



National Rail Passenger Survey Stakeholder 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

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)

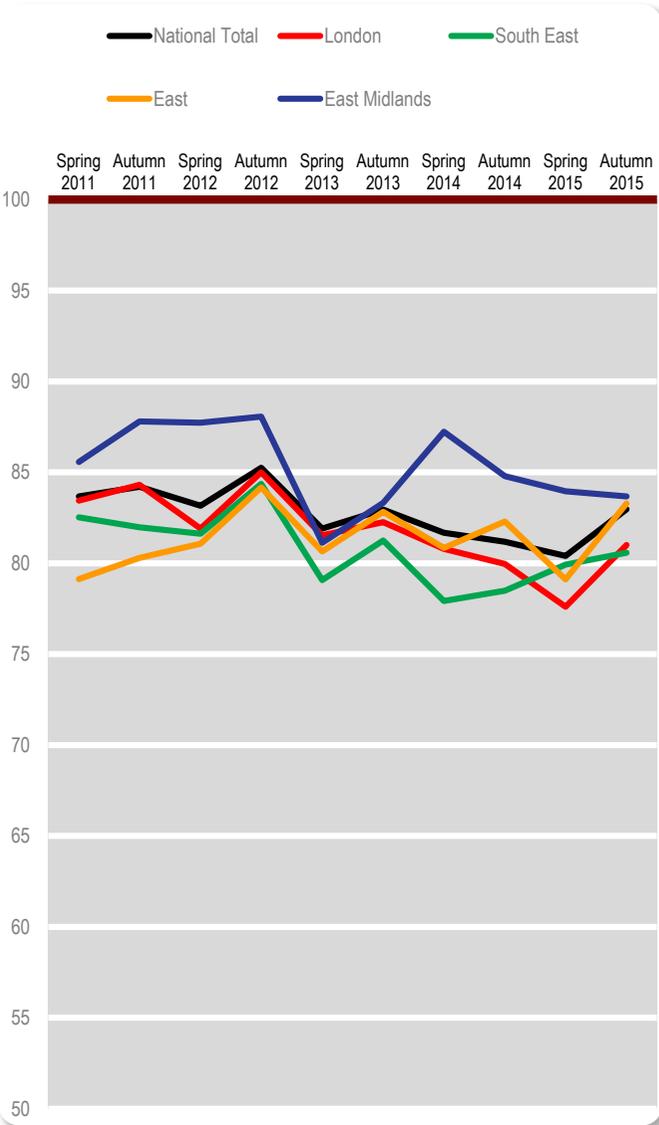
Fieldwork for Wave 30 was undertaken between 2nd February and 13th April 2014.

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.

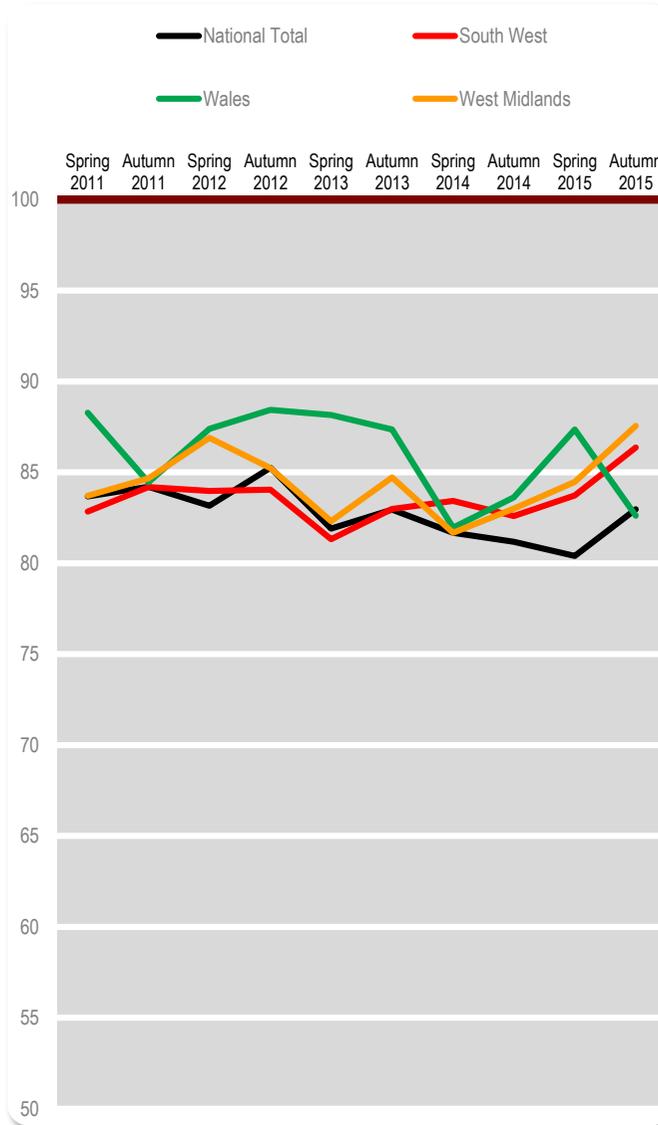
There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground, on 5th and 6th of February.

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.

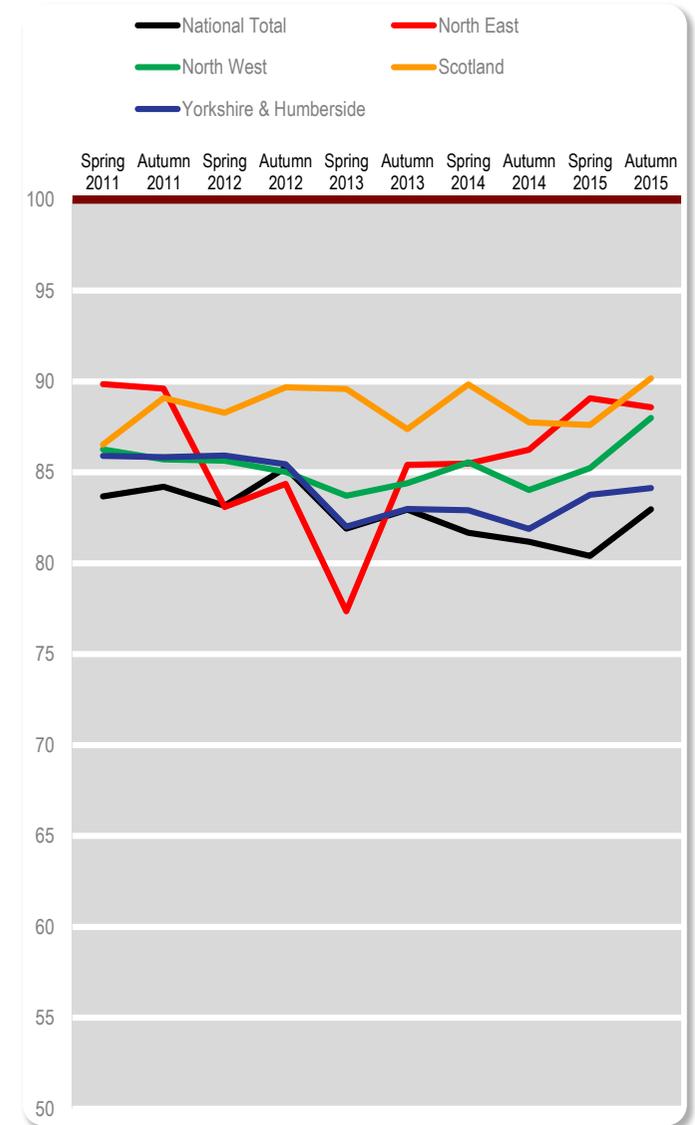
National total versus eastern regions



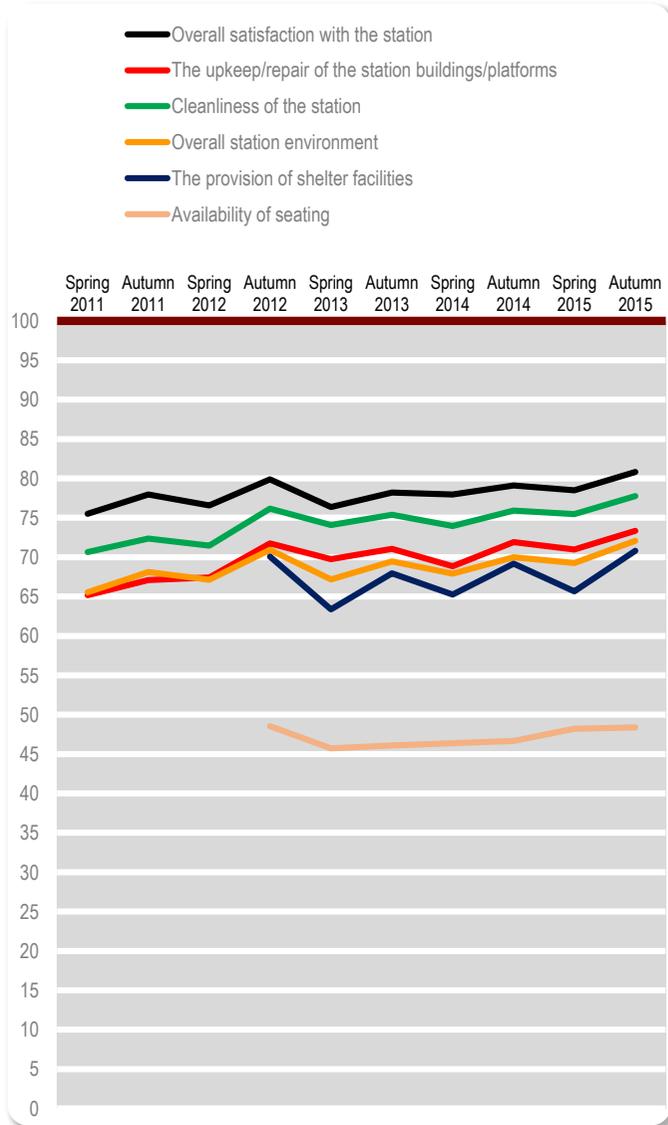
National total versus western regions



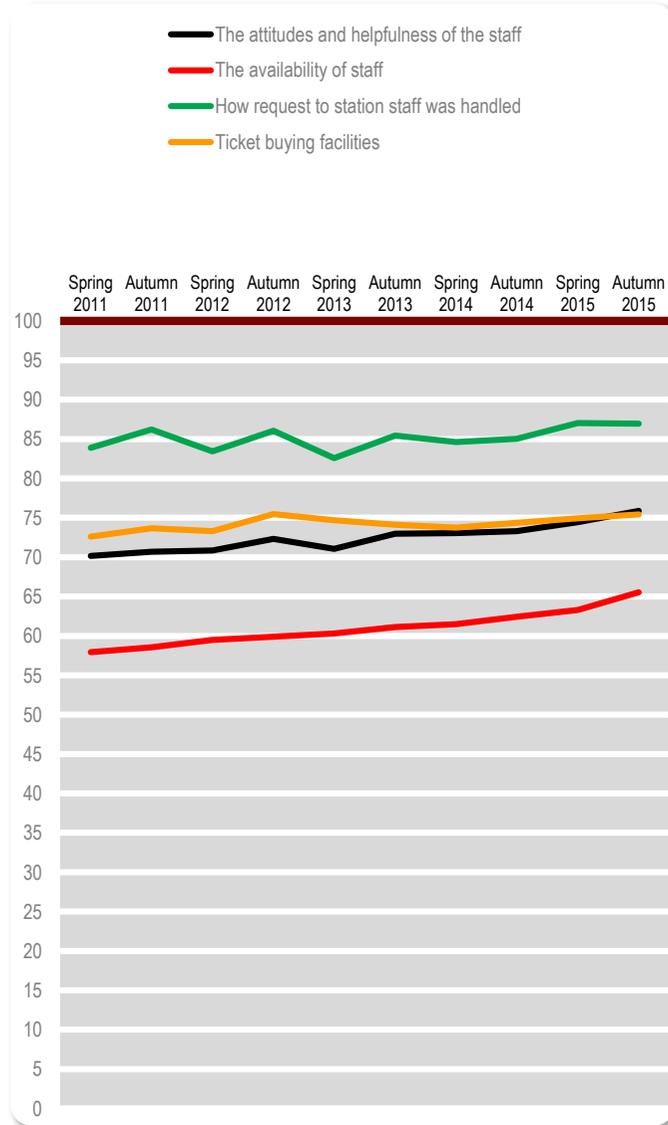
National total versus northern regions



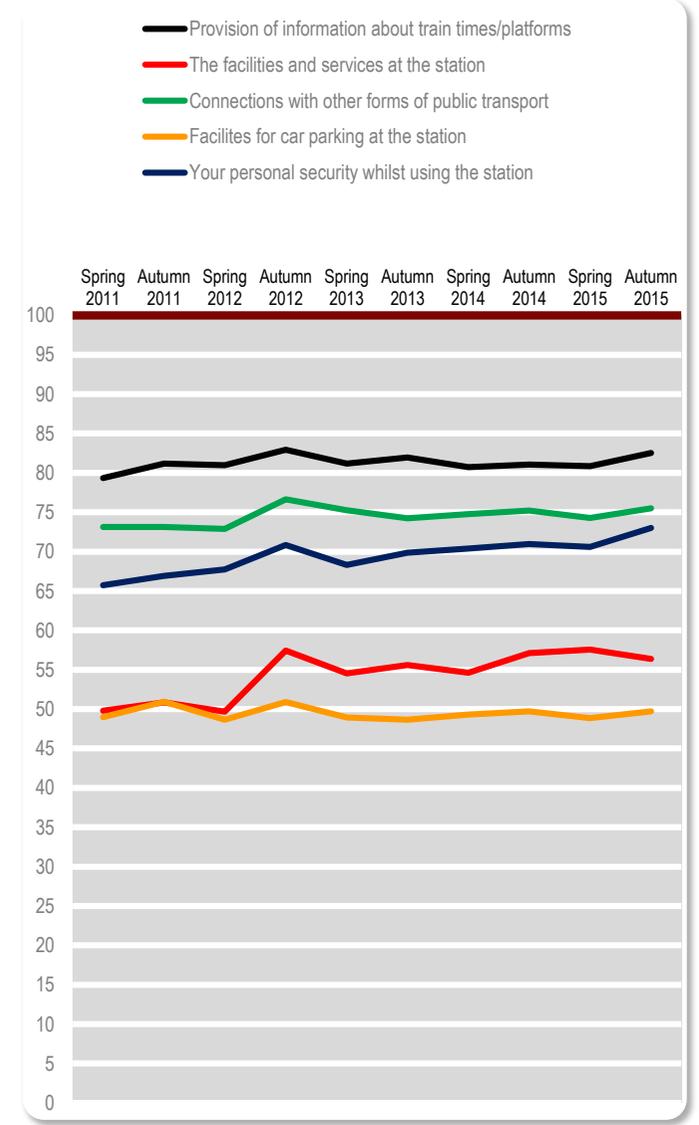
Satisfaction with station environment



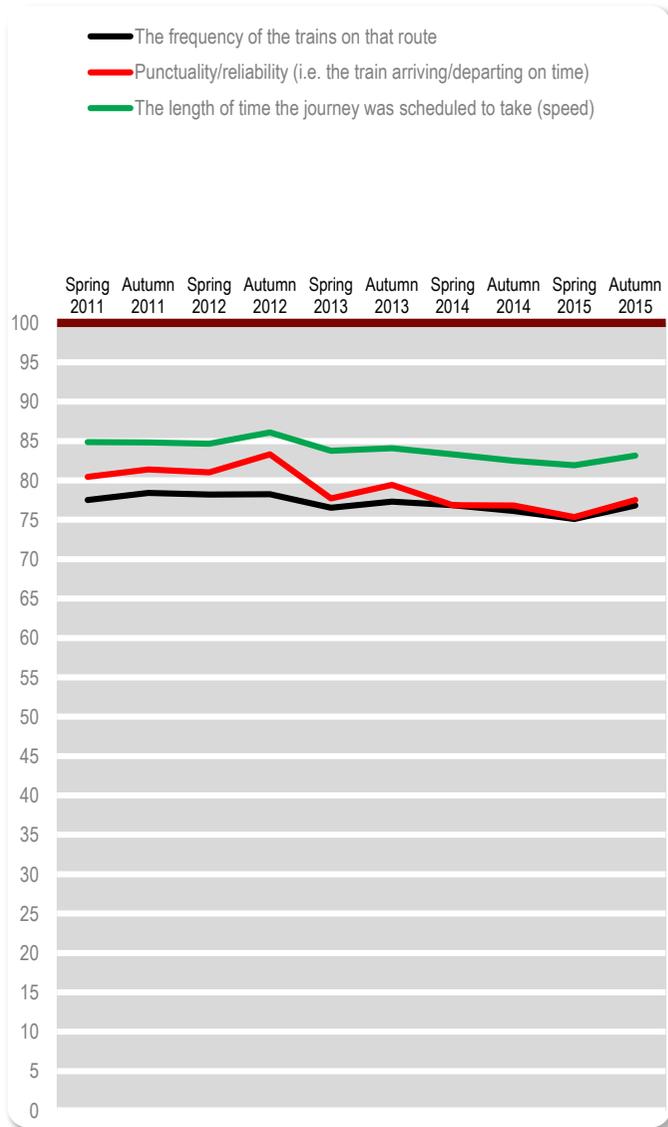
Satisfaction with station staff



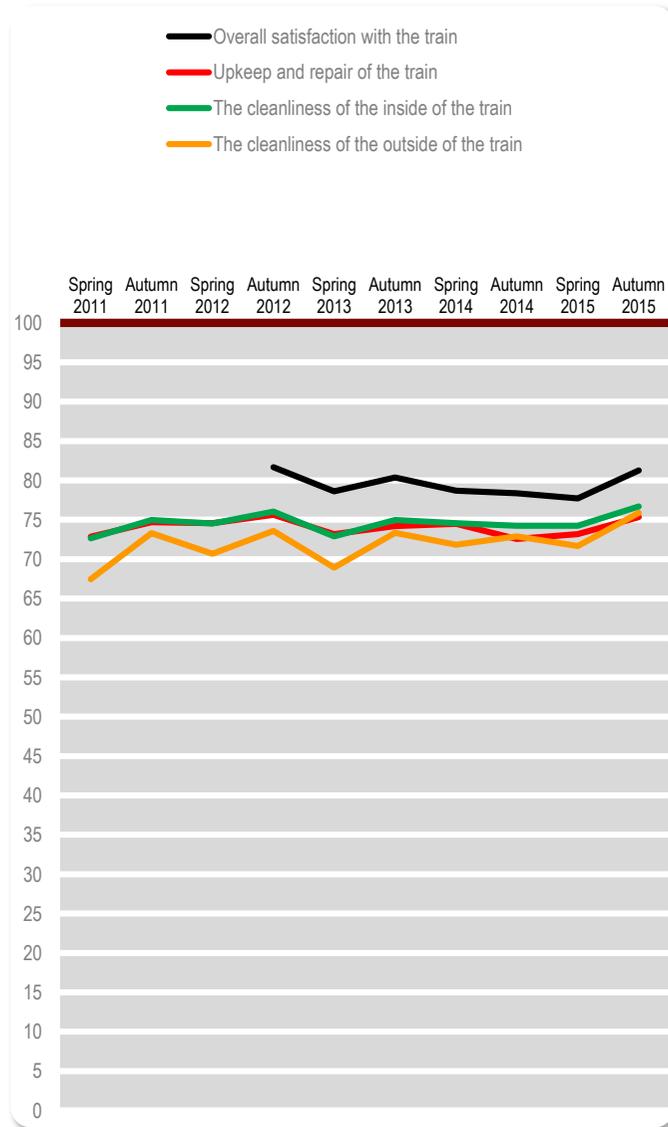
Satisfaction with station facilities



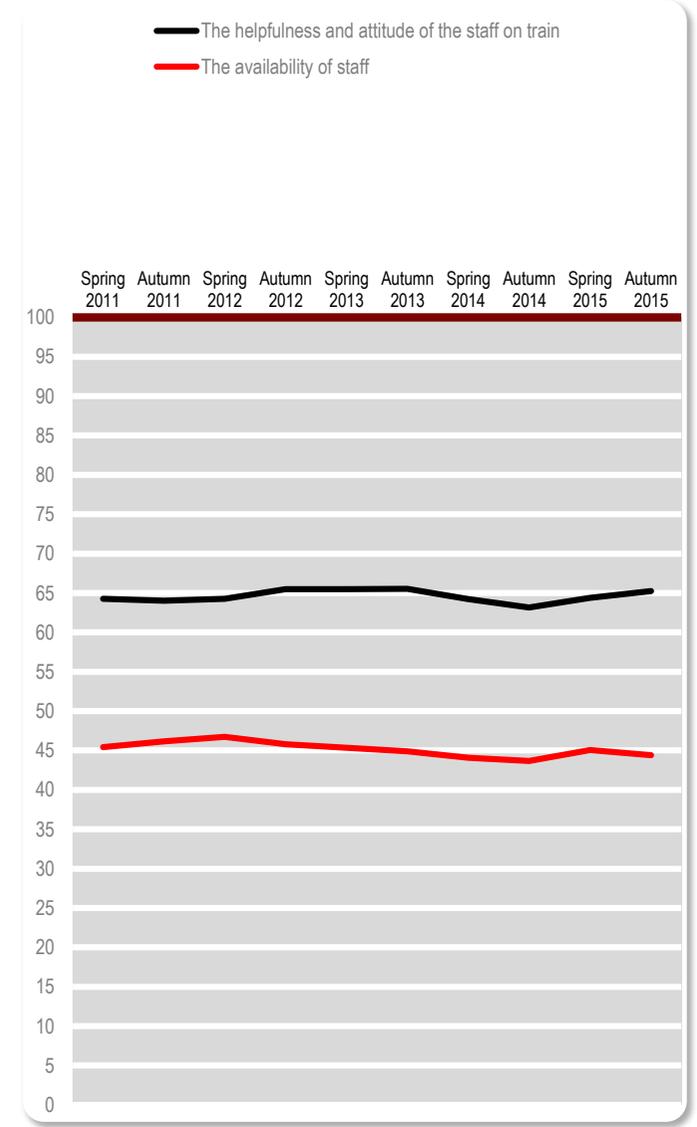
Satisfaction with timing factors



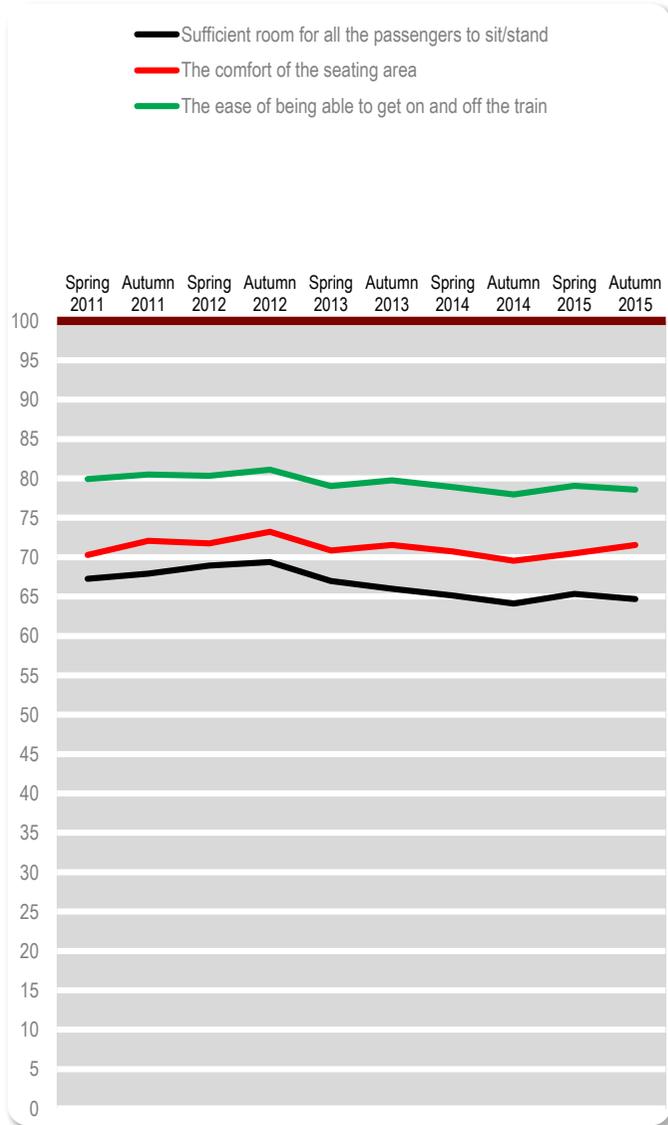
Satisfaction with train environment



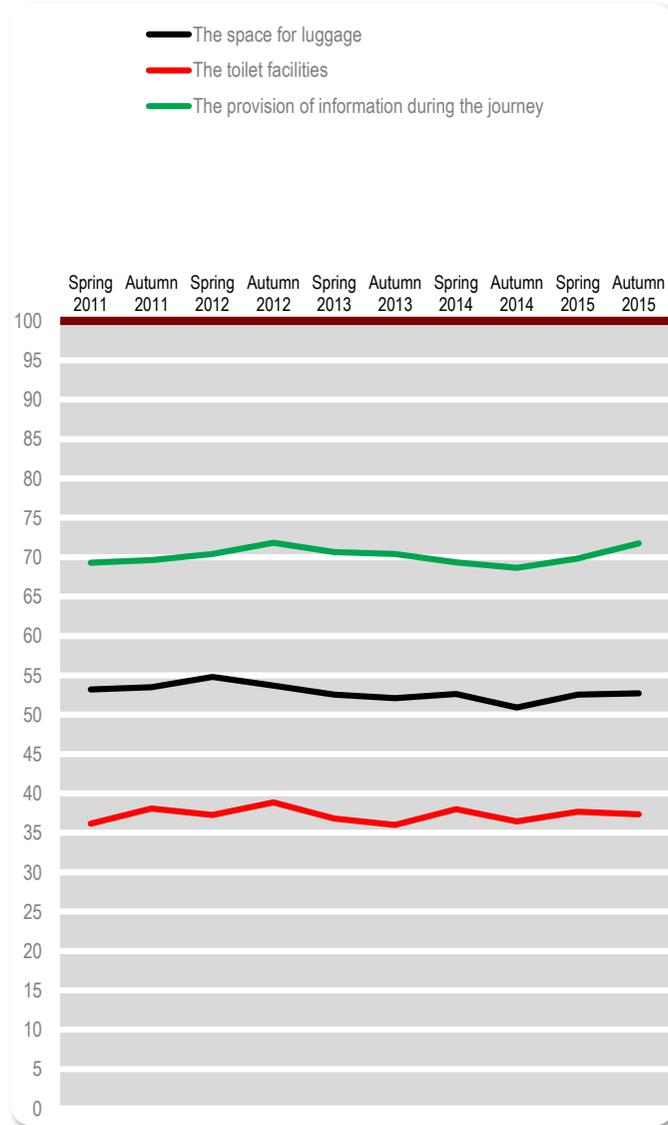
Satisfaction with train staff



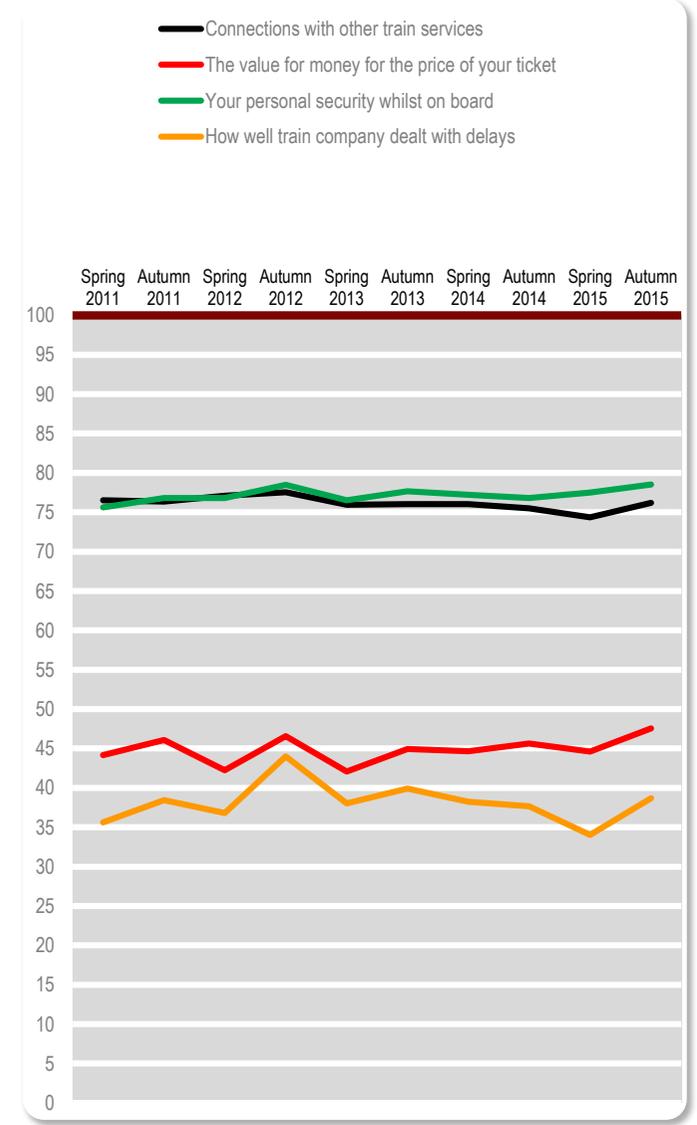
Satisfaction with accessing and seating



Satisfaction with on board facilities



Satisfaction with other aspects of train journey



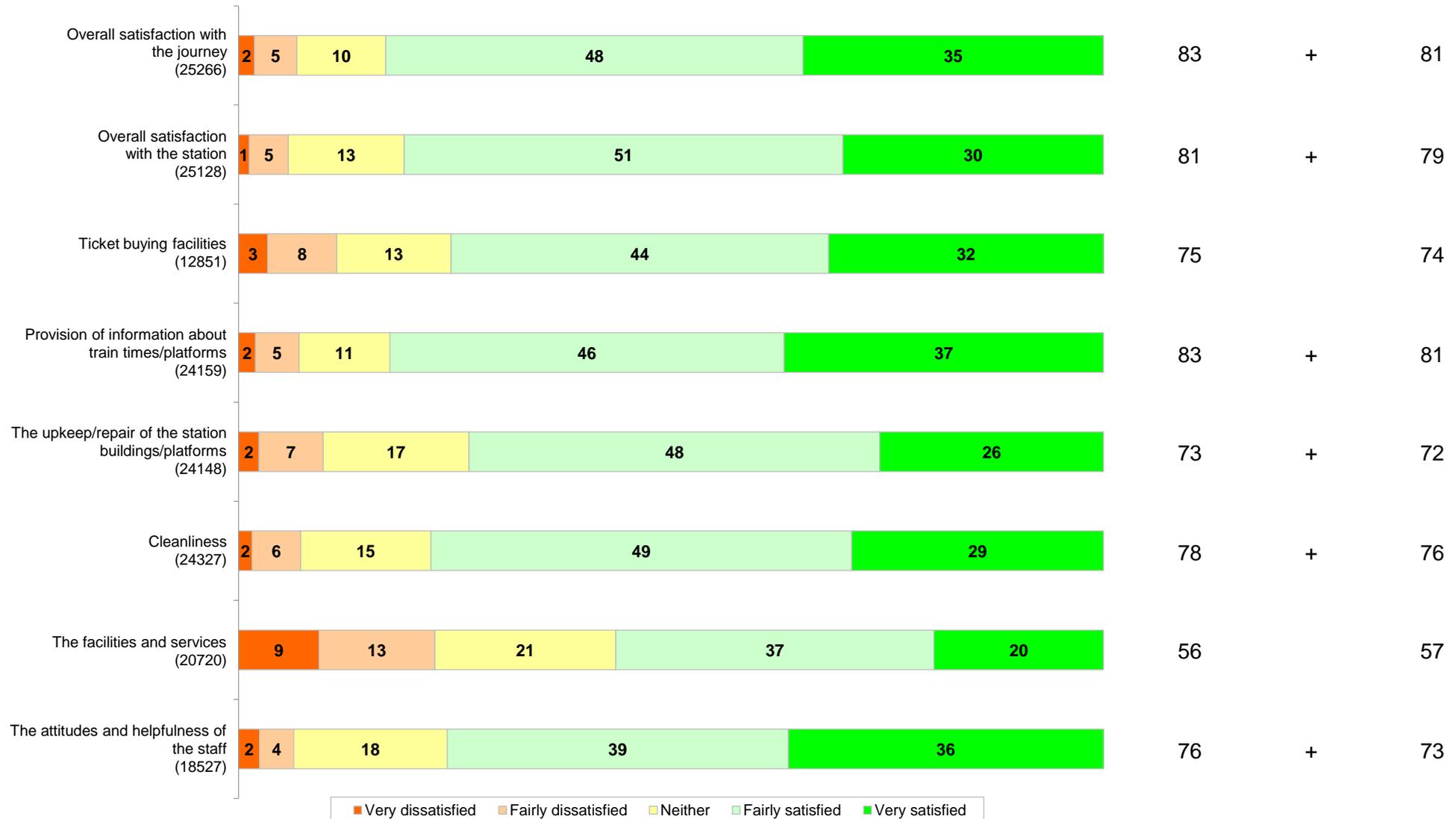
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

National level results for all passengers

Autumn 2015

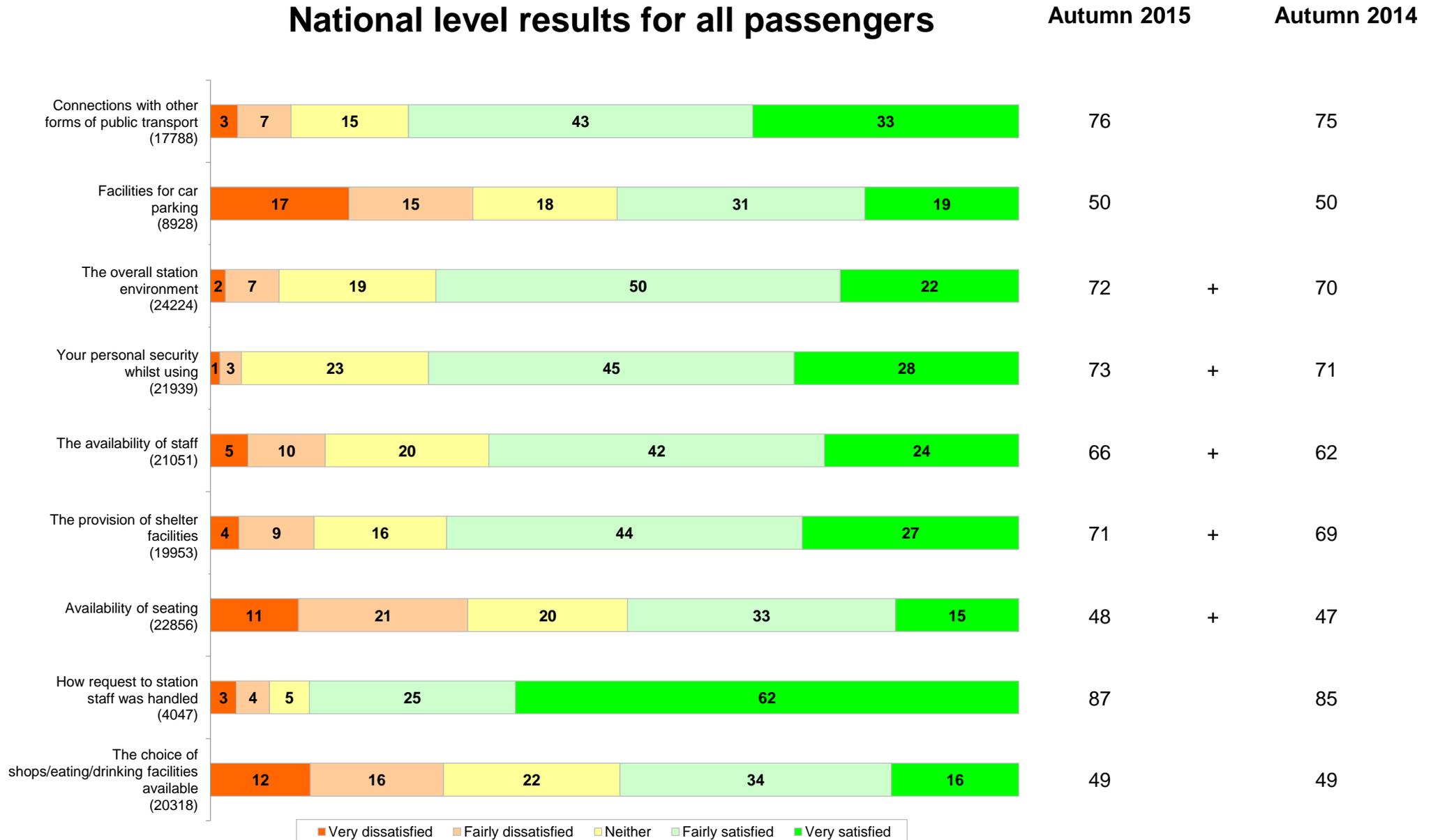
Autumn 2014



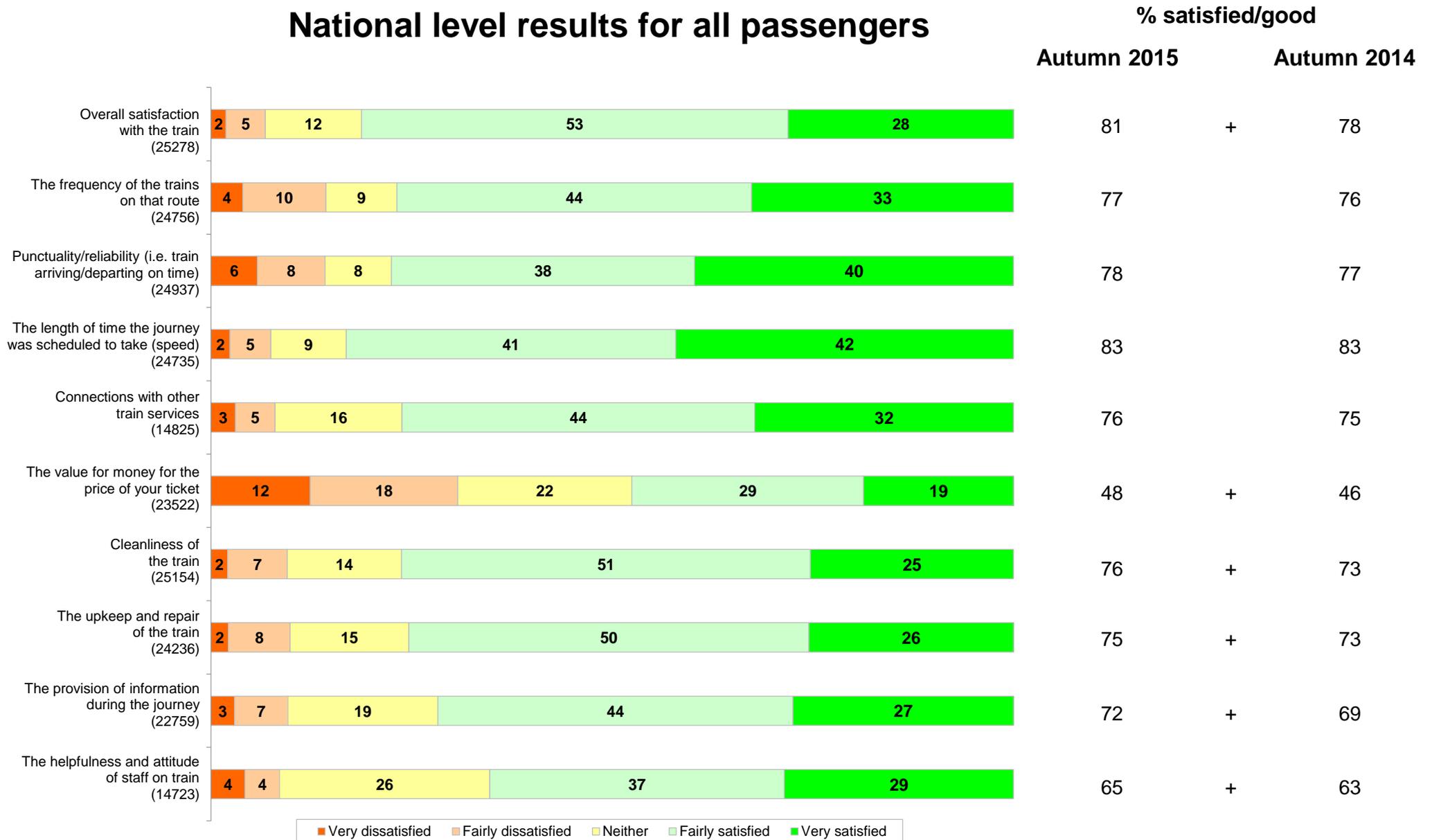
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

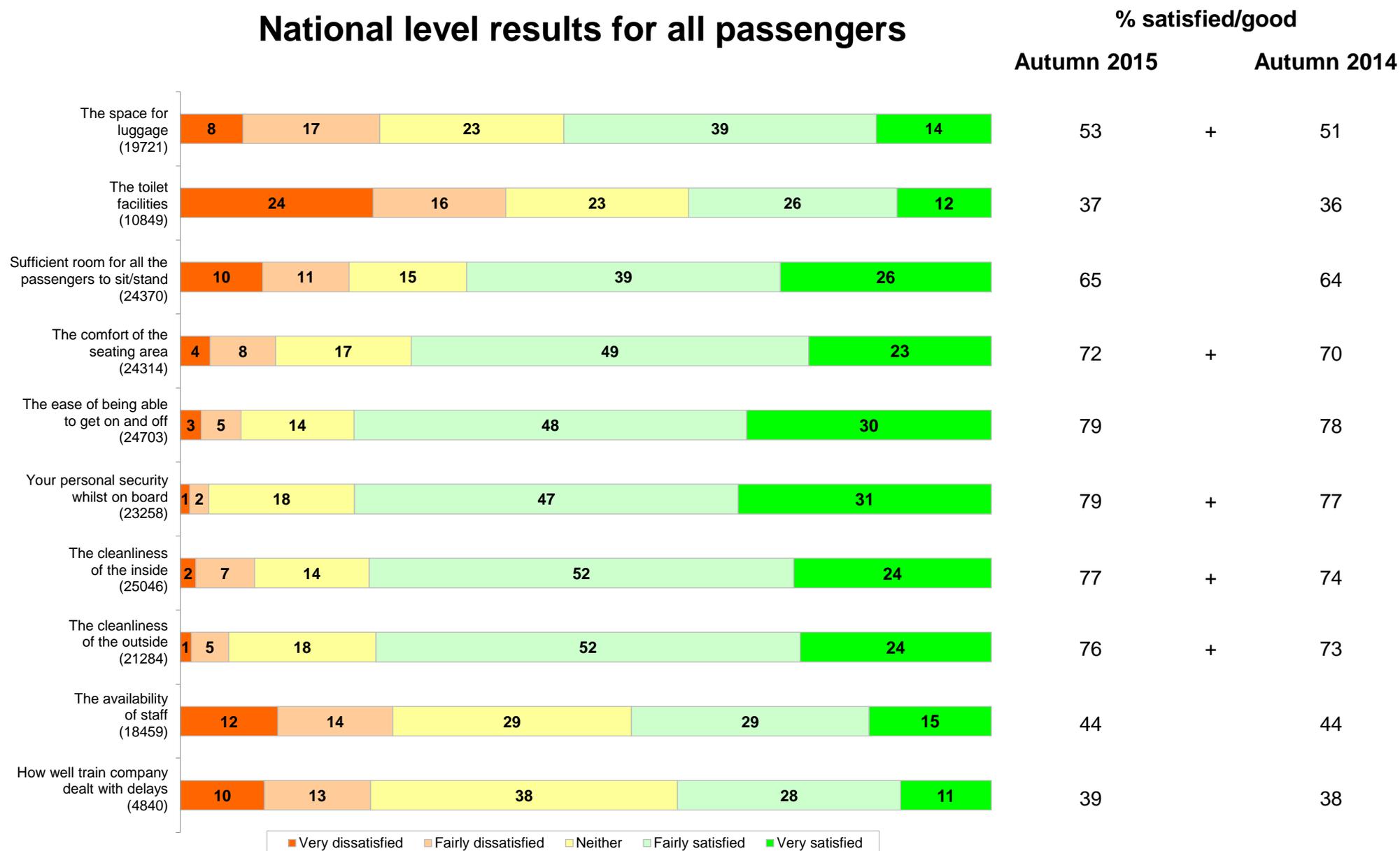
National level results for all passengers



