



National Rail Passenger Survey Stakeholder 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

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Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini and other large stations, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift.

TOC data is compiled to provide a national sample.

Fieldwork takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.transportfocus.org.uk

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)

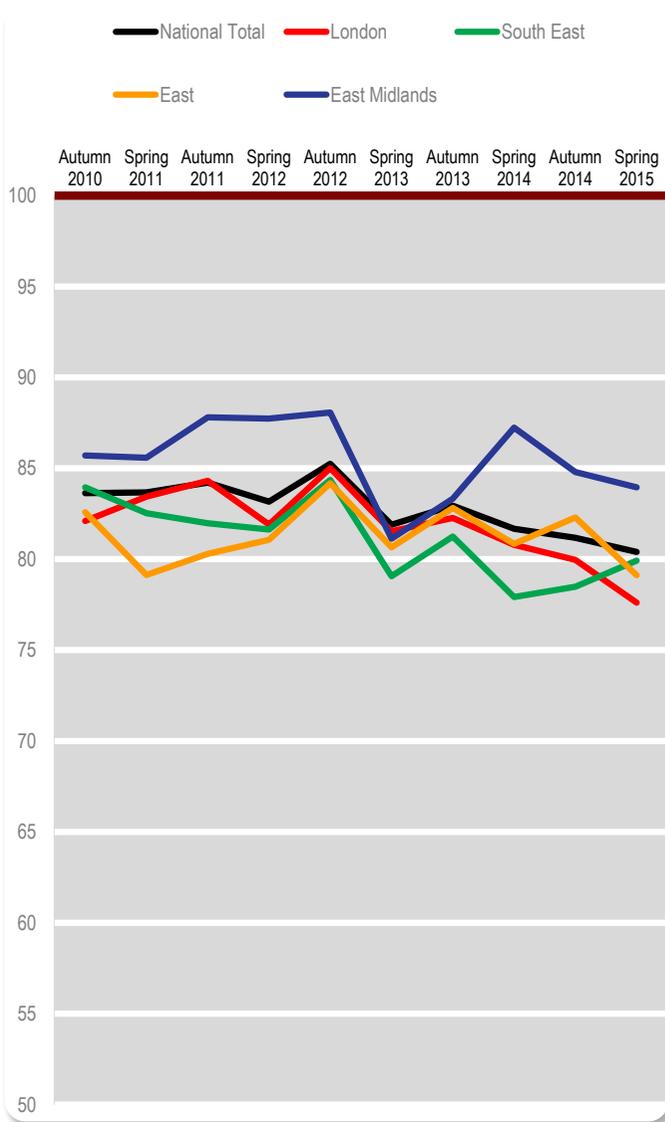
Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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 her related issues this wave.

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

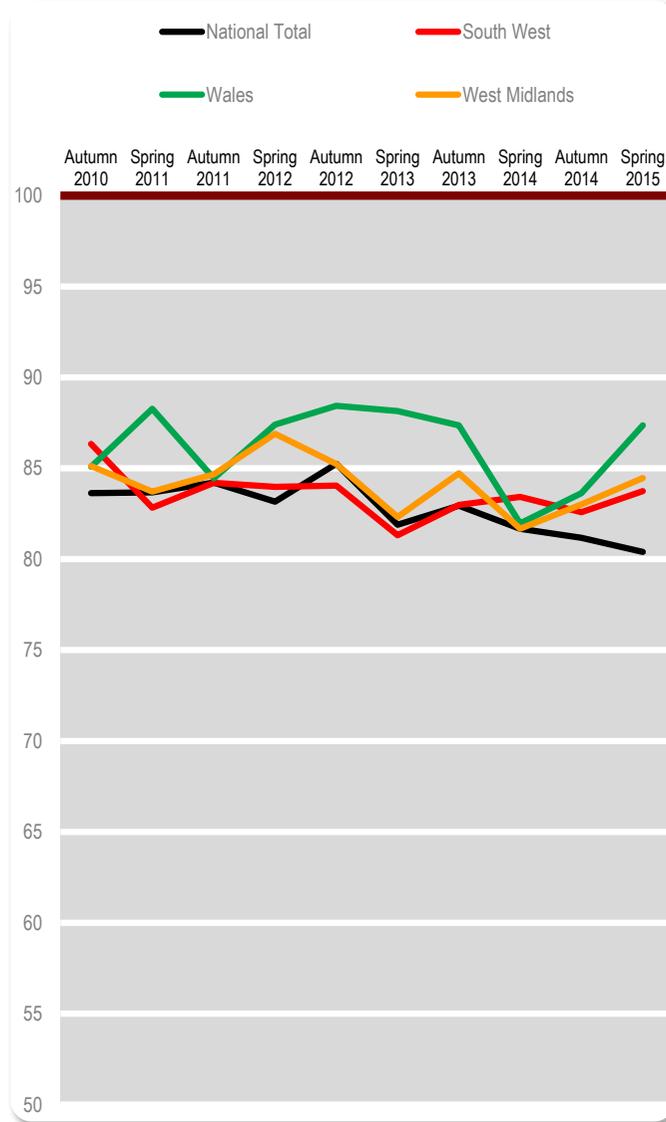
National total versus eastern regions

Percentage of passengers satisfied 2010 to 2015



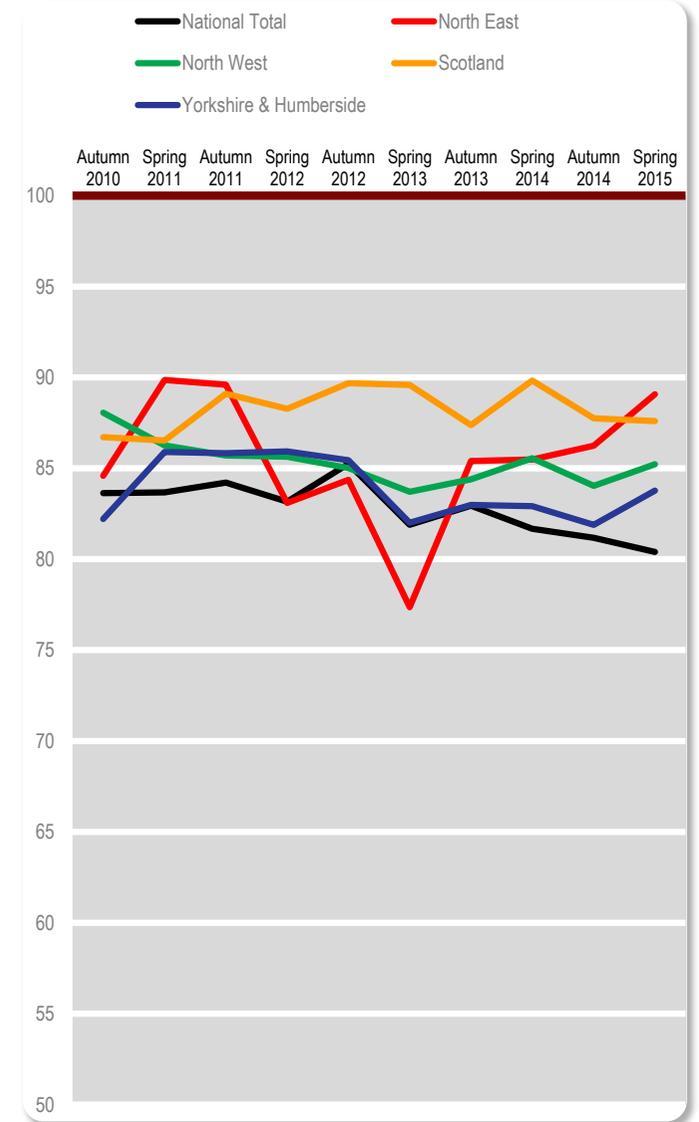
National total versus western regions

Percentage of passengers satisfied 2010 to 2015



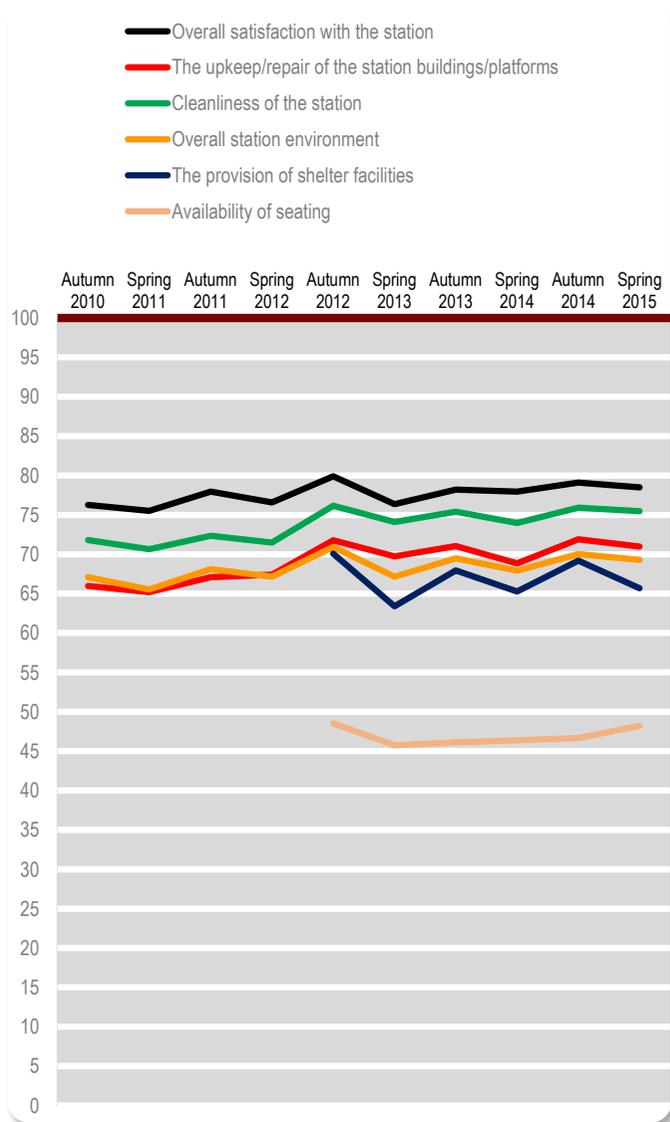
National total versus northern regions

Percentage of passengers satisfied 2010 to 2015



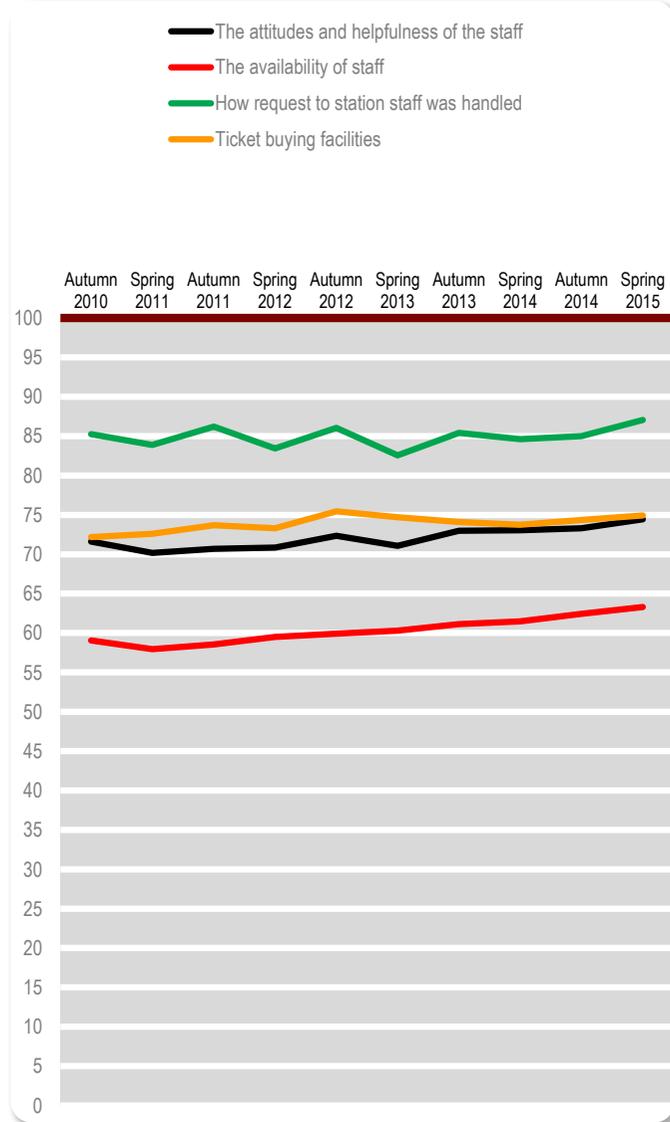
Satisfaction with station environment

Percentage of passengers satisfied 2010 to 2015



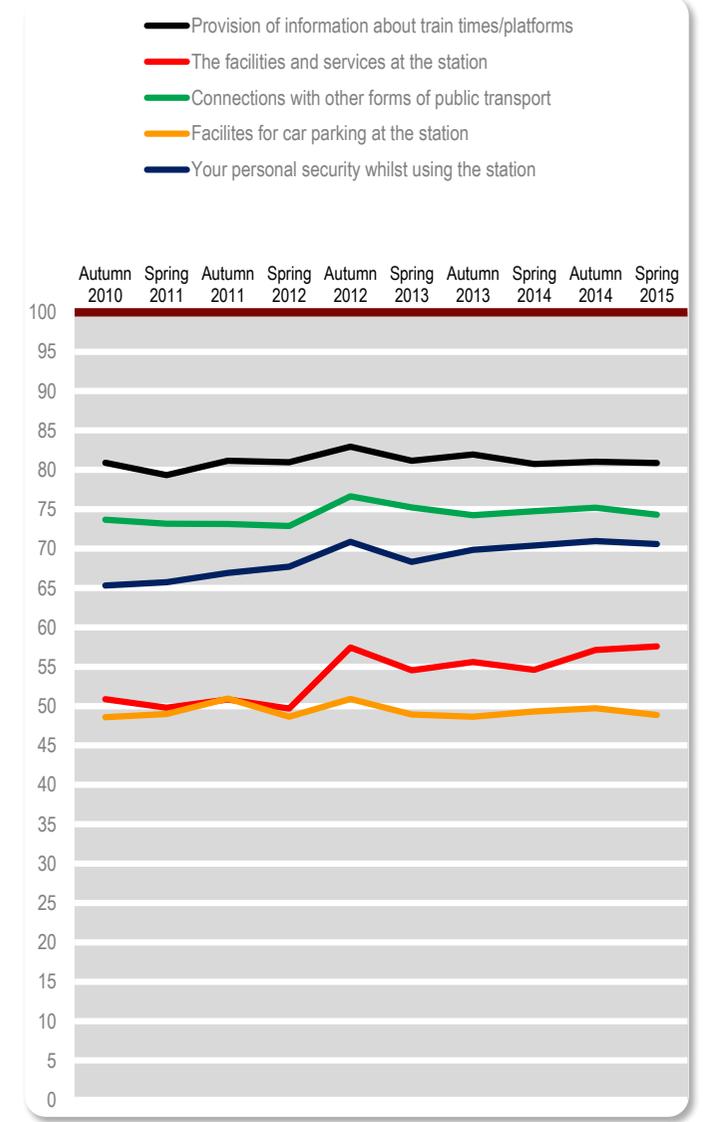
Satisfaction with station staff

Percentage of passengers satisfied 2010 to 2015



Satisfaction with station facilities

Percentage of passengers satisfied 2010 to 2015



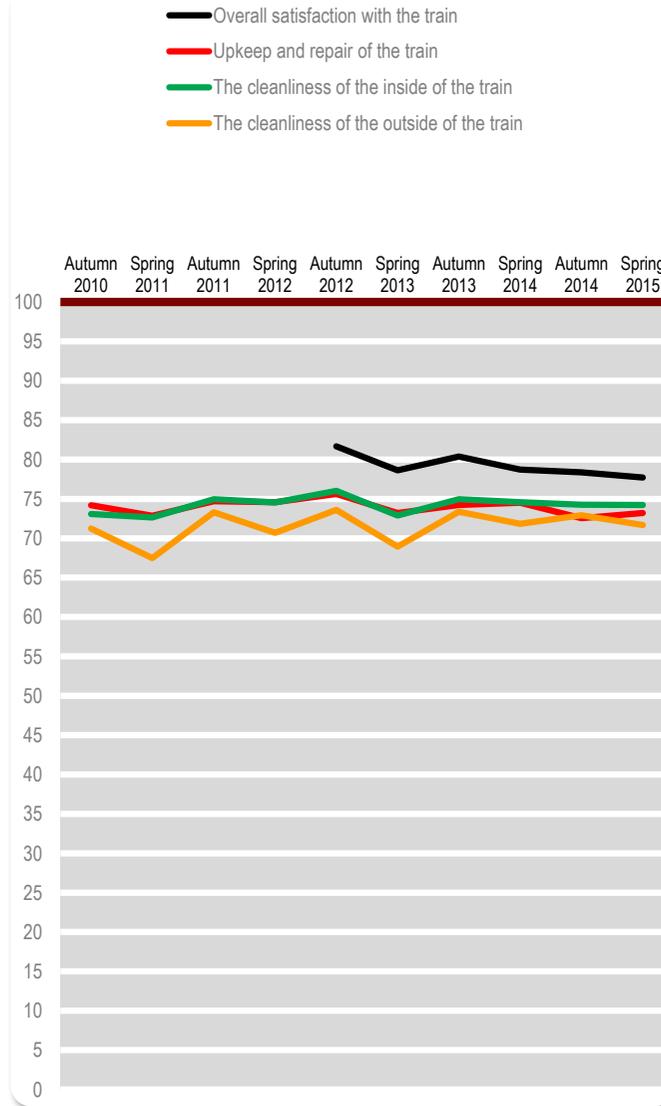
Satisfaction with timing factors

Percentage of passengers satisfied 2010 to 2015



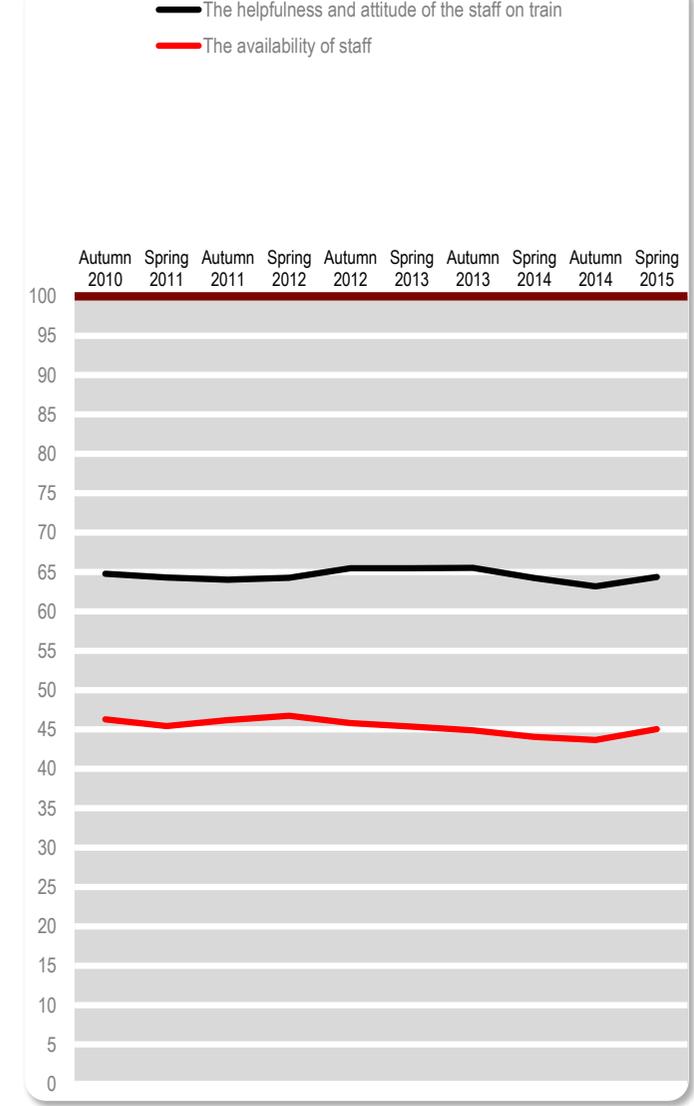
Satisfaction with train environment

Percentage of passengers satisfied 2010 to 2015



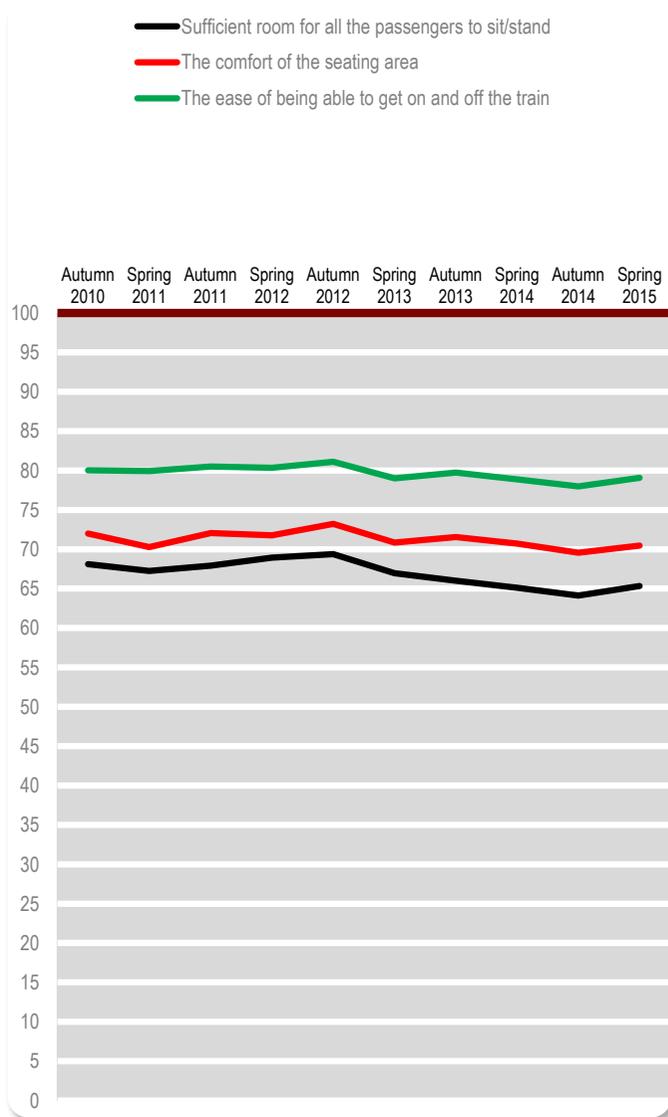
Satisfaction with train staff

Percentage of passengers satisfied 2010 to 2015



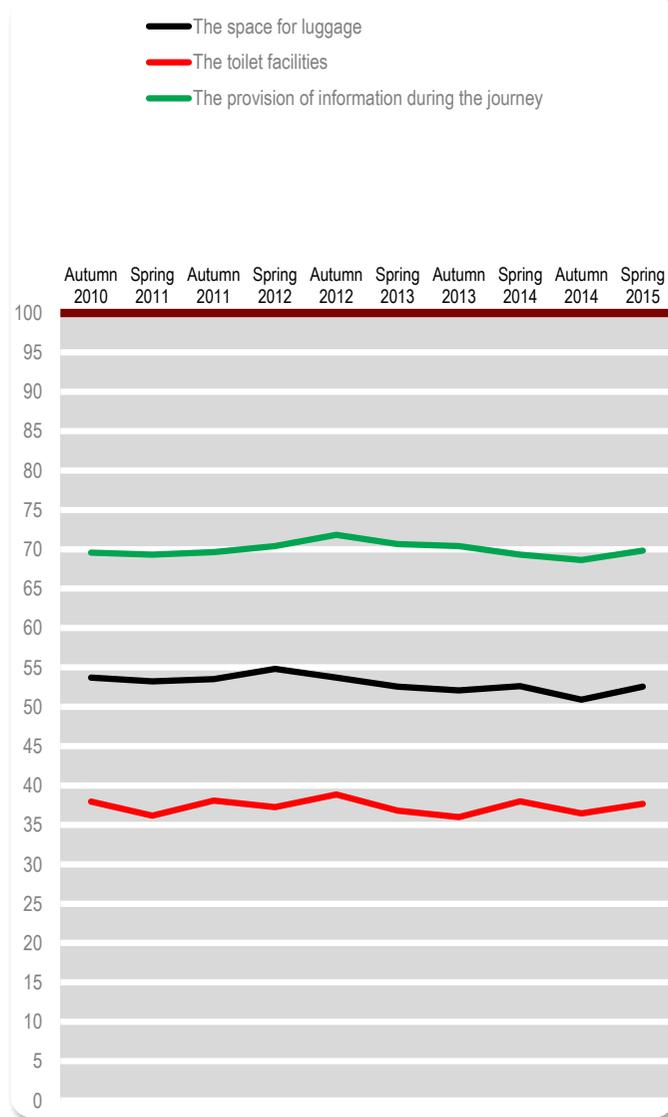
Satisfaction with accessing and seating

Percentage of passengers satisfied 2010 to 2015



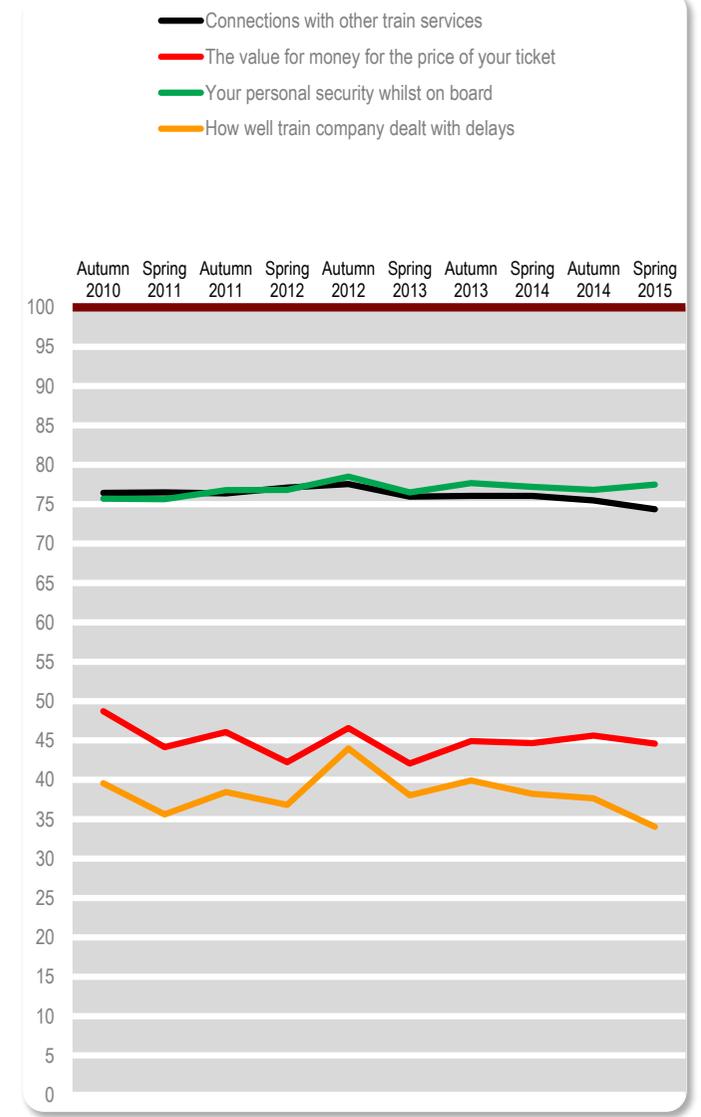
Satisfaction with on board facilities

Percentage of passengers satisfied 2010 to 2015



Satisfaction with other aspects of train journey

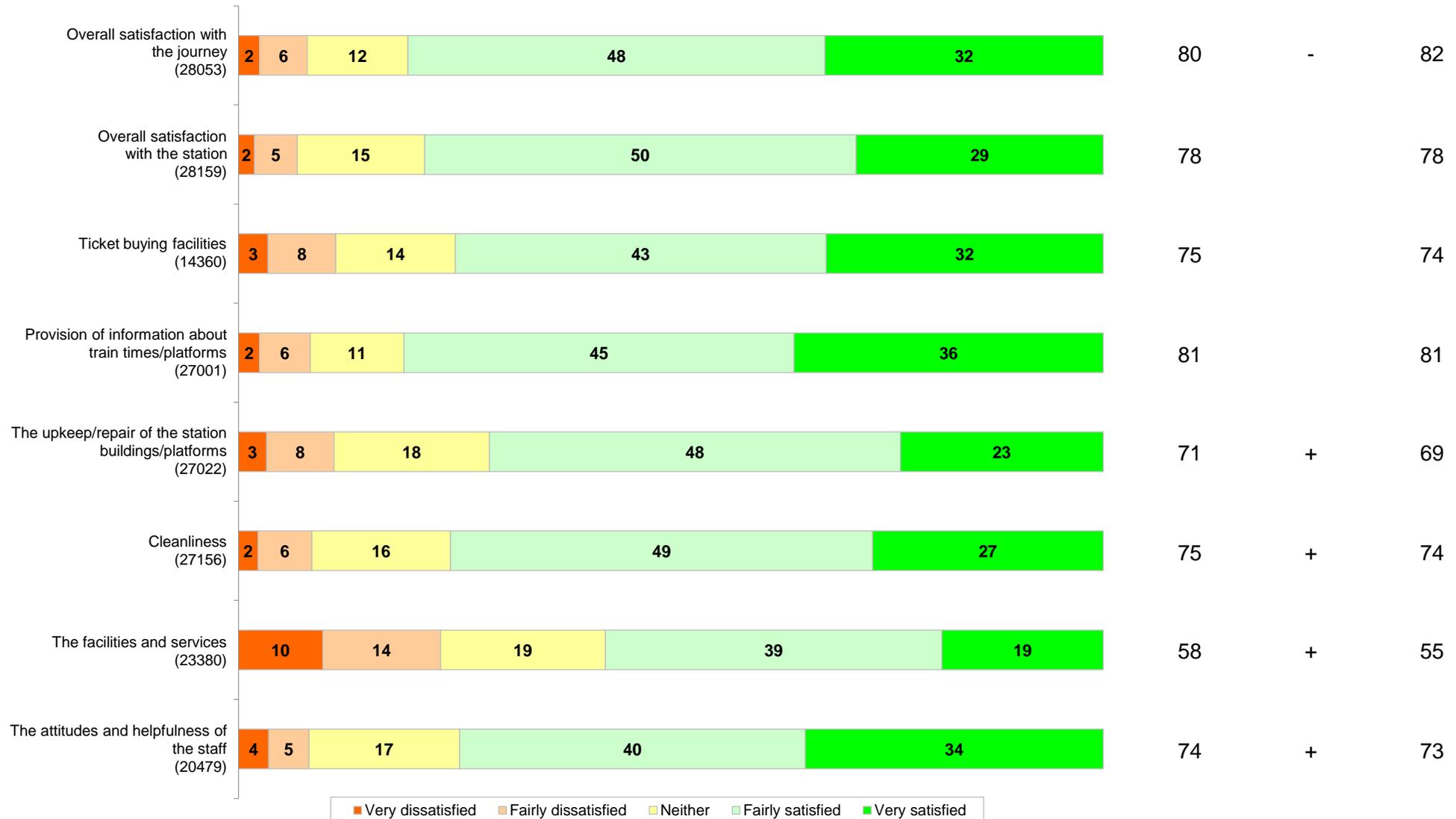
Percentage of passengers satisfied 2010 to 2015



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

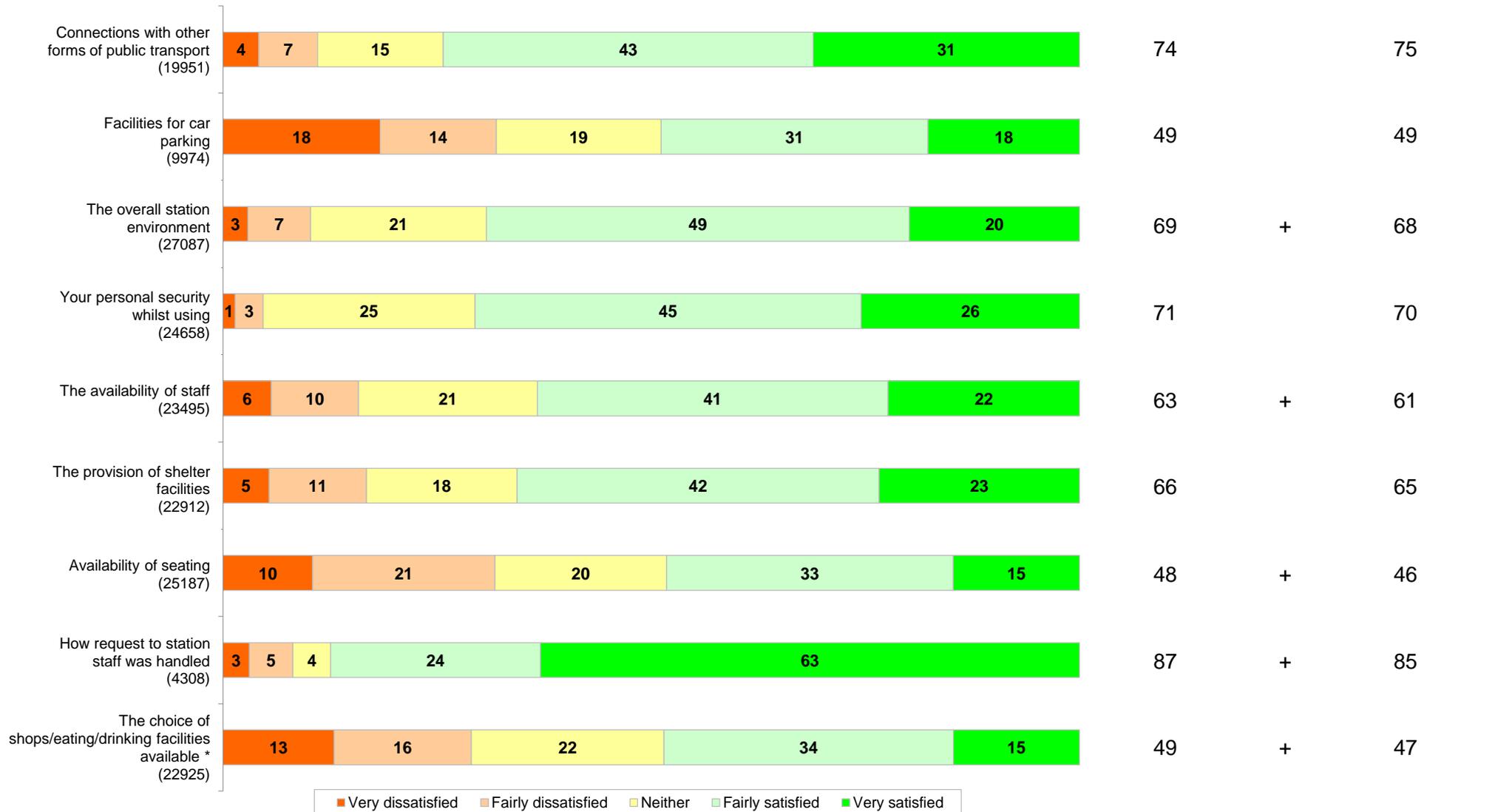
National level results for all passengers

% satisfied/good
Spring 2015 Spring 2014



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

National level results for all passengers

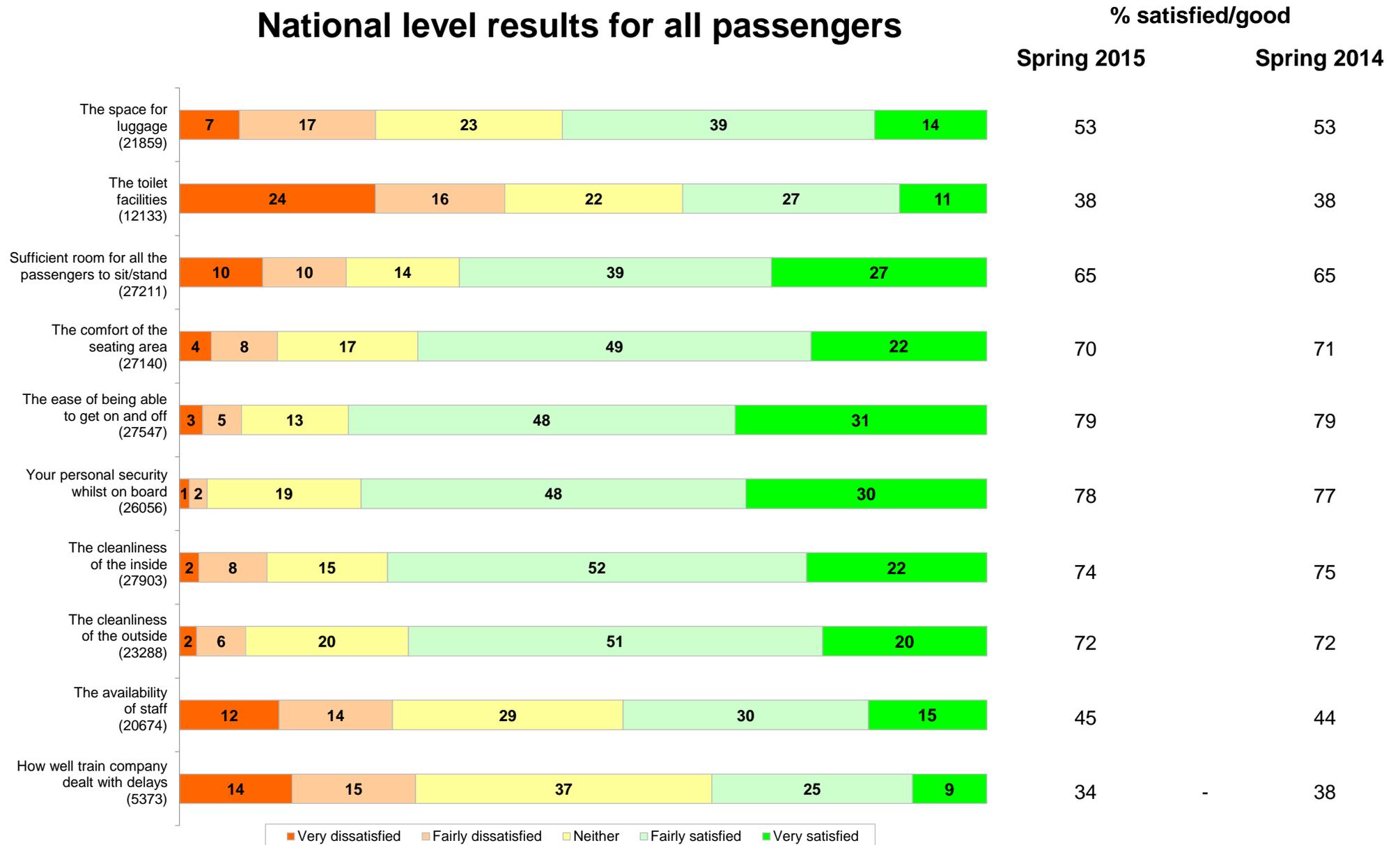


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

National level results for all passengers

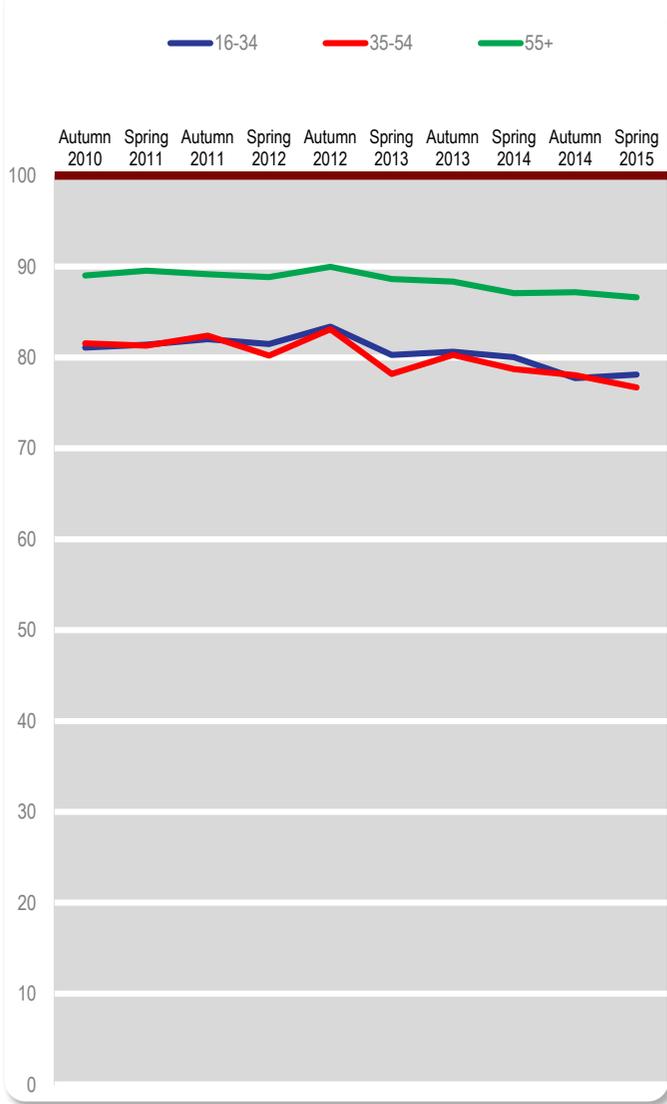


National level results for all passengers



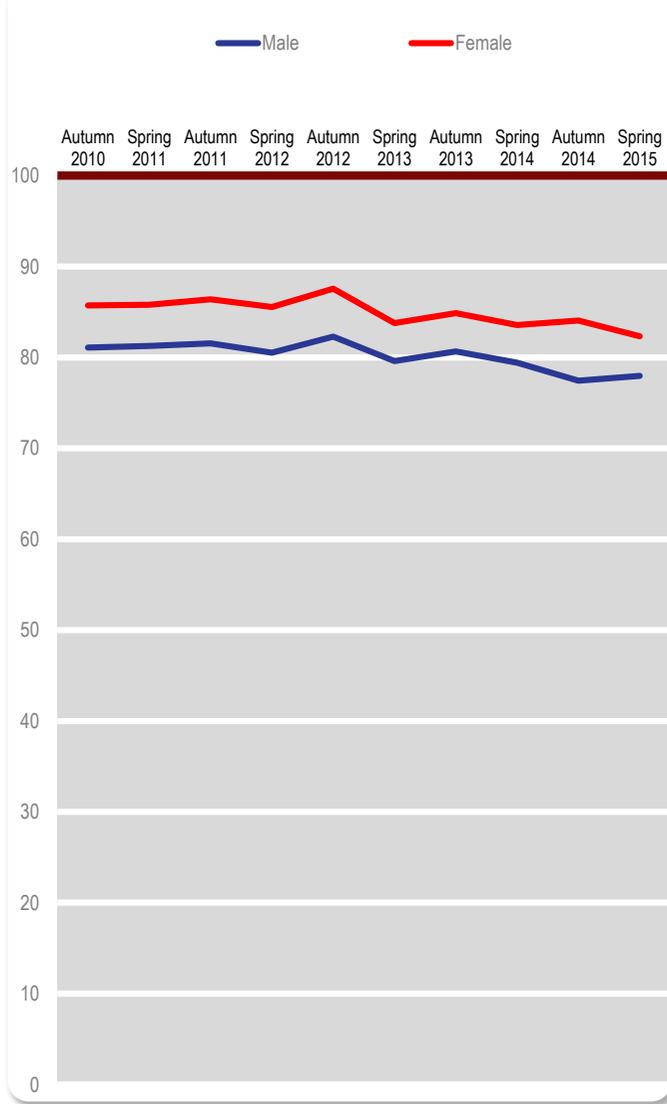
By age

Percentage of passengers satisfied 2010 to 2015



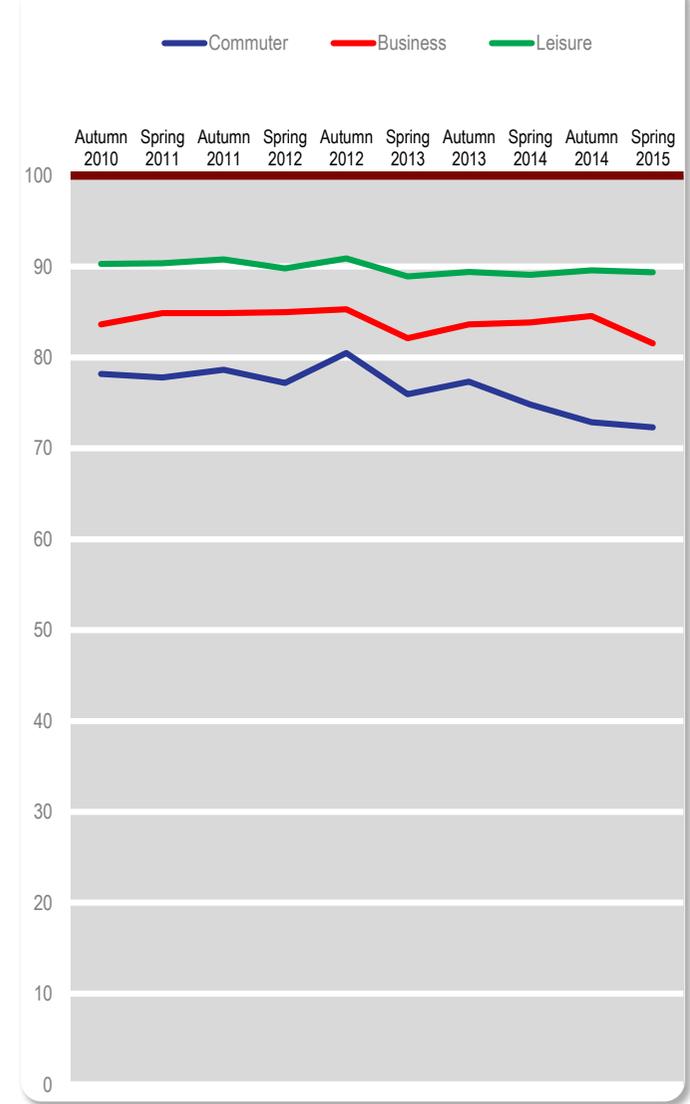
By gender

Percentage of passengers satisfied 2010 to 2015



By journey type

Percentage of passengers satisfied 2010 to 2015



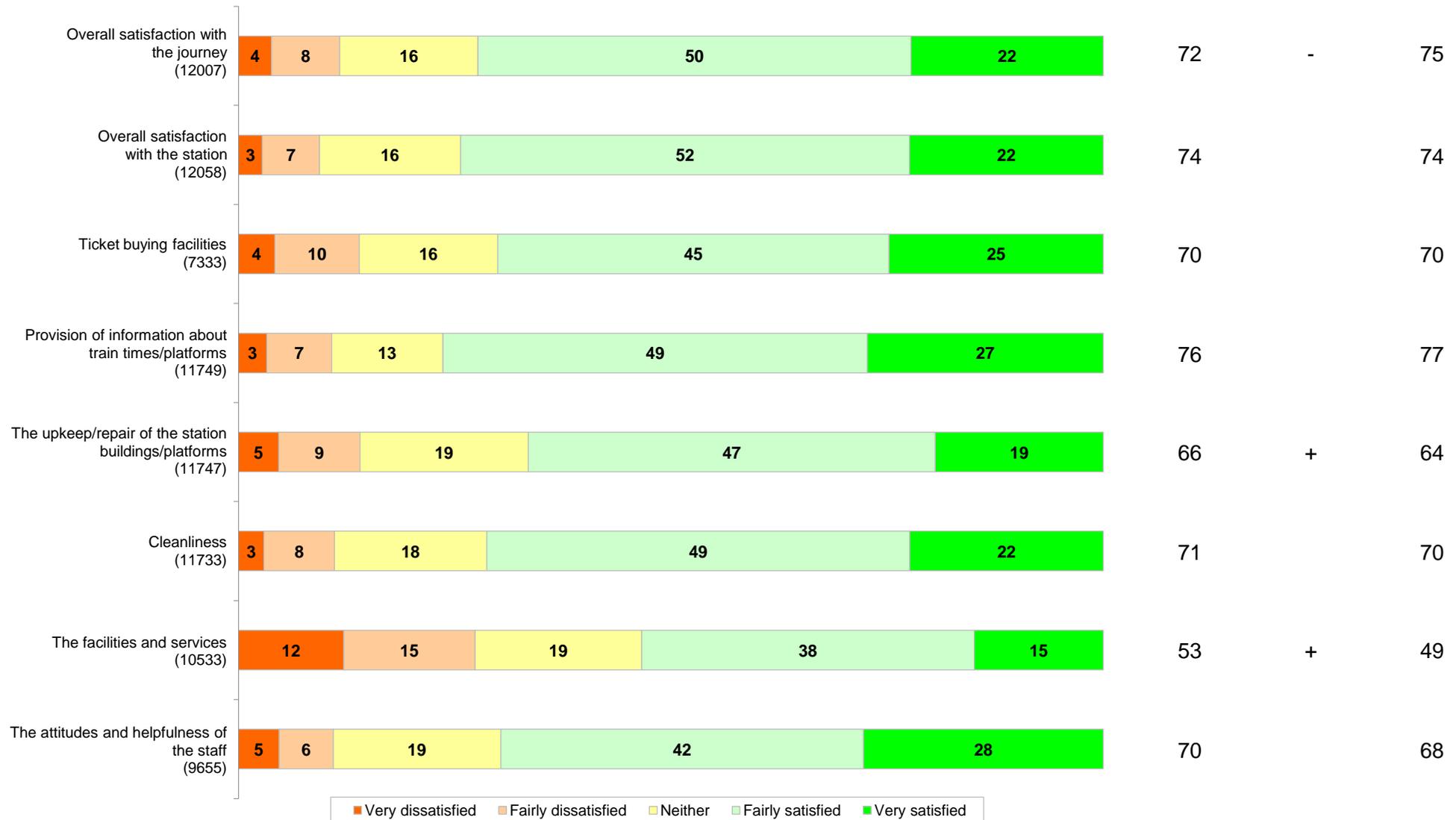
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

