



# National Rail Passenger Survey Stakeholder 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](http://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)

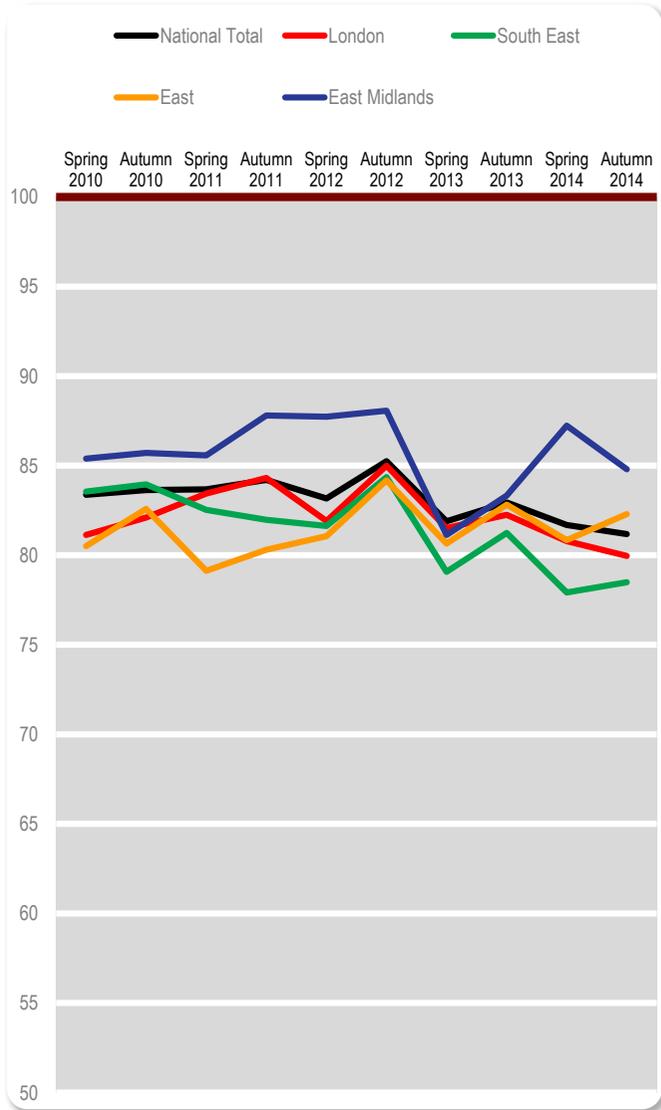
Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

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.

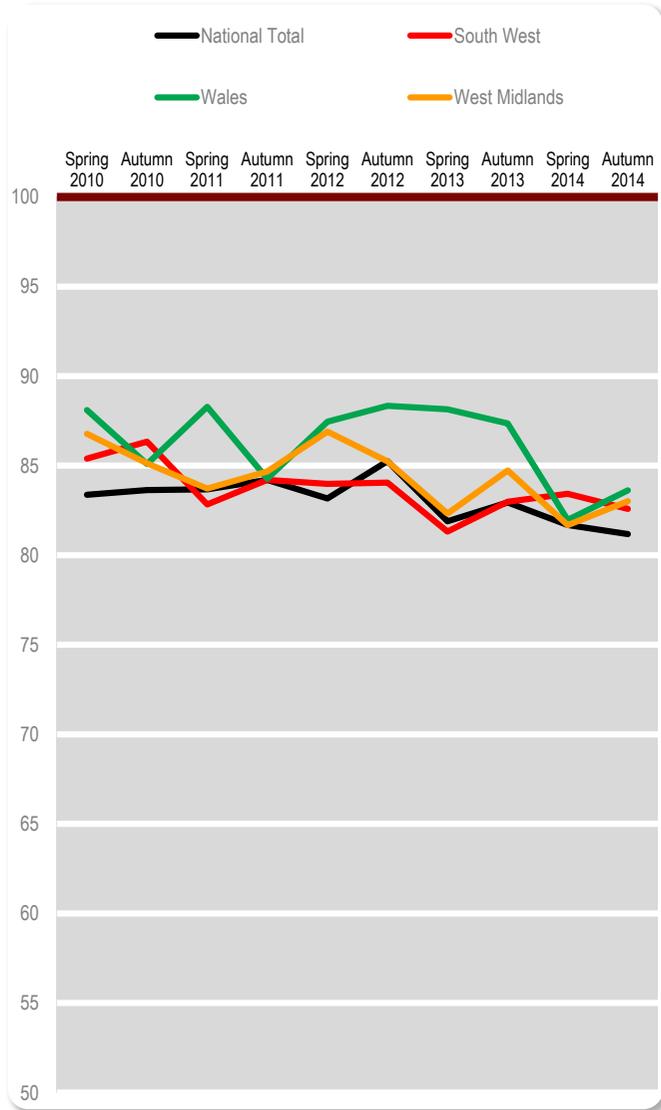
National total versus eastern regions

Percentage of passengers satisfied 2010 to 2014



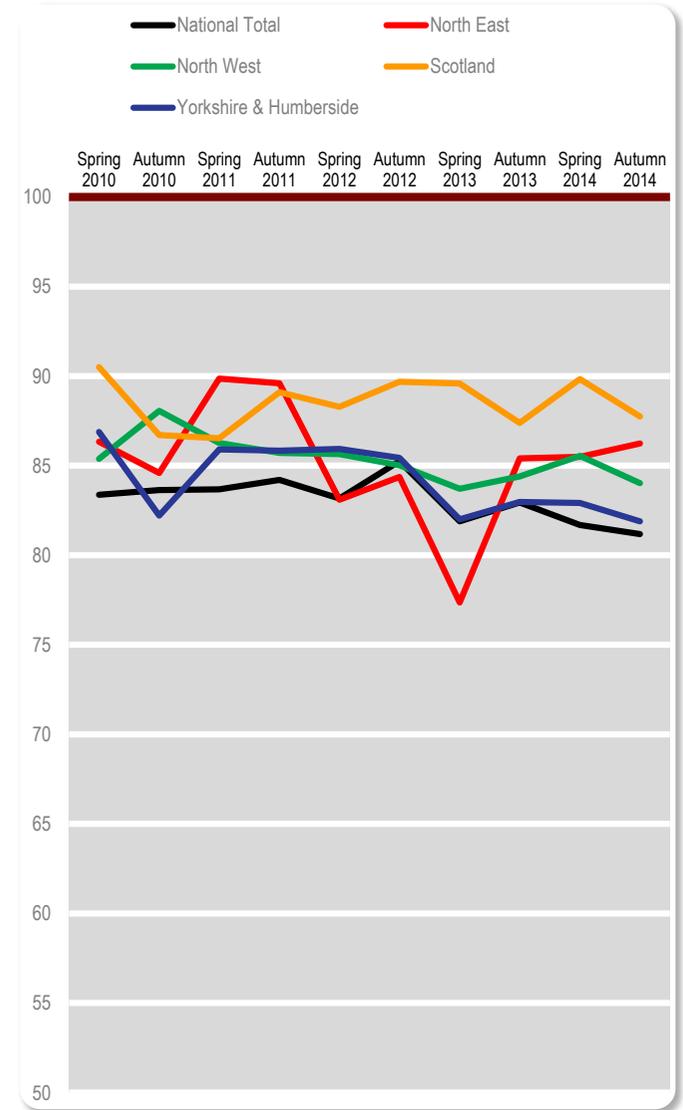
National total versus western regions

Percentage of passengers satisfied 2010 to 2014



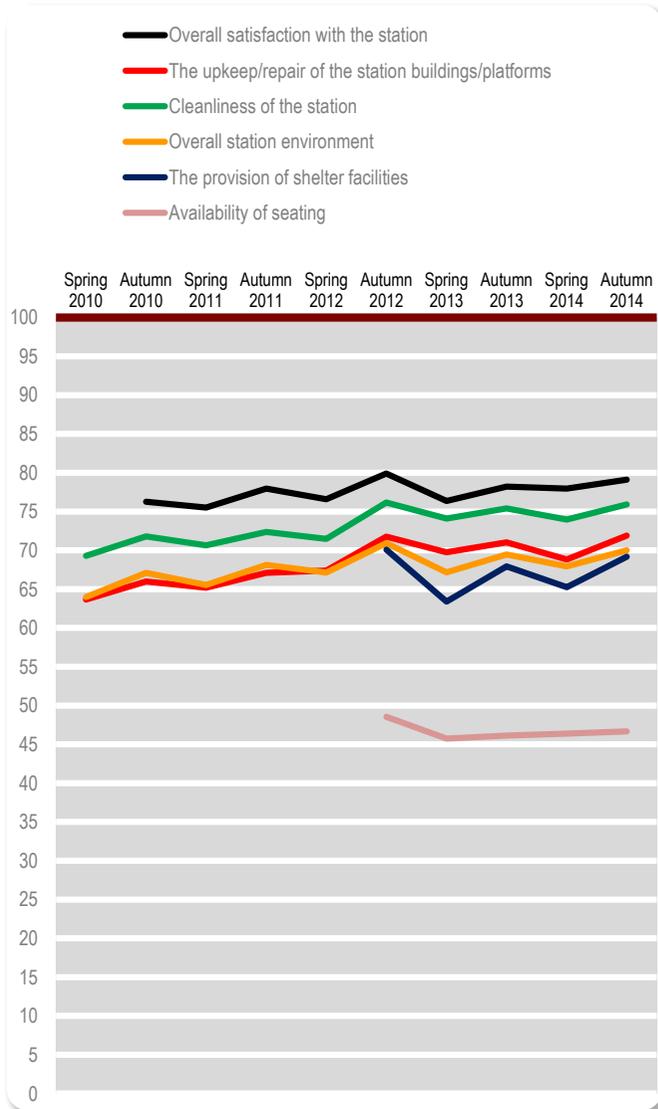
National total versus northern regions

Percentage of passengers satisfied 2010 to 2014



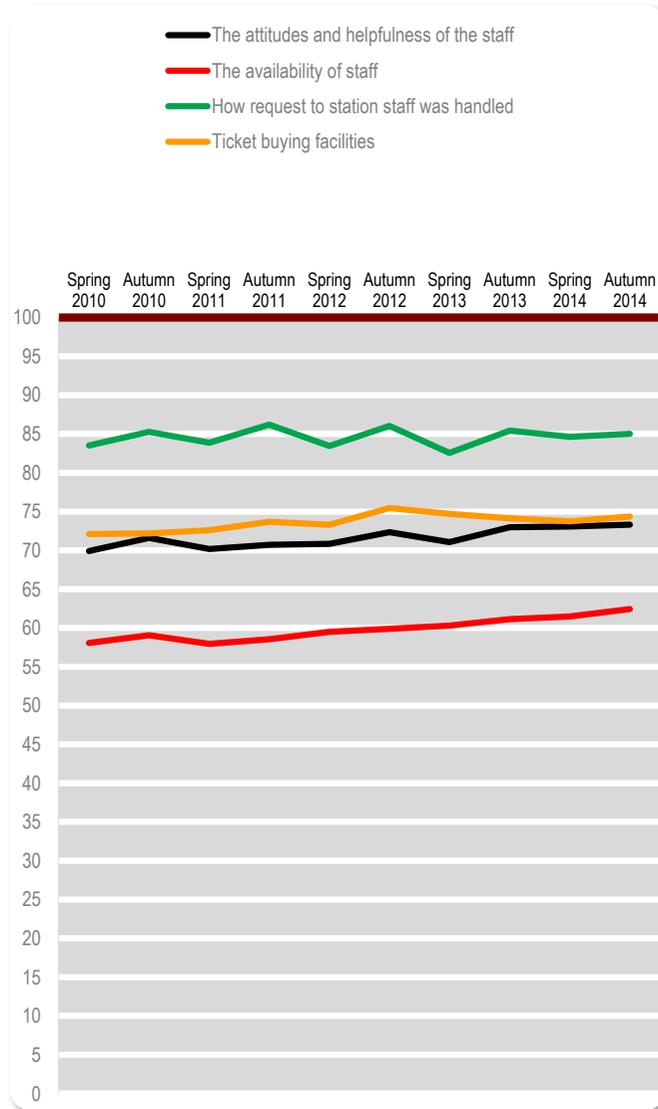
Satisfaction with station environment

Percentage of passengers satisfied 2010 to 2014



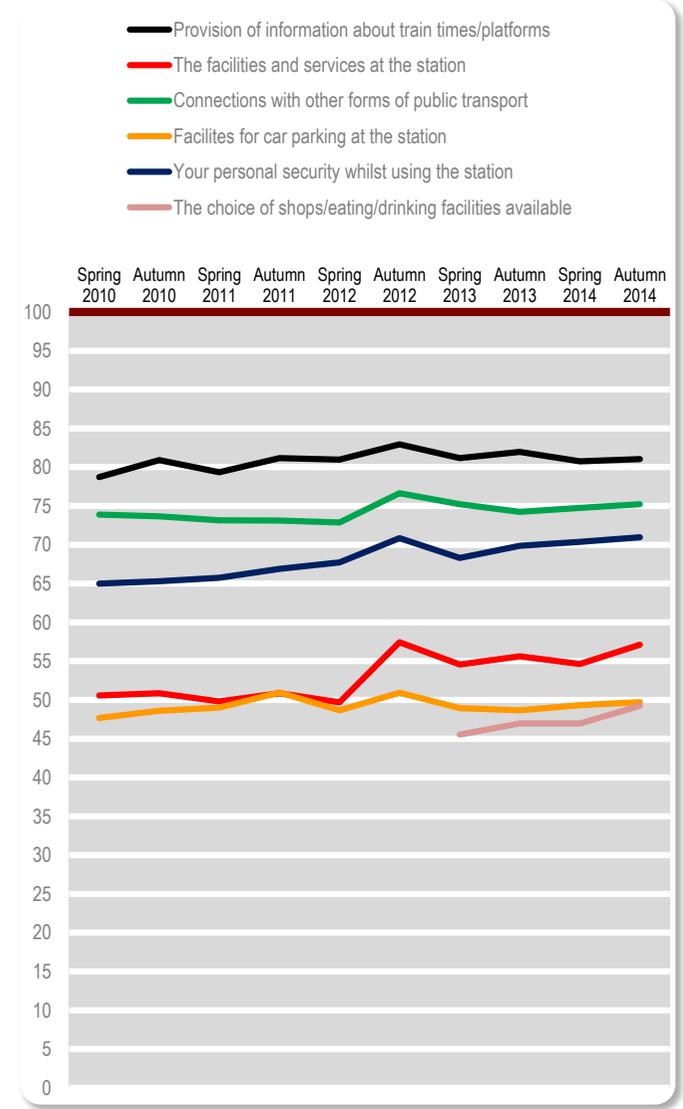
Satisfaction with station staff

Percentage of passengers satisfied 2010 to 2014



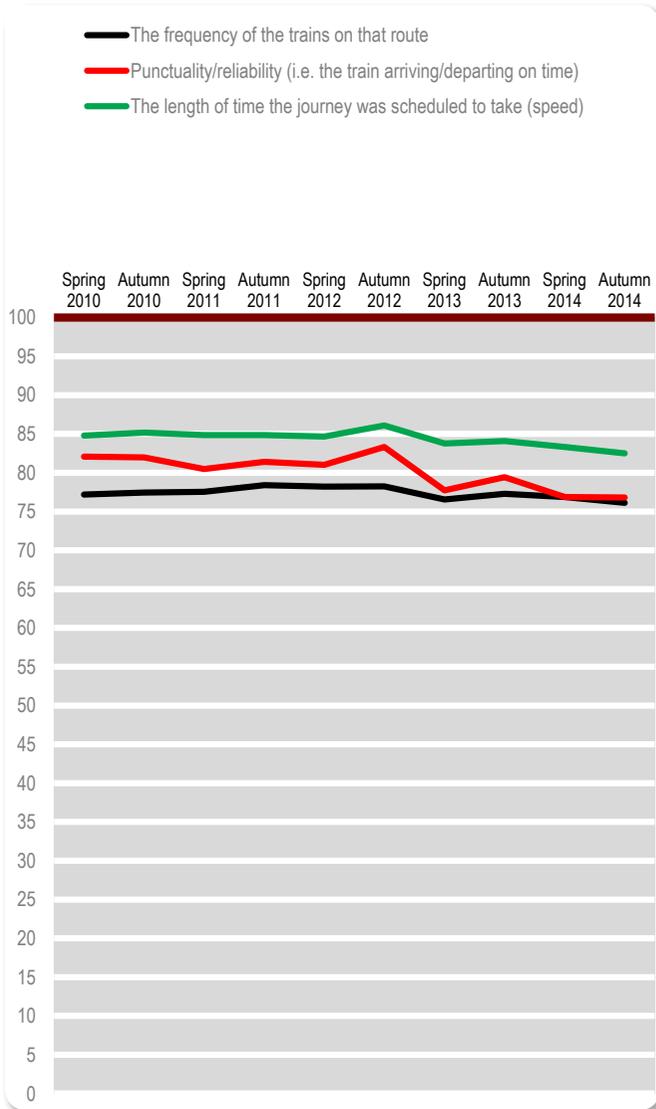
Satisfaction with station facilities

Percentage of passengers satisfied 2010 to 2014



Satisfaction with timing factors

Percentage of passengers satisfied 2010 to 2014



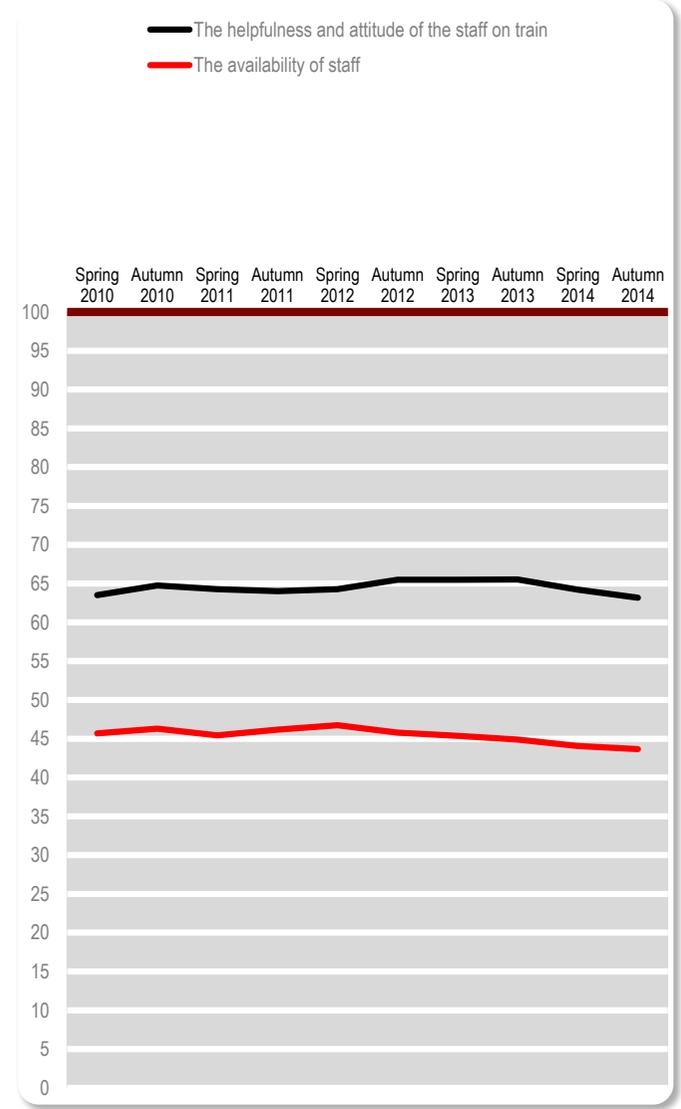
Satisfaction with train environment

Percentage of passengers satisfied 2010 to 2014



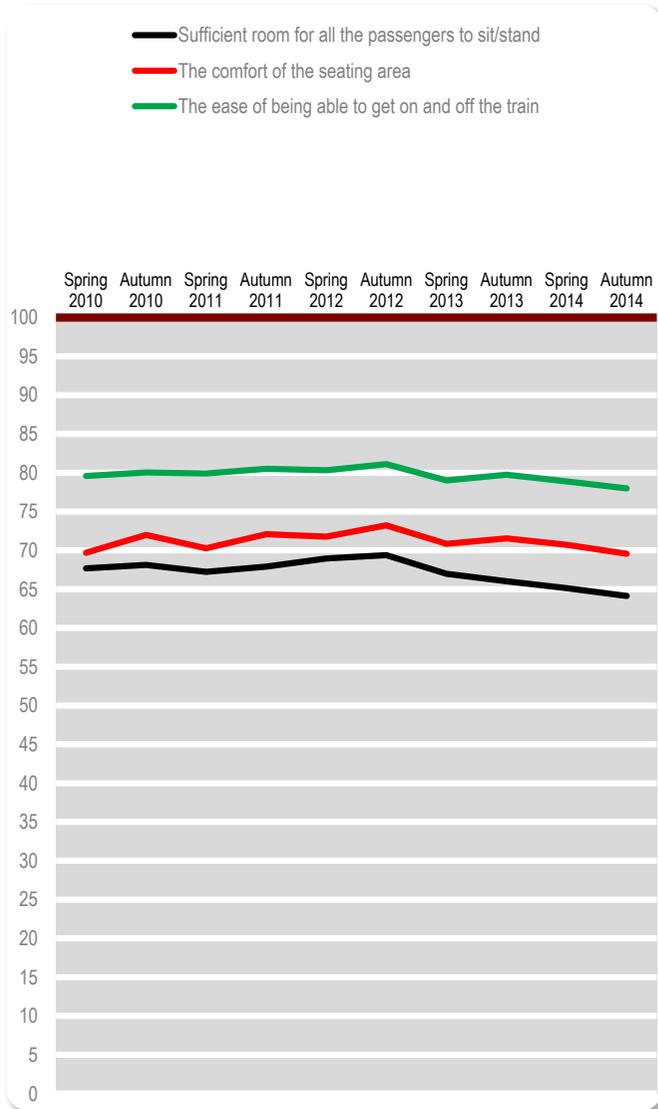
Satisfaction with train staff

Percentage of passengers satisfied 2010 to 2014



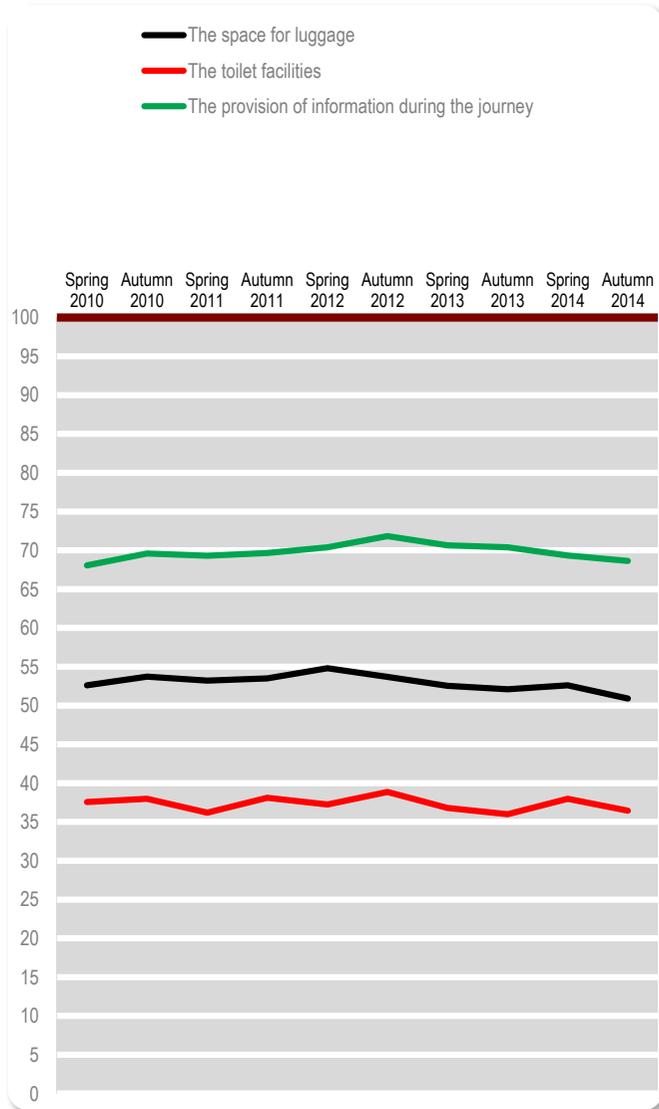
Satisfaction with accessing and seating

Percentage of passengers satisfied 2010 to 2014



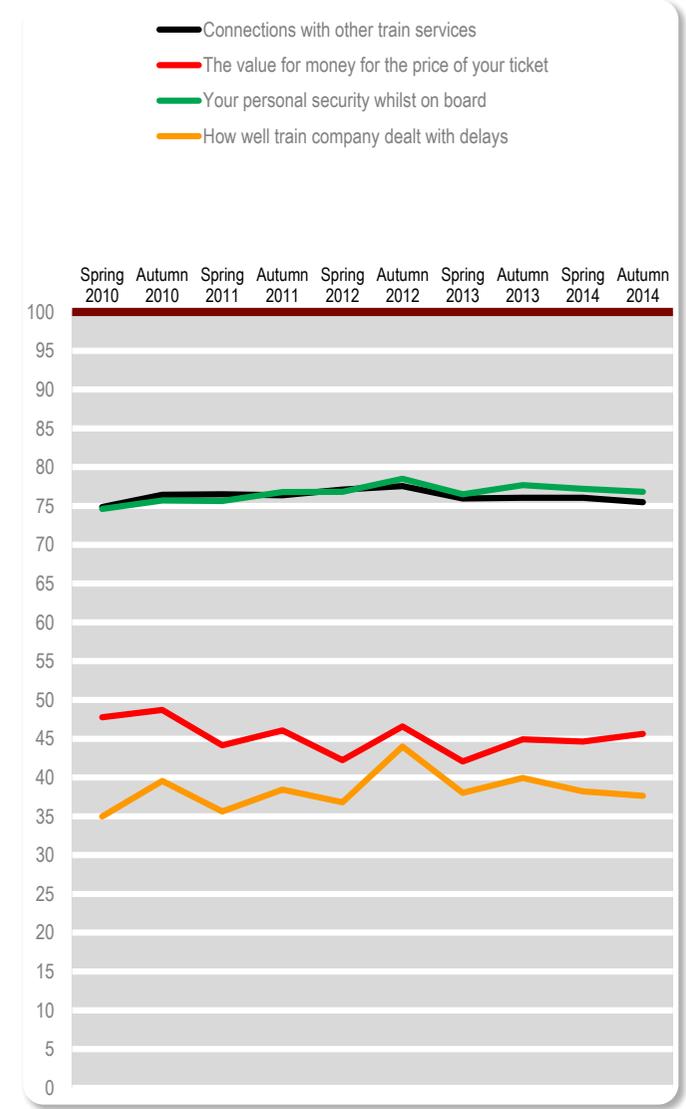
Satisfaction with on board facilities

Percentage of passengers satisfied 2010 to 2014



Satisfaction with other aspects of train journey

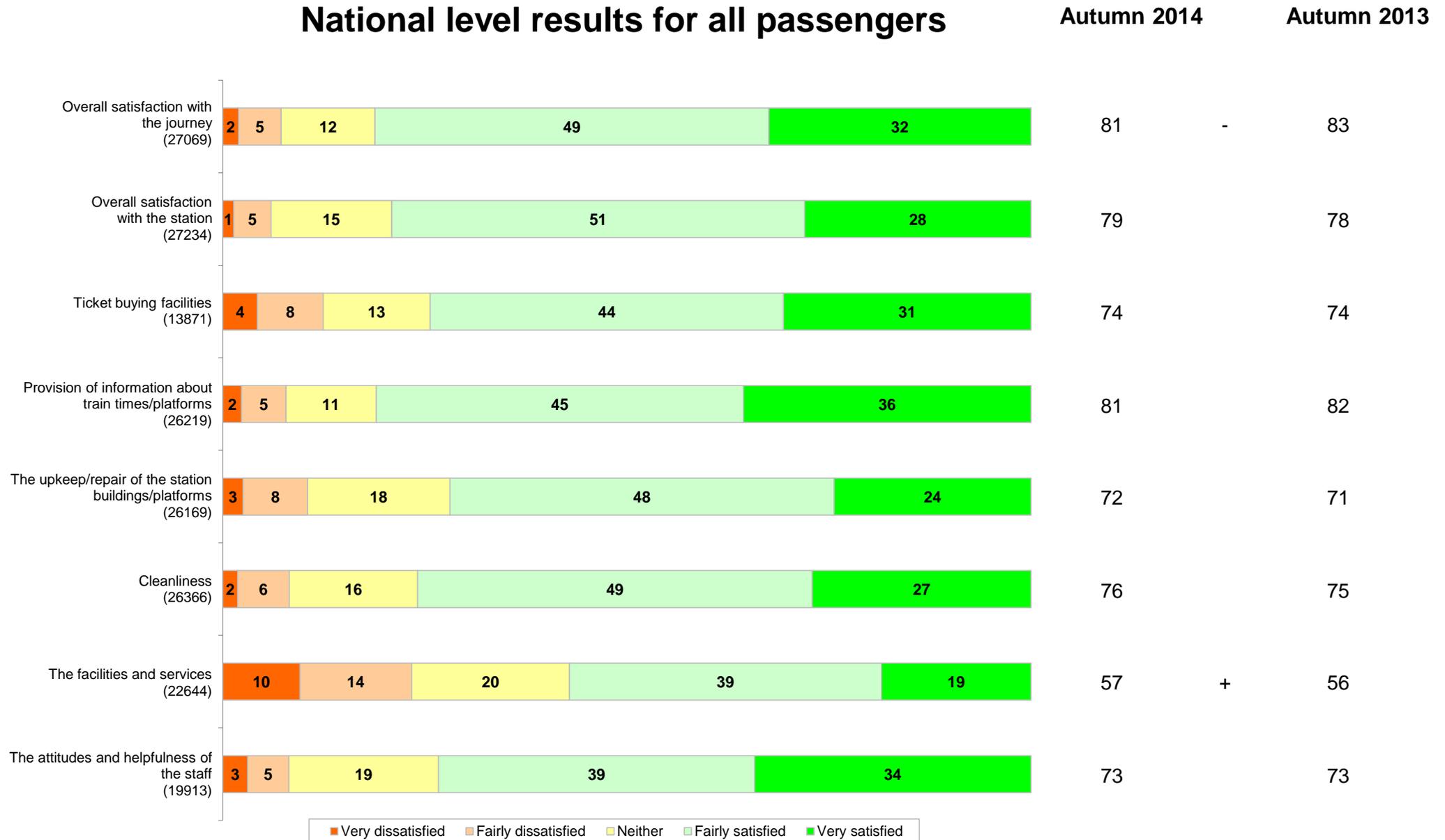
Percentage of passengers satisfied 2010 to 2014



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

% satisfied/good

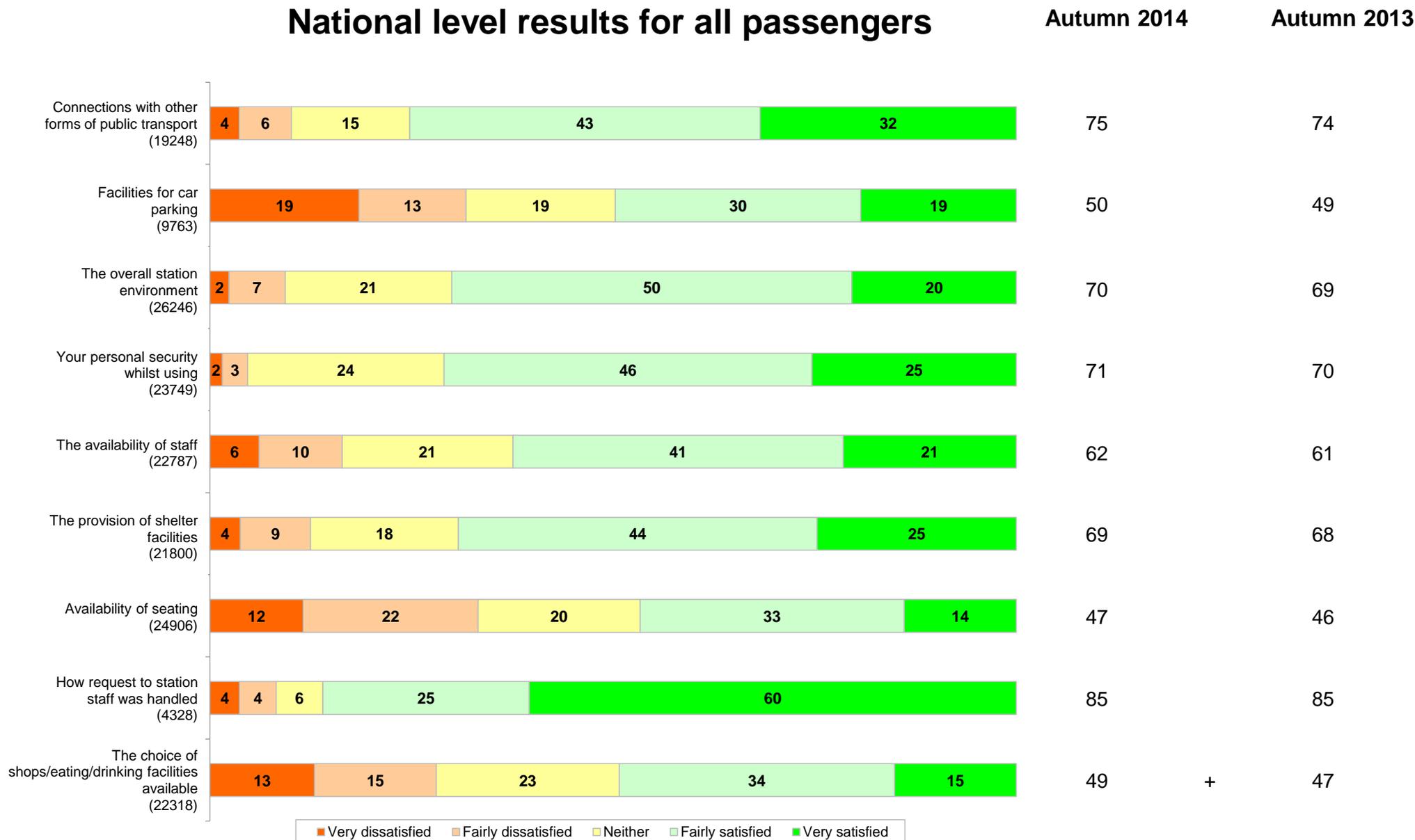
## National level results for all passengers



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

% satisfied/good

## National level results for all passengers



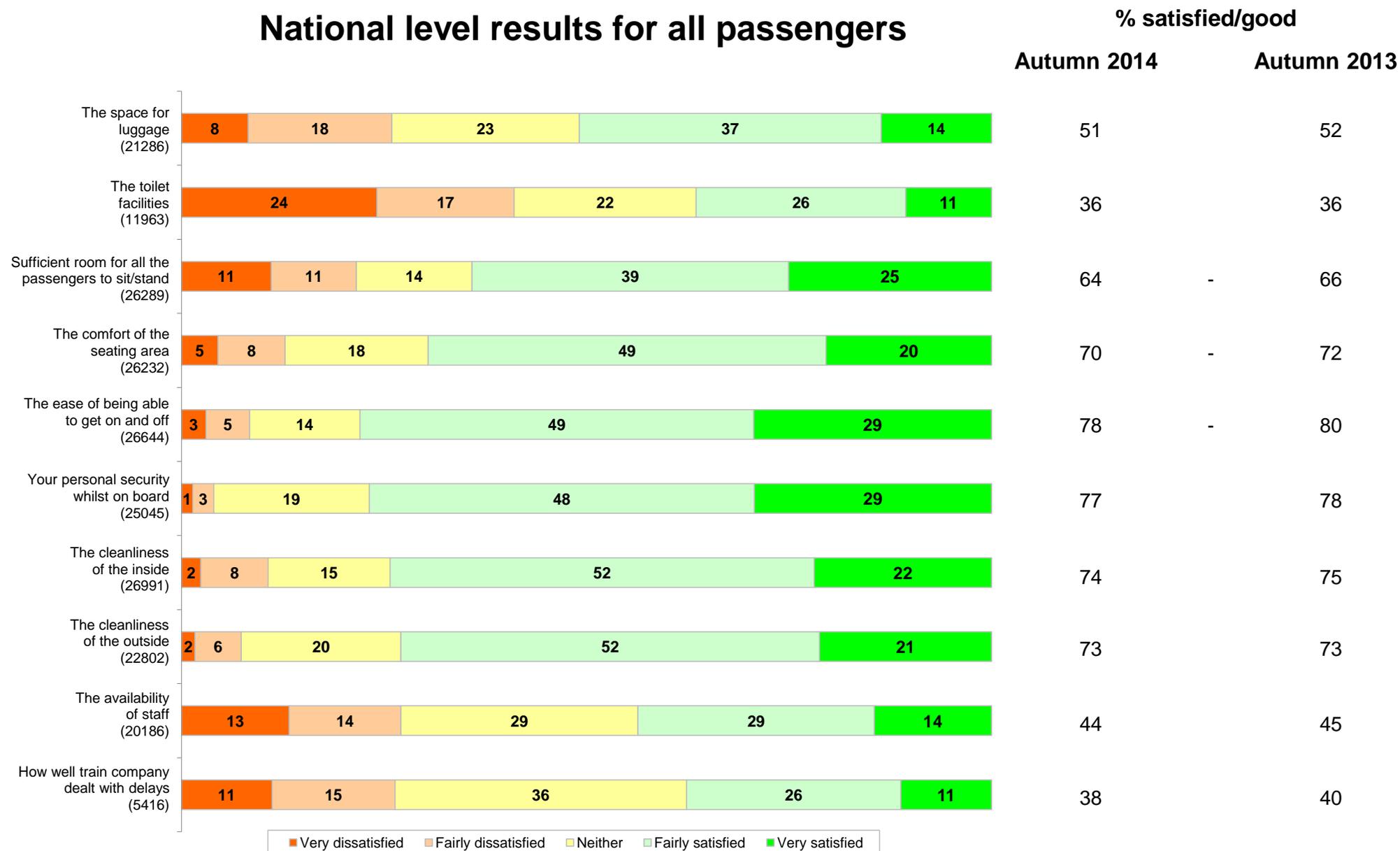
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

## National level results for all passengers



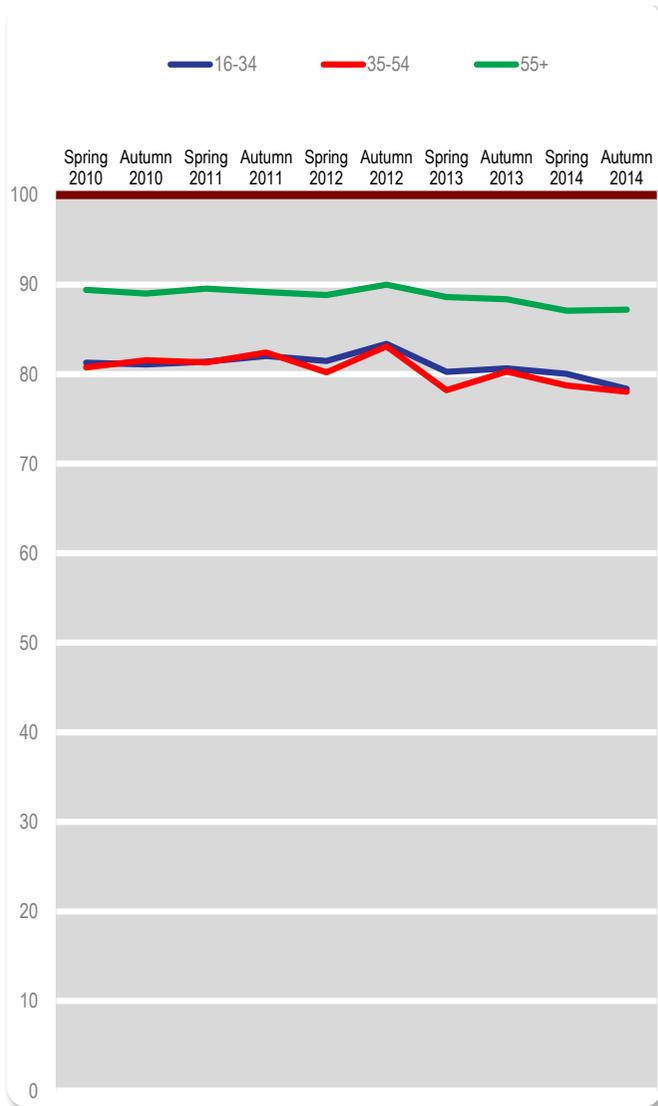
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