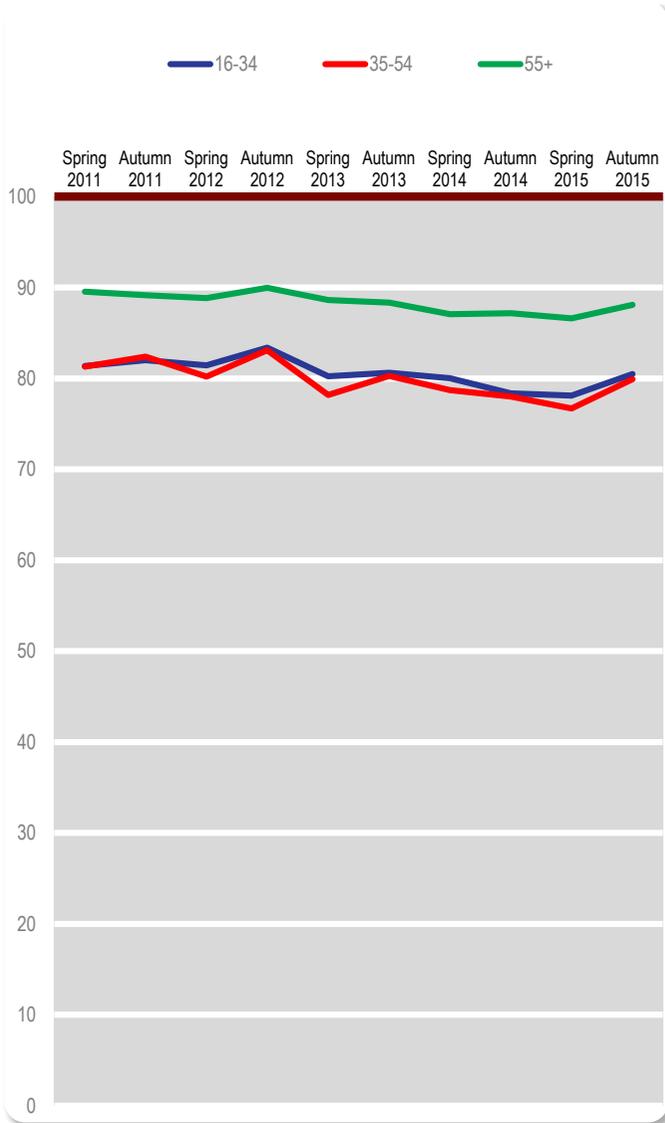
National level results for all passengers



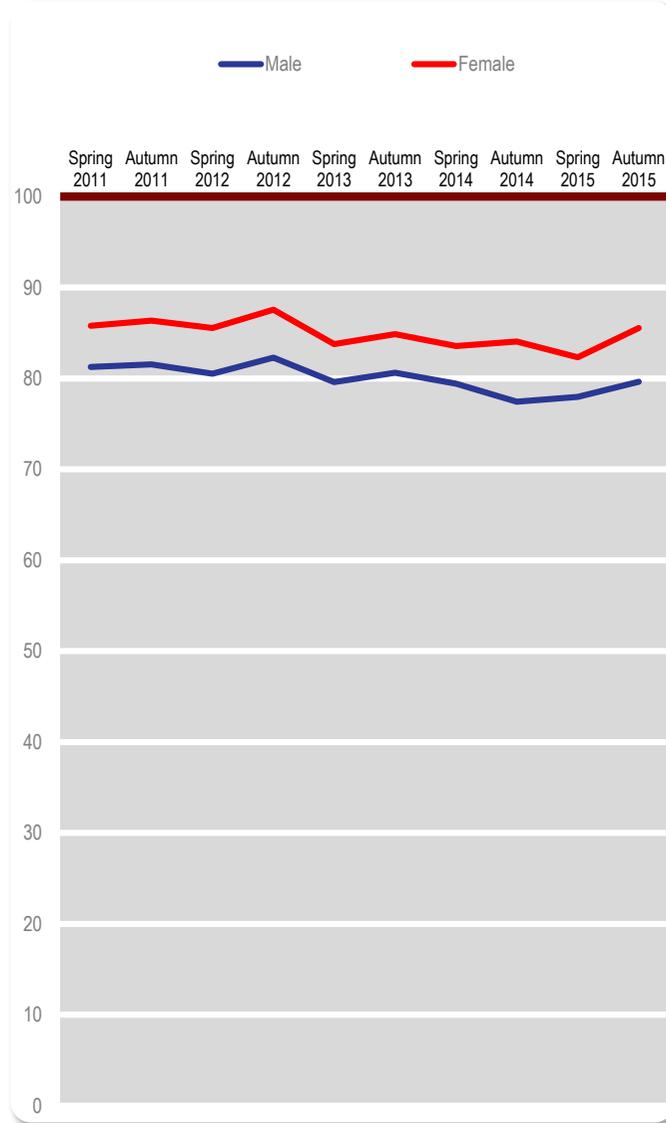
National level results for all passengers



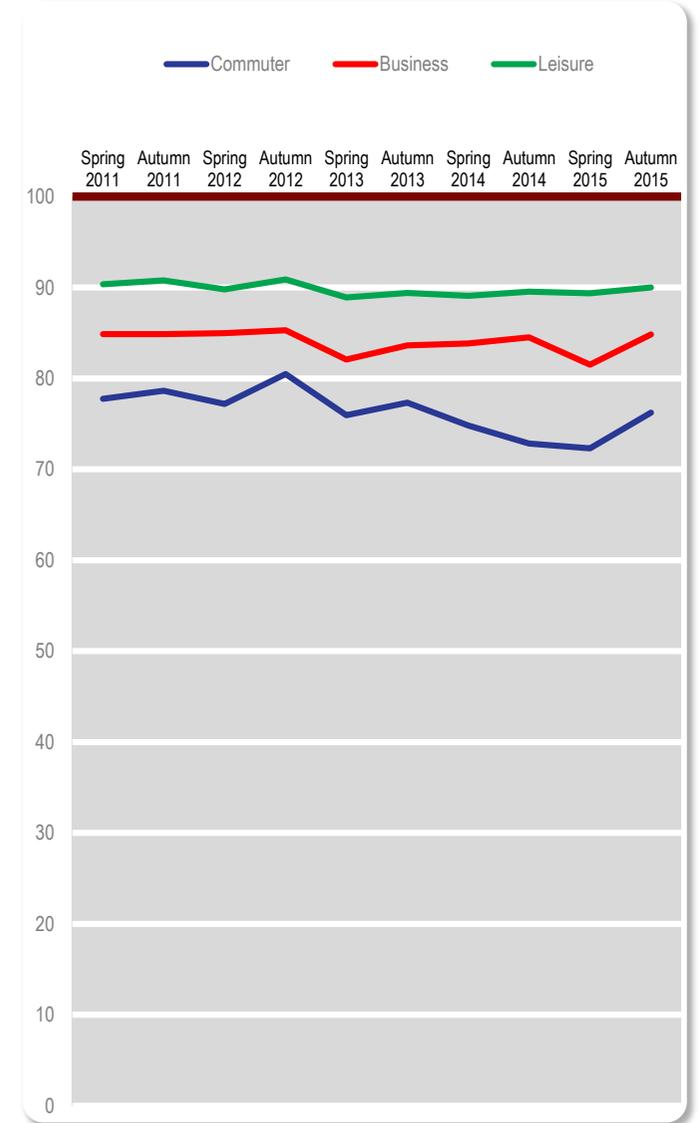
By age



By gender



By journey type



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

% satisfied/good

National level results for commuters

Autumn 2015

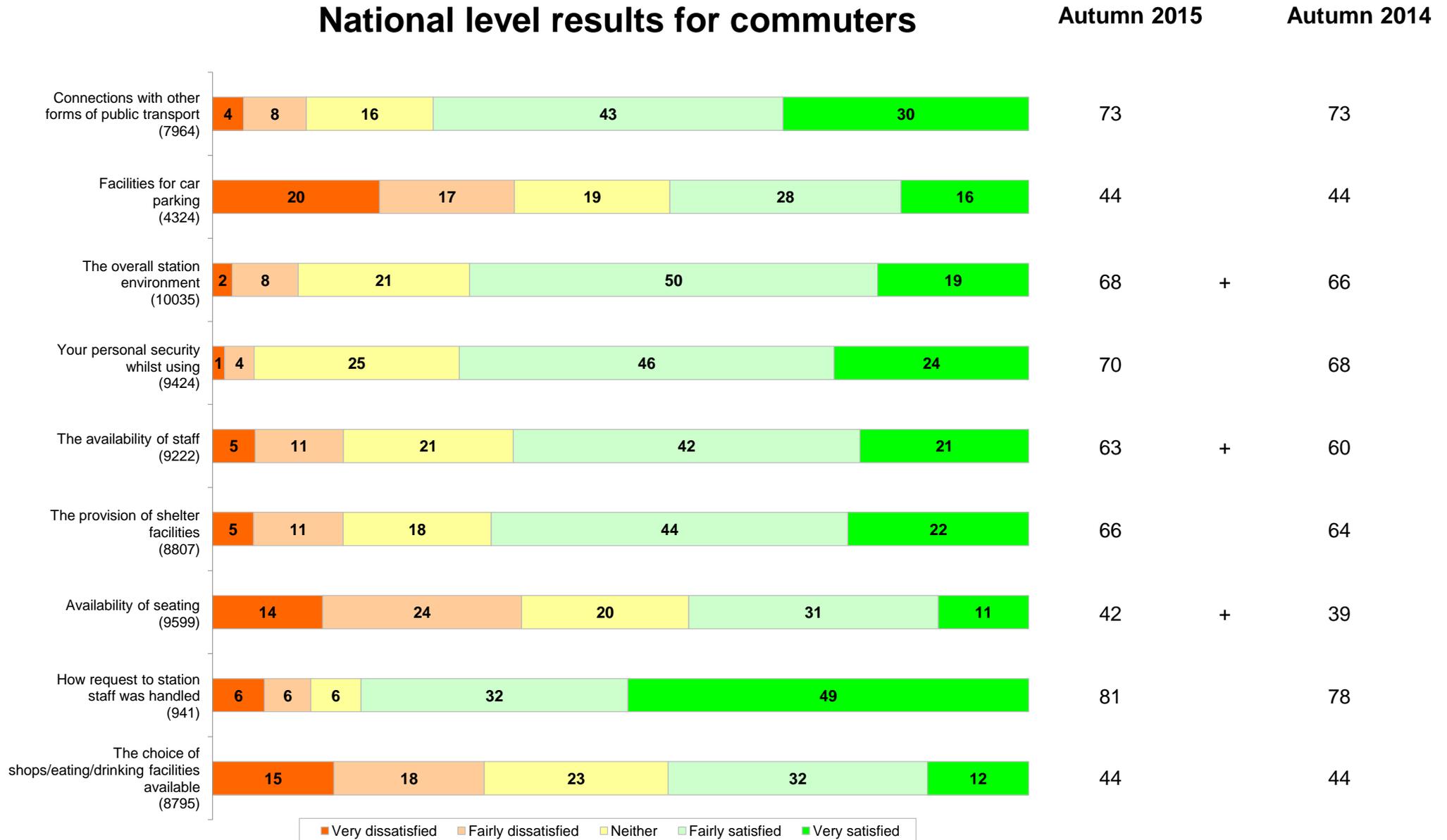
Autumn 2014



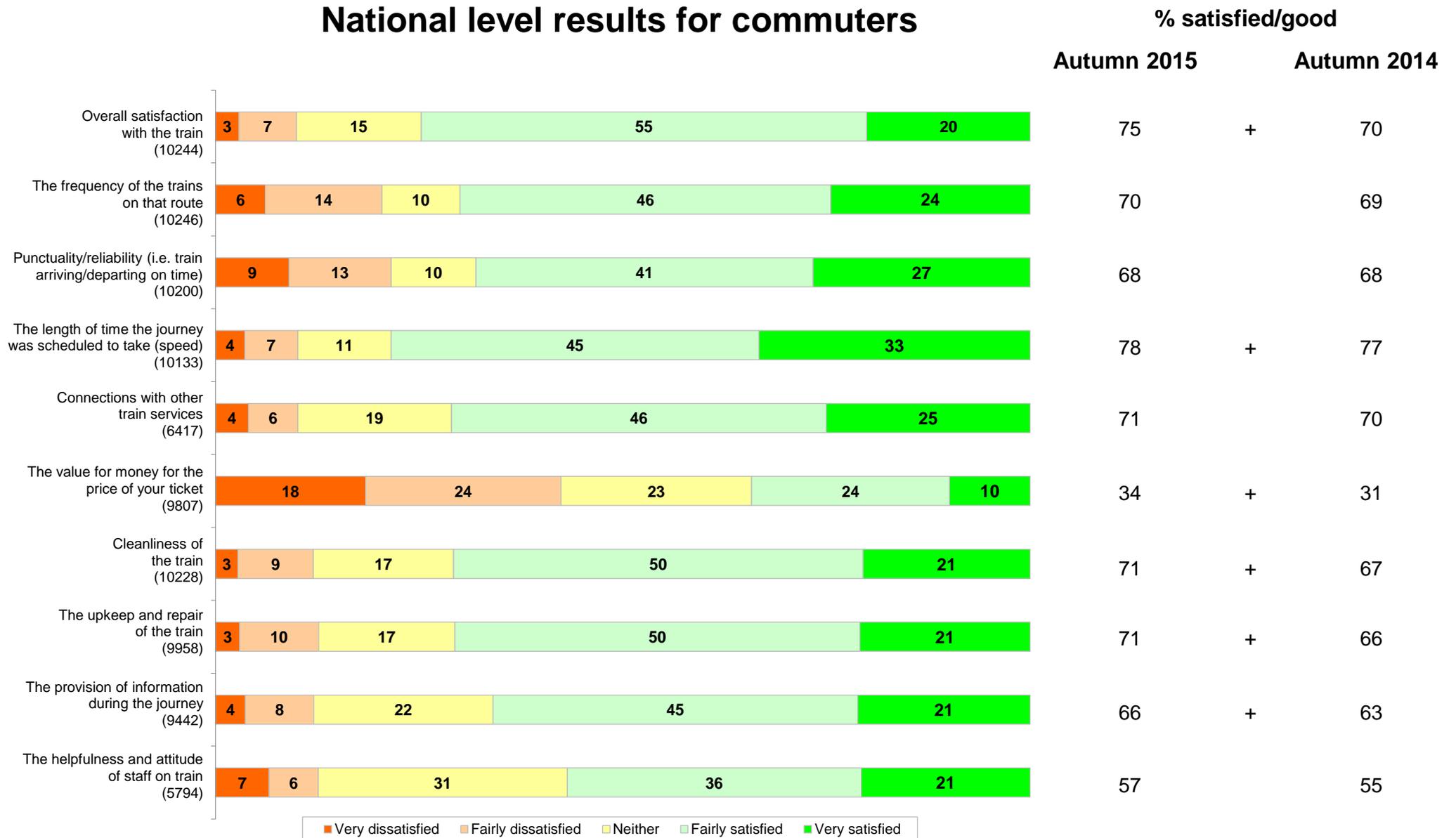
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

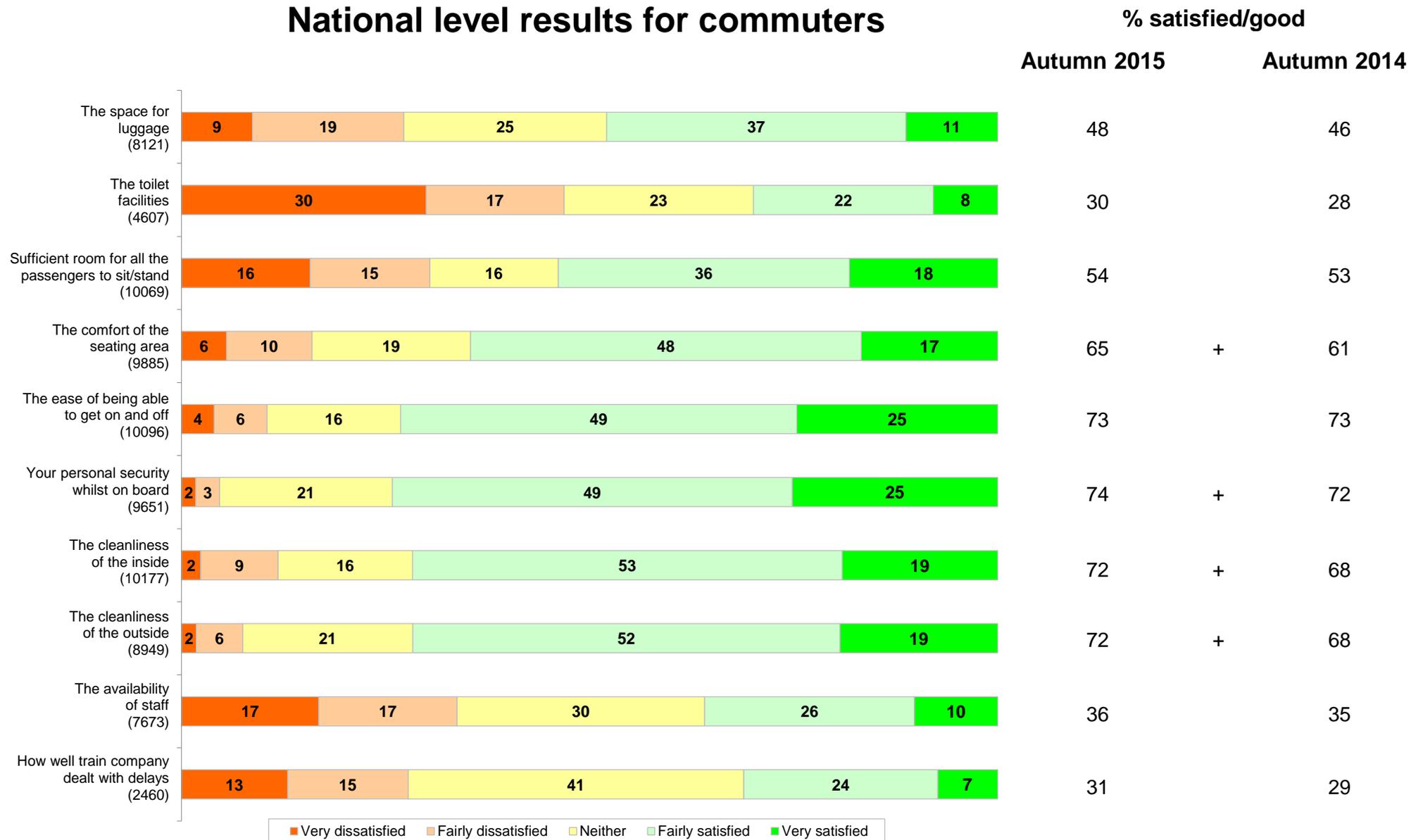
National level results for commuters



National level results for commuters



National level results for commuters



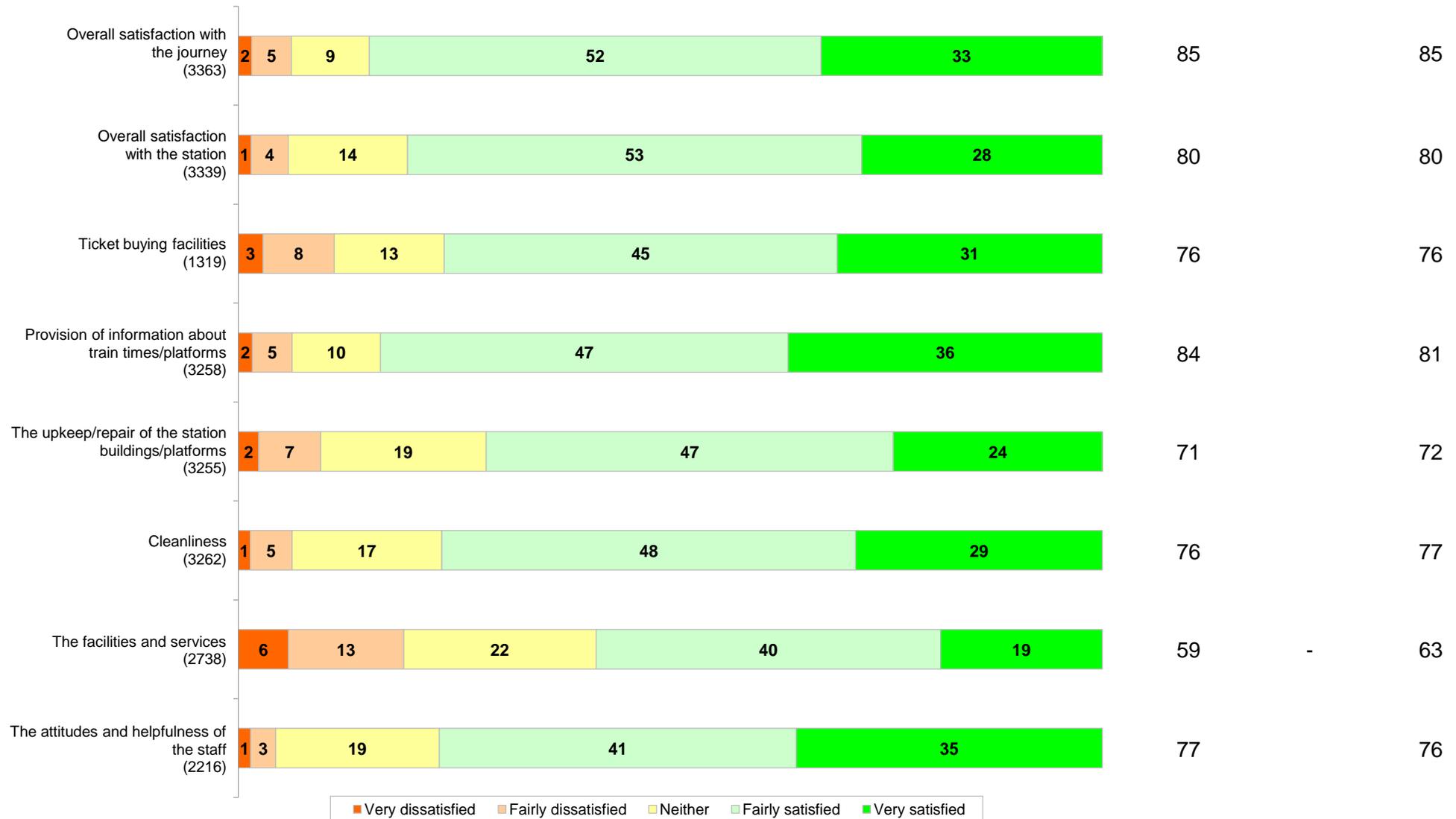
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

National level results for business travellers

Autumn 2015

Autumn 2014



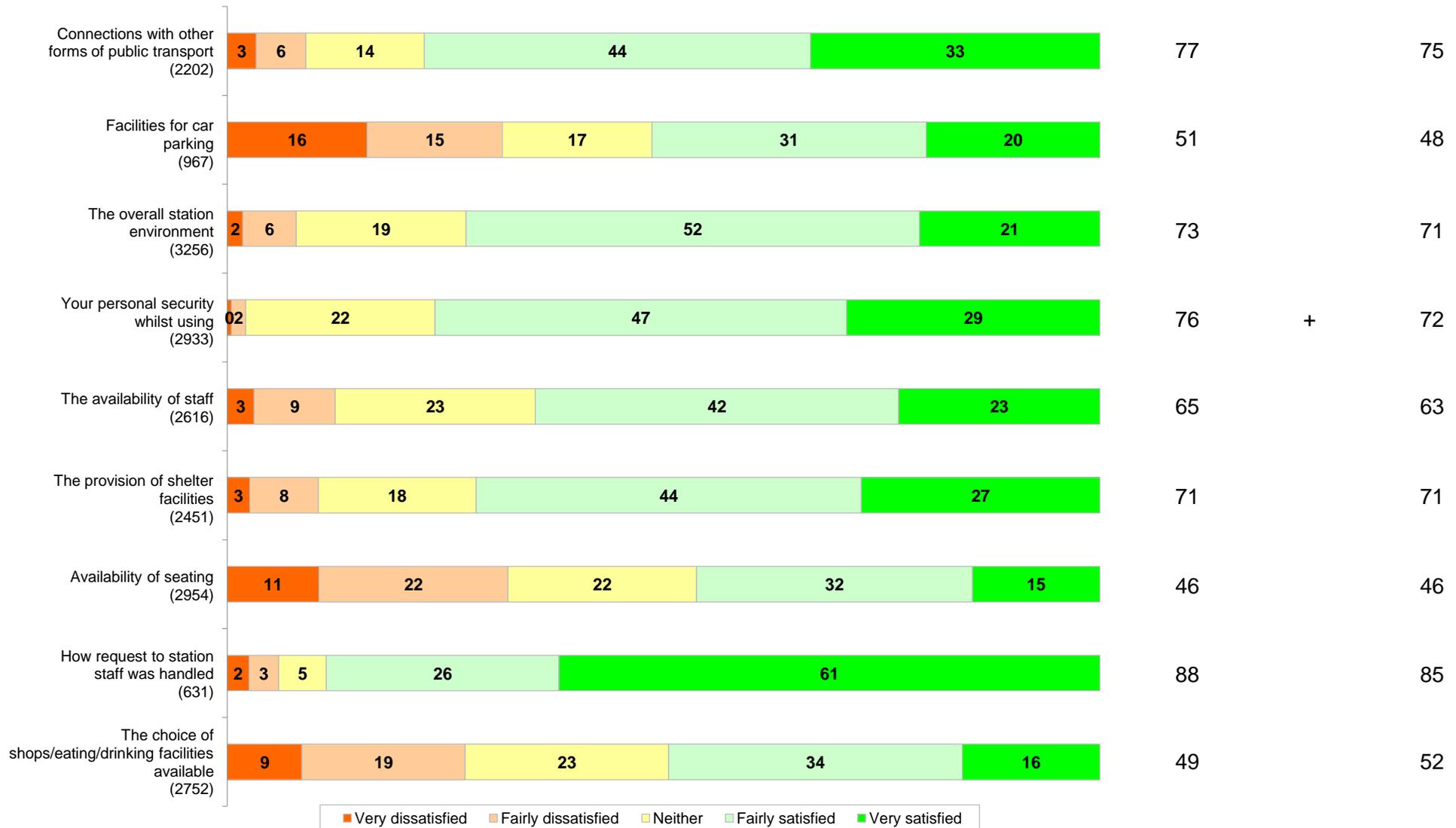
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

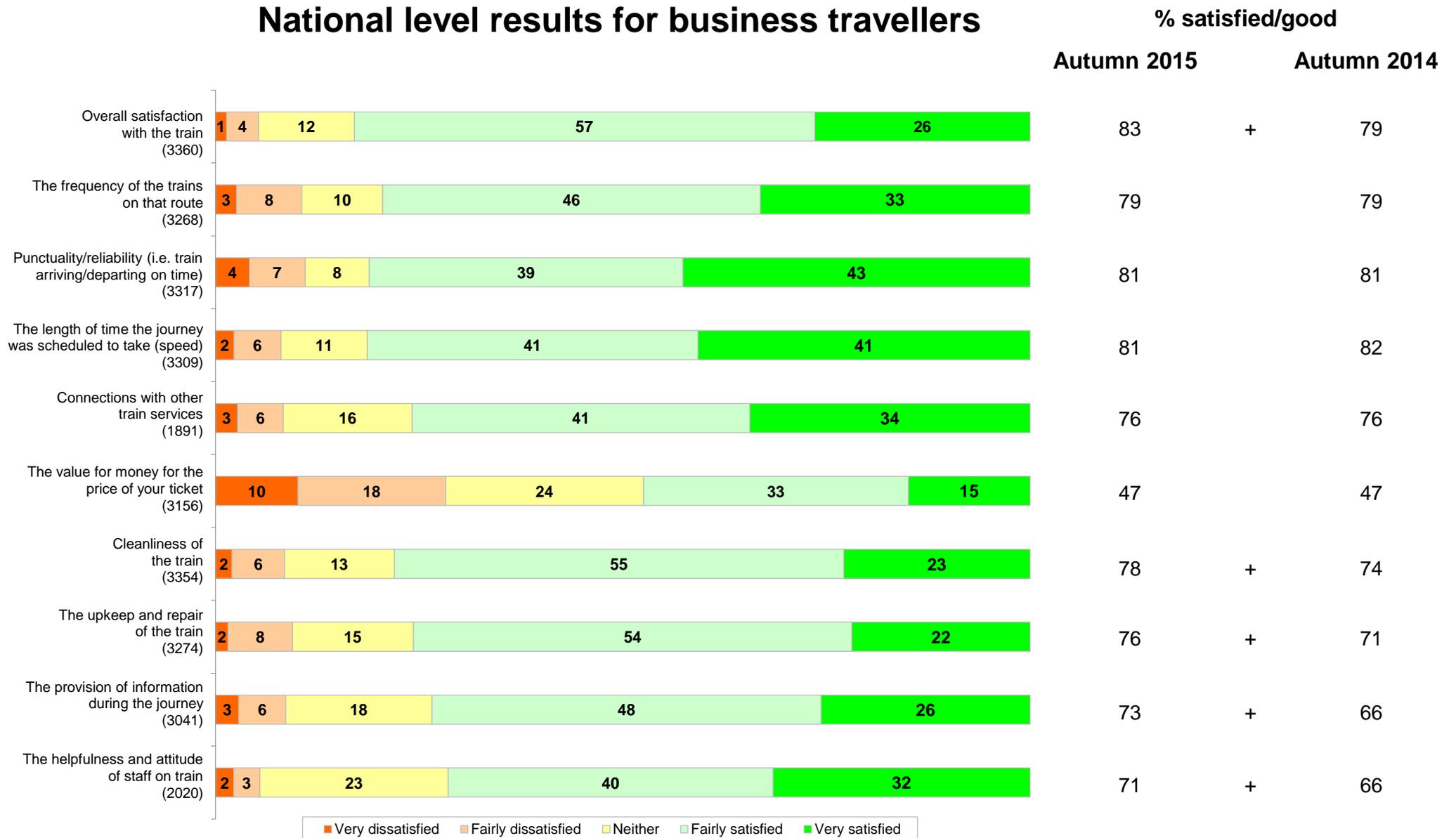
National level results for business travellers

Autumn 2015

Autumn 2014

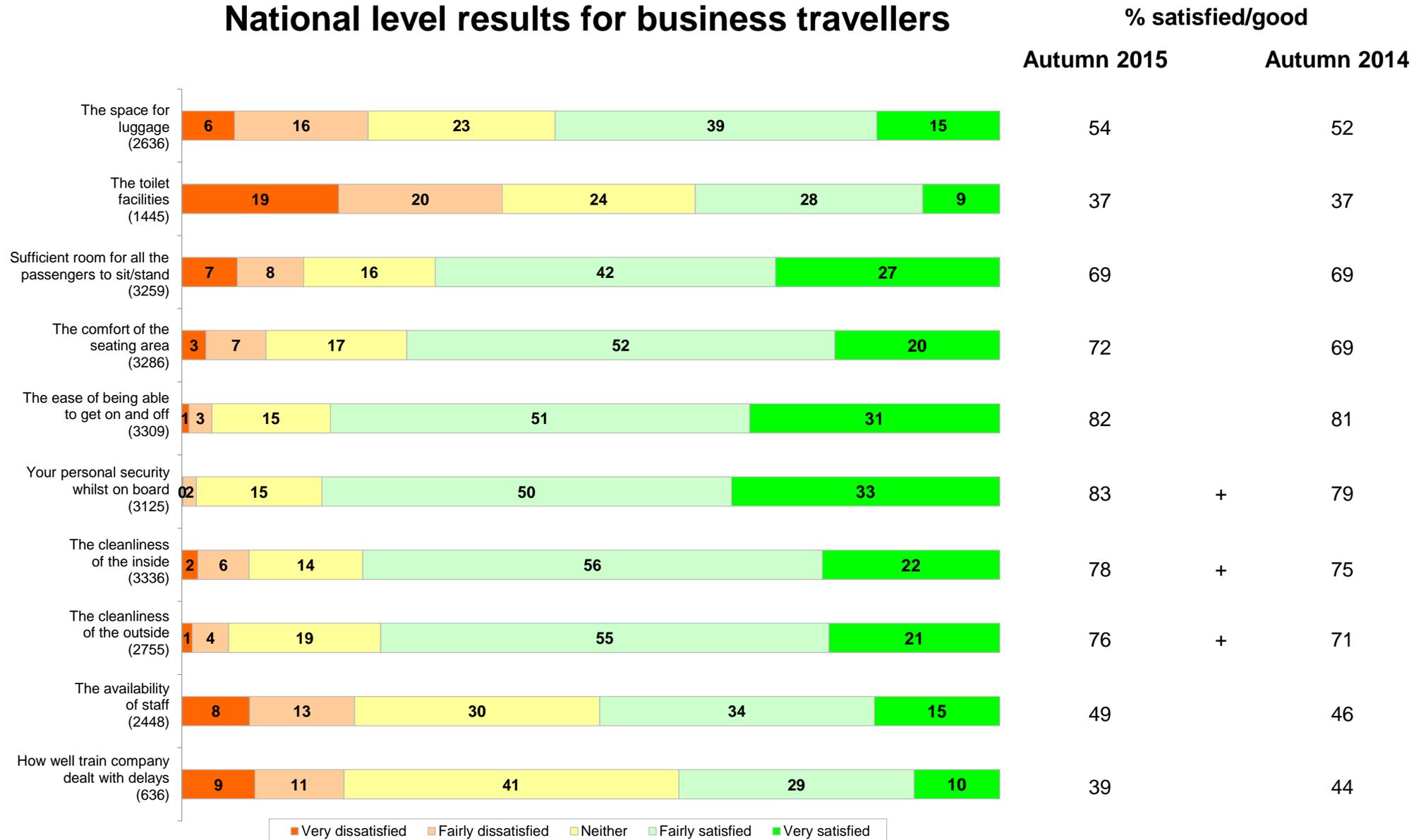


National level results for business travellers



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

National level results for business travellers



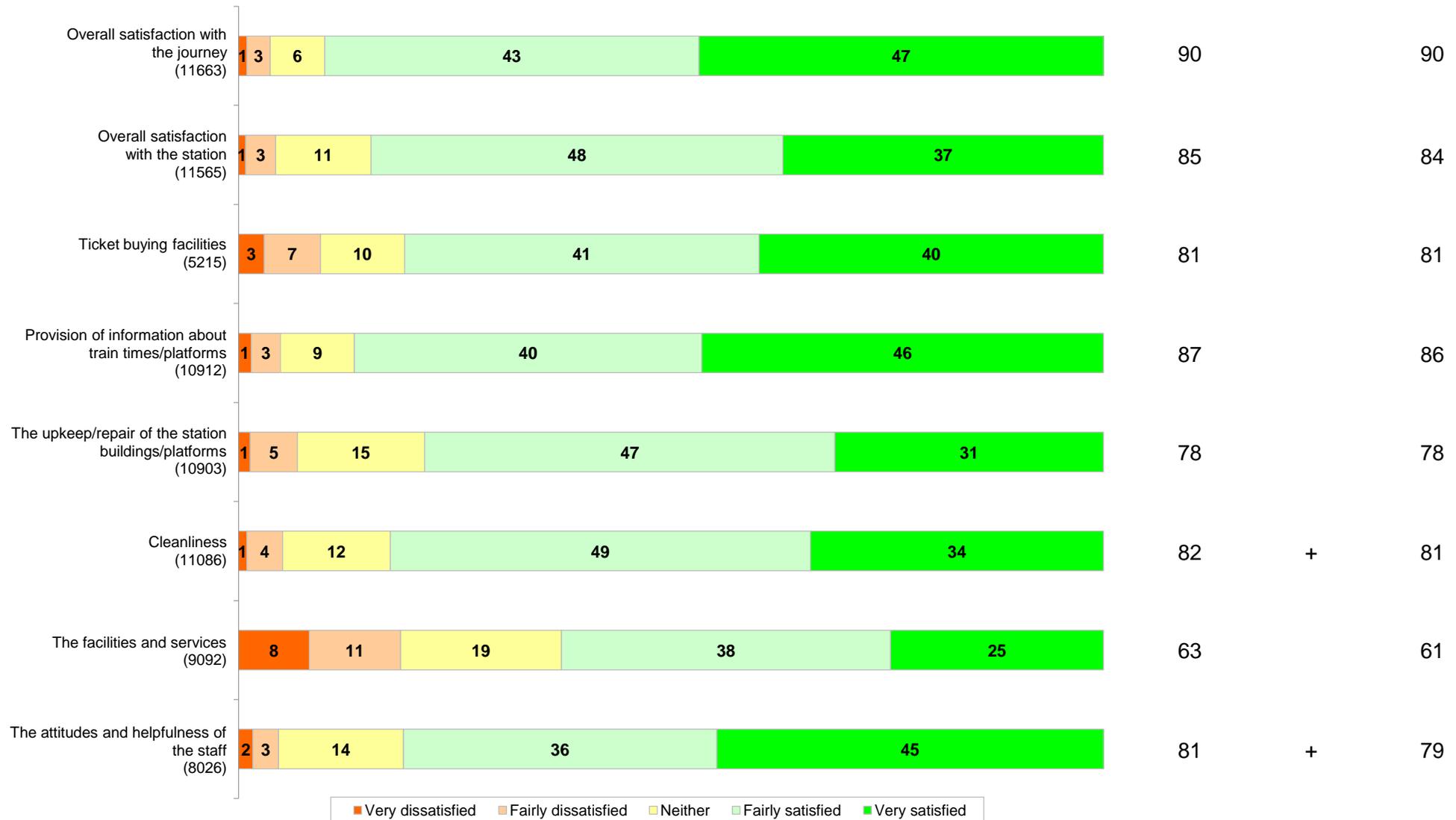
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

National level results for leisure travellers

Autumn 2015

Autumn 2014



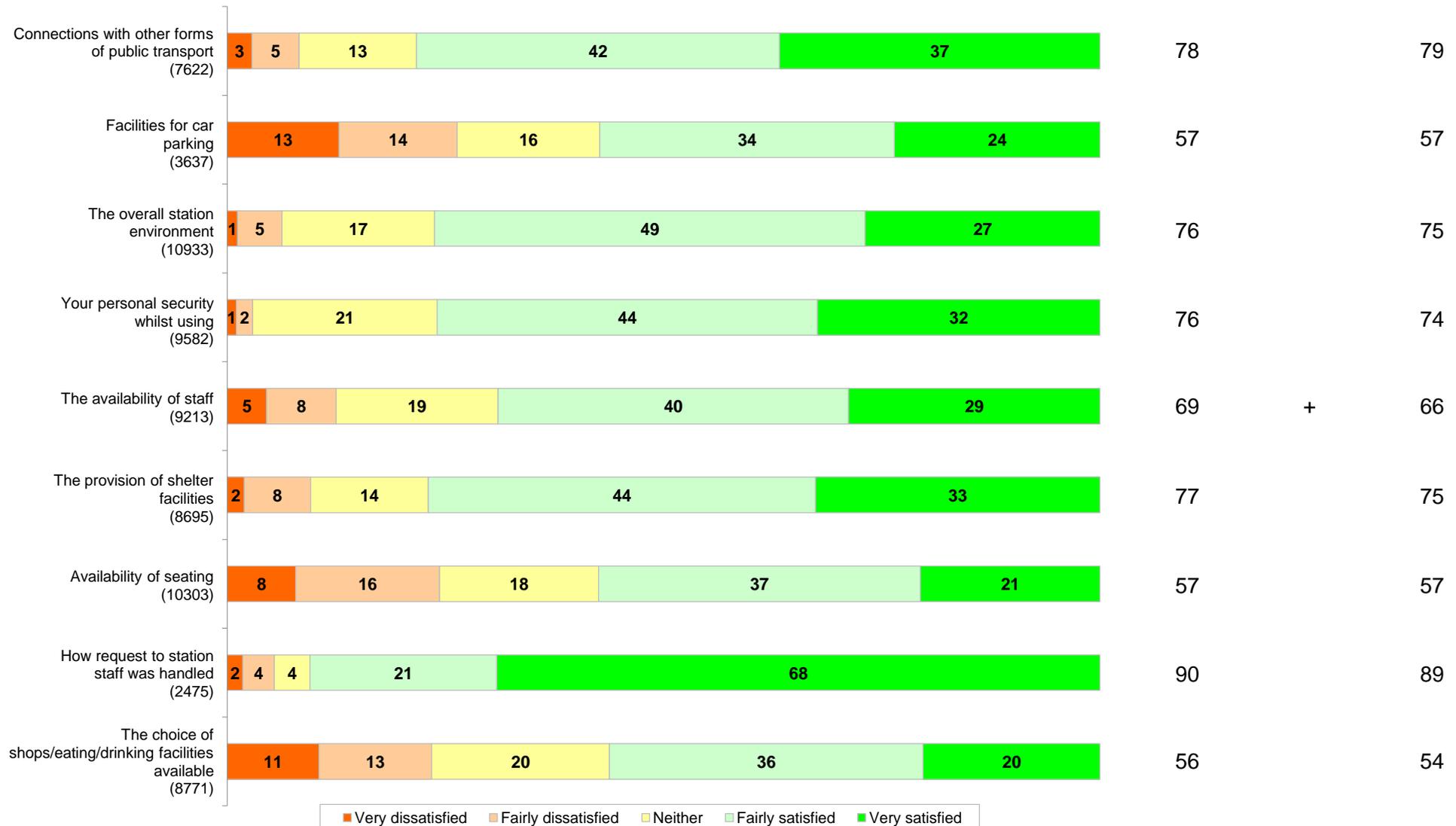
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

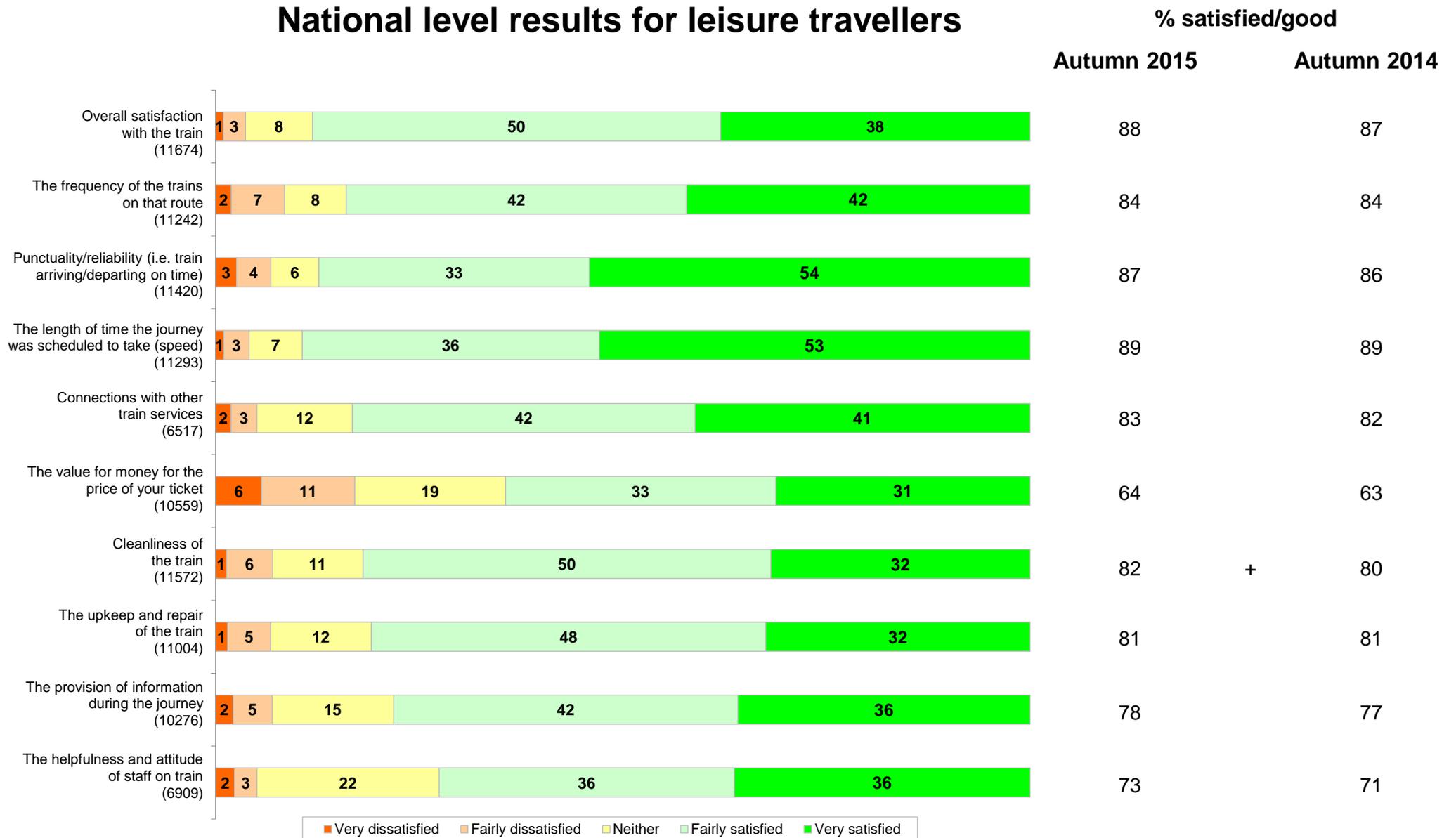
National level results for leisure travellers

