



# National Rail Passenger Survey

## Stakeholder Report

### Autumn 2013

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Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

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

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift TOC data is compiled to provide a national sample.

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

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

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block)

The data for number of journeys and profiles by these variables was generated from ORR data (2012).

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between 2nd September and 11th November 2013.

First Hull Trains results have probably been affected by engineering works and a major power failure on the East Coast mainline during weekend fieldwork.

Results for Southern may have been affected by several incidents, in particular four separate fatalities and a major trespass incident on the Brighton mainline.

As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

## Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

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

## Autumn 2012 (Wave 27)

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

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

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

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

## Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

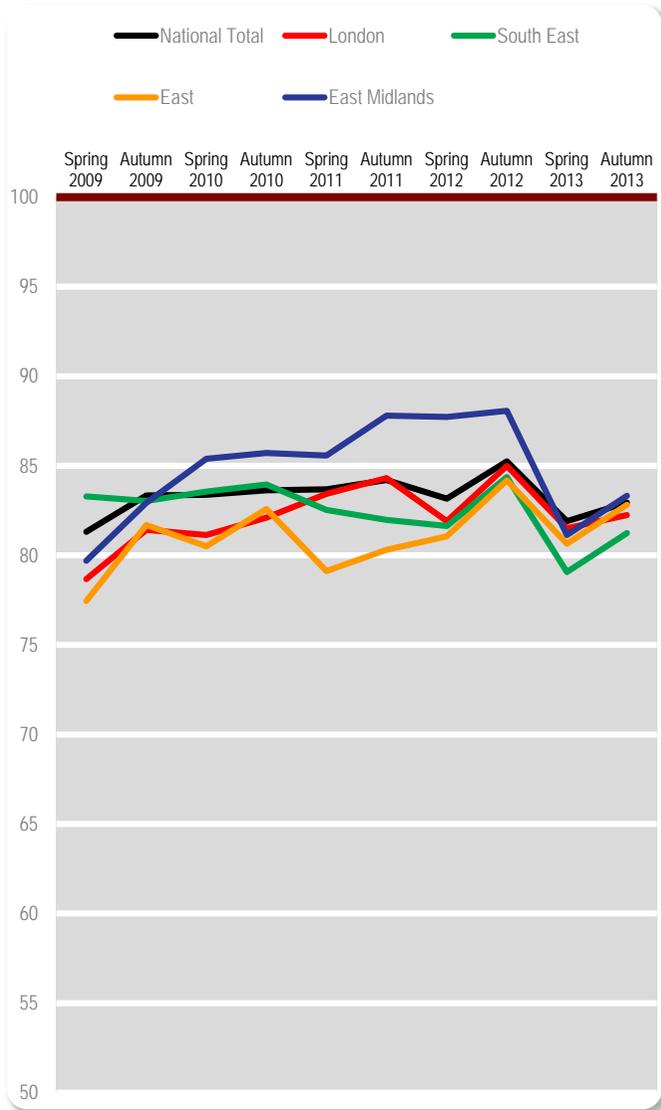
Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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

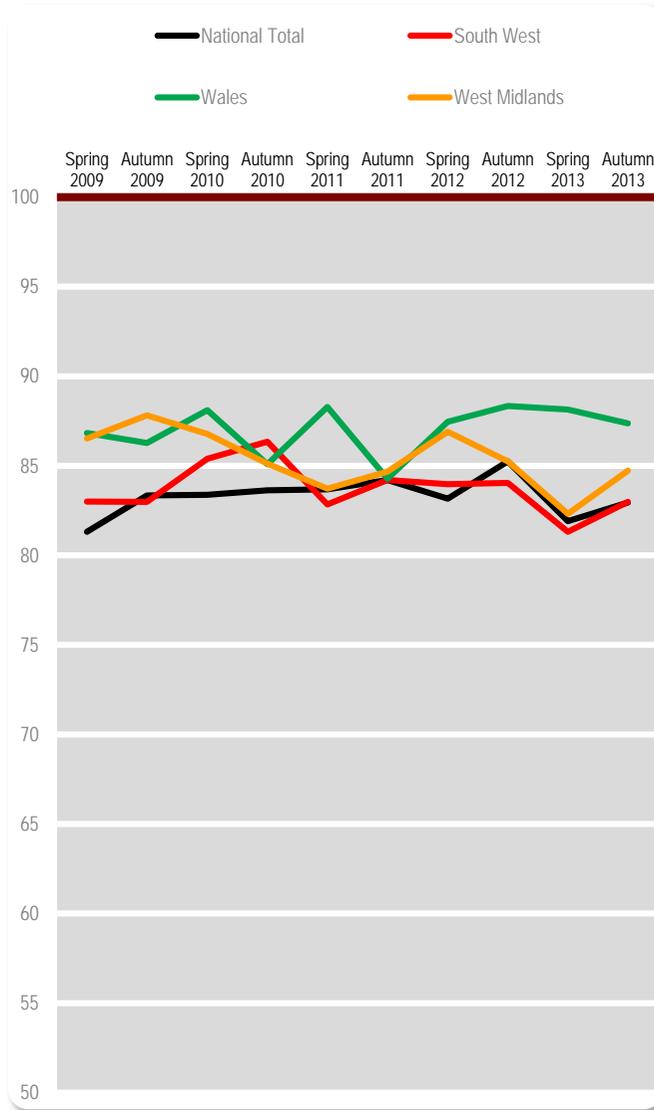
National total versus eastern regions

Percentage of passengers satisfied 2009 to 2013



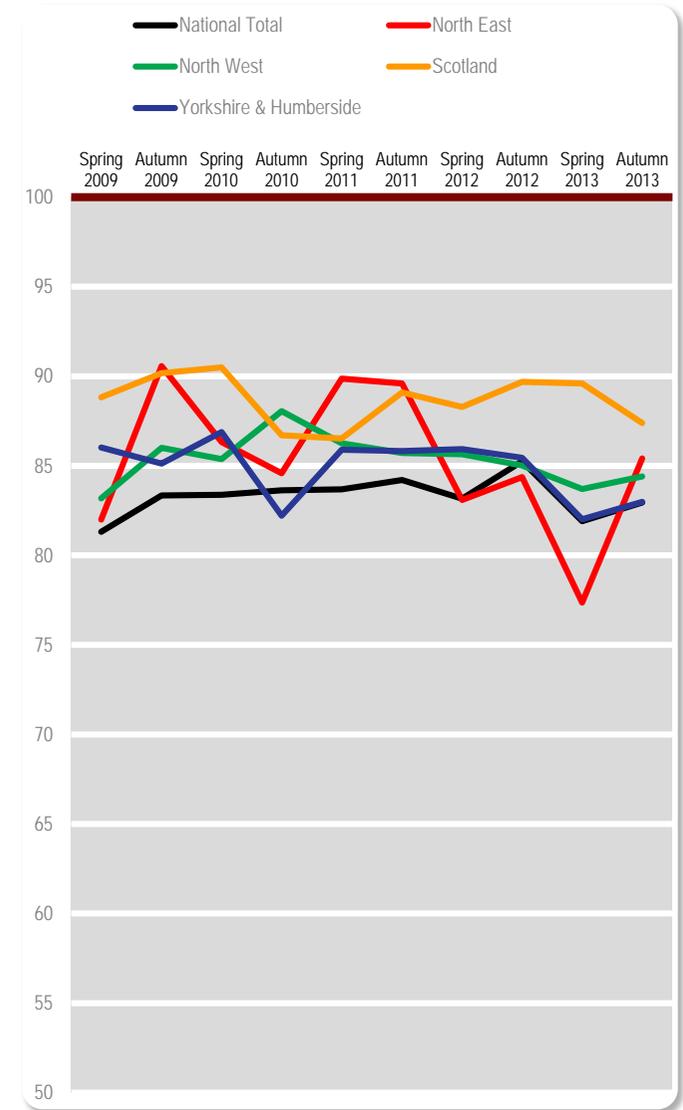
National total versus western regions

Percentage of passengers satisfied 2009 to 2013



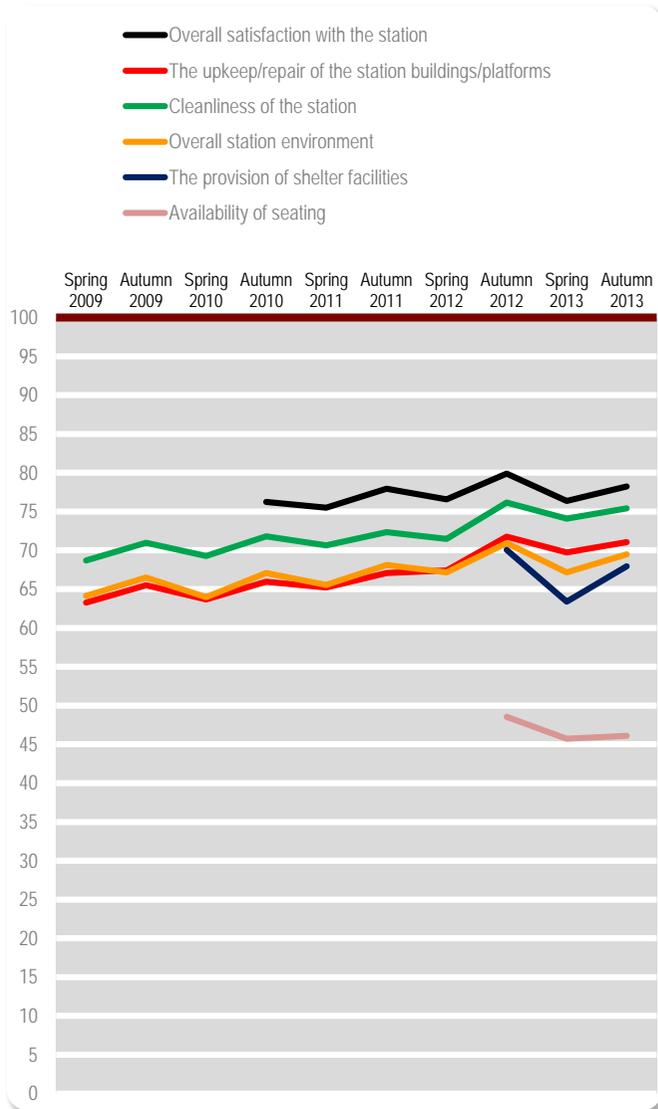
National total versus northern regions

Percentage of passengers satisfied 2009 to 2013



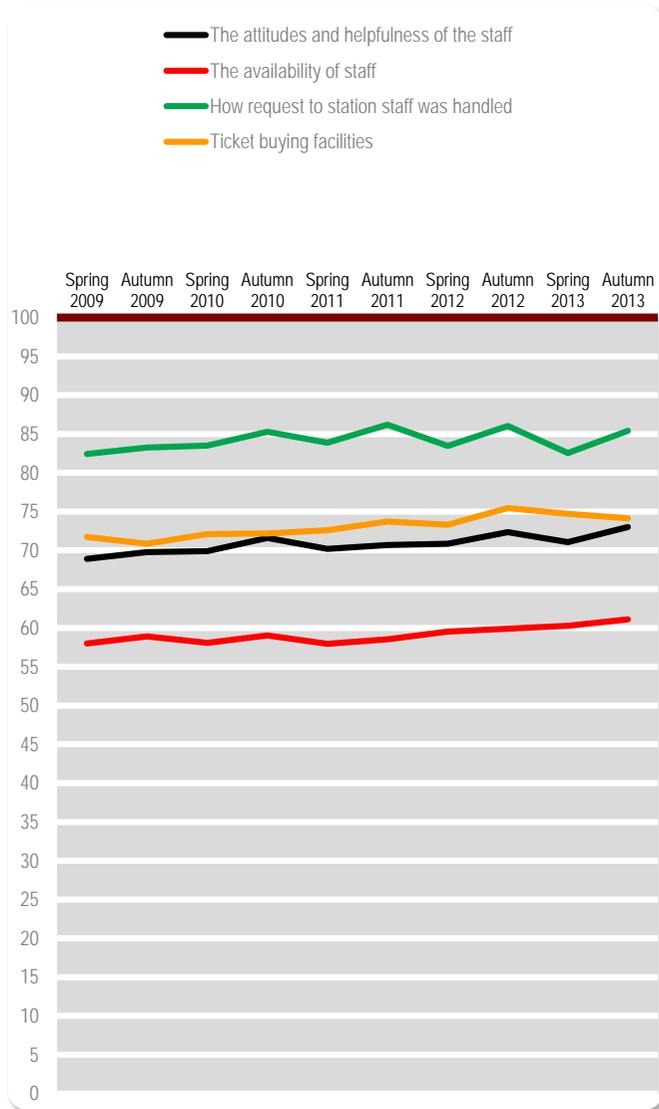
Satisfaction with station environment

Percentage of passengers satisfied 2009 to 2013



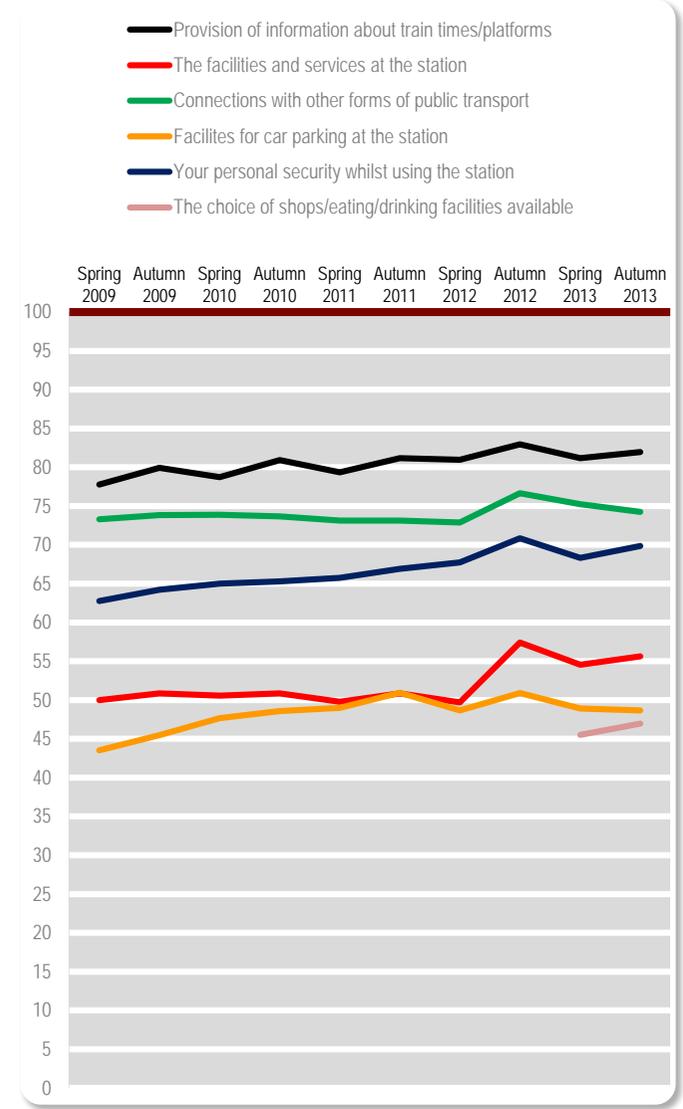
Satisfaction with station staff

Percentage of passengers satisfied 2009 to 2013



Satisfaction with station facilities

Percentage of passengers satisfied 2009 to 2013



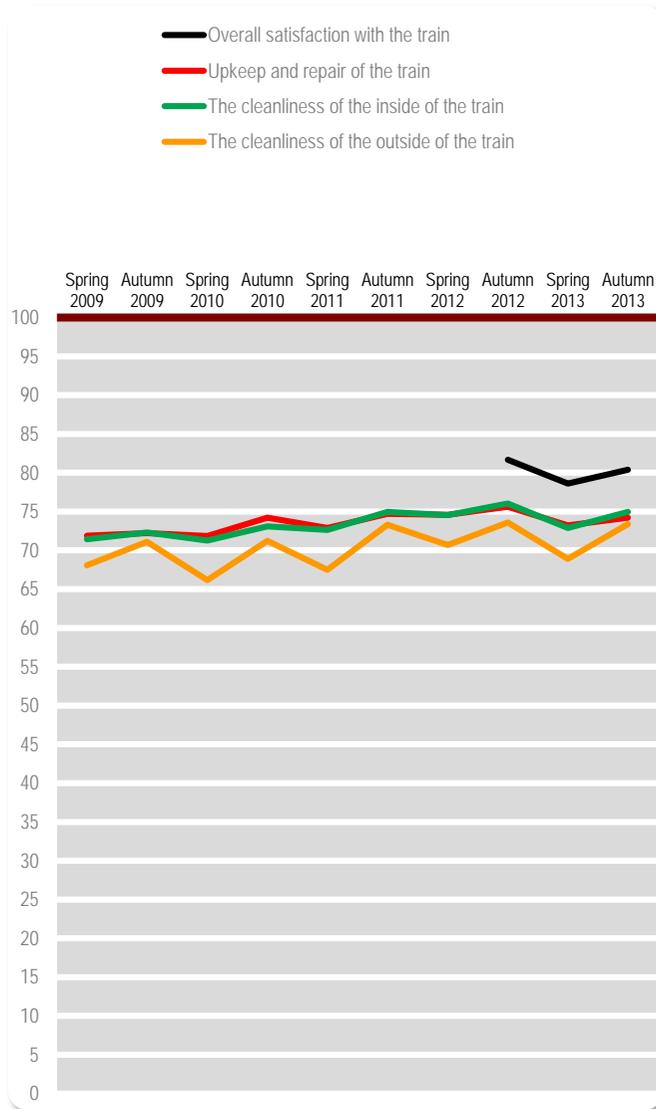
Satisfaction with timing factors

Percentage of passengers satisfied 2009 to 2013



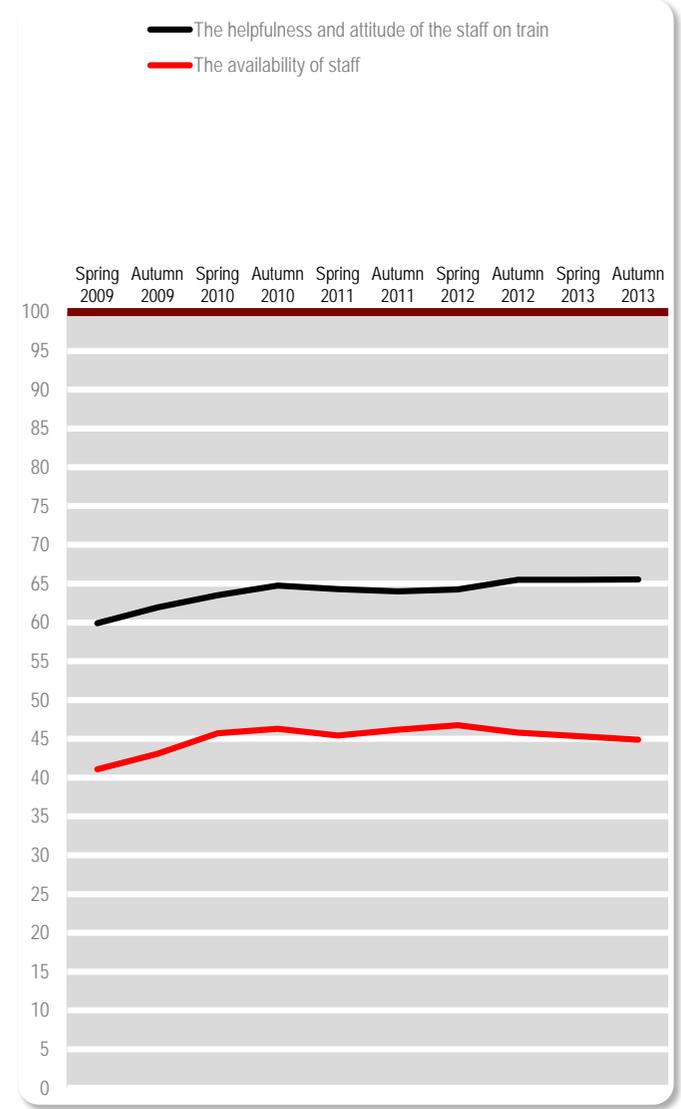
Satisfaction with train environment

Percentage of passengers satisfied 2009 to 2013



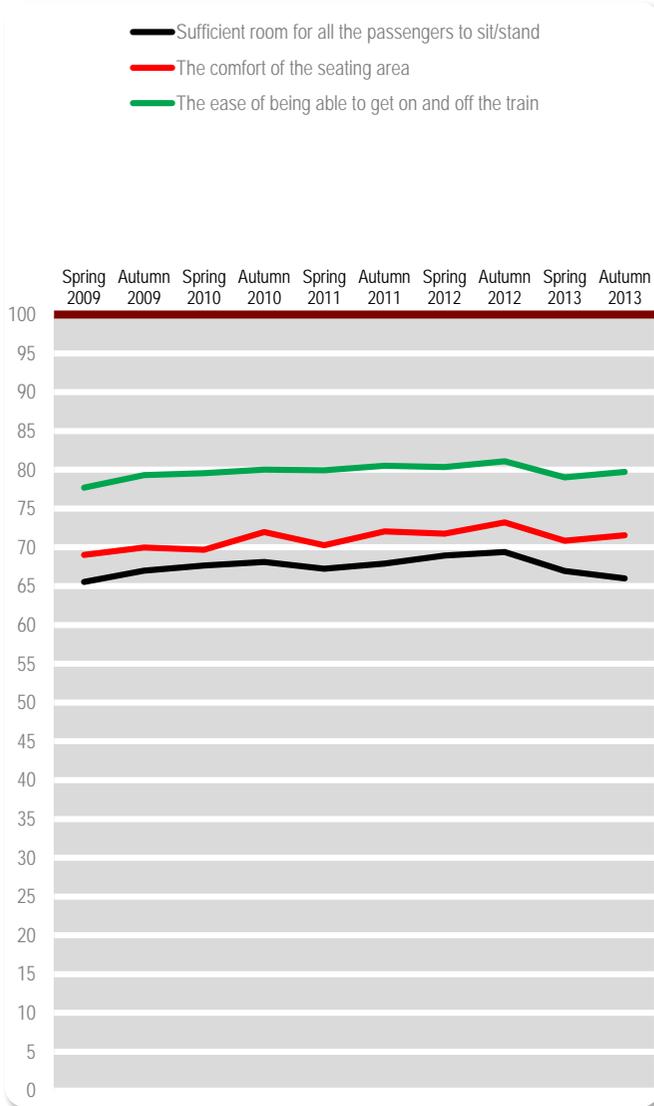
Satisfaction with train staff

Percentage of passengers satisfied 2009 to 2013



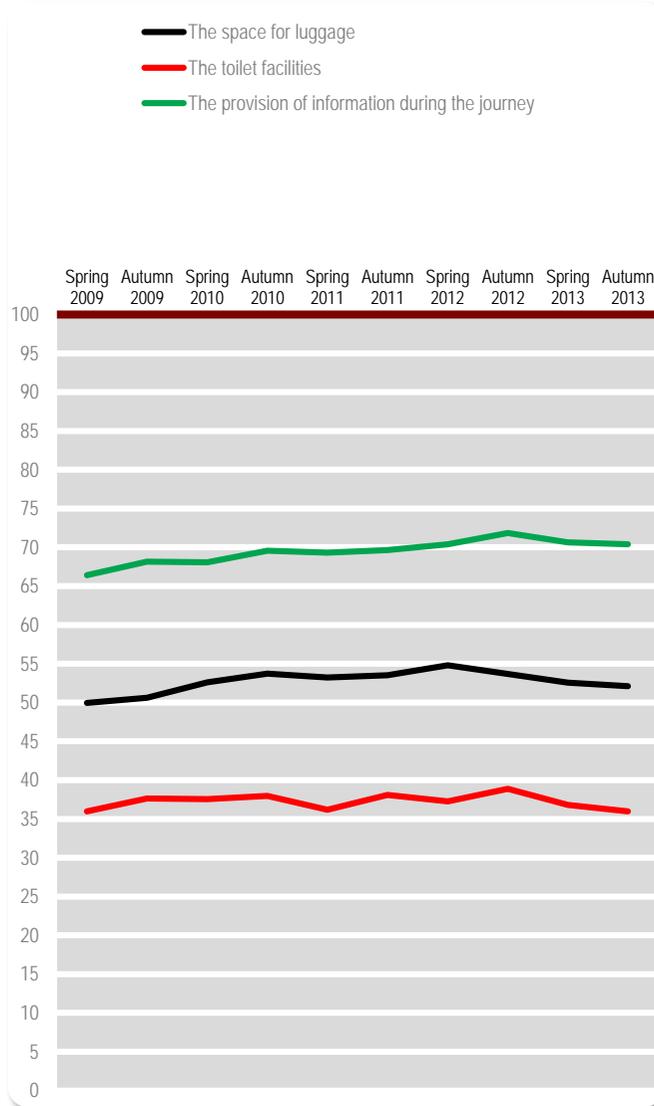
Satisfaction with accessing and seating

Percentage of passengers satisfied 2009 to 2013



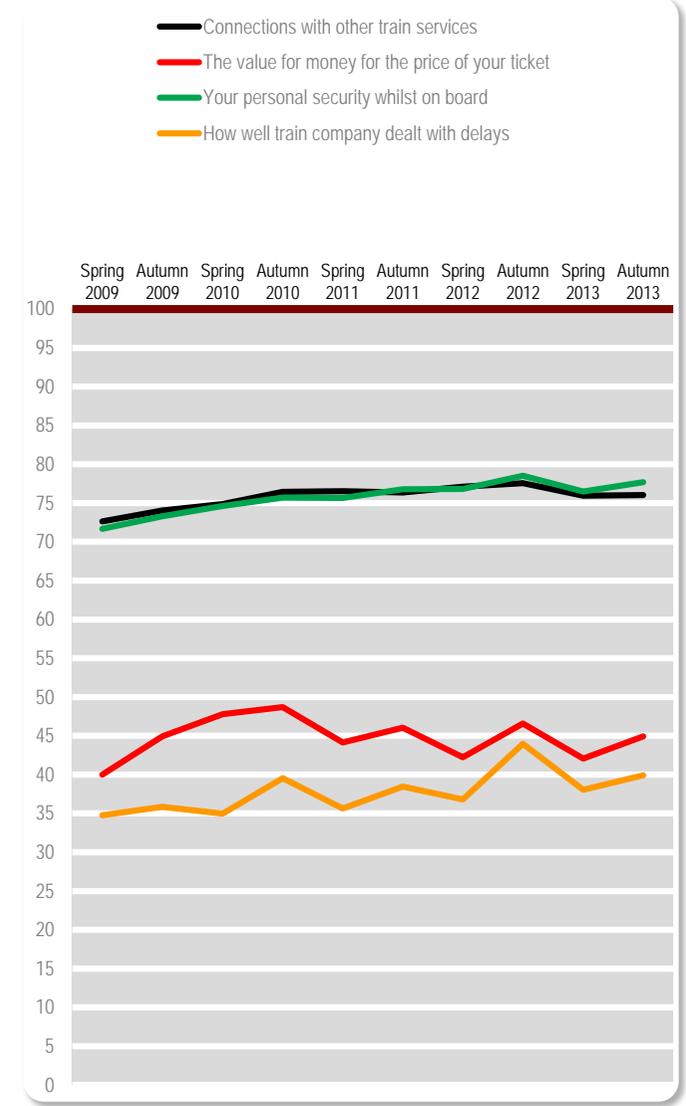
Satisfaction with on board facilities

Percentage of passengers satisfied 2009 to 2013



Satisfaction with other aspects of train journey

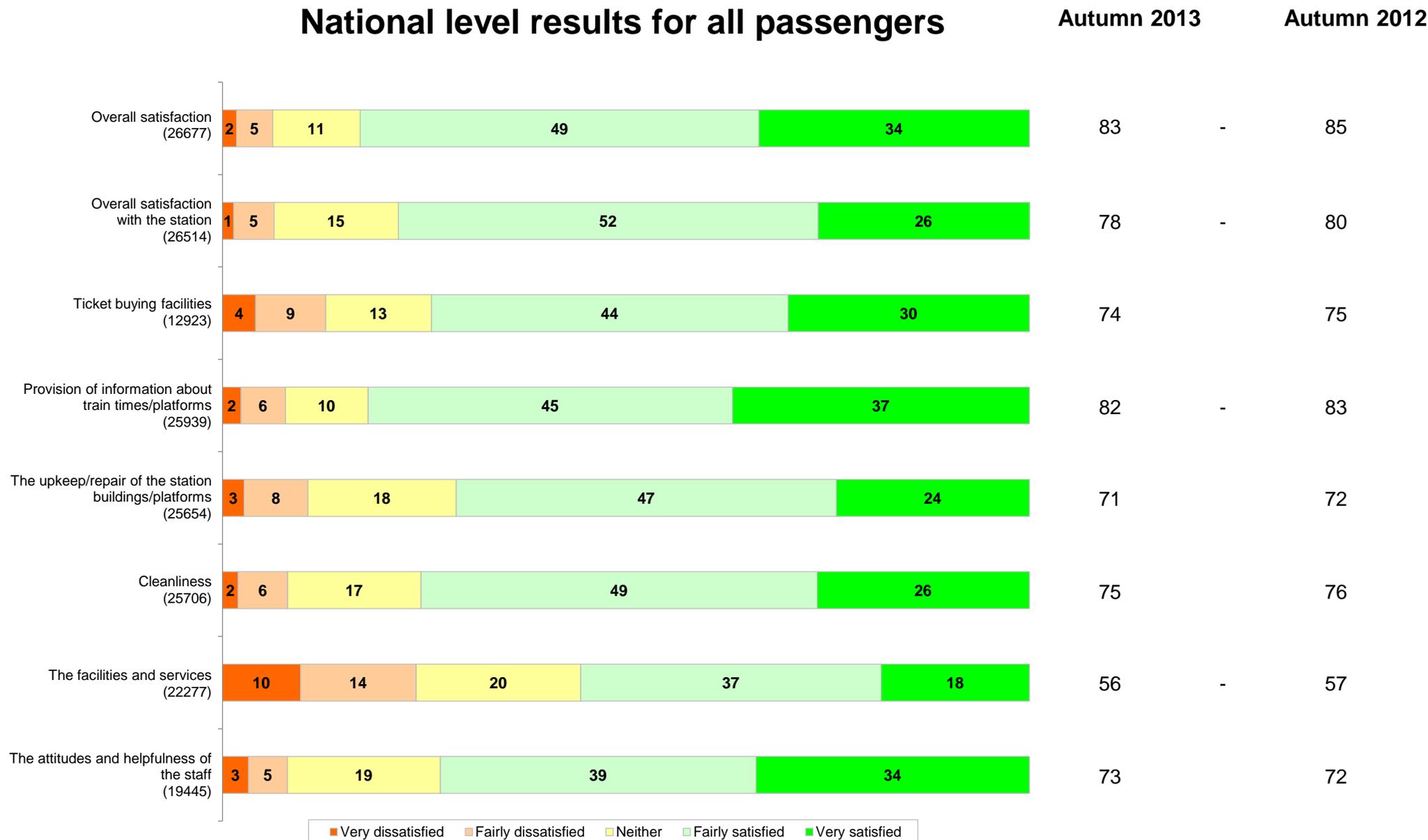
Percentage of passengers satisfied 2009 to 2013



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

% satisfied/good

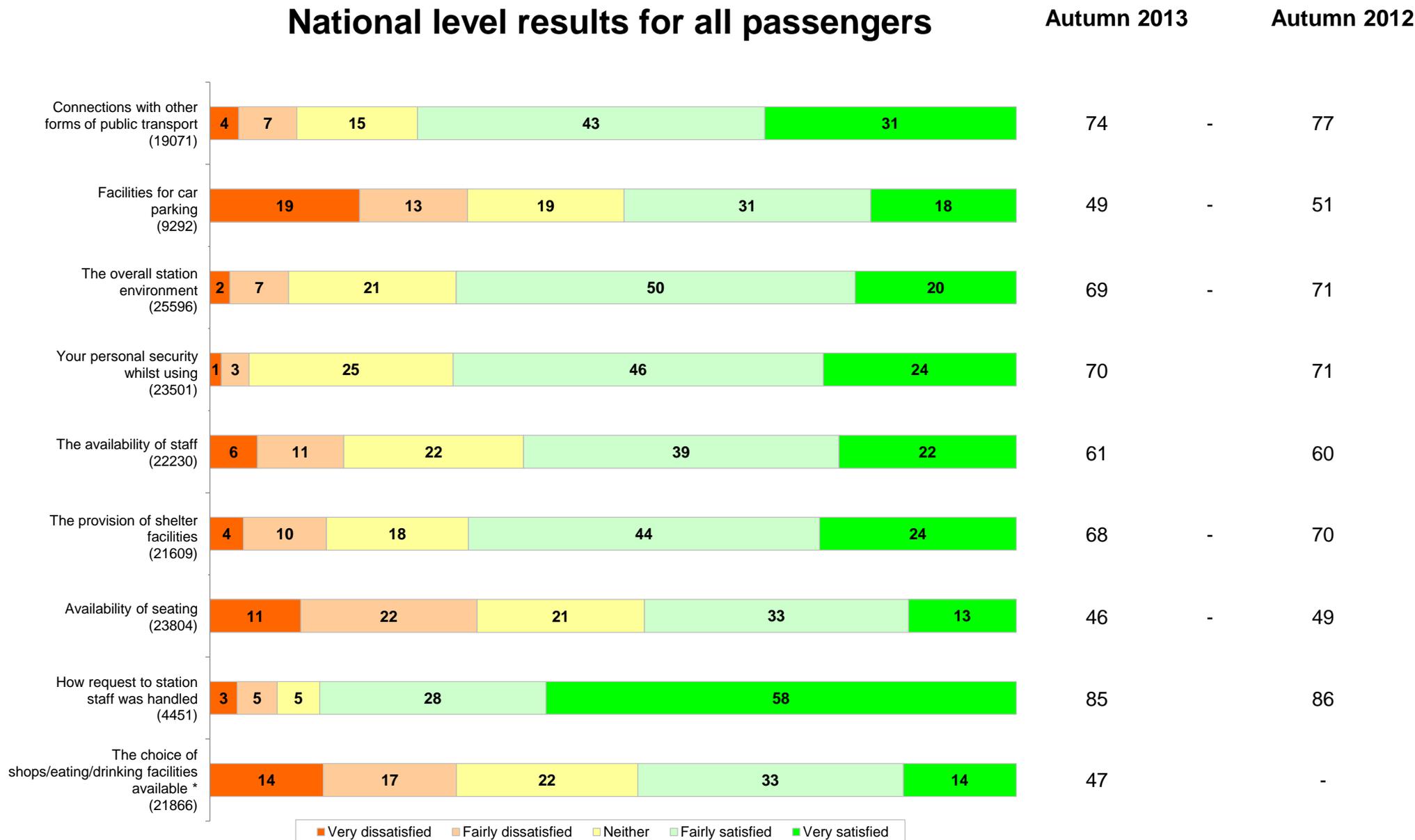
## National level results for all passengers



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

% satisfied/good

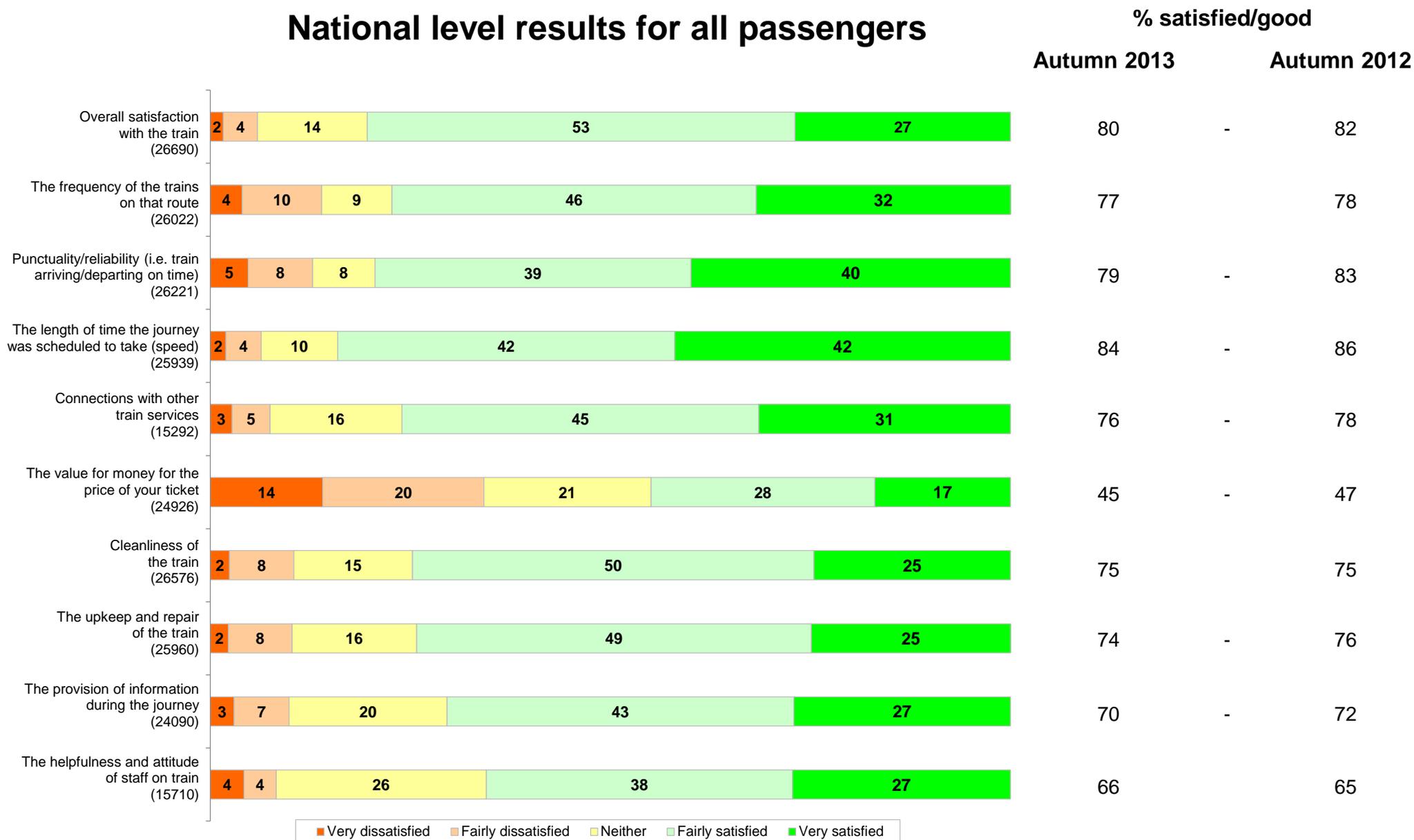
## National level results for all passengers



\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

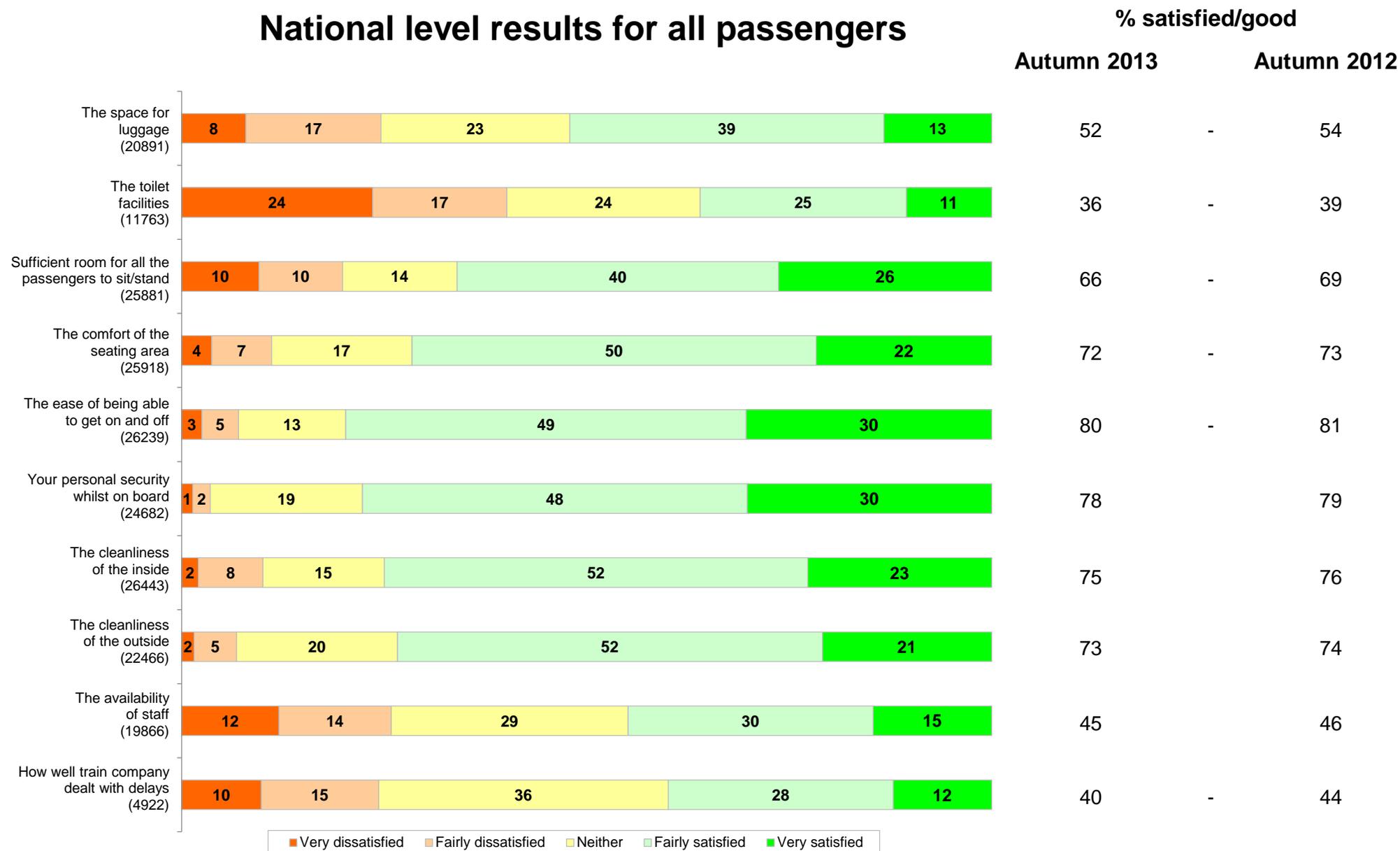
At 95% confidence level:  
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## National level results for all passengers



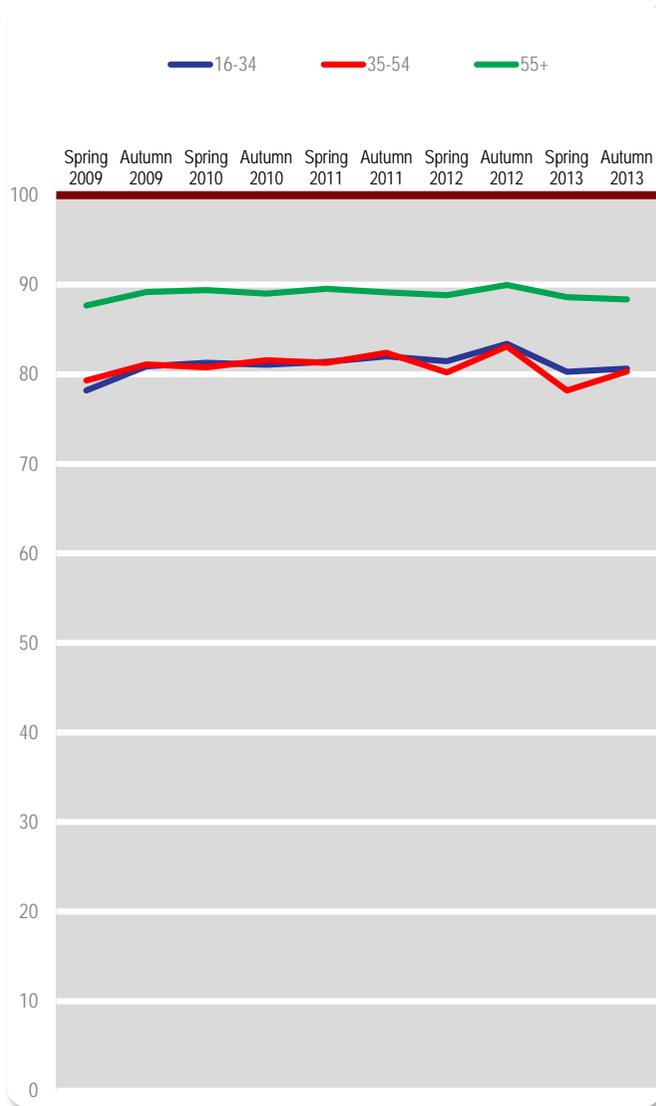
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



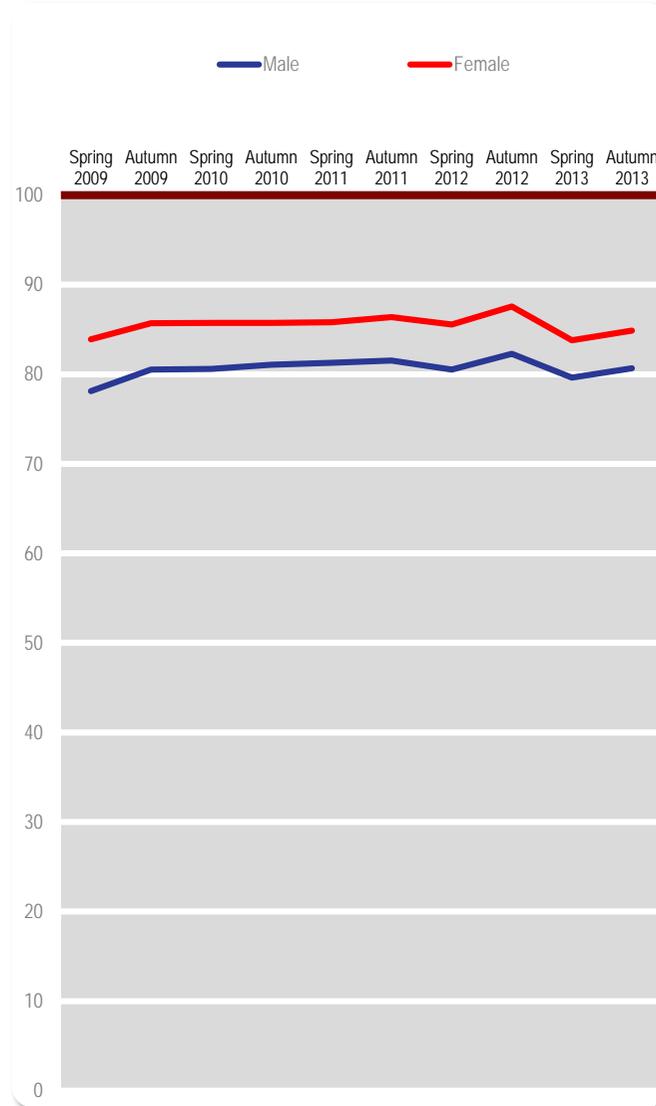
By age

Percentage of passengers satisfied 2009 to 2013



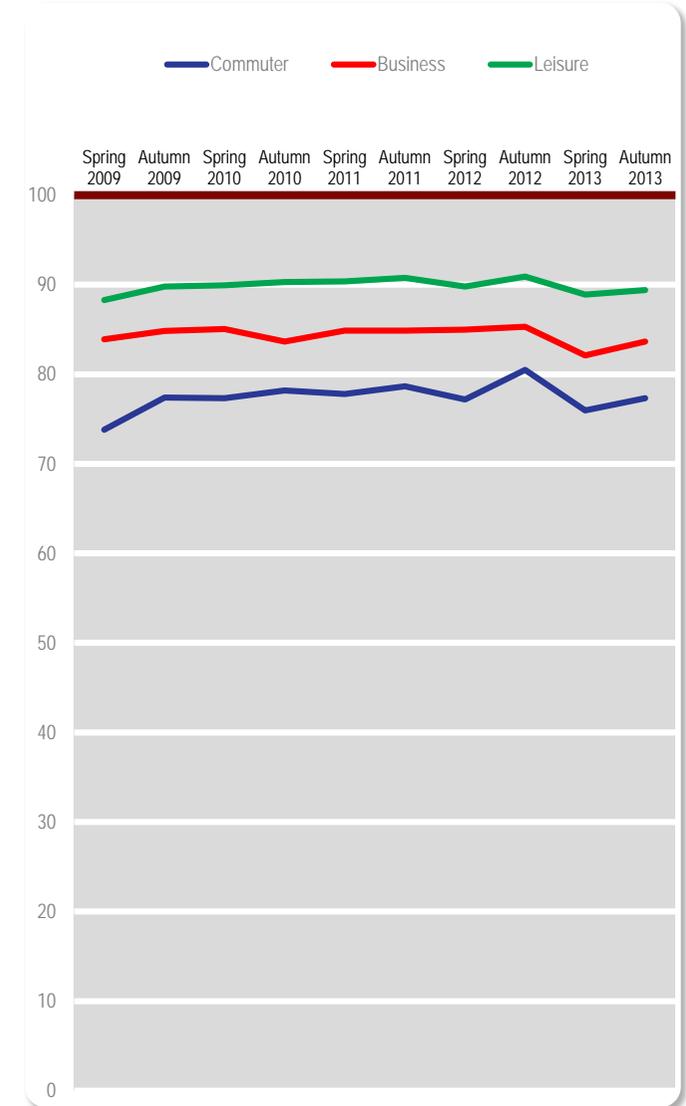
By gender

Percentage of passengers satisfied 2009 to 2013



By journey type

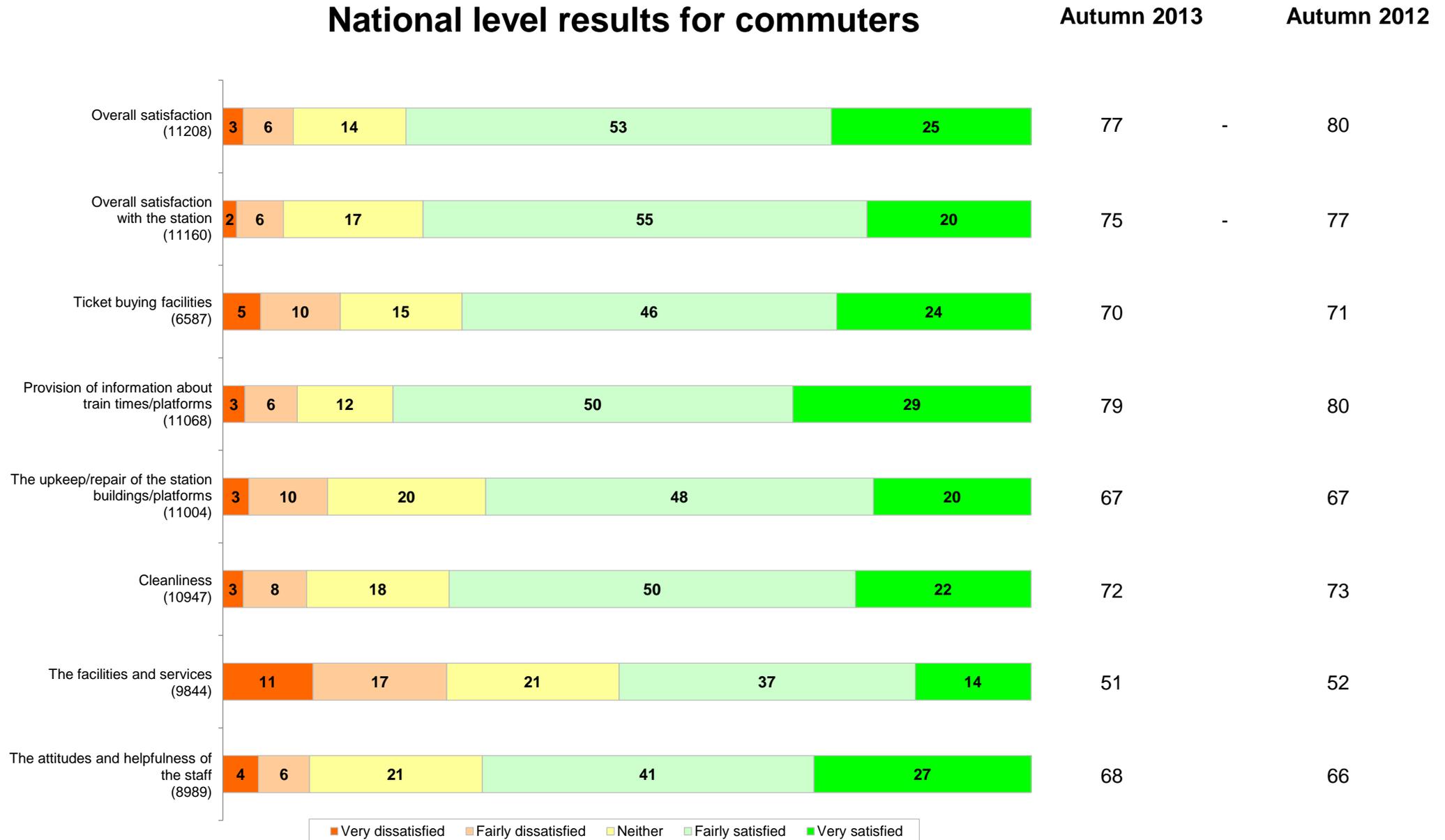
Percentage of passengers satisfied 2009 to 2013



