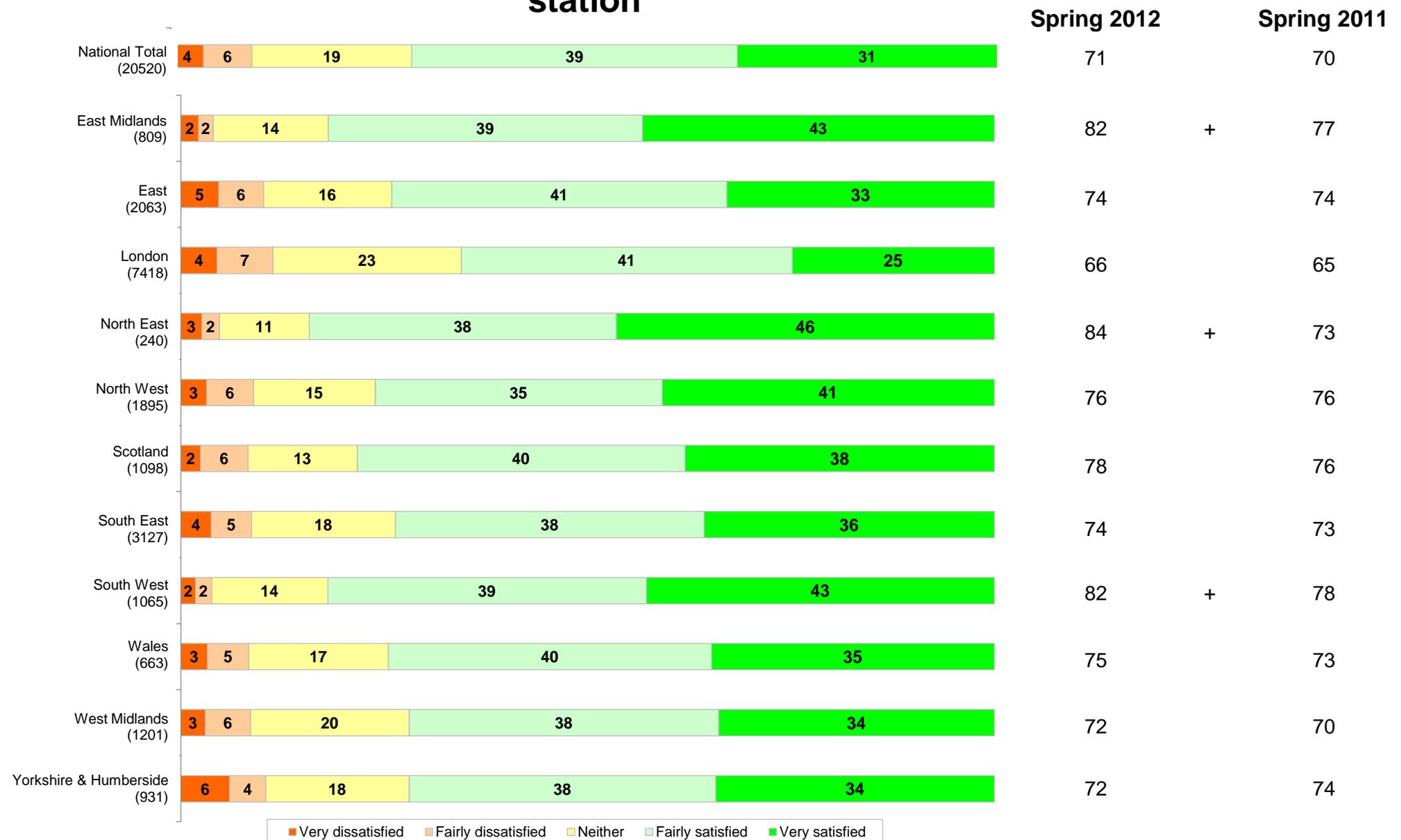
% satisfied/good

## The facilities and services at the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The attitudes and helpfulness of the staff at the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

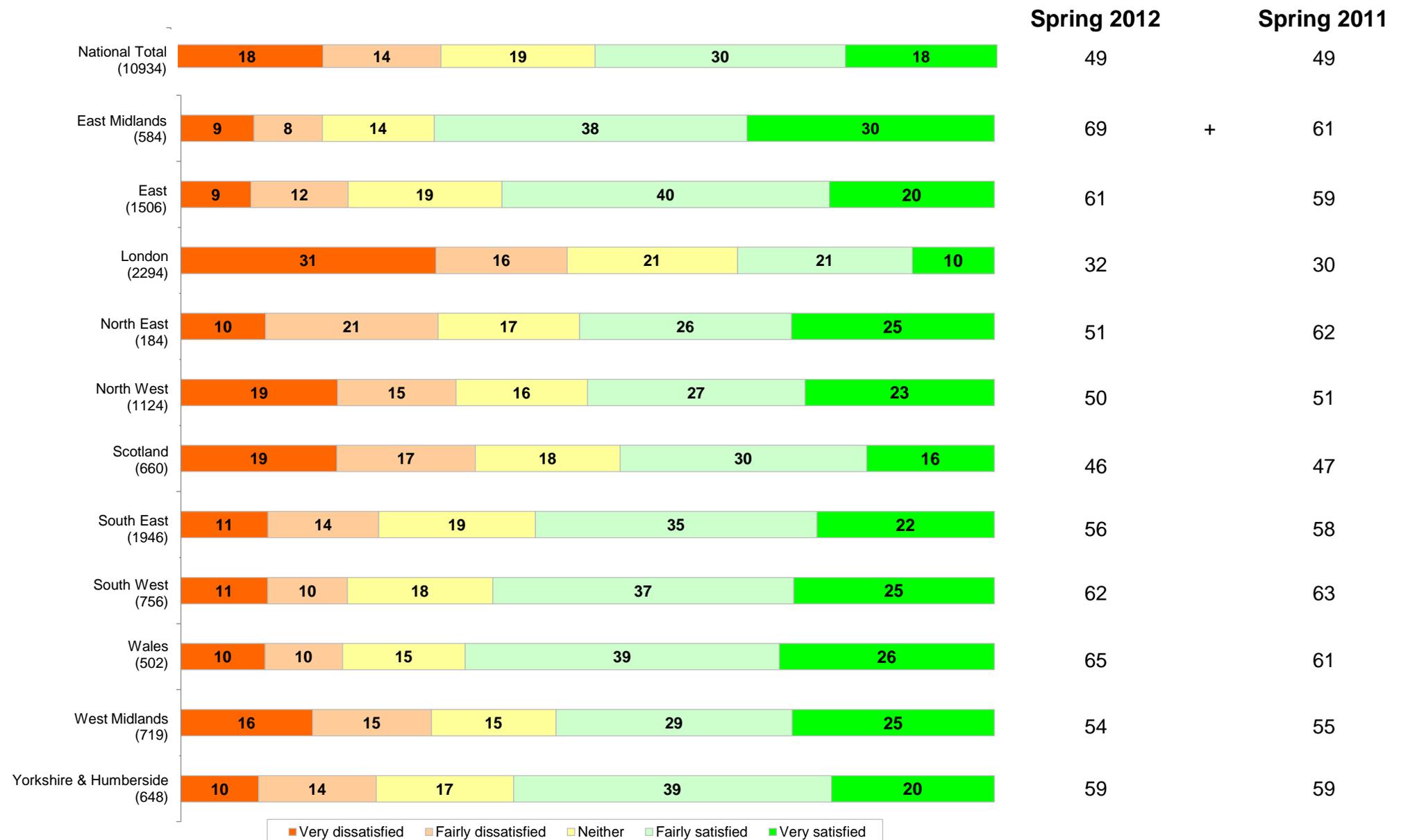
## Connections with other forms of public transport at the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

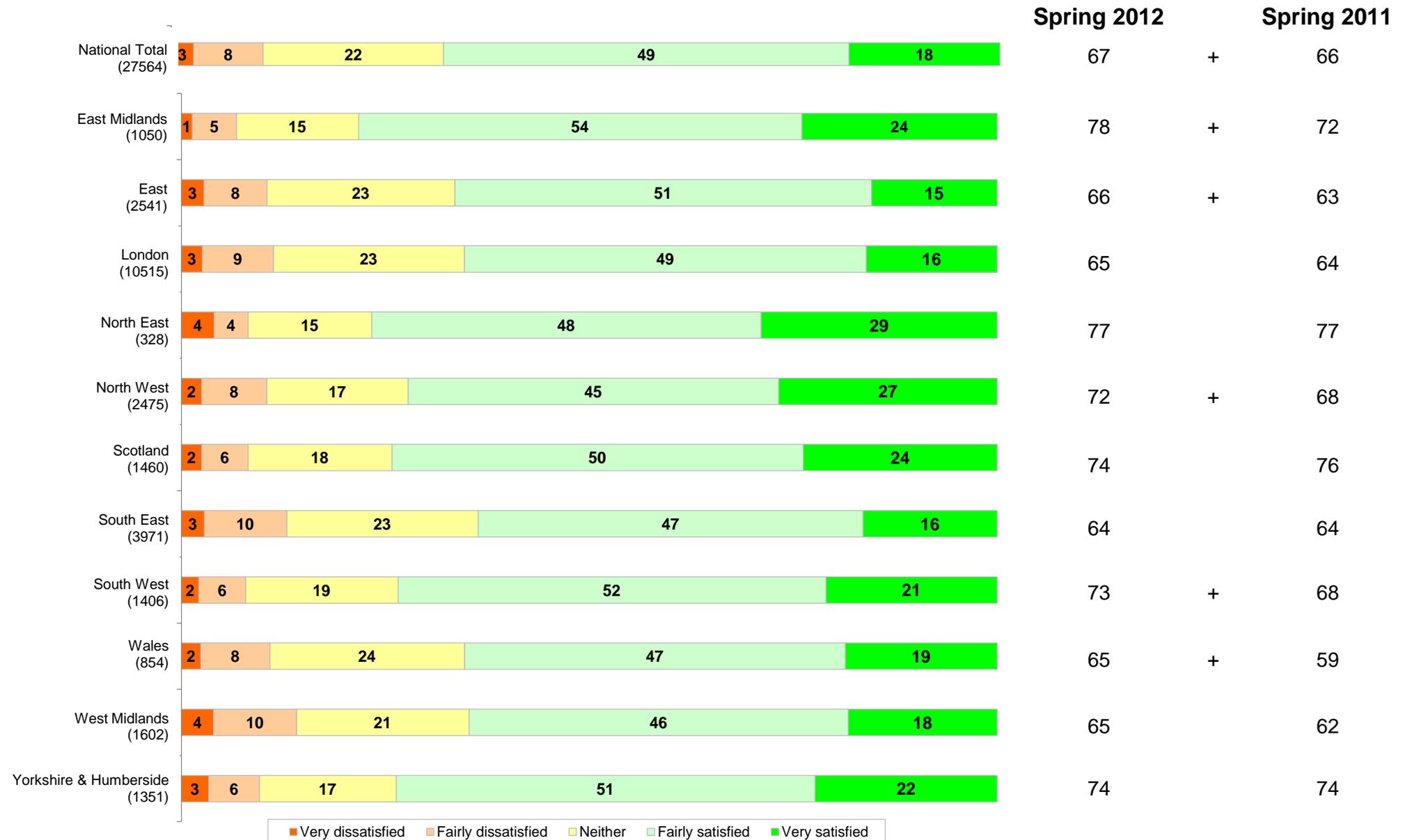
% satisfied/good

## Facilities for car parking at the station



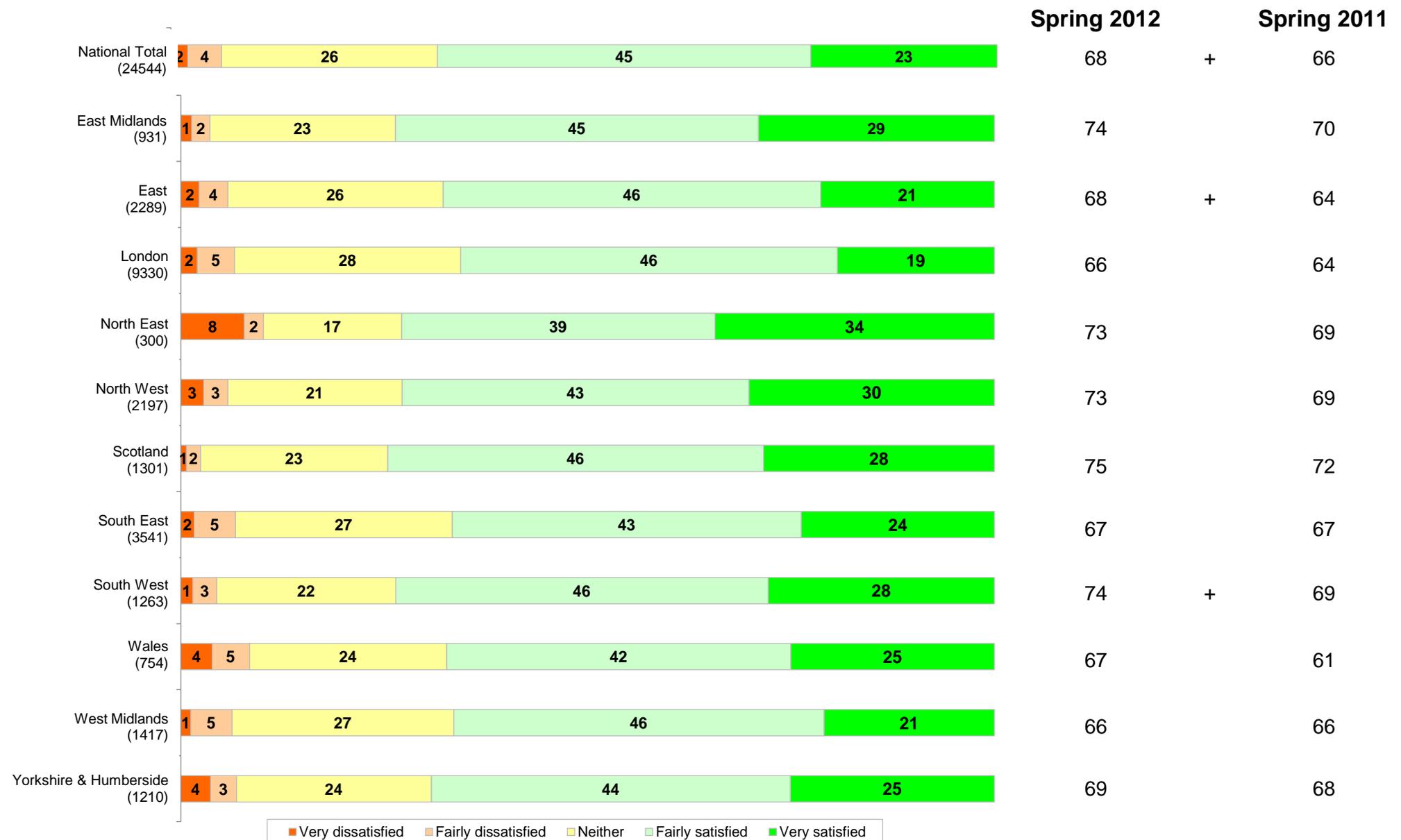
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Overall environment of the station



