



National Rail Passenger Survey

Full Report

Autumn 2014 (Wave 31)

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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 and other large stations, 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 takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, 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 (2012-13), and informed by ticket sales information and some consultation with TOCs.

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

Autumn 2014 (Wave 31)

Fieldwork for Wave 31 was undertaken between 1st September and 9th November 2014.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14th September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway did not start until that date.

Due to some additional booster samples being commissioned after the main survey fieldwork had begun, a small amount of fieldwork overran by a few days, ultimately extending the fieldwork period for some boost samples until 13th November; this affected boost samples only and not the main survey, results of which are shown in this report.

As with previous waves, planned and unplanned engineering works/problems meant that some other 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 2014 (Wave 30)

Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few station that were closed for all of the fieldwork period.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

As with previous waves, planned and unplanned engineering works/problems meant that some other 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.

Autumn 2013 (Wave 29)

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

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related her related issues this wave.

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.

National Total

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	Overall sample size 27812	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	-1	→	27069	81	12	7
STATION FACILITIES									
Overall satisfaction with the station		1	→	1	↑	27234	79	15	6
Ticket buying facilities		0	→	1	→	13871	74	13	12
Provision of information about train times/platforms		-1	→	0	→	26219	81	11	8
The upkeep/repair of the station buildings/platforms		1	→	3	↑	26169	72	18	10
Cleanliness		1	→	2	↑	26366	76	16	8
The facilities and services		2	↑	3	↑	22644	57	20	23
The attitudes and helpfulness of the staff		0	→	0	→	19913	73	19	8
Connections with other forms of public transport		1	→	0	→	19248	75	15	10
Facilities for car parking		1	→	0	→	9763	50	19	32
Overall environment		1	→	2	↑	26246	70	21	9
Your personal security whilst using the station		1	→	1	→	23749	71	24	5
The availability of staff		1	→	1	→	22787	62	21	16
The provision of shelter facilities		1	→	4	↑	21800	69	18	12
Availability of seating		1	→	0	→	24906	47	20	33
How request to station staff was handled		0	→	0	→	4328	85	6	8
The choice of shops/eating/drinking facilities available		2	↑	2	↑	22318	49	23	28
TRAIN FACILITIES									
Overall satisfaction with the train		-2	↓	0	→	27263	78	14	8
The frequency of the trains on that route		-1	↓	-1	→	26773	76	9	15
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	0	→	27029	77	9	15
The length of time the journey was scheduled to take (speed)		-2	↓	-1	→	26785	83	10	8
Connections with other train services		-1	→	-1	→	15871	75	16	8
The value for money of the price of your ticket		1	→	1	→	25659	46	22	33
Upkeep and repair of the train		-2	↓	-2	↓	26171	73	16	11
The provision of information during the journey		-2	↓	-1	→	24636	69	20	11
The helpfulness and attitude of staff on train		-2	↓	-1	→	16062	63	27	10
The space for luggage		-1	→	-2	↓	21286	51	23	26
The toilet facilities		0	→	-2	→	11963	36	22	41
Sufficient room for all passengers to sit/stand		-2	↓	-1	→	26289	64	14	22
The comfort of the seating area		-2	↓	-1	→	26232	70	18	13
The ease of being able to get on and off		-2	↓	-1	→	26644	78	14	8
Your personal security on board		-1	→	0	→	25045	77	19	4
The cleanliness of the inside		-1	→	0	→	26991	74	15	11
The cleanliness of the outside		0	→	1	→	22802	73	20	7
The availability of staff		-1	→	0	→	20186	44	29	27
How well train company deals with delays		-2	→	-1	→	5416	38	36	26

* National total excludes non-franchised train operating companies

London and South East

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	Overall sample size 17540	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	0	→	17083	80	12	8
STATION FACILITIES									
Overall satisfaction with the station		1	→	1	→	17192	78	16	7
Ticket buying facilities		0	→	0	→	9305	72	15	14
Provision of information about train times/platforms		-1	↓	1	→	16547	80	12	8
The upkeep/repair of the station buildings/platforms		1	→	4	↑	16492	70	19	12
Cleanliness		0	→	2	↑	16615	74	17	9
The facilities and services		1	→	2	↑	14205	55	21	24
The attitudes and helpfulness of the staff		1	→	0	→	12767	71	20	9
Connections with other forms of public transport		1	→	0	→	12786	76	14	10
Facilities for car parking		1	→	0	→	5849	47	20	34
Overall environment		0	→	2	↑	16560	68	22	10
Your personal security whilst using the station		1	→	1	→	15036	69	26	5
The availability of staff		1	→	0	→	14533	60	22	18
The provision of shelter facilities		1	→	4	↑	13712	67	20	14
Availability of seating		1	→	1	→	15566	43	21	37
How request to station staff was handled		-1	→	0	→	2543	83	7	9
The choice of shops/eating/drinking facilities available		2	↑	2	↑	13981	48	23	29
TRAIN FACILITIES									
Overall satisfaction with the train		-2	↓	0	→	17205	77	15	8
The frequency of the trains on that route		-1	→	0	→	16995	75	10	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	1	→	17046	75	9	15
The length of time the journey was scheduled to take (speed)		-2	↓	-1	→	16878	81	10	9
Connections with other train services		-1	→	0	→	10080	75	17	8
The value for money of the price of your ticket		0	→	1	→	16041	41	23	36
Upkeep and repair of the train		-2	↓	-2	↓	16473	72	17	12
The provision of information during the journey		-2	↓	0	→	15470	67	21	11
The helpfulness and attitude of staff on train		-4	↓	-2	→	8328	54	33	12
The space for luggage		-1	→	-2	↓	13102	48	24	28
The toilet facilities		0	→	-2	→	6868	32	22	45
Sufficient room for all passengers to sit/stand		-2	↓	-1	→	16578	62	15	23
The comfort of the seating area		-2	↓	-1	→	16535	68	18	13
The ease of being able to get on and off		-2	↓	-1	→	16812	77	14	9
Your personal security on board		-1	→	0	→	15727	75	20	4
The cleanliness of the inside		-1	→	0	→	17036	73	16	11
The cleanliness of the outside		-1	→	1	→	14533	72	20	8
The availability of staff		-3	↓	-1	→	11596	34	32	34
How well train company deals with delays		-4	↓	-1	→	3286	35	37	28

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

Long Distance

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	Overall sample size 6160	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	-1	→	5992	86	8	6
STATION FACILITIES									
Overall satisfaction with the station		2	→	2	→	6044	84	12	4
Ticket buying facilities		3	↑	1	→	2204	85	8	7
Provision of information about train times/platforms		0	→	0	→	5875	87	8	6
The upkeep/repair of the station buildings/platforms		2	↑	2	→	5842	78	15	7
Cleanliness		1	→	0	→	5893	81	14	5
The facilities and services		3	↑	4	↑	5200	72	16	12
The attitudes and helpfulness of the staff		0	→	-1	→	4200	80	15	5
Connections with other forms of public transport		0	→	0	→	3846	77	14	9
Facilities for car parking		1	→	2	→	1963	61	16	23
Overall environment		1	→	2	→	5881	76	16	7
Your personal security whilst using the station		2	→	0	→	5224	77	21	2
The availability of staff		1	→	2	→	4915	69	20	10
The provision of shelter facilities		1	→	4	↑	4634	76	16	8
Availability of seating		2	→	1	→	5584	53	18	28
How request to station staff was handled		-1	→	1	→	1199	89	4	7
The choice of shops/eating/drinking facilities available		3	↑	3	↑	5191	62	21	17
TRAIN FACILITIES									
Overall satisfaction with the train		-2	→	0	→	6043	85	10	5
The frequency of the trains on that route		0	→	2	↑	5839	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	↓	-1	→	5997	82	6	12
The length of time the journey was scheduled to take (speed)		0	→	1	→	5990	88	7	5
Connections with other train services		0	→	1	→	3362	80	13	7
The value for money of the price of your ticket		1	→	3	↑	5823	58	18	24
Upkeep and repair of the train		-3	↓	-3	↓	5863	81	12	7
The provision of information during the journey		-1	→	-1	→	5572	77	16	7
The helpfulness and attitude of staff on train		1	→	-1	→	4530	81	15	4
The space for luggage		0	→	-2	→	4963	57	18	26
The toilet facilities		0	→	-4	↓	3245	52	22	26
Sufficient room for all passengers to sit/stand		0	→	-2	→	5833	71	13	17
The comfort of the seating area		-2	→	-1	→	5820	78	14	9
The ease of being able to get on and off		-2	↓	-2	↓	5925	81	13	7
Your personal security on board		-1	→	-1	→	5588	84	14	2
The cleanliness of the inside		-2	↓	-1	→	5975	82	11	7
The cleanliness of the outside		-1	→	0	→	4881	79	16	5
The availability of staff		1	→	0	→	5079	67	23	10
How well train company deals with delays		6	↑	1	→	1481	55	29	16

* Long distance total excludes non-franchised train operating companies

Regional

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	Overall sample size 4112	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey		0	→	-2	→	3994	84	10	6
STATION FACILITIES									
Overall satisfaction with the station		2	→	1	→	3998	82	14	4
Ticket buying facilities		1	→	3	→	2362	81	10	9
Provision of information about train times/platforms		1	→	-1	→	3797	84	10	6
The upkeep/repair of the station buildings/platforms		2	→	2	→	3835	78	15	7
Cleanliness		2	→	1	→	3858	81	13	6
The facilities and services		1	→	4	→	3239	56	17	27
The attitudes and helpfulness of the staff		0	→	2	→	2946	78	16	6
Connections with other forms of public transport		2	→	0	→	2616	71	17	12
Facilities for car parking		1	→	3	→	1951	55	16	29
Overall environment		3	→	2	→	3805	76	16	7
Your personal security whilst using the station		2	→	1	→	3489	75	20	5
The availability of staff		3	→	6	↑	3339	70	17	13
The provision of shelter facilities		2	→	4	↑	3454	77	14	9
Availability of seating		1	→	1	→	3756	60	19	22
How request to station staff was handled		3	→	2	→	586	89	4	5
The choice of shops/eating/drinking facilities available		1	→	3	→	3146	46	22	32
TRAIN FACILITIES									
Overall satisfaction with the train		-1	→	-2	→	4015	80	12	8
The frequency of the trains on that route		-1	→	-3	↓	3939	78	8	14
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	→	-3	↓	3986	81	7	12
The length of time the journey was scheduled to take (speed)		-2	→	-3	↓	3917	86	8	6
Connections with other train services		-1	→	-2	→	2429	77	15	7
The value for money of the price of your ticket		3	→	2	→	3795	58	18	24
Upkeep and repair of the train		1	→	-1	→	3835	71	15	14
The provision of information during the journey		-1	→	-2	→	3594	69	20	11
The helpfulness and attitude of staff on train		1	→	1	→	3204	78	17	5
The space for luggage		-1	→	2	→	3221	60	21	19
The toilet facilities		4	→	0	→	1850	43	23	34
Sufficient room for all passengers to sit/stand		0	→	-1	→	3878	72	12	16
The comfort of the seating area		-3	→	-2	→	3877	71	17	12
The ease of being able to get on and off		-1	→	-1	→	3907	83	12	6
Your personal security on board		1	→	-2	→	3730	80	17	3
The cleanliness of the inside		1	→	1	→	3980	74	15	11
The cleanliness of the outside		3	→	4	↑	3388	73	19	8
The availability of staff		3	→	2	→	3511	64	23	13
How well train company deals with delays		-2	→	-3	→	649	39	35	26

* Regional total excludes non-franchised train operating companies

Overall satisfaction with your journey

% of passengers satisfied/good by sector:

London and South East	80 %
Long distance	86 %
Regional	84 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	0	→	-1	→	2164	80	14	6
Arriva Trains Wales	-3	→	0	→	1033	83	11	6
c2c	-2	→	0	→	1043	89	8	3
Chiltern Railways	0	→	0	→	1137	91	6	3
CrossCountry	-4	↓	1	→	1243	83	10	8
East Coast	-1	→	0	→	1205	90	6	3
East Midland Trains	2	→	1	→	1085	88	8	4
First Great Western	1	→	1	→	2939	81	10	8
First Hull Trains	3	→	-7	↓	677	89	6	5
First TransPennine Express	-3	→	-3	→	1012	82	8	10
Govia Thameslink Railway *	-2	→	-1	→	1502	77	15	9
Grand Central	-1	→	0	→	547	94	5	1
Heathrow Connect	-3	→	-3	→	740	85	10	5
Heathrow Express	-1	→	0	→	676	94	5	1
London Midland	-1	→	1	→	1231	82	11	7
London Overground	0	→	-3	→	1151	88	6	5
Merseyrail	-3	→	-2	→	470	90	6	3
Northern Rail	-1	→	-2	→	1526	78	12	10
ScotRail	1	→	-2	→	965	88	9	3
South West Trains	-2	→	0	→	2085	80	12	8
Southeastern	-11	↓	1	→	1653	74	17	9
Southern	1	→	0	→	2178	77	14	9
Virgin Trains	-1	→	0	→	1447	90	6	4

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

The value for money for the price of your ticket

% of passengers satisfied/good by sector:

London and South East	41 %
Long distance	58 %
Regional	58 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	0	→	1	→	2072	37	24	39
Arriva Trains Wales	1	→	1	→	1000	55	16	30
c2c	0	→	3	→	989	47	20	33
Chiltern Railways	0	→	-1	→	1076	48	25	28
CrossCountry	0	→	1	→	1188	53	22	26
East Coast	2	→	4	→	1171	64	15	21
East Midland Trains	0	→	3	→	1051	52	18	30
First Great Western	1	→	0	→	2879	48	22	30
First Hull Trains	6	→	-3	→	663	63	19	18
First TransPennine Express	-4	→	3	→	969	57	19	23
Govia Thameslink Railway *	1	→	0	→	1395	38	25	37
Grand Central	1	→	2	→	551	79	13	8
Heathrow Connect	-3	→	-4	→	687	50	23	26
Heathrow Express	-5	→	-3	→	680	42	25	33
London Midland	2	→	3	→	1138	54	21	26
London Overground	-4	→	-7	↓	1017	49	23	27
Merseyrail	0	→	-4	→	396	66	17	17
Northern Rail	0	→	2	→	1453	56	18	26
ScotRail	8	↑	4	→	946	59	19	22
South West Trains	1	→	1	→	1965	38	23	39
Southeastern	1	→	5	↑	1486	35	21	44
Southern	1	→	1	→	2024	40	24	37
Virgin Trains	8	↑	6	↑	1444	68	13	19

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

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

% of passengers satisfied/good by sector:

London and South East	75 %
Long distance	82 %
Regional	81 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-1	↔	0	↔	2166	77	10	13
Arriva Trains Wales	-9	↓	-5	↔	1031	78	9	13
c2c	-3	↓	0	↔	1037	91	5	4
Chiltern Railways	-3	↓	-1	↔	1119	89	5	6
CrossCountry	-2	↔	2	↔	1231	81	6	13
East Coast	0	↔	5	↑	1202	88	4	7
East Midland Trains	4	↔	0	↔	1078	83	7	10
First Great Western	0	↔	1	↔	2933	74	9	17
First Hull Trains	3	↔	-21	↓	681	76	5	19
First TransPennine Express	-8	↓	-11	↓	1010	74	8	18
Govia Thameslink Railway *	-4	↔	-2	↔	1518	70	12	18
Grand Central	8	↑	6	↑	563	96	3	1
Heathrow Connect	-6	↓	-3	↔	742	73	9	17
Heathrow Express	0	↔	-1	↔	685	94	4	2
London Midland	2	↔	0	↔	1223	74	9	17
London Overground	-1	↔	-4	↔	1146	82	11	7
Merseyrail	-6	↓	-6	↓	470	87	5	8
Northern Rail	0	↔	0	↔	1521	77	9	14
ScotRail	1	↔	-4	↔	964	82	6	12
South West Trains	-1	↔	2	↔	2076	79	8	13
Southeastern	-8	↓	3	↔	1665	72	10	19
Southern	-5	↓	3	↔	2163	68	9	23
Virgin Trains	-1	↔	0	↔	1476	86	5	8

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Sufficient room for all the passengers to sit/stand

% of passengers satisfied/good by sector:

London and South East	62 %
Long distance	71 %
Regional	72 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-1	→	-4	→	2106	64	17	19
Arriva Trains Wales	3	→	1	→	1004	74	11	15
c2c	-3	→	1	→	1018	60	17	23
Chiltern Railways	-1	→	-4	→	1109	71	14	16
CrossCountry	1	→	-2	→	1214	67	13	20
East Coast	0	→	-6	↓	1166	78	14	7
East Midland Trains	-1	→	-3	→	1044	74	12	13
First Great Western	1	→	-1	→	2862	66	14	20
First Hull Trains	3	→	-4	→	665	86	7	7
First TransPennine Express	3	→	7	↑	988	62	12	27
Govia Thameslink Railway *	-5	↓	-2	→	1453	55	19	26
Grand Central	-3	→	0	→	545	92	6	2
Heathrow Connect	2	→	-3	→	734	77	11	12
Heathrow Express	0	→	0	→	677	90	6	3
London Midland	2	→	1	→	1191	67	14	19
London Overground	-3	→	-3	→	1114	66	13	21
Merseyrail	-8	→	-7	→	454	71	15	14
Northern Rail	1	→	0	→	1478	67	11	22
ScotRail	2	→	-2	→	942	76	12	11
South West Trains	-4	↓	-1	→	2026	59	15	26
Southeastern	-8	↓	1	→	1602	57	14	29
Southern	3	→	1	→	2097	64	14	22
Virgin Trains	-2	→	-3	→	1421	76	12	12

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	78 %
Long distance	84 %
Regional	82 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-3	→	0	→	2192	75	17	8
Arriva Trains Wales	1	→	-2	→	1032	75	21	5
c2c	-2	→	1	→	1048	83	13	4
Chiltern Railways	1	→	2	→	1136	90	8	2
CrossCountry	2	→	2	→	1243	82	13	5
East Coast	3	→	4	↑	1224	90	7	3
East Midland Trains	6	↑	4	↑	1086	87	11	2
First Great Western	5	↑	4	↑	2952	82	13	5
First Hull Trains	11	↑	-2	→	683	90	7	3
First TransPennine Express	-1	→	-1	→	1018	85	11	4
Govia Thameslink Railway *	0	→	2	→	1529	78	17	5
Grand Central	-2	→	-4	→	567	84	12	4
Heathrow Connect	-6	↓	0	→	755	75	18	8
Heathrow Express	1	→	-1	→	692	92	7	1
London Midland	-1	→	-1	→	1228	74	17	9
London Overground	2	→	-3	→	1155	82	11	6
Merseyrail	0	→	3	→	470	91	7	2
Northern Rail	3	→	3	→	1522	79	14	7
ScotRail	1	→	-1	→	974	83	13	3
South West Trains	2	→	1	→	2092	77	17	6
Southeastern	-2	→	2	→	1671	76	17	8
Southern	1	→	2	→	2189	76	17	7
Virgin Trains	0	→	1	→	1473	79	14	7

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

How well train company dealt with delays

% of passengers satisfied/good by sector:

London and South East	35 %
Long distance	55 %
Regional	39 %

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-4	→	-4	→	337	35	38	26
Arriva Trains Wales	-19	→	2	→	195	37	25	38
c2c	-18	→	5	→	70	42	30	27
Chiltern Railways	2	→	11	→	185	54	31	15
CrossCountry	6	→	-1	→	325	51	31	18
East Coast	2	→	9	→	255	67	24	9
East Midland Trains	4	→	-3	→	214	53	32	15
First Great Western	2	→	-1	→	811	43	35	22
First Hull Trains	8	→	-7	→	96	72	21	7
First TransPennine Express	6	→	-2	→	329	51	27	22
Govia Thameslink Railway *	-12	↓	-4	→	340	31	44	26
Grand Central	23	→	-11	→	30	73	21	6
Heathrow Connect	-8	→	-5	→	135	37	35	28
Heathrow Express	-3	→	-12	→	26	33	42	25
London Midland	-1	→	1	→	263	36	41	23
London Overground	0	→	-18	↓	93	29	41	29
Merseyrail	-14	→	-6	→	59	39	34	27
Northern Rail	-3	→	-10	→	232	32	38	30
ScotRail	7	→	5	→	163	49	35	16
South West Trains	2	→	5	→	339	40	33	26
Southeastern	-9	→	-5	→	304	22	40	38
Southern	-3	→	2	→	544	36	36	29
Virgin Trains	11	↑	8	→	358	63	28	10

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Abellio Greater Anglia

Overall sample size 2226	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	0	→	-1	→	2164	80	14	6	80	
STATION FACILITIES										
Overall satisfaction with the station	-3	→	0	→	2192	75	17	8	78	
Ticket buying facilities	-4	→	-4	→	1142	65	18	17	72	
Provision of information about train times/platforms	-4	→	-2	→	2102	76	13	10	80	
The upkeep/repair of the station buildings/platforms	-5	↓	2	→	2075	65	21	14	70	
Cleanliness	-3	→	1	→	2104	70	18	11	74	
The facilities and services	-5	↓	-2	→	1812	51	21	28	55	
The attitudes and helpfulness of the staff	2	→	3	→	1643	74	18	8	71	
Connections with other forms of public transport	-2	→	0	→	1677	77	12	11	76	
Facilities for car parking	2	→	-4	→	735	47	18	34	47	
Overall environment	-3	→	2	→	2109	65	23	11	68	
Your personal security whilst using the station	-2	→	-1	→	1916	64	28	8	69	
The availability of staff	1	→	3	→	1849	60	21	19	60	
The provision of shelter facilities	-3	→	2	→	1688	61	22	17	67	
Availability of seating	-4	→	-2	→	1959	38	22	40	43	
How request to station staff was handled	4	→	0	→	311	87	6	6	83	
The choice of shops/eating/drinking facilities available	-6	↓	-4	→	1835	45	23	32	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-4	→	-3	→	2181	69	20	11	77	
The frequency of the trains on that route	-2	→	-2	→	2165	75	10	15	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	0	→	2166	77	10	13	75	
The length of time the journey was scheduled to take (speed)	0	→	-1	→	2148	81	12	7	81	
Connections with other train services	1	→	-1	→	1293	74	19	7	75	
The value for money of the price of your ticket	0	→	1	→	2072	37	24	39	41	
Upkeep and repair of the train	-6	↓	-6	↓	2097	52	22	26	72	
The provision of information during the journey	1	→	1	→	1945	59	25	15	67	
The helpfulness and attitude of staff on train	-4	→	-5	→	1044	43	39	18	54	
The space for luggage	-3	→	-8	↓	1671	46	27	26	48	
The toilet facilities	1	→	-7	↓	991	28	23	49	32	
Sufficient room for all passengers to sit/stand	-1	→	-4	→	2106	64	17	19	62	
The comfort of the seating area	0	→	-3	→	2122	60	20	20	68	
The ease of being able to get on and off	-1	→	-4	→	2133	76	15	10	77	
Your personal security on board	-1	→	-1	→	1978	69	24	7	75	
The cleanliness of the inside	-4	→	1	→	2170	60	20	20	73	
The cleanliness of the outside	1	→	5	→	1867	58	27	14	72	
The availability of staff	0	→	-1	→	1473	24	30	47	34	
How well train company deals with delays	-4	→	-4	→	337	35	38	26	35	

c2c

Overall sample size 1075	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-2	⇌	0	⇌	1043	89	8	3	80	
STATION FACILITIES										
Overall satisfaction with the station	-2	⇌	1	⇌	1048	83	13	4	78	
Ticket buying facilities	-5	⇌	-1	⇌	724	76	15	9	72	
Provision of information about train times/platforms	-3	⇌	-3	⇌	1003	85	10	5	80	
The upkeep/repair of the station buildings/platforms	-3	⇌	1	⇌	1005	75	17	8	70	
Cleanliness	-4	⇌	0	⇌	1002	78	15	7	74	
The facilities and services	-4	⇌	-1	⇌	888	59	21	20	55	
The attitudes and helpfulness of the staff	-4	⇌	-3	⇌	860	77	16	7	71	
Connections with other forms of public transport	-3	⇌	0	⇌	835	73	16	11	76	
Facilities for car parking	1	⇌	2	⇌	473	56	16	28	47	
Overall environment	-5	⇌	1	⇌	1004	73	20	7	68	
Your personal security whilst using the station	-4	⇌	-2	⇌	943	69	24	6	69	
The availability of staff	-1	⇌	1	⇌	938	71	18	11	60	
The provision of shelter facilities	-4	⇌	1	⇌	894	68	17	15	67	
Availability of seating	-7	⇌	-2	⇌	952	54	21	25	43	
How request to station staff was handled	1	⇌	-1	⇌	148	86	4	9	83	
The choice of shops/eating/drinking facilities available	1	⇌	1	⇌	865	43	28	30	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-3	⇌	0	⇌	1056	88	8	3	77	
The frequency of the trains on that route	-6	⇌	1	⇌	1052	81	8	11	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⇌	0	⇌	1037	91	5	4	75	
The length of time the journey was scheduled to take (speed)	-1	⇌	2	⇌	1034	92	5	3	81	
Connections with other train services	-8	⇌	-1	⇌	640	80	16	4	75	
The value for money of the price of your ticket	0	⇌	3	⇌	989	47	20	33	41	
Upkeep and repair of the train	-4	⇌	-1	⇌	1014	86	10	3	72	
The provision of information during the journey	-6	⇌	-1	⇌	955	76	17	7	67	
The helpfulness and attitude of staff on train	-1	⇌	3	⇌	413	38	45	17	54	
The space for luggage	-4	⇌	-1	⇌	773	47	25	28	48	
The toilet facilities	-3	⇌	2	⇌	471	52	28	20	32	
Sufficient room for all passengers to sit/stand	-3	⇌	1	⇌	1018	60	17	23	62	
The comfort of the seating area	-3	⇌	-2	⇌	1009	76	15	9	68	
The ease of being able to get on and off	-4	⇌	-3	⇌	1028	81	13	6	77	
Your personal security on board	-2	⇌	1	⇌	955	75	19	6	75	
The cleanliness of the inside	-1	⇌	0	⇌	1046	88	9	3	73	
The cleanliness of the outside	-4	⇌	1	⇌	939	85	12	3	72	
The availability of staff	2	⇌	3	⇌	621	21	38	41	34	
How well train company deals with delays	-18	⇌	5	⇌	70	42	30	27	35	

Chiltern Railways

Overall sample size 1157	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	0	→	0	→	1137	91	6	3	80
STATION FACILITIES									
Overall satisfaction with the station	1	→	2	→	1136	90	8	2	78
Ticket buying facilities	3	→	2	→	652	84	10	6	72
Provision of information about train times/platforms	2	→	0	→	1096	85	9	6	80
The upkeep/repair of the station buildings/platforms	3	→	2	→	1106	85	10	5	70
Cleanliness	2	→	0	→	1115	88	10	2	74
The facilities and services	3	→	4	→	1002	73	16	12	55
The attitudes and helpfulness of the staff	5	↑	2	→	865	84	11	4	71
Connections with other forms of public transport	5	↑	7	↑	875	78	14	7	76
Facilities for car parking	-1	→	-5	→	413	70	15	15	47
Overall environment	2	→	4	↑	1116	85	12	3	68
Your personal security whilst using the station	4	↑	3	→	1028	82	16	1	69
The availability of staff	3	→	4	→	956	72	19	9	60
The provision of shelter facilities	3	→	7	↑	942	80	14	6	67
Availability of seating	-1	→	4	→	1053	55	19	26	43
How request to station staff was handled	3	→	3	→	156	93	3	4	83
The choice of shops/eating/drinking facilities available	8	↑	6	↑	995	58	24	19	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	0	→	1139	91	7	2	77
The frequency of the trains on that route	2	→	3	→	1117	83	7	10	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	↓	-1	→	1119	89	5	6	75
The length of time the journey was scheduled to take (speed)	2	→	0	→	1110	89	6	5	81
Connections with other train services	4	→	3	→	554	80	14	6	75
The value for money of the price of your ticket	0	→	-1	→	1076	48	25	28	41
Upkeep and repair of the train	1	→	-1	→	1095	87	10	3	72
The provision of information during the journey	1	→	2	→	1044	78	18	4	67
The helpfulness and attitude of staff on train	4	→	-2	→	448	58	32	10	54
The space for luggage	-1	→	-1	→	862	57	23	20	48
The toilet facilities	1	→	1	→	447	53	28	19	32
Sufficient room for all passengers to sit/stand	-1	→	-4	→	1109	71	14	16	62
The comfort of the seating area	1	→	-1	→	1107	81	13	5	68
The ease of being able to get on and off	0	→	-4	↓	1124	88	10	3	77
Your personal security on board	1	→	2	→	1060	87	12	1	75
The cleanliness of the inside	1	→	0	→	1131	88	10	3	73
The cleanliness of the outside	2	→	2	→	968	86	12	2	72
The availability of staff	5	→	2	→	642	37	37	26	34
How well train company deals with delays	2	→	11	→	185	54	31	15	35

First Great Western

Overall sample size 3006	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	1	→	1	→	2939	81	10	8	80	
STATION FACILITIES										
Overall satisfaction with the station	5	↑	4	↑	2952	82	13	5	78	
Ticket buying facilities	4	↑	2	→	1539	79	12	9	72	
Provision of information about train times/platforms	2	↑	3	↑	2879	85	9	6	80	
The upkeep/repair of the station buildings/platforms	2	→	3	↑	2860	75	17	8	70	
Cleanliness	1	→	3	↑	2882	79	15	5	74	
The facilities and services	6	↑	5	↑	2502	66	17	17	55	
The attitudes and helpfulness of the staff	3	↑	4	↑	2144	79	16	5	71	
Connections with other forms of public transport	3	→	2	→	1969	73	16	11	76	
Facilities for car parking	6	↑	6	↑	1037	61	16	23	47	
Overall environment	3	↑	5	↑	2860	75	18	7	68	
Your personal security whilst using the station	4	↑	4	↑	2543	76	21	3	69	
The availability of staff	5	↑	2	→	2469	67	20	14	60	
The provision of shelter facilities	4	↑	7	↑	2396	74	15	11	67	
Availability of seating	6	↑	3	↑	2764	55	20	26	43	
How request to station staff was handled	-1	→	3	→	579	88	6	5	83	
The choice of shops/eating/drinking facilities available	4	↑	3	→	2426	51	22	26	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-1	→	0	→	2956	79	15	6	77	
The frequency of the trains on that route	2	→	3	↑	2891	77	8	14	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	1	→	2933	74	9	17	75	
The length of time the journey was scheduled to take (speed)	0	→	0	→	2915	82	10	7	81	
Connections with other train services	0	→	0	→	1605	71	18	11	75	
The value for money of the price of your ticket	1	→	0	→	2879	48	22	30	41	
Upkeep and repair of the train	-1	→	-2	→	2832	74	17	10	72	
The provision of information during the journey	2	→	0	→	2643	66	23	11	67	
The helpfulness and attitude of staff on train	1	→	1	→	1637	68	26	6	54	
The space for luggage	3	→	1	→	2275	55	21	24	48	
The toilet facilities	0	→	0	→	1263	41	27	32	32	
Sufficient room for all passengers to sit/stand	1	→	-1	→	2862	66	14	20	62	
The comfort of the seating area	-1	→	-1	→	2829	71	18	11	68	
The ease of being able to get on and off	-1	→	0	→	2881	75	16	9	77	
Your personal security on board	1	→	1	→	2662	81	17	2	75	
The cleanliness of the inside	2	→	0	→	2910	76	16	8	73	
The cleanliness of the outside	0	→	1	→	2373	72	21	6	72	
The availability of staff	2	→	-1	→	2130	47	31	22	34	
How well train company deals with delays	2	→	-1	→	811	43	35	22	35	

Govia Thameslink Railway

Overall sample size 1552	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-2	→	-1	→	1502	77	15	9	80	
STATION FACILITIES										
Overall satisfaction with the station	0	→	2	→	1529	78	17	5	78	
Ticket buying facilities	-5	→	-1	→	777	69	15	16	72	
Provision of information about train times/platforms	-5	↓	-2	→	1469	76	14	9	80	
The upkeep/repair of the station buildings/platforms	-1	→	3	→	1461	74	16	10	70	
Cleanliness	-2	→	3	→	1482	79	14	7	74	
The facilities and services	3	→	2	→	1211	58	17	24	55	
The attitudes and helpfulness of the staff	-5	→	-4	→	1097	71	20	9	71	
Connections with other forms of public transport	1	→	-1	→	1180	76	15	9	76	
Facilities for car parking	-3	→	-1	→	430	44	22	34	47	
Overall environment	-4	↓	0	→	1472	69	22	10	68	
Your personal security whilst using the station	-4	↓	-2	→	1340	67	29	4	69	
The availability of staff	0	→	-3	→	1277	59	22	19	60	
The provision of shelter facilities	3	→	5	↑	1170	68	19	13	67	
Availability of seating	3	→	3	→	1363	47	22	31	43	
How request to station staff was handled	0	→	-3	→	225	83	7	9	83	
The choice of shops/eating/drinking facilities available	3	→	3	→	1179	49	23	29	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-3	→	0	→	1523	70	19	11	77	
The frequency of the trains on that route	-6	↓	-5	↓	1513	71	11	18	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	→	-2	→	1518	70	12	18	75	
The length of time the journey was scheduled to take (speed)	-3	→	-3	→	1494	80	13	7	81	
Connections with other train services	-3	→	-1	→	912	74	18	9	75	
The value for money of the price of your ticket	1	→	0	→	1395	38	25	37	41	
Upkeep and repair of the train	-3	→	0	→	1470	58	24	18	72	
The provision of information during the journey	-8	↓	-3	→	1301	46	30	24	67	
The helpfulness and attitude of staff on train	-1	→	4	→	497	39	39	22	54	
The space for luggage	-3	→	-1	→	1135	41	28	32	48	
The toilet facilities	-8	↓	-3	→	506	25	26	49	32	
Sufficient room for all passengers to sit/stand	-5	↓	-2	→	1453	55	19	26	62	
The comfort of the seating area	-2	→	2	→	1455	59	22	19	68	
The ease of being able to get on and off	-4	↓	0	→	1481	73	18	9	77	
Your personal security on board	-3	→	-3	→	1377	68	27	4	75	
The cleanliness of the inside	-3	→	2	→	1501	65	21	14	73	
The cleanliness of the outside	-4	→	-1	→	1286	59	28	13	72	
The availability of staff	1	→	1	→	888	17	31	52	34	
How well train company deals with delays	-12	↓	-4	→	340	31	44	26	35	

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Heathrow Connect

Overall sample size 785	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	-3	→	-3	→	740	85	10	5	80
STATION FACILITIES									
Overall satisfaction with the station	-6	↓	0	→	755	75	18	8	78
Ticket buying facilities	4	→	3	→	500	71	15	15	72
Provision of information about train times/platforms	-6	↓	2	→	741	73	14	13	80
The upkeep/repair of the station buildings/platforms	-1	→	0	→	734	70	19	11	70
Cleanliness	2	→	0	→	739	73	18	9	74
The facilities and services	0	→	-3	→	623	52	21	27	55
The attitudes and helpfulness of the staff	3	→	2	→	578	70	19	11	71
Connections with other forms of public transport	-7	↓	-4	→	632	73	17	9	76
Facilities for car parking	-5	→	-3	→	226	29	25	46	47
Overall environment	-4	→	-1	→	729	65	23	13	68
Your personal security whilst using the station	-2	→	-4	→	678	66	25	9	69
The availability of staff	6	→	-1	→	668	60	20	20	60
The provision of shelter facilities	-2	→	-1	→	584	65	17	18	67
Availability of seating	0	→	0	→	676	48	19	33	43
How request to station staff was handled	4	→	5	→	120	88	2	9	83
The choice of shops/eating/drinking facilities available	0	→	-1	→	576	47	17	36	48
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-2	→	745	89	8	4	77
The frequency of the trains on that route	-3	→	1	→	746	63	12	25	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	↓	-3	→	742	73	9	17	75
The length of time the journey was scheduled to take (speed)	-5	↓	-3	→	740	85	10	5	81
Connections with other train services	-3	→	-3	→	515	78	13	9	75
The value for money of the price of your ticket	-3	→	-4	→	687	50	23	26	41
Upkeep and repair of the train	-3	→	-5	↓	731	87	9	4	72
The provision of information during the journey	1	→	-2	→	683	82	14	4	67
The helpfulness and attitude of staff on train	-2	→	-10	↓	451	61	32	7	54
The space for luggage	1	→	-2	→	610	72	14	14	48
The toilet facilities	1	→	-3	→	290	59	25	15	32
Sufficient room for all passengers to sit/stand	2	→	-3	→	734	77	11	12	62
The comfort of the seating area	-1	→	-1	→	730	84	11	5	68
The ease of being able to get on and off	1	→	-6	↓	732	77	12	10	77
Your personal security on board	1	→	-3	→	716	80	17	3	75
The cleanliness of the inside	1	→	-2	→	741	89	7	3	73
The cleanliness of the outside	2	→	2	→	677	88	9	3	72
The availability of staff	-4	→	-9	↓	570	43	35	22	34
How well train company deals with delays	-8	→	-5	→	135	37	35	28	35

Heathrow Express

Overall sample size 722	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-1	→	0	→	676	94	5	1	80	
STATION FACILITIES										
Overall satisfaction with the station	1	→	-1	→	692	92	7	1	78	
Ticket buying facilities	-1	→	0	→	518	92	5	3	72	
Provision of information about train times/platforms	-2	→	1	→	652	87	8	5	80	
The upkeep/repair of the station buildings/platforms	2	→	4	→	657	89	9	2	70	
Cleanliness	0	→	1	→	657	87	11	2	74	
The facilities and services	-1	→	-2	→	496	72	19	8	55	
The attitudes and helpfulness of the staff	6	→	5	→	529	85	13	2	71	
Connections with other forms of public transport	-2	→	-2	→	521	83	12	5	76	
Facilities for car parking	-4	→	-6	→	140	59	28	13	47	
Overall environment	-4	→	-1	→	633	84	13	3	68	
Your personal security whilst using the station	0	→	1	→	576	85	14	1	69	
The availability of staff	2	→	0	→	567	75	19	6	60	
The provision of shelter facilities	-5	→	-1	→	348	79	18	3	67	
Availability of seating	-1	→	-4	→	538	63	21	15	43	
How request to station staff was handled	2	→	2	→	127	91	3	5	83	
The choice of shops/eating/drinking facilities available	-2	→	-1	→	437	69	18	13	48	
TRAIN FACILITIES										
Overall satisfaction with the train	0	→	1	→	681	96	3	1	77	
The frequency of the trains on that route	-3	→	-2	→	690	91	5	4	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	-1	→	685	94	4	2	75	
The length of time the journey was scheduled to take (speed)	-2	→	-1	→	665	96	3	1	81	
Connections with other train services	0	→	-1	→	455	87	10	3	75	
The value for money of the price of your ticket	-5	→	-3	→	680	42	25	33	41	
Upkeep and repair of the train	2	→	2	→	665	98	2	0	72	
The provision of information during the journey	-4	→	1	→	654	86	12	2	67	
The helpfulness and attitude of staff on train	2	→	4	→	562	88	10	1	54	
The space for luggage	5	↑	0	→	670	89	7	3	48	
The toilet facilities	-9	→	-2	→	242	71	21	8	32	
Sufficient room for all passengers to sit/stand	0	→	0	→	677	90	6	3	62	
The comfort of the seating area	0	→	0	→	680	94	6	1	68	
The ease of being able to get on and off	1	→	1	→	667	96	4	0	77	
Your personal security on board	-1	→	-1	→	650	94	6	1	75	
The cleanliness of the inside	-3	↓	0	→	686	94	4	2	73	
The cleanliness of the outside	-1	→	0	→	631	95	5	0	72	
The availability of staff	-3	→	-1	→	599	76	20	4	34	
How well train company deals with delays	-3	→	-12	→	26	33	42	25	35	

London Midland

Overall sample size 1257	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-1	→	1	→	1231	82	11	7	80	
STATION FACILITIES										
Overall satisfaction with the station	-1	→	-1	→	1228	74	17	9	78	
Ticket buying facilities	0	→	0	→	657	74	13	14	72	
Provision of information about train times/platforms	0	→	-1	→	1190	80	11	9	80	
The upkeep/repair of the station buildings/platforms	0	→	4	→	1187	66	19	15	70	
Cleanliness	-3	→	-1	→	1187	71	18	11	74	
The facilities and services	-5	→	-3	→	1010	49	20	31	55	
The attitudes and helpfulness of the staff	-3	→	-3	→	903	68	22	10	71	
Connections with other forms of public transport	3	→	3	→	849	69	17	14	76	
Facilities for car parking	6	→	3	→	496	54	16	31	47	
Overall environment	-3	→	1	→	1196	63	24	13	68	
Your personal security whilst using the station	1	→	1	→	1077	67	28	6	69	
The availability of staff	-2	→	-1	→	1023	53	24	23	60	
The provision of shelter facilities	1	→	2	→	1005	68	18	14	67	
Availability of seating	-1	→	-2	→	1139	49	19	32	43	
How request to station staff was handled	-5	→	-9	→	182	80	8	11	83	
The choice of shops/eating/drinking facilities available	-3	→	0	→	991	44	22	35	48	
TRAIN FACILITIES										
Overall satisfaction with the train	0	→	2	→	1229	81	12	7	77	
The frequency of the trains on that route	2	→	4	→	1211	79	9	12	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	0	→	1223	74	9	17	75	
The length of time the journey was scheduled to take (speed)	4	↑	4	↑	1222	86	8	6	81	
Connections with other train services	4	→	4	→	683	76	16	8	75	
The value for money of the price of your ticket	2	→	3	→	1138	54	21	26	41	
Upkeep and repair of the train	-10	↓	-9	↓	1173	69	19	12	72	
The provision of information during the journey	-5	↓	-2	→	1120	67	20	12	67	
The helpfulness and attitude of staff on train	-2	→	-1	→	671	60	30	10	54	
The space for luggage	-3	→	-5	→	944	49	27	24	48	
The toilet facilities	-4	→	-3	→	492	42	23	35	32	
Sufficient room for all passengers to sit/stand	2	→	1	→	1191	67	14	19	62	
The comfort of the seating area	-3	→	-4	→	1191	70	20	11	68	
The ease of being able to get on and off	0	→	-1	→	1205	81	13	6	77	
Your personal security on board	-1	→	0	→	1144	77	20	4	75	
The cleanliness of the inside	-5	↓	-3	→	1221	71	18	11	73	
The cleanliness of the outside	-4	→	1	→	1044	76	18	6	72	
The availability of staff	-3	→	-3	→	911	39	32	29	34	
How well train company deals with delays	-1	→	1	→	263	36	41	23	35	

London Overground

Overall sample size 1195	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	0	→	-3	→	1151	88	6	5	80	
STATION FACILITIES										
Overall satisfaction with the station	2	→	-3	→	1155	82	11	6	78	
Ticket buying facilities	6	→	1	→	653	75	13	12	72	
Provision of information about train times/platforms	1	→	-3	→	1086	81	11	8	80	
The upkeep/repair of the station buildings/platforms	3	→	-3	→	1109	74	15	11	70	
Cleanliness	-2	→	-3	→	1103	76	15	10	74	
The facilities and services	1	→	-3	→	865	40	27	33	55	
The attitudes and helpfulness of the staff	4	→	-3	→	841	73	20	8	71	
Connections with other forms of public transport	1	→	0	→	921	81	11	9	76	
Facilities for car parking	1	→	-10	→	359	32	23	45	47	
Overall environment	3	→	-1	→	1101	71	21	9	68	
Your personal security whilst using the station	1	→	-5	→	1020	71	24	5	69	
The availability of staff	1	→	-5	→	988	62	21	17	60	
The provision of shelter facilities	4	→	1	→	988	66	18	15	67	
Availability of seating	4	→	-3	→	1054	49	23	29	43	
How request to station staff was handled	-4	→	2	→	102	80	12	6	83	
The choice of shops/eating/drinking facilities available	0	→	-2	→	800	40	23	37	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-2	→	0	→	1156	88	7	5	77	
The frequency of the trains on that route	-4	→	-4	→	1162	75	9	16	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	-4	→	1146	82	11	7	75	
The length of time the journey was scheduled to take (speed)	-1	→	-2	→	1124	87	8	6	81	
Connections with other train services	-1	→	-6	→	946	81	13	6	75	
The value for money of the price of your ticket	-4	→	-7	↓	1017	49	23	27	41	
Upkeep and repair of the train	0	→	-1	→	1108	93	5	2	72	
The provision of information during the journey	-1	→	-1	→	1075	83	13	4	67	
The helpfulness and attitude of staff on train	-12	↓	-10	↓	535	42	45	14	54	
The space for luggage	-8	↓	-9	↓	906	50	27	23	48	
The toilet facilities	-2	→	-10	↓	365	12	11	77	32	
Sufficient room for all passengers to sit/stand	-3	→	-3	→	1114	66	13	21	62	
The comfort of the seating area	0	→	-4	→	1105	79	14	7	68	
The ease of being able to get on and off	-4	→	-4	→	1120	80	9	11	77	
Your personal security on board	-5	→	-3	→	1082	78	17	5	75	
The cleanliness of the inside	-2	→	-2	→	1156	89	6	4	73	
The cleanliness of the outside	-2	→	-2	→	1031	89	9	2	72	
The availability of staff	-13	↓	-6	→	783	24	38	38	34	
How well train company deals with delays	0	→	-18	↓	93	29	41	29	35	

