



# National Rail Passenger Survey

## Full Report

### Autumn 2015 (Wave 33)

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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.transportfocus.org.uk](http://www.transportfocus.org.uk)

### **Autumn 2015 (Wave 33)**

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

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 2015 (Wave 32)**

Fieldwork for Wave 32 was undertaken between 18th January and 29th March 2015.

From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change. Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20th March 2015, all shifts targeting Island Line had to be completed during the last week of fieldwork.

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 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.

## National Total

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

\* National total excludes non-franchised train operating companies

## London and South East

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

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

## Long Distance

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

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

## Regional

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

\* Regional total excludes non-franchised train operating companies

## Overall satisfaction with your journey

### % of passengers satisfied/good by sector:

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

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

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

\*\*TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

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

### % of passengers satisfied/good by sector:

London and South East	43 %
Long distance	58 %
Regional	61 %

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

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

\*\* TfI Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

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

### % of passengers satisfied/good by sector:

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

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

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

† Boundary changes of TOC from Autumn 2015

\*\* TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

## Sufficient room for all passengers to sit/stand

### % of passengers satisfied/good by sector:

London and South East	62 %
Long distance	71 %
Regional	74 %

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

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

\*\* TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

## Overall satisfaction with the station

### % of passengers satisfied/good by sector:

London and South East	79 %
Long distance	86 %
Regional	85 %

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

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

\*\* TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

## How well train company dealt with delays

### % of passengers satisfied/good by sector:

London and South East	35 %
Long distance	55 %
Regional	46 %

	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia <sup>+</sup>	10	→	17	↑	297	46	36	18
Arriva Trains Wales	1	→	-5	→	158	37	31	32
c2c	4	→	4	→	66	47	34	19
Chiltern Railways	0	→	-3	→	144	54	32	14
Cross Country	4	→	-1	→	209	54	32	14
East Midlands Trains	-4	→	-1	→	258	49	34	17
First Hull Trains	0	→	54	→	39	73	19	8
First TransPennine Express	1	→	-11	↓	346	52	33	15
Gatwick Express*	-12	→	-13	→	58	20	51	29
Grand Central	-16	→	-24	→	65	57	31	12
Great Northern*	-3	→	3	→	101	31	47	22
Great Western Railway	2	→	6	→	635	45	33	22
Heathrow Connect	1	→	3	→	98	38	28	34
Heathrow Express	19	→	1	→	43	52	34	14
London Midland	5	→	6	→	232	41	37	22
London Overground+	-1	→	-1	→	133	28	42	29
Merseyrail	10	→	1	→	41	49	36	14
Northern Rail	12	→	13	↑	167	44	36	20
ScotRail	2	→	2	→	127	51	33	16
South West Trains	0	→	4	→	338	40	39	21
Southeastern	9	↑	4	→	294	31	37	32
Southern*+	-5	→	4	→	445	31	42	27
TfL Rail**	-8	→	24	→	40	40	50	11
Thameslink*	-5	→	3	→	306	25	40	36
Virgin Trains	-1	→	-1	→	220	61	25	14
Virgin Trains East Coast	-4	→	-6	→	225	63	28	10

\* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

\*\* TfL Rail is a new TOC from Autumn 2015. Up to Spring 2015 results are for the former Abellio Greater Anglia Metro route

## Abellio Greater Anglia\*

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

\* From Autumn 2015 Abellio Greater Anglia does not include West Anglia Inner or Metro routes

c2c

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

# Chiltern Railways

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

# Gatwick Express\*

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

\* Part of the Govia Thameslink Railway franchise

## Great Northern\*

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

\* Part of the Govia Thameslink Railway franchise

## Great Western Railway

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

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

# Heathrow Connect

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

# Heathrow Express

Overall sample size 548	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	1	→	1	→	511	95	3	1	82
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-4	→	-1	→	514	88	9	2	79
Ticket buying facilities	-3	→	-1	→	378	89	8	3	73
Provision of information about train times/platforms	-4	→	-1	→	483	83	11	6	81
The upkeep/repair of the station buildings/platforms	-5	↓	-1	→	492	84	13	3	71
Cleanliness	-4	→	-3	→	491	83	14	3	76
The facilities and services	-2	→	-3	→	359	71	21	8	54
The attitudes and helpfulness of the staff	3	→	4	→	388	87	11	2	74
Connections with other forms of public transport	-1	→	-7	↓	372	82	13	5	76
Facilities for car parking	9	→	3	→	97	68	16	16	47
Overall environment	-2	→	-4	→	469	82	16	3	70
Your personal security whilst using the station	1	→	0	→	411	86	12	1	72
The availability of staff	6	↑	8	↑	422	82	12	7	63
The provision of shelter facilities	3	→	3	→	254	82	16	2	68
Availability of seating	6	→	0	→	425	69	15	16	45
How request to station staff was handled	7	↑	3	→	136	98	2	0	85
The choice of shops/eating/drinking facilities available	-5	→	-3	→	293	64	26	10	48
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	→	-1	→	516	94	5	2	80
The frequency of the trains on that route	-2	→	-1	→	508	89	6	5	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	-1	→	504	93	4	3	75
The length of time the journey was scheduled to take (speed)	0	→	0	→	507	96	2	2	82
Connections with other train services	0	→	1	→	332	86	11	3	75
The value for money of the price of your ticket	0	→	6	→	510	42	25	33	43
Upkeep and repair of the train	-4	↓	-2	→	501	94	6	1	75
The provision of information during the journey	2	→	0	→	478	88	10	2	71
The helpfulness and attitude of staff on train	-2	→	0	→	420	86	13	1	56
The space for luggage	-1	→	-2	→	499	89	8	4	50
The toilet facilities	6	→	-3	→	163	77	16	7	33
Sufficient room for all passengers to sit/stand	0	→	-3	→	501	90	7	3	62
The comfort of the seating area	1	→	-1	→	509	95	4	1	70
The ease of being able to get on and off	-1	→	0	→	495	95	4	1	77
Your personal security on board	2	→	2	→	478	96	4	0	77
The cleanliness of the inside	-2	→	-4	↓	508	92	5	3	76
The cleanliness of the outside	-3	→	-3	→	473	92	7	1	76
The availability of staff	4	→	2	→	433	80	16	3	35
How well train company deals with delays	19	→	1	→	43	52	34	14	35

# London Midland

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

# London Overground\*

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

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

## South West Trains

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

## Southeastern

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

## Southern\*

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

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

## TfL Rail\*

Overall sample size 316	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		sample size	Autumn 2015			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	9	↑	8	→	313	85	10	5	82	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station	4	→	4	→	307	81	12	7	79	
Ticket buying facilities	12	→	9	→	176	75	14	12	73	
Provision of information about train times/platforms	8	→	9	→	287	81	11	8	81	
The upkeep/repair of the station buildings/platforms	6	→	1	→	288	71	14	15	71	
Cleanliness	7	→	4	→	288	78	15	7	76	
The facilities and services	5	→	-1	→	248	58	21	21	54	
The attitudes and helpfulness of the staff	7	→	2	→	252	77	16	7	74	
Connections with other forms of public transport	1	→	-5	→	260	83	11	6	76	
Facilities for car parking	3	→	-7	→	124	39	21	40	47	
Overall environment	4	→	2	→	295	69	21	11	70	
Your personal security whilst using the station	4	→	1	→	273	71	23	6	72	
The availability of staff	18	↑	12	↑	274	72	18	10	63	
The provision of shelter facilities	-3	→	2	→	259	65	20	15	68	
Availability of seating	6	→	7	→	281	47	21	32	45	
How request to station staff was handled	19	→	0	→	30	92	2	6	85	
The choice of shops/eating/drinking facilities available	0	→	1	→	251	52	21	28	48	
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train	11	↑	10	↑	310	77	15	8	80	
The frequency of the trains on that route	3	→	-2	→	307	87	6	7	75	
Punctuality/reliability (i.e. the train arriving/departing on time)	7	→	10	↑	307	84	9	6	75	
The length of time the journey was scheduled to take (speed)	5	→	3	→	305	85	10	5	82	
Connections with other train services	7	→	2	→	235	87	11	2	75	
The value for money of the price of your ticket	10	→	17	↑	275	46	23	31	43	
Upkeep and repair of the train	19	↑	16	↑	296	64	19	17	75	
The provision of information during the journey	6	→	6	→	278	68	24	8	71	
The helpfulness and attitude of staff on train	17	↑	9	→	124	38	34	29	56	
The space for luggage	9	→	-4	→	239	40	30	30	50	
The toilet facilities	-4	→	1	→	117	9	17	75	33	
Sufficient room for all passengers to sit/stand	3	→	3	→	299	46	17	37	62	
The comfort of the seating area	10	→	10	→	304	54	23	23	70	
The ease of being able to get on and off	3	→	5	→	299	65	19	16	77	
Your personal security on board	1	→	4	→	282	60	29	11	77	
The cleanliness of the inside	20	↑	16	↑	306	74	16	10	76	
The cleanliness of the outside	16	↑	20	↑	286	63	25	12	76	
The availability of staff	14	↑	2	→	175	22	30	48	35	
How well train company deals with delays	-8	→	24	→	40	40	50	11	35	

\* New TOC from Autumn 2015; journeys on London - Shenfield metro service (formerly part of Abellio Greater Anglia)

## Thameslink\*

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

\* Part of the Govia Thameslink Railway franchise

## CrossCountry

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

# East Midlands Trains

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

# First Hull Trains

Overall sample size 576	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		sample size	Autumn 2015			TOC Type % satisfied or good	
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor		
Overall satisfaction with your journey	8	↑	1	→	544	97	2	1	87	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station	-2	→	-2	→	548	88	11	2	86	
Ticket buying facilities	7	→	-2	→	226	88	8	4	83	
Provision of information about train times/platforms	5	→	1	→	526	91	8	2	88	
The upkeep/repair of the station buildings/platforms	-1	→	0	→	536	88	10	2	79	
Cleanliness	1	→	1	→	525	91	7	1	83	
The facilities and services	-1	→	-4	→	467	70	17	13	70	
The attitudes and helpfulness of the staff	-4	→	-7	→	362	74	20	6	83	
Connections with other forms of public transport	2	→	2	→	406	81	10	9	78	
Facilities for car parking	-5	→	-3	→	248	66	15	19	58	
Overall environment	0	→	-1	→	529	84	13	3	79	
Your personal security whilst using the station	4	→	-1	→	471	83	15	2	80	
The availability of staff	-6	→	-5	→	416	62	25	12	73	
The provision of shelter facilities	-1	→	1	→	450	83	13	5	78	
Availability of seating	3	→	0	→	492	59	19	22	55	
How request to station staff was handled	1	→	-3	→	69	91	6	3	93	
The choice of shops/eating/drinking facilities available	-2	→	2	→	489	65	15	20	61	
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train	3	→	-1	→	550	95	5	0	85	
The frequency of the trains on that route	4	→	4	→	517	83	9	8	84	
Punctuality/reliability (i.e. the train arriving/departing on time)	20	↑	0	→	543	95	4	1	84	
The length of time the journey was scheduled to take (speed)	5	↑	-1	→	539	93	5	2	88	
Connections with other train services	6	→	0	→	304	85	11	4	80	
The value for money of the price of your ticket	6	→	13	↑	526	69	13	18	58	
Upkeep and repair of the train	-1	→	0	→	538	92	7	1	82	
The provision of information during the journey	-3	→	-2	→	518	87	11	2	78	
The helpfulness and attitude of staff on train	-2	→	-3	→	513	91	8	1	81	
The space for luggage	0	→	0	→	501	73	15	12	57	
The toilet facilities	9	↑	5	→	395	73	18	9	52	
Sufficient room for all passengers to sit/stand	-4	→	-7	↓	531	82	11	7	71	
The comfort of the seating area	0	→	-3	→	535	89	9	3	76	
The ease of being able to get on and off	1	→	-1	→	541	94	5	2	83	
Your personal security on board	-1	→	-1	→	523	93	7	0	86	
The cleanliness of the inside	1	→	1	→	548	94	6	0	83	
The cleanliness of the outside	-3	→	-2	→	477	86	11	3	79	
The availability of staff	-5	→	-4	→	509	84	14	2	65	
How well train company deals with delays	0	→	54	→	39	73	19	8	55	

# First TransPennine Express

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

## Grand Central

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

# Virgin Trains

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

# Virgin Trains East Coast\*

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

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

## Arriva Trains Wales

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

## Merseyrail

Overall sample size 483	Improvement/decline in % satisfied or good since Autumn 2014		Improvement/decline in % satisfied or good since Spring 2015		Autumn 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with your journey	3	→	2	→	473	93	5	2	88
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-1	→	3	→	469	90	7	3	85
Ticket buying facilities	2	→	3	→	252	89	6	4	82
Provision of information about train times/platforms	4	→	2	→	437	92	6	1	87
The upkeep/repair of the station buildings/platforms	-1	→	3	→	450	82	11	7	80
Cleanliness	0	→	3	→	455	85	9	6	83
The facilities and services	3	→	0	→	356	63	19	18	58
The attitudes and helpfulness of the staff	7	↑	5	→	378	90	8	2	83
Connections with other forms of public transport	7	→	5	→	323	82	13	5	73
Facilities for car parking	-7	→	-8	→	222	46	18	36	54
Overall environment	1	→	-1	→	454	80	15	6	78
Your personal security whilst using the station	4	→	2	→	417	81	17	2	76
The availability of staff	3	→	6	↑	409	84	10	5	72
The provision of shelter facilities	5	→	4	→	372	85	11	4	79
Availability of seating	0	→	2	→	442	68	15	17	61
How request to station staff was handled	-2	→	-2	→	33	91	2	8	90
The choice of shops/eating/drinking facilities available	-5	→	-3	→	326	44	25	31	49
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	7	↑	7	↑	474	93	5	2	83
The frequency of the trains on that route	-1	→	-1	→	472	93	3	3	79
Punctuality/reliability (i.e. the train arriving/departing on time)	6	↑	1	→	472	93	4	3	85
The length of time the journey was scheduled to take (speed)	2	→	0	→	462	96	3	1	88
Connections with other train services	1	→	-1	→	255	86	10	4	78
The value for money of the price of your ticket	3	→	1	→	372	69	14	17	61
Upkeep and repair of the train	14	↑	15	↑	440	87	8	4	73
The provision of information during the journey	9	↑	4	→	430	90	8	2	74
The helpfulness and attitude of staff on train	8	→	0	→	261	70	27	3	82
The space for luggage	13	↑	10	↑	326	64	20	16	64
The toilet facilities	-6	→	-8	→	122	17	20	63	47
Sufficient room for all passengers to sit/stand	10	↑	6	↑	444	81	9	10	74
The comfort of the seating area	12	↑	9	↑	455	85	10	5	75
The ease of being able to get on and off	7	↑	4	→	462	91	5	4	83
Your personal security on board	10	↑	6	↑	437	86	11	3	84
The cleanliness of the inside	9	↑	10	↑	467	84	9	8	77
The cleanliness of the outside	6	→	10	↑	414	80	15	4	76
The availability of staff	8	→	1	→	353	56	30	14	67
How well train company deals with delays	10	→	1	→	41	49	36	14	46

## Northern Rail

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

## ScotRail

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

## National Total - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	30096	27960	28832	28917	27168	27156	27115	27812	28775	25762					
<b>Overall satisfaction with your journey</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>2</b>	↑	<b>3</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	76	78	77	80	76	78	78	79	78	81	2	↑	2	↑	
Ticket buying facilities	73	74	73	75	75	74	74	74	75	75	1	⇌	1	⇌	
Provision of information about train times/platforms	79	81	81	83	81	82	81	81	81	83	1	↑	2	↑	
The upkeep/repair of the station buildings/platforms	65	67	67	72	70	71	69	72	71	73	1	↑	2	↑	
Cleanliness	71	72	71	76	74	75	74	76	75	78	2	↑	2	↑	
The facilities and services	50	51	50	57	55	56	55	57	58	56	-1	⇌	-1	⇌	
The attitudes and helpfulness of the staff	70	71	71	72	71	73	73	73	74	76	3	↑	1	↑	
Connections with other forms of public transport	73	73	73	77	75	74	75	75	74	76	0	⇌	1	⇌	
Facilities for car parking	49	51	49	51	49	49	49	50	49	50	0	⇌	1	⇌	
Overall environment	66	68	67	71	67	69	68	70	69	72	2	↑	3	↑	
Your personal security whilst using the station	66	67	68	71	68	70	70	71	71	73	2	↑	2	↑	
The availability of staff	58	59	60	60	60	61	61	62	63	66	3	↑	2	↑	
The provision of shelter facilities	-	-	-	70	63	68	65	69	66	71	2	↑	5	↑	
Availability of seating	-	-	-	49	46	46	46	47	48	48	2	↑	0	⇌	
How request to station staff was handled	84	86	83	86	83	85	85	85	87	87	2	⇌	0	⇌	
The choice of shops/eating/drinking facilities available	-	-	-	-	46	47	47	49	49	49	0	⇌	1	⇌	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	82	79	80	79	78	78	81	3	↑	4	↑	
The frequency of the trains on that route	78	78	78	78	77	77	77	76	75	77	1	⇌	2	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	81	81	83	78	79	77	77	75	78	1	⇌	2	↑	
The length of time the journey was scheduled to take (speed)	85	85	85	86	84	84	83	83	82	83	1	⇌	1	↑	
Connections with other train services	77	76	77	78	76	76	76	75	74	76	1	⇌	2	↑	
The value for money of the price of your ticket	44	46	42	47	42	45	45	46	45	48	2	↑	3	↑	
Upkeep and repair of the train	73	75	75	76	73	74	75	73	73	75	3	↑	2	↑	
The provision of information during the journey	69	70	70	72	71	70	69	69	70	72	3	↑	2	↑	
The helpfulness and attitude of staff on train	64	64	64	65	65	66	64	63	64	65	2	↑	1	⇌	
The space for luggage	53	54	55	54	53	52	53	51	53	53	2	↑	0	⇌	
The toilet facilities	36	38	37	39	37	36	38	36	38	37	1	⇌	0	⇌	
Sufficient room for all passengers to sit/stand	67	68	69	69	67	66	65	64	65	65	1	⇌	-1	⇌	
The comfort of the seating area	70	72	72	73	71	72	71	70	70	72	2	↑	1	⇌	
The ease of being able to get on and off	80	81	80	81	79	80	79	78	79	79	1	⇌	0	⇌	
Your personal security on board	76	77	77	79	77	78	77	77	78	79	2	↑	1	⇌	
The cleanliness of the inside	73	75	75	76	73	75	75	74	74	77	2	↑	2	↑	
The cleanliness of the outside	67	73	71	74	69	73	72	73	72	76	3	↑	4	↑	
The availability of staff	45	46	47	46	45	45	44	44	45	44	1	⇌	-1	⇌	
How well train company deals with delays	36	38	37	44	38	40	38	38	34	39	1	⇌	5	↑	

\* National total excludes non-franchised train operating companies

## London and South East - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	19126	17398	18592	18281	17252	17332	17468	17540	18157	16610					
<b>Overall satisfaction with your journey</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>2</b>	↑	<b>3</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	75	77	75	79	75	77	77	78	77	79	1	↑	2	↑	
Ticket buying facilities	71	72	71	73	73	72	72	72	72	73	1	⇌	1	⇌	
Provision of information about train times/platforms	78	80	80	82	79	81	79	80	79	81	1	↑	2	↑	
The upkeep/repair of the station buildings/platforms	63	65	66	70	67	69	66	70	68	71	1	⇌	3	↑	
Cleanliness	69	71	70	75	72	74	72	74	73	76	2	↑	3	↑	
The facilities and services	48	49	48	56	54	54	54	55	56	54	-1	⇌	-1	⇌	
The attitudes and helpfulness of the staff	69	69	69	70	69	71	71	71	72	74	2	↑	1	⇌	
Connections with other forms of public transport	74	74	74	77	75	75	75	76	75	76	0	⇌	1	⇌	
Facilities for car parking	47	49	46	49	47	45	47	47	46	47	1	⇌	2	⇌	
Overall environment	64	67	66	69	65	68	66	68	67	70	2	↑	3	↑	
Your personal security whilst using the station	65	66	66	70	67	69	69	69	69	72	2	↑	3	↑	
The availability of staff	56	57	57	58	58	59	60	60	61	63	3	↑	2	↑	
The provision of shelter facilities	-	-	-	68	61	65	63	67	63	68	1	⇌	5	↑	
Availability of seating	-	-	-	45	42	42	42	43	44	45	2	↑	0	⇌	
How request to station staff was handled	83	85	82	84	80	84	83	83	85	85	2	⇌	0	⇌	
The choice of shops/eating/drinking facilities available	-	-	-	-	45	46	46	48	47	48	0	⇌	1	⇌	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	81	77	79	77	77	76	80	3	↑	4	↑	
The frequency of the trains on that route	76	77	77	77	75	76	75	75	73	75	1	⇌	2	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	79	80	79	83	76	78	75	75	73	75	0	⇌	3	↑	
The length of time the journey was scheduled to take (speed)	84	83	83	85	82	83	82	81	80	82	1	⇌	1	↑	
Connections with other train services	76	75	77	77	75	75	75	75	73	75	1	⇌	3	↑	
The value for money of the price of your ticket	39	42	38	43	38	41	41	41	40	43	2	↑	3	↑	
Upkeep and repair of the train	73	75	74	76	72	74	74	72	73	75	3	↑	2	↑	
The provision of information during the journey	68	69	70	71	69	70	68	67	69	71	3	↑	2	↑	
The helpfulness and attitude of staff on train	57	57	57	59	59	58	56	54	56	56	2	⇌	0	⇌	
The space for luggage	52	52	53	52	50	49	50	48	49	50	2	↑	1	⇌	
The toilet facilities	34	35	35	36	34	33	34	32	33	33	1	⇌	0	⇌	
Sufficient room for all passengers to sit/stand	66	67	68	68	65	64	62	62	63	62	0	⇌	-1	⇌	
The comfort of the seating area	70	71	71	72	69	70	69	68	69	70	2	↑	1	⇌	
The ease of being able to get on and off	79	80	79	80	77	79	77	77	78	77	0	⇌	-1	⇌	
Your personal security on board	74	75	75	77	75	76	75	75	75	77	1	↑	1	⇌	
The cleanliness of the inside	72	75	74	75	71	74	74	73	73	76	3	↑	3	↑	
The cleanliness of the outside	69	74	72	74	69	73	72	72	71	76	3	↑	4	↑	
The availability of staff	37	39	39	38	37	37	35	34	36	35	0	⇌	-1	⇌	
How well train company deals with delays	34	36	35	43	36	38	35	35	30	35	1	⇌	5	↑	

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

## Long Distance - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	6970	5700	5922	6224	5864	5791	5708	6160	5953	5410					
<b>Overall satisfaction with your journey</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>1</b>	→	<b>-1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	81	81	81	84	81	82	82	84	84	86	2	↑	2	→	
Ticket buying facilities	79	84	82	86	83	82	84	85	84	83	-2	→	-2	→	
Provision of information about train times/platforms	86	86	86	88	87	87	86	87	88	88	1	→	0	→	
The upkeep/repair of the station buildings/platforms	73	73	73	76	75	76	76	78	78	79	2	→	1	→	
Cleanliness	77	77	77	80	79	80	81	81	82	83	2	↑	1	→	
The facilities and services	64	65	62	71	68	69	67	72	71	70	-2	→	-1	→	
The attitudes and helpfulness of the staff	76	77	77	80	78	79	81	80	81	83	3	↑	2	→	
Connections with other forms of public transport	76	74	76	80	78	77	77	77	79	78	1	→	0	→	
Facilities for car parking	56	62	60	60	57	60	59	61	59	58	-3	→	-1	→	
Overall environment	73	74	73	76	73	75	75	76	76	79	3	↑	3	↑	
Your personal security whilst using the station	73	74	74	78	76	75	78	77	78	80	3	↑	1	→	
The availability of staff	65	66	66	68	66	68	68	69	71	73	3	↑	2	→	
The provision of shelter facilities	-	-	-	76	69	75	72	76	73	78	2	→	5	↑	
Availability of seating	-	-	-	52	50	51	53	53	55	55	2	→	0	→	
How request to station staff was handled	87	87	89	89	89	89	88	89	92	93	4	↑	1	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	56	59	60	62	61	61	-1	→	0	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	87	86	87	85	85	86	85	0	→	-1	→	
The frequency of the trains on that route	84	84	85	85	85	85	83	85	85	84	-1	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	87	83	87	87	83	84	83	82	84	84	2	→	-1	→	
The length of time the journey was scheduled to take (speed)	89	88	90	89	89	88	88	88	88	88	0	→	0	→	
Connections with other train services	80	79	81	82	80	80	79	80	82	80	1	→	-1	→	
The value for money of the price of your ticket	56	56	54	55	54	57	55	58	59	58	0	→	0	→	
Upkeep and repair of the train	83	84	84	85	85	84	84	81	83	82	1	→	-1	→	
The provision of information during the journey	77	76	78	78	80	78	77	77	79	78	1	→	-1	→	
The helpfulness and attitude of staff on train	79	79	80	80	81	80	82	81	82	81	0	→	-1	→	
The space for luggage	55	53	56	56	58	57	59	57	61	57	0	→	-4	↓	
The toilet facilities	51	52	52	54	52	52	56	52	54	52	0	→	-2	→	
Sufficient room for all passengers to sit/stand	71	70	73	71	74	71	72	71	74	71	0	→	-3	↓	
The comfort of the seating area	78	79	79	80	81	79	78	78	80	76	-1	→	-3	↓	
The ease of being able to get on and off	83	82	85	83	85	83	83	81	84	83	3	↑	-1	→	
Your personal security on board	85	84	86	86	86	85	86	84	86	86	1	→	-1	→	
The cleanliness of the inside	82	82	84	84	84	84	84	82	84	83	1	→	-1	→	
The cleanliness of the outside	76	79	79	81	78	80	79	79	79	79	1	→	0	→	
The availability of staff	66	66	68	66	67	66	67	67	68	65	-2	→	-3	↓	
How well train company deals with delays	51	50	55	56	57	50	54	55	59	55	-1	→	-4	↓	

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

## Regional - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	4000	4862	4318	4412	4052	4033	3939	4112	4665	3742					
<b>Overall satisfaction with your journey</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>86</b>	<b>84</b>	<b>85</b>	<b>88</b>	<b>4</b>	↑	<b>3</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	80	80	82	79	80	81	82	82	85	3	↑	3	↑	
Ticket buying facilities	77	80	79	82	80	80	78	81	82	82	1	→	0	→	
Provision of information about train times/platforms	81	83	84	86	86	83	86	84	86	87	3	↑	1	→	
The upkeep/repair of the station buildings/platforms	71	71	73	77	78	77	77	78	79	80	2	→	1	→	
Cleanliness	74	76	76	80	80	79	80	81	82	83	2	→	0	→	
The facilities and services	49	51	50	54	51	55	52	56	59	58	2	→	0	→	
The attitudes and helpfulness of the staff	75	76	75	78	77	79	76	78	80	83	4	↑	2	→	
Connections with other forms of public transport	67	70	68	73	74	70	71	71	70	73	2	→	3	→	
Facilities for car parking	53	55	52	54	52	54	52	55	55	54	-1	→	-1	→	
Overall environment	69	71	71	75	73	73	74	76	77	78	2	→	1	→	
Your personal security whilst using the station	67	68	71	72	70	72	74	75	74	76	1	→	2	→	
The availability of staff	63	63	66	64	66	67	64	70	70	72	3	→	2	→	
The provision of shelter facilities	-	-	-	76	72	75	73	77	74	79	3	→	5	↑	
Availability of seating	-	-	-	59	59	59	59	60	62	61	2	→	-1	→	
How request to station staff was handled	87	90	86	90	88	87	87	89	92	90	1	→	-2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	42	45	43	46	49	49	3	→	1	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	81	80	81	81	80	80	83	4	↑	3	↑	
The frequency of the trains on that route	80	81	80	79	79	79	81	78	79	79	1	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	82	86	85	84	81	82	83	81	83	85	4	↑	2	→	
The length of time the journey was scheduled to take (speed)	88	90	88	89	87	88	88	86	86	88	2	→	1	→	
Connections with other train services	79	80	78	76	78	78	80	77	79	78	0	→	-1	→	
The value for money of the price of your ticket	58	61	54	57	53	56	56	58	58	61	2	→	3	→	
Upkeep and repair of the train	68	71	70	71	71	70	72	71	70	73	3	→	4	↑	
The provision of information during the journey	69	69	70	71	71	70	71	69	70	74	5	↑	4	↑	
The helpfulness and attitude of staff on train	76	75	75	75	74	77	77	78	77	82	4	↑	4	↑	
The space for luggage	59	60	62	61	60	61	58	60	62	64	4	↑	2	→	
The toilet facilities	36	42	39	42	38	39	43	43	46	47	4	→	1	→	
Sufficient room for all passengers to sit/stand	69	72	73	75	73	71	73	72	73	74	2	→	1	→	
The comfort of the seating area	69	72	72	74	72	74	73	71	73	75	5	↑	2	→	
The ease of being able to get on and off	82	83	83	85	83	83	84	83	83	83	1	→	0	→	
Your personal security on board	79	81	81	80	79	80	83	80	82	84	3	↑	1	→	
The cleanliness of the inside	70	73	72	74	73	73	73	74	73	77	3	↑	4	↑	
The cleanliness of the outside	58	69	62	70	65	70	69	73	69	76	3	→	7	↑	
The availability of staff	62	61	63	60	61	61	62	64	65	67	3	→	2	→	
How well train company deals with delays	37	41	35	40	35	41	42	39	40	46	6	→	6	→	

\* Regional total excludes non-franchised train operating companies

## Abellio Greater Anglia - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014	significant change	Improvement/ decline in % satisfied or good since Spring 2015	significant change
Sample size	2397	2199	2454	2156	2267	2226	2313	2226	2204	1588				
<b>Overall satisfaction with your journey</b>	<b>78</b>	<b>77</b>	<b>73</b>	<b>83</b>	<b>77</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>75</b>	<b>81</b>	<b>2</b>	→	<b>6</b>	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	74	74	71	79	75	78	75	75	72	80	5	↑	8	↑
Ticket buying facilities	68	69	69	73	73	69	69	65	67	72	7	↑	5	→
Provision of information about train times/platforms	73	75	74	80	77	80	78	76	74	82	5	↑	8	↑
The upkeep/repair of the station buildings/platforms	63	67	66	71	68	70	63	65	63	74	9	↑	11	↑
Cleanliness	68	72	68	75	71	73	70	70	67	80	9	↑	13	↑
The facilities and services	51	52	50	59	56	56	53	51	54	58	8	↑	4	→
The attitudes and helpfulness of the staff	66	68	65	68	67	72	71	74	72	81	7	↑	9	↑
Connections with other forms of public transport	78	77	76	80	78	78	77	77	76	76	0	→	0	→
Facilities for car parking	50	51	48	50	50	46	52	47	42	53	5	→	11	↑
Overall environment	62	66	63	71	65	68	64	65	61	72	7	↑	11	↑
Your personal security whilst using the station	61	62	64	69	65	66	65	64	63	72	8	↑	9	↑
The availability of staff	52	55	53	55	57	58	57	60	57	68	9	↑	12	↑
The provision of shelter facilities	-	-	-	66	59	64	59	61	55	69	8	↑	14	↑
Availability of seating	-	-	-	45	40	42	40	38	39	45	7	↑	6	↑
How request to station staff was handled	83	82	78	83	84	83	87	87	84	90	3	→	5	→
The choice of shops/eating/drinking facilities available	-	-	-	-	47	51	49	45	47	49	4	→	2	→
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	73	70	73	72	69	66	79	11	↑	13	↑
The frequency of the trains on that route	73	76	72	77	76	77	77	75	75	75	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	77	70	83	74	78	77	77	75	75	-2	→	0	→
The length of time the journey was scheduled to take (speed)	80	81	79	85	81	81	82	81	80	81	1	→	1	→
Connections with other train services	73	72	75	78	73	73	75	74	74	71	-3	→	-3	→
The value for money of the price of your ticket	35	33	30	37	35	36	35	37	34	42	5	↑	8	↑
Upkeep and repair of the train	55	55	55	58	53	58	58	52	54	70	18	↑	16	↑
The provision of information during the journey	57	58	56	62	60	58	59	59	58	69	10	↑	11	↑
The helpfulness and attitude of staff on train	46	47	46	48	49	47	48	43	44	60	17	↑	16	↑
The space for luggage	49	50	53	54	49	49	55	46	48	56	10	↑	8	↑
The toilet facilities	27	30	31	34	34	28	36	28	26	43	15	↑	16	↑
Sufficient room for all passengers to sit/stand	61	67	66	70	63	65	68	64	60	67	3	→	7	↑
The comfort of the seating area	56	60	59	62	58	60	63	60	56	68	8	↑	12	↑
The ease of being able to get on and off	76	78	76	81	78	76	79	76	72	80	5	↑	8	↑
Your personal security on board	64	67	64	72	68	70	69	69	68	78	9	↑	10	↑
The cleanliness of the inside	61	63	57	62	57	64	60	60	61	76	16	↑	15	↑
The cleanliness of the outside	53	59	54	58	50	57	54	58	55	71	13	↑	17	↑
The availability of staff	26	28	27	25	26	24	25	24	26	34	10	↑	8	↑
How well train company deals with delays	28	32	28	44	28	40	40	35	28	46	10	→	17	↑

\* From Autumn 2015 Abellio Greater Anglia does not include West Anglia Inner or Metro routes

## c2c - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1199	1031	1114	1171	1059	1095	1089	1075	1011	1087					
<b>Overall satisfaction with your journey</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>89</b>	<b>0</b>		<b>3</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	83	86	83	87	84	85	81	83	84	84	2		0		
Ticket buying facilities	77	77	77	80	84	81	78	76	78	78	2		0		
Provision of information about train times/platforms	87	87	86	89	88	88	87	85	88	87	2		-2		
The upkeep/repair of the station buildings/platforms	71	72	75	80	78	78	75	75	78	79	3		0		
Cleanliness	78	77	78	82	83	82	79	78	80	83	4		2		
The facilities and services	53	55	55	58	56	63	60	59	61	62	3		2		
The attitudes and helpfulness of the staff	74	75	76	75	82	81	80	77	81	80	3		0		
Connections with other forms of public transport	72	70	73	75	76	75	72	73	73	75	2		2		
Facilities for car parking	53	52	55	58	60	55	55	56	53	62	6		10		
Overall environment	72	74	75	76	77	78	72	73	74	78	5		4		
Your personal security whilst using the station	65	66	70	71	73	73	72	69	73	73	3		0		
The availability of staff	66	66	67	67	72	72	70	71	72	72	1		0		
The provision of shelter facilities	-	-	-	72	69	72	67	68	64	70	2		6		
Availability of seating	-	-	-	58	58	61	56	54	54	56	2		2		
How request to station staff was handled	83	89	92	92	86	85	87	86	85	90	4		5		
The choice of shops/eating/drinking facilities available	-	-	-	-	35	42	42	43	42	45	2		3		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	92	90	92	88	88	85	88	-1		2		
The frequency of the trains on that route	86	84	83	86	87	87	80	81	82	84	2		2		
Punctuality/reliability (i.e. the train arriving/departing on time)	92	92	92	96	94	94	91	91	93	93	2		0		
The length of time the journey was scheduled to take (speed)	93	90	92	92	94	93	91	92	93	91	-1		-2		
Connections with other train services	78	79	84	87	85	88	81	80	81	82	2		1		
The value for money of the price of your ticket	43	43	42	46	46	47	44	47	45	47	0		2		
Upkeep and repair of the train	90	92	91	92	92	91	87	86	86	88	1		2		
The provision of information during the journey	80	83	80	81	84	82	78	76	79	79	3		0		
The helpfulness and attitude of staff on train	37	33	34	34	42	39	35	38	42	41	3		-1		
The space for luggage	48	50	52	49	50	51	48	47	52	49	2		-3		
The toilet facilities	55	53	59	56	58	55	50	52	52	54	2		2		
Sufficient room for all passengers to sit/stand	61	65	64	66	64	62	58	60	57	57	-3		0		
The comfort of the seating area	79	80	81	80	81	79	78	76	76	76	0		0		
The ease of being able to get on and off	84	85	85	87	87	85	85	81	80	81	0		2		
Your personal security on board	72	74	75	76	77	77	74	75	75	73	-2		-3		
The cleanliness of the inside	89	91	91	93	90	90	88	88	86	87	-1		1		
The cleanliness of the outside	86	90	88	89	86	88	84	85	86	86	1		-1		
The availability of staff	22	20	22	19	23	20	18	21	23	25	4		2		
How well train company deals with delays	50	40	42	62	62	61	37	42	42	47	4		4		

# Chiltern Railways - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1205	1139	1192	1199	1104	1093	1146	1157	1089	1074					
<b>Overall satisfaction with your journey</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>0</b>		<b>1</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	85	90	88	87	84	88	88	90	89	88	-2		-1		
Ticket buying facilities	81	84	82	81	83	81	82	84	83	80	-4		-3		
Provision of information about train times/platforms	83	83	86	85	85	84	85	85	85	85	0		0		
The upkeep/repair of the station buildings/platforms	77	84	79	83	80	82	83	85	84	83	-2		-1		
Cleanliness	81	88	83	86	85	85	87	88	87	87	-1		-1		
The facilities and services	62	69	66	68	67	70	68	73	72	72	-1		0		
The attitudes and helpfulness of the staff	78	77	78	79	79	80	83	84	82	81	-3		-1		
Connections with other forms of public transport	74	74	78	75	72	74	71	78	79	79	0		0		
Facilities for car parking	67	69	65	72	71	71	75	70	75	72	2		-3		
Overall environment	78	85	83	83	80	83	81	85	84	85	0		1		
Your personal security whilst using the station	76	79	77	79	75	78	79	82	82	80	-2		-1		
The availability of staff	65	67	68	64	63	69	68	72	69	64	-8		-5		
The provision of shelter facilities	-	-	-	79	72	77	73	80	75	81	1		5		
Availability of seating	-	-	-	57	51	56	51	55	57	55	0		-3		
How request to station staff was handled	86	89	89	85	85	90	90	93	89	87	-5		-2		
The choice of shops/eating/drinking facilities available	-	-	-	-	51	50	52	58	56	56	-2		-1		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	89	88	90	91	91	89	92	1		3		
The frequency of the trains on that route	82	80	80	80	77	81	80	83	81	85	2		4		
Punctuality/reliability (i.e. the train arriving/departing on time)	88	82	86	90	89	92	90	89	91	90	1		-1		
The length of time the journey was scheduled to take (speed)	83	87	87	88	88	87	89	89	89	88	0		-1		
Connections with other train services	70	76	75	72	76	76	77	80	77	79	-1		2		
The value for money of the price of your ticket	48	51	48	50	45	48	49	48	46	52	4		6		
Upkeep and repair of the train	85	89	87	89	84	86	88	87	87	89	2		1		
The provision of information during the journey	73	77	75	77	75	77	75	78	80	80	3		1		
The helpfulness and attitude of staff on train	58	62	62	56	57	54	60	58	59	59	1		0		
The space for luggage	56	60	62	55	55	59	58	57	60	57	0		-2		
The toilet facilities	55	51	53	53	54	52	52	53	55	55	2		0		
Sufficient room for all passengers to sit/stand	74	77	75	74	75	72	74	71	73	71	0		-2		
The comfort of the seating area	77	82	80	81	80	81	82	81	79	78	-3		-1		
The ease of being able to get on and off	88	89	89	88	87	88	91	88	90	89	1		-1		
Your personal security on board	82	86	85	86	85	87	86	87	88	88	0		0		
The cleanliness of the inside	85	87	86	86	84	87	88	88	86	90	2		3		
The cleanliness of the outside	79	85	83	83	81	84	84	86	80	85	-1		5		
The availability of staff	38	39	39	35	34	32	35	37	40	36	0		-4		
How well train company deals with delays	46	39	38	51	46	52	43	54	57	54	0		-3		

# Gatwick Express - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	428	385	479	415	381	533	441	408	596	505					
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>89</b>	<b>80</b>	<b>90</b>	<b>80</b>	<b>83</b>	<b>88</b>	<b>88</b>	<b>86</b>	<b>80</b>	<b>-8</b>		<b>-6</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	79	77	74	80	75	75	79	80	81	72	-8		-9		
Ticket buying facilities	74	73	69	76	71	68	65	61	70	58	-3		-12		
Provision of information about train times/platforms	83	80	76	79	75	78	78	77	77	73	-5		-4		
The upkeep/repair of the station buildings/platforms	59	67	59	60	54	62	63	61	65	56	-5		-9		
Cleanliness	66	64	62	67	59	60	66	63	72	60	-3		-12		
The facilities and services	63	65	62	71	63	58	66	64	72	57	-8		-16		
The attitudes and helpfulness of the staff	68	69	66	71	69	74	75	71	73	71	0		-2		
Connections with other forms of public transport	83	84	85	87	79	82	83	85	83	82	-3		-1		
Facilities for car parking	32	35	41	32	38	24	33	32	44	39	7		-6		
Overall environment	67	67	66	67	60	61	63	61	69	59	-2		-10		
Your personal security whilst using the station	70	65	71	74	71	70	73	71	72	71	0		-1		
The availability of staff	58	54	60	61	61	64	64	62	67	59	-2		-8		
The provision of shelter facilities	-	-	-	72	50	57	63	62	66	62	0		-3		
Availability of seating	-	-	-	35	35	35	40	32	40	33	0		-7		
How request to station staff was handled	87	89	77	87	83	87	83	82	86	83	1		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	64	67	68	71	67	63	-8		-4		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	85	78	83	86	89	87	81	-9		-6		
The frequency of the trains on that route	98	96	93	94	91	92	92	93	92	89	-4		-3		
Punctuality/reliability (i.e. the train arriving/departing on time)	92	93	90	90	80	87	90	94	89	82	-12		-7		
The length of time the journey was scheduled to take (speed)	94	95	89	89	82	89	90	91	90	84	-7		-6		
Connections with other train services	81	83	81	84	72	84	85	84	78	85	1		6		
The value for money of the price of your ticket	34	34	31	35	31	32	35	32	36	37	5		1		
Upkeep and repair of the train	79	78	78	79	79	81	81	78	81	76	-2		-5		
The provision of information during the journey	80	77	64	72	65	64	70	67	73	64	-4		-9		
The helpfulness and attitude of staff on train	83	80	61	61	63	65	70	59	68	55	-4		-14		
The space for luggage	70	59	54	57	54	56	58	53	62	51	-2		-11		
The toilet facilities	61	48	43	49	50	52	52	54	55	54	0		-2		
Sufficient room for all passengers to sit/stand	84	83	76	81	79	79	80	83	82	73	-9		-9		
The comfort of the seating area	84	84	78	80	77	79	81	84	84	79	-5		-5		
The ease of being able to get on and off	82	75	71	70	66	70	73	73	74	69	-3		-5		
Your personal security on board	90	88	80	77	80	82	86	84	86	81	-3		-5		
The cleanliness of the inside	84	82	79	79	78	80	83	84	83	81	-3		-2		
The cleanliness of the outside	81	79	75	75	69	70	73	76	77	75	-1		-2		
The availability of staff	78	75	43	44	43	43	54	38	48	27	-12		-22		
How well train company deals with delays	24	26	8	36	30	33	40	32	33	20	-12		-13		

