



National Rail Passenger Survey

Full Report

Spring 2015 (Wave 32)

Contacts:

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdrccontinental.com

transportfocus 

Contents

1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

2 Key results

- 2.1 National total and sector level 5

3 Individual train company results

- 3.1 Overall satisfaction with your journey 9
- 3.2 The value for money of the price of your ticket 10
- 3.3 Punctuality and reliability of the train 11
- 3.4 Sufficient room for all the passengers to sit/stand 12
- 3.5 Overall satisfaction with the station 13
- 3.6 How well train company dealt with delays 14
- 3.7 London and South East operators 15
- 3.8 Long Distance operators 27
- 3.9 Regional operators 34

4 Trend results

- 4.1 National total and sector level 38

5 Individual train company trend results

- 5.1 London and South East operators 42
- 5.2 Long Distance operators 54
- 5.3 Regional operators 61

6 Trend charts

- 6.1-6.8 National total and sector level 65

7 Peak/Off-peak results

- 7.1 London and South East sector 81
- 7.2 London and South East operators 83

8 Individual train company results by route

- 8.1 Overall satisfaction with your journey 103
- 8.2 The value for money for the price of your ticket 104
- 8.3 Punctuality and reliability of the train 105
- 8.4 Sufficient room for all the passengers to sit/stand 106
- 8.5 Overall satisfaction with the station 107

9 Key results by different passenger groups

- 9.1 Journey purpose 108
- 9.2 Age 109
- 9.3 Gender 110

10 Sample profile

- 10.1 Weighted sample profile 111
- 10.2 Unweighted sample profile 112

11 Technical appendix

- 11.1 Standard reports produced for NRPS 113
- 11.2 Rail sectors 114
- 11.3 How routes are defined 115

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

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.

Autumn 2013 (Wave 29)

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

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

As with previous waves, planned and unplanned engineering works/problems meant that some shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

National Total

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 28775	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey		-1	↓	-1	→	28053	80	12	8
STATION FACILITIES									
Overall satisfaction with the station		1	→	-1	→	28159	78	15	7
Ticket buying facilities		1	→	1	→	14360	75	14	11
Provision of information about train times/platforms		0	→	0	→	27001	81	11	8
The upkeep/repair of the station buildings/platforms		2	↑	-1	→	27022	71	18	11
Cleanliness		2	↑	0	→	27156	75	16	8
The facilities and services		3	↑	0	→	23380	58	19	23
The attitudes and helpfulness of the staff		1	↑	1	→	20479	74	17	8
Connections with other forms of public transport		0	→	-1	→	19951	74	15	11
Facilities for car parking		0	→	-1	→	9974	49	19	32
Overall environment		1	↑	-1	→	27087	69	21	10
Your personal security whilst using the station		0	→	0	→	24658	71	25	5
The availability of staff		2	↑	1	→	23495	63	21	16
The provision of shelter facilities		0	→	-4	↓	22912	66	18	17
Availability of seating		2	↑	2	↑	25187	48	20	32
How request to station staff was handled		2	↑	2	→	4308	87	4	8
The choice of shops/eating/drinking facilities available		2	↑	-1	→	22925	49	22	29
TRAIN FACILITIES									
Overall satisfaction with the train		-1	→	-1	→	28047	78	14	8
The frequency of the trains on that route		-2	↓	-1	→	27735	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	↓	-1	↓	27966	75	8	16
The length of time the journey was scheduled to take (speed)		-1	↓	-1	→	27782	82	10	8
Connections with other train services		-2	↓	-1	→	16216	74	17	8
The value for money of the price of your ticket		0	→	-1	→	26447	45	21	34
Upkeep and repair of the train		-1	↓	1	→	27083	73	16	11
The provision of information during the journey		0	→	1	→	25329	70	19	11
The helpfulness and attitude of staff on train		0	→	1	→	16536	64	26	9
The space for luggage		0	→	2	↑	21859	53	23	24
The toilet facilities		0	→	1	→	12133	38	22	40
Sufficient room for all passengers to sit/stand		0	→	1	→	27211	65	14	21
The comfort of the seating area		0	→	1	→	27140	70	17	12
The ease of being able to get on and off		0	→	1	↑	27547	79	13	8
Your personal security on board		0	→	1	→	26056	78	19	3
The cleanliness of the inside		0	→	0	→	27903	74	15	11
The cleanliness of the outside		0	→	-1	↓	23288	72	20	8
The availability of staff		1	→	1	→	20674	45	29	26
How well train company deals with delays		-4	↓	-4	↓	5373	34	37	29

* National total excludes non-franchised train operating companies

London and South East

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 18157	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey		-2	↓	-2	↓	17701	78	13	9
STATION FACILITIES									
Overall satisfaction with the station		0	↔	-1	↔	17777	77	16	7
Ticket buying facilities		0	↔	0	↔	9516	72	15	12
Provision of information about train times/platforms		0	↔	-1	↔	17024	79	12	9
The upkeep/repair of the station buildings/platforms		2	↑	-1	↔	17024	68	19	12
Cleanliness		1	↑	-1	↔	17126	73	18	9
The facilities and services		2	↑	0	↔	14599	56	20	25
The attitudes and helpfulness of the staff		1	↔	1	↔	13041	72	19	9
Connections with other forms of public transport		-1	↔	-1	↔	13157	75	15	10
Facilities for car parking		-2	↔	-1	↔	5859	46	20	35
Overall environment		1	↔	-1	↔	17074	67	22	11
Your personal security whilst using the station		0	↔	-1	↔	15569	69	26	5
The availability of staff		1	↔	1	↔	14926	61	22	17
The provision of shelter facilities		0	↔	-4	↓	14302	63	19	18
Availability of seating		2	↑	1	↔	15743	44	21	35
How request to station staff was handled		2	↔	2	↔	2542	85	5	9
The choice of shops/eating/drinking facilities available		1	↔	-1	↔	14358	47	23	30
TRAIN FACILITIES									
Overall satisfaction with the train		-1	↔	-1	↔	17682	76	16	8
The frequency of the trains on that route		-2	↓	-2	↓	17626	73	10	17
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	↓	-3	↓	17645	73	9	19
The length of time the journey was scheduled to take (speed)		-1	↓	-1	↔	17534	80	11	9
Connections with other train services		-2	↓	-2	↓	10255	73	18	9
The value for money of the price of your ticket		-1	↔	-1	↔	16547	40	22	38
Upkeep and repair of the train		-1	↔	1	↔	17020	73	16	11
The provision of information during the journey		1	↔	1	↔	15859	69	20	12
The helpfulness and attitude of staff on train		0	↔	2	↔	8532	56	32	12
The space for luggage		-1	↔	1	↔	13376	49	25	26
The toilet facilities		-1	↔	1	↔	6927	33	22	45
Sufficient room for all passengers to sit/stand		0	↔	1	↔	17144	63	15	23
The comfort of the seating area		-1	↔	0	↔	17079	69	19	13
The ease of being able to get on and off		0	↔	1	↔	17379	78	14	8
Your personal security on board		0	↔	0	↔	16303	75	21	4
The cleanliness of the inside		0	↔	0	↔	17566	73	15	11
The cleanliness of the outside		0	↔	-1	↔	14744	71	21	8
The availability of staff		1	↔	1	↔	11813	36	31	33
How well train company deals with delays		-5	↓	-4	↓	3617	30	38	31

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

Long Distance

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 5953	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey		1	⇨	2	↑	5819	88	7	5
STATION FACILITIES									
Overall satisfaction with the station		2	⇨	0	⇨	5838	84	11	4
Ticket buying facilities		1	⇨	-1	⇨	2221	84	10	6
Provision of information about train times/platforms		1	⇨	1	⇨	5659	88	7	6
The upkeep/repair of the station buildings/platforms		2	⇨	0	⇨	5632	78	15	7
Cleanliness		1	⇨	1	⇨	5679	82	13	5
The facilities and services		4	↑	-1	⇨	5072	71	16	13
The attitudes and helpfulness of the staff		0	⇨	1	⇨	4060	81	15	4
Connections with other forms of public transport		2	⇨	2	⇨	3772	79	13	8
Facilities for car parking		0	⇨	-2	⇨	1843	59	18	23
Overall environment		2	⇨	0	⇨	5661	76	16	8
Your personal security whilst using the station		1	⇨	1	⇨	5075	78	20	2
The availability of staff		3	↑	2	⇨	4743	71	19	10
The provision of shelter facilities		1	⇨	-3	↓	4669	73	16	11
Availability of seating		3	↑	2	⇨	5283	55	19	26
How request to station staff was handled		4	↑	3	⇨	1140	92	3	4
The choice of shops/eating/drinking facilities available		2	⇨	-1	⇨	5003	61	22	17
TRAIN FACILITIES									
Overall satisfaction with the train		1	⇨	1	⇨	5844	86	10	5
The frequency of the trains on that route		2	↑	0	⇨	5644	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		1	⇨	2	↑	5801	84	6	10
The length of time the journey was scheduled to take (speed)		1	⇨	0	⇨	5773	88	7	5
Connections with other train services		3	↑	2	⇨	3326	82	11	7
The value for money of the price of your ticket		4	↑	0	⇨	5613	59	17	24
Upkeep and repair of the train		-1	⇨	2	↑	5690	83	12	6
The provision of information during the journey		1	⇨	2	↑	5391	79	15	6
The helpfulness and attitude of staff on train		0	⇨	1	⇨	4390	82	15	3
The space for luggage		2	⇨	4	↑	4810	61	17	22
The toilet facilities		-2	⇨	2	⇨	3091	54	23	23
Sufficient room for all passengers to sit/stand		2	⇨	3	↑	5662	74	11	15
The comfort of the seating area		1	⇨	2	↑	5654	80	13	7
The ease of being able to get on and off		1	⇨	4	↑	5737	84	11	4
Your personal security on board		1	⇨	2	↑	5491	86	12	1
The cleanliness of the inside		0	⇨	2	↑	5820	84	10	6
The cleanliness of the outside		0	⇨	0	⇨	4742	79	16	4
The availability of staff		1	⇨	1	⇨	4862	68	23	10
How well train company deals with delays		5	↑	4	⇨	1206	59	26	15

* Long distance total excludes non-franchised train operating companies

Regional

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 4665	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey		-1	→	1	→	4533	85	9	6
STATION FACILITIES									
Overall satisfaction with the station		1	→	0	→	4544	82	12	5
Ticket buying facilities		5	↑	1	→	2623	82	9	9
Provision of information about train times/platforms		1	→	2	→	4318	86	8	6
The upkeep/repair of the station buildings/platforms		2	→	1	→	4366	79	13	8
Cleanliness		3	→	1	→	4351	82	11	7
The facilities and services		6	↑	3	→	3709	59	17	24
The attitudes and helpfulness of the staff		4	↑	2	→	3378	80	13	7
Connections with other forms of public transport		-1	→	-1	→	3022	70	14	15
Facilities for car parking		3	→	0	→	2272	55	18	27
Overall environment		3	↑	1	→	4352	77	15	8
Your personal security whilst using the station		0	→	-1	→	4014	74	20	6
The availability of staff		6	↑	1	→	3826	70	17	13
The provision of shelter facilities		1	→	-3	→	3941	74	14	12
Availability of seating		3	→	2	→	4161	62	18	21
How request to station staff was handled		5	→	3	→	626	92	2	5
The choice of shops/eating/drinking facilities available		5	↑	3	→	3564	49	19	33
TRAIN FACILITIES									
Overall satisfaction with the train		-1	→	0	→	4521	80	12	8
The frequency of the trains on that route		-2	→	1	→	4465	79	7	14
Punctuality/reliability (i.e. the train arriving/departing on time)		0	→	3	↑	4520	83	6	10
The length of time the journey was scheduled to take (speed)		-2	→	0	→	4475	86	8	6
Connections with other train services		-1	→	1	→	2635	79	15	6
The value for money of the price of your ticket		2	→	0	→	4287	58	18	24
Upkeep and repair of the train		-2	→	-1	→	4373	70	16	14
The provision of information during the journey		-2	→	1	→	4079	70	20	10
The helpfulness and attitude of staff on train		1	→	-1	→	3614	77	18	4
The space for luggage		4	↑	2	→	3673	62	19	19
The toilet facilities		3	→	3	→	2115	46	20	34
Sufficient room for all passengers to sit/stand		1	→	2	→	4405	73	12	14
The comfort of the seating area		0	→	3	→	4407	73	14	13
The ease of being able to get on and off		0	→	1	→	4431	83	11	6
Your personal security on board		0	→	2	→	4262	82	15	2
The cleanliness of the inside		-1	→	-1	→	4517	73	16	12
The cleanliness of the outside		0	→	-4	↓	3802	69	21	11
The availability of staff		3	→	1	→	3999	65	24	11
How well train company deals with delays		-3	→	0	→	550	40	36	25

* Regional total excludes non-franchised train operating companies

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East	78 %
Long distance	88 %
Regional	85 %

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-6	↓	-5	↓	2132	75	17	8
Arriva Trains Wales	5	↑	6	↑	1335	89	9	2
c2c	-3	→	-3	↓	984	86	7	7
Chiltern Railways	-2	→	-2	→	1067	90	7	4
CrossCountry	4	↑	3	→	1125	86	8	7
East Coast	3	↑	3	↑	1078	94	4	3
East Midland Trains	1	→	1	→	1075	89	7	4
First Great Western	1	→	0	→	3026	81	12	7
First Hull Trains	0	→	7	↑	559	96	3	1
First TransPennine Express	1	→	4	→	1152	85	7	7
Govia Thameslink Railway	-3	→	-2	→	1687	74	14	11
Grand Central	0	→	0	→	522	94	4	2
Heathrow Connect	-1	→	3	→	539	88	9	4
Heathrow Express	0	→	0	→	629	94	4	2
London Midland	2	→	1	→	1187	84	10	6
London Overground	-4	→	-1	→	1204	87	7	6
Merseyrail	-2	→	1	→	694	91	6	3
Northern Rail	-1	→	1	→	1379	79	11	10
ScotRail	-3	→	0	→	1125	87	9	4
South West Trains	1	→	1	→	2140	80	13	7
Southeastern	3	→	2	→	1805	75	15	9
Southern	-5	↓	-5	↓	2469	72	14	14
Virgin Trains	-1	→	-1	→	1389	89	7	4

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

The value for money for the price of your ticket

% of passengers satisfied/good by sector:

London and South East	40 %
Long distance	59 %
Regional	58 %

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-2	→	-3	→	2036	34	25	42
Arriva Trains Wales	3	→	2	→	1293	57	22	21
c2c	1	→	-2	→	930	45	26	29
Chiltern Railways	-3	→	-2	→	1023	46	25	29
CrossCountry	4	→	3	→	1079	55	19	26
East Coast	3	→	-1	→	1043	63	17	21
East Midland Trains	2	→	-1	→	1041	51	19	30
First Great Western	1	→	1	→	2953	49	20	31
First Hull Trains	-10	↓	-7	→	553	56	25	19
First TransPennine Express	6	↑	3	→	1109	60	16	24
Govia Thameslink Railway	-2	→	-2	→	1559	36	22	42
Grand Central	-2	→	-3	→	516	76	11	13
Heathrow Connect	-3	→	1	→	493	51	24	25
Heathrow Express	-9	↓	-6	→	638	36	26	38
London Midland	4	→	0	→	1091	54	18	28
London Overground	-2	→	5	→	1020	54	20	25
Merseyrail	-2	→	2	→	578	68	16	16
Northern Rail	0	→	-3	→	1313	53	19	27
ScotRail	4	→	0	→	1103	60	15	25
South West Trains	-2	→	-3	→	2042	35	23	42
Southeastern	3	→	-2	→	1623	33	21	46
Southern	-3	→	-3	→	2270	37	23	41
Virgin Trains	3	→	-3	→	1341	65	14	21

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

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

% of passengers satisfied/good by sector:

London and South East	73 %
Long distance	84 %
Regional	83 %

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-2	→	-2	→	2120	75	9	16
Arriva Trains Wales	4	↑	9	↑	1329	87	6	7
c2c	2	→	2	→	987	93	4	4
Chiltern Railways	1	→	2	→	1062	91	5	5
CrossCountry	6	↑	4	↑	1123	85	6	10
East Coast	9	↑	4	↑	1067	92	3	5
East Midland Trains	2	→	2	→	1075	85	5	10
First Great Western	2	→	1	→	3031	75	8	17
First Hull Trains	-1	→	20	↑	565	96	3	1
First TransPennine Express	-7	↓	5	↑	1158	79	7	14
Govia Thameslink Railway	-9	↓	-6	↓	1682	64	11	26
Grand Central	6	↑	0	→	527	96	3	1
Heathrow Connect	-7	↓	-4	→	545	69	12	19
Heathrow Express	-2	→	-1	→	639	94	4	3
London Midland	3	→	2	→	1184	77	9	15
London Overground	-5	↓	-1	→	1190	81	9	10
Merseyrail	-1	→	5	↑	692	92	4	5
Northern Rail	0	→	1	→	1370	78	7	16
ScotRail	-3	→	1	→	1129	84	8	9
South West Trains	-1	→	-3	→	2132	76	8	16
Southeastern	5	↑	1	→	1807	73	9	18
Southern	-9	↓	-12	↓	2450	56	10	33
Virgin Trains	-3	→	-3	→	1378	83	7	10

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Sufficient room for all the passengers to sit/stand

% of passengers satisfied/good by sector:

London and South East	63 %
Long distance	74 %
Regional	73 %















































	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-8	↓	-4	→	2069	60	18	23
Arriva Trains Wales	6	↑	5	→	1303	79	11	10
c2c	-2	→	-3	→	954	57	14	29
Chiltern Railways	-2	→	2	→	1048	73	13	14
CrossCountry	2	→	5	↑	1091	72	12	17
East Coast	-2	→	4	↑	1035	82	11	7
East Midland Trains	-2	→	0	→	1059	75	12	14
First Great Western	3	→	3	↑	2963	69	13	18
First Hull Trains	-1	→	3	→	550	89	9	3
First TransPennine Express	11	↑	5	→	1126	67	10	23
Govia Thameslink Railway	-1	→	1	→	1620	56	17	27
Grand Central	-2	→	-2	→	516	90	6	4
Heathrow Connect	1	→	4	→	528	81	9	10
Heathrow Express	3	→	3	→	631	93	5	2
London Midland	1	→	0	→	1145	67	13	20
London Overground	-3	→	0	→	1154	67	12	21
Merseyrail	-2	→	5	→	672	75	14	11
Northern Rail	-1	→	-1	→	1334	66	14	20
ScotRail	0	→	2	→	1096	78	10	12
South West Trains	1	→	2	→	2082	61	16	23
Southeastern	4	↑	3	→	1725	61	14	26
Southern	2	→	0	→	2384	64	14	22
Virgin Trains	-2	→	1	→	1351	77	12	10

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	77 %
Long distance	84 %
Regional	82 %

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-3		-2		2144	72	20	8
Arriva Trains Wales	2		4		1341	79	15	6
c2c	3		1		993	84	12	4
Chiltern Railways	1		-1		1062	89	8	3
CrossCountry	3		1		1121	83	12	5
East Coast	4		0		1089	90	7	2
East Midland Trains	4		1		1081	88	10	3
First Great Western	3		-2		3059	81	14	5
First Hull Trains	-2		0		571	90	9	1
First TransPennine Express	0		1		1165	86	10	4
Govia Thameslink Railway	0		-2		1689	77	15	8
Grand Central	-7		-3		540	81	13	6
Heathrow Connect	1		0		544	75	18	8
Heathrow Express	-3		-2		646	90	8	2
London Midland	1		2		1189	76	16	8
London Overground	-4		-2		1196	81	15	4
Merseyrail	-1		-4		695	87	10	4
Northern Rail	3		0		1370	79	14	7
ScotRail	0		1		1138	84	11	4
South West Trains	3		1		2153	78	15	7
Southeastern	3		1		1815	77	15	9
Southern	-3		-5		2477	72	17	11
Virgin Trains	-2		-2		1382	77	16	7

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

How well train company dealt with delays

% of passengers satisfied/good by sector:

London and South East	30 %
Long distance	59 %
Regional	40 %

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-12	↓	-7	→	377	28	36	35
Arriva Trains Wales	8	→	6	→	101	42	40	18
c2c	5	→	0	→	81	42	33	25
Chiltern Railways	14	→	3	→	125	57	25	18
CrossCountry	3	→	4	→	199	55	26	19
East Coast	10	→	2	→	147	69	23	8
East Midland Trains	-6	→	-3	→	212	49	32	18
First Great Western	-4	→	-4	→	730	39	38	22
First Hull Trains	-61	→	-54	→	17	18	51	30
First TransPennine Express	10	→	12	↑	287	63	26	11
Govia Thameslink Railway	-12	↓	-8	→	473	23	39	38
Grand Central	-3	→	8	→	21	81	16	4
Heathrow Connect	-7	→	-1	→	101	36	37	28
Heathrow Express	7	→	19	→	61	52	30	18
London Midland	0	→	-1	→	219	35	37	28
London Overground	-18	↓	0	→	133	29	40	31
Merseyrail	3	→	9	→	75	48	34	18
Northern Rail	-12	↓	-1	→	207	31	40	29
ScotRail	5	→	0	→	167	49	29	22
South West Trains	1	→	-4	→	387	36	42	22
Southeastern	0	→	5	→	296	27	38	35
Southern	-7	↓	-9	↓	796	27	36	37
Virgin Trains	8	→	0	→	361	62	24	14

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Abellio Greater Anglia

Overall sample size 2204	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-6	↓	-5	↓	2132	75	17	8	78
STATION FACILITIES									
Overall satisfaction with the station	-3	→	-2	→	2144	72	20	8	77
Ticket buying facilities	-2	→	2	→	1176	67	16	16	72
Provision of information about train times/platforms	-5	↓	-2	→	2052	74	15	11	79
The upkeep/repair of the station buildings/platforms	0	→	-2	→	2037	63	23	14	68
Cleanliness	-3	→	-3	→	2055	67	19	13	73
The facilities and services	2	→	3	→	1777	54	22	24	56
The attitudes and helpfulness of the staff	0	→	-2	→	1611	72	20	8	72
Connections with other forms of public transport	-1	→	0	→	1624	76	14	10	75
Facilities for car parking	-10	↓	-6	→	710	42	22	36	46
Overall environment	-2	→	-4	→	2059	61	25	14	67
Your personal security whilst using the station	-2	→	-1	→	1890	63	30	6	69
The availability of staff	0	→	-3	→	1810	57	25	19	61
The provision of shelter facilities	-3	→	-6	↓	1675	55	21	24	63
Availability of seating	-1	→	1	→	1888	39	22	40	44
How request to station staff was handled	-3	→	-3	→	303	84	6	9	85
The choice of shops/eating/drinking facilities available	-2	→	2	→	1768	47	22	31	47
TRAIN FACILITIES									
Overall satisfaction with the train	-5	↓	-2	→	2149	66	21	12	76
The frequency of the trains on that route	-2	→	0	→	2123	75	9	16	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	-2	→	2120	75	9	16	73
The length of time the journey was scheduled to take (speed)	-2	→	-1	→	2110	80	11	9	80
Connections with other train services	0	→	0	→	1261	74	19	7	73
The value for money of the price of your ticket	-2	→	-3	→	2036	34	25	42	40
Upkeep and repair of the train	-4	↓	2	→	2048	54	21	25	73
The provision of information during the journey	-1	→	-1	→	1900	58	26	16	69
The helpfulness and attitude of staff on train	-3	→	1	→	1063	44	35	21	56
The space for luggage	-7	↓	2	→	1690	48	27	25	49
The toilet facilities	-9	↓	-2	→	956	26	24	50	33
Sufficient room for all passengers to sit/stand	-8	↓	-4	→	2069	60	18	23	63
The comfort of the seating area	-7	↓	-4	→	2095	56	24	20	69
The ease of being able to get on and off	-7	↓	-4	→	2111	72	19	9	78
Your personal security on board	-2	→	-1	→	1955	68	26	6	75
The cleanliness of the inside	1	→	0	→	2132	61	19	21	73
The cleanliness of the outside	1	→	-4	→	1813	55	26	19	71
The availability of staff	1	→	2	→	1471	26	28	46	36
How well train company deals with delays	-12	↓	-7	→	377	28	36	35	30

c2c

Overall sample size 1011	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-3	→	-3	↓	984	86	7	7	78
STATION FACILITIES									
Overall satisfaction with the station	3	→	1	→	993	84	12	4	77
Ticket buying facilities	0	→	1	→	661	78	13	9	72
Provision of information about train times/platforms	1	→	4	↑	948	88	8	4	79
The upkeep/repair of the station buildings/platforms	4	→	3	→	947	78	15	7	68
Cleanliness	2	→	2	→	951	80	13	6	73
The facilities and services	1	→	1	→	816	61	20	19	56
The attitudes and helpfulness of the staff	1	→	3	→	782	81	15	5	72
Connections with other forms of public transport	1	→	1	→	776	73	16	11	75
Facilities for car parking	-2	→	-4	→	413	53	22	25	46
Overall environment	2	→	1	→	932	74	20	6	67
Your personal security whilst using the station	1	→	3	→	876	73	23	5	69
The availability of staff	2	→	1	→	871	72	18	10	61
The provision of shelter facilities	-3	→	-4	→	847	64	21	15	63
Availability of seating	-1	→	0	→	896	54	23	23	44
How request to station staff was handled	-2	→	-1	→	104	85	8	7	85
The choice of shops/eating/drinking facilities available	0	→	-1	→	777	42	26	32	47
TRAIN FACILITIES									
Overall satisfaction with the train	-3	→	-3	→	988	85	10	5	76
The frequency of the trains on that route	1	→	0	→	994	82	7	11	73
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	2	→	987	93	4	4	73
The length of time the journey was scheduled to take (speed)	2	→	1	→	978	93	4	3	80
Connections with other train services	0	→	1	→	592	81	15	4	73
The value for money of the price of your ticket	1	→	-2	→	930	45	26	29	40
Upkeep and repair of the train	-1	→	0	→	946	86	10	4	73
The provision of information during the journey	2	→	3	→	897	79	15	6	69
The helpfulness and attitude of staff on train	7	→	4	→	365	42	42	16	56
The space for luggage	4	→	5	→	733	52	23	25	49
The toilet facilities	2	→	0	→	397	52	27	22	33
Sufficient room for all passengers to sit/stand	-2	→	-3	→	954	57	14	29	63
The comfort of the seating area	-2	→	0	→	928	76	15	9	69
The ease of being able to get on and off	-5	↓	-2	→	963	80	11	9	78
Your personal security on board	2	→	0	→	909	75	20	4	75
The cleanliness of the inside	-2	→	-2	→	973	86	10	4	73
The cleanliness of the outside	2	→	1	→	862	86	11	2	71
The availability of staff	5	→	2	→	550	23	34	43	36
How well train company deals with delays	5	→	0	→	81	42	33	25	30

Chiltern Railways

Overall sample size 1089	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-2	→	-2	→	1067	90	7	4	78
STATION FACILITIES									
Overall satisfaction with the station	1	→	-1	→	1062	89	8	3	77
Ticket buying facilities	1	→	0	→	575	83	9	7	72
Provision of information about train times/platforms	0	→	0	→	1022	85	8	7	79
The upkeep/repair of the station buildings/platforms	2	→	-1	→	1030	84	11	4	68
Cleanliness	0	→	0	→	1039	87	10	3	73
The facilities and services	3	→	-1	→	911	72	16	12	56
The attitudes and helpfulness of the staff	0	→	-2	→	775	82	14	4	72
Connections with other forms of public transport	8	↑	1	→	780	79	13	8	75
Facilities for car parking	0	→	5	→	360	75	12	13	46
Overall environment	2	→	-2	→	1031	84	13	3	67
Your personal security whilst using the station	2	→	-1	→	938	82	17	1	69
The availability of staff	2	→	-3	→	876	69	20	11	61
The provision of shelter facilities	2	→	-5	↓	882	75	15	9	63
Availability of seating	7	↑	3	→	964	57	20	22	44
How request to station staff was handled	-1	→	-4	→	142	89	4	6	85
The choice of shops/eating/drinking facilities available	4	→	-1	→	904	56	25	19	47
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-2	→	1061	89	7	4	76
The frequency of the trains on that route	0	→	-2	→	1064	81	7	12	73
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	2	→	1062	91	5	5	73
The length of time the journey was scheduled to take (speed)	1	→	1	→	1055	89	6	5	80
Connections with other train services	0	→	-3	→	484	77	17	6	73
The value for money of the price of your ticket	-3	→	-2	→	1023	46	25	29	40
Upkeep and repair of the train	0	→	0	→	1032	87	9	4	73
The provision of information during the journey	4	↑	2	→	929	80	16	4	69
The helpfulness and attitude of staff on train	-1	→	1	→	364	59	36	5	56
The space for luggage	2	→	2	→	777	60	24	16	49
The toilet facilities	3	→	2	→	355	55	26	19	33
Sufficient room for all passengers to sit/stand	-2	→	2	→	1048	73	13	14	63
The comfort of the seating area	-3	→	-2	→	1031	79	15	6	69
The ease of being able to get on and off	-1	→	2	→	1050	90	8	2	78
Your personal security on board	2	→	0	→	983	88	11	2	75
The cleanliness of the inside	-1	→	-1	→	1068	86	9	5	73
The cleanliness of the outside	-4	→	-6	↓	881	80	16	5	71
The availability of staff	5	→	3	→	556	40	34	27	36
How well train company deals with delays	14	→	3	→	125	57	25	18	30

First Great Western

Overall sample size 3106	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	0	→	3026	81	12	7	78
STATION FACILITIES									
Overall satisfaction with the station	3	↑	-2	→	3059	81	14	5	77
Ticket buying facilities	2	→	0	→	1583	79	12	9	72
Provision of information about train times/platforms	3	↑	0	→	2955	85	10	5	79
The upkeep/repair of the station buildings/platforms	1	→	-2	→	2973	73	17	11	68
Cleanliness	1	→	-2	→	2980	77	17	6	73
The facilities and services	3	→	-2	→	2622	63	19	18	56
The attitudes and helpfulness of the staff	4	↑	0	→	2230	79	15	6	72
Connections with other forms of public transport	0	→	-3	→	2067	71	17	12	75
Facilities for car parking	3	→	-4	→	1095	57	17	26	46
Overall environment	2	→	-2	→	2970	73	19	9	67
Your personal security whilst using the station	2	→	-2	→	2654	74	24	2	69
The availability of staff	2	→	0	→	2555	66	21	13	61
The provision of shelter facilities	1	→	-6	↓	2537	68	17	15	63
Availability of seating	5	↑	1	→	2804	56	20	24	44
How request to station staff was handled	5	→	2	→	498	89	4	6	85
The choice of shops/eating/drinking facilities available	0	→	-2	→	2556	49	23	28	47
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	0	→	3047	78	14	8	76
The frequency of the trains on that route	3	↑	0	→	3008	77	10	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	1	→	3031	75	8	17	73
The length of time the journey was scheduled to take (speed)	1	→	2	→	3023	84	10	6	80
Connections with other train services	4	↑	4	↑	1650	75	17	8	73
The value for money of the price of your ticket	1	→	1	→	2953	49	20	31	40
Upkeep and repair of the train	-3	↓	0	→	2938	73	17	10	73
The provision of information during the journey	1	→	1	→	2693	67	23	10	69
The helpfulness and attitude of staff on train	2	→	1	→	1699	69	24	7	56
The space for luggage	2	→	1	→	2312	56	21	22	49
The toilet facilities	0	→	0	→	1373	41	26	33	33
Sufficient room for all passengers to sit/stand	3	→	3	↑	2963	69	13	18	63
The comfort of the seating area	0	→	1	→	2956	72	18	10	69
The ease of being able to get on and off	1	→	1	→	2995	76	15	9	78
Your personal security on board	0	→	0	→	2783	80	17	2	75
The cleanliness of the inside	-1	→	-1	→	3025	75	15	10	73
The cleanliness of the outside	-1	→	-2	→	2432	71	22	7	71
The availability of staff	0	→	1	→	2181	48	31	22	36
How well train company deals with delays	-4	→	-4	→	730	39	38	22	30

Govia Thameslink Railway

Overall sample size 1725	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-3	→	-2	→	1687	74	14	11	78
STATION FACILITIES									
Overall satisfaction with the station	0	→	-2	→	1689	77	15	8	77
Ticket buying facilities	-2	→	-1	→	842	68	18	13	72
Provision of information about train times/platforms	-5	↓	-2	→	1619	74	13	13	79
The upkeep/repair of the station buildings/platforms	-1	→	-4	↓	1617	69	17	13	68
Cleanliness	0	→	-3	→	1624	76	16	8	73
The facilities and services	-2	→	-4	→	1364	54	18	27	56
The attitudes and helpfulness of the staff	-5	↓	-2	→	1202	69	21	10	72
Connections with other forms of public transport	-1	→	0	→	1286	76	15	9	75
Facilities for car parking	-3	→	-2	→	452	42	18	40	46
Overall environment	0	→	0	→	1613	69	20	11	67
Your personal security whilst using the station	1	→	3	→	1499	70	24	6	69
The availability of staff	-1	→	2	→	1415	61	20	19	61
The provision of shelter facilities	0	→	-5	↓	1312	63	18	19	63
Availability of seating	2	→	-1	→	1489	46	22	32	44
How request to station staff was handled	-3	→	0	→	234	83	5	12	85
The choice of shops/eating/drinking facilities available	2	→	-1	→	1331	47	22	31	47
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	1669	68	19	12	76
The frequency of the trains on that route	-6	↓	-1	→	1669	70	11	18	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	↓	-6	↓	1682	64	11	26	73
The length of time the journey was scheduled to take (speed)	-4	↓	-1	→	1656	79	12	9	80
Connections with other train services	-7	↓	-6	↓	976	68	23	10	73
The value for money of the price of your ticket	-2	→	-2	→	1559	36	22	42	40
Upkeep and repair of the train	0	→	0	→	1610	59	23	18	73
The provision of information during the journey	1	→	4	→	1458	50	27	23	69
The helpfulness and attitude of staff on train	-2	→	-6	→	546	33	45	22	56
The space for luggage	1	→	2	→	1271	43	25	32	49
The toilet facilities	-3	→	0	→	560	25	23	53	33
Sufficient room for all passengers to sit/stand	-1	→	1	→	1620	56	17	27	63
The comfort of the seating area	-1	→	-3	→	1606	56	27	18	69
The ease of being able to get on and off	0	→	-1	→	1643	72	17	11	78
Your personal security on board	-3	→	0	→	1550	68	27	5	75
The cleanliness of the inside	3	→	1	→	1655	65	21	13	73
The cleanliness of the outside	0	→	1	→	1405	60	27	12	71
The availability of staff	-1	→	-3	→	991	14	32	54	36
How well train company deals with delays	-12	↓	-8	→	473	23	39	38	30

Heathrow Connect

Overall sample size 564	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-1	→	3	→	539	88	9	4	78
STATION FACILITIES									
Overall satisfaction with the station	1	→	0	→	544	75	18	8	77
Ticket buying facilities	2	→	-1	→	361	70	14	16	72
Provision of information about train times/platforms	1	→	-1	→	527	72	14	14	79
The upkeep/repair of the station buildings/platforms	-1	→	-1	→	526	69	20	12	68
Cleanliness	1	→	1	→	527	75	17	8	73
The facilities and services	-1	→	2	→	447	54	18	28	56
The attitudes and helpfulness of the staff	6	→	4	→	430	74	17	9	72
Connections with other forms of public transport	-3	→	1	→	449	75	14	11	75
Facilities for car parking	8	→	11	↑	175	40	18	42	46
Overall environment	-1	→	-1	→	521	64	23	13	67
Your personal security whilst using the station	1	→	5	→	482	71	20	9	69
The availability of staff	-4	→	-3	→	489	57	21	22	61
The provision of shelter facilities	-4	→	-3	→	421	62	21	17	63
Availability of seating	6	→	6	→	473	54	19	27	44
How request to station staff was handled	6	→	1	→	106	89	6	5	85
The choice of shops/eating/drinking facilities available	1	→	2	→	416	49	14	36	47
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	0	→	537	89	9	3	76
The frequency of the trains on that route	4	→	3	→	544	67	13	21	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-4	→	545	69	12	19	73
The length of time the journey was scheduled to take (speed)	-2	→	1	→	541	86	9	5	80
Connections with other train services	-2	→	1	→	380	79	15	6	73
The value for money of the price of your ticket	-3	→	1	→	493	51	24	25	40
Upkeep and repair of the train	-2	→	2	→	527	90	8	3	73
The provision of information during the journey	0	→	2	→	504	83	12	5	69
The helpfulness and attitude of staff on train	-5	→	5	→	334	66	27	7	56
The space for luggage	2	→	3	→	444	75	15	10	49
The toilet facilities	1	→	4	→	209	63	22	14	33
Sufficient room for all passengers to sit/stand	1	→	4	→	528	81	9	10	63
The comfort of the seating area	-1	→	1	→	532	85	10	5	69
The ease of being able to get on and off	-3	→	3	→	532	80	10	10	78
Your personal security on board	-1	→	2	→	511	82	15	3	75
The cleanliness of the inside	-2	→	0	→	543	89	7	4	73
The cleanliness of the outside	0	→	-2	→	487	86	12	2	71
The availability of staff	-5	→	4	→	432	47	32	21	36
How well train company deals with delays	-7	→	-1	→	101	36	37	28	30

Heathrow Express

Overall sample size 676	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	0	→	0	→	629	94	4	2	78
STATION FACILITIES									
Overall satisfaction with the station	-3	→	-2	→	646	90	8	2	77
Ticket buying facilities	-2	→	-2	→	486	89	8	3	72
Provision of information about train times/platforms	-2	→	-3	→	605	84	12	4	79
The upkeep/repair of the station buildings/platforms	0	→	-4	→	598	85	13	2	68
Cleanliness	0	→	-1	→	612	86	11	3	73
The facilities and services	-1	→	1	→	450	73	18	9	56
The attitudes and helpfulness of the staff	4	→	-1	→	484	84	15	1	72
Connections with other forms of public transport	4	→	6	↑	477	89	9	3	75
Facilities for car parking	0	→	6	→	127	65	15	20	46
Overall environment	0	→	2	→	580	85	12	2	67
Your personal security whilst using the station	2	→	1	→	526	86	13	1	69
The availability of staff	-2	→	-1	→	518	74	20	6	61
The provision of shelter facilities	-2	→	0	→	356	78	18	3	63
Availability of seating	2	→	6	↑	493	70	15	15	44
How request to station staff was handled	6	→	4	→	130	95	3	1	85
The choice of shops/eating/drinking facilities available	-3	→	-2	→	372	67	23	10	47
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	-1	→	631	95	5	1	76
The frequency of the trains on that route	-3	→	-1	→	645	90	5	5	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	-1	→	639	94	4	3	73
The length of time the journey was scheduled to take (speed)	-1	→	0	→	643	96	2	2	80
Connections with other train services	-2	→	-1	→	422	86	11	3	73
The value for money of the price of your ticket	-9	↓	-6	→	638	36	26	38	40
Upkeep and repair of the train	0	→	-2	→	622	96	3	1	73
The provision of information during the journey	3	→	2	→	592	88	10	2	69
The helpfulness and attitude of staff on train	2	→	-2	→	541	87	12	1	56
The space for luggage	1	→	1	→	625	90	8	2	49
The toilet facilities	7	→	9	↑	227	81	12	8	33
Sufficient room for all passengers to sit/stand	3	→	3	→	631	93	5	2	63
The comfort of the seating area	2	→	1	→	625	95	4	1	69
The ease of being able to get on and off	0	→	-1	→	622	95	4	1	78
Your personal security on board	0	→	0	→	606	94	6	0	75
The cleanliness of the inside	1	→	2	→	638	96	3	1	73
The cleanliness of the outside	0	→	0	→	586	95	4	0	71
The availability of staff	1	→	2	→	571	78	19	3	36
How well train company deals with delays	7	→	19	→	61	52	30	18	30

London Midland

Overall sample size 1205	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	→	1	→	1187	84	10	6	78
STATION FACILITIES									
Overall satisfaction with the station	1	→	2	→	1189	76	16	8	77
Ticket buying facilities	5	→	5	→	640	78	12	10	72
Provision of information about train times/platforms	1	→	1	→	1134	82	10	8	79
The upkeep/repair of the station buildings/platforms	5	↑	1	→	1134	67	20	14	68
Cleanliness	3	→	3	→	1142	75	18	8	73
The facilities and services	1	→	4	→	945	53	20	28	56
The attitudes and helpfulness of the staff	0	→	3	→	851	71	20	9	72
Connections with other forms of public transport	0	→	-3	→	788	65	20	15	75
Facilities for car parking	2	→	-1	→	458	53	18	29	46
Overall environment	4	→	2	→	1140	65	22	13	67
Your personal security whilst using the station	4	→	3	→	1039	70	24	6	69
The availability of staff	4	→	5	→	970	58	24	18	61
The provision of shelter facilities	-1	→	-4	→	1025	64	20	16	63
Availability of seating	1	→	3	→	1073	52	19	29	44
How request to station staff was handled	1	→	9	→	150	89	3	8	85
The choice of shops/eating/drinking facilities available	1	→	1	→	919	44	24	32	47
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	-1	→	1187	81	13	7	76
The frequency of the trains on that route	5	↑	1	→	1171	80	7	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	2	→	1184	77	9	15	73
The length of time the journey was scheduled to take (speed)	3	→	-1	→	1179	86	9	5	80
Connections with other train services	3	→	-1	→	653	75	16	9	73
The value for money of the price of your ticket	4	→	0	→	1091	54	18	28	40
Upkeep and repair of the train	-1	→	8	↑	1143	78	12	10	73
The provision of information during the journey	2	→	4	→	1074	71	16	13	69
The helpfulness and attitude of staff on train	3	→	5	→	641	65	25	10	56
The space for luggage	-5	→	0	→	885	48	24	27	49
The toilet facilities	0	→	2	→	440	44	25	31	33
Sufficient room for all passengers to sit/stand	1	→	0	→	1145	67	13	20	63
The comfort of the seating area	0	→	4	→	1148	74	16	11	69
The ease of being able to get on and off	0	→	0	→	1160	82	12	6	78
Your personal security on board	1	→	1	→	1095	77	18	5	75
The cleanliness of the inside	1	→	5	↑	1172	76	13	12	73
The cleanliness of the outside	1	→	0	→	982	76	18	6	71
The availability of staff	4	→	6	↑	833	45	27	28	36
How well train company deals with delays	0	→	-1	→	219	35	37	28	30

London Overground

Overall sample size 1247	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-4	→	-1	→	1204	87	7	6	78
STATION FACILITIES									
Overall satisfaction with the station	-4	→	-2	→	1196	81	15	4	77
Ticket buying facilities	-2	→	-3	→	644	71	17	11	72
Provision of information about train times/platforms	-4	→	-1	→	1145	80	13	6	79
The upkeep/repair of the station buildings/platforms	0	→	3	→	1131	77	17	6	68
Cleanliness	-3	→	0	→	1131	76	15	10	73
The facilities and services	-4	→	0	→	867	40	20	40	56
The attitudes and helpfulness of the staff	-4	→	-1	→	857	71	20	9	72
Connections with other forms of public transport	-5	→	-5	→	976	76	14	10	75
Facilities for car parking	-17	↓	-7	→	387	26	21	53	46
Overall environment	-4	→	-3	→	1145	68	24	8	67
Your personal security whilst using the station	-9	↓	-4	→	1063	68	28	4	69
The availability of staff	-5	→	0	→	1014	61	21	17	61
The provision of shelter facilities	-1	→	-1	→	1024	65	18	17	63
Availability of seating	0	→	3	→	1074	52	21	28	44
How request to station staff was handled	12	→	10	→	94	89	3	7	85
The choice of shops/eating/drinking facilities available	-5	→	-3	→	815	37	26	37	47
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-1	→	1185	87	9	5	76
The frequency of the trains on that route	-2	→	2	→	1201	77	7	16	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	-1	→	1190	81	9	10	73
The length of time the journey was scheduled to take (speed)	-2	→	0	→	1175	87	6	7	80
Connections with other train services	-6	↓	0	→	964	80	14	6	73
The value for money of the price of your ticket	-2	→	5	→	1020	54	20	25	40
Upkeep and repair of the train	-4	→	-3	→	1139	90	9	1	73
The provision of information during the journey	-2	→	-1	→	1090	81	14	5	69
The helpfulness and attitude of staff on train	-10	→	0	→	514	41	40	19	56
The space for luggage	-11	↓	-1	→	890	48	25	26	49
The toilet facilities	-8	→	2	→	400	14	10	76	33
Sufficient room for all passengers to sit/stand	-3	→	0	→	1154	67	12	21	63
The comfort of the seating area	-3	→	1	→	1141	80	13	7	69
The ease of being able to get on and off	-2	→	3	→	1167	83	8	9	78
Your personal security on board	-3	→	1	→	1109	78	17	4	75
The cleanliness of the inside	-4	→	-1	→	1195	88	9	3	73
The cleanliness of the outside	-4	→	-2	→	1058	86	9	4	71
The availability of staff	-6	→	0	→	769	24	30	46	36
How well train company deals with delays	-18	↓	0	→	133	29	40	31	30

South West Trains

Overall sample size 2187	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	1	→	2140	80	13	7	78
STATION FACILITIES									
Overall satisfaction with the station	3	→	1	→	2153	78	15	7	77
Ticket buying facilities	3	→	0	→	1213	75	14	11	72
Provision of information about train times/platforms	5	↑	0	→	2041	83	10	7	79
The upkeep/repair of the station buildings/platforms	5	↑	-2	→	2066	66	21	13	68
Cleanliness	4	↑	-1	→	2070	70	19	11	73
The facilities and services	5	↑	3	→	1798	59	19	23	56
The attitudes and helpfulness of the staff	0	→	2	→	1558	70	20	10	72
Connections with other forms of public transport	3	→	0	→	1610	76	14	11	75
Facilities for car parking	4	→	2	→	849	47	20	33	46
Overall environment	3	→	0	→	2076	67	23	10	67
Your personal security whilst using the station	1	→	-2	→	1891	69	26	5	69
The availability of staff	-2	→	0	→	1801	55	24	21	61
The provision of shelter facilities	2	→	-2	→	1795	62	19	18	63
Availability of seating	2	→	1	→	1918	38	22	40	44
How request to station staff was handled	4	→	7	→	246	88	7	5	85
The choice of shops/eating/drinking facilities available	3	→	-1	→	1806	54	22	24	47
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	1	→	2132	78	15	7	76
The frequency of the trains on that route	0	→	0	→	2136	74	9	17	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	-3	→	2132	76	8	16	73
The length of time the journey was scheduled to take (speed)	-1	→	-2	→	2130	79	11	11	80
Connections with other train services	2	→	1	→	1271	74	17	9	73
The value for money of the price of your ticket	-2	→	-3	→	2042	35	23	42	40
Upkeep and repair of the train	1	→	1	→	2066	76	16	8	73
The provision of information during the journey	2	→	0	→	1973	71	18	11	69
The helpfulness and attitude of staff on train	1	→	3	→	1359	68	27	5	56
The space for luggage	1	→	1	→	1619	54	24	21	49
The toilet facilities	2	→	2	→	905	32	24	44	33
Sufficient room for all passengers to sit/stand	1	→	2	→	2082	61	16	23	63
The comfort of the seating area	2	→	2	→	2054	71	18	12	69
The ease of being able to get on and off	5	↑	4	↑	2098	79	13	8	78
Your personal security on board	2	→	2	→	1985	80	18	2	75
The cleanliness of the inside	0	→	-1	→	2118	73	16	12	73
The cleanliness of the outside	2	→	0	→	1760	75	20	6	71
The availability of staff	1	→	1	→	1686	50	33	17	36
How well train company deals with delays	1	→	-4	→	387	36	42	22	30

