National Rail Passenger Survey
Autumn 2015 Main Report

transport**focus**

Transport Focus is the independent transport user watchdog

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

Passenger Focus became Transport Focus on 30 March 2015. It continues to represent train passengers in Britain and bus, coach and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

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

What is Transport Focus doing for me?

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

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

- We focus on a number of key issues, including:
  - disruption
  - fares and tickets
  - quality and level of services
  - investment.

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

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Contents

Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 33 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 1 September and 12 November 2015. Top-up shifts were done within the last three weeks of the fieldwork period.

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

More analysis for each train company can be found in 'at-a-glance' guides which are available for each train company and for Great Britain on the Transport Focus website. Other NRPS analysis is also available and readily accessible. Detailed analysis for the last six waves is available through our on-line system Reportal and summary data (including 10 waves of trend data) is available through our open data tool which can be accessed via the following link: http://www.transportfocus.org.uk/our-open-data.

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

Issues affecting the Autumn 2015 survey

Autumn 2015 (wave 33) main fieldwork was undertaken between 1 September and 12 November 2015. Top-up interviews were done within the last three weeks of the fieldwork period.

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

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

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

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

Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2014 or Spring 2015. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2015 survey the main comparison is against the Autumn 2014 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

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

The overall sample size for the Autumn 2015 survey was 28,072 for all the train companies combined (25,762 for the franchised companies).

Contacts

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Key results

Autumn 2015 wave

- Nationally the percentage of passengers satisfied with their journey overall was 83 per cent. This is significantly up (+2 per cent) compared to Autumn 2014 (when 81 per cent of passengers were satisfied). 80 per cent of passengers were satisfied overall with their journey in Spring 2015.

- Overall satisfaction by TOC varied between 73 per cent and 97 per cent.

- Overall satisfaction by individual routes within TOCs varied between 66 per cent and 97 per cent.

- At a national level, the proportion of passengers satisfied with punctuality/reliability was 78 per cent. This was not significantly different compared to Autumn 2014 when 77 per cent of passengers were satisfied.

- Nationally the percentage of passengers satisfied with all train and station factors improved for 20 service areas, declined for none and the rest were unchanged. The biggest improvement in satisfaction was +3 per cent for six factors, including overall satisfaction with the train.

- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 48 per cent. This was +2 per cent compared to Autumn 2014 when 46 per cent were satisfied. 65 per cent of passengers were satisfied with sufficient room for all

passengers to sit/stand, which was not significantly different to Autumn 2014 (when 64 per cent were satisfied).

- For London and the South East operators 82 per cent of passengers were very or fairly satisfied overall. This is significantly up compared to Autumn 2014 (when 80 per cent were satisfied). The percentage of passengers satisfied with all train and station factors improved for 17 service areas, declined for none and the rest were unchanged. The biggest improvement in satisfaction was +3 per cent for six factors, including overall satisfaction with the train. Satisfaction with punctuality/reliability was unchanged with 75 per cent satisfied.

- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 87 per cent. This was not significantly different compared to Autumn 2014 (when 86 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for eight service areas and declined for none. The biggest improvement in satisfaction was with how requests to station staff were handled (+4 per cent). Satisfaction for five other factors improved by +3 per cent.

- For regional operators 88 per cent of passengers were very or fairly satisfied with their journey overall, this was significantly up compared to Autumn 2014 when 84 per cent were satisfied. Passenger satisfaction for the various station and train factors improved for 11 service areas and declined for none. The biggest improvements in satisfaction were with provision of information during the journey and comfort of the seating area (both +5 per cent).

- Comparing the percentage of passengers satisfied overall for individual train operating companies with Autumn 2014, two significantly declined (Gatwick Express and East Midlands Trains) and five significantly improved (TfL Rail, First Hull Trains, Northern Rail, CrossCountry and Great Western Railway). All other TOCs had no statistically significant change in their overall satisfaction results compared with Autumn 2014.

- The highest ratings for overall satisfaction were achieved by First Hull Trains (97 per cent), Heathrow Express (95 per cent), Grand Central (93 per cent), Merseyrail (93 per cent), Chiltern Railways (91 per cent) and Virgin Trains (91 per cent).

- The lowest ratings for overall satisfaction were given to Thameslink (73 per cent), Southeastern (75 per cent), Southern (78 per cent), Gatwick Express (80 per cent), Abellio Greater Anglia (81 per cent) and South West Trains (81 per cent).

- Satisfaction with value for money by individual routes within TOCs varied between 33 per cent and 78 per cent.

- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 48 per cent and 98 per cent.

- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 46 per cent and 92 per cent.

Please see page 5 for an explanation about significant changes and rounding of data

National total

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 25762	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		2	⬆	3	⬆	25266	83	10	7
STATION FACILITIES									
Overall satisfaction with the station		2	⬆	2	⬆	25128	81	13	6
Ticket buying facilities		1	⊜	1	⊜	12851	75	13	11
Provision of information about train times/platforms		1	⬆	2	⬆	24159	83	11	7
The upkeep/repair of the station buildings/platforms		1	⬆	2	⬆	24148	73	17	10
Cleanliness		2	⬆	2	⬆	24327	78	15	7
The facilities and services		-1	⊜	-1	⊜	20720	56	21	23
The attitudes and helpfulness of the staff		3	⬆	1	⬆	18527	76	18	6
Connections with other forms of public transport		0	⊜	1	⊜	17788	76	15	10
Facilities for car parking		0	⊜	1	⊜	8928	50	18	32
Overall environment		2	⬆	3	⬆	24224	72	19	8
Your personal security whilst using the station		2	⬆	2	⬆	21939	73	23	4
The availability of staff		3	⬆	2	⬆	21051	66	20	14
The provision of shelter facilities		2	⬆	5	⬆	19953	71	16	13
Availability of seating		2	⬆	0	⊜	22856	48	20	32
How request to station staff was handled		2	⊜	0	⊜	4047	87	5	7
The choice of shops/eating/drinking facilities available		0	⊜	1	⊜	20318	49	22	29
TRAIN FACILITIES									
Overall satisfaction with the train		3	⬆	4	⬆	25278	81	12	7
The frequency of the trains on that route		1	⊜	2	⬆	24756	77	9	14
Punctuality/reliability (i.e. the train arriving/departing on time)		1	⊜	2	⬆	24937	78	8	14
The length of time the journey was scheduled to take (speed)		1	⊜	1	⬆	24735	83	9	7
Connections with other train services		1	⊜	2	⬆	14825	76	16	8
The value for money of the price of your ticket		2	⬆	3	⬆	23522	48	22	31
Upkeep and repair of the train		3	⬆	2	⬆	24236	75	15	10
The provision of information during the journey		3	⬆	2	⬆	22759	72	19	10
The helpfulness and attitude of staff on train		2	⬆	1	⊜	14723	65	26	9
The space for luggage		2	⬆	0	⊜	19721	53	23	25
The toilet facilities		1	⊜	0	⊜	10849	37	23	40
Sufficient room for all passengers to sit/stand		1	⊜	-1	⊜	24370	65	15	21
The comfort of the seating area		2	⬆	1	⊜	24314	72	17	12
The ease of being able to get on and off		1	⊜	0	⊜	24703	79	14	7
Your personal security on board		2	⬆	1	⊜	23258	79	18	4
The cleanliness of the inside		2	⬆	2	⬆	25046	77	14	9
The cleanliness of the outside		3	⬆	4	⬆	21284	76	18	6
The availability of staff		1	⊜	-1	⊜	18459	44	29	26
How well train company deals with delays		1	⊜	5	⬆	4840	39	38	23

*National total excludes non-franchised train operating companies

London and South East

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 16610	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		2	⬆	3	⬆	16292	82	11	7
STATION FACILITIES									
Overall satisfaction with the station		1	⬆	2	⬆	16202	79	14	6
Ticket buying facilities		1	⊜	1	⊜	8800	73	14	12
Provision of information about train times/platforms		1	⬆	2	⬆	15613	81	11	8
The upkeep/repair of the station buildings/platforms		1	⊜	3	⬆	15568	71	18	11
Cleanliness		2	⬆	3	⬆	15714	76	16	8
The facilities and services		-1	⊜	-1	⊜	13232	54	22	24
The attitudes and helpfulness of the staff		2	⬆	1	⊜	12074	74	19	7
Connections with other forms of public transport		0	⊜	1	⊜	11980	76	14	10
Facilities for car parking		1	⊜	2	⊜	5533	47	18	34
Overall environment		2	⬆	3	⬆	15636	70	21	9
Your personal security whilst using the station		2	⬆	3	⬆	14249	72	24	4
The availability of staff		3	⬆	2	⬆	13741	63	22	15
The provision of shelter facilities		1	⊜	5	⬆	12837	68	18	14
Availability of seating		2	⬆	0	⊜	14634	45	20	35
How request to station staff was handled		2	⊜	0	⊜	2408	85	6	8
The choice of shops/eating/drinking facilities available		0	⊜	1	⊜	12995	48	22	30
TRAIN FACILITIES									
Overall satisfaction with the train		3	⬆	4	⬆	16310	80	13	7
The frequency of the trains on that route		1	⊜	2	⬆	16074	75	9	15
Punctuality/reliability (i.e. the train arriving/departing on time)		0	⊜	3	⬆	16093	75	9	16
The length of time the journey was scheduled to take (speed)		1	⊜	1	⬆	15951	82	10	8
Connections with other train services		1	⊜	3	⬆	9626	75	16	8
The value for money of the price of your ticket		2	⬆	3	⬆	15060	43	23	34
Upkeep and repair of the train		3	⬆	2	⬆	15672	75	15	10
The provision of information during the journey		3	⬆	2	⬆	14585	71	19	10
The helpfulness and attitude of staff on train		2	⊜	0	⊜	7868	56	32	12
The space for luggage		2	⬆	1	⊜	12449	50	24	26
The toilet facilities		1	⊜	0	⊜	6354	33	23	44
Sufficient room for all passengers to sit/stand		0	⊜	-1	⊜	15735	62	15	23
The comfort of the seating area		2	⬆	1	⊜	15686	70	18	12
The ease of being able to get on and off		0	⊜	-1	⊜	15959	77	15	8
Your personal security on board		1	⬆	1	⊜	14954	77	20	4
The cleanliness of the inside		3	⬆	3	⬆	16168	76	15	9
The cleanliness of the outside		3	⬆	4	⬆	13883	76	18	6
The availability of staff		0	⊜	-1	⊜	10827	35	32	33
How well train company deals with delays		1	⊜	5	⬆	3089	35	39	25

*London and South East total excludes non-franchised train operating companies

Long-distance

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 5410	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		1	⊜	-1	⊜	5328	87	7	6
STATION FACILITIES									
Overall satisfaction with the station		2	⬆	2	⊜	5303	86	11	4
Ticket buying facilities		-2	⊜	-2	⊜	1957	83	10	7
Provision of information about train times/platforms		1	⊜	0	⊜	5155	88	7	5
The upkeep/repair of the station buildings/platforms		2	⊜	1	⊜	5151	79	14	7
Cleanliness		2	⬆	1	⊜	5182	83	12	5
The facilities and services		-2	⊜	-1	⊜	4613	70	17	13
The attitudes and helpfulness of the staff		3	⬆	2	⊜	3780	83	14	4
Connections with other forms of public transport		1	⊜	0	⊜	3426	78	13	9
Facilities for car parking		-3	⊜	-1	⊜	1636	58	18	24
Overall environment		3	⬆	3	⬆	5169	79	14	7
Your personal security whilst using the station		3	⬆	1	⊜	4615	80	19	2
The availability of staff		3	⬆	2	⊜	4344	73	19	9
The provision of shelter facilities		2	⊜	5	⬆	4057	78	14	7
Availability of seating		2	⊜	0	⊜	4892	55	18	27
How request to station staff was handled		4	⬆	1	⊜	1092	93	3	3
The choice of shops/eating/drinking facilities available		-1	⊜	0	⊜	4553	61	22	17
TRAIN FACILITIES									
Overall satisfaction with the train		0	⊜	-1	⊜	5321	85	10	5
The frequency of the trains on that route		-1	⊜	-1	⊜	5138	84	8	8
Punctuality/reliability (i.e. the train arriving/departing on time)		2	⊜	-1	⊜	5262	84	5	11
The length of time the journey was scheduled to take (speed)		0	⊜	0	⊜	5245	88	7	5
Connections with other train services		1	⊜	-1	⊜	3019	80	13	7
The value for money of the price of your ticket		0	⊜	0	⊜	5107	58	18	24
Upkeep and repair of the train		1	⊜	-1	⊜	5114	82	12	6
The provision of information during the journey		1	⊜	-1	⊜	4895	78	16	7
The helpfulness and attitude of staff on train		0	⊜	-1	⊜	3964	81	16	3
The space for luggage		0	⊜	-4	⬇	4417	57	18	25
The toilet facilities		0	⊜	-2	⊜	2815	52	21	27
Sufficient room for all passengers to sit/stand		0	⊜	-3	⬇	5149	71	13	17
The comfort of the seating area		-1	⊜	-3	⬇	5129	76	15	9
The ease of being able to get on and off		3	⬆	-1	⊜	5205	83	11	5
Your personal security on board		1	⊜	-1	⊜	4919	86	12	2
The cleanliness of the inside		1	⊜	-1	⊜	5282	83	11	6
The cleanliness of the outside		1	⊜	0	⊜	4322	79	16	5
The availability of staff		-2	⊜	-3	⬇	4439	65	24	11
How well train company deals with delays		-1	⊜	-4	⊜	1258	55	31	14

*Long-distance total excludes non-franchised train operating companies

Regional

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 3742	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		4	⬆	3	⬆	3646	88	8	5
STATION FACILITIES									
Overall satisfaction with the station		3	⬆	3	⬆	3623	85	11	4
Ticket buying facilities		1	⊜	0	⊜	2094	82	9	8
Provision of information about train times/platforms		3	⬆	1	⊜	3391	87	8	4
The upkeep/repair of the station buildings/platforms		2	⊜	1	⊜	3429	80	13	7
Cleanliness		2	⊜	0	⊜	3431	83	12	6
The facilities and services		2	⊜	0	⊜	2875	58	18	23
The attitudes and helpfulness of the staff		4	⬆	2	⊜	2673	83	13	4
Connections with other forms of public transport		2	⊜	3	⊜	2382	73	16	11
Facilities for car parking		-1	⊜	-1	⊜	1759	54	16	29
Overall environment		2	⊜	1	⊜	3419	78	16	6
Your personal security whilst using the station		1	⊜	2	⊜	3075	76	20	4
The availability of staff		3	⊜	2	⊜	2966	72	15	12
The provision of shelter facilities		3	⊜	5	⬆	3059	79	13	8
Availability of seating		2	⊜	-1	⊜	3330	61	18	20
How request to station staff was handled		1	⊜	-2	⊜	547	90	3	5
The choice of shops/eating/drinking facilities available		3	⊜	1	⊜	2770	49	19	31
TRAIN FACILITIES									
Overall satisfaction with the train		4	⬆	3	⬆	3647	83	11	6
The frequency of the trains on that route		1	⊜	0	⊜	3544	79	8	13
Punctuality/reliability (i.e. the train arriving/departing on time)		4	⬆	2	⊜	3582	85	6	9
The length of time the journey was scheduled to take (speed)		2	⊜	1	⊜	3539	88	8	5
Connections with other train services		0	⊜	-1	⊜	2180	78	15	7
The value for money of the price of your ticket		2	⊜	3	⊜	3355	61	18	21
Upkeep and repair of the train		3	⊜	4	⬆	3450	73	14	12
The provision of information during the journey		5	⬆	4	⬆	3279	74	18	8
The helpfulness and attitude of staff on train		4	⬆	4	⬆	2891	82	16	3
The space for luggage		4	⬆	2	⊜	2855	64	18	18
The toilet facilities		4	⊜	1	⊜	1680	47	19	33
Sufficient room for all passengers to sit/stand		2	⊜	1	⊜	3486	74	11	15
The comfort of the seating area		5	⬆	2	⊜	3499	75	13	12
The ease of being able to get on and off		1	⊜	0	⊜	3539	83	10	6
Your personal security on board		3	⬆	1	⊜	3385	84	14	3
The cleanliness of the inside		3	⬆	4	⬆	3596	77	13	10
The cleanliness of the outside		3	⊜	7	⬆	3079	76	18	6
The availability of staff		3	⊜	2	⊜	3193	67	22	11
How well train company deals with delays		6	⊜	6	⊜	493	46	34	20

*Regional total excludes non-franchised train operating companies

Individual train company results

Overall satisfaction

Improved ⬆
Unchanged ⊜
Declined ⬇

% of passengers satisfied/good by sector:

London and South East: 82%
Long-distance: 87%
Regional: 88%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia⁺	2	⊜	6	⬆	1554	81	11	8
Arriva Trains Wales	-1	⊜	-6	⬇	1055	82	12	6
c2c	0	⊜	3	⬆	1065	89	6	4
Chiltern Railways	0	⊜	1	⊜	1062	91	7	2
Cross Country	4	⬆	1	⊜	1017	87	7	6
East Midlands Trains	-4	⬇	-5	⬇	1048	84	9	7
First Hull Trains	8	⬆	1	⊜	544	97	2	1
First TransPennine Express	2	⊜	-2	⊜	1002	83	8	9
Gatwick Express*	-8	⬇	-6	⬇	492	80	14	6
Grand Central	-2	⊜	-1	⊜	592	93	5	2
Great Northern*	3	⊜	4	⊜	551	84	10	6
Great Western Railway	3	⬆	3	⬆	2832	84	10	6
Heathrow Connect	4	⊜	1	⊜	539	89	8	3
Heathrow Express	1	⊜	1	⊜	511	95	3	1
London Midland	3	⊜	2	⊜	1101	86	8	7
London Overground⁺	0	⊜	1	⊜	1283	88	8	3
Merseyrail	3	⊜	2	⊜	473	93	5	2
Northern Rail	6	⬆	5	⬆	1075	84	9	7
ScotRail	2	⊜	3	⊜	1043	90	6	4
South West Trains	2	⊜	1	⊜	1922	81	13	6
Southeastern	2	⊜	0	⊜	1548	75	14	11
Southern*⁺	0	⊜	5	⬆	1509	78	12	10
TfL Rail**	9	⬆	8	⊜	313	85	10	5
Thameslink*	0	⊜	3	⊜	1060	73	15	12
Virgin Trains	1	⊜	2	⊜	1207	91	6	3
Virgin Trains East Coast	-1	⊜	-5	⬇	1054	89	6	5