\* Part of the Govia Thameslink Railway franchise

## Great Northern - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	618	671	633	583	657	535	658	579	520	563					
<b>Overall satisfaction with your journey</b>	<b>76</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>77</b>	<b>82</b>	<b>80</b>	<b>84</b>	<b>3</b>	→	<b>4</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	69	78	73	79	77	78	78	79	80	82	3	→	2	→	
Ticket buying facilities	66	68	70	74	66	75	71	71	72	74	2	→	2	→	
Provision of information about train times/platforms	73	77	79	81	77	83	79	74	75	77	3	→	2	→	
The upkeep/repair of the station buildings/platforms	60	63	64	69	72	75	68	77	70	73	-3	→	4	→	
Cleanliness	69	70	70	77	79	81	74	83	77	80	-3	→	3	→	
The facilities and services	42	50	44	58	56	55	61	62	62	58	-4	→	-4	→	
The attitudes and helpfulness of the staff	67	68	72	73	71	76	78	72	72	72	1	→	1	→	
Connections with other forms of public transport	70	70	74	79	73	70	77	74	75	79	5	→	4	→	
Facilities for car parking	48	49	48	45	44	44	41	42	42	50	8	→	8	→	
Overall environment	52	63	61	74	68	72	68	71	69	74	3	→	5	→	
Your personal security whilst using the station	57	64	63	73	69	71	70	65	72	73	8	↑	1	→	
The availability of staff	43	51	52	58	59	59	64	58	66	67	9	↑	0	→	
The provision of shelter facilities	-	-	-	68	57	64	63	71	65	71	0	→	6	→	
Availability of seating	-	-	-	50	44	44	43	45	47	50	4	→	3	→	
How request to station staff was handled	71	85	88	88	80	84	89	79	82	93	14	→	11	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	52	50	49	55	53	56	1	→	3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	74	70	74	70	72	71	78	7	↑	7	↑	
The frequency of the trains on that route	75	77	82	79	78	78	77	72	74	77	5	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	79	82	84	77	75	74	79	77	79	-1	→	2	→	
The length of time the journey was scheduled to take (speed)	89	85	88	90	87	86	85	86	85	87	2	→	2	→	
Connections with other train services	78	78	78	82	79	77	74	74	73	82	8	→	9	↑	
The value for money of the price of your ticket	32	37	33	39	34	35	40	35	40	40	6	→	1	→	
Upkeep and repair of the train	59	64	61	59	53	61	58	59	57	61	2	→	4	→	
The provision of information during the journey	50	48	53	53	55	57	53	47	54	55	9	↑	1	→	
The helpfulness and attitude of staff on train	36	35	38	40	42	44	39	43	35	37	-6	→	2	→	
The space for luggage	49	45	46	46	42	45	42	44	39	43	0	→	4	→	
The toilet facilities	25	22	19	25	25	29	25	17	19	20	3	→	1	→	
Sufficient room for all passengers to sit/stand	57	61	59	60	59	59	57	55	51	56	1	→	6	→	
The comfort of the seating area	63	61	61	58	60	63	58	61	52	61	0	→	9	↑	
The ease of being able to get on and off	78	78	75	77	78	80	74	77	74	74	-3	→	-1	→	
Your personal security on board	71	69	72	73	73	74	72	71	71	76	5	→	5	→	
The cleanliness of the inside	62	65	63	63	58	69	63	65	66	70	5	→	4	→	
The cleanliness of the outside	56	67	61	59	55	66	62	59	59	62	3	→	3	→	
The availability of staff	14	16	20	20	16	18	16	20	17	15	-5	→	-2	→	
How well train company deals with delays	28	32	35	43	29	44	38	34	28	31	-3	→	3	→	

\* Part of the Govia Thameslink Railway franchise

## Great Western Railway - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	3536	2960	3044	3037	2996	3140	3050	3006	3106	2880					
<b>Overall satisfaction with your journey</b>	<b>82</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>3</b>	↑	<b>3</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	74	77	76	79	76	77	78	82	81	81	-1	⇌	0	⇌	
Ticket buying facilities	73	75	75	74	76	74	77	79	79	80	2	⇌	1	⇌	
Provision of information about train times/platforms	77	81	81	83	83	83	82	85	85	85	0	⇌	0	⇌	
The upkeep/repair of the station buildings/platforms	60	66	65	68	69	73	71	75	73	72	-2	⇌	0	⇌	
Cleanliness	67	71	70	74	73	78	76	79	77	77	-2	⇌	0	⇌	
The facilities and services	53	54	53	60	57	60	61	66	63	61	-5	↓	-2	⇌	
The attitudes and helpfulness of the staff	72	73	75	74	75	76	75	79	79	79	1	⇌	0	⇌	
Connections with other forms of public transport	72	72	71	72	70	71	71	73	71	73	-1	⇌	2	⇌	
Facilities for car parking	58	57	55	57	54	55	54	61	57	59	-1	⇌	2	⇌	
Overall environment	66	67	66	68	66	71	70	75	73	73	-2	⇌	0	⇌	
Your personal security whilst using the station	67	71	69	72	69	72	72	76	74	78	1	⇌	4	↑	
The availability of staff	60	60	62	59	63	61	65	67	66	70	3	↑	4	↑	
The provision of shelter facilities	-	-	-	68	63	69	66	74	68	75	1	⇌	7	↑	
Availability of seating	-	-	-	49	49	49	51	55	56	55	0	⇌	-1	⇌	
How request to station staff was handled	90	87	87	88	90	89	85	88	89	88	1	⇌	-1	⇌	
The choice of shops/eating/drinking facilities available	-	-	-	-	47	47	49	51	49	48	-4	↓	-2	⇌	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	81	79	80	78	79	78	81	3	↑	3	↑	
The frequency of the trains on that route	76	78	76	75	76	75	74	77	77	79	1	⇌	2	⇌	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	79	78	79	76	74	73	74	75	79	5	↑	4	↑	
The length of time the journey was scheduled to take (speed)	84	86	85	85	83	83	83	82	84	85	3	↑	1	⇌	
Connections with other train services	73	76	73	73	73	71	71	71	75	76	5	↑	2	⇌	
The value for money of the price of your ticket	49	53	48	53	48	47	48	48	49	53	5	↑	4	↑	
Upkeep and repair of the train	72	78	77	78	76	74	76	74	73	76	3	↑	3	↑	
The provision of information during the journey	64	68	68	69	67	64	66	66	67	68	2	⇌	1	⇌	
The helpfulness and attitude of staff on train	70	70	66	67	68	67	67	68	69	72	4	↑	3	⇌	
The space for luggage	55	55	53	53	57	52	55	55	56	57	2	⇌	1	⇌	
The toilet facilities	40	44	44	44	42	41	41	41	41	42	1	⇌	1	⇌	
Sufficient room for all passengers to sit/stand	69	68	67	65	68	65	66	66	69	67	1	⇌	-2	⇌	
The comfort of the seating area	71	73	72	72	72	72	72	71	72	74	3	⇌	1	⇌	
The ease of being able to get on and off	77	78	77	76	76	75	75	75	76	76	1	⇌	0	⇌	
Your personal security on board	79	80	81	79	79	79	80	81	80	82	1	⇌	2	⇌	
The cleanliness of the inside	72	76	77	77	74	74	76	76	75	78	2	⇌	3	↑	
The cleanliness of the outside	65	74	73	73	70	72	71	72	71	74	2	⇌	3	↑	
The availability of staff	50	50	49	47	48	45	48	47	48	49	3	⇌	1	⇌	
How well train company deals with delays	43	45	41	48	44	40	44	43	39	45	2	⇌	6	⇌	

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

# Heathrow Connect - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	616	572	609	599	560	519	578	785	564	566					
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>91</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>88</b>	<b>89</b>	<b>4</b>	→	<b>1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	78	80	84	80	77	81	74	75	75	77	3	→	2	→	
Ticket buying facilities	74	76	83	73	71	67	68	71	70	70	-1	→	0	→	
Provision of information about train times/platforms	71	69	77	76	74	79	71	73	72	74	1	→	2	→	
The upkeep/repair of the station buildings/platforms	65	67	76	72	70	71	70	70	69	68	-2	→	-1	→	
Cleanliness	71	75	82	77	73	71	73	73	75	71	-3	→	-4	→	
The facilities and services	53	54	58	52	58	52	55	52	54	49	-3	→	-5	→	
The attitudes and helpfulness of the staff	70	72	82	73	69	67	68	70	74	71	0	→	-3	→	
Connections with other forms of public transport	79	76	81	81	74	81	78	73	75	76	3	→	2	→	
Facilities for car parking	33	31	36	40	26	34	32	29	40	32	4	→	-7	→	
Overall environment	67	73	75	70	64	69	66	65	64	69	4	→	4	→	
Your personal security whilst using the station	73	66	73	70	71	69	70	66	71	72	6	→	1	→	
The availability of staff	61	59	71	62	57	54	61	60	57	59	-1	→	2	→	
The provision of shelter facilities	-	-	-	68	63	67	66	65	62	64	-2	→	2	→	
Availability of seating	-	-	-	52	52	48	48	48	54	52	4	→	-2	→	
How request to station staff was handled	80	86	91	76	88	84	83	88	89	86	-2	→	-3	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	52	48	49	47	49	46	-1	→	-3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	95	91	90	91	89	89	90	1	→	1	→	
The frequency of the trains on that route	67	74	76	70	68	67	62	63	67	68	5	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	88	91	91	86	78	80	76	73	69	73	-1	→	4	→	
The length of time the journey was scheduled to take (speed)	94	93	94	93	90	91	88	85	86	88	2	→	1	→	
Connections with other train services	81	84	87	84	81	80	81	78	79	82	5	→	3	→	
The value for money of the price of your ticket	55	58	56	52	54	53	54	50	51	56	6	→	4	→	
Upkeep and repair of the train	93	94	94	96	93	90	92	87	90	86	-1	→	-3	→	
The provision of information during the journey	83	85	84	86	83	81	83	82	83	80	-1	→	-3	→	
The helpfulness and attitude of staff on train	75	81	81	74	68	63	71	61	66	71	10	↑	5	→	
The space for luggage	79	76	76	81	78	71	73	72	75	79	7	↑	4	→	
The toilet facilities	73	63	59	65	71	58	62	59	63	59	0	→	-4	→	
Sufficient room for all passengers to sit/stand	90	90	89	86	83	75	80	77	81	82	5	↑	1	→	
The comfort of the seating area	91	91	92	90	87	85	85	84	85	89	5	↑	4	→	
The ease of being able to get on and off	89	86	88	86	83	76	83	77	80	83	5	↑	2	→	
Your personal security on board	86	86	84	87	88	79	83	80	82	84	4	→	2	→	
The cleanliness of the inside	93	97	93	95	91	89	91	89	89	88	-1	→	-1	→	
The cleanliness of the outside	88	91	91	91	89	86	86	88	86	85	-3	→	-1	→	
The availability of staff	66	63	62	64	58	48	53	43	47	50	7	→	3	→	
How well train company deals with delays	25	45	38	41	34	45	42	37	36	38	1	→	3	→	

## Heathrow Express - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	623	614	559	522	526	540	573	722	676	548					
<b>Overall satisfaction with your journey</b>	<b>95</b>	<b>93</b>	<b>90</b>	<b>93</b>	<b>94</b>	<b>96</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>1</b>	⇌	<b>1</b>	⇌	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	87	88	87	88	89	91	92	92	90	88	-4	⇌	-1	⇌	
Ticket buying facilities	89	93	86	90	89	93	92	92	89	89	-3	⇌	-1	⇌	
Provision of information about train times/platforms	83	83	81	82	84	89	86	87	84	83	-4	⇌	-1	⇌	
The upkeep/repair of the station buildings/platforms	78	84	77	83	82	87	85	89	85	84	-5	↓	-1	⇌	
Cleanliness	75	81	76	82	83	87	86	87	86	83	-4	⇌	-3	⇌	
The facilities and services	68	64	64	66	70	74	74	72	73	71	-2	⇌	-3	⇌	
The attitudes and helpfulness of the staff	80	73	79	78	84	79	80	85	84	87	3	⇌	4	⇌	
Connections with other forms of public transport	85	82	81	81	87	85	85	83	89	82	-1	⇌	-7	↓	
Facilities for car parking	59	44	48	74	69	63	65	59	65	68	9	⇌	3	⇌	
Overall environment	78	83	81	81	80	88	85	84	85	82	-2	⇌	-4	⇌	
Your personal security whilst using the station	77	78	80	83	82	85	84	85	86	86	1	⇌	0	⇌	
The availability of staff	66	66	70	72	77	73	75	75	74	82	6	↑	8	↑	
The provision of shelter facilities	-	-	-	78	82	83	80	79	78	82	3	⇌	3	⇌	
Availability of seating	-	-	-	64	68	64	68	63	70	69	6	⇌	0	⇌	
How request to station staff was handled	88	96	90	92	96	89	89	91	95	98	7	↑	3	⇌	
The choice of shops/eating/drinking facilities available	-	-	-	-	68	71	70	69	67	64	-5	⇌	-3	⇌	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	94	95	96	95	96	95	94	-3	⇌	-1	⇌	
The frequency of the trains on that route	93	94	87	94	93	94	93	91	90	89	-2	⇌	-1	⇌	
Punctuality/reliability (i.e. the train arriving/departing on time)	97	94	93	96	95	95	95	94	94	93	-2	⇌	-1	⇌	
The length of time the journey was scheduled to take (speed)	98	96	96	97	97	97	97	96	96	96	0	⇌	0	⇌	
Connections with other train services	80	79	81	84	85	86	88	87	86	86	0	⇌	1	⇌	
The value for money of the price of your ticket	37	37	33	40	40	46	45	42	36	42	0	⇌	6	⇌	
Upkeep and repair of the train	92	90	91	89	94	96	96	98	96	94	-4	↓	-2	⇌	
The provision of information during the journey	83	79	80	83	87	90	85	86	88	88	2	⇌	0	⇌	
The helpfulness and attitude of staff on train	79	82	87	85	87	86	84	88	87	86	-2	⇌	0	⇌	
The space for luggage	87	88	88	84	92	84	90	89	90	89	-1	⇌	-2	⇌	
The toilet facilities	68	64	64	73	79	80	73	71	81	77	6	⇌	-3	⇌	
Sufficient room for all passengers to sit/stand	86	90	90	88	95	90	90	90	93	90	0	⇌	-3	⇌	
The comfort of the seating area	93	91	90	89	94	94	94	94	95	95	1	⇌	-1	⇌	
The ease of being able to get on and off	93	93	95	94	95	95	95	96	95	95	-1	⇌	0	⇌	
Your personal security on board	92	90	91	90	93	95	95	94	94	96	2	⇌	2	⇌	
The cleanliness of the inside	94	93	94	95	93	97	95	94	96	92	-2	⇌	-4	↓	
The cleanliness of the outside	91	92	92	92	94	96	95	95	95	92	-3	⇌	-3	⇌	
The availability of staff	73	71	74	75	76	79	77	76	78	80	4	⇌	2	⇌	
How well train company deals with delays	56	62	42	67	70	36	45	33	52	52	19	⇌	1	⇌	

## London Midland - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1225	1133	1192	1108	1149	1204	1121	1257	1205	1125					
<b>Overall satisfaction with your journey</b>	<b>83</b>	<b>85</b>	<b>87</b>	<b>83</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>3</b>	→	<b>2</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	76	76	77	76	73	74	75	74	76	80	6	↑	4	↑	
Ticket buying facilities	78	79	78	75	72	74	74	74	78	76	2	→	-3	→	
Provision of information about train times/platforms	82	83	83	85	80	80	81	80	82	86	6	↑	5	↑	
The upkeep/repair of the station buildings/platforms	63	69	67	70	66	66	62	66	67	71	6	↑	5	↑	
Cleanliness	69	73	72	75	71	74	72	71	75	76	4	↑	1	→	
The facilities and services	48	49	48	54	54	54	52	49	53	58	9	↑	5	↑	
The attitudes and helpfulness of the staff	69	74	73	73	70	72	71	68	71	77	9	↑	6	↑	
Connections with other forms of public transport	71	67	69	69	71	65	65	69	65	68	-1	→	3	→	
Facilities for car parking	54	53	56	57	45	48	51	54	53	58	4	→	5	→	
Overall environment	64	66	67	69	61	66	62	63	65	71	8	↑	6	↑	
Your personal security whilst using the station	66	67	68	71	66	66	66	67	70	73	7	↑	4	→	
The availability of staff	59	59	59	56	55	55	54	53	58	61	8	↑	3	→	
The provision of shelter facilities	-	-	-	71	63	68	66	68	64	70	2	→	6	↑	
Availability of seating	-	-	-	53	45	49	50	49	52	52	3	→	0	→	
How request to station staff was handled	90	92	86	88	81	85	88	80	89	91	12	↑	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	42	46	43	44	44	48	4	→	4	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	83	80	81	79	81	81	83	2	→	3	→	
The frequency of the trains on that route	77	77	83	78	76	77	75	79	80	80	1	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	78	81	75	70	73	74	74	77	76	2	→	0	→	
The length of time the journey was scheduled to take (speed)	86	86	89	84	84	82	83	86	86	85	-2	→	-1	→	
Connections with other train services	75	74	78	76	72	73	72	76	75	77	0	→	1	→	
The value for money of the price of your ticket	53	52	53	52	51	52	50	54	54	57	3	→	3	→	
Upkeep and repair of the train	74	80	84	84	80	79	78	69	78	76	6	↑	-2	→	
The provision of information during the journey	66	68	74	76	70	72	69	67	71	73	6	↑	2	→	
The helpfulness and attitude of staff on train	63	65	63	66	59	62	62	60	65	63	2	→	-2	→	
The space for luggage	53	52	58	55	54	52	54	49	48	54	6	↑	6	↑	
The toilet facilities	48	51	50	52	53	46	44	42	44	42	0	→	-2	→	
Sufficient room for all passengers to sit/stand	70	66	74	71	66	66	66	67	67	68	1	→	1	→	
The comfort of the seating area	72	73	80	79	75	73	74	70	74	75	5	↑	1	→	
The ease of being able to get on and off	81	81	86	81	80	81	82	81	82	80	-1	→	-1	→	
Your personal security on board	76	78	80	79	75	78	77	77	77	80	4	→	3	→	
The cleanliness of the inside	74	80	82	83	76	77	75	71	76	74	3	→	-2	→	
The cleanliness of the outside	72	80	83	83	77	80	75	76	76	78	2	→	2	→	
The availability of staff	43	47	45	48	41	42	41	39	45	41	3	→	-4	→	
How well train company deals with delays	32	41	49	46	32	37	35	36	35	41	5	→	6	→	

## London Overground - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	948	1246	1202	1134	1111	1062	1169	1195	1247	1322					
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>92</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>0</b>	→	<b>1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	79	81	81	87	79	80	85	82	81	84	1	→	3	→	
Ticket buying facilities	75	78	73	77	70	68	73	75	71	69	-5	→	-2	→	
Provision of information about train times/platforms	77	80	82	83	81	81	85	81	80	82	1	→	2	→	
The upkeep/repair of the station buildings/platforms	74	74	77	78	77	71	77	74	77	77	3	→	0	→	
Cleanliness	79	78	78	80	80	77	79	76	76	83	7	↑	7	↑	
The facilities and services	29	34	35	45	43	39	43	40	40	40	0	→	1	→	
The attitudes and helpfulness of the staff	68	67	65	68	69	68	75	73	71	75	2	→	4	→	
Connections with other forms of public transport	76	74	76	76	77	79	81	81	76	77	-3	→	1	→	
Facilities for car parking	20	27	35	32	33	31	42	32	26	30	-3	→	4	→	
Overall environment	69	72	71	77	71	68	72	71	68	74	3	→	6	→	
Your personal security whilst using the station	67	68	70	73	69	70	76	71	68	73	2	→	5	→	
The availability of staff	58	57	60	62	63	60	67	62	61	68	6	→	7	→	
The provision of shelter facilities	-	-	-	70	60	62	66	66	65	66	-1	→	1	→	
Availability of seating	-	-	-	57	45	45	52	49	52	49	0	→	-3	→	
How request to station staff was handled	68	88	90	86	83	84	78	80	89	87	8	→	-2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	38	40	42	40	37	45	5	→	8	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	92	92	91	89	88	87	89	0	→	2	→	
The frequency of the trains on that route	77	82	79	79	79	79	79	75	77	79	4	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	78	83	88	88	87	84	87	82	81	85	3	→	4	→	
The length of time the journey was scheduled to take (speed)	90	87	89	88	89	88	88	87	87	89	2	→	2	→	
Connections with other train services	82	81	84	83	82	82	86	81	80	84	4	→	4	→	
The value for money of the price of your ticket	53	54	49	57	48	53	56	49	54	50	1	→	-4	→	
Upkeep and repair of the train	95	96	95	94	92	93	94	93	90	88	-6	↓	-2	→	
The provision of information during the journey	86	87	86	86	85	84	83	83	81	82	-1	→	1	→	
The helpfulness and attitude of staff on train	44	54	57	57	60	54	51	42	41	43	1	→	1	→	
The space for luggage	60	69	63	62	58	57	59	50	48	52	3	→	4	→	
The toilet facilities	10	19	17	16	12	14	22	12	14	12	0	→	-2	→	
Sufficient room for all passengers to sit/stand	75	80	77	76	72	70	70	66	67	66	0	→	-1	→	
The comfort of the seating area	83	86	83	85	81	79	83	79	80	81	1	→	1	→	
The ease of being able to get on and off	86	89	84	86	81	84	84	80	83	82	1	→	-1	→	
Your personal security on board	81	82	80	83	80	83	81	78	78	77	0	→	-1	→	
The cleanliness of the inside	94	93	92	93	91	91	92	89	88	89	-1	→	1	→	
The cleanliness of the outside	92	91	90	92	89	91	91	89	86	88	-1	→	1	→	
The availability of staff	26	37	37	42	42	37	30	24	24	21	-3	→	-3	→	
How well train company deals with delays	50	42	43	42	35	30	48	29	29	28	-1	→	-1	→	

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

## South West Trains - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	2319	2100	2334	2375	2004	2062	1944	2127	2187	1951					
<b>Overall satisfaction with your journey</b>	<b>85</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>2</b>		<b>1</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	74	74	74	78	74	74	75	77	78	80	4		2		
Ticket buying facilities	70	71	70	74	74	72	72	75	75	77	1		2		
Provision of information about train times/platforms	83	81	83	84	81	80	78	83	83	82	0		0		
The upkeep/repair of the station buildings/platforms	59	57	57	68	64	64	61	68	66	69	1		3		
Cleanliness	63	63	63	71	69	67	66	72	70	70	-1		0		
The facilities and services	50	46	47	58	57	53	53	56	59	54	-2		-5		
The attitudes and helpfulness of the staff	68	66	69	67	68	69	70	68	70	68	0		-2		
Connections with other forms of public transport	74	74	74	78	76	72	73	76	76	75	-1		-1		
Facilities for car parking	48	56	50	55	50	46	43	45	47	47	2		0		
Overall environment	63	61	62	68	63	64	64	67	67	69	2		2		
Your personal security whilst using the station	67	64	68	68	67	67	68	72	69	72	0		2		
The availability of staff	53	53	54	52	54	54	58	56	55	55	0		0		
The provision of shelter facilities	-	-	-	65	60	62	60	65	62	67	3		5		
Availability of seating	-	-	-	41	38	35	36	37	38	37	0		-1		
How request to station staff was handled	79	87	82	83	75	86	84	81	88	82	1		-6		
The choice of shops/eating/drinking facilities available	-	-	-	-	52	51	51	55	54	55	-1		0		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	83	79	79	77	78	78	80	2		2		
The frequency of the trains on that route	78	76	79	77	73	72	74	74	74	77	3		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	86	84	82	85	77	80	77	79	76	78	-1		2		
The length of time the journey was scheduled to take (speed)	83	82	82	82	81	80	80	80	79	81	0		2		
Connections with other train services	78	76	76	73	74	73	72	74	74	74	1		0		
The value for money of the price of your ticket	37	38	36	37	33	37	37	38	35	40	1		5		
Upkeep and repair of the train	80	79	83	79	78	78	76	75	76	76	1		0		
The provision of information during the journey	77	75	76	74	73	72	70	71	71	71	0		0		
The helpfulness and attitude of staff on train	68	67	68	71	70	69	67	65	68	67	1		-2		
The space for luggage	57	53	59	55	53	50	53	53	54	53	-1		-2		
The toilet facilities	36	37	39	36	30	29	30	30	32	30	0		-2		
Sufficient room for all passengers to sit/stand	69	67	73	67	63	63	60	59	61	61	1		0		
The comfort of the seating area	76	75	76	75	72	71	69	69	71	70	1		0		
The ease of being able to get on and off	80	81	82	79	77	76	74	75	79	76	2		-2		
Your personal security on board	79	78	81	80	80	79	78	78	80	79	1		-1		
The cleanliness of the inside	74	75	78	76	74	73	73	73	73	72	-2		-1		
The cleanliness of the outside	75	78	77	79	75	76	73	74	75	74	0		0		
The availability of staff	52	54	55	52	51	52	49	49	50	50	1		0		
How well train company deals with delays	33	41	37	48	45	39	35	40	36	40	0		4		

# Southeastern - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1930	1575	1722	1671	1687	1672	1652	1706	1851	1580					
<b>Overall satisfaction with your journey</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>84</b>	<b>78</b>	<b>84</b>	<b>72</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>2</b>		<b>0</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	75	78	73	75	73	78	73	76	77	76	0		-1		
Ticket buying facilities	70	66	69	69	71	73	71	69	71	74	4		2		
Provision of information about train times/platforms	77	80	77	78	77	83	75	76	79	79	2		0		
The upkeep/repair of the station buildings/platforms	64	64	64	69	65	69	63	68	69	69	1		0		
Cleanliness	69	72	70	73	70	73	68	72	74	74	2		1		
The facilities and services	48	51	50	57	51	56	51	58	58	54	-4		-4		
The attitudes and helpfulness of the staff	66	69	67	68	65	69	67	68	75	73	4		-2		
Connections with other forms of public transport	75	75	73	76	76	75	74	75	74	75	0		1		
Facilities for car parking	44	47	41	44	46	44	46	42	46	46	4		0		
Overall environment	63	68	65	65	64	67	61	66	66	68	2		2		
Your personal security whilst using the station	62	63	62	66	64	68	63	68	67	70	3		3		
The availability of staff	57	56	57	58	57	60	59	61	67	65	4		-2		
The provision of shelter facilities	-	-	-	66	59	67	60	63	62	66	2		4		
Availability of seating	-	-	-	42	42	39	36	38	41	44	6		3		
How request to station staff was handled	86	80	76	82	79	83	80	83	85	82	-2		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	41	39	40	43	42	41	-2		-1		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	80	75	78	72	70	71	74	4		3		
The frequency of the trains on that route	76	75	76	77	75	76	73	73	68	67	-5		-1		
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	79	85	77	80	68	72	73	67	-4		-5		
The length of time the journey was scheduled to take (speed)	80	81	79	85	80	82	76	76	77	75	0		-2		
Connections with other train services	71	71	72	77	73	74	69	71	66	65	-6		-1		
The value for money of the price of your ticket	32	36	32	38	31	34	30	35	33	35	0		2		
Upkeep and repair of the train	68	72	72	75	70	71	68	64	67	67	3		0		
The provision of information during the journey	65	66	68	71	69	67	62	61	66	65	4		0		
The helpfulness and attitude of staff on train	55	52	56	54	56	54	48	53	53	51	-2		-2		
The space for luggage	46	48	48	48	47	48	45	44	47	49	5		2		
The toilet facilities	25	32	28	30	34	33	28	28	31	26	-2		-5		
Sufficient room for all passengers to sit/stand	63	63	61	68	64	65	56	57	61	61	4		0		
The comfort of the seating area	65	67	67	71	67	71	63	62	66	65	2		-1		
The ease of being able to get on and off	78	79	79	81	78	82	74	78	78	76	-2		-3		
Your personal security on board	68	71	70	73	69	74	67	70	71	73	3		2		
The cleanliness of the inside	68	72	71	73	68	72	68	66	68	69	3		1		
The cleanliness of the outside	65	70	68	71	65	70	67	66	69	72	6		3		
The availability of staff	33	33	33	33	34	33	28	30	32	29	-1		-3		
How well train company deals with delays	24	26	31	40	31	31	27	22	27	31	9		4		

## Southern - % saying satisfied/good\*

											Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	% change	significant change	% change	significant change
Sample size	2551	2135	2338	2639	2113	2221	2179	2239	2532	1538				
<b>Overall satisfaction with your journey</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>72</b>	<b>78</b>	<b>0</b>	⇌	<b>5</b>	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	74	78	75	78	73	75	74	76	72	74	-3	⇌	2	⇌
Ticket buying facilities	70	73	69	70	70	69	68	67	68	67	0	⇌	-1	⇌
Provision of information about train times/platforms	77	81	79	80	76	79	75	77	73	77	0	⇌	4	↑
The upkeep/repair of the station buildings/platforms	62	67	65	69	62	65	61	66	61	66	-1	⇌	5	↑
Cleanliness	71	72	69	75	69	72	70	73	71	73	0	⇌	3	⇌
The facilities and services	49	50	48	57	53	54	55	57	55	53	-4	↓	-1	⇌
The attitudes and helpfulness of the staff	69	70	69	72	67	66	68	70	69	68	-1	⇌	-1	⇌
Connections with other forms of public transport	74	73	72	80	75	77	79	76	75	75	0	⇌	0	⇌
Facilities for car parking	42	44	40	41	40	39	41	43	43	45	2	⇌	2	⇌
Overall environment	64	69	65	68	61	65	62	65	62	64	-1	⇌	2	⇌
Your personal security whilst using the station	65	68	65	70	66	67	68	67	68	67	-1	⇌	-1	⇌
The availability of staff	59	58	58	60	58	58	58	58	59	58	0	⇌	-1	⇌
The provision of shelter facilities	-	-	-	69	60	66	62	69	62	66	-3	⇌	3	⇌
Availability of seating	-	-	-	39	39	38	38	40	39	37	-2	⇌	-1	⇌
How request to station staff was handled	83	85	80	82	76	82	82	81	80	83	2	⇌	3	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	44	46	47	51	47	45	-5	↓	-1	⇌
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	80	75	77	77	80	76	80	0	⇌	5	↑
The frequency of the trains on that route	75	76	74	75	70	73	73	73	67	71	-2	⇌	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	78	78	78	77	72	73	65	68	56	65	-3	⇌	8	↑
The length of time the journey was scheduled to take (speed)	83	84	83	84	80	80	80	78	73	76	-2	⇌	3	↑
Connections with other train services	77	76	76	77	74	73	74	73	66	70	-3	⇌	4	⇌
The value for money of the price of your ticket	40	42	38	42	36	39	39	40	37	41	1	⇌	4	↑
Upkeep and repair of the train	73	71	67	72	69	69	76	77	76	75	-1	⇌	-1	⇌
The provision of information during the journey	74	72	71	75	73	72	74	73	73	73	0	⇌	0	⇌
The helpfulness and attitude of staff on train	57	61	54	57	54	57	56	53	57	55	2	⇌	-2	⇌
The space for luggage	49	48	47	46	43	44	46	46	46	42	-4	⇌	-4	↓
The toilet facilities	38	36	29	36	35	32	40	40	44	41	1	⇌	-2	⇌
Sufficient room for all passengers to sit/stand	67	66	66	66	64	61	62	64	64	59	-4	↓	-5	↓
The comfort of the seating area	71	72	69	70	67	68	71	71	72	69	-2	⇌	-2	⇌
The ease of being able to get on and off	78	76	75	77	74	74	77	75	76	76	1	⇌	0	⇌
Your personal security on board	74	76	72	76	74	75	75	77	76	75	-3	⇌	-1	⇌
The cleanliness of the inside	73	72	70	74	70	72	76	77	76	75	-1	⇌	0	⇌
The cleanliness of the outside	72	74	69	71	66	71	72	75	72	77	2	⇌	5	↑
The availability of staff	39	40	36	35	33	36	35	36	37	35	-1	⇌	-2	⇌
How well train company deals with delays	34	35	35	39	30	39	34	36	27	31	-5	⇌	4	⇌

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

# TfL Rail - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	392	341	456	424	359	509	184	222	249	316					
<b>Overall satisfaction with your journey</b>	<b>80</b>	<b>76</b>	<b>70</b>	<b>80</b>	<b>76</b>	<b>79</b>	<b>81</b>	<b>76</b>	<b>77</b>	<b>85</b>	<b>9</b>		<b>8</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	75	73	70	75	76	79	80	77	78	81	4		4		
Ticket buying facilities	66	72	67	72	73	73	79	63	66	75	12		9		
Provision of information about train times/platforms	73	76	69	79	76	81	83	73	72	81	8		9		
The upkeep/repair of the station buildings/platforms	63	63	64	65	67	69	64	65	70	71	6		1		
Cleanliness	69	73	65	72	69	74	71	71	74	78	7		4		
The facilities and services	50	50	50	54	53	56	48	52	59	58	5		-1		
The attitudes and helpfulness of the staff	63	70	59	66	64	71	73	71	75	77	7		2		
Connections with other forms of public transport	80	82	76	82	81	84	84	82	88	83	1		-5		
Facilities for car parking	47	56	39	47	42	46	52	36	46	39	3		-7		
Overall environment	63	67	56	67	63	71	68	64	66	69	4		2		
Your personal security whilst using the station	59	60	61	67	58	68	69	66	69	71	4		1		
The availability of staff	49	59	45	51	56	59	56	54	60	72	18		12		
The provision of shelter facilities	-	-	-	62	57	64	63	67	62	65	-3		2		
Availability of seating	-	-	-	46	40	44	48	41	40	47	6		7		
How request to station staff was handled	79	84	81	75	78	82	90	73	92	92	19		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	43	50	45	51	50	52	0		1		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	69	68	66	71	66	67	77	11		10		
The frequency of the trains on that route	80	85	80	83	80	85	82	83	89	87	3		-2		
Punctuality/reliability (i.e. the train arriving/departing on time)	75	81	73	85	70	77	75	77	75	84	7		10		
The length of time the journey was scheduled to take (speed)	80	84	80	86	81	82	81	80	82	85	5		3		
Connections with other train services	73	76	77	82	74	77	87	79	85	87	7		2		
The value for money of the price of your ticket	37	32	29	38	37	32	39	36	29	46	10		17		
Upkeep and repair of the train	54	41	46	53	45	51	53	45	48	64	19		16		
The provision of information during the journey	56	47	48	54	54	53	48	62	62	68	6		6		
The helpfulness and attitude of staff on train	31	29	30	36	34	30	35	21	29	38	17		9		
The space for luggage	42	38	44	45	41	41	51	32	44	40	9		-4		
The toilet facilities	24	14	22	27	21	14	20	12	8	9	-4		1		
Sufficient room for all passengers to sit/stand	52	63	56	63	55	52	56	43	43	46	3		3		
The comfort of the seating area	51	53	47	56	48	50	54	44	44	54	10		10		
The ease of being able to get on and off	73	77	66	78	74	71	74	62	60	65	3		5		
Your personal security on board	57	61	54	62	59	62	65	59	57	60	1		4		
The cleanliness of the inside	59	56	48	55	50	58	55	54	58	74	20		16		
The cleanliness of the outside	49	49	45	53	42	51	46	48	44	63	16		20		
The availability of staff	14	14	15	18	16	9	14	8	20	22	14		2		
How well train company deals with delays	23	26	25	30	25	33	60	48	16	40	-8		24		

\* New TOC from Autumn 2015; journeys on London - Shenfield metro service (formerly part of Abellio Greater Anglia)

## Thameslink - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1198	1209	1367	1208	1105	1022	1147	973	1205	1081					
<b>Overall satisfaction with your journey</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>80</b>	<b>73</b>	<b>78</b>	<b>78</b>	<b>73</b>	<b>70</b>	<b>73</b>	<b>0</b>	⇔	<b>3</b>	⇔	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	69	74	76	78	72	78	76	78	74	75	-3	⇔	0	⇔	
Ticket buying facilities	65	69	69	68	70	74	70	68	66	66	-1	⇔	0	⇔	
Provision of information about train times/platforms	73	76	78	79	77	80	79	78	73	78	-1	⇔	5	⇔	
The upkeep/repair of the station buildings/platforms	60	64	69	64	64	75	72	71	69	69	-2	⇔	-1	⇔	
Cleanliness	67	70	74	73	71	80	77	76	74	75	-1	⇔	1	⇔	
The facilities and services	44	49	49	51	48	54	52	55	48	50	-5	⇔	1	⇔	
The attitudes and helpfulness of the staff	66	65	70	69	64	75	72	70	68	74	4	⇔	7	↑	
Connections with other forms of public transport	71	75	76	80	76	79	78	78	77	77	-1	⇔	0	⇔	
Facilities for car parking	44	41	43	45	41	51	50	46	42	38	-8	⇔	-4	⇔	
Overall environment	61	65	69	68	65	74	69	67	68	67	-1	⇔	-2	⇔	
Your personal security whilst using the station	60	65	69	70	69	72	69	69	69	70	1	⇔	1	⇔	
The availability of staff	53	58	59	62	53	60	60	60	57	60	0	⇔	3	⇔	
The provision of shelter facilities	-	-	-	64	57	67	64	66	62	68	2	⇔	7	↑	
Availability of seating	-	-	-	40	38	44	45	49	45	45	-4	⇔	-1	⇔	
How request to station staff was handled	85	86	81	85	81	82	84	85	84	75	-10	⇔	-8	⇔	
The choice of shops/eating/drinking facilities available	-	-	-	-	36	42	42	43	42	41	-2	⇔	-1	⇔	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	73	64	72	69	68	67	72	3	⇔	5	⇔	
The frequency of the trains on that route	73	76	76	79	74	76	75	71	67	70	-1	⇔	4	⇔	
Punctuality/reliability (i.e. the train arriving/departing on time)	73	74	71	78	66	72	71	63	53	61	-2	⇔	7	↑	
The length of time the journey was scheduled to take (speed)	81	81	80	84	78	80	81	75	74	77	1	⇔	3	⇔	
Connections with other train services	72	74	74	77	73	76	74	74	63	75	1	⇔	11	↑	
The value for money of the price of your ticket	32	39	34	37	30	39	37	41	34	39	-2	⇔	5	⇔	
Upkeep and repair of the train	62	62	62	61	52	62	58	58	60	67	9	↑	7	↑	
The provision of information during the journey	45	46	47	47	40	52	47	46	47	53	7	↑	6	↑	
The helpfulness and attitude of staff on train	27	30	36	36	32	37	32	36	31	35	-1	⇔	4	⇔	
The space for luggage	46	43	47	44	39	43	42	38	46	43	5	⇔	-2	⇔	
The toilet facilities	26	29	37	29	27	35	31	30	30	37	7	⇔	7	⇔	
Sufficient room for all passengers to sit/stand	61	59	64	61	58	61	57	55	60	58	3	⇔	-2	⇔	
The comfort of the seating area	61	62	63	62	57	60	57	58	59	62	4	⇔	3	⇔	
The ease of being able to get on and off	73	72	77	75	70	75	71	70	70	70	0	⇔	0	⇔	
Your personal security on board	66	67	71	72	67	69	70	66	66	73	7	↑	7	↑	
The cleanliness of the inside	65	65	65	67	56	66	63	64	65	69	5	↑	4	⇔	
The cleanliness of the outside	51	54	53	54	48	61	59	59	61	70	11	↑	9	↑	
The availability of staff	11	13	15	12	10	14	15	14	12	13	-1	⇔	1	⇔	
How well train company deals with delays	22	33	27	24	27	41	32	29	22	25	-5	⇔	3	⇔	

