



# National Rail Passenger Survey

## Train Operating Company Best In Class Report

### Autumn 2013

This report covers the NRPS Spring 2009 through to Autumn 2013. Best in class for previous waves when different TOCs existed is contained in the Best in Class report for Spring 2014

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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.

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 91	90	☆ 91	☆ 91	☆ 91	91	☆ 91	☆ 93	☆ 92	☆ 92
Chiltern Railways	90	☆ 91	91	90	88	88	90	91	89	91
First Capital Connect	76	75	76	76	78	80	79	81	76	79
First Great Western	81	82	83	82	82	83	82	83	80	80
Greater Anglia*	76	79	77	79	78	77	73	83	77	80
London Midland	78	87	86	86	83	85	87	83	80	84
London Overground	75	82	72	85	89	☆ 92	90	93	92	89
South West Trains	84	86	85	87	85	84	83	85	81	81
Southeastern	76	80	81	80	82	83	81	84	78	84
Southern	80	82	84	82	82	83	80	82	78	76
<b>Average Score</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	-	-	-	80	83	86	83	☆ 87	☆ 84	85
Chiltern Railways	-	-	-	☆ 85	☆ 85	☆ 90	☆ 88	87	84	☆ 88
First Capital Connect	-	-	-	70	69	76	75	79	75	78
First Great Western	-	-	-	75	74	77	76	79	76	77
Greater Anglia*	-	-	-	72	74	74	71	79	75	78
London Midland	-	-	-	78	76	76	77	76	73	74
London Overground	-	-	-	74	79	81	81	87	79	80
South West Trains	-	-	-	78	74	74	74	78	74	74
Southeastern	-	-	-	75	75	78	73	75	73	78
Southern	-	-	-	74	74	78	75	78	73	75
<b>Average Score</b>	-	-	-	<b>75</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>75</b>	<b>77</b>
<b>BEST IN CLASS</b>	-	-	-	<b>85</b>	<b>85</b>	<b>90</b>	<b>88</b>	<b>87</b>	<b>84</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	77	74	75	76	77	77	77	80	☆ 84	81
Chiltern Railways	☆ 80	☆ 81	☆ 82	☆ 81	☆ 81	☆ 84	☆ 82	☆ 81	83	☆ 81
First Capital Connect	68	69	66	69	66	68	70	71	68	74
First Great Western	77	74	75	71	73	75	75	74	76	74
Greater Anglia*	68	67	68	68	68	69	69	73	73	69
London Midland	72	72	72	76	78	79	78	75	72	74
London Overground	64	57	56	66	75	78	73	77	70	68
South West Trains	70	67	67	72	70	71	70	74	74	72
Southeastern	65	66	70	67	70	66	69	69	71	73
Southern	67	67	72	69	70	73	69	70	70	69
<b>Average Score</b>	<b>69</b>	<b>68</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>72</b>	<b>71</b>	<b>73</b>	<b>73</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	85	83	85	☆ 86	☆ 87	☆ 87	☆ 86	☆ 89	☆ 88	☆ 88
Chiltern Railways	☆ 86	☆ 84	☆ 86	85	83	83	86	85	85	84
First Capital Connect	71	75	70	73	73	77	78	80	77	82
First Great Western	78	79	79	77	77	81	81	83	83	83
Greater Anglia*	72	75	76	76	73	75	74	80	77	80
London Midland	73	80	80	84	82	83	83	85	80	80
London Overground	66	69	63	75	77	80	82	83	81	81
South West Trains	81	82	78	84	83	81	83	84	81	80
Southeastern	72	76	76	79	77	80	77	78	76	83
Southern	78	79	78	81	77	81	79	80	76	79
<b>Average Score</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	70	67	69	73	71	72	75	80	78	78
Chiltern Railways	☆ 82	☆ 81	☆ 76	☆ 78	☆ 77	☆ 84	☆ 79	☆ 83	☆ 80	☆ 82
First Capital Connect	60	61	58	57	60	63	67	66	67	75
First Great Western	65	65	64	63	60	66	65	68	69	73
Greater Anglia*	63	68	64	64	63	67	66	71	68	70
London Midland	56	63	63	68	63	69	67	70	66	66
London Overground	62	62	55	67	74	74	77	78	77	71
South West Trains	58	58	55	62	59	57	57	68	64	64
Southeastern	56	61	65	62	64	64	64	68	65	69
Southern	59	63	60	63	62	67	65	69	62	65
<b>Average Score</b>	<b>60</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>70</b>	<b>67</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	77	76	76	80	78	77	78	82	83	82
Chiltern Railways	☆ 84	☆ 83	☆ 80	☆ 83	☆ 81	☆ 88	☆ 83	☆ 86	☆ 85	☆ 85
First Capital Connect	67	69	66	66	68	70	72	75	74	80
First Great Western	70	71	69	69	67	71	70	74	73	78
Greater Anglia*	69	73	68	71	68	72	68	75	71	73
London Midland	65	70	71	71	69	73	72	75	71	74
London Overground	65	65	61	77	79	78	78	80	80	77
South West Trains	64	63	60	67	63	63	63	71	69	67
Southeastern	63	67	70	69	69	72	70	73	70	73
Southern	66	71	69	70	71	72	69	75	69	72
<b>Average Score</b>	<b>67</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>75</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>85</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	44	50	51	52	53	55	55	58	56	63
Chiltern Railways	☆ 68	☆ 64	☆ 60	☆ 65	☆ 62	☆ 69	☆ 66	☆ 68	☆ 67	☆ 70
First Capital Connect	44	46	41	45	43	50	47	54	52	55
First Great Western	59	58	56	54	53	54	53	60	57	60
Greater Anglia*	51	53	54	51	51	52	50	59	56	56
London Midland	47	46	50	50	48	49	48	54	54	54
London Overground	32	30	29	32	29	34	35	45	43	39
South West Trains	48	47	45	50	50	46	47	58	57	53
Southeastern	46	47	50	50	48	51	50	57	51	56
Southern	48	50	50	49	49	50	48	57	53	54
<b>Average Score</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>50</b>	<b>48</b>	<b>49</b>	<b>48</b>	<b>56</b>	<b>54</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>64</b>	<b>60</b>	<b>65</b>	<b>62</b>	<b>69</b>	<b>66</b>	<b>68</b>	<b>67</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	75	73	75	☆ 77	74	75	76	75	☆ 82	☆ 81
Chiltern Railways	☆ 78	☆ 79	☆ 79	75	☆ 78	☆ 77	☆ 78	☆ 79	79	80
First Capital Connect	65	66	66	64	67	66	71	71	67	75
First Great Western	70	73	74	74	72	73	75	74	75	76
Greater Anglia*	66	64	64	69	66	68	65	68	67	72
London Midland	68	66	69	74	69	74	73	73	70	72
London Overground	63	68	65	72	68	67	65	68	69	68
South West Trains	68	68	67	68	68	66	69	67	68	69
Southeastern	66	65	68	69	66	69	67	68	65	69
Southern	63	70	69	69	69	70	69	72	67	66
<b>Average Score</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>79</b>	<b>82</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	69	70	70	70	72	70	73	75	76	75
Chiltern Railways	71	74	72	74	74	74	☆ 78	75	72	74
First Capital Connect	70	71	72	70	70	73	76	79	75	75
First Great Western	72	74	74	70	72	72	71	72	70	71
Greater Anglia*	☆ 79	☆ 79	77	☆ 78	☆ 78	☆ 77	76	☆ 80	☆ 78	78
London Midland	66	67	71	67	71	67	69	69	71	65
London Overground	73	73	76	77	76	74	76	76	77	☆ 79
South West Trains	77	76	75	76	74	74	74	78	76	72
Southeastern	74	74	74	75	75	75	73	76	76	75
Southern	75	76	☆ 78	76	74	73	72	80	75	77
<b>Average Score</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	42	45	49	55	53	52	55	58	60	55
Chiltern Railways	☆ 68	☆ 69	☆ 72	☆ 69	☆ 67	☆ 69	☆ 65	☆ 72	☆ 71	☆ 71
First Capital Connect	40	42	43	45	46	45	45	45	43	47
First Great Western	54	53	53	58	58	57	55	57	54	55
Greater Anglia*	36	46	42	51	50	51	48	50	50	46
London Midland	43	48	49	49	54	53	56	57	45	48
London Overground	24	24	30	22	20	27	35	32	33	31
South West Trains	44	46	47	51	48	56	50	55	50	46
Southeastern	32	36	45	40	44	47	41	44	46	44
Southern	40	35	43	43	42	44	40	41	40	39