Autumn 2015

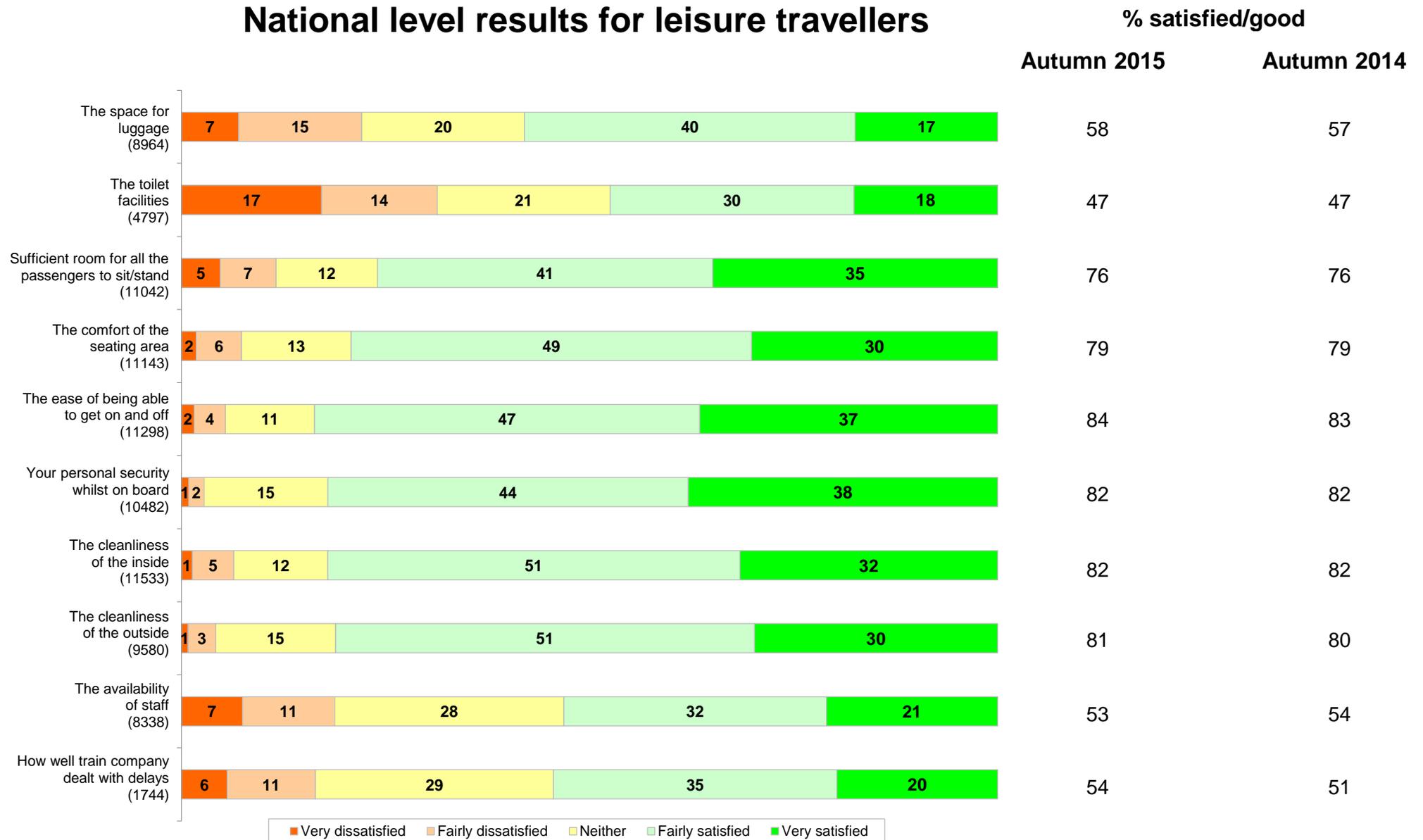
Autumn 2014



National level results for leisure travellers



National level results for leisure travellers



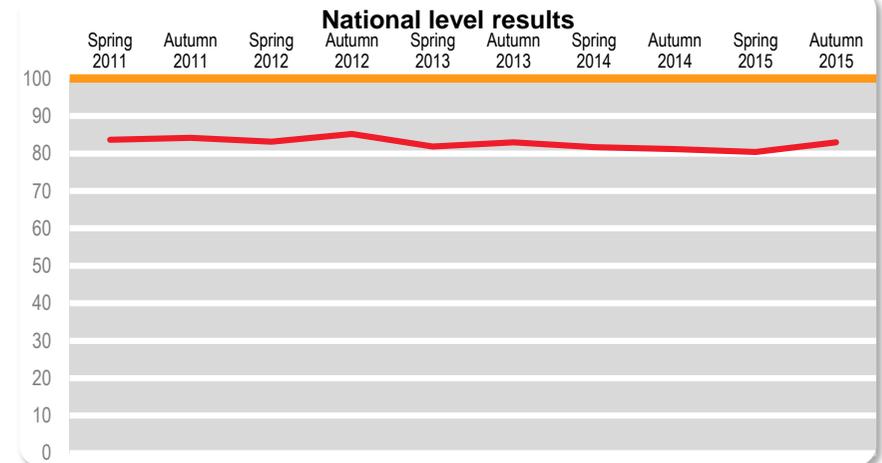
Overall satisfaction with journey

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16292	82	11	7	4	↑	2	↑
Abellio Greater Anglia + c2c	1554	81	11	8	6	↑	2	→
Chiltern Railways	1065	89	6	4	3	↑	0	→
Gatwick Express*	1062	91	7	2	1	→	0	→
Great Northern*	492	80	14	6	-6	↓	-8	↓
Great Northern*	551	84	10	6	4	→	3	→
Great Western Railway	2832	84	10	6	3	↑	3	↑
London Midland	1101	86	8	7	2	→	3	→
London Overground+	1283	88	8	3	1	→	0	→
South West Trains	1922	81	13	6	1	→	2	→
Southeastern	1548	75	14	11	0	→	2	→
Southern*+	1509	78	12	10	5	↑	0	→
TfL Rail**	313	85	10	5	8	→	9	↑
Thameslink*	1060	73	15	12	3	→	0	→
LONG DISTANCE SERVICES	5328	87	7	6	-1	→	1	→
Cross Country	1017	87	7	6	1	→	4	↑
East Midlands Trains	1048	84	9	7	-5	↓	-4	↓
First TransPennine Express	1002	83	8	9	-2	→	2	→
Virgin Trains	1207	91	6	3	2	→	1	→
Virgin Trains East Coast	1054	89	6	5	-5	↓	-1	→
REGIONAL SERVICES	3646	88	8	5	3	↑	4	↑
Arriva Trains Wales	1055	82	12	6	-6	↓	-1	→
Merseyrail	473	93	5	2	2	→	3	→
Northern Rail	1075	84	9	7	5	↑	6	↑
ScotRail	1043	90	6	4	3	→	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

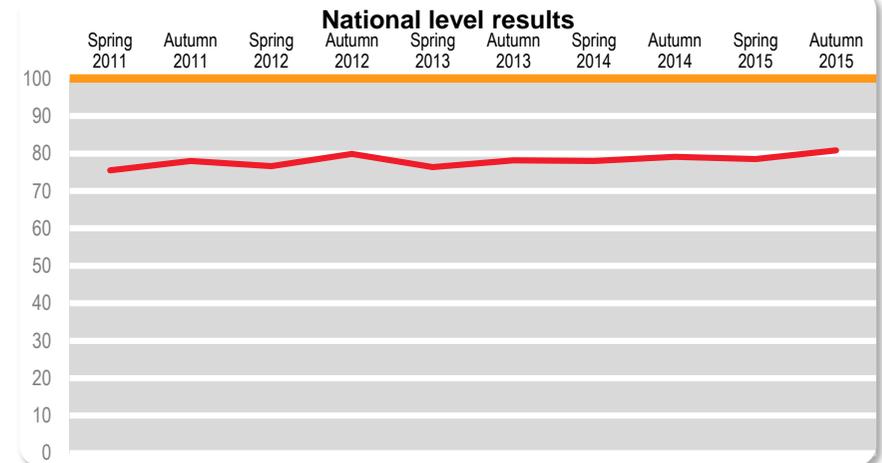
Overall satisfaction with the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16202	79	14	6	2	↑	1	↑
Abellio Greater Anglia + c2c	1559	80	14	5	8	↑	5	↑
Chiltern Railways	1066	84	12	3	0	→	2	→
Gatwick Express*	1049	88	9	3	-1	→	-2	→
Great Northern*	490	72	18	9	-9	↓	-8	↓
Great Northern*	549	82	12	6	2	→	3	→
Great Western Railway	2798	81	14	5	0	→	-1	→
London Midland	1101	80	13	7	4	↑	6	↑
London Overground+	1280	84	12	5	3	→	1	→
South West Trains	1904	80	14	6	2	→	4	↑
Southeastern	1550	76	16	8	-1	→	0	→
Southern*+	1497	74	18	9	2	→	-3	→
TfL Rail**	307	81	12	7	4	→	4	→
Thameslink*	1052	75	17	8	0	→	-3	→
LONG DISTANCE SERVICES	5303	86	11	4	2	→	2	↑
Cross Country	1005	88	9	3	5	↑	6	↑
East Midlands Trains	1038	87	11	3	-1	→	0	→
First TransPennine Express	997	87	9	4	1	→	2	→
Virgin Trains	1209	78	16	6	1	→	-2	→
Virgin Trains East Coast	1054	90	8	2	0	→	0	→
REGIONAL SERVICES	3623	85	11	4	3	↑	3	↑
Arriva Trains Wales	1057	77	17	6	-2	→	2	→
Merseyrail	469	90	7	3	3	→	-1	→
Northern Rail	1061	83	12	4	4	↑	4	↑
ScotRail	1036	88	9	3	4	→	5	→

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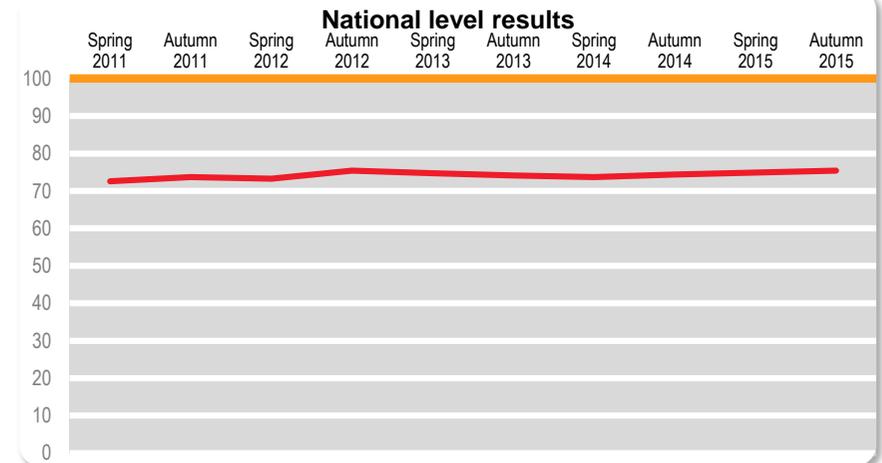
Ticket buying facilities at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	8800	73	14	12	1	→	1	→
Abellio Greater Anglia + c2c	824	72	14	14	5	→	7	↑
Chiltern Railways	698	78	13	9	0	→	2	→
Gatwick Express*	568	80	11	9	-3	→	-4	→
Great Northern*	283	58	19	23	-12	↓	-3	→
Great Northern*	271	74	14	13	2	→	2	→
Great Western Railway	1488	80	11	9	1	→	2	→
London Midland	558	76	12	12	-3	→	2	→
London Overground+	717	69	16	15	-2	→	-5	→
South West Trains	1113	77	14	10	2	→	1	→
Southeastern	864	74	15	11	2	→	4	→
Southern*+	678	67	17	16	-1	→	0	→
TfL Rail**	176	75	14	12	9	→	12	→
Thameslink*	562	66	17	17	0	→	-1	→
LONG DISTANCE SERVICES	1957	83	10	7	-2	→	-2	→
Cross Country	421	85	10	5	0	→	-2	→
East Midlands Trains	437	80	10	11	-4	→	-4	→
First TransPennine Express	458	84	8	8	-1	→	1	→
Virgin Trains	351	80	14	7	-3	→	-7	↓
Virgin Trains East Coast	290	84	9	7	1	→	1	→
REGIONAL SERVICES	2094	82	9	8	0	→	1	→
Arriva Trains Wales	646	79	12	10	1	→	0	→
Merseyrail	252	89	6	4	3	→	2	→
Northern Rail	625	76	12	12	-4	→	-2	→
ScotRail	571	87	7	6	4	→	6	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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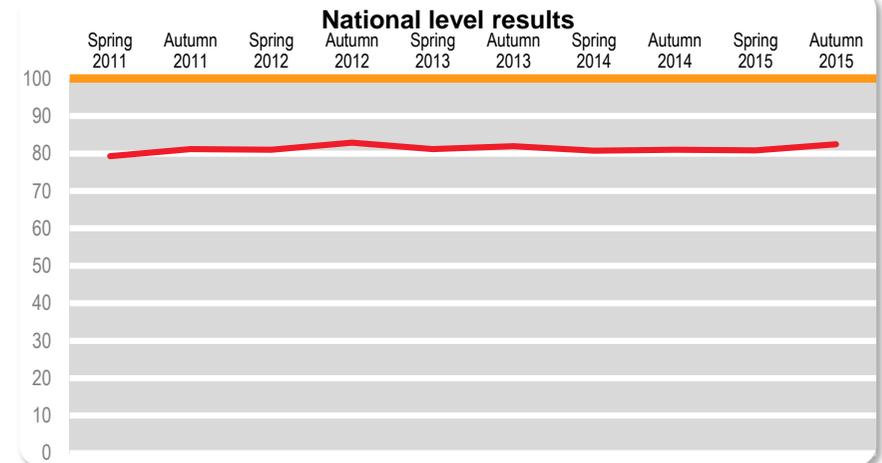
Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15613	81	11	8	2	↑	1	↑
Abellio Greater Anglia + c2c	1505	82	11	7	8	↑	5	↑
Chiltern Railways	1019	87	10	4	-2	→	2	→
Gatwick Express*	1013	85	8	7	0	→	0	→
Great Northern*	471	73	17	10	-4	→	-5	→
Great Northern*	534	77	15	8	2	→	3	→
Great Western Railway	2730	85	10	5	0	→	0	→
London Midland	1070	86	9	5	5	↑	6	↑
London Overground+	1215	82	11	7	2	→	1	→
South West Trains	1801	82	10	7	0	→	0	→
Southeastern	1494	79	12	10	0	→	2	→
Southern*+	1446	77	14	10	4	↑	0	→
TfL Rail**	287	81	11	8	9	→	8	→
Thameslink*	1028	78	12	10	5	→	-1	→
LONG DISTANCE SERVICES	5155	88	7	5	0	→	1	→
Cross Country	975	90	6	4	4	→	5	↑
East Midlands Trains	1009	84	9	6	-3	→	-3	→
First TransPennine Express	981	86	8	6	-3	→	-2	→
Virgin Trains	1172	86	8	5	1	→	1	→
Virgin Trains East Coast	1018	91	6	4	-2	→	1	→
REGIONAL SERVICES	3391	87	8	4	1	→	3	↑
Arriva Trains Wales	967	82	11	7	-3	→	1	→
Merseyrail	437	92	6	1	2	→	4	→
Northern Rail	1010	86	9	5	3	→	4	↑
ScotRail	977	87	8	5	0	→	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

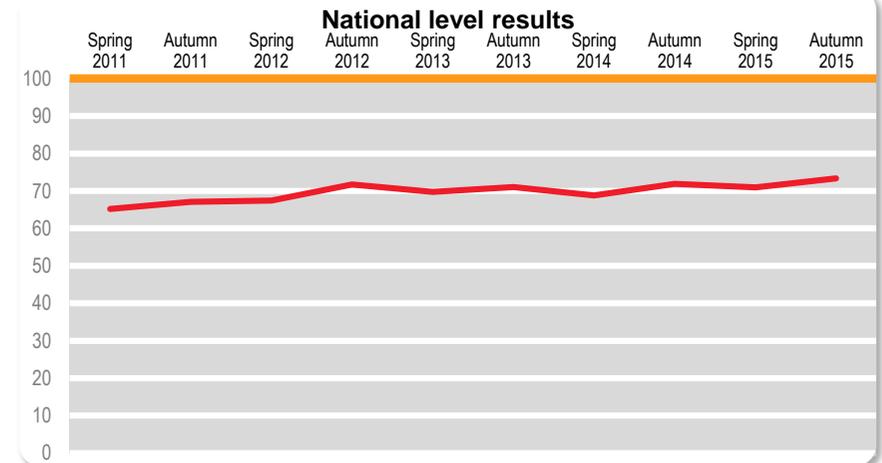
The upkeep/repair of the station buildings/platforms

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15568	71	18	11	3	↑	1	→
Abellio Greater Anglia + c2c	1498	74	18	9	11	↑	9	↑
Chiltern Railways	1026	79	15	6	0	→	3	→
Gatwick Express*	1007	83	13	4	-1	→	-2	→
Great Northern*	452	56	28	16	-9	↓	-5	→
Great Northern*	539	73	16	11	4	→	-3	→
Great Western Railway	2719	72	18	9	0	→	-2	→
London Midland	1064	71	17	12	5	↑	6	↑
London Overground+	1211	77	14	9	0	→	3	→
South West Trains	1837	69	21	10	3	→	1	→
Southeastern	1490	69	18	13	0	→	1	→
Southern*+	1427	66	21	13	5	↑	-1	→
TfL Rail**	288	71	14	15	1	→	6	→
Thameslink*	1010	69	20	11	-1	→	-2	→
LONG DISTANCE SERVICES	5151	79	14	7	1	→	2	→
Cross Country	971	80	13	7	5	↑	4	→
East Midlands Trains	1016	84	11	5	0	→	-2	→
First TransPennine Express	967	81	14	5	-2	→	2	→
Virgin Trains	1175	68	20	12	1	→	0	→
Virgin Trains East Coast	1022	89	9	2	-1	→	3	→
REGIONAL SERVICES	3429	80	13	7	1	→	2	→
Arriva Trains Wales	983	70	18	12	-2	→	4	→
Merseyrail	450	82	11	7	3	→	-1	→
Northern Rail	1008	79	14	7	2	→	2	→
ScotRail	988	84	11	5	1	→	3	→

* 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

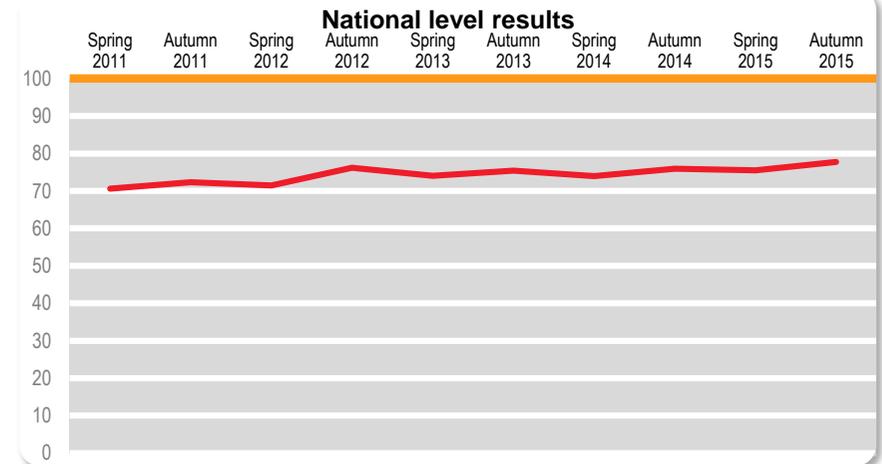
Cleanliness of the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15714	76	16	8	3	↑	2	↑
Abellio Greater Anglia + c2c	1517	80	15	5	13	↑	9	↑
Chiltern Railways	1022	83	13	5	2	→	4	↑
Gatwick Express*	1014	87	10	3	-1	→	-1	→
Great Northern*	470	60	30	11	-12	↓	-3	→
Great Northern*	535	80	12	7	3	→	-3	→
Great Western Railway	2743	77	17	6	0	→	-2	→
London Midland	1074	76	15	9	1	→	4	↑
London Overground+	1227	83	10	7	7	↑	7	↑
South West Trains	1852	70	21	9	0	→	-1	→
Southeastern	1497	74	16	10	1	→	2	→
Southern*+	1446	73	18	9	3	→	0	→
TfL Rail**	288	78	15	7	4	→	7	→
Thameslink*	1029	75	18	7	1	→	-1	→
LONG DISTANCE SERVICES	5182	83	12	5	1	→	2	↑
Cross Country	979	83	13	4	2	→	3	→
East Midlands Trains	1014	87	9	4	0	→	-1	→
First TransPennine Express	969	84	11	5	1	→	3	→
Virgin Trains	1184	75	17	8	0	→	2	→
Virgin Trains East Coast	1036	91	8	1	0	→	3	→
REGIONAL SERVICES	3431	83	12	6	0	→	2	→
Arriva Trains Wales	968	70	18	12	-2	→	-2	→
Merseyrail	455	85	9	6	3	→	0	→
Northern Rail	1011	82	12	6	1	→	3	→
ScotRail	997	87	10	3	0	→	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

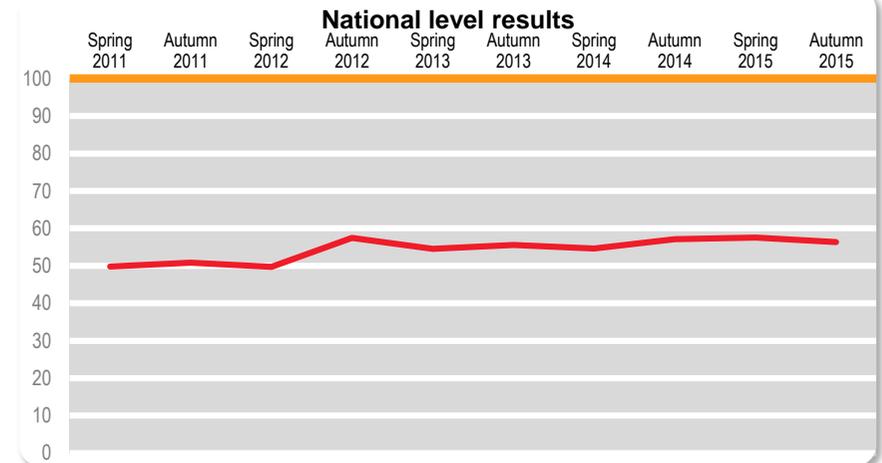
The facilities and services at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13232	54	22	24	-1	→	-1	→
Abellio Greater Anglia + c2c	1287	58	20	22	4	→	8	↑
Chiltern Railways	915	62	23	15	2	→	3	→
Gatwick Express*	881	72	16	12	0	→	-1	→
Great Northern*	341	57	31	12	-16	↓	-8	→
Great Northern*	461	58	21	22	-4	→	-4	→
Great Western Railway	2391	61	20	19	-2	→	-5	↓
London Midland	890	58	17	25	5	↑	9	↑
London Overground+	945	40	28	32	1	→	0	→
South West Trains	1546	54	22	24	-5	↓	-2	→
Southeastern	1290	54	23	22	-4	→	-4	→
Southern*+	1212	53	22	25	-1	→	-4	↓
TfL Rail**	248	58	21	21	-1	→	5	→
Thameslink*	825	50	19	31	1	→	-5	→
LONG DISTANCE SERVICES	4613	70	17	13	-1	→	-2	→
Cross Country	854	72	17	11	1	→	2	→
East Midlands Trains	916	70	14	15	1	→	-3	→
First TransPennine Express	883	71	17	12	-1	→	-3	→
Virgin Trains	1029	62	21	17	-4	→	-4	→
Virgin Trains East Coast	931	78	14	8	-2	→	-1	→
REGIONAL SERVICES	2875	58	18	23	0	→	2	→
Arriva Trains Wales	802	48	21	31	-2	→	5	→
Merseyrail	356	63	19	18	0	→	3	→
Northern Rail	883	59	18	23	-2	→	4	→
ScotRail	834	58	18	24	1	→	0	→

* 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

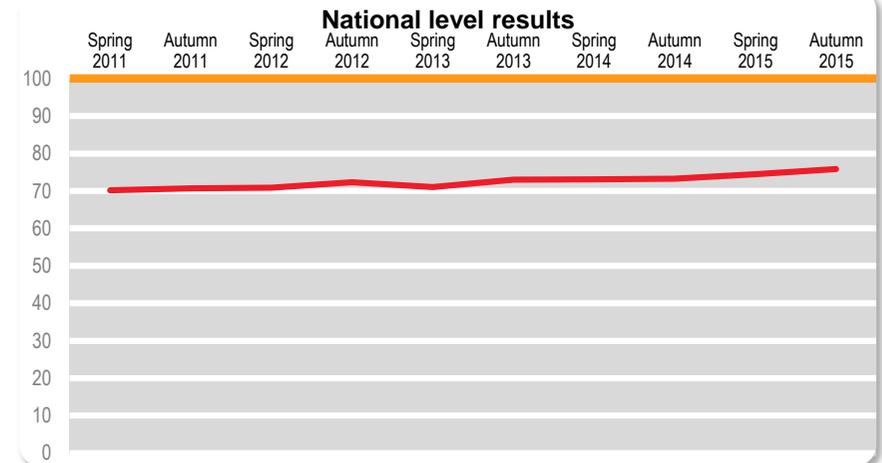
The attitudes and helpfulness of the staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12074	74	19	7	1	→	2	↑
Abellio Greater Anglia + c2c	1191	81	15	4	9	↑	7	↑
Chiltern Railways	870	80	15	5	0	→	3	→
Gatwick Express*	756	81	15	4	-1	→	-3	→
Great Northern*	369	71	19	10	-2	→	0	→
Great Northern*	399	72	21	7	1	→	1	→
Great Western Railway	2118	79	15	5	0	→	1	→
London Midland	794	77	17	6	6	↑	9	↑
London Overground+	965	75	19	6	4	→	2	→
South West Trains	1349	68	22	9	-2	→	0	→
Southeastern	1181	73	19	8	-2	→	4	→
Southern*+	1039	68	23	9	-1	→	-1	→
TfL Rail**	252	77	16	7	2	→	7	→
Thameslink*	791	74	19	7	7	↑	4	→
LONG DISTANCE SERVICES	3780	83	14	4	2	→	3	↑
Cross Country	734	84	13	3	4	→	4	→
East Midlands Trains	761	82	12	5	4	→	3	→
First TransPennine Express	761	82	13	5	0	→	5	→
Virgin Trains	800	81	15	3	1	→	3	→
Virgin Trains East Coast	724	84	14	2	-1	→	2	→
REGIONAL SERVICES	2673	83	13	4	2	→	4	↑
Arriva Trains Wales	740	77	17	7	-6	↓	2	→
Merseyrail	378	90	8	2	5	→	7	↑
Northern Rail	781	78	16	6	2	→	2	→
ScotRail	774	86	12	3	4	→	6	↑

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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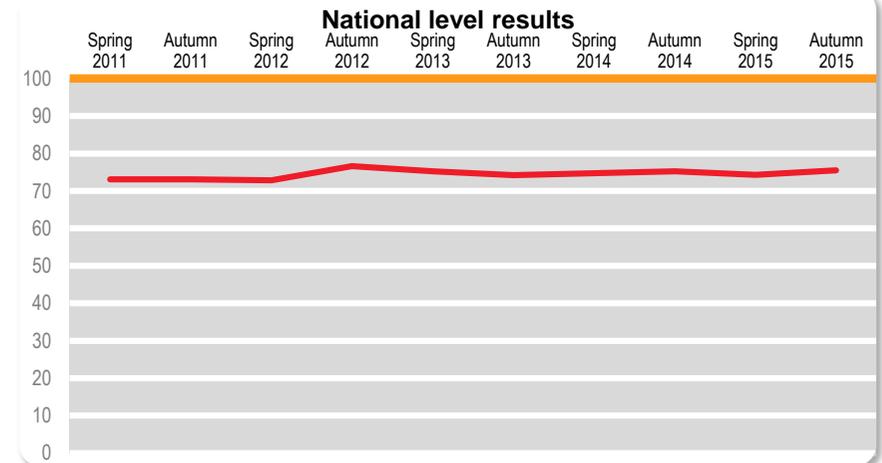
Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	11980	76	14	10	1	→	0	→
Abellio Greater Anglia + c2c	1170	76	14	10	0	→	0	→
Chiltern Railways	843	75	15	10	2	→	2	→
Gatwick Express*	758	79	15	6	0	→	0	→
Great Northern*	362	82	14	4	-1	→	-3	→
Great Northern*	439	79	10	11	4	→	5	→
Great Western Railway	1919	73	15	12	2	→	-1	→
London Midland	697	68	17	15	3	→	-1	→
London Overground+	1063	77	15	8	1	→	-3	→
South West Trains	1372	75	16	10	-1	→	-1	→
Southeastern	1169	75	13	12	1	→	0	→
Southern*+	1135	75	15	9	0	→	0	→
TfL Rail**	260	83	11	6	-5	→	1	→
Thameslink*	793	77	15	8	0	→	-1	→
LONG DISTANCE SERVICES	3426	78	13	9	0	→	1	→
Cross Country	605	80	12	8	1	→	4	→
East Midlands Trains	683	74	14	12	0	→	-1	→
First TransPennine Express	635	78	13	10	0	→	0	→
Virgin Trains	810	79	13	8	-1	→	2	→
Virgin Trains East Coast	693	81	11	8	-2	→	1	→
REGIONAL SERVICES	2382	73	16	11	3	→	2	→
Arriva Trains Wales	664	61	22	17	-10	↓	-1	→
Merseyrail	323	82	13	5	5	→	7	→
Northern Rail	704	69	19	13	1	→	2	→
ScotRail	691	78	12	10	8	↑	1	→

* 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

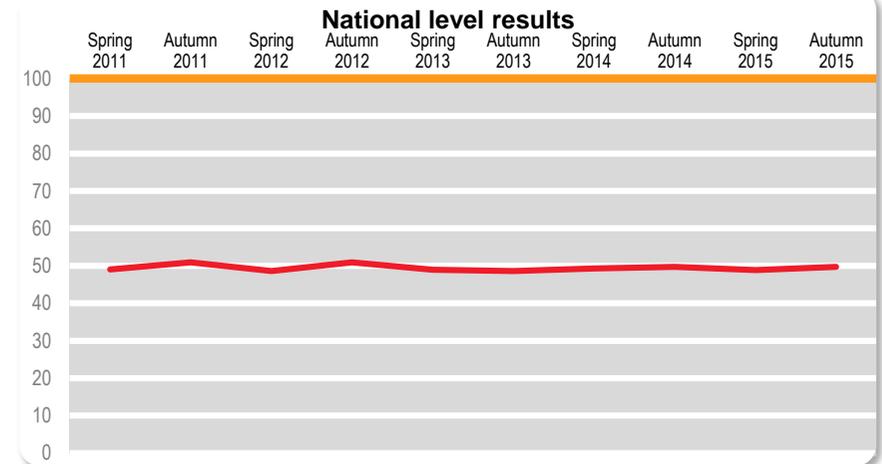
Facilities for car parking at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	5533	47	18	34	2	→	1	→
Abellio Greater Anglia + c2c	537	53	18	29	11	↑	5	→
Chiltern Railways	462	62	16	22	10	↑	6	→
Gatwick Express*	426	72	13	15	-3	→	2	→
Great Northern*	57	39	28	34	-6	→	7	→
Great Northern*	143	50	8	42	8	→	8	→
Great Western Railway	1005	59	16	24	2	→	-1	→
London Midland	418	58	14	28	5	→	4	→
London Overground+	430	30	25	45	4	→	-3	→
South West Trains	709	47	17	36	0	→	2	→
Southeastern	549	46	19	35	0	→	4	→
Southern*+	366	45	20	36	2	→	2	→
TfL Rail**	124	39	21	40	-7	→	3	→
Thameslink*	307	38	18	44	-4	→	-8	→
LONG DISTANCE SERVICES	1636	58	18	24	-1	→	-3	→
Cross Country	332	55	16	28	-2	→	-4	→
East Midlands Trains	357	72	15	13	0	→	-2	→
First TransPennine Express	306	49	25	26	-1	→	-7	→
Virgin Trains	331	58	17	25	1	→	-2	→
Virgin Trains East Coast	310	53	18	28	-7	→	2	→
REGIONAL SERVICES	1759	54	16	29	-1	→	-1	→
Arriva Trains Wales	594	65	13	22	-5	→	5	→
Merseyrail	222	46	18	36	-8	→	-7	→
Northern Rail	543	55	18	26	-3	→	1	→
ScotRail	400	53	14	33	5	→	-3	→

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+ Boundary changes of TOC from Autumn 2015

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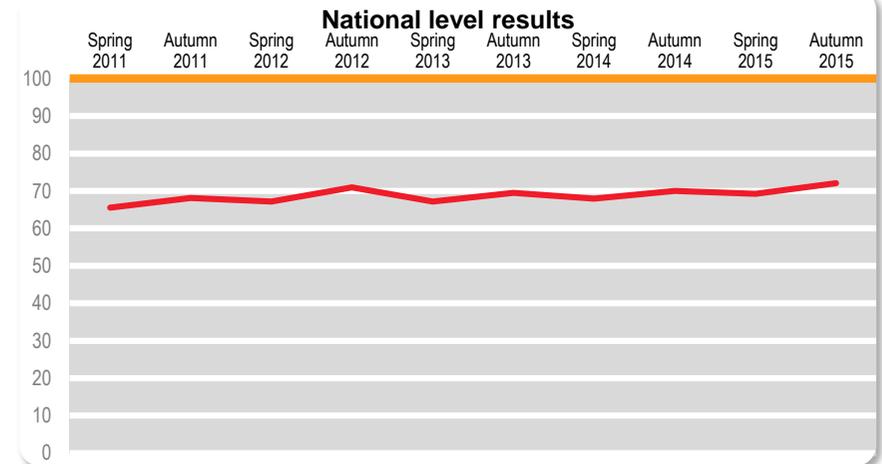
Overall environment of the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15636	70	21	9	3	↑	2	↑
Abellio Greater Anglia + c2c	1508	72	20	8	11	↑	7	↑
Chiltern Railways	1020	78	17	5	4	→	5	↑
Gatwick Express*	1019	85	12	3	1	→	0	→
Great Northern*	457	59	29	12	-10	↓	-2	→
Great Northern*	530	74	20	7	5	→	3	→
Great Western Railway	2725	73	20	7	0	→	-2	→
London Midland	1065	71	18	11	6	↑	8	↑
London Overground+	1229	74	18	8	6	→	3	→
South West Trains	1835	69	24	8	2	→	2	→
Southeastern	1500	68	20	12	2	→	2	→
Southern*+	1433	64	24	12	2	→	-1	→
TfL Rail**	295	69	21	11	2	→	4	→
Thameslink*	1020	67	22	12	-2	→	-1	→
LONG DISTANCE SERVICES	5169	79	14	7	3	↑	3	↑
Cross Country	979	80	13	7	5	↑	6	↑
East Midlands Trains	1014	82	13	5	1	→	0	→
First TransPennine Express	976	82	13	5	3	→	2	→
Virgin Trains	1174	68	19	14	2	→	2	→
Virgin Trains East Coast	1026	88	9	3	1	→	3	→
REGIONAL SERVICES	3419	78	16	6	1	→	2	→
Arriva Trains Wales	968	68	21	11	1	→	1	→
Merseyrail	454	80	15	6	-1	→	1	→
Northern Rail	1017	78	16	6	3	→	4	→
ScotRail	980	80	16	4	-1	→	0	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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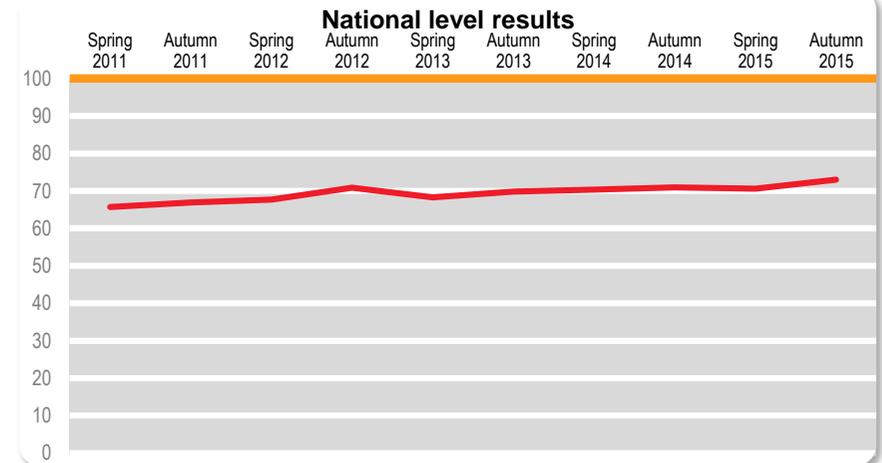
Your personal security whilst using the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14249	72	24	4	3	↑	3	↑
Abellio Greater Anglia + c2c	1359	72	25	3	9	↑	8	↑
Chiltern Railways	961	73	23	4	0	→	3	→
Gatwick Express*	925	80	17	2	-1	→	-2	→
Great Northern*	418	71	28	1	-1	→	0	→
Great Northern*	505	73	24	4	1	→	8	↑
Great Western Railway	2473	78	20	3	4	↑	1	→
London Midland	955	73	23	4	4	→	7	↑
London Overground+	1148	73	22	5	5	→	2	→
South West Trains	1660	72	25	4	2	→	0	→
Southeastern	1370	70	25	5	3	→	3	→
Southern*+	1275	67	29	5	-1	→	-1	→
TfL Rail**	273	71	23	6	1	→	4	→
Thameslink*	927	70	25	5	1	→	1	→
LONG DISTANCE SERVICES	4615	80	19	2	1	→	3	↑
Cross Country	884	83	16	1	7	↑	5	↑
East Midlands Trains	897	79	20	2	-4	↓	1	→
First TransPennine Express	883	80	19	2	-3	→	1	→
Virgin Trains	1044	75	22	3	3	→	2	→
Virgin Trains East Coast	907	81	18	1	-2	→	2	→
REGIONAL SERVICES	3075	76	20	4	2	→	1	→
Arriva Trains Wales	858	69	24	7	1	→	1	→
Merseyrail	417	81	17	2	2	→	4	→
Northern Rail	922	73	22	5	1	→	-1	→
ScotRail	878	79	20	2	3	→	1	→

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+ Boundary changes of TOC from Autumn 2015

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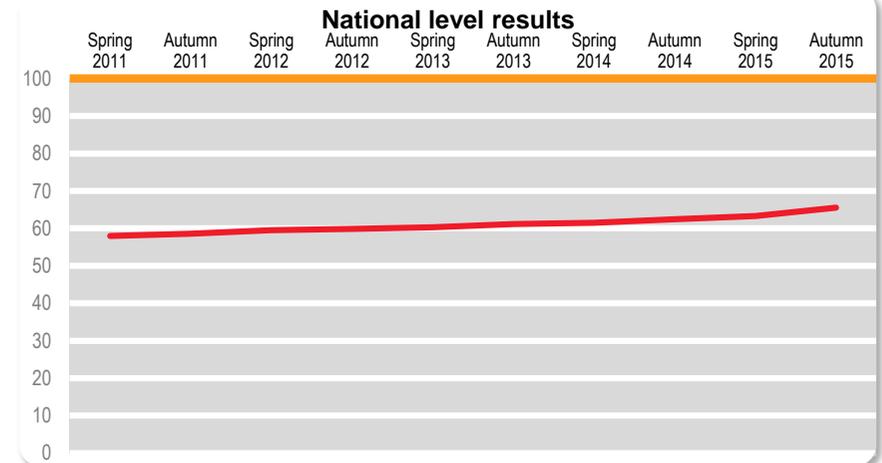
The availability of staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13741	63	22	15	2	↑	3	↑
Abellio Greater Anglia + c2c	1340	68	20	11	12	↑	9	↑
Chiltern Railways	973	72	18	10	0	→	1	→
Gatwick Express*	845	64	25	11	-5	↓	-8	↓
Great Northern*	411	59	27	13	-8	↓	-2	→
Great Western Railway	459	67	18	16	0	→	9	↑
London Midland	2386	70	19	11	4	↑	3	↑
London Overground+	916	61	21	18	3	→	8	↑
South West Trains	1101	68	20	12	7	→	6	→
Southeastern	1574	55	24	20	0	→	0	→
Southern*+	1331	65	20	15	-2	→	4	→
TfL Rail**	1230	58	24	18	-1	→	0	→
Thameslink*	274	72	18	10	12	↑	18	↑
LONG DISTANCE SERVICES	4344	73	19	9	2	→	3	↑
Cross Country	838	77	15	8	6	↑	9	↑
East Midlands Trains	869	71	18	11	0	→	0	→
First TransPennine Express	855	72	19	9	-2	→	0	→
Virgin Trains	952	69	21	10	4	→	4	→
Virgin Trains East Coast	830	70	22	8	-6	↓	-2	→
REGIONAL SERVICES	2966	72	15	12	2	→	3	→
Arriva Trains Wales	813	61	20	19	-6	↓	-2	→
Merseyrail	409	84	10	5	6	↑	3	→
Northern Rail	880	68	17	14	4	→	4	→
ScotRail	864	74	14	12	1	→	3	→

* 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

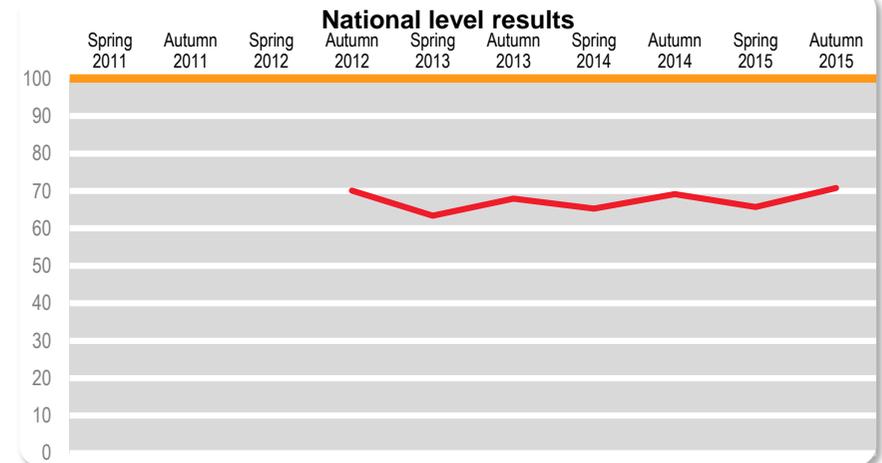
The provision of shelter facilities

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12837	68	18	14	5	↑	1	→
Abellio Greater Anglia + c2c	1158	69	17	14	14	↑	8	↑
Chiltern Railways	884	70	17	13	6	↑	2	→
Gatwick Express*	856	81	11	8	5	↑	1	→
Great Northern*	230	62	25	13	-3	→	0	→
Great Northern*	406	71	15	14	6	→	0	→
Great Western Railway	2305	75	15	10	7	↑	1	→
London Midland	858	70	16	14	6	↑	2	→
London Overground+	1085	66	17	18	1	→	-1	→
South West Trains	1580	67	20	13	5	↑	3	→
Southeastern	1276	66	18	17	4	→	2	→
Southern*+	1123	66	19	15	3	→	-3	→
TfL Rail**	259	65	20	15	2	→	-3	→
Thameslink*	817	68	17	15	7	↑	2	→
LONG DISTANCE SERVICES	4057	78	14	7	5	↑	2	→
Cross Country	804	82	13	6	9	↑	7	↑
East Midlands Trains	848	78	13	9	4	→	0	→
First TransPennine Express	808	78	15	7	3	→	-1	→
Virgin Trains	817	74	17	10	6	↑	1	→
Virgin Trains East Coast	780	78	15	7	1	→	-1	→
REGIONAL SERVICES	3059	79	13	8	5	↑	3	→
Arriva Trains Wales	913	72	17	12	5	↑	6	→
Merseyrail	372	85	11	4	4	→	5	→
Northern Rail	936	78	13	9	7	↑	4	→
ScotRail	838	80	11	8	4	→	-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