South West Trains

Overall sample size 2127	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-2	→	0	→	2085	80	12	8	80	
STATION FACILITIES										
Overall satisfaction with the station	2	→	1	→	2092	77	17	6	78	
Ticket buying facilities	3	→	3	→	1147	75	13	12	72	
Provision of information about train times/platforms	3	↑	5	↑	2000	83	10	7	80	
The upkeep/repair of the station buildings/platforms	4	→	7	↑	2013	68	21	11	70	
Cleanliness	5	↑	6	↑	2023	72	19	9	74	
The facilities and services	3	→	3	→	1775	56	21	24	55	
The attitudes and helpfulness of the staff	0	→	-1	→	1501	68	21	11	71	
Connections with other forms of public transport	4	→	3	→	1529	76	14	10	76	
Facilities for car parking	-1	→	2	→	810	45	21	34	47	
Overall environment	3	→	3	→	2019	67	23	10	68	
Your personal security whilst using the station	5	↑	3	→	1834	72	24	5	69	
The availability of staff	2	→	-2	→	1747	56	23	21	60	
The provision of shelter facilities	2	→	5	↑	1727	65	22	14	67	
Availability of seating	1	→	1	→	1920	37	21	43	43	
How request to station staff was handled	-5	→	-3	→	257	81	4	12	83	
The choice of shops/eating/drinking facilities available	4	↑	4	→	1768	55	21	24	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-2	→	1	→	2093	78	14	8	77	
The frequency of the trains on that route	2	→	1	→	2052	74	10	16	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	2	→	2076	79	8	13	75	
The length of time the journey was scheduled to take (speed)	1	→	1	→	2052	80	10	10	81	
Connections with other train services	1	→	2	→	1254	74	17	10	75	
The value for money of the price of your ticket	1	→	1	→	1965	38	23	39	41	
Upkeep and repair of the train	-3	→	0	→	2005	75	17	8	72	
The provision of information during the journey	-1	→	1	→	1910	71	22	7	67	
The helpfulness and attitude of staff on train	-3	→	-2	→	1351	65	29	6	54	
The space for luggage	3	→	1	→	1634	53	20	27	48	
The toilet facilities	1	→	0	→	905	30	22	48	32	
Sufficient room for all passengers to sit/stand	-4	↓	-1	→	2026	59	15	26	62	
The comfort of the seating area	-2	→	0	→	2016	69	19	12	68	
The ease of being able to get on and off	-2	→	0	→	2056	75	15	11	77	
Your personal security on board	0	→	0	→	1947	78	18	4	75	
The cleanliness of the inside	1	→	0	→	2071	73	16	11	73	
The cleanliness of the outside	-1	→	2	→	1769	74	20	5	72	
The availability of staff	-3	→	0	→	1643	49	33	18	34	
How well train company deals with delays	2	→	5	→	339	40	33	26	35	

Southeastern

Overall sample size 1706	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-11	↓	1	→	1653	74	17	9	80	
STATION FACILITIES										
Overall satisfaction with the station	-2	→	2	→	1671	76	17	8	78	
Ticket buying facilities	-3	→	-1	→	905	69	16	15	72	
Provision of information about train times/platforms	-7	↓	2	→	1612	76	14	10	80	
The upkeep/repair of the station buildings/platforms	0	→	6	↑	1601	68	18	13	70	
Cleanliness	0	→	4	↑	1610	72	17	11	74	
The facilities and services	2	→	7	↑	1404	58	20	22	55	
The attitudes and helpfulness of the staff	-1	→	1	→	1297	68	21	11	71	
Connections with other forms of public transport	0	→	1	→	1282	75	16	9	76	
Facilities for car parking	-2	→	-4	→	549	42	21	37	47	
Overall environment	-2	→	5	↑	1607	66	22	12	68	
Your personal security whilst using the station	0	→	4	↑	1461	68	28	5	69	
The availability of staff	1	→	2	→	1449	61	22	17	60	
The provision of shelter facilities	-3	→	4	→	1316	63	22	15	67	
Availability of seating	-1	→	2	→	1498	38	20	42	43	
How request to station staff was handled	1	→	4	→	214	83	5	10	83	
The choice of shops/eating/drinking facilities available	5	↑	4	→	1395	43	28	29	48	
TRAIN FACILITIES										
Overall satisfaction with the train	-8	↓	-2	→	1676	70	20	10	77	
The frequency of the trains on that route	-3	→	0	→	1658	73	10	17	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	↓	3	→	1665	72	10	19	75	
The length of time the journey was scheduled to take (speed)	-7	↓	0	→	1642	76	12	13	81	
Connections with other train services	-3	→	3	→	902	71	19	10	75	
The value for money of the price of your ticket	1	→	5	↑	1486	35	21	44	41	
Upkeep and repair of the train	-6	↓	-3	→	1588	64	20	16	72	
The provision of information during the journey	-6	↓	-1	→	1518	61	22	17	67	
The helpfulness and attitude of staff on train	-1	→	5	→	753	53	28	19	54	
The space for luggage	-5	→	-1	→	1233	44	25	32	48	
The toilet facilities	-5	→	0	→	647	28	21	51	32	
Sufficient room for all passengers to sit/stand	-8	↓	1	→	1602	57	14	29	62	
The comfort of the seating area	-8	↓	0	→	1615	62	19	19	68	
The ease of being able to get on and off	-4	↓	4	↑	1641	78	14	8	77	
Your personal security on board	-3	→	4	→	1530	70	24	6	75	
The cleanliness of the inside	-6	↓	-2	→	1663	66	18	16	73	
The cleanliness of the outside	-4	↓	-1	→	1425	66	23	11	72	
The availability of staff	-2	→	2	→	1088	30	25	44	34	
How well train company deals with delays	-9	→	-5	→	304	22	40	38	35	

Southern

Overall sample size 2239	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	1	→	0	→	2178	77	14	9	80	
STATION FACILITIES										
Overall satisfaction with the station	1	→	2	→	2189	76	17	7	78	
Ticket buying facilities	-1	→	0	→	1109	67	16	17	72	
Provision of information about train times/platforms	-2	→	1	→	2110	77	13	11	80	
The upkeep/repair of the station buildings/platforms	1	→	5	↑	2075	66	21	13	70	
Cleanliness	1	→	3	→	2107	73	18	9	74	
The facilities and services	3	→	2	→	1736	57	21	22	55	
The attitudes and helpfulness of the staff	4	→	2	→	1616	70	21	9	71	
Connections with other forms of public transport	-2	→	-4	↓	1669	76	14	10	76	
Facilities for car parking	4	→	2	→	547	43	20	37	47	
Overall environment	0	→	3	→	2076	65	25	11	68	
Your personal security whilst using the station	0	→	-1	→	1874	67	28	5	69	
The availability of staff	0	→	1	→	1837	58	25	16	60	
The provision of shelter facilities	3	→	7	↑	1586	69	19	12	67	
Availability of seating	1	→	2	→	1864	40	18	42	43	
How request to station staff was handled	0	→	-1	→	369	81	8	10	83	
The choice of shops/eating/drinking facilities available	5	↑	4	↑	1727	51	22	27	48	
TRAIN FACILITIES										
Overall satisfaction with the train	3	↑	2	→	2196	80	14	6	77	
The frequency of the trains on that route	0	→	0	→	2174	73	11	16	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	3	→	2163	68	9	23	75	
The length of time the journey was scheduled to take (speed)	-2	→	-1	→	2137	78	12	10	81	
Connections with other train services	1	→	-1	→	1291	73	18	9	75	
The value for money of the price of your ticket	1	→	1	→	2024	40	24	37	41	
Upkeep and repair of the train	7	↑	1	→	2091	77	15	9	72	
The provision of information during the journey	1	→	0	→	1959	73	18	9	67	
The helpfulness and attitude of staff on train	-4	→	-3	→	979	53	35	12	54	
The space for luggage	2	→	-1	→	1669	46	25	30	48	
The toilet facilities	8	↑	0	→	781	40	23	37	32	
Sufficient room for all passengers to sit/stand	3	→	1	→	2097	64	14	22	62	
The comfort of the seating area	3	→	0	→	2086	71	18	11	68	
The ease of being able to get on and off	1	→	-1	→	2143	75	14	10	77	
Your personal security on board	3	→	2	→	1992	77	19	4	75	
The cleanliness of the inside	5	↑	1	→	2167	77	15	8	73	
The cleanliness of the outside	4	↑	2	→	1831	75	19	6	72	
The availability of staff	0	→	0	→	1417	36	34	30	34	
How well train company deals with delays	-3	→	2	→	544	36	36	29	35	

CrossCountry

Overall sample size 1272	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-4	↓	1	→	1243	83	10	8	86	
STATION FACILITIES										
Overall satisfaction with the station	2	→	2	→	1243	82	13	5	84	
Ticket buying facilities	5	→	5	→	464	87	7	6	85	
Provision of information about train times/platforms	1	→	3	→	1213	85	8	7	87	
The upkeep/repair of the station buildings/platforms	5	↑	5	↑	1186	76	15	8	78	
Cleanliness	2	→	2	→	1206	80	16	4	81	
The facilities and services	4	→	6	↑	1026	70	17	12	72	
The attitudes and helpfulness of the staff	-1	→	1	→	860	80	15	4	80	
Connections with other forms of public transport	1	→	4	→	672	76	15	9	77	
Facilities for car parking	2	→	4	→	417	59	17	24	61	
Overall environment	2	→	3	→	1200	74	18	8	76	
Your personal security whilst using the station	3	→	0	→	1048	77	21	1	77	
The availability of staff	0	→	3	→	1020	68	22	10	69	
The provision of shelter facilities	-1	→	3	→	1006	74	18	7	76	
Availability of seating	1	→	1	→	1158	56	20	24	53	
How request to station staff was handled	0	→	5	→	288	90	2	7	89	
The choice of shops/eating/drinking facilities available	8	↑	5	→	997	63	21	16	62	
TRAIN FACILITIES										
Overall satisfaction with the train	-3	→	0	→	1247	82	12	7	85	
The frequency of the trains on that route	0	→	3	→	1198	81	10	9	85	
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	2	→	1231	81	6	13	82	
The length of time the journey was scheduled to take (speed)	-1	→	3	→	1234	86	9	5	88	
Connections with other train services	1	→	5	→	724	79	15	7	80	
The value for money of the price of your ticket	0	→	1	→	1188	53	22	26	58	
Upkeep and repair of the train	-5	↓	-3	→	1201	77	14	9	81	
The provision of information during the journey	-1	→	0	→	1140	74	18	7	77	
The helpfulness and attitude of staff on train	-2	→	-1	→	922	79	16	4	81	
The space for luggage	0	→	-3	→	975	54	20	26	57	
The toilet facilities	-3	→	-10	↓	584	46	26	29	52	
Sufficient room for all passengers to sit/stand	1	→	-2	→	1214	67	13	20	71	
The comfort of the seating area	-1	→	1	→	1195	74	16	10	78	
The ease of being able to get on and off	-1	→	-2	→	1230	79	14	7	81	
Your personal security on board	-1	→	-2	→	1153	82	16	2	84	
The cleanliness of the inside	-2	→	-2	→	1230	78	13	9	82	
The cleanliness of the outside	-2	→	-2	→	979	76	19	5	79	
The availability of staff	-3	→	0	→	1061	64	26	10	67	
How well train company deals with delays	6	→	-1	→	325	51	31	18	55	

East Coast

Overall sample size 1239	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-1	→	0	→	1205	90	6	3	86	
STATION FACILITIES										
Overall satisfaction with the station	3	→	4	↑	1224	90	7	3	84	
Ticket buying facilities	1	→	-3	→	349	84	13	4	85	
Provision of information about train times/platforms	-1	→	0	→	1185	90	6	4	87	
The upkeep/repair of the station buildings/platforms	2	→	0	→	1186	86	11	3	78	
Cleanliness	0	→	-1	→	1195	89	9	3	81	
The facilities and services	3	→	3	→	1063	79	13	8	72	
The attitudes and helpfulness of the staff	1	→	0	→	804	82	15	4	80	
Connections with other forms of public transport	-3	→	-4	→	778	80	12	8	77	
Facilities for car parking	-9	↓	-9	↓	401	51	19	30	61	
Overall environment	3	→	1	→	1189	85	11	3	76	
Your personal security whilst using the station	2	→	-3	→	1060	79	19	2	77	
The availability of staff	3	→	-1	→	971	72	21	7	69	
The provision of shelter facilities	2	→	5	↑	937	80	13	8	76	
Availability of seating	6	↑	3	→	1110	51	19	29	53	
How request to station staff was handled	3	→	4	→	231	90	4	6	89	
The choice of shops/eating/drinking facilities available	2	→	2	→	1081	68	19	13	62	
TRAIN FACILITIES										
Overall satisfaction with the train	0	→	-1	→	1215	89	8	3	85	
The frequency of the trains on that route	-1	→	1	→	1171	92	5	3	85	
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	5	↑	1202	88	4	7	82	
The length of time the journey was scheduled to take (speed)	3	↑	1	→	1197	92	4	4	88	
Connections with other train services	2	→	0	→	665	83	10	7	80	
The value for money of the price of your ticket	2	→	4	→	1171	64	15	21	58	
Upkeep and repair of the train	-2	→	-1	→	1181	79	14	8	81	
The provision of information during the journey	0	→	-2	→	1138	80	16	4	77	
The helpfulness and attitude of staff on train	0	→	-6	↓	953	81	15	3	81	
The space for luggage	2	→	-3	→	1051	65	19	17	57	
The toilet facilities	0	→	2	→	781	51	23	25	52	
Sufficient room for all passengers to sit/stand	0	→	-6	↓	1166	78	14	7	71	
The comfort of the seating area	-2	→	-3	→	1179	78	14	8	78	
The ease of being able to get on and off	-4	↓	-6	↓	1188	80	15	4	81	
Your personal security on board	0	→	-1	→	1125	88	11	1	84	
The cleanliness of the inside	-1	→	0	→	1207	85	9	6	82	
The cleanliness of the outside	-2	→	0	→	963	79	15	6	79	
The availability of staff	4	→	-4	↓	1052	71	21	8	67	
How well train company deals with delays	2	→	9	→	255	67	24	9	55	

East Midlands Trains

Overall sample size 1106	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	2	→	1	→	1085	88	8	4	86	
STATION FACILITIES										
Overall satisfaction with the station	6	↑	4	↑	1086	87	11	2	84	
Ticket buying facilities	4	→	5	→	475	84	10	7	85	
Provision of information about train times/platforms	3	→	3	→	1051	87	8	5	87	
The upkeep/repair of the station buildings/platforms	9	↑	8	↑	1056	86	11	3	78	
Cleanliness	10	↑	6	↑	1063	88	9	3	81	
The facilities and services	11	↑	8	↑	967	73	14	13	72	
The attitudes and helpfulness of the staff	6	↑	-3	→	785	80	15	6	80	
Connections with other forms of public transport	2	→	0	→	763	75	15	10	77	
Facilities for car parking	5	→	4	→	404	74	12	14	61	
Overall environment	9	↑	7	↑	1065	83	14	3	76	
Your personal security whilst using the station	3	→	0	→	958	78	19	3	77	
The availability of staff	7	↑	4	→	898	71	18	11	69	
The provision of shelter facilities	8	↑	5	↑	866	78	15	7	76	
Availability of seating	6	↑	2	→	1015	58	20	22	53	
How request to station staff was handled	2	→	-5	→	196	86	7	5	89	
The choice of shops/eating/drinking facilities available	7	↑	6	↑	946	58	21	21	62	
TRAIN FACILITIES										
Overall satisfaction with the train	0	→	0	→	1091	86	10	4	85	
The frequency of the trains on that route	-2	→	1	→	1059	80	9	12	85	
Punctuality/reliability (i.e. the train arriving/departing on time)	4	→	0	→	1078	83	7	10	82	
The length of time the journey was scheduled to take (speed)	0	→	0	→	1080	87	8	5	88	
Connections with other train services	0	→	-2	→	570	76	16	8	80	
The value for money of the price of your ticket	0	→	3	→	1051	52	18	30	58	
Upkeep and repair of the train	1	→	-1	→	1065	82	11	7	81	
The provision of information during the journey	2	→	-1	→	988	72	21	7	77	
The helpfulness and attitude of staff on train	3	→	-1	→	839	79	17	4	81	
The space for luggage	3	→	2	→	882	59	21	20	57	
The toilet facilities	-2	→	-7	↓	530	47	27	26	52	
Sufficient room for all passengers to sit/stand	-1	→	-3	→	1044	74	12	13	71	
The comfort of the seating area	-2	→	-3	→	1053	79	14	7	78	
The ease of being able to get on and off	0	→	-2	→	1073	82	12	6	81	
Your personal security on board	0	→	-2	→	998	84	14	2	84	
The cleanliness of the inside	1	→	-1	→	1079	83	10	7	82	
The cleanliness of the outside	2	→	1	→	911	75	17	8	79	
The availability of staff	2	→	0	→	912	64	25	10	67	
How well train company deals with delays	4	→	-3	→	214	53	32	15	55	

First Hull Trains

Overall sample size 702	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	3	→	-7	↓	677	89	6	5	86
STATION FACILITIES									
Overall satisfaction with the station	11	↑	-2	→	683	90	7	3	84
Ticket buying facilities	-4	→	-10	↓	289	80	11	9	85
Provision of information about train times/platforms	6	→	-4	→	660	86	8	6	87
The upkeep/repair of the station buildings/platforms	12	↑	0	→	664	89	8	3	78
Cleanliness	10	↑	1	→	659	90	7	3	81
The facilities and services	5	→	-4	→	593	71	13	15	72
The attitudes and helpfulness of the staff	3	→	-4	→	453	78	13	9	80
Connections with other forms of public transport	-4	→	-6	→	502	79	9	12	77
Facilities for car parking	5	→	7	→	331	71	13	16	61
Overall environment	8	↑	-1	→	658	84	13	3	76
Your personal security whilst using the station	3	→	-6	→	586	79	17	4	77
The availability of staff	7	→	-1	→	530	68	17	14	69
The provision of shelter facilities	15	↑	1	→	554	84	9	7	76
Availability of seating	10	↑	-1	→	633	56	16	28	53
How request to station staff was handled	11	→	15	→	109	90	1	9	89
The choice of shops/eating/drinking facilities available	3	→	-6	→	607	66	14	19	62
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	-4	↓	681	92	5	3	85
The frequency of the trains on that route	5	→	-9	↓	643	79	10	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	-21	↓	681	76	5	19	82
The length of time the journey was scheduled to take (speed)	7	↑	-9	↓	666	88	7	6	88
Connections with other train services	11	↑	-7	→	377	79	14	7	80
The value for money of the price of your ticket	6	→	-3	→	663	63	19	18	58
Upkeep and repair of the train	3	→	0	→	674	94	5	2	81
The provision of information during the journey	4	→	-4	→	625	90	8	3	77
The helpfulness and attitude of staff on train	3	→	-4	↓	636	93	6	1	81
The space for luggage	4	→	-6	→	612	73	13	14	57
The toilet facilities	-1	→	-5	→	496	64	17	19	52
Sufficient room for all passengers to sit/stand	3	→	-4	→	665	86	7	7	71
The comfort of the seating area	-1	→	-3	→	662	89	8	4	78
The ease of being able to get on and off	5	→	-2	→	668	92	5	3	81
Your personal security on board	3	→	-1	→	647	94	5	0	84
The cleanliness of the inside	0	→	-1	→	675	93	4	3	82
The cleanliness of the outside	3	→	-4	→	602	89	8	3	79
The availability of staff	2	→	-5	↓	639	89	9	2	67
How well train company deals with delays	8	→	-7	→	96	72	21	7	55

First TransPennine Express

Overall sample size 1037	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	-3	→	-3	→	1012	82	8	10	86
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-1	→	1018	85	11	4	84
Ticket buying facilities	-1	→	-4	→	483	84	7	10	85
Provision of information about train times/platforms	-2	→	-1	→	993	88	7	5	87
The upkeep/repair of the station buildings/platforms	1	→	-2	→	990	79	15	5	78
Cleanliness	-2	→	-3	→	992	81	14	5	81
The facilities and services	1	→	4	→	874	74	15	11	72
The attitudes and helpfulness of the staff	-4	→	-4	→	765	77	16	7	80
Connections with other forms of public transport	1	→	7	↑	639	78	13	9	77
Facilities for car parking	-1	→	5	→	331	57	19	24	61
Overall environment	-1	→	1	→	994	80	14	6	76
Your personal security whilst using the station	2	→	1	→	900	79	19	2	77
The availability of staff	-2	→	3	→	852	73	16	11	69
The provision of shelter facilities	-1	→	5	→	821	79	13	8	76
Availability of seating	-3	→	-1	→	949	57	18	25	53
How request to station staff was handled	-9	↓	-6	→	207	85	6	8	89
The choice of shops/eating/drinking facilities available	0	→	3	→	867	65	17	18	62
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	1	→	1011	82	10	8	85
The frequency of the trains on that route	0	→	2	→	981	84	6	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	↓	-11	↓	1010	74	8	18	82
The length of time the journey was scheduled to take (speed)	-3	→	-2	→	1007	85	8	7	88
Connections with other train services	-1	→	-3	→	595	78	14	9	80
The value for money of the price of your ticket	-4	→	3	→	969	57	19	23	58
Upkeep and repair of the train	-5	↓	-3	→	984	84	11	5	81
The provision of information during the journey	-6	↓	0	→	937	77	14	9	77
The helpfulness and attitude of staff on train	3	→	1	→	784	82	13	5	81
The space for luggage	-2	→	2	→	811	53	15	32	57
The toilet facilities	1	→	0	→	431	52	18	30	52
Sufficient room for all passengers to sit/stand	3	→	7	↑	988	62	12	27	71
The comfort of the seating area	-3	→	1	→	968	78	12	10	78
The ease of being able to get on and off	-2	→	1	→	994	78	11	11	81
Your personal security on board	1	→	1	→	949	83	13	3	84
The cleanliness of the inside	-3	→	-1	→	993	82	12	6	82
The cleanliness of the outside	-5	→	-4	→	840	79	17	4	79
The availability of staff	4	→	2	→	868	70	19	11	67
How well train company deals with delays	6	→	-2	→	329	51	27	22	55

Grand Central

Overall sample size 587	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	-1	→	0	→	547	94	5	1	86
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-4	→	567	84	12	4	84
Ticket buying facilities	-4	→	-10	↓	230	79	9	13	85
Provision of information about train times/platforms	0	→	-2	→	540	88	5	7	87
The upkeep/repair of the station buildings/platforms	-5	↓	-6	↓	546	82	10	8	78
Cleanliness	-8	↓	-8	↓	551	80	14	6	81
The facilities and services	-7	↓	-3	→	480	69	13	19	72
The attitudes and helpfulness of the staff	1	→	1	→	364	79	15	7	80
Connections with other forms of public transport	-7	↓	-7	↓	410	77	13	10	77
Facilities for car parking	4	→	3	→	255	56	20	24	61
Overall environment	-6	↓	-2	→	544	78	12	10	76
Your personal security whilst using the station	-3	→	-4	→	484	75	20	5	77
The availability of staff	-2	→	-3	→	429	63	20	17	69
The provision of shelter facilities	1	→	-2	→	450	78	16	6	76
Availability of seating	3	→	9	↑	517	54	19	27	53
How request to station staff was handled	22	↑	14	↑	72	98	2	0	89
The choice of shops/eating/drinking facilities available	-8	↓	-6	→	497	61	16	23	62
TRAIN FACILITIES									
Overall satisfaction with the train	-3	→	0	→	570	92	6	2	85
The frequency of the trains on that route	2	→	0	→	544	79	12	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)	8	↑	6	↑	563	96	3	1	82
The length of time the journey was scheduled to take (speed)	-2	→	0	→	550	91	6	2	88
Connections with other train services	0	→	-1	→	296	85	13	1	80
The value for money of the price of your ticket	1	→	2	→	551	79	13	8	58
Upkeep and repair of the train	-4	→	-3	→	548	79	14	8	81
The provision of information during the journey	1	→	-2	→	501	83	15	2	77
The helpfulness and attitude of staff on train	0	→	-3	→	506	89	9	2	81
The space for luggage	-5	→	-6	→	510	74	14	12	57
The toilet facilities	-2	→	-9	↓	401	58	24	18	52
Sufficient room for all passengers to sit/stand	-3	→	0	→	545	92	6	2	71
The comfort of the seating area	-3	→	-2	→	550	90	7	3	78
The ease of being able to get on and off	-2	→	-1	→	553	88	9	3	81
Your personal security on board	0	→	-2	→	528	90	10	1	84
The cleanliness of the inside	-5	↓	-5	↓	563	84	9	7	82
The cleanliness of the outside	1	→	4	→	505	86	12	2	79
The availability of staff	1	→	-3	→	511	82	15	3	67
How well train company deals with delays	23	→	-11	→	30	73	21	6	55

Virgin Trains

Overall sample size 1506	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-1	→	0	→	1447	90	6	4	86	
STATION FACILITIES										
Overall satisfaction with the station	0	→	1	→	1473	79	14	7	84	
Ticket buying facilities	7	↑	1	→	433	86	8	6	85	
Provision of information about train times/platforms	0	→	-3	↓	1433	85	9	6	87	
The upkeep/repair of the station buildings/platforms	-5	↓	-4	→	1424	67	22	11	78	
Cleanliness	-3	→	-3	→	1437	74	19	8	81	
The facilities and services	-2	→	1	→	1270	66	19	15	72	
The attitudes and helpfulness of the staff	1	→	-1	→	986	79	16	5	80	
Connections with other forms of public transport	-1	→	-6	↓	994	78	14	9	77	
Facilities for car parking	3	→	1	→	410	60	15	25	61	
Overall environment	-4	↓	-3	→	1433	66	20	14	76	
Your personal security whilst using the station	-1	→	-2	→	1258	72	25	3	77	
The availability of staff	1	→	-2	→	1174	65	24	11	69	
The provision of shelter facilities	1	→	3	→	1004	72	20	8	76	
Availability of seating	1	→	0	→	1352	44	16	40	53	
How request to station staff was handled	2	→	1	→	277	91	2	6	89	
The choice of shops/eating/drinking facilities available	-2	→	-2	→	1300	59	24	17	62	
TRAIN FACILITIES										
Overall satisfaction with the train	-1	→	0	→	1479	90	6	4	85	
The frequency of the trains on that route	2	→	1	→	1430	92	5	4	85	
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	0	→	1476	86	5	8	82	
The length of time the journey was scheduled to take (speed)	2	→	1	→	1472	93	4	2	88	
Connections with other train services	-2	→	1	→	808	84	11	5	80	
The value for money of the price of your ticket	8	↑	6	↑	1444	68	13	19	58	
Upkeep and repair of the train	-3	↓	-5	↓	1432	86	9	5	81	
The provision of information during the journey	0	→	0	→	1369	82	13	5	77	
The helpfulness and attitude of staff on train	1	→	0	→	1032	82	14	3	81	
The space for luggage	-1	→	-7	↓	1244	57	14	29	57	
The toilet facilities	3	→	-2	→	919	61	18	21	52	
Sufficient room for all passengers to sit/stand	-2	→	-3	→	1421	76	12	12	71	
The comfort of the seating area	-1	→	-1	→	1425	80	13	7	78	
The ease of being able to get on and off	-2	→	-3	→	1440	85	11	4	81	
Your personal security on board	-2	→	-2	→	1363	86	12	1	84	
The cleanliness of the inside	-2	→	-2	→	1466	87	10	4	82	
The cleanliness of the outside	2	→	4	↑	1188	85	12	3	79	
The availability of staff	1	→	1	→	1186	67	22	11	67	
How well train company deals with delays	11	↑	8	→	358	63	28	10	55	

Arriva Trains Wales

Overall sample size 1065	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-3	→	0	→	1033	83	11	6	84	
STATION FACILITIES										
Overall satisfaction with the station	1	→	-2	→	1032	75	21	5	82	
Ticket buying facilities	-4	→	-1	→	566	79	12	10	81	
Provision of information about train times/platforms	0	→	0	→	974	81	11	8	84	
The upkeep/repair of the station buildings/platforms	3	→	2	→	974	67	22	12	78	
Cleanliness	8	→	7	↑	977	72	18	10	81	
The facilities and services	-8	→	-4	→	843	44	21	35	56	
The attitudes and helpfulness of the staff	3	→	1	→	713	75	16	9	78	
Connections with other forms of public transport	-5	→	-3	→	625	61	21	17	71	
Facilities for car parking	-3	→	-3	→	513	59	17	24	55	
Overall environment	7	→	5	→	961	67	23	10	76	
Your personal security whilst using the station	1	→	0	→	885	69	25	7	75	
The availability of staff	0	→	2	→	828	63	18	19	70	
The provision of shelter facilities	-2	→	0	→	892	65	20	15	77	
Availability of seating	-4	→	-1	→	961	49	24	27	60	
How request to station staff was handled	6	→	4	→	208	93	3	4	89	
The choice of shops/eating/drinking facilities available	-2	→	-7	→	822	32	24	44	46	
TRAIN FACILITIES										
Overall satisfaction with the train	-1	→	0	→	1043	80	13	7	80	
The frequency of the trains on that route	2	→	1	→	1009	76	10	14	78	
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	↓	-5	→	1031	78	9	13	81	
The length of time the journey was scheduled to take (speed)	-2	→	0	→	997	82	9	9	86	
Connections with other train services	-3	→	4	→	691	76	15	8	77	
The value for money of the price of your ticket	1	→	1	→	1000	55	16	30	58	
Upkeep and repair of the train	1	→	-2	→	1002	69	15	16	71	
The provision of information during the journey	2	→	0	→	940	66	21	13	69	
The helpfulness and attitude of staff on train	-4	→	3	→	878	83	12	5	78	
The space for luggage	1	→	-1	→	875	61	20	20	60	
The toilet facilities	-4	→	-3	→	557	45	21	34	43	
Sufficient room for all passengers to sit/stand	3	→	1	→	1004	74	11	15	72	
The comfort of the seating area	-3	→	-2	→	1010	72	18	9	71	
The ease of being able to get on and off	-2	→	-1	→	1013	81	11	9	83	
Your personal security on board	-2	→	0	→	975	81	16	3	80	
The cleanliness of the inside	7	→	1	→	1030	74	14	12	74	
The cleanliness of the outside	2	→	2	→	859	68	20	12	73	
The availability of staff	-1	→	1	→	934	71	20	10	64	
How well train company deals with delays	-19	→	2	→	195	37	25	38	39	

Merseyrail

Overall sample size 478	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		sample size	Autumn 2014			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	-3	→	-2	→	470	90	6	3	84	
STATION FACILITIES										
Overall satisfaction with the station	0	→	3	→	470	91	7	2	82	
Ticket buying facilities	1	→	-5	→	254	87	9	4	81	
Provision of information about train times/platforms	1	→	-2	→	439	89	7	5	84	
The upkeep/repair of the station buildings/platforms	-2	→	-1	→	447	83	13	4	78	
Cleanliness	-3	→	0	→	456	85	10	4	81	
The facilities and services	-9	→	2	→	371	61	18	22	56	
The attitudes and helpfulness of the staff	-3	→	0	→	390	83	15	2	78	
Connections with other forms of public transport	-4	→	3	→	336	75	17	8	71	
Facilities for car parking	-10	→	-7	→	212	53	11	35	55	
Overall environment	-6	→	-4	→	451	79	17	4	76	
Your personal security whilst using the station	-5	→	-5	→	421	76	20	4	75	
The availability of staff	-4	→	2	→	411	81	11	7	70	
The provision of shelter facilities	-1	→	-4	→	366	80	14	6	77	
Availability of seating	-3	→	0	→	439	68	14	17	60	
How request to station staff was handled	-1	→	0	→	38	93	3	3	89	
The choice of shops/eating/drinking facilities available	-1	→	1	→	346	49	18	34	46	
TRAIN FACILITIES										
Overall satisfaction with the train	-4	→	-2	→	471	85	9	5	80	
The frequency of the trains on that route	-2	→	2	→	473	94	3	2	78	
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	↓	-6	↓	470	87	5	8	81	
The length of time the journey was scheduled to take (speed)	0	→	-2	→	461	94	4	2	86	
Connections with other train services	-2	→	-4	→	265	84	11	5	77	
The value for money of the price of your ticket	0	→	-4	→	396	66	17	17	58	
Upkeep and repair of the train	-5	→	-3	→	452	73	19	8	71	
The provision of information during the journey	-8	↓	-6	→	435	81	12	6	69	
The helpfulness and attitude of staff on train	-9	→	-10	↓	271	62	28	10	78	
The space for luggage	-15	↓	-4	→	363	51	26	23	60	
The toilet facilities	5	→	5	→	133	23	15	62	43	
Sufficient room for all passengers to sit/stand	-8	→	-7	→	454	71	15	14	72	
The comfort of the seating area	-9	↓	-4	→	443	73	19	8	71	
The ease of being able to get on and off	-3	→	-3	→	455	85	10	5	83	
Your personal security on board	-9	↓	-7	↓	435	76	19	5	80	
The cleanliness of the inside	-3	→	-2	→	469	75	14	11	74	
The cleanliness of the outside	5	→	2	→	422	74	19	7	73	
The availability of staff	-7	→	0	→	351	48	33	19	64	
How well train company deals with delays	-14	→	-6	→	59	39	34	27	39	

Northern Rail

Overall sample size 1568	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	-1	→	-2	→	1526	78	12	10	84
STATION FACILITIES									
Overall satisfaction with the station	3	→	3	→	1522	79	14	7	82
Ticket buying facilities	3	→	5	→	955	78	9	13	81
Provision of information about train times/platforms	1	→	0	→	1450	83	10	7	84
The upkeep/repair of the station buildings/platforms	3	→	4	→	1474	77	15	8	78
Cleanliness	2	→	2	→	1477	79	13	8	81
The facilities and services	3	→	4	→	1238	56	17	28	56
The attitudes and helpfulness of the staff	1	→	5	→	1106	76	15	9	78
Connections with other forms of public transport	-1	→	-4	→	1018	67	18	16	71
Facilities for car parking	2	→	4	→	814	55	18	28	55
Overall environment	3	→	6	↑	1456	75	16	9	76
Your personal security whilst using the station	6	↑	6	↑	1331	74	21	6	75
The availability of staff	5	→	8	↑	1270	64	19	17	70
The provision of shelter facilities	3	→	10	↑	1388	74	14	12	77
Availability of seating	0	→	3	→	1442	56	19	25	60
How request to station staff was handled	2	→	2	→	185	87	2	10	89
The choice of shops/eating/drinking facilities available	3	→	9	↑	1201	48	20	32	46
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-4	→	1528	70	15	15	80
The frequency of the trains on that route	-3	→	-7	↓	1506	68	10	22	78
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	0	→	1521	77	9	14	81
The length of time the journey was scheduled to take (speed)	-5	↓	-8	↓	1500	80	11	9	86
Connections with other train services	-3	→	-5	→	967	70	19	11	77
The value for money of the price of your ticket	0	→	2	→	1453	56	18	26	58
Upkeep and repair of the train	0	→	-2	→	1446	60	17	23	71
The provision of information during the journey	1	→	-2	→	1340	59	24	18	69
The helpfulness and attitude of staff on train	5	↑	6	↑	1262	76	18	6	78
The space for luggage	0	→	2	→	1222	55	20	25	60
The toilet facilities	6	→	-1	→	716	41	22	37	43
Sufficient room for all passengers to sit/stand	1	→	0	→	1478	67	11	22	72
The comfort of the seating area	-2	→	-2	→	1485	61	18	21	71
The ease of being able to get on and off	1	→	0	→	1489	78	14	7	83
Your personal security on board	4	↑	-2	→	1425	78	19	3	80
The cleanliness of the inside	1	→	2	→	1514	65	18	16	74
The cleanliness of the outside	1	→	6	↑	1313	65	24	11	73
The availability of staff	6	↑	5	↑	1371	62	24	15	64
How well train company deals with delays	-3	→	-10	→	232	32	38	30	39

ScotRail

Overall sample size 1001	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	1	→	-2	→	965	88	9	3	84
STATION FACILITIES									
Overall satisfaction with the station	1	→	-1	→	974	83	13	3	82
Ticket buying facilities	-1	→	6	→	587	82	10	9	81
Provision of information about train times/platforms	2	→	-3	→	934	85	10	5	84
The upkeep/repair of the station buildings/platforms	1	→	-1	→	940	81	13	7	78
Cleanliness	2	→	-1	→	948	85	12	3	81
The facilities and services	6	→	6	→	787	58	15	27	56
The attitudes and helpfulness of the staff	-2	→	1	→	737	79	16	4	78
Connections with other forms of public transport	8	→	4	→	637	77	15	8	71
Facilities for car parking	9	→	10	→	412	56	17	27	55
Overall environment	6	→	0	→	937	80	14	6	76
Your personal security whilst using the station	2	→	-3	→	852	78	18	5	75
The availability of staff	3	→	5	→	830	71	17	11	70
The provision of shelter facilities	4	→	2	→	808	82	12	6	77
Availability of seating	5	→	-2	→	914	62	19	18	60
How request to station staff was handled	3	→	0	→	155	89	6	2	89
The choice of shops/eating/drinking facilities available	1	→	0	→	777	47	24	29	46
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	973	87	10	3	80
The frequency of the trains on that route	0	→	-3	→	951	81	8	11	78
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	-4	→	964	82	6	12	81
The length of time the journey was scheduled to take (speed)	-1	→	2	→	959	90	6	4	86
Connections with other train services	2	→	-3	→	506	82	13	5	77
The value for money of the price of your ticket	8	↑	4	→	946	59	19	22	58
Upkeep and repair of the train	4	→	-1	→	935	83	11	6	71
The provision of information during the journey	-1	→	-3	→	879	75	19	6	69
The helpfulness and attitude of staff on train	1	→	0	→	793	84	13	2	78
The space for luggage	3	→	6	→	761	70	19	11	60
The toilet facilities	5	→	1	→	444	53	26	21	43
Sufficient room for all passengers to sit/stand	2	→	-2	→	942	76	12	11	72
The comfort of the seating area	-3	→	-3	→	939	80	15	6	71
The ease of being able to get on and off	-2	→	-2	→	950	87	10	3	83
Your personal security on board	1	→	-3	→	895	85	13	2	80
The cleanliness of the inside	-1	→	-1	→	967	83	11	6	74
The cleanliness of the outside	3	→	1	→	794	83	14	3	73
The availability of staff	6	→	-1	→	855	72	20	9	64
How well train company deals with delays	7	→	5	→	163	49	35	16	39

National Total - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
											% change	significant change	% change	significant change
Sample size	29057	27556	30096	27960	28832	28917	27168	27156	27115	27812				
Overall satisfaction with your journey	83	84	84	84	83	85	82	83	82	81	-2		-1	
STATION FACILITIES														
Overall satisfaction with the station	-	76	76	78	77	80	76	78	78	79	1		1	
Ticket buying facilities	72	72	73	74	73	75	75	74	74	74	0		1	
Provision of information about train times/platforms	79	81	79	81	81	83	81	82	81	81	-1		0	
The upkeep/repair of the station buildings/platforms	64	66	65	67	67	72	70	71	69	72	1		3	
Cleanliness	69	72	71	72	71	76	74	75	74	76	1		2	
The facilities and services	51	51	50	51	50	57	55	56	55	57	2		3	
The attitudes and helpfulness of the staff	70	72	70	71	71	72	71	73	73	73	0		0	
Connections with other forms of public transport	74	74	73	73	73	77	75	74	75	75	1		0	
Facilities for car parking	48	49	49	51	49	51	49	49	49	50	1		0	
Overall environment	64	67	66	68	67	71	67	69	68	70	1		2	
Your personal security whilst using the station	65	65	66	67	68	71	68	70	70	71	1		1	
The availability of staff	58	59	58	59	60	60	60	61	61	62	1		1	
The provision of shelter facilities	-	-	-	-	-	70	63	68	65	69	1		4	
Availability of seating	-	-	-	-	-	49	46	46	46	47	1		0	
How request to station staff was handled	84	85	84	86	83	86	83	85	85	85	0		0	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	46	47	47	49	2		2	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	82	79	80	79	78	-2		0	
The frequency of the trains on that route	77	77	78	78	78	78	77	77	77	76	-1		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	82	82	80	81	81	83	78	79	77	77	-3		0	
The length of time the journey was scheduled to take (speed)	85	85	85	85	85	86	84	84	83	83	-2		-1	
Connections with other train services	75	76	77	76	77	78	76	76	76	75	-1		-1	
The value for money of the price of your ticket	48	49	44	46	42	47	42	45	45	46	1		1	
Upkeep and repair of the train	72	74	73	75	75	76	73	74	75	73	-2		-2	
The provision of information during the journey	68	70	69	70	70	72	71	70	69	69	-2		-1	
The helpfulness and attitude of staff on train	64	65	64	64	64	65	65	66	64	63	-2		-1	
The space for luggage	53	54	53	54	55	54	53	52	53	51	-1		-2	
The toilet facilities	38	38	36	38	37	39	37	36	38	36	0		-2	
Sufficient room for all passengers to sit/stand	68	68	67	68	69	69	67	66	65	64	-2		-1	
The comfort of the seating area	70	72	70	72	72	73	71	72	71	70	-2		-1	
The ease of being able to get on and off	80	80	80	81	80	81	79	80	79	78	-2		-1	
Your personal security on board	75	76	76	77	77	79	77	78	77	77	-1		0	
The cleanliness of the inside	71	73	73	75	75	76	73	75	75	74	-1		0	
The cleanliness of the outside	66	71	67	73	71	74	69	73	72	73	0		1	
The availability of staff	46	46	45	46	47	46	45	45	44	44	-1		0	
How well train company deals with delays	35	40	36	38	37	44	38	40	38	38	-2		-1	

* National total excludes non-franchised train operating companies

London and South East - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	17474	17506	19126	17398	18592	18281	17252	17332	17468	17540					
Overall satisfaction with your journey	82	83	83	83	82	85	81	82	80	80	-2		0		
STATION FACILITIES															
Overall satisfaction with the station	-	75	75	77	75	79	75	77	77	78	1		1		
Ticket buying facilities	70	70	71	72	71	73	73	72	72	72	0		0		
Provision of information about train times/platforms	77	80	78	80	80	82	79	81	79	80	-1		1		
The upkeep/repair of the station buildings/platforms	61	63	63	65	66	70	67	69	66	70	1		4		
Cleanliness	67	70	69	71	70	75	72	74	72	74	0		2		
The facilities and services	49	50	48	49	48	56	54	54	54	55	1		2		
The attitudes and helpfulness of the staff	68	69	69	69	69	70	69	71	71	71	1		0		
Connections with other forms of public transport	75	74	74	74	74	77	75	75	75	76	1		0		
Facilities for car parking	46	47	47	49	46	49	47	45	47	47	1		0		
Overall environment	62	65	64	67	66	69	65	68	66	68	0		2		
Your personal security whilst using the station	63	64	65	66	66	70	67	69	69	69	1		1		
The availability of staff	56	57	56	57	57	58	58	59	60	60	1		0		
The provision of shelter facilities	-	-	-	-	-	68	61	65	63	67	1		4		
Availability of seating	-	-	-	-	-	45	42	42	42	43	1		1		
How request to station staff was handled	82	84	83	85	82	84	80	84	83	83	-1		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	45	46	46	48	2		2		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	81	77	79	77	77	-2		0		
The frequency of the trains on that route	75	76	76	77	77	77	75	76	75	75	-1		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	80	81	79	80	79	83	76	78	75	75	-3		1		
The length of time the journey was scheduled to take (speed)	83	84	84	83	83	85	82	83	82	81	-2		-1		
Connections with other train services	74	75	76	75	77	77	75	75	75	75	-1		0		
The value for money of the price of your ticket	43	44	39	42	38	43	38	41	41	41	0		1		
Upkeep and repair of the train	71	74	73	75	74	76	72	74	74	72	-2		-2		
The provision of information during the journey	66	69	68	69	70	71	69	70	68	67	-2		0		
The helpfulness and attitude of staff on train	56	58	57	57	57	59	59	58	56	54	-4		-2		
The space for luggage	51	52	52	52	53	52	50	49	50	48	-1		-2		
The toilet facilities	34	35	34	35	35	36	34	33	34	32	0		-2		
Sufficient room for all passengers to sit/stand	66	67	66	67	68	68	65	64	62	62	-2		-1		
The comfort of the seating area	68	71	70	71	71	72	69	70	69	68	-2		-1		
The ease of being able to get on and off	78	79	79	80	79	80	77	79	77	77	-2		-1		
Your personal security on board	72	74	74	75	75	77	75	76	75	75	-1		0		
The cleanliness of the inside	70	72	72	75	74	75	71	74	74	73	-1		0		
The cleanliness of the outside	67	72	69	74	72	74	69	73	72	72	-1		1		
The availability of staff	37	38	37	39	39	38	37	37	35	34	-3		-1		
How well train company deals with delays	32	37	34	36	35	43	36	38	35	35	-4		-1		

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

Long Distance - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	7189	6700	6970	5700	5922	6224	5864	5791	5708	6160					
Overall satisfaction with your journey	87	87	87	86	88	89	87	88	86	86	-2		-1		
STATION FACILITIES															
Overall satisfaction with the station	-	82	81	81	81	84	81	82	82	84	2		2		
Ticket buying facilities	80	82	79	84	82	86	83	82	84	85	3		1		
Provision of information about train times/platforms	86	86	86	86	86	88	87	87	86	87	0		0		
The upkeep/repair of the station buildings/platforms	72	73	73	73	73	76	75	76	76	78	2		2		
Cleanliness	76	77	77	77	77	80	79	80	81	81	1		0		
The facilities and services	64	63	64	65	62	71	68	69	67	72	3		4		
The attitudes and helpfulness of the staff	76	79	76	77	77	80	78	79	81	80	0		-1		
Connections with other forms of public transport	76	77	76	74	76	80	78	77	77	77	0		0		
Facilities for car parking	55	57	56	62	60	60	57	60	59	61	1		2		
Overall environment	73	74	73	74	73	76	73	75	75	76	1		2		
Your personal security whilst using the station	72	74	73	74	74	78	76	75	78	77	2		0		
The availability of staff	65	67	65	66	66	68	66	68	68	69	1		2		
The provision of shelter facilities	-	-	-	-	-	76	69	75	72	76	1		4		
Availability of seating	-	-	-	-	-	52	50	51	53	53	2		1		
How request to station staff was handled	89	88	87	87	89	89	89	89	88	89	-1		1		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	56	59	60	62	3		3		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	87	86	87	85	85	-2		0		
The frequency of the trains on that route	85	84	84	84	85	85	85	85	83	85	0		2		
Punctuality/reliability (i.e. the train arriving/departing on time)	87	85	87	83	87	87	83	84	83	82	-2		-1		
The length of time the journey was scheduled to take (speed)	89	89	89	88	90	89	89	88	88	88	0		1		
Connections with other train services	79	80	80	79	81	82	80	80	79	80	0		1		
The value for money of the price of your ticket	58	59	56	56	54	55	54	57	55	58	1		3		
Upkeep and repair of the train	84	84	83	84	84	85	85	84	84	81	-3		-3		
The provision of information during the journey	77	77	77	76	78	78	80	78	77	77	-1		-1		
The helpfulness and attitude of staff on train	78	78	79	79	80	80	81	80	82	81	1		-1		
The space for luggage	52	51	55	53	56	56	58	57	59	57	0		-2		
The toilet facilities	51	52	51	52	52	54	52	52	56	52	0		-4		
Sufficient room for all passengers to sit/stand	70	70	71	70	73	71	74	71	72	71	0		-2		
The comfort of the seating area	77	79	78	79	79	80	81	79	78	78	-2		-1		
The ease of being able to get on and off	83	83	83	82	85	83	85	83	83	81	-2		-2		
Your personal security on board	85	84	85	84	86	86	86	85	86	84	-1		-1		
The cleanliness of the inside	82	82	82	82	84	84	84	84	84	82	-2		-1		
The cleanliness of the outside	76	80	76	79	79	81	78	80	79	79	-1		0		
The availability of staff	66	67	66	66	68	66	67	66	67	67	1		0		
How well train company deals with delays	52	52	51	50	55	56	57	50	54	55	6		1		