Spring 2015

Spring 2014

National level results for commuters



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

% satisfied/good

Spring 2015

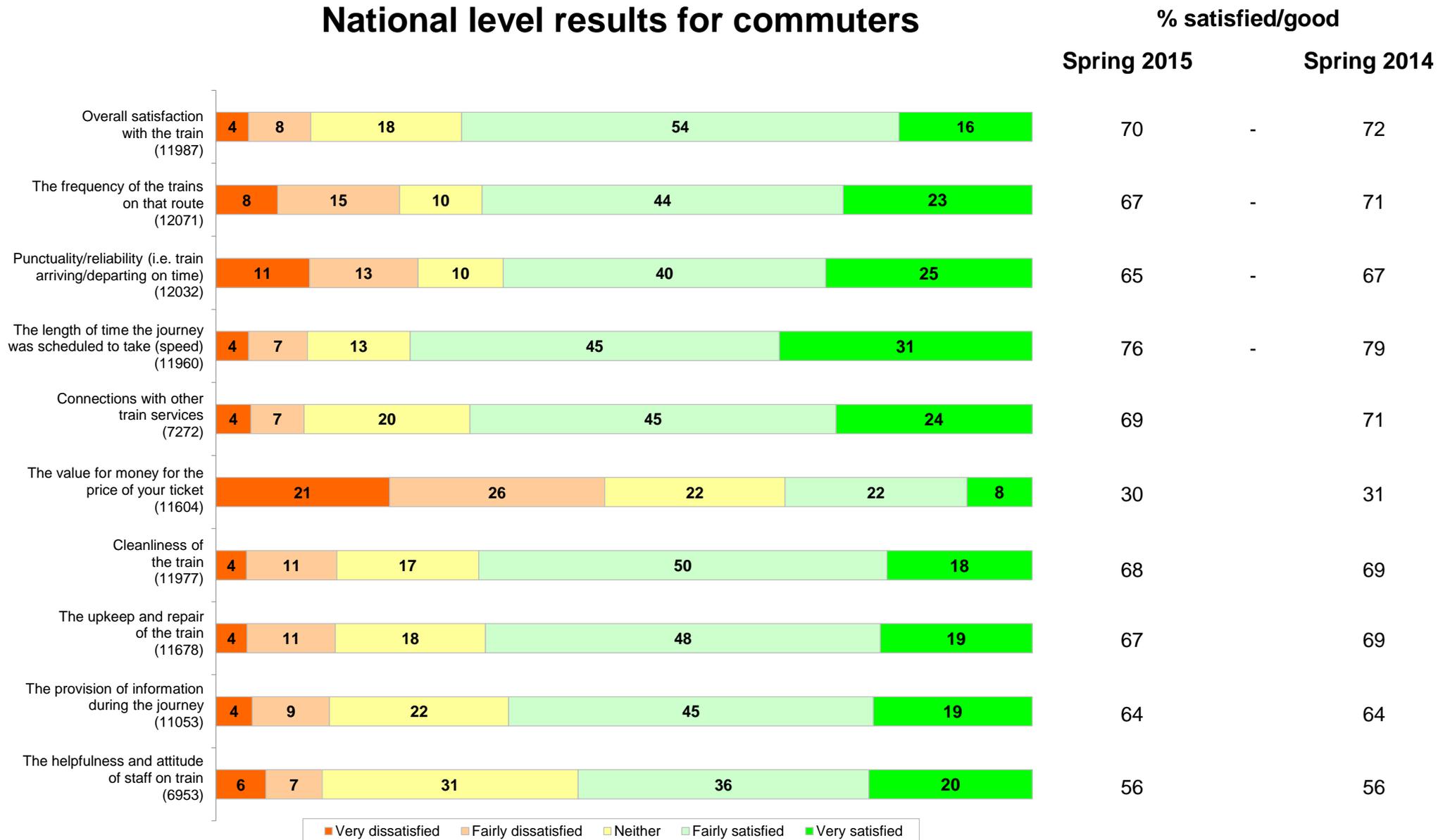
Spring 2014

National level results for commuters

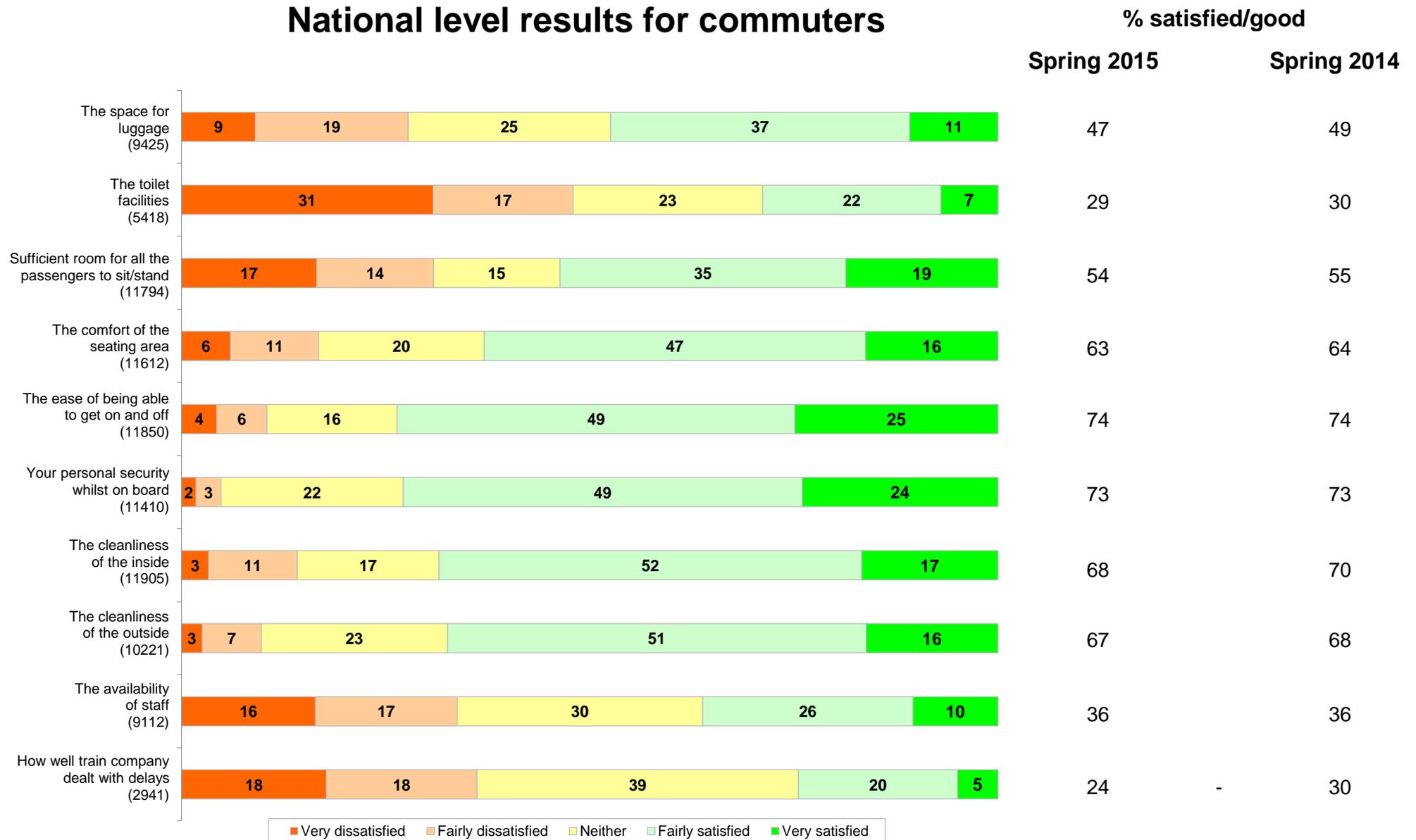


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

National level results for commuters



National level results for commuters



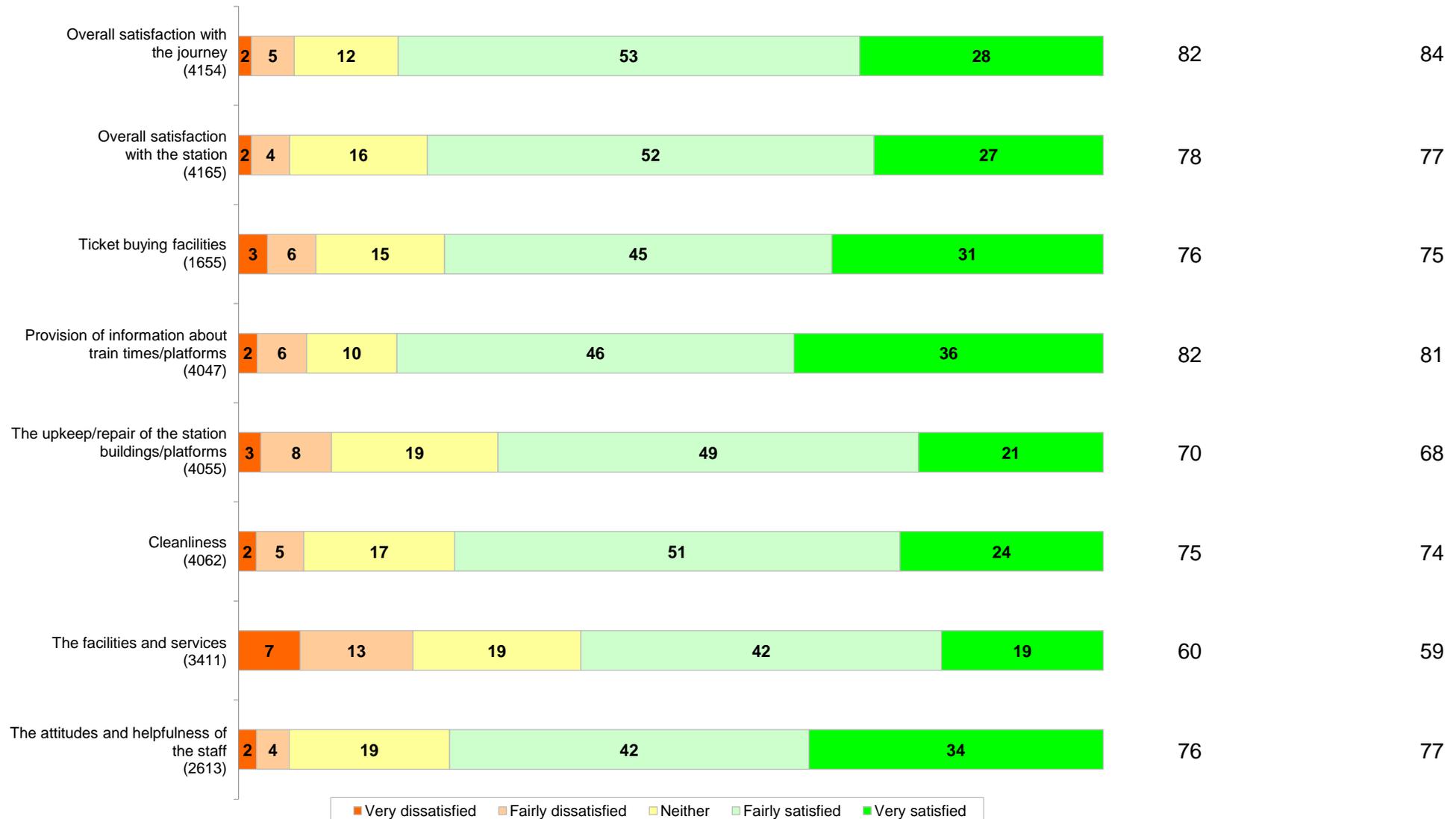
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

Spring 2015

Spring 2014

National level results for business travellers



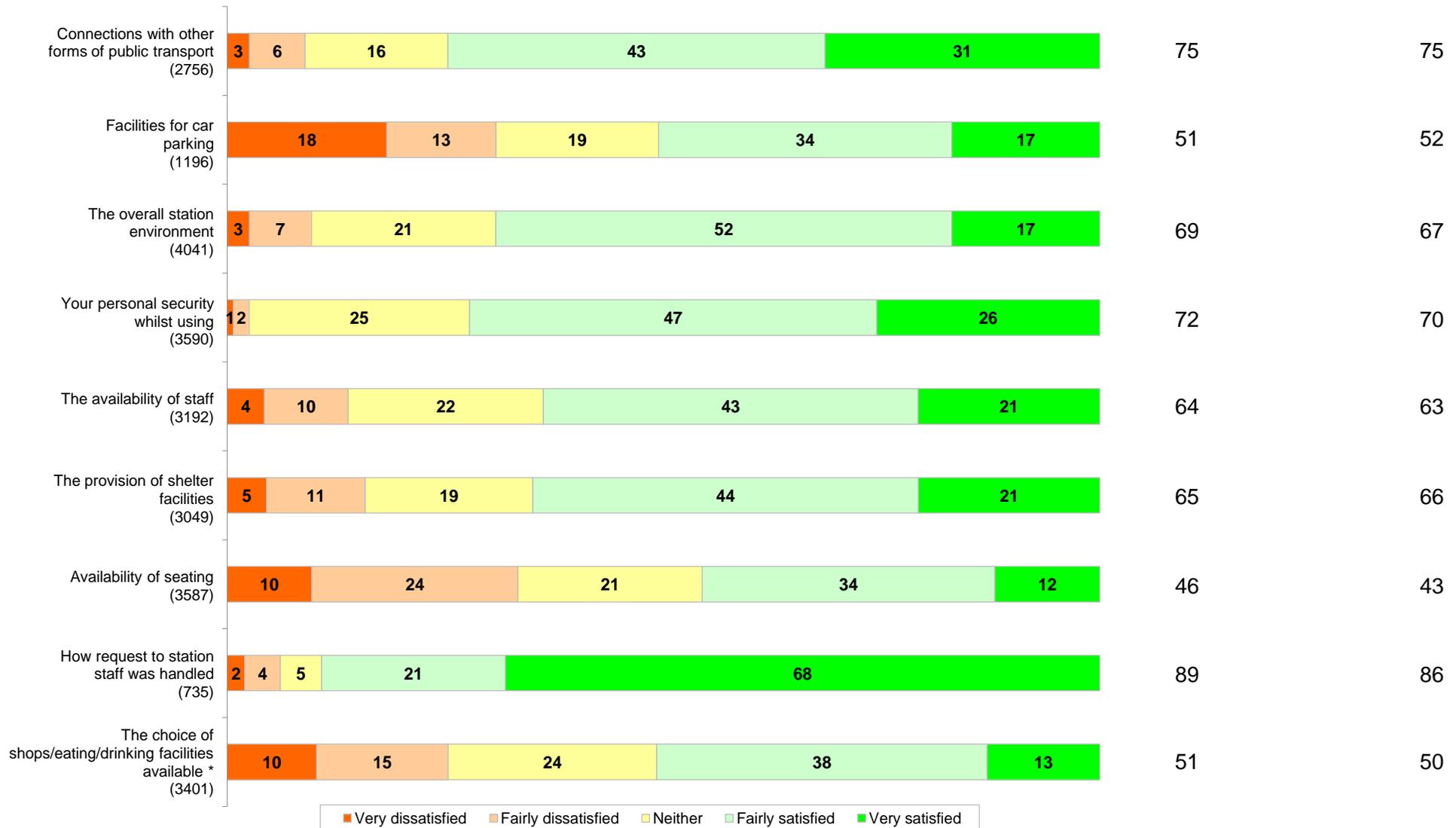
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

Spring 2015

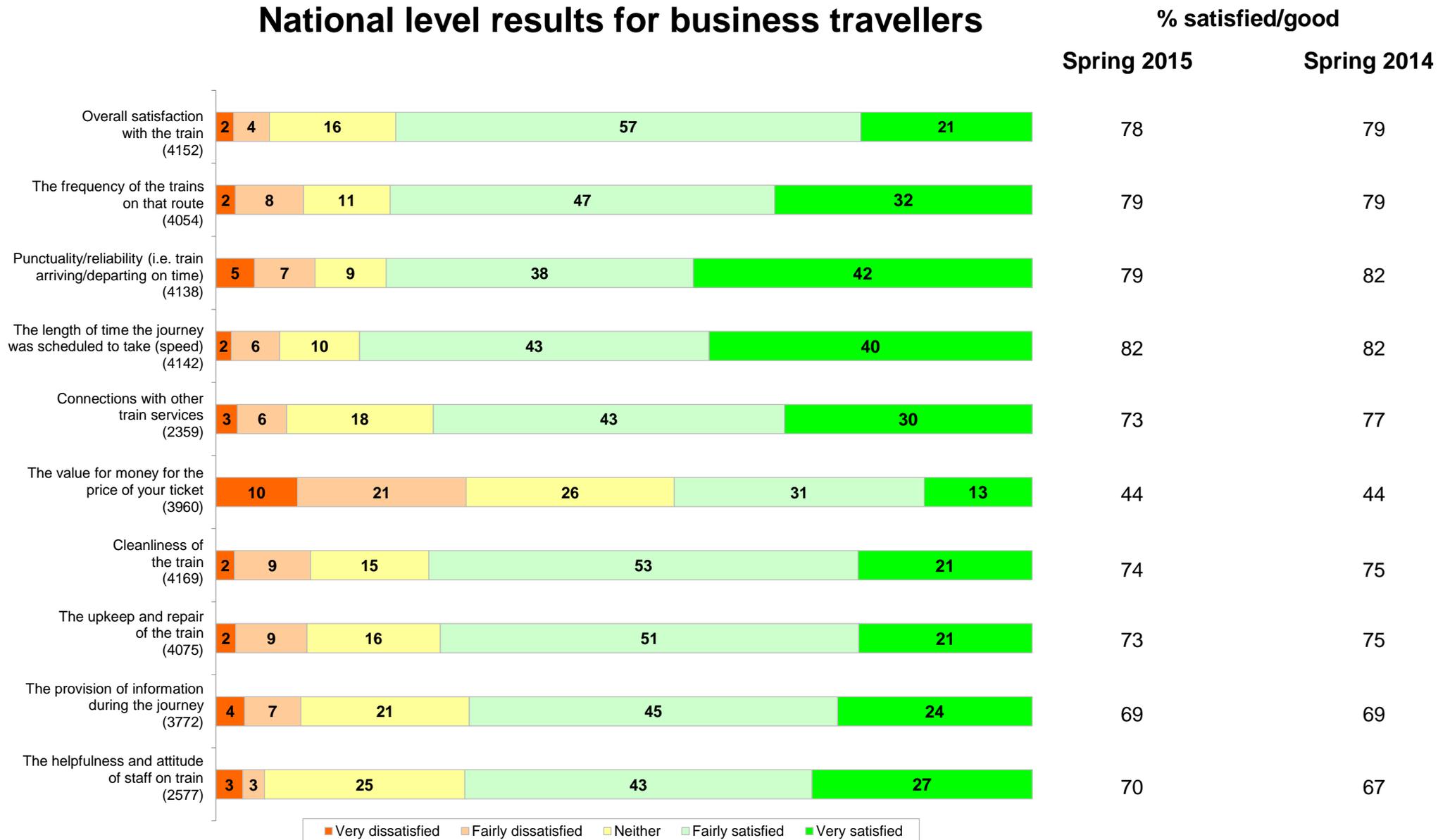
Spring 2014

National level results for business travellers

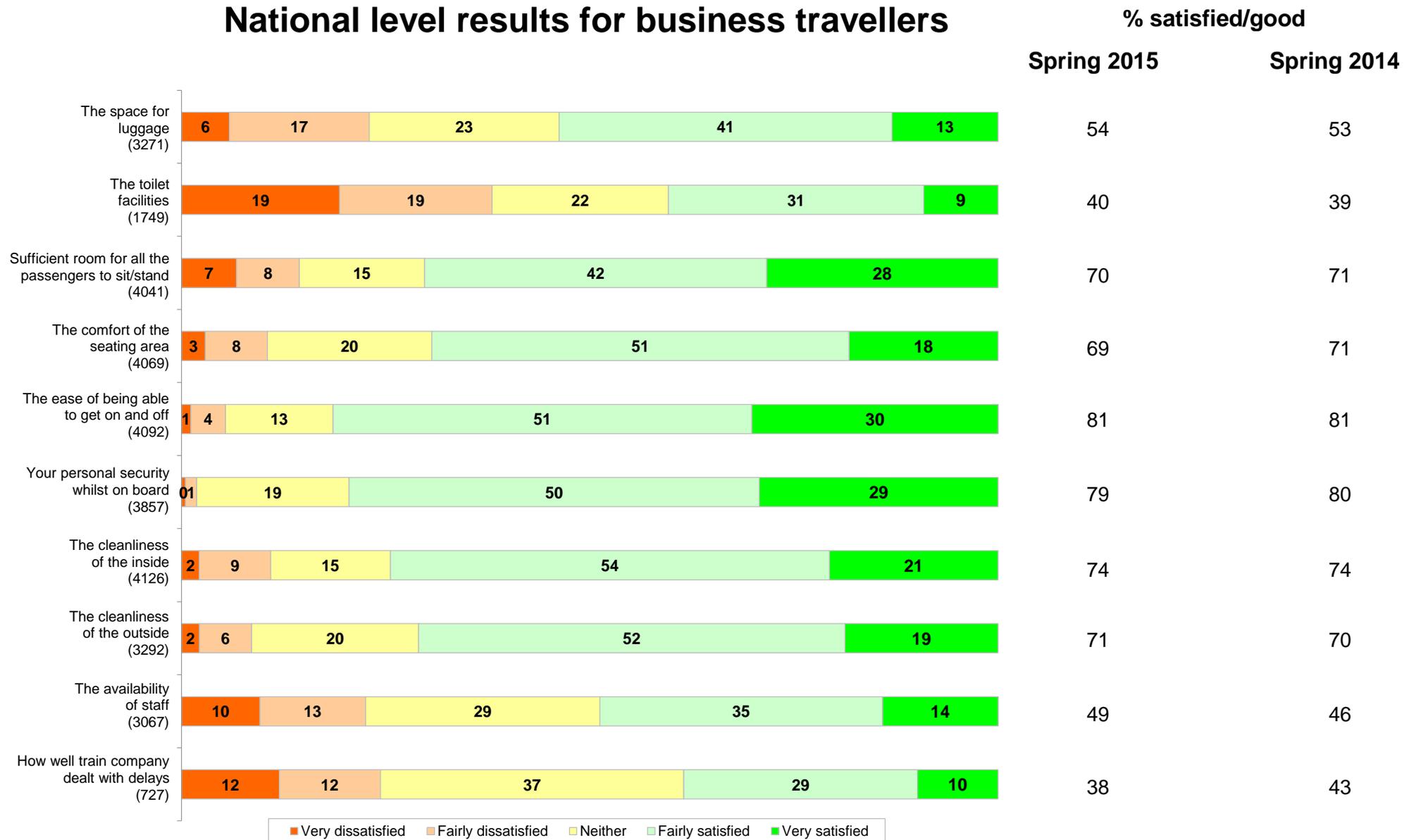


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

National level results for business travellers



National level results for business travellers



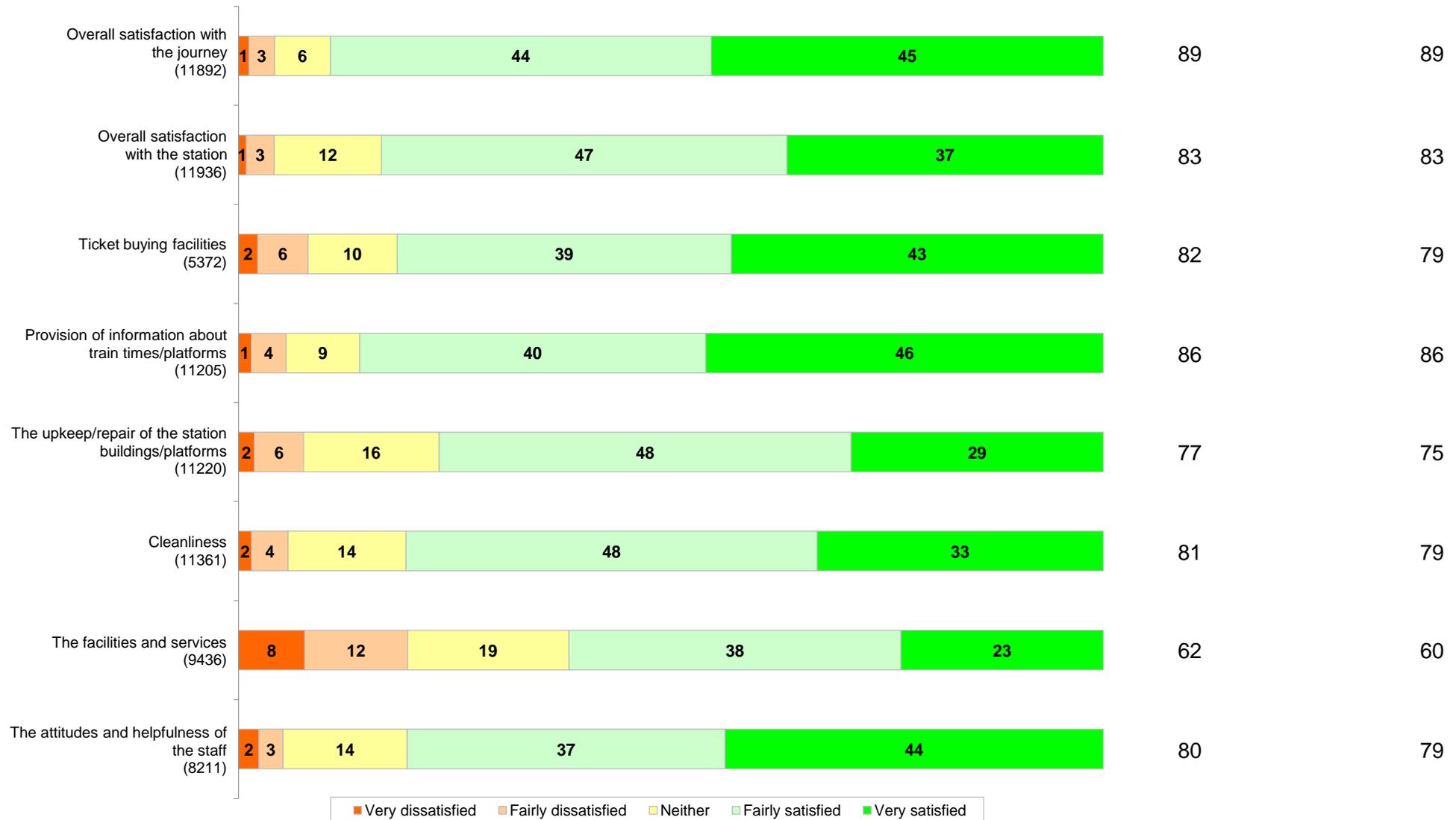
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

Spring 2015

Spring 2014

National level results for leisure travellers



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

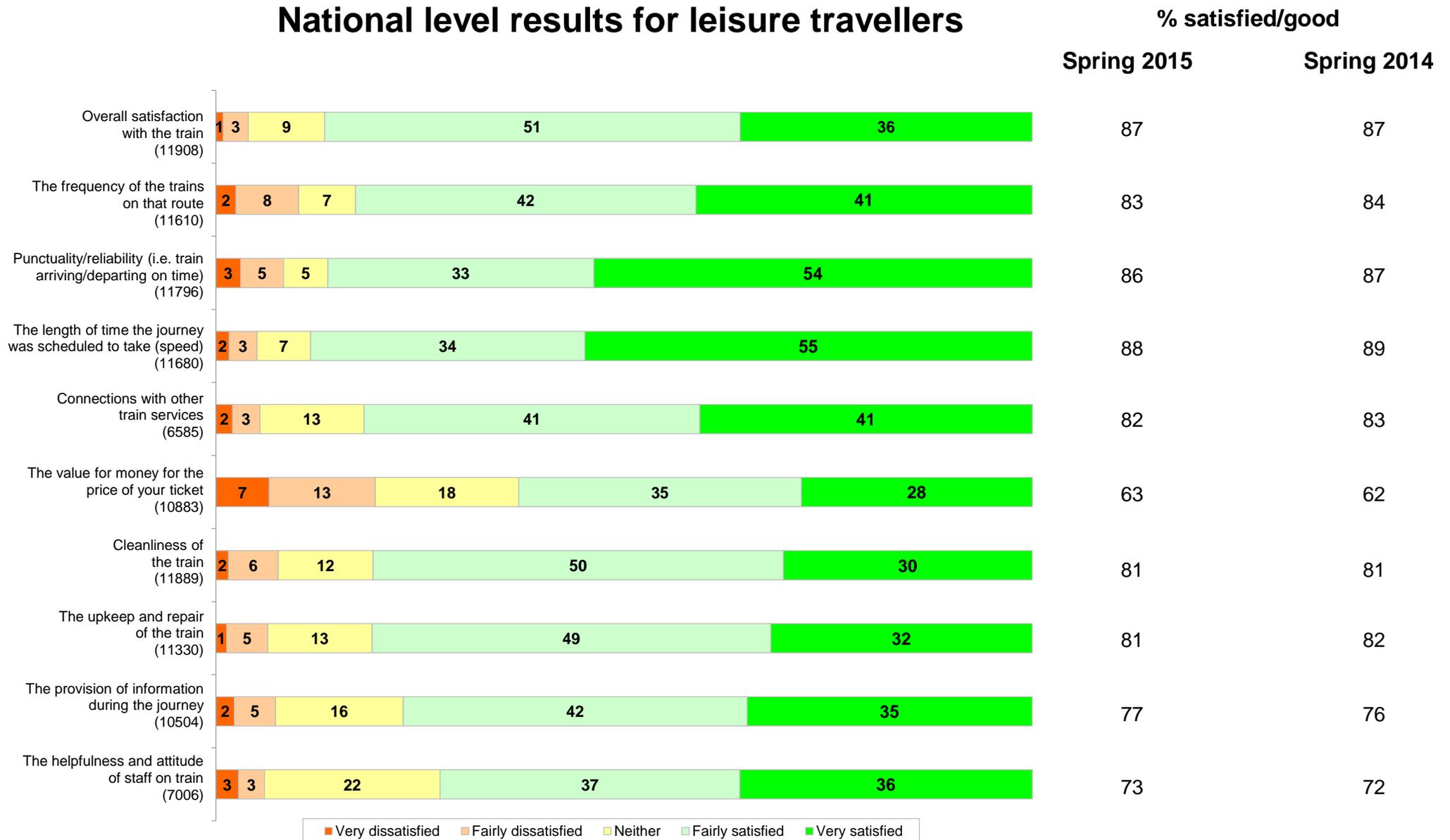
% satisfied/good

National level results for leisure travellers

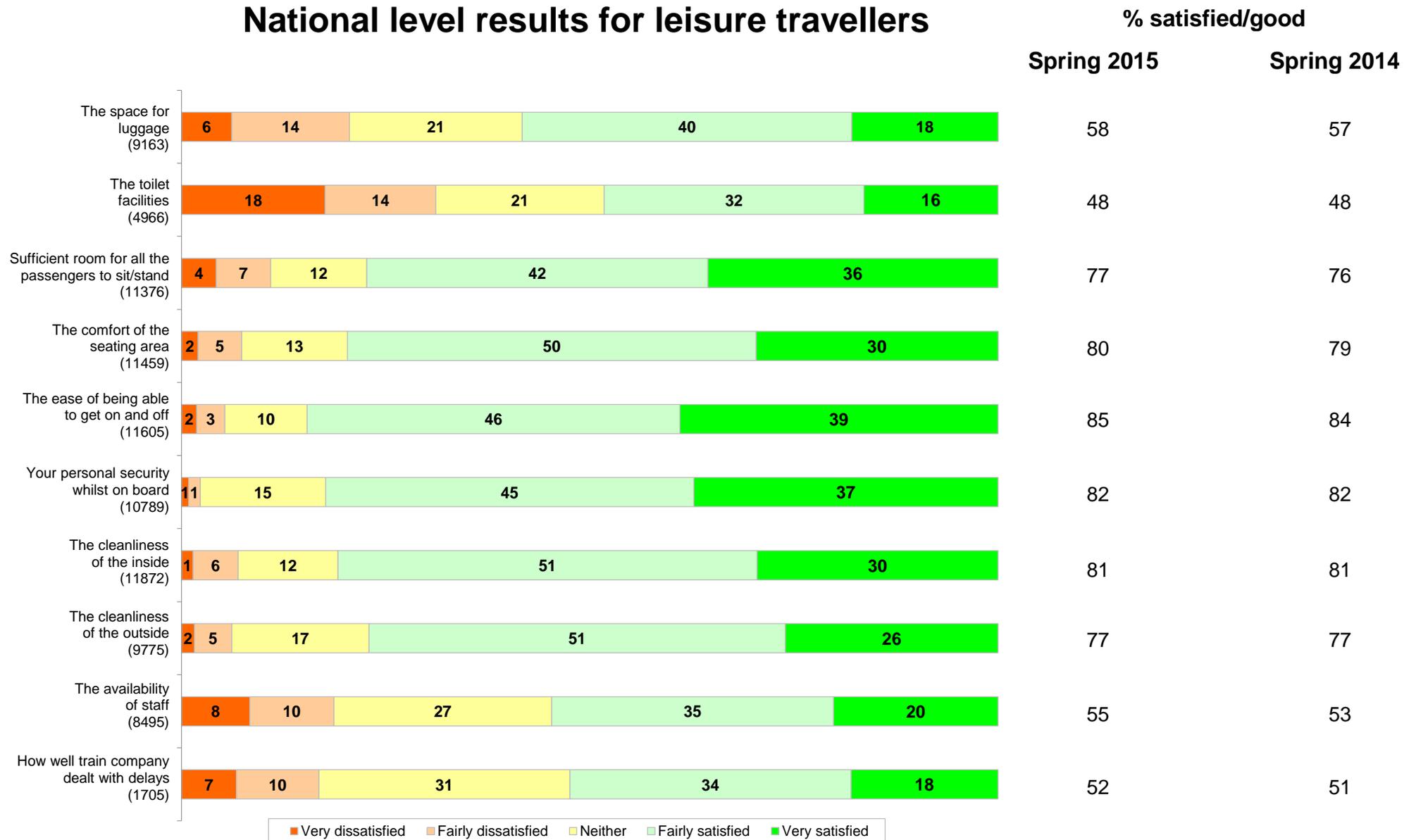


* Attribute added for the first time in Spring 2013, so no comparison with Autumn 2012

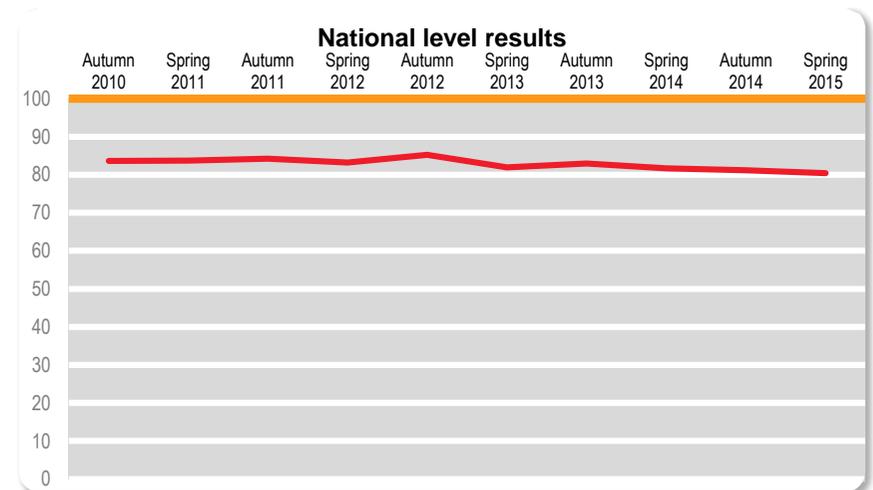
National level results for leisure travellers



National level results for leisure travellers



Overall satisfaction with journey



Key:

Improved ↑

Unchanged →

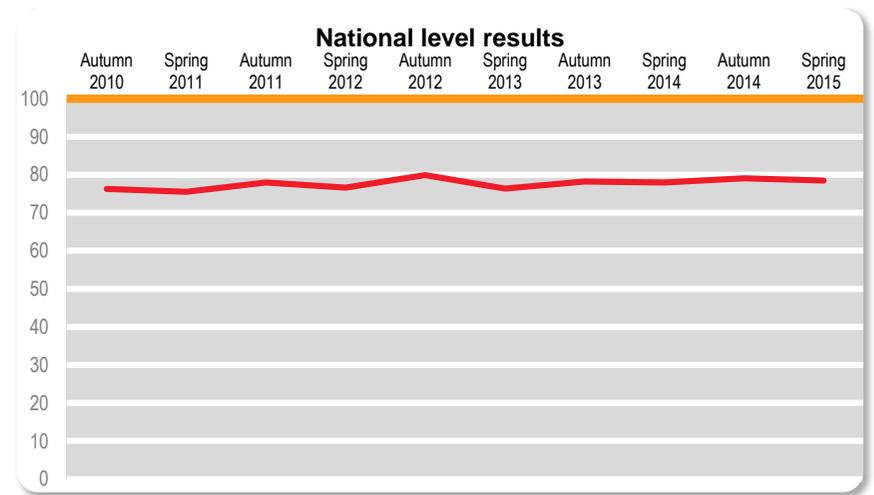
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17701	78	13	9	-2	↓	-2	↓
Abellio Greater Anglia	2132	75	17	8	-5	↓	-6	↓
c2c	984	86	7	7	-3	↓	-3	→
Chiltern Railways	1067	90	7	4	-2	→	-2	→
First Great Western	3026	81	12	7	0	→	1	→
Govia Thameslink Railway	1687	74	14	11	-2	→	-3	→
London Midland	1187	84	10	6	1	→	2	→
London Overground	1204	87	7	6	-1	→	-4	→
South West Trains	2140	80	13	7	1	→	1	→
Southeastern	1805	75	15	9	2	→	3	→
Southern	2469	72	14	14	-5	↓	-5	↓
LONG DISTANCE SERVICES	5819	88	7	5	2	↑	1	→
CrossCountry	1125	86	8	7	3	→	4	↑
East Coast	1078	94	4	3	3	↑	3	↑
East Midlands Trains	1075	89	7	4	1	→	1	→
First TransPennine Express	1152	85	7	7	4	→	1	→
Virgin Trains	1389	89	7	4	-1	→	-1	→
REGIONAL SERVICES	4533	85	9	6	1	→	-1	→
Arriva Trains Wales	1335	89	9	2	6	↑	5	↑
Merseyrail	694	91	6	3	1	→	-2	→
Northern Rail	1379	79	11	10	1	→	-1	→
ScotRail	1125	87	9	4	0	→	-3	→

Overall satisfaction with the station



Key:

Improved ↑

Unchanged →

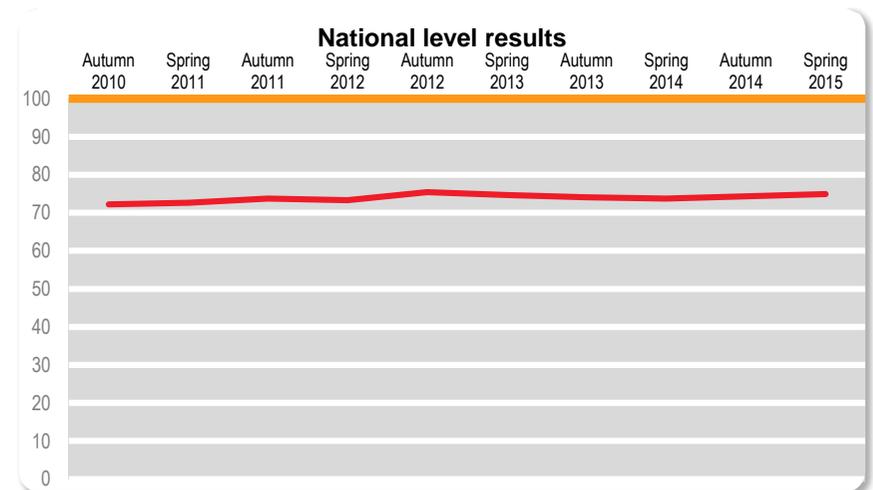
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17777	77	16	7	-1	→	0	→
Abellio Greater Anglia	2144	72	20	8	-2	→	-3	→
c2c	993	84	12	4	1	→	3	→
Chiltern Railways	1062	89	8	3	-1	→	1	→
First Great Western	3059	81	14	5	-2	→	3	↑
Govia Thameslink Railway	1689	77	15	8	-2	→	0	→
London Midland	1189	76	16	8	2	→	1	→
London Overground	1196	81	15	4	-2	→	-4	→
South West Trains	2153	78	15	7	1	→	3	→
Southeastern	1815	77	15	9	1	→	3	↑
Southern	2477	72	17	11	-5	↓	-3	→
LONG DISTANCE SERVICES	5838	84	11	4	0	→	2	→
CrossCountry	1121	83	12	5	1	→	3	→
East Coast	1089	90	7	2	0	→	4	↑
East Midlands Trains	1081	88	10	3	1	→	4	↑
First TransPennine Express	1165	86	10	4	1	→	0	→
Virgin Trains	1382	77	16	7	-2	→	-2	→
REGIONAL SERVICES	4544	82	12	5	0	→	1	→
Arriva Trains Wales	1341	79	15	6	4	→	2	→
Merseyrail	695	87	10	4	-4	→	-1	→
Northern Rail	1370	79	14	7	0	→	3	→
ScotRail	1138	84	11	4	1	→	0	→

Ticket buying facilities at the station



Key:

Improved ↑

Unchanged →

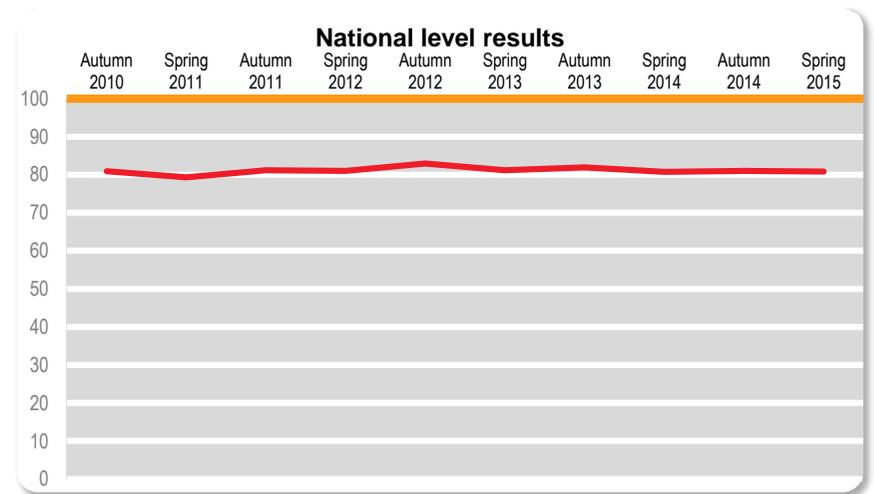
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	9516	72	15	12	0	→	0	→
Abellio Greater Anglia	1176	67	16	16	2	→	-2	→
c2c	661	78	13	9	1	→	0	→
Chiltern Railways	575	83	9	7	0	→	1	→
First Great Western	1583	79	12	9	0	→	2	→
Govia Thameslink Railway	842	68	18	13	-1	→	-2	→
London Midland	640	78	12	10	5	→	5	→
London Overground	644	71	17	11	-3	→	-2	→
South West Trains	1213	75	14	11	0	→	3	→
Southeastern	937	71	16	13	2	→	1	→
Southern	1245	68	17	15	1	→	0	→
LONG DISTANCE SERVICES	2221	84	10	6	-1	→	1	→
CrossCountry	459	85	10	4	-2	→	3	→
East Coast	306	84	12	4	0	→	-3	→
East Midlands Trains	474	84	7	9	0	→	5	→
First TransPennine Express	545	85	9	6	1	→	-2	→
Virgin Trains	437	83	12	5	-4	→	-3	→
REGIONAL SERVICES	2623	82	9	9	1	→	5	↑
Arriva Trains Wales	787	78	11	11	-1	→	-2	→
Merseyrail	365	86	10	3	-1	→	-6	→
Northern Rail	785	80	9	11	2	→	7	↑
ScotRail	686	84	8	8	2	→	8	→

Provision of information about train times/platforms at the station



Key:

Improved ↑

Unchanged →

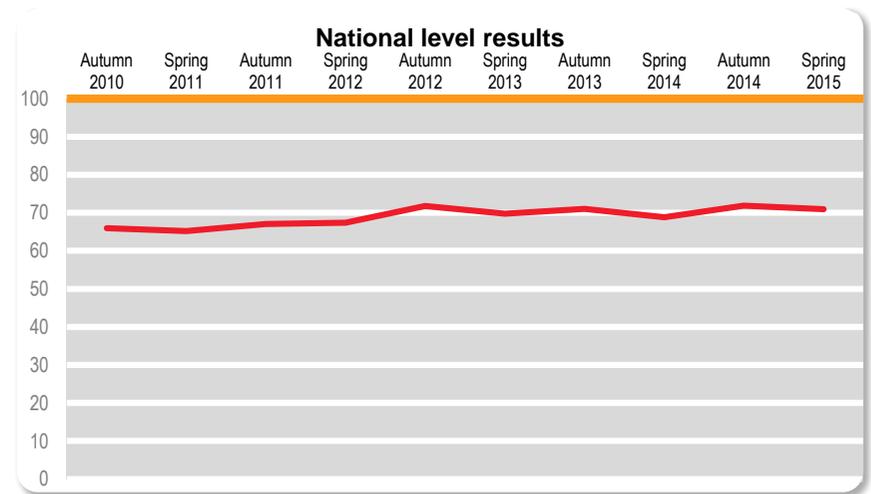
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17024	79	12	9	-1	→	0	→
Abellio Greater Anglia	2052	74	15	11	-2	→	-5	↓
c2c	948	88	8	4	4	↑	1	→
Chiltern Railways	1022	85	8	7	0	→	0	→
First Great Western	2955	85	10	5	0	→	3	↑
Govia Thameslink Railway	1619	74	13	13	-2	→	-5	↓
London Midland	1134	82	10	8	1	→	1	→
London Overground	1145	80	13	6	-1	→	-4	→
South West Trains	2041	83	10	7	0	→	5	↑
Southeastern	1735	79	12	9	3	→	4	↑
Southern	2373	73	13	14	-4	↓	-3	→
LONG DISTANCE SERVICES	5659	88	7	6	1	→	1	→
CrossCountry	1079	86	7	6	1	→	4	↑
East Coast	1054	92	4	3	2	→	2	→
East Midlands Trains	1044	87	7	6	0	→	3	→
First TransPennine Express	1124	89	6	5	2	→	0	→
Virgin Trains	1358	86	8	6	1	→	-3	→
REGIONAL SERVICES	4318	86	8	6	2	→	1	→
Arriva Trains Wales	1265	85	10	5	4	→	3	→
Merseyrail	645	90	7	3	1	→	0	→
Northern Rail	1315	84	8	8	1	→	1	→
ScotRail	1093	87	7	6	2	→	-1	→

The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

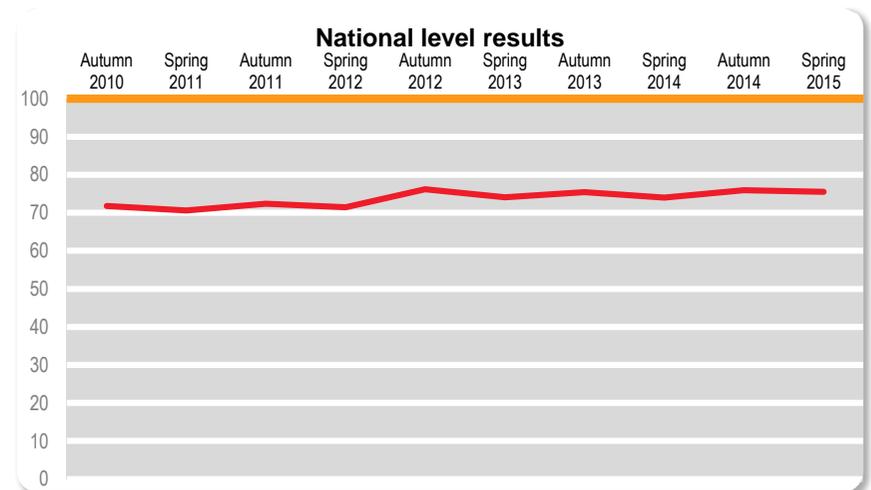
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Improvement/decline in %
satisfied or good since
Autumn 2014Improvement/decline in %
satisfied or good since
Spring 2014

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17024	68	19	12	-1	→	2	↑
Abellio Greater Anglia	2037	63	23	14	-2	→	0	→
c2c	947	78	15	7	3	→	4	→
Chiltern Railways	1030	84	11	4	-1	→	2	→
First Great Western	2973	73	17	11	-2	→	1	→
Govia Thameslink Railway	1617	69	17	13	-4	↓	-1	→
London Midland	1134	67	20	14	1	→	5	↑
London Overground	1131	77	17	6	3	→	0	→
South West Trains	2066	66	21	13	-2	→	5	↑
Southeastern	1742	69	18	13	1	→	7	↑
Southern	2347	61	24	16	-6	↓	-1	→
LONG DISTANCE SERVICES	5632	78	15	7	0	→	2	→
CrossCountry	1073	75	16	9	-1	→	4	→
East Coast	1048	90	8	2	4	↑	4	↑
East Midlands Trains	1052	83	11	5	-3	→	6	↑
First TransPennine Express	1122	83	13	4	3	→	2	→
Virgin Trains	1337	66	20	13	-1	→	-5	↓
REGIONAL SERVICES	4366	79	13	8	1	→	2	→
Arriva Trains Wales	1264	72	19	8	6	→	8	↑
Merseyrail	669	80	11	9	-3	→	-4	→
Northern Rail	1328	77	15	8	-1	→	3	→
ScotRail	1105	83	10	7	2	→	2	→

Cleanliness of the station



Key:

Improved ↑

Unchanged →

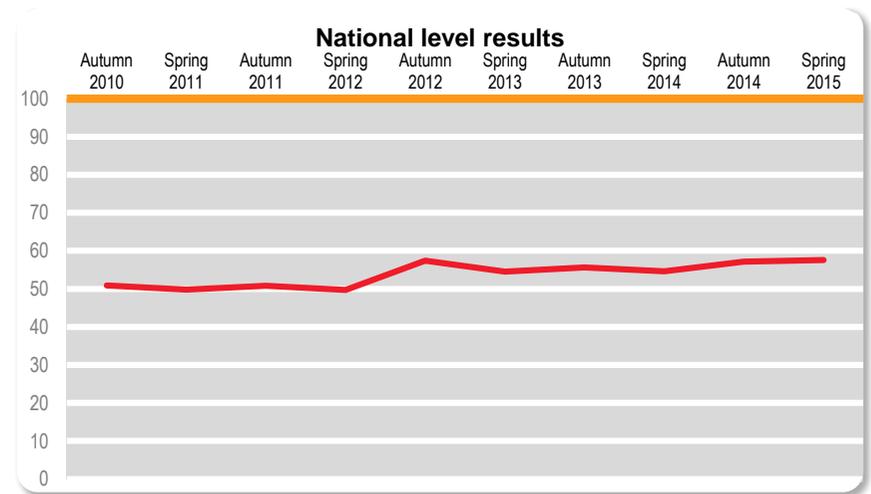
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17126	73	18	9	-1	→	1	↑
Abellio Greater Anglia	2055	67	19	13	-3	→	-3	→
c2c	951	80	13	6	2	→	2	→
Chiltern Railways	1039	87	10	3	0	→	0	→
First Capital Connect	2980	77	17	6	-2	→	1	→
First Great Western	1624	76	16	8	-3	→	0	→
London Midland	1142	75	18	8	3	→	3	→
London Overground	1131	76	15	10	0	→	-3	→
South West Trains	2070	70	19	11	-1	→	4	↑
Southeastern	1764	74	17	9	1	→	6	↑
Southern	2370	71	21	8	-2	→	0	→
LONG DISTANCE SERVICES	5679	82	13	5	1	→	1	→
CrossCountry	1081	81	14	5	1	→	3	→
East Coast	1063	91	7	2	2	→	2	→
East Midlands Trains	1062	87	11	3	-2	→	4	↑
First TransPennine Express	1121	83	12	5	2	→	-1	→
Virgin Trains	1352	75	18	7	1	→	-2	→
REGIONAL SERVICES	4351	82	11	7	1	→	3	→
Arriva Trains Wales	1260	71	18	10	0	→	6	↑
Merseyrail	656	82	11	6	-3	→	-3	→
Northern Rail	1333	81	12	7	3	→	5	↑
ScotRail	1102	87	7	6	2	→	2	→

The facilities and services at the station



Key:

Improved ↑

Unchanged →

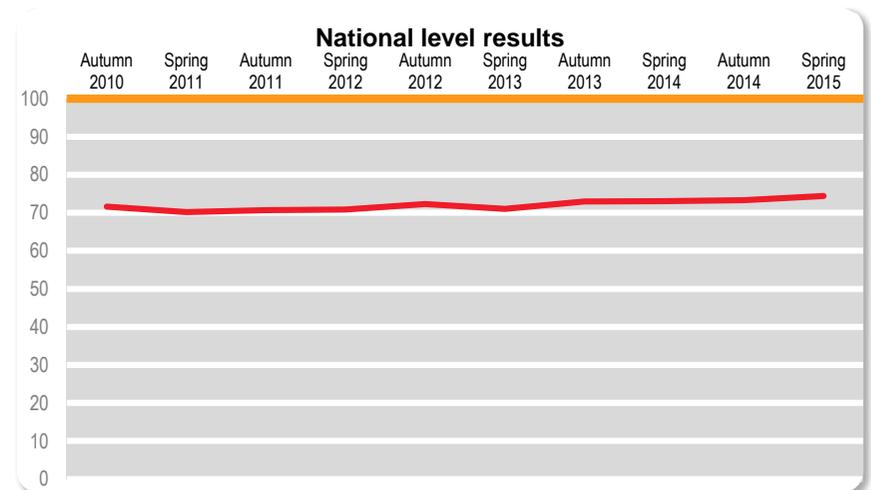
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14599	56	20	25	0	→	2	↑
Abellio Greater Anglia	1777	54	22	24	3	→	2	→
c2c	816	61	20	19	1	→	1	→
Chiltern Railways	911	72	16	12	-1	→	3	→
First Capital Connect	2622	63	19	18	-2	→	3	→
First Great Western	1364	54	18	27	-4	→	-2	→
London Midland	945	53	20	28	4	→	1	→
London Overground	867	40	20	40	0	→	-4	→
South West Trains	1798	59	19	23	3	→	5	↑
Southeastern	1541	58	20	21	0	→	7	↑
Southern	1958	55	21	24	-3	→	-1	→
LONG DISTANCE SERVICES	5072	71	16	13	-1	→	4	↑
CrossCountry	970	71	15	14	1	→	7	↑
East Coast	952	80	13	8	1	→	3	→
East Midlands Trains	956	69	15	16	-4	→	4	→
First TransPennine Express	1010	72	17	12	-2	→	2	→
Virgin Trains	1184	65	20	14	-1	→	0	→
REGIONAL SERVICES	3709	59	17	24	3	→	6	↑
Arriva Trains Wales	1069	50	19	31	6	→	2	→
Merseyrail	554	64	17	20	3	→	5	→
Northern Rail	1132	61	15	24	5	↑	9	↑
ScotRail	954	56	19	25	-2	→	5	→

The attitudes and helpfulness of the staff at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13041	72	19	9	1	→	1	→
Abellio Greater Anglia	1611	72	20	8	-2	→	0	→
c2c	782	81	15	5	3	→	1	→
Chiltern Railways	775	82	14	4	-2	→	0	→
First Capital Connect	2230	79	15	6	0	→	4	↑
First Great Western	1202	69	21	10	-2	→	-5	↓
London Midland	851	71	20	9	3	→	0	→
London Overground	857	71	20	9	-1	→	-4	→
South West Trains	1558	70	20	10	2	→	0	→
Southeastern	1367	75	18	8	6	↑	7	↑
Southern	1808	69	19	12	-1	→	1	→
LONG DISTANCE SERVICES	4060	81	15	4	1	→	0	→
CrossCountry	802	80	16	4	0	→	1	→
East Coast	697	85	12	3	3	→	2	→
East Midlands Trains	818	79	16	6	-1	→	-4	→
First TransPennine Express	840	82	13	5	4	→	0	→
Virgin Trains	903	81	16	3	2	→	1	→
REGIONAL SERVICES	3378	80	13	7	2	→	4	↑
Arriva Trains Wales	955	83	12	6	7	↑	9	↑
Merseyrail	570	85	11	3	2	→	2	→
Northern Rail	986	76	17	8	0	→	4	→
ScotRail	867	82	10	8	2	→	3	→

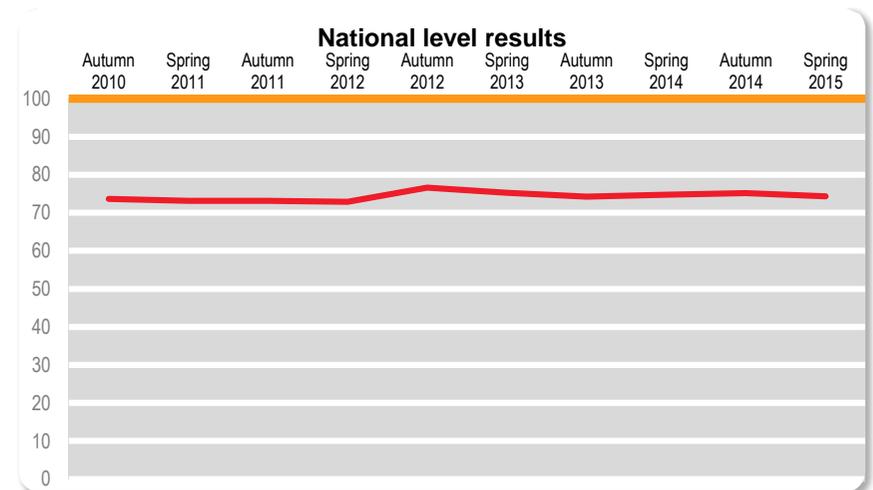
Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓

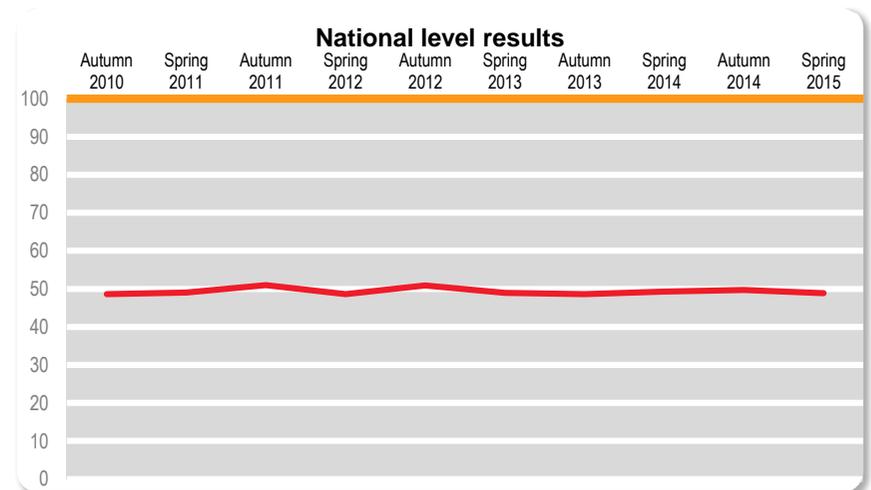


Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13157	75	15	10	-1	→	-1	→
Abellio Greater Anglia	1624	76	14	10	0	→	-1	→
c2c	776	73	16	11	1	→	1	→
Chiltern Railways	780	79	13	8	1	→	8	↑
First Capital Connect	2067	71	17	12	-3	→	0	→
First Great Western	1286	76	15	9	0	→	-1	→
London Midland	788	65	20	15	-3	→	0	→
London Overground	976	76	14	10	-5	→	-5	→
South West Trains	1610	76	14	11	0	→	3	→
Southeastern	1377	74	15	10	-1	→	0	→
Southern	1873	75	15	10	-1	→	-4	↓
LONG DISTANCE SERVICES	3772	79	13	8	2	→	2	→
CrossCountry	645	79	14	7	3	→	7	↑
East Coast	719	82	11	7	2	→	-1	→
East Midlands Trains	722	74	13	13	-1	→	-1	→
First TransPennine Express	745	78	13	9	0	→	6	↑
Virgin Trains	941	81	13	7	3	→	-2	→
REGIONAL SERVICES	3022	70	14	15	-1	→	-1	→
Arriva Trains Wales	856	71	16	13	10	↑	7	↑
Merseyrail	479	77	13	10	2	→	4	→
Northern Rail	901	67	14	19	1	→	-4	→
ScotRail	786	70	15	15	-7	→	-3	→

Facilities for car parking at the station



Key:

Improved ↑

Unchanged →

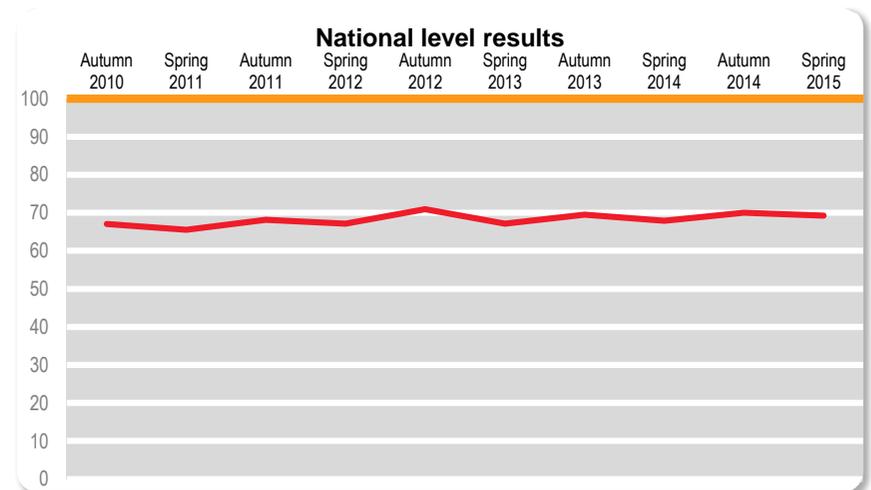
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	5859	46	20	35	-1	→	-2	→
Abellio Greater Anglia	710	42	22	36	-6	→	-10	↓
c2c	413	53	22	25	-4	→	-2	→
Chiltern Railways	360	75	12	13	5	→	0	→
First Capital Connect	1095	57	17	26	-4	→	3	→
First Great Western	452	42	18	40	-2	→	-3	→
London Midland	458	53	18	29	-1	→	2	→
London Overground	387	26	21	53	-7	→	-17	↓
South West Trains	849	47	20	33	2	→	4	→
Southeastern	587	46	19	35	4	→	0	→
Southern	548	43	23	35	0	→	2	→
LONG DISTANCE SERVICES	1843	59	18	23	-2	→	0	→
CrossCountry	357	57	20	23	-2	→	2	→
East Coast	315	60	16	24	9	↑	0	→
East Midlands Trains	409	71	17	12	-3	→	1	→
First TransPennine Express	370	50	20	30	-6	→	-2	→
Virgin Trains	392	57	16	27	-3	→	-2	→
REGIONAL SERVICES	2272	55	18	27	0	→	3	→
Arriva Trains Wales	758	70	15	15	10	↑	8	↑
Merseyrail	300	54	16	29	1	→	-5	→
Northern Rail	717	58	16	25	4	→	8	↑
ScotRail	497	47	21	31	-8	→	1	→

Overall environment of the station



Key:

Improved ↑

Unchanged →

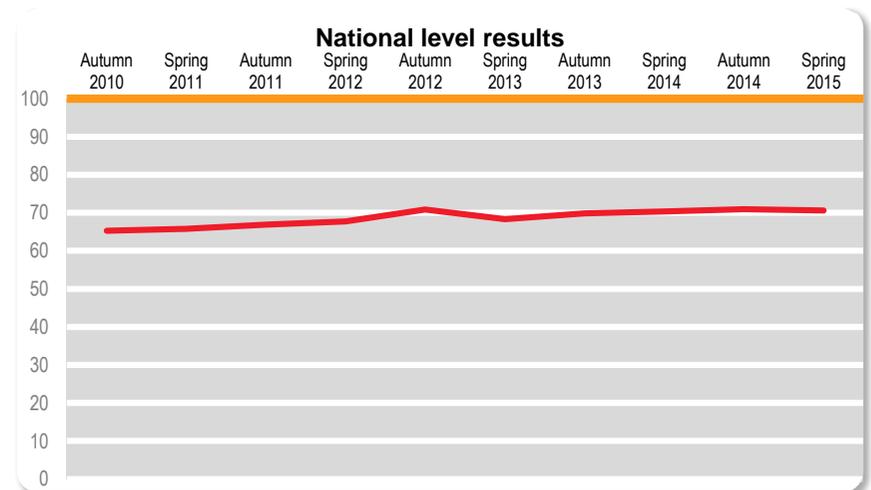
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17074	67	22	11	-1	→	1	→
Abellio Greater Anglia	2059	61	25	14	-4	→	-2	→
c2c	932	74	20	6	1	→	2	→
Chiltern Railways	1031	84	13	3	-2	→	2	→
First Capital Connect	2970	73	19	9	-2	→	2	→
First Great Western	1613	69	20	11	0	→	0	→
London Midland	1140	65	22	13	2	→	4	→
London Overground	1145	68	24	8	-3	→	-4	→
South West Trains	2076	67	23	10	0	→	3	→
Southeastern	1752	66	22	12	0	→	5	↑
Southern	2356	62	24	14	-3	→	0	→
LONG DISTANCE SERVICES	5661	76	16	8	0	→	2	→
CrossCountry	1084	75	16	9	1	→	4	→
East Coast	1053	86	10	3	1	→	2	→
East Midlands Trains	1059	82	15	4	-1	→	6	↑
First TransPennine Express	1126	80	15	6	0	→	0	→
Virgin Trains	1339	65	21	13	-1	→	-3	→
REGIONAL SERVICES	4352	77	15	8	1	→	3	↑
Arriva Trains Wales	1253	67	23	10	0	→	5	↑
Merseyrail	655	81	13	6	1	→	-3	→
Northern Rail	1329	75	16	9	0	→	6	↑
ScotRail	1115	82	10	8	1	→	2	→

Your personal security whilst using the station



Key:

Improved ↑

Unchanged →

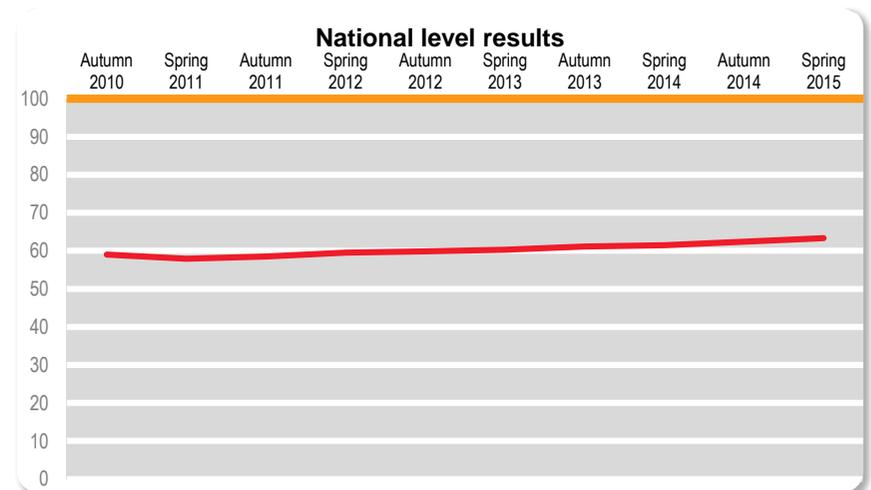
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15569	69	26	5	-1	→	0	→
Abellio Greater Anglia	1890	63	30	6	-1	→	-2	→
c2c	876	73	23	5	3	→	1	→
Chiltern Railways	938	82	17	1	-1	→	2	→
First Capital Connect	2654	74	24	2	-2	→	2	→
First Great Western	1499	70	24	6	3	→	1	→
London Midland	1039	70	24	6	3	→	4	→
London Overground	1063	68	28	4	-4	→	-9	↓
South West Trains	1891	69	26	5	-2	→	1	→
Southeastern	1600	67	28	5	0	→	4	↑
Southern	2119	68	27	5	1	→	0	→
LONG DISTANCE SERVICES	5075	78	20	2	1	→	1	→
CrossCountry	966	76	22	2	-1	→	-1	→
East Coast	921	83	16	1	4	↑	1	→
East Midlands Trains	968	83	16	1	5	↑	5	↑
First TransPennine Express	1013	82	16	2	3	→	4	→
Virgin Trains	1207	72	26	3	-1	→	-3	→
REGIONAL SERVICES	4014	74	20	6	-1	→	0	→
Arriva Trains Wales	1150	68	24	8	-1	→	-1	→
Merseyrail	627	78	18	4	2	→	-3	→
Northern Rail	1231	72	20	7	-1	→	5	↑
ScotRail	1006	76	20	4	-1	→	-4	→

The availability of staff at the station



Key:

Improved ↑

Unchanged →

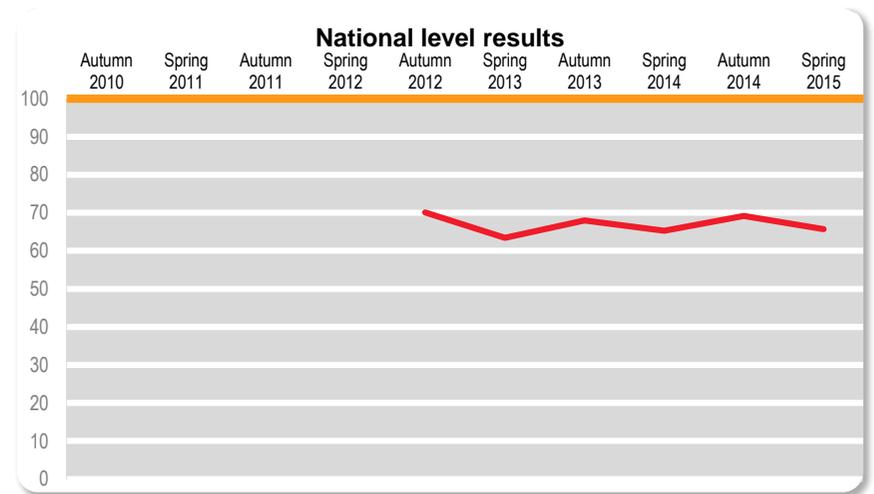
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14926	61	22	17	1	→	1	→
Abellio Greater Anglia	1810	57	25	19	-3	→	0	→
c2c	871	72	18	10	1	→	2	→
Chiltern Railways	876	69	20	11	-3	→	2	→
First Capital Connect	2555	66	21	13	0	→	2	→
First Great Western	1415	61	20	19	2	→	-1	→
London Midland	970	58	24	18	5	→	4	→
London Overground	1014	61	21	17	0	→	-5	→
South West Trains	1801	55	24	21	0	→	-2	→
Southeastern	1569	67	20	13	6	↑	8	↑
Southern	2045	59	22	20	1	→	1	→
LONG DISTANCE SERVICES	4743	71	19	10	2	→	3	↑
CrossCountry	952	71	19	10	3	→	6	↑
East Coast	817	76	18	6	4	→	3	→
East Midlands Trains	933	71	16	13	0	→	4	→
First TransPennine Express	957	74	17	9	1	→	5	→
Virgin Trains	1084	65	25	10	0	→	-2	→
REGIONAL SERVICES	3826	70	17	13	1	→	6	↑
Arriva Trains Wales	1068	67	16	16	4	→	6	↑
Merseyrail	622	78	14	7	-3	→	-1	→
Northern Rail	1147	64	19	17	0	→	8	↑
ScotRail	989	73	16	11	2	→	6	→

The provision of shelter facilities



Key:

Improved ↑

Unchanged →

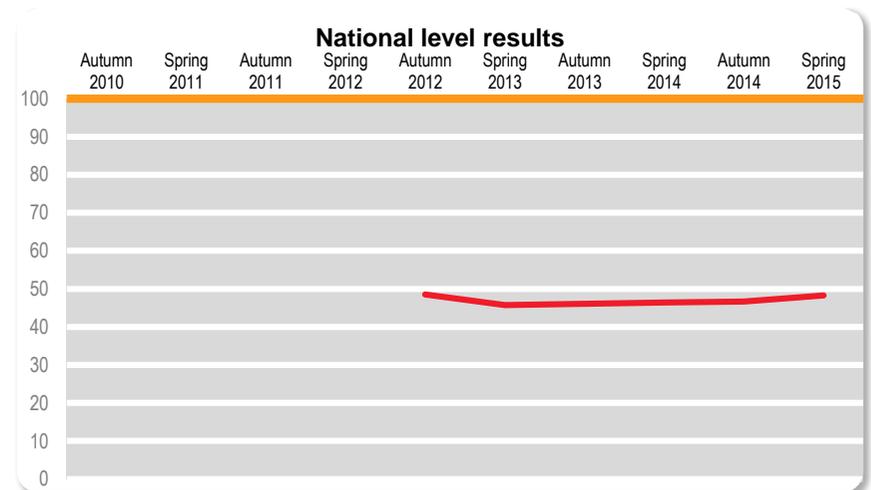
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14302	63	19	18	-4	↓	0	→
Abellio Greater Anglia	1675	55	21	24	-6	↓	-3	→
c2c	847	64	21	15	-4	→	-3	→
Chiltern Railways	882	75	15	9	-5	↓	2	→
First Capital Connect	2537	68	17	15	-6	↓	1	→
First Great Western	1312	63	18	19	-5	↓	0	→
London Midland	1025	64	20	16	-4	→	-1	→
London Overground	1024	65	18	17	-1	→	-1	→
South West Trains	1795	62	19	18	-2	→	2	→
Southeastern	1479	62	17	21	-1	→	2	→
Southern	1726	62	20	18	-6	↓	0	→
LONG DISTANCE SERVICES	4669	73	16	11	-3	↓	1	→
CrossCountry	948	73	16	12	-2	→	2	→
East Coast	824	78	15	8	-2	→	3	→
East Midlands Trains	919	74	15	11	-3	→	2	→
First TransPennine Express	996	75	15	10	-4	→	1	→
Virgin Trains	982	68	19	13	-5	→	-1	→
REGIONAL SERVICES	3941	74	14	12	-3	→	1	→
Arriva Trains Wales	1200	66	19	15	1	→	0	→
Merseyrail	534	81	13	6	1	→	-3	→
Northern Rail	1248	71	15	14	-3	→	7	↑
ScotRail	959	77	11	12	-6	→	-3	→

Availability of seating



Key:

Improved ↑

Unchanged →

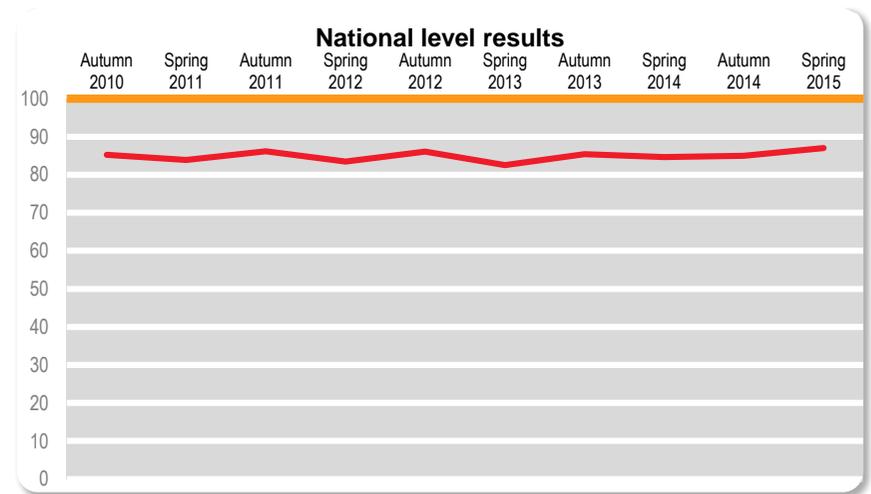
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15743	44	21	35	1	→	2	↑
Abellio Greater Anglia	1888	39	22	40	1	→	-1	→
c2c	896	54	23	23	0	→	-1	→
Chiltern Railways	964	57	20	22	3	→	7	↑
First Capital Connect	2804	56	20	24	1	→	5	↑
First Great Western	1489	46	22	32	-1	→	2	→
London Midland	1073	52	19	29	3	→	1	→
London Overground	1074	52	21	28	3	→	0	→
South West Trains	1918	38	22	40	1	→	2	→
Southeastern	1606	41	19	39	4	→	6	↑
Southern	2031	39	20	41	-1	→	1	→
LONG DISTANCE SERVICES	5283	55	19	26	2	→	3	↑
CrossCountry	1028	59	19	22	3	→	4	→
East Coast	960	54	19	27	2	→	6	↑
East Midlands Trains	1009	59	19	23	0	→	2	→
First TransPennine Express	1047	61	17	22	4	→	3	→
Virgin Trains	1239	44	19	37	0	→	-1	→
REGIONAL SERVICES	4161	62	18	21	2	→	3	→
Arriva Trains Wales	1196	57	19	25	8	↑	6	↑
Merseyrail	640	66	16	19	-3	→	-3	→
Northern Rail	1281	62	18	20	6	↑	9	↑
ScotRail	1044	61	18	20	-1	→	-3	→

How request to station staff was handled



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	2542	85	5	9	2	→	2	→
Abellio Greater Anglia	303	84	6	9	-3	→	-3	→
c2c	104	85	8	7	-1	→	-2	→
Chiltern Railways	142	89	4	6	-4	→	-1	→
First Capital Connect	498	89	4	6	2	→	5	→
First Great Western	234	83	5	12	0	→	-3	→
London Midland	150	89	3	8	9	→	1	→
London Overground	94	89	3	7	10	→	12	→
South West Trains	246	88	7	5	7	→	4	→
Southeastern	289	85	5	11	1	→	5	→
Southern	482	80	5	15	-1	→	-2	→
LONG DISTANCE SERVICES	1140	92	3	4	3	→	4	↑
CrossCountry	251	94	2	3	4	→	9	↑
East Coast	181	91	5	4	1	→	5	→
East Midlands Trains	201	86	5	7	0	→	-5	→
First TransPennine Express	215	91	2	7	6	→	0	→
Virgin Trains	292	92	4	3	1	→	2	→
REGIONAL SERVICES	626	92	2	5	3	→	5	→
Arriva Trains Wales	229	93	2	5	0	→	4	→
Merseyrail	48	93	-	7	0	→	0	→
Northern Rail	168	91	4	5	4	→	6	→
ScotRail	181	93	2	5	5	→	5	→

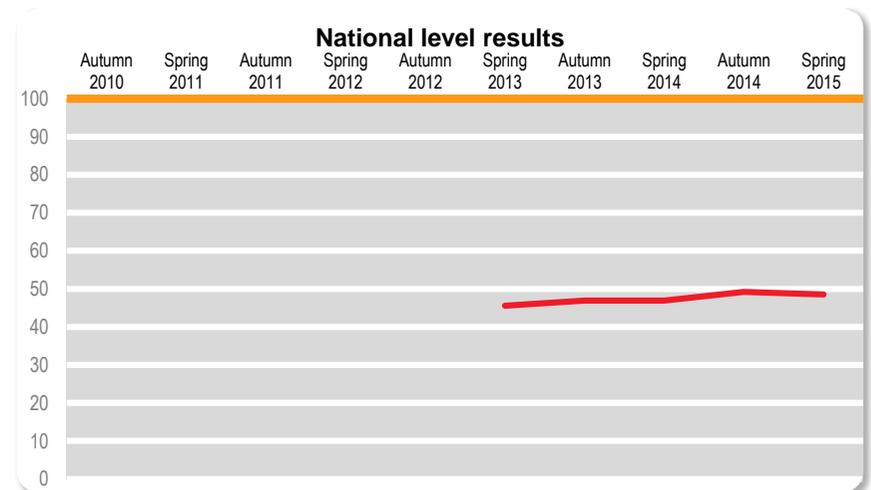
The choice of shops/eating/drinking facilities available

Key:

Improved ↑

Unchanged →

Declined ↓

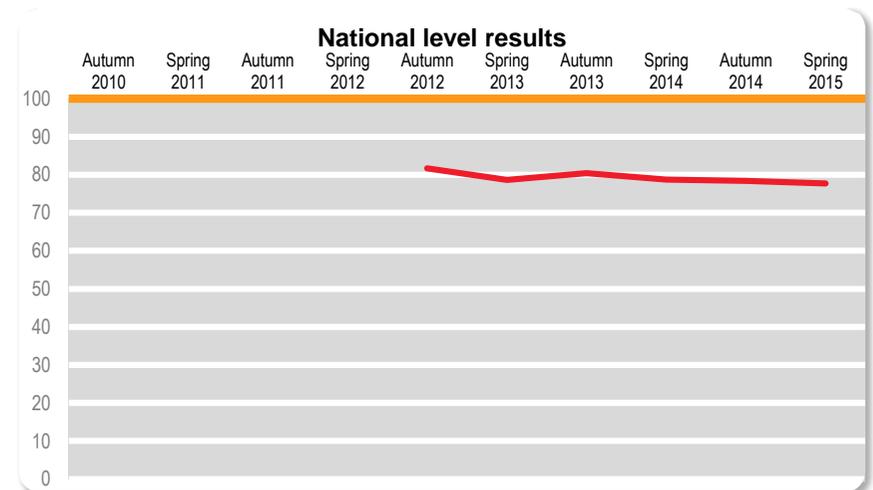


Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14358	47	23	30	-1	→	1	→
Abellio Greater Anglia	1768	47	22	31	2	→	-2	→
c2c	777	42	26	32	-1	→	0	→
Chiltern Railways	904	56	25	19	-1	→	4	→
First Capital Connect	2556	49	23	28	-2	→	0	→
First Great Western	1331	47	22	31	-1	→	2	→
London Midland	919	44	24	32	1	→	1	→
London Overground	815	37	26	37	-3	→	-5	→
South West Trains	1806	54	22	24	-1	→	3	→
Southeastern	1531	42	24	34	-1	→	2	→
Southern	1951	47	24	29	-4	↓	0	→
LONG DISTANCE SERVICES	5003	61	22	17	-1	→	2	→
CrossCountry	930	63	21	16	0	→	5	→
East Coast	943	67	20	13	-1	→	2	→
East Midlands Trains	936	57	21	23	-1	→	4	→
First TransPennine Express	984	60	22	18	-4	→	-1	→
Virgin Trains	1210	58	24	18	-1	→	-3	→
REGIONAL SERVICES	3564	49	19	33	3	→	5	↑
Arriva Trains Wales	1027	40	21	40	8	↑	0	→
Merseyrail	505	46	17	37	-3	→	-2	→
Northern Rail	1092	52	17	31	4	→	12	↑
ScotRail	940	49	21	30	2	→	2	→

Overall satisfaction with the train



Key:

Improved ↑

Unchanged →

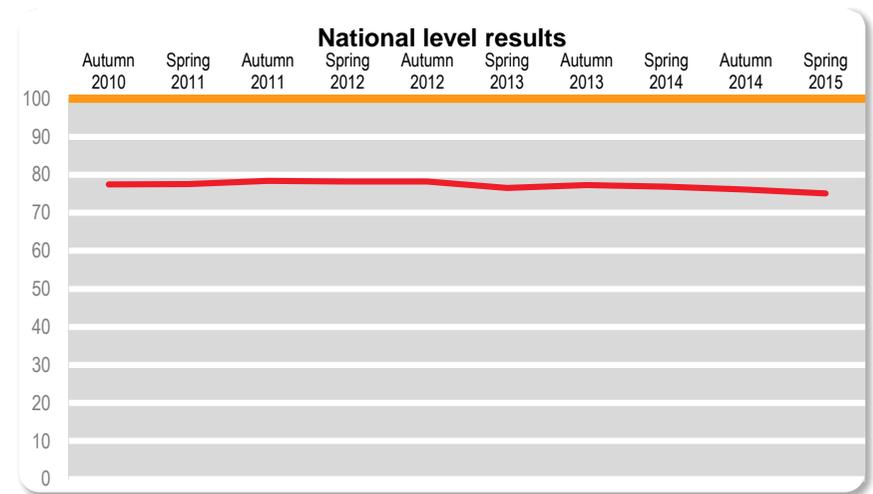
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17682	76	16	8	-1	→	-1	→
Abellio Greater Anglia	2149	66	21	12	-2	→	-5	↓
c2c	988	85	10	5	-3	→	-3	→
Chiltern Railways	1061	89	7	4	-2	→	-2	→
First Capital Connect	3047	78	14	8	0	→	0	→
First Great Western	1669	68	19	12	-1	→	-1	→
London Midland	1187	81	13	7	-1	→	1	→
London Overground	1185	87	9	5	-1	→	-2	→
South West Trains	2132	78	15	7	1	→	1	→
Southeastern	1801	71	19	9	1	→	-1	→
Southern	2463	76	16	9	-4	↓	-2	→
LONG DISTANCE SERVICES	5844	86	10	5	1	→	1	→
CrossCountry	1134	82	12	6	1	→	1	→
East Coast	1078	93	5	2	4	↑	3	↑
East Midlands Trains	1088	87	10	4	1	→	0	→
First TransPennine Express	1150	83	11	6	1	→	3	→
Virgin Trains	1394	89	8	4	-1	→	-1	→
REGIONAL SERVICES	4521	80	12	8	0	→	-1	→
Arriva Trains Wales	1338	85	11	4	5	↑	4	↑
Merseyrail	686	85	11	4	0	→	-2	→
Northern Rail	1367	72	14	13	3	→	-2	→
ScotRail	1130	84	12	4	-3	→	-4	→

The frequency of the trains on that route



Key:

Improved ↑

Unchanged →

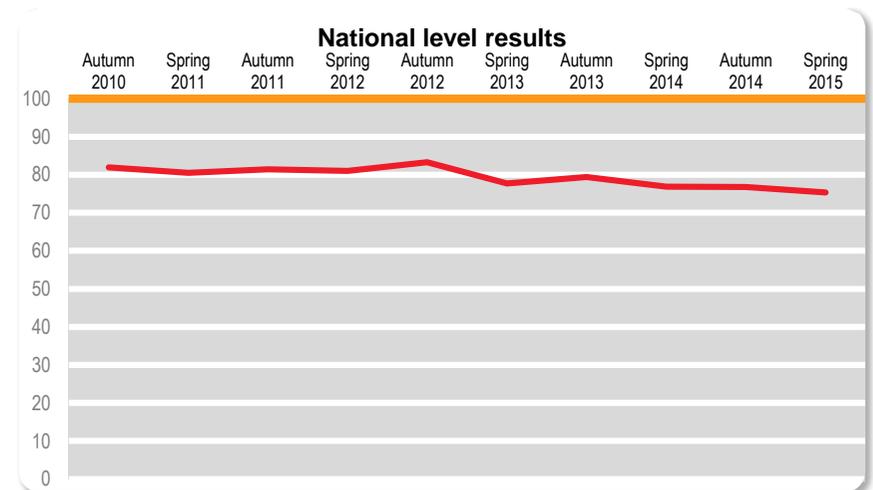
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17626	73	10	17	-2	↓	-2	↓
Abellio Greater Anglia	2123	75	9	16	0	→	-2	→
c2c	994	82	7	11	0	→	1	→
Chiltern Railways	1064	81	7	12	-2	→	0	→
First Capital Connect	3008	77	10	13	0	→	3	↑
First Great Western	1669	70	11	18	-1	→	-6	↓
London Midland	1171	80	7	13	1	→	5	↑
London Overground	1201	77	7	16	2	→	-2	→
South West Trains	2136	74	9	17	0	→	0	→
Southeastern	1798	68	11	21	-5	↓	-4	↓
Southern	2462	67	11	22	-6	↓	-7	↓
LONG DISTANCE SERVICES	5644	85	7	8	0	→	2	↑
CrossCountry	1068	81	9	10	0	→	4	→
East Coast	1044	94	3	3	1	→	2	→
East Midlands Trains	1047	82	7	11	2	→	3	→
First TransPennine Express	1127	84	8	8	0	→	2	→
Virgin Trains	1358	90	5	4	-1	→	0	→
REGIONAL SERVICES	4465	79	7	14	1	→	-2	→
Arriva Trains Wales	1293	76	9	14	0	→	1	→
Merseyrail	695	94	3	3	-1	→	1	→
Northern Rail	1352	69	11	20	1	→	-6	↓
ScotRail	1125	83	4	13	1	→	-2	→

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



Key:

Improved ↑

Unchanged →

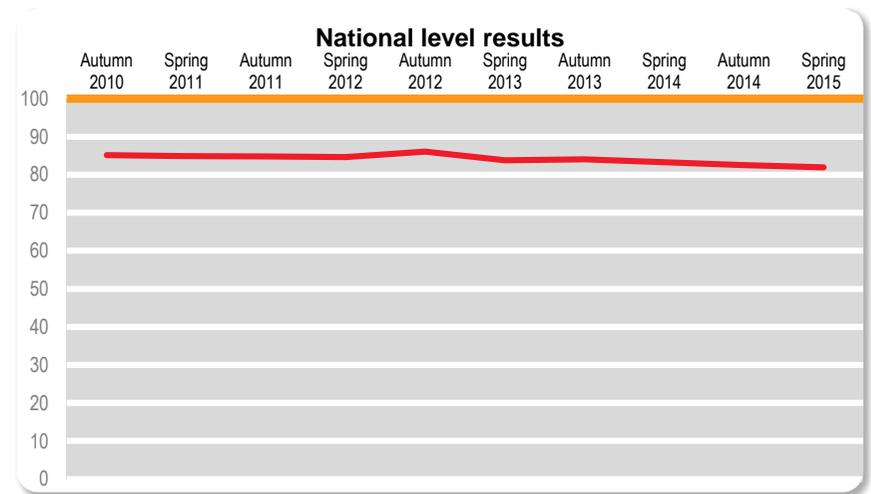
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17645	73	9	19	-3	↓	-2	↓
Abellio Greater Anglia	2120	75	9	16	-2	→	-2	→
c2c	987	93	4	4	2	→	2	→
Chiltern Railways	1062	91	5	5	2	→	1	→
First Capital Connect	3031	75	8	17	1	→	2	→
First Great Western	1682	64	11	26	-6	↓	-9	↓
London Midland	1184	77	9	15	2	→	3	→
London Overground	1190	81	9	10	-1	→	-5	↓
South West Trains	2132	76	8	16	-3	→	-1	→
Southeastern	1807	73	9	18	1	→	5	↑
Southern	2450	56	10	33	-12	↓	-9	↓
LONG DISTANCE SERVICES	5801	84	6	10	2	↑	1	→
CrossCountry	1123	85	6	10	4	↑	6	↑
East Coast	1067	92	3	5	4	↑	9	↑
East Midlands Trains	1075	85	5	10	2	→	2	→
First TransPennine Express	1158	79	7	14	5	↑	-7	↓
Virgin Trains	1378	83	7	10	-3	→	-3	→
REGIONAL SERVICES	4520	83	6	10	3	↑	0	→
Arriva Trains Wales	1329	87	6	7	9	↑	4	↑
Merseyrail	692	92	4	5	5	↑	-1	→
Northern Rail	1370	78	7	16	1	→	0	→
ScotRail	1129	84	8	9	1	→	-3	→

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



Key:

Improved ↑

Unchanged →

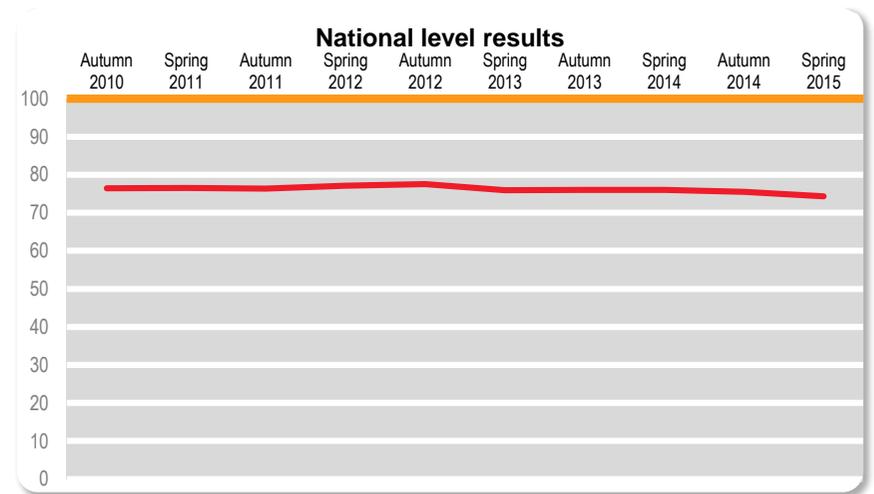
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17534	80	11	9	-1	→	-1	↓
Abellio Greater Anglia	2110	80	11	9	-1	→	-2	→
c2c	978	93	4	3	1	→	2	→
Chiltern Railways	1055	89	6	5	1	→	1	→
First Capital Connect	3023	84	10	6	2	→	1	→
First Great Western	1656	79	12	9	-1	→	-4	↓
London Midland	1179	86	9	5	-1	→	3	→
London Overground	1175	87	6	7	0	→	-2	→
South West Trains	2130	79	11	11	-2	→	-1	→
Southeastern	1783	77	13	10	2	→	2	→
Southern	2445	73	13	14	-5	↓	-7	↓
LONG DISTANCE SERVICES	5773	88	7	5	0	→	1	→
CrossCountry	1111	86	7	7	1	→	4	→
East Coast	1065	93	4	3	1	→	2	→
East Midlands Trains	1068	88	7	5	1	→	1	→
First TransPennine Express	1150	87	8	5	2	→	-1	→
Virgin Trains	1379	90	7	4	-4	↓	-3	→
REGIONAL SERVICES	4475	86	8	6	0	→	-2	→
Arriva Trains Wales	1309	86	9	5	4	→	4	↑
Merseyrail	688	96	3	1	2	→	0	→
Northern Rail	1353	81	11	9	1	→	-7	↓
ScotRail	1125	88	7	5	-2	→	0	→

Connections with other train services



Key:

Improved ↑

Unchanged →

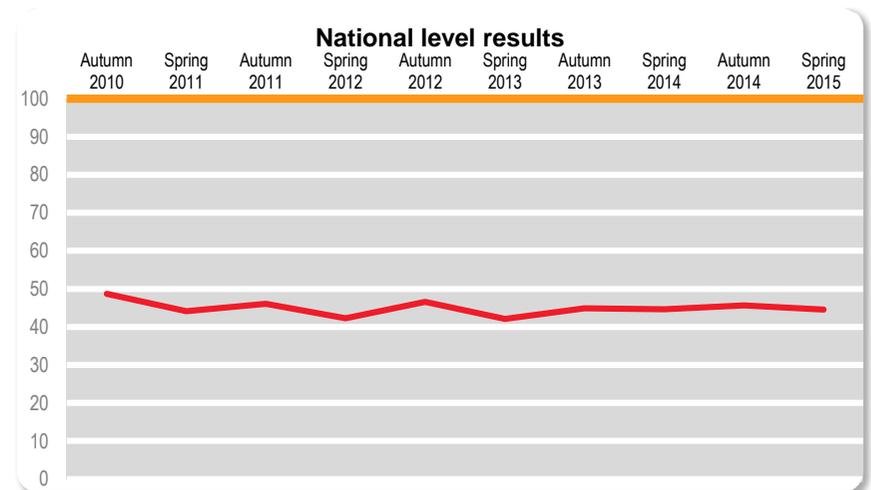
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	10255	73	18	9	-2	↓	-2	↓
Abellio Greater Anglia	1261	74	19	7	0	→	0	→
c2c	592	81	15	4	1	→	0	→
Chiltern Railways	484	77	17	6	-3	→	0	→
First Capital Connect	1650	75	17	8	4	↑	4	↑
First Great Western	976	68	23	10	-6	↓	-7	↓
London Midland	653	75	16	9	-1	→	3	→
London Overground	964	80	14	6	0	→	-6	↓
South West Trains	1271	74	17	9	1	→	2	→
Southeastern	1022	66	22	12	-5	↓	-3	→
Southern	1382	66	20	13	-7	↓	-8	↓
LONG DISTANCE SERVICES	3326	82	11	7	2	→	3	↑
CrossCountry	701	82	9	9	4	→	9	↑
East Coast	596	86	9	5	3	→	3	→
East Midlands Trains	605	79	14	7	3	→	2	→
First TransPennine Express	648	78	13	9	0	→	-3	→
Virgin Trains	776	82	11	6	-1	→	-1	→
REGIONAL SERVICES	2635	79	15	6	1	→	-1	→
Arriva Trains Wales	877	75	16	9	-1	→	2	→
Merseyrail	373	87	9	4	2	→	-2	→
Northern Rail	814	76	16	7	6	↑	1	→
ScotRail	571	79	15	6	-3	→	-6	→

The value for money for the price of your ticket



Key:

Improved ↑

Unchanged →

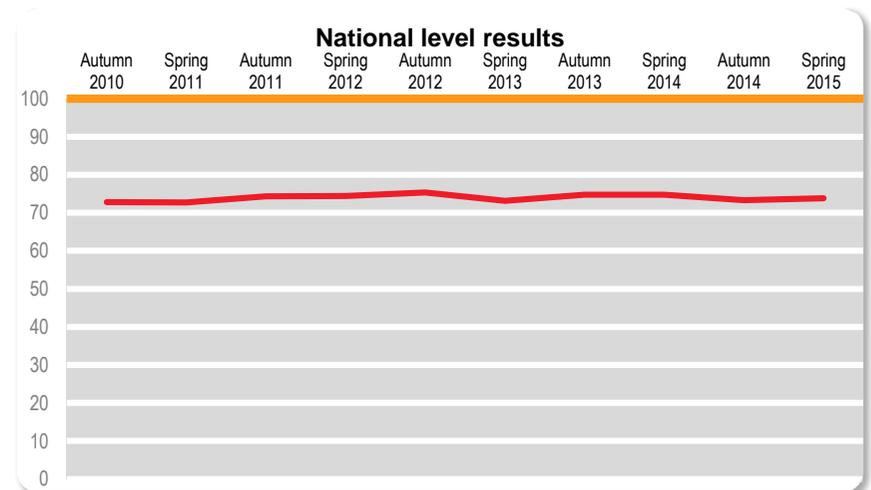
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16547	40	22	38	-1	→	-1	→
Abellio Greater Anglia	2036	34	25	42	-3	→	-2	→
c2c	930	45	26	29	-2	→	1	→
Chiltern Railways	1023	46	25	29	-2	→	-3	→
First Capital Connect	2953	49	20	31	1	→	1	→
First Great Western	1559	36	22	42	-2	→	-2	→
London Midland	1091	54	18	28	0	→	4	→
London Overground	1020	54	20	25	5	→	-2	→
South West Trains	2042	35	23	42	-3	→	-2	→
Southeastern	1623	33	21	46	-2	→	3	→
Southern	2270	37	23	41	-3	→	-3	→
LONG DISTANCE SERVICES	5613	59	17	24	0	→	4	↑
CrossCountry	1079	55	19	26	3	→	4	→
East Coast	1043	63	17	21	-1	→	3	→
East Midlands Trains	1041	51	19	30	-1	→	2	→
First TransPennine Express	1109	60	16	24	3	→	6	↑
Virgin Trains	1341	65	14	21	-3	→	3	→
REGIONAL SERVICES	4287	58	18	24	0	→	2	→
Arriva Trains Wales	1293	57	22	21	2	→	3	→
Merseyrail	578	68	16	16	2	→	-2	→
Northern Rail	1313	53	19	27	-3	→	0	→
ScotRail	1103	60	15	25	0	→	4	→

Cleanliness of the train



Key:

Improved ↑

Unchanged →

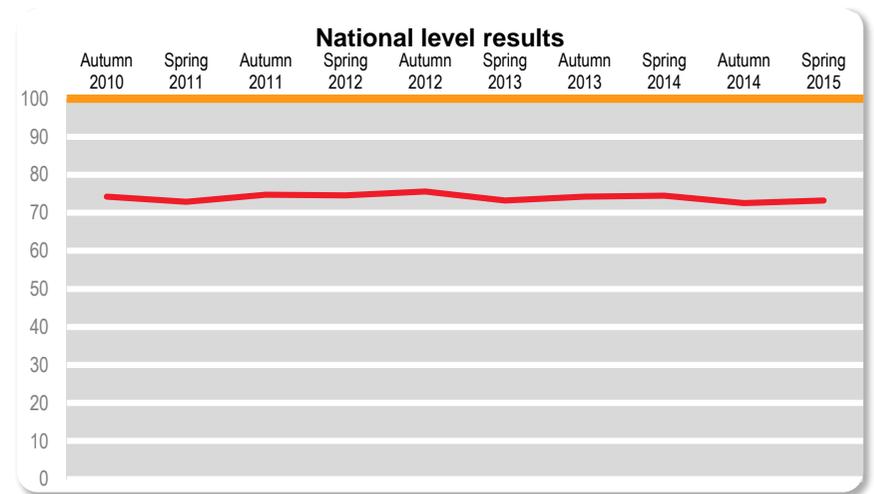
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17681	73	15	12	0	→	-1	→
Abellio Greater Anglia	2149	60	19	20	1	→	-2	→
c2c	983	87	9	4	-2	→	-2	→
Chiltern Railways	1066	88	7	5	0	→	0	→
First Capital Connect	3038	74	15	11	0	→	-1	→
First Great Western	1681	68	18	14	2	→	3	→
London Midland	1176	75	12	12	6	↑	1	→
London Overground	1193	87	11	2	-3	→	-5	↓
South West Trains	2130	72	15	13	0	→	1	→
Southeastern	1803	67	17	15	3	→	0	→
Southern	2462	75	15	10	-2	→	-2	→
LONG DISTANCE SERVICES	5838	83	10	7	2	↑	0	→
CrossCountry	1126	79	11	9	3	→	1	→
East Coast	1081	86	10	4	2	→	3	→
East Midlands Trains	1086	81	12	7	-1	→	-2	→
First TransPennine Express	1152	84	10	6	2	→	0	→
Virgin Trains	1393	87	8	5	2	→	-2	→
REGIONAL SERVICES	4516	72	15	13	0	→	-2	→
Arriva Trains Wales	1337	77	13	10	6	↑	3	→
Merseyrail	679	72	15	13	-1	→	-7	↓
Northern Rail	1369	65	18	16	1	→	0	→
ScotRail	1131	78	12	10	-3	→	-7	↓

Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

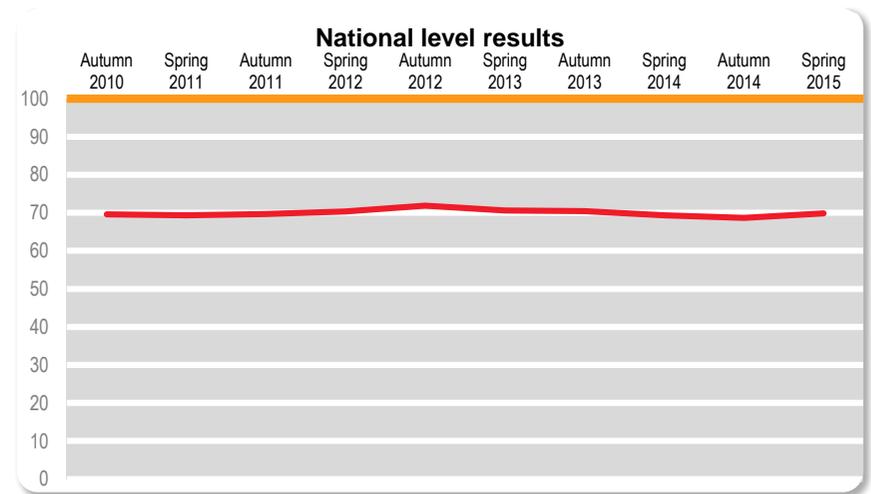
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17020	73	16	11	1	→	-1	→
Abellio Greater Anglia	2048	54	21	25	2	→	-4	↓
c2c	946	86	10	4	0	→	-1	→
Chiltern Railways	1032	87	9	4	0	→	0	→
First Capital Connect	2938	73	17	10	0	→	-3	↓
First Great Western	1610	59	23	18	0	→	0	→
London Midland	1143	78	12	10	8	↑	-1	→
London Overground	1139	90	9	1	-3	→	-4	→
South West Trains	2066	76	16	8	1	→	1	→
Southeastern	1726	67	20	13	2	→	-1	→
Southern	2372	76	16	8	0	→	0	→
LONG DISTANCE SERVICES	5690	83	12	6	2	↑	-1	→
CrossCountry	1094	79	14	7	3	→	-1	→
East Coast	1062	82	13	6	3	→	2	→
East Midlands Trains	1046	80	13	7	-1	→	-2	→
First TransPennine Express	1125	85	10	4	1	→	-2	→
Virgin Trains	1363	88	8	4	3	→	-3	→
REGIONAL SERVICES	4373	70	16	14	-1	→	-2	→
Arriva Trains Wales	1298	74	15	11	5	→	3	→
Merseyrail	651	72	20	9	-2	→	-5	→
Northern Rail	1325	60	17	23	0	→	-2	→
ScotRail	1099	78	13	9	-5	→	-6	→

The provision of information during the journey



Key:

Improved ↑

Unchanged →

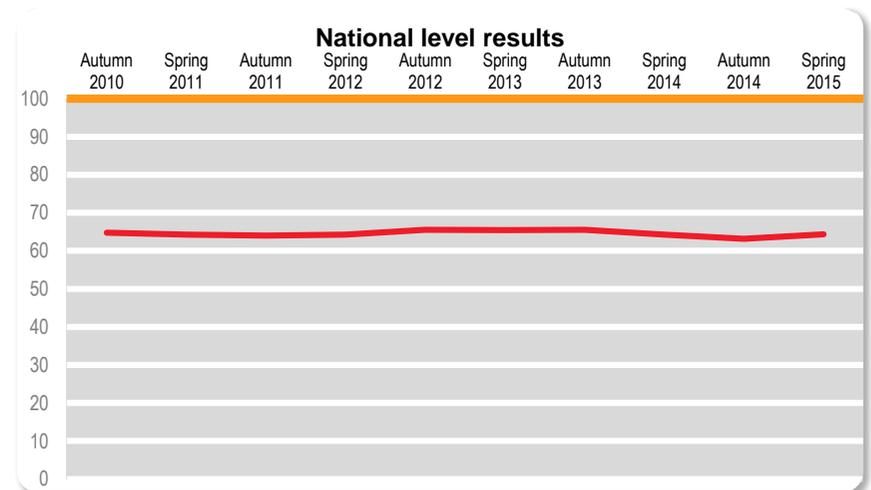
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15859	69	20	12	1	→	1	→
Abellio Greater Anglia	1900	58	26	16	-1	→	-1	→
c2c	897	79	15	6	3	→	2	→
Chiltern Railways	929	80	16	4	2	→	4	↑
First Capital Connect	2693	67	23	10	1	→	1	→
First Great Western	1458	50	27	23	4	→	1	→
London Midland	1074	71	16	13	4	→	2	→
London Overground	1090	81	14	5	-1	→	-2	→
South West Trains	1973	71	18	11	0	→	2	→
Southeastern	1630	66	22	12	5	↑	4	↑
Southern	2215	73	17	10	0	→	0	→
LONG DISTANCE SERVICES	5391	79	15	6	2	↑	1	→
CrossCountry	1017	76	18	6	1	→	1	→
East Coast	1017	84	12	3	4	↑	2	→
East Midlands Trains	995	75	16	9	3	→	3	→
First TransPennine Express	1064	79	16	5	2	→	2	→
Virgin Trains	1298	83	13	5	0	→	0	→
REGIONAL SERVICES	4079	70	20	10	1	→	-2	→
Arriva Trains Wales	1204	67	24	10	1	→	1	→
Merseyrail	645	87	9	4	5	→	-1	→
Northern Rail	1196	57	26	17	-2	→	-3	→
ScotRail	1034	76	17	8	1	→	-2	→

The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

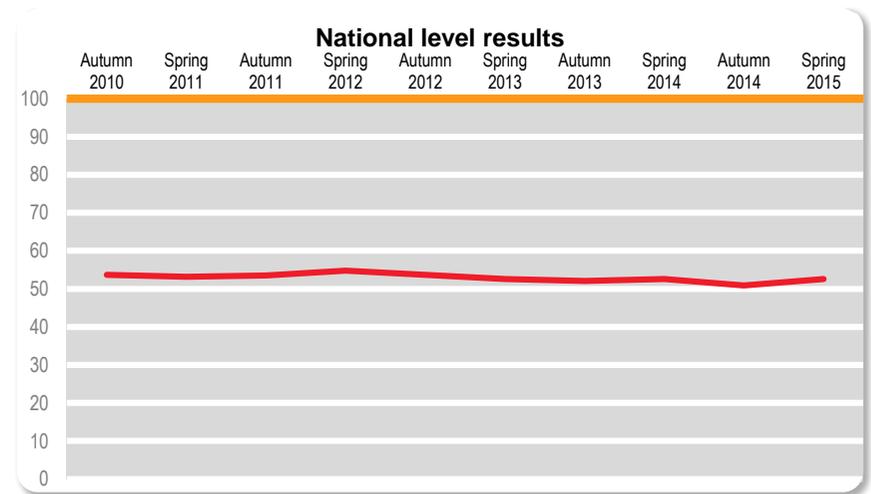
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	8532	56	32	12	2	→	0	→
Abellio Greater Anglia	1063	44	35	21	1	→	-3	→
c2c	365	42	42	16	4	→	7	→
Chiltern Railways	364	59	36	5	1	→	-1	→
First Capital Connect	1699	69	24	7	1	→	2	→
First Great Western	546	33	45	22	-6	→	-2	→
London Midland	641	65	25	10	5	→	3	→
London Overground	514	41	40	19	0	→	-10	→
South West Trains	1359	68	27	5	3	→	1	→
Southeastern	865	53	33	14	0	→	5	→
Southern	1116	57	32	11	4	→	0	→
LONG DISTANCE SERVICES	4390	82	15	3	1	→	0	→
CrossCountry	838	81	16	3	1	→	1	→
East Coast	879	87	12	1	6	↑	0	→
East Midlands Trains	806	79	17	4	0	→	-1	→
First TransPennine Express	880	81	15	4	-1	→	0	→
Virgin Trains	987	82	15	3	0	→	0	→
REGIONAL SERVICES	3614	77	18	4	-1	→	1	→
Arriva Trains Wales	1178	85	12	3	2	→	5	↑
Merseyrail	386	70	26	4	8	→	-3	→
Northern Rail	1137	75	19	5	0	→	6	↑
ScotRail	913	79	17	4	-5	→	-5	→

The space for luggage on the train



Key:

Improved ↑

Unchanged →

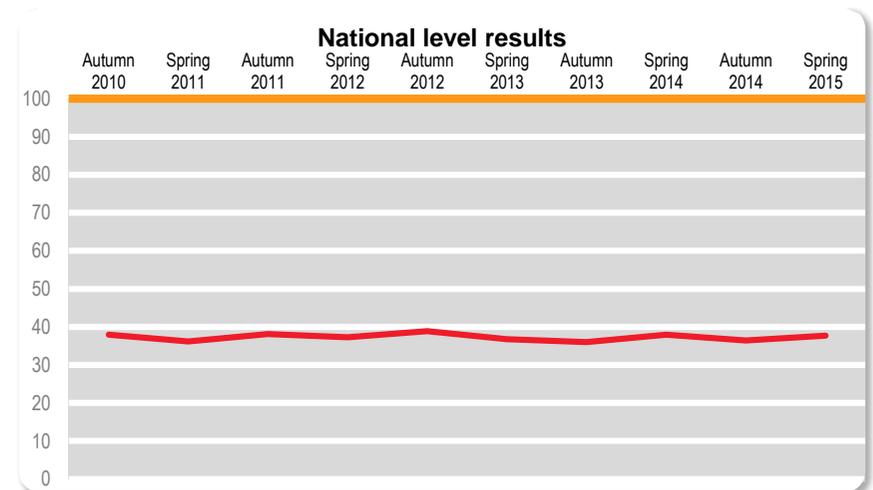
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13376	49	25	26	1	→	-1	→
Abellio Greater Anglia	1690	48	27	25	2	→	-7	↓
c2c	733	52	23	25	5	→	4	→
Chiltern Railways	777	60	24	16	2	→	2	→
First Capital Connect	2312	56	21	22	1	→	2	→
First Great Western	1271	43	25	32	2	→	1	→
London Midland	885	48	24	27	0	→	-5	→
London Overground	890	48	25	26	-1	→	-11	↓
South West Trains	1619	54	24	21	1	→	1	→
Southeastern	1338	47	25	28	3	→	2	→
Southern	1861	46	26	28	0	→	0	→
LONG DISTANCE SERVICES	4810	61	17	22	4	↑	2	→
CrossCountry	884	59	17	24	5	→	2	→
East Coast	946	70	15	15	5	↑	2	→
East Midlands Trains	848	56	22	21	-3	→	-1	→
First TransPennine Express	923	59	15	26	7	↑	9	↑
Virgin Trains	1209	61	18	21	4	→	-2	→
REGIONAL SERVICES	3673	62	19	19	2	→	4	↑
Arriva Trains Wales	1157	67	19	13	7	↑	6	↑
Merseyrail	522	54	24	22	3	→	-2	→
Northern Rail	1079	57	18	25	2	→	4	→
ScotRail	915	69	18	13	-1	→	5	→

The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	6927	33	22	45	1	→	-1	→
Abellio Greater Anglia	956	26	24	50	-2	→	-9	↓
c2c	397	52	27	22	0	→	2	→
Chiltern Railways	355	55	26	19	2	→	3	→
First Capital Connect	1373	41	26	33	0	→	0	→
First Great Western	560	25	23	53	0	→	-3	→
London Midland	440	44	25	31	2	→	0	→
London Overground	400	14	10	76	2	→	-8	→
South West Trains	905	32	24	44	2	→	2	→
Southeastern	722	31	22	47	3	→	2	→
Southern	819	44	23	33	4	→	3	→
LONG DISTANCE SERVICES	3091	54	23	23	2	→	-2	→
CrossCountry	506	49	24	27	3	→	-7	→
East Coast	746	57	23	20	5	→	7	↑
East Midlands Trains	504	45	27	28	-2	→	-9	↓
First TransPennine Express	462	55	20	25	3	→	4	→
Virgin Trains	873	61	23	17	-1	→	-3	→
REGIONAL SERVICES	2115	46	20	34	3	→	3	→
Arriva Trains Wales	822	50	26	24	5	→	3	→
Merseyrail	207	25	11	65	1	→	7	→
Northern Rail	600	40	21	39	0	→	-1	→
ScotRail	486	58	20	22	5	→	6	→

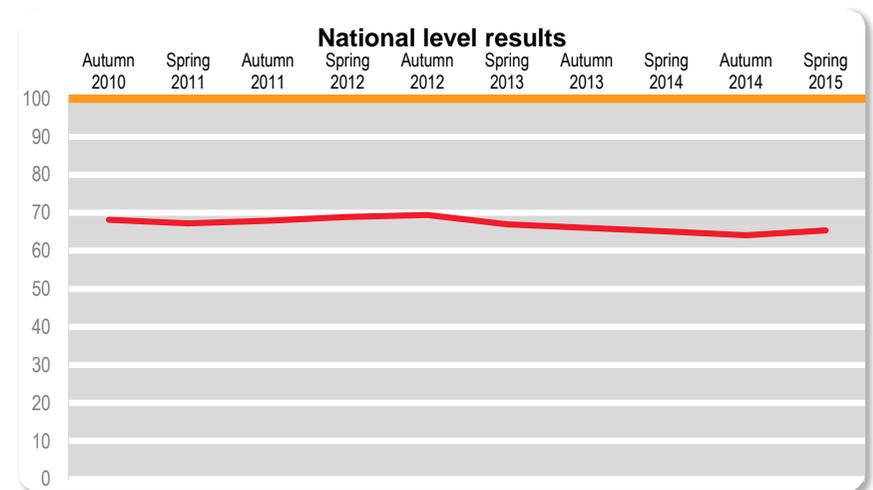
Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓

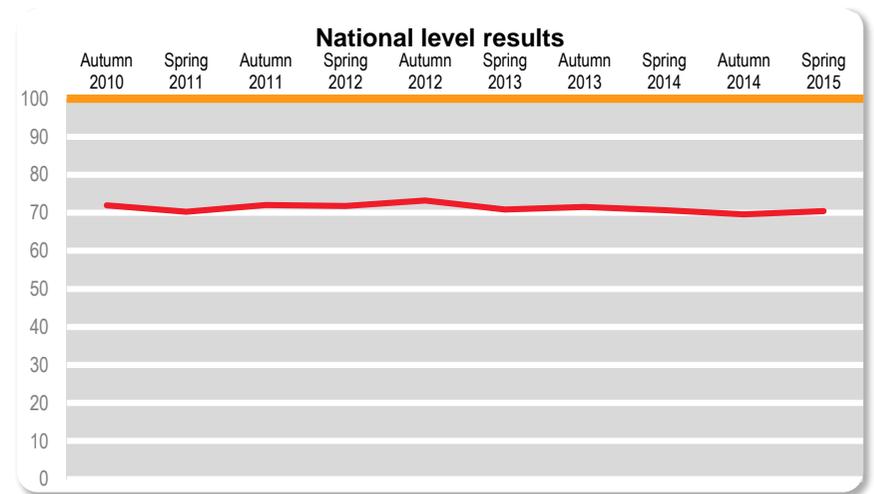


Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17144	63	15	23	1	→	0	→
Abellio Greater Anglia	2069	60	18	23	-4	→	-8	↓
c2c	954	57	14	29	-3	→	-2	→
Chiltern Railways	1048	73	13	14	2	→	-2	→
First Capital Connect	2963	69	13	18	3	↑	3	→
First Great Western	1620	56	17	27	1	→	-1	→
London Midland	1145	67	13	20	0	→	1	→
London Overground	1154	67	12	21	0	→	-3	→
South West Trains	2082	61	16	23	2	→	1	→
Southeastern	1725	61	14	26	3	→	4	↑
Southern	2384	64	14	22	0	→	2	→
LONG DISTANCE SERVICES	5662	74	11	15	3	↑	2	→
CrossCountry	1091	72	12	17	5	↑	2	→
East Coast	1035	82	11	7	4	↑	-2	→
East Midlands Trains	1059	75	12	14	0	→	-2	→
First TransPennine Express	1126	67	10	23	5	→	11	↑
Virgin Trains	1351	77	12	10	1	→	-2	→
REGIONAL SERVICES	4405	73	12	14	2	→	1	→
Arriva Trains Wales	1303	79	11	10	5	→	6	↑
Merseyrail	672	75	14	11	5	→	-2	→
Northern Rail	1334	66	14	20	-1	→	-1	→
ScotRail	1096	78	10	12	2	→	0	→

The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

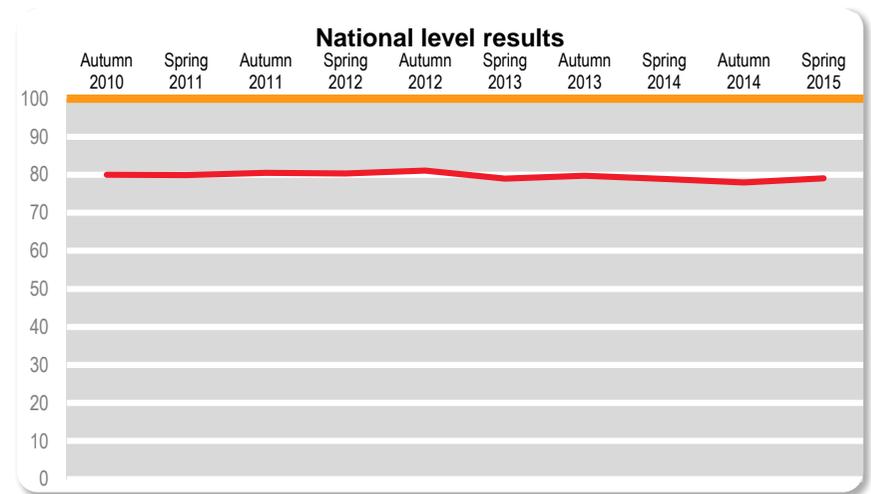
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17079	69	19	13	0	→	-1	→
Abellio Greater Anglia	2095	56	24	20	-4	→	-7	↓
c2c	928	76	15	9	0	→	-2	→
Chiltern Railways	1031	79	15	6	-2	→	-3	→
First Capital Connect	2956	72	18	10	1	→	0	→
First Great Western	1606	56	27	18	-3	→	-1	→
London Midland	1148	74	16	11	4	→	0	→
London Overground	1141	80	13	7	1	→	-3	→
South West Trains	2054	71	18	12	2	→	2	→
Southeastern	1746	66	20	14	3	→	3	→
Southern	2374	72	17	11	0	→	1	→
LONG DISTANCE SERVICES	5654	80	13	7	2	↑	1	→
CrossCountry	1084	76	14	10	2	→	3	→
East Coast	1056	80	14	7	2	→	-1	→
East Midlands Trains	1046	83	12	6	3	→	0	→
First TransPennine Express	1102	80	12	8	2	→	3	→
Virgin Trains	1366	81	13	6	1	→	0	→
REGIONAL SERVICES	4407	73	14	13	3	→	0	→
Arriva Trains Wales	1293	77	14	9	5	→	3	→
Merseyrail	668	76	15	9	3	→	-1	→
Northern Rail	1342	63	17	20	2	→	0	→
ScotRail	1104	81	11	8	2	→	-2	→

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



Key:

Improved ↑

Unchanged →

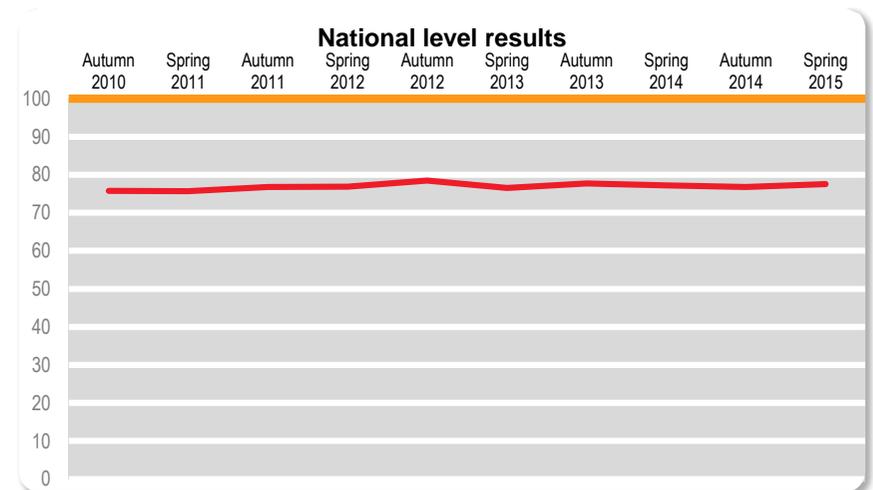
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17379	78	14	8	1	→	0	→
Abellio Greater Anglia	2111	72	19	9	-4	→	-7	↓
c2c	963	80	11	9	-2	→	-5	↓
Chiltern Railways	1050	90	8	2	2	→	-1	→
First Capital Connect	2995	76	15	9	1	→	1	→
First Great Western	1643	72	17	11	-1	→	0	→
London Midland	1160	82	12	6	0	→	0	→
London Overground	1167	83	8	9	3	→	-2	→
South West Trains	2098	79	13	8	4	↑	5	↑
Southeastern	1770	78	14	7	0	→	4	↑
Southern	2422	76	15	9	1	→	0	→
LONG DISTANCE SERVICES	5737	84	11	4	4	↑	1	→
CrossCountry	1104	82	13	5	4	→	2	→
East Coast	1061	86	11	3	5	↑	-1	→
East Midlands Trains	1071	86	10	4	3	→	2	→
First TransPennine Express	1133	83	12	6	5	↑	6	↑
Virgin Trains	1368	87	10	3	2	→	-1	→
REGIONAL SERVICES	4431	83	11	6	1	→	0	→
Arriva Trains Wales	1304	83	11	6	2	→	1	→
Merseyrail	670	87	8	4	3	→	-1	→
Northern Rail	1340	78	14	8	0	→	0	→
ScotRail	1117	87	9	5	0	→	-2	→

Your personal security whilst on board the train



Key:

Improved ↑

Unchanged →

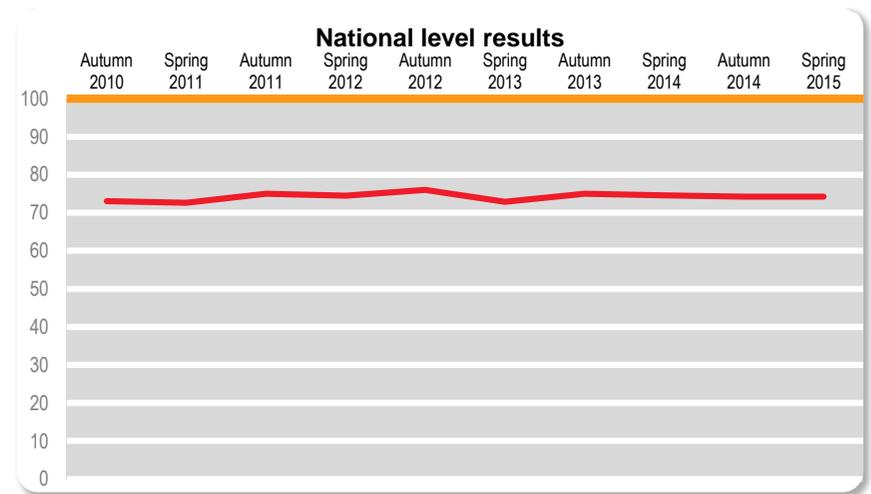
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16303	75	21	4	0	→	0	→
Abellio Greater Anglia	1955	68	26	6	-1	→	-2	→
c2c	909	75	20	4	0	→	2	→
Chiltern Railways	983	88	11	2	0	→	2	→
First Capital Connect	2783	80	17	2	0	→	0	→
First Great Western	1550	68	27	5	0	→	-3	→
London Midland	1095	77	18	5	1	→	1	→
London Overground	1109	78	17	4	1	→	-3	→
South West Trains	1985	80	18	2	2	→	2	→
Southeastern	1669	71	24	5	1	→	4	↑
Southern	2265	76	21	3	-1	→	1	→
LONG DISTANCE SERVICES	5491	86	12	1	2	↑	1	→
CrossCountry	1054	85	13	2	3	→	1	→
East Coast	1022	89	10	1	1	→	0	→
East Midlands Trains	1030	85	14	1	1	→	-1	→
First TransPennine Express	1094	86	13	2	2	→	3	→
Virgin Trains	1291	88	11	1	1	→	0	→
REGIONAL SERVICES	4262	82	15	2	2	→	0	→
Arriva Trains Wales	1271	86	12	2	4	→	5	↑
Merseyrail	641	80	18	2	4	→	-3	→
Northern Rail	1288	79	18	3	2	→	0	→
ScotRail	1062	86	13	2	1	→	-2	→