*From Autumn 2015 part of the Govia Thameslink Railway franchise. ⁺Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

The value for money of the price of your ticket

Improved ⬆
Unchanged ⬌
Declined ⬇

% of passengers satisfied/good by sector:
London and South East: 43%
Long-distance: 58%
Regional: 61%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia+	5	⬆	8	⬆	1497	42	21	37
Arriva Trains Wales	4	⬌	2	⬌	986	59	17	24
c2c	0	⬌	2	⬌	997	47	25	28
Chiltern Railways	4	⬌	6	⬆	1002	52	23	25
Cross Country	5	⬌	2	⬌	971	58	20	23
East Midlands Trains	-1	⬌	0	⬌	1001	51	19	30
First Hull Trains	6	⬌	13	⬆	526	69	13	18
First TransPennine Express	3	⬌	1	⬌	956	61	16	23
Gatwick Express*	5	⬌	1	⬌	469	37	23	41
Grand Central	-3	⬌	0	⬌	583	76	11	13
Great Northern*	6	⬌	1	⬌	515	40	25	34
Great Western Railway	5	⬆	4	⬆	2732	53	19	28
Heathrow Connect	6	⬌	4	⬌	497	56	23	21
Heathrow Express	0	⬌	6	⬌	510	42	25	33
London Midland	3	⬌	3	⬌	1020	57	19	24
London Overground+	1	⬌	-4	⬌	1083	50	27	23
Merseyrail	3	⬌	1	⬌	372	69	14	17
Northern Rail	2	⬌	5	⬌	1003	58	18	24
ScotRail	2	⬌	2	⬌	994	61	19	19
South West Trains	1	⬌	5	⬆	1777	40	23	37
Southeastern	0	⬌	2	⬌	1389	35	25	40
Southern*+	1	⬌	4	⬆	1352	41	22	37
TfL Rail**	10	⬌	17	⬆	275	46	23	31
Thameslink*	-2	⬌	5	⬌	952	39	21	41
Virgin Trains	-5	⬇	-2	⬌	1170	63	16	21
Virgin Trains East Coast	-5	⬇	-4	⬌	1009	59	19	22

*From Autumn 2015 part of the Govia Thameslink Railway franchise. +Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

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

Improved ⬆
Unchanged ⬌
Declined ⬇

% of passengers satisfied/good by sector:

London and South East: 75%
Long-distance: 84%
Regional: 85%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia+	-2	⬌	0	⬌	1544	75	9	16
Arriva Trains Wales	3	⬌	-7	⬇	1029	80	9	11
c2c	2	⬌	0	⬌	1043	93	5	3
Chiltern Railways	1	⬌	-1	⬌	1050	90	5	5
Cross Country	5	⬆	1	⬌	1003	86	5	9
East Midlands Trains	0	⬌	-2	⬌	1036	83	4	13
First Hull Trains	20	⬆	0	⬌	543	95	4	1
First TransPennine Express	-1	⬌	-6	⬇	984	73	10	18
Gatwick Express*	-12	⬇	-7	⬇	476	82	8	10
Grand Central	-4	⬇	-4	⬇	594	92	3	4
Great Northern*	-1	⬌	2	⬌	544	79	9	13
Great Western Railway	5	⬆	4	⬆	2816	79	8	13
Heathrow Connect	-1	⬌	4	⬌	539	73	8	19
Heathrow Express	-2	⬌	-1	⬌	504	93	4	3
London Midland	2	⬌	0	⬌	1094	76	9	14
London Overground+	3	⬌	4	⬌	1271	85	8	7
Merseyrail	6	⬆	1	⬌	472	93	4	3
Northern Rail	4	⬆	4	⬌	1051	81	7	12
ScotRail	4	⬌	2	⬌	1030	86	6	8
South West Trains	-1	⬌	2	⬌	1877	78	9	14
Southeastern	-4	⬇	-5	⬇	1533	67	10	23
Southern*+	-3	⬌	8	⬆	1485	65	10	25
TfL Rail**	7	⬌	10	⬆	307	84	9	6
Thameslink*	-2	⬌	7	⬆	1053	61	13	26
Virgin Trains	4	⬆	7	⬆	1199	90	4	6
Virgin Trains East Coast	-3	⬌	-6	⬇	1040	86	5	9

*From Autumn 2015 part of the Govia Thameslink Railway franchise. +Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

Sufficient room for all passengers to sit/stand

Improved ⬆
Unchanged ⬌
Declined ⬇

% of passengers satisfied/good by sector:
London and South East: 62%
Long-distance: 71%
Regional: 74%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia+	3	⬌	7	⬆	1512	67	15	18
Arriva Trains Wales	-1	⬌	-6	⬇	1016	72	13	14
c2c	-3	⬌	0	⬌	1034	57	17	26
Chiltern Railways	0	⬌	-2	⬌	1017	71	14	15
Cross Country	-1	⬌	-5	⬇	979	66	14	20
East Midlands Trains	-1	⬌	-1	⬌	1022	74	13	14
First Hull Trains	-4	⬌	-7	⬇	531	82	11	7
First TransPennine Express	-3	⬌	-8	⬇	971	59	12	29
Gatwick Express*	-9	⬇	-9	⬇	475	73	17	10
Grand Central	-5	⬇	-3	⬌	561	88	9	3
Great Northern*	1	⬌	6	⬌	535	56	18	26
Great Western Railway	1	⬌	-2	⬌	2743	67	13	20
Heathrow Connect	5	⬆	1	⬌	529	82	10	8
Heathrow Express	0	⬌	-3	⬌	501	90	7	3
London Midland	1	⬌	1	⬌	1062	68	12	19
London Overground+	0	⬌	-1	⬌	1236	66	16	18
Merseyrail	10	⬆	6	⬆	444	81	9	10
Northern Rail	7	⬆	7	⬆	1025	73	10	17
ScotRail	-5	⬌	-7	⬇	1001	72	13	15
South West Trains	1	⬌	0	⬌	1852	61	15	24
Southeastern	4	⬌	0	⬌	1490	61	15	24
Southern*+	-4	⬇	-5	⬇	1449	59	17	24
TfL Rail**	3	⬌	3	⬌	299	46	17	37
Thameslink*	3	⬌	-2	⬌	1031	58	15	27
Virgin Trains	4	⬆	3	⬌	1162	80	12	8
Virgin Trains East Coast	0	⬌	-4	⬌	1015	78	11	10

*From Autumn 2015 part of the Govia Thameslink Railway franchise. +Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

Overall satisfaction with the station

Improved ⬆
Unchanged ⊜
Declined ⬇

% of passengers satisfied/good by sector:
London and South East: 79%
Long-distance: 86%
Regional: 85%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia+	5	⬆	8	⬆	1559	80	14	5
Arriva Trains Wales	2	⊜	-2	⊜	1057	77	17	6
c2c	2	⊜	0	⊜	1066	84	12	3
Chiltern Railways	-2	⊜	-1	⊜	1049	88	9	3
Cross Country	6	⬆	5	⬆	1005	88	9	3
East Midlands Trains	0	⊜	-1	⊜	1038	87	11	3
First Hull Trains	-2	⊜	-2	⊜	548	88	11	2
First TransPennine Express	2	⊜	1	⊜	997	87	9	4
Gatwick Express*	-8	⬇	-9	⬇	490	72	18	9
Grand Central	0	⊜	3	⊜	607	83	13	4
Great Northern*	3	⊜	2	⊜	549	82	12	6
Great Western Railway	-1	⊜	0	⊜	2798	81	14	5
Heathrow Connect	3	⊜	2	⊜	544	77	16	6
Heathrow Express	-4	⊜	-1	⊜	514	88	9	2
London Midland	6	⬆	4	⬆	1101	80	13	7
London Overground+	1	⊜	3	⊜	1280	84	12	5
Merseyrail	-1	⊜	3	⊜	469	90	7	3
Northern Rail	4	⬆	4	⬆	1061	83	12	4
ScotRail	5	⊜	4	⊜	1036	88	9	3
South West Trains	4	⬆	2	⊜	1904	80	14	6
Southeastern	0	⊜	-1	⊜	1550	76	16	8
Southern*+	-3	⊜	2	⊜	1497	74	18	9
TfL Rail**	4	⊜	4	⊜	307	81	12	7
Thameslink*	-3	⊜	0	⊜	1052	75	17	8
Virgin Trains	-2	⊜	1	⊜	1209	78	16	6
Virgin Trains East Coast	0	⊜	0	⊜	1054	90	8	2

*From Autumn 2015 part of the Govia Thameslink Railway franchise. +Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

How well the train company dealt with delays

Improved ⬆
Unchanged ⊜
Declined ⬇

% of passengers satisfied/good by sector:
London and South East: 35%
Long-distance: 55%
Regional: 46%

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia+	10	⊜	17	⬆	297	46	36	18
Arriva Trains Wales	1	⊜	-5	⊜	158	37	31	32
c2c	4	⊜	4	⊜	66	47	34	19
Chiltern Railways	0	⊜	-3	⊜	144	54	32	14
Cross Country	4	⊜	-1	⊜	209	54	32	14
East Midlands Trains	-4	⊜	-1	⊜	258	49	34	17
First Hull Trains	-	⊜	-	⊜	<50	-	-	-
First TransPennine Express	1	⊜	-11	⬇	346	52	33	15
Gatwick Express*	-12	⊜	-13	⊜	58	20	51	29
Govia Thameslink Railway+	-2	⊜	6	⊜	910	29	42	28
Grand Central	-16	⊜	-24	⊜	65	57	31	12
Great Northern*	-3	⊜	3	⊜	101	31	47	22
Great Western Railway	2	⊜	6	⊜	635	45	33	22
Heathrow Connect	1	⊜	3	⊜	98	38	28	34
Heathrow Express	-	⊜	-	⊜	<50	-	-	-
London Midland	5	⊜	6	⊜	232	41	37	22
London Overground+	-1	⊜	-1	⊜	133	28	42	29
Merseyrail	-	⊜	-	⊜	<50	-	-	-
Northern Rail	12	⊜	13	⬆	167	44	36	20
ScotRail	2	⊜	2	⊜	127	51	33	16
South West Trains	0	⊜	4	⊜	338	40	39	21
Southeastern	9	⬆	4	⊜	294	31	37	32
Southern*+	-5	⊜	4	⊜	445	31	42	27
TfL Rail	-	⊜	-	⊜	<50	-	-	-
Thameslink*	-5	⊜	3	⊜	306	25	40	36
Virgin Trains	-1	⊜	-1	⊜	220	61	25	14
Virgin Trains East Coast	-4	⊜	-6	⊜	225	63	28	10

*From Autumn 2015 part of the Govia Thameslink Railway franchise. +Boundary changes of TOC from Autumn 2015.
**New TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia metro route

transportfocus

Abellio Greater Anglia*

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 1588	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊜	6	⬆	1554	81	11	8	82
STATION FACILITIES										
Overall satisfaction with the station		5	⬆	8	⬆	1559	80	14	5	79
Ticket buying facilities		7	⬆	5	⊜	824	72	14	14	73
Provision of information about train times/platforms		5	⬆	8	⬆	1505	82	11	7	81
The upkeep/repair of the station buildings/platforms		9	⬆	11	⬆	1498	74	18	9	71
Cleanliness		9	⬆	13	⬆	1517	80	15	5	76
The facilities and services		8	⬆	4	⊜	1287	58	20	22	54
The attitudes and helpfulness of the staff		7	⬆	9	⬆	1191	81	15	4	74
Connections with other forms of public transport		0	⊜	0	⊜	1170	76	14	10	76
Facilities for car parking		5	⊜	11	⬆	537	53	18	29	47
Overall environment		7	⬆	11	⬆	1508	72	20	8	70
Your personal security whilst using the station		8	⬆	9	⬆	1359	72	25	3	72
The availability of staff		9	⬆	12	⬆	1340	68	20	11	63
The provision of shelter facilities		8	⬆	14	⬆	1158	69	17	14	68
Availability of seating		7	⬆	6	⬆	1376	45	23	32	45
How request to station staff was handled		3	⊜	5	⊜	263	90	2	8	85
The choice of shops/eating/drinking facilities available		4	⊜	2	⊜	1253	49	21	29	48
TRAIN FACILITIES										
Overall satisfaction with the train		11	⬆	13	⬆	1569	79	11	10	80
The frequency of the trains on that route		0	⊜	0	⊜	1544	75	9	15	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	⊜	0	⊜	1544	75	9	16	75
The length of time the journey was scheduled to take (speed)		1	⊜	1	⊜	1523	81	10	9	82
Connections with other train services		-3	⊜	-3	⊜	930	71	20	9	75
The value for money of the price of your ticket		5	⬆	8	⬆	1497	42	21	37	43
Upkeep and repair of the train		18	⬆	16	⬆	1508	70	16	14	75
The provision of information during the journey		10	⬆	11	⬆	1387	69	21	10	71
The helpfulness and attitude of staff on train		17	⬆	16	⬆	854	60	31	9	56
The space for luggage		10	⬆	8	⬆	1251	56	22	22	50
The toilet facilities		15	⬆	16	⬆	691	43	24	33	33
Sufficient room for all passengers to sit/stand		3	⊜	7	⬆	1512	67	15	18	62
The comfort of the seating area		8	⬆	12	⬆	1524	68	17	15	70
The ease of being able to get on and off		5	⬆	8	⬆	1523	80	13	7	77
Your personal security on board		9	⬆	10	⬆	1418	78	19	4	77
The cleanliness of the inside		16	⬆	15	⬆	1550	76	14	10	76
The cleanliness of the outside		13	⬆	17	⬆	1330	71	20	8	76
The availability of staff		10	⬆	8	⬆	1078	34	31	35	35
How well train company deals with delays		10	⊜	17	⬆	297	46	36	18	35

*From Autumn 2015 Abellio Greater Anglia does not include West Anglia Inner (journeys on the London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster lines) or Metro (journeys on London – Shenfield metro service) routes

c2c

Improved ⬆
Unchanged ⊜
Declined ⬇

Overall sample size 1087	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⊜	3	⬆	1065	89	6	4	82
STATION FACILITIES									
Overall satisfaction with the station	2	⊜	0	⊜	1066	84	12	3	79
Ticket buying facilities	2	⊜	0	⊜	698	78	13	9	73
Provision of information about train times/platforms	2	⊜	-2	⊜	1019	87	10	4	81
The upkeep/repair of the station buildings/platforms	3	⊜	0	⊜	1026	79	15	6	71
Cleanliness	4	⬆	2	⊜	1022	83	13	5	76
The facilities and services	3	⊜	2	⊜	915	62	23	15	54
The attitudes and helpfulness of the staff	3	⊜	0	⊜	870	80	15	5	74
Connections with other forms of public transport	2	⊜	2	⊜	843	75	15	10	76
Facilities for car parking	6	⊜	10	⬆	462	62	16	22	47
Overall environment	5	⬆	4	⊜	1020	78	17	5	70
Your personal security whilst using the station	3	⊜	0	⊜	961	73	23	4	72
The availability of staff	1	⊜	0	⊜	973	72	18	10	63
The provision of shelter facilities	2	⊜	6	⬆	884	70	17	13	68
Availability of seating	2	⊜	2	⊜	956	56	23	21	45
How request to station staff was handled	4	⊜	5	⊜	116	90	3	6	85
The choice of shops/eating/drinking facilities available	2	⊜	3	⊜	887	45	28	27	48
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊜	2	⊜	1059	88	9	4	80
The frequency of the trains on that route	2	⊜	2	⊜	1061	84	6	10	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⊜	0	⊜	1043	93	5	3	75
The length of time the journey was scheduled to take (speed)	-1	⊜	-2	⊜	1035	91	6	3	82
Connections with other train services	2	⊜	1	⊜	658	82	15	3	75
The value for money of the price of your ticket	0	⊜	2	⊜	997	47	25	28	43
Upkeep and repair of the train	1	⊜	2	⊜	1014	88	9	3	75
The provision of information during the journey	3	⊜	0	⊜	968	79	16	4	71
The helpfulness and attitude of staff on train	3	⊜	-1	⊜	392	41	43	17	56
The space for luggage	2	⊜	-3	⊜	801	49	26	26	50
The toilet facilities	2	⊜	2	⊜	456	54	26	21	33
Sufficient room for all passengers to sit/stand	-3	⊜	0	⊜	1034	57	17	26	62
The comfort of the seating area	0	⊜	0	⊜	1014	76	15	9	70
The ease of being able to get on and off	0	⊜	2	⊜	1041	81	11	7	77
Your personal security on board	-2	⊜	-3	⊜	977	73	22	5	77
The cleanliness of the inside	-1	⊜	1	⊜	1057	87	10	3	76
The cleanliness of the outside	1	⊜	-1	⊜	953	86	12	2	76
The availability of staff	4	⊜	2	⊜	600	25	32	43	35
How well train company deals with delays	4	⊜	4	⊜	66	47	34	19	35