\* Part of the Govia Thameslink Railway franchise

## CrossCountry - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1482	1320	1191	1425	1200	1223	1129	1272	1150	1031					
<b>Overall satisfaction with your journey</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>4</b>	↑	<b>1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	80	79	80	76	80	80	82	83	88	6	↑	5	↑	
Ticket buying facilities	79	83	78	84	85	82	82	87	85	85	-2	→	0	→	
Provision of information about train times/platforms	84	85	83	85	85	84	82	85	86	90	5	↑	4	→	
The upkeep/repair of the station buildings/platforms	70	69	66	71	67	71	71	76	75	80	4	→	5	↑	
Cleanliness	75	74	74	74	74	78	78	80	81	83	3	→	2	→	
The facilities and services	63	65	60	67	63	66	65	70	71	72	2	→	1	→	
The attitudes and helpfulness of the staff	76	77	79	79	77	82	80	80	80	84	4	→	4	→	
Connections with other forms of public transport	77	70	74	74	73	75	72	76	79	80	4	→	1	→	
Facilities for car parking	53	59	58	58	60	58	56	59	57	55	-4	→	-2	→	
Overall environment	69	71	69	70	65	71	71	74	75	80	6	↑	5	↑	
Your personal security whilst using the station	71	73	72	77	74	75	77	77	76	83	5	↑	7	↑	
The availability of staff	65	67	67	68	64	68	65	68	71	77	9	↑	6	↑	
The provision of shelter facilities	-	-	-	75	66	75	71	74	73	82	7	↑	9	↑	
Availability of seating	-	-	-	53	53	55	55	56	59	63	7	↑	4	→	
How request to station staff was handled	87	87	92	89	90	90	85	90	94	94	4	→	0	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	50	55	58	63	63	60	-3	→	-3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	82	81	84	81	82	82	84	2	→	1	→	
The frequency of the trains on that route	80	80	81	79	80	81	77	81	81	82	1	→	1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	84	79	85	82	80	83	78	81	85	86	5	↑	1	→	
The length of time the journey was scheduled to take (speed)	84	85	87	85	86	86	83	86	86	88	2	→	1	→	
Connections with other train services	79	77	78	78	77	78	74	79	82	82	4	→	0	→	
The value for money of the price of your ticket	53	52	49	53	49	53	52	53	55	58	5	→	2	→	
Upkeep and repair of the train	81	79	80	82	80	82	80	77	79	79	2	→	0	→	
The provision of information during the journey	76	74	76	73	76	76	74	74	76	76	2	→	1	→	
The helpfulness and attitude of staff on train	80	76	78	79	77	81	80	79	81	81	2	→	0	→	
The space for luggage	53	52	55	50	55	54	57	54	59	54	0	→	-4	→	
The toilet facilities	49	49	48	48	48	48	56	46	49	49	4	→	1	→	
Sufficient room for all passengers to sit/stand	70	64	70	65	70	66	69	67	72	66	-1	→	-5	↓	
The comfort of the seating area	77	76	76	74	77	75	73	74	76	71	-3	→	-5	→	
The ease of being able to get on and off	82	78	82	80	83	79	80	79	82	83	4	→	1	→	
Your personal security on board	84	81	85	84	84	84	84	82	85	85	3	→	0	→	
The cleanliness of the inside	78	77	79	79	78	80	80	78	80	80	3	→	0	→	
The cleanliness of the outside	76	77	78	79	74	77	78	76	78	79	3	→	1	→	
The availability of staff	66	63	67	64	63	67	64	64	66	64	0	→	-3	→	
How well train company deals with delays	49	46	52	51	51	44	52	51	55	54	4	→	-1	→	

## East Midlands Trains - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014	significant change	Improvement/ decline in % satisfied or good since Spring 2015	significant change
Sample size	1404	1029	1219	1045	1088	1124	1123	1106	1099	1063				
<b>Overall satisfaction with your journey</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>88</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>84</b>	<b>-4</b>		<b>-5</b>	
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	82	83	85	89	82	81	83	87	88	87	0		-1	
Ticket buying facilities	77	79	81	87	77	80	78	84	84	80	-4		-4	
Provision of information about train times/platforms	84	86	84	86	83	84	84	87	87	84	-3		-3	
The upkeep/repair of the station buildings/platforms	75	78	80	82	76	77	78	86	83	84	-2		0	
Cleanliness	80	82	83	86	80	79	83	88	87	87	-1		0	
The facilities and services	63	67	64	70	65	62	65	73	69	70	-3		1	
The attitudes and helpfulness of the staff	76	77	78	81	78	73	82	80	79	82	3		4	
Connections with other forms of public transport	71	70	72	77	74	73	75	75	74	74	-1		0	
Facilities for car parking	58	64	67	70	67	69	70	74	71	72	-2		0	
Overall environment	75	78	80	83	74	74	76	83	82	82	0		1	
Your personal security whilst using the station	75	74	76	78	72	75	78	78	83	79	1		-4	
The availability of staff	66	68	68	72	64	64	67	71	71	71	0		0	
The provision of shelter facilities	-	-	-	79	67	70	73	78	74	78	0		4	
Availability of seating	-	-	-	55	50	52	56	58	59	57	-2		-2	
How request to station staff was handled	85	89	89	91	85	84	91	86	86	91	5		5	
The choice of shops/eating/drinking facilities available	-	-	-	-	50	51	53	58	57	59	1		2	
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	87	86	86	86	86	87	85	-1		-2	
The frequency of the trains on that route	80	80	82	85	81	81	79	80	82	79	-1		-3	
Punctuality/reliability (i.e. the train arriving/departing on time)	86	88	88	88	86	80	84	83	85	83	0		-2	
The length of time the journey was scheduled to take (speed)	87	90	89	89	86	86	86	87	88	85	-2		-3	
Connections with other train services	77	77	79	79	78	75	78	76	79	75	-1		-4	
The value for money of the price of your ticket	52	52	52	49	48	52	49	52	51	51	-1		0	
Upkeep and repair of the train	77	85	85	85	84	81	83	82	80	83	2		3	
The provision of information during the journey	71	70	71	74	72	70	72	72	75	73	2		-2	
The helpfulness and attitude of staff on train	77	79	80	78	80	76	80	79	79	77	-2		-2	
The space for luggage	57	57	56	56	53	56	57	59	56	54	-5		-2	
The toilet facilities	52	53	50	54	43	49	54	47	45	50	3		5	
Sufficient room for all passengers to sit/stand	72	76	74	70	74	76	77	74	75	74	-1		-1	
The comfort of the seating area	78	83	82	81	81	81	82	79	83	79	0		-3	
The ease of being able to get on and off	82	83	85	84	84	82	84	82	86	82	0		-4	
Your personal security on board	82	85	85	86	84	84	86	84	85	86	2		1	
The cleanliness of the inside	79	82	83	84	83	82	84	83	83	84	1		0	
The cleanliness of the outside	69	75	74	77	71	73	74	75	72	73	-2		1	
The availability of staff	65	68	67	62	64	62	64	64	65	63	-1		-2	
How well train company deals with delays	48	39	51	56	58	49	56	53	49	49	-4		-1	

## First Hull Trains - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	761	527	583	596	543	560	605	702	594	576					
<b>Overall satisfaction with your journey</b>	<b>95</b>	<b>88</b>	<b>93</b>	<b>95</b>	<b>95</b>	<b>86</b>	<b>96</b>	<b>89</b>	<b>96</b>	<b>97</b>	<b>8</b>		<b>1</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	73	79	82	92	89	79	92	90	90	88	-2		-2		
Ticket buying facilities	82	82	80	86	88	85	91	80	89	88	7		-2		
Provision of information about train times/platforms	83	83	85	88	91	80	90	86	90	91	5		1		
The upkeep/repair of the station buildings/platforms	63	70	76	88	90	77	89	89	88	88	-1		0		
Cleanliness	67	72	77	91	90	80	90	90	90	91	1		1		
The facilities and services	50	50	58	76	74	66	75	71	74	70	-1		-4		
The attitudes and helpfulness of the staff	67	69	76	81	79	75	82	78	81	74	-4		-7		
Connections with other forms of public transport	76	74	81	83	86	83	85	79	79	81	2		2		
Facilities for car parking	69	69	71	70	67	67	65	71	69	66	-5		-3		
Overall environment	62	67	74	88	84	76	84	84	85	84	0		-1		
Your personal security whilst using the station	70	70	73	80	81	76	85	79	84	83	4		-1		
The availability of staff	54	55	64	68	70	62	69	68	68	62	-6		-5		
The provision of shelter facilities	-	-	-	83	79	69	83	84	82	83	-1		1		
Availability of seating	-	-	-	57	57	46	58	56	59	59	3		0		
How request to station staff was handled	85	89	91	90	89	79	75	90	94	91	1		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	64	63	72	66	63	65	-2		2		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	97	92	90	96	92	96	95	3		-1		
The frequency of the trains on that route	81	78	77	79	80	74	88	79	79	83	4		4		
Punctuality/reliability (i.e. the train arriving/departing on time)	89	85	93	94	91	73	97	76	96	95	20		0		
The length of time the journey was scheduled to take (speed)	90	90	92	93	92	81	96	88	94	93	5		-1		
Connections with other train services	83	81	78	83	79	69	86	79	86	85	6		0		
The value for money of the price of your ticket	63	62	56	60	62	57	66	63	56	69	6		13		
Upkeep and repair of the train	95	89	89	93	92	91	94	94	92	92	-1		0		
The provision of information during the journey	89	84	88	87	90	86	94	90	89	87	-3		-2		
The helpfulness and attitude of staff on train	93	91	92	93	94	90	97	93	94	91	-2		-3		
The space for luggage	73	75	72	72	72	70	79	73	73	73	-		0		
The toilet facilities	69	68	64	65	62	65	69	64	67	73	9		5		
Sufficient room for all passengers to sit/stand	91	89	87	92	91	83	90	86	89	82	-4		-7		
The comfort of the seating area	93	89	86	91	89	90	92	89	91	89	0		-3		
The ease of being able to get on and off	92	91	91	91	92	88	94	92	94	94	1		-1		
Your personal security on board	93	91	89	92	91	92	95	94	94	93	-1		-1		
The cleanliness of the inside	94	90	91	96	93	93	94	93	94	94	1		1		
The cleanliness of the outside	86	89	88	90	88	86	93	89	88	86	-3		-2		
The availability of staff	90	86	90	87	86	87	94	89	88	84	-5		-4		
How well train company deals with delays	65	39	51	47	63	64	79	72	18	73	0		54		

## First TransPennine Express - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014	significant change	Improvement/ decline in % satisfied or good since Spring 2015	significant change
Sample size	1201	1117	1175	1111	1190	1008	1092	1037	1183	1016				
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>84</b>	<b>88</b>	<b>88</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>2</b>	⇔	<b>-2</b>	⇔
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	87	85	86	86	86	86	86	85	86	87	2	⇔	1	⇔
Ticket buying facilities	84	89	87	87	84	84	87	84	85	84	1	⇔	-1	⇔
Provision of information about train times/platforms	91	87	88	91	88	90	89	88	89	86	-2	⇔	-3	⇔
The upkeep/repair of the station buildings/platforms	80	79	83	79	82	79	81	79	83	81	2	⇔	-2	⇔
Cleanliness	82	81	85	82	86	83	84	81	83	84	3	⇔	1	⇔
The facilities and services	65	67	68	74	75	72	70	74	72	71	-3	⇔	-1	⇔
The attitudes and helpfulness of the staff	79	81	78	80	81	82	82	77	82	82	5	⇔	0	⇔
Connections with other forms of public transport	75	71	73	80	76	76	71	78	78	78	0	⇔	0	⇔
Facilities for car parking	61	65	62	58	55	58	52	57	50	49	-7	⇔	-1	⇔
Overall environment	81	80	82	78	79	81	79	80	80	82	2	⇔	3	⇔
Your personal security whilst using the station	75	75	77	81	80	77	78	79	82	80	1	⇔	-3	⇔
The availability of staff	67	69	69	69	72	74	70	73	74	72	0	⇔	-2	⇔
The provision of shelter facilities	-	-	-	78	75	80	74	79	75	78	-1	⇔	3	⇔
Availability of seating	-	-	-	59	58	59	58	57	61	58	1	⇔	-3	⇔
How request to station staff was handled	90	89	88	89	91	94	91	85	91	93	8	⇔	2	⇔
The choice of shops/eating/drinking facilities available	-	-	-	-	59	65	61	65	60	62	-2	⇔	2	⇔
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	88	86	84	80	82	83	82	0	⇔	-1	⇔
The frequency of the trains on that route	83	82	86	81	84	84	81	84	84	81	-3	⇔	-3	⇔
Punctuality/reliability (i.e. the train arriving/departing on time)	87	84	88	88	82	82	86	74	79	73	-1	⇔	-6	↓
The length of time the journey was scheduled to take (speed)	92	89	91	88	89	88	88	85	87	85	0	⇔	-2	⇔
Connections with other train services	83	81	81	81	80	78	81	78	78	76	-1	⇔	-2	⇔
The value for money of the price of your ticket	60	59	56	57	55	62	54	57	60	61	3	⇔	1	⇔
Upkeep and repair of the train	88	87	88	89	90	89	87	84	85	84	0	⇔	-1	⇔
The provision of information during the journey	81	79	80	80	82	83	77	77	79	77	0	⇔	-2	⇔
The helpfulness and attitude of staff on train	79	80	82	81	82	79	81	82	81	79	-3	⇔	-2	⇔
The space for luggage	50	47	50	52	58	55	50	53	59	54	2	⇔	-5	⇔
The toilet facilities	53	52	57	56	53	51	52	52	55	50	-2	⇔	-5	⇔
Sufficient room for all passengers to sit/stand	64	62	63	61	65	58	55	62	67	59	-3	⇔	-8	↓
The comfort of the seating area	80	80	79	80	83	81	77	78	80	77	-1	⇔	-3	⇔
The ease of being able to get on and off	82	79	83	81	82	80	77	78	83	82	4	⇔	-1	⇔
Your personal security on board	87	81	86	84	86	82	82	83	86	83	0	⇔	-3	⇔
The cleanliness of the inside	84	85	86	86	86	85	83	82	85	84	2	⇔	-1	⇔
The cleanliness of the outside	79	82	82	85	82	84	84	79	82	82	2	⇔	0	⇔
The availability of staff	64	64	67	66	69	66	67	70	67	62	-7	↓	-5	⇔
How well train company deals with delays	48	53	55	49	53	44	53	51	63	52	1	⇔	-11	↓

## Grand Central - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	% change	significant change	% change	significant change
Sample size	-	917	-	992	639	623	653	587	551	620				
<b>Overall satisfaction with your journey</b>	-	<b>95</b>	-	<b>96</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>-2</b>	⇌	<b>-1</b>	⇌
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	76	-	88	87	85	88	84	81	83	0	⇌	3	⇌
Ticket buying facilities	-	79	-	83	87	83	88	79	81	82	4	⇌	2	⇌
Provision of information about train times/platforms	-	85	-	89	90	88	90	88	89	88	0	⇌	-1	⇌
The upkeep/repair of the station buildings/platforms	-	71	-	87	86	87	87	82	80	85	3	⇌	5	⇌
Cleanliness	-	76	-	89	87	87	87	80	82	85	5	↑	3	⇌
The facilities and services	-	49	-	75	69	76	72	69	70	67	-2	⇌	-3	⇌
The attitudes and helpfulness of the staff	-	74	-	75	80	78	77	79	77	76	-3	⇌	-1	⇌
Connections with other forms of public transport	-	80	-	86	82	85	85	77	76	79	2	⇌	3	⇌
Facilities for car parking	-	54	-	55	56	52	53	56	51	60	4	⇌	9	⇌
Overall environment	-	66	-	83	81	84	80	78	77	80	2	⇌	3	⇌
Your personal security whilst using the station	-	69	-	78	77	78	79	75	77	78	3	⇌	0	⇌
The availability of staff	-	54	-	61	68	65	66	63	63	67	4	⇌	3	⇌
The provision of shelter facilities	-	-	-	80	75	77	79	78	74	80	2	⇌	6	↑
Availability of seating	-	-	-	54	51	51	45	54	51	57	3	⇌	7	⇌
How request to station staff was handled	-	88	-	88	89	76	84	98	85	76	-22	↓	-8	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	67	70	67	61	61	62	0	⇌	0	⇌
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	94	91	95	92	92	92	94	2	⇌	2	⇌
The frequency of the trains on that route	-	72	-	73	77	76	79	79	79	81	2	⇌	2	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	-	91	-	94	93	88	90	96	96	92	-4	↓	-4	↓
The length of time the journey was scheduled to take (speed)	-	92	-	91	89	94	91	91	93	90	-1	⇌	-2	⇌
Connections with other train services	-	83	-	82	83	85	86	85	85	86	1	⇌	1	⇌
The value for money of the price of your ticket	-	78	-	73	75	78	78	79	76	76	-3	⇌	0	⇌
Upkeep and repair of the train	-	88	-	85	78	83	82	79	81	84	5	↑	3	⇌
The provision of information during the journey	-	83	-	86	84	82	85	83	85	84	1	⇌	-1	⇌
The helpfulness and attitude of staff on train	-	93	-	92	91	88	92	89	91	90	1	⇌	-1	⇌
The space for luggage	-	84	-	80	77	79	80	74	80	72	-2	⇌	-8	↓
The toilet facilities	-	66	-	65	55	60	67	58	64	63	5	⇌	-1	⇌
Sufficient room for all passengers to sit/stand	-	94	-	93	91	95	93	92	90	88	-5	↓	-3	⇌
The comfort of the seating area	-	93	-	90	89	93	92	90	89	89	-1	⇌	0	⇌
The ease of being able to get on and off	-	90	-	89	90	89	89	88	87	87	0	⇌	1	⇌
Your personal security on board	-	92	-	91	92	90	92	90	91	90	0	⇌	-2	⇌
The cleanliness of the inside	-	90	-	89	85	89	89	84	87	90	6	↑	3	⇌
The cleanliness of the outside	-	88	-	86	80	85	82	86	85	85	-1	⇌	0	⇌
The availability of staff	-	82	-	83	85	82	85	82	86	85	3	⇌	-1	⇌
How well train company deals with delays	-	69	-	77	73	50	84	73	81	57	-16	⇌	-24	⇌

# Virgin Trains - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1361	1098	1112	1392	1152	1229	1238	1506	1416	1233					
<b>Overall satisfaction with your journey</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>1</b>		<b>2</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	82	82	82	80	79	79	79	79	77	78	-2		1		
Ticket buying facilities	78	85	83	87	83	80	86	86	83	80	-7		-3		
Provision of information about train times/platforms	86	89	87	87	87	85	88	85	86	86	1		1		
The upkeep/repair of the station buildings/platforms	71	71	71	71	72	73	71	67	66	68	0		1		
Cleanliness	74	76	74	77	75	76	77	74	75	75	2		0		
The facilities and services	65	67	62	70	67	68	65	66	65	62	-4		-4		
The attitudes and helpfulness of the staff	71	74	73	77	77	78	80	79	81	81	3		1		
Connections with other forms of public transport	80	81	82	87	84	78	83	78	81	79	2		-1		
Facilities for car parking	55	65	58	55	51	57	59	60	57	58	-2		1		
Overall environment	71	74	71	70	70	70	69	66	65	68	2		2		
Your personal security whilst using the station	71	76	73	76	74	73	75	72	72	75	2		3		
The availability of staff	58	60	60	62	63	64	68	65	65	69	4		4		
The provision of shelter facilities	-	-	-	74	69	72	69	72	68	74	1		6		
Availability of seating	-	-	-	44	43	44	45	44	44	43	-1		-1		
How request to station staff was handled	86	82	87	90	88	89	90	91	92	92	1		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	60	61	61	59	58	58	-1		0		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	92	93	91	90	90	89	90	0		1		
The frequency of the trains on that route	89	90	89	91	90	90	90	92	90	90	-1		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	92	85	89	90	87	87	86	86	83	90	4		7		
The length of time the journey was scheduled to take (speed)	94	91	94	94	93	92	92	93	90	93	-1		3		
Connections with other train services	83	83	88	87	87	86	83	84	82	84	0		2		
The value for money of the price of your ticket	59	59	59	60	61	60	61	68	65	63	-5		-2		
Upkeep and repair of the train	90	87	89	89	91	89	91	86	88	87	1		-2		
The provision of information during the journey	81	80	82	84	88	82	83	82	83	82	-1		-1		
The helpfulness and attitude of staff on train	80	80	81	81	84	82	82	82	82	82	0		0		
The space for luggage	56	52	57	59	62	58	64	57	61	59	2		-2		
The toilet facilities	53	52	54	57	60	59	64	61	61	60	-2		-1		
Sufficient room for all passengers to sit/stand	77	71	80	82	83	78	79	76	77	80	4		3		
The comfort of the seating area	79	77	82	84	86	81	81	80	81	83	3		2		
The ease of being able to get on and off	87	88	90	89	91	88	88	85	87	87	2		0		
Your personal security on board	89	87	89	89	89	88	88	86	88	88	2		0		
The cleanliness of the inside	88	86	89	90	90	88	89	87	87	87	0		0		
The cleanliness of the outside	82	82	86	87	87	83	81	85	84	84	-1		0		
The availability of staff	68	68	70	68	71	67	67	67	67	65	-2		-2		
How well train company deals with delays	56	55	54	60	64	51	55	63	62	61	-1		-1		

# Virgin Trains East Coast - % saying satisfied/good\*

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1522	1136	1225	1251	1234	1207	1126	1239	1105	1067					
<b>Overall satisfaction with your journey</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>92</b>	<b>86</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>94</b>	<b>89</b>	<b>-1</b>		<b>-5</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	76	75	88	87	88	87	90	90	90	0		0		
Ticket buying facilities	80	81	84	86	87	83	87	84	84	84	1		1		
Provision of information about train times/platforms	86	85	87	91	90	91	90	90	92	91	1		-2		
The upkeep/repair of the station buildings/platforms	68	66	65	83	82	85	86	86	90	89	3		-1		
Cleanliness	72	73	72	88	86	88	89	89	91	91	3		0		
The facilities and services	61	60	58	79	76	76	76	79	80	78	-1		-2		
The attitudes and helpfulness of the staff	76	75	76	83	80	81	82	82	85	84	2		-1		
Connections with other forms of public transport	80	80	80	85	81	83	83	80	82	81	1		-2		
Facilities for car parking	55	56	49	57	51	60	60	51	60	53	2		-7		
Overall environment	69	66	64	82	80	83	84	85	86	88	3		1		
Your personal security whilst using the station	72	70	71	80	78	77	83	79	83	81	2		-2		
The availability of staff	67	66	67	73	69	69	73	72	76	70	-2		-6		
The provision of shelter facilities	-	-	-	77	70	78	75	80	78	78	-1		1		
Availability of seating	-	-	-	48	43	46	48	51	54	51	-1		-3		
How request to station staff was handled	88	86	85	88	87	87	86	90	91	90	1		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	62	66	66	68	67	68	0		1		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	89	87	89	90	89	93	86	-2		-6		
The frequency of the trains on that route	90	89	90	91	90	93	92	92	94	92	-1		-2		
Punctuality/reliability (i.e. the train arriving/departing on time)	85	78	88	89	83	89	84	88	92	86	-3		-6		
The length of time the journey was scheduled to take (speed)	90	88	90	92	88	89	91	92	93	91	-1		-2		
Connections with other train services	80	79	79	84	77	82	83	83	86	83	-1		-3		
The value for money of the price of your ticket	58	57	56	58	56	62	60	64	63	59	-5		-4		
Upkeep and repair of the train	80	81	79	82	81	81	80	79	82	76	-2		-5		
The provision of information during the journey	78	80	79	81	80	80	82	80	84	80	0		-4		
The helpfulness and attitude of staff on train	78	80	82	85	84	81	87	81	87	85	4		-2		
The space for luggage	60	61	63	66	63	63	68	65	70	64	-1		-6		
The toilet facilities	49	55	52	54	50	51	50	51	57	47	-4		-10		
Sufficient room for all passengers to sit/stand	77	79	79	81	79	79	85	78	82	78	0		-4		
The comfort of the seating area	77	81	79	81	80	80	81	78	80	73	-5		-7		
The ease of being able to get on and off	82	84	83	84	82	85	86	80	86	83	2		-3		
Your personal security on board	86	86	86	90	86	88	89	88	89	87	-1		-2		
The cleanliness of the inside	82	85	82	85	85	86	84	85	88	83	-2		-5		
The cleanliness of the outside	74	78	76	77	72	81	79	79	79	76	-3		-3		
The availability of staff	68	70	72	72	71	67	75	71	78	72	2		-5		
How well train company deals with delays	52	56	63	69	62	65	58	67	69	63	-4		-6		

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

## Arriva Trains Wales - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	912	1544	1189	1352	1248	1251	1097	1065	1386	1109					
<b>Overall satisfaction with your journey</b>	<b>87</b>	<b>84</b>	<b>88</b>	<b>88</b>	<b>88</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>89</b>	<b>82</b>	<b>-1</b>	⇌	<b>-6</b>	↓	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	76	72	79	78	78	74	77	75	79	77	2	⇌	-2	⇌	
Ticket buying facilities	75	80	75	81	78	82	80	79	78	79	0	⇌	1	⇌	
Provision of information about train times/platforms	79	80	81	81	83	81	82	81	85	82	1	⇌	-3	⇌	
The upkeep/repair of the station buildings/platforms	63	63	66	66	69	63	64	67	72	70	4	⇌	-2	⇌	
Cleanliness	68	63	68	68	70	64	65	72	71	70	-2	⇌	-2	⇌	
The facilities and services	43	43	48	49	51	52	48	44	50	48	5	⇌	-2	⇌	
The attitudes and helpfulness of the staff	75	74	75	78	76	72	74	75	83	77	2	⇌	-6	↓	
Connections with other forms of public transport	61	61	66	70	66	66	64	61	71	61	-1	⇌	-10	↓	
Facilities for car parking	63	59	63	69	62	62	62	59	70	65	5	⇌	-5	⇌	
Overall environment	62	63	66	66	68	59	62	67	67	68	1	⇌	1	⇌	
Your personal security whilst using the station	62	67	67	66	70	67	69	69	68	69	1	⇌	1	⇌	
The availability of staff	56	58	57	60	65	63	61	63	67	61	-2	⇌	-6	↓	
The provision of shelter facilities	-	-	-	72	70	67	66	65	66	72	6	⇌	5	↑	
Availability of seating	-	-	-	55	54	53	50	49	57	57	7	↑	0	⇌	
How request to station staff was handled	88	90	89	86	92	87	89	93	93	88	-5	⇌	-5	⇌	
The choice of shops/eating/drinking facilities available	-	-	-	-	41	34	39	32	40	39	7	⇌	0	⇌	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	86	84	81	81	80	85	80	0	⇌	-5	↓	
The frequency of the trains on that route	81	76	78	77	78	74	75	76	76	73	-3	⇌	-3	⇌	
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	87	86	85	86	82	78	87	80	3	⇌	-7	↓	
The length of time the journey was scheduled to take (speed)	88	83	85	86	83	84	82	82	86	82	0	⇌	-4	⇌	
Connections with other train services	78	77	77	80	82	80	73	76	75	73	-3	⇌	-2	⇌	
The value for money of the price of your ticket	60	59	56	55	54	53	54	55	57	59	4	⇌	2	⇌	
Upkeep and repair of the train	74	75	76	79	79	68	71	69	74	69	0	⇌	-5	↓	
The provision of information during the journey	67	65	66	66	66	64	66	66	67	63	-3	⇌	-4	⇌	
The helpfulness and attitude of staff on train	79	79	81	82	82	87	81	83	85	84	1	⇌	-2	⇌	
The space for luggage	57	60	59	66	63	59	61	61	67	61	1	⇌	-6	↓	
The toilet facilities	45	46	49	51	55	49	47	45	50	49	5	⇌	-1	⇌	
Sufficient room for all passengers to sit/stand	70	72	71	73	73	71	73	74	79	72	-1	⇌	-6	↓	
The comfort of the seating area	74	76	77	76	78	75	74	72	77	72	0	⇌	-5	↓	
The ease of being able to get on and off	84	83	82	84	85	83	82	81	83	82	1	⇌	-1	⇌	
Your personal security on board	82	82	83	81	86	84	81	81	86	81	-1	⇌	-5	↓	
The cleanliness of the inside	76	75	78	80	78	67	73	74	77	72	-2	⇌	-6	↓	
The cleanliness of the outside	64	69	69	74	70	66	66	68	69	69	1	⇌	0	⇌	
The availability of staff	67	70	71	70	73	72	69	71	76	71	1	⇌	-5	↓	
How well train company deals with delays	43	45	40	42	38	56	35	37	42	37	1	⇌	-5	⇌	

# Merseyrail - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	672	546	635	700	557	517	598	478	709	483					
<b>Overall satisfaction with your journey</b>	<b>91</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>93</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>3</b>		<b>2</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	80	84	86	87	86	91	88	91	87	90	-1		3		
Ticket buying facilities	86	90	90	89	89	86	92	87	86	89	2		3		
Provision of information about train times/platforms	85	87	89	88	91	88	90	89	90	92	4		2		
The upkeep/repair of the station buildings/platforms	72	70	75	81	85	85	84	83	80	82	-1		3		
Cleanliness	77	78	77	86	84	88	86	85	82	85	0		3		
The facilities and services	43	48	53	62	57	69	58	61	64	63	3		0		
The attitudes and helpfulness of the staff	82	85	81	88	87	86	83	83	85	90	7		5		
Connections with other forms of public transport	70	70	73	82	83	79	73	75	77	82	7		5		
Facilities for car parking	48	51	49	64	61	63	60	53	54	46	-7		-8		
Overall environment	73	73	77	83	79	86	84	79	81	80	1		-1		
Your personal security whilst using the station	71	72	76	81	76	81	81	76	78	81	4		2		
The availability of staff	78	78	81	82	81	85	79	81	78	84	3		6		
The provision of shelter facilities	-	-	-	84	78	81	84	80	81	85	5		4		
Availability of seating	-	-	-	68	69	71	69	68	66	68	0		2		
How request to station staff was handled	80	90	81	88	93	94	93	93	93	91	-2		-2		
The choice of shops/eating/drinking facilities available	-	-	-	-	46	49	48	49	46	44	-5		-3		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	89	90	89	88	85	85	93	7		7		
The frequency of the trains on that route	91	95	97	94	93	96	93	94	94	93	-1		-1		
Punctuality/reliability (i.e. the train arriving/departing on time)	93	95	94	92	91	93	93	87	92	93	6		1		
The length of time the journey was scheduled to take (speed)	94	97	97	96	97	94	96	94	96	96	2		0		
Connections with other train services	82	91	89	89	92	86	88	84	87	86	1		-1		
The value for money of the price of your ticket	64	66	67	70	65	66	70	66	68	69	3		1		
Upkeep and repair of the train	80	80	83	80	81	78	76	73	72	87	14		15		
The provision of information during the journey	87	81	86	90	87	89	87	81	87	90	9		4		
The helpfulness and attitude of staff on train	67	68	67	63	67	71	72	62	70	70	8		0		
The space for luggage	60	59	60	59	61	66	55	51	54	64	13		10		
The toilet facilities	9	14	10	21	17	18	18	23	25	17	-6		-8		
Sufficient room for all passengers to sit/stand	79	78	81	80	79	78	78	71	75	81	10		6		
The comfort of the seating area	76	76	81	80	81	82	77	73	76	85	12		9		
The ease of being able to get on and off	86	87	90	90	90	87	88	85	87	91	7		4		
Your personal security on board	79	77	80	83	78	85	83	76	80	86	10		6		
The cleanliness of the inside	78	79	80	80	81	78	77	75	74	84	9		10		
The cleanliness of the outside	56	71	67	71	70	69	71	74	70	80	6		10		
The availability of staff	51	45	48	45	50	55	49	48	55	56	8		1		
How well train company deals with delays	49	50	29	43	41	53	45	39	48	49	10		1		

# Northern Rail - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1250	1370	1264	1051	1106	1219	1150	1568	1414	1086					
<b>Overall satisfaction with your journey</b>	<b>83</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>76</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>79</b>	<b>84</b>	<b>6</b>		<b>5</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	73	76	74	78	76	76	76	79	79	83	4		4		
Ticket buying facilities	73	73	74	78	77	75	73	78	80	76	-2		-4		
Provision of information about train times/platforms	77	81	80	83	84	82	83	83	84	86	4		3		
The upkeep/repair of the station buildings/platforms	68	69	71	75	76	74	73	77	77	79	2		2		
Cleanliness	70	71	72	80	78	77	77	79	81	82	3		1		
The facilities and services	50	49	49	52	52	53	51	56	61	59	4		-2		
The attitudes and helpfulness of the staff	70	71	71	74	72	75	71	76	76	78	2		2		
Connections with other forms of public transport	69	69	65	75	71	67	71	67	67	69	2		1		
Facilities for car parking	57	60	53	57	55	53	51	55	58	55	1		-3		
Overall environment	65	66	67	73	70	72	69	75	75	78	4		3		
Your personal security whilst using the station	64	65	67	70	66	68	67	74	72	73	-1		1		
The availability of staff	58	57	61	58	58	60	56	64	64	68	4		4		
The provision of shelter facilities	-	-	-	70	69	72	65	74	71	78	4		7		
Availability of seating	-	-	-	55	54	57	53	56	62	61	5		-1		
How request to station staff was handled	89	89	84	90	84	86	85	87	91	88	1		-3		
The choice of shops/eating/drinking facilities available	-	-	-	-	41	45	40	48	52	53	5		1		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	71	69	72	74	70	72	76	6		3		
The frequency of the trains on that route	71	75	70	73	69	71	75	68	69	70	2		1		
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	78	77	72	77	78	77	78	81	4		4		
The length of time the journey was scheduled to take (speed)	86	87	84	85	81	85	87	80	81	83	4		3		
Connections with other train services	78	78	73	73	72	73	75	70	76	72	2		-4		
The value for money of the price of your ticket	58	60	50	57	54	56	54	56	53	58	2		5		
Upkeep and repair of the train	53	57	54	57	55	59	61	60	60	64	4		4		
The provision of information during the journey	59	58	56	60	59	58	60	59	57	65	6		8		
The helpfulness and attitude of staff on train	76	72	71	71	73	71	70	76	75	81	5		5		
The space for luggage	55	56	57	57	56	55	53	55	57	62	7		5		
The toilet facilities	38	43	34	39	31	35	42	41	40	46	6		6		
Sufficient room for all passengers to sit/stand	65	65	66	71	66	66	67	67	66	73	7		7		
The comfort of the seating area	58	62	60	65	62	63	63	61	63	66	5		3		
The ease of being able to get on and off	78	78	77	81	77	78	78	78	78	77	-2		-2		
Your personal security on board	76	79	76	79	73	73	79	78	79	82	4		3		
The cleanliness of the inside	56	62	58	63	60	65	64	65	66	71	6		5		
The cleanliness of the outside	48	62	47	61	49	63	59	65	63	71	6		8		
The availability of staff	62	57	60	58	55	56	56	62	62	65	3		3		
How well train company deals with delays	35	43	33	39	29	35	43	32	31	44	12		13		

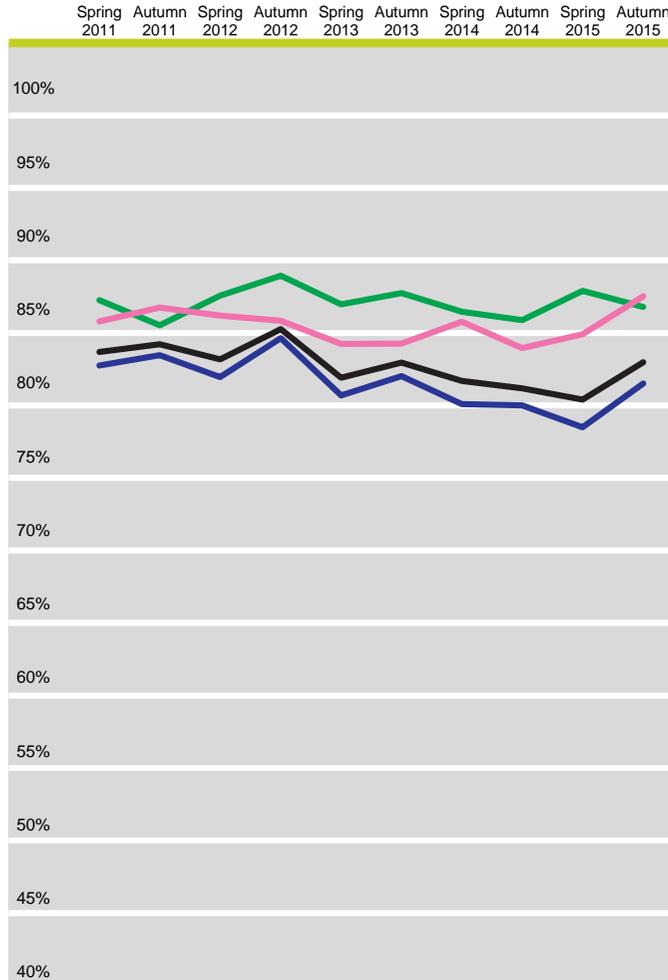
# ScotRail - % saying satisfied/good

	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1166	1402	1230	1309	1141	1046	1094	1001	1156	1064					
<b>Overall satisfaction with your journey</b>	<b>86</b>	<b>89</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>90</b>	<b>88</b>	<b>87</b>	<b>90</b>	<b>2</b>		<b>3</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	81	85	83	84	81	82	84	83	84	88	5		4		
Ticket buying facilities	78	82	80	84	80	83	76	82	84	87	6		4		
Provision of information about train times/platforms	85	86	86	89	88	83	88	85	87	87	2		0		
The upkeep/repair of the station buildings/platforms	77	78	77	80	79	80	82	81	83	84	3		1		
Cleanliness	81	84	82	81	83	83	86	85	87	87	2		0		
The facilities and services	53	56	52	53	48	52	52	58	56	58	0		1		
The attitudes and helpfulness of the staff	75	76	78	76	77	81	79	79	82	86	6		4		
Connections with other forms of public transport	65	73	69	67	76	69	73	77	70	78	1		8		
Facilities for car parking	46	48	47	38	40	46	46	56	47	53	-3		5		
Overall environment	74	78	75	76	74	74	80	80	82	80	0		-1		
Your personal security whilst using the station	71	71	74	71	73	76	80	78	76	79	1		3		
The availability of staff	63	63	66	63	70	68	67	71	73	74	3		1		
The provision of shelter facilities	-	-	-	82	74	78	80	82	77	80	-2		4		
Availability of seating	-	-	-	61	60	57	65	62	61	59	-3		-2		
How request to station staff was handled	86	92	89	91	88	86	88	89	93	92	4		-1		
The choice of shops/eating/drinking facilities available	-	-	-	-	42	46	47	47	49	51	4		2		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	87	87	88	88	87	84	88	1		4		
The frequency of the trains on that route	83	83	84	81	84	81	85	81	83	83	2		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	81	86	87	87	84	82	86	82	84	86	4		2		
The length of time the journey was scheduled to take (speed)	89	91	89	92	89	91	88	90	88	90	0		2		
Connections with other train services	78	77	79	70	75	80	85	82	79	83	0		4		
The value for money of the price of your ticket	56	59	51	52	49	52	56	59	60	61	2		2		
Upkeep and repair of the train	79	81	83	81	83	79	84	83	78	79	-4		1		
The provision of information during the journey	72	76	80	74	77	76	78	75	76	79	4		3		
The helpfulness and attitude of staff on train	79	79	81	79	76	83	85	84	79	85	1		6		
The space for luggage	63	65	69	65	65	67	64	70	69	66	-3		-2		
The toilet facilities	41	51	52	49	46	48	52	53	58	57	4		-1		
Sufficient room for all passengers to sit/stand	69	77	77	79	80	75	78	76	78	72	-5		-7		
The comfort of the seating area	77	82	80	82	78	82	83	80	81	82	2		1		
The ease of being able to get on and off	86	89	87	88	85	89	89	87	87	87	0		1		
Your personal security on board	83	86	87	80	83	84	88	85	86	85	0		-1		
The cleanliness of the inside	80	84	84	82	84	84	84	83	78	81	-1		3		
The cleanliness of the outside	70	76	77	81	80	80	83	83	74	81	-2		7		
The availability of staff	65	71	72	65	69	66	72	72	69	73	1		3		
How well train company deals with delays	34	34	38	40	43	42	44	49	49	51	2		2		

# Percentage of passengers satisfied 2011-2015

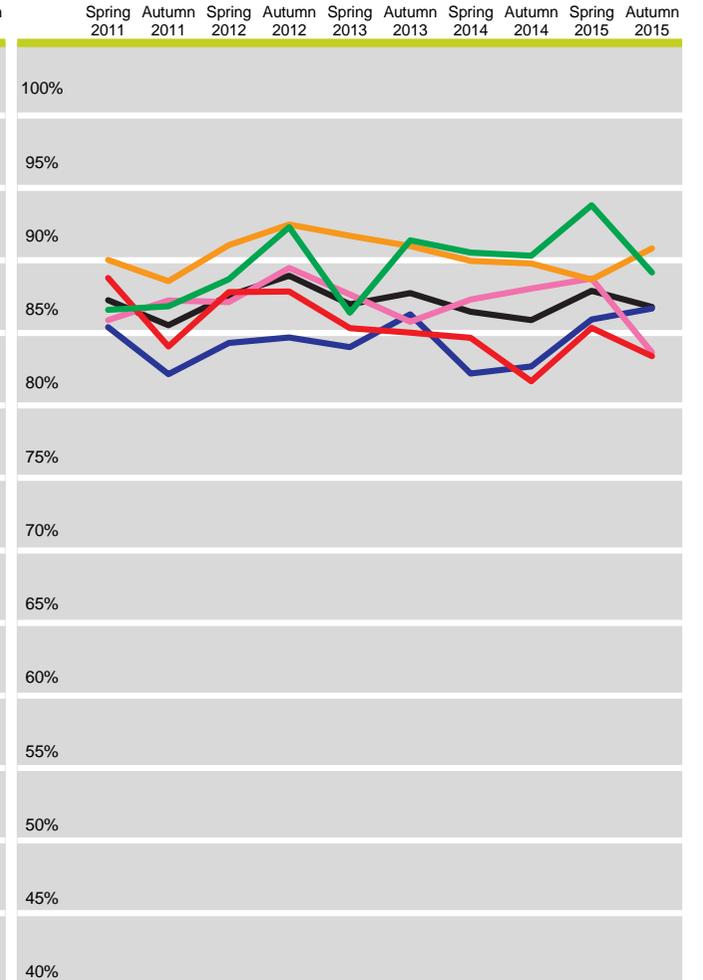
**National and Sector-Level**  
Percentage of passengers satisfied 2011 to 2015