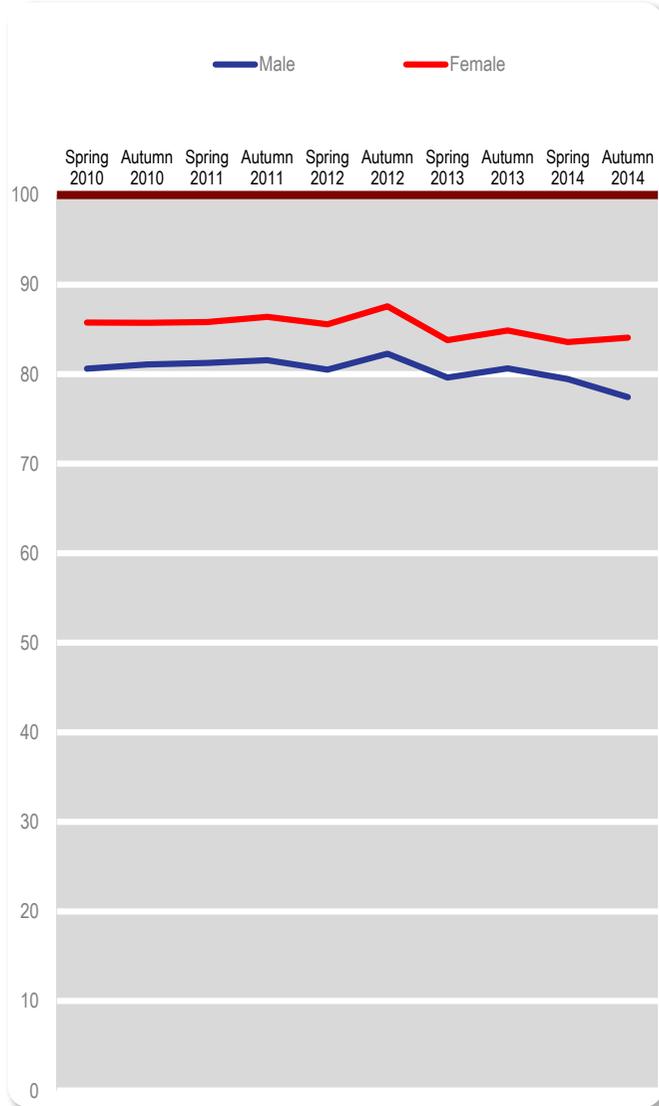
By age

Percentage of passengers satisfied 2010 to 2014



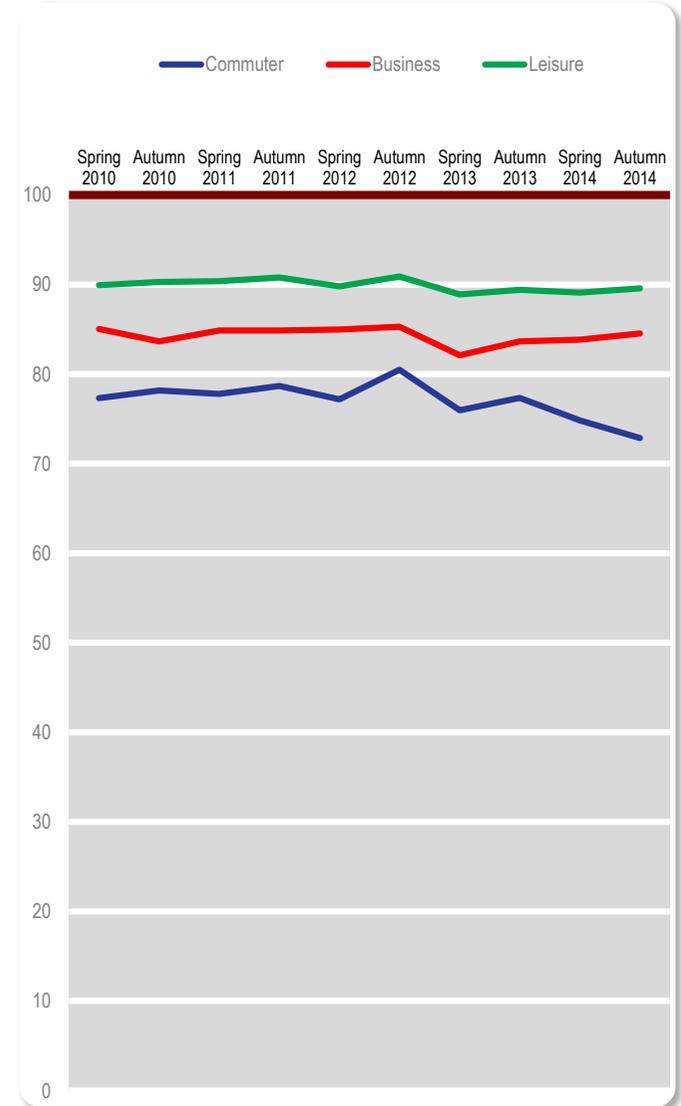
By gender

Percentage of passengers satisfied 2010 to 2014



By journey type

Percentage of passengers satisfied 2010 to 2014



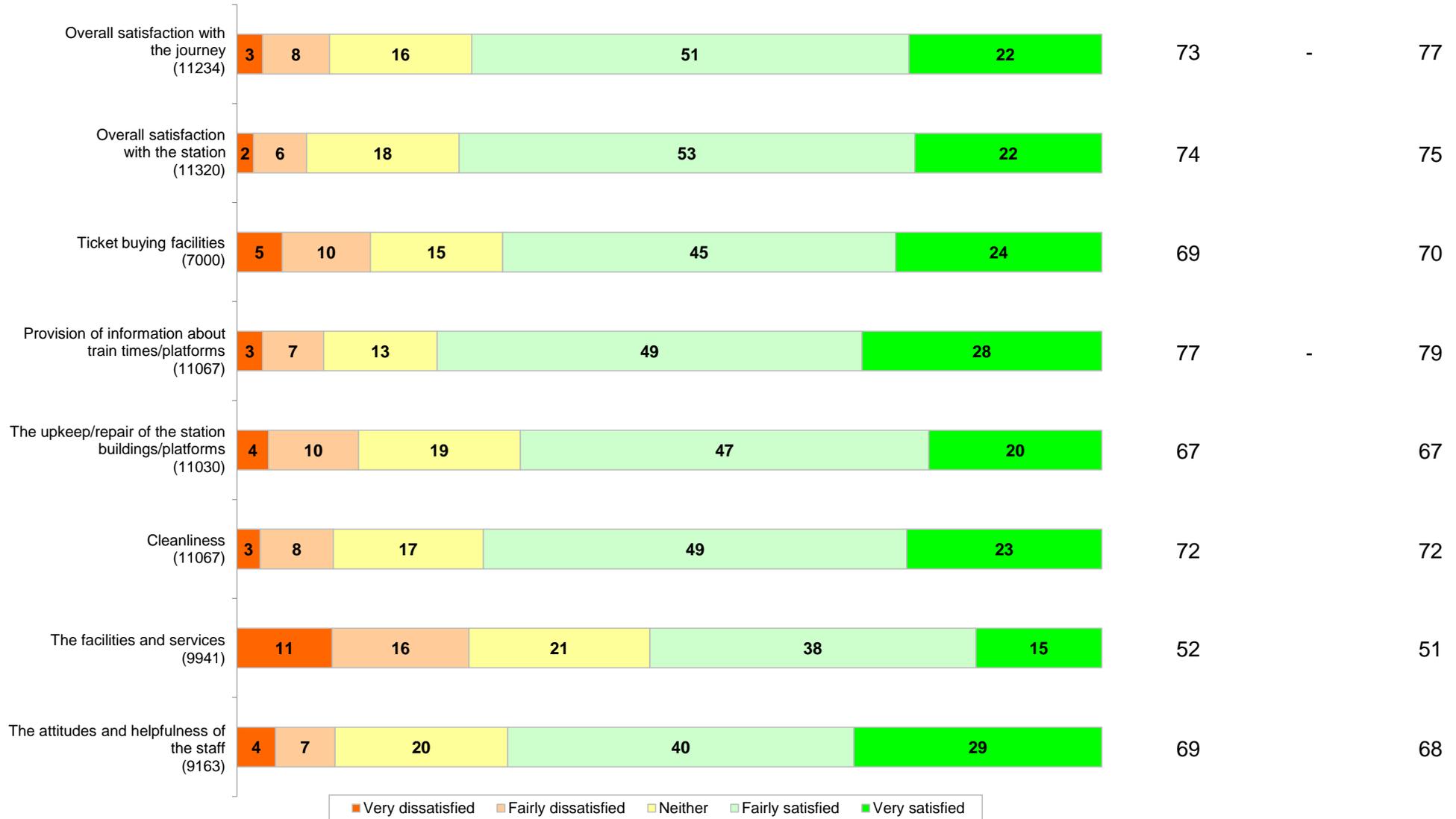
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for commuters

Autumn 2014

Autumn 2013



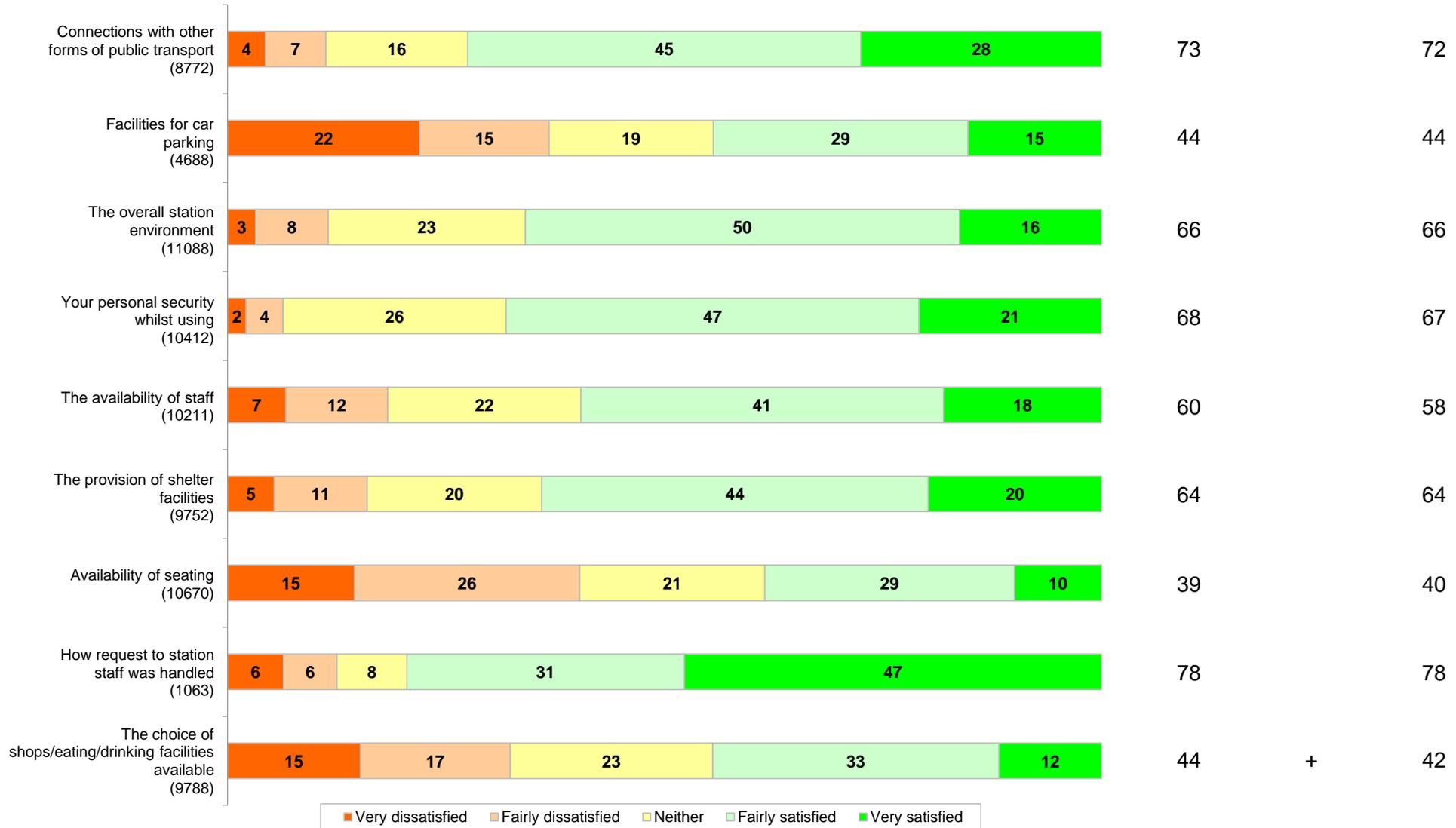
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for commuters

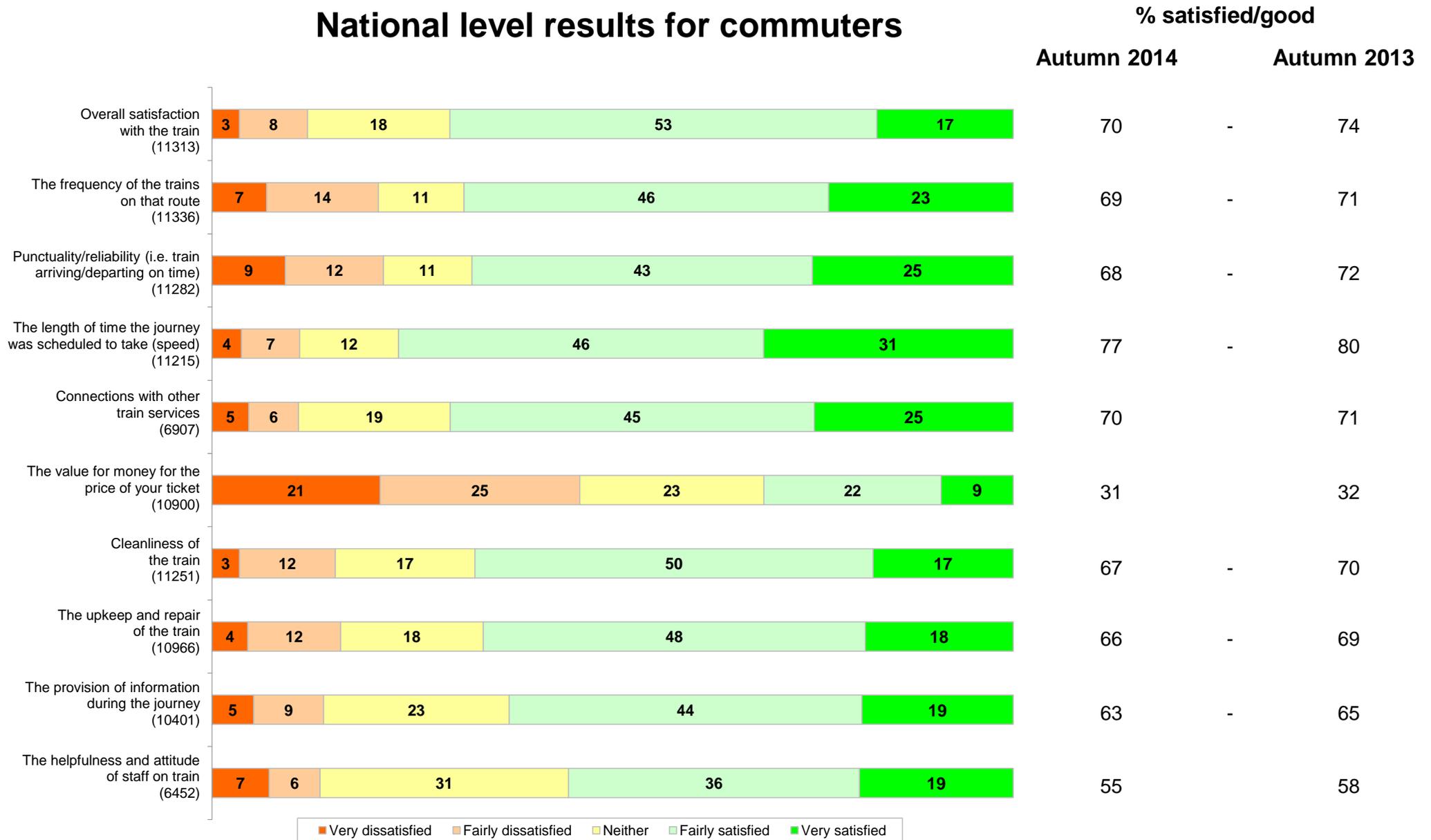
Autumn 2014

Autumn 2013



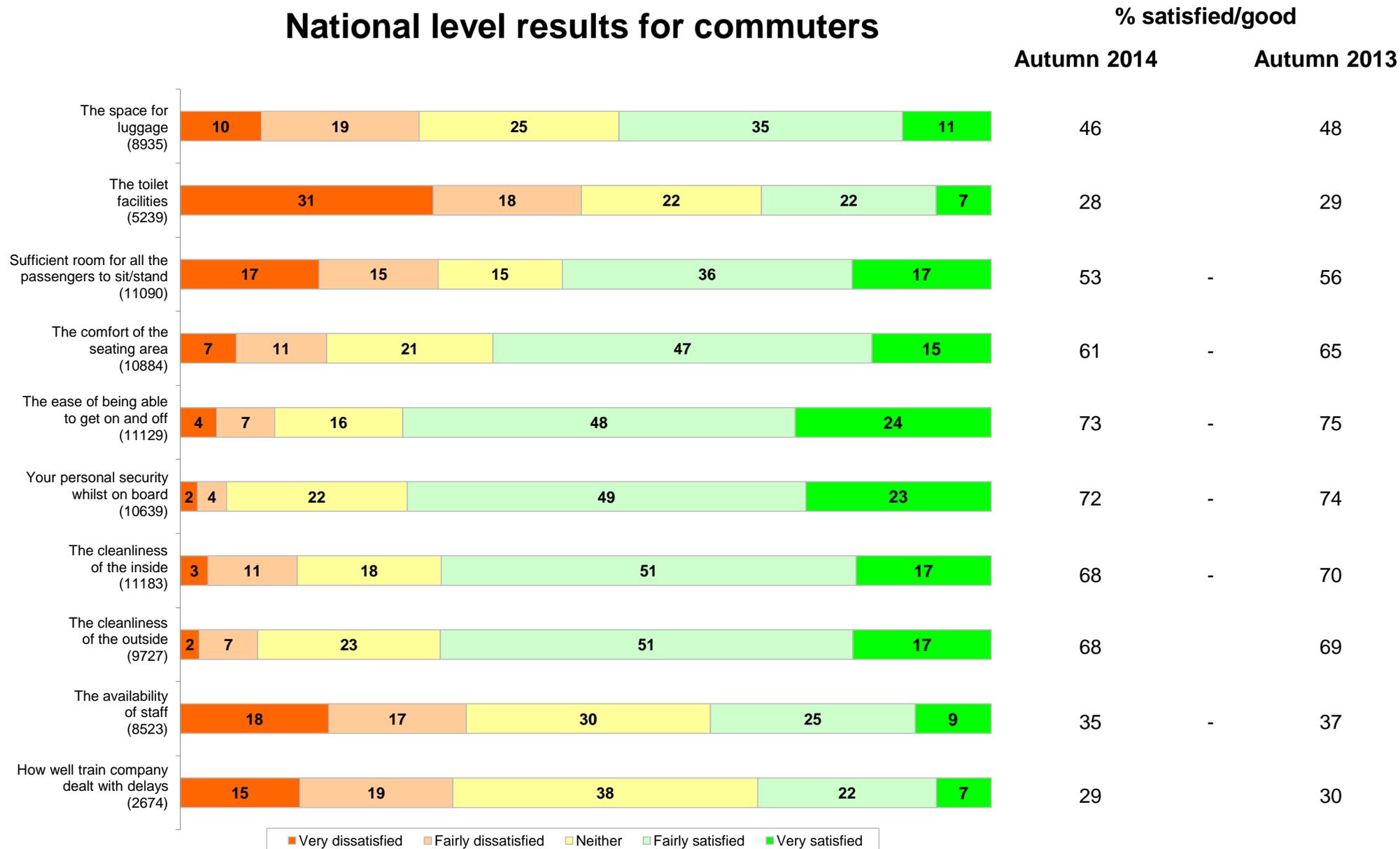
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for commuters



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

### National level results for commuters



■ Very dissatisfied 
 ■ Fairly dissatisfied 
 ■ Neither 
 ■ Fairly satisfied 
 ■ Very satisfied

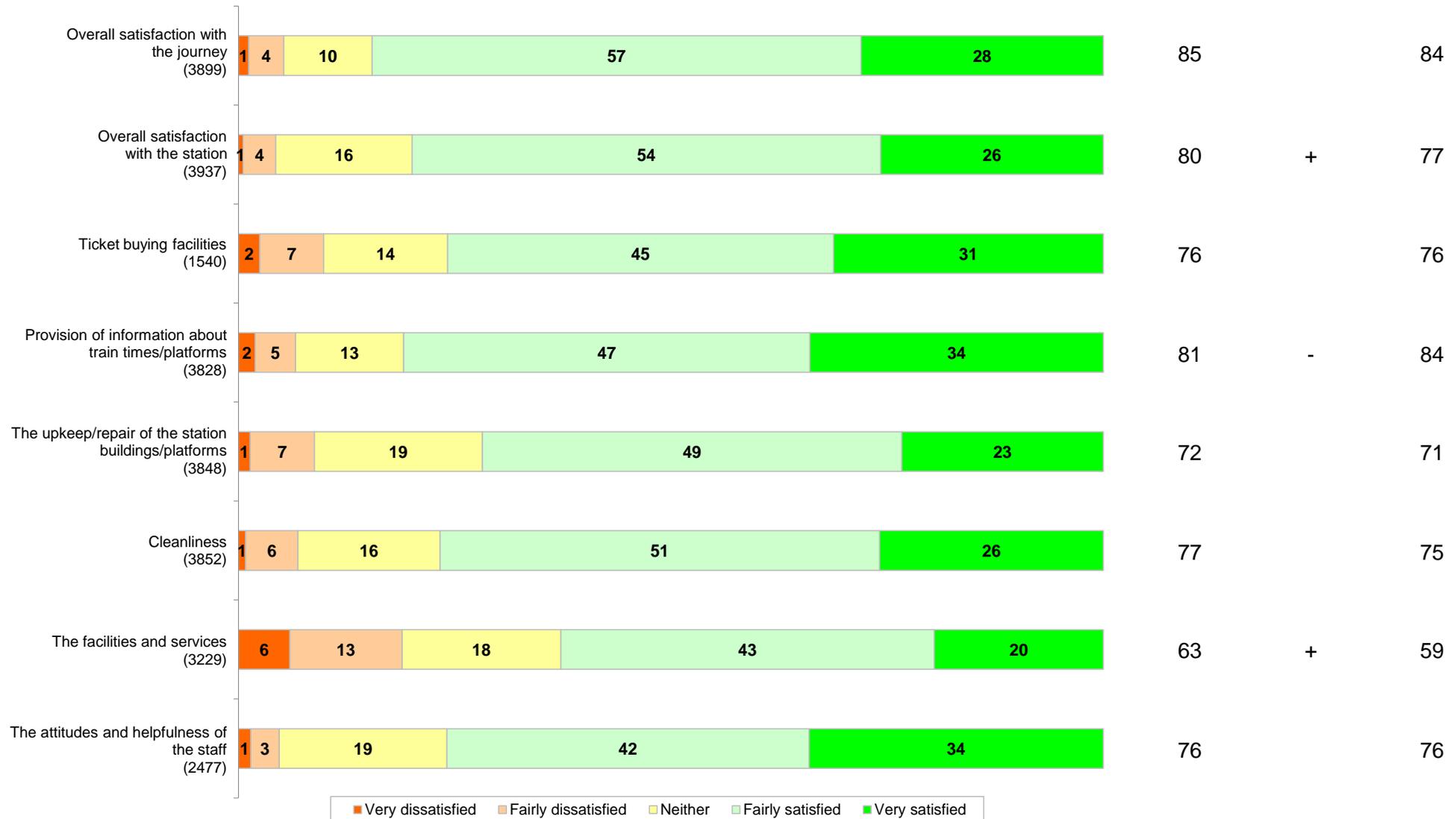
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for business travellers

Autumn 2014

Autumn 2013



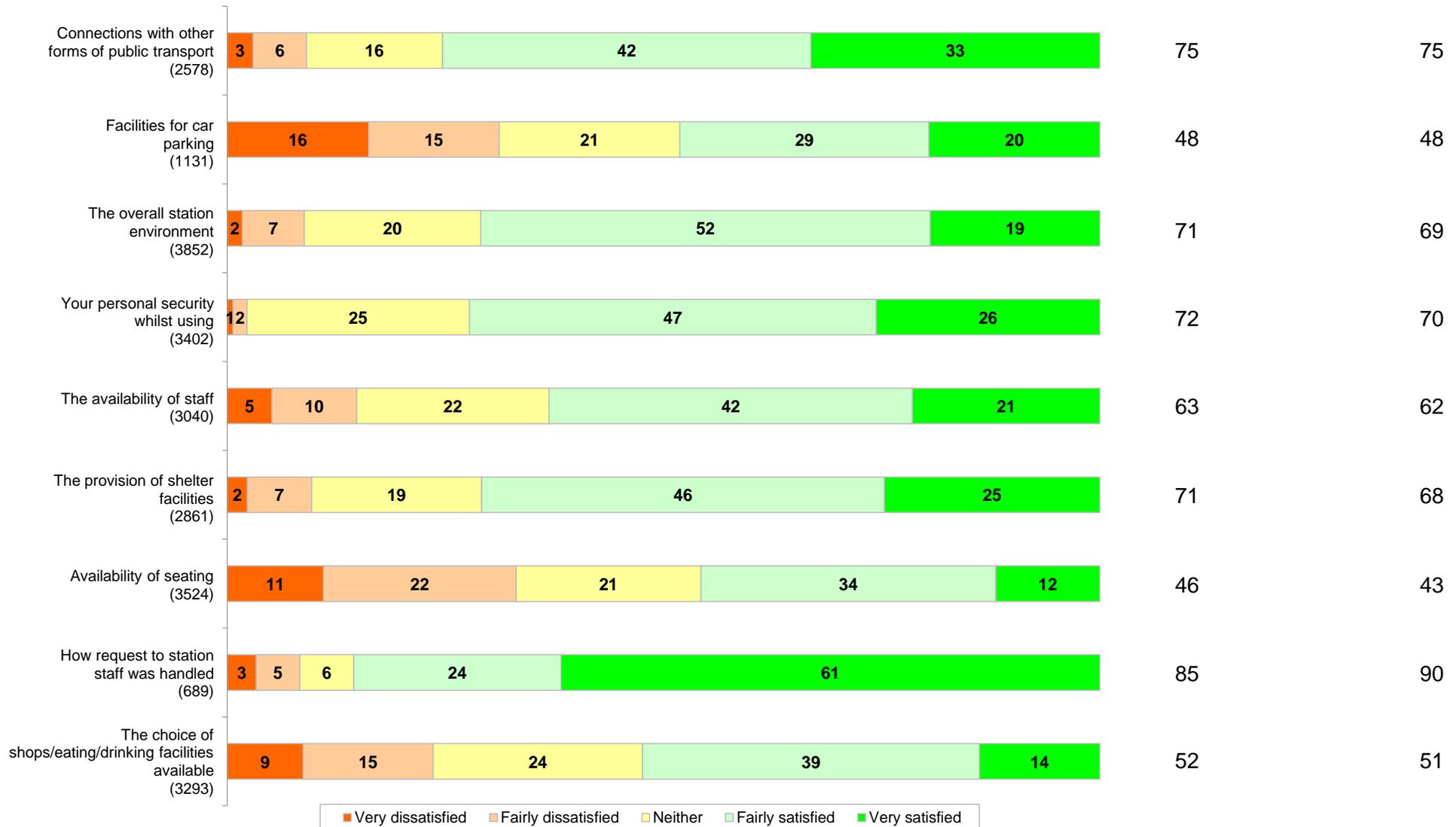
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## National level results for business travellers

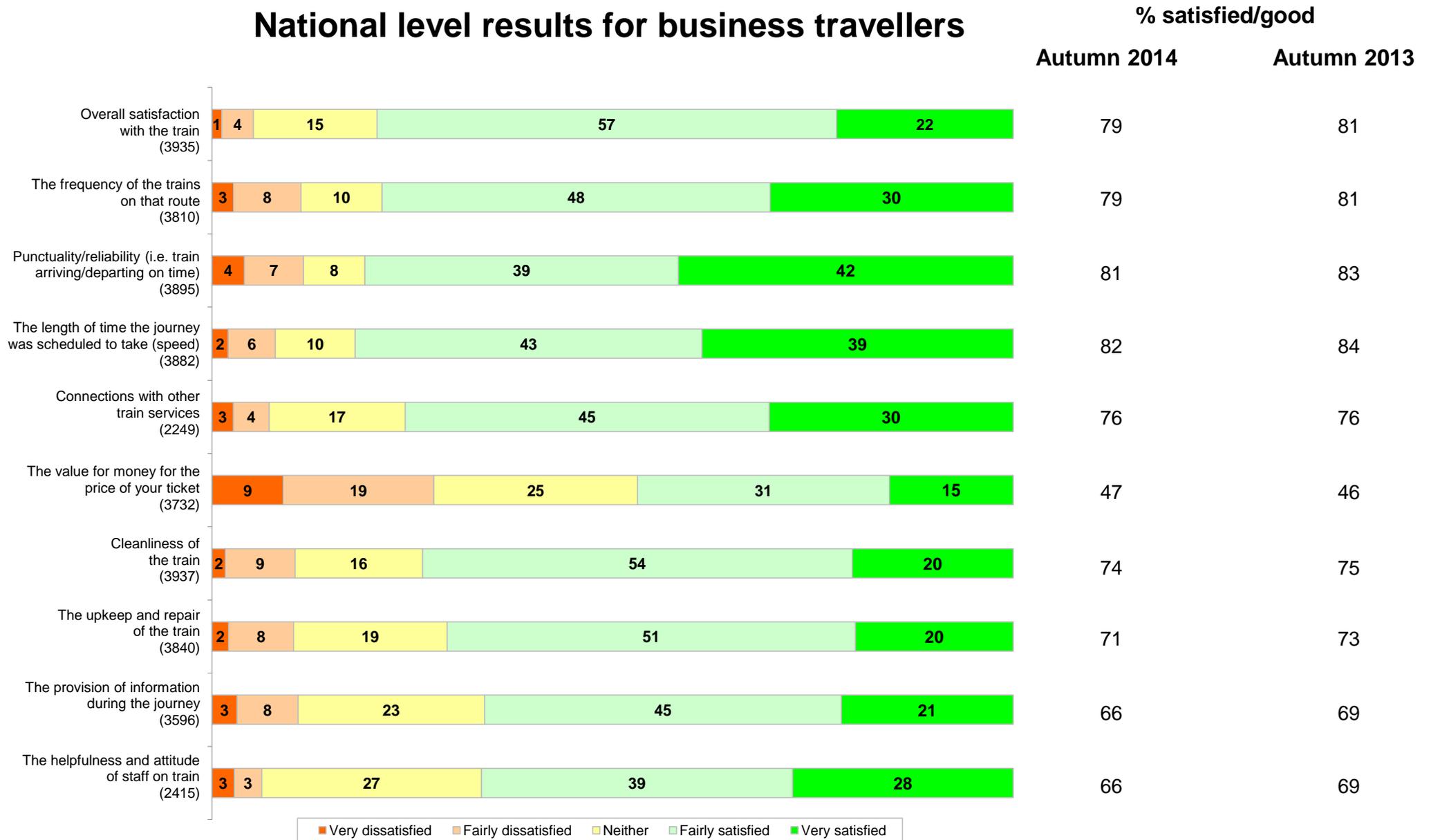
Autumn 2014

Autumn 2013



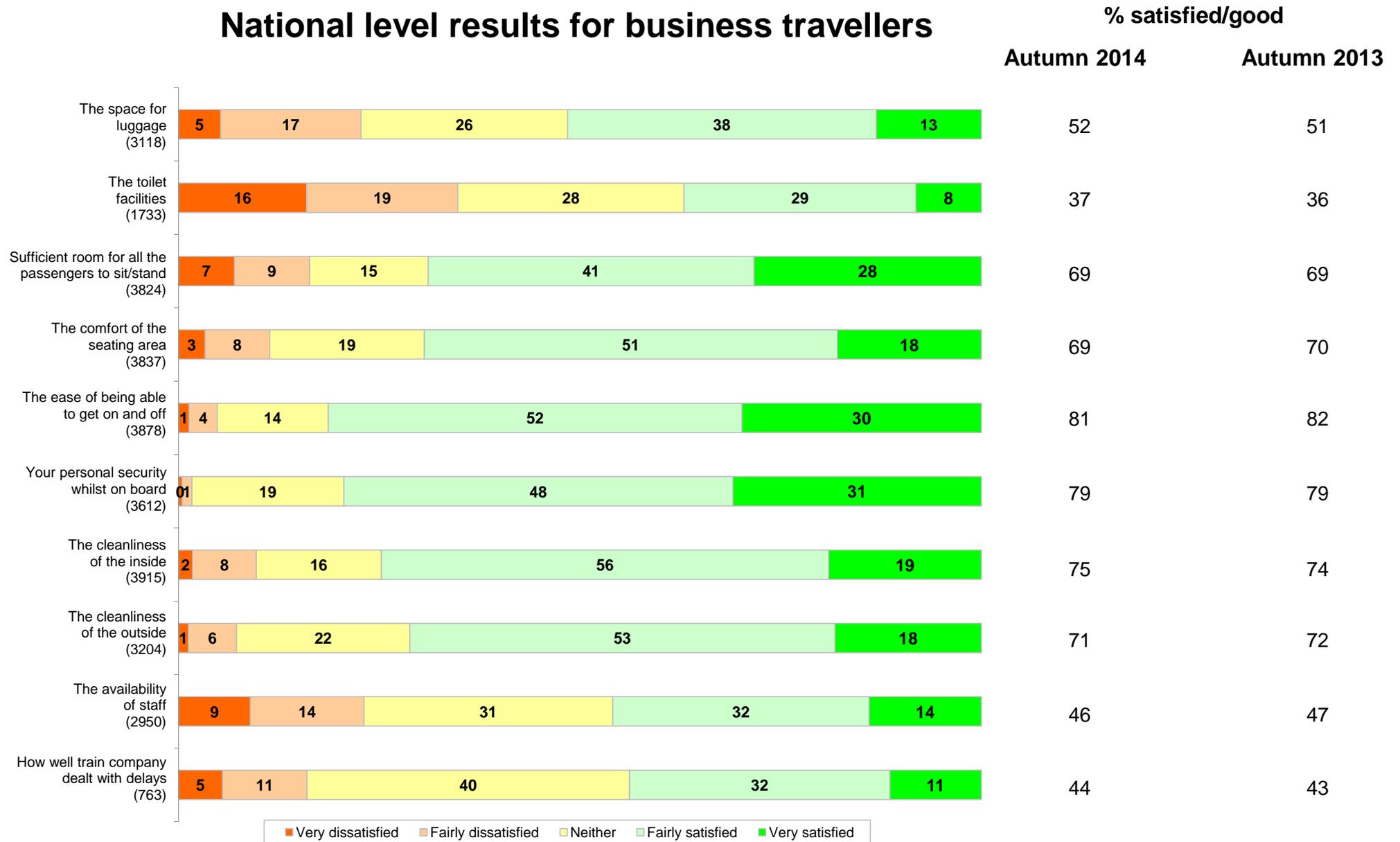
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for business travellers



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

## National level results for business travellers



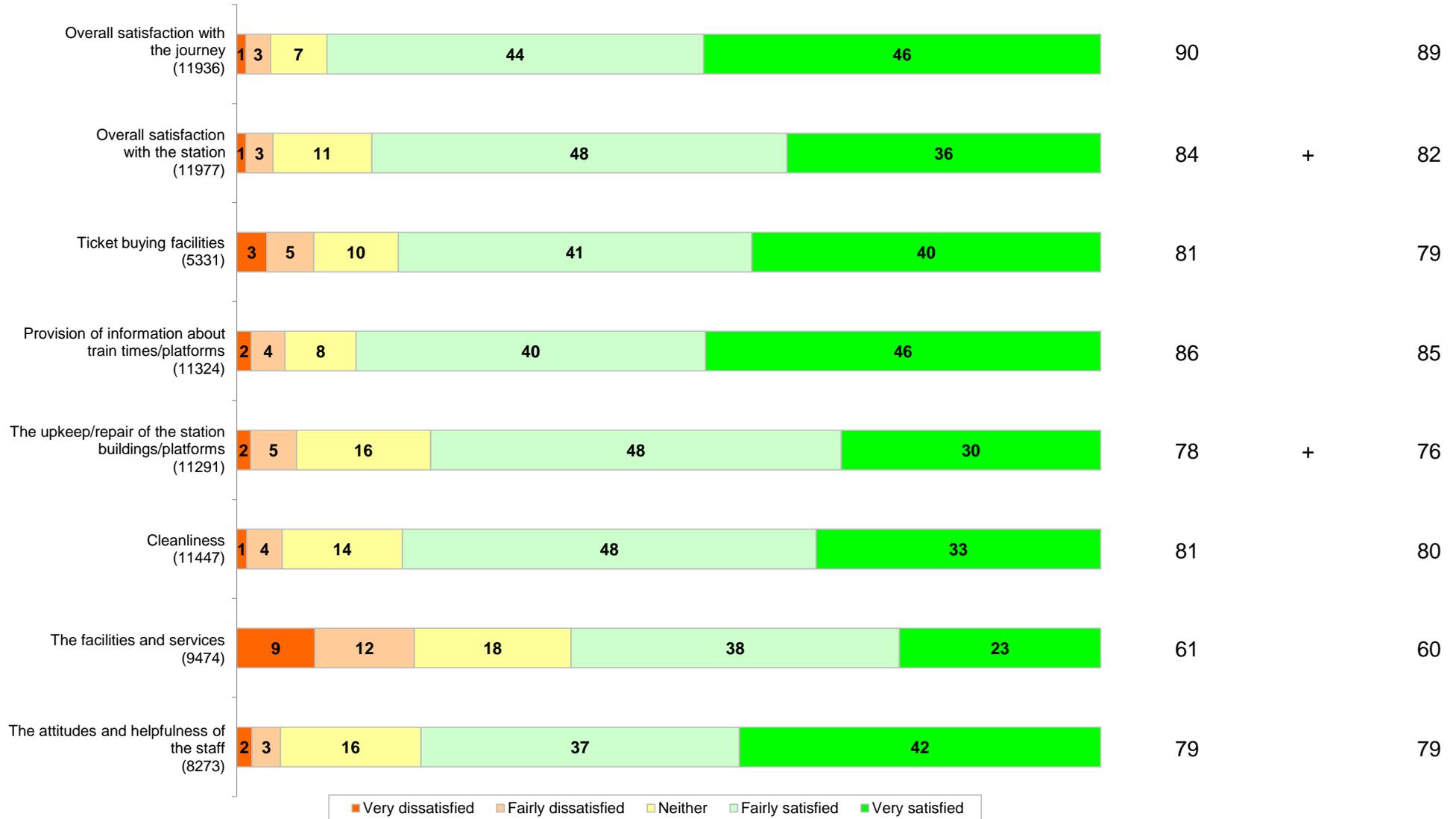
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

National level results for leisure travellers

Autumn 2014

Autumn 2013



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

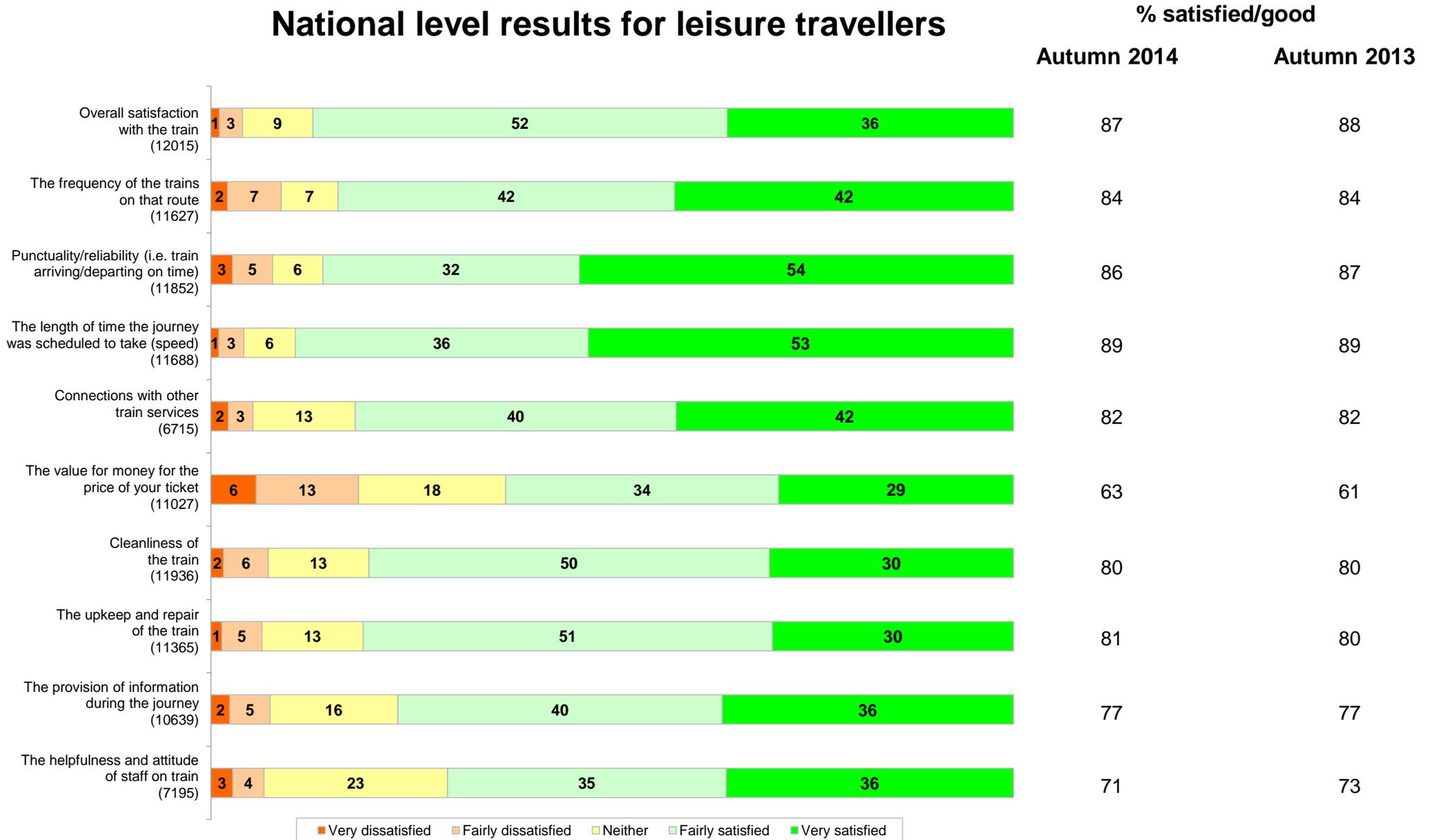
% satisfied/good

## National level results for leisure travellers



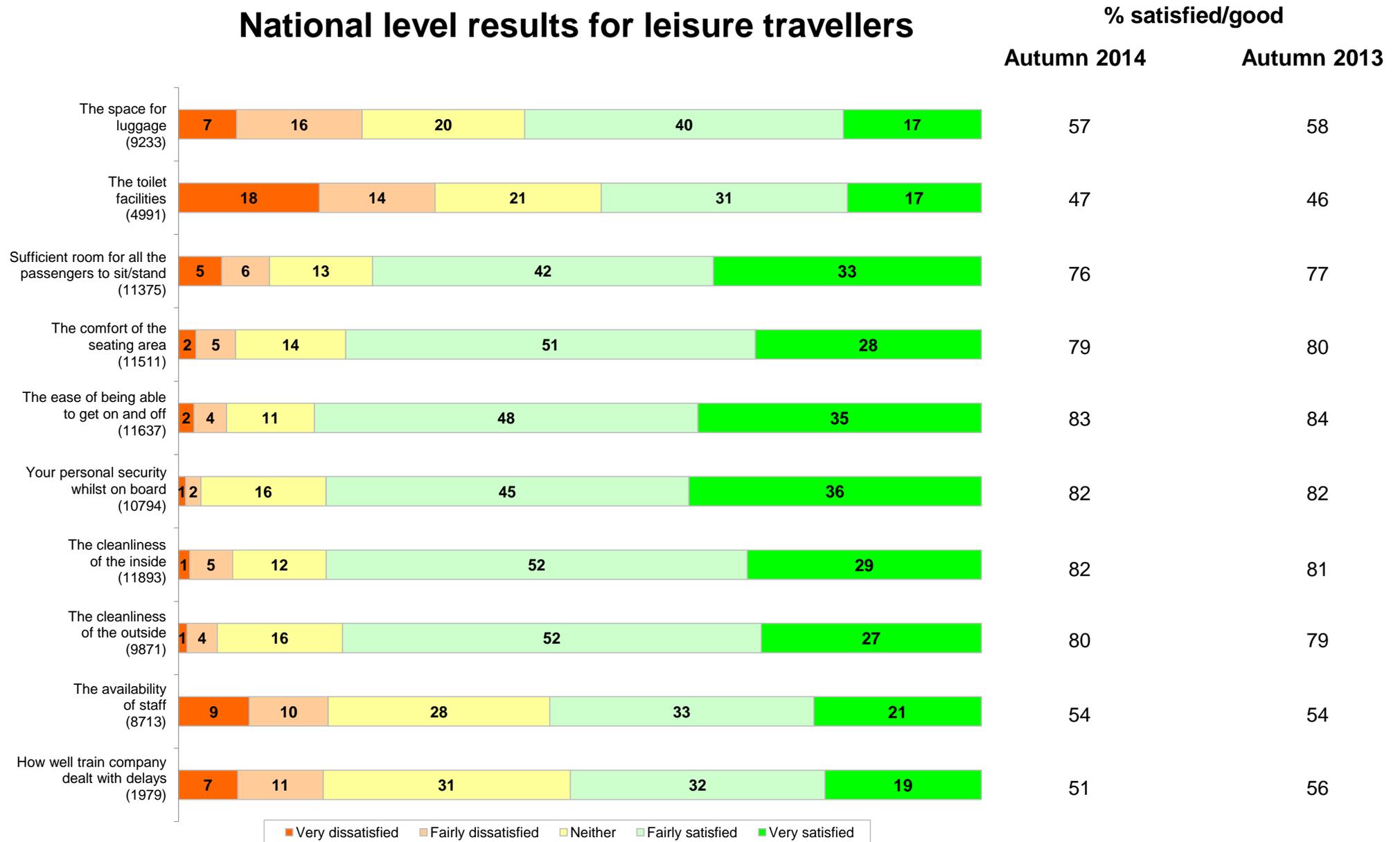
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for leisure travellers