* Long distance total excludes non-franchised train operating companies

Regional - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	4394	3350	4000	4862	4318	4412	4052	4033	3939	4112					
Overall satisfaction with your journey	88	86	86	87	86	86	84	84	86	84	0	→	-2	→	
STATION FACILITIES															
Overall satisfaction with the station	-	78	77	80	80	82	79	80	81	82	2	→	1	→	
Ticket buying facilities	79	78	77	80	79	82	80	80	78	81	1	→	3	→	
Provision of information about train times/platforms	83	83	81	83	84	86	86	83	86	84	1	→	-1	→	
The upkeep/repair of the station buildings/platforms	71	74	71	71	73	77	78	77	77	78	2	→	2	→	
Cleanliness	74	77	74	76	76	80	80	79	80	81	2	→	1	→	
The facilities and services	52	50	49	51	50	54	51	55	52	56	1	→	4	→	
The attitudes and helpfulness of the staff	74	77	75	76	75	78	77	79	76	78	0	→	2	→	
Connections with other forms of public transport	69	69	67	70	68	73	74	70	71	71	2	→	0	→	
Facilities for car parking	50	51	53	55	52	54	52	54	52	55	1	→	3	→	
Overall environment	69	71	69	71	71	75	73	73	74	76	3	→	2	→	
Your personal security whilst using the station	67	66	67	68	71	72	70	72	74	75	2	→	1	→	
The availability of staff	62	63	63	63	66	64	66	67	64	70	3	→	6	↑	
The provision of shelter facilities	-	-	-	-	-	76	72	75	73	77	2	→	4	↑	
Availability of seating	-	-	-	-	-	59	59	59	59	60	1	→	1	→	
How request to station staff was handled	84	87	87	90	86	90	88	87	87	89	3	→	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	42	45	43	46	1	→	3	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	81	80	81	81	80	-1	→	-2	→	
The frequency of the trains on that route	82	79	80	81	80	79	79	79	81	78	-1	→	-3	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	87	84	82	86	85	84	81	82	83	81	-2	→	-3	↓	
The length of time the journey was scheduled to take (speed)	90	89	88	90	88	89	87	88	88	86	-2	→	-3	↓	
Connections with other train services	77	79	79	80	78	76	78	78	80	77	-1	→	-2	→	
The value for money of the price of your ticket	62	63	58	61	54	57	53	56	56	58	3	→	2	→	
Upkeep and repair of the train	69	71	68	71	70	71	71	70	72	71	1	→	-1	→	
The provision of information during the journey	70	69	69	69	70	71	71	70	71	69	-1	→	-2	→	
The helpfulness and attitude of staff on train	75	75	76	75	75	75	74	77	77	78	1	→	1	→	
The space for luggage	61	61	59	60	62	61	60	61	58	60	-1	→	2	→	
The toilet facilities	41	39	36	42	39	42	38	39	43	43	4	→	0	→	
Sufficient room for all passengers to sit/stand	75	72	69	72	73	75	73	71	73	72	0	→	-1	→	
The comfort of the seating area	72	72	69	72	72	74	72	74	73	71	-3	→	-2	→	
The ease of being able to get on and off	84	82	82	83	83	85	83	83	84	83	-1	→	-1	→	
Your personal security on board	79	78	79	81	81	80	79	80	83	80	1	→	-2	→	
The cleanliness of the inside	71	72	70	73	72	74	73	73	73	74	1	→	1	→	
The cleanliness of the outside	60	66	58	69	62	70	65	70	69	73	3	→	4	↑	
The availability of staff	63	62	62	61	63	60	61	61	62	64	3	→	2	→	
How well train company deals with delays	38	44	37	41	35	40	35	41	42	39	-2	→	-3	→	

* Regional total excludes non-franchised train operating companies

Abellio Greater Anglia - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	2172	2073	2397	2199	2454	2156	2267	2226	2313	2226					
Overall satisfaction with your journey	77	79	78	77	73	83	77	80	81	80	0	→	-1	→	
STATION FACILITIES															
Overall satisfaction with the station	-	72	74	74	71	79	75	78	75	75	-3	→	0	→	
Ticket buying facilities	68	68	68	69	69	73	73	69	69	65	-4	→	-4	→	
Provision of information about train times/platforms	76	76	73	75	74	80	77	80	78	76	-4	→	-2	→	
The upkeep/repair of the station buildings/platforms	64	64	63	67	66	71	68	70	63	65	-5	↓	2	→	
Cleanliness	68	71	68	72	68	75	71	73	70	70	-3	→	1	→	
The facilities and services	54	51	51	52	50	59	56	56	53	51	-5	↓	-2	→	
The attitudes and helpfulness of the staff	64	69	66	68	65	68	67	72	71	74	2	→	3	→	
Connections with other forms of public transport	77	78	78	77	76	80	78	78	77	77	-2	→	0	→	
Facilities for car parking	42	51	50	51	48	50	50	46	52	47	2	→	-4	→	
Overall environment	63	66	62	66	63	71	65	68	64	65	-3	→	2	→	
Your personal security whilst using the station	62	62	61	62	64	69	65	66	65	64	-2	→	-1	→	
The availability of staff	54	56	52	55	53	55	57	58	57	60	1	→	3	→	
The provision of shelter facilities	-	-	-	-	-	66	59	64	59	61	-3	→	2	→	
Availability of seating	-	-	-	-	-	45	40	42	40	38	-4	→	-2	→	
How request to station staff was handled	80	82	83	82	78	83	84	83	87	87	4	→	0	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	47	51	49	45	-6	↓	-4	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	73	70	73	72	69	-4	→	-3	→	
The frequency of the trains on that route	74	74	73	76	72	77	76	77	77	75	-2	→	-2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	80	75	77	70	83	74	78	77	77	-1	→	0	→	
The length of time the journey was scheduled to take (speed)	80	82	80	81	79	85	81	81	82	81	0	→	-1	→	
Connections with other train services	73	72	73	72	75	78	73	73	75	74	1	→	-1	→	
The value for money of the price of your ticket	36	35	35	33	30	37	35	36	35	37	0	→	1	→	
Upkeep and repair of the train	52	55	55	55	55	58	53	58	58	52	-6	↓	-6	↓	
The provision of information during the journey	56	55	57	58	56	62	60	58	59	59	1	→	1	→	
The helpfulness and attitude of staff on train	44	49	46	47	46	48	49	47	48	43	-4	→	-5	→	
The space for luggage	48	52	49	50	53	54	49	49	55	46	-3	→	-8	↓	
The toilet facilities	25	29	27	30	31	34	34	28	36	28	1	→	-7	↓	
Sufficient room for all passengers to sit/stand	59	64	61	67	66	70	63	65	68	64	-1	→	-4	→	
The comfort of the seating area	55	58	56	60	59	62	58	60	63	60	0	→	-3	→	
The ease of being able to get on and off	76	77	76	78	76	81	78	76	79	76	-1	→	-4	→	
Your personal security on board	65	66	64	67	64	72	68	70	69	69	-1	→	-1	→	
The cleanliness of the inside	57	59	61	63	57	62	57	64	60	60	-4	→	1	→	
The cleanliness of the outside	48	52	53	59	54	58	50	57	54	58	1	→	5	→	
The availability of staff	22	25	26	28	27	25	26	24	25	24	0	→	-1	→	
How well train company deals with delays	27	41	28	32	28	44	28	40	40	35	-4	→	-4	→	

c2c - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1058	1084	1199	1031	1114	1171	1059	1095	1089	1075					
Overall satisfaction with your journey	91	91	91	91	91	93	92	92	89	89	-2		0		
STATION FACILITIES															
Overall satisfaction with the station	-	80	83	86	83	87	84	85	81	83	-2		1		
Ticket buying facilities	75	76	77	77	77	80	84	81	78	76	-5		-1		
Provision of information about train times/platforms	85	86	87	87	86	89	88	88	87	85	-3		-3		
The upkeep/repair of the station buildings/platforms	69	73	71	72	75	80	78	78	75	75	-3		1		
Cleanliness	76	80	78	77	78	82	83	82	79	78	-4		0		
The facilities and services	51	52	53	55	55	58	56	63	60	59	-4		-1		
The attitudes and helpfulness of the staff	75	77	74	75	76	75	82	81	80	77	-4		-3		
Connections with other forms of public transport	70	70	72	70	73	75	76	75	72	73	-3		0		
Facilities for car parking	49	55	53	52	55	58	60	55	55	56	1		2		
Overall environment	67	72	72	74	75	76	77	78	72	73	-5		1		
Your personal security whilst using the station	62	65	65	66	70	71	73	73	72	69	-4		-2		
The availability of staff	64	66	66	66	67	67	72	72	70	71	-1		1		
The provision of shelter facilities	-	-	-	-	-	72	69	72	67	68	-4		1		
Availability of seating	-	-	-	-	-	58	58	61	56	54	-7		-2		
How request to station staff was handled	89	79	83	89	92	92	86	85	87	86	1		-1		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	35	42	42	43	1		1		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	92	90	92	88	88	-3		0		
The frequency of the trains on that route	85	85	86	84	83	86	87	87	80	81	-6		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	94	94	92	92	92	96	94	94	91	91	-3		0		
The length of time the journey was scheduled to take (speed)	91	91	93	90	92	92	94	93	91	92	-1		2		
Connections with other train services	83	81	78	79	84	87	85	88	81	80	-8		-1		
The value for money of the price of your ticket	46	48	43	43	42	46	46	47	44	47	0		3		
Upkeep and repair of the train	90	93	90	92	91	92	92	91	87	86	-4		-1		
The provision of information during the journey	80	80	80	83	80	81	84	82	78	76	-6		-1		
The helpfulness and attitude of staff on train	31	33	37	33	34	34	42	39	35	38	-1		3		
The space for luggage	50	51	48	50	52	49	50	51	48	47	-4		-1		
The toilet facilities	52	49	55	53	59	56	58	55	50	52	-3		2		
Sufficient room for all passengers to sit/stand	65	66	61	65	64	66	64	62	58	60	-3		1		
The comfort of the seating area	80	82	79	80	81	80	81	79	78	76	-3		-2		
The ease of being able to get on and off	84	85	84	85	85	87	87	85	85	81	-4		-3		
Your personal security on board	72	75	72	74	75	76	77	77	74	75	-2		1		
The cleanliness of the inside	91	91	89	91	91	93	90	90	88	88	-1		0		
The cleanliness of the outside	87	88	86	90	88	89	86	88	84	85	-4		1		
The availability of staff	19	18	22	20	22	19	23	20	18	21	2		3		
How well train company deals with delays	51	49	50	40	42	62	62	61	37	42	-18		5		

Chiltern Railways - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1062	1230	1205	1139	1192	1199	1104	1093	1146	1157					
Overall satisfaction with your journey	91	90	88	88	90	91	89	91	92	91	0		0		
STATION FACILITIES															
Overall satisfaction with the station	-	85	85	90	88	87	84	88	88	90	1		2		
Ticket buying facilities	82	81	81	84	82	81	83	81	82	84	3		2		
Provision of information about train times/platforms	86	85	83	83	86	85	85	84	85	85	2		0		
The upkeep/repair of the station buildings/platforms	76	78	77	84	79	83	80	82	83	85	3		2		
Cleanliness	80	83	81	88	83	86	85	85	87	88	2		0		
The facilities and services	60	65	62	69	66	68	67	70	68	73	3		4		
The attitudes and helpfulness of the staff	79	75	78	77	78	79	79	80	83	84	5		2		
Connections with other forms of public transport	72	74	74	74	78	75	72	74	71	78	5		7		
Facilities for car parking	72	69	67	69	65	72	71	71	75	70	-1		-5		
Overall environment	79	80	78	85	83	83	80	83	81	85	2		4		
Your personal security whilst using the station	75	74	76	79	77	79	75	78	79	82	4		3		
The availability of staff	61	64	65	67	68	64	63	69	68	72	3		4		
The provision of shelter facilities	-	-	-	-	-	79	72	77	73	80	3		7		
Availability of seating	-	-	-	-	-	57	51	56	51	55	-1		4		
How request to station staff was handled	87	87	86	89	89	85	85	90	90	93	3		3		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	51	50	52	58	8		6		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	89	88	90	91	91	0		0		
The frequency of the trains on that route	85	85	82	80	80	80	77	81	80	83	2		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	93	91	88	82	86	90	89	92	90	89	-3		-1		
The length of time the journey was scheduled to take (speed)	88	85	83	87	87	88	88	87	89	89	2		0		
Connections with other train services	77	72	70	76	75	72	76	76	77	80	4		3		
The value for money of the price of your ticket	54	55	48	51	48	50	45	48	49	48	0		-1		
Upkeep and repair of the train	81	83	85	89	87	89	84	86	88	87	1		-1		
The provision of information during the journey	74	73	73	77	75	77	75	77	75	78	1		2		
The helpfulness and attitude of staff on train	55	60	58	62	62	56	57	54	60	58	4		-2		
The space for luggage	55	56	56	60	62	55	55	59	58	57	-1		-1		
The toilet facilities	48	54	55	51	53	53	54	52	52	53	1		1		
Sufficient room for all passengers to sit/stand	73	77	74	77	75	74	75	72	74	71	-1		-4		
The comfort of the seating area	78	79	77	82	80	81	80	81	82	81	1		-1		
The ease of being able to get on and off	90	91	88	89	89	88	87	88	91	88	0		-4		
Your personal security on board	83	85	82	86	85	86	85	87	86	87	1		2		
The cleanliness of the inside	81	84	85	87	86	86	84	87	88	88	1		0		
The cleanliness of the outside	76	82	79	85	83	83	81	84	84	86	2		2		
The availability of staff	33	37	38	39	39	35	34	32	35	37	5		2		
How well train company deals with delays	35	52	46	39	38	51	46	52	43	54	2		11		

First Great Western - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	2945	3374	3536	2960	3044	3037	2996	3140	3050	3006					
Overall satisfaction with your journey	83	82	82	83	82	83	80	80	80	81	1		1		
STATION FACILITIES															
Overall satisfaction with the station	-	75	74	77	76	79	76	77	78	82	5		4		
Ticket buying facilities	75	71	73	75	75	74	76	74	77	79	4		2		
Provision of information about train times/platforms	79	77	77	81	81	83	83	83	82	85	2		3		
The upkeep/repair of the station buildings/platforms	64	63	60	66	65	68	69	73	71	75	2		3		
Cleanliness	69	69	67	71	70	74	73	78	76	79	1		3		
The facilities and services	56	54	53	54	53	60	57	60	61	66	6		5		
The attitudes and helpfulness of the staff	74	74	72	73	75	74	75	76	75	79	3		4		
Connections with other forms of public transport	74	70	72	72	71	72	70	71	71	73	3		2		
Facilities for car parking	53	58	58	57	55	57	54	55	54	61	6		6		
Overall environment	66	65	66	67	66	68	66	71	70	75	3		5		
Your personal security whilst using the station	67	68	67	71	69	72	69	72	72	76	4		4		
The availability of staff	60	58	60	60	62	59	63	61	65	67	5		2		
The provision of shelter facilities	-	-	-	-	-	68	63	69	66	74	4		7		
Availability of seating	-	-	-	-	-	49	49	49	51	55	6		3		
How request to station staff was handled	88	86	90	87	87	88	90	89	85	88	-1		3		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	47	47	49	51	4		3		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	81	79	80	78	79	-1		0		
The frequency of the trains on that route	78	77	76	78	76	75	76	75	74	77	2		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	83	79	77	79	78	79	76	74	73	74	0		1		
The length of time the journey was scheduled to take (speed)	86	85	84	86	85	85	83	83	83	82	0		0		
Connections with other train services	75	74	73	76	73	73	73	71	71	71	0		0		
The value for money of the price of your ticket	53	56	49	53	48	53	48	47	48	48	1		0		
Upkeep and repair of the train	70	74	72	78	77	78	76	74	76	74	-1		-2		
The provision of information during the journey	65	65	64	68	68	69	67	64	66	66	2		0		
The helpfulness and attitude of staff on train	69	70	70	70	66	67	68	67	67	68	1		1		
The space for luggage	54	53	55	55	53	53	57	52	55	55	3		1		
The toilet facilities	43	43	40	44	44	44	42	41	41	41	0		0		
Sufficient room for all passengers to sit/stand	67	68	69	68	67	65	68	65	66	66	1		-1		
The comfort of the seating area	67	69	71	73	72	72	72	72	72	71	-1		-1		
The ease of being able to get on and off	78	77	77	78	77	76	76	75	75	75	-1		0		
Your personal security on board	77	79	79	80	81	79	79	79	80	81	1		1		
The cleanliness of the inside	69	72	72	76	77	77	74	74	76	76	2		0		
The cleanliness of the outside	64	70	65	74	73	73	70	72	71	72	0		1		
The availability of staff	48	51	50	50	49	47	48	45	48	47	2		-1		
How well train company deals with delays	48	42	43	45	41	48	44	40	44	43	2		-1		

Govia Thameslink Railway - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1636	1618	1816	1880	2000	1791	1762	1557	1805	1552					
Overall satisfaction with your journey	76	76	78	80	79	81	76	79	77	77	-2		-1		
STATION FACILITIES															
Overall satisfaction with the station	-	70	69	76	75	79	75	78	77	78	0		2		
Ticket buying facilities	66	69	66	68	70	71	68	74	70	69	-5		-1		
Provision of information about train times/platforms	70	73	73	77	78	80	77	82	79	76	-5		-2		
The upkeep/repair of the station buildings/platforms	58	57	60	63	67	66	67	75	70	74	-1		3		
Cleanliness	66	66	68	70	72	75	74	80	75	79	-2		3		
The facilities and services	41	45	43	50	47	54	52	55	56	58	3		2		
The attitudes and helpfulness of the staff	66	64	67	66	71	71	67	75	75	71	-5		-4		
Connections with other forms of public transport	72	70	70	73	76	79	75	75	77	76	1		-1		
Facilities for car parking	43	45	46	45	45	45	43	47	45	44	-3		-1		
Overall environment	57	61	57	64	65	71	67	73	69	69	-4		0		
Your personal security whilst using the station	61	61	59	65	66	72	69	72	69	67	-4		-2		
The availability of staff	53	54	49	55	56	60	56	59	62	59	0		-3		
The provision of shelter facilities	-	-	-	-	-	66	57	66	63	68	3		5		
Availability of seating	-	-	-	-	-	44	41	44	44	47	3		3		
How request to station staff was handled	76	87	79	85	83	86	81	82	86	83	0		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	46	45	49	3		3		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	74	67	73	70	70	-3		0		
The frequency of the trains on that route	70	75	74	76	79	79	75	77	76	71	-6		-5		
Punctuality/reliability (i.e. the train arriving/departing on time)	73	71	74	77	76	81	71	74	72	70	-4		-2		
The length of time the journey was scheduled to take (speed)	82	82	84	83	84	87	82	83	83	80	-3		-3		
Connections with other train services	72	75	75	76	76	79	76	77	74	74	-3		-1		
The value for money of the price of your ticket	38	38	32	38	34	38	32	37	38	38	1		0		
Upkeep and repair of the train	62	61	60	63	62	60	52	62	58	58	-3		0		
The provision of information during the journey	51	46	47	47	50	50	47	54	49	46	-8		-3		
The helpfulness and attitude of staff on train	36	35	31	32	37	38	37	40	35	39	-1		4		
The space for luggage	43	44	47	44	47	45	41	44	42	41	-3		-1		
The toilet facilities	26	23	26	25	29	27	26	32	28	25	-8		-3		
Sufficient room for all passengers to sit/stand	60	60	59	60	62	61	59	60	57	55	-5		-2		
The comfort of the seating area	58	60	62	62	62	60	58	62	57	59	-2		2		
The ease of being able to get on and off	74	75	75	74	76	76	73	77	72	73	-4		0		
Your personal security on board	65	67	68	68	71	73	70	71	71	68	-3		-3		
The cleanliness of the inside	61	62	64	65	64	65	57	67	63	65	-3		2		
The cleanliness of the outside	56	56	53	60	57	56	51	63	60	59	-4		-1		
The availability of staff	12	13	12	14	17	16	13	16	16	17	1		1		
How well train company deals with delays	24	34	25	33	30	33	28	43	35	31	-12		-4		

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Heathrow Connect - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	526	526	616	572	609	599	560	519	578	785					
Overall satisfaction with your journey	88	92	89	92	94	94	91	88	88	85	-3	→	-3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	81	78	80	84	80	77	81	74	75	-6	↓	0	→	
Ticket buying facilities	76	77	74	76	83	73	71	67	68	71	4	→	3	→	
Provision of information about train times/platforms	71	68	71	69	77	76	74	79	71	73	-6	↓	2	→	
The upkeep/repair of the station buildings/platforms	63	67	65	67	76	72	70	71	70	70	-1	→	0	→	
Cleanliness	70	76	71	75	82	77	73	71	73	73	2	→	0	→	
The facilities and services	52	52	53	54	58	52	58	52	55	52	0	→	-3	→	
The attitudes and helpfulness of the staff	77	78	70	72	82	73	69	67	68	70	3	→	2	→	
Connections with other forms of public transport	82	83	79	76	81	81	74	81	78	73	-7	↓	-4	→	
Facilities for car parking	39	33	33	31	36	40	26	34	32	29	-5	→	-3	→	
Overall environment	65	73	67	73	75	70	64	69	66	65	-4	→	-1	→	
Your personal security whilst using the station	70	75	73	66	73	70	71	69	70	66	-2	→	-4	→	
The availability of staff	60	69	61	59	71	62	57	54	61	60	6	→	-1	→	
The provision of shelter facilities	-	-	-	-	-	68	63	67	66	65	-2	→	-1	→	
Availability of seating	-	-	-	-	-	52	52	48	48	48	0	→	0	→	
How request to station staff was handled	82	88	80	86	91	76	88	84	83	88	4	→	5	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	52	48	49	47	0	→	-1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	95	91	90	91	89	-2	→	-2	→	
The frequency of the trains on that route	71	69	67	74	76	70	68	67	62	63	-3	→	1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	92	93	88	91	91	86	78	80	76	73	-6	↓	-3	→	
The length of time the journey was scheduled to take (speed)	92	93	94	93	94	93	90	91	88	85	-5	↓	-3	→	
Connections with other train services	81	88	81	84	87	84	81	80	81	78	-3	→	-3	→	
The value for money of the price of your ticket	58	65	55	58	56	52	54	53	54	50	-3	→	-4	→	
Upkeep and repair of the train	89	93	93	94	94	96	93	90	92	87	-3	→	-5	↓	
The provision of information during the journey	85	85	83	85	84	86	83	81	83	82	1	→	-2	→	
The helpfulness and attitude of staff on train	81	76	75	81	81	74	68	63	71	61	-2	→	-10	↓	
The space for luggage	78	79	79	76	76	81	78	71	73	72	1	→	-2	→	
The toilet facilities	69	74	73	63	59	65	71	58	62	59	1	→	-3	→	
Sufficient room for all passengers to sit/stand	88	91	90	90	89	86	83	75	80	77	2	→	-3	→	
The comfort of the seating area	88	93	91	91	92	90	87	85	85	84	-1	→	-1	→	
The ease of being able to get on and off	88	90	89	86	88	86	83	76	83	77	1	→	-6	↓	
Your personal security on board	87	89	86	86	84	87	88	79	83	80	1	→	-3	→	
The cleanliness of the inside	89	96	93	97	93	95	91	89	91	89	1	→	-2	→	
The cleanliness of the outside	84	91	88	91	91	91	89	86	86	88	2	→	2	→	
The availability of staff	68	68	66	63	62	64	58	48	53	43	-4	→	-9	↓	
How well train company deals with delays	41	33	25	45	38	41	34	45	42	37	-8	→	-5	→	

Heathrow Express - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
											% change	significant change	% change	significant change
Sample size	542	610	623	614	559	522	526	540	573	722				
Overall satisfaction with your journey	93	93	95	93	90	93	94	96	94	94	-1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	84	87	88	87	88	89	91	92	92	1	→	-1	→
Ticket buying facilities	88	91	89	93	86	90	89	93	92	92	-1	→	0	→
Provision of information about train times/platforms	78	83	83	83	81	82	84	89	86	87	-2	→	1	→
The upkeep/repair of the station buildings/platforms	79	80	78	84	77	83	82	87	85	89	2	→	4	→
Cleanliness	82	82	75	81	76	82	83	87	86	87	0	→	1	→
The facilities and services	60	62	68	64	64	66	70	74	74	72	-1	→	-2	→
The attitudes and helpfulness of the staff	76	81	80	73	79	78	84	79	80	85	6	→	5	→
Connections with other forms of public transport	84	84	85	82	81	81	87	85	85	83	-2	→	-2	→
Facilities for car parking	55	32	59	44	48	74	69	63	65	59	-4	→	-6	→
Overall environment	82	77	78	83	81	81	80	88	85	84	-4	→	-1	→
Your personal security whilst using the station	79	73	77	78	80	83	82	85	84	85	0	→	1	→
The availability of staff	65	71	66	66	70	72	77	73	75	75	2	→	0	→
The provision of shelter facilities	-	-	-	-	-	78	82	83	80	79	-5	→	-1	→
Availability of seating	-	-	-	-	-	64	68	64	68	63	-1	→	-4	→
How request to station staff was handled	91	94	88	96	90	92	96	89	89	91	2	→	2	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	68	71	70	69	-2	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	94	95	96	95	96	0	→	1	→
The frequency of the trains on that route	91	94	93	94	87	94	93	94	93	91	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	96	95	97	94	93	96	95	95	95	94	0	→	-1	→
The length of time the journey was scheduled to take (speed)	96	98	98	96	96	97	97	97	97	96	-2	→	-1	→
Connections with other train services	81	84	80	79	81	84	85	86	88	87	0	→	-1	→
The value for money of the price of your ticket	32	41	37	37	33	40	40	46	45	42	-5	→	-3	→
Upkeep and repair of the train	89	90	92	90	91	89	94	96	96	98	2	→	2	→
The provision of information during the journey	82	82	83	79	80	83	87	90	85	86	-4	→	1	→
The helpfulness and attitude of staff on train	81	84	79	82	87	85	87	86	84	88	2	→	4	→
The space for luggage	92	87	87	88	88	84	92	84	90	89	5	↑	0	→
The toilet facilities	69	60	68	64	64	73	79	80	73	71	-9	→	-2	→
Sufficient room for all passengers to sit/stand	93	89	86	90	90	88	95	90	90	90	0	→	0	→
The comfort of the seating area	91	89	93	91	90	89	94	94	94	94	0	→	0	→
The ease of being able to get on and off	94	92	93	93	95	94	95	95	95	96	1	→	1	→
Your personal security on board	91	90	92	90	91	90	93	95	95	94	-1	→	-1	→
The cleanliness of the inside	92	91	94	93	94	95	93	97	95	94	-3	↓	0	→
The cleanliness of the outside	93	89	91	92	92	92	94	96	95	95	-1	→	0	→
The availability of staff	65	77	73	71	74	75	76	79	77	76	-3	→	-1	→
How well train company deals with delays	36	53	56	62	42	67	70	36	45	33	-3	→	-12	→

London Midland - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1074	1069	1225	1133	1192	1108	1149	1204	1121	1257					
Overall satisfaction with your journey	86	86	83	85	87	83	80	84	82	82	-1		1		
STATION FACILITIES															
Overall satisfaction with the station	-	78	76	76	77	76	73	74	75	74	-1		-1		
Ticket buying facilities	72	76	78	79	78	75	72	74	74	74	0		0		
Provision of information about train times/platforms	80	84	82	83	83	85	80	80	81	80	0		-1		
The upkeep/repair of the station buildings/platforms	63	68	63	69	67	70	66	66	62	66	0		4		
Cleanliness	71	71	69	73	72	75	71	74	72	71	-3		-1		
The facilities and services	50	50	48	49	48	54	54	54	52	49	-5		-3		
The attitudes and helpfulness of the staff	69	74	69	74	73	73	70	72	71	68	-3		-3		
Connections with other forms of public transport	71	67	71	67	69	69	71	65	65	69	3		3		
Facilities for car parking	49	49	54	53	56	57	45	48	51	54	6		3		
Overall environment	64	67	64	66	67	69	61	66	62	63	-3		1		
Your personal security whilst using the station	63	64	66	67	68	71	66	66	66	67	1		1		
The availability of staff	55	57	59	59	59	56	55	55	54	53	-2		-1		
The provision of shelter facilities	-	-	-	-	-	71	63	68	66	68	1		2		
Availability of seating	-	-	-	-	-	53	45	49	50	49	-1		-2		
How request to station staff was handled	87	86	90	92	86	88	81	85	88	80	-5		-9		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	42	46	43	44	-3		0		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	83	80	81	79	81	0		2		
The frequency of the trains on that route	80	78	77	77	83	78	76	77	75	79	2		4		
Punctuality/reliability (i.e. the train arriving/departing on time)	81	81	76	78	81	75	70	73	74	74	2		0		
The length of time the journey was scheduled to take (speed)	88	86	86	86	89	84	84	82	83	86	4		4		
Connections with other train services	77	75	75	74	78	76	72	73	72	76	4		4		
The value for money of the price of your ticket	55	56	53	52	53	52	51	52	50	54	2		3		
Upkeep and repair of the train	79	77	74	80	84	84	80	79	78	69	-10		-9		
The provision of information during the journey	64	66	66	68	74	76	70	72	69	67	-5		-2		
The helpfulness and attitude of staff on train	57	57	63	65	63	66	59	62	62	60	-2		-1		
The space for luggage	50	57	53	52	58	55	54	52	54	49	-3		-5		
The toilet facilities	48	53	48	51	50	52	53	46	44	42	-4		-3		
Sufficient room for all passengers to sit/stand	67	74	70	66	74	71	66	66	66	67	2		1		
The comfort of the seating area	71	74	72	73	80	79	75	73	74	70	-3		-4		
The ease of being able to get on and off	82	81	81	81	86	81	80	81	82	81	0		-1		
Your personal security on board	76	79	76	78	80	79	75	78	77	77	-1		0		
The cleanliness of the inside	76	77	74	80	82	83	76	77	75	71	-5		-3		
The cleanliness of the outside	74	77	72	80	83	83	77	80	75	76	-4		1		
The availability of staff	39	41	43	47	45	48	41	42	41	39	-3		-3		
How well train company deals with delays	36	41	32	41	49	46	32	37	35	36	-1		1		

London Overground - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1012	750	948	1246	1202	1134	1111	1062	1169	1195					
Overall satisfaction with your journey	72	85	89	92	90	93	92	89	91	88	0	→	-3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	74	79	81	81	87	79	80	85	82	2	→	-3	→	
Ticket buying facilities	56	66	75	78	73	77	70	68	73	75	6	→	1	→	
Provision of information about train times/platforms	63	75	77	80	82	83	81	81	85	81	1	→	-3	→	
The upkeep/repair of the station buildings/platforms	55	67	74	74	77	78	77	71	77	74	3	→	-3	→	
Cleanliness	61	77	79	78	78	80	80	77	79	76	-2	→	-3	→	
The facilities and services	29	32	29	34	35	45	43	39	43	40	1	→	-3	→	
The attitudes and helpfulness of the staff	65	72	68	67	65	68	69	68	75	73	4	→	-3	→	
Connections with other forms of public transport	76	77	76	74	76	76	77	79	81	81	1	→	0	→	
Facilities for car parking	30	22	20	27	35	32	33	31	42	32	1	→	-10	→	
Overall environment	50	65	69	72	71	77	71	68	72	71	3	→	-1	→	
Your personal security whilst using the station	58	62	67	68	70	73	69	70	76	71	1	→	-5	→	
The availability of staff	55	62	58	57	60	62	63	60	67	62	1	→	-5	→	
The provision of shelter facilities	-	-	-	-	-	70	60	62	66	66	4	→	1	→	
Availability of seating	-	-	-	-	-	57	45	45	52	49	4	→	-3	→	
How request to station staff was handled	72	78	68	88	90	86	83	84	78	80	-4	→	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	38	40	42	40	0	→	-2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	92	92	91	89	88	-2	→	0	→	
The frequency of the trains on that route	51	74	77	82	79	79	79	79	79	75	-4	→	-4	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	63	76	78	83	88	88	87	84	87	82	-1	→	-4	→	
The length of time the journey was scheduled to take (speed)	79	87	90	87	89	88	89	88	88	87	-1	→	-2	→	
Connections with other train services	66	83	82	81	84	83	82	82	86	81	-1	→	-6	→	
The value for money of the price of your ticket	49	59	53	54	49	57	48	53	56	49	-4	→	-7	→	
Upkeep and repair of the train	72	91	95	96	95	94	92	93	94	93	0	→	-1	→	
The provision of information during the journey	63	84	86	87	86	86	85	84	83	83	-1	→	-1	→	
The helpfulness and attitude of staff on train	47	52	44	54	57	57	60	54	51	42	-12	→	-10	→	
The space for luggage	51	62	60	69	63	62	58	57	59	50	-8	→	-9	→	
The toilet facilities	10	18	10	19	17	16	12	14	22	12	-2	→	-10	→	
Sufficient room for all passengers to sit/stand	58	68	75	80	77	76	72	70	70	66	-3	→	-3	→	
The comfort of the seating area	67	81	83	86	83	85	81	79	83	79	0	→	-4	→	
The ease of being able to get on and off	67	81	86	89	84	86	81	84	84	80	-4	→	-4	→	
Your personal security on board	64	75	81	82	80	83	80	83	81	78	-5	→	-3	→	
The cleanliness of the inside	72	92	94	93	92	93	91	91	92	89	-2	→	-2	→	
The cleanliness of the outside	70	92	92	91	90	92	89	91	91	89	-2	→	-2	→	
The availability of staff	31	37	26	37	37	42	42	37	30	24	-13	→	-6	→	
How well train company deals with delays	18	28	50	42	43	42	35	30	48	29	0	→	-18	→	

South West Trains - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1888	2296	2319	2100	2334	2375	2004	2062	1944	2127					
Overall satisfaction with your journey	85	87	85	84	83	85	81	81	79	80	-2		0		
STATION FACILITIES															
Overall satisfaction with the station	-	78	74	74	74	78	74	74	75	77	2		1		
Ticket buying facilities	67	72	70	71	70	74	74	72	72	75	3		3		
Provision of information about train times/platforms	78	84	83	81	83	84	81	80	78	83	3		5		
The upkeep/repair of the station buildings/platforms	55	62	59	57	57	68	64	64	61	68	4		7		
Cleanliness	60	67	63	63	63	71	69	67	66	72	5		6		
The facilities and services	45	50	50	46	47	58	57	53	53	56	3		3		
The attitudes and helpfulness of the staff	67	68	68	66	69	67	68	69	70	68	0		-1		
Connections with other forms of public transport	75	76	74	74	74	78	76	72	73	76	4		3		
Facilities for car parking	47	51	48	56	50	55	50	46	43	45	-1		2		
Overall environment	59	67	63	61	62	68	63	64	64	67	3		3		
Your personal security whilst using the station	65	68	67	64	68	68	67	67	68	72	5		3		
The availability of staff	52	55	53	53	54	52	54	54	58	56	2		-2		
The provision of shelter facilities	-	-	-	-	-	65	60	62	60	65	2		5		
Availability of seating	-	-	-	-	-	41	38	35	36	37	1		1		
How request to station staff was handled	84	79	79	87	82	83	75	86	84	81	-5		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	52	51	51	55	4		4		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	83	79	79	77	78	-2		1		
The frequency of the trains on that route	79	79	78	76	79	77	73	72	74	74	2		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	88	90	86	84	82	85	77	80	77	79	-1		2		
The length of time the journey was scheduled to take (speed)	85	87	83	82	82	82	81	80	80	80	1		1		
Connections with other train services	76	78	78	76	76	73	74	73	72	74	1		2		
The value for money of the price of your ticket	42	43	37	38	36	37	33	37	37	38	1		1		
Upkeep and repair of the train	82	82	80	79	83	79	78	78	76	75	-3		0		
The provision of information during the journey	75	77	77	75	76	74	73	72	70	71	-1		1		
The helpfulness and attitude of staff on train	65	69	68	67	68	71	70	69	67	65	-3		-2		
The space for luggage	58	59	57	53	59	55	53	50	53	53	3		1		
The toilet facilities	36	39	36	37	39	36	30	29	30	30	1		0		
Sufficient room for all passengers to sit/stand	71	71	69	67	73	67	63	63	60	59	-4		-1		
The comfort of the seating area	76	79	76	75	76	75	72	71	69	69	-2		0		
The ease of being able to get on and off	79	83	80	81	82	79	77	76	74	75	-2		0		
Your personal security on board	79	82	79	78	81	80	80	79	78	78	0		0		
The cleanliness of the inside	74	76	74	75	78	76	74	73	73	73	1		0		
The cleanliness of the outside	75	79	75	78	77	79	75	76	73	74	-1		2		
The availability of staff	52	53	52	54	55	52	51	52	49	49	-3		0		
How well train company deals with delays	42	40	33	41	37	48	45	39	35	40	2		5		

Southeastern - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1999	1665	1930	1575	1722	1671	1687	1672	1652	1706					
Overall satisfaction with your journey	81	80	82	83	81	84	78	84	72	74	-11		1		
STATION FACILITIES															
Overall satisfaction with the station	-	75	75	78	73	75	73	78	73	76	-2		2		
Ticket buying facilities	70	67	70	66	69	69	71	73	71	69	-3		-1		
Provision of information about train times/platforms	76	79	77	80	77	78	77	83	75	76	-7		2		
The upkeep/repair of the station buildings/platforms	65	62	64	64	64	69	65	69	63	68	0		6		
Cleanliness	70	69	69	72	70	73	70	73	68	72	0		4		
The facilities and services	50	50	48	51	50	57	51	56	51	58	2		7		
The attitudes and helpfulness of the staff	68	69	66	69	67	68	65	69	67	68	-1		1		
Connections with other forms of public transport	74	75	75	75	73	76	76	75	74	75	0		1		
Facilities for car parking	45	40	44	47	41	44	46	44	46	42	-2		-4		
Overall environment	63	63	63	68	65	65	64	67	61	66	-2		5		
Your personal security whilst using the station	64	62	62	63	62	66	64	68	63	68	0		4		
The availability of staff	57	58	57	56	57	58	57	60	59	61	1		2		
The provision of shelter facilities	-	-	-	-	-	66	59	67	60	63	-3		4		
Availability of seating	-	-	-	-	-	42	42	39	36	38	-1		2		
How request to station staff was handled	84	90	86	80	76	82	79	83	80	83	1		4		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	41	39	40	43	5		4		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	80	75	78	72	70	-8		-2		
The frequency of the trains on that route	73	75	76	75	76	77	75	76	73	73	-3		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	77	79	78	80	79	85	77	80	68	72	-8		3		
The length of time the journey was scheduled to take (speed)	78	80	80	81	79	85	80	82	76	76	-7		0		
Connections with other train services	72	73	71	71	72	77	73	74	69	71	-3		3		
The value for money of the price of your ticket	39	39	32	36	32	38	31	34	30	35	1		5		
Upkeep and repair of the train	68	73	68	72	72	75	70	71	68	64	-6		-3		
The provision of information during the journey	63	67	65	66	68	71	69	67	62	61	-6		-1		
The helpfulness and attitude of staff on train	57	52	55	52	56	54	56	54	48	53	-1		5		
The space for luggage	48	47	46	48	48	48	47	48	45	44	-5		-1		
The toilet facilities	32	33	25	32	28	30	34	33	28	28	-5		0		
Sufficient room for all passengers to sit/stand	64	62	63	63	61	68	64	65	56	57	-8		1		
The comfort of the seating area	66	70	65	67	67	71	67	71	63	62	-8		0		
The ease of being able to get on and off	79	78	78	79	79	81	78	82	74	78	-4		4		
Your personal security on board	69	67	68	71	70	73	69	74	67	70	-3		4		
The cleanliness of the inside	69	71	68	72	71	73	68	72	68	66	-6		-2		
The cleanliness of the outside	63	70	65	70	68	71	65	70	67	66	-4		-1		
The availability of staff	35	31	33	33	33	33	34	33	28	30	-2		2		
How well train company deals with delays	29	34	24	26	31	40	31	31	27	22	-9		-5		

Southern - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	2628	2347	2551	2135	2338	2639	2113	2221	2179	2239					
Overall satisfaction with your journey	84	82	82	83	80	82	78	76	78	77	1		0		
STATION FACILITIES															
Overall satisfaction with the station	-	74	74	78	75	78	73	75	74	76	1		2		
Ticket buying facilities	72	69	70	73	69	70	70	69	68	67	-1		0		
Provision of information about train times/platforms	78	81	77	81	79	80	76	79	75	77	-2		1		
The upkeep/repair of the station buildings/platforms	60	63	62	67	65	69	62	65	61	66	1		5		
Cleanliness	69	70	71	72	69	75	69	72	70	73	1		3		
The facilities and services	50	49	49	50	48	57	53	54	55	57	3		2		
The attitudes and helpfulness of the staff	69	69	69	70	69	72	67	66	68	70	4		2		
Connections with other forms of public transport	78	76	74	73	72	80	75	77	79	76	-2		-4		
Facilities for car parking	43	43	42	44	40	41	40	39	41	43	4		2		
Overall environment	62	63	64	69	65	68	61	65	62	65	0		3		
Your personal security whilst using the station	63	63	65	68	65	70	66	67	68	67	0		-1		
The availability of staff	61	57	59	58	58	60	58	58	58	58	0		1		
The provision of shelter facilities	-	-	-	-	-	69	60	66	62	69	3		7		
Availability of seating	-	-	-	-	-	39	39	38	38	40	1		2		
How request to station staff was handled	81	86	83	85	80	82	76	82	82	81	0		-1		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	46	47	51	5		4		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	80	75	77	77	80	3		2		
The frequency of the trains on that route	74	73	75	76	74	75	70	73	73	73	0		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	79	80	78	78	78	77	72	73	65	68	-5		3		
The length of time the journey was scheduled to take (speed)	84	83	83	84	83	84	80	80	80	78	-2		-1		
Connections with other train services	76	74	77	76	76	77	74	73	74	73	1		-1		
The value for money of the price of your ticket	45	43	40	42	38	42	36	39	39	40	1		1		
Upkeep and repair of the train	72	72	73	71	67	72	69	69	76	77	7		1		
The provision of information during the journey	75	76	74	72	71	75	73	72	74	73	1		0		
The helpfulness and attitude of staff on train	57	61	57	61	54	57	54	57	56	53	-4		-3		
The space for luggage	49	50	49	48	47	46	43	44	46	46	2		-1		
The toilet facilities	36	33	38	36	29	36	35	32	40	40	8		0		
Sufficient room for all passengers to sit/stand	68	68	67	66	66	66	64	61	62	64	3		1		
The comfort of the seating area	72	72	71	72	69	70	67	68	71	71	3		0		
The ease of being able to get on and off	78	79	78	76	75	77	74	74	77	75	1		-1		
Your personal security on board	72	75	74	76	72	76	74	75	75	77	3		2		
The cleanliness of the inside	74	71	73	72	70	74	70	72	76	77	5		1		
The cleanliness of the outside	73	74	72	74	69	71	66	71	72	75	4		2		
The availability of staff	41	41	39	40	36	35	33	36	35	36	0		0		
How well train company deals with delays	29	35	34	35	35	39	30	39	34	36	-3		2		

CrossCountry - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1593	1433	1482	1320	1191	1425	1200	1223	1129	1272					
Overall satisfaction with your journey	85	84	85	82	84	85	84	86	82	83	-4		1		
STATION FACILITIES															
Overall satisfaction with the station	-	79	77	80	79	80	76	80	80	82	2		2		
Ticket buying facilities	80	80	79	83	78	84	85	82	82	87	5		5		
Provision of information about train times/platforms	84	82	84	85	83	85	85	84	82	85	1		3		
The upkeep/repair of the station buildings/platforms	70	68	70	69	66	71	67	71	71	76	5		5		
Cleanliness	74	74	75	74	74	74	74	78	78	80	2		2		
The facilities and services	65	63	63	65	60	67	63	66	65	70	4		6		
The attitudes and helpfulness of the staff	77	80	76	77	79	79	77	82	80	80	-1		1		
Connections with other forms of public transport	75	76	77	70	74	74	73	75	72	76	1		4		
Facilities for car parking	57	59	53	59	58	58	60	58	56	59	2		4		
Overall environment	70	71	69	71	69	70	65	71	71	74	2		3		
Your personal security whilst using the station	72	74	71	73	72	77	74	75	77	77	3		0		
The availability of staff	68	68	65	67	67	68	64	68	65	68	0		3		
The provision of shelter facilities	-	-	-	-	-	75	66	75	71	74	-1		3		
Availability of seating	-	-	-	-	-	53	53	55	55	56	1		1		
How request to station staff was handled	91	89	87	87	92	89	90	90	85	90	0		5		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	50	55	58	63	8		5		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	82	81	84	81	82	-3		0		
The frequency of the trains on that route	84	79	80	80	81	79	80	81	77	81	0		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	88	83	84	79	85	82	80	83	78	81	-2		2		
The length of time the journey was scheduled to take (speed)	88	86	84	85	87	85	86	86	83	86	-1		3		
Connections with other train services	82	79	79	77	78	78	77	78	74	79	1		5		
The value for money of the price of your ticket	57	55	53	52	49	53	49	53	52	53	0		1		
Upkeep and repair of the train	83	82	81	79	80	82	80	82	80	77	-5		-3		
The provision of information during the journey	76	75	76	74	76	73	76	76	74	74	-1		0		
The helpfulness and attitude of staff on train	78	81	80	76	78	79	77	81	80	79	-2		-1		
The space for luggage	51	51	53	52	55	50	55	54	57	54	0		-3		
The toilet facilities	48	53	49	49	48	48	48	48	56	46	-3		-10		
Sufficient room for all passengers to sit/stand	68	66	70	64	70	65	70	66	69	67	1		-2		
The comfort of the seating area	74	76	77	76	76	74	77	75	73	74	-1		1		
The ease of being able to get on and off	81	83	82	78	82	80	83	79	80	79	-1		-2		
Your personal security on board	84	82	84	81	85	84	84	84	84	82	-1		-2		
The cleanliness of the inside	79	78	78	77	79	79	78	80	80	78	-2		-2		
The cleanliness of the outside	78	76	76	77	78	79	74	77	78	76	-2		-2		
The availability of staff	64	66	66	63	67	64	63	67	64	64	-3		0		
How well train company deals with delays	53	49	49	46	52	51	51	44	52	51	6		-1		