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

% satisfied/good

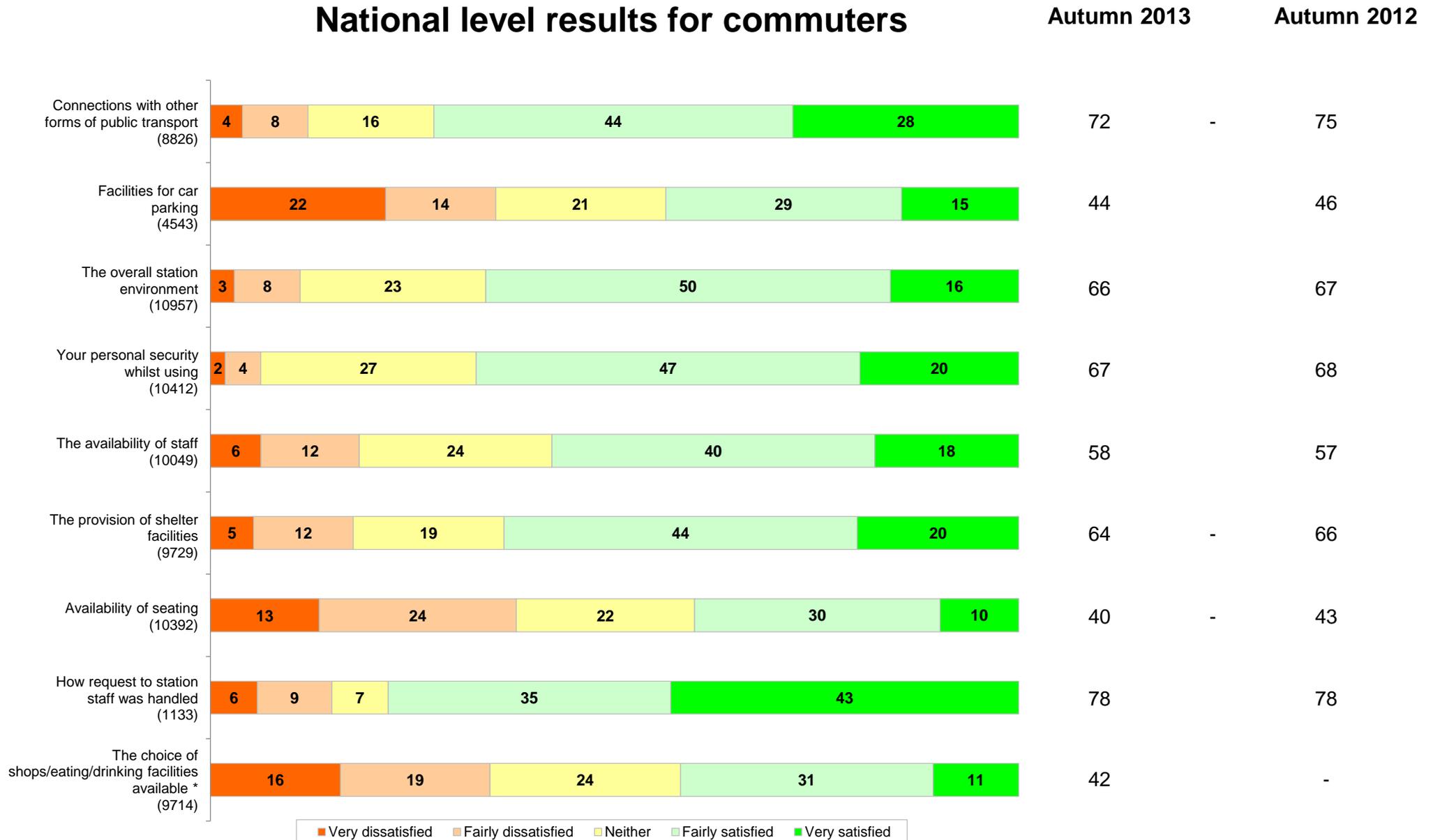
## National level results for commuters



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

% satisfied/good

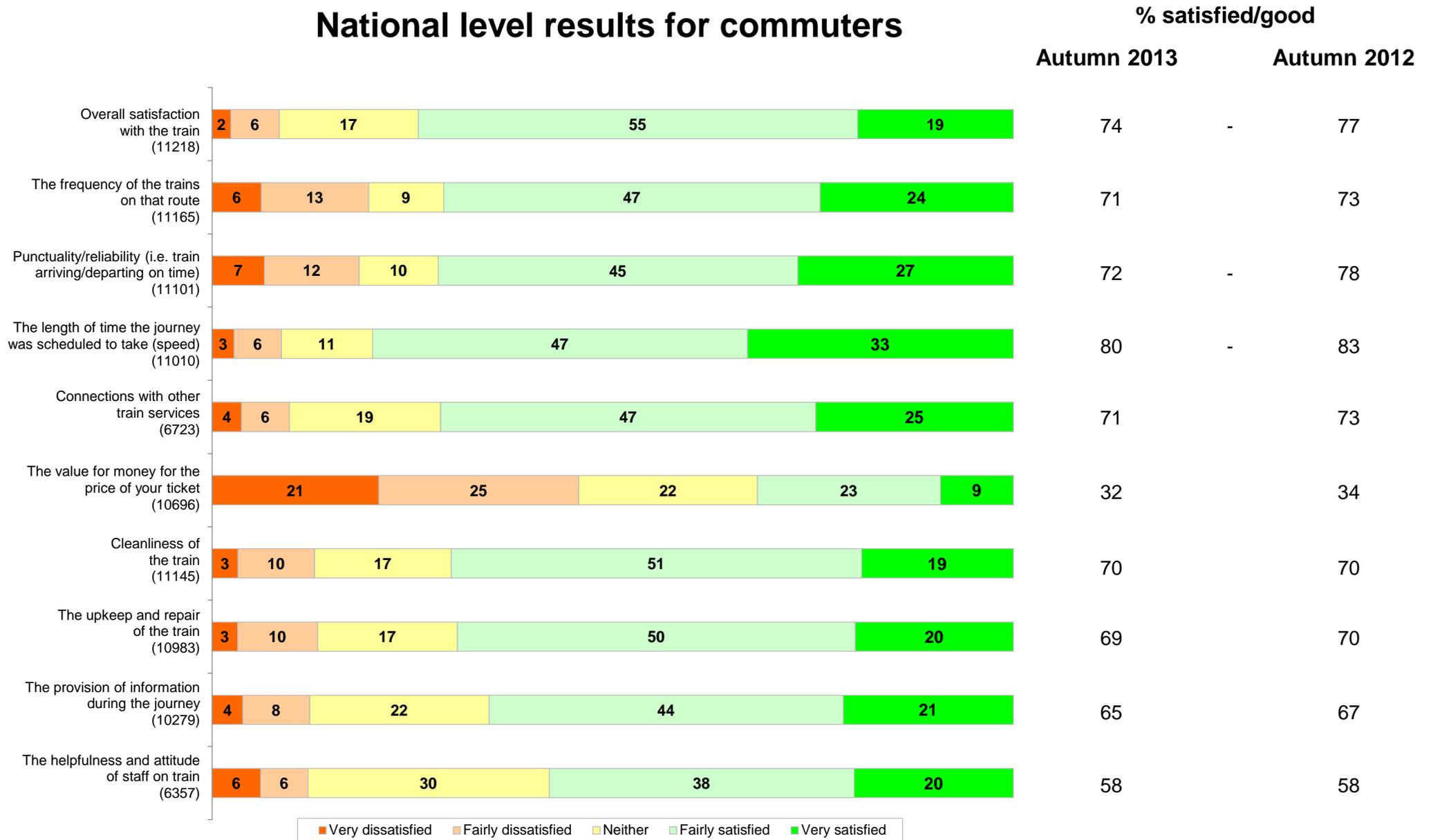
## National level results for commuters



\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

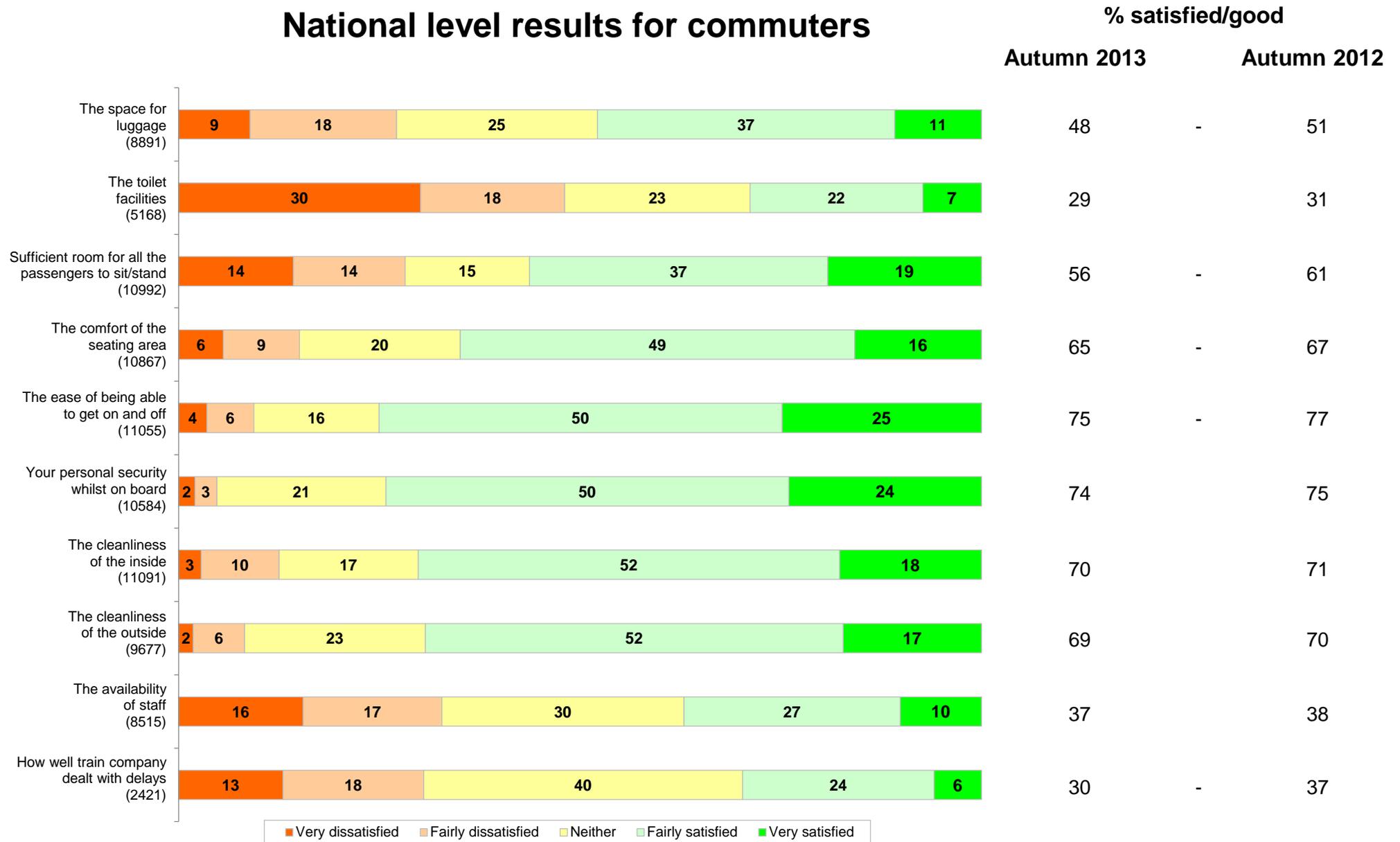
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for commuters



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

## National level results for commuters



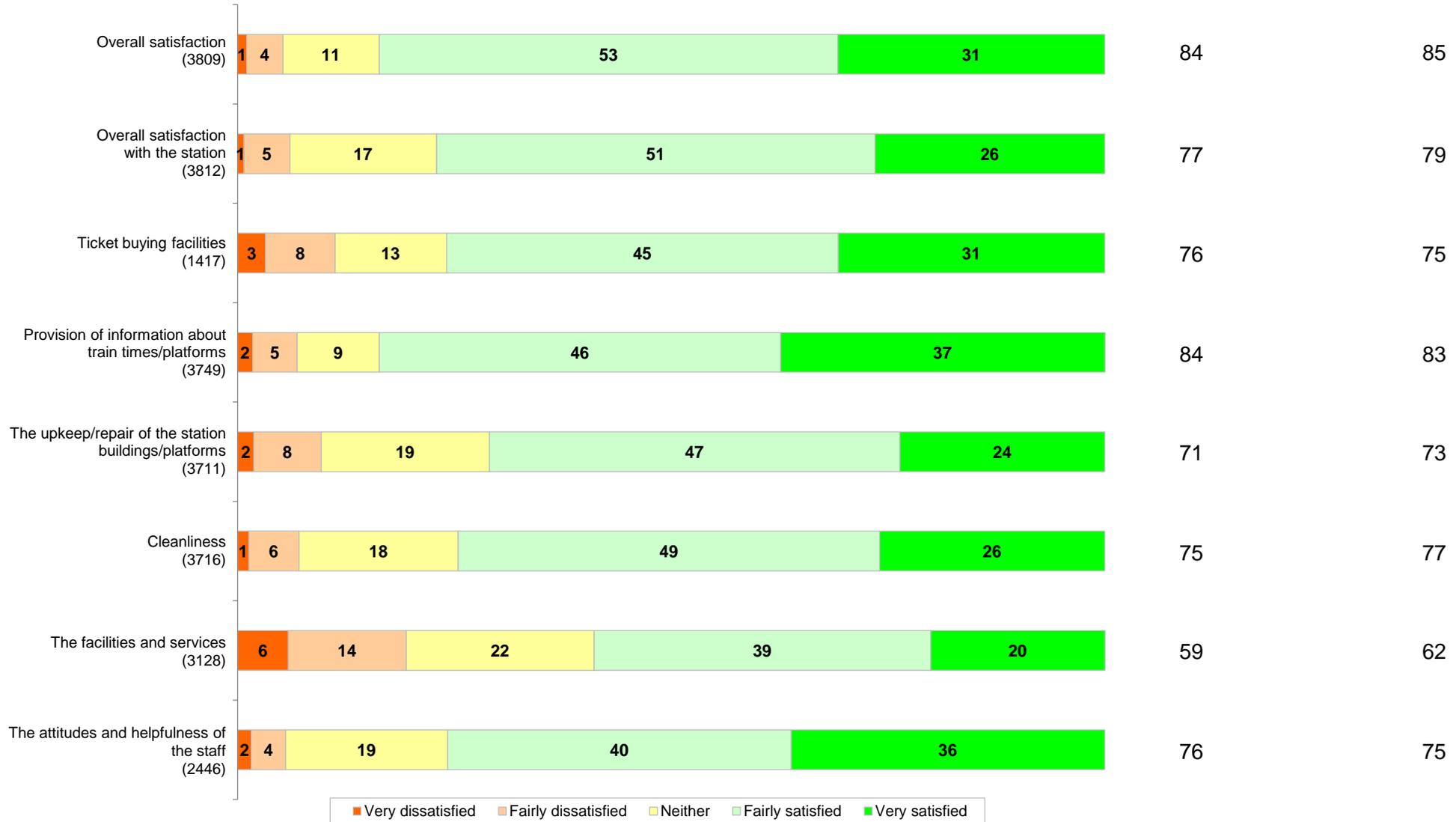
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for business travellers

Autumn 2013

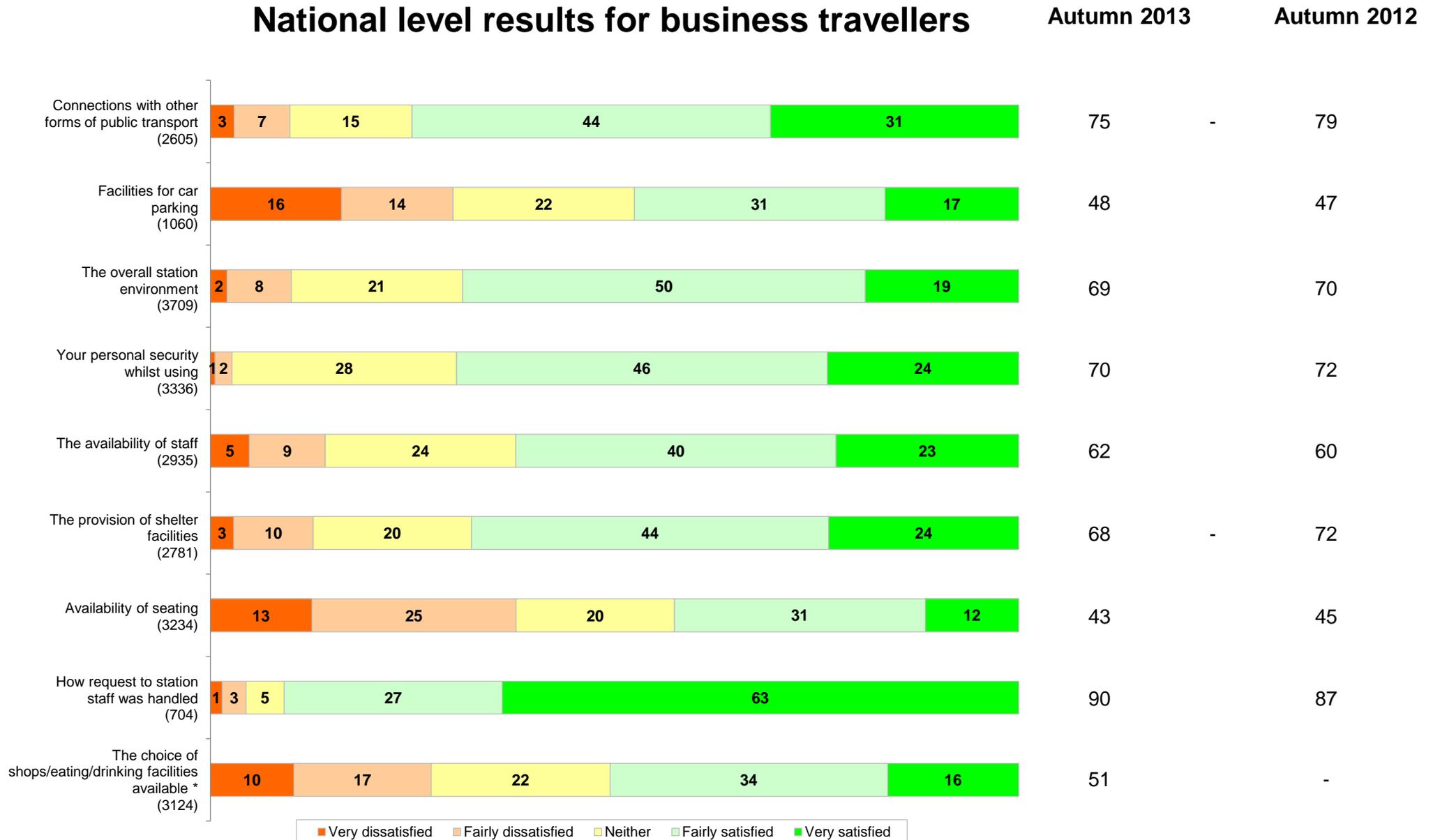
Autumn 2012



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

% satisfied/good

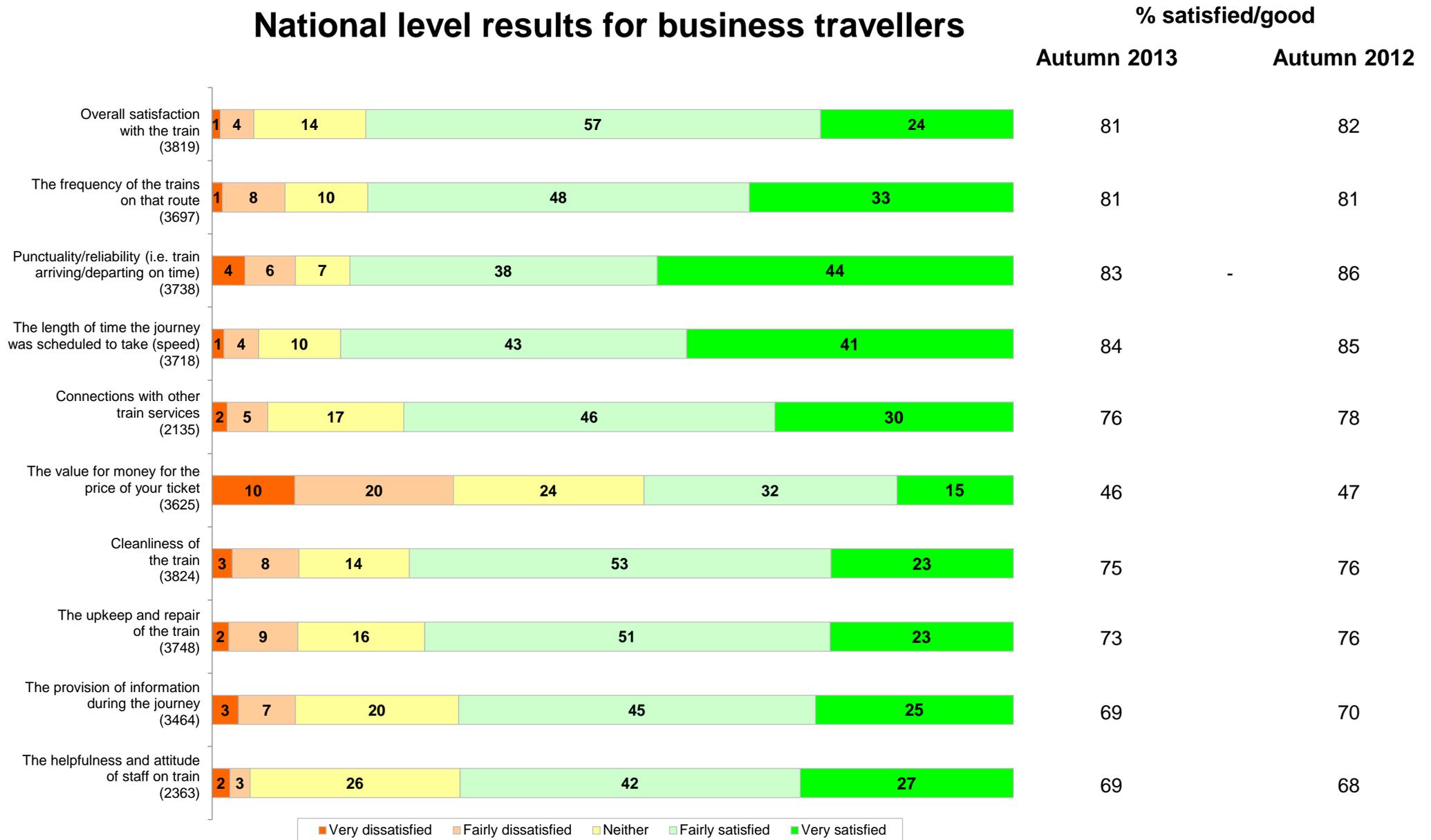
## National level results for business travellers



\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

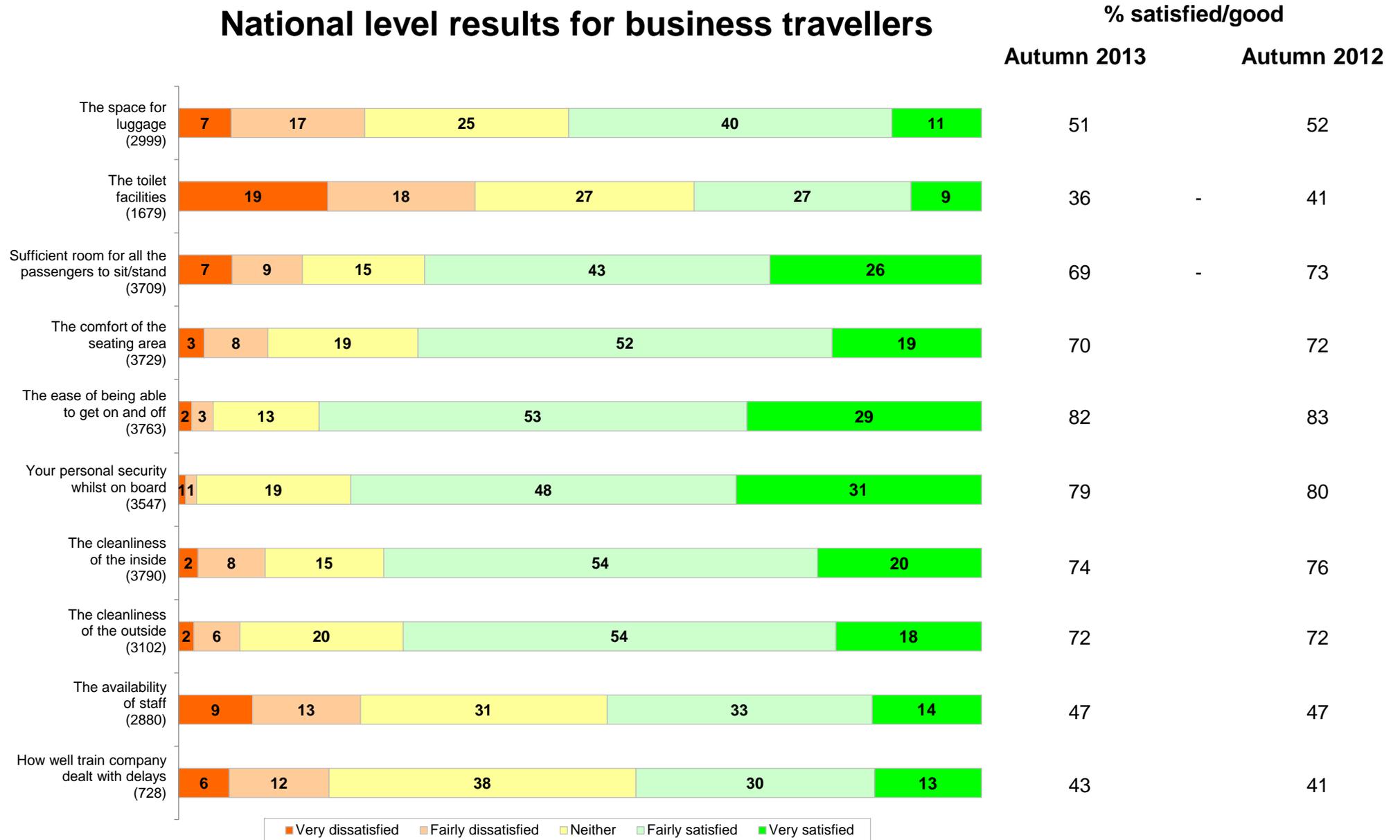
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for business travellers



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

### National level results for business travellers



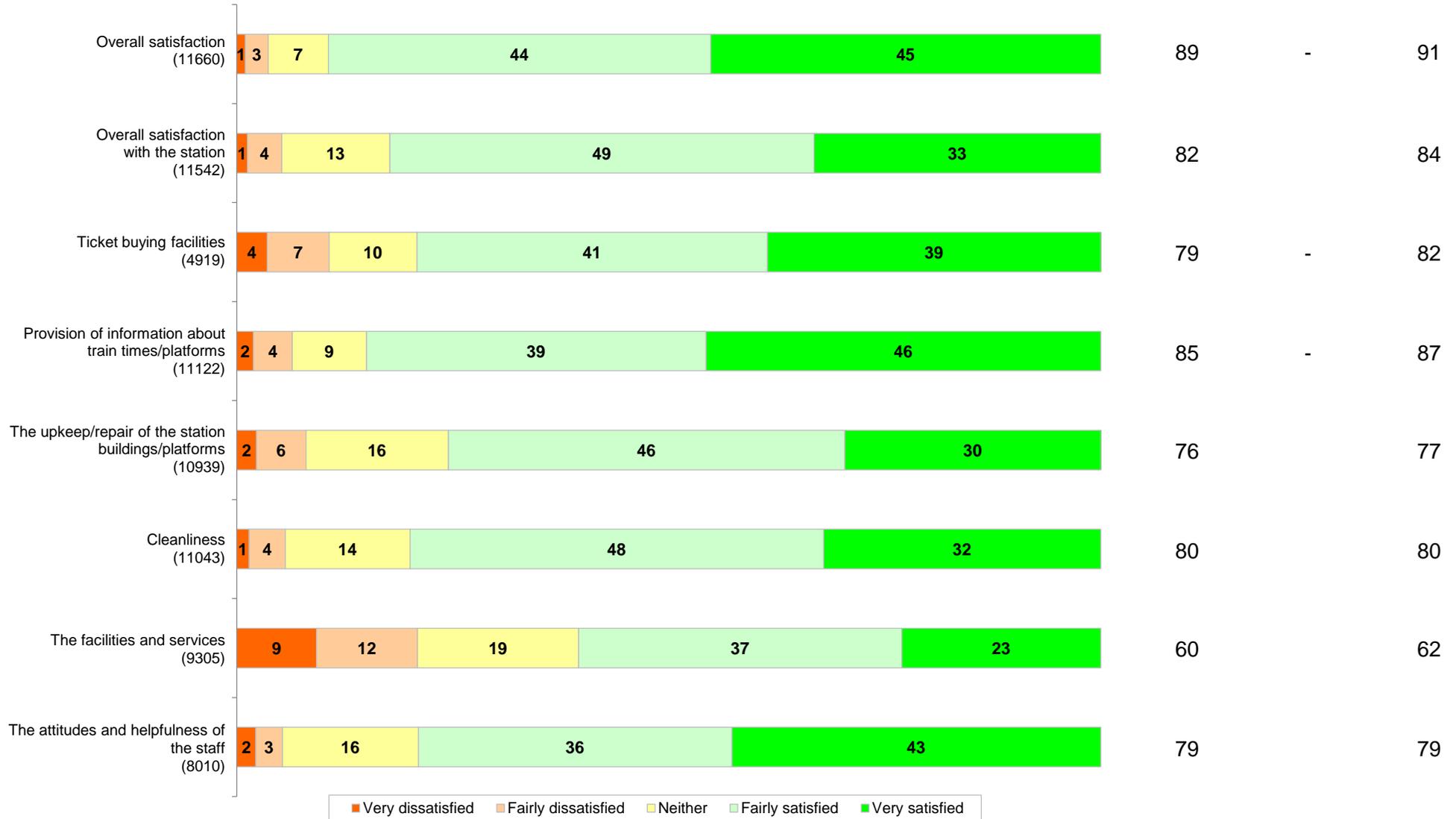
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for leisure travellers

Autumn 2013

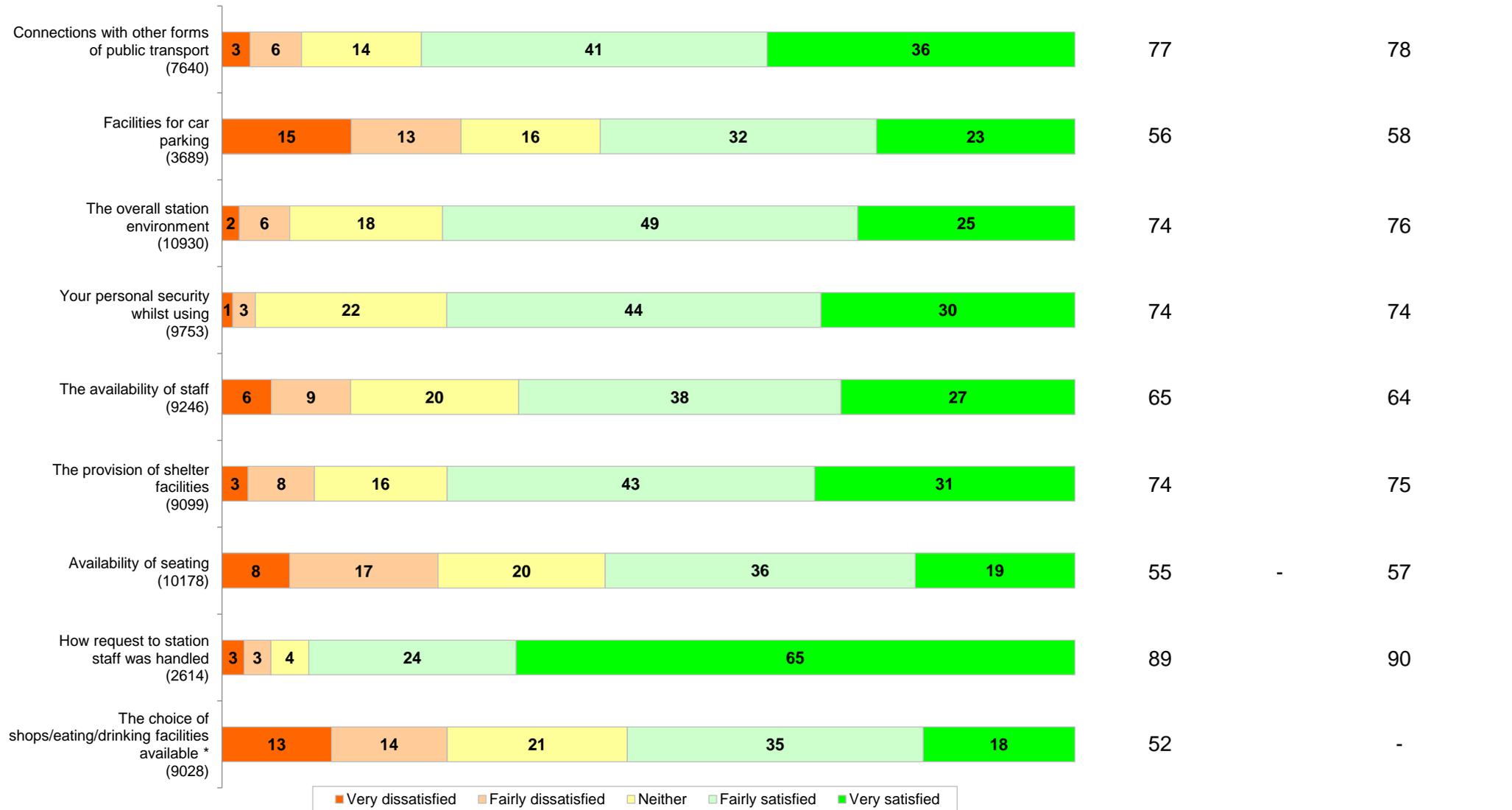
Autumn 2012



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

% satisfied/good

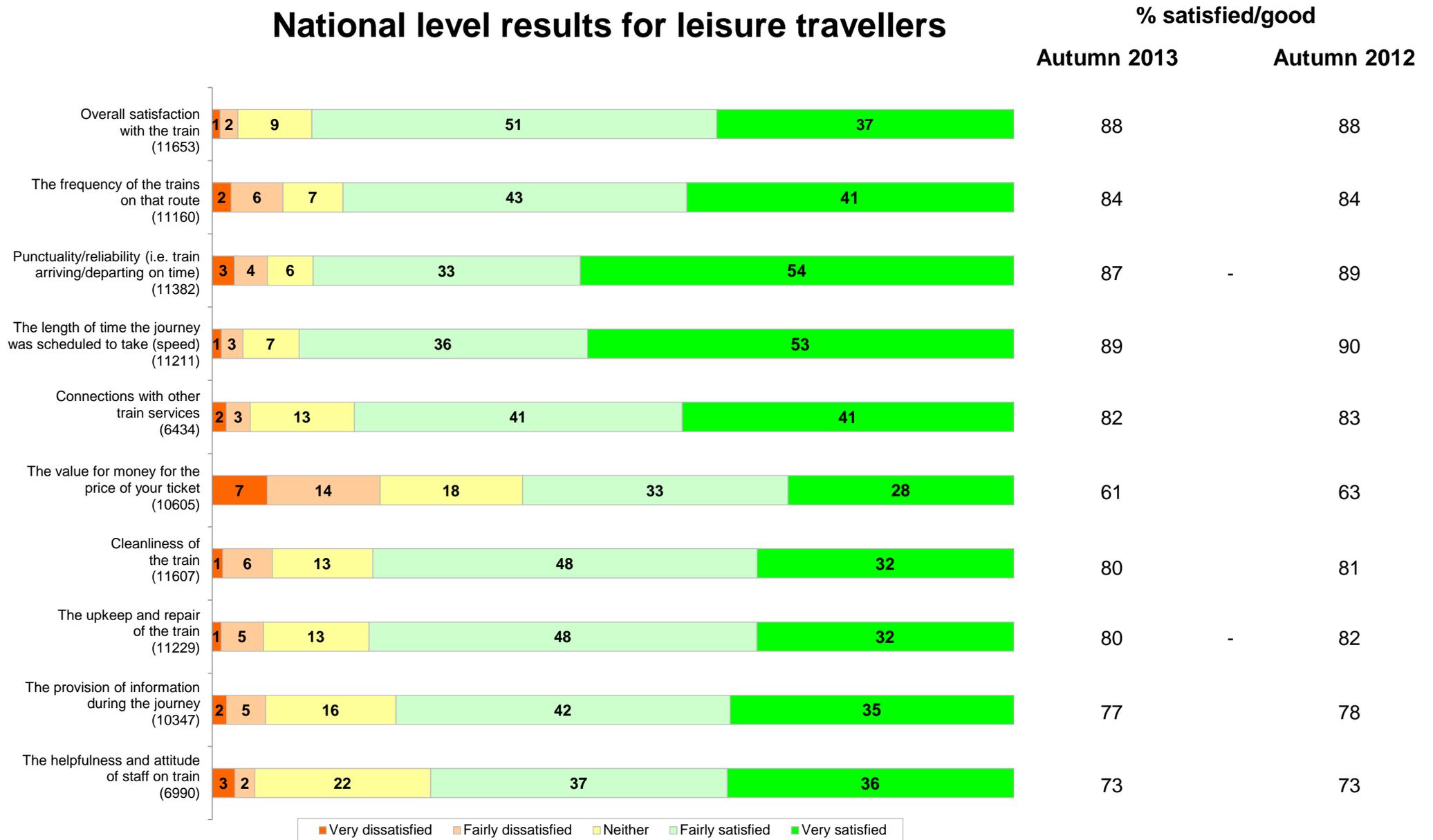
## National level results for leisure travellers



\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

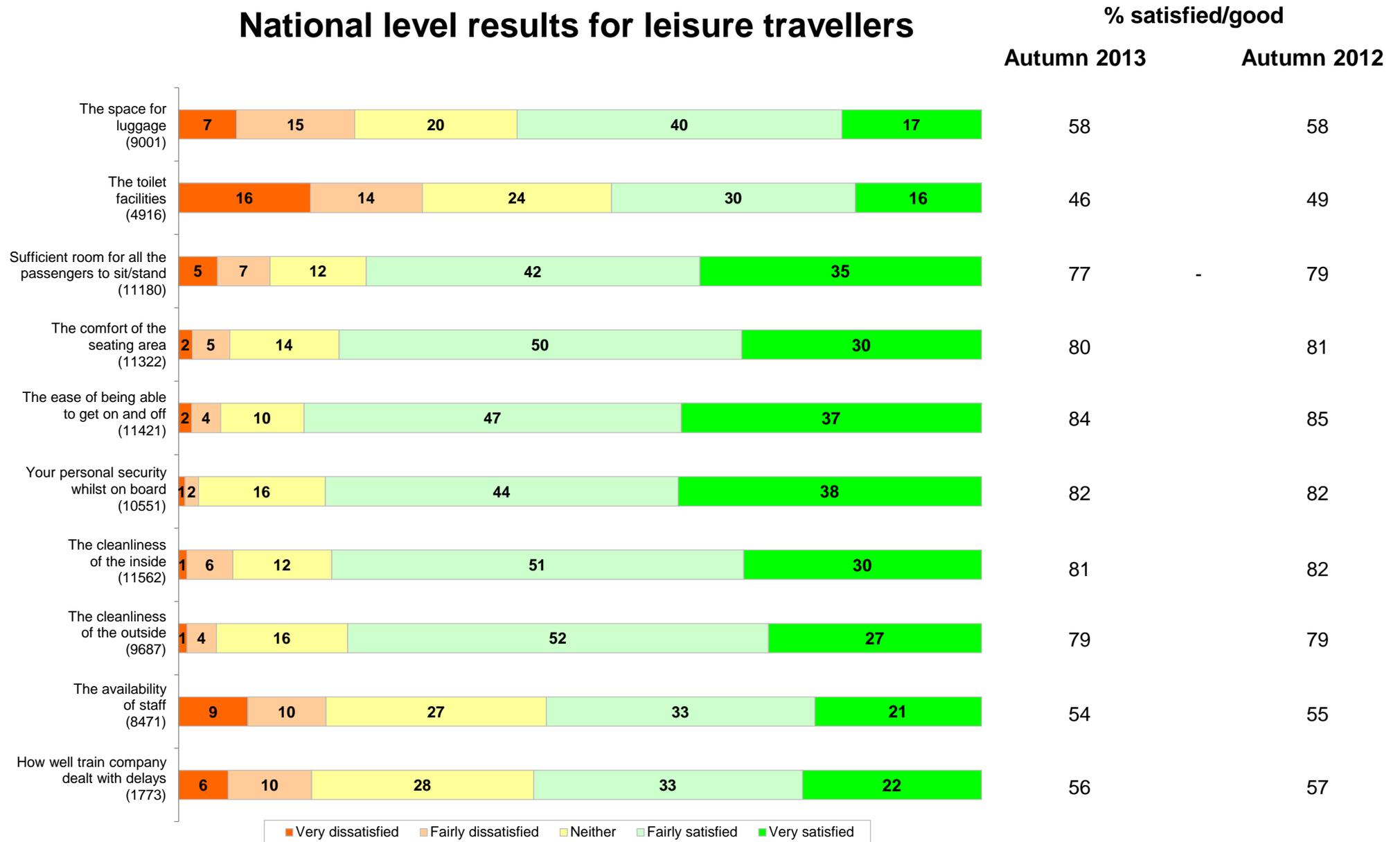
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for leisure travellers



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

## National level results for leisure travellers



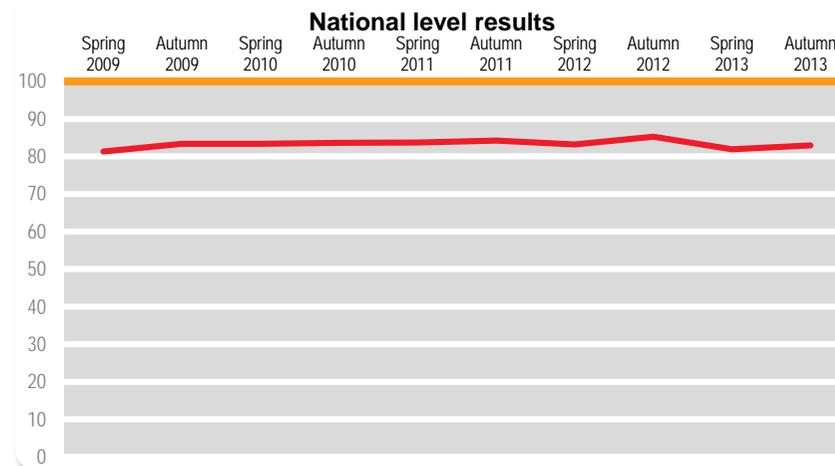
# Overall satisfaction with journey

Key:

Improved ↑

Unchanged →

Declined ↓

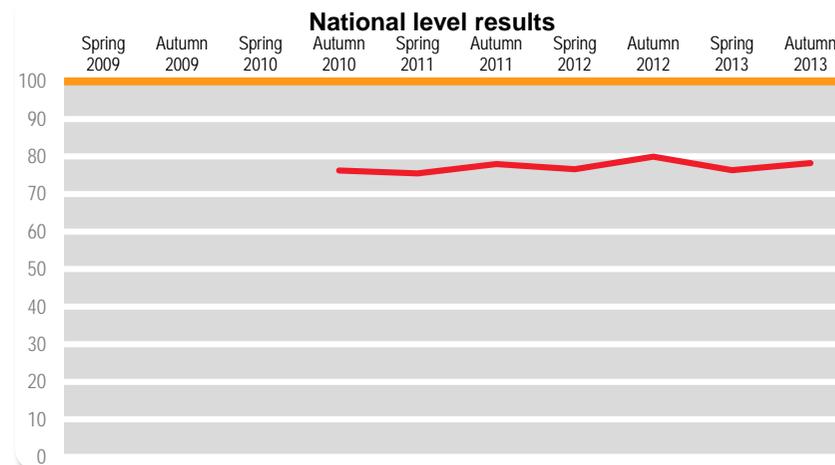


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>17018</b> | <b>82</b>           | <b>12</b>     | <b>6</b>               | <b>1</b> | ↑                  | <b>-3</b> | ↓                  |
| c2c                                   | 1083         | 92                  | 6             | 2                      | 0        | →                  | -1        | →                  |
| Chiltern Railways                     | 1071         | 91                  | 6             | 3                      | 2        | →                  | 0         | →                  |
| First Capital Connect                 | 1531         | 79                  | 14            | 7                      | 3        | →                  | -2        | →                  |
| First Great Western                   | 3080         | 80                  | 12            | 8                      | 0        | →                  | -3        | ↓                  |
| Greater Anglia                        | 2191         | 80                  | 13            | 7                      | 3        | →                  | -3        | →                  |
| London Midland                        | 1182         | 84                  | 9             | 7                      | 3        | →                  | 0         | →                  |
| London Overground                     | 1029         | 89                  | 6             | 5                      | -3       | →                  | -4        | ↓                  |
| South West Trains                     | 2023         | 81                  | 13            | 6                      | 0        | →                  | -4        | ↓                  |
| Southeastern                          | 1650         | 84                  | 11            | 5                      | 6        | ↑                  | 0         | →                  |
| Southern                              | 2178         | 76                  | 14            | 9                      | -2       | →                  | -5        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5714</b>  | <b>88</b>           | <b>7</b>      | <b>5</b>               | <b>1</b> | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1202         | 86                  | 7             | 6                      | 2        | →                  | 2         | →                  |
| East Coast                            | 1196         | 91                  | 5             | 4                      | 5        | ↑                  | -1        | →                  |
| East Midlands Trains                  | 1110         | 86                  | 8             | 6                      | -2       | →                  | -4        | ↓                  |
| First TransPennine Express            | 998          | 85                  | 8             | 7                      | 0        | →                  | -3        | →                  |
| Virgin Trains                         | 1208         | 91                  | 6             | 3                      | -1       | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3945</b>  | <b>84</b>           | <b>10</b>     | <b>6</b>               | <b>0</b> | →                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1206         | 86                  | 10            | 4                      | -2       | →                  | -2        | →                  |
| Merseyrail                            | 512          | 93                  | 4             | 3                      | 1        | →                  | 1         | →                  |
| Northern Rail                         | 1200         | 78                  | 12            | 9                      | 3        | →                  | -1        | →                  |
| ScotRail                              | 1027         | 87                  | 10            | 3                      | -3       | →                  | -3        | →                  |

# Overall satisfaction with the station



Key:

Improved ↑

Unchanged →

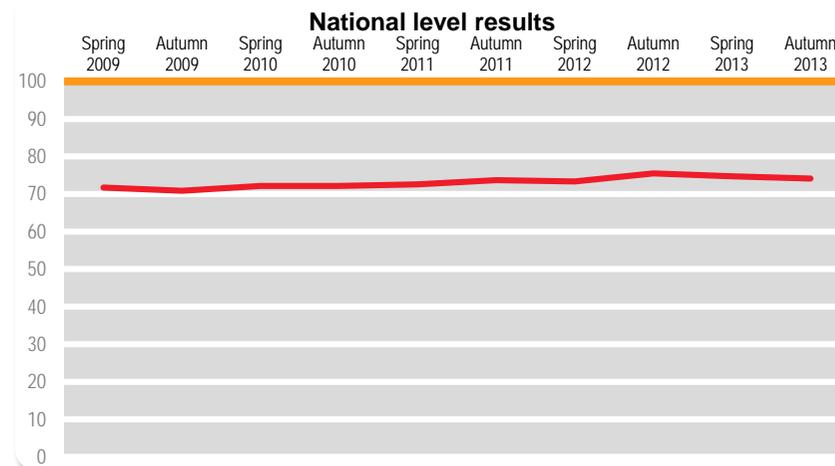
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16919</b> | <b>77</b>           | <b>16</b>     | <b>7</b>               | <b>2</b> | ↑                  | <b>-2</b> | ↓                  |
| c2c                                   | 1077         | 85                  | 13            | 3                      | 0        | →                  | -2        | →                  |
| Chiltern Railways                     | 1074         | 88                  | 10            | 2                      | 4        | ↑                  | 2         | →                  |
| First Capital Connect                 | 1522         | 78                  | 15            | 7                      | 4        | →                  | 0         | →                  |
| First Great Western                   | 3051         | 77                  | 16            | 7                      | 1        | →                  | -1        | →                  |
| Greater Anglia                        | 2170         | 78                  | 16            | 6                      | 3        | →                  | -1        | →                  |
| London Midland                        | 1168         | 74                  | 19            | 7                      | 1        | →                  | -1        | →                  |
| London Overground                     | 1027         | 80                  | 14            | 6                      | 1        | →                  | -7        | ↓                  |
| South West Trains                     | 2017         | 74                  | 18            | 8                      | 0        | →                  | -4        | ↓                  |
| Southeastern                          | 1641         | 78                  | 15            | 7                      | 5        | ↑                  | 3         | →                  |
| Southern                              | 2172         | 75                  | 18            | 6                      | 3        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5673</b>  | <b>82</b>           | <b>13</b>     | <b>5</b>               | <b>1</b> | →                  | <b>-2</b> | ↓                  |
| CrossCountry                          | 1199         | 80                  | 14            | 6                      | 4        | →                  | 0         | →                  |
| East Coast                            | 1184         | 88                  | 9             | 3                      | 1        | →                  | 0         | →                  |
| East Midlands Trains                  | 1098         | 81                  | 12            | 7                      | -1       | →                  | -8        | ↓                  |
| First TransPennine Express            | 990          | 86                  | 10            | 3                      | 0        | →                  | 0         | →                  |
| Virgin Trains                         | 1202         | 79                  | 15            | 5                      | 1        | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3922</b>  | <b>80</b>           | <b>14</b>     | <b>6</b>               | <b>1</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1193         | 74                  | 20            | 6                      | -5       | →                  | -4        | →                  |
| Merseyrail                            | 508          | 91                  | 8             | 1                      | 6        | →                  | 4         | →                  |
| Northern Rail                         | 1196         | 76                  | 14            | 9                      | 0        | →                  | -2        | →                  |
| ScotRail                              | 1025         | 82                  | 13            | 4                      | 1        | →                  | -2        | →                  |