The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

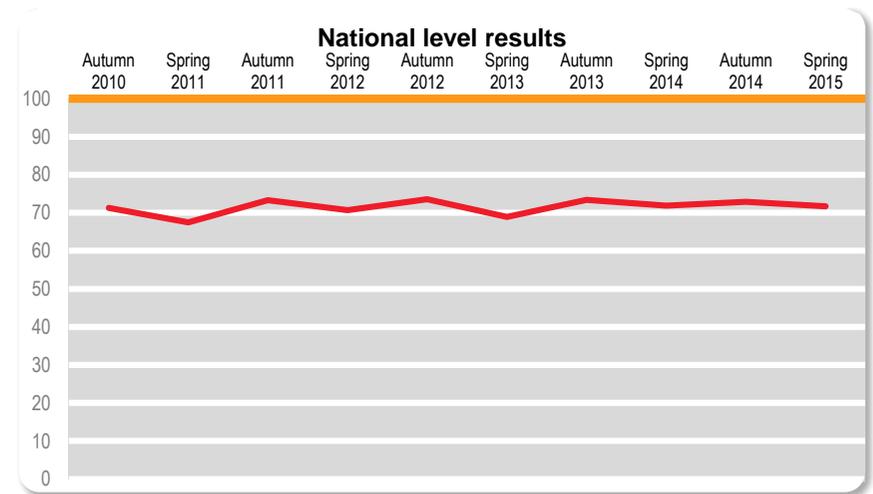
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	17566	73	15	11	0	→	0	→
Abellio Greater Anglia	2132	61	19	21	0	→	1	→
c2c	973	86	10	4	-2	→	-2	→
Chiltern Railways	1068	86	9	5	-1	→	-1	→
First Capital Connect	3025	75	15	10	-1	→	-1	→
First Great Western	1655	65	21	13	1	→	3	→
London Midland	1172	76	13	12	5	↑	1	→
London Overground	1195	88	9	3	-1	→	-4	→
South West Trains	2118	73	16	12	-1	→	0	→
Southeastern	1788	68	18	14	2	→	0	→
Southern	2440	76	15	10	-1	→	0	→
LONG DISTANCE SERVICES	5820	84	10	6	2	↑	0	→
CrossCountry	1125	80	11	8	3	→	1	→
East Coast	1079	88	9	3	3	→	4	↑
East Midlands Trains	1080	83	11	6	0	→	-1	→
First TransPennine Express	1153	85	10	5	3	→	2	→
Virgin Trains	1383	87	8	5	0	→	-1	→
REGIONAL SERVICES	4517	73	16	12	-1	→	-1	→
Arriva Trains Wales	1339	77	16	7	4	→	5	→
Merseyrail	690	74	13	13	-1	→	-3	→
Northern Rail	1364	66	18	16	1	→	2	→
ScotRail	1124	78	14	8	-5	→	-6	→

The cleanliness of the outside of the train



Key:

Improved ↑

Unchanged ⇒

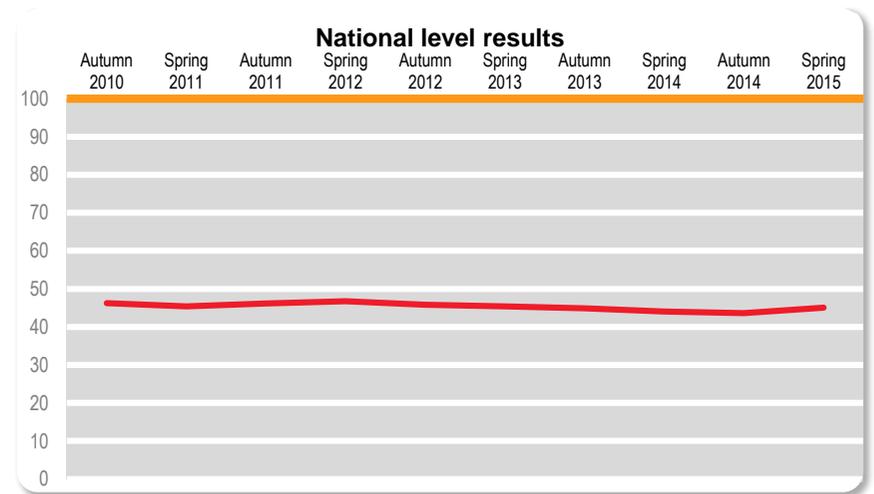
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14744	71	21	8	-1	⇒	0	⇒
Abellio Greater Anglia	1813	55	26	19	-4	⇒	1	⇒
c2c	862	86	11	2	1	⇒	2	⇒
Chiltern Railways	881	80	16	5	-6	↓	-4	⇒
First Capital Connect	2432	71	22	7	-2	⇒	-1	⇒
First Great Western	1405	60	27	12	1	⇒	0	⇒
London Midland	982	76	18	6	0	⇒	1	⇒
London Overground	1058	86	9	4	-2	⇒	-4	⇒
South West Trains	1760	75	20	6	0	⇒	2	⇒
Southeastern	1526	69	23	8	3	⇒	1	⇒
Southern	2025	72	21	7	-3	⇒	0	⇒
LONG DISTANCE SERVICES	4742	79	16	4	0	⇒	-	⇒
CrossCountry	890	78	17	4	2	⇒	0	⇒
East Coast	884	79	17	4	1	⇒	0	⇒
East Midlands Trains	916	72	20	8	-3	⇒	-2	⇒
First TransPennine Express	936	82	16	3	2	⇒	-2	⇒
Virgin Trains	1116	84	13	3	-1	⇒	3	⇒
REGIONAL SERVICES	3802	69	21	11	-4	↓	0	⇒
Arriva Trains Wales	1114	69	21	9	1	⇒	3	⇒
Merseyrail	623	70	20	10	-4	⇒	-2	⇒
Northern Rail	1150	63	24	14	-2	⇒	4	⇒
ScotRail	915	74	17	9	-9	↓	-9	↓

The availability of staff on the train



Key:

Improved ↑

Unchanged →

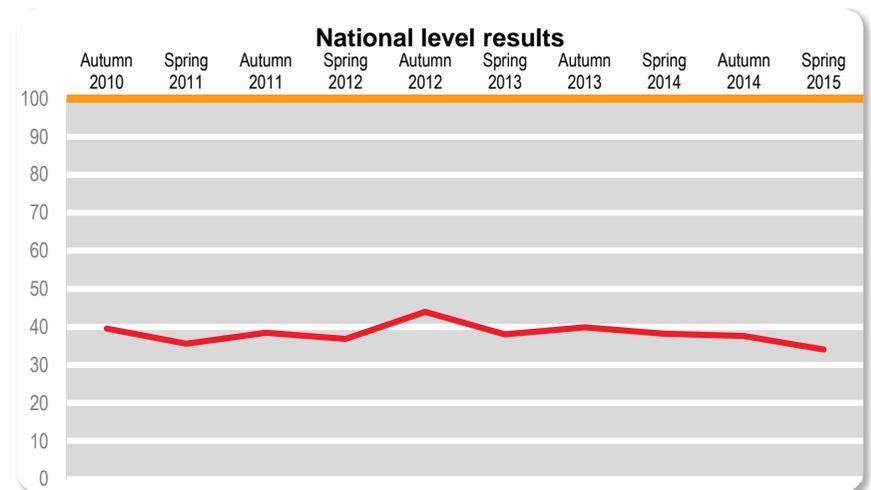
Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	11813	36	31	33	1	→	1	→
Abellio Greater Anglia	1471	26	28	46	2	→	1	→
c2c	550	23	34	43	2	→	5	→
Chiltern Railways	556	40	34	27	3	→	5	→
First Capital Connect	2181	48	31	22	1	→	0	→
First Great Western	991	14	32	54	-3	→	-1	→
London Midland	833	45	27	28	6	↑	4	→
London Overground	769	24	30	46	0	→	-6	→
South West Trains	1686	50	33	17	1	→	1	→
Southeastern	1193	32	29	39	2	→	4	→
Southern	1583	37	33	30	1	→	2	→
LONG DISTANCE SERVICES	4862	68	23	10	1	→	1	→
CrossCountry	909	66	23	10	2	→	2	→
East Coast	914	78	17	5	7	↑	3	→
East Midlands Trains	923	65	25	11	0	→	0	→
First TransPennine Express	978	67	23	10	-3	→	0	→
Virgin Trains	1138	67	23	10	0	→	0	→
REGIONAL SERVICES	3999	65	24	11	1	→	3	→
Arriva Trains Wales	1213	76	17	6	6	↑	7	↑
Merseyrail	520	55	29	15	7	→	7	→
Northern Rail	1248	62	25	14	0	→	6	↑
ScotRail	1018	69	24	7	-3	→	-3	→

How well train company dealt with delays



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2015

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	3617	30	38	31	-4	↓	-5	↓
Abellio Greater Anglia	377	28	36	35	-7	→	-12	↓
c2c	81	42	33	25	0	→	5	→
Chiltern Railways	125	57	25	18	3	→	14	→
First Great Western	730	39	38	22	-4	→	-4	→
Govia Thameslink Railway	473	23	39	38	-8	→	-12	↓
London Midland	219	35	37	28	-1	→	0	→
London Overground	133	29	40	31	0	→	-18	↓
South West Trains	387	36	42	22	-4	→	1	→
Southeastern	296	27	38	35	5	→	0	→
Southern	796	27	36	37	-9	↓	-7	↓
LONG DISTANCE SERVICES	1206	59	26	15	4	→	5	↑
CrossCountry	199	55	26	19	4	→	3	→
East Coast	147	69	23	8	2	→	10	→
East Midlands Trains	212	49	32	18	-3	→	-6	→
First TransPennine Express	287	63	26	11	12	↑	10	→
Virgin Trains	361	62	24	14	0	→	8	→
REGIONAL SERVICES	550	40	36	25	0	→	-3	→
Arriva Trains Wales	101	42	40	18	6	→	8	→
Merseyrail	75	48	34	18	9	→	3	→
Northern Rail	207	31	40	29	-1	→	-12	↓
ScotRail	167	49	29	22	0	→	5	→

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

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

Key:

Improved ↑

Unchanged →

Declined ↓

	Peak		Off-Peak			
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with the journey	69	→	71	81	↓	83
Overall satisfaction with the station	77	→	75	77	→	77
Ticket buying facilities	71	→	70	73	→	72
Provision of information about train times/platforms	77	→	76	79	→	80
The upkeep/repair of the station buildings/platforms	69	↑	63	68	→	67
Cleanliness	74	↑	71	73	→	72
The facilities and services	61	↑	55	54	→	53
The attitudes and helpfulness of the staff	70	↑	67	73	→	73
Connections with other forms of public transport	77	→	76	74	→	75
Facilities for car parking	40	→	43	47	→	49
Overall environment	68	↑	64	66	→	66
Your personal security whilst using the station	70	↑	67	69	→	69
The availability of staff	61	→	59	61	→	60
The provision of shelter facilities	61	→	60	63	→	63
Availability of seating	33	↑	29	48	→	46
How request to station staff was handled	76	→	77	87	→	85
The choice of shops/eating/drinking facilities available*	52	↑	45	45	→	46

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

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

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

Key:

Improved ↑

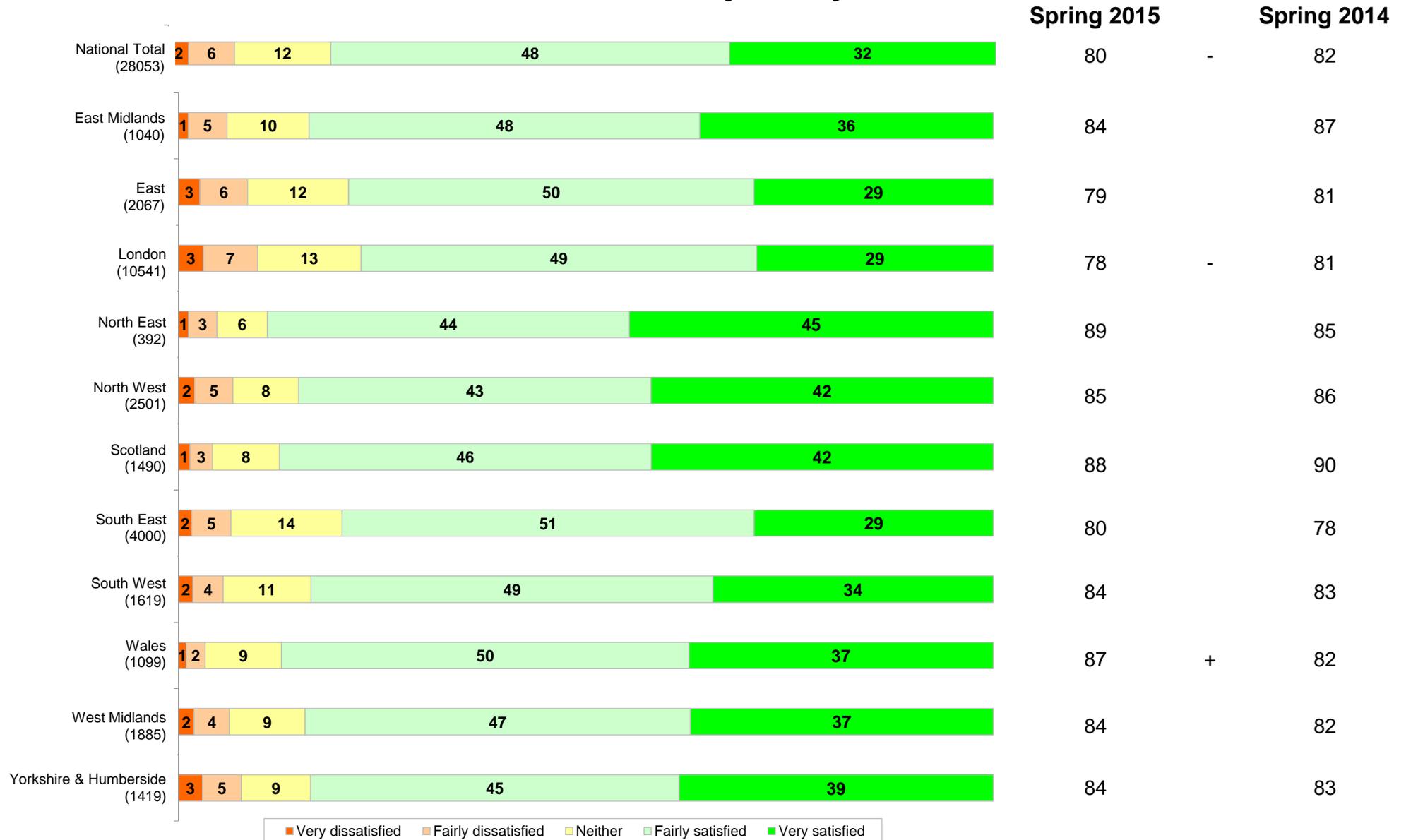
Unchanged →

Declined ↓

	Peak			Off-Peak		
	Spring 2015	significant change	Spring 2014	Spring 2015	significant change	Spring 2014
Overall satisfaction with the train	67	→	68	79	→	80
The frequency of the trains on that route	69	↓	72	74	↓	76
Punctuality/reliability (i.e. the train arriving/departing on time)	64	→	66	75	↓	77
The length of time the journey was scheduled to take (speed)	72	→	74	83	→	84
Connections with other train services	67	→	68	74	↓	77
The value for money for the price of your ticket	24	→	25	45	→	45
Cleanliness of the train	69	→	69	74	→	75
Upkeep and repair of the train	66	→	67	75	→	76
The provision of information during the journey	61	→	59	71	→	70
The helpfulness and attitude of staff on train	48	→	47	58	→	59
The space for luggage	40	→	39	52	→	54
The toilet facilities	26	→	27	35	→	36
Sufficient room for all passengers to sit/stand	38	→	38	70	→	70
The comfort of the seating area	55	→	54	73	→	74
The ease of being able to get on and off	68	→	67	80	→	80
Your personal security on board	71	↑	68	77	→	77
The cleanliness of the inside	67	→	69	75	→	75
The cleanliness of the outside	65	→	66	73	→	73
The availability of staff	26	→	26	39	→	38
How well train company deals with delays	23	→	27	33	↓	39

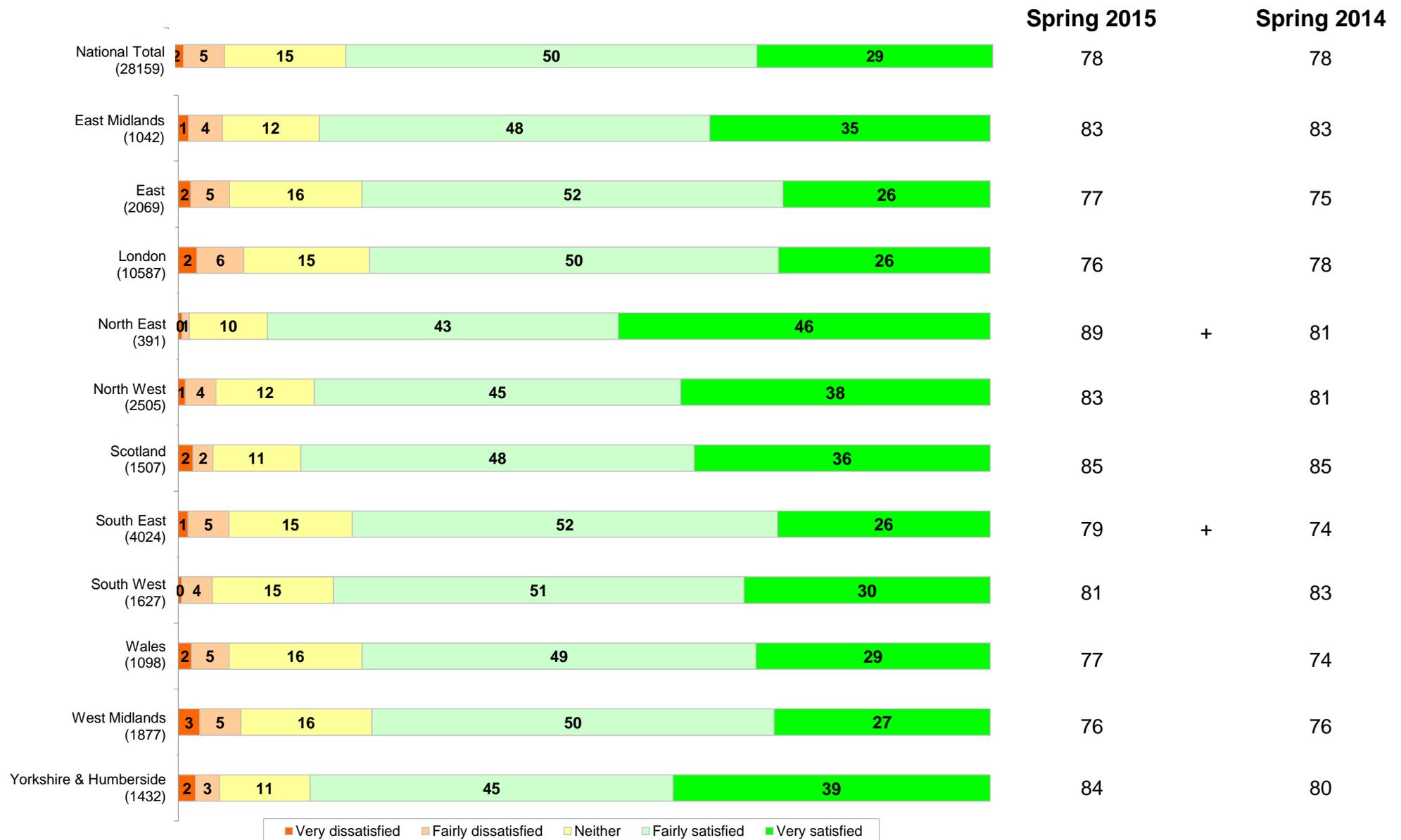
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall satisfaction with journey



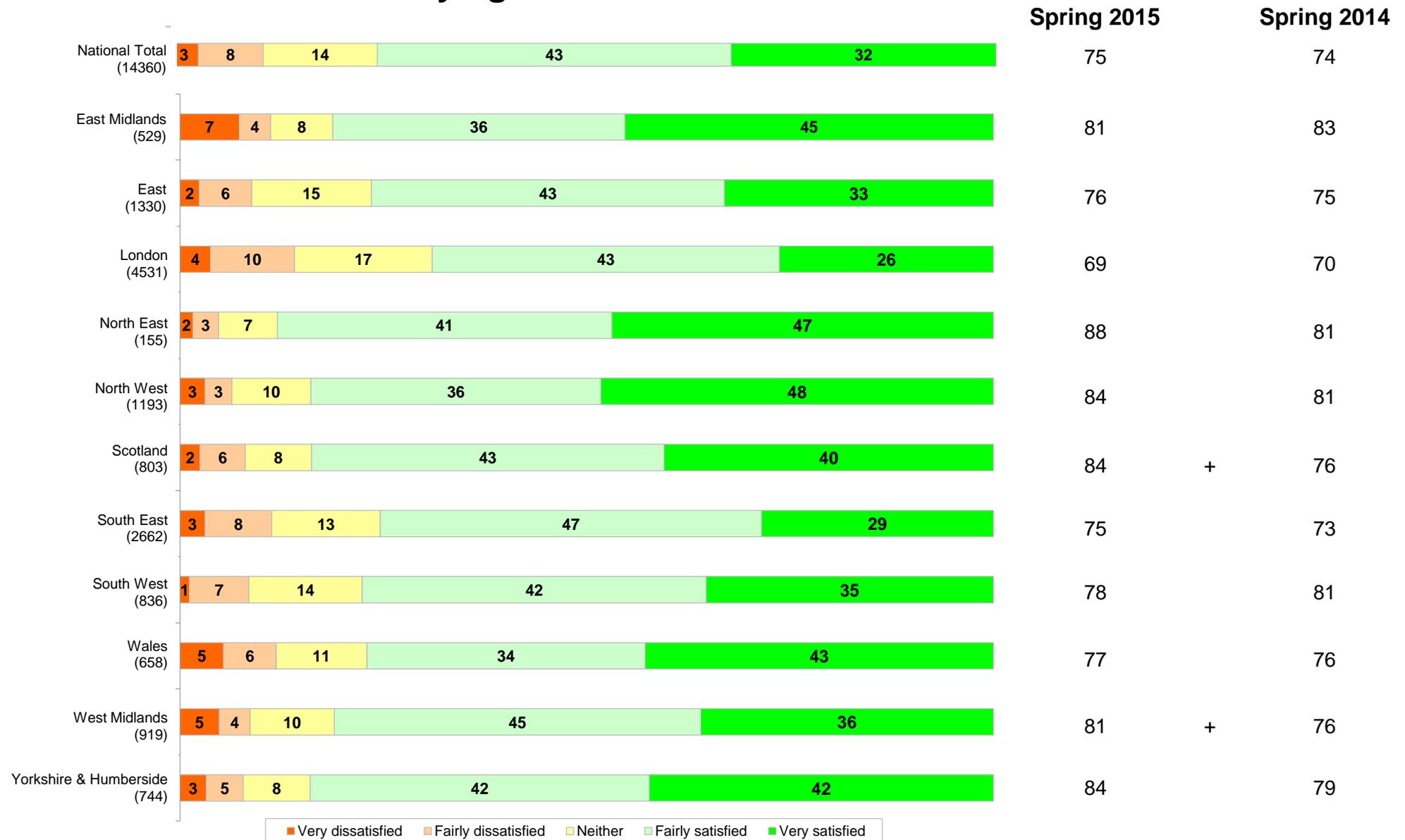
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall satisfaction with the station



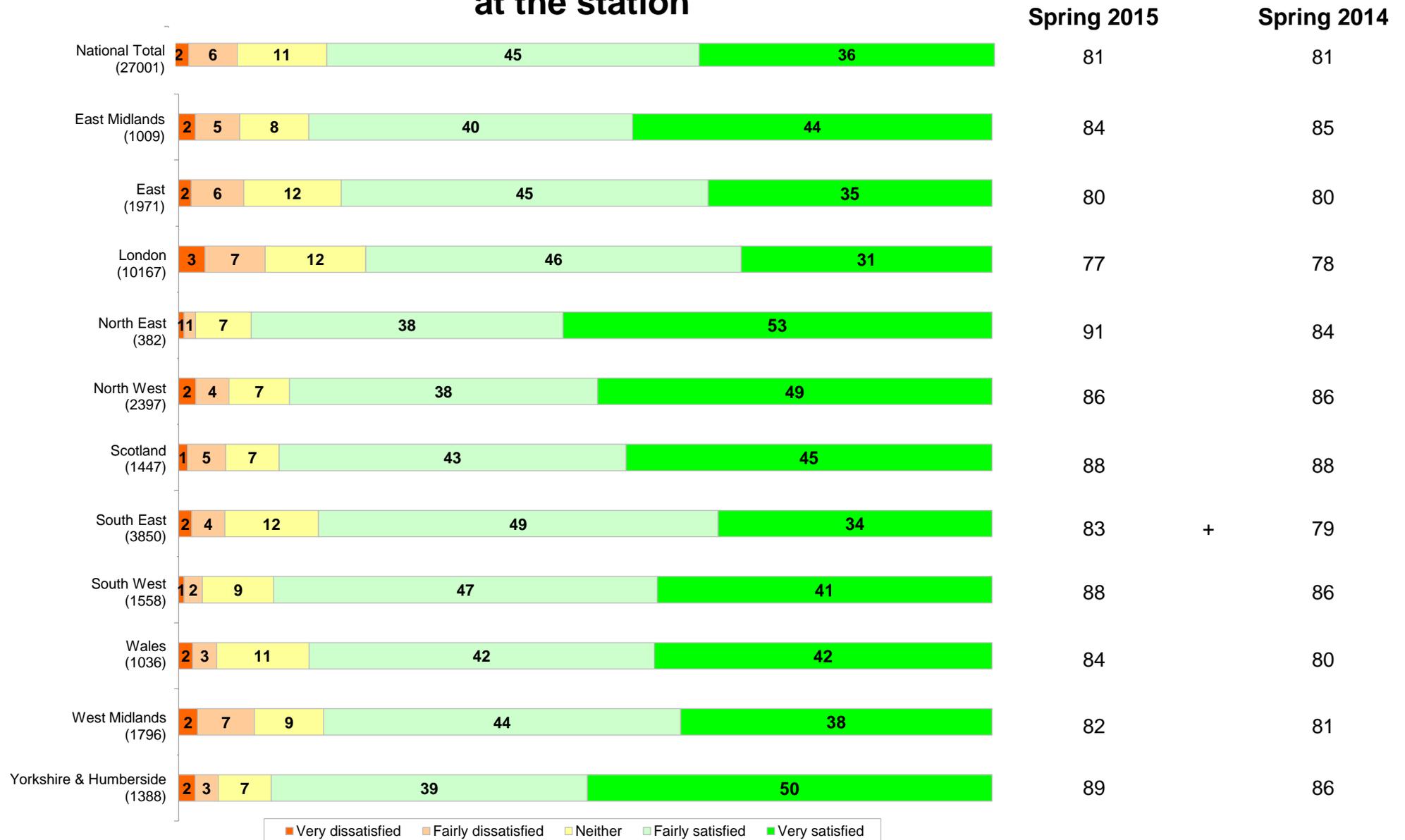
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Ticket buying facilities at the station



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

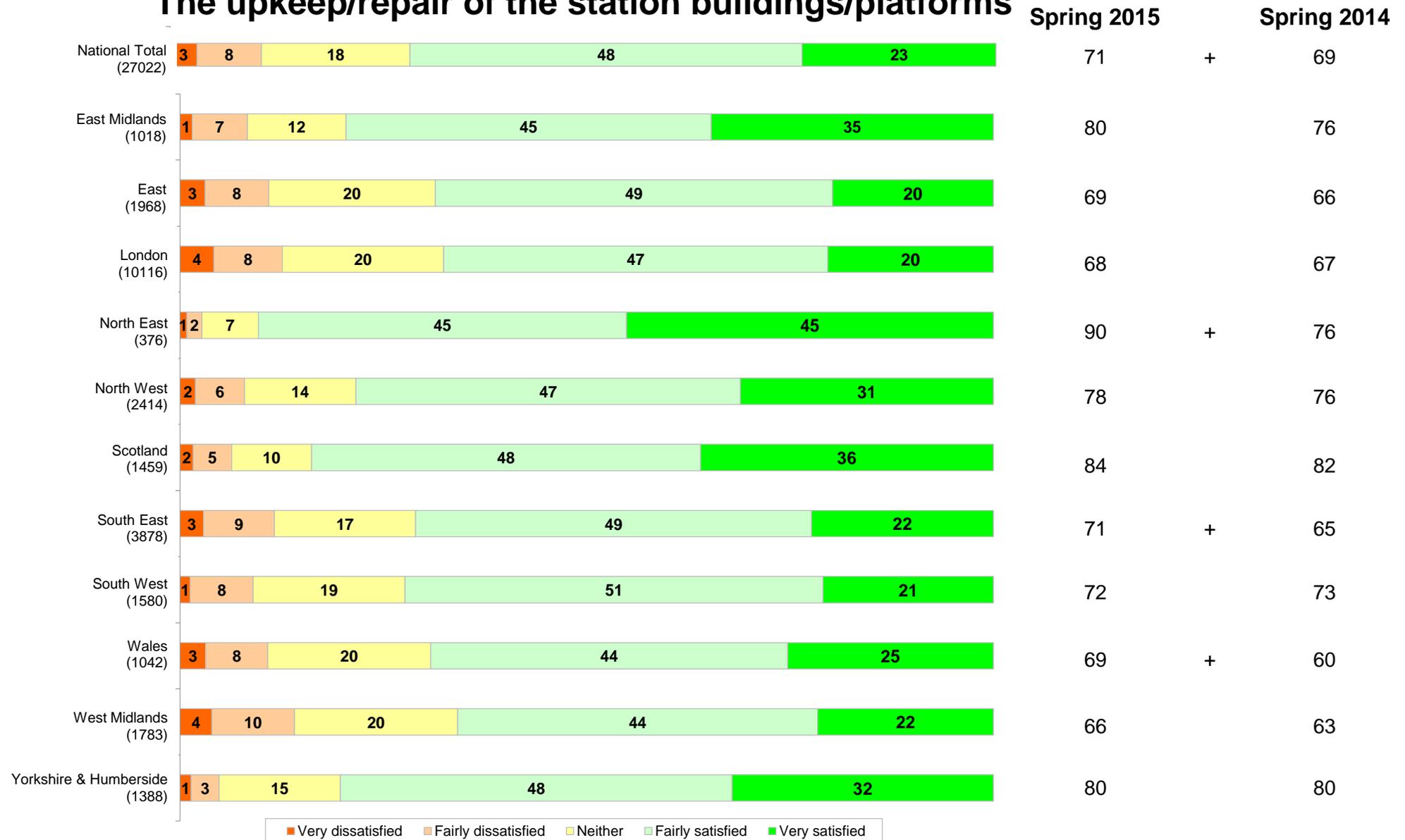
Provision of information about train times/platforms at the station



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

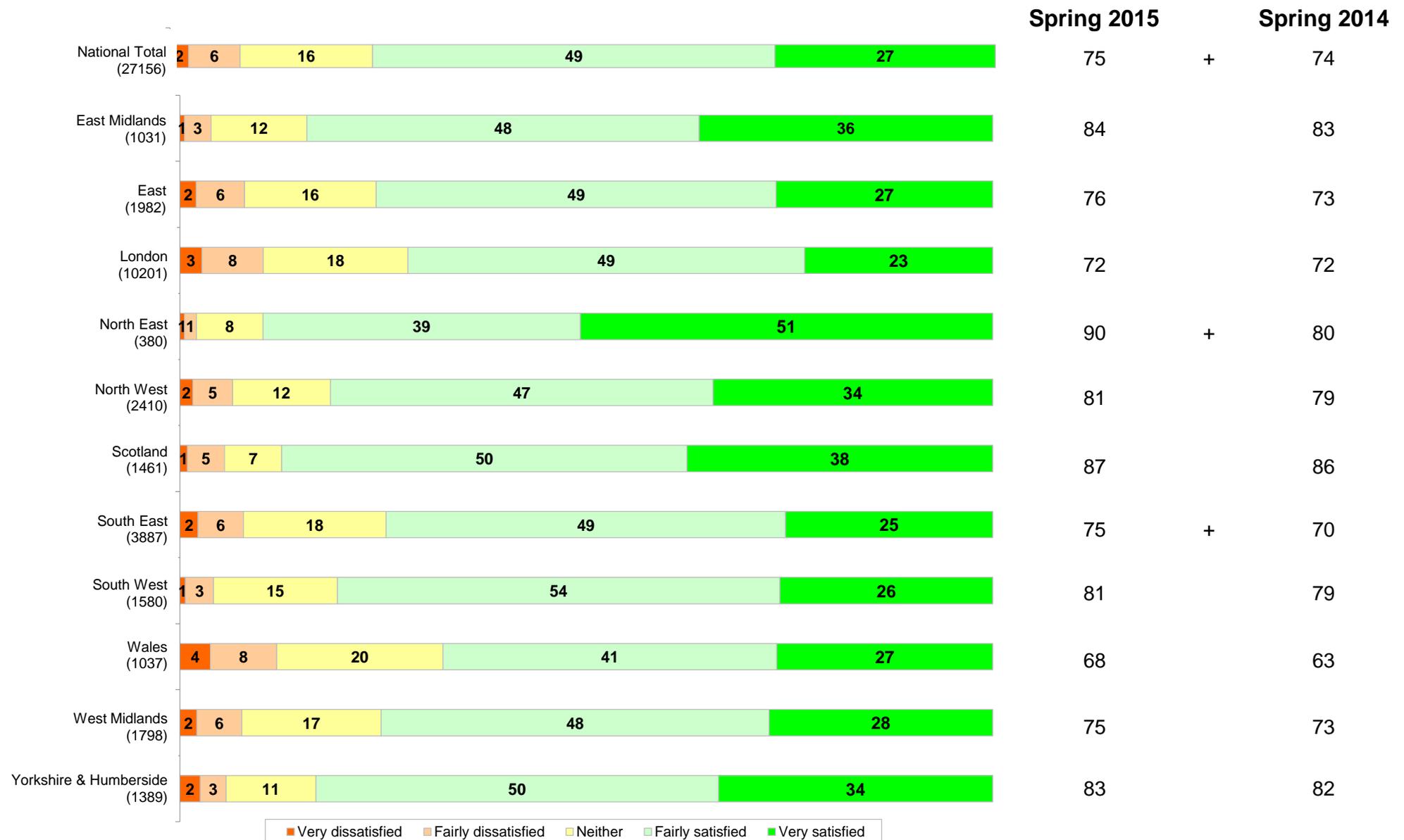
% satisfied/good

The upkeep/repair of the station buildings/platforms



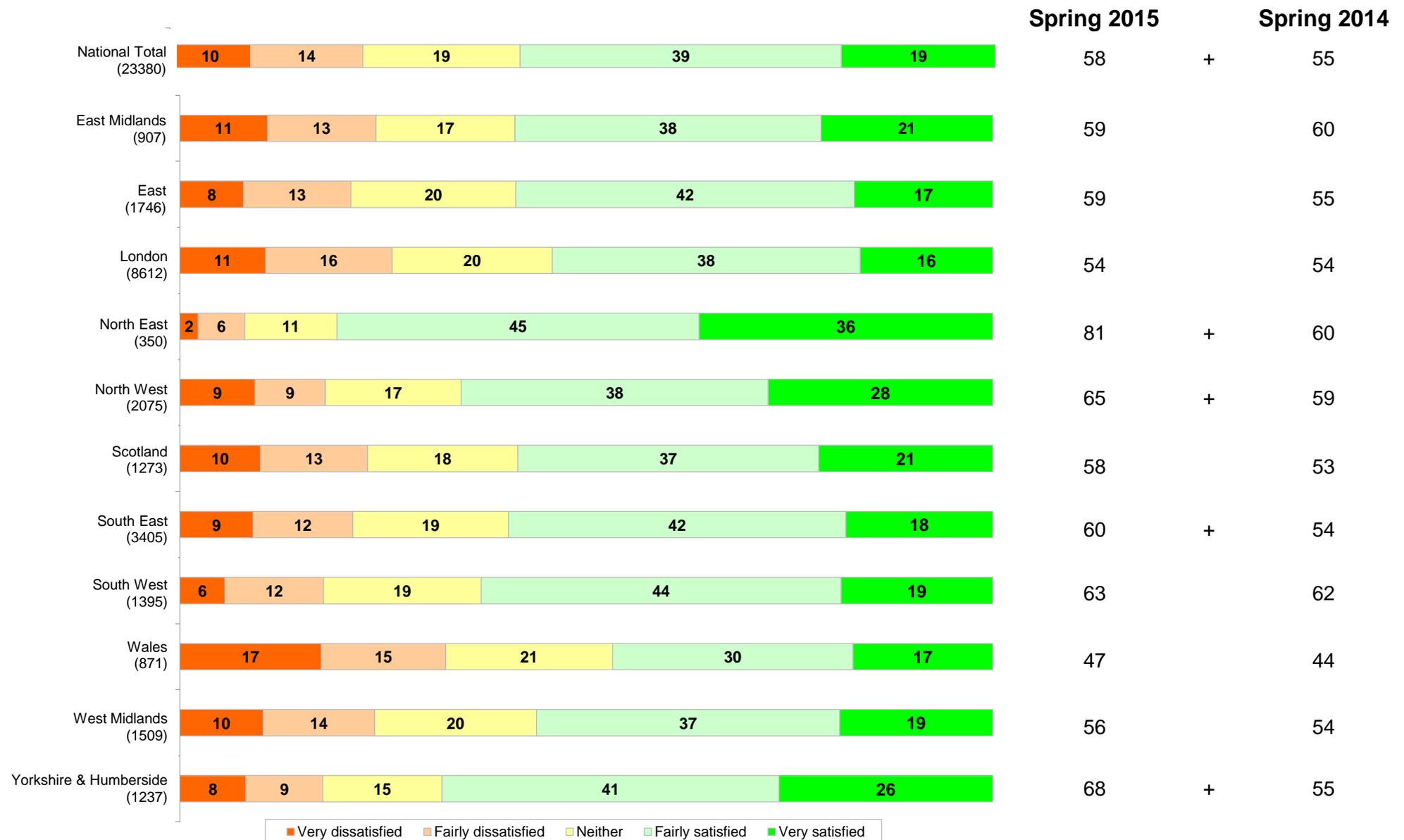
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Cleanliness of the station



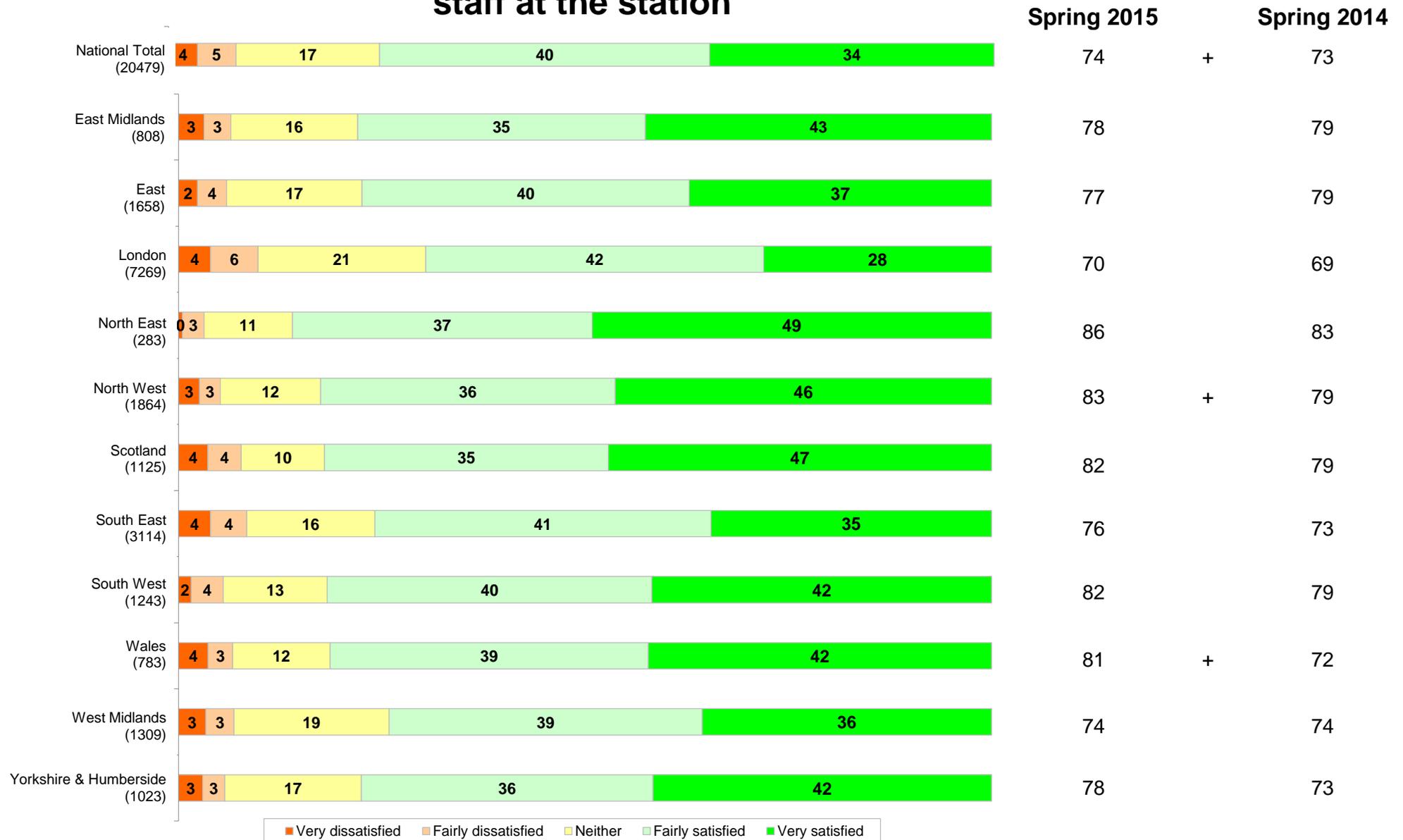
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The facilities and services at the station



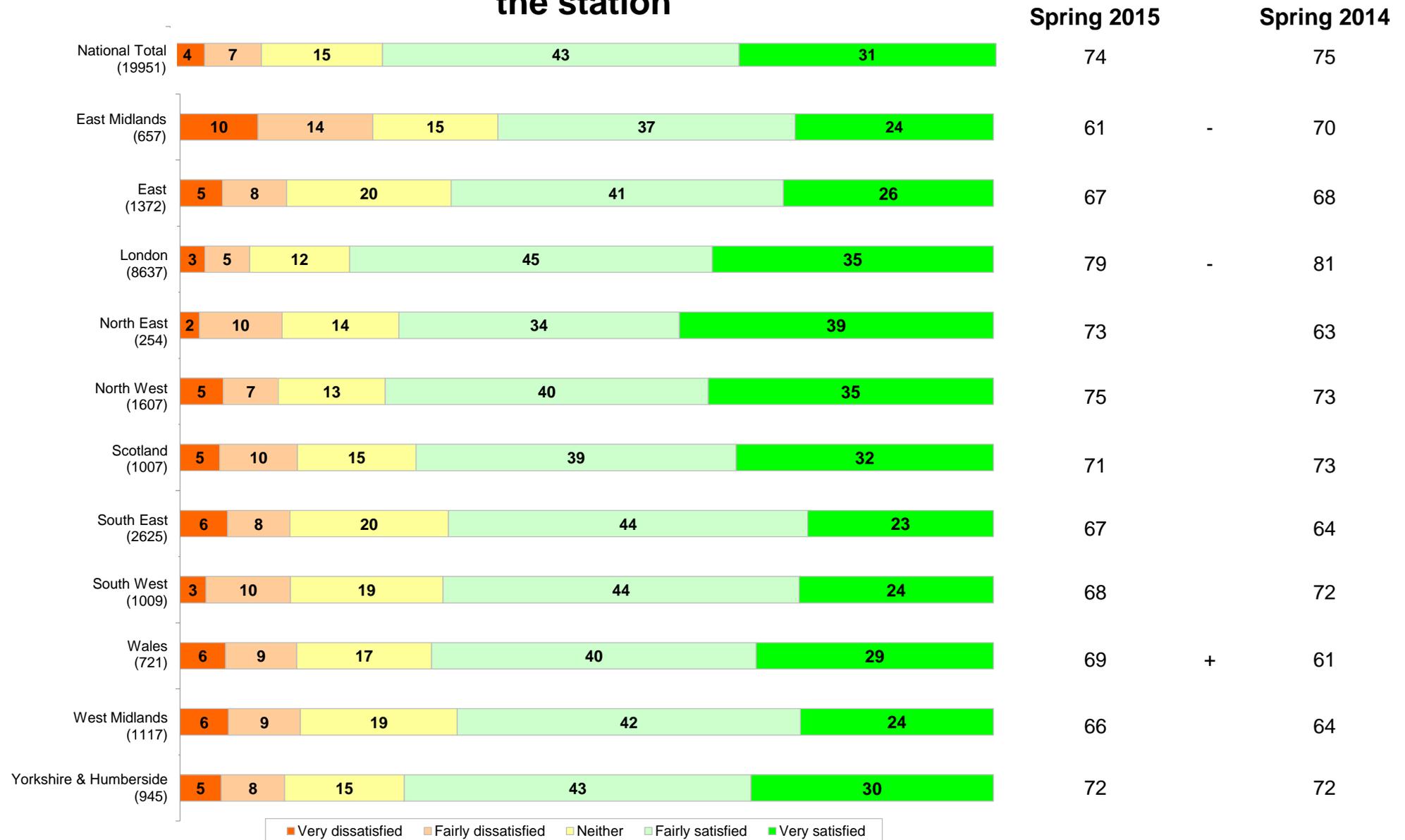
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The attitudes and helpfulness of the staff at the station