<b>Average Score</b>	<b>41</b>	<b>43</b>	<b>46</b>	<b>47</b>	<b>47</b>	<b>49</b>	<b>46</b>	<b>49</b>	<b>47</b>	<b>45</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>69</b>	<b>65</b>	<b>72</b>	<b>71</b>	<b>71</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	69	68	67	72	72	74	75	76	77	78
Chiltern Railways	☆ 82	☆ 83	☆ 79	☆ 80	☆ 78	☆ 85	☆ 83	☆ 83	☆ 80	☆ 83
First Capital Connect	58	61	57	61	57	64	65	70	67	73
First Great Western	67	69	66	65	66	67	66	68	66	71
Greater Anglia*	63	69	63	66	62	66	63	71	65	68
London Midland	58	61	64	67	64	66	67	69	61	66
London Overground	59	60	50	65	69	72	71	77	71	68
South West Trains	64	63	59	67	63	61	62	68	63	64
Southeastern	56	60	63	63	63	68	65	65	64	67
Southern	61	64	62	63	64	69	65	68	61	65
<b>Average Score</b>	<b>62</b>	<b>64</b>	<b>62</b>	<b>65</b>	<b>64</b>	<b>67</b>	<b>66</b>	<b>69</b>	<b>65</b>	<b>68</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>85</b>	<b>83</b>	<b>83</b>	<b>80</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	61	59	62	65	65	66	70	71	73	73
Chiltern Railways	☆ 74	☆ 76	☆ 75	☆ 74	☆ 76	☆ 79	☆ 77	☆ 79	☆ 75	☆ 78
First Capital Connect	61	61	61	61	59	65	66	72	69	72
First Great Western	67	67	67	68	67	71	69	72	69	72
Greater Anglia*	58	64	62	62	61	62	64	69	65	66
London Midland	62	64	63	64	66	67	68	71	66	66
London Overground	56	59	58	62	67	68	70	73	69	70
South West Trains	63	62	65	68	67	64	68	68	67	67
Southeastern	55	57	64	62	62	63	62	66	64	68
Southern	59	64	63	63	65	68	65	70	66	67
<b>Average Score</b>	<b>60</b>	<b>62</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>70</b>	<b>67</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>79</b>	<b>75</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	63	☆ 65	☆ 64	☆ 66	☆ 66	66	67	☆ 67	☆ 72	☆ 72
Chiltern Railways	☆ 63	63	61	64	65	☆ 67	☆ 68	64	63	69
First Capital Connect	55	56	53	54	49	55	56	60	56	59
First Great Western	59	59	60	58	60	60	62	59	63	61
Greater Anglia*	55	56	54	56	52	55	53	55	57	58
London Midland	54	55	55	57	59	59	59	56	55	55
London Overground	60	63	55	62	57	57	60	62	63	60
South West Trains	57	55	52	55	53	53	54	52	54	54
Southeastern	54	53	57	58	57	56	57	58	57	60
Southern	55	58	61	57	59	58	58	60	58	58
<b>Average Score</b>	<b>56</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>57</b>	<b>58</b>	<b>58</b>	<b>59</b>
<b>BEST IN CLASS</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>67</b>	<b>72</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	-	-	-	-	-	-	-	72	69	72
Chiltern Railways	-	-	-	-	-	-	-	☆ 79	☆ 72	☆ 77
First Capital Connect	-	-	-	-	-	-	-	66	57	66
First Great Western	-	-	-	-	-	-	-	68	63	69
Greater Anglia*	-	-	-	-	-	-	-	66	59	64
London Midland	-	-	-	-	-	-	-	71	63	68
London Overground	-	-	-	-	-	-	-	70	60	62
South West Trains	-	-	-	-	-	-	-	65	60	62
Southeastern	-	-	-	-	-	-	-	66	59	67
Southern	-	-	-	-	-	-	-	69	60	66
<b>Average Score</b>	-	-	-	-	-	-	-	<b>68</b>	<b>61</b>	<b>65</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>79</b>	<b>72</b>	<b>77</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	-	-	-	-	-	-	-	☆ 58	☆ 58	☆ 61
Chiltern Railways	-	-	-	-	-	-	-	57	51	56
First Capital Connect	-	-	-	-	-	-	-	44	41	44
First Great Western	-	-	-	-	-	-	-	49	49	49
Greater Anglia*	-	-	-	-	-	-	-	45	40	42
London Midland	-	-	-	-	-	-	-	53	45	49
London Overground	-	-	-	-	-	-	-	57	45	45
South West Trains	-	-	-	-	-	-	-	41	38	35
Southeastern	-	-	-	-	-	-	-	42	42	39
Southern	-	-	-	-	-	-	-	39	39	38
<b>Average Score</b>	-	-	-	-	-	-	-	<b>45</b>	<b>42</b>	<b>42</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>58</b>	<b>58</b>	<b>61</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 88	75	☆ 89	79	83	89	☆ 92	☆ 92	86	85
Chiltern Railways	83	☆ 87	87	87	86	89	89	85	85	☆ 90
First Capital Connect	86	81	76	87	79	85	83	86	81	82
First Great Western	85	83	88	86	☆ 90	87	87	88	☆ 90	89
Greater Anglia*	80	81	80	82	83	82	78	83	84	83
London Midland	81	80	87	86	90	☆ 92	86	88	81	85
London Overground	71	71	72	78	68	88	90	86	83	84
South West Trains	82	84	84	79	79	87	82	83	75	86
Southeastern	77	84	84	☆ 90	86	80	76	82	79	83
Southern	78	83	81	86	83	85	80	82	76	82
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>80</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	-	-	-	-	-	-	-	-	35	42
Chiltern Railways	-	-	-	-	-	-	-	-	51	50
First Capital Connect	-	-	-	-	-	-	-	-	44	46
First Great Western	-	-	-	-	-	-	-	-	47	47
Greater Anglia*	-	-	-	-	-	-	-	-	47	51
London Midland	-	-	-	-	-	-	-	-	42	46
London Overground	-	-	-	-	-	-	-	-	38	40
South West Trains	-	-	-	-	-	-	-	-	☆ 52	☆ 51
Southeastern	-	-	-	-	-	-	-	-	41	39
Southern	-	-	-	-	-	-	-	-	44	46
<b>Average Score</b>	-	-	-	-	-	-	-	-	<b>45</b>	<b>46</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	-	<b>52</b>	<b>51</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	-	-	-	-	-	-	-	92	90	☆ 92
Chiltern Railways	-	-	-	-	-	-	-	89	88	90
First Capital Connect	-	-	-	-	-	-	-	74	67	73
First Great Western	-	-	-	-	-	-	-	81	79	80
Greater Anglia*	-	-	-	-	-	-	-	73	70	73
London Midland	-	-	-	-	-	-	-	83	80	81
London Overground	-	-	-	-	-	-	-	☆ 92	☆ 92	91
South West Trains	-	-	-	-	-	-	-	83	79	79
Southeastern	-	-	-	-	-	-	-	80	75	78
Southern	-	-	-	-	-	-	-	80	75	77
<b>Average Score</b>	-	-	-	-	-	-	-	<b>81</b>	<b>77</b>	<b>79</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>92</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 86	☆ 85	85	☆ 85	☆ 86	☆ 84	☆ 83	☆ 86	☆ 87	☆ 87
Chiltern Railways	84	83	☆ 85	85	82	80	80	80	77	81
First Capital Connect	74	73	70	75	74	76	79	79	75	77
First Great Western	75	77	78	77	76	78	76	75	76	75
Greater Anglia*	71	72	74	74	73	76	72	77	76	77
London Midland	69	79	80	78	77	77	83	78	76	77
London Overground	59	60	51	74	77	82	79	79	79	79
South West Trains	81	78	79	79	78	76	79	77	73	72
Southeastern	73	73	73	75	76	75	76	77	75	76
Southern	68	75	74	73	75	76	74	75	70	73
<b>Average Score</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	90	☆ 94	☆ 94	☆ 94	☆ 92	☆ 92	☆ 92	☆ 96	☆ 94	☆ 94
Chiltern Railways	☆ 92	92	93	91	88	82	86	90	89	92
First Capital Connect	72	75	73	71	74	77	76	81	71	74
First Great Western	80	80	83	79	77	79	78	79	76	74
Greater Anglia*	74	79	76	80	74	77	70	83	74	78
London Midland	70	79	81	81	76	78	81	75	70	73
London Overground	63	68	63	76	78	83	88	88	87	84
South West Trains	90	89	88	90	86	84	82	85	77	80
Southeastern	77	81	77	79	78	80	79	85	77	80
Southern	74	79	79	80	78	78	78	77	72	73
<b>Average Score</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>76</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>96</b>	<b>94</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 90	89	☆ 91	☆ 91	☆ 93	☆ 90	☆ 92	☆ 92	☆ 94	☆ 93
Chiltern Railways	90	☆ 89	88	85	83	87	87	88	88	87