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



**Long Distance Operators**  
Percentage of passengers satisfied 2011 to 2015

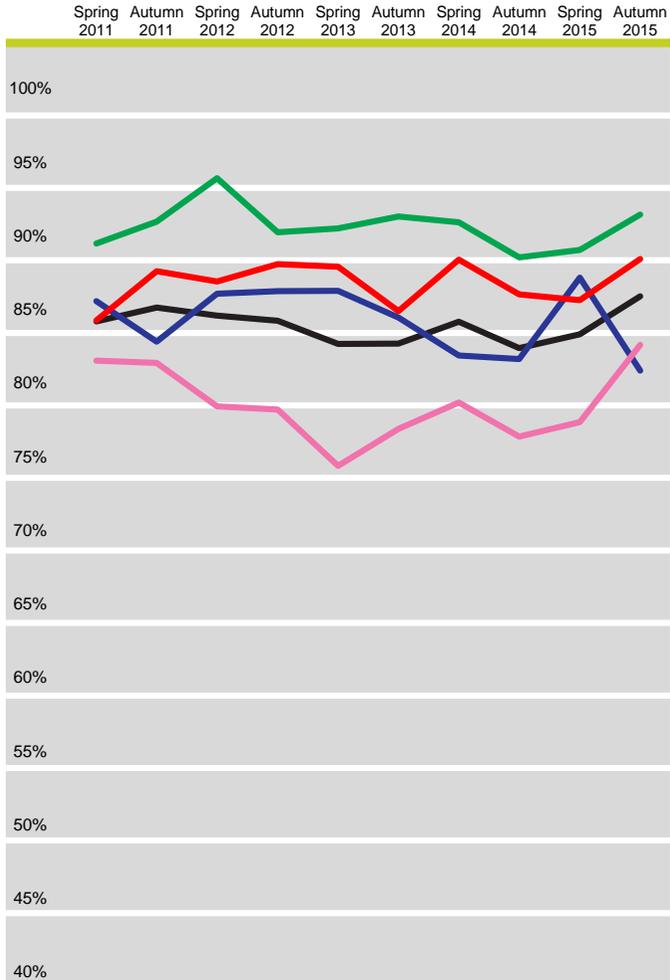
- Long Distance
- East Midlands Trains
- Virgin Trains
- CrossCountry
- First TransPennine Express
- Virgin Trains East Coast



**Regional Operators**

Percentage of passengers satisfied  
2011 to 2015

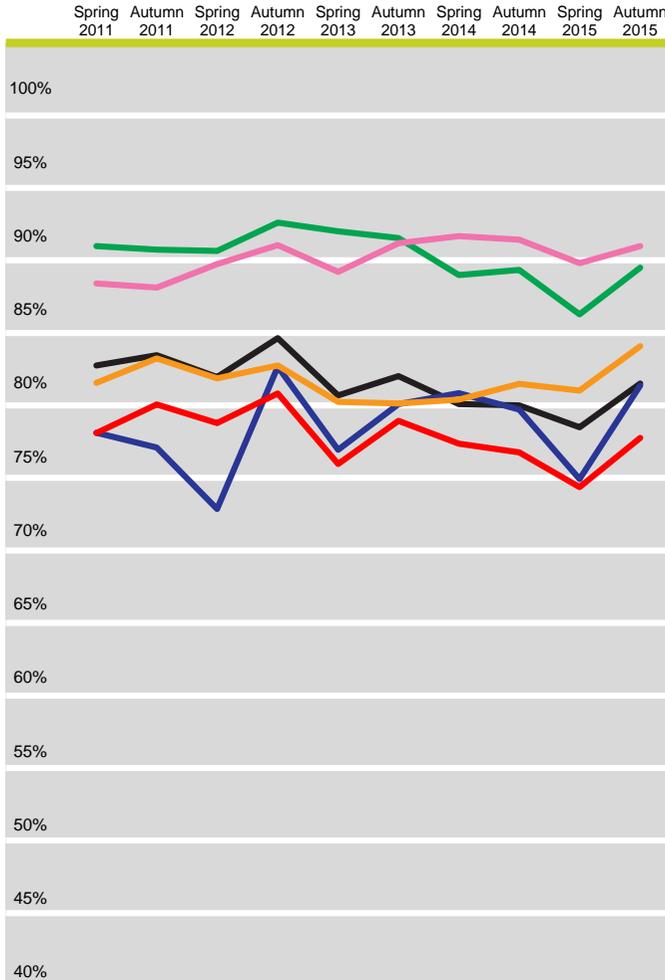
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



**London and South East Operators (Part One)**

Percentage of passengers satisfied  
2011 to 2015

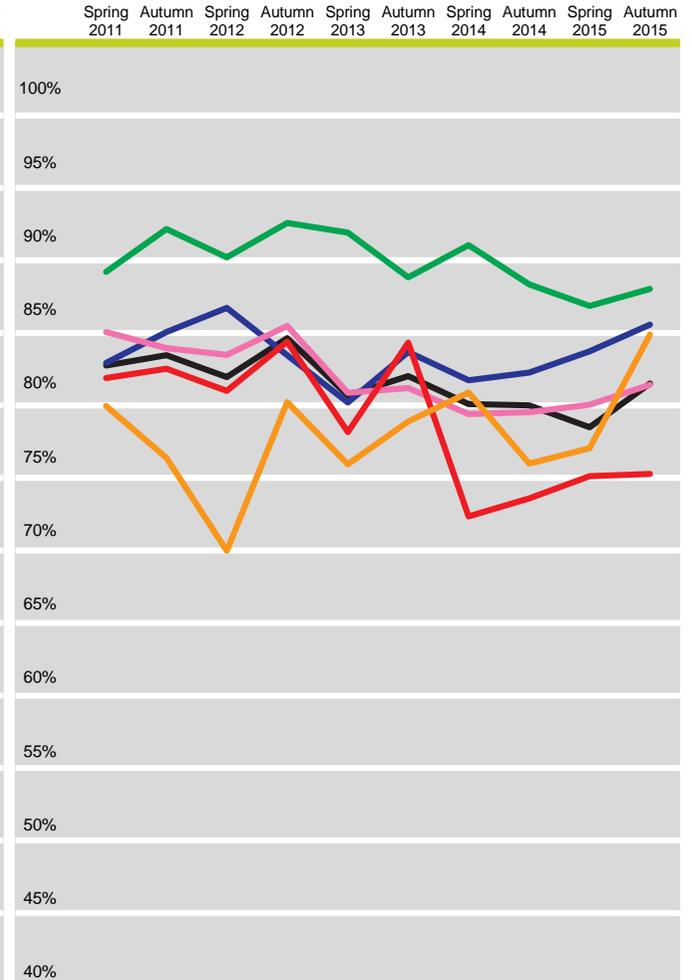
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- Great Western Railway



**London and South East Operators (Part Two)**

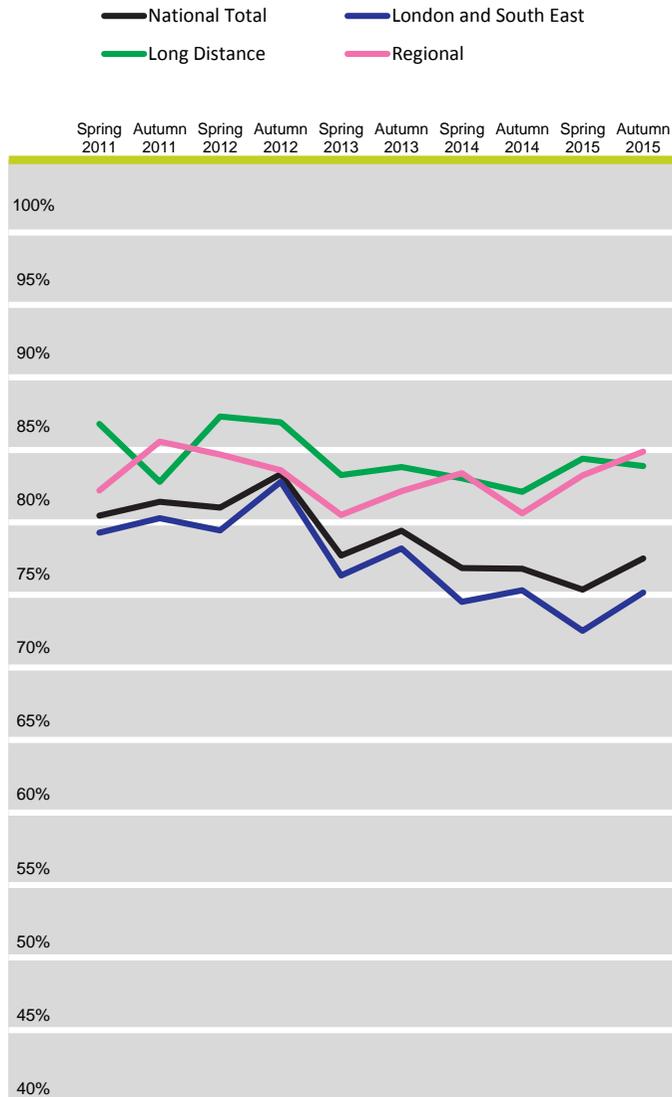
Percentage of passengers satisfied  
2011 to 2015

- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- TfL Rail

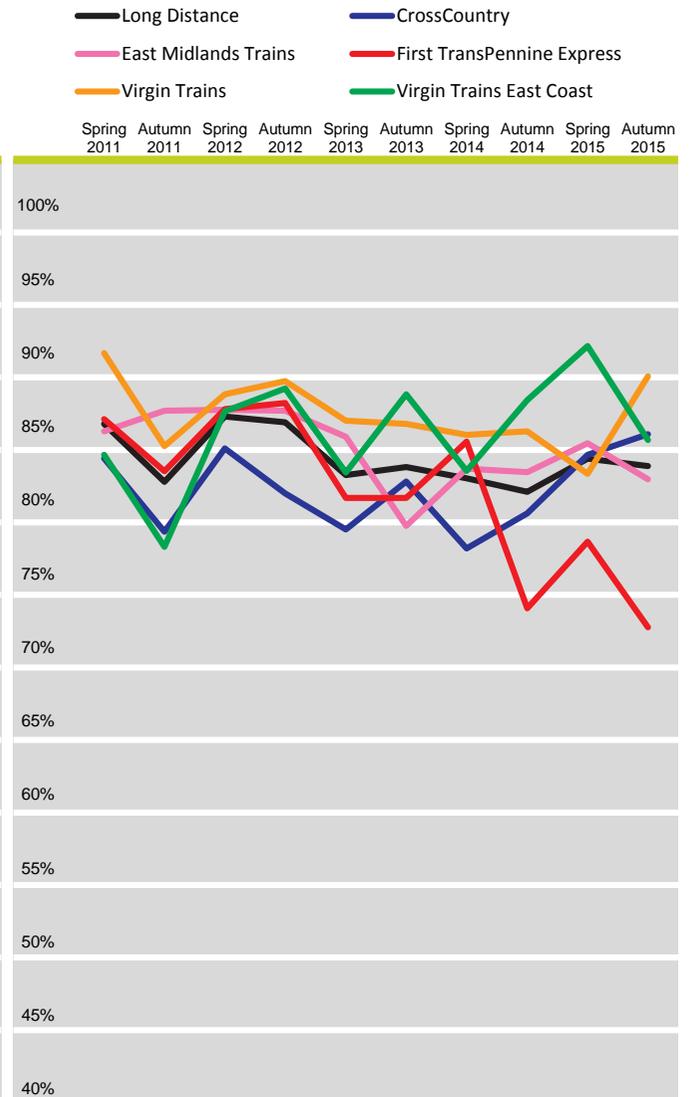


Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015



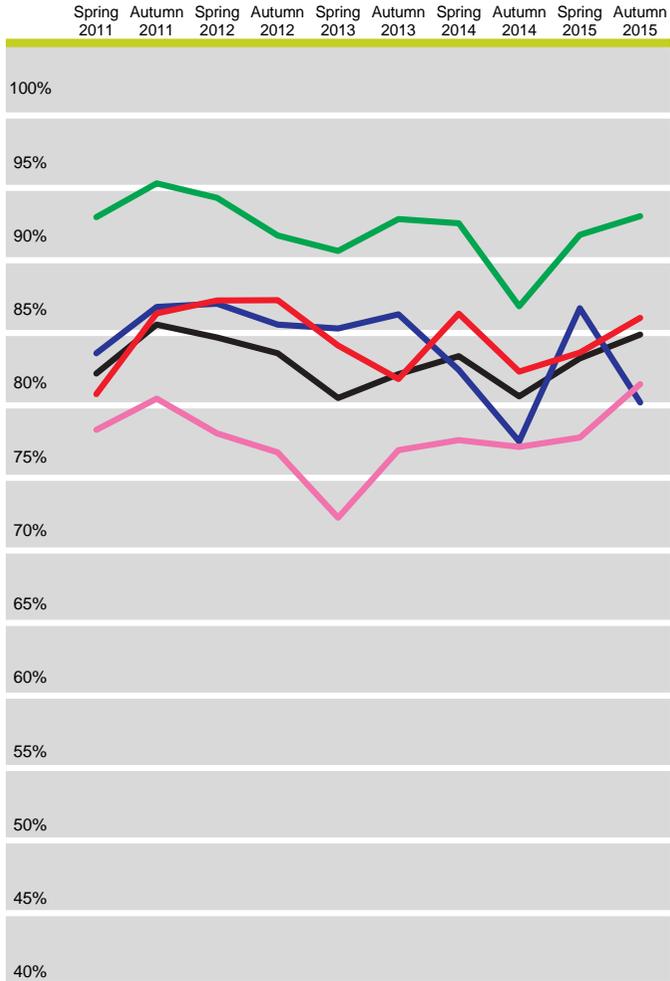
**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



## Regional Operators

Percentage of passengers satisfied  
2011 to 2015

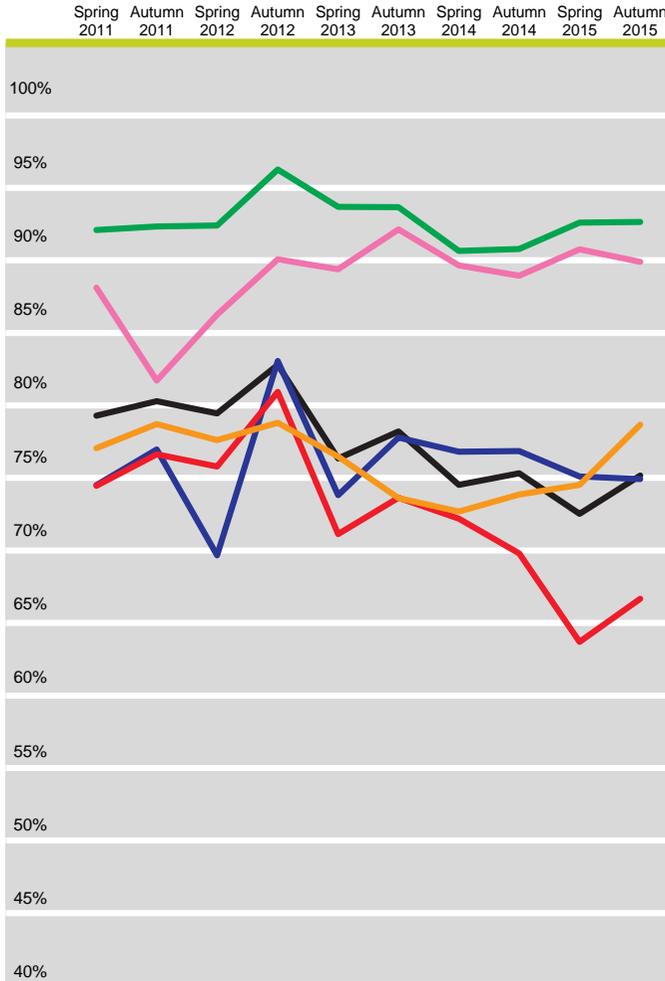
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



## London and South East Operators (Part One)

Percentage of passengers satisfied  
2011 to 2015

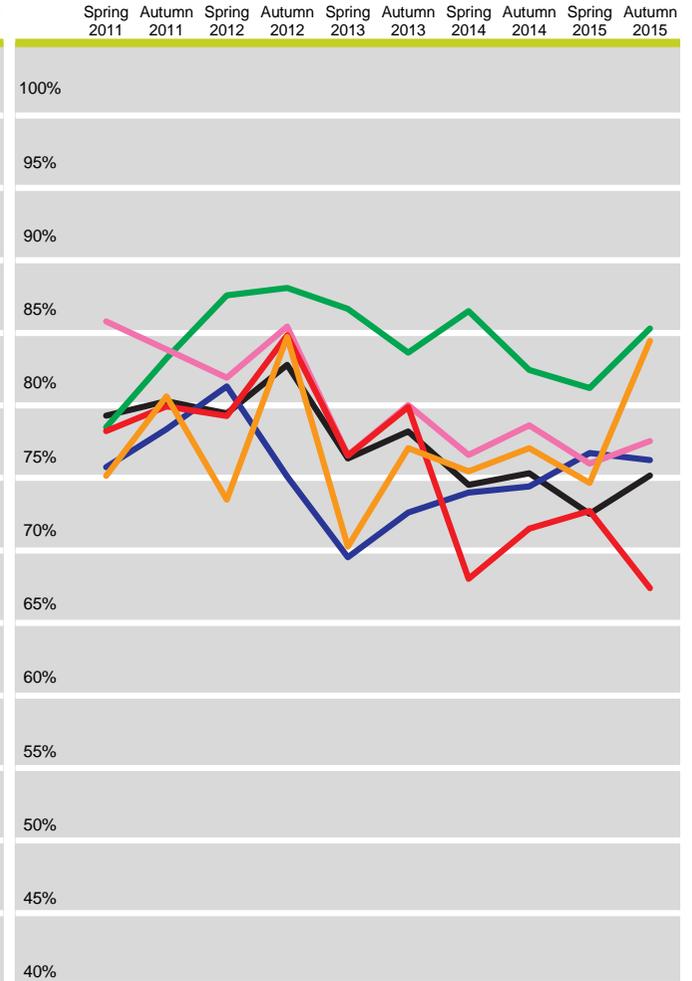
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- Great Western Railway



## London and South East Operators (Part Two)

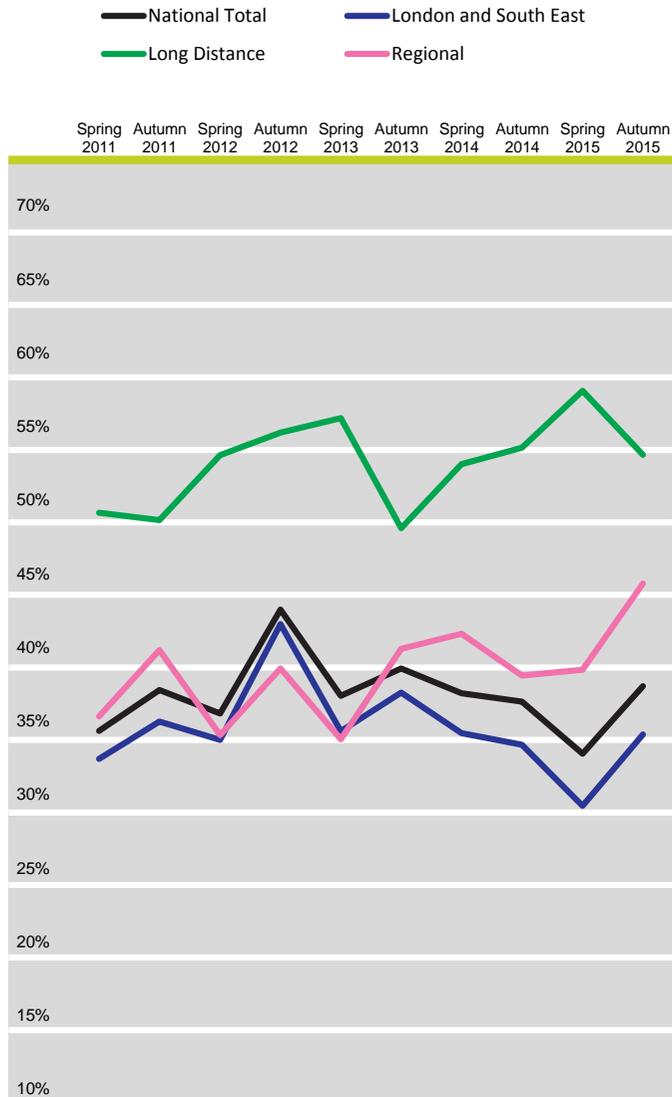
Percentage of passengers satisfied  
2011 to 2015

- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- TfL Rail

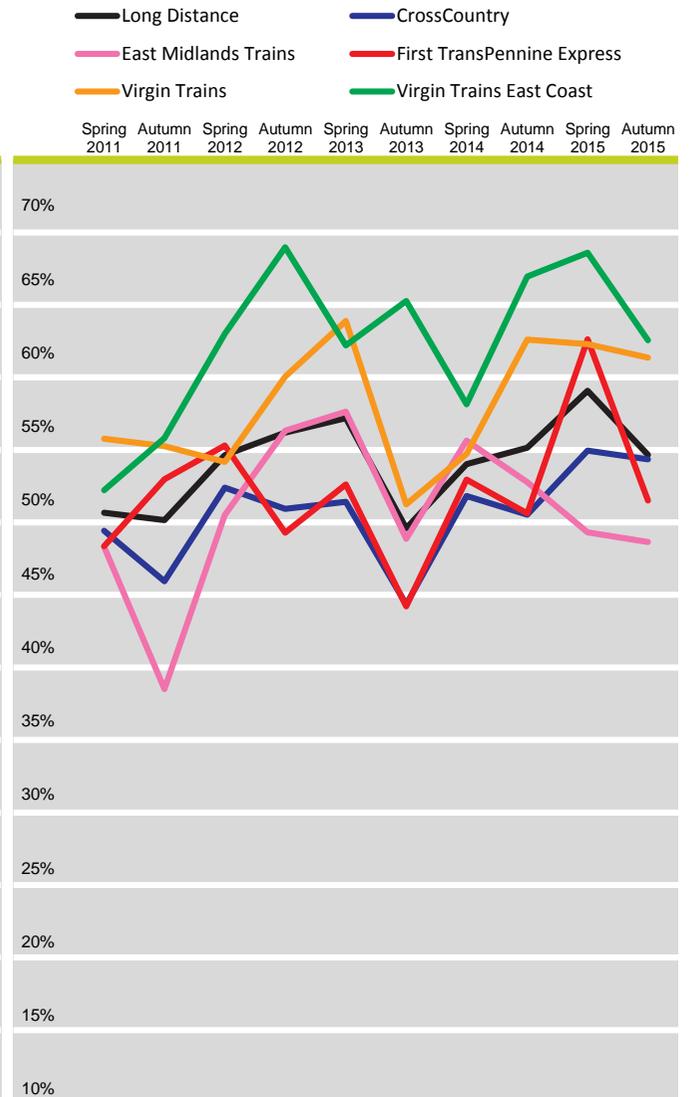


Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015

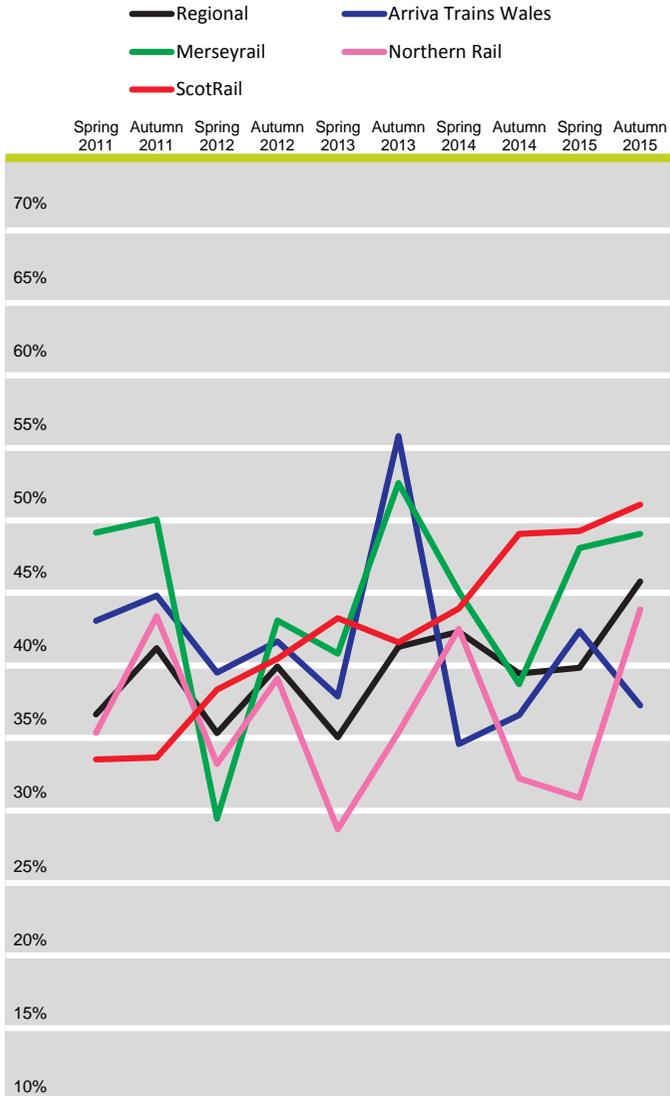


**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



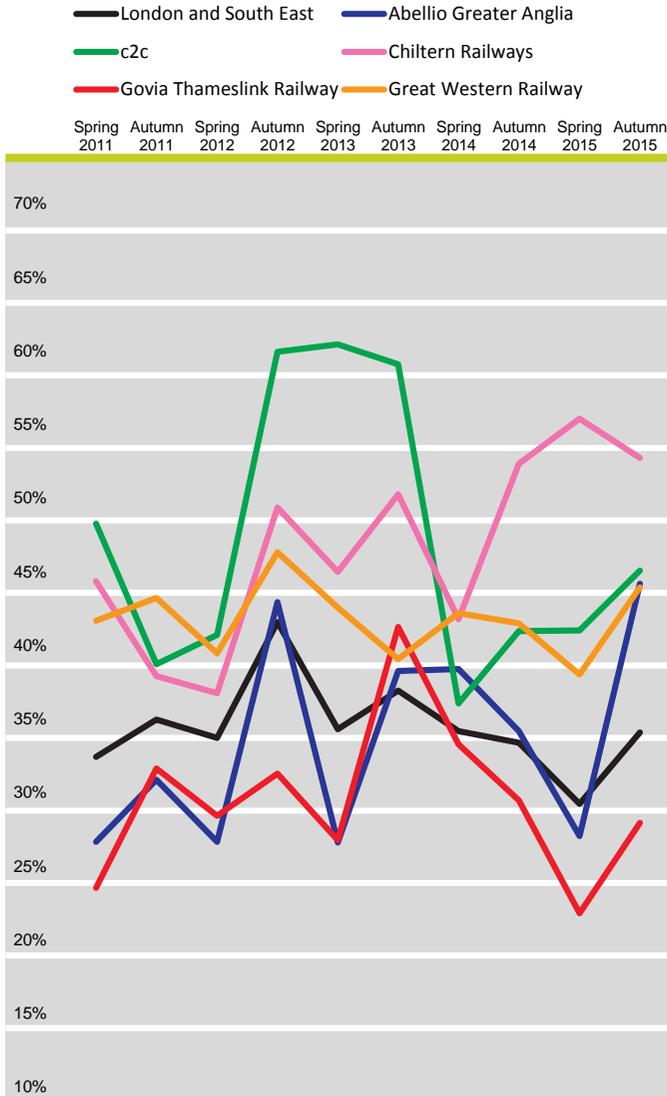
**Regional Operators**

Percentage of passengers satisfied  
2011 to 2015



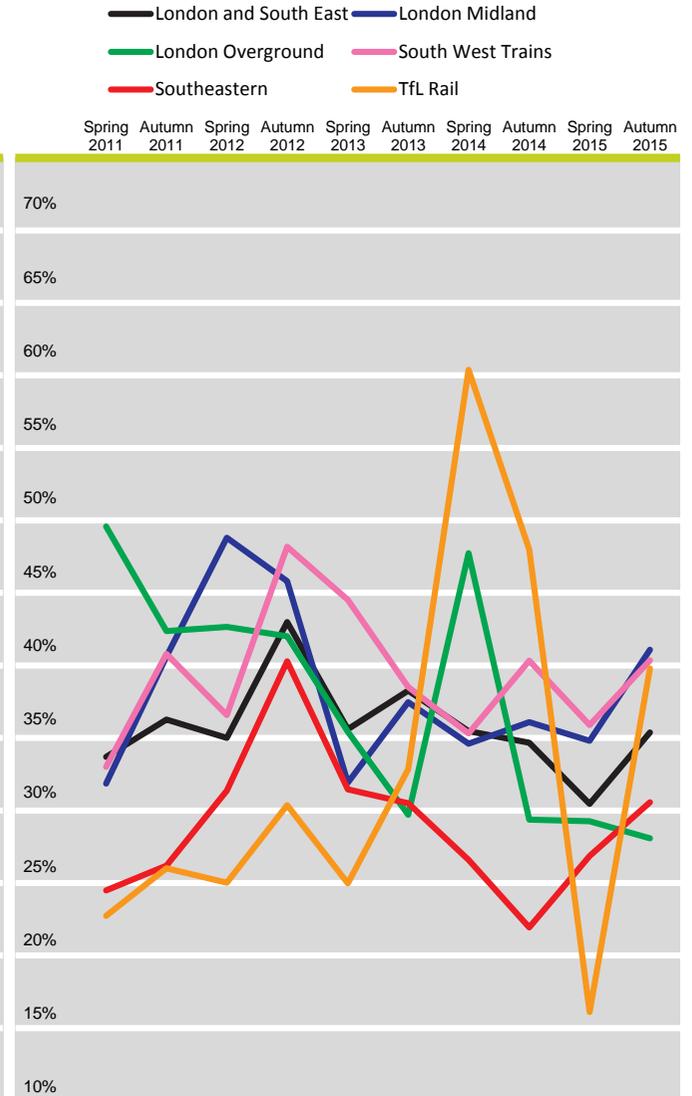
**London and South East Operators (Part One)**

Percentage of passengers satisfied  
2011 to 2015



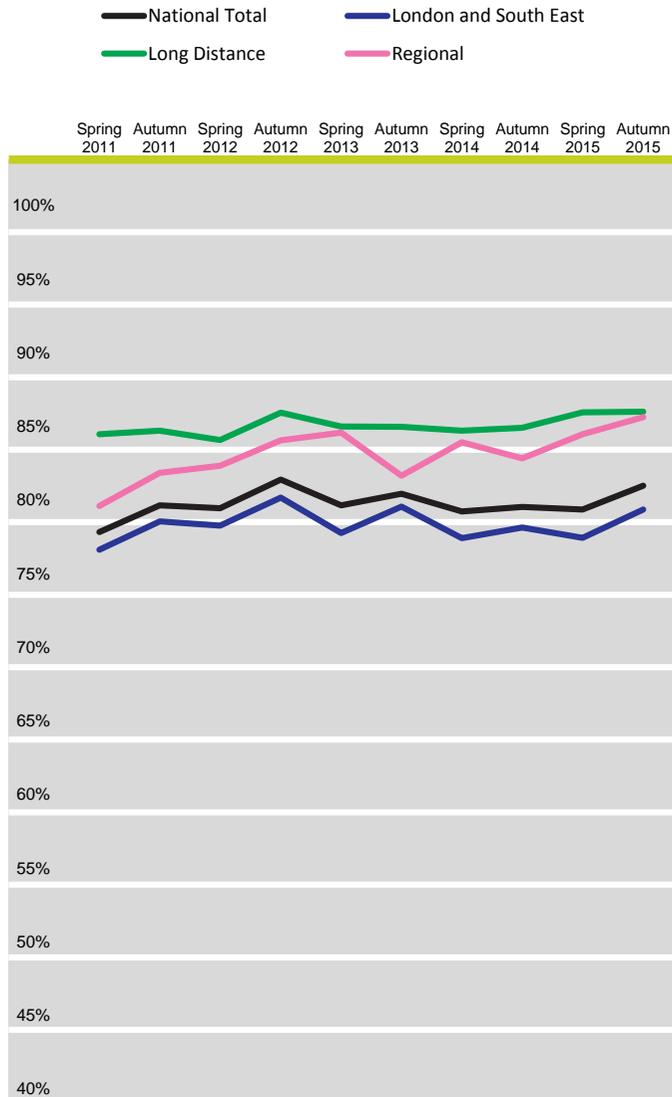
**London and South East Operators (Part Two)**

Percentage of passengers satisfied  
2011 to 2015

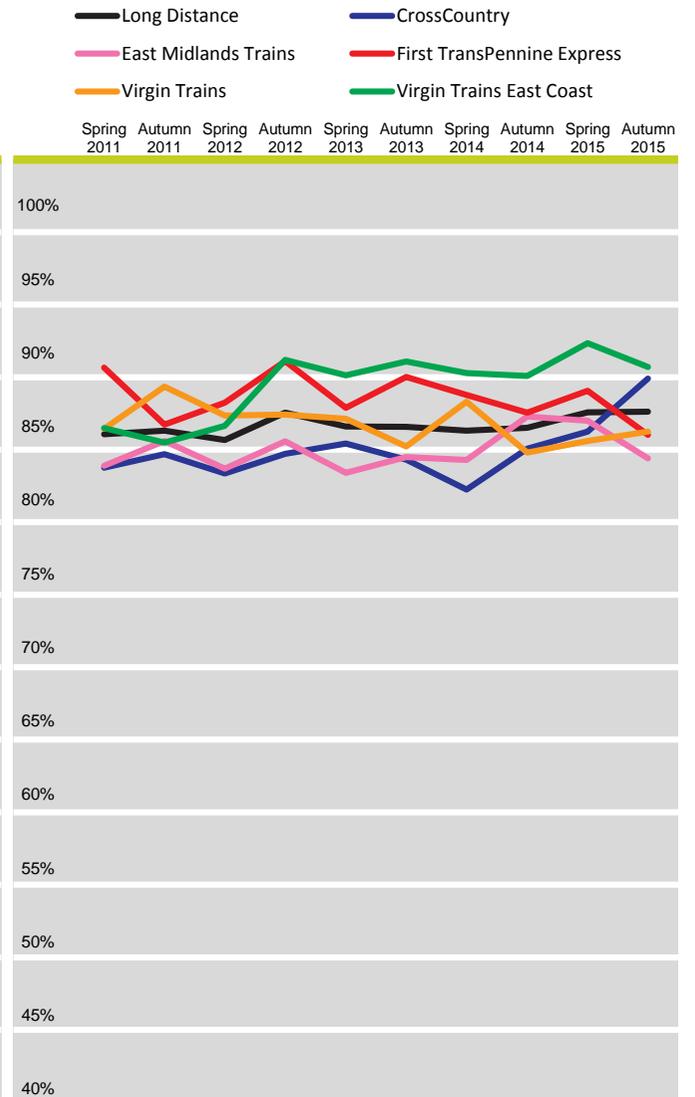


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**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015



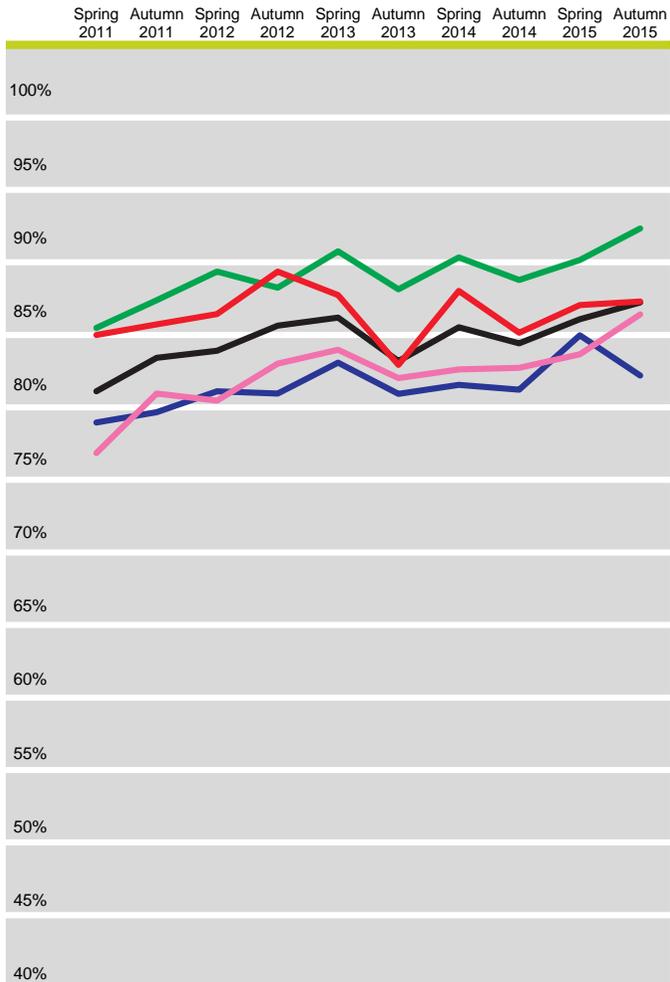
**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



**Regional Operators**

Percentage of passengers satisfied  
2011 to 2015

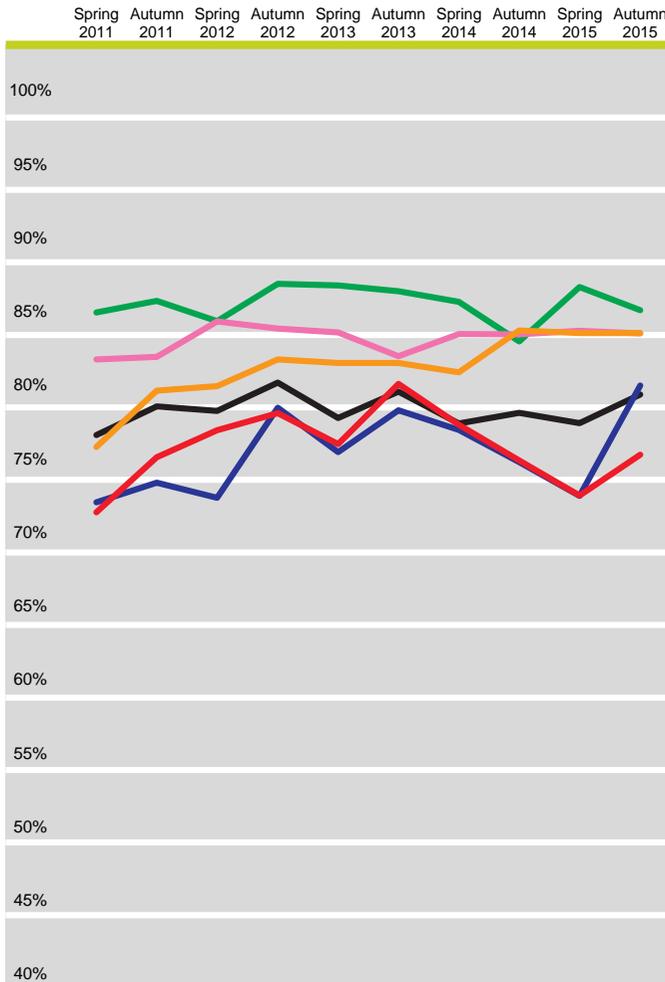
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



**London and South East Operators (Part One)**

Percentage of passengers satisfied  
2011 to 2015

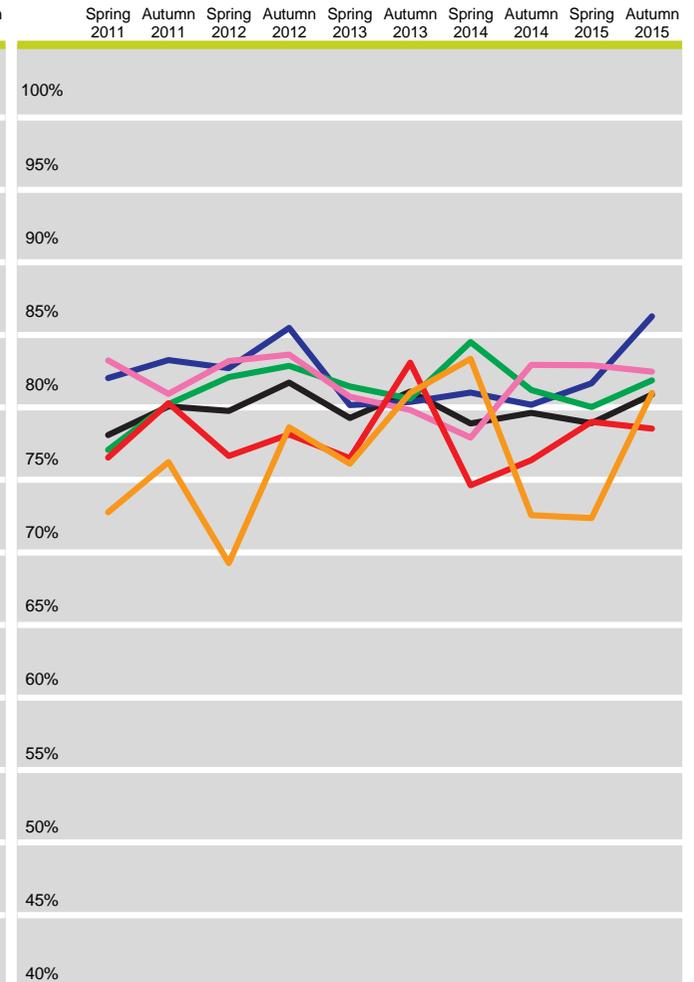
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- Great Western Railway



**London and South East Operators (Part Two)**

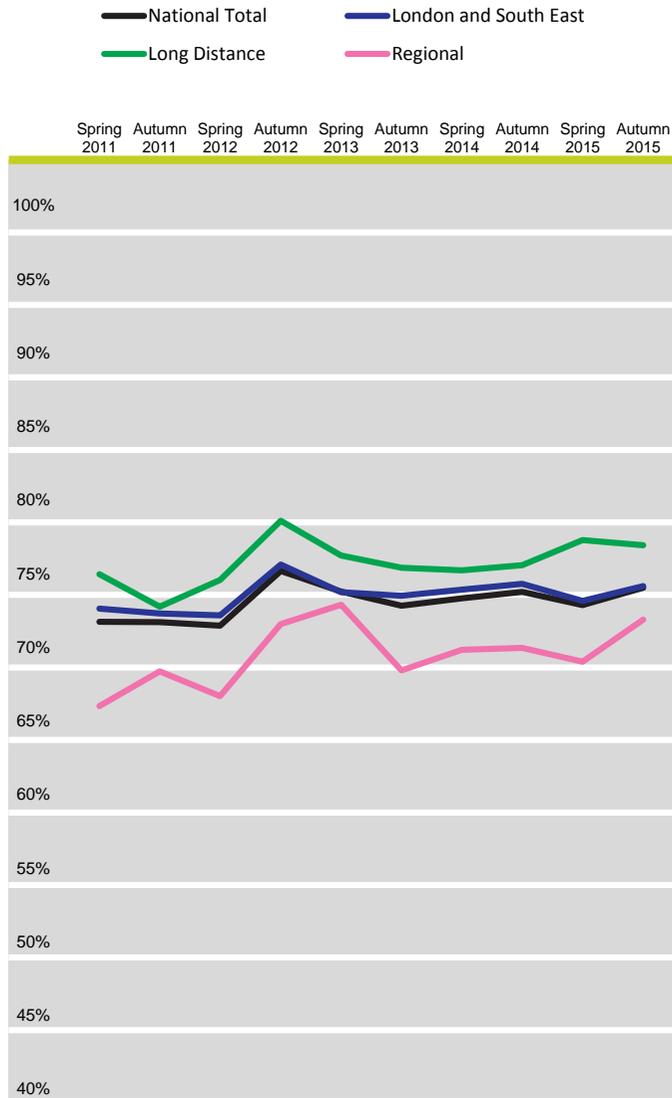
Percentage of passengers satisfied  
2011 to 2015

- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- TfL Rail

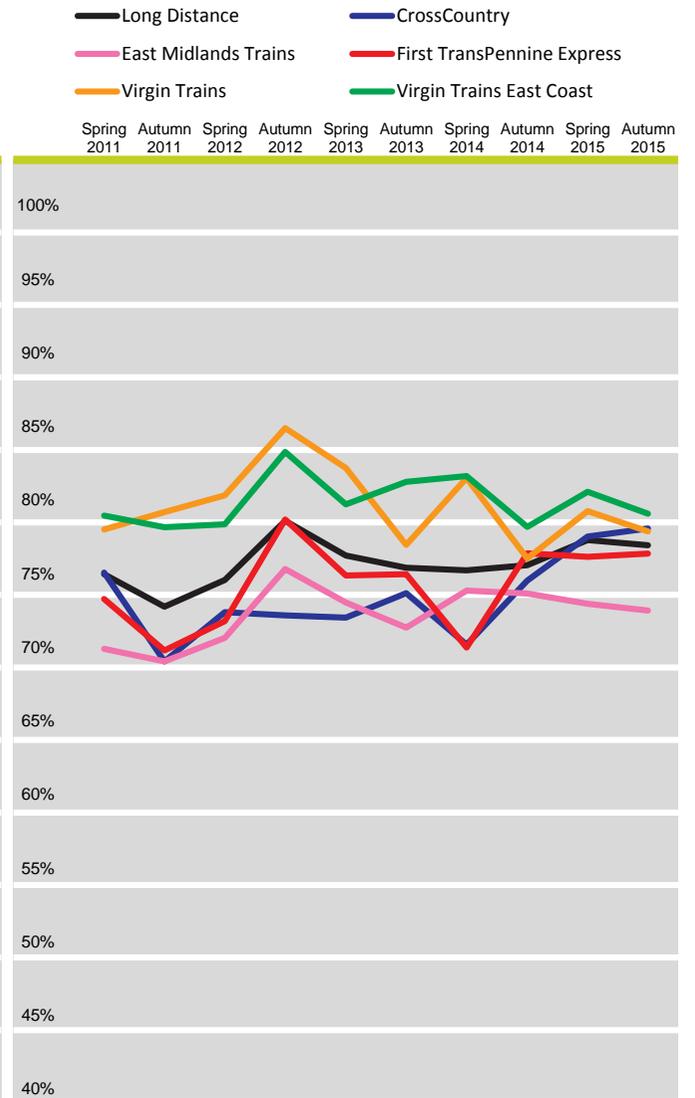


Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015



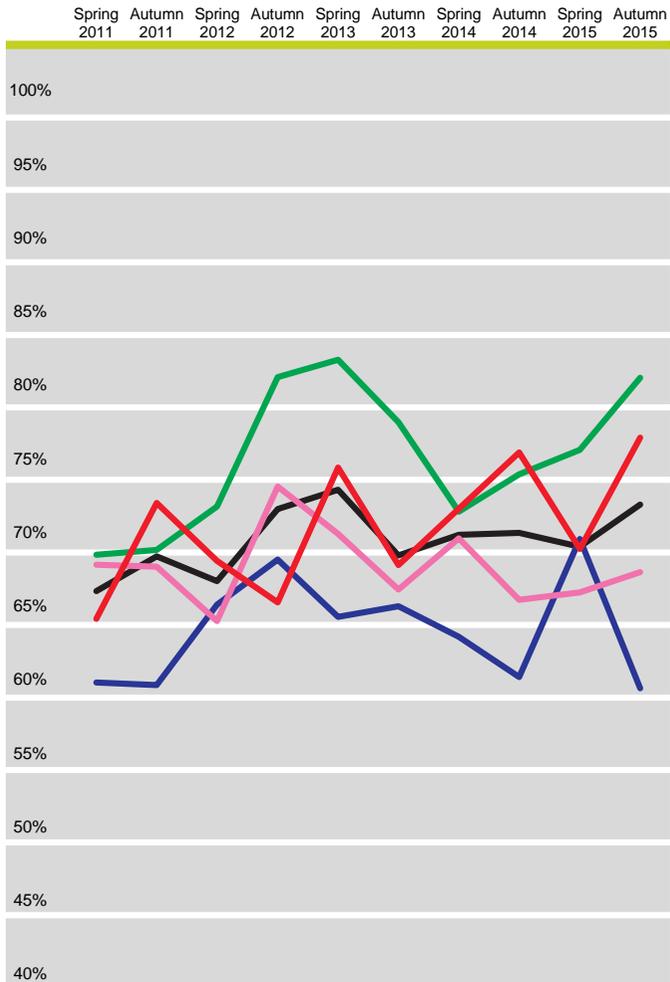
**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



## Regional Operators

Percentage of passengers satisfied  
2011 to 2015

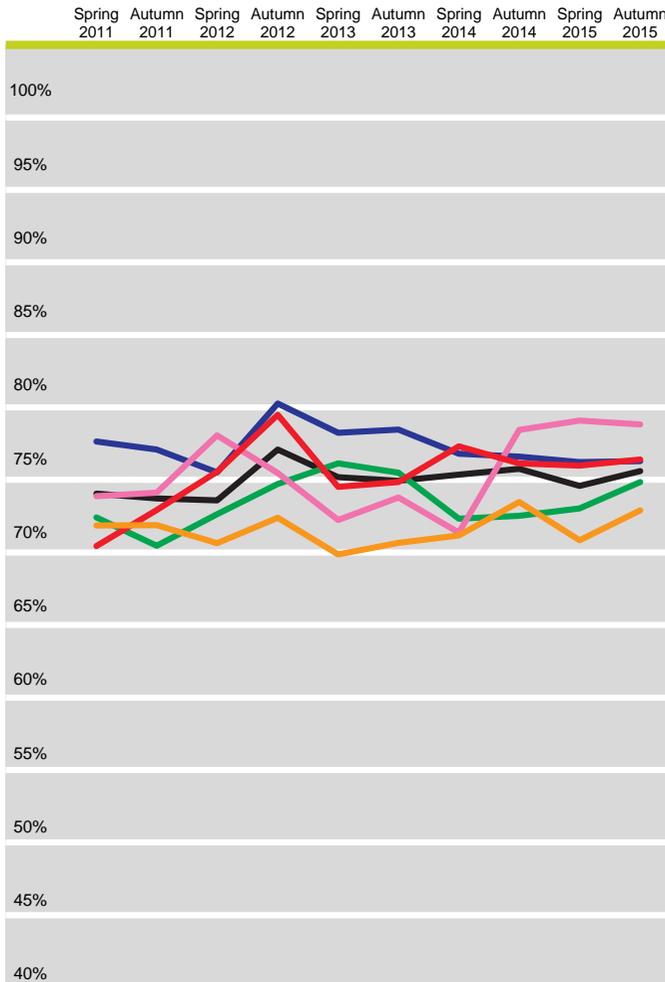
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



## London and South East Operators (Part One)

Percentage of passengers satisfied  
2011 to 2015

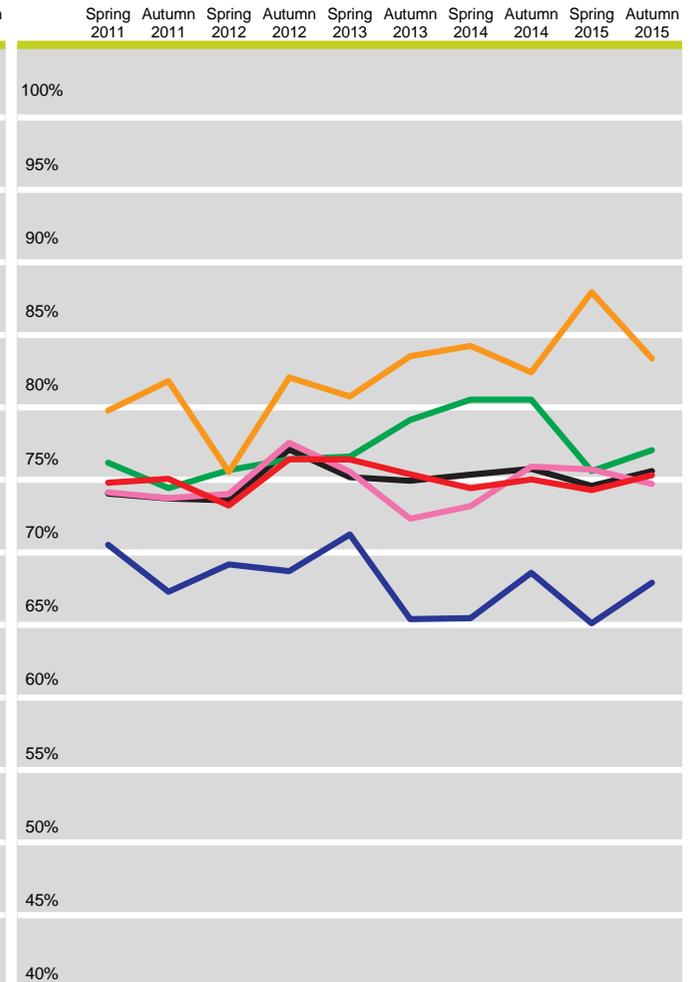
- London and South East
- Abellio Greater Anglia
- c2c
- Chiltern Railways
- Govia Thameslink Railway
- Great Western Railway



## London and South East Operators (Part Two)

Percentage of passengers satisfied  
2011 to 2015

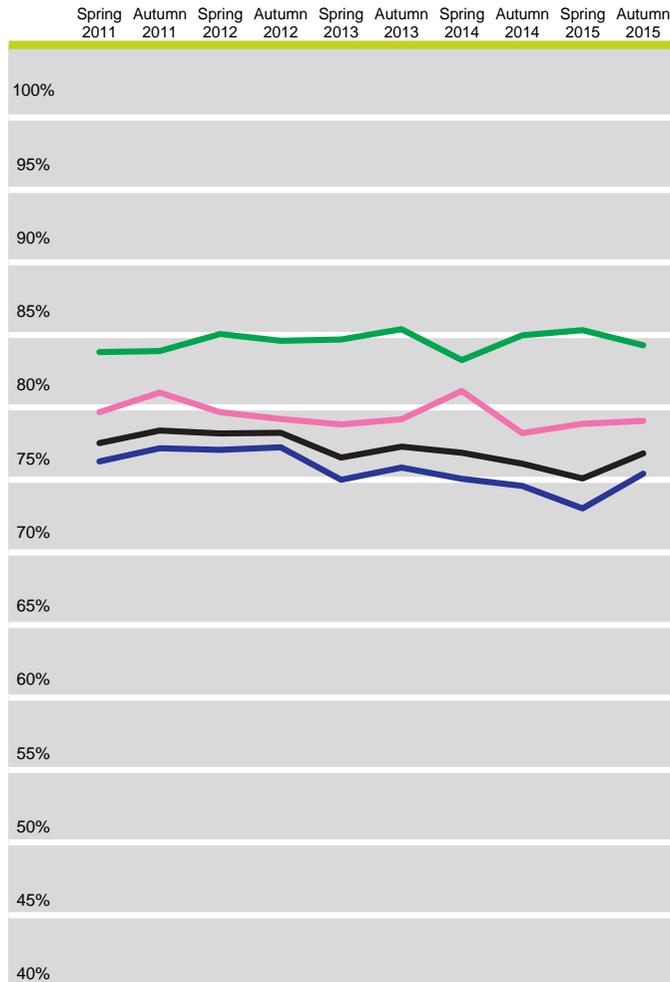
- London and South East
- London Midland
- London Overground
- South West Trains
- Southeastern
- TfL Rail



Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

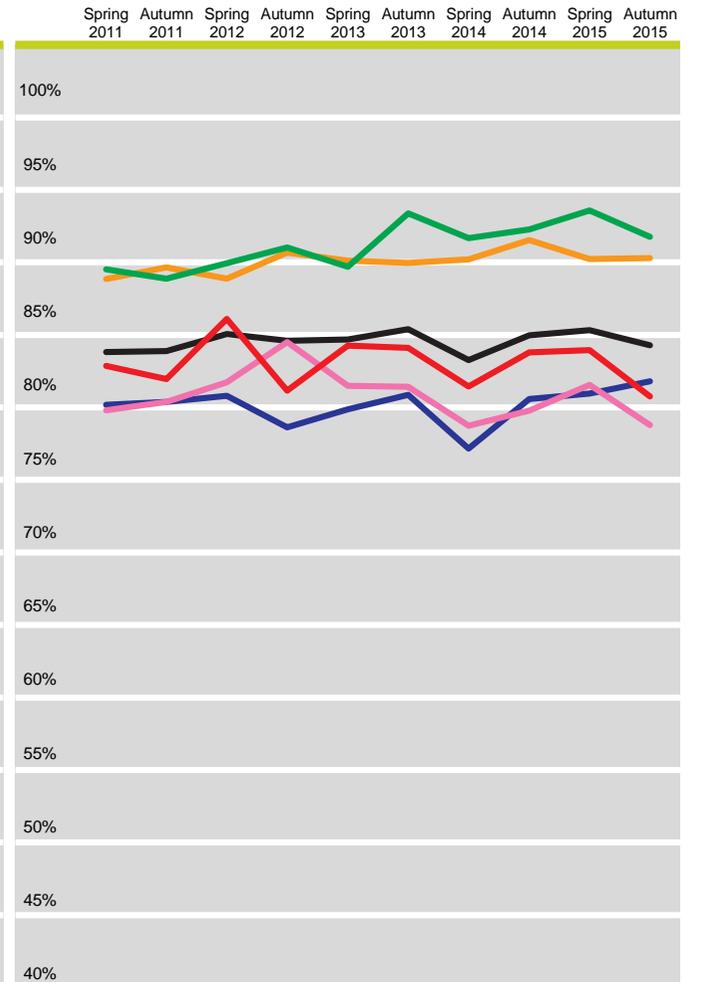
**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015

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



**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015

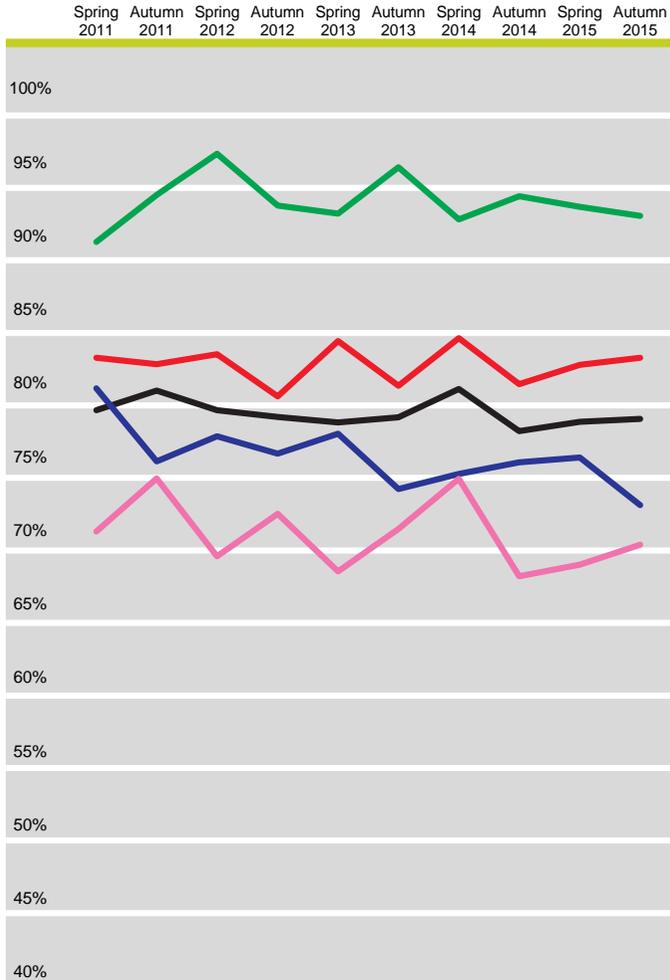
- Long Distance
- CrossCountry
- East Midlands Trains
- First TransPennine Express
- Virgin Trains
- Virgin Trains East Coast



## Regional Operators

Percentage of passengers satisfied  
2011 to 2015

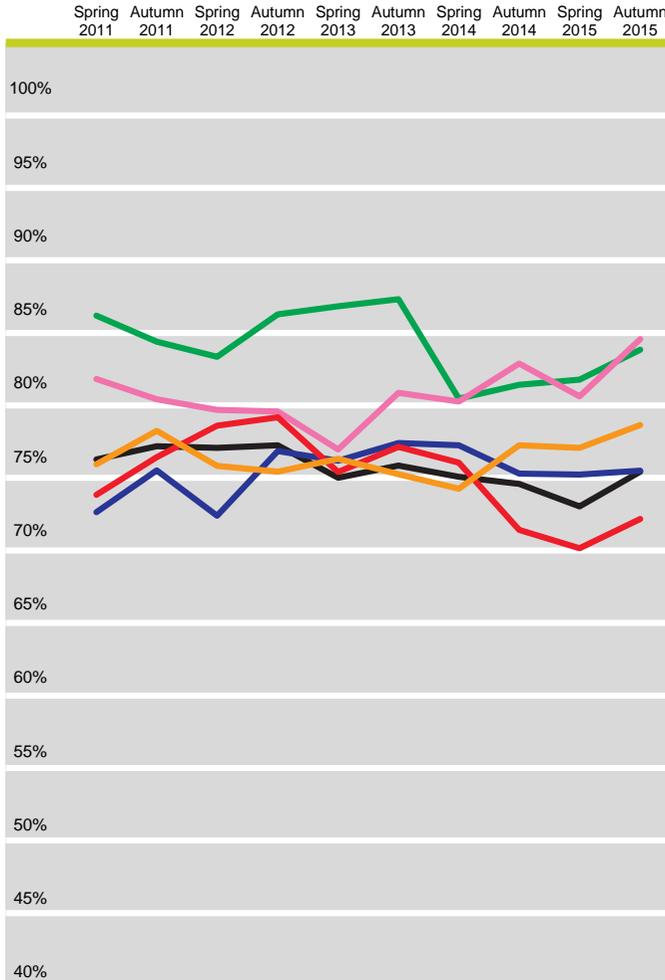
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



## London and South East Operators (Part One)

Percentage of passengers satisfied  
2011 to 2015

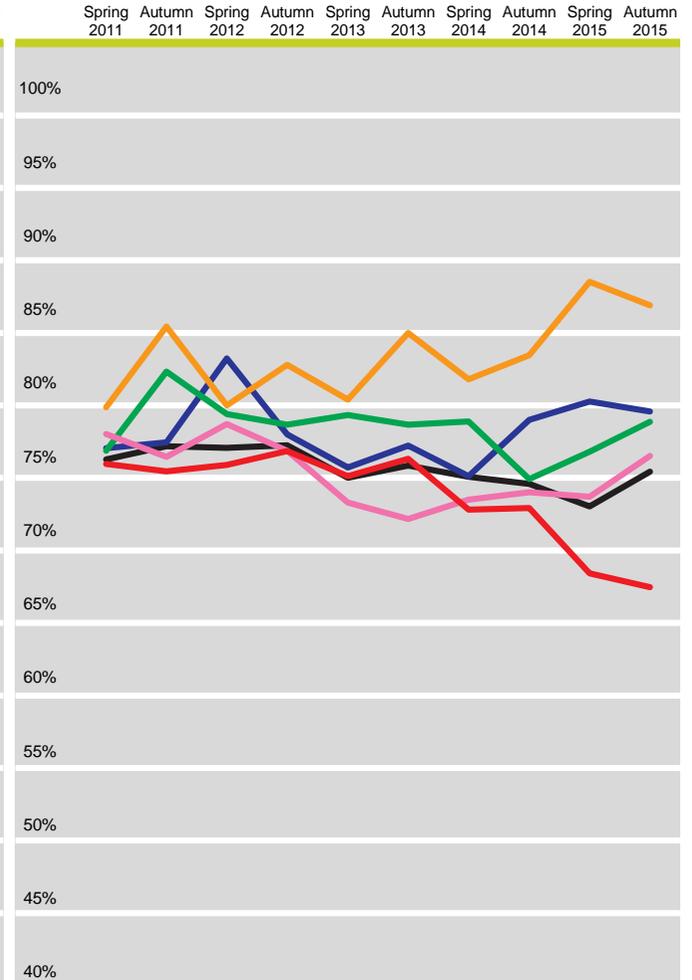
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- Great Western Railway



## London and South East Operators (Part Two)

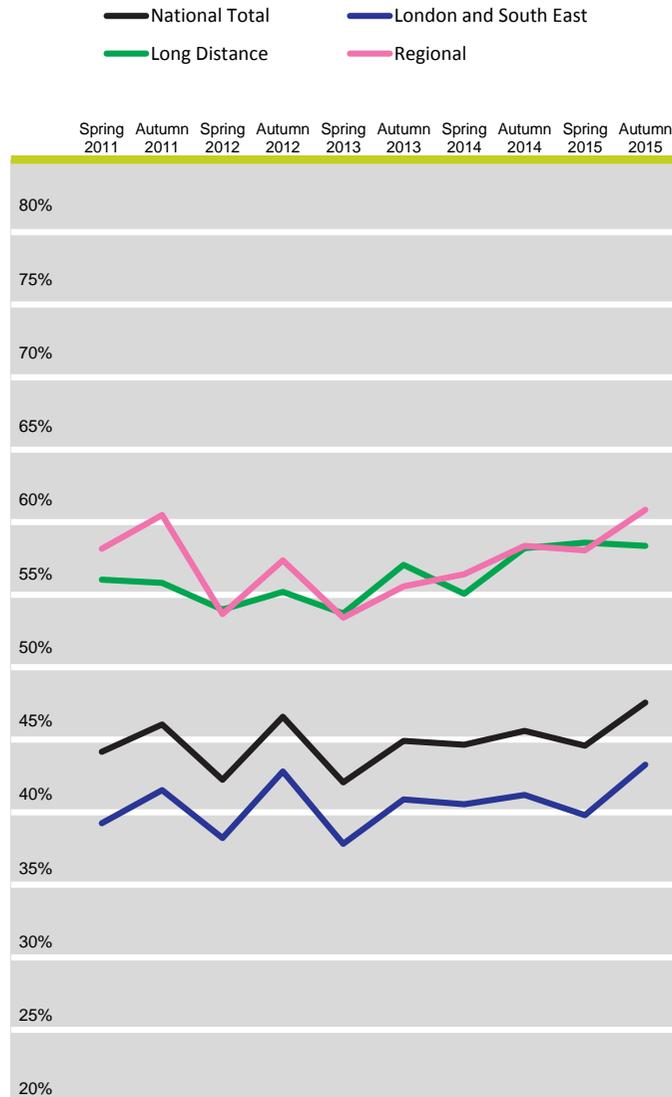
Percentage of passengers satisfied  
2011 to 2015

- London and South East
- London Overground
- Southeastern
- London Midland
- South West Trains
- TfL Rail

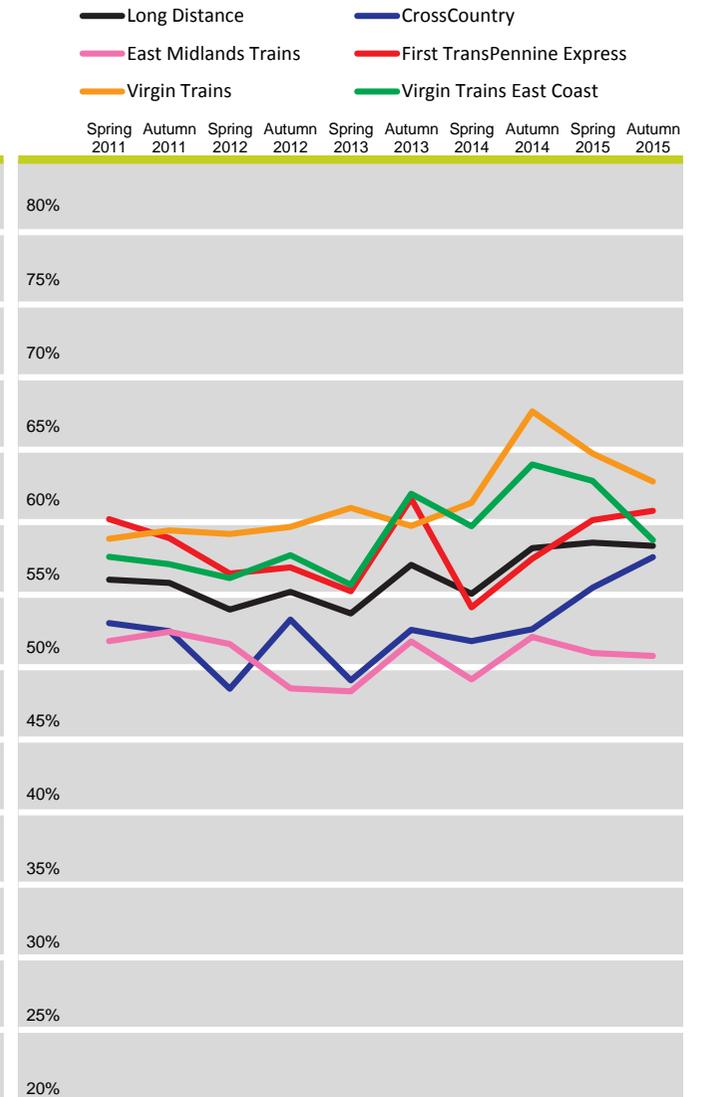


Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015

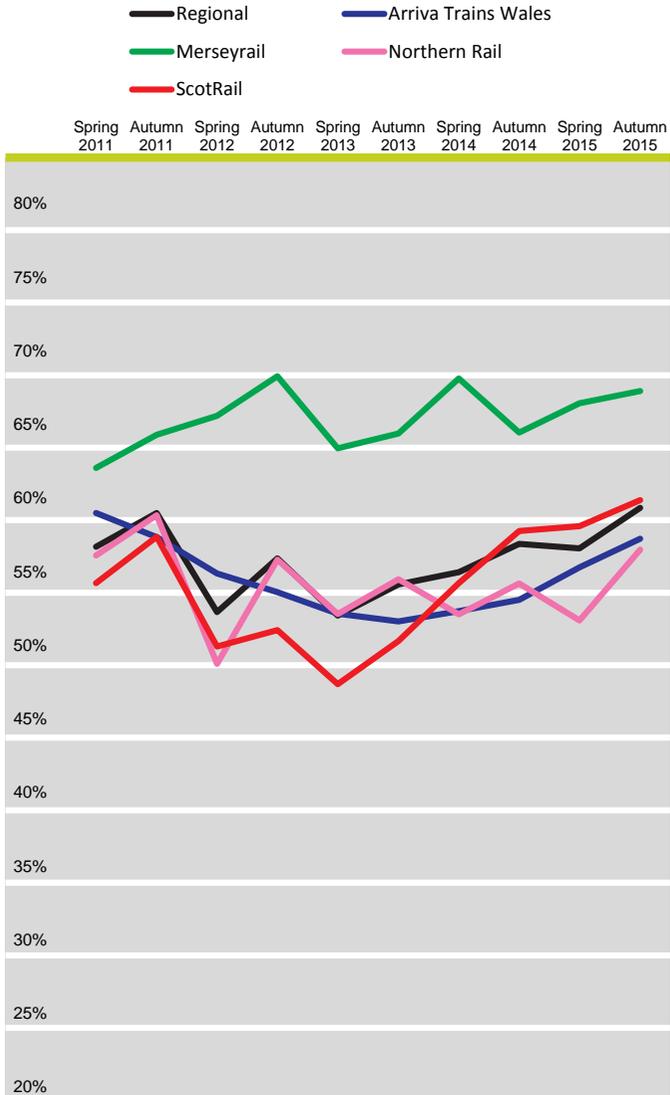


**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



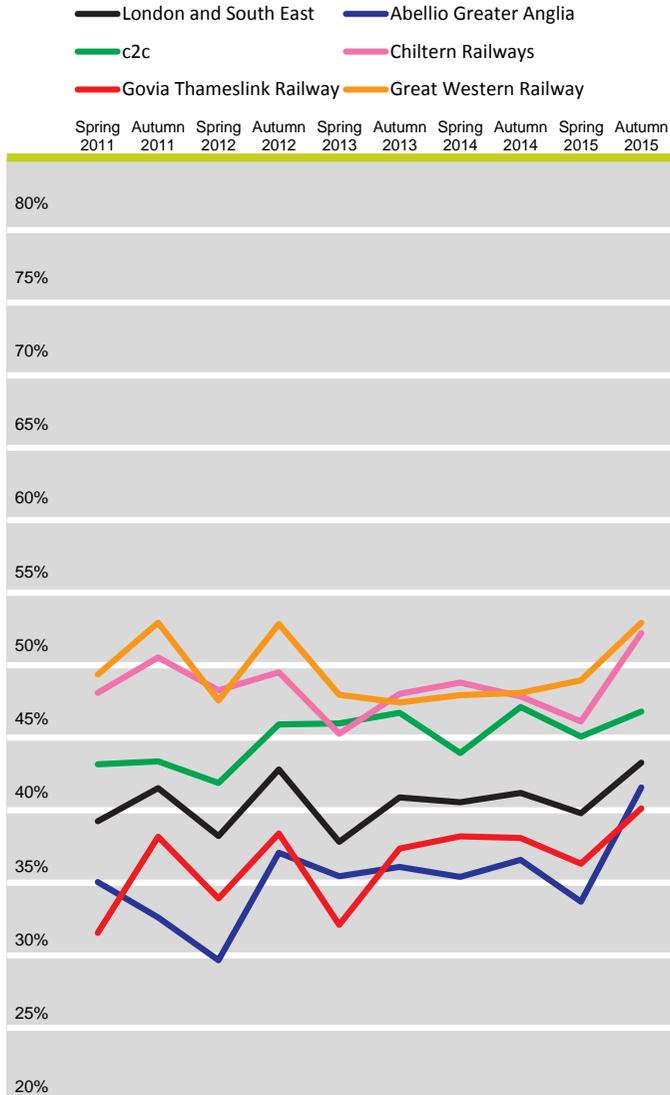
**Regional Operators**

Percentage of passengers satisfied  
2011 to 2015



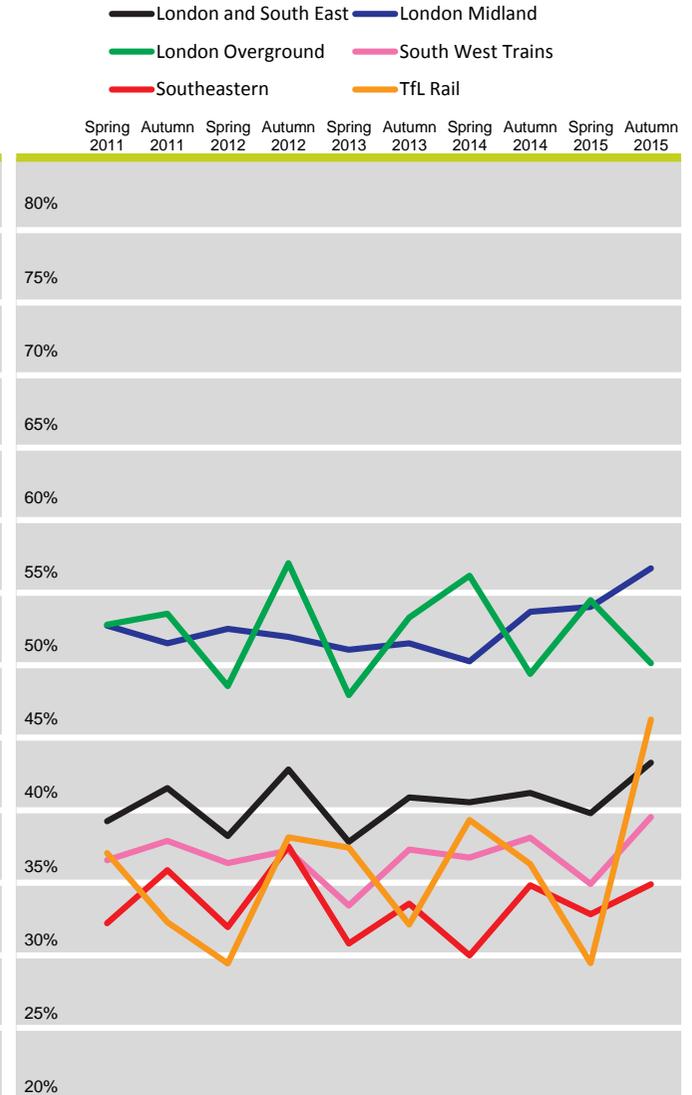
**London and South East Operators (Part One)**

Percentage of passengers satisfied  
2011 to 2015



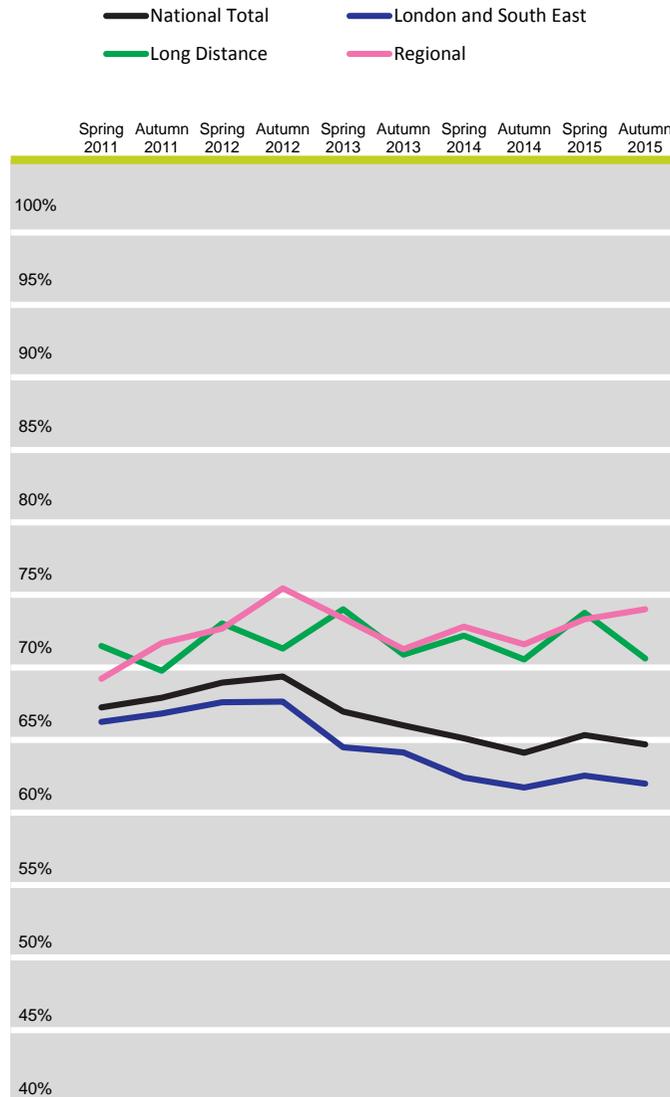
**London and South East Operators (Part Two)**

Percentage of passengers satisfied  
2011 to 2015

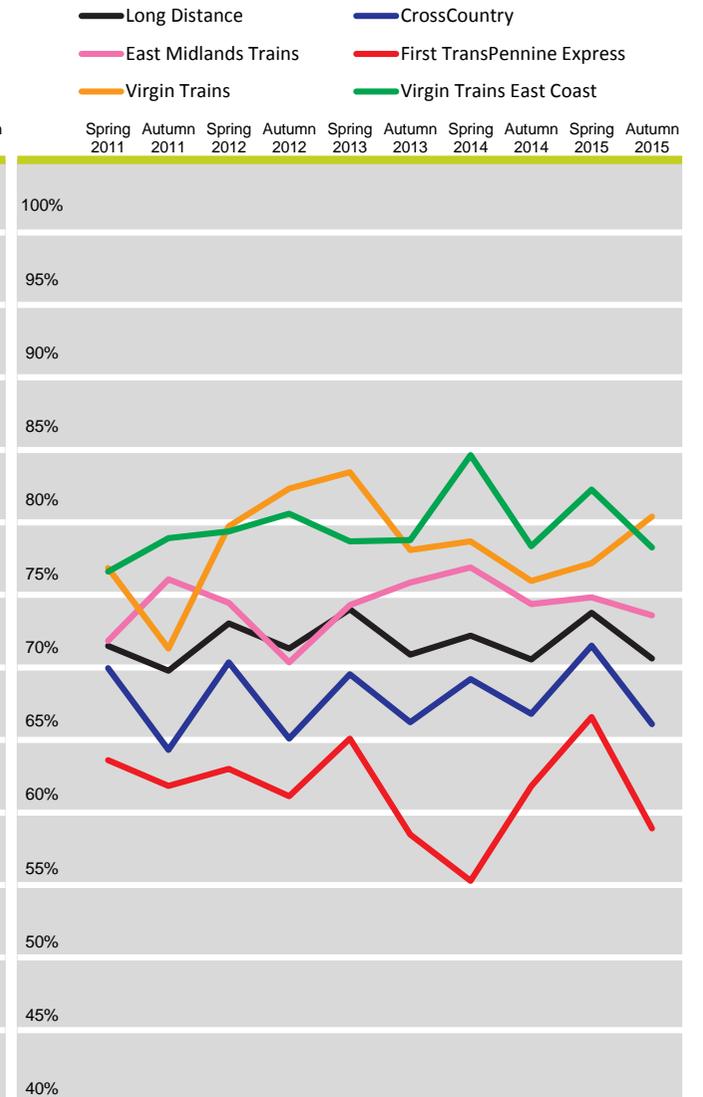


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**National and Sector-Level**  
Percentage of passengers satisfied  
2011 to 2015



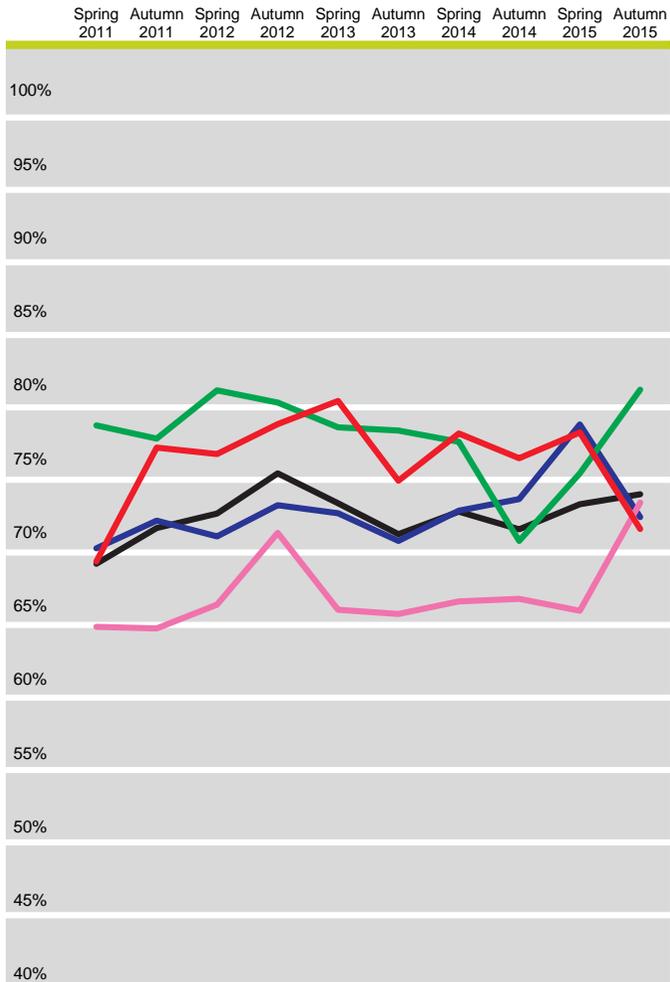
**Long Distance Operators**  
Percentage of passengers satisfied  
2011 to 2015



**Regional Operators**

Percentage of passengers satisfied  
2011 to 2015

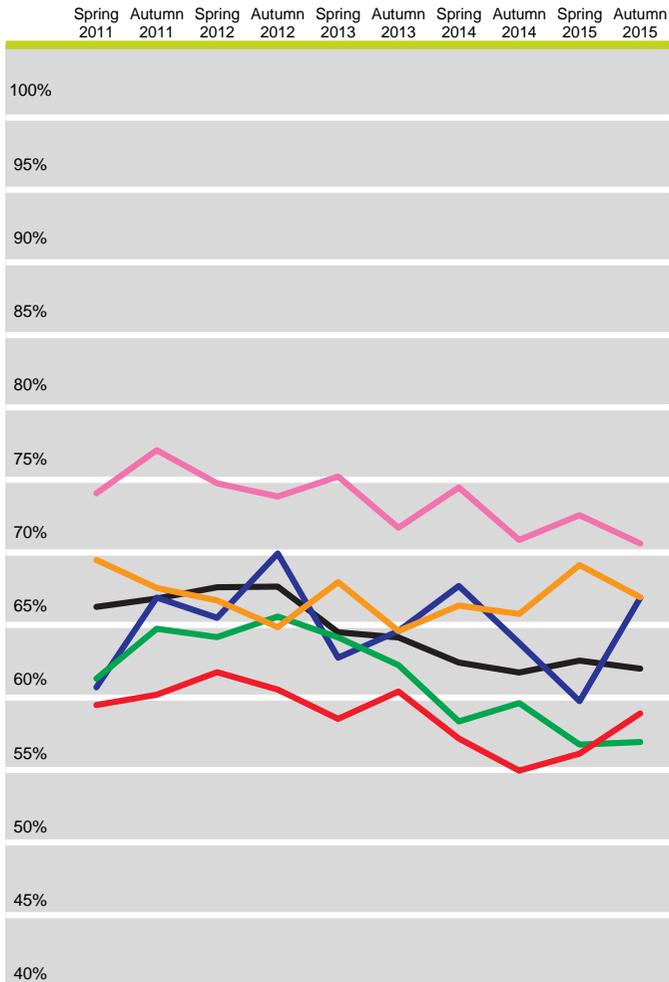
- Regional
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