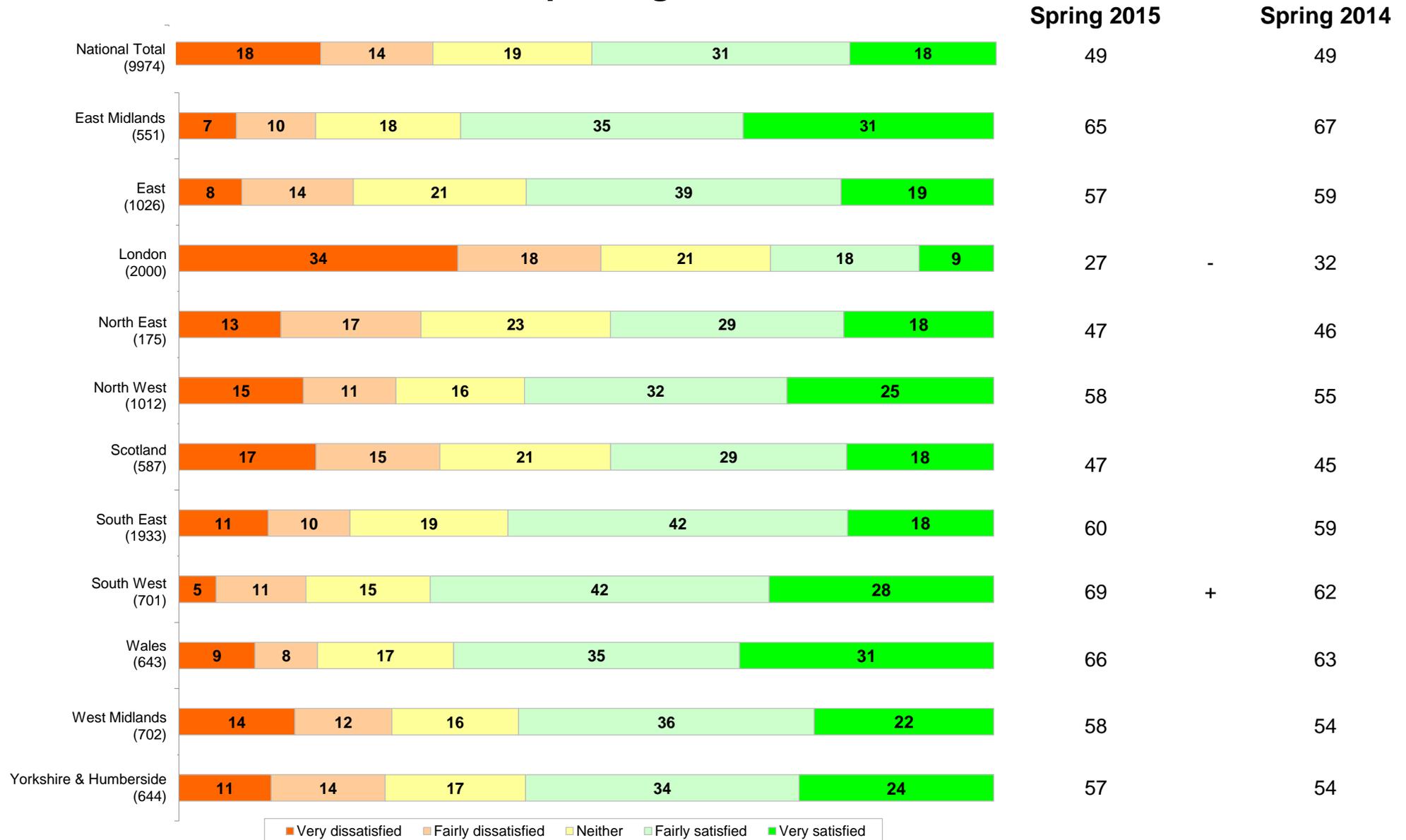
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Connections with other forms of public transport at the station



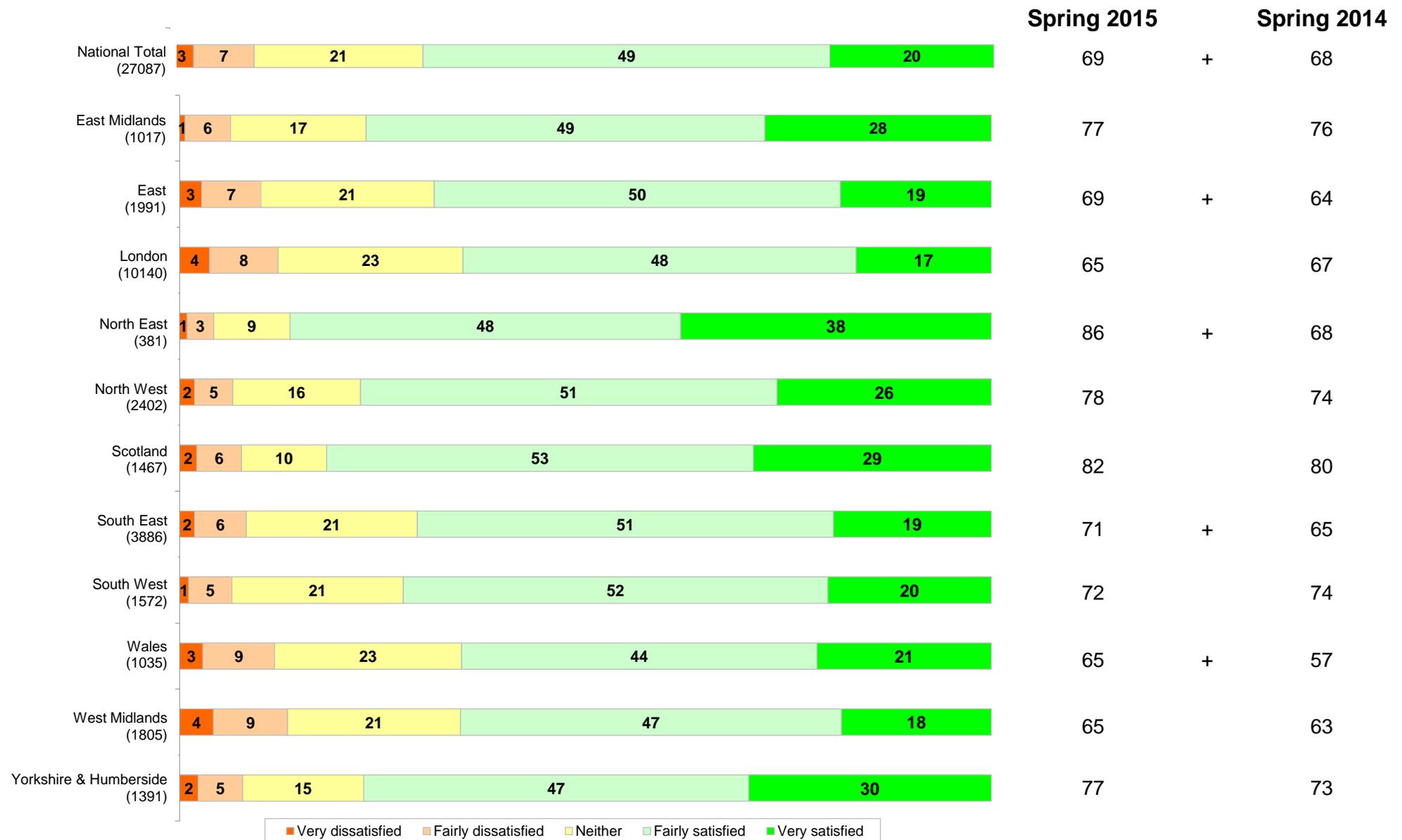
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Facilities for car parking at the station



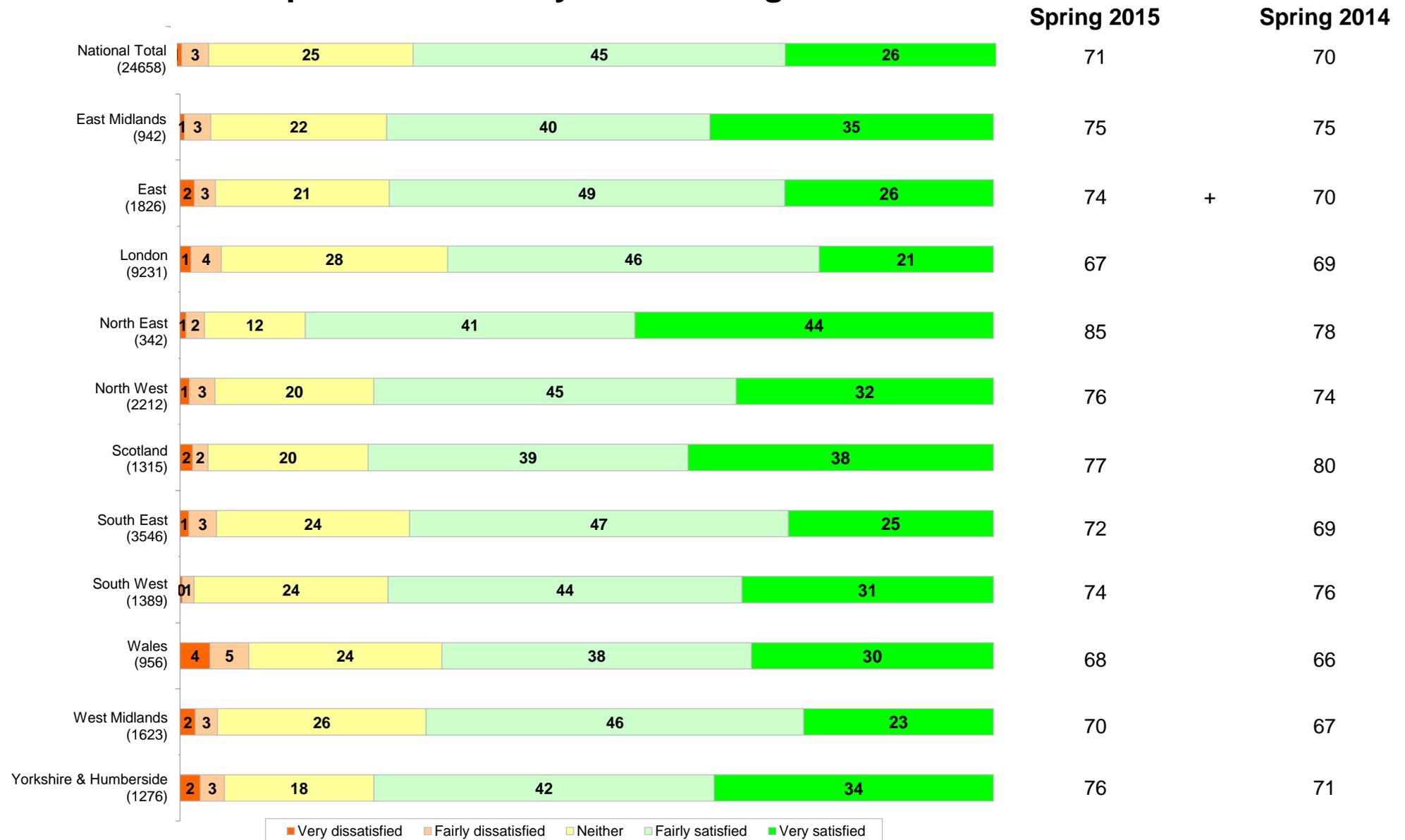
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Overall environment of the station



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

Your personal security whilst using the station



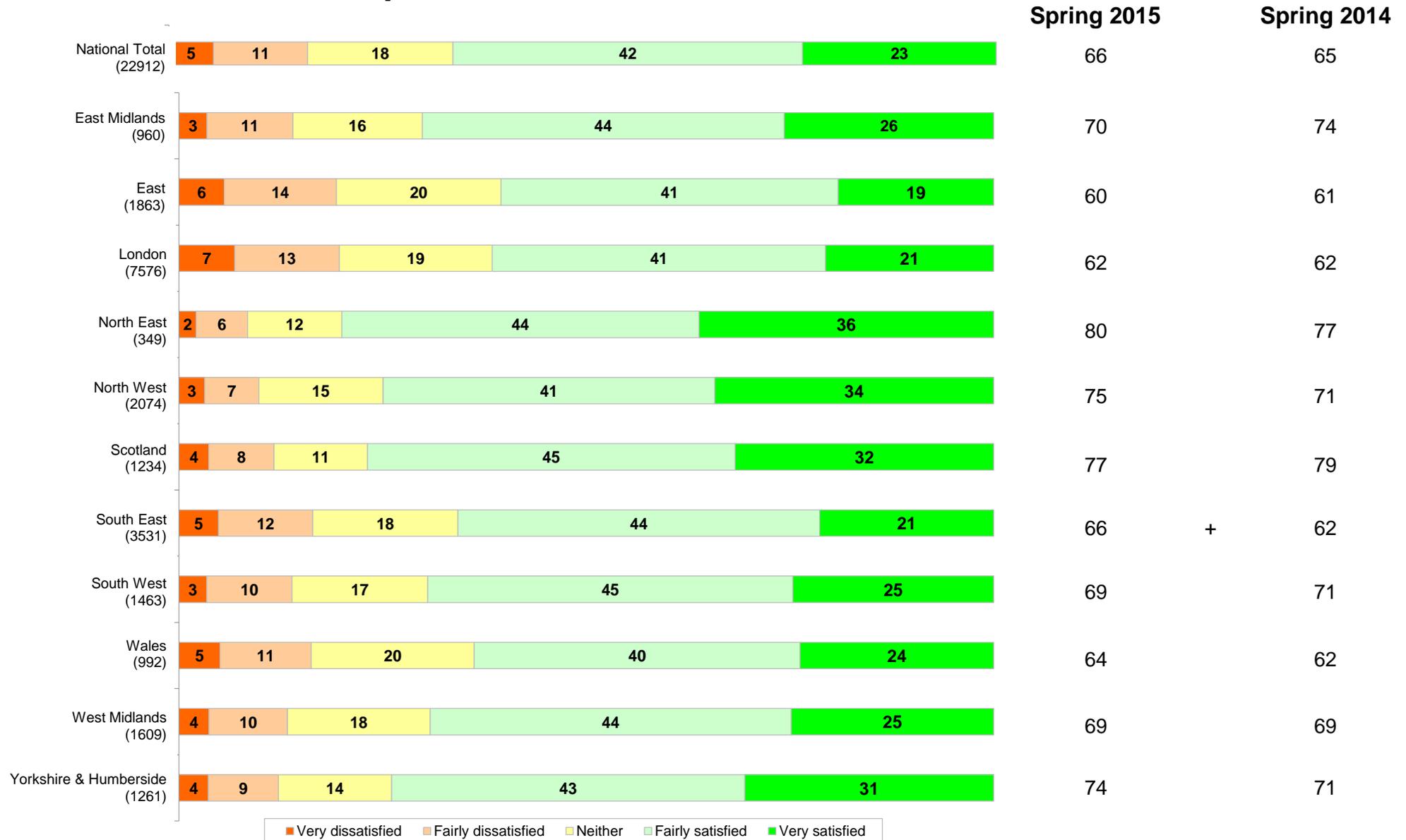
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The availability of staff at the station



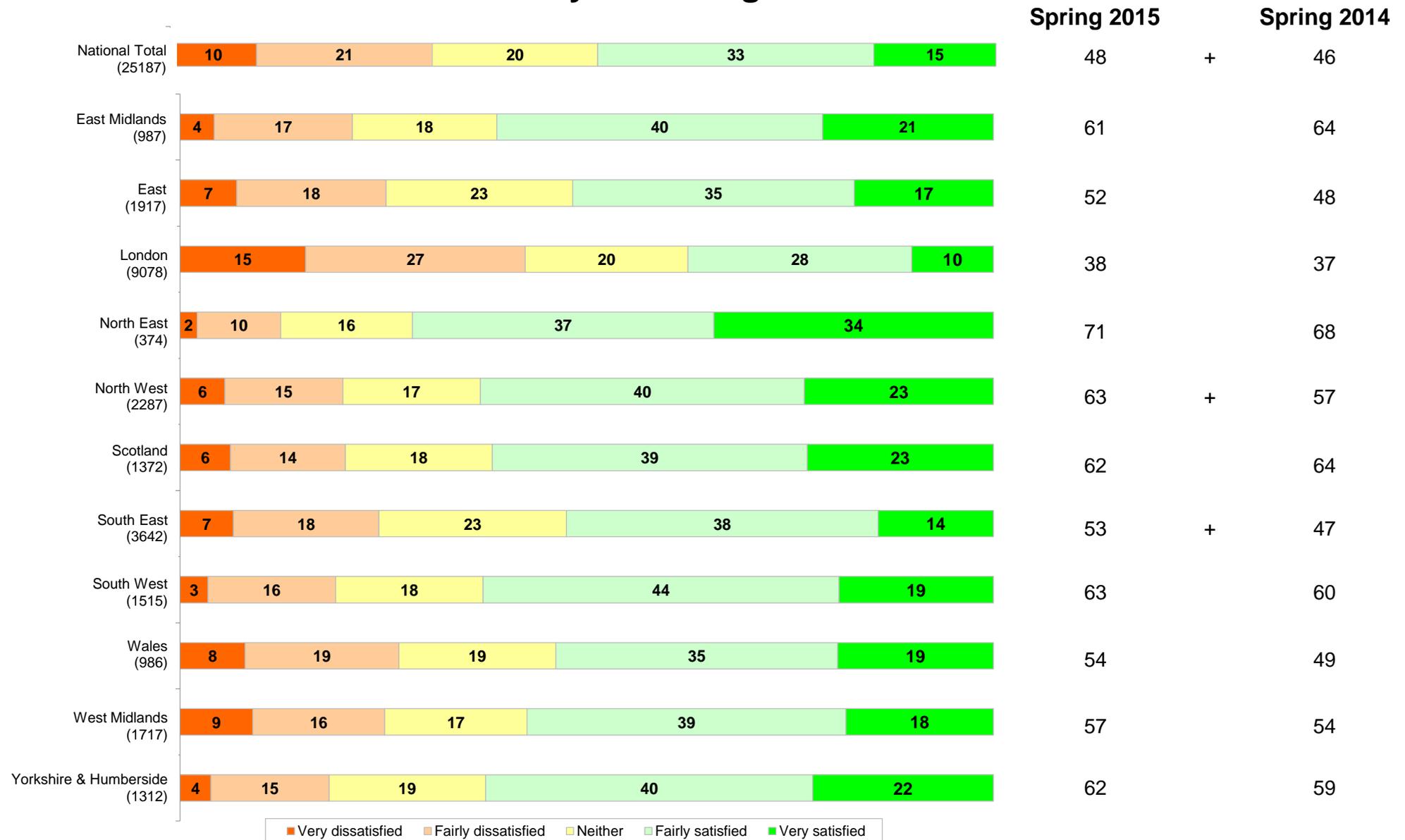
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The provision of shelter facilities



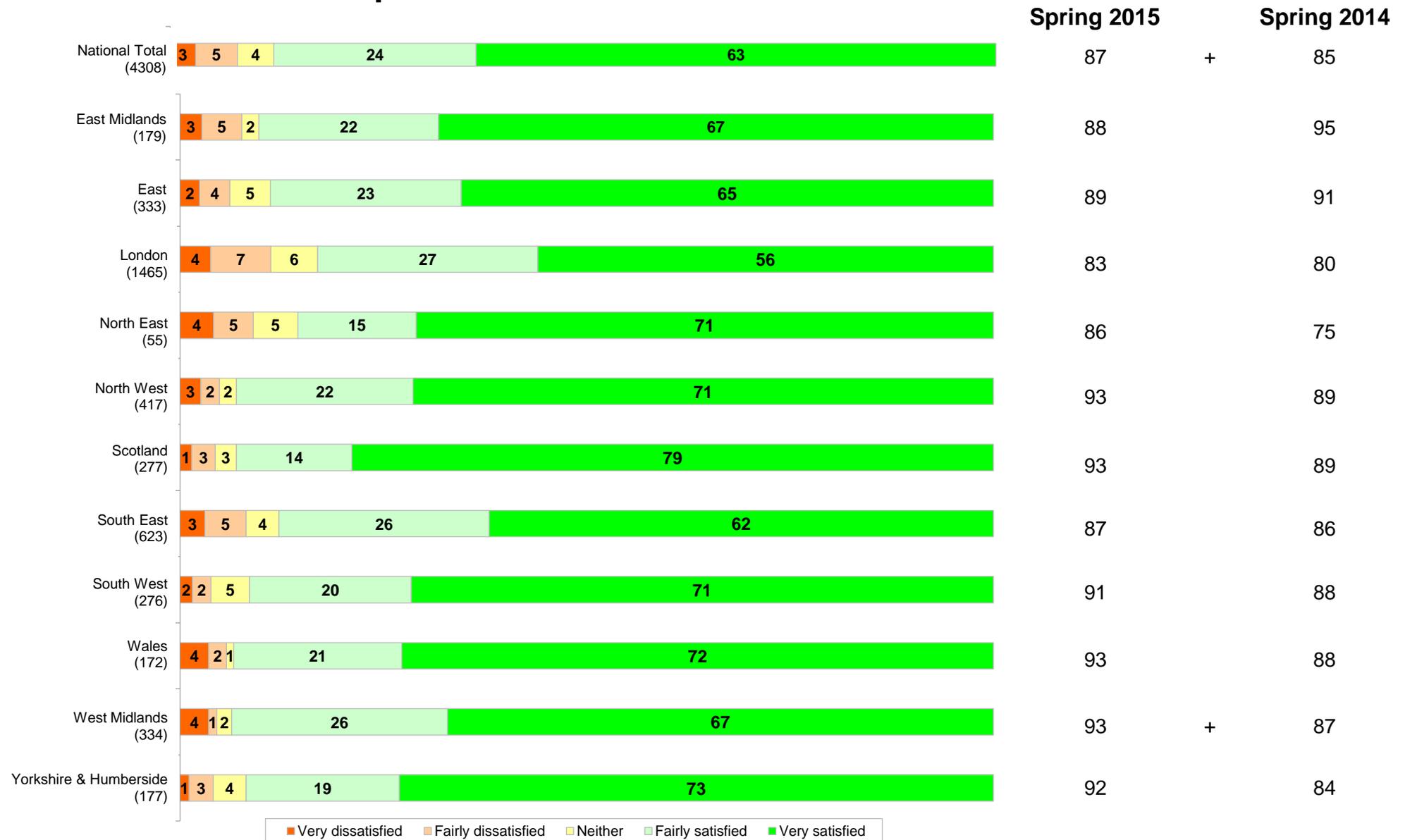
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Availability of seating



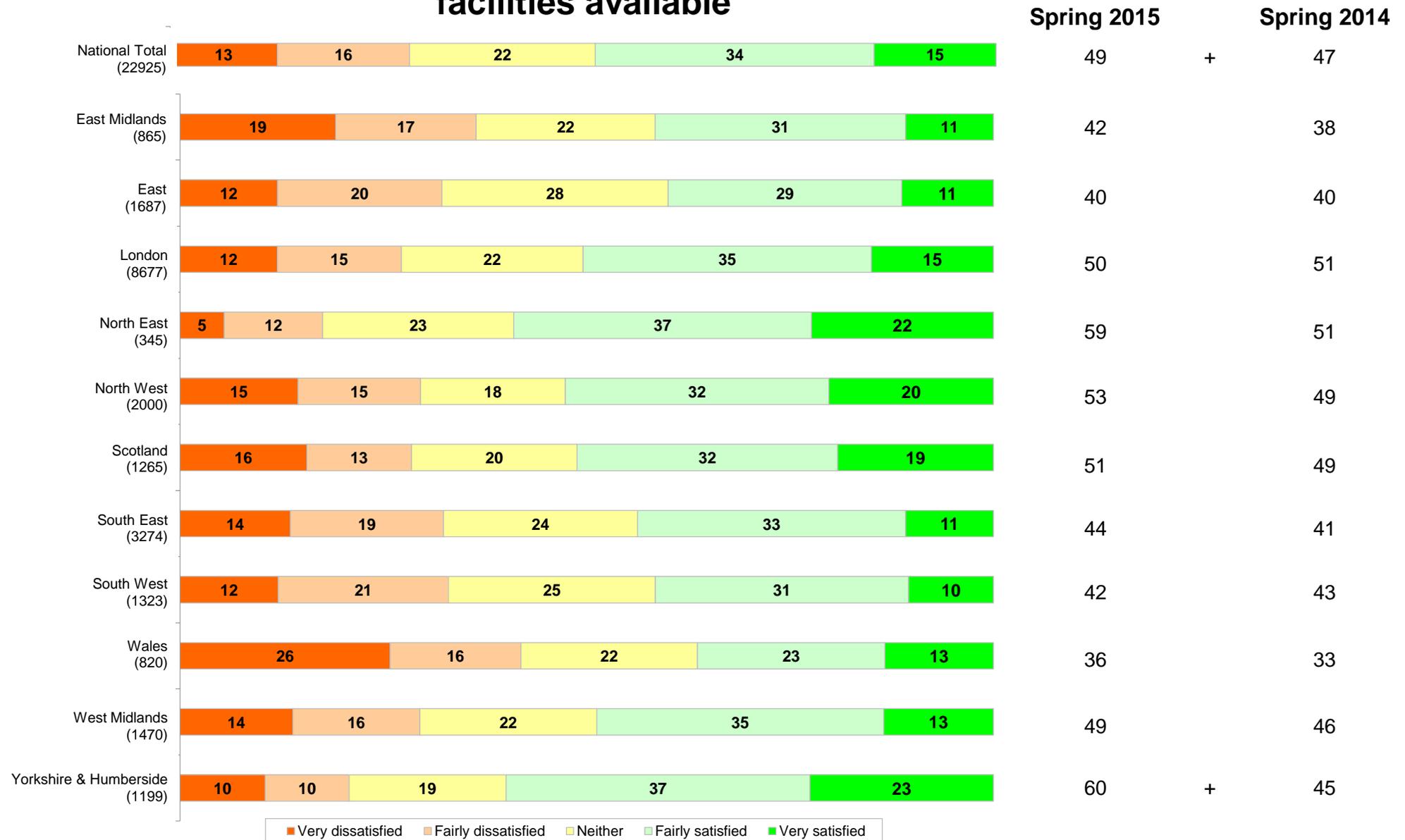
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

How request to station staff was handled



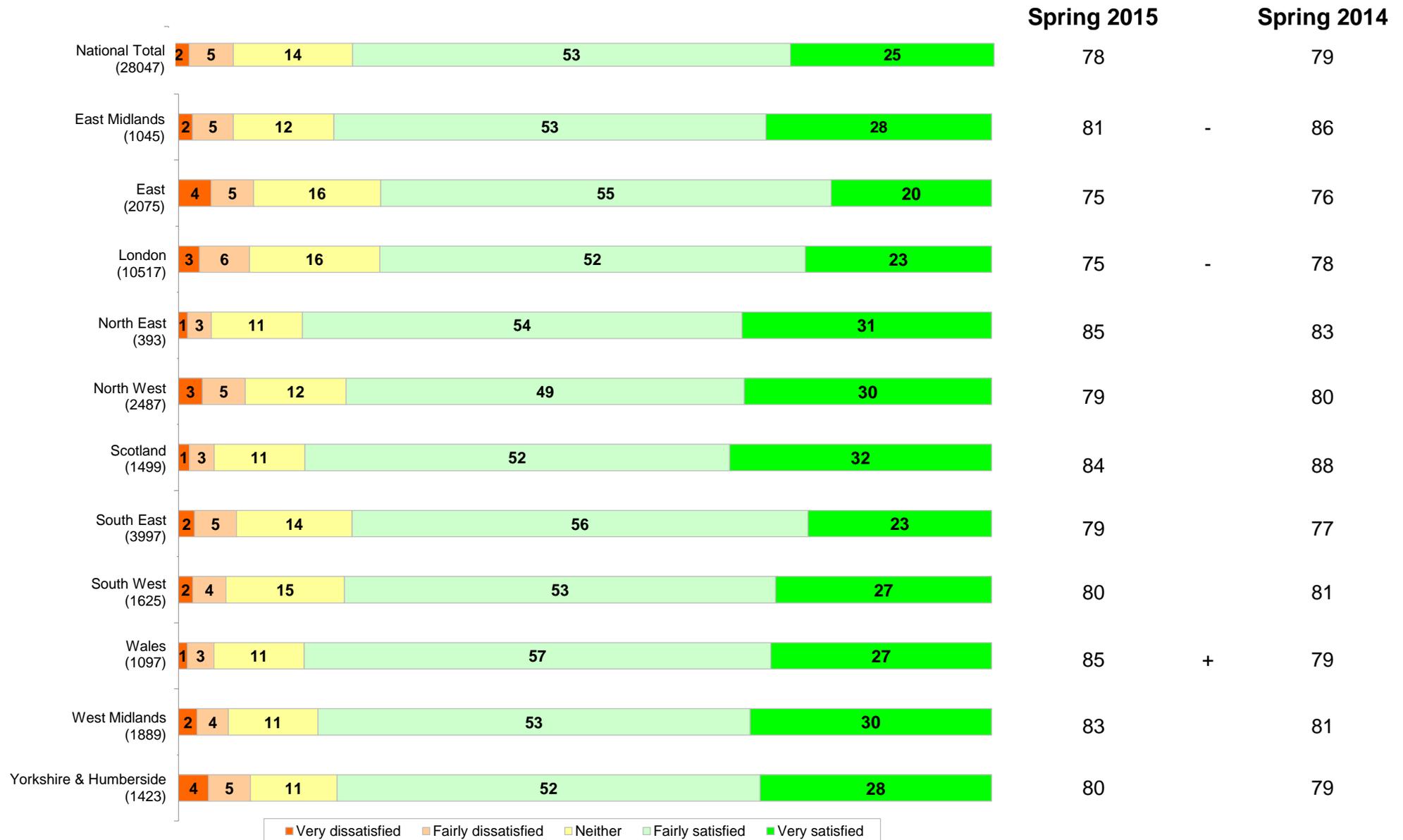
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The choice of shops/eating/drinking facilities available



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

Overall satisfaction with the train



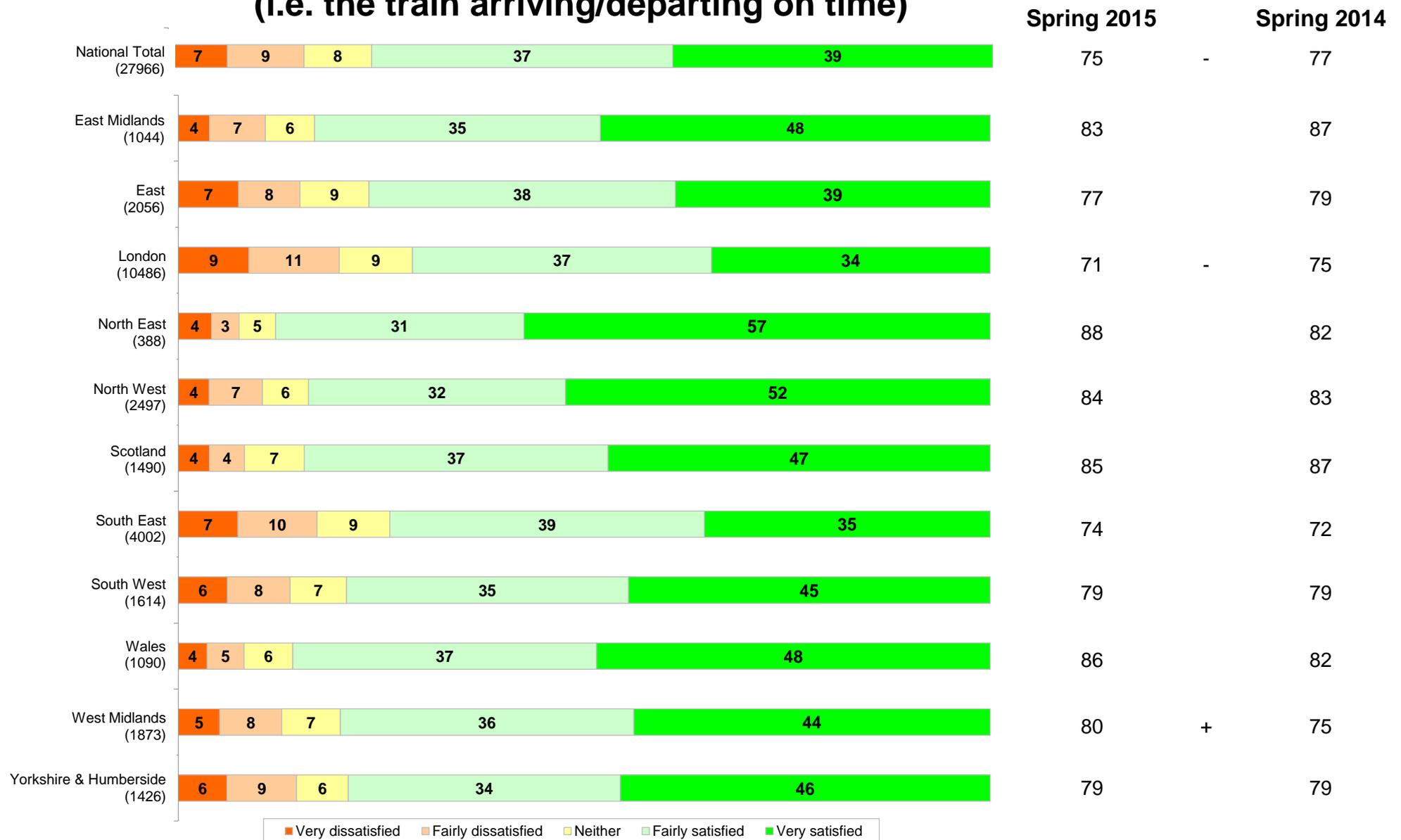
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The frequency of the trains on that route



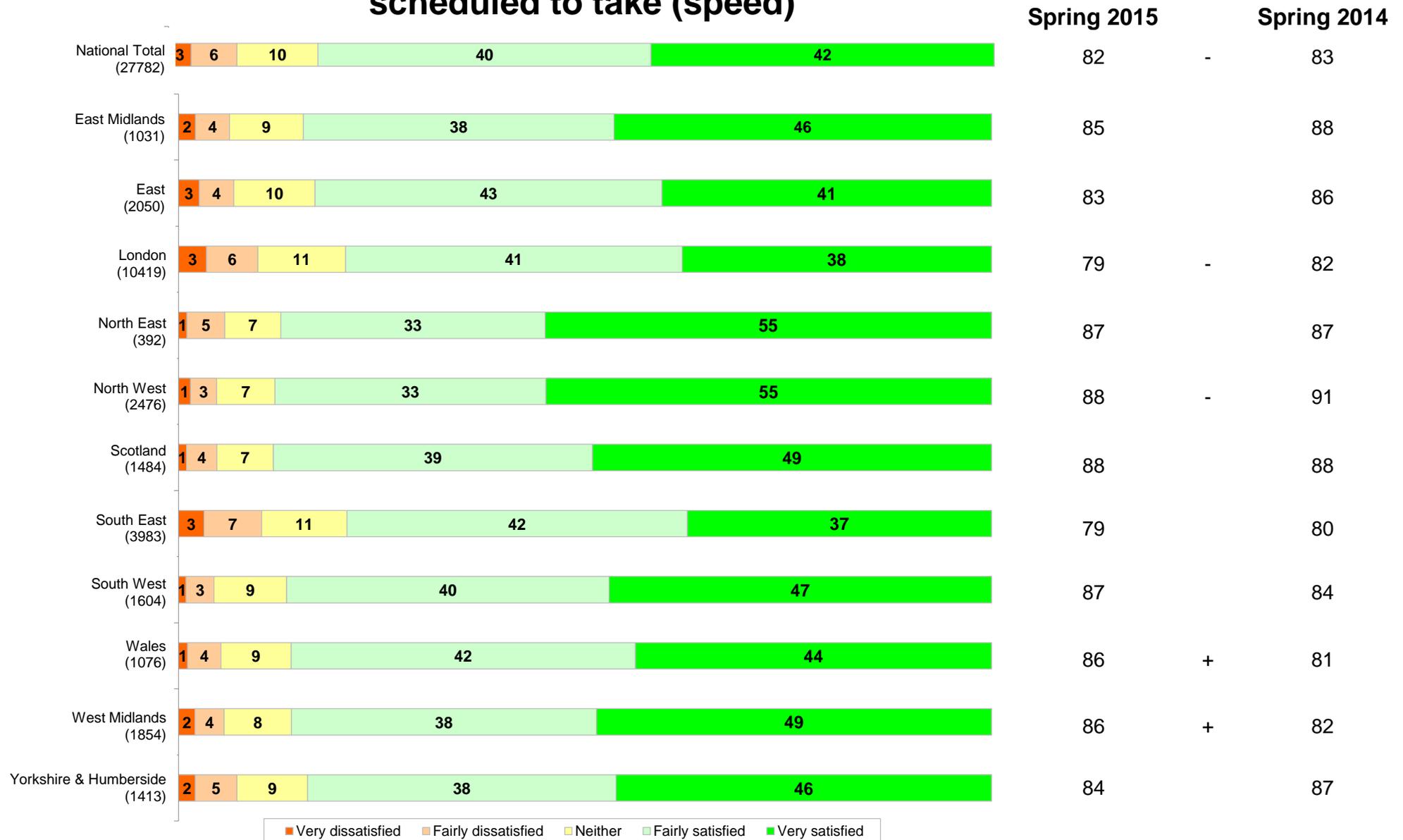
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



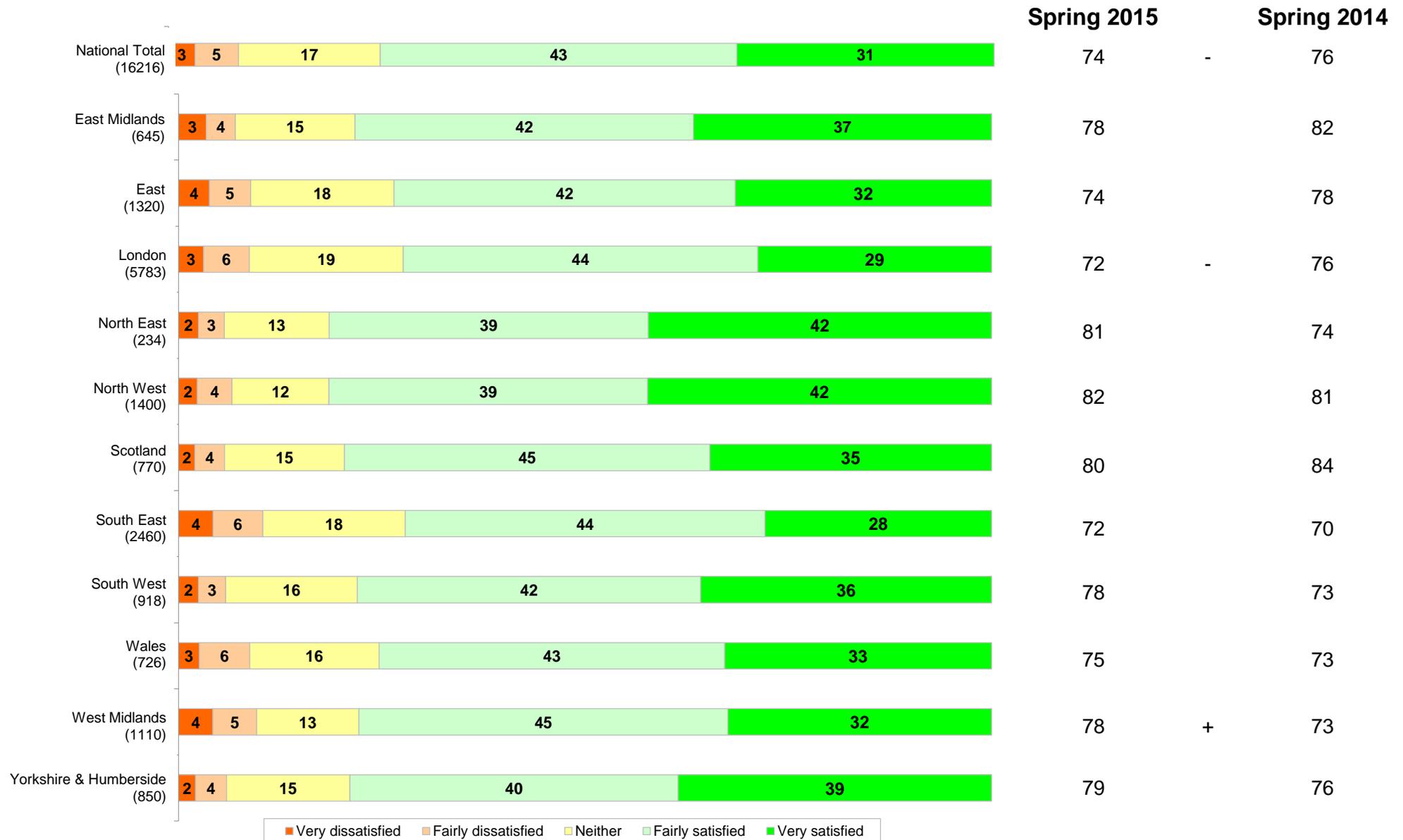
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



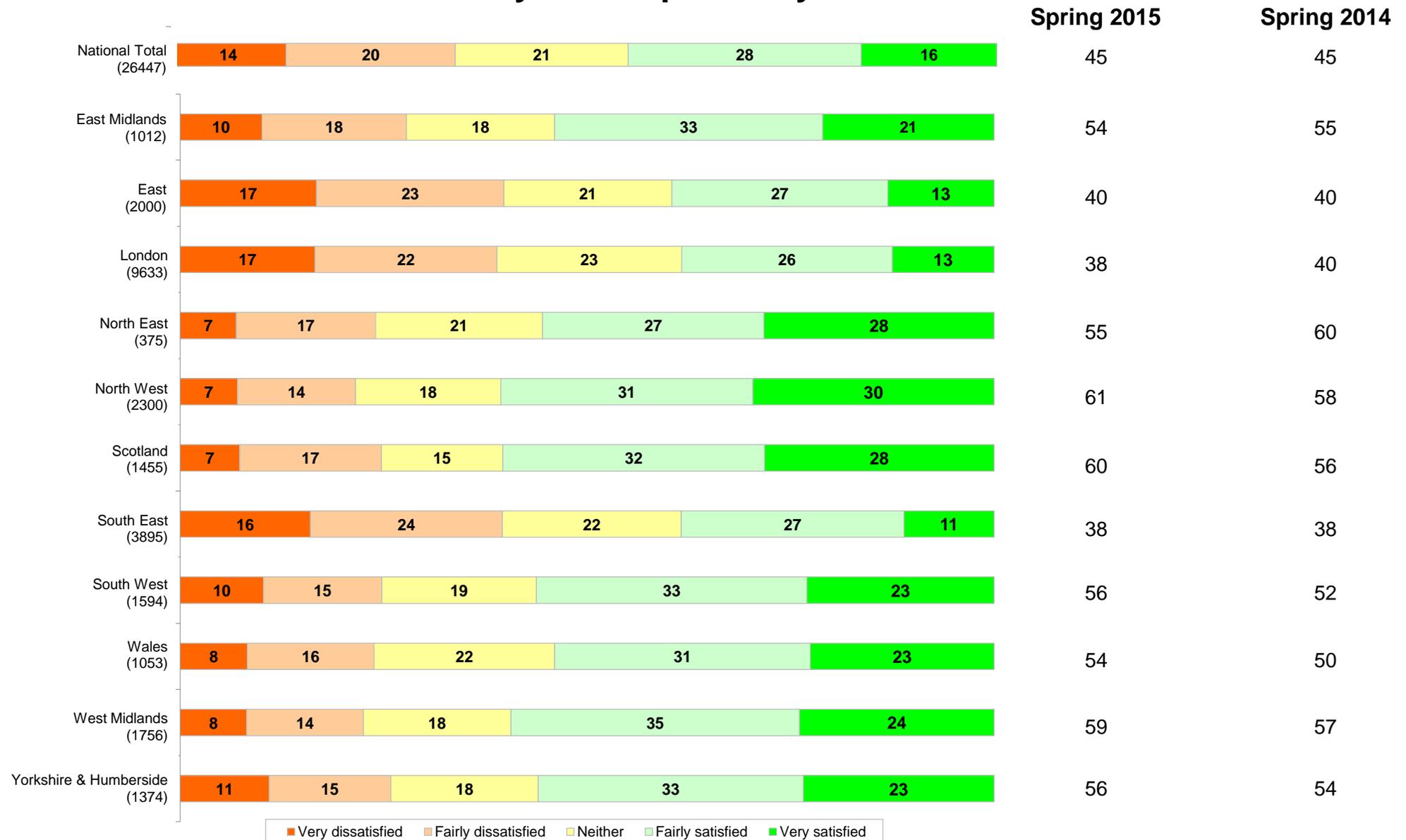
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Connections with other train services