Chiltern Railways

Improved ⬆

Unchanged ⊜

Declined ⬇

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 1074	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⊜	1	⊜	1062	91	7	2	82
STATION FACILITIES									
Overall satisfaction with the station	-2	⊜	-1	⊜	1049	88	9	3	79
Ticket buying facilities	-4	⊜	-3	⊜	568	80	11	9	73
Provision of information about train times/platforms	0	⊜	0	⊜	1013	85	8	7	81
The upkeep/repair of the station buildings/platforms	-2	⊜	-1	⊜	1007	83	13	4	71
Cleanliness	-1	⊜	-1	⊜	1014	87	10	3	76
The facilities and services	-1	⊜	0	⊜	881	72	16	12	54
The attitudes and helpfulness of the staff	-3	⊜	-1	⊜	756	81	15	4	74
Connections with other forms of public transport	0	⊜	0	⊜	758	79	15	6	76
Facilities for car parking	2	⊜	-3	⊜	426	72	13	15	47
Overall environment	0	⊜	1	⊜	1019	85	12	3	70
Your personal security whilst using the station	-2	⊜	-1	⊜	925	80	17	2	72
The availability of staff	-8	⬇	-5	⬇	845	64	25	11	63
The provision of shelter facilities	1	⊜	5	⬆	856	81	11	8	68
Availability of seating	0	⊜	-3	⊜	963	55	19	26	45
How request to station staff was handled	-5	⊜	-2	⊜	163	87	4	8	85
The choice of shops/eating/drinking facilities available	-2	⊜	-1	⊜	871	56	24	21	48
TRAIN FACILITIES									
Overall satisfaction with the train	1	⊜	3	⊜	1057	92	6	2	80
The frequency of the trains on that route	2	⊜	4	⬆	1038	85	6	10	75
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⊜	-1	⊜	1050	90	5	5	75
The length of time the journey was scheduled to take (speed)	0	⊜	-1	⊜	1041	88	7	5	82
Connections with other train services	-1	⊜	2	⊜	527	79	15	5	75
The value for money of the price of your ticket	4	⊜	6	⬆	1002	52	23	25	43
Upkeep and repair of the train	2	⊜	1	⊜	1023	89	9	3	75
The provision of information during the journey	3	⊜	1	⊜	928	80	15	4	71
The helpfulness and attitude of staff on train	1	⊜	0	⊜	410	59	32	9	56
The space for luggage	0	⊜	-2	⊜	782	57	24	19	50
The toilet facilities	2	⊜	0	⊜	388	55	25	20	33
Sufficient room for all passengers to sit/stand	0	⊜	-2	⊜	1017	71	14	15	62
The comfort of the seating area	-3	⊜	-1	⊜	1025	78	16	6	70
The ease of being able to get on and off	1	⊜	-1	⊜	1040	89	9	3	77
Your personal security on board	0	⊜	0	⊜	983	88	11	1	77
The cleanliness of the inside	2	⊜	3	⬆	1047	90	8	3	76
The cleanliness of the outside	-1	⊜	5	⬆	891	85	13	3	76
The availability of staff	0	⊜	-4	⊜	575	36	36	28	35
How well train company deals with delays	0	⊜	-3	⊜	144	54	32	14	35

Gatwick Express*

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size **505**	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-8	⬇	-6	⬇	492	80	14	6	82
STATION FACILITIES										
Overall satisfaction with the station		-8	⬇	-9	⬇	490	72	18	9	79
Ticket buying facilities		-3	⊜	-12	⬇	283	58	19	23	73
Provision of information about train times/platforms		-5	⊜	-4	⊜	471	73	17	10	81
The upkeep/repair of the station buildings/platforms		-5	⊜	-9	⬇	452	56	28	16	71
Cleanliness		-3	⊜	-12	⬇	470	60	30	11	76
The facilities and services		-8	⊜	-16	⬇	341	57	31	12	54
The attitudes and helpfulness of the staff		0	⊜	-2	⊜	369	71	19	10	74
Connections with other forms of public transport		-3	⊜	-1	⊜	362	82	14	4	76
Facilities for car parking		7	⊜	-6	⊜	57	39	28	34	47
Overall environment		-2	⊜	-10	⬇	457	59	29	12	70
Your personal security whilst using the station		0	⊜	-1	⊜	418	71	28	1	72
The availability of staff		-2	⊜	-8	⬇	411	59	27	13	63
The provision of shelter facilities		0	⊜	-3	⊜	230	62	25	13	68
Availability of seating		0	⊜	-7	⊜	332	33	20	47	45
How request to station staff was handled		1	⊜	-3	⊜	152	83	6	11	85
The choice of shops/eating/drinking facilities available		-8	⊜	-4	⊜	337	63	23	14	48
TRAIN FACILITIES										
Overall satisfaction with the train		-9	⬇	-6	⬇	493	81	12	7	80
The frequency of the trains on that route		-4	⬇	-3	⊜	490	89	5	6	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-12	⬇	-7	⬇	476	82	8	10	75
The length of time the journey was scheduled to take (speed)		-7	⬇	-6	⬇	471	84	11	5	82
Connections with other train services		1	⊜	6	⊜	252	85	14	1	75
The value for money of the price of your ticket		5	⊜	1	⊜	469	37	23	41	43
Upkeep and repair of the train		-2	⊜	-5	⊜	474	76	14	10	75
The provision of information during the journey		-4	⊜	-9	⬇	413	64	26	11	71
The helpfulness and attitude of staff on train		-4	⊜	-14	⬇	198	55	33	13	56
The space for luggage		-2	⊜	-11	⬇	434	51	23	26	50
The toilet facilities		0	⊜	-2	⊜	183	54	27	20	33
Sufficient room for all passengers to sit/stand		-9	⬇	-9	⬇	475	73	17	10	62
The comfort of the seating area		-5	⊜	-5	⊜	484	79	14	6	70
The ease of being able to get on and off		-3	⊜	-5	⊜	478	69	19	12	77
Your personal security on board		-3	⊜	-5	⬇	444	81	17	2	77
The cleanliness of the inside		-3	⊜	-2	⊜	489	81	13	6	76
The cleanliness of the outside		-1	⊜	-2	⊜	428	75	18	6	76
The availability of staff		-12	⬇	-22	⬇	306	27	41	33	35
How well train company deals with delays		-12	⊜	-13	⊜	58	20	51	29	35

*Part of the Govia Thameslink Railway franchise

Great Northern*

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 563	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		3	⊜	4	⊜	551	84	10	6	82
STATION FACILITIES										
Overall satisfaction with the station		3	⊜	2	⊜	549	82	12	6	79
Ticket buying facilities		2	⊜	2	⊜	271	74	14	13	73
Provision of information about train times/platforms		3	⊜	2	⊜	534	77	15	8	81
The upkeep/repair of the station buildings/platforms		-3	⊜	4	⊜	539	73	16	11	71
Cleanliness		-3	⊜	3	⊜	535	80	12	7	76
The facilities and services		-4	⊜	-4	⊜	461	58	21	22	54
The attitudes and helpfulness of the staff		1	⊜	1	⊜	399	72	21	7	74
Connections with other forms of public transport		5	⊜	4	⊜	439	79	10	11	76
Facilities for car parking		8	⊜	8	⊜	143	50	8	42	47
Overall environment		3	⊜	5	⊜	530	74	20	7	70
Your personal security whilst using the station		8	⬆	1	⊜	505	73	24	4	72
The availability of staff		9	⬆	0	⊜	459	67	18	16	63
The provision of shelter facilities		0	⊜	6	⊜	406	71	15	14	68
Availability of seating		4	⊜	3	⊜	485	50	21	30	45
How request to station staff was handled		14	⊜	11	⊜	61	93	3	4	85
The choice of shops/eating/drinking facilities available		1	⊜	3	⊜	459	56	18	26	48
TRAIN FACILITIES										
Overall satisfaction with the train		7	⬆	7	⬆	555	78	13	9	80
The frequency of the trains on that route		5	⊜	2	⊜	553	77	11	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊜	2	⊜	544	79	9	13	75
The length of time the journey was scheduled to take (speed)		2	⊜	2	⊜	536	87	9	4	82
Connections with other train services		8	⊜	9	⬆	285	82	14	4	75
The value for money of the price of your ticket		6	⊜	1	⊜	515	40	25	34	43
Upkeep and repair of the train		2	⊜	4	⊜	532	61	20	19	75
The provision of information during the journey		9	⬆	1	⊜	487	55	22	23	71
The helpfulness and attitude of staff on train		-6	⊜	2	⊜	174	37	42	21	56
The space for luggage		0	⊜	4	⊜	432	43	28	29	50
The toilet facilities		3	⊜	1	⊜	183	20	19	62	33
Sufficient room for all passengers to sit/stand		1	⊜	6	⊜	535	56	18	26	62
The comfort of the seating area		0	⊜	9	⬆	535	61	22	17	70
The ease of being able to get on and off		-3	⊜	-1	⊜	540	74	19	8	77
Your personal security on board		5	⊜	5	⊜	518	76	20	4	77
The cleanliness of the inside		5	⊜	4	⊜	551	70	17	13	76
The cleanliness of the outside		3	⊜	3	⊜	467	62	21	17	76
The availability of staff		-5	⊜	-2	⊜	315	15	32	54	35
How well train company deals with delays		-3	⊜	3	⊜	101	31	47	22	35

*Part of the Govia Thameslink Railway franchise

Great Western Railway

Improved ⬆
Unchanged ⊜
Declined ⬇

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 2880	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or goo
Overall satisfaction with your journey	3	⬆	3	⬆	2832	84	10	6	82
STATION FACILITIES									
Overall satisfaction with the station	-1	⊜	0	⊜	2798	81	14	5	79
Ticket buying facilities	2	⊜	1	⊜	1488	80	11	9	73
Provision of information about train times/platforms	0	⊜	0	⊜	2730	85	10	5	81
The upkeep/repair of the station buildings/platforms	-2	⊜	0	⊜	2719	72	18	9	71
Cleanliness	-2	⊜	0	⊜	2743	77	17	6	76
The facilities and services	-5	⬇	-2	⊜	2391	61	20	19	54
The attitudes and helpfulness of the staff	1	⊜	0	⊜	2118	79	15	5	74
Connections with other forms of public transport	-1	⊜	2	⊜	1919	73	15	12	76
Facilities for car parking	-1	⊜	2	⊜	1005	59	16	24	47
Overall environment	-2	⊜	0	⊜	2725	73	20	7	70
Your personal security whilst using the station	1	⊜	4	⬆	2473	78	20	3	72
The availability of staff	3	⬆	4	⬆	2386	70	19	11	63
The provision of shelter facilities	1	⊜	7	⬆	2305	75	15	10	68
Availability of seating	0	⊜	-1	⊜	2625	55	21	24	45
How request to station staff was handled	1	⊜	-1	⊜	482	88	3	7	85
The choice of shops/eating/drinking facilities available	-4	⬇	-2	⊜	2325	48	23	29	48
TRAIN FACILITIES									
Overall satisfaction with the train	3	⬆	3	⬆	2828	81	12	7	80
The frequency of the trains on that route	1	⊜	2	⊜	2766	79	9	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)	5	⬆	4	⬆	2816	79	8	13	75
The length of time the journey was scheduled to take (speed)	3	⬆	1	⊜	2800	85	9	6	82
Connections with other train services	5	⬆	2	⊜	1569	76	15	9	75
The value for money of the price of your ticket	5	⬆	4	⬆	2732	53	19	28	43
Upkeep and repair of the train	3	⬆	3	⬆	2734	76	14	9	75
The provision of information during the journey	2	⊜	1	⊜	2514	68	22	9	71
The helpfulness and attitude of staff on train	4	⬆	3	⊜	1640	72	23	5	56
The space for luggage	2	⊜	1	⊜	2177	57	21	21	50
The toilet facilities	1	⊜	1	⊜	1240	42	26	32	33
Sufficient room for all passengers to sit/stand	1	⊜	-2	⊜	2743	67	13	20	62
The comfort of the seating area	3	⊜	1	⊜	2741	74	16	11	70
The ease of being able to get on and off	1	⊜	0	⊜	2776	76	15	9	77
Your personal security on board	1	⊜	2	⊜	2626	82	16	2	77
The cleanliness of the inside	2	⊜	3	⬆	2794	78	15	7	76
The cleanliness of the outside	2	⊜	3	⬆	2326	74	19	7	76
The availability of staff	3	⊜	1	⊜	2103	49	30	21	35
How well train company deals with delays	2	⊜	6	⊜	635	45	33	22	35

*Great Western Railway rebranded from First Great Western, 20 September 2015

Heathrow Connect

Improved ⬆
Unchanged ⬟
Declined ⬇

	Overall sample size 566	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		4	⬟	1	⬟	539	89	8	3	82
STATION FACILITIES										
Overall satisfaction with the station		3	⬟	2	⬟	544	77	16	6	79
Ticket buying facilities		-1	⬟	0	⬟	352	70	15	15	73
Provision of information about train times/platforms		1	⬟	2	⬟	522	74	12	14	81
The upkeep/repair of the station buildings/platforms		-2	⬟	-1	⬟	513	68	19	13	71
Cleanliness		-3	⬟	-4	⬟	529	71	20	9	76
The facilities and services		-3	⬟	-5	⬟	437	49	22	29	54
The attitudes and helpfulness of the staff		0	⬟	-3	⬟	414	71	22	8	74
Connections with other forms of public transport		3	⬟	2	⬟	438	76	15	9	76
Facilities for car parking		4	⬟	-7	⬟	169	32	23	45	47
Overall environment		4	⬟	4	⬟	527	69	22	10	70
Your personal security whilst using the station		6	⬟	1	⬟	485	72	22	7	72
The availability of staff		-1	⬟	2	⬟	469	59	22	20	63
The provision of shelter facilities		-2	⬟	2	⬟	405	64	20	16	68
Availability of seating		4	⬟	-2	⬟	496	52	19	29	45
How request to station staff was handled		-2	⬟	-3	⬟	130	86	5	9	85
The choice of shops/eating/drinking facilities available		-1	⬟	-3	⬟	414	46	15	38	48
TRAIN FACILITIES										
Overall satisfaction with the train		1	⬟	1	⬟	545	90	9	1	80
The frequency of the trains on that route		5	⬟	2	⬟	539	68	9	22	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⬟	4	⬟	539	73	8	19	75
The length of time the journey was scheduled to take (speed)		2	⬟	1	⬟	537	88	8	4	82
Connections with other train services		5	⬟	3	⬟	377	82	14	3	75
The value for money of the price of your ticket		6	⬟	4	⬟	497	56	23	21	43
Upkeep and repair of the train		-1	⬟	-3	⬟	524	86	11	3	75
The provision of information during the journey		-1	⬟	-3	⬟	494	80	16	4	71
The helpfulness and attitude of staff on train		10	⬆	5	⬟	317	71	23	5	56
The space for luggage		7	⬆	4	⬟	447	79	12	9	50
The toilet facilities		0	⬟	-4	⬟	225	59	23	18	33
Sufficient room for all passengers to sit/stand		5	⬆	1	⬟	529	82	10	8	62
The comfort of the seating area		5	⬆	4	⬟	540	89	9	3	70
The ease of being able to get on and off		5	⬆	2	⬟	531	83	9	8	77
Your personal security on board		4	⬟	2	⬟	516	84	13	2	77
The cleanliness of the inside		-1	⬟	-1	⬟	538	88	9	2	76
The cleanliness of the outside		-3	⬟	-1	⬟	492	85	14	1	76
The availability of staff		7	⬟	3	⬟	406	50	26	24	35
How well train company deals with delays		1	⬟	3	⬟	98	38	28	34	35

Heathrow Express

Overall sample size 548	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⬋	1	⬋	511	95	3	1	82
STATION FACILITIES									
Overall satisfaction with the station	-4	⬋	-1	⬋	514	88	9	2	79
Ticket buying facilities	-3	⬋	-1	⬋	378	89	8	3	73
Provision of information about train times/platforms	-4	⬋	-1	⬋	483	83	11	6	81
The upkeep/repair of the station buildings/platforms	-5	⬇	-1	⬋	492	84	13	3	71
Cleanliness	-4	⬋	-3	⬋	491	83	14	3	76
The facilities and services	-2	⬋	-3	⬋	359	71	21	8	54
The attitudes and helpfulness of the staff	3	⬋	4	⬋	388	87	11	2	74
Connections with other forms of public transport	-1	⬋	-7	⬇	372	82	13	5	76
Facilities for car parking	9	⬋	3	⬋	97	68	16	16	47
Overall environment	-2	⬋	-4	⬋	469	82	16	3	70
Your personal security whilst using the station	1	⬋	0	⬋	411	86	12	1	72
The availability of staff	6	⬆	8	⬆	422	82	12	7	63
The provision of shelter facilities	3	⬋	3	⬋	254	82	16	2	68
Availability of seating	6	⬋	0	⬋	425	69	15	16	45
How request to station staff was handled	7	⬆	3	⬋	136	98	2	0	85
The choice of shops/eating/drinking facilities available	-5	⬋	-3	⬋	293	64	26	10	48
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⬋	-1	⬋	516	94	5	2	80
The frequency of the trains on that route	-2	⬋	-1	⬋	508	89	6	5	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	⬋	-1	⬋	504	93	4	3	75
The length of time the journey was scheduled to take (speed)	0	⬋	0	⬋	507	96	2	2	82
Connections with other train services	0	⬋	1	⬋	332	86	11	3	75
The value for money of the price of your ticket	0	⬋	6	⬋	510	42	25	33	43
Upkeep and repair of the train	-4	⬇	-2	⬋	501	94	6	1	75
The provision of information during the journey	2	⬋	0	⬋	478	88	10	2	71
The helpfulness and attitude of staff on train	-2	⬋	0	⬋	420	86	13	1	56
The space for luggage	-1	⬋	-2	⬋	499	89	8	4	50
The toilet facilities	6	⬋	-3	⬋	163	77	16	7	33
Sufficient room for all passengers to sit/stand	0	⬋	-3	⬋	501	90	7	3	62
The comfort of the seating area	1	⬋	-1	⬋	509	95	4	1	70
The ease of being able to get on and off	-1	⬋	0	⬋	495	95	4	1	77
Your personal security on board	2	⬋	2	⬋	478	96	4	0	77
The cleanliness of the inside	-2	⬋	-4	⬇	508	92	5	3	76
The cleanliness of the outside	-3	⬋	-3	⬋	473	92	7	1	76
The availability of staff	4	⬋	2	⬋	433	80	16	3	35
How well train company deals with delays	-	⬋	-	⬋	<50	-	-	-	35