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

## National level results for leisure travellers



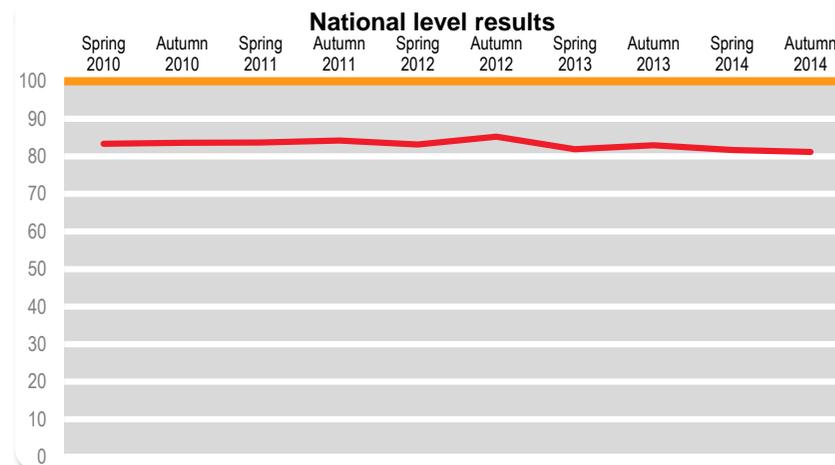
# Overall satisfaction with the journey

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17083</b>	<b>80</b>	<b>12</b>	<b>8</b>	<b>0</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2164	80	14	6	-1	→	0	→
c2c	1043	89	8	3	0	→	-2	→
Chiltern Railways	1137	91	6	3	0	→	0	→
First Great Western	2939	81	10	8	1	→	1	→
Govia Thameslink Railway	1502	77	15	9	-1	→	-2	→
London Midland	1231	82	11	7	1	→	-1	→
London Overground	1151	88	6	5	-3	→	0	→
South West Trains	2085	80	12	8	0	→	-2	→
Southeastern	1653	74	17	9	1	→	-11	↓
Southern	2178	77	14	9	0	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5992</b>	<b>86</b>	<b>8</b>	<b>6</b>	<b>-1</b>	→	<b>-2</b>	↓
CrossCountry	1243	83	10	8	1	→	-4	↓
East Coast	1205	90	6	3	0	→	-1	→
East Midlands Trains	1085	88	8	4	1	→	2	→
First TransPennine Express	1012	82	8	10	-3	→	-3	→
Virgin Trains	1447	90	6	4	0	→	-1	→
<b>REGIONAL SERVICES</b>	<b>3994</b>	<b>84</b>	<b>10</b>	<b>6</b>	<b>-2</b>	→	<b>0</b>	→
Arriva Trains Wales	1033	83	11	6	0	→	-3	→
Merseyrail	470	90	6	3	-2	→	-3	→
Northern Rail	1526	78	12	10	-2	→	-1	→
ScotRail	965	88	9	3	-2	→	1	→

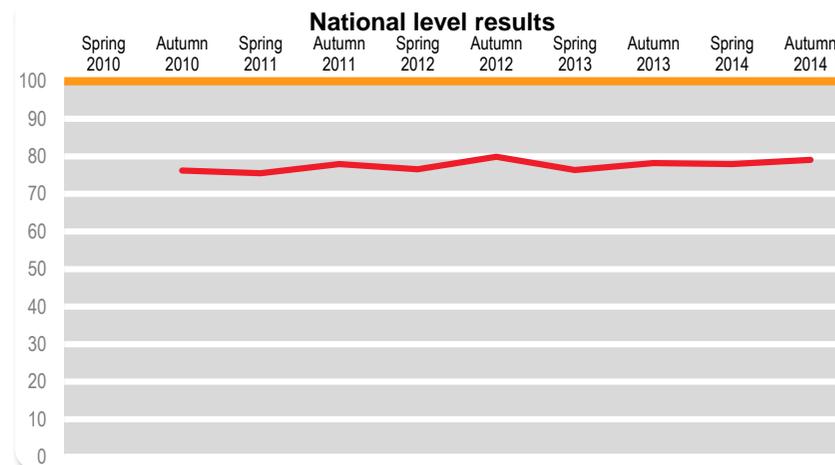
# Overall satisfaction with the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17192</b>	<b>78</b>	<b>16</b>	<b>7</b>	<b>1</b>	→	<b>1</b>	→
Abellio Greater Anglia	2192	75	17	8	0	→	-3	→
c2c	1048	83	13	4	1	→	-2	→
Chiltern Railways	1136	90	8	2	2	→	1	→
First Great Western	2952	82	13	5	4	↑	5	↑
Govia Thameslink Railway	1529	78	17	5	2	→	0	→
London Midland	1228	74	17	9	-1	→	-1	→
London Overground	1155	82	11	6	-3	→	2	→
South West Trains	2092	77	17	6	1	→	2	→
Southeastern	1671	76	17	8	2	→	-2	→
Southern	2189	76	17	7	2	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>6044</b>	<b>84</b>	<b>12</b>	<b>4</b>	<b>2</b>	→	<b>2</b>	→
CrossCountry	1243	82	13	5	2	→	2	→
East Coast	1224	90	7	3	4	↑	3	→
East Midlands Trains	1086	87	11	2	4	↑	6	↑
First TransPennine Express	1018	85	11	4	-1	→	-1	→
Virgin Trains	1473	79	14	7	1	→	0	→
<b>REGIONAL SERVICES</b>	<b>3998</b>	<b>82</b>	<b>14</b>	<b>4</b>	<b>1</b>	→	<b>2</b>	→
Arriva Trains Wales	1032	75	21	5	-2	→	1	→
Merseyrail	470	91	7	2	3	→	0	→
Northern Rail	1522	79	14	7	3	→	3	→
ScotRail	974	83	13	3	-1	→	1	→

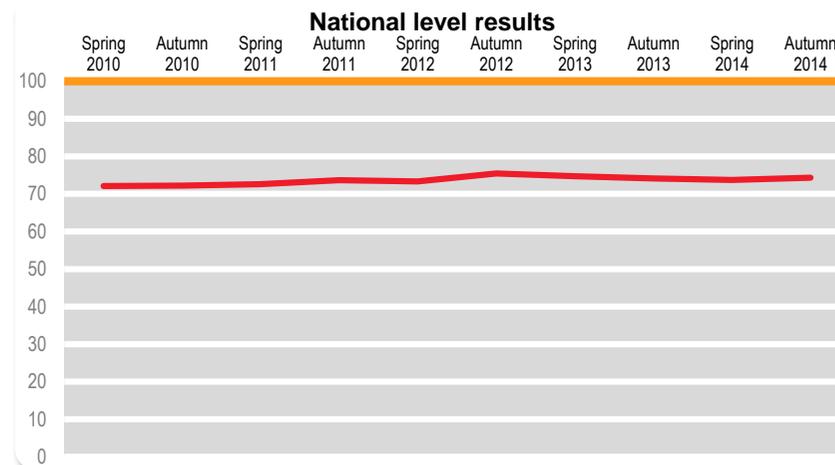
# Ticket buying facilities at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>9305</b>	<b>72</b>	<b>15</b>	<b>14</b>	<b>0</b>	→	<b>0</b>	→
Abellio Greater Anglia	1142	65	18	17	-4	→	-4	→
c2c	724	76	15	9	-1	→	-5	→
Chiltern Railways	652	84	10	6	2	→	3	→
First Great Western	1539	79	12	9	2	→	4	↑
Govia Thameslink Railway	777	69	15	16	-1	→	-5	→
London Midland	657	74	13	14	0	→	0	→
London Overground	653	75	13	12	1	→	6	→
South West Trains	1147	75	13	12	3	→	3	→
Southeastern	905	69	16	15	-1	→	-3	→
Southern	1109	67	16	17	0	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>2204</b>	<b>85</b>	<b>8</b>	<b>7</b>	<b>1</b>	→	<b>3</b>	↑
CrossCountry	464	87	7	6	5	→	5	→
East Coast	349	84	13	4	-3	→	1	→
East Midlands Trains	475	84	10	7	5	→	4	→
First TransPennine Express	483	84	7	10	-4	→	-1	→
Virgin Trains	433	86	8	6	1	→	7	↑
<b>REGIONAL SERVICES</b>	<b>2362</b>	<b>81</b>	<b>10</b>	<b>9</b>	<b>3</b>	→	<b>1</b>	→
Arriva Trains Wales	566	79	12	10	-1	→	-4	→
Merseyrail	254	87	9	4	-5	→	1	→
Northern Rail	955	78	9	13	5	→	3	→
ScotRail	587	82	10	9	6	→	-1	→

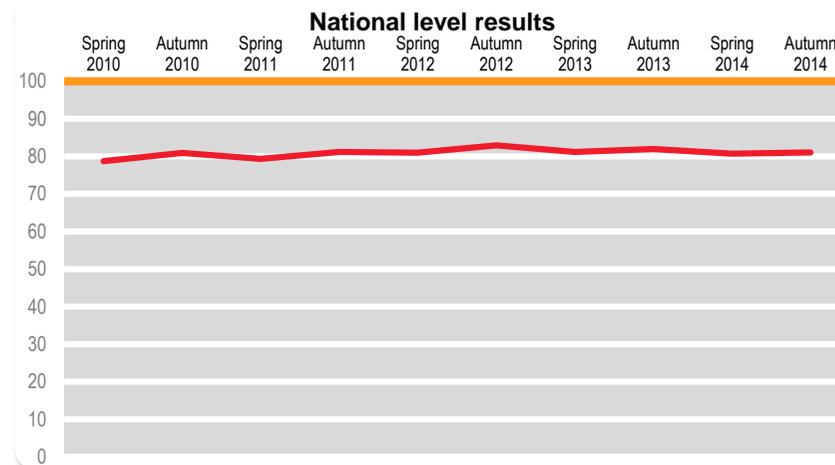
# Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓

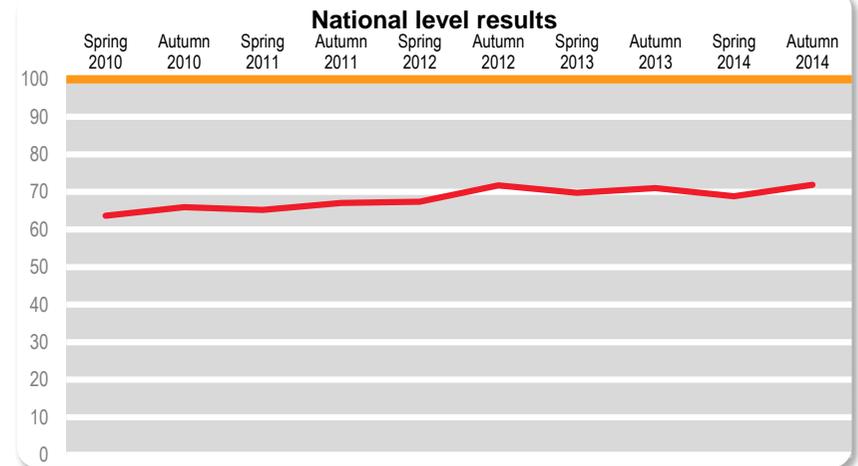


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16547</b>	<b>80</b>	<b>12</b>	<b>8</b>	<b>1</b>	→	<b>-1</b>	↓
Abellio Greater Anglia	2102	76	13	10	-2	→	-4	→
c2c	1003	85	10	5	-3	→	-3	↓
Chiltern Railways	1096	85	9	6	0	→	2	→
First Great Western	2879	85	9	6	3	↑	2	↑
Govia Thameslink Railway	1469	76	14	9	-2	→	-5	↓
London Midland	1190	80	11	9	-1	→	0	→
London Overground	1086	81	11	8	-3	→	1	→
South West Trains	2000	83	10	7	5	↑	3	↑
Southeastern	1612	76	14	10	2	→	-7	↓
Southern	2110	77	13	11	1	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5875</b>	<b>87</b>	<b>8</b>	<b>6</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1213	85	8	7	3	→	1	→
East Coast	1185	90	6	4	0	→	-1	→
East Midlands Trains	1051	87	8	5	3	→	3	→
First TransPennine Express	993	88	7	5	-1	→	-2	→
Virgin Trains	1433	85	9	6	-3	↓	0	→
<b>REGIONAL SERVICES</b>	<b>3797</b>	<b>84</b>	<b>10</b>	<b>6</b>	<b>-1</b>	→	<b>1</b>	→
Arriva Trains Wales	974	81	11	8	0	→	0	→
Merseyrail	439	89	7	5	-2	→	1	→
Northern Rail	1450	83	10	7	0	→	1	→
ScotRail	934	85	10	5	-3	→	2	→

# The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

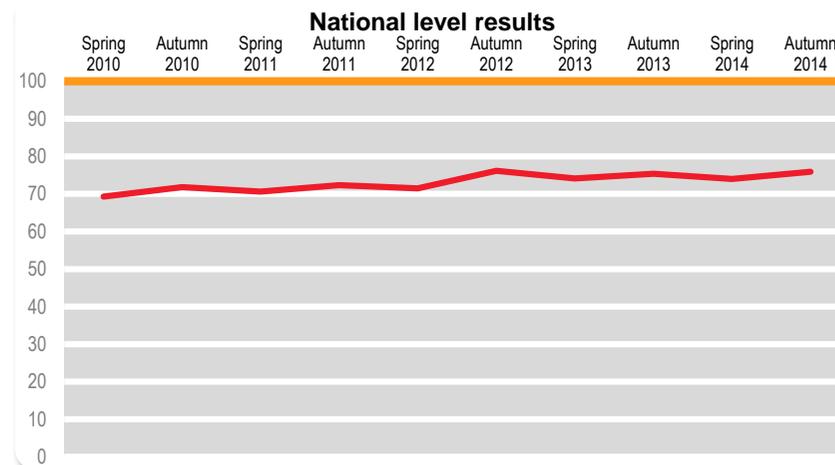
Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16492</b>	<b>70</b>	<b>19</b>	<b>12</b>	<b>4</b>	↑	<b>1</b>	→
Abellio Greater Anglia	2075	65	21	14	2	→	-5	↓
c2c	1005	75	17	8	1	→	-3	→
Chiltern Railways	1106	85	10	5	2	→	3	→
First Great Western	2860	75	17	8	3	↑	2	→
Govia Thameslink Railway	1461	74	16	10	3	→	-1	→
London Midland	1187	66	19	15	4	→	0	→
London Overground	1109	74	15	11	-3	→	3	→
South West Trains	2013	68	21	11	7	↑	4	→
Southeastern	1601	68	18	13	6	↑	0	→
Southern	2075	66	21	13	5	↑	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5842</b>	<b>78</b>	<b>15</b>	<b>7</b>	<b>2</b>	→	<b>2</b>	↑
CrossCountry	1186	76	15	8	5	↑	5	↑
East Coast	1186	86	11	3	0	→	2	→
East Midlands Trains	1056	86	11	3	8	↑	9	↑
First TransPennine Express	990	79	15	5	-2	→	1	→
Virgin Trains	1424	67	22	11	-4	→	-5	↓
<b>REGIONAL SERVICES</b>	<b>3835</b>	<b>78</b>	<b>15</b>	<b>7</b>	<b>2</b>	→	<b>2</b>	→
Arriva Trains Wales	974	67	22	12	2	→	3	→
Merseyrail	447	83	13	4	-1	→	-2	→
Northern Rail	1474	77	15	8	4	→	3	→
ScotRail	940	81	13	7	-1	→	1	→

# Cleanliness of the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16615</b>	<b>74</b>	<b>17</b>	<b>9</b>	<b>2</b>	↑	<b>0</b>	→
Abellio Greater Anglia	2104	70	18	11	1	→	-3	→
c2c	1002	78	15	7	0	→	-4	↓
Chiltern Railways	1115	88	10	2	0	→	2	→
First Capital Connect	2882	79	15	5	3	↑	1	→
First Great Western	1482	79	14	7	3	→	-2	→
London Midland	1187	71	18	11	-1	→	-3	→
London Overground	1103	76	15	10	-3	→	-2	→
South West Trains	2023	72	19	9	6	↑	5	↑
Southeastern	1610	72	17	11	4	↑	0	→
Southern	2107	73	18	9	3	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5893</b>	<b>81</b>	<b>14</b>	<b>5</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1206	80	16	4	2	→	2	→
East Coast	1195	89	9	3	-1	→	0	→
East Midlands Trains	1063	88	9	3	6	↑	10	↑
First TransPennine Express	992	81	14	5	-3	→	-2	→
Virgin Trains	1437	74	19	8	-3	→	-3	→
<b>REGIONAL SERVICES</b>	<b>3858</b>	<b>81</b>	<b>13</b>	<b>6</b>	<b>1</b>	→	<b>2</b>	→
Arriva Trains Wales	977	72	18	10	7	↑	8	→
Merseyrail	456	85	10	4	0	→	-3	→
Northern Rail	1477	79	13	8	2	→	2	→
ScotRail	948	85	12	3	-1	→	2	→

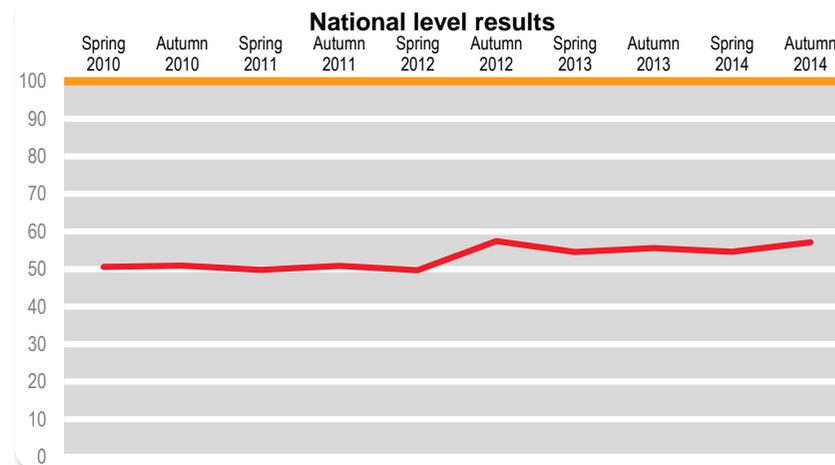
# The facilities and services at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14205</b>	<b>55</b>	<b>21</b>	<b>24</b>	<b>2</b>	↑	<b>1</b>	→
Abellio Greater Anglia	1812	51	21	28	-2	→	-5	↓
c2c	888	59	21	20	-1	→	-4	→
Chiltern Railways	1002	73	16	12	4	→	3	→
First Capital Connect	2502	66	17	17	5	↑	6	↑
First Great Western	1211	58	17	24	2	→	3	→
London Midland	1010	49	20	31	-3	→	-5	→
London Overground	865	40	27	33	-3	→	1	→
South West Trains	1775	56	21	24	3	→	3	→
Southeastern	1404	58	20	22	7	↑	2	→
Southern	1736	57	21	22	2	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5200</b>	<b>72</b>	<b>16</b>	<b>12</b>	<b>4</b>	↑	<b>3</b>	↑
CrossCountry	1026	70	17	12	6	↑	4	→
East Coast	1063	79	13	8	3	→	3	→
East Midlands Trains	967	73	14	13	8	↑	11	↑
First TransPennine Express	874	74	15	11	4	→	1	→
Virgin Trains	1270	66	19	15	1	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3239</b>	<b>56</b>	<b>17</b>	<b>27</b>	<b>4</b>	→	<b>1</b>	→
Arriva Trains Wales	843	44	21	35	-4	→	-8	→
Merseyrail	371	61	18	22	2	→	-9	→
Northern Rail	1238	56	17	28	4	→	3	→
ScotRail	787	58	15	27	6	→	6	→

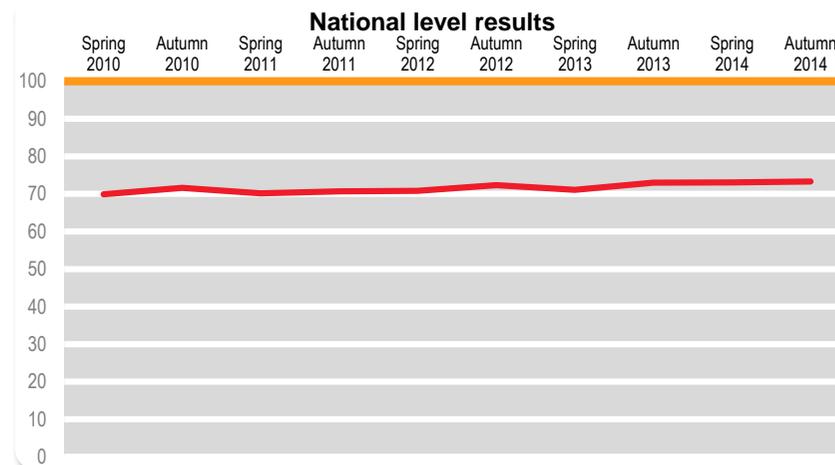
# The attitudes and helpfulness of the staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>12767</b>	<b>71</b>	<b>20</b>	<b>9</b>	<b>0</b>	→	<b>1</b>	→
Abellio Greater Anglia	1643	74	18	8	3	→	2	→
c2c	860	77	16	7	-3	→	-4	→
Chiltern Railways	865	84	11	4	2	→	5	↑
First Capital Connect	2144	79	16	5	4	↑	3	↑
First Great Western	1097	71	20	9	-4	→	-5	→
London Midland	903	68	22	10	-3	→	-3	→
London Overground	841	73	20	8	-3	→	4	→
South West Trains	1501	68	21	11	-1	→	0	→
Southeastern	1297	68	21	11	1	→	-1	→
Southern	1616	70	21	9	2	→	4	→
<b>LONG DISTANCE SERVICES</b>	<b>4200</b>	<b>80</b>	<b>15</b>	<b>5</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	860	80	15	4	1	→	-1	→
East Coast	804	82	15	4	0	→	1	→
East Midlands Trains	785	80	15	6	-3	→	6	↑
First TransPennine Express	765	77	16	7	-4	→	-4	→
Virgin Trains	986	79	16	5	-1	→	1	→
<b>REGIONAL SERVICES</b>	<b>2946</b>	<b>78</b>	<b>16</b>	<b>6</b>	<b>2</b>	→	<b>0</b>	→
Arriva Trains Wales	713	75	16	9	1	→	3	→
Merseyrail	390	83	15	2	0	→	-3	→
Northern Rail	1106	76	15	9	5	→	1	→
ScotRail	737	79	16	4	1	→	-2	→

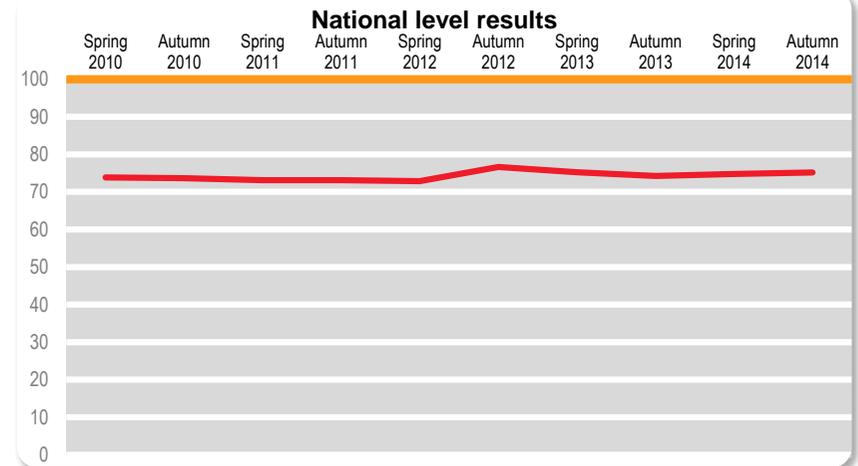
# Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>12786</b>	<b>76</b>	<b>14</b>	<b>10</b>	<b>0</b>	→	<b>1</b>	→
Abellio Greater Anglia	1677	77	12	11	0	→	-2	→
c2c	835	73	16	11	0	→	-3	→
Chiltern Railways	875	78	14	7	7	↑	5	↑
First Capital Connect	1969	73	16	11	2	→	3	→
First Great Western	1180	76	15	9	-1	→	1	→
London Midland	849	69	17	14	3	→	3	→
London Overground	921	81	11	9	-	→	1	→
South West Trains	1529	76	14	10	3	→	4	→
Southeastern	1282	75	16	9	1	→	0	→
Southern	1669	76	14	10	-4	↓	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>3846</b>	<b>77</b>	<b>14</b>	<b>9</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	672	76	15	9	4	→	1	→
East Coast	778	80	12	8	-4	→	-3	→
East Midlands Trains	763	75	15	10	0	→	2	→
First TransPennine Express	639	78	13	9	7	↑	1	→
Virgin Trains	994	78	14	9	-6	↓	-1	→
<b>REGIONAL SERVICES</b>	<b>2616</b>	<b>71</b>	<b>17</b>	<b>12</b>	<b>0</b>	→	<b>2</b>	→
Arriva Trains Wales	625	61	21	17	-3	→	-5	→
Merseyrail	336	75	17	8	3	→	-4	→
Northern Rail	1018	67	18	16	-4	→	-1	→
ScotRail	637	77	15	8	4	→	8	→

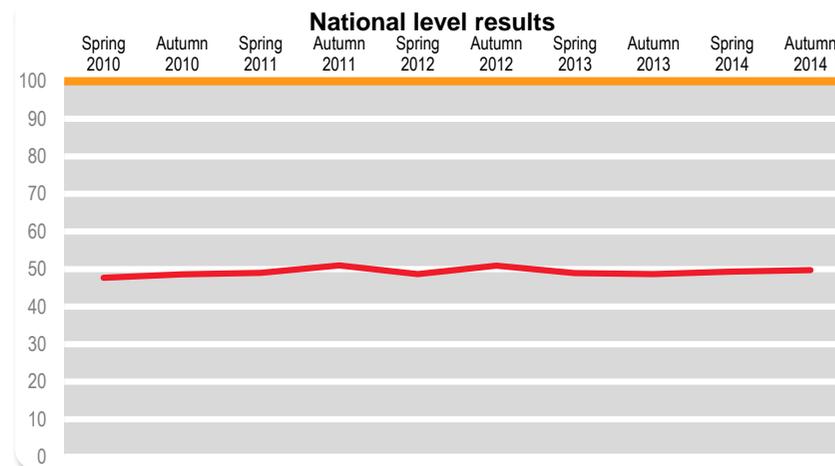
# Facilities for car parking at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>5849</b>	<b>47</b>	<b>20</b>	<b>34</b>	<b>0</b>	→	<b>1</b>	→
Abellio Greater Anglia	735	47	18	34	-4	→	2	→
c2c	473	56	16	28	2	→	1	→
Chiltern Railways	413	70	15	15	-5	→	-1	→
First Capital Connect	1037	61	16	23	6	↑	6	↑
First Great Western	430	44	22	34	-1	→	-3	→
London Midland	496	54	16	31	3	→	6	→
London Overground	359	32	23	45	-10	→	1	→
South West Trains	810	45	21	34	2	→	-1	→
Southeastern	549	42	21	37	-4	→	-2	→
Southern	547	43	20	37	2	→	4	→
<b>LONG DISTANCE SERVICES</b>	<b>1963</b>	<b>61</b>	<b>16</b>	<b>23</b>	<b>2</b>	→	<b>1</b>	→
CrossCountry	417	59	17	24	4	→	2	→
East Coast	401	51	19	30	-9	↓	-9	↓
East Midlands Trains	404	74	12	14	4	→	5	→
First TransPennine Express	331	57	19	24	5	→	-1	→
Virgin Trains	410	60	15	25	1	→	3	→
<b>REGIONAL SERVICES</b>	<b>1951</b>	<b>55</b>	<b>16</b>	<b>29</b>	<b>3</b>	→	<b>1</b>	→
Arriva Trains Wales	513	59	17	24	-3	→	-3	→
Merseyrail	212	53	11	35	-7	→	-10	→
Northern Rail	814	55	18	28	4	→	2	→
ScotRail	412	56	17	27	10	→	9	→

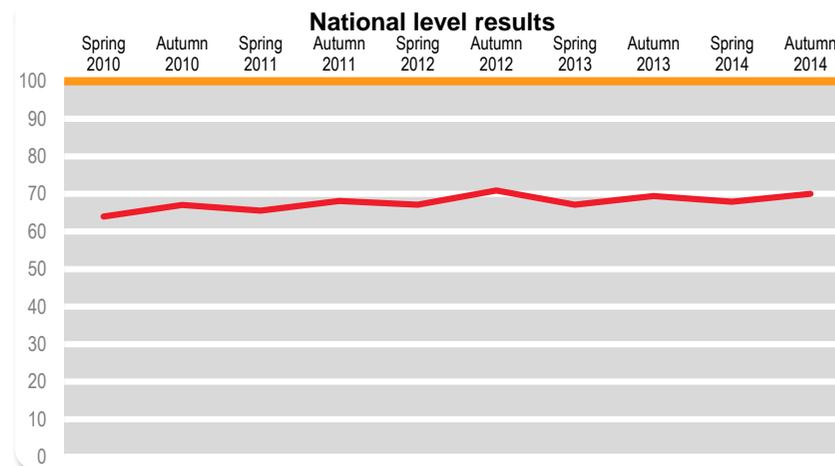
# Overall environment of the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16560</b>	<b>68</b>	<b>22</b>	<b>10</b>	<b>2</b>	↑	<b>0</b>	→
Abellio Greater Anglia	2109	65	23	11	2	→	-3	→
c2c	1004	73	20	7	1	→	-5	↓
Chiltern Railways	1116	85	12	3	4	↑	2	→
First Capital Connect	2860	75	18	7	5	↑	3	↑
First Great Western	1472	69	22	10	0	→	-4	↓
London Midland	1196	63	24	13	1	→	-3	→
London Overground	1101	71	21	9	-1	→	3	→
South West Trains	2019	67	23	10	3	→	3	→
Southeastern	1607	66	22	12	5	↑	-2	→
Southern	2076	65	25	11	3	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5881</b>	<b>76</b>	<b>16</b>	<b>7</b>	<b>2</b>	→	<b>1</b>	→
CrossCountry	1200	74	18	8	3	→	2	→
East Coast	1189	85	11	3	1	→	3	→
East Midlands Trains	1065	83	14	3	7	↑	9	↑
First TransPennine Express	994	80	14	6	1	→	-1	→
Virgin Trains	1433	66	20	14	-3	→	-4	↓
<b>REGIONAL SERVICES</b>	<b>3805</b>	<b>76</b>	<b>16</b>	<b>7</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	961	67	23	10	5	→	7	→
Merseyrail	451	79	17	4	-4	→	-6	→
Northern Rail	1456	75	16	9	6	↑	3	→
ScotRail	937	80	14	6	0	→	6	→

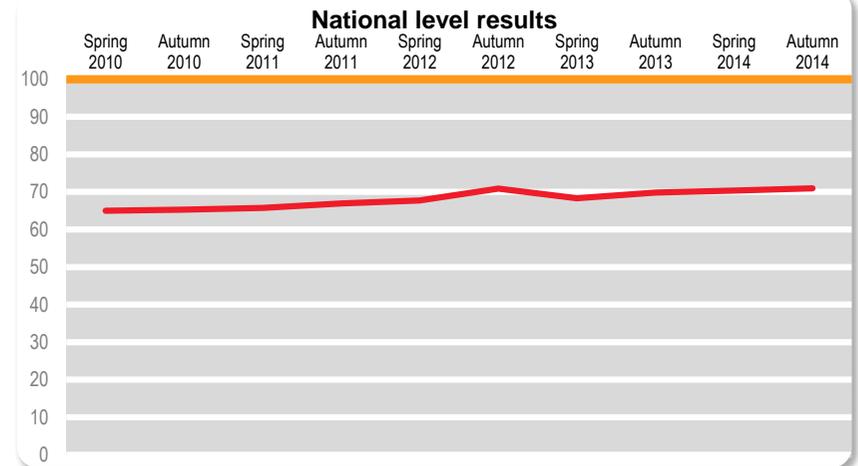
# Your personal security whilst using the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15036</b>	<b>69</b>	<b>26</b>	<b>5</b>	<b>1</b>	→	<b>1</b>	→
Abellio Greater Anglia	1916	64	28	8	-1	→	-2	→
c2c	943	69	24	6	-2	→	-4	→
Chiltern Railways	1028	82	16	1	3	→	4	↑
First Capital Connect	2543	76	21	3	4	↑	4	↑
First Great Western	1340	67	29	4	-2	→	-4	↓
London Midland	1077	67	28	6	1	→	1	→
London Overground	1020	71	24	5	-5	→	1	→
South West Trains	1834	72	24	5	3	→	5	↑
Southeastern	1461	68	28	5	4	↑	0	→
Southern	1874	67	28	5	-1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5224</b>	<b>77</b>	<b>21</b>	<b>2</b>	<b>0</b>	→	<b>2</b>	→
CrossCountry	1048	77	21	1	0	→	3	→
East Coast	1060	79	19	2	-3	→	2	→
East Midlands Trains	958	78	19	3	0	→	3	→
First TransPennine Express	900	79	19	2	1	→	2	→
Virgin Trains	1258	72	25	3	-2	→	-1	→
<b>REGIONAL SERVICES</b>	<b>3489</b>	<b>75</b>	<b>20</b>	<b>5</b>	<b>1</b>	→	<b>2</b>	→
Arriva Trains Wales	885	69	25	7	0	→	1	→
Merseyrail	421	76	20	4	-5	→	-5	→
Northern Rail	1331	74	21	6	6	↑	6	↑
ScotRail	852	78	18	5	-3	→	2	→

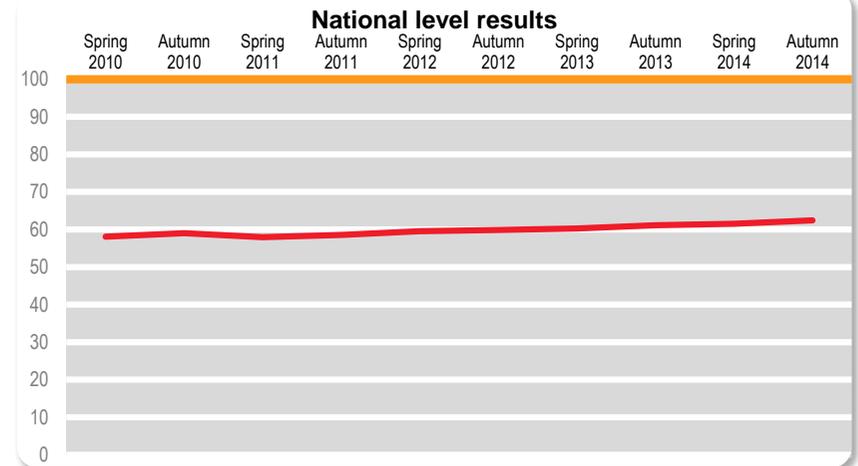
# The availability of staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14533</b>	<b>60</b>	<b>22</b>	<b>18</b>	<b>0</b>	→	<b>1</b>	→
Abellio Greater Anglia	1849	60	21	19	3	→	1	→
c2c	938	71	18	11	1	→	-1	→
Chiltern Railways	956	72	19	9	4	→	3	→
First Capital Connect	2469	67	20	14	2	→	5	↑
First Great Western	1277	59	22	19	-3	→	0	→
London Midland	1023	53	24	23	-1	→	-2	→
London Overground	988	62	21	17	-5	→	1	→
South West Trains	1747	56	23	21	-2	→	2	→
Southeastern	1449	61	22	17	2	→	1	→
Southern	1837	58	25	16	1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>4915</b>	<b>69</b>	<b>20</b>	<b>10</b>	<b>2</b>	→	<b>1</b>	→
CrossCountry	1020	68	22	10	3	→	0	→
East Coast	971	72	21	7	-1	→	3	→
East Midlands Trains	898	71	18	11	4	→	7	↑
First TransPennine Express	852	73	16	11	3	→	-2	→
Virgin Trains	1174	65	24	11	-2	→	1	→
<b>REGIONAL SERVICES</b>	<b>3339</b>	<b>70</b>	<b>17</b>	<b>13</b>	<b>6</b>	↑	<b>3</b>	→
Arriva Trains Wales	828	63	18	19	2	→	0	→
Merseyrail	411	81	11	7	2	→	-4	→
Northern Rail	1270	64	19	17	8	↑	5	→
ScotRail	830	71	17	11	5	→	3	→

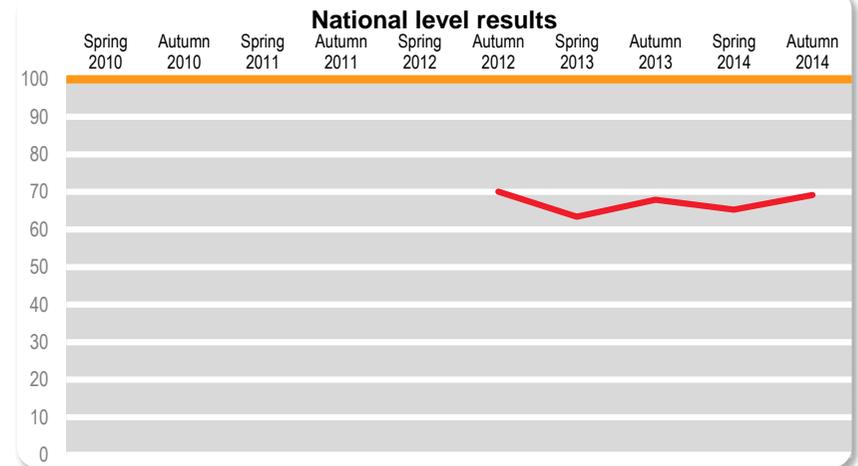
# The provision of shelter facilities

Key:

Improved ↑

Unchanged →

Declined ↓

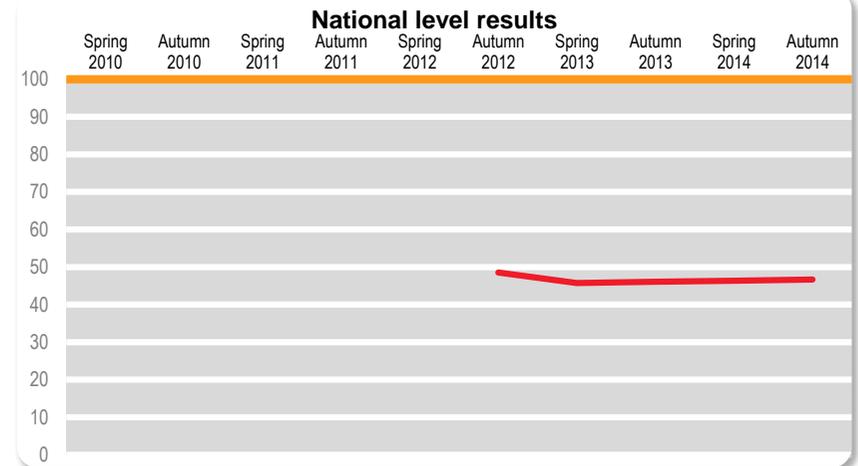


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13712</b>	<b>67</b>	<b>20</b>	<b>14</b>	<b>4</b>	↑	<b>1</b>	→
Abellio Greater Anglia	1688	61	22	17	2	→	-3	→
c2c	894	68	17	15	1	→	-4	→
Chiltern Railways	942	80	14	6	7	↑	3	→
First Capital Connect	2396	74	15	11	7	↑	4	↑
First Great Western	1170	68	19	13	5	↑	3	→
London Midland	1005	68	18	14	2	→	1	→
London Overground	988	66	18	15	1	→	4	→
South West Trains	1727	65	22	14	5	↑	2	→
Southeastern	1316	63	22	15	4	→	-3	→
Southern	1586	69	19	12	7	↑	3	→
<b>LONG DISTANCE SERVICES</b>	<b>4634</b>	<b>76</b>	<b>16</b>	<b>8</b>	<b>4</b>	↑	<b>1</b>	→
CrossCountry	1006	74	18	7	3	→	-1	→
East Coast	937	80	13	8	5	↑	2	→
East Midlands Trains	866	78	15	7	5	↑	8	↑
First TransPennine Express	821	79	13	8	5	→	-1	→
Virgin Trains	1004	72	20	8	3	→	1	→
<b>REGIONAL SERVICES</b>	<b>3454</b>	<b>77</b>	<b>14</b>	<b>9</b>	<b>4</b>	↑	<b>2</b>	→
Arriva Trains Wales	892	65	20	15	0	→	-2	→
Merseyrail	366	80	14	6	-4	→	-1	→
Northern Rail	1388	74	14	12	10	↑	3	→
ScotRail	808	82	12	6	2	→	4	→