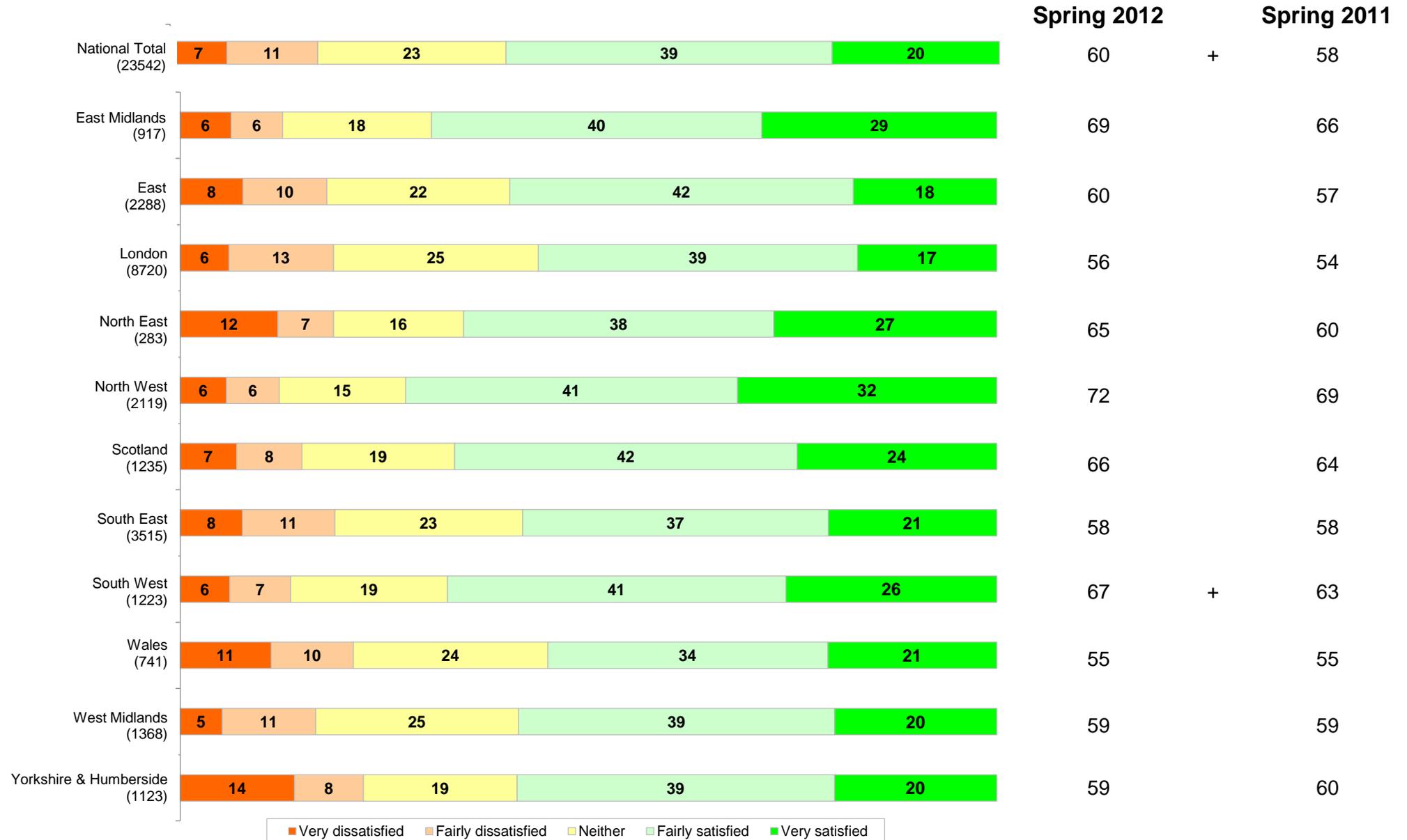
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Your personal security whilst using the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### The availability of staff at the station



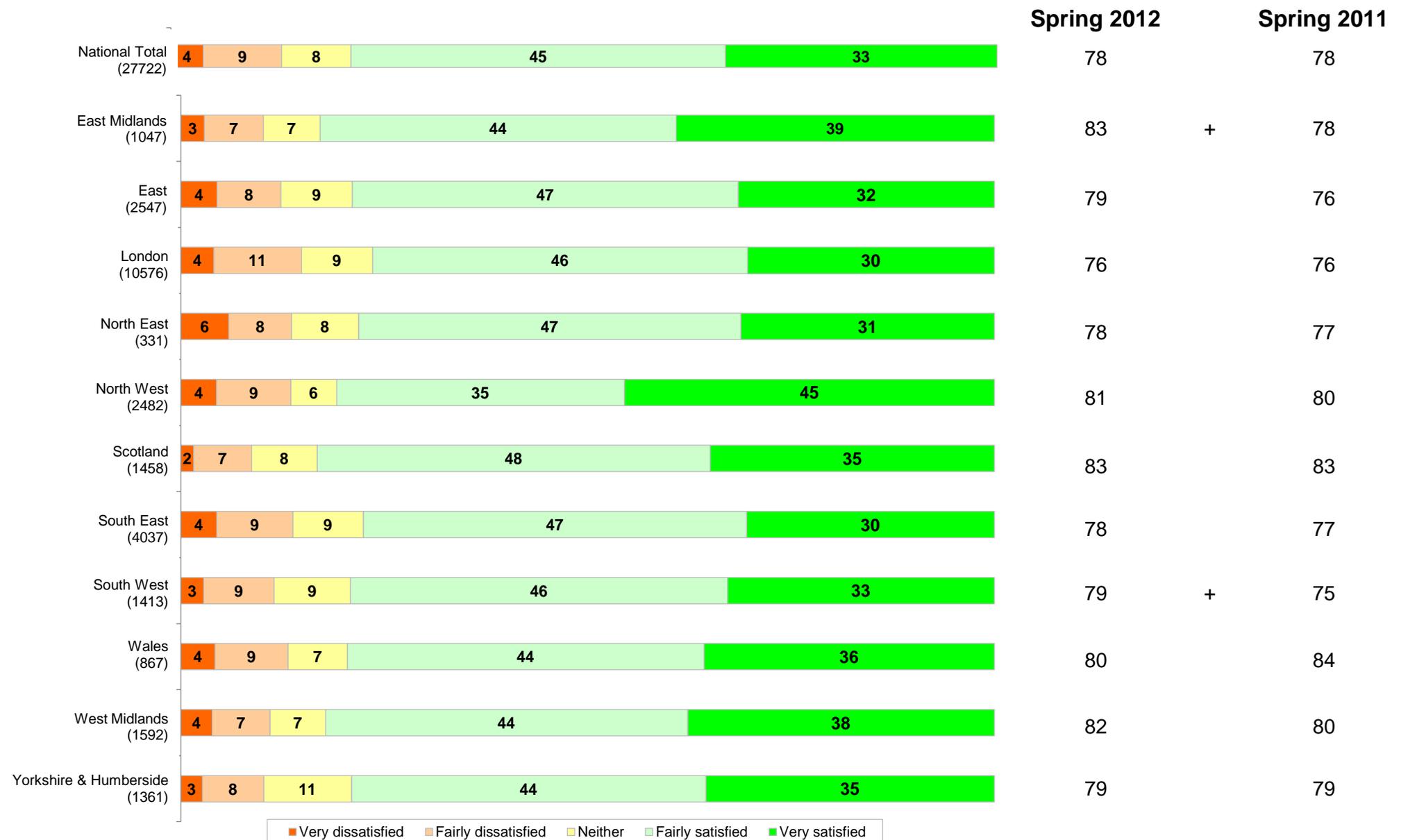
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### How request to station staff was handled



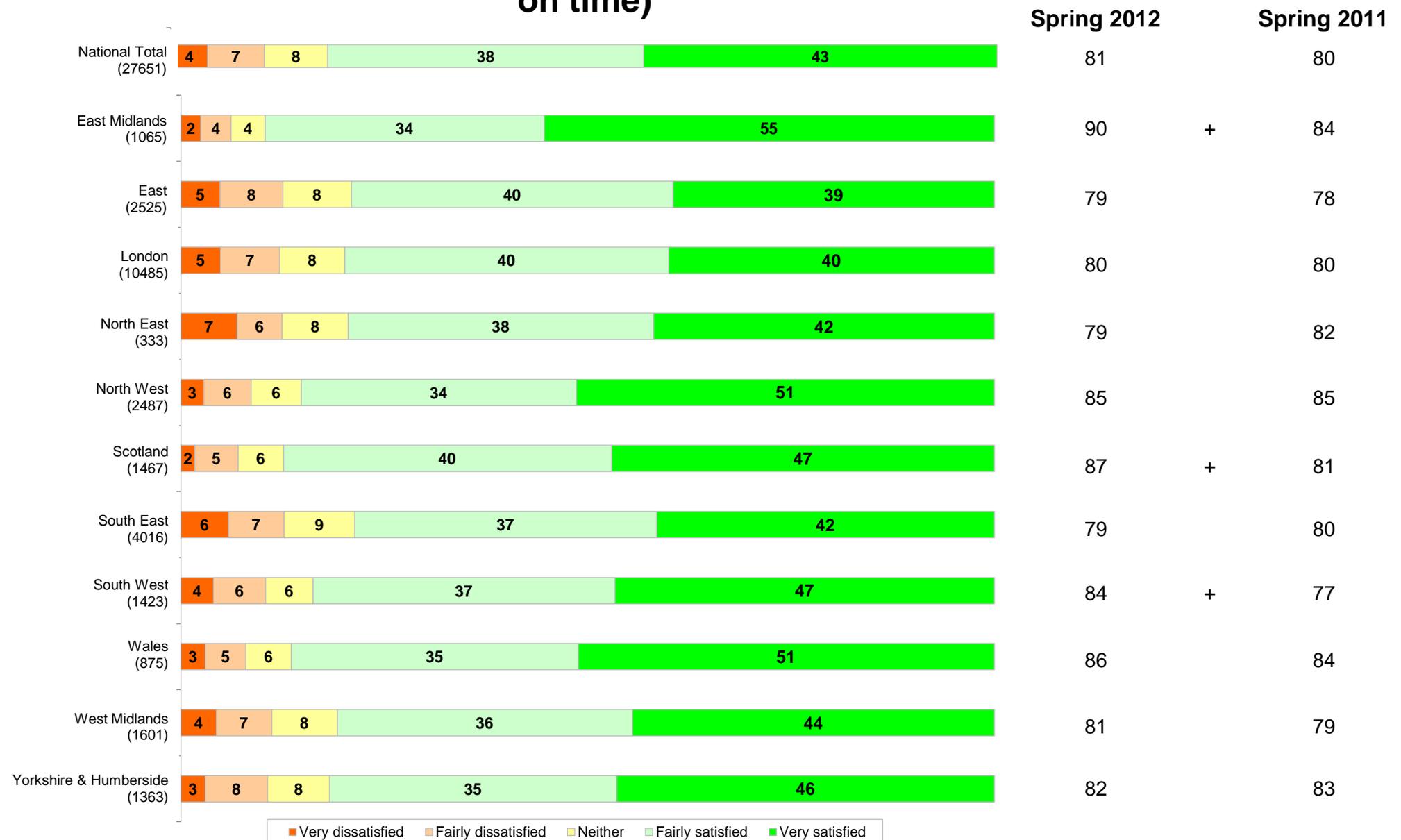
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The frequency of the trains on that route