London Midland

Improved ⬆
Unchanged ⬌
Declined ⬇

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 1125	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	⬌	2	⬌	1101	86	8	7	82
STATION FACILITIES									
Overall satisfaction with the station	6	⬆	4	⬆	1101	80	13	7	79
Ticket buying facilities	2	⬌	-3	⬌	558	76	12	12	73
Provision of information about train times/platforms	6	⬆	5	⬆	1070	86	9	5	81
The upkeep/repair of the station buildings/platforms	6	⬆	5	⬆	1064	71	17	12	71
Cleanliness	4	⬆	1	⬌	1074	76	15	9	76
The facilities and services	9	⬆	5	⬆	890	58	17	25	54
The attitudes and helpfulness of the staff	9	⬆	6	⬆	794	77	17	6	74
Connections with other forms of public transport	-1	⬌	3	⬌	697	68	17	15	76
Facilities for car parking	4	⬌	5	⬌	418	58	14	28	47
Overall environment	8	⬆	6	⬆	1065	71	18	11	70
Your personal security whilst using the station	7	⬆	4	⬌	955	73	23	4	72
The availability of staff	8	⬆	3	⬌	916	61	21	18	63
The provision of shelter facilities	2	⬌	6	⬆	858	70	16	14	68
Availability of seating	3	⬌	0	⬌	1032	52	18	31	45
How request to station staff was handled	12	⬆	2	⬌	170	91	2	6	85
The choice of shops/eating/drinking facilities available	4	⬌	4	⬌	845	48	21	31	48
TRAIN FACILITIES									
Overall satisfaction with the train	2	⬌	3	⬌	1102	83	11	6	80
The frequency of the trains on that route	1	⬌	-1	⬌	1091	80	8	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⬌	0	⬌	1094	76	9	14	75
The length of time the journey was scheduled to take (speed)	-2	⬌	-1	⬌	1087	85	7	8	82
Connections with other train services	0	⬌	1	⬌	618	77	13	10	75
The value for money of the price of your ticket	3	⬌	3	⬌	1020	57	19	24	43
Upkeep and repair of the train	6	⬆	-2	⬌	1073	76	14	10	75
The provision of information during the journey	6	⬆	2	⬌	1004	73	18	9	71
The helpfulness and attitude of staff on train	2	⬌	-2	⬌	584	63	27	11	56
The space for luggage	6	⬆	6	⬆	824	54	22	24	50
The toilet facilities	0	⬌	-2	⬌	436	42	27	32	33
Sufficient room for all passengers to sit/stand	1	⬌	1	⬌	1062	68	12	19	62
The comfort of the seating area	5	⬆	1	⬌	1055	75	16	10	70
The ease of being able to get on and off	-1	⬌	-1	⬌	1084	80	12	7	77
Your personal security on board	4	⬌	3	⬌	1009	80	16	4	77
The cleanliness of the inside	3	⬌	-2	⬌	1097	74	14	11	76
The cleanliness of the outside	2	⬌	2	⬌	954	78	17	5	76
The availability of staff	3	⬌	-4	⬌	757	41	30	29	35
How well train company deals with delays	5	⬌	6	⬌	232	41	37	22	35

London Overground*

Improved 🔼
Unchanged ⊜
Declined 🔽

Overall sample size 1322	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or goo
Overall satisfaction with your journey	0	⊜	1	⊜	1283	88	8	3	82
STATION FACILITIES									
Overall satisfaction with the station	1	⊜	3	⊜	1280	84	12	5	79
Ticket buying facilities	-5	⊜	-2	⊜	717	69	16	15	73
Provision of information about train times/platforms	1	⊜	2	⊜	1215	82	11	7	81
The upkeep/repair of the station buildings/platforms	3	⊜	0	⊜	1211	77	14	9	71
Cleanliness	7	🔼	7	🔼	1227	83	10	7	76
The facilities and services	0	⊜	1	⊜	945	40	28	32	54
The attitudes and helpfulness of the staff	2	⊜	4	⊜	965	75	19	6	74
Connections with other forms of public transport	-3	⊜	1	⊜	1063	77	15	8	76
Facilities for car parking	-3	⊜	4	⊜	430	30	25	45	47
Overall environment	3	⊜	6	⊜	1229	74	18	8	70
Your personal security whilst using the station	2	⊜	5	⊜	1148	73	22	5	72
The availability of staff	6	⊜	7	⊜	1101	68	20	12	63
The provision of shelter facilities	-1	⊜	1	⊜	1085	66	17	18	68
Availability of seating	0	⊜	-3	⊜	1169	49	21	30	45
How request to station staff was handled	8	⊜	-2	⊜	117	87	9	3	85
The choice of shops/eating/drinking facilities available	5	⊜	8	⊜	933	45	21	34	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	⊜	2	⊜	1291	89	7	4	80
The frequency of the trains on that route	4	⊜	2	⊜	1285	79	8	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⊜	4	⊜	1271	85	8	7	75
The length of time the journey was scheduled to take (speed)	2	⊜	2	⊜	1262	89	6	5	82
Connections with other train services	4	⊜	4	⊜	999	84	10	6	75
The value for money of the price of your ticket	1	⊜	-4	⊜	1083	50	27	23	43
Upkeep and repair of the train	-6	🔽	-2	⊜	1236	88	9	4	75
The provision of information during the journey	-1	⊜	1	⊜	1183	82	13	5	71
The helpfulness and attitude of staff on train	1	⊜	1	⊜	557	43	45	12	56
The space for luggage	3	⊜	4	⊜	971	52	26	22	50
The toilet facilities	0	⊜	-2	⊜	398	12	17	71	33
Sufficient room for all passengers to sit/stand	0	⊜	-1	⊜	1236	66	16	18	62
The comfort of the seating area	1	⊜	1	⊜	1233	81	12	7	70
The ease of being able to get on and off	1	⊜	-1	⊜	1261	82	13	6	77
Your personal security on board	0	⊜	-1	⊜	1198	77	18	5	77
The cleanliness of the inside	-1	⊜	1	⊜	1287	89	7	4	76
The cleanliness of the outside	-1	⊜	1	⊜	1143	88	9	3	76
The availability of staff	-3	⊜	-3	⊜	836	21	39	40	35
How well train company deals with delays	-1	⊜	-1	⊜	133	28	42	29	35

*From Autumn 2015 London Overground includes the West Anglia (Inner) route that used to be part of Abellio Greater Anglia (journeys on the London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster lines)

South West Trains

	Overall sample size 1951	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or goo
Overall satisfaction with your journey		2	⊜	1	⊜	1922	81	13	6	82
STATION FACILITIES										
Overall satisfaction with the station		4	⬆	2	⊜	1904	80	14	6	79
Ticket buying facilities		1	⊜	2	⊜	1113	77	14	10	73
Provision of information about train times/platforms		0	⊜	0	⊜	1801	82	10	7	81
The upkeep/repair of the station buildings/platforms		1	⊜	3	⊜	1837	69	21	10	71
Cleanliness		-1	⊜	0	⊜	1852	70	21	9	76
The facilities and services		-2	⊜	-5	⬇	1546	54	22	24	54
The attitudes and helpfulness of the staff		0	⊜	-2	⊜	1349	68	22	9	74
Connections with other forms of public transport		-1	⊜	-1	⊜	1372	75	16	10	76
Facilities for car parking		2	⊜	0	⊜	709	47	17	36	47
Overall environment		2	⊜	2	⊜	1835	69	24	8	70
Your personal security whilst using the station		0	⊜	2	⊜	1660	72	25	4	72
The availability of staff		0	⊜	0	⊜	1574	55	24	20	63
The provision of shelter facilities		3	⊜	5	⬆	1580	67	20	13	68
Availability of seating		0	⊜	-1	⊜	1730	37	19	44	45
How request to station staff was handled		1	⊜	-6	⊜	253	82	9	8	85
The choice of shops/eating/drinking facilities available		-1	⊜	0	⊜	1544	55	20	25	48
TRAIN FACILITIES										
Overall satisfaction with the train		2	⊜	2	⊜	1918	80	14	6	80
The frequency of the trains on that route		3	⊜	3	⊜	1880	77	9	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊜	2	⊜	1877	78	9	14	75
The length of time the journey was scheduled to take (speed)		0	⊜	2	⊜	1869	81	11	8	82
Connections with other train services		1	⊜	0	⊜	1148	74	18	7	75
The value for money of the price of your ticket		1	⊜	5	⬆	1777	40	23	37	43
Upkeep and repair of the train		1	⊜	0	⊜	1843	76	16	8	75
The provision of information during the journey		0	⊜	0	⊜	1708	71	19	9	71
The helpfulness and attitude of staff on train		1	⊜	-2	⊜	1195	67	28	6	56
The space for luggage		-1	⊜	-2	⊜	1469	53	23	24	50
The toilet facilities		0	⊜	-2	⊜	778	30	24	46	33
Sufficient room for all passengers to sit/stand		1	⊜	0	⊜	1852	61	15	24	62
The comfort of the seating area		1	⊜	0	⊜	1829	70	18	12	70
The ease of being able to get on and off		2	⊜	-2	⊜	1873	76	15	9	77
Your personal security on board		1	⊜	-1	⊜	1767	79	18	3	77
The cleanliness of the inside		-2	⊜	-1	⊜	1907	72	18	11	76
The cleanliness of the outside		0	⊜	0	⊜	1630	74	20	5	76
The availability of staff		1	⊜	0	⊜	1470	50	32	18	35
How well train company deals with delays		0	⊜	4	⊜	338	40	39	21	35

Southeastern

Improved ⬆
Unchanged ⬅
Declined ⬇

Overall sample size 1580	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	⬅	0	⬅	1548	75	14	11	82
STATION FACILITIES									
Overall satisfaction with the station	0	⬅	-1	⬅	1550	76	16	8	79
Ticket buying facilities	4	⬅	2	⬅	864	74	15	11	73
Provision of information about train times/platforms	2	⬅	0	⬅	1494	79	12	10	81
The upkeep/repair of the station buildings/platforms	1	⬅	0	⬅	1490	69	18	13	71
Cleanliness	2	⬅	1	⬅	1497	74	16	10	76
The facilities and services	-4	⬅	-4	⬅	1290	54	23	22	54
The attitudes and helpfulness of the staff	4	⬅	-2	⬅	1181	73	19	8	74
Connections with other forms of public transport	0	⬅	1	⬅	1169	75	13	12	76
Facilities for car parking	4	⬅	0	⬅	549	46	19	35	47
Overall environment	2	⬅	2	⬅	1500	68	20	12	70
Your personal security whilst using the station	3	⬅	3	⬅	1370	70	25	5	72
The availability of staff	4	⬅	-2	⬅	1331	65	20	15	63
The provision of shelter facilities	2	⬅	4	⬅	1276	66	18	17	68
Availability of seating	6	⬆	3	⬅	1412	44	18	38	45
How request to station staff was handled	-2	⬅	-3	⬅	218	82	5	13	85
The choice of shops/eating/drinking facilities available	-2	⬅	-1	⬅	1268	41	25	34	48
TRAIN FACILITIES									
Overall satisfaction with the train	4	⬆	3	⬅	1553	74	16	10	80
The frequency of the trains on that route	-5	⬇	-1	⬅	1533	67	11	21	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	⬇	-5	⬇	1533	67	10	23	75
The length of time the journey was scheduled to take (speed)	0	⬅	-2	⬅	1523	75	11	13	82
Connections with other train services	-6	⬇	-1	⬅	883	65	20	15	75
The value for money of the price of your ticket	0	⬅	2	⬅	1389	35	25	40	43
Upkeep and repair of the train	3	⬅	0	⬅	1489	67	18	15	75
The provision of information during the journey	4	⬆	0	⬅	1425	65	22	13	71
The helpfulness and attitude of staff on train	-2	⬅	-2	⬅	747	51	29	20	56
The space for luggage	5	⬆	2	⬅	1137	49	25	27	50
The toilet facilities	-2	⬅	-5	⬅	605	26	26	48	33
Sufficient room for all passengers to sit/stand	4	⬅	0	⬅	1490	61	15	24	62
The comfort of the seating area	2	⬅	-1	⬅	1491	65	20	15	70
The ease of being able to get on and off	-2	⬅	-3	⬅	1519	76	16	8	77
Your personal security on board	3	⬅	2	⬅	1408	73	22	5	77
The cleanliness of the inside	3	⬅	1	⬅	1543	69	18	13	76
The cleanliness of the outside	6	⬆	3	⬅	1331	72	22	7	76
The availability of staff	-1	⬅	-3	⬅	1029	29	29	42	35
How well train company deals with delays	9	⬆	4	⬅	294	31	37	32	35

Southern*

Overall sample size 1538	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⬌	5	⬆	1509	78	12	10	82
STATION FACILITIES									
Overall satisfaction with the station	-3	⬌	2	⬌	1497	74	18	9	79
Ticket buying facilities	0	⬌	-1	⬌	678	67	17	16	73
Provision of information about train times/platforms	0	⬌	4	⬆	1446	77	14	10	81
The upkeep/repair of the station buildings/platforms	-1	⬌	5	⬆	1427	66	21	13	71
Cleanliness	0	⬌	3	⬌	1446	73	18	9	76
The facilities and services	-4	⬇	-1	⬌	1212	53	22	25	54
The attitudes and helpfulness of the staff	-1	⬌	-1	⬌	1039	68	23	9	74
Connections with other forms of public transport	0	⬌	0	⬌	1135	75	15	9	76
Facilities for car parking	2	⬌	2	⬌	366	45	20	36	47
Overall environment	-1	⬌	2	⬌	1433	64	24	12	70
Your personal security whilst using the station	-1	⬌	-1	⬌	1275	67	29	5	72
The availability of staff	0	⬌	-1	⬌	1230	58	24	18	63
The provision of shelter facilities	-3	⬌	3	⬌	1123	66	19	15	68
Availability of seating	-2	⬌	-1	⬌	1317	37	20	43	45
How request to station staff was handled	2	⬌	3	⬌	228	83	6	11	85
The choice of shops/eating/drinking facilities available	-5	⬇	-1	⬌	1193	45	24	31	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	⬌	5	⬆	1512	80	13	7	80
The frequency of the trains on that route	-2	⬌	4	⬆	1474	71	10	19	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⬌	8	⬆	1485	65	10	25	75
The length of time the journey was scheduled to take (speed)	-2	⬌	3	⬆	1457	76	14	10	82
Connections with other train services	-3	⬌	4	⬌	887	70	20	9	75
The value for money of the price of your ticket	1	⬌	4	⬆	1352	41	22	37	43
Upkeep and repair of the train	-1	⬌	-1	⬌	1439	75	17	7	75
The provision of information during the journey	0	⬌	0	⬌	1361	73	18	8	71
The helpfulness and attitude of staff on train	2	⬌	-2	⬌	639	55	34	11	56
The space for luggage	-4	⬌	-4	⬇	1105	42	25	33	50
The toilet facilities	1	⬌	-2	⬌	516	41	22	37	33
Sufficient room for all passengers to sit/stand	-4	⬇	-5	⬇	1449	59	17	24	62
The comfort of the seating area	-2	⬌	-2	⬌	1432	69	19	11	70
The ease of being able to get on and off	1	⬌	0	⬌	1478	76	17	7	77
Your personal security on board	-3	⬌	-1	⬌	1361	75	23	3	77
The cleanliness of the inside	-1	⬌	0	⬌	1489	75	15	10	76
The cleanliness of the outside	2	⬌	5	⬆	1248	77	19	4	76
The availability of staff	-1	⬌	-2	⬌	946	35	34	31	35
How well train company deals with delays	-5	⬌	4	⬌	445	31	42	27	35

*Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the Gatwick Express service.
From Autumn 2015 Southern includes the Sussex Coast and Metro routes only; Gatwick Express is reported as a separate TOC

TfL Rail*

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 316	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	9	⬆	8	⊜	313	85	10	5	82
STATION FACILITIES									
Overall satisfaction with the station	4	⊜	4	⊜	307	81	12	7	79
Ticket buying facilities	12	⊜	9	⊜	176	75	14	12	73
Provision of information about train times/platforms	8	⊜	9	⊜	287	81	11	8	81
The upkeep/repair of the station buildings/platforms	6	⊜	1	⊜	288	71	14	15	71
Cleanliness	7	⊜	4	⊜	288	78	15	7	76
The facilities and services	5	⊜	-1	⊜	248	58	21	21	54
The attitudes and helpfulness of the staff	7	⊜	2	⊜	252	77	16	7	74
Connections with other forms of public transport	1	⊜	-5	⊜	260	83	11	6	76
Facilities for car parking	3	⊜	-7	⊜	124	39	21	40	47
Overall environment	4	⊜	2	⊜	295	69	21	11	70
Your personal security whilst using the station	4	⊜	1	⊜	273	71	23	6	72
The availability of staff	18	⬆	12	⬆	274	72	18	10	63
The provision of shelter facilities	-3	⊜	2	⊜	259	65	20	15	68
Availability of seating	6	⊜	7	⊜	281	47	21	32	45
How request to station staff was handled	-	⊜	-	⊜	<50	-	-	-	85
The choice of shops/eating/drinking facilities available	0	⊜	1	⊜	251	52	21	28	48
TRAIN FACILITIES									
Overall satisfaction with the train	11	⬆	10	⬆	310	77	15	8	80
The frequency of the trains on that route	3	⊜	-2	⊜	307	87	6	7	75
Punctuality/reliability (i.e. the train arriving/departing on time)	7	⊜	10	⬆	307	84	9	6	75
The length of time the journey was scheduled to take (speed)	5	⊜	3	⊜	305	85	10	5	82
Connections with other train services	7	⊜	2	⊜	235	87	11	2	75
The value for money of the price of your ticket	10	⊜	17	⬆	275	46	23	31	43
Upkeep and repair of the train	19	⬆	16	⬆	296	64	19	17	75
The provision of information during the journey	6	⊜	6	⊜	278	68	24	8	71
The helpfulness and attitude of staff on train	17	⬆	9	⊜	124	38	34	29	56
The space for luggage	9	⊜	-4	⊜	239	40	30	30	50
The toilet facilities	-4	⊜	1	⊜	117	9	17	75	33
Sufficient room for all passengers to sit/stand	3	⊜	3	⊜	299	46	17	37	62
The comfort of the seating area	10	⊜	10	⊜	304	54	23	23	70
The ease of being able to get on and off	3	⊜	5	⊜	299	65	19	16	77
Your personal security on board	1	⊜	4	⊜	282	60	29	11	77
The cleanliness of the inside	20	⬆	16	⬆	306	74	16	10	76
The cleanliness of the outside	16	⬆	20	⬆	286	63	25	12	76
The availability of staff	14	⬆	2	⊜	175	22	30	48	35
How well train company deals with delays	-	⊜	-	⊜	<50	-	-	-	35