First Capital Connect	82	83	82	82	84	83	84	87	82	83
First Great Western	83	83	86	85	84	86	85	85	83	83
Greater Anglia*	78	79	80	82	80	81	79	85	81	81
London Midland	81	86	88	86	86	86	89	84	84	82
London Overground	80	80	79	87	90	87	89	88	89	88
South West Trains	86	83	85	87	83	82	82	82	81	80
Southeastern	79	81	78	80	80	81	79	85	80	82
Southern	79	83	84	83	83	84	83	84	80	80
<b>Average Score</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 78	75	☆ 83	81	78	79	84	☆ 87	☆ 85	☆ 88
Chiltern Railways	76	72	77	72	70	76	75	72	76	76
First Capital Connect	74	76	72	75	75	76	76	79	76	77
First Great Western	71	72	75	74	73	76	73	73	73	71
Greater Anglia*	71	72	73	72	73	72	75	78	73	73
London Midland	71	73	77	75	75	74	78	76	72	73
London Overground	70	69	66	☆ 83	☆ 82	☆ 81	☆ 84	83	82	82
South West Trains	78	☆ 77	76	78	78	76	76	73	74	73
Southeastern	70	68	72	73	71	71	72	77	73	74
Southern	66	72	76	74	76	76	76	77	74	73
<b>Average Score</b>	<b>72</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>85</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	40	43	46	48	43	43	42	46	46	47
Chiltern Railways	46	50	54	55	48	51	48	50	45	48
First Capital Connect	31	35	38	38	32	38	34	38	32	37
First Great Western	46	50	53	56	49	53	48	53	48	47
Greater Anglia*	28	34	36	35	35	33	30	37	35	36
London Midland	44	49	☆ 55	56	53	52	☆ 53	52	☆ 51	52
London Overground	☆ 50	☆ 56	49	☆ 59	☆ 53	☆ 54	49	☆ 57	48	☆ 53
South West Trains	35	39	42	43	37	38	36	37	33	37
Southeastern	29	34	39	39	32	36	32	38	31	34
Southern	35	42	45	43	40	42	38	42	36	39
<b>Average Score</b>	<b>35</b>	<b>40</b>	<b>43</b>	<b>44</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>43</b>	<b>38</b>	<b>41</b>
<b>BEST IN CLASS</b>	<b>50</b>	<b>56</b>	<b>55</b>	<b>59</b>	<b>53</b>	<b>54</b>	<b>53</b>	<b>57</b>	<b>51</b>	<b>53</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 88	☆ 90	☆ 91	☆ 93	90	91	92	☆ 92	91	☆ 91
Chiltern Railways	82	85	80	85	85	87	85	87	86	87
First Capital Connect	66	64	64	63	64	65	65	64	57	68
First Great Western	73	72	70	73	72	76	75	76	75	75
Greater Anglia*	61	59	58	60	62	64	58	62	59	66
London Midland	73	83	76	77	75	80	81	81	76	77
London Overground	58	67	73	89	☆ 94	☆ 93	☆ 92	92	☆ 91	91
South West Trains	77	73	73	75	73	73	77	75	73	73
Southeastern	65	66	69	70	68	70	71	72	69	70
Southern	74	76	74	70	73	72	71	73	70	72
<b>Average Score</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 88	☆ 89	☆ 90	☆ 93	90	92	91	92	☆ 92	91
Chiltern Railways	80	84	81	83	85	89	87	89	84	86
First Capital Connect	63	61	62	61	60	63	62	60	52	62
First Great Western	74	72	70	74	72	78	77	78	76	74
Greater Anglia*	56	56	52	55	55	55	55	58	53	58
London Midland	71	82	79	77	74	80	84	84	80	79
London Overground	53	61	72	91	☆ 95	☆ 96	☆ 95	☆ 94	92	☆ 93
South West Trains	85	82	82	82	80	79	83	79	78	78
Southeastern	66	65	68	73	68	72	72	75	70	71
Southern	74	76	72	72	73	71	67	72	69	69
<b>Average Score</b>	<b>71</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>73</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	73	☆ 76	☆ 80	80	80	83	80	81	84	82
Chiltern Railways	74	74	74	73	73	77	75	77	75	77
First Capital Connect	50	50	51	46	47	47	50	50	47	54
First Great Western	64	63	65	65	64	68	68	69	67	64
Greater Anglia*	59	58	56	55	57	58	56	62	60	58
London Midland	55	63	64	66	66	68	74	76	70	72
London Overground	52	65	63	☆ 84	☆ 86	☆ 87	☆ 86	☆ 86	☆ 85	☆ 84
South West Trains	☆ 77	74	75	77	77	74	76	74	73	72
Southeastern	57	66	63	67	65	66	68	71	69	67
Southern	73	76	75	76	74	72	71	75	73	72
<b>Average Score</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>69</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>76</b>	<b>80</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	29	37	31	33	37	33	34	34	42	39
Chiltern Railways	52	52	55	60	58	62	62	56	57	54
First Capital Connect	29	29	36	35	31	32	37	38	37	40
First Great Western	☆ 66	☆ 66	☆ 69	☆ 70	☆ 70	☆ 70	66	67	68	67
Greater Anglia*	47	44	44	49	46	47	46	48	49	47
London Midland	54	59	57	57	63	65	63	66	59	62
London Overground	34	35	47	52	44	54	57	57	60	54
South West Trains	64	66	65	69	68	67	☆ 68	☆ 71	☆ 70	☆ 69
Southeastern	39	47	57	52	55	52	56	54	56	54
Southern	54	56	57	61	57	61	54	57	54	57
<b>Average Score</b>	<b>51</b>	<b>54</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>57</b>	<b>57</b>	<b>59</b>	<b>59</b>	<b>58</b>
<b>BEST IN CLASS</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>70</b>	<b>70</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	47	47	50	51	48	50	51	49	50	51
Chiltern Railways	52	☆ 57	55	56	56	60	62	55	55	☆ 59
First Capital Connect	45	41	43	44	47	44	47	45	41	44
First Great Western	53	53	54	53	55	55	53	53	57	52
Greater Anglia*	46	47	48	52	49	50	52	54	49	49
London Midland	48	51	50	57	53	52	58	55	54	52
London Overground	41	43	51	☆ 62	☆ 60	☆ 69	☆ 63	☆ 62	☆ 58	57
South West Trains	☆ 56	57	☆ 58	59	57	53	59	55	53	50
Southeastern	38	43	48	47	46	48	48	48	47	48
Southern	49	50	49	50	49	48	47	46	43	44
<b>Average Score</b>	<b>48</b>	<b>49</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>50</b>	<b>49</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>57</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>69</b>	<b>63</b>	<b>62</b>	<b>58</b>	<b>59</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	47	52	☆ 52	49	55	☆ 53	☆ 59	☆ 56	☆ 58	☆ 55
Chiltern Railways	☆ 47	51	48	☆ 54	☆ 55	51	53	53	54	52
First Capital Connect	24	24	26	23	26	25	29	27	26	32
First Great Western	45	45	43	43	40	44	44	44	42	41
Greater Anglia*	25	29	25	29	27	30	31	34	34	28
London Midland	44	☆ 52	48	53	48	51	50	52	53	46
London Overground	9	11	10	18	10	19	17	16	12	14
South West Trains	37	38	36	39	36	37	39	36	30	29
Southeastern	22	21	32	33	25	32	28	30	34	33
Southern	38	41	36	33	38	36	29	36	35	32
<b>Average Score</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>35</b>	<b>36</b>	<b>34</b>	<b>33</b>
<b>BEST IN CLASS</b>	<b>47</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>53</b>	<b>59</b>	<b>56</b>	<b>58</b>	<b>55</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	62	62	65	66	61	65	64	66	64	62
Chiltern Railways	☆ 72	☆ 77	☆ 73	☆ 77	74	77	75	74	☆ 75	☆ 72
First Capital Connect	60	61	60	60	59	60	62	61	59	60
First Great Western	67	68	67	68	69	68	67	65	68	65
Greater Anglia*	58	61	59	64	61	67	65	70	63	65
London Midland	63	72	67	74	70	66	74	71	66	66
London Overground	48	56	58	68	☆ 75	☆ 80	☆ 77	☆ 76	72	70
South West Trains	72	70	71	71	69	67	73	67	63	63
Southeastern	54	59	64	62	63	63	61	68	64	65
Southern	67	68	68	68	67	66	66	66	64	61
<b>Average Score</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>64</b>
<b>BEST IN CLASS</b>	<b>72</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>75</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	78	79	☆ 80	☆ 82	79	80	81	80	☆ 81	79