Southeastern

Overall sample size 1851	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	→	2	→	1805	75	15	9	78
STATION FACILITIES									
Overall satisfaction with the station	3	↑	1	→	1815	77	15	9	77
Ticket buying facilities	1	→	2	→	937	71	16	13	72
Provision of information about train times/platforms	4	↑	3	→	1735	79	12	9	79
The upkeep/repair of the station buildings/platforms	7	↑	1	→	1742	69	18	13	68
Cleanliness	6	↑	1	→	1764	74	17	9	73
The facilities and services	7	↑	0	→	1541	58	20	21	56
The attitudes and helpfulness of the staff	7	↑	6	↑	1367	75	18	8	72
Connections with other forms of public transport	0	→	-1	→	1377	74	15	10	75
Facilities for car parking	0	→	4	→	587	46	19	35	46
Overall environment	5	↑	0	→	1752	66	22	12	67
Your personal security whilst using the station	4	↑	0	→	1600	67	28	5	69
The availability of staff	8	↑	6	↑	1569	67	20	13	61
The provision of shelter facilities	2	→	-1	→	1479	62	17	21	63
Availability of seating	6	↑	4	→	1606	41	19	39	44
How request to station staff was handled	5	→	1	→	289	85	5	11	85
The choice of shops/eating/drinking facilities available	2	→	-1	→	1531	42	24	34	47
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	1	→	1801	71	19	9	76
The frequency of the trains on that route	-4	↓	-5	↓	1798	68	11	21	73
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	1	→	1807	73	9	18	73
The length of time the journey was scheduled to take (speed)	2	→	2	→	1783	77	13	10	80
Connections with other train services	-3	→	-5	↓	1022	66	22	12	73
The value for money of the price of your ticket	3	→	-2	→	1623	33	21	46	40
Upkeep and repair of the train	-1	→	2	→	1726	67	20	13	73
The provision of information during the journey	4	↑	5	↑	1630	66	22	12	69
The helpfulness and attitude of staff on train	5	→	0	→	865	53	33	14	56
The space for luggage	2	→	3	→	1338	47	25	28	49
The toilet facilities	2	→	3	→	722	31	22	47	33
Sufficient room for all passengers to sit/stand	4	↑	3	→	1725	61	14	26	63
The comfort of the seating area	3	→	3	→	1746	66	20	14	69
The ease of being able to get on and off	4	↑	0	→	1770	78	14	7	78
Your personal security on board	4	↑	1	→	1669	71	24	5	75
The cleanliness of the inside	0	→	2	→	1788	68	18	14	73
The cleanliness of the outside	1	→	3	→	1526	69	23	8	71
The availability of staff	4	→	2	→	1193	32	29	39	36
How well train company deals with delays	0	→	5	→	296	27	38	35	30

Southern

Overall sample size 2532	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-5	↓	-5	↓	2469	72	14	14	78
STATION FACILITIES									
Overall satisfaction with the station	-3	→	-5	↓	2477	72	17	11	77
Ticket buying facilities	0	→	1	→	1245	68	17	15	72
Provision of information about train times/platforms	-3	→	-4	↓	2373	73	13	14	79
The upkeep/repair of the station buildings/platforms	-1	→	-6	↓	2347	61	24	16	68
Cleanliness	0	→	-2	→	2370	71	21	8	73
The facilities and services	-1	→	-3	→	1958	55	21	24	56
The attitudes and helpfulness of the staff	1	→	-1	→	1808	69	19	12	72
Connections with other forms of public transport	-4	↓	-1	→	1873	75	15	10	75
Facilities for car parking	2	→	0	→	548	43	23	35	46
Overall environment	0	→	-3	→	2356	62	24	14	67
Your personal security whilst using the station	0	→	1	→	2119	68	27	5	69
The availability of staff	1	→	1	→	2045	59	22	20	61
The provision of shelter facilities	0	→	-6	↓	1726	62	20	18	63
Availability of seating	1	→	-1	→	2031	39	20	41	44
How request to station staff was handled	-2	→	-1	→	482	80	5	15	85
The choice of shops/eating/drinking facilities available	0	→	-4	↓	1951	47	24	29	47
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-4	↓	2463	76	16	9	76
The frequency of the trains on that route	-7	↓	-6	↓	2462	67	11	22	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	↓	-12	↓	2450	56	10	33	73
The length of time the journey was scheduled to take (speed)	-7	↓	-5	↓	2445	73	13	14	80
Connections with other train services	-8	↓	-7	↓	1382	66	20	13	73
The value for money of the price of your ticket	-3	→	-3	→	2270	37	23	41	40
Upkeep and repair of the train	0	→	0	→	2372	76	16	8	73
The provision of information during the journey	0	→	0	→	2215	73	17	10	69
The helpfulness and attitude of staff on train	0	→	4	→	1116	57	32	11	56
The space for luggage	0	→	0	→	1861	46	26	28	49
The toilet facilities	3	→	4	→	819	44	23	33	33
Sufficient room for all passengers to sit/stand	2	→	0	→	2384	64	14	22	63
The comfort of the seating area	1	→	0	→	2374	72	17	11	69
The ease of being able to get on and off	0	→	1	→	2422	76	15	9	78
Your personal security on board	1	→	-1	→	2265	76	21	3	75
The cleanliness of the inside	0	→	-1	→	2440	76	15	10	73
The cleanliness of the outside	0	→	-3	→	2025	72	21	7	71
The availability of staff	2	→	1	→	1583	37	33	30	36
How well train company deals with delays	-7	↓	-9	↓	796	27	36	37	30

CrossCountry

Overall sample size 1150	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	4	↑	3	→	1125	86	8	7	88
STATION FACILITIES									
Overall satisfaction with the station	3	→	1	→	1121	83	12	5	84
Ticket buying facilities	3	→	-2	→	459	85	10	4	84
Provision of information about train times/platforms	4	↑	1	→	1079	86	7	6	88
The upkeep/repair of the station buildings/platforms	4	→	-1	→	1073	75	16	9	78
Cleanliness	3	→	1	→	1081	81	14	5	82
The facilities and services	7	↑	1	→	970	71	15	14	71
The attitudes and helpfulness of the staff	1	→	0	→	802	80	16	4	81
Connections with other forms of public transport	7	↑	3	→	645	79	14	7	79
Facilities for car parking	2	→	-2	→	357	57	20	23	59
Overall environment	4	→	1	→	1084	75	16	9	76
Your personal security whilst using the station	-1	→	-1	→	966	76	22	2	78
The availability of staff	6	↑	3	→	952	71	19	10	71
The provision of shelter facilities	2	→	-2	→	948	73	16	12	73
Availability of seating	4	→	3	→	1028	59	19	22	55
How request to station staff was handled	9	↑	4	→	251	94	2	3	92
The choice of shops/eating/drinking facilities available	5	→	0	→	930	63	21	16	61
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	1	→	1134	82	12	6	86
The frequency of the trains on that route	4	→	0	→	1068	81	9	10	85
Punctuality/reliability (i.e. the train arriving/departing on time)	6	↑	4	↑	1123	85	6	10	84
The length of time the journey was scheduled to take (speed)	4	→	1	→	1111	86	7	7	88
Connections with other train services	9	↑	4	→	701	82	9	9	82
The value for money of the price of your ticket	4	→	3	→	1079	55	19	26	59
Upkeep and repair of the train	-1	→	3	→	1094	79	14	7	83
The provision of information during the journey	1	→	1	→	1017	76	18	6	79
The helpfulness and attitude of staff on train	1	→	1	→	838	81	16	3	82
The space for luggage	2	→	5	→	884	59	17	24	61
The toilet facilities	-7	→	3	→	506	49	24	27	54
Sufficient room for all passengers to sit/stand	2	→	5	↑	1091	72	12	17	74
The comfort of the seating area	3	→	2	→	1084	76	14	10	80
The ease of being able to get on and off	2	→	4	→	1104	82	13	5	84
Your personal security on board	1	→	3	→	1054	85	13	2	86
The cleanliness of the inside	1	→	3	→	1125	80	11	8	84
The cleanliness of the outside	0	→	2	→	890	78	17	4	79
The availability of staff	2	→	2	→	909	66	23	10	68
How well train company deals with delays	3	→	4	→	199	55	26	19	59

East Coast

Overall sample size 1105	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	↑	3	↑	1078	94	4	3	88
STATION FACILITIES									
Overall satisfaction with the station	4	↑	0	→	1089	90	7	2	84
Ticket buying facilities	-3	→	0	→	306	84	12	4	84
Provision of information about train times/platforms	2	→	2	→	1054	92	4	3	88
The upkeep/repair of the station buildings/platforms	4	↑	4	↑	1048	90	8	2	78
Cleanliness	2	→	2	→	1063	91	7	2	82
The facilities and services	3	→	1	→	952	80	13	8	71
The attitudes and helpfulness of the staff	2	→	3	→	697	85	12	3	81
Connections with other forms of public transport	-1	→	2	→	719	82	11	7	79
Facilities for car parking	0	→	9	↑	315	60	16	24	59
Overall environment	2	→	1	→	1053	86	10	3	76
Your personal security whilst using the station	1	→	4	↑	921	83	16	1	78
The availability of staff	3	→	4	→	817	76	18	6	71
The provision of shelter facilities	3	→	-2	→	824	78	15	8	73
Availability of seating	6	↑	2	→	960	54	19	27	55
How request to station staff was handled	5	→	1	→	181	91	5	4	92
The choice of shops/eating/drinking facilities available	2	→	-1	→	943	67	20	13	61
TRAIN FACILITIES									
Overall satisfaction with the train	3	↑	4	↑	1078	93	5	2	86
The frequency of the trains on that route	2	→	1	→	1044	94	3	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)	9	↑	4	↑	1067	92	3	5	84
The length of time the journey was scheduled to take (speed)	2	→	1	→	1065	93	4	3	88
Connections with other train services	3	→	3	→	596	86	9	5	82
The value for money of the price of your ticket	3	→	-1	→	1043	63	17	21	59
Upkeep and repair of the train	2	→	3	→	1062	82	13	6	83
The provision of information during the journey	2	→	4	↑	1017	84	12	3	79
The helpfulness and attitude of staff on train	0	→	6	↑	879	87	12	1	82
The space for luggage	2	→	5	↑	946	70	15	15	61
The toilet facilities	7	↑	5	→	746	57	23	20	54
Sufficient room for all passengers to sit/stand	-2	→	4	↑	1035	82	11	7	74
The comfort of the seating area	-1	→	2	→	1056	80	14	7	80
The ease of being able to get on and off	-1	→	5	↑	1061	86	11	3	84
Your personal security on board	0	→	1	→	1022	89	10	1	86
The cleanliness of the inside	4	↑	3	→	1079	88	9	3	84
The cleanliness of the outside	0	→	1	→	884	79	17	4	79
The availability of staff	3	→	7	↑	914	78	17	5	68
How well train company deals with delays	10	→	2	→	147	69	23	8	59

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

East Midlands Trains

Overall sample size 1099	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	1	→	1075	89	7	4	88
STATION FACILITIES									
Overall satisfaction with the station	4	↑	1	→	1081	88	10	3	84
Ticket buying facilities	5	→	0	→	474	84	7	9	84
Provision of information about train times/platforms	3	→	0	→	1044	87	7	6	88
The upkeep/repair of the station buildings/platforms	6	↑	-3	→	1052	83	11	5	78
Cleanliness	4	↑	-2	→	1062	87	11	3	82
The facilities and services	4	→	-4	→	956	69	15	16	71
The attitudes and helpfulness of the staff	-4	→	-1	→	818	79	16	6	81
Connections with other forms of public transport	-1	→	-1	→	722	74	13	13	79
Facilities for car parking	1	→	-3	→	409	71	17	12	59
Overall environment	6	↑	-1	→	1059	82	15	4	76
Your personal security whilst using the station	5	↑	5	↑	968	83	16	1	78
The availability of staff	4	→	0	→	933	71	16	13	71
The provision of shelter facilities	2	→	-3	→	919	74	15	11	73
Availability of seating	2	→	0	→	1009	59	19	23	55
How request to station staff was handled	-5	→	0	→	201	86	5	7	92
The choice of shops/eating/drinking facilities available	4	→	-1	→	936	57	21	23	61
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	1	→	1088	87	10	4	86
The frequency of the trains on that route	3	→	2	→	1047	82	7	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	2	→	1075	85	5	10	84
The length of time the journey was scheduled to take (speed)	1	→	1	→	1068	88	7	5	88
Connections with other train services	2	→	3	→	605	79	14	7	82
The value for money of the price of your ticket	2	→	-1	→	1041	51	19	30	59
Upkeep and repair of the train	-2	→	-1	→	1046	80	13	7	83
The provision of information during the journey	3	→	3	→	995	75	16	9	79
The helpfulness and attitude of staff on train	-1	→	0	→	806	79	17	4	82
The space for luggage	-1	→	-3	→	848	56	22	21	61
The toilet facilities	-9	↓	-2	→	504	45	27	28	54
Sufficient room for all passengers to sit/stand	-2	→	0	→	1059	75	12	14	74
The comfort of the seating area	0	→	3	→	1046	83	12	6	80
The ease of being able to get on and off	2	→	3	→	1071	86	10	4	84
Your personal security on board	-1	→	1	→	1030	85	14	1	86
The cleanliness of the inside	-1	→	0	→	1080	83	11	6	84
The cleanliness of the outside	-2	→	-3	→	916	72	20	8	79
The availability of staff	0	→	0	→	923	65	25	11	68
How well train company deals with delays	-6	→	-3	→	212	49	32	18	59

First Hull Trains

Overall sample size 594	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	0	→	7	↑	559	96	3	1	88
STATION FACILITIES									
Overall satisfaction with the station	-2	→	0	→	571	90	9	1	84
Ticket buying facilities	-1	→	9	↑	260	89	8	2	84
Provision of information about train times/platforms	0	→	4	→	544	90	6	4	88
The upkeep/repair of the station buildings/platforms	-2	→	-1	→	556	88	10	2	78
Cleanliness	1	→	0	→	552	90	8	2	82
The facilities and services	-1	→	3	→	492	74	12	13	71
The attitudes and helpfulness of the staff	-1	→	3	→	373	81	17	2	81
Connections with other forms of public transport	-6	→	0	→	424	79	11	10	79
Facilities for car parking	5	→	-2	→	261	69	15	16	59
Overall environment	0	→	1	→	542	85	11	4	76
Your personal security whilst using the station	-1	→	5	→	491	84	13	3	78
The availability of staff	-2	→	-1	→	441	68	22	10	71
The provision of shelter facilities	-1	→	-2	→	463	82	14	4	73
Availability of seating	2	→	3	→	498	59	21	20	55
How request to station staff was handled	19	↑	4	→	82	94	2	4	92
The choice of shops/eating/drinking facilities available	-9	↓	-4	→	502	63	18	19	61
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	4	↑	564	96	3	1	86
The frequency of the trains on that route	-9	↓	0	→	537	79	11	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	20	↑	565	96	3	1	84
The length of time the journey was scheduled to take (speed)	-3	→	6	↑	559	94	5	2	88
Connections with other train services	-1	→	6	→	321	86	12	2	82
The value for money of the price of your ticket	-10	↓	-7	→	553	56	25	19	59
Upkeep and repair of the train	-2	→	-2	→	541	92	7	2	83
The provision of information during the journey	-5	↓	0	→	533	89	9	1	79
The helpfulness and attitude of staff on train	-3	→	1	→	523	94	5	1	82
The space for luggage	-6	→	0	→	521	73	15	13	61
The toilet facilities	-2	→	3	→	402	67	22	11	54
Sufficient room for all passengers to sit/stand	-1	→	3	→	550	89	9	3	74
The comfort of the seating area	-1	→	3	→	548	91	7	2	80
The ease of being able to get on and off	1	→	2	→	544	94	5	1	84
Your personal security on board	-2	→	-1	→	536	94	6	0	86
The cleanliness of the inside	0	→	0	→	565	94	5	1	84
The cleanliness of the outside	-5	→	-1	→	476	88	10	2	79
The availability of staff	-6	↓	-1	→	519	88	11	1	68
How well train company deals with delays	-61	→	-54	→	17	18	51	30	59

First TransPennine Express

Overall sample size 1183	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	4	→	1152	85	7	7	88
STATION FACILITIES									
Overall satisfaction with the station	0	→	1	→	1165	86	10	4	84
Ticket buying facilities	-2	→	1	→	545	85	9	6	84
Provision of information about train times/platforms	0	→	2	→	1124	89	6	5	88
The upkeep/repair of the station buildings/platforms	2	→	3	→	1122	83	13	4	78
Cleanliness	-1	→	2	→	1121	83	12	5	82
The facilities and services	2	→	-2	→	1010	72	17	12	71
The attitudes and helpfulness of the staff	0	→	4	→	840	82	13	5	81
Connections with other forms of public transport	6	↑	0	→	745	78	13	9	79
Facilities for car parking	-2	→	-6	→	370	50	20	30	59
Overall environment	0	→	0	→	1126	80	15	6	76
Your personal security whilst using the station	4	→	3	→	1013	82	16	2	78
The availability of staff	5	→	1	→	957	74	17	9	71
The provision of shelter facilities	1	→	-4	→	996	75	15	10	73
Availability of seating	3	→	4	→	1047	61	17	22	55
How request to station staff was handled	0	→	6	→	215	91	2	7	92
The choice of shops/eating/drinking facilities available	-1	→	-4	→	984	60	22	18	61
TRAIN FACILITIES									
Overall satisfaction with the train	3	→	1	→	1150	83	11	6	86
The frequency of the trains on that route	2	→	0	→	1127	84	8	8	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	5	↑	1158	79	7	14	84
The length of time the journey was scheduled to take (speed)	-1	→	2	→	1150	87	8	5	88
Connections with other train services	-3	→	0	→	648	78	13	9	82
The value for money of the price of your ticket	6	↑	3	→	1109	60	16	24	59
Upkeep and repair of the train	-2	→	1	→	1125	85	10	4	83
The provision of information during the journey	2	→	2	→	1064	79	16	5	79
The helpfulness and attitude of staff on train	0	→	-1	→	880	81	15	4	82
The space for luggage	9	↑	7	↑	923	59	15	26	61
The toilet facilities	4	→	3	→	462	55	20	25	54
Sufficient room for all passengers to sit/stand	11	↑	5	→	1126	67	10	23	74
The comfort of the seating area	3	→	2	→	1102	80	12	8	80
The ease of being able to get on and off	6	↑	5	↑	1133	83	12	6	84
Your personal security on board	3	→	2	→	1094	86	13	2	86
The cleanliness of the inside	2	→	3	→	1153	85	10	5	84
The cleanliness of the outside	-2	→	2	→	936	82	16	3	79
The availability of staff	0	→	-3	→	978	67	23	10	68
How well train company deals with delays	10	→	12	↑	287	63	26	11	59

Grand Central

Overall sample size 551	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	0	→	0	→	522	94	4	2	88
STATION FACILITIES									
Overall satisfaction with the station	-7	↓	-3	→	540	81	13	6	84
Ticket buying facilities	-8	↓	2	→	247	81	11	9	84
Provision of information about train times/platforms	-1	→	1	→	502	89	7	4	88
The upkeep/repair of the station buildings/platforms	-7	↓	-1	→	511	80	13	7	78
Cleanliness	-5	↓	2	→	508	82	12	6	82
The facilities and services	-2	→	1	→	462	70	12	18	71
The attitudes and helpfulness of the staff	0	→	-2	→	339	77	16	7	81
Connections with other forms of public transport	-9	↓	-2	→	403	76	13	11	79
Facilities for car parking	-2	→	-5	→	268	51	16	34	59
Overall environment	-4	→	-1	→	513	77	14	9	76
Your personal security whilst using the station	-2	→	2	→	461	77	15	7	78
The availability of staff	-3	→	0	→	406	63	18	18	71
The provision of shelter facilities	-6	→	-4	→	447	74	15	11	73
Availability of seating	6	→	-3	→	478	51	22	27	55
How request to station staff was handled	0	→	-14	↓	66	85	6	9	92
The choice of shops/eating/drinking facilities available	-6	→	0	→	464	61	15	23	61
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	0	→	527	92	5	2	86
The frequency of the trains on that route	0	→	0	→	512	79	12	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)	6	↑	0	→	527	96	3	1	84
The length of time the journey was scheduled to take (speed)	1	→	1	→	522	93	5	3	88
Connections with other train services	-1	→	0	→	285	85	12	2	82
The value for money of the price of your ticket	-2	→	-3	→	516	76	11	13	59
Upkeep and repair of the train	-1	→	3	→	510	81	11	8	83
The provision of information during the journey	0	→	2	→	488	85	12	3	79
The helpfulness and attitude of staff on train	-1	→	2	→	490	91	7	1	82
The space for luggage	1	→	6	↑	481	80	10	10	61
The toilet facilities	-3	→	6	→	376	64	20	16	54
Sufficient room for all passengers to sit/stand	-2	→	-2	→	516	90	6	4	74
The comfort of the seating area	-3	→	-1	→	513	89	7	4	80
The ease of being able to get on and off	-2	→	-1	→	513	87	10	3	84
Your personal security on board	-1	→	1	→	498	91	7	1	86
The cleanliness of the inside	-2	→	3	→	533	87	8	5	84
The cleanliness of the outside	3	→	-1	→	458	85	12	4	79
The availability of staff	1	→	4	→	479	86	11	2	68
How well train company deals with delays	-3	→	8	→	21	81	16	4	59

Virgin Trains

Overall sample size 1416	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-1	→	-1	→	1389	89	7	4	88
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-2	→	1382	77	16	7	84
Ticket buying facilities	-3	→	-4	→	437	83	12	5	84
Provision of information about train times/platforms	-3	→	1	→	1358	86	8	6	88
The upkeep/repair of the station buildings/platforms	-5	↓	-1	→	1337	66	20	13	78
Cleanliness	-2	→	1	→	1352	75	18	7	82
The facilities and services	0	→	-1	→	1184	65	20	14	71
The attitudes and helpfulness of the staff	1	→	2	→	903	81	16	3	81
Connections with other forms of public transport	-2	→	3	→	941	81	13	7	79
Facilities for car parking	-2	→	-3	→	392	57	16	27	59
Overall environment	-3	→	-1	→	1339	65	21	13	76
Your personal security whilst using the station	-3	→	-1	→	1207	72	26	3	78
The availability of staff	-2	→	0	→	1084	65	25	10	71
The provision of shelter facilities	-1	→	-5	→	982	68	19	13	73
Availability of seating	-1	→	0	→	1239	44	19	37	55
How request to station staff was handled	2	→	1	→	292	92	4	3	92
The choice of shops/eating/drinking facilities available	-3	→	-1	→	1210	58	24	18	61
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	1394	89	8	4	86
The frequency of the trains on that route	0	→	-1	→	1358	90	5	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	-3	→	1378	83	7	10	84
The length of time the journey was scheduled to take (speed)	-3	→	-4	↓	1379	90	7	4	88
Connections with other train services	-1	→	-1	→	776	82	11	6	82
The value for money of the price of your ticket	3	→	-3	→	1341	65	14	21	59
Upkeep and repair of the train	-3	→	3	→	1363	88	8	4	83
The provision of information during the journey	0	→	0	→	1298	83	13	5	79
The helpfulness and attitude of staff on train	0	→	0	→	987	82	15	3	82
The space for luggage	-2	→	4	→	1209	61	18	21	61
The toilet facilities	-3	→	-1	→	873	61	23	17	54
Sufficient room for all passengers to sit/stand	-2	→	1	→	1351	77	12	10	74
The comfort of the seating area	0	→	1	→	1366	81	13	6	80
The ease of being able to get on and off	-1	→	2	→	1368	87	10	3	84
Your personal security on board	0	→	1	→	1291	88	11	1	86
The cleanliness of the inside	-1	→	0	→	1383	87	8	5	84
The cleanliness of the outside	3	→	-1	→	1116	84	13	3	79
The availability of staff	0	→	0	→	1138	67	23	10	68
How well train company deals with delays	8	→	0	→	361	62	24	14	59

Arriva Trains Wales

Overall sample size 1386	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	5	↑	6	↑	1335	89	9	2	85
STATION FACILITIES									
Overall satisfaction with the station	2	→	4	→	1341	79	15	6	82
Ticket buying facilities	-2	→	-1	→	787	78	11	11	82
Provision of information about train times/platforms	3	→	4	→	1265	85	10	5	86
The upkeep/repair of the station buildings/platforms	8	↑	6	→	1264	72	19	8	79
Cleanliness	6	↑	0	→	1260	71	18	10	82
The facilities and services	2	→	6	→	1069	50	19	31	59
The attitudes and helpfulness of the staff	9	↑	7	↑	955	83	12	6	80
Connections with other forms of public transport	7	↑	10	↑	856	71	16	13	70
Facilities for car parking	8	↑	10	↑	758	70	15	15	55
Overall environment	5	↑	0	→	1253	67	23	10	77
Your personal security whilst using the station	-1	→	-1	→	1150	68	24	8	74
The availability of staff	6	↑	4	→	1068	67	16	16	70
The provision of shelter facilities	0	→	1	→	1200	66	19	15	74
Availability of seating	6	↑	8	↑	1196	57	19	25	62
How request to station staff was handled	4	→	0	→	229	93	2	5	92
The choice of shops/eating/drinking facilities available	0	→	8	↑	1027	40	21	40	49
TRAIN FACILITIES									
Overall satisfaction with the train	4	↑	5	↑	1338	85	11	4	80
The frequency of the trains on that route	1	→	0	→	1293	76	9	14	79
Punctuality/reliability (i.e. the train arriving/departing on time)	4	↑	9	↑	1329	87	6	7	83
The length of time the journey was scheduled to take (speed)	4	↑	4	→	1309	86	9	5	86
Connections with other train services	2	→	-1	→	877	75	16	9	79
The value for money of the price of your ticket	3	→	2	→	1293	57	22	21	58
Upkeep and repair of the train	3	→	5	→	1298	74	15	11	70
The provision of information during the journey	1	→	1	→	1204	67	24	10	70
The helpfulness and attitude of staff on train	5	↑	2	→	1178	85	12	3	77
The space for luggage	6	↑	7	↑	1157	67	19	13	62
The toilet facilities	3	→	5	→	822	50	26	24	46
Sufficient room for all passengers to sit/stand	6	↑	5	→	1303	79	11	10	73
The comfort of the seating area	3	→	5	→	1293	77	14	9	73
The ease of being able to get on and off	1	→	2	→	1304	83	11	6	83
Your personal security on board	5	↑	4	→	1271	86	12	2	82
The cleanliness of the inside	5	→	4	→	1339	77	16	7	73
The cleanliness of the outside	3	→	1	→	1114	69	21	9	69
The availability of staff	7	↑	6	↑	1213	76	17	6	65
How well train company deals with delays	8	→	6	→	101	42	40	18	40

Merseyrail

Overall sample size 709	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-2	→	1	→	694	91	6	3	85
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-4	→	695	87	10	4	82
Ticket buying facilities	-6	→	-1	→	365	86	10	3	82
Provision of information about train times/platforms	0	→	1	→	645	90	7	3	86
The upkeep/repair of the station buildings/platforms	-4	→	-3	→	669	80	11	9	79
Cleanliness	-3	→	-3	→	656	82	11	6	82
The facilities and services	5	→	3	→	554	64	17	20	59
The attitudes and helpfulness of the staff	2	→	2	→	570	85	11	3	80
Connections with other forms of public transport	4	→	2	→	479	77	13	10	70
Facilities for car parking	-5	→	1	→	300	54	16	29	55
Overall environment	-3	→	1	→	655	81	13	6	77
Your personal security whilst using the station	-3	→	2	→	627	78	18	4	74
The availability of staff	-1	→	-3	→	622	78	14	7	70
The provision of shelter facilities	-3	→	1	→	534	81	13	6	74
Availability of seating	-3	→	-3	→	640	66	16	19	62
How request to station staff was handled	0	→	0	→	48	93	0	7	92
The choice of shops/eating/drinking facilities available	-2	→	-3	→	505	46	17	37	49
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	0	→	686	85	11	4	80
The frequency of the trains on that route	1	→	-1	→	695	94	3	3	79
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	5	↑	692	92	4	5	83
The length of time the journey was scheduled to take (speed)	0	→	2	→	688	96	3	1	86
Connections with other train services	-2	→	2	→	373	87	9	4	79
The value for money of the price of your ticket	-2	→	2	→	578	68	16	16	58
Upkeep and repair of the train	-5	→	-2	→	651	72	20	9	70
The provision of information during the journey	-1	→	5	→	645	87	9	4	70
The helpfulness and attitude of staff on train	-3	→	8	→	386	70	26	4	77
The space for luggage	-2	→	3	→	522	54	24	22	62
The toilet facilities	7	→	1	→	207	25	11	65	46
Sufficient room for all passengers to sit/stand	-2	→	5	→	672	75	14	11	73
The comfort of the seating area	-1	→	3	→	668	76	15	9	73
The ease of being able to get on and off	-1	→	3	→	670	87	8	4	83
Your personal security on board	-3	→	4	→	641	80	18	2	82
The cleanliness of the inside	-3	→	-1	→	690	74	13	13	73
The cleanliness of the outside	-2	→	-4	→	623	70	20	10	69
The availability of staff	7	→	7	→	520	55	29	15	65
How well train company deals with delays	3	→	9	→	75	48	34	18	40









































































Northern Rail

Overall sample size 1414	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-1	→	1	→	1379	79	11	10	85
STATION FACILITIES									
Overall satisfaction with the station	3	→	0	→	1370	79	14	7	82
Ticket buying facilities	7	↑	2	→	785	80	9	11	82
Provision of information about train times/platforms	1	→	1	→	1315	84	8	8	86
The upkeep/repair of the station buildings/platforms	3	→	-1	→	1328	77	15	8	79
Cleanliness	5	↑	3	→	1333	81	12	7	82
The facilities and services	9	↑	5	↑	1132	61	15	24	59
The attitudes and helpfulness of the staff	4	→	0	→	986	76	17	8	80
Connections with other forms of public transport	-4	→	1	→	901	67	14	19	70
Facilities for car parking	8	↑	4	→	717	58	16	25	55
Overall environment	6	↑	0	→	1329	75	16	9	77
Your personal security whilst using the station	5	↑	-1	→	1231	72	20	7	74
The availability of staff	8	↑	0	→	1147	64	19	17	70
The provision of shelter facilities	7	↑	-3	→	1248	71	15	14	74
Availability of seating	9	↑	6	↑	1281	62	18	20	62
How request to station staff was handled	6	→	4	→	168	91	4	5	92
The choice of shops/eating/drinking facilities available	12	↑	4	→	1092	52	17	31	49
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	3	→	1367	72	14	13	80
The frequency of the trains on that route	-6	↓	1	→	1352	69	11	20	79
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	1	→	1370	78	7	16	83
The length of time the journey was scheduled to take (speed)	-7	↓	1	→	1353	81	11	9	86
Connections with other train services	1	→	6	↑	814	76	16	7	79
The value for money of the price of your ticket	0	→	-3	→	1313	53	19	27	58
Upkeep and repair of the train	-2	→	0	→	1325	60	17	23	70
The provision of information during the journey	-3	→	-2	→	1196	57	26	17	70
The helpfulness and attitude of staff on train	6	↑	0	→	1137	75	19	5	77
The space for luggage	4	→	2	→	1079	57	18	25	62
The toilet facilities	-1	→	0	→	600	40	21	39	46
Sufficient room for all passengers to sit/stand	-1	→	-1	→	1334	66	14	20	73
The comfort of the seating area	0	→	2	→	1342	63	17	20	73
The ease of being able to get on and off	0	→	0	→	1340	78	14	8	83
Your personal security on board	0	→	2	→	1288	79	18	3	82
The cleanliness of the inside	2	→	1	→	1364	66	18	16	73
The cleanliness of the outside	4	→	-2	→	1150	63	24	14	69
The availability of staff	6	↑	0	→	1248	62	25	14	65
How well train company deals with delays	-12	↓	-1	→	207	31	40	29	40

ScotRail









































































Overall sample size 1156	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-3	→	0	→	1125	87	9	4	85
STATION FACILITIES									
Overall satisfaction with the station	0	→	1	→	1138	84	11	4	82
Ticket buying facilities	8	→	2	→	686	84	8	8	82
Provision of information about train times/platforms	-1	→	2	→	1093	87	7	6	86
The upkeep/repair of the station buildings/platforms	2	→	2	→	1105	83	10	7	79
Cleanliness	2	→	2	→	1102	87	7	6	82
The facilities and services	5	→	-2	→	954	56	19	25	59
The attitudes and helpfulness of the staff	3	→	2	→	867	82	10	8	80
Connections with other forms of public transport	-3	→	-7	→	786	70	15	15	70
Facilities for car parking	1	→	-8	→	497	47	21	31	55
Overall environment	2	→	1	→	1115	82	10	8	77
Your personal security whilst using the station	-4	→	-1	→	1006	76	20	4	74
The availability of staff	6	→	2	→	989	73	16	11	70
The provision of shelter facilities	-3	→	-6	→	959	77	11	12	74
Availability of seating	-3	→	-1	→	1044	61	18	20	62
How request to station staff was handled	5	→	5	→	181	93	2	5	92
The choice of shops/eating/drinking facilities available	2	→	2	→	940	49	21	30	49
TRAIN FACILITIES									
Overall satisfaction with the train	-4	→	-3	→	1130	84	12	4	80
The frequency of the trains on that route	-2	→	1	→	1125	83	4	13	79
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	1	→	1129	84	8	9	83
The length of time the journey was scheduled to take (speed)	0	→	-2	→	1125	88	7	5	86
Connections with other train services	-6	→	-3	→	571	79	15	6	79
The value for money of the price of your ticket	4	→	0	→	1103	60	15	25	58
Upkeep and repair of the train	-6	→	-5	→	1099	78	13	9	70
The provision of information during the journey	-2	→	1	→	1034	76	17	8	70
The helpfulness and attitude of staff on train	-5	→	-5	→	913	79	17	4	77
The space for luggage	5	→	-1	→	915	69	18	13	62
The toilet facilities	6	→	5	→	486	58	20	22	46
Sufficient room for all passengers to sit/stand	0	→	2	→	1096	78	10	12	73
The comfort of the seating area	-2	→	2	→	1104	81	11	8	73
The ease of being able to get on and off	-2	→	0	→	1117	87	9	5	83
Your personal security on board	-2	→	1	→	1062	86	13	2	82
The cleanliness of the inside	-6	→	-5	→	1124	78	14	8	73
The cleanliness of the outside	-9	↓	-9	↓	915	74	17	9	69
The availability of staff	-3	→	-3	→	1018	69	24	7	65
How well train company deals with delays	5	→	0	→	167	49	29	22	40

National Total - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	27556	30096	27960	28832	28917	27168	27156	27115	27812	28775				
Overall satisfaction with the journey	84	84	84	83	85	82	83	82	81	80	-1		-1	
STATION FACILITIES														
Overall satisfaction with the station	76	76	78	77	80	76	78	78	79	78	1		-1	
Ticket buying facilities	72	73	74	73	75	75	74	74	74	75	1		1	
Provision of information about train times/platforms	81	79	81	81	83	81	82	81	81	81	0		0	
The upkeep/repair of the station buildings/platforms	66	65	67	67	72	70	71	69	72	71	2		-1	
Cleanliness	72	71	72	71	76	74	75	74	76	75	2		0	
The facilities and services	51	50	51	50	57	55	56	55	57	58	3		0	
The attitudes and helpfulness of the staff	72	70	71	71	72	71	73	73	73	74	1		1	
Connections with other forms of public transport	74	73	73	73	77	75	74	75	75	74	0		-1	
Facilities for car parking	49	49	51	49	51	49	49	49	50	49	0		-1	
Overall environment	67	66	68	67	71	67	69	68	70	69	1		-1	
Your personal security whilst using the station	65	66	67	68	71	68	70	70	71	71	0		0	
The availability of staff	59	58	59	60	60	60	61	61	62	63	2		1	
The provision of shelter facilities	-	-	-	-	70	63	68	65	69	66	0		-4	
Availability of seating	-	-	-	-	49	46	46	46	47	48	2		2	
How request to station staff was handled	85	84	86	83	86	83	85	85	85	87	2		2	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	46	47	47	49	49	2		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	82	79	80	79	78	78	-1		-1	
The frequency of the trains on that route	77	78	78	78	78	77	77	77	76	75	-2		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	82	80	81	81	83	78	79	77	77	75	-2		-1	
The length of time the journey was scheduled to take (speed)	85	85	85	85	86	84	84	83	83	82	-1		-1	
Connections with other train services	76	77	76	77	78	76	76	76	75	74	-2		-1	
The value for money of the price of your ticket	49	44	46	42	47	42	45	45	46	45	0		-1	
Upkeep and repair of the train	74	73	75	75	76	73	74	75	73	73	-1		1	
The provision of information during the journey	70	69	70	70	72	71	70	69	69	70	0		1	
The helpfulness and attitude of staff on train	65	64	64	64	65	65	66	64	63	64	0		1	
The space for luggage	54	53	54	55	54	53	52	53	51	53	0		2	
The toilet facilities	38	36	38	37	39	37	36	38	36	38	0		1	
Sufficient room for all passengers to sit/stand	68	67	68	69	69	67	66	65	64	65	0		1	
The comfort of the seating area	72	70	72	72	73	71	72	71	70	70	0		1	
The ease of being able to get on and off	80	80	81	80	81	79	80	79	78	79	0		1	
Your personal security on board	76	76	77	77	79	77	78	77	77	78	0		1	
The cleanliness of the inside	73	73	75	75	76	73	75	75	74	74	0		0	
The cleanliness of the outside	71	67	73	71	74	69	73	72	73	72	0		-1	
The availability of staff	46	45	46	47	46	45	45	44	44	45	1		1	
How well train company deals with delays	40	36	38	37	44	38	40	38	38	34	-4		-4	









































































* National total excludes non-franchised train operating companies

London and South East - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	17506	19126	17398	18592	18281	17252	17332	17468	17540	18157				
Overall satisfaction with the journey	83	83	83	82	85	81	82	80	80	78	-2		-2	
STATION FACILITIES														
Overall satisfaction with the station	75	75	77	75	79	75	77	77	78	77	0		-1	
Ticket buying facilities	70	71	72	71	73	73	72	72	72	72	0		0	
Provision of information about train times/platforms	80	78	80	80	82	79	81	79	80	79	0		-1	
The upkeep/repair of the station buildings/platforms	63	63	65	66	70	67	69	66	70	68	2		-1	
Cleanliness	70	69	71	70	75	72	74	72	74	73	1		-1	
The facilities and services	50	48	49	48	56	54	54	54	55	56	2		0	
The attitudes and helpfulness of the staff	69	69	69	69	70	69	71	71	71	72	1		1	
Connections with other forms of public transport	74	74	74	74	77	75	75	75	76	75	-1		-1	
Facilities for car parking	47	47	49	46	49	47	45	47	47	46	-2		-1	
Overall environment	65	64	67	66	69	65	68	66	68	67	1		-1	
Your personal security whilst using the station	64	65	66	66	70	67	69	69	69	69	0		-1	
The availability of staff	57	56	57	57	58	58	59	60	60	61	1		1	
The provision of shelter facilities	-	-	-	-	68	61	65	63	67	63	0		-4	
Availability of seating	-	-	-	-	45	42	42	42	43	44	2		1	
How request to station staff was handled	84	83	85	82	84	80	84	83	83	85	2		2	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	45	46	46	48	47	1		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	81	77	79	77	77	76	-1		-1	
The frequency of the trains on that route	76	76	77	77	77	75	76	75	75	73	-2		-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	81	79	80	79	83	76	78	75	75	73	-2		-3	
The length of time the journey was scheduled to take (speed)	84	84	83	83	85	82	83	82	81	80	-1		-1	
Connections with other train services	75	76	75	77	77	75	75	75	75	73	-2		-2	
The value for money of the price of your ticket	44	39	42	38	43	38	41	41	41	40	-1		-1	
Upkeep and repair of the train	74	73	75	74	76	72	74	74	72	73	-1		1	
The provision of information during the journey	69	68	69	70	71	69	70	68	67	69	1		1	
The helpfulness and attitude of staff on train	58	57	57	57	59	59	58	56	54	56	0		2	
The space for luggage	52	52	52	53	52	50	49	50	48	49	-1		1	
The toilet facilities	35	34	35	35	36	34	33	34	32	33	-1		1	
Sufficient room for all passengers to sit/stand	67	66	67	68	68	65	64	62	62	63	0		1	
The comfort of the seating area	71	70	71	71	72	69	70	69	68	69	-1		0	
The ease of being able to get on and off	79	79	80	79	80	77	79	77	77	78	0		1	
Your personal security on board	74	74	75	75	77	75	76	75	75	75	0		0	
The cleanliness of the inside	72	72	75	74	75	71	74	74	73	73	0		0	
The cleanliness of the outside	72	69	74	72	74	69	73	72	72	71	0		-1	
The availability of staff	38	37	39	39	38	37	37	35	34	36	1		1	
How well train company deals with delays	37	34	36	35	43	36	38	35	35	30	-5		-4	

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

Long Distance - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	6700	6970	5700	5922	6224	5864	5791	5708	6160	5953					
Overall satisfaction with the journey	87	87	86	88	89	87	88	86	86	88	1		2		
STATION FACILITIES															
Overall satisfaction with the station	82	81	81	81	84	81	82	82	84	84	2		0		
Ticket buying facilities	82	79	84	82	86	83	82	84	85	84	1		-1		
Provision of information about train times/platforms	86	86	86	86	88	87	87	86	87	88	1		1		
The upkeep/repair of the station buildings/platforms	73	73	73	73	76	75	76	76	78	78	2		0		
Cleanliness	77	77	77	77	80	79	80	81	81	82	1		1		
The facilities and services	63	64	65	62	71	68	69	67	72	71	4		-1		
The attitudes and helpfulness of the staff	79	76	77	77	80	78	79	81	80	81	0		1		
Connections with other forms of public transport	77	76	74	76	80	78	77	77	77	79	2		2		
Facilities for car parking	57	56	62	60	60	57	60	59	61	59	0		-2		
Overall environment	74	73	74	73	76	73	75	75	76	76	2		0		
Your personal security whilst using the station	74	73	74	74	78	76	75	78	77	78	1		1		
The availability of staff	67	65	66	66	68	66	68	68	69	71	3		2		
The provision of shelter facilities	-	-	-	-	76	69	75	72	76	73	1		-3		
Availability of seating	-	-	-	-	52	50	51	53	53	55	3		2		
How request to station staff was handled	88	87	87	89	89	89	89	88	89	92	4		3		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	56	59	60	62	61	2		-1		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	87	86	87	85	85	86	1		1		
The frequency of the trains on that route	84	84	84	85	85	85	85	83	85	85	2		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	85	87	83	87	87	83	84	83	82	84	1		2		
The length of time the journey was scheduled to take (speed)	89	89	88	90	89	89	88	88	88	88	1		0		
Connections with other train services	80	80	79	81	82	80	80	79	80	82	3		2		
The value for money of the price of your ticket	59	56	56	54	55	54	57	55	58	59	4		0		
Upkeep and repair of the train	84	83	84	84	85	85	84	84	81	83	-1		2		
The provision of information during the journey	77	77	76	78	78	80	78	77	77	79	1		2		
The helpfulness and attitude of staff on train	78	79	79	80	80	81	80	82	81	82	0		1		
The space for luggage	51	55	53	56	56	58	57	59	57	61	2		4		
The toilet facilities	52	51	52	52	54	52	52	56	52	54	-2		2		
Sufficient room for all passengers to sit/stand	70	71	70	73	71	74	71	72	71	74	2		3		
The comfort of the seating area	79	78	79	79	80	81	79	78	78	80	1		2		
The ease of being able to get on and off	83	83	82	85	83	85	83	83	81	84	1		4		
Your personal security on board	84	85	84	86	86	86	85	86	84	86	1		2		
The cleanliness of the inside	82	82	82	84	84	84	84	84	82	84	0		2		
The cleanliness of the outside	80	76	79	79	81	78	80	79	79	79	0		0		
The availability of staff	67	66	66	68	66	67	66	67	67	68	1		1		
How well train company deals with delays	52	51	50	55	56	57	50	54	55	59	5		4		