*TfL Rail is a new TOC from Autumn 2015 (journeys on London – Shenfield metro service)

Thameslink*

Improved ⊙
Unchanged ⊜
Declined ⊙

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 1081	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⊜	3	⊜	1060	73	15	12	82
STATION FACILITIES									
Overall satisfaction with the station	-3	⊜	0	⊜	1052	75	17	8	79
Ticket buying facilities	-1	⊜	0	⊜	562	66	17	17	73
Provision of information about train times/platforms	-1	⊜	5	⊜	1028	78	12	10	81
The upkeep/repair of the station buildings/platforms	-2	⊜	-1	⊜	1010	69	20	11	71
Cleanliness	-1	⊜	1	⊜	1029	75	18	7	76
The facilities and services	-5	⊜	1	⊜	825	50	19	31	54
The attitudes and helpfulness of the staff	4	⊜	7	⊙	791	74	19	7	74
Connections with other forms of public transport	-1	⊜	0	⊜	793	77	15	8	76
Facilities for car parking	-8	⊜	-4	⊜	307	38	18	44	47
Overall environment	-1	⊜	-2	⊜	1020	67	22	12	70
Your personal security whilst using the station	1	⊜	1	⊜	927	70	25	5	72
The availability of staff	0	⊜	3	⊜	901	60	23	17	63
The provision of shelter facilities	2	⊜	7	⊙	817	68	17	15	68
Availability of seating	-4	⊜	-1	⊜	956	45	23	32	45
How request to station staff was handled	-10	⊜	-8	⊜	155	75	13	10	85
The choice of shops/eating/drinking facilities available	-2	⊜	-1	⊜	829	41	24	35	48
TRAIN FACILITIES									
Overall satisfaction with the train	3	⊜	5	⊜	1063	72	17	12	80
The frequency of the trains on that route	-1	⊜	4	⊜	1052	70	11	19	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	⊜	7	⊙	1053	61	13	26	75
The length of time the journey was scheduled to take (speed)	1	⊜	3	⊜	1042	77	11	12	82
Connections with other train services	1	⊜	11	⊙	635	75	17	8	75
The value for money of the price of your ticket	-2	⊜	5	⊜	952	39	21	41	43
Upkeep and repair of the train	9	⊙	7	⊙	1011	67	18	16	75
The provision of information during the journey	7	⊙	6	⊙	929	53	22	25	71
The helpfulness and attitude of staff on train	-1	⊜	4	⊜	354	35	43	22	56
The space for luggage	5	⊜	-2	⊜	827	43	25	32	50
The toilet facilities	7	⊜	7	⊜	363	37	29	34	33
Sufficient room for all passengers to sit/stand	3	⊜	-2	⊜	1031	58	15	27	62
The comfort of the seating area	4	⊜	3	⊜	1019	62	23	16	70
The ease of being able to get on and off	0	⊜	0	⊜	1047	70	16	13	77
Your personal security on board	7	⊙	7	⊙	963	73	21	6	77
The cleanliness of the inside	5	⊙	4	⊜	1051	69	19	12	76
The cleanliness of the outside	11	⊙	9	⊙	896	70	22	8	76
The availability of staff	-1	⊜	1	⊜	637	13	31	55	35
How well train company deals with delays	-5	⊜	3	⊜	306	25	40	36	35

*Part of the Govia Thameslink Railway franchise

CrossCountry

Overall sample size 1031	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	4	⬆	1	⊜	1017	87	7	6	87
STATION FACILITIES									
Overall satisfaction with the station	6	⬆	5	⬆	1005	88	9	3	86
Ticket buying facilities	-2	⊜	0	⊜	421	85	10	5	83
Provision of information about train times/platforms	5	⬆	4	⊜	975	90	6	4	88
The upkeep/repair of the station buildings/platforms	4	⊜	5	⬆	971	80	13	7	79
Cleanliness	3	⊜	2	⊜	979	83	13	4	83
The facilities and services	2	⊜	1	⊜	854	72	17	11	70
The attitudes and helpfulness of the staff	4	⊜	4	⊜	734	84	13	3	83
Connections with other forms of public transport	4	⊜	1	⊜	605	80	12	8	78
Facilities for car parking	-4	⊜	-2	⊜	332	55	16	28	58
Overall environment	6	⬆	5	⬆	979	80	13	7	79
Your personal security whilst using the station	5	⬆	7	⬆	884	83	16	1	80
The availability of staff	9	⬆	6	⬆	838	77	15	8	73
The provision of shelter facilities	7	⬆	9	⬆	804	82	13	6	78
Availability of seating	7	⬆	4	⊜	936	63	19	18	55
How request to station staff was handled	4	⊜	0	⊜	246	94	2	2	93
The choice of shops/eating/drinking facilities available	-3	⊜	-3	⊜	828	60	24	16	61
TRAIN FACILITIES									
Overall satisfaction with the train	2	⊜	1	⊜	1019	84	10	6	85
The frequency of the trains on that route	1	⊜	1	⊜	961	82	9	9	84
Punctuality/reliability (i.e. the train arriving/departing on time)	5	⬆	1	⊜	1003	86	5	9	84
The length of time the journey was scheduled to take (speed)	2	⊜	1	⊜	993	88	7	5	88
Connections with other train services	4	⊜	0	⊜	591	82	10	8	80
The value for money of the price of your ticket	5	⊜	2	⊜	971	58	20	23	58
Upkeep and repair of the train	2	⊜	0	⊜	970	79	15	6	82
The provision of information during the journey	2	⊜	1	⊜	935	76	16	8	78
The helpfulness and attitude of staff on train	2	⊜	0	⊜	745	81	16	3	81
The space for luggage	0	⊜	-4	⊜	829	54	19	26	57
The toilet facilities	4	⊜	1	⊜	484	49	21	30	52
Sufficient room for all passengers to sit/stand	-1	⊜	-5	⬇	979	66	14	20	71
The comfort of the seating area	-3	⊜	-5	⊜	976	71	17	11	76
The ease of being able to get on and off	4	⊜	1	⊜	987	83	13	4	83
Your personal security on board	3	⊜	0	⊜	925	85	13	2	86
The cleanliness of the inside	3	⊜	0	⊜	1004	80	12	7	83
The cleanliness of the outside	3	⊜	1	⊜	810	79	17	4	79
The availability of staff	0	⊜	-3	⊜	829	64	25	11	65
How well train company deals with delays	4	⊜	-1	⊜	209	54	32	14	55

East Midlands Trains

Improved ⬆
Unchanged ⊜
Declined ⬇

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 1063	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-4	⬇	-5	⬇	1048	84	9	7	87
STATION FACILITIES									
Overall satisfaction with the station	0	⊜	-1	⊜	1038	87	11	3	86
Ticket buying facilities	-4	⊜	-4	⊜	437	80	10	11	83
Provision of information about train times/platforms	-3	⊜	-3	⊜	1009	84	9	6	88
The upkeep/repair of the station buildings/platforms	-2	⊜	0	⊜	1016	84	11	5	79
Cleanliness	-1	⊜	0	⊜	1014	87	9	4	83
The facilities and services	-3	⊜	1	⊜	916	70	14	15	70
The attitudes and helpfulness of the staff	3	⊜	4	⊜	761	82	12	5	83
Connections with other forms of public transport	-1	⊜	0	⊜	683	74	14	12	78
Facilities for car parking	-2	⊜	0	⊜	357	72	15	13	58
Overall environment	0	⊜	1	⊜	1014	82	13	5	79
Your personal security whilst using the station	1	⊜	-4	⬇	897	79	20	2	80
The availability of staff	0	⊜	0	⊜	869	71	18	11	73
The provision of shelter facilities	0	⊜	4	⊜	848	78	13	9	78
Availability of seating	-2	⊜	-2	⊜	982	57	19	24	55
How request to station staff was handled	5	⊜	5	⊜	218	91	4	5	93
The choice of shops/eating/drinking facilities available	1	⊜	2	⊜	892	59	19	22	61
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊜	-2	⊜	1045	85	9	6	85
The frequency of the trains on that route	-1	⊜	-3	⊜	1014	79	9	13	84
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⊜	-2	⊜	1036	83	4	13	84
The length of time the journey was scheduled to take (speed)	-2	⊜	-3	⊜	1037	85	10	6	88
Connections with other train services	-1	⊜	-4	⊜	587	75	16	9	80
The value for money of the price of your ticket	-1	⊜	0	⊜	1001	51	19	30	58
Upkeep and repair of the train	2	⊜	3	⊜	1006	83	10	7	82
The provision of information during the journey	2	⊜	-2	⊜	935	73	19	8	78
The helpfulness and attitude of staff on train	-2	⊜	-2	⊜	754	77	19	3	81
The space for luggage	-5	⊜	-2	⊜	817	54	22	24	57
The toilet facilities	3	⊜	5	⊜	473	50	23	27	52
Sufficient room for all passengers to sit/stand	-1	⊜	-1	⊜	1022	74	13	14	71
The comfort of the seating area	0	⊜	-3	⊜	1011	79	14	7	76
The ease of being able to get on and off	0	⊜	-4	⊜	1029	82	12	6	83
Your personal security on board	2	⊜	1	⊜	963	86	12	2	86
The cleanliness of the inside	1	⊜	0	⊜	1040	84	12	5	83
The cleanliness of the outside	-2	⊜	1	⊜	857	73	19	8	79
The availability of staff	-1	⊜	-2	⊜	862	63	26	11	65
How well train company deals with delays	-4	⊜	-1	⊜	258	49	34	17	55

First Hull Trains

Improved ⬆
Unchanged ⊜
Declined ⬇

Overall sample size 576	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	8	⬆	1	⊜	544	97	2	1	87
STATION FACILITIES									
Overall satisfaction with the station	-2	⊜	-2	⊜	548	88	11	2	86
Ticket buying facilities	7	⊜	-2	⊜	226	88	8	4	83
Provision of information about train times/platforms	5	⊜	1	⊜	526	91	8	2	88
The upkeep/repair of the station buildings/platforms	-1	⊜	0	⊜	536	88	10	2	79
Cleanliness	1	⊜	1	⊜	525	91	7	1	83
The facilities and services	-1	⊜	-4	⊜	467	70	17	13	70
The attitudes and helpfulness of the staff	-4	⊜	-7	⊜	362	74	20	6	83
Connections with other forms of public transport	2	⊜	2	⊜	406	81	10	9	78
Facilities for car parking	-5	⊜	-3	⊜	248	66	15	19	58
Overall environment	0	⊜	-1	⊜	529	84	13	3	79
Your personal security whilst using the station	4	⊜	-1	⊜	471	83	15	2	80
The availability of staff	-6	⊜	-5	⊜	416	62	25	12	73
The provision of shelter facilities	-1	⊜	1	⊜	450	83	13	5	78
Availability of seating	3	⊜	0	⊜	492	59	19	22	55
How request to station staff was handled	1	⊜	-3	⊜	69	91	6	3	93
The choice of shops/eating/drinking facilities available	-2	⊜	2	⊜	489	65	15	20	61
TRAIN FACILITIES									
Overall satisfaction with the train	3	⊜	-1	⊜	550	95	5	0	85
The frequency of the trains on that route	4	⊜	4	⊜	517	83	9	8	84
Punctuality/reliability (i.e. the train arriving/departing on time)	20	⬆	0	⊜	543	95	4	1	84
The length of time the journey was scheduled to take (speed)	5	⬆	-1	⊜	539	93	5	2	88
Connections with other train services	6	⊜	0	⊜	304	85	11	4	80
The value for money of the price of your ticket	6	⊜	13	⬆	526	69	13	18	58
Upkeep and repair of the train	-1	⊜	0	⊜	538	92	7	1	82
The provision of information during the journey	-3	⊜	-2	⊜	518	87	11	2	78
The helpfulness and attitude of staff on train	-2	⊜	-3	⊜	513	91	8	1	81
The space for luggage	0	⊜	0	⊜	501	73	15	12	57
The toilet facilities	9	⬆	5	⊜	395	73	18	9	52
Sufficient room for all passengers to sit/stand	-4	⊜	-7	⬇	531	82	11	7	71
The comfort of the seating area	0	⊜	-3	⊜	535	89	9	3	76
The ease of being able to get on and off	1	⊜	-1	⊜	541	94	5	2	83
Your personal security on board	-1	⊜	-1	⊜	523	93	7	0	86
The cleanliness of the inside	1	⊜	1	⊜	548	94	6	0	83
The cleanliness of the outside	-3	⊜	-2	⊜	477	86	11	3	79
The availability of staff	-5	⊜	-4	⊜	509	84	14	2	65
How well train company deals with delays	-	⊜	-	⊜	<50	-	-	-	55

First TransPennine Express

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 1016	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊜	-2	⊜	1002	83	8	9	87
STATION FACILITIES										
Overall satisfaction with the station		2	⊜	1	⊜	997	87	9	4	86
Ticket buying facilities		1	⊜	-1	⊜	458	84	8	8	83
Provision of information about train times/platforms		-2	⊜	-3	⊜	981	86	8	6	88
The upkeep/repair of the station buildings/platforms		2	⊜	-2	⊜	967	81	14	5	79
Cleanliness		3	⊜	1	⊜	969	84	11	5	83
The facilities and services		-3	⊜	-1	⊜	883	71	17	12	70
The attitudes and helpfulness of the staff		5	⊜	0	⊜	761	82	13	5	83
Connections with other forms of public transport		0	⊜	0	⊜	635	78	13	10	78
Facilities for car parking		-7	⊜	-1	⊜	306	49	25	26	58
Overall environment		2	⊜	3	⊜	976	82	13	5	79
Your personal security whilst using the station		1	⊜	-3	⊜	883	80	19	2	80
The availability of staff		0	⊜	-2	⊜	855	72	19	9	73
The provision of shelter facilities		-1	⊜	3	⊜	808	78	15	7	78
Availability of seating		1	⊜	-3	⊜	921	58	17	25	55
How request to station staff was handled		8	⊜	2	⊜	185	93	0	5	93
The choice of shops/eating/drinking facilities available		-2	⊜	2	⊜	858	62	22	16	61
TRAIN FACILITIES										
Overall satisfaction with the train		0	⊜	-1	⊜	997	82	12	6	85
The frequency of the trains on that route		-3	⊜	-3	⊜	963	81	8	12	84
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊜	-6	⬇	984	73	10	18	84
The length of time the journey was scheduled to take (speed)		0	⊜	-2	⊜	982	85	8	7	88
Connections with other train services		-1	⊜	-2	⊜	596	76	15	9	80
The value for money of the price of your ticket		3	⊜	1	⊜	956	61	16	23	58
Upkeep and repair of the train		0	⊜	-1	⊜	967	84	10	5	82
The provision of information during the journey		0	⊜	-2	⊜	918	77	15	7	78
The helpfulness and attitude of staff on train		-3	⊜	-2	⊜	768	79	16	5	81
The space for luggage		2	⊜	-5	⊜	807	54	18	27	57
The toilet facilities		-2	⊜	-5	⊜	410	50	21	29	52
Sufficient room for all passengers to sit/stand		-3	⊜	-8	⬇	971	59	12	29	71
The comfort of the seating area		-1	⊜	-3	⊜	947	77	15	7	76
The ease of being able to get on and off		4	⊜	-1	⊜	982	82	10	8	83
Your personal security on board		0	⊜	-3	⊜	924	83	14	3	86
The cleanliness of the inside		2	⊜	-1	⊜	985	84	11	5	83
The cleanliness of the outside		2	⊜	0	⊜	821	82	14	4	79
The availability of staff		-7	⬇	-5	⊜	858	62	22	15	65
How well train company deals with delays		1	⊜	-11	⬇	346	52	33	15	55

Grand Central

	Overall sample size 620	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	⊜	-1	⊜	592	93	5	2	87
STATION FACILITIES										
Overall satisfaction with the station		0	⊜	3	⊜	607	83	13	4	86
Ticket buying facilities		4	⊜	2	⊜	279	82	11	7	83
Provision of information about train times/platforms		0	⊜	-1	⊜	567	88	7	5	88
The upkeep/repair of the station buildings/platforms		3	⊜	5	⊜	575	85	9	6	79
Cleanliness		5	⬆	3	⊜	572	85	10	5	83
The facilities and services		-2	⊜	-3	⊜	496	67	14	19	70
The attitudes and helpfulness of the staff		-3	⊜	-1	⊜	385	76	18	7	83
Connections with other forms of public transport		2	⊜	3	⊜	425	79	12	9	78
Facilities for car parking		4	⊜	9	⊜	292	60	17	23	58
Overall environment		2	⊜	3	⊜	574	80	14	6	79
Your personal security whilst using the station		3	⊜	0	⊜	505	78	18	4	80
The availability of staff		4	⊜	3	⊜	449	67	17	17	73
The provision of shelter facilities		2	⊜	6	⬆	491	80	14	7	78
Availability of seating		3	⊜	7	⊜	540	57	20	23	55
How request to station staff was handled		-22	⬇	-8	⊜	107	76	6	13	93
The choice of shops/eating/drinking facilities available		0	⊜	0	⊜	498	62	15	23	61
TRAIN FACILITIES										
Overall satisfaction with the train		2	⊜	2	⊜	596	94	4	2	85
The frequency of the trains on that route		2	⊜	2	⊜	552	81	10	9	84
Punctuality/reliability (i.e. the train arriving/departing on time)		-4	⬇	-4	⬇	594	92	3	4	84
The length of time the journey was scheduled to take (speed)		-1	⊜	-2	⊜	582	90	7	3	88
Connections with other train services		1	⊜	1	⊜	319	86	11	3	80
The value for money of the price of your ticket		-3	⊜	0	⊜	583	76	11	13	58
Upkeep and repair of the train		5	⬆	3	⊜	571	84	12	4	82
The provision of information during the journey		1	⊜	-1	⊜	522	84	14	2	78
The helpfulness and attitude of staff on train		1	⊜	-1	⊜	533	90	9	1	81
The space for luggage		-2	⊜	-8	⬇	545	72	12	16	57
The toilet facilities		5	⊜	-1	⊜	410	63	25	12	52
Sufficient room for all passengers to sit/stand		-5	⬇	-3	⊜	561	88	9	3	71
The comfort of the seating area		-1	⊜	0	⊜	576	89	8	3	76
The ease of being able to get on and off		0	⊜	1	⊜	577	87	10	2	83
Your personal security on board		0	⊜	-2	⊜	556	90	9	1	86
The cleanliness of the inside		6	⬆	3	⊜	592	90	8	2	83
The cleanliness of the outside		-1	⊜	0	⊜	522	85	13	2	79
The availability of staff		3	⊜	-1	⊜	522	85	12	3	65
How well train company deals with delays		-16	⊜	-24	⊜	65	57	31	12	55