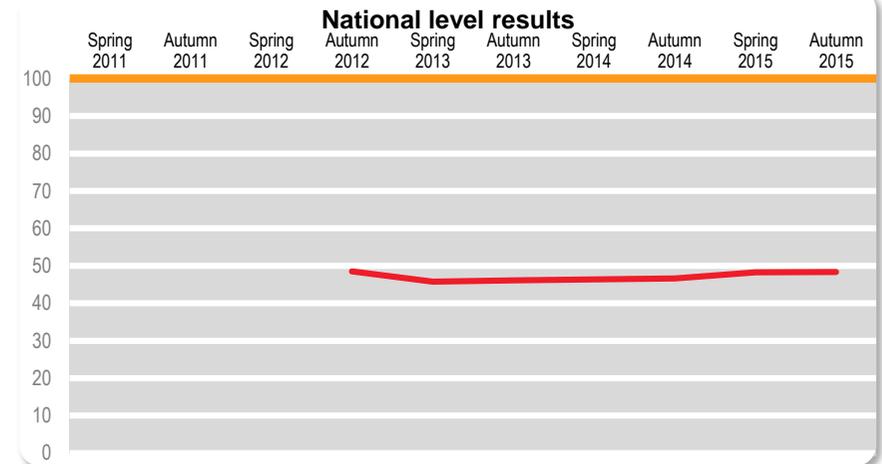
Availability of seating

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14634	45	20	35	0	→	2	↑
Abellio Greater Anglia + c2c	1376	45	23	32	6	↑	7	↑
Chiltern Railways	956	56	23	21	2	→	2	→
Gatwick Express*	963	55	19	26	-3	→	0	→
Great Northern*	332	33	20	47	-7	→	0	→
Great Northern*	485	50	21	30	3	→	4	→
Great Western Railway	2625	55	21	24	-1	→	0	→
London Midland	1032	52	18	31	0	→	3	→
London Overground+	1169	49	21	30	-3	→	0	→
South West Trains	1730	37	19	44	-1	→	0	→
Southeastern	1412	44	18	38	3	→	6	↑
Southern*+	1317	37	20	43	-1	→	-2	→
TfL Rail**	281	47	21	32	7	→	6	→
Thameslink*	956	45	23	32	-1	→	-4	→
LONG DISTANCE SERVICES	4892	55	18	27	0	→	2	→
Cross Country	936	63	19	18	4	→	7	↑
East Midlands Trains	982	57	19	24	-2	→	-2	→
First TransPennine Express	921	58	17	25	-3	→	1	→
Virgin Trains	1101	43	18	39	-1	→	-1	→
Virgin Trains East Coast	952	51	17	32	-3	→	-1	→
REGIONAL SERVICES	3330	61	18	20	-1	→	2	→
Arriva Trains Wales	951	57	20	23	0	→	7	↑
Merseyrail	442	68	15	17	2	→	0	→
Northern Rail	995	61	20	19	-1	→	5	↑
ScotRail	942	59	18	23	-2	→	-3	→

* 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

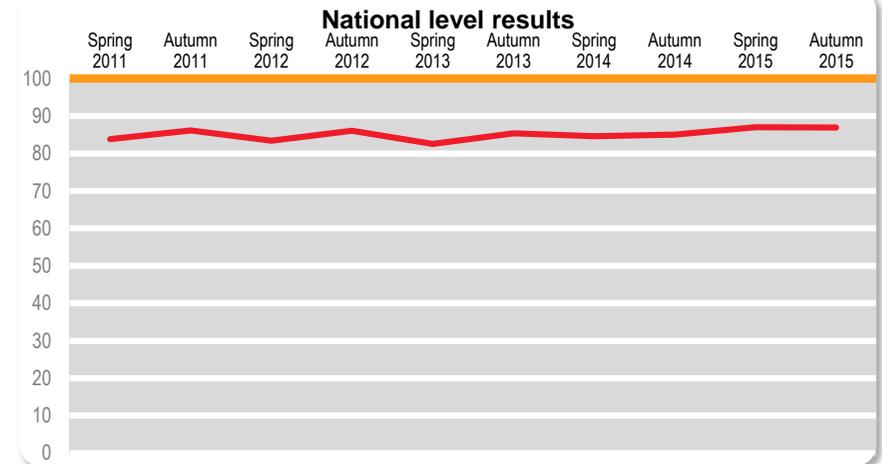
How request to station staff was handled

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	2408	85	6	8	0	→	2	→
Abellio Greater Anglia + c2c	263	90	2	8	5	→	3	→
Chiltern Railways	116	90	3	6	5	→	4	→
Gatwick Express*	163	87	4	8	-2	→	-5	→
Great Northern*	152	83	6	11	-3	→	1	→
Great Northern*	61	93	3	4	11	→	14	→
Great Western Railway	482	88	3	7	-1	→	1	→
London Midland	170	91	2	6	2	→	12	↑
London Overground+	117	87	9	3	-2	→	8	→
South West Trains	253	82	9	8	-6	→	1	→
Southeastern	218	82	5	13	-3	→	-2	→
Southern*+	228	83	6	11	3	→	2	→
TfL Rail**	30	92	2	6	0	→	19	→
Thameslink*	155	75	13	10	-8	→	-10	→
LONG DISTANCE SERVICES	1092	93	3	3	1	→	4	↑
Cross Country	246	94	2	2	0	→	4	→
East Midlands Trains	218	91	4	5	5	→	5	→
First TransPennine Express	185	93	0	5	2	→	8	→
Virgin Trains	263	92	4	4	0	→	1	→
Virgin Trains East Coast	180	90	6	4	0	→	1	→
REGIONAL SERVICES	547	90	3	5	-2	→	1	→
Arriva Trains Wales	184	88	1	5	-5	→	-5	→
Merseyrail	33	91	2	8	-2	→	-2	→
Northern Rail	154	88	4	6	-3	→	1	→
ScotRail	176	92	2	4	-1	→	4	→

* 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

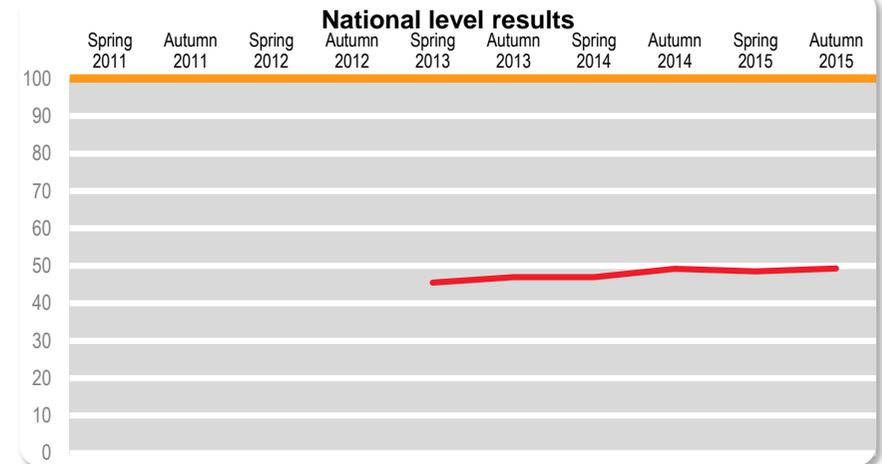
The choice of shops/eating/drinking facilities available

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12995	48	22	30	1	→	0	→
Abellio Greater Anglia + c2c	1253	49	21	29	2	→	4	→
Chiltern Railways	887	45	28	27	3	→	2	→
Gatwick Express*	871	56	24	21	-1	→	-2	→
Great Northern*	337	63	23	14	-4	→	-8	→
Great Northern*	459	56	18	26	3	→	1	→
Great Western Railway	2325	48	23	29	-2	→	-4	↓
London Midland	845	48	21	31	4	→	4	→
London Overground+	933	45	21	34	8	→	5	→
South West Trains	1544	55	20	25	0	→	-1	→
Southeastern	1268	41	25	34	-1	→	-2	→
Southern*+	1193	45	24	31	-1	→	-5	↓
TfL Rail**	251	52	21	28	1	→	0	→
Thameslink*	829	41	24	35	-1	→	-2	→
LONG DISTANCE SERVICES	4553	61	22	17	0	→	-1	→
Cross Country	828	60	24	16	-3	→	-3	→
East Midlands Trains	892	59	19	22	2	→	1	→
First TransPennine Express	858	62	22	16	2	→	-2	→
Virgin Trains	1050	58	23	20	0	→	-1	→
Virgin Trains East Coast	925	68	19	13	1	→	0	→
REGIONAL SERVICES	2770	49	19	31	1	→	3	→
Arriva Trains Wales	770	39	23	38	0	→	7	→
Merseyrail	326	44	25	31	-3	→	-5	→
Northern Rail	843	53	17	30	1	→	5	→
ScotRail	831	51	19	31	2	→	4	→

* 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

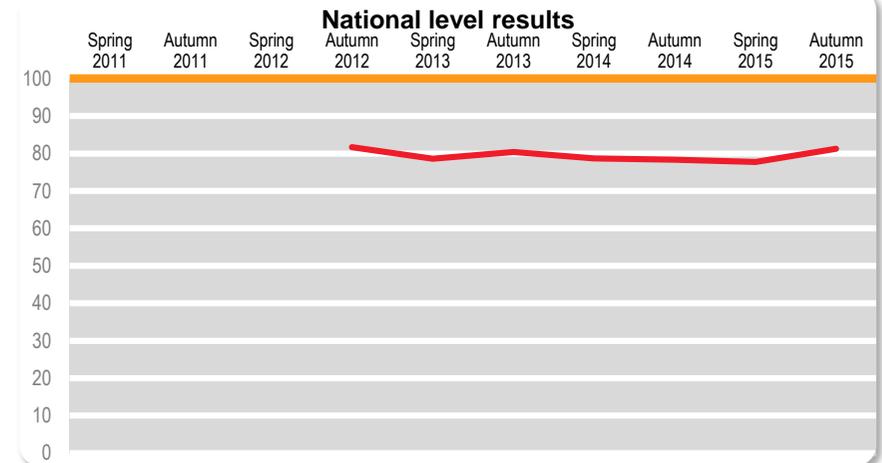
Overall satisfaction with the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16310	80	13	7	4	↑	3	↑
Abellio Greater Anglia + c2c	1569	79	11	10	13	↑	11	↑
Chiltern Railways	1059	88	9	4	2	→	-1	→
Gatwick Express*	1057	92	6	2	3	→	1	→
Great Northern*	493	81	12	7	-6	↓	-9	↓
Great Northern*	555	78	13	9	7	↑	7	↑
Great Western Railway	2828	81	12	7	3	↑	3	↑
London Midland	1102	83	11	6	3	→	2	→
London Overground+	1291	89	7	4	2	→	0	→
South West Trains	1918	80	14	6	2	→	2	→
Southeastern	1553	74	16	10	3	→	4	↑
Southern*+	1512	80	13	7	5	↑	0	→
TfL Rail**	310	77	15	8	10	↑	11	↑
Thameslink*	1063	72	17	12	5	→	3	→
LONG DISTANCE SERVICES	5321	85	10	5	-1	→	0	→
Cross Country	1019	84	10	6	1	→	2	→
East Midlands Trains	1045	85	9	6	-2	→	-1	→
First TransPennine Express	997	82	12	6	-1	→	0	→
Virgin Trains	1207	90	8	2	1	→	0	→
Virgin Trains East Coast	1053	86	9	5	-6	↓	-2	→
REGIONAL SERVICES	3647	83	11	6	3	↑	4	↑
Arriva Trains Wales	1054	80	14	6	-5	↓	0	→
Merseyrail	474	93	5	2	7	↑	7	↑
Northern Rail	1072	76	14	10	3	→	6	↑
ScotRail	1047	88	9	4	4	→	1	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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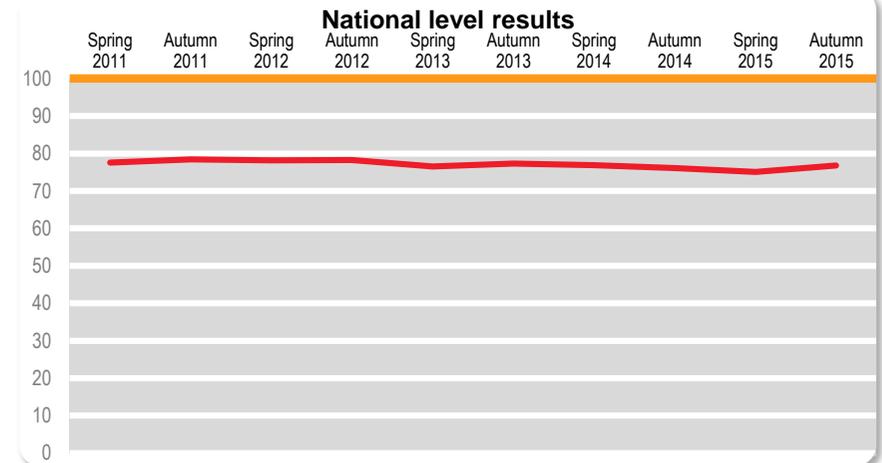
The frequency of the trains on that route

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16074	75	9	15	2	↑	1	→
Abellio Greater Anglia + c2c	1544	75	9	15	0	→	0	→
Chiltern Railways	1061	84	6	10	2	→	2	→
Gatwick Express*	1038	85	6	10	4	↑	2	→
Great Northern*	490	89	5	6	-3	→	-4	↓
Great Northern*	553	77	11	13	2	→	5	→
Great Western Railway	2766	79	9	12	2	→	1	→
London Midland	1091	80	8	13	-1	→	1	→
London Overground+	1285	79	8	13	2	→	4	→
South West Trains	1880	77	9	14	3	→	3	→
Southeastern	1533	67	11	21	-1	→	-5	↓
Southern*+	1474	71	10	19	4	↑	-2	→
TfL Rail**	307	87	6	7	-2	→	3	→
Thameslink*	1052	70	11	19	4	→	-1	→
LONG DISTANCE SERVICES	5138	84	8	8	-1	→	-1	→
Cross Country	961	82	9	9	1	→	1	→
East Midlands Trains	1014	79	9	13	-3	→	-1	→
First TransPennine Express	963	81	8	12	-3	→	-3	→
Virgin Trains	1191	90	6	4	0	→	-1	→
Virgin Trains East Coast	1009	92	6	3	-2	→	-1	→
REGIONAL SERVICES	3544	79	8	13	0	→	1	→
Arriva Trains Wales	1021	73	10	17	-3	→	-3	→
Merseyrail	472	93	3	3	-1	→	-1	→
Northern Rail	1037	70	11	19	1	→	2	→
ScotRail	1014	83	6	11	0	→	2	→

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+ Boundary changes of TOC from Autumn 2015

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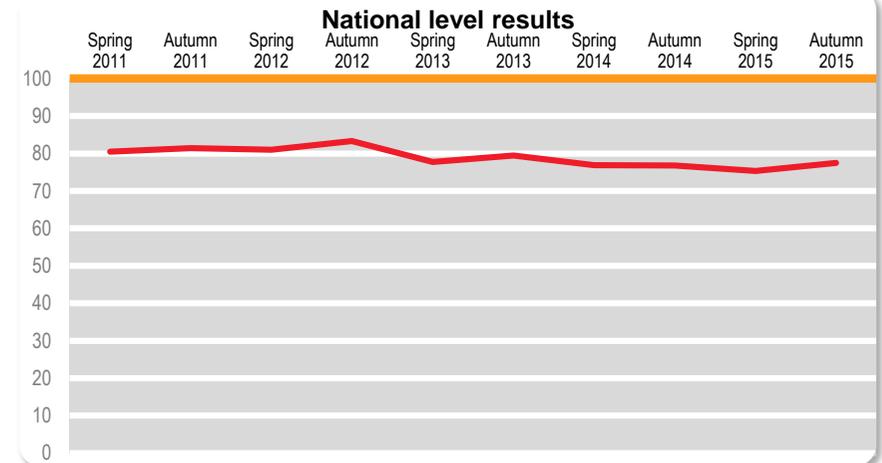
Punctuality/reliability (i.e. the train arriving/departing on time)

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16093	75	9	16	3	↑	0	→
Abellio Greater Anglia + c2c	1544	75	9	16	0	→	-2	→
Chiltern Railways	1043	93	5	3	0	→	2	→
Gatwick Express*	1050	90	5	5	-1	→	1	→
Great Northern*	476	82	8	10	-7	↓	-12	↓
Great Northern*	544	79	9	13	2	→	-1	→
Great Western Railway	2816	79	8	13	4	↑	5	↑
London Midland	1094	76	9	14	0	→	2	→
London Overground+	1271	85	8	7	4	→	3	→
South West Trains	1877	78	9	14	2	→	-1	→
Southeastern	1533	67	10	23	-5	↓	-4	↓
Southern*+	1485	65	10	25	8	↑	-3	→
TfL Rail**	307	84	9	6	10	↑	7	→
Thameslink*	1053	61	13	26	7	↑	-2	→
LONG DISTANCE SERVICES	5262	84	5	11	-1	→	2	→
Cross Country	1003	86	5	9	1	→	5	↑
East Midlands Trains	1036	83	4	13	-2	→	0	→
First TransPennine Express	984	73	10	18	-6	↓	-1	→
Virgin Trains	1199	90	4	6	7	↑	4	↑
Virgin Trains East Coast	1040	86	5	9	-6	↓	-3	→
REGIONAL SERVICES	3582	85	6	9	2	→	4	↑
Arriva Trains Wales	1029	80	9	11	-7	↓	3	→
Merseyrail	472	93	4	3	1	→	6	↑
Northern Rail	1051	81	7	12	4	→	4	↑
ScotRail	1030	86	6	8	2	→	4	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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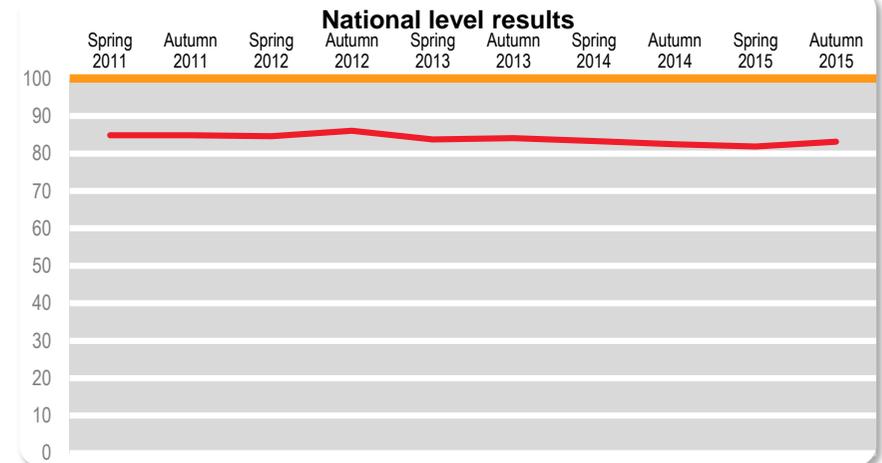
The length of time the journey was scheduled to take (speed)

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15951	82	10	8	1	↑	1	→
Abellio Greater Anglia + c2c	1523	81	10	9	1	→	1	→
Chiltern Railways	1035	91	6	3	-2	→	-1	→
Gatwick Express*	1041	88	7	5	-1	→	0	→
Great Northern*	471	84	11	5	-6	↓	-7	↓
Great Northern*	536	87	9	4	2	→	2	→
Great Western Railway	2800	85	9	6	1	→	3	↑
London Midland	1087	85	7	8	-1	→	-2	→
London Overground+	1262	89	6	5	2	→	2	→
South West Trains	1869	81	11	8	2	→	0	→
Southeastern	1523	75	11	13	-2	→	0	→
Southern*+	1457	76	14	10	3	↑	-2	→
TfL Rail**	305	85	10	5	3	→	5	→
Thameslink*	1042	77	11	12	3	→	1	→
LONG DISTANCE SERVICES	5245	88	7	5	0	→	0	→
Cross Country	993	88	7	5	1	→	2	→
East Midlands Trains	1037	85	10	6	-3	→	-2	→
First TransPennine Express	982	85	8	7	-2	→	0	→
Virgin Trains	1199	93	5	2	3	↑	-1	→
Virgin Trains East Coast	1034	91	6	3	-2	→	-1	→
REGIONAL SERVICES	3539	88	8	5	1	→	2	→
Arriva Trains Wales	1011	82	11	7	-4	→	0	→
Merseyrail	462	96	3	1	0	→	2	→
Northern Rail	1043	83	10	6	3	→	4	→
ScotRail	1023	90	7	4	2	→	0	→

* 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

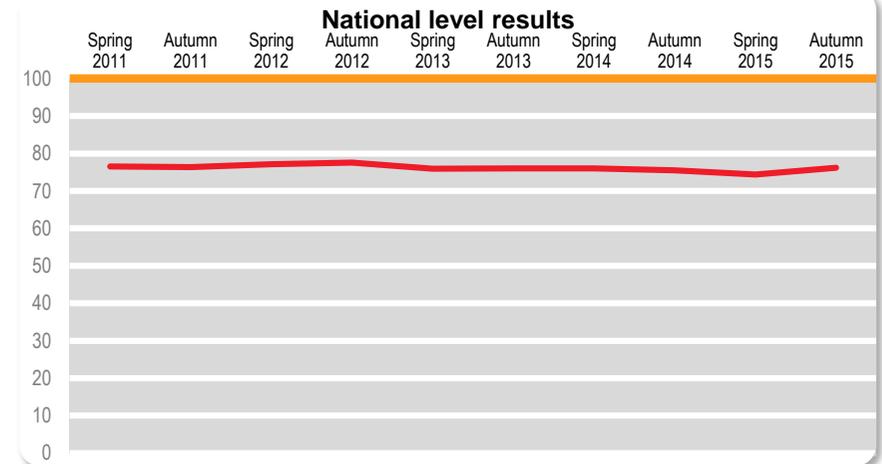
Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	9626	75	16	8	3	↑	1	→
Abellio Greater Anglia + c2c	930	71	20	9	-3	→	-3	→
Chiltern Railways	658	82	15	3	1	→	2	→
Gatwick Express*	527	79	15	5	2	→	-1	→
Great Northern*	252	85	14	1	6	→	1	→
Great Northern*	285	82	14	4	9	↑	8	→
Great Western Railway	1569	76	15	9	2	→	5	↑
London Midland	618	77	13	10	1	→	0	→
London Overground+	999	84	10	6	4	→	4	→
South West Trains	1148	74	18	7	0	→	1	→
Southeastern	883	65	20	15	-1	→	-6	↓
Southern*+	887	70	20	9	4	→	-3	→
TfL Rail**	235	87	11	2	2	→	7	→
Thameslink*	635	75	17	8	11	↑	1	→
LONG DISTANCE SERVICES	3019	80	13	7	-1	→	1	→
Cross Country	591	82	10	8	0	→	4	→
East Midlands Trains	587	75	16	9	-4	→	-1	→
First TransPennine Express	596	76	15	9	-2	→	-1	→
Virgin Trains	659	84	12	4	2	→	0	→
Virgin Trains East Coast	586	83	12	5	-3	→	-1	→
REGIONAL SERVICES	2180	78	15	7	-1	→	0	→
Arriva Trains Wales	720	73	19	8	-2	→	-3	→
Merseyrail	255	86	10	4	-1	→	1	→
Northern Rail	660	72	18	9	-4	→	2	→
ScotRail	545	83	11	6	4	→	0	→

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+ Boundary changes of TOC from Autumn 2015

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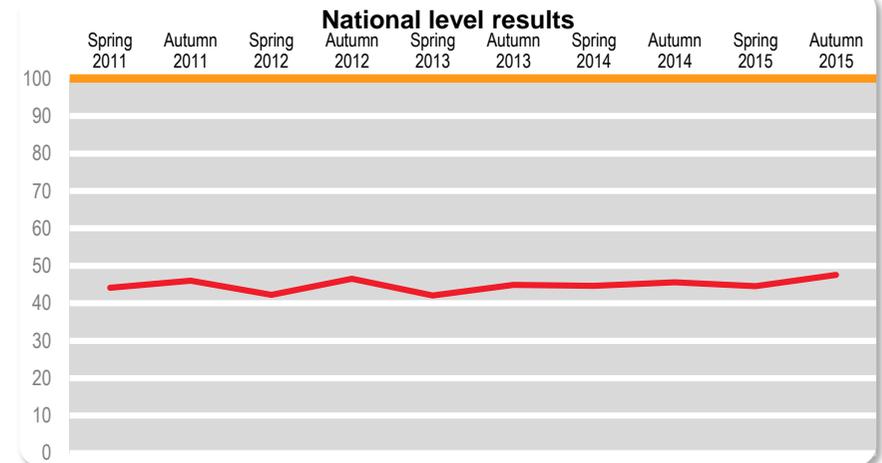
The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15060	43	23	34	3	↑	2	↑
Abellio Greater Anglia + c2c	1497	42	21	37	8	↑	5	↑
Chiltern Railways	997	47	25	28	2	→	0	→
Gatwick Express*	1002	52	23	25	6	↑	4	→
Great Northern*	469	37	23	41	1	→	5	→
Great Northern*	515	40	25	34	1	→	6	→
Great Western Railway	2732	53	19	28	4	↑	5	↑
London Midland	1020	57	19	24	3	→	3	→
London Overground+	1083	50	27	23	-4	→	1	→
South West Trains	1777	40	23	37	5	↑	1	→
Southeastern	1389	35	25	40	2	→	0	→
Southern*+	1352	41	22	37	4	↑	1	→
TfL Rail**	275	46	23	31	17	↑	10	→
Thameslink*	952	39	21	41	5	→	-2	→
LONG DISTANCE SERVICES	5107	58	18	24	0	→	0	→
Cross Country	971	58	20	23	2	→	5	→
East Midlands Trains	1001	51	19	30	0	→	-1	→
First TransPennine Express	956	61	16	23	1	→	3	→
Virgin Trains	1170	63	16	21	-2	→	-5	↓
Virgin Trains East Coast	1009	59	19	22	-4	→	-5	↓
REGIONAL SERVICES	3355	61	18	21	3	→	2	→
Arriva Trains Wales	986	59	17	24	2	→	4	→
Merseyrail	372	69	14	17	1	→	3	→
Northern Rail	1003	58	18	24	5	→	2	→
ScotRail	994	61	19	19	2	→	2	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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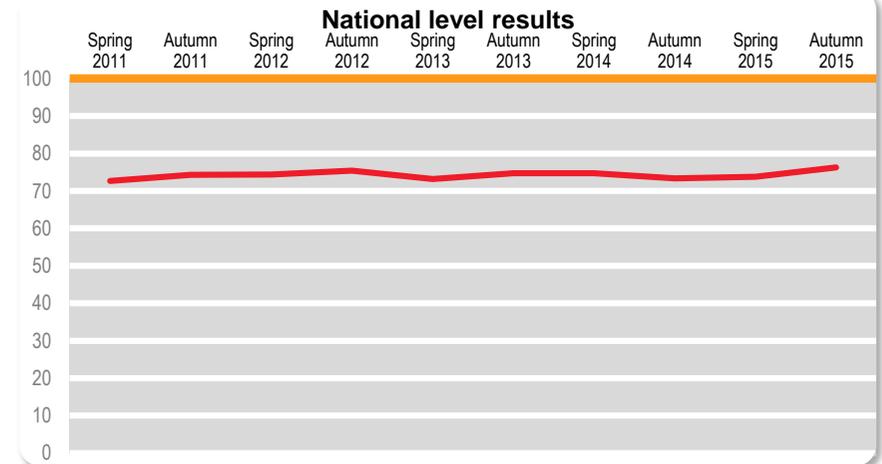
Cleanliness of the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16243	76	15	10	3	↑	3	↑
Abellio Greater Anglia + c2c	1560	75	14	11	15	↑	16	↑
Chiltern Railways	1057	90	7	3	4	↑	2	→
Gatwick Express*	496	89	8	3	2	→	2	→
Great Northern*	550	81	13	7	-4	→	-3	→
Great Northern*	550	70	18	13	0	→	2	→
Great Western Railway	2816	78	14	8	4	↑	4	↑
London Midland	1104	75	13	12	0	→	6	↑
London Overground+	1288	87	10	3	1	→	-2	→
South West Trains	1907	72	17	12	-1	→	0	→
Southeastern	1539	68	18	14	1	→	4	→
Southern*+	1506	75	16	10	0	→	-2	→
TfL Rail**	310	75	15	10	19	↑	21	↑
Thameslink*	1060	70	15	15	3	→	6	↑
LONG DISTANCE SERVICES	5305	83	11	6	0	→	2	→
Cross Country	1013	79	12	8	0	→	4	→
East Midlands Trains	1045	82	11	7	1	→	0	→
First TransPennine Express	995	83	11	6	-1	→	1	→
Virgin Trains	1203	88	9	3	0	→	2	→
Virgin Trains East Coast	1049	83	11	6	-3	→	-1	→
REGIONAL SERVICES	3606	76	15	10	3	↑	3	↑
Arriva Trains Wales	1045	72	16	12	-5	↓	2	→
Merseyrail	469	83	10	6	11	↑	10	↑
Northern Rail	1055	70	17	13	5	↑	6	↑
ScotRail	1037	79	14	8	1	→	-3	→

* 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

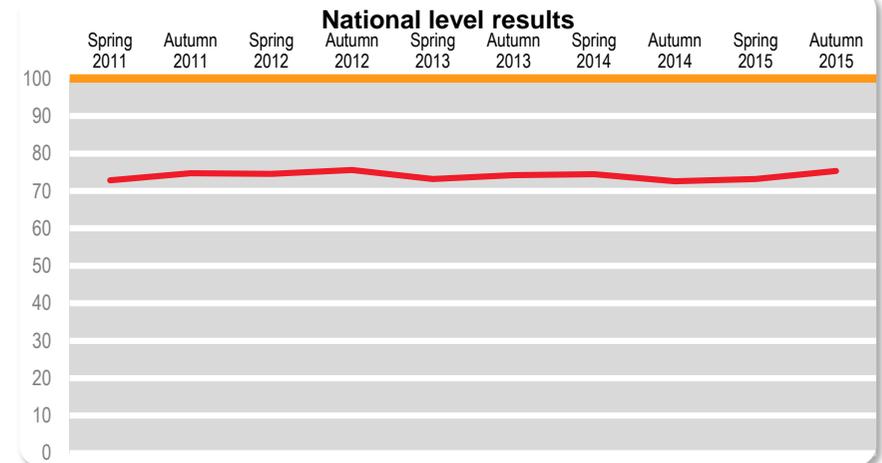
Upkeep and repair of the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15672	75	15	10	2	↑	3	↑
Abellio Greater Anglia + c2c	1508	70	16	14	16	↑	18	↑
Chiltern Railways	1014	88	9	3	2	→	1	→
Gatwick Express*	1023	89	9	3	1	→	2	→
Great Northern*	474	76	14	10	-5	→	-2	→
Great Northern*	532	61	20	19	4	→	2	→
Great Western Railway	2734	76	14	9	3	↑	3	↑
London Midland	1073	76	14	10	-2	→	6	↑
London Overground+	1236	88	9	4	-2	→	-6	↓
South West Trains	1843	76	16	8	0	→	1	→
Southeastern	1489	67	18	15	0	→	3	→
Southern*+	1439	75	17	7	-1	→	-1	→
TfL Rail**	296	64	19	17	16	↑	19	↑
Thameslink*	1011	67	18	16	7	↑	9	↑
LONG DISTANCE SERVICES	5114	82	12	6	-1	→	1	→
Cross Country	970	79	15	6	0	→	2	→
East Midlands Trains	1006	83	10	7	3	→	2	→
First TransPennine Express	967	84	10	5	-1	→	0	→
Virgin Trains	1170	87	10	4	-2	→	1	→
Virgin Trains East Coast	1001	76	13	10	-5	↓	-2	→
REGIONAL SERVICES	3450	73	14	12	4	↑	3	→
Arriva Trains Wales	1003	69	19	12	-5	↓	0	→
Merseyrail	440	87	8	4	15	↑	14	↑
Northern Rail	1022	64	17	19	4	→	4	→
ScotRail	985	79	12	9	1	→	-4	→

* 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

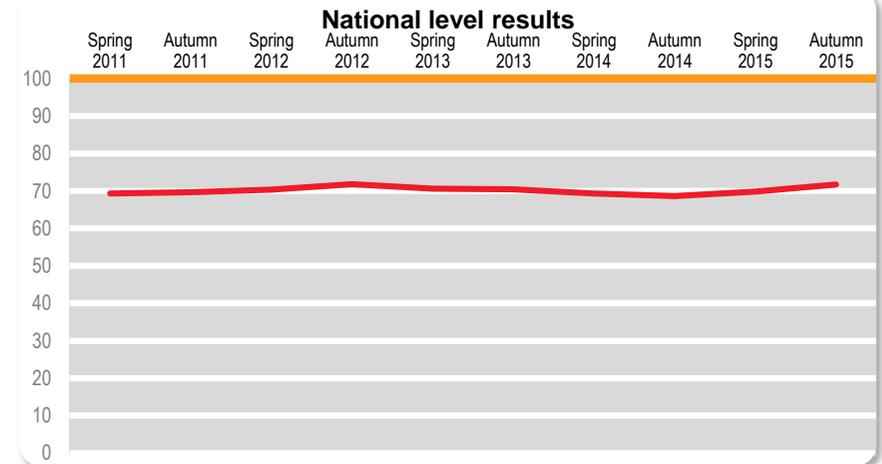
The provision of information during the journey

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14585	71	19	10	2	↑	3	↑
Abellio Greater Anglia + c2c	1387	69	21	10	11	↑	10	↑
Chiltern Railways	968	79	16	4	0	→	3	→
Gatwick Express*	928	80	15	4	1	→	3	→
Great Northern*	413	64	26	11	-9	↓	-4	→
Great Western Railway	487	55	22	23	1	→	9	↑
London Midland	2514	68	22	9	1	→	2	→
London Overground+	1004	73	18	9	2	→	6	↑
South West Trains	1183	82	13	5	1	→	-1	→
Southeastern	1708	71	19	9	0	→	0	→
Southern*+	1425	65	22	13	0	→	4	↑
TfL Rail**	1361	73	18	8	0	→	0	→
Thameslink*	278	68	24	8	6	→	6	→
LONG DISTANCE SERVICES	4895	78	16	7	-1	→	1	→
Cross Country	929	53	22	25	6	↑	7	↑
East Midlands Trains	935	76	16	8	1	→	2	→
First TransPennine Express	935	73	19	8	-2	→	2	→
Virgin Trains	918	77	15	7	-2	→	0	→
Virgin Trains East Coast	1132	82	14	4	-1	→	-1	→
REGIONAL SERVICES	3279	74	18	8	4	↑	5	↑
Arriva Trains Wales	975	80	15	5	-4	↓	0	→
Merseyrail	950	63	26	11	-4	→	-3	→
Northern Rail	430	90	8	2	4	→	9	↑
ScotRail	951	65	22	13	8	↑	6	↑
	948	79	17	5	3	→	4	→

* From Autumn 2015 part of the Govia Thameslink Railway franchise

+ Boundary changes of TOC from Autumn 2015

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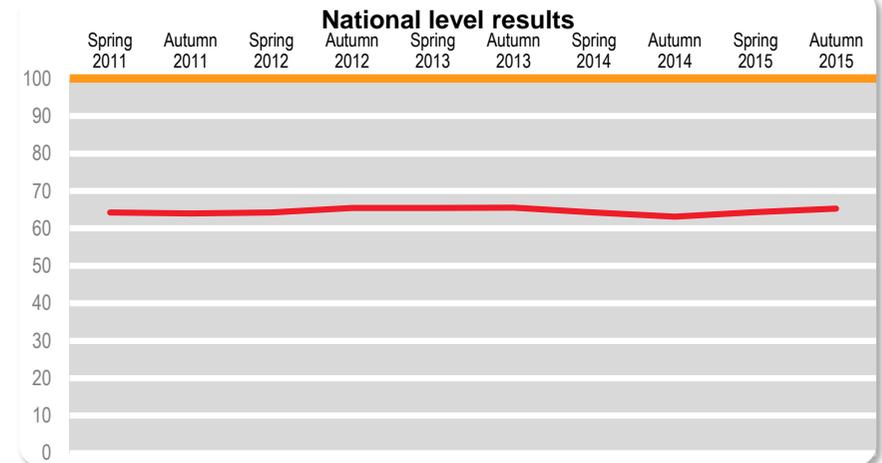
The helpfulness and attitude of staff on train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	7868	56	32	12	0	→	2	→
Abellio Greater Anglia + c2c	854	60	31	9	16	↑	17	↑
Chiltern Railways	392	41	43	17	-1	→	3	→
Gatwick Express*	410	59	32	9	0	→	1	→
Great Northern*	198	55	33	13	-14	↓	-4	→
Great Northern*	174	37	42	21	2	→	-6	→
Great Western Railway	1640	72	23	5	3	→	4	↑
London Midland	584	63	27	11	-2	→	2	→
London Overground+	557	43	45	12	1	→	1	→
South West Trains	1195	67	28	6	-2	→	1	→
Southeastern	747	51	29	20	-2	→	-2	→
Southern*+	639	55	34	11	-2	→	2	→
TfL Rail**	124	38	34	29	9	→	17	↑
Thameslink*	354	35	43	22	4	→	-1	→
LONG DISTANCE SERVICES	3964	81	16	3	-1	→	0	→
Cross Country	745	81	16	3	0	→	2	→
East Midlands Trains	754	77	19	3	-2	→	-2	→
First TransPennine Express	768	79	16	5	-2	→	-3	→
Virgin Trains	857	82	15	3	0	→	0	→
Virgin Trains East Coast	840	85	14	1	-2	→	4	→
REGIONAL SERVICES	2891	82	16	3	4	↑	4	↑
Arriva Trains Wales	926	84	13	3	-2	→	1	→
Merseyrail	261	70	27	3	0	→	8	→
Northern Rail	868	81	16	3	5	↑	5	↑
ScotRail	836	85	12	2	6	↑	1	→

* 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

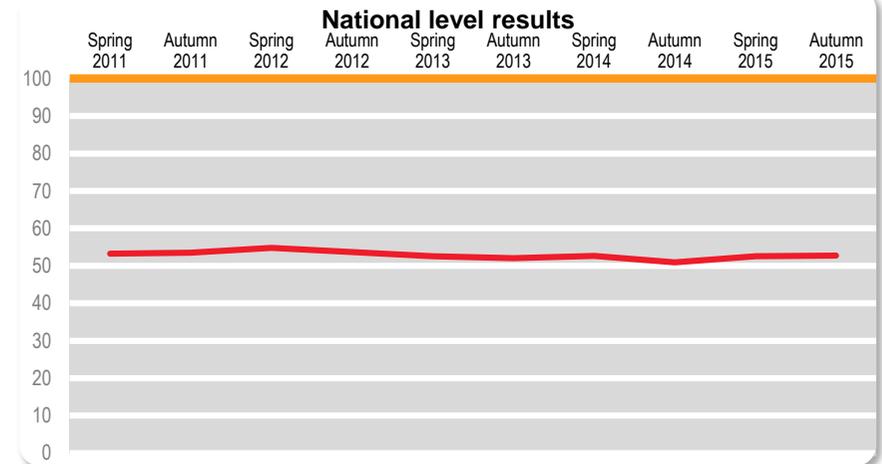
The space for luggage on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12449	50	24	26	1	→	2	↑
Abellio Greater Anglia + c2c	1251	56	22	22	8	↑	10	↑
Chiltern Railways	801	49	26	26	-3	→	2	→
Gatwick Express*	782	57	24	19	-2	→	0	→
Great Northern*	434	51	23	26	-11	↓	-2	→
Great Northern*	432	43	28	29	4	→	0	→
Great Western Railway	2177	57	21	21	1	→	2	→
London Midland	824	54	22	24	6	↑	6	↑
London Overground+	971	52	26	22	4	→	3	→
South West Trains	1469	53	23	24	-2	→	-1	→
Southeastern	1137	49	25	27	2	→	5	↑
Southern*+	1105	42	25	33	-4	↓	-4	→
TfL Rail**	239	40	30	30	-4	→	9	→
Thameslink*	827	43	25	32	-2	→	5	→
LONG DISTANCE SERVICES	4417	57	18	25	-4	↓	0	→
Cross Country	829	54	19	26	-4	→	0	→
East Midlands Trains	817	54	22	24	-2	→	-5	→
First TransPennine Express	807	54	18	27	-5	→	2	→
Virgin Trains	1035	59	16	25	-2	→	2	→
Virgin Trains East Coast	929	64	16	20	-6	↓	-1	→
REGIONAL SERVICES	2855	64	18	18	2	→	4	↑
Arriva Trains Wales	894	61	22	16	-6	↓	1	→
Merseyrail	326	64	20	16	10	↑	13	↑
Northern Rail	829	62	18	21	5	→	7	↑
ScotRail	806	66	16	18	-2	→	-3	→

* 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

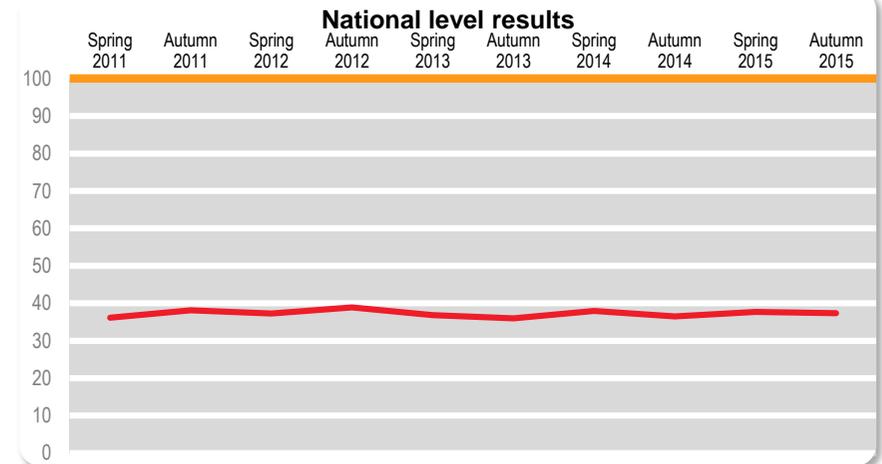
The toilet facilities on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	6354	33	23	44	0	→	1	→
Abellio Greater Anglia + c2c	691	43	24	33	16	↑	15	↑
Chiltern Railways	456	54	26	21	2	→	2	→
Gatwick Express*	388	55	25	20	0	→	2	→
Great Northern*	183	54	27	20	-2	→	0	→
Great Northern*	183	20	19	62	1	→	3	→
Great Western Railway	1240	42	26	32	1	→	1	→
London Midland	436	42	27	32	-2	→	0	→
London Overground+	398	12	17	71	-2	→	0	→
South West Trains	778	30	24	46	-2	→	0	→
Southeastern	605	26	26	48	-5	→	-2	→
Southern*+	516	41	22	37	-2	→	1	→
TfL Rail**	117	9	17	75	1	→	-4	→
Thameslink*	363	37	29	34	7	→	7	→
LONG DISTANCE SERVICES	2815	52	21	27	-2	→	0	→
Cross Country	484	49	21	30	1	→	4	→
East Midlands Trains	473	50	23	27	5	→	3	→
First TransPennine Express	410	50	21	29	-5	→	-2	→
Virgin Trains	750	60	18	22	-1	→	-2	→
Virgin Trains East Coast	698	47	24	29	-10	↓	-4	→
REGIONAL SERVICES	1680	47	19	33	1	→	4	→
Arriva Trains Wales	628	49	19	32	-1	→	5	→
Merseyrail	122	17	20	63	-8	→	-6	→
Northern Rail	466	46	21	33	6	→	6	→
ScotRail	464	57	18	26	-1	→	4	→