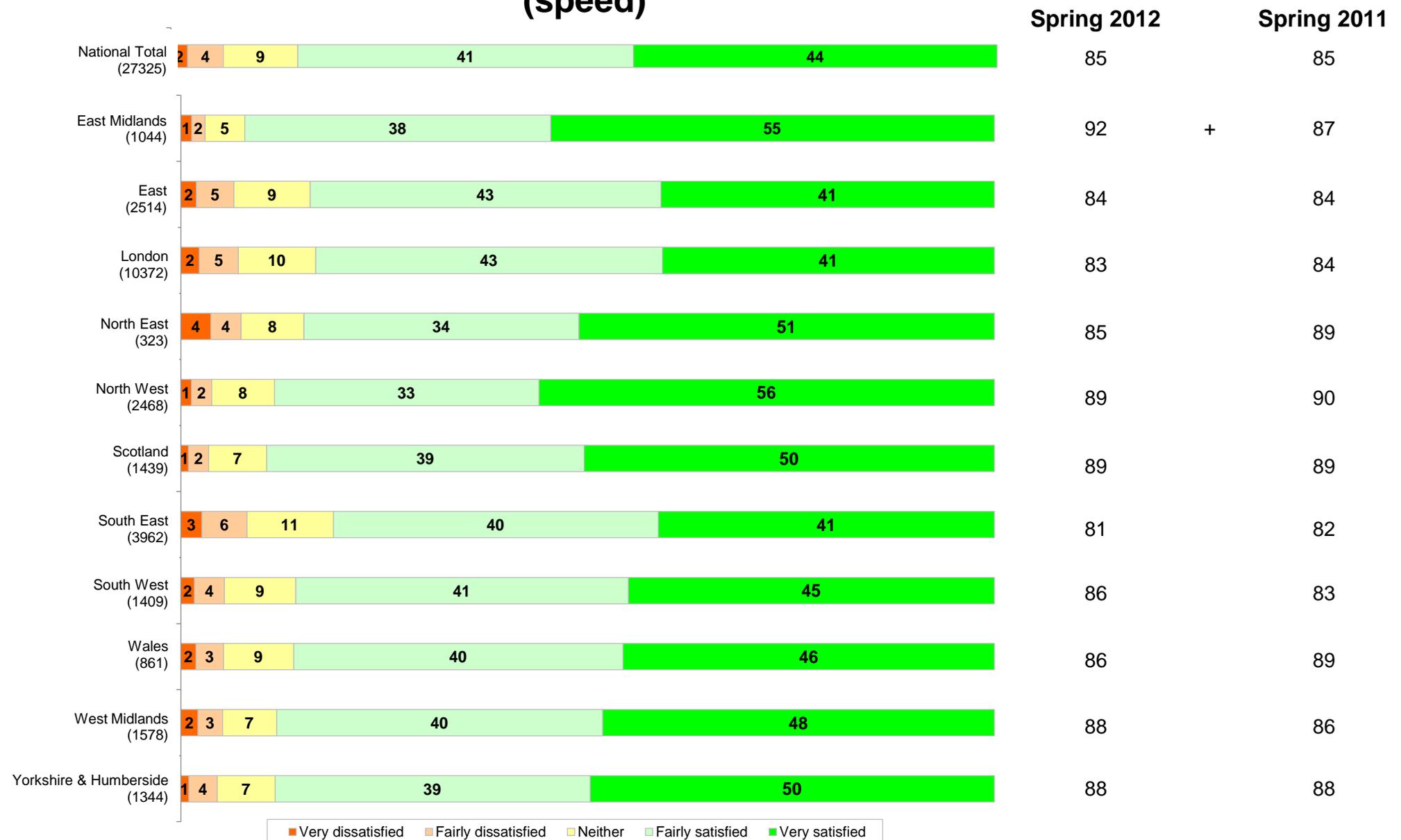
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Punctuality/reliability (i.e. the train arriving/departing on time)



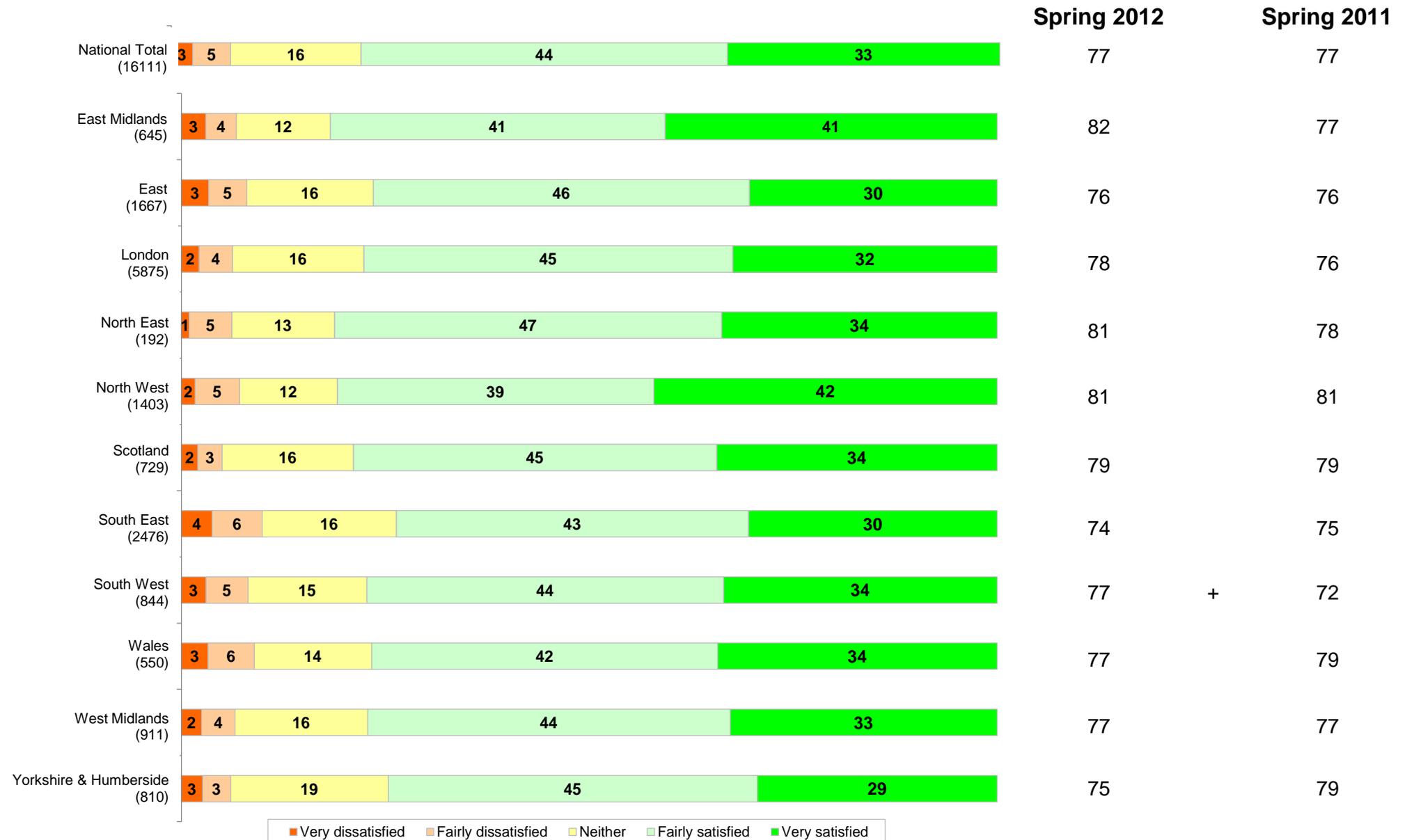
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The length of time the journey was scheduled to take (speed)



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

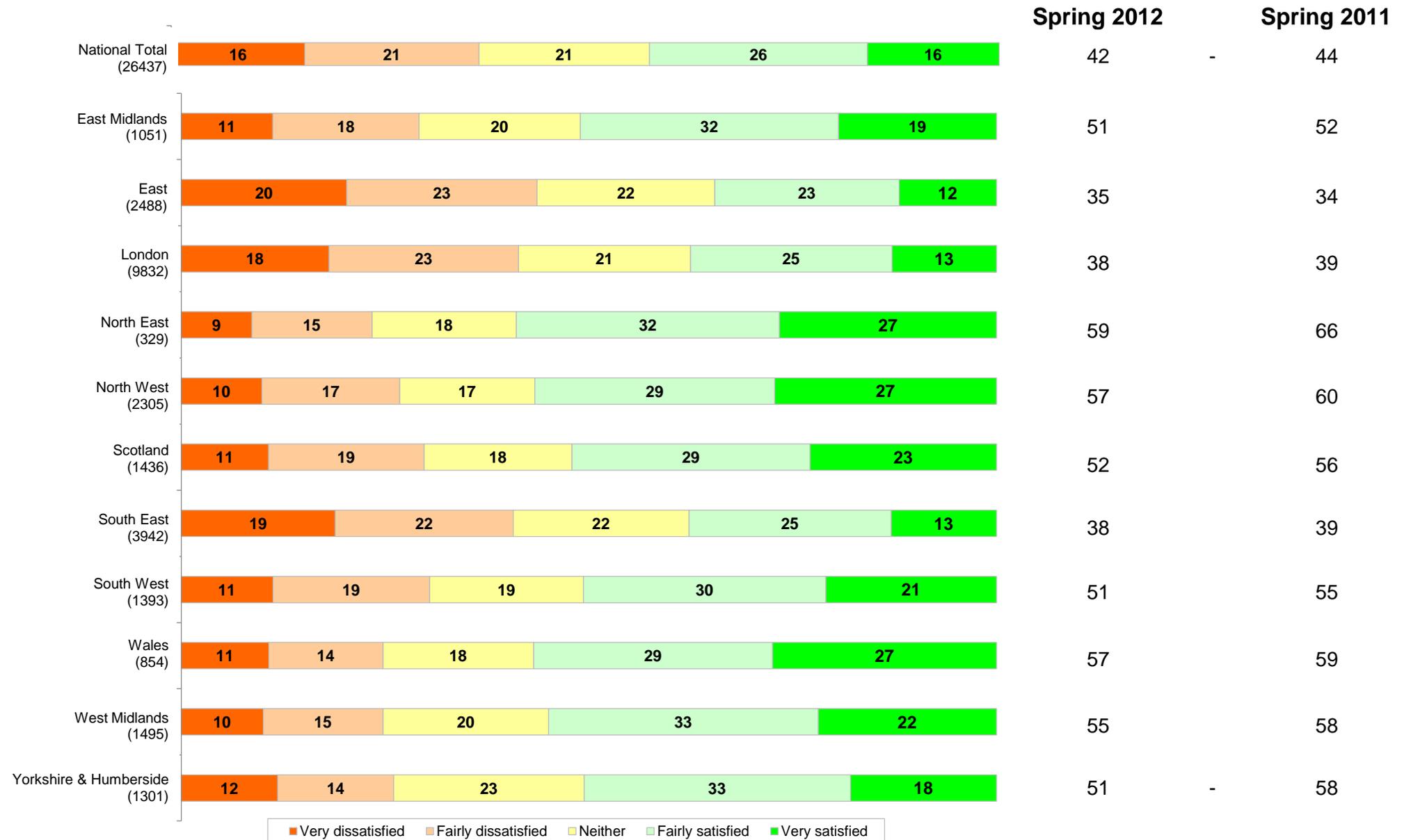
## Connections with other train services