Virgin Trains

Improved ⬆
Unchanged ⬌
Declined ⬇

Overall sample size 1233	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⬌	2	⬌	1207	91	6	3	87
STATION FACILITIES									
Overall satisfaction with the station	-2	⬌	1	⬌	1209	78	16	6	86
Ticket buying facilities	-7	⬇	-3	⬌	351	80	14	7	83
Provision of information about train times/platforms	1	⬌	1	⬌	1172	86	8	5	88
The upkeep/repair of the station buildings/platforms	0	⬌	1	⬌	1175	68	20	12	79
Cleanliness	2	⬌	0	⬌	1184	75	17	8	83
The facilities and services	-4	⬌	-4	⬌	1029	62	21	17	70
The attitudes and helpfulness of the staff	3	⬌	1	⬌	800	81	15	3	83
Connections with other forms of public transport	2	⬌	-1	⬌	810	79	13	8	78
Facilities for car parking	-2	⬌	1	⬌	331	58	17	25	58
Overall environment	2	⬌	2	⬌	1174	68	19	14	79
Your personal security whilst using the station	2	⬌	3	⬌	1044	75	22	3	80
The availability of staff	4	⬌	4	⬌	952	69	21	10	73
The provision of shelter facilities	1	⬌	6	⬆	817	74	17	10	78
Availability of seating	-1	⬌	-1	⬌	1101	43	18	39	55
How request to station staff was handled	1	⬌	0	⬌	263	92	4	4	93
The choice of shops/eating/drinking facilities available	-1	⬌	0	⬌	1050	58	23	20	61
TRAIN FACILITIES									
Overall satisfaction with the train	0	⬌	1	⬌	1207	90	8	2	85
The frequency of the trains on that route	-1	⬌	0	⬌	1191	90	6	4	84
Punctuality/reliability (i.e. the train arriving/departing on time)	4	⬆	7	⬆	1199	90	4	6	84
The length of time the journey was scheduled to take (speed)	-1	⬌	3	⬆	1199	93	5	2	88
Connections with other train services	0	⬌	2	⬌	659	84	12	4	80
The value for money of the price of your ticket	-5	⬇	-2	⬌	1170	63	16	21	58
Upkeep and repair of the train	1	⬌	-2	⬌	1170	87	10	4	82
The provision of information during the journey	-1	⬌	-1	⬌	1132	82	14	4	78
The helpfulness and attitude of staff on train	0	⬌	0	⬌	857	82	15	3	81
The space for luggage	2	⬌	-2	⬌	1035	59	16	25	57
The toilet facilities	-2	⬌	-1	⬌	750	60	18	22	52
Sufficient room for all passengers to sit/stand	4	⬆	3	⬌	1162	80	12	8	71
The comfort of the seating area	3	⬌	2	⬌	1171	83	11	6	76
The ease of being able to get on and off	2	⬌	0	⬌	1178	87	9	3	83
Your personal security on board	2	⬌	0	⬌	1128	88	11	1	86
The cleanliness of the inside	0	⬌	0	⬌	1204	87	9	4	83
The cleanliness of the outside	-1	⬌	0	⬌	966	84	13	3	79
The availability of staff	-2	⬌	-2	⬌	982	65	23	11	65
How well train company deals with delays	-1	⬌	-1	⬌	220	61	25	14	55

Virgin Trains East Coast*

Improved ⬆
Unchanged ⊜
Declined ⬇

	Overall sample size 1067	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-1	⊜	-5	⬇	1054	89	6	5	87
STATION FACILITIES										
Overall satisfaction with the station		0	⊜	0	⊜	1054	90	8	2	86
Ticket buying facilities		1	⊜	1	⊜	290	84	9	7	83
Provision of information about train times/platforms		1	⊜	-2	⊜	1018	91	6	4	88
The upkeep/repair of the station buildings/platforms		3	⊜	-1	⊜	1022	89	9	2	79
Cleanliness		3	⊜	0	⊜	1036	91	8	1	83
The facilities and services		-1	⊜	-2	⊜	931	78	14	8	70
The attitudes and helpfulness of the staff		2	⊜	-1	⊜	724	84	14	2	83
Connections with other forms of public transport		1	⊜	-2	⊜	693	81	11	8	78
Facilities for car parking		2	⊜	-7	⊜	310	53	18	28	58
Overall environment		3	⊜	1	⊜	1026	88	9	3	79
Your personal security whilst using the station		2	⊜	-2	⊜	907	81	18	1	80
The availability of staff		-2	⊜	-6	⬇	830	70	22	8	73
The provision of shelter facilities		-1	⊜	1	⊜	780	78	15	7	78
Availability of seating		-1	⊜	-3	⊜	952	51	17	32	55
How request to station staff was handled		1	⊜	0	⊜	180	90	6	4	93
The choice of shops/eating/drinking facilities available		0	⊜	1	⊜	925	68	19	13	61
TRAIN FACILITIES										
Overall satisfaction with the train		-2	⊜	-6	⬇	1053	86	9	5	85
The frequency of the trains on that route		-1	⊜	-2	⊜	1009	92	6	3	84
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	⊜	-6	⬇	1040	86	5	9	84
The length of time the journey was scheduled to take (speed)		-1	⊜	-2	⊜	1034	91	6	3	88
Connections with other train services		-1	⊜	-3	⊜	586	83	12	5	80
The value for money of the price of your ticket		-5	⬇	-4	⊜	1009	59	19	22	58
Upkeep and repair of the train		-2	⊜	-5	⬇	1001	76	13	10	82
The provision of information during the journey		0	⊜	-4	⬇	975	80	15	5	78
The helpfulness and attitude of staff on train		4	⊜	-2	⊜	840	85	14	1	81
The space for luggage		-1	⊜	-6	⬇	929	64	16	20	57
The toilet facilities		-4	⊜	-10	⬇	698	47	24	29	52
Sufficient room for all passengers to sit/stand		0	⊜	-4	⊜	1015	78	11	10	71
The comfort of the seating area		-5	⬇	-7	⬇	1024	73	17	11	76
The ease of being able to get on and off		2	⊜	-3	⊜	1029	83	12	5	83
Your personal security on board		-1	⊜	-2	⊜	979	87	12	1	86
The cleanliness of the inside		-2	⊜	-5	⬇	1049	83	11	6	83
The cleanliness of the outside		-3	⊜	-3	⊜	868	76	19	5	79
The availability of staff		2	⊜	-5	⬇	908	72	21	6	65
How well train company deals with delays		-4	⊜	-6	⊜	225	63	28	10	55

*Up to Spring 2015 Virgin Trains East Coast was East Coast

Arriva Trains Wales

Improved ⬆
Unchanged ⊜
Declined ⬇

Overall sample size 1109	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	⊜	-6	⬇	1055	82	12	6	88
STATION FACILITIES									
Overall satisfaction with the station	2	⊜	-2	⊜	1057	77	17	6	85
Ticket buying facilities	0	⊜	1	⊜	646	79	12	10	82
Provision of information about train times/platforms	1	⊜	-3	⊜	967	82	11	7	87
The upkeep/repair of the station buildings/platforms	4	⊜	-2	⊜	983	70	18	12	80
Cleanliness	-2	⊜	-2	⊜	968	70	18	12	83
The facilities and services	5	⊜	-2	⊜	802	48	21	31	58
The attitudes and helpfulness of the staff	2	⊜	-6	⬇	740	77	17	7	83
Connections with other forms of public transport	-1	⊜	-10	⬇	664	61	22	17	73
Facilities for car parking	5	⊜	-5	⊜	594	65	13	22	54
Overall environment	1	⊜	1	⊜	968	68	21	11	78
Your personal security whilst using the station	1	⊜	1	⊜	858	69	24	7	76
The availability of staff	-2	⊜	-6	⬇	813	61	20	19	72
The provision of shelter facilities	6	⊜	5	⬆	913	72	17	12	79
Availability of seating	7	⬆	0	⊜	951	57	20	23	61
How request to station staff was handled	-5	⊜	-5	⊜	184	88	1	5	90
The choice of shops/eating/drinking facilities available	7	⊜	0	⊜	770	39	23	38	49
TRAIN FACILITIES									
Overall satisfaction with the train	0	⊜	-5	⬇	1054	80	14	6	83
The frequency of the trains on that route	-3	⊜	-3	⊜	1021	73	10	17	79
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⊜	-7	⬇	1029	80	9	11	85
The length of time the journey was scheduled to take (speed)	0	⊜	-4	⊜	1011	82	11	7	88
Connections with other train services	-3	⊜	-2	⊜	720	73	19	8	78
The value for money of the price of your ticket	4	⊜	2	⊜	986	59	17	24	61
Upkeep and repair of the train	0	⊜	-5	⬇	1003	69	19	12	73
The provision of information during the journey	-3	⊜	-4	⊜	950	63	26	11	74
The helpfulness and attitude of staff on train	1	⊜	-2	⊜	926	84	13	3	82
The space for luggage	1	⊜	-6	⬇	894	61	22	16	64
The toilet facilities	5	⊜	-1	⊜	628	49	19	32	47
Sufficient room for all passengers to sit/stand	-1	⊜	-6	⬇	1016	72	13	14	74
The comfort of the seating area	0	⊜	-5	⬇	1003	72	18	10	75
The ease of being able to get on and off	1	⊜	-1	⊜	1010	82	13	5	83
Your personal security on board	-1	⊜	-5	⬇	974	81	16	3	84
The cleanliness of the inside	-2	⊜	-6	⬇	1047	72	16	12	77
The cleanliness of the outside	1	⊜	0	⊜	880	69	21	10	76
The availability of staff	1	⊜	-5	⬇	970	71	20	8	67
How well train company deals with delays	1	⊜	-5	⊜	158	37	31	32	46

Merseyrail

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 483	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	⊜	2	⊜	473	93	5	2	88
STATION FACILITIES									
Overall satisfaction with the station	-1	⊜	3	⊜	469	90	7	3	85
Ticket buying facilities	2	⊜	3	⊜	252	89	6	4	82
Provision of information about train times/platforms	4	⊜	2	⊜	437	92	6	1	87
The upkeep/repair of the station buildings/platforms	-1	⊜	3	⊜	450	82	11	7	80
Cleanliness	0	⊜	3	⊜	455	85	9	6	83
The facilities and services	3	⊜	0	⊜	356	63	19	18	58
The attitudes and helpfulness of the staff	7	⬆	5	⊜	378	90	8	2	83
Connections with other forms of public transport	7	⊜	5	⊜	323	82	13	5	73
Facilities for car parking	-7	⊜	-8	⊜	222	46	18	36	54
Overall environment	1	⊜	-1	⊜	454	80	15	6	78
Your personal security whilst using the station	4	⊜	2	⊜	417	81	17	2	76
The availability of staff	3	⊜	6	⬆	409	84	10	5	72
The provision of shelter facilities	5	⊜	4	⊜	372	85	11	4	79
Availability of seating	0	⊜	2	⊜	442	68	15	17	61
How request to station staff was handled	-	⊜	-	⊜	<50	-	-	-	90
The choice of shops/eating/drinking facilities available	-5	⊜	-3	⊜	326	44	25	31	49
TRAIN FACILITIES									
Overall satisfaction with the train	7	⬆	7	⬆	474	93	5	2	83
The frequency of the trains on that route	-1	⊜	-1	⊜	472	93	3	3	79
Punctuality/reliability (i.e. the train arriving/departing on time)	6	⬆	1	⊜	472	93	4	3	85
The length of time the journey was scheduled to take (speed)	2	⊜	0	⊜	462	96	3	1	88
Connections with other train services	1	⊜	-1	⊜	255	86	10	4	78
The value for money of the price of your ticket	3	⊜	1	⊜	372	69	14	17	61
Upkeep and repair of the train	14	⬆	15	⬆	440	87	8	4	73
The provision of information during the journey	9	⬆	4	⊜	430	90	8	2	74
The helpfulness and attitude of staff on train	8	⊜	0	⊜	261	70	27	3	82
The space for luggage	13	⬆	10	⬆	326	64	20	16	64
The toilet facilities	-6	⊜	-8	⊜	122	17	20	63	47
Sufficient room for all passengers to sit/stand	10	⬆	6	⬆	444	81	9	10	74
The comfort of the seating area	12	⬆	9	⬆	455	85	10	5	75
The ease of being able to get on and off	7	⬆	4	⊜	462	91	5	4	83
Your personal security on board	10	⬆	6	⬆	437	86	11	3	84
The cleanliness of the inside	9	⬆	10	⬆	467	84	9	8	77
The cleanliness of the outside	6	⊜	10	⬆	414	80	15	4	76
The availability of staff	8	⊜	1	⊜	353	56	30	14	67
How well train company deals with delays	-	⊜	-	⊜	<50	-	-	-	46

Northern Rail

Improved ⬆
Unchanged ⊜
Declined ⬇

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
Overall sample size 1086	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	6	⬆	5	⬆	1075	84	9	7	88
STATION FACILITIES									
Overall satisfaction with the station	4	⬆	4	⬆	1061	83	12	4	85
Ticket buying facilities	-2	⊜	-4	⊜	625	76	12	12	82
Provision of information about train times/platforms	4	⬆	3	⊜	1010	86	9	5	87
The upkeep/repair of the station buildings/platforms	2	⊜	2	⊜	1008	79	14	7	80
Cleanliness	3	⊜	1	⊜	1011	82	12	6	83
The facilities and services	4	⊜	-2	⊜	883	59	18	23	58
The attitudes and helpfulness of the staff	2	⊜	2	⊜	781	78	16	6	83
Connections with other forms of public transport	2	⊜	1	⊜	704	69	19	13	73
Facilities for car parking	1	⊜	-3	⊜	543	55	18	26	54
Overall environment	4	⊜	3	⊜	1017	78	16	6	78
Your personal security whilst using the station	-1	⊜	1	⊜	922	73	22	5	76
The availability of staff	4	⊜	4	⊜	880	68	17	14	72
The provision of shelter facilities	4	⊜	7	⬆	936	78	13	9	79
Availability of seating	5	⬆	-1	⊜	995	61	20	19	61
How request to station staff was handled	1	⊜	-3	⊜	154	88	4	6	90
The choice of shops/eating/drinking facilities available	5	⊜	1	⊜	843	53	17	30	49
TRAIN FACILITIES									
Overall satisfaction with the train	6	⬆	3	⊜	1072	76	14	10	83
The frequency of the trains on that route	2	⊜	1	⊜	1037	70	11	19	79
Punctuality/reliability (i.e. the train arriving/departing on time)	4	⬆	4	⊜	1051	81	7	12	85
The length of time the journey was scheduled to take (speed)	4	⊜	3	⊜	1043	83	10	6	88
Connections with other train services	2	⊜	-4	⊜	660	72	18	9	78
The value for money of the price of your ticket	2	⊜	5	⊜	1003	58	18	24	61
Upkeep and repair of the train	4	⊜	4	⊜	1022	64	17	19	73
The provision of information during the journey	6	⬆	8	⬆	951	65	22	13	74
The helpfulness and attitude of staff on train	5	⬆	5	⬆	868	81	16	3	82
The space for luggage	7	⬆	5	⊜	829	62	18	21	64
The toilet facilities	6	⊜	6	⊜	466	46	21	33	47
Sufficient room for all passengers to sit/stand	7	⬆	7	⬆	1025	73	10	17	74
The comfort of the seating area	5	⬆	3	⊜	1039	66	15	19	75
The ease of being able to get on and off	-2	⊜	-2	⊜	1051	77	14	9	83
Your personal security on board	4	⬆	3	⊜	996	82	15	3	84
The cleanliness of the inside	6	⬆	5	⬆	1054	71	16	12	77
The cleanliness of the outside	6	⬆	8	⬆	927	71	21	8	76
The availability of staff	3	⊜	3	⊜	957	65	24	11	67
How well train company deals with delays	12	⊜	13	⬆	167	44	36	20	46

ScotRail

Improved ↑
Unchanged ⊜
Declined ↓

	Overall sample size 1064	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊜	3	⊜	1043	90	6	4	88
STATION FACILITIES										
Overall satisfaction with the station		5	⊜	4	⊜	1036	88	9	3	85
Ticket buying facilities		6	⊜	4	⊜	571	87	7	6	82
Provision of information about train times/platforms		2	⊜	0	⊜	977	87	8	5	87
The upkeep/repair of the station buildings/platforms		3	⊜	1	⊜	988	84	11	5	80
Cleanliness		2	⊜	0	⊜	997	87	10	3	83
The facilities and services		0	⊜	1	⊜	834	58	18	24	58
The attitudes and helpfulness of the staff		6	↑	4	⊜	774	86	12	3	83
Connections with other forms of public transport		1	⊜	8	↑	691	78	12	10	73
Facilities for car parking		-3	⊜	5	⊜	400	53	14	33	54
Overall environment		0	⊜	-1	⊜	980	80	16	4	78
Your personal security whilst using the station		1	⊜	3	⊜	878	79	20	2	76
The availability of staff		3	⊜	1	⊜	864	74	14	12	72
The provision of shelter facilities		-2	⊜	4	⊜	838	80	11	8	79
Availability of seating		-3	⊜	-2	⊜	942	59	18	23	61
How request to station staff was handled		4	⊜	-1	⊜	176	92	2	4	90
The choice of shops/eating/drinking facilities available		4	⊜	2	⊜	831	51	19	31	49
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊜	4	⊜	1047	88	9	4	83
The frequency of the trains on that route		2	⊜	0	⊜	1014	83	6	11	79
Punctuality/reliability (i.e. the train arriving/departing on time)		4	⊜	2	⊜	1030	86	6	8	85
The length of time the journey was scheduled to take (speed)		0	⊜	2	⊜	1023	90	7	4	88
Connections with other train services		0	⊜	4	⊜	545	83	11	6	78
The value for money of the price of your ticket		2	⊜	2	⊜	994	61	19	19	61
Upkeep and repair of the train		-4	⊜	1	⊜	985	79	12	9	73
The provision of information during the journey		4	⊜	3	⊜	948	79	17	5	74
The helpfulness and attitude of staff on train		1	⊜	6	↑	836	85	12	2	82
The space for luggage		-3	⊜	-2	⊜	806	66	16	18	64
The toilet facilities		4	⊜	-1	⊜	464	57	18	26	47
Sufficient room for all passengers to sit/stand		-5	⊜	-7	↓	1001	72	13	15	74
The comfort of the seating area		2	⊜	1	⊜	1002	82	9	9	75
The ease of being able to get on and off		0	⊜	1	⊜	1016	87	8	5	83
Your personal security on board		0	⊜	-1	⊜	978	85	12	3	84
The cleanliness of the inside		-1	⊜	3	⊜	1028	81	11	8	77
The cleanliness of the outside		-2	⊜	7	↑	858	81	16	4	76
The availability of staff		1	⊜	3	⊜	913	73	18	10	67
How well train company deals with delays		2	⊜	2	⊜	127	51	33	16	46

Individual train company results
by route

Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2014.