# Availability of seating



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15566</b>	<b>43</b>	<b>21</b>	<b>37</b>	<b>1</b>	→	<b>1</b>	→
Abellio Greater Anglia	1959	38	22	40	-2	→	-4	→
c2c	952	54	21	25	-2	→	-7	↓
Chiltern Railways	1053	55	19	26	4	→	-1	→
First Capital Connect	2764	55	20	26	3	↑	6	↑
First Great Western	1363	47	22	31	3	→	3	→
London Midland	1139	49	19	32	-2	→	-1	→
London Overground	1054	49	23	29	-3	→	4	→
South West Trains	1920	37	21	43	1	→	1	→
Southeastern	1498	38	20	42	2	→	-1	→
Southern	1864	40	18	42	2	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5584</b>	<b>53</b>	<b>18</b>	<b>28</b>	<b>1</b>	→	<b>2</b>	→
CrossCountry	1158	56	20	24	1	→	1	→
East Coast	1110	51	19	29	3	→	6	↑
East Midlands Trains	1015	58	20	22	2	→	6	↑
First TransPennine Express	949	57	18	25	-1	→	-3	→
Virgin Trains	1352	44	16	40	0	→	1	→
<b>REGIONAL SERVICES</b>	<b>3756</b>	<b>60</b>	<b>19</b>	<b>22</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	961	49	24	27	-1	→	-4	→
Merseyrail	439	68	14	17	0	→	-3	→
Northern Rail	1442	56	19	25	3	→	0	→
ScotRail	914	62	19	18	-2	→	5	→

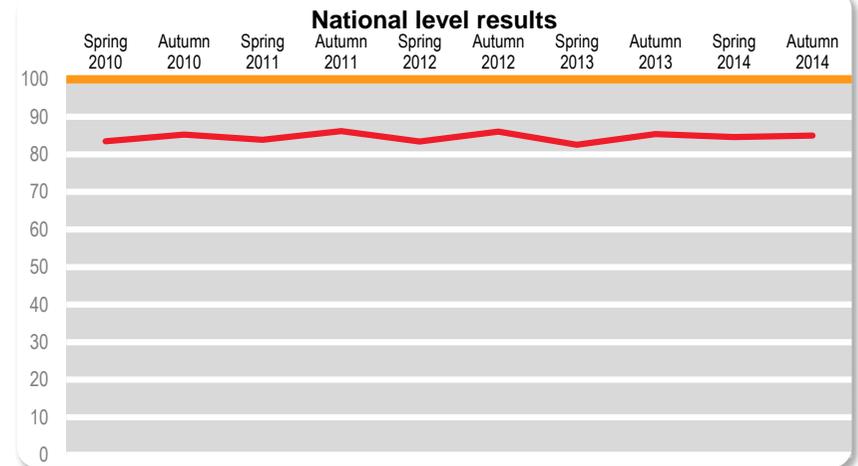
# How request to station staff was handled

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>2543</b>	<b>83</b>	<b>7</b>	<b>9</b>	<b>0</b>	→	<b>-1</b>	→
Abellio Greater Anglia	311	87	6	6	0	→	4	→
c2c	148	86	4	9	-1	→	1	→
Chiltern Railways	156	93	3	4	3	→	3	→
First Capital Connect	579	88	6	5	3	→	-1	→
First Great Western	225	83	7	9	-3	→	0	→
London Midland	182	80	8	11	-9	→	-5	→
London Overground	102	80	12	6	2	→	-4	→
South West Trains	257	81	4	12	-3	→	-5	→
Southeastern	214	83	5	10	4	→	1	→
Southern	369	81	8	10	-1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>1199</b>	<b>89</b>	<b>4</b>	<b>7</b>	<b>1</b>	→	<b>-1</b>	→
CrossCountry	288	90	2	7	5	→	0	→
East Coast	231	90	4	6	4	→	3	→
East Midlands Trains	196	86	7	5	-5	→	2	→
First TransPennine Express	207	85	6	8	-6	→	-9	↓
Virgin Trains	277	91	2	6	1	→	2	→
<b>REGIONAL SERVICES</b>	<b>586</b>	<b>89</b>	<b>4</b>	<b>5</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	208	93	3	4	4	→	6	→
Merseyrail	38	93	3	3	0	→	-1	→
Northern Rail	185	87	2	10	2	→	2	→
ScotRail	155	89	6	2	0	→	3	→

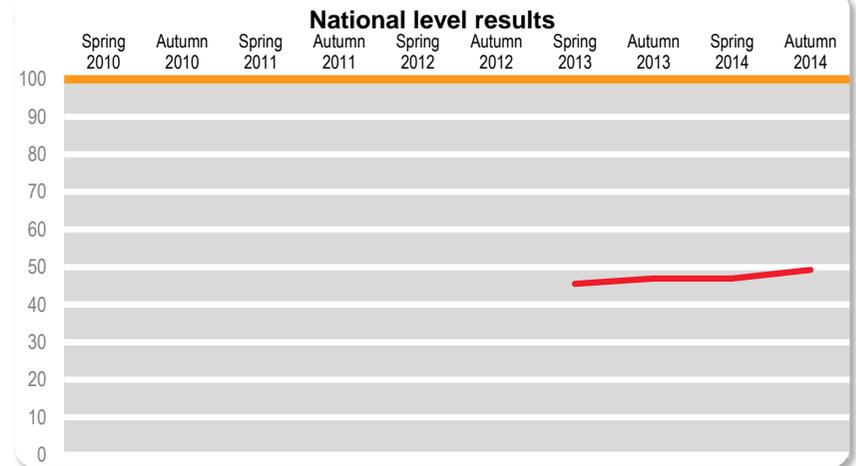
# The choice of shops/eating/drinking facilities available

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13981</b>	<b>48</b>	<b>23</b>	<b>29</b>	<b>2</b>	↑	<b>2</b>	↑
Abellio Greater Anglia	1835	45	23	32	-4	→	-6	↓
c2c	865	43	28	30	1	→	1	→
Chiltern Railways	995	58	24	19	6	↑	8	↑
First Capital Connect	2426	51	22	26	3	→	4	↑
First Great Western	1179	49	23	29	3	→	3	→
London Midland	991	44	22	35	0	→	-3	→
London Overground	800	40	23	37	-2	→	0	→
South West Trains	1768	55	21	24	4	→	4	↑
Southeastern	1395	43	28	29	4	→	5	↑
Southern	1727	51	22	27	4	↑	5	↑
<b>LONG DISTANCE SERVICES</b>	<b>5191</b>	<b>62</b>	<b>21</b>	<b>17</b>	<b>3</b>	↑	<b>3</b>	↑
CrossCountry	997	63	21	16	5	→	8	↑
East Coast	1081	68	19	13	2	→	2	→
East Midlands Trains	946	58	21	21	6	↑	7	↑
First TransPennine Express	867	65	17	18	3	→	0	→
Virgin Trains	1300	59	24	17	-2	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3146</b>	<b>46</b>	<b>22</b>	<b>32</b>	<b>3</b>	→	<b>1</b>	→
Arriva Trains Wales	822	32	24	44	-7	→	-2	→
Merseyrail	346	49	18	34	1	→	-1	→
Northern Rail	1201	48	20	32	9	↑	3	→
ScotRail	777	47	24	29	0	→	1	→

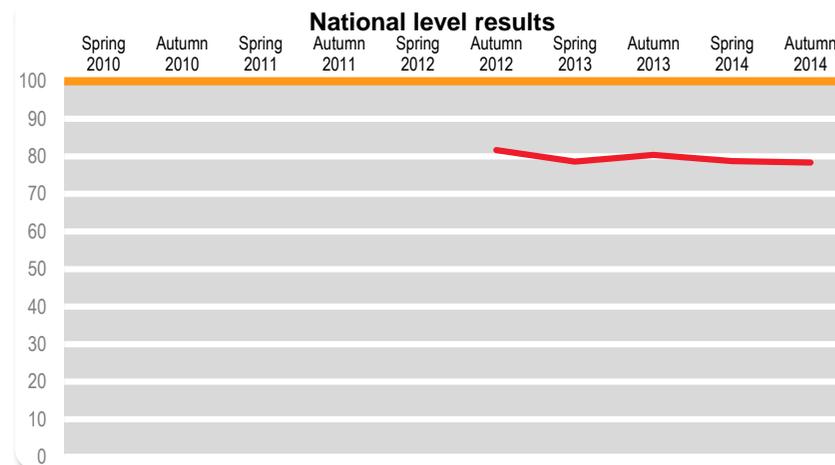
# Overall satisfaction with the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17205</b>	<b>77</b>	<b>15</b>	<b>8</b>	<b>0</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2181	69	20	11	-3	→	-4	→
c2c	1056	88	8	3	0	→	-3	↓
Chiltern Railways	1139	91	7	2	0	→	0	→
First Capital Connect	2956	79	15	6	0	→	-1	→
First Great Western	1523	70	19	11	0	→	-3	→
London Midland	1229	81	12	7	2	→	0	→
London Overground	1156	88	7	5	0	→	-2	→
South West Trains	2093	78	14	8	1	→	-2	→
Southeastern	1676	70	20	10	-2	→	-8	↓
Southern	2196	80	14	6	2	→	3	↑
<b>LONG DISTANCE SERVICES</b>	<b>6043</b>	<b>85</b>	<b>10</b>	<b>5</b>	<b>0</b>	→	<b>-2</b>	→
CrossCountry	1247	82	12	7	0	→	-3	→
East Coast	1215	89	8	3	-1	→	0	→
East Midlands Trains	1091	86	10	4	0	→	0	→
First TransPennine Express	1011	82	10	8	1	→	-2	→
Virgin Trains	1479	90	6	4	0	→	-1	→
<b>REGIONAL SERVICES</b>	<b>4015</b>	<b>80</b>	<b>12</b>	<b>8</b>	<b>-2</b>	→	<b>-1</b>	→
Arriva Trains Wales	1043	80	13	7	0	→	-1	→
Merseyrail	471	85	9	5	-2	→	-4	→
Northern Rail	1528	70	15	15	-4	→	-2	→
ScotRail	973	87	10	3	-1	→	-1	→

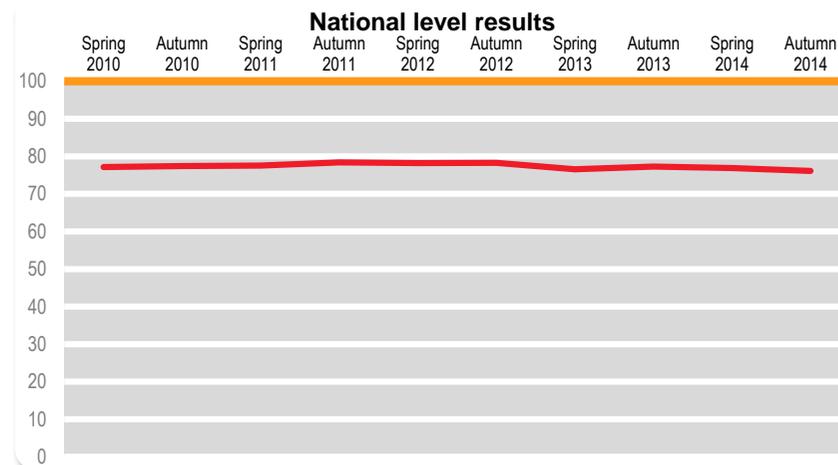
# The frequency of the trains on that route

Key:

Improved ↑

Unchanged →

Declined ↓

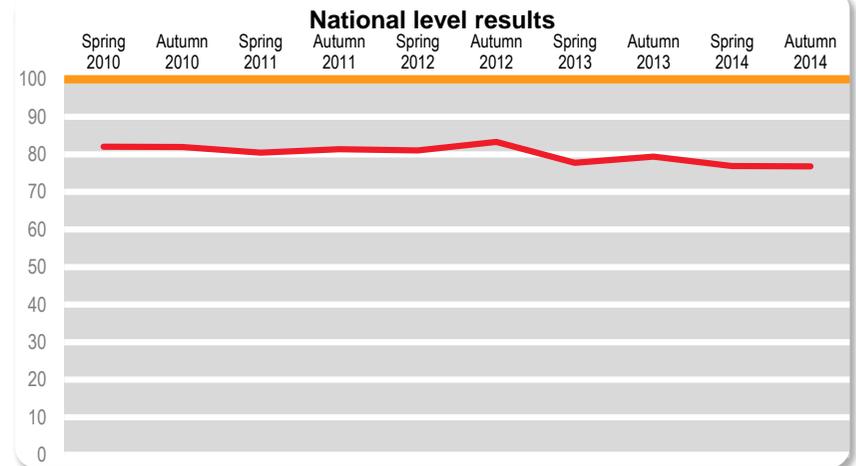


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16995</b>	<b>75</b>	<b>10</b>	<b>16</b>	<b>0</b>	→	<b>-1</b>	→
Abellio Greater Anglia	2165	75	10	15	-2	→	-2	→
c2c	1052	81	8	11	1	→	-6	↓
Chiltern Railways	1117	83	7	10	3	→	2	→
First Capital Connect	2891	77	8	14	3	↑	2	→
First Great Western	1513	71	11	18	-5	↓	-6	↓
London Midland	1211	79	9	12	4	→	2	→
London Overground	1162	75	9	16	-4	→	-4	→
South West Trains	2052	74	10	16	1	→	2	→
Southeastern	1658	73	10	17	0	→	-3	→
Southern	2174	73	11	16	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5839</b>	<b>85</b>	<b>7</b>	<b>8</b>	<b>2</b>	↑	<b>0</b>	→
CrossCountry	1198	81	10	9	3	→	0	→
East Coast	1171	92	5	3	1	→	-1	→
East Midlands Trains	1059	80	9	12	1	→	-2	→
First TransPennine Express	981	84	6	11	2	→	0	→
Virgin Trains	1430	92	5	4	1	→	2	→
<b>REGIONAL SERVICES</b>	<b>3939</b>	<b>78</b>	<b>8</b>	<b>14</b>	<b>-3</b>	↓	<b>-1</b>	→
Arriva Trains Wales	1009	76	10	14	1	→	2	→
Merseyrail	473	94	3	2	2	→	-2	→
Northern Rail	1506	68	10	22	-7	↓	-3	→
ScotRail	951	81	8	11	-3	→	0	→

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



Key:

Improved ↑

Unchanged →

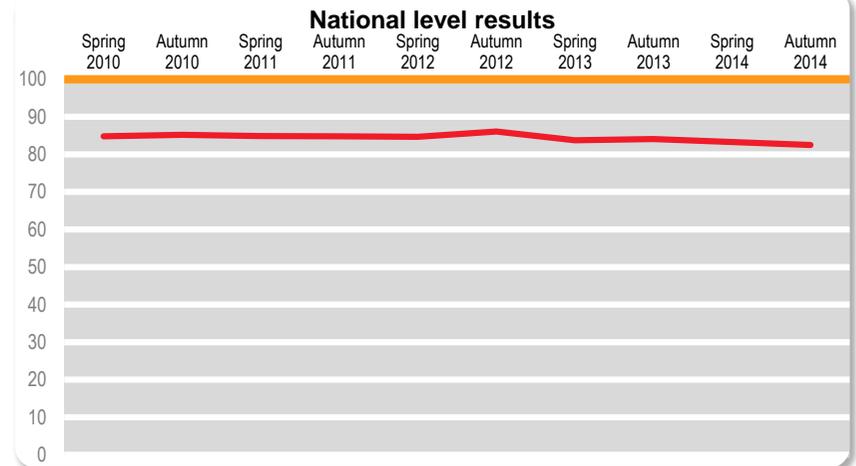
Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17046</b>	<b>75</b>	<b>9</b>	<b>15</b>	<b>1</b>	→	<b>-3</b>	↓
Abellio Greater Anglia	2166	77	10	13	0	→	-1	→
c2c	1037	91	5	4	0	→	-3	↓
Chiltern Railways	1119	89	5	6	-1	→	-3	↓
First Capital Connect	2933	74	9	17	1	→	0	→
First Great Western	1518	70	12	18	-2	→	-4	→
London Midland	1223	74	9	17	0	→	2	→
London Overground	1146	82	11	7	-4	→	-1	→
South West Trains	2076	79	8	13	2	→	-1	→
Southeastern	1665	72	10	19	3	→	-8	↓
Southern	2163	68	9	23	3	→	-5	↓
<b>LONG DISTANCE SERVICES</b>	<b>5997</b>	<b>82</b>	<b>6</b>	<b>12</b>	<b>-1</b>	→	<b>-2</b>	↓
CrossCountry	1231	81	6	13	2	→	-2	→
East Coast	1202	88	4	7	5	↑	0	→
East Midlands Trains	1078	83	7	10	0	→	4	→
First TransPennine Express	1010	74	8	18	-11	↓	-8	↓
Virgin Trains	1476	86	5	8	0	→	-1	→
<b>REGIONAL SERVICES</b>	<b>3986</b>	<b>81</b>	<b>7</b>	<b>12</b>	<b>-3</b>	↓	<b>-2</b>	→
Arriva Trains Wales	1031	78	9	13	-5	→	-9	↓
Merseyrail	470	87	5	8	-6	↓	-6	↓
Northern Rail	1521	77	9	14	0	→	0	→
ScotRail	964	82	6	12	-4	→	1	→

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



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16878</b>	<b>81</b>	<b>10</b>	<b>9</b>	<b>-1</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2148	81	12	7	-1	→	0	→
c2c	1034	92	5	3	2	→	-1	→
Chiltern Railways	1110	89	6	5	0	→	2	→
First Capital Connect	2915	82	10	7	0	→	0	→
First Great Western	1494	80	13	7	-3	→	-3	→
London Midland	1222	86	8	6	4	↑	4	↑
London Overground	1124	87	8	6	-2	→	-1	→
South West Trains	2052	80	10	10	1	→	1	→
Southeastern	1642	76	12	13	0	→	-7	↓
Southern	2137	78	12	10	-1	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5990</b>	<b>88</b>	<b>7</b>	<b>5</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	1234	86	9	5	3	→	-1	→
East Coast	1197	92	4	4	1	→	3	↑
East Midlands Trains	1080	87	8	5	0	→	0	→
First TransPennine Express	1007	85	8	7	-2	→	-3	→
Virgin Trains	1472	93	4	2	1	→	2	→
<b>REGIONAL SERVICES</b>	<b>3917</b>	<b>86</b>	<b>8</b>	<b>6</b>	<b>-3</b>	↓	<b>-2</b>	→
Arriva Trains Wales	997	82	9	9	0	→	-2	→
Merseyrail	461	94	4	2	-2	→	0	→
Northern Rail	1500	80	11	9	-8	↓	-5	↓
ScotRail	959	90	6	4	2	→	-1	→

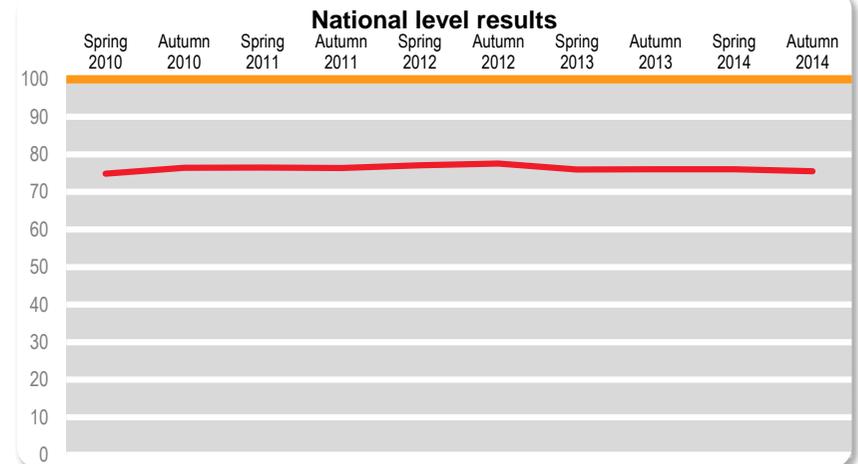
# Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>10080</b>	<b>75</b>	<b>17</b>	<b>8</b>	<b>0</b>	→	<b>-1</b>	→
Abellio Greater Anglia	1293	74	19	7	-1	→	1	→
c2c	640	80	16	4	-1	→	-8	↓
Chiltern Railways	554	80	14	6	3	→	4	→
First Capital Connect	1605	71	18	11	0	→	0	→
First Great Western	912	74	18	9	-1	→	-3	→
London Midland	683	76	16	8	4	→	4	→
London Overground	946	81	13	6	-6	↓	-1	→
South West Trains	1254	74	17	10	2	→	1	→
Southeastern	902	71	19	10	3	→	-3	→
Southern	1291	73	18	9	-1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>3362</b>	<b>80</b>	<b>13</b>	<b>7</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	724	79	15	7	5	→	1	→
East Coast	665	83	10	7	0	→	2	→
East Midlands Trains	570	76	16	8	-2	→	0	→
First TransPennine Express	595	78	14	9	-3	→	-1	→
Virgin Trains	808	84	11	5	1	→	-2	→
<b>REGIONAL SERVICES</b>	<b>2429</b>	<b>77</b>	<b>15</b>	<b>7</b>	<b>-2</b>	→	<b>-1</b>	→
Arriva Trains Wales	691	76	15	8	4	→	-3	→
Merseyrail	265	84	11	5	-4	→	-2	→
Northern Rail	967	70	19	11	-5	→	-3	→
ScotRail	506	82	13	5	-3	→	2	→

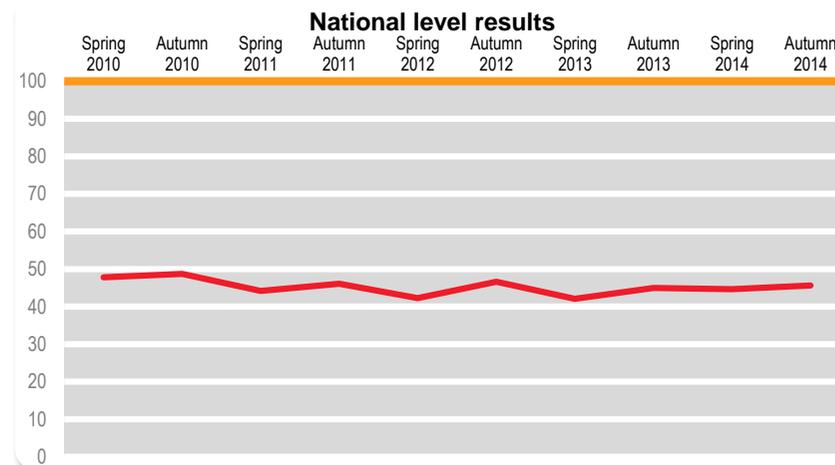
# The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓

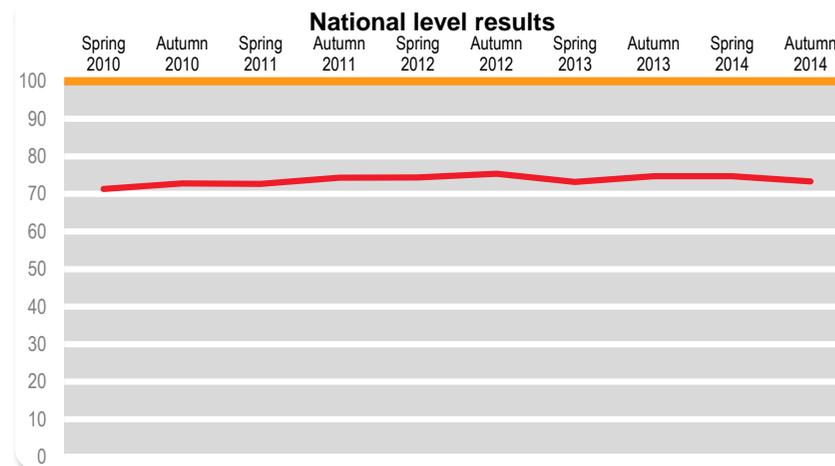


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16041</b>	<b>41</b>	<b>23</b>	<b>36</b>	<b>1</b>	→	<b>0</b>	→
Abellio Greater Anglia	2072	37	24	39	1	→	0	→
c2c	989	47	20	33	3	→	0	→
Chiltern Railways	1076	48	25	28	-1	→	0	→
First Capital Connect	2879	48	22	30	0	→	1	→
First Great Western	1395	38	25	37	0	→	1	→
London Midland	1138	54	21	26	3	→	2	→
London Overground	1017	49	23	27	-7	↓	-4	→
South West Trains	1965	38	23	39	1	→	1	→
Southeastern	1486	35	21	44	5	↑	1	→
Southern	2024	40	24	37	1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5823</b>	<b>58</b>	<b>18</b>	<b>24</b>	<b>3</b>	↑	<b>1</b>	→
CrossCountry	1188	53	22	26	1	→	0	→
East Coast	1171	64	15	21	4	→	2	→
East Midlands Trains	1051	52	18	30	3	→	0	→
First TransPennine Express	969	57	19	23	3	→	-4	→
Virgin Trains	1444	68	13	19	6	↑	8	↑
<b>REGIONAL SERVICES</b>	<b>3795</b>	<b>58</b>	<b>18</b>	<b>24</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	1000	55	16	30	1	→	1	→
Merseyrail	396	66	17	17	-4	→	0	→
Northern Rail	1453	56	18	26	2	→	0	→
ScotRail	946	59	19	22	4	→	8	↑

# Cleanliness of the train



Key:

Improved ↑

Unchanged →

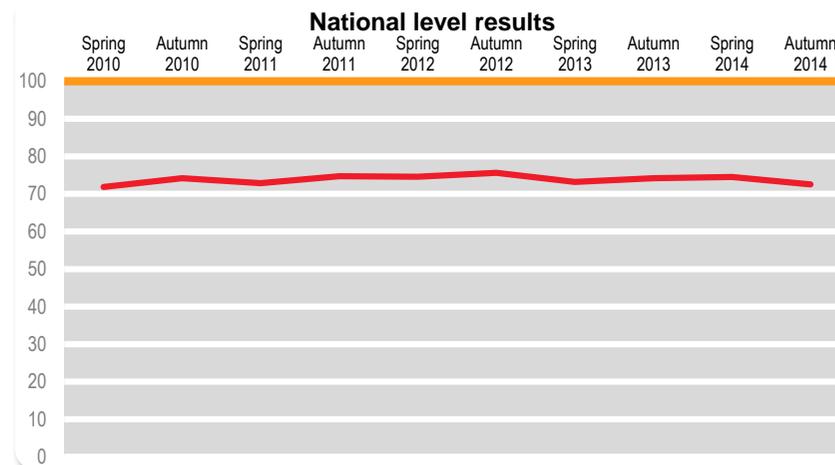
Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17119</b>	<b>73</b>	<b>16</b>	<b>12</b>	<b>-1</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2169	59	20	21	-3	→	-6	↓
c2c	1047	88	9	3	-1	→	-3	→
Chiltern Railways	1137	88	9	3	0	→	1	→
First Capital Connect	2945	75	16	9	-1	→	0	→
First Great Western	1509	66	20	14	1	→	-2	→
London Midland	1226	69	19	12	-6	↓	-7	↓
London Overground	1149	89	7	4	-2	→	-2	→
South West Trains	2086	72	17	11	1	→	-1	→
Southeastern	1668	64	18	18	-3	→	-6	↓
Southern	2183	77	14	9	0	→	5	↑
<b>LONG DISTANCE SERVICES</b>	<b>6023</b>	<b>81</b>	<b>12</b>	<b>7</b>	<b>-2</b>	↓	<b>-3</b>	↓
CrossCountry	1239	76	14	10	-2	→	-2	→
East Coast	1212	84	10	6	1	→	-2	→
East Midlands Trains	1087	82	11	7	-1	→	0	→
First TransPennine Express	1012	82	11	7	-2	→	-4	↓
Virgin Trains	1473	85	10	5	-3	↓	-3	↓
<b>REGIONAL SERVICES</b>	<b>3982</b>	<b>72</b>	<b>15</b>	<b>12</b>	<b>-2</b>	→	<b>1</b>	→
Arriva Trains Wales	1031	71	17	12	-3	→	2	→
Merseyrail	465	73	15	13	-7	→	-8	→
Northern Rail	1516	65	18	17	-1	→	1	→
ScotRail	970	82	13	6	-3	→	2	→

# Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16473</b>	<b>72</b>	<b>17</b>	<b>12</b>	<b>-2</b>	↓	<b>-2</b>	↓
Abellio Greater Anglia	2097	52	22	26	-6	↓	-6	↓
c2c	1014	86	10	3	-1	→	-4	↓
Chiltern Railways	1095	87	10	3	-1	→	1	→
First Capital Connect	2832	74	17	10	-2	→	-1	→
First Great Western	1470	58	24	18	0	→	-3	→
London Midland	1173	69	19	12	-9	↓	-10	↓
London Overground	1108	93	5	2	-1	→	0	→
South West Trains	2005	75	17	8	0	→	-3	→
Southeastern	1588	64	20	16	-3	→	-6	↓
Southern	2091	77	15	9	1	→	7	↑
<b>LONG DISTANCE SERVICES</b>	<b>5863</b>	<b>81</b>	<b>12</b>	<b>7</b>	<b>-3</b>	↓	<b>-3</b>	↓
CrossCountry	1201	77	14	9	-3	→	-5	↓
East Coast	1181	79	14	8	-1	→	-2	→
East Midlands Trains	1065	82	11	7	-1	→	1	→
First TransPennine Express	984	84	11	5	-3	→	-5	↓
Virgin Trains	1432	86	9	5	-5	↓	-3	↓
<b>REGIONAL SERVICES</b>	<b>3835</b>	<b>71</b>	<b>15</b>	<b>14</b>	<b>-1</b>	→	<b>1</b>	→
Arriva Trains Wales	1002	69	15	16	-2	→	1	→
Merseyrail	452	73	19	8	-3	→	-5	→
Northern Rail	1446	60	17	23	-2	→	0	→
ScotRail	935	83	11	6	-1	→	4	→

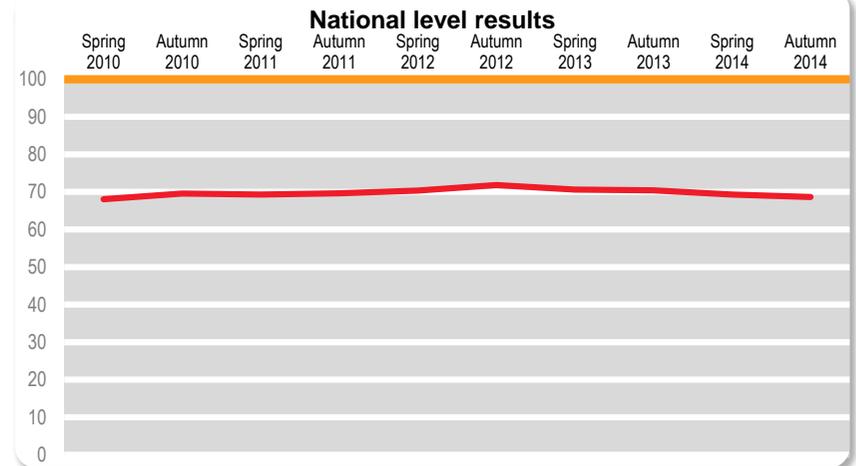
# The provision of information during the journey

Key:

Improved ↑

Unchanged →

Declined ↓

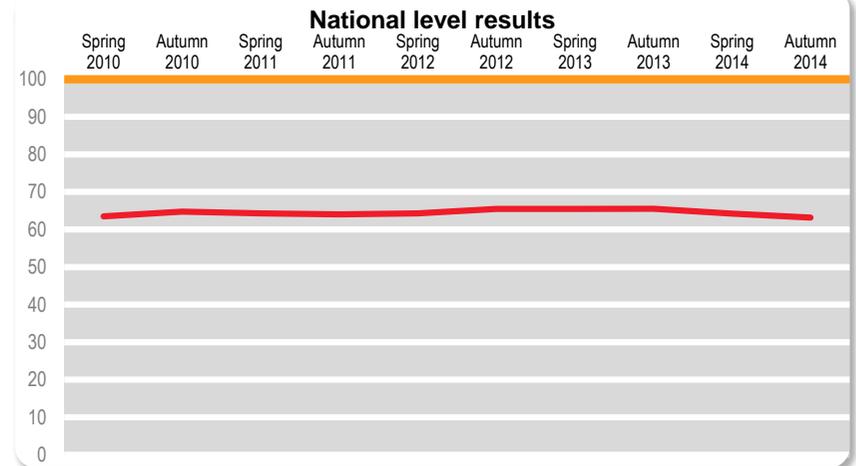


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15470</b>	<b>67</b>	<b>21</b>	<b>11</b>	<b>0</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	1945	59	25	15	1	→	1	→
c2c	955	76	17	7	-1	→	-6	↓
Chiltern Railways	1044	78	18	4	2	→	1	→
First Capital Connect	2643	66	23	11	0	→	2	→
First Great Western	1301	46	30	24	-3	→	-8	↓
London Midland	1120	67	20	12	-2	→	-5	↓
London Overground	1075	83	13	4	-1	→	-1	→
South West Trains	1910	71	22	7	1	→	-1	→
Southeastern	1518	61	22	17	-1	→	-6	↓
Southern	1959	73	18	9	0	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5572</b>	<b>77</b>	<b>16</b>	<b>7</b>	<b>-1</b>	→	<b>-1</b>	→
CrossCountry	1140	74	18	7	0	→	-1	→
East Coast	1138	80	16	4	-2	→	0	→
East Midlands Trains	988	72	21	7	-1	→	2	→
First TransPennine Express	937	77	14	9	0	→	-6	↓
Virgin Trains	1369	82	13	5	0	→	0	→
<b>REGIONAL SERVICES</b>	<b>3594</b>	<b>69</b>	<b>20</b>	<b>11</b>	<b>-2</b>	→	<b>-1</b>	→
Arriva Trains Wales	940	66	21	13	0	→	2	→
Merseyrail	435	81	12	6	-6	→	-8	↓
Northern Rail	1340	59	24	18	-2	→	1	→
ScotRail	879	75	19	6	-3	→	-1	→

# The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>8328</b>	<b>54</b>	<b>33</b>	<b>12</b>	<b>-2</b>	→	<b>-4</b>	↓
Abellio Greater Anglia	1044	43	39	18	-5	→	-4	→
c2c	413	38	45	17	3	→	-1	→
Chiltern Railways	448	58	32	10	-2	→	4	→
First Capital Connect	1637	68	26	6	1	→	1	→
First Great Western	497	39	39	22	4	→	-1	→
London Midland	671	60	30	10	-1	→	-2	→
London Overground	535	42	45	14	-10	↓	-12	↓
South West Trains	1351	65	29	6	-2	→	-3	→
Southeastern	753	53	28	19	5	→	-1	→
Southern	979	53	35	12	-3	→	-4	→
<b>LONG DISTANCE SERVICES</b>	<b>4530</b>	<b>81</b>	<b>15</b>	<b>4</b>	<b>-1</b>	→	<b>1</b>	→
CrossCountry	922	79	16	4	-1	→	-2	→
East Coast	953	81	15	3	-6	↓	0	→
East Midlands Trains	839	79	17	4	-1	→	3	→
First TransPennine Express	784	82	13	5	1	→	3	→
Virgin Trains	1032	82	14	3	0	→	1	→
<b>REGIONAL SERVICES</b>	<b>3204</b>	<b>78</b>	<b>17</b>	<b>5</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	878	83	12	5	3	→	-4	→
Merseyrail	271	62	28	10	-10	↓	-9	→
Northern Rail	1262	76	18	6	6	↑	5	↑
ScotRail	793	84	13	2	0	→	1	→

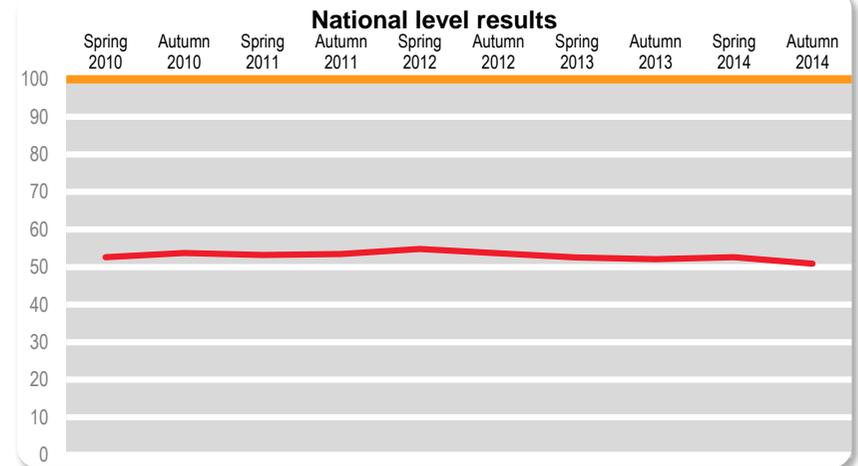
# The space for luggage on the train

Key:

Improved ↑

Unchanged →

Declined ↓

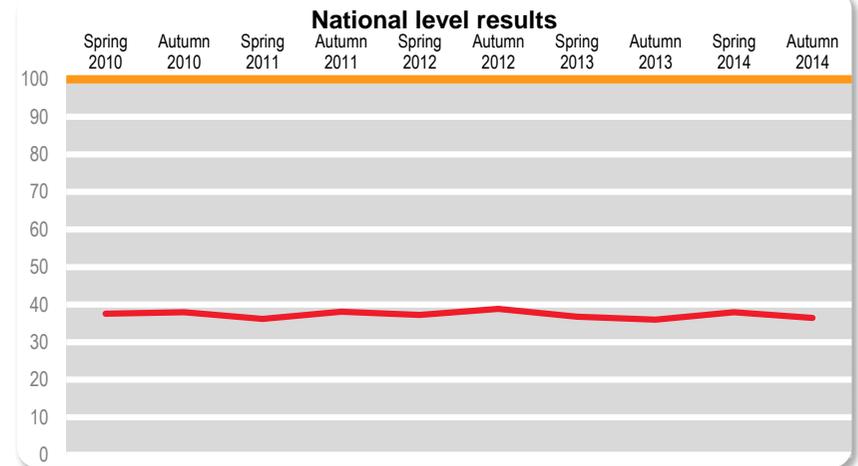


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13102</b>	<b>48</b>	<b>24</b>	<b>28</b>	<b>-2</b>	↓	<b>-1</b>	→
Abellio Greater Anglia	1671	46	27	26	-8	↓	-3	→
c2c	773	47	25	28	-1	→	-4	→
Chiltern Railways	862	57	23	20	-1	→	-1	→
First Capital Connect	2275	55	21	24	1	→	3	→
First Great Western	1135	41	28	32	-1	→	-3	→
London Midland	944	49	27	24	-5	→	-3	→
London Overground	906	50	27	23	-9	↓	-8	↓
South West Trains	1634	53	20	27	1	→	3	→
Southeastern	1233	44	25	32	-1	→	-5	→
Southern	1669	46	25	30	-1	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>4963</b>	<b>57</b>	<b>18</b>	<b>26</b>	<b>-2</b>	→	<b>0</b>	→
CrossCountry	975	54	20	26	-3	→	0	→
East Coast	1051	65	19	17	-3	→	2	→
East Midlands Trains	882	59	21	20	2	→	3	→
First TransPennine Express	811	53	15	32	2	→	-2	→
Virgin Trains	1244	57	14	29	-7	↓	-1	→
<b>REGIONAL SERVICES</b>	<b>3221</b>	<b>60</b>	<b>21</b>	<b>19</b>	<b>2</b>	→	<b>-1</b>	→
Arriva Trains Wales	875	61	20	20	-1	→	1	→
Merseyrail	363	51	26	23	-4	→	-15	↓
Northern Rail	1222	55	20	25	2	→	0	→
ScotRail	761	70	19	11	6	→	3	→

# The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>6868</b>	<b>32</b>	<b>22</b>	<b>45</b>	<b>-2</b>	→	<b>0</b>	→
Abellio Greater Anglia	991	28	23	49	-7	↓	1	→
c2c	471	52	28	20	2	→	-3	→
Chiltern Railways	447	53	28	19	1	→	1	→
First Capital Connect	1263	41	27	32	0	→	0	→
First Great Western	506	25	26	49	-3	→	-8	↓
London Midland	492	42	23	35	-3	→	-4	→
London Overground	365	12	11	77	-10	↓	-2	→
South West Trains	905	30	22	48	0	→	1	→
Southeastern	647	28	21	51	0	→	-5	→
Southern	781	40	23	37	0	→	8	↑
<b>LONG DISTANCE SERVICES</b>	<b>3245</b>	<b>52</b>	<b>22</b>	<b>26</b>	<b>-4</b>	↓	<b>0</b>	→
CrossCountry	584	46	26	29	-10	↓	-3	→
East Coast	781	51	23	25	2	→	-	→
East Midlands Trains	530	47	27	26	-7	↓	-2	→
First TransPennine Express	431	52	18	30	0	→	1	→
Virgin Trains	919	61	18	21	-2	→	3	→
<b>REGIONAL SERVICES</b>	<b>1850</b>	<b>43</b>	<b>23</b>	<b>34</b>	<b>0</b>	→	<b>4</b>	→
Arriva Trains Wales	557	45	21	34	-3	→	-4	→
Merseyrail	133	23	15	62	5	→	5	→
Northern Rail	716	41	22	37	-1	→	6	→
ScotRail	444	53	26	21	1	→	5	→