**London and South East Operators (Part One)**

Percentage of passengers satisfied  
2011 to 2015

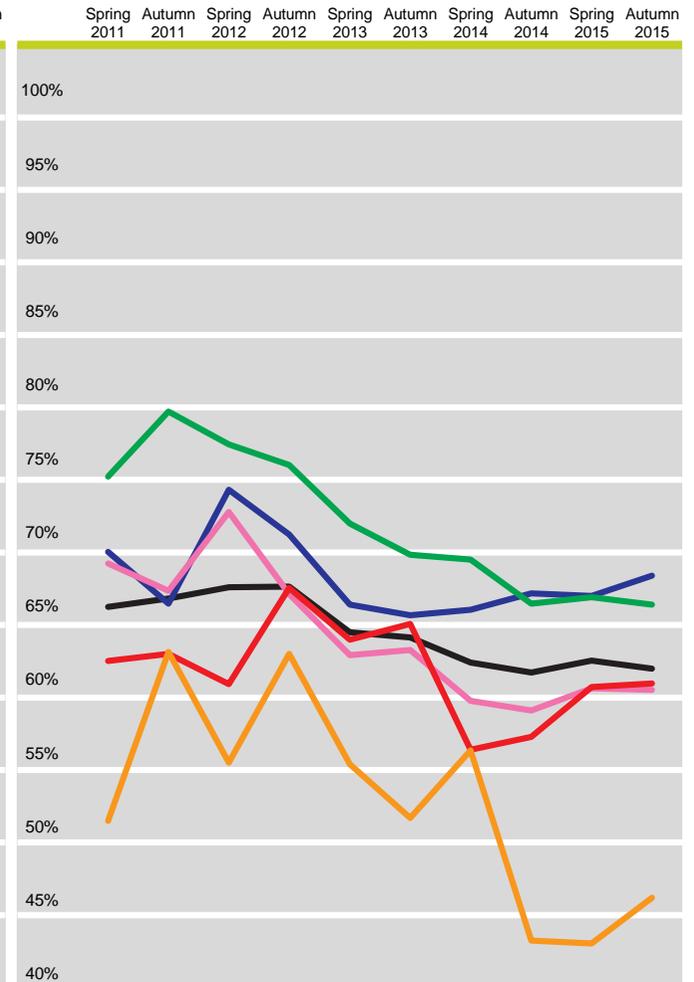
- London and South East
- Abellio Greater Anglia
- c2c
- Chiltern Railways
- Govia Thameslink Railway
- Great Western Railway



**London and South East Operators (Part Two)**

Percentage of passengers satisfied  
2011 to 2015

- London and South East
- London Midland
- London Overground
- South West Trains
- Southeastern
- TfL Rail



Govia Thameslink Railway – up to and including Spring 2015 this is the old franchise including Thameslink and Great Northern routes; from Autumn 2015 this franchise includes Thameslink, Great Northern, Southern and Gatwick Express

# London and South East - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	3972	3477	3857	3666	3964	4149	4464	4268	4488	3916					
<b>Overall satisfaction with your journey</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>79</b>	<b>71</b>	<b>75</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>73</b>	<b>4</b>		<b>4</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	73	74	72	80	75	78	75	78	77	79	2		2		
Ticket buying facilities	66	63	66	73	69	71	70	69	71	70	1		-1		
Provision of information about train times/platforms	75	79	76	84	78	81	76	77	77	79	1		2		
The upkeep/repair of the station buildings/platforms	60	63	62	70	67	68	63	69	69	70	1		1		
Cleanliness	67	70	66	75	71	73	71	74	74	75	1		1		
The facilities and services	48	50	46	61	57	58	55	60	61	56	-4		-5		
The attitudes and helpfulness of the staff	62	63	62	66	65	68	67	67	70	70	4		0		
Connections with other forms of public transport	74	71	70	81	78	77	76	76	77	77	1		0		
Facilities for car parking	46	46	42	49	48	43	43	41	40	42	1		2		
Overall environment	61	63	62	71	68	68	64	68	68	70	1		2		
Your personal security whilst using the station	60	62	60	70	68	70	67	71	70	70	-1		1		
The availability of staff	51	52	52	59	57	59	59	59	61	62	3		1		
The provision of shelter facilities	-	-	-	68	60	64	60	66	61	67	1		6		
Availability of seating	-	-	-	33	30	33	29	32	33	35	4		3		
How request to station staff was handled	73	77	74	76	77	81	77	77	76	77	0		2		
The choice of shops/eating/drinking facilities available	-	-	-	-	49	47	45	52	52	50	-2		-2		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	74	68	71	68	68	67	71	3		5		
The frequency of the trains on that route	73	73	72	76	72	74	72	72	69	72	0		3		
Punctuality/reliability (i.e. the train arriving/departing on time)	73	73	70	82	69	74	66	68	64	66	-2		2		
The length of time the journey was scheduled to take (speed)	77	76	73	81	74	77	74	73	72	74	1		2		
Connections with other train services	71	69	71	75	69	71	68	70	67	69	-1		2		
The value for money of the price of your ticket	23	23	20	27	22	25	25	25	24	28	3		5		
Upkeep and repair of the train	65	66	64	70	66	66	67	65	66	69	4		3		
The provision of information during the journey	61	58	60	65	63	61	59	60	61	64	4		3		
The helpfulness and attitude of staff on train	45	47	45	50	51	50	47	48	48	50	3		2		
The space for luggage	40	38	40	41	41	41	39	38	40	41	4		1		
The toilet facilities	24	26	24	29	29	29	27	26	26	28	2		2		
Sufficient room for all passengers to sit/stand	40	41	39	45	41	42	38	38	38	42	4		4		
The comfort of the seating area	54	55	54	59	55	56	54	55	55	57	2		2		
The ease of being able to get on and off	69	68	68	72	68	70	67	68	68	70	2		2		
Your personal security on board	67	69	67	73	70	72	68	72	71	74	2		3		
The cleanliness of the inside	68	67	66	71	67	69	69	68	67	71	3		3		
The cleanliness of the outside	63	66	62	68	62	67	66	66	65	69	3		4		
The availability of staff	27	27	25	28	27	26	26	26	26	29	3		3		
How well train company deals with delays	24	28	23	30	32	30	27	26	23	26	1		3		

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

# London and South East - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	15154	13921	14735	14615	13288	13183	13004	13272	13669	12694				
<b>Overall satisfaction with your journey</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>86</b>	<b>83</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>84</b>	<b>1</b>	→	<b>3</b>	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	75	78	76	79	75	77	77	78	77	79	1	→	2	↑
Ticket buying facilities	72	74	73	73	74	72	72	73	73	74	1	→	1	→
Provision of information about train times/platforms	79	80	81	81	80	81	80	80	79	82	1	→	2	↑
The upkeep/repair of the station buildings/platforms	64	66	66	70	67	69	67	70	68	71	1	→	3	↑
Cleanliness	70	71	71	74	72	74	72	74	73	76	2	↑	3	↑
The facilities and services	48	49	49	55	52	53	53	54	54	53	0	→	0	→
The attitudes and helpfulness of the staff	70	70	71	71	70	72	73	73	73	75	2	→	1	→
Connections with other forms of public transport	74	74	75	76	74	74	75	76	74	75	0	→	2	→
Facilities for car parking	47	49	48	49	47	46	49	48	47	49	0	→	2	→
Overall environment	64	68	66	69	64	68	66	68	66	70	2	↑	4	↑
Your personal security whilst using the station	66	67	68	70	67	68	69	69	69	72	3	↑	3	↑
The availability of staff	57	58	59	58	58	59	60	60	61	64	3	↑	3	↑
The provision of shelter facilities	-	-	-	68	61	66	63	67	63	68	1	→	5	↑
Availability of seating	-	-	-	48	45	45	46	46	48	47	1	→	0	→
How request to station staff was handled	84	87	83	86	81	85	85	84	87	86	2	→	-1	→
The choice of shops/eating/drinking facilities available	-	-	-	-	44	45	46	47	45	47	0	→	2	→
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	83	80	82	80	80	79	83	3	↑	4	↑
The frequency of the trains on that route	77	78	78	77	76	76	76	76	74	77	1	→	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	81	82	82	83	78	79	77	78	75	78	0	→	3	↑
The length of time the journey was scheduled to take (speed)	85	85	86	86	85	84	84	84	83	84	0	→	1	→
Connections with other train services	77	77	78	78	76	76	77	76	74	77	1	→	3	↑
The value for money of the price of your ticket	44	46	43	46	42	45	45	46	45	48	1	→	3	↑
Upkeep and repair of the train	75	77	77	77	74	76	76	74	75	76	3	↑	2	↑
The provision of information during the journey	71	72	72	73	71	72	70	70	71	72	2	↑	1	→
The helpfulness and attitude of staff on train	60	60	60	61	61	60	59	56	58	58	2	→	0	→
The space for luggage	55	56	56	54	52	52	54	51	52	52	1	→	0	→
The toilet facilities	37	38	37	37	36	34	36	34	35	34	0	→	-1	→
Sufficient room for all passengers to sit/stand	73	74	75	73	71	70	70	69	70	68	-1	→	-2	↓
The comfort of the seating area	74	75	75	75	73	74	74	72	73	74	1	→	1	→
The ease of being able to get on and off	82	83	82	82	80	81	80	79	80	79	-1	→	-1	→
Your personal security on board	75	77	77	78	76	78	77	76	77	77	1	→	1	→
The cleanliness of the inside	74	76	76	77	73	76	75	75	75	77	2	↑	2	↑
The cleanliness of the outside	70	76	74	75	71	75	73	74	73	77	3	↑	4	↑
The availability of staff	40	42	42	41	40	40	38	37	39	36	0	→	-2	→
How well train company deals with delays	37	39	39	46	37	41	39	38	33	39	1	→	6	↑

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

## Abellio Greater Anglia - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	411	401	534	513	553	502	550	621	584	276					
<b>Overall satisfaction with your journey</b>	<b>74</b>	<b>68</b>	<b>63</b>	<b>76</b>	<b>68</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>67</b>	<b>78</b>	<b>5</b>	→	<b>11</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	70	70	82	78	79	77	79	76	79	0	→	4	→	
Ticket buying facilities	66	62	67	73	70	68	74	68	69	70	2	→	2	→	
Provision of information about train times/platforms	77	75	72	84	78	78	77	78	76	80	2	→	4	→	
The upkeep/repair of the station buildings/platforms	63	65	65	75	71	69	65	70	67	77	7	→	10	↑	
Cleanliness	69	72	63	80	71	72	74	75	73	83	8	↑	10	↑	
The facilities and services	51	54	48	68	61	61	61	59	65	62	4	→	-3	→	
The attitudes and helpfulness of the staff	60	62	51	58	57	63	64	67	68	81	15	↑	13	↑	
Connections with other forms of public transport	78	77	72	83	81	79	75	78	81	67	-10	↓	-14	↓	
Facilities for car parking	53	52	38	49	51	44	50	36	40	48	12	→	9	→	
Overall environment	63	66	61	76	69	72	67	69	66	79	10	↑	13	↑	
Your personal security whilst using the station	62	59	57	72	64	67	67	71	66	71	0	→	5	→	
The availability of staff	49	52	46	55	58	54	57	58	54	72	14	↑	18	↑	
The provision of shelter facilities	-	-	-	67	68	61	58	64	57	67	3	→	11	↑	
Availability of seating	-	-	-	31	28	36	28	30	32	40	10	↑	8	→	
How request to station staff was handled	68	66	51	67	80	71	91	83	71	82	0	→	11	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	56	57	57	55	53	53	-1	→	1	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	66	63	63	63	62	58	73	11	↑	15	↑	
The frequency of the trains on that route	70	73	64	73	74	77	77	77	74	79	2	→	5	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	68	72	58	78	65	73	68	73	67	68	-5	→	1	→	
The length of time the journey was scheduled to take (speed)	73	71	65	78	69	74	76	74	73	76	1	→	3	→	
Connections with other train services	69	63	62	75	64	67	71	69	72	71	2	→	-1	→	
The value for money of the price of your ticket	20	13	14	22	18	16	21	23	19	19	-4	→	0	→	
Upkeep and repair of the train	47	43	51	55	51	49	55	50	47	63	13	↑	17	↑	
The provision of information during the journey	54	46	51	57	52	51	54	58	54	60	3	→	7	→	
The helpfulness and attitude of staff on train	36	35	38	41	38	31	44	30	29	46	17	↑	18	↑	
The space for luggage	38	32	39	44	42	38	43	31	38	44	13	↑	7	→	
The toilet facilities	21	18	19	27	26	20	29	22	15	34	13	↑	19	↑	
Sufficient room for all passengers to sit/stand	35	44	36	45	37	42	41	42	34	46	4	→	12	↑	
The comfort of the seating area	35	39	42	47	42	46	48	46	40	53	7	→	13	↑	
The ease of being able to get on and off	69	71	64	76	68	71	70	68	62	77	8	↑	14	↑	
Your personal security on board	61	61	53	68	65	66	66	66	60	73	7	→	13	↑	
The cleanliness of the inside	56	57	51	61	55	57	57	55	53	70	15	↑	17	↑	
The cleanliness of the outside	50	55	47	58	50	51	51	55	47	70	15	↑	23	↑	
The availability of staff	18	19	16	19	16	11	20	14	14	20	6	→	6	→	
How well train company deals with delays	25	29	16	30	17	26	34	29	25	35	6	→	10	→	

\* From Autumn 2015 Abellio Greater Anglia does not include West Anglia Inner or Metro routes

# Abellio Greater Anglia - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	1986	1798	1920	1643	1714	1724	1763	1605	1620	1312				
<b>Overall satisfaction with your journey</b>	<b>79</b>	<b>80</b>	<b>76</b>	<b>85</b>	<b>79</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>78</b>	<b>82</b>	<b>0</b>		<b>4</b>	
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	72	75	72	79	74	78	75	73	71	81	7		9	
Ticket buying facilities	69	72	70	73	74	69	68	64	67	73	8		6	
Provision of information about train times/platforms	72	75	74	79	77	80	79	76	73	82	6		9	
The upkeep/repair of the station buildings/platforms	63	68	66	69	68	71	63	64	61	73	9		12	
Cleanliness	68	72	69	73	71	74	68	69	65	79	10		14	
The facilities and services	51	52	50	57	55	54	50	48	49	57	9		8	
The attitudes and helpfulness of the staff	69	70	70	71	70	76	73	77	73	80	4		8	
Connections with other forms of public transport	78	77	77	79	78	78	77	76	74	79	2		4	
Facilities for car parking	49	50	51	51	49	47	52	51	43	54	3		11	
Overall environment	62	66	63	70	64	67	63	64	60	71	7		11	
Your personal security whilst using the station	61	64	66	68	65	66	65	62	62	72	11		10	
The availability of staff	53	56	56	56	57	60	56	60	58	68	7		10	
The provision of shelter facilities	-	-	-	66	56	65	59	60	55	69	9		14	
Availability of seating	-	-	-	49	43	45	44	41	41	46	6		5	
How request to station staff was handled	86	84	82	86	85	85	86	88	87	90	3		3	
The choice of shops/eating/drinking facilities available	-	-	-	-	44	48	46	41	44	48	7		4	
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	75	72	76	74	71	70	81	10		11	
The frequency of the trains on that route	74	76	75	78	77	78	77	75	76	75	0		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	79	73	84	76	80	79	78	78	77	-1		-2	
The length of time the journey was scheduled to take (speed)	82	84	83	87	84	84	84	83	83	83	0		0	
Connections with other train services	75	74	78	79	75	75	76	76	75	71	-4		-4	
The value for money of the price of your ticket	40	39	35	41	40	43	40	41	40	47	6		7	
Upkeep and repair of the train	58	59	57	58	54	61	59	52	56	71	19		15	
The provision of information during the journey	58	61	57	64	62	61	60	60	60	71	11		11	
The helpfulness and attitude of staff on train	49	51	49	49	53	52	49	47	50	63	16		13	
The space for luggage	53	56	57	57	51	53	58	52	52	59	7		6	
The toilet facilities	30	34	36	37	37	31	38	31	32	45	14		13	
Sufficient room for all passengers to sit/stand	69	74	76	77	70	72	75	71	70	72	1		2	
The comfort of the seating area	63	66	64	67	63	64	67	65	62	71	6		9	
The ease of being able to get on and off	78	80	80	83	81	78	82	78	76	81	3		5	
Your personal security on board	65	68	68	73	68	71	70	70	71	79	9		8	
The cleanliness of the inside	63	65	58	62	58	66	60	62	63	77	15		14	
The cleanliness of the outside	54	60	56	58	50	60	55	60	58	72	12		14	
The availability of staff	28	31	30	27	29	27	26	27	31	37	10		7	
How well train company deals with delays	29	33	34	51	32	44	43	37	30	49	12		19	

## c2c - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	458	382	464	570	543	528	523	375	429	447					
<b>Overall satisfaction with your journey</b>	<b>88</b>	<b>91</b>	<b>87</b>	<b>92</b>	<b>89</b>	<b>89</b>	<b>85</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>-1</b>	→	<b>1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	84	88	82	89	87	85	80	83	85	83	0	→	-2	→	
Ticket buying facilities	77	76	74	77	79	75	70	72	73	72	0	→	-1	→	
Provision of information about train times/platforms	88	90	85	91	87	88	86	84	88	85	1	→	-4	→	
The upkeep/repair of the station buildings/platforms	70	72	74	79	76	78	73	75	77	76	1	→	-1	→	
Cleanliness	81	76	79	83	83	84	77	79	79	80	1	→	1	→	
The facilities and services	56	59	59	62	53	60	60	59	60	59	-1	→	-1	→	
The attitudes and helpfulness of the staff	74	76	75	75	78	78	80	74	74	76	2	→	2	→	
Connections with other forms of public transport	72	68	68	74	73	76	68	70	70	71	0	→	1	→	
Facilities for car parking	51	49	53	60	61	58	56	59	55	67	7	→	12	↑	
Overall environment	74	75	76	77	77	76	71	73	72	75	3	→	3	→	
Your personal security whilst using the station	68	67	69	73	72	72	69	72	70	69	-3	→	-1	→	
The availability of staff	67	66	68	70	70	72	71	69	70	70	1	→	-1	→	
The provision of shelter facilities	-	-	-	71	70	69	63	67	59	66	-1	→	6	→	
Availability of seating	-	-	-	52	51	57	46	49	45	47	-2	→	2	→	
How request to station staff was handled	67	96	86	83	86	86	62	81	72	100	19	→	28	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	32	38	41	44	42	38	-6	→	-3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	90	88	88	86	85	77	80	-5	→	3	→	
The frequency of the trains on that route	87	86	85	88	87	85	79	82	80	79	-2	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	94	92	91	97	93	96	90	90	90	89	-1	→	-1	→	
The length of time the journey was scheduled to take (speed)	94	89	89	92	92	94	89	93	91	87	-6	↓	-4	→	
Connections with other train services	79	78	79	87	85	88	80	79	79	80	1	→	1	→	
The value for money of the price of your ticket	38	30	29	39	38	38	35	38	35	37	-1	→	2	→	
Upkeep and repair of the train	89	92	86	89	91	88	84	85	84	85	0	→	1	→	
The provision of information during the journey	77	79	75	78	80	76	73	68	73	75	7	→	2	→	
The helpfulness and attitude of staff on train	34	29	27	32	38	37	28	27	35	32	5	→	-4	→	
The space for luggage	43	44	41	42	44	41	43	34	41	39	5	→	-2	→	
The toilet facilities	50	44	52	53	54	48	45	46	48	44	-2	→	-4	→	
Sufficient room for all passengers to sit/stand	41	46	43	48	43	43	42	34	32	35	1	→	2	→	
The comfort of the seating area	69	73	71	71	73	70	72	66	64	64	-2	→	0	→	
The ease of being able to get on and off	79	81	78	82	82	78	78	72	69	71	-1	→	2	→	
Your personal security on board	71	75	72	76	75	75	72	75	71	68	-6	→	-3	→	
The cleanliness of the inside	89	90	88	91	90	88	85	87	82	84	-3	→	1	→	
The cleanliness of the outside	86	89	83	85	84	84	82	83	84	82	-1	→	-2	→	
The availability of staff	20	19	16	16	19	18	16	15	17	18	3	→	1	→	
How well train company deals with delays	32	38	27	24	56	49	35	44	38	40	-3	→	3	→	

## c2c - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	741	649	650	601	516	567	566	700	582	640				
<b>Overall satisfaction with your journey</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>90</b>	<b>95</b>	<b>2</b>	→	<b>5</b>	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	82	85	84	86	82	84	83	83	84	85	3	→	2	→
Ticket buying facilities	78	78	80	83	87	85	84	79	81	83	4	→	2	→
Provision of information about train times/platforms	86	86	87	87	89	88	88	85	88	88	3	→	0	→
The upkeep/repair of the station buildings/platforms	72	72	75	80	79	79	76	76	79	81	5	↑	1	→
Cleanliness	77	77	78	82	83	81	80	78	81	85	7	↑	4	→
The facilities and services	50	52	52	55	59	65	60	59	61	65	6	→	4	→
The attitudes and helpfulness of the staff	74	75	77	75	86	83	80	79	85	83	4	→	-2	→
Connections with other forms of public transport	73	72	76	75	79	75	77	74	75	78	4	→	3	→
Facilities for car parking	54	54	57	56	59	52	54	54	50	57	4	→	7	→
Overall environment	70	73	75	75	76	80	72	73	75	80	7	↑	4	→
Your personal security whilst using the station	63	66	70	69	74	74	74	68	75	75	8	↑	0	→
The availability of staff	65	66	67	65	75	72	69	72	73	74	2	→	1	→
The provision of shelter facilities	-	-	-	73	69	74	70	69	68	73	4	→	6	→
Availability of seating	-	-	-	64	64	64	63	57	61	63	6	→	2	→
How request to station staff was handled	86	87	95	94	86	84	92	87	88	89	1	→	1	→
The choice of shops/eating/drinking facilities available	-	-	-	-	39	45	42	41	42	50	9	↑	8	↑
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	94	92	94	90	90	91	93	3	→	2	→
The frequency of the trains on that route	85	83	82	85	87	89	82	81	83	87	6	↑	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	92	93	96	94	92	91	91	95	95	4	↑	1	→
The length of time the journey was scheduled to take (speed)	93	91	94	93	96	93	92	92	94	94	2	→	0	→
Connections with other train services	78	80	86	87	84	88	81	81	82	83	3	→	1	→
The value for money of the price of your ticket	46	51	51	52	53	54	51	53	52	55	2	→	2	→
Upkeep and repair of the train	91	92	94	94	94	93	89	87	87	90	3	→	2	→
The provision of information during the journey	82	86	83	84	86	87	81	81	84	83	2	→	-1	→
The helpfulness and attitude of staff on train	38	36	39	35	46	40	42	44	47	48	4	→	1	→
The space for luggage	52	54	59	55	55	60	53	55	60	57	2	→	-4	→
The toilet facilities	57	58	63	58	61	60	54	55	55	63	7	→	7	→
Sufficient room for all passengers to sit/stand	74	76	78	79	81	78	72	74	74	74	-1	→	-1	→
The comfort of the seating area	84	84	87	87	88	86	83	82	84	85	4	→	1	→
The ease of being able to get on and off	87	87	90	91	91	90	90	87	87	89	2	→	2	→
Your personal security on board	73	74	77	75	79	80	75	75	78	76	1	→	-2	→
The cleanliness of the inside	89	92	93	94	90	91	91	89	88	89	1	→	1	→
The cleanliness of the outside	87	91	92	93	87	92	86	86	88	88	2	→	0	→
The availability of staff	23	21	25	21	27	21	21	24	27	31	7	→	4	→
How well train company deals with delays	55	41	50	86	70	64	40	41	50	56	15	→	7	→

# Chiltern Railways - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	279	315	384	252	301	345	419	371	409	403				
<b>Overall satisfaction with your journey</b>	<b>85</b>	<b>82</b>	<b>85</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>-2</b>		<b>-1</b>	
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	82	87	87	90	90	91	90	92	91	90	-3		-1	
Ticket buying facilities	75	79	75	85	83	84	82	80	82	79	-2		-3	
Provision of information about train times/platforms	80	80	82	88	86	87	86	84	86	85	2		0	
The upkeep/repair of the station buildings/platforms	75	80	77	84	82	84	80	85	86	82	-3		-4	
Cleanliness	77	85	82	88	83	87	88	91	88	87	-4		-1	
The facilities and services	60	63	65	72	69	75	66	69	72	69	0		-3	
The attitudes and helpfulness of the staff	77	77	76	75	78	77	81	83	77	80	-3		2	
Connections with other forms of public transport	60	66	72	71	71	75	67	76	81	79	2		-2	
Facilities for car parking	63	66	62	70	65	68	72	69	70	75	6		5	
Overall environment	76	83	83	86	82	84	82	86	85	85	-2		0	
Your personal security whilst using the station	77	78	78	80	80	82	81	82	83	82	-1		-1	
The availability of staff	59	64	67	67	62	68	68	74	67	66	-8		0	
The provision of shelter facilities	-	-	-	79	68	74	73	77	69	78	2		9	
Availability of seating	-	-	-	46	36	45	42	42	45	42	-1		-3	
How request to station staff was handled	67	97	76	88	85	89	86	87	75	89	1		14	
The choice of shops/eating/drinking facilities available	-	-	-	-	56	54	50	53	57	52	-1		-6	
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	89	86	89	88	89	86	86	-3		0	
The frequency of the trains on that route	79	72	73	79	74	78	78	80	79	81	1		2	
Punctuality/reliability (i.e. the train arriving/departing on time)	82	69	82	89	85	90	89	88	90	87	-1		-3	
The length of time the journey was scheduled to take (speed)	79	79	84	84	84	85	85	87	86	86	-1		0	
Connections with other train services	62	72	73	70	74	76	67	77	75	78	2		3	
The value for money of the price of your ticket	27	29	29	34	31	34	31	37	34	34	-2		0	
Upkeep and repair of the train	86	86	82	87	85	85	84	86	86	86	-1		0	
The provision of information during the journey	69	71	68	75	77	69	71	74	75	77	3		1	
The helpfulness and attitude of staff on train	53	46	53	56	55	51	57	52	53	57	5		4	
The space for luggage	52	43	56	50	50	50	53	56	52	54	-2		2	
The toilet facilities	46	42	46	55	46	45	47	45	49	51	6		3	
Sufficient room for all passengers to sit/stand	54	53	56	57	63	57	63	57	53	55	-1		2	
The comfort of the seating area	67	69	67	75	74	77	76	74	70	70	-4		0	
The ease of being able to get on and off	82	82	86	84	85	84	88	82	86	87	5		1	
Your personal security on board	84	83	83	90	86	88	87	86	87	89	4		2	
The cleanliness of the inside	85	88	85	88	85	89	87	90	87	88	-2		2	
The cleanliness of the outside	79	83	80	82	79	84	83	88	79	81	-7		2	
The availability of staff	28	24	29	34	29	29	32	34	30	32	-2		2	
How well train company deals with delays	35	30	20	55	41	54	32	46	46	49	2		3	

# Chiltern Railways - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	926	824	808	947	803	748	727	786	680	671					
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>89</b>	<b>92</b>	<b>93</b>	<b>92</b>	<b>90</b>	<b>93</b>	<b>1</b>	→	<b>3</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	86	91	88	86	83	87	87	89	88	87	-2	→	-1	→	
Ticket buying facilities	83	85	85	80	83	80	82	85	84	81	-4	→	-3	→	
Provision of information about train times/platforms	84	85	87	85	85	82	85	86	85	85	-1	→	0	→	
The upkeep/repair of the station buildings/platforms	77	85	80	83	79	81	84	85	83	84	-1	→	0	→	
Cleanliness	82	89	84	86	85	85	87	86	87	87	0	→	-1	→	
The facilities and services	63	70	67	67	67	67	70	74	72	73	-1	→	2	→	
The attitudes and helpfulness of the staff	79	76	79	80	79	81	84	85	85	82	-2	→	-2	→	
Connections with other forms of public transport	78	77	81	77	73	73	74	79	78	79	0	→	1	→	
Facilities for car parking	68	70	66	72	73	72	77	70	77	71	0	→	-6	→	
Overall environment	79	86	83	82	79	83	81	85	83	85	0	→	2	→	
Your personal security whilst using the station	76	79	77	79	74	77	79	83	81	80	-3	→	-2	→	
The availability of staff	67	68	69	64	63	69	67	71	70	63	-8	↓	-8	↓	
The provision of shelter facilities	-	-	-	80	73	78	73	81	78	82	1	→	4	→	
Availability of seating	-	-	-	60	56	60	55	60	63	62	2	→	-1	→	
How request to station staff was handled	87	87	92	85	85	90	91	94	92	87	-7	→	-5	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	49	48	53	60	56	58	-2	→	2	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	90	88	91	93	91	90	94	3	↑	4	↑	
The frequency of the trains on that route	83	83	82	80	78	82	81	84	81	86	2	→	5	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	90	86	88	90	91	93	90	89	91	91	2	→	0	→	
The length of time the journey was scheduled to take (speed)	84	89	89	89	89	88	90	89	91	89	0	→	-2	→	
Connections with other train services	73	77	76	73	77	76	81	81	78	79	-2	→	2	→	
The value for money of the price of your ticket	54	57	55	53	50	54	58	52	52	61	9	↑	10	↑	
Upkeep and repair of the train	85	90	88	89	84	87	89	87	88	90	3	→	2	→	
The provision of information during the journey	75	79	77	78	74	80	78	79	82	82	3	→	1	→	
The helpfulness and attitude of staff on train	58	66	65	56	58	55	62	60	62	60	0	→	-1	→	
The space for luggage	57	65	64	56	57	63	61	58	63	59	1	→	-4	→	
The toilet facilities	57	54	56	52	58	54	56	56	58	56	0	→	-1	→	
Sufficient room for all passengers to sit/stand	79	85	82	78	79	78	80	76	81	79	2	→	-3	→	
The comfort of the seating area	80	86	85	83	82	82	85	84	83	83	-1	→	-1	→	
The ease of being able to get on and off	90	91	90	89	88	90	92	90	92	90	0	→	-2	→	
Your personal security on board	82	87	86	85	85	86	85	88	88	87	-1	→	-1	→	
The cleanliness of the inside	85	87	86	85	83	86	88	87	86	91	4	→	4	↑	
The cleanliness of the outside	80	86	84	83	81	84	84	85	80	86	1	→	6	↑	
The availability of staff	40	42	42	36	35	32	37	37	44	39	1	→	-5	→	
How well train company deals with delays	49	44	45	49	49	50	50	58	64	60	2	→	-5	→	

# Gatwick Express - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	38	51	62	35	39	51	46	25	34	52					
<b>Overall satisfaction with your journey</b>	<b>87</b>	<b>86</b>	<b>72</b>	<b>90</b>	<b>62</b>	<b>87</b>	<b>85</b>	<b>84</b>	<b>77</b>	<b>63</b>	<b>-21</b>	→	<b>-13</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	79	81	71	89	64	78	76	76	68	59	-17	→	-9	→	
Ticket buying facilities	70	56	58	68	69	53	56	28	58	22	-6	→	-36	→	
Provision of information about train times/platforms	92	80	80	86	72	85	84	75	87	65	-11	→	-22	↓	
The upkeep/repair of the station buildings/platforms	39	66	57	74	43	77	57	56	60	46	-10	→	-14	→	
Cleanliness	47	61	63	78	42	72	67	66	61	56	-10	→	-4	→	
The facilities and services	67	73	57	81	45	58	69	81	69	47	-35	→	-22	→	
The attitudes and helpfulness of the staff	66	45	57	72	54	73	55	64	59	67	3	→	8	→	
Connections with other forms of public transport	83	80	83	98	77	75	89	79	67	89	11	→	22	→	
Facilities for car parking	-	-	43	-	29	-	39	-	14	-	-	→	-14	→	
Overall environment	62	62	65	69	47	67	64	62	59	57	-5	→	-2	→	
Your personal security whilst using the station	54	68	62	75	56	71	63	66	76	63	-2	→	-13	→	
The availability of staff	47	29	59	54	46	63	47	61	50	48	-13	→	-2	→	
The provision of shelter facilities	-	-	-	82	38	48	70	76	37	65	-11	→	28	→	
Availability of seating	-	-	-	21	9	20	29	30	21	7	-22	→	-14	→	
How request to station staff was handled	100	100	53	100	55	86	79	45	100	100	55	→	-	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	57	68	79	82	59	52	-30	→	-7	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	90	62	83	85	88	76	76	-12	→	0	→	
The frequency of the trains on that route	100	97	90	96	77	94	95	97	96	78	-19	→	-18	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	81	92	82	90	52	85	95	100	76	60	-40	→	-16	→	
The length of time the journey was scheduled to take (speed)	98	91	87	90	65	88	89	91	86	69	-22	→	-17	→	
Connections with other train services	74	86	58	85	47	76	81	93	44	78	-15	→	34	→	
The value for money of the price of your ticket	20	30	22	32	20	32	32	35	37	22	-13	→	-15	→	
Upkeep and repair of the train	74	80	71	80	70	82	77	69	70	71	1	→	1	→	
The provision of information during the journey	71	71	54	73	53	68	71	68	75	60	-8	→	-15	→	
The helpfulness and attitude of staff on train	88	78	45	72	37	62	81	48	63	35	-13	→	-29	→	
The space for luggage	76	63	49	56	40	48	60	26	56	37	11	→	-19	→	
The toilet facilities	76	38	31	20	43	41	45	47	39	33	-13	→	-6	→	
Sufficient room for all passengers to sit/stand	87	81	54	80	63	75	69	47	59	60	13	→	1	→	
The comfort of the seating area	86	84	67	71	74	81	74	69	72	73	4	→	0	→	
The ease of being able to get on and off	85	76	66	75	58	76	70	65	67	59	-5	→	-8	→	
Your personal security on board	96	90	81	79	74	81	89	75	87	78	3	→	-9	→	
The cleanliness of the inside	83	86	75	78	70	78	78	82	66	75	-7	→	9	→	
The cleanliness of the outside	83	72	66	87	67	75	71	73	74	72	-1	→	-2	→	
The availability of staff	77	72	32	49	24	36	52	24	37	9	-16	→	-29	→	
How well train company deals with delays	12	20	-	36	21	49	33	-	-	-	-	→	-	→	

\* Part of the Govia Thameslink Railway franchise

## Gatwick Express - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	390	334	417	380	342	482	395	383	562	453					
<b>Overall satisfaction with your journey</b>	<b>90</b>	<b>89</b>	<b>82</b>	<b>90</b>	<b>83</b>	<b>82</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>82</b>	<b>-6</b>	↓	<b>-5</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	79	77	74	78	77	75	79	81	82	74	-7	→	-8	↓	
Ticket buying facilities	74	75	70	77	72	71	67	63	70	61	-2	→	-10	↓	
Provision of information about train times/platforms	82	80	75	78	76	77	77	78	76	74	-4	→	-2	→	
The upkeep/repair of the station buildings/platforms	61	67	59	58	56	59	64	62	66	57	-4	→	-8	↓	
Cleanliness	68	65	61	65	62	58	66	63	73	60	-2	→	-13	↓	
The facilities and services	62	64	64	69	67	58	66	63	73	58	-4	→	-14	↓	
The attitudes and helpfulness of the staff	68	73	67	71	72	75	78	72	74	72	0	→	-3	→	
Connections with other forms of public transport	83	85	85	84	80	83	82	86	85	81	-5	→	-4	→	
Facilities for car parking	35	43	41	41	41	27	33	33	48	43	10	→	-5	→	
Overall environment	68	68	67	67	62	60	62	61	70	59	-2	→	-11	↓	
Your personal security whilst using the station	72	65	72	73	74	70	76	71	71	72	1	→	1	→	
The availability of staff	59	59	60	62	63	64	67	62	68	61	0	→	-7	→	
The provision of shelter facilities	-	-	-	70	52	59	62	61	68	62	1	→	-6	→	
Availability of seating	-	-	-	38	39	38	42	32	41	36	4	→	-5	→	
How request to station staff was handled	87	88	81	86	87	87	83	83	86	83	0	→	-4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	65	67	66	70	67	65	-5	→	-2	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	84	81	83	86	89	88	81	-8	↓	-6	↓	
The frequency of the trains on that route	98	96	93	94	93	91	92	93	92	91	-2	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	94	94	92	90	85	88	89	93	90	85	-9	↓	-5	↓	
The length of time the journey was scheduled to take (speed)	93	96	89	89	85	89	90	91	90	86	-5	→	-4	→	
Connections with other train services	81	83	84	83	76	86	86	83	82	85	3	→	4	→	
The value for money of the price of your ticket	35	35	32	36	34	31	35	32	36	39	7	→	3	→	
Upkeep and repair of the train	79	77	79	78	80	81	82	79	82	76	-2	→	-5	→	
The provision of information during the journey	81	78	65	71	67	64	70	67	73	64	-3	→	-9	↓	
The helpfulness and attitude of staff on train	82	81	64	59	67	65	67	60	68	57	-3	→	-12	↓	
The space for luggage	70	58	55	57	56	57	58	55	63	52	-3	→	-10	↓	
The toilet facilities	60	50	45	55	51	54	54	55	57	57	2	→	0	→	
Sufficient room for all passengers to sit/stand	84	84	79	81	83	80	82	86	84	75	-11	↓	-9	↓	
The comfort of the seating area	84	84	79	81	77	79	82	85	85	80	-5	→	-5	→	
The ease of being able to get on and off	82	75	72	69	68	69	74	73	75	71	-3	→	-4	→	
Your personal security on board	89	87	79	77	82	82	86	84	86	81	-3	→	-5	→	
The cleanliness of the inside	84	81	79	79	80	81	84	84	85	82	-2	→	-3	→	
The cleanliness of the outside	81	80	76	73	69	69	73	77	78	76	-1	→	-2	→	
The availability of staff	78	75	45	43	47	45	54	40	49	30	-10	↓	-20	↓	
How well train company deals with delays	28	27	10	36	35	30	41	32	36	26	-6	→	-10	→	

\* Part of the Govia Thameslink Railway franchise

# Great Northern - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	183	218	190	88	134	164	207	201	206	185					
<b>Overall satisfaction with your journey</b>	<b>65</b>	<b>73</b>	<b>76</b>	<b>74</b>	<b>72</b>	<b>79</b>	<b>67</b>	<b>77</b>	<b>72</b>	<b>82</b>	<b>6</b>	→	<b>11</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	71	81	75	88	86	85	80	81	84	89	9	→	5	→	
Ticket buying facilities	68	67	71	76	78	78	77	64	75	74	10	→	-1	→	
Provision of information about train times/platforms	70	74	80	88	84	89	87	75	74	83	8	→	9	→	
The upkeep/repair of the station buildings/platforms	63	69	68	85	83	79	70	77	74	81	4	→	7	→	
Cleanliness	75	78	74	90	86	89	77	87	85	92	5	→	7	→	
The facilities and services	49	59	50	81	72	68	62	64	67	78	13	↑	11	→	
The attitudes and helpfulness of the staff	64	67	66	66	71	76	77	70	72	80	9	→	8	→	
Connections with other forms of public transport	73	74	65	79	82	67	72	76	81	92	16	↑	11	↑	
Facilities for car parking	53	67	60	52	63	39	52	43	47	15	-28	→	-32	→	
Overall environment	56	65	61	86	85	82	69	70	75	88	17	↑	13	↑	
Your personal security whilst using the station	59	67	60	76	81	77	68	66	76	81	15	↑	5	→	
The availability of staff	39	45	50	63	64	61	63	51	67	79	28	↑	12	→	
The provision of shelter facilities	-	-	-	76	62	67	58	77	67	83	6	→	16	↑	
Availability of seating	-	-	-	38	37	32	36	43	37	40	-3	→	3	→	
How request to station staff was handled	68	79	83	68	62	89	93	76	67	87	11	→	20	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	64	58	49	64	68	83	19	↑	15	↑	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	64	58	67	62	67	62	70	2	→	8	→	
The frequency of the trains on that route	75	82	80	77	76	82	78	77	74	74	-3	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	58	73	79	79	75	79	71	80	75	82	1	→	7	→	
The length of time the journey was scheduled to take (speed)	79	80	79	83	81	85	80	86	81	85	-1	→	3	→	
Connections with other train services	76	80	73	71	70	75	74	89	75	78	-11	→	2	→	
The value for money of the price of your ticket	17	21	18	11	21	15	19	22	27	29	7	→	3	→	
Upkeep and repair of the train	53	63	54	44	45	49	49	57	51	56	-1	→	5	→	
The provision of information during the journey	40	47	48	46	46	57	44	41	44	61	20	↑	17	↑	
The helpfulness and attitude of staff on train	23	31	33	33	40	42	38	34	32	41	8	→	9	→	
The space for luggage	33	33	36	37	36	39	37	35	37	39	5	→	2	→	
The toilet facilities	8	13	10	15	24	33	19	6	11	9	3	→	-2	→	
Sufficient room for all passengers to sit/stand	35	36	35	42	35	40	36	35	33	40	5	→	8	→	
The comfort of the seating area	52	47	45	44	53	46	44	49	39	52	3	→	13	→	
The ease of being able to get on and off	66	62	65	73	70	73	62	63	69	80	16	↑	11	→	
Your personal security on board	72	71	66	80	74	75	64	67	68	72	5	→	4	→	
The cleanliness of the inside	61	66	57	55	57	67	60	64	56	67	3	→	11	→	
The cleanliness of the outside	56	63	58	45	49	58	57	57	52	58	1	→	6	→	
The availability of staff	4	9	9	9	10	8	12	10	10	15	5	→	5	→	
How well train company deals with delays	31	42	33	37	44	41	43	7	32	24	16	→	-8	→	