* Long distance total excludes non-franchised train operating companies

Regional - % saying satisfied/good



































































	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	3350	4000	4862	4318	4412	4052	4033	3939	4112	4665				
Overall satisfaction with the journey	86	86	87	86	86	84	84	86	84	85	-1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	78	77	80	80	82	79	80	81	82	82	1	→	0	→
Ticket buying facilities	78	77	80	79	82	80	80	78	81	82	5	↑	1	→
Provision of information about train times/platforms	83	81	83	84	86	86	83	86	84	86	1	→	2	→
The upkeep/repair of the station buildings/platforms	74	71	71	73	77	78	77	77	78	79	2	→	1	→
Cleanliness	77	74	76	76	80	80	79	80	81	82	3	→	1	→
The facilities and services	50	49	51	50	54	51	55	52	56	59	6	↑	3	→
The attitudes and helpfulness of the staff	77	75	76	75	78	77	79	76	78	80	4	↑	2	→
Connections with other forms of public transport	69	67	70	68	73	74	70	71	71	70	-1	→	-1	→
Facilities for car parking	51	53	55	52	54	52	54	52	55	55	3	→	0	→
Overall environment	71	69	71	71	75	73	73	74	76	77	3	↑	1	→
Your personal security whilst using the station	66	67	68	71	72	70	72	74	75	74	0	→	-1	→
The availability of staff	63	63	63	66	64	66	67	64	70	70	6	↑	1	→
The provision of shelter facilities	-	-	-	-	76	72	75	73	77	74	1	→	-3	→
Availability of seating	-	-	-	-	59	59	59	59	60	62	3	→	2	→
How request to station staff was handled	87	87	90	86	90	88	87	87	89	92	5	→	3	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	42	45	43	46	49	5	↑	3	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	81	80	81	81	80	80	-1	→	0	→
The frequency of the trains on that route	79	80	81	80	79	79	79	81	78	79	-2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	82	86	85	84	81	82	83	81	83	0	→	3	↑
The length of time the journey was scheduled to take (speed)	89	88	90	88	89	87	88	88	86	86	-2	→	0	→
Connections with other train services	79	79	80	78	76	78	78	80	77	79	-1	→	1	→
The value for money of the price of your ticket	63	58	61	54	57	53	56	56	58	58	2	→	0	→
Upkeep and repair of the train	71	68	71	70	71	71	70	72	71	70	-2	→	-1	→
The provision of information during the journey	69	69	69	70	71	71	70	71	69	70	-2	→	1	→
The helpfulness and attitude of staff on train	75	76	75	75	75	74	77	77	78	77	1	→	-1	→
The space for luggage	61	59	60	62	61	60	61	58	60	62	4	↑	2	→
The toilet facilities	39	36	42	39	42	38	39	43	43	46	3	→	3	→
Sufficient room for all passengers to sit/stand	72	69	72	73	75	73	71	73	72	73	1	→	2	→
The comfort of the seating area	72	69	72	72	74	72	74	73	71	73	0	→	3	→
The ease of being able to get on and off	82	82	83	83	85	83	83	84	83	83	0	→	1	→
Your personal security on board	78	79	81	81	80	79	80	83	80	82	0	→	2	→
The cleanliness of the inside	72	70	73	72	74	73	73	73	74	73	-1	→	-1	→
The cleanliness of the outside	66	58	69	62	70	65	70	69	73	69	0	→	-4	↓
The availability of staff	62	62	61	63	60	61	61	62	64	65	3	→	1	→
How well train company deals with delays	44	37	41	35	40	35	41	42	39	40	-3	→	0	→

* Regional total excludes non-franchised train operating companies

Abellio Greater Anglia - % saying satisfied/good

											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	2073	2397	2199	2454	2156	2267	2226	2313	2226	2204				
Overall satisfaction with the journey	79	78	77	73	83	77	80	81	80	75	-6	↓	-5	↓
STATION FACILITIES														
Overall satisfaction with the station	72	74	74	71	79	75	78	75	75	72	-3	⇌	-2	⇌
Ticket buying facilities	68	68	69	69	73	73	69	69	65	67	-2	⇌	2	⇌
Provision of information about train times/platforms	76	73	75	74	80	77	80	78	76	74	-5	↓	-2	⇌
The upkeep/repair of the station buildings/platforms	64	63	67	66	71	68	70	63	65	63	0	⇌	-2	⇌
Cleanliness	71	68	72	68	75	71	73	70	70	67	-3	⇌	-3	⇌
The facilities and services	51	51	52	50	59	56	56	53	51	54	2	⇌	3	⇌
The attitudes and helpfulness of the staff	69	66	68	65	68	67	72	71	74	72	0	⇌	-2	⇌
Connections with other forms of public transport	78	78	77	76	80	78	78	77	77	76	-1	⇌	0	⇌
Facilities for car parking	51	50	51	48	50	50	46	52	47	42	-10	↓	-6	⇌
Overall environment	66	62	66	63	71	65	68	64	65	61	-2	⇌	-4	⇌
Your personal security whilst using the station	62	61	62	64	69	65	66	65	64	63	-2	⇌	-1	⇌
The availability of staff	56	52	55	53	55	57	58	57	60	57	0	⇌	-3	⇌
The provision of shelter facilities	-	-	-	-	66	59	64	59	61	55	-3	⇌	-6	↓
Availability of seating	-	-	-	-	45	40	42	40	38	39	-1	⇌	1	⇌
How request to station staff was handled	82	83	82	78	83	84	83	87	87	84	-3	⇌	-3	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	47	51	49	45	47	-2	⇌	2	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	73	70	73	72	69	66	-5	↓	-2	⇌
The frequency of the trains on that route	74	73	76	72	77	76	77	77	75	75	-2	⇌	0	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	80	75	77	70	83	74	78	77	77	75	-2	⇌	-2	⇌
The length of time the journey was scheduled to take (speed)	82	80	81	79	85	81	81	82	81	80	-2	⇌	-1	⇌
Connections with other train services	72	73	72	75	78	73	73	75	74	74	0	⇌	0	⇌
The value for money of the price of your ticket	35	35	33	30	37	35	36	35	37	34	-2	⇌	-3	⇌
Upkeep and repair of the train	55	55	55	55	58	53	58	58	52	54	-4	↓	2	⇌
The provision of information during the journey	55	57	58	56	62	60	58	59	59	58	-1	⇌	-1	⇌
The helpfulness and attitude of staff on train	49	46	47	46	48	49	47	48	43	44	-3	⇌	1	⇌
The space for luggage	52	49	50	53	54	49	49	55	46	48	-7	↓	2	⇌
The toilet facilities	29	27	30	31	34	34	28	36	28	26	-9	↓	-2	⇌
Sufficient room for all passengers to sit/stand	64	61	67	66	70	63	65	68	64	60	-8	↓	-4	⇌
The comfort of the seating area	58	56	60	59	62	58	60	63	60	56	-7	↓	-4	⇌
The ease of being able to get on and off	77	76	78	76	81	78	76	79	76	72	-7	↓	-4	⇌
Your personal security on board	66	64	67	64	72	68	70	69	69	68	-2	⇌	-1	⇌
The cleanliness of the inside	59	61	63	57	62	57	64	60	60	61	1	⇌	0	⇌
The cleanliness of the outside	52	53	59	54	58	50	57	54	58	55	1	⇌	-4	⇌
The availability of staff	25	26	28	27	25	26	24	25	24	26	1	⇌	2	⇌
How well train company deals with delays	41	28	32	28	44	28	40	40	35	28	-12	↓	-7	⇌

c2c - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1084	1199	1031	1114	1171	1059	1095	1089	1075	1011				
Overall satisfaction with the journey	91	91	91	91	93	92	92	89	89	86	-3		-3	
STATION FACILITIES														
Overall satisfaction with the station	80	83	86	83	87	84	85	81	83	84	3		1	
Ticket buying facilities	76	77	77	77	80	84	81	78	76	78	0		1	
Provision of information about train times/platforms	86	87	87	86	89	88	88	87	85	88	1		4	
The upkeep/repair of the station buildings/platforms	73	71	72	75	80	78	78	75	75	78	4		3	
Cleanliness	80	78	77	78	82	83	82	79	78	80	2		2	
The facilities and services	52	53	55	55	58	56	63	60	59	61	1		1	
The attitudes and helpfulness of the staff	77	74	75	76	75	82	81	80	77	81	1		3	
Connections with other forms of public transport	70	72	70	73	75	76	75	72	73	73	1		1	
Facilities for car parking	55	53	52	55	58	60	55	55	56	53	-2		-4	
Overall environment	72	72	74	75	76	77	78	72	73	74	2		1	
Your personal security whilst using the station	65	65	66	70	71	73	73	72	69	73	1		3	
The availability of staff	66	66	66	67	67	72	72	70	71	72	2		1	
The provision of shelter facilities	-	-	-	-	72	69	72	67	68	64	-3		-4	
Availability of seating	-	-	-	-	58	58	61	56	54	54	-1		0	
How request to station staff was handled	79	83	89	92	92	86	85	87	86	85	-2		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	35	42	42	43	42	0		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	92	90	92	88	88	85	-3		-3	
The frequency of the trains on that route	85	86	84	83	86	87	87	80	81	82	1		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	94	92	92	92	96	94	94	91	91	93	2		2	
The length of time the journey was scheduled to take (speed)	91	93	90	92	92	94	93	91	92	93	2		1	
Connections with other train services	81	78	79	84	87	85	88	81	80	81	0		1	
The value for money of the price of your ticket	48	43	43	42	46	46	47	44	47	45	1		-2	
Upkeep and repair of the train	93	90	92	91	92	92	91	87	86	86	-1		0	
The provision of information during the journey	80	80	83	80	81	84	82	78	76	79	2		3	
The helpfulness and attitude of staff on train	33	37	33	34	34	42	39	35	38	42	7		4	
The space for luggage	51	48	50	52	49	50	51	48	47	52	4		5	
The toilet facilities	49	55	53	59	56	58	55	50	52	52	2		0	
Sufficient room for all passengers to sit/stand	66	61	65	64	66	64	62	58	60	57	-2		-3	
The comfort of the seating area	82	79	80	81	80	81	79	78	76	76	-2		0	
The ease of being able to get on and off	85	84	85	85	87	87	85	85	81	80	-5		-2	
Your personal security on board	75	72	74	75	76	77	77	74	75	75	2		0	
The cleanliness of the inside	91	89	91	91	93	90	90	88	88	86	-2		-2	
The cleanliness of the outside	88	86	90	88	89	86	88	84	85	86	2		1	
The availability of staff	18	22	20	22	19	23	20	18	21	23	5		2	
How well train company deals with delays	49	50	40	42	62	62	61	37	42	42	5		0	

Chiltern Railways - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1230	1205	1139	1192	1199	1104	1093	1146	1157	1089				
Overall satisfaction with the journey	90	88	88	90	91	89	91	92	91	90	-2	⇌	-2	⇌
STATION FACILITIES														
Overall satisfaction with the station	85	85	90	88	87	84	88	88	90	89	1	⇌	-1	⇌
Ticket buying facilities	81	81	84	82	81	83	81	82	84	83	1	⇌	0	⇌
Provision of information about train times/platforms	85	83	83	86	85	85	84	85	85	85	0	⇌	0	⇌
The upkeep/repair of the station buildings/platforms	78	77	84	79	83	80	82	83	85	84	2	⇌	-1	⇌
Cleanliness	83	81	88	83	86	85	85	87	88	87	0	⇌	0	⇌
The facilities and services	65	62	69	66	68	67	70	68	73	72	3	⇌	-1	⇌
The attitudes and helpfulness of the staff	75	78	77	78	79	79	80	83	84	82	0	⇌	-2	⇌
Connections with other forms of public transport	74	74	74	78	75	72	74	71	78	79	8	↑	1	⇌
Facilities for car parking	69	67	69	65	72	71	71	75	70	75	0	⇌	5	⇌
Overall environment	80	78	85	83	83	80	83	81	85	84	2	⇌	-2	⇌
Your personal security whilst using the station	74	76	79	77	79	75	78	79	82	82	2	⇌	-1	⇌
The availability of staff	64	65	67	68	64	63	69	68	72	69	2	⇌	-3	⇌
The provision of shelter facilities	-	-	-	-	79	72	77	73	80	75	2	⇌	-5	↓
Availability of seating	-	-	-	-	57	51	56	51	55	57	7	↑	3	⇌
How request to station staff was handled	87	86	89	89	85	85	90	90	93	89	-1	⇌	-4	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	51	50	52	58	56	4	⇌	-1	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	89	88	90	91	91	89	-2	⇌	-2	⇌
The frequency of the trains on that route	85	82	80	80	80	77	81	80	83	81	0	⇌	-2	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	91	88	82	86	90	89	92	90	89	91	1	⇌	2	⇌
The length of time the journey was scheduled to take (speed)	85	83	87	87	88	88	87	89	89	89	1	⇌	1	⇌
Connections with other train services	72	70	76	75	72	76	76	77	80	77	0	⇌	-3	⇌
The value for money of the price of your ticket	55	48	51	48	50	45	48	49	48	46	-3	⇌	-2	⇌
Upkeep and repair of the train	83	85	89	87	89	84	86	88	87	87	0	⇌	0	⇌
The provision of information during the journey	73	73	77	75	77	75	77	75	78	80	4	↑	2	⇌
The helpfulness and attitude of staff on train	60	58	62	62	56	57	54	60	58	59	-1	⇌	1	⇌
The space for luggage	56	56	60	62	55	55	59	58	57	60	2	⇌	2	⇌
The toilet facilities	54	55	51	53	53	54	52	52	53	55	3	⇌	2	⇌
Sufficient room for all passengers to sit/stand	77	74	77	75	74	75	72	74	71	73	-2	⇌	2	⇌
The comfort of the seating area	79	77	82	80	81	80	81	82	81	79	-3	⇌	-2	⇌
The ease of being able to get on and off	91	88	89	89	88	87	88	91	88	90	-1	⇌	2	⇌
Your personal security on board	85	82	86	85	86	85	87	86	87	88	2	⇌	0	⇌
The cleanliness of the inside	84	85	87	86	86	84	87	88	88	86	-1	⇌	-1	⇌
The cleanliness of the outside	82	79	85	83	83	81	84	84	86	80	-4	⇌	-6	↓
The availability of staff	37	38	39	39	35	34	32	35	37	40	5	⇌	3	⇌
How well train company deals with delays	52	46	39	38	51	46	52	43	54	57	14	⇌	3	⇌

First Great Western - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	3374	3536	2960	3044	3037	2996	3140	3050	3006	3106				
Overall satisfaction with the journey	82	82	83	82	83	80	80	80	81	81	1	⇌	0	⇌
STATION FACILITIES														
Overall satisfaction with the station	75	74	77	76	79	76	77	78	82	81	3	↑	-2	⇌
Ticket buying facilities	71	73	75	75	74	76	74	77	79	79	2	⇌	0	⇌
Provision of information about train times/platforms	77	77	81	81	83	83	83	82	85	85	3	↑	0	⇌
The upkeep/repair of the station buildings/platforms	63	60	66	65	68	69	73	71	75	73	1	⇌	-2	⇌
Cleanliness	69	67	71	70	74	73	78	76	79	77	1	⇌	-2	⇌
The facilities and services	54	53	54	53	60	57	60	61	66	63	3	⇌	-2	⇌
The attitudes and helpfulness of the staff	74	72	73	75	74	75	76	75	79	79	4	↑	0	⇌
Connections with other forms of public transport	70	72	72	71	72	70	71	71	73	71	0	⇌	-3	⇌
Facilities for car parking	58	58	57	55	57	54	55	54	61	57	3	⇌	-4	⇌
Overall environment	65	66	67	66	68	66	71	70	75	73	2	⇌	-2	⇌
Your personal security whilst using the station	68	67	71	69	72	69	72	72	76	74	2	⇌	-2	⇌
The availability of staff	58	60	60	62	59	63	61	65	67	66	2	⇌	0	⇌
The provision of shelter facilities	-	-	-	-	68	63	69	66	74	68	1	⇌	-6	↓
Availability of seating	-	-	-	-	49	49	49	51	55	56	5	↑	1	⇌
How request to station staff was handled	86	90	87	87	88	90	89	85	88	89	5	⇌	2	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	47	47	49	51	49	0	⇌	-2	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	81	79	80	78	79	78	0	⇌	0	⇌
The frequency of the trains on that route	77	76	78	76	75	76	75	74	77	77	3	↑	0	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	79	78	79	76	74	73	74	75	2	⇌	1	⇌
The length of time the journey was scheduled to take (speed)	85	84	86	85	85	83	83	83	82	84	1	⇌	2	⇌
Connections with other train services	74	73	76	73	73	73	71	71	71	75	4	↑	4	↑
The value for money of the price of your ticket	56	49	53	48	53	48	47	48	48	49	1	⇌	1	⇌
Upkeep and repair of the train	74	72	78	77	78	76	74	76	74	73	-3	↓	0	⇌
The provision of information during the journey	65	64	68	68	69	67	64	66	66	67	1	⇌	1	⇌
The helpfulness and attitude of staff on train	70	70	70	66	67	68	67	67	68	69	2	⇌	1	⇌
The space for luggage	53	55	55	53	53	57	52	55	55	56	2	⇌	1	⇌
The toilet facilities	43	40	44	44	44	42	41	41	41	41	0	⇌	0	⇌
Sufficient room for all passengers to sit/stand	68	69	68	67	65	68	65	66	66	69	3	⇌	3	↑
The comfort of the seating area	69	71	73	72	72	72	72	72	71	72	0	⇌	1	⇌
The ease of being able to get on and off	77	77	78	77	76	76	75	75	75	76	1	⇌	1	⇌
Your personal security on board	79	79	80	81	79	79	79	80	81	80	0	⇌	0	⇌
The cleanliness of the inside	72	72	76	77	77	74	74	76	76	75	-1	⇌	-1	⇌
The cleanliness of the outside	70	65	74	73	73	70	72	71	72	71	-1	⇌	-2	⇌
The availability of staff	51	50	50	49	47	48	45	48	47	48	0	⇌	1	⇌
How well train company deals with delays	42	43	45	41	48	44	40	44	43	39	-4	⇌	-4	⇌



































































Govia Thameslink Railway - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1618	1816	1880	2000	1791	1762	1557	1805	1552	1725				
Overall satisfaction with the journey	76	78	80	79	81	76	79	77	77	74	-3	⇌	-2	⇌
STATION FACILITIES														
Overall satisfaction with the station	70	69	76	75	79	75	78	77	78	77	0	⇌	-2	⇌
Ticket buying facilities	69	66	68	70	71	68	74	70	69	68	-2	⇌	-1	⇌
Provision of information about train times/platforms	73	73	77	78	80	77	82	79	76	74	-5	⇌	-2	⇌
The upkeep/repair of the station buildings/platforms	57	60	63	67	66	67	75	70	74	69	-1	⇌	-4	⇌
Cleanliness	66	68	70	72	75	74	80	75	79	76	0	⇌	-3	⇌
The facilities and services	45	43	50	47	54	52	55	56	58	54	-2	⇌	-4	⇌
The attitudes and helpfulness of the staff	64	67	66	71	71	67	75	75	71	69	-5	⇌	-2	⇌
Connections with other forms of public transport	70	70	73	76	79	75	75	77	76	76	-1	⇌	0	⇌
Facilities for car parking	45	46	45	45	45	43	47	45	44	42	-3	⇌	-2	⇌
Overall environment	61	57	64	65	71	67	73	69	69	69	0	⇌	0	⇌
Your personal security whilst using the station	61	59	65	66	72	69	72	69	67	70	1	⇌	3	⇌
The availability of staff	54	49	55	56	60	56	59	62	59	61	-1	⇌	2	⇌
The provision of shelter facilities	-	-	-	-	66	57	66	63	68	63	0	⇌	-5	⇌
Availability of seating	-	-	-	-	44	41	44	44	47	46	2	⇌	-1	⇌
How request to station staff was handled	87	79	85	83	86	81	82	86	83	83	-3	⇌	0	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	46	45	49	47	2	⇌	-1	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	74	67	73	70	70	68	-1	⇌	-1	⇌
The frequency of the trains on that route	75	74	76	79	79	75	77	76	71	70	-6	⇌	-1	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	71	74	77	76	81	71	74	72	70	64	-9	⇌	-6	⇌
The length of time the journey was scheduled to take (speed)	82	84	83	84	87	82	83	83	80	79	-4	⇌	-1	⇌
Connections with other train services	75	75	76	76	79	76	77	74	74	68	-7	⇌	-6	⇌
The value for money of the price of your ticket	38	32	38	34	38	32	37	38	38	36	-2	⇌	-2	⇌
Upkeep and repair of the train	61	60	63	62	60	52	62	58	58	59	0	⇌	0	⇌
The provision of information during the journey	46	47	47	50	50	47	54	49	46	50	1	⇌	4	⇌
The helpfulness and attitude of staff on train	35	31	32	37	38	37	40	35	39	33	-2	⇌	-6	⇌
The space for luggage	44	47	44	47	45	41	44	42	41	43	1	⇌	2	⇌
The toilet facilities	23	26	25	29	27	26	32	28	25	25	-3	⇌	0	⇌
Sufficient room for all passengers to sit/stand	60	59	60	62	61	59	60	57	55	56	-1	⇌	1	⇌
The comfort of the seating area	60	62	62	62	60	58	62	57	59	56	-1	⇌	-3	⇌
The ease of being able to get on and off	75	75	74	76	76	73	77	72	73	72	0	⇌	-1	⇌
Your personal security on board	67	68	68	71	73	70	71	71	68	68	-3	⇌	0	⇌
The cleanliness of the inside	62	64	65	64	65	57	67	63	65	65	3	⇌	1	⇌
The cleanliness of the outside	56	53	60	57	56	51	63	60	59	60	0	⇌	1	⇌
The availability of staff	13	12	14	17	16	13	16	16	17	14	-1	⇌	-3	⇌
How well train company deals with delays	34	25	33	30	33	28	43	35	31	23	-12	⇌	-8	⇌



































































Heathrow Connect - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	526	616	572	609	599	560	519	578	785	564					
Overall satisfaction with the journey	92	89	92	94	94	91	88	88	85	88	-1	→	3	→	
STATION FACILITIES															
Overall satisfaction with the station	81	78	80	84	80	77	81	74	75	75	1	→	0	→	
Ticket buying facilities	77	74	76	83	73	71	67	68	71	70	2	→	-1	→	
Provision of information about train times/platforms	68	71	69	77	76	74	79	71	73	72	1	→	-1	→	
The upkeep/repair of the station buildings/platforms	67	65	67	76	72	70	71	70	70	69	-1	→	-1	→	
Cleanliness	76	71	75	82	77	73	71	73	73	75	1	→	1	→	
The facilities and services	52	53	54	58	52	58	52	55	52	54	-1	→	2	→	
The attitudes and helpfulness of the staff	78	70	72	82	73	69	67	68	70	74	6	→	4	→	
Connections with other forms of public transport	83	79	76	81	81	74	81	78	73	75	-3	→	1	→	
Facilities for car parking	33	33	31	36	40	26	34	32	29	40	8	→	11	↑	
Overall environment	73	67	73	75	70	64	69	66	65	64	-1	→	-1	→	
Your personal security whilst using the station	75	73	66	73	70	71	69	70	66	71	1	→	5	→	
The availability of staff	69	61	59	71	62	57	54	61	60	57	-4	→	-3	→	
The provision of shelter facilities	-	-	-	-	68	63	67	66	65	62	-4	→	-3	→	
Availability of seating	-	-	-	-	52	52	48	48	48	54	6	→	6	→	
How request to station staff was handled	88	80	86	91	76	88	84	83	88	89	6	→	1	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	52	48	49	47	49	1	→	2	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	95	91	90	91	89	89	-2	→	0	→	
The frequency of the trains on that route	69	67	74	76	70	68	67	62	63	67	4	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	93	88	91	91	86	78	80	76	73	69	-7	↓	-4	→	
The length of time the journey was scheduled to take (speed)	93	94	93	94	93	90	91	88	85	86	-2	→	1	→	
Connections with other train services	88	81	84	87	84	81	80	81	78	79	-2	→	1	→	
The value for money of the price of your ticket	65	55	58	56	52	54	53	54	50	51	-3	→	1	→	
Upkeep and repair of the train	93	93	94	94	96	93	90	92	87	90	-2	→	2	→	
The provision of information during the journey	85	83	85	84	86	83	81	83	82	83	0	→	2	→	
The helpfulness and attitude of staff on train	76	75	81	81	74	68	63	71	61	66	-5	→	5	→	
The space for luggage	79	79	76	76	81	78	71	73	72	75	2	→	3	→	
The toilet facilities	74	73	63	59	65	71	58	62	59	63	1	→	4	→	
Sufficient room for all passengers to sit/stand	91	90	90	89	86	83	75	80	77	81	1	→	4	→	
The comfort of the seating area	93	91	91	92	90	87	85	85	84	85	-1	→	1	→	
The ease of being able to get on and off	90	89	86	88	86	83	76	83	77	80	-3	→	3	→	
Your personal security on board	89	86	86	84	87	88	79	83	80	82	-1	→	2	→	
The cleanliness of the inside	96	93	97	93	95	91	89	91	89	89	-2	→	0	→	
The cleanliness of the outside	91	88	91	91	91	89	86	86	88	86	0	→	-2	→	
The availability of staff	68	66	63	62	64	58	48	53	43	47	-5	→	4	→	
How well train company deals with delays	33	25	45	38	41	34	45	42	37	36	-7	→	-1	→	

Heathrow Express - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	610	623	614	559	522	526	540	573	722	676				
Overall satisfaction with the journey	93	95	93	90	93	94	96	94	94	94	0		0	
STATION FACILITIES														
Overall satisfaction with the station	84	87	88	87	88	89	91	92	92	90	-3		-2	
Ticket buying facilities	91	89	93	86	90	89	93	92	92	89	-2		-2	
Provision of information about train times/platforms	83	83	83	81	82	84	89	86	87	84	-2		-3	
The upkeep/repair of the station buildings/platforms	80	78	84	77	83	82	87	85	89	85	0		-4	
Cleanliness	82	75	81	76	82	83	87	86	87	86	0		-1	
The facilities and services	62	68	64	64	66	70	74	74	72	73	-1		1	
The attitudes and helpfulness of the staff	81	80	73	79	78	84	79	80	85	84	4		-1	
Connections with other forms of public transport	84	85	82	81	81	87	85	85	83	89	4		6	
Facilities for car parking	32	59	44	48	74	69	63	65	59	65	0		6	
Overall environment	77	78	83	81	81	80	88	85	84	85	0		2	
Your personal security whilst using the station	73	77	78	80	83	82	85	84	85	86	2		1	
The availability of staff	71	66	66	70	72	77	73	75	75	74	-2		-1	
The provision of shelter facilities	-	-	-	-	78	82	83	80	79	78	-2		0	
Availability of seating	-	-	-	-	64	68	64	68	63	70	2		6	
How request to station staff was handled	94	88	96	90	92	96	89	89	91	95	6		4	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	68	71	70	69	67	-3		-2	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	94	95	96	95	96	95	0		-1	
The frequency of the trains on that route	94	93	94	87	94	93	94	93	91	90	-3		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	95	97	94	93	96	95	95	95	94	94	-2		-1	
The length of time the journey was scheduled to take (speed)	98	98	96	96	97	97	97	97	96	96	-1		0	
Connections with other train services	84	80	79	81	84	85	86	88	87	86	-2		-1	
The value for money of the price of your ticket	41	37	37	33	40	40	46	45	42	36	-9		-6	
Upkeep and repair of the train	90	92	90	91	89	94	96	96	98	96	0		-2	
The provision of information during the journey	82	83	79	80	83	87	90	85	86	88	3		2	
The helpfulness and attitude of staff on train	84	79	82	87	85	87	86	84	88	87	2		-2	
The space for luggage	87	87	88	88	84	92	84	90	89	90	1		1	
The toilet facilities	60	68	64	64	73	79	80	73	71	81	7		9	
Sufficient room for all passengers to sit/stand	89	86	90	90	88	95	90	90	90	93	3		3	
The comfort of the seating area	89	93	91	90	89	94	94	94	94	95	2		1	
The ease of being able to get on and off	92	93	93	95	94	95	95	95	96	95	0		-1	
Your personal security on board	90	92	90	91	90	93	95	95	94	94	0		0	
The cleanliness of the inside	91	94	93	94	95	93	97	95	94	96	1		2	
The cleanliness of the outside	89	91	92	92	92	94	96	95	95	95	0		0	
The availability of staff	77	73	71	74	75	76	79	77	76	78	1		2	
How well train company deals with delays	53	56	62	42	67	70	36	45	33	52	7		19	

London Midland - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1069	1225	1133	1192	1108	1149	1204	1121	1257	1205				
Overall satisfaction with the journey	86	83	85	87	83	80	84	82	82	84	2		1	
STATION FACILITIES														
Overall satisfaction with the station	78	76	76	77	76	73	74	75	74	76	1		2	
Ticket buying facilities	76	78	79	78	75	72	74	74	74	78	5		5	
Provision of information about train times/platforms	84	82	83	83	85	80	80	81	80	82	1		1	
The upkeep/repair of the station buildings/platforms	68	63	69	67	70	66	66	62	66	67	5		1	
Cleanliness	71	69	73	72	75	71	74	72	71	75	3		3	
The facilities and services	50	48	49	48	54	54	54	52	49	53	1		4	
The attitudes and helpfulness of the staff	74	69	74	73	73	70	72	71	68	71	0		3	
Connections with other forms of public transport	67	71	67	69	69	71	65	65	69	65	0		-3	
Facilities for car parking	49	54	53	56	57	45	48	51	54	53	2		-1	
Overall environment	67	64	66	67	69	61	66	62	63	65	4		2	
Your personal security whilst using the station	64	66	67	68	71	66	66	66	67	70	4		3	
The availability of staff	57	59	59	59	56	55	55	54	53	58	4		5	
The provision of shelter facilities	-	-	-	-	71	63	68	66	68	64	-1		-4	
Availability of seating	-	-	-	-	53	45	49	50	49	52	1		3	
How request to station staff was handled	86	90	92	86	88	81	85	88	80	89	1		9	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	42	46	43	44	44	1		1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	83	80	81	79	81	81	1		-1	
The frequency of the trains on that route	78	77	77	83	78	76	77	75	79	80	5		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	81	76	78	81	75	70	73	74	74	77	3		2	
The length of time the journey was scheduled to take (speed)	86	86	86	89	84	84	82	83	86	86	3		-1	
Connections with other train services	75	75	74	78	76	72	73	72	76	75	3		-1	
The value for money of the price of your ticket	56	53	52	53	52	51	52	50	54	54	4		0	
Upkeep and repair of the train	77	74	80	84	84	80	79	78	69	78	-1		8	
The provision of information during the journey	66	66	68	74	76	70	72	69	67	71	2		4	
The helpfulness and attitude of staff on train	57	63	65	63	66	59	62	62	60	65	3		5	
The space for luggage	57	53	52	58	55	54	52	54	49	48	-5		0	
The toilet facilities	53	48	51	50	52	53	46	44	42	44	0		2	
Sufficient room for all passengers to sit/stand	74	70	66	74	71	66	66	66	67	67	1		0	
The comfort of the seating area	74	72	73	80	79	75	73	74	70	74	0		4	
The ease of being able to get on and off	81	81	81	86	81	80	81	82	81	82	0		0	
Your personal security on board	79	76	78	80	79	75	78	77	77	77	1		1	
The cleanliness of the inside	77	74	80	82	83	76	77	75	71	76	1		5	
The cleanliness of the outside	77	72	80	83	83	77	80	75	76	76	1		0	
The availability of staff	41	43	47	45	48	41	42	41	39	45	4		6	
How well train company deals with delays	41	32	41	49	46	32	37	35	36	35	0		-1	









































































London Overground - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	750	948	1246	1202	1134	1111	1062	1169	1195	1247				
Overall satisfaction with the journey	85	89	92	90	93	92	89	91	88	87	-4	⇌	-1	⇌
STATION FACILITIES														
Overall satisfaction with the station	74	79	81	81	87	79	80	85	82	81	-4	⇌	-2	⇌
Ticket buying facilities	66	75	78	73	77	70	68	73	75	71	-2	⇌	-3	⇌
Provision of information about train times/platforms	75	77	80	82	83	81	81	85	81	80	-4	⇌	-1	⇌
The upkeep/repair of the station buildings/platforms	67	74	74	77	78	77	71	77	74	77	0	⇌	3	⇌
Cleanliness	77	79	78	78	80	80	77	79	76	76	-3	⇌	0	⇌
The facilities and services	32	29	34	35	45	43	39	43	40	40	-4	⇌	0	⇌
The attitudes and helpfulness of the staff	72	68	67	65	68	69	68	75	73	71	-4	⇌	-1	⇌
Connections with other forms of public transport	77	76	74	76	76	77	79	81	81	76	-5	⇌	-5	⇌
Facilities for car parking	22	20	27	35	32	33	31	42	32	26	-17	↓	-7	⇌
Overall environment	65	69	72	71	77	71	68	72	71	68	-4	⇌	-3	⇌
Your personal security whilst using the station	62	67	68	70	73	69	70	76	71	68	-9	↓	-4	⇌
The availability of staff	62	58	57	60	62	63	60	67	62	61	-5	⇌	0	⇌
The provision of shelter facilities	-	-	-	-	70	60	62	66	66	65	-1	⇌	-1	⇌
Availability of seating	-	-	-	-	57	45	45	52	49	52	0	⇌	3	⇌
How request to station staff was handled	78	68	88	90	86	83	84	78	80	89	12	⇌	10	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	38	40	42	40	37	-5	⇌	-3	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	92	92	91	89	88	87	-2	⇌	-1	⇌
The frequency of the trains on that route	74	77	82	79	79	79	79	79	75	77	-2	⇌	2	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	76	78	83	88	88	87	84	87	82	81	-5	↓	-1	⇌
The length of time the journey was scheduled to take (speed)	87	90	87	89	88	89	88	88	87	87	-2	⇌	0	⇌
Connections with other train services	83	82	81	84	83	82	82	86	81	80	-6	↓	0	⇌
The value for money of the price of your ticket	59	53	54	49	57	48	53	56	49	54	-2	⇌	5	⇌
Upkeep and repair of the train	91	95	96	95	94	92	93	94	93	90	-4	⇌	-3	⇌
The provision of information during the journey	84	86	87	86	86	85	84	83	83	81	-2	⇌	-1	⇌
The helpfulness and attitude of staff on train	52	44	54	57	57	60	54	51	42	41	-10	⇌	0	⇌
The space for luggage	62	60	69	63	62	58	57	59	50	48	-11	↓	-1	⇌
The toilet facilities	18	10	19	17	16	12	14	22	12	14	-8	⇌	2	⇌
Sufficient room for all passengers to sit/stand	68	75	80	77	76	72	70	70	66	67	-3	⇌	0	⇌
The comfort of the seating area	81	83	86	83	85	81	79	83	79	80	-3	⇌	1	⇌
The ease of being able to get on and off	81	86	89	84	86	81	84	84	80	83	-2	⇌	3	⇌
Your personal security on board	75	81	82	80	83	80	83	81	78	78	-3	⇌	1	⇌
The cleanliness of the inside	92	94	93	92	93	91	91	92	89	88	-4	⇌	-1	⇌
The cleanliness of the outside	92	92	91	90	92	89	91	91	89	86	-4	⇌	-2	⇌
The availability of staff	37	26	37	37	42	42	37	30	24	24	-6	⇌	0	⇌
How well train company deals with delays	28	50	42	43	42	35	30	48	29	29	-18	↓	0	⇌









































































South West Trains - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	2296	2319	2100	2334	2375	2004	2062	1944	2127	2187					
Overall satisfaction with the journey	87	85	84	83	85	81	81	79	80	80	1	→	1	→	
STATION FACILITIES															
Overall satisfaction with the station	78	74	74	74	78	74	74	75	77	78	3	→	1	→	
Ticket buying facilities	72	70	71	70	74	74	72	72	75	75	3	→	0	→	
Provision of information about train times/platforms	84	83	81	83	84	81	80	78	83	83	5	↑	0	→	
The upkeep/repair of the station buildings/platforms	62	59	57	57	68	64	64	61	68	66	5	↑	-2	→	
Cleanliness	67	63	63	63	71	69	67	66	72	70	4	↑	-1	→	
The facilities and services	50	50	46	47	58	57	53	53	56	59	5	↑	3	→	
The attitudes and helpfulness of the staff	68	68	66	69	67	68	69	70	68	70	0	→	2	→	
Connections with other forms of public transport	76	74	74	74	78	76	72	73	76	76	3	→	0	→	
Facilities for car parking	51	48	56	50	55	50	46	43	45	47	4	→	2	→	
Overall environment	67	63	61	62	68	63	64	64	67	67	3	→	0	→	
Your personal security whilst using the station	68	67	64	68	68	67	67	68	72	69	1	→	-2	→	
The availability of staff	55	53	53	54	52	54	54	58	56	55	-2	→	0	→	
The provision of shelter facilities	-	-	-	-	65	60	62	60	65	62	2	→	-2	→	
Availability of seating	-	-	-	-	41	38	35	36	37	38	2	→	1	→	
How request to station staff was handled	79	79	87	82	83	75	86	84	81	88	4	→	7	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	52	51	51	55	54	3	→	-1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	83	79	79	77	78	78	1	→	1	→	
The frequency of the trains on that route	79	78	76	79	77	73	72	74	74	74	0	→	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	90	86	84	82	85	77	80	77	79	76	-1	→	-3	→	
The length of time the journey was scheduled to take (speed)	87	83	82	82	82	81	80	80	80	79	-1	→	-2	→	
Connections with other train services	78	78	76	76	73	74	73	72	74	74	2	→	1	→	
The value for money of the price of your ticket	43	37	38	36	37	33	37	37	38	35	-2	→	-3	→	
Upkeep and repair of the train	82	80	79	83	79	78	78	76	75	76	1	→	1	→	
The provision of information during the journey	77	77	75	76	74	73	72	70	71	71	2	→	0	→	
The helpfulness and attitude of staff on train	69	68	67	68	71	70	69	67	65	68	1	→	3	→	
The space for luggage	59	57	53	59	55	53	50	53	53	54	1	→	1	→	
The toilet facilities	39	36	37	39	36	30	29	30	30	32	2	→	2	→	
Sufficient room for all passengers to sit/stand	71	69	67	73	67	63	63	60	59	61	1	→	2	→	
The comfort of the seating area	79	76	75	76	75	72	71	69	69	71	2	→	2	→	
The ease of being able to get on and off	83	80	81	82	79	77	76	74	75	79	5	↑	4	↑	
Your personal security on board	82	79	78	81	80	80	79	78	78	80	2	→	2	→	
The cleanliness of the inside	76	74	75	78	76	74	73	73	73	73	0	→	-1	→	
The cleanliness of the outside	79	75	78	77	79	75	76	73	74	75	2	→	0	→	
The availability of staff	53	52	54	55	52	51	52	49	49	50	1	→	1	→	
How well train company deals with delays	40	33	41	37	48	45	39	35	40	36	1	→	-4	→	









































































Southeastern - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1665	1930	1575	1722	1671	1687	1672	1652	1706	1851				
Overall satisfaction with the journey	80	82	83	81	84	78	84	72	74	75	3		2	
STATION FACILITIES														
Overall satisfaction with the station	75	75	78	73	75	73	78	73	76	77	3		1	
Ticket buying facilities	67	70	66	69	69	71	73	71	69	71	1		2	
Provision of information about train times/platforms	79	77	80	77	78	77	83	75	76	79	4		3	
The upkeep/repair of the station buildings/platforms	62	64	64	64	69	65	69	63	68	69	7		1	
Cleanliness	69	69	72	70	73	70	73	68	72	74	6		1	
The facilities and services	50	48	51	50	57	51	56	51	58	58	7		0	
The attitudes and helpfulness of the staff	69	66	69	67	68	65	69	67	68	75	7		6	
Connections with other forms of public transport	75	75	75	73	76	76	75	74	75	74	0		-1	
Facilities for car parking	40	44	47	41	44	46	44	46	42	46	0		4	
Overall environment	63	63	68	65	65	64	67	61	66	66	5		0	
Your personal security whilst using the station	62	62	63	62	66	64	68	63	68	67	4		0	
The availability of staff	58	57	56	57	58	57	60	59	61	67	8		6	
The provision of shelter facilities	-	-	-	-	66	59	67	60	63	62	2		-1	
Availability of seating	-	-	-	-	42	42	39	36	38	41	6		4	
How request to station staff was handled	90	86	80	76	82	79	83	80	83	85	5		1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	41	39	40	43	42	2		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	80	75	78	72	70	71	-1		1	
The frequency of the trains on that route	75	76	75	76	77	75	76	73	73	68	-4		-5	
Punctuality/reliability (i.e. the train arriving/departing on time)	79	78	80	79	85	77	80	68	72	73	5		1	
The length of time the journey was scheduled to take (speed)	80	80	81	79	85	80	82	76	76	77	2		2	
Connections with other train services	73	71	71	72	77	73	74	69	71	66	-3		-5	
The value for money of the price of your ticket	39	32	36	32	38	31	34	30	35	33	3		-2	
Upkeep and repair of the train	73	68	72	72	75	70	71	68	64	67	-1		2	
The provision of information during the journey	67	65	66	68	71	69	67	62	61	66	4		5	
The helpfulness and attitude of staff on train	52	55	52	56	54	56	54	48	53	53	5		0	
The space for luggage	47	46	48	48	48	47	48	45	44	47	2		3	
The toilet facilities	33	25	32	28	30	34	33	28	28	31	2		3	
Sufficient room for all passengers to sit/stand	62	63	63	61	68	64	65	56	57	61	4		3	
The comfort of the seating area	70	65	67	67	71	67	71	63	62	66	3		3	
The ease of being able to get on and off	78	78	79	79	81	78	82	74	78	78	4		0	
Your personal security on board	67	68	71	70	73	69	74	67	70	71	4		1	
The cleanliness of the inside	71	68	72	71	73	68	72	68	66	68	0		2	
The cleanliness of the outside	70	65	70	68	71	65	70	67	66	69	1		3	
The availability of staff	31	33	33	33	33	34	33	28	30	32	4		2	
How well train company deals with delays	34	24	26	31	40	31	31	27	22	27	0		5	

Southern - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	2347	2551	2135	2338	2639	2113	2221	2179	2239	2532				
Overall satisfaction with the journey	82	82	83	80	82	78	76	78	77	72	-5		-5	
STATION FACILITIES														
Overall satisfaction with the station	74	74	78	75	78	73	75	74	76	72	-3		-5	
Ticket buying facilities	69	70	73	69	70	70	69	68	67	68	0		1	
Provision of information about train times/platforms	81	77	81	79	80	76	79	75	77	73	-3		-4	
The upkeep/repair of the station buildings/platforms	63	62	67	65	69	62	65	61	66	61	-1		-6	
Cleanliness	70	71	72	69	75	69	72	70	73	71	0		-2	
The facilities and services	49	49	50	48	57	53	54	55	57	55	-1		-3	
The attitudes and helpfulness of the staff	69	69	70	69	72	67	66	68	70	69	1		-1	
Connections with other forms of public transport	76	74	73	72	80	75	77	79	76	75	-4		-1	
Facilities for car parking	43	42	44	40	41	40	39	41	43	43	2		0	
Overall environment	63	64	69	65	68	61	65	62	65	62	0		-3	
Your personal security whilst using the station	63	65	68	65	70	66	67	68	67	68	0		1	
The availability of staff	57	59	58	58	60	58	58	58	58	59	1		1	
The provision of shelter facilities	-	-	-	-	69	60	66	62	69	62	0		-6	
Availability of seating	-	-	-	-	39	39	38	38	40	39	1		-1	
How request to station staff was handled	86	83	85	80	82	76	82	82	81	80	-2		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	46	47	51	47	0		-4	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	80	75	77	77	80	76	-2		-4	
The frequency of the trains on that route	73	75	76	74	75	70	73	73	73	67	-7		-6	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	78	78	78	77	72	73	65	68	56	-9		-12	
The length of time the journey was scheduled to take (speed)	83	83	84	83	84	80	80	80	78	73	-7		-5	
Connections with other train services	74	77	76	76	77	74	73	74	73	66	-8		-7	
The value for money of the price of your ticket	43	40	42	38	42	36	39	39	40	37	-3		-3	
Upkeep and repair of the train	72	73	71	67	72	69	69	76	77	76	0		0	
The provision of information during the journey	76	74	72	71	75	73	72	74	73	73	0		0	
The helpfulness and attitude of staff on train	61	57	61	54	57	54	57	56	53	57	0		4	
The space for luggage	50	49	48	47	46	43	44	46	46	46	0		0	
The toilet facilities	33	38	36	29	36	35	32	40	40	44	3		4	
Sufficient room for all passengers to sit/stand	68	67	66	66	66	64	61	62	64	64	2		0	
The comfort of the seating area	72	71	72	69	70	67	68	71	71	72	1		0	
The ease of being able to get on and off	79	78	76	75	77	74	74	77	75	76	0		1	
Your personal security on board	75	74	76	72	76	74	75	75	77	76	1		-1	
The cleanliness of the inside	71	73	72	70	74	70	72	76	77	76	0		-1	
The cleanliness of the outside	74	72	74	69	71	66	71	72	75	72	0		-3	
The availability of staff	41	39	40	36	35	33	36	35	36	37	2		1	
How well train company deals with delays	35	34	35	35	39	30	39	34	36	27	-7		-9	









































































CrossCountry - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1433	1482	1320	1191	1425	1200	1223	1129	1272	1150				
Overall satisfaction with the journey	84	85	82	84	85	84	86	82	83	86	4		3	
STATION FACILITIES														
Overall satisfaction with the station	79	77	80	79	80	76	80	80	82	83	3		1	
Ticket buying facilities	80	79	83	78	84	85	82	82	87	85	3		-2	
Provision of information about train times/platforms	82	84	85	83	85	85	84	82	85	86	4		1	
The upkeep/repair of the station buildings/platforms	68	70	69	66	71	67	71	71	76	75	4		-1	
Cleanliness	74	75	74	74	74	74	78	78	80	81	3		1	
The facilities and services	63	63	65	60	67	63	66	65	70	71	7		1	
The attitudes and helpfulness of the staff	80	76	77	79	79	77	82	80	80	80	1		0	
Connections with other forms of public transport	76	77	70	74	74	73	75	72	76	79	7		3	
Facilities for car parking	59	53	59	58	58	60	58	56	59	57	2		-2	
Overall environment	71	69	71	69	70	65	71	71	74	75	4		1	
Your personal security whilst using the station	74	71	73	72	77	74	75	77	77	76	-1		-1	
The availability of staff	68	65	67	67	68	64	68	65	68	71	6		3	
The provision of shelter facilities	-	-	-	-	75	66	75	71	74	73	2		-2	
Availability of seating	-	-	-	-	53	53	55	55	56	59	4		3	
How request to station staff was handled	89	87	87	92	89	90	90	85	90	94	9		4	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	50	55	58	63	63	5		0	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	82	81	84	81	82	82	1		1	
The frequency of the trains on that route	79	80	80	81	79	80	81	77	81	81	4		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	79	85	82	80	83	78	81	85	6		4	
The length of time the journey was scheduled to take (speed)	86	84	85	87	85	86	86	83	86	86	4		1	
Connections with other train services	79	79	77	78	78	77	78	74	79	82	9		4	
The value for money of the price of your ticket	55	53	52	49	53	49	53	52	53	55	4		3	
Upkeep and repair of the train	82	81	79	80	82	80	82	80	77	79	-1		3	
The provision of information during the journey	75	76	74	76	73	76	76	74	74	76	1		1	
The helpfulness and attitude of staff on train	81	80	76	78	79	77	81	80	79	81	1		1	
The space for luggage	51	53	52	55	50	55	54	57	54	59	2		5	
The toilet facilities	53	49	49	48	48	48	48	56	46	49	-7		3	
Sufficient room for all passengers to sit/stand	66	70	64	70	65	70	66	69	67	72	2		5	
The comfort of the seating area	76	77	76	76	74	77	75	73	74	76	3		2	
The ease of being able to get on and off	83	82	78	82	80	83	79	80	79	82	2		4	
Your personal security on board	82	84	81	85	84	84	84	84	82	85	1		3	
The cleanliness of the inside	78	78	77	79	79	78	80	80	78	80	1		3	
The cleanliness of the outside	76	76	77	78	79	74	77	78	76	78	0		2	
The availability of staff	66	66	63	67	64	63	67	64	64	66	2		2	
How well train company deals with delays	49	49	46	52	51	51	44	52	51	55	3		4	









































