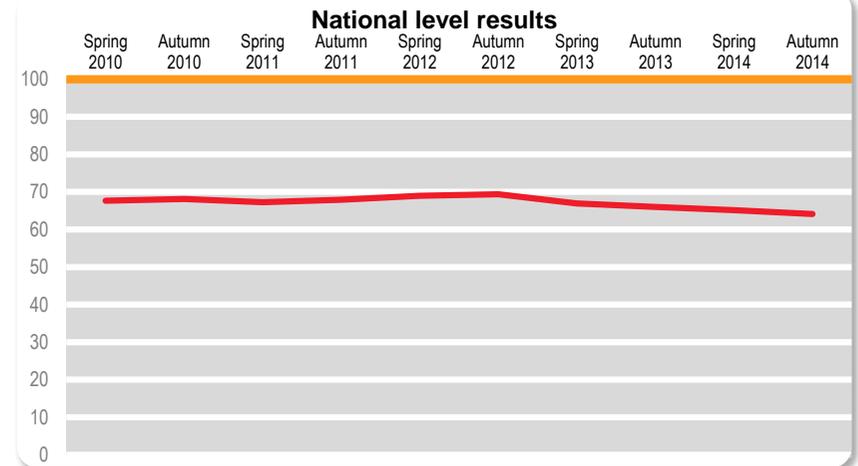
# Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓

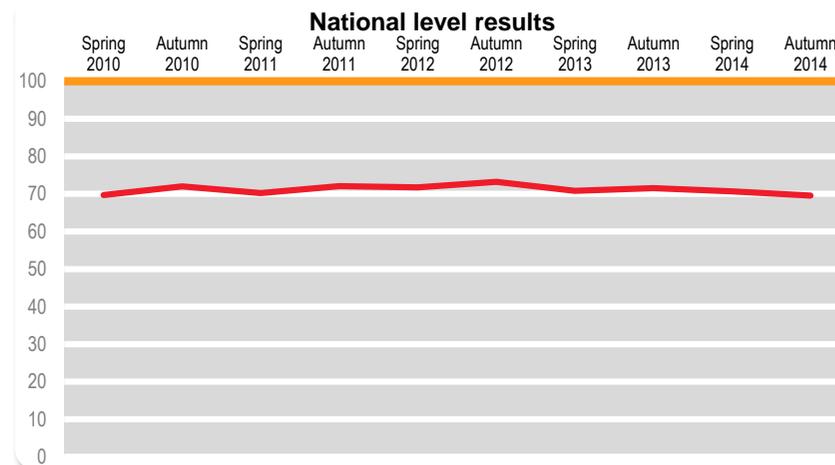


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16578</b>	<b>62</b>	<b>15</b>	<b>23</b>	<b>-1</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2106	64	17	19	-4	→	-1	→
c2c	1018	60	17	23	1	→	-3	→
Chiltern Railways	1109	71	14	16	-4	→	-1	→
First Capital Connect	2862	66	14	20	-1	→	1	→
First Great Western	1453	55	19	26	-2	→	-5	↓
London Midland	1191	67	14	19	1	→	2	→
London Overground	1114	66	13	21	-3	→	-3	→
South West Trains	2026	59	15	26	-1	→	-4	↓
Southeastern	1602	57	14	29	1	→	-8	↓
Southern	2097	64	14	22	1	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5833</b>	<b>71</b>	<b>13</b>	<b>17</b>	<b>-2</b>	→	<b>0</b>	→
CrossCountry	1214	67	13	20	-2	→	1	→
East Coast	1166	78	14	7	-6	↓	0	→
East Midlands Trains	1044	74	12	13	-3	→	-1	→
First TransPennine Express	988	62	12	27	7	↑	3	→
Virgin Trains	1421	76	12	12	-3	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3878</b>	<b>72</b>	<b>12</b>	<b>16</b>	<b>-1</b>	→	<b>0</b>	→
Arriva Trains Wales	1004	74	11	15	1	→	3	→
Merseyrail	454	71	15	14	-7	→	-8	→
Northern Rail	1478	67	11	22	0	→	1	→
ScotRail	942	76	12	11	-2	→	2	→

# The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

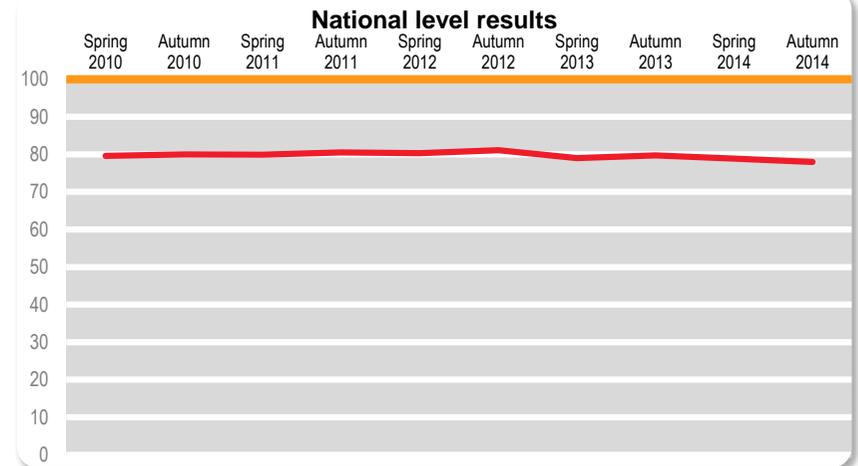
Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16535</b>	<b>68</b>	<b>18</b>	<b>13</b>	<b>-1</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2122	60	20	20	-3	→	0	→
c2c	1009	76	15	9	-2	→	-3	→
Chiltern Railways	1107	81	13	5	-1	→	1	→
First Capital Connect	2829	71	18	11	-1	→	-1	→
First Great Western	1455	59	22	19	2	→	-2	→
London Midland	1191	70	20	11	-4	→	-3	→
London Overground	1105	79	14	7	-4	→	0	→
South West Trains	2016	69	19	12	0	→	-2	→
Southeastern	1615	62	19	19	0	→	-8	↓
Southern	2086	71	18	11	0	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5820</b>	<b>78</b>	<b>14</b>	<b>9</b>	<b>-1</b>	→	<b>-2</b>	→
CrossCountry	1195	74	16	10	1	→	-1	→
East Coast	1179	78	14	8	-3	→	-2	→
East Midlands Trains	1053	79	14	7	-3	→	-2	→
First TransPennine Express	968	78	12	10	1	→	-3	→
Virgin Trains	1425	80	13	7	-1	→	-1	→
<b>REGIONAL SERVICES</b>	<b>3877</b>	<b>71</b>	<b>17</b>	<b>12</b>	<b>-2</b>	→	<b>-3</b>	→
Arriva Trains Wales	1010	72	18	9	-2	→	-3	→
Merseyrail	443	73	19	8	-4	→	-9	↓
Northern Rail	1485	61	18	21	-2	→	-2	→
ScotRail	939	80	15	6	-3	→	-3	→

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



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16812</b>	<b>77</b>	<b>14</b>	<b>9</b>	<b>-1</b>	→	<b>-2</b>	↓
Abellio Greater Anglia	2133	76	15	10	-4	→	-1	→
c2c	1028	81	13	6	-3	→	-4	→
Chiltern Railways	1124	88	10	3	-4	↓	0	→
First Capital Connect	2881	75	16	9	0	→	-1	→
First Great Western	1481	73	18	9	0	→	-4	↓
London Midland	1205	81	13	6	-1	→	0	→
London Overground	1120	80	9	11	-4	→	-4	→
South West Trains	2056	75	15	11	0	→	-2	→
Southeastern	1641	78	14	8	4	↑	-4	↓
Southern	2143	75	14	10	-1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5925</b>	<b>81</b>	<b>13</b>	<b>7</b>	<b>-2</b>	↓	<b>-2</b>	↓
CrossCountry	1230	79	14	7	-2	→	-1	→
East Coast	1188	80	15	4	-6	↓	-4	↓
East Midlands Trains	1073	82	12	6	-2	→	0	→
First TransPennine Express	994	78	11	11	1	→	-2	→
Virgin Trains	1440	85	11	4	-3	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3907</b>	<b>83</b>	<b>12</b>	<b>6</b>	<b>-1</b>	→	<b>-1</b>	→
Arriva Trains Wales	1013	81	11	9	-1	→	-2	→
Merseyrail	455	85	10	5	-3	→	-3	→
Northern Rail	1489	78	14	7	0	→	1	→
ScotRail	950	87	10	3	-2	→	-2	→

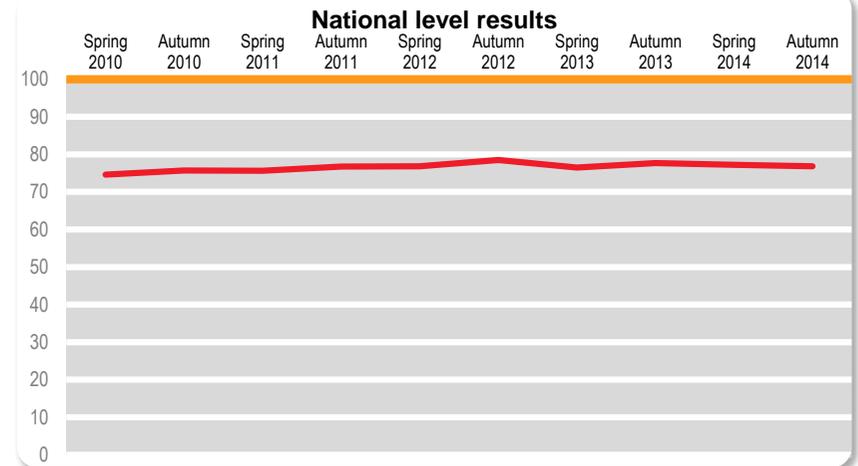
# Your personal security whilst on board the train

Key:

Improved ↑

Unchanged →

Declined ↓

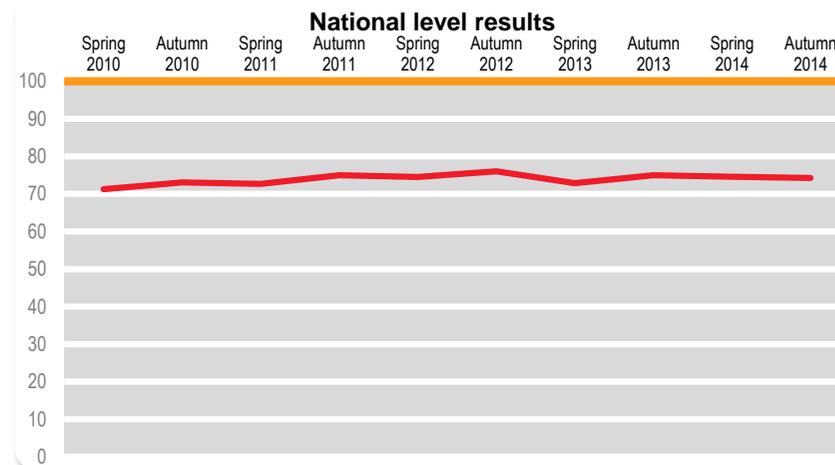


Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15727</b>	<b>75</b>	<b>20</b>	<b>4</b>	<b>0</b>	→	<b>-1</b>	→
Abellio Greater Anglia	1978	69	24	7	-1	→	-1	→
c2c	955	75	19	6	1	→	-2	→
Chiltern Railways	1060	87	12	1	2	→	1	→
First Capital Connect	2662	81	17	2	1	→	1	→
First Great Western	1377	68	27	4	-3	→	-3	→
London Midland	1144	77	20	4	0	→	-1	→
London Overground	1082	78	17	5	-3	→	-5	→
South West Trains	1947	78	18	4	0	→	0	→
Southeastern	1530	70	24	6	4	→	-3	→
Southern	1992	77	19	4	2	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5588</b>	<b>84</b>	<b>14</b>	<b>2</b>	<b>-1</b>	→	<b>-1</b>	→
CrossCountry	1153	82	16	2	-2	→	-1	→
East Coast	1125	88	11	1	-1	→	0	→
East Midlands Trains	998	84	14	2	-2	→	0	→
First TransPennine Express	949	83	13	3	1	→	1	→
Virgin Trains	1363	86	12	1	-2	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3730</b>	<b>80</b>	<b>17</b>	<b>3</b>	<b>-2</b>	→	<b>1</b>	→
Arriva Trains Wales	975	81	16	3	0	→	-2	→
Merseyrail	435	76	19	5	-7	↓	-9	↓
Northern Rail	1425	78	19	3	-2	→	4	↑
ScotRail	895	85	13	2	-3	→	1	→

# The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17036</b>	<b>73</b>	<b>16</b>	<b>11</b>	<b>0</b>	→	<b>-1</b>	→
Abellio Greater Anglia	2170	60	20	20	1	→	-4	→
c2c	1046	88	9	3	0	→	-1	→
Chiltern Railways	1131	88	10	3	0	→	1	→
First Capital Connect	2910	76	16	8	0	→	2	→
First Great Western	1501	65	21	14	2	→	-3	→
London Midland	1221	71	18	11	-3	→	-5	↓
London Overground	1156	89	6	4	-2	→	-2	→
South West Trains	2071	73	16	11	0	→	1	→
Southeastern	1663	66	18	16	-2	→	-6	↓
Southern	2167	77	15	8	1	→	5	↑
<b>LONG DISTANCE SERVICES</b>	<b>5975</b>	<b>82</b>	<b>11</b>	<b>7</b>	<b>-1</b>	→	<b>-2</b>	↓
CrossCountry	1230	78	13	9	-2	→	-2	→
East Coast	1207	85	9	6	0	→	-1	→
East Midlands Trains	1079	83	10	7	-1	→	1	→
First TransPennine Express	993	82	12	6	-1	→	-3	→
Virgin Trains	1466	87	10	4	-2	→	-2	→
<b>REGIONAL SERVICES</b>	<b>3980</b>	<b>74</b>	<b>15</b>	<b>11</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	1030	74	14	12	1	→	7	→
Merseyrail	469	75	14	11	-2	→	-3	→
Northern Rail	1514	65	18	16	2	→	1	→
ScotRail	967	83	11	6	-1	→	-1	→

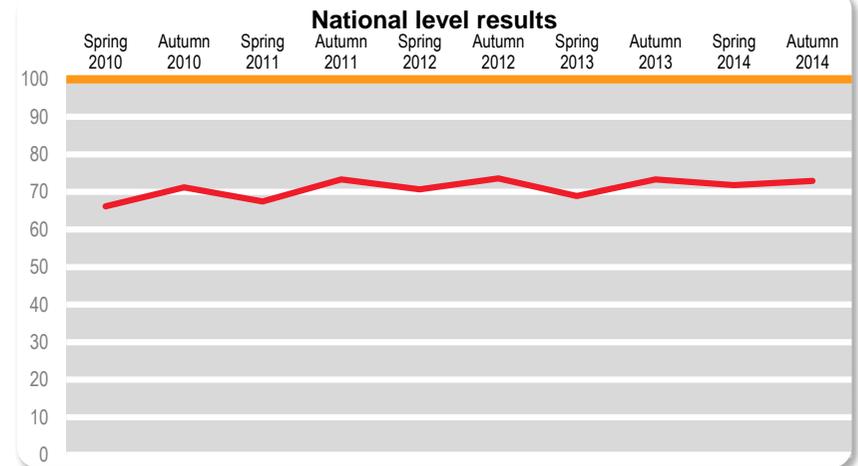
# The cleanliness of the outside of the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14533</b>	<b>72</b>	<b>20</b>	<b>8</b>	<b>1</b>	→	<b>-1</b>	→
Abellio Greater Anglia	1867	58	27	14	5	→	1	→
c2c	939	85	12	3	1	→	-4	↓
Chiltern Railways	968	86	12	2	2	→	2	→
First Capital Connect	2373	72	21	6	1	→	0	→
First Great Western	1286	59	28	13	-1	→	-4	→
London Midland	1044	76	18	6	1	→	-4	→
London Overground	1031	89	9	2	-2	→	-2	→
South West Trains	1769	74	20	5	2	→	-1	→
Southeastern	1425	66	23	11	-1	→	-4	↓
Southern	1831	75	19	6	2	→	4	↑
<b>LONG DISTANCE SERVICES</b>	<b>4881</b>	<b>79</b>	<b>16</b>	<b>5</b>	<b>0</b>	→	<b>-1</b>	→
CrossCountry	979	76	19	5	-2	→	-2	→
East Coast	963	79	15	6	0	→	-2	→
East Midlands Trains	911	75	17	8	1	→	2	→
First TransPennine Express	840	79	17	4	-4	→	-5	→
Virgin Trains	1188	85	12	3	4	↑	2	→
<b>REGIONAL SERVICES</b>	<b>3388</b>	<b>73</b>	<b>19</b>	<b>8</b>	<b>4</b>	↑	<b>3</b>	→
Arriva Trains Wales	859	68	20	12	2	→	2	→
Merseyrail	422	74	19	7	2	→	5	→
Northern Rail	1313	65	24	11	6	↑	1	→
ScotRail	794	83	14	3	1	→	3	→

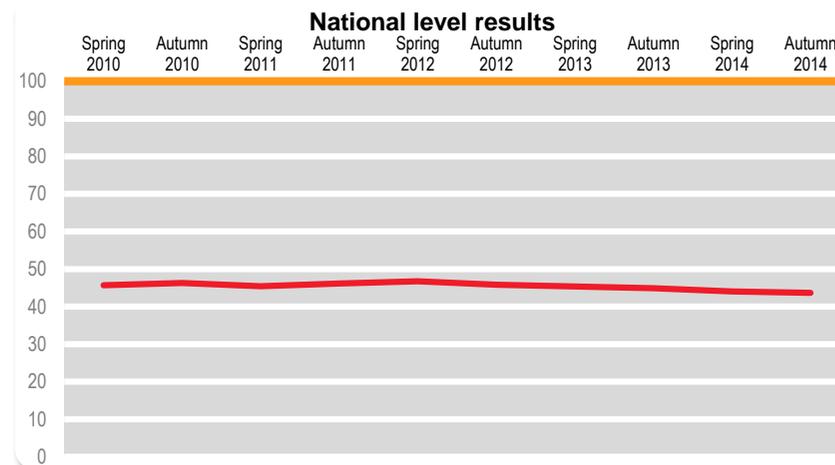
# The availability of staff on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>11596</b>	<b>34</b>	<b>32</b>	<b>34</b>	<b>-1</b>	→	<b>-3</b>	↓
Abellio Greater Anglia	1473	24	30	47	-1	→	0	→
c2c	621	21	38	41	3	→	2	→
Chiltern Railways	642	37	37	26	2	→	5	→
First Capital Connect	2130	47	31	22	-1	→	2	→
First Great Western	888	17	31	52	1	→	1	→
London Midland	911	39	32	29	-3	→	-3	→
London Overground	783	24	38	38	-6	→	-13	↓
South West Trains	1643	49	33	18	0	→	-3	→
Southeastern	1088	30	25	44	2	→	-2	→
Southern	1417	36	34	30	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5079</b>	<b>67</b>	<b>23</b>	<b>10</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1061	64	26	10	0	→	-3	→
East Coast	1052	71	21	8	-4	↓	4	→
East Midlands Trains	912	64	25	10	0	→	2	→
First TransPennine Express	868	70	19	11	2	→	4	→
Virgin Trains	1186	67	22	11	1	→	1	→
<b>REGIONAL SERVICES</b>	<b>3511</b>	<b>64</b>	<b>23</b>	<b>13</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	934	71	20	10	1	→	-1	→
Merseyrail	351	48	33	19	0	→	-7	→
Northern Rail	1371	62	24	15	5	↑	6	↑
ScotRail	855	72	20	9	-1	→	6	→

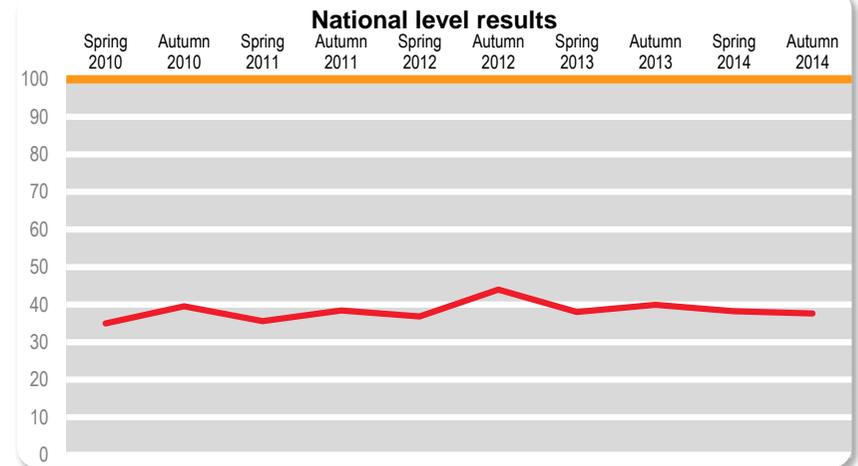
# How well train company dealt with delays

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2014

Improvement/decline in %  
satisfied or good since  
Spring 2014Improvement/decline in %  
satisfied or good since  
Autumn 2013

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>3286</b>	<b>35</b>	<b>37</b>	<b>28</b>	<b>-1</b>	→	<b>-4</b>	↓
Abellio Greater Anglia	337	35	38	26	-4	→	-4	→
c2c	70	42	30	27	5	→	-18	→
Chiltern Railways	185	54	31	15	11	→	2	→
First Great Western	811	43	35	22	-1	→	2	→
Govia Thameslink Railway	340	31	44	26	-4	→	-12	↓
London Midland	263	36	41	23	1	→	-1	→
London Overground	93	29	41	29	-18	↓	0	→
South West Trains	339	40	33	26	5	→	2	→
Southeastern	304	22	40	38	-5	→	-9	→
Southern	544	36	36	29	2	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>1481</b>	<b>55</b>	<b>29</b>	<b>16</b>	<b>1</b>	→	<b>6</b>	↑
CrossCountry	325	51	31	18	-1	→	6	→
East Coast	255	67	24	9	9	→	2	→
East Midlands Trains	214	53	32	15	-3	→	4	→
First TransPennine Express	329	51	27	22	-2	→	6	→
Virgin Trains	358	63	28	10	8	→	11	↑
<b>REGIONAL SERVICES</b>	<b>649</b>	<b>39</b>	<b>35</b>	<b>26</b>	<b>-3</b>	→	<b>-2</b>	→
Arriva Trains Wales	195	37	25	38	2	→	-19	→
Merseyrail	59	39	34	27	-6	→	-14	→
Northern Rail	232	32	38	30	-10	→	-3	→
ScotRail	163	49	35	16	5	→	7	→

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

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

**Key:**

Improved ↑

Unchanged →

Declined ↓

	Peak			Off-Peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with the journey	70	↓	75	83	→	84
Overall satisfaction with the station	78	→	78	78	→	77
Ticket buying facilities	69	→	71	73	→	72
Provision of information about train times/platforms	77	↓	81	80	→	81
The upkeep/repair of the station buildings/platforms	69	→	68	70	→	69
Cleanliness	74	→	73	74	→	74
The facilities and services	60	→	58	54	→	53
The attitudes and helpfulness of the staff	67	→	68	73	→	72
Connections with other forms of public transport	76	→	77	76	→	74
Facilities for car parking	41	→	43	48	→	46
Overall environment	68	→	68	68	→	68
Your personal security whilst using the station	71	→	70	69	→	68
The availability of staff	59	→	59	60	→	59
The provision of shelter facilities	66	→	64	67	→	66
Availability of seating	32	→	33	46	→	45
How request to station staff was handled	77	→	81	84	→	85
The choice of shops/eating/drinking facilities available	52	↑	47	47	→	45

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

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

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

Key:

Improved ↑

Unchanged →

Declined ↓

	Peak			Off-Peak		
	Autumn 2014	significant change	Autumn 2013	Autumn 2014	significant change	Autumn 2013
Overall satisfaction with the train	68	→	71	80	↓	82
The frequency of the trains on that route	72	→	74	76	→	76
Punctuality/reliability (i.e. the train arriving/departing on time)	68	↓	74	78	↓	79
The length of time the journey was scheduled to take (speed)	73	↓	77	84	→	84
Connections with other train services	70	→	71	76	→	76
The value for money for the price of your ticket	25	→	25	46	→	45
Cleanliness of the train	68	→	69	74	↓	76
Upkeep and repair of the train	65	→	66	74	↓	76
The provision of information during the journey	60	→	61	70	↓	72
The helpfulness and attitude of staff on train	48	→	50	56	↓	60
The space for luggage	38	→	41	51	→	52
The toilet facilities	26	→	29	34	→	34
Sufficient room for all passengers to sit/stand	38	↓	42	69	→	70
The comfort of the seating area	55	→	56	72	→	74
The ease of being able to get on and off	68	→	70	79	→	81
Your personal security on board	72	→	72	76	→	78
The cleanliness of the inside	68	→	69	75	→	76
The cleanliness of the outside	66	→	67	74	→	75
The availability of staff	26	→	26	37	↓	40
How well train company deals with delays	26	→	30	38	→	41

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

% satisfied/good

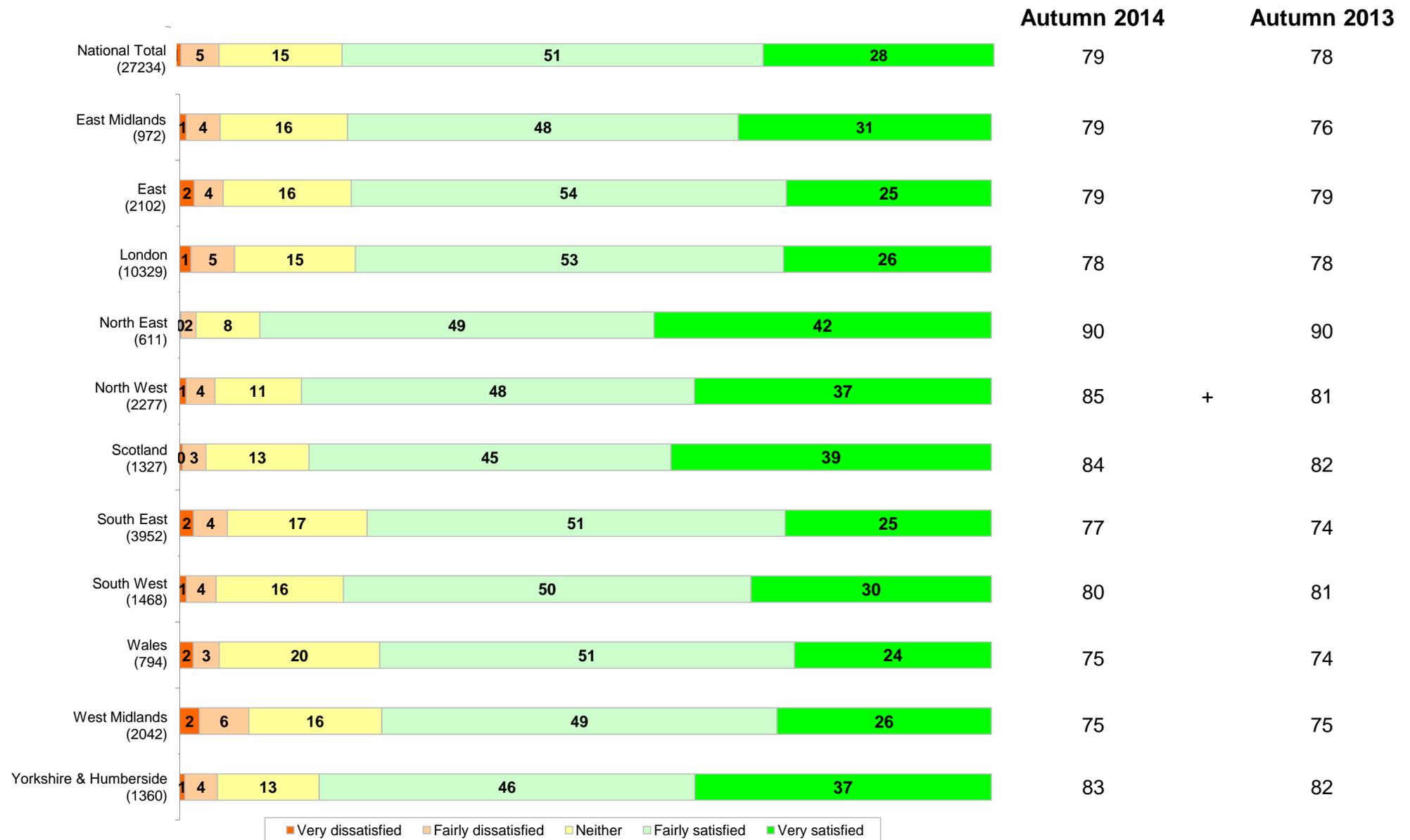
## Overall satisfaction with the journey



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

% satisfied/good

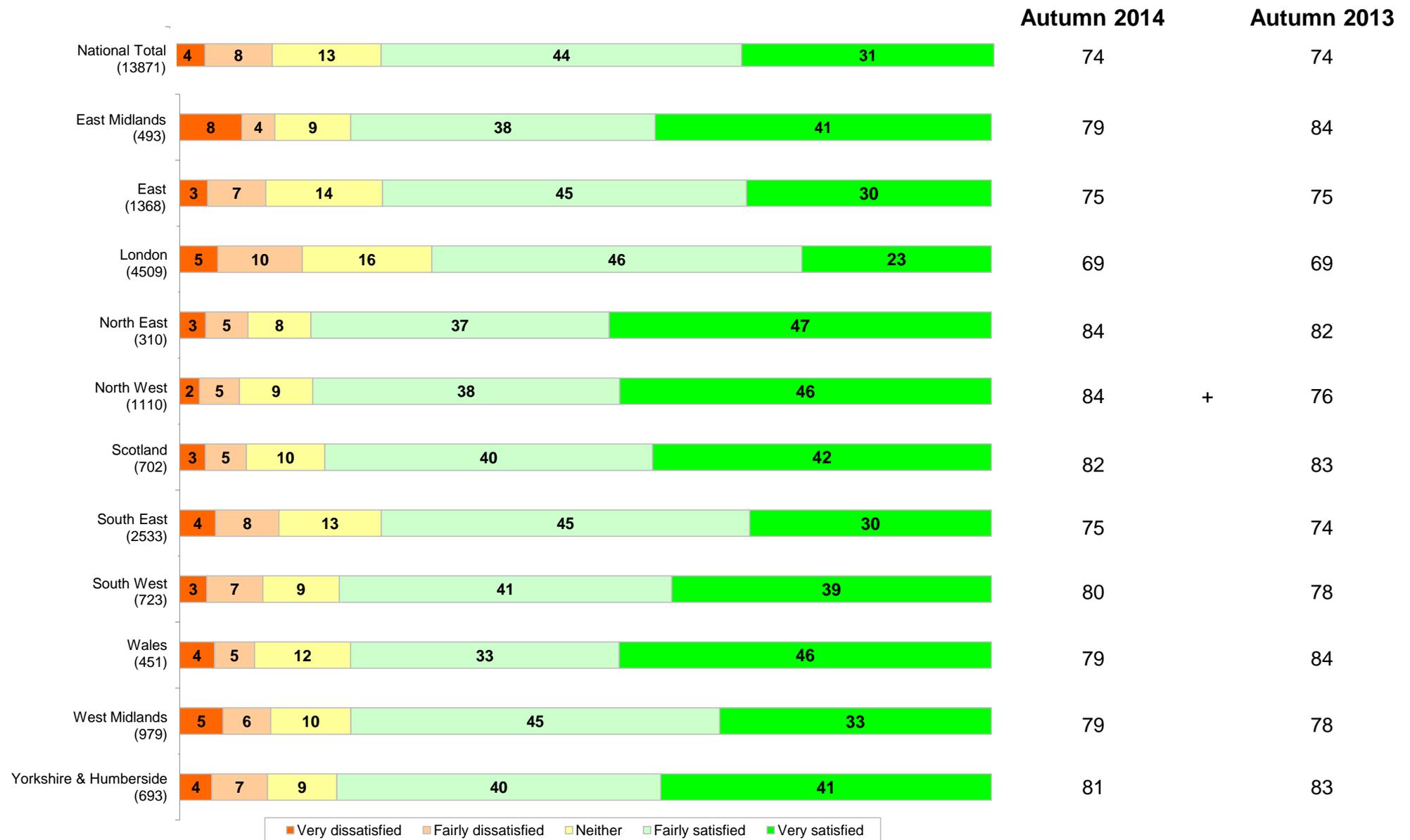
## Overall satisfaction with the station



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

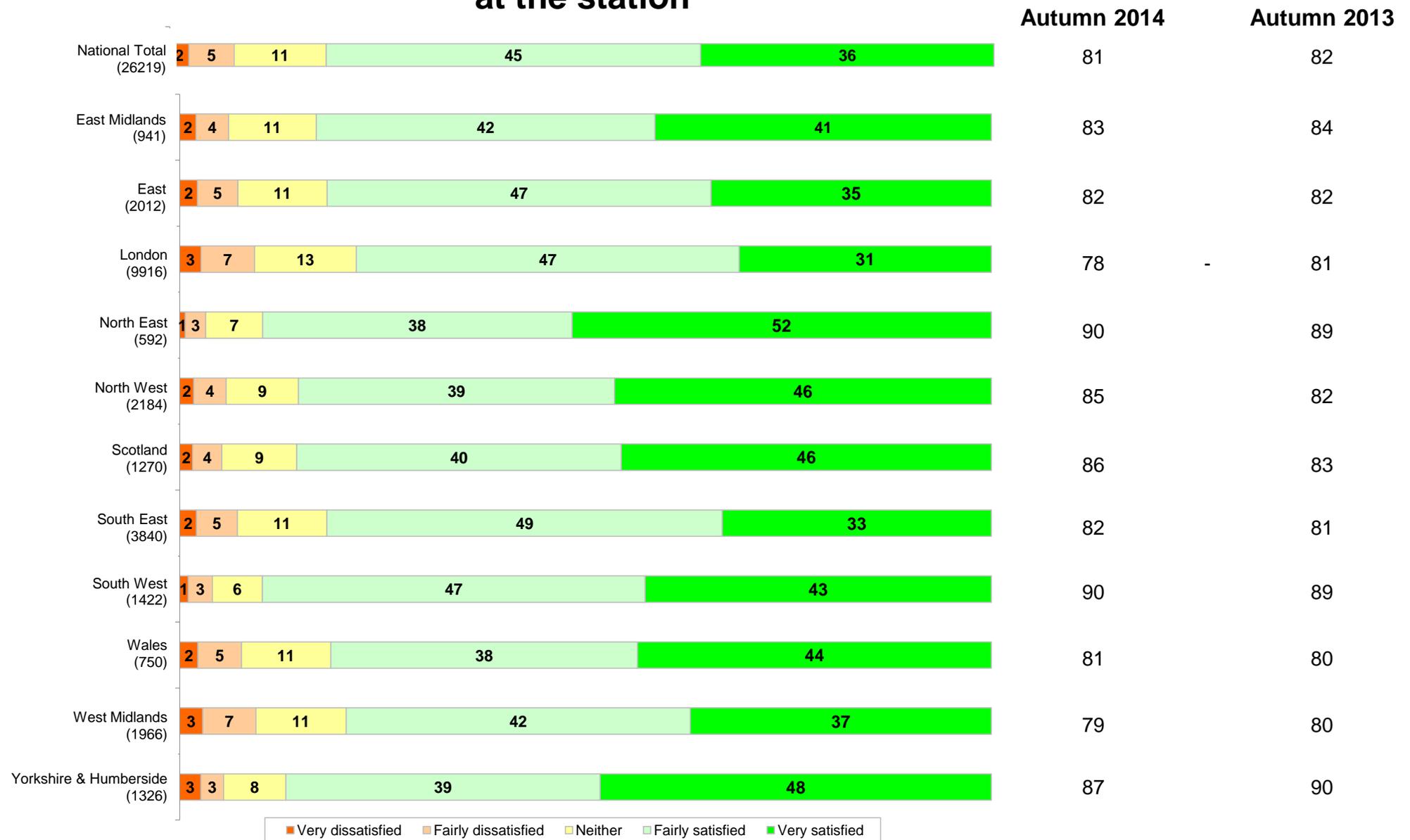
% satisfied/good

## Ticket buying facilities at the station



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

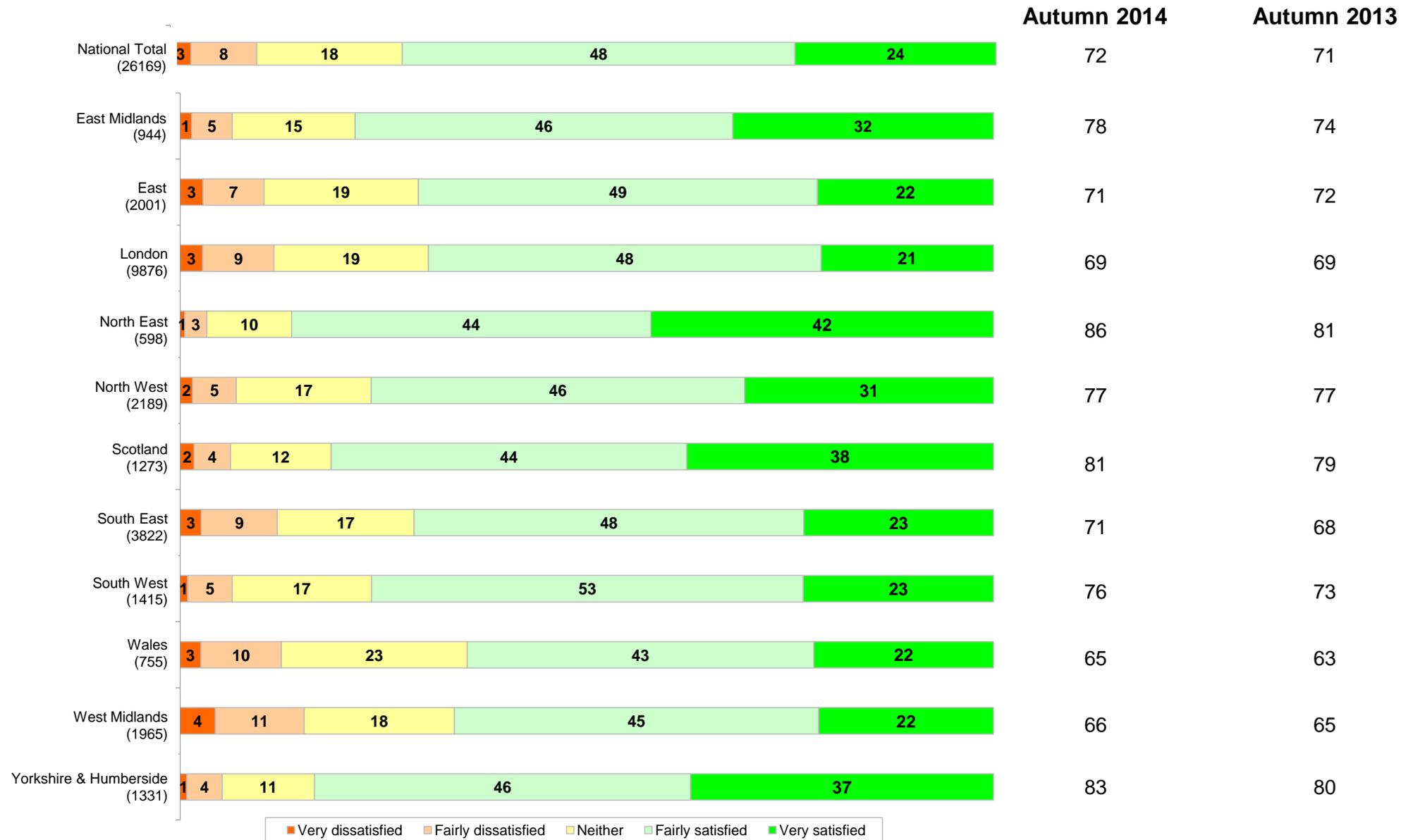
## Provision of information about train times/platforms at the station



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

% satisfied/good

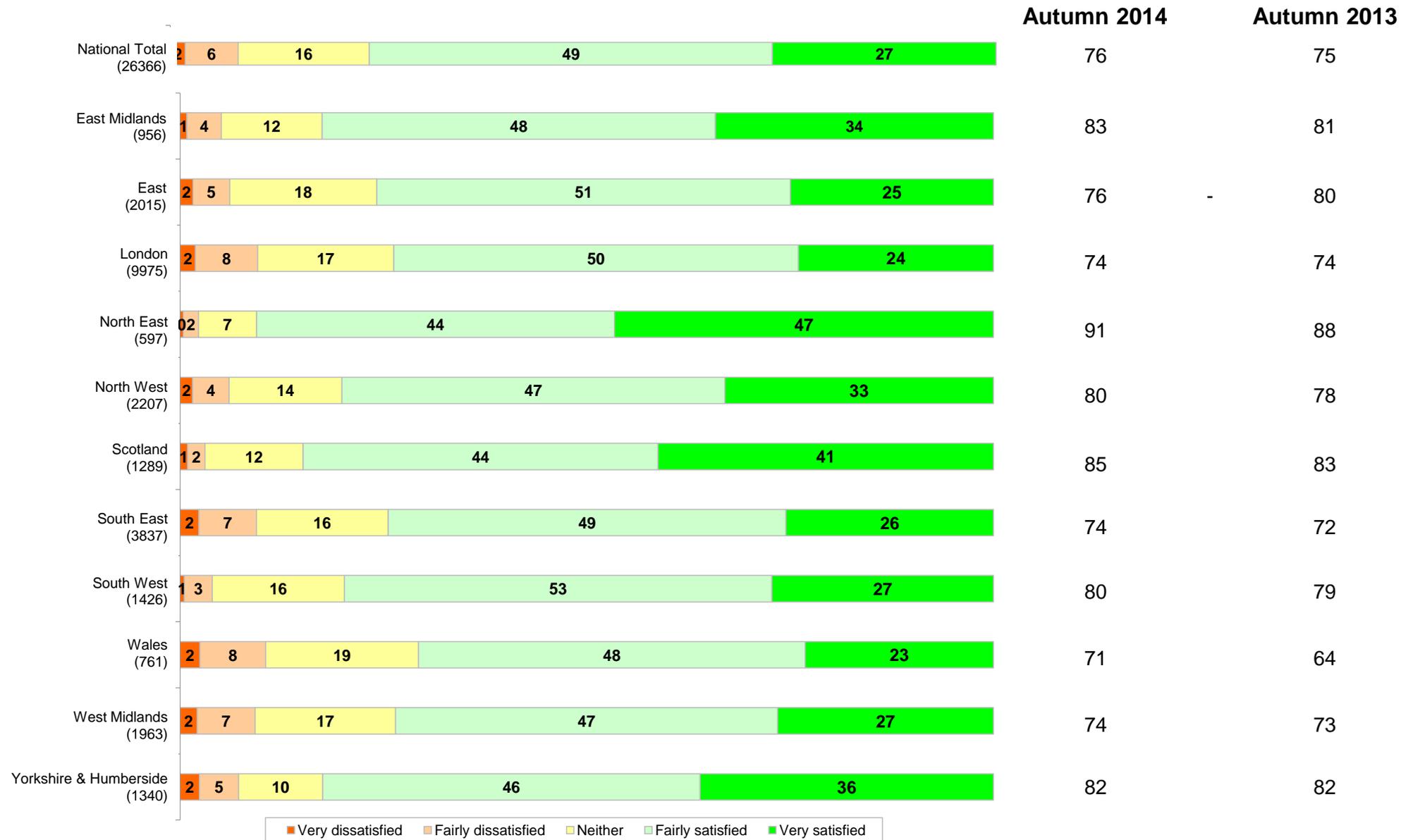
## The upkeep/repair of the station buildings/platforms



