



National Rail Passenger Survey Train Operating Company Best In Class Report Spring 2015 (Wave 32)

This report covers the NRPS Autumn 2010 through to Spring 2015. Best in class for previous waves when different TOCs existed is contained in the Best in Class report for Spring 2011

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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.

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	79	78	77	73	83	77	80	81	80	75
c2c	☆ 91	☆ 91	91	☆ 91	☆ 93	☆ 92	☆ 92	89	89	86
Chiltern Railways	90	88	88	90	91	89	91	☆ 92	☆ 91	☆ 90
First Great Western	82	82	83	82	83	80	80	80	81	81
Govia Thameslink Railway	76	78	80	79	81	76	79	77	77	74
London Midland	86	83	85	87	83	80	84	82	82	84
London Overground	85	89	☆ 92	90	93	92	89	91	88	87
South West Trains	87	85	84	83	85	81	81	79	80	80
Southeastern	80	82	83	81	84	78	84	72	74	75
Southern	82	82	83	80	82	78	76	78	77	72
Average Score	83	83	83	82	85	81	82	80	80	78
BEST IN CLASS	91	91	92	91	93	92	92	92	91	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	72	74	74	71	79	75	78	75	75	72
c2c	80	83	86	83	☆ 87	☆ 84	85	81	83	84
Chiltern Railways	☆ 85	☆ 85	☆ 90	☆ 88	87	84	☆ 88	☆ 88	☆ 90	☆ 89
First Great Western	75	74	77	76	79	76	77	78	82	81
Govia Thameslink Railway	70	69	76	75	79	75	78	77	78	77
London Midland	78	76	76	77	76	73	74	75	74	76
London Overground	74	79	81	81	87	79	80	85	82	81
South West Trains	78	74	74	74	78	74	74	75	77	78
Southeastern	75	75	78	73	75	73	78	73	76	77
Southern	74	74	78	75	78	73	75	74	76	72
Average Score	75	75	77	75	79	75	77	77	78	77
BEST IN CLASS	85	85	90	88	87	84	88	88	90	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	68	68	69	69	73	73	69	69	65	67
c2c	76	77	77	77	80	☆ 84	81	78	76	78
Chiltern Railways	☆ 81	☆ 81	☆ 84	☆ 82	☆ 81	83	☆ 81	☆ 82	☆ 84	☆ 83
First Great Western	71	73	75	75	74	76	74	77	79	79
Govia Thameslink Railway	69	66	68	70	71	68	74	70	69	68
London Midland	76	78	79	78	75	72	74	74	74	78
London Overground	66	75	78	73	77	70	68	73	75	71
South West Trains	72	70	71	70	74	74	72	72	75	75
Southeastern	67	70	66	69	69	71	73	71	69	71
Southern	69	70	73	69	70	70	69	68	67	68
Average Score	70	71	72	71	73	73	72	72	72	72
BEST IN CLASS	81	81	84	82	81	84	81	82	84	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	76	73	75	74	80	77	80	78	76	74
c2c	☆ 86	☆ 87	☆ 87	☆ 86	☆ 89	☆ 88	☆ 88	☆ 87	85	☆ 88
Chiltern Railways	85	83	83	86	85	85	84	85	85	85
First Great Western	77	77	81	81	83	83	83	82	☆ 85	85
Govia Thameslink Railway	73	73	77	78	80	77	82	79	76	74
London Midland	84	82	83	83	85	80	80	81	80	82
London Overground	75	77	80	82	83	81	81	84	81	80
South West Trains	84	83	81	83	84	81	80	78	83	83
Southeastern	79	77	80	77	78	76	83	75	76	79
Southern	81	77	81	79	80	76	79	75	77	73
Average Score	80	78	80	80	82	79	81	79	80	79
BEST IN CLASS	86	87	87	86	89	88	88	87	85	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	64	63	67	66	71	68	70	63	65	63
c2c	73	71	72	75	80	78	78	75	75	78
Chiltern Railways	☆ 78	☆ 77	☆ 84	☆ 79	☆ 83	☆ 80	☆ 82	☆ 83	☆ 85	☆ 84
First Great Western	63	60	66	65	68	69	73	71	75	73
Govia Thameslink Railway	57	60	63	67	66	67	75	70	74	69
London Midland	68	63	69	67	70	66	66	62	66	67
London Overground	67	74	74	77	78	77	71	77	74	77
South West Trains	62	59	57	57	68	64	64	61	68	66
Southeastern	62	64	64	64	68	65	69	63	68	69
Southern	63	62	67	65	69	62	65	61	66	61
Average Score	63	63	65	66	70	67	69	66	70	68
BEST IN CLASS	78	77	84	79	83	80	82	83	85	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	71	68	72	68	75	71	73	70	70	67
c2c	80	78	77	78	82	83	82	79	78	80
Chiltern Railways	☆ 83	☆ 81	☆ 88	☆ 83	☆ 86	☆ 85	☆ 85	☆ 87	☆ 88	☆ 87
First Great Western	69	67	71	70	74	73	78	76	79	77
Govia Thameslink Railway	66	68	70	72	75	74	80	75	79	76
London Midland	71	69	73	72	75	71	74	72	71	75
London Overground	77	79	78	78	80	80	77	79	76	76
South West Trains	67	63	63	63	71	69	67	66	72	70
Southeastern	69	69	72	70	73	70	73	68	72	74
Southern	70	71	72	69	75	69	72	70	73	71
Average Score	70	69	71	70	75	72	74	72	74	73
BEST IN CLASS	83	81	88	83	86	85	85	87	88	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	51	51	52	50	59	56	56	53	51	54
c2c	52	53	55	55	58	56	63	60	59	61
Chiltern Railways	☆ 65	☆ 62	☆ 69	☆ 66	☆ 68	☆ 67	☆ 70	☆ 68	☆ 73	☆ 72
First Great Western	54	53	54	53	60	57	60	61	66	63
Govia Thameslink Railway	45	43	50	47	54	52	55	56	58	54
London Midland	50	48	49	48	54	54	54	52	49	53
London Overground	32	29	34	35	45	43	39	43	40	40
South West Trains	50	50	46	47	58	57	53	53	56	58
Southeastern	50	48	51	50	57	51	56	51	58	58
Southern	49	49	50	48	57	53	54	55	57	55
Average Score	50	48	49	48	56	54	54	54	55	56
BEST IN CLASS	65	62	69	66	68	67	70	68	73	72