# Ticket buying facilities at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>8848</b> | <b>72</b>           | <b>14</b>     | <b>14</b>              | <b>-1</b> | →                  | <b>-1</b> | →                  |
| c2c                                   | 662         | 81                  | 11            | 8                      | -3        | →                  | 1         | →                  |
| Chiltern Railways                     | 595         | 81                  | 11            | 8                      | -2        | →                  | 0         | →                  |
| First Capital Connect                 | 767         | 74                  | 12            | 14                     | 6         | ↑                  | 4         | →                  |
| First Great Western                   | 1533        | 74                  | 13            | 13                     | -2        | →                  | 0         | →                  |
| Greater Anglia                        | 1163        | 69                  | 16            | 15                     | -4        | →                  | -4        | →                  |
| London Midland                        | 585         | 74                  | 13            | 13                     | 1         | →                  | -2        | →                  |
| London Overground                     | 555         | 68                  | 18            | 14                     | -2        | →                  | -8        | ↓                  |
| South West Trains                     | 1096        | 72                  | 15            | 13                     | -2        | →                  | -2        | →                  |
| Southeastern                          | 801         | 73                  | 13            | 14                     | 2         | →                  | 3         | →                  |
| Southern                              | 1091        | 69                  | 16            | 16                     | -1        | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>1938</b> | <b>82</b>           | <b>10</b>     | <b>8</b>               | <b>-1</b> | →                  | <b>-4</b> | ↓                  |
| CrossCountry                          | 449         | 82                  | 9             | 8                      | -3        | →                  | -2        | →                  |
| East Coast                            | 274         | 83                  | 13            | 4                      | -4        | →                  | -3        | →                  |
| East Midlands Trains                  | 466         | 80                  | 11            | 9                      | 3         | →                  | -7        | ↓                  |
| First TransPennine Express            | 423         | 84                  | 7             | 8                      | 1         | →                  | -3        | →                  |
| Virgin Trains                         | 326         | 80                  | 14            | 6                      | -3        | →                  | -7        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>2137</b> | <b>80</b>           | <b>9</b>      | <b>11</b>              | <b>0</b>  | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 637         | 82                  | 10            | 7                      | 4         | →                  | 1         | →                  |
| Merseyrail                            | 263         | 86                  | 10            | 4                      | -4        | →                  | -3        | →                  |
| Northern Rail                         | 655         | 75                  | 10            | 15                     | -2        | →                  | -2        | →                  |
| ScotRail                              | 582         | 83                  | 8             | 9                      | 3         | →                  | -1        | →                  |

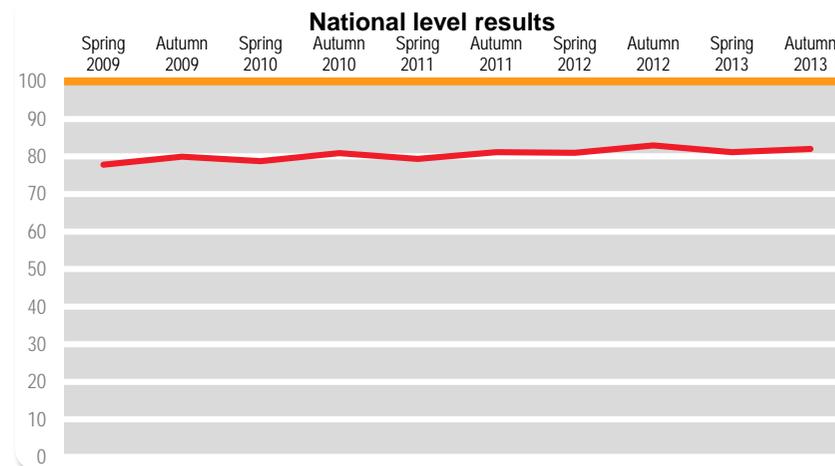
# Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓

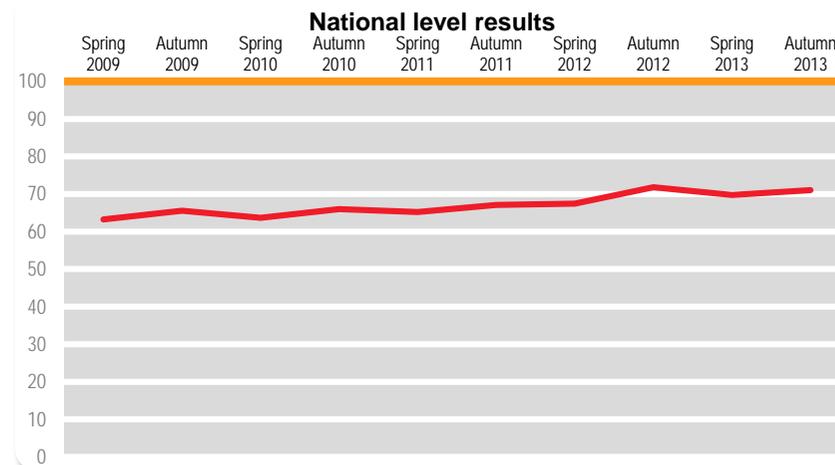


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16551</b> | <b>81</b>           | <b>11</b>     | <b>8</b>               | <b>2</b>  | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 1062         | 88                  | 9             | 3                      | 0         | →                  | -1        | →                  |
| Chiltern Railways                     | 1061         | 84                  | 10            | 6                      | -2        | →                  | -2        | →                  |
| First Capital Connect                 | 1504         | 82                  | 11            | 8                      | 4         | ↑                  | 2         | →                  |
| First Great Western                   | 2990         | 83                  | 10            | 7                      | -         | →                  | 0         | →                  |
| Greater Anglia                        | 2137         | 80                  | 11            | 9                      | 3         | →                  | 0         | →                  |
| London Midland                        | 1157         | 80                  | 12            | 7                      | 0         | →                  | -5        | ↓                  |
| London Overground                     | 987          | 81                  | 9             | 11                     | -1        | →                  | -2        | →                  |
| South West Trains                     | 1952         | 80                  | 13            | 8                      | -1        | →                  | -4        | ↓                  |
| Southeastern                          | 1604         | 83                  | 10            | 7                      | 7         | ↑                  | 5         | ↑                  |
| Southern                              | 2097         | 79                  | 12            | 9                      | 3         | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5587</b>  | <b>87</b>           | <b>7</b>      | <b>6</b>               | <b>0</b>  | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1174         | 84                  | 8             | 7                      | -1        | →                  | 0         | →                  |
| East Coast                            | 1177         | 91                  | 6             | 3                      | 1         | →                  | 0         | →                  |
| East Midlands Trains                  | 1076         | 84                  | 8             | 8                      | 1         | →                  | -1        | →                  |
| First TransPennine Express            | 981          | 90                  | 6             | 4                      | 2         | →                  | -1        | →                  |
| Virgin Trains                         | 1179         | 85                  | 8             | 7                      | -2        | →                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3801</b>  | <b>83</b>           | <b>9</b>      | <b>8</b>               | <b>-3</b> | ↓                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1158         | 81                  | 10            | 9                      | -2        | →                  | 0         | →                  |
| Merseyrail                            | 483          | 88                  | 11            | 1                      | -3        | →                  | 0         | →                  |
| Northern Rail                         | 1160         | 82                  | 8             | 10                     | -2        | →                  | -1        | →                  |
| ScotRail                              | 1000         | 83                  | 9             | 8                      | -5        | →                  | -6        | ↓                  |

# The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

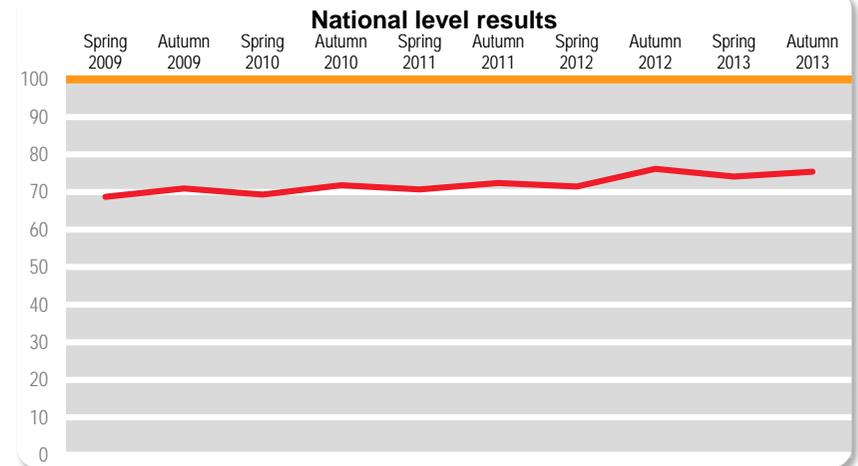
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16379</b> | <b>69</b>           | <b>20</b>     | <b>11</b>              | <b>2</b>  | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 1054         | 78                  | 15            | 6                      | 1         | →                  | -1        | →                  |
| Chiltern Railways                     | 1046         | 82                  | 13            | 5                      | 2         | →                  | -1        | →                  |
| First Capital Connect                 | 1494         | 75                  | 15            | 10                     | 7         | ↑                  | 8         | ↑                  |
| First Great Western                   | 2943         | 73                  | 19            | 8                      | 4         | ↑                  | 4         | ↑                  |
| Greater Anglia                        | 2112         | 70                  | 19            | 10                     | 2         | →                  | 0         | →                  |
| London Midland                        | 1136         | 66                  | 22            | 12                     | -         | →                  | -4        | →                  |
| London Overground                     | 987          | 71                  | 15            | 14                     | -6        | ↓                  | -7        | ↓                  |
| South West Trains                     | 1949         | 64                  | 21            | 14                     | 0         | →                  | -3        | →                  |
| Southeastern                          | 1605         | 69                  | 21            | 11                     | 4         | →                  | 0         | →                  |
| Southern                              | 2053         | 65                  | 23            | 12                     | 3         | →                  | -4        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5499</b>  | <b>76</b>           | <b>16</b>     | <b>8</b>               | <b>1</b>  | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1146         | 71                  | 19            | 10                     | 4         | →                  | 1         | →                  |
| East Coast                            | 1158         | 85                  | 11            | 5                      | 2         | →                  | 1         | →                  |
| East Midlands Trains                  | 1070         | 77                  | 15            | 8                      | 1         | →                  | -5        | ↓                  |
| First TransPennine Express            | 966          | 79                  | 15            | 6                      | -3        | →                  | 0         | →                  |
| Virgin Trains                         | 1159         | 73                  | 17            | 11                     | 1         | →                  | 2         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3776</b>  | <b>77</b>           | <b>15</b>     | <b>8</b>               | <b>-1</b> | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1146         | 63                  | 20            | 17                     | -6        | →                  | -3        | →                  |
| Merseyrail                            | 491          | 85                  | 9             | 5                      | 0         | →                  | 5         | →                  |
| Northern Rail                         | 1148         | 74                  | 16            | 10                     | -1        | →                  | -1        | →                  |
| ScotRail                              | 991          | 80                  | 15            | 5                      | 1         | →                  | 0         | →                  |

# Cleanliness of the station



Key:

Improved ↑

Unchanged →

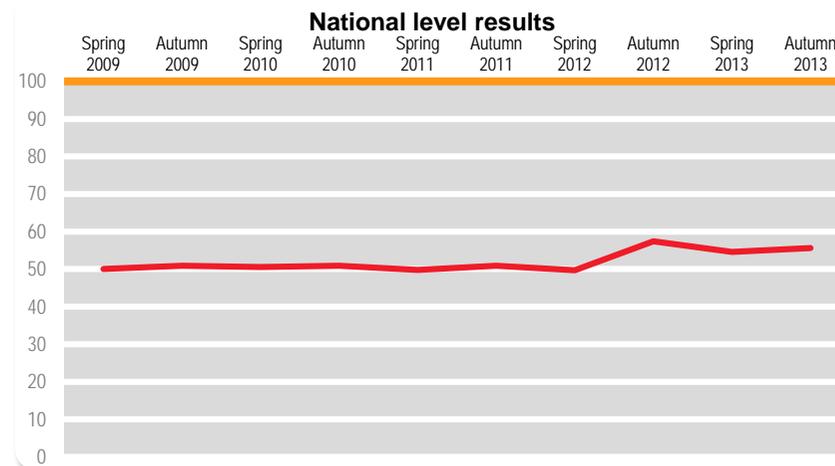
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16401</b> | <b>74</b>           | <b>17</b>     | <b>9</b>               | <b>2</b> | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 1039         | 82                  | 14            | 4                      | -1       | →                  | 0         | →                  |
| Chiltern Railways                     | 1047         | 85                  | 11            | 3                      | 1        | →                  | -1        | →                  |
| First Capital Connect                 | 1494         | 80                  | 14            | 6                      | 6        | ↑                  | 6         | ↑                  |
| First Great Western                   | 2969         | 78                  | 15            | 7                      | 5        | ↑                  | 4         | ↑                  |
| Greater Anglia                        | 2114         | 73                  | 18            | 9                      | 3        | →                  | -1        | →                  |
| London Midland                        | 1148         | 74                  | 18            | 8                      | 3        | →                  | -1        | →                  |
| London Overground                     | 972          | 77                  | 14            | 9                      | -2       | →                  | -2        | →                  |
| South West Trains                     | 1942         | 67                  | 21            | 12                     | -2       | →                  | -4        | ↓                  |
| Southeastern                          | 1591         | 73                  | 18            | 10                     | 2        | →                  | 0         | →                  |
| Southern                              | 2085         | 72                  | 20            | 8                      | 4        | ↑                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5540</b>  | <b>80</b>           | <b>14</b>     | <b>6</b>               | <b>1</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1158         | 78                  | 16            | 6                      | 5        | ↑                  | 4         | →                  |
| East Coast                            | 1172         | 88                  | 8             | 4                      | 2        | →                  | 0         | →                  |
| East Midlands Trains                  | 1071         | 79                  | 15            | 6                      | -2       | →                  | -7        | ↓                  |
| First TransPennine Express            | 963          | 83                  | 12            | 5                      | -3       | →                  | 1         | →                  |
| Virgin Trains                         | 1176         | 76                  | 17            | 7                      | 1        | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3765</b>  | <b>79</b>           | <b>14</b>     | <b>7</b>               | <b>0</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1138         | 64                  | 24            | 12                     | -5       | →                  | -4        | →                  |
| Merseyrail                            | 493          | 88                  | 9             | 3                      | 4        | →                  | 2         | →                  |
| Northern Rail                         | 1156         | 77                  | 16            | 8                      | -1       | →                  | -3        | →                  |
| ScotRail                              | 978          | 83                  | 12            | 6                      | 0        | →                  | 1         | →                  |

# The facilities and services at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>14056</b> | <b>54</b>           | <b>21</b>     | <b>24</b>              | <b>1</b> | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 938          | 63                  | 23            | 15                     | 6        | ↑                  | 4         | →                  |
| Chiltern Railways                     | 936          | 70                  | 20            | 11                     | 3        | →                  | 2         | →                  |
| First Capital Connect                 | 1223         | 55                  | 22            | 23                     | 3        | →                  | 0         | →                  |
| First Great Western                   | 2554         | 60                  | 18            | 22                     | 3        | →                  | 0         | →                  |
| Greater Anglia                        | 1862         | 56                  | 21            | 23                     | -1       | →                  | -4        | →                  |
| London Midland                        | 974          | 54                  | 21            | 25                     | 0        | →                  | 0         | →                  |
| London Overground                     | 774          | 39                  | 25            | 36                     | -4       | →                  | -6        | →                  |
| South West Trains                     | 1690         | 53                  | 20            | 27                     | -4       | →                  | -5        | ↓                  |
| Southeastern                          | 1395         | 56                  | 21            | 22                     | 6        | ↑                  | 0         | →                  |
| Southern                              | 1710         | 54                  | 23            | 22                     | 1        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4941</b>  | <b>69</b>           | <b>17</b>     | <b>14</b>              | <b>0</b> | →                  | <b>-3</b> | ↓                  |
| CrossCountry                          | 1002         | 66                  | 18            | 16                     | 3        | →                  | -1        | →                  |
| East Coast                            | 1052         | 76                  | 16            | 8                      | 0        | →                  | -3        | →                  |
| East Midlands Trains                  | 968          | 62                  | 18            | 21                     | -3       | →                  | -8        | ↓                  |
| First TransPennine Express            | 867          | 72                  | 16            | 11                     | -2       | →                  | -2        | →                  |
| Virgin Trains                         | 1052         | 68                  | 18            | 13                     | 2        | →                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3280</b>  | <b>55</b>           | <b>17</b>     | <b>27</b>              | <b>4</b> | →                  | <b>1</b>  | →                  |
| Arriva Trains Wales                   | 999          | 52                  | 15            | 33                     | 1        | →                  | 2         | →                  |
| Merseyrail                            | 407          | 69                  | 14            | 16                     | 12       | ↑                  | 8         | →                  |
| Northern Rail                         | 1006         | 53                  | 18            | 29                     | 1        | →                  | 1         | →                  |
| ScotRail                              | 868          | 52                  | 19            | 28                     | 4        | →                  | -1        | →                  |

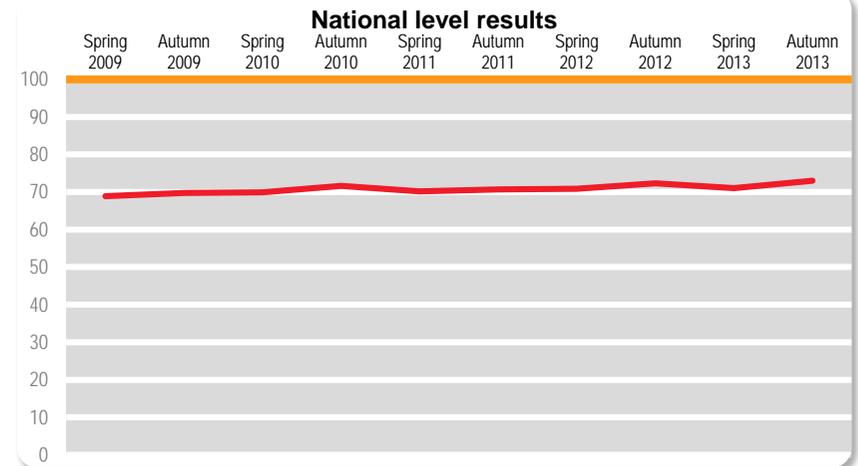
# The attitudes and helpfulness of the staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>12499</b> | <b>71</b>           | <b>21</b>     | <b>9</b>               | <b>2</b> | ↑                  | <b>1</b> | →                  |
| c2c                                   | 882          | 81                  | 14            | 5                      | -1       | →                  | 6        | ↑                  |
| Chiltern Railways                     | 791          | 80                  | 17            | 4                      | 1        | →                  | 1        | →                  |
| First Capital Connect                 | 1113         | 75                  | 16            | 9                      | 8        | ↑                  | 5        | ↑                  |
| First Great Western                   | 2265         | 76                  | 17            | 7                      | 1        | →                  | 2        | →                  |
| Greater Anglia                        | 1647         | 72                  | 19            | 9                      | 5        | ↑                  | 4        | ↑                  |
| London Midland                        | 880          | 72                  | 20            | 9                      | 2        | →                  | -1       | →                  |
| London Overground                     | 706          | 68                  | 25            | 6                      | -1       | →                  | 0        | →                  |
| South West Trains                     | 1440         | 69                  | 21            | 11                     | 1        | →                  | 2        | →                  |
| Southeastern                          | 1196         | 69                  | 22            | 9                      | 4        | →                  | 1        | →                  |
| Southern                              | 1579         | 66                  | 24            | 10                     | -1       | →                  | -6       | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>3977</b>  | <b>79</b>           | <b>15</b>     | <b>5</b>               | <b>1</b> | →                  | <b>0</b> | →                  |
| CrossCountry                          | 861          | 82                  | 13            | 6                      | 5        | ↑                  | 3        | →                  |
| East Coast                            | 777          | 81                  | 16            | 3                      | 1        | →                  | -2       | →                  |
| East Midlands Trains                  | 806          | 73                  | 19            | 8                      | -4       | →                  | -8       | ↓                  |
| First TransPennine Express            | 738          | 82                  | 14            | 4                      | 1        | →                  | 2        | →                  |
| Virgin Trains                         | 795          | 78                  | 17            | 5                      | 1        | →                  | 2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>2969</b>  | <b>79</b>           | <b>14</b>     | <b>7</b>               | <b>2</b> | →                  | <b>1</b> | →                  |
| Arriva Trains Wales                   | 869          | 72                  | 20            | 8                      | -4       | →                  | -5       | →                  |
| Merseyrail                            | 411          | 86                  | 12            | 2                      | 0        | →                  | -2       | →                  |
| Northern Rail                         | 916          | 75                  | 16            | 9                      | 3        | →                  | 1        | →                  |
| ScotRail                              | 773          | 81                  | 12            | 7                      | 4        | →                  | 5        | →                  |

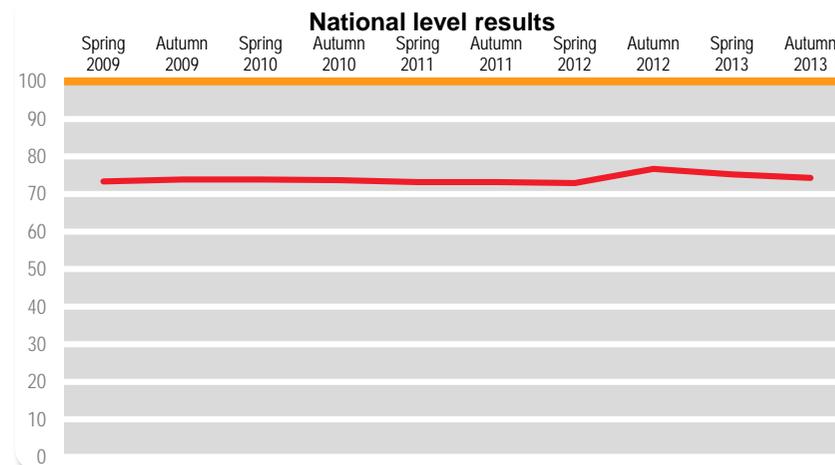
# Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓

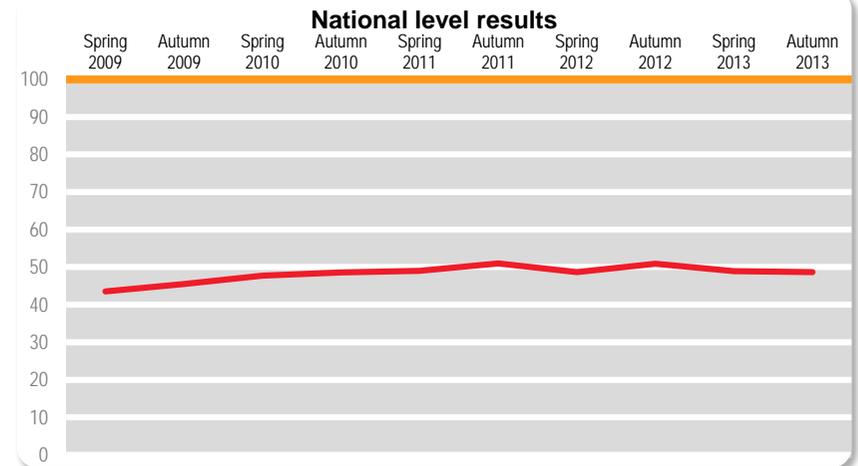


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>12707</b> | <b>75</b>           | <b>15</b>     | <b>11</b>              | <b>0</b>  | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 871          | 75                  | 16            | 8                      | -1        | →                  | 1         | →                  |
| Chiltern Railways                     | 817          | 74                  | 18            | 9                      | 2         | →                  | -2        | →                  |
| First Capital Connect                 | 1217         | 75                  | 15            | 10                     | 0         | →                  | -5        | ↓                  |
| First Great Western                   | 2018         | 71                  | 15            | 14                     | 1         | →                  | -2        | →                  |
| Greater Anglia                        | 1691         | 78                  | 12            | 10                     | 0         | →                  | -2        | →                  |
| London Midland                        | 820          | 65                  | 20            | 15                     | -6        | ↓                  | -3        | →                  |
| London Overground                     | 843          | 79                  | 14            | 7                      | 3         | →                  | 3         | →                  |
| South West Trains                     | 1464         | 72                  | 14            | 14                     | -3        | →                  | -5        | ↓                  |
| Southeastern                          | 1301         | 75                  | 15            | 9                      | -1        | →                  | -1        | →                  |
| Southern                              | 1665         | 77                  | 14            | 9                      | 2         | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>3709</b>  | <b>77</b>           | <b>14</b>     | <b>9</b>               | <b>-1</b> | →                  | <b>-3</b> | ↓                  |
| CrossCountry                          | 656          | 75                  | 16            | 9                      | 2         | →                  | 2         | →                  |
| East Coast                            | 815          | 83                  | 12            | 6                      | 2         | →                  | -2        | →                  |
| East Midlands Trains                  | 771          | 73                  | 15            | 12                     | -2        | →                  | -4        | →                  |
| First TransPennine Express            | 662          | 76                  | 14            | 9                      | 0         | →                  | -4        | →                  |
| Virgin Trains                         | 805          | 78                  | 13            | 9                      | -5        | ↓                  | -8        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>2655</b>  | <b>70</b>           | <b>17</b>     | <b>13</b>              | <b>-5</b> | ↓                  | <b>-3</b> | →                  |
| Arriva Trains Wales                   | 757          | 66                  | 18            | 16                     | 1         | →                  | -3        | →                  |
| Merseyrail                            | 377          | 79                  | 12            | 9                      | -4        | →                  | -3        | →                  |
| Northern Rail                         | 831          | 67                  | 19            | 13                     | -4        | →                  | -7        | ↓                  |
| ScotRail                              | 690          | 69                  | 18            | 13                     | -7        | →                  | 3         | →                  |

# Facilities for car parking at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>5692</b> | <b>45</b>           | <b>21</b>     | <b>33</b>              | <b>-1</b> | →                  | <b>-3</b> | ↓                  |
| c2c                                   | 431         | 55                  | 18            | 27                     | -5        | →                  | -3        | →                  |
| Chiltern Railways                     | 400         | 71                  | 16            | 13                     | 0         | →                  | -1        | →                  |
| First Capital Connect                 | 467         | 47                  | 17            | 35                     | 5         | →                  | 2         | →                  |
| First Great Western                   | 1102        | 55                  | 20            | 25                     | 1         | →                  | -2        | →                  |
| Greater Anglia                        | 762         | 46                  | 22            | 32                     | -4        | →                  | -4        | →                  |
| London Midland                        | 420         | 48                  | 19            | 33                     | 3         | →                  | -9        | ↓                  |
| London Overground                     | 330         | 31                  | 24            | 45                     | -2        | →                  | -1        | →                  |
| South West Trains                     | 785         | 46                  | 24            | 30                     | -4        | →                  | -9        | ↓                  |
| Southeastern                          | 479         | 44                  | 21            | 35                     | -1        | →                  | 0         | →                  |
| Southern                              | 516         | 39                  | 21            | 40                     | -1        | →                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>1787</b> | <b>60</b>           | <b>17</b>     | <b>23</b>              | <b>3</b>  | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 397         | 58                  | 21            | 21                     | -2        | →                  | 0         | →                  |
| East Coast                            | 319         | 60                  | 14            | 26                     | 8         | →                  | 3         | →                  |
| East Midlands Trains                  | 383         | 69                  | 14            | 17                     | 2         | →                  | -1        | →                  |
| First TransPennine Express            | 354         | 58                  | 20            | 23                     | 3         | →                  | 0         | →                  |
| Virgin Trains                         | 334         | 57                  | 16            | 27                     | 5         | →                  | 1         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>1813</b> | <b>54</b>           | <b>15</b>     | <b>31</b>              | <b>2</b>  | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 616         | 62                  | 15            | 23                     | 0         | →                  | -7        | →                  |
| Merseyrail                            | 259         | 63                  | 8             | 29                     | 2         | →                  | -1        | →                  |
| Northern Rail                         | 513         | 53                  | 20            | 27                     | -2        | →                  | -4        | →                  |
| ScotRail                              | 425         | 46                  | 13            | 40                     | 7         | →                  | 9         | →                  |

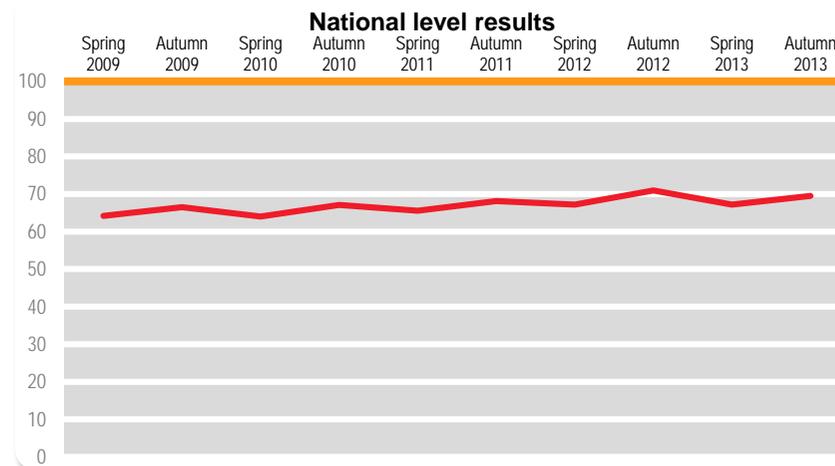
# Overall environment of the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16343</b> | <b>68</b>           | <b>22</b>     | <b>10</b>              | <b>3</b> | ↑                  | <b>-2</b> | ↓                  |
| c2c                                   | 1037         | 78                  | 15            | 6                      | 1        | →                  | 2         | →                  |
| Chiltern Railways                     | 1042         | 83                  | 15            | 2                      | 4        | →                  | 0         | →                  |
| First Capital Connect                 | 1483         | 73                  | 17            | 10                     | 6        | ↑                  | 2         | →                  |
| First Great Western                   | 2958         | 71                  | 20            | 8                      | 6        | ↑                  | 3         | ↑                  |
| Greater Anglia                        | 2099         | 68                  | 22            | 10                     | 3        | →                  | -3        | →                  |
| London Midland                        | 1146         | 66                  | 22            | 12                     | 5        | ↑                  | -3        | →                  |
| London Overground                     | 981          | 68                  | 21            | 12                     | -3       | →                  | -9        | ↓                  |
| South West Trains                     | 1945         | 64                  | 25            | 11                     | 0        | →                  | -4        | ↓                  |
| Southeastern                          | 1590         | 67                  | 23            | 10                     | 3        | →                  | 2         | →                  |
| Southern                              | 2062         | 65                  | 25            | 10                     | 3        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5486</b>  | <b>75</b>           | <b>17</b>     | <b>8</b>               | <b>2</b> | ↑                  | <b>-1</b> | →                  |
| CrossCountry                          | 1145         | 71                  | 19            | 10                     | 6        | ↑                  | 1         | →                  |
| East Coast                            | 1164         | 83                  | 12            | 5                      | 3        | →                  | 1         | →                  |
| East Midlands Trains                  | 1062         | 74                  | 18            | 8                      | 0        | →                  | -9        | ↓                  |
| First TransPennine Express            | 953          | 81                  | 13            | 6                      | 2        | →                  | 3         | →                  |
| Virgin Trains                         | 1162         | 70                  | 19            | 11                     | 1        | →                  | 0         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3767</b>  | <b>73</b>           | <b>18</b>     | <b>9</b>               | <b>1</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1141         | 59                  | 27            | 14                     | -9       | ↓                  | -7        | →                  |
| Merseyrail                            | 485          | 86                  | 12            | 3                      | 7        | →                  | 3         | →                  |
| Northern Rail                         | 1160         | 72                  | 17            | 11                     | 2        | →                  | -1        | →                  |
| ScotRail                              | 981          | 74                  | 18            | 7                      | 0        | →                  | -2        | →                  |

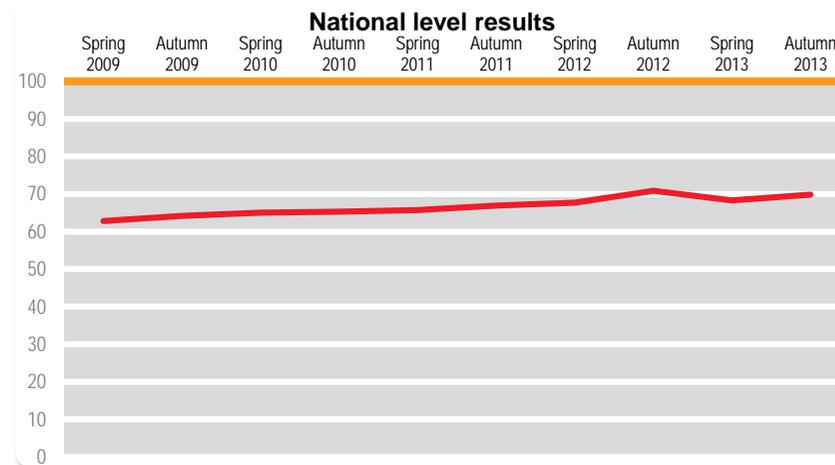
# Your personal security whilst using the station

Key:

Improved ↑

Unchanged →

Declined ↓

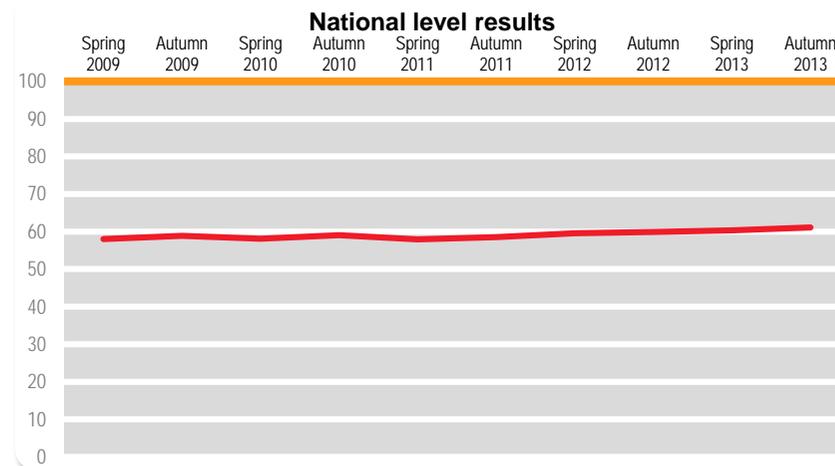


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>15068</b> | <b>69</b>           | <b>26</b>     | <b>5</b>               | <b>2</b> | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 987          | 73                  | 21            | 5                      | 0        | →                  | 2         | →                  |
| Chiltern Railways                     | 960          | 78                  | 20            | 1                      | 3        | →                  | -1        | →                  |
| First Capital Connect                 | 1360         | 72                  | 24            | 4                      | 3        | →                  | 0         | →                  |
| First Great Western                   | 2675         | 72                  | 24            | 4                      | 3        | →                  | 0         | →                  |
| Greater Anglia                        | 1974         | 66                  | 28            | 5                      | 1        | →                  | -2        | →                  |
| London Midland                        | 1056         | 66                  | 30            | 4                      | 0        | →                  | -5        | ↓                  |
| London Overground                     | 929          | 70                  | 25            | 5                      | 2        | →                  | -3        | →                  |
| South West Trains                     | 1770         | 67                  | 28            | 5                      | 0        | →                  | -1        | →                  |
| Southeastern                          | 1471         | 68                  | 27            | 6                      | 3        | →                  | 1         | →                  |
| Southern                              | 1886         | 67                  | 28            | 5                      | 1        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4961</b>  | <b>75</b>           | <b>23</b>     | <b>2</b>               | <b>0</b> | →                  | <b>-3</b> | ↓                  |
| CrossCountry                          | 1025         | 75                  | 23            | 2                      | 1        | →                  | -2        | →                  |
| East Coast                            | 1046         | 77                  | 21            | 2                      | -1       | →                  | -3        | →                  |
| East Midlands Trains                  | 977          | 75                  | 22            | 4                      | 3        | →                  | -3        | →                  |
| First TransPennine Express            | 871          | 77                  | 21            | 2                      | -4       | →                  | -4        | →                  |
| Virgin Trains                         | 1042         | 73                  | 25            | 2                      | -1       | →                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3472</b>  | <b>72</b>           | <b>22</b>     | <b>6</b>               | <b>2</b> | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1023         | 67                  | 27            | 6                      | -3       | →                  | 1         | →                  |
| Merseyrail                            | 451          | 81                  | 17            | 2                      | 5        | →                  | 0         | →                  |
| Northern Rail                         | 1071         | 68                  | 26            | 7                      | 2        | →                  | -3        | →                  |
| ScotRail                              | 927          | 76                  | 19            | 6                      | 3        | →                  | 5         | →                  |

# The availability of staff at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>14274</b> | <b>59</b>           | <b>24</b>     | <b>18</b>              | <b>1</b> | →                  | <b>1</b> | →                  |
| c2c                                   | 982          | 72                  | 19            | 9                      | 0        | →                  | 5        | ↑                  |
| Chiltern Railways                     | 869          | 69                  | 22            | 9                      | 6        | ↑                  | 5        | →                  |
| First Capital Connect                 | 1290         | 59                  | 23            | 18                     | 3        | →                  | -1       | →                  |
| First Great Western                   | 2587         | 61                  | 23            | 16                     | -1       | →                  | 3        | →                  |
| Greater Anglia                        | 1843         | 58                  | 23            | 19                     | 1        | →                  | 3        | →                  |
| London Midland                        | 989          | 55                  | 24            | 21                     | 0        | →                  | -1       | →                  |
| London Overground                     | 849          | 60                  | 25            | 15                     | -2       | →                  | -1       | →                  |
| South West Trains                     | 1656         | 54                  | 25            | 21                     | 0        | →                  | 2        | →                  |
| Southeastern                          | 1395         | 60                  | 23            | 17                     | 3        | →                  | 2        | →                  |
| Southern                              | 1814         | 58                  | 25            | 17                     | 0        | →                  | -2       | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4617</b>  | <b>68</b>           | <b>21</b>     | <b>11</b>              | <b>2</b> | →                  | <b>0</b> | →                  |
| CrossCountry                          | 987          | 68                  | 21            | 10                     | 5        | →                  | 1        | →                  |
| East Coast                            | 920          | 69                  | 22            | 9                      | 1        | →                  | -4       | →                  |
| East Midlands Trains                  | 932          | 64                  | 21            | 15                     | 1        | →                  | -7       | ↓                  |
| First TransPennine Express            | 834          | 74                  | 18            | 7                      | 2        | →                  | 6        | ↑                  |
| Virgin Trains                         | 944          | 64                  | 22            | 14                     | 1        | →                  | 2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3339</b>  | <b>67</b>           | <b>17</b>     | <b>16</b>              | <b>1</b> | →                  | <b>3</b> | →                  |
| Arriva Trains Wales                   | 995          | 63                  | 17            | 20                     | -2       | →                  | 3        | →                  |
| Merseyrail                            | 436          | 85                  | 11            | 4                      | 4        | →                  | 3        | →                  |
| Northern Rail                         | 1042         | 60                  | 21            | 19                     | 2        | →                  | 2        | →                  |
| ScotRail                              | 866          | 68                  | 17            | 15                     | -2       | →                  | 6        | →                  |

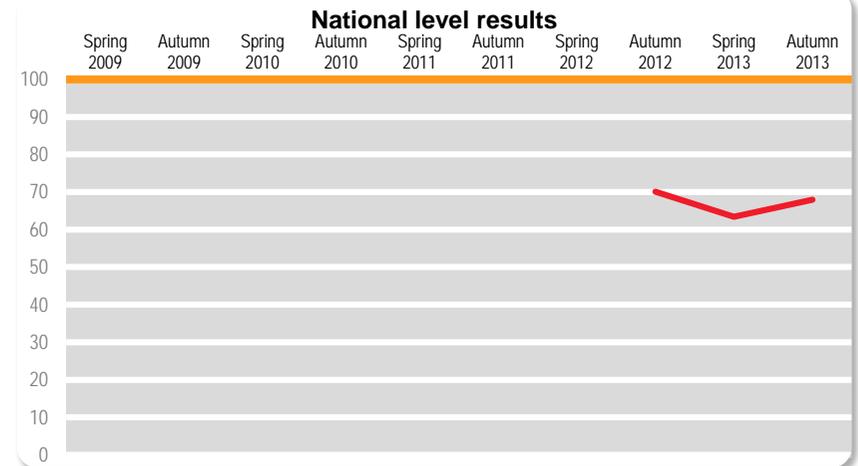
# The provision of shelter facilities

Key:

Improved ↑

Unchanged →

Declined ↓

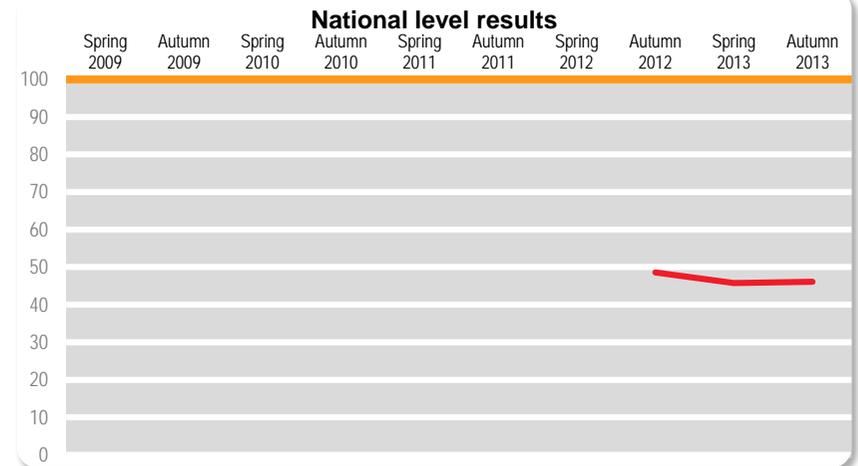


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>13821</b> | <b>65</b>           | <b>19</b>     | <b>16</b>              | <b>5</b> | ↑                  | <b>-2</b> | ↓                  |
| c2c                                   | 940          | 72                  | 18            | 10                     | 2        | →                  | 0         | →                  |
| Chiltern Railways                     | 901          | 77                  | 15            | 8                      | 5        | ↑                  | -2        | →                  |
| First Capital Connect                 | 1229         | 66                  | 18            | 16                     | 9        | ↑                  | 0         | →                  |
| First Great Western                   | 2566         | 69                  | 17            | 14                     | 7        | ↑                  | 1         | →                  |
| Greater Anglia                        | 1769         | 64                  | 21            | 15                     | 5        | ↑                  | -2        | →                  |
| London Midland                        | 964          | 68                  | 20            | 12                     | 4        | →                  | -4        | →                  |
| London Overground                     | 896          | 62                  | 19            | 18                     | 2        | →                  | -8        | ↓                  |
| South West Trains                     | 1721         | 62                  | 19            | 19                     | 2        | →                  | -3        | →                  |
| Southeastern                          | 1297         | 67                  | 18            | 16                     | 8        | ↑                  | 0         | →                  |
| Southern                              | 1538         | 66                  | 19            | 15                     | 5        | ↑                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4426</b>  | <b>75</b>           | <b>15</b>     | <b>10</b>              | <b>6</b> | ↑                  | <b>-1</b> | →                  |
| CrossCountry                          | 966          | 75                  | 16            | 9                      | 10       | ↑                  | 1         | →                  |
| East Coast                            | 889          | 78                  | 14            | 8                      | 7        | ↑                  | 1         | →                  |
| East Midlands Trains                  | 898          | 70                  | 16            | 14                     | 4        | →                  | -8        | ↓                  |
| First TransPennine Express            | 838          | 80                  | 13            | 7                      | 4        | →                  | 2         | →                  |
| Virgin Trains                         | 835          | 72                  | 18            | 11                     | 3        | →                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3362</b>  | <b>75</b>           | <b>14</b>     | <b>11</b>              | <b>3</b> | →                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1042         | 67                  | 19            | 14                     | -3       | →                  | -5        | →                  |
| Merseyrail                            | 417          | 81                  | 13            | 6                      | 3        | →                  | -3        | →                  |
| Northern Rail                         | 1062         | 72                  | 14            | 15                     | 2        | →                  | 1         | →                  |
| ScotRail                              | 841          | 78                  | 13            | 9                      | 5        | →                  | -3        | →                  |

# Availability of seating



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>15107</b> | <b>42</b>           | <b>22</b>     | <b>36</b>              | <b>0</b> | →                  | <b>-3</b> | ↓                  |
| c2c                                   | 974          | 61                  | 20            | 19                     | 3        | →                  | 3         | →                  |
| Chiltern Railways                     | 980          | 56                  | 20            | 24                     | 4        | →                  | -1        | →                  |
| First Capital Connect                 | 1382         | 44                  | 23            | 33                     | 3        | →                  | 0         | →                  |
| First Great Western                   | 2822         | 49                  | 21            | 30                     | 0        | →                  | 0         | →                  |
| Greater Anglia                        | 1931         | 42                  | 22            | 36                     | 3        | →                  | -3        | →                  |
| London Midland                        | 1073         | 49                  | 19            | 31                     | 4        | →                  | -3        | →                  |
| London Overground                     | 927          | 45                  | 25            | 30                     | 0        | →                  | -12       | ↓                  |
| South West Trains                     | 1813         | 35                  | 22            | 43                     | -2       | →                  | -5        | ↓                  |
| Southeastern                          | 1440         | 39                  | 21            | 40                     | -3       | →                  | -3        | →                  |
| Southern                              | 1765         | 38                  | 20            | 42                     | 0        | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5108</b>  | <b>51</b>           | <b>19</b>     | <b>30</b>              | <b>2</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1082         | 55                  | 19            | 26                     | 2        | →                  | 1         | →                  |
| East Coast                            | 1055         | 46                  | 19            | 35                     | 3        | →                  | -2        | →                  |
| East Midlands Trains                  | 1003         | 52                  | 20            | 29                     | 2        | →                  | -3        | →                  |
| First TransPennine Express            | 904          | 59                  | 19            | 22                     | 2        | →                  | 1         | →                  |
| Virgin Trains                         | 1064         | 44                  | 18            | 39                     | 1        | →                  | 0         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3589</b>  | <b>59</b>           | <b>18</b>     | <b>23</b>              | <b>0</b> | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1079         | 53                  | 21            | 26                     | -1       | →                  | -1        | →                  |
| Merseyrail                            | 464          | 71                  | 18            | 11                     | 2        | →                  | 3         | →                  |
| Northern Rail                         | 1113         | 57                  | 19            | 24                     | 3        | →                  | 2         | →                  |
| ScotRail                              | 933          | 57                  | 17            | 26                     | -3       | →                  | -4        | →                  |

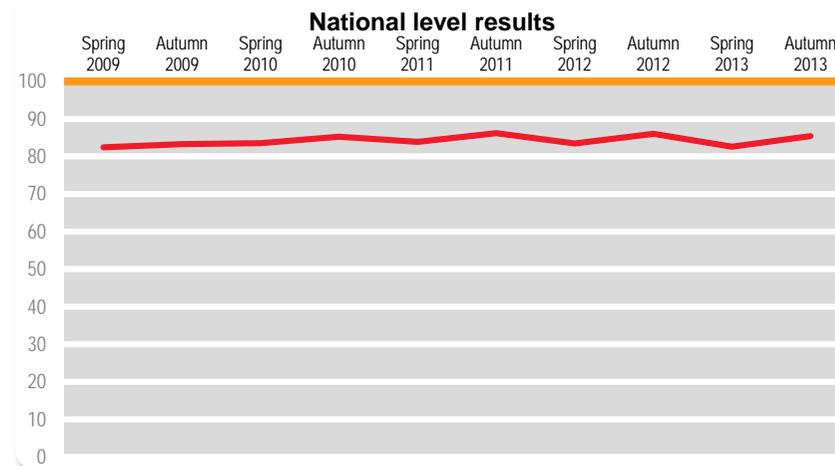
# How request to station staff was handled

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>2624</b> | <b>84</b>           | <b>6</b>      | <b>9</b>               | <b>4</b>  | ↑                  | <b>0</b>  | →                  |
| c2c                                   | 115         | 85                  | 6             | 6                      | -1        | →                  | -7        | →                  |
| Chiltern Railways                     | 172         | 90                  | 2             | 8                      | 5         | →                  | 5         | →                  |
| First Capital Connect                 | 212         | 82                  | 5             | 13                     | 2         | →                  | -4        | →                  |
| First Great Western                   | 613         | 89                  | 5             | 6                      | -1        | →                  | 1         | →                  |
| Greater Anglia                        | 327         | 83                  | 6             | 10                     | -1        | →                  | 0         | →                  |
| London Midland                        | 191         | 85                  | 5             | 11                     | 4         | →                  | -4        | →                  |
| London Overground                     | 95          | 84                  | 4             | 10                     | 0         | →                  | -2        | →                  |
| South West Trains                     | 255         | 86                  | 5             | 8                      | 11        | ↑                  | 3         | →                  |
| Southeastern                          | 234         | 83                  | 7             | 10                     | 4         | →                  | 0         | →                  |
| Southern                              | 410         | 82                  | 7             | 11                     | 6         | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>1177</b> | <b>89</b>           | <b>4</b>      | <b>5</b>               | <b>1</b>  | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 317         | 90                  | 4             | 4                      | 0         | →                  | 2         | →                  |
| East Coast                            | 212         | 87                  | 7             | 5                      | 0         | →                  | -1        | →                  |
| East Midlands Trains                  | 200         | 84                  | 4             | 12                     | -1        | →                  | -6        | →                  |
| First TransPennine Express            | 179         | 94                  | 3             | 3                      | 2         | →                  | 4         | →                  |
| Virgin Trains                         | 269         | 89                  | 5             | 6                      | 1         | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>650</b>  | <b>87</b>           | <b>5</b>      | <b>6</b>               | <b>-1</b> | →                  | <b>-3</b> | →                  |
| Arriva Trains Wales                   | 274         | 87                  | 7             | 5                      | -5        | →                  | 1         | →                  |
| Merseyrail                            | 32          | 94                  | -             | 6                      | 0         | →                  | 6         | →                  |
| Northern Rail                         | 178         | 86                  | 4             | 7                      | 1         | →                  | -5        | →                  |
| ScotRail                              | 166         | 86                  | 5             | 6                      | -2        | →                  | -5        | →                  |

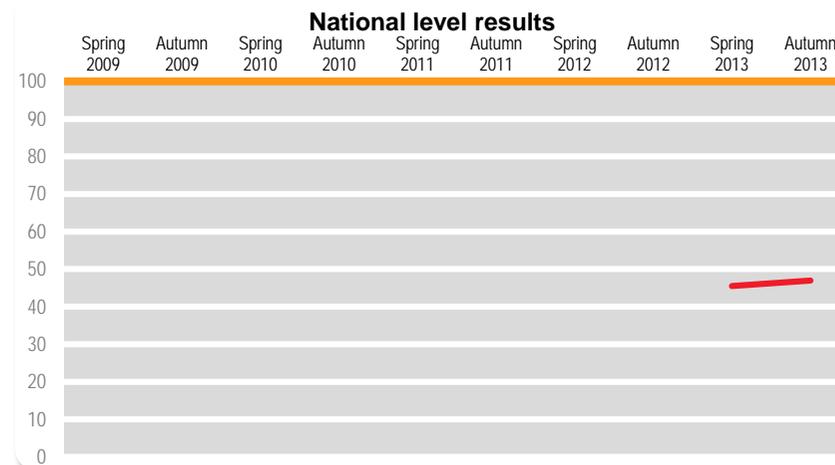
# The choice of shops/eating/drinking facilities available \*

Key:

Improved ↑

Unchanged →

Declined ↓



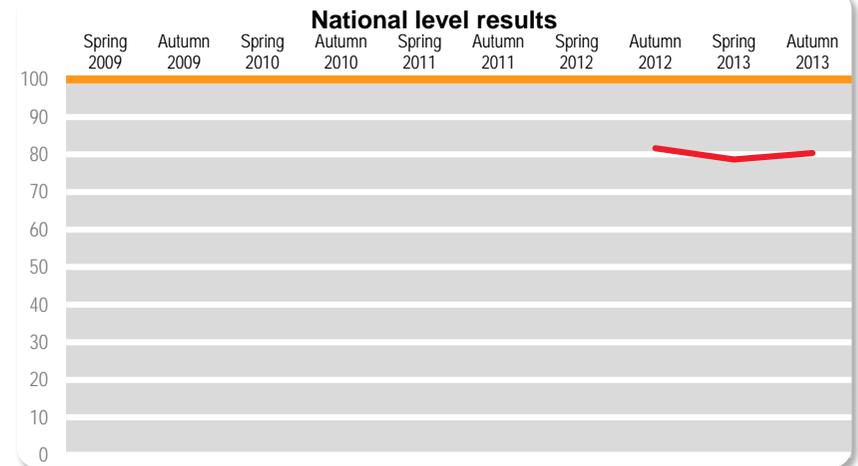
Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>13786</b> | <b>46</b>           | <b>23</b>     | <b>31</b>              | <b>1</b> | →                  | -        | -                  |
| c2c                                   | 910          | 42                  | 30            | 28                     | 7        | ↑                  | -        | -                  |
| Chiltern Railways                     | 895          | 50                  | 27            | 23                     | -1       | →                  | -        | -                  |
| First Capital Connect                 | 1217         | 46                  | 21            | 33                     | 2        | →                  | -        | -                  |
| First Great Western                   | 2510         | 47                  | 22            | 30                     | 0        | →                  | -        | -                  |
| Greater Anglia                        | 1819         | 51                  | 23            | 26                     | 4        | →                  | -        | -                  |
| London Midland                        | 937          | 46                  | 21            | 32                     | 5        | →                  | -        | -                  |
| London Overground                     | 735          | 40                  | 24            | 36                     | 2        | →                  | -        | -                  |
| South West Trains                     | 1668         | 51                  | 20            | 29                     | -2       | →                  | -        | -                  |
| Southeastern                          | 1369         | 39                  | 27            | 34                     | -2       | →                  | -        | -                  |
| Southern                              | 1726         | 46                  | 23            | 30                     | 3        | →                  | -        | -                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4863</b>  | <b>59</b>           | <b>22</b>     | <b>19</b>              | <b>4</b> | ↑                  | -        | -                  |
| CrossCountry                          | 966          | 55                  | 23            | 22                     | 5        | →                  | -        | -                  |
| East Coast                            | 1042         | 66                  | 21            | 13                     | 4        | →                  | -        | -                  |
| East Midlands Trains                  | 959          | 51                  | 23            | 26                     | 1        | →                  | -        | -                  |
| First TransPennine Express            | 853          | 65                  | 20            | 15                     | 6        | ↑                  | -        | -                  |
| Virgin Trains                         | 1043         | 61                  | 22            | 16                     | 1        | →                  | -        | -                  |
| <b>REGIONAL SERVICES</b>              | <b>3217</b>  | <b>45</b>           | <b>20</b>     | <b>36</b>              | <b>3</b> | →                  | -        | -                  |
| Arriva Trains Wales                   | 980          | 34                  | 20            | 46                     | -7       | →                  | -        | -                  |
| Merseyrail                            | 392          | 49                  | 24            | 27                     | 3        | →                  | -        | -                  |
| Northern Rail                         | 990          | 45                  | 19            | 35                     | 4        | →                  | -        | -                  |
| ScotRail                              | 855          | 46                  | 17            | 37                     | 4        | →                  | -        | -                  |

\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

# Overall satisfaction with the train



Key:

Improved ↑

Unchanged →

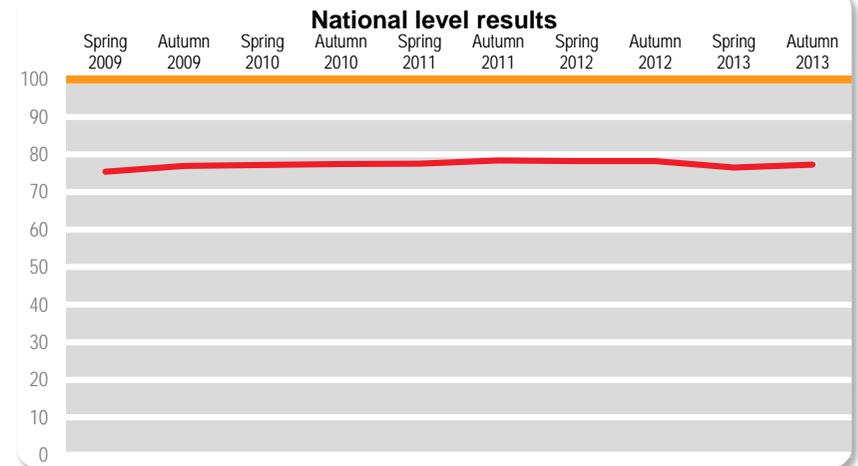
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>17019</b> | <b>79</b>           | <b>14</b>     | <b>6</b>               | <b>2</b> | ↑                  | <b>-2</b> | ↓                  |
| c2c                                   | 1084         | 92                  | 7             | 2                      | 1        | →                  | 0         | →                  |
| Chiltern Railways                     | 1074         | 90                  | 7             | 3                      | 3        | →                  | 1         | →                  |
| First Capital Connect                 | 1526         | 73                  | 20            | 7                      | 6        | ↑                  | -1        | →                  |
| First Great Western                   | 3083         | 80                  | 14            | 7                      | 1        | →                  | -1        | →                  |
| Greater Anglia                        | 2183         | 73                  | 19            | 9                      | 3        | →                  | -1        | →                  |
| London Midland                        | 1183         | 81                  | 14            | 5                      | 1        | →                  | -2        | →                  |
| London Overground                     | 1027         | 91                  | 7             | 3                      | -1       | →                  | -2        | →                  |
| South West Trains                     | 2030         | 79                  | 15            | 6                      | 0        | →                  | -4        | ↓                  |
| Southeastern                          | 1643         | 78                  | 16            | 6                      | 3        | →                  | -2        | →                  |
| Southern                              | 2186         | 77                  | 15            | 8                      | 2        | →                  | -3        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5714</b>  | <b>87</b>           | <b>9</b>      | <b>4</b>               | <b>0</b> | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1210         | 84                  | 10            | 6                      | 3        | →                  | 2         | →                  |
| East Coast                            | 1198         | 89                  | 8             | 4                      | 2        | →                  | 0         | →                  |
| East Midlands Trains                  | 1104         | 86                  | 9             | 5                      | 0        | →                  | -1        | →                  |
| First TransPennine Express            | 992          | 84                  | 10            | 5                      | -1       | →                  | -3        | →                  |
| Virgin Trains                         | 1210         | 91                  | 7             | 2                      | -2       | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3957</b>  | <b>81</b>           | <b>13</b>     | <b>6</b>               | <b>1</b> | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1216         | 81                  | 15            | 4                      | -3       | →                  | -5        | →                  |
| Merseyrail                            | 512          | 89                  | 9             | 2                      | -1       | →                  | 0         | →                  |
| Northern Rail                         | 1202         | 72                  | 17            | 11                     | 3        | →                  | 1         | →                  |
| ScotRail                              | 1027         | 88                  | 10            | 3                      | 1        | →                  | 1         | →                  |

# The frequency of the trains on that route



Key:

Improved ↑

Unchanged →

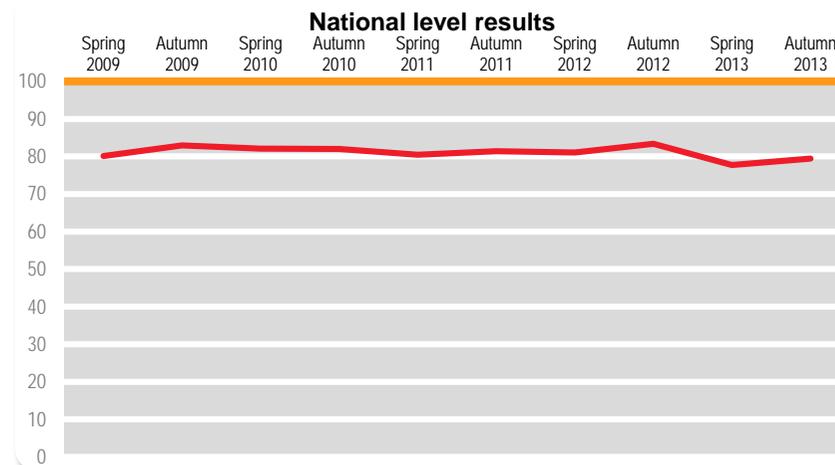
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16740</b> | <b>76</b>           | <b>9</b>      | <b>15</b>              | <b>1</b> | →                  | <b>-1</b> | ↓                  |
| c2c                                   | 1077         | 87                  | 5             | 7                      | 0        | →                  | 1         | →                  |
| Chiltern Railways                     | 1064         | 81                  | 7             | 12                     | 4        | ↑                  | 1         | →                  |
| First Capital Connect                 | 1516         | 77                  | 9             | 13                     | 2        | →                  | -2        | →                  |
| First Great Western                   | 2994         | 75                  | 10            | 15                     | -1       | →                  | 0         | →                  |
| Greater Anglia                        | 2160         | 77                  | 8             | 15                     | 1        | →                  | 1         | →                  |
| London Midland                        | 1154         | 77                  | 8             | 14                     | 1        | →                  | -1        | →                  |
| London Overground                     | 1018         | 79                  | 8             | 13                     | -1       | →                  | 0         | →                  |
| South West Trains                     | 1982         | 72                  | 10            | 18                     | -1       | →                  | -5        | ↓                  |
| Southeastern                          | 1625         | 76                  | 9             | 15                     | 1        | →                  | -1        | →                  |
| Southern                              | 2150         | 73                  | 10            | 17                     | 3        | ↑                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5461</b>  | <b>85</b>           | <b>7</b>      | <b>8</b>               | <b>1</b> | →                  | <b>1</b>  | →                  |
| CrossCountry                          | 1141         | 81                  | 10            | 9                      | 1        | →                  | 2         | →                  |
| East Coast                            | 1141         | 93                  | 4             | 3                      | 4        | ↑                  | 2         | →                  |
| East Midlands Trains                  | 1073         | 81                  | 7             | 11                     | 0        | →                  | -3        | →                  |
| First TransPennine Express            | 945          | 84                  | 6             | 9                      | 0        | →                  | 3         | →                  |
| Virgin Trains                         | 1161         | 90                  | 6             | 4                      | 0        | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3821</b>  | <b>79</b>           | <b>9</b>      | <b>12</b>              | <b>0</b> | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1131         | 74                  | 10            | 15                     | -4       | →                  | -2        | →                  |
| Merseyrail                            | 506          | 96                  | 2             | 2                      | 3        | →                  | 3         | →                  |
| Northern Rail                         | 1177         | 71                  | 10            | 19                     | 3        | →                  | -1        | →                  |
| ScotRail                              | 1007         | 81                  | 10            | 8                      | -3       | →                  | 1         | →                  |

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



Key:

Improved ↑

Unchanged →

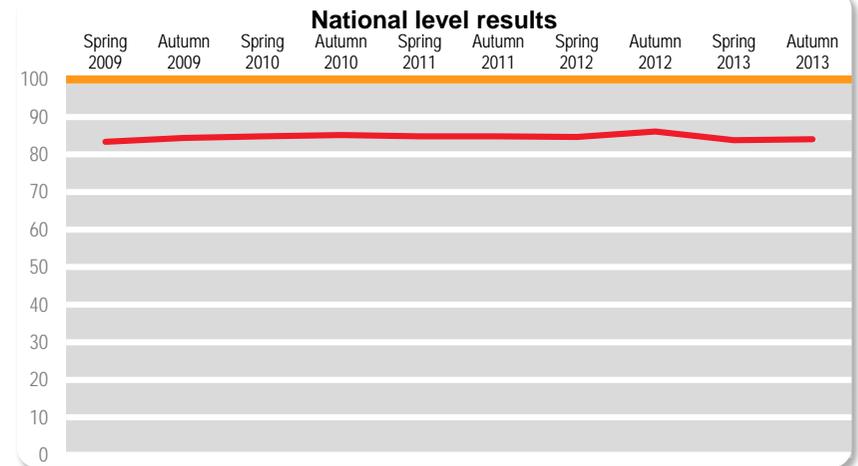
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16723</b> | <b>78</b>           | <b>8</b>      | <b>13</b>              | <b>2</b> | ↑                  | <b>-5</b> | ↓                  |
| c2c                                   | 1064         | 94                  | 3             | 3                      | 0        | →                  | -3        | ↓                  |
| Chiltern Railways                     | 1062         | 92                  | 5             | 3                      | 3        | ↑                  | 2         | →                  |
| First Capital Connect                 | 1520         | 74                  | 10            | 17                     | 3        | →                  | -7        | ↓                  |
| First Great Western                   | 3030         | 74                  | 8             | 18                     | -3       | ↓                  | -5        | ↓                  |
| Greater Anglia                        | 2152         | 78                  | 9             | 14                     | 4        | ↑                  | -5        | ↓                  |
| London Midland                        | 1168         | 73                  | 10            | 18                     | 3        | →                  | -2        | →                  |
| London Overground                     | 1010         | 84                  | 6             | 10                     | -3       | →                  | -4        | ↓                  |
| South West Trains                     | 1987         | 80                  | 9             | 11                     | 3        | ↑                  | -5        | ↓                  |
| Southeastern                          | 1614         | 80                  | 9             | 11                     | 3        | ↑                  | -5        | ↓                  |
| Southern                              | 2116         | 73                  | 9             | 18                     | 1        | →                  | -4        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5594</b>  | <b>84</b>           | <b>6</b>      | <b>10</b>              | <b>1</b> | →                  | <b>-3</b> | ↓                  |
| CrossCountry                          | 1185         | 83                  | 5             | 12                     | 3        | →                  | 1         | →                  |
| East Coast                            | 1168         | 89                  | 4             | 7                      | 5        | ↑                  | 0         | →                  |
| East Midlands Trains                  | 1090         | 80                  | 7             | 13                     | -6       | ↓                  | -8        | ↓                  |
| First TransPennine Express            | 966          | 82                  | 7             | 11                     | 0        | →                  | -7        | ↓                  |
| Virgin Trains                         | 1185         | 87                  | 5             | 8                      | 0        | →                  | -3        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>3904</b>  | <b>82</b>           | <b>7</b>      | <b>11</b>              | <b>2</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1191         | 86                  | 6             | 8                      | 1        | →                  | 1         | →                  |
| Merseyrail                            | 505          | 93                  | 3             | 4                      | 2        | →                  | 1         | →                  |
| Northern Rail                         | 1196         | 77                  | 9             | 14                     | 5        | ↑                  | 0         | →                  |
| ScotRail                              | 1012         | 82                  | 6             | 12                     | -2       | →                  | -5        | →                  |

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



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16541</b> | <b>83</b>           | <b>10</b>     | <b>7</b>               | <b>0</b> | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 1059         | 93                  | 5             | 2                      | -1       | →                  | 1         | →                  |
| Chiltern Railways                     | 1053         | 87                  | 8             | 5                      | -1       | →                  | -1        | →                  |
| First Capital Connect                 | 1497         | 83                  | 11            | 6                      | 1        | →                  | -4        | ↓                  |
| First Great Western                   | 2986         | 83                  | 10            | 8                      | 0        | →                  | -2        | →                  |
| Greater Anglia                        | 2124         | 81                  | 11            | 8                      | 0        | →                  | -4        | ↓                  |
| London Midland                        | 1154         | 82                  | 11            | 7                      | -2       | →                  | -1        | →                  |
| London Overground                     | 1007         | 88                  | 8             | 5                      | -2       | →                  | 0         | →                  |
| South West Trains                     | 1967         | 80                  | 11            | 9                      | -1       | →                  | -2        | →                  |
| Southeastern                          | 1600         | 82                  | 11            | 7                      | 3        | →                  | -3        | ↓                  |
| Southern                              | 2094         | 80                  | 12            | 8                      | 0        | →                  | -3        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5547</b>  | <b>88</b>           | <b>7</b>      | <b>4</b>               | <b>0</b> | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1174         | 86                  | 9             | 5                      | 0        | →                  | 1         | →                  |
| East Coast                            | 1163         | 89                  | 6             | 5                      | 1        | →                  | -3        | ↓                  |
| East Midlands Trains                  | 1076         | 86                  | 9             | 5                      | 1        | →                  | -2        | →                  |
| First TransPennine Express            | 956          | 88                  | 7             | 4                      | -1       | →                  | 0         | →                  |
| Virgin Trains                         | 1178         | 92                  | 5             | 3                      | -2       | →                  | -2        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>3851</b>  | <b>88</b>           | <b>8</b>      | <b>4</b>               | <b>1</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1172         | 84                  | 10            | 6                      | 1        | →                  | -1        | →                  |
| Merseyrail                            | 494          | 94                  | 5             | 1                      | -3       | →                  | -1        | →                  |
| Northern Rail                         | 1181         | 85                  | 9             | 6                      | 3        | →                  | 0         | →                  |
| ScotRail                              | 1004         | 91                  | 6             | 3                      | 2        | →                  | -1        | →                  |

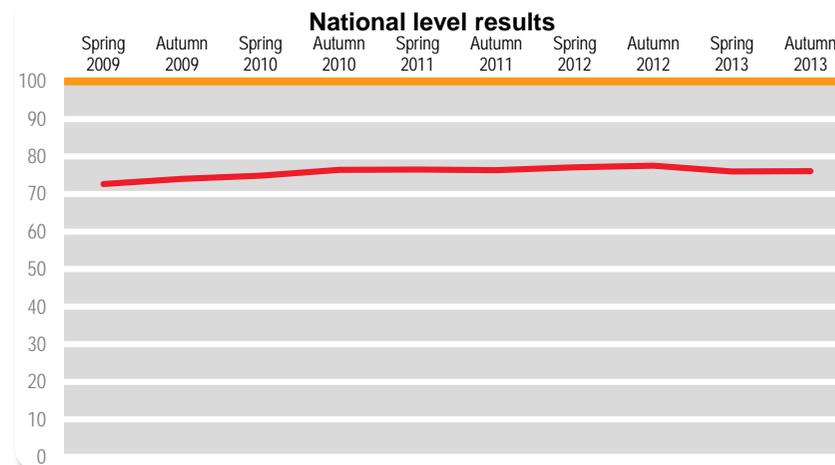
# Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>10009</b> | <b>75</b>           | <b>17</b>     | <b>7</b>               | <b>0</b> | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 642          | 88                  | 10            | 3                      | 3        | →                  | 1         | →                  |
| Chiltern Railways                     | 548          | 76                  | 19            | 5                      | -1       | →                  | 3         | →                  |
| First Capital Connect                 | 951          | 77                  | 17            | 7                      | 1        | →                  | -3        | →                  |
| First Great Western                   | 1747         | 71                  | 17            | 11                     | -1       | →                  | -2        | →                  |
| Greater Anglia                        | 1294         | 73                  | 19            | 8                      | 1        | →                  | -5        | ↓                  |
| London Midland                        | 657          | 73                  | 18            | 9                      | 1        | →                  | -4        | →                  |
| London Overground                     | 825          | 82                  | 13            | 5                      | 0        | →                  | -1        | →                  |
| South West Trains                     | 1183         | 73                  | 19            | 8                      | -1       | →                  | 0         | →                  |
| Southeastern                          | 895          | 74                  | 18            | 8                      | 1        | →                  | -3        | →                  |
| Southern                              | 1267         | 73                  | 20            | 8                      | -2       | →                  | -4        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>3088</b>  | <b>80</b>           | <b>12</b>     | <b>8</b>               | <b>0</b> | →                  | <b>-2</b> | →                  |
| CrossCountry                          | 687          | 78                  | 12            | 10                     | 1        | →                  | 0         | →                  |
| East Coast                            | 640          | 82                  | 11            | 7                      | 4        | →                  | -2        | →                  |
| East Midlands Trains                  | 550          | 75                  | 15            | 10                     | -2       | →                  | -4        | →                  |
| First TransPennine Express            | 574          | 78                  | 14            | 8                      | -2       | →                  | -2        | →                  |
| Virgin Trains                         | 637          | 86                  | 9             | 5                      | -1       | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>2195</b>  | <b>78</b>           | <b>14</b>     | <b>7</b>               | <b>0</b> | →                  | <b>2</b>  | →                  |
| Arriva Trains Wales                   | 773          | 80                  | 13            | 7                      | -2       | →                  | 0         | →                  |
| Merseyrail                            | 275          | 86                  | 10            | 4                      | -6       | →                  | -2        | →                  |
| Northern Rail                         | 660          | 73                  | 16            | 10                     | 1        | →                  | 0         | →                  |
| ScotRail                              | 487          | 80                  | 14            | 5                      | 5        | →                  | 10        | →                  |

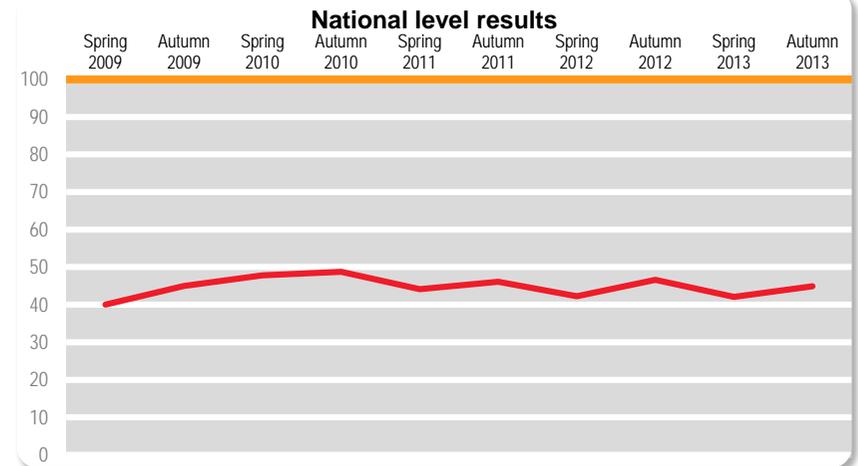
# The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓

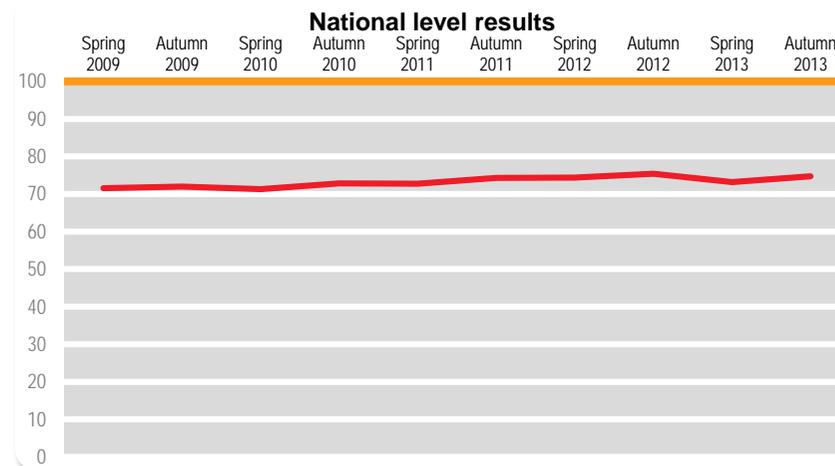


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>15802</b> | <b>41</b>           | <b>22</b>     | <b>37</b>              | <b>3</b> | ↑                  | <b>-2</b> | ↓                  |
| c2c                                   | 1010         | 47                  | 26            | 28                     | 1        | →                  | 1         | →                  |
| Chiltern Railways                     | 1028         | 48                  | 22            | 30                     | 3        | →                  | -1        | →                  |
| First Capital Connect                 | 1402         | 37                  | 24            | 39                     | 5        | ↑                  | -1        | →                  |
| First Great Western                   | 2952         | 47                  | 21            | 32                     | -1       | →                  | -5        | ↓                  |
| Greater Anglia                        | 2051         | 36                  | 20            | 44                     | 1        | →                  | -1        | →                  |
| London Midland                        | 1093         | 52                  | 20            | 28                     | 0        | →                  | 0         | →                  |
| London Overground                     | 900          | 53                  | 20            | 27                     | 5        | →                  | -4        | →                  |
| South West Trains                     | 1895         | 37                  | 23            | 40                     | 4        | →                  | 0         | →                  |
| Southeastern                          | 1468         | 34                  | 24            | 42                     | 3        | →                  | -4        | →                  |
| Southern                              | 2003         | 39                  | 21            | 40                     | 3        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5442</b>  | <b>57</b>           | <b>18</b>     | <b>25</b>              | <b>3</b> | ↑                  | <b>2</b>  | →                  |
| CrossCountry                          | 1163         | 53                  | 19            | 28                     | 3        | →                  | -1        | →                  |
| East Coast                            | 1144         | 62                  | 17            | 21                     | 6        | ↑                  | 4         | →                  |
| East Midlands Trains                  | 1048         | 52                  | 19            | 29                     | 3        | →                  | 3         | →                  |
| First TransPennine Express            | 931          | 62                  | 16            | 22                     | 6        | ↑                  | 5         | →                  |
| Virgin Trains                         | 1156         | 60                  | 18            | 22                     | -1       | →                  | 0         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3682</b>  | <b>56</b>           | <b>18</b>     | <b>26</b>              | <b>2</b> | →                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1162         | 53                  | 20            | 27                     | -1       | →                  | -2        | →                  |
| Merseyrail                            | 411          | 66                  | 15            | 19                     | 1        | →                  | -4        | →                  |
| Northern Rail                         | 1118         | 56                  | 18            | 26                     | 2        | →                  | -1        | →                  |
| ScotRail                              | 991          | 52                  | 19            | 29                     | 3        | →                  | -1        | →                  |

# Cleanliness of the train



Key:

Improved ↑

Unchanged →

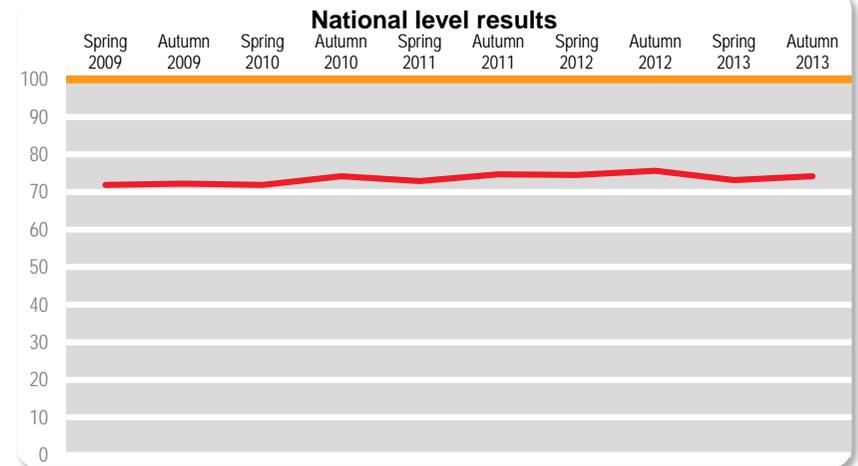
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Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16947</b> | <b>74</b>           | <b>15</b>     | <b>11</b>              | <b>2</b>  | ↑                  | <b>0</b>  | →                  |
| c2c                                   | 1078         | 91                  | 7             | 2                      | 0         | →                  | -2        | →                  |
| Chiltern Railways                     | 1066         | 87                  | 10            | 3                      | 1         | →                  | -1        | →                  |
| First Capital Connect                 | 1532         | 68                  | 18            | 14                     | 11        | ↑                  | 4         | →                  |
| First Great Western                   | 3061         | 75                  | 16            | 10                     | 0         | →                  | -1        | →                  |
| Greater Anglia                        | 2185         | 66                  | 17            | 17                     | 7         | ↑                  | 4         | →                  |
| London Midland                        | 1173         | 77                  | 13            | 10                     | 0         | →                  | -4        | ↓                  |
| London Overground                     | 1028         | 91                  | 7             | 3                      | 0         | →                  | -1        | →                  |
| South West Trains                     | 2017         | 73                  | 16            | 12                     | -1        | →                  | -2        | →                  |
| Southeastern                          | 1637         | 70                  | 18            | 12                     | 1         | →                  | -2        | →                  |
| Southern                              | 2170         | 72                  | 16            | 12                     | 2         | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5675</b>  | <b>84</b>           | <b>10</b>     | <b>6</b>               | <b>0</b>  | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1200         | 78                  | 13            | 8                      | 0         | →                  | 1         | →                  |
| East Coast                            | 1189         | 86                  | 8             | 6                      | 1         | →                  | 1         | →                  |
| East Midlands Trains                  | 1097         | 82                  | 11            | 8                      | 1         | →                  | -1        | →                  |
| First TransPennine Express            | 981          | 86                  | 10            | 4                      | 1         | →                  | 0         | →                  |
| Virgin Trains                         | 1208         | 89                  | 8             | 3                      | -2        | →                  | 0         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3954</b>  | <b>72</b>           | <b>17</b>     | <b>11</b>              | <b>-1</b> | →                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1220         | 69                  | 18            | 13                     | -10       | ↓                  | -11       | ↓                  |
| Merseyrail                            | 509          | 80                  | 14            | 6                      | 1         | →                  | -1        | →                  |
| Northern Rail                         | 1198         | 64                  | 18            | 18                     | 3         | →                  | 2         | →                  |
| ScotRail                              | 1027         | 79                  | 16            | 5                      | -5        | →                  | -4        | →                  |

# Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

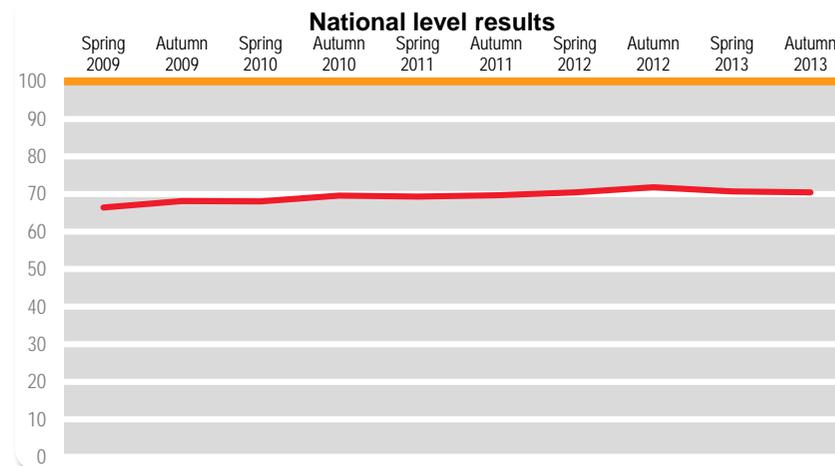
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16556</b> | <b>74</b>           | <b>15</b>     | <b>11</b>              | <b>2</b>  | ↑                  | <b>-1</b> | ↓                  |
| c2c                                   | 1059         | 91                  | 7             | 2                      | -2        | →                  | -1        | →                  |
| Chiltern Railways                     | 1050         | 86                  | 10            | 4                      | 2         | →                  | -2        | →                  |
| First Capital Connect                 | 1502         | 62                  | 20            | 19                     | 9         | ↑                  | 2         | →                  |
| First Great Western                   | 2970         | 74                  | 17            | 9                      | -2        | →                  | -4        | ↓                  |
| Greater Anglia                        | 2133         | 58                  | 19            | 23                     | 5         | ↑                  | 0         | →                  |
| London Midland                        | 1154         | 79                  | 13            | 8                      | -1        | →                  | -5        | ↓                  |
| London Overground                     | 1005         | 93                  | 6             | 1                      | 0         | →                  | -1        | →                  |
| South West Trains                     | 1972         | 78                  | 14            | 8                      | 0         | →                  | -1        | →                  |
| Southeastern                          | 1595         | 71                  | 19            | 11                     | 1         | →                  | -4        | ↓                  |
| Southern                              | 2116         | 69                  | 18            | 12                     | 1         | →                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5562</b>  | <b>84</b>           | <b>11</b>     | <b>5</b>               | <b>-1</b> | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1182         | 82                  | 12            | 6                      | 1         | →                  | -1        | →                  |
| East Coast                            | 1155         | 81                  | 12            | 7                      | 0         | →                  | -1        | →                  |
| East Midlands Trains                  | 1076         | 81                  | 13            | 6                      | -4        | →                  | -4        | ↓                  |
| First TransPennine Express            | 963          | 89                  | 9             | 3                      | -1        | →                  | 0         | →                  |
| Virgin Trains                         | 1186         | 89                  | 9             | 2                      | -2        | →                  | 0         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3842</b>  | <b>70</b>           | <b>19</b>     | <b>12</b>              | <b>-1</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1181         | 68                  | 21            | 11                     | -11       | ↓                  | -11       | ↓                  |
| Merseyrail                            | 491          | 78                  | 16            | 5                      | -2        | →                  | -2        | →                  |
| Northern Rail                         | 1163         | 59                  | 20            | 21                     | 4         | →                  | 2         | →                  |
| ScotRail                              | 1007         | 79                  | 18            | 3                      | -4        | →                  | -2        | →                  |

# The provision of information during the journey



Key:

Improved ↑

Unchanged →

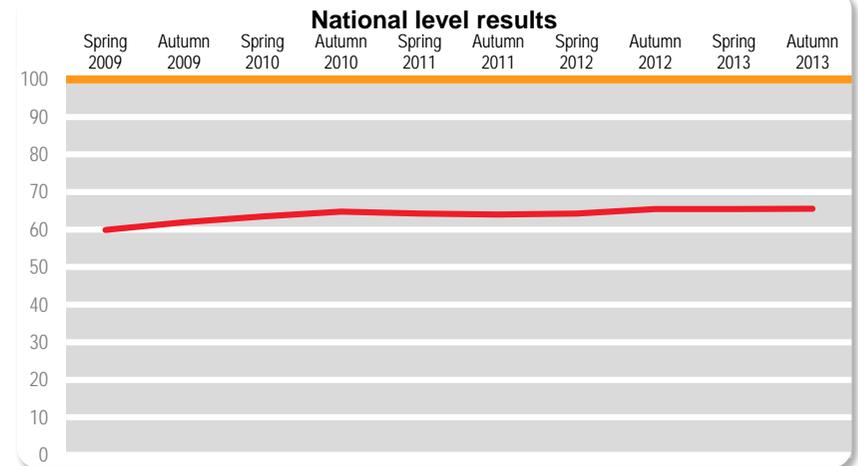
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>15295</b> | <b>70</b>           | <b>20</b>     | <b>10</b>              | <b>0</b>  | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 991          | 82                  | 13            | 5                      | -1        | →                  | 1         | →                  |
| Chiltern Railways                     | 969          | 77                  | 19            | 5                      | 1         | →                  | -1        | →                  |
| First Capital Connect                 | 1325         | 54                  | 23            | 23                     | 8         | ↑                  | 4         | →                  |
| First Great Western                   | 2729         | 64                  | 24            | 12                     | -4        | ↓                  | -5        | ↓                  |
| Greater Anglia                        | 1966         | 58                  | 26            | 16                     | -1        | →                  | -4        | →                  |
| London Midland                        | 1072         | 72                  | 17            | 11                     | 2         | →                  | -3        | →                  |
| London Overground                     | 962          | 84                  | 13            | 3                      | -1        | →                  | -2        | →                  |
| South West Trains                     | 1840         | 72                  | 21            | 7                      | -1        | →                  | -2        | →                  |
| Southeastern                          | 1499         | 67                  | 21            | 12                     | -2        | →                  | -3        | →                  |
| Southern                              | 1942         | 72                  | 20            | 8                      | -1        | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5244</b>  | <b>78</b>           | <b>16</b>     | <b>6</b>               | <b>-1</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1117         | 76                  | 18            | 6                      | 0         | →                  | 3         | →                  |
| East Coast                            | 1107         | 80                  | 16            | 4                      | 0         | →                  | -1        | →                  |
| East Midlands Trains                  | 991          | 70                  | 22            | 8                      | -3        | →                  | -4        | →                  |
| First TransPennine Express            | 903          | 83                  | 13            | 4                      | 1         | →                  | 4         | →                  |
| Virgin Trains                         | 1126         | 82                  | 13            | 5                      | -5        | ↓                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3551</b>  | <b>70</b>           | <b>20</b>     | <b>11</b>              | <b>-1</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1086         | 64                  | 24            | 12                     | -2        | →                  | -2        | →                  |
| Merseyrail                            | 474          | 89                  | 8             | 2                      | 2         | →                  | -1        | →                  |
| Northern Rail                         | 1053         | 58                  | 26            | 16                     | -2        | →                  | -2        | →                  |
| ScotRail                              | 938          | 76                  | 17            | 7                      | -1        | →                  | 2         | →                  |

# The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

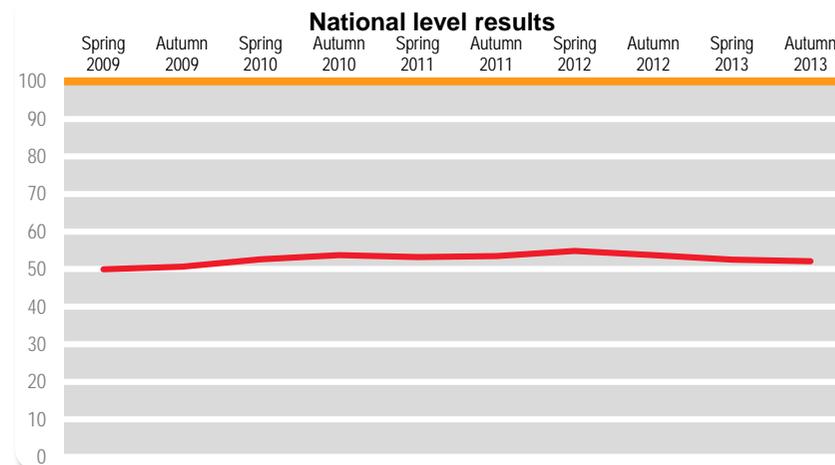
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>8362</b> | <b>58</b>           | <b>31</b>     | <b>11</b>              | <b>-1</b> | →                  | <b>-1</b> | →                  |
| c2c                                   | 368         | 39                  | 45            | 16                     | -3        | →                  | 5         | →                  |
| Chiltern Railways                     | 430         | 54                  | 38            | 8                      | -3        | →                  | -2        | →                  |
| First Capital Connect                 | 501         | 40                  | 44            | 16                     | 4         | →                  | 2         | →                  |
| First Great Western                   | 1781        | 67                  | 26            | 7                      | -1        | →                  | 0         | →                  |
| Greater Anglia                        | 1068        | 47                  | 37            | 15                     | -2        | →                  | -1        | →                  |
| London Midland                        | 664         | 62                  | 30            | 7                      | 4         | →                  | -3        | →                  |
| London Overground                     | 480         | 54                  | 35            | 11                     | -6        | →                  | -3        | →                  |
| South West Trains                     | 1282        | 69                  | 25            | 6                      | -2        | →                  | -2        | →                  |
| Southeastern                          | 760         | 54                  | 30            | 16                     | -2        | →                  | 0         | →                  |
| Southern                              | 1028        | 57                  | 31            | 12                     | 3         | →                  | 0         | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4295</b> | <b>80</b>           | <b>17</b>     | <b>3</b>               | <b>-1</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 884         | 81                  | 16            | 3                      | 5         | ↑                  | 2         | →                  |
| East Coast                            | 925         | 81                  | 16            | 3                      | -3        | →                  | -4        | →                  |
| East Midlands Trains                  | 855         | 76                  | 18            | 6                      | -4        | →                  | -2        | →                  |
| First TransPennine Express            | 758         | 79                  | 19            | 2                      | -3        | →                  | -2        | →                  |
| Virgin Trains                         | 873         | 82                  | 15            | 3                      | -2        | →                  | 1         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3053</b> | <b>77</b>           | <b>19</b>     | <b>4</b>               | <b>3</b>  | →                  | <b>2</b>  | →                  |
| Arriva Trains Wales                   | 1038        | 87                  | 10            | 3                      | 5         | →                  | 4         | →                  |
| Merseyrail                            | 276         | 71                  | 26            | 3                      | 5         | →                  | 8         | →                  |
| Northern Rail                         | 937         | 71                  | 23            | 6                      | -3        | →                  | -1        | →                  |
| ScotRail                              | 802         | 83                  | 14            | 3                      | 7         | →                  | 4         | →                  |

# The space for luggage on the train



Key:

Improved ↑

Unchanged →

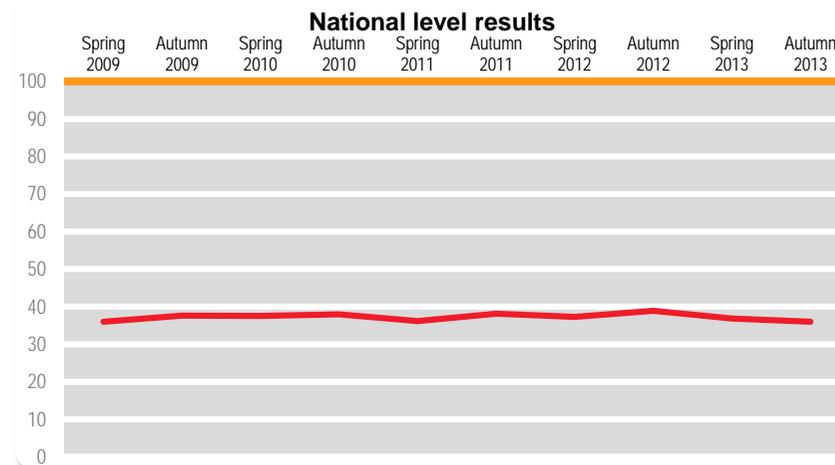
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>13051</b> | <b>49</b>           | <b>25</b>     | <b>26</b>              | <b>0</b>  | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 822          | 51                  | 27            | 22                     | 1         | →                  | 2         | →                  |
| Chiltern Railways                     | 787          | 59                  | 22            | 19                     | 3         | →                  | 4         | →                  |
| First Capital Connect                 | 1167         | 44                  | 27            | 30                     | 3         | →                  | -1        | →                  |
| First Great Western                   | 2350         | 52                  | 24            | 24                     | -5        | ↓                  | -1        | →                  |
| Greater Anglia                        | 1712         | 49                  | 28            | 22                     | 0         | →                  | -4        | →                  |
| London Midland                        | 900          | 52                  | 23            | 25                     | -2        | →                  | -3        | →                  |
| London Overground                     | 792          | 57                  | 23            | 19                     | 0         | →                  | -5        | →                  |
| South West Trains                     | 1560         | 50                  | 24            | 26                     | -3        | →                  | -5        | ↓                  |
| Southeastern                          | 1235         | 48                  | 25            | 26                     | 1         | →                  | 0         | →                  |
| Southern                              | 1726         | 44                  | 25            | 32                     | 0         | →                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4747</b>  | <b>57</b>           | <b>18</b>     | <b>26</b>              | <b>-2</b> | →                  | <b>1</b>  | →                  |
| CrossCountry                          | 947          | 54                  | 18            | 28                     | -1        | →                  | 4         | →                  |
| East Coast                            | 1030         | 63                  | 17            | 20                     | 0         | →                  | -3        | →                  |
| East Midlands Trains                  | 898          | 56                  | 18            | 26                     | 3         | →                  | 0         | →                  |
| First TransPennine Express            | 821          | 55                  | 18            | 27                     | -3        | →                  | 3         | →                  |
| Virgin Trains                         | 1051         | 58                  | 16            | 26                     | -4        | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3093</b>  | <b>61</b>           | <b>19</b>     | <b>20</b>              | <b>0</b>  | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1054         | 59                  | 15            | 26                     | -4        | →                  | -6        | →                  |
| Merseyrail                            | 372          | 66                  | 20            | 14                     | 5         | →                  | 7         | →                  |
| Northern Rail                         | 906          | 55                  | 22            | 23                     | -1        | →                  | -2        | →                  |
| ScotRail                              | 761          | 67                  | 17            | 16                     | 2         | →                  | 2         | →                  |

# The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>6894</b> | <b>33</b>           | <b>24</b>     | <b>44</b>              | <b>-2</b> | →                  | <b>-3</b> | ↓                  |
| c2c                                   | 499         | 55                  | 27            | 18                     | -3        | →                  | -1        | →                  |
| Chiltern Railways                     | 391         | 52                  | 30            | 19                     | -3        | →                  | -1        | →                  |
| First Capital Connect                 | 529         | 32                  | 24            | 44                     | 7         | ↑                  | 6         | →                  |
| First Great Western                   | 1359        | 41                  | 28            | 31                     | -2        | →                  | -4        | →                  |
| Greater Anglia                        | 975         | 28                  | 23            | 49                     | -7        | ↓                  | -7        | ↓                  |
| London Midland                        | 487         | 46                  | 25            | 29                     | -8        | ↓                  | -7        | →                  |
| London Overground                     | 342         | 14                  | 14            | 72                     | 2         | →                  | -2        | →                  |
| South West Trains                     | 882         | 29                  | 22            | 49                     | 0         | →                  | -6        | ↓                  |
| Southeastern                          | 644         | 33                  | 25            | 42                     | -2        | →                  | 3         | →                  |
| Southern                              | 786         | 32                  | 28            | 40                     | -2        | →                  | -4        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>3104</b> | <b>52</b>           | <b>23</b>     | <b>25</b>              | <b>0</b>  | →                  | <b>-2</b> | →                  |
| CrossCountry                          | 597         | 48                  | 24            | 27                     | 0         | →                  | 0         | →                  |
| East Coast                            | 754         | 51                  | 24            | 24                     | 1         | →                  | -2        | →                  |
| East Midlands Trains                  | 551         | 49                  | 23            | 27                     | 6         | →                  | -5        | →                  |
| First TransPennine Express            | 404         | 51                  | 23            | 27                     | -2        | →                  | -6        | →                  |
| Virgin Trains                         | 798         | 59                  | 21            | 20                     | -2        | →                  | 2         | →                  |
| <b>REGIONAL SERVICES</b>              | <b>1765</b> | <b>39</b>           | <b>24</b>     | <b>37</b>              | <b>1</b>  | →                  | <b>-3</b> | →                  |
| Arriva Trains Wales                   | 707         | 49                  | 20            | 31                     | -6        | →                  | -2        | →                  |
| Merseyrail                            | 145         | 18                  | 19            | 62                     | 2         | →                  | -2        | →                  |
| Northern Rail                         | 482         | 35                  | 26            | 39                     | 4         | →                  | -4        | →                  |
| ScotRail                              | 431         | 48                  | 25            | 27                     | 2         | →                  | -1        | →                  |

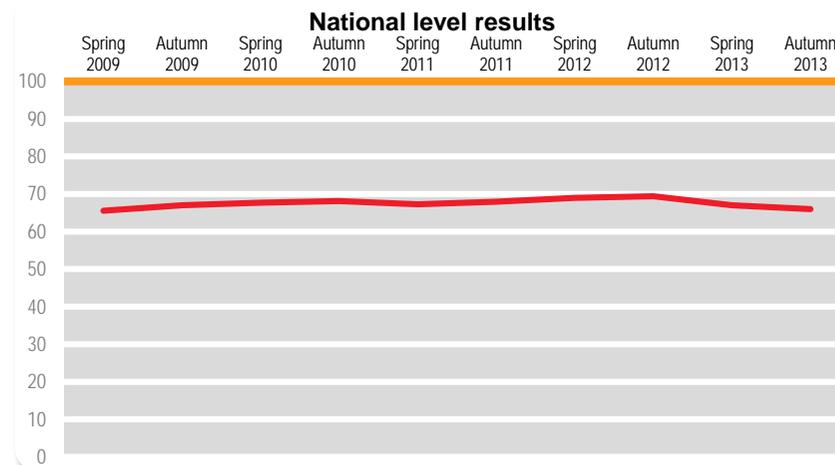
# Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓

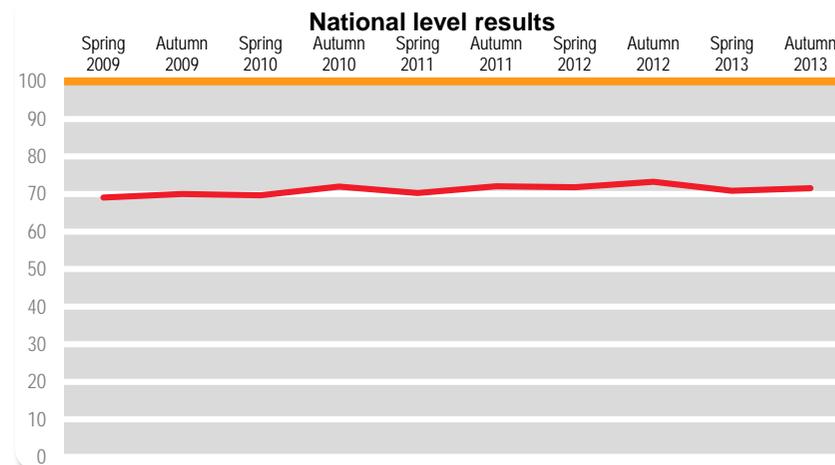


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16512</b> | <b>64</b>           | <b>15</b>     | <b>21</b>              | <b>0</b>  | →                  | <b>-4</b> | ↓                  |
| c2c                                   | 1050         | 62                  | 16            | 22                     | -2        | →                  | -3        | →                  |
| Chiltern Railways                     | 1033         | 72                  | 14            | 14                     | -4        | →                  | -2        | →                  |
| First Capital Connect                 | 1493         | 60                  | 17            | 22                     | 2         | →                  | 0         | →                  |
| First Great Western                   | 2984         | 65                  | 15            | 21                     | -3        | ↓                  | 0         | →                  |
| Greater Anglia                        | 2118         | 65                  | 17            | 18                     | 2         | →                  | -5        | ↓                  |
| London Midland                        | 1155         | 66                  | 12            | 23                     | -1        | →                  | -6        | ↓                  |
| London Overground                     | 1006         | 70                  | 13            | 17                     | -2        | →                  | -6        | ↓                  |
| South West Trains                     | 1967         | 63                  | 13            | 23                     | 0         | →                  | -4        | ↓                  |
| Southeastern                          | 1600         | 65                  | 16            | 19                     | 1         | →                  | -3        | →                  |
| Southern                              | 2106         | 61                  | 14            | 25                     | -3        | →                  | -5        | ↓                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5524</b>  | <b>71</b>           | <b>13</b>     | <b>16</b>              | <b>-3</b> | ↓                  | <b>0</b>  | →                  |
| CrossCountry                          | 1170         | 66                  | 15            | 19                     | -3        | →                  | 1         | →                  |
| East Coast                            | 1144         | 79                  | 12            | 9                      | 0         | →                  | -2        | →                  |
| East Midlands Trains                  | 1074         | 76                  | 12            | 12                     | 2         | →                  | 6         | ↑                  |
| First TransPennine Express            | 963          | 58                  | 13            | 29                     | -7        | ↓                  | -3        | →                  |
| Virgin Trains                         | 1173         | 78                  | 13            | 9                      | -5        | ↓                  | -4        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>3845</b>  | <b>71</b>           | <b>12</b>     | <b>16</b>              | <b>-2</b> | →                  | <b>-4</b> | ↓                  |
| Arriva Trains Wales                   | 1183         | 71                  | 15            | 14                     | -2        | →                  | -2        | →                  |
| Merseyrail                            | 492          | 78                  | 11            | 11                     | 0         | →                  | -2        | →                  |
| Northern Rail                         | 1173         | 66                  | 14            | 20                     | 0         | →                  | -6        | ↓                  |
| ScotRail                              | 997          | 75                  | 11            | 14                     | -6        | →                  | -4        | →                  |