* 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

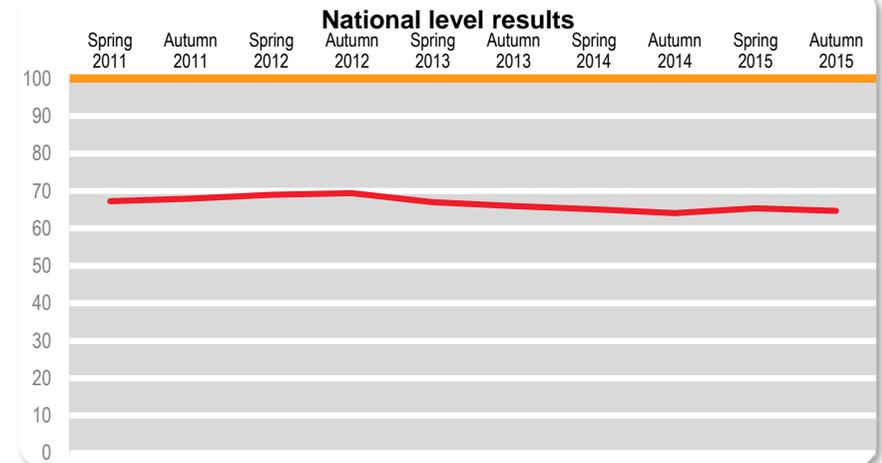
Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

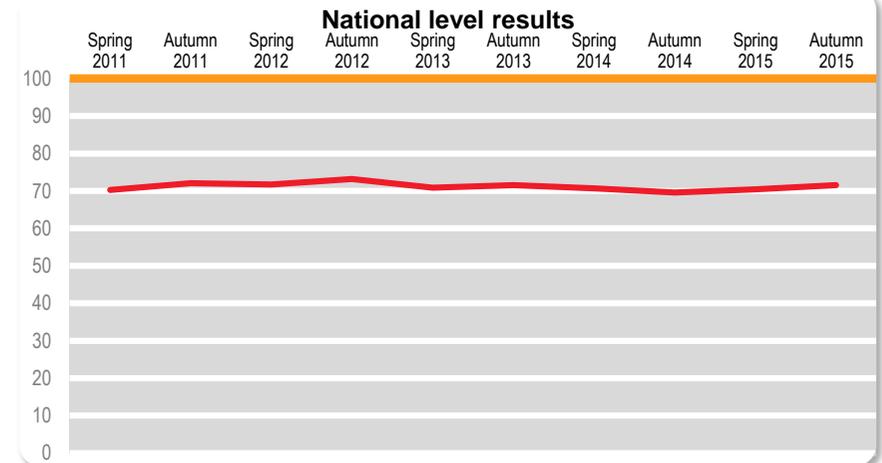
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15735	62	15	23	-1	→	0	→
Abellio Greater Anglia + c2c	1512	67	15	18	7	↑	3	→
Chiltern Railways	1034	57	17	26	0	→	-3	→
Gatwick Express*	1017	71	14	15	-2	→	0	→
Great Northern*	475	73	17	10	-9	↓	-9	↓
Great Northern*	535	56	18	26	6	→	1	→
Great Western Railway	2743	67	13	20	-2	→	1	→
London Midland	1062	68	12	19	1	→	1	→
London Overground+	1236	66	16	18	-1	→	0	→
South West Trains	1852	61	15	24	0	→	1	→
Southeastern	1490	61	15	24	0	→	4	→
Southern*+	1449	59	17	24	-5	↓	-4	↓
TfL Rail**	299	46	17	37	3	→	3	→
Thameslink*	1031	58	15	27	-2	→	3	→
LONG DISTANCE SERVICES	5149	71	13	17	-3	↓	0	→
Cross Country	979	66	14	20	-5	↓	-1	→
East Midlands Trains	1022	74	13	14	-1	→	-1	→
First TransPennine Express	971	59	12	29	-8	↓	-3	→
Virgin Trains	1162	80	12	8	3	→	4	↑
Virgin Trains East Coast	1015	78	11	10	-4	→	0	→
REGIONAL SERVICES	3486	74	11	15	1	→	2	→
Arriva Trains Wales	1016	72	13	14	-6	↓	-1	→
Merseyrail	444	81	9	10	6	↑	10	↑
Northern Rail	1025	73	10	17	7	↑	7	↑
ScotRail	1001	72	13	15	-7	↓	-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 comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15686	70	18	12	1	→	2	↑
Abellio Greater Anglia + c2c	1524	68	17	15	12	↑	8	↑
Chiltern Railways	1014	76	15	9	0	→	0	→
Gatwick Express*	1025	78	16	6	-1	→	-3	→
Great Northern*	484	79	14	6	-5	→	-5	→
Great Northern*	535	61	22	17	9	↑	0	→
Great Western Railway	2741	74	16	11	1	→	3	→
London Midland	1055	75	16	10	1	→	5	↑
London Overground+	1233	81	12	7	1	→	1	→
South West Trains	1829	70	18	12	0	→	1	→
Southeastern	1491	65	20	15	-1	→	2	→
Southern*+	1432	69	19	11	-2	→	-2	→
TfL Rail**	304	54	23	23	10	→	10	→
Thameslink*	1019	62	23	16	3	→	4	→
LONG DISTANCE SERVICES	5129	76	15	9	-3	↓	-1	→
Cross Country	976	71	17	11	-5	→	-3	→
East Midlands Trains	1011	79	14	7	-3	→	0	→
First TransPennine Express	947	77	15	7	-3	→	-1	→
Virgin Trains	1171	83	11	6	2	→	3	→
Virgin Trains East Coast	1024	73	17	11	-7	↓	-5	↓
REGIONAL SERVICES	3499	75	13	12	2	→	5	↑
Arriva Trains Wales	1003	72	18	10	-5	↓	0	→
Merseyrail	455	85	10	5	9	↑	12	↑
Northern Rail	1039	66	15	19	3	→	5	↑
ScotRail	1002	82	9	9	1	→	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

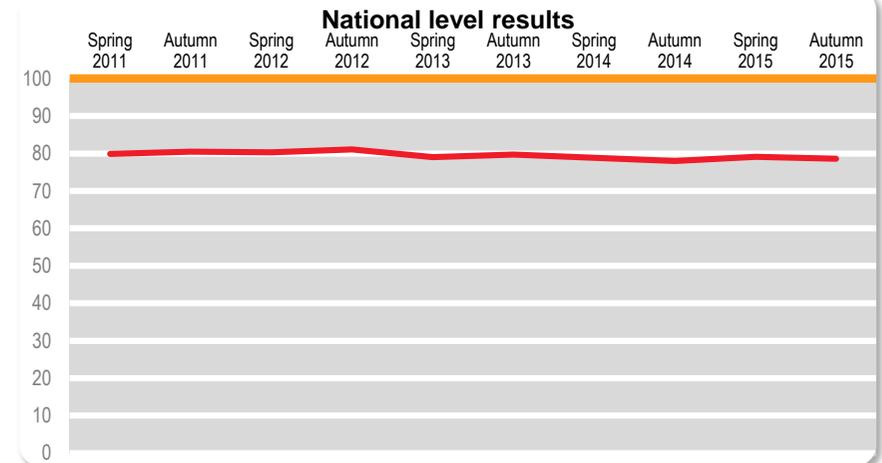
The ease of being able to get on and off the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15959	77	15	8	-1	→	0	→
Abellio Greater Anglia + c2c	1523	80	13	7	8	↑	5	↑
Chiltern Railways	1041	81	11	7	2	→	0	→
Gatwick Express*	1040	89	9	3	-1	→	1	→
Great Northern*	478	69	19	12	-5	→	-3	→
Great Northern*	540	74	19	8	-1	→	-3	→
Great Western Railway	2776	76	15	9	0	→	1	→
London Midland	1084	80	12	7	-1	→	-1	→
London Overground+	1261	82	13	6	-1	→	1	→
South West Trains	1873	76	15	9	-2	→	2	→
Southeastern	1519	76	16	8	-3	→	-2	→
Southern*+	1478	76	17	7	0	→	1	→
TfL Rail**	299	65	19	16	5	→	3	→
Thameslink*	1047	70	16	13	0	→	0	→
LONG DISTANCE SERVICES	5205	83	11	5	-1	→	3	↑
Cross Country	987	83	13	4	1	→	4	→
East Midlands Trains	1029	82	12	6	-4	→	0	→
First TransPennine Express	982	82	10	8	-1	→	4	→
Virgin Trains	1178	87	9	3	0	→	2	→
Virgin Trains East Coast	1029	83	12	5	-3	→	2	→
REGIONAL SERVICES	3539	83	10	6	0	→	1	→
Arriva Trains Wales	1010	82	13	5	-1	→	1	→
Merseyrail	462	91	5	4	4	→	7	↑
Northern Rail	1051	77	14	9	-2	→	-2	→
ScotRail	1016	87	8	5	1	→	0	→

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+ 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

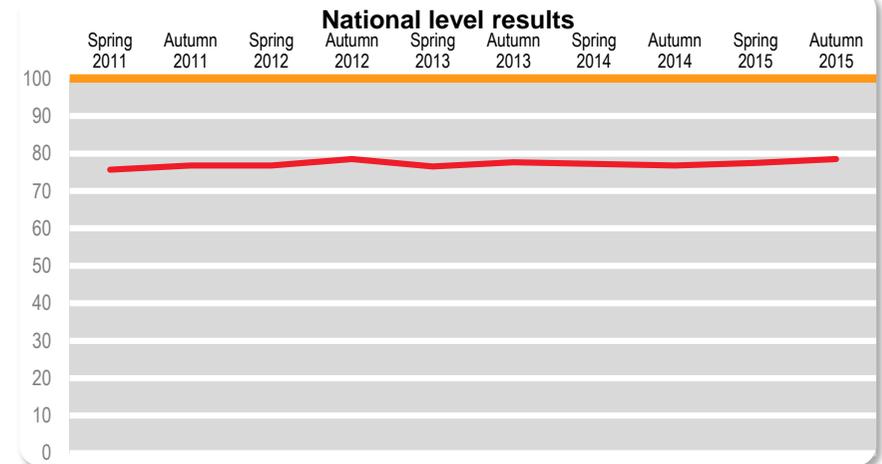
Your personal security whilst on board the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

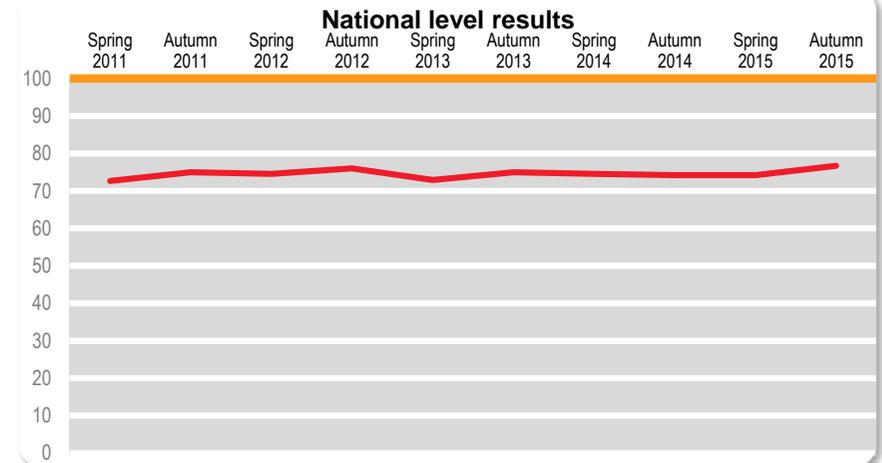
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14954	77	20	4	1	→	1	↑
Abellio Greater Anglia + c2c	1418	78	19	4	10	↑	9	↑
Chiltern Railways	977	73	22	5	-3	→	-2	→
Gatwick Express*	983	88	11	1	0	→	0	→
Great Northern*	444	81	17	2	-5	↓	-3	→
Great Northern*	518	76	20	4	5	→	5	→
Great Western Railway	2626	82	16	2	2	→	1	→
London Midland	1009	80	16	4	3	→	4	→
London Overground+	1198	77	18	5	-1	→	0	→
South West Trains	1767	79	18	3	-1	→	1	→
Southeastern	1408	73	22	5	2	→	3	→
Southern*+	1361	75	23	3	-1	→	-3	→
TfL Rail**	282	60	29	11	4	→	1	→
Thameslink*	963	73	21	6	7	↑	7	↑
LONG DISTANCE SERVICES	4919	86	12	2	-1	→	1	→
Cross Country	925	85	13	2	0	→	3	→
East Midlands Trains	963	86	12	2	1	→	2	→
First TransPennine Express	924	83	14	3	-3	→	0	→
Virgin Trains	1128	88	11	1	0	→	2	→
Virgin Trains East Coast	979	87	12	1	-2	→	-1	→
REGIONAL SERVICES	3385	84	14	3	1	→	3	↑
Arriva Trains Wales	974	81	16	3	-5	↓	-1	→
Merseyrail	437	86	11	3	6	↑	10	↑
Northern Rail	996	82	15	3	3	→	4	↑
ScotRail	978	85	12	3	-1	→	0	→

* 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 cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16168	76	15	9	3	↑	3	↑
Abellio Greater Anglia + c2c	1550	76	14	10	15	↑	16	↑
Chiltern Railways	1057	87	10	3	1	→	-1	→
Gatwick Express*	1047	90	8	3	3	↑	2	→
Great Northern*	489	81	13	6	-2	→	-3	→
Great Northern*	551	70	17	13	4	→	5	→
Great Western Railway	2794	78	15	7	3	↑	2	→
London Midland	1097	74	14	11	-2	→	3	→
London Overground+	1287	89	7	4	1	→	-1	→
South West Trains	1907	72	18	11	-1	→	-2	→
Southeastern	1543	69	18	13	1	→	3	→
Southern*+	1489	75	15	10	0	→	-1	→
TfL Rail**	306	74	16	10	16	↑	20	↑
Thameslink*	1051	69	19	12	4	→	5	↑
LONG DISTANCE SERVICES	5282	83	11	6	-1	→	1	→
Cross Country	1004	80	12	7	0	→	3	→
East Midlands Trains	1040	84	12	5	0	→	1	→
First TransPennine Express	985	84	11	5	-1	→	2	→
Virgin Trains	1204	87	9	4	0	→	0	→
Virgin Trains East Coast	1049	83	11	6	-5	↓	-2	→
REGIONAL SERVICES	3596	77	13	10	4	↑	3	↑
Arriva Trains Wales	1047	72	16	12	-6	↓	-2	→
Merseyrail	467	84	9	8	10	↑	9	↑
Northern Rail	1054	71	16	12	5	↑	6	↑
ScotRail	1028	81	11	8	3	→	-1	→

* 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

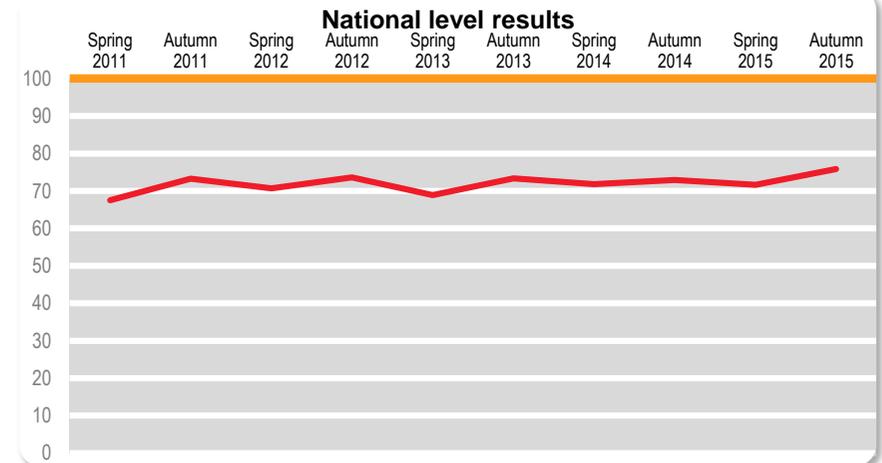
The cleanliness of the outside of the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13883	76	18	6	4	↑	3	↑
Abellio Greater Anglia + c2c	1330	71	20	8	17	↑	13	↑
Chiltern Railways	953	86	12	2	-1	→	1	→
Gatwick Express*	891	85	13	3	5	↑	-1	→
Great Northern*	428	75	18	6	-2	→	-1	→
Great Northern*	467	62	21	17	3	→	3	→
Great Western Railway	2326	74	19	7	3	↑	2	→
London Midland	954	78	17	5	2	→	2	→
London Overground+	1143	88	9	3	1	→	-1	→
South West Trains	1630	74	20	5	0	→	0	→
Southeastern	1331	72	22	7	3	→	6	↑
Southern*+	1248	77	19	4	5	↑	2	→
TfL Rail**	286	63	25	12	20	↑	16	↑
Thameslink*	896	70	22	8	9	↑	11	↑
LONG DISTANCE SERVICES	4322	79	16	5	0	→	1	→
Cross Country	810	79	17	4	1	→	3	→
East Midlands Trains	857	73	19	8	1	→	-2	→
First TransPennine Express	821	82	14	4	0	→	2	→
Virgin Trains	966	84	13	3	0	→	-1	→
Virgin Trains East Coast	868	76	19	5	-3	→	-3	→
REGIONAL SERVICES	3079	76	18	6	7	↑	3	→
Arriva Trains Wales	880	69	21	10	0	→	1	→
Merseyrail	414	80	15	4	10	↑	6	→
Northern Rail	927	71	21	8	8	↑	6	↑
ScotRail	858	81	16	4	7	↑	-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

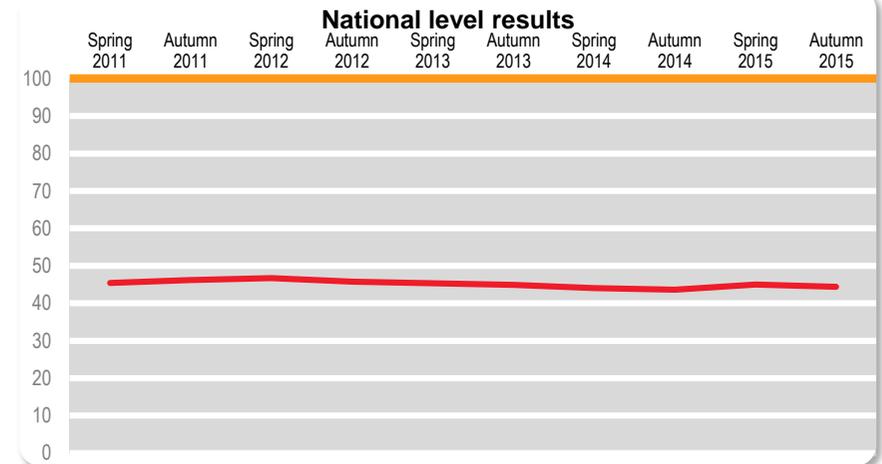
The availability of staff on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	10827	35	32	33	-1	→	0	→
Abellio Greater Anglia + c2c	1078	34	31	35	8	↑	10	↑
Chiltern Railways	600	25	32	43	2	→	4	→
Gatwick Express*	575	36	36	28	-4	→	0	→
Great Northern*	306	27	41	33	-22	↓	-12	↓
Great Northern*	315	15	32	54	-2	→	-5	→
Great Western Railway	2103	49	30	21	1	→	3	→
London Midland	757	41	30	29	-4	→	3	→
London Overground+	836	21	39	40	-3	→	-3	→
South West Trains	1470	50	32	18	0	→	1	→
Southeastern	1029	29	29	42	-3	→	-1	→
Southern*+	946	35	34	31	-2	→	-1	→
TfL Rail**	175	22	30	48	2	→	14	↑
Thameslink*	637	13	31	55	1	→	-1	→
LONG DISTANCE SERVICES	4439	65	24	11	-3	↓	-2	→
Cross Country	829	64	25	11	-3	→	0	→
East Midlands Trains	862	63	26	11	-2	→	-1	→
First TransPennine Express	858	62	22	15	-5	→	-7	↓
Virgin Trains	982	65	23	11	-2	→	-2	→
Virgin Trains East Coast	908	72	21	6	-5	↓	2	→
REGIONAL SERVICES	3193	67	22	11	2	→	3	→
Arriva Trains Wales	970	71	20	8	-5	↓	1	→
Merseyrail	353	56	30	14	1	→	8	→
Northern Rail	957	65	24	11	3	→	3	→
ScotRail	913	73	18	10	3	→	1	→

* 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

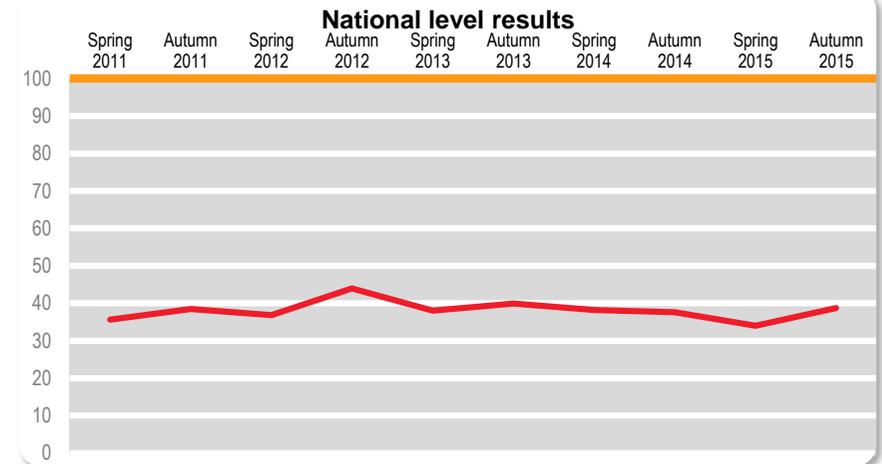
How well train company dealt with delays

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2015

Improvement/decline in %
satisfied or good since
Spring 2015Improvement/decline in %
satisfied or good since
Autumn 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	3089	35	39	25	5	↑	1	→
Abellio Greater Anglia + c2c	297	46	36	18	17	↑	10	→
Chiltern Railways	66	47	34	19	4	→	4	→
Gatwick Express*	144	54	32	14	-3	→	0	→
Great Northern*	58	20	51	29	-13	→	-12	→
Great Northern*	101	31	47	22	3	→	-3	→
Great Western Railway	635	45	33	22	6	→	2	→
London Midland	232	41	37	22	6	→	5	→
London Overground+	133	28	42	29	-1	→	-1	→
South West Trains	338	40	39	21	4	→	0	→
Southeastern	294	31	37	32	4	→	9	↑
Southern*+	445	31	42	27	4	→	-5	→
TfL Rail**	40	40	50	11	24	→	-8	→
Thameslink*	306	25	40	36	3	→	-5	→
LONG DISTANCE SERVICES	1258	55	31	14	-4	→	-1	→
Cross Country	209	54	32	14	-1	→	4	→
East Midlands Trains	258	49	34	17	-1	→	-4	→
First TransPennine Express	346	52	33	15	-11	↓	1	→
Virgin Trains	220	61	25	14	-1	→	-1	→
Virgin Trains East Coast	225	63	28	10	-6	→	-4	→
REGIONAL SERVICES	493	46	34	20	6	→	6	→
Arriva Trains Wales	158	37	31	32	-5	→	1	→
Merseyrail	41	49	36	14	1	→	10	→
Northern Rail	167	44	36	20	13	↑	12	→
ScotRail	127	51	33	16	2	→	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

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

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

Key:

Improved ↑

Unchanged →

Declined ↓

	Peak			Off-Peak		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with the journey	73	↑	70	84	→	83
Overall satisfaction with the station	79	→	78	79	→	78
Ticket buying facilities	70	→	69	74	→	73
Provision of information about train times/platforms	79	→	77	82	→	80
The upkeep/repair of the station buildings/platforms	70	→	69	71	→	70
Cleanliness	75	→	74	76	↑	74
The facilities and services	56	↓	60	53	→	54
The attitudes and helpfulness of the staff	70	↑	67	75	→	73
Connections with other forms of public transport	77	→	76	75	→	76
Facilities for car parking	42	→	41	49	→	48
Overall environment	70	→	68	70	↑	68
Your personal security whilst using the station	70	→	71	72	↑	69
The availability of staff	62	↑	59	64	↑	60
The provision of shelter facilities	67	→	66	68	→	67
Availability of seating	35	↑	32	47	→	46
How request to station staff was handled	77	→	77	86	→	84
The choice of shops/eating/drinking facilities available*	50	→	52	47	→	47

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

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

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

Key:

Improved ↑

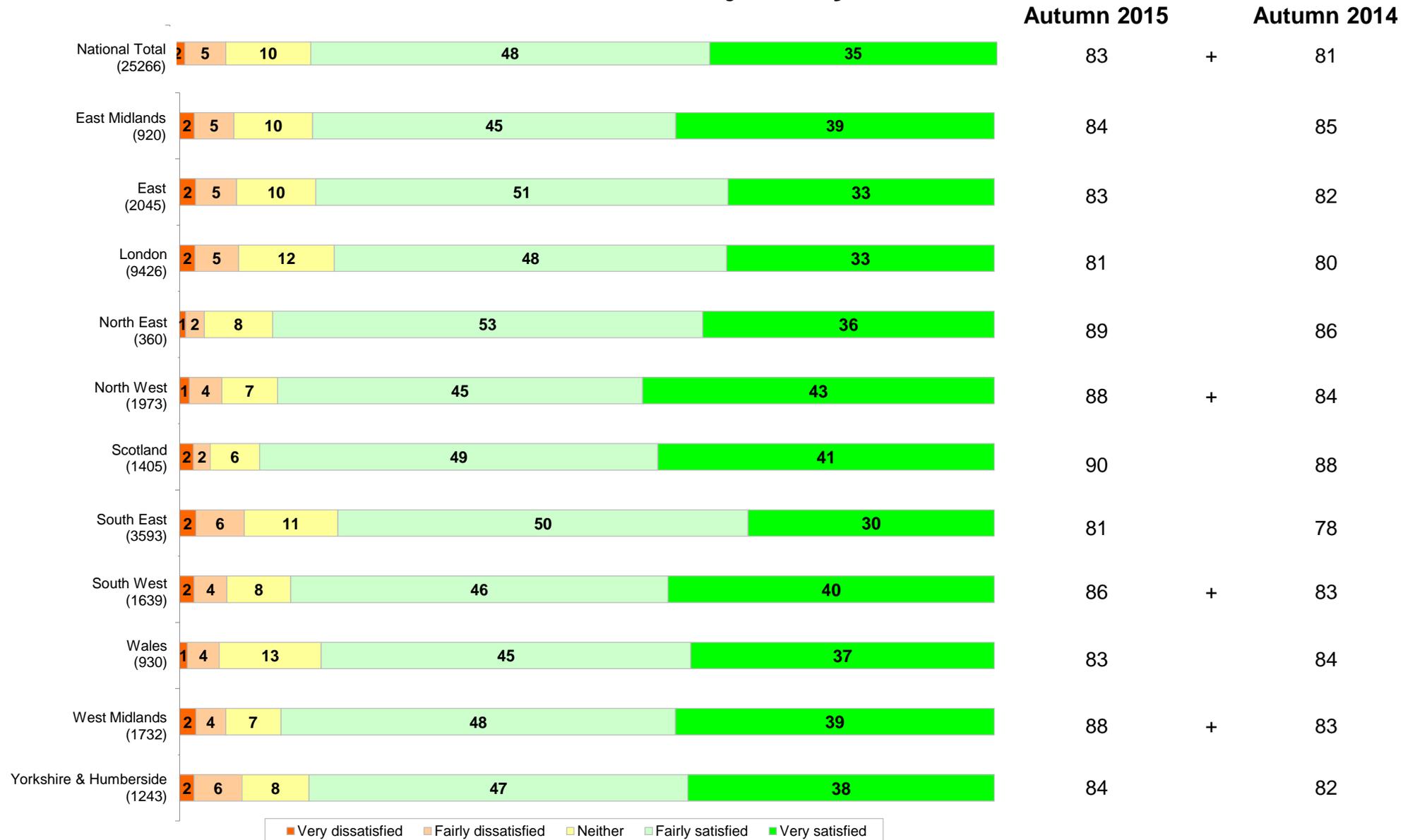
Unchanged →

Declined ↓

	Peak			Off-Peak		
	Autumn 2015	significant change	Autumn 2014	Autumn 2015	significant change	Autumn 2014
Overall satisfaction with the train	71	↑	68	83	↑	80
The frequency of the trains on that route	72	→	72	77	→	76
Punctuality/reliability (i.e. the train arriving/departing on time)	66	→	68	78	→	78
The length of time the journey was scheduled to take (speed)	74	→	73	84	→	84
Connections with other train services	69	→	70	77	→	76
The value for money for the price of your ticket	28	↑	25	48	→	46
Cleanliness of the train	70	→	68	77	↑	74
Upkeep and repair of the train	69	↑	65	76	↑	74
The provision of information during the journey	64	↑	60	72	↑	70
The helpfulness and attitude of staff on train	50	→	48	58	→	56
The space for luggage	41	↑	38	52	→	51
The toilet facilities	28	→	26	34	→	34
Sufficient room for all passengers to sit/stand	42	↑	38	68	→	69
The comfort of the seating area	57	→	55	74	→	72
The ease of being able to get on and off	70	→	68	79	→	79
Your personal security on board	74	→	72	77	→	76
The cleanliness of the inside	71	↑	68	77	↑	75
The cleanliness of the outside	69	↑	66	77	↑	74
The availability of staff	29	→	26	36	→	37
How well train company deals with delays	26	→	26	39	→	38

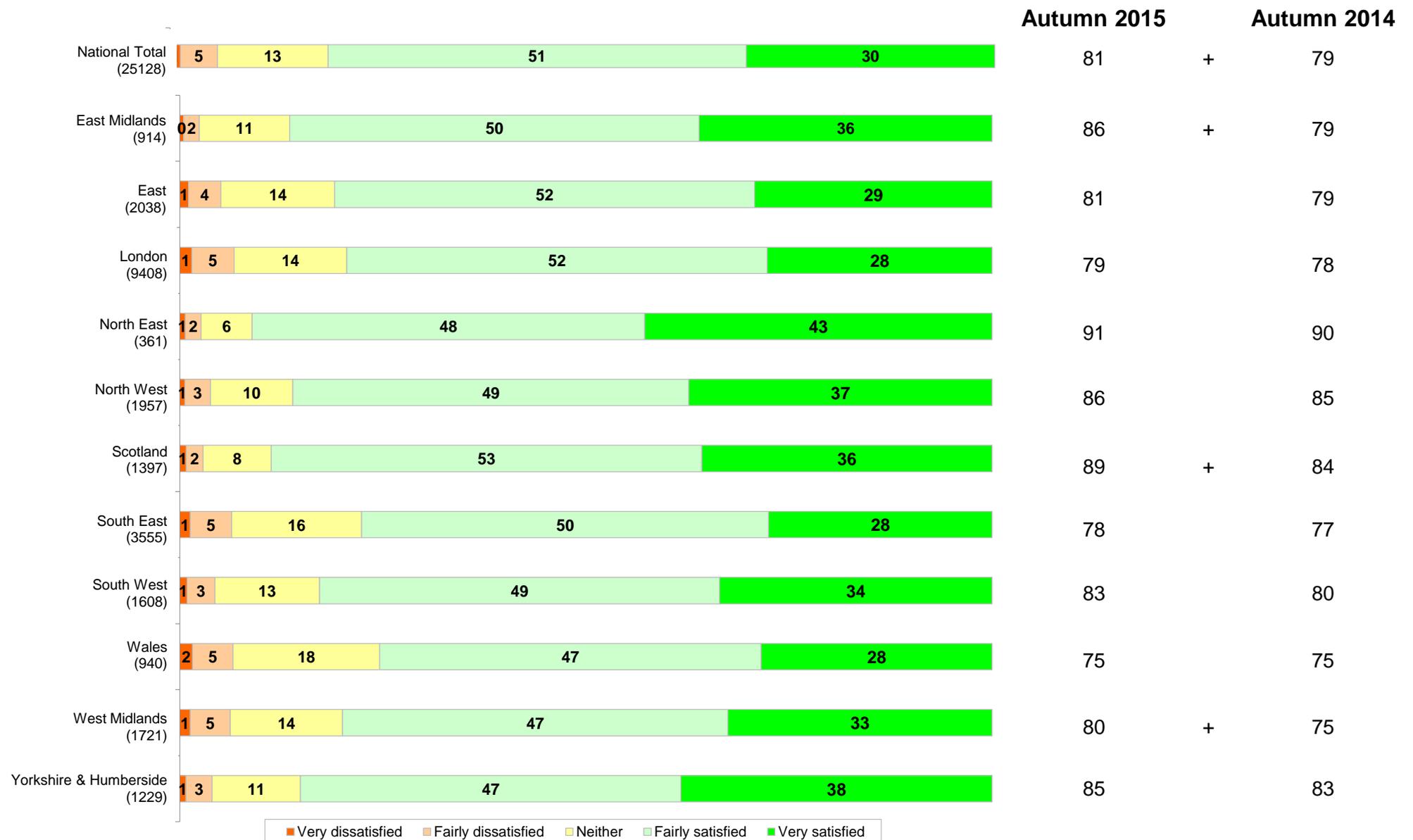
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall satisfaction with journey



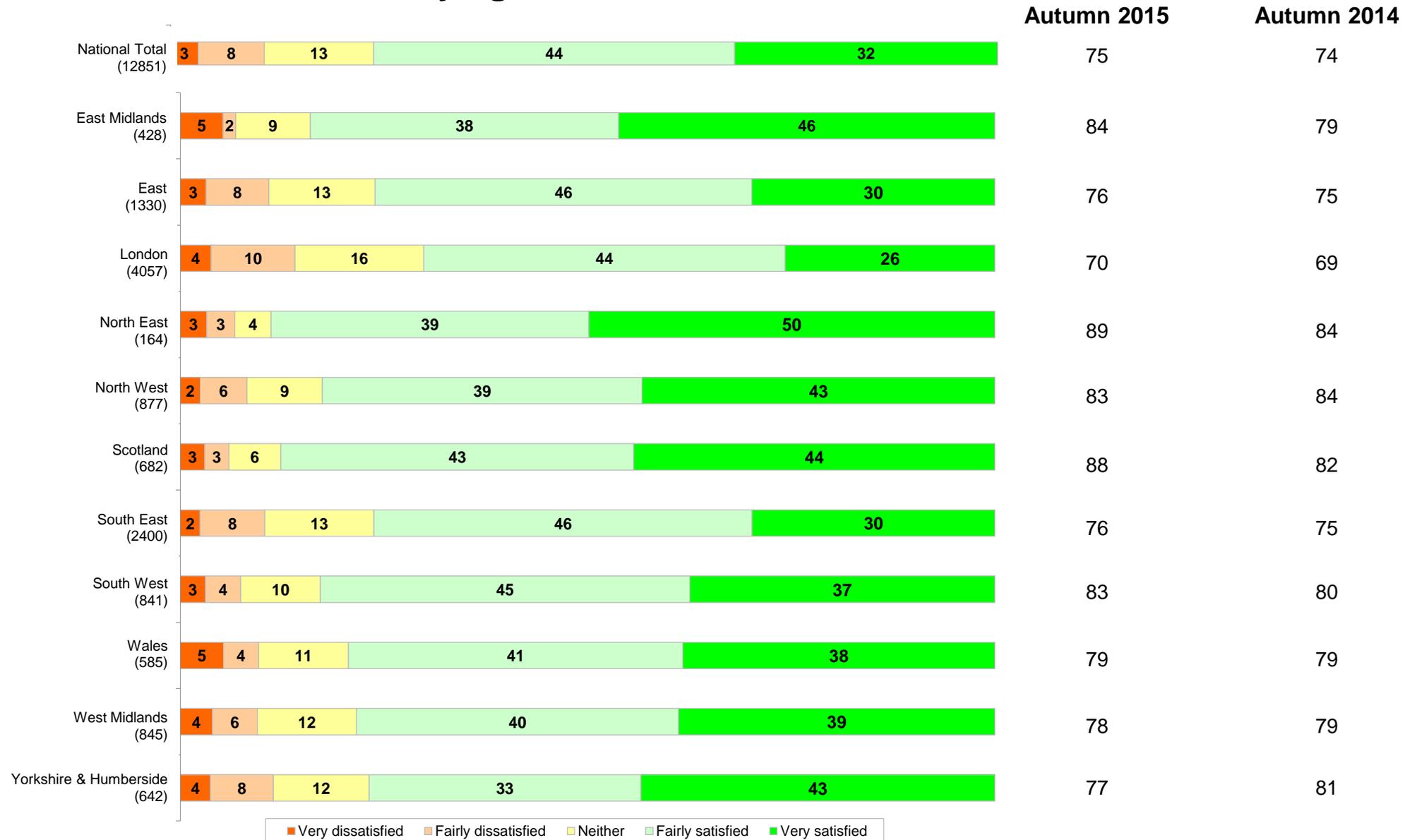
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall satisfaction with the station



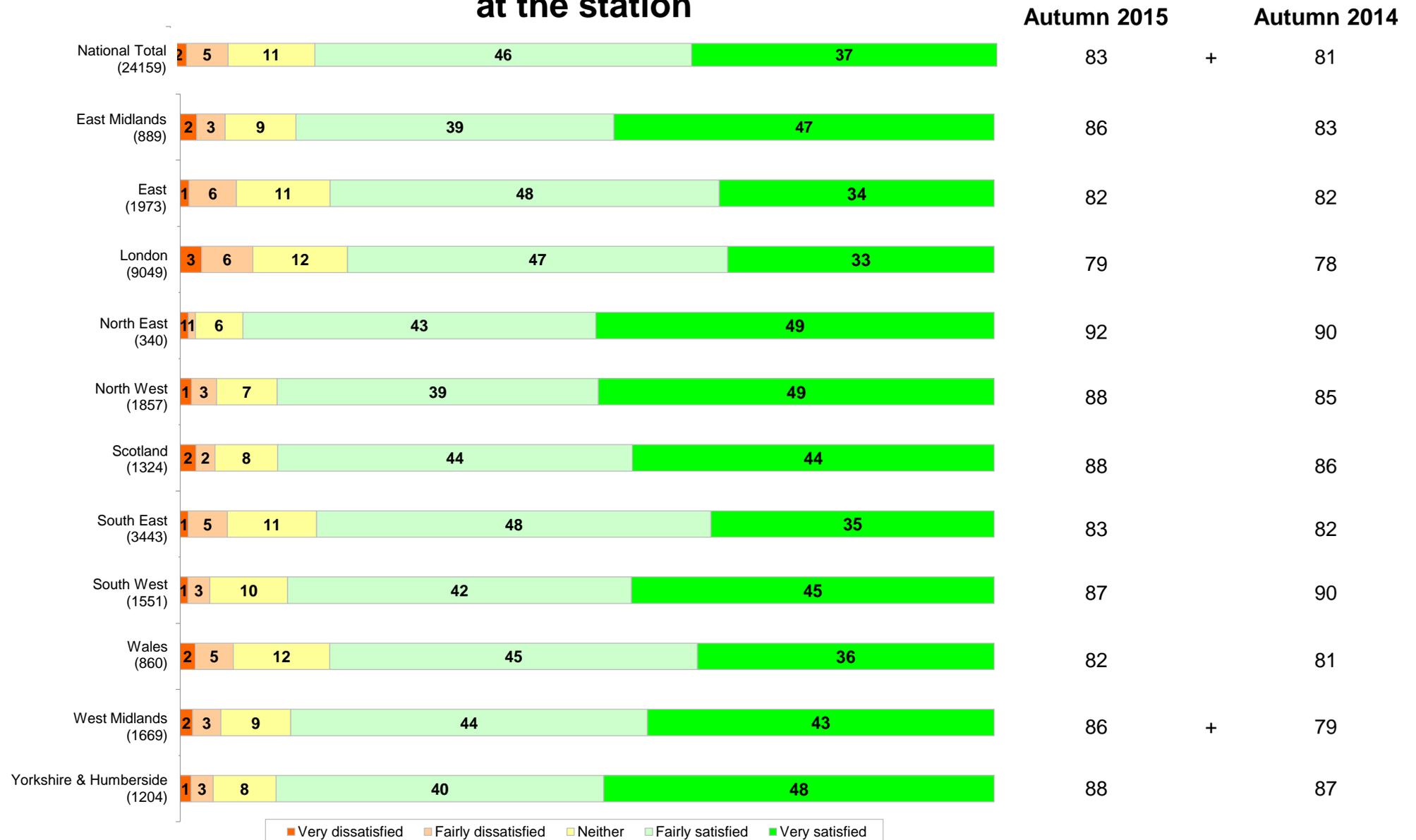
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Ticket buying facilities at the station



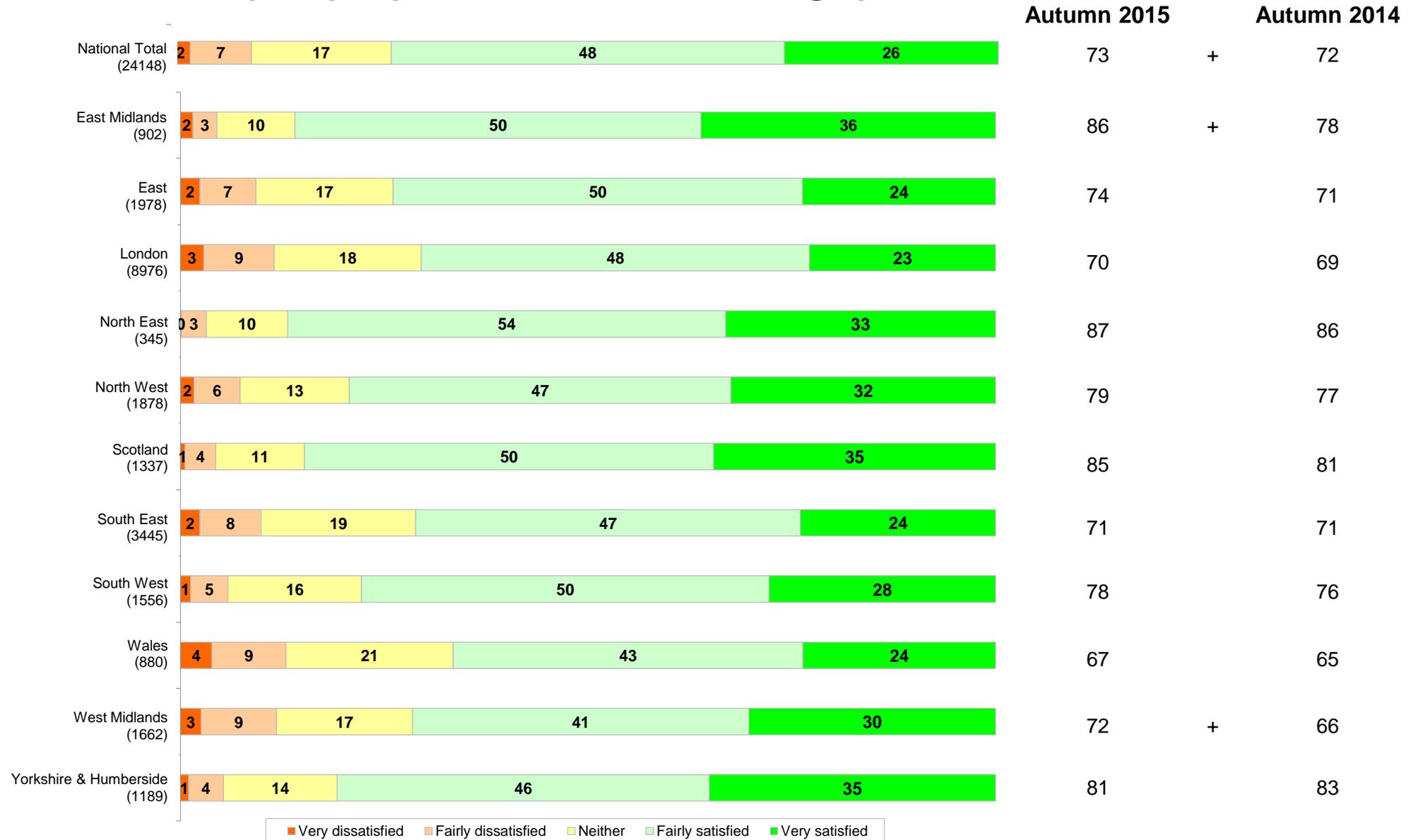
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Provision of information about train times/platforms at the station