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

% satisfied/good

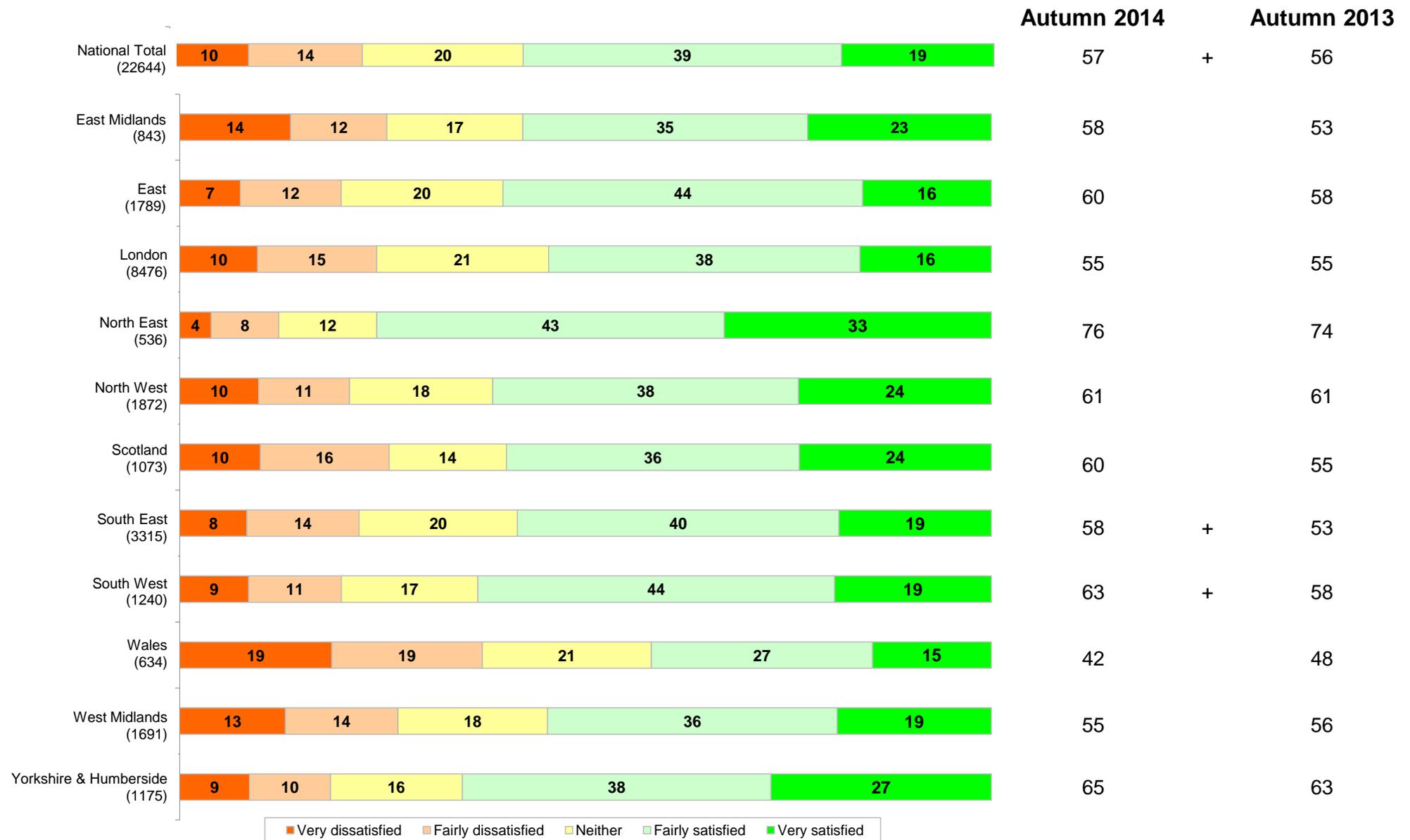
## Cleanliness of the station



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

% satisfied/good

## The facilities and services at the station



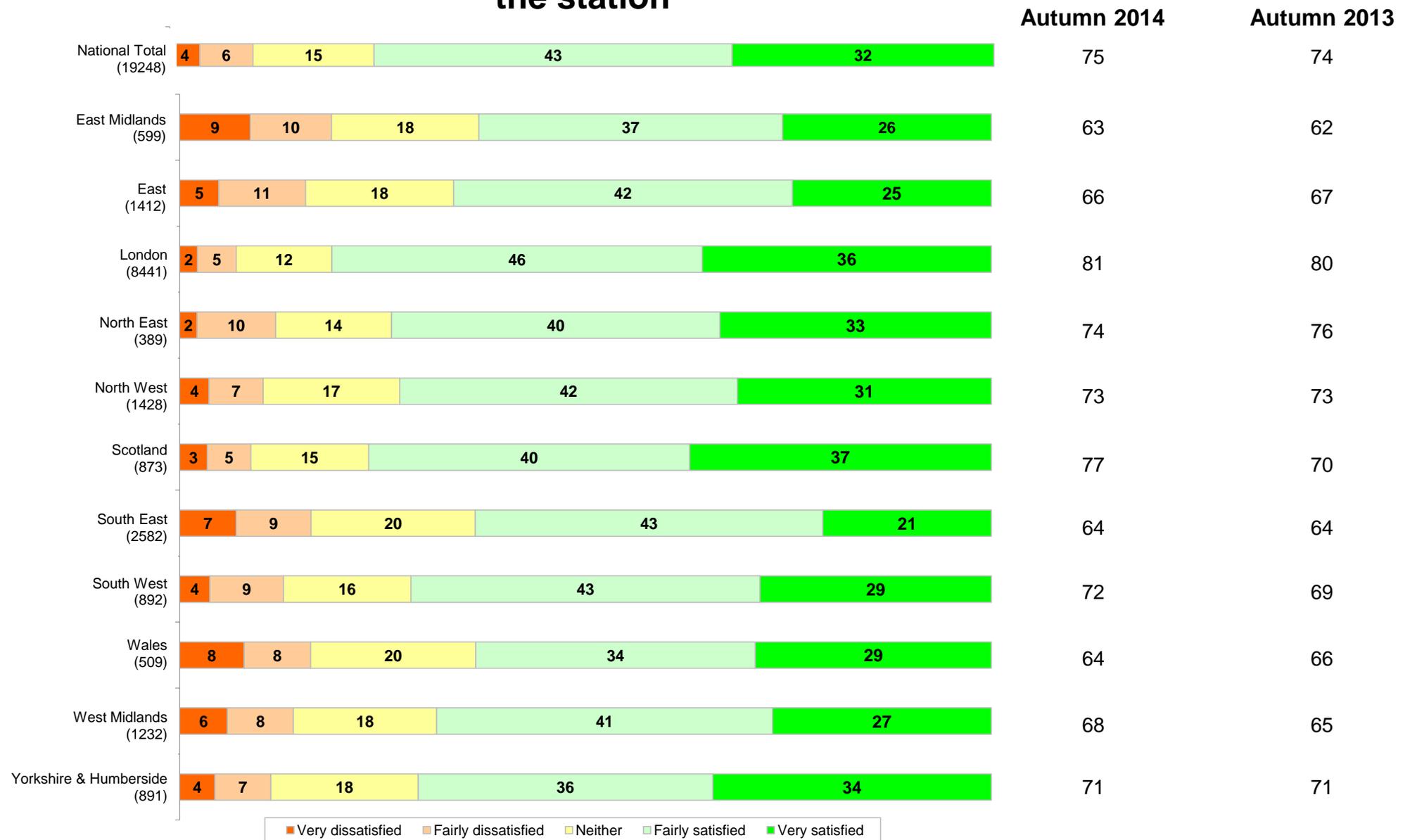
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

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



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

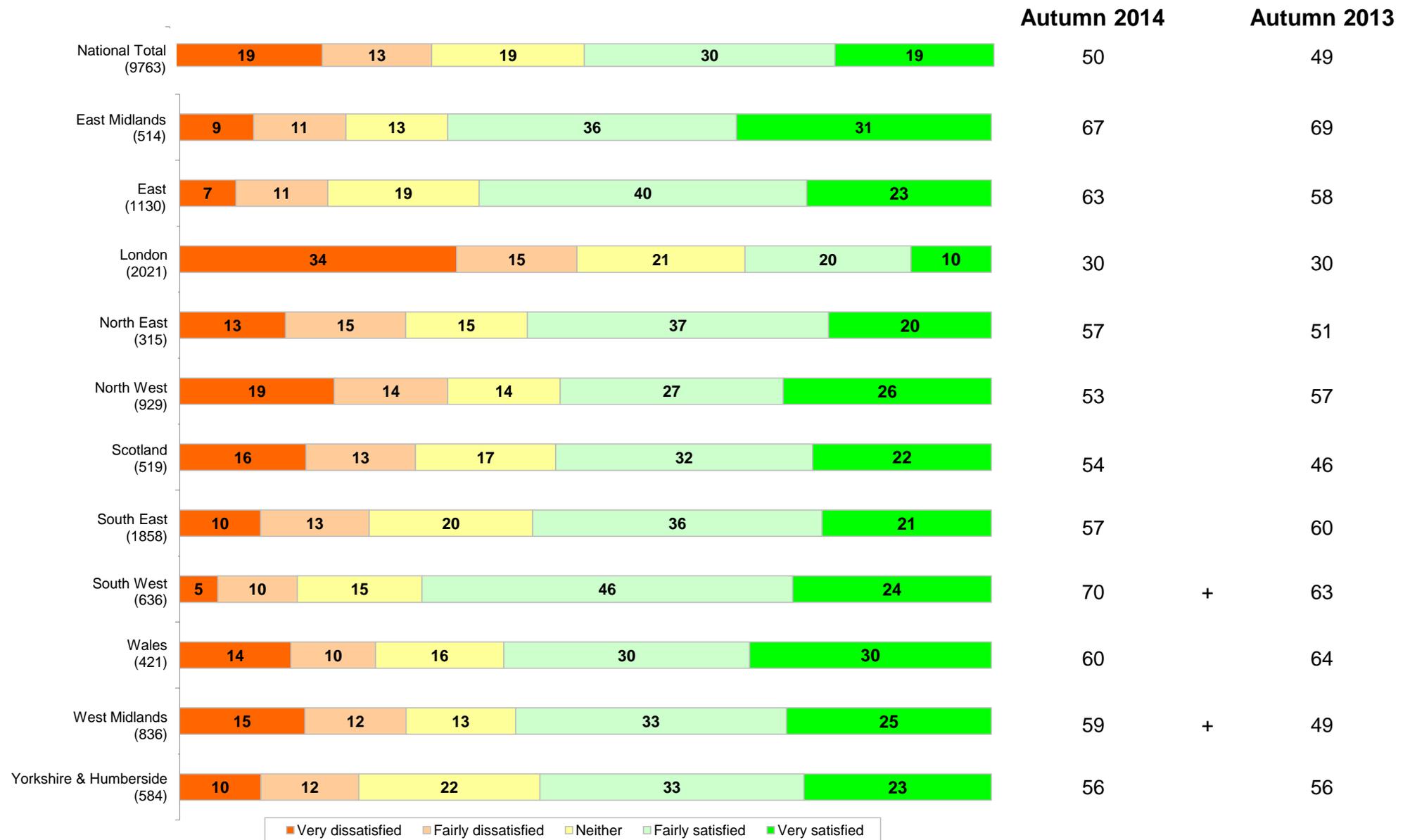
## Connections with other forms of public transport at the station



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

% satisfied/good

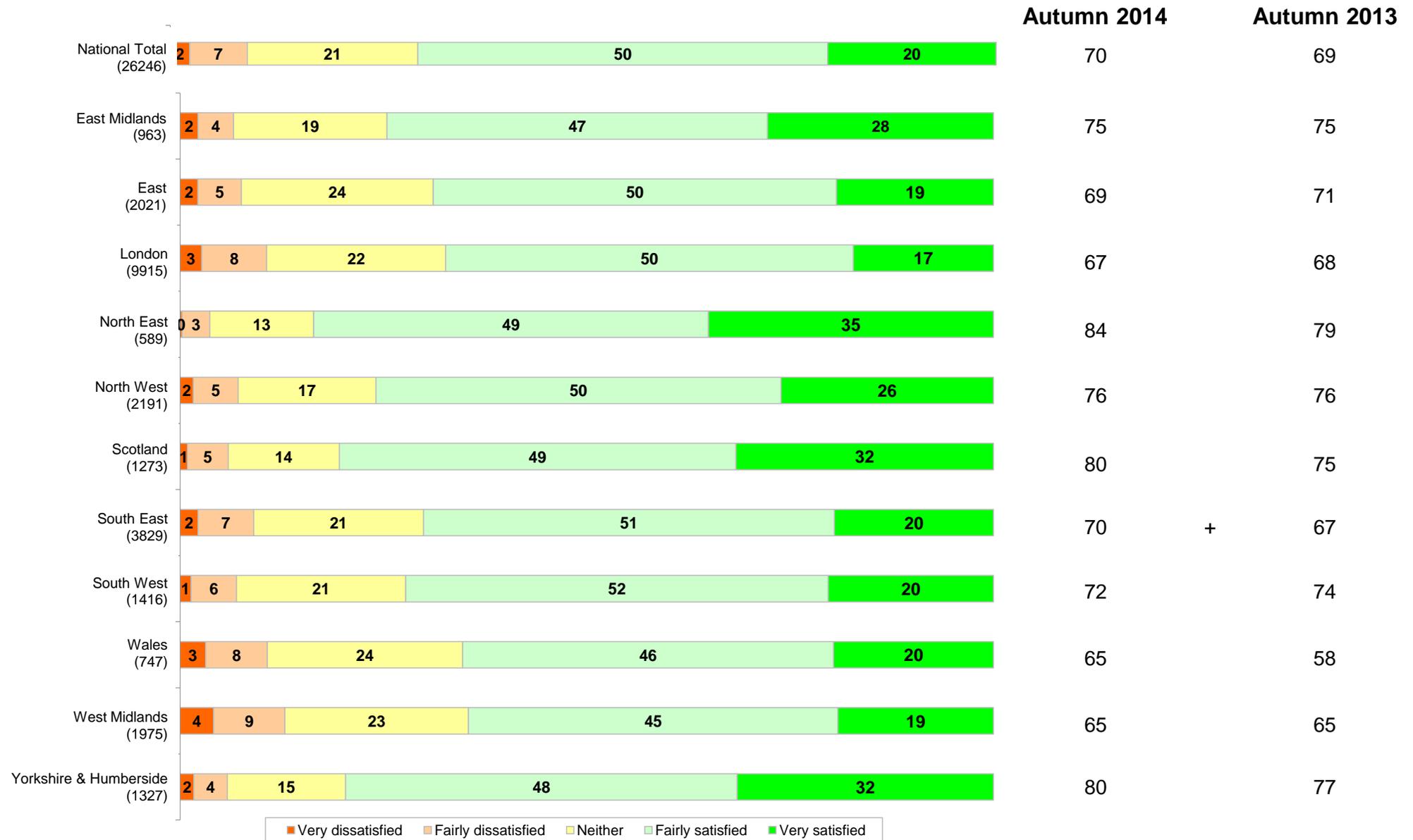
## Facilities for car parking at the station



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

% satisfied/good

## Overall environment of the station



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

% satisfied/good

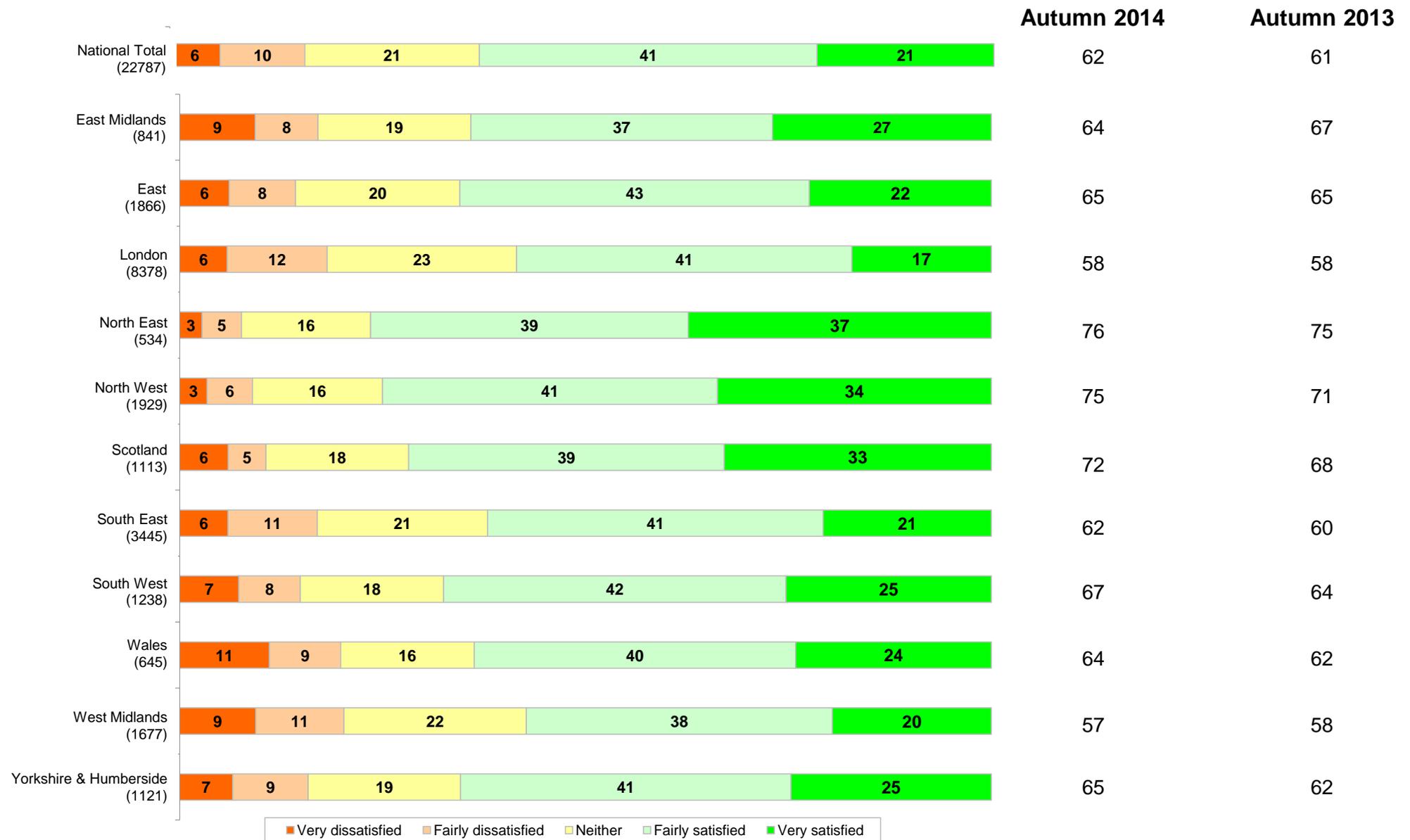
## Your personal security whilst using the station



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

% satisfied/good

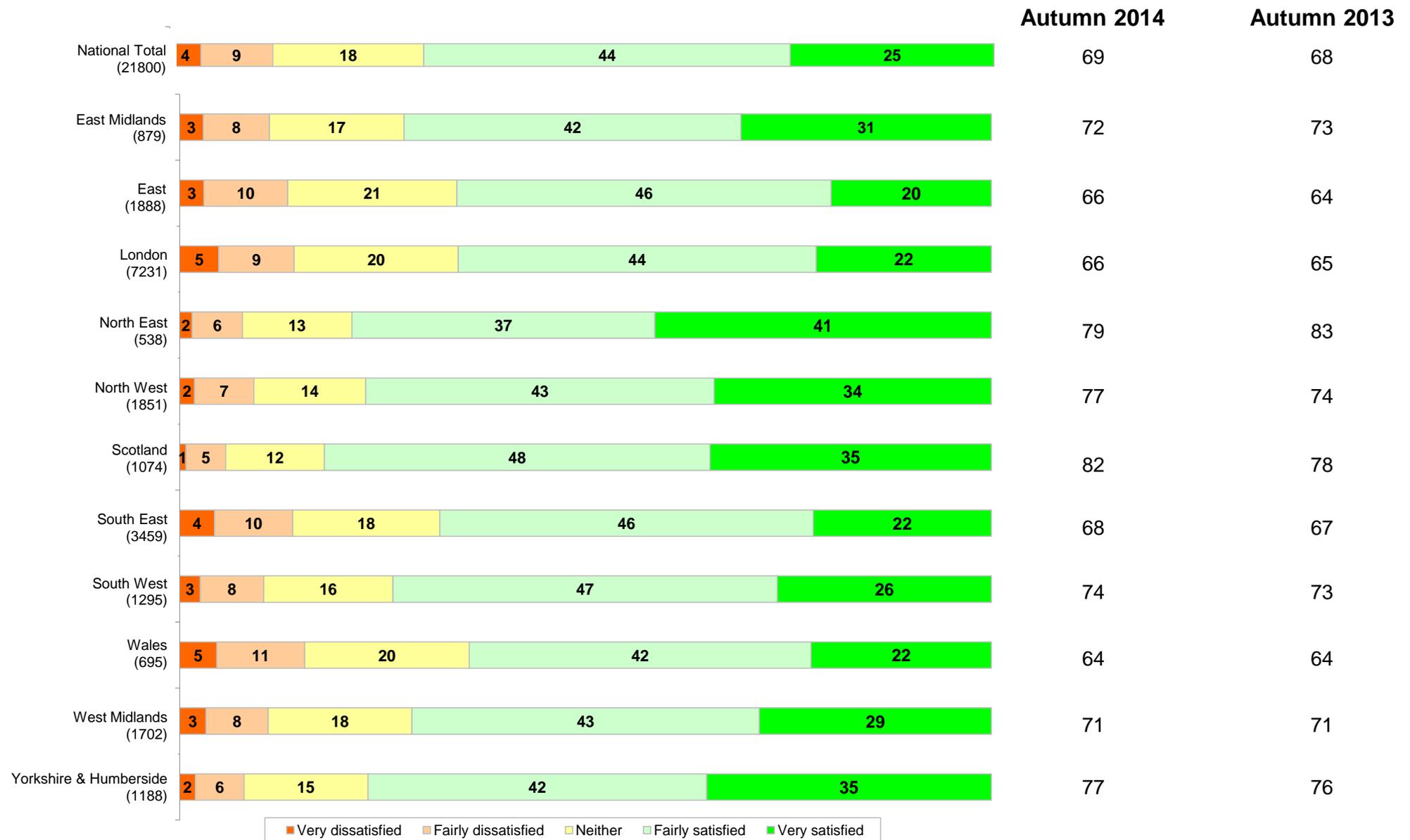
## The availability of staff at the station



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

% satisfied/good

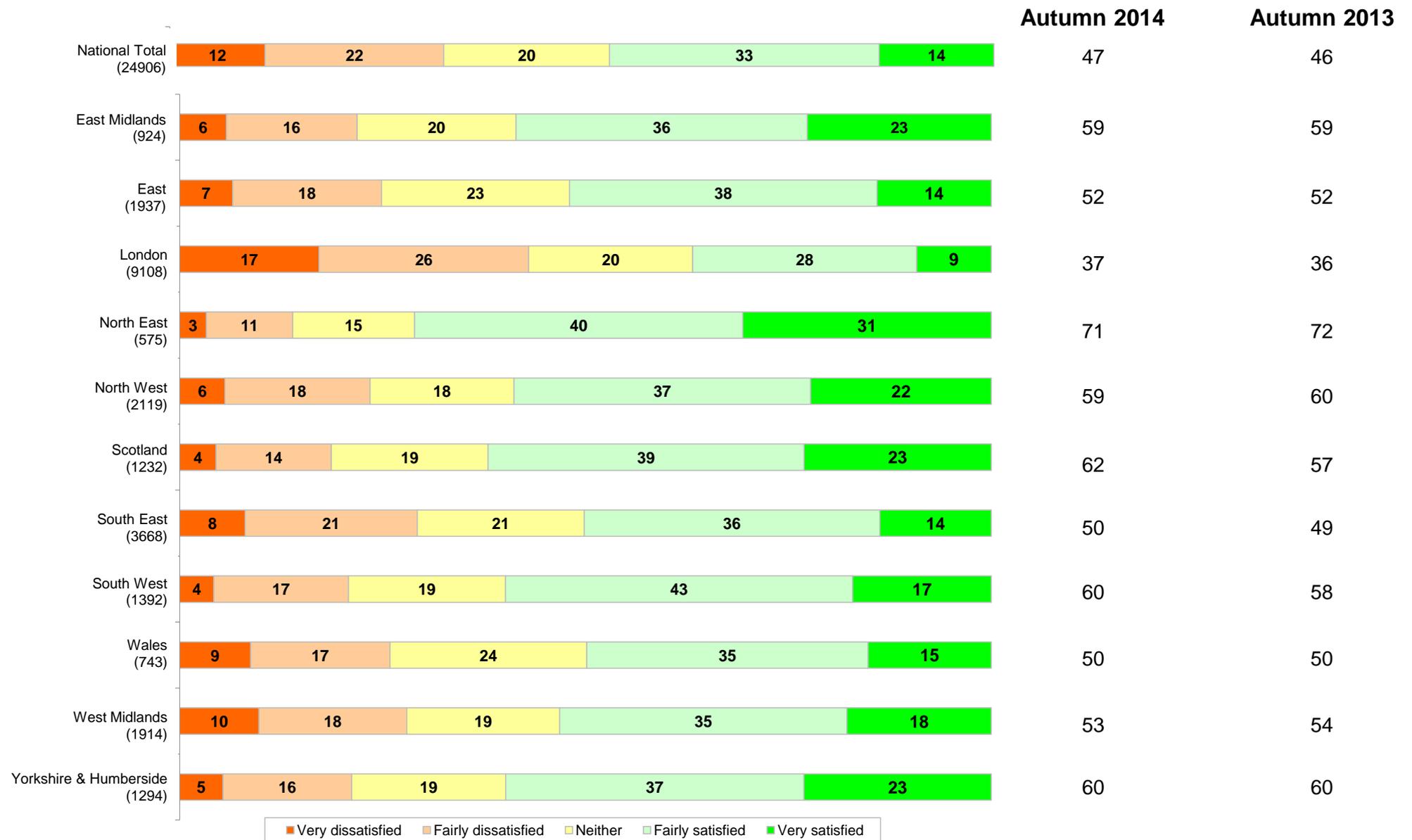
## The provision of shelter facilities



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

% satisfied/good

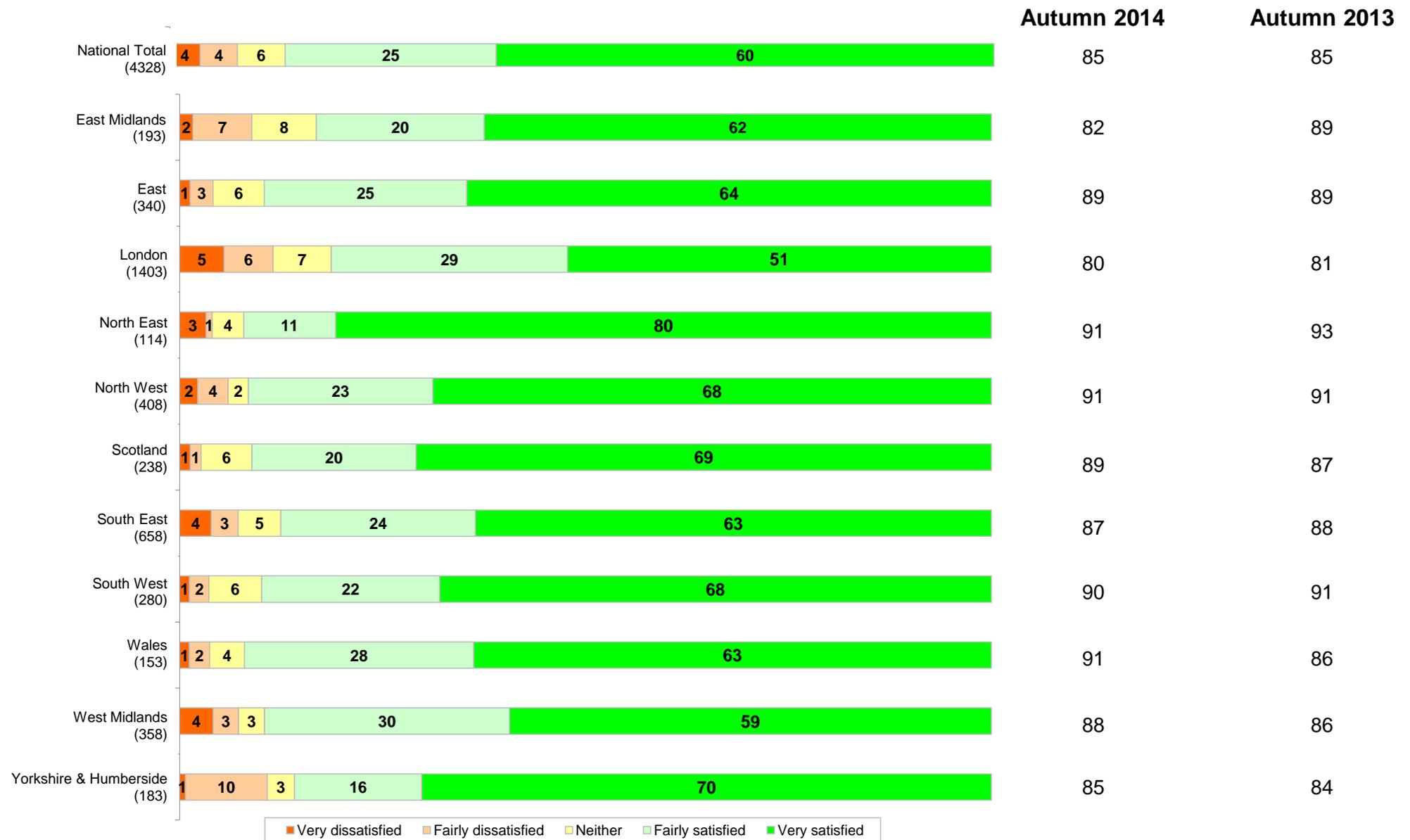
## Availability of seating



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

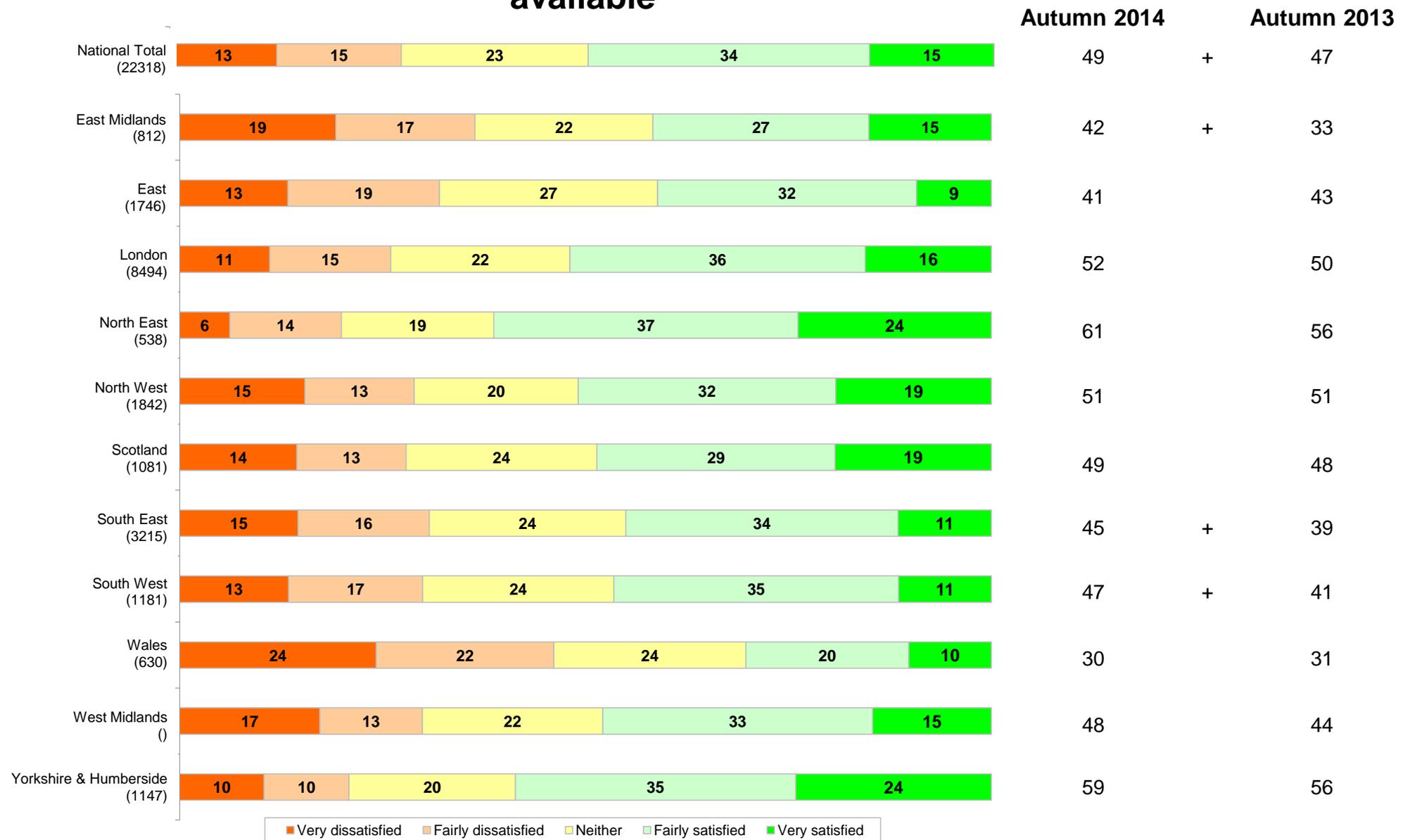
% satisfied/good

## How request to station staff was handled



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

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



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

% satisfied/good

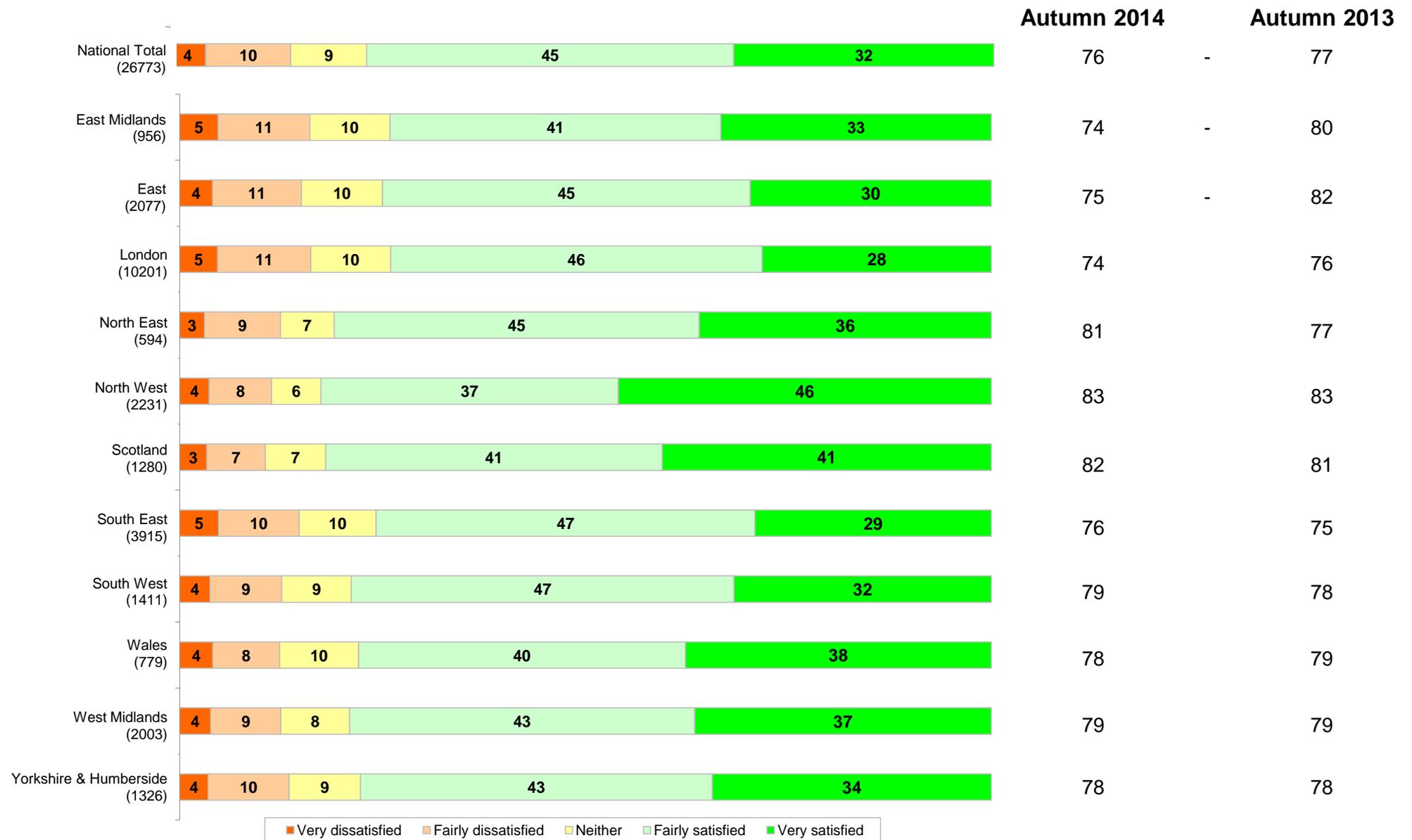
## Overall satisfaction with the train



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

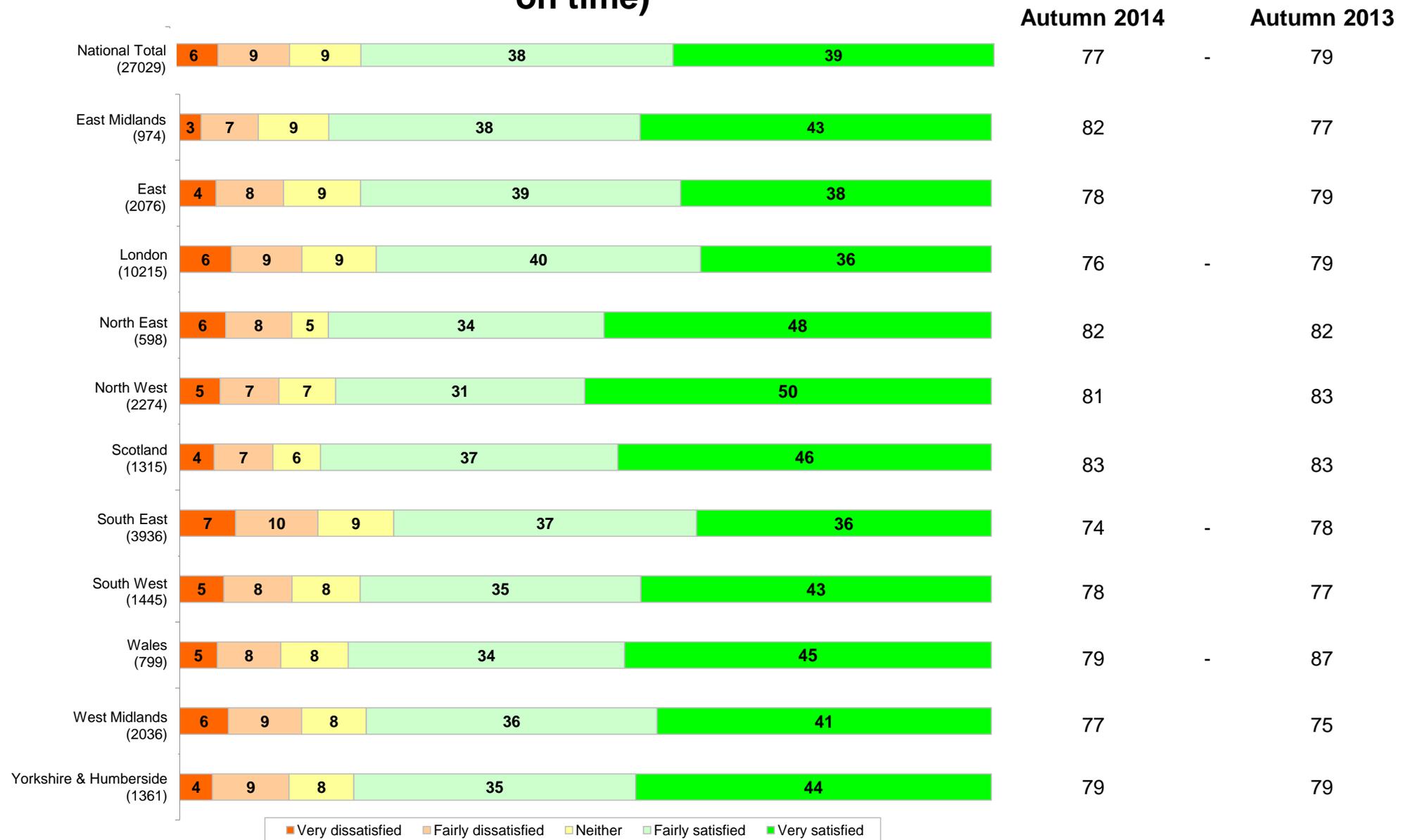
% satisfied/good

## The frequency of the trains on that route



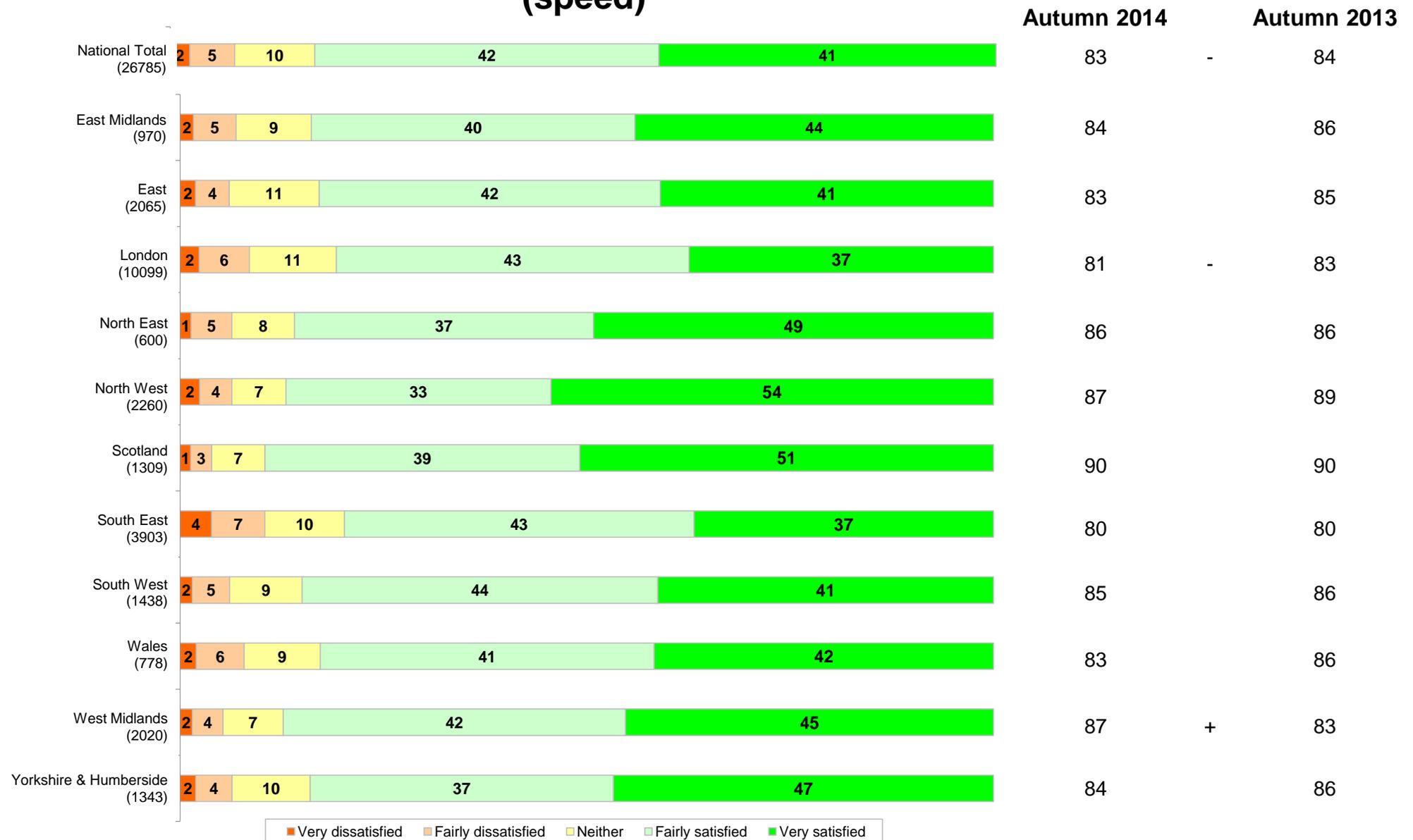
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