# The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

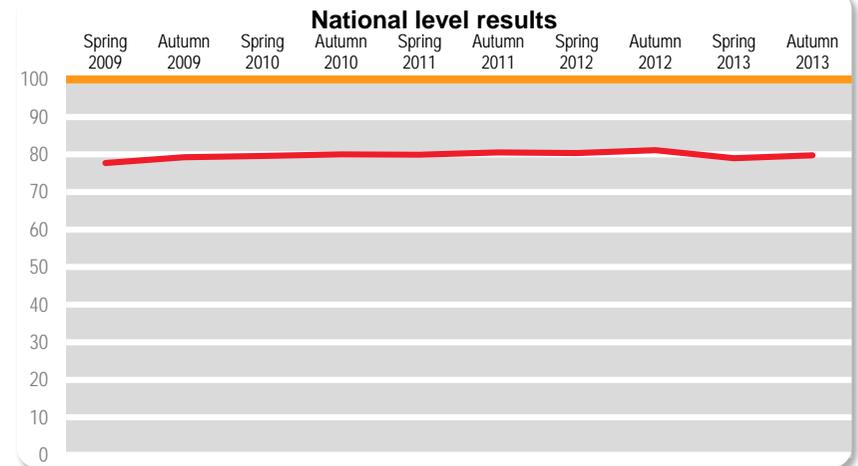
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16504</b> | <b>70</b>           | <b>18</b>     | <b>11</b>              | <b>1</b>  | →                  | <b>-2</b> | ↓                  |
| c2c                                   | 1051         | 79                  | 14            | 7                      | -2        | →                  | -1        | →                  |
| Chiltern Railways                     | 1045         | 81                  | 13            | 6                      | 1         | →                  | -1        | →                  |
| First Capital Connect                 | 1483         | 62                  | 23            | 16                     | 3         | →                  | 1         | →                  |
| First Great Western                   | 2950         | 72                  | 18            | 11                     | -1        | →                  | 0         | →                  |
| Greater Anglia                        | 2140         | 60                  | 23            | 18                     | 1         | →                  | -3        | →                  |
| London Midland                        | 1155         | 73                  | 16            | 11                     | -2        | →                  | -6        | ↓                  |
| London Overground                     | 992          | 79                  | 15            | 5                      | -2        | →                  | -6        | ↓                  |
| South West Trains                     | 1963         | 71                  | 19            | 11                     | -1        | →                  | -4        | ↓                  |
| Southeastern                          | 1612         | 71                  | 18            | 11                     | 3         | →                  | 0         | →                  |
| Southern                              | 2113         | 68                  | 19            | 13                     | 1         | →                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5549</b>  | <b>79</b>           | <b>14</b>     | <b>7</b>               | <b>-2</b> | ↓                  | <b>-1</b> | →                  |
| CrossCountry                          | 1168         | 75                  | 17            | 9                      | -2        | →                  | 0         | →                  |
| East Coast                            | 1175         | 80                  | 12            | 8                      | 0         | →                  | -1        | →                  |
| East Midlands Trains                  | 1084         | 81                  | 13            | 7                      | -1        | →                  | -1        | →                  |
| First TransPennine Express            | 942          | 81                  | 13            | 7                      | -2        | →                  | 1         | →                  |
| Virgin Trains                         | 1180         | 81                  | 13            | 5                      | -5        | ↓                  | -3        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3865</b>  | <b>74</b>           | <b>15</b>     | <b>12</b>              | <b>2</b>  | →                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 1190         | 75                  | 13            | 12                     | -2        | →                  | 0         | →                  |
| Merseyrail                            | 499          | 82                  | 11            | 7                      | 2         | →                  | 2         | →                  |
| Northern Rail                         | 1173         | 63                  | 18            | 18                     | 1         | →                  | -2        | →                  |
| ScotRail                              | 1003         | 82                  | 12            | 5                      | 4         | →                  | 0         | →                  |

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



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16744</b> | <b>79</b>           | <b>14</b>     | <b>7</b>               | <b>1</b>  | →                  | <b>-1</b> | ↓                  |
| c2c                                   | 1064         | 85                  | 11            | 4                      | -2        | →                  | -2        | →                  |
| Chiltern Railways                     | 1050         | 88                  | 10            | 2                      | 1         | →                  | 0         | →                  |
| First Capital Connect                 | 1513         | 77                  | 14            | 8                      | 4         | ↑                  | 1         | →                  |
| First Great Western                   | 3024         | 75                  | 16            | 8                      | -1        | →                  | 0         | →                  |
| Greater Anglia                        | 2150         | 76                  | 18            | 6                      | -2        | →                  | -5        | ↓                  |
| London Midland                        | 1164         | 81                  | 11            | 7                      | 2         | →                  | 0         | →                  |
| London Overground                     | 1003         | 84                  | 8             | 8                      | 3         | →                  | -2        | →                  |
| South West Trains                     | 1999         | 76                  | 14            | 9                      | 0         | →                  | -3        | →                  |
| Southeastern                          | 1631         | 82                  | 13            | 5                      | 4         | ↑                  | 1         | →                  |
| Southern                              | 2146         | 74                  | 18            | 8                      | 0         | →                  | -3        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5605</b>  | <b>83</b>           | <b>12</b>     | <b>6</b>               | <b>-2</b> | ↓                  | <b>-1</b> | →                  |
| CrossCountry                          | 1184         | 79                  | 14            | 6                      | -4        | →                  | -1        | →                  |
| East Coast                            | 1159         | 85                  | 10            | 5                      | 3         | →                  | 1         | →                  |
| East Midlands Trains                  | 1093         | 82                  | 13            | 5                      | -2        | →                  | -2        | →                  |
| First TransPennine Express            | 979          | 80                  | 10            | 10                     | -2        | →                  | -1        | →                  |
| Virgin Trains                         | 1190         | 88                  | 9             | 4                      | -4        | ↓                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3890</b>  | <b>83</b>           | <b>11</b>     | <b>6</b>               | <b>1</b>  | →                  | <b>-2</b> | →                  |
| Arriva Trains Wales                   | 1193         | 83                  | 12            | 5                      | -1        | →                  | -1        | →                  |
| Merseyrail                            | 506          | 87                  | 8             | 5                      | -2        | →                  | -3        | →                  |
| Northern Rail                         | 1185         | 78                  | 14            | 9                      | 0         | →                  | -3        | →                  |
| ScotRail                              | 1006         | 89                  | 8             | 3                      | 4         | →                  | 1         | →                  |

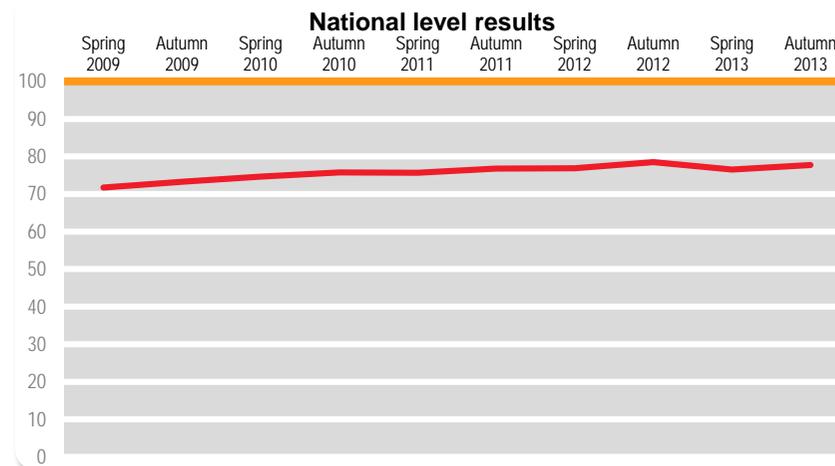
# Your personal security whilst on board the train

Key:

Improved ↑

Unchanged →

Declined ↓

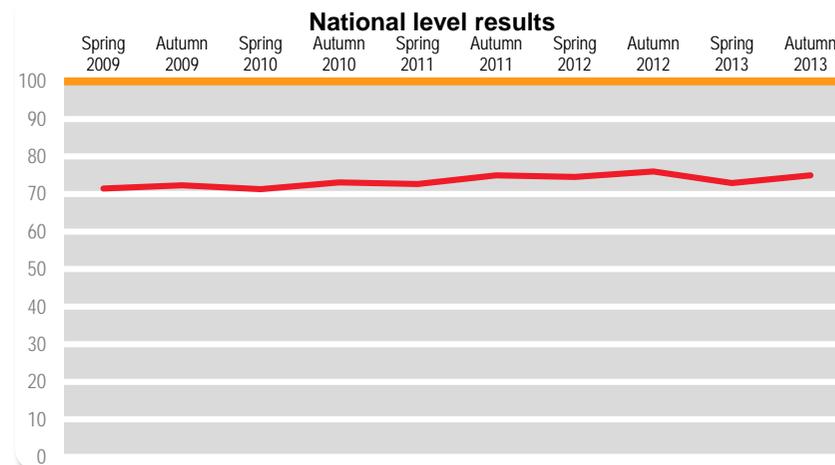


Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>15713</b> | <b>76</b>           | <b>20</b>     | <b>4</b>               | <b>1</b>  | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 992          | 77                  | 18            | 4                      | 0         | →                  | 2         | →                  |
| Chiltern Railways                     | 985          | 87                  | 12            | 1                      | 2         | →                  | 1         | →                  |
| First Capital Connect                 | 1413         | 71                  | 24            | 5                      | 1         | →                  | -2        | →                  |
| First Great Western                   | 2794         | 79                  | 17            | 3                      | 1         | →                  | 0         | →                  |
| Greater Anglia                        | 2033         | 70                  | 25            | 5                      | 2         | →                  | -2        | →                  |
| London Midland                        | 1107         | 78                  | 19            | 3                      | 3         | →                  | -1        | →                  |
| London Overground                     | 968          | 83                  | 15            | 3                      | 2         | →                  | 0         | →                  |
| South West Trains                     | 1889         | 79                  | 18            | 3                      | -1        | →                  | -2        | →                  |
| Southeastern                          | 1540         | 74                  | 21            | 5                      | 4         | ↑                  | 1         | →                  |
| Southern                              | 1992         | 75                  | 22            | 4                      | 1         | →                  | -1        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5300</b>  | <b>85</b>           | <b>13</b>     | <b>2</b>               | <b>-1</b> | →                  | <b>-1</b> | →                  |
| CrossCountry                          | 1118         | 84                  | 14            | 2                      | -1        | →                  | -         | →                  |
| East Coast                            | 1102         | 88                  | 11            | 1                      | 2         | →                  | -2        | →                  |
| East Midlands Trains                  | 1025         | 84                  | 14            | 2                      | 1         | →                  | -1        | →                  |
| First TransPennine Express            | 925          | 82                  | 15            | 3                      | -4        | →                  | -2        | →                  |
| Virgin Trains                         | 1130         | 88                  | 11            | 1                      | -1        | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3669</b>  | <b>80</b>           | <b>18</b>     | <b>3</b>               | <b>1</b>  | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1117         | 84                  | 14            | 2                      | -2        | →                  | 2         | →                  |
| Merseyrail                            | 472          | 85                  | 13            | 2                      | 7         | →                  | 2         | →                  |
| Northern Rail                         | 1124         | 73                  | 22            | 4                      | 0         | →                  | -5        | ↓                  |
| ScotRail                              | 956          | 84                  | 15            | 1                      | 0         | →                  | 3         | →                  |

# The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

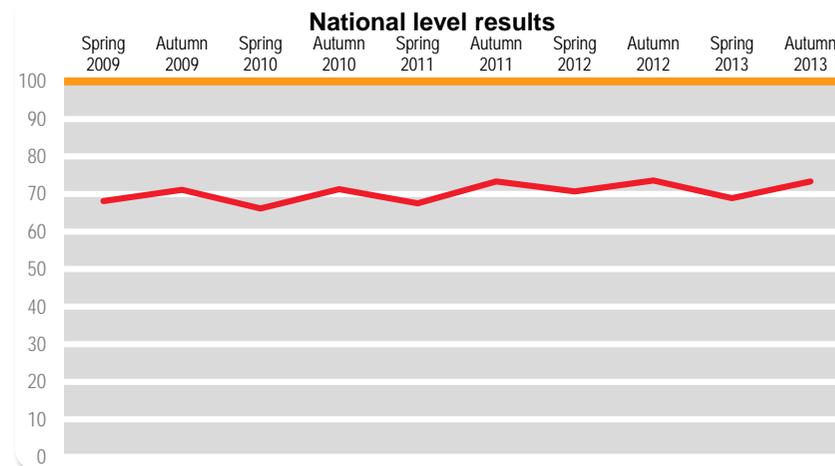
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>16874</b> | <b>74</b>           | <b>15</b>     | <b>11</b>              | <b>3</b> | ↑                  | <b>-1</b> | →                  |
| c2c                                   | 1077         | 90                  | 8             | 2                      | -1       | →                  | -3        | ↓                  |
| Chiltern Railways                     | 1060         | 87                  | 10            | 3                      | 3        | →                  | 1         | →                  |
| First Capital Connect                 | 1520         | 67                  | 18            | 15                     | 11       | ↑                  | 2         | →                  |
| First Great Western                   | 3049         | 74                  | 16            | 9                      | 0        | →                  | -2        | →                  |
| Greater Anglia                        | 2183         | 64                  | 20            | 16                     | 7        | ↑                  | 2         | →                  |
| London Midland                        | 1173         | 77                  | 13            | 10                     | 0        | →                  | -6        | ↓                  |
| London Overground                     | 1015         | 91                  | 6             | 3                      | 0        | →                  | -2        | →                  |
| South West Trains                     | 2009         | 73                  | 16            | 12                     | -1       | →                  | -4        | ↓                  |
| Southeastern                          | 1634         | 72                  | 17            | 11                     | 4        | ↑                  | -1        | →                  |
| Southern                              | 2154         | 72                  | 17            | 11                     | 2        | →                  | -2        | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>5647</b>  | <b>84</b>           | <b>10</b>     | <b>6</b>               | <b>0</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1187         | 80                  | 13            | 7                      | 2        | →                  | 1         | →                  |
| East Coast                            | 1183         | 86                  | 9             | 6                      | 0        | →                  | 1         | →                  |
| East Midlands Trains                  | 1096         | 82                  | 11            | 8                      | -1       | →                  | -2        | →                  |
| First TransPennine Express            | 976          | 85                  | 11            | 4                      | 0        | →                  | -1        | →                  |
| Virgin Trains                         | 1205         | 88                  | 8             | 4                      | -2       | →                  | -1        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3922</b>  | <b>73</b>           | <b>16</b>     | <b>10</b>              | <b>0</b> | →                  | <b>-1</b> | →                  |
| Arriva Trains Wales                   | 1203         | 67                  | 21            | 11                     | -11      | ↓                  | -13       | ↓                  |
| Merseyrail                            | 506          | 78                  | 17            | 5                      | -2       | →                  | -2        | →                  |
| Northern Rail                         | 1190         | 65                  | 19            | 16                     | 4        | →                  | 2         | →                  |
| ScotRail                              | 1023         | 84                  | 11            | 5                      | -        | →                  | 1         | →                  |

# The cleanliness of the outside of the train



Key:

Improved ↑

Unchanged →

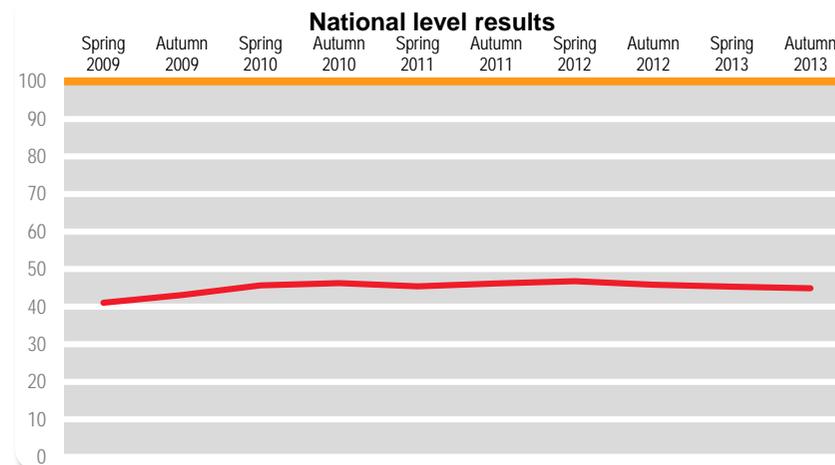
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>14462</b> | <b>73</b>           | <b>20</b>     | <b>6</b>               | <b>5</b> | ↑                  | <b>0</b>  | →                  |
| c2c                                   | 988          | 88                  | 10            | 2                      | 3        | →                  | -1        | →                  |
| Chiltern Railways                     | 900          | 84                  | 12            | 4                      | 4        | →                  | 1         | →                  |
| First Capital Connect                 | 1307         | 63                  | 24            | 13                     | 12       | ↑                  | 7         | ↑                  |
| First Great Western                   | 2482         | 72                  | 21            | 7                      | 3        | →                  | -1        | →                  |
| Greater Anglia                        | 1897         | 57                  | 27            | 16                     | 7        | ↑                  | -1        | →                  |
| London Midland                        | 1013         | 80                  | 17            | 4                      | 2        | →                  | -4        | →                  |
| London Overground                     | 928          | 91                  | 9             | 1                      | 2        | →                  | -2        | →                  |
| South West Trains                     | 1707         | 76                  | 21            | 4                      | 0        | →                  | -3        | →                  |
| Southeastern                          | 1432         | 70                  | 23            | 7                      | 5        | ↑                  | 0         | →                  |
| Southern                              | 1808         | 71                  | 22            | 7                      | 5        | ↑                  | 1         | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4638</b>  | <b>80</b>           | <b>16</b>     | <b>4</b>               | <b>2</b> | ↑                  | <b>-2</b> | →                  |
| CrossCountry                          | 948          | 77                  | 18            | 5                      | 4        | →                  | -2        | →                  |
| East Coast                            | 935          | 81                  | 15            | 4                      | 8        | ↑                  | 3         | →                  |
| East Midlands Trains                  | 925          | 73                  | 21            | 6                      | 2        | →                  | -4        | →                  |
| First TransPennine Express            | 820          | 84                  | 13            | 3                      | 2        | →                  | -1        | →                  |
| Virgin Trains                         | 1010         | 83                  | 13            | 4                      | -4       | →                  | -4        | ↓                  |
| <b>REGIONAL SERVICES</b>              | <b>3366</b>  | <b>70</b>           | <b>21</b>     | <b>9</b>               | <b>5</b> | ↑                  | <b>0</b>  | →                  |
| Arriva Trains Wales                   | 988          | 66                  | 23            | 11                     | -4       | →                  | -8        | ↓                  |
| Merseyrail                            | 461          | 69                  | 24            | 7                      | -2       | →                  | -3        | →                  |
| Northern Rail                         | 1054         | 63                  | 23            | 14                     | 14       | ↑                  | 2         | →                  |
| ScotRail                              | 863          | 80                  | 15            | 4                      | 1        | →                  | 0         | →                  |

# The availability of staff on the train



Key:

Improved ↑

Unchanged →

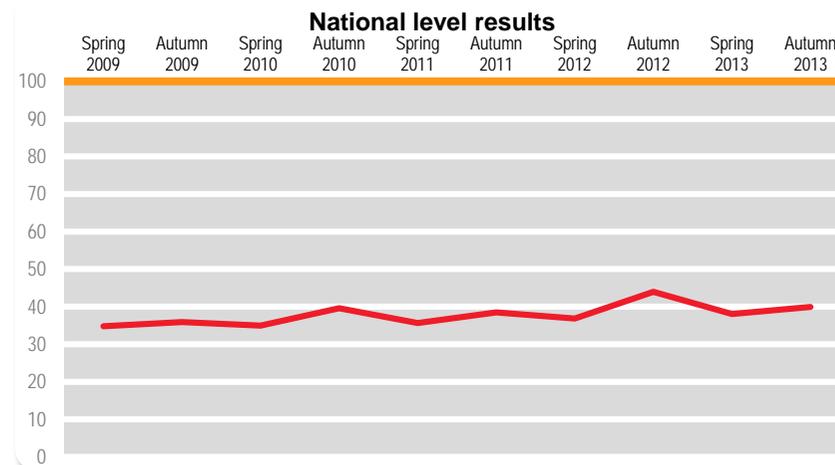
Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size  | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|--------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>11609</b> | <b>37</b>           | <b>31</b>     | <b>32</b>              | <b>0</b>  | →                  | <b>-2</b> | →                  |
| c2c                                   | 590          | 20                  | 36            | 44                     | -4        | →                  | 1         | →                  |
| Chiltern Railways                     | 611          | 32                  | 37            | 32                     | -2        | →                  | -4        | →                  |
| First Capital Connect                 | 951          | 16                  | 31            | 53                     | 3         | →                  | 0         | →                  |
| First Great Western                   | 2297         | 45                  | 33            | 22                     | -4        | ↓                  | -2        | →                  |
| Greater Anglia                        | 1478         | 24                  | 31            | 45                     | -2        | →                  | -2        | →                  |
| London Midland                        | 842          | 42                  | 33            | 25                     | 1         | →                  | -6        | ↓                  |
| London Overground                     | 714          | 37                  | 30            | 33                     | -6        | →                  | -6        | →                  |
| South West Trains                     | 1587         | 52                  | 32            | 16                     | 1         | →                  | 0         | →                  |
| Southeastern                          | 1079         | 33                  | 29            | 38                     | -1        | →                  | 0         | →                  |
| Southern                              | 1460         | 36                  | 31            | 33                     | 2         | →                  | 1         | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>4807</b>  | <b>66</b>           | <b>24</b>     | <b>11</b>              | <b>-2</b> | →                  | <b>0</b>  | →                  |
| CrossCountry                          | 1019         | 67                  | 23            | 10                     | 4         | →                  | 2         | →                  |
| East Coast                            | 1006         | 67                  | 24            | 9                      | -4        | →                  | -5        | ↓                  |
| East Midlands Trains                  | 945          | 62                  | 25            | 13                     | -2        | →                  | 0         | →                  |
| First TransPennine Express            | 860          | 66                  | 23            | 12                     | -3        | →                  | 0         | →                  |
| Virgin Trains                         | 977          | 67                  | 23            | 11                     | -4        | →                  | -2        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>3450</b>  | <b>61</b>           | <b>25</b>     | <b>14</b>              | <b>0</b>  | →                  | <b>1</b>  | →                  |
| Arriva Trains Wales                   | 1094         | 72                  | 19            | 9                      | -1        | →                  | 2         | →                  |
| Merseyrail                            | 406          | 55                  | 29            | 16                     | 5         | →                  | 10        | →                  |
| Northern Rail                         | 1058         | 56                  | 27            | 17                     | 1         | →                  | -2        | →                  |
| ScotRail                              | 892          | 66                  | 23            | 11                     | -3        | →                  | 1         | →                  |

# How well train company dealt with delays



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2013

Improvement/decline in %  
satisfied or good since  
Spring 2013Improvement/decline in %  
satisfied or good since  
Autumn 2012

|                                       | sample size | % satisfied or good | % neither/nor | % dissatisfied or poor | % change  | significant change | % change  | significant change |
|---------------------------------------|-------------|---------------------|---------------|------------------------|-----------|--------------------|-----------|--------------------|
| <b>LONDON AND SOUTH EAST SERVICES</b> | <b>3099</b> | <b>38</b>           | <b>37</b>     | <b>25</b>              | <b>3</b>  | →                  | <b>-5</b> | ↓                  |
| c2c                                   | 66          | 61                  | 21            | 18                     | -1        | →                  | -1        | →                  |
| Chiltern Railways                     | 87          | 52                  | 33            | 15                     | 5         | →                  | 1         | →                  |
| First Capital Connect                 | 357         | 43                  | 33            | 25                     | 15        | ↑                  | 10        | ↑                  |
| First Great Western                   | 861         | 40                  | 36            | 24                     | -4        | →                  | -7        | ↓                  |
| Greater Anglia                        | 402         | 40                  | 32            | 28                     | 12        | ↑                  | -5        | →                  |
| London Midland                        | 268         | 37                  | 37            | 25                     | 6         | →                  | -8        | →                  |
| London Overground                     | 112         | 30                  | 38            | 33                     | -6        | →                  | -12       | →                  |
| South West Trains                     | 261         | 39                  | 42            | 19                     | -6        | →                  | -10       | →                  |
| Southeastern                          | 224         | 31                  | 44            | 26                     | -1        | →                  | -10       | →                  |
| Southern                              | 461         | 39                  | 35            | 27                     | 9         | ↑                  | 0         | →                  |
| <b>LONG DISTANCE SERVICES</b>         | <b>1269</b> | <b>50</b>           | <b>34</b>     | <b>16</b>              | <b>-8</b> | ↓                  | <b>-7</b> | ↓                  |
| CrossCountry                          | 274         | 44                  | 36            | 19                     | -7        | →                  | -7        | →                  |
| East Coast                            | 247         | 65                  | 24            | 11                     | 3         | →                  | -4        | →                  |
| East Midlands Trains                  | 259         | 49                  | 32            | 19                     | -9        | →                  | -7        | →                  |
| First TransPennine Express            | 245         | 44                  | 40            | 16                     | -8        | →                  | -5        | →                  |
| Virgin Trains                         | 244         | 51                  | 35            | 14                     | -13       | ↓                  | -9        | →                  |
| <b>REGIONAL SERVICES</b>              | <b>554</b>  | <b>41</b>           | <b>32</b>     | <b>27</b>              | <b>6</b>  | →                  | <b>1</b>  | →                  |
| Arriva Trains Wales                   | 139         | 56                  | 30            | 14                     | 18        | →                  | 14        | →                  |
| Merseyrail                            | 44          | 53                  | 32            | 15                     | 12        | →                  | 9         | →                  |
| Northern Rail                         | 231         | 35                  | 30            | 35                     | 7         | →                  | -4        | →                  |
| ScotRail                              | 140         | 42                  | 36            | 23                     | -2        | →                  | 1         | →                  |

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

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

**Key:**

Improved ↑

Unchanged →

Declined ↓

|                                                           | Peak        |                    | Off-Peak    |             |                    |             |
|-----------------------------------------------------------|-------------|--------------------|-------------|-------------|--------------------|-------------|
|                                                           | Autumn 2013 | significant change | Autumn 2012 | Autumn 2013 | significant change | Autumn 2012 |
| Overall satisfaction                                      | 75          | ↓                  | 79          | 84          | ↓                  | 86          |
| Overall satisfaction with the station                     | 78          | ↓                  | 80          | 77          | ↓                  | 79          |
| Ticket buying facilities                                  | 71          | →                  | 73          | 72          | →                  | 73          |
| Provision of information about train times/platforms      | 81          | ↓                  | 84          | 81          | →                  | 81          |
| The upkeep/repair of the station buildings/platforms      | 68          | →                  | 70          | 69          | →                  | 70          |
| Cleanliness                                               | 73          | →                  | 75          | 74          | →                  | 74          |
| The facilities and services                               | 58          | →                  | 61          | 53          | ↓                  | 55          |
| The attitudes and helpfulness of the staff                | 68          | →                  | 66          | 72          | →                  | 71          |
| Connections with other forms of public transport          | 77          | ↓                  | 81          | 74          | ↓                  | 76          |
| Facilities for car parking                                | 43          | ↓                  | 49          | 46          | →                  | 49          |
| Overall environment                                       | 68          | →                  | 71          | 68          | →                  | 69          |
| Your personal security whilst using the station           | 70          | →                  | 70          | 68          | →                  | 70          |
| The availability of staff                                 | 59          | →                  | 59          | 59          | →                  | 58          |
| The provision of shelter facilities                       | 64          | ↓                  | 68          | 66          | ↓                  | 68          |
| Availability of seating                                   | 33          | →                  | 33          | 45          | ↓                  | 48          |
| How request to station staff was handled                  | 81          | →                  | 76          | 85          | →                  | 86          |
| The choice of shops/eating/drinking facilities available* | 47          | -                  | -           | 45          | -                  | -           |

\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

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

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

**Key:**

Improved ↑

Unchanged →

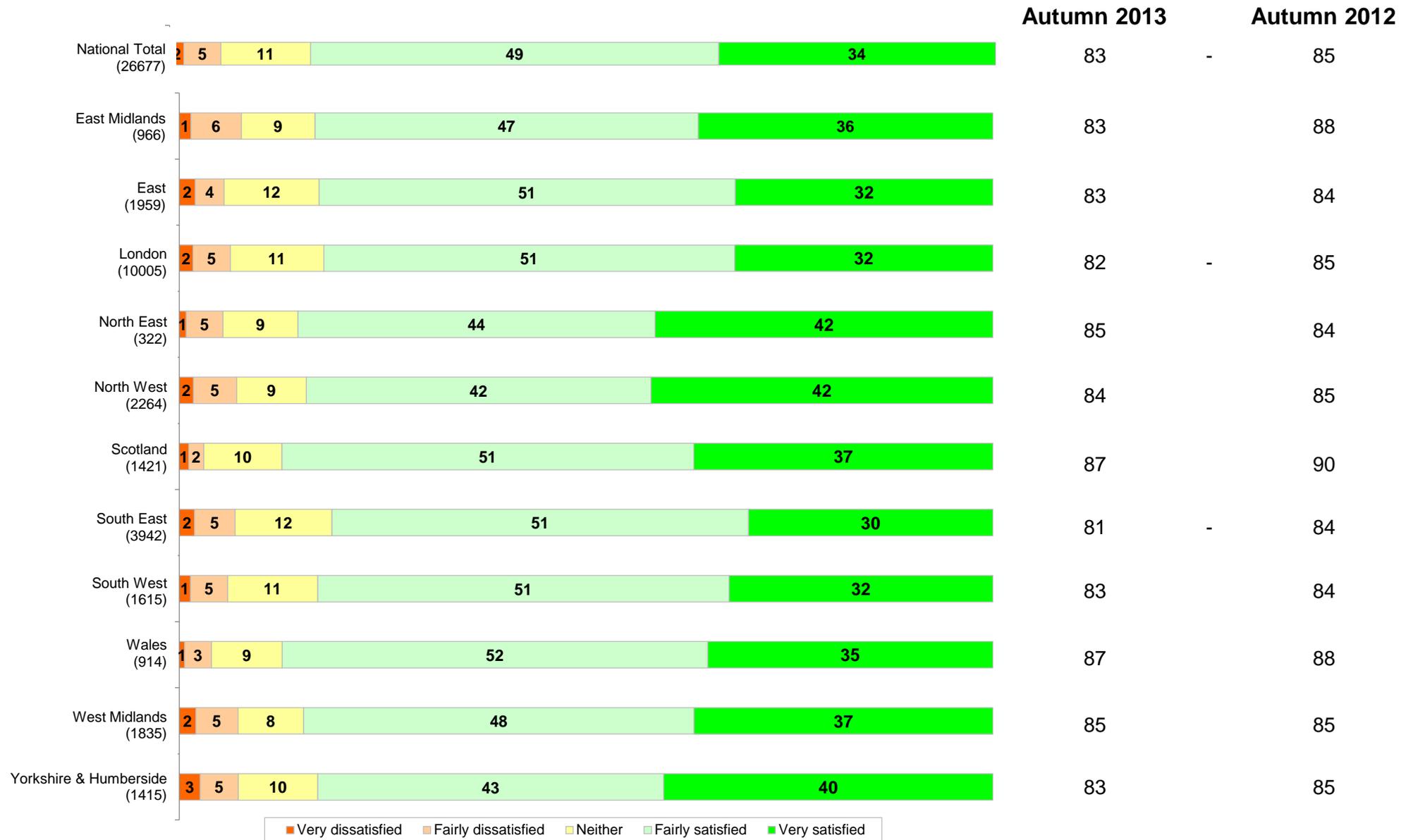
Declined ↓

|                                                                     | Peak        |                    |             | Off-Peak    |                    |             |
|---------------------------------------------------------------------|-------------|--------------------|-------------|-------------|--------------------|-------------|
|                                                                     | Autumn 2013 | significant change | Autumn 2012 | Autumn 2013 | significant change | Autumn 2012 |
| Overall satisfaction with the train                                 | 71          | ↓                  | 74          | 82          | →                  | 83          |
| The frequency of the trains on that route                           | 74          | →                  | 76          | 76          | →                  | 77          |
| Punctuality/reliability (i.e. the train arriving/departing on time) | 74          | ↓                  | 82          | 79          | ↓                  | 83          |
| The length of time the journey was scheduled to take (speed)        | 77          | ↓                  | 81          | 84          | ↓                  | 86          |
| Connections with other train services                               | 71          | ↓                  | 75          | 76          | →                  | 78          |
| The value for money for the price of your ticket                    | 25          | →                  | 27          | 45          | →                  | 46          |
| Cleanliness of the train                                            | 69          | →                  | 70          | 76          | →                  | 76          |
| Upkeep and repair of the train                                      | 66          | ↓                  | 70          | 76          | →                  | 77          |
| The provision of information during the journey                     | 61          | ↓                  | 65          | 72          | →                  | 73          |
| The helpfulness and attitude of staff on train                      | 50          | →                  | 50          | 60          | →                  | 61          |
| The space for luggage                                               | 41          | →                  | 41          | 52          | ↓                  | 54          |
| The toilet facilities                                               | 29          | →                  | 29          | 34          | ↓                  | 37          |
| Sufficient room for all passengers to sit/stand                     | 42          | →                  | 45          | 70          | ↓                  | 73          |
| The comfort of the seating area                                     | 56          | →                  | 59          | 74          | →                  | 75          |
| The ease of being able to get on and off                            | 70          | →                  | 72          | 81          | →                  | 82          |
| Your personal security on board                                     | 72          | →                  | 73          | 78          | →                  | 78          |
| The cleanliness of the inside                                       | 69          | →                  | 71          | 76          | →                  | 77          |
| The cleanliness of the outside                                      | 67          | →                  | 68          | 75          | →                  | 75          |
| The availability of staff                                           | 26          | →                  | 28          | 40          | →                  | 41          |
| How well train company deals with delays                            | 30          | →                  | 30          | 41          | ↓                  | 46          |

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

% satisfied/good

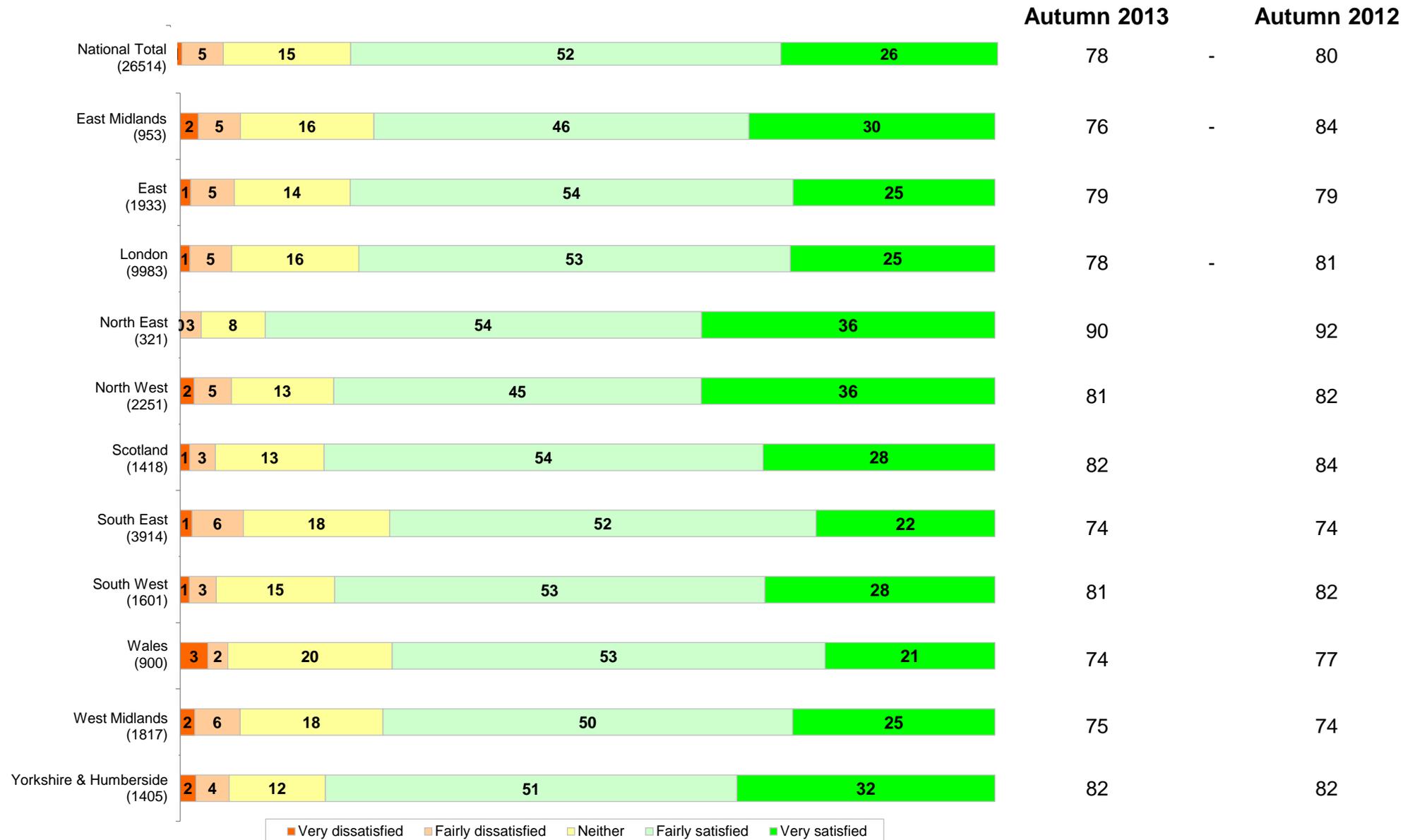
## Overall satisfaction with journey



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

% satisfied/good

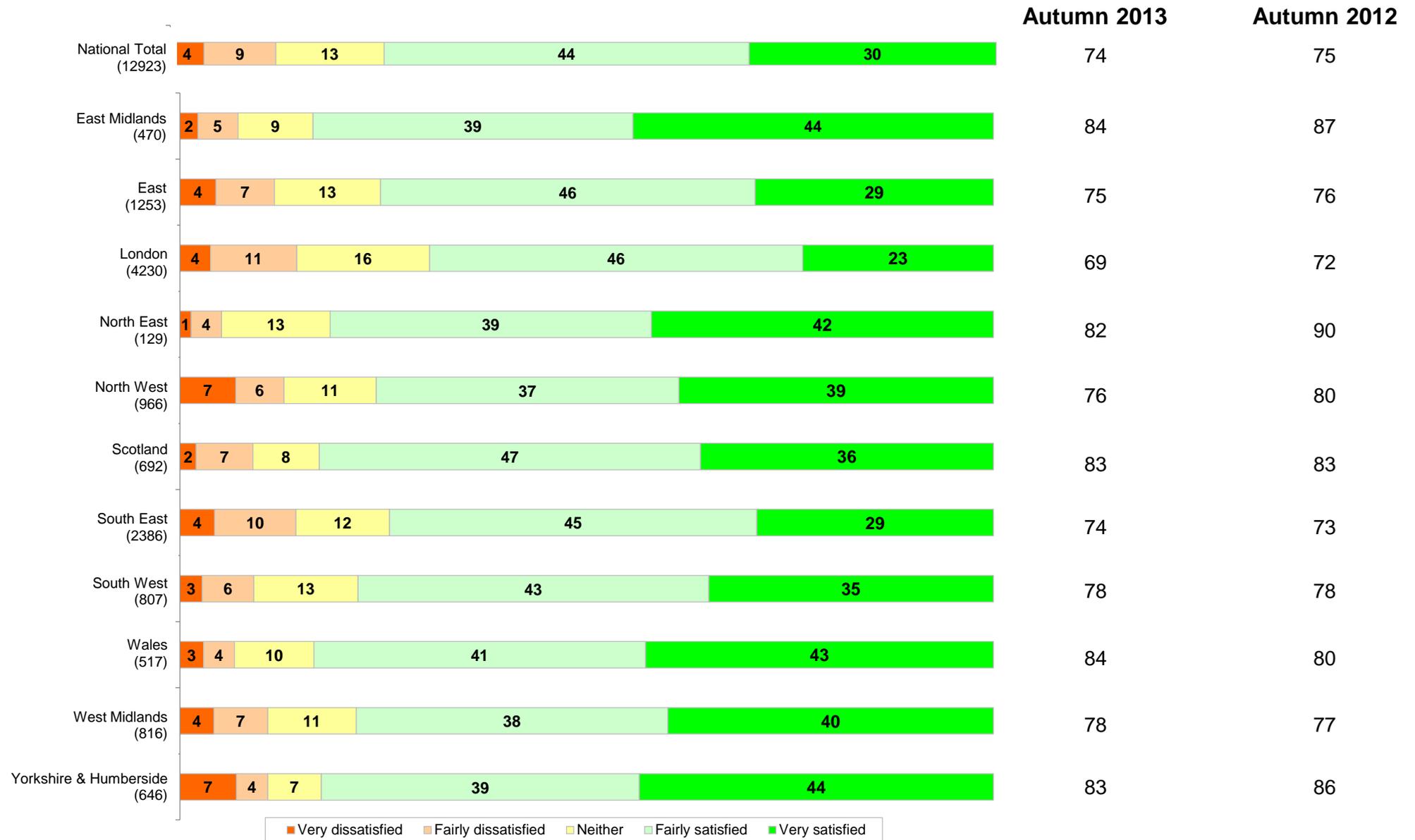
## Overall satisfaction with the station



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

% satisfied/good

## Ticket buying facilities at the station



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

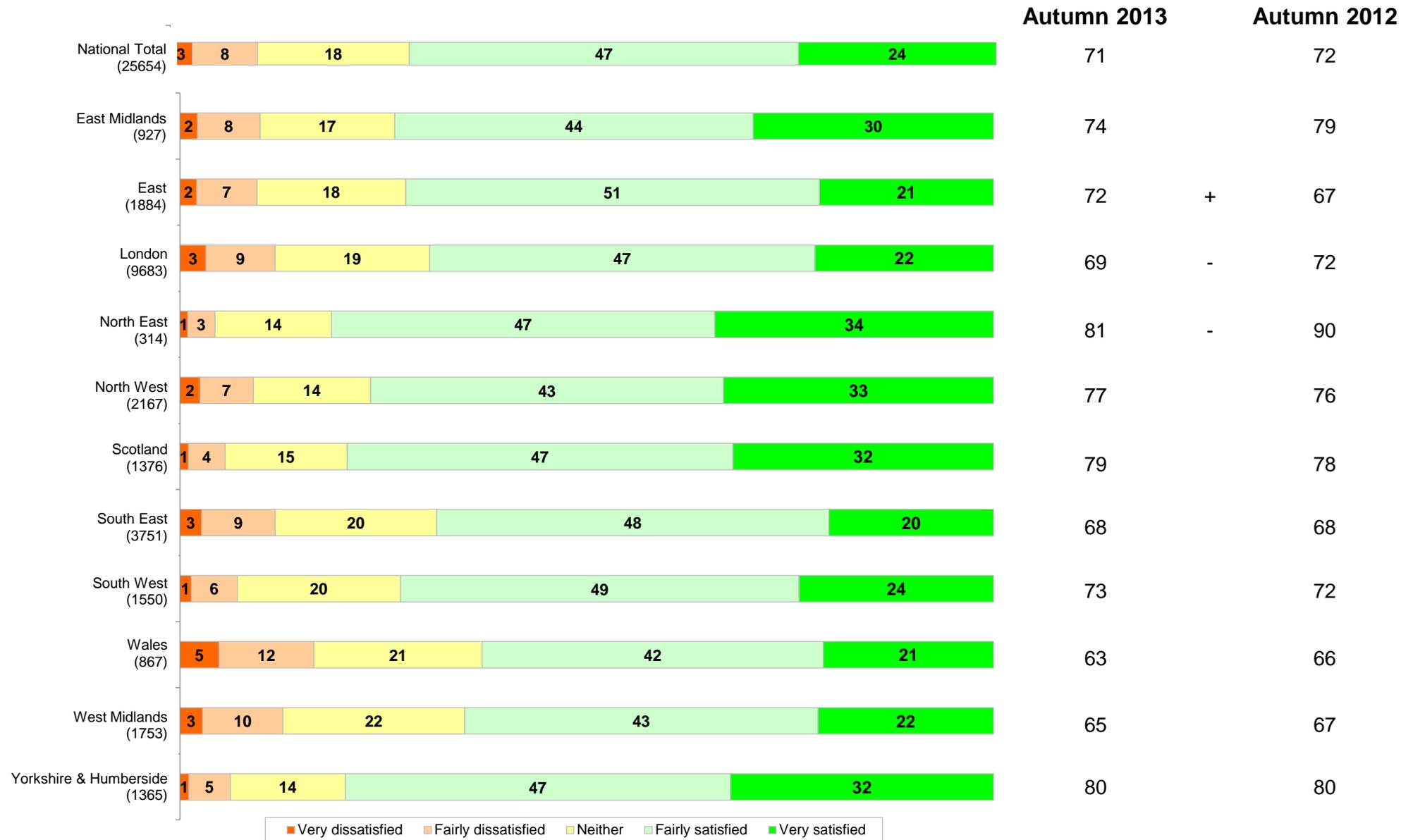
## Provision of information about train times/platforms at the station



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

% satisfied/good

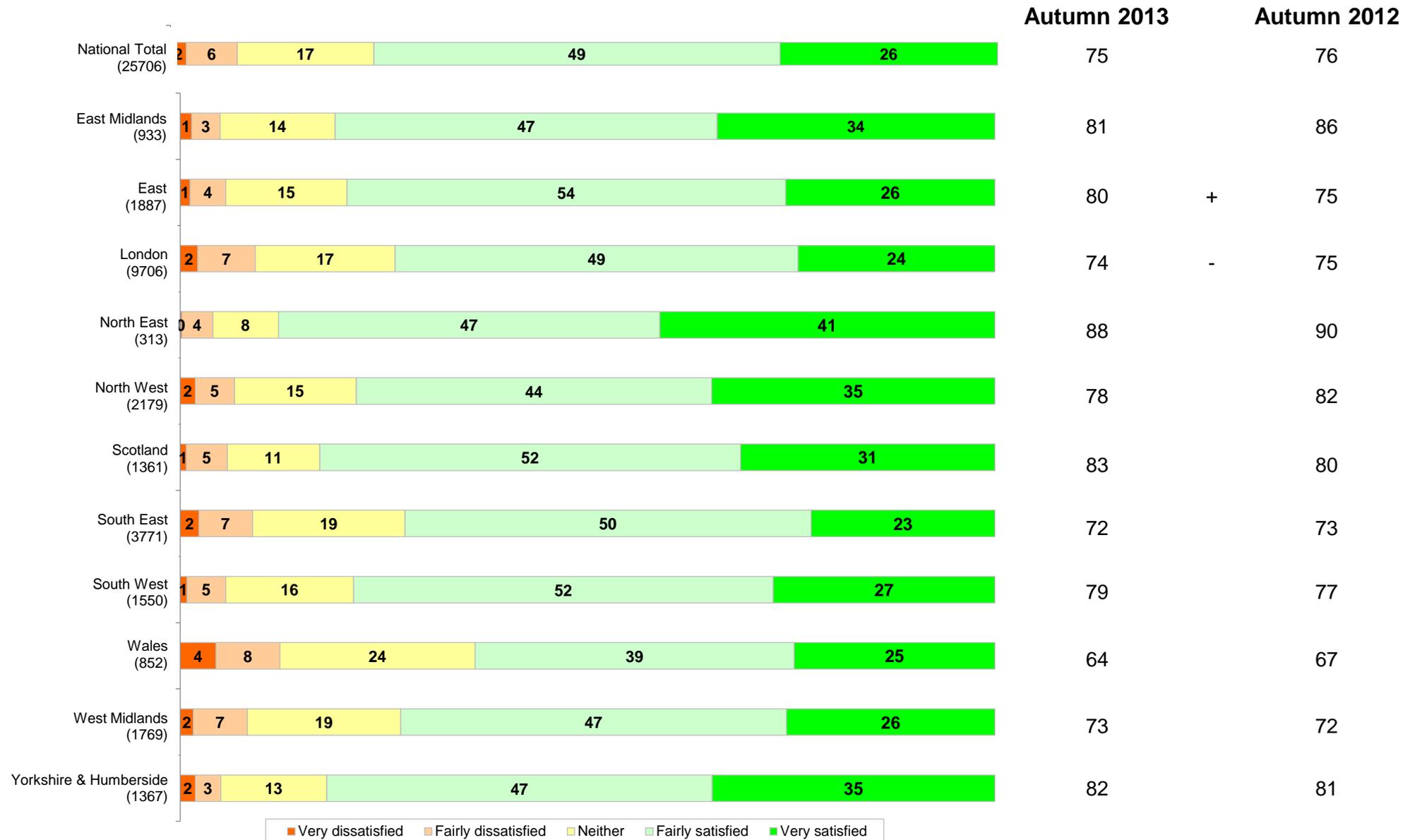
## The upkeep/repair of the station buildings/platforms