Chiltern Railways	75	☆ 80	78	79	77	82	80	81	80	☆ 81
First Capital Connect	63	61	58	60	62	62	62	60	58	62
First Great Western	70	70	67	69	71	73	72	72	72	72
Greater Anglia*	56	57	55	58	56	60	59	62	58	60
London Midland	67	73	71	74	72	73	80	79	75	73
London Overground	52	54	67	81	☆ 83	☆ 86	☆ 83	☆ 85	81	79
South West Trains	☆ 78	78	76	79	76	75	76	75	72	71
Southeastern	60	61	66	70	65	67	67	71	67	71
Southern	71	73	72	72	71	72	69	70	67	68
<b>Average Score</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>69</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	82	84	84	85	84	85	85	87	87	85
Chiltern Railways	☆ 88	☆ 92	☆ 90	☆ 91	☆ 88	☆ 89	☆ 89	☆ 88	☆ 87	☆ 88
First Capital Connect	74	77	74	75	75	74	76	76	73	77
First Great Western	76	76	78	77	77	78	77	76	76	75
Greater Anglia*	75	74	76	77	76	78	76	81	78	76
London Midland	76	81	82	81	80	81	86	81	80	81
London Overground	56	68	67	81	86	89	84	86	81	84
South West Trains	81	80	79	83	80	81	82	79	77	76
Southeastern	72	77	79	78	78	79	79	81	78	82
Southern	77	79	78	79	78	76	75	77	74	74
<b>Average Score</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>77</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	67	69	72	75	72	74	75	76	77	77
Chiltern Railways	☆ 81	☆ 86	☆ 83	☆ 85	☆ 82	☆ 86	☆ 85	☆ 86	☆ 85	☆ 87
First Capital Connect	65	68	65	67	68	68	71	73	70	71
First Great Western	77	77	77	79	79	80	81	79	79	79
Greater Anglia*	65	66	65	66	64	67	64	72	68	70
London Midland	70	76	76	79	76	78	80	79	75	78
London Overground	54	62	64	75	81	82	80	83	80	83
South West Trains	77	76	79	82	79	78	81	80	80	79
Southeastern	60	64	69	67	68	71	70	73	69	74
Southern	69	72	72	75	74	76	72	76	74	75
<b>Average Score</b>	<b>69</b>	<b>71</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 89	☆ 89	☆ 91	91	89	91	91	93	90	90
Chiltern Railways	81	85	81	84	85	87	86	86	84	87
First Capital Connect	67	64	61	62	64	65	64	65	57	67
First Great Western	73	72	69	72	72	76	77	77	74	74
Greater Anglia*	60	59	57	59	61	63	57	62	57	64
London Midland	72	83	76	77	74	80	82	83	76	77
London Overground	60	69	72	☆ 92	☆ 94	☆ 93	☆ 92	☆ 93	☆ 91	☆ 91
South West Trains	78	74	74	76	74	75	78	76	74	73
Southeastern	64	66	69	71	68	72	71	73	68	72
Southern	73	76	74	71	73	72	70	74	70	72
<b>Average Score</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>75</b>	<b>74</b>	<b>75</b>	<b>71</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 85	☆ 86	☆ 87	88	86	90	88	89	86	88
Chiltern Railways	80	84	76	82	79	85	83	83	81	84
First Capital Connect	62	61	56	56	53	60	57	56	51	63
First Great Western	70	70	64	70	65	74	73	73	70	72
Greater Anglia*	54	58	48	52	53	59	54	58	50	57
London Midland	71	81	74	77	72	80	83	83	77	80
London Overground	58	70	70	☆ 92	☆ 92	☆ 91	☆ 90	☆ 92	☆ 89	☆ 91
South West Trains	78	77	75	79	75	78	77	79	75	76
Southeastern	62	64	63	70	64	70	68	71	65	70
Southern	72	77	73	74	72	74	69	71	66	71
<b>Average Score</b>	<b>68</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>69</b>	<b>74</b>	<b>72</b>	<b>74</b>	<b>69</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	16	19	19	18	22	20	22	19	23	20
Chiltern Railways	28	30	33	37	38	39	39	35	34	32
First Capital Connect	11	15	12	13	12	14	17	16	13	16
First Great Western	45	47	48	51	50	50	49	47	48	45
Greater Anglia*	23	22	22	25	26	28	27	25	26	24
London Midland	34	36	39	41	43	47	45	48	41	42
London Overground	19	22	31	37	26	37	37	42	42	37
South West Trains	☆ 49	☆ 50	☆ 52	☆ 53	☆ 52	☆ 54	☆ 55	☆ 52	☆ 51	☆ 52
Southeastern	21	26	35	31	33	33	33	33	34	33
Southern	35	38	41	41	39	40	36	35	33	36
<b>Average Score</b>	<b>32</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>39</b>	<b>39</b>	<b>38</b>	<b>37</b>	<b>37</b>
<b>BEST IN CLASS</b>	<b>49</b>	<b>50</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>52</b>	<b>51</b>	<b>52</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
c2c	☆ 53	42	☆ 51	49	☆ 50	40	42	☆ 62	☆ 62	☆ 61
Chiltern Railways	37	☆ 52	35	☆ 52	46	39	38	51	46	52
First Capital Connect	35	32	24	34	25	33	30	33	28	43
First Great Western	39	41	48	42	43	☆ 45	41	48	44	40
Greater Anglia*	29	33	27	41	28	32	28	44	28	40
London Midland	25	37	36	41	32	41	☆ 49	46	32	37
London Overground	23	16	18	28	50	42	43	42	35	30
South West Trains	40	41	42	40	33	41	37	48	45	39
Southeastern	26	25	29	34	24	26	31	40	31	31
Southern	32	33	29	35	34	35	35	39	30	39
<b>Average Score</b>	<b>32</b>	<b>33</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>36</b>	<b>35</b>	<b>43</b>	<b>36</b>	<b>38</b>
<b>BEST IN CLASS</b>	<b>53</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>45</b>	<b>49</b>	<b>62</b>	<b>62</b>	<b>61</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	85	85	85	84	85	82	84	85	84	86
East Coast	☆ 87	89	88	89	87	87	89	92	86	☆ 91
East Midlands Trains	80	84	86	88	86	87	87	89	88	86
First TransPennine Express	87	89	87	87	89	84	88	88	85	85
Virgin Trains	86	☆ 89	☆ 90	☆ 90	☆ 90	☆ 89	☆ 91	☆ 92	☆ 92	91
<b>Average Score</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	-	-	-	79	77	80	79	80	76	80
East Coast	-	-	-	79	77	76	75	88	☆ 87	☆ 88
East Midlands Trains	-	-	-	85	82	83	85	☆ 89	82	81
First TransPennine Express	-	-	-	☆ 86	☆ 87	☆ 85	☆ 86	86	86	86
Virgin Trains	-	-	-	80	82	82	82	80	79	79
<b>Average Score</b>	-	-	-	<b>82</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>81</b>	<b>82</b>
<b>BEST IN CLASS</b>	-	-	-	<b>86</b>	<b>87</b>	<b>85</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 84	82	80	80	79	83	78	84	85	82
East Coast	79	☆ 84	80	79	80	81	84	86	☆ 87	83
East Midlands Trains	74	77	78	76	77	79	81	87	77	80
First TransPennine Express	81	81	☆ 81	☆ 88	☆ 84	☆ 89	☆ 87	☆ 87	84	☆ 84
Virgin Trains	81	79	81	85	78	85	83	87	83	80
<b>Average Score</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>84</b>	<b>81</b>	<b>88</b>	<b>84</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	86	85	84	82	84	85	83	85	85	84
East Coast	☆ 90	☆ 88	☆ 89	88	86	85	87	☆ 91	☆ 90	☆ 91
East Midlands Trains	82	84	86	83	84	86	84	86	83	84
First TransPennine Express	85	85	86	☆ 89	☆ 91	87	☆ 88	91	88	90
Virgin Trains	87	85	87	88	86	☆ 89	87	87	87	85
<b>Average Score</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>90</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	68	72	70	68	70	69	66	71	67	71
East Coast	67	73	72	68	68	66	65	☆ 83	☆ 82	☆ 85
East Midlands Trains	75	75	74	76	75	78	80	82	76	77
First TransPennine Express	☆ 75	☆ 80	☆ 77	☆ 81	☆ 80	☆ 79	☆ 83	79	82	79
Virgin Trains	70	69	67	70	71	71	71	71	72	73
<b>Average Score</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	75	77	74	74	75	74	74	74	74	78
East Coast	72	77	76	74	72	73	72	☆ 88	☆ 86	☆ 88