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



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

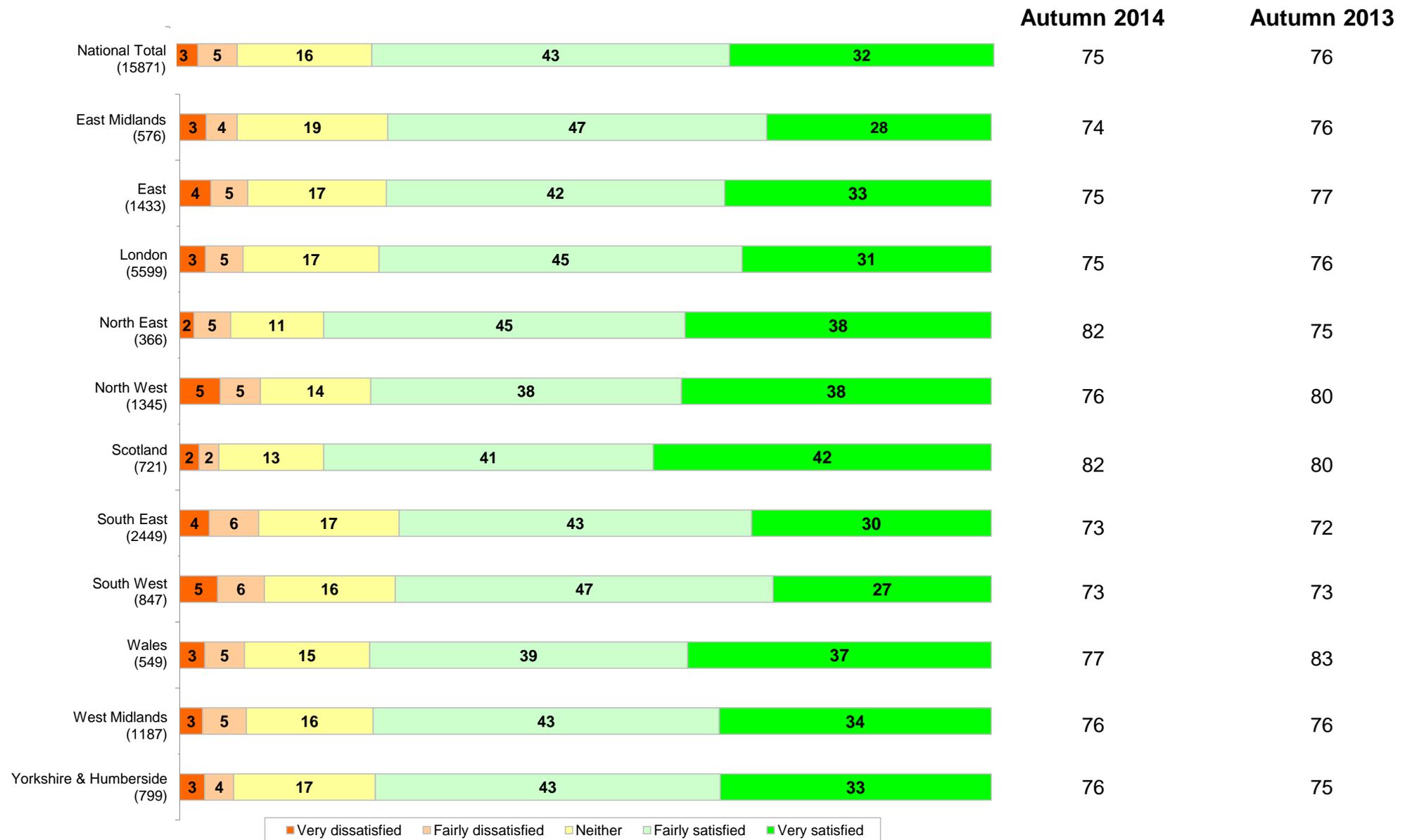
## The length of time the journey was scheduled to take (speed)



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

% satisfied/good

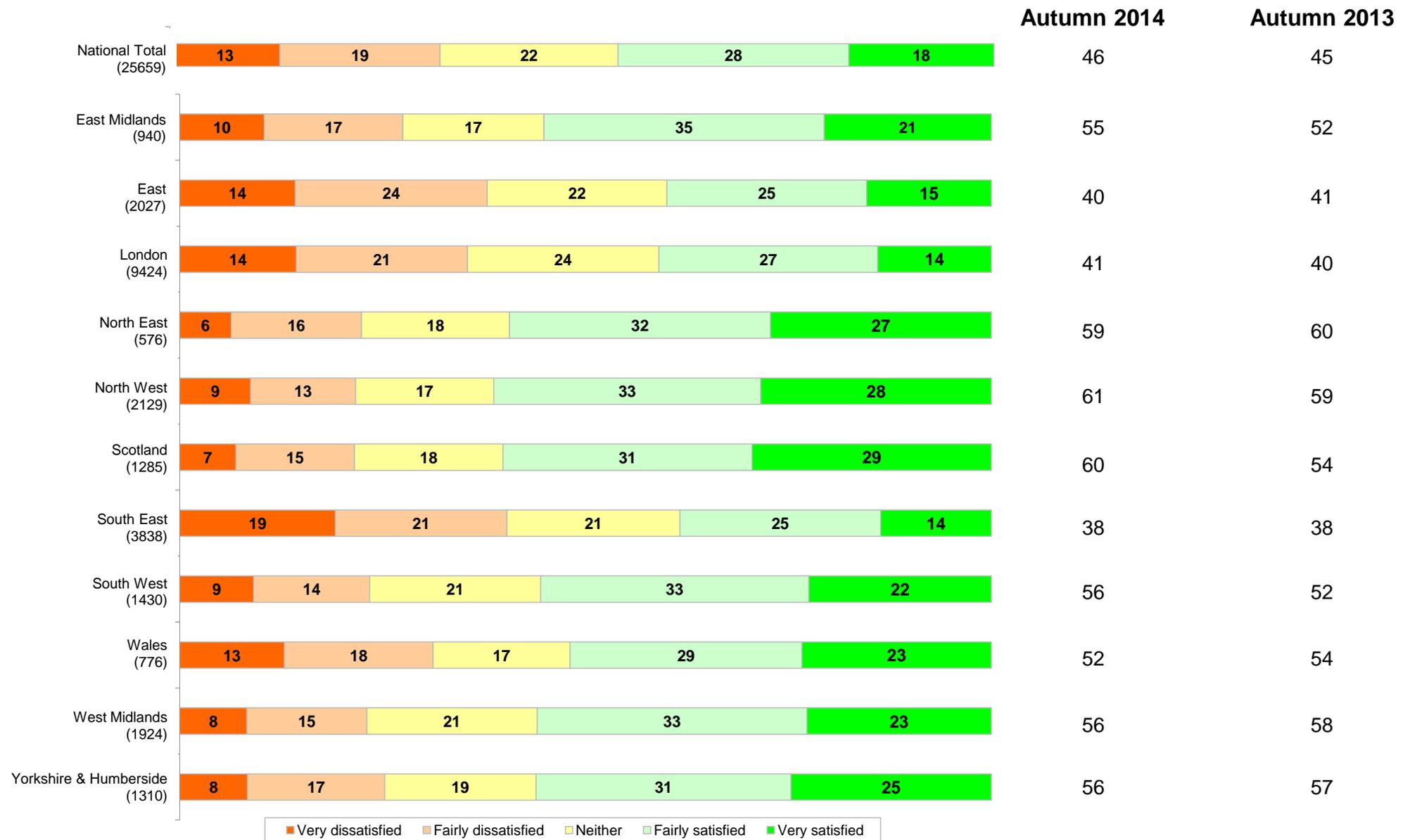
## Connections with other train services



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

% satisfied/good

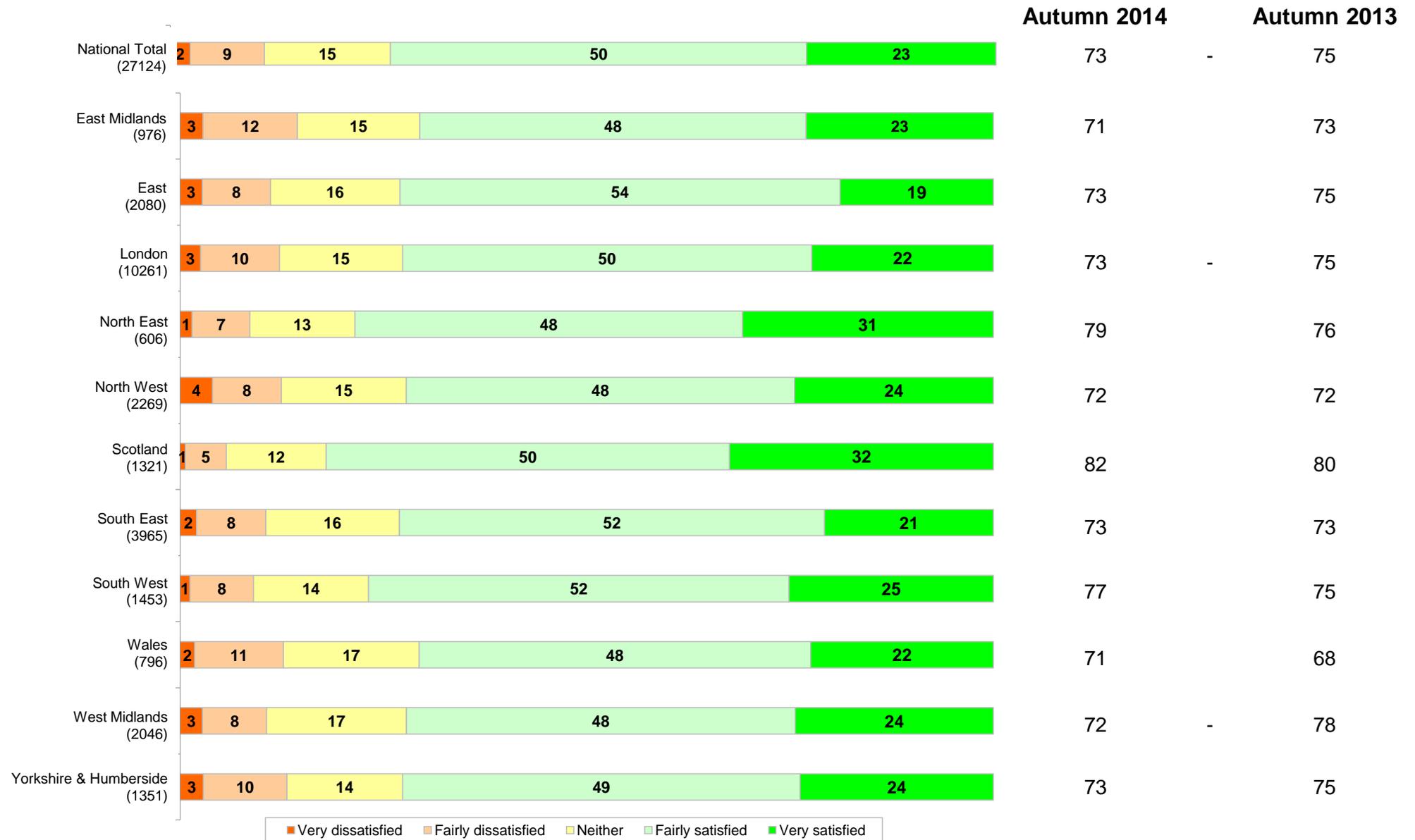
## The value for money for the price of your ticket



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

% satisfied/good

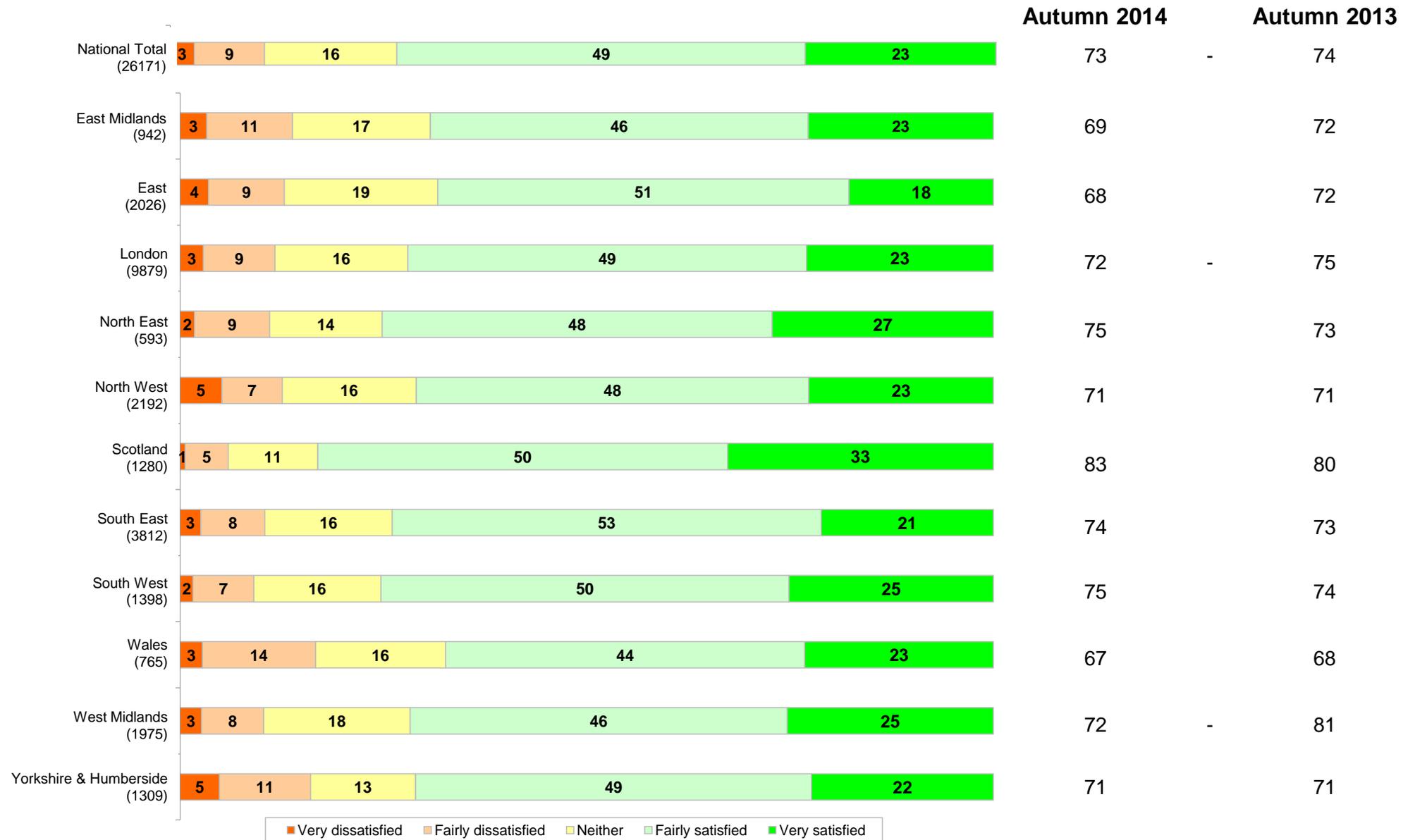
## Cleanliness of the train



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

% satisfied/good

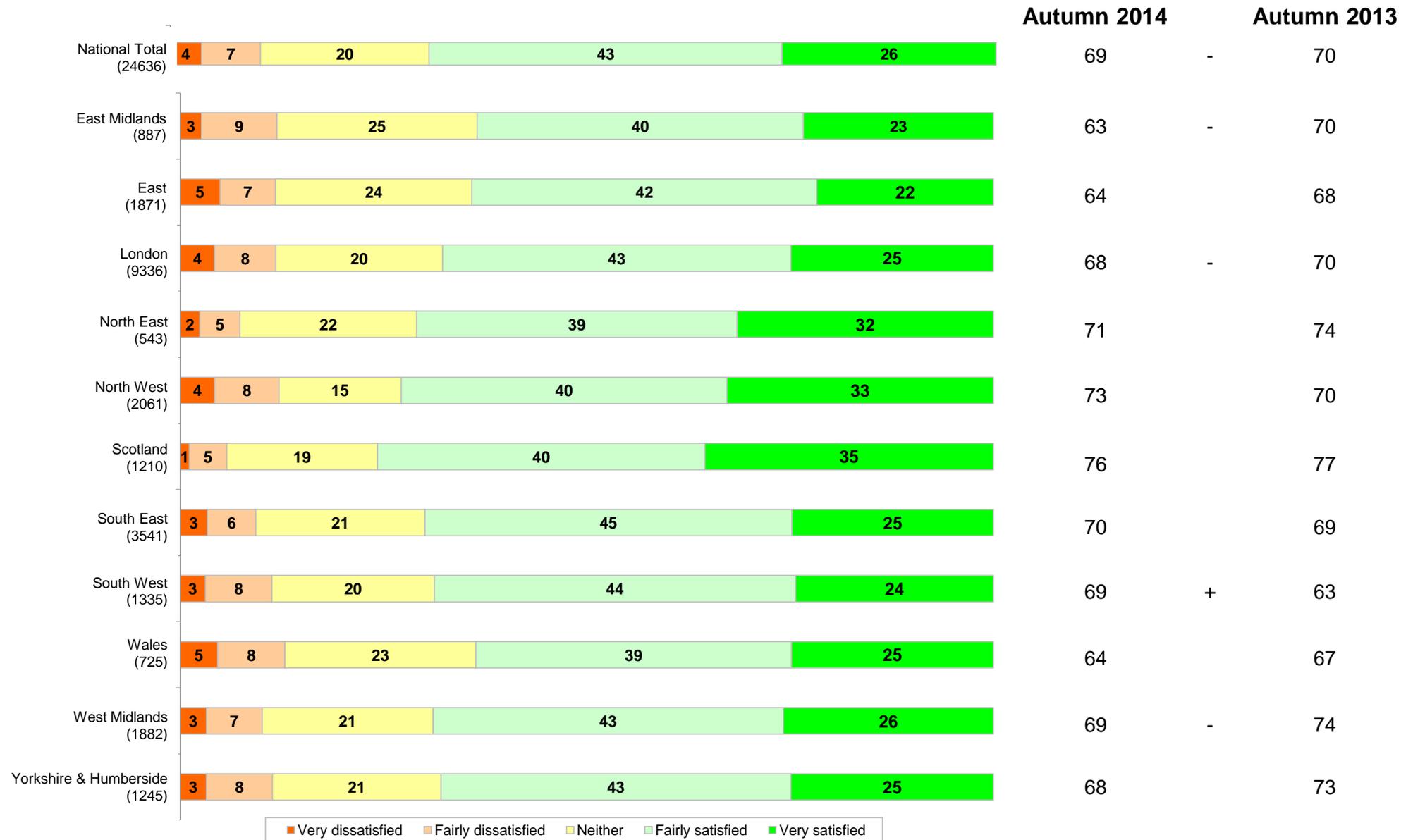
## Upkeep and repair of the train



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

% satisfied/good

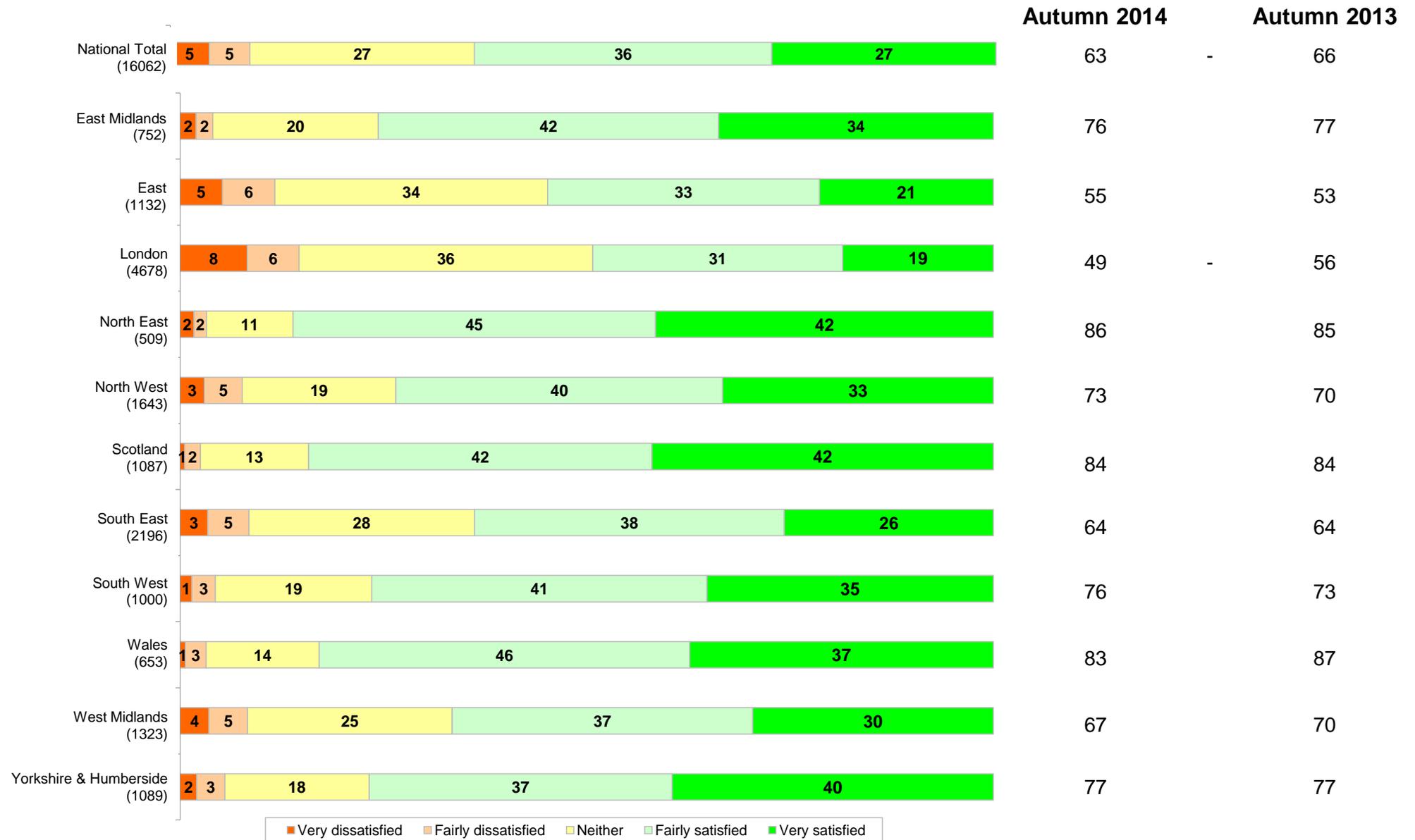
## The provision of information during the journey



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

% satisfied/good

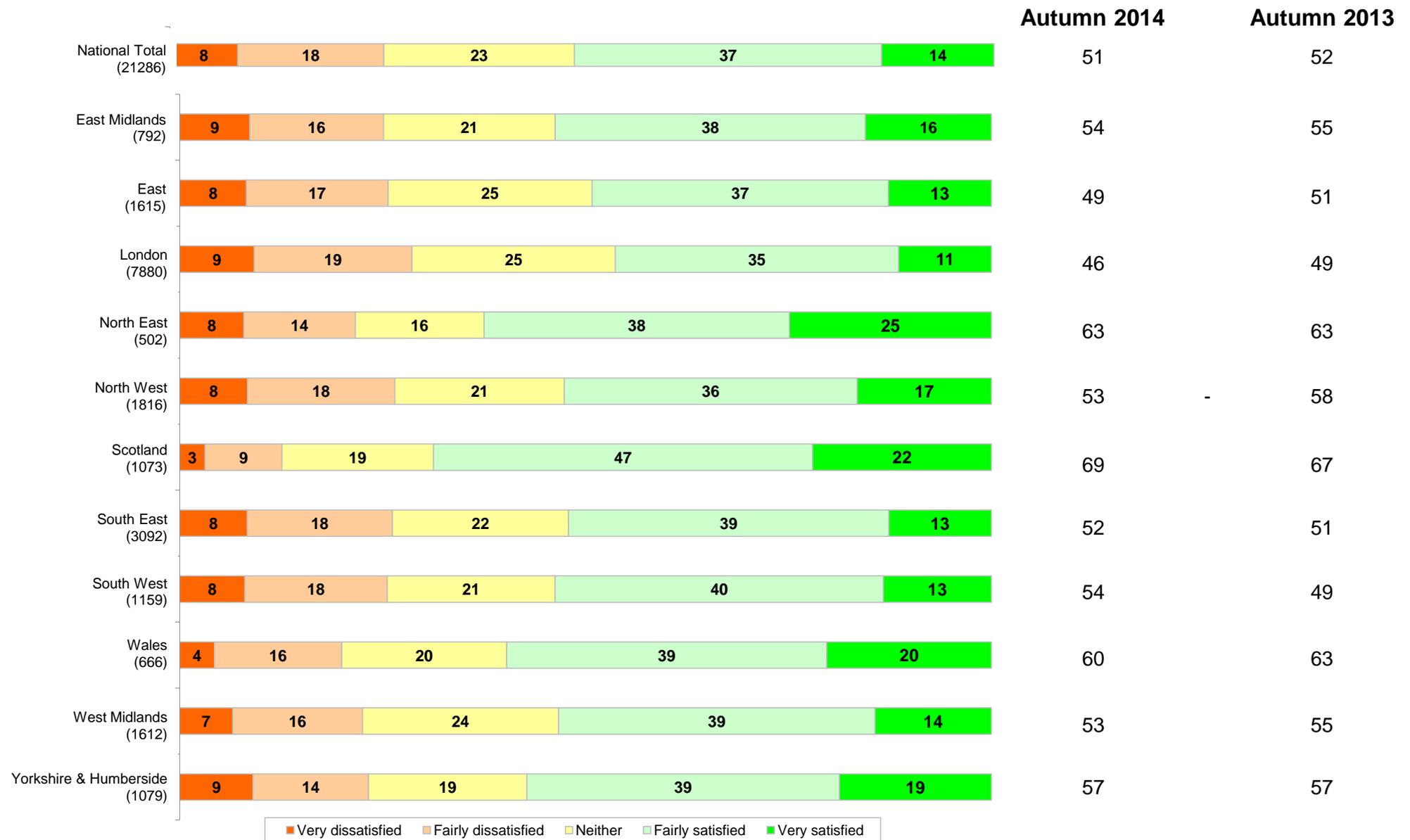
## The helpfulness and attitude of staff on train



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

% satisfied/good

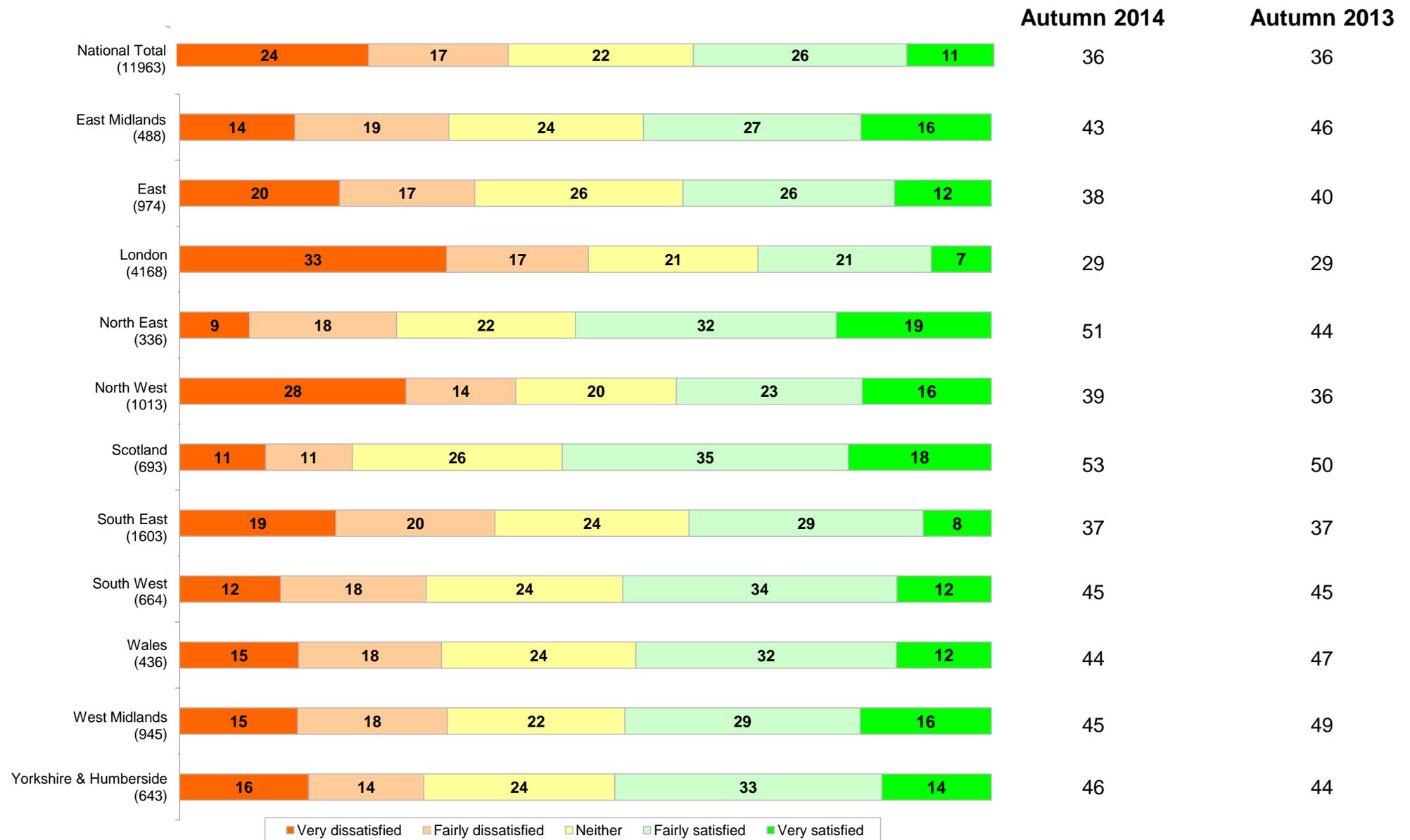
## The space for luggage on the train



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

% satisfied/good

## The toilet facilities on the train



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

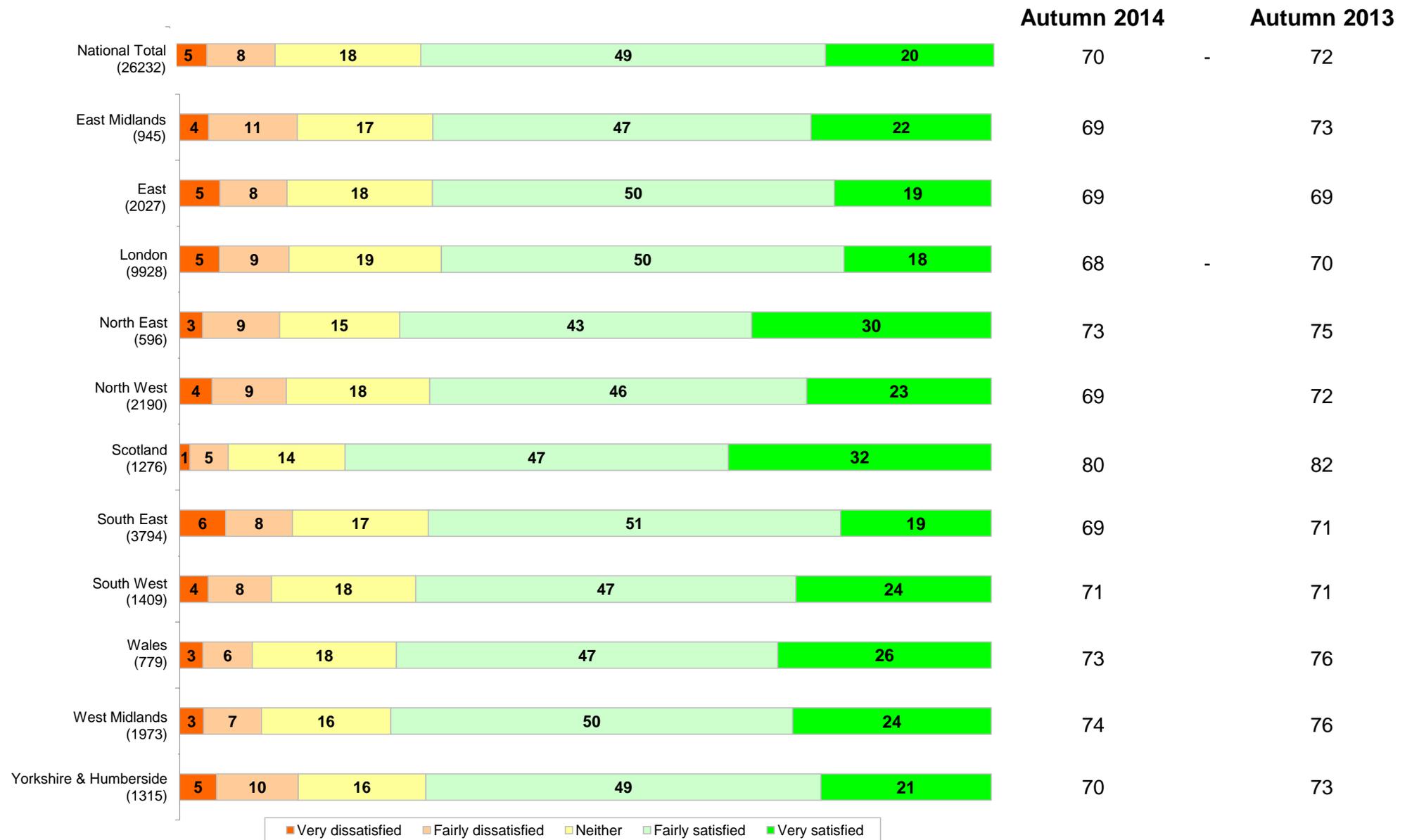
## Sufficient room for all passengers to sit/stand on the train



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

% satisfied/good

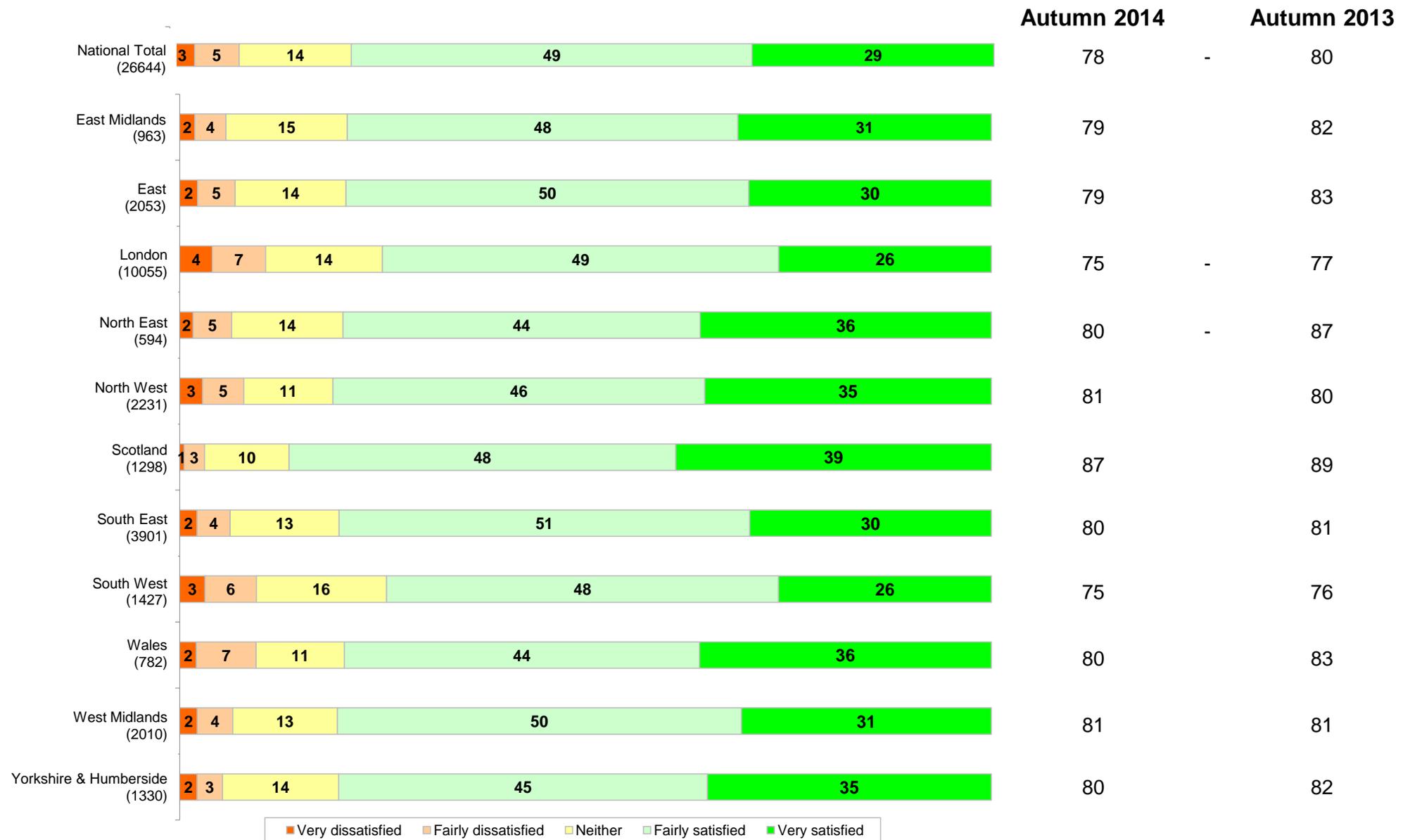
## The comfort of the seating area on the train