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

The upkeep/repair of the station buildings/platforms



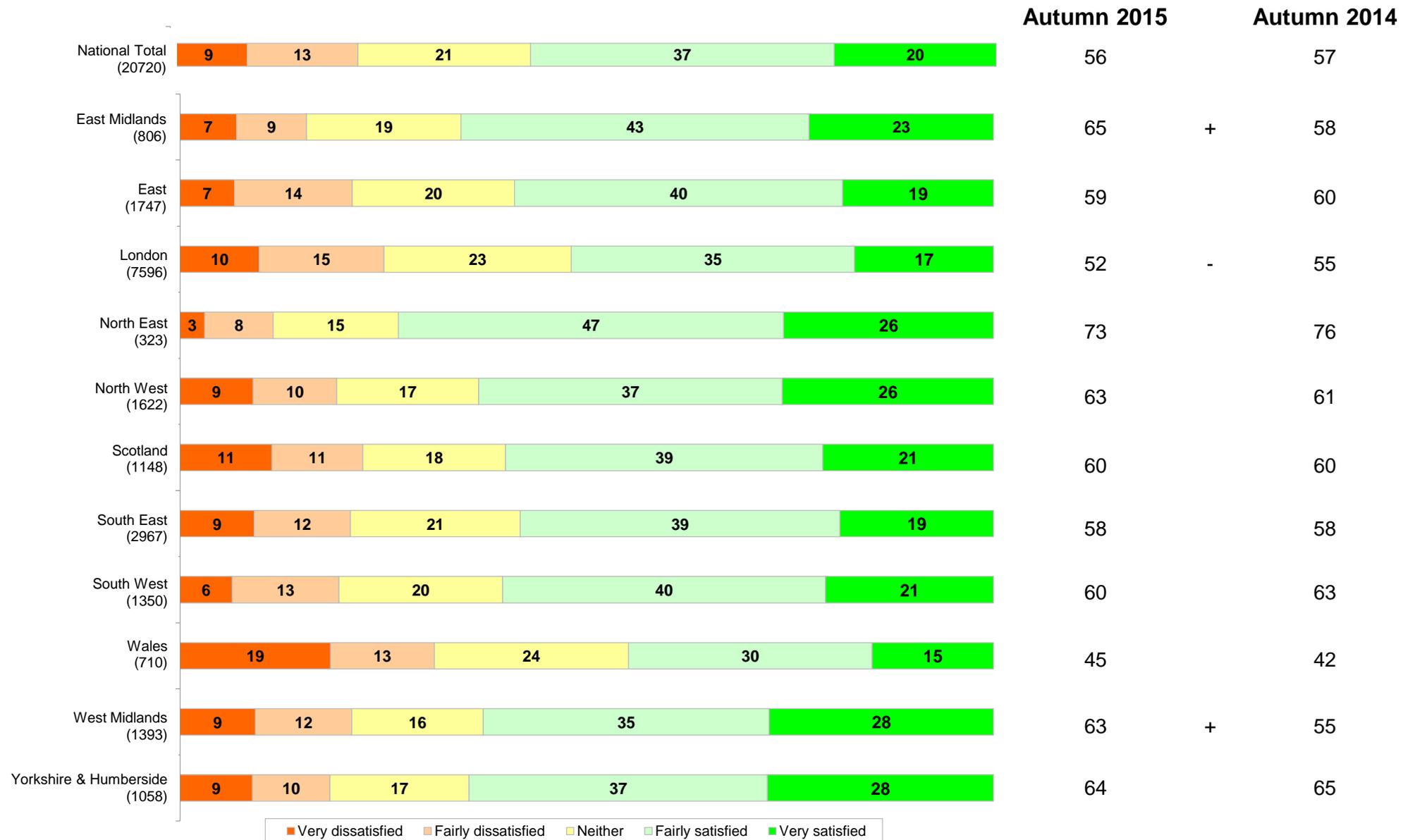
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

Cleanliness of the station



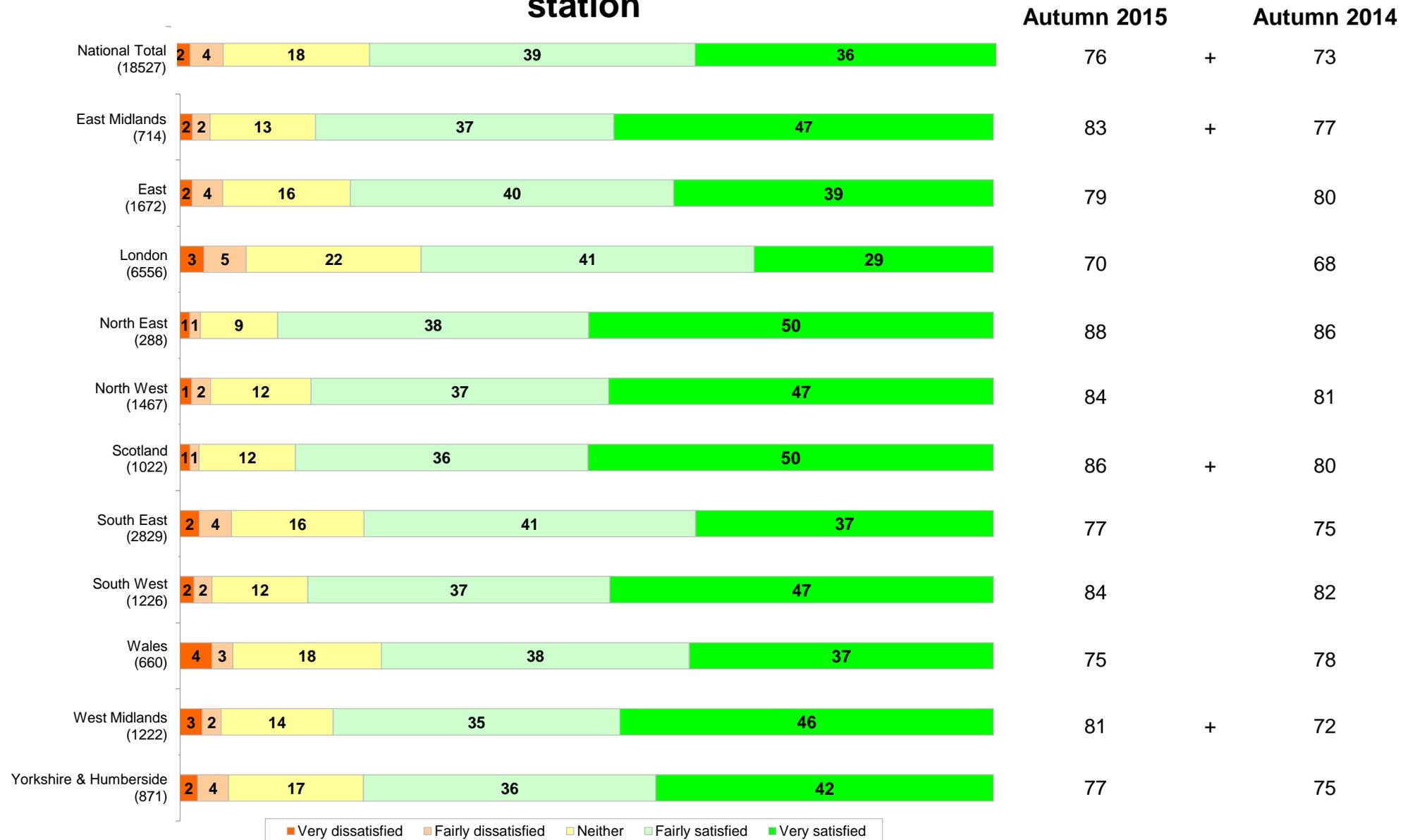
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The facilities and services at the station



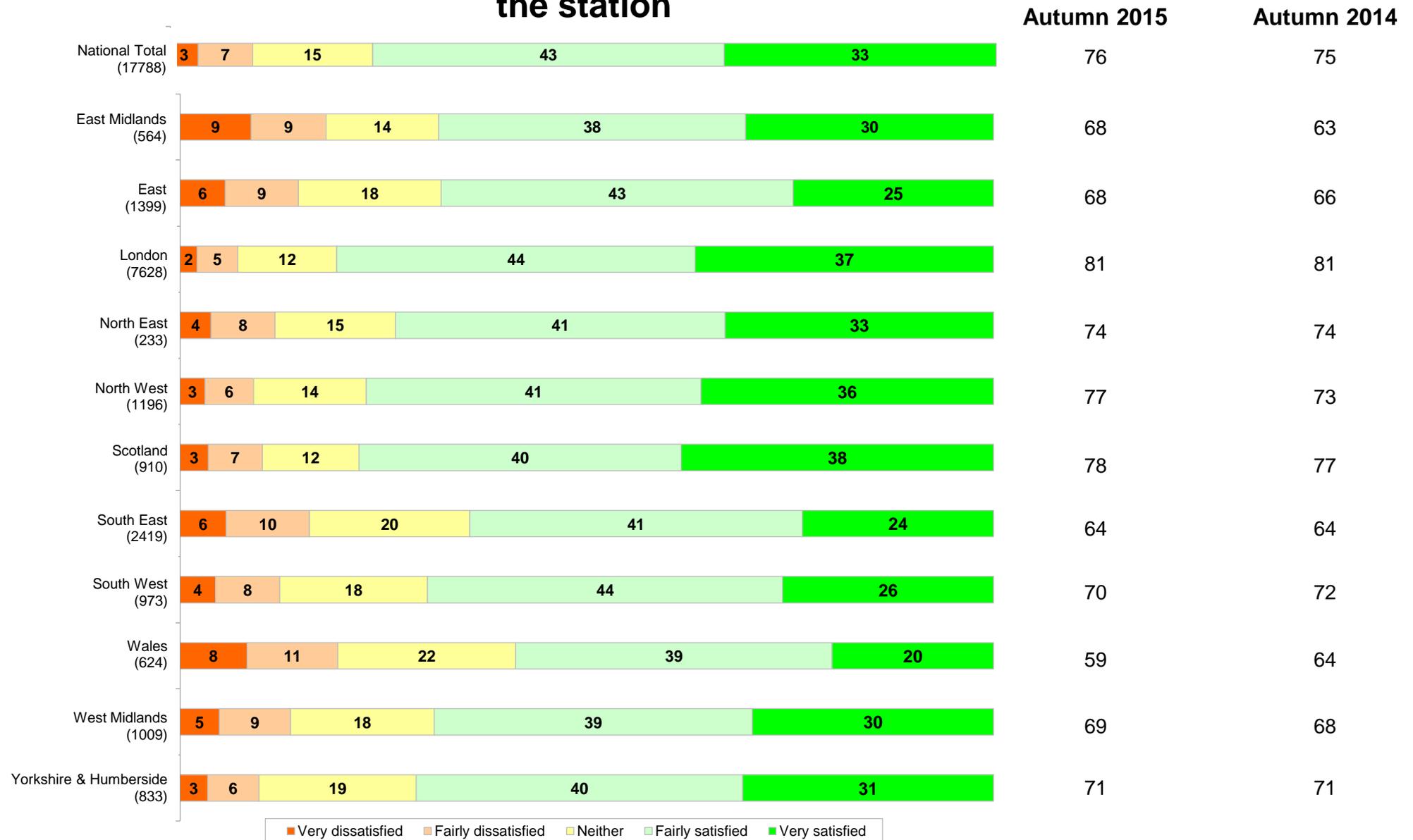
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The attitudes and helpfulness of the staff at the station



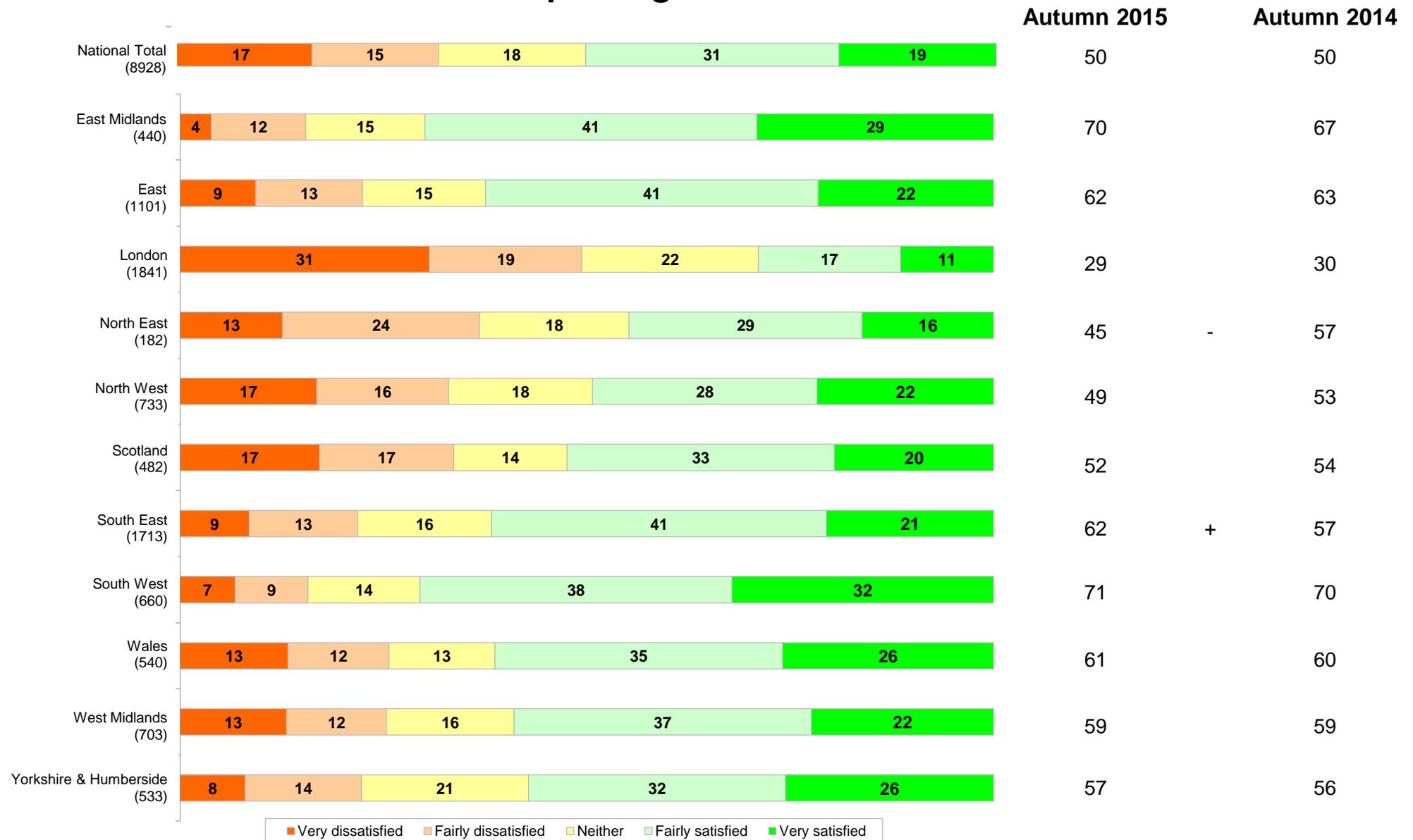
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Connections with other forms of public transport at the station



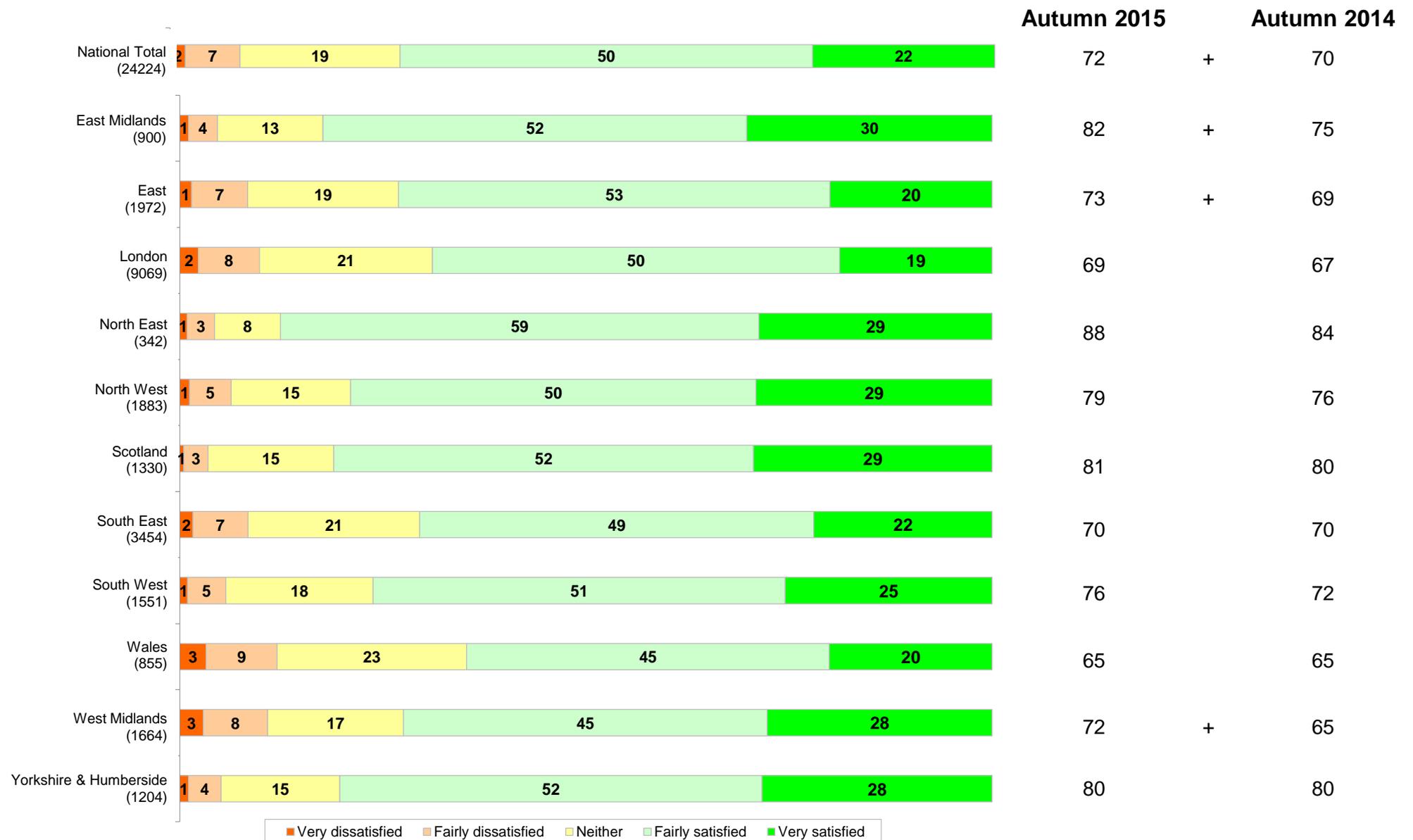
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Facilities for car parking at the station



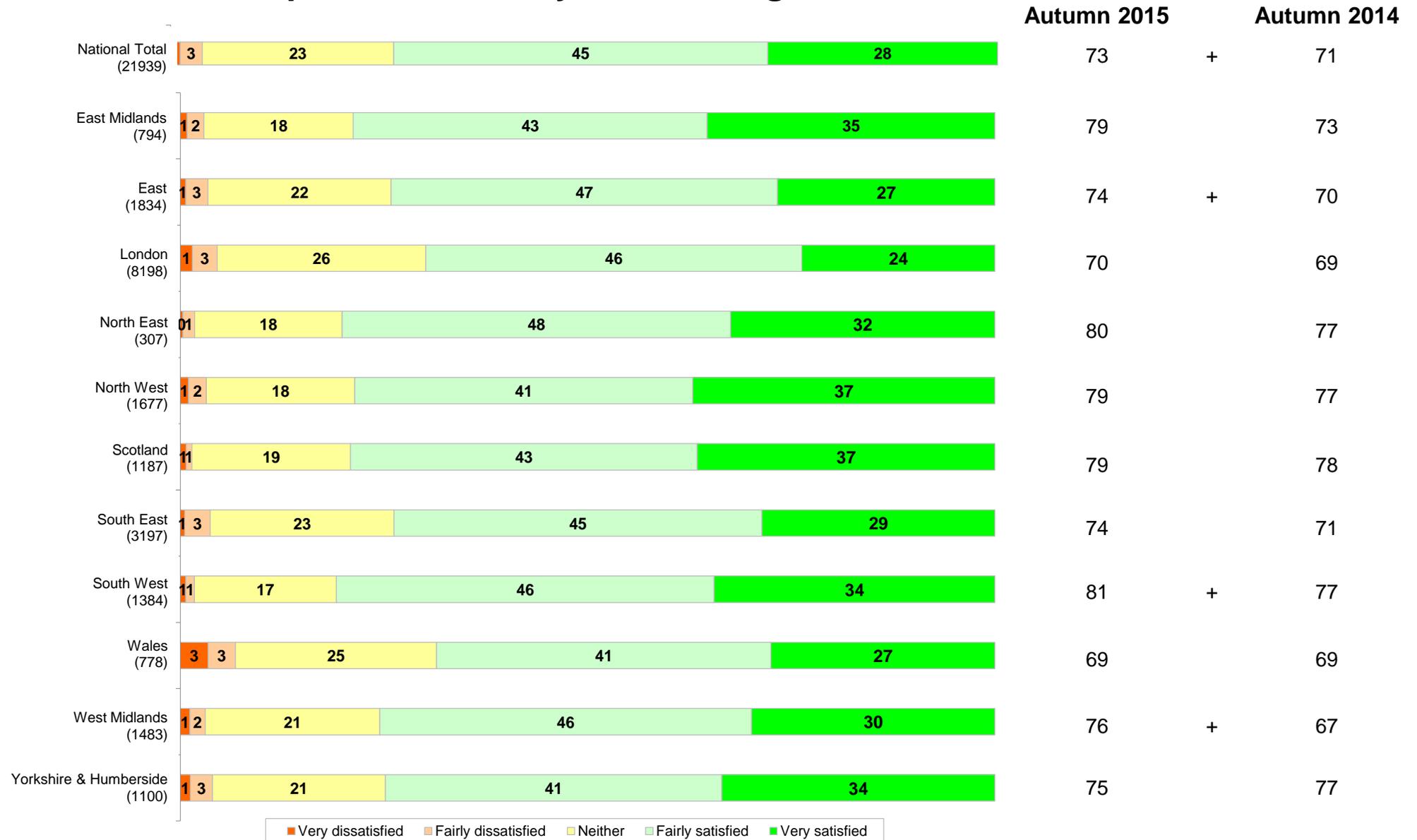
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall environment of the station



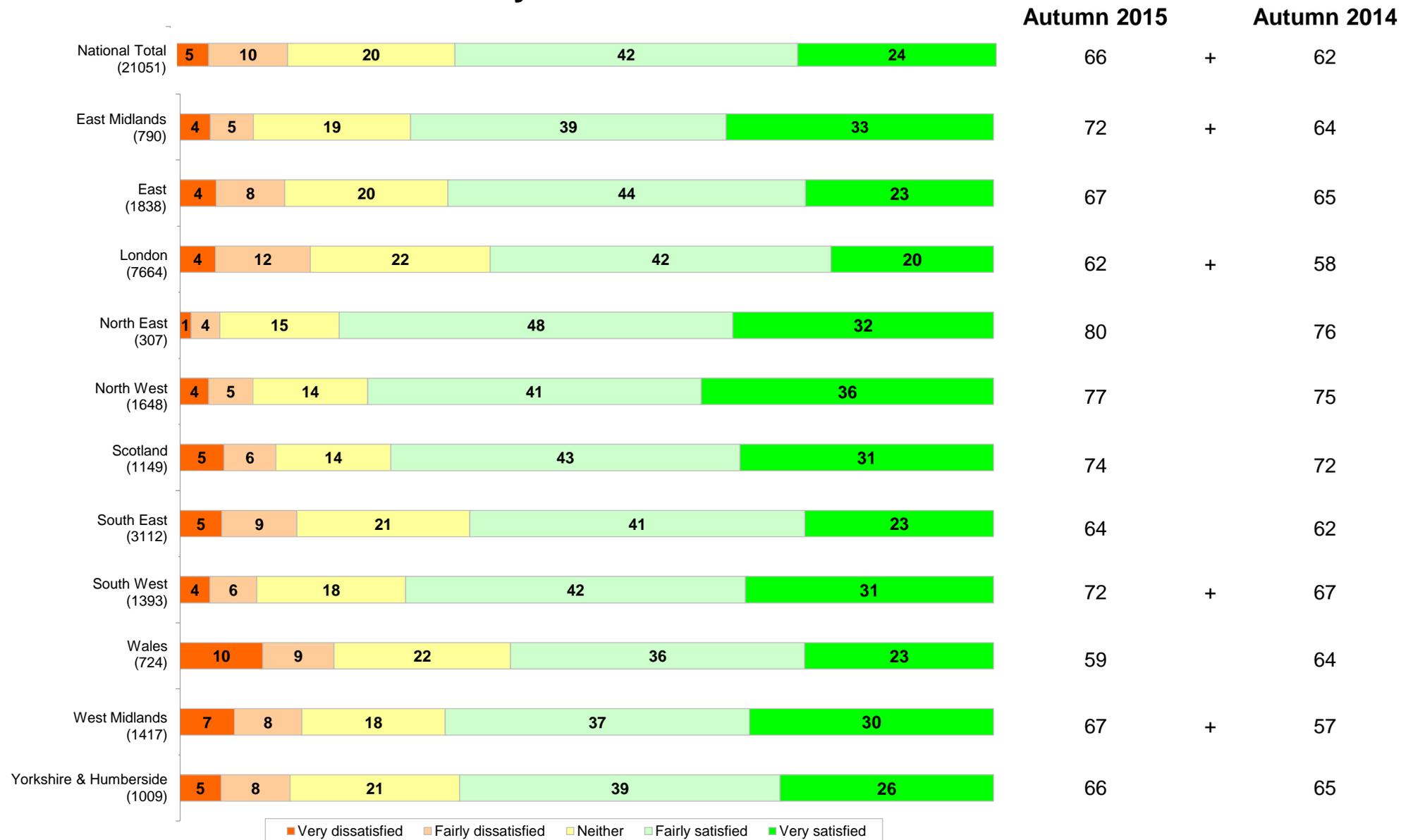
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Your personal security whilst using the station



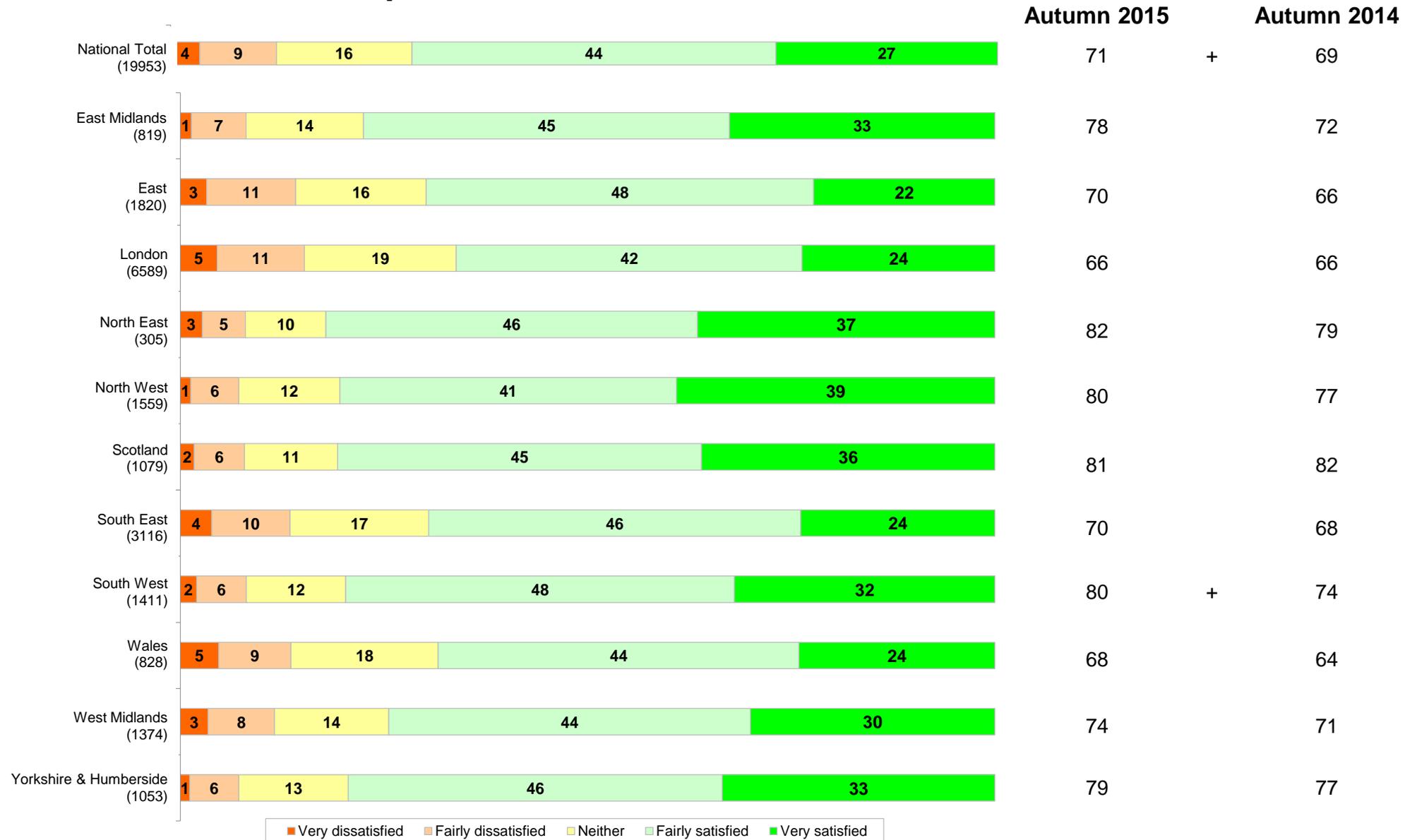
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The availability of staff at the station



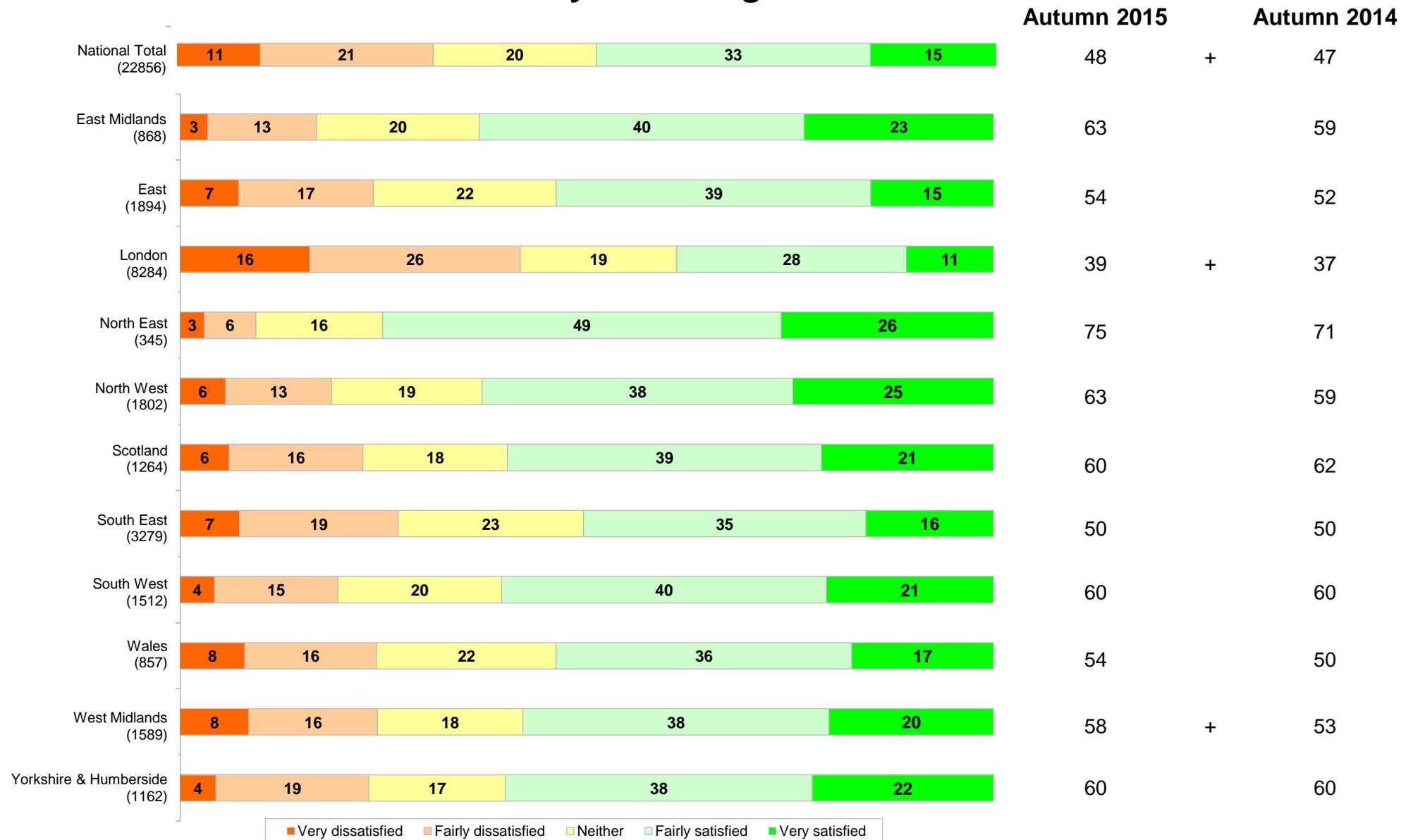
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The provision of shelter facilities



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

Availability of seating



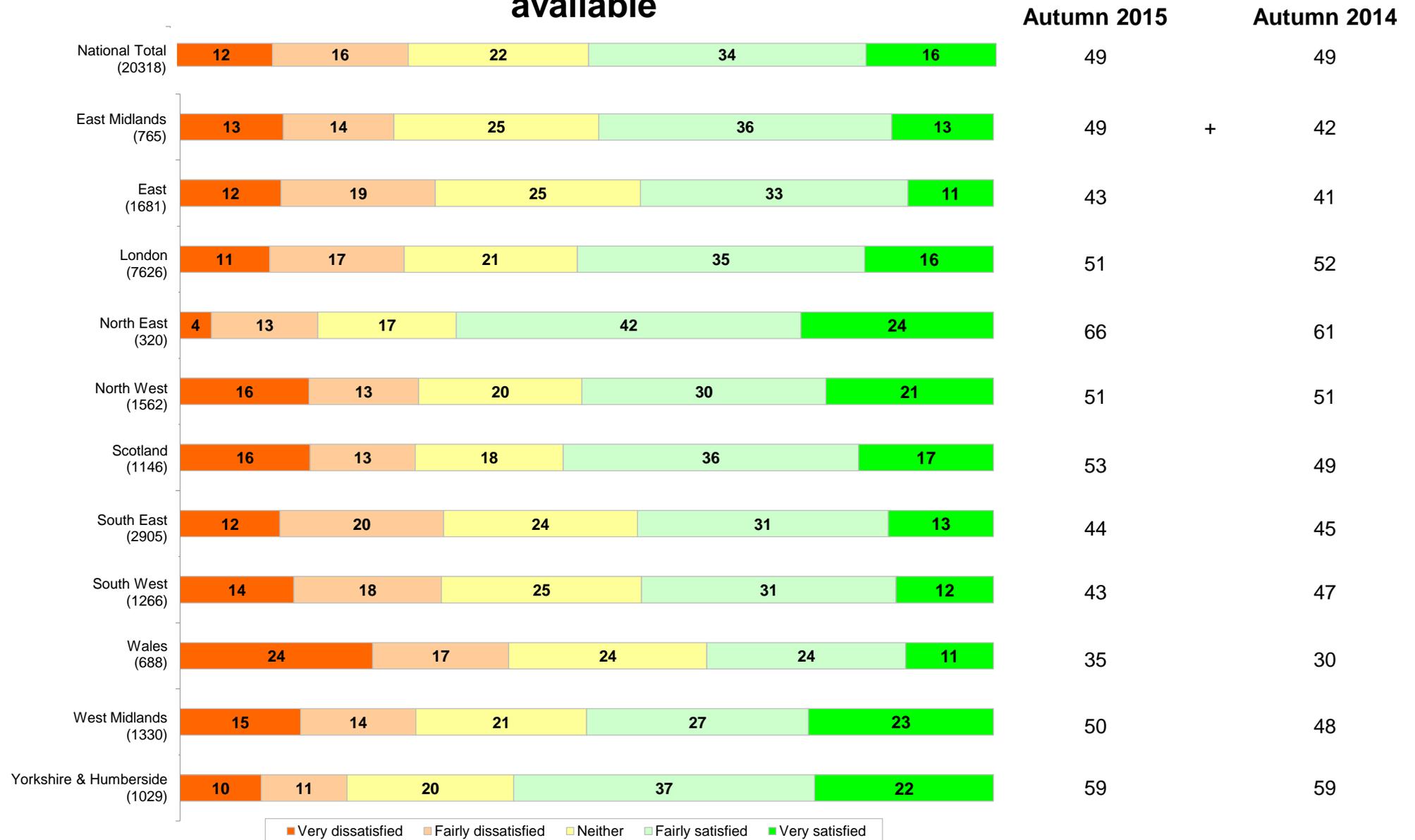
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

How request to station staff was handled



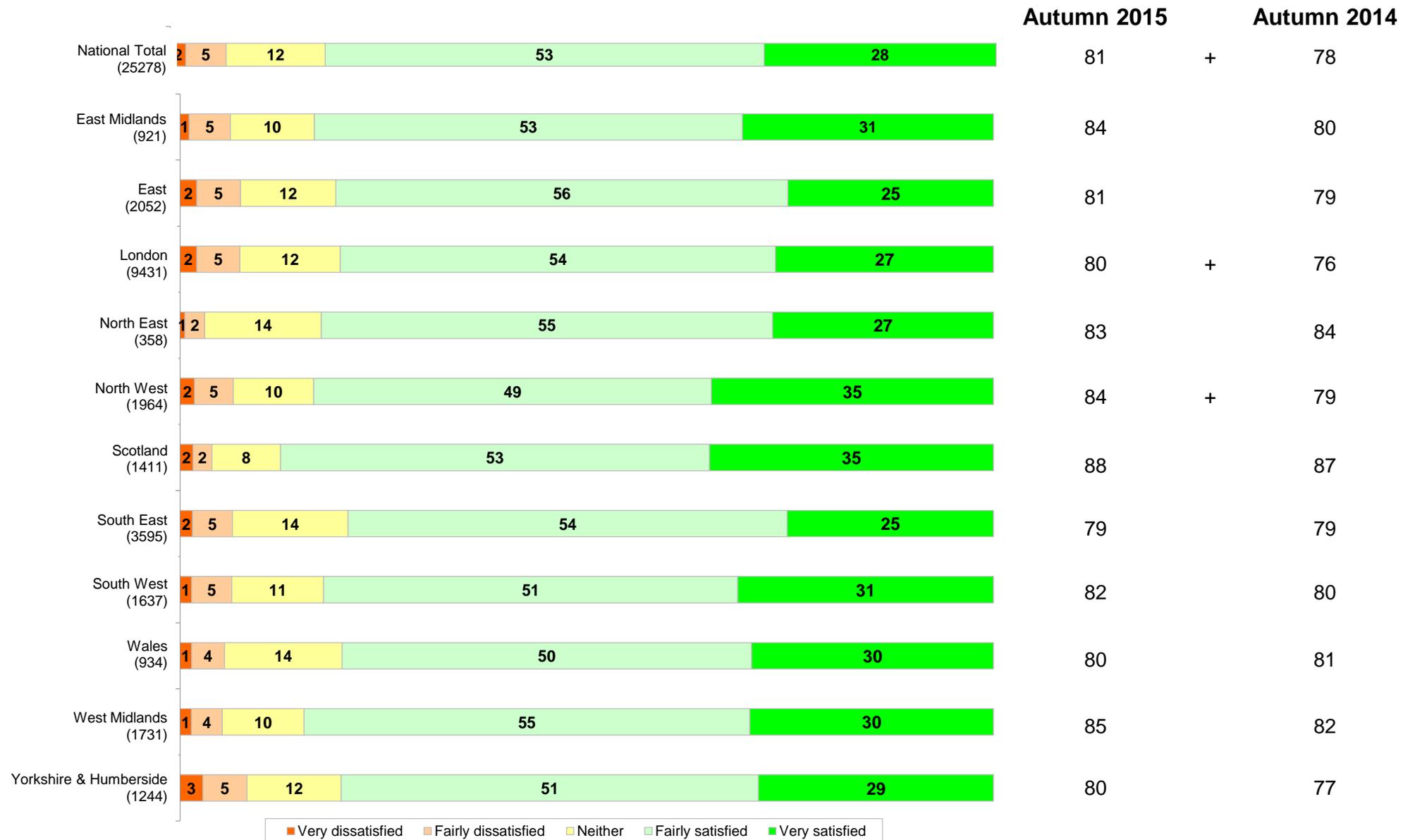
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The choice of shops/eating/drinking facilities available



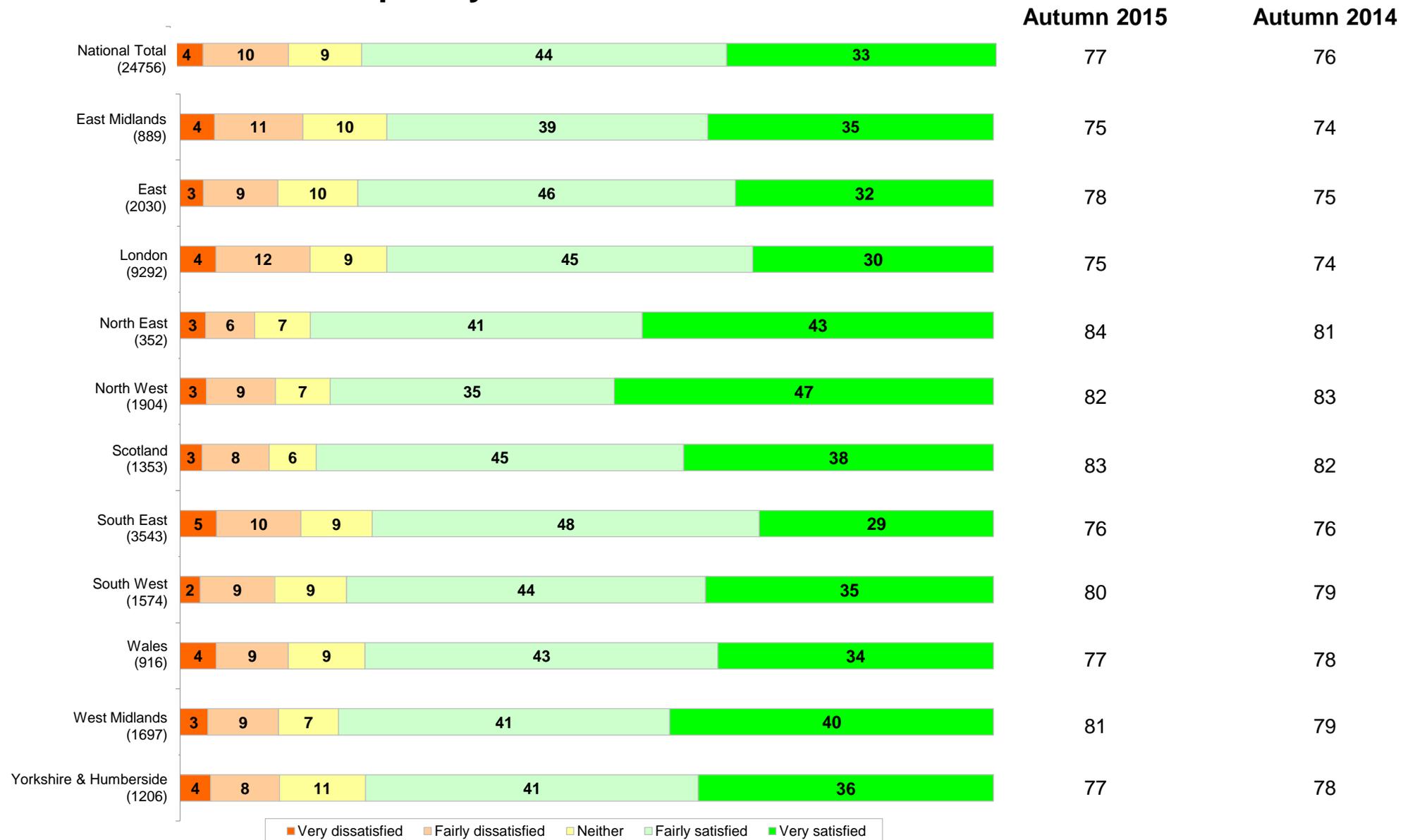
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall satisfaction with the train