East Midlands Trains	77	79	78	80	80	☆ 82	83	86	80	79
First TransPennine Express	☆ 80	☆ 81	☆ 80	☆ 84	☆ 82	81	☆ 85	82	86	83
Virgin Trains	74	74	74	75	74	76	74	77	75	76
<b>Average Score</b>	<b>76</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>88</b>	<b>86</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	64	68	65	63	63	65	60	67	63	66
East Coast	59	61	64	61	61	60	58	☆ 79	☆ 76	☆ 76
East Midlands Trains	61	61	61	61	63	67	64	70	65	62
First TransPennine Express	64	☆ 68	☆ 66	64	65	☆ 67	☆ 68	74	75	72
Virgin Trains	☆ 64	66	65	☆ 65	☆ 65	67	62	70	67	68
<b>Average Score</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>62</b>	<b>71</b>	<b>68</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>68</b>	<b>66</b>	<b>65</b>	<b>65</b>	<b>67</b>	<b>68</b>	<b>79</b>	<b>76</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 79	77	77	☆ 80	76	77	☆ 79	79	77	82
East Coast	74	☆ 79	☆ 78	79	76	75	76	☆ 83	80	81
East Midlands Trains	76	77	76	77	76	77	78	81	78	73
First TransPennine Express	72	74	75	79	☆ 79	☆ 81	78	80	☆ 81	☆ 82
Virgin Trains	74	74	74	79	71	74	73	77	77	78
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>83</b>	<b>81</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	73	76	75	76	77	70	74	74	73	75
East Coast	75	73	☆ 80	81	☆ 80	80	80	85	81	☆ 83
East Midlands Trains	76	70	74	70	71	70	72	77	74	73
First TransPennine Express	73	73	75	76	75	71	73	80	76	76
Virgin Trains	☆ 79	☆ 79	77	☆ 82	80	☆ 81	☆ 82	☆ 86	☆ 84	78
<b>Average Score</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>80</b>	<b>78</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 59	54	57	59	53	59	58	58	60	58
East Coast	55	50	☆ 58	49	55	56	49	57	51	60
East Midlands Trains	54	☆ 58	57	☆ 61	58	64	☆ 67	☆ 70	☆ 67	☆ 69
First TransPennine Express	43	45	50	60	☆ 61	☆ 65	62	58	55	58
Virgin Trains	46	56	55	52	55	65	58	55	51	57
<b>Average Score</b>	<b>52</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>56</b>	<b>62</b>	<b>60</b>	<b>60</b>	<b>57</b>	<b>60</b>
<b>BEST IN CLASS</b>	<b>59</b>	<b>58</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>65</b>	<b>67</b>	<b>70</b>	<b>67</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	74	74	70	71	69	71	69	70	65	71
East Coast	69	72	72	69	69	66	64	82	☆ 80	☆ 83
East Midlands Trains	75	74	76	77	75	78	80	☆ 83	74	74
First TransPennine Express	☆ 76	☆ 79	☆ 77	☆ 83	☆ 81	☆ 80	☆ 82	78	79	81
Virgin Trains	70	70	70	72	71	74	71	70	70	70
<b>Average Score</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>76</b>	<b>73</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	73	☆ 73	72	74	71	73	72	77	74	75
East Coast	71	72	71	73	72	70	71	80	78	☆ 77
East Midlands Trains	70	71	☆ 75	73	75	74	76	78	72	75
First TransPennine Express	☆ 73	71	75	☆ 77	☆ 75	75	☆ 77	☆ 81	☆ 80	77
Virgin Trains	71	73	70	75	71	☆ 76	73	76	74	73
<b>Average Score</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>74</b>	<b>78</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>77</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 67	☆ 68	☆ 68	68	65	67	67	68	64	68
East Coast	65	68	68	67	67	66	67	☆ 73	69	69
East Midlands Trains	66	66	66	68	66	68	68	72	64	64
First TransPennine Express	64	65	63	☆ 68	☆ 67	☆ 69	☆ 69	69	☆ 72	☆ 74
Virgin Trains	61	63	61	64	58	60	60	62	63	64
<b>Average Score</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>68</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>69</b>	<b>73</b>	<b>72</b>	<b>74</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	-	-	-	-	-	-	-	75	66	75
East Coast	-	-	-	-	-	-	-	77	70	78
East Midlands Trains	-	-	-	-	-	-	-	☆ 79	67	70
First TransPennine Express	-	-	-	-	-	-	-	78	☆ 75	☆ 80
Virgin Trains	-	-	-	-	-	-	-	74	69	72
<b>Average Score</b>	-	-	-	-	-	-	-	<b>76</b>	<b>69</b>	<b>75</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>79</b>	<b>75</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	-	-	-	-	-	-	-	53	53	55
East Coast	-	-	-	-	-	-	-	48	43	46
East Midlands Trains	-	-	-	-	-	-	-	55	50	52
First TransPennine Express	-	-	-	-	-	-	-	☆ 59	☆ 58	☆ 59
Virgin Trains	-	-	-	-	-	-	-	44	43	44
<b>Average Score</b>	-	-	-	-	-	-	-	<b>52</b>	<b>50</b>	<b>51</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>59</b>	<b>58</b>	<b>59</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 87	89	☆ 91	89	87	87	☆ 92	89	90	90
East Coast	87	☆ 89	89	87	88	86	85	88	87	87
East Midlands Trains	87	84	85	84	85	☆ 89	89	☆ 91	85	84
First TransPennine Express	86	88	90	☆ 93	☆ 90	89	88	89	☆ 91	☆ 94
Virgin Trains	86	87	91	88	86	82	87	90	88	89
<b>Average Score</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>89</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	-	-	-	-	-	-	-	-	50	55
East Coast	-	-	-	-	-	-	-	-	☆ 62	☆ 66
East Midlands Trains	-	-	-	-	-	-	-	-	50	51
First TransPennine Express	-	-	-	-	-	-	-	-	59	65
Virgin Trains	-	-	-	-	-	-	-	-	60	61
<b>Average Score</b>	-	-	-	-	-	-	-	-	<b>56</b>	<b>59</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	-	<b>62</b>	<b>66</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	-	-	-	-	-	-	-	82	81	84
East Coast	-	-	-	-	-	-	-	89	87	89
East Midlands Trains	-	-	-	-	-	-	-	87	86	86
First TransPennine Express	-	-	-	-	-	-	-	88	86	84
Virgin Trains	-	-	-	-	-	-	-	☆ 92	☆ 93	☆ 91
<b>Average Score</b>	-	-	-	-	-	-	-	<b>87</b>	<b>86</b>	<b>87</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>92</b>	<b>93</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	80	81	84	79	80	80	81	79	80	81
East Coast	☆ 90	☆ 89	89	☆ 91	☆ 90	89	☆ 90	☆ 91	90	☆ 93
East Midlands Trains	76	76	79	81	80	80	82	85	81	81
First TransPennine Express	81	83	83	82	83	82	86	81	84	84
Virgin Trains	85	86	☆ 90	90	89	☆ 90	89	91	☆ 90	90
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	87	85	88	83	84	79	85	82	80	83
East Coast	☆ 89	☆ 90	☆ 89	83	85	78	88	89	83	☆ 89
East Midlands Trains	84	85	84	87	86	☆ 88	88	88	86	80
First TransPennine Express	84	88	84	84	87	84	88	88	82	82
Virgin Trains	79	90	89	☆ 89	☆ 92	85	☆ 89	☆ 90	☆ 87	87
<b>Average Score</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>83</b>	<b>87</b>	<b>87</b>	<b>83</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>87</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	86	86	88	86	84	85	87	85	86	86
East Coast	90	91	91	90	90	88	90	92	88	89
East Midlands Trains	83	83	86	88	87	90	89	89	86	86
First TransPennine Express	87	90	89	89	92	89	91	88	89	88
Virgin Trains	☆ 92	☆ 93	☆ 94	☆ 93	☆ 94	☆ 91	☆ 94	☆ 94	☆ 93	☆ 92
<b>Average Score</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	77	76	82	79	79	77	78	78	77	78
East Coast	☆ 78	81	☆ 82	81	80	79	79	84	77	82
East Midlands Trains	70	66	71	79	77	77	79	79	78	75
First TransPennine Express	72	81	77	76	83	81	81	81	80	78