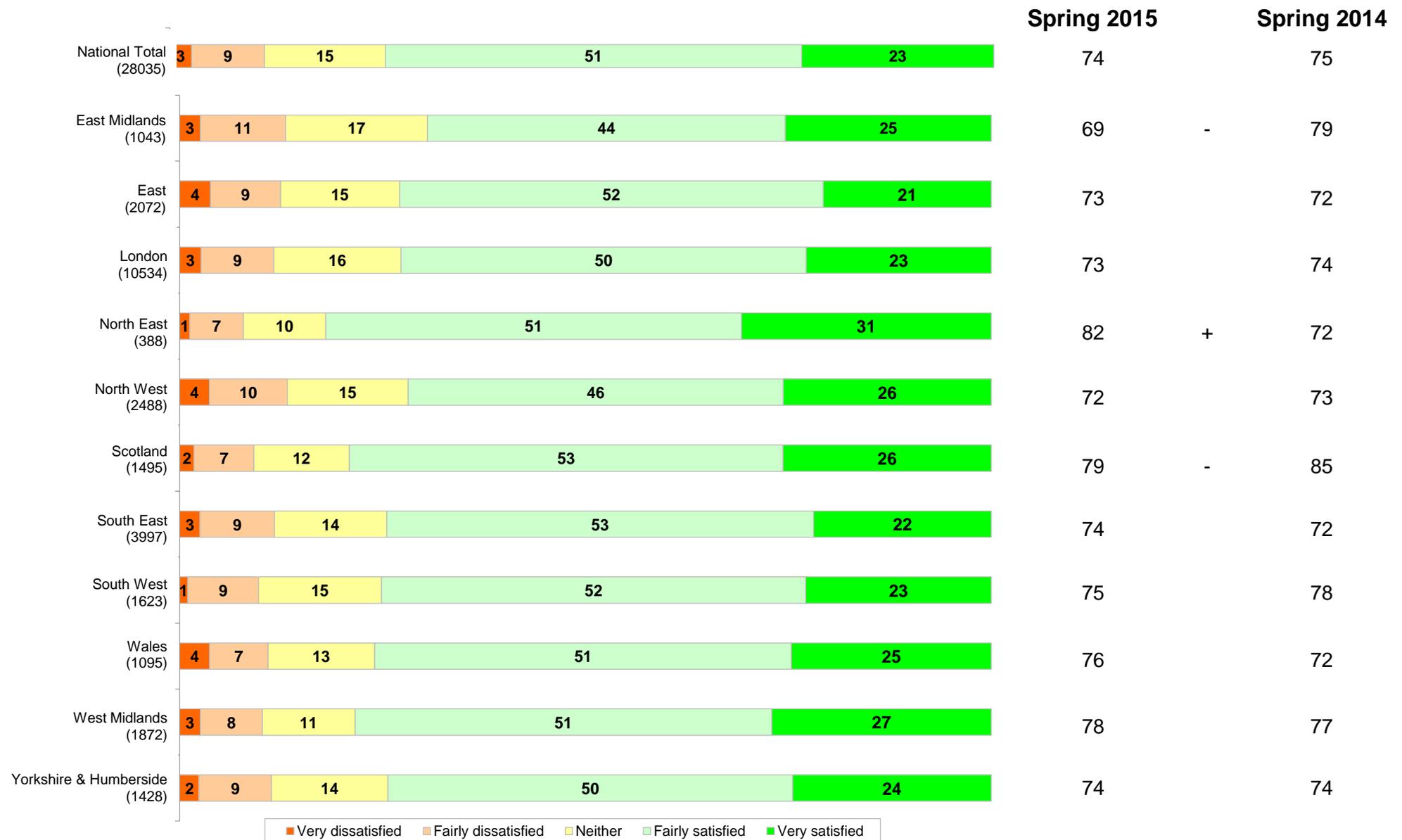
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The value for money for the price of your ticket



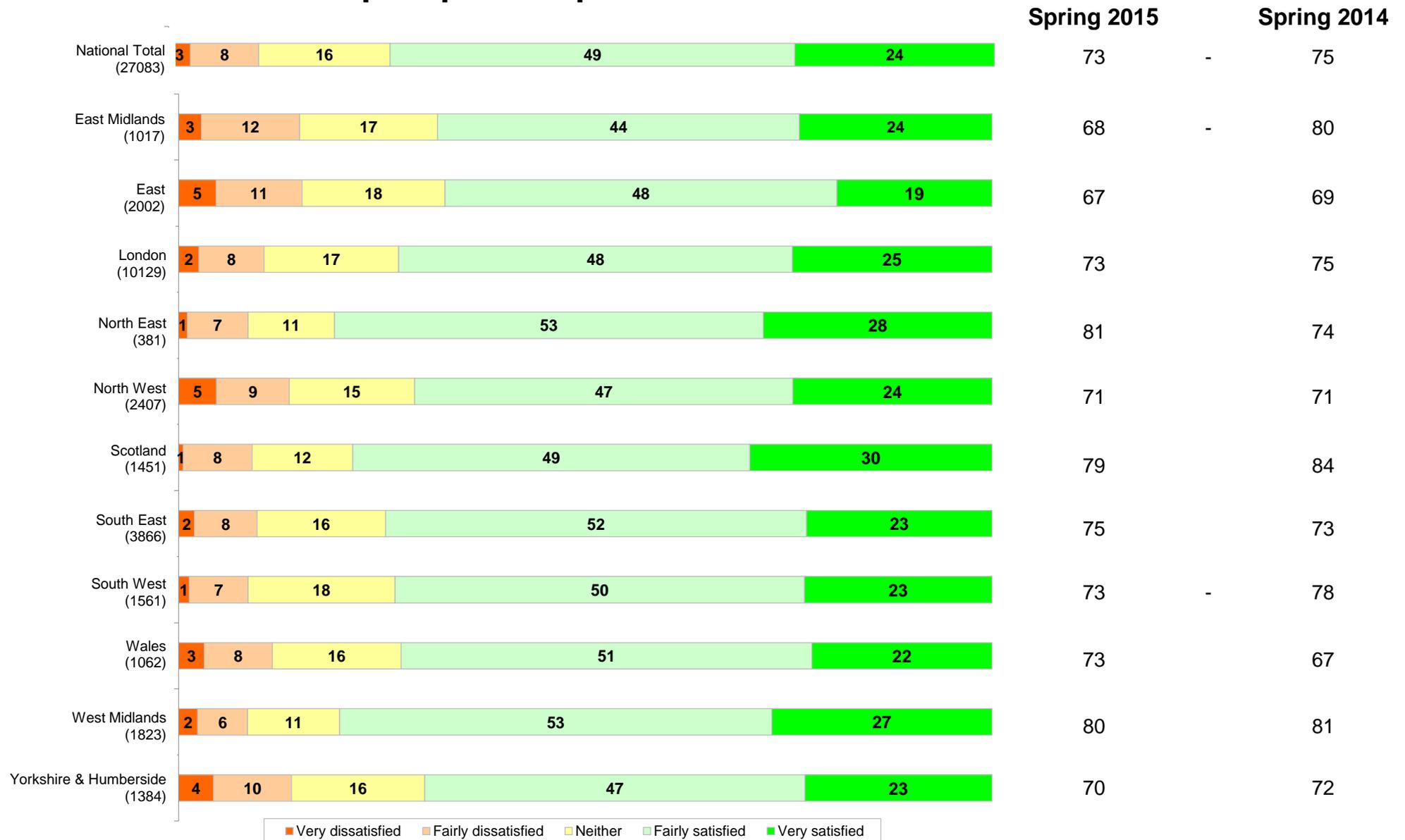
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Cleanliness of the train



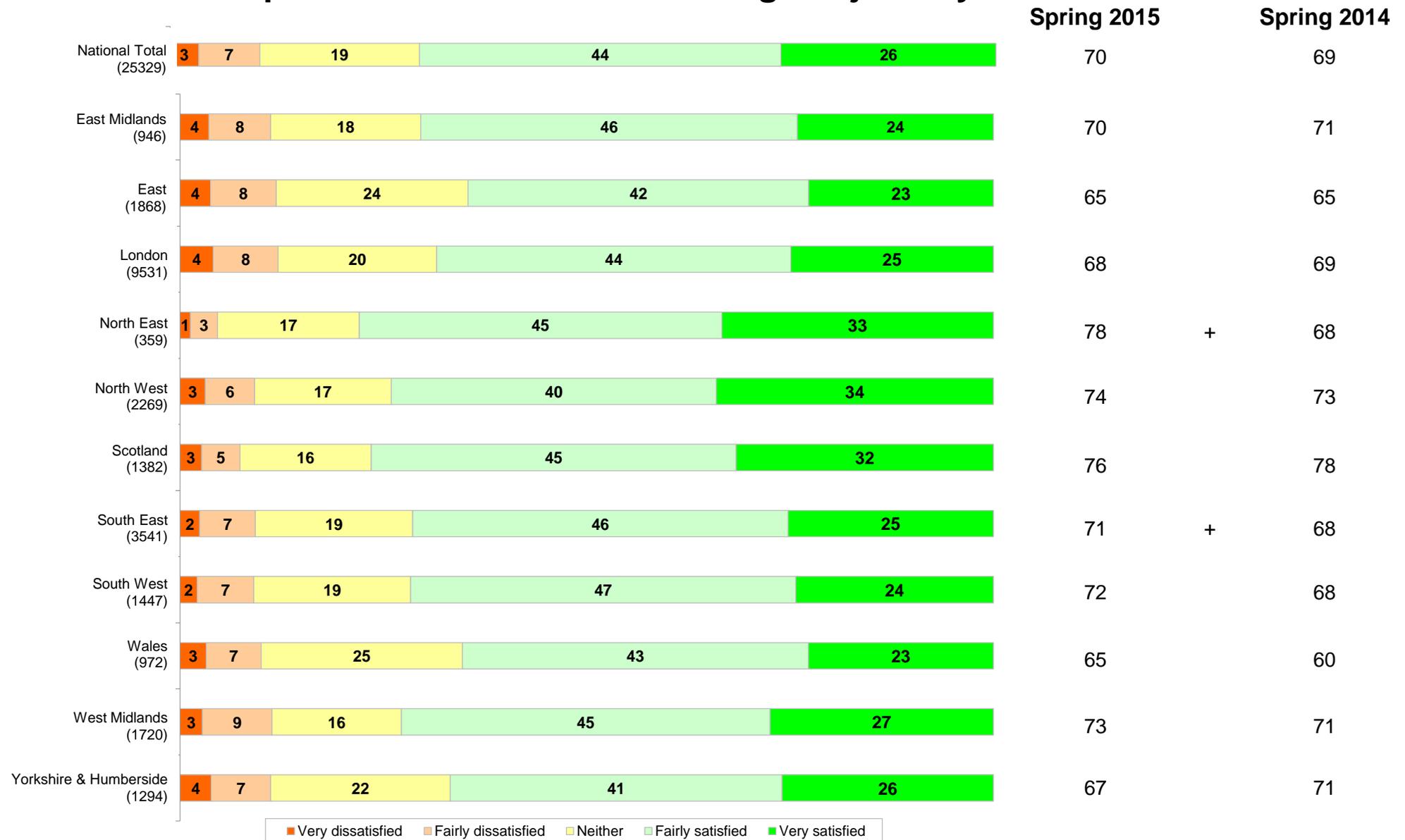
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Upkeep and repair of the train



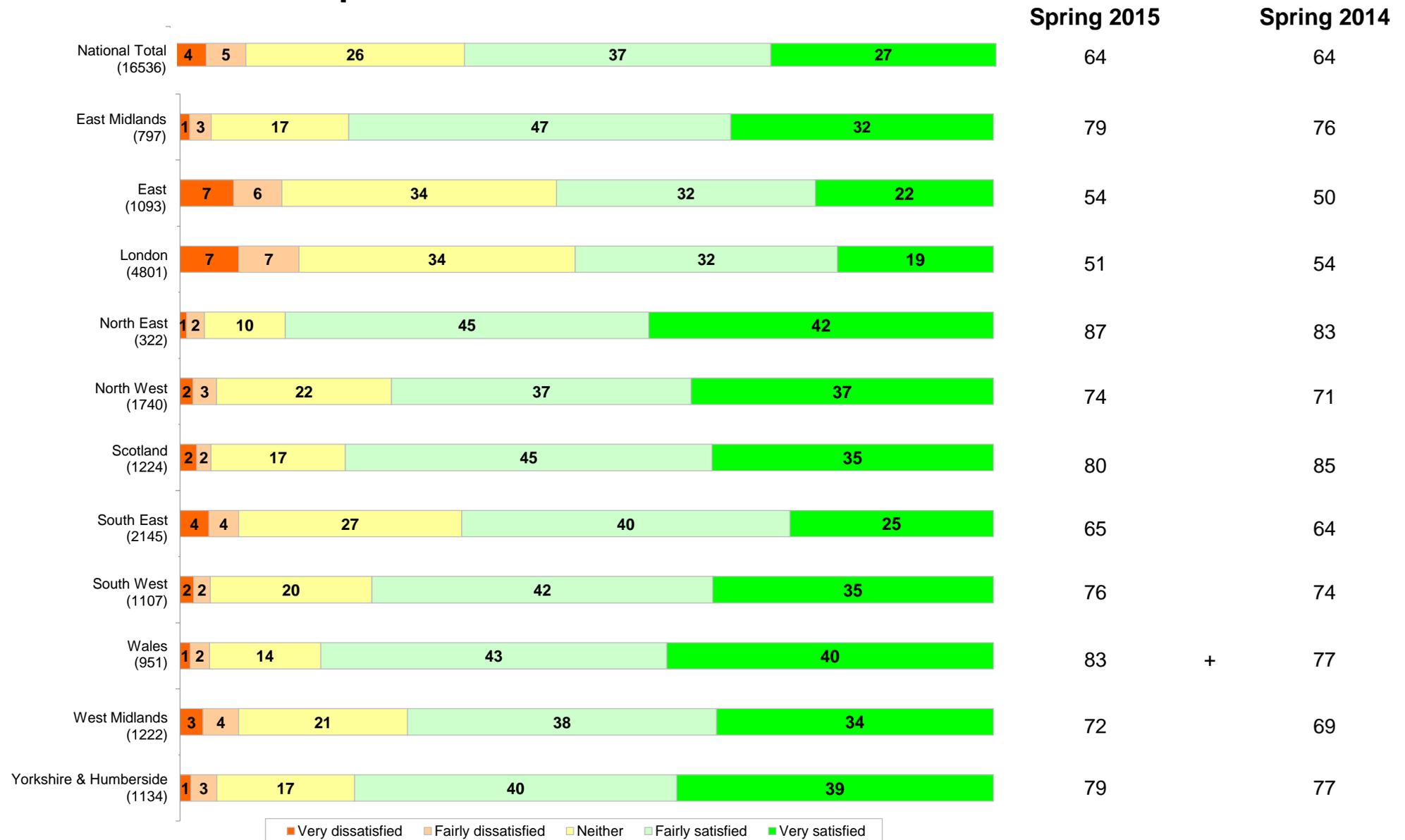
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The provision of information during the journey



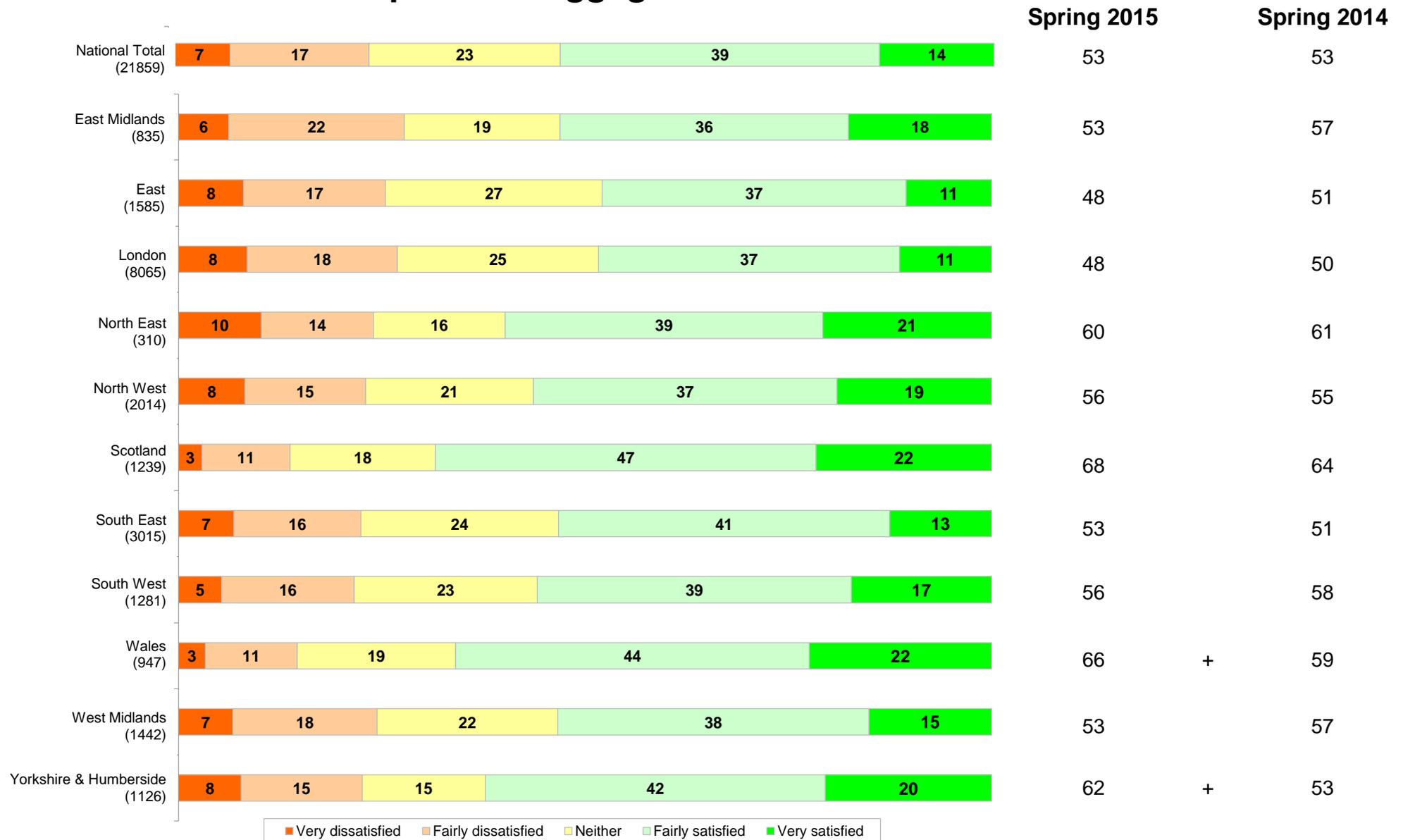
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The helpfulness and attitude of staff on train



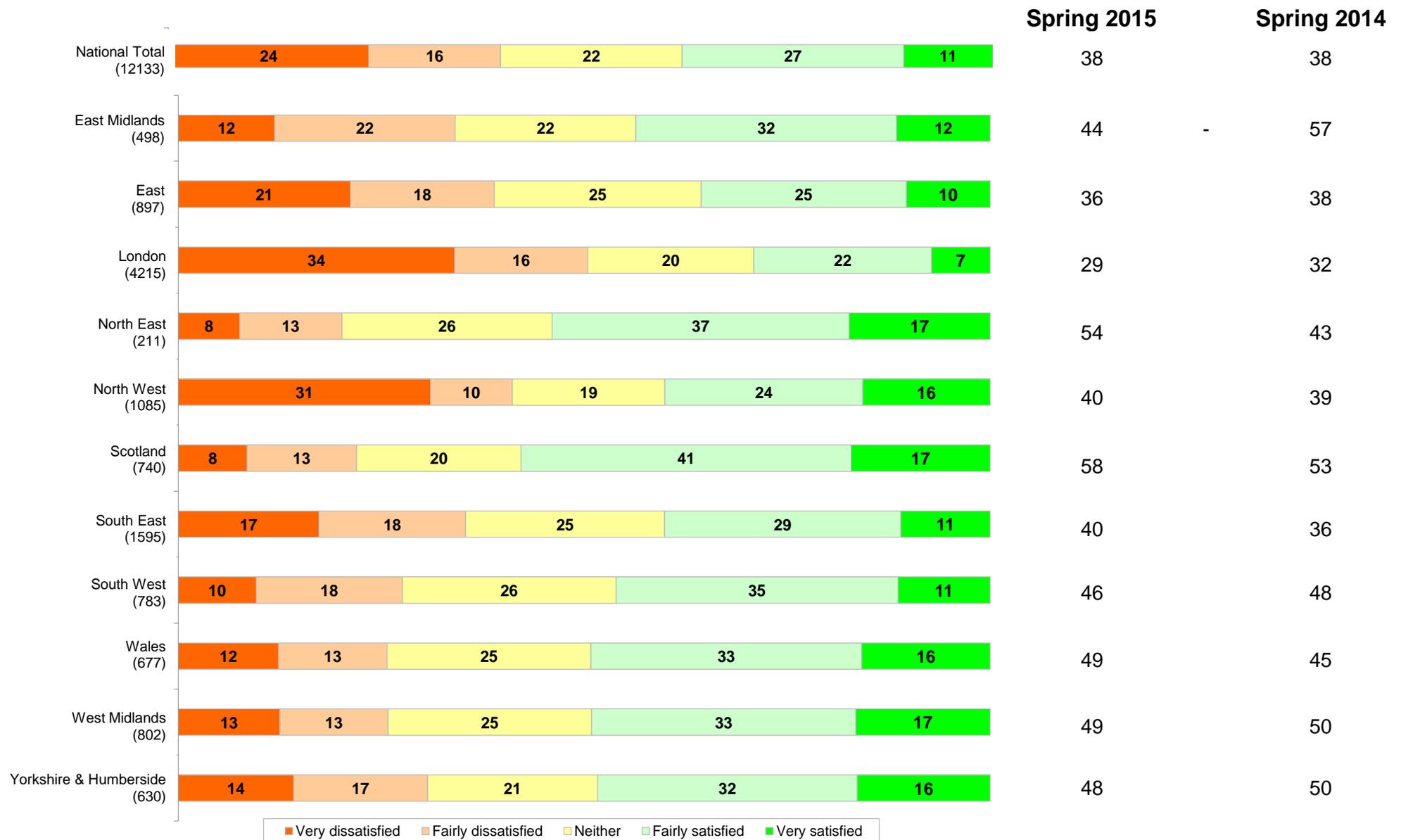
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The space for luggage on the train



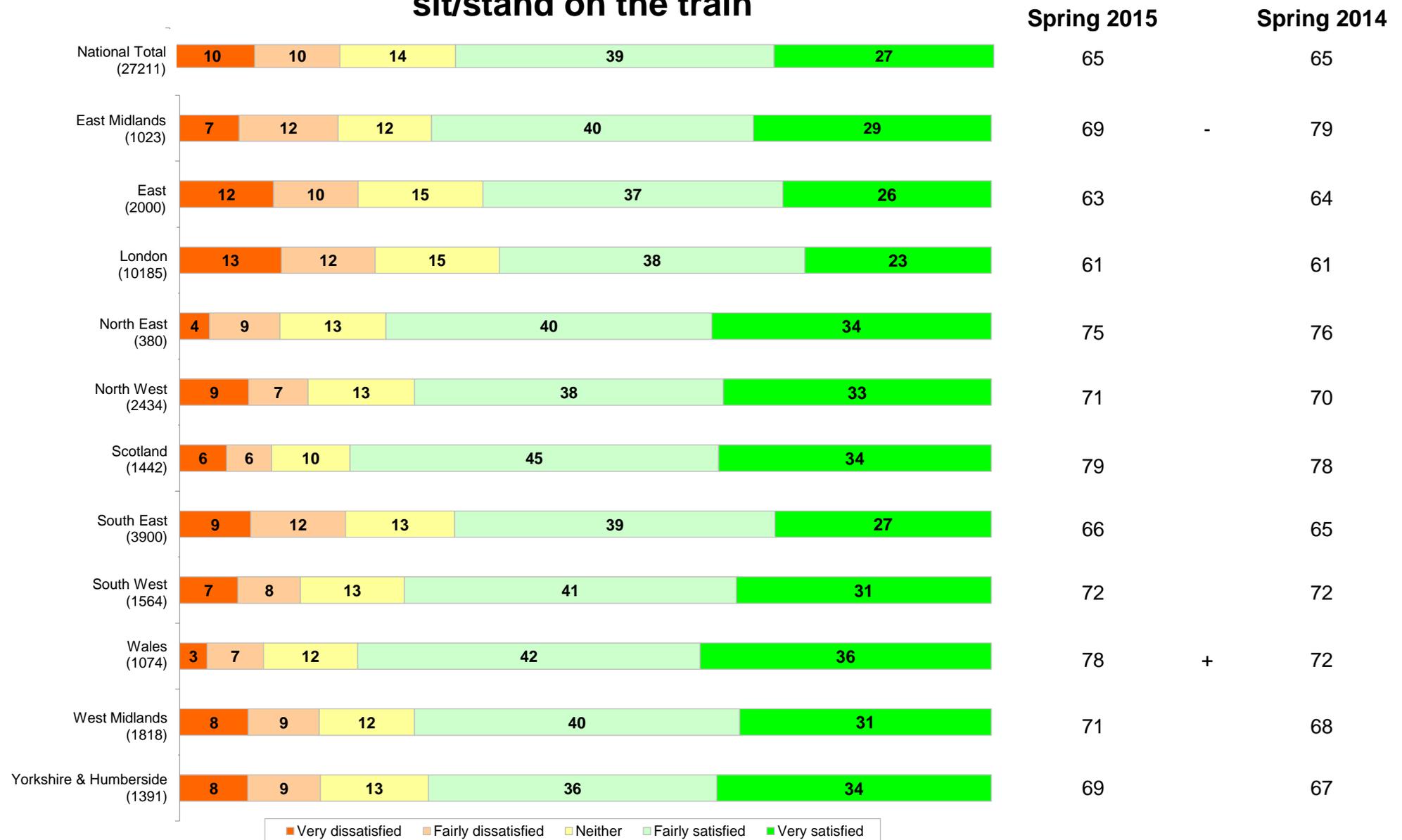
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The toilet facilities on the train



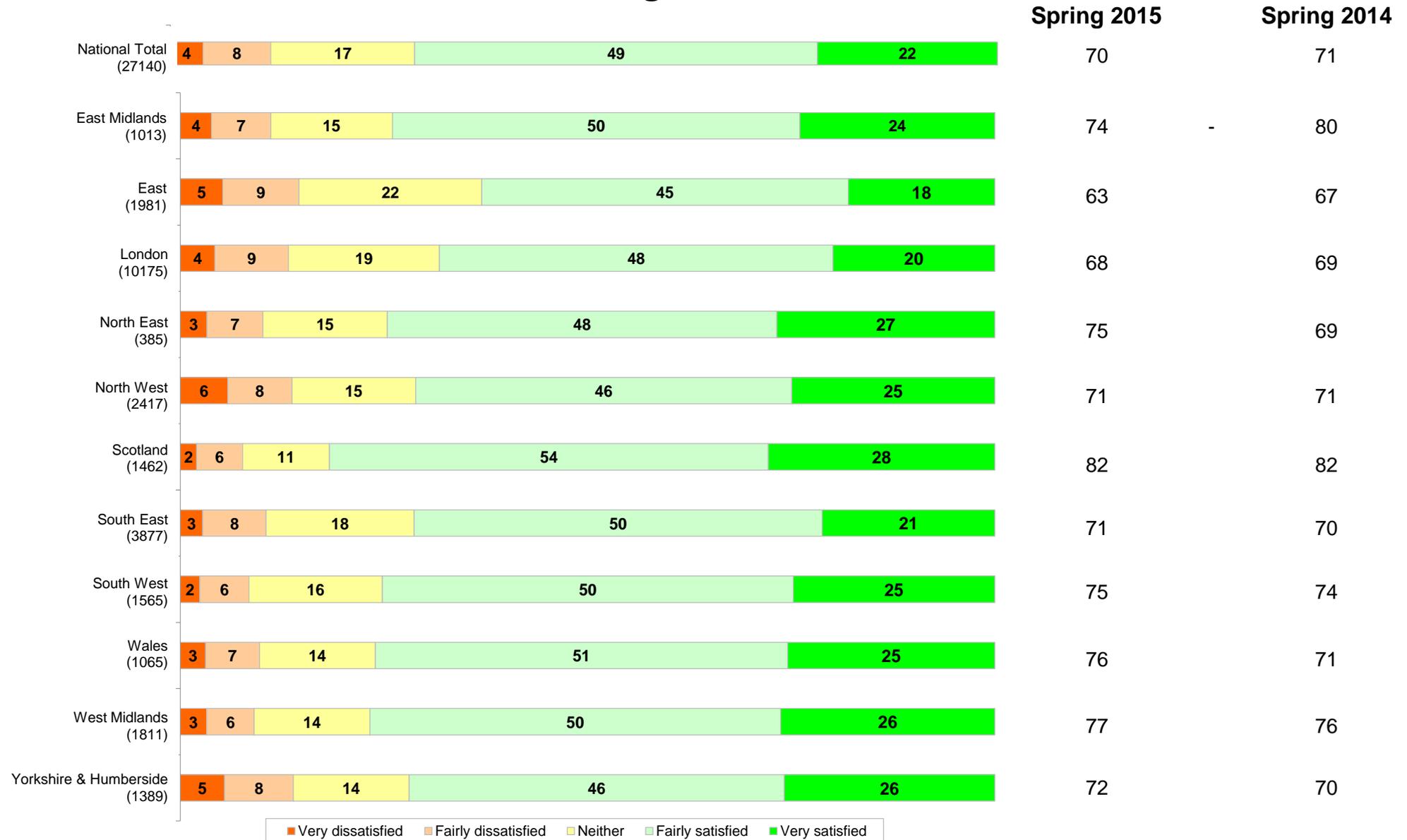
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



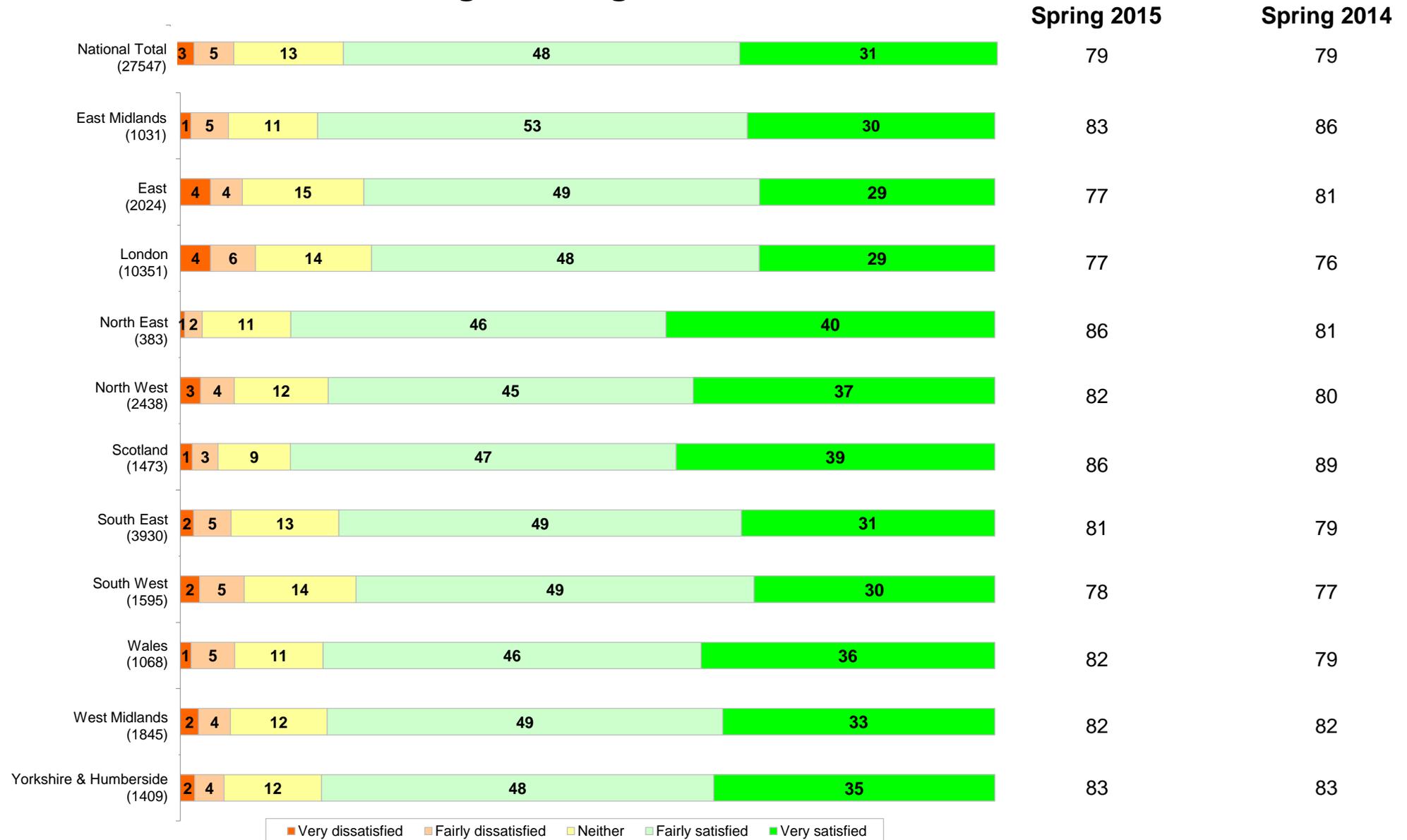
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The comfort of the seating area on the train



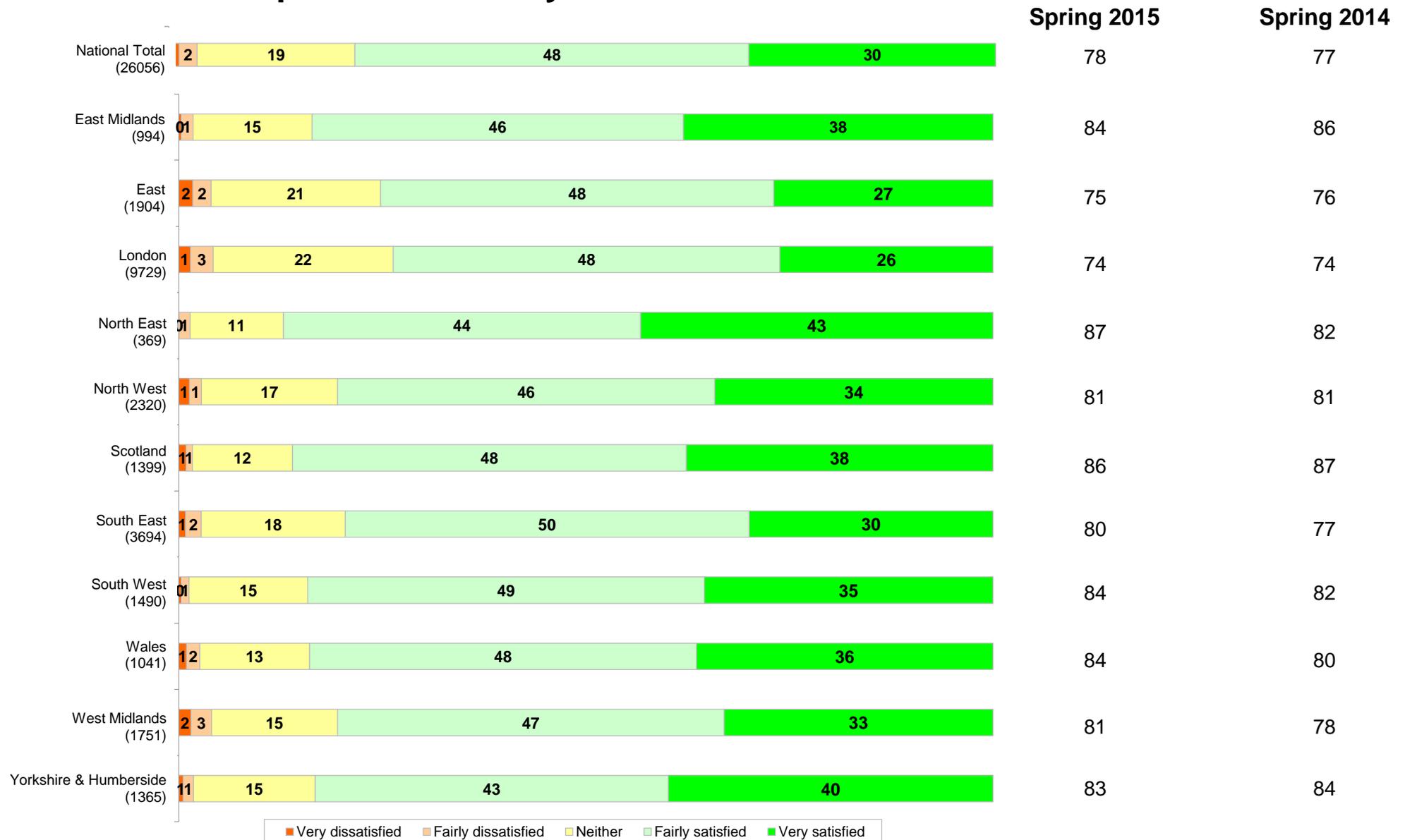
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



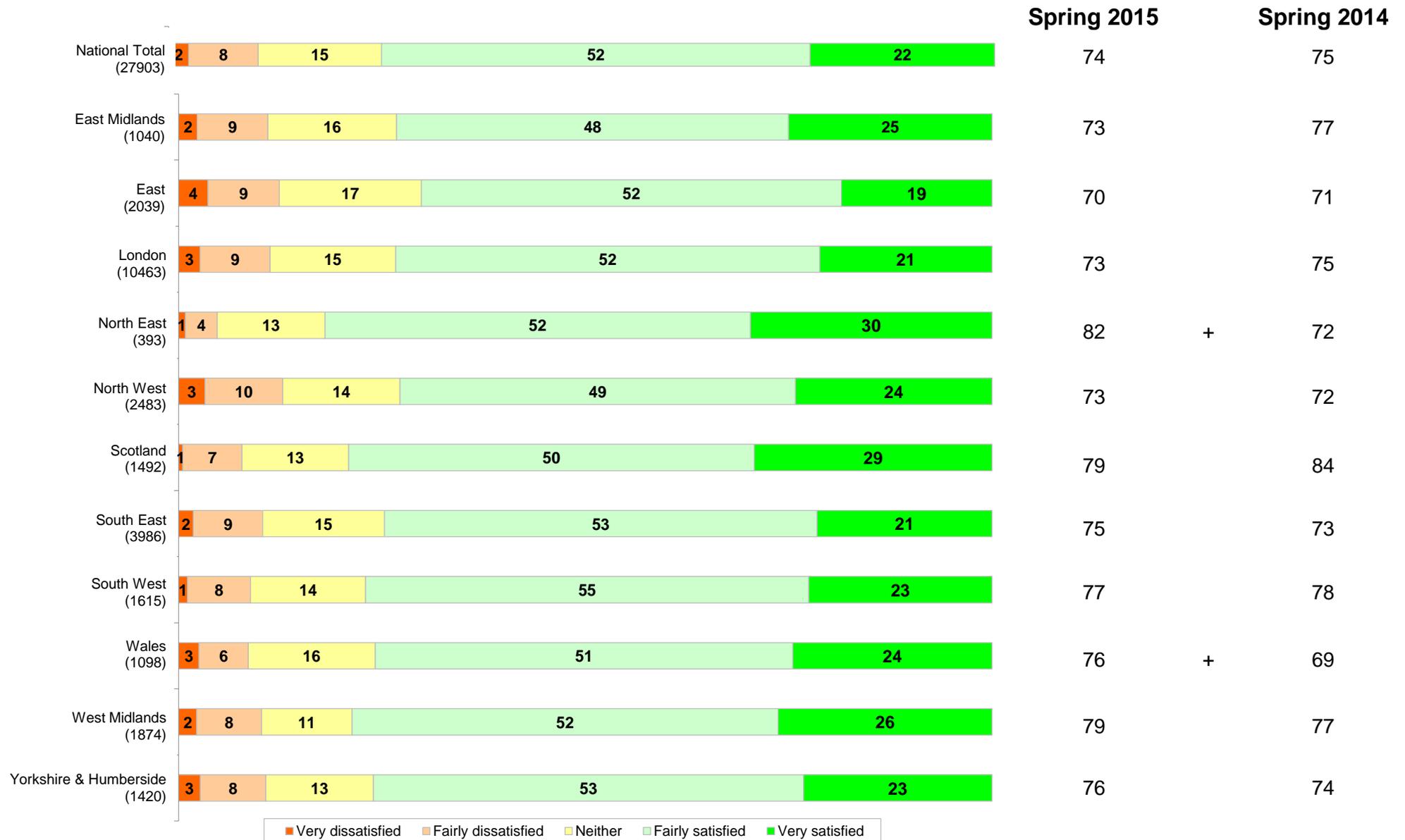
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

Your personal security whilst on board the train



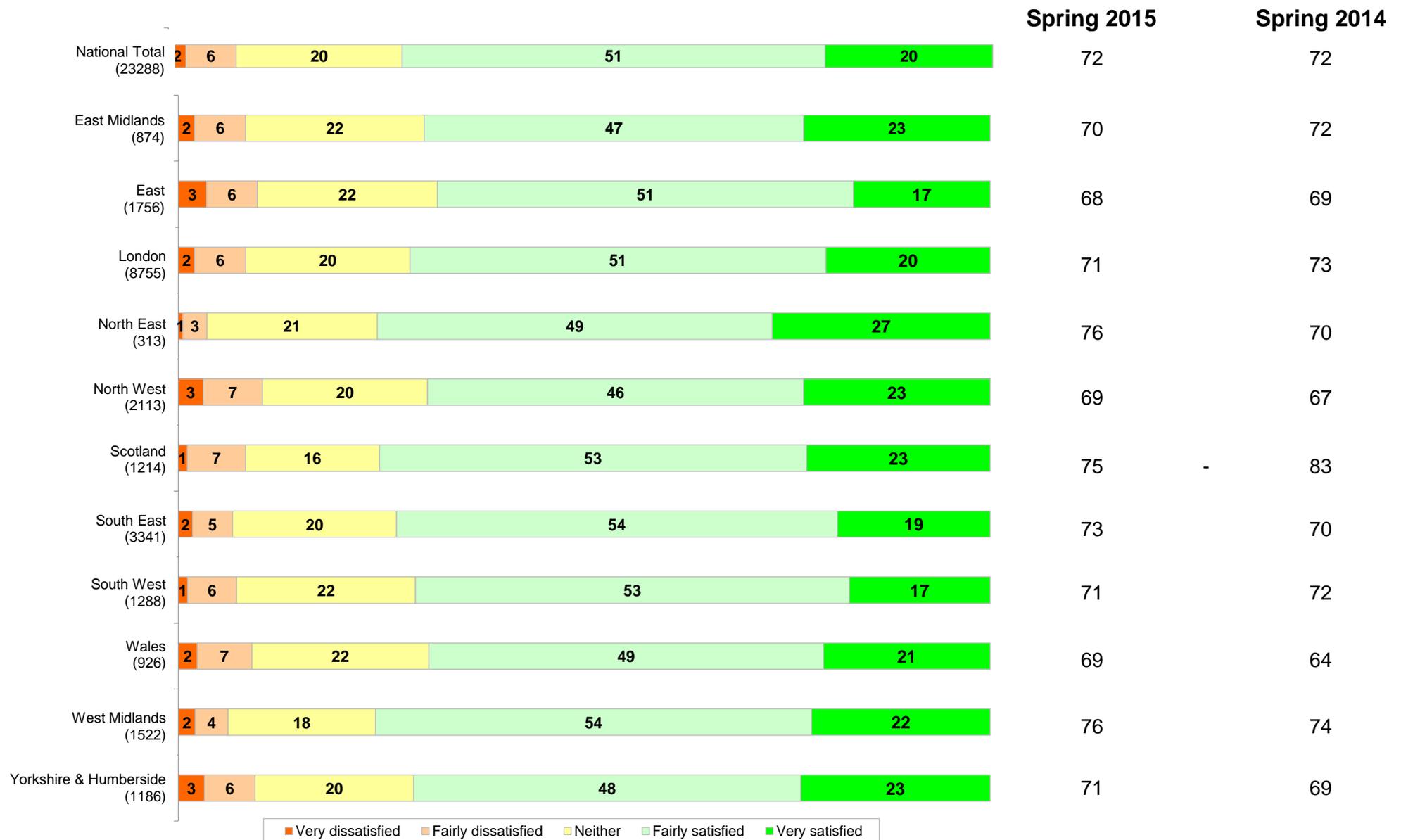
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The cleanliness of the inside of the train