East Coast - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1723	1522	1136	1225	1251	1234	1207	1126	1239	1105				
Overall satisfaction with the journey	89	87	87	89	92	86	91	91	90	94	3	↑	3	↑
STATION FACILITIES														
Overall satisfaction with the station	79	77	76	75	88	87	88	87	90	90	4	↑	0	⇌
Ticket buying facilities	79	80	81	84	86	87	83	87	84	84	-3	⇌	0	⇌
Provision of information about train times/platforms	88	86	85	87	91	90	91	90	90	92	2	⇌	2	⇌
The upkeep/repair of the station buildings/platforms	68	68	66	65	83	82	85	86	86	90	4	↑	4	↑
Cleanliness	74	72	73	72	88	86	88	89	89	91	2	⇌	2	⇌
The facilities and services	61	61	60	58	79	76	76	76	79	80	3	⇌	1	⇌
The attitudes and helpfulness of the staff	79	76	75	76	83	80	81	82	82	85	2	⇌	3	⇌
Connections with other forms of public transport	81	80	80	80	85	81	83	83	80	82	-1	⇌	2	⇌
Facilities for car parking	49	55	56	49	57	51	60	60	51	60	0	⇌	9	↑
Overall environment	69	69	66	64	82	80	83	84	85	86	2	⇌	1	⇌
Your personal security whilst using the station	73	72	70	71	80	78	77	83	79	83	1	⇌	4	↑
The availability of staff	67	67	66	67	73	69	69	73	72	76	3	⇌	4	⇌
The provision of shelter facilities	-	-	-	-	77	70	78	75	80	78	3	⇌	-2	⇌
Availability of seating	-	-	-	-	48	43	46	48	51	54	6	↑	2	⇌
How request to station staff was handled	87	88	86	85	88	87	87	86	90	91	5	⇌	1	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	62	66	66	68	67	2	⇌	-1	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	89	87	89	90	89	93	3	↑	4	↑
The frequency of the trains on that route	91	90	89	90	91	90	93	92	92	94	2	⇌	1	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	83	85	78	88	89	83	89	84	88	92	9	↑	4	↑
The length of time the journey was scheduled to take (speed)	90	90	88	90	92	88	89	91	92	93	2	⇌	1	⇌
Connections with other train services	81	80	79	79	84	77	82	83	83	86	3	⇌	3	⇌
The value for money of the price of your ticket	60	58	57	56	58	56	62	60	64	63	3	⇌	-1	⇌
Upkeep and repair of the train	82	80	81	79	82	81	81	80	79	82	2	⇌	3	⇌
The provision of information during the journey	77	78	80	79	81	80	80	82	80	84	2	⇌	4	↑
The helpfulness and attitude of staff on train	79	78	80	82	85	84	81	87	81	87	0	⇌	6	↑
The space for luggage	55	60	61	63	66	63	63	68	65	70	2	⇌	5	↑
The toilet facilities	51	49	55	52	54	50	51	50	51	57	7	↑	5	⇌
Sufficient room for all passengers to sit/stand	76	77	79	79	81	79	79	85	78	82	-2	⇌	4	↑
The comfort of the seating area	77	77	81	79	81	80	80	81	78	80	-1	⇌	2	⇌
The ease of being able to get on and off	82	82	84	83	84	82	85	86	80	86	-1	⇌	5	↑
Your personal security on board	85	86	86	86	90	86	88	89	88	89	0	⇌	1	⇌
The cleanliness of the inside	83	82	85	82	85	85	86	84	85	88	4	↑	3	⇌
The cleanliness of the outside	79	74	78	76	77	72	81	79	79	79	0	⇌	1	⇌
The availability of staff	67	68	70	72	72	71	67	75	71	78	3	⇌	7	↑
How well train company deals with delays	62	52	56	63	69	62	65	58	67	69	10	⇌	2	⇌

East Midlands Trains - % saying satisfied/good

											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1108	1404	1029	1219	1045	1088	1124	1123	1106	1099				
Overall satisfaction with the journey	88	86	87	87	89	88	86	87	88	89	1		1	
STATION FACILITIES														
Overall satisfaction with the station	85	82	83	85	89	82	81	83	87	88	4		1	
Ticket buying facilities	76	77	79	81	87	77	80	78	84	84	5		0	
Provision of information about train times/platforms	83	84	86	84	86	83	84	84	87	87	3		0	
The upkeep/repair of the station buildings/platforms	76	75	78	80	82	76	77	78	86	83	6		-3	
Cleanliness	80	80	82	83	86	80	79	83	88	87	4		-2	
The facilities and services	61	63	67	64	70	65	62	65	73	69	4		-4	
The attitudes and helpfulness of the staff	77	76	77	78	81	78	73	82	80	79	-4		-1	
Connections with other forms of public transport	70	71	70	72	77	74	73	75	75	74	-1		-1	
Facilities for car parking	61	58	64	67	70	67	69	70	74	71	1		-3	
Overall environment	77	75	78	80	83	74	74	76	83	82	6		-1	
Your personal security whilst using the station	73	75	74	76	78	72	75	78	78	83	5		5	
The availability of staff	68	66	68	68	72	64	64	67	71	71	4		0	
The provision of shelter facilities	-	-	-	-	79	67	70	73	78	74	2		-3	
Availability of seating	-	-	-	-	55	50	52	56	58	59	2		0	
How request to station staff was handled	84	85	89	89	91	85	84	91	86	86	-5		0	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	50	51	53	58	57	4		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	87	86	86	86	86	87	0		1	
The frequency of the trains on that route	81	80	80	82	85	81	81	79	80	82	3		2	
Punctuality/reliability (i.e. the train arriving/departing on time)	87	86	88	88	88	86	80	84	83	85	2		2	
The length of time the journey was scheduled to take (speed)	88	87	90	89	89	86	86	86	87	88	1		1	
Connections with other train services	79	77	77	79	79	78	75	78	76	79	2		3	
The value for money of the price of your ticket	57	52	52	52	49	48	52	49	52	51	2		-1	
Upkeep and repair of the train	76	77	85	85	85	84	81	83	82	80	-2		-1	
The provision of information during the journey	68	71	70	71	74	72	70	72	72	75	3		3	
The helpfulness and attitude of staff on train	76	77	79	80	78	80	76	80	79	79	-1		0	
The space for luggage	48	57	57	56	56	53	56	57	59	56	-1		-3	
The toilet facilities	48	52	53	50	54	43	49	54	47	45	-9		-2	
Sufficient room for all passengers to sit/stand	74	72	76	74	70	74	76	77	74	75	-2		0	
The comfort of the seating area	79	78	83	82	81	81	81	82	79	83	0		3	
The ease of being able to get on and off	81	82	83	85	84	84	82	84	82	86	2		3	
Your personal security on board	83	82	85	85	86	84	84	86	84	85	-1		1	
The cleanliness of the inside	76	79	82	83	84	83	82	84	83	83	-1		0	
The cleanliness of the outside	73	69	75	74	77	71	73	74	75	72	-2		-3	
The availability of staff	66	65	68	67	62	64	62	64	64	65	0		0	
How well train company deals with delays	41	48	39	51	56	58	49	56	53	49	-6		-3	









































































First Hull Trains - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	701	761	527	583	596	543	560	605	702	594					
Overall satisfaction with the journey	93	95	88	93	95	95	86	96	89	96	0		7		
STATION FACILITIES															
Overall satisfaction with the station	81	73	79	82	92	89	79	92	90	90	-2		0		
Ticket buying facilities	81	82	82	80	86	88	85	91	80	89	-1		9		
Provision of information about train times/platforms	85	83	83	85	88	91	80	90	86	90	0		4		
The upkeep/repair of the station buildings/platforms	69	63	70	76	88	90	77	89	89	88	-2		-1		
Cleanliness	74	67	72	77	91	90	80	90	90	90	1		0		
The facilities and services	52	50	50	58	76	74	66	75	71	74	-1		3		
The attitudes and helpfulness of the staff	72	67	69	76	81	79	75	82	78	81	-1		3		
Connections with other forms of public transport	77	76	74	81	83	86	83	85	79	79	-6		0		
Facilities for car parking	72	69	69	71	70	67	67	65	71	69	5		-2		
Overall environment	69	62	67	74	88	84	76	84	84	85	0		1		
Your personal security whilst using the station	72	70	70	73	80	81	76	85	79	84	-1		5		
The availability of staff	57	54	55	64	68	70	62	69	68	68	-2		-1		
The provision of shelter facilities	-	-	-	-	83	79	69	83	84	82	-1		-2		
Availability of seating	-	-	-	-	57	57	46	58	56	59	2		3		
How request to station staff was handled	88	85	89	91	90	89	79	75	90	94	19		4		
The choice of shops/eating/drinking facilities available	-	-	-	-	-	64	63	72	66	63	-9		-4		
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	97	92	90	96	92	96	0		4		
The frequency of the trains on that route	78	81	78	77	79	80	74	88	79	79	-9		0		
Punctuality/reliability (i.e. the train arriving/departing on time)	90	89	85	93	94	91	73	97	76	96	-1		20		
The length of time the journey was scheduled to take (speed)	93	90	90	92	93	92	81	96	88	94	-3		6		
Connections with other train services	87	83	81	78	83	79	69	86	79	86	-1		6		
The value for money of the price of your ticket	66	63	62	56	60	62	57	66	63	56	-10		-7		
Upkeep and repair of the train	92	95	89	89	93	92	91	94	94	92	-2		-2		
The provision of information during the journey	84	89	84	88	87	90	86	94	90	89	-5		0		
The helpfulness and attitude of staff on train	90	93	91	92	93	94	90	97	93	94	-3		1		
The space for luggage	66	73	75	72	72	72	70	79	73	73	-6		0		
The toilet facilities	65	69	68	64	65	62	65	69	64	67	-2		3		
Sufficient room for all passengers to sit/stand	88	91	89	87	92	91	83	90	86	89	-1		3		
The comfort of the seating area	88	93	89	86	91	89	90	92	89	91	-1		3		
The ease of being able to get on and off	90	92	91	91	91	92	88	94	92	94	1		2		
Your personal security on board	92	93	91	89	92	91	92	95	94	94	-2		-1		
The cleanliness of the inside	90	94	90	91	96	93	93	94	93	94	0		0		
The cleanliness of the outside	84	86	89	88	90	88	86	93	89	88	-5		-1		
The availability of staff	82	90	86	90	87	86	87	94	89	88	-6		-1		
How well train company deals with delays	69	65	39	51	47	63	64	79	72	18	-61		-54		

First TransPennine Express - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1086	1201	1117	1175	1111	1190	1008	1092	1037	1183				
Overall satisfaction with the journey	87	89	84	88	88	85	85	85	82	85	1	→	4	→
STATION FACILITIES														
Overall satisfaction with the station	86	87	85	86	86	86	86	86	85	86	0	→	1	→
Ticket buying facilities	88	84	89	87	87	84	84	87	84	85	-2	→	1	→
Provision of information about train times/platforms	89	91	87	88	91	88	90	89	88	89	0	→	2	→
The upkeep/repair of the station buildings/platforms	81	80	79	83	79	82	79	81	79	83	2	→	3	→
Cleanliness	84	82	81	85	82	86	83	84	81	83	-1	→	2	→
The facilities and services	64	65	67	68	74	75	72	70	74	72	2	→	-2	→
The attitudes and helpfulness of the staff	79	79	81	78	80	81	82	82	77	82	0	→	4	→
Connections with other forms of public transport	76	75	71	73	80	76	76	71	78	78	6	↑	0	→
Facilities for car parking	60	61	65	62	58	55	58	52	57	50	-2	→	-6	→
Overall environment	83	81	80	82	78	79	81	79	80	80	0	→	0	→
Your personal security whilst using the station	77	75	75	77	81	80	77	78	79	82	4	→	3	→
The availability of staff	68	67	69	69	69	72	74	70	73	74	5	→	1	→
The provision of shelter facilities	-	-	-	-	78	75	80	74	79	75	1	→	-4	→
Availability of seating	-	-	-	-	59	58	59	58	57	61	3	→	4	→
How request to station staff was handled	93	90	89	88	89	91	94	91	85	91	0	→	6	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	59	65	61	65	60	-1	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	88	86	84	80	82	83	3	→	1	→
The frequency of the trains on that route	82	83	82	86	81	84	84	81	84	84	2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	84	88	88	82	82	86	74	79	-7	↓	5	↑
The length of time the journey was scheduled to take (speed)	89	92	89	91	88	89	88	88	85	87	-1	→	2	→
Connections with other train services	76	83	81	81	81	80	78	81	78	78	-3	→	0	→
The value for money of the price of your ticket	59	60	59	56	57	55	62	54	57	60	6	↑	3	→
Upkeep and repair of the train	90	88	87	88	89	90	89	87	84	85	-2	→	1	→
The provision of information during the journey	83	81	79	80	80	82	83	77	77	79	2	→	2	→
The helpfulness and attitude of staff on train	77	79	80	82	81	82	79	81	82	81	0	→	-1	→
The space for luggage	50	50	47	50	52	58	55	50	53	59	9	↑	7	↑
The toilet facilities	52	53	52	57	56	53	51	52	52	55	4	→	3	→
Sufficient room for all passengers to sit/stand	62	64	62	63	61	65	58	55	62	67	11	↑	5	→
The comfort of the seating area	83	80	80	79	80	83	81	77	78	80	3	→	2	→
The ease of being able to get on and off	82	82	79	83	81	82	80	77	78	83	6	↑	5	↑
Your personal security on board	84	87	81	86	84	86	82	82	83	86	3	→	2	→
The cleanliness of the inside	87	84	85	86	86	86	85	83	82	85	2	→	3	→
The cleanliness of the outside	85	79	82	82	85	82	84	84	79	82	-2	→	2	→
The availability of staff	66	64	64	67	66	69	66	67	70	67	0	→	-3	→
How well train company deals with delays	52	48	53	55	49	53	44	53	51	63	10	→	12	↑

Grand Central - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	681	-	917	-	992	639	623	653	587	551				
Overall satisfaction with the journey	95	-	95	-	96	93	95	94	94	94	0		0	
STATION FACILITIES														
Overall satisfaction with the station	74	-	76	-	88	87	85	88	84	81	-7		-3	
Ticket buying facilities	79	-	79	-	83	87	83	88	79	81	-8		2	
Provision of information about train times/platforms	81	-	85	-	89	90	88	90	88	89	-1		1	
The upkeep/repair of the station buildings/platforms	71	-	71	-	87	86	87	87	82	80	-7		-1	
Cleanliness	73	-	76	-	89	87	87	87	80	82	-5		2	
The facilities and services	48	-	49	-	75	69	76	72	69	70	-2		1	
The attitudes and helpfulness of the staff	72	-	74	-	75	80	78	77	79	77	0		-2	
Connections with other forms of public transport	76	-	80	-	86	82	85	85	77	76	-9		-2	
Facilities for car parking	52	-	54	-	55	56	52	53	56	51	-2		-5	
Overall environment	64	-	66	-	83	81	84	80	78	77	-4		-1	
Your personal security whilst using the station	69	-	69	-	78	77	78	79	75	77	-2		2	
The availability of staff	52	-	54	-	61	68	65	66	63	63	-3		0	
The provision of shelter facilities	-	-	-	-	80	75	77	79	78	74	-6		-4	
Availability of seating	-	-	-	-	54	51	51	45	54	51	6		-3	
How request to station staff was handled	88	-	88	-	88	89	76	84	98	85	0		-14	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	67	70	67	61	61	-6		0	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	94	91	95	92	92	92	0		0	
The frequency of the trains on that route	70	-	72	-	73	77	76	79	79	79	0		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	91	-	91	-	94	93	88	90	96	96	6		0	
The length of time the journey was scheduled to take (speed)	89	-	92	-	91	89	94	91	91	93	1		1	
Connections with other train services	87	-	83	-	82	83	85	86	85	85	-1		0	
The value for money of the price of your ticket	74	-	78	-	73	75	78	78	79	76	-2		-3	
Upkeep and repair of the train	91	-	88	-	85	78	83	82	79	81	-1		3	
The provision of information during the journey	89	-	83	-	86	84	82	85	83	85	0		2	
The helpfulness and attitude of staff on train	92	-	93	-	92	91	88	92	89	91	-1		2	
The space for luggage	85	-	84	-	80	77	79	80	74	80	1		6	
The toilet facilities	77	-	66	-	65	55	60	67	58	64	-3		6	
Sufficient room for all passengers to sit/stand	95	-	94	-	93	91	95	93	92	90	-2		-2	
The comfort of the seating area	95	-	93	-	90	89	93	92	90	89	-3		-1	
The ease of being able to get on and off	91	-	90	-	89	90	89	89	88	87	-2		-1	
Your personal security on board	94	-	92	-	91	92	90	92	90	91	-1		1	
The cleanliness of the inside	93	-	90	-	89	85	89	89	84	87	-2		3	
The cleanliness of the outside	89	-	88	-	86	80	85	82	86	85	3		-1	
The availability of staff	89	-	82	-	83	85	82	85	82	86	1		4	
How well train company deals with delays	69	-	69	-	77	73	50	84	73	81	-3		8	









































































Virgin Trains - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1350	1361	1098	1112	1392	1152	1229	1238	1506	1416				
Overall satisfaction with the journey	90	90	89	91	92	92	91	90	90	89	-1	⇌	-1	⇌
STATION FACILITIES														
Overall satisfaction with the station	80	82	82	82	80	79	79	79	79	77	-2	⇌	-2	⇌
Ticket buying facilities	85	78	85	83	87	83	80	86	86	83	-3	⇌	-4	⇌
Provision of information about train times/platforms	88	86	89	87	87	87	85	88	85	86	-3	⇌	1	⇌
The upkeep/repair of the station buildings/platforms	70	71	71	71	71	72	73	71	67	66	-5	↓	-1	⇌
Cleanliness	75	74	76	74	77	75	76	77	74	75	-2	⇌	1	⇌
The facilities and services	65	65	67	62	70	67	68	65	66	65	0	⇌	-1	⇌
The attitudes and helpfulness of the staff	79	71	74	73	77	77	78	80	79	81	1	⇌	2	⇌
Connections with other forms of public transport	82	80	81	82	87	84	78	83	78	81	-2	⇌	3	⇌
Facilities for car parking	52	55	65	58	55	51	57	59	60	57	-2	⇌	-3	⇌
Overall environment	72	71	74	71	70	70	70	69	66	65	-3	⇌	-1	⇌
Your personal security whilst using the station	75	71	76	73	76	74	73	75	72	72	-3	⇌	-1	⇌
The availability of staff	64	58	60	60	62	63	64	68	65	65	-2	⇌	0	⇌
The provision of shelter facilities	-	-	-	-	74	69	72	69	72	68	-1	⇌	-5	⇌
Availability of seating	-	-	-	-	44	43	44	45	44	44	-1	⇌	0	⇌
How request to station staff was handled	88	86	82	87	90	88	89	90	91	92	2	⇌	1	⇌
The choice of shops/eating/drinking facilities available	-	-	-	-	-	60	61	61	59	58	-3	⇌	-1	⇌
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	92	93	91	90	90	89	-1	⇌	-1	⇌
The frequency of the trains on that route	90	89	90	89	91	90	90	90	92	90	0	⇌	-1	⇌
Punctuality/reliability (i.e. the train arriving/departing on time)	89	92	85	89	90	87	87	86	86	83	-3	⇌	-3	⇌
The length of time the journey was scheduled to take (speed)	93	94	91	94	94	93	92	92	93	90	-3	⇌	-4	↓
Connections with other train services	86	83	83	88	87	87	86	83	84	82	-1	⇌	-1	⇌
The value for money of the price of your ticket	65	59	59	59	60	61	60	61	68	65	3	⇌	-3	⇌
Upkeep and repair of the train	88	90	87	89	89	91	89	91	86	88	-3	⇌	3	⇌
The provision of information during the journey	83	81	80	82	84	88	82	83	82	83	0	⇌	0	⇌
The helpfulness and attitude of staff on train	80	80	80	81	81	84	82	82	82	82	0	⇌	0	⇌
The space for luggage	51	56	52	57	59	62	58	64	57	61	-2	⇌	4	⇌
The toilet facilities	55	53	52	54	57	60	59	64	61	61	-3	⇌	-1	⇌
Sufficient room for all passengers to sit/stand	74	77	71	80	82	83	78	79	76	77	-2	⇌	1	⇌
The comfort of the seating area	78	79	77	82	84	86	81	81	80	81	0	⇌	1	⇌
The ease of being able to get on and off	85	87	88	90	89	91	88	88	85	87	-1	⇌	2	⇌
Your personal security on board	86	89	87	89	89	89	88	88	86	88	0	⇌	1	⇌
The cleanliness of the inside	86	88	86	89	90	90	88	89	87	87	-1	⇌	0	⇌
The cleanliness of the outside	87	82	82	86	87	87	83	81	85	84	3	⇌	-1	⇌
The availability of staff	70	68	68	70	68	71	67	67	67	67	0	⇌	0	⇌
How well train company deals with delays	57	56	55	54	60	64	51	55	63	62	8	⇌	0	⇌









































































Arriva Trains Wales - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	776	912	1544	1189	1352	1248	1251	1097	1065	1386				
Overall satisfaction with the journey	87	87	84	88	88	88	86	83	83	89	5	↑	6	↑
STATION FACILITIES														
Overall satisfaction with the station	73	76	72	79	78	78	74	77	75	79	2	⇨	4	⇨
Ticket buying facilities	76	75	80	75	81	78	82	80	79	78	-2	⇨	-1	⇨
Provision of information about train times/platforms	78	79	80	81	81	83	81	82	81	85	3	⇨	4	⇨
The upkeep/repair of the station buildings/platforms	64	63	63	66	66	69	63	64	67	72	8	↑	6	⇨
Cleanliness	67	68	63	68	68	70	64	65	72	71	6	↑	0	⇨
The facilities and services	42	43	43	48	49	51	52	48	44	50	2	⇨	6	⇨
The attitudes and helpfulness of the staff	75	75	74	75	78	76	72	74	75	83	9	↑	7	↑
Connections with other forms of public transport	64	61	61	66	70	66	66	64	61	71	7	↑	10	↑
Facilities for car parking	58	63	59	63	69	62	62	62	59	70	8	↑	10	↑
Overall environment	61	62	63	66	66	68	59	62	67	67	5	↑	0	⇨
Your personal security whilst using the station	60	62	67	67	66	70	67	69	69	68	-1	⇨	-1	⇨
The availability of staff	57	56	58	57	60	65	63	61	63	67	6	↑	4	⇨
The provision of shelter facilities	-	-	-	-	72	70	67	66	65	66	0	⇨	1	⇨
Availability of seating	-	-	-	-	55	54	53	50	49	57	6	↑	8	↑
How request to station staff was handled	88	88	90	89	86	92	87	89	93	93	4	⇨	0	⇨
The choice of shops/eating/drinking facilities available	-	-	-	-	-	41	34	39	32	40	0	⇨	8	↑
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	86	84	81	81	80	85	4	↑	5	↑
The frequency of the trains on that route	77	81	76	78	77	78	74	75	76	76	1	⇨	0	⇨
Punctuality/reliability (i.e. the train arriving/departing on time)	85	84	87	87	86	85	86	82	78	87	4	↑	9	↑
The length of time the journey was scheduled to take (speed)	89	88	83	85	86	83	84	82	82	86	4	↑	4	⇨
Connections with other train services	80	78	77	77	80	82	80	73	76	75	2	⇨	-1	⇨
The value for money of the price of your ticket	64	60	59	56	55	54	53	54	55	57	3	⇨	2	⇨
Upkeep and repair of the train	76	74	75	76	79	79	68	71	69	74	3	⇨	5	⇨
The provision of information during the journey	67	67	65	66	66	66	64	66	66	67	1	⇨	1	⇨
The helpfulness and attitude of staff on train	82	79	79	81	82	82	87	81	83	85	5	↑	2	⇨
The space for luggage	64	57	60	59	66	63	59	61	61	67	6	↑	7	↑
The toilet facilities	46	45	46	49	51	55	49	47	45	50	3	⇨	5	⇨
Sufficient room for all passengers to sit/stand	74	70	72	71	73	73	71	73	74	79	6	↑	5	⇨
The comfort of the seating area	74	74	76	77	76	78	75	74	72	77	3	⇨	5	⇨
The ease of being able to get on and off	82	84	83	82	84	85	83	82	81	83	1	⇨	2	⇨
Your personal security on board	82	82	82	83	81	86	84	81	81	86	5	↑	4	⇨
The cleanliness of the inside	78	76	75	78	80	78	67	73	74	77	5	⇨	4	⇨
The cleanliness of the outside	68	64	69	69	74	70	66	66	68	69	3	⇨	1	⇨
The availability of staff	71	67	70	71	70	73	72	69	71	76	7	↑	6	↑
How well train company deals with delays	37	43	45	40	42	38	56	35	37	42	8	⇨	6	⇨

Merseyrail - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	526	672	546	635	700	557	517	598	478	709				
Overall satisfaction with the journey	93	91	93	96	92	92	93	93	90	91	-2		1	
STATION FACILITIES														
Overall satisfaction with the station	86	80	84	86	87	86	91	88	91	87	-1		-4	
Ticket buying facilities	86	86	90	90	89	89	86	92	87	86	-6		-1	
Provision of information about train times/platforms	89	85	87	89	88	91	88	90	89	90	0		1	
The upkeep/repair of the station buildings/platforms	75	72	70	75	81	85	85	84	83	80	-4		-3	
Cleanliness	78	77	78	77	86	84	88	86	85	82	-3		-3	
The facilities and services	48	43	48	53	62	57	69	58	61	64	5		3	
The attitudes and helpfulness of the staff	86	82	85	81	88	87	86	83	83	85	2		2	
Connections with other forms of public transport	77	70	70	73	82	83	79	73	75	77	4		2	
Facilities for car parking	45	48	51	49	64	61	63	60	53	54	-5		1	
Overall environment	76	73	73	77	83	79	86	84	79	81	-3		1	
Your personal security whilst using the station	69	71	72	76	81	76	81	81	76	78	-3		2	
The availability of staff	78	78	78	81	82	81	85	79	81	78	-1		-3	
The provision of shelter facilities	-	-	-	-	84	78	81	84	80	81	-3		1	
Availability of seating	-	-	-	-	68	69	71	69	68	66	-3		-3	
How request to station staff was handled	94	80	90	81	88	93	94	93	93	93	0		0	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	46	49	48	49	46	-2		-3	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	89	90	89	88	85	85	-2		0	
The frequency of the trains on that route	95	91	95	97	94	93	96	93	94	94	1		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	90	93	95	94	92	91	93	93	87	92	-1		5	
The length of time the journey was scheduled to take (speed)	96	94	97	97	96	97	94	96	94	96	0		2	
Connections with other train services	85	82	91	89	89	92	86	88	84	87	-2		2	
The value for money of the price of your ticket	70	64	66	67	70	65	66	70	66	68	-2		2	
Upkeep and repair of the train	84	80	80	83	80	81	78	76	73	72	-5		-2	
The provision of information during the journey	86	87	81	86	90	87	89	87	81	87	-1		5	
The helpfulness and attitude of staff on train	63	67	68	67	63	67	71	72	62	70	-3		8	
The space for luggage	68	60	59	60	59	61	66	55	51	54	-2		3	
The toilet facilities	17	9	14	10	21	17	18	18	23	25	7		1	
Sufficient room for all passengers to sit/stand	82	79	78	81	80	79	78	78	71	75	-2		5	
The comfort of the seating area	82	76	76	81	80	81	82	77	73	76	-1		3	
The ease of being able to get on and off	90	86	87	90	90	90	87	88	85	87	-1		3	
Your personal security on board	79	79	77	80	83	78	85	83	76	80	-3		4	
The cleanliness of the inside	78	78	79	80	80	81	78	77	75	74	-3		-1	
The cleanliness of the outside	65	56	71	67	71	70	69	71	74	70	-2		-4	
The availability of staff	46	51	45	48	45	50	55	49	48	55	7		7	
How well train company deals with delays	47	49	50	29	43	41	53	45	39	48	3		9	

Northern Rail - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1027	1250	1370	1264	1051	1106	1219	1150	1568	1414				
Overall satisfaction with the journey	82	83	83	80	80	76	78	80	78	79	-1		1	
STATION FACILITIES														
Overall satisfaction with the station	74	73	76	74	78	76	76	76	79	79	3		0	
Ticket buying facilities	74	73	73	74	78	77	75	73	78	80	7		2	
Provision of information about train times/platforms	80	77	81	80	83	84	82	83	83	84	1		1	
The upkeep/repair of the station buildings/platforms	69	68	69	71	75	76	74	73	77	77	3		-1	
Cleanliness	73	70	71	72	80	78	77	77	79	81	5		3	
The facilities and services	47	50	49	49	52	52	53	51	56	61	9		5	
The attitudes and helpfulness of the staff	71	70	71	71	74	72	75	71	76	76	4		0	
Connections with other forms of public transport	66	69	69	65	75	71	67	71	67	67	-4		1	
Facilities for car parking	53	57	60	53	57	55	53	51	55	58	8		4	
Overall environment	66	65	66	67	73	70	72	69	75	75	6		0	
Your personal security whilst using the station	60	64	65	67	70	66	68	67	74	72	5		-1	
The availability of staff	59	58	57	61	58	58	60	56	64	64	8		0	
The provision of shelter facilities	-	-	-	-	70	69	72	65	74	71	7		-3	
Availability of seating	-	-	-	-	55	54	57	53	56	62	9		6	
How request to station staff was handled	90	89	89	84	90	84	86	85	87	91	6		4	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	41	45	40	48	52	12		4	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	71	69	72	74	70	72	-2		3	
The frequency of the trains on that route	73	71	75	70	73	69	71	75	68	69	-6		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	78	80	78	77	72	77	78	77	78	0		1	
The length of time the journey was scheduled to take (speed)	87	86	87	84	85	81	85	87	80	81	-7		1	
Connections with other train services	76	78	78	73	73	72	73	75	70	76	1		6	
The value for money of the price of your ticket	64	58	60	50	57	54	56	54	56	53	0		-3	
Upkeep and repair of the train	59	53	57	54	57	55	59	61	60	60	-2		0	
The provision of information during the journey	57	59	58	56	60	59	58	60	59	57	-3		-2	
The helpfulness and attitude of staff on train	73	76	72	71	71	73	71	70	76	75	6		0	
The space for luggage	55	55	56	57	57	56	55	53	55	57	4		2	
The toilet facilities	41	38	43	34	39	31	35	42	41	40	-1		0	
Sufficient room for all passengers to sit/stand	68	65	65	66	71	66	66	67	67	66	-1		-1	
The comfort of the seating area	64	58	62	60	65	62	63	63	61	63	0		2	
The ease of being able to get on and off	77	78	78	77	81	77	78	78	78	78	0		0	
Your personal security on board	75	76	79	76	79	73	73	79	78	79	0		2	
The cleanliness of the inside	64	56	62	58	63	60	65	64	65	66	2		1	
The cleanliness of the outside	60	48	62	47	61	49	63	59	65	63	4		-2	
The availability of staff	61	62	57	60	58	55	56	56	62	62	6		0	
How well train company deals with delays	45	35	43	33	39	29	35	43	32	31	-12		-1	

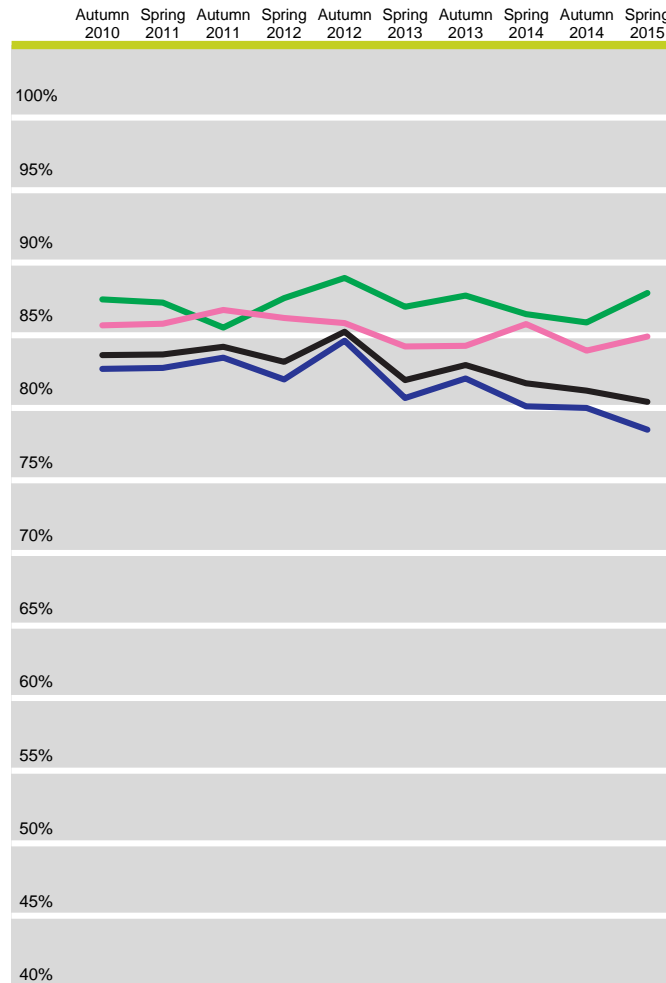
ScotRail - % saying satisfied/good

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1021	1166	1402	1230	1309	1141	1046	1094	1001	1156				
Overall satisfaction with the journey	86	86	89	89	90	90	87	90	88	87	-3	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	82	81	85	83	84	81	82	84	83	84	0	→	1	→
Ticket buying facilities	79	78	82	80	84	80	83	76	82	84	8	→	2	→
Provision of information about train times/platforms	86	85	86	86	89	88	83	88	85	87	-1	→	2	→
The upkeep/repair of the station buildings/platforms	82	77	78	77	80	79	80	82	81	83	2	→	2	→
Cleanliness	86	81	84	82	81	83	83	86	85	87	2	→	2	→
The facilities and services	58	53	56	52	53	48	52	52	58	56	5	→	-2	→
The attitudes and helpfulness of the staff	81	75	76	78	76	77	81	79	79	82	3	→	2	→
Connections with other forms of public transport	71	65	73	69	67	76	69	73	77	70	-3	→	-7	→
Facilities for car parking	49	46	48	47	38	40	46	46	56	47	1	→	-8	→
Overall environment	79	74	78	75	76	74	74	80	80	82	2	→	1	→
Your personal security whilst using the station	74	71	71	74	71	73	76	80	78	76	-4	→	-1	→
The availability of staff	63	63	63	66	63	70	68	67	71	73	6	→	2	→
The provision of shelter facilities	-	-	-	-	82	74	78	80	82	77	-3	→	-6	→
Availability of seating	-	-	-	-	61	60	57	65	62	61	-3	→	-1	→
How request to station staff was handled	77	86	92	89	91	88	86	88	89	93	5	→	5	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	42	46	47	47	49	2	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	87	87	88	88	87	84	-4	→	-3	→
The frequency of the trains on that route	79	83	83	84	81	84	81	85	81	83	-2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	81	86	87	87	84	82	86	82	84	-3	→	1	→
The length of time the journey was scheduled to take (speed)	87	89	91	89	92	89	91	88	90	88	0	→	-2	→
Connections with other train services	80	78	77	79	70	75	80	85	82	79	-6	→	-3	→
The value for money of the price of your ticket	57	56	59	51	52	49	52	56	59	60	4	→	0	→
Upkeep and repair of the train	78	79	81	83	81	83	79	84	83	78	-6	→	-5	→
The provision of information during the journey	77	72	76	80	74	77	76	78	75	76	-2	→	1	→
The helpfulness and attitude of staff on train	81	79	79	81	79	76	83	85	84	79	-5	→	-5	→
The space for luggage	63	63	65	69	65	65	67	64	70	69	5	→	-1	→
The toilet facilities	40	41	51	52	49	46	48	52	53	58	6	→	5	→
Sufficient room for all passengers to sit/stand	72	69	77	77	79	80	75	78	76	78	0	→	2	→
The comfort of the seating area	75	77	82	80	82	78	82	83	80	81	-2	→	2	→
The ease of being able to get on and off	84	86	89	87	88	85	89	89	87	87	-2	→	0	→
Your personal security on board	82	83	86	87	80	83	84	88	85	86	-2	→	1	→
The cleanliness of the inside	76	80	84	84	82	84	84	84	83	78	-6	→	-5	→
The cleanliness of the outside	75	70	76	77	81	80	80	83	83	74	-9	↓	-9	↓
The availability of staff	67	65	71	72	65	69	66	72	72	69	-3	→	-3	→
How well train company deals with delays	44	34	34	38	40	43	42	44	49	49	5	→	0	→

Percentage of passengers satisfied 2010-2015

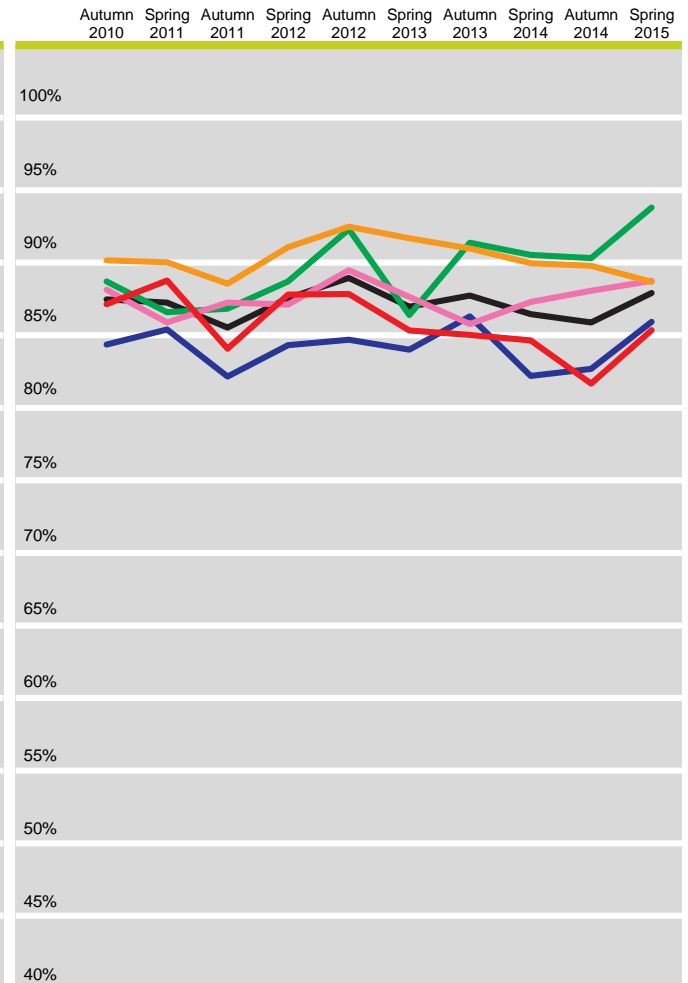
National and Sector-Level
Percentage of passengers satisfied 2010 to 2015

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



Long Distance Operators
Percentage of passengers satisfied 2010 to 2015

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

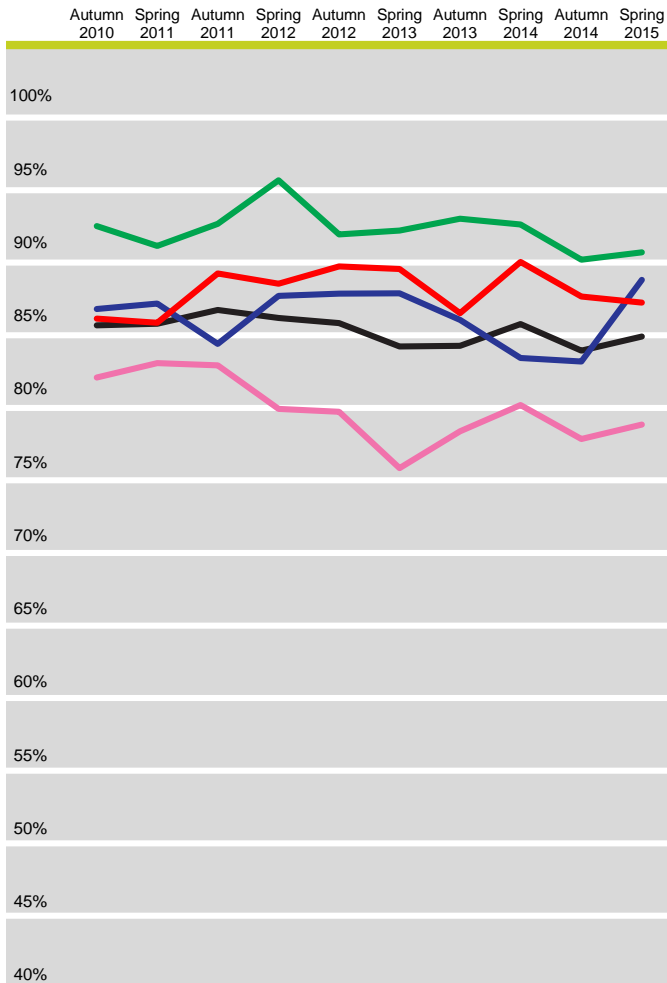


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

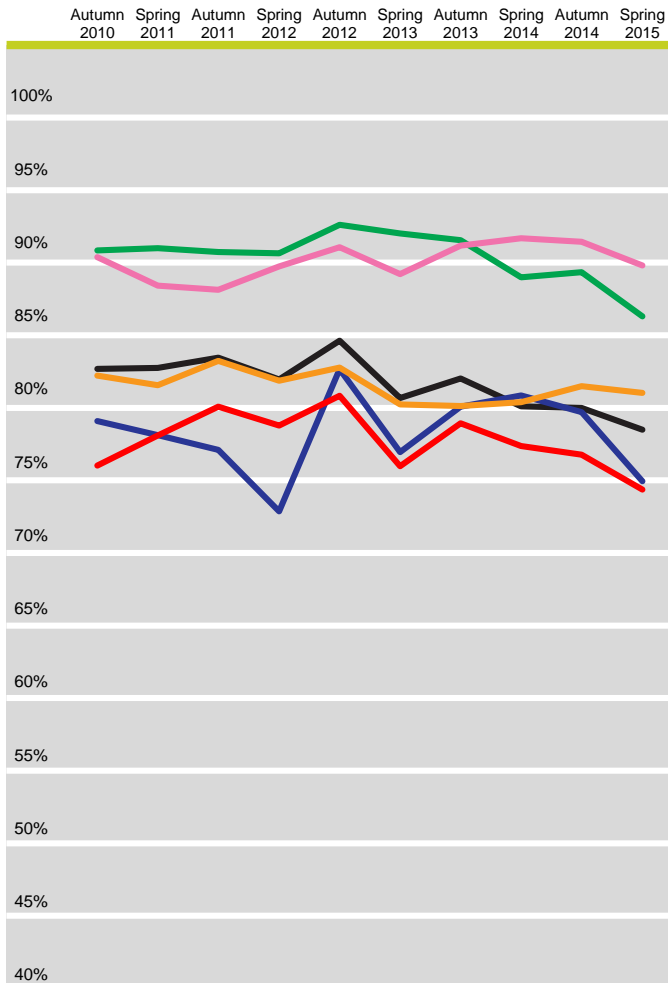
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

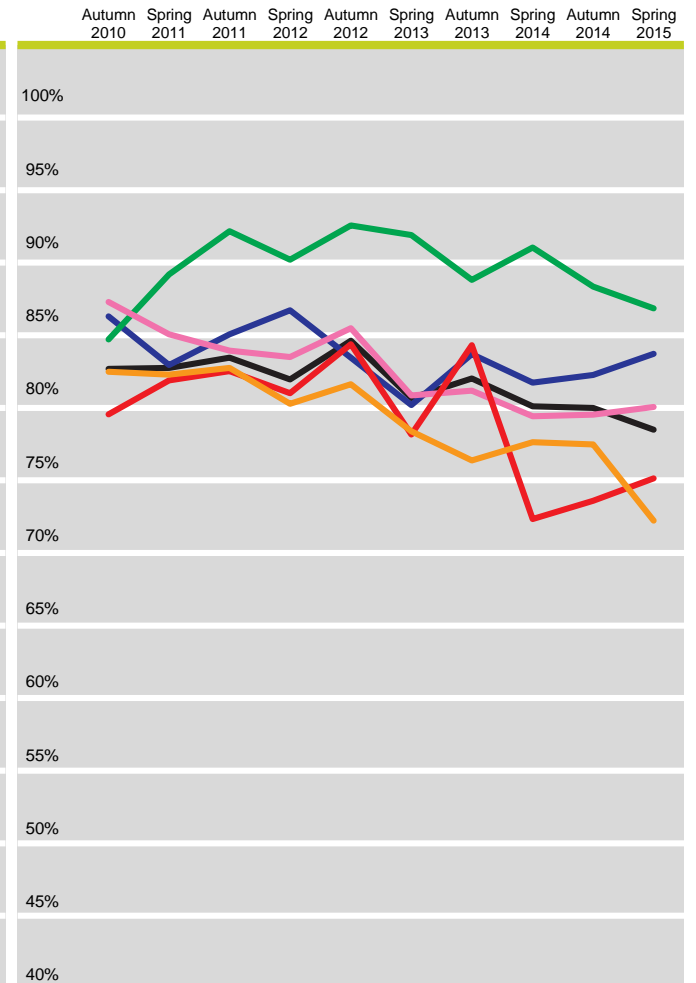
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