Virgin Trains	77	☆ 84	82	☆ 86	☆ 83	☆ 83	☆ 88	☆ 87	☆ 87	☆ 86
<b>Average Score</b>	<b>75</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>80</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	51	56	57	55	53	52	49	53	49	53
East Coast	54	55	59	60	58	57	56	58	56	☆ 62
East Midlands Trains	45	48	52	57	52	52	52	49	48	52
First TransPennine Express	52	63	60	59	☆ 60	59	56	57	55	62
Virgin Trains	☆ 57	☆ 64	☆ 63	☆ 65	59	☆ 59	☆ 59	☆ 60	☆ 61	60
<b>Average Score</b>	<b>52</b>	<b>57</b>	<b>58</b>	<b>59</b>	<b>56</b>	<b>56</b>	<b>54</b>	<b>55</b>	<b>54</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>57</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>60</b>	<b>59</b>	<b>59</b>	<b>60</b>	<b>61</b>	<b>62</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	83	80	80	77	77	76	79	77	79	78
East Coast	82	84	85	83	83	84	82	85	85	86
East Midlands Trains	71	72	76	76	78	81	82	83	81	82
First TransPennine Express	86	86	86	87	84	83	85	86	86	86
Virgin Trains	☆ 87	☆ 89	☆ 87	☆ 87	☆ 89	☆ 86	☆ 89	☆ 88	☆ 90	☆ 89
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	83	84	83	82	81	79	80	82	80	82
East Coast	79	84	83	82	80	81	79	82	81	81
East Midlands Trains	67	68	75	76	77	85	85	85	84	81
First TransPennine Express	☆ 91	☆ 91	☆ 91	☆ 90	88	87	88	☆ 89	90	89
Virgin Trains	90	88	89	88	☆ 90	☆ 87	☆ 89	89	☆ 91	☆ 89
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	79	76	76	75	75	74	76	73	76	76
East Coast	77	76	79	77	78	80	79	81	80	80
East Midlands Trains	62	66	68	68	71	70	71	74	72	70
First TransPennine Express	☆ 81	☆ 81	79	☆ 83	☆ 81	79	80	80	82	☆ 83
Virgin Trains	80	80	☆ 82	83	81	☆ 80	☆ 82	☆ 84	☆ 88	82
<b>Average Score</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>84</b>	<b>88</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 80	77	78	☆ 81	80	76	78	79	77	81
East Coast	77	78	☆ 80	79	78	80	82	☆ 85	84	81
East Midlands Trains	68	73	76	76	77	79	80	78	80	76
First TransPennine Express	76	77	78	77	79	80	☆ 82	81	82	79
Virgin Trains	76	☆ 82	78	80	☆ 80	☆ 80	81	81	☆ 84	☆ 82
<b>Average Score</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	51	48	51	51	53	52	55	50	55	54
East Coast	☆ 56	☆ 55	☆ 56	☆ 55	☆ 60	☆ 61	☆ 63	☆ 66	☆ 63	☆ 63
East Midlands Trains	47	48	50	48	57	57	56	56	53	56
First TransPennine Express	53	54	52	50	50	47	50	52	58	55
Virgin Trains	51	50	51	51	56	52	57	59	62	58
<b>Average Score</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>53</b>	<b>56</b>	<b>56</b>	<b>58</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>55</b>	<b>56</b>	<b>55</b>	<b>60</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>63</b>	<b>63</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	55	53	48	53	49	49	48	48	48	48
East Coast	45	47	48	51	49	☆ 55	52	54	50	51
East Midlands Trains	45	46	46	48	52	53	50	54	43	49
First TransPennine Express	☆ 59	☆ 59	☆ 56	52	☆ 53	52	☆ 57	56	53	51
Virgin Trains	56	58	56	☆ 55	53	52	54	☆ 57	☆ 60	☆ 59
<b>Average Score</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>52</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>59</b>	<b>59</b>	<b>56</b>	<b>55</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>57</b>	<b>60</b>	<b>59</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	72	70	68	66	70	64	70	65	70	66
East Coast	75	74	72	☆ 76	77	☆ 79	79	81	79	☆ 79
East Midlands Trains	67	68	72	74	72	76	74	70	74	76
First TransPennine Express	68	66	66	62	64	62	63	61	65	58
Virgin Trains	☆ 77	☆ 77	☆ 74	74	☆ 77	71	☆ 80	☆ 82	☆ 83	78
<b>Average Score</b>	<b>72</b>	<b>71</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	79	78	74	76	77	76	76	74	77	75
East Coast	76	77	76	77	77	81	79	81	80	80
East Midlands Trains	71	71	76	79	78	☆ 83	82	81	81	81
First TransPennine Express	☆ 83	☆ 84	☆ 82	☆ 83	☆ 80	80	79	80	83	81
Virgin Trains	80	80	78	78	79	77	☆ 82	☆ 84	☆ 86	☆ 81
<b>Average Score</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	81	80	81	82	82	78	82	80	83	79
East Coast	78	81	78	82	82	84	83	84	82	85
East Midlands Trains	76	77	82	81	82	83	85	84	84	82
First TransPennine Express	☆ 86	86	83	82	82	79	83	81	82	80
Virgin Trains	84	☆ 87	☆ 88	☆ 85	☆ 87	☆ 88	☆ 90	☆ 89	☆ 91	☆ 87
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>85</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	80	84	84	82	84	81	85	84	84	84
East Coast	82	☆ 85	85	85	86	86	86	☆ 90	86	88
East Midlands Trains	79	79	84	83	82	85	85	86	84	84
First TransPennine Express	84	85	84	84	87	81	86	84	86	82
Virgin Trains	☆ 85	85	☆ 86	☆ 86	☆ 89	☆ 87	☆ 89	89	☆ 89	☆ 88
<b>Average Score</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	82	80	79	78	78	77	79	79	78	80
East Coast	82	83	84	83	82	85	82	85	85	86
East Midlands Trains	70	72	78	76	79	82	83	84	83	82
First TransPennine Express	86	87	86	☆ 87	84	85	86	86	86	85
Virgin Trains	☆ 88	☆ 88	☆ 87	86	☆ 88	☆ 86	☆ 89	☆ 90	☆ 90	☆ 88
<b>Average Score</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	79	80	78	76	76	77	78	79	74	77
East Coast	77	78	78	79	74	78	76	77	72	81
East Midlands Trains	64	69	67	73	69	75	74	77	71	73
First TransPennine Express	☆ 83	☆ 86	79	85	79	82	82	85	82	☆ 84
Virgin Trains	82	84	☆ 81	☆ 87	☆ 82	☆ 82	☆ 86	☆ 87	☆ 87	83
<b>Average Score</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>78</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	☆ 67	64	64	66	66	63	67	64	63	67
East Coast	63	67	68	67	☆ 68	☆ 70	☆ 72	☆ 72	71	☆ 67
East Midlands Trains	54	56	62	66	65	68	67	62	64	62
First TransPennine Express	67	68	66	66	64	64	67	66	69	66
Virgin Trains	66	☆ 70	☆ 69	☆ 70	68	68	70	68	☆ 71	67
<b>Average Score</b>	<b>64</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>67</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>70</b>	<b>68</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>71</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
CrossCountry	52	41	53	49	49	46	52	51	51	44
East Coast	☆ 62	☆ 56	☆ 61	☆ 62	52	☆ 56	☆ 63	☆ 69	62	☆ 65
East Midlands Trains	37	41	51	41	48	39	51	56	58	49
First TransPennine Express	38	42	46	52	48	53	55	49	53	44
Virgin Trains	54	54	51	57	☆ 56	55	54	60	☆ 64	51
<b>Average Score</b>	<b>50</b>	<b>46</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>50</b>	<b>55</b>	<b>56</b>	<b>57</b>	<b>50</b>
<b>BEST IN CLASS</b>	<b>62</b>	<b>56</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>56</b>	<b>63</b>	<b>69</b>	<b>64</b>	<b>65</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	87	86	88	87	87	84	88	88	88	86
Merseyrail	☆ 91	☆ 91	☆ 93	☆ 93	☆ 91	☆ 93	☆ 96	☆ 92	☆ 92	☆ 93
Northern Rail	80	82	82	82	83	83	80	80	76	78
ScotRail	89	90	90	86	86	89	89	90	90	87
<b>Average Score</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>92</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	-	-	-	73	76	72	79	78	78	74