East Coast - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1154	1723	1522	1136	1225	1251	1234	1207	1126	1239					
Overall satisfaction with your journey	88	89	87	87	89	92	86	91	91	90	-1	→	0	→	
STATION FACILITIES															
Overall satisfaction with the station	-	79	77	76	75	88	87	88	87	90	3	→	4	↑	
Ticket buying facilities	80	79	80	81	84	86	87	83	87	84	1	→	-3	→	
Provision of information about train times/platforms	89	88	86	85	87	91	90	91	90	90	-1	→	0	→	
The upkeep/repair of the station buildings/platforms	72	68	68	66	65	83	82	85	86	86	2	→	0	→	
Cleanliness	76	74	72	73	72	88	86	88	89	89	0	→	-1	→	
The facilities and services	64	61	61	60	58	79	76	76	76	79	3	→	3	→	
The attitudes and helpfulness of the staff	78	79	76	75	76	83	80	81	82	82	1	→	0	→	
Connections with other forms of public transport	80	81	80	80	80	85	81	83	83	80	-3	→	-4	→	
Facilities for car parking	58	49	55	56	49	57	51	60	60	51	-9	↓	-9	↓	
Overall environment	72	69	69	66	64	82	80	83	84	85	3	→	1	→	
Your personal security whilst using the station	71	73	72	70	71	80	78	77	83	79	2	→	-3	→	
The availability of staff	68	67	67	66	67	73	69	69	73	72	3	→	-1	→	
The provision of shelter facilities	-	-	-	-	-	77	70	78	75	80	2	→	5	↑	
Availability of seating	-	-	-	-	-	48	43	46	48	51	6	↑	3	→	
How request to station staff was handled	89	87	88	86	85	88	87	87	86	90	3	→	4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	62	66	66	68	2	→	2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	89	87	89	90	89	0	→	-1	→	
The frequency of the trains on that route	89	91	90	89	90	91	90	93	92	92	-1	→	1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	89	83	85	78	88	89	83	89	84	88	0	→	5	↑	
The length of time the journey was scheduled to take (speed)	91	90	90	88	90	92	88	89	91	92	3	↑	1	→	
Connections with other train services	82	81	80	79	79	84	77	82	83	83	2	→	0	→	
The value for money of the price of your ticket	59	60	58	57	56	58	56	62	60	64	2	→	4	→	
Upkeep and repair of the train	83	82	80	81	79	82	81	81	80	79	-2	→	-1	→	
The provision of information during the journey	79	77	78	80	79	81	80	80	82	80	0	→	-2	→	
The helpfulness and attitude of staff on train	80	79	78	80	82	85	84	81	87	81	0	→	-6	↓	
The space for luggage	56	55	60	61	63	66	63	63	68	65	2	→	-3	→	
The toilet facilities	48	51	49	55	52	54	50	51	50	51	0	→	2	→	
Sufficient room for all passengers to sit/stand	72	76	77	79	79	81	79	79	85	78	0	→	-6	↓	
The comfort of the seating area	76	77	77	81	79	81	80	80	81	78	-2	→	-3	→	
The ease of being able to get on and off	78	82	82	84	83	84	82	85	86	80	-4	↓	-6	↓	
Your personal security on board	85	85	86	86	86	90	86	88	89	88	0	→	-1	→	
The cleanliness of the inside	84	83	82	85	82	85	85	86	84	85	-1	→	0	→	
The cleanliness of the outside	78	79	74	78	76	77	72	81	79	79	-2	→	0	→	
The availability of staff	68	67	68	70	72	72	71	67	75	71	4	→	-4	↓	
How well train company deals with delays	61	62	52	56	63	69	62	65	58	67	2	→	9	→	

East Midlands Trains - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1131	1108	1404	1029	1219	1045	1088	1124	1123	1106					
Overall satisfaction with your journey	86	88	86	87	87	89	88	86	87	88	2		1		
STATION FACILITIES															
Overall satisfaction with the station	-	85	82	83	85	89	82	81	83	87	6		4		
Ticket buying facilities	78	76	77	79	81	87	77	80	78	84	4		5		
Provision of information about train times/platforms	86	83	84	86	84	86	83	84	84	87	3		3		
The upkeep/repair of the station buildings/platforms	74	76	75	78	80	82	76	77	78	86	9		8		
Cleanliness	78	80	80	82	83	86	80	79	83	88	10		6		
The facilities and services	61	61	63	67	64	70	65	62	65	73	11		8		
The attitudes and helpfulness of the staff	76	77	76	77	78	81	78	73	82	80	6		-3		
Connections with other forms of public transport	74	70	71	70	72	77	74	73	75	75	2		0		
Facilities for car parking	57	61	58	64	67	70	67	69	70	74	5		4		
Overall environment	76	77	75	78	80	83	74	74	76	83	9		7		
Your personal security whilst using the station	75	73	75	74	76	78	72	75	78	78	3		0		
The availability of staff	66	68	66	68	68	72	64	64	67	71	7		4		
The provision of shelter facilities	-	-	-	-	-	79	67	70	73	78	8		5		
Availability of seating	-	-	-	-	-	55	50	52	56	58	6		2		
How request to station staff was handled	85	84	85	89	89	91	85	84	91	86	2		-5		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	50	51	53	58	7		6		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	87	86	86	86	86	0		0		
The frequency of the trains on that route	79	81	80	80	82	85	81	81	79	80	-2		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	86	88	88	88	86	80	84	83	4		0		
The length of time the journey was scheduled to take (speed)	86	88	87	90	89	89	86	86	86	87	0		0		
Connections with other train services	71	79	77	77	79	79	78	75	78	76	0		-2		
The value for money of the price of your ticket	52	57	52	52	52	49	48	52	49	52	0		3		
Upkeep and repair of the train	75	76	77	85	85	85	84	81	83	82	1		-1		
The provision of information during the journey	69	68	71	70	71	74	72	70	72	72	2		-1		
The helpfulness and attitude of staff on train	76	76	77	79	80	78	80	76	80	79	3		-1		
The space for luggage	50	48	57	57	56	56	53	56	57	59	3		2		
The toilet facilities	46	48	52	53	50	54	43	49	54	47	-2		-7		
Sufficient room for all passengers to sit/stand	72	74	72	76	74	70	74	76	77	74	-1		-3		
The comfort of the seating area	76	79	78	83	82	81	81	81	82	79	-2		-3		
The ease of being able to get on and off	82	81	82	83	85	84	84	82	84	82	0		-2		
Your personal security on board	84	83	82	85	85	86	84	84	86	84	0		-2		
The cleanliness of the inside	78	76	79	82	83	84	83	82	84	83	1		-1		
The cleanliness of the outside	67	73	69	75	74	77	71	73	74	75	2		1		
The availability of staff	62	66	65	68	67	62	64	62	64	64	2		0		
How well train company deals with delays	51	41	48	39	51	56	58	49	56	53	4		-3		

First Hull Trains - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	-	701	761	527	583	596	543	560	605	702					
Overall satisfaction with your journey	-	93	95	88	93	95	95	86	96	89	3	→	-7	↓	
STATION FACILITIES															
Overall satisfaction with the station	-	81	73	79	82	92	89	79	92	90	11	↑	-2	→	
Ticket buying facilities	-	81	82	82	80	86	88	85	91	80	-4	→	-10	↓	
Provision of information about train times/platforms	-	85	83	83	85	88	91	80	90	86	6	→	-4	→	
The upkeep/repair of the station buildings/platforms	-	69	63	70	76	88	90	77	89	89	12	↑	0	→	
Cleanliness	-	74	67	72	77	91	90	80	90	90	10	↑	1	→	
The facilities and services	-	52	50	50	58	76	74	66	75	71	5	→	-4	→	
The attitudes and helpfulness of the staff	-	72	67	69	76	81	79	75	82	78	3	→	-4	→	
Connections with other forms of public transport	-	77	76	74	81	83	86	83	85	79	-4	→	-6	→	
Facilities for car parking	-	72	69	69	71	70	67	67	65	71	5	→	7	→	
Overall environment	-	69	62	67	74	88	84	76	84	84	8	↑	-1	→	
Your personal security whilst using the station	-	72	70	70	73	80	81	76	85	79	3	→	-6	→	
The availability of staff	-	57	54	55	64	68	70	62	69	68	7	→	-1	→	
The provision of shelter facilities	-	-	-	-	-	83	79	69	83	84	15	↑	1	→	
Availability of seating	-	-	-	-	-	57	57	46	58	56	10	↑	-1	→	
How request to station staff was handled	-	88	85	89	91	90	89	79	75	90	11	→	15	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	64	63	72	66	3	→	-6	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	97	92	90	96	92	2	→	-4	↓	
The frequency of the trains on that route	-	78	81	78	77	79	80	74	88	79	5	→	-9	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	-	90	89	85	93	94	91	73	97	76	3	→	-21	↓	
The length of time the journey was scheduled to take (speed)	-	93	90	90	92	93	92	81	96	88	7	↑	-9	↓	
Connections with other train services	-	87	83	81	78	83	79	69	86	79	11	↑	-7	→	
The value for money of the price of your ticket	-	66	63	62	56	60	62	57	66	63	6	→	-3	→	
Upkeep and repair of the train	-	92	95	89	89	93	92	91	94	94	3	→	0	→	
The provision of information during the journey	-	84	89	84	88	87	90	86	94	90	4	→	-4	→	
The helpfulness and attitude of staff on train	-	90	93	91	92	93	94	90	97	93	3	→	-4	↓	
The space for luggage	-	66	73	75	72	72	72	70	79	73	4	→	-6	→	
The toilet facilities	-	65	69	68	64	65	62	65	69	64	-1	→	-5	→	
Sufficient room for all passengers to sit/stand	-	88	91	89	87	92	91	83	90	86	3	→	-4	→	
The comfort of the seating area	-	88	93	89	86	91	89	90	92	89	-1	→	-3	→	
The ease of being able to get on and off	-	90	92	91	91	91	92	88	94	92	5	→	-2	→	
Your personal security on board	-	92	93	91	89	92	91	92	95	94	3	→	-1	→	
The cleanliness of the inside	-	90	94	90	91	96	93	93	94	93	0	→	-1	→	
The cleanliness of the outside	-	84	86	89	88	90	88	86	93	89	3	→	-4	↓	
The availability of staff	-	82	90	86	90	87	86	87	94	89	2	→	-5	↓	
How well train company deals with delays	-	69	65	39	51	47	63	64	79	72	8	→	-7	→	

First TransPennine Express - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1548	1086	1201	1117	1175	1111	1190	1008	1092	1037					
Overall satisfaction with your journey	87	87	89	84	88	88	85	85	85	82	-3		-3		
STATION FACILITIES															
Overall satisfaction with the station	-	86	87	85	86	86	86	86	86	85	-1		-1		
Ticket buying facilities	81	88	84	89	87	87	84	84	87	84	-1		-4		
Provision of information about train times/platforms	86	89	91	87	88	91	88	90	89	88	-2		-1		
The upkeep/repair of the station buildings/platforms	77	81	80	79	83	79	82	79	81	79	1		-2		
Cleanliness	80	84	82	81	85	82	86	83	84	81	-2		-3		
The facilities and services	66	64	65	67	68	74	75	72	70	74	1		4		
The attitudes and helpfulness of the staff	75	79	79	81	78	80	81	82	82	77	-4		-4		
Connections with other forms of public transport	75	76	75	71	73	80	76	76	71	78	1		7		
Facilities for car parking	50	60	61	65	62	58	55	58	52	57	-1		5		
Overall environment	77	83	81	80	82	78	79	81	79	80	-1		1		
Your personal security whilst using the station	75	77	75	75	77	81	80	77	78	79	2		1		
The availability of staff	63	68	67	69	69	69	72	74	70	73	-2		3		
The provision of shelter facilities	-	-	-	-	-	78	75	80	74	79	-1		5		
Availability of seating	-	-	-	-	-	59	58	59	58	57	-3		-1		
How request to station staff was handled	90	93	90	89	88	89	91	94	91	85	-9		-6		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	59	65	61	65	0		3		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	88	86	84	80	82	-2		1		
The frequency of the trains on that route	83	82	83	82	86	81	84	84	81	84	0		2		
Punctuality/reliability (i.e. the train arriving/departing on time)	84	84	87	84	88	88	82	82	86	74	-8		-11		
The length of time the journey was scheduled to take (speed)	89	89	92	89	91	88	89	88	88	85	-3		-2		
Connections with other train services	77	76	83	81	81	81	80	78	81	78	-1		-3		
The value for money of the price of your ticket	60	59	60	59	56	57	55	62	54	57	-4		3		
Upkeep and repair of the train	91	90	88	87	88	89	90	89	87	84	-5		-3		
The provision of information during the journey	79	83	81	79	80	80	82	83	77	77	-6		0		
The helpfulness and attitude of staff on train	78	77	79	80	82	81	82	79	81	82	3		1		
The space for luggage	52	50	50	47	50	52	58	55	50	53	-2		2		
The toilet facilities	56	52	53	52	57	56	53	51	52	52	1		0		
Sufficient room for all passengers to sit/stand	66	62	64	62	63	61	65	58	55	62	3		7		
The comfort of the seating area	82	83	80	80	79	80	83	81	77	78	-3		1		
The ease of being able to get on and off	83	82	82	79	83	81	82	80	77	78	-2		1		
Your personal security on board	84	84	87	81	86	84	86	82	82	83	1		1		
The cleanliness of the inside	86	87	84	85	86	86	86	85	83	82	-3		-1		
The cleanliness of the outside	79	85	79	82	82	85	82	84	84	79	-5		-4		
The availability of staff	66	66	64	64	67	66	69	66	67	70	4		2		
How well train company deals with delays	46	52	48	53	55	49	53	44	53	51	6		-2		

Grand Central - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	% change	significant change	% change	significant change
Sample size	574	681	-	917	-	992	639	623	653	587				
Overall satisfaction with your journey	94	95	-	95	-	96	93	95	94	94	-1	⇌	0	⇌
STATION FACILITIES														
Overall satisfaction with the station	-	74	-	76	-	88	87	85	88	84	-2	⇌	-4	⇌
Ticket buying facilities	70	79	-	79	-	83	87	83	88	79	-4	⇌	-10	↓
Provision of information about train times/platforms	71	81	-	85	-	89	90	88	90	88	0	⇌	-2	⇌
The upkeep/repair of the station buildings/platforms	51	71	-	71	-	87	86	87	87	82	-5	↓	-6	↓
Cleanliness	56	73	-	76	-	89	87	87	87	80	-8	↓	-8	↓
The facilities and services	41	48	-	49	-	75	69	76	72	69	-7	↓	-3	⇌
The attitudes and helpfulness of the staff	67	72	-	74	-	75	80	78	77	79	1	⇌	1	⇌
Connections with other forms of public transport	72	76	-	80	-	86	82	85	85	77	-7	↓	-7	↓
Facilities for car parking	35	52	-	54	-	55	56	52	53	56	4	⇌	3	⇌
Overall environment	47	64	-	66	-	83	81	84	80	78	-6	↓	-2	⇌
Your personal security whilst using the station	55	69	-	69	-	78	77	78	79	75	-3	⇌	-4	⇌
The availability of staff	50	52	-	54	-	61	68	65	66	63	-2	⇌	-3	⇌
The provision of shelter facilities	-	-	-	-	-	80	75	77	79	78	1	⇌	-2	⇌
Availability of seating	-	-	-	-	-	54	51	51	45	54	3	⇌	9	↑
How request to station staff was handled	89	88	-	88	-	88	89	76	84	98	22	↑	14	↑
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	67	70	67	61	-8	↓	-6	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	94	91	95	92	92	-3	⇌	0	⇌
The frequency of the trains on that route	70	70	-	72	-	73	77	76	79	79	2	⇌	0	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	92	91	-	91	-	94	93	88	90	96	8	↑	6	↑
The length of time the journey was scheduled to take (speed)	92	89	-	92	-	91	89	94	91	91	-2	⇌	0	⇌
Connections with other train services	79	87	-	83	-	82	83	85	86	85	0	⇌	-1	⇌
The value for money of the price of your ticket	73	74	-	78	-	73	75	78	78	79	1	⇌	2	⇌
Upkeep and repair of the train	84	91	-	88	-	85	78	83	82	79	-4	⇌	-3	⇌
The provision of information during the journey	84	89	-	83	-	86	84	82	85	83	1	⇌	-2	⇌
The helpfulness and attitude of staff on train	91	92	-	93	-	92	91	88	92	89	0	⇌	-3	⇌
The space for luggage	81	85	-	84	-	80	77	79	80	74	-5	⇌	-6	⇌
The toilet facilities	71	77	-	66	-	65	55	60	67	58	-2	⇌	-9	↓
Sufficient room for all passengers to sit/stand	92	95	-	94	-	93	91	95	93	92	-3	⇌	0	⇌
The comfort of the seating area	90	95	-	93	-	90	89	93	92	90	-3	⇌	-2	⇌
The ease of being able to get on and off	88	91	-	90	-	89	90	89	89	88	-2	⇌	-1	⇌
Your personal security on board	89	94	-	92	-	91	92	90	92	90	0	⇌	-2	⇌
The cleanliness of the inside	89	93	-	90	-	89	85	89	89	84	-5	↓	-5	↓
The cleanliness of the outside	80	89	-	88	-	86	80	85	82	86	1	⇌	4	⇌
The availability of staff	87	89	-	82	-	83	85	82	85	82	1	⇌	-3	⇌
How well train company deals with delays	48	69	-	69	-	77	73	50	84	73	23	⇌	-11	⇌

Virgin Trains - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1763	1350	1361	1098	1112	1392	1152	1229	1238	1506					
Overall satisfaction with your journey	90	90	90	89	91	92	92	91	90	90	-1		0		
STATION FACILITIES															
Overall satisfaction with the station	-	80	82	82	82	80	79	79	79	79	0		1		
Ticket buying facilities	81	85	78	85	83	87	83	80	86	86	7		1		
Provision of information about train times/platforms	87	88	86	89	87	87	87	85	88	85	0		-3		
The upkeep/repair of the station buildings/platforms	67	70	71	71	71	71	72	73	71	67	-5		-4		
Cleanliness	74	75	74	76	74	77	75	76	77	74	-3		-3		
The facilities and services	65	65	65	67	62	70	67	68	65	66	-2		1		
The attitudes and helpfulness of the staff	74	79	71	74	73	77	77	78	80	79	1		-1		
Connections with other forms of public transport	77	82	80	81	82	87	84	78	83	78	-1		-6		
Facilities for car parking	55	52	55	65	58	55	51	57	59	60	3		1		
Overall environment	70	72	71	74	71	70	70	70	69	66	-4		-3		
Your personal security whilst using the station	70	75	71	76	73	76	74	73	75	72	-1		-2		
The availability of staff	61	64	58	60	60	62	63	64	68	65	1		-2		
The provision of shelter facilities	-	-	-	-	-	74	69	72	69	72	1		3		
Availability of seating	-	-	-	-	-	44	43	44	45	44	1		0		
How request to station staff was handled	91	88	86	82	87	90	88	89	90	91	2		1		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	60	61	61	59	-2		-2		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	92	93	91	90	90	-1		0		
The frequency of the trains on that route	90	90	89	90	89	91	90	90	90	92	2		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	89	89	92	85	89	90	87	87	86	86	-1		0		
The length of time the journey was scheduled to take (speed)	94	93	94	91	94	94	93	92	92	93	2		1		
Connections with other train services	82	86	83	83	88	87	87	86	83	84	-2		1		
The value for money of the price of your ticket	63	65	59	59	59	60	61	60	61	68	8		6		
Upkeep and repair of the train	89	88	90	87	89	89	91	89	91	86	-3		-5		
The provision of information during the journey	82	83	81	80	82	84	88	82	83	82	0		0		
The helpfulness and attitude of staff on train	78	80	80	80	81	81	84	82	82	82	1		0		
The space for luggage	51	51	56	52	57	59	62	58	64	57	-1		-7		
The toilet facilities	56	55	53	52	54	57	60	59	64	61	3		-2		
Sufficient room for all passengers to sit/stand	74	74	77	71	80	82	83	78	79	76	-2		-3		
The comfort of the seating area	78	78	79	77	82	84	86	81	81	80	-1		-1		
The ease of being able to get on and off	88	85	87	88	90	89	91	88	88	85	-2		-3		
Your personal security on board	86	86	89	87	89	89	89	88	88	86	-2		-2		
The cleanliness of the inside	87	86	88	86	89	90	90	88	89	87	-2		-2		
The cleanliness of the outside	81	87	82	82	86	87	87	83	81	85	2		4		
The availability of staff	69	70	68	68	70	68	71	67	67	67	1		1		
How well train company deals with delays	51	57	56	55	54	60	64	51	55	63	11		8		

Arriva Trains Wales - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1018	776	912	1544	1189	1352	1248	1251	1097	1065					
Overall satisfaction with your journey	88	87	87	84	88	88	88	86	83	83	-3	→	0	→	
STATION FACILITIES															
Overall satisfaction with the station	-	73	76	72	79	78	78	74	77	75	1	→	-2	→	
Ticket buying facilities	70	76	75	80	75	81	78	82	80	79	-4	→	-1	→	
Provision of information about train times/platforms	79	78	79	80	81	81	83	81	82	81	0	→	0	→	
The upkeep/repair of the station buildings/platforms	57	64	63	63	66	66	69	63	64	67	3	→	2	→	
Cleanliness	62	67	68	63	68	68	70	64	65	72	8	→	7	↑	
The facilities and services	39	42	43	43	48	49	51	52	48	44	-8	→	-4	→	
The attitudes and helpfulness of the staff	73	75	75	74	75	78	76	72	74	75	3	→	1	→	
Connections with other forms of public transport	64	64	61	61	66	70	66	66	64	61	-5	→	-3	→	
Facilities for car parking	61	58	63	59	63	69	62	62	62	59	-3	→	-3	→	
Overall environment	58	61	62	63	66	66	68	59	62	67	7	→	5	→	
Your personal security whilst using the station	63	60	62	67	67	66	70	67	69	69	1	→	0	→	
The availability of staff	54	57	56	58	57	60	65	63	61	63	0	→	2	→	
The provision of shelter facilities	-	-	-	-	-	72	70	67	66	65	-2	→	0	→	
Availability of seating	-	-	-	-	-	55	54	53	50	49	-4	→	-1	→	
How request to station staff was handled	84	88	88	90	89	86	92	87	89	93	6	→	4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	41	34	39	32	-2	→	-7	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	86	84	81	81	80	-1	→	0	→	
The frequency of the trains on that route	81	77	81	76	78	77	78	74	75	76	2	→	1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	89	85	84	87	87	86	85	86	82	78	-9	↓	-5	→	
The length of time the journey was scheduled to take (speed)	89	89	88	83	85	86	83	84	82	82	-2	→	0	→	
Connections with other train services	77	80	78	77	77	80	82	80	73	76	-3	→	4	→	
The value for money of the price of your ticket	66	64	60	59	56	55	54	53	54	55	1	→	1	→	
Upkeep and repair of the train	73	76	74	75	76	79	79	68	71	69	1	→	-2	→	
The provision of information during the journey	69	67	67	65	66	66	66	64	66	66	2	→	0	→	
The helpfulness and attitude of staff on train	82	82	79	79	81	82	82	87	81	83	-4	→	3	→	
The space for luggage	61	64	57	60	59	66	63	59	61	61	1	→	-1	→	
The toilet facilities	49	46	45	46	49	51	55	49	47	45	-4	→	-3	→	
Sufficient room for all passengers to sit/stand	73	74	70	72	71	73	73	71	73	74	3	→	1	→	
The comfort of the seating area	76	74	74	76	77	76	78	75	74	72	-3	→	-2	→	
The ease of being able to get on and off	81	82	84	83	82	84	85	83	82	81	-2	→	-1	→	
Your personal security on board	79	82	82	82	83	81	86	84	81	81	-2	→	0	→	
The cleanliness of the inside	75	78	76	75	78	80	78	67	73	74	7	→	1	→	
The cleanliness of the outside	66	68	64	69	69	74	70	66	66	68	2	→	2	→	
The availability of staff	72	71	67	70	71	70	73	72	69	71	-1	→	1	→	
How well train company deals with delays	40	37	43	45	40	42	38	56	35	37	-19	→	2	→	

Merseyrail - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	651	526	672	546	635	700	557	517	598	478					
Overall satisfaction with your journey	93	93	91	93	96	92	92	93	93	90	-3		-2		
STATION FACILITIES															
Overall satisfaction with the station	-	86	80	84	86	87	86	91	88	91	0		3		
Ticket buying facilities	84	86	86	90	90	89	89	86	92	87	1		-5		
Provision of information about train times/platforms	87	89	85	87	89	88	91	88	90	89	1		-2		
The upkeep/repair of the station buildings/platforms	71	75	72	70	75	81	85	85	84	83	-2		-1		
Cleanliness	77	78	77	78	77	86	84	88	86	85	-3		0		
The facilities and services	55	48	43	48	53	62	57	69	58	61	-9		2		
The attitudes and helpfulness of the staff	82	86	82	85	81	88	87	86	83	83	-3		0		
Connections with other forms of public transport	75	77	70	70	73	82	83	79	73	75	-4		3		
Facilities for car parking	57	45	48	51	49	64	61	63	60	53	-10		-7		
Overall environment	70	76	73	73	77	83	79	86	84	79	-6		-4		
Your personal security whilst using the station	72	69	71	72	76	81	76	81	81	76	-5		-5		
The availability of staff	75	78	78	78	81	82	81	85	79	81	-4		2		
The provision of shelter facilities	-	-	-	-	-	84	78	81	84	80	-1		-4		
Availability of seating	-	-	-	-	-	68	69	71	69	68	-3		0		
How request to station staff was handled	81	94	80	90	81	88	93	94	93	93	-1		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	46	49	48	49	-1		1		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	89	90	89	88	85	-4		-2		
The frequency of the trains on that route	94	95	91	95	97	94	93	96	93	94	-2		2		
Punctuality/reliability (i.e. the train arriving/departing on time)	95	90	93	95	94	92	91	93	93	87	-6		-6		
The length of time the journey was scheduled to take (speed)	96	96	94	97	97	96	97	94	96	94	0		-2		
Connections with other train services	85	85	82	91	89	89	92	86	88	84	-2		-4		
The value for money of the price of your ticket	66	70	64	66	67	70	65	66	70	66	0		-4		
Upkeep and repair of the train	78	84	80	80	83	80	81	78	76	73	-5		-3		
The provision of information during the journey	87	86	87	81	86	90	87	89	87	81	-8		-6		
The helpfulness and attitude of staff on train	67	63	67	68	67	63	67	71	72	62	-9		-10		
The space for luggage	64	68	60	59	60	59	61	66	55	51	-15		-4		
The toilet facilities	19	17	9	14	10	21	17	18	18	23	5		5		
Sufficient room for all passengers to sit/stand	78	82	79	78	81	80	79	78	78	71	-8		-7		
The comfort of the seating area	80	82	76	76	81	80	81	82	77	73	-9		-4		
The ease of being able to get on and off	90	90	86	87	90	90	90	87	88	85	-3		-3		
Your personal security on board	77	79	79	77	80	83	78	85	83	76	-9		-7		
The cleanliness of the inside	76	78	78	79	80	80	81	78	77	75	-3		-2		
The cleanliness of the outside	65	65	56	71	67	71	70	69	71	74	5		2		
The availability of staff	48	46	51	45	48	45	50	55	49	48	-7		0		
How well train company deals with delays	42	47	49	50	29	43	41	53	45	39	-14		-6		

Northern Rail - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1633	1027	1250	1370	1264	1051	1106	1219	1150	1568					
Overall satisfaction with your journey	82	82	83	83	80	80	76	78	80	78	-1	→	-2	→	
STATION FACILITIES															
Overall satisfaction with the station	-	74	73	76	74	78	76	76	76	79	3	→	3	→	
Ticket buying facilities	74	74	73	73	74	78	77	75	73	78	3	→	5	→	
Provision of information about train times/platforms	81	80	77	81	80	83	84	82	83	83	1	→	0	→	
The upkeep/repair of the station buildings/platforms	68	69	68	69	71	75	76	74	73	77	3	→	4	→	
Cleanliness	68	73	70	71	72	80	78	77	77	79	2	→	2	→	
The facilities and services	46	47	50	49	49	52	52	53	51	56	3	→	4	→	
The attitudes and helpfulness of the staff	71	71	70	71	71	74	72	75	71	76	1	→	5	→	
Connections with other forms of public transport	65	66	69	69	65	75	71	67	71	67	-1	→	-4	→	
Facilities for car parking	49	53	57	60	53	57	55	53	51	55	2	→	4	→	
Overall environment	65	66	65	66	67	73	70	72	69	75	3	→	6	↑	
Your personal security whilst using the station	62	60	64	65	67	70	66	68	67	74	6	↑	6	↑	
The availability of staff	57	59	58	57	61	58	58	60	56	64	5	→	8	↑	
The provision of shelter facilities	-	-	-	-	-	70	69	72	65	74	3	→	10	↑	
Availability of seating	-	-	-	-	-	55	54	57	53	56	0	→	3	→	
How request to station staff was handled	86	90	89	89	84	90	84	86	85	87	2	→	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	41	45	40	48	3	→	9	↑	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	71	69	72	74	70	-2	→	-4	→	
The frequency of the trains on that route	75	73	71	75	70	73	69	71	75	68	-3	→	-7	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	83	80	78	80	78	77	72	77	78	77	0	→	0	→	
The length of time the journey was scheduled to take (speed)	87	87	86	87	84	85	81	85	87	80	-5	↓	-8	↓	
Connections with other train services	72	76	78	78	73	73	72	73	75	70	-3	→	-5	→	
The value for money of the price of your ticket	60	64	58	60	50	57	54	56	54	56	0	→	2	→	
Upkeep and repair of the train	56	59	53	57	54	57	55	59	61	60	0	→	-2	→	
The provision of information during the journey	58	57	59	58	56	60	59	58	60	59	1	→	-2	→	
The helpfulness and attitude of staff on train	72	73	76	72	71	71	73	71	70	76	5	↑	6	↑	
The space for luggage	55	55	55	56	57	57	56	55	53	55	0	→	2	→	
The toilet facilities	35	41	38	43	34	39	31	35	42	41	6	→	-1	→	
Sufficient room for all passengers to sit/stand	70	68	65	65	66	71	66	66	67	67	1	→	0	→	
The comfort of the seating area	63	64	58	62	60	65	62	63	63	61	-2	→	-2	→	
The ease of being able to get on and off	80	77	78	78	77	81	77	78	78	78	1	→	0	→	
Your personal security on board	76	75	76	79	76	79	73	73	79	78	4	↑	-2	→	
The cleanliness of the inside	60	64	56	62	58	63	60	65	64	65	1	→	2	→	
The cleanliness of the outside	49	60	48	62	47	61	49	63	59	65	1	→	6	↑	
The availability of staff	60	61	62	57	60	58	55	56	56	62	6	↑	5	↑	
How well train company deals with delays	36	45	35	43	33	39	29	35	43	32	-3	→	-10	→	

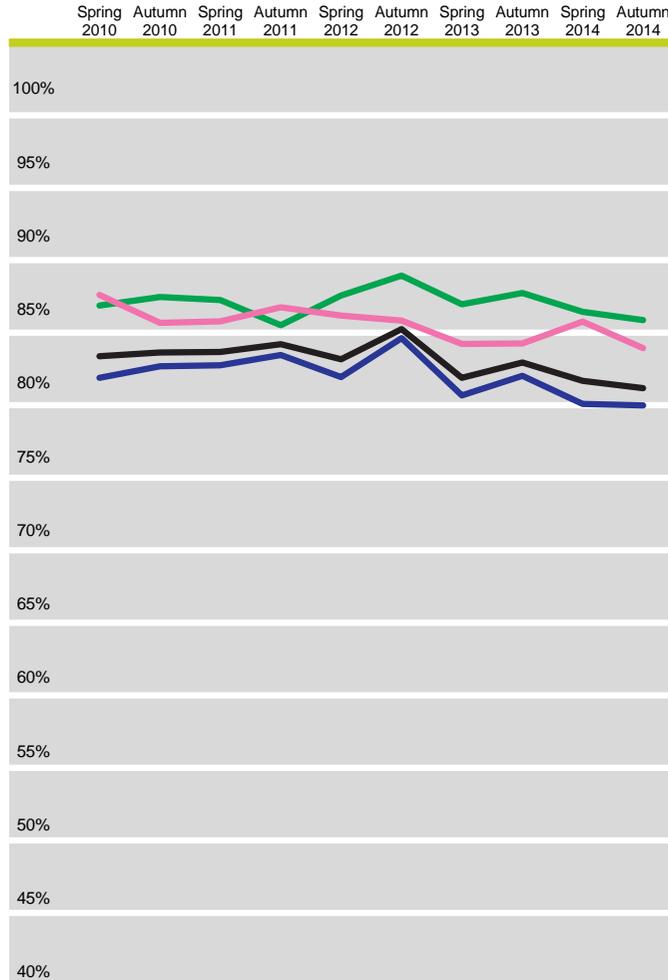
ScotRail - % saying satisfied/good

	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1092	1021	1166	1402	1230	1309	1141	1046	1094	1001					
Overall satisfaction with your journey	90	86	86	89	89	90	90	87	90	88	1	→	-2	→	
STATION FACILITIES															
Overall satisfaction with the station	-	82	81	85	83	84	81	82	84	83	1	→	-1	→	
Ticket buying facilities	84	79	78	82	80	84	80	83	76	82	-1	→	6	→	
Provision of information about train times/platforms	84	86	85	86	86	89	88	83	88	85	2	→	-3	→	
The upkeep/repair of the station buildings/platforms	78	82	77	78	77	80	79	80	82	81	1	→	-1	→	
Cleanliness	82	86	81	84	82	81	83	83	86	85	2	→	-1	→	
The facilities and services	58	58	53	56	52	53	48	52	52	58	6	→	6	→	
The attitudes and helpfulness of the staff	74	81	75	76	78	76	77	81	79	79	-2	→	1	→	
Connections with other forms of public transport	71	71	65	73	69	67	76	69	73	77	8	→	4	→	
Facilities for car parking	47	49	46	48	47	38	40	46	46	56	9	→	10	→	
Overall environment	75	79	74	78	75	76	74	74	80	80	6	→	0	→	
Your personal security whilst using the station	72	74	71	71	74	71	73	76	80	78	2	→	-3	→	
The availability of staff	65	63	63	63	66	63	70	68	67	71	3	→	5	→	
The provision of shelter facilities	-	-	-	-	-	82	74	78	80	82	4	→	2	→	
Availability of seating	-	-	-	-	-	61	60	57	65	62	5	→	-2	→	
How request to station staff was handled	84	77	86	92	89	91	88	86	88	89	3	→	0	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	42	46	47	47	1	→	0	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	87	87	88	88	87	-1	→	-1	→	
The frequency of the trains on that route	85	79	83	83	84	81	84	81	85	81	0	→	-3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	88	86	81	86	87	87	84	82	86	82	1	→	-4	→	
The length of time the journey was scheduled to take (speed)	90	87	89	91	89	92	89	91	88	90	-1	→	2	→	
Connections with other train services	78	80	78	77	79	70	75	80	85	82	2	→	-3	→	
The value for money of the price of your ticket	61	57	56	59	51	52	49	52	56	59	8	↑	4	→	
Upkeep and repair of the train	76	78	79	81	83	81	83	79	84	83	4	→	-1	→	
The provision of information during the journey	75	77	72	76	80	74	77	76	78	75	-1	→	-3	→	
The helpfulness and attitude of staff on train	77	81	79	79	81	79	76	83	85	84	1	→	0	→	
The space for luggage	65	63	63	65	69	65	65	67	64	70	3	→	6	→	
The toilet facilities	50	40	41	51	52	49	46	48	52	53	5	→	1	→	
Sufficient room for all passengers to sit/stand	78	72	69	77	77	79	80	75	78	76	2	→	-2	→	
The comfort of the seating area	77	75	77	82	80	82	78	82	83	80	-3	→	-3	→	
The ease of being able to get on and off	88	84	86	89	87	88	85	89	89	87	-2	→	-2	→	
Your personal security on board	84	82	83	86	87	80	83	84	88	85	1	→	-3	→	
The cleanliness of the inside	78	76	80	84	84	82	84	84	84	83	-1	→	-1	→	
The cleanliness of the outside	68	75	70	76	77	81	80	80	83	83	3	→	1	→	
The availability of staff	70	67	65	71	72	65	69	66	72	72	6	→	-1	→	
How well train company deals with delays	40	44	34	34	38	40	43	42	44	49	7	→	5	→	

Percentage of passengers satisfied 2010-2014

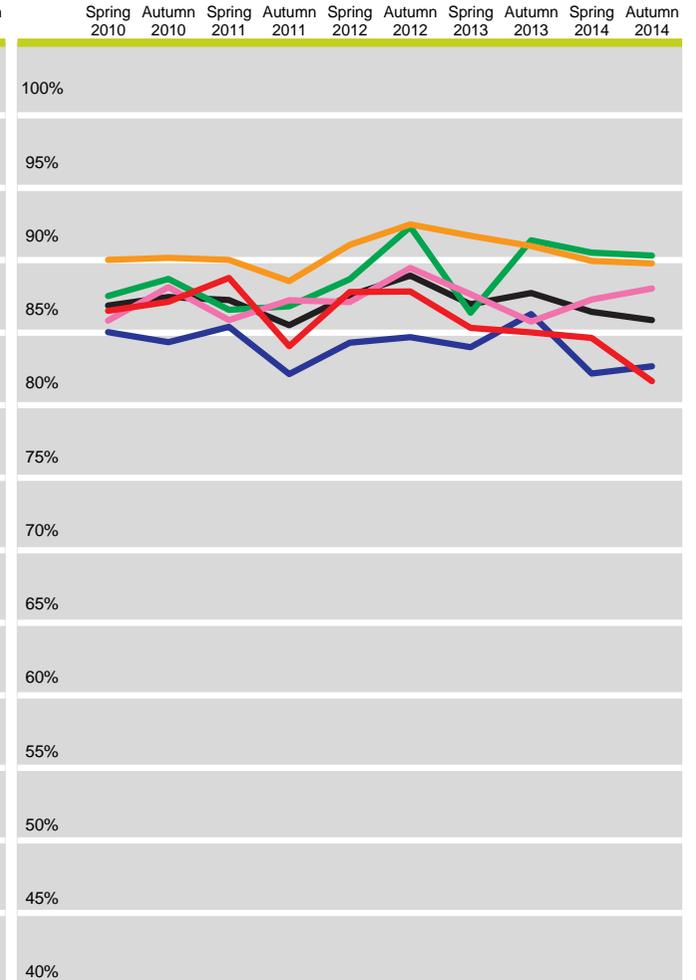
National and Sector-Level
Percentage of passengers satisfied 2010 to 2014

- National Total
- London and South East
- Long Distance
- Regional



Long Distance Operators
Percentage of passengers satisfied 2010 to 2014

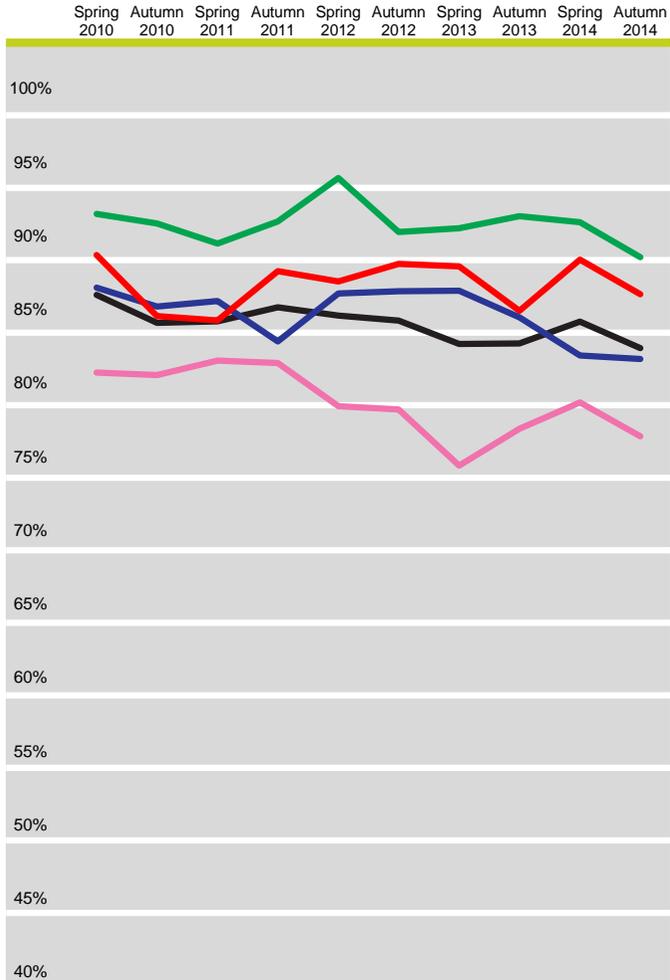
- Long Distance
- East Coast
- First TransPennine Express
- CrossCountry
- East Midlands Trains
- Virgin Trains



Regional Operators

Percentage of passengers satisfied
2010 to 2014

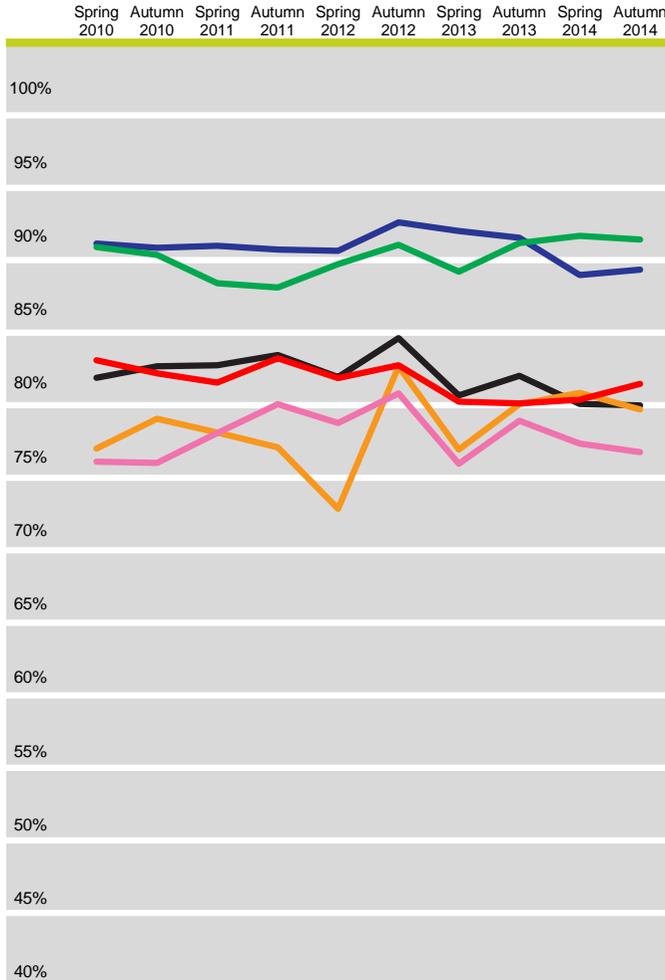
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

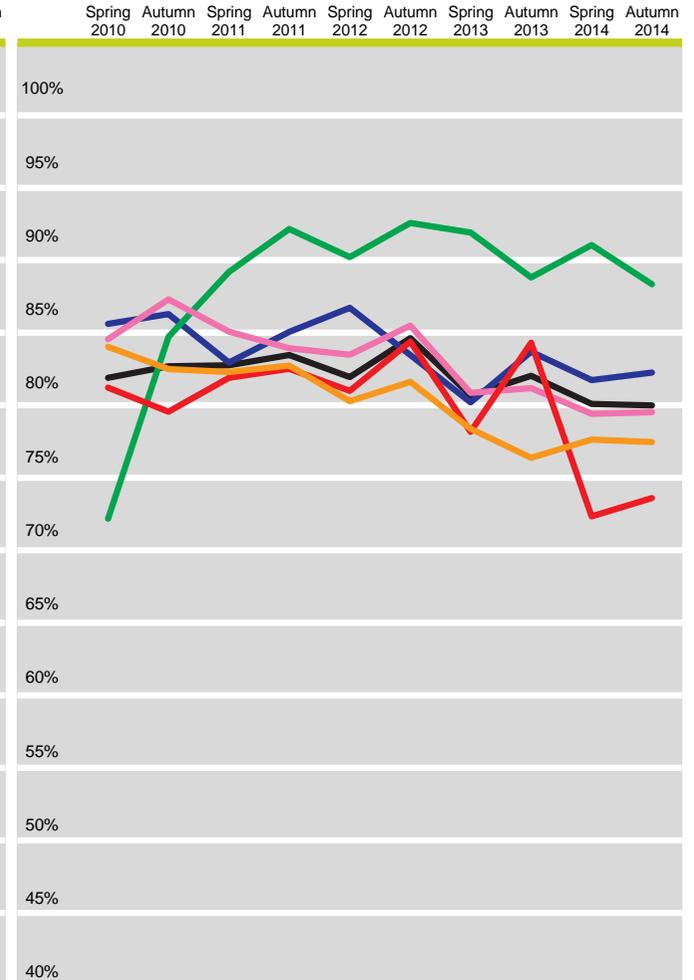
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