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

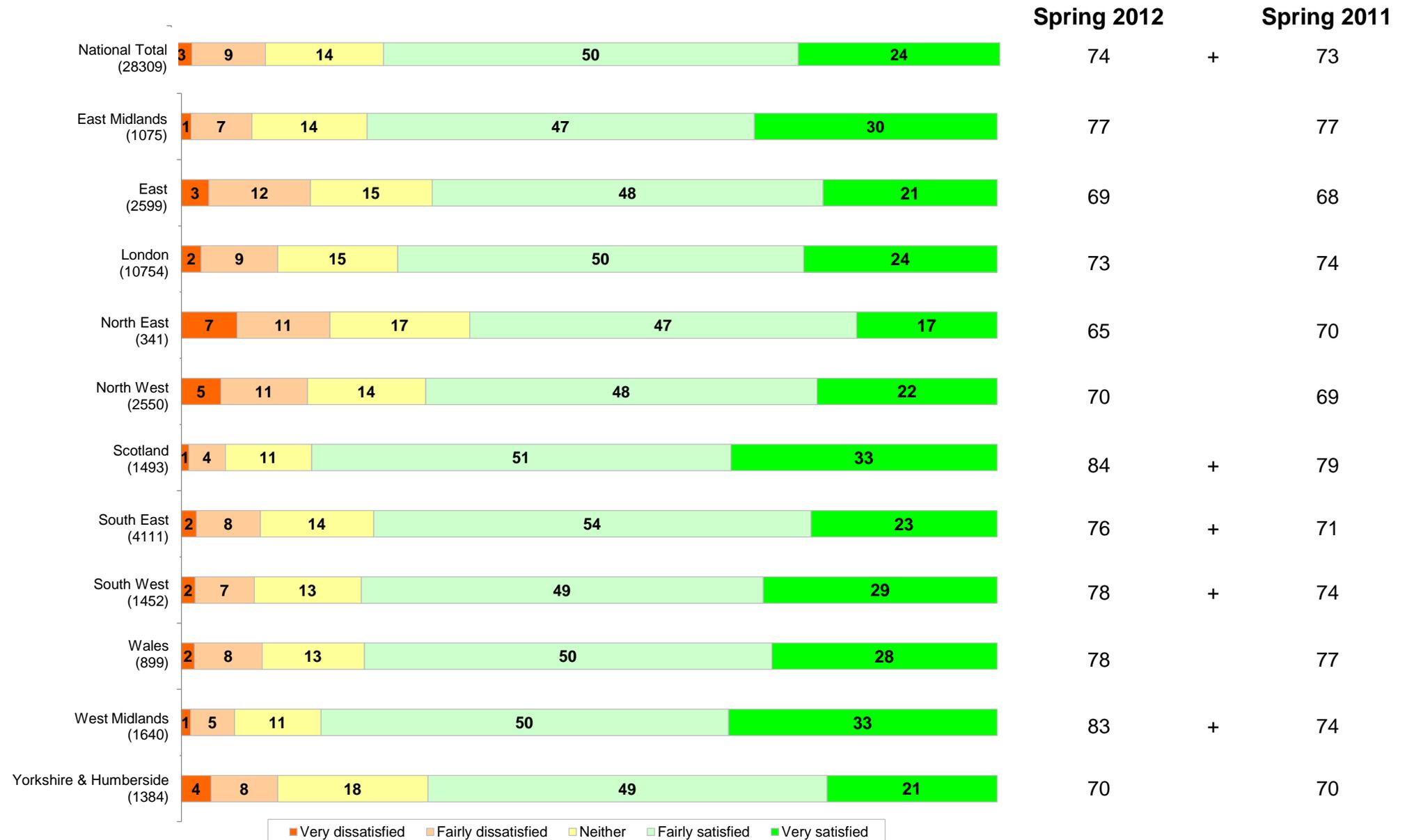
% satisfied/good

## The value for money for the price of your ticket



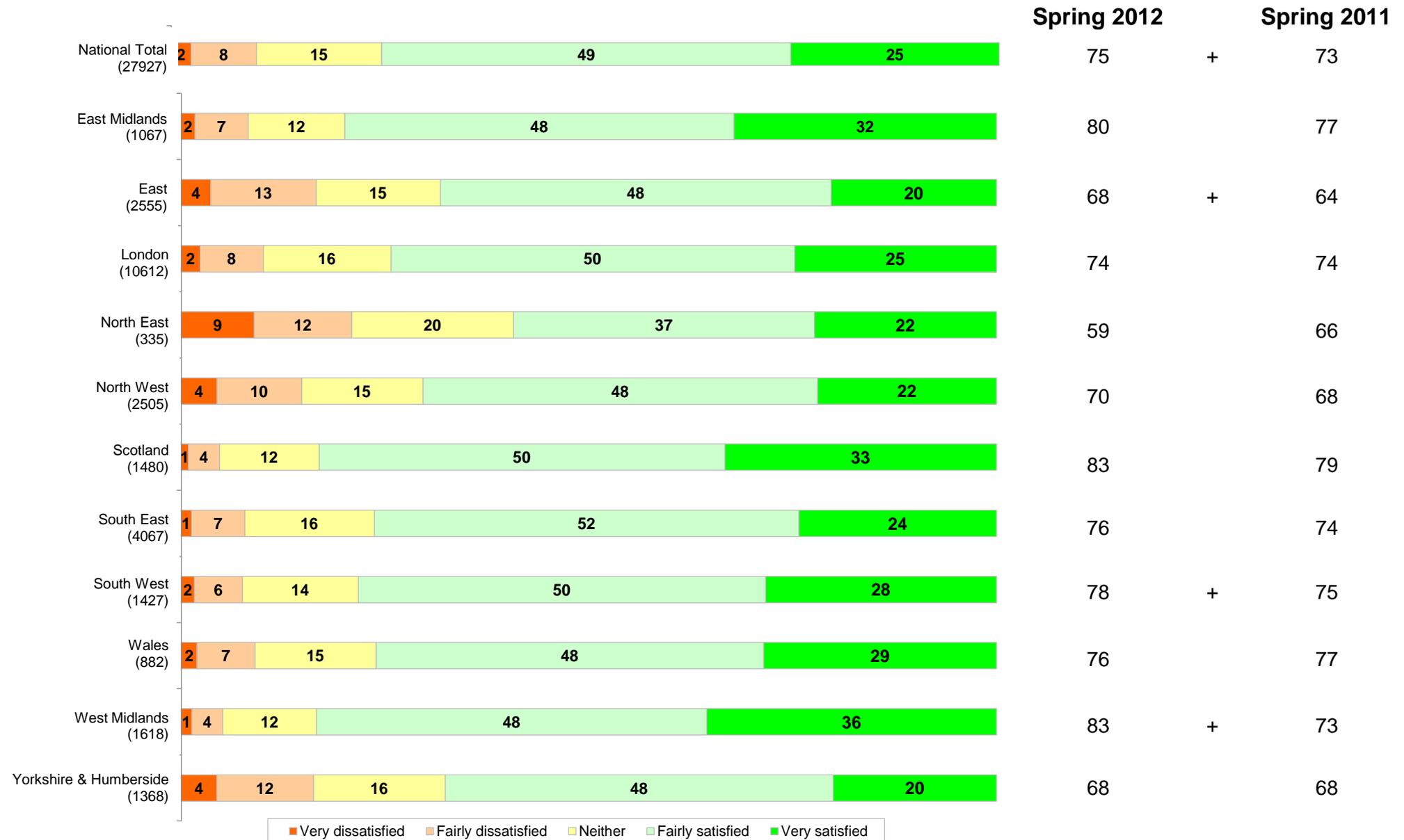
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Cleanliness of the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

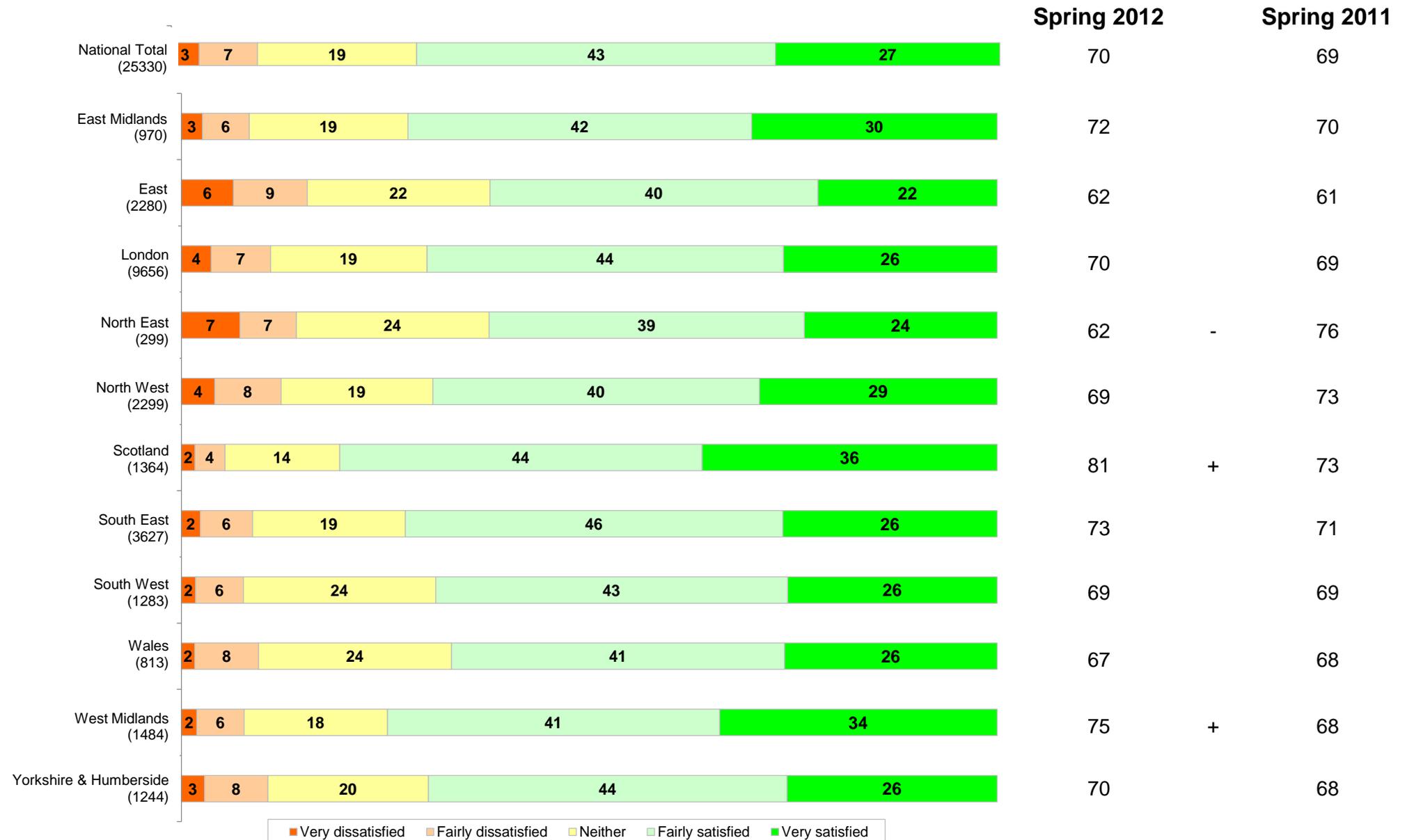
## Upkeep and repair of the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

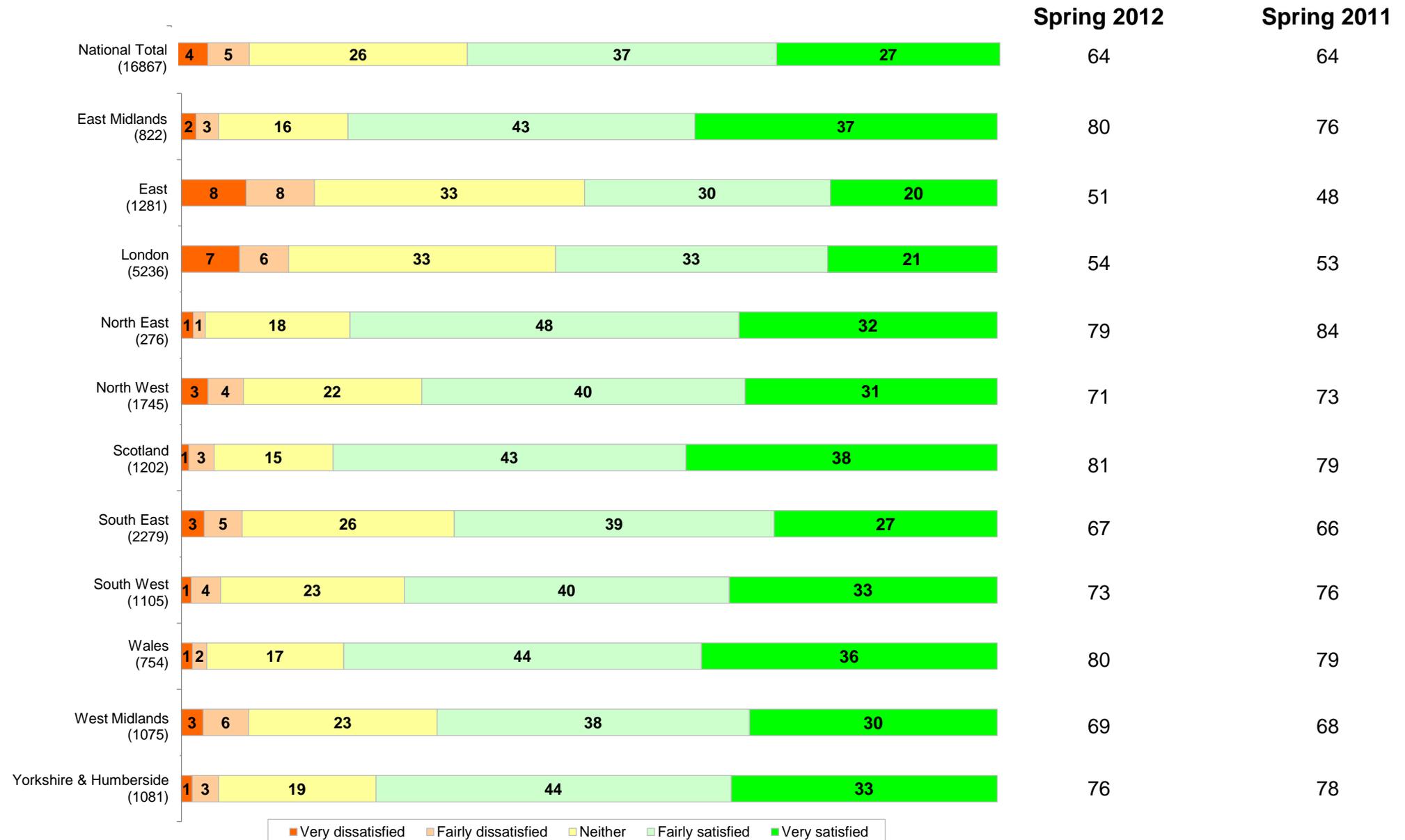
## The provision of information during the journey



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

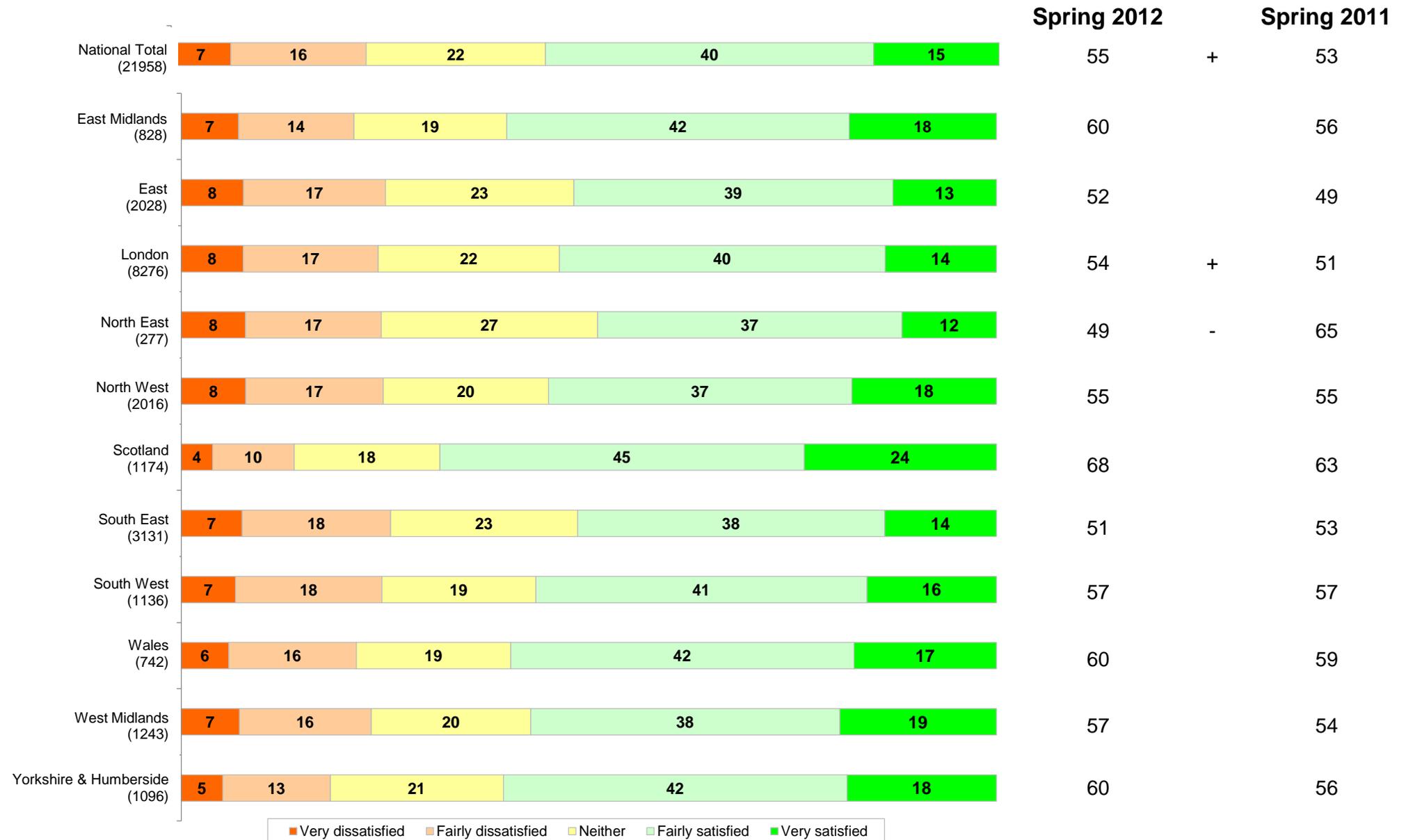
## The helpfulness and attitude of staff on train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