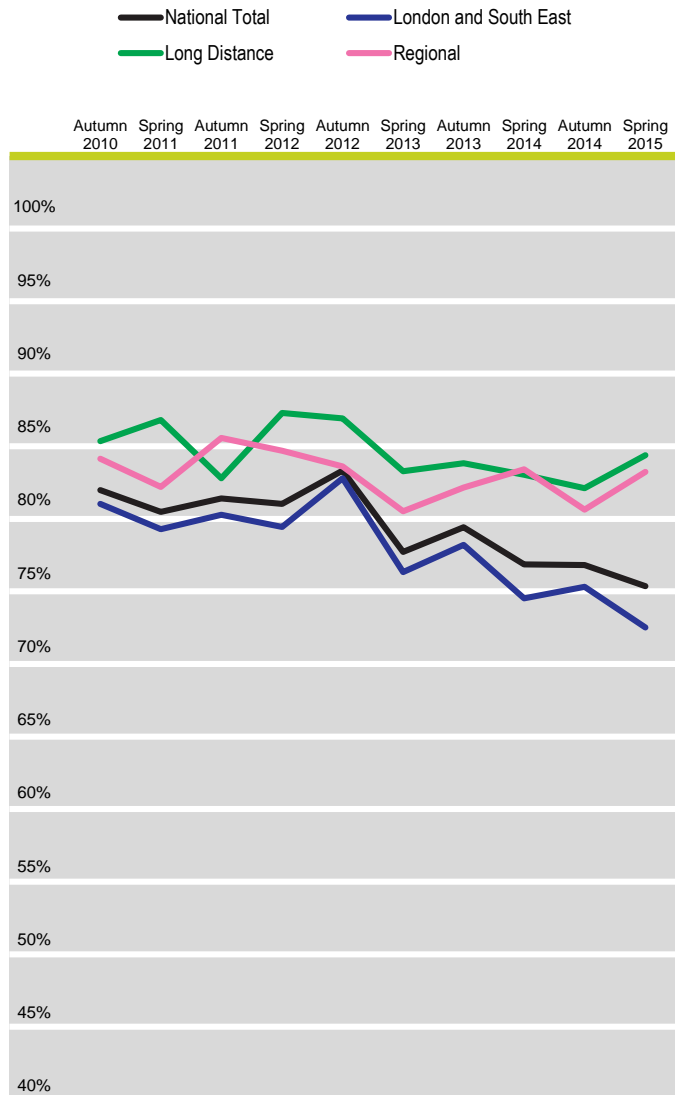
Percentage of passengers satisfied
2010 to 2015

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

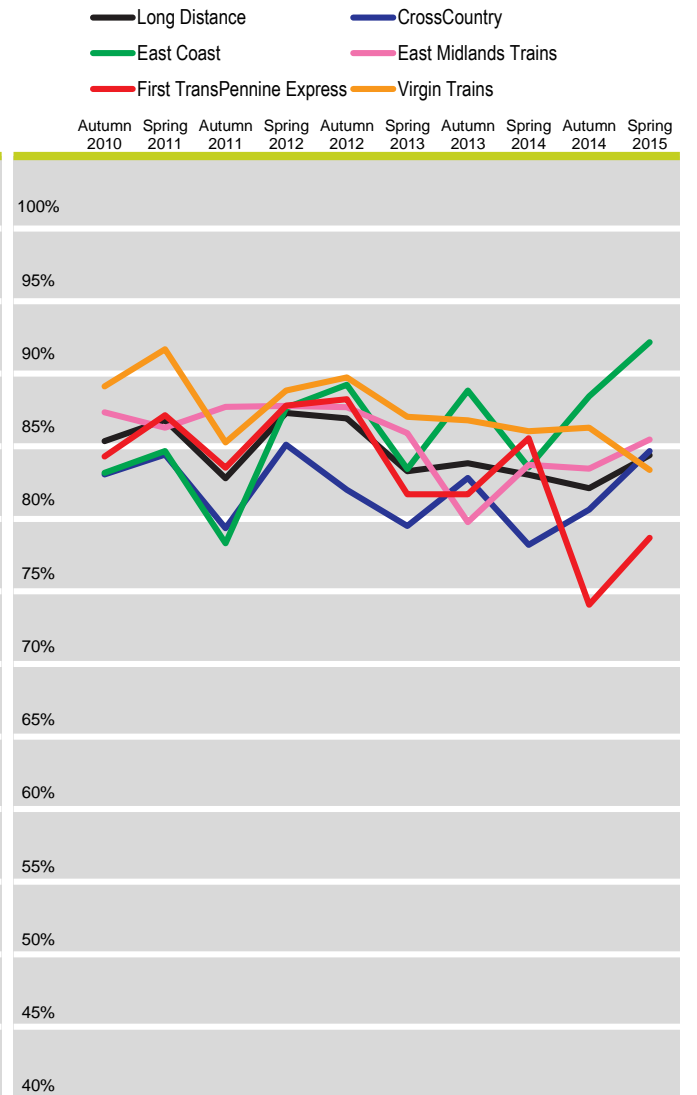


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

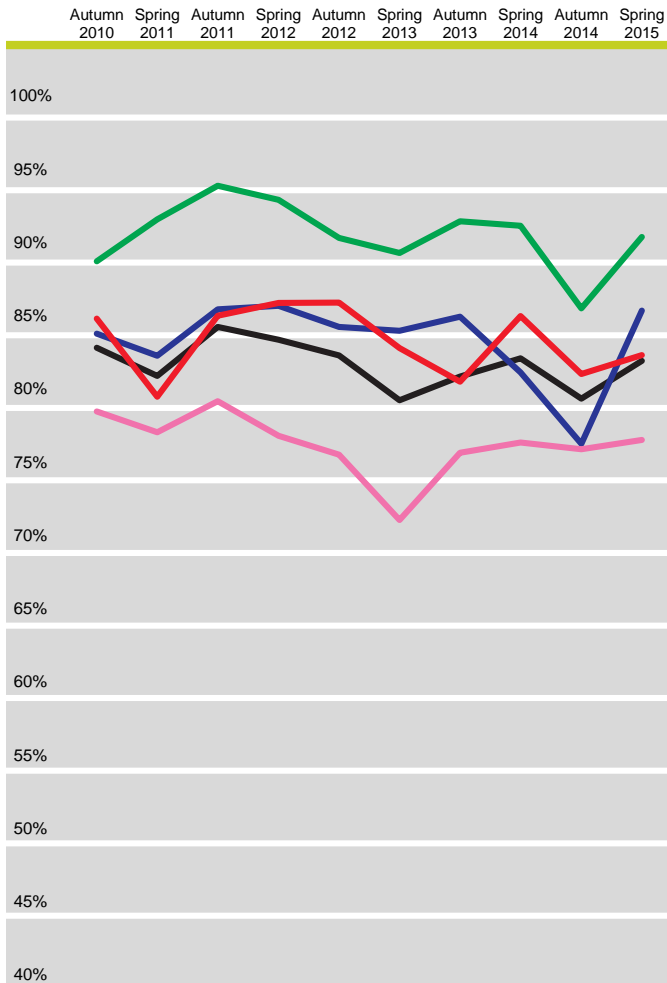


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

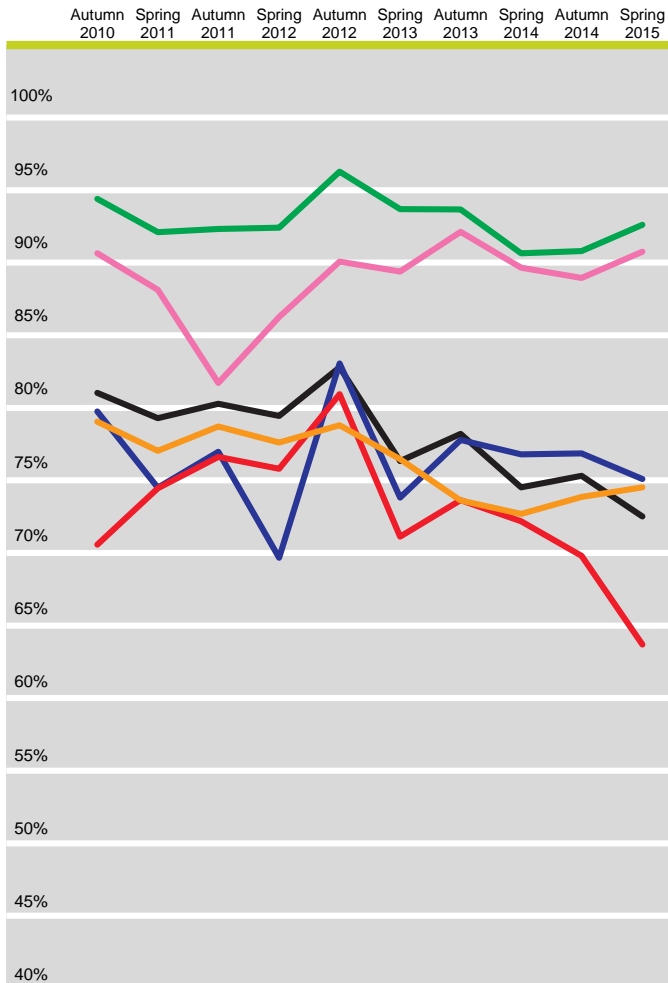
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

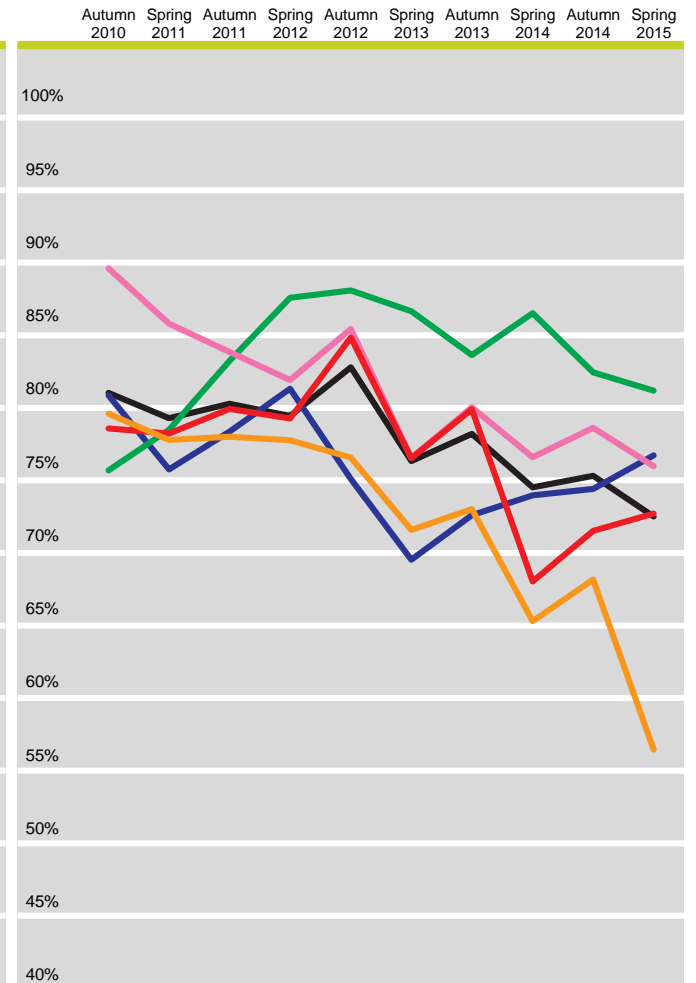
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

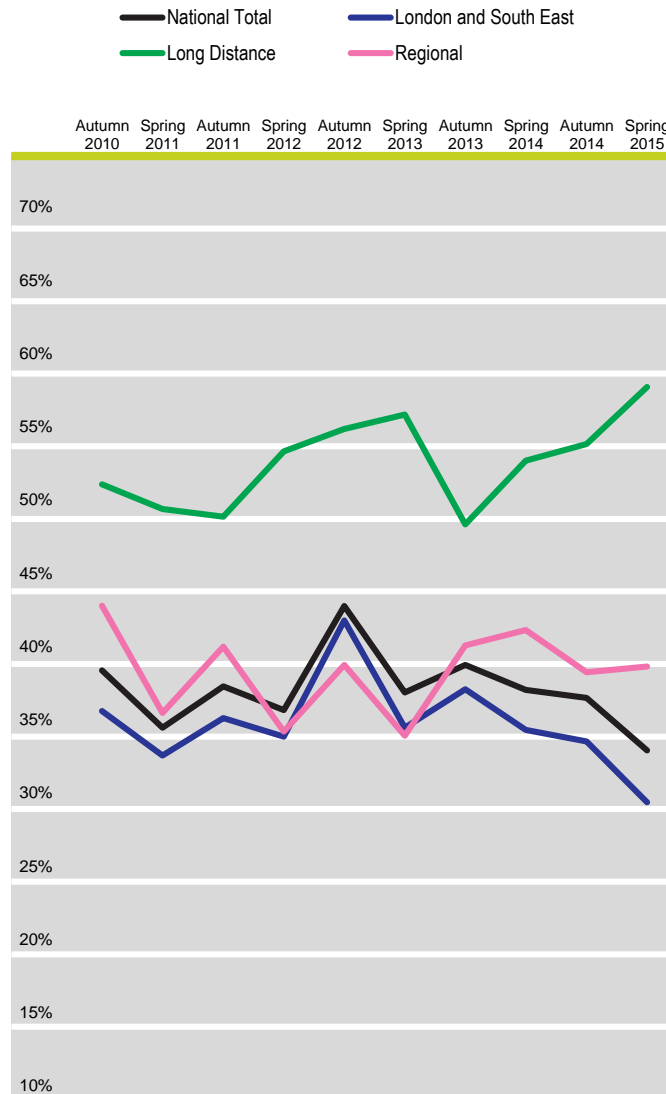
Percentage of passengers satisfied
2010 to 2015

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

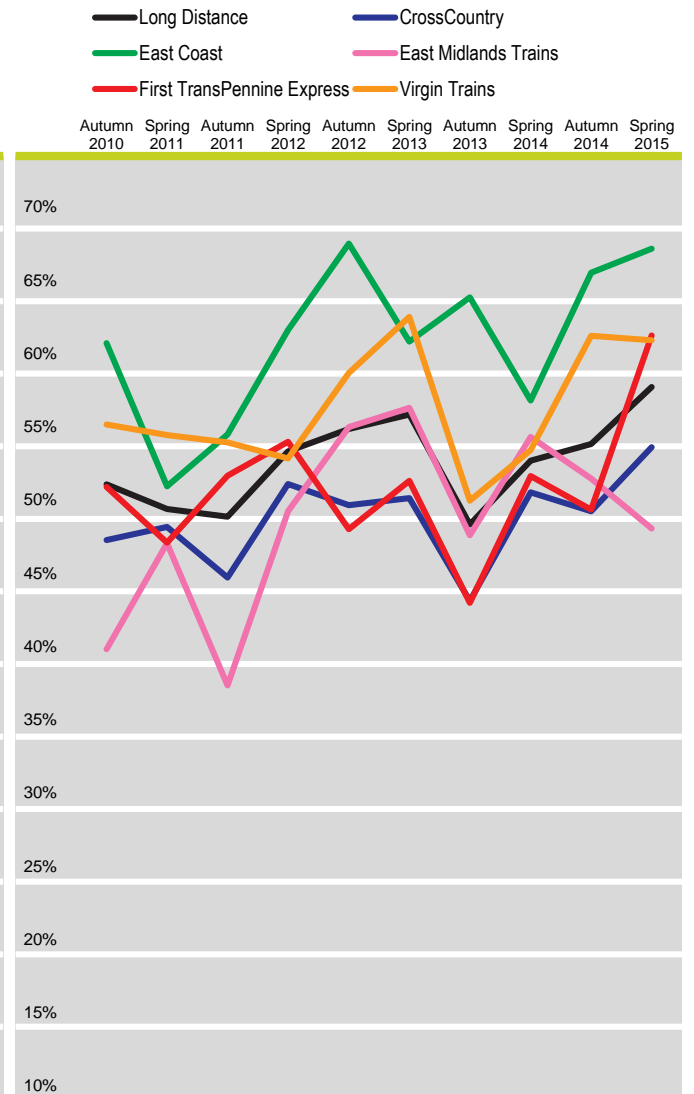


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

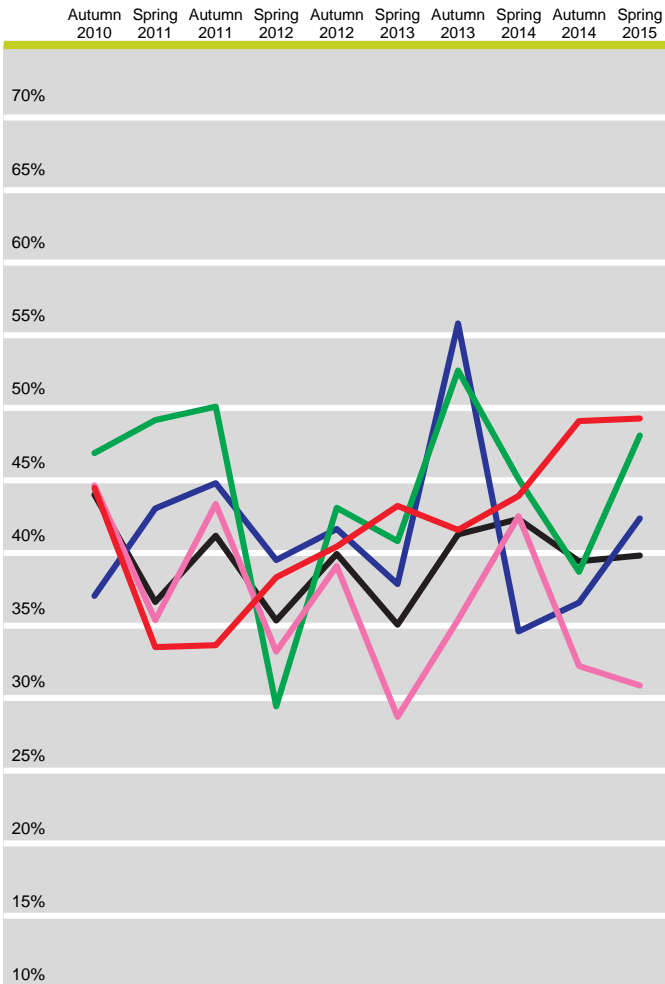


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

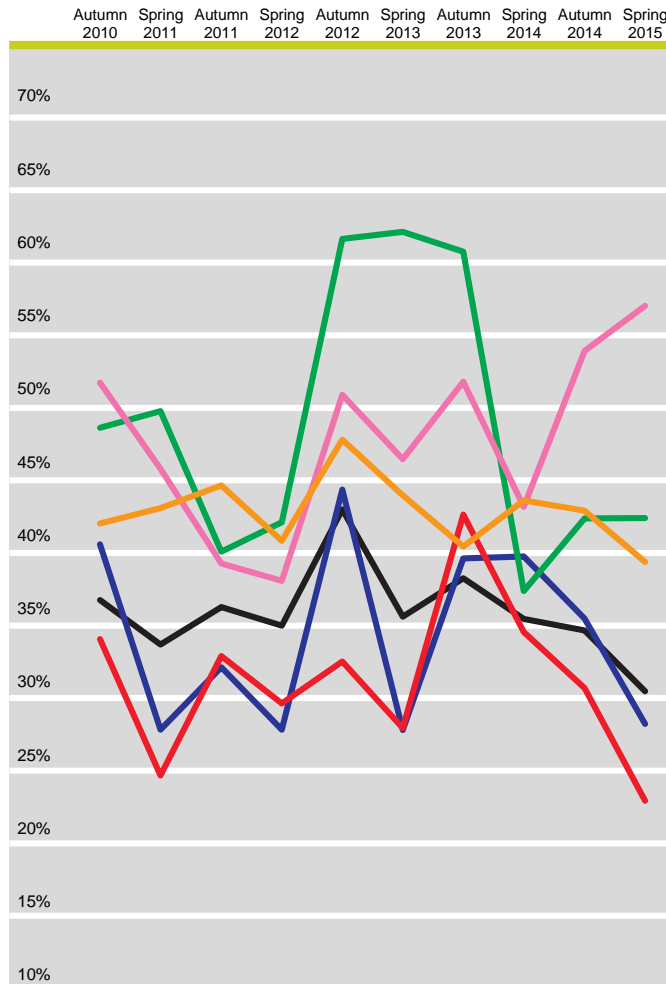
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

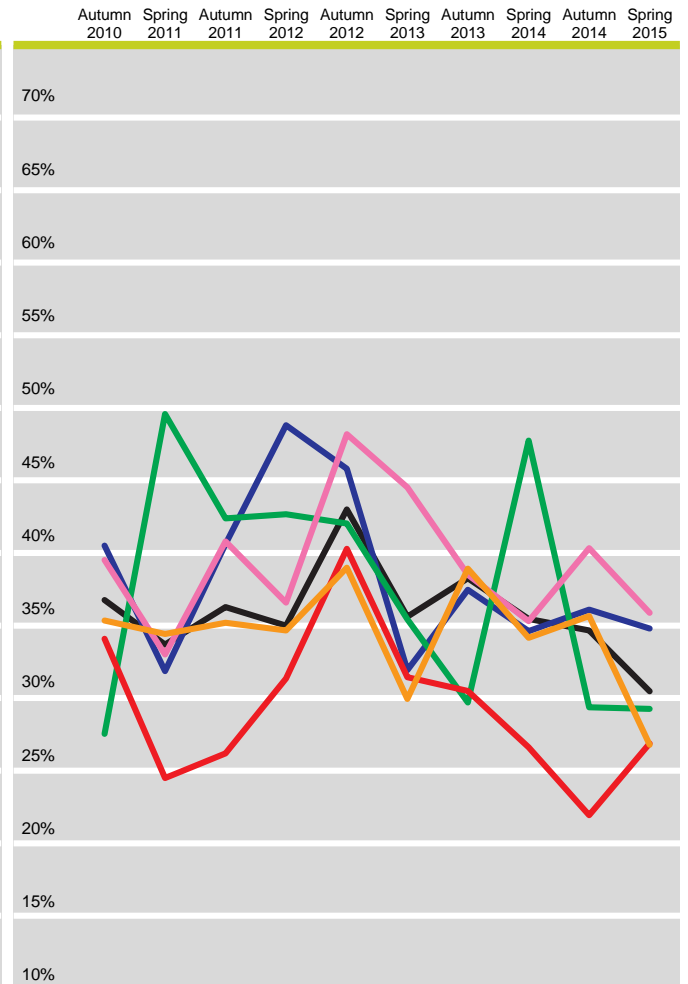
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

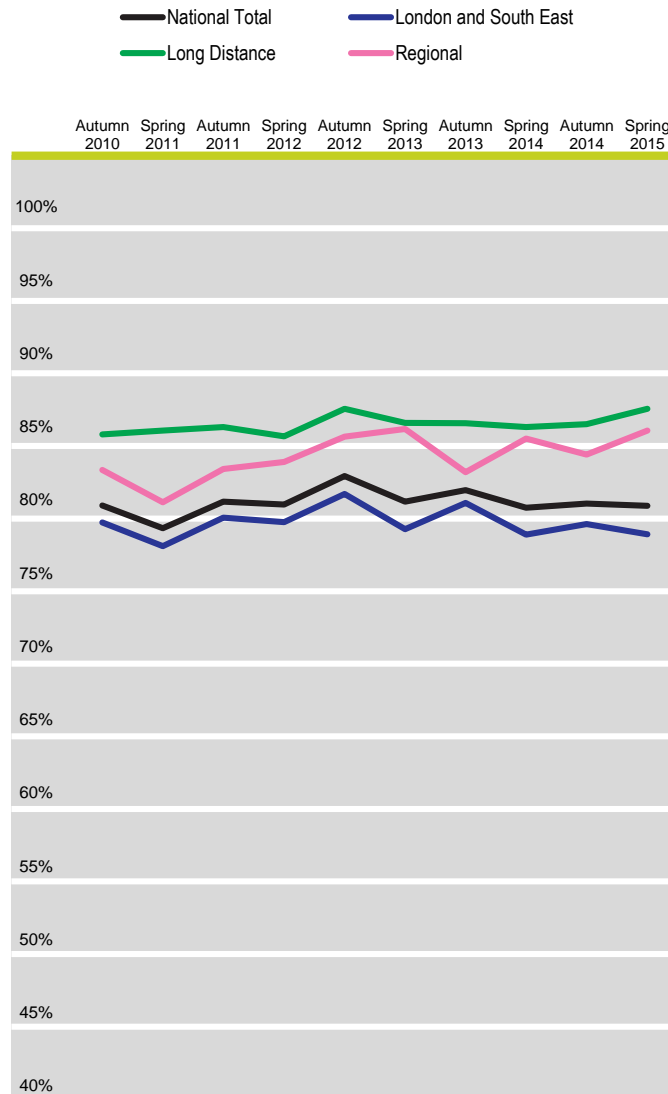
Percentage of passengers satisfied
2010 to 2015

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

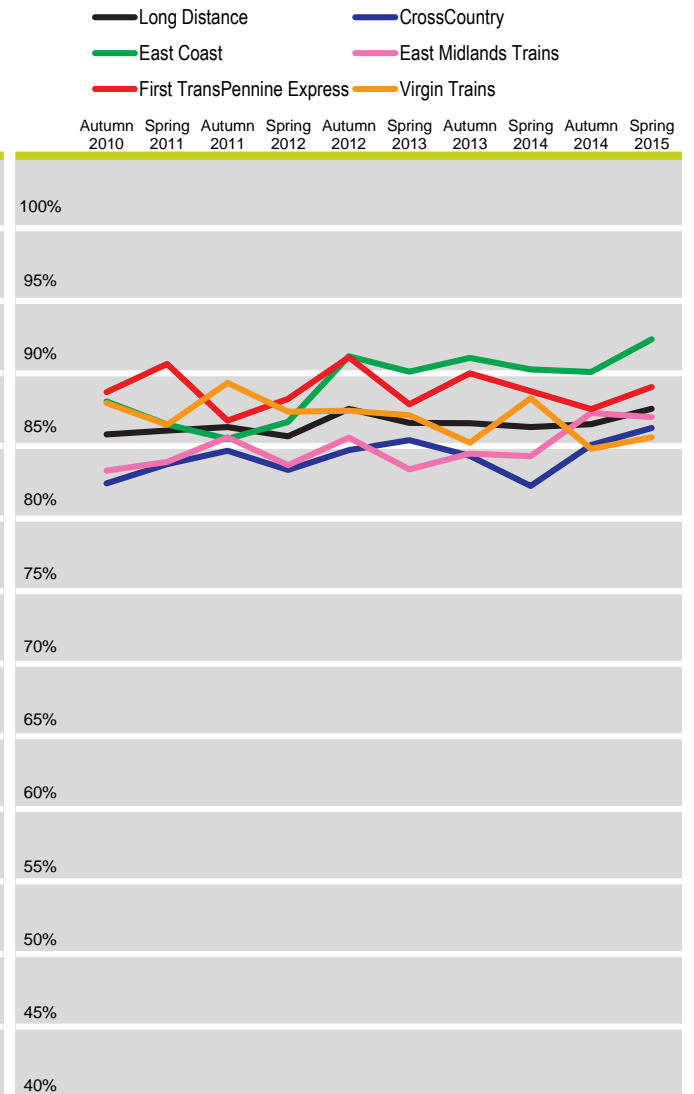


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

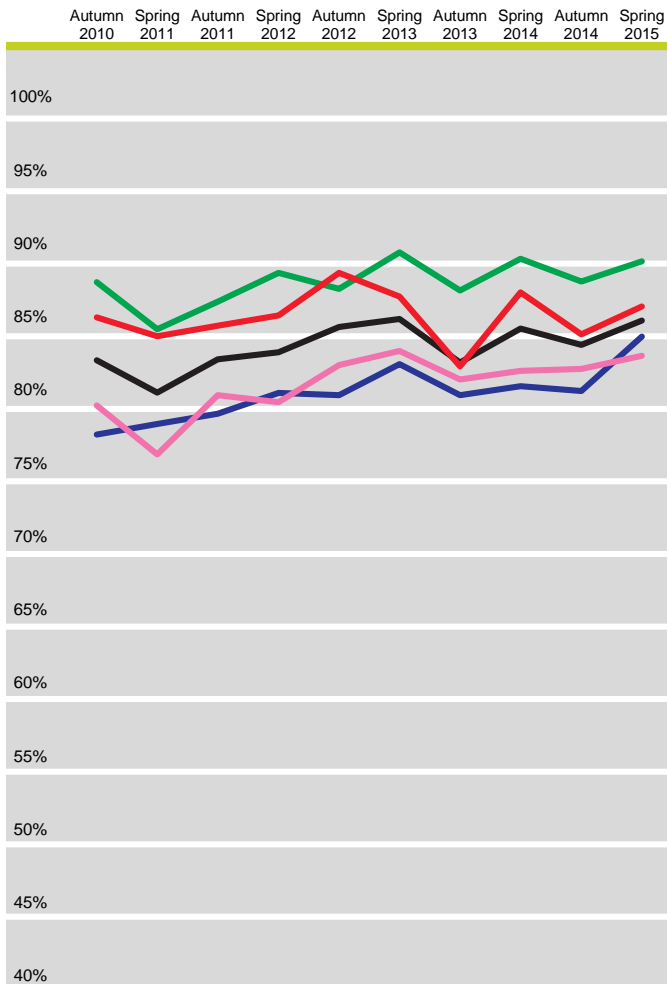


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

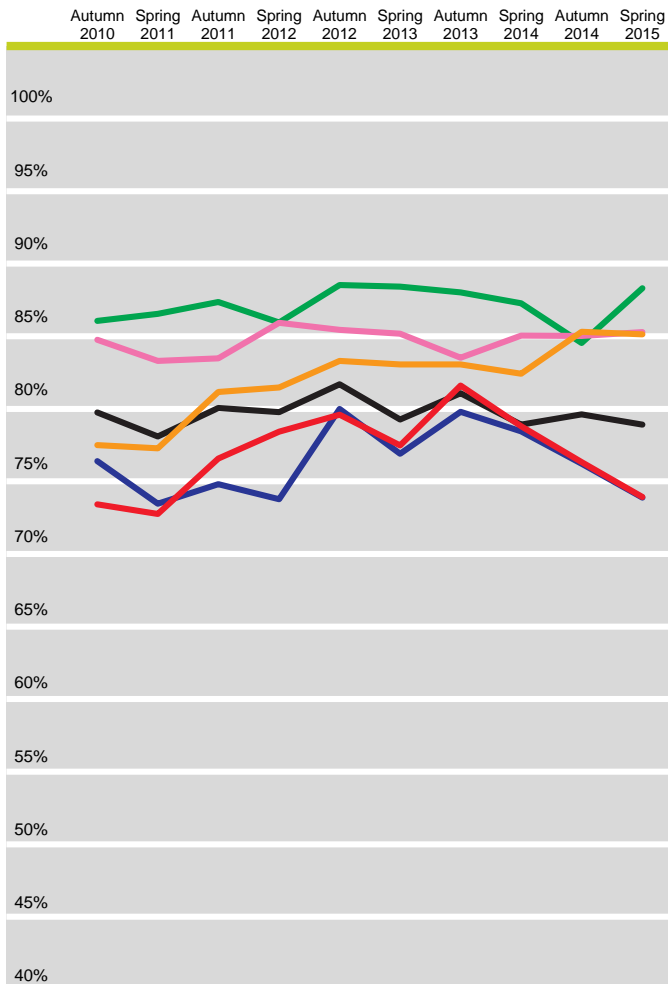
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

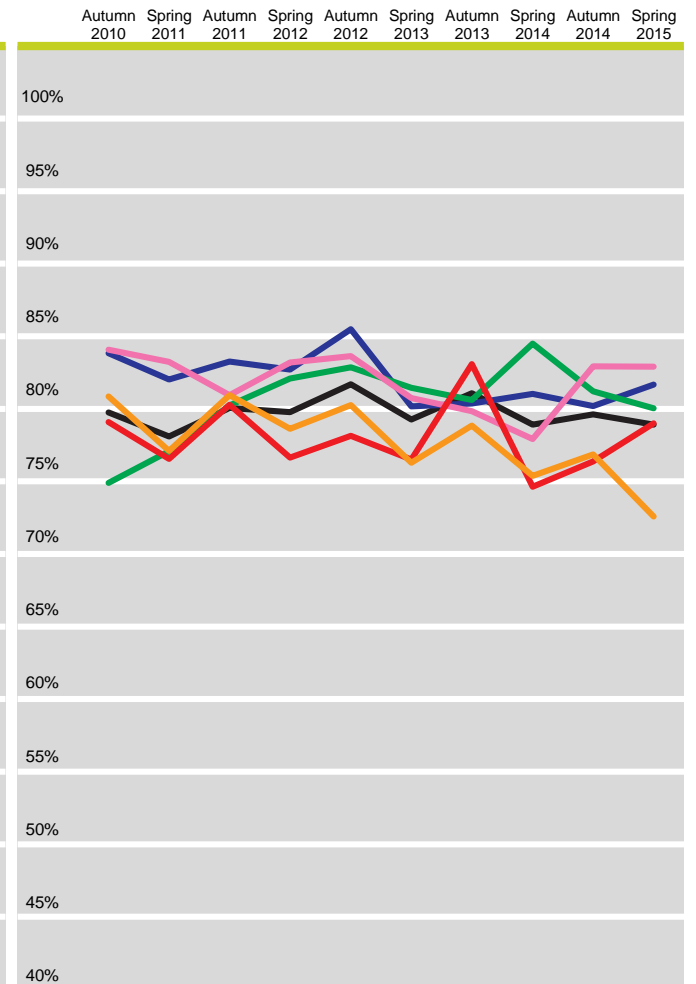
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

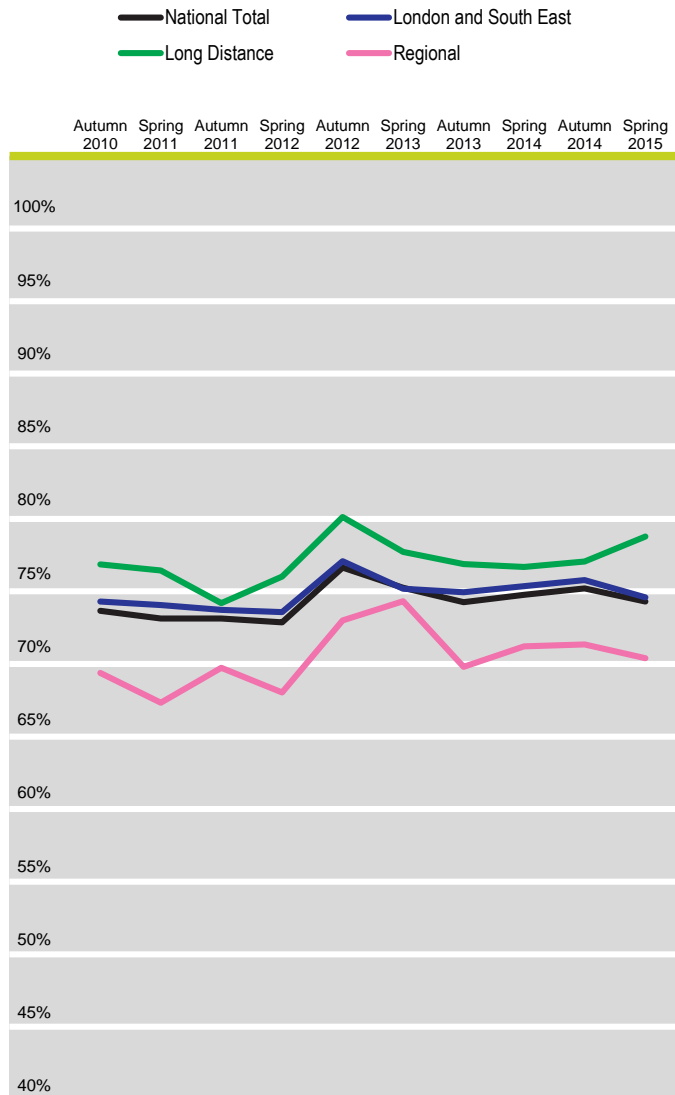
Percentage of passengers satisfied
2010 to 2015

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

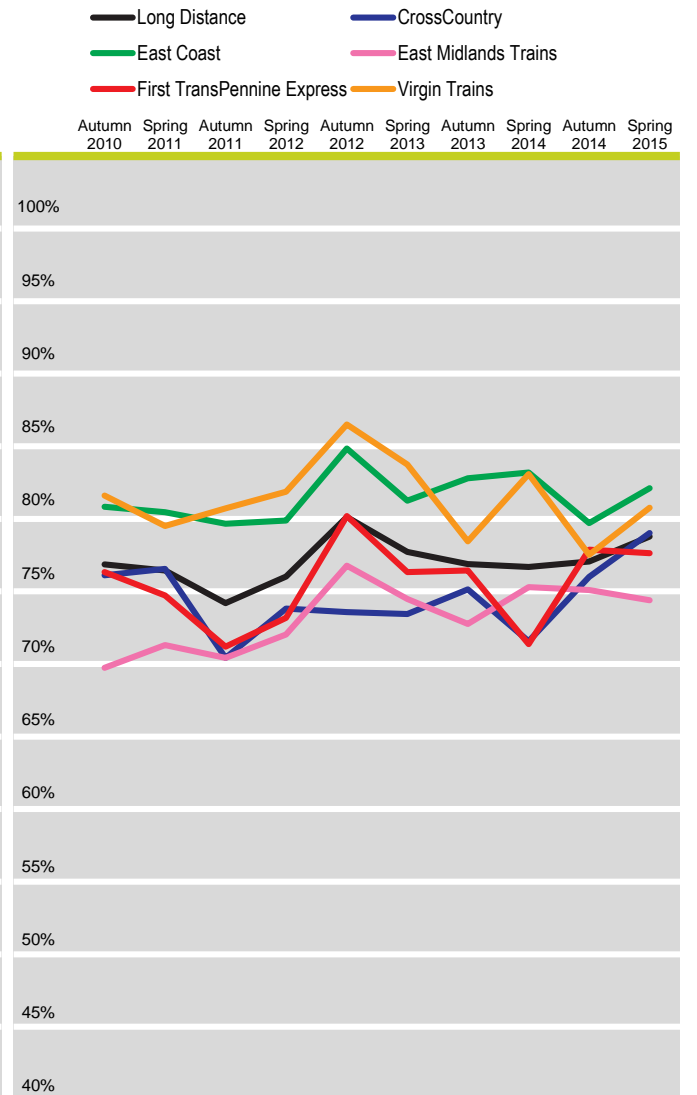


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

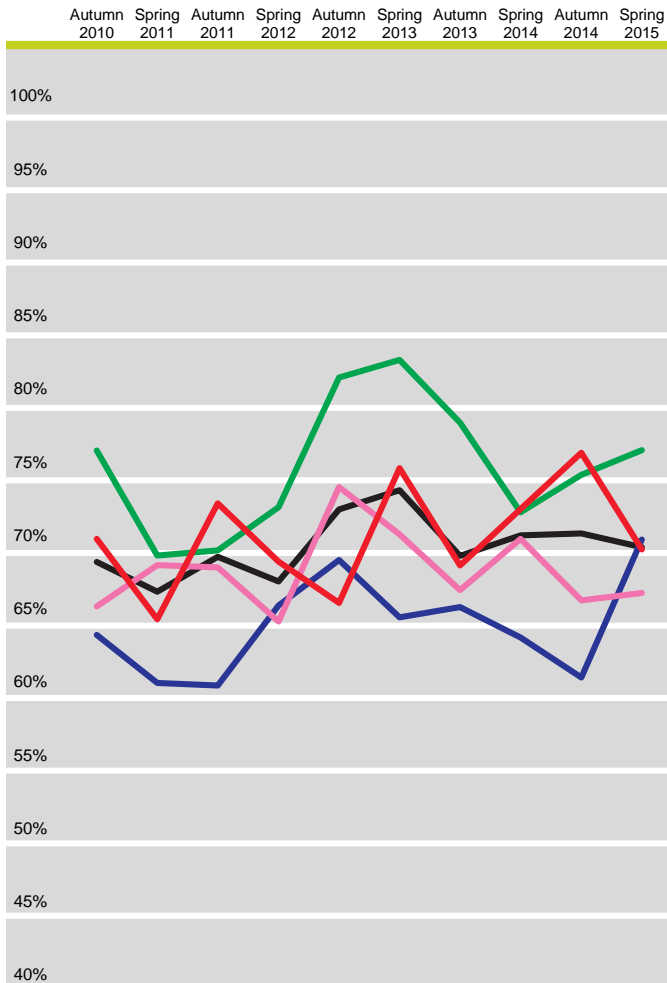


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

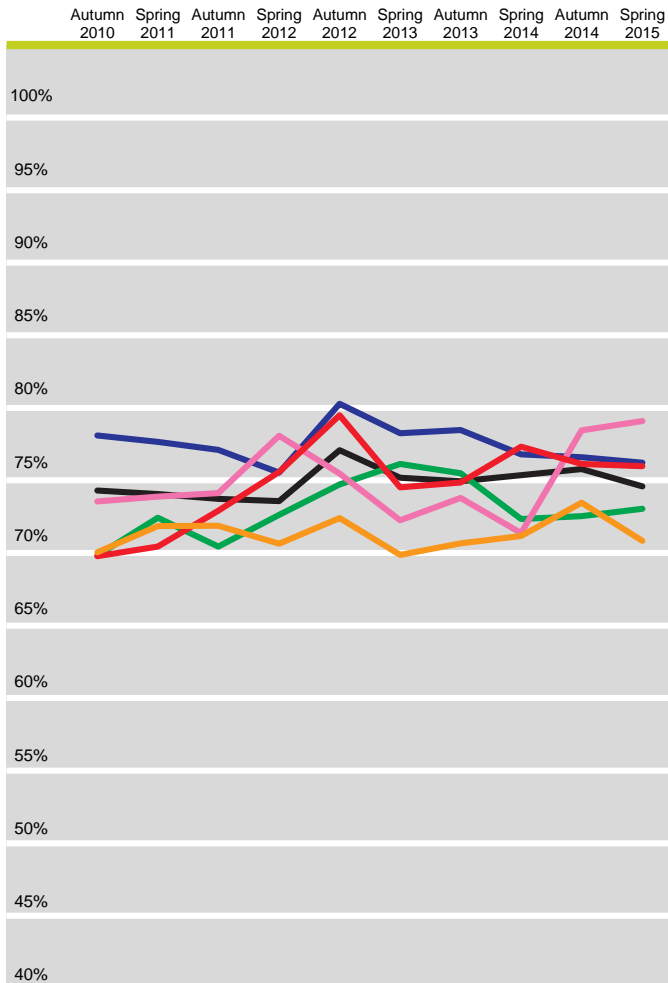
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

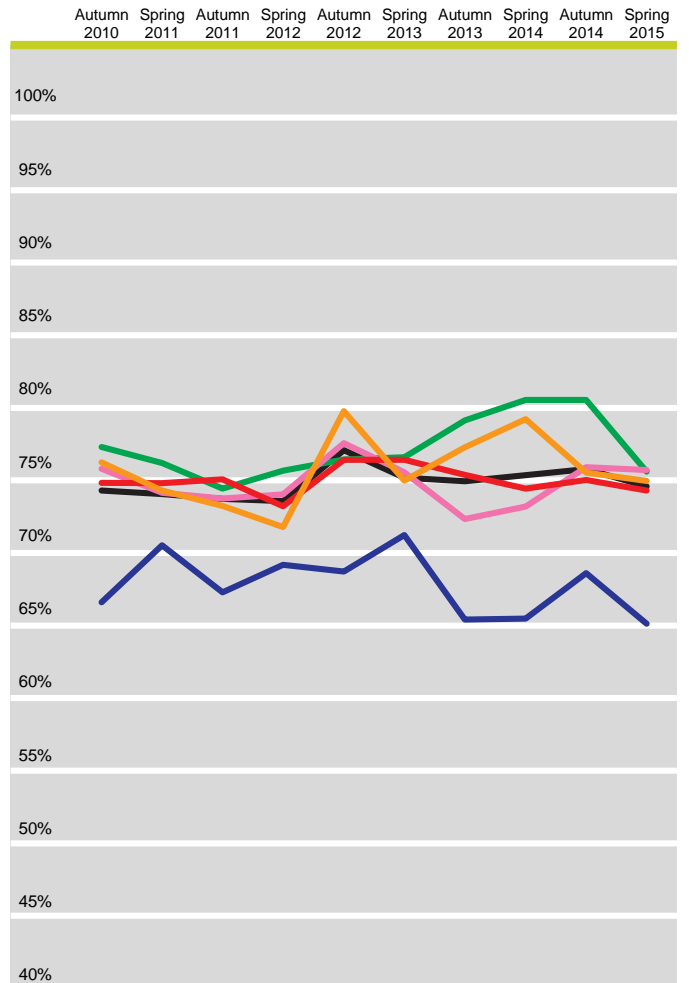
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

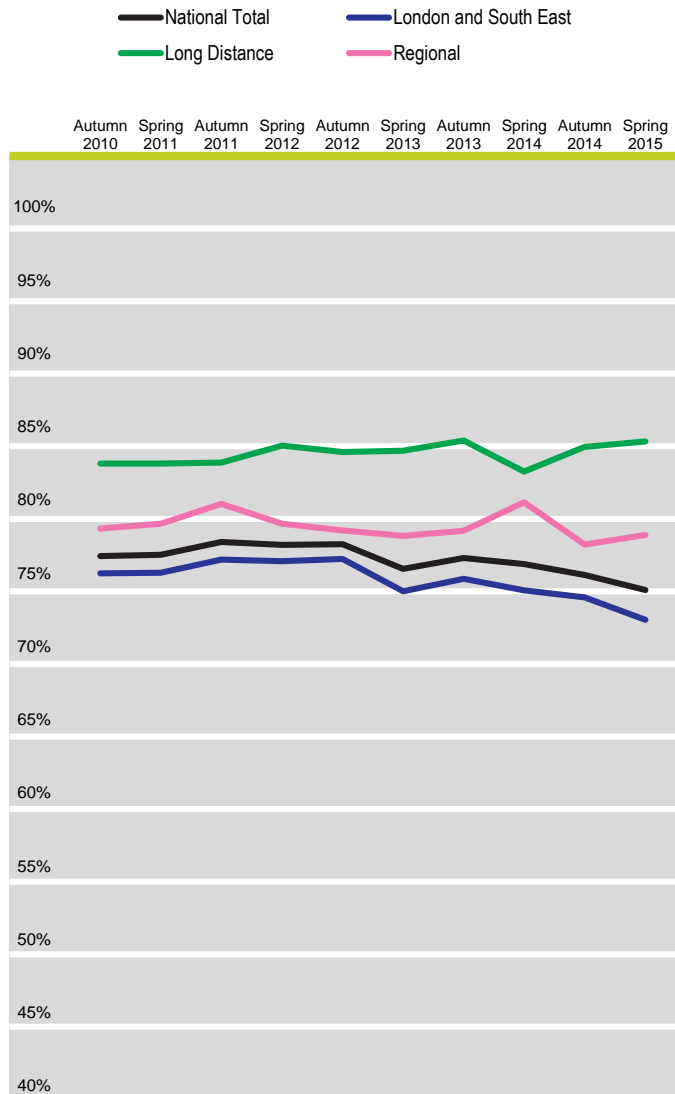
Percentage of passengers satisfied
2010 to 2015