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	69	66	68	65	68	67	72	71	74	72
c2c	☆ 77	74	75	76	75	☆ 82	☆ 81	80	77	81
Chiltern Railways	75	☆ 78	☆ 77	☆ 78	☆ 79	79	80	☆ 83	☆ 84	☆ 82
First Great Western	74	72	73	75	74	75	76	75	79	79
Govia Thameslink Railway	64	67	66	71	71	67	75	75	71	69
London Midland	74	69	74	73	73	70	72	71	68	71
London Overground	72	68	67	65	68	69	68	75	73	71
South West Trains	68	68	66	69	67	68	69	70	68	70
Southeastern	69	66	69	67	68	65	69	67	68	75
Southern	69	69	70	69	72	67	66	68	70	69
Average Score	69	69	69	69	70	69	71	71	71	72
BEST IN CLASS	77	78	77	78	79	82	81	83	84	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	☆ 78	☆ 78	☆ 77	76	☆ 80	☆ 78	78	77	77	76
c2c	70	72	70	73	75	76	75	72	73	73
Chiltern Railways	74	74	74	☆ 78	75	72	74	71	78	☆ 79
First Great Western	70	72	72	71	72	70	71	71	73	71
Govia Thameslink Railway	70	70	73	76	79	75	75	77	76	76
London Midland	67	71	67	69	69	71	65	65	69	65
London Overground	77	76	74	76	76	77	☆ 79	☆ 81	☆ 81	76
South West Trains	76	74	74	74	78	76	72	73	76	76
Southeastern	75	75	75	73	76	76	75	74	75	74
Southern	76	74	73	72	80	75	77	79	76	75
Average Score	74	74	74	74	77	75	75	75	76	75
BEST IN CLASS	78	78	77	78	80	78	79	81	81	79

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	51	50	51	48	50	50	46	52	47	42
c2c	55	53	52	55	58	60	55	55	56	53
Chiltern Railways	☆ 69	☆ 67	☆ 69	☆ 65	☆ 72	☆ 71	☆ 71	☆ 75	☆ 70	☆ 75
First Great Western	58	58	57	55	57	54	55	54	61	57
Govia Thameslink Railway	45	46	45	45	45	43	47	45	44	42
London Midland	49	54	53	56	57	45	48	51	54	53
London Overground	22	20	27	35	32	33	31	42	32	26
South West Trains	51	48	56	50	55	50	46	43	45	47
Southeastern	40	44	47	41	44	46	44	46	42	46
Southern	43	42	44	40	41	40	39	41	43	43
Average Score	47	47	49	46	49	47	45	47	47	46
BEST IN CLASS	69	67	69	65	72	71	71	75	70	75