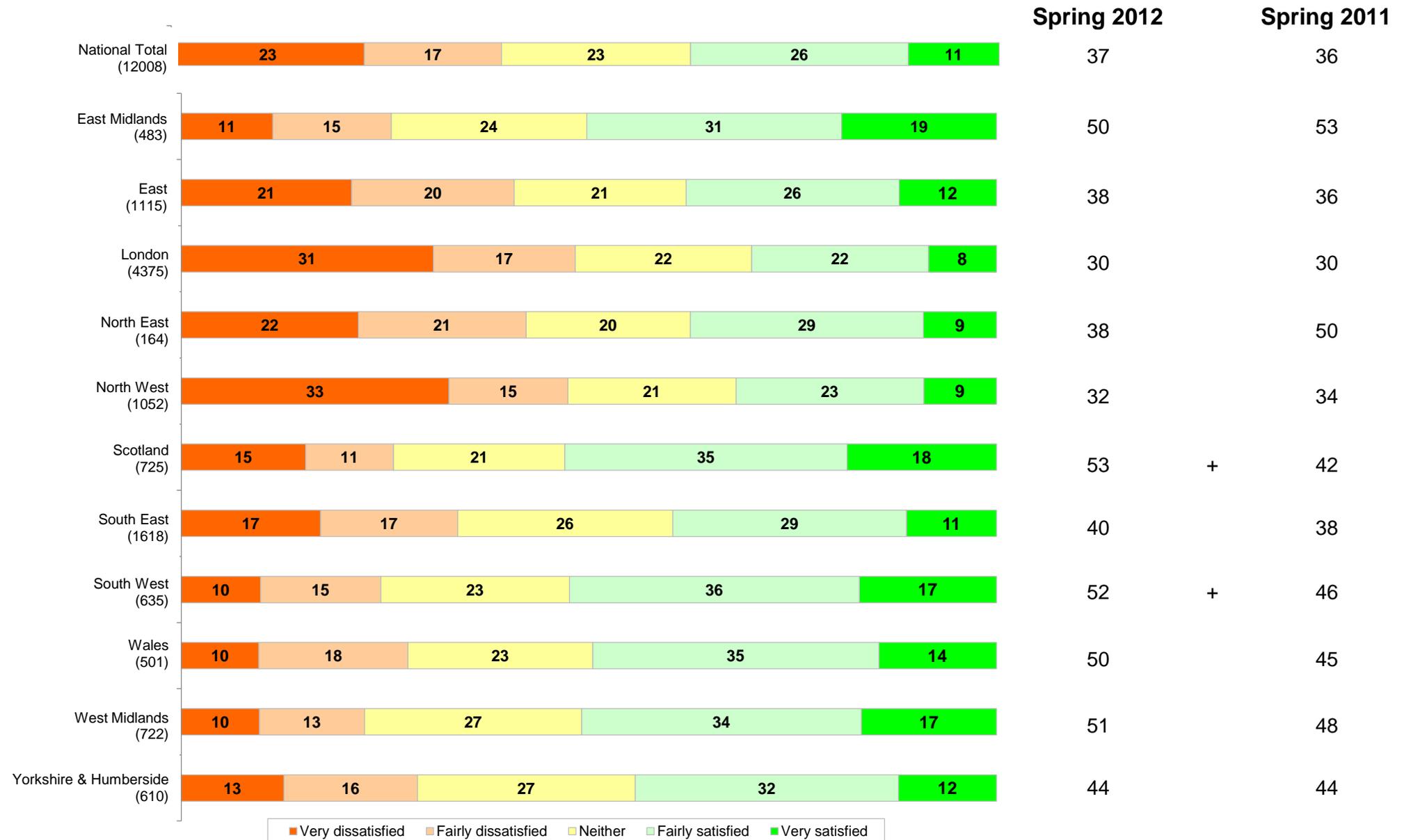
## The space for luggage on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

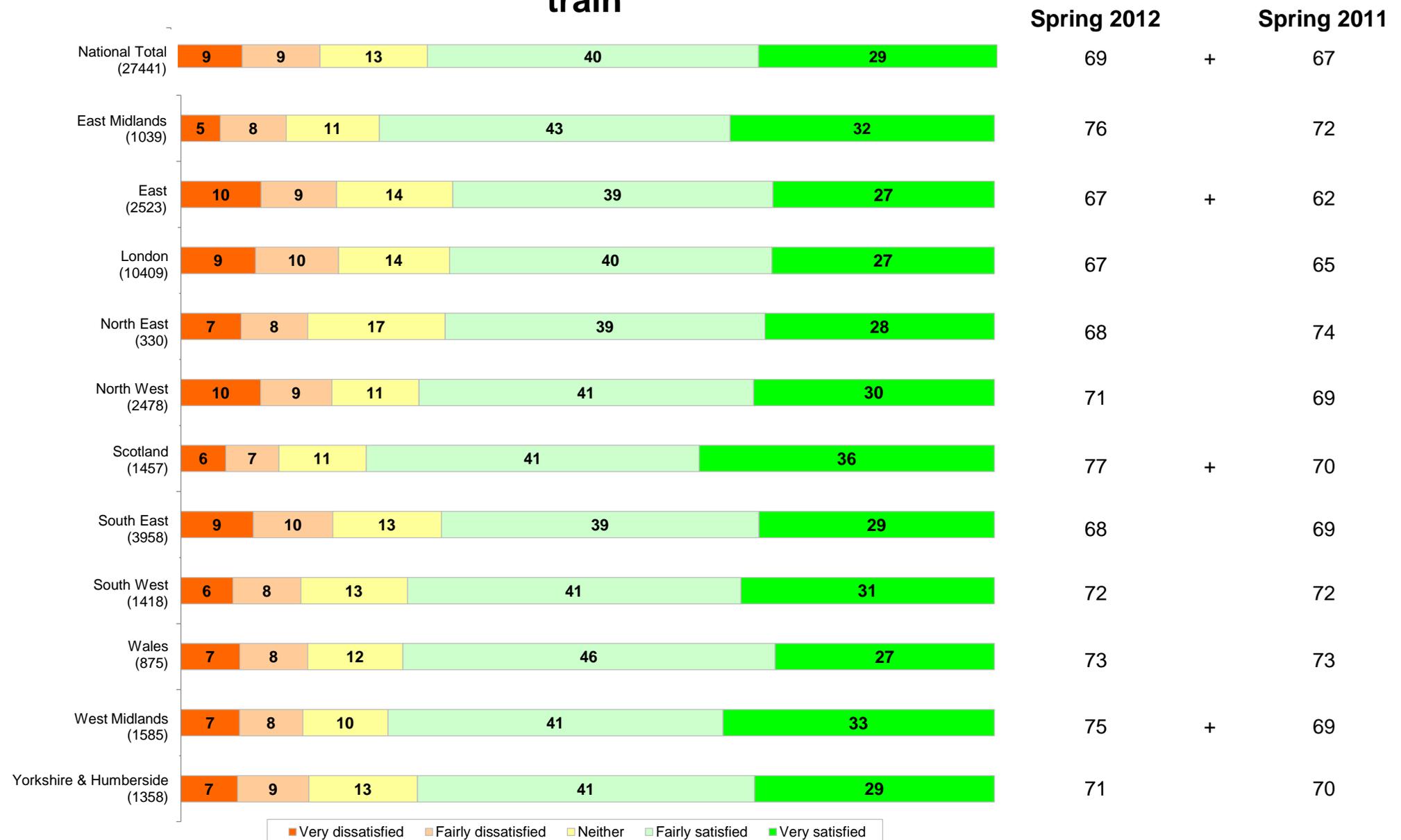
% satisfied/good

## The toilet facilities on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

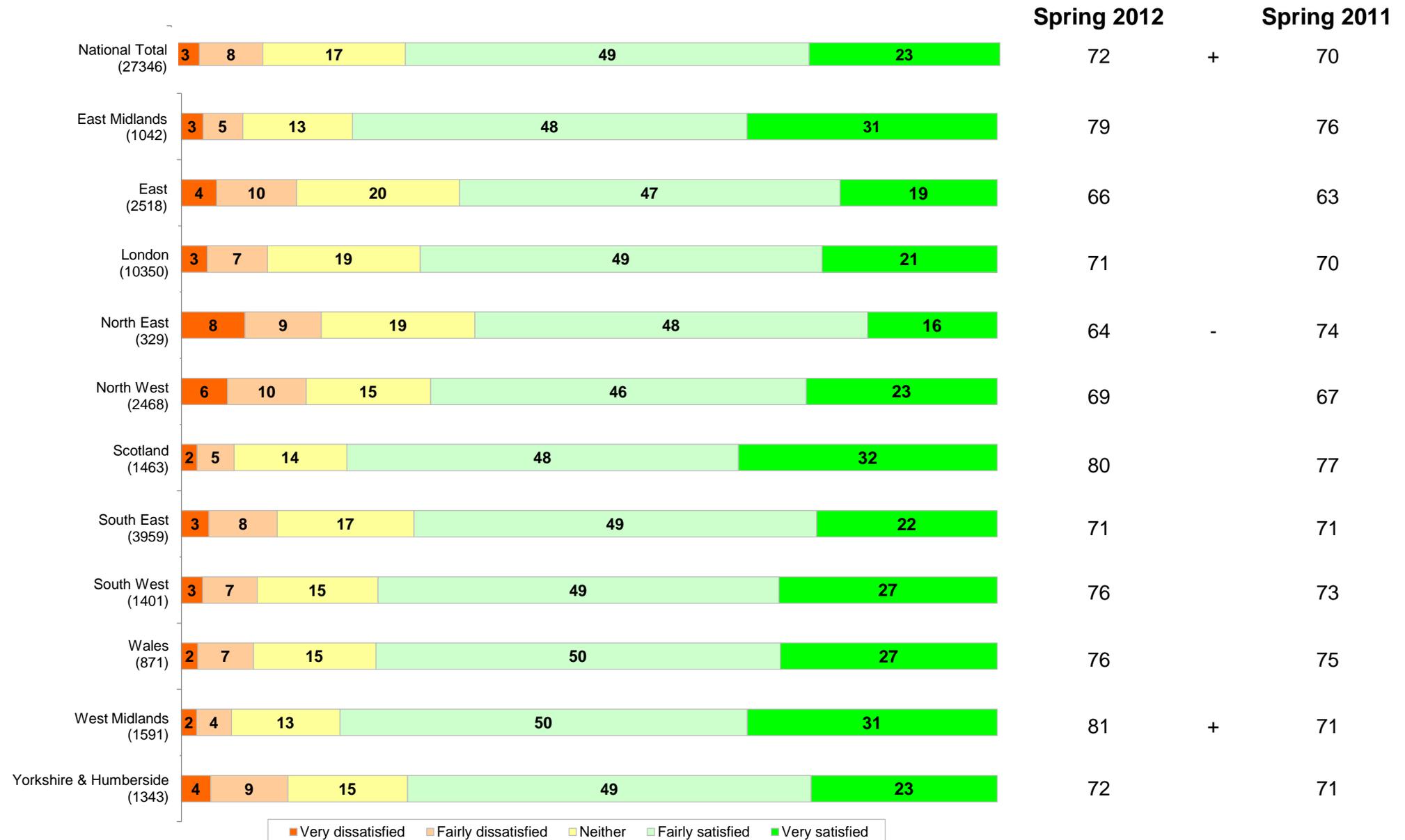
## Sufficient room for all passengers to sit/stand on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## The comfort of the seating area on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

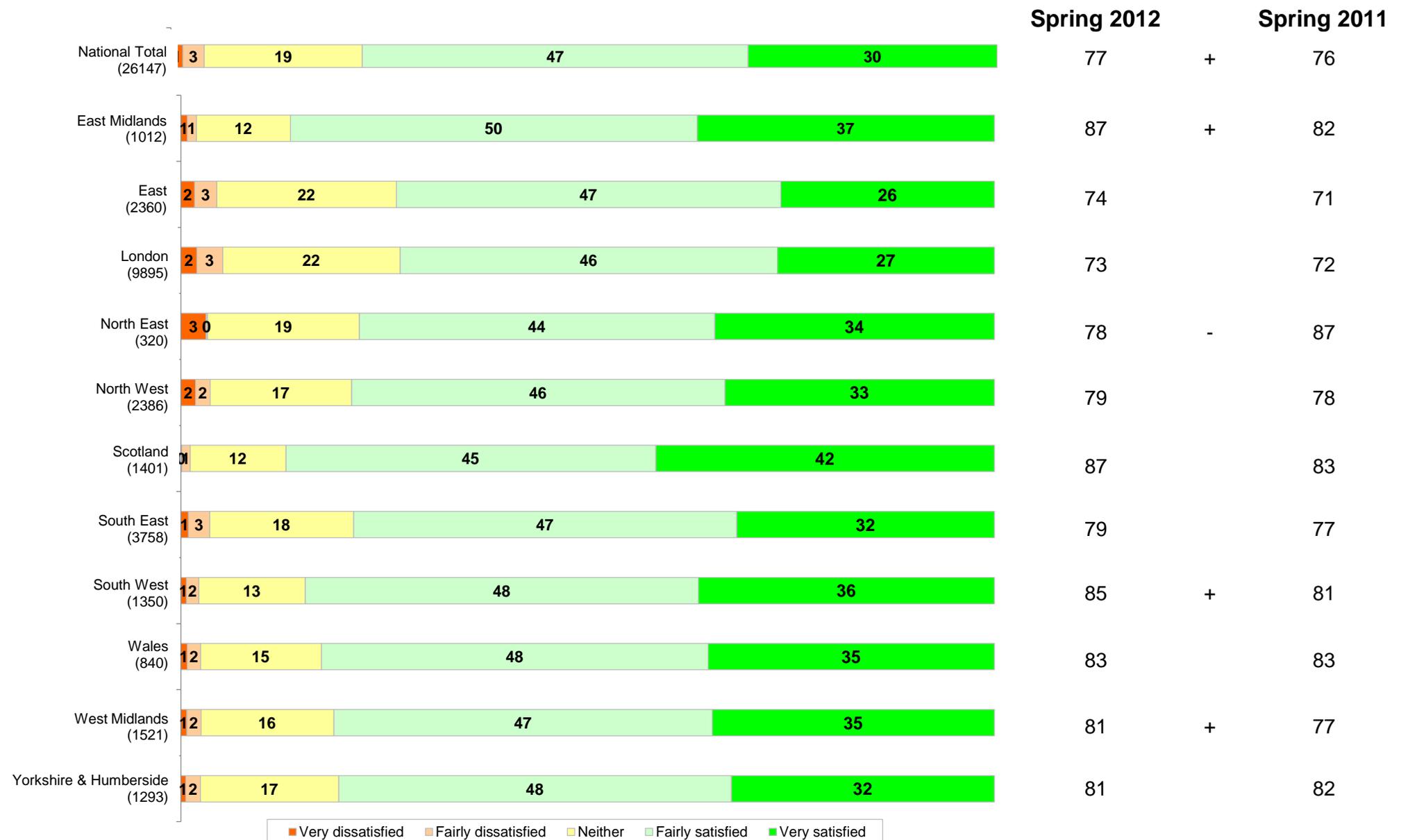
## The ease of being able to get on and off the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