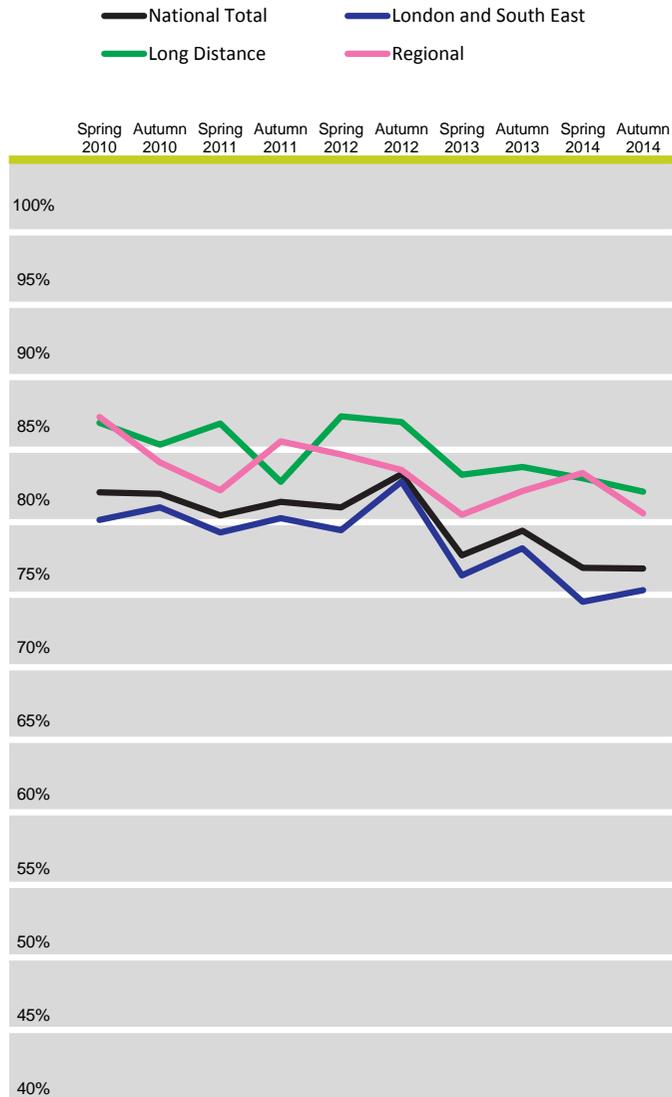
London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

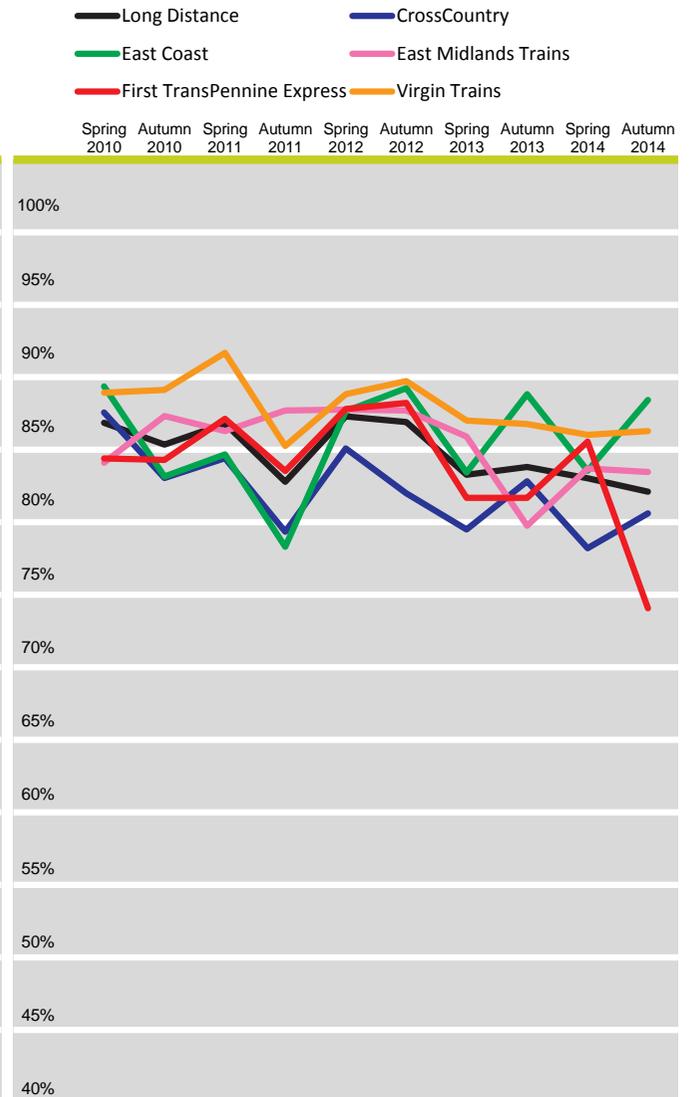
- London and South East
- London Midland
- London Overground
- Southeastern
- South West Trains
- Southern



National and Sector-Level
Percentage of passengers satisfied
2010 to 2014



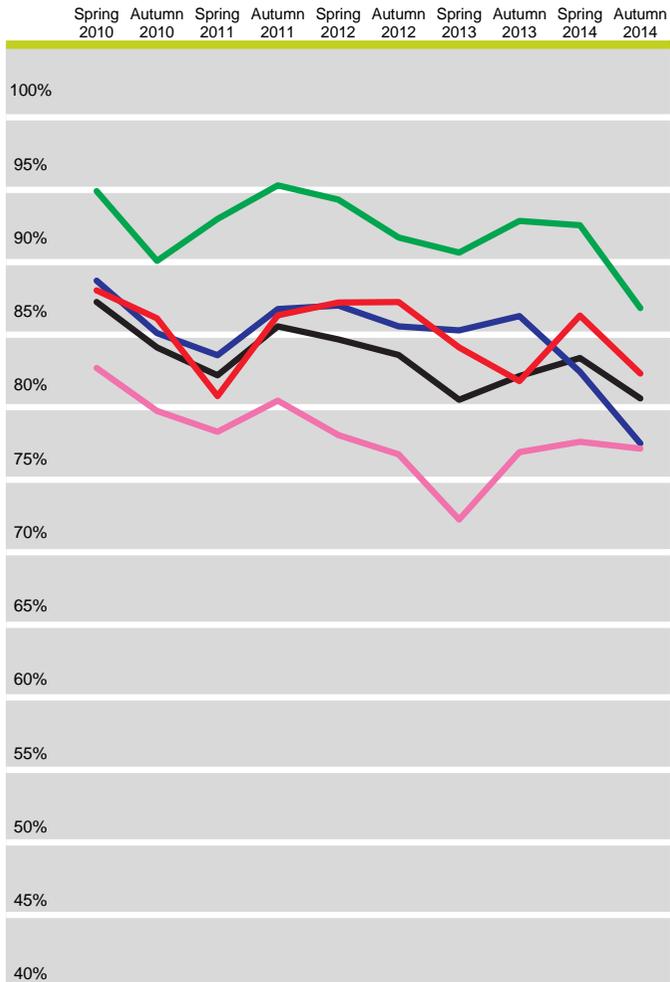
Long Distance Operators
Percentage of passengers satisfied
2010 to 2014



Regional Operators

Percentage of passengers satisfied
2010 to 2014

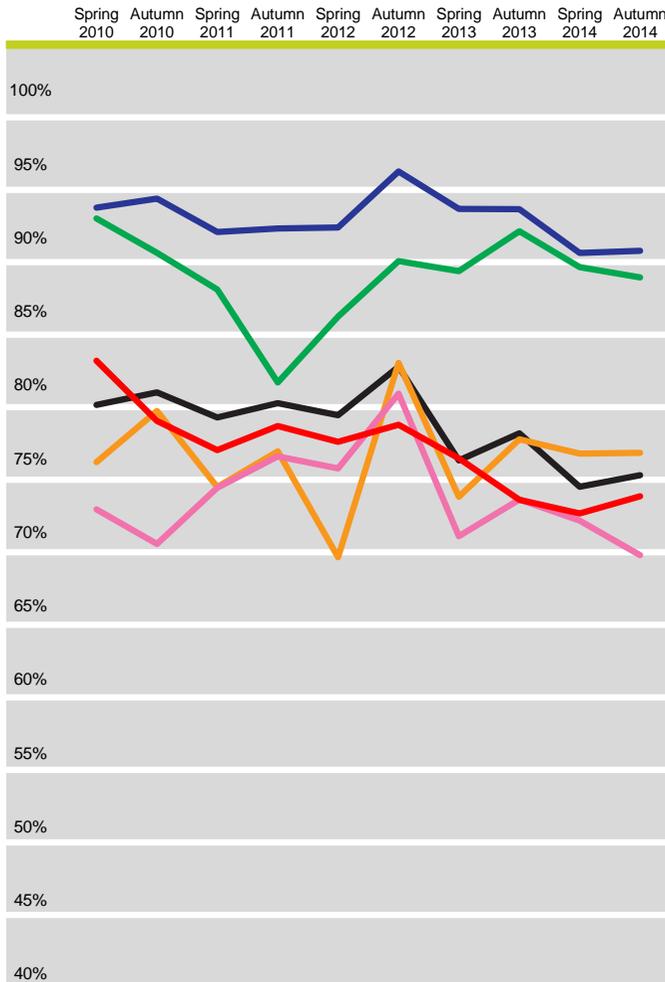
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

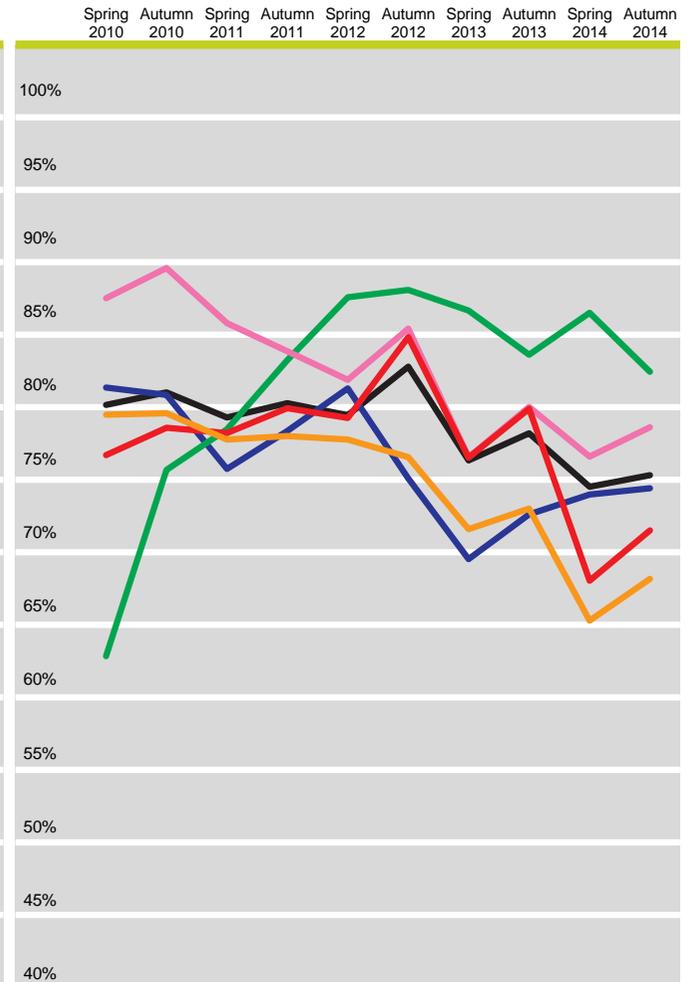
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



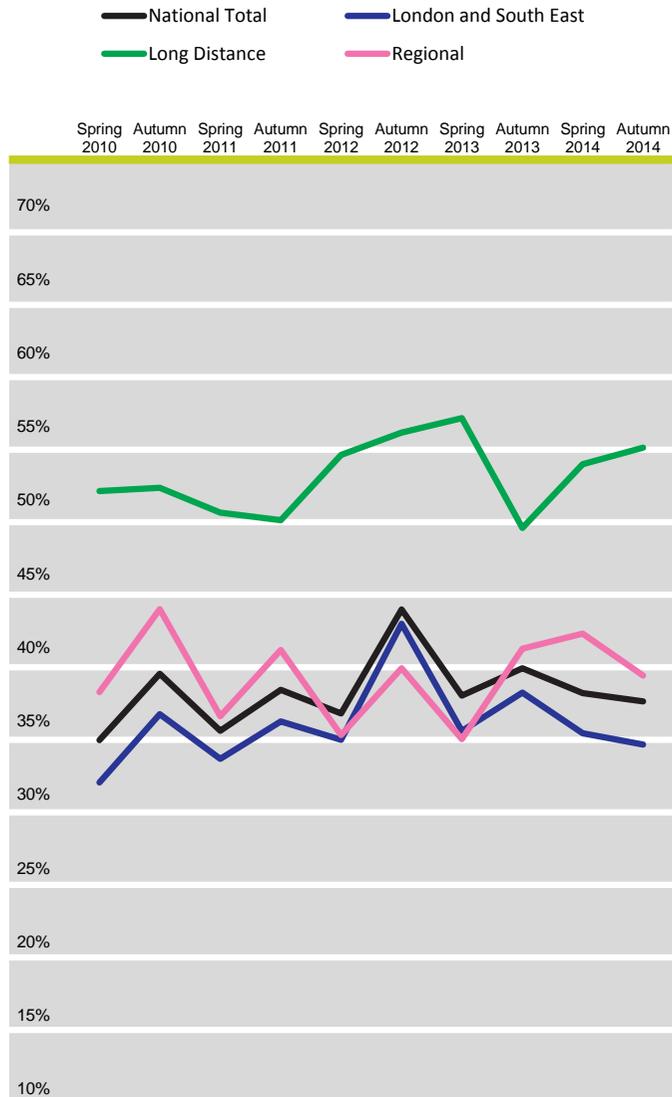
London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

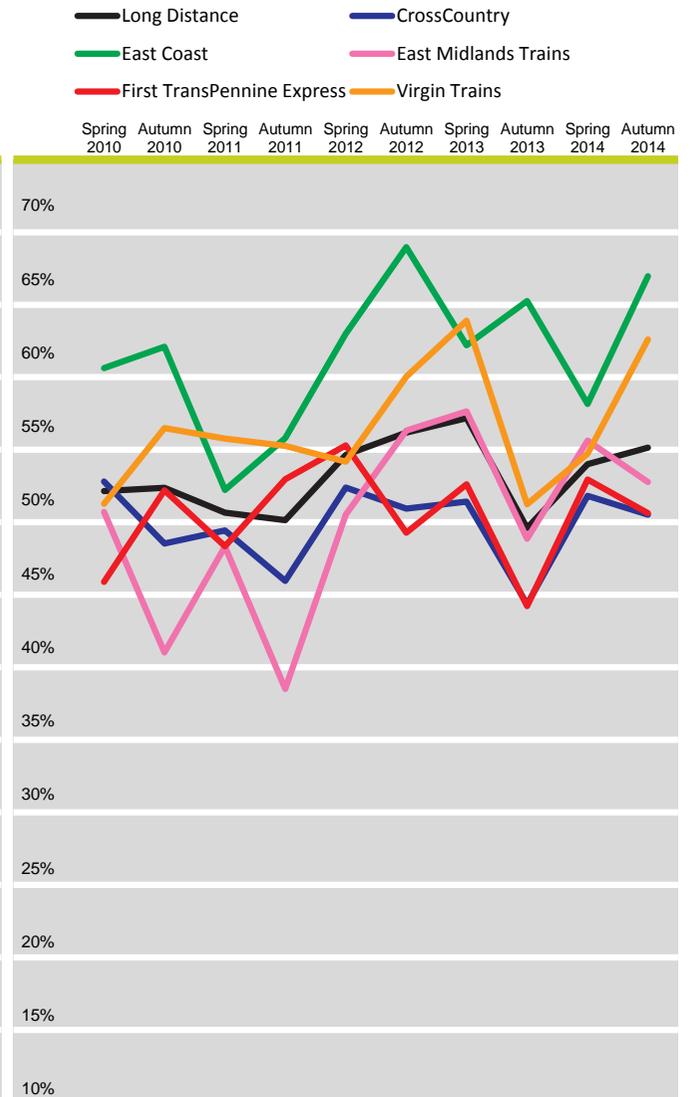
- London and South East
- London Midland
- London Overground
- Southeastern
- South West Trains
- Southern



National and Sector-Level
Percentage of passengers satisfied
2010 to 2014



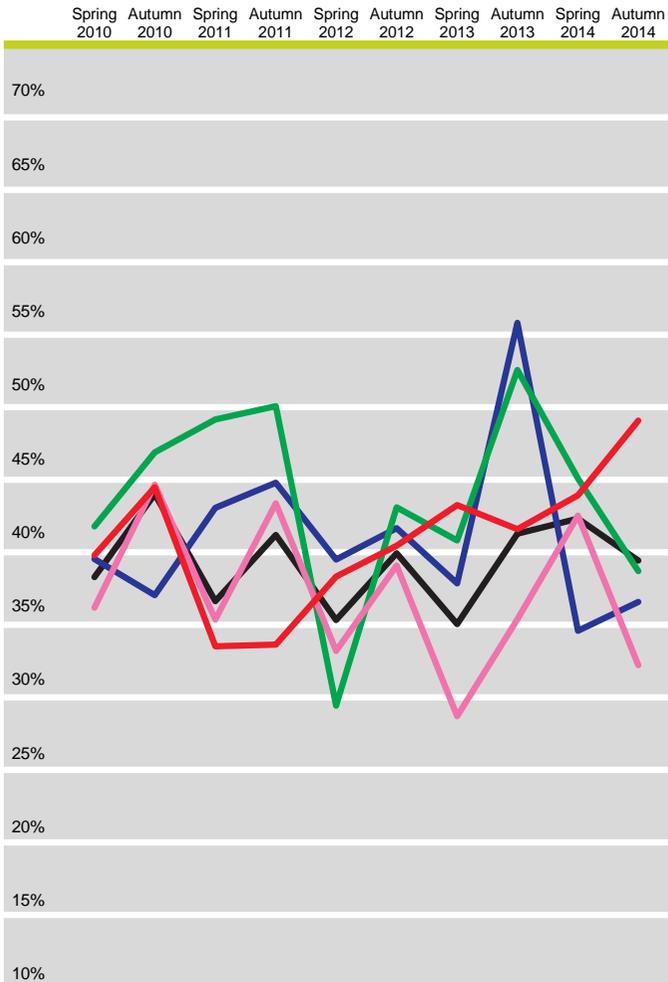
Long Distance Operators
Percentage of passengers satisfied
2010 to 2014



Regional Operators

Percentage of passengers satisfied
2010 to 2014

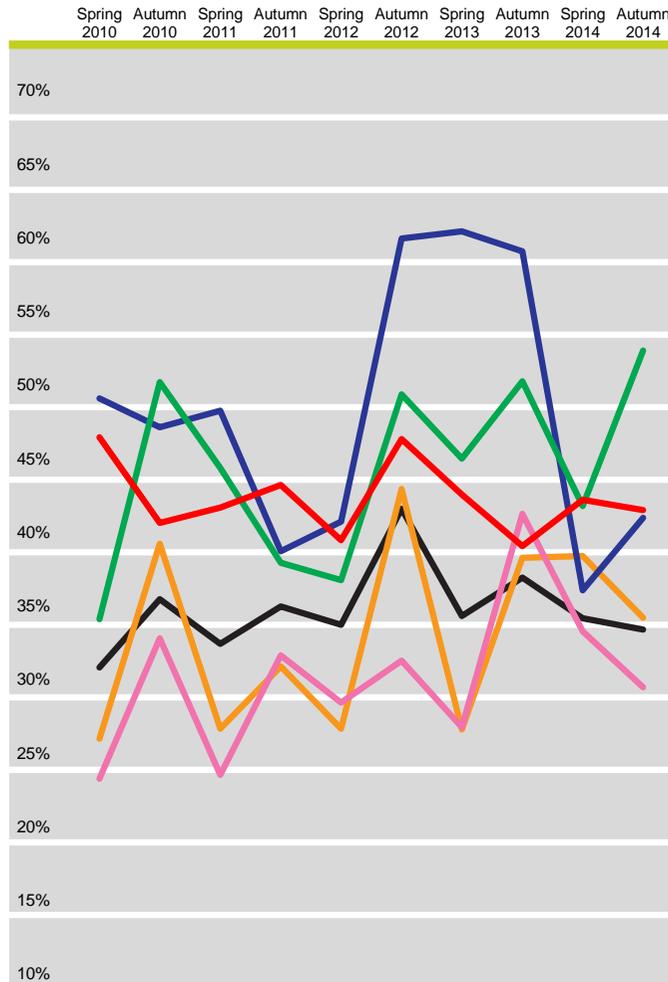
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

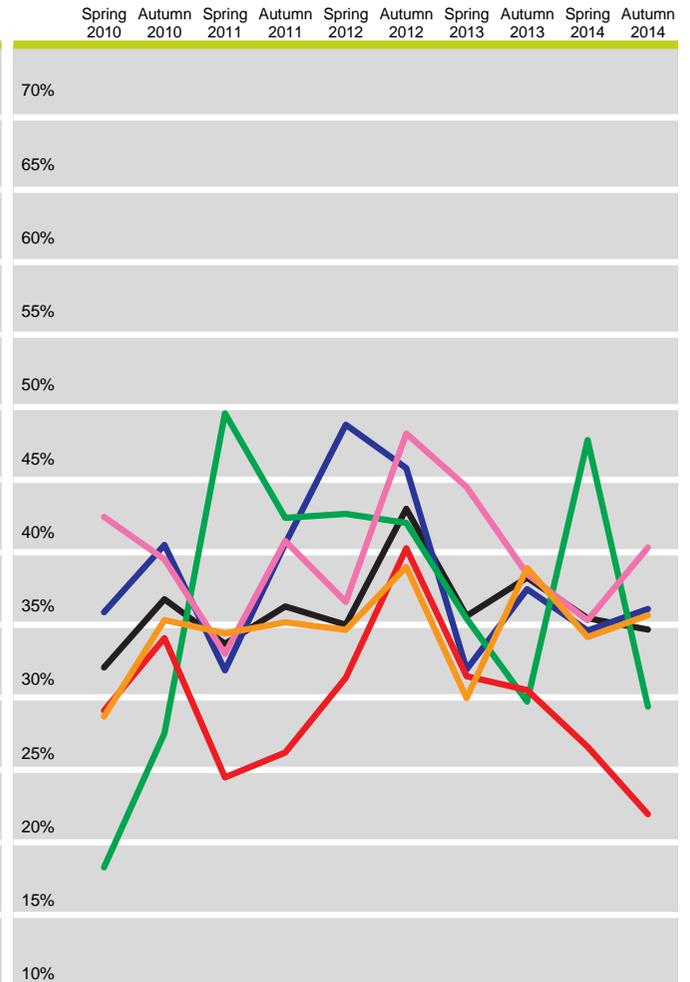
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



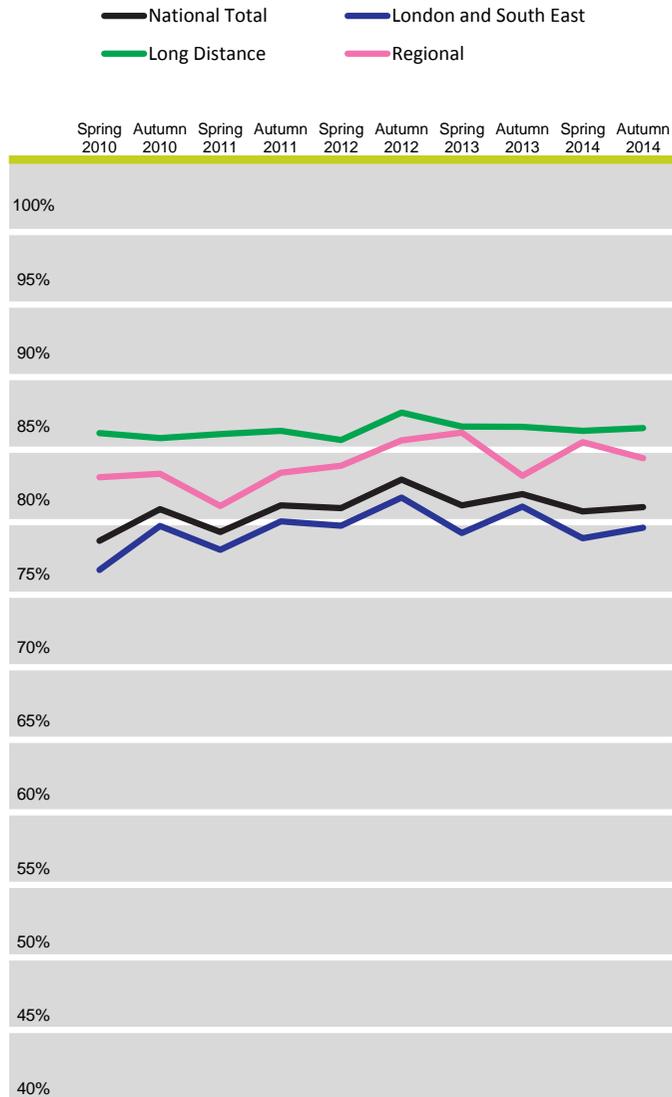
London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

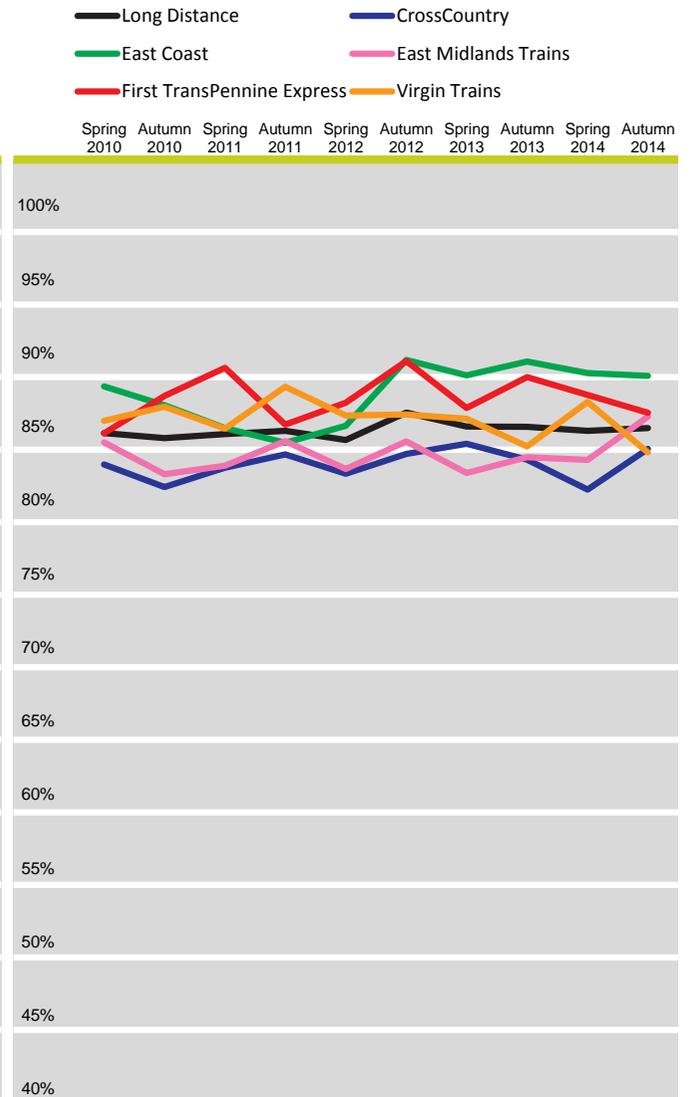
- London and South East
- London Midland
- London Overground
- Southeastern
- South West Trains
- Southern



National and Sector-Level
Percentage of passengers satisfied
2010 to 2014



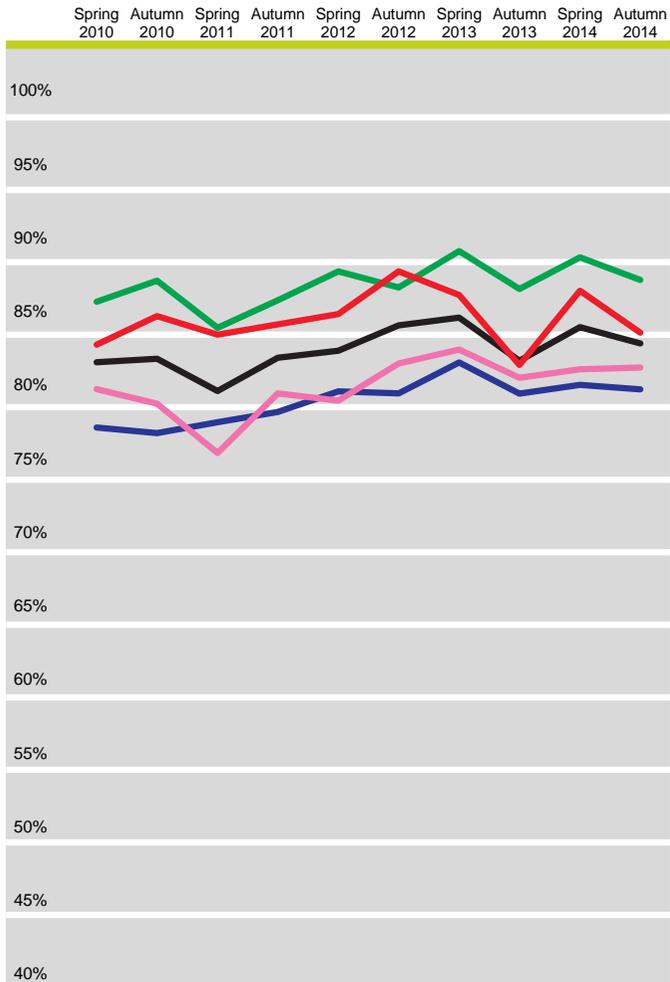
Long Distance Operators
Percentage of passengers satisfied
2010 to 2014



Regional Operators

Percentage of passengers satisfied
2010 to 2014

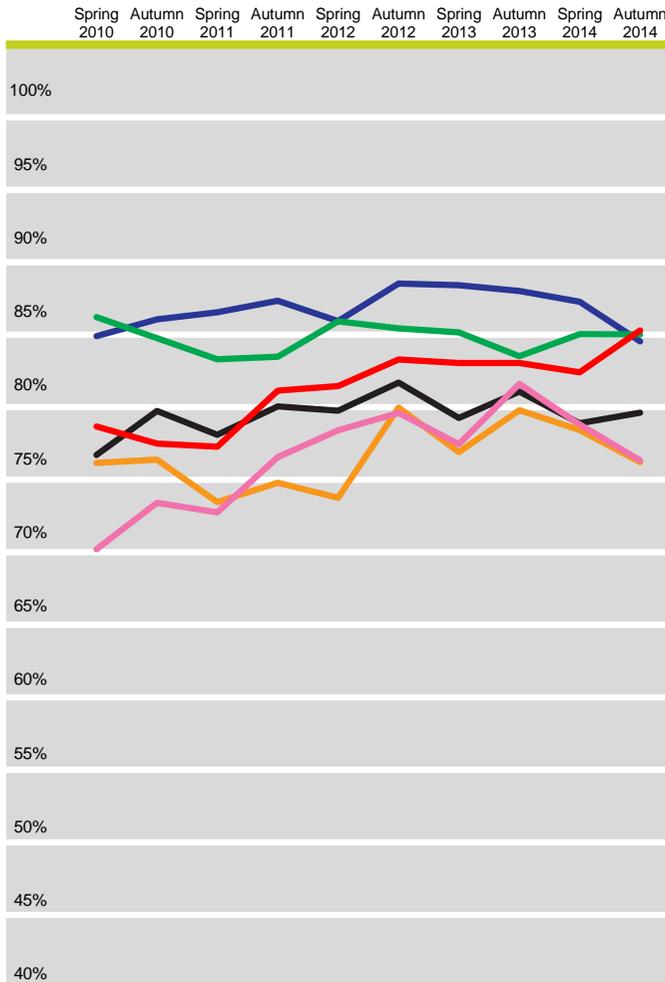
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

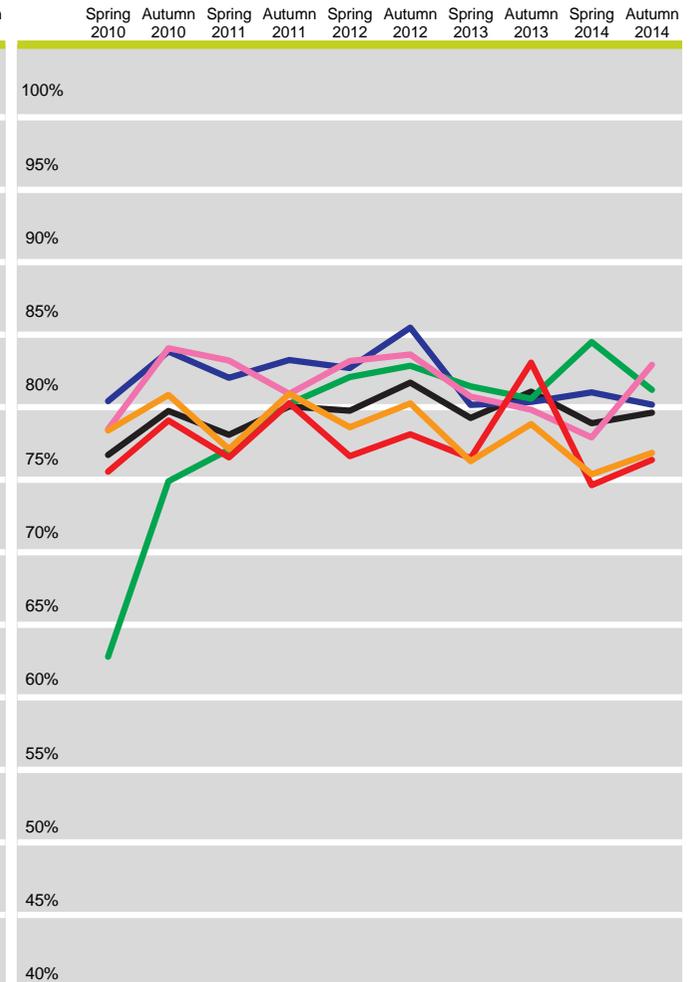
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



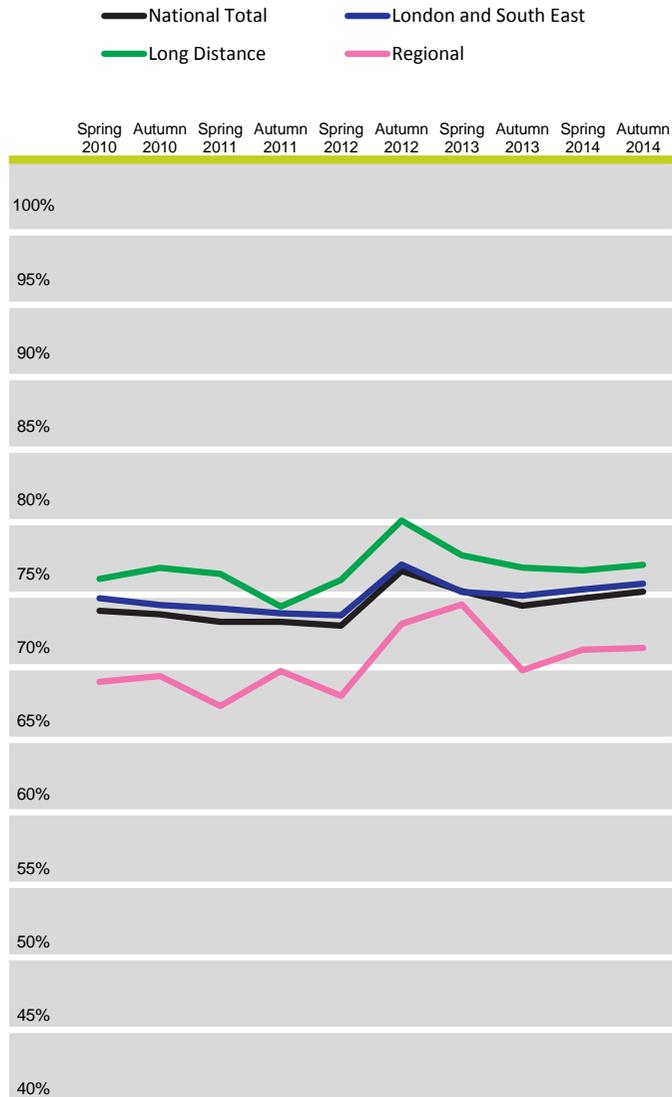
London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

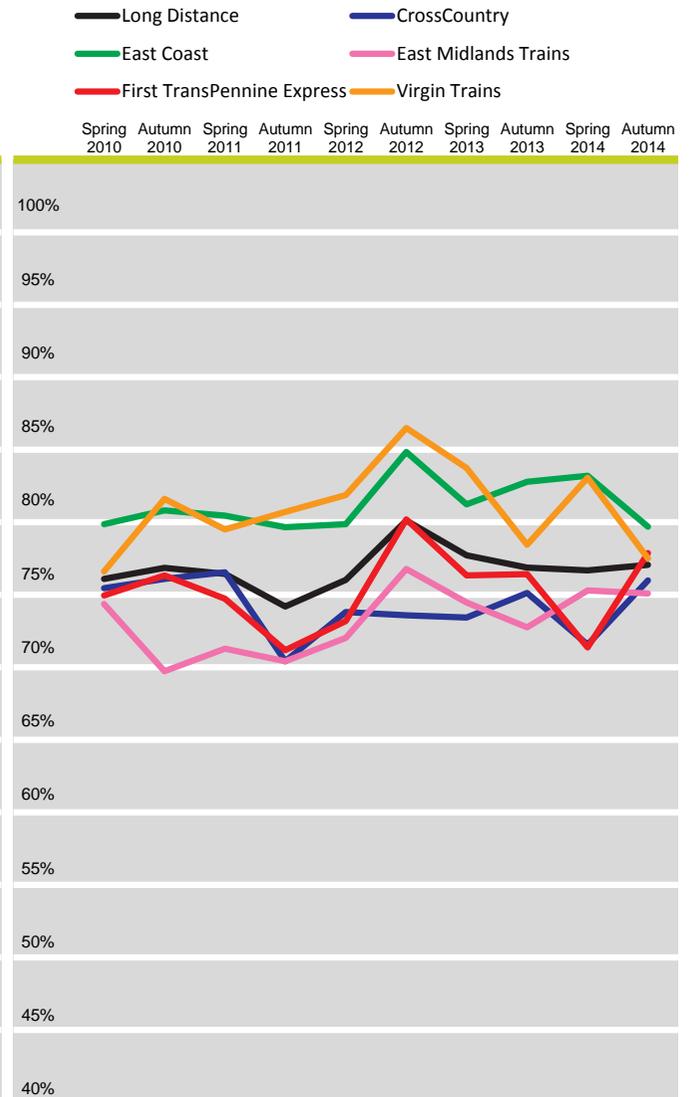
- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- Southern



National and Sector-Level
Percentage of passengers satisfied
2010 to 2014



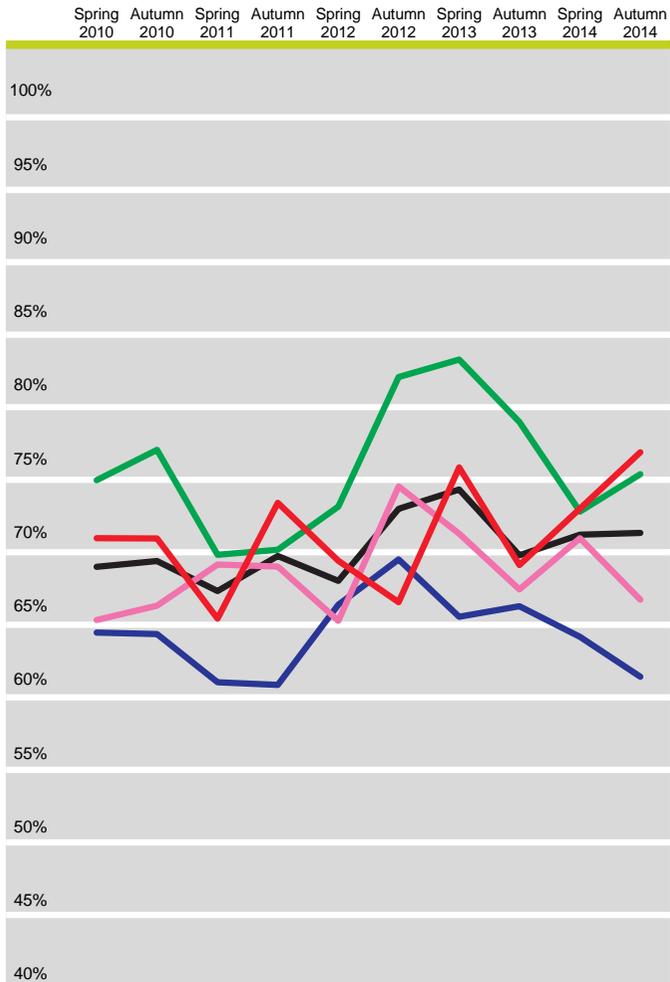
Long Distance Operators
Percentage of passengers satisfied
2010 to 2014



Regional Operators

Percentage of passengers satisfied
2010 to 2014

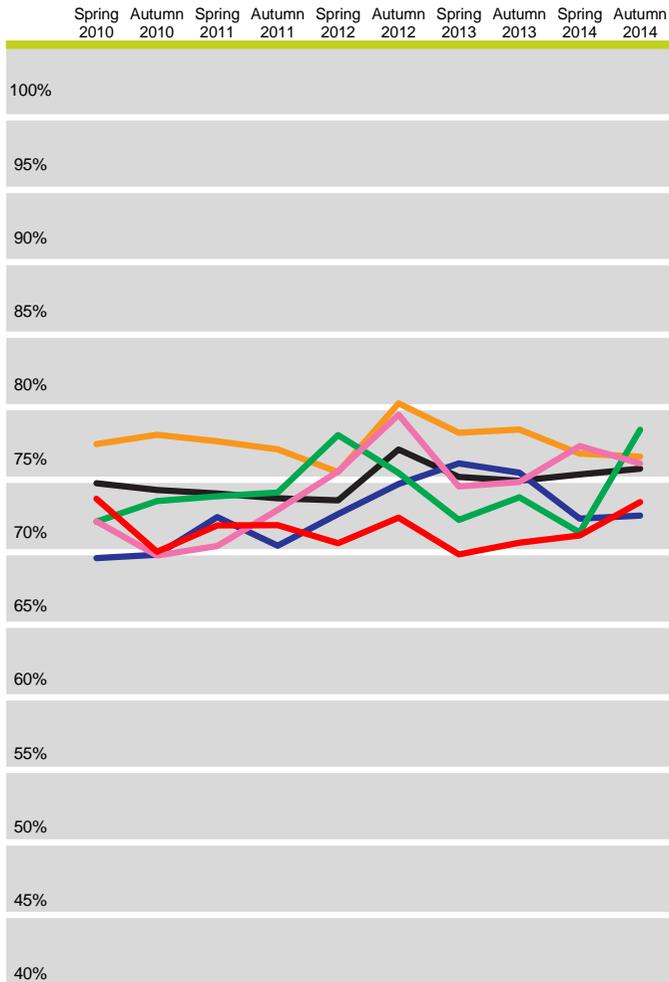
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

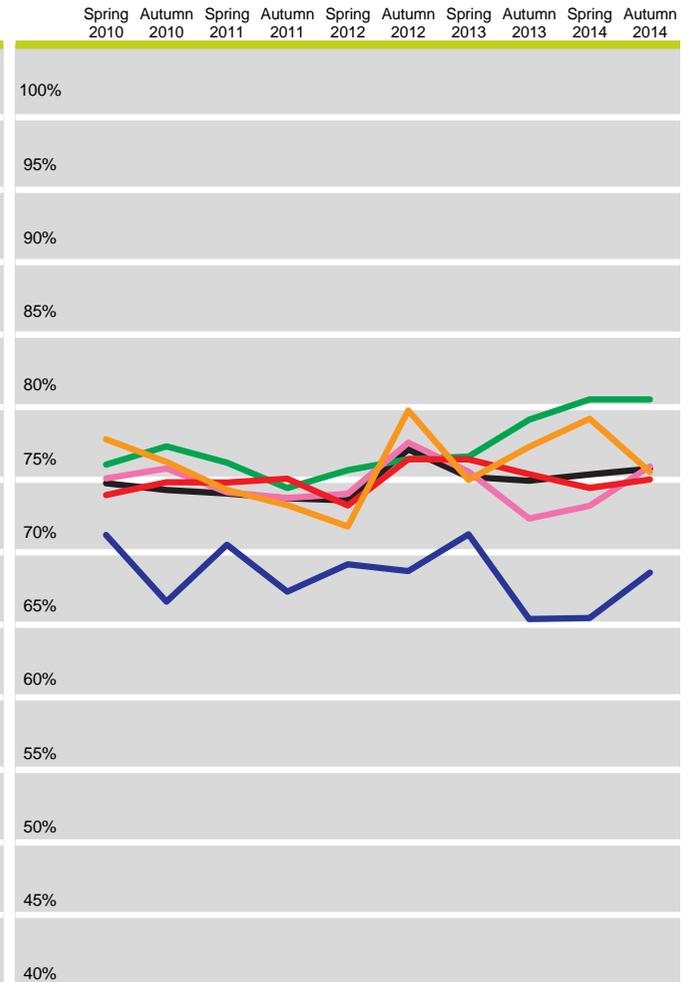
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

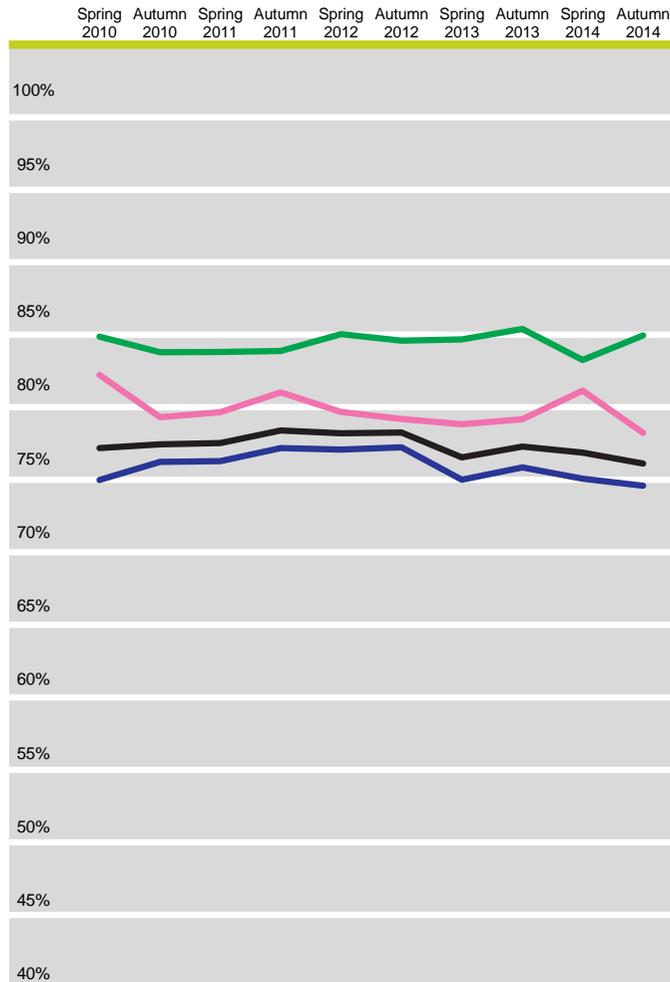
Percentage of passengers satisfied
2010 to 2014

- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- Southern



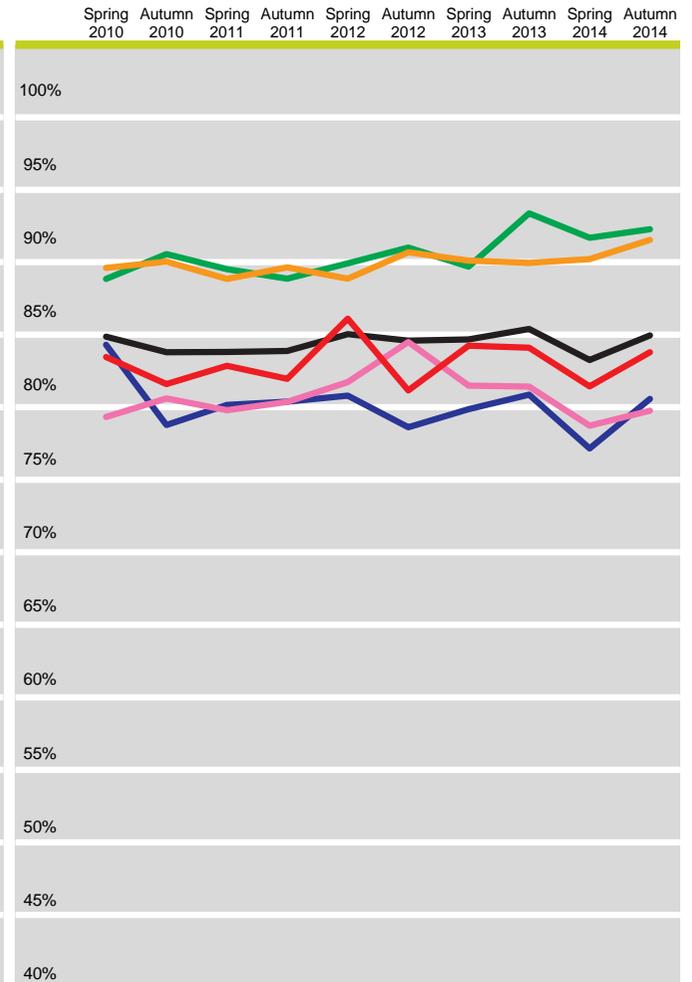
National and Sector-Level
Percentage of passengers satisfied
2010 to 2014

- National Total
- London and South East
- Long Distance
- Regional



Long Distance Operators
Percentage of passengers satisfied
2010 to 2014

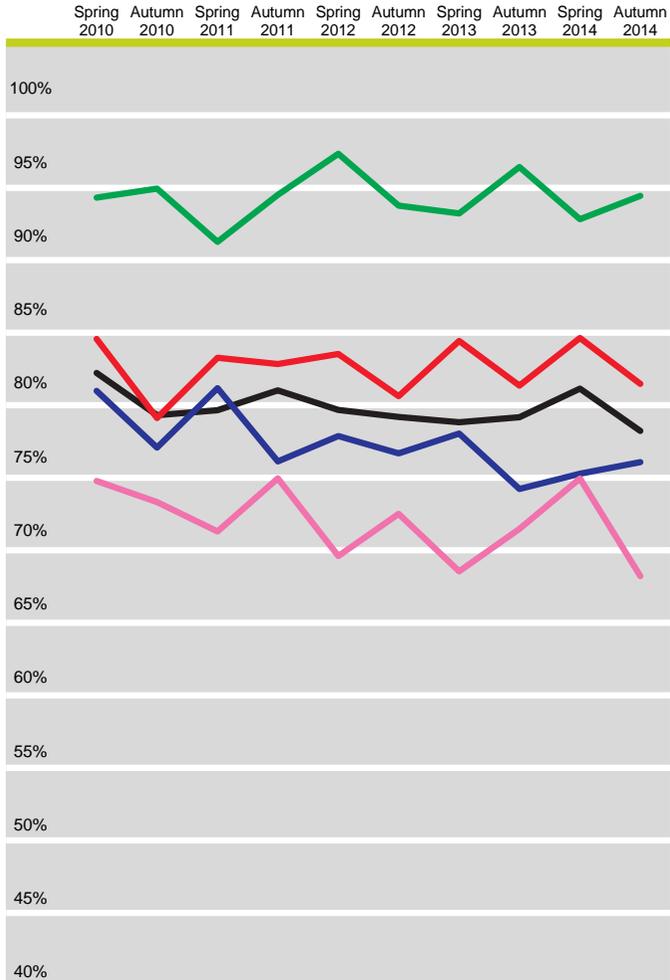
- Long Distance
- East Coast
- First TransPennine Express
- CrossCountry
- East Midlands Trains
- Virgin Trains



Regional Operators

Percentage of passengers satisfied
2010 to 2014

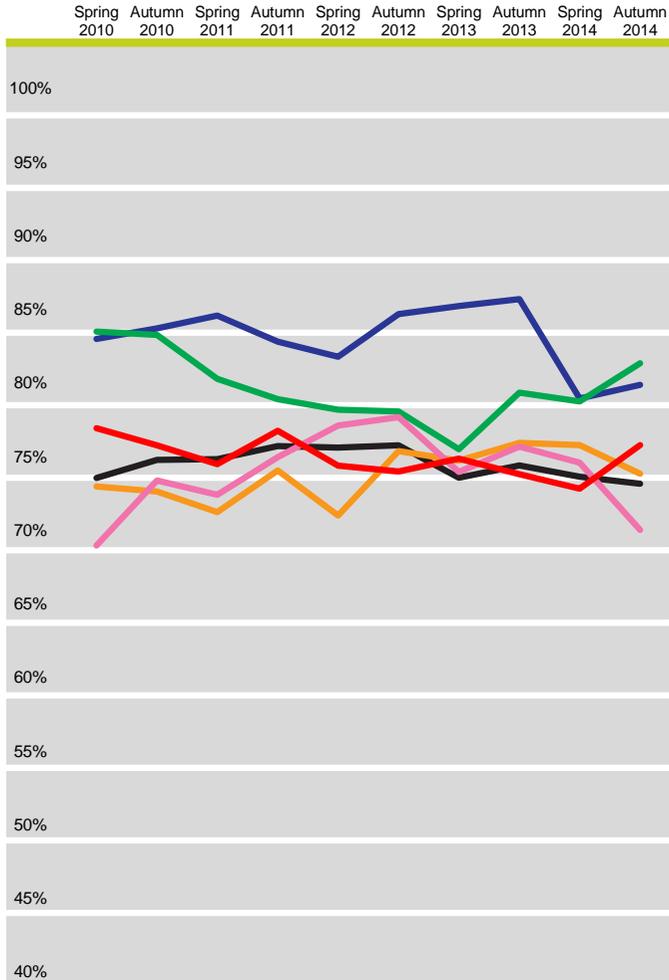
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

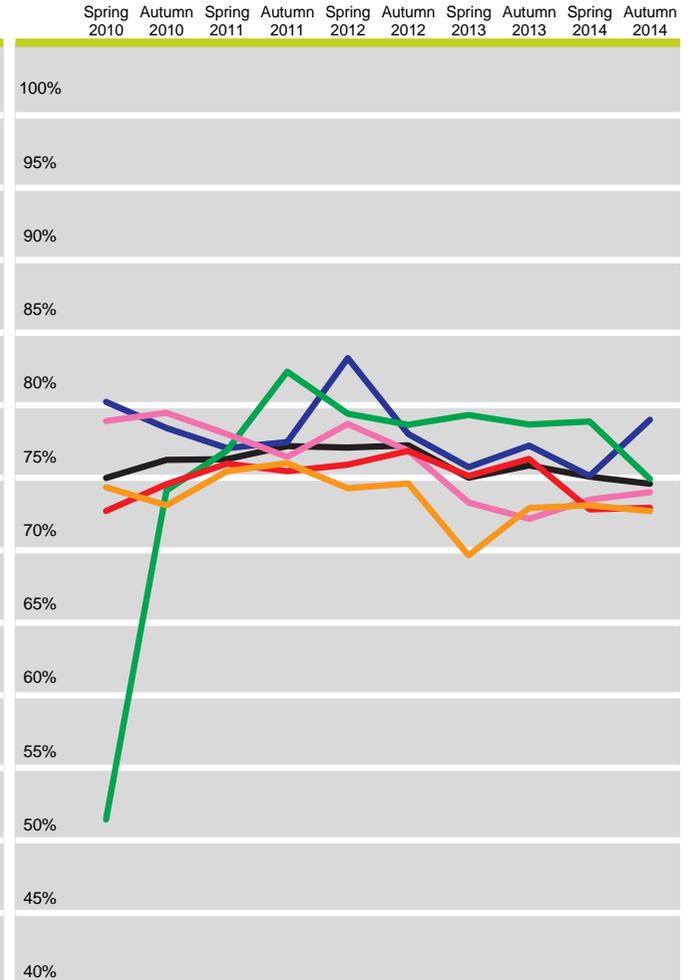
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

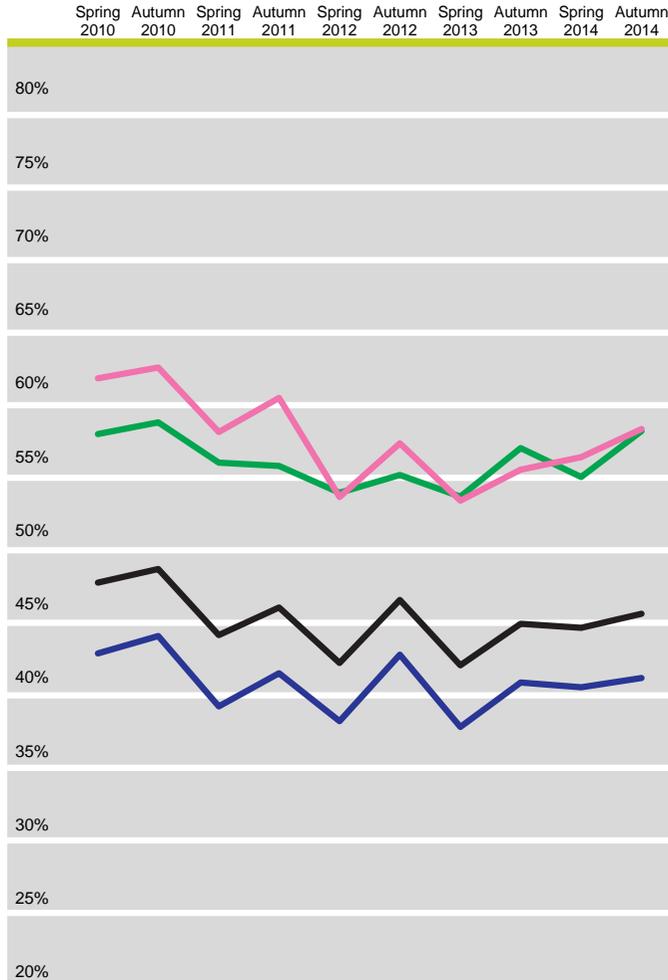
- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- Southern



National and Sector-Level

Percentage of passengers satisfied
2010 to 2014

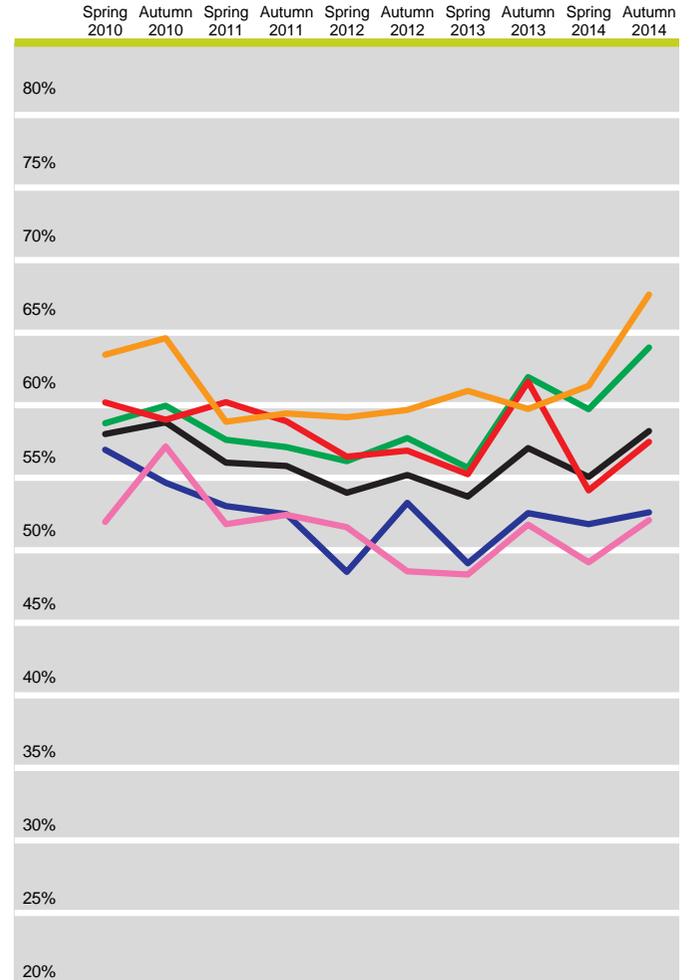
- National Total
- London and South East
- Long Distance
- Regional



Long Distance Operators

Percentage of passengers satisfied
2010 to 2014

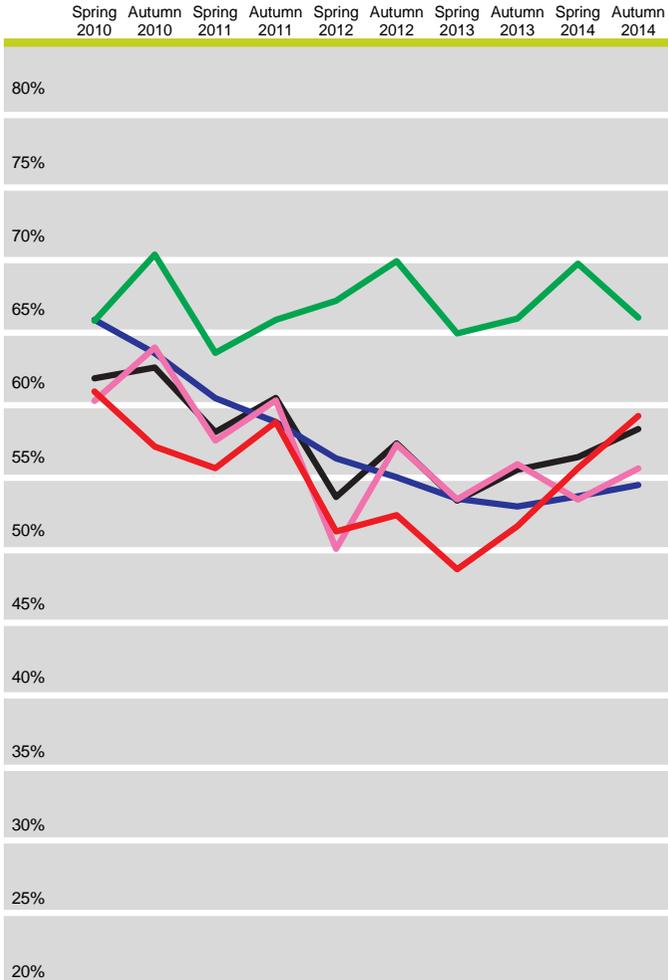
- Long Distance
- East Coast
- First TransPennine Express
- CrossCountry
- East Midlands Trains
- Virgin Trains



Regional Operators

Percentage of passengers satisfied
2010 to 2014

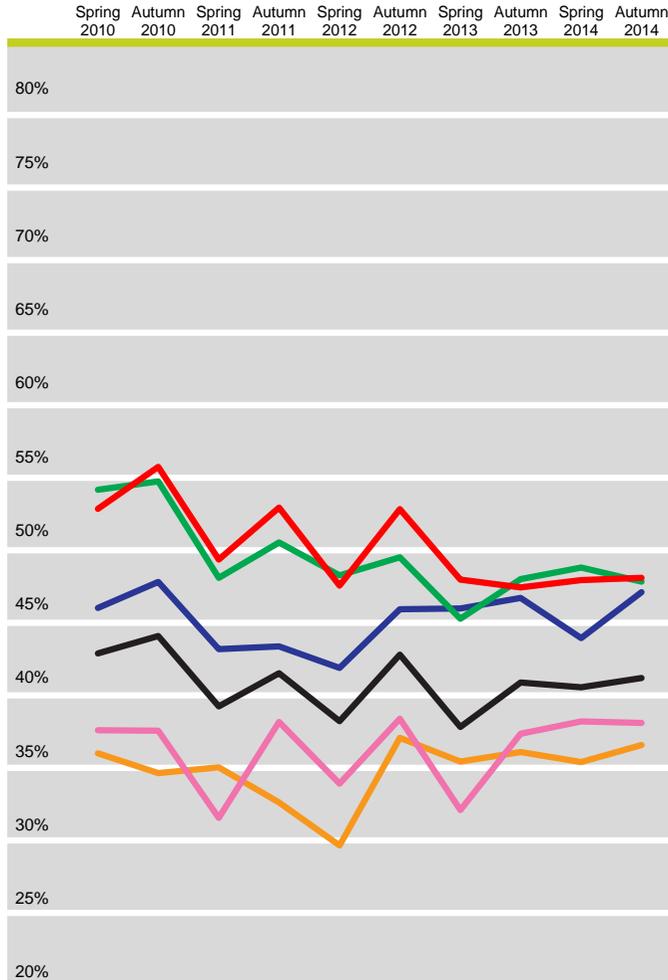
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

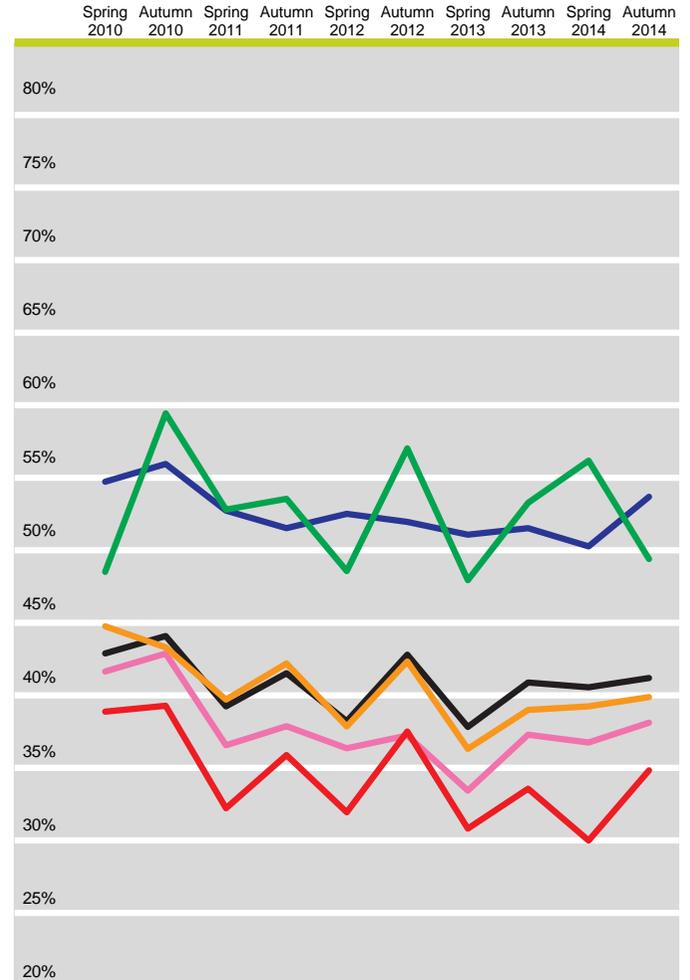
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



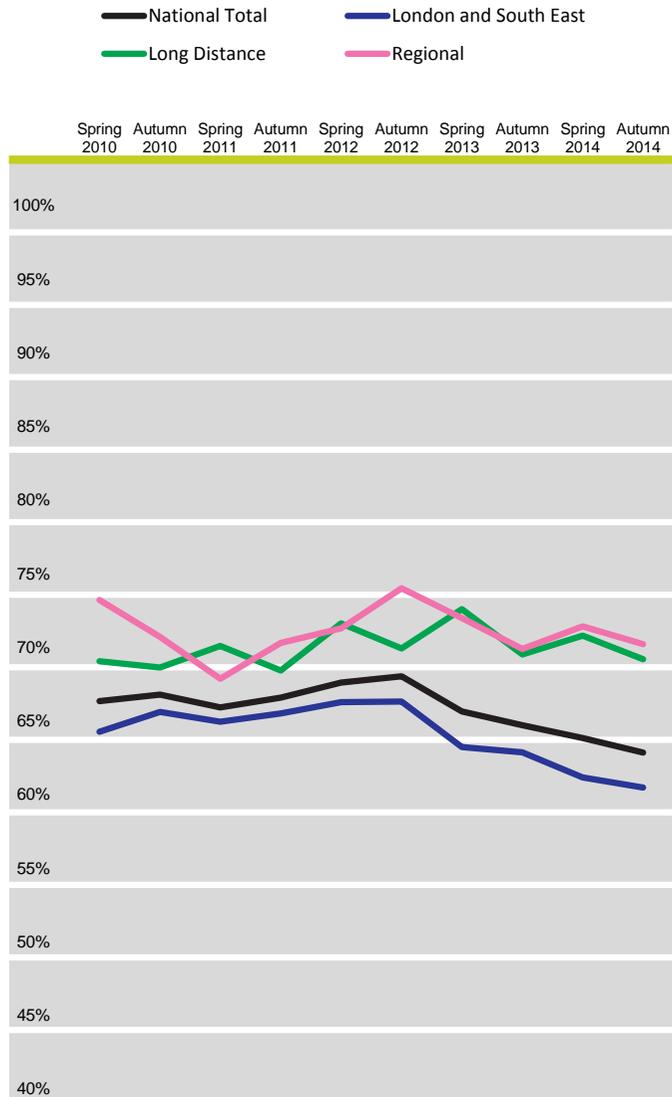
London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

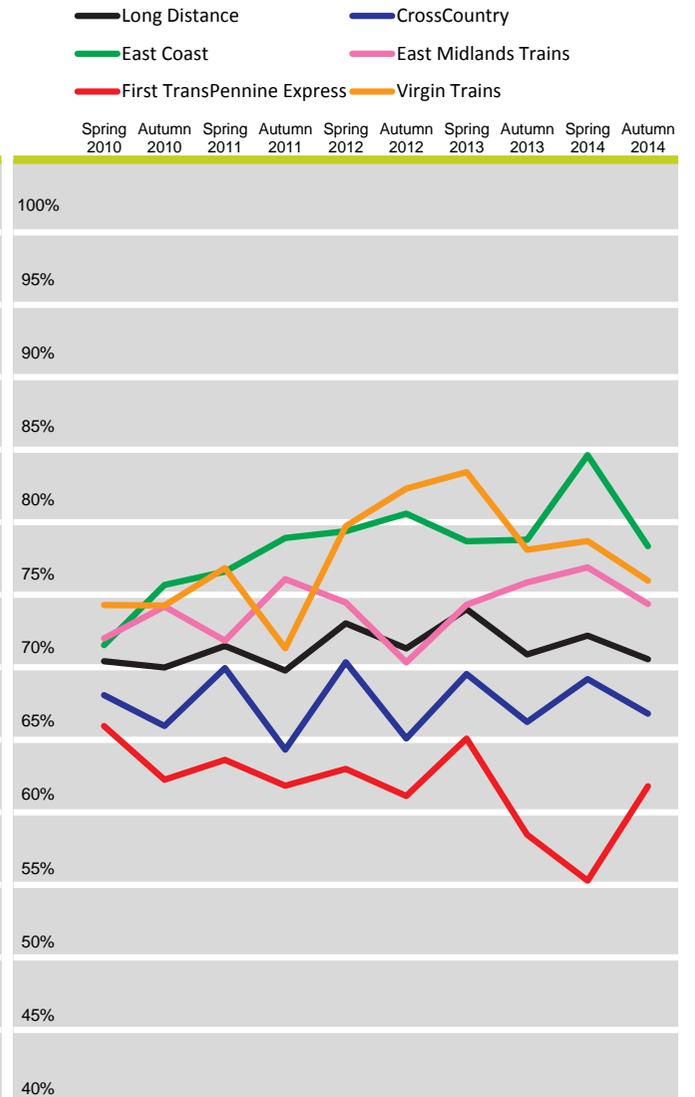
- London and South East
- London Midland
- London Overground
- Southeastern
- South West Trains
- Southern



National and Sector-Level
Percentage of passengers satisfied
2010 to 2014



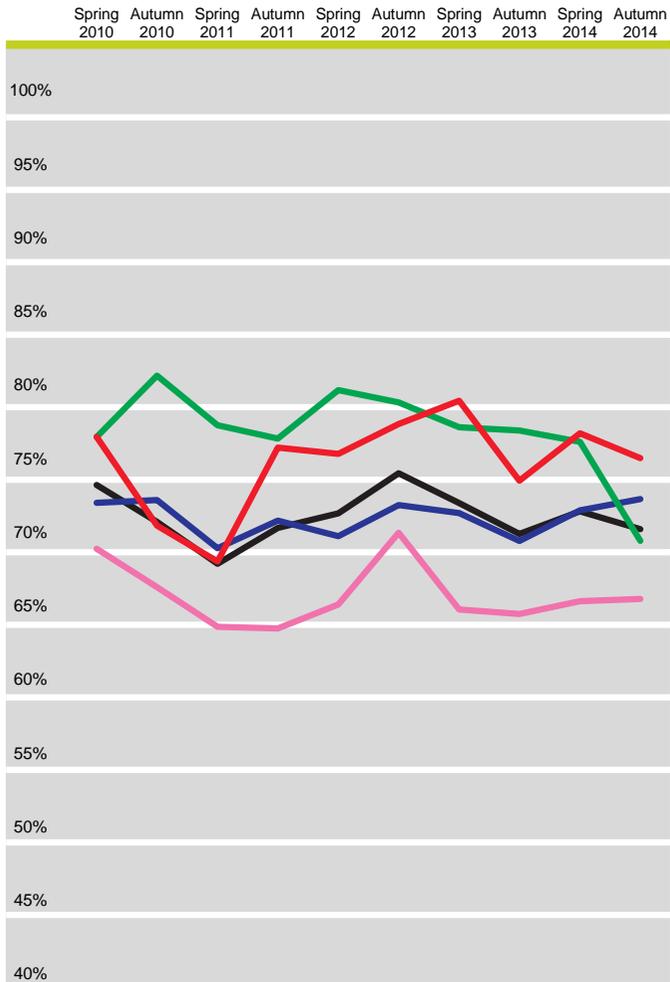
Long Distance Operators
Percentage of passengers satisfied
2010 to 2014



Regional Operators

Percentage of passengers satisfied
2010 to 2014

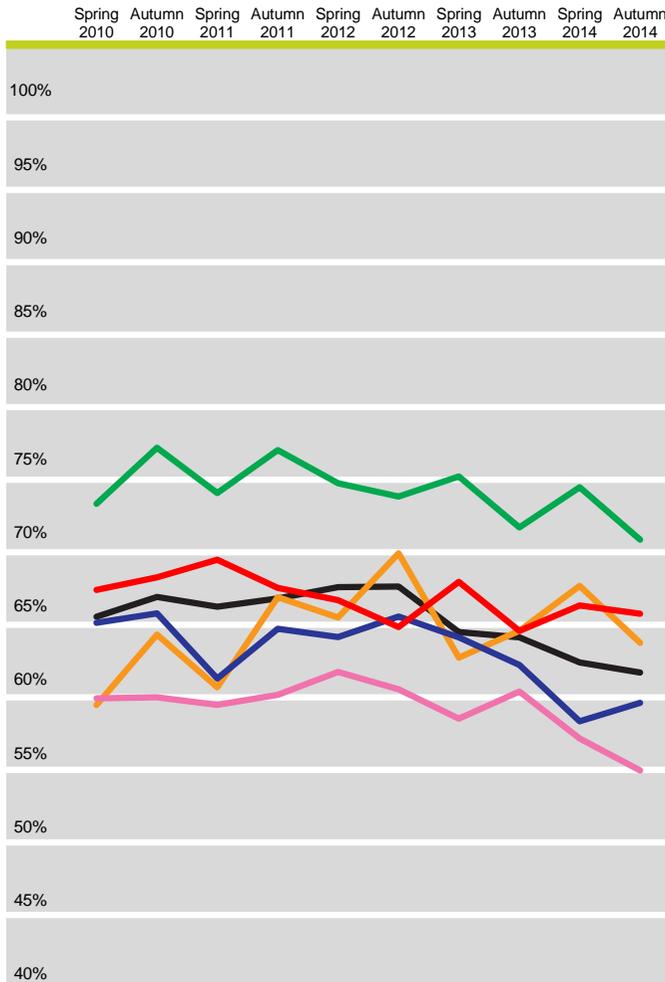
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2014

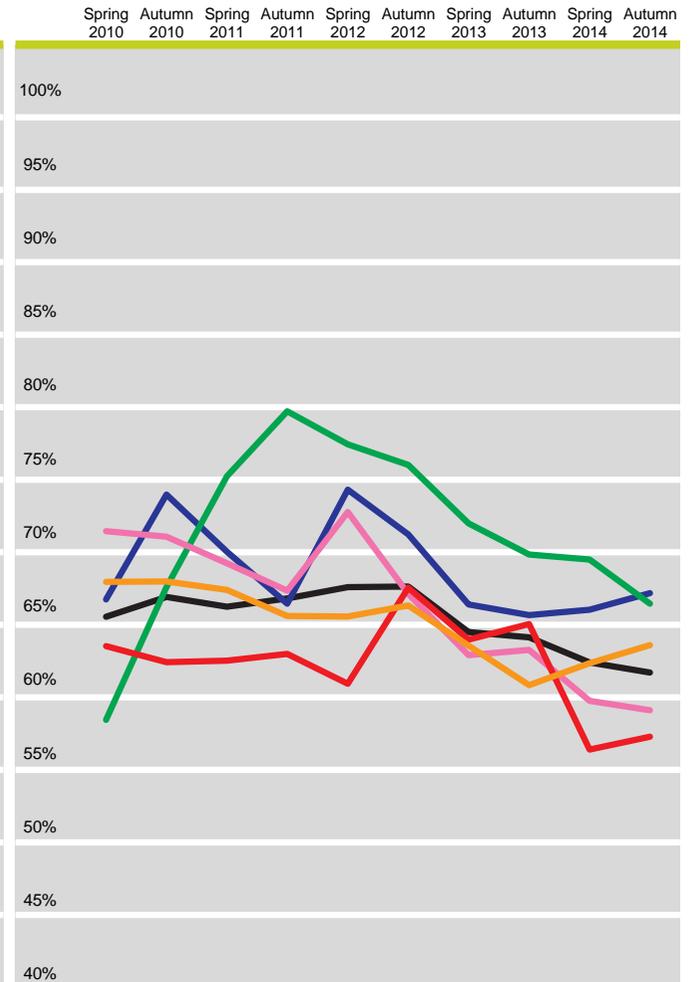
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

Percentage of passengers satisfied
2010 to 2014

- London and South East
- London Midland
- London Overground
- Southeastern
- South West Trains
- Southern



London and South East - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	3632	3368	3972	3477	3857	3666	3964	4149	4464	4268					
Overall satisfaction with your journey	75	73	75	73	72	79	71	75	71	70	-5		-1		
STATION FACILITIES															
Overall satisfaction with the station	-	71	73	74	72	80	75	78	75	78	0		2		
Ticket buying facilities	65	63	66	63	66	73	69	71	70	69	-2		-1		
Provision of information about train times/platforms	76	77	75	79	76	84	78	81	76	77	-4		2		
The upkeep/repair of the station buildings/platforms	61	60	60	63	62	70	67	68	63	69	1		6		
Cleanliness	68	69	67	70	66	75	71	73	71	74	1		4		
The facilities and services	49	49	48	50	46	61	57	58	55	60	2		6		
The attitudes and helpfulness of the staff	66	62	62	63	62	66	65	68	67	67	-1		0		
Connections with other forms of public transport	75	72	74	71	70	81	78	77	76	76	-1		0		
Facilities for car parking	42	46	46	46	42	49	48	43	43	41	-2		-2		
Overall environment	61	62	61	63	62	71	68	68	64	68	0		4		
Your personal security whilst using the station	62	62	60	62	60	70	68	70	67	71	2		4		
The availability of staff	55	51	51	52	52	59	57	59	59	59	0		0		
The provision of shelter facilities	-	-	-	-	-	68	60	64	60	66	3		6		
Availability of seating	-	-	-	-	-	33	30	33	29	32	-1		2		
How request to station staff was handled	73	73	73	77	74	76	77	81	77	77	-4		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	49	47	45	52	5		7		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	74	68	71	68	68	-2		0		
The frequency of the trains on that route	69	72	73	73	72	76	72	74	72	72	-2		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	73	74	73	73	70	82	69	74	66	68	-6		2		
The length of time the journey was scheduled to take (speed)	76	75	77	76	73	81	74	77	74	73	-4		-1		
Connections with other train services	71	71	71	69	71	75	69	71	68	70	-1		3		
The value for money of the price of your ticket	29	27	23	23	20	27	22	25	25	25	0		0		
Upkeep and repair of the train	65	68	65	66	64	70	66	66	67	65	-1		-1		
The provision of information during the journey	60	61	61	58	60	65	63	61	59	60	-2		0		
The helpfulness and attitude of staff on train	46	45	45	47	45	50	51	50	47	48	-2		1		
The space for luggage	40	41	40	38	40	41	41	41	39	38	-3		-2		
The toilet facilities	27	24	24	26	24	29	29	29	27	26	-3		-1		
Sufficient room for all passengers to sit/stand	42	41	40	41	39	45	41	42	38	38	-4		0		
The comfort of the seating area	54	56	54	55	54	59	55	56	54	55	-1		0		
The ease of being able to get on and off	69	68	69	68	68	72	68	70	67	68	-3		1		
Your personal security on board	67	67	67	69	67	73	70	72	68	72	0		4		
The cleanliness of the inside	65	66	68	67	66	71	67	69	69	68	-2		-1		
The cleanliness of the outside	61	64	63	66	62	68	62	67	66	66	-1		0		
The availability of staff	26	24	27	27	25	28	27	26	26	26	0		1		
How well train company deals with delays	25	26	24	28	23	30	32	30	27	26	-4		-1		

* London and South East total excludes non-franchised Train Operating Companies

London and South East - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	13842	14138	15154	13921	14735	14615	13288	13183	13004	13272					
Overall satisfaction with your journey	84	85	85	86	84	86	83	84	83	83	-1	→	0	→	
STATION FACILITIES															
Overall satisfaction with the station	-	76	75	78	76	79	75	77	77	78	1	→	1	→	
Ticket buying facilities	71	72	72	74	73	73	74	72	72	73	1	→	0	→	
Provision of information about train times/platforms	77	80	79	80	81	81	80	81	80	80	-1	→	0	→	
The upkeep/repair of the station buildings/platforms	61	64	64	66	66	70	67	69	67	70	1	→	3	↑	
Cleanliness	67	70	70	71	71	74	72	74	72	74	0	→	2	↑	
The facilities and services	48	50	48	49	49	55	52	53	53	54	1	→	1	→	
The attitudes and helpfulness of the staff	69	71	70	70	71	71	70	72	73	73	1	→	0	→	
Connections with other forms of public transport	75	75	74	74	75	76	74	74	75	76	1	→	1	→	
Facilities for car parking	47	47	47	49	48	49	47	46	49	48	2	→	0	→	
Overall environment	62	66	64	68	66	69	64	68	66	68	0	→	2	→	
Your personal security whilst using the station	64	65	66	67	68	70	67	68	69	69	0	→	0	→	
The availability of staff	56	59	57	58	59	58	58	59	60	60	1	→	0	→	
The provision of shelter facilities	-	-	-	-	-	68	61	66	63	67	1	→	4	↑	
Availability of seating	-	-	-	-	-	48	45	45	46	46	1	→	0	→	
How request to station staff was handled	84	86	84	87	83	86	81	85	85	84	0	→	0	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	45	46	47	1	→	0	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	83	80	82	80	80	-2	↓	0	→	
The frequency of the trains on that route	77	77	77	78	78	77	76	76	76	76	-1	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	82	83	81	82	82	83	78	79	77	78	-2	↓	0	→	
The length of time the journey was scheduled to take (speed)	85	86	85	85	86	86	85	84	84	84	-1	→	0	→	
Connections with other train services	75	76	77	77	78	78	76	76	77	76	0	→	-1	→	
The value for money of the price of your ticket	47	48	44	46	43	46	42	45	45	46	1	→	1	→	
Upkeep and repair of the train	73	75	75	77	77	77	74	76	76	74	-2	↓	-2	↓	
The provision of information during the journey	68	71	71	72	72	73	71	72	70	70	-2	↓	-1	→	
The helpfulness and attitude of staff on train	59	61	60	60	60	61	61	60	59	56	-4	↓	-2	→	
The space for luggage	54	55	55	56	56	54	52	52	54	51	-1	→	-3	↓	
The toilet facilities	36	38	37	38	37	37	36	34	36	34	0	→	-2	→	
Sufficient room for all passengers to sit/stand	72	73	73	74	75	73	71	70	70	69	-1	→	-1	→	
The comfort of the seating area	72	75	74	75	75	75	73	74	74	72	-2	→	-1	→	
The ease of being able to get on and off	81	82	82	83	82	82	80	81	80	79	-1	→	-1	→	
Your personal security on board	74	76	75	77	77	78	76	78	77	76	-1	→	-1	→	
The cleanliness of the inside	71	74	74	76	76	77	73	76	75	75	-1	→	0	→	
The cleanliness of the outside	68	73	70	76	74	75	71	75	73	74	-1	→	1	→	
The availability of staff	40	41	40	42	42	41	40	40	38	37	-3	↓	-1	→	
How well train company deals with delays	35	41	37	39	39	46	37	41	39	38	-2	→	-1	→	

* London and South East total excludes non-franchised Train Operating Companies

Abellio Greater Anglia - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	538	344	411	401	534	513	553	502	550	621					
Overall satisfaction with your journey	71	74	74	68	63	76	68	71	71	73	2	→	2	→	
STATION FACILITIES															
Overall satisfaction with the station	-	72	77	70	70	82	78	79	77	79	0	→	3	→	
Ticket buying facilities	64	65	66	62	67	73	70	68	74	68	0	→	-6	→	
Provision of information about train times/platforms	72	75	77	75	72	84	78	78	77	78	0	→	1	→	
The upkeep/repair of the station buildings/platforms	62	63	63	65	65	75	71	69	65	70	0	→	5	→	
Cleanliness	68	74	69	72	63	80	71	72	74	75	3	→	1	→	
The facilities and services	55	53	51	54	48	68	61	61	61	59	-3	→	-2	→	
The attitudes and helpfulness of the staff	62	61	60	62	51	58	57	63	64	67	4	→	2	→	
Connections with other forms of public transport	75	80	78	77	72	83	81	79	75	78	-1	→	3	→	
Facilities for car parking	32	57	53	52	38	49	51	44	50	36	-8	→	-14	↓	
Overall environment	63	70	63	66	61	76	69	72	67	69	-3	→	1	→	
Your personal security whilst using the station	58	60	62	59	57	72	64	67	67	71	4	→	5	→	
The availability of staff	53	48	49	52	46	55	58	54	57	58	4	→	1	→	
The provision of shelter facilities	-	-	-	-	-	67	68	61	58	64	4	→	7	→	
Availability of seating	-	-	-	-	-	31	28	36	28	30	-5	→	3	→	
How request to station staff was handled	75	72	68	66	51	67	80	71	91	83	12	→	-8	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	56	57	57	55	-2	→	-2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	66	63	63	63	62	-1	→	-1	→	
The frequency of the trains on that route	70	69	70	73	64	73	74	77	77	77	0	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	70	76	68	72	58	78	65	73	68	73	1	→	5	→	
The length of time the journey was scheduled to take (speed)	71	72	73	71	65	78	69	74	76	74	0	→	-1	→	
Connections with other train services	68	64	69	63	62	75	64	67	71	69	2	→	-2	→	
The value for money of the price of your ticket	23	18	20	13	14	22	18	16	21	23	7	↑	2	→	
Upkeep and repair of the train	44	48	47	43	51	55	51	49	55	50	1	→	-5	→	
The provision of information during the journey	49	50	54	46	51	57	52	51	54	58	7	→	3	→	
The helpfulness and attitude of staff on train	35	37	36	35	38	41	38	31	44	30	-1	→	-14	↓	
The space for luggage	37	39	38	32	39	44	42	38	43	31	-6	→	-12	↓	
The toilet facilities	20	18	21	18	19	27	26	20	29	22	2	→	-8	→	
Sufficient room for all passengers to sit/stand	38	37	35	44	36	45	37	42	41	42	0	→	0	→	
The comfort of the seating area	40	41	35	39	42	47	42	46	48	46	1	→	-2	→	
The ease of being able to get on and off	68	72	69	71	64	76	68	71	70	68	-3	→	-2	→	
Your personal security on board	57	64	61	61	53	68	65	66	66	66	0	→	0	→	
The cleanliness of the inside	50	55	56	57	51	61	55	57	57	55	-2	→	-2	→	
The cleanliness of the outside	45	47	50	55	47	58	50	51	51	55	4	→	4	→	
The availability of staff	15	13	18	19	16	19	16	11	20	14	2	→	-6	→	
How well train company deals with delays	19	31	25	29	16	30	17	26	34	29	3	→	-5	→	