\* Part of the Govia Thameslink Railway franchise

## Great Northern - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	435	453	443	495	523	371	451	378	314	378					
<b>Overall satisfaction with your journey</b>	<b>80</b>	<b>85</b>	<b>84</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>83</b>	<b>85</b>	<b>85</b>	<b>1</b>	→	<b>0</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	69	77	72	77	76	76	77	79	78	81	2	→	3	→	
Ticket buying facilities	66	68	70	74	64	74	69	74	70	74	0	→	4	→	
Provision of information about train times/platforms	74	78	78	79	76	82	76	74	76	75	2	→	-1	→	
The upkeep/repair of the station buildings/platforms	59	61	64	66	70	73	68	77	67	72	-5	→	5	→	
Cleanliness	68	67	69	75	77	79	73	81	73	78	-4	→	5	→	
The facilities and services	40	47	42	53	53	51	61	61	59	54	-8	→	-5	→	
The attitudes and helpfulness of the staff	69	69	74	74	71	76	78	72	71	71	-2	→	0	→	
Connections with other forms of public transport	69	69	77	79	71	71	78	73	72	77	3	→	5	→	
Facilities for car parking	45	41	41	44	40	45	36	41	39	51	10	→	12	→	
Overall environment	50	63	61	72	65	69	68	71	66	71	-1	→	5	→	
Your personal security whilst using the station	56	63	63	73	66	69	70	65	70	71	6	→	1	→	
The availability of staff	44	53	52	58	59	58	64	61	66	64	3	→	-2	→	
The provision of shelter facilities	-	-	-	66	56	63	64	69	64	69	0	→	5	→	
Availability of seating	-	-	-	51	45	48	45	46	52	51	6	→	-1	→	
How request to station staff was handled	72	86	89	90	82	83	89	79	91	95	15	→	3	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	50	48	49	52	45	50	-2	→	5	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	76	72	76	72	73	76	80	7	→	5	→	
The frequency of the trains on that route	75	76	83	80	78	77	77	70	74	77	7	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	81	81	82	85	77	74	75	79	78	78	-1	→	0	→	
The length of time the journey was scheduled to take (speed)	91	87	90	91	88	87	86	86	88	88	2	→	0	→	
Connections with other train services	79	77	79	83	80	78	74	68	72	83	14	↑	10	↑	
The value for money of the price of your ticket	36	43	38	44	37	42	46	40	47	43	3	→	-4	→	
Upkeep and repair of the train	61	65	62	61	55	65	61	60	60	62	3	→	2	→	
The provision of information during the journey	54	48	54	54	56	57	55	49	60	54	5	→	-6	→	
The helpfulness and attitude of staff on train	40	36	40	41	42	45	39	46	36	36	-10	→	0	→	
The space for luggage	54	49	49	47	43	47	44	47	40	44	-3	→	4	→	
The toilet facilities	31	24	22	27	25	28	27	21	23	22	1	→	-1	→	
Sufficient room for all passengers to sit/stand	64	69	66	63	64	65	63	62	60	60	-3	→	0	→	
The comfort of the seating area	67	65	65	60	62	69	62	66	59	63	-2	→	4	→	
The ease of being able to get on and off	82	83	77	77	79	82	78	81	77	72	-9	↓	-5	→	
Your personal security on board	71	69	74	72	73	73	74	73	73	77	5	→	4	→	
The cleanliness of the inside	62	64	65	64	58	70	64	66	71	71	5	→	0	→	
The cleanliness of the outside	56	69	62	61	57	69	64	59	62	63	3	→	1	→	
The availability of staff	17	18	22	22	17	21	18	24	21	15	-9	↓	-6	→	
How well train company deals with delays	26	28	36	45	25	45	37	39	23	32	-8	→	9	→	

\* Part of the Govia Thameslink Railway franchise

# Great Western Railway - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	565	418	453	428	428	551	464	523	507	476					
<b>Overall satisfaction with your journey</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>81</b>	<b>74</b>	<b>69</b>	<b>71</b>	<b>74</b>	<b>78</b>	<b>76</b>	<b>2</b>	→	<b>-2</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	69	79	79	85	80	79	76	84	79	83	-1	→	3	→	
Ticket buying facilities	71	75	75	78	71	71	73	82	73	78	-4	→	5	→	
Provision of information about train times/platforms	76	84	82	85	86	82	79	86	85	86	-1	→	0	→	
The upkeep/repair of the station buildings/platforms	55	66	61	72	74	76	71	75	73	69	-6	→	-4	→	
Cleanliness	59	73	66	78	76	80	75	77	76	74	-2	→	-2	→	
The facilities and services	57	63	58	70	64	62	57	69	61	63	-5	→	2	→	
The attitudes and helpfulness of the staff	63	69	70	73	72	72	74	76	76	78	2	→	2	→	
Connections with other forms of public transport	77	74	76	78	77	70	63	76	72	75	-1	→	3	→	
Facilities for car parking	50	49	51	51	51	51	49	58	52	50	-8	→	-2	→	
Overall environment	60	68	66	71	68	70	67	74	70	72	-2	→	3	→	
Your personal security whilst using the station	66	71	71	76	73	73	66	75	73	79	4	→	6	→	
The availability of staff	52	61	60	64	59	62	62	72	65	73	1	→	8	↑	
The provision of shelter facilities	-	-	-	73	62	67	59	71	60	73	2	→	13	↑	
Availability of seating	-	-	-	38	45	44	41	47	41	47	-1	→	5	→	
How request to station staff was handled	76	91	81	83	82	90	80	80	87	84	4	→	-3	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	57	52	44	57	49	49	-9	↓	-1	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	78	71	71	71	77	74	76	-1	→	1	→	
The frequency of the trains on that route	81	83	78	80	76	73	75	80	76	82	2	→	7	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	75	72	76	78	71	61	64	71	70	71	0	→	1	→	
The length of time the journey was scheduled to take (speed)	80	82	80	79	77	73	77	79	78	77	-2	→	-1	→	
Connections with other train services	74	69	71	72	68	64	69	72	72	76	4	→	3	→	
The value for money of the price of your ticket	30	35	31	31	26	29	27	30	29	29	-1	→	0	→	
Upkeep and repair of the train	76	77	75	81	81	73	72	76	75	74	-1	→	-1	→	
The provision of information during the journey	65	68	65	68	65	59	62	68	64	64	-4	→	0	→	
The helpfulness and attitude of staff on train	66	73	61	61	63	67	61	65	65	62	-3	→	-3	→	
The space for luggage	49	48	49	51	53	52	52	54	58	47	-7	→	-11	↓	
The toilet facilities	32	40	30	35	39	39	38	34	38	39	5	→	1	→	
Sufficient room for all passengers to sit/stand	50	49	48	50	52	49	51	53	52	53	-1	→	1	→	
The comfort of the seating area	68	69	62	65	60	64	63	67	64	66	-1	→	2	→	
The ease of being able to get on and off	71	77	71	70	69	68	69	71	71	70	-1	→	-1	→	
Your personal security on board	80	79	79	80	76	78	75	81	77	83	2	→	5	→	
The cleanliness of the inside	78	76	76	76	76	75	74	80	77	77	-3	→	0	→	
The cleanliness of the outside	70	75	73	75	66	74	70	75	71	74	-2	→	2	→	
The availability of staff	45	45	41	42	42	36	40	44	41	36	-7	→	-5	→	
How well train company deals with delays	44	50	34	41	39	32	43	51	33	32	-19	↓	-1	→	

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

# Great Western Railway - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	2971	2542	2591	2609	2568	2589	2586	2483	2599	2404				
<b>Overall satisfaction with your journey</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>85</b>	<b>3</b>		<b>4</b>	
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	75	77	76	78	76	77	78	82	81	81	-1		0	
Ticket buying facilities	73	75	75	74	77	75	78	78	80	81	3		1	
Provision of information about train times/platforms	78	81	81	83	83	83	83	85	85	85	0		0	
The upkeep/repair of the station buildings/platforms	61	66	65	68	68	72	71	75	73	73	-2		0	
Cleanliness	68	71	71	73	73	77	76	80	78	77	-2		0	
The facilities and services	53	53	53	58	56	60	62	65	64	60	-5		-3	
The attitudes and helpfulness of the staff	74	74	76	75	75	77	75	79	80	80	0		0	
Connections with other forms of public transport	71	71	70	72	69	71	73	73	71	73	0		2	
Facilities for car parking	59	58	55	58	55	56	55	61	58	61	0		4	
Overall environment	66	67	66	68	65	72	71	75	73	73	-2		0	
Your personal security whilst using the station	67	71	69	71	69	72	73	76	74	77	1		3	
The availability of staff	62	60	62	58	63	61	65	66	66	70	4		3	
The provision of shelter facilities	-	-	-	68	63	70	68	74	69	75	1		6	
Availability of seating	-	-	-	50	49	50	53	56	58	56	1		-2	
How request to station staff was handled	91	86	88	89	91	89	85	89	89	89	0		0	
The choice of shops/eating/drinking facilities available	-	-	-	-	46	47	50	50	49	47	-3		-2	
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	81	80	81	80	79	79	82	3		3	
The frequency of the trains on that route	75	78	76	75	76	76	74	77	77	78	1		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	80	78	79	77	76	74	74	75	80	6		5	
The length of time the journey was scheduled to take (speed)	85	87	86	86	84	85	84	83	85	86	3		1	
Connections with other train services	73	77	74	73	73	73	71	71	75	77	6		1	
The value for money of the price of your ticket	52	55	50	56	51	51	51	51	52	57	6		5	
Upkeep and repair of the train	72	78	77	78	75	75	77	73	73	77	4		4	
The provision of information during the journey	64	68	68	69	68	65	67	65	67	69	4		2	
The helpfulness and attitude of staff on train	70	70	67	68	69	67	68	68	70	73	5		4	
The space for luggage	56	55	54	53	57	52	55	55	56	59	4		3	
The toilet facilities	42	45	46	46	43	41	41	42	42	43	1		2	
Sufficient room for all passengers to sit/stand	72	70	69	67	70	68	69	68	72	69	2		-2	
The comfort of the seating area	71	74	74	73	74	73	73	72	73	75	3		2	
The ease of being able to get on and off	78	78	77	77	77	77	76	76	77	77	2		0	
Your personal security on board	78	80	81	79	79	80	81	81	81	82	1		1	
The cleanliness of the inside	71	76	77	77	74	74	77	75	75	78	3		3	
The cleanliness of the outside	64	74	73	73	70	72	71	72	71	74	2		3	
The availability of staff	50	51	50	48	49	46	49	47	49	51	4		3	
How well train company deals with delays	43	44	42	49	45	43	44	41	40	49	8		9	

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

## London Midland - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	95	75	82	94	144	146	137	133	133	111					
<b>Overall satisfaction with your journey</b>	<b>64</b>	<b>79</b>	<b>73</b>	<b>81</b>	<b>63</b>	<b>77</b>	<b>78</b>	<b>69</b>	<b>80</b>	<b>73</b>	<b>5</b>	→	<b>-7</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	84	77	73	77	77	72	67	68	74	82	15	↑	8	→	
Ticket buying facilities	78	56	74	85	68	64	64	70	73	71	1	→	-2	→	
Provision of information about train times/platforms	74	78	86	89	77	80	81	82	81	84	2	→	3	→	
The upkeep/repair of the station buildings/platforms	71	69	64	69	67	69	54	60	58	70	9	→	11	→	
Cleanliness	77	74	74	75	76	74	69	73	65	68	-5	→	3	→	
The facilities and services	65	53	65	64	63	57	54	55	60	51	-5	→	-9	→	
The attitudes and helpfulness of the staff	64	69	76	72	75	63	56	60	70	61	1	→	-9	→	
Connections with other forms of public transport	78	70	66	76	79	71	81	79	71	75	-4	→	4	→	
Facilities for car parking	57	48	56	55	57	44	45	52	53	54	2	→	1	→	
Overall environment	74	61	67	71	69	64	56	61	58	67	6	→	9	→	
Your personal security whilst using the station	69	63	70	82	66	65	72	67	70	73	6	→	3	→	
The availability of staff	53	39	60	53	55	51	47	41	54	45	3	→	-9	→	
The provision of shelter facilities	-	-	-	59	54	60	57	51	51	58	8	→	7	→	
Availability of seating	-	-	-	29	22	26	21	25	32	28	4	→	-4	→	
How request to station staff was handled	90	100	100	100	86	89	82	79	72	88	9	→	16	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	48	57	45	46	47	52	6	→	5	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	74	64	73	72	66	76	85	19	↑	9	→	
The frequency of the trains on that route	73	75	80	76	68	69	72	70	85	79	9	→	-6	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	58	73	70	75	58	76	75	58	73	63	5	→	-10	→	
The length of time the journey was scheduled to take (speed)	75	79	77	84	64	79	78	76	78	79	3	→	1	→	
Connections with other train services	55	76	67	76	61	66	72	53	72	76	24	↑	4	→	
The value for money of the price of your ticket	18	15	25	22	20	18	24	26	27	21	-5	→	-6	→	
Upkeep and repair of the train	84	76	79	88	78	77	75	74	78	77	3	→	-2	→	
The provision of information during the journey	59	64	57	73	59	63	63	64	74	64	0	→	-11	→	
The helpfulness and attitude of staff on train	43	55	52	61	47	44	58	52	65	55	3	→	-10	→	
The space for luggage	53	39	42	50	47	43	53	34	51	52	18	↑	1	→	
The toilet facilities	45	55	24	53	38	30	29	40	44	36	-4	→	-8	→	
Sufficient room for all passengers to sit/stand	40	30	30	49	32	37	45	31	46	54	23	↑	8	→	
The comfort of the seating area	60	63	53	66	46	54	50	48	68	62	15	↑	-6	→	
The ease of being able to get on and off	77	81	78	88	73	75	82	79	83	79	-1	→	-4	→	
Your personal security on board	83	82	69	90	74	74	83	68	77	86	18	↑	9	→	
The cleanliness of the inside	83	75	78	82	76	76	74	70	78	75	6	→	-3	→	
The cleanliness of the outside	74	76	75	81	74	80	75	71	78	76	5	→	-2	→	
The availability of staff	23	37	33	48	27	24	29	24	41	32	8	→	-9	→	
How well train company deals with delays	17	25	46	42	24	20	25	27	24	21	-7	→	-3	→	

## London Midland - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1130	1058	1110	1014	1005	1058	984	1124	1072	1014					
<b>Overall satisfaction with your journey</b>	<b>84</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>87</b>	<b>3</b>	→	<b>3</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	76	75	78	76	73	75	75	74	76	80	6	↑	4	→	
Ticket buying facilities	78	80	78	74	73	75	74	74	79	76	2	→	-3	→	
Provision of information about train times/platforms	82	84	83	85	80	80	81	80	82	87	6	↑	5	↑	
The upkeep/repair of the station buildings/platforms	62	69	67	71	66	66	62	66	67	72	5	↑	4	→	
Cleanliness	68	72	72	75	70	74	72	71	76	76	5	↑	1	→	
The facilities and services	47	49	47	54	53	54	52	49	52	59	10	↑	7	↑	
The attitudes and helpfulness of the staff	70	74	73	73	70	73	73	69	72	79	9	↑	7	↑	
Connections with other forms of public transport	70	67	69	68	71	65	64	68	64	67	-1	→	3	→	
Facilities for car parking	54	53	56	58	44	48	51	54	53	58	5	→	5	→	
Overall environment	64	67	67	69	60	66	62	63	66	71	8	↑	5	↑	
Your personal security whilst using the station	66	68	67	70	66	66	65	67	70	73	7	↑	4	→	
The availability of staff	59	60	59	56	55	56	55	54	58	63	9	↑	4	→	
The provision of shelter facilities	-	-	-	72	64	68	66	69	66	71	2	→	6	↑	
Availability of seating	-	-	-	54	47	52	52	51	54	54	4	→	0	→	
How request to station staff was handled	90	91	86	88	81	84	88	80	89	91	12	↑	2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	41	45	43	43	44	47	4	→	3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	84	81	82	80	82	81	83	1	→	2	→	
The frequency of the trains on that route	77	78	83	78	76	78	75	80	80	80	0	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	79	82	75	70	72	74	76	77	77	2	→	0	→	
The length of time the journey was scheduled to take (speed)	87	86	90	84	86	83	83	87	86	85	-2	→	-1	→	
Connections with other train services	76	73	78	76	72	73	72	78	76	77	-1	→	1	→	
The value for money of the price of your ticket	54	54	54	54	54	55	52	56	57	60	4	→	3	→	
Upkeep and repair of the train	74	80	84	84	80	79	79	69	78	76	7	↑	-2	→	
The provision of information during the journey	66	68	75	76	71	73	70	68	71	74	6	↑	3	→	
The helpfulness and attitude of staff on train	64	65	63	66	59	64	62	61	65	63	2	→	-2	→	
The space for luggage	53	53	58	56	55	53	54	50	48	55	5	→	7	↑	
The toilet facilities	48	51	52	52	54	47	46	42	44	42	0	→	-2	→	
Sufficient room for all passengers to sit/stand	71	69	77	73	69	68	68	70	69	70	0	→	1	→	
The comfort of the seating area	72	74	81	80	77	75	75	72	74	76	4	→	1	→	
The ease of being able to get on and off	81	81	86	81	80	82	82	81	81	80	-1	→	-1	→	
Your personal security on board	76	78	81	78	75	78	76	77	77	80	3	→	3	→	
The cleanliness of the inside	73	80	82	83	76	77	75	71	76	74	3	→	-1	→	
The cleanliness of the outside	72	80	83	83	77	79	75	76	76	78	2	→	2	→	
The availability of staff	44	48	45	48	42	44	42	40	45	42	2	→	-3	→	
How well train company deals with delays	33	42	49	46	33	39	35	37	36	44	7	→	8	→	

## London Overground - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	124	17	40	30	41	66	58	49	75	158				
<b>Overall satisfaction with your journey</b>	<b>94</b>	<b>91</b>	<b>100</b>	<b>96</b>	<b>87</b>	<b>88</b>	<b>92</b>	<b>88</b>	<b>90</b>	<b>82</b>	<b>-6</b>	→	<b>-9</b>	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	73	83	89	96	78	85	87	85	88	81	-4	→	-7	→
Ticket buying facilities	63	86	97	73	69	89	83	77	87	71	-6	→	-16	→
Provision of information about train times/platforms	82	78	92	98	74	88	86	87	89	86	-1	→	-3	→
The upkeep/repair of the station buildings/platforms	64	55	84	92	69	73	78	76	78	77	1	→	0	→
Cleanliness	75	83	94	82	71	83	78	86	81	81	-5	→	1	→
The facilities and services	40	59	46	71	51	52	40	45	40	47	2	→	6	→
The attitudes and helpfulness of the staff	69	52	74	80	69	88	85	81	83	74	-7	→	-9	→
Connections with other forms of public transport	93	56	74	72	83	76	83	91	87	77	-14	→	-10	→
Facilities for car parking	30	21	43	64	69	55	50	58	59	28	-31	→	-32	→
Overall environment	53	52	82	73	62	76	71	56	77	68	12	→	-9	→
Your personal security whilst using the station	52	74	77	74	81	84	78	70	83	71	1	→	-12	→
The availability of staff	45	34	78	70	65	76	86	68	75	71	3	→	-4	→
The provision of shelter facilities	-	-	-	86	56	79	68	69	75	66	-2	→	-9	→
Availability of seating	-	-	-	63	53	59	60	64	65	51	-14	→	-14	→
How request to station staff was handled	96	-	100	100	69	75	100	100	90	71	-29	→	-18	→
The choice of shops/eating/drinking facilities available	-	-	-	-	47	39	32	43	46	45	2	→	-1	→
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	99	98	91	90	82	90	77	-5	→	-13	↓
The frequency of the trains on that route	80	88	74	85	67	60	76	69	76	68	-2	→	-8	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	89	87	99	75	89	91	84	92	76	-9	→	-16	↓
The length of time the journey was scheduled to take (speed)	91	80	84	91	69	79	83	88	87	79	-10	→	-9	→
Connections with other train services	88	86	81	92	69	78	77	87	90	74	-13	→	-16	→
The value for money of the price of your ticket	47	16	32	45	26	37	44	44	48	32	-12	→	-16	↓
Upkeep and repair of the train	93	91	98	94	95	96	95	94	93	75	-20	↓	-19	↓
The provision of information during the journey	88	61	89	96	90	90	74	94	85	61	-33	↓	-24	↓
The helpfulness and attitude of staff on train	22	20	29	41	47	40	33	40	56	35	-5	→	-21	→
The space for luggage	54	62	77	48	58	48	50	38	61	42	4	→	-18	↓
The toilet facilities	4	12	31	69	22	-	14	10	18	13	3	→	-5	→
Sufficient room for all passengers to sit/stand	64	57	92	70	69	58	63	68	71	55	-13	→	-16	→
The comfort of the seating area	76	84	72	86	81	75	80	80	78	69	-11	→	-9	→
The ease of being able to get on and off	82	81	95	99	94	86	81	82	80	77	-5	→	-4	→
Your personal security on board	80	79	91	94	84	91	84	79	76	67	-12	→	-9	→
The cleanliness of the inside	94	91	98	86	91	93	92	86	94	74	-12	→	-20	↓
The cleanliness of the outside	87	91	93	89	88	94	95	88	98	74	-15	→	-25	↓
The availability of staff	11	18	29	26	27	21	20	24	26	17	-7	→	-9	→
How well train company deals with delays	39	0	100	0	26	61	0	33	33	32	-1	→	-1	→

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

# London Overground - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	824	1229	1162	1104	1070	996	1111	1146	1172	1164					
<b>Overall satisfaction with your journey</b>	<b>89</b>	<b>92</b>	<b>90</b>	<b>93</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>0</b>	→	<b>1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	79	81	81	86	79	80	85	82	81	84	1	→	3	→	
Ticket buying facilities	75	78	73	77	70	68	73	74	71	69	-5	→	-2	→	
Provision of information about train times/platforms	77	80	82	83	82	80	84	81	80	82	1	→	2	→	
The upkeep/repair of the station buildings/platforms	74	75	77	78	77	71	77	74	77	77	3	→	0	→	
Cleanliness	79	78	78	80	80	77	79	76	76	83	7	↑	7	↑	
The facilities and services	29	34	35	45	43	39	43	40	40	40	0	→	0	→	
The attitudes and helpfulness of the staff	68	67	65	68	69	68	75	72	71	75	2	→	4	→	
Connections with other forms of public transport	76	75	76	76	77	79	81	80	76	77	-3	→	2	→	
Facilities for car parking	19	27	35	32	33	31	42	32	25	30	-2	→	5	→	
Overall environment	69	72	71	77	71	68	72	71	68	74	3	→	6	→	
Your personal security whilst using the station	67	68	70	73	68	70	76	71	68	73	2	→	6	→	
The availability of staff	58	57	60	62	63	60	66	62	61	68	6	→	7	→	
The provision of shelter facilities	-	-	-	70	60	62	66	66	65	66	-1	→	1	→	
Availability of seating	-	-	-	57	45	45	52	48	52	49	0	→	-3	→	
How request to station staff was handled	68	88	90	86	84	84	77	80	89	88	8	→	-2	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	38	40	42	40	37	45	5	→	8	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	92	92	91	89	88	87	89	1	→	2	→	
The frequency of the trains on that route	77	82	79	79	79	79	79	75	77	79	4	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	78	83	88	88	87	84	86	82	81	86	3	→	5	→	
The length of time the journey was scheduled to take (speed)	90	87	89	88	90	88	89	87	87	89	3	→	2	→	
Connections with other train services	82	81	84	83	82	82	86	81	80	85	4	→	4	→	
The value for money of the price of your ticket	53	54	49	57	48	54	56	49	55	51	1	→	-4	→	
Upkeep and repair of the train	96	96	95	94	92	93	94	93	90	88	-5	↓	-2	→	
The provision of information during the journey	86	87	86	86	85	84	84	83	81	83	0	→	2	→	
The helpfulness and attitude of staff on train	44	54	57	58	60	54	52	42	41	43	1	→	2	→	
The space for luggage	60	69	63	62	58	57	59	50	48	53	3	→	4	→	
The toilet facilities	10	19	17	16	12	14	22	12	14	12	0	→	-2	→	
Sufficient room for all passengers to sit/stand	76	80	77	76	72	70	70	66	67	67	0	→	0	→	
The comfort of the seating area	84	86	83	85	81	79	83	79	80	81	2	→	1	→	
The ease of being able to get on and off	86	89	84	86	81	84	84	80	83	82	2	→	-1	→	
Your personal security on board	81	82	80	83	80	82	81	78	78	78	0	→	-1	→	
The cleanliness of the inside	94	93	92	93	91	91	92	89	88	89	0	→	1	→	
The cleanliness of the outside	92	91	90	92	89	91	91	89	86	88	0	→	2	→	
The availability of staff	26	37	37	43	42	37	30	24	24	21	-3	→	-3	→	
How well train company deals with delays	50	42	42	42	36	29	48	29	29	28	-1	→	-1	→	

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

## South West Trains - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	380	324	282	285	377	388	408	511	506	395					
<b>Overall satisfaction with your journey</b>	<b>79</b>	<b>76</b>	<b>80</b>	<b>80</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>73</b>	<b>78</b>	<b>77</b>	<b>4</b>	→	<b>-1</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	69	67	82	79	74	73	80	81	85	5	→	3	→	
Ticket buying facilities	70	60	66	82	77	79	71	73	76	70	-3	→	-6	→	
Provision of information about train times/platforms	80	82	81	87	81	77	76	83	84	82	-1	→	-2	→	
The upkeep/repair of the station buildings/platforms	61	55	55	71	71	63	61	71	71	70	0	→	-1	→	
Cleanliness	61	58	58	75	75	67	70	74	74	72	-2	→	-2	→	
The facilities and services	49	40	36	58	66	59	50	60	64	54	-5	→	-10	↓	
The attitudes and helpfulness of the staff	67	67	64	64	72	73	66	68	70	65	-3	→	-5	→	
Connections with other forms of public transport	71	65	64	84	82	78	76	78	79	75	-3	→	-4	→	
Facilities for car parking	53	55	41	58	59	48	48	45	42	35	-9	→	-7	→	
Overall environment	64	55	54	74	73	63	64	71	73	67	-4	→	-6	→	
Your personal security whilst using the station	64	59	61	71	71	67	66	74	71	70	-4	→	-2	→	
The availability of staff	46	48	46	54	56	57	56	58	57	54	-5	→	-3	→	
The provision of shelter facilities	-	-	-	64	64	57	58	68	64	68	1	→	4	→	
Availability of seating	-	-	-	24	24	25	28	28	32	28	0	→	-4	→	
How request to station staff was handled	75	69	91	80	74	95	66	91	88	71	-20	→	-17	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	62	52	50	60	61	58	-2	→	-3	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	76	70	70	66	71	76	72	1	→	-3	→	
The frequency of the trains on that route	79	73	79	81	72	77	70	72	74	75	3	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	87	83	78	89	72	80	71	73	72	73	-1	→	1	→	
The length of time the journey was scheduled to take (speed)	82	76	73	76	70	75	70	73	73	75	2	→	2	→	
Connections with other train services	81	70	76	72	67	75	66	70	70	69	-1	→	-2	→	
The value for money of the price of your ticket	24	21	20	23	18	29	28	26	23	29	3	→	6	→	
Upkeep and repair of the train	75	76	77	81	75	75	71	72	76	73	1	→	-3	→	
The provision of information during the journey	72	69	68	72	72	69	65	70	68	67	-3	→	-1	→	
The helpfulness and attitude of staff on train	65	63	63	66	72	63	64	64	71	65	1	→	-6	→	
The space for luggage	45	43	44	47	44	41	40	47	52	45	-2	→	-7	→	
The toilet facilities	24	26	28	28	23	24	19	23	29	22	0	→	-7	→	
Sufficient room for all passengers to sit/stand	37	31	32	40	32	36	29	35	37	40	5	→	3	→	
The comfort of the seating area	58	59	52	64	58	54	50	59	61	58	-1	→	-3	→	
The ease of being able to get on and off	72	74	74	70	67	64	56	67	71	72	6	→	1	→	
Your personal security on board	75	75	78	80	79	74	67	79	80	77	-3	→	-3	→	
The cleanliness of the inside	69	73	72	74	73	74	71	72	75	69	-3	→	-6	→	
The cleanliness of the outside	69	77	70	78	74	74	69	73	75	68	-6	→	-7	→	
The availability of staff	44	48	49	47	48	49	46	43	46	46	3	→	0	→	
How well train company deals with delays	26	32	35	53	43	28	31	31	27	34	3	→	7	→	

## South West Trains - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1939	1776	2052	2090	1627	1674	1536	1616	1681	1556					
<b>Overall satisfaction with your journey</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>81</b>	<b>83</b>	<b>1</b>	→	<b>2</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	73	75	75	77	73	74	76	76	77	79	3	→	2	→	
Ticket buying facilities	71	73	71	72	73	70	72	76	74	79	3	→	4	→	
Provision of information about train times/platforms	84	81	84	83	81	80	79	83	83	83	0	→	-	→	
The upkeep/repair of the station buildings/platforms	58	57	58	67	62	65	61	67	65	68	1	→	4	→	
Cleanliness	63	63	64	70	67	67	65	71	69	70	-1	→	1	→	
The facilities and services	50	47	48	58	54	52	54	54	57	54	0	→	-3	→	
The attitudes and helpfulness of the staff	69	66	70	68	67	68	71	69	70	70	1	→	0	→	
Connections with other forms of public transport	75	75	76	76	74	71	72	75	75	75	-1	→	0	→	
Facilities for car parking	46	56	53	55	47	45	41	45	48	51	6	→	3	→	
Overall environment	63	62	63	66	61	64	64	65	65	69	4	→	4	→	
Your personal security whilst using the station	68	65	69	68	66	67	69	71	69	72	1	→	3	→	
The availability of staff	54	54	56	52	54	53	58	55	55	56	1	→	1	→	
The provision of shelter facilities	-	-	-	65	60	64	61	64	62	67	3	→	5	↑	
Availability of seating	-	-	-	44	41	38	38	39	39	40	0	→	0	→	
How request to station staff was handled	80	89	81	83	75	84	87	79	88	83	5	→	-4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	50	50	52	53	52	53	0	→	1	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	84	81	81	80	80	79	82	2	→	3	→	
The frequency of the trains on that route	78	77	79	76	74	71	75	75	74	77	2	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	86	84	83	85	78	80	78	80	77	79	-1	→	2	→	
The length of time the journey was scheduled to take (speed)	84	83	84	83	83	81	82	83	80	83	0	→	2	→	
Connections with other train services	77	77	76	74	75	73	73	75	75	76	1	→	1	→	
The value for money of the price of your ticket	39	41	39	40	37	39	39	42	38	43	1	→	5	↑	
Upkeep and repair of the train	82	80	83	79	79	78	77	76	76	77	1	→	1	→	
The provision of information during the journey	78	75	77	75	73	73	71	72	72	73	1	→	1	→	
The helpfulness and attitude of staff on train	69	68	69	71	69	70	68	66	67	67	1	→	0	→	
The space for luggage	60	55	61	57	56	52	57	56	55	55	0	→	1	→	
The toilet facilities	38	39	41	37	32	31	34	33	33	33	0	→	0	→	
Sufficient room for all passengers to sit/stand	76	73	79	72	70	69	69	67	68	68	0	→	0	→	
The comfort of the seating area	80	77	79	77	75	75	74	72	74	74	2	→	1	→	
The ease of being able to get on and off	82	83	83	81	79	79	79	77	81	78	1	→	-3	→	
Your personal security on board	80	79	82	81	80	80	82	78	80	80	2	→	0	→	
The cleanliness of the inside	75	75	79	77	74	72	74	74	72	73	-1	→	0	→	
The cleanliness of the outside	76	79	79	79	76	76	74	75	75	76	1	→	2	→	
The availability of staff	54	55	56	54	51	53	50	51	51	52	1	→	0	→	
How well train company deals with delays	34	42	37	48	45	41	37	44	40	43	-1	→	3	→	

## Southeastern - % saying satisfied/good

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	608	487	510	515	651	597	651	662	655	542				
<b>Overall satisfaction with your journey</b>	<b>72</b>	<b>73</b>	<b>72</b>	<b>79</b>	<b>68</b>	<b>79</b>	<b>64</b>	<b>62</b>	<b>64</b>	<b>64</b>	<b>2</b>		<b>0</b>	
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	72	75	72	74	71	78	74	74	74	71	-3		-3	
Ticket buying facilities	63	58	62	64	63	70	69	70	73	68	-2		-4	
Provision of information about train times/platforms	73	78	74	79	74	82	71	73	78	72	-1		-6	
The upkeep/repair of the station buildings/platforms	60	61	60	66	63	67	59	67	66	62	-4		-4	
Cleanliness	66	72	67	71	67	72	66	70	72	71	1		-1	
The facilities and services	43	52	48	56	52	54	51	61	56	53	-8		-3	
The attitudes and helpfulness of the staff	59	63	62	64	62	64	62	65	72	70	5		-3	
Connections with other forms of public transport	76	73	73	83	75	80	78	77	76	78	1		2	
Facilities for car parking	37	39	34	37	35	34	27	32	32	38	6		6	
Overall environment	61	64	61	63	64	66	60	66	65	63	-3		-2	
Your personal security whilst using the station	58	60	57	64	66	68	63	71	68	66	-5		-3	
The availability of staff	53	55	54	58	58	58	60	60	67	64	4		-3	
The provision of shelter facilities	-	-	-	65	53	63	59	62	58	64	2		5	
Availability of seating	-	-	-	33	29	29	23	26	29	31	4		2	
How request to station staff was handled	74	75	72	73	77	82	77	67	78	67	0		-11	
The choice of shops/eating/drinking facilities available	-	-	-	-	40	35	37	45	41	38	-7		-3	
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	73	67	71	64	61	59	63	3		4	
The frequency of the trains on that route	69	70	74	74	70	72	71	69	65	63	-5		-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	70	70	72	82	67	75	60	63	63	56	-7		-7	
The length of time the journey was scheduled to take (speed)	75	74	71	82	73	77	68	67	69	67	0		-3	
Connections with other train services	65	66	70	74	68	66	64	65	58	58	-7		0	
The value for money of the price of your ticket	21	25	17	29	20	22	19	21	23	23	2		0	
Upkeep and repair of the train	61	65	61	69	64	65	60	57	62	61	5		0	
The provision of information during the journey	58	55	59	63	61	58	51	53	58	60	7		1	
The helpfulness and attitude of staff on train	41	42	44	46	50	47	34	46	40	45	-1		6	
The space for luggage	37	37	35	38	41	39	33	34	32	42	8		9	
The toilet facilities	19	22	17	20	23	24	17	20	20	20	0		0	
Sufficient room for all passengers to sit/stand	38	42	36	45	44	44	35	35	36	40	6		5	
The comfort of the seating area	52	52	56	58	55	58	50	49	52	49	0		-3	
The ease of being able to get on and off	68	69	67	69	68	75	66	70	68	68	-2		0	
Your personal security on board	61	66	63	68	65	70	59	68	67	72	4		5	
The cleanliness of the inside	62	64	63	67	63	66	62	60	61	64	4		3	
The cleanliness of the outside	61	62	63	66	58	64	62	58	61	63	5		3	
The availability of staff	22	23	20	26	28	23	15	25	23	24	0		2	
How well train company deals with delays	18	21	24	23	31	21	14	17	28	21	4		-6	

## Southeastern - % saying satisfied/good

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	1322	1088	1212	1156	1036	1075	1001	1044	1196	1038					
<b>Overall satisfaction with your journey</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>87</b>	<b>78</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>0</b>		<b>0</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	77	80	74	76	75	78	73	77	78	79	2		0		
Ticket buying facilities	74	72	73	72	75	74	72	69	70	77	8		6		
Provision of information about train times/platforms	79	81	78	78	78	84	77	79	79	82	3		3		
The upkeep/repair of the station buildings/platforms	67	66	67	70	66	70	65	69	71	73	4		2		
Cleanliness	71	73	71	74	72	73	69	74	75	76	3		2		
The facilities and services	51	50	51	57	50	58	52	56	60	55	-1		-4		
The attitudes and helpfulness of the staff	71	72	69	70	67	72	71	71	76	74	3		-2		
Connections with other forms of public transport	74	76	73	74	77	72	72	74	73	74	0		1		
Facilities for car parking	48	51	44	46	52	50	58	48	54	50	2		-4		
Overall environment	65	70	67	66	64	68	62	66	66	70	5		4		
Your personal security whilst using the station	65	64	64	67	63	68	63	66	67	72	7		6		
The availability of staff	59	57	58	58	56	61	58	62	67	65	4		-1		
The provision of shelter facilities	-	-	-	67	62	68	60	64	64	67	2		3		
Availability of seating	-	-	-	47	49	45	45	45	48	51	6		3		
How request to station staff was handled	89	82	77	84	79	83	81	89	88	88	-1		0		
The choice of shops/eating/drinking facilities available	-	-	-	-	42	41	42	42	43	43	1		-		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	83	80	82	78	76	78	79	3		1		
The frequency of the trains on that route	80	79	77	78	78	79	74	76	70	70	-6		-1		
Punctuality/reliability (i.e. the train arriving/departing on time)	83	86	83	86	82	83	74	77	78	73	-4		-4		
The length of time the journey was scheduled to take (speed)	83	85	83	87	84	86	81	82	81	80	-2		-2		
Connections with other train services	74	73	73	78	76	78	72	75	70	68	-7		-2		
The value for money of the price of your ticket	39	42	40	42	37	40	38	45	39	42	-3		3		
Upkeep and repair of the train	73	76	77	77	74	74	73	69	69	70	1		0		
The provision of information during the journey	69	73	73	74	73	73	69	67	70	69	2		-1		
The helpfulness and attitude of staff on train	62	58	61	57	60	58	56	57	60	53	-3		-7		
The space for luggage	52	56	55	53	51	54	53	51	55	52	2		-3		
The toilet facilities	29	38	34	36	42	38	36	33	37	29	-4		-8		
Sufficient room for all passengers to sit/stand	77	76	74	78	76	77	71	72	74	72	-1		-2		
The comfort of the seating area	72	75	73	77	75	78	71	71	73	73	2		0		
The ease of being able to get on and off	84	85	85	86	84	86	80	83	84	80	-3		-4		
Your personal security on board	71	75	73	75	72	76	72	72	73	74	2		1		
The cleanliness of the inside	71	76	75	76	71	75	72	70	71	71	1		0		
The cleanliness of the outside	67	74	71	73	69	74	71	71	73	76	5		3		
The availability of staff	39	38	40	36	37	38	37	34	37	31	-3		-6		
How well train company deals with delays	32	32	38	49	32	36	38	27	26	40	12		13		

## Southern - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	505	417	459	489	386	502	585	499	562	377					
<b>Overall satisfaction with your journey</b>	<b>73</b>	<b>67</b>	<b>63</b>	<b>75</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>67</b>	<b>57</b>	<b>71</b>	<b>4</b>	→	<b>14</b>	↑	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	68	71	66	78	65	73	72	74	67	74	0	→	7	↑	
Ticket buying facilities	60	66	58	65	54	64	61	58	60	68	10	→	8	→	
Provision of information about train times/platforms	72	78	71	81	72	78	71	72	62	74	2	→	12	↑	
The upkeep/repair of the station buildings/platforms	54	63	55	62	51	57	55	61	59	67	6	→	8	↑	
Cleanliness	65	67	60	69	61	66	65	71	71	73	2	→	2	→	
The facilities and services	43	41	34	55	52	55	56	56	61	54	-3	→	-7	→	
The attitudes and helpfulness of the staff	55	54	57	65	53	57	59	60	60	60	0	→	0	→	
Connections with other forms of public transport	73	65	61	82	74	80	81	73	74	77	5	→	3	→	
Facilities for car parking	36	36	34	29	27	22	33	27	21	32	5	→	11	→	
Overall environment	55	60	56	62	56	60	60	62	57	67	6	→	11	↑	
Your personal security whilst using the station	55	61	53	69	62	67	68	66	65	70	4	→	5	→	
The availability of staff	47	41	43	52	47	54	52	50	53	55	5	→	2	→	
The provision of shelter facilities	-	-	-	72	55	64	61	65	61	66	2	→	6	→	
Availability of seating	-	-	-	23	19	23	22	27	22	30	3	→	8	↑	
How request to station staff was handled	65	76	65	62	74	69	82	69	68	73	4	→	4	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	50	49	47	51	55	51	0	→	-5	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	72	64	68	75	74	68	73	-1	→	5	→	
The frequency of the trains on that route	70	73	64	69	63	67	68	66	55	65	0	→	11	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	67	68	61	75	60	65	55	57	41	56	-1	→	15	↑	
The length of time the journey was scheduled to take (speed)	73	76	72	82	71	72	73	70	61	70	0	→	9	↑	
Connections with other train services	70	72	68	78	66	71	64	66	59	63	-3	→	4	→	
The value for money of the price of your ticket	22	24	22	32	23	28	29	24	21	30	6	→	10	↑	
Upkeep and repair of the train	64	65	63	71	60	65	76	75	70	72	-3	→	1	→	
The provision of information during the journey	63	61	64	69	65	69	71	65	67	71	6	→	4	→	
The helpfulness and attitude of staff on train	43	51	38	42	37	52	49	39	43	38	-2	→	-6	→	
The space for luggage	41	38	40	33	36	42	41	35	34	32	-3	→	-2	→	
The toilet facilities	23	28	24	28	28	28	45	33	35	36	3	→	1	→	
Sufficient room for all passengers to sit/stand	41	40	42	47	42	43	45	41	43	41	0	→	-2	→	
The comfort of the seating area	60	60	58	63	56	57	65	61	63	59	-2	→	-4	→	
The ease of being able to get on and off	65	55	57	69	59	64	70	64	67	70	5	→	3	→	
Your personal security on board	67	67	64	73	66	70	74	72	71	73	1	→	2	→	
The cleanliness of the inside	71	69	70	73	65	68	77	74	72	74	0	→	3	→	
The cleanliness of the outside	65	68	60	72	57	68	72	71	71	73	2	→	1	→	
The availability of staff	30	31	22	18	17	26	25	19	22	23	4	→	0	→	
How well train company deals with delays	25	26	21	22	23	35	27	26	16	21	-5	→	5	→	