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

% satisfied/good

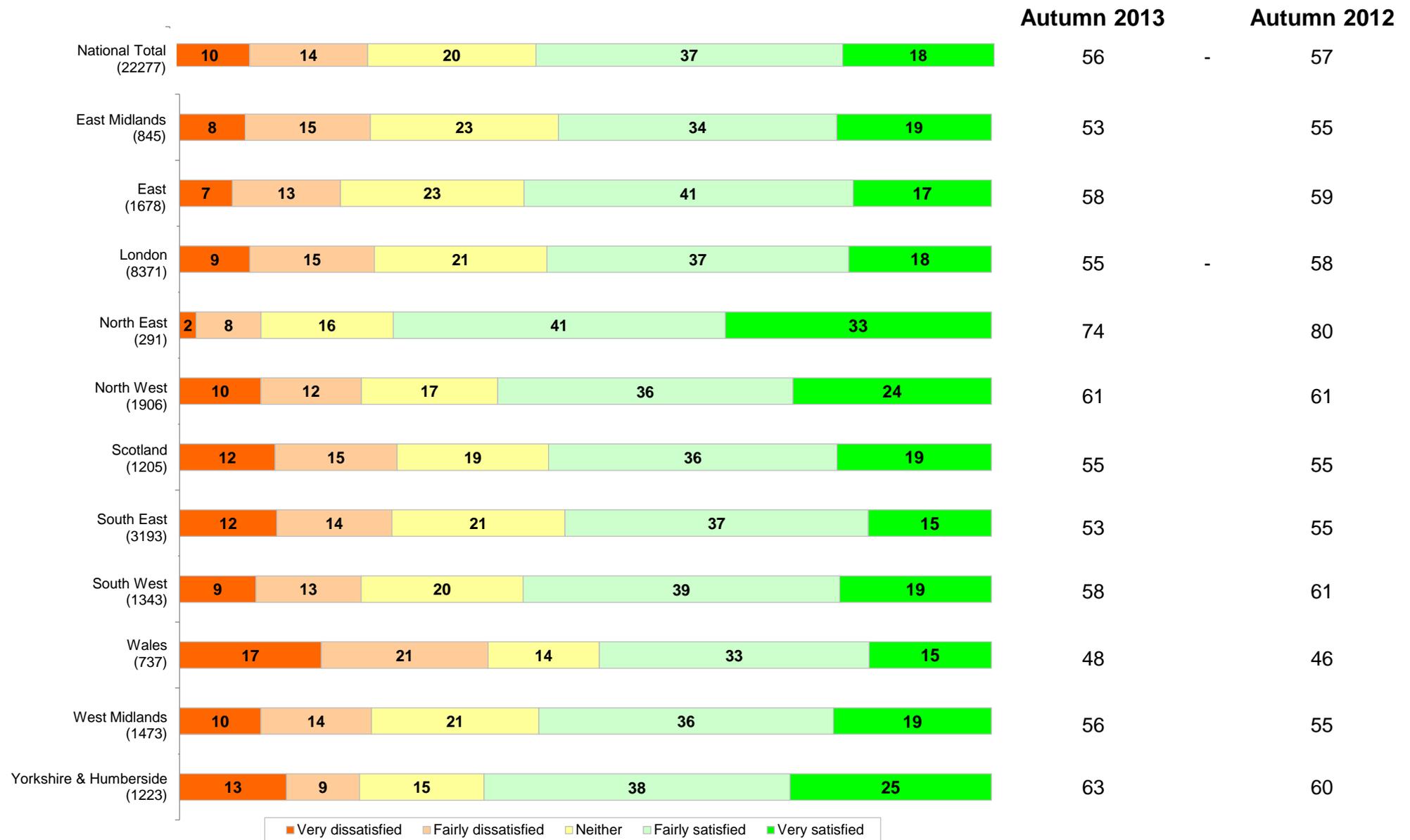
## Cleanliness of the station



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

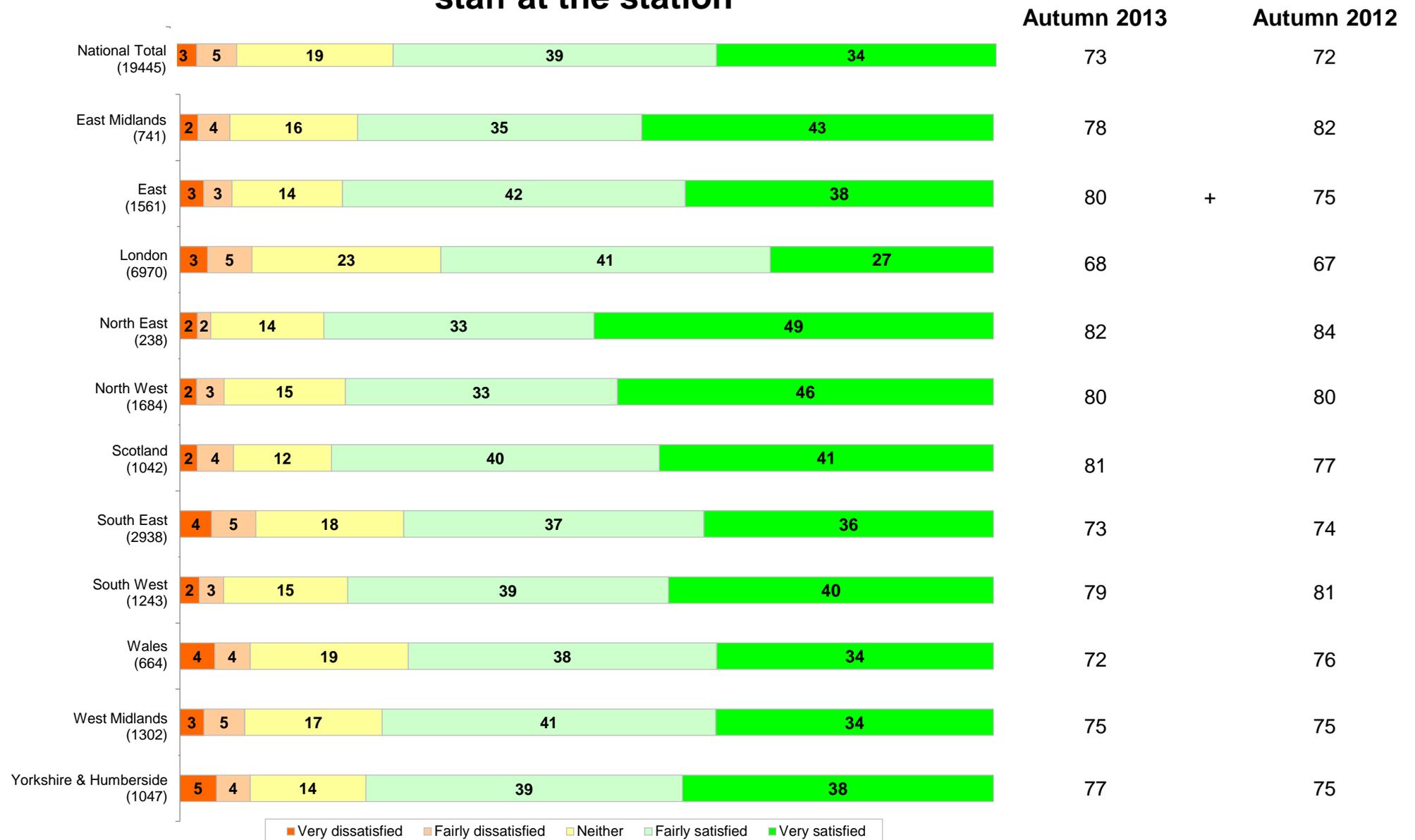
% satisfied/good

## The facilities and services at the station



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

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



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

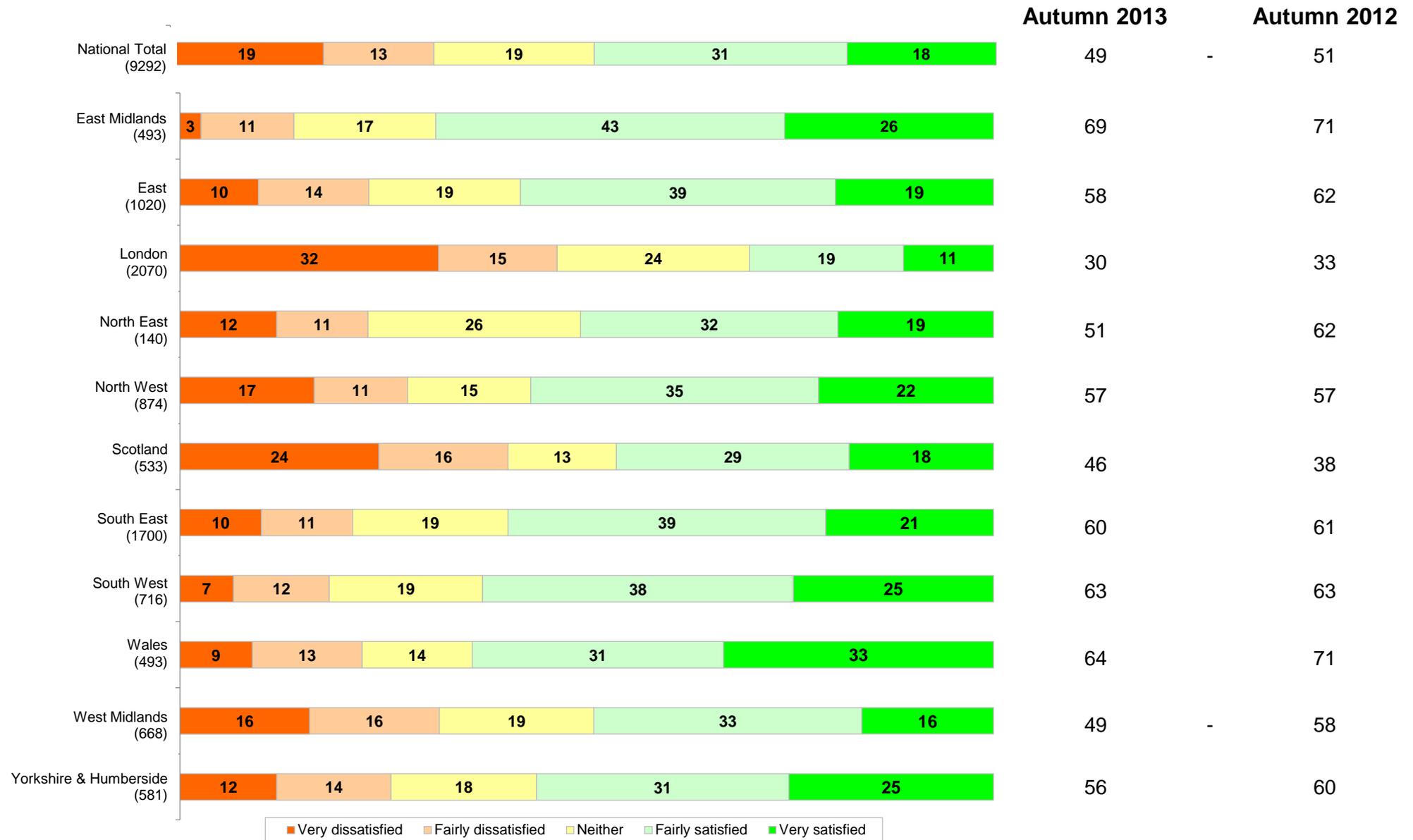
## Connections with other forms of public transport at the station



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

% satisfied/good

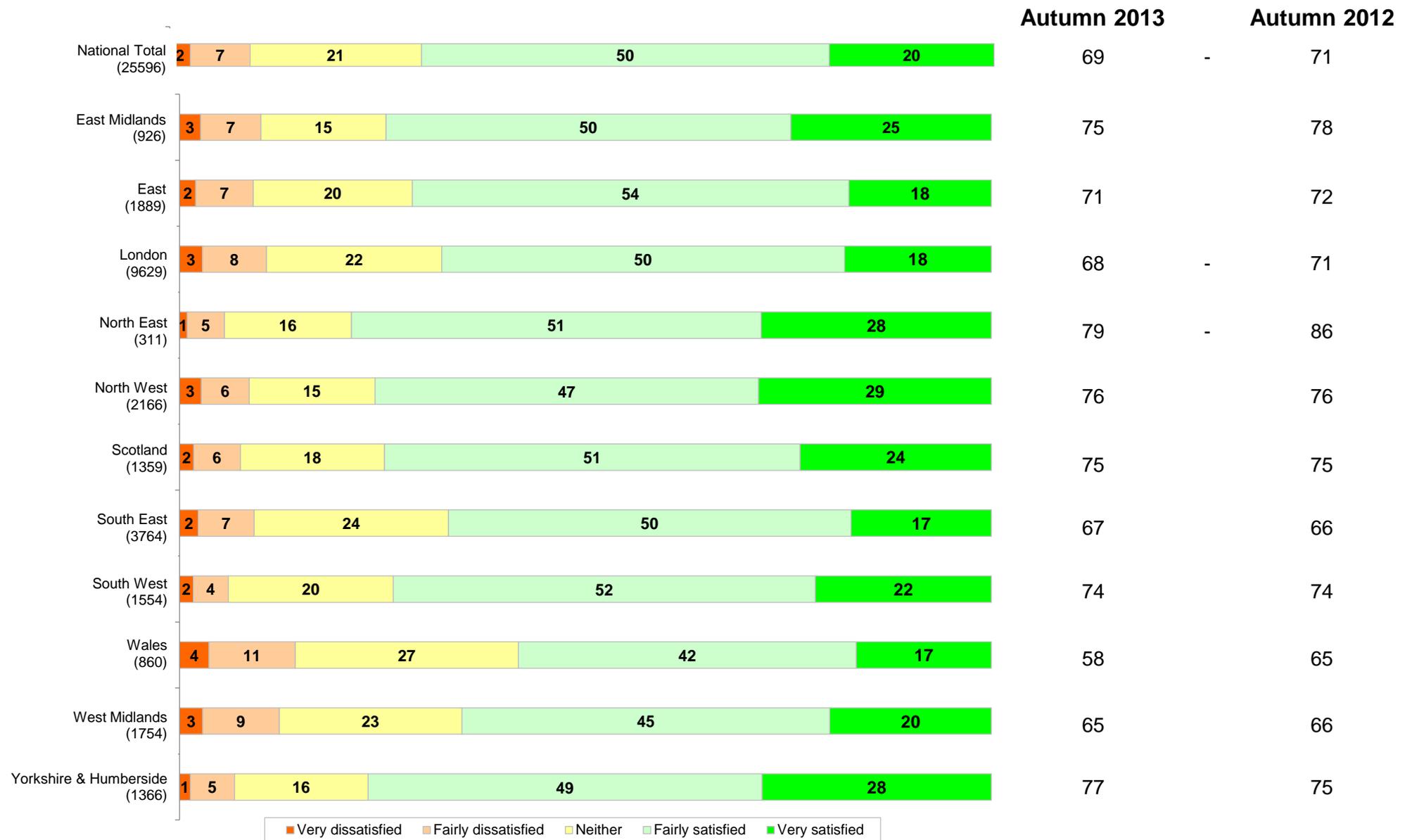
## Facilities for car parking at the station



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

% satisfied/good

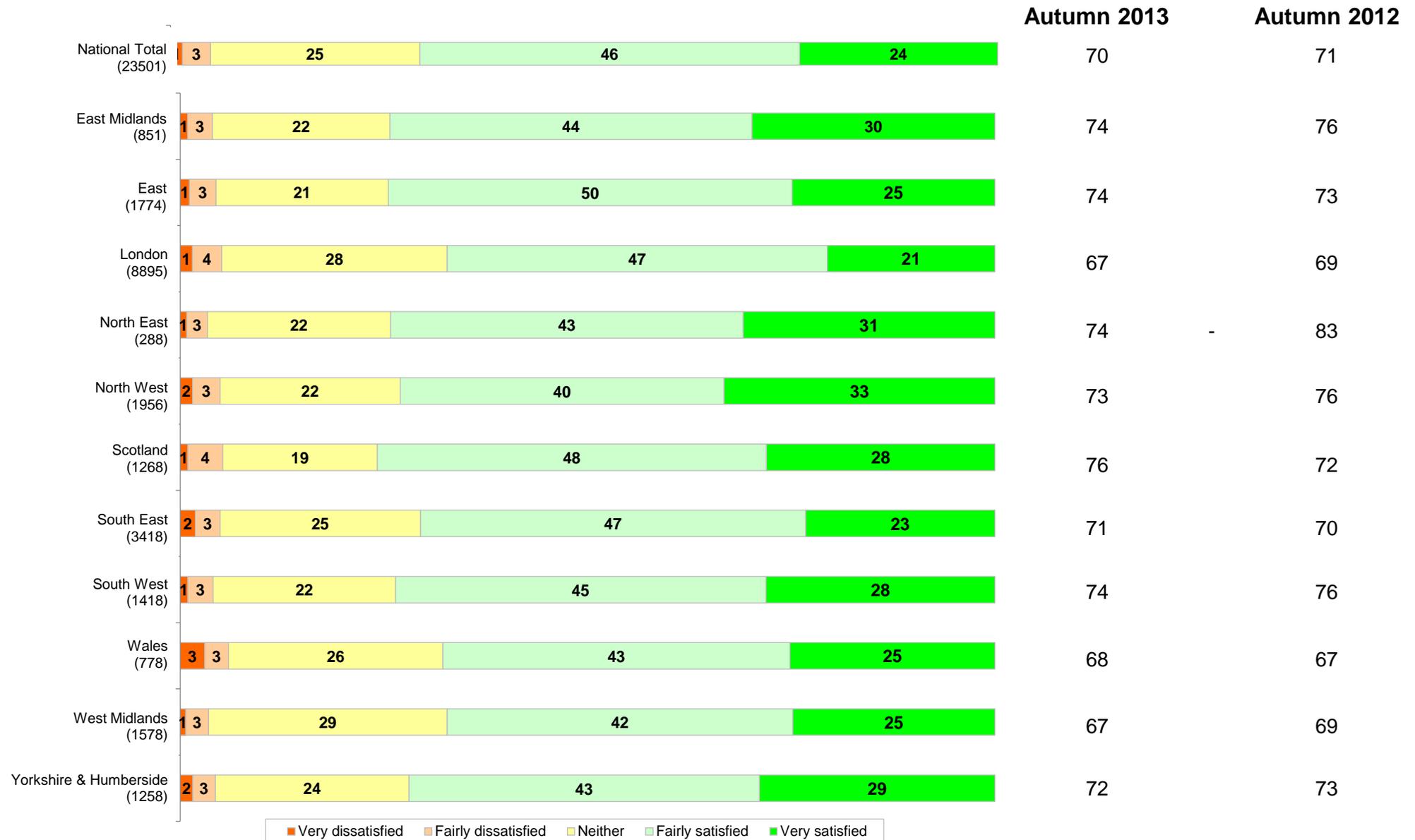
## Overall environment of the station



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

% satisfied/good

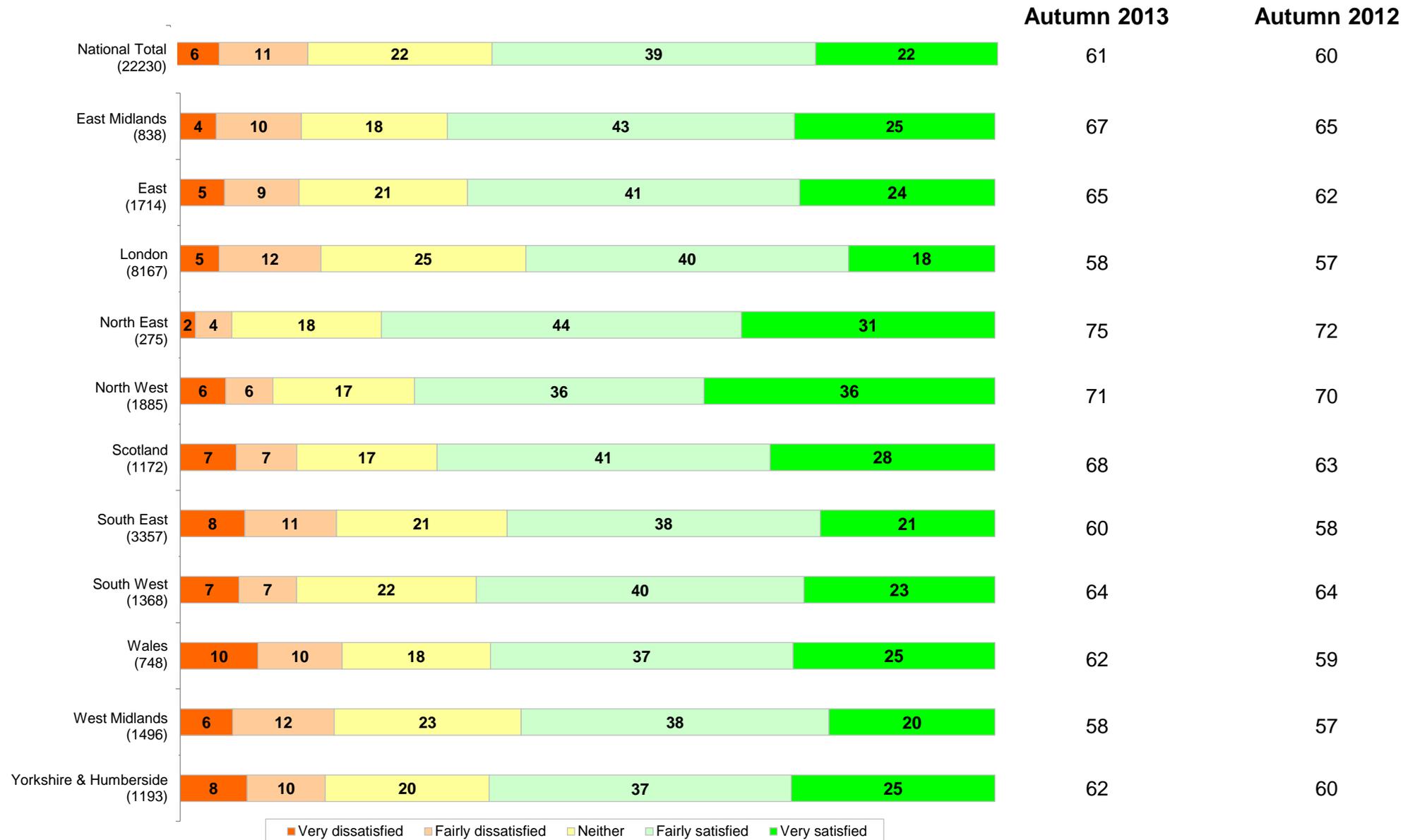
## Your personal security whilst using the station



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

% satisfied/good

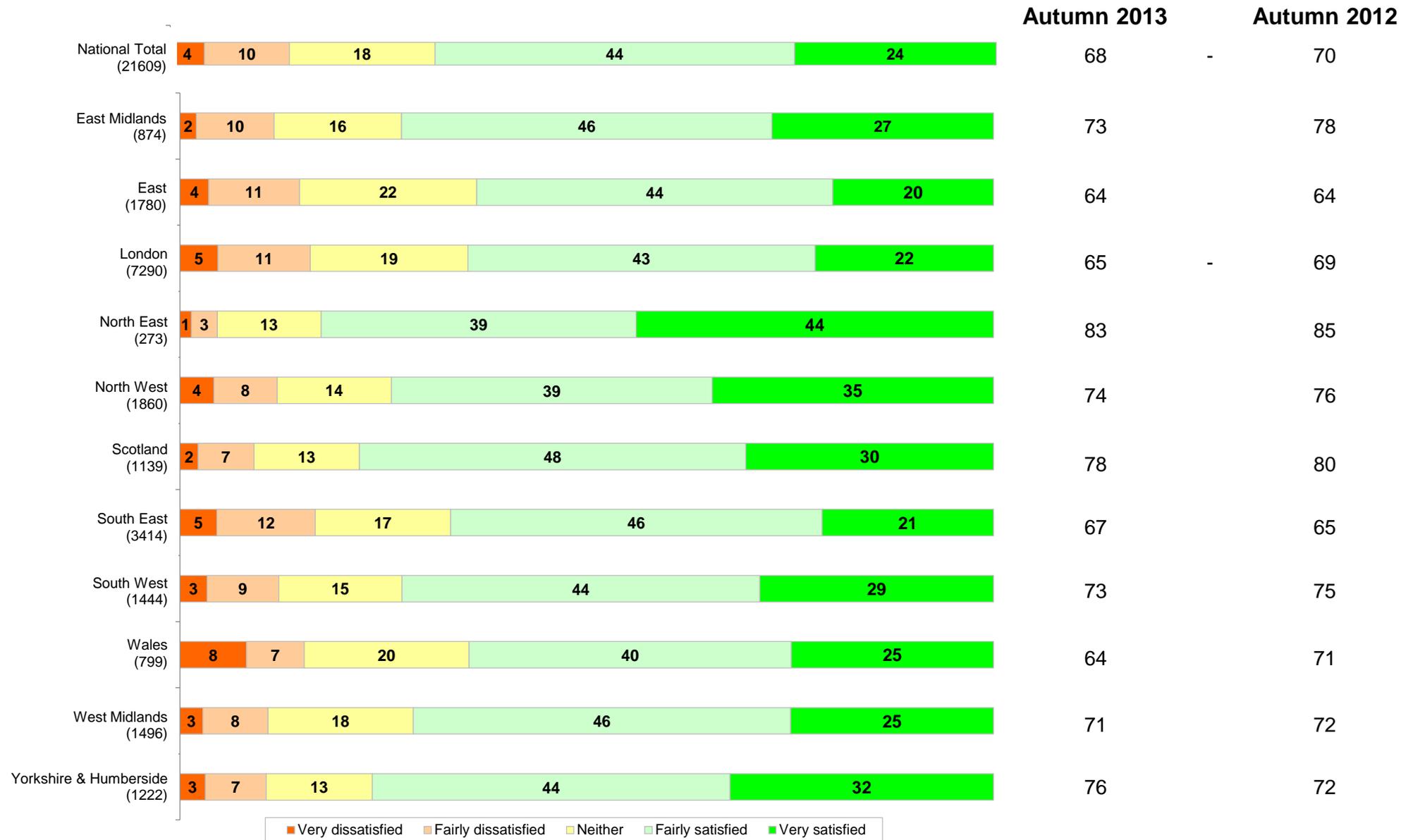
## The availability of staff at the station



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

% satisfied/good

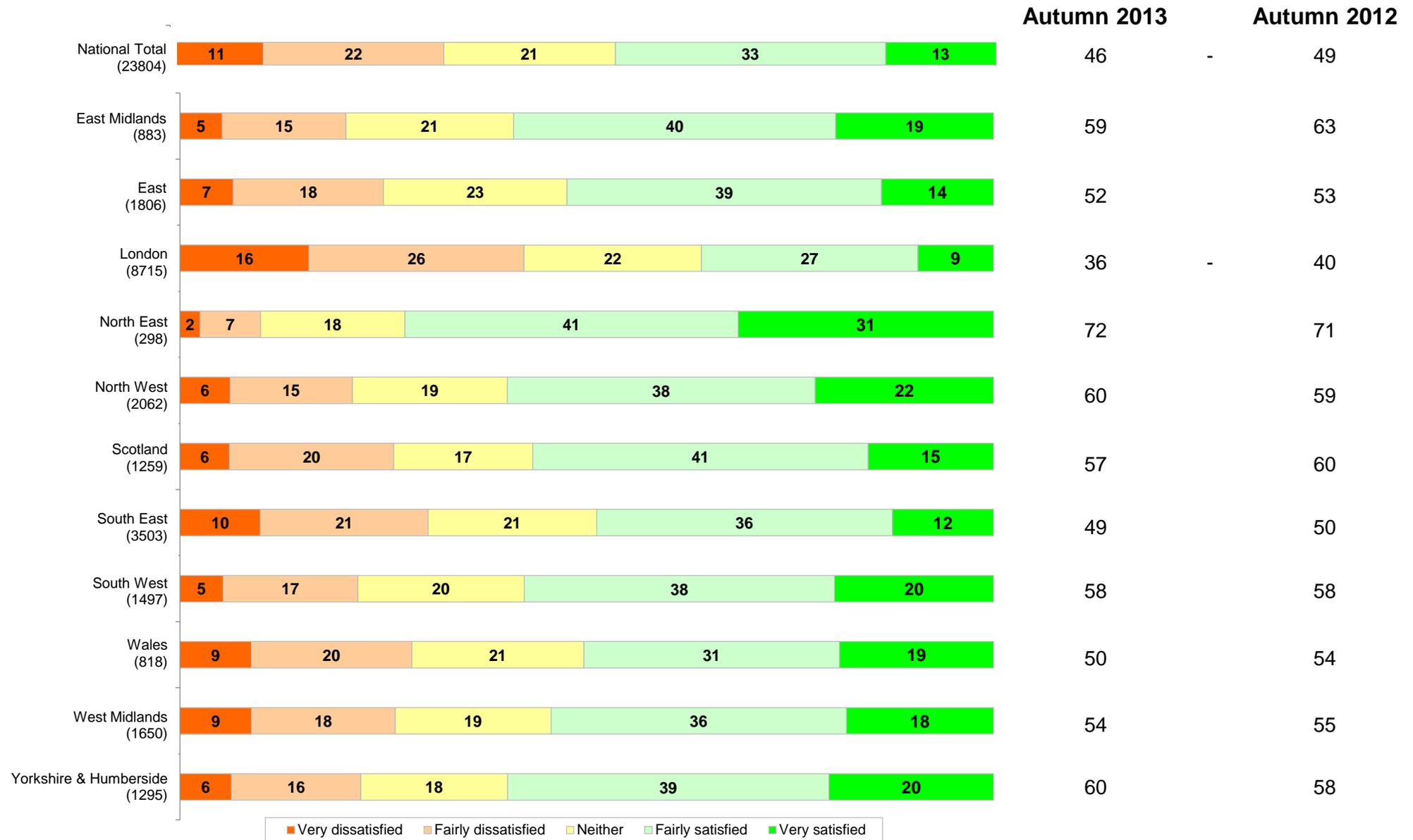
## The provision of shelter facilities



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

% satisfied/good

## Availability of seating



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

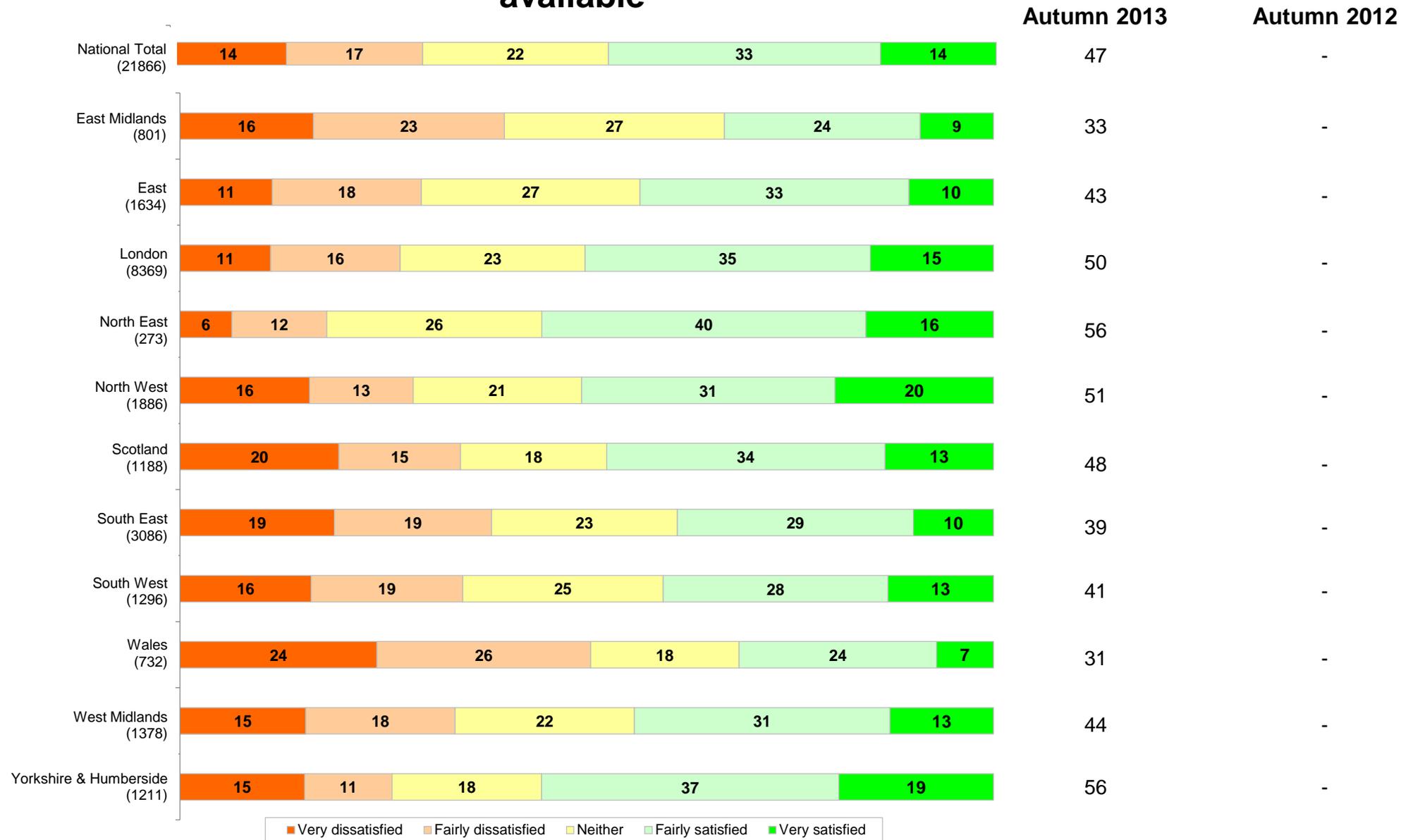
% satisfied/good

## How request to station staff was handled



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

## The choice of shops/eating/drinking facilities available \*

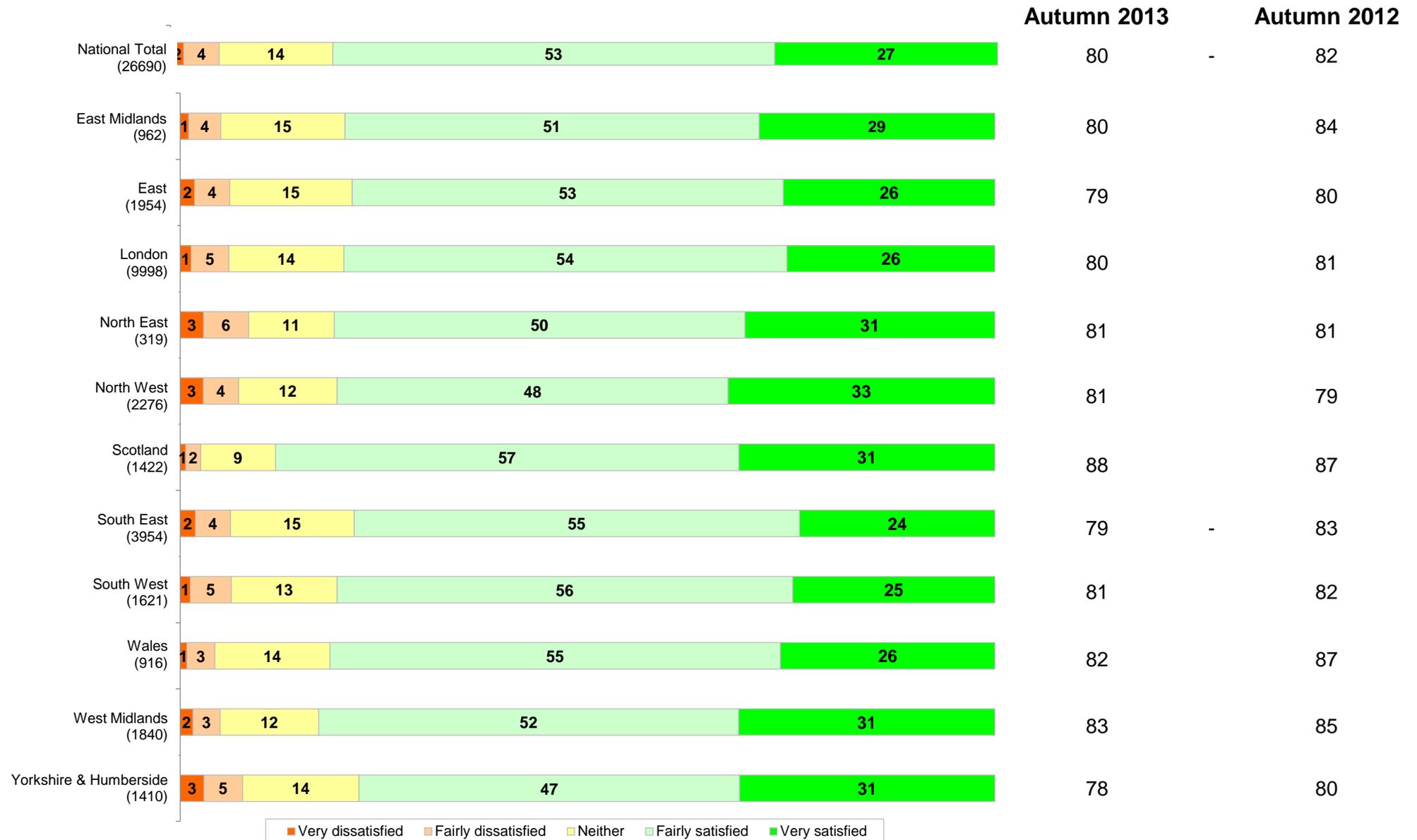


\* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

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

% satisfied/good

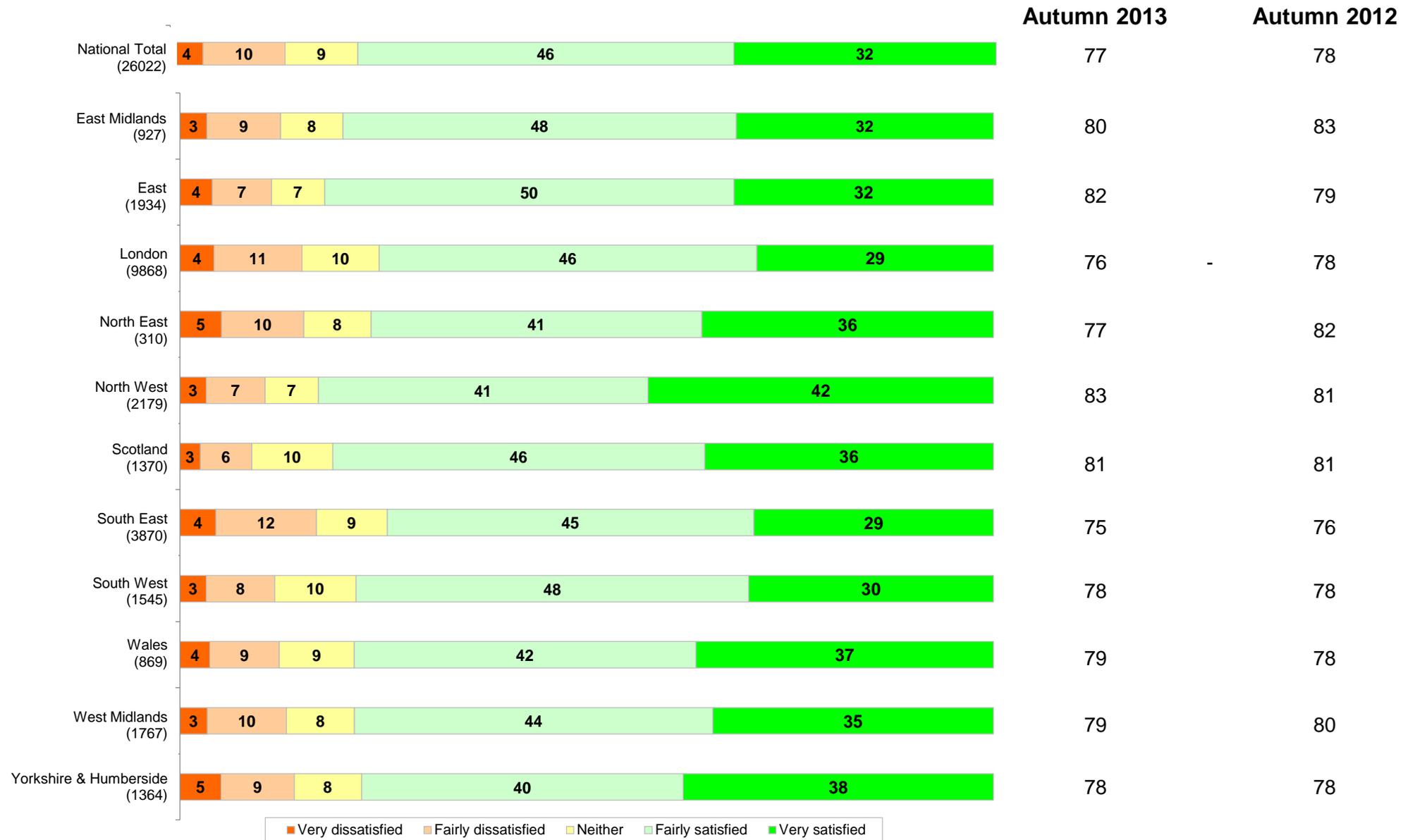
## Overall satisfaction with the train



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

% satisfied/good

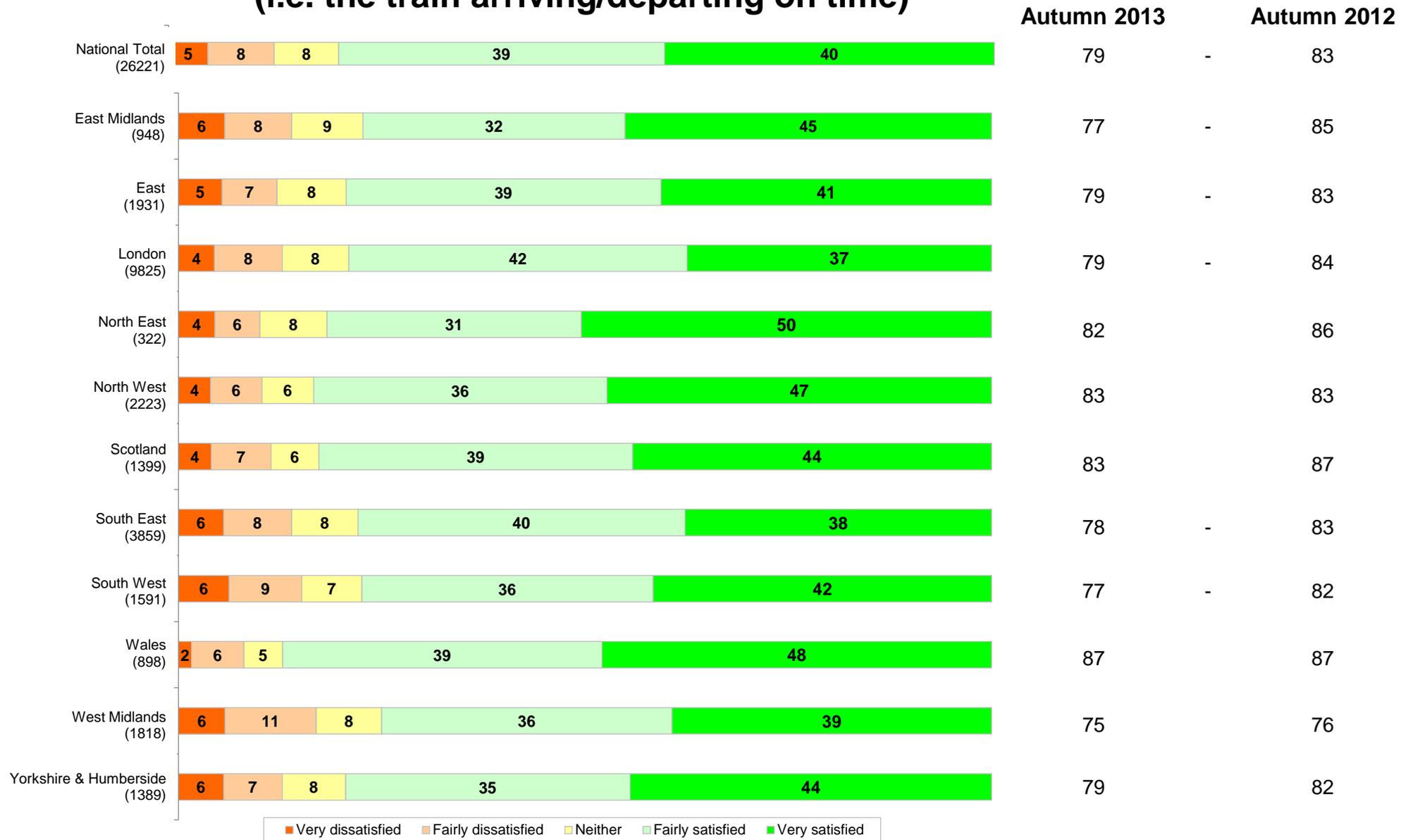
## The frequency of the trains on that route



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

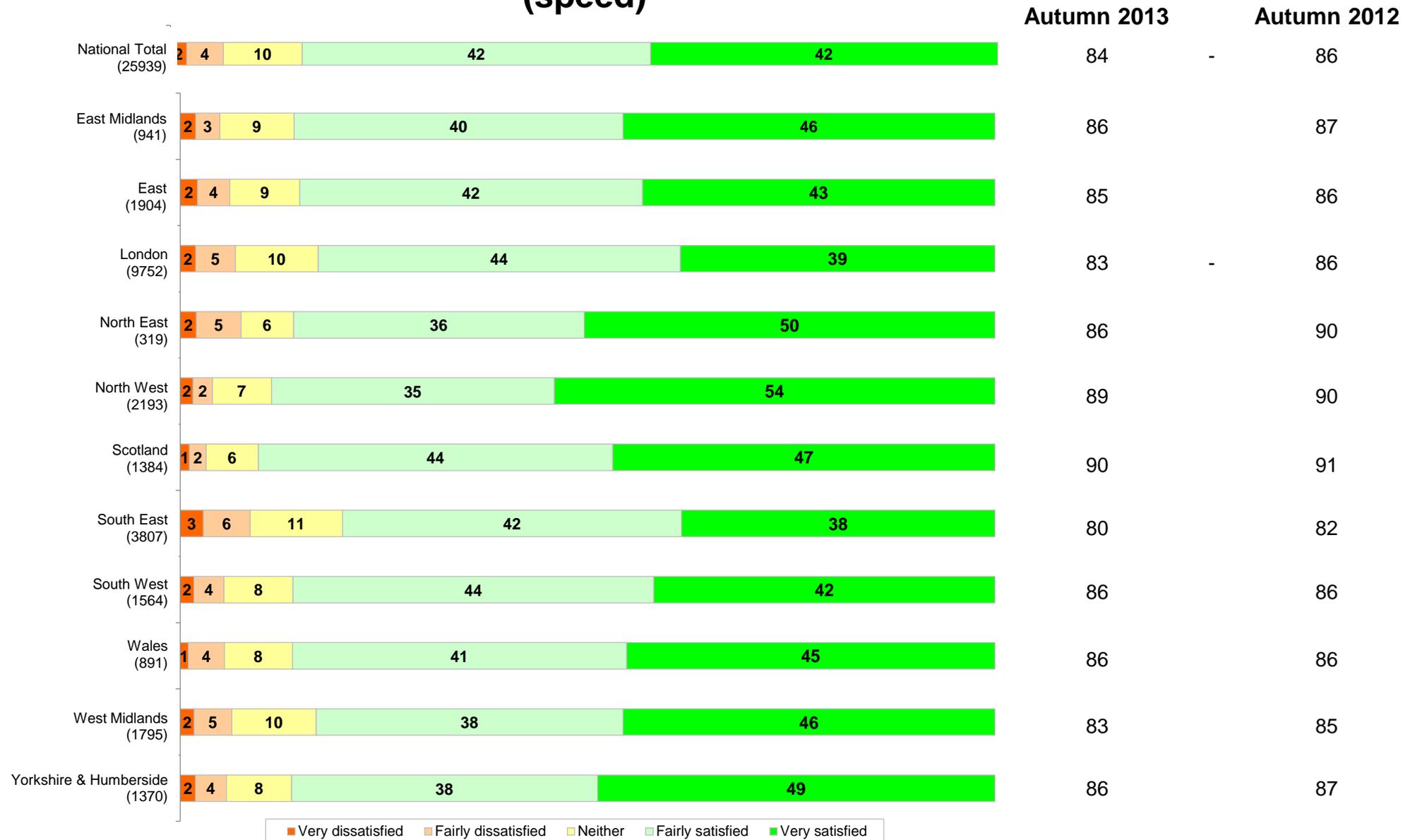
## Punctuality/reliability (i.e. the train arriving/departing on time)

% satisfied/good



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

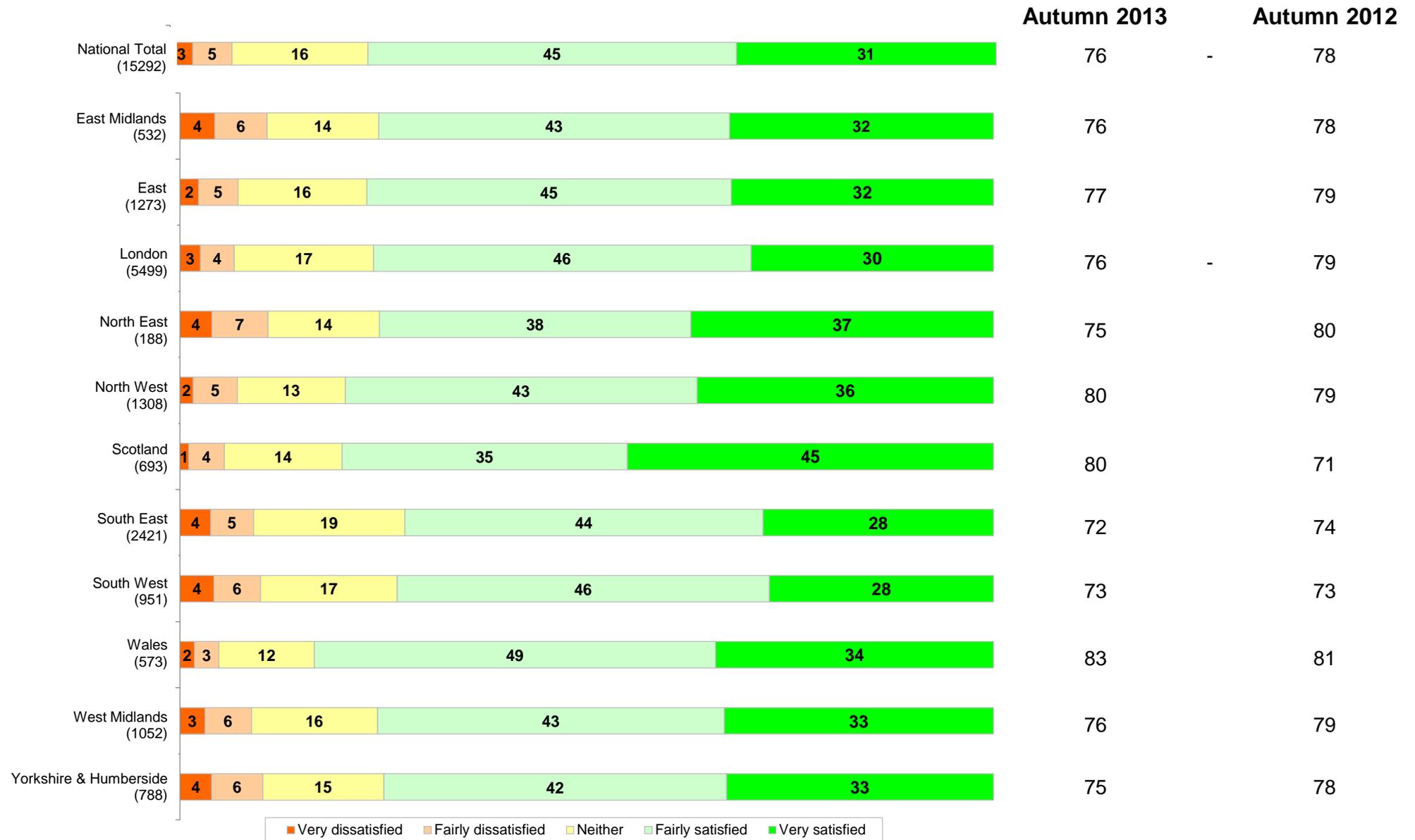
## The length of time the journey was scheduled to take (speed)



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

% satisfied/good

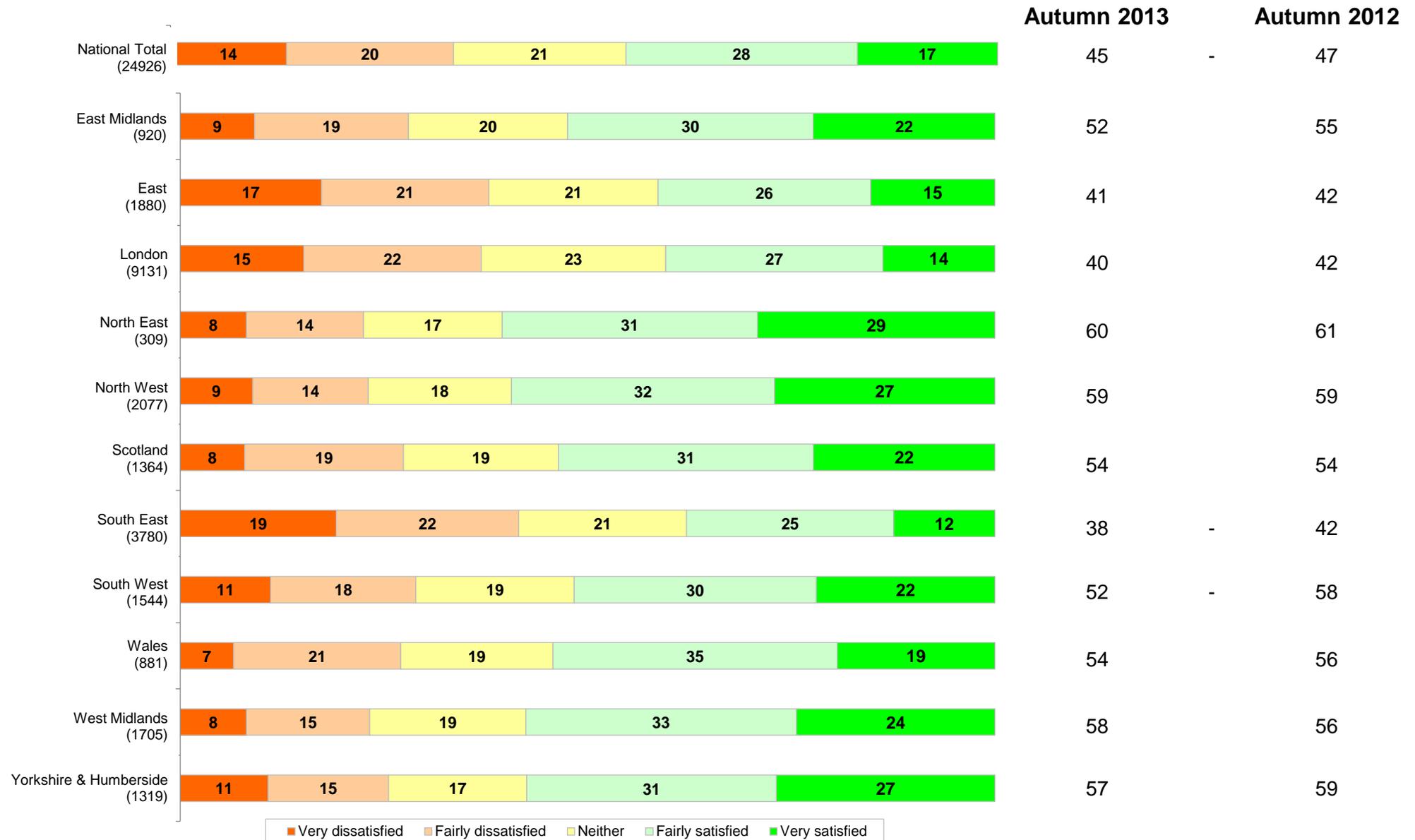
## Connections with other train services