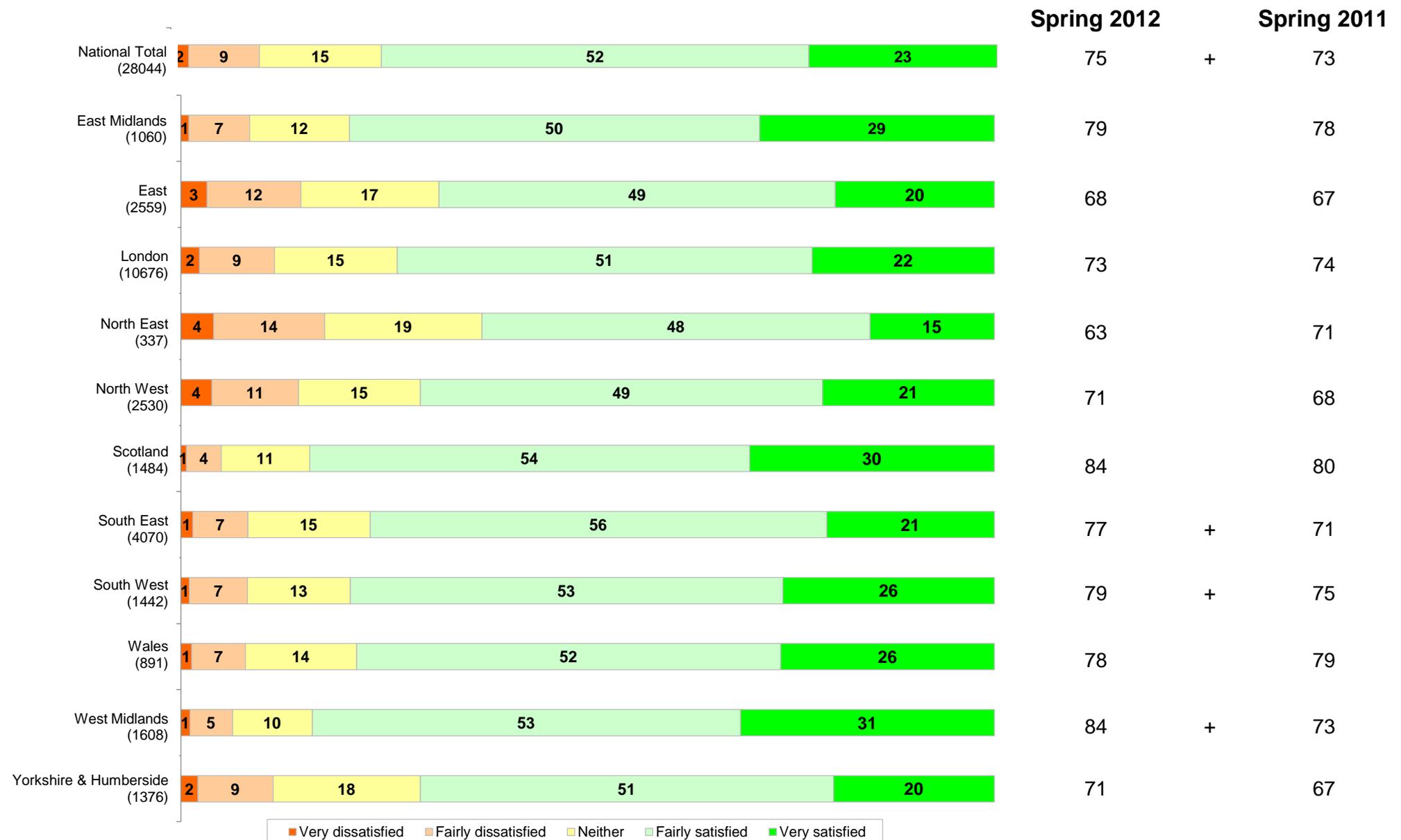
% satisfied/good

## Your personal security whilst on board the train



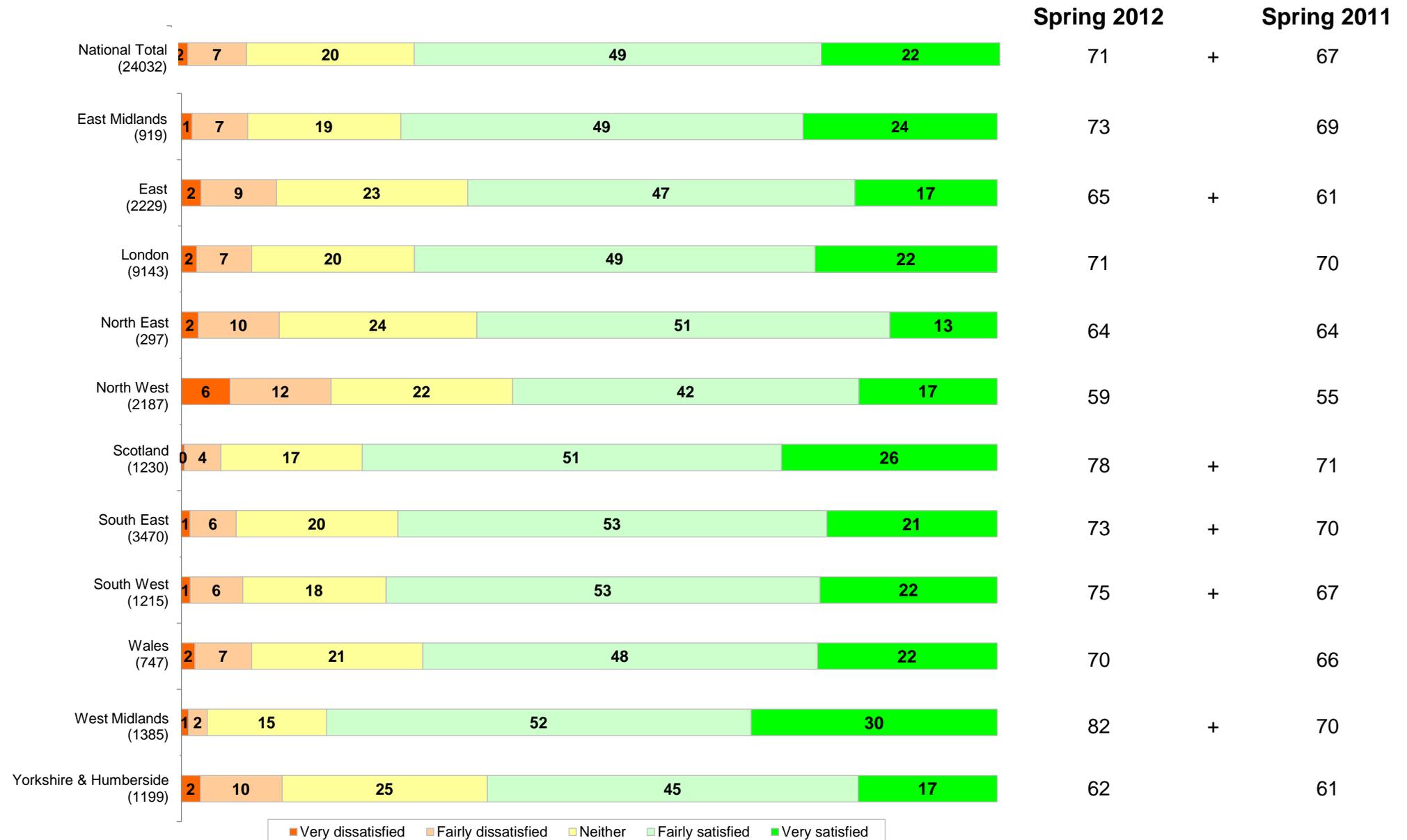
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The cleanliness of the inside of the train



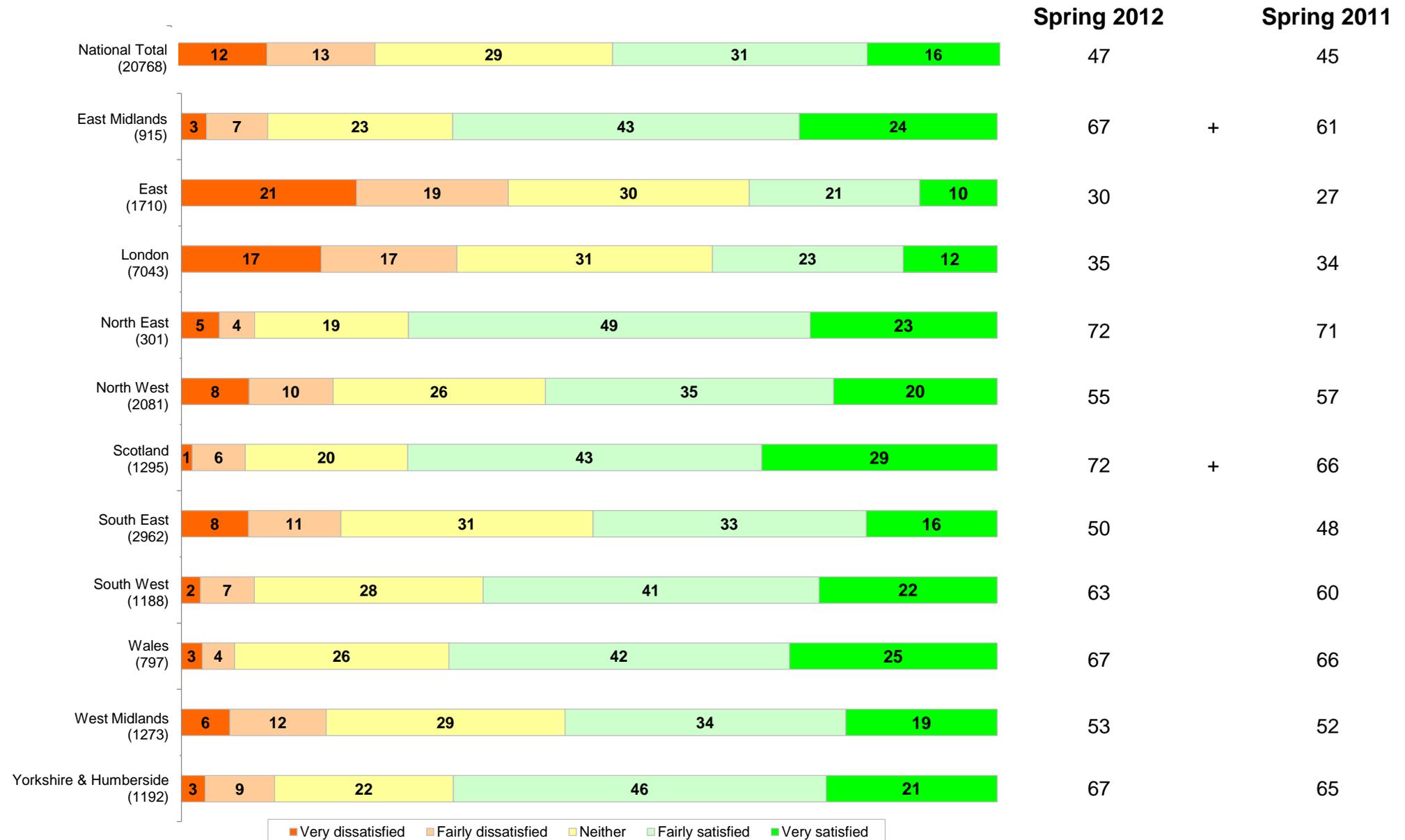
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The cleanliness of the outside of the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