Abellio Greater Anglia - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
											% change	significant change	% change	significant change
Sample size	1634	1729	1986	1798	1920	1643	1714	1724	1763	1605				
Overall satisfaction with your journey	79	81	79	80	76	85	79	83	84	82	-1	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	72	72	75	72	79	74	78	75	73	-4	→	-1	→
Ticket buying facilities	70	69	69	72	70	73	74	69	68	64	-5	→	-4	→
Provision of information about train times/platforms	78	77	72	75	74	79	77	80	79	76	-5	↓	-3	→
The upkeep/repair of the station buildings/platforms	64	64	63	68	66	69	68	71	63	64	-7	↓	1	→
Cleanliness	68	70	68	72	69	73	71	74	68	69	-5	→	1	→
The facilities and services	54	51	51	52	50	57	55	54	50	48	-5	→	-2	→
The attitudes and helpfulness of the staff	65	71	69	70	70	71	70	76	73	77	1	→	3	→
Connections with other forms of public transport	79	78	78	77	77	79	78	78	77	76	-2	→	-1	→
Facilities for car parking	46	49	49	50	51	51	49	47	52	51	5	→	-1	→
Overall environment	64	65	62	66	63	70	64	67	63	64	-3	→	1	→
Your personal security whilst using the station	63	63	61	64	66	68	65	66	65	62	-4	→	-3	→
The availability of staff	54	58	53	56	56	56	57	60	56	60	0	→	4	→
The provision of shelter facilities	-	-	-	-	-	66	56	65	59	60	-5	→	1	→
Availability of seating	-	-	-	-	-	49	43	45	44	41	-4	→	-3	→
How request to station staff was handled	81	83	86	84	82	86	85	85	86	88	2	→	1	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	48	46	41	-7	↓	-5	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	75	72	76	74	71	-5	→	-3	→
The frequency of the trains on that route	76	75	74	76	75	78	77	78	77	75	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	81	77	79	73	84	76	80	79	78	-2	→	-1	→
The length of time the journey was scheduled to take (speed)	82	85	82	84	83	87	84	84	84	83	0	→	-1	→
Connections with other train services	74	74	75	74	78	79	75	75	76	76	0	→	0	→
The value for money of the price of your ticket	41	40	40	39	35	41	40	43	40	41	-2	→	2	→
Upkeep and repair of the train	55	58	58	59	57	58	54	61	59	52	-9	↓	-6	↓
The provision of information during the journey	58	56	58	61	57	64	62	61	60	60	-1	→	-	→
The helpfulness and attitude of staff on train	47	52	49	51	49	49	53	52	49	47	-5	→	-2	→
The space for luggage	53	56	53	56	57	57	51	53	58	52	-1	→	-7	↓
The toilet facilities	27	32	30	34	36	37	37	31	38	31	0	→	-7	→
Sufficient room for all passengers to sit/stand	67	72	69	74	76	77	70	72	75	71	-1	→	-4	→
The comfort of the seating area	61	63	63	66	64	67	63	64	67	65	0	→	-2	→
The ease of being able to get on and off	78	78	78	80	80	83	81	78	82	78	0	→	-4	→
Your personal security on board	68	67	65	68	68	73	68	71	70	70	-1	→	0	→
The cleanliness of the inside	59	60	63	65	58	62	58	66	60	62	-4	→	2	→
The cleanliness of the outside	48	53	54	60	56	58	50	60	55	60	0	→	5	→
The availability of staff	24	28	28	31	30	27	29	27	26	27	0	→	1	→
How well train company deals with delays	30	43	29	33	34	51	32	44	43	37	-7	→	-5	→

c2c - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	% change	significant change	% change	significant change
Sample size	374	383	458	382	464	570	543	528	523	375				
Overall satisfaction with your journey	90	88	88	91	87	92	89	89	85	83	-6		-2	
STATION FACILITIES														
Overall satisfaction with the station	-	82	84	88	82	89	87	85	80	83	-2		4	
Ticket buying facilities	75	76	77	76	74	77	79	75	70	72	-4		1	
Provision of information about train times/platforms	86	86	88	90	85	91	87	88	86	84	-4		-2	
The upkeep/repair of the station buildings/platforms	69	74	70	72	74	79	76	78	73	75	-4		2	
Cleanliness	76	81	81	76	79	83	83	84	77	79	-5		2	
The facilities and services	50	55	56	59	59	62	53	60	60	59	0		0	
The attitudes and helpfulness of the staff	76	73	74	76	75	75	78	78	80	74	-4		-6	
Connections with other forms of public transport	66	69	72	68	68	74	73	76	68	70	-6		3	
Facilities for car parking	49	58	51	49	53	60	61	58	56	59	2		4	
Overall environment	68	73	74	75	76	77	77	76	71	73	-4		1	
Your personal security whilst using the station	64	67	68	67	69	73	72	72	69	72	0		3	
The availability of staff	66	70	67	66	68	70	70	72	71	69	-3		-2	
The provision of shelter facilities	-	-	-	-	-	71	70	69	63	67	-3		3	
Availability of seating	-	-	-	-	-	52	51	57	46	49	-8		2	
How request to station staff was handled	100	59	67	96	86	83	86	86	62	81	-5		18	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	32	38	41	44	7		3	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	90	88	88	86	85	-4		-1	
The frequency of the trains on that route	86	85	87	86	85	88	87	85	79	82	-3		3	
Punctuality/reliability (i.e. the train arriving/departing on time)	92	95	94	92	91	97	93	96	90	90	-6		0	
The length of time the journey was scheduled to take (speed)	90	91	94	89	89	92	92	94	89	93	-2		3	
Connections with other train services	82	81	79	78	79	87	85	88	80	79	-9		-1	
The value for money of the price of your ticket	40	38	38	30	29	39	38	38	35	38	-1		2	
Upkeep and repair of the train	88	93	89	92	86	89	91	88	84	85	-3		1	
The provision of information during the journey	77	73	77	79	75	78	80	76	73	68	-8		-5	
The helpfulness and attitude of staff on train	26	25	34	29	27	32	38	37	28	27	-10		-1	
The space for luggage	42	41	43	44	41	42	44	41	43	34	-6		-8	
The toilet facilities	43	41	50	44	52	53	54	48	45	46	-2		1	
Sufficient room for all passengers to sit/stand	46	44	41	46	43	48	43	43	42	34	-9		-8	
The comfort of the seating area	69	74	69	73	71	71	73	70	72	66	-4		-6	
The ease of being able to get on and off	74	81	79	81	78	82	82	78	78	72	-6		-6	
Your personal security on board	70	72	71	75	72	76	75	75	72	75	0		2	
The cleanliness of the inside	89	89	89	90	88	91	90	88	85	87	-1		2	
The cleanliness of the outside	86	87	86	89	83	85	84	84	82	83	-1		1	
The availability of staff	15	14	20	19	16	16	19	18	16	15	-3		-1	
How well train company deals with delays	50	33	32	38	27	24	56	49	35	44	-6		9	

c2c - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	684	701	741	649	650	601	516	567	566	700					
Overall satisfaction with your journey	92	93	93	91	93	93	94	93	92	93	0	→	1	→	
STATION FACILITIES															
Overall satisfaction with the station	-	79	82	85	84	86	82	84	83	83	-2	→	0	→	
Ticket buying facilities	75	76	78	78	80	83	87	85	84	79	-6	→	-4	→	
Provision of information about train times/platforms	84	86	86	86	87	87	89	88	88	85	-4	→	-4	→	
The upkeep/repair of the station buildings/platforms	69	73	72	72	75	80	79	79	76	76	-3	→	0	→	
Cleanliness	75	79	77	77	78	82	83	81	80	78	-3	→	-2	→	
The facilities and services	52	49	50	52	52	55	59	65	60	59	-6	→	-1	→	
The attitudes and helpfulness of the staff	73	79	74	75	77	75	86	83	80	79	-4	→	0	→	
Connections with other forms of public transport	72	70	73	72	76	75	79	75	77	74	-1	→	-3	→	
Facilities for car parking	49	52	54	54	57	56	59	52	54	54	2	→	0	→	
Overall environment	66	71	70	73	75	75	76	80	72	73	-6	↓	1	→	
Your personal security whilst using the station	61	64	63	66	70	69	74	74	74	68	-7	↓	-6	↓	
The availability of staff	63	63	65	66	67	65	75	72	69	72	0	→	3	→	
The provision of shelter facilities	-	-	-	-	-	73	69	74	70	69	-5	→	-1	→	
Availability of seating	-	-	-	-	-	64	64	64	63	57	-7	↓	-6	→	
How request to station staff was handled	87	82	86	87	95	94	86	84	92	87	3	→	-5	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	39	45	42	41	-4	→	-1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	94	92	94	90	90	-4	↓	1	→	
The frequency of the trains on that route	83	85	85	83	82	85	87	89	82	81	-8	↓	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	95	94	91	92	93	96	94	92	91	91	-1	→	0	→	
The length of time the journey was scheduled to take (speed)	92	91	93	91	94	93	96	93	92	92	-1	→	0	→	
Connections with other train services	83	80	78	80	86	87	84	88	81	81	-7	↓	-1	→	
The value for money of the price of your ticket	50	54	46	51	51	52	53	54	51	53	-1	→	2	→	
Upkeep and repair of the train	92	93	91	92	94	94	94	93	89	87	-6	↓	-2	→	
The provision of information during the journey	82	83	82	86	83	84	86	87	81	81	-6	↓	0	→	
The helpfulness and attitude of staff on train	35	37	38	36	39	35	46	40	42	44	4	→	3	→	
The space for luggage	54	58	52	54	59	55	55	60	53	55	-4	→	2	→	
The toilet facilities	59	54	57	58	63	58	61	60	54	55	-5	→	1	→	
Sufficient room for all passengers to sit/stand	77	79	74	76	78	79	81	78	72	74	-3	→	3	→	
The comfort of the seating area	87	88	84	84	87	87	88	86	83	82	-5	↓	-1	→	
The ease of being able to get on and off	90	87	87	87	90	91	91	90	90	87	-3	→	-3	→	
Your personal security on board	73	76	73	74	77	75	79	80	75	75	-5	→	0	→	
The cleanliness of the inside	92	91	89	92	93	94	90	91	91	89	-2	→	-2	→	
The cleanliness of the outside	88	88	87	91	92	93	87	92	86	86	-6	↓	0	→	
The availability of staff	21	20	23	21	25	21	27	21	21	24	4	→	4	→	
How well train company deals with delays	51	53	55	41	50	86	70	64	40	41	-22	→	1	→	

Chiltern Railways - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	210	286	279	315	384	252	301	345	419	371					
Overall satisfaction with your journey	85	88	85	82	85	88	90	89	89	89	0		1		
STATION FACILITIES															
Overall satisfaction with the station	-	87	82	87	87	90	90	91	90	92	1		2		
Ticket buying facilities	80	83	75	79	75	85	83	84	82	80	-4		-1		
Provision of information about train times/platforms	85	84	80	80	82	88	86	87	86	84	-3		-2		
The upkeep/repair of the station buildings/platforms	76	69	75	80	77	84	82	84	80	85	1		5		
Cleanliness	79	77	77	85	82	88	83	87	88	91	4		3		
The facilities and services	65	57	60	63	65	72	69	75	66	69	-6		3		
The attitudes and helpfulness of the staff	77	77	77	77	76	75	78	77	81	83	6		2		
Connections with other forms of public transport	74	64	60	66	72	71	71	75	67	76	2		9		
Facilities for car parking	72	67	63	66	62	70	65	68	72	69	1		-3		
Overall environment	83	78	76	83	83	86	82	84	82	86	2		4		
Your personal security whilst using the station	78	69	77	78	78	80	80	82	81	82	0		2		
The availability of staff	65	64	59	64	67	67	62	68	68	74	6		6		
The provision of shelter facilities	-	-	-	-	-	79	68	74	73	77	3		4		
Availability of seating	-	-	-	-	-	46	36	45	42	42	-3		1		
How request to station staff was handled	72	84	67	97	76	88	85	89	86	87	-1		1		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	56	54	50	53	-1		3		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	89	86	89	88	89	1		1		
The frequency of the trains on that route	80	82	79	72	73	79	74	78	78	80	3		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	91	90	82	69	82	89	85	90	89	88	-2		-1		
The length of time the journey was scheduled to take (speed)	85	79	79	79	84	84	84	85	85	87	2		2		
Connections with other train services	74	70	62	72	73	70	74	76	67	77	1		9		
The value for money of the price of your ticket	44	37	27	29	29	34	31	34	31	37	3		6		
Upkeep and repair of the train	84	77	86	86	82	87	85	85	84	86	1		2		
The provision of information during the journey	69	71	69	71	68	75	77	69	71	74	5		3		
The helpfulness and attitude of staff on train	59	50	53	46	53	56	55	51	57	52	1		-5		
The space for luggage	48	52	52	43	56	50	50	50	53	56	6		3		
The toilet facilities	44	41	46	42	46	55	46	45	47	45	1		-1		
Sufficient room for all passengers to sit/stand	47	59	54	53	56	57	63	57	63	57	-1		-7		
The comfort of the seating area	65	69	67	69	67	75	74	77	76	74	-3		-1		
The ease of being able to get on and off	85	86	82	82	86	84	85	84	88	82	-3		-7		
Your personal security on board	84	82	84	83	83	90	86	88	87	86	-3		-2		
The cleanliness of the inside	85	83	85	88	85	88	85	89	87	90	1		3		
The cleanliness of the outside	75	81	79	83	80	82	79	84	83	88	4		5		
The availability of staff	27	28	28	24	29	34	29	29	32	34	5		3		
How well train company deals with delays	46	47	35	30	20	55	41	54	32	46	-8		14		

Chiltern Railways - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
											% change	significant change	% change	significant change
Sample size	852	944	926	824	808	947	803	748	727	786				
Overall satisfaction with your journey	92	91	89	90	92	92	89	92	93	92	0	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	84	86	91	88	86	83	87	87	89	2	→	2	→
Ticket buying facilities	82	80	83	85	85	80	83	80	82	85	5	→	3	→
Provision of information about train times/platforms	87	85	84	85	87	85	85	82	85	86	3	→	1	→
The upkeep/repair of the station buildings/platforms	76	80	77	85	80	83	79	81	84	85	4	→	1	→
Cleanliness	80	85	82	89	84	86	85	85	87	86	2	→	-1	→
The facilities and services	58	67	63	70	67	67	67	67	70	74	7	↑	5	→
The attitudes and helpfulness of the staff	79	74	79	76	79	80	79	81	84	85	4	→	1	→
Connections with other forms of public transport	71	76	78	77	81	77	73	73	74	79	6	↑	6	↑
Facilities for car parking	71	70	68	70	66	72	73	72	77	70	-2	→	-7	→
Overall environment	77	80	79	86	83	82	79	83	81	85	2	→	4	→
Your personal security whilst using the station	74	75	76	79	77	79	74	77	79	83	6	↑	4	→
The availability of staff	60	64	67	68	69	64	63	69	67	71	2	→	4	→
The provision of shelter facilities	-	-	-	-	-	80	73	78	73	81	3	→	8	↑
Availability of seating	-	-	-	-	-	60	56	60	55	60	0	→	4	→
How request to station staff was handled	90	87	87	87	92	85	85	90	91	94	3	→	3	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	49	48	53	60	12	↑	7	↑
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	90	88	91	93	91	0	→	-2	→
The frequency of the trains on that route	86	85	83	83	82	80	78	82	81	84	2	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	93	91	90	86	88	90	91	93	90	89	-4	↓	-1	→
The length of time the journey was scheduled to take (speed)	89	86	84	89	89	89	89	88	90	89	1	→	-1	→
Connections with other train services	77	72	73	77	76	73	77	76	81	81	6	→	0	→
The value for money of the price of your ticket	57	59	54	57	55	53	50	54	58	52	-2	→	-6	→
Upkeep and repair of the train	81	84	85	90	88	89	84	87	89	87	0	→	-2	→
The provision of information during the journey	75	73	75	79	77	78	74	80	78	79	-1	→	1	→
The helpfulness and attitude of staff on train	54	63	58	66	65	56	58	55	62	60	5	→	-2	→
The space for luggage	57	57	57	65	64	56	57	63	61	58	-5	→	-3	→
The toilet facilities	49	58	57	54	56	52	58	54	56	56	2	→	1	→
Sufficient room for all passengers to sit/stand	80	81	79	85	82	78	79	78	80	76	-1	→	-4	→
The comfort of the seating area	81	81	80	86	85	83	82	82	85	84	2	→	-2	→
The ease of being able to get on and off	92	92	90	91	90	89	88	90	92	90	0	→	-3	→
Your personal security on board	83	86	82	87	86	85	85	86	85	88	2	→	3	→
The cleanliness of the inside	79	84	85	87	86	85	83	86	88	87	1	→	-1	→
The cleanliness of the outside	76	83	80	86	84	83	81	84	84	85	1	→	1	→
The availability of staff	35	39	40	42	42	36	35	32	37	37	5	→	1	→
How well train company deals with delays	32	53	49	44	45	49	49	50	50	58	7	→	8	→

First Great Western - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	393	489	565	418	453	428	428	551	464	523					
Overall satisfaction with your journey	78	76	76	76	79	81	74	69	71	74	6	→	3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	74	69	79	79	85	80	79	76	84	5	→	7	↑	
Ticket buying facilities	73	71	71	75	75	78	71	71	73	82	11	↑	10	↑	
Provision of information about train times/platforms	82	76	76	84	82	85	86	82	79	86	4	→	8	↑	
The upkeep/repair of the station buildings/platforms	59	55	55	66	61	72	74	76	71	75	0	→	4	→	
Cleanliness	62	63	59	73	66	78	76	80	75	77	-3	→	1	→	
The facilities and services	55	60	57	63	58	70	64	62	57	69	7	↑	12	↑	
The attitudes and helpfulness of the staff	70	65	63	69	70	73	72	72	74	76	3	→	2	→	
Connections with other forms of public transport	78	76	77	74	76	78	77	70	63	76	6	→	13	↑	
Facilities for car parking	46	48	50	49	51	51	51	51	49	58	7	→	9	→	
Overall environment	61	62	60	68	66	71	68	70	67	74	5	→	7	↑	
Your personal security whilst using the station	65	70	66	71	71	76	73	73	66	75	2	→	9	↑	
The availability of staff	57	55	52	61	60	64	59	62	62	72	10	↑	10	↑	
The provision of shelter facilities	-	-	-	-	-	73	62	67	59	71	4	→	11	↑	
Availability of seating	-	-	-	-	-	38	45	44	41	47	3	→	7	→	
How request to station staff was handled	86	82	76	91	81	83	82	90	80	80	-10	→	0	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	57	52	44	57	6	→	13	↑	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	78	71	71	71	77	7	↑	6	→	
The frequency of the trains on that route	76	75	81	83	78	80	76	73	75	80	7	↑	5	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	79	72	75	72	76	78	71	61	64	71	10	↑	7	↑	
The length of time the journey was scheduled to take (speed)	82	77	80	82	80	79	77	73	77	79	6	↑	2	→	
Connections with other train services	68	73	74	69	71	72	68	64	69	72	7	→	3	→	
The value for money of the price of your ticket	35	36	30	35	31	31	26	29	27	30	1	→	3	→	
Upkeep and repair of the train	80	77	76	77	75	81	81	73	72	76	3	→	3	→	
The provision of information during the journey	73	61	65	68	65	68	65	59	62	68	9	↑	6	→	
The helpfulness and attitude of staff on train	72	60	66	73	61	61	63	67	61	65	-2	→	5	→	
The space for luggage	50	46	49	48	49	51	53	52	52	54	3	→	3	→	
The toilet facilities	45	43	32	40	30	35	39	39	38	34	-5	→	-4	→	
Sufficient room for all passengers to sit/stand	47	52	50	49	48	50	52	49	51	53	5	→	3	→	
The comfort of the seating area	63	66	68	69	62	65	60	64	63	67	3	→	4	→	
The ease of being able to get on and off	73	71	71	77	71	70	69	68	69	71	2	→	2	→	
Your personal security on board	74	79	80	79	79	80	76	78	75	81	3	→	6	↑	
The cleanliness of the inside	77	75	78	76	76	76	76	75	74	80	5	→	5	→	
The cleanliness of the outside	70	73	70	75	73	75	66	74	70	75	1	→	5	→	
The availability of staff	48	41	45	45	41	42	42	36	40	44	8	↑	4	→	
How well train company deals with delays	49	36	44	50	34	41	39	32	43	51	19	↑	9	→	

First Great Western - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
											% change	significant change	% change	significant change
Sample size	2552	2885	2971	2542	2591	2609	2568	2589	2586	2483				
Overall satisfaction with your journey	84	83	82	84	82	83	81	82	82	83	0		1	
STATION FACILITIES														
Overall satisfaction with the station	-	75	75	77	76	78	76	77	78	82	5		4	
Ticket buying facilities	75	71	73	75	75	74	77	75	78	78	3		0	
Provision of information about train times/platforms	78	78	78	81	81	83	83	83	83	85	2		2	
The upkeep/repair of the station buildings/platforms	65	64	61	66	65	68	68	72	71	75	3		3	
Cleanliness	70	69	68	71	71	73	73	77	76	80	2		3	
The facilities and services	57	54	53	53	53	58	56	60	62	65	6		4	
The attitudes and helpfulness of the staff	75	75	74	74	76	75	75	77	75	79	3		4	
Connections with other forms of public transport	73	69	71	71	70	72	69	71	73	73	2		0	
Facilities for car parking	54	60	59	58	55	58	55	56	55	61	5		6	
Overall environment	67	66	66	67	66	68	65	72	71	75	3		4	
Your personal security whilst using the station	67	68	67	71	69	71	69	72	73	76	5		3	
The availability of staff	61	58	62	60	62	58	63	61	65	66	4		1	
The provision of shelter facilities	-	-	-	-	-	68	63	70	68	74	4		6	
Availability of seating	-	-	-	-	-	50	49	50	53	56	6		3	
How request to station staff was handled	88	86	91	86	88	89	91	89	85	89	0		4	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	46	47	50	50	4		1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	81	80	81	80	79	-3		-1	
The frequency of the trains on that route	79	78	75	78	76	75	76	76	74	77	1		3	
Punctuality/reliability (i.e. the train arriving/departing on time)	84	80	77	80	78	79	77	76	74	74	-2		0	
The length of time the journey was scheduled to take (speed)	87	86	85	87	86	86	84	85	84	83	-2		-1	
Connections with other train services	75	74	73	77	74	73	73	73	71	71	-2		0	
The value for money of the price of your ticket	56	58	52	55	50	56	51	51	51	51	0		0	
Upkeep and repair of the train	69	73	72	78	77	78	75	75	77	73	-1		-3	
The provision of information during the journey	64	66	64	68	68	69	68	65	67	65	1		-1	
The helpfulness and attitude of staff on train	68	71	70	70	67	68	69	67	68	68	1		1	
The space for luggage	54	54	56	55	54	53	57	52	55	55	3		0	
The toilet facilities	43	43	42	45	46	46	43	41	41	42	1		1	
Sufficient room for all passengers to sit/stand	71	70	72	70	69	67	70	68	69	68	0		-1	
The comfort of the seating area	68	69	71	74	74	73	74	73	73	72	-2		-2	
The ease of being able to get on and off	78	77	78	78	77	77	77	77	76	76	-1		0	
Your personal security on board	78	79	78	80	81	79	79	80	81	81	1		0	
The cleanliness of the inside	68	72	71	76	77	77	74	74	77	75	1		-1	
The cleanliness of the outside	63	70	64	74	73	73	70	72	71	72	0		0	
The availability of staff	48	53	50	51	50	48	49	46	49	47	1		-2	
How well train company deals with delays	48	43	43	44	42	49	45	43	44	41	-2		-3	

Govia Thameslink Railway - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	522	513	547	641	649	490	540	524	669	524					
Overall satisfaction with your journey	62	65	71	73	69	73	68	73	68	69	-5	→	1	→	
STATION FACILITIES															
Overall satisfaction with the station	-	66	68	75	76	83	78	82	80	80	-2	→	0	→	
Ticket buying facilities	56	65	64	65	70	74	72	72	75	66	-7	→	-9	↓	
Provision of information about train times/platforms	65	74	71	74	77	83	77	83	81	74	-9	↓	-7	↓	
The upkeep/repair of the station buildings/platforms	52	56	60	66	67	72	71	77	73	76	-1	→	3	→	
Cleanliness	64	67	69	73	74	79	77	83	78	82	0	→	5	→	
The facilities and services	40	46	48	53	47	65	56	62	60	63	1	→	3	→	
The attitudes and helpfulness of the staff	60	61	66	62	66	69	65	74	76	69	-5	→	-7	→	
Connections with other forms of public transport	75	72	73	76	73	81	82	73	77	79	5	→	1	→	
Facilities for car parking	34	48	51	49	50	54	50	44	44	44	-1	→	-1	→	
Overall environment	50	57	58	64	65	77	72	77	70	71	-5	→	1	→	
Your personal security whilst using the station	60	61	59	64	65	74	74	77	70	71	-6	→	1	→	
The availability of staff	50	55	49	51	56	67	62	62	65	60	-2	→	-5	→	
The provision of shelter facilities	-	-	-	-	-	67	59	67	63	72	5	→	9	↑	
Availability of seating	-	-	-	-	-	37	33	39	40	40	2	→	0	→	
How request to station staff was handled	57	72	79	75	82	80	79	74	75	74	1	→	-1	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	53	48	55	2	→	7	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	66	57	65	60	63	-1	→	3	→	
The frequency of the trains on that route	55	71	70	72	71	75	71	76	70	70	-7	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	62	60	64	68	63	76	64	71	64	65	-6	→	2	→	
The length of time the journey was scheduled to take (speed)	76	76	75	75	75	79	75	77	77	74	-3	→	-3	→	
Connections with other train services	65	75	72	72	71	73	71	72	70	81	9	↑	11	↑	
The value for money of the price of your ticket	23	23	20	24	21	20	22	22	22	26	4	→	4	→	
Upkeep and repair of the train	52	57	58	58	53	53	48	53	51	54	1	→	3	→	
The provision of information during the journey	40	44	43	44	44	48	41	46	42	41	-5	→	-1	→	
The helpfulness and attitude of staff on train	27	25	23	27	30	37	29	32	31	29	-2	→	-2	→	
The space for luggage	30	35	36	35	37	38	35	36	35	31	-6	→	-4	→	
The toilet facilities	19	16	18	17	19	23	25	33	24	21	-12	↓	-3	→	
Sufficient room for all passengers to sit/stand	35	34	43	37	40	41	38	38	35	34	-4	→	-1	→	
The comfort of the seating area	42	45	53	48	48	50	49	48	43	45	-2	→	3	→	
The ease of being able to get on and off	62	60	66	61	67	71	63	69	63	60	-9	↓	-2	→	
Your personal security on board	63	61	67	68	67	71	67	69	66	63	-6	→	-3	→	
The cleanliness of the inside	52	55	66	60	59	60	56	62	59	60	-3	→	1	→	
The cleanliness of the outside	47	51	55	54	50	48	49	57	54	55	-2	→	1	→	
The availability of staff	7	5	7	8	10	11	7	8	12	9	2	→	-2	→	
How well train company deals with delays	18	21	24	34	23	24	29	35	33	17	-18	↓	-16	↓	

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Govia Thameslink Railway - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1114	1105	1269	1239	1351	1301	1222	1033	1136	1028					
Overall satisfaction with your journey	82	80	80	83	82	83	79	81	81	80	-1	→	-1	→	
STATION FACILITIES															
Overall satisfaction with the station	-	72	70	76	74	77	73	77	76	78	1	→	2	→	
Ticket buying facilities	69	71	67	70	70	70	67	75	69	71	-5	→	2	→	
Provision of information about train times/platforms	72	73	74	78	79	79	78	81	78	77	-4	→	-1	→	
The upkeep/repair of the station buildings/platforms	60	58	60	62	67	65	66	74	70	73	-1	→	3	→	
Cleanliness	67	66	68	69	72	73	74	80	74	77	-2	→	3	→	
The facilities and services	42	45	42	48	47	51	50	52	55	56	4	→	1	→	
The attitudes and helpfulness of the staff	68	66	67	68	73	71	68	76	74	72	-4	→	-3	→	
Connections with other forms of public transport	71	69	70	71	76	79	72	76	77	75	-1	→	-2	→	
Facilities for car parking	46	43	43	44	43	42	40	48	45	44	-4	→	-1	→	
Overall environment	60	62	57	64	65	69	65	72	68	68	-4	→	0	→	
Your personal security whilst using the station	61	61	59	65	67	71	67	70	69	66	-4	→	-3	→	
The availability of staff	54	54	49	57	56	58	54	58	61	59	0	→	-2	→	
The provision of shelter facilities	-	-	-	-	-	65	56	65	63	67	2	→	4	→	
Availability of seating	-	-	-	-	-	47	43	46	45	50	4	→	4	→	
How request to station staff was handled	82	91	78	88	84	87	81	85	89	85	0	→	-4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	44	43	44	46	2	→	2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	76	70	76	73	72	-4	→	-1	→	
The frequency of the trains on that route	76	76	75	78	81	80	77	78	78	72	-5	↓	-6	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	74	78	80	80	83	73	75	76	72	-3	→	-4	→	
The length of time the journey was scheduled to take (speed)	85	84	87	86	86	89	84	85	85	82	-3	→	-3	→	
Connections with other train services	75	75	76	77	77	81	77	78	76	71	-7	↓	-5	→	
The value for money of the price of your ticket	44	43	36	44	39	44	36	43	45	43	0	→	-2	→	
Upkeep and repair of the train	66	63	61	65	64	62	54	65	61	60	-5	→	-1	→	
The provision of information during the journey	55	46	49	48	52	50	48	57	52	48	-9	↓	-4	→	
The helpfulness and attitude of staff on train	39	39	34	34	39	39	39	44	37	43	-1	→	5	→	
The space for luggage	48	47	51	47	50	47	42	47	45	45	-2	→	0	→	
The toilet facilities	28	26	29	29	32	28	26	32	30	26	-6	→	-3	→	
Sufficient room for all passengers to sit/stand	70	69	65	70	69	67	66	69	66	63	-6	↓	-3	→	
The comfort of the seating area	64	66	65	67	67	63	62	67	63	64	-2	→	1	→	
The ease of being able to get on and off	79	80	78	80	79	78	77	81	77	78	-3	→	1	→	
Your personal security on board	66	69	69	68	73	73	71	72	73	71	-1	→	-3	→	
The cleanliness of the inside	65	64	63	67	66	66	57	69	65	67	-3	→	2	→	
The cleanliness of the outside	60	58	52	63	59	59	52	66	63	61	-5	→	-2	→	
The availability of staff	14	17	14	17	19	17	15	19	17	20	1	→	3	→	
How well train company deals with delays	28	44	25	32	34	36	27	46	35	36	-9	→	1	→	

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

London Midland - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	181	84	95	75	82	94	144	146	137	133					
Overall satisfaction with your journey	76	86	64	79	73	81	63	77	78	69	-8	→	-9	→	
STATION FACILITIES															
Overall satisfaction with the station	-	82	84	77	73	77	77	72	67	68	-5	→	0	→	
Ticket buying facilities	58	75	78	56	74	85	68	64	64	70	6	→	6	→	
Provision of information about train times/platforms	73	88	74	78	86	89	77	80	81	82	2	→	1	→	
The upkeep/repair of the station buildings/platforms	55	67	71	69	64	69	67	69	54	60	-9	→	7	→	
Cleanliness	71	75	77	74	74	75	76	74	69	73	0	→	5	→	
The facilities and services	56	70	65	53	65	64	63	57	54	55	-2	→	1	→	
The attitudes and helpfulness of the staff	67	70	64	69	76	72	75	63	56	60	-3	→	4	→	
Connections with other forms of public transport	79	65	78	70	66	76	79	71	81	79	8	→	-2	→	
Facilities for car parking	52	59	57	48	56	55	57	44	45	52	8	→	6	→	
Overall environment	61	82	74	61	67	71	69	64	56	61	-3	→	5	→	
Your personal security whilst using the station	61	82	69	63	70	82	66	65	72	67	3	→	-5	→	
The availability of staff	49	59	53	39	60	53	55	51	47	41	-9	→	-6	→	
The provision of shelter facilities	-	-	-	-	-	59	54	60	57	51	-9	→	-6	→	
Availability of seating	-	-	-	-	-	29	22	26	21	25	-1	→	3	→	
How request to station staff was handled	83	67	90	100	100	100	86	89	82	79	-10	→	-4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	48	57	45	46	-11	→	1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	74	64	73	72	66	-7	→	-6	→	
The frequency of the trains on that route	63	86	73	75	80	76	68	69	72	70	0	→	-2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	67	88	58	73	70	75	58	76	75	58	-17	↓	-17	↓	
The length of time the journey was scheduled to take (speed)	81	77	75	79	77	84	64	79	78	76	-3	→	-1	→	
Connections with other train services	72	76	55	76	67	76	61	66	72	53	-13	→	-19	↓	
The value for money of the price of your ticket	23	14	18	15	25	22	20	18	24	26	8	→	2	→	
Upkeep and repair of the train	83	83	84	76	79	88	78	77	75	74	-4	→	-1	→	
The provision of information during the journey	70	70	59	64	57	73	59	63	63	64	1	→	0	→	
The helpfulness and attitude of staff on train	37	51	43	55	52	61	47	44	58	52	8	→	-6	→	
The space for luggage	42	56	53	39	42	50	47	43	53	34	-9	→	-19	↓	
The toilet facilities	40	54	45	55	24	53	38	30	29	40	10	→	11	→	
Sufficient room for all passengers to sit/stand	48	40	40	30	30	49	32	37	45	31	-6	→	-15	↓	
The comfort of the seating area	61	59	60	63	53	66	46	54	50	48	-6	→	-2	→	
The ease of being able to get on and off	78	81	77	81	78	88	73	75	82	79	4	→	-3	→	
Your personal security on board	76	84	83	82	69	90	74	74	83	68	-6	→	-15	↓	
The cleanliness of the inside	81	82	83	75	78	82	76	76	74	70	-7	→	-5	→	
The cleanliness of the outside	76	88	74	76	75	81	74	80	75	71	-8	→	-3	→	
The availability of staff	22	29	23	37	33	48	27	24	29	24	0	→	-5	→	
How well train company deals with delays	20	25	17	25	46	42	24	20	25	27	7	→	2	→	

London Midland - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	893	985	1130	1058	1110	1014	1005	1058	984	1124					
Overall satisfaction with your journey	88	86	84	85	87	84	82	84	82	83	-1	→	1	→	
STATION FACILITIES															
Overall satisfaction with the station	-	78	76	75	78	76	73	75	75	74	-1	→	-1	→	
Ticket buying facilities	75	76	78	80	78	74	73	75	74	74	-1	→	0	→	
Provision of information about train times/platforms	82	84	82	84	83	85	80	80	81	80	0	→	-1	→	
The upkeep/repair of the station buildings/platforms	64	68	62	69	67	71	66	66	62	66	0	→	4	→	
Cleanliness	71	71	68	72	72	75	70	74	72	71	-3	→	-1	→	
The facilities and services	48	49	47	49	47	54	53	54	52	49	-5	→	-3	→	
The attitudes and helpfulness of the staff	69	74	70	74	73	73	70	73	73	69	-3	→	-3	→	
Connections with other forms of public transport	69	67	70	67	69	68	71	65	64	68	3	→	4	→	
Facilities for car parking	49	49	54	53	56	58	44	48	51	54	5	→	2	→	
Overall environment	64	66	64	67	67	69	60	66	62	63	-3	→	1	→	
Your personal security whilst using the station	64	63	66	68	67	70	66	66	65	67	1	→	2	→	
The availability of staff	56	57	59	60	59	56	55	56	55	54	-1	→	-1	→	
The provision of shelter facilities	-	-	-	-	-	72	64	68	66	69	1	→	3	→	
Availability of seating	-	-	-	-	-	54	47	52	52	51	-1	→	-2	→	
How request to station staff was handled	88	86	90	91	86	88	81	84	88	80	-5	→	-9	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	41	45	43	43	-2	→	0	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	84	81	82	80	82	1	→	3	→	
The frequency of the trains on that route	84	78	77	78	83	78	76	78	75	80	2	→	4	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	84	80	77	79	82	75	70	72	74	76	3	→	2	→	
The length of time the journey was scheduled to take (speed)	90	87	87	86	90	84	86	83	83	87	5	↑	4	↑	
Connections with other train services	78	75	76	73	78	76	72	73	72	78	4	→	6	→	
The value for money of the price of your ticket	61	58	54	54	54	54	54	55	52	56	1	→	4	→	
Upkeep and repair of the train	79	76	74	80	84	84	80	79	79	69	-11	↓	-10	↓	
The provision of information during the journey	63	66	66	68	75	76	71	73	70	68	-5	↓	-2	→	
The helpfulness and attitude of staff on train	60	58	64	65	63	66	59	64	62	61	-3	→	-1	→	
The space for luggage	52	57	53	53	58	56	55	53	54	50	-3	→	-4	→	
The toilet facilities	49	53	48	51	52	52	54	47	46	42	-5	→	-4	→	
Sufficient room for all passengers to sit/stand	70	76	71	69	77	73	69	68	68	70	2	→	2	→	
The comfort of the seating area	73	74	72	74	81	80	77	75	75	72	-4	→	-4	→	
The ease of being able to get on and off	83	81	81	81	86	81	80	82	82	81	-1	→	-1	→	
Your personal security on board	76	79	76	78	81	78	75	78	76	77	-1	→	1	→	
The cleanliness of the inside	75	77	73	80	82	83	76	77	75	71	-5	↓	-3	→	
The cleanliness of the outside	74	77	72	80	83	83	77	79	75	76	-3	→	2	→	
The availability of staff	41	42	44	48	45	48	42	44	42	40	-4	→	-2	→	
How well train company deals with delays	40	41	33	42	49	46	33	39	35	37	-2	→	2	→	

London Overground - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014	
	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	% change	significant change	% change	significant change
Sample size	100	23	124	17	40	30	41	66	58	49				
Overall satisfaction with your journey	74	83	94	91	100	96	87	88	92	88	0	→	-5	→
STATION FACILITIES														
Overall satisfaction with the station	-	86	73	83	89	96	78	85	87	85	0	→	-1	→
Ticket buying facilities	68	31	63	86	97	73	69	89	83	77	-12	→	-6	→
Provision of information about train times/platforms	72	70	82	78	92	98	74	88	86	87	-1	→	1	→
The upkeep/repair of the station buildings/platforms	50	55	64	55	84	92	69	73	78	76	3	→	-2	→
Cleanliness	52	66	75	83	94	82	71	83	78	86	4	→	8	→
The facilities and services	33	8	40	59	46	71	51	52	40	45	-7	→	5	→
The attitudes and helpfulness of the staff	62	19	69	52	74	80	69	88	85	81	-8	→	-4	→
Connections with other forms of public transport	70	78	93	56	74	72	83	76	83	91	15	→	8	→
Facilities for car parking	41	10	30	21	43	64	69	55	50	58	3	→	8	→
Overall environment	43	55	53	52	82	73	62	76	71	56	-20	↓	-15	→
Your personal security whilst using the station	49	16	52	74	77	74	81	84	78	70	-14	→	-8	→
The availability of staff	46	28	45	34	78	70	65	76	86	68	-8	→	-18	→
The provision of shelter facilities	-	-	-	-	-	86	56	79	68	69	-10	→	1	→
Availability of seating	-	-	-	-	-	63	53	59	60	64	6	→	5	→
How request to station staff was handled	62	100	96	0	100	100	69	75	100	100	25	→	0	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	47	39	32	43	4	→	11	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	-	99	98	91	90	82	-9	→	-8	→
The frequency of the trains on that route	65	62	80	88	74	85	67	60	76	69	9	→	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	72	83	85	89	87	99	75	89	91	84	-5	→	-6	→
The length of time the journey was scheduled to take (speed)	81	83	91	80	84	91	69	79	83	88	9	→	6	→
Connections with other train services	74	74	88	86	81	92	69	78	77	87	9	→	10	→
The value for money of the price of your ticket	38	5	47	16	32	45	26	37	44	44	7	→	-1	→
Upkeep and repair of the train	49	70	93	91	98	94	95	96	95	94	-2	→	0	→
The provision of information during the journey	49	94	88	61	89	96	90	90	74	94	4	→	20	↑
The helpfulness and attitude of staff on train	26	17	22	20	29	41	47	40	33	40	0	→	7	→
The space for luggage	42	36	54	62	77	48	58	48	50	38	-10	→	-12	→
The toilet facilities	3	12	4	12	31	69	22	0	14	10	10	→	-4	→
Sufficient room for all passengers to sit/stand	44	35	64	57	92	70	69	58	63	68	9	→	5	→
The comfort of the seating area	50	44	76	84	72	86	81	75	80	80	4	→	0	→
The ease of being able to get on and off	60	61	82	81	95	99	94	86	81	82	-4	→	1	→
Your personal security on board	49	51	80	79	91	94	84	91	84	79	-13	→	-6	→
The cleanliness of the inside	49	87	94	91	98	86	91	93	92	86	-7	→	-5	→
The cleanliness of the outside	53	84	87	91	93	89	88	94	95	88	-5	→	-6	→
The availability of staff	14	12	11	18	29	26	27	21	20	24	3	→	4	→
How well train company deals with delays	26	11	39	0	100	0	26	61	0	33	-28	→	33	→

London Overground - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	912	727	824	1229	1162	1104	1070	996	1111	1146					
Overall satisfaction with your journey	72	85	89	92	90	93	92	89	91	88	0	→	-3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	74	79	81	81	86	79	80	85	82	3	→	-3	→	
Ticket buying facilities	56	67	75	78	73	77	70	68	73	74	7	→	1	→	
Provision of information about train times/platforms	62	75	77	80	82	83	82	80	84	81	1	→	-3	→	
The upkeep/repair of the station buildings/platforms	55	67	74	75	77	78	77	71	77	74	3	→	-3	→	
Cleanliness	62	78	79	78	78	80	80	77	79	76	-2	→	-3	→	
The facilities and services	29	32	29	34	35	45	43	39	43	40	1	→	-3	→	
The attitudes and helpfulness of the staff	65	73	68	67	65	68	69	68	75	72	5	→	-2	→	
Connections with other forms of public transport	76	77	76	75	76	76	77	79	81	80	1	→	0	→	
Facilities for car parking	29	22	19	27	35	32	33	31	42	32	1	→	-10	→	
Overall environment	51	66	69	72	71	77	71	68	72	71	3	→	-1	→	
Your personal security whilst using the station	58	63	67	68	70	73	68	70	76	71	1	→	-5	→	
The availability of staff	55	62	58	57	60	62	63	60	66	62	2	→	-5	→	
The provision of shelter facilities	-	-	-	-	-	70	60	62	66	66	4	→	1	→	
Availability of seating	-	-	-	-	-	57	45	45	52	48	4	→	-3	→	
How request to station staff was handled	73	78	68	88	90	86	84	84	77	80	-4	→	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	38	40	42	40	0	→	-2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	92	92	91	89	88	-2	→	0	→	
The frequency of the trains on that route	51	74	77	82	79	79	79	79	79	75	-4	→	-4	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	62	76	78	83	88	88	87	84	86	82	-1	→	-4	→	
The length of time the journey was scheduled to take (speed)	79	87	90	87	89	88	90	88	89	87	-1	→	-2	→	
Connections with other train services	65	83	82	81	84	83	82	82	86	81	-2	→	-6	→	
The value for money of the price of your ticket	49	60	53	54	49	57	48	54	56	49	-4	→	-7	→	
Upkeep and repair of the train	73	92	96	96	95	94	92	93	94	93	0	→	-1	→	
The provision of information during the journey	63	84	86	87	86	86	85	84	84	83	-1	→	-1	→	
The helpfulness and attitude of staff on train	48	52	44	54	57	58	60	54	52	42	-13	→	-10	→	
The space for luggage	52	62	60	69	63	62	58	57	59	50	-8	→	-9	→	
The toilet facilities	10	18	10	19	17	16	12	14	22	12	-2	→	-10	→	
Sufficient room for all passengers to sit/stand	59	68	76	80	77	76	72	70	70	66	-4	→	-3	→	
The comfort of the seating area	67	81	84	86	83	85	81	79	83	79	0	→	-4	→	
The ease of being able to get on and off	67	81	86	89	84	86	81	84	84	80	-4	→	-4	→	
Your personal security on board	65	75	81	82	80	83	80	82	81	78	-5	→	-3	→	
The cleanliness of the inside	73	92	94	93	92	93	91	91	92	89	-1	→	-2	→	
The cleanliness of the outside	71	93	92	91	90	92	89	91	91	89	-2	→	-2	→	
The availability of staff	32	37	26	37	37	43	42	37	30	24	-13	→	-6	→	
How well train company deals with delays	18	28	50	42	42	42	36	29	48	29	0	→	-19	→	

South West Trains - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	200	357	380	324	282	285	377	388	408	511					
Overall satisfaction with your journey	76	82	79	76	80	80	72	73	71	73	1	→	3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	75	77	69	67	82	79	74	73	80	5	→	6	→	
Ticket buying facilities	58	65	70	60	66	82	77	79	71	73	-5	→	2	→	
Provision of information about train times/platforms	84	83	80	82	81	87	81	77	76	83	6	→	7	↑	
The upkeep/repair of the station buildings/platforms	63	63	61	55	55	71	71	63	61	71	8	↑	9	↑	
Cleanliness	63	71	61	58	58	75	75	67	70	74	7	→	4	→	
The facilities and services	53	40	49	40	36	58	66	59	50	60	1	→	9	↑	
The attitudes and helpfulness of the staff	74	63	67	67	64	64	72	73	66	68	-5	→	2	→	
Connections with other forms of public transport	82	66	71	65	64	84	82	78	76	78	0	→	1	→	
Facilities for car parking	52	58	53	55	41	58	59	48	48	45	-4	→	-3	→	
Overall environment	65	64	64	55	54	74	73	63	64	71	9	↑	7	↑	
Your personal security whilst using the station	69	67	64	59	61	71	71	67	66	74	7	→	8	↑	
The availability of staff	55	46	46	48	46	54	56	57	56	58	1	→	2	→	
The provision of shelter facilities	-	-	-	-	-	64	64	57	58	68	11	↑	9	↑	
Availability of seating	-	-	-	-	-	24	24	25	28	28	3	→	0	→	
How request to station staff was handled	70	61	75	69	91	80	74	95	66	91	-4	→	25	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	62	52	50	60	8	→	10	↑	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	76	70	70	66	71	1	→	5	→	
The frequency of the trains on that route	78	80	79	73	79	81	72	77	70	72	-5	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	84	86	87	83	78	89	72	80	71	73	-7	→	2	→	
The length of time the journey was scheduled to take (speed)	80	83	82	76	73	76	70	75	70	73	-2	→	2	→	
Connections with other train services	76	80	81	70	76	72	67	75	66	70	-5	→	3	→	
The value for money of the price of your ticket	28	26	24	21	20	23	18	29	28	26	-3	→	-3	→	
Upkeep and repair of the train	75	78	75	76	77	81	75	75	71	72	-3	→	2	→	
The provision of information during the journey	71	69	72	69	68	72	72	69	65	70	1	→	5	→	
The helpfulness and attitude of staff on train	53	55	65	63	63	66	72	63	64	64	1	→	0	→	
The space for luggage	44	50	45	43	44	47	44	41	40	47	5	→	7	→	
The toilet facilities	19	25	24	26	28	28	23	24	19	23	-2	→	4	→	
Sufficient room for all passengers to sit/stand	45	42	37	31	32	40	32	36	29	35	-1	→	6	→	
The comfort of the seating area	61	68	58	59	52	64	58	54	50	59	6	→	10	↑	
The ease of being able to get on and off	69	70	72	74	74	70	67	64	56	67	3	→	11	↑	
Your personal security on board	78	75	75	75	78	80	79	74	67	79	5	→	13	↑	
The cleanliness of the inside	70	71	69	73	72	74	73	74	71	72	-2	→	2	→	
The cleanliness of the outside	73	72	69	77	70	78	74	74	69	73	0	→	5	→	
The availability of staff	36	40	44	48	49	47	48	49	46	43	-6	→	-2	→	
How well train company deals with delays	38	28	26	32	35	53	43	28	31	31	3	→	0	→	

South West Trains - % saying satisfied/good

Off-Peak	Spring 2010	Autumn	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1688	1939	1939	1776	2052	2090	1627	1674	1536	1616					
Overall satisfaction with your journey	86	88	86	85	84	86	83	83	82	82	-1	→	0	→	
STATION FACILITIES															
Overall satisfaction with the station	-	78	73	75	75	77	73	74	76	76	1	→	0	→	
Ticket buying facilities	69	73	71	73	71	72	73	70	72	76	6	↑	4	→	
Provision of information about train times/platforms	78	84	84	81	84	83	81	80	79	83	3	→	4	↑	
The upkeep/repair of the station buildings/platforms	54	62	58	57	58	67	62	65	61	67	3	→	7	↑	
Cleanliness	60	67	63	63	64	70	67	67	65	71	4	→	6	↑	
The facilities and services	43	52	50	47	48	58	54	52	54	54	2	→	0	→	
The attitudes and helpfulness of the staff	67	69	69	66	70	68	67	68	71	69	1	→	-2	→	
Connections with other forms of public transport	74	77	75	75	76	76	74	71	72	75	4	→	3	→	
Facilities for car parking	46	49	46	56	53	55	47	45	41	45	0	→	4	→	
Overall environment	58	67	63	62	63	66	61	64	64	65	1	→	1	→	
Your personal security whilst using the station	64	68	68	65	69	68	66	67	69	71	4	→	2	→	
The availability of staff	52	57	54	54	56	52	54	53	58	55	2	→	-3	→	
The provision of shelter facilities	-	-	-	-	-	65	60	64	61	64	0	→	3	→	
Availability of seating	-	-	-	-	-	44	41	38	38	39	2	→	1	→	
How request to station staff was handled	85	81	80	89	81	83	75	84	87	79	-6	→	-8	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	50	50	52	53	3	→	2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	84	81	81	80	80	-1	→	0	→	
The frequency of the trains on that route	79	79	78	77	79	76	74	71	75	75	3	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	88	90	86	84	83	85	78	80	78	80	0	→	2	→	
The length of time the journey was scheduled to take (speed)	86	87	84	83	84	83	83	81	82	83	2	→	0	→	
Connections with other train services	76	78	77	77	76	74	75	73	73	75	2	→	1	→	
The value for money of the price of your ticket	44	46	39	41	39	40	37	39	39	42	3	→	3	→	
Upkeep and repair of the train	83	83	82	80	83	79	79	78	77	76	-2	→	-1	→	
The provision of information during the journey	76	78	78	75	77	75	73	73	71	72	-1	→	0	→	
The helpfulness and attitude of staff on train	67	72	69	68	69	71	69	70	68	66	-4	→	-2	→	
The space for luggage	60	60	60	55	61	57	56	52	57	56	4	→	-1	→	
The toilet facilities	38	41	38	39	41	37	32	31	34	33	3	→	-1	→	
Sufficient room for all passengers to sit/stand	75	76	76	73	79	72	70	69	69	67	-2	→	-2	→	
The comfort of the seating area	78	81	80	77	79	77	75	75	74	72	-2	→	-2	→	
The ease of being able to get on and off	80	85	82	83	83	81	79	79	79	77	-2	→	-2	→	
Your personal security on board	79	83	80	79	82	81	80	80	82	78	-2	→	-4	↓	
The cleanliness of the inside	75	77	75	75	79	77	74	72	74	74	1	→	0	→	
The cleanliness of the outside	75	80	76	79	79	79	76	76	74	75	-1	→	1	→	
The availability of staff	54	55	54	55	56	54	51	53	50	51	-2	→	1	→	
How well train company deals with delays	43	42	34	42	37	48	45	41	37	44	3	→	7	→	