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

% satisfied/good

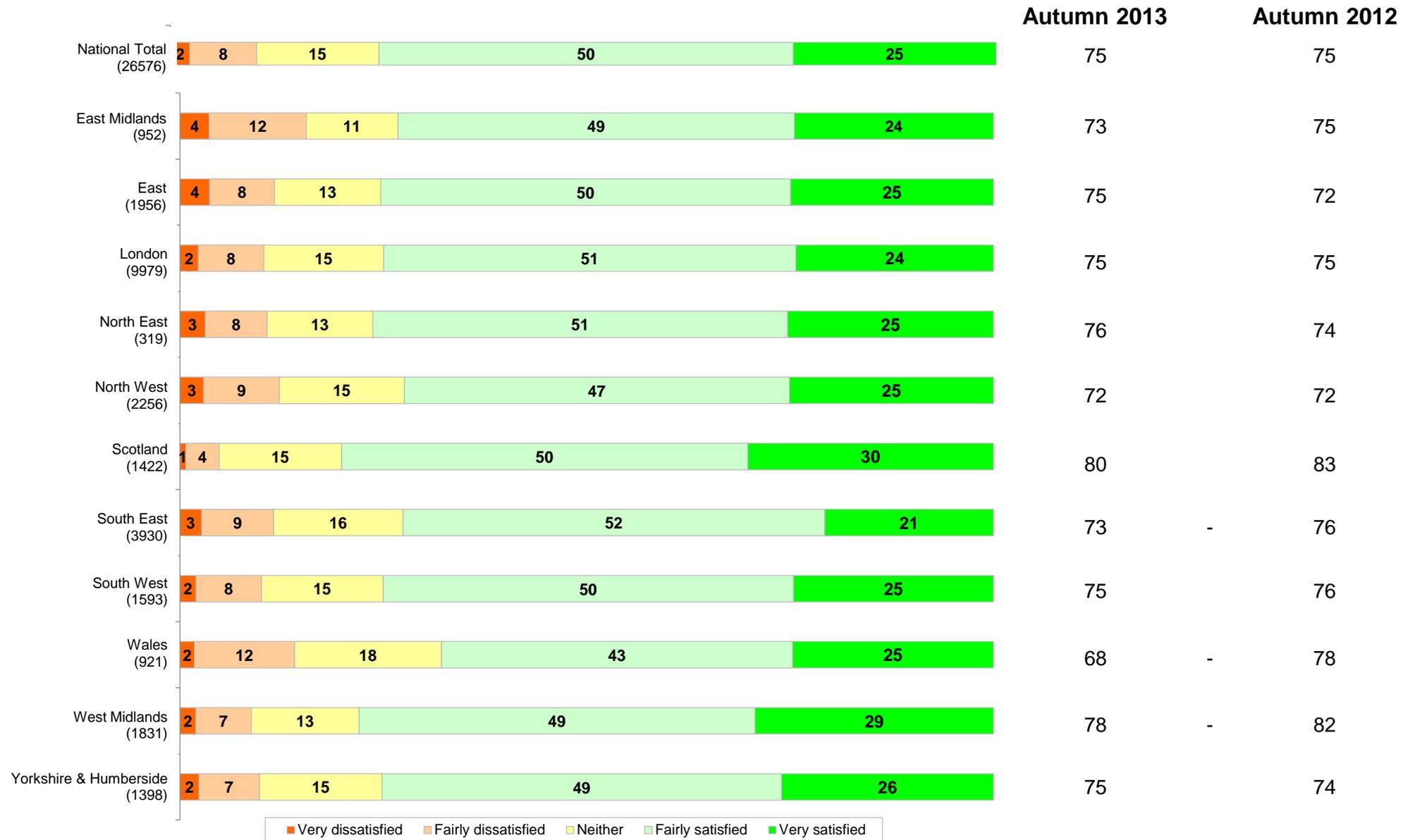
## The value for money for the price of your ticket



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

% satisfied/good

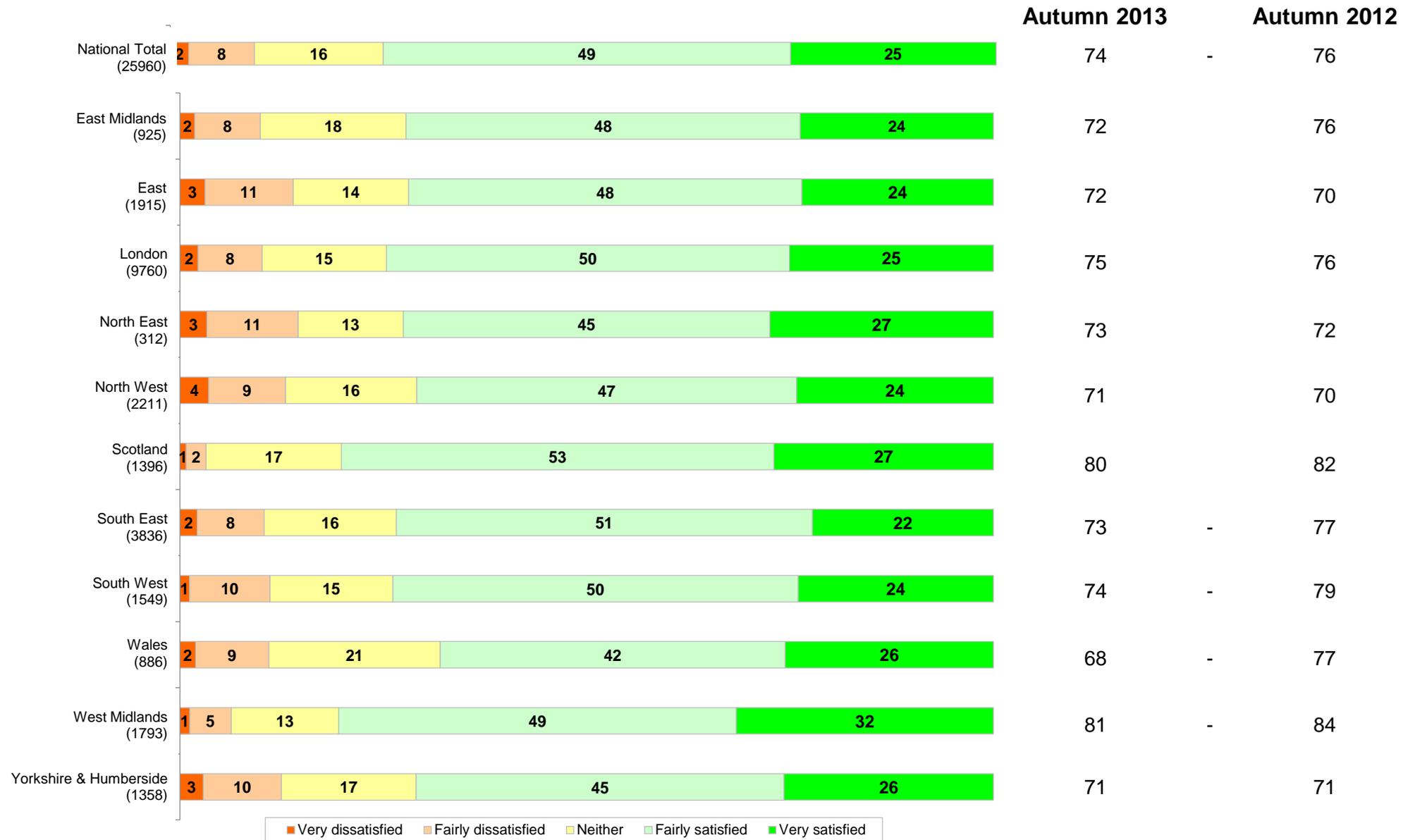
## Cleanliness of the train



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

% satisfied/good

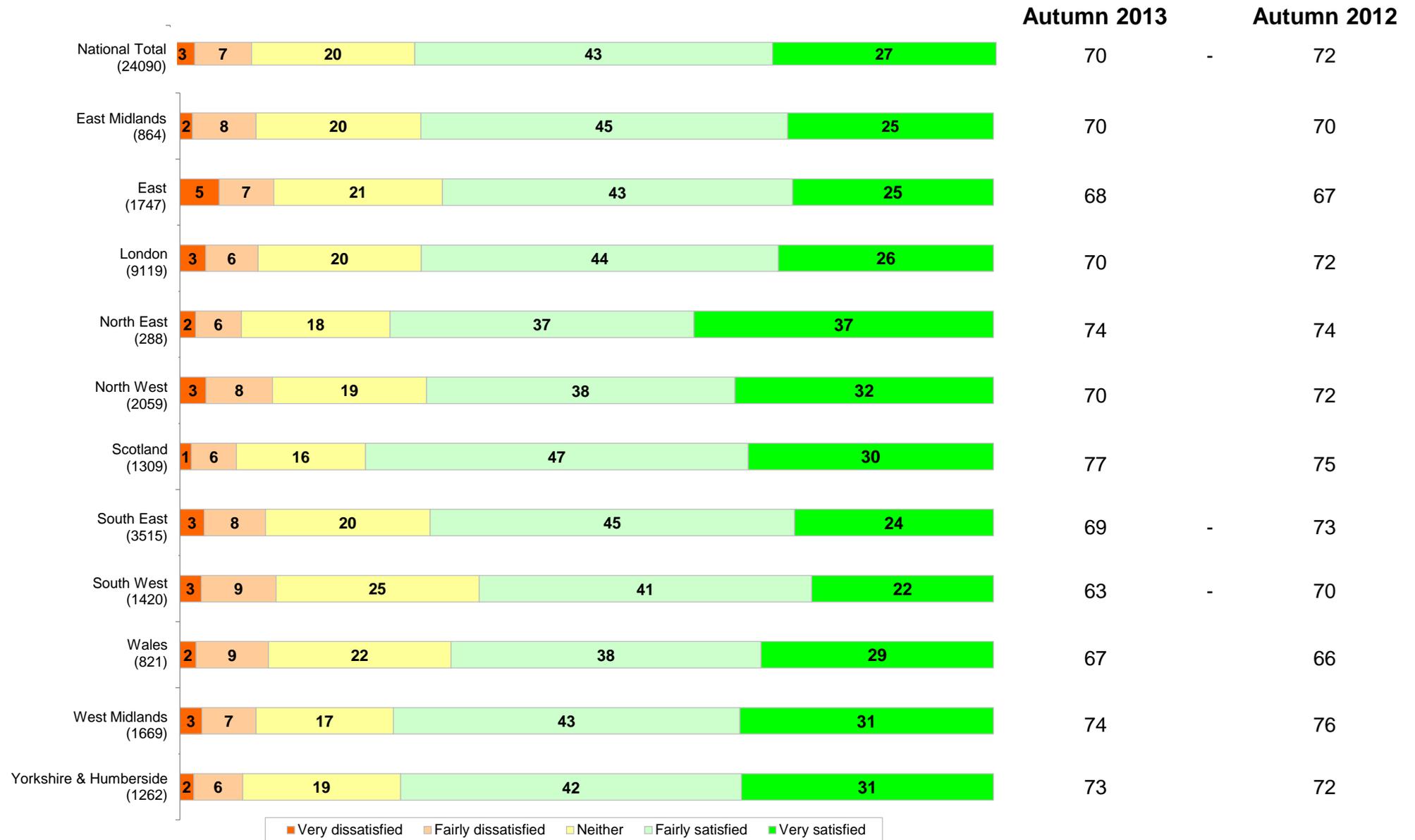
## Upkeep and repair of the train



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

% satisfied/good

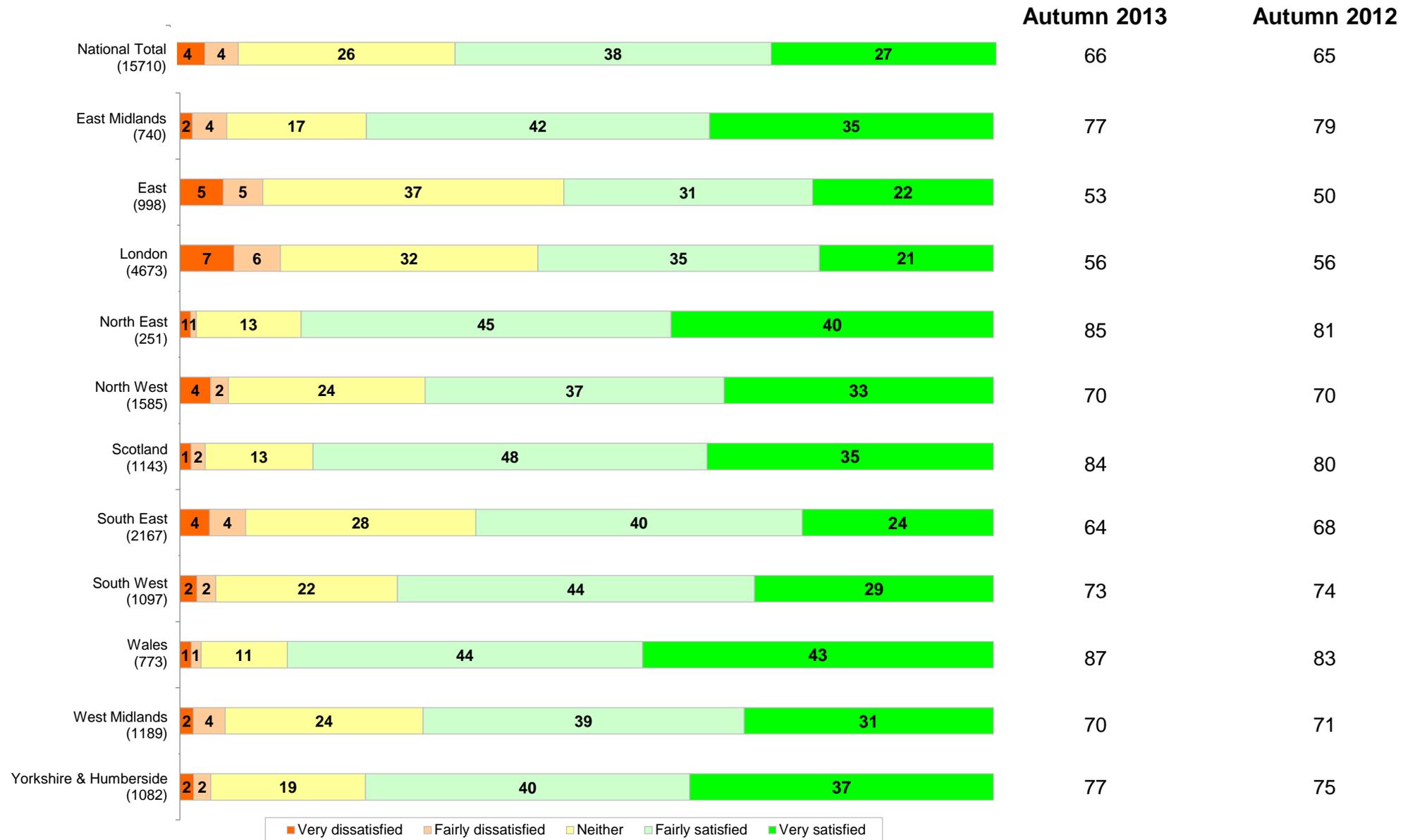
## The provision of information during the journey



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

% satisfied/good

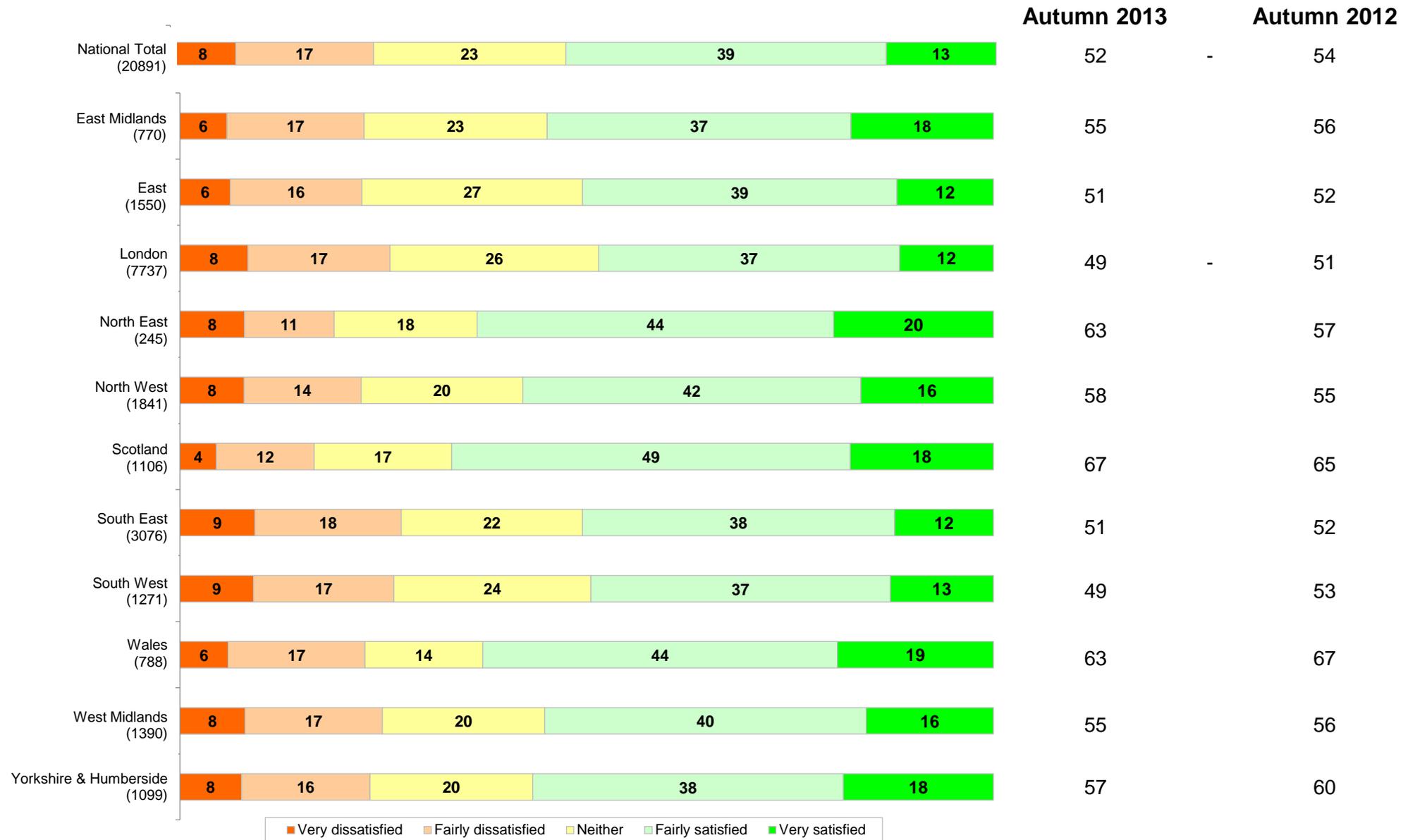
## The helpfulness and attitude of staff on train



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

% satisfied/good

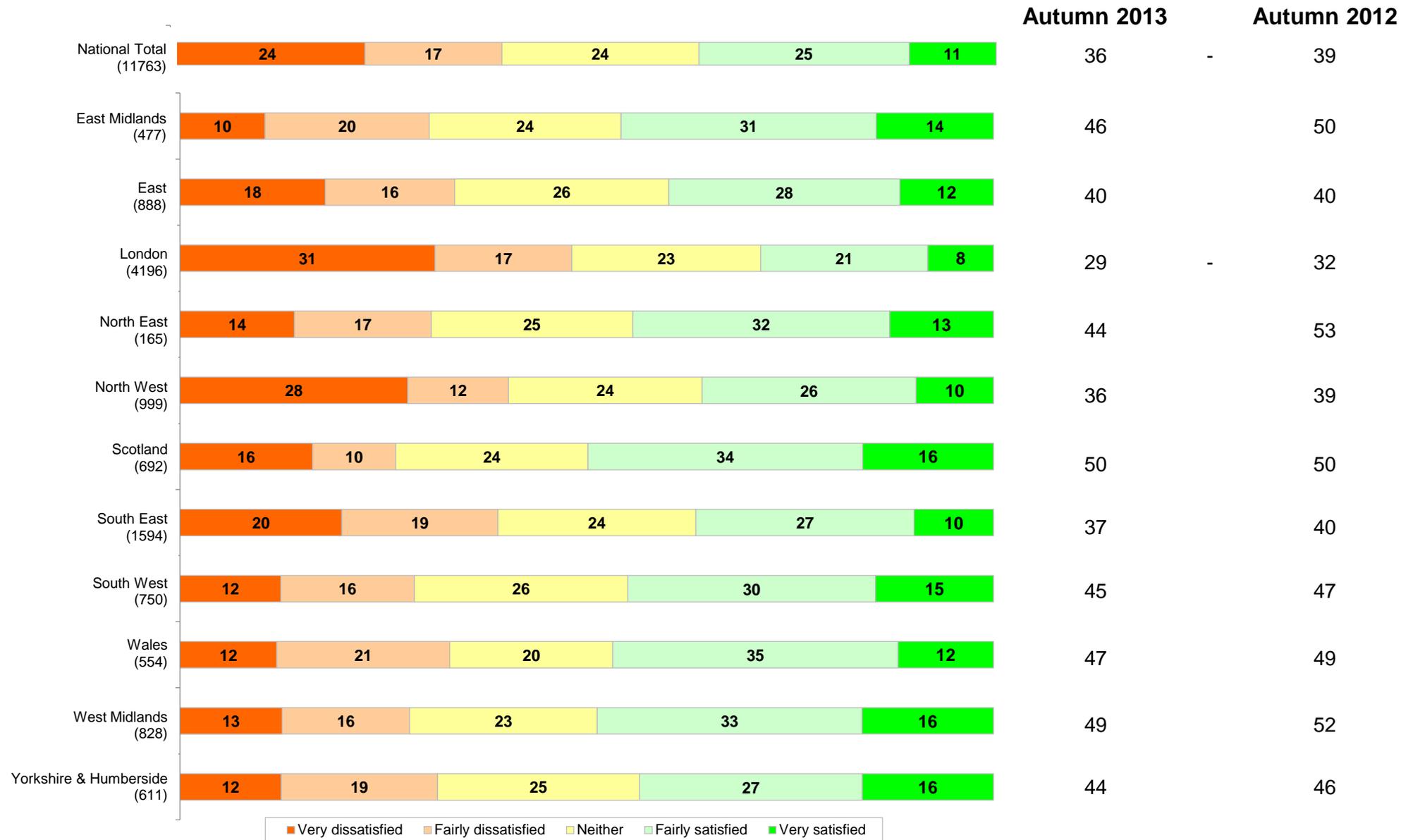
## The space for luggage on the train



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

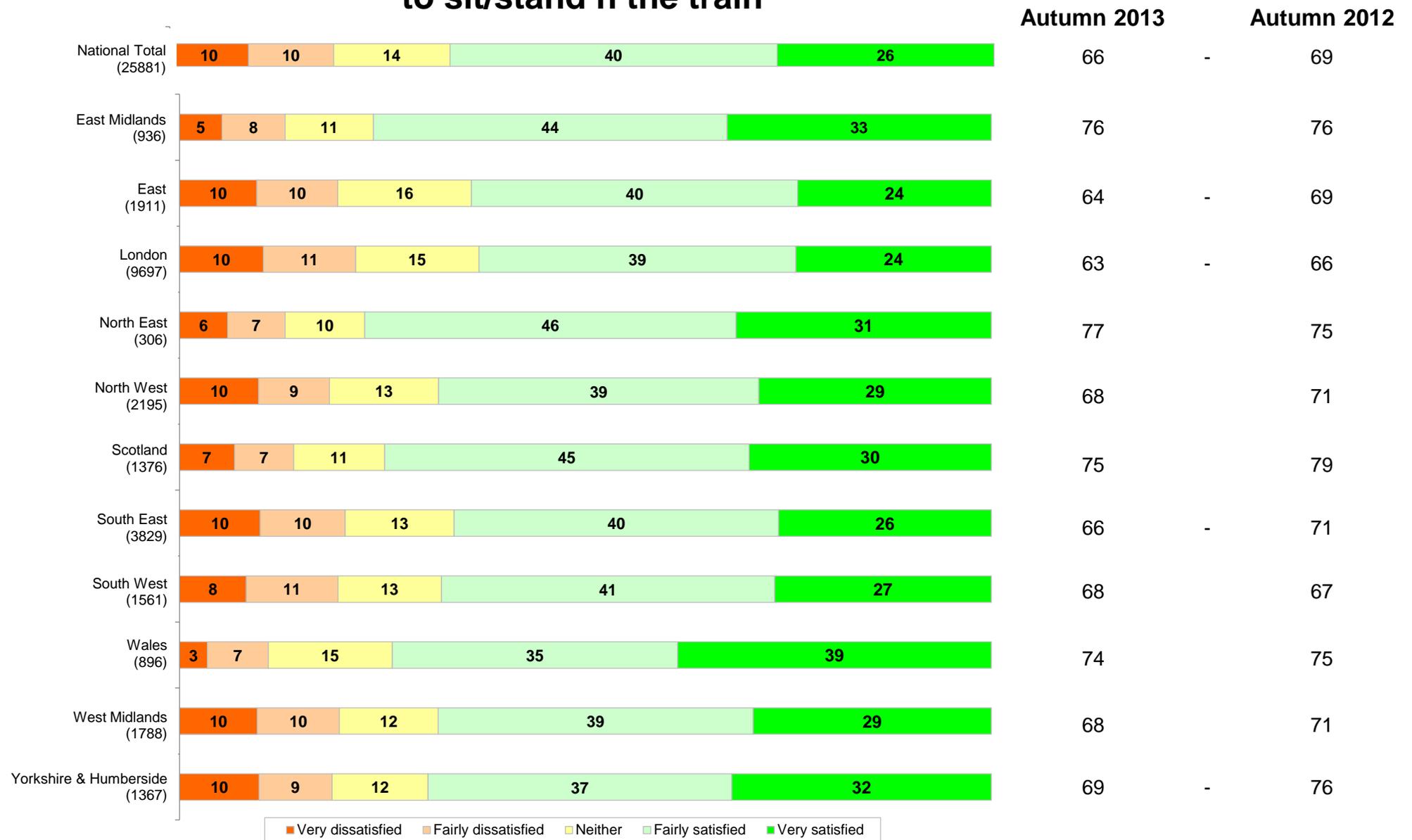
% satisfied/good

## The toilet facilities on the train



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

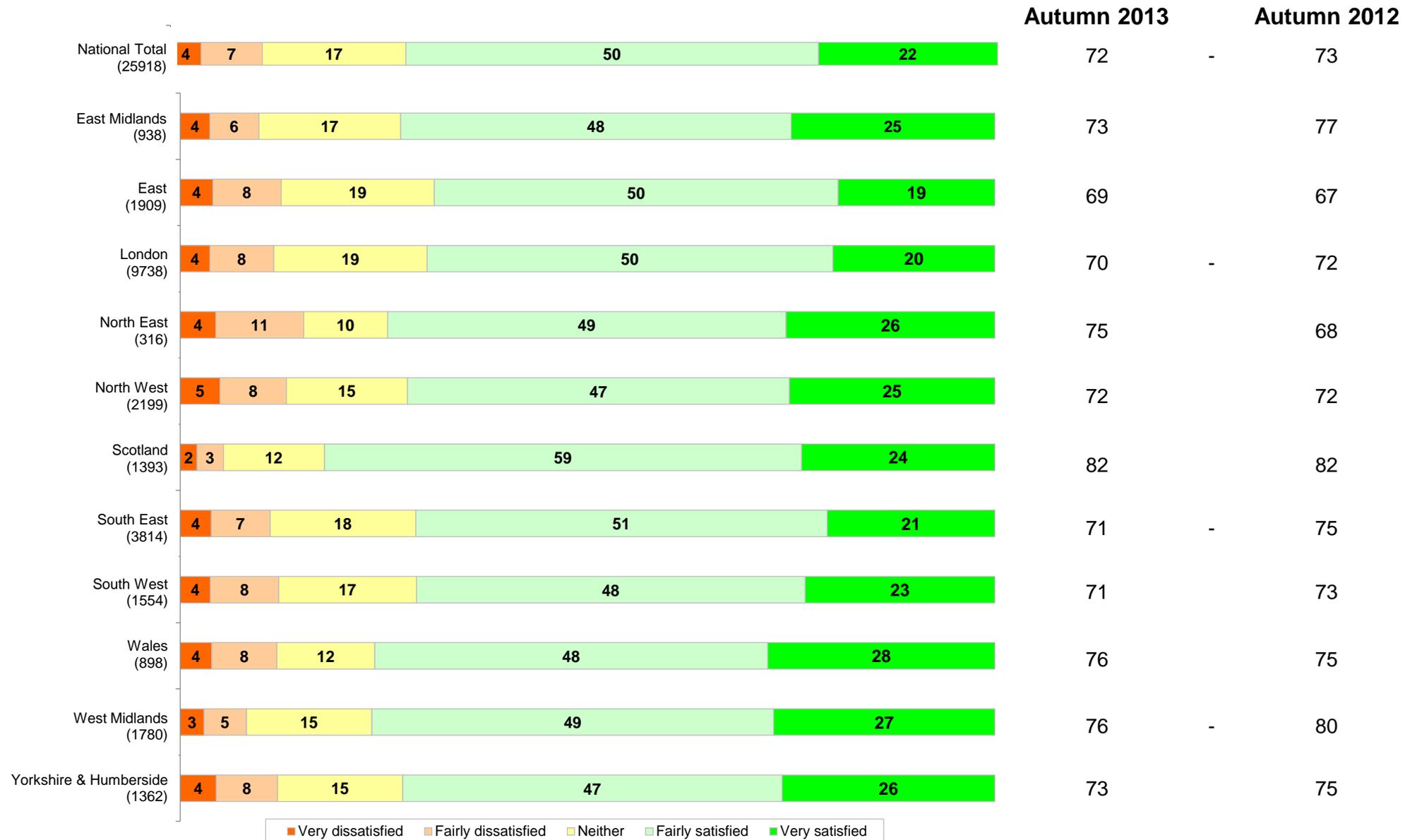
## Sufficient room for all passengers to sit/stand n the train



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

% satisfied/good

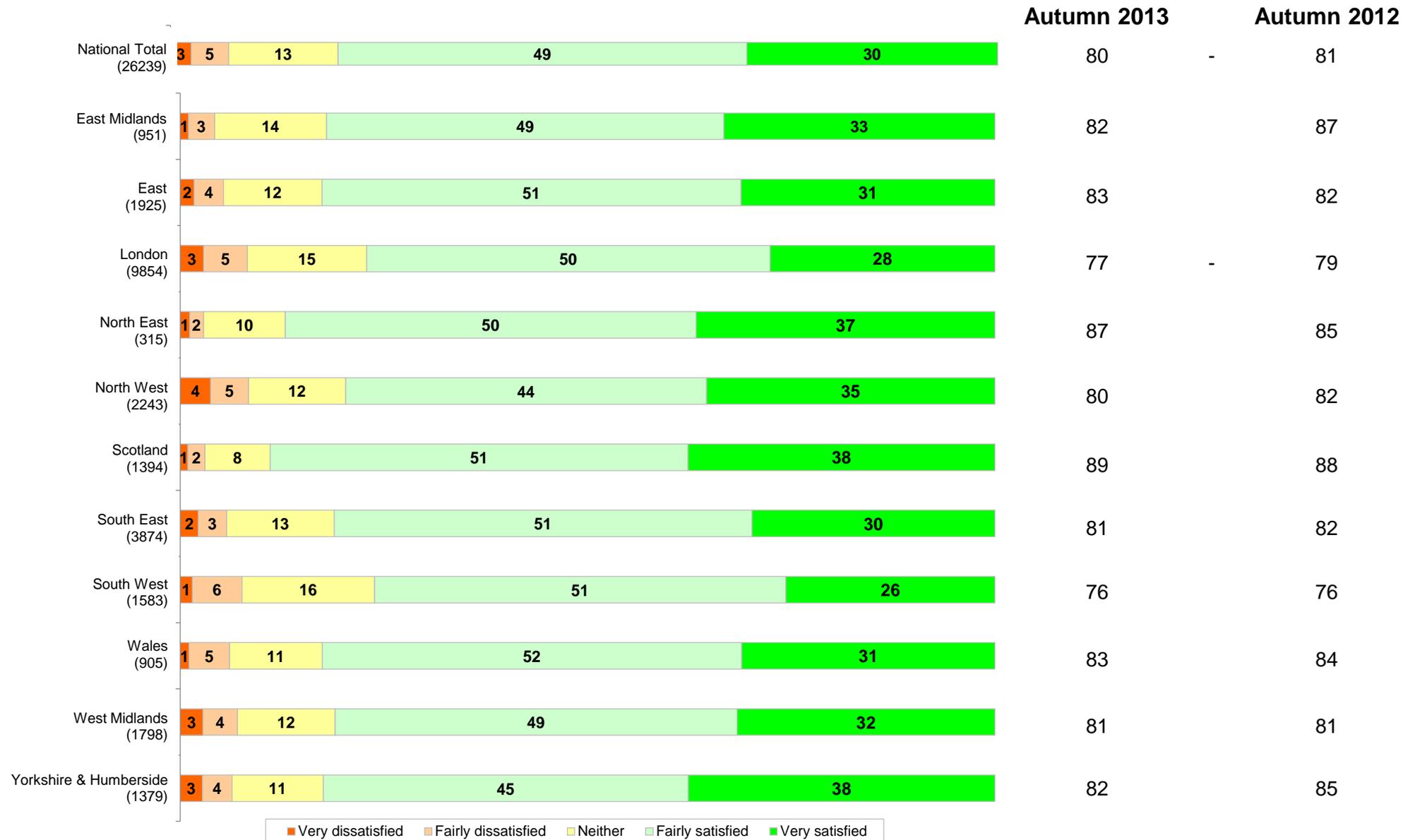
## The comfort of the seating area on the train



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

% satisfied/good

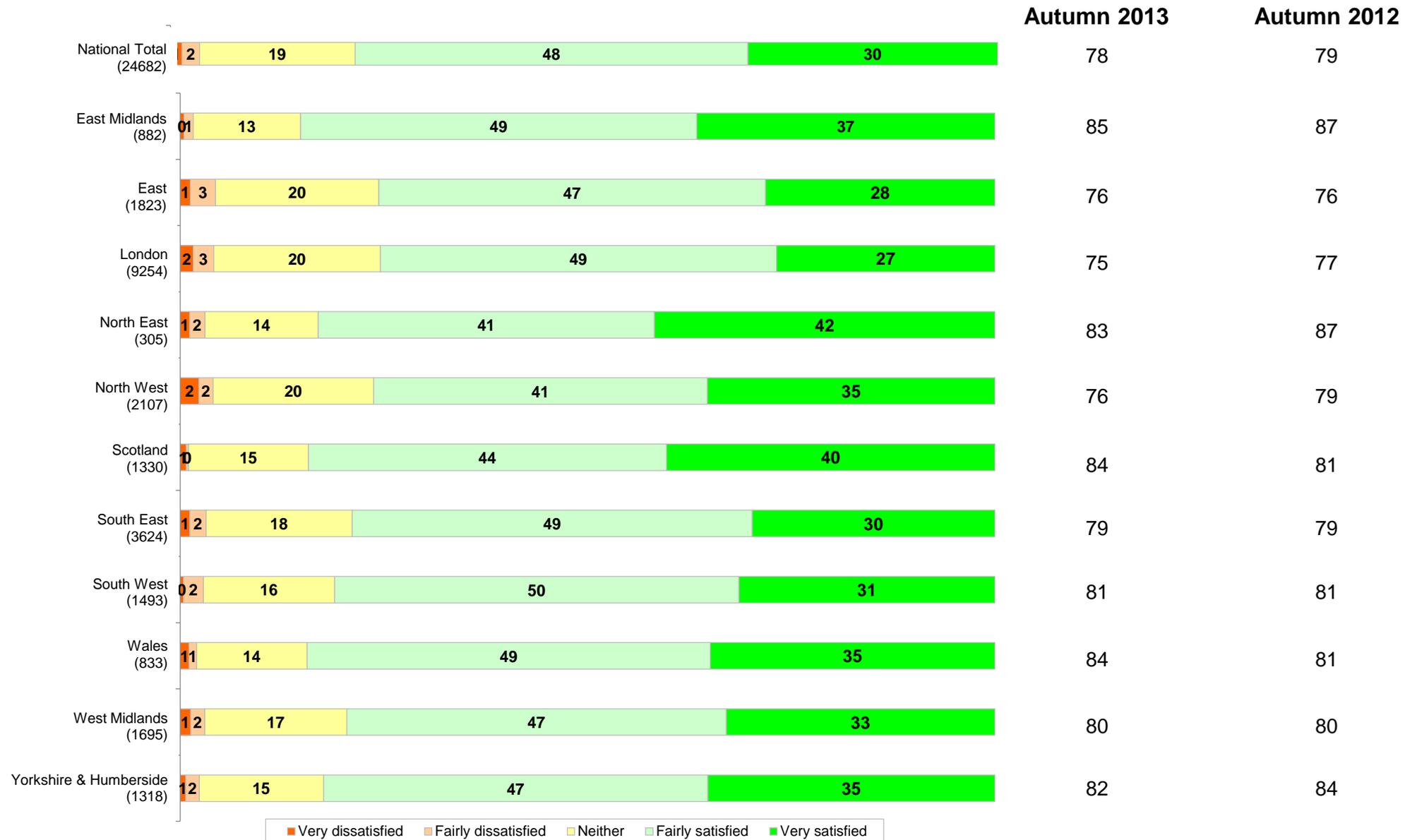
## The ease of being able to get on and off the train



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

% satisfied/good

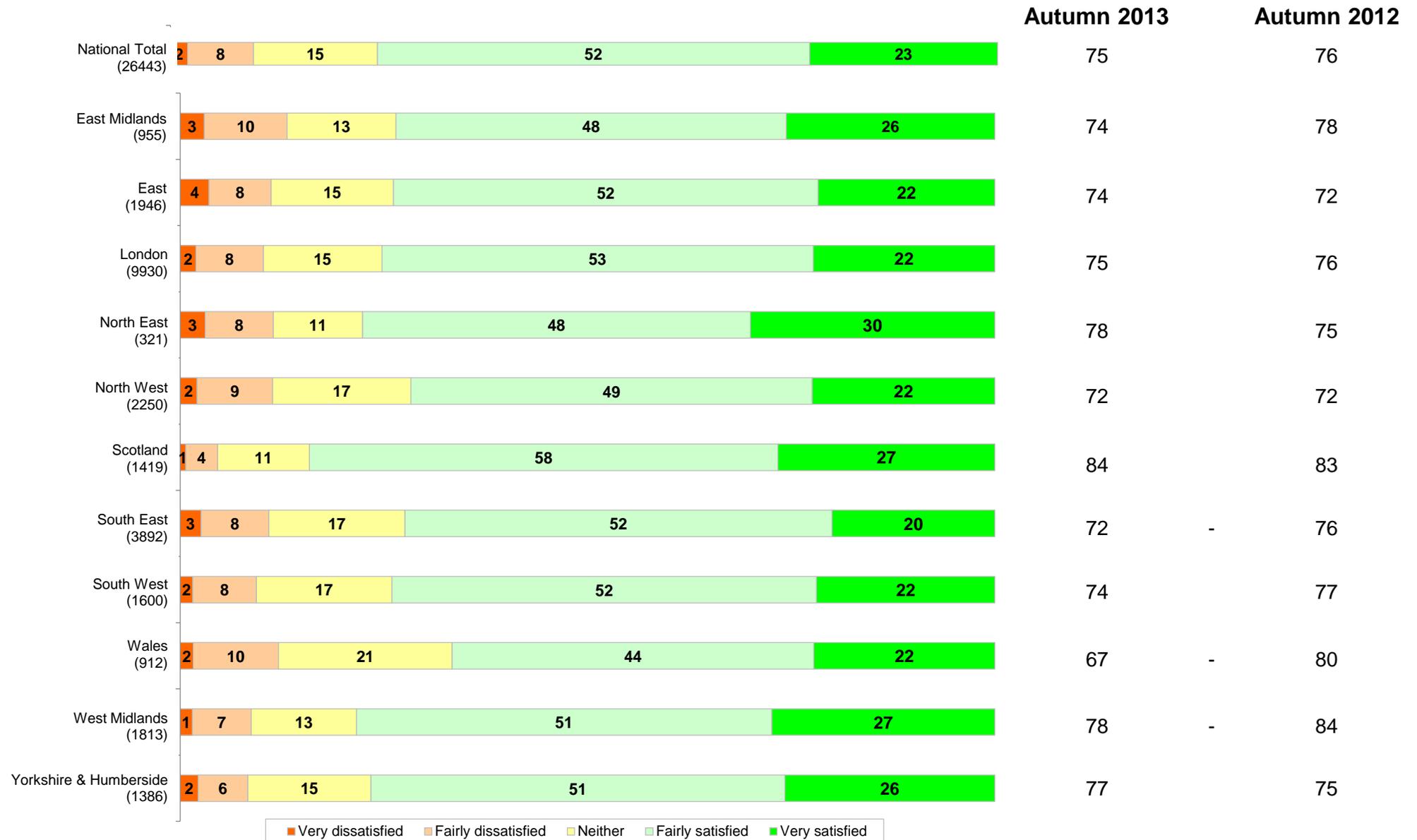
## Your personal security whilst on board the train



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

% satisfied/good

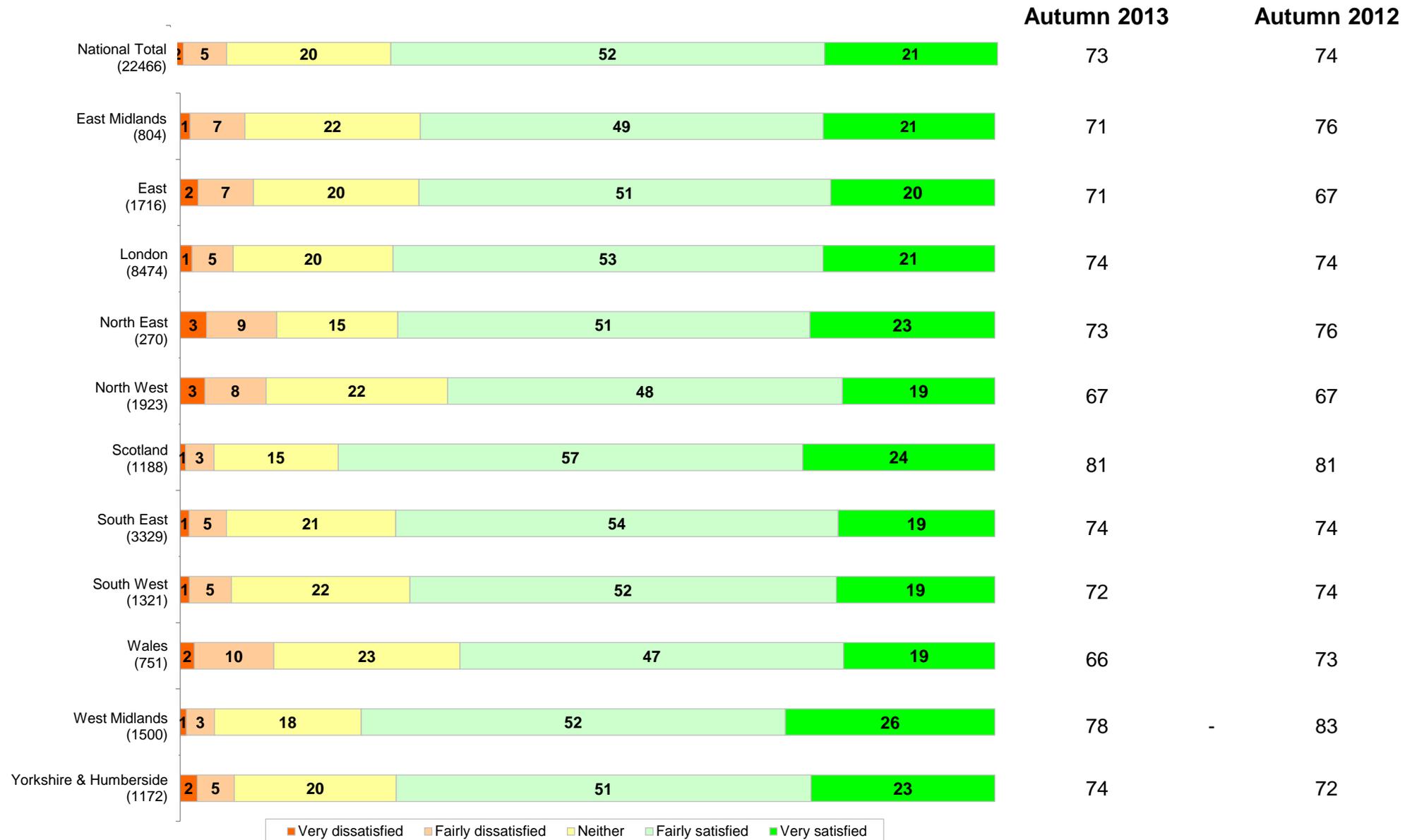
## The cleanliness of the inside of the train



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

% satisfied/good

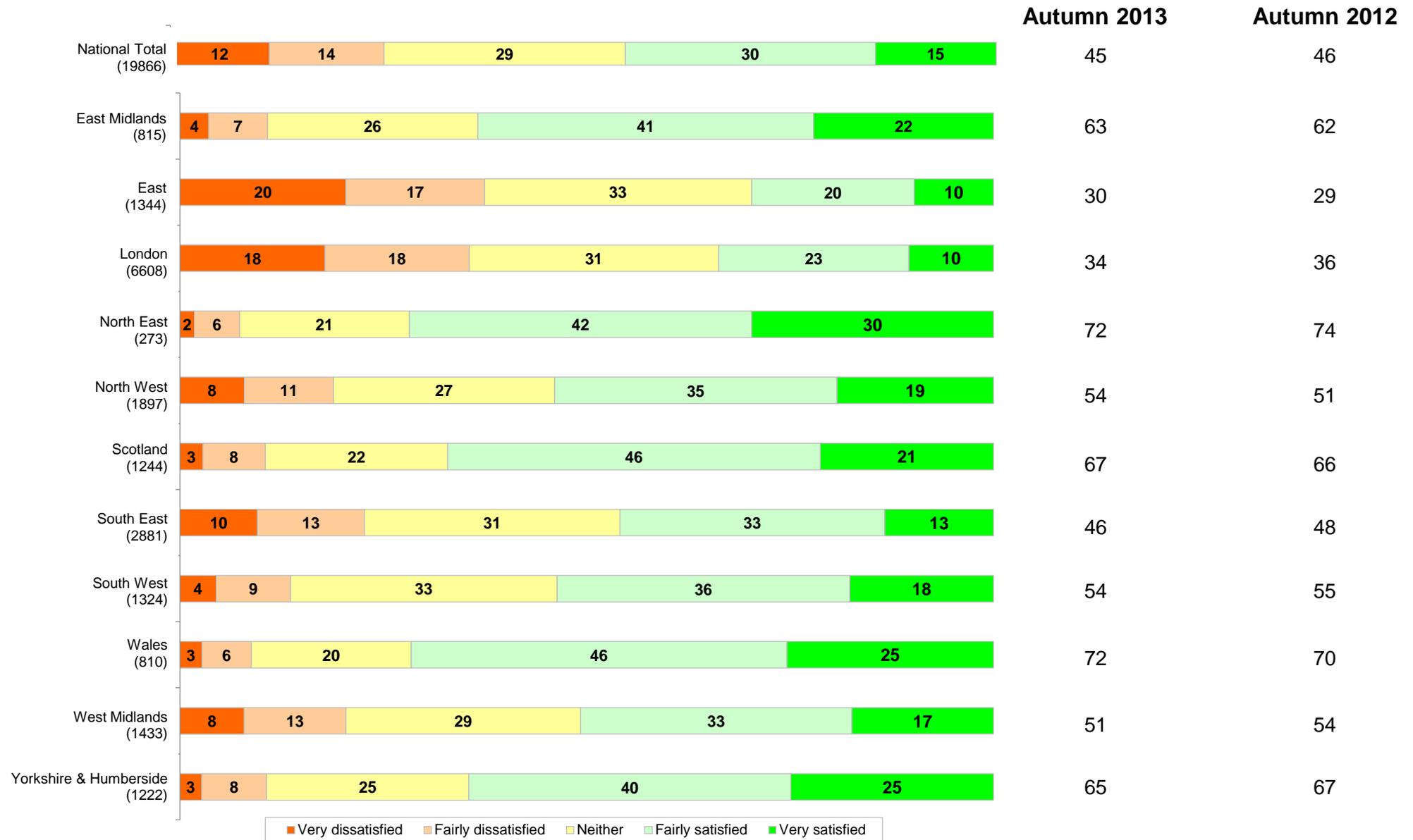
## The cleanliness of the outside of the train



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

% satisfied/good

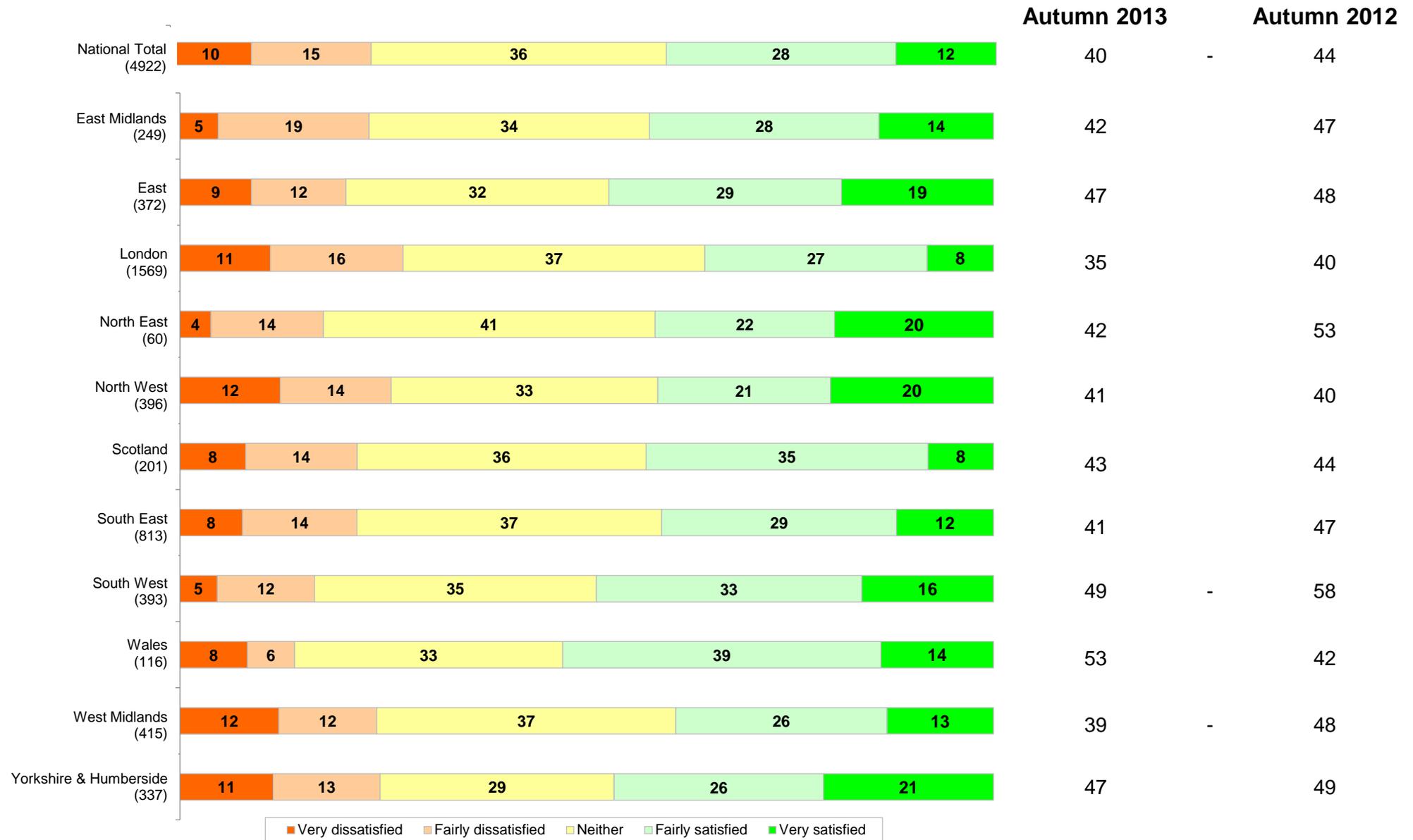
## The availability of staff on the train