Merseyrail	-	-	-	☆ 86	80	84	☆ 86	☆ 87	☆ 86	☆ 91
Northern Rail	-	-	-	74	73	76	74	78	76	76
ScotRail	-	-	-	82	☆ 81	☆ 85	83	84	81	82
<b>Average Score</b>	-	-	-	<b>78</b>	<b>77</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	-	-	-	<b>86</b>	<b>81</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	71	76	70	76	75	80	75	81	78	82
Merseyrail	82	78	☆ 84	☆ 86	☆ 86	☆ 90	☆ 90	☆ 89	☆ 89	☆ 86
Northern Rail	77	75	74	74	73	73	74	78	77	75
ScotRail	☆ 83	☆ 83	84	79	78	82	80	84	80	83
<b>Average Score</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	80	80	79	78	79	80	81	81	83	81
Merseyrail	84	86	☆ 87	☆ 89	☆ 85	☆ 87	☆ 89	88	☆ 91	☆ 88
Northern Rail	78	83	81	80	77	81	80	83	84	82
ScotRail	☆ 84	☆ 86	84	86	85	86	86	☆ 89	88	83
<b>Average Score</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>85</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	58	60	57	64	63	63	66	66	69	63
Merseyrail	68	73	71	75	72	70	75	☆ 81	☆ 85	☆ 85
Northern Rail	68	70	68	69	68	69	71	75	76	74
ScotRail	☆ 80	☆ 80	☆ 78	☆ 82	☆ 77	☆ 78	☆ 77	80	79	80
<b>Average Score</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>78</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>81</b>	<b>85</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	62	65	62	67	68	63	68	68	70	64
Merseyrail	69	72	77	78	77	78	77	☆ 86	☆ 84	☆ 88
Northern Rail	71	74	68	73	70	71	72	80	78	77
ScotRail	☆ 83	☆ 84	☆ 82	☆ 86	☆ 81	☆ 84	☆ 82	81	83	83
<b>Average Score</b>	<b>74</b>	<b>76</b>	<b>74</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>76</b>	<b>80</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	39	44	39	42	43	43	48	49	51	52
Merseyrail	39	43	55	48	43	48	☆ 53	☆ 62	☆ 57	☆ 69
Northern Rail	49	53	46	47	50	49	49	52	52	53
ScotRail	☆ 58	☆ 54	☆ 58	☆ 58	☆ 53	☆ 56	52	53	48	52
<b>Average Score</b>	<b>50</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>49</b>	<b>51</b>	<b>50</b>	<b>54</b>	<b>51</b>	<b>55</b>
<b>BEST IN CLASS</b>	<b>58</b>	<b>54</b>	<b>58</b>	<b>58</b>	<b>53</b>	<b>56</b>	<b>53</b>	<b>62</b>	<b>57</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	71	74	73	75	75	74	75	78	76	72
Merseyrail	76	☆ 85	☆ 82	☆ 86	☆ 82	☆ 85	☆ 81	☆ 88	☆ 87	☆ 86
Northern Rail	70	70	71	71	70	71	71	74	72	75
ScotRail	☆ 79	76	74	81	75	76	78	76	77	81
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>78</b>	<b>77</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>88</b>	<b>87</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	62	63	64	64	61	61	66	70	66	66
Merseyrail	67	☆ 73	☆ 75	☆ 77	☆ 70	70	☆ 73	☆ 82	☆ 83	☆ 79
Northern Rail	☆ 71	70	65	66	69	69	65	75	71	67
ScotRail	68	71	71	71	65	☆ 73	69	67	76	69
<b>Average Score</b>	<b>68</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>68</b>	<b>73</b>	<b>74</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>70</b>	<b>73</b>	<b>73</b>	<b>82</b>	<b>83</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	53	☆ 63	☆ 61	☆ 58	☆ 63	59	☆ 63	☆ 69	☆ 62	62
Merseyrail	☆ 54	56	57	45	48	51	49	64	61	☆ 63
Northern Rail	50	53	49	53	57	☆ 60	53	57	55	53
ScotRail	47	44	47	49	46	48	47	37	40	46
<b>Average Score</b>	<b>50</b>	<b>51</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>52</b>	<b>54</b>	<b>52</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>54</b>	<b>63</b>	<b>61</b>	<b>58</b>	<b>63</b>	<b>60</b>	<b>63</b>	<b>69</b>	<b>62</b>	<b>63</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	58	62	58	61	62	63	66	66	68	59
Merseyrail	66	72	70	76	73	73	☆ 77	☆ 83	☆ 79	☆ 86
Northern Rail	67	70	65	66	65	66	67	73	70	72
ScotRail	☆ 79	☆ 77	☆ 75	☆ 79	☆ 74	☆ 78	75	76	74	74
<b>Average Score</b>	<b>70</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>71</b>	<b>75</b>	<b>73</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>74</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>79</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	59	63	63	60	62	67	67	66	70	67
Merseyrail	70	68	72	69	71	☆ 72	☆ 76	☆ 81	☆ 76	☆ 81
Northern Rail	64	66	62	60	64	65	67	70	66	68
ScotRail	☆ 75	☆ 73	☆ 72	☆ 74	☆ 71	71	74	71	73	76
<b>Average Score</b>	<b>68</b>	<b>69</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>72</b>	<b>76</b>	<b>81</b>	<b>76</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	54	57	54	57	56	58	57	60	65	63
Merseyrail	67	☆ 74	☆ 75	☆ 78	☆ 78	☆ 78	☆ 81	☆ 82	☆ 81	☆ 85
Northern Rail	58	61	57	59	58	57	61	58	58	60
ScotRail	☆ 69	68	65	63	63	63	66	63	70	68
<b>Average Score</b>	<b>63</b>	<b>66</b>	<b>62</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>66</b>	<b>64</b>	<b>66</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>69</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	-	-	-	-	-	-	-	72	70	67
Merseyrail	-	-	-	-	-	-	-	☆ 84	☆ 78	☆ 81
Northern Rail	-	-	-	-	-	-	-	70	69	72
ScotRail	-	-	-	-	-	-	-	82	74	78
<b>Average Score</b>	-	-	-	-	-	-	-	<b>76</b>	<b>72</b>	<b>75</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>84</b>	<b>78</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	-	-	-	-	-	-	-	55	54	53
Merseyrail	-	-	-	-	-	-	-	☆ 68	☆ 69	☆ 71
Northern Rail	-	-	-	-	-	-	-	55	54	57
ScotRail	-	-	-	-	-	-	-	61	60	57
<b>Average Score</b>	-	-	-	-	-	-	-	<b>59</b>	<b>59</b>	<b>59</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>68</b>	<b>69</b>	<b>71</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 89	☆ 88	84	88	88	90	☆ 89	86	92	87
Merseyrail	81	82	81	☆ 94	80	90	81	88	☆ 93	☆ 94
Northern Rail	83	85	☆ 86	90	☆ 89	89	84	90	84	86
ScotRail	89	83	84	77	86	☆ 92	89	☆ 91	88	86
<b>Average Score</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>90</b>	<b>88</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>88</b>	<b>86</b>	<b>94</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	-	-	-	-	-	-	-	-	41	34
Merseyrail	-	-	-	-	-	-	-	-	☆ 46	☆ 49
Northern Rail	-	-	-	-	-	-	-	-	41	45
ScotRail	-	-	-	-	-	-	-	-	42	46
<b>Average Score</b>	-	-	-	-	-	-	-	-	<b>42</b>	<b>45</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	-	<b>46</b>	<b>49</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	-	-	-	-	-	-	-	86	84	81
Merseyrail	-	-	-	-	-	-	-	☆ 89	☆ 90	☆ 89
Northern Rail	-	-	-	-	-	-	-	71	69	72
ScotRail	-	-	-	-	-	-	-	87	87	88
<b>Average Score</b>	-	-	-	-	-	-	-	<b>81</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>	-	-	-	-	-	-	-	<b>89</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	77	79	81	77	81	76	78	77	78	74
Merseyrail	☆ 92	☆ 94	☆ 94	☆ 95	☆ 91	☆ 95	☆ 97	☆ 94	☆ 93	☆ 96
Northern Rail	70	74	75	73	71	75	70	73	69	71
ScotRail	84	84	85	79	83	83	84	81	84	81
<b>Average Score</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>95</b>	<b>97</b>	<b>94</b>	<b>93</b>	<b>96</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	85	87	89	85	84	87	87	86	85	86