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

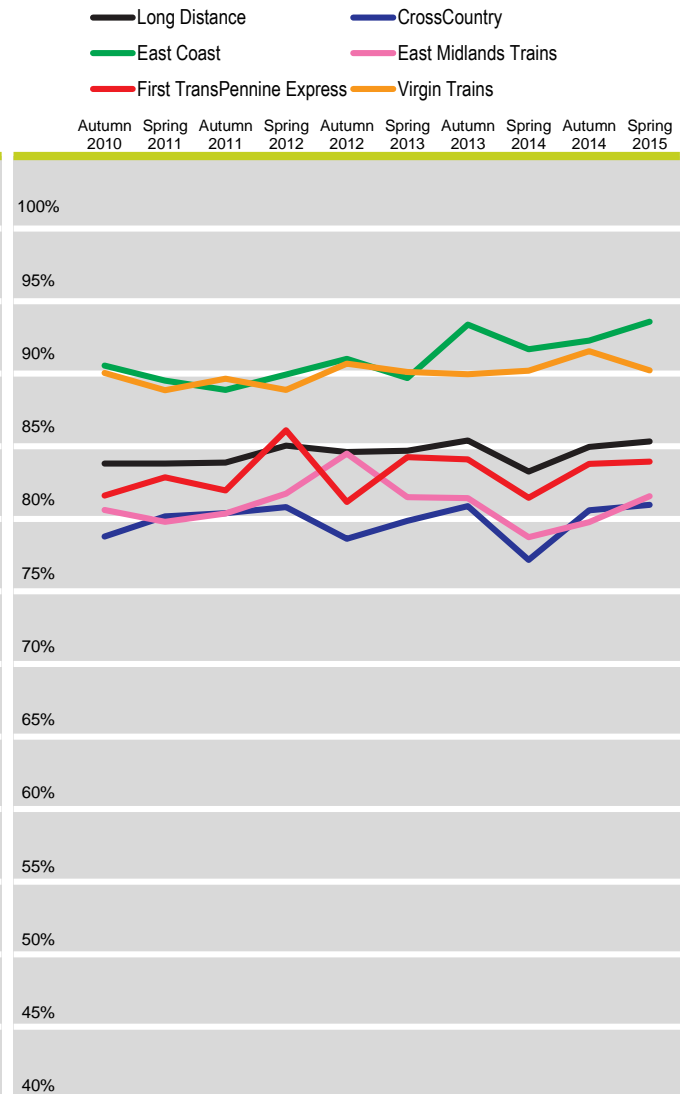


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

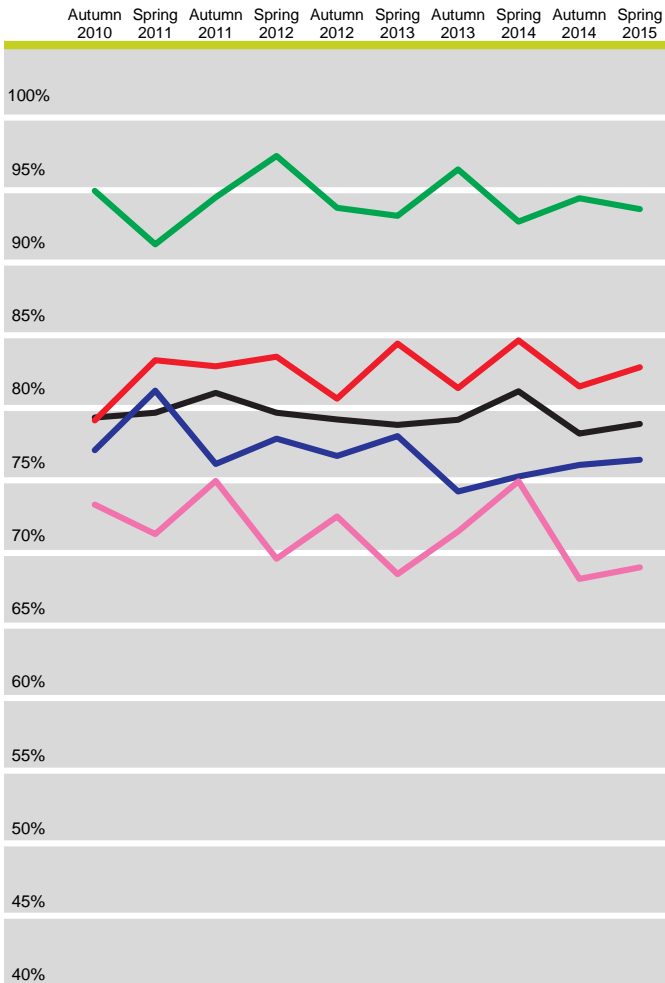


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

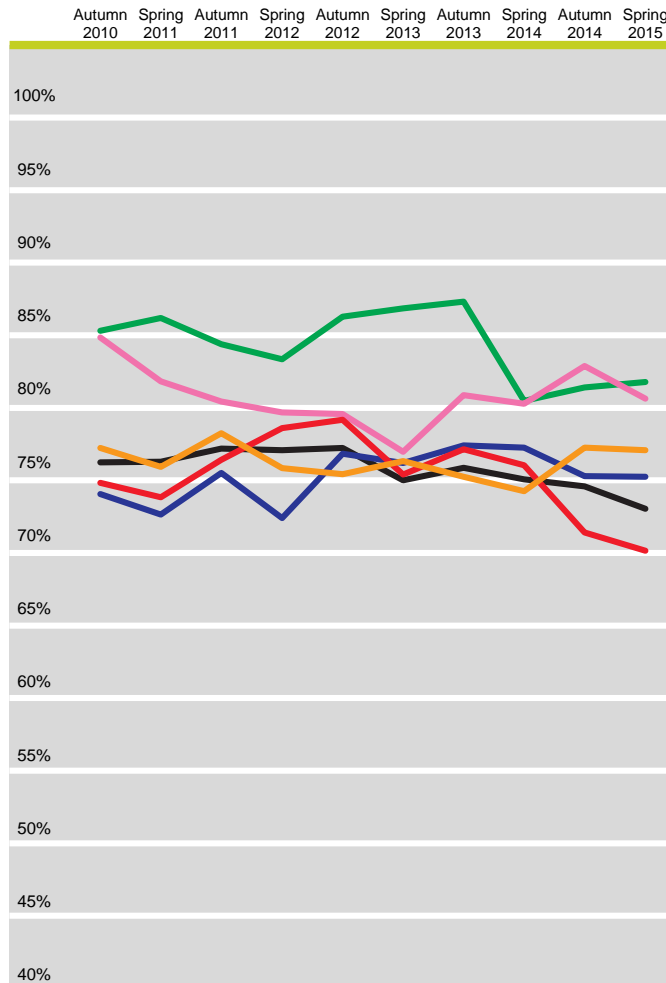
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

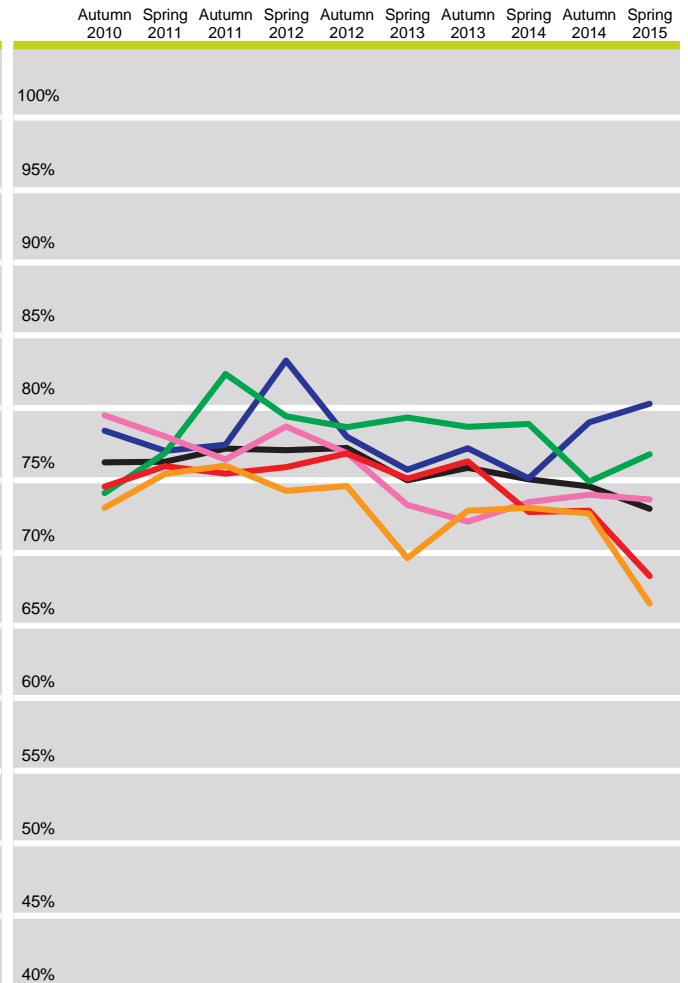
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

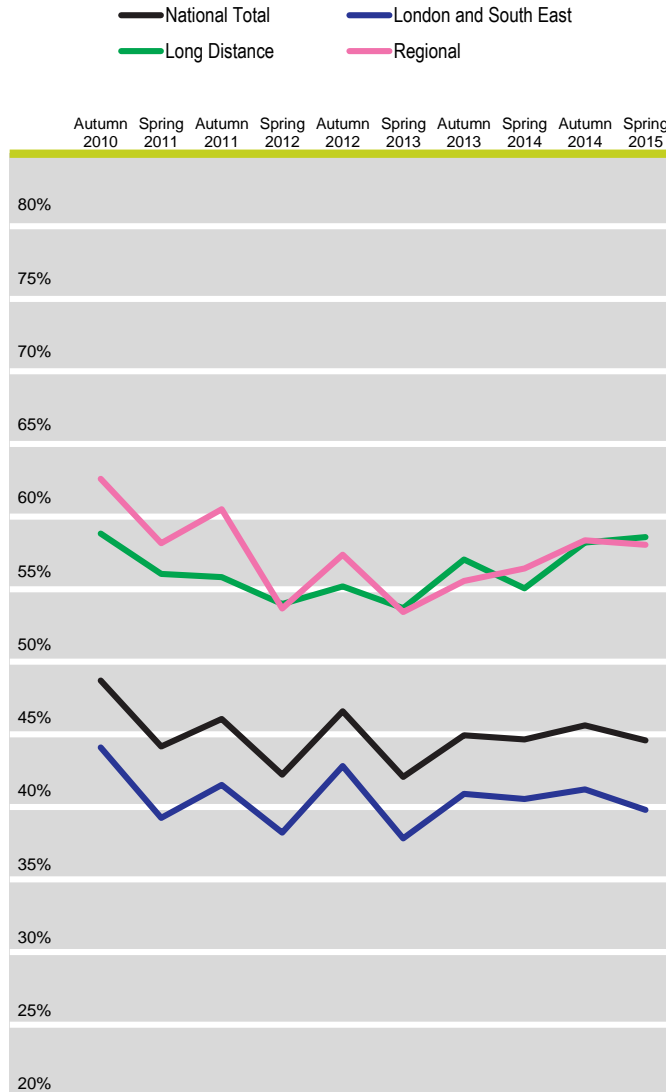
Percentage of passengers satisfied
2010 to 2015

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

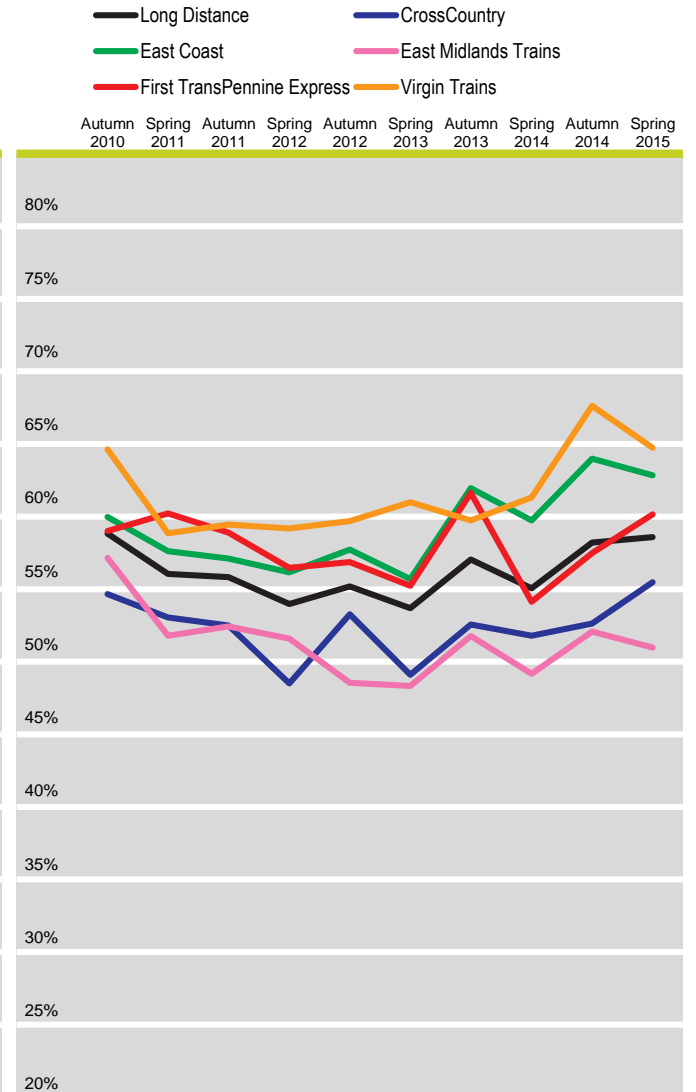


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

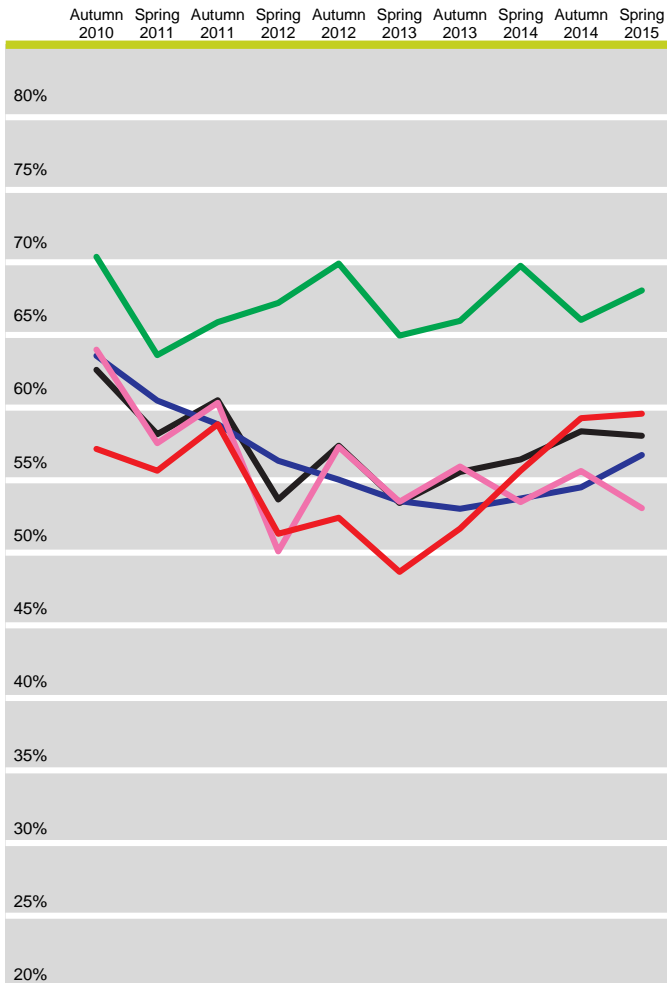


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

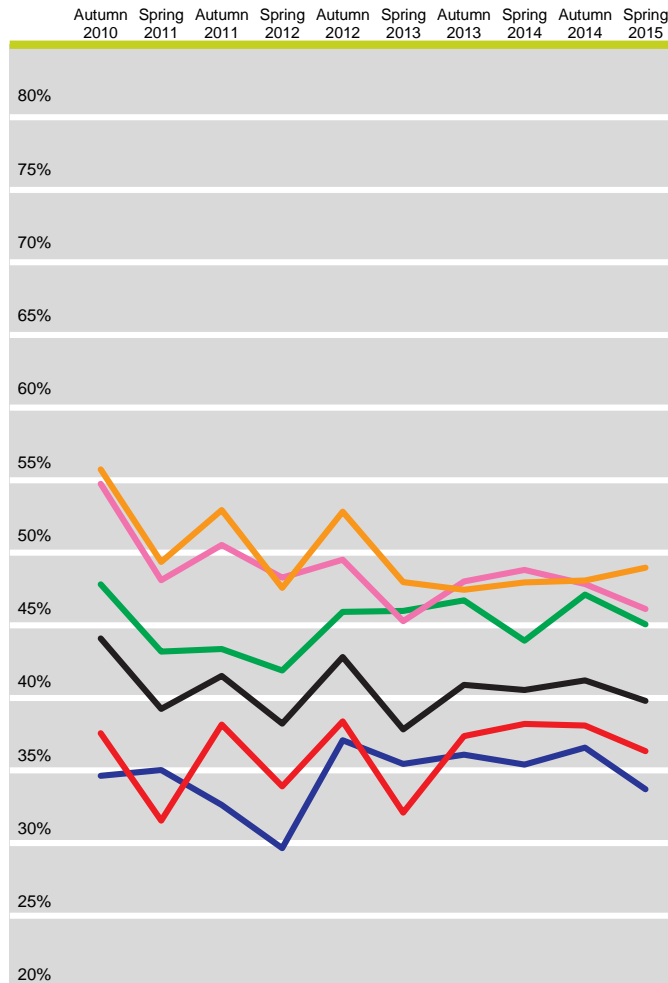
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

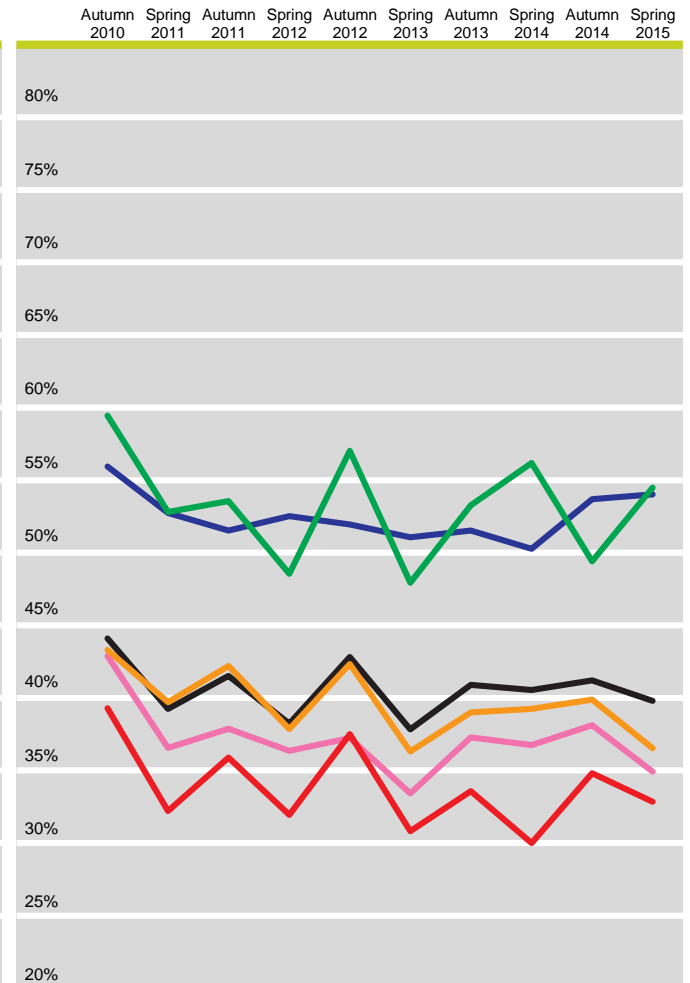
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)

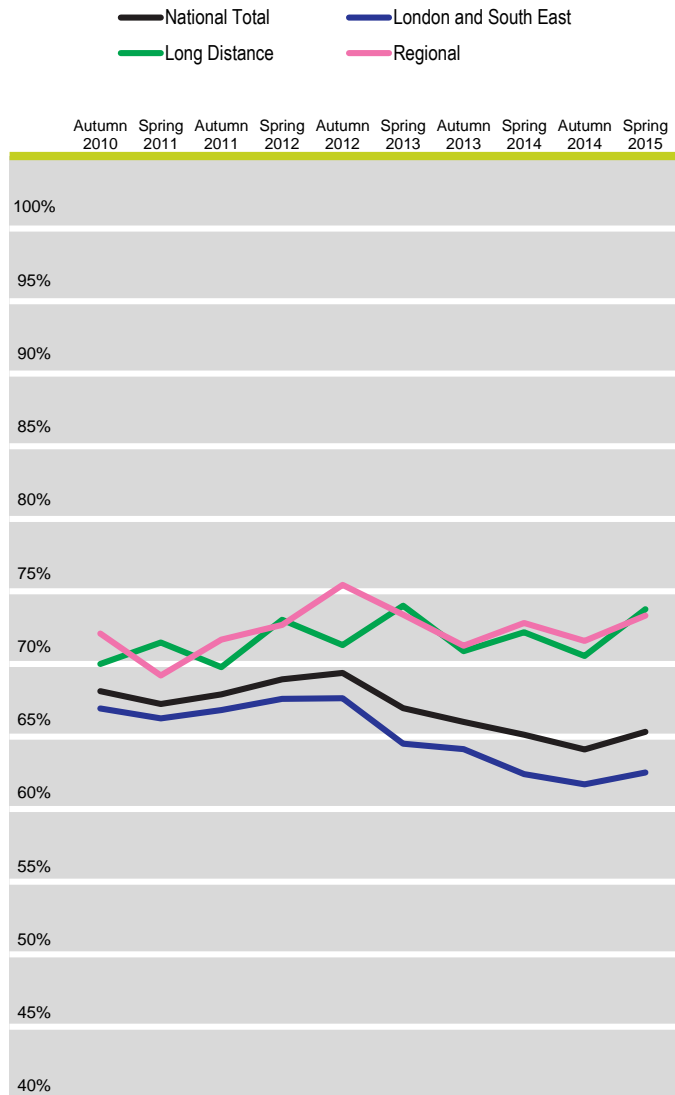
Percentage of passengers satisfied
2010 to 2015

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

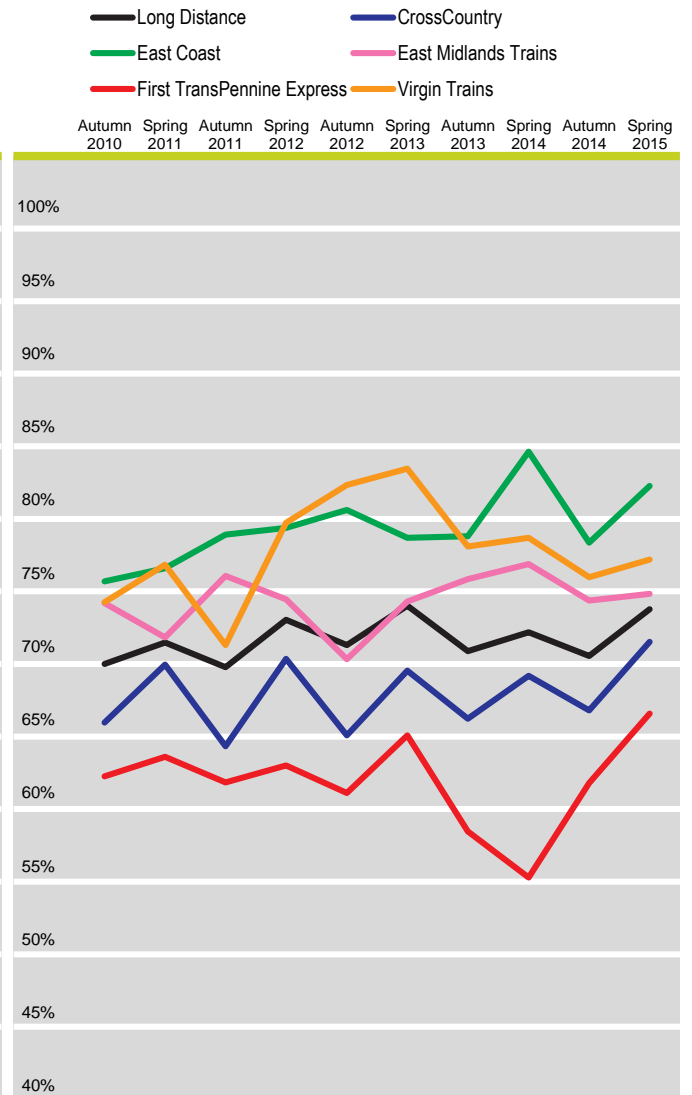


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

National and Sector-Level
Percentage of passengers satisfied
2010 to 2015



Long Distance Operators
Percentage of passengers satisfied
2010 to 2015

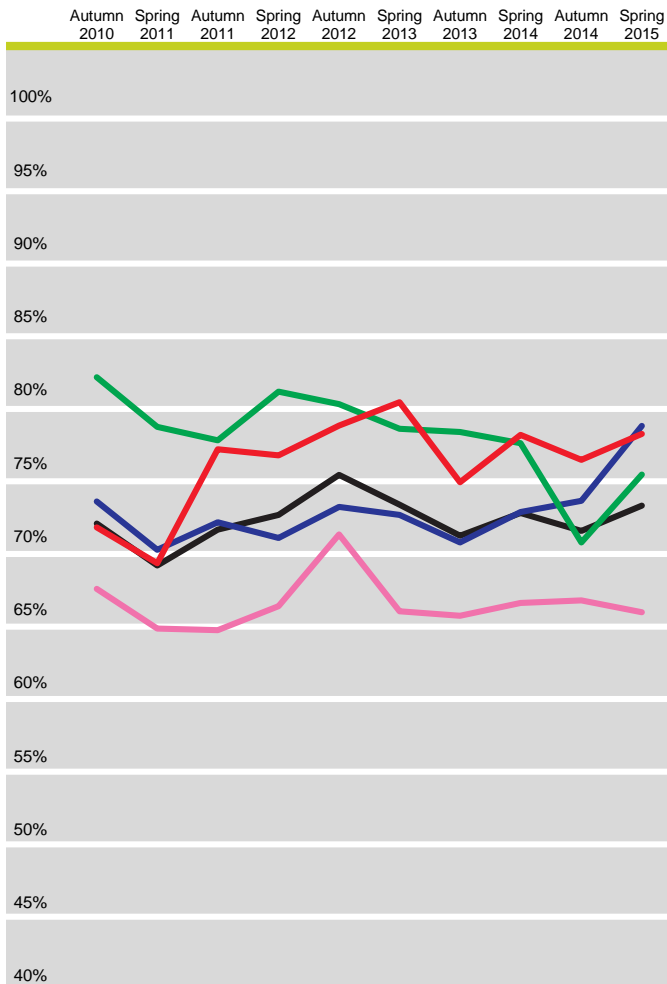


Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Regional Operators

Percentage of passengers satisfied
2010 to 2015

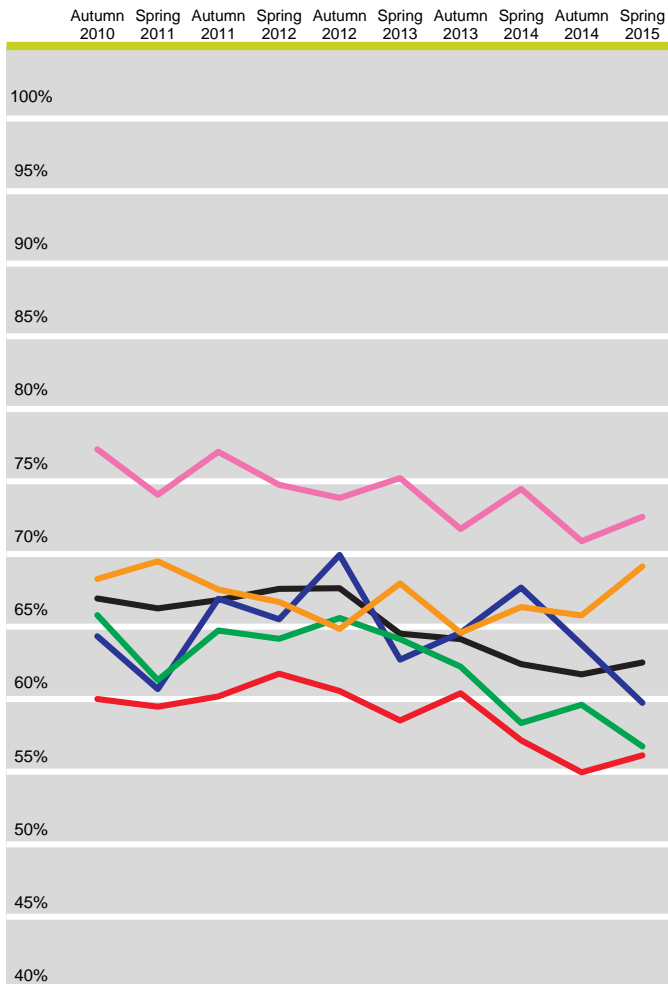
- Regional
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2010 to 2015

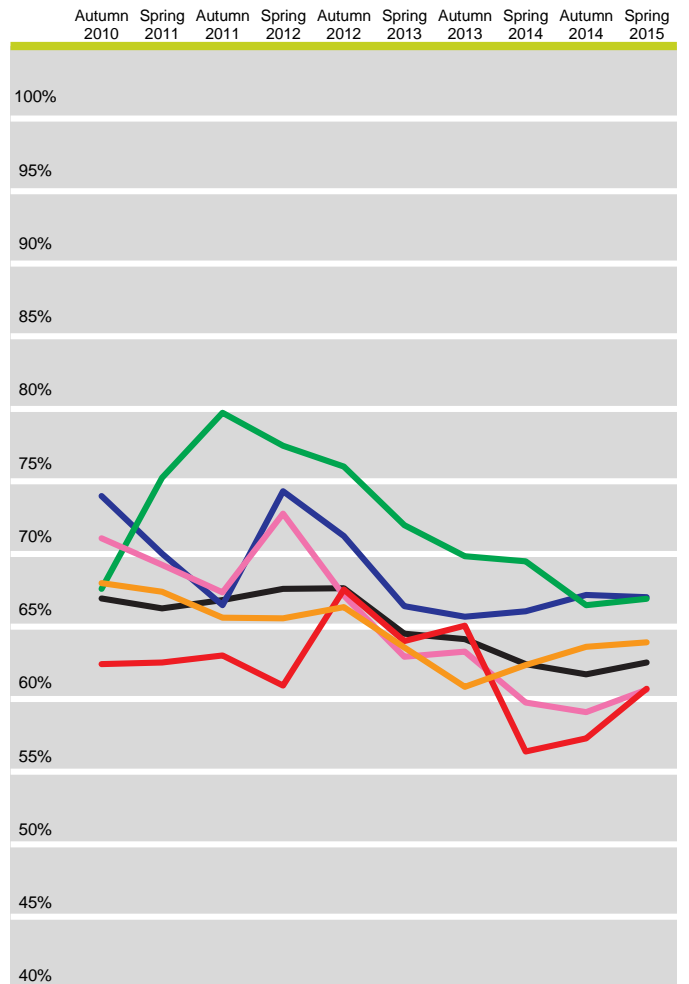
- London and South East
- c2c
- Govia Thameslink Railway
- Abellio Greater Anglia
- Chiltern Railways
- First Great Western



London and South East Operators (Part Two)









































































Percentage of passengers satisfied
2010 to 2015

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











































































Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

London and South East - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	3368	3972	3477	3857	3666	3964	4149	4464	4268	4489				
Overall satisfaction with the journey	73	75	73	72	79	71	75	71	70	69	-2		-1	
STATION FACILITIES														
Overall satisfaction with the station	71	73	74	72	80	75	78	75	78	77	2		-1	
Ticket buying facilities	63	66	63	66	73	69	71	70	69	71	1		2	
Provision of information about train times/platforms	77	75	79	76	84	78	81	76	77	77	2		0	
The upkeep/repair of the station buildings/platforms	60	60	63	62	70	67	68	63	69	69	5		-1	
Cleanliness	69	67	70	66	75	71	73	71	74	74	4		0	
The facilities and services	49	48	50	46	61	57	58	55	60	61	6		1	
The attitudes and helpfulness of the staff	62	62	63	62	66	65	68	67	67	70	3		3	
Connections with other forms of public transport	72	74	71	70	81	78	77	76	76	77	1		1	
Facilities for car parking	46	46	46	42	49	48	43	43	41	40	-3		-1	
Overall environment	62	61	63	62	71	68	68	64	68	68	3		-1	
Your personal security whilst using the station	62	60	62	60	70	68	70	67	71	70	3		-1	
The availability of staff	51	51	52	52	59	57	59	59	59	61	2		2	
The provision of shelter facilities	-	-	-	-	68	60	64	60	66	61	1		-5	
Availability of seating	-	-	-	-	33	30	33	29	32	33	3		1	
How request to station staff was handled	73	73	77	74	76	77	81	77	77	76	-1		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	49	47	45	52	52	6		0	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	74	68	71	68	68	67	-1		-2	
The frequency of the trains on that route	72	73	73	72	76	72	74	72	72	69	-3		-3	
Punctuality/reliability (i.e. the train arriving/departing on time)	74	73	73	70	82	69	74	66	68	64	-2		-4	
The length of time the journey was scheduled to take (speed)	75	77	76	73	81	74	77	74	73	72	-2		-1	
Connections with other train services	71	71	69	71	75	69	71	68	70	67	-1		-4	
The value for money of the price of your ticket	27	23	23	20	27	22	25	25	25	24	-1		-1	
Upkeep and repair of the train	68	65	66	64	70	66	66	67	65	66	-1		0	
The provision of information during the journey	61	61	58	60	65	63	61	59	60	61	2		1	
The helpfulness and attitude of staff on train	45	45	47	45	50	51	50	47	48	48	1		1	
The space for luggage	41	40	38	40	41	41	41	39	38	40	1		3	
The toilet facilities	24	24	26	24	29	29	29	27	26	26	-1		0	
Sufficient room for all passengers to sit/stand	41	40	41	39	45	41	42	38	38	38	0		0	
The comfort of the seating area	56	54	55	54	59	55	56	54	55	55	0		0	
The ease of being able to get on and off	68	69	68	68	72	68	70	67	68	68	2		1	
Your personal security on board	67	67	69	67	73	70	72	68	72	71	3		-1	
The cleanliness of the inside	66	68	67	66	71	67	69	69	68	67	-1		0	
The cleanliness of the outside	64	63	66	62	68	62	67	66	66	65	-1		-1	
The availability of staff	24	27	27	25	28	27	26	26	26	26	1		0	
How well train company deals with delays	26	24	28	23	30	32	30	27	26	23	-3		-2	

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

London and South East - % saying satisfied/good

Off-Peak	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
											% change	significant change	% change	significant change
Sample size	14138	15154	13921	14735	14615	13288	13183	13004	13272	13668				
Overall satisfaction with the journey	85	85	86	84	86	83	84	83	83	81	-2		-2	
STATION FACILITIES														
Overall satisfaction with the station	76	75	78	76	79	75	77	77	78	77	0		-1	
Ticket buying facilities	72	72	74	73	73	74	72	72	73	73	0		0	
Provision of information about train times/platforms	80	79	80	81	81	80	81	80	80	79	0		-1	
The upkeep/repair of the station buildings/platforms	64	64	66	66	70	67	69	67	70	68	1		-2	
Cleanliness	70	70	71	71	74	72	74	72	74	73	1		-1	
The facilities and services	50	48	49	49	55	52	53	53	54	54	1		0	
The attitudes and helpfulness of the staff	71	70	70	71	71	70	72	73	73	73	0		0	
Connections with other forms of public transport	75	74	74	75	76	74	74	75	76	74	-1		-2	
Facilities for car parking	47	47	49	48	49	47	46	49	48	47	-1		-1	
Overall environment	66	64	68	66	69	64	68	66	68	66	0		-1	
Your personal security whilst using the station	65	66	67	68	70	67	68	69	69	69	-1		0	
The availability of staff	59	57	58	59	58	58	59	60	60	61	0		0	
The provision of shelter facilities	-	-	-	-	68	61	66	63	67	63	0		-4	
Availability of seating	-	-	-	-	48	45	45	46	46	48	1		1	
How request to station staff was handled	86	84	87	83	86	81	85	85	84	87	2		3	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	45	46	47	45	-1		-2	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	83	80	82	80	80	79	-1		-1	
The frequency of the trains on that route	77	77	78	78	77	76	76	76	76	74	-2		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	83	81	82	82	83	78	79	77	78	75	-2		-3	
The length of time the journey was scheduled to take (speed)	86	85	85	86	86	85	84	84	84	83	-1		-1	
Connections with other train services	76	77	77	78	78	76	76	77	76	74	-3		-2	
The value for money of the price of your ticket	48	44	46	43	46	42	45	45	46	45	-1		-2	
Upkeep and repair of the train	75	75	77	77	77	74	76	76	74	75	-1		1	
The provision of information during the journey	71	71	72	72	73	71	72	70	70	71	1		1	
The helpfulness and attitude of staff on train	61	60	60	60	61	61	60	59	56	58	0		2	
The space for luggage	55	55	56	56	54	52	52	54	51	52	-2		1	
The toilet facilities	38	37	38	37	37	36	34	36	34	35	-1		1	
Sufficient room for all passengers to sit/stand	73	73	74	75	73	71	70	70	69	70	0		1	
The comfort of the seating area	75	74	75	75	75	73	74	74	72	73	-1		0	
The ease of being able to get on and off	82	82	83	82	82	80	81	80	79	80	0		1	
Your personal security on board	76	75	77	77	78	76	78	77	76	77	0		1	
The cleanliness of the inside	74	74	76	76	77	73	76	75	75	75	0		0	
The cleanliness of the outside	73	70	76	74	75	71	75	73	74	73	0		-1	
The availability of staff	41	40	42	42	41	40	40	38	37	39	1		2	
How well train company deals with delays	41	37	39	39	46	37	41	39	38	33	-6		-5	

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

Abellio Greater Anglia - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	344	411	401	534	513	553	502	550	621	584				
Overall satisfaction with the journey	74	74	68	63	76	68	71	71	73	67	-5	→	-6	→
STATION FACILITIES														
Overall satisfaction with the station	72	77	70	70	82	78	79	77	79	76	-1	→	-4	→
Ticket buying facilities	65	66	62	67	73	70	68	74	68	69	-5	→	1	→
Provision of information about train times/platforms	75	77	75	72	84	78	78	77	78	76	-1	→	-2	→
The upkeep/repair of the station buildings/platforms	63	63	65	65	75	71	69	65	70	67	2	→	-3	→
Cleanliness	74	69	72	63	80	71	72	74	75	73	-1	→	-2	→
The facilities and services	53	51	54	48	68	61	61	61	59	65	4	→	6	→
The attitudes and helpfulness of the staff	61	60	62	51	58	57	63	64	67	68	4	→	2	→
Connections with other forms of public transport	80	78	77	72	83	81	79	75	78	81	6	→	3	→
Facilities for car parking	57	53	52	38	49	51	44	50	36	40	-10	→	4	→
Overall environment	70	63	66	61	76	69	72	67	69	66	-2	→	-3	→
Your personal security whilst using the station	60	62	59	57	72	64	67	67	71	66	-1	→	-5	→
The availability of staff	48	49	52	46	55	58	54	57	58	54	-3	→	-4	→
The provision of shelter facilities	-	-	-	-	67	68	61	58	64	57	-1	→	-8	→
Availability of seating	-	-	-	-	31	28	36	28	30	32	4	→	1	→
How request to station staff was handled	72	68	66	51	67	80	71	91	83	71	-20	→	-11	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	56	57	57	55	53	-4	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	66	63	63	63	62	58	-5	→	-4	→
The frequency of the trains on that route	69	70	73	64	73	74	77	77	77	74	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	68	72	58	78	65	73	68	73	67	-1	→	-6	→
The length of time the journey was scheduled to take (speed)	72	73	71	65	78	69	74	76	74	73	-3	→	-1	→
Connections with other train services	64	69	63	62	75	64	67	71	69	72	1	→	3	→
The value for money of the price of your ticket	18	20	13	14	22	18	16	21	23	19	-1	→	-4	→
Upkeep and repair of the train	48	47	43	51	55	51	49	55	50	47	-9	↓	-4	→
The provision of information during the journey	50	54	46	51	57	52	51	54	58	54	-1	→	-4	→
The helpfulness and attitude of staff on train	37	36	35	38	41	38	31	44	30	29	-15	↓	-1	→
The space for luggage	39	38	32	39	44	42	38	43	31	38	-5	→	6	→
The toilet facilities	18	21	18	19	27	26	20	29	22	15	-15	↓	-7	→
Sufficient room for all passengers to sit/stand	37	35	44	36	45	37	42	41	42	34	-8	↓	-8	↓
The comfort of the seating area	41	35	39	42	47	42	46	48	46	40	-8	↓	-6	→
The ease of being able to get on and off	72	69	71	64	76	68	71	70	68	62	-8	↓	-6	→
Your personal security on board	64	61	61	53	68	65	66	66	66	60	-6	→	-6	→
The cleanliness of the inside	55	56	57	51	61	55	57	57	55	53	-3	→	-2	→
The cleanliness of the outside	47	50	55	47	58	50	51	51	55	47	-5	→	-8	↓
The availability of staff	13	18	19	16	19	16	11	20	14	14	-6	→	0	→
How well train company deals with delays	31	25	29	16	30	17	26	34	29	25	-9	→	-4	→









































