Full details of the route results for Autumn 2015 are available in the TOC reports on the Transport Focus website (or by email on request).

Improved ⬆
Unchanged ⊜
Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	350	78	⊜	Great Western Railway: Long-distance	1134	88	⬆	Southeastern: Metro	710	73	⊜
Abellio Greater Anglia: Mainline	388	83	⊜	Great Western Railway: London Thames Valley	963	81	⊜	Southern: Metro	722	76	⊜
Abellio Greater Anglia: Rural	237	85	⊜	Great Western Railway: West	735	83	⊜	Southern: Sussex Coast	787	79	⊜
Abellio Greater Anglia: Stansted Express	221	90	⊜	Heathrow Connect	539	89	⊜	TfL Rail	313	85	⬆
Abellio Greater Anglia: West Anglia	358	78	⊜	Heathrow Express	511	95	⊜	Thameslink: Loop	305	66	⊜
Arriva Trains Wales: Cardiff and Valleys	329	78	⊜	London Midland: London Commuter	282	82	⊜	Thameslink: North	442	78	⊜
Arriva Trains Wales: Interurban	229	86	⊜	London Midland: West Coast	241	86	⊜	Thameslink: South	313	72	⊜
Arriva Trains Wales: Mid Wales and Borders	172	92	⬆	London Midland: West Midlands	578	87	⊜	Virgin: London/Birmingham - Scotland	226	90	⊜
Arriva Trains Wales: North Wales and Borders	166	86	⊜	London Overground: Gospel Oak - Barking	253	87	⊜	Virgin: London - Liverpool	157	95	⊜
Arriva Trains Wales: South Wales and Borders/West Wales	159	82	⊜	London Overground: Highbury and Islington - Croydon/Clapham	234	92	⊜	Virgin: London - Manchester	272	92	⊜
c2c: Southend Line	836	89	⊜	London Overground: Richmond/ Clapham - Stratford	252	85	⊜	Virgin: London - North Wales	105	84	⊜
c2c: Tilbury Line	229	90	⊜	London Overground: Watford - Euston	264	94	⊜	Virgin: London - Scotland	242	91	⊜
Chiltern Railways: North	312	91	⊜	London Overground: West Anglia	280	83	⊜	Virgin: London - Wolverhampton	205	91	⊜
Chiltern Railways: South	750	91	⊜	Merseyrail: Northern	252	91	⊜	Virgin Trains East Coast: Non-London Journeys	326	88	⊜
CrossCountry: Birmingham - Manchester	111	92	⊜	Merseyrail: Wirral	221	95	⬆	Virgin Trains East Coast: London East Midlands and East of England	219	88	⊜
CrossCountry: Birmingham - North East and Scotland	244	86	⊜	Northern Rail: Lancashire and Cumbria	107	91	⊜	Virgin Trains East Coast: London - North East and Scotland	284	89	⊜
CrossCountry: Birmingham - South Coast	151	85	⊜	Northern Rail: Manchester and Liverpool	281	83	⬆	Virgin Trains East Coast: London - Yorkshire	225	91	⊜
CrossCountry: Birmingham - South West	248	90	⬆	Northern Rail: South and East Yorkshire	210	88	⊜				
CrossCountry: Birmingham - Stansted	136	80	⊜	Northern Rail: Tyne Tees and Wear	152	90	⊜				
CrossCountry: Nottingham - Cardiff	127	89	⊜	Northern Rail: West and North Yorkshire	325	82	⊜				
East Midlands Trains: Liverpool - Norwich	298	82	⊜	ScotRail: Interurban	358	85	⊜				
East Midlands Trains: Local	276	83	⊜	ScotRail: Rural	138	90	⊜				
East Midlands Trains: London	474	85	⬇	ScotRail: Strathclyde	290	93	⊜				
First Hull Trains	544	97	⬆	ScotRail: Urban	257	89	⊜				
First TransPennine Express: North	593	83	⊜	South West Trains: Island Line	128	97	⬆				
First TransPennine Express: North West	254	86	⊜	South West Trains: Longer-distance	861	82	⊜				
First TransPennine Express: South	155	81	⊜	South West Trains: Metro	433	82	⊜				
Gatwick Express	492	80	⬇	South West Trains: Outer Suburban and Local	500	81	⊜				
Grand Central: London - Bradford	204	94	⊜	Southeastern: High Speed	300	93	⊜				
Grand Central: London - Sunderland	388	92	⊜	Southeastern: Mainline	538	77	⊜				
Great Northern	551	84	⊜								

The value for money of the price of your ticket by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2014.

Full details of the route results for Autumn 2015 are available on the Transport Focus website (or by email on request).

Improved ⬆
Unchanged ⊜
Declined ⬇

Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	339	51	Unchanged
Abellio Greater Anglia: Mainline	373	38	Improved
Abellio Greater Anglia: Rural	231	55	Unchanged
Abellio Greater Anglia: Stansted Express	210	34	Unchanged
Abellio Greater Anglia: West Anglia	344	40	Unchanged
Arriva Trains Wales: Cardiff and Valleys	317	54	Unchanged
Arriva Trains Wales: Interurban	223	57	Unchanged
Arriva Trains Wales: Mid Wales and Borders	166	73	Unchanged
Arriva Trains Wales: North Wales and Borders	135	61	Unchanged
Arriva Trains Wales: South Wales and Borders/West Wales	145	62	Unchanged
c2c: Southend Line	779	47	Unchanged
c2c: Tilbury Line	218	45	Unchanged
Chiltern Railways: North	297	65	Improved
Chiltern Railways: South	705	48	Unchanged
CrossCountry: Birmingham - Manchester	107	62	Unchanged
CrossCountry: Birmingham - North East and Scotland	231	58	Unchanged
CrossCountry: Birmingham - South Coast	146	60	Unchanged
CrossCountry: Birmingham - South West	236	54	Unchanged
CrossCountry: Birmingham - Stansted	132	55	Unchanged
CrossCountry: Nottingham - Cardiff	119	52	Unchanged
East Midlands Trains: Liverpool - Norwich	283	58	Unchanged
East Midlands Trains: Local	258	58	Unchanged
East Midlands Trains: London	460	45	Unchanged
First Hull Trains	526	69	Unchanged
First TransPennine Express: North	567	58	Unchanged
First TransPennine Express: North West	244	67	Unchanged
First TransPennine Express: South	145	65	Unchanged
Gatwick Express	469	37	Unchanged
Grand Central: London - Bradford	202	78	Unchanged
Grand Central: London - Sunderland	381	74	Unchanged
Great Northern	515	40	Unchanged

Route	sample size	% satisfied or good	significant change
Great Western Railway: Long-distance	1093	47	Unchanged
Great Western Railway: London Thames Valley	923	48	Unchanged
Great Western Railway: West	716	69	Improved
Heathrow Connect	497	56	Unchanged
Heathrow Express	510	42	Unchanged
London Midland: London Commuter	279	39	Unchanged
London Midland: West Coast	229	65	Improved
London Midland: West Midlands	512	62	Unchanged
London Overground: Gospel Oak - Barking	217	57	Unchanged
London Overground: Highbury and Islington - Croydon/Clapham	202	47	Unchanged
London Overground: Richmond/Clapham - Stratford	209	51	Unchanged
London Overground: Watford - Euston	234	54	Unchanged
London Overground: West Anglia	221	52	Unchanged
Merseyrail: Northern	186	66	Unchanged
Merseyrail: Wirral	186	72	Unchanged
Northern Rail: Lancashire and Cumbria	100	58	Unchanged
Northern Rail: Manchester and Liverpool	254	55	Unchanged
Northern Rail: South and East Yorkshire	200	60	Unchanged
Northern Rail: Tyne Tees and Wear	144	70	Unchanged
Northern Rail: West and North Yorkshire	305	58	Unchanged
ScotRail: Interurban	339	53	Unchanged
ScotRail: Rural	138	77	Unchanged
ScotRail: Strathclyde	269	65	Unchanged
ScotRail: Urban	248	59	Unchanged
South West Trains: Island Line	107	84	Unchanged
South West Trains: Longer-distance	826	44	Unchanged
South West Trains: Metro	385	38	Unchanged
South West Trains: Outer Suburban and Local	459	37	Unchanged
Southeastern: High Speed	292	41	Unchanged
Southeastern: Mainline	506	36	Unchanged

Route	sample size	% satisfied or good	significant change
Southeastern: Metro	591	34	Unchanged
Southern: Metro	615	39	Unchanged
Southern: Sussex Coast	737	42	Unchanged
TfL Rail	275	46	Unchanged
Thameslink: Loop	261	34	Unchanged
Thameslink: North	402	45	Unchanged
Thameslink: South	289	33	Unchanged
Virgin: London/Birmingham - Scotland	218	62	Unchanged
Virgin: London - Liverpool	152	65	Unchanged
Virgin: London - Manchester	268	60	Declined
Virgin: London - North Wales	102	56	Unchanged
Virgin: London - Scotland	228	64	Unchanged
Virgin: London - Wolverhampton	202	67	Unchanged
Virgin Trains East Coast: Non-London Journeys	310	66	Unchanged
Virgin Trains East Coast: London East Midlands and East of England	205	56	Unchanged
Virgin Trains East Coast: London - North East and Scotland	272	57	Unchanged
Virgin Trains East Coast: London - Yorkshire	222	53	Declined

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2014.

Full details of the route results for Autumn 2015 are available on the Transport Focus website (or by email on request).

Improved ⬆
Unchanged ＝
Declined ⬇

Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	347	71	＝
Abellio Greater Anglia: Mainline	385	76	＝
Abellio Greater Anglia: Rural	236	78	＝
Abellio Greater Anglia: Stansted Express	216	89	＝
Abellio Greater Anglia: West Anglia	360	72	＝
Arriva Trains Wales: Cardiff and Valleys	328	78	＝
Arriva Trains Wales: Interurban	226	76	＝
Arriva Trains Wales: Mid Wales and Borders	169	91	⬆
Arriva Trains Wales: North Wales and Borders	157	84	＝
Arriva Trains Wales: South Wales and Borders/West Wales	149	79	＝
c2c: Southend Line	823	94	＝
c2c: Tilbury Line	220	87	＝
Chiltern Railways: North	308	86	＝
Chiltern Railways: South	742	91	＝
CrossCountry: Birmingham - Manchester	111	93	＝
CrossCountry: Birmingham - North East and Scotland	243	84	＝
CrossCountry: Birmingham - South Coast	150	84	⬆
CrossCountry: Birmingham - South West	241	88	＝
CrossCountry: Birmingham - Stansted	132	83	＝
CrossCountry: Nottingham - Cardiff	126	90	＝
East Midlands Trains: Liverpool - Norwich	296	76	＝
East Midlands Trains: Local	271	84	＝
East Midlands Trains: London	469	85	＝
First Hull Trains	543	95	⬆
First TransPennine Express: North	584	71	＝
First TransPennine Express: North West	250	80	＝
First TransPennine Express: South	150	65	＝
Gatwick Express	476	82	⬇
Grand Central: London - Bradford	210	97	＝
Grand Central: London - Sunderland	384	89	⬇
Great Northern	544	79	＝

Route	sample size	% satisfied or good	significant change
Great Western Railway: Long-distance	1120	82	⬆
Great Western Railway: London Thames Valley	959	73	＝
Great Western Railway: West	737	83	⬆
Heathrow Connect	539	73	＝
Heathrow Express	504	93	＝
London Midland: London Commuter	285	76	＝
London Midland: West Coast	239	78	＝
London Midland: West Midlands	570	76	＝
London Overground: Gospel Oak - Barking	250	89	＝
London Overground: Highbury and Islington - Croydon/Clapham	228	86	＝
London Overground: Richmond/Clapham - Stratford	251	85	＝
London Overground: Watford - Euston	262	91	＝
London Overground: West Anglia	280	80	＝
Merseyrail: Northern	249	92	＝
Merseyrail: Wirral	223	95	⬆
Northern Rail: Lancashire and Cumbria	105	85	＝
Northern Rail: Manchester and Liverpool	274	79	＝
Northern Rail: South and East Yorkshire	207	86	＝
Northern Rail: Tyne Tees and Wear	146	89	＝
Northern Rail: West and North Yorkshire	319	81	＝
ScotRail: Interurban	356	87	＝
ScotRail: Rural	140	90	＝
ScotRail: Strathclyde	280	86	＝
ScotRail: Urban	254	82	＝
South West Trains: Island Line	121	98	＝
South West Trains: Longer-distance	847	80	＝
South West Trains: Metro	422	71	＝
South West Trains: Outer Suburban and Local	487	81	＝
Southeastern: High Speed	299	87	＝
Southeastern: Mainline	527	72	＝

Route	sample size	% satisfied or good	significant change
Southeastern: Metro	707	63	＝
Southern: Metro	717	61	＝
Southern: Sussex Coast	768	68	⬇
TfL Rail	307	84	＝
Thameslink: Loop	306	48	⬇
Thameslink: North	441	70	＝
Thameslink: South	306	58	＝
Virgin: London/Birmingham - Scotland	224	86	＝
Virgin: London - Liverpool	155	95	＝
Virgin: London - Manchester	269	91	＝
Virgin: London - North Wales	104	89	＝
Virgin: London - Scotland	241	86	⬆
Virgin: London - Wolverhampton	206	92	⬆
Virgin Trains East Coast: Non-London Journeys	320	84	＝
Virgin Trains East Coast: London East Midlands and East of England	217	81	⬇
Virgin Trains East Coast: London - North East and Scotland	277	89	＝
Virgin Trains East Coast: London - Yorkshire	226	87	＝

Sufficient room for all passengers to sit/stand by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2014.

Full details of the route results for Autumn 2015 are available on the Transport Focus website (or by email on request).

Improved ↑
Unchanged =
Declined ↓

Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	343	71	=
Abellio Greater Anglia: Mainline	377	61	=
Abellio Greater Anglia: Rural	233	80	=
Abellio Greater Anglia: Stansted Express	208	75	=
Abellio Greater Anglia: West Anglia	351	69	=
Arriva Trains Wales: Cardiff and Valleys	321	72	=
Arriva Trains Wales: Interurban	219	78	=
Arriva Trains Wales: Mid Wales and Borders	171	79	=
Arriva Trains Wales: North Wales and Borders	154	71	=
Arriva Trains Wales: South Wales and Borders/West Wales	151	68	=
c2c: Southend Line	810	57	=
c2c: Tilbury Line	224	56	=
Chiltern Railways: North	296	79	=
Chiltern Railways: South	721	68	=
CrossCountry: Birmingham - Manchester	106	69	=
CrossCountry: Birmingham - North East and Scotland	230	64	=
CrossCountry: Birmingham - South Coast	146	57	=
CrossCountry: Birmingham - South West	240	69	=
CrossCountry: Birmingham - Stansted	131	74	=
CrossCountry: Nottingham - Cardiff	126	74	=
East Midlands Trains: Liverpool - Norwich	294	65	=
East Midlands Trains: Local	270	80	↑
East Midlands Trains: London	458	74	=
First Hull Trains	531	82	=
First TransPennine Express: North	571	58	=
First TransPennine Express: North West	248	65	=
First TransPennine Express: South	152	48	=
Gatwick Express	475	73	↓
Grand Central: London - Bradford	189	81	↓
Grand Central: London - Sunderland	372	92	=
Great Northern	535	56	=

Route	sample size	% satisfied or good	significant change
Great Western Railway: Long-distance	1082	72	=
Great Western Railway: London Thames Valley	940	65	=
Great Western Railway: West	721	63	=
Heathrow Connect	529	82	↑
Heathrow Express	501	90	=
London Midland: London Commuter	276	65	=
London Midland: West Coast	231	73	=
London Midland: West Midlands	555	68	=
London Overground: Gospel Oak - Barking	241	60	=
London Overground: Highbury and Islington - Croydon/Clapham	229	70	=
London Overground: Richmond/Clapham - Stratford	247	59	=
London Overground: Watford - Euston	248	80	=
London Overground: West Anglia	271	74	=
Merseyrail: Northern	238	80	=
Merseyrail: Wirral	206	83	↑
Northern Rail: Lancashire and Cumbria	98	83	↑
Northern Rail: Manchester and Liverpool	271	69	↑
Northern Rail: South and East Yorkshire	203	76	=
Northern Rail: Tyne Tees and Wear	146	75	=
Northern Rail: West and North Yorkshire	307	75	=
ScotRail: Interurban	343	63	=
ScotRail: Rural	139	85	=
ScotRail: Strathclyde	271	76	=
ScotRail: Urban	248	68	=
South West Trains: Island Line	122	88	=
South West Trains: Longer-distance	830	58	=
South West Trains: Metro	419	62	=
South West Trains: Outer Suburban and Local	481	61	=
Southeastern: High Speed	294	82	=
Southeastern: Mainline	516	63	=

Route	sample size	% satisfied or good	significant change
Southeastern: Metro	680	58	↑
Southern: Metro	683	62	=
Southern: Sussex Coast	766	57	=
TfL Rail	299	46	=
Thameslink: Loop	299	51	=
Thameslink: North	429	63	=
Thameslink: South	303	57	=
Virgin: London/Birmingham - Scotland	214	77	=
Virgin: London - Liverpool	153	81	=
Virgin: London - Manchester	265	84	=
Virgin: London - North Wales	101	71	=
Virgin: London - Scotland	228	84	=
Virgin: London - Wolverhampton	201	79	↑
Virgin Trains East Coast: Non-London Journeys	315	83	=
Virgin Trains East Coast: London East Midlands and East of England	208	77	=
Virgin Trains East Coast: London - North East and Scotland	273	77	=
Virgin Trains East Coast: London - Yorkshire	219	75	=

Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2014.