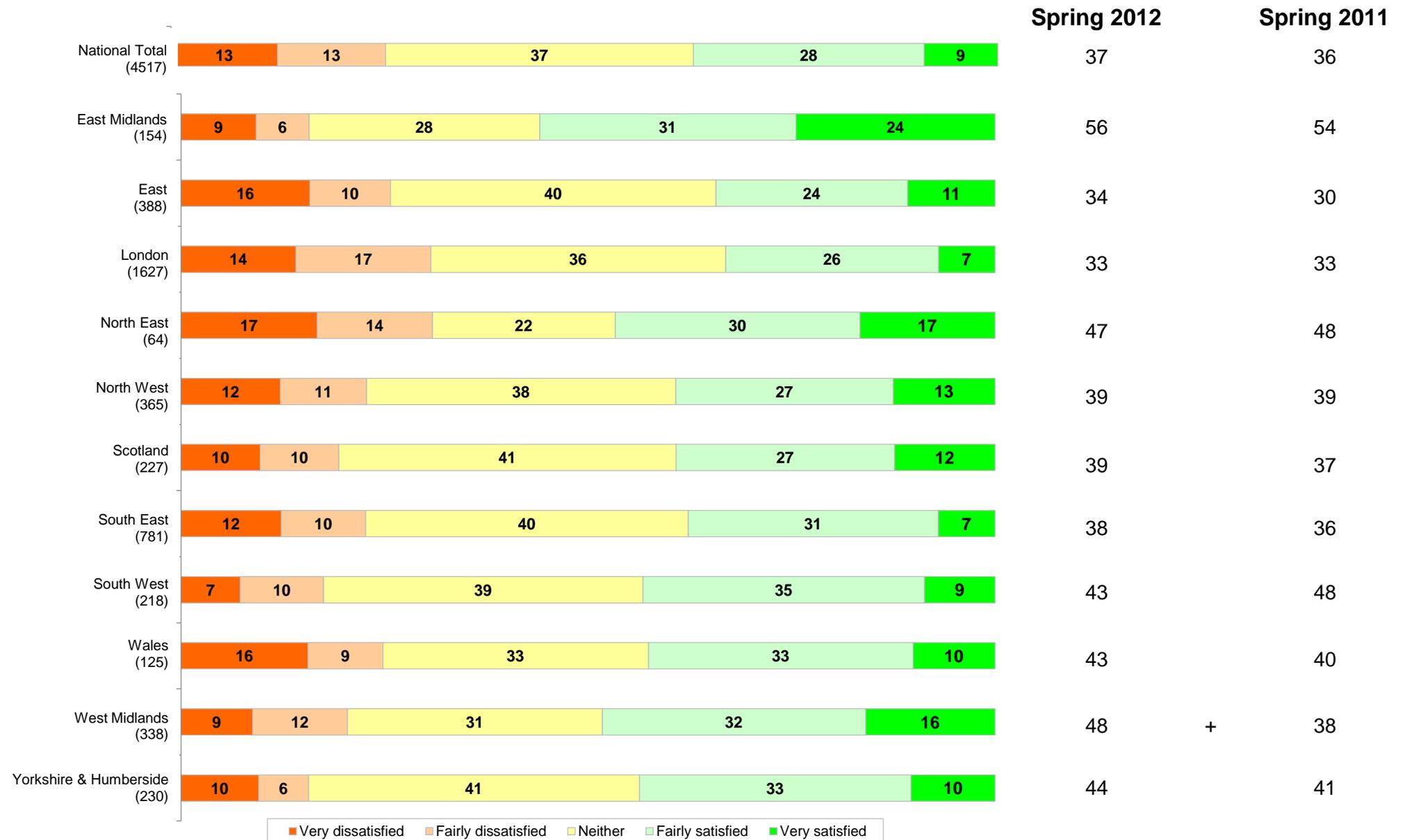
## The availability of staff on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## How well train company dealt with delays



## The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Commuting for work	41	19	47	49	13	28	31	42	28	24	29	27	88	0	0
Commuting for education	6	7	5	5	7	5	6	7	6	6	6	6	12	0	0
On company business (or own if self-employed)	15	19	16	15	21	11	14	16	15	11	18	14	0	100	0
On personal business	4	5	3	4	8	5	5	4	4	7	5	6	0	0	12
Visiting relatives or friends	14	23	12	12	22	16	15	12	21	23	18	16	0	0	37
Shopping trip	5	6	3	3	13	13	8	4	5	6	8	12	0	0	13
Travel to/from holiday	2	2	1	1	3	3	3	3	3	4	2	2	0	0	5
A day out	6	7	7	4	6	10	7	5	9	9	7	9	0	0	15
Sport	1	2	1	1	1	2	2	1	1	3	1	2	0	0	3
Other leisure trip	6	8	5	5	7	7	9	6	7	6	6	7	0	0	16
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling alone	83	79	82	87	75	75	76	84	77	73	81	77	95	90	66
Travelling with other adults 16+	14	17	15	10	22	21	20	13	19	26	15	20	4	9	27
Travelling with children aged 0-4	1	1	1	1	8	1	1	1	2	1	1	1	0	0	3
Travelling with children aged 5-10	1	1	1	1	4	1	1	1	2	1	1	1	0	0	2
Travelling with Children aged 11-15	1	2	1	1	1	1	2	1	1	1	2	1	0	0	3
Don't know/no answer	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether travelling with baggage/additional item(s)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	16	22	13	14	29	16	16	16	23	25	22	17	9	19	22
Travelling with a pushchair	1	0	1	1	4	1	1	1	1	1	1	1	0	0	2
Travelling with a folding bicycle	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0
Travelling with a non-folding bicycle	1	1	1	1	3	1	1	2	2	1	1	1	1	1	1
Travelling with a dog	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Travelling with a wheelchair	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Travelling with a carer	0	0	0	0	0	0	1	0	0	2	0	0	0	0	1
None apply	80	74	82	82	63	78	80	79	70	72	75	80	87	79	72
Don' know/no answer	1	1	2	1	1	2	1	1	2	1	1	1	1	1	2
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	16	25	17	13	22	15	14	22	25	25	18	21	13	20	19
No	84	75	83	87	78	85	86	78	75	75	82	79	87	80	81
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether on outward or return journey when handed the questionnaire

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Outward	54	64	68	50	59	56	57	56	58	51	52	60	51	55	58
Return	42	32	28	47	36	39	38	40	36	44	43	36	46	42	37
One way trip only	3	4	3	3	4	3	4	3	5	4	4	3	2	3	4
Don't know/no answer	1	1	1	1	1	1	1	1	1	1	1	1	1	0	2
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether have a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: Mobility	3	3	2	2	1	4	3	3	2	3	4	2	2	2	4
Yes: Wheelchair user	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Yes: Hearing	1	2	1	1	0	2	1	1	1	1	1	1	1	1	2
Yes: Eyesight	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1
Yes: Speech impairment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Yes: Learning difficulties	0	1	0	0	0	0	0	1	1	0	1	0	0	0	1
Other	1	0	1	1	1	1	1	1	0	1	1	1	0	1	1
No: None	90	89	90	91	92	87	90	90	90	87	90	91	93	94	86
Don't know/no answer	4	5	5	4	5	5	5	4	4	5	4	4	4	3	6
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Whether train station met needs as a passenger with a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	30	35	29	28	25	38	18	29	35	29	35	30	23	30	33
Fairly satisfied	37	40	40	36	61	35	35	40	41	24	28	49	38	42	35
Neither satisfied nor dissatisfied	18	13	20	18	0	12	30	17	12	35	20	10	20	17	17
Fairly dissatisfied	10	4	6	12	14	10	9	10	6	3	13	0	13	7	8
Very dissatisfied	6	7	5	6	0	6	9	5	5	10	4	10	7	3	6
Very satisfied/Fairly satisfied	66	75	69	64	86	73	53	68	76	53	63	79	60	73	69
Very dissatisfied/Fairly dissatisfied	16	12	11	18	14	16	18	15	11	13	17	11	20	11	15
Sample size	1322	53	108	466	9	162	75	183	62	55	87	61	362	106	854

## Whether trains met needs as a passenger with a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	28	30	30	28	36	34	19	23	30	24	33	40	22	19	33
Fairly satisfied	41	49	40	41	41	34	49	44	45	52	35	38	39	55	40
Neither satisfied nor dissatisfied	17	15	19	18	6	13	22	17	17	10	21	7	19	17	16
Fairly dissatisfied	8	6	8	7	17	14	8	11	4	2	7	9	14	4	6
Very dissatisfied	5	0	3	7	0	5	1	5	4	12	4	6	6	6	5
Very satisfied/Fairly satisfied	69	79	70	68	76	68	69	67	76	76	68	78	60	74	73
Very dissatisfied/Fairly dissatisfied	14	6	11	14	17	19	9	16	8	14	11	16	20	10	11
Sample size	1314	55	106	456	10	158	76	187	64	54	87	60	352	105	857

## Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Anytime single/return	12	17	11	7	19	19	21	14	15	25	19	19	9	20	13
Anytime day single/return	12	21	12	6	24	19	17	15	17	23	14	22	11	19	11
Off-peak/Super off-peak single/return	10	21	12	6	15	9	10	14	20	11	14	12	4	14	16
Off-peak/Super off-peak day single/return	8	10	11	4	8	7	14	13	14	6	10	9	3	10	13
Advance	6	14	4	4	21	6	6	3	14	12	9	9	2	9	9
Day Travelcard	6	2	11	7	0	1	0	9	1	0	2	1	3	12	6
Oyster pay as you go	9	0	3	19	0	0	0	1	0	0	0	0	11	7	8
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	17	7	14	21	3	12	17	15	8	12	14	10	32	3	4
Annual season ticket (including travelcard/travelcard on Oyster)	10	3	14	13	2	5	3	10	4	2	5	5	19	1	2
Special promotion ticket	0	0	0	0	1	1	2	0	0	2	1	1	0	0	1
Rail staff pass/Privilege ticket/Police concession	1	1	2	1	2	1	1	2	1	1	2	3	1	1	2
Freedom Pass	5	0	1	8	0	13	1	1	0	0	6	3	2	2	10
Other	3	2	3	2	2	6	8	2	2	5	4	4	2	1	4
Don't know/no answer	1	1	1	1	1	2	2	1	2	1	1	2	1	0	2
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
First class	2	6	2	2	7	2	3	2	4	3	3	3	1	5	2
Standard class	93	93	96	93	91	88	94	97	94	95	92	92	95	93	91
Don't know/no answer	4	1	2	5	2	10	4	2	2	3	5	5	3	2	7
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
<b>IN ADVANCE</b>															
Booked over phone	1	1	1	0	1	1	1	0	1	2	1	1	0	1	1
At the station	10	12	12	10	7	9	11	10	11	14	9	11	11	8	10
Via travel agent	1	2	1	1	3	1	1	0	0	1	2	1	0	3	0
Via the internet/a website	10	29	8	8	33	12	10	10	23	20	18	14	3	19	16
<b>ON THE DAY OF TRAVEL</b>															
At the station ticket office	22	23	30	14	19	32	27	30	28	21	29	27	14	28	30
From a ticket machine	11	11	15	10	6	3	11	21	13	5	7	8	10	17	11
On the train	5	8	3	1	19	8	17	4	7	24	5	15	4	3	7
<b>OTHER</b>															
Using season ticket	21	8	23	24	4	16	16	21	10	10	18	13	39	4	5
Stored value smartcard e.g. oyster	12	0	2	25	0	0	0	1	0	0	0	0	15	8	9
Other methods of purchase	2	1	2	3	0	4	2	1	1	0	3	3	2	2	3
Ticket was organised for me	2	3	1	2	5	2	3	1	4	2	2	2	1	6	1
Ticket sent to mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e-ticket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ticket printed off at home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/no answer	4	1	2	4	2	11	2	1	2	1	6	6	2	1	8
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Did not use a railcard	50	48	46	52	48	46	53	51	49	48	49	46	56	59	40
16-25 railcard	6	12	5	4	11	5	4	7	9	9	8	8	6	2	7
Senior railcard	9	13	12	6	15	13	8	11	15	16	11	13	2	9	18
Family & friends railcard	1	2	1	0	1	1	0	1	1	0	1	1	0	0	1
Disabled persons railcard	1	1	1	1	0	2	1	1	1	2	1	2	0	0	1
Network railcard	2	1	4	2	1	1	1	5	2	0	2	1	2	2	3
Forces railcard	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
Groupsave discount	0	0	1	0	0	0	0	1	1	1	0	0	0	0	1
Other railcard	7	4	6	8	5	7	10	5	5	6	5	7	7	4	8
Don't know/no answer	24	17	25	26	18	25	22	20	18	18	22	22	26	22	21
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	29	39	26	24	45	38	33	29	39	36	34	32	21	31	39
Fairly good	35	37	37	36	35	30	35	34	36	36	41	35	37	34	34
Neither good nor poor	22	14	22	24	12	21	22	23	15	18	16	21	25	23	17
Fairly poor	9	8	10	11	6	6	7	9	7	6	7	8	12	8	6
Very poor	5	3	5	5	2	5	3	5	3	4	3	4	6	4	4
Very good/Fairly good - Spring 2012	64	75	62	60	80	68	68	63	75	73	75	67	57	65	73
Very good/Fairly good - Spring 2011	63	71	61	57	71	70	68	64	72	71	71	70	55	64	72
Significant change	↑			↑							↑		↑		
Sample size	23238	959	2174	8522	286	2012	1253	3484	1266	793	1337	1140	10202	3351	9685

## Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	25	30	21	21	33	33	32	25	32	29	29	27	19	25	33
Fairly good	36	38	38	36	43	33	34	34	35	38	41	37	36	35	36
Neither good nor poor	26	19	26	28	14	22	23	27	22	23	20	24	28	28	22
Fairly poor	9	9	10	9	7	8	8	9	7	8	6	9	10	8	7
Very poor	5	3	5	5	3	5	3	5	5	2	3	3	6	4	3
Very good/Fairly good - Spring 2012	61	69	59	57	76	66	66	59	67	67	70	64	55	60	69
Very good/Fairly good - Spring 2011	59	62	58	55	72	65	65	60	63	68	67	65	54	57	68
Significant change	↑	↑		↑											
Sample size	21629	898	1991	7894	275	1891	1177	3260	1191	731	1244	1065	9659	3119	8851

## Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	47	56	42	42	57	57	53	46	54	55	54	53	38	51	57
Fairly good	36	33	37	39	33	31	33	35	34	34	33	32	41	35	31
Neither good nor poor	10	7	12	12	7	7	10	11	7	7	8	9	13	9	8
Fairly poor	4	2	5	4	2	3	3	6	3	2	3	3	5	3	3
Very poor	2	2	3	3	1	2	1	3	2	1	2	2	3	2	2
Very good/Fairly good - Spring 2012	83	89	80	81	90	89	86	81	89	89	88	86	79	86	88
Very good/Fairly good - Spring 2011	83	86	83	80	89	87	89	82	88	88	87	87	78	87	88
Significant change			↓												
Sample size	24686	996	2347	8883	308	2157	1346	3808	1360	831	1414	1224	10718	3509	10459

## Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very familiar	59	56	66	57	55	60	66	59	52	61	57	65	70	45	51
Fairly familiar	29	25	24	31	30	28	25	27	29	26	28	25	25	33	31
Not very familiar	7	7	5	7	8	7	5	8	11	6	10	5	4	12	10
Not at all familiar	5	12	5	4	7	4	5	6	8	7	6	5	1	11	7
Don't know	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Very familiar/Fairly familiar - Spring 2012	88	80	90	89	85	89	90	86	81	86	85	90	95	78	83
Very familiar/Fairly familiar - Spring 2011	88	85	92	88	87	89	90	85	82	85	84	87	95	77	82
Significant change		↓										↑			
Sample size	28496	1081	2615	10843	339	2562	1509	4133	1463	901	1645	1394	12107	4046	12343

## Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: asked for help	8	9	7	7	10	8	10	9	10	9	9	4	5	11	10
Yes: asked for information	7	10	7	6	9	7	8	8	10	8	8	5	5	9	10
Couldn't find anyone to ask	3	2	3	3	3	3	4	3	3	5	3	6	3	3	3
No/didn't need help/information	81	78	82	83	76	80	77	78	75	77	79	82	87	77	75
Don't know/no answer	2	2	2	2	3	3	2	2	3	3	2	3	1	2	3
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
3 or more times a week	38	18	43	43	13	32	36	37	24	24	29	26	73	6	8
Once or twice a week	14	10	13	15	13	15	14	15	12	13	12	15	14	15	14
1 or 2 times a month	14	19	15	12	18	16	13	15	17	16	17	18	6	23	21
Once every 2-3 months	11	16	10	9	21	13	13	11	16	16	14	15	2	17	20
Once every 6 months	5	8	4	4	7	6	5	5	6	7	5	6	1	7	8
Less often	8	11	7	7	16	9	9	8	11	10	10	9	2	13	13
Never/First time today	9	17	7	8	11	9	10	9	14	13	12	9	2	18	14
Don't know/no answer	1	1	1	2	1	1	1	1	1	1	1	1	1	1	1
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Length of time using this route on a regular basis (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Under 1 year	27	32	22	28	32	23	22	31	28	22	29	22	30	25	21
1-4 years	34	41	31	35	34	33	34	31	43	38	39	37	37	32	29
5-9 years	16	13	19	15	16	15	17	17	12	14	14	16	16	16	14
10 years or more	22	14	27	21	19	28	26	20	16	25	17	23	16	26	34
Don't know/no answer	1	0	1	1	0	1	1	1	1	0	1	1	1	1	2
Sample size	17541	566	1732	6974	167	1541	821	2671	769	496	967	825	11158	1723	4660

## Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
I always get a seat	43	51	47	37	57	50	56	46	48	50	45	47	39	48	51
I usually get a seat	35	34	32	37	30	33	30	35	36	36	36	34	35	37	33
There are seats available but I prefer to stand	1	3	1	1	1	1	1	1	1	0	2	2	1	1	1
I usually stand but there is space for standing	6	4	6	8	4	4	3	4	3	4	5	6	8	5	3
I usually stand and it is crowded	6	1	5	8	1	4	4	5	3	2	3	4	8	4	2
I usually stand and it is very crowded	7	6	9	8	7	6	5	7	7	7	8	7	8	5	7
It varies	1	1	1	1	0	1	1	2	1	1	1	1	1	1	1
Don't know/no answer															
Sample size	17541	566	1732	6974	167	1541	821	2671	769	496	967	825	11158	1723	4660

## Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
<b>Spring 2012</b>															
No delay	81	86	81	80	79	85	84	78	82	84	78	82	77	83	85
Yes: Minor delays	15	11	16	15	14	13	13	18	14	11	20	16	19	14	12
Yes: Serious delays	2	2	2	3	5	1	2	3	3	3	2	2	3	2	2
Don't know/no answer	2	1	2	2	1	1	1	1	1	1	1	1	2	1	2
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526
<b>Spring 2011</b>															
Yes: Minor delays	15	15	15	14	17	10	14	17	20	13	19	14	18	13	12
Yes: Serious delays	2	2	3	2	5	1	2	2	4	2	3	2	2	2	2

## Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The train was late departing at the beginning of my journey	61	66	62	60	46	67	42	60	58	58	73	70	61	64	59
The train was late arriving at the destination	46	42	46	46	59	43	48	48	45	51	42	42	50	41	39
The train I had planned to catch was cancelled	10	10	7	13	2	7	11	8	7	9	6	2	10	11	9
Could not get on train as it was overcrowded	2	2	1	4	0	2	1	1	2	4	2	0	3	2	1
Took longer than expected to buy train ticket	1	2	2	1	0	1	2	1	0	3	0	2	1	0	1
Train I took to this station was late and I missed my connection	3	6	3	3	5	1	2	5	4	8	2	4	3	2	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	0	1	1	0	0	2	1	2	2	0	0	1	1	1
Lack of/poor information caused a delay to my journey	3	3	3	3	0	1	7	1	2	5	3	0	3	2	3
Other	13	14	8	12	15	11	22	13	15	22	11	12	10	12	18
Don't know/no answer	1	0	2	1	0	1	3	0	3	0	1	4	1	1	1
Sample size	5011	176	430	1799	69	416	248	868	240	138	367	260	2541	642	1828

## How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very well	9	24	11	7	17	13	12	7	9	10	16	10	5	7	17
Fairly well	28	31	24	26	30	27	27	31	35	33	32	33	25	28	34
Neither well nor poorly	37	28	40	36	22	38	41	40	39	33	31	41	39	43	32
Fairly poorly	13	6	10	17	14	11	10	10	10	9	12	6	14	12	11
Very poorly	13	9	16	14	17	12	10	12	7	16	9	10	17	10	7
Very well/Fairly well - Spring 2012	37	56	34	33	47	39	39	38	43	43	48	44	30	35	50
Very well/Fairly well - Spring 2011	36	54	30	33	48	39	37	36	48	40	38	41	27	34	52
Significant change											↑				
Sample size	4517	154	388	1627	64	365	227	781	218	125	338	230	2315	573	1629

## Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
5 mins or less	43	38	46	43	24	43	46	46	25	24	43	42	45	41	38
6-10 mins	23	23	22	23	15	28	17	23	31	22	25	31	24	22	23
11-20 mins	15	21	14	15	30	15	14	14	21	25	15	17	13	19	17
21-30 mins	8	5	7	8	7	7	8	9	9	11	9	3	7	7	9
31-60 mins	4	9	3	5	12	3	7	3	9	9	3	4	4	4	6
More than 1 hour	2	3	1	1	13	1	1	2	2	4	4	1	1	2	2
Don't know/no answer	5	0	7	6	0	3	7	4	3	6	2	3	5	5	4
Mean (minutes) - Spring 2012	13	17	11	12	23	11	13	11	15	21	17	11	11	13	15
Mean (minutes) - Spring 2011	13	14	14	13	21	13	11	11	16	17	15	12	12	14	14
Significant change															
Sample size	5011	176	430	1799	69	416	248	868	240	138	367	260	2541	642	1828

## Rating train company in relation to aspect of the delay % satisfaction

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	44	59	43	40	52	43	48	49	57	50	52	50	39	48	53
The accuracy of the information given about the delay	47	56	44	43	49	49	43	51	58	52	58	56	42	49	57
The usefulness of the information	44	56	44	40	42	48	41	47	56	47	57	50	37	52	54
The speed with which the information was provided	47	57	46	43	48	48	43	53	58	51	55	53	41	51	57
Time taken to resolve the problem	35	44	26	31	32	44	39	40	36	31	46	37	30	40	44
The availability of alternative transport if train service could	23	32	17	20	19	34	18	28	33	29	24	22	19	30	33

## Rating train company in relation to aspect of the delay % dissatisfaction

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	35	21	33	39	33	34	34	30	26	32	30	30	40	31	26
The accuracy of the information given about the delay	32	22	33	36	33	28	33	29	21	32	25	28	37	31	24
The usefulness of the information	29	18	30	32	29	30	27	26	15	28	22	26	33	25	22
The speed with which the information was provided	32	20	28	37	39	32	32	25	22	36	31	31	37	26	26
Time taken to resolve the problem	33	24	34	38	36	30	27	31	27	38	24	24	38	28	26
The availability of alternative transport if train service could	48	34	54	52	67	42	51	40	37	35	42	54	53	38	38

## Whether made a compensation claim following a delayed journey or complained about the train companies' service

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No	86	89	79	85	88	91	88	85	89	89	87	88	81	88	90
Claimed for compensation on a weekly season ticket	1	1	2	1	0	1	2	1	0	1	1	1	2	1	0
Claimed for compensation on a monthly or longer season ticket	4	1	8	4	1	0	1	4	1	1	3	1	7	1	1
Claimed for compensation on one single/return journey	5	5	7	4	9	4	4	5	4	5	6	7	5	6	4
Complained but did not claim for compensation	2	1	3	2	1	2	3	3	2	2	2	2	3	2	1
Complained and claimed for compensation	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Don't know/no answer	2	1	2	3	2	2	2	2	2	3	2	1	2	2	3
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	17	20	16	16	24	26	19	14	24	25	21	24	14	18	27
Fairly satisfied	28	30	35	30	32	25	23	21	24	26	24	24	28	31	27
Neither satisfied nor dissatisfied	11	9	13	11	3	6	10	14	10	11	9	10	13	10	8
Fairly dissatisfied	19	11	17	19	19	16	22	22	22	26	17	20	21	18	15
Very dissatisfied	24	30	19	23	21	26	26	29	21	13	30	21	25	22	23
Very satisfied/Fairly satisfied - Spring 2012	45	50	51	46	56	52	42	34	47	51	44	49	42	49	54
Very satisfied/Fairly satisfied - Spring 2011	43	55	48	39	63	50	46	41	48	47	48	43	39	46	53
Significant change				↑											
Sample size	3399	113	433	1367	41	241	163	492	118	89	182	158	2094	461	844

## Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Insufficient compensation	38	17	51	43	43	30	19	33	36	51	35	27	41	38	29
Inappropriate form of compensation	14	5	19	15	19	10	15	11	12	12	17	12	15	14	11
Time taken to respond	33	16	33	33	40	29	22	39	25	40	32	28	32	38	32
Poor explanation given	46	36	40	47	52	44	67	46	43	46	44	46	45	54	47
Has not yet received a response	22	28	15	20	17	28	15	29	19	11	26	28	22	11	27
Other reasons	25	41	34	21	37	21	22	29	27	14	21	28	26	24	21
Don't know/no answer	1	0	1	1	0	0	0	1	0	0	0	1	1	0	0
Sample size	1425	43	153	563	17	102	73	244	51	34	80	65	931	184	310

## Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
16-25	12	20	11	10	16	12	11	14	14	17	17	15	16	4	11
26-34	16	13	13	19	15	13	14	15	12	14	13	11	20	14	12
35-44	18	17	18	20	14	12	15	20	17	13	15	16	22	20	13
45-54	22	18	25	21	17	19	26	21	23	20	20	21	23	30	16
55-59	10	10	10	9	11	11	12	10	9	10	9	9	9	12	9
60-64	9	8	10	8	10	11	9	9	11	10	11	10	5	10	13
65+	11	12	11	9	15	21	10	10	13	14	13	16	3	7	24
No answer	2	2	2	3	1	2	2	2	2	2	2	1	2	2	3
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Male	44	45	48	44	42	43	39	49	45	42	41	43	46	58	37
Female	53	53	50	54	57	55	58	49	53	55	57	54	52	39	60
No answer	3	3	3	3	1	2	3	2	2	3	2	2	2	3	3
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Working full time	59	52	60	65	50	46	54	61	53	48	52	49	73	80	34
Working part time	14	15	17	14	14	13	16	15	17	13	13	15	13	14	16
Not working	4	6	4	3	6	6	5	3	4	7	5	4	1	1	9
Retired	13	14	12	9	18	27	14	11	15	19	17	21	1	3	32
Full time student	7	12	5	6	10	7	7	8	9	11	10	9	10	1	6
No answer	2	2	2	3	2	2	3	3	2	3	2	2	2	2	3
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Professional/senior managerial	39	39	40	43	38	29	35	42	37	28	33	32	42	62	27
Middle managerial	15	13	16	17	12	12	17	14	13	15	12	14	19	17	10
Junior managerial/clerical/supervisory	11	9	13	11	9	12	12	11	13	11	13	11	15	6	8
Skilled manual (with professional qualifications/served an apprenticeship)	7	8	7	7	6	7	7	7	7	8	8	8	8	3	7
Unskilled manual (no qualifications/not served an apprenticeship)	2	2	3	2	3	3	3	2	3	5	3	3	2	1	3
Full time student	3	4	1	3	4	2	3	2	4	4	4	3	3	0	3
Retired	12	13	11	8	18	24	14	11	13	17	16	20	2	3	28
Unemployed/between jobs	1	1	1	1	3	3	1	1	2	3	2	1	1	1	3
Housewife/house-husband	1	1	1	0	1	1	1	1	1	1	1	1	0	0	1
Other	5	6	4	5	5	4	4	5	5	6	6	4	4	5	6
Don't know/no answer	3	3	3	3	1	3	3	3	3	4	3	3	3	2	4
Sample size	28832	1094	2639	10949	347	2600	1521	4179	1487	914	1677	1413	12220	4086	12526

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
Greater Anglia*	106689	60	17	23	89	11	29	16	26	28
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

## Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	1189	38	12	51	91	9	31	27	21	21
c2c	1114	71	6	23	93	7	35	23	22	20
Chiltern Railways	1192	41	21	38	92	8	53	6	18	24
CrossCountry	1191	32	18	50	80	20	14	30	29	27
East Coast	1225	19	25	56	83	17	47	6	17	30
East Midlands Trains	1219	34	20	46	85	15	31	27	20	22
First Capital Connect	2000	55	13	32	92	8	26	18	33	23
First Great Western	3044	34	16	50	80	20	32	23	22	24
First TransPennine Express	1175	38	16	45	87	13	16	33	26	25
Greater Anglia*	2454	45	13	43	86	14	34	11	29	27
London Midland	1192	47	11	42	88	12	25	23	20	32
London Overground	1202	60	5	34	88	12	30	21	21	27
Merseyrail	635	39	4	58	94	6	24	35	22	20
Northern Rail	1264	48	9	43	87	13	31	23	25	21
ScotRail	1230	40	13	47	80	20	25	16	35	24
South West Trains	2334	42	10	48	82	18	31	14	19	35
Southeastern	1722	51	10	40	87	13	17	29	29	25
Southern	2338	43	14	43	88	12	31	21	22	27
Virgin Trains	1112	23	37	41	88	12	37	4	34	25

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

## 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		
Southeastern		
Southern		
South West Trains		

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



## The following reports are 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.



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