Abellio Greater Anglia - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1729	1986	1798	1920	1643	1714	1724	1763	1605	1620				
Overall satisfaction with the journey	81	79	80	76	85	79	83	84	82	78	-5	↓	-4	→
STATION FACILITIES														
Overall satisfaction with the station	72	72	75	72	79	74	78	75	73	71	-4	→	-2	→
Ticket buying facilities	69	69	72	70	73	74	69	68	64	67	-1	→	2	→
Provision of information about train times/platforms	77	72	75	74	79	77	80	79	76	73	-6	↓	-3	→
The upkeep/repair of the station buildings/platforms	64	63	68	66	69	68	71	63	64	61	-1	→	-2	→
Cleanliness	70	68	72	69	73	71	74	68	69	65	-3	→	-4	→
The facilities and services	51	51	52	50	57	55	54	50	48	49	-1	→	1	→
The attitudes and helpfulness of the staff	71	69	70	70	71	70	76	73	77	73	0	→	-4	→
Connections with other forms of public transport	78	78	77	77	79	78	78	77	76	74	-3	→	-2	→
Facilities for car parking	49	49	50	51	51	49	47	52	51	43	-10	↓	-9	→
Overall environment	65	62	66	63	70	64	67	63	64	60	-3	→	-4	→
Your personal security whilst using the station	63	61	64	66	68	65	66	65	62	62	-3	→	1	→
The availability of staff	58	53	56	56	56	57	60	56	60	58	1	→	-3	→
The provision of shelter facilities	-	-	-	-	66	56	65	59	60	55	-4	→	-5	→
Availability of seating	-	-	-	-	49	43	45	44	41	41	-2	→	1	→
How request to station staff was handled	83	86	84	82	86	85	85	86	88	87	1	→	0	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	48	46	41	44	-2	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	75	72	76	74	71	70	-5	→	-1	→
The frequency of the trains on that route	75	74	76	75	78	77	78	77	75	76	-2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	77	79	73	84	76	80	79	78	78	-1	→	0	→
The length of time the journey was scheduled to take (speed)	85	82	84	83	87	84	84	84	83	83	-1	→	0	→
Connections with other train services	74	75	74	78	79	75	75	76	76	75	-1	→	0	→
The value for money of the price of your ticket	40	40	39	35	41	40	43	40	41	40	0	→	-2	→
Upkeep and repair of the train	58	58	59	57	58	54	61	59	52	56	-2	→	4	→
The provision of information during the journey	56	58	61	57	64	62	61	60	60	60	0	→	0	→
The helpfulness and attitude of staff on train	52	49	51	49	49	53	52	49	47	50	1	→	3	→
The space for luggage	56	53	56	57	57	51	53	58	52	52	-6	↓	1	→
The toilet facilities	32	30	34	36	37	37	31	38	31	32	-6	→	1	→
Sufficient room for all passengers to sit/stand	72	69	74	76	77	70	72	75	71	70	-5	↓	-1	→
The comfort of the seating area	63	63	66	64	67	63	64	67	65	62	-5	↓	-3	→
The ease of being able to get on and off	78	78	80	80	83	81	78	82	78	76	-6	↓	-2	→
Your personal security on board	67	65	68	68	73	68	71	70	70	71	1	→	1	→
The cleanliness of the inside	60	63	65	58	62	58	66	60	62	63	3	→	1	→
The cleanliness of the outside	53	54	60	56	58	50	60	55	60	58	3	→	-2	→
The availability of staff	28	28	31	30	27	29	27	26	27	31	5	→	4	→
How well train company deals with delays	43	29	33	34	51	32	44	43	37	30	-13	→	-7	→

c2c - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	383	458	382	464	570	543	528	523	375	429				
Overall satisfaction with the journey	88	88	91	87	92	89	89	85	83	81	-4	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	82	84	88	82	89	87	85	80	83	85	5	→	1	→
Ticket buying facilities	76	77	76	74	77	79	75	70	72	73	3	→	1	→
Provision of information about train times/platforms	86	88	90	85	91	87	88	86	84	88	2	→	4	→
The upkeep/repair of the station buildings/platforms	74	70	72	74	79	76	78	73	75	77	4	→	3	→
Cleanliness	81	81	76	79	83	83	84	77	79	79	2	→	0	→
The facilities and services	55	56	59	59	62	53	60	60	59	60	0	→	1	→
The attitudes and helpfulness of the staff	73	74	76	75	75	78	78	80	74	74	-5	→	1	→
Connections with other forms of public transport	69	72	68	68	74	73	76	68	70	70	3	→	0	→
Facilities for car parking	58	51	49	53	60	61	58	56	59	55	-1	→	-4	→
Overall environment	73	74	75	76	77	77	76	71	73	72	1	→	-1	→
Your personal security whilst using the station	67	68	67	69	73	72	72	69	72	70	1	→	-2	→
The availability of staff	70	67	66	68	70	70	72	71	69	70	0	→	1	→
The provision of shelter facilities	-	-	-	-	71	70	69	63	67	59	-4	→	-7	↓
Availability of seating	-	-	-	-	52	51	57	46	49	45	-1	→	-3	→
How request to station staff was handled	59	67	96	86	83	86	86	62	81	72	9	→	-9	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	32	38	41	44	42	0	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	90	88	88	86	85	77	-8	↓	-7	↓
The frequency of the trains on that route	85	87	86	85	88	87	85	79	82	80	1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	95	94	92	91	97	93	96	90	90	90	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	91	94	89	89	92	92	94	89	93	91	2	→	-2	→
Connections with other train services	81	79	78	79	87	85	88	80	79	79	-1	→	0	→
The value for money of the price of your ticket	38	38	30	29	39	38	38	35	38	35	0	→	-3	→
Upkeep and repair of the train	93	89	92	86	89	91	88	84	85	84	0	→	-1	→
The provision of information during the journey	73	77	79	75	78	80	76	73	68	73	0	→	5	→
The helpfulness and attitude of staff on train	25	34	29	27	32	38	37	28	27	35	7	→	8	→
The space for luggage	41	43	44	41	42	44	41	43	34	41	-2	→	7	→
The toilet facilities	41	50	44	52	53	54	48	45	46	48	3	→	2	→
Sufficient room for all passengers to sit/stand	44	41	46	43	48	43	43	42	34	32	-10	↓	-2	→
The comfort of the seating area	74	69	73	71	71	73	70	72	66	64	-8	↓	-2	→
The ease of being able to get on and off	81	79	81	78	82	82	78	78	72	69	-9	↓	-3	→
Your personal security on board	72	71	75	72	76	75	75	72	75	71	-1	→	-3	→
The cleanliness of the inside	89	89	90	88	91	90	88	85	87	82	-3	→	-5	→
The cleanliness of the outside	87	86	89	83	85	84	84	82	83	84	2	→	1	→
The availability of staff	14	20	19	16	16	19	18	16	15	17	2	→	2	→
How well train company deals with delays	33	32	38	27	24	56	49	35	44	38	3	→	-6	→









































































c2c - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	701	741	649	650	601	516	567	566	700	582				
Overall satisfaction with the journey	93	93	91	93	93	94	93	92	93	90	-2		-3	
STATION FACILITIES														
Overall satisfaction with the station	79	82	85	84	86	82	84	83	83	84	1		1	
Ticket buying facilities	76	78	78	80	83	87	85	84	79	81	-2		2	
Provision of information about train times/platforms	86	86	86	87	87	89	88	88	85	88	0		3	
The upkeep/repair of the station buildings/platforms	73	72	72	75	80	79	79	76	76	79	3		4	
Cleanliness	79	77	77	78	82	83	81	80	78	81	2		4	
The facilities and services	49	50	52	52	55	59	65	60	59	61	1		2	
The attitudes and helpfulness of the staff	79	74	75	77	75	86	83	80	79	85	6		6	
Connections with other forms of public transport	70	73	72	76	75	79	75	77	74	75	-2		1	
Facilities for car parking	52	54	54	57	56	59	52	54	54	50	-3		-3	
Overall environment	71	70	73	75	75	76	80	72	73	75	4		2	
Your personal security whilst using the station	64	63	66	70	69	74	74	74	68	75	1		7	
The availability of staff	63	65	66	67	65	75	72	69	72	73	4		1	
The provision of shelter facilities	-	-	-	-	73	69	74	70	69	68	-2		-1	
Availability of seating	-	-	-	-	64	64	64	63	57	61	-2		4	
How request to station staff was handled	82	86	87	95	94	86	84	92	87	88	-4		1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	39	45	42	41	42	0		1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	94	92	94	90	90	91	1		1	
The frequency of the trains on that route	85	85	83	82	85	87	89	82	81	83	2		2	
Punctuality/reliability (i.e. the train arriving/departing on time)	94	91	92	93	96	94	92	91	91	95	4		4	
The length of time the journey was scheduled to take (speed)	91	93	91	94	93	96	93	92	92	94	3		2	
Connections with other train services	80	78	80	86	87	84	88	81	81	82	1		1	
The value for money of the price of your ticket	54	46	51	51	52	53	54	51	53	52	1		0	
Upkeep and repair of the train	93	91	92	94	94	94	93	89	87	87	-2		0	
The provision of information during the journey	83	82	86	83	84	86	87	81	81	84	3		3	
The helpfulness and attitude of staff on train	37	38	36	39	35	46	40	42	44	47	6		3	
The space for luggage	58	52	54	59	55	55	60	53	55	60	8		5	
The toilet facilities	54	57	58	63	58	61	60	54	55	55	2		0	
Sufficient room for all passengers to sit/stand	79	74	76	78	79	81	78	72	74	74	3		0	
The comfort of the seating area	88	84	84	87	87	88	86	83	82	84	1		3	
The ease of being able to get on and off	87	87	87	90	91	91	90	87	87	87	-3		1	
Your personal security on board	76	73	74	77	75	79	80	75	75	78	3		3	
The cleanliness of the inside	91	89	92	93	94	90	91	91	89	88	-2		0	
The cleanliness of the outside	88	87	91	92	93	87	92	86	86	88	2		2	
The availability of staff	20	23	21	25	21	27	21	21	24	27	7		3	
How well train company deals with delays	53	55	41	50	86	70	64	40	41	50	9		8	









































































Chiltern Railways - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	286	279	315	384	252	301	345	419	371	409				
Overall satisfaction with the journey	88	85	82	85	88	90	89	89	89	88	0	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	87	82	87	87	90	90	91	90	92	91	1	→	-1	→
Ticket buying facilities	83	75	79	75	85	83	84	82	80	82	0	→	1	→
Provision of information about train times/platforms	84	80	80	82	88	86	87	86	84	86	0	→	2	→
The upkeep/repair of the station buildings/platforms	69	75	80	77	84	82	84	80	85	86	6	↑	1	→
Cleanliness	77	77	85	82	88	83	87	88	91	88	0	→	-3	→
The facilities and services	57	60	63	65	72	69	75	66	69	72	6	→	3	→
The attitudes and helpfulness of the staff	77	77	77	76	75	78	77	81	83	77	-3	→	-6	→
Connections with other forms of public transport	64	60	66	72	71	71	75	67	76	81	14	↑	4	→
Facilities for car parking	67	63	66	62	70	65	68	72	69	70	-1	→	1	→
Overall environment	78	76	83	83	86	82	84	82	86	85	3	→	-1	→
Your personal security whilst using the station	69	77	78	78	80	80	82	81	82	83	2	→	1	→
The availability of staff	64	59	64	67	67	62	68	68	74	67	-1	→	-7	→
The provision of shelter facilities	-	-	-	-	79	68	74	73	77	69	-3	→	-8	↓
Availability of seating	-	-	-	-	46	36	45	42	42	45	3	→	2	→
How request to station staff was handled	84	67	97	76	88	85	89	86	87	75	-11	→	-13	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	56	54	50	53	57	7	→	5	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	89	86	89	88	89	86	-2	→	-4	→
The frequency of the trains on that route	82	79	72	73	79	74	78	78	80	79	1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	82	69	82	89	85	90	89	88	90	1	→	2	→
The length of time the journey was scheduled to take (speed)	79	79	79	84	84	84	85	85	87	86	1	→	-1	→
Connections with other train services	70	62	72	73	70	74	76	67	77	75	8	→	-1	→
The value for money of the price of your ticket	37	27	29	29	34	31	34	31	37	34	3	→	-3	→
Upkeep and repair of the train	77	86	86	82	87	85	85	84	86	86	1	→	-1	→
The provision of information during the journey	71	69	71	68	75	77	69	71	74	75	4	→	1	→
The helpfulness and attitude of staff on train	50	53	46	53	56	55	51	57	52	53	-4	→	1	→
The space for luggage	52	52	43	56	50	50	50	53	56	52	-1	→	-4	→
The toilet facilities	41	46	42	46	55	46	45	47	45	49	2	→	3	→
Sufficient room for all passengers to sit/stand	59	54	53	56	57	63	57	63	57	53	-10	↓	-3	→
The comfort of the seating area	69	67	69	67	75	74	77	76	74	70	-6	→	-5	→
The ease of being able to get on and off	86	82	82	86	84	85	84	88	82	86	-2	→	4	→
Your personal security on board	82	84	83	83	90	86	88	87	86	87	0	→	2	→
The cleanliness of the inside	83	85	88	85	88	85	89	87	90	87	0	→	-3	→
The cleanliness of the outside	81	79	83	80	82	79	84	83	88	79	-4	→	-10	↓
The availability of staff	28	28	24	29	34	29	29	32	34	30	-1	→	-4	→
How well train company deals with delays	47	35	30	20	55	41	54	32	46	46	14	→	0	→









































































Chiltern Railways - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	944	926	824	808	947	803	748	727	786	680				
Overall satisfaction with the journey	91	89	90	92	92	89	92	93	92	90	-3		-2	
STATION FACILITIES														
Overall satisfaction with the station	84	86	91	88	86	83	87	87	89	88	1		-1	
Ticket buying facilities	80	83	85	85	80	83	80	82	85	84	2		-1	
Provision of information about train times/platforms	85	84	85	87	85	85	82	85	86	85	0		0	
The upkeep/repair of the station buildings/platforms	80	77	85	80	83	79	81	84	85	83	0		-1	
Cleanliness	85	82	89	84	86	85	85	87	86	87	0		1	
The facilities and services	67	63	70	67	67	67	67	70	74	72	2		-3	
The attitudes and helpfulness of the staff	74	79	76	79	80	79	81	84	85	85	1		0	
Connections with other forms of public transport	76	78	77	81	77	73	73	74	79	78	5		-1	
Facilities for car parking	70	68	70	66	72	73	72	77	70	77	0		7	
Overall environment	80	79	86	83	82	79	83	81	85	83	2		-2	
Your personal security whilst using the station	75	76	79	77	79	74	77	79	83	81	2		-1	
The availability of staff	64	67	68	69	64	63	69	67	71	70	3		-1	
The provision of shelter facilities	-	-	-	-	80	73	78	73	81	78	5		-3	
Availability of seating	-	-	-	-	60	56	60	55	60	63	8		3	
How request to station staff was handled	87	87	87	92	85	85	90	91	94	92	2		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	49	48	53	60	56	3		-4	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	90	88	91	93	91	90	-2		-1	
The frequency of the trains on that route	85	83	83	82	80	78	82	81	84	81	0		-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	91	90	86	88	90	91	93	90	89	91	1		2	
The length of time the journey was scheduled to take (speed)	86	84	89	89	89	89	88	90	89	91	0		2	
Connections with other train services	72	73	77	76	73	77	76	81	81	78	-4		-3	
The value for money of the price of your ticket	59	54	57	55	53	50	54	58	52	52	-6		0	
Upkeep and repair of the train	84	85	90	88	89	84	87	89	87	88	-1		1	
The provision of information during the journey	73	75	79	77	78	74	80	78	79	82	4		3	
The helpfulness and attitude of staff on train	63	58	66	65	56	58	55	62	60	62	0		2	
The space for luggage	57	57	65	64	56	57	63	61	58	63	2		5	
The toilet facilities	58	57	54	56	52	58	54	56	56	58	2		2	
Sufficient room for all passengers to sit/stand	81	79	85	82	78	79	78	80	76	81	2		5	
The comfort of the seating area	81	80	86	85	83	82	82	85	84	83	-2		-1	
The ease of being able to get on and off	92	90	91	90	89	88	90	92	90	92	-1		2	
Your personal security on board	86	82	87	86	85	85	86	85	88	88	3		0	
The cleanliness of the inside	84	85	87	86	85	83	86	88	87	86	-2		0	
The cleanliness of the outside	83	80	86	84	83	81	84	84	85	80	-4		-5	
The availability of staff	39	40	42	42	36	35	32	37	37	44	7		7	
How well train company deals with delays	53	49	44	45	49	49	50	50	58	64	14		6	

First Great Western - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	489	565	418	453	428	428	551	464	523	508				
Overall satisfaction with the journey	76	76	76	79	81	74	69	71	74	78	7		4	
STATION FACILITIES														
Overall satisfaction with the station	74	69	79	79	85	80	79	76	84	79	3		-4	
Ticket buying facilities	71	71	75	75	78	71	71	73	82	73	0		-9	
Provision of information about train times/platforms	76	76	84	82	85	86	82	79	86	85	7		-1	
The upkeep/repair of the station buildings/platforms	55	55	66	61	72	74	76	71	75	73	2		-2	
Cleanliness	63	59	73	66	78	76	80	75	77	76	1		0	
The facilities and services	60	57	63	58	70	64	62	57	69	62	5		-7	
The attitudes and helpfulness of the staff	65	63	69	70	73	72	72	74	76	76	2		0	
Connections with other forms of public transport	76	77	74	76	78	77	70	63	76	71	8		-4	
Facilities for car parking	48	50	49	51	51	51	51	49	58	52	2		-6	
Overall environment	62	60	68	66	71	68	70	67	74	70	3		-5	
Your personal security whilst using the station	70	66	71	71	76	73	73	66	75	73	7		-2	
The availability of staff	55	52	61	60	64	59	62	62	72	65	3		-7	
The provision of shelter facilities	-	-	-	-	73	62	67	59	71	60	0		-11	
Availability of seating	-	-	-	-	38	45	44	41	47	42	1		-6	
How request to station staff was handled	82	76	91	81	83	82	90	80	80	87	6		6	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	57	52	44	57	49	5		-8	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	78	71	71	71	77	74	4		-3	
The frequency of the trains on that route	75	81	83	78	80	76	73	75	80	76	1		-4	
Punctuality/reliability (i.e. the train arriving/departing on time)	72	75	72	76	78	71	61	64	71	70	6		-1	
The length of time the journey was scheduled to take (speed)	77	80	82	80	79	77	73	77	79	78	1		-1	
Connections with other train services	73	74	69	71	72	68	64	69	72	72	3		1	
The value for money of the price of your ticket	36	30	35	31	31	26	29	27	30	29	2		0	
Upkeep and repair of the train	77	76	77	75	81	81	73	72	76	75	3		-1	
The provision of information during the journey	61	65	68	65	68	65	59	62	68	64	1		-4	
The helpfulness and attitude of staff on train	60	66	73	61	61	63	67	61	65	65	4		0	
The space for luggage	46	49	48	49	51	53	52	52	54	58	6		3	
The toilet facilities	43	32	40	30	35	39	39	38	34	38	0		4	
Sufficient room for all passengers to sit/stand	52	50	49	48	50	52	49	51	53	52	1		-2	
The comfort of the seating area	66	68	69	62	65	60	64	63	67	64	1		-3	
The ease of being able to get on and off	71	71	77	71	70	69	68	69	71	71	2		0	
Your personal security on board	79	80	79	79	80	76	78	75	81	77	3		-4	
The cleanliness of the inside	75	78	76	76	76	76	75	74	80	77	3		-2	
The cleanliness of the outside	73	70	75	73	75	66	74	70	75	71	1		-4	
The availability of staff	41	45	45	41	42	42	36	40	44	41	1		-2	
How well train company deals with delays	36	44	50	34	41	39	32	43	51	33	-10		-19	

First Great Western - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	2885	2971	2542	2591	2609	2568	2589	2586	2483	2598				
Overall satisfaction with the journey	83	82	84	82	83	81	82	82	83	81	0		-1	
STATION FACILITIES														
Overall satisfaction with the station	75	75	77	76	78	76	77	78	82	81	2		-1	
Ticket buying facilities	71	73	75	75	74	77	75	78	78	80	2		2	
Provision of information about train times/platforms	78	78	81	81	83	83	83	83	85	85	2		0	
The upkeep/repair of the station buildings/platforms	64	61	66	65	68	68	72	71	75	73	1		-2	
Cleanliness	69	68	71	71	73	73	77	76	80	78	1		-2	
The facilities and services	54	53	53	53	58	56	60	62	65	64	2		-2	
The attitudes and helpfulness of the staff	75	74	74	76	75	75	77	75	79	80	4		0	
Connections with other forms of public transport	69	71	71	70	72	69	71	73	73	71	-2		-2	
Facilities for car parking	60	59	58	55	58	55	56	55	61	58	2		-3	
Overall environment	66	66	67	66	68	65	72	71	75	73	2		-2	
Your personal security whilst using the station	68	67	71	69	71	69	72	73	76	74	1		-2	
The availability of staff	58	62	60	62	58	63	61	65	66	67	1		1	
The provision of shelter facilities	-	-	-	-	68	63	70	68	74	69	1		-5	
Availability of seating	-	-	-	-	50	49	50	53	56	58	5		2	
How request to station staff was handled	86	91	86	88	89	91	89	85	89	89	4		1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	46	47	50	50	49	-1		-1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	81	80	81	80	79	79	-1		0	
The frequency of the trains on that route	78	75	78	76	75	76	76	74	77	77	3		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	77	80	78	79	77	76	74	74	75	1		1	
The length of time the journey was scheduled to take (speed)	86	85	87	86	86	84	85	84	83	85	1		2	
Connections with other train services	74	73	77	74	73	73	73	71	71	75	4		4	
The value for money of the price of your ticket	58	52	55	50	56	51	51	51	51	52	0		1	
Upkeep and repair of the train	73	72	78	77	78	75	75	77	73	73	-4		0	
The provision of information during the journey	66	64	68	68	69	68	65	67	65	67	0		2	
The helpfulness and attitude of staff on train	71	70	70	67	68	69	67	68	68	70	2		1	
The space for luggage	54	56	55	54	53	57	52	55	55	56	1		1	
The toilet facilities	43	42	45	46	46	43	41	41	42	42	0		-1	
Sufficient room for all passengers to sit/stand	70	72	70	69	67	70	68	69	68	72	3		4	
The comfort of the seating area	69	71	74	74	73	74	73	73	72	73	0		2	
The ease of being able to get on and off	77	78	78	77	77	77	77	76	76	77	1		1	
Your personal security on board	79	78	80	81	79	79	80	81	81	81	0		-	
The cleanliness of the inside	72	71	76	77	77	74	74	77	75	75	-2		-1	
The cleanliness of the outside	70	64	74	73	73	70	72	71	72	71	-1		-1	
The availability of staff	53	50	51	50	48	49	46	49	47	49	0		2	
How well train company deals with delays	43	43	44	42	49	45	43	44	41	40	-3		-1	

Govia Thameslink Railway - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	513	547	641	649	490	540	524	669	524	628				
Overall satisfaction with the journey	65	71	73	69	73	68	73	68	69	67	-1	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	66	68	75	76	83	78	82	80	80	81	1	→	2	→
Ticket buying facilities	65	64	65	70	74	72	72	75	66	68	-7	→	2	→
Provision of information about train times/platforms	74	71	74	77	83	77	83	81	74	74	-7	↓	0	→
The upkeep/repair of the station buildings/platforms	56	60	66	67	72	71	77	73	76	74	2	→	-2	→
Cleanliness	67	69	73	74	79	77	83	78	82	81	3	→	-1	→
The facilities and services	46	48	53	47	65	56	62	60	63	60	1	→	-3	→
The attitudes and helpfulness of the staff	61	66	62	66	69	65	74	76	69	73	-3	→	4	→
Connections with other forms of public transport	72	73	76	73	81	82	73	77	79	81	3	→	2	→
Facilities for car parking	48	51	49	50	54	50	44	44	44	41	-3	→	-2	→
Overall environment	57	58	64	65	77	72	77	70	71	75	5	→	4	→
Your personal security whilst using the station	61	59	64	65	74	74	77	70	71	74	4	→	3	→
The availability of staff	55	49	51	56	67	62	62	65	60	68	3	→	8	↑
The provision of shelter facilities	-	-	-	-	67	59	67	63	72	68	5	→	-4	→
Availability of seating	-	-	-	-	37	33	39	40	40	39	-1	→	-1	→
How request to station staff was handled	72	79	75	82	80	79	74	75	74	70	-5	→	-4	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	53	48	55	56	8	↑	1	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	66	57	65	60	63	61	1	→	-2	→
The frequency of the trains on that route	71	70	72	71	75	71	76	70	70	67	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	60	64	68	63	76	64	71	64	65	58	-6	→	-7	↓
The length of time the journey was scheduled to take (speed)	76	75	75	75	79	75	77	77	74	71	-6	→	-2	→
Connections with other train services	75	72	72	71	73	71	72	70	81	67	-3	→	-13	↓
The value for money of the price of your ticket	23	20	24	21	20	22	22	22	26	25	3	→	-1	→
Upkeep and repair of the train	57	58	58	53	53	48	53	51	54	53	2	→	-1	→
The provision of information during the journey	44	43	44	44	48	41	46	42	41	43	1	→	3	→
The helpfulness and attitude of staff on train	25	23	27	30	37	29	32	31	29	28	-3	→	-1	→
The space for luggage	35	36	35	37	38	35	36	35	31	35	1	→	4	→
The toilet facilities	16	18	17	19	23	25	33	24	21	15	-8	→	-6	→
Sufficient room for all passengers to sit/stand	34	43	37	40	41	38	38	35	34	33	-1	→	0	→
The comfort of the seating area	45	53	48	48	50	49	48	43	45	41	-1	→	-4	→
The ease of being able to get on and off	60	66	61	67	71	63	69	63	60	65	2	→	5	→
Your personal security on board	61	67	68	67	71	67	69	66	63	66	0	→	3	→
The cleanliness of the inside	55	66	60	59	60	56	62	59	60	60	1	→	0	→
The cleanliness of the outside	51	55	54	50	48	49	57	54	55	56	2	→	1	→
The availability of staff	5	7	8	10	11	7	8	12	9	9	-3	→	-1	→
How well train company deals with delays	21	24	34	23	24	29	35	33	17	21	-12	↓	4	→

Govia Thameslink Railway - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1105	1269	1239	1351	1301	1222	1033	1136	1028	1097				
Overall satisfaction with the journey	80	80	83	82	83	79	81	81	80	78	-3	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	72	70	76	74	77	73	77	76	78	75	-1	→	-3	→
Ticket buying facilities	71	67	70	70	70	67	75	69	71	69	0	→	-2	→
Provision of information about train times/platforms	73	74	78	79	79	78	81	78	77	74	-4	→	-3	→
The upkeep/repair of the station buildings/platforms	58	60	62	67	65	66	74	70	73	67	-2	→	-5	↓
Cleanliness	66	68	69	72	73	74	80	74	77	73	-1	→	-4	→
The facilities and services	45	42	48	47	51	50	52	55	56	52	-4	→	-4	→
The attitudes and helpfulness of the staff	66	67	68	73	71	68	76	74	72	67	-7	↓	-4	→
Connections with other forms of public transport	69	70	71	76	79	72	76	77	75	74	-3	→	-1	→
Facilities for car parking	43	43	44	43	42	40	48	45	44	42	-3	→	-2	→
Overall environment	62	57	64	65	69	65	72	68	68	66	-3	→	-2	→
Your personal security whilst using the station	61	59	65	67	71	67	70	69	66	69	0	→	3	→
The availability of staff	54	49	57	56	58	54	58	61	59	57	-3	→	-1	→
The provision of shelter facilities	-	-	-	-	65	56	65	63	67	61	-3	→	-6	↓
Availability of seating	-	-	-	-	47	43	46	45	50	49	4	→	-1	→
How request to station staff was handled	91	78	88	84	87	81	85	89	85	87	-2	→	2	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	44	43	44	46	43	-1	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	76	70	76	73	72	72	-2	→	0	→
The frequency of the trains on that route	76	75	78	81	80	77	78	78	72	72	-7	↓	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	78	80	80	83	73	75	76	72	66	-9	↓	-5	↓
The length of time the journey was scheduled to take (speed)	84	87	86	86	89	84	85	85	82	83	-3	→	0	→
Connections with other train services	75	76	77	77	81	77	78	76	71	68	-8	↓	-3	→
The value for money of the price of your ticket	43	36	44	39	44	36	43	45	43	42	-3	→	-1	→
Upkeep and repair of the train	63	61	65	64	62	54	65	61	60	61	0	→	1	→
The provision of information during the journey	46	49	48	52	50	48	57	52	48	53	1	→	5	→
The helpfulness and attitude of staff on train	39	34	34	39	39	39	44	37	43	35	-2	→	-8	→
The space for luggage	47	51	47	50	47	42	47	45	45	47	2	→	2	→
The toilet facilities	26	29	29	32	28	26	32	30	26	29	0	→	3	→
Sufficient room for all passengers to sit/stand	69	65	70	69	67	66	69	66	63	66	0	→	3	→
The comfort of the seating area	66	65	67	67	63	62	67	63	64	62	-1	→	-2	→
The ease of being able to get on and off	80	78	80	79	78	77	81	77	78	75	-1	→	-3	→
Your personal security on board	69	69	68	73	73	71	72	73	71	70	-3	→	-1	→
The cleanliness of the inside	64	63	67	66	66	57	69	65	67	68	3	→	1	→
The cleanliness of the outside	58	52	63	59	59	52	66	63	61	62	-1	→	1	→
The availability of staff	17	14	17	19	17	15	19	17	20	17	0	→	-3	→
How well train company deals with delays	44	25	32	34	36	27	46	35	36	24	-11	↓	-12	↓









































































London Midland - % saying satisfied/good

Peak	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	84	95	75	82	94	144	146	137	133	133					
Overall satisfaction with the journey	86	64	79	73	81	63	77	78	69	80	2	→	12	→	
STATION FACILITIES															
Overall satisfaction with the station	82	84	77	73	77	77	72	67	68	74	7	→	7	→	
Ticket buying facilities	75	78	56	74	85	68	64	64	70	73	9	→	3	→	
Provision of information about train times/platforms	88	74	78	86	89	77	80	81	82	81	0	→	-2	→	
The upkeep/repair of the station buildings/platforms	67	71	69	64	69	67	69	54	60	58	5	→	-2	→	
Cleanliness	75	77	74	74	75	76	74	69	73	65	-4	→	-8	→	
The facilities and services	70	65	53	65	64	63	57	54	55	60	6	→	5	→	
The attitudes and helpfulness of the staff	70	64	69	76	72	75	63	56	60	70	14	→	10	→	
Connections with other forms of public transport	65	78	70	66	76	79	71	81	79	71	-10	→	-8	→	
Facilities for car parking	59	57	48	56	55	57	44	45	52	53	8	→	2	→	
Overall environment	82	74	61	67	71	69	64	56	61	58	2	→	-3	→	
Your personal security whilst using the station	82	69	63	70	82	66	65	72	67	70	-2	→	3	→	
The availability of staff	59	53	39	60	53	55	51	47	41	54	6	→	12	→	
The provision of shelter facilities	-	-	-	-	59	54	60	57	51	51	-6	→	0	→	
Availability of seating	-	-	-	-	29	22	26	21	25	32	11	→	8	→	
How request to station staff was handled	67	90	100	100	100	86	89	82	79	72	-10	→	-6	→	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	48	57	45	46	47	2	→	1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	74	64	73	72	66	76	4	→	10	→	
The frequency of the trains on that route	86	73	75	80	76	68	69	72	70	85	13	↑	15	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	88	58	73	70	75	58	76	75	58	73	-2	→	15	↑	
The length of time the journey was scheduled to take (speed)	77	75	79	77	84	64	79	78	76	78	0	→	1	→	
Connections with other train services	76	55	76	67	76	61	66	72	53	72	0	→	19	→	
The value for money of the price of your ticket	14	18	15	25	22	20	18	24	26	27	2	→	1	→	
Upkeep and repair of the train	83	84	76	79	88	78	77	75	74	78	3	→	5	→	
The provision of information during the journey	70	59	64	57	73	59	63	63	64	74	11	→	11	→	
The helpfulness and attitude of staff on train	51	43	55	52	61	47	44	58	52	65	7	→	13	→	
The space for luggage	56	53	39	42	50	47	43	53	34	51	-2	→	17	↑	
The toilet facilities	54	45	55	24	53	38	30	29	40	44	15	→	4	→	
Sufficient room for all passengers to sit/stand	40	40	30	30	49	32	37	45	31	46	0	→	15	↑	
The comfort of the seating area	59	60	63	53	66	46	54	50	48	68	18	↑	20	↑	
The ease of being able to get on and off	81	77	81	78	88	73	75	82	79	83	1	→	3	→	
Your personal security on board	84	83	82	69	90	74	74	83	68	77	-6	→	9	→	
The cleanliness of the inside	82	83	75	78	82	76	76	74	70	78	4	→	9	→	
The cleanliness of the outside	88	74	76	75	81	74	80	75	71	78	4	→	7	→	
The availability of staff	29	23	37	33	48	27	24	29	24	41	12	→	17	↑	
How well train company deals with delays	25	17	25	46	42	24	20	25	27	24	-1	→	-3	→	









































































London Midland - % saying satisfied/good

Off-Peak	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014		
											% change	significant change	% change	significant change	
Sample size	985	1130	1058	1110	1014	1005	1058	984	1124	1072					
Overall satisfaction with the journey	86	84	85	87	84	82	84	82	83	84	2	→	1	→	
STATION FACILITIES															
Overall satisfaction with the station	78	76	75	78	76	73	75	75	74	76	1	→	2	→	
Ticket buying facilities	76	78	80	78	74	73	75	74	74	79	5	→	5	→	
Provision of information about train times/platforms	84	82	84	83	85	80	80	81	80	82	1	→	2	→	
The upkeep/repair of the station buildings/platforms	68	62	69	67	71	66	66	62	66	67	5	↑	1	→	
Cleanliness	71	68	72	72	75	70	74	72	71	76	4	→	5	↑	
The facilities and services	49	47	49	47	54	53	54	52	49	52	0	→	3	→	
The attitudes and helpfulness of the staff	74	70	74	73	73	70	73	73	69	72	-1	→	2	→	
Connections with other forms of public transport	67	70	67	69	68	71	65	64	68	64	0	→	-3	→	
Facilities for car parking	49	54	53	56	58	44	48	51	54	53	2	→	-1	→	
Overall environment	66	64	67	67	69	60	66	62	63	66	4	→	3	→	
Your personal security whilst using the station	63	66	68	67	70	66	66	65	67	70	4	→	3	→	
The availability of staff	57	59	60	59	56	55	56	55	54	58	4	→	4	→	
The provision of shelter facilities	-	-	-	-	72	64	68	66	69	66	-1	→	-4	→	
Availability of seating	-	-	-	-	54	47	52	52	51	54	1	→	3	→	
How request to station staff was handled	86	90	91	86	88	81	84	88	80	89	1	→	10	↑	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	41	45	43	43	44	1	→	1	→	
TRAIN FACILITIES															
Overall satisfaction with the train	-	-	-	-	84	81	82	80	82	81	1	→	-1	→	
The frequency of the trains on that route	78	77	78	83	78	76	78	75	80	80	5	↑	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	77	79	82	75	70	72	74	76	77	3	→	1	→	
The length of time the journey was scheduled to take (speed)	87	87	86	90	84	86	83	83	87	86	3	→	-1	→	
Connections with other train services	75	76	73	78	76	72	73	72	78	76	4	→	-2	→	
The value for money of the price of your ticket	58	54	54	54	54	54	55	52	56	57	4	→	1	→	
Upkeep and repair of the train	76	74	80	84	84	80	79	79	69	78	-1	→	9	↑	
The provision of information during the journey	66	66	68	75	76	71	73	70	68	71	1	→	3	→	
The helpfulness and attitude of staff on train	58	64	65	63	66	59	64	62	61	65	3	→	4	→	
The space for luggage	57	53	53	58	56	55	53	54	50	48	-6	→	-2	→	
The toilet facilities	53	48	51	52	52	54	47	46	42	44	-2	→	2	→	
Sufficient room for all passengers to sit/stand	76	71	69	77	73	69	68	68	70	69	1	→	-1	→	
The comfort of the seating area	74	72	74	81	80	77	75	75	72	74	-1	→	3	→	
The ease of being able to get on and off	81	81	81	86	81	80	82	82	81	81	-1	→	0	→	
Your personal security on board	79	76	78	81	78	75	78	76	77	77	1	→	0	→	
The cleanliness of the inside	77	73	80	82	83	76	77	75	71	76	1	→	4	↑	
The cleanliness of the outside	77	72	80	83	83	77	79	75	76	76	1	→	0	→	
The availability of staff	42	44	48	45	48	42	44	42	40	45	3	→	5	→	
How well train company deals with delays	41	33	42	49	46	33	39	35	37	36	1	→	-1	→	









































































London Overground - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	23	124	17	40	30	41	66	58	49	75				
Overall satisfaction with the journey	83	94	91	100	96	87	88	92	88	90	-2		3	
STATION FACILITIES														
Overall satisfaction with the station	86	73	83	89	96	78	85	87	85	88	2		3	
Ticket buying facilities	31	63	86	97	73	69	89	83	77	87	4		10	
Provision of information about train times/platforms	70	82	78	92	98	74	88	86	87	89	3		2	
The upkeep/repair of the station buildings/platforms	55	64	55	84	92	69	73	78	76	78	0		2	
Cleanliness	66	75	83	94	82	71	83	78	86	81	3		-6	
The facilities and services	8	40	59	46	71	51	52	40	45	40	0		-4	
The attitudes and helpfulness of the staff	19	69	52	74	80	69	88	85	81	83	-1		3	
Connections with other forms of public transport	78	93	56	74	72	83	76	83	91	87	4		-4	
Facilities for car parking	10	30	21	43	64	69	55	50	58	59	9		1	
Overall environment	55	53	52	82	73	62	76	71	56	77	6		21	
Your personal security whilst using the station	16	52	74	77	74	81	84	78	70	83	5		13	
The availability of staff	28	45	34	78	70	65	76	86	68	75	-11		7	
The provision of shelter facilities	-	-	-	-	86	56	79	68	69	75	8		6	
Availability of seating	-	-	-	-	63	53	59	60	64	65	5		0	
How request to station staff was handled	100	96	-	100	100	69	75	100	100	90	-10		-10	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	47	39	32	43	46	14		3	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	99	98	91	90	82	90	0		8	
The frequency of the trains on that route	62	80	88	74	85	67	60	76	69	76	0		7	
Punctuality/reliability (i.e. the train arriving/departing on time)	83	85	89	87	99	75	89	91	84	92	1		7	
The length of time the journey was scheduled to take (speed)	83	91	80	84	91	69	79	83	88	87	5		-1	
Connections with other train services	74	88	86	81	92	69	78	77	87	90	13		3	
The value for money of the price of your ticket	5	47	16	32	45	26	37	44	44	48	4		4	
Upkeep and repair of the train	70	93	91	98	94	95	96	95	94	93	-1		-1	
The provision of information during the journey	94	88	61	89	96	90	90	74	94	85	11		-9	
The helpfulness and attitude of staff on train	17	22	20	29	41	47	40	33	40	56	23		16	
The space for luggage	36	54	62	77	48	58	48	50	38	61	10		22	
The toilet facilities	12	4	12	31	69	22	-	14	10	18	4		8	
Sufficient room for all passengers to sit/stand	35	64	57	92	70	69	58	63	68	71	8		3	
The comfort of the seating area	44	76	84	72	86	81	75	80	80	78	-2		-2	
The ease of being able to get on and off	61	82	81	95	99	94	86	81	82	80	-1		-2	
Your personal security on board	51	80	79	91	94	84	91	84	79	76	-9		-3	
The cleanliness of the inside	87	94	91	98	86	91	93	92	86	94	3		8	
The cleanliness of the outside	84	87	91	93	89	88	94	95	88	98	4		10	
The availability of staff	12	11	18	29	26	27	21	20	24	26	5		1	
How well train company deals with delays	11	39	0	100	0	26	61	0	33	33	33		-1	

London Overground - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	727	824	1229	1162	1104	1070	996	1111	1146	1172				
Overall satisfaction with the journey	85	89	92	90	93	92	89	91	88	87	-4		-2	
STATION FACILITIES														
Overall satisfaction with the station	74	79	81	81	86	79	80	85	82	81	-4		-2	
Ticket buying facilities	67	75	78	73	77	70	68	73	74	71	-2		-3	
Provision of information about train times/platforms	75	77	80	82	83	82	80	84	81	80	-5		-1	
The upkeep/repair of the station buildings/platforms	67	74	75	77	78	77	71	77	74	77	0		3	
Cleanliness	78	79	78	78	80	80	77	79	76	76	-3		0	
The facilities and services	32	29	34	35	45	43	39	43	40	40	-4		0	
The attitudes and helpfulness of the staff	73	68	67	65	68	69	68	75	72	71	-4		-1	
Connections with other forms of public transport	77	76	75	76	76	77	79	81	80	76	-5		-5	
Facilities for car parking	22	19	27	35	32	33	31	42	32	25	-17		-7	
Overall environment	66	69	72	71	77	71	68	72	71	68	-4		-3	
Your personal security whilst using the station	63	67	68	70	73	68	70	76	71	68	-9		-4	
The availability of staff	62	58	57	60	62	63	60	66	62	61	-5		-1	
The provision of shelter facilities	-	-	-	-	70	60	62	66	66	65	-1		-1	
Availability of seating	-	-	-	-	57	45	45	52	48	52	0		3	
How request to station staff was handled	78	68	88	90	86	84	84	77	80	89	12		10	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	38	40	42	40	37	-5		-3	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	92	92	91	89	88	87	-2		-2	
The frequency of the trains on that route	74	77	82	79	79	79	79	79	75	77	-2		2	
Punctuality/reliability (i.e. the train arriving/departing on time)	76	78	83	88	88	87	84	86	82	81	-5		-1	
The length of time the journey was scheduled to take (speed)	87	90	87	89	88	90	88	89	87	87	-2		0	
Connections with other train services	83	82	81	84	83	82	82	86	81	80	-6		0	
The value for money of the price of your ticket	60	53	54	49	57	48	54	56	49	55	-2		5	
Upkeep and repair of the train	92	96	96	95	94	92	93	94	93	90	-4		-3	
The provision of information during the journey	84	86	87	86	86	85	84	84	83	81	-2		-1	
The helpfulness and attitude of staff on train	52	44	54	57	58	60	54	52	42	41	-10		0	
The space for luggage	62	60	69	63	62	58	57	59	50	48	-11		-1	
The toilet facilities	18	10	19	17	16	12	14	22	12	14	-8		2	
Sufficient room for all passengers to sit/stand	68	76	80	77	76	72	70	70	66	67	-3		0	
The comfort of the seating area	81	84	86	83	85	81	79	83	79	80	-3		1	
The ease of being able to get on and off	81	86	89	84	86	81	84	84	80	83	-2		3	
Your personal security on board	75	81	82	80	83	80	82	81	78	78	-3		1	
The cleanliness of the inside	92	94	93	92	93	91	91	92	89	88	-4		-1	
The cleanliness of the outside	93	92	91	90	92	89	91	91	89	86	-4		-2	
The availability of staff	37	26	37	37	43	42	37	30	24	24	-6		0	
How well train company deals with delays	28	50	42	42	42	36	29	48	29	29	-19		0	



































































South West Trains - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	357	380	324	282	285	377	388	408	511	506				
Overall satisfaction with the journey	82	79	76	80	80	72	73	71	73	78	7		4	
STATION FACILITIES														
Overall satisfaction with the station	75	77	69	67	82	79	74	73	80	81	8		2	
Ticket buying facilities	65	70	60	66	82	77	79	71	73	76	6		3	
Provision of information about train times/platforms	83	80	82	81	87	81	77	76	83	84	9		1	
The upkeep/repair of the station buildings/platforms	63	61	55	55	71	71	63	61	71	71	10		1	
Cleanliness	71	61	58	58	75	75	67	70	74	74	4		0	
The facilities and services	40	49	40	36	58	66	59	50	60	64	14		4	
The attitudes and helpfulness of the staff	63	67	67	64	64	72	73	66	68	70	4		2	
Connections with other forms of public transport	66	71	65	64	84	82	78	76	78	79	3		2	
Facilities for car parking	58	53	55	41	58	59	48	48	45	42	-5		-2	
Overall environment	64	64	55	54	74	73	63	64	71	73	9		2	
Your personal security whilst using the station	67	64	59	61	71	71	67	66	74	71	6		-3	
The availability of staff	46	46	48	46	54	56	57	56	58	57	1		-2	
The provision of shelter facilities	-	-	-	-	64	64	57	58	68	64	6		-3	
Availability of seating	-	-	-	-	24	24	25	28	28	32	5		4	
How request to station staff was handled	61	75	69	91	80	74	95	66	91	88	22		-3	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	62	52	50	60	61	11		1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	76	70	70	66	71	76	10		5	
The frequency of the trains on that route	80	79	73	79	81	72	77	70	72	74	4		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	86	87	83	78	89	72	80	71	73	72	1		-1	
The length of time the journey was scheduled to take (speed)	83	82	76	73	76	70	75	70	73	73	2		0	
Connections with other train services	80	81	70	76	72	67	75	66	70	70	4		1	
The value for money of the price of your ticket	26	24	21	20	23	18	29	28	26	23	-5		-3	
Upkeep and repair of the train	78	75	76	77	81	75	75	71	72	76	5		4	
The provision of information during the journey	69	72	69	68	72	72	69	65	70	68	3		-2	
The helpfulness and attitude of staff on train	55	65	63	63	66	72	63	64	64	71	7		7	
The space for luggage	50	45	43	44	47	44	41	40	47	52	12		5	
The toilet facilities	25	24	26	28	28	23	24	19	23	29	10		7	
Sufficient room for all passengers to sit/stand	42	37	31	32	40	32	36	29	35	37	8		2	
The comfort of the seating area	68	58	59	52	64	58	54	50	59	61	11		1	
The ease of being able to get on and off	70	72	74	74	70	67	64	56	67	71	15		5	
Your personal security on board	75	75	75	78	80	79	74	67	79	80	13		0	
The cleanliness of the inside	71	69	73	72	74	73	74	71	72	75	4		3	
The cleanliness of the outside	72	69	77	70	78	74	74	69	73	75	6		1	
The availability of staff	40	44	48	49	47	48	49	46	43	46	0		2	
How well train company deals with delays	28	26	32	35	53	43	28	31	31	27	-4		-4	









































































South West Trains - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1939	1939	1776	2052	2090	1627	1674	1536	1616	1681				
Overall satisfaction with the journey	88	86	85	84	86	83	83	82	82	81	-1	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	78	73	75	75	77	73	74	76	76	77	1	→	2	→
Ticket buying facilities	73	71	73	71	72	73	70	72	76	74	2	→	-2	→
Provision of information about train times/platforms	84	84	81	84	83	81	80	79	83	83	4	↑	0	→
The upkeep/repair of the station buildings/platforms	62	58	57	58	67	62	65	61	67	65	4	→	-3	→
Cleanliness	67	63	63	64	70	67	67	65	71	69	5	↑	-1	→
The facilities and services	52	50	47	48	58	54	52	54	54	57	3	→	2	→
The attitudes and helpfulness of the staff	69	69	66	70	68	67	68	71	69	70	-1	→	1	→
Connections with other forms of public transport	77	75	75	76	76	74	71	72	75	75	2	→	-1	→
Facilities for car parking	49	46	56	53	55	47	45	41	45	48	7	→	3	→
Overall environment	67	63	62	63	66	61	64	64	65	65	1	→	0	→
Your personal security whilst using the station	68	68	65	69	68	66	67	69	71	69	0	→	-2	→
The availability of staff	57	54	54	56	52	54	53	58	55	55	-3	→	0	→
The provision of shelter facilities	-	-	-	-	65	60	64	61	64	62	1	→	-2	→
Availability of seating	-	-	-	-	44	41	38	38	39	39	1	→	0	→
How request to station staff was handled	81	80	89	81	83	75	84	87	79	88	1	→	9	→
The choice of shops/eating/drinking facilities available	-	-	-	-	-	50	50	52	53	52	0	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	84	81	81	80	80	79	-1	→	-1	→
The frequency of the trains on that route	79	78	77	79	76	74	71	75	75	74	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	86	84	83	85	78	80	78	80	77	-1	→	-3	→
The length of time the journey was scheduled to take (speed)	87	84	83	84	83	83	81	82	83	80	-2	→	-2	→
Connections with other train services	78	77	77	76	74	75	73	73	75	75	2	→	0	→
The value for money of the price of your ticket	46	39	41	39	40	37	39	39	42	38	-1	→	-4	→
Upkeep and repair of the train	83	82	80	83	79	79	78	77	76	76	0	→	0	→
The provision of information during the journey	78	78	75	77	75	73	73	71	72	72	1	→	1	→
The helpfulness and attitude of staff on train	72	69	68	69	71	69	70	68	66	67	0	→	2	→
The space for luggage	60	60	55	61	57	56	52	57	56	55	-2	→	-1	→
The toilet facilities	41	38	39	41	37	32	31	34	33	33	-1	→	0	→
Sufficient room for all passengers to sit/stand	76	76	73	79	72	70	69	69	67	68	-1	→	0	→
The comfort of the seating area	81	80	77	79	77	75	75	74	72	74	-1	→	1	→
The ease of being able to get on and off	85	82	83	83	81	79	79	79	77	81	1	→	4	→
Your personal security on board	83	80	79	82	81	80	80	82	78	80	-2	→	2	→
The cleanliness of the inside	77	75	75	79	77	74	72	74	74	72	-2	→	-2	→
The cleanliness of the outside	80	76	79	79	79	76	76	74	75	75	1	→	0	→
The availability of staff	55	54	55	56	54	51	53	50	51	51	2	→	0	→
How well train company deals with delays	42	34	42	37	48	45	41	37	44	40	3	→	-4	→









































