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

% satisfied/good

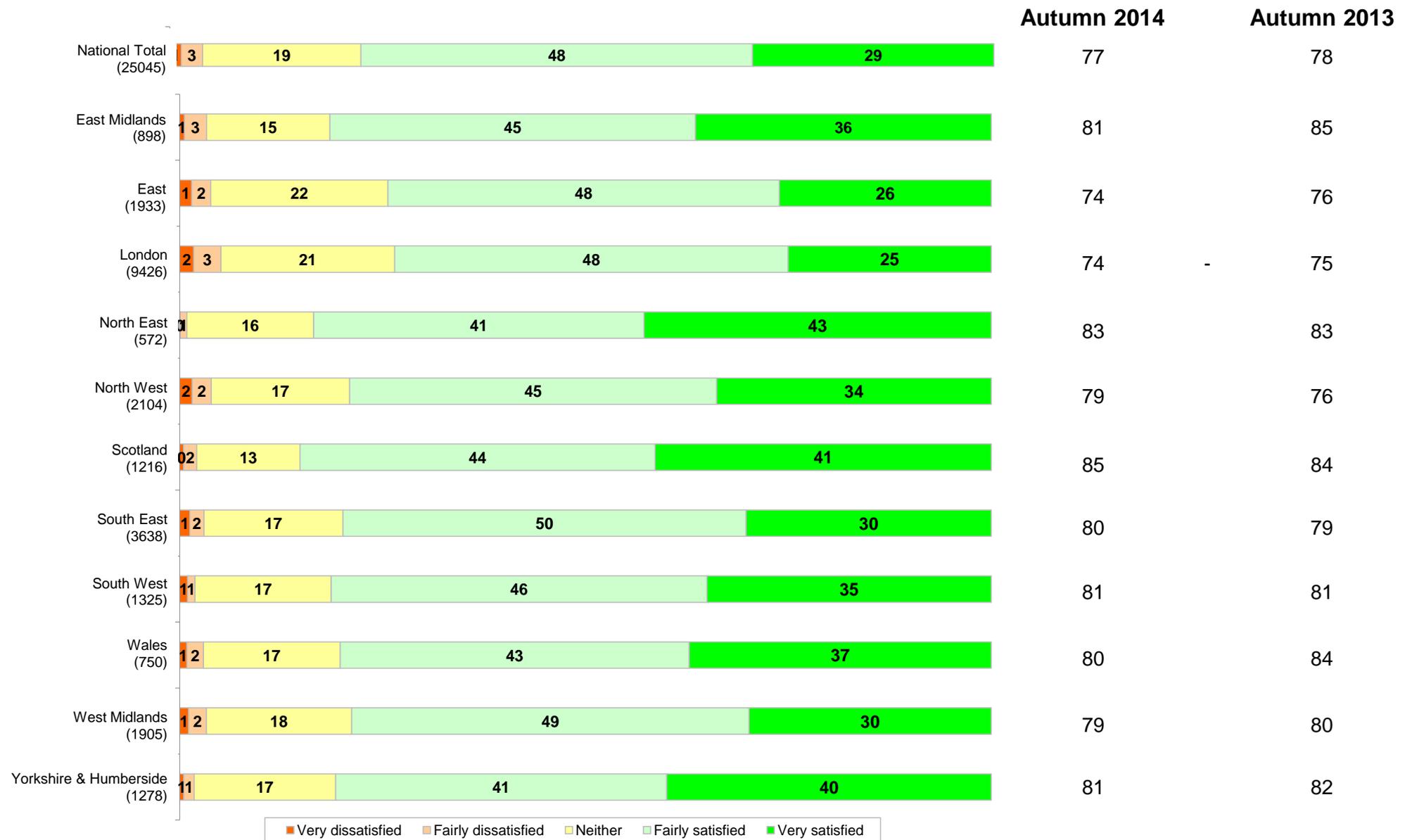
## The ease of being able to get on and off the train



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

% satisfied/good

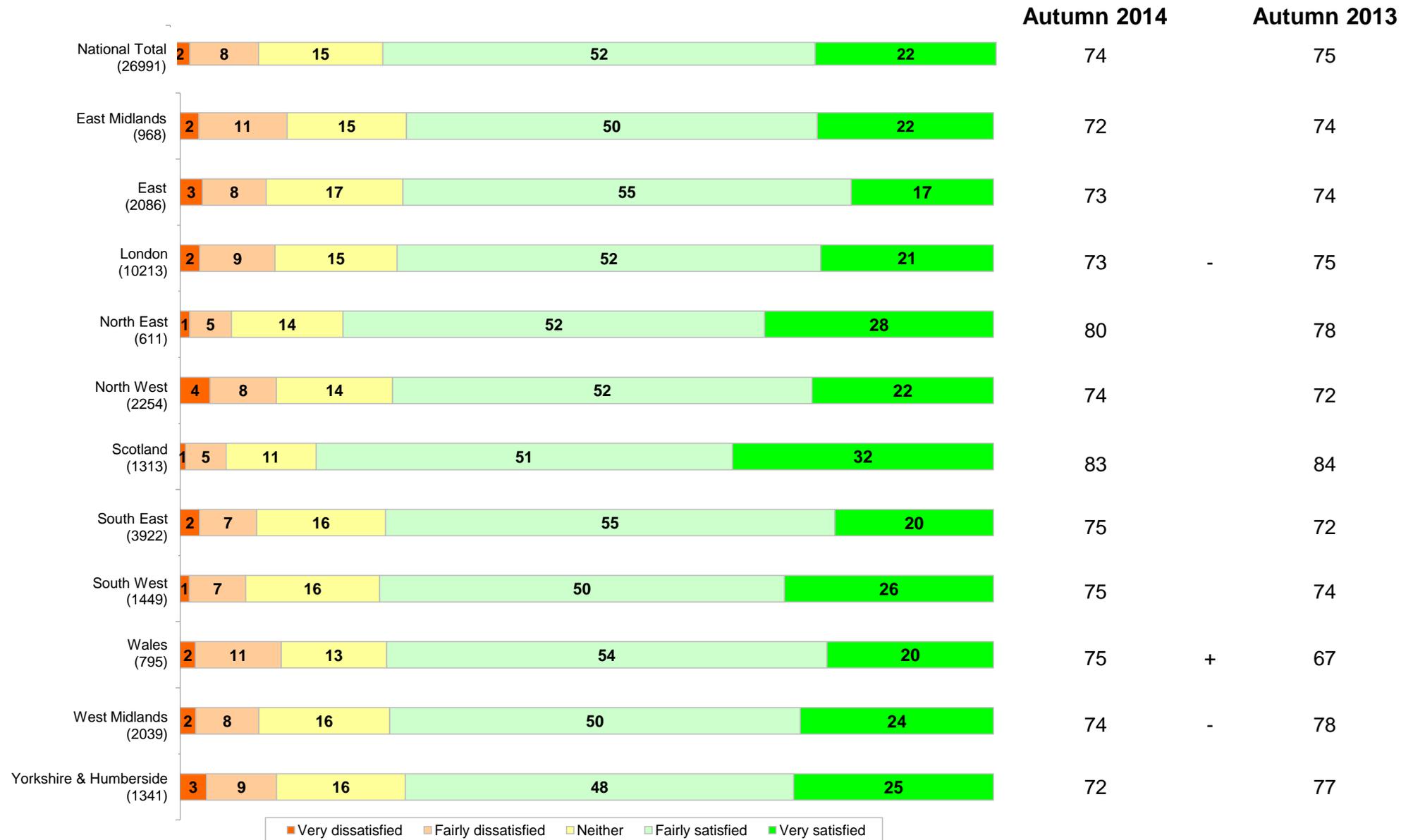
## Your personal security whilst on board the train



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

% satisfied/good

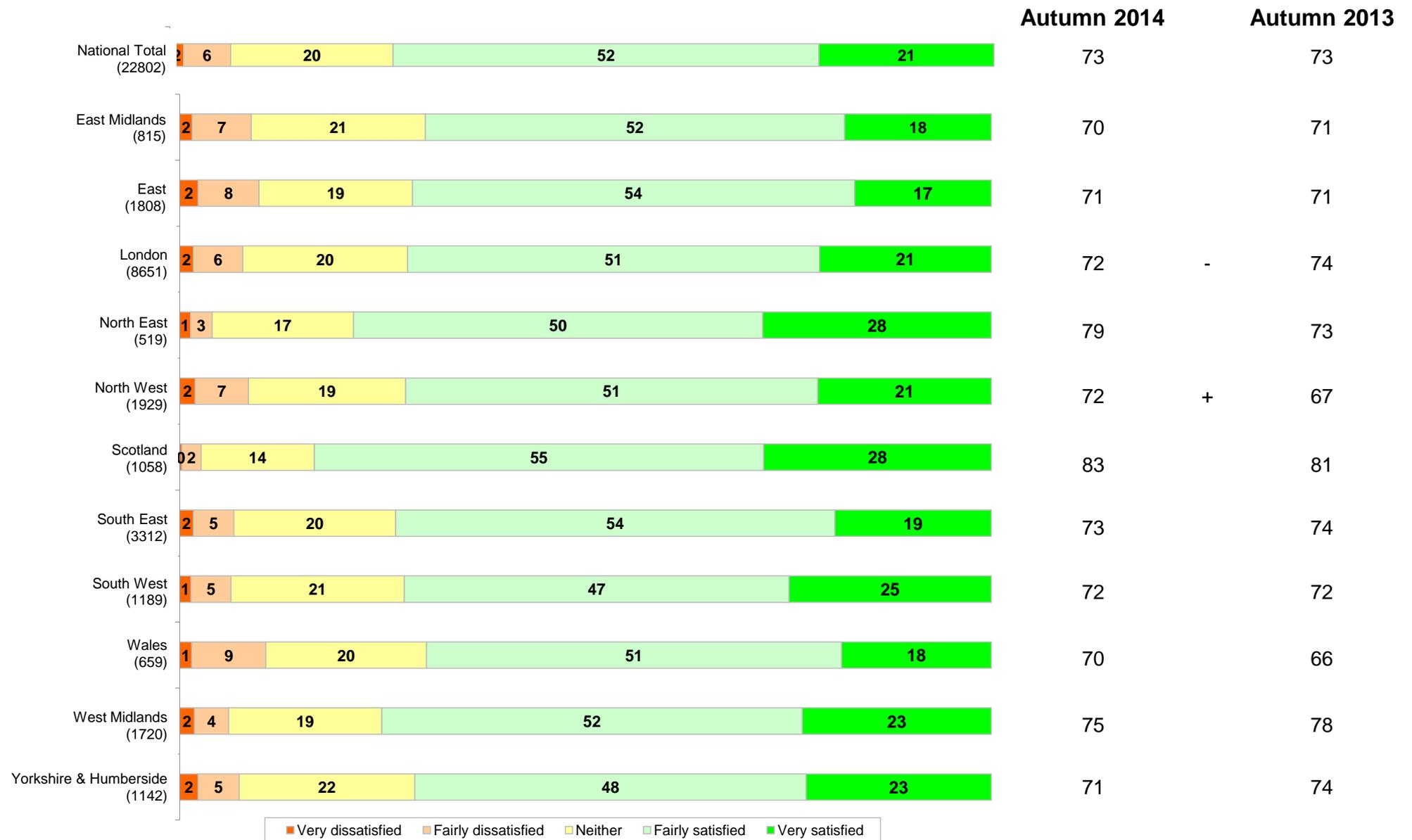
## The cleanliness of the inside of the train



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

% satisfied/good

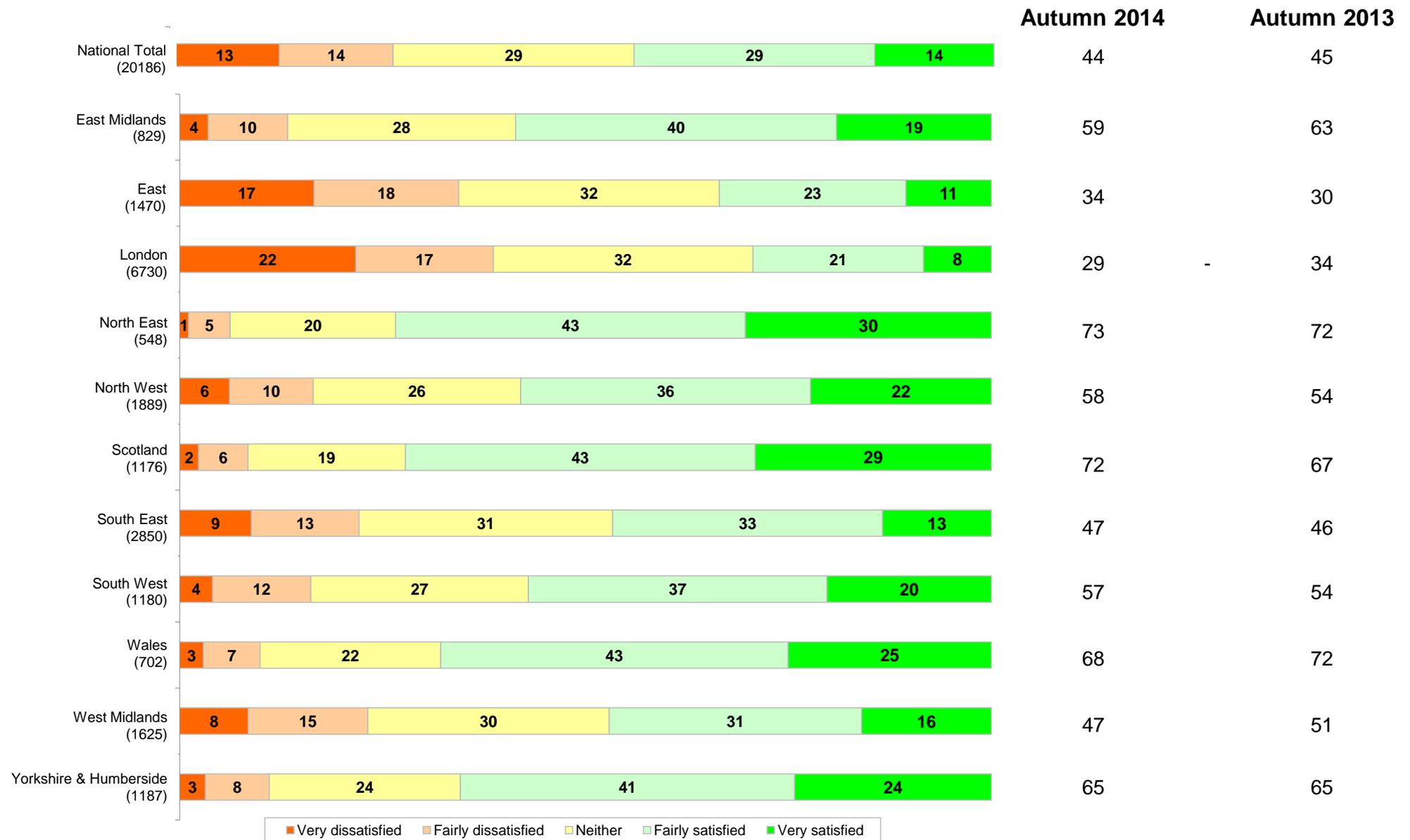
## The cleanliness of the outside of the train



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

% satisfied/good

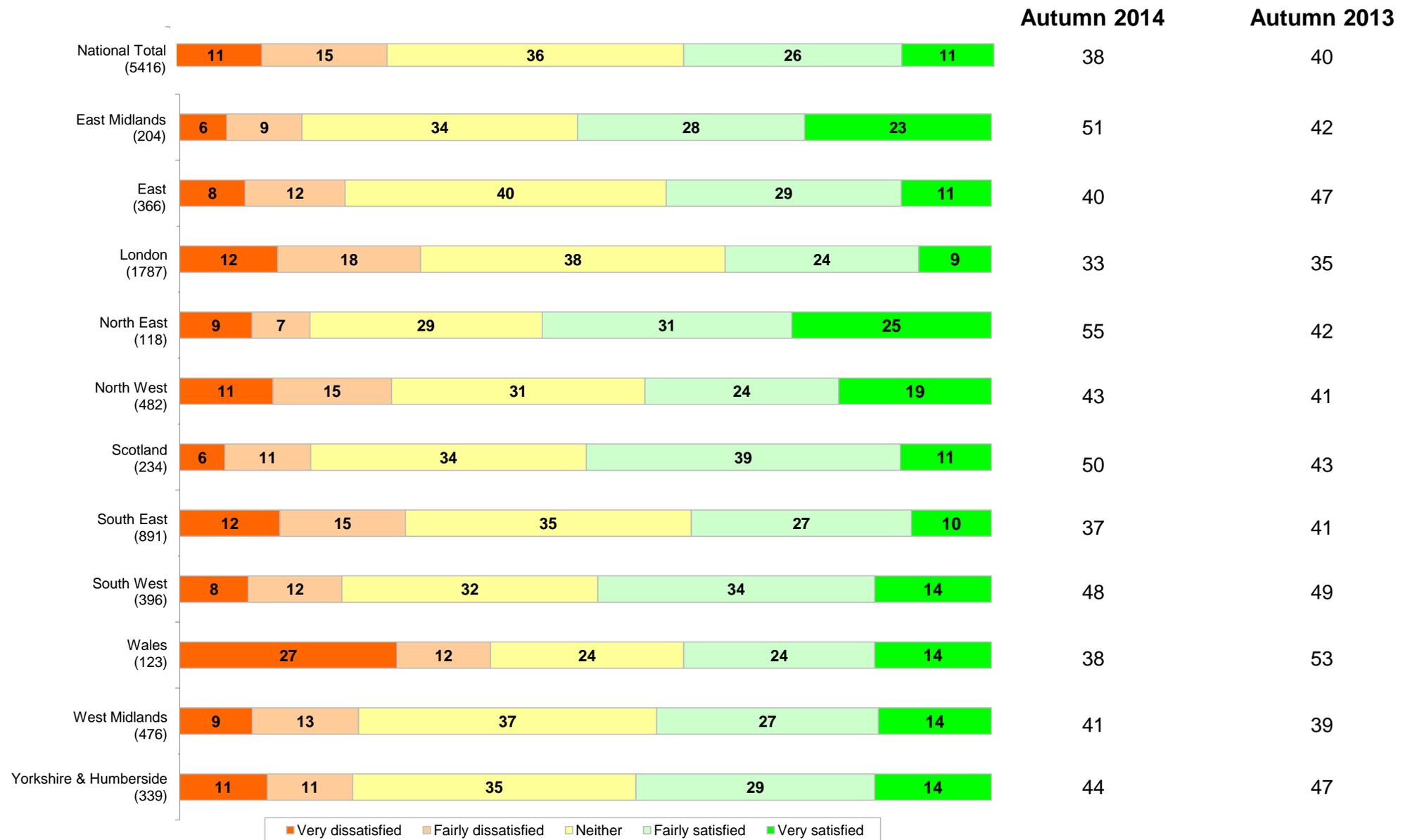
## The availability of staff on the train



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

% satisfied/good

## How well train company dealt with delays



## The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Commuting for work	41	25	41	49	16	28	28	47	20	25	27	28	91	0	0
Commuting for education	4	5	5	3	5	5	8	5	4	9	5	4	9	0	0
On company business (or own if self-employed)	15	21	19	14	26	13	14	16	18	12	17	11	0	100	0
On personal business	4	5	3	4	8	5	4	4	4	4	6	3	0	0	11
Visiting relatives or friends	13	19	13	11	19	16	14	10	23	19	16	19	0	0	32
Shopping trip	4	5	4	3	7	8	8	3	6	10	7	11	0	0	11
Travel to/from holiday	3	5	2	2	4	5	4	3	6	4	4	4	0	0	7
A day out	7	8	6	6	6	9	9	7	12	10	10	10	0	0	18
Sport	1	1	1	2	1	1	1	1	1	1	2	2	0	0	4
Other leisure trip	7	8	5	6	8	11	9	6	7	6	7	9	0	0	17
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling alone	81	76	82	85	74	74	76	84	72	70	78	76	95	90	63
Travelling with other adults 16+	16	21	16	13	21	23	20	14	23	27	19	20	4	10	31
Travelling with children aged 0-4	1	1	1	1	1	1	2	1	2	1	1	2	0	0	2
Travelling with children aged 5-10	1	1	1	1	2	1	2	1	2	1	1	1	1	0	2
Travelling with children aged 11-15	1	1	1	1	2	1	2	1	3	2	1	1	0	0	2
Don't know/no answer	1	1	1	1	1	1	1	1	1	1	1	1	0	0	1
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	15	25	14	13	24	18	15	13	24	20	18	22	8	18	21
Travelling with a pushchair	1	1	1	1	0	0	1	1	0	1	1	1	0	0	1
Travelling with a folding bicycle	1	0	1	1	0	0	0	1	0	0	0	1	1	0	0
Travelling with a non-folding bicycle	1	3	1	1	0	2	1	1	3	1	1	1	1	0	1
Travelling with a dog	0	0	0	0	1	0	0	0	1	1	0	1	0	0	1
Travelling with a wheelchair	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Travelling with a carer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None apply	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/no answer	81	70	81	83	73	77	82	82	70	74	79	74	87	80	74
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	17	24	17	14	22	17	19	19	21	23	18	19	13	20	20
No	83	76	83	86	78	83	81	81	79	77	82	81	87	80	80
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Outward	51	57	63	45	48	50	46	61	53	54	51	52	49	51	53
Return	45	37	32	51	47	44	48	34	41	42	44	42	49	43	41
One way trip only	4	6	4	3	4	5	6	4	5	3	4	6	2	5	5
Don't know/no answer	1	1	1	1	1	1	0	1	1	1	1	0	0	0	1
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Affected by any physical or mental health conditions or illnesses

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No: None	90	89	89	91	88	87	91	91	87	87	89	85	92	94	86
Yes: Vision	1	1	1	1	1	1	0	1	1	1	1	1	1	1	1
Yes: Hearing	1	2	2	1	2	3	1	1	2	1	1	2	1	1	2
Yes: Mobility	2	2	2	2	3	3	2	2	3	4	3	3	2	1	4
Yes: Dexterity	0	0	0	0	1	0	1	0	1	1	1	0	0	0	1
Yes: Learning or understanding or concentrating	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Yes: Memory	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1
Yes: Mental health	2	1	2	2	2	2	2	2	2	4	2	3	1	1	3
Yes: Stamina or breathing or fatigue	1	1	1	1	2	1	1	1	2	1	2	1	1	1	2
Yes: Socially or behaviourally	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
Other	2	2	1	2	1	1	1	1	2	2	1	2	1	1	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	34	46	30	29	38	44	43	31	39	38	37	43	24	29	40
Fairly satisfied	32	34	34	35	36	35	37	21	29	31	33	28	31	37	33
Neither satisfied nor dissatisfied	21	14	23	20	22	16	16	30	23	17	23	24	30	19	16
Fairly dissatisfied	7	2	8	8	4	4	3	9	8	9	4	5	7	9	6
Very dissatisfied	6	4	5	8	0	2	1	8	2	5	4	0	8	5	5
Very satisfied/Fairly satisfied	66	80	65	64	74	78	80	53	68	69	70	71	55	66	73
Very dissatisfied/Fairly dissatisfied	13	6	12	16	4	6	4	18	10	14	7	5	15	14	11
Sample size	1966	66	168	684	56	186	89	242	120	82	154	119	551	189	1226

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	29	38	28	26	29	42	41	28	27	26	27	30	19	20	36
Fairly satisfied	35	32	36	36	36	33	35	30	34	47	36	36	30	46	36
Neither satisfied nor dissatisfied	20	22	27	17	32	13	20	26	25	17	23	26	28	17	16
Fairly dissatisfied	9	3	3	11	3	7	4	9	11	7	9	6	12	11	7
Very dissatisfied	7	4	6	11	0	4	1	7	4	2	4	2	11	5	6
Very satisfied/Fairly satisfied	64	71	65	62	65	75	76	58	61	73	64	66	50	67	72
Very dissatisfied/Fairly dissatisfied	16	7	9	22	3	11	4	16	14	10	14	8	22	16	12
Sample size	2008	67	169	705	56	183	92	249	125	81	162	119	571	189	1248

## Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Anytime single/return	12	19	12	7	23	21	22	14	15	25	17	22	9	20	13
Anytime day single/return	12	18	13	6	19	17	19	15	17	24	16	17	10	20	10
Off-peak/Super off-peak single/return	10	16	13	5	8	10	12	13	23	12	18	12	4	13	15
Off-peak/Super off-peak day single/return	7	9	11	4	6	6	11	12	15	4	9	9	2	9	12
Advance	6	16	6	3	29	9	8	3	15	12	10	11	1	9	10
Day Travelcard	5	1	8	5	0	2	1	7	1	0	1	1	2	10	5
Oyster pay as you go	11	0	5	23	0	0	0	1	0	0	0	0	13	8	10
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	16	9	12	20	5	8	11	17	5	9	12	12	32	2	3
Annual season ticket (including travelcard/travelcard on Oyster)	9	2	12	11	2	5	2	11	2	2	4	4	18	1	2
Special promotion ticket	0	1	0	0	0	1	1	0	1	1	1	1	0	0	1
Rail staff pass/Privilege ticket/Police concession	1	2	2	1	2	1	2	2	1	1	1	2	1	0	2
Freedom Pass	5	1	1	8	0	9	1	0	0	2	5	1	2	2	10
Other	3	3	3	2	1	7	7	2	2	4	3	4	2	2	4
Don't know/no answer	3	2	2	3	3	3	3	2	2	2	3	3	2	3	4
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
First class	2	6	3	2	5	3	3	2	3	0	3	3	1	5	3
Standard class	94	93	95	93	93	90	94	97	95	97	93	95	95	94	92
Don't know/no answer	4	2	2	5	2	7	3	1	2	2	4	2	3	1	5
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
<b>IN ADVANCE</b>															
Booked over phone	0	1	0	0	1	1	1	0	1	2	1	1	0	1	1
At the station	11	11	12	10	15	10	14	15	13	11	12	12	13	8	11
Via travel agent	1	2	1	1	5	1	1	1	1	2	2	2	1	4	1
Via the internet/a website	11	30	11	8	32	16	12	9	27	17	21	20	3	22	17
Via Apps	1	2	1	0	1	1	0	1	1	1	1	1	0	1	1
<b>ON THE DAY OF TRAVEL</b>															
At the station ticket office	19	18	28	11	13	31	26	25	26	23	22	20	11	24	25
Ticket collected at station	1	1	0	0	1	1	2	1	1	1	1	1	0	1	1
From a ticket machine	10	8	15	8	11	4	12	19	12	9	10	9	9	15	10
On the train	3	11	2	0	7	5	12	2	7	17	4	11	2	2	5
Via the internet/a website	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Via Apps	0	0	0	0	-	0	0	0	0	0	0	-	0	0	0
<b>OTHER</b>															
Using season ticket	19	8	20	24	5	11	10	22	5	9	14	13	39	2	3
Ticket was organised for me	2	3	2	1	5	2	3	1	3	3	2	3	1	6	1
I use Pay as you Go on Oyster or another smartcard	13	0	4	26	0	0	1	1	-	-	0	1	15	9	11
Other methods of purchase	7	4	3	9	2	14	3	2	1	3	7	6	4	3	11
Don't know/no answer	2	1	1	2	1	2	3	1	2	1	2	2	1	2	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Did not use a railcard	50	47	46	53	47	43	53	49	44	44	47	46	57	60	38
16-25 railcard	5	8	6	3	9	5	4	5	8	9	7	8	5	2	5
Senior railcard	10	16	11	7	12	15	13	12	19	14	14	14	3	9	20
Family & friends railcard	1	1	1	0	2	1	2	0	2	0	1	2	0	0	1
Disabled persons railcard	1	1	1	1	2	2	1	1	1	2	1	1	0	1	2
Network railcard	2	0	4	2	0	0	1	5	2	1	2	0	2	3	3
Forces railcard	0	0	0	0	0	0	0	0	1	0	0	-	0	0	0
Two Together Railcard	0	1	1	0	2	2	0	0	1	1	1	1	0	0	1
Groupsave discount	0	0	0	0	-	0	0	1	1	2	0	1	0	0	1
Other railcard	6	4	6	6	2	7	6	5	4	7	4	8	6	3	7
Don't know/no answer	25	20	24	28	23	26	19	21	17	20	22	19	27	22	23
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	29	34	29	24	45	40	35	28	33	38	35	35	20	32	39
Fairly good	38	34	37	38	38	35	41	37	38	36	40	39	40	38	35
Neither good nor poor	21	21	23	23	11	17	16	21	21	19	17	18	24	21	17
Fairly poor	8	8	8	10	4	6	5	9	5	5	6	6	11	6	6
Very poor	4	3	3	5	1	3	2	5	2	3	2	2	5	3	3
Very good/Fairly good - Autumn 2014	67	68	66	62	84	75	76	64	71	73	75	74	60	69	74
Very good/Fairly good - Autumn 2013	66	76	65	63	77	71	71	64	72	73	76	73	59	70	74
Significant change		↓													
Sample size	22344	856	1755	7882	536	1914	1134	3368	1279	704	1745	1171	9454	3303	9587

## Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	25	27	26	22	36	35	31	24	28	34	30	30	19	26	34
Fairly good	37	37	37	37	40	37	42	36	37	35	40	38	37	38	37
Neither good nor poor	24	26	26	27	17	18	19	25	24	20	21	20	27	26	20
Fairly poor	9	7	8	10	5	7	7	10	8	8	5	8	11	7	6
Very poor	4	4	3	5	2	3	2	5	3	3	4	3	6	3	2
Very good/Fairly good - Autumn 2014	63	63	63	59	76	72	72	60	65	69	69	68	56	64	71
Very good/Fairly good - Autumn 2013	63	67	64	60	71	67	68	62	65	73	68	70	57	66	71
Significant change						↑									
Sample size	20429	791	1598	7216	502	1748	1047	2997	1198	640	1617	1075	8786	3059	8584

## Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	45	51	44	40	57	59	53	43	50	55	48	50	35	50	55
Fairly good	37	34	40	39	32	30	35	38	36	34	38	33	41	38	32
Neither good nor poor	11	10	11	13	7	7	8	10	7	7	9	8	14	8	8
Fairly poor	5	4	3	5	3	2	3	6	5	3	3	5	6	3	3
Very poor	3	2	3	3	1	1	1	4	2	2	1	4	4	1	2
Very good/Fairly good - Autumn 2014	82	85	84	79	89	89	88	80	87	89	86	84	76	87	87
Very good/Fairly good - Autumn 2013	83	91	84	81	92	87	86	82	84	86	86	88	79	87	87
Significant change	↓	↓		↓								↓	↓		
Sample size	22845	863	1809	7994	544	1960	1195	3461	1339	715	1776	1189	9592	3333	9920

## Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very familiar	57	56	62	56	52	60	60	59	52	65	50	64	70	43	49
Fairly familiar	29	26	25	32	29	26	26	26	26	19	30	20	25	35	31
Not very familiar	8	9	7	8	8	7	8	8	10	9	11	8	4	13	11
Not at all familiar	6	8	6	4	10	7	6	7	13	7	8	8	1	9	9
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Very familiar/Fairly familiar - Autumn 2014	86	82	87	88	82	86	86	85	77	84	81	84	95	78	79
Very familiar/Fairly familiar - Autumn 2013	86	82	87	89	84	87	86	83	79	82	78	86	95	77	80
Significant change				↓											
Sample size	27546	987	2118	10411	617	2303	1347	4014	1483	812	2076	1378	11416	3970	12160

## Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: asked for help	7	9	8	6	16	9	7	8	9	9	8	7	5	9	10
Yes: asked for information	7	9	7	6	8	9	8	8	10	9	10	6	5	8	9
Couldn't find anyone to ask	3	3	2	2	2	2	3	3	3	2	4	4	3	2	3
No/didn't need help/information	82	78	81	85	73	80	82	80	76	77	76	82	87	80	78
Don't know/no answer	2	2	2	1	2	2	1	2	4	3	2	2	1	1	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
3 or more times a week	37	23	37	43	15	29	29	41	15	24	25	26	74	4	7
Once or twice a week	13	9	11	14	8	13	12	12	13	13	12	12	12	14	13
1 or 2 times a month	14	15	19	12	21	16	19	14	16	20	14	17	5	25	21
Once every 2-3 months	11	17	12	10	16	13	10	9	14	13	14	13	2	18	18
Once every 6 months	5	6	4	5	8	6	5	5	8	7	7	6	1	9	9
Less often	8	13	8	6	13	10	11	8	12	9	12	11	2	12	14
Never/First time today	10	16	8	9	16	11	11	9	19	12	14	13	2	17	17
Don't know/no answer	2	1	2	2	3	2	2	2	2	3	2	2	2	2	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Under 1 year	26	26	22	27	35	23	22	26	30	25	28	22	30	20	17
1-4 years	34	38	30	35	32	29	30	34	34	36	38	41	36	30	30
5-9 years	15	16	15	14	15	16	18	17	16	14	17	13	15	15	15
10 years or more	24	19	32	24	17	30	29	21	19	23	17	23	18	33	35
Don't know/no answer	1	0	1	1	0	2	2	2	1	3	1	1	1	2	2
Sample size	15879	454	1316	6512	316	1229	611	2543	676	403	1061	758	10370	1530	3979

## Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
I always get a seat	40	54	48	31	58	44	55	47	46	51	45	49	36	45	46
I usually get a seat	36	35	34	38	33	36	29	35	33	32	35	28	36	39	35
There are seats available but I prefer to stand	1	1	1	2	0	2	1	2	1	0	1	1	2	1	2
I usually stand and it is crowded	6	2	5	8	2	4	4	5	4	2	5	5	8	5	4
I usually stand and it is very crowded	8	2	4	11	3	5	4	4	4	6	4	7	10	3	3
It varies	8	5	8	9	3	7	5	6	11	6	8	10	8	7	8
Don't know/no answer	1	0	0	1	0	1	2	2	1	3	1	1	1	1	2
Sample size	15879	454	1316	6512	316	1229	611	2543	676	403	1061	758	10370	1530	3979

## Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
<b>Autumn 2014</b>															
No delay	77	77	76	77	73	78	81	73	71	79	74	77	72	77	81
Yes: Minor delays	19	21	18	18	22	17	15	23	22	16	21	20	23	18	15
Yes: Serious delays	3	1	3	3	3	2	1	2	4	2	3	2	3	3	2
Don't know/no answer	2	2	2	2	2	3	2	2	2	3	2	2	2	2	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317
<b>Autumn 2013</b>															
Yes: Minor delays	17	28	21	15	19	19	16	18	21	15	24	19	20	18	14
Yes: Serious delays	3	3	2	3	1	1	3	3	3	1	3	3	3	3	2

## Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The train was late departing at the beginning of journey	62	75	59	59	71	69	70	62	66	49	67	73	61	67	63
The train was late arriving at the destination	49	42	46	49	47	44	46	53	52	41	45	50	51	50	43
The train I had planned to catch was cancelled	10	2	12	12	3	10	8	8	5	8	9	6	10	12	8
Could not get on train as it was overcrowded	3	0	2	4	0	2	2	2	1	4	2	4	4	1	2
Took longer than expected to buy train ticket	1	1	3	1	1	1	0	2	3	0	1	2	1	3	1
Train I took to this station was late and I missed my connection	4	2	4	4	1	3	4	5	3	3	4	4	4	4	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	0	0	2	0	1	1	0	0	0	1	1	1	1	0
Lack of/poor information caused a delay to my journey	4	3	5	4	0	4	3	4	2	2	6	2	4	4	4
Other	13	9	11	14	14	19	11	11	14	21	13	8	13	10	15
Don't know/no answer	1	0	1	1	1	1	0	1	1	2	3	1	1	1	2
Sample size	6033	222	396	1983	127	555	260	1014	431	142	528	375	2967	841	2225

## How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very well	11	23	11	9	25	19	11	10	14	14	14	14	7	11	19
Fairly well	26	28	29	24	31	24	39	27	34	24	27	29	22	32	32
Neither well nor poorly	36	34	40	38	29	31	34	35	32	24	37	35	38	40	31
Fairly poorly	15	9	12	18	7	15	11	15	12	12	13	11	19	11	11
Very poorly	11	6	8	12	9	11	6	12	8	27	9	11	15	5	7
Very well/Fairly well - Autumn 2014	38	51	40	33	55	43	50	37	48	38	41	44	29	44	51
Very well/Fairly well - Autumn 2013	40	42	47	35	42	41	43	41	49	53	39	47	30	43	56
Significant change															
Sample size	5416	204	366	1787	118	482	234	891	396	123	476	339	2674	763	1979

## Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
5 mins or less	40	42	42	42	38	37	46	40	26	39	36	41	43	38	37
6-10 mins	26	31	23	26	24	25	27	27	27	26	22	26	26	26	27
11-20 mins	17	20	16	16	15	19	13	17	21	20	18	13	15	17	20
21-30 mins	6	2	7	6	7	6	5	6	11	3	11	3	6	6	6
31-60 mins	4	3	5	4	7	7	3	4	6	6	5	10	4	6	4
More than 1 hour	2	2	2	2	3	1	3	1	3	2	2	0	1	3	2
Don't know/no answer	5	1	5	4	6	5	3	4	5	5	6	7	4	5	5
Mean (minutes) - Autumn 2014	13	11	14	12	15	13	12	12	17	13	14	12	12	14	13
Mean (minutes) - Autumn 2013	13	14	11	14	14	11	10	13	16	14	11	14	12	13	14
Significant change				↑							↓				
Sample size	6033	222	396	1983	127	555	260	1014	431	142	528	375	2967	841	2225

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	45	61	49	40	58	46	58	45	59	32	50	46	37	47	58
The accuracy of the information given about the delay	47	61	54	44	56	47	57	46	61	39	49	47	39	53	61
The usefulness of the information	44	57	50	40	59	47	55	44	55	37	49	42	36	49	57
The speed with which the information was provided	47	60	52	42	64	46	55	51	62	49	51	50	40	49	61
Time taken to resolve the problem	35	51	40	31	49	39	43	35	44	39	35	37	27	39	50
The availability of alternative transport if train service could not continue	25	29	25	24	45	29	52	20	33	33	18	27	20	36	35

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	36	19	32	40	24	38	24	35	25	46	30	32	42	32	26
The accuracy of the information given about the delay	33	20	27	37	24	36	26	35	27	31	29	31	41	25	24
The usefulness of the information	30	19	27	33	17	33	16	32	25	38	25	28	38	22	20
The speed with which the information was provided	32	21	25	37	15	33	19	29	23	37	31	28	38	27	22
Time taken to resolve the problem	35	18	28	40	20	38	25	34	28	33	28	30	43	27	22
The availability of alternative transport if train service could	47	35	49	47	25	52	26	51	42	43	50	43	52	36	37

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No	82	85	75	82	82	87	90	79	85	86	86	85	76	84	88
Claimed for compensation on a weekly season ticket	1	1	2	1	1	0	1	2	1	1	1	1	3	0	0
Claimed for compensation on a monthly or longer season ticket	5	2	10	6	2	1	1	8	1	1	3	1	9	2	1
Claimed for compensation on one single/return journey	6	8	9	6	10	5	4	7	7	5	6	7	7	9	5
Complained but did not claim for compensation	2	2	1	2	2	2	1	2	2	2	2	3	3	1	1
Complained and claimed for compensation	1	1	1	1	1	1	1	2	3	1	1	1	2	1	1
Don't know/no answer	3	3	3	3	3	4	3	3	3	6	2	3	3	3	4
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	20	18	24	19	24	27	23	16	24	14	19	29	16	27	29
Fairly satisfied	33	43	37	32	25	24	39	34	33	30	29	27	32	34	33
Neither satisfied nor dissatisfied	12	8	14	11	9	6	13	13	9	14	18	11	13	11	8
Fairly dissatisfied	15	13	13	16	17	14	13	15	22	21	16	17	17	13	13
Very dissatisfied	20	17	12	21	25	29	12	22	13	20	19	17	22	16	18
Very satisfied/Fairly satisfied - Autumn 2014	53	61	61	52	49	51	62	50	57	44	48	56	48	61	62
Very satisfied/Fairly satisfied - Autumn 2013	52	48	57	52	65	49	37	51	63	66	53	57	49	55	58
Significant change							↑								
Sample size	3916	131	458	1564	91	270	126	606	170	70	254	176	2374	572	970

## Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Insufficient compensation	36	13	48	35	48	18	37	43	30	24	41	22	38	30	31
Inappropriate form of compensation	15	11	22	16	20	14	10	10	6	21	14	13	14	18	15
Time taken to respond	38	28	33	38	43	34	37	43	50	31	37	35	39	33	39
Poor explanation given	41	39	39	42	57	46	39	35	47	50	38	46	42	42	35
Has not yet received a response	24	43	24	23	9	29	23	26	10	15	19	18	23	23	26
Other reasons	28	22	31	28	36	31	20	32	18	37	15	30	27	34	31
Don't know/no answer	1	5	0	0	0	0	13	0	0	0	0	6	1	1	2
Sample size	1291	42	113	528	36	95	36	208	58	31	77	67	851	153	287

## Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
16-25	10	13	12	8	16	12	14	10	12	18	13	15	13	4	9
26-34	14	11	13	16	12	10	14	14	9	15	10	13	19	12	10
35-44	18	17	18	20	12	13	15	19	14	13	14	14	23	20	11
45-54	23	20	24	23	24	21	20	23	22	18	22	17	25	30	17
55-59	10	11	12	10	13	10	12	11	10	9	10	10	10	13	10
60-64	9	11	8	8	10	11	10	8	14	8	10	9	5	10	13
65+	14	16	13	13	9	21	14	12	18	16	19	20	3	8	29
No answer	2	1	2	2	2	2	1	2	1	3	1	2	2	2	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Male	43	47	46	43	37	39	38	47	39	40	40	42	45	55	36
Female	54	52	52	54	60	57	60	50	57	54	58	55	53	42	61
No answer	3	1	3	3	3	4	2	3	4	5	2	4	3	3	4
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Working full time	60	54	61	65	54	48	48	64	50	46	53	47	76	78	34
Working part time	15	17	14	15	14	14	17	15	18	15	14	16	13	15	17
Not working	3	3	3	2	5	4	5	3	3	5	3	4	1	0	7
Retired	15	18	13	12	14	25	19	12	21	20	22	22	1	3	36
Full time student	5	7	6	3	11	7	9	5	6	11	7	8	7	1	4
No answer	2	1	2	2	3	3	3	2	2	4	1	2	2	3	2
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Professional/senior managerial	40	42	42	44	40	31	29	43	38	34	35	27	45	62	27
Middle managerial	15	13	15	16	16	11	11	15	13	13	14	12	18	16	10
Junior managerial/clerical/supervisory	11	8	12	12	10	12	11	12	9	10	9	12	15	7	9
Skilled manual (with professional qualifications/served an apprenticeship)	6	7	7	6	7	8	10	6	7	9	7	8	8	3	6
Unskilled manual (no qualifications/not served an apprenticeship)	2	4	2	1	3	3	4	2	3	2	4	5	2	1	3
Full time student	2	2	2	1	3	3	4	1	2	4	2	4	2	0	2
Retired	14	16	13	11	12	22	18	12	18	16	20	22	2	4	32
Unemployed/between jobs	1	1	1	1	2	1	2	1	2	1	1	1	1	0	2
Housewife/house-husband	1	0	1	0	1	0	1	1	0	1	1	1	0	0	1
Other	5	5	4	4	4	5	6	5	5	5	4	4	4	4	5
Don't know/no answer	3	2	2	3	4	3	4	2	3	4	3	3	3	3	4
Sample size	27812	995	2147	10514	627	2333	1361	4047	1491	821	2092	1384	11493	4002	12317

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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
Govia Thameslink Railway	28000	26	13	61	82	18	26	18	29	26
First TransPennine Express	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

\*Sample size excludes non-franchised Train Operating Companies

## Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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
Govia Thameslink Railway	1037	35	17	47	87	13	30	25	37	9
First TransPennine Express	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

\*Sample size excludes non-franchised Train Operating Companies

## Sector definitions

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

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



## The following reports are produced each wave:

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



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