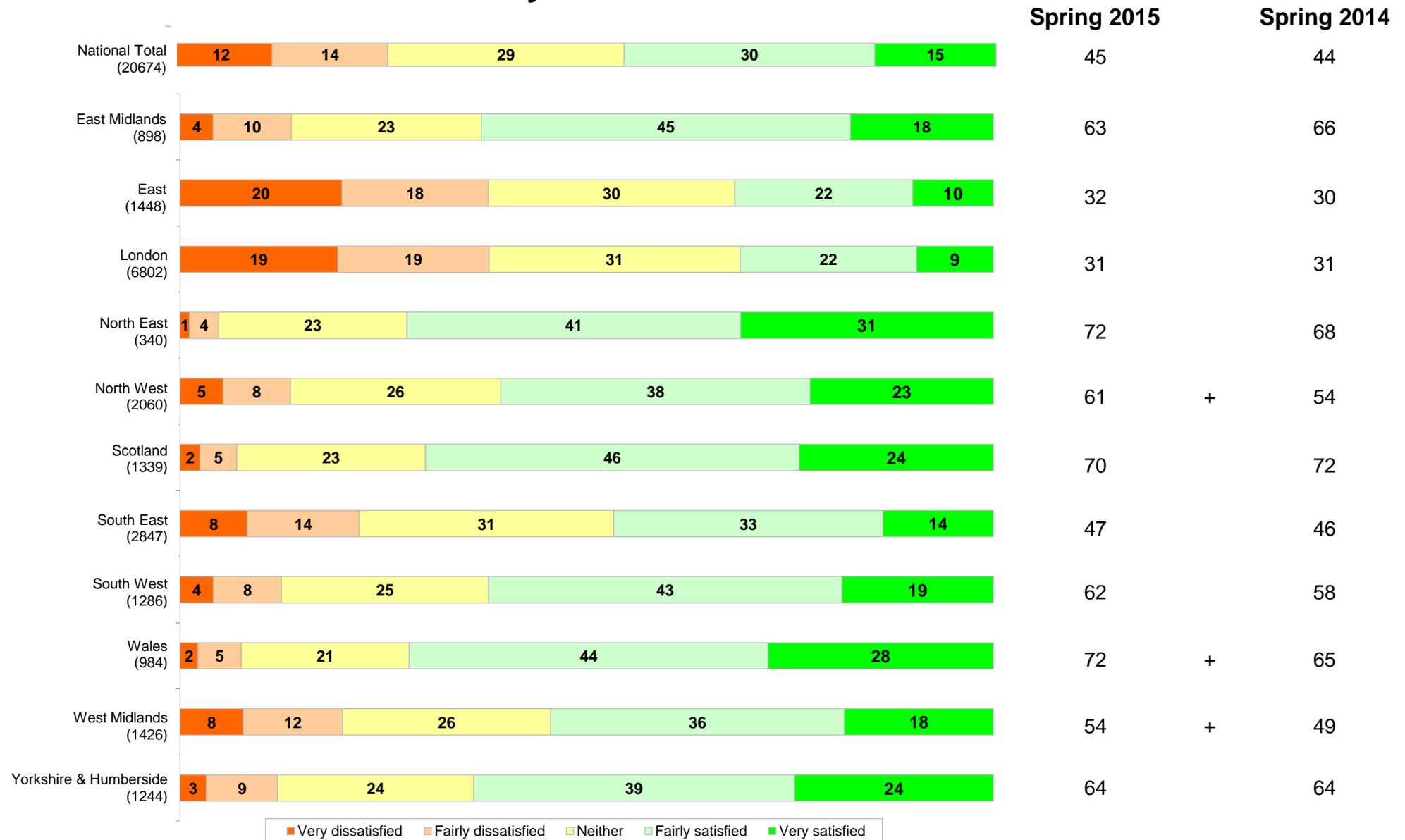
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The cleanliness of the outside of the train



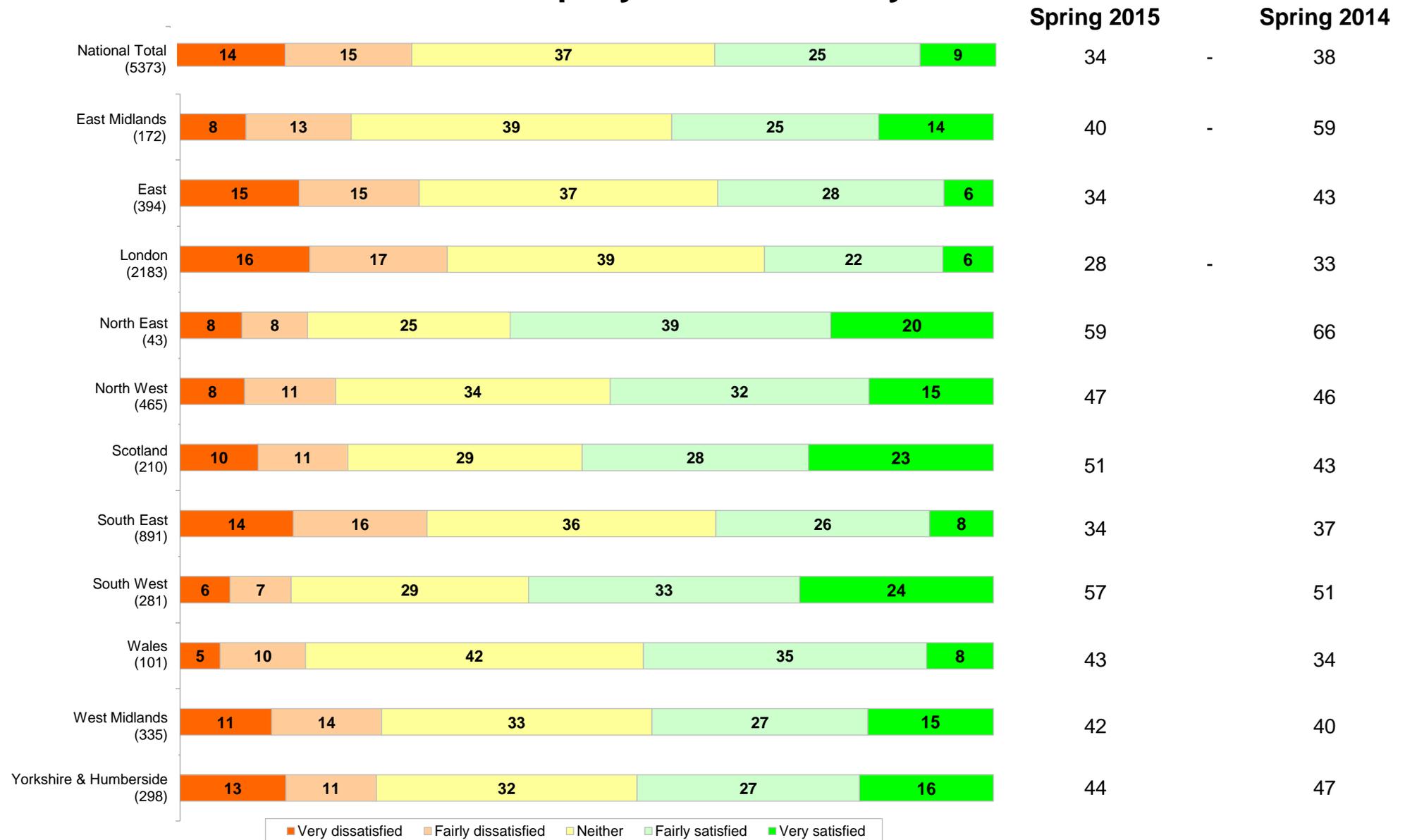
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The availability of staff on the train



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

How well train company dealt with delays



The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Commuting for work	41	27	42	49	18	27	31	45	19	26	24	27	90	0	0
Commuting for education	4	5	4	4	4	4	6	5	6	7	5	5	10	0	0
On company business (or own if self-employed)	15	21	19	14	25	12	14	16	18	12	18	13	0	100	0
On personal business	5	5	4	5	4	6	5	4	5	7	5	4	0	0	12
Visiting relatives or friends	14	19	13	12	26	17	17	11	24	17	21	22	0	0	35
Shopping trip	5	4	4	3	4	10	9	3	6	9	8	7	0	0	12
Travel to/from holiday	2	2	2	1	4	4	2	2	2	4	2	3	0	0	5
A day out	6	8	6	4	7	8	6	6	8	10	7	10	0	0	14
Sport	2	3	2	2	2	2	3	2	3	2	2	0	0	0	5
Other leisure trip	7	7	6	6	7	9	9	6	9	6	7	10	0	0	17
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling alone	82	75	84	86	72	74	78	84	77	71	79	73	94	89	66
Travelling with other adults 16+	15	21	14	12	24	23	18	13	19	24	18	23	4	10	28
Travelling with children aged 0-4	1	0	1	1	1	1	1	1	1	3	1	1	0	0	2
Travelling with children aged 5-10	1	2	1	1	1	1	1	1	1	1	1	2	0	0	2
Travelling with children aged 11-15	1	2	1	1	3	1	1	1	1	1	1	1	0	0	2
Don't know/no answer	1	1	1	1	1	1	2	1	2	2	1	1	1	0	1
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Whether travelling with baggage/additional item(s)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	14	20	14	12	29	19	13	12	20	22	21	23	8	19	20
Travelling with a pushchair	1	0	1	1	0	0	1	1	1	2	0	1	0	0	2
Travelling with a folding bicycle	0	0	1	0	0	0	0	1	1	0	0	1	1	1	0
Travelling with a non-folding bicycle	1	1	1	1	0	1	1	1	1	0	1	1	1	0	1
Travelling with a dog	0	0	0	0	0	1	0	0	0	1	0	1	0	0	1
Travelling with a wheelchair	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Travelling with a carer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Travelling with a mobility scooter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None apply	81	75	82	84	69	77	82	84	76	72	76	73	88	78	75
Don't know/no answer	2	2	2	2	2	2	2	2	2	3	2	2	2	1	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	16	23	15	12	26	21	15	20	20	19	21	22	11	19	20
No	84	77	85	88	74	79	85	80	80	81	79	78	89	81	80
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Whether on outward or return journey when handed the questionnaire

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Outward	49	59	63	43	31	46	48	61	54	54	48	53	47	50	52
Return	46	37	33	52	63	49	47	35	42	38	46	43	51	45	42
One way trip only	4	4	3	3	5	4	4	3	4	6	5	4	2	4	5
Don't know/no answer	1	1	1	1	1	1	1	1	1	2	1	1	1	1	1
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Whether have a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No: None	89	88	90	90	89	86	91	90	87	83	87	86	92	93	84
Yes: Vision	1	1	1	1	1	1	0	1	1	0	1	1	1	0	1
Yes: Hearing	1	2	1	1	2	2	1	2	2	1	2	2	1	1	2
Yes: Mobility	2	4	3	2	2	3	2	2	2	4	3	4	1	2	4
Yes: Dexterity	0	1	0	0	0	1	0	1	1	0	0	1	0	0	1
Yes: Learning or understanding or concentrating	1	0	0	1	0	1	1	0	1	1	0	1	0	0	1
Yes: Memory	0	0	0	0	0	1	1	0	0	1	0	1	0	0	1
Yes: Mental health	2	2	2	1	1	2	2	2	2	5	2	4	1	1	3
Yes: Stamina or breathing or fatigue	1	1	1	1	2	2	2	1	2	1	2	1	1	1	2
Yes: Socially or behaviourally	0	0	0	1	0	1	0	0	1	1	0	0	0	0	1
Other	2	2	2	2	2	2	1	2	2	2	2	2	2	1	3
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	39	41	41	32	51	44	47	48	42	45	39	42	27	42	45
Fairly satisfied	32	38	31	36	39	29	23	25	33	41	25	32	33	27	32
Neither satisfied nor dissatisfied	18	13	20	20	10	15	15	15	15	9	24	16	23	23	14
Fairly dissatisfied	7	8	6	8	0	7	6	7	9	3	7	7	11	6	6
Very dissatisfied	4	1	2	4	0	4	9	6	0	2	5	2	6	3	3
Very satisfied/Fairly satisfied	71	79	72	68	90	73	70	73	75	86	64	75	60	68	77
Very dissatisfied/Fairly dissatisfied	11	9	8	12	0	11	15	13	10	5	12	9	17	8	9
Sample size	1978	84	151	652	24	198	103	243	141	115	137	130	595	192	1191

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	32	30	38	28	25	42	39	32	36	37	30	33	22	31	37
Fairly satisfied	38	42	32	40	50	33	40	40	32	43	34	36	34	35	41
Neither satisfied nor dissatisfied	18	18	20	18	18	16	14	17	23	16	26	15	23	24	15
Fairly dissatisfied	7	9	8	8	0	7	5	4	6	5	6	15	11	7	5
Very dissatisfied	5	1	1	6	7	3	2	6	3	0	4	1	10	3	2
Very satisfied/Fairly satisfied	70	72	71	68	75	74	79	72	68	79	64	69	56	66	78
Very dissatisfied/Fairly dissatisfied	12	10	9	14	7	10	7	10	9	5	10	16	21	10	7
Sample size	2016	88	148	672	24	196	108	252	141	115	140	132	616	191	1209

Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Anytime single/return	12	18	13	6	24	20	19	14	14	27	17	18	9	20	12
Anytime day single/return	12	18	13	6	15	20	17	16	16	25	18	22	11	19	11
Off-peak/Super off-peak single/return	10	15	13	6	11	11	12	12	24	11	16	13	4	14	15
Off-peak/Super off-peak day single/return	8	10	10	4	7	6	15	13	16	4	10	9	3	10	12
Advance	5	14	5	3	25	8	7	2	13	11	10	12	2	9	9
Day Travelcard	5	2	8	6	0	1	0	8	1	0	1	1	3	10	6
Oyster pay as you go	11	0	6	23	0	0	0	1	0	0	0	0	13	9	10
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	15	9	11	19	7	8	15	17	6	9	11	13	31	2	3
Annual season ticket (including travelcard/travelcard on Oyster)	9	5	13	12	1	5	2	11	3	4	4	4	18	1	2
Special promotion ticket	0	2	0	0	1	1	1	0	0	1	1	1	0	0	1
Rail staff pass/Privilege ticket/Police concession	1	2	2	1	2	2	1	1	1	1	1	1	1	0	2
Freedom Pass	6	0	1	9	1	10	1	0	0	1	5	0	3	2	11
Other	3	2	3	3	4	6	8	2	2	3	4	3	3	2	4
Don't know/no answer	2	3	2	2	3	3	2	2	2	2	2	3	2	2	3
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
First class	2	5	2	2	6	3	3	2	3	1	3	3	1	5	3
Standard class	93	94	96	93	93	89	96	96	96	96	92	95	95	94	91
Don't know/no answer	4	2	3	6	2	9	2	1	1	3	5	1	4	2	6
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
IN ADVANCE															
Booked over phone	0	1	0	0	1	1	0	0	1	1	0	1	0	1	1
At the station	11	9	12	9	12	11	14	14	14	11	11	11	13	8	10
Via travel agent	1	1	1	1	3	1	1	1	1	1	2	2	1	4	0
Via the internet/a website	12	28	10	8	40	16	12	8	24	17	21	22	3	23	17
Via Apps	1	2	1	0	1	1	1	1	2	2	1	2	0	1	1
ON THE DAY OF TRAVEL															
At the station ticket office	18	17	27	11	13	29	30	26	23	18	22	20	12	23	24
Ticket collected at station	1	0	1	0	0	2	1	1	1	1	1	1	0	0	1
Ticket bought from machine	9	10	14	7	7	4	8	20	12	8	9	6	8	14	9
On the train	3	11	1	0	5	5	13	1	7	24	5	15	2	2	5
Via the internet/a website	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Via Apps	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OTHER															
Used a season ticket	19	11	20	23	7	11	13	22	7	10	13	13	38	3	4
Ticket was organised for me	2	5	3	1	7	2	2	1	3	3	3	3	1	7	1
Ticket printed off at home	1	2	1	0	1	1	1	1	2	2	1	2	0	1	1
I use Pay as you Go on Oyster/another smartcard	13	0	6	26	0	0	0	1	0	0	0	1	15	10	11
Other methods of purchase	7	3	3	10	3	15	3	2	2	2	9	3	5	2	12
Don't know/no answer	2	2	2	2	2	1	2	2	4	2	2	1	1	1	3
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Did not use a railcard	50	47	51	53	47	44	51	51	45	49	46	46	58	62	37
16-25 railcard	5	9	5	4	6	6	4	5	8	9	8	9	5	2	6
Senior railcard	10	16	10	7	14	14	12	12	19	10	16	14	2	9	19
Family & friends railcard	0	3	0	0	2	1	0	0	1	1	1	1	0	0	1
Disabled persons railcard	1	1	1	0	2	1	1	1	1	2	1	2	0	0	1
Network railcard	2	0	3	3	0	0	0	5	2	1	1	1	2	2	3
Forces railcard	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Two Together Railcard	1	1	1	0	2	1	1	1	1	1	1	2	0	0	1
Groupsave discount	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other railcard	6	4	4	6	2	6	10	5	5	8	4	7	5	3	7
Don't know/no answer	24	19	23	27	24	27	20	20	17	20	23	18	27	22	22
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	29	33	29	24	47	40	35	27	33	35	34	37	20	29	39
Fairly good	37	36	37	38	37	33	35	36	40	41	38	36	38	38	35
Neither good nor poor	21	20	20	23	10	19	19	23	15	15	17	15	25	21	16
Fairly poor	9	6	9	10	4	5	8	10	7	5	7	8	11	8	7
Very poor	5	4	5	5	2	3	3	5	4	4	3	3	6	4	3
Very good/Fairly good - Spring 2015	66	70	66	61	84	73	71	63	74	75	72	73	59	67	74
Very good/Fairly good - Spring 2014	66	76	65	63	79	71	71	64	77	71	72	71	59	69	75
Significant change		↓													
Sample size	22773	906	1723	7971	356	2028	1273	3393	1414	944	1538	1227	10013	3451	9309

Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	25	31	25	21	37	35	29	23	29	30	29	30	18	23	34
Fairly good	37	36	36	37	35	34	38	37	38	36	39	37	37	38	35
Neither good nor poor	25	21	25	27	16	22	22	26	20	24	20	22	27	27	21
Fairly poor	9	8	10	10	9	5	8	10	9	7	7	8	11	9	6
Very poor	5	4	6	5	3	4	3	5	4	4	5	3	6	4	3
Very good/Fairly good - Spring 2015	61	67	60	58	73	69	67	59	67	66	68	67	56	61	70
Very good/Fairly good - Spring 2014	61	67	62	58	70	66	67	57	68	68	67	69	54	61	70
Significant change															
Sample size	20922	845	1572	7323	327	1879	1185	3085	1309	858	1393	1146	9323	3189	8410

Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	46	53	46	41	59	56	55	43	49	54	51	50	37	49	55
Fairly good	38	35	36	40	29	32	33	39	37	34	37	37	41	37	33
Neither good nor poor	10	7	10	11	9	8	8	11	8	7	7	8	13	9	7
Fairly poor	4	4	4	5	2	2	2	4	5	3	3	3	6	3	3
Very poor	2	2	3	3	0	2	2	3	1	2	2	3	3	2	2
Very good/Fairly good - Spring 2015	83	88	83	81	88	88	88	82	86	89	88	87	78	86	89
Very good/Fairly good - Spring 2014	83	88	81	81	89	87	86	82	88	86	87	86	78	86	88
Significant change															
Sample size	23580	931	1816	8193	348	2104	1352	3572	1471	961	1575	1257	10276	3501	9803

Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very familiar	59	57	62	58	52	63	64	62	54	67	51	64	71	44	52
Fairly familiar	28	26	25	32	29	23	26	26	28	20	29	21	25	34	30
Not very familiar	7	8	7	7	9	7	6	6	8	5	11	7	3	12	10
Not at all familiar	5	8	6	3	10	7	4	6	10	8	8	7	1	10	7
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Very familiar/Fairly familiar - Spring 2015	88	83	87	90	81	86	90	88	82	87	81	85	96	78	83
Very familiar/Fairly familiar - Spring 2014	88	83	89	89	85	91	90	87	80	89	83	90	96	78	83
Significant change						↓						↓			
Sample size	28481	1061	2096	10698	398	2537	1520	4057	1646	1122	1902	1444	12155	4217	12109

Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: asked for help	7	8	8	7	7	8	6	8	8	7	10	6	5	9	9
Yes: asked for information	7	8	8	6	8	8	7	9	8	6	8	8	5	8	9
Couldn't find anyone to ask	2	4	3	2	2	2	2	3	3	3	4	3	2	2	3
No/didn't need help/information	82	79	81	84	82	81	84	81	80	81	77	82	87	80	78
Don't know/no answer	2	2	1	2	1	2	1	1	1	4	2	2	1	1	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
3 or more times a week	37	24	37	43	14	27	32	39	18	27	24	25	73	5	7
Once or twice a week	14	10	14	15	11	14	10	14	11	14	11	10	14	14	14
1 or 2 times a month	16	18	16	15	21	18	18	15	21	19	19	19	6	26	25
Once every 2-3 months	12	17	13	10	17	13	15	12	16	15	15	17	3	19	20
Once every 6 months	5	7	5	4	8	6	5	5	7	6	7	5	1	8	8
Less often	7	10	6	6	12	8	10	6	11	8	9	10	2	11	12
Never/First time today	8	13	8	6	16	11	8	7	14	10	14	12	2	16	13
Don't know/no answer	1	1	2	2	1	1	1	1	1	2	1	2	1	1	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Under 1 year	26	26	23	27	27	20	20	27	29	27	27	28	29	21	19
1-4 years	34	41	33	35	40	31	28	34	30	31	37	35	37	30	30
5-9 years	15	14	16	14	14	15	22	17	18	16	16	15	15	17	15
10 years or more	24	19	27	23	17	32	29	22	22	25	19	19	18	31	34
Don't know/no answer	1	0	1	1	2	1	1	1	1	2	1	2	1	1	2
Sample size	17424	567	1370	7094	205	1444	734	2694	838	621	1040	817	11129	1728	4567

Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
I always get a seat	38	55	41	31	53	45	52	44	48	49	44	45	33	43	48
I usually get a seat	35	31	34	35	29	37	30	36	35	36	35	36	36	37	33
There are seats available but I prefer to stand	1	1	1	2	3	1	2	1	2	0	1	0	1	2	1
I usually stand and it is crowded	8	3	8	10	3	4	4	6	4	4	5	3	10	5	4
I usually stand and it is very crowded	8	3	6	11	3	4	4	3	3	3	6	5	10	5	4
It varies	9	6	8	10	6	8	8	8	8	7	9	9	10	7	8
Don't know/no answer	1	1	2	1	3	2	1	1	1	1	1	1	1	1	2
Sample size	17424	567	1370	7094	205	1444	734	2694	838	621	1040	817	11129	1728	4567

Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Spring 2015															
No delay	76	81	76	73	83	81	84	74	74	86	78	77	69	78	82
Yes: Minor delays	19	14	18	20	14	15	13	21	22	9	17	16	24	17	14
Yes: Serious delays	3	2	3	4	1	2	1	3	2	1	3	4	5	3	2
Don't know/no answer	2	2	3	2	2	3	2	2	2	4	2	3	2	2	3
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268
Spring 2014															
Yes: Minor delays	18	18	18	18	18	15	11	22	22	12	23	20	22	19	15
Yes: Serious delays	3	1	2	3	2	2	1	5	4	3	3	2	4	3	2

Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The train was late departing at the beginning of journey	61	65	56	61	51	66	53	61	65	56	60	67	60	64	61
The train was late arriving at the destination	47	48	52	45	57	48	40	53	54	45	38	44	50	48	40
The train I had planned to catch was cancelled	11	8	13	14	4	7	12	7	6	3	15	3	12	10	11
Could not get on train as it was overcrowded	3	2	3	3	1	1	0	2	0	1	6	0	4	0	1
Took longer than expected to buy train ticket	1	3	2	1	2	0	0	1	0	1	1	0	1	0	1
Train I took to this station was late and I missed my connection	3	3	2	3	3	3	3	3	1	0	4	5	3	3	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	1	0	2	0	0	0	1	0	2	2	1	2	0	1
Lack of/poor information caused a delay to my journey	3	3	3	4	1	2	3	2	1	0	7	2	4	3	3
Other	14	13	14	15	14	10	16	13	9	13	16	16	13	12	16
Don't know/no answer	2	0	1	2	0	2	1	1	1	5	1	0	2	1	2
Sample size	5997	196	431	2426	56	511	228	1002	323	115	376	333	3271	802	1924

How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very well	9	14	6	6	20	15	23	8	24	8	15	16	5	10	18
Fairly well	25	25	28	22	39	32	28	26	33	35	27	27	20	29	34
Neither well nor poorly	37	39	37	39	25	34	29	36	29	42	33	32	39	37	31
Fairly poorly	15	13	15	17	8	11	11	16	7	10	14	11	18	12	10
Very poorly	14	8	15	16	8	8	10	14	6	5	11	13	18	12	7
Very well/Fairly well - Spring 2015	34	40	34	28	59	47	51	34	57	43	42	44	24	38	52
Very well/Fairly well - Spring 2014	38	59	43	33	66	46	43	37	51	34	40	47	30	43	51
Significant change	↓	↓		↓									↓		
Sample size	5373	172	394	2183	43	465	210	891	281	101	335	298	2941	727	1705

Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
5 mins or less	38	47	34	38	38	44	40	38	26	40	42	29	40	33	37
6-10 mins	26	23	27	24	23	20	25	32	36	36	26	24	25	30	27
11-20 mins	17	16	19	17	19	21	14	14	21	7	12	19	17	16	18
21-30 mins	7	5	8	7	11	6	8	6	9	9	6	15	7	10	6
31-60 mins	5	6	5	4	4	5	2	4	4	1	9	7	5	4	4
More than 1 hour	2	0	2	2	2	1	2	2	1	0	2	1	2	2	2
Don't know/no answer	6	3	6	7	2	4	10	4	3	7	3	3	6	4	7
Mean (minutes) - Spring 2015	13	11	14	13	14	12	12	12	13	10	14	16	13	13	13
Mean (minutes) - Spring 2014	13	12	10	13	16	13	12	14	15	14	16	10	13	13	14
Significant change			↓									↓			
Sample size	5997	196	431	2426	56	511	228	1002	323	115	376	333	3271	802	1924

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	43	50	37	38	64	56	53	45	63	53	51	54	36	45	57
The accuracy of the information given about the delay	45	44	45	40	66	55	49	46	63	48	54	55	38	49	58
The usefulness of the information	43	43	39	38	64	54	49	43	59	52	56	51	34	48	58
The speed with which the information was provided	44	51	42	39	57	54	57	46	65	46	53	55	36	47	61
Time taken to resolve the problem	32	33	27	28	55	45	39	31	57	45	43	42	25	35	49
The availability of alternative transport	23	29	22	21	26	33	19	21	36	45	33	22	18	26	36

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	37	31	44	41	27	30	34	34	20	28	32	26	44	34	25
The accuracy of the information given about the delay	34	32	36	38	29	27	30	30	22	29	28	28	40	30	23
The usefulness of the information	32	23	34	36	22	24	27	31	19	22	24	27	39	29	20
The speed with which the information was provided	33	30	37	37	28	25	31	29	19	24	29	23	39	31	22
Time taken to resolve the problem	36	24	40	39	27	28	26	36	19	20	28	29	42	33	21
The availability of alternative transport if train service could	50	39	54	52	56	49	63	46	31	31	40	47	56	39	37

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No	82	81	75	81	84	86	88	80	86	87	86	82	76	82	87
Claimed for compensation on a weekly season ticket	1	1	2	1	1	0	1	2	1	1	1	1	2	1	0
Claimed for compensation on a monthly or longer season ticket	5	3	10	6	1	1	2	7	2	1	2	2	10	2	1
Claimed for compensation on one single/return journey	7	11	10	7	9	7	5	7	7	4	8	9	7	11	6
Complained but did not claim for compensation	2	3	2	2	1	2	3	3	2	1	2	3	3	2	1
Complained and claimed for compensation	1	2	1	1	1	1	1	1	2	1	1	2	2	1	1
Don't know/no answer	3	2	3	3	4	3	1	2	2	6	2	3	2	2	4
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	20	26	17	17	24	32	24	17	23	29	28	37	15	23	29
Fairly satisfied	28	34	30	28	38	28	21	28	30	24	34	21	27	31	29
Neither satisfied nor dissatisfied	12	10	17	12	8	8	10	15	12	14	6	6	14	9	8
Fairly dissatisfied	20	11	19	21	15	15	25	22	16	11	11	15	20	19	19
Very dissatisfied	20	19	17	22	15	18	20	19	19	21	21	21	23	16	15
Very satisfied/Fairly satisfied - Spring 2015	48	59	47	45	63	60	45	45	53	53	62	58	42	55	58
Very satisfied/Fairly satisfied - Spring 2014	51	61	57	50	78	45	48	51	56	32	51	60	47	65	57
Significant change	↓		↓	↓		↑				↑			↓	↓	
Sample size	4377	176	467	1756	59	285	179	690	213	97	253	202	2691	604	1082

Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Insufficient compensation	41	36	47	40	37	24	45	49	30	31	41	37	46	36	29
Inappropriate form of compensation	17	12	22	19	17	14	15	11	16	16	9	18	17	15	20
Time taken to respond	31	50	33	27	31	30	28	38	19	25	43	42	31	37	27
Poor explanation given	40	35	38	39	40	46	54	36	32	63	51	51	43	41	29
Has not yet received a response	20	38	22	20	19	20	16	19	20	15	30	16	20	25	19
Other reasons	30	38	32	31	6	25	14	33	40	19	34	27	32	34	23
Don't know/no answer	1	0	0	1	0	3	0	1	0	0	0	0	0	2	1
Sample size	1603	51	146	678	22	84	64	284	82	36	79	77	1101	176	326

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	9	7	9	10	5	7	5	8	8	9	8	6	11	7	7
No	88	91	88	87	90	90	92	90	89	85	89	91	87	91	89
Not stated	3	2	3	3	5	3	3	2	3	6	2	3	3	3	4
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Which of the following were reasons for this?

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Passengers drinking/under the influence of alcohol	31	37	25	30	22	30	42	27	34	61	33	39	36	19	27
Passengers taking/under the influence of drugs	7	9	4	8	0	7	6	5	6	20	8	7	9	5	5
Abusive or threatening behaviour	14	11	20	14	10	15	6	14	8	17	10	11	18	12	7
Rowdy behaviour	35	58	35	31	52	39	41	36	40	47	38	53	37	26	35
Feet on seats	43	36	43	47	36	42	16	42	33	25	50	27	48	38	37
Music being played loudly	37	33	49	41	15	24	21	34	28	17	29	34	45	29	26
Smoking	4	5	5	4	0	5	1	1	2	6	4	1	5	3	2
Graffiti or vandalism	2	3	4	2	0	2	0	1	0	8	3	0	3	0	1
Other	27	14	27	29	29	25	32	24	26	23	23	21	24	40	27
Not stated	5	4	1	5	2	8	1	8	5	4	2	3	3	6	6
Sample size	2280	74	182	987	19	184	95	277	130	76	153	103	1205	255	820

Methods of transport passengers used to get to the station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
On foot/walked	50	39	46	52	41	50	55	48	44	50	44	47	58	38	45
Bicycle (parked at or near station)	1	2	3	1	0	0	0	2	2	0	1	1	1	1	0
Bicycle (taken onto train)	1	2	2	1	0	1	1	2	2	1	1	1	2	1	1
Motorbike	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Bus/Coach	11	9	9	12	10	11	11	7	9	10	10	13	11	7	13
Tram/Light rail	2	2	0	2	2	3	1	1	1	0	2	2	2	1	2
Underground train	15	1	1	30	5	3	2	1	1	1	1	0	14	21	14
Overground (National rail) train	15	13	11	16	13	13	14	14	15	11	23	16	12	21	17
Taxi	4	7	4	2	14	4	5	4	6	5	5	5	1	7	5
Car (parked at or near station)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Car (dropped off)	8	15	14	3	14	11	10	15	17	16	11	14	7	8	11
Air/Sea	1	0	3	0	1	3	1	2	0	0	1	0	0	2	1
Other	2	1	2	2	3	3	3	2	2	2	2	2	2	2	2
Don't know/no answer	1	1	1	2	3	2	1	1	1	2	2	2	1	1	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
16-25	11	14	10	9	14	12	11	11	13	23	14	16	14	3	10
26-34	14	13	14	15	10	10	11	15	9	14	10	13	18	11	10
35-44	17	17	19	19	12	13	16	17	15	14	13	17	23	19	11
45-54	23	21	25	23	25	22	24	24	21	16	20	18	25	33	16
55-59	11	11	11	11	15	10	11	10	12	9	10	11	10	15	10
60-64	9	7	8	9	11	11	10	9	10	8	11	9	6	10	13
65+	14	15	11	12	11	21	15	13	19	12	19	15	3	7	28
No answer	2	2	1	2	3	1	1	1	1	4	1	2	2	1	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Male	43	46	46	42	45	42	40	46	43	43	43	40	44	56	37
Female	55	52	52	55	52	56	59	52	55	52	55	57	53	42	61
No answer	2	2	2	2	3	2	1	2	2	5	2	3	2	2	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Working full time	60	56	65	65	56	50	54	63	48	47	49	54	76	80	35
Working part time	15	16	14	15	12	14	14	15	17	17	14	13	14	15	16
Not working	3	3	3	3	7	3	4	3	4	7	5	4	0	1	8
Retired	15	16	12	12	15	25	20	12	22	14	22	18	1	2	35
Full time student	5	8	5	4	7	6	7	5	9	11	9	8	7	1	5
No answer	2	2	2	2	3	2	1	1	1	4	2	2	2	2	2
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Professional/senior managerial	40	38	40	43	38	31	35	41	37	25	34	35	42	63	28
Middle managerial	16	15	16	17	13	13	14	17	12	13	13	12	20	17	10
Junior managerial/clerical/supervisory	11	9	12	12	9	11	10	10	9	12	9	9	16	6	8
Skilled manual (with professional qualifications/served an apprenticeship)	6	7	7	5	10	8	8	7	7	10	7	8	7	3	7
Unskilled manual (no qualifications/not served an apprenticeship)	2	4	3	2	1	4	4	2	2	5	2	3	2	1	3
Full time student	2	3	1	1	4	2	2	1	3	3	4	3	2	0	3
Retired	14	15	11	11	14	22	19	12	20	13	21	18	2	3	31
Unemployed/between jobs	1	1	1	1	2	2	2	1	1	3	2	1	0	0	2
Housewife/house-husband	0	0	1	0	1	1	0	1	0	2	1	0	0	0	1
Other	5	5	5	5	4	5	3	5	6	6	5	4	4	4	5
Don't know/no answer	3	2	4	4	4	3	2	3	2	7	3	4	4	2	3
Sample size	28775	1069	2126	10810	402	2563	1530	4096	1664	1136	1922	1457	12261	4246	12268

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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
Govia Thameslink Railway	28000	26	13	61	82	18	26	18	29	26
First TransPennine Express	115764	45	26	29	86	14	27	16	29	27
London Midland	64021	40	13	46	85	15	31	15	28	26
London Overground	137834	55	2	43	81	19	22	25	26	27
Merseyrail	43271	37	8	55	80	20	23	25	26	26
Northern Rail	93834	38	9	53	76	24	24	25	26	25
ScotRail	86339	39	13	47	80	20	26	18	30	25
South West Trains	222620	53	15	32	85	15	41	15	16	29
Southeastern	170874	61	12	27	90	10	18	30	26	26
Southern	181313	50	16	34	90	10	22	28	25	25
Virgin Trains	31911	11	23	66	81	19	32	7	32	30

*Sample size excludes non-franchised Train Operating Companies

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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
Govia Thameslink Railway	1183	35	18	47	89	11	27	23	40	11
First TransPennine Express	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

*Sample size excludes non-franchised Train Operating Companies

Sector definitions

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

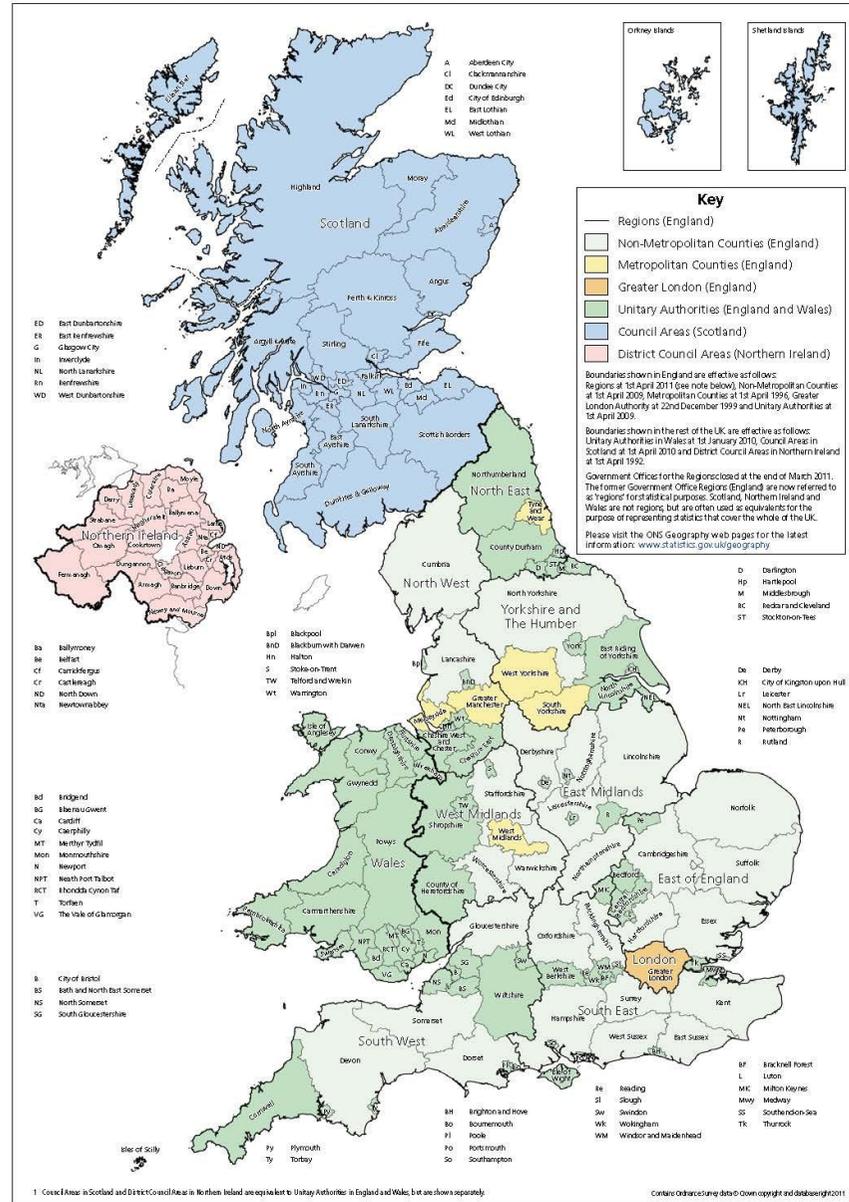
London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Great Western	East Midlands Trains	Northern Rail
Govia Thameslink Railway	First TransPennine Express	ScotRail
Greater Anglia	Virgin Trains	
London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

Region definitions (Formerly Government Office Regions (GORs))

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

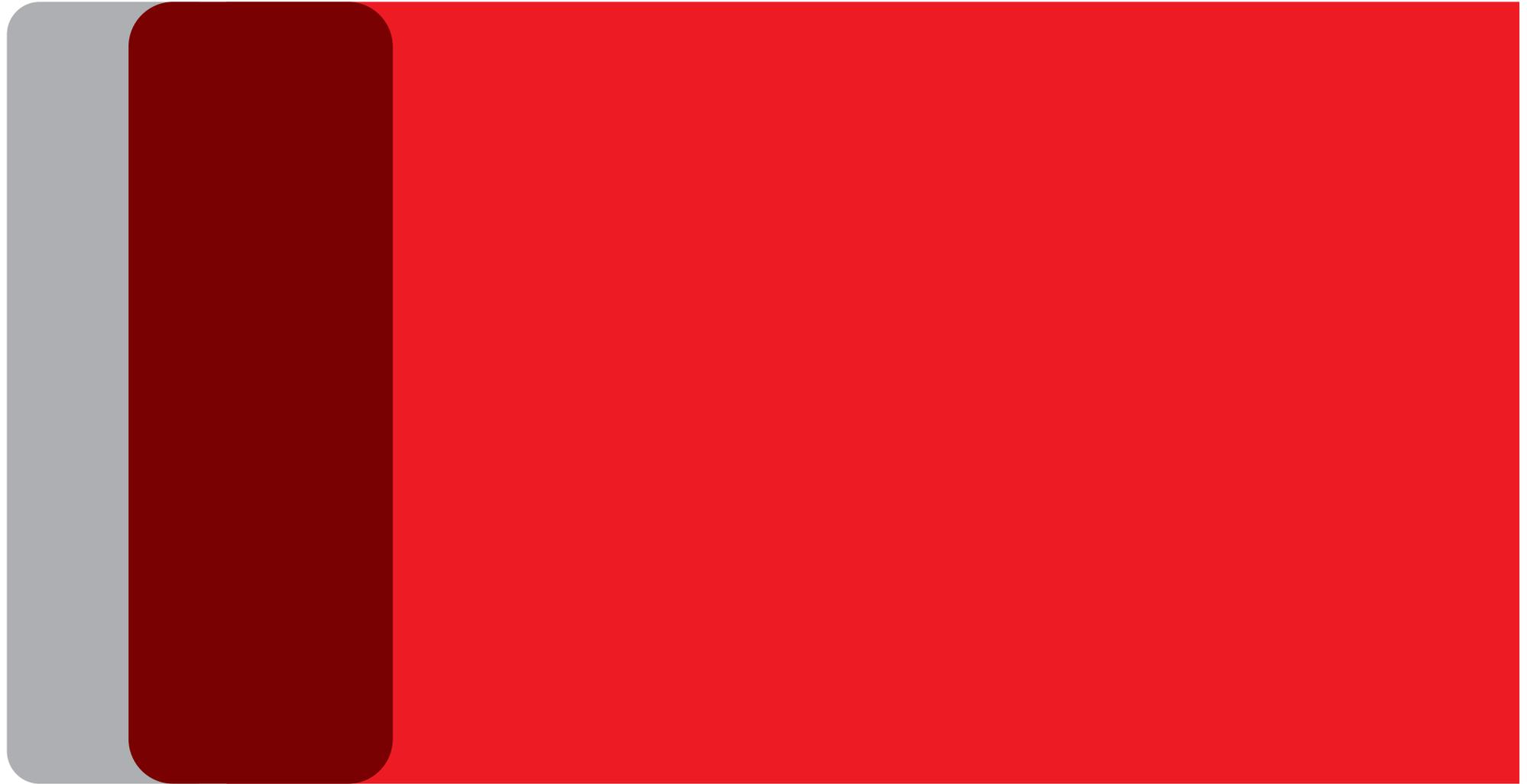
<http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/administrative/england/government-office-regions/index.html>

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



The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
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).



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

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