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

% satisfied/good

## How well train company dealt with delays



## The main purpose of your journey

|                                               | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-----------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Commuting for work                            | 42             | 21            | 43   | 51     | 18         | 30         | 31       | 43         | 25         | 28    | 30            | 31             | 91      | 0        | 0       |
| Commuting for education                       | 4              | 6             | 4    | 3      | 2          | 3          | 5        | 5          | 4          | 3     | 5             | 4              | 9       | 0        | 0       |
| On company business (or own if self-employed) | 15             | 17            | 20   | 15     | 23         | 12         | 14       | 16         | 17         | 12    | 17            | 13             | 0       | 100      | 0       |
| On personal business                          | 4              | 4             | 4    | 4      | 5          | 6          | 4        | 4          | 4          | 2     | 5             | 4              | 0       | 0        | 11      |
| Visiting relatives or friends                 | 14             | 23            | 12   | 12     | 21         | 17         | 15       | 12         | 22         | 23    | 16            | 14             | 0       | 0        | 36      |
| Shopping trip                                 | 4              | 2             | 3    | 3      | 5          | 10         | 6        | 3          | 5          | 12    | 6             | 8              | 0       | 0        | 11      |
| Travel to/from holiday                        | 3              | 5             | 2    | 2      | 6          | 3          | 4        | 4          | 5          | 5     | 4             | 4              | 0       | 0        | 8       |
| A day out                                     | 5              | 9             | 7    | 3      | 10         | 7          | 6        | 4          | 9          | 9     | 7             | 14             | 0       | 0        | 13      |
| Sport                                         | 1              | 3             | 1    | 1      | 2          | 1          | 1        | 1          | 1          | 1     | 2             | 1              | 0       | 0        | 3       |
| Other leisure trip                            | 7              | 9             | 6    | 5      | 7          | 11         | 13       | 6          | 9          | 5     | 8             | 7              | 0       | 0        | 18      |
| Sample size                                   | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Whether travelling alone or with others

|                                     | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Travelling alone                    | 82             | 72            | 83   | 86     | 73         | 76         | 77       | 83         | 76         | 76    | 78            | 75             | 94      | 90       | 65      |
| Travelling with other adults 16+    | 15             | 26            | 13   | 11     | 24         | 21         | 20       | 14         | 20         | 20    | 19            | 21             | 4       | 9        | 29      |
| Travelling with children aged 0-4   | 1              | 1             | 1    | 1      | 3          | 1          | 1        | 1          | 1          | 2     | 1             | 2              | 0       | 0        | 2       |
| Travelling with children aged 5-10  | 1              | 0             | 1    | 1      | 2          | 1          | 3        | 1          | 1          | 3     | 1             | 2              | 0       | 0        | 2       |
| Travelling with children aged 11-15 | 1              | 3             | 1    | 1      | 2          | 2          | 2        | 1          | 1          | 2     | 1             | 2              | 0       | 0        | 2       |
| Don't know/no answer                | 1              | 1             | 1    | 1      | 1          | 1          | 2        | 1          | 2          | 1     | 1             | 1              | 1       | 0        | 2       |
| Sample size                         | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

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

|                                                       | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Travelling with heavy/bulky luggage/other large items | 16             | 23            | 11   | 13     | 22         | 17         | 14       | 18         | 24         | 26    | 21            | 21             | 9       | 19       | 23      |
| Travelling with a pushchair                           | 1              | 1             | 1    | 1      | 0          | 0          | 1        | 1          | 1          | 0     | 1             | 1              | 0       | 0        | 2       |
| Travelling with a folding bicycle                     | 1              | 2             | 1    | 1      | 1          | 0          | 0        | 0          | 1          | 2     | 1             | 0              | 1       | 0        | 0       |
| Travelling with a non-folding bicycle                 | 1              | 0             | 1    | 1      | 1          | 2          | 1        | 2          | 2          | 1     | 1             | 2              | 2       | 0        | 1       |
| Travelling with a dog                                 | 0              | 1             | 0    | 0      | 1          | 0          | 0        | 0          | 0          | 0     | 0             | 1              | 0       | 0        | 0       |
| Travelling with a wheelchair                          | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Travelling with a carer                               | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 1              | 0       | 0        | 1       |
| None apply                                            | 80             | 71            | 85   | 83     | 73         | 78         | 81       | 78         | 69         | 69    | 74            | 73             | 87      | 79       | 72      |
| Don' know/no answer                                   | 2              | 3             | 2    | 2      | 2          | 2          | 2        | 2          | 3          | 1     | 2             | 1              | 2       | 1        | 2       |
| Sample size                                           | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Whether changed trains later in journey

|             | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Yes         | 17             | 24            | 15   | 14     | 21         | 16         | 24       | 24         | 28         | 19    | 18            | 18             | 13      | 20       | 22      |
| No          | 83             | 76            | 85   | 86     | 79         | 84         | 76       | 76         | 72         | 81    | 82            | 82             | 87      | 80       | 78      |
| Sample size | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

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

|                      | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|----------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Outward              | 49             | 62            | 68   | 43     | 38         | 47         | 53       | 52         | 51         | 58    | 45            | 52             | 44      | 51       | 53      |
| Return               | 47             | 34            | 28   | 54     | 57         | 48         | 42       | 44         | 43         | 36    | 50            | 43             | 53      | 46       | 41      |
| One way trip only    | 3              | 3             | 2    | 2      | 4          | 3          | 3        | 3          | 4          | 6     | 3             | 4              | 2       | 2        | 4       |
| Don't know/no answer | 1              | 1             | 1    | 1      | 1          | 2          | 2        | 1          | 2          | 1     | 1             | 1              | 1       | 1        | 2       |
| Sample size          | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Whether have a disability or long term illness

|                            | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|----------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Yes: Mobility              | 2              | 3             | 2    | 2      | 2          | 4          | 2        | 2          | 3          | 2     | 3             | 3              | 1       | 2        | 4       |
| Yes: Wheelchair user       | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Yes: Hearing               | 1              | 1             | 2    | 1      | 2          | 2          | 1        | 1          | 1          | 1     | 2             | 3              | 1       | 1        | 2       |
| Yes: Eyesight              | 1              | 1             | 1    | 1      | 1          | 1          | 1        | 1          | 1          | 1     | 1             | 1              | 0       | 1        | 1       |
| Yes: Speech impairment     | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Yes: Learning difficulties | 0              | 1             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 1     | 0             | 1              | 0       | 0        | 1       |
| Other                      | 1              | 2             | 1    | 1      | 2          | 1          | 1        | 2          | 1          | 1     | 1             | 2              | 1       | 1        | 2       |
| No: None                   | 92             | 89            | 91   | 93     | 93         | 89         | 91       | 92         | 91         | 92    | 91            | 88             | 94      | 94       | 88      |
| Don't know/no answer       | 3              | 4             | 3    | 3      | 2          | 4          | 4        | 3          | 3          | 3     | 2             | 3              | 3       | 2        | 4       |
| Sample size                | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

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

|                                       | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very satisfied                        | 33             | 39            | 38   | 29     | 16         | 44         | 27       | 29         | 34         | 40    | 32            | 39             | 19      | 40       | 38      |
| Fairly satisfied                      | 35             | 49            | 37   | 37     | 64         | 34         | 26       | 30         | 54         | 34    | 35            | 29             | 40      | 35       | 34      |
| Neither satisfied nor dissatisfied    | 19             | 5             | 17   | 17     | 20         | 10         | 40       | 28         | 9          | 5     | 19            | 18             | 23      | 13       | 17      |
| Fairly dissatisfied                   | 7              | 4             | 6    | 9      | 0          | 5          | 1        | 9          | 2          | 11    | 10            | 5              | 9       | 8        | 7       |
| Very dissatisfied                     | 6              | 2             | 1    | 8      | 0          | 7          | 5        | 4          | 1          | 10    | 4             | 8              | 9       | 4        | 4       |
| Very satisfied/Fairly satisfied       | 68             | 88            | 75   | 66     | 80         | 78         | 54       | 59         | 88         | 74    | 67            | 68             | 59      | 74       | 71      |
| Very dissatisfied/Fairly dissatisfied | 13             | 7             | 7    | 17     | 0          | 12         | 7        | 13         | 3          | 21    | 14            | 14             | 18      | 12       | 11      |
| Sample size                           | 1275           | 50            | 113  | 390    | 10         | 120        | 65       | 174        | 90         | 58    | 110           | 94             | 327     | 117      | 831     |

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

|                                       | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very satisfied                        | 28             | 27            | 25   | 27     | 13         | 33         | 16       | 28         | 23         | 39    | 34            | 30             | 14      | 34       | 33      |
| Fairly satisfied                      | 40             | 55            | 41   | 41     | 25         | 46         | 37       | 33         | 47         | 35    | 36            | 38             | 42      | 31       | 40      |
| Neither satisfied nor dissatisfied    | 20             | 8             | 26   | 20     | 35         | 9          | 33       | 23         | 14         | 10    | 21            | 22             | 24      | 24       | 17      |
| Fairly dissatisfied                   | 7              | 8             | 5    | 6      | 27         | 2          | 10       | 9          | 12         | 11    | 7             | 4              | 10      | 5        | 5       |
| Very dissatisfied                     | 6              | 2             | 2    | 6      | 0          | 9          | 4        | 8          | 5          | 5     | 2             | 7              | 10      | 5        | 4       |
| Very satisfied/Fairly satisfied       | 68             | 82            | 67   | 68     | 38         | 79         | 53       | 60         | 69         | 74    | 70            | 68             | 56      | 66       | 74      |
| Very dissatisfied/Fairly dissatisfied | 13             | 10            | 7    | 12     | 27         | 12         | 14       | 17         | 17         | 16    | 9             | 11             | 20      | 10       | 9       |
| Sample size                           | 1263           | 49            | 115  | 385    | 11         | 116        | 66       | 171        | 87         | 60    | 110           | 92             | 317     | 116      | 830     |

## Type of ticket travelling on

|                                                                          | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|--------------------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Anytime single/return                                                    | 12             | 18            | 11   | 7      | 17         | 17         | 19       | 16         | 16         | 28    | 16            | 19             | 9       | 21       | 12      |
| Anytime day single/return                                                | 12             | 15            | 12   | 6      | 21         | 15         | 15       | 17         | 17         | 25    | 17            | 21             | 11      | 20       | 10      |
| Off-peak/Super off-peak single/return                                    | 10             | 14            | 14   | 6      | 13         | 10         | 9        | 14         | 20         | 12    | 15            | 10             | 3       | 14       | 16      |
| Off-peak/Super off-peak day single/return                                | 8              | 9             | 10   | 4      | 9          | 8          | 11       | 12         | 16         | 7     | 10            | 9              | 2       | 10       | 13      |
| Advance                                                                  | 6              | 20            | 3    | 4      | 23         | 7          | 9        | 3          | 14         | 12    | 8             | 9              | 1       | 9        | 10      |
| Day Travelcard                                                           | 5              | 2             | 12   | 6      | 0          | 3          | 0        | 7          | 1          | 1     | 2             | 1              | 3       | 11       | 6       |
| Oyster pay as you go                                                     | 10             | 0             | 5    | 21     | 0          | 0          | 0        | 1          | 0          | 0     | 0             | 0              | 13      | 6        | 9       |
| Weekly/monthly season ticket (including travelcard/travelcard on Oyster) | 17             | 8             | 11   | 22     | 9          | 12         | 17       | 18         | 7          | 9     | 14            | 12             | 34      | 3        | 3       |
| Annual season ticket (including travelcard/travelcard on Oyster)         | 9              | 2             | 14   | 13     | 2          | 5          | 4        | 8          | 2          | 2     | 5             | 5              | 18      | 1        | 2       |
| Special promotion ticket                                                 | 0              | 0             | 0    | 0      | 0          | 0          | 1        | 0          | 1          | 0     | 1             | 1              | 0       | 0        | 0       |
| Rail staff pass/Privilege ticket/Police concession                       | 2              | 5             | 2    | 1      | 1          | 1          | 2        | 1          | 1          | 1     | 2             | 2              | 2       | 0        | 2       |
| Freedom Pass                                                             | 5              | 2             | 1    | 8      | 1          | 13         | 1        | 0          | 0          | 0     | 5             | 3              | 2       | 2        | 10      |
| Other                                                                    | 3              | 4             | 3    | 2      | 4          | 6          | 9        | 2          | 3          | 2     | 4             | 5              | 2       | 2        | 5       |
| Don't know/no answer                                                     | 2              | 1             | 2    | 1      | 1          | 3          | 4        | 1          | 2          | 1     | 2             | 2              | 1       | 1        | 2       |
| Sample size                                                              | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Class of ticket

|                      | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|----------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| First class          | 3              | 9             | 2    | 2      | 7          | 3          | 4        | 3          | 4          | 2     | 2             | 3              | 2       | <b>6</b> | 3       |
| Standard class       | 92             | 88            | 94   | 91     | 93         | 86         | 93       | 95         | 93         | 94    | 93            | 93             | 94      | 92       | 89      |
| Don't know/no answer | 5              | 3             | 4    | 7      | 0          | 11         | 3        | 2          | 2          | 4     | 5             | 4              | 4       | 2        | 8       |
| Sample size          | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## How ticket was purchased

|                                    | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| <b>IN ADVANCE</b>                  |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |
| Booked over phone                  | 1              | 1             | 0    | 0      | 1          | 1          | 1        | 0          | 1          | 1     | 1             | 1              | 0       | 1        | 1       |
| At the station                     | 10             | 13            | 11   | 9      | 16         | 9          | 13       | 13         | 14         | 10    | 11            | 11             | 11      | 9        | 10      |
| Via travel agent                   | 1              | 1             | 1    | 1      | 2          | 1          | 1        | 1          | 2          | 1     | 2             | 1              | 1       | 4        | 0       |
| Via the internet/a website         | 12             | 32            | 10   | 8      | 30         | 13         | 13       | 12         | 25         | 19    | 19            | 16             | 3       | 22       | 17      |
| <b>ON THE DAY OF TRAVEL</b>        |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |
| At the station ticket office       | 19             | 22            | 29   | 12     | 19         | 30         | 27       | 23         | 25         | 25    | 25            | 31             | 12      | 25       | 27      |
| From a ticket machine              | 11             | 9             | 14   | 9      | 8          | 4          | 10       | 24         | 12         | 9     | 10            | 7              | 10      | 16       | 11      |
| On the train                       | 3              | 4             | 2    | 0      | 7          | 6          | 10       | 2          | 7          | 23    | 4             | 9              | 2       | 2        | 5       |
| <b>OTHER</b>                       |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |
| Using season ticket                | 20             | 8             | 21   | 24     | 7          | 18         | 18       | 20         | 8          | 7     | 17            | 15             | 39      | 3        | 5       |
| Stored value smartcard e.g. oyster | 14             | 0             | 5    | 28     | 0          | 0          | 0        | 1          | 0          | 0     | 0             | 0              | 18      | 8        | 11      |
| Other methods of purchase          | 2              | 2             | 2    | 3      | 1          | 5          | 3        | 1          | 1          | 1     | 3             | 3              | 2       | 1        | 3       |
| Ticket was organised for me        | 2              | 4             | 2    | 2      | 7          | 3          | 3        | 1          | 4          | 3     | 3             | 3              | 1       | 7        | 1       |
| Ticket sent to mobile              | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| e-ticket                           | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Ticket printed off at home         | 0              | 1             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Don't know/no answer               | 4              | 5             | 3    | 4      | 1          | 11         | 2        | 1          | 2          | 1     | 5             | 4              | 2       | 1        | 7       |
| Sample size                        | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Type of railcard used to buy ticket

|                           | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Did not use a railcard    | 49             | 45            | 45   | 52     | 50         | 43         | 49       | 49         | 47         | 51    | 47            | 46             | 56      | 59       | 38      |
| 16-25 railcard            | 5              | 8             | 6    | 4      | 8          | 5          | 4        | 7          | 7          | 7     | 6             | 5              | 5       | 2        | 6       |
| Senior railcard           | 10             | 14            | 14   | 6      | 16         | 14         | 8        | 10         | 19         | 14    | 14            | 16             | 2       | 10       | 19      |
| Family & friends railcard | 1              | 1             | 1    | 0      | 2          | 1          | 1        | 0          | 1          | 2     | 1             | 2              | 0       | 0        | 1       |
| Disabled persons railcard | 1              | 1             | 1    | 0      | 1          | 2          | 1        | 1          | 2          | 1     | 1             | 2              | 0       | 1        | 1       |
| Network railcard          | 2              | 1             | 4    | 2      | 0          | 0          | 0        | 4          | 1          | 2     | 1             | 1              | 2       | 3        | 3       |
| Forces railcard           | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Groupsave discount        | 0              | 1             | 1    | 0      | 0          | 0          | 0        | 0          | 1          | 1     | 0             | 0              | 0       | 0        | 1       |
| Other railcard            | 7              | 7             | 7    | 8      | 5          | 7          | 10       | 6          | 6          | 5     | 7             | 9              | 8       | 4        | 8       |
| Don't know/no answer      | 24             | 21            | 22   | 27     | 18         | 28         | 27       | 21         | 16         | 18    | 21            | 20             | 27      | 22       | 22      |
| Sample size               | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Rating of information provided about type of tickets available

|                                     | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very good                           | 29             | 37            | 28   | 24     | 39         | 38         | 36       | 26         | 35         | 39    | 35            | 38             | 21      | 31       | 39      |
| Fairly good                         | 38             | 39            | 37   | 39     | 38         | 33         | 35       | 38         | 37         | 35    | 40            | 35             | 39      | 40       | 35      |
| Neither good nor poor               | 22             | 16            | 22   | 24     | 18         | 19         | 20       | 23         | 18         | 20    | 17            | 16             | 25      | 20       | 17      |
| Fairly poor                         | 8              | 4             | 9    | 9      | 4          | 7          | 7        | 9          | 5          | 5     | 5             | 6              | 11      | 7        | 6       |
| Very poor                           | 4              | 4             | 5    | 4      | 1          | 3          | 2        | 3          | 5          | 2     | 2             | 4              | 5       | 3        | 3       |
| Very good/Fairly good - Autumn 2013 | 66             | 76            | 65   | 63     | 77         | 71         | 71       | 64         | 72         | 73    | 76            | 73             | 59      | 70       | 74      |
| Very good/Fairly good - Autumn 2012 | 68             | 75            | 66   | 65     | 80         | 73         | 69       | 68         | 73         | 73    | 72            | 72             | 62      | 70       | 75      |
| Significant change                  | ↓              |               |      |        |            |            |          | ↓          |            |       |               |                | ↓       |          |         |
| Sample size                         | 21928          | 835           | 1626 | 7806   | 281        | 1881       | 1212     | 3391       | 1393       | 800   | 1534          | 1155           | 9423    | 3205     | 9300    |

## Rating of range of tickets available

|                                     | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very good                           | 25             | 28            | 25   | 21     | 33         | 34         | 32       | 23         | 27         | 31    | 31            | 33             | 19      | 24       | 33      |
| Fairly good                         | 38             | 39            | 39   | 39     | 39         | 33         | 36       | 39         | 38         | 42    | 37            | 37             | 38      | 41       | 37      |
| Neither good nor poor               | 24             | 22            | 25   | 26     | 20         | 24         | 24       | 24         | 23         | 18    | 22            | 20             | 26      | 25       | 21      |
| Fairly poor                         | 8              | 5             | 7    | 10     | 6          | 6          | 5        | 9          | 8          | 4     | 6             | 6              | 11      | 6        | 5       |
| Very poor                           | 4              | 5             | 4    | 4      | 3          | 3          | 3        | 5          | 4          | 4     | 3             | 4              | 6       | 3        | 3       |
| Very good/Fairly good - Autumn 2013 | 63             | 67            | 64   | 60     | 71         | 67         | 68       | 62         | 65         | 73    | 68            | 70             | 57      | 66       | 71      |
| Very good/Fairly good - Autumn 2012 | 64             | 67            | 63   | 62     | 73         | 70         | 64       | 65         | 68         | 70    | 68            | 66             | 60      | 63       | 71      |
| Significant change                  |                |               |      |        |            |            |          |            |            |       |               |                | ↓       |          |         |
| Sample size                         | 20626          | 786           | 1531 | 7352   | 268        | 1767       | 1156     | 3197       | 1308       | 726   | 1435          | 1087           | 9038    | 3028     | 8560    |

## Rating of ease of ticket purchase

|                                     | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very good                           | 46             | 54            | 47   | 41     | 55         | 56         | 50       | 44         | 51         | 56    | 55            | 55             | 37      | 50       | 55      |
| Fairly good                         | 37             | 37            | 38   | 40     | 37         | 31         | 35       | 37         | 33         | 31    | 31            | 32             | 41      | 36       | 32      |
| Neither good nor poor               | 10             | 5             | 9    | 12     | 5          | 8          | 9        | 10         | 9          | 7     | 9             | 7              | 13      | 8        | 7       |
| Fairly poor                         | 4              | 2             | 4    | 4      | 2          | 3          | 3        | 6          | 4          | 5     | 4             | 3              | 5       | 4        | 4       |
| Very poor                           | 2              | 2             | 3    | 2      | 0          | 2          | 2        | 3          | 3          | 1     | 2             | 2              | 3       | 1        | 2       |
| Very good/Fairly good - Autumn 2013 | 83             | 91            | 84   | 81     | 92         | 87         | 86       | 82         | 84         | 86    | 86            | 88             | 79      | 87       | 87      |
| Very good/Fairly good - Autumn 2012 | 84             | 91            | 82   | 82     | 92         | 89         | 87       | 83         | 87         | 89    | 86            | 87             | 80      | 87       | 88      |
| Significant change                  |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |
| Sample size                         | 23185          | 879           | 1757 | 8228   | 297        | 1959       | 1301     | 3614       | 1469       | 834   | 1608          | 1225           | 9887    | 3343     | 9955    |

## Familiarity with station where you boarded the train

|                                             | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very familiar                               | 57             | 54            | 62   | 56     | 55         | 61         | 62       | 56         | 50         | 59    | 47            | 60             | 68      | 44       | 48      |
| Fairly familiar                             | 30             | 28            | 24   | 33     | 29         | 26         | 24       | 28         | 29         | 23    | 31            | 26             | 27      | 33       | 31      |
| Not very familiar                           | 8              | 8             | 8    | 7      | 8          | 7          | 8        | 10         | 10         | 9     | 11            | 8              | 4       | 13       | 11      |
| Not at all familiar                         | 5              | 10            | 5    | 3      | 7          | 6          | 6        | 7          | 11         | 9     | 10            | 6              | 1       | 10       | 9       |
| Don't know                                  | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 0          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Very familiar/Fairly familiar - Autumn 2013 | 86             | 82            | 87   | 89     | 84         | 87         | 86       | 83         | 79         | 82    | 78            | 86             | 95      | 77       | 80      |
| Very familiar/Fairly familiar - Autumn 2012 | 86             | 83            | 87   | 88     | 79         | 85         | 89       | 84         | 77         | 86    | 82            | 83             | 95      | 79       | 79      |
| Significant change                          |                |               |      |        |            |            |          |            |            |       | ↓             |                |         |          |         |
| Sample size                                 | 26920          | 973           | 1968 | 10124  | 325        | 2282       | 1435     | 3973       | 1635       | 926   | 1849          | 1411           | 11300   | 3861     | 11759   |

## Whether asked staff for help or information at station

|                                 | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Yes: asked for help             | 7              | 10            | 7    | 6      | 14         | 6          | 7        | 9          | 11         | 10    | 11            | 6              | 5       | 9        | 10      |
| Yes: asked for information      | 8              | 13            | 6    | 7      | 9          | 8          | 7        | 8          | 9          | 12    | 10            | 8              | 5       | 8        | 10      |
| Couldn't find anyone to ask     | 3              | 4             | 3    | 2      | 1          | 3          | 4        | 4          | 4          | 6     | 4             | 5              | 3       | 2        | 3       |
| No/didn't need help/information | 81             | 73            | 82   | 84     | 77         | 81         | 82       | 78         | 76         | 70    | 75            | 79             | 86      | 81       | 75      |
| Don't know/no answer            | 2              | 2             | 2    | 2      | 1          | 2          | 1        | 2          | 2          | 2     | 2             | 2              | 2       | 1        | 2       |
| Sample size                     | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Frequency of making this journey

|                        | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| 3 or more times a week | 38             | 18            | 39   | 44     | 16         | 30         | 33       | 40         | 19         | 24    | 28            | 28             | 74      | 6        | 7       |
| Once or twice a week   | 13             | 12            | 12   | 13     | 12         | 16         | 13       | 12         | 11         | 13    | 9             | 10             | 13      | 14       | 12      |
| 1 or 2 times a month   | 15             | 17            | 16   | 14     | 11         | 19         | 17       | 12         | 15         | 19    | 15            | 16             | 6       | 23       | 22      |
| Once every 2-3 months  | 10             | 13            | 11   | 9      | 17         | 10         | 11       | 10         | 17         | 18    | 15            | 14             | 2       | 19       | 17      |
| Once every 6 months    | 5              | 7             | 4    | 4      | 6          | 5          | 5        | 6          | 7          | 4     | 6             | 6              | 1       | 8        | 8       |
| Less often             | 8              | 13            | 6    | 6      | 19         | 9          | 10       | 8          | 14         | 9     | 10            | 11             | 2       | 11       | 14      |
| Never/First time today | 10             | 18            | 9    | 7      | 17         | 10         | 10       | 11         | 15         | 11    | 15            | 13             | 2       | 17       | 16      |
| Don't know/no answer   | 2              | 1             | 3    | 3      | 3          | 1          | 1        | 2          | 3          | 2     | 2             | 2              | 2       | 2        | 2       |
| Sample size            | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

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

|                      | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|----------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Under 1 year         | 26             | 21            | 20   | 27     | 28         | 20         | 25       | 29         | 30         | 33    | 28            | 22             | 30      | 18       | 18      |
| 1-4 years            | 34             | 41            | 28   | 35     | 41         | 33         | 27       | 35         | 36         | 23    | 36            | 34             | 36      | 29       | 30      |
| 5-9 years            | 16             | 12            | 20   | 16     | 14         | 17         | 15       | 17         | 17         | 13    | 17            | 18             | 16      | 19       | 15      |
| 10 years or more     | 23             | 25            | 30   | 22     | 18         | 30         | 32       | 18         | 17         | 30    | 18            | 24             | 17      | 33       | 36      |
| Don't know/no answer | 1              | 0             | 1    | 1      | 0          | 0          | 1        | 1          | 1          | 0     | 1             | 2              | 1       | 1        | 1       |
| Sample size          | 15776          | 495           | 1275 | 6539   | 128        | 1299       | 688      | 2368       | 796        | 433   | 924           | 815            | 10295   | 1540     | 3941    |

Frequent users are defined as respondents who make that particular journey once or more a month

## Availability of seats (frequent users)

|                                                 | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| I always get a seat                             | 41             | 54            | 45   | 34     | 59         | 47         | 52       | 49         | 39         | 47    | 46            | 44             | 37      | 46       | 49      |
| I usually get a seat                            | 34             | 32            | 36   | 35     | 30         | 31         | 30       | 31         | 39         | 35    | 35            | 32             | 34      | 34       | 33      |
| There are seats available but I prefer to stand | 2              | 1             | 1    | 2      | 1          | 1          | 2        | 2          | 0          | 0     | 2             | 1              | 2       | 1        | 1       |
| I usually stand and it is crowded               | 8              | 3             | 7    | 10     | 1          | 5          | 4        | 7          | 8          | 4     | 5             | 7              | 10      | 6        | 5       |
| I usually stand and it is very crowded          | 6              | 1             | 3    | 8      | 4          | 7          | 4        | 3          | 3          | 2     | 4             | 5              | 7       | 3        | 2       |
| It varies                                       | 9              | 9             | 7    | 10     | 4          | 8          | 8        | 7          | 10         | 12    | 8             | 8              | 9       | 9        | 8       |
| Don't know/no answer                            | 1              | 1             | 1    | 1      | 0          | 1          | 1        | 1          | 1          | 0     | 1             | 1              | 1       | 1        | 2       |
| Sample size                                     | 15776          | 495           | 1275 | 6539   | 128        | 1299       | 688      | 2368       | 796        | 433   | 924           | 815            | 10295   | 1540     | 3941    |

## Whether experienced any delays on journey

|                      | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |  |
|----------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|--|
| <b>Autumn 2013</b>   |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |  |
| No delay             | 78             | 67            | 74   | 79     | 79         | 78         | 79       | 77         | 73         | 82    | 71            | 77             | 75      | 77       | 81      |  |
| Yes: Minor delays    | 17             | 28            | 21   | 15     | 19         | 19         | 16       | 18         | 21         | 15    | 24            | 19             | 20      | 18       | 14      |  |
| Yes: Serious delays  | 3              | 3             | 2    | 3      | 1          | 1          | 3        | 3          | 3          | 1     | 3             | 3              | 3       | 3        | 2       |  |
| Don't know/no answer | 2              | 2             | 3    | 2      | 1          | 2          | 3        | 2          | 3          | 2     | 2             | 2              | 2       | 2        | 3       |  |
| Sample size          | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |  |
| <b>Autumn 2012</b>   |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |  |
| Yes: Minor delays    | 15             | 21            | 13   | 13     | 18         | 17         | 10       | 14         | 20         | 8     | 26            | 25             | 17      | 13       | 13      |  |
| Yes: Serious delays  | 2              | 3             | 2    | 2      | 3          | 1          | 1        | 2          | 2          | 2     | 3             | 1              | 2       | 3        | 2       |  |

## Type of delay experienced

|                                                                                          | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| The train was late departing at the beginning of journey                                 | 62             | 78            | 61   | 59     | 67         | 62         | 57       | 63         | 68         | 57    | 72            | 70             | 62      | 63       | 62      |
| The train was late arriving at the destination                                           | 43             | 41            | 46   | 42     | 40         | 40         | 41       | 49         | 47         | 42    | 41            | 40             | 46      | 45       | 39      |
| The train I had planned to catch was cancelled                                           | 10             | 2             | 7    | 14     | 2          | 3          | 9        | 10         | 5          | 3     | 10            | 7              | 11      | 7        | 10      |
| Could not get on train as it was overcrowded                                             | 2              | 1             | 1    | 3      | 0          | 5          | 1        | 1          | 1          | 2     | 2             | 0              | 4       | 0        | 2       |
| Took longer than expected to buy train ticket                                            | 1              | 1             | 3    | 1      | 1          | 0          | 1        | 2          | 1          | 1     | 1             | 0              | 1       | 1        | 1       |
| Train I took to this station was late and I missed my connection                         | 3              | 1             | 4    | 3      | 3          | 1          | 1        | 4          | 5          | 2     | 3             | 2              | 3       | 4        | 2       |
| Crowding at station meant it took me a long time to reach platform and I missed my train | 1              | 1             | 0    | 1      | 0          | 3          | 2        | 1          | 0          | 0     | 1             | 1              | 1       | 1        | 2       |
| Lack of/poor information caused a delay to my journey                                    | 4              | 5             | 4    | 5      | 3          | 4          | 3        | 4          | 1          | 2     | 4             | 3              | 4       | 3        | 4       |
| Other                                                                                    | 12             | 7             | 12   | 13     | 7          | 14         | 9        | 10         | 12         | 13    | 12            | 10             | 11      | 10       | 14      |
| Don't know/no answer                                                                     | 2              | 2             | 3    | 2      | 0          | 3          | 2        | 1          | 1          | 4     | 0             | 0              | 2       | 2        | 1       |
| Sample size                                                                              | 5443           | 271           | 405  | 1726   | 69         | 447        | 225      | 905        | 430        | 131   | 464           | 369            | 2654    | 803      | 1986    |

## How well train company dealt with these delays

|                                     | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very well                           | 12             | 14            | 19   | 8      | 20         | 20         | 8        | 12         | 16         | 14    | 13            | 21             | 6       | 13       | 22      |
| Fairly well                         | 28             | 28            | 29   | 27     | 22         | 21         | 35       | 29         | 33         | 39    | 26            | 26             | 24      | 30       | 33      |
| Neither well nor poorly             | 36             | 34            | 32   | 37     | 41         | 33         | 36       | 37         | 35         | 33    | 37            | 29             | 40      | 38       | 28      |
| Fairly poorly                       | 15             | 19            | 12   | 16     | 14         | 14         | 14       | 14         | 12         | 6     | 12            | 13             | 18      | 12       | 10      |
| Very poorly                         | 10             | 5             | 9    | 11     | 4          | 12         | 8        | 8          | 5          | 8     | 12            | 11             | 13      | 6        | 6       |
| Very well/Fairly well - Autumn 2013 | 40             | 42            | 47   | 35     | 42         | 41         | 43       | 41         | 49         | 53    | 39            | 47             | 30      | 43       | 56      |
| Very well/Fairly well - Autumn 2012 | 44             | 47            | 48   | 40     | 53         | 40         | 44       | 47         | 58         | 42    | 48            | 49             | 37      | 41       | 57      |
| Significant change                  | ↓              |               |      |        |            |            |          |            | ↓          |       | ↓             |                | ↓       |          |         |
| Sample size                         | 4922           | 249           | 372  | 1569   | 60         | 396        | 201      | 813        | 393        | 116   | 415           | 337            | 2421    | 728      | 1773    |

## Length of delay

|                              | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| 5 mins or less               | 40             | 38            | 42   | 39     | 32         | 42         | 52       | 43         | 24         | 30    | 38            | 43             | 43      | 38       | 37      |
| 6-10 mins                    | 24             | 29            | 25   | 22     | 38         | 25         | 23       | 23         | 33         | 32    | 33            | 23             | 23      | 25       | 26      |
| 11-20 mins                   | 17             | 17            | 19   | 17     | 20         | 21         | 7        | 16         | 24         | 23    | 16            | 18             | 16      | 18       | 18      |
| 21-30 mins                   | 8              | 8             | 4    | 9      | 1          | 4          | 14       | 8          | 7          | 2     | 6             | 8              | 7       | 8        | 8       |
| 31-60 mins                   | 4              | 6             | 4    | 5      | 3          | 2          | 1        | 4          | 4          | 1     | 3             | 4              | 4       | 5        | 4       |
| More than 1 hour             | 2              | 2             | 1    | 2      | 4          | 1          | 1        | 2          | 4          | 4     | 1             | 2              | 2       | 1        | 2       |
| Don't know/no answer         | 5              | 1             | 5    | 6      | 2          | 4          | 3        | 4          | 3          | 7     | 4             | 2              | 5       | 4        | 4       |
| Mean (minutes) - Autumn 2013 | 13             | 14            | 11   | 14     | 14         | 11         | 10       | 13         | 16         | 14    | 11            | 14             | 12      | 13       | 14      |
| Mean (minutes) - Autumn 2012 | 12             | 12            | 11   | 12     | 14         | 11         | 14       | 12         | 15         | 18    | 15            | 9              | 11      | 14       | 13      |
| Significant change           |                |               |      | ↓      |            |            |          |            |            |       | ↑             | ↓              | ↓       |          |         |
| Sample size                  | 5443           | 271           | 405  | 1726   | 69         | 447        | 225      | 905        | 430        | 131   | 464           | 369            | 2654    | 803      | 1986    |

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

|                                                                  | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| The amount of information provided about the delay               | 46             | 44            | 57   | 43     | 43         | 43         | 45       | 45         | 62         | 53    | 45            | 52             | 37      | 50       | 60      |
| The accuracy of the information given about the delay            | 48             | 45            | 57   | 44     | 47         | 46         | 49       | 47         | 63         | 53    | 46            | 57             | 39      | 50       | 61      |
| The usefulness of the information                                | 46             | 44            | 55   | 41     | 58         | 45         | 53       | 47         | 55         | 52    | 42            | 56             | 36      | 46       | 61      |
| The speed with which the information was provided                | 48             | 50            | 60   | 45     | 59         | 47         | 43       | 50         | 62         | 54    | 47            | 53             | 40      | 51       | 62      |
| Time taken to resolve the problem                                | 37             | 37            | 49   | 31     | 44         | 34         | 45       | 37         | 45         | 66    | 42            | 46             | 29      | 43       | 50      |
| The availability of alternative transport if train service could | 26             | 22            | 29   | 23     | 37         | 23         | 37       | 26         | 35         | 42    | 33            | 34             | 22      | 22       | 39      |

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

|                                                                  | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| The amount of information provided about the delay               | 34             | 41            | 27   | 36     | 29         | 40         | 28       | 31         | 19         | 29    | 35            | 32             | 40      | 26       | 25      |
| The accuracy of the information given about the delay            | 30             | 37            | 27   | 31     | 26         | 34         | 28       | 32         | 19         | 22    | 33            | 27             | 38      | 24       | 20      |
| The usefulness of the information                                | 27             | 29            | 24   | 29     | 22         | 30         | 24       | 26         | 18         | 18    | 28            | 21             | 34      | 21       | 17      |
| The speed with which the information was provided                | 28             | 26            | 22   | 31     | 23         | 31         | 31       | 26         | 16         | 15    | 31            | 29             | 36      | 20       | 19      |
| Time taken to resolve the problem                                | 30             | 25            | 28   | 33     | 21         | 34         | 23       | 27         | 22         | 13    | 26            | 30             | 37      | 22       | 19      |
| The availability of alternative transport if train service could | 46             | 49            | 48   | 48     | 20         | 47         | 52       | 43         | 39         | 47    | 35            | 44             | 50      | 35       | 40      |

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

|                                                               | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|---------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| No                                                            | 85             | 87            | 81   | 84     | 85         | 87         | 86       | 84         | 86         | 91    | 86            | 87             | 82      | 86       | 88      |
| Claimed for compensation on a weekly season ticket            | 1              | 1             | 1    | 1      | 1          | 1          | 1        | 2          | 0          | 0     | 1             | 1              | 2       | 0        | 0       |
| Claimed for compensation on a monthly or longer season ticket | 4              | 2             | 7    | 4      | 1          | 1          | 1        | 5          | 1          | 0     | 3             | 1              | 7       | 1        | 1       |
| Claimed for compensation on one single/return journey         | 5              | 7             | 6    | 5      | 10         | 6          | 5        | 5          | 8          | 4     | 6             | 6              | 5       | 8        | 5       |
| Complained but did not claim for compensation                 | 2              | 2             | 2    | 2      | 1          | 2          | 4        | 2          | 2          | 1     | 2             | 2              | 2       | 2        | 1       |
| Complained and claimed for compensation                       | 1              | 2             | 1    | 1      | 2          | 1          | 1        | 2          | 1          | 1     | 1             | 2              | 1       | 1        | 1       |
| Don't know/no answer                                          | 4              | 2             | 4    | 4      | 2          | 3          | 4        | 3          | 3          | 4     | 3             | 3              | 3       | 3        | 4       |
| Sample size                                                   | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Overall satisfaction with how claim/complaint was handled

|                                               | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-----------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Very satisfied                                | 21             | 17            | 20   | 20     | 41         | 25         | 17       | 19         | 29         | 45    | 19            | 29             | 16      | 25       | 30      |
| Fairly satisfied                              | 31             | 30            | 37   | 32     | 24         | 25         | 20       | 32         | 34         | 21    | 34            | 28             | 33      | 30       | 28      |
| Neither satisfied nor dissatisfied            | 10             | 23            | 11   | 11     | 7          | 10         | 5        | 8          | 5          | 8     | 12            | 14             | 11      | 7        | 9       |
| Fairly dissatisfied                           | 19             | 10            | 20   | 17     | 11         | 24         | 34       | 20         | 21         | 4     | 17            | 11             | 20      | 18       | 17      |
| Very dissatisfied                             | 19             | 19            | 12   | 19     | 17         | 17         | 24       | 22         | 11         | 22    | 18            | 18             | 20      | 20       | 16      |
| Very satisfied/Fairly satisfied - Autumn 2013 | 52             | 48            | 57   | 52     | 65         | 49         | 37       | 51         | 63         | 66    | 53            | 57             | 49      | 55       | 58      |
| Very satisfied/Fairly satisfied - Autumn 2012 | 51             | 58            | 51   | 50     | 67         | 53         | 58       | 50         | 50         | 49    | 55            | 57             | 47      | 60       | 57      |
| Significant change                            |                |               |      |        |            |            |          |            |            |       |               |                |         |          |         |
| Sample size                                   | 3021           | 127           | 326  | 1213   | 47         | 209        | 134      | 423        | 153        | 40    | 188           | 161            | 1746    | 433      | 842     |

## Reason for rating very/fairly dissatisfied

|                                    | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Insufficient compensation          | 37             | 47            | 45   | 44     | 23         | 22         | 17       | 37         | 34         | 28    | 41            | 18             | 44      | 29       | 25      |
| Inappropriate form of compensation | 16             | 18            | 18   | 20     | 10         | 16         | 9        | 11         | 7          | 3     | 24            | 19             | 16      | 17       | 15      |
| Time taken to respond              | 40             | 43            | 32   | 37     | 24         | 32         | 51       | 47         | 31         | 52    | 60            | 29             | 38      | 40       | 45      |
| Poor explanation given             | 41             | 44            | 37   | 42     | 30         | 46         | 55       | 27         | 48         | 68    | 49            | 47             | 41      | 28       | 48      |
| Has not yet received a response    | 22             | 27            | 11   | 20     | 27         | 23         | 16       | 26         | 26         | 23    | 23            | 39             | 21      | 23       | 23      |
| Other reasons                      | 27             | 36            | 32   | 28     | 21         | 27         | 17       | 29         | 16         | 71    | 23            | 18             | 25      | 28       | 31      |
| Don't know/no answer               | 0              | 0             | 0    | 0      | 0          | 0          | 0        | 1          | 0          | 0     | 0             | 0              | 0       | 0        | 0       |
| Sample size                        | 1108           | 43            | 100  | 413    | 13         | 77         | 60       | 193        | 61         | 13    | 75            | 60             | 692     | 141      | 275     |

## Age

|             | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| 16-25       | 11             | 13            | 11   | 9      | 10         | 11         | 12       | 13         | 12         | 19    | 13            | 11             | 13      | 3        | 10      |
| 26-34       | 16             | 11            | 15   | 19     | 12         | 11         | 14       | 16         | 14         | 15    | 13            | 12             | 21      | 13       | 11      |
| 35-44       | 18             | 16            | 18   | 20     | 18         | 12         | 15       | 17         | 15         | 13    | 14            | 16             | 23      | 18       | 11      |
| 45-54       | 22             | 22            | 22   | 23     | 21         | 21         | 26       | 24         | 19         | 27    | 21            | 21             | 25      | 31       | 17      |
| 55-59       | 10             | 11            | 9    | 9      | 14         | 10         | 15       | 9          | 12         | 7     | 10            | 11             | 9       | 14       | 10      |
| 60-64       | 9              | 12            | 10   | 8      | 9          | 12         | 6        | 9          | 10         | 8     | 10            | 9              | 5       | 11       | 12      |
| 65+         | 12             | 15            | 14   | 10     | 14         | 22         | 11       | 10         | 16         | 10    | 18            | 18             | 2       | 8        | 27      |
| No answer   | 2              | 1             | 2    | 3      | 2          | 1          | 3        | 2          | 2          | 1     | 1             | 1              | 2       | 2        | 2       |
| Sample size | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Gender

|             | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Male        | 43             | 45            | 47   | 42     | 42         | 43         | 43       | 45         | 45         | 46    | 45            | 37             | 44      | 57       | 37      |
| Female      | 54             | 52            | 50   | 54     | 54         | 54         | 55       | 52         | 52         | 51    | 53            | 60             | 53      | 40       | 60      |
| No answer   | 3              | 3             | 3    | 4      | 4          | 2          | 3        | 3          | 3          | 3     | 3             | 3              | 3       | 3        | 4       |
| Sample size | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Working status

|                   | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|-------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Working full time | 61             | 50            | 62   | 67     | 56         | 49         | 60       | 63         | 52         | 55    | 52            | 48             | 77      | 77       | 37      |
| Working part time | 14             | 16            | 15   | 14     | 14         | 13         | 14       | 14         | 17         | 12    | 14            | 18             | 13      | 16       | 15      |
| Not working       | 3              | 3             | 3    | 3      | 3          | 4          | 3        | 3          | 4          | 7     | 4             | 4              | 1       | 0        | 7       |
| Retired           | 14             | 22            | 14   | 10     | 20         | 26         | 14       | 10         | 18         | 14    | 21            | 22             | 1       | 4        | 33      |
| Full time student | 5              | 8             | 4    | 4      | 5          | 5          | 6        | 7          | 7          | 11    | 7             | 6              | 7       | 1        | 5       |
| No answer         | 2              | 1             | 2    | 3      | 2          | 2          | 3        | 2          | 2          | 2     | 1             | 2              | 2       | 2        | 3       |
| Sample size       | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Occupation of chief wage earner

|                                                                            | National Total | East Midlands | East | London | North East | North West | Scotland | South East | South West | Wales | West Midlands | Yorks & Humber | Commute | Business | Leisure |
|----------------------------------------------------------------------------|----------------|---------------|------|--------|------------|------------|----------|------------|------------|-------|---------------|----------------|---------|----------|---------|
| Professional/senior managerial                                             | 39             | 36            | 44   | 42     | 31         | 28         | 35       | 41         | 38         | 28    | 35            | 32             | 42      | 62       | 27      |
| Middle managerial                                                          | 15             | 12            | 13   | 17     | 15         | 13         | 16       | 15         | 13         | 15    | 13            | 13             | 19      | 17       | 10      |
| Junior managerial/clerical/supervisory                                     | 12             | 9             | 11   | 12     | 11         | 14         | 13       | 13         | 9          | 11    | 11            | 11             | 17      | 6        | 9       |
| Skilled manual (with professional qualifications/served an apprenticeship) | 7              | 8             | 7    | 6      | 8          | 7          | 8        | 7          | 7          | 9     | 8             | 8              | 8       | 4        | 7       |
| Unskilled manual (no qualifications/not served an apprenticeship)          | 2              | 3             | 2    | 1      | 5          | 2          | 3        | 2          | 2          | 6     | 2             | 4              | 2       | 0        | 2       |
| Full time student                                                          | 2              | 4             | 2    | 2      | 1          | 2          | 3        | 3          | 3          | 3     | 3             | 2              | 3       | 0        | 3       |
| Retired                                                                    | 13             | 19            | 12   | 9      | 18         | 23         | 13       | 10         | 17         | 15    | 20            | 21             | 2       | 4        | 29      |
| Unemployed/between jobs                                                    | 1              | 1             | 1    | 1      | 0          | 2          | 1        | 1          | 1          | 2     | 1             | 1              | 0       | 0        | 2       |
| Housewife/house-husband                                                    | 1              | 0             | 0    | 1      | 1          | 1          | 0        | 0          | 1          | 1     | 1             | 0              | 0       | 0        | 1       |
| Other                                                                      | 5              | 6             | 5    | 5      | 5          | 5          | 4        | 4          | 6          | 6     | 4             | 5              | 5       | 4        | 5       |
| Don't know/no answer                                                       | 3              | 2             | 4    | 4      | 4          | 3          | 5        | 3          | 3          | 5     | 3             | 3              | 3       | 2        | 4       |
| Sample size                                                                | 27156          | 979           | 1990 | 10205  | 326        | 2300       | 1445     | 4004       | 1649       | 940   | 1870          | 1429           | 11372   | 3887     | 11897   |

## Weighted sample composition for all train companies

|                            | Annual journeys ('000s) | Journey Purpose |          |         | Day Of Week |         | Station Size |       |        |       |
|----------------------------|-------------------------|-----------------|----------|---------|-------------|---------|--------------|-------|--------|-------|
|                            |                         | Commute         | Business | Leisure | Weekday     | Weekend | Very Large   | Large | Medium | Small |
| Sample size*               | 27156                   | 11372           | 3887     | 11897   | 23342       | 3814    | 8845         | 6167  | 6186   | 5958  |
| Arriva Trains Wales        | 28528                   | 32              | 10       | 58      | 81          | 19      | 27           | 21    | 26     | 26    |
| c2c                        | 36028                   | 67              | 6        | 27      | 86          | 14      | 27           | 21    | 24     | 27    |
| Chiltern Railways          | 19402                   | 38              | 25       | 37      | 82          | 18      | 32           | 15    | 25     | 27    |
| CrossCountry               | 36683                   | 15              | 28       | 57      | 78          | 22      | 20           | 25    | 28     | 28    |
| East Coast                 | 18785                   | 10              | 33       | 57      | 76          | 24      | 44           | 11    | 16     | 30    |
| East Midlands Trains       | 23167                   | 23              | 28       | 49      | 82          | 18      | 27           | 21    | 26     | 26    |
| First Capital Connect      | 107253                  | 45              | 26       | 29      | 86          | 14      | 28           | 18    | 27     | 27    |
| First Great Western        | 92873                   | 30              | 20       | 50      | 77          | 23      | 22           | 27    | 26     | 25    |
| First TransPennine Express | 24893                   | 24              | 14       | 62      | 78          | 22      | 19           | 28    | 27     | 27    |
| Greater Anglia             | 103929                  | 54              | 18       | 28      | 90          | 10      | 30           | 14    | 28     | 28    |
| London Midland             | 60051                   | 45              | 14       | 41      | 85          | 15      | 30           | 16    | 29     | 26    |
| London Overground          | 123887                  | 64              | 3        | 33      | 81          | 19      | 22           | 25    | 27     | 26    |
| Merseyrail                 | 44909                   | 37              | 8        | 55      | 81          | 19      | 23           | 25    | 26     | 26    |
| Northern Rail              | 106517                  | 38              | 9        | 53      | 76          | 24      | 26           | 22    | 27     | 25    |
| ScotRail                   | 81506                   | 39              | 13       | 47      | 80          | 20      | 27           | 18    | 29     | 26    |
| South West Trains          | 209611                  | 53              | 15       | 32      | 85          | 15      | 39           | 15    | 15     | 30    |
| Southeastern               | 162334                  | 61              | 12       | 27      | 90          | 10      | 17           | 31    | 26     | 26    |
| Southern                   | 166197                  | 50              | 16       | 34      | 90          | 10      | 20           | 29    | 25     | 25    |
| Virgin Trains              | 30195                   | 8               | 29       | 63      | 81          | 19      | 32           | 5     | 33     | 30    |

\*Sample size excludes non-franchised Train Operating Companies

## Unweighted sample composition for all train companies

|                            | Sample size | Journey Purpose |          |         | Day Of Week |         | Station Size |       |        |       |
|----------------------------|-------------|-----------------|----------|---------|-------------|---------|--------------|-------|--------|-------|
|                            |             | Commute         | Business | Leisure | Weekday     | Weekend | Very Large   | Large | Medium | Small |
| Sample size*               | 27156       | 11372           | 3887     | 11897   | 23342       | 3814    | 8845         | 6167  | 6186   | 5958  |
| Arriva Trains Wales        | 1251        | 28              | 15       | 57      | 87          | 13      | 32           | 33    | 16     | 19    |
| c2c                        | 1095        | 71              | 6        | 23      | 94          | 6       | 47           | 23    | 16     | 14    |
| Chiltern Railways          | 1093        | 40              | 18       | 42      | 87          | 13      | 42           | 18    | 22     | 18    |
| CrossCountry               | 1223        | 30              | 23       | 47      | 77          | 23      | 15           | 31    | 25     | 29    |
| East Coast                 | 1207        | 15              | 28       | 58      | 82          | 18      | 48           | 8     | 9      | 35    |
| East Midlands Trains       | 1124        | 36              | 20       | 44      | 85          | 15      | 34           | 26    | 22     | 18    |
| First Capital Connect      | 1557        | 53              | 10       | 36      | 89          | 11      | 35           | 16    | 29     | 19    |
| First Great Western        | 3140        | 38              | 15       | 47      | 85          | 15      | 26           | 29    | 28     | 17    |
| First TransPennine Express | 1008        | 34              | 20       | 46      | 91          | 9       | 17           | 39    | 29     | 15    |
| Greater Anglia             | 2226        | 48              | 11       | 41      | 86          | 14      | 33           | 16    | 27     | 23    |
| London Midland             | 1204        | 49              | 13       | 39      | 89          | 11      | 41           | 15    | 29     | 16    |
| London Overground          | 1062        | 60              | 6        | 35      | 89          | 11      | 25           | 14    | 26     | 35    |
| Merseyrail                 | 517         | 52              | 5        | 44      | 96          | 4       | 21           | 51    | 16     | 12    |
| Northern Rail              | 1219        | 48              | 8        | 44      | 85          | 15      | 38           | 28    | 22     | 12    |
| ScotRail                   | 1046        | 38              | 12       | 49      | 81          | 19      | 27           | 17    | 34     | 22    |
| South West Trains          | 2062        | 43              | 11       | 46      | 83          | 17      | 34           | 23    | 13     | 30    |
| Southeastern               | 1672        | 53              | 8        | 39      | 88          | 12      | 34           | 30    | 17     | 20    |
| Southern                   | 2221        | 44              | 14       | 42      | 87          | 13      | 34           | 19    | 21     | 26    |
| Virgin Trains              | 1229        | 16              | 32       | 52      | 82          | 18      | 34           | 8     | 28     | 30    |

\*Sample size excludes non-franchised Train Operating Companies

## Sector definitions

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

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



## The following reports are produced each wave:

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



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