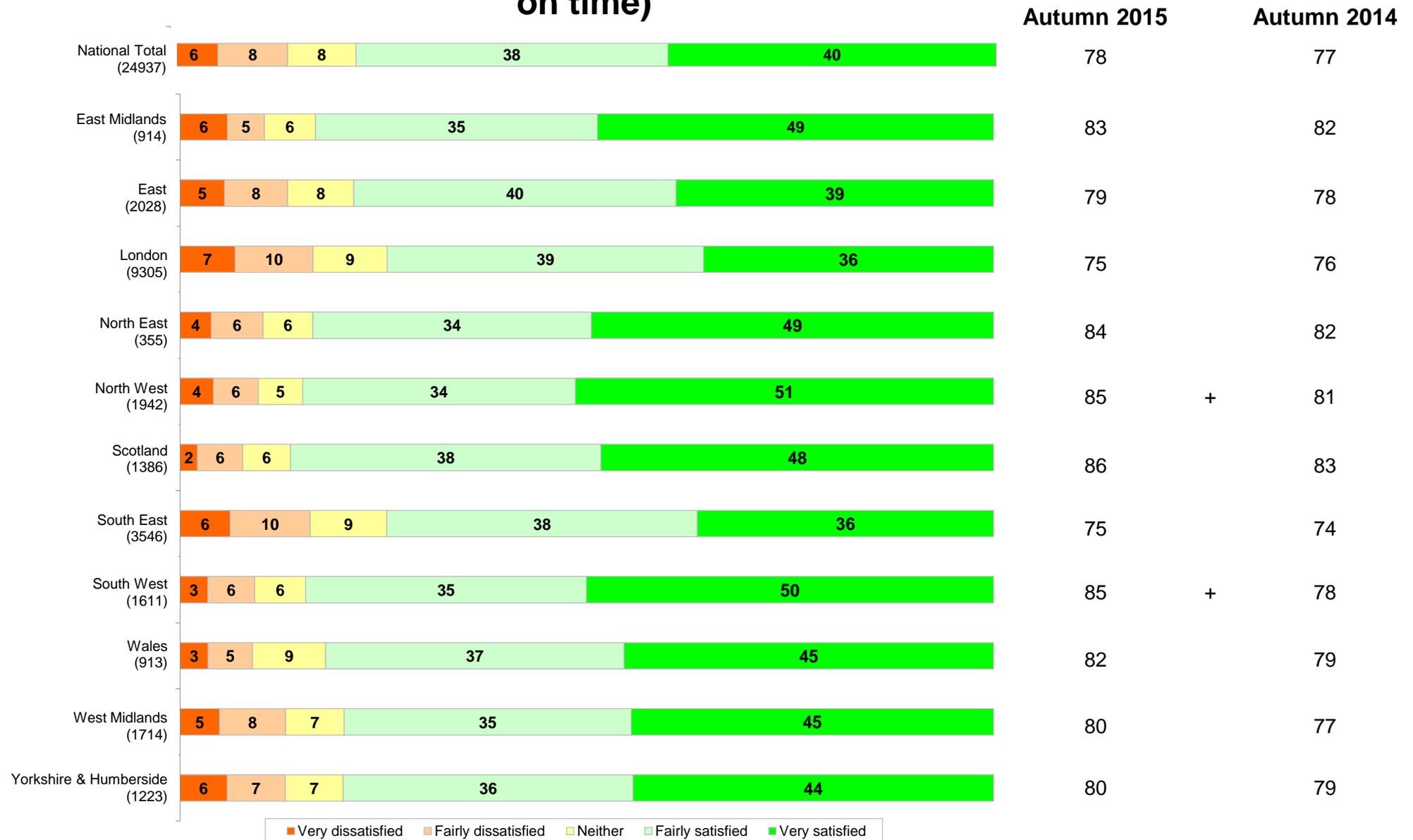
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The frequency of the trains on that route



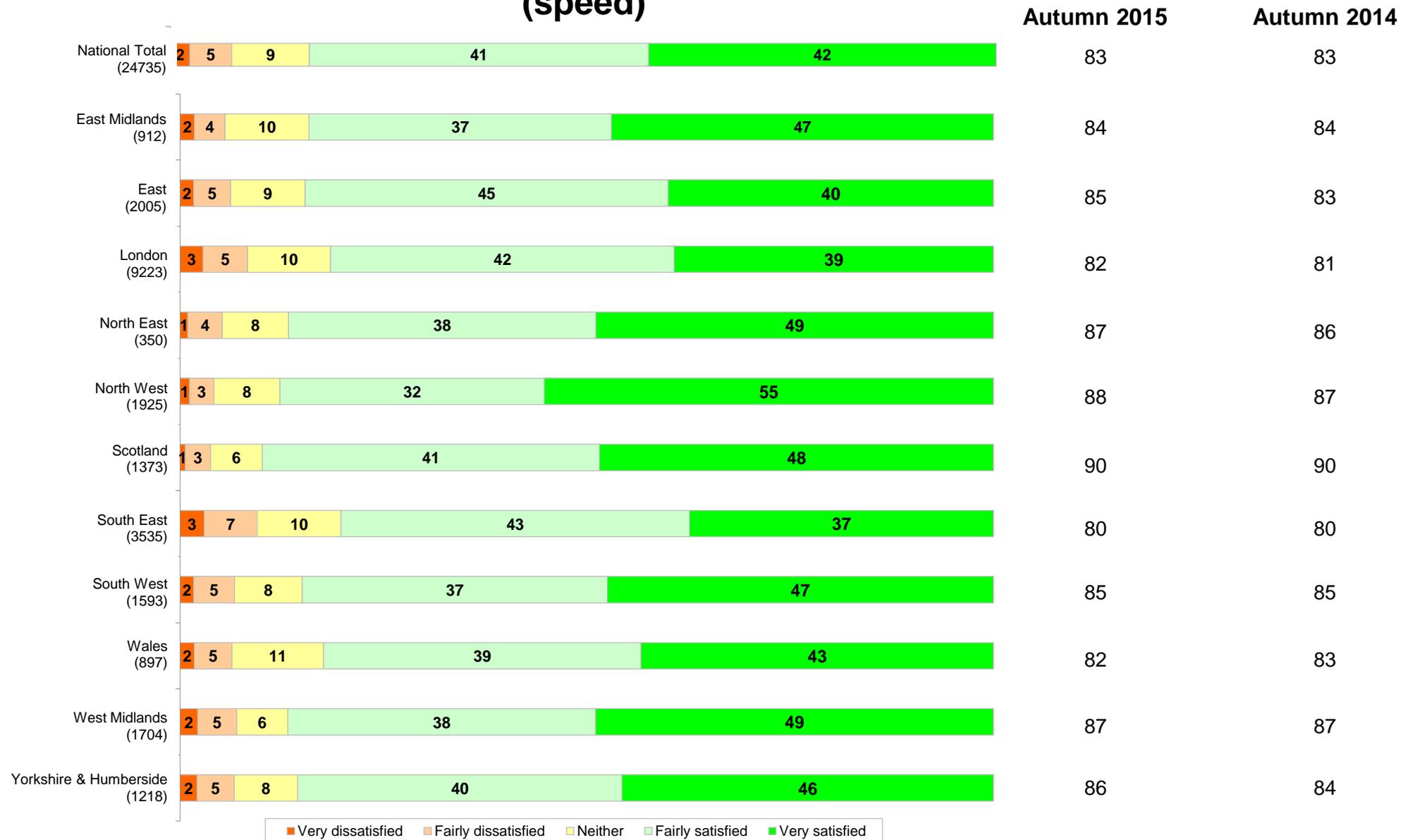
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

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



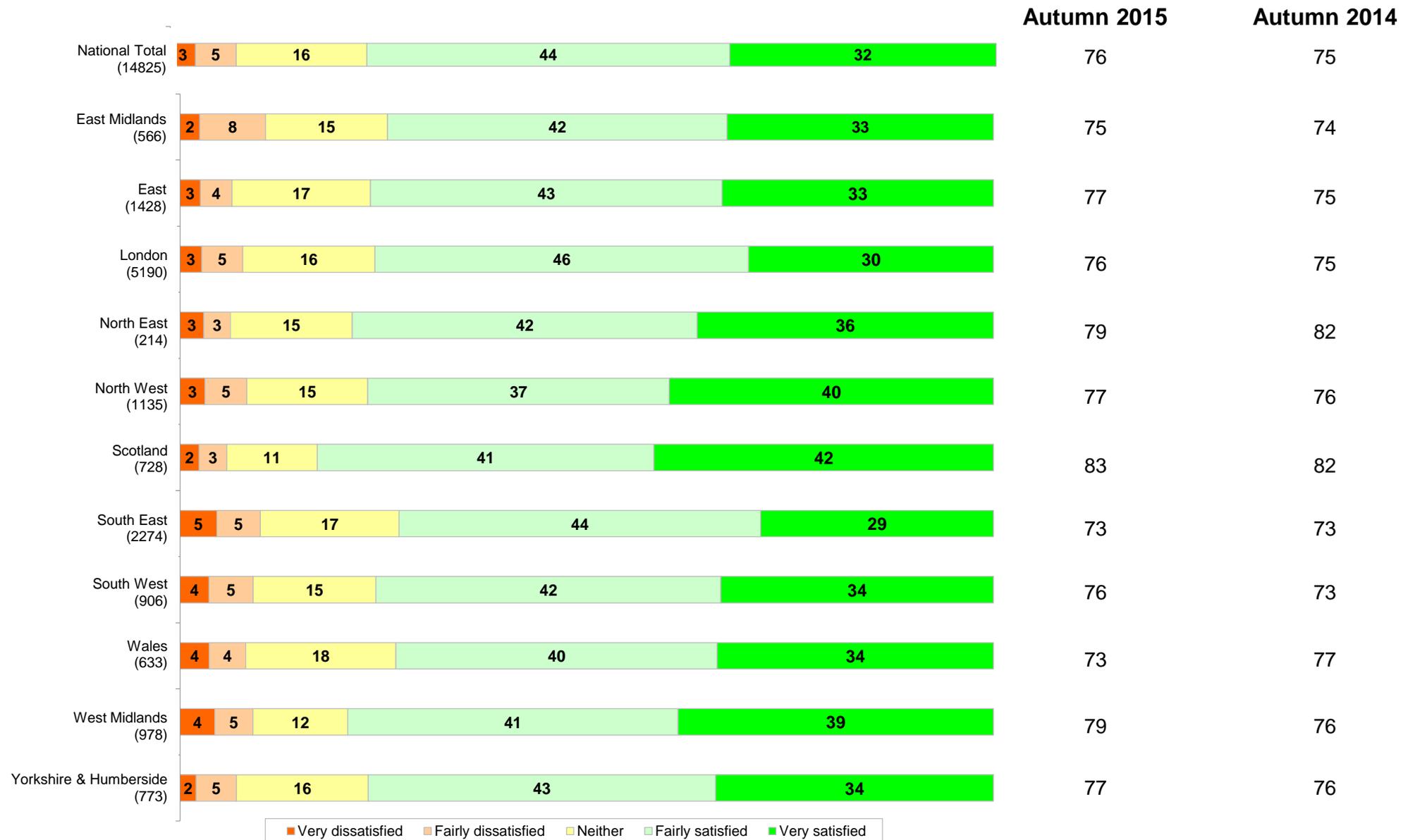
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



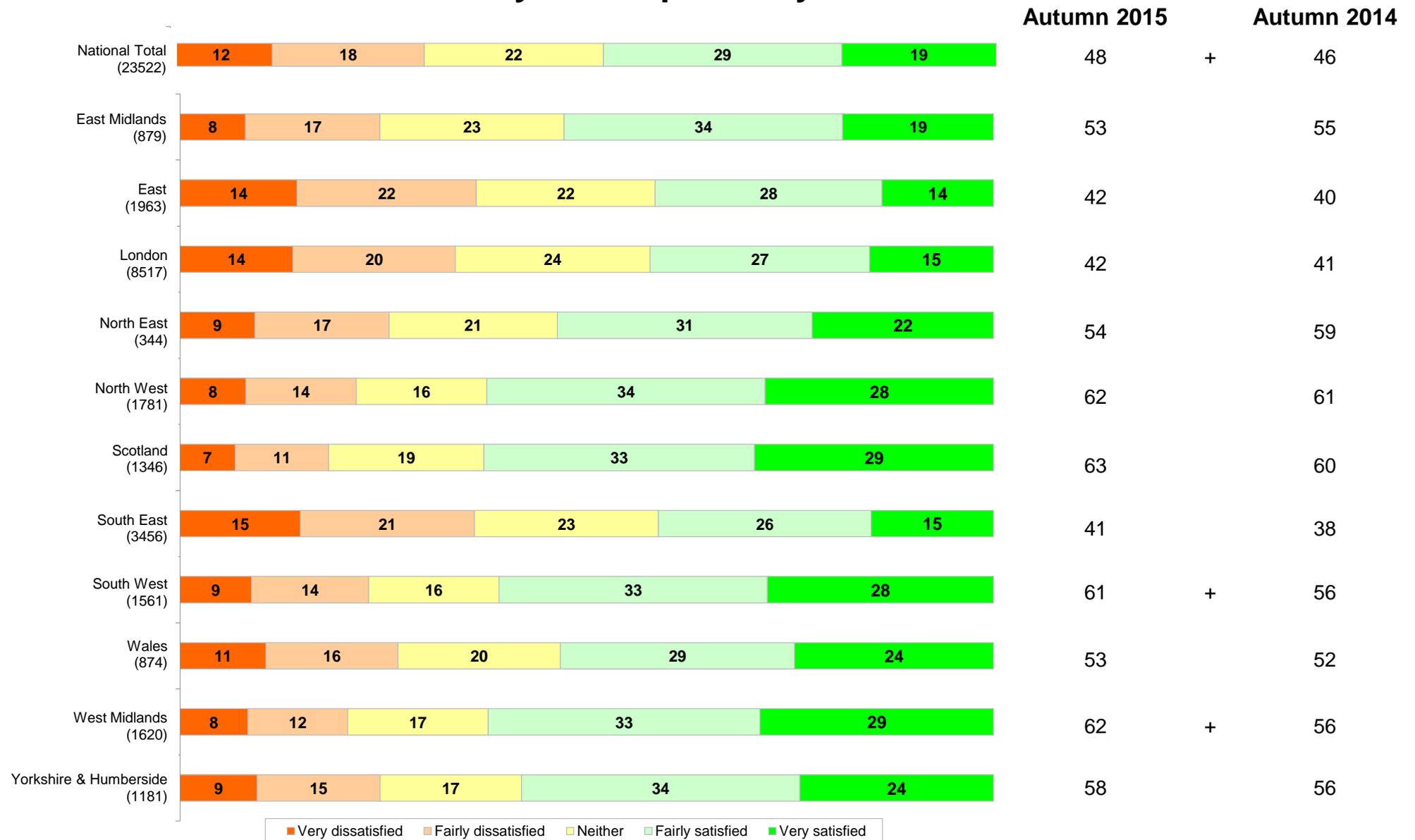
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Connections with other train services



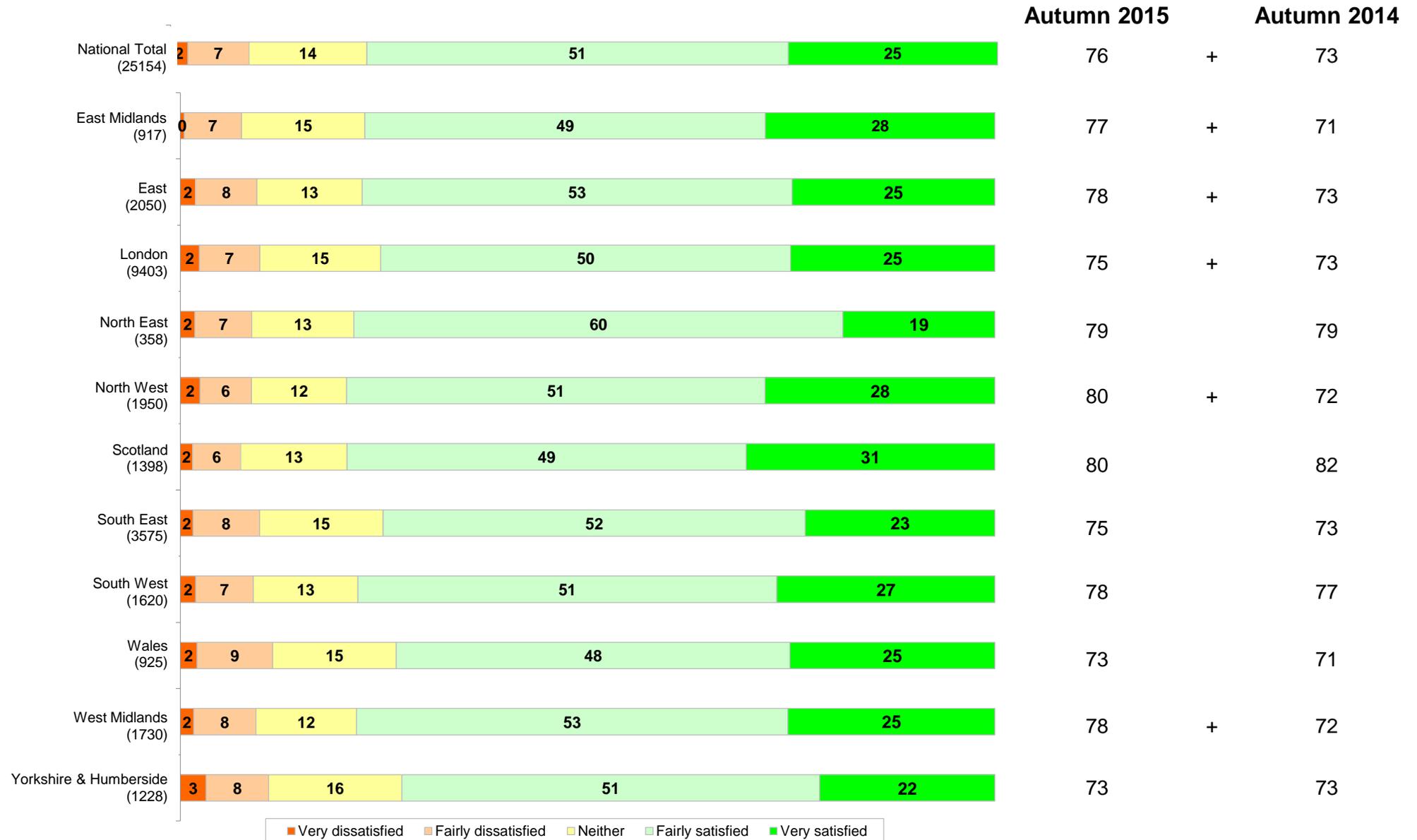
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The value for money for the price of your ticket



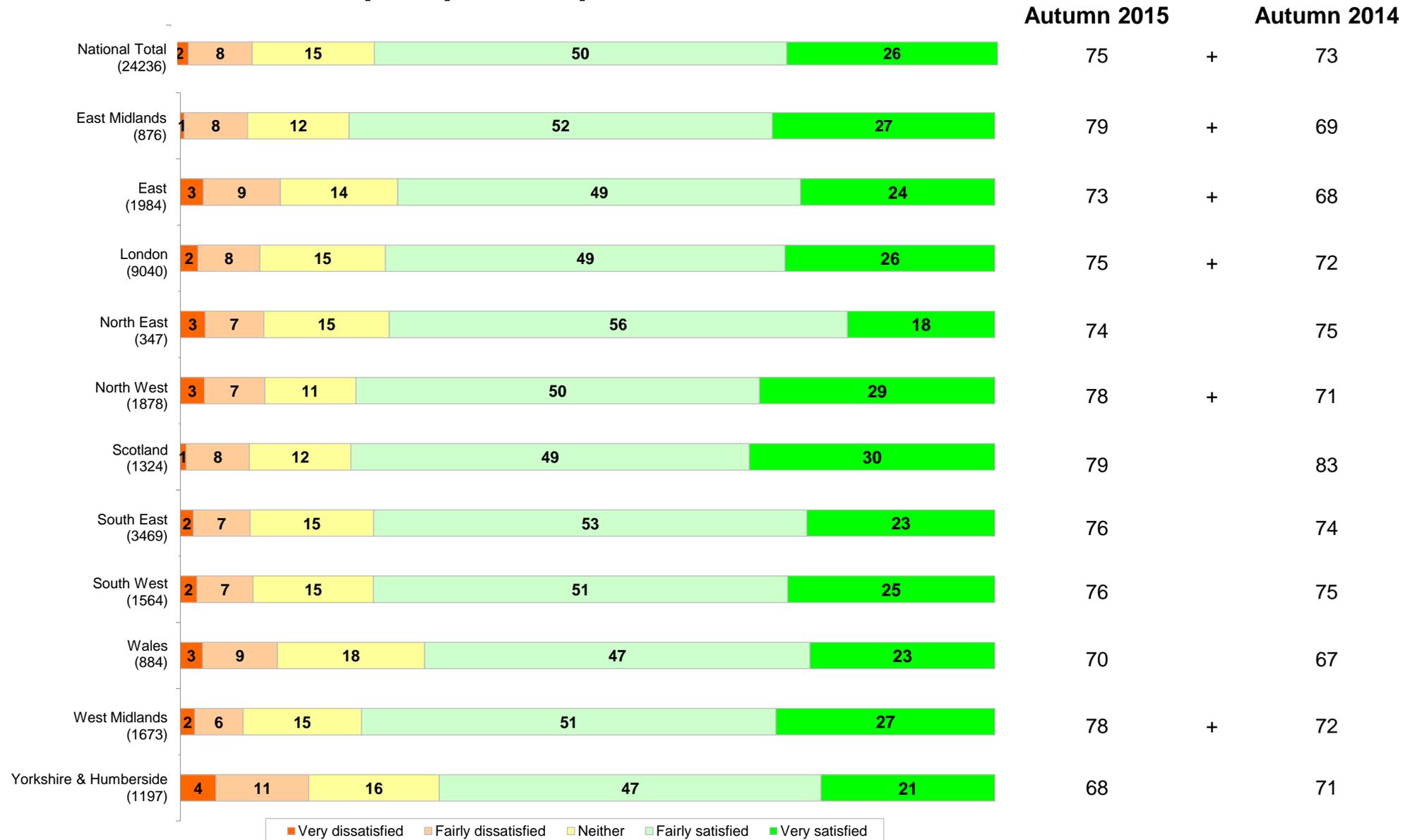
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Cleanliness of the train



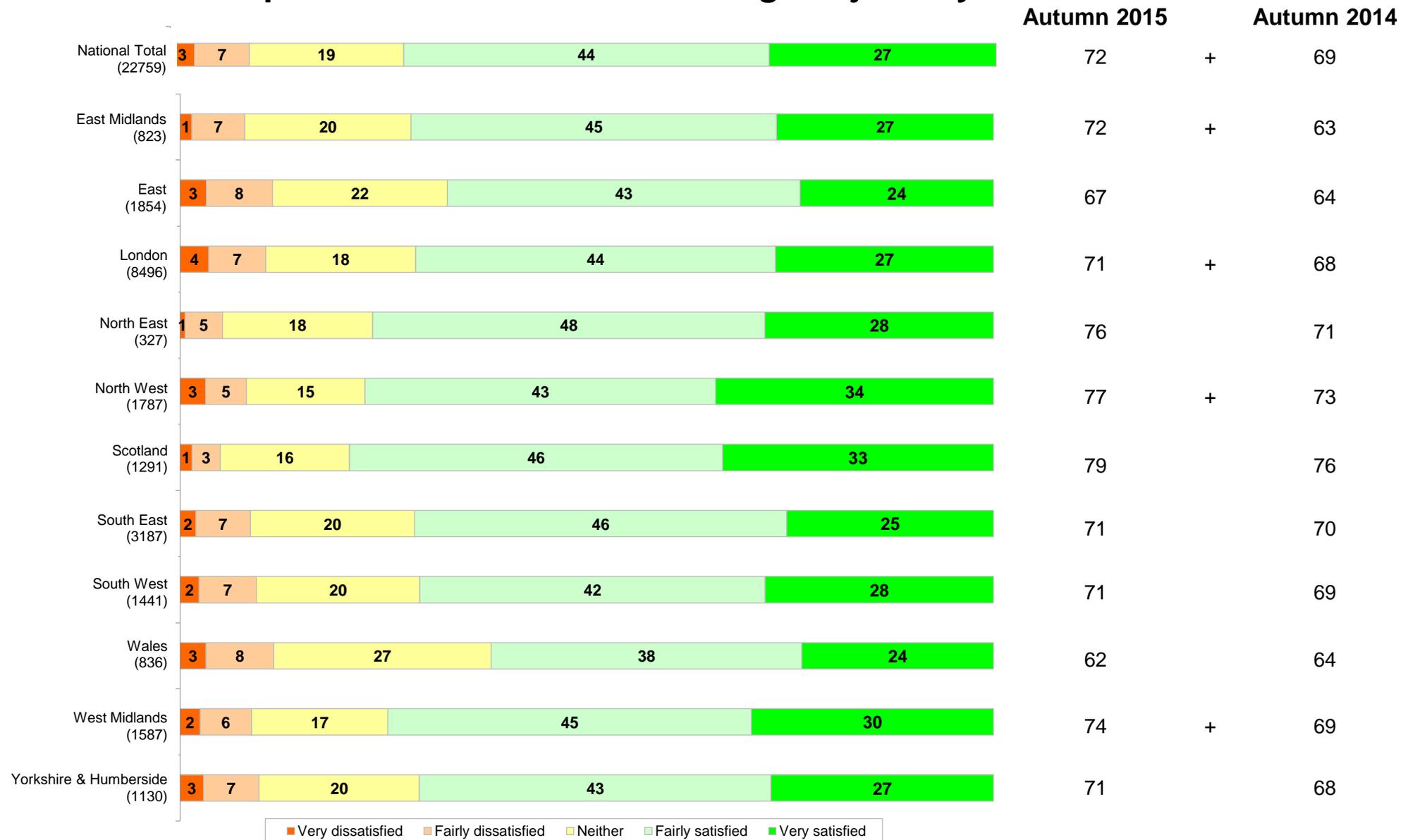
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Upkeep and repair of the train



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

The provision of information during the journey



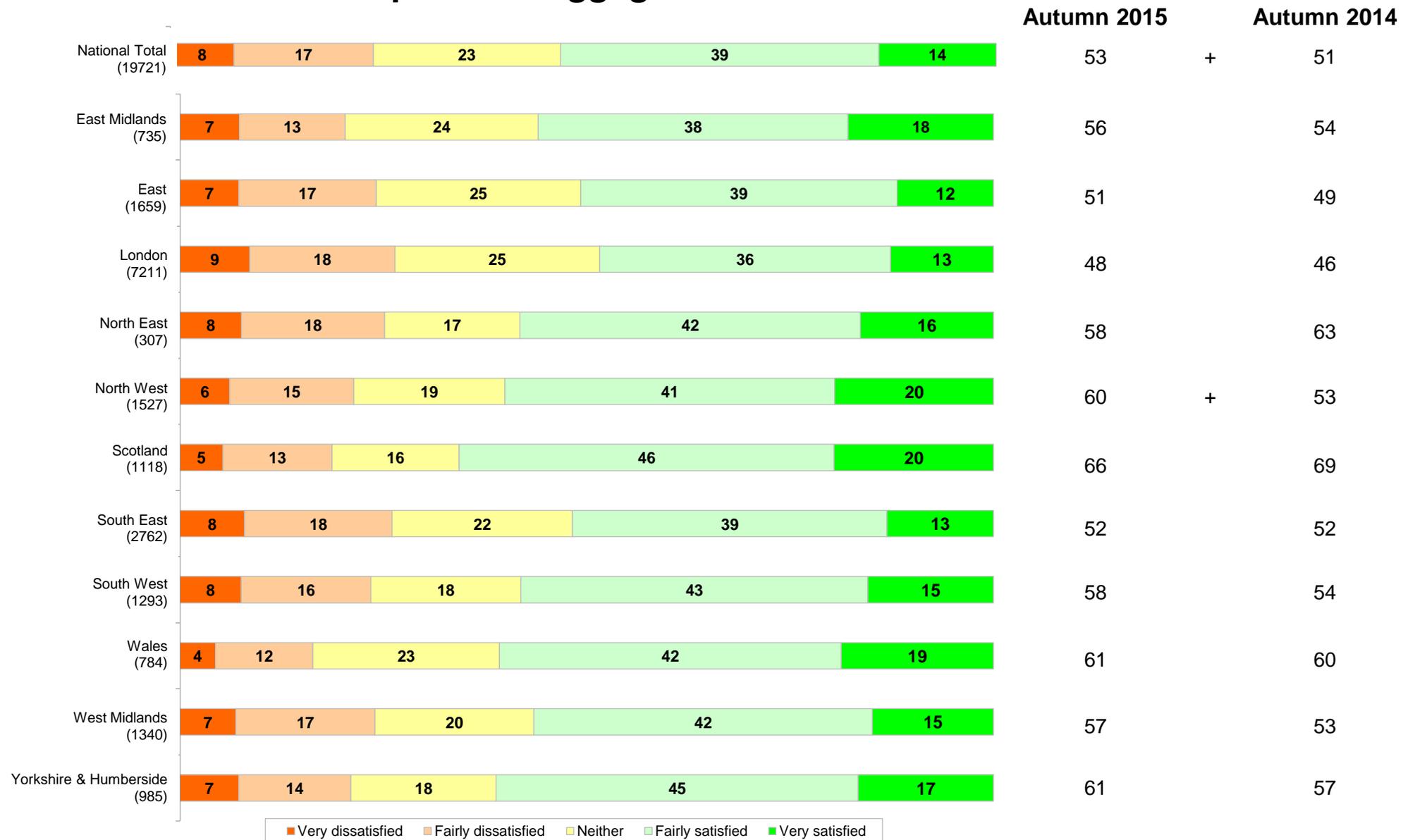
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

The helpfulness and attitude of staff on train



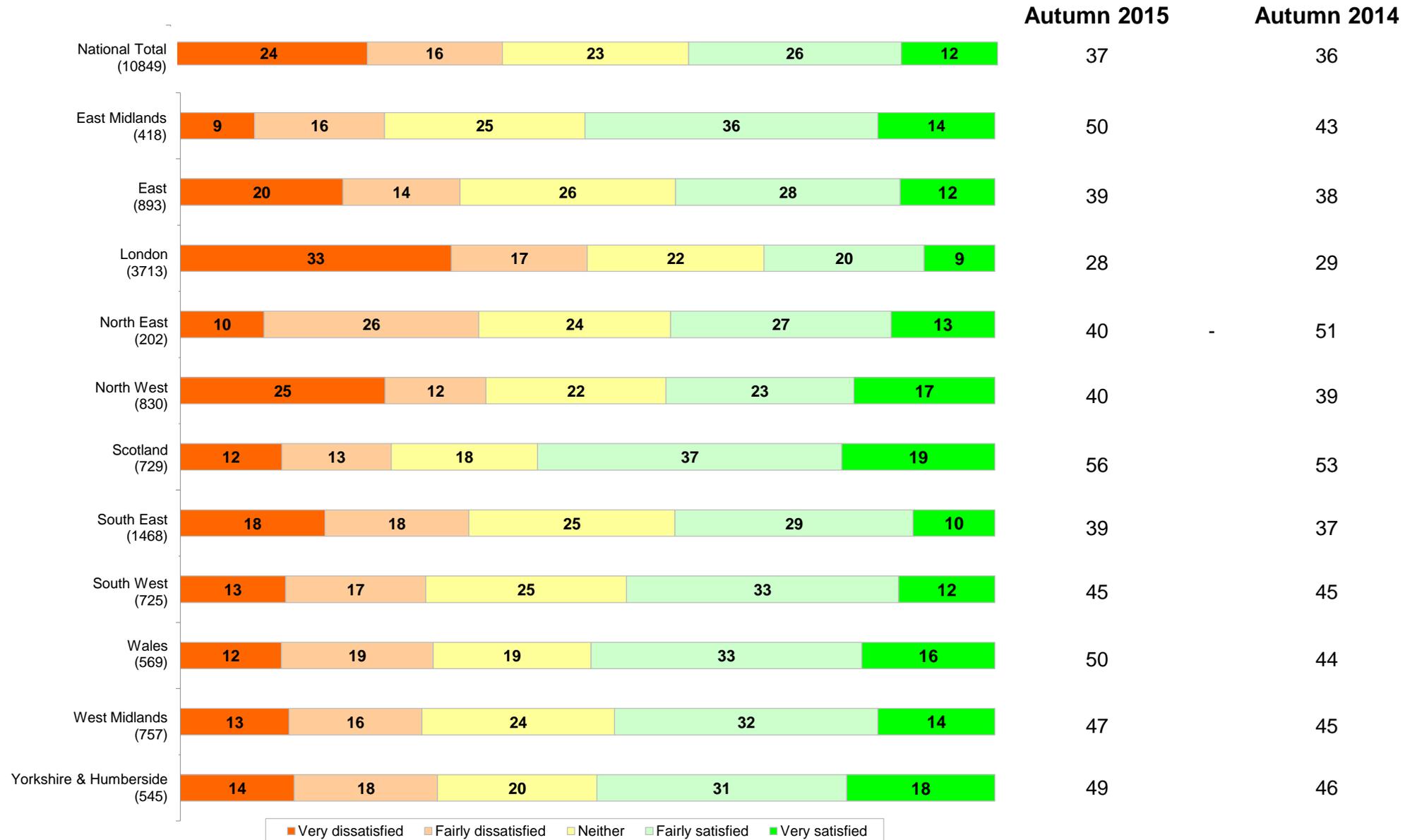
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The space for luggage on the train



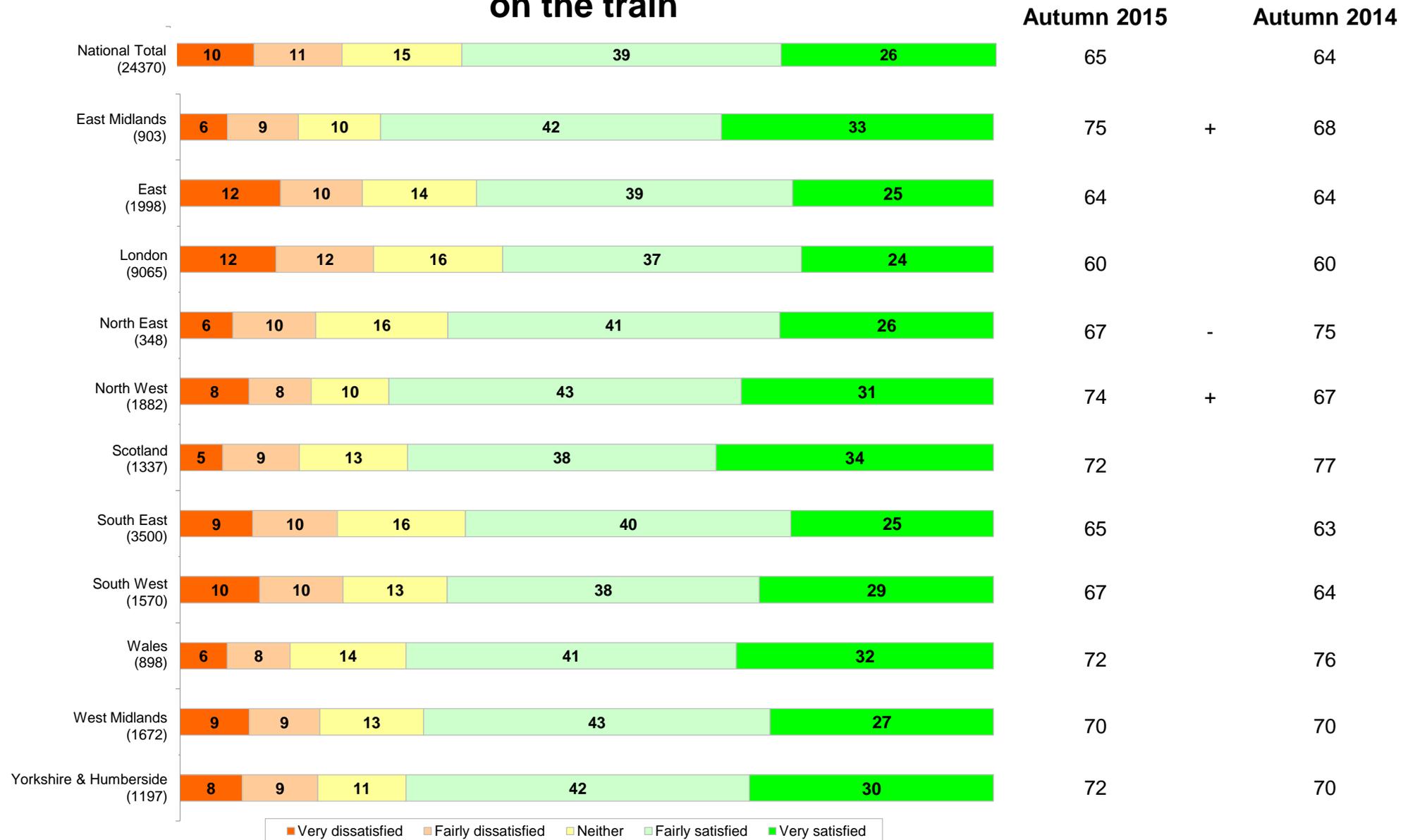
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The toilet facilities on the train



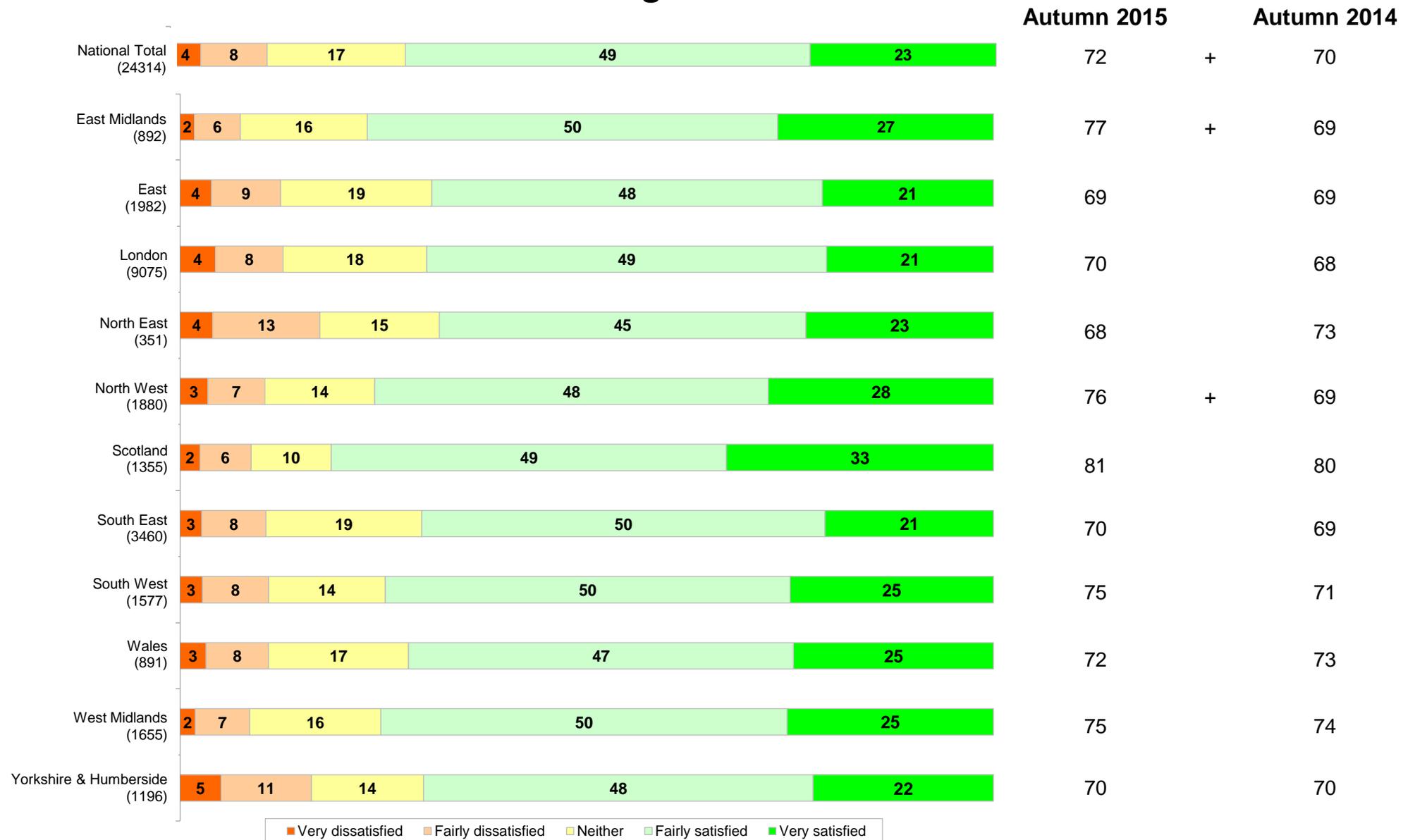
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



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

The comfort of the seating area on the train



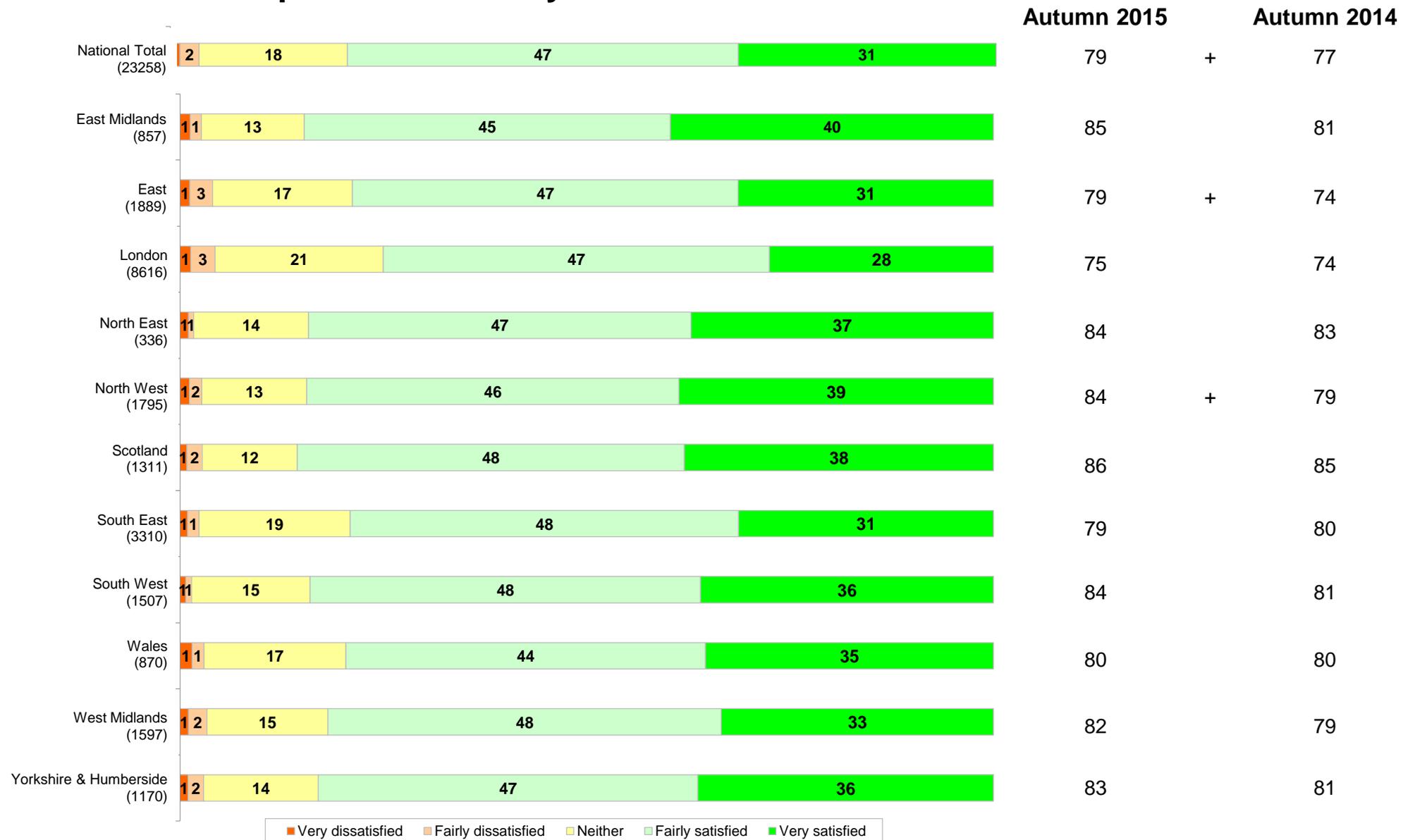
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