Southeastern - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	487	608	487	510	515	651	597	651	662	655				
Overall satisfaction with the journey	66	72	73	72	79	68	79	64	62	64	0		2	
STATION FACILITIES														
Overall satisfaction with the station	67	72	75	72	74	71	78	74	74	74	0		0	
Ticket buying facilities	57	63	58	62	64	63	70	69	70	73	4		3	
Provision of information about train times/platforms	74	73	78	74	79	74	82	71	73	78	7		5	
The upkeep/repair of the station buildings/platforms	56	60	61	60	66	63	67	59	67	66	7		-1	
Cleanliness	65	66	72	67	71	67	72	66	70	72	5		2	
The facilities and services	51	43	52	48	56	52	54	51	61	56	5		-5	
The attitudes and helpfulness of the staff	58	59	63	62	64	62	64	62	65	72	10		8	
Connections with other forms of public transport	72	76	73	73	83	75	80	78	77	76	-1		0	
Facilities for car parking	33	37	39	34	37	35	34	27	32	32	5		0	
Overall environment	56	61	64	61	63	64	66	60	66	65	5		-1	
Your personal security whilst using the station	59	58	60	57	64	66	68	63	71	68	5		-2	
The availability of staff	50	53	55	54	58	58	58	60	60	67	7		7	
The provision of shelter facilities	-	-	-	-	65	53	63	59	62	58	-1		-4	
Availability of seating	-	-	-	-	33	29	29	23	26	29	6		3	
How request to station staff was handled	67	74	75	72	73	77	82	77	67	78	0		11	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	40	35	37	45	41	4		-4	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	73	67	71	64	61	59	-5		-2	
The frequency of the trains on that route	64	69	70	74	74	70	72	71	69	65	-6		-4	
Punctuality/reliability (i.e. the train arriving/departing on time)	65	70	70	72	82	67	75	60	63	63	4		0	
The length of time the journey was scheduled to take (speed)	65	75	74	71	82	73	77	68	67	69	1		3	
Connections with other train services	65	65	66	70	74	68	66	64	65	58	-6		-8	
The value for money of the price of your ticket	26	21	25	17	29	20	22	19	21	23	4		2	
Upkeep and repair of the train	66	61	65	61	69	64	65	60	57	62	2		5	
The provision of information during the journey	62	58	55	59	63	61	58	51	53	58	7		6	
The helpfulness and attitude of staff on train	40	41	42	44	46	50	47	34	46	40	5		-7	
The space for luggage	34	37	37	35	38	41	39	33	34	32	0		-2	
The toilet facilities	20	19	22	17	20	23	24	17	20	20	3		0	
Sufficient room for all passengers to sit/stand	37	38	42	36	45	44	44	35	35	36	1		1	
The comfort of the seating area	54	52	52	56	58	55	58	50	49	52	2		3	
The ease of being able to get on and off	63	68	69	67	69	68	75	66	70	68	3		-2	
Your personal security on board	58	61	66	63	68	65	70	59	68	67	8		-1	
The cleanliness of the inside	60	62	64	63	67	63	66	62	60	61	-1		1	
The cleanliness of the outside	62	61	62	63	66	58	64	62	58	61	-2		2	
The availability of staff	20	22	23	20	26	28	23	15	25	23	8		-2	
How well train company deals with delays	23	18	21	24	23	31	21	14	17	28	14		11	







































































Southeastern - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1178	1322	1088	1212	1156	1036	1075	1001	1044	1196				
Overall satisfaction with the journey	86	87	88	85	87	84	87	78	81	81	3		0	
STATION FACILITIES														
Overall satisfaction with the station	79	77	80	74	76	75	78	73	77	78	5		2	
Ticket buying facilities	72	74	72	73	72	75	74	72	69	70	-1		1	
Provision of information about train times/platforms	82	79	81	78	78	78	84	77	79	79	2		1	
The upkeep/repair of the station buildings/platforms	65	67	66	67	70	66	70	65	69	71	6		2	
Cleanliness	70	71	73	71	74	72	73	69	74	75	6		1	
The facilities and services	50	51	50	51	57	50	58	52	56	60	7		3	
The attitudes and helpfulness of the staff	74	71	72	69	70	67	72	71	71	76	5		5	
Connections with other forms of public transport	76	74	76	73	74	77	72	72	74	73	1		-1	
Facilities for car parking	44	48	51	44	46	52	50	58	48	54	-4		6	
Overall environment	67	65	70	67	66	64	68	62	66	66	5		1	
Your personal security whilst using the station	63	65	64	64	67	63	68	63	66	67	4		1	
The availability of staff	62	59	57	58	58	56	61	58	62	67	9		5	
The provision of shelter facilities	-	-	-	-	67	62	68	60	64	64	3		0	
Availability of seating	-	-	-	-	47	49	45	45	45	48	3		3	
How request to station staff was handled	95	89	82	77	84	79	83	81	89	88	7		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	42	41	42	42	43	1		1	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	83	80	82	78	76	78	0		2	
The frequency of the trains on that route	79	80	79	77	78	78	79	74	76	70	-4		-5	
Punctuality/reliability (i.e. the train arriving/departing on time)	85	83	86	83	86	82	83	74	77	78	4		1	
The length of time the journey was scheduled to take (speed)	86	83	85	83	87	84	86	81	82	81	1		0	
Connections with other train services	76	74	73	73	78	76	78	72	75	70	-2		-5	
The value for money of the price of your ticket	46	39	42	40	42	37	40	38	45	39	0		-6	
Upkeep and repair of the train	77	73	76	77	77	74	74	73	69	69	-3		0	
The provision of information during the journey	70	69	73	73	74	73	73	69	67	70	1		3	
The helpfulness and attitude of staff on train	58	62	58	61	57	60	58	56	57	60	4		4	
The space for luggage	54	52	56	55	53	51	54	53	51	55	2		5	
The toilet facilities	41	29	38	34	36	42	38	36	33	37	1		4	
Sufficient room for all passengers to sit/stand	75	77	76	74	78	76	77	71	72	74	3		2	
The comfort of the seating area	77	72	75	73	77	75	78	71	71	73	1		2	
The ease of being able to get on and off	84	84	85	85	86	84	86	80	83	84	3		1	
Your personal security on board	71	71	75	73	75	72	76	72	72	73	1		1	
The cleanliness of the inside	76	71	76	75	76	71	75	72	70	71	-1		1	
The cleanliness of the outside	73	67	74	71	73	69	74	71	71	73	2		2	
The availability of staff	36	39	38	40	36	37	38	37	34	37	0		3	
How well train company deals with delays	46	32	32	38	49	32	36	38	27	26	-12		-1	

Southern - % saying satisfied/good

Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	402	505	417	459	489	386	502	585	499	562				
Overall satisfaction with the journey	76	73	67	63	75	71	67	72	67	57	-15		-10	
STATION FACILITIES														
Overall satisfaction with the station	68	68	71	66	78	65	73	72	74	67	-5		-7	
Ticket buying facilities	58	60	66	58	65	54	64	61	58	60	-1		2	
Provision of information about train times/platforms	74	72	78	71	81	72	78	71	72	62	-9		-10	
The upkeep/repair of the station buildings/platforms	56	54	63	55	62	51	57	55	61	59	4		-2	
Cleanliness	67	65	67	60	69	61	66	65	71	71	6		0	
The facilities and services	43	43	41	34	55	52	55	56	56	61	5		4	
The attitudes and helpfulness of the staff	62	55	54	57	65	53	57	59	60	60	1		0	
Connections with other forms of public transport	74	73	65	61	82	74	80	81	73	74	-6		2	
Facilities for car parking	31	36	36	34	29	27	22	33	27	21	-12		-6	
Overall environment	58	55	60	56	62	56	60	60	62	57	-3		-5	
Your personal security whilst using the station	59	55	61	53	69	62	67	68	66	65	-2		-1	
The availability of staff	46	47	41	43	52	47	54	52	50	53	2		3	
The provision of shelter facilities	-	-	-	-	72	55	64	61	65	61	0		-4	
Availability of seating	-	-	-	-	23	19	23	22	27	22	0		-5	
How request to station staff was handled	83	65	76	65	62	74	69	82	69	68	-13		0	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	50	49	47	51	55	8		5	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	72	64	68	75	74	68	-7		-6	
The frequency of the trains on that route	71	70	73	64	69	63	67	68	66	55	-13		-11	
Punctuality/reliability (i.e. the train arriving/departing on time)	77	67	68	61	75	60	65	55	57	41	-14		-16	
The length of time the journey was scheduled to take (speed)	76	73	76	72	82	71	72	73	70	61	-12		-9	
Connections with other train services	70	70	72	68	78	66	71	64	66	59	-5		-7	
The value for money of the price of your ticket	32	22	24	22	32	23	28	29	24	21	-9		-4	
Upkeep and repair of the train	70	64	65	63	71	60	65	76	75	70	-5		-5	
The provision of information during the journey	67	63	61	64	69	65	69	71	65	67	-5		2	
The helpfulness and attitude of staff on train	58	43	51	38	42	37	52	49	39	43	-5		4	
The space for luggage	47	41	38	40	33	36	42	41	35	34	-7		-1	
The toilet facilities	27	23	28	24	28	28	28	45	33	35	-10		2	
Sufficient room for all passengers to sit/stand	51	41	40	42	47	42	43	45	41	43	-2		2	
The comfort of the seating area	62	60	60	58	63	56	57	65	61	63	-2		2	
The ease of being able to get on and off	69	65	55	57	69	59	64	70	64	67	-3		2	
Your personal security on board	71	67	67	64	73	66	70	74	72	71	-3		-1	
The cleanliness of the inside	74	71	69	70	73	65	68	77	74	72	-6		-3	
The cleanliness of the outside	69	65	68	60	72	57	68	72	71	71	-1		0	
The availability of staff	37	30	31	22	18	17	26	25	19	22	-2		3	
How well train company deals with delays	29	25	26	21	22	23	35	27	26	16	-11		-10	

Southern - % saying satisfied/good

Off-Peak											Improvement/ decline in % satisfied or good since Spring 2014		Improvement/ decline in % satisfied or good since Autumn 2014	
	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	% change	significant change	% change	significant change
Sample size	1945	2046	1718	1879	2150	1727	1719	1594	1740	1970				
Overall satisfaction with the journey	84	85	87	84	83	80	79	80	81	77	-3		-4	
STATION FACILITIES														
Overall satisfaction with the station	76	75	80	77	78	75	76	75	77	73	-2		-4	
Ticket buying facilities	71	73	75	72	71	74	70	70	71	70	0		0	
Provision of information about train times/platforms	82	78	82	80	80	77	79	77	79	76	-1		-3	
The upkeep/repair of the station buildings/platforms	65	65	69	67	70	65	68	63	68	61	-2		-7	
Cleanliness	70	72	74	71	76	71	74	72	74	70	-1		-3	
The facilities and services	50	51	53	51	57	53	54	55	58	52	-2		-5	
The attitudes and helpfulness of the staff	70	72	74	72	73	71	69	71	73	72	1		-1	
Connections with other forms of public transport	77	75	76	75	79	75	76	79	77	75	-3		-2	
Facilities for car parking	45	44	47	41	43	42	43	43	49	47	5		-1	
Overall environment	65	66	71	67	69	63	66	62	66	63	1		-3	
Your personal security whilst using the station	63	68	70	68	70	67	67	68	68	68	0		1	
The availability of staff	59	62	63	62	62	61	59	60	61	61	1		0	
The provision of shelter facilities	-	-	-	-	69	62	66	62	70	63	1		-7	
Availability of seating	-	-	-	-	42	43	43	44	44	44	0		0	
How request to station staff was handled	86	86	87	82	84	76	84	82	84	82	0		-1	
The choice of shops/eating/drinking facilities available	-	-	-	-	-	42	46	47	51	44	-3		-7	
TRAIN FACILITIES														
Overall satisfaction with the train	-	-	-	-	81	78	79	78	82	78	-1		-4	
The frequency of the trains on that route	73	77	77	77	76	71	75	75	75	70	-5		-5	
Punctuality/reliability (i.e. the train arriving/departing on time)	80	81	81	81	77	75	76	69	72	61	-8		-11	
The length of time the journey was scheduled to take (speed)	84	86	86	86	84	82	83	82	81	76	-6		-5	
Connections with other train services	75	78	77	78	77	76	73	77	75	68	-8		-7	
The value for money of the price of your ticket	46	45	47	42	44	40	43	43	45	41	-1		-4	
Upkeep and repair of the train	72	75	73	68	72	71	71	76	77	78	2		1	
The provision of information during the journey	78	77	76	73	76	74	73	75	76	75	1		-1	
The helpfulness and attitude of staff on train	61	60	63	57	59	59	59	59	57	60	2		3	
The space for luggage	51	52	51	49	48	45	44	48	49	50	2		0	
The toilet facilities	35	43	39	31	38	36	33	39	43	46	8		4	
Sufficient room for all passengers to sit/stand	72	74	72	71	70	69	67	69	71	70	2		-1	
The comfort of the seating area	74	74	74	71	71	70	71	73	74	74	1		0	
The ease of being able to get on and off	81	82	81	79	78	78	77	79	79	79	0		0	
Your personal security on board	76	76	78	74	76	76	76	75	79	77	2		-2	
The cleanliness of the inside	71	74	73	70	74	71	72	75	78	77	2		-1	
The cleanliness of the outside	75	74	75	72	71	69	72	73	76	72	0		-4	
The availability of staff	42	42	42	40	38	38	39	39	41	41	2		0	
How well train company deals with delays	37	38	40	41	42	32	40	37	40	32	-5		-8	

Overall satisfaction with the journey

	sample size	% satisfied/	significant change		sample size	% satisfied/	significant change
Abellio Greater Anglia: Intercity	408	77	→	Heathrow Connect	539	88	→
Abellio Greater Anglia: Mainline	579	71	→	Heathrow Express	629	94	→
Abellio Greater Anglia: Metro	241	77	→	London Midland: London Commuter	314	83	→
Abellio Greater Anglia: Rural	167	81	→	London Midland: West Coast	270	91	→
Abellio Greater Anglia: Stansted Express	180	90	→	London Midland: West Midlands	603	82	→
Abellio Greater Anglia: West Anglia Inner	182	74	→	London Overground: Gospel Oak - Barking	242	95	→
Abellio Greater Anglia: West Anglia Outer	375	76	→	London Overground: Richmond/Clapham Junction - Stratford	278	88	→
Arriva Trains Wales: Cardiff and Valleys	315	84	→	London Overground: Watford - Euston	389	91	→
Arriva Trains Wales: Interurban	339	92	→	London Overground: Highbury - Croydon/Clapham	295	84	↓
Arriva Trains Wales: Mid Wales and Borders	248	89	→	Merseyrail: Northern	364	92	→
Arriva Trains Wales: North Wales and Borders	185	94	→	Merseyrail: Wirral	330	90	→
Arriva Trains Wales: South Wales and Borders/West Wales	248	91	→	Northern Rail: Lancashire & Cumbria	191	81	→
c2c: Southend Line	785	87	→	Northern Rail: Manchester & Liverpool	439	76	→
c2c: Tilbury Line	199	84	→	Northern Rail: South & East Yorkshire	266	80	→
Chiltern Railways: North	186	92	→	Northern Rail: Tyne Tees & Wear	175	85	→
Chiltern Railways: South	881	89	→	Northern Rail: West & North Yorkshire	308	80	→
Crosscountry: Birmingham - Manchester	100	96	→	ScotRail: Interurban	421	85	→
Crosscountry: Birmingham - North East And Scotland	253	87	→	ScotRail: Rural	159	93	→
Crosscountry: Birmingham - South Coast	201	82	→	ScotRail: Strathclyde	267	88	→
Crosscountry: Birmingham - South West	283	86	→	ScotRail: Urban	278	84	→
Crosscountry: Birmingham - Stansted	179	79	→	Southeastern: High Speed	407	88	→
Crosscountry: Nottingham - Cardiff	109	88	→	Southeastern: Mainline	481	76	↑
East Coast: Non-London Journeys	319	94	→	Southeastern: Metro	917	73	→
East Coast: London East Midlands & East of England	227	93	→	Southern: Gatwick Express	579	86	→
East Coast: London - North East & Scotland	251	95	→	Southern: Metro	926	67	↓
East Coast: London - Yorkshire	281	93	→	Southern: Sussex Coast	964	76	→
East Midlands Trains: Liverpool - Norwich	289	85	→	South West Trains: Island Line	135	90	→
East Midlands Trains: Local	245	89	→	South West Trains: London	600	79	→
East Midlands Trains: London	541	90	→	South West Trains: Mainline	226	79	→
First Great Western: Long Distance	1330	83	→	South West Trains: Metro	304	80	→
First Great Western: London Thames Valley	1005	77	→	South West Trains: Not Managed By South West Trains	152	79	→
First Great Western: West	691	83	→	South West Trains: Portsmouth	125	81	→
First Hull Trains	559	96	→	South West Trains: Reading/Windsor	183	85	→
First TransPennine Express: North	672	86	→	South West Trains: Suburban	290	79	→
First TransPennine Express: North West	286	83	→	South West Trains: West of England	125	85	→
First TransPennine Express: South	194	86	→	Virgin: London - Birmingham - Scotland	295	86	→
Govia Thameslink Railway: Great Northern	510	80	→	Virgin: London - Liverpool	181	94	→
Govia Thameslink Railway: Thameslink Loop	398	64	→	Virgin: London - Manchester	284	90	→
Govia Thameslink Railway: Thameslink North	431	73	→	Virgin: London - North Wales	106	85	→
Govia Thameslink Railway: Thameslink South	348	70	↓	Virgin: London - Scotland	270	95	↑
Grand Central: London - Bradford	175	93	→	Virgin: London - Wolverhampton/Shrewsbury	253	85	→
Grand Central: London - Sunderland	347	94	→				

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

The value for money for the price of your ticket

	sample size	% satisfied/	significant change		sample size	% satisfied/	significant change
Abellio Greater Anglia: Intercity	410	39	→	Heathrow Connect	493	51	→
Abellio Greater Anglia: Mainline	558	29	→	Heathrow Express	638	36	↓
Abellio Greater Anglia: Metro	209	29	→	London Midland: London Commuter	303	37	→
Abellio Greater Anglia: Rural	163	44	→	London Midland: West Coast	257	68	→
Abellio Greater Anglia: Stansted Express	176	37	→	London Midland: West Midlands	531	57	→
Abellio Greater Anglia: West Anglia Inner	157	38	→	London Overground: Gospel Oak - Barking	205	62	→
Abellio Greater Anglia: West Anglia Outer	363	35	→	London Overground: Richmond/Clapham Junction - Stratford	247	60	→
Arriva Trains Wales: Cardiff and Valleys	312	55	→	London Overground: Watford - Euston	313	65	→
Arriva Trains Wales: Interurban	337	58	→	London Overground: Highbury - Croydon/Clapham	255	45	↓
Arriva Trains Wales: Mid Wales and Borders	242	59	→	Merseyrail: Northern	287	70	→
Arriva Trains Wales: North Wales and Borders	156	60	→	Merseyrail: Wirral	291	66	→
Arriva Trains Wales: South Wales and Borders/West Wales	246	57	→	Northern Rail: Lancashire & Cumbria	183	57	→
c2c: Southend Line	736	46	→	Northern Rail: Manchester & Liverpool	403	50	→
c2c: Tilbury Line	194	40	→	Northern Rail: South & East Yorkshire	255	58	→
Chiltern Railways: North	179	56	↓	Northern Rail: Tyne Tees & Wear	168	55	→
Chiltern Railways: South	844	43	↓	Northern Rail: West & North Yorkshire	304	54	→
Crosscountry: Birmingham - Manchester	95	71	→	ScotRail: Interurban	407	54	→
Crosscountry: Birmingham - North East And Scotland	244	58	→	ScotRail: Rural	157	81	→
Crosscountry: Birmingham - South Coast	193	48	→	ScotRail: Strathclyde	264	64	→
Crosscountry: Birmingham - South West	273	47	→	ScotRail: Urban	275	45	→
Crosscountry: Birmingham - Stansted	171	62	↑	Southeastern: High Speed	391	35	→
Crosscountry: Nottingham - Cardiff	103	46	→	Southeastern: Mainline	463	37	→
East Coast: Non-London Journeys	301	65	→	Southeastern: Metro	769	31	→
East Coast: London East Midlands & East of England	225	60	→	Southern: Gatwick Express	564	36	→
East Coast: London - North East & Scotland	246	60	→	Southern: Metro	779	31	↓
East Coast: London - Yorkshire	271	63	→	Southern: Sussex Coast	927	41	→
East Midlands Trains: Liverpool - Norwich	280	61	→	South West Trains: Island Line	119	77	→
East Midlands Trains: Local	240	57	→	South West Trains: London	570	34	→
East Midlands Trains: London	521	45	→	South West Trains: Mainline	226	39	→
First Great Western: Long Distance	1305	43	→	South West Trains: Metro	266	34	→
First Great Western: London Thames Valley	969	45	→	South West Trains: Not Managed By South West Trains	157	43	→
First Great Western: West	679	63	→	South West Trains: Portsmouth	127	31	→
First Hull Trains	553	56	↓	South West Trains: Reading/Windsor	161	32	→
First TransPennine Express: North	657	57	→	South West Trains: Suburban	295	35	→
First TransPennine Express: North West	262	66	↑	South West Trains: West of England	121	58	↑
First TransPennine Express: South	190	70	↑	Virgin: London - Birmingham - Scotland	281	67	→
Govia Thameslink Railway: Great Northern	492	40	→	Virgin: London - Liverpool	176	63	→
Govia Thameslink Railway: Thameslink Loop	359	31	→	Virgin: London - Manchester	276	59	→
Govia Thameslink Railway: Thameslink North	394	35	→	Virgin: London - North Wales	101	65	→
Govia Thameslink Railway: Thameslink South	314	34	→	Virgin: London - Scotland	261	65	→
Grand Central: London - Bradford	171	80	→	Virgin: London - Wolverhampton/Shrewsbury	246	70	→
Grand Central: London - Sunderland	345	74	→				

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

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

	sample size	% satisfied/	significant change		sample size	% satisfied/	significant change
Abellio Greater Anglia: Intercity	407	71	→	Heathrow Connect	545	69	↓
Abellio Greater Anglia: Mainline	572	73	→	Heathrow Express	639	94	→
Abellio Greater Anglia: Metro	239	75	→	London Midland: London Commuter	312	77	→
Abellio Greater Anglia: Rural	168	80	→	London Midland: West Coast	274	81	→
Abellio Greater Anglia: Stansted Express	179	94	→	London Midland: West Midlands	598	75	→
Abellio Greater Anglia: West Anglia Inner	182	75	→	London Overground: Gospel Oak - Barking	243	85	→
Abellio Greater Anglia: West Anglia Outer	373	78	→	London Overground: Richmond/Clapham Junction - Stratford	278	84	→
Arriva Trains Wales: Cardiff and Valleys	314	83	→	London Overground: Watford - Euston	382	84	→
Arriva Trains Wales: Interurban	347	88	→	London Overground: Highbury - Croydon/Clapham	287	78	↓
Arriva Trains Wales: Mid Wales and Borders	245	85	→	Merseyrail: Northern	360	93	→
Arriva Trains Wales: North Wales and Borders	177	94	→	Merseyrail: Wirral	332	91	→
Arriva Trains Wales: South Wales and Borders/West Wales	246	90	→	Northern Rail: Lancashire & Cumbria	188	77	→
c2c: Southend Line	790	93	→	Northern Rail: Manchester & Liverpool	436	77	→
c2c: Tilbury Line	197	91	→	Northern Rail: South & East Yorkshire	267	87	→
Chiltern Railways: North	186	91	→	Northern Rail: Tyne Tees & Wear	173	87	→
Chiltern Railways: South	876	91	→	Northern Rail: West & North Yorkshire	306	75	→
Crosscountry: Birmingham - Manchester	99	90	→	ScotRail: Interurban	421	84	↓
Crosscountry: Birmingham - North East And Scotland	253	87	↑	ScotRail: Rural	161	86	→
Crosscountry: Birmingham - South Coast	203	80	→	ScotRail: Strathclyde	272	84	→
Crosscountry: Birmingham - South West	280	82	→	ScotRail: Urban	275	81	→
Crosscountry: Birmingham - Stansted	182	85	→	Southeastern: High Speed	408	84	→
Crosscountry: Nottingham - Cardiff	106	86	→	Southeastern: Mainline	480	77	↑
East Coast: Non-London Journeys	318	92	↑	Southeastern: Metro	919	70	→
East Coast: London East Midlands & East of England	225	87	→	Southern: Gatwick Express	567	89	→
East Coast: London - North East & Scotland	246	96	↑	Southern: Metro	923	46	↓
East Coast: London - Yorkshire	278	92	↑	Southern: Sussex Coast	960	64	↓
East Midlands Trains: Liverpool - Norwich	283	75	→	South West Trains: Island Line	133	97	→
East Midlands Trains: Local	245	89	→	South West Trains: London	594	74	→
East Midlands Trains: London	547	87	↑	South West Trains: Mainline	224	71	→
First Great Western: Long Distance	1338	77	→	South West Trains: Metro	306	73	→
First Great Western: London Thames Valley	1007	67	→	South West Trains: Not Managed By South West Trains	153	88	→
First Great Western: West	686	83	↑	South West Trains: Portsmouth	129	80	→
First Hull Trains	565	96	→	South West Trains: Reading/Windsor	179	79	→
First TransPennine Express: North	679	77	↓	South West Trains: Suburban	292	82	→
First TransPennine Express: North West	284	81	→	South West Trains: West of England	122	83	→
First TransPennine Express: South	195	85	→	Virgin: London - Birmingham - Scotland	290	81	→
Govia Thameslink Railway: Great Northern	513	77	→	Virgin: London - Liverpool	182	82	→
Govia Thameslink Railway: Thameslink Loop	399	49	↓	Virgin: London - Manchester	285	85	↓
Govia Thameslink Railway: Thameslink North	423	58	↓	Virgin: London - North Wales	106	89	→
Govia Thameslink Railway: Thameslink South	347	50	↓	Virgin: London - Scotland	268	81	→
Grand Central: London - Bradford	173	95	↑	Virgin: London - Wolverhampton/Shrewsbury	247	83	→
Grand Central: London - Sunderland	354	97	→				

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Sufficient room for all passengers to sit/stand

	sample size	% satisfied/	significant change		sample size	% satisfied/	significant change
Abellio Greater Anglia: Intercity	398	71	⇨	Heathrow Connect	528	81	⇨
Abellio Greater Anglia: Mainline	554	58	⇨	Heathrow Express	631	93	⇨
Abellio Greater Anglia: Metro	234	43	⇨	London Midland: London Commuter	304	60	⇨
Abellio Greater Anglia: Rural	168	79	⇨	London Midland: West Coast	263	77	↑
Abellio Greater Anglia: Stansted Express	179	81	⇨	London Midland: West Midlands	578	67	⇨
Abellio Greater Anglia: West Anglia Inner	176	58	↓	London Overground: Gospel Oak - Barking	226	69	⇨
Abellio Greater Anglia: West Anglia Outer	360	61	↓	London Overground: Richmond/Clapham Junction - Stratford	274	62	⇨
Arriva Trains Wales: Cardiff and Valleys	308	74	⇨	London Overground: Watford - Euston	375	85	⇨
Arriva Trains Wales: Interurban	338	85	⇨	London Overground: Highbury - Croydon/Clapham	279	68	↓
Arriva Trains Wales: Mid Wales and Borders	240	83	⇨	Merseyrail: Northern	346	74	⇨
Arriva Trains Wales: North Wales and Borders	176	85	⇨	Merseyrail: Wirral	326	78	⇨
Arriva Trains Wales: South Wales and Borders/West Wales	241	77	⇨	Northern Rail: Lancashire & Cumbria	184	75	⇨
c2c: Southend Line	763	58	⇨	Northern Rail: Manchester & Liverpool	423	60	⇨
c2c: Tilbury Line	191	49	⇨	Northern Rail: South & East Yorkshire	260	72	⇨
Chiltern Railways: North	179	87	⇨	Northern Rail: Tyne Tees & Wear	166	73	⇨
Chiltern Railways: South	869	68	⇨	Northern Rail: West & North Yorkshire	301	68	⇨
Crosscountry: Birmingham - Manchester	94	77	⇨	ScotRail: Interurban	410	67	⇨
Crosscountry: Birmingham - North East And Scotland	248	72	⇨	ScotRail: Rural	154	95	⇨
Crosscountry: Birmingham - South Coast	196	70	⇨	ScotRail: Strathclyde	267	85	⇨
Crosscountry: Birmingham - South West	272	73	⇨	ScotRail: Urban	265	66	↓
Crosscountry: Birmingham - Stansted	174	70	⇨	Southeastern: High Speed	400	75	↓
Crosscountry: Nottingham - Cardiff	107	65	⇨	Southeastern: Mainline	459	66	↑
East Coast: Non-London Journeys	308	85	⇨	Southeastern: Metro	866	57	⇨
East Coast: London East Midlands & East of England	214	75	⇨	Southern: Gatwick Express	565	82	⇨
East Coast: London - North East & Scotland	239	83	⇨	Southern: Metro	883	64	⇨
East Coast: London - Yorkshire	274	81	⇨	Southern: Sussex Coast	936	62	⇨
East Midlands Trains: Liverpool - Norwich	281	77	⇨	South West Trains: Island Line	129	91	⇨
East Midlands Trains: Local	242	78	⇨	South West Trains: London	585	59	⇨
East Midlands Trains: London	536	73	⇨	South West Trains: Mainline	226	70	⇨
First Great Western: Long Distance	1302	73	↑	South West Trains: Metro	298	64	⇨
First Great Western: London Thames Valley	989	67	⇨	South West Trains: Not Managed By South West Trains	148	63	↓
First Great Western: West	672	67	⇨	South West Trains: Portsmouth	122	60	⇨
First Hull Trains	550	89	⇨	South West Trains: Reading/Windsor	180	55	⇨
First TransPennine Express: North	653	64	↑	South West Trains: Suburban	276	61	⇨
First TransPennine Express: North West	280	72	↑	South West Trains: West of England	118	71	⇨
First TransPennine Express: South	193	72	⇨	Virgin: London - Birmingham - Scotland	285	75	⇨
Govia Thameslink Railway: Great Northern	493	51	⇨	Virgin: London - Liverpool	179	87	⇨
Govia Thameslink Railway: Thameslink Loop	386	57	⇨	Virgin: London - Manchester	275	79	⇨
Govia Thameslink Railway: Thameslink North	415	58	⇨	Virgin: London - North Wales	102	80	⇨
Govia Thameslink Railway: Thameslink South	326	68	⇨	Virgin: London - Scotland	265	83	⇨
Grand Central: London - Bradford	168	88	⇨	Virgin: London - Wolverhampton/Shrewsbury	245	70	⇨
Grand Central: London - Sunderland	348	92	⇨				













































































































Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Overall satisfaction with the station













































































































	sample size	% satisfied/	significant change		sample size	% satisfied/	significant change
Abellio Greater Anglia: Intercity	416	83	→	Heathrow Connect	544	75	→
Abellio Greater Anglia: Mainline	579	75	→	Heathrow Express	646	90	→
Abellio Greater Anglia: Metro	239	78	→	London Midland: London Commuter	315	74	→
Abellio Greater Anglia: Rural	169	71	→	London Midland: West Coast	273	83	→
Abellio Greater Anglia: Stansted Express	179	81	→	London Midland: West Midlands	601	75	→
Abellio Greater Anglia: West Anglia Inner	179	56	→	London Overground: Gospel Oak - Barking	239	85	→
Abellio Greater Anglia: West Anglia Outer	383	76	→	London Overground: Richmond/Clapham Junction - Stratford	283	77	→
Arriva Trains Wales: Cardiff and Valleys	316	75	→	London Overground: Watford - Euston	384	80	↓
Arriva Trains Wales: Interurban	345	85	→	London Overground: Highbury - Croydon/Clapham	290	84	→
Arriva Trains Wales: Mid Wales and Borders	245	80	→	Merseyrail: Northern	363	90	→
Arriva Trains Wales: North Wales and Borders	182	81	→	Merseyrail: Wirral	332	83	→
Arriva Trains Wales: South Wales and Borders/West Wales	253	80	→	Northern Rail: Lancashire & Cumbria	187	75	→
c2c: Southend Line	791	85	→	Northern Rail: Manchester & Liverpool	435	77	→
c2c: Tilbury Line	202	80	→	Northern Rail: South & East Yorkshire	265	83	↓
Chiltern Railways: North	190	85	→	Northern Rail: Tyne Tees & Wear	174	79	→
Chiltern Railways: South	872	91	→	Northern Rail: West & North Yorkshire	309	81	↑
Crosscountry: Birmingham - Manchester	99	94	↑	ScotRail: Interurban	429	87	→
Crosscountry: Birmingham - North East And Scotland	255	87	→	ScotRail: Rural	157	85	→
Crosscountry: Birmingham - South Coast	203	79	→	ScotRail: Strathclyde	271	83	→
Crosscountry: Birmingham - South West	279	79	→	ScotRail: Urban	281	87	→
Crosscountry: Birmingham - Stansted	179	75	→	Southeastern: High Speed	410	77	→
Crosscountry: Nottingham - Cardiff	106	86	→	Southeastern: Mainline	485	80	→
East Coast: Non-London Journeys	320	88	↑	Southeastern: Metro	920	76	→
East Coast: London East Midlands & East of England	230	89	→	Southern: Gatwick Express	584	81	→
East Coast: London - North East & Scotland	252	93	→	Southern: Metro	924	70	↓
East Coast: London - Yorkshire	287	91	→	Southern: Sussex Coast	969	73	→
East Midlands Trains: Liverpool - Norwich	288	86	↑	South West Trains: Island Line	133	77	→
East Midlands Trains: Local	244	82	→	South West Trains: London	603	82	→
East Midlands Trains: London	549	91	→	South West Trains: Mainline	227	72	→
First Great Western: Long Distance	1348	83	→	South West Trains: Metro	307	76	→
First Great Western: London Thames Valley	1018	77	→	South West Trains: Not Managed By South West Trains	158	94	↑
First Great Western: West	693	83	↑	South West Trains: Portsmouth	127	79	→
First Hull Trains	571	90	→	South West Trains: Reading/Windsor	179	74	→
First TransPennine Express: North	678	86	→	South West Trains: Suburban	294	72	→
First TransPennine Express: North West	291	84	→	South West Trains: West of England	125	81	→
First TransPennine Express: South	196	89	→	Virgin: London - Birmingham - Scotland	290	78	→
Govia Thameslink Railway: Great Northern	512	80	→	Virgin: London - Liverpool	181	81	→
Govia Thameslink Railway: Thameslink Loop	402	69	↓	Virgin: London - Manchester	286	82	→
Govia Thameslink Railway: Thameslink North	431	80	→	Virgin: London - North Wales	105	66	→
Govia Thameslink Railway: Thameslink South	344	70	→	Virgin: London - Scotland	272	80	→
Grand Central: London - Bradford	175	76	→	Virgin: London - Wolverhampton/Shrewsbury	248	71	→
Grand Central: London - Sunderland	365	84	↓				

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.









































































Journey Purpose

	Commuters Spring 2015			Business Spring 2015			Leisure Spring 2015		
	% satisfied/ good	Improvement/decline in % satisfied or good since Spring 2014	significant change	% satisfied/ good	Improvement/decline in % satisfied or good since Spring 2014	significant change	% satisfied/ good	Improvement/decline in % satisfied or good since Spring 2014	significant change
Overall sample size 28775									
Overall satisfaction with the journey	72	-3		82	-2		89	0	
STATION FACILITIES									
Overall satisfaction with the station	74	0		78	1		83	1	
Ticket buying facilities	70	0		76	1		82	2	
Provision of information about train times/platforms	76	0		82	1		86	0	
The upkeep/repair of the station buildings/platforms	66	3		70	2		77	1	
Cleanliness	71	1		75	1		81	2	
The facilities and services	53	4		60	2		62	2	
The attitudes and helpfulness of the staff	70	2		76	-1		80	2	
Connections with other forms of public transport	72	-1		75	-1		77	0	
Facilities for car parking	43	-1		51	-1		56	0	
Overall environment	65	2		69	2		74	1	
Your personal security whilst using the station	68	0		72	2		74	0	
The availability of staff	60	1		64	1		67	3	
The provision of shelter facilities	61	0		65	-1		72	1	
Availability of seating	41	1		46	2		58	2	
How request to station staff was handled	77	-1		89	3		92	4	
The choice of shops/eating/drinking facilities available	44	1		51	0		54	2	
TRAIN FACILITIES									
Overall satisfaction with the train	70	-2		78	-1		87	0	
The frequency of the trains on that route	67	-3		79	-1		83	-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	65	-2		79	-2		86	-1	
The length of time the journey was scheduled to take (speed)	76	-3		82	0		88	-1	
Connections with other train services	69	-2		73	-3		82	-1	
The value for money of the price of your ticket	30	-1		44	0		63	1	
Upkeep and repair of the train	67	-2		73	-2		81	-1	
The provision of information during the journey	64	0		69	0		77	1	
The helpfulness and attitude of staff on train	56	-1		70	3		73	0	
The space for luggage	47	-2		54	1		58	1	
The toilet facilities	29	-1		40	1		48	0	
Sufficient room for all passengers to sit/stand	54	-1		70	0		77	2	
The comfort of the seating area	63	-1		69	-2		80	1	
The ease of being able to get on and off	74	0		81	0		85	1	
Your personal security on board	73	0		79	0		82	0	
The cleanliness of the inside	68	-1		74	1		81	0	
The cleanliness of the outside	67	0		71	1		77	0	
The availability of staff	36	0		49	3		55	2	
How well train company deals with delays	24	-5		38	-5		52	1	

Age

	16-34 Spring 2015			Improvement/decline in % satisfied or good since Spring 2014			35-59 Spring 2015			Improvement/decline in % satisfied or good since Spring 2014			60+ Spring 2015			Improvement/decline in % satisfied or good since Spring 2014		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change			
Overall sample size 28775																		
Overall satisfaction with the journey	78	-2		78	-2		89	0										
STATION FACILITIES																		
Overall satisfaction with the station	80	2		76	0		84	0										
Ticket buying facilities	75	4		72	0		84	0										
Provision of information about train times/platforms	77	-1		80	1		88	1										
The upkeep/repair of the station buildings/platforms	69	2		69	3		78	1										
Cleanliness	72	0		74	2		82	1										
The facilities and services	56	6		56	3		63	0										
The attitudes and helpfulness of the staff	72	3		72	0		82	0										
Connections with other forms of public transport	75	-2		72	0		79	-1										
Facilities for car parking	49	1		46	-1		56	1										
Overall environment	70	3		67	2		74	0										
Your personal security whilst using the station	71	0		69	1		75	0										
The availability of staff	61	2		62	2		69	1										
The provision of shelter facilities	67	0		63	1		72	1										
Availability of seating	48	4		44	2		58	1										
How request to station staff was handled	83	1		86	3		93	3										
The choice of shops/eating/drinking facilities available	46	2		47	2		55	0										
TRAIN FACILITIES																		
Overall satisfaction with the train	76	-1		75	-1		87	-1										
The frequency of the trains on that route	69	-1		74	-2		85	-2										
Punctuality/reliability (i.e. the train arriving/departing on time)	69	0		74	-2		86	-2										
The length of time the journey was scheduled to take (speed)	80	-2		80	-2		89	-1										
Connections with other train services	74	-1		72	-2		82	-1										
The value for money of the price of your ticket	34	-1		41	0		70	-1										
Upkeep and repair of the train	69	-3		71	-1		82	0										
The provision of information during the journey	64	0		68	1		80	0										
The helpfulness and attitude of staff on train	61	0		62	1		72	-2										
The space for luggage	54	1		51	0		55	1										
The toilet facilities	36	3		34	-1		48	-2										
Sufficient room for all passengers to sit/stand	66	3		61	0		74	0										
The comfort of the seating area	71	0		67	0		77	0										
The ease of being able to get on and off	79	0		77	0		83	1										
Your personal security on board	78	0		76	1		81	-1										
The cleanliness of the inside	71	-4		72	1		83	-1										
The cleanliness of the outside	71	-2		70	0		77	0										
The availability of staff	40	1		43	1		56	1										
How well train company deals with delays	29	0		31	-6		52	0										

Gender

	Male Spring 2015			Female Spring 2015		
	% satisfied/ good	% change	Improvement/decline in % satisfied or good since Spring 2014	% satisfied/ good	% change	Improvement/decline in % satisfied or good since Spring 2014
Overall sample size 28775						
Overall satisfaction with the journey	78	-1		82	-1	
STATION FACILITIES						
Overall satisfaction with the station	77	1		80	0	
Ticket buying facilities	73	1		77	2	
Provision of information about train times/platforms	80	0		81	0	
The upkeep/repair of the station buildings/platforms	69	2		73	2	
Cleanliness	75	2		76	1	
The facilities and services	55	3		60	3	
The attitudes and helpfulness of the staff	73	1		76	1	
Connections with other forms of public transport	72	0		76	-1	
Facilities for car parking	48	0		50	-1	
Overall environment	68	3		70	0	
Your personal security whilst using the station	70	0		71	0	
The availability of staff	61	2		65	2	
The provision of shelter facilities	65	1		66	0	
Availability of seating	45	1		50	3	
How request to station staff was handled	87	2		87	3	
The choice of shops/eating/drinking facilities available	47	2		50	1	
TRAIN FACILITIES						
Overall satisfaction with the train	76	-1		80	-1	
The frequency of the trains on that route	75	-2		75	-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-2		77	-2	
The length of time the journey was scheduled to take (speed)	80	-1		84	-2	
Connections with other train services	73	-1		76	-2	
The value for money of the price of your ticket	42	0		47	0	
Upkeep and repair of the train	72	-1		74	-1	
The provision of information during the journey	68	1		71	1	
The helpfulness and attitude of staff on train	64	0		65	0	
The space for luggage	53	0		52	0	
The toilet facilities	37	-1		38	0	
Sufficient room for all passengers to sit/stand	64	0		66	0	
The comfort of the seating area	67	0		74	0	
The ease of being able to get on and off	79	0		79	0	
Your personal security on board	76	-1		78	1	
The cleanliness of the inside	74	1		74	-1	
The cleanliness of the outside	71	1		73	-1	
The availability of staff	45	2		45	0	
How well train company deals with delays	32	-3		36	-5	

Sample Profile - Weighted

Sample size	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	28775	12261	4246	12268	24544	4231	9385	5715	7288	6387
Abellio Greater Anglia	126400	54	18	28	90	10	28	18	28	26
Arriva Trains Wales	29901	32	10	58	82	18	22	26	27	26
c2c	37356	67	6	27	86	14	32	11	26	31
Chiltern Railways	22839	38	25	37	82	18	42	7	23	28
CrossCountry	45510	15	28	57	78	22	24	18	28	30
East Coast	19904	10	33	57	76	24	39	7	23	31
East Midlands Trains	24090	23	28	49	82	18	23	23	27	27
First Great Western	99672	30	20	50	77	23	20	27	27	26
First TransPennine Express	28000	26	13	61	82	18	26	18	29	26
Govia Thameslink Railway	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

Sample Profile - Unweighted

Sample size	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	28775	12261	4246	12268	24544	4231	9385	5715	7288	6387
Abellio Greater Anglia	2204	47	11	41	89	11	36	12	28	24
Arriva Trains Wales	1386	32	12	55	76	24	26	17	33	24
c2c	1011	64	7	29	86	14	39	10	26	24
Chiltern Railways	1089	45	19	36	90	10	48	6	26	20
CrossCountry	1150	29	23	48	85	15	20	13	31	36
East Coast	1105	16	25	59	80	20	48	7	13	32
East Midlands Trains	1099	32	20	49	80	20	26	28	25	21
First Great Western	3106	39	18	43	85	15	31	28	25	16
First TransPennine Express	1183	35	18	47	89	11	27	23	40	11
Govia Thameslink Railway	1725	59	8	33	89	11	37	14	27	22
London Midland	1205	47	14	39	89	11	34	24	27	15
London Overground	1247	58	8	33	90	10	30	12	20	39
Merseyrail	709	51	4	45	86	14	41	28	20	11
Northern Rail	1414	48	8	44	84	16	20	28	24	27
ScotRail	1156	36	16	48	76	24	24	25	34	16
South West Trains	2187	49	10	41	88	12	40	19	17	24
Southeastern	1851	51	10	39	87	13	28	33	25	14
Southern	2532	43	16	41	86	14	35	27	17	21
Virgin Trains	1416	21	32	47	80	20	31	9	29	31

Fieldwork on East Coast was conducted up to 28 February 2015. From 1st March 2015 Virgin Trains East Coast took over the East Coast franchise.

The following reports are produced each wave:

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

Sector definitions

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

London and South East Operators	<ul style="list-style-type: none"> Abellio Greater Anglia c2c Chiltern Railways First Great Western Govia Thameslink Railway London Midland London Overground South West Trains Southeastern Southern
Long Distance Operators	<ul style="list-style-type: none"> CrossCountry East Coast East Midlands Trains First TransPennine Express Virgin Trains
Regional Operators	<ul style="list-style-type: none"> Arriva Trains Wales Merseyrail Northern Rail ScotRail

How are routes defined

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

Abellio Greater Anglia: Intercity

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

Abellio Greater Anglia: Main line

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

Abellio Greater Anglia: Metro

Journeys on London – Shenfield metro service

Abellio Greater Anglia: Rural

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

Abellio Greater Anglia: Stansted

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

Abellio Greater Anglia: West Anglia Inner

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

Abellio Greater Anglia: West Anglia Outer

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

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

Arriva Trains Wales: Mid Wales & Borders

Journeys on the route Birmingham – Aberystwyth/Pwllheli

Arriva Trains Wales: North Wales & Borders

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

Arriva Trains Wales: South Wales & Borders/West Wales

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

c2c: Southend line

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

c2c: Tilbury line

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

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry: Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry: Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry: Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry: Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry: Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast: London - Yorkshire

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

East Coast: London - Scotland - North East

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

East Coast: London - East Midlands/East of England

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

East Coast: Non-London journeys

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

East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First Hull Trains:

All First Hull Trains journeys

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Govia Thameslink Railway: Great Northern

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

Govia Thameslink Railway: Thameslink Loop

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

Govia Thameslink Railway: North

Journeys starting from stations on the route between Farringdon and Bedford

Govia Thameslink Railway: South

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

Grand Central: London - Bradford

Journeys on London King's Cross - Bradford Interchange route

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London Commuter

Journeys on London Euston - Northampton services

London Midland: West Coast

Journeys on London Euston - Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around BirminghamNew Street

London Overground: Highbury - Croydon/ Clapham

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

London Overground: Gospel Oak - Barking

Journeys on the Gospel Oak - Barking line

London Overground: Richmond/Clapham Junction - Stratford

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

London Overground: Watford - Euston

Journeys on the London Euston - Watford line

Merseyrail: Northern

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by South West Trains

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: London - Birmingham – Scotland

Journeys on London - Birmingham – Scotland services

Virgin Trains: London – Liverpool

Journeys on London – Liverpool services

Virgin Trains: London – Manchester

Journeys on London – Manchester services

Virgin Trains: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains: London – Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services



Contacts:

Rebecca Joyner
BDRC Continental
Kingsbourne House
229-231 High Holborn
London, WC1V 7DA

Tel: 020 7490 9148
Email: rebecca.joyner@bdr-continental.com

David Greeno
Transport Focus
Fleetbank House
2-6 Salisbury Square
London, EC4Y 8JX

Tel: 0300 123 0837
Email: david.greeno@transportfocus.org.uk

Transport Focus is the operating name of the
Passengers' Council. This survey was published in
June 2015. © Transport Focus 2015.