Southeastern - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	637	487	608	487	510	515	651	597	651	662					
Overall satisfaction with your journey	76	66	72	73	72	79	68	79	64	62	-16		-2		
STATION FACILITIES															
Overall satisfaction with the station	-	67	72	75	72	74	71	78	74	74	-3		1		
Ticket buying facilities	66	57	63	58	62	64	63	70	69	70	0		1		
Provision of information about train times/platforms	74	74	73	78	74	79	74	82	71	73	-9		2		
The upkeep/repair of the station buildings/platforms	65	56	60	61	60	66	63	67	59	67	0		7		
Cleanliness	70	65	66	72	67	71	67	72	66	70	-2		4		
The facilities and services	49	51	43	52	48	56	52	54	51	61	7		11		
The attitudes and helpfulness of the staff	64	58	59	63	62	64	62	64	62	65	0		2		
Connections with other forms of public transport	73	72	76	73	73	83	75	80	78	77	-4		-1		
Facilities for car parking	41	33	37	39	34	37	35	34	27	32	-2		5		
Overall environment	63	56	61	64	61	63	64	66	60	66	0		6		
Your personal security whilst using the station	61	59	58	60	57	64	66	68	63	71	3		8		
The availability of staff	55	50	53	55	54	58	58	58	60	60	2		0		
The provision of shelter facilities	-	-	-	-	-	65	53	63	59	62	-1		3		
Availability of seating	-	-	-	-	-	33	29	29	23	26	-2		3		
How request to station staff was handled	81	67	74	75	72	73	77	82	77	67	-15		-10		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	40	35	37	45	10		8		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	73	67	71	64	61	-10		-3		
The frequency of the trains on that route	69	64	69	70	74	74	70	72	71	69	-3		-2		
Punctuality/reliability (i.e. the train arriving/departing on time)	67	65	70	70	72	82	67	75	60	63	-12		4		
The length of time the journey was scheduled to take (speed)	72	65	75	74	71	82	73	77	68	67	-10		-2		
Connections with other train services	70	65	65	66	70	74	68	66	64	65	0		2		
The value for money of the price of your ticket	29	26	21	25	17	29	20	22	19	21	-1		2		
Upkeep and repair of the train	64	66	61	65	61	69	64	65	60	57	-8		-3		
The provision of information during the journey	58	62	58	55	59	63	61	58	51	53	-5		2		
The helpfulness and attitude of staff on train	47	40	41	42	44	46	50	47	34	46	-1		12		
The space for luggage	41	34	37	37	35	38	41	39	33	34	-5		1		
The toilet facilities	22	20	19	22	17	20	23	24	17	20	-4		2		
Sufficient room for all passengers to sit/stand	43	37	38	42	36	45	44	44	35	35	-9		0		
The comfort of the seating area	54	54	52	52	56	58	55	58	50	49	-9		-1		
The ease of being able to get on and off	69	63	68	69	67	69	68	75	66	70	-5		5		
Your personal security on board	64	58	61	66	63	68	65	70	59	68	-2		9		
The cleanliness of the inside	64	60	62	64	63	67	63	66	62	60	-6		-2		
The cleanliness of the outside	58	62	61	62	63	66	58	64	62	58	-5		-4		
The availability of staff	27	20	22	23	20	26	28	23	15	25	1		10		
How well train company deals with delays	30	23	18	21	24	23	31	21	14	17	-4		3		

Southeastern - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	1362	1178	1322	1088	1212	1156	1036	1075	1001	1044					
Overall satisfaction with your journey	84	86	87	88	85	87	84	87	78	81	-7		3		
STATION FACILITIES															
Overall satisfaction with the station	-	79	77	80	74	76	75	78	73	77	-1		4		
Ticket buying facilities	72	72	74	72	73	72	75	74	72	69	-5		-3		
Provision of information about train times/platforms	77	82	79	81	78	78	78	84	77	79	-5		1		
The upkeep/repair of the station buildings/platforms	64	65	67	66	67	70	66	70	65	69	0		4		
Cleanliness	69	70	71	73	71	74	72	73	69	74	0		5		
The facilities and services	51	50	51	50	51	57	50	58	52	56	-1		4		
The attitudes and helpfulness of the staff	70	74	71	72	69	70	67	72	71	71	-1		0		
Connections with other forms of public transport	74	76	74	76	73	74	77	72	72	74	1		2		
Facilities for car parking	48	44	48	51	44	46	52	50	58	48	-2		-10		
Overall environment	63	67	65	70	67	66	64	68	62	66	-2		4		
Your personal security whilst using the station	65	63	65	64	64	67	63	68	63	66	-2		2		
The availability of staff	58	62	59	57	58	58	56	61	58	62	0		4		
The provision of shelter facilities	-	-	-	-	-	67	62	68	60	64	-4		4		
Availability of seating	-	-	-	-	-	47	49	45	45	45	0		0		
How request to station staff was handled	85	95	89	82	77	84	79	83	81	89	6		8		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	42	41	42	42	1		0		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	83	80	82	78	76	-6		-1		
The frequency of the trains on that route	75	79	80	79	77	78	78	79	74	76	-3		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	82	85	83	86	83	86	82	83	74	77	-6		3		
The length of time the journey was scheduled to take (speed)	81	86	83	85	83	87	84	86	81	82	-4		1		
Connections with other train services	73	76	74	73	73	78	76	78	72	75	-3		3		
The value for money of the price of your ticket	45	46	39	42	40	42	37	40	38	45	4		6		
Upkeep and repair of the train	71	77	73	76	77	77	74	74	73	69	-5		-4		
The provision of information during the journey	67	70	69	73	73	74	73	73	69	67	-6		-2		
The helpfulness and attitude of staff on train	62	58	62	58	61	57	60	58	56	57	-1		1		
The space for luggage	52	54	52	56	55	53	51	54	53	51	-3		-2		
The toilet facilities	39	41	29	38	34	36	42	38	36	33	-4		-2		
Sufficient room for all passengers to sit/stand	75	75	77	76	74	78	76	77	71	72	-5		1		
The comfort of the seating area	72	77	72	75	73	77	75	78	71	71	-7		0		
The ease of being able to get on and off	85	84	84	85	85	86	84	86	80	83	-3		3		
Your personal security on board	73	71	71	75	73	75	72	76	72	72	-4		0		
The cleanliness of the inside	72	76	71	76	75	76	71	75	72	70	-5		-2		
The cleanliness of the outside	66	73	67	74	71	73	69	74	71	71	-3		0		
The availability of staff	39	36	39	38	40	36	37	38	37	34	-4		-3		
How well train company deals with delays	28	46	32	32	38	49	32	36	38	27	-9		-11		

Southern - % saying satisfied/good

Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	477	402	505	417	459	489	386	502	585	499					
Overall satisfaction with your journey	80	76	73	67	63	75	71	67	72	67	0	→	-5	→	
STATION FACILITIES															
Overall satisfaction with the station	-	68	68	71	66	78	65	73	72	74	1	→	2	→	
Ticket buying facilities	71	58	60	66	58	65	54	64	61	58	-6	→	-3	→	
Provision of information about train times/platforms	80	74	72	78	71	81	72	78	71	72	-6	→	1	→	
The upkeep/repair of the station buildings/platforms	58	56	54	63	55	62	51	57	55	61	4	→	6	→	
Cleanliness	67	67	65	67	60	69	61	66	65	71	4	→	5	→	
The facilities and services	45	43	43	41	34	55	52	55	56	56	1	→	1	→	
The attitudes and helpfulness of the staff	68	62	55	54	57	65	53	57	59	60	3	→	1	→	
Connections with other forms of public transport	73	74	73	65	61	82	74	80	81	73	-7	↓	-8	↓	
Facilities for car parking	43	31	36	36	34	29	27	22	33	27	5	→	-6	→	
Overall environment	59	58	55	60	56	62	56	60	60	62	1	→	2	→	
Your personal security whilst using the station	60	59	55	61	53	69	62	67	68	66	-1	→	-2	→	
The availability of staff	58	46	47	41	43	52	47	54	52	50	-4	→	-1	→	
The provision of shelter facilities	-	-	-	-	-	72	55	64	61	65	1	→	4	→	
Availability of seating	-	-	-	-	-	23	19	23	22	27	4	→	5	→	
How request to station staff was handled	63	83	65	76	65	62	74	69	82	69	0	→	-13	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	50	49	47	51	2	→	4	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	72	64	68	75	74	6	→	-1	→	
The frequency of the trains on that route	68	71	70	73	64	69	63	67	68	66	-2	→	-3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	77	67	68	61	75	60	65	55	57	-8	↓	2	→	
The length of time the journey was scheduled to take (speed)	77	76	73	76	72	82	71	72	73	70	-3	→	-3	→	
Connections with other train services	75	70	70	72	68	78	66	71	64	66	-4	→	2	→	
The value for money of the price of your ticket	35	32	22	24	22	32	23	28	29	24	-3	→	-5	→	
Upkeep and repair of the train	71	70	64	65	63	71	60	65	76	75	10	↑	0	→	
The provision of information during the journey	71	67	63	61	64	69	65	69	71	65	-4	→	-7	↓	
The helpfulness and attitude of staff on train	51	58	43	51	38	42	37	52	49	39	-13	↓	-9	→	
The space for luggage	42	47	41	38	40	33	36	42	41	35	-7	→	-6	→	
The toilet facilities	36	27	23	28	24	28	28	28	45	33	5	→	-12	↓	
Sufficient room for all passengers to sit/stand	44	51	41	40	42	47	42	43	45	41	-1	→	-3	→	
The comfort of the seating area	62	62	60	60	58	63	56	57	65	61	4	→	-4	→	
The ease of being able to get on and off	69	69	65	55	57	69	59	64	70	64	0	→	-6	→	
Your personal security on board	68	71	67	67	64	73	66	70	74	72	2	→	-2	→	
The cleanliness of the inside	73	74	71	69	70	73	65	68	77	74	6	→	-3	→	
The cleanliness of the outside	70	69	65	68	60	72	57	68	72	71	4	→	-1	→	
The availability of staff	37	37	30	31	22	18	17	26	25	19	-7	→	-6	→	
How well train company deals with delays	12	29	25	26	21	22	23	35	27	26	-9	→	-1	→	

Southern - % saying satisfied/good

Off-Peak	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Improvement/ decline in % satisfied or good since Autumn 2013		Improvement/ decline in % satisfied or good since Spring 2014		
											% change	significant change	% change	significant change	
Sample size	2151	1945	2046	1718	1879	2150	1727	1719	1594	1740					
Overall satisfaction with your journey	85	84	85	87	84	83	80	79	80	81	2		1		
STATION FACILITIES															
Overall satisfaction with the station	-	76	75	80	77	78	75	76	75	77	1		2		
Ticket buying facilities	73	71	73	75	72	71	74	70	70	71	0		1		
Provision of information about train times/platforms	78	82	78	82	80	80	77	79	77	79	-1		2		
The upkeep/repair of the station buildings/platforms	60	65	65	69	67	70	65	68	63	68	1		5		
Cleanliness	70	70	72	74	71	76	71	74	72	74	0		2		
The facilities and services	52	50	51	53	51	57	53	54	55	58	4		3		
The attitudes and helpfulness of the staff	70	70	72	74	72	73	71	69	71	73	4		2		
Connections with other forms of public transport	79	77	75	76	75	79	75	76	79	77	0		-2		
Facilities for car parking	43	45	44	47	41	43	42	43	43	49	6		6		
Overall environment	63	65	66	71	67	69	63	66	62	66	0		3		
Your personal security whilst using the station	64	63	68	70	68	70	67	67	68	68	1		0		
The availability of staff	61	59	62	63	62	62	61	59	60	61	2		2		
The provision of shelter facilities	-	-	-	-	-	69	62	66	62	70	4		8		
Availability of seating	-	-	-	-	-	42	43	43	44	44	1		0		
How request to station staff was handled	85	86	86	87	82	84	76	84	82	84	0		2		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	-	42	46	47	51	5		4		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	-	81	78	79	78	82	3		3		
The frequency of the trains on that route	76	73	77	77	77	76	71	75	75	75	0		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	80	80	81	81	81	77	75	76	69	72	-4		3		
The length of time the journey was scheduled to take (speed)	86	84	86	86	86	84	82	83	82	81	-2		-1		
Connections with other train services	76	75	78	77	78	77	76	73	77	75	2		-1		
The value for money of the price of your ticket	48	46	45	47	42	44	40	43	43	45	3		3		
Upkeep and repair of the train	73	72	75	73	68	72	71	71	76	77	6		1		
The provision of information during the journey	76	78	77	76	73	76	74	73	75	76	4		2		
The helpfulness and attitude of staff on train	59	61	60	63	57	59	59	59	59	57	-2		-2		
The space for luggage	51	51	52	51	49	48	45	44	48	49	5		1		
The toilet facilities	36	35	43	39	31	38	36	33	39	43	9		4		
Sufficient room for all passengers to sit/stand	74	72	74	72	71	70	69	67	69	71	5		2		
The comfort of the seating area	75	74	74	74	71	71	70	71	73	74	3		2		
The ease of being able to get on and off	81	81	82	81	79	78	78	77	79	79	2		0		
Your personal security on board	74	76	76	78	74	76	76	76	75	79	3		4		
The cleanliness of the inside	74	71	74	73	70	74	71	72	75	78	5		3		
The cleanliness of the outside	73	75	74	75	72	71	69	72	73	76	4		4		
The availability of staff	42	42	42	42	40	38	38	39	39	41	2		2		
How well train company deals with delays	34	37	38	40	41	42	32	40	37	40	0		3		

Overall satisfaction with your journey

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	406	77	↓	Heathrow Connect	740	85	→
Abellio Greater Anglia: Mainline	644	78	→	Heathrow Express	676	94	→
Abellio Greater Anglia: Metro	217	76	→	London Midland: London Commuter	356	77	↓
Abellio Greater Anglia: Rural	163	78	→	London Midland: West Coast	401	85	→
Abellio Greater Anglia: Stansted Express	114	93	→	London Midland: West Midlands	474	84	→
Abellio Greater Anglia: West Anglia Inner	189	84	→	London Overground: Gospel Oak - Barking	252	92	→
Abellio Greater Anglia: West Anglia Outer	431	79	→	London Overground: Richmond/Clapham Junction - Stratford	360	85	→
Arriva Trains Wales: Cardiff and Valleys +	152	80	→	London Overground: Watford - Euston	267	88	→
Arriva Trains Wales: Interurban +	287	82	→	London Overground: Highbury - Croydon/Clapham	272	91	→
Arriva Trains Wales: Mid Wales and Borders +	242	82	→	Merseyrail: Northern	271	91	→
Arriva Trains Wales: North Wales and Borders +	58	93	→	Merseyrail: Wirral	199	89	→
Arriva Trains Wales: South Wales and Borders/West Wales +	294	83	→	Northern Rail: Lancashire & Cumbria	292	82	→
c2c: Southend Line +	869	90	→	Northern Rail: Manchester & Liverpool	407	74	→
c2c: Tilbury Line +	174	88	→	Northern Rail: South & East Yorkshire	166	81	→
Chiltern Railways: North	233	92	→	Northern Rail: Tyne Tees & Wear	369	89	→
Chiltern Railways: South	904	91	→	Northern Rail: West & North Yorkshire	292	79	→
Crosscountry: Birmingham - Manchester	139	81	→	ScotRail: Interurban	291	85	→
Crosscountry: Birmingham - North East And Scotland	320	85	→	ScotRail: Rural	155	96	→
Crosscountry: Birmingham - South Coast	309	78	→	ScotRail: Strathclyde	248	89	→
Crosscountry: Birmingham - South West	207	82	→	ScotRail: Urban	271	84	→
Crosscountry: Birmingham - Stansted	176	86	→	Southeastern: High Speed	215	90	→
Crosscountry: Nottingham - Cardiff	92	84	→	Southeastern: Mainline	474	75	↓
East Coast: Non-London Journeys	450	91	→	Southeastern: Metro	964	71	↓
East Coast: London East Midlands & East of England	214	90	→	Southern: Gatwick Express	392	88	→
East Coast: London - North East & Scotland	265	91	→	Southern: Metro	778	74	→
East Coast: London - Yorkshire	276	90	→	Southern: Sussex Coast	1008	80	→
East Midlands Trains: Liverpool - Norwich	245	84	→	South West Trains: Island Line	137	86	→
East Midlands Trains: Local	213	88	→	South West Trains: London	610	79	→
East Midlands Trains: London	627	90	→	South West Trains: Mainline	237	84	→
First Great Western: Long Distance	1396	81	→	South West Trains: Metro	208	80	→
First Great Western: London Thames Valley	964	83	↑	South West Trains: Not Managed By South West Trains	147	75	→
First Great Western: West	579	81	→	South West Trains: Portsmouth	181	84	→
First Hull Trains	677	89	→	South West Trains: Reading/Windsor	211	83	→
First TransPennine Express: North	614	83	→	South West Trains: Suburban	225	73	→
First TransPennine Express: North West	228	79	→	South West Trains: West of England	129	86	→
First TransPennine Express: South	170	80	→	Virgin: London - Birmingham - Scotland	385	88	→
Govia Thameslink Railway: Great Northern *	562	82	→	Virgin: London - Liverpool	175	93	→
Govia Thameslink Railway: Thameslink Loop *	325	73	→	Virgin: London - Manchester	266	95	→
Govia Thameslink Railway: Thameslink North *	370	79	→	Virgin: London - North Wales	121	89	↓
Govia Thameslink Railway: Thameslink South *	245	63	↓	Virgin: London - Scotland (via Birmingham)	245	90	→
Grand Central: London - Bradford	193	95	→	Virgin: London - Wolverhampton	255	84	→
Grand Central: London - Sunderland	354	94	→				

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Improvement or decline in % satisfied or good since Autumn 2013

+ Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

The value for money for the price of your ticket

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	401	43	↓	Heathrow Connect	687	50	→
Abellio Greater Anglia: Mainline	623	29	→	Heathrow Express	680	42	→
Abellio Greater Anglia: Metro	187	36	→	London Midland: London Commuter	341	43	↑
Abellio Greater Anglia: Rural	160	44	→	London Midland: West Coast	379	53	→
Abellio Greater Anglia: Stansted Express	110	32	→	London Midland: West Midlands	418	58	→
Abellio Greater Anglia: West Anglia Inner	164	47	→	London Overground: Gospel Oak - Barking	214	56	→
Abellio Greater Anglia: West Anglia Outer	427	35	→	London Overground: Richmond/Clapham Junction - Stratford	322	56	→
Arriva Trains Wales: Cardiff and Valleys +	152	47	→	London Overground: Watford - Euston	234	59	→
Arriva Trains Wales: Interurban +	282	57	→	London Overground: Highbury - Croydon/Clapham	247	41	↓
Arriva Trains Wales: Mid Wales and Borders +	234	70	→	Merseyrail: Northern	218	65	→
Arriva Trains Wales: North Wales and Borders +	52	61	→	Merseyrail: Wirral	178	67	→
Arriva Trains Wales: South Wales and Borders/West Wales +	280	59	→	Northern Rail: Lancashire & Cumbria	285	66	↑
c2c: Southend Line +	818	49	→	Northern Rail: Manchester & Liverpool	376	51	→
c2c: Tilbury Line +	171	38	→	Northern Rail: South & East Yorkshire	162	60	↑
Chiltern Railways: North	215	53	↓	Northern Rail: Tyne Tees & Wear	349	67	→
Chiltern Railways: South	861	46	→	Northern Rail: West & North Yorkshire	281	55	→
Crosscountry: Birmingham - Manchester	137	59	→	ScotRail: Interurban	287	58	→
Crosscountry: Birmingham - North East And Scotland	299	53	→	ScotRail: Rural	150	79	→
Crosscountry: Birmingham - South Coast	299	51	→	ScotRail: Strathclyde	244	61	→
Crosscountry: Birmingham - South West	203	46	→	ScotRail: Urban	265	52	→
Crosscountry: Birmingham - Stansted	163	51	→	Southeastern: High Speed	215	34	→
Crosscountry: Nottingham - Cardiff	87	56	→	Southeastern: Mainline	452	38	→
East Coast: Non-London Journeys	430	68	→	Southeastern: Metro	819	33	→
East Coast: London East Midlands & East of England	214	65	→	Southern: Gatwick Express	386	32	→
East Coast: London - North East & Scotland	256	57	→	Southern: Metro	657	35	→
East Coast: London - Yorkshire	271	63	→	Southern: Sussex Coast	981	45	↑
East Midlands Trains: Liverpool - Norwich	240	52	↓	South West Trains: Island Line	125	77	→
East Midlands Trains: Local	203	65	→	South West Trains: London	573	38	→
East Midlands Trains: London	608	46	→	South West Trains: Mainline	231	47	→
First Great Western: Long Distance	1355	43	→	South West Trains: Metro	183	41	→
First Great Western: London Thames Valley	948	46	→	South West Trains: Not Managed By South West Trains	145	35	→
First Great Western: West	576	59	→	South West Trains: Portsmouth	172	32	→
First Hull Trains	663	63	→	South West Trains: Reading/Windsor	196	39	→
First TransPennine Express: North	589	55	→	South West Trains: Suburban	217	29	→
First TransPennine Express: North West	220	63	→	South West Trains: West of England	123	40	→
First TransPennine Express: South	160	62	→	Virgin: London - Birmingham - Scotland	379	66	→
Govia Thameslink Railway: Great Northern *	539	35	→	Virgin: London - Liverpool	177	70	→
Govia Thameslink Railway: Thameslink Loop *	276	40	→	Virgin: London - Manchester	270	71	↑
Govia Thameslink Railway: Thameslink North *	348	44	→	Virgin: London - North Wales	117	62	↑
Govia Thameslink Railway: Thameslink South *	232	35	→	Virgin: London - Scotland (via Birmingham)	246	62	→
Grand Central: London - Bradford	195	86	→	Virgin: London - Wolverhampton	255	69	→
Grand Central: London - Sunderland	356	75	→				

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Improvement or decline in % satisfied or good since Autumn 2013

+ Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

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

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	398	76	↓	Heathrow Connect	742	73	↓
Abellio Greater Anglia: Mainline	642	76	⇄	Heathrow Express	685	94	⇄
Abellio Greater Anglia: Metro	219	77	⇄	London Midland: London Commuter	351	72	↓
Abellio Greater Anglia: Rural	162	70	↓	London Midland: West Coast	400	82	↑
Abellio Greater Anglia: Stansted Express	112	91	⇄	London Midland: West Midlands	472	74	⇄
Abellio Greater Anglia: West Anglia Inner	193	77	⇄	London Overground: Gospel Oak - Barking	251	85	⇄
Abellio Greater Anglia: West Anglia Outer	440	79	⇄	London Overground: Richmond/Clapham Junction - Stratford	360	81	⇄
Arriva Trains Wales: Cardiff and Valleys +	152	74	⇄	London Overground: Watford - Euston	267	89	⇄
Arriva Trains Wales: Interurban +	288	79	⇄	London Overground: Highbury - Croydon/Clapham	268	82	⇄
Arriva Trains Wales: Mid Wales and Borders +	242	74	⇄	Merseyrail: Northern	265	87	⇄
Arriva Trains Wales: North Wales and Borders +	58	85	⇄	Merseyrail: Wirral	205	87	↓
Arriva Trains Wales: South Wales and Borders/West Wales +	291	81	⇄	Northern Rail: Lancashire & Cumbria	294	84	⇄
c2c: Southend Line +	862	92	⇄	Northern Rail: Manchester & Liverpool	406	72	⇄
c2c: Tilbury Line +	175	86	⇄	Northern Rail: South & East Yorkshire	164	81	⇄
Chiltern Railways: North	226	85	↓	Northern Rail: Tyne Tees & Wear	363	86	⇄
Chiltern Railways: South	893	90	⇄	Northern Rail: West & North Yorkshire	294	79	⇄
Crosscountry: Birmingham - Manchester	140	84	⇄	ScotRail: Interurban	292	82	⇄
Crosscountry: Birmingham - North East And Scotland	320	80	↓	ScotRail: Rural	153	87	⇄
Crosscountry: Birmingham - South Coast	308	72	⇄	ScotRail: Strathclyde	250	82	⇄
Crosscountry: Birmingham - South West	203	81	⇄	ScotRail: Urban	269	82	⇄
Crosscountry: Birmingham - Stansted	169	91	⇄	Southeastern: High Speed	221	90	⇄
Crosscountry: Nottingham - Cardiff	91	83	⇄	Southeastern: Mainline	476	75	⇄
East Coast: Non-London Journeys	447	87	⇄	Southeastern: Metro	968	68	↓
East Coast: London East Midlands & East of England	216	89	⇄	Southern: Gatwick Express	389	94	↑
East Coast: London - North East & Scotland	264	93	⇄	Southern: Metro	773	60	↓
East Coast: London - Yorkshire	275	87	⇄	Southern: Sussex Coast	1001	74	⇄
East Midlands Trains: Liverpool - Norwich	242	74	⇄	South West Trains: Island Line	130	95	⇄
East Midlands Trains: Local	213	87	⇄	South West Trains: London	614	81	⇄
East Midlands Trains: London	623	85	⇄	South West Trains: Mainline	237	91	⇄
First Great Western: Long Distance	1387	74	⇄	South West Trains: Metro	208	73	↓
First Great Western: London Thames Valley	965	72	⇄	South West Trains: Not Managed By South West Trains	147	72	⇄
First Great Western: West	581	76	⇄	South West Trains: Portsmouth	177	88	⇄
First Hull Trains	681	76	⇄	South West Trains: Reading/Windsor	213	76	⇄
First TransPennine Express: North	616	74	↓	South West Trains: Suburban	224	75	⇄
First TransPennine Express: North West	225	76	⇄	South West Trains: West of England	126	90	⇄
First TransPennine Express: South	169	68	↓	Virgin: London - Birmingham - Scotland	387	81	⇄
Govia Thameslink Railway: Great Northern *	568	79	⇄	Virgin: London - Liverpool	179	96	⇄
Govia Thameslink Railway: Thameslink Loop *	331	62	⇄	Virgin: London - Manchester	276	92	⇄
Govia Thameslink Railway: Thameslink North *	372	67	↓	Virgin: London - North Wales	121	90	⇄
Govia Thameslink Railway: Thameslink South *	247	56	↓	Virgin: London - Scotland (via Birmingham)	254	78	⇄
Grand Central: London - Bradford	200	98	⇄	Virgin: London - Wolverhampton	259	84	⇄
Grand Central: London - Sunderland	363	95	↑				

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Improvement or decline in % satisfied or good since Autumn 2013

+ Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

Sufficient room for all passengers to sit/stand

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	391	71	↓	Heathrow Connect	734	77	⇨
Abellio Greater Anglia: Mainline	625	62	⇨	Heathrow Express	677	90	⇨
Abellio Greater Anglia: Metro	212	43	⇨	London Midland: London Commuter	343	58	⇨
Abellio Greater Anglia: Rural	160	72	⇨	London Midland: West Coast	390	73	⇨
Abellio Greater Anglia: Stansted Express	114	70	⇨	London Midland: West Midlands	458	69	⇨
Abellio Greater Anglia: West Anglia Inner	183	70	⇨	London Overground: Gospel Oak - Barking	242	72	⇨
Abellio Greater Anglia: West Anglia Outer	421	67	⇨	London Overground: Richmond/Clapham Junction - Stratford	352	51	⇨
Arriva Trains Wales: Cardiff and Valleys +	148	75	⇨	London Overground: Watford - Euston	258	82	⇨
Arriva Trains Wales: Interurban +	278	71	⇨	London Overground: Highbury - Croydon/Clapham	262	79	⇨
Arriva Trains Wales: Mid Wales and Borders +	239	71	⇨	Merseyrail: Northern	259	74	⇨
Arriva Trains Wales: North Wales and Borders +	55	73	⇨	Merseyrail: Wirral	195	67	↓
Arriva Trains Wales: South Wales and Borders/West Wales +	284	74	⇨	Northern Rail: Lancashire & Cumbria	279	65	⇨
c2c: Southend Line +	849	60	⇨	Northern Rail: Manchester & Liverpool	393	59	⇨
c2c: Tilbury Line +	169	60	⇨	Northern Rail: South & East Yorkshire	164	67	⇨
Chiltern Railways: North	228	81	⇨	Northern Rail: Tyne Tees & Wear	360	77	⇨
Chiltern Railways: South	881	67	⇨	Northern Rail: West & North Yorkshire	282	75	⇨
Crosscountry: Birmingham - Manchester	134	59	⇨	ScotRail: Interurban	288	66	⇨
Crosscountry: Birmingham - North East And Scotland	320	69	⇨	ScotRail: Rural	149	93	⇨
Crosscountry: Birmingham - South Coast	297	59	⇨	ScotRail: Strathclyde	242	81	⇨
Crosscountry: Birmingham - South West	207	70	⇨	ScotRail: Urban	263	71	⇨
Crosscountry: Birmingham - Stansted	169	74	⇨	Southeastern: High Speed	213	84	⇨
Crosscountry: Nottingham - Cardiff	87	70	⇨	Southeastern: Mainline	459	66	⇨
East Coast: Non-London Journeys	438	81	⇨	Southeastern: Metro	930	51	↓
East Coast: London East Midlands & East of England	207	78	⇨	Southern: Gatwick Express	382	83	⇨
East Coast: London - North East & Scotland	254	76	⇨	Southern: Metro	740	65	↑
East Coast: London - Yorkshire	267	77	⇨	Southern: Sussex Coast	975	61	⇨
East Midlands Trains: Liverpool - Norwich	238	68	⇨	South West Trains: Island Line	132	80	⇨
East Midlands Trains: Local	207	69	⇨	South West Trains: London	580	54	↓
East Midlands Trains: London	599	79	⇨	South West Trains: Mainline	230	59	⇨
First Great Western: Long Distance	1349	69	⇨	South West Trains: Metro	199	69	↑
First Great Western: London Thames Valley	954	68	↑	South West Trains: Not Managed By South West Trains	142	61	⇨
First Great Western: West	559	58	⇨	South West Trains: Portsmouth	177	61	⇨
First Hull Trains	665	86	⇨	South West Trains: Reading/Windsor	213	58	⇨
First TransPennine Express: North	602	63	⇨	South West Trains: Suburban	225	61	⇨
First TransPennine Express: North West	225	60	⇨	South West Trains: West of England	128	60	⇨
First TransPennine Express: South	161	59	⇨	Virgin: London - Birmingham - Scotland	372	72	↓
Govia Thameslink Railway: Great Northern *	551	55	⇨	Virgin: London - Liverpool	175	83	⇨
Govia Thameslink Railway: Thameslink Loop *	312	60	⇨	Virgin: London - Manchester	260	83	⇨
Govia Thameslink Railway: Thameslink North *	356	55	↓	Virgin: London - North Wales	118	77	⇨
Govia Thameslink Railway: Thameslink South *	234	48	⇨	Virgin: London - Scotland (via Birmingham)	242	77	⇨
Grand Central: London - Bradford	193	89	⇨	Virgin: London - Wolverhampton	254	67	⇨
Grand Central: London - Sunderland	352	95	⇨				

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Improvement or decline in % satisfied or good since Autumn 2013

+ Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

Overall satisfaction with the station

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	413	82	⇨	Heathrow Connect	755	75	↓
Abellio Greater Anglia: Mainline	645	82	⇨	Heathrow Express	692	92	⇨
Abellio Greater Anglia: Metro	217	77	⇨	London Midland: London Commuter	354	67	⇨
Abellio Greater Anglia: Rural	163	65	⇨	London Midland: West Coast	398	84	↑
Abellio Greater Anglia: Stansted Express	115	87	⇨	London Midland: West Midlands	476	74	⇨
Abellio Greater Anglia: West Anglia Inner	196	64	⇨	London Overground: Gospel Oak - Barking	257	79	⇨
Abellio Greater Anglia: West Anglia Outer	443	72	⇨	London Overground: Richmond/Clapham Junction - Stratford	359	81	⇨
Arriva Trains Wales: Cardiff and Valleys +	153	79	⇨	London Overground: Watford - Euston	267	81	⇨
Arriva Trains Wales: Interurban +	294	81	⇨	London Overground: Highbury - Croydon/Clapham	272	85	⇨
Arriva Trains Wales: Mid Wales and Borders +	241	67	⇨	Merseyrail: Northern	269	93	⇨
Arriva Trains Wales: North Wales and Borders +	59	63	⇨	Merseyrail: Wirral	201	89	⇨
Arriva Trains Wales: South Wales and Borders/West Wales +	285	76	⇨	Northern Rail: Lancashire & Cumbria	293	83	⇨
c2c: Southend Line +	874	84	⇨	Northern Rail: Manchester & Liverpool	402	77	⇨
c2c: Tilbury Line +	174	75	⇨	Northern Rail: South & East Yorkshire	167	80	⇨
Chiltern Railways: North	227	89	⇨	Northern Rail: Tyne Tees & Wear	371	85	⇨
Chiltern Railways: South	909	90	⇨	Northern Rail: West & North Yorkshire	289	78	⇨
Crosscountry: Birmingham - Manchester	142	85	⇨	ScotRail: Interurban	297	81	⇨
Crosscountry: Birmingham - North East And Scotland	320	86	⇨	ScotRail: Rural	151	94	⇨
Crosscountry: Birmingham - South Coast	310	80	⇨	ScotRail: Strathclyde	254	84	⇨
Crosscountry: Birmingham - South West	209	76	⇨	ScotRail: Urban	272	86	⇨
Crosscountry: Birmingham - Stansted	172	81	⇨	Southeastern: High Speed	222	80	⇨
Crosscountry: Nottingham - Cardiff	90	80	⇨	Southeastern: Mainline	478	74	⇨
East Coast: Non-London Journeys	456	89	↑	Southeastern: Metro	971	76	⇨
East Coast: London East Midlands & East of England	219	90	⇨	Southern: Gatwick Express	399	80	⇨
East Coast: London - North East & Scotland	267	92	⇨	Southern: Metro	784	77	⇨
East Coast: London - Yorkshire	282	91	⇨	Southern: Sussex Coast	1006	76	⇨
East Midlands Trains: Liverpool - Norwich	250	80	⇨	South West Trains: Island Line	134	74	⇨
East Midlands Trains: Local	210	89	↑	South West Trains: London	618	80	⇨
East Midlands Trains: London	626	88	⇨	South West Trains: Mainline	237	66	↓
First Great Western: Long Distance	1401	85	⇨	South West Trains: Metro	208	74	⇨
First Great Western: London Thames Valley	969	81	↑	South West Trains: Not Managed By South West Trains	149	85	⇨
First Great Western: West	582	81	⇨	South West Trains: Portsmouth	180	78	⇨
First Hull Trains	683	90	↑	South West Trains: Reading/Windsor	214	75	⇨
First TransPennine Express: North	618	87	⇨	South West Trains: Suburban	225	72	⇨
First TransPennine Express: North West	231	79	⇨	South West Trains: West of England	127	81	⇨
First TransPennine Express: South	169	89	⇨	Virgin: London - Birmingham - Scotland	387	75	⇨
Govia Thameslink Railway: Great Northern *	570	79	⇨	Virgin: London - Liverpool	180	83	⇨
Govia Thameslink Railway: Thameslink Loop *	332	77	⇨	Virgin: London - Manchester	277	84	⇨
Govia Thameslink Railway: Thameslink North *	378	80	⇨	Virgin: London - North Wales	121	81	⇨
Govia Thameslink Railway: Thameslink South *	249	74	⇨	Virgin: London - Scotland (via Birmingham)	251	79	↓
Grand Central: London - Bradford	197	77	⇨	Virgin: London - Wolverhampton	257	76	⇨
Grand Central: London - Sunderland	370	88	⇨				

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Improvement or decline in % satisfied or good since Autumn 2013

+ Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

Journey Purpose

	Commuters Autumn 2014			Business Autumn 2014			Leisure Autumn 2014		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change
Overall sample size 27812									
Overall satisfaction with your journey	73	-4		85	1		90	0	
STATION FACILITIES									
Overall satisfaction with the station	74	-1		80	3		84	2	
Ticket buying facilities	69	-1		76	0		81	2	
Provision of information about train times/platforms	77	-2		81	-3		86	1	
The upkeep/repair of the station buildings/platforms	67	0		72	1		78	2	
Cleanliness	72	0		77	2		81	1	
The facilities and services	52	1		63	4		61	1	
The attitudes and helpfulness of the staff	69	1		76	0		79	0	
Connections with other forms of public transport	73	0		75	0		79	2	
Facilities for car parking	44	1		48	1		57	1	
Overall environment	66	0		71	2		75	0	
Your personal security whilst using the station	68	1		72	3		74	0	
The availability of staff	60	2		63	1		66	1	
The provision of shelter facilities	64	0		71	3		75	1	
Availability of seating	39	-2		46	3		57	2	
How request to station staff was handled	78	0		85	-4		89	0	
The choice of shops/eating/drinking facilities available	44	3		52	2		54	2	
TRAIN FACILITIES									
Overall satisfaction with the train	70	-4		79	-1		87	0	
The frequency of the trains on that route	69	-3		79	-2		84	0	
Punctuality/reliability (i.e. the train arriving/departing on time)	68	-4		81	-2		86	-1	
The length of time the journey was scheduled to take (speed)	77	-3		82	-2		89	0	
Connections with other train services	70	-1		76	0		82	0	
The value for money of the price of your ticket	31	-1		47	1		63	2	
Upkeep and repair of the train	66	-3		71	-3		81	1	
The provision of information during the journey	63	-3		66	-3		77	0	
The helpfulness and attitude of staff on train	55	-2		66	-3		71	-2	
The space for luggage	46	-2		52	0		57	-1	
The toilet facilities	28	-1		37	1		47	1	
Sufficient room for all passengers to sit/stand	53	-3		69	0		76	-1	
The comfort of the seating area	61	-3		69	-1		79	-1	
The ease of being able to get on and off	73	-2		81	-1		83	-1	
Your personal security on board	72	-2		79	1		82	0	
The cleanliness of the inside	68	-2		75	0		82	1	
The cleanliness of the outside	68	-1		71	-1		80	1	
The availability of staff	35	-2		46	-1		54	0	
How well train company deals with delays	29	-1		44	1		51	-5	

Age

	16-34 Autumn 2014			Improvement/decline in % satisfied or good since Autumn 2013			35-59 Autumn 2014			Improvement/decline in % satisfied or good since Autumn 2013			60+ Autumn 2014			Improvement/decline in % satisfied or good since Autumn 2013		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change			
Overall sample size 27812																		
Overall satisfaction with your journey	78	-2		79	-3		90	0										
STATION FACILITIES																		
Overall satisfaction with the station	79	1		77	1		84	2										
Ticket buying facilities	74	2		72	-1		83	1										
Provision of information about train times/platforms	78	-1		79	-2		88	1										
The upkeep/repair of the station buildings/platforms	70	2		70	0		78	1										
Cleanliness	74	2		74	0		82	0										
The facilities and services	54	3		56	1		64	0										
The attitudes and helpfulness of the staff	70	2		71	0		82	-1										
Connections with other forms of public transport	74	0		74	1		80	1										
Facilities for car parking	48	1		48	1		56	-2										
Overall environment	71	3		68	0		74	0										
Your personal security whilst using the station	71	2		69	1		75	1										
The availability of staff	62	3		61	1		67	-2										
The provision of shelter facilities	71	4		66	0		75	2										
Availability of seating	46	2		43	0		55	-1										
How request to station staff was handled	81	-2		84	1		90	-1										
The choice of shops/eating/drinking facilities available	48	5		47	1		56	1										
TRAIN FACILITIES																		
Overall satisfaction with the train	76	-2		75	-3		87	0										
The frequency of the trains on that route	69	-2		75	-2		87	-1										
Punctuality/reliability (i.e. the train arriving/departing on time)	70	-4		75	-3		87	-1										
The length of time the journey was scheduled to take (speed)	80	-2		81	-2		90	-1										
Connections with other train services	74	-1		73	-1		83	1										
The value for money of the price of your ticket	37	1		40	-1		71	1										
Upkeep and repair of the train	69	-1		70	-2		82	-2										
The provision of information during the journey	64	-4		67	-1		78	-2										
The helpfulness and attitude of staff on train	59	-3		61	-2		73	-4										
The space for luggage	52	-2		48	-1		55	1										
The toilet facilities	33	-1		33	1		49	1										
Sufficient room for all passengers to sit/stand	64	-2		60	-3		74	1										
The comfort of the seating area	70	-1		66	-2		78	-2										
The ease of being able to get on and off	78	-2		76	-3		82	0										
Your personal security on board	77	-1		75	-1		82	-1										
The cleanliness of the inside	72	-1		71	-2		83	0										
The cleanliness of the outside	73	0		70	-1		79	1										
The availability of staff	38	-2		42	-2		56	-2										
How well train company deals with delays	31	-3		36	0		53	-6										

Gender

	Male Autumn 2014			Female Autumn 2014		
	% satisfied/ good	Improvement/decline in % satisfied or good since Autumn 2013	significant change	% satisfied/ good	Improvement/decline in % satisfied or good since Autumn 2013	significant change
Overall sample size 27812						
Overall satisfaction with your journey	77	-3	↓	84	-1	→
STATION FACILITIES						
Overall satisfaction with the station	77	1	→	81	1	→
Ticket buying facilities	72	0	→	76	1	→
Provision of information about train times/platforms	80	-1	→	82	-1	→
The upkeep/repair of the station buildings/platforms	70	1	→	74	0	→
Cleanliness	75	1	→	77	0	→
The facilities and services	55	2	↑	59	1	→
The attitudes and helpfulness of the staff	71	-1	→	76	2	→
Connections with other forms of public transport	72	0	→	78	2	→
Facilities for car parking	48	1	→	51	1	→
Overall environment	68	1	→	72	0	→
Your personal security whilst using the station	70	0	→	72	2	↑
The availability of staff	60	1	→	64	1	→
The provision of shelter facilities	68	1	→	70	2	↑
Availability of seating	45	2	→	48	0	→
How request to station staff was handled	85	1	→	86	0	→
The choice of shops/eating/drinking facilities available	46	1	→	52	3	↑
TRAIN FACILITIES						
Overall satisfaction with the train	76	-2	↓	80	-2	↓
The frequency of the trains on that route	75	-1	→	77	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-3	↓	79	-2	↓
The length of time the journey was scheduled to take (speed)	80	-2	↓	85	-1	→
Connections with other train services	73	-2	→	78	0	→
The value for money of the price of your ticket	42	0	→	48	1	→
Upkeep and repair of the train	71	-2	↓	74	-1	→
The provision of information during the journey	66	-2	↓	70	-2	↓
The helpfulness and attitude of staff on train	62	-3	↓	64	-2	→
The space for luggage	52	-1	→	50	-2	↓
The toilet facilities	36	1	→	37	0	→
Sufficient room for all passengers to sit/stand	61	-3	↓	66	-1	→
The comfort of the seating area	65	-2	↓	73	-2	↓
The ease of being able to get on and off	78	-2	↓	78	-2	↓
Your personal security on board	77	-1	→	77	0	→
The cleanliness of the inside	74	-1	→	74	-1	→
The cleanliness of the outside	71	0	→	74	-1	→
The availability of staff	43	-3	↓	44	-1	→
How well train company deals with delays	33	-2	→	42	-2	→

Weighted sample profile

Sample size	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
Abellio Greater Anglia	126400	54	18	28	90	10	28	18	28	26
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	22839	38	25	37	82	18	42	7	23	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Coast	19904	10	33	57	76	24	39	7	23	31
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First Great Western	99672	30	20	50	77	23	20	27	27	26
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Govia Thameslink Railway *	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Unweighted sample profile

Sample size	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27812	11493	4002	12317	23784	4028	8938	5814	6916	6144
Abellio Greater Anglia	2226	48	10	42	91	9	37	13	28	21
Arriva Trains Wales	1065	29	12	58	80	20	23	23	34	21
c2c	1075	63	6	31	87	13	40	13	25	22
Chiltern Railways	1157	45	16	39	87	13	53	6	23	18
CrossCountry	1272	27	24	49	87	13	20	18	28	35
East Coast	1239	16	29	55	81	19	41	10	15	34
East Midlands Trains	1106	31	23	46	82	18	32	25	24	19
First Great Western	3006	36	18	46	84	16	29	30	27	14
First TransPennine Express	1037	35	17	47	87	13	30	25	37	9
Govia Thameslink Railway *	1552	53	10	36	89	11	35	16	26	23
London Midland	1257	45	13	42	88	12	35	22	29	14
London Overground	1195	63	6	31	89	11	28	16	17	38
Merseyrail	478	57	4	39	89	11	32	31	24	14
Northern Rail	1568	43	8	49	86	14	23	25	23	29
ScotRail	1001	37	12	51	80	20	22	27	35	16
South West Trains	2127	45	11	44	84	16	39	21	17	24
Southeastern	1706	51	7	42	90	10	27	35	23	15
Southern	2239	43	12	45	84	16	31	27	19	24
Virgin Trains	1506	20	33	47	83	17	34	8	29	29

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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).

Sector definitions

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

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

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

Journeys on outer suburban Great Eastern services London - Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London - Southend Victoria service.

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster

Abellio Greater Anglia: West Anglia Outer

Journeys on West Anglia routes London – Hertford East, London – Cambridge, London – King’s Lynn, Cambridge – King’s Lynn. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport.

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

Journeys on the route Cardiff - Manchester Piccadilly (via Hereford and Shrewsbury).

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury, also includes Llandudno- Blaenau Ffestiniog and Wrexham Central – Bidston.

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea).

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

Passengers travelling (on any route) that are not going to or from London

11 11.3 How routes are defined (cont'd)

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

East Midlands Trains: London

Journeys on the London - Sheffield route

Govia Thameslink Railway: Great Northern

Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

Journeys on relatively short distance services in and around the Thames Valley

First Great Western: West

Journeys on (generally) short distance rural rail lines in the West of England

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

Journeys on rail lines between Liverpool Lime Street/Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express: North West

Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/Clapham

Journeys on the Highbury & Islington - West Croydon and Highbury & Islington - Clapham Junction lines

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

Journeys on the Richmond - Stratford and Clapham Junction - Willesden Junction/Stratford rail lines

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

Journeys on the central Liverpool - West Kirby, New Brighton, Chester and Ellesmere Port rail lines

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

* Govia Thameslink Railway from 14th September 2014 (previously First Capital Connect)

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

Journeys on high speed trains to/from London St. Pancras

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton

Journeys on London – Wolverhampton services



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