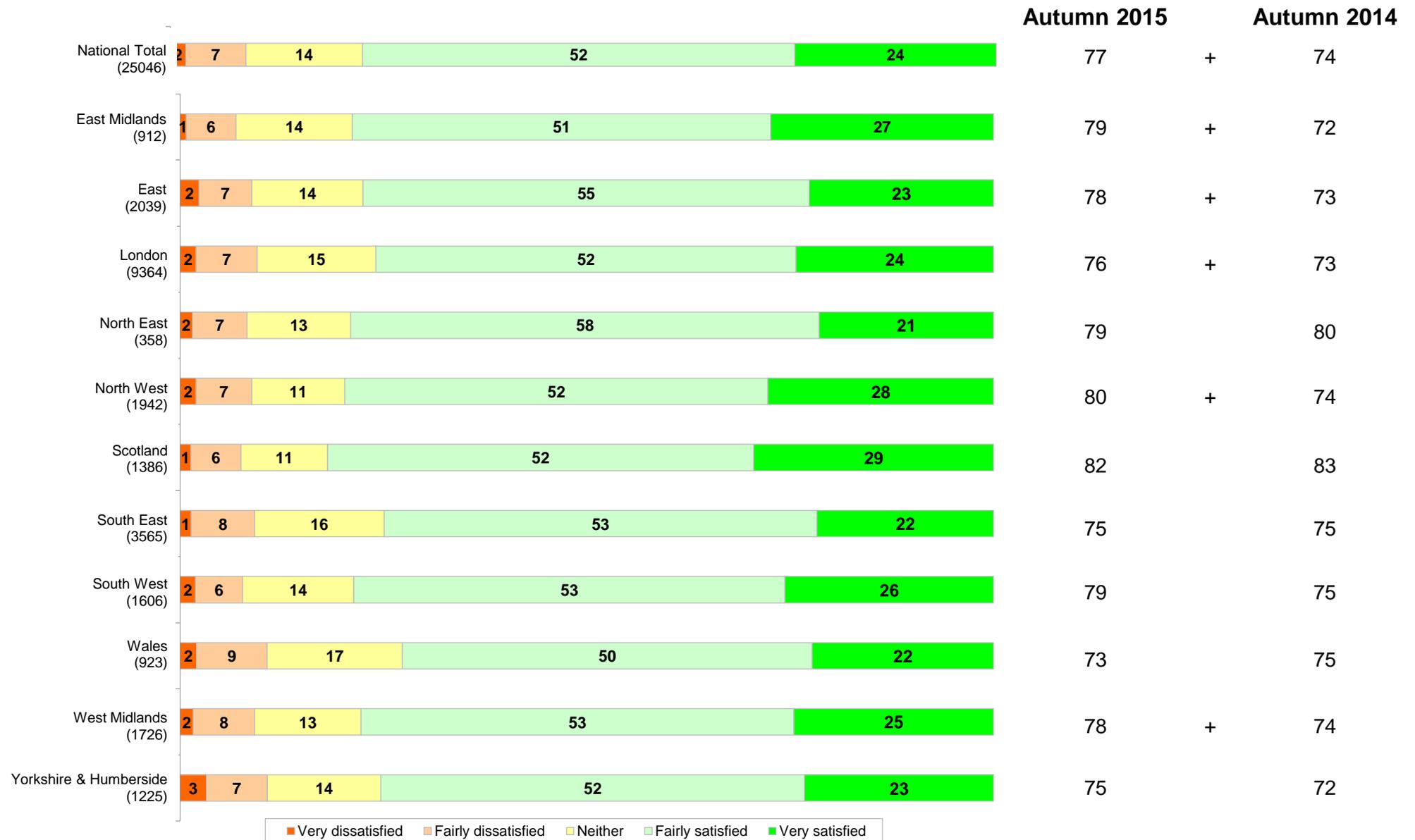
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Your personal security whilst on board the train



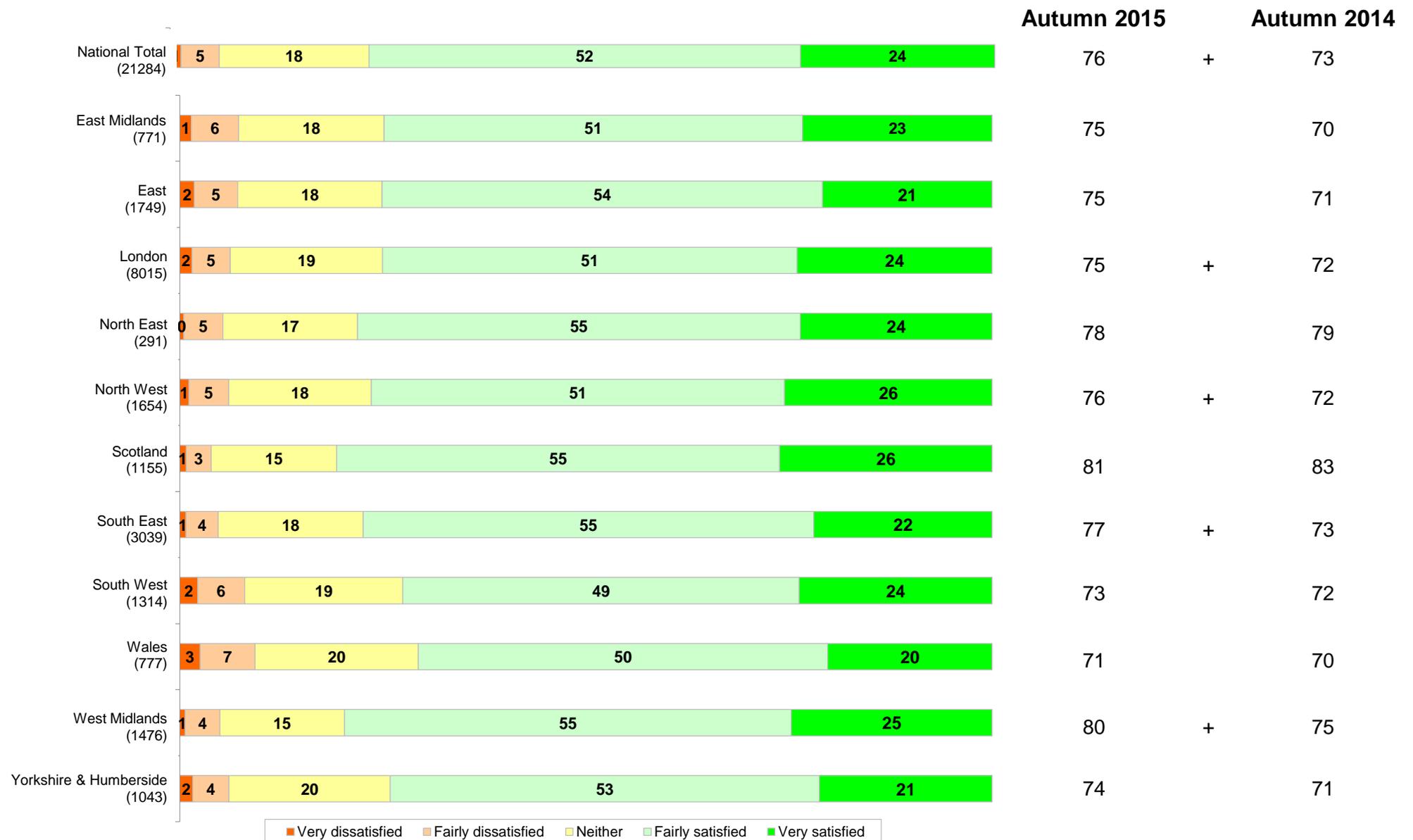
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The cleanliness of the inside of the train



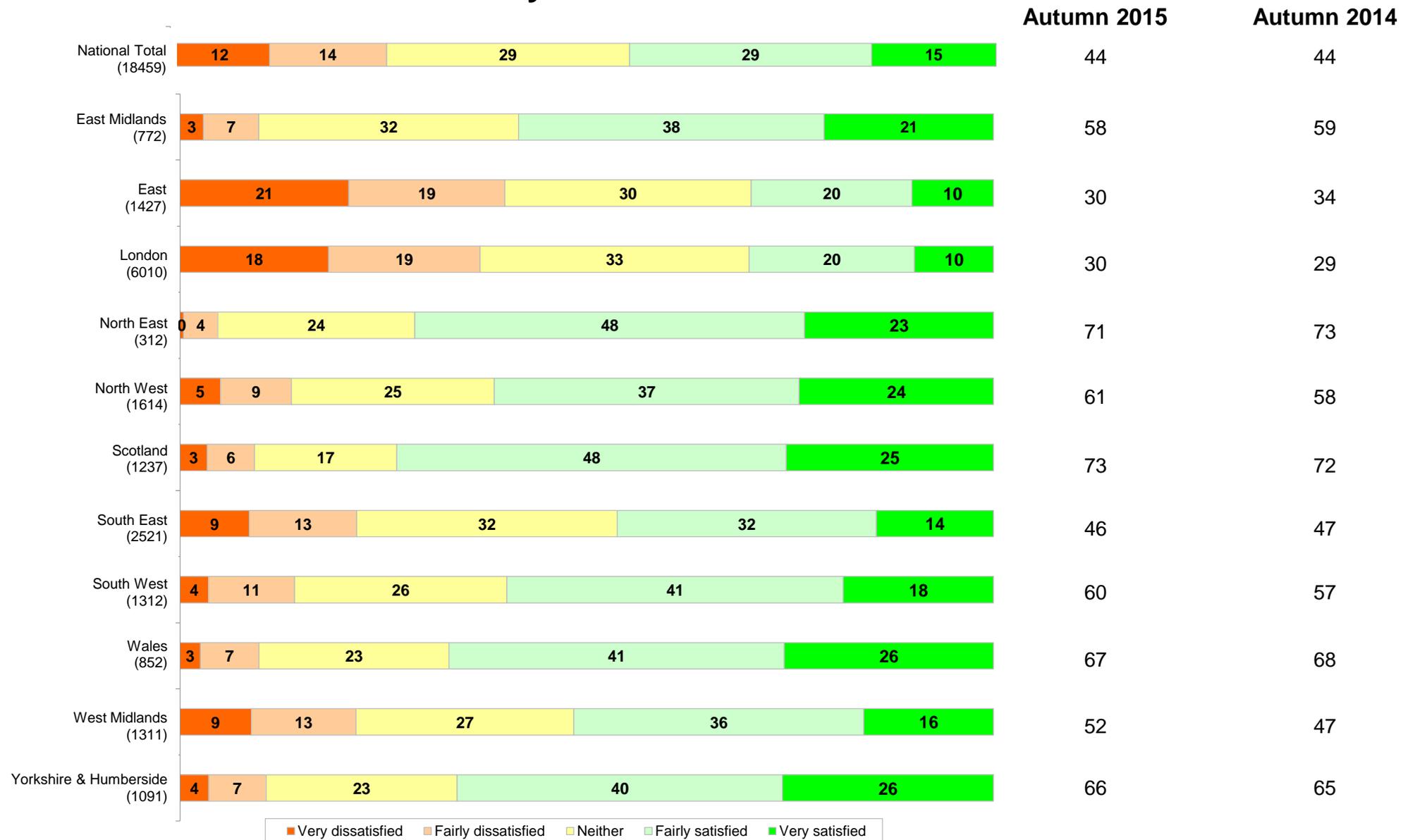
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The cleanliness of the outside of the train



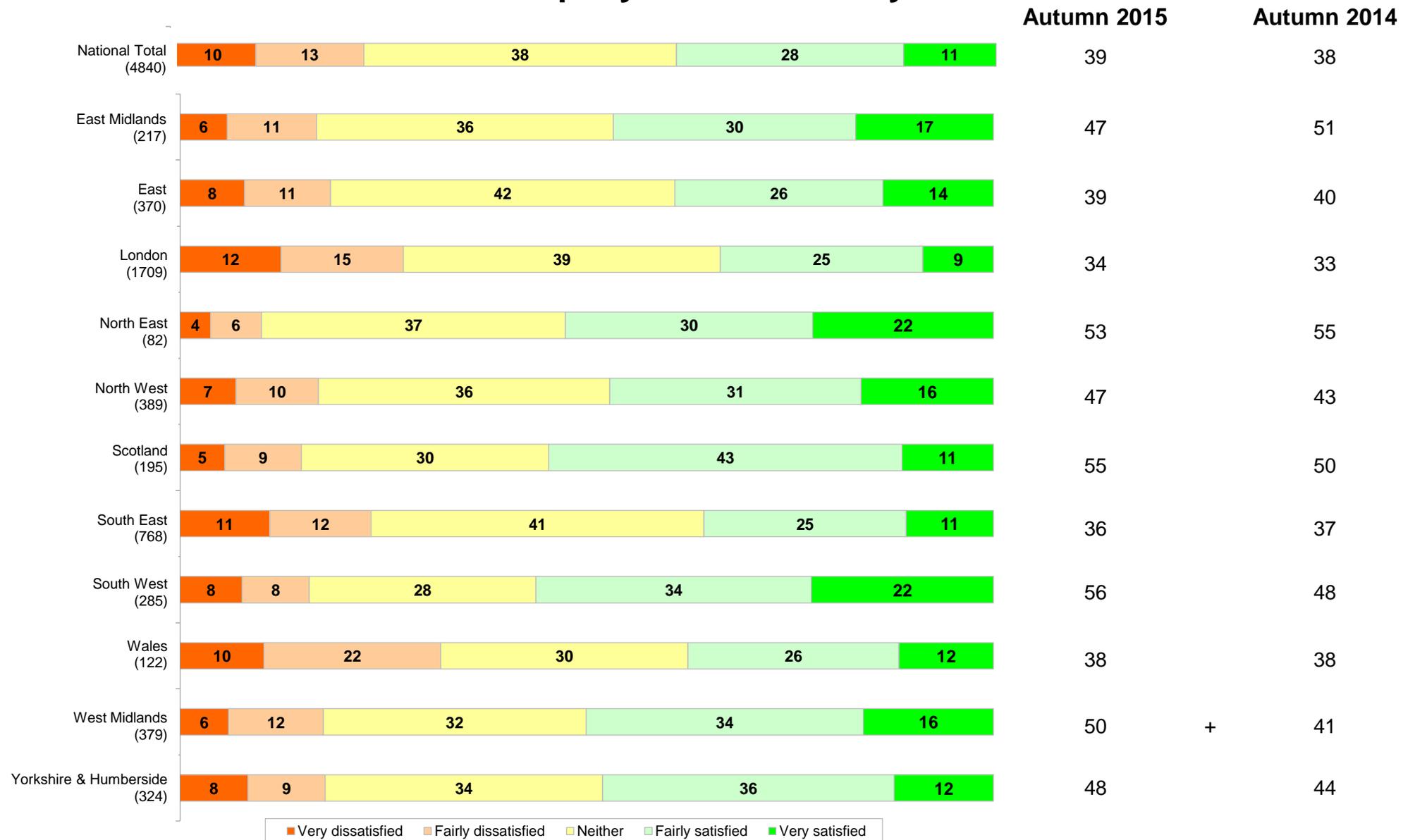
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The availability of staff on the train



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

How well train company dealt with delays



The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Commuting for work	42	27	45	50	23	27	30	45	21	24	26	29	91	0	0
Commuting for education	4	4	4	3	1	3	7	4	6	7	5	5	9	0	0
On company business (or own if self-employed)	15	22	16	14	22	11	14	18	17	15	17	15	0	100	0
On personal business	4	4	3	4	1	4	4	4	3	3	7	3	0	0	10
Visiting relatives or friends	13	19	13	11	24	17	14	11	20	18	15	19	0	0	33
Shopping trip	4	4	3	3	5	10	8	3	4	8	8	7	0	0	11
Travel to/from holiday	3	5	4	2	5	4	5	2	7	5	3	4	0	0	7
A day out	7	8	6	5	8	11	8	6	13	10	10	8	0	0	17
Sport	2	2	1	2	1	2	1	2	1	4	2	2	0	0	4
Other leisure trip	7	7	6	6	8	9	9	5	8	7	7	8	0	0	17
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling alone	82	80	81	86	70	73	76	83	72	68	78	78	95	90	63
Travelling with other adults 16+	15	17	17	12	25	23	21	14	25	26	19	19	4	9	31
Travelling with children aged 0-4	1	1	1	1	2	1	1	1	1	2	1	1	0	0	2
Travelling with children aged 5-10	1	2	1	1	2	1	1	1	1	2	1	1	0	0	2
Travelling with children aged 11-15	1	2	1	1	2	1	1	1	1	2	2	1	0	0	2
Don't know/no answer	1	1	1	1	2	2	1	1	1	2	1	1	1	0	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Whether travelling with baggage/additional item(s)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	15	23	15	13	25	15	18	13	24	24	19	19	8	20	22
Travelling with a pushchair	1	0	0	1	1	1	0	0	1	1	1	0	0	0	1
Travelling with a folding bicycle	1	0	1	1	0	0	0	1	1	1	1	1	1	0	0
Travelling with a non-folding bicycle	1	1	1	1	0	1	2	2	1	1	1	1	1	0	1
Travelling with a dog	0	0	0	0	0	0	1	0	0	0	1	1	0	0	1
Travelling with a wheelchair	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0
Travelling with a carer	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Travelling with a mobility scooter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None apply	80	74	81	83	70	80	77	81	71	71	77	76	88	78	73
Don't know/no answer	2	1	2	2	2	2	2	2	2	3	2	2	2	1	3
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	16	23	18	12	22	17	16	21	23	21	19	20	12	19	19
No	84	77	82	88	78	83	84	79	77	79	81	80	88	81	81
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Whether on outward or return journey when handed the questionnaire

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Outward	50	52	69	45	48	44	44	60	56	53	50	52	48	49	52
Return	45	43	27	51	47	50	49	34	40	37	45	42	49	45	40
One way trip only	4	5	3	3	3	5	6	4	4	8	4	4	2	5	5
Don't know/no answer	1	1	1	1	1	1	1	1	1	1	1	1	1	0	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Whether have a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No: None	89	87	89	90	88	84	90	89	85	84	86	89	92	92	84
Yes: Vision	1	1	1	1	1	1	1	0	1	1	1	1	1	1	1
Yes: Hearing	1	2	1	1	3	3	3	1	2	3	2	2	1	1	2
Yes: Mobility	3	4	2	2	3	5	3	2	4	3	3	3	1	1	5
Yes: Dexterity	1	0	0	0	1	1	1	0	1	1	1	1	0	0	1
Yes: Learning or understanding or concentrating	0	1	0	0	0	0	0	0	1	1	0	0	0	0	0
Yes: Memory	0	0	0	0	0	0	1	0	1	1	1	1	0	0	1
Yes: Mental health	2	2	2	2	2	2	2	2	2	3	2	3	2	1	2
Yes: Stamina or breathing or fatigue	1	3	1	1	2	1	1	1	1	1	2	1	1	1	2
Yes: Socially or behaviourally	0	0	0	0	0	0	0	0	1	1	0	1	0	0	0
Other	2	1	2	2	1	1	1	2	2	2	2	1	2	1	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	37	35	30	34	60	51	34	32	48	43	35	47	33	30	40
Fairly satisfied	31	35	41	32	29	23	20	37	29	31	36	27	30	38	31
Neither satisfied nor dissatisfied	20	22	22	22	3	12	25	16	15	20	22	17	23	19	18
Fairly dissatisfied	7	6	3	8	6	8	7	7	6	1	2	9	7	7	6
Very dissatisfied	5	2	4	4	2	7	15	10	2	4	6	0	7	6	5
Very satisfied/Fairly satisfied	68	70	71	66	89	74	54	68	77	74	71	74	64	67	71
Very dissatisfied/Fairly dissatisfied	12	8	7	12	7	14	22	16	8	6	7	9	14	14	11
Sample size	1897	91	145	624	37	177	97	241	150	100	142	93	554	148	1195

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	32	22	28	30	44	47	30	27	40	41	27	38	27	28	37
Fairly satisfied	35	41	38	35	35	30	34	38	34	34	42	30	34	47	33
Neither satisfied nor dissatisfied	19	23	21	20	15	11	16	19	16	19	24	19	20	16	19
Fairly dissatisfied	7	13	9	8	2	7	11	6	7	4	3	5	9	6	7
Very dissatisfied	7	0	4	7	3	5	9	11	3	2	4	8	10	3	5
Very satisfied/Fairly satisfied	67	63	66	65	80	77	65	65	74	75	69	67	61	75	70
Very dissatisfied/Fairly dissatisfied	14	13	13	15	5	12	20	17	10	6	6	14	20	9	12
Sample size	1943	91	151	634	39	185	102	244	157	100	145	95	566	153	1224

Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Anytime single/return	12	19	11	6	21	19	22	15	16	28	15	23	9	19	12
Anytime day single/return	12	15	13	6	21	18	21	17	17	24	19	21	9	20	12
Off-peak/Super off-peak single/return	9	15	11	5	11	10	9	13	24	11	16	10	3	13	15
Off-peak/Super off-peak day single/return	7	10	10	4	4	7	12	14	16	4	11	7	3	8	13
Advance	6	17	5	3	28	10	8	2	10	7	12	12	1	8	9
Day Travelcard	4	2	8	5	0	2	0	7	1	1	1	1	2	10	5
Oyster pay as you go	12	0	8	23	0	0	0	1	0	0	0	0	14	9	10
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	15	11	11	18	5	9	14	16	5	13	11	12	30	2	2
Annual season ticket (including travelcard/travelcard on Oyster)	9	4	14	12	3	4	1	10	3	2	4	6	18	2	2
Special promotion ticket	0	1	1	0	0	1	1	0	1	1	0	2	0	0	1
Rail staff pass/Privilege ticket/Police concession	2	1	2	2	1	1	3	2	2	1	1	2	2	1	2
Freedom Pass	6	1	1	10	1	9	1	1	0	2	4	1	3	3	10
Other	4	3	3	4	2	7	6	2	3	3	4	4	4	3	5
Don't know/no answer	2	1	1	2	2	3	2	1	2	3	2	2	1	1	3
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
First class	2	6	2	2	8	2	3	2	4	1	3	3	1	4	3
Standard class	93	93	95	92	91	90	95	97	94	94	93	96	95	94	90
Don't know/no answer	5	1	2	6	1	8	2	1	2	4	5	2	3	2	7
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
IN ADVANCE															
Booked over phone	1	1	0	0	3	1	0	0	1	1	1	1	0	1	1
At the station	11	10	10	10	6	13	15	14	13	12	11	13	13	8	10
Via travel agent	1	2	1	1	5	1	1	1	3	2	2	3	1	6	0
Via the internet/a website	12	33	11	8	35	15	14	10	27	19	22	20	4	23	18
Via Apps	1	1	1	0	3	1	1	1	1	2	2	1	1	1	1
ON THE DAY OF TRAVEL															
At the station ticket office	17	17	24	9	13	29	27	26	27	16	21	21	11	20	24
Ticket collected at station	1	1	0	0	1	2	1	1	1	2	1	2	0	1	1
Ticket bought from machine	9	7	13	7	10	5	10	19	9	8	10	7	8	14	9
On the train	3	6	2	0	7	5	12	2	5	20	4	10	2	2	5
Via the internet/a website	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Via Apps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER															
Used a season ticket	18	12	22	22	7	10	11	20	6	10	13	13	36	3	3
Ticket was organised for me	2	4	2	2	5	2	2	2	3	2	3	3	1	7	1
I use Pay as you Go on Oyster/another smartcard	14	0	8	28	0	1	1	1	1	0	0	1	18	11	12
Other methods of purchase	8	3	3	11	2	13	5	2	2	3	8	4	5	4	12
Don't know/no answer	2	1	2	2	2	3	1	2	2	2	2	2	1	1	3
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Did not use a railcard	50	51	50	53	52	47	47	50	41	45	44	47	58	60	37
16-25 railcard	4	8	6	3	6	4	5	5	7	9	7	7	5	2	5
Senior railcard	11	16	11	7	13	15	15	14	20	14	17	17	2	9	22
Family & friends railcard	0	2	0	0	1	1	1	0	1	1	1	1	0	0	1
Disabled persons railcard	1	1	1	1	1	2	1	2	2	1	1	2	1	1	2
Network railcard	2	1	3	2	1	0	1	5	2	2	2	0	2	2	3
Forces railcard	0	0	0	0	0	0	1	0	1	0	0	1	0	0	0
Two Together railcard	1	2	1	0	2	2	1	0	2	1	1	1	0	0	2
Groupsave discount	0	0	0	0	0	0	0	1	1	1	0	0	0	0	1
Other railcard	8	5	8	8	4	8	10	7	6	7	6	8	8	6	8
Don't know/no answer	22	15	20	25	19	21	18	17	17	19	21	17	24	20	20
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	29	33	26	24	43	39	38	26	36	38	38	36	21	29	39
Fairly good	38	42	37	38	36	36	35	39	38	36	36	36	39	39	35
Neither good nor poor	20	17	21	22	14	16	19	21	18	18	17	16	23	20	17
Fairly poor	9	5	11	10	6	5	5	10	6	5	6	8	11	8	6
Very poor	4	3	5	5	2	3	3	5	2	3	3	3	5	4	3
Very good/Fairly good - Autumn 2015	66	75	63	62	79	76	72	65	74	74	74	73	60	68	74
Very good/Fairly good - Autumn 2014	67	68	66	62	84	75	76	64	71	73	75	74	60	69	74
Significant change		↑													
Sample size	20320	809	1711	6993	317	1591	1192	2971	1408	824	1460	1044	8415	2787	9118

Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	25	25	25	22	32	34	29	22	28	34	31	30	20	24	33
Fairly good	37	37	37	36	38	36	40	38	38	35	38	39	38	36	37
Neither good nor poor	25	27	24	27	19	20	22	25	24	21	20	20	26	28	21
Fairly poor	9	7	10	10	9	8	5	10	8	7	8	7	11	9	6
Very poor	4	3	4	5	2	2	4	5	2	2	3	3	5	4	3
Very good/Fairly good - Autumn 2015	62	62	62	58	70	70	69	60	66	69	69	69	58	60	69
Very good/Fairly good - Autumn 2014	63	63	63	59	76	72	72	60	65	69	69	68	56	64	71
Significant change														↓	
Sample size	18418	743	1518	6404	288	1447	1092	2677	1264	731	1309	945	7811	2515	8092

Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	45	50	44	40	51	55	55	43	53	54	52	53	38	48	55
Fairly good	38	36	40	39	40	35	33	41	34	33	33	35	42	39	32
Neither good nor poor	10	10	10	12	6	5	7	10	9	8	9	7	12	8	8
Fairly poor	4	1	4	5	2	3	3	4	3	2	3	4	5	4	3
Very poor	2	3	3	3	1	2	1	2	1	2	3	1	3	2	2
Very good/Fairly good - Autumn 2015	83	86	83	80	91	90	88	84	87	88	85	88	80	86	87
Very good/Fairly good - Autumn 2014	82	85	84	79	89	89	88	80	87	89	86	84	76	87	87
Significant change	↑							↑				↑	↑		
Sample size	20779	813	1698	7193	314	1608	1260	3111	1444	807	1454	1077	8568	2766	9445

Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very familiar	59	55	66	59	63	57	63	60	51	64	52	65	72	46	50
Fairly familiar	28	27	23	30	24	28	25	27	28	21	30	21	24	32	30
Not very familiar	7	10	6	7	9	8	7	7	10	6	9	8	3	12	10
Not at all familiar	5	9	6	4	4	7	5	6	10	8	8	7	1	10	9
Don't know	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Very familiar/Fairly familiar - Autumn 2015	87	81	88	89	87	85	88	87	79	86	82	85	96	78	81
Very familiar/Fairly familiar - Autumn 2014	86	82	87	88	82	86	86	85	77	84	81	84	95	78	79
Significant change	↑												↑		
Sample size	25485	926	2072	9514	363	1978	1421	3621	1639	955	1747	1249	10321	3389	11775

Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: asked for help	8	10	8	7	12	8	8	9	10	7	11	7	5	11	10
Yes: asked for information	7	10	6	6	7	10	8	8	10	8	10	5	4	7	10
Couldn't find anyone to ask	2	3	2	2	0	2	4	2	3	5	3	2	2	2	3
No/didn't need help/information	82	76	83	85	82	79	80	80	77	78	75	84	88	79	76
Don't know/no answer	2	1	1	2	1	2	2	2	2	4	2	2	2	2	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
3 or more times a week	37	23	41	44	18	27	31	38	18	25	24	27	74	7	7
Once or twice a week	12	9	11	13	9	13	11	12	9	11	11	10	13	13	11
1 or 2 times a month	14	16	16	12	18	15	17	14	15	17	17	15	5	24	20
Once every 2-3 months	10	14	9	8	17	13	12	11	16	13	12	14	2	17	18
Once every 6 months	5	9	3	4	8	6	6	5	9	6	8	7	1	8	9
Less often	9	13	8	8	15	12	12	9	13	10	13	12	2	13	16
Never/First time today	10	13	9	8	12	12	10	10	19	12	14	13	2	17	17
Don't know/no answer	2	2	2	2	2	2	1	2	2	6	2	1	2	2	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Under 1 year	25	27	21	24	38	26	29	28	33	26	30	23	29	22	17
1-4 years	35	42	29	36	26	31	27	35	34	36	34	40	37	31	31
5-9 years	15	16	16	15	18	14	15	16	17	13	17	19	15	16	14
10 years or more	23	14	32	24	18	29	28	20	15	24	18	19	18	29	36
Don't know/no answer	1	1	2	1	0	1	1	1	0	2	1	0	1	2	2
Sample size	14507	448	1285	5935	170	1012	605	2242	737	471	917	685	9386	1362	3759

Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
I always get a seat	38	58	40	30	46	48	53	44	48	48	42	49	34	41	47
I usually get a seat	36	32	36	37	46	34	32	36	35	36	36	34	37	37	35
There are seats available but I prefer to stand	2	0	1	2	1	2	0	1	1	1	1	0	2	1	1
I usually stand and it is crowded	7	4	9	9	4	4	3	5	5	3	7	4	9	6	4
I usually stand and it is very crowded	8	1	6	11	1	5	2	4	4	4	5	5	10	5	3
It varies	8	4	6	9	3	7	8	8	7	7	8	8	8	8	9
Don't know/no answer	1	1	1	1	0	1	1	1	0	1	1	1	1	2	1
Sample size	14507	448	1285	5935	170	1012	605	2242	737	471	917	685	9386	1362	3759

Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Autumn 2015															
No delay	77	76	79	76	77	80	85	75	80	80	73	73	72	77	83
Yes: Minor delays	19	19	17	19	19	16	12	21	15	14	22	23	23	19	14
Yes: Serious delays	3	4	3	3	3	1	2	3	3	1	3	2	3	2	2
Don't know/no answer	2	1	2	2	1	2	2	2	2	5	2	1	2	1	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920
Autumn 2014															
Yes: Minor delays	19	21	18	18	22	17	15	23	22	16	21	20	23	18	15
Yes: Serious delays	3	1	3	3	3	2	1	2	4	2	3	2	3	3	2

Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The train was late departing at the beginning of journey	64	66	59	63	65	69	58	60	61	65	68	75	64	65	63
The train was late arriving at the destination	47	46	46	47	42	46	46	51	43	48	44	45	51	42	41
The train I had planned to catch was cancelled	10	14	12	11	9	7	8	10	8	5	8	7	10	10	10
Could not get on train as it was overcrowded	2	1	2	3	4	2	1	1	3	0	1	0	3	1	1
Took longer than expected to buy train ticket	1	9	2	1	0	1	0	2	1	1	2	2	1	1	2
Train I took to this station was late and I missed my connection	4	8	2	4	1	3	2	4	4	6	3	2	4	2	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	1	1	2	0	0	0	1	2	0	0	0	2	1	1
Lack of/poor information caused a delay to my journey	4	3	6	5	2	1	2	3	2	4	3	1	4	4	3
Other	14	14	12	14	16	17	16	12	14	16	18	12	13	15	17
Don't know/no answer	1	0	1	1	0	1	0	1	2	3	1	1	1	1	2
Sample size	5374	232	407	1901	90	437	207	867	316	131	427	359	2711	695	1968

How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very well	11	17	14	9	22	16	11	11	22	12	16	12	7	10	20
Fairly well	28	30	26	25	30	31	43	25	34	26	34	36	24	29	35
Neither well nor poorly	38	36	42	39	37	36	30	41	28	30	32	34	41	41	29
Fairly poorly	13	11	11	15	6	10	9	12	8	22	12	9	15	11	11
Very poorly	10	6	8	12	4	7	5	11	8	10	6	8	13	9	6
Very well/Fairly well - Autumn 2015	39	47	39	34	53	47	55	36	56	38	50	48	31	39	54
Very well/Fairly well - Autumn 2014	38	51	40	33	55	43	50	37	48	38	41	44	29	44	51
Significant change											↑				
Sample size	4840	217	370	1709	82	389	195	768	285	122	379	324	2460	636	1744

Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
5 mins or less	42	40	43	42	38	38	57	44	29	39	43	39	44	40	39
6-10 mins	26	23	21	26	17	32	16	25	33	35	29	23	25	27	27
11-20 mins	16	12	19	16	19	19	12	14	15	8	11	20	15	17	17
21-30 mins	6	4	6	6	8	5	7	6	8	4	7	9	6	5	7
31-60 mins	4	10	4	4	7	2	5	5	7	5	4	3	4	5	4
More than 1 hour	1	8	2	1	3	1	1	1	2	0	3	2	1	2	2
Don't know/no answer	5	4	5	6	8	3	2	5	6	8	2	4	5	5	5
Mean (minutes) - Autumn 2015	12	23	12	11	15	11	11	12	16	11	13	13	11	12	13
Mean (minutes) - Autumn 2014	13	11	14	12	15	13	12	12	17	13	14	12	12	14	13
Significant change		↓				↑									
Sample size	5374	232	407	1901	90	437	207	867	316	131	427	359	2711	695	1968

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	48	56	51	42	51	59	57	50	63	44	57	53	42	47	60
The accuracy of the information given about the delay	49	56	53	44	61	65	55	47	60	36	58	53	43	49	60
The usefulness of the information	46	50	49	41	55	62	63	43	56	37	59	53	40	45	61
The speed with which the information was provided	48	54	52	44	55	60	58	46	61	40	60	56	43	48	60
Time taken to resolve the problem	37	38	32	33	44	53	51	34	47	39	41	42	30	40	50
The availability of alternative transport if train service could	25	31	31	22	41	30	30	25	27	31	28	36	22	18	39

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	33	25	28	38	30	22	22	33	22	40	24	28	38	32	23
The accuracy of the information given about the delay	31	26	27	35	18	21	24	31	23	41	21	30	35	30	22
The usefulness of the information	29	22	24	33	18	19	22	30	18	42	18	27	33	29	18
The speed with which the information was provided	29	24	25	33	22	21	25	27	19	36	19	26	32	29	20
Time taken to resolve the problem	31	37	33	34	25	15	19	32	22	36	26	27	36	31	19
The availability of alternative transport if train service could	42	46	38	46	50	27	23	39	42	51	49	25	48	40	25

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No	82	85	75	82	81	88	88	79	86	84	84	84	78	84	87
Claimed for compensation on a weekly season ticket	1	1	2	1	2	0	1	2	1	1	1	1	2	1	0
Claimed for compensation on a monthly or longer season ticket	4	2	9	5	2	1	0	6	1	1	3	1	8	1	1
Claimed for compensation on one single/return journey	7	9	10	6	13	6	5	9	7	4	9	8	7	11	6
Complained but did not claim for compensation	2	1	1	2	1	2	2	2	2	1	1	2	3	1	1
Complained and claimed for compensation	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1
Don't know/no answer	3	2	4	3	3	3	4	3	3	8	2	4	2	2	4
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	19	26	22	17	21	26	27	16	19	12	31	24	15	23	26
Fairly satisfied	32	34	37	33	29	22	26	33	32	28	28	30	32	28	35
Neither satisfied nor dissatisfied	12	9	13	12	17	8	9	14	11	16	10	12	13	14	8
Fairly dissatisfied	17	15	15	17	18	25	13	18	18	17	13	17	18	17	15
Very dissatisfied	19	16	13	21	14	18	24	18	19	27	18	18	21	18	16
Very satisfied/Fairly satisfied - Autumn 2015	51	60	58	49	50	48	53	49	51	40	59	54	48	51	60
Very satisfied/Fairly satisfied - Autumn 2014	53	61	61	52	49	51	62	50	57	44	48	56	48	61	62
Significant change															
Sample size	3649	143	399	1449	60	208	152	590	178	66	239	165	2159	508	982

Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Insufficient compensation	36	36	45	32	29	18	42	46	38	15	41	31	38	30	33
Inappropriate form of compensation	19	25	21	16	21	12	10	26	17	0	29	20	19	20	18
Time taken to respond	33	35	28	33	29	47	36	30	26	24	38	35	31	32	40
Poor explanation given	38	30	28	39	21	32	60	37	38	42	42	25	38	33	39
Has not yet received a response	21	27	23	21	18	38	35	16	29	26	19	14	21	27	19
Other reasons	29	32	31	29	27	29	18	25	35	40	36	42	29	24	33
Don't know/no answer	11	11	12	12	21	8	4	6	9	12	8	21	11	7	12
Sample size	1283	48	120	526	21	72	53	211	65	26	75	66	814	167	302

Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	12	9	12	13	9	11	8	11	8	10	10	9	15	8	10
No	85	89	85	84	88	86	89	86	89	82	87	86	82	90	86
Not stated	3	2	3	3	3	3	3	3	3	8	3	4	3	2	4
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Which of the following were reasons for this?

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Passengers drinking/under the influence of alcohol	48	35	44	46	52	53	53	50	46	65	48	51	51	44	43
Passengers taking/under the influence of drugs	12	3	19	12	9	12	14	13	7	28	9	8	13	13	10
Abusive or threatening behaviour	22	23	22	24	32	14	14	22	13	21	18	15	24	22	17
Rowdy behaviour	47	53	50	43	61	46	56	48	60	70	50	55	49	45	44
Feet on seats	43	36	44	45	43	42	47	43	33	23	41	32	44	35	45
Music being played loudly	40	24	40	47	28	24	23	35	31	28	35	32	47	37	28
Smoking	5	1	6	6	0	4	1	6	3	2	6	1	6	7	3
Graffiti or vandalism	2	5	3	2	3	1	1	1	2	4	2	0	2	1	2
Other	19	11	22	20	37	22	20	17	20	10	19	11	16	23	25
Not stated	3	5	2	3	0	3	1	4	4	2	2	11	2	3	5
Sample size	2651	78	232	1139	33	204	116	328	149	95	158	119	1347	244	1060

Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
16-25	10	11	11	8	14	12	13	11	12	25	13	14	13	4	9
26-34	13	14	13	16	9	10	11	12	11	11	11	11	18	11	9
35-44	17	16	19	19	17	12	13	19	14	11	13	13	23	19	10
45-54	22	21	25	23	23	19	22	23	18	18	20	24	26	30	15
55-59	10	11	10	10	11	10	11	11	11	8	11	9	9	14	10
60-64	9	9	8	9	8	11	10	10	11	7	11	11	5	11	13
65+	15	16	11	13	14	24	19	13	22	14	20	17	3	9	31
No answer	2	2	3	2	3	2	1	2	2	7	1	3	2	2	2
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Male	43	45	46	42	35	40	38	45	42	46	44	44	44	56	37
Female	54	52	50	56	62	56	60	52	55	46	54	53	54	42	60
No answer	3	2	4	3	3	3	3	3	3	8	2	4	3	2	3
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Working full time	59	56	63	65	59	45	50	62	46	46	48	54	76	78	33
Working part time	14	13	15	14	13	15	15	15	16	14	15	13	13	16	15
Not working	3	3	3	3	3	4	3	3	4	5	3	3	1	1	7
Retired	16	20	11	13	15	28	22	13	24	17	22	20	1	3	38
Full time student	5	7	5	4	8	6	8	5	7	13	9	7	7	1	5
No answer	2	2	3	2	3	3	3	2	2	6	1	3	2	2	3
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Professional/senior managerial	39	36	40	42	38	28	32	43	34	28	34	33	42	60	27
Middle managerial	14	15	16	16	18	10	10	14	13	13	13	13	18	16	9
Junior managerial/clerical/supervisory	12	10	13	12	8	13	14	12	9	11	10	12	17	7	8
Skilled manual (with professional qualifications/served an apprenticeship)	7	6	7	6	8	7	10	6	8	10	7	8	8	4	6
Unskilled manual (no qualifications/not served an apprenticeship)	2	4	2	2	2	4	3	2	2	3	2	3	2	1	2
Full time student	2	3	2	2	4	2	4	2	2	4	3	2	2	0	2
Retired	14	18	11	11	12	24	19	12	20	14	20	18	1	4	32
Unemployed/between jobs	1	1	1	1	1	2	0	1	1	3	2	1	1	0	2
Housewife/house-husband	0	1	0	0	2	1	1	0	1	1	1	0	0	0	1
Other	5	4	5	5	4	5	5	5	6	4	5	4	5	5	6
Don't know/no answer	4	2	4	3	4	5	4	3	4	10	3	5	3	2	5
Sample size	25762	935	2091	9617	364	1996	1433	3651	1662	982	1770	1261	10419	3423	11920

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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 excludes non-franchised Train Operating Companies

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

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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

*Sample size excludes non-franchised Train Operating Companies

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

Sector definitions

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

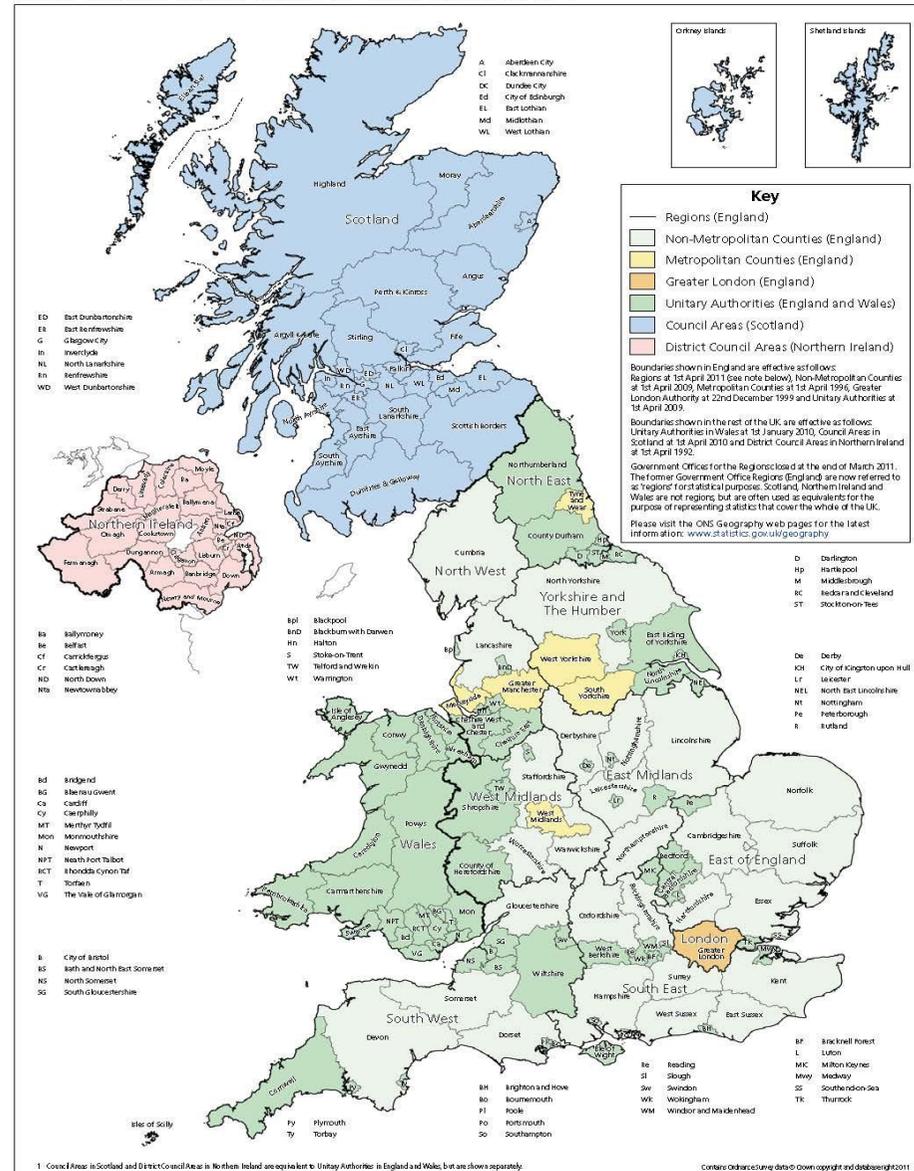
London and South East Operators	Long Distance Operators	Regional Operators
Abellio Greater Anglia	CrossCountry	Arriva Trains Wales
c2c	East Midlands Trains	Merseyrail
Chiltern Railways	First TransPennine Express	Northern Rail
Gatwick Express	Virgin Trains	ScotRail
Great Northern	Virgin Trains East Coast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

Region definitions (Formerly Government Office Regions (GORs))

For more information on Government Offices for the Regions please refer to the following website:

<http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/administrative/england/government-office-regions/index.html>

United Kingdom: Regions, Counties and Unitary Authorities,¹ 2011



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).



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