Merseyrail	☆ 94	☆ 92	☆ 95	☆ 90	☆ 93	☆ 95	☆ 94	☆ 92	☆ 91	☆ 93
Northern Rail	79	81	83	80	78	80	78	77	72	77
ScotRail	86	89	88	86	81	86	87	87	84	82
<b>Average Score</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>81</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>91</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	87	88	89	89	88	83	85	86	83	84
Merseyrail	☆ 94	☆ 94	☆ 96	☆ 96	☆ 94	☆ 97	☆ 97	☆ 96	☆ 97	☆ 94
Northern Rail	85	87	87	87	86	87	84	85	81	85
ScotRail	89	90	90	87	89	91	89	92	89	91
<b>Average Score</b>	<b>88</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>97</b>	<b>97</b>	<b>96</b>	<b>97</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	77	74	77	80	78	77	77	80	82	80
Merseyrail	78	☆ 87	☆ 85	☆ 85	☆ 82	☆ 91	☆ 89	☆ 89	☆ 92	☆ 86
Northern Rail	69	74	72	76	78	78	73	73	72	73
ScotRail	☆ 78	75	78	80	78	77	79	70	75	80
<b>Average Score</b>	<b>74</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 60	☆ 62	☆ 66	64	60	59	56	55	54	53
Merseyrail	55	60	66	☆ 70	☆ 64	☆ 66	☆ 67	☆ 70	☆ 65	☆ 66
Northern Rail	54	59	60	64	58	60	50	57	54	56
ScotRail	55	58	61	57	56	59	51	52	49	52
<b>Average Score</b>	<b>55</b>	<b>59</b>	<b>62</b>	<b>63</b>	<b>58</b>	<b>61</b>	<b>54</b>	<b>57</b>	<b>53</b>	<b>56</b>
<b>BEST IN CLASS</b>	<b>60</b>	<b>62</b>	<b>66</b>	<b>70</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>70</b>	<b>65</b>	<b>66</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	78	73	75	76	75	75	78	79	78	69
Merseyrail	75	76	76	☆ 79	77	78	80	81	79	☆ 80
Northern Rail	57	61	59	62	59	62	57	62	60	64
ScotRail	☆ 80	☆ 82	☆ 77	77	☆ 79	☆ 82	☆ 84	☆ 83	☆ 84	79
<b>Average Score</b>	<b>71</b>	<b>73</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	75	70	73	76	74	75	76	79	79	68
Merseyrail	☆ 80	80	☆ 78	☆ 84	☆ 80	80	83	80	81	78
Northern Rail	53	58	56	59	53	57	54	57	55	59
ScotRail	79	☆ 80	76	78	79	☆ 81	☆ 83	☆ 81	☆ 83	☆ 79
<b>Average Score</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>84</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	65	63	69	67	67	65	66	66	66	64
Merseyrail	☆ 81	☆ 86	☆ 87	☆ 86	☆ 87	☆ 81	☆ 86	☆ 90	☆ 87	☆ 89
Northern Rail	57	59	58	57	59	58	56	60	59	58
ScotRail	77	78	75	77	72	76	80	74	77	76
<b>Average Score</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>87</b>	<b>81</b>	<b>86</b>	<b>90</b>	<b>87</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 79	75	☆ 82	☆ 82	☆ 79	79	☆ 81	☆ 82	☆ 82	☆ 87
Merseyrail	49	56	67	63	67	68	67	63	67	71
Northern Rail	70	72	72	73	76	72	71	71	73	71
ScotRail	79	☆ 83	77	81	79	☆ 79	81	79	76	83
<b>Average Score</b>	<b>72</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	63	56	61	64	57	60	59	☆ 66	63	59
Merseyrail	49	57	64	☆ 68	60	59	60	59	61	66
Northern Rail	55	54	55	55	55	56	57	57	56	55
ScotRail	☆ 64	☆ 63	☆ 65	63	☆ 63	☆ 65	☆ 69	65	☆ 65	☆ 67
<b>Average Score</b>	<b>59</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>60</b>	<b>62</b>	<b>61</b>	<b>60</b>	<b>61</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>63</b>	<b>65</b>	<b>69</b>	<b>66</b>	<b>65</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	44	42	49 ☆	46 ☆	45 ☆	46	49 ☆	51 ☆	55 ☆	49 ☆
Merseyrail	12	20	19	17	9	14	10	21	17	18
Northern Rail	32	41	35	41	38	43	34	39	31	35
ScotRail	48 ☆	46 ☆	50 ☆	40	41	51 ☆	52 ☆	49	46	48
<b>Average Score</b>	<b>38</b>	<b>40</b>	<b>41</b>	<b>39</b>	<b>36</b>	<b>42</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>39</b>
<b>BEST IN CLASS</b>	<b>48</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>45</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>49</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	76	71	73	74	70	72	71	73	73	71
Merseyrail	72	76	78	☆ 82	☆ 79	☆ 78	☆ 81	☆ 80	79	☆ 78
Northern Rail	69	67	70	68	65	65	66	71	66	66
ScotRail	☆ 76	☆ 77	☆ 78	72	69	77	77	79	☆ 80	75
<b>Average Score</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>73</b>	<b>75</b>	<b>73</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>78</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	77	72	76	74	74	76	77	76	78	75
Merseyrail	☆ 79	79	☆ 80	☆ 82	76	76	☆ 81	80	☆ 81	82
Northern Rail	60	64	63	64	58	62	60	65	62	63
ScotRail	78	☆ 81	77	75	☆ 77	☆ 82	80	☆ 82	78	☆ 82
<b>Average Score</b>	<b>71</b>	<b>74</b>	<b>72</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	83	82	81	82	84	83	82	84	85	83
Merseyrail	86	88	☆ 90	☆ 90	☆ 86	87	☆ 90	☆ 90	☆ 90	87
Northern Rail	77	79	80	77	78	78	77	81	77	78
ScotRail	☆ 88	☆ 89	88	84	86	☆ 89	87	88	85	☆ 89
<b>Average Score</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	79	79	79	☆ 82	82	82	83	81	☆ 86	84
Merseyrail	74	75	77	79	79	77	80	☆ 83	78	☆ 85
Northern Rail	74	75	76	75	76	79	76	79	73	73
ScotRail	☆ 86	☆ 82	☆ 84	82	☆ 83	☆ 86	☆ 87	80	83	84
<b>Average Score</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>83</b>	<b>86</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	78	74	75	78	76	75	78	80	78	67
Merseyrail	75	77	76	☆ 78	78	79	80	80	81	78
Northern Rail	57	61	60	64	56	62	58	63	60	65
ScotRail	☆ 80	☆ 83	☆ 78	76	☆ 80	☆ 84	☆ 84	☆ 82	☆ 84	☆ 84
<b>Average Score</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>83</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 74	70	66	68	64	69	69	74	70	66
Merseyrail	66	71	65	65	56	71	67	71	70	69
Northern Rail	51	62	49	60	48	62	47	61	49	63
ScotRail	73	☆ 76	☆ 68	☆ 75	☆ 70	☆ 76	☆ 77	☆ 81	☆ 80	☆ 80
<b>Average Score</b>	<b>64</b>	<b>69</b>	<b>60</b>	<b>66</b>	<b>58</b>	<b>69</b>	<b>62</b>	<b>70</b>	<b>65</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>74</b>	<b>76</b>	<b>68</b>	<b>75</b>	<b>70</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 70	64	☆ 72	☆ 71	☆ 67	70	71	☆ 70	☆ 73	☆ 72
Merseyrail	33	37	48	46	51	45	48	45	50	55
Northern Rail	57	59	60	61	62	57	60	58	55	56
ScotRail	69	☆ 69	70	67	65	☆ 71	☆ 72	65	69	66
<b>Average Score</b>	<b>59</b>	<b>60</b>	<b>63</b>	<b>62</b>	<b>62</b>	<b>61</b>	<b>63</b>	<b>60</b>	<b>61</b>	<b>61</b>
<b>BEST IN CLASS</b>	<b>70</b>	<b>69</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013
Arriva Trains Wales	☆ 44	32	40	37	43	45	☆ 40	42	38	☆ 56
Merseyrail	35	☆ 52	☆ 42	☆ 47	☆ 49	☆ 50	29	☆ 43	41	53
Northern Rail	35	36	36	45	35	43	33	39	29	35
ScotRail	35	47	40	44	34	34	38	40	☆ 43	42
<b>Average Score</b>	<b>36</b>	<b>41</b>	<b>38</b>	<b>44</b>	<b>37</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>35</b>	<b>41</b>
<b>BEST IN CLASS</b>	<b>44</b>	<b>52</b>	<b>42</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>40</b>	<b>43</b>	<b>43</b>	<b>56</b>

Non-franchised Train Operating Companies are excluded

## 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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