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

## Southern - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	2046	1718	1879	2150	1727	1719	1594	1740	1970	1161					
<b>Overall satisfaction with your journey</b>	<b>85</b>	<b>87</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>77</b>	<b>79</b>	<b>-2</b>		<b>3</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	75	80	77	78	75	76	75	77	73	74	-4		1		
Ticket buying facilities	73	75	72	71	74	70	70	71	70	67	-4		-3		
Provision of information about train times/platforms	78	82	80	80	77	79	77	79	76	77	-1		1		
The upkeep/repair of the station buildings/platforms	65	69	67	70	65	68	63	68	61	66	-3		5		
Cleanliness	72	74	71	76	71	74	72	74	70	73	0		3		
The facilities and services	51	53	51	57	53	54	55	58	52	53	-5		1		
The attitudes and helpfulness of the staff	72	74	72	73	71	69	71	73	72	71	-2		-1		
Connections with other forms of public transport	75	76	75	79	75	76	79	77	75	74	-2		-1		
Facilities for car parking	44	47	41	43	42	43	43	49	47	47	-1		0		
Overall environment	66	71	67	69	63	66	62	66	63	63	-3		0		
Your personal security whilst using the station	68	70	68	70	67	67	68	68	68	65	-2		-3		
The availability of staff	62	63	62	62	61	59	60	61	61	59	-2		-2		
The provision of shelter facilities	-	-	-	69	62	66	62	70	63	66	-5		3		
Availability of seating	-	-	-	42	43	43	44	44	44	39	-5		-5		
How request to station staff was handled	86	87	82	84	76	84	82	84	82	85	1		3		
The choice of shops/eating/drinking facilities available	-	-	-	-	42	46	47	51	44	44	-7		0		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	81	78	79	78	82	78	82	0		4		
The frequency of the trains on that route	77	77	77	76	71	75	75	75	70	72	-3		2		
Punctuality/reliability (i.e. the train arriving/departing on time)	81	81	81	77	75	76	69	72	61	68	-5		6		
The length of time the journey was scheduled to take (speed)	86	86	86	84	82	83	82	81	76	78	-3		1		
Connections with other train services	78	77	78	77	76	73	77	75	68	72	-3		4		
The value for money of the price of your ticket	45	47	42	44	40	43	43	45	41	44	-2		2		
Upkeep and repair of the train	75	73	68	72	71	71	76	77	78	76	-1		-2		
The provision of information during the journey	77	76	73	76	74	73	75	76	75	74	-3		-1		
The helpfulness and attitude of staff on train	60	63	57	59	59	59	59	57	60	60	3		0		
The space for luggage	52	51	49	48	45	44	48	49	50	44	-5		-5		
The toilet facilities	43	39	31	38	36	33	39	43	46	43	0		-3		
Sufficient room for all passengers to sit/stand	74	72	71	70	69	67	69	71	70	65	-7		-6		
The comfort of the seating area	74	74	71	71	70	71	73	74	74	72	-2		-2		
The ease of being able to get on and off	82	81	79	78	78	77	79	79	79	78	-1		-1		
Your personal security on board	76	78	74	76	76	76	75	79	77	75	-4		-2		
The cleanliness of the inside	74	73	70	74	71	72	75	78	77	76	-2		-1		
The cleanliness of the outside	74	75	72	71	69	72	73	76	72	78	2		6		
The availability of staff	42	42	40	38	38	39	39	41	41	39	-3		-3		
How well train company deals with delays	38	40	41	42	32	40	37	40	32	34	-6		2		

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

# TfL Rail - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	83	64	85	85	58	156	52	92	112	60					
<b>Overall satisfaction with your journey</b>	<b>74</b>	<b>69</b>	<b>62</b>	<b>75</b>	<b>69</b>	<b>73</b>	<b>74</b>	<b>71</b>	<b>70</b>	<b>95</b>	<b>24</b>		<b>25</b>		
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	76	72	67	76	71	82	80	75	78	90	16		12		
Ticket buying facilities	65	69	62	73	62	78	82	68	69	79	11		9		
Provision of information about train times/platforms	74	79	70	80	74	76	77	70	73	83	13		10		
The upkeep/repair of the station buildings/platforms	58	66	63	70	67	70	56	62	68	83	21		15		
Cleanliness	64	74	59	77	59	75	64	71	70	86	16		16		
The facilities and services	46	59	47	56	49	59	46	54	61	69	15		8		
The attitudes and helpfulness of the staff	50	61	44	59	43	64	68	62	73	80	17		7		
Connections with other forms of public transport	85	90	73	84	80	85	77	84	88	86	2		-2		
Facilities for car parking	49	57	34	53	41	43	45	24	35	14	-10		-21		
Overall environment	58	71	49	71	64	74	62	54	62	78	24		16		
Your personal security whilst using the station	62	59	53	73	52	69	62	71	67	66	-4		-1		
The availability of staff	50	60	39	48	47	50	61	47	51	75	28		24		
The provision of shelter facilities	-	-	-	65	66	59	72	68	67	70	2		3		
Availability of seating	-	-	-	41	32	41	45	37	30	41	4		11		
How request to station staff was handled	64	38	39	28	84	47	100	86	85	100	14		15		
The choice of shops/eating/drinking facilities available	-	-	-	-	47	52	44	55	51	71	17		21		
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	64	57	58	75	58	62	82	24		20		
The frequency of the trains on that route	78	91	78	85	79	83	85	81	84	88	8		4		
Punctuality/reliability (i.e. the train arriving/departing on time)	67	78	66	82	57	73	79	78	69	85	7		16		
The length of time the journey was scheduled to take (speed)	77	77	75	83	63	76	71	74	74	84	10		9		
Connections with other train services	73	65	69	92	59	73	85	83	79	86	2		7		
The value for money of the price of your ticket	22	17	15	29	18	16	23	29	16	43	15		28		
Upkeep and repair of the train	46	24	44	52	37	44	54	45	45	69	24		25		
The provision of information during the journey	61	35	48	43	39	51	48	57	48	75	18		27		
The helpfulness and attitude of staff on train	31	22	32	40	14	23	58	18	12	53	35		41		
The space for luggage	35	25	34	39	32	35	59	19	36	41	22		6		
The toilet facilities	15	4	14	20	5	13	25	18	10	-	-18		-10		
Sufficient room for all passengers to sit/stand	29	45	26	40	17	30	40	17	23	39	21		15		
The comfort of the seating area	33	33	27	43	20	42	40	34	35	52	18		16		
The ease of being able to get on and off	66	73	46	69	51	67	59	51	43	56	4		13		
Your personal security on board	49	58	43	56	51	61	60	54	47	48	-5		1		
The cleanliness of the inside	52	54	41	53	43	54	58	52	50	80	27		29		
The cleanliness of the outside	48	52	42	47	43	48	59	49	39	65	16		26		
The availability of staff	15	9	12	16	3	5	24	3	11	23	21		13		
How well train company deals with delays	5	16	17	18	-	15	32	30	14	33	3		19		

\* New TOC from Autumn 2015; journeys on London - Shenfield metro service (formerly part of Abellio Greater Anglia)

# TfL Rail - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	309	277	371	339	301	353	132	130	137	256					
<b>Overall satisfaction with your journey</b>	<b>83</b>	<b>79</b>	<b>73</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>84</b>	<b>82</b>	<b>3</b>	→	<b>-2</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	74	74	72	75	78	77	81	79	77	79	0	→	2	→	
Ticket buying facilities	67	73	69	71	75	69	77	59	61	74	14	→	13	→	
Provision of information about train times/platforms	72	75	69	78	77	83	86	74	71	80	6	→	9	→	
The upkeep/repair of the station buildings/platforms	65	62	64	63	67	69	66	68	73	68	0	→	-5	→	
Cleanliness	72	72	66	70	71	73	73	71	78	76	5	→	-3	→	
The facilities and services	52	46	51	53	54	54	49	51	56	54	3	→	-2	→	
The attitudes and helpfulness of the staff	70	74	65	68	69	75	74	76	78	77	0	→	-1	→	
Connections with other forms of public transport	77	78	77	81	81	83	87	81	87	83	1	→	-5	→	
Facilities for car parking	46	55	42	45	42	48	56	45	56	43	-2	→	-14	→	
Overall environment	66	66	59	66	63	70	69	72	70	66	-6	→	-4	→	
Your personal security whilst using the station	58	61	64	65	60	68	71	63	71	72	8	→	0	→	
The availability of staff	49	58	48	52	58	64	55	60	71	72	12	→	1	→	
The provision of shelter facilities	-	-	-	61	55	66	60	67	58	64	-3	→	6	→	
Availability of seating	-	-	-	48	42	45	49	45	52	49	4	→	-3	→	
How request to station staff was handled	86	93	90	82	77	89	89	61	100	91	30	→	-9	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	42	48	46	49	49	44	-5	→	-5	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	70	70	70	69	72	73	76	4	→	3	→	
The frequency of the trains on that route	81	83	81	82	81	86	81	85	93	86	1	→	-6	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	79	81	76	86	73	79	74	77	80	84	8	→	4	→	
The length of time the journey was scheduled to take (speed)	82	87	82	87	85	85	84	84	89	85	1	→	-4	→	
Connections with other train services	73	80	79	79	77	79	87	77	90	87	11	→	-3	→	
The value for money of the price of your ticket	44	38	35	41	42	41	45	42	45	47	5	→	2	→	
Upkeep and repair of the train	57	48	47	53	47	55	52	45	52	63	18	↑	11	→	
The provision of information during the journey	54	52	49	58	58	54	48	65	76	66	0	→	-10	→	
The helpfulness and attitude of staff on train	32	32	29	35	40	33	27	22	45	34	12	→	-11	→	
The space for luggage	46	43	48	47	43	45	48	40	54	40	-1	→	-14	→	
The toilet facilities	31	20	25	30	26	14	17	7	5	11	4	→	6	→	
Sufficient room for all passengers to sit/stand	62	70	66	70	64	63	61	60	64	48	-12	→	-16	↓	
The comfort of the seating area	59	61	55	59	55	54	57	52	53	55	3	→	2	→	
The ease of being able to get on and off	77	79	73	80	79	74	78	70	78	68	-2	→	-11	→	
Your personal security on board	60	63	58	64	60	63	67	64	66	64	0	→	-2	→	
The cleanliness of the inside	62	56	50	56	51	60	54	55	65	72	18	↑	7	→	
The cleanliness of the outside	50	48	47	55	42	53	41	46	48	63	17	↑	15	→	
The availability of staff	14	17	17	18	20	10	11	13	29	22	9	→	-7	→	
How well train company deals with delays	33	32	31	42	31	41	73	62	18	41	-21	→	23	→	

\* New TOC from Autumn 2015; journeys on London - Shenfield metro service (formerly part of Abellio Greater Anglia)

# Thameslink - % saying satisfied/good\*

Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015	
											% change	significant change	% change	significant change
Sample size	364	423	459	402	406	360	462	323	422	434				
<b>Overall satisfaction with your journey</b>	<b>76</b>	<b>73</b>	<b>64</b>	<b>73</b>	<b>66</b>	<b>70</b>	<b>69</b>	<b>63</b>	<b>62</b>	<b>63</b>	<b>1</b>	→	<b>1</b>	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	66	72	77	81	74	80	80	79	79	79	0	→	1	→
Ticket buying facilities	60	64	69	73	70	69	73	67	60	65	-1	→	5	→
Provision of information about train times/platforms	71	74	75	81	74	79	78	73	74	78	5	→	4	→
The upkeep/repair of the station buildings/platforms	58	64	67	67	66	75	74	75	75	71	-4	→	-3	→
Cleanliness	66	70	74	76	73	78	79	80	78	80	0	→	2	→
The facilities and services	47	49	45	59	49	58	58	62	54	51	-12	↓	-3	→
The attitudes and helpfulness of the staff	68	59	67	70	62	73	75	68	74	76	8	→	2	→
Connections with other forms of public transport	72	78	78	82	82	77	81	80	80	80	0	→	0	→
Facilities for car parking	48	33	40	55	44	48	36	44	34	28	-17	↓	-7	→
Overall environment	59	64	67	73	67	73	71	72	76	72	0	→	-3	→
Your personal security whilst using the station	60	63	68	73	72	77	71	75	72	71	-4	→	-1	→
The availability of staff	56	54	60	69	61	63	66	66	68	62	-4	→	-6	→
The provision of shelter facilities	-	-	-	64	58	67	67	69	70	67	-1	→	-2	→
Availability of seating	-	-	-	36	32	42	42	38	41	45	7	→	4	→
How request to station staff was handled	86	73	81	85	84	68	70	73	74	89	16	→	15	→
The choice of shops/eating/drinking facilities available	-	-	-	-	35	49	48	49	44	42	-7	→	-2	→
<b>TRAIN FACILITIES</b>														
Overall satisfaction with the train	-	-	-	67	57	63	59	60	60	64	4	→	5	→
The frequency of the trains on that route	67	67	66	75	68	72	66	64	60	65	1	→	5	→
Punctuality/reliability (i.e. the train arriving/departing on time)	67	65	54	75	60	66	59	55	42	51	-4	→	9	↑
The length of time the journey was scheduled to take (speed)	73	72	73	77	72	72	75	65	62	69	3	→	6	→
Connections with other train services	70	67	69	73	72	70	67	74	60	73	-1	→	13	↑
The value for money of the price of your ticket	22	26	23	23	23	26	24	29	24	30	1	→	7	→
Upkeep and repair of the train	62	55	53	56	49	55	53	52	54	61	9	↑	7	→
The provision of information during the journey	44	43	41	49	39	39	41	41	43	49	8	→	5	→
The helpfulness and attitude of staff on train	24	24	28	38	25	24	28	27	25	36	9	→	10	→
The space for luggage	38	37	38	39	35	35	33	28	34	37	10	→	4	→
The toilet facilities	24	19	24	26	27	34	27	30	20	32	1	→	12	→
Sufficient room for all passengers to sit/stand	48	38	43	40	40	37	34	33	34	37	4	→	3	→
The comfort of the seating area	54	48	50	52	47	49	42	43	44	53	10	↑	10	↑
The ease of being able to get on and off	66	61	68	70	60	66	63	58	61	59	1	→	-2	→
Your personal security on board	64	66	67	67	65	66	67	60	64	71	11	↑	7	→
The cleanliness of the inside	69	56	60	62	56	60	58	56	63	66	10	↑	4	→
The cleanliness of the outside	54	48	44	49	49	56	52	54	59	67	13	↑	8	→
The availability of staff	10	8	11	12	7	8	12	9	8	13	4	→	5	→
How well train company deals with delays	18	28	19	19	24	32	28	19	17	23	5	→	7	→

\* Part of the Govia Thameslink Railway franchise

# Thameslink - % saying satisfied/good\*

Off-Peak	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Improvement/ decline in % satisfied or good since Autumn 2014		Improvement/ decline in % satisfied or good since Spring 2015		
											% change	significant change	% change	significant change	
Sample size	834	786	908	806	699	662	685	650	783	647					
<b>Overall satisfaction with your journey</b>	<b>81</b>	<b>81</b>	<b>80</b>	<b>83</b>	<b>77</b>	<b>82</b>	<b>82</b>	<b>77</b>	<b>73</b>	<b>78</b>	<b>1</b>	→	<b>5</b>	→	
<b>STATION FACILITIES</b>															
Overall satisfaction with the station	70	75	76	77	71	77	74	77	73	72	-5	→	0	→	
Ticket buying facilities	68	71	69	66	71	76	69	68	68	66	-1	→	-2	→	
Provision of information about train times/platforms	73	78	80	78	79	81	79	80	72	77	-3	→	5	→	
The upkeep/repair of the station buildings/platforms	60	64	69	63	63	74	71	69	67	68	-2	→	0	→	
Cleanliness	68	70	75	72	70	81	76	74	73	73	-2	→	0	→	
The facilities and services	43	49	51	47	47	52	49	52	46	49	-3	→	3	→	
The attitudes and helpfulness of the staff	65	68	72	68	65	75	71	71	65	74	2	→	9	↑	
Connections with other forms of public transport	70	74	76	78	72	80	77	77	75	75	-1	→	0	→	
Facilities for car parking	42	46	44	40	40	52	57	47	45	43	-4	→	-3	→	
Overall environment	62	65	70	65	64	74	68	65	65	64	-1	→	-2	→	
Your personal security whilst using the station	61	67	70	68	67	71	68	67	68	70	3	→	2	→	
The availability of staff	52	61	59	59	49	58	57	57	52	58	1	→	7	→	
The provision of shelter facilities	-	-	-	64	56	67	62	65	58	68	3	→	10	↑	
Availability of seating	-	-	-	42	41	44	46	53	47	44	-9	↓	-3	→	
How request to station staff was handled	84	89	81	85	80	86	89	88	86	70	-19	↓	-16	↓	
The choice of shops/eating/drinking facilities available	-	-	-	-	36	38	39	41	41	41	0	→	-1	→	
<b>TRAIN FACILITIES</b>															
Overall satisfaction with the train	-	-	-	76	68	76	74	72	69	75	4	→	6	→	
The frequency of the trains on that route	75	81	80	81	76	78	79	74	70	73	-1	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	79	78	80	70	75	77	66	58	65	0	→	8	↑	
The length of time the journey was scheduled to take (speed)	84	85	83	86	81	83	85	80	79	81	1	→	2	→	
Connections with other train services	73	77	75	79	73	78	78	73	65	76	2	→	11	↑	
The value for money of the price of your ticket	36	45	39	45	34	45	44	46	38	43	-3	→	5	→	
Upkeep and repair of the train	61	65	66	63	53	65	61	61	62	70	9	↑	7	↑	
The provision of information during the journey	45	47	50	46	40	57	49	48	48	55	7	→	7	→	
The helpfulness and attitude of staff on train	29	33	39	35	35	43	35	40	34	34	-5	→	1	→	
The space for luggage	49	46	51	46	42	47	46	42	51	46	4	→	-5	→	
The toilet facilities	27	34	44	30	27	36	33	30	35	40	10	→	5	→	
Sufficient room for all passengers to sit/stand	67	71	73	71	67	72	69	64	71	69	5	→	-2	→	
The comfort of the seating area	64	69	68	67	62	65	64	63	65	66	2	→	1	→	
The ease of being able to get on and off	75	77	80	78	74	79	76	75	74	76	1	→	2	→	
Your personal security on board	67	67	72	75	68	70	72	69	67	74	6	→	7	↑	
The cleanliness of the inside	64	69	68	69	55	68	65	67	66	71	4	→	5	→	
The cleanliness of the outside	49	57	57	57	48	64	62	62	62	72	10	↑	10	↑	
The availability of staff	12	16	16	12	12	17	17	16	14	14	-3	→	0	→	
How well train company deals with delays	24	37	33	27	29	46	34	35	24	26	-9	→	1	→	

\* Part of the Govia Thameslink Railway franchise

## Overall satisfaction with your journey

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

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

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	339	51	→	London Overground: Watford - Euston	234	54	→
Abellio Greater Anglia: Mainline	373	38	↑	London Overground: West Anglia	221	52	→
Abellio Greater Anglia: Rural	231	55	→	Merseyrail: Northern	186	66	→
Abellio Greater Anglia: Stansted Express	210	34	→	Merseyrail: Wirral	186	72	→
Abellio Greater Anglia: West Anglia	344	40	→	Northern Rail: Lancashire and Cumbria	100	58	→
Arriva Trains Wales: Cardiff and Valleys	317	54	→	Northern Rail: Manchester and Liverpool	254	55	→
Arriva Trains Wales: Interurban	223	57	→	Northern Rail: South and East Yorkshire	200	60	→
Arriva Trains Wales: Mid Wales and Borders	166	73	→	Northern Rail: Tyne Tees and Wear	144	70	→
Arriva Trains Wales: North Wales and Borders	135	61	→	Northern Rail: West and North Yorkshire	305	58	→
Arriva Trains Wales: South Wales and Borders/West Wales	145	62	→	ScotRail: Interurban	339	53	→
c2c: Southend Line	779	47	→	ScotRail: Rural	138	77	→
c2c: Tilbury Line	218	45	→	ScotRail: Strathclyde	269	65	→
Chiltern Railways: North	297	65	↑	ScotRail: Urban	248	59	→
Chiltern Railways: South	705	48	→	South West Trains: Island Line	107	84	→
CrossCountry: Birmingham - Manchester	107	62	→	South West Trains: Longer distance	826	44	→
CrossCountry: Birmingham - North East and Scotland	231	58	→	South West Trains: Metro	385	38	→
CrossCountry: Birmingham - South Coast	146	60	→	South West Trains: Outer Suburban and Local	459	37	→
CrossCountry: Birmingham - South West	236	54	→	Southeastern: High Speed	292	41	→
CrossCountry: Birmingham - Stansted	132	55	→	Southeastern: Mainline	506	36	→
CrossCountry: Nottingham - Cardiff	119	52	→	Southeastern: Metro	591	34	→
East Midlands Trains: Liverpool - Norwich	283	58	→	Southern: Metro	615	39	→
East Midlands Trains: Local	258	58	→	Southern: Sussex Coast	737	42	→
East Midlands Trains: London	460	45	→	TfL Rail	275	46	→
First Hull Trains	526	69	→	Thameslink: Loop	261	34	→
First TransPennine Express: North	567	58	→	Thameslink: North	402	45	→
First TransPennine Express: North West	244	67	→	Thameslink: South	289	33	→
First TransPennine Express: South	145	65	→	Virgin: London/Birmingham - Scotland	218	62	→
Gatwick Express	469	37	→	Virgin: London - Liverpool	152	65	→
Grand Central: London - Bradford	202	78	→	Virgin: London - Manchester	268	60	↓
Grand Central: London - Sunderland	381	74	→	Virgin: London - North Wales	102	56	→
Great Northern	515	40	→	Virgin: London - Scotland	228	64	→
Great Western Railway: Long Distance	1093	47	→	Virgin: London - Wolverhampton	202	67	→
Great Western Railway: London Thames Valley	923	48	→	Virgin Trains East Coast: Non-London Journeys	310	66	→
Great Western Railway: West	716	69	↑	Virgin Trains East Coast: London East Midlands and East of England	205	56	→
Heathrow Connect	497	56	→	Virgin Trains East Coast: London - North East and Scotland	272	57	→
Heathrow Express	510	42	→	Virgin Trains East Coast: London - Yorkshire	222	53	↓
London Midland: London Commuter	279	39	→				
London Midland: West Coast	229	65	↑				
London Midland: West Midlands	512	62	→				
London Overground: Gospel Oak - Barking	217	57	→				
London Overground: Highbury - Croydon/Clapham	202	47	→				
London Overground: Richmond/Clapham - Stratford	209	51	→				

## 8 8.3 Individual train company results by route

Improved ↑  
Unchanged →  
Declined ↓

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

	sample size	% satisfied/good	significant change		sample size	% satisfied/good	significant change
Abellio Greater Anglia: Intercity	347	71	→	London Overground: Watford - Euston	262	91	→
Abellio Greater Anglia: Mainline	385	76	→	London Overground: West Anglia	280	80	→
Abellio Greater Anglia: Rural	236	78	→	Merseyrail: Northern	249	92	→
Abellio Greater Anglia: Stansted Express	216	89	→	Merseyrail: Wirral	223	95	↑
Abellio Greater Anglia: West Anglia	360	72	→	Northern Rail: Lancashire and Cumbria	105	85	→
Arriva Trains Wales: Cardiff and Valleys	328	78	→	Northern Rail: Manchester and Liverpool	274	79	→
Arriva Trains Wales: Interurban	226	76	→	Northern Rail: South and East Yorkshire	207	86	→
Arriva Trains Wales: Mid Wales and Borders	169	91	↑	Northern Rail: Tyne Tees and Wear	146	89	→
Arriva Trains Wales: North Wales and Borders	157	84	→	Northern Rail: West and North Yorkshire	319	81	→
Arriva Trains Wales: South Wales and Borders/West Wales	149	79	→	ScotRail: Interurban	356	87	→
c2c: Southend Line	823	94	→	ScotRail: Rural	140	90	→
c2c: Tilbury Line	220	87	→	ScotRail: Strathclyde	280	86	→
Chiltern Railways: North	308	86	→	ScotRail: Urban	254	82	→
Chiltern Railways: South	742	91	→	South West Trains: Island Line	121	98	→
CrossCountry: Birmingham - Manchester	111	93	→	South West Trains: Longer distance	847	80	→
CrossCountry: Birmingham - North East and Scotland	243	84	→	South West Trains: Metro	422	71	→
CrossCountry: Birmingham - South Coast	150	84	↑	South West Trains: Outer Suburban and Local	487	81	→
CrossCountry: Birmingham - South West	241	88	→	Southeastern: High Speed	299	87	→
CrossCountry: Birmingham - Stansted	132	83	→	Southeastern: Mainline	527	72	→
CrossCountry: Nottingham - Cardiff	126	90	→	Southeastern: Metro	707	63	→
East Midlands Trains: Liverpool - Norwich	296	76	→	Southern: Metro	717	61	→
East Midlands Trains: Local	271	84	→	Southern: Sussex Coast	768	68	↓
East Midlands Trains: London	469	85	→	TfL Rail	307	84	→
First Hull Trains	543	95	↑	Thameslink: Loop	306	48	↓
First TransPennine Express: North	584	71	→	Thameslink: North	441	70	→
First TransPennine Express: North West	250	80	→	Thameslink: South	306	58	→
First TransPennine Express: South	150	65	→	Virgin: London/Birmingham - Scotland	224	86	→
Gatwick Express	476	82	↓	Virgin: London - Liverpool	155	95	→
Grand Central: London - Bradford	210	97	→	Virgin: London - Manchester	269	91	→
Grand Central: London - Sunderland	384	89	↓	Virgin: London - North Wales	104	89	→
Great Northern	544	79	→	Virgin: London - Scotland	241	86	↑
Great Western Railway: Long Distance	1120	82	↑	Virgin: London - Wolverhampton	206	92	↑
Great Western Railway: London Thames Valley	959	73	→	Virgin Trains East Coast: Non-London Journeys	320	84	→
Great Western Railway: West	737	83	↑	Virgin Trains East Coast: London East Midlands and East of England	217	81	↓
Heathrow Connect	539	73	→	Virgin Trains East Coast: London - North East and Scotland	277	89	→
Heathrow Express	504	93	→	Virgin Trains East Coast: London - Yorkshire	226	87	→
London Midland: London Commuter	285	76	→				
London Midland: West Coast	239	78	→				
London Midland: West Midlands	570	76	→				
London Overground: Gospel Oak - Barking	250	89	→				
London Overground: Highbury - Croydon/Clapham	228	86	→				
London Overground: Richmond/Clapham - Stratford	251	85	→				

## Sufficient room for all passengers to sit/stand

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Abellio Greater Anglia: Intercity	343	71	→	London Overground: Watford - Euston	248	80	→
Abellio Greater Anglia: Mainline	377	61	→	London Overground: West Anglia	271	74	→
Abellio Greater Anglia: Rural	233	80	→	Merseyrail: Northern	238	80	→
Abellio Greater Anglia: Stansted Express	208	75	→	Merseyrail: Wirral	206	83	↑
Abellio Greater Anglia: West Anglia	351	69	→	Northern Rail: Lancashire and Cumbria	98	83	↑
Arriva Trains Wales: Cardiff and Valleys	321	72	→	Northern Rail: Manchester and Liverpool	271	69	↑
Arriva Trains Wales: Interurban	219	78	→	Northern Rail: South and East Yorkshire	203	76	→
Arriva Trains Wales: Mid Wales and Borders	171	79	→	Northern Rail: Tyne Tees and Wear	146	75	→
Arriva Trains Wales: North Wales and Borders	154	71	→	Northern Rail: West and North Yorkshire	307	75	→
Arriva Trains Wales: South Wales and Borders/West Wales	151	68	→	ScotRail: Interurban	343	63	→
c2c: Southend Line	810	57	→	ScotRail: Rural	139	85	→
c2c: Tilbury Line	224	56	→	ScotRail: Strathclyde	271	76	→
Chiltern Railways: North	296	79	→	ScotRail: Urban	248	68	→
Chiltern Railways: South	721	68	→	South West Trains: Island Line	122	88	→
CrossCountry: Birmingham - Manchester	106	69	→	South West Trains: Longer distance	830	58	→
CrossCountry: Birmingham - North East and Scotland	230	64	→	South West Trains: Metro	419	62	→
CrossCountry: Birmingham - South Coast	146	57	→	South West Trains: Outer Suburban and Local	481	61	→
CrossCountry: Birmingham - South West	240	69	→	Southeastern: High Speed	294	82	→
CrossCountry: Birmingham - Stansted	131	74	→	Southeastern: Mainline	516	63	→
CrossCountry: Nottingham - Cardiff	126	74	→	Southeastern: Metro	680	58	↑
East Midlands Trains: Liverpool - Norwich	294	65	→	Southern: Metro	683	62	→
East Midlands Trains: Local	270	80	↑	Southern: Sussex Coast	766	57	→
East Midlands Trains: London	458	74	→	TfL Rail	299	46	→
First Hull Trains	531	82	→	Thameslink: Loop	299	51	→
First TransPennine Express: North	571	58	→	Thameslink: North	429	63	→
First TransPennine Express: North West	248	65	→	Thameslink: South	303	57	→
First TransPennine Express: South	152	48	→	Virgin: London/Birmingham - Scotland	214	77	→
Gatwick Express	475	73	↓	Virgin: London - Liverpool	153	81	→
Grand Central: London - Bradford	189	81	↓	Virgin: London - Manchester	265	84	→
Grand Central: London - Sunderland	372	92	→	Virgin: London - North Wales	101	71	→
Great Northern	535	56	→	Virgin: London - Scotland	228	84	→
Great Western Railway: Long Distance	1082	72	→	Virgin: London - Wolverhampton	201	79	↑
Great Western Railway: London Thames Valley	940	65	→	Virgin Trains East Coast: Non-London Journeys	315	83	→
Great Western Railway: West	721	63	→	Virgin Trains East Coast: London East Midlands and East of England	208	77	→
Heathrow Connect	529	82	↑	Virgin Trains East Coast: London - North East and Scotland	273	77	→
Heathrow Express	501	90	→	Virgin Trains East Coast: London - Yorkshire	219	75	→
London Midland: London Commuter	276	65	→				
London Midland: West Coast	231	73	→				
London Midland: West Midlands	555	68	→				
London Overground: Gospel Oak - Barking	241	60	→				
London Overground: Highbury - Croydon/Clapham	229	70	→				
London Overground: Richmond/Clapham - Stratford	247	59	→				

## Overall satisfaction with the station

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

## Journey Purpose

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

## Age

	16-34 Autumn 2015			Improvement/decline in % satisfied or good since Autumn 2014			35-59 Autumn 2015			Improvement/decline in % satisfied or good since Autumn 2014			60+ Autumn 2015			Improvement/decline in % satisfied or good since Autumn 2014		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change			
Overall sample size 25762																		
<b>Overall satisfaction with your journey</b>	<b>81</b>	<b>2</b>		<b>80</b>	<b>2</b>		<b>91</b>	<b>1</b>										
<b>STATION FACILITIES</b>																		
Overall satisfaction with the station	82	3		79	2		84	0										
Ticket buying facilities	75	1		73	1		82	-1										
Provision of information about train times/platforms	81	2		81	2		88	0										
The upkeep/repair of the station buildings/platforms	73	3		71	1		79	0										
Cleanliness	76	2		76	2		83	1										
The facilities and services	54	0		55	-1		63	-1										
The attitudes and helpfulness of the staff	73	3		74	3		83	1										
Connections with other forms of public transport	75	1		74	0		79	-1										
Facilities for car parking	49	1		47	-1		56	0										
Overall environment	73	2		70	3		76	1										
Your personal security whilst using the station	74	4		72	2		75	0										
The availability of staff	64	2		64	3		71	4										
The provision of shelter facilities	72	1		69	2		75	0										
Availability of seating	47	0		45	2		57	2										
How request to station staff was handled	83	3		86	1		91	1										
The choice of shops/eating/drinking facilities available	47	0		47	0		56	0										
<b>TRAIN FACILITIES</b>																		
Overall satisfaction with the train	79	3		79	3		89	1										
The frequency of the trains on that route	69	-1		76	1		87	0										
Punctuality/reliability (i.e. the train arriving/departing on time)	71	1		76	1		88	0										
The length of time the journey was scheduled to take (speed)	80	0		82	1		90	0										
Connections with other train services	75	1		74	1		82	-1										
The value for money of the price of your ticket	37	0		42	2		73	2										
Upkeep and repair of the train	71	2		74	4		83	1										
The provision of information during the journey	67	3		70	4		80	2										
The helpfulness and attitude of staff on train	62	3		63	2		72	-1										
The space for luggage	54	2		51	3		54	-1										
The toilet facilities	35	2		34	1		47	-2										
Sufficient room for all passengers to sit/stand	62	-2		61	1		74	0										
The comfort of the seating area	70	1		69	3		78	1										
The ease of being able to get on and off	78	0		77	1		82	0										
Your personal security on board	79	2		77	2		82	0										
The cleanliness of the inside	74	2		75	3		84	1										
The cleanliness of the outside	74	1		75	4		81	1										
The availability of staff	40	2		42	0		55	-1										
How well train company deals with delays	36	5		35	0		53	0										

## Gender

	Male Autumn 2015			Female Autumn 2015		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change
Overall sample size 25762						
<b>Overall satisfaction with your journey</b>	<b>80</b>	<b>2</b>	<b>↑</b>	<b>86</b>	<b>1</b>	<b>↑</b>
<b>STATION FACILITIES</b>						
Overall satisfaction with the station	78	1	→	83	2	↑
Ticket buying facilities	72	0	→	78	2	→
Provision of information about train times/platforms	80	0	→	85	3	↑
The upkeep/repair of the station buildings/platforms	71	1	→	75	2	↑
Cleanliness	76	1	→	79	2	↑
The facilities and services	54	-1	→	58	0	→
The attitudes and helpfulness of the staff	74	3	↑	77	2	↑
Connections with other forms of public transport	73	0	→	78	0	→
Facilities for car parking	48	0	→	51	-1	→
Overall environment	70	2	→	74	2	↑
Your personal security whilst using the station	73	3	↑	73	1	→
The availability of staff	63	3	↑	67	3	↑
The provision of shelter facilities	70	2	→	72	2	→
Availability of seating	46	2	→	50	2	→
How request to station staff was handled	84	-1	→	88	3	↑
The choice of shops/eating/drinking facilities available	46	0	→	52	0	→
<b>TRAIN FACILITIES</b>						
Overall satisfaction with the train	78	2	↑	84	3	↑
The frequency of the trains on that route	76	1	→	77	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	1	→	80	1	→
The length of time the journey was scheduled to take (speed)	80	1	→	85	1	→
Connections with other train services	74	1	→	78	1	→
The value for money of the price of your ticket	45	3	↑	50	1	→
Upkeep and repair of the train	75	4	↑	76	2	↑
The provision of information during the journey	71	4	↑	73	2	↑
The helpfulness and attitude of staff on train	66	3	↑	65	1	→
The space for luggage	54	2	→	52	2	↑
The toilet facilities	38	2	→	36	0	→
Sufficient room for all passengers to sit/stand	63	2	↑	66	-1	→
The comfort of the seating area	69	3	↑	74	1	→
The ease of being able to get on and off	79	0	→	78	1	→
Your personal security on board	79	2	↑	78	1	→
The cleanliness of the inside	77	3	↑	77	2	↑
The cleanliness of the outside	75	3	↑	77	3	↑
The availability of staff	45	2	→	44	0	→
How well train company deals with delays	33	0	→	43	2	→

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	25762	10419	3423	11920	21872	3890	7988	5259	6542	5973
Abellio Greater Anglia	76841	48	18	34	86	14	23	23	27	28
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 Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Gatwick Express	7872	15	44	40	78	22	69	0	0	31
Great Northern	49653	47	28	25	89	11	24	24	26	26
Great Western Railway	99672	30	20	50	77	23	20	27	27	26
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	158422	56	3	41	82	18	22	24	27	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	28	19	27	26
Southeastern	168378	61	12	27	90	10	18	29	27	26
Southern	173441	51	15	34	90	10	20	29	26	25
TfL Rail	36590	70	10	20	88	12	25	22	24	28
Thameslink	68070	43	25	32	83	17	29	10	32	28
Virgin Trains	31911	11	23	66	81	19	32	7	32	30
Virgin Trains East Coast	19904	10	33	57	76	24	39	7	23	31

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	25762	10419	3423	11920	21872	3890	7988	5259	6542	5973
Abellio Greater Anglia	1588	36	12	52	88	12	27	27	23	23
Arriva Trains Wales	1109	26	9	65	71	29	24	15	30	31
c2c	1087	61	6	32	86	14	46	13	22	19
Chiltern Railways	1074	45	17	38	92	8	44	8	27	21
CrossCountry	1031	27	21	52	87	13	22	13	31	34
East Midlands Trains	1063	31	19	51	79	21	34	29	19	18
First TransPennine Express	1016	37	16	47	94	6	21	24	40	15
Gatwick Express	505	18	26	56	78	22	51	0	0	49
Great Northern	563	59	10	31	93	7	46	20	15	20
Great Western Railway	2880	39	16	45	85	15	29	31	24	15
London Midland	1125	42	12	46	85	15	35	20	29	16
London Overground	1322	60	6	34	92	8	34	12	22	32
Merseyrail	483	44	4	52	79	21	31	27	27	15
Northern Rail	1086	41	7	52	79	21	26	27	25	22
ScotRail	1064	36	11	54	80	20	26	27	30	17
South West Trains	1951	42	10	48	86	14	20	17	25	38
Southeastern	1580	49	9	42	89	11	25	31	26	17
Southern	1538	49	10	41	88	12	28	30	26	16
TfL Rail	316	75	3	21	89	11	22	14	38	27
Thameslink	1081	53	9	38	84	16	38	12	32	17
Virgin Trains	1233	18	31	51	78	22	33	9	28	30
Virgin Trains East Coast	1067	17	24	59	84	16	47	8	13	33

## The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
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.
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 Network Rail stations covered by NRPS during that time period.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

## Sector definitions

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

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

\* Part of the Govia Thameslink Railway franchise

## How are routes defined

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

### **Abellio Greater Anglia: Intercity**

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

### **Abellio Greater Anglia: Main line**

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

### **Abellio Greater Anglia: Rural**

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

### **Abellio Greater Anglia: Stansted**

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

### **Abellio Greater Anglia: West Anglia**

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

### **Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Interurban**

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

### **Arriva Trains Wales: Mid Wales & Borders**

Journeys on the route Birmingham – Aberystwyth/Pwllheli

### **Arriva Trains Wales: North Wales & Borders**

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

### **Arriva Trains Wales: South Wales & Borders/West Wales**

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

### **c2c: Southend line**

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

### **c2c: Tilbury line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham - Manchester**

Journeys on the Manchester Piccadilly - Birmingham New Street route

### **CrossCountry: Birmingham - North East and Scotland**

Journeys on the Birmingham New Street - Aberdeen route

### **CrossCountry: Birmingham - South Coast**

Journeys on the Birmingham New Street - Bournemouth route

### **CrossCountry: Birmingham - South West**

Journeys on the Birmingham New Street - Penzance route

### **CrossCountry: Birmingham - Stansted**

Journeys on the Birmingham New Street - Stansted Airport route

### **CrossCountry: Nottingham - Cardiff**

Journeys on the Nottingham - Cardiff Central route

### **East Midlands Trains: Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

### **East Midlands Trains: Local**

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

### **East Midlands Trains: London**

Journeys on the London - Sheffield route. Also includes London - Corby services.

### **First Hull Trains**

All First Hull Trains journeys

### **First TransPennine Express: North**

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

### **First TransPennine Express: North West**

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

# 11 11.3 How routes are defined (cont'd)

## **First TransPennine Express: South**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

## **Gatwick Express\***

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

## **Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route

## **Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route

## **Great Northern\***

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

## **Great Western Railway: Long distance**

Journeys on long distance services

## **Great Western Railway: London Thames Valley**

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

## **Great Western Railway: West**

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

## **Heathrow Connect**

All Heathrow Connect journeys

## **Heathrow Express**

All Heathrow Express journeys

## **London Midland: London Commuter**

Journeys on London Euston – Northampton services

## **London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

## **London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

## **London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

## **London Overground: Highbury – Croydon/ Clapham**

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

## **London Overground: Richmond/Clapham Junction – Stratford**

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

## **London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

## **London Overground: West Anglia**

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

## **Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

## **Merseyrail: Wirral**

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

## **Northern Rail: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

## **Northern Rail: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

## **Northern Rail: South & East Yorkshire**

Journeys from stations in South and East Yorkshire, and Lincolnshire

## **Northern Rail: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

## **Northern Rail: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

## **ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas

## **ScotRail: Rural**

Journeys on predominantly rural rail lines

## **ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

## **ScotRail: Urban**

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

## **Southeastern: High speed**

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

\* Part of the Govia Thameslink Railway franchise

# 11 11.3 How routes are defined (cont'd)

## **Southeastern: Main line**

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

## **Southeastern: Metro**

Journeys on rail lines that are within London

## **Southern: Sussex Coast\***

Journeys London – Sussex (and beyond)

## **Southern: Metro\***

Journeys on rail lines that are within London

## **South West Trains: Island line**

Journeys starting from stations on the Isle of Wight

## **South West Trains: Longer distance**

Journeys starting on longer distance routes that generally go to or from London, but where the vast majority of the journey is outside London

## **South West Trains: Metro**

Journeys on routes that are mainly or wholly within London

## **South West Trains: Outer Suburban and Local**

Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

## **TfL Rail**

Journeys on London – Shenfield metro service

## **Thameslink: Loop\***

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

## **Thameslink: North\***

Journeys starting from stations on the route between Farringdon and Bedford

## **Thameslink: South\***

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

## **Virgin Trains: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services

## **Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services

## **Virgin Trains: London – Manchester**

Journeys on London – Manchester services

## **Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services

## **Virgin Trains: London – Scotland**

Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services

## **Virgin Trains: London – Wolverhampton/Shrewsbury**

Journeys on London – Wolverhampton/Shrewsbury services

## **Virgin Trains East Coast: London - East Midlands/East of England**

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

## **Virgin Trains East Coast: Non-London journeys**

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

## **Virgin Trains East Coast: London - Yorkshire**

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

## **Virgin Trains East Coast: London - Scotland - North East**

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

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