Full details of the route results for Autumn 2015 are available on the Transport Focus website (or by email on request).

Improved ⬆
Unchanged ⊖
Declined ⬇

Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	357	82	⊖
Abellio Greater Anglia: Mainline	384	83	⊖
Abellio Greater Anglia: Rural	235	73	⊖
Abellio Greater Anglia: Stansted Express	222	81	⊖
Abellio Greater Anglia: West Anglia	361	77	⊖
Arriva Trains Wales: Cardiff and Valleys	333	74	⊖
Arriva Trains Wales: Interurban	231	81	⊖
Arriva Trains Wales: Mid Wales and Borders	170	79	⊖
Arriva Trains Wales: North Wales and Borders	163	78	⊖
Arriva Trains Wales: South Wales and Borders/West Wales	160	76	⊖
c2c: Southend Line	838	85	⊖
c2c: Tilbury Line	228	83	⊖
Chiltern Railways: North	301	81	⬇
Chiltern Railways: South	748	90	⊖
CrossCountry: Birmingham - Manchester	113	88	⊖
CrossCountry: Birmingham - North East and Scotland	243	93	⬆
CrossCountry: Birmingham - South Coast	149	89	⬆
CrossCountry: Birmingham - South West	242	88	⬆
CrossCountry: Birmingham - Stansted	132	83	⊖
CrossCountry: Nottingham - Cardiff	126	76	⊖
East Midlands Trains: Liverpool - Norwich	298	82	⊖
East Midlands Trains: Local	271	84	⊖
East Midlands Trains: London	469	89	⊖
First Hull Trains	548	88	⊖
First TransPennine Express: North	589	87	⊖
First TransPennine Express: North West	253	88	⊖
First TransPennine Express: South	155	89	⊖
Gatwick Express	490	72	⬇
Grand Central: London - Bradford	208	77	⊖
Grand Central: London - Sunderland	399	87	⊖
Great Northern	549	82	⊖
Great Western Railway: Long-distance	1121	85	⊖
Great Western Railway: London Thames Valley	951	78	⊖
Great Western Railway: West	726	81	⊖
Heathrow Connect	544	77	⊖
Heathrow Express	514	88	⊖
London Midland: London Commuter	287	79	⬆
London Midland: West Coast	240	78	⊖
London Midland: West Midlands	574	81	⬆
London Overground: Gospel Oak - Barking	253	81	⊖
London Overground: Highbury and Islington - Croydon/Clapham	235	86	⊖
London Overground: Richmond/Clapham - Stratford	249	84	⊖
London Overground: Watford - Euston	264	83	⊖
London Overground: West Anglia	279	75	⊖
Merseyrail: Northern	246	91	⊖
Merseyrail: Wirral	223	89	⊖
Northern Rail: Lancashire and Cumbria	106	85	⊖
Northern Rail: Manchester and Liverpool	278	83	⊖
Northern Rail: South and East Yorkshire	207	82	⊖
Northern Rail: Tyne Tees and Wear	152	88	⊖
Northern Rail: West and North Yorkshire	318	83	⊖
ScotRail: Interurban	358	87	⊖
ScotRail: Rural	140	82	⬇
ScotRail: Strathclyde	285	89	⊖
ScotRail: Urban	253	86	⊖
South West Trains: Island Line	122	85	⊖
South West Trains: Longer-distance	862	85	⊖
South West Trains: Metro	429	78	⊖
South West Trains: Outer Suburban and Local	491	79	⊖
Southeastern: High Speed	301	85	⊖
Southeastern: Mainline	538	78	⊖
Southeastern: Metro	711	74	⊖
Southern: Metro	716	73	⊖
Southern: Sussex Coast	781	74	⊖
TfL Rail	307	81	⊖
Thameslink: Loop	307	72	⊖
Thameslink: North	438	80	⊖
Thameslink: South	307	70	⊖
Virgin: London/Birmingham - Scotland	226	76	⊖
Virgin: London - Liverpool	156	84	⊖
Virgin: London - Manchester	274	77	⊖
Virgin: London - North Wales	105	78	⊖
Virgin: London - Scotland	242	79	⊖
Virgin: London - Wolverhampton	206	77	⊖
Virgin Trains East Coast: Non-London Journeys	327	87	⊖
Virgin Trains East Coast: London East Midlands and East of England	217	92	⊖
Virgin Trains East Coast: London - North East and Scotland	282	91	⊖
Virgin Trains East Coast: London - Yorkshire	228	92	⊖

How routes are defined

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

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

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

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

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

Abellio Greater Anglia: West Anglia
Journeys on London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

Arriva Trains Wales: Cardiff & Valleys
Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban
Journeys on the route Cardiff – Manchester Piccadilly (via Hereford and Shrewsbury)

Arriva Trains Wales: Mid Wales & Borders:
Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders
Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury. Also includes Llandudno - Blaenau Ffestiniog and Wrexham Central – Bidston.

Arriva Trains Wales: South Wales & Borders/West Wales
Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

c2c: Southend Line
Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea)

c2c: Tilbury Line
Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea

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

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

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

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

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

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

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

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

East Midland Trains: Liverpool – Norwich
Journeys on the Liverpool – Norwich route

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

East Midlands Trains: London
Journeys on the London – Sheffield route. Also includes London – Corby services

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

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

First Great Western: West
Journeys on (generally) short-distance rural routes in the west of England

First Hull Trains
All First Hull Trains journeys

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

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

First TransPennine Express: South
Journeys on routes between Manchester Airport/Manchester and Cleethorpes

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

Grand Central: London – Bradford
Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland
Journeys on London King's Cross – Sunderland route

Great Northern*
Journeys on the Peterborough/King's Lynn – London King's Cross/Moorgate route

Heathrow Connect
All Heathrow Connect journeys

Heathrow Express
All Heathrow Express journeys

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

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

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

*Part of the Govia Thameslink Railway franchise

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

London Overground: Highbury – Croydon/Clapham
Journeys on the Highbury – West Croydon and
Highbury – Clapham Junction lines

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

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

London Overground: West Anglia
Journeys on routes London – Enfield Town,
London – Chingford, London – Cheshunt and
Romford – Upminster

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

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

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

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

Northern: South & East Yorkshire:
Journeys from stations in South and East Yorkshire,
and Lincolnshire

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

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

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

ScotRail: Rural
Journeys on predominantly rural rail lines

ScotRail: Strathclyde
Journeys on local rail lines within Strathclyde

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

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

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

Southeastern: Metro
Journeys on routes that are within London

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

Southern: Metro*
Journeys on routes that are within London

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

*Part of the Govia Thameslink Railway franchise

South West Trains: Longer-distance
Journeys starting on longer-distance routes that generally go to or from London, but where the vast majority of the journey is outside London

South West Trains: Metro
Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local
Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London.

TfL Rail
Journeys on London – Shenfield metro service

Thameslink: Loop*
Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

Thameslink: North*
Journeys starting from stations on the route between Farringdon and Bedford

Thameslink: South*
Journeys starting from stations between London Bridge and Brighton. Also includes some journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

Virgin: London – Birmingham – Scotland
Journeys on London-Birmingham – Scotland services

Virgin: London – Liverpool
Journeys on London – Liverpool services

Virgin: London – Manchester
Journeys on London – Manchester services

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

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

Virgin: London – Wolverhampton
Journeys on London – Wolverhampton services

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

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

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

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

*Part of the Govia Thameslink Railway franchise

What impacts
on satisfaction and dissatisfaction?

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

The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Autumn 2015 and Spring 2015 combined.

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

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

What has the biggest impact on overall satisfaction?

Legend:
- Punctuality/reliability
- Cleanliness inside train
- Journey length (speed)
- Ease of getting on/off
- Frequency of trains on the route
- Comfort of the seating area
- Others*

- 36%
- 21%
- 8%
- 8%
- 5%
- 4%
- 18%
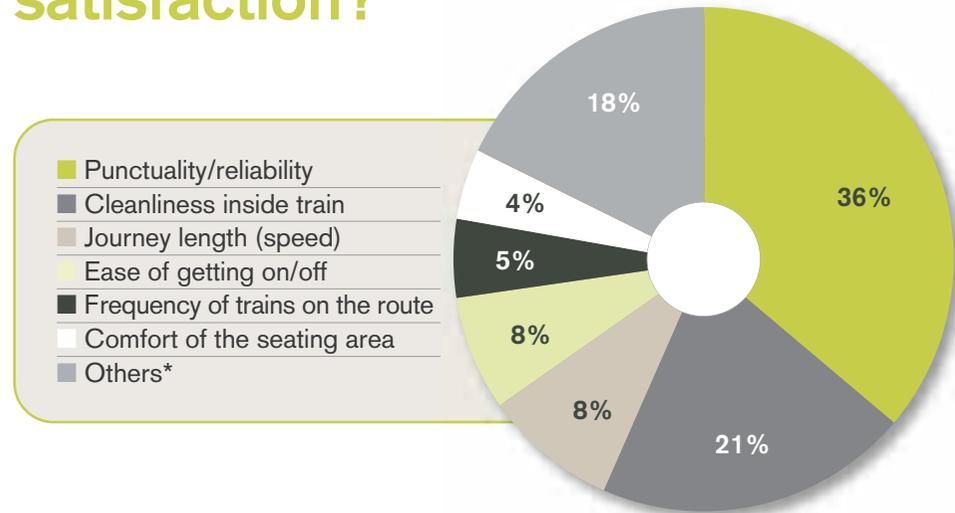
What has the biggest impact on overall dissatisfaction?

Legend:
- How train company dealt with delays
- Punctuality/reliability
- Journey length
- Sufficient room for all to sit/stand
- Ease of getting on/off
- Others*

- 56%
- 12%
- 7%
- 5%
- 4%
- 16%

*Other factors included in 'Others' are all no more than 3% each
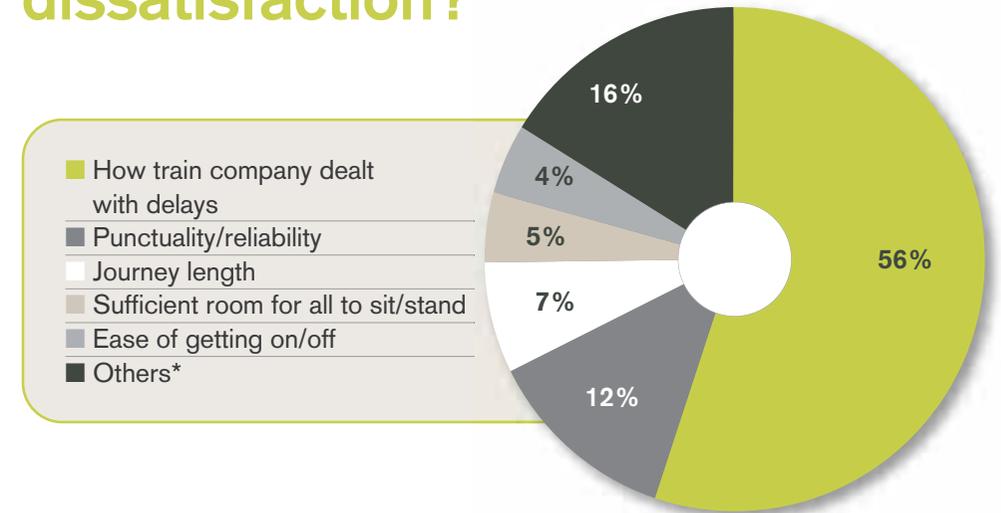
National results
by journey purpose

Journey purpose

Improved ↑
Unchanged ⊖
Declined ↓

Overall sample size 25762	Commuter Autumn 2015 % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2014 % change	significant change	Business Autumn 2015 % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2014 % change	significant change	Leisure Autumn 2015 % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2014 % change	significant change
Overall satisfaction with your journey	76	3	↑	85	0	⊖	90	0	⊖
STATION FACILITIES									
Overall satisfaction with the station	78	3	↑	80	0	⊖	85	0	⊖
Ticket buying facilities	72	2	↑	76	0	⊖	81	-1	⊖
Provision of information about train times/platforms	79	2	↑	84	3	⊖	87	0	⊖
The upkeep/repair of the station buildings/platforms	70	3	↑	71	-1	⊖	78	1	⊖
Cleanliness	74	3	↑	76	0	⊖	82	2	↑
The facilities and services	51	-1	⊖	59	-4	↓	63	1	⊖
The attitudes and helpfulness of the staff	72	3	↑	77	1	⊖	81	2	↑
Connections with other forms of public transport	73	0	⊖	77	2	⊖	78	-1	⊖
Facilities for car parking	44	0	⊖	51	3	⊖	57	0	⊖
Overall environment	68	3	↑	73	2	⊖	76	2	⊖
Your personal security whilst using the station	70	2	⊖	76	4	↑	76	2	⊖
The availability of staff	63	4	↑	65	2	⊖	69	3	↑
The provision of shelter facilities	66	2	⊖	71	1	⊖	77	2	⊖
Availability of seating	42	3	↑	46	1	⊖	57	1	⊖
How request to station staff was handled	81	3	⊖	88	2	⊖	90	1	⊖
The choice of shops/eating/drinking facilities available	44	0	⊖	49	-3	⊖	56	2	⊖
TRAIN FACILITIES									
Overall satisfaction with the train	75	4	↑	83	4	↑	88	1	⊖
The frequency of the trains on that route	70	1	⊖	79	1	⊖	84	0	⊖
Punctuality/reliability (i.e. the train arriving/departing on time)	68	0	⊖	81	0	⊖	87	1	⊖
The length of time the journey was scheduled to take (speed)	78	2	↑	81	-1	⊖	89	0	⊖
Connections with other train services	71	1	⊖	76	0	⊖	83	1	⊖
The value for money of the price of your ticket	34	3	↑	47	1	⊖	64	1	⊖
Upkeep and repair of the train	71	4	↑	76	5	↑	81	0	⊖
The provision of information during the journey	66	3	↑	73	7	↑	78	1	⊖
The helpfulness and attitude of staff on train	57	1	⊖	71	5	↑	73	2	⊖
The space for luggage	48	2	⊖	54	3	⊖	58	1	⊖
The toilet facilities	30	2	⊖	37	0	⊖	47	0	⊖
Sufficient room for all passengers to sit/stand	54	1	⊖	69	0	⊖	76	0	⊖
The comfort of the seating area	65	3	↑	72	3	⊖	79	0	⊖
The ease of being able to get on and off	73	1	⊖	82	0	⊖	84	1	⊖
Your personal security on board	74	2	↑	83	3	↑	82	0	⊖
The cleanliness of the inside	72	4	↑	78	3	↑	82	0	⊖
The cleanliness of the outside	72	4	↑	76	5	↑	81	2	⊖
The availability of staff	36	1	⊖	49	3	⊖	53	-1	⊖
How well train company deals with delays	31	2	⊖	39	-5	⊖	54	3	⊖

Technical appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply-paid envelope provided for returning them.

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

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

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

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

Approximately 31 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done for all TOCs prior to the Autumn 2014 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

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

The survey is conducted across the entire franchised railway, and in Autumn 2015 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 30,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

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

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

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

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

National Rail Passenger Survey statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

Transport Focus protects the security of its statistical data and ensures that no statistics or analyses are produced that are likely to identify an individual unless the individual has previously consented to their data being used in this way.

In certain circumstances we will provide data where the sample size is small, or where it is less robust, to internal staff, researchers, train companies and other organisations. However we set out the issues with using such data or, if accessing the data via our website, such data are hidden.

Pre-release access

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

Revisions

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

Errors

Occasionally errors in our published statistics will occur. Significant errors in published statistics will be corrected as soon as possible, and publicity given to them.

An error is considered to be significant if the resultant change would qualify or contradict the conclusions that would previously have been drawn from the data. In such circumstances we will amend the electronic version of the release as soon as possible and include a prominent alert on our website to notify users of the change.

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

If we discover an error which is insubstantial but which, in our professional judgement, warrants immediate correction we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

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

Waiver

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

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

Rail sectors

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

Long-distance operators
CrossCountry
East Midlands Trains
First TransPennine Express
Virgin Trains
Virgin Trains East Coast

London and South East operators
Abellio Greater Anglia
c2c
Chiltern Railways
Gatwick Express*
Great Northern*
Great Western Railway
London Midland
London Overground
South West Trains
Southeastern
Southern*
TfL Rail
Thameslink*

Regional operators
Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail

*Part of the Govia Thameslink Railway franchise

Notes