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	66	62	66	63	71	65	68	64	65	61
c2c	72	72	74	75	76	77	78	72	73	74
Chiltern Railways	☆ 80	☆ 78	☆ 85	☆ 83	☆ 83	☆ 80	☆ 83	☆ 81	☆ 85	☆ 84
First Great Western	65	66	67	66	68	66	71	70	75	73
Govia Thameslink Railway	61	57	64	65	70	67	73	69	69	69
London Midland	67	64	66	67	69	61	66	62	63	65
London Overground	65	69	72	71	77	71	68	72	71	68
South West Trains	67	63	61	62	68	63	64	64	67	67
Southeastern	63	63	68	65	65	64	67	61	66	66
Southern	63	64	69	65	68	61	65	62	65	62
Average Score	65	64	67	66	69	65	68	66	68	67
BEST IN CLASS	80	78	85	83	83	80	83	81	85	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	62	61	62	64	69	65	66	65	64	63
c2c	65	65	66	70	71	73	73	72	69	73
Chiltern Railways	☆ 74	☆ 76	☆ 79	☆ 77	☆ 79	☆ 75	☆ 78	☆ 79	☆ 82	☆ 82
First Great Western	68	67	71	69	72	69	72	72	76	74
Govia Thameslink Railway	61	59	65	66	72	69	72	69	67	70
London Midland	64	66	67	68	71	66	66	66	67	70
London Overground	62	67	68	70	73	69	70	76	71	68
South West Trains	68	67	64	68	68	67	67	68	72	69
Southeastern	62	62	63	62	66	64	68	63	68	67
Southern	63	65	68	65	70	66	67	68	67	68
Average Score	64	65	66	66	70	67	69	69	69	69
BEST IN CLASS	74	76	79	77	79	75	78	79	82	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	56	52	55	53	55	57	58	57	60	57
c2c	☆ 66	☆ 66	66	67	☆ 67	☆ 72	☆ 72	☆ 70	71	☆ 72
Chiltern Railways	64	65	☆ 67	☆ 68	64	63	69	68	☆ 72	69
First Great Western	58	60	60	62	59	63	61	65	67	66
Govia Thameslink Railway	54	49	55	56	60	56	59	62	59	61
London Midland	57	59	59	59	56	55	55	54	53	58
London Overground	62	57	57	60	62	63	60	67	62	61
South West Trains	55	53	53	54	52	54	54	58	56	55
Southeastern	58	57	56	57	58	57	60	59	61	67
Southern	57	59	58	58	60	58	58	58	58	59
Average Score	57	56	57	57	58	58	59	60	60	61
BEST IN CLASS	66	66	67	68	67	72	72	70	72	72

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia			66	59	64	59	61	55
c2c			72	69	72	67	68	64
Chiltern Railways			☆ 79	☆ 72	☆ 77	☆ 73	☆ 80	☆ 75
First Great Western			68	63	69	66	74	68
Govia Thameslink Railway			66	57	66	63	68	63
London Midland			71	63	68	66	68	64
London Overground			70	60	62	66	66	65
South West Trains			65	60	62	60	65	62
Southeastern			66	59	67	60	63	62
Southern			69	60	66	62	69	62
Average Score			68	61	65	63	67	63
BEST IN CLASS			79	72	77	73	80	75

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	45	40	42	40	38	39
c2c	☆ 58	☆ 58	☆ 61	☆ 56	54	54
Chiltern Railways	57	51	56	51	☆ 55	☆ 57
First Great Western	49	49	49	51	55	56
Govia Thameslink Railway	44	41	44	44	47	46
London Midland	53	45	49	50	49	52
London Overground	57	45	45	52	49	52
South West Trains	41	38	35	36	36	38
Southeastern	42	42	39	36	38	41
Southern	39	39	38	38	40	39
Average Score	45	42	42	42	43	44
BEST IN CLASS	58	58	61	56	55	57

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	82	83	82	78	83	84	83	87	87	84
c2c	79	83	89	☆ 92	☆ 92	86	85	87	86	85
Chiltern Railways	87	86	89	89	85	85	☆ 90	☆ 90	☆ 93	89
First Great Western	86	☆ 90	87	87	88	☆ 90	89	85	88	89
Govia Thameslink Railway	87	79	85	83	86	81	82	86	83	83
London Midland	86	90	☆ 92	86	88	81	85	88	80	89
London Overground	78	68	88	90	86	83	84	78	80	☆ 89
South West Trains	79	79	87	82	83	75	86	84	81	88
Southeastern	☆ 90	86	80	76	82	79	83	80	83	85
Southern	86	83	85	80	82	76	82	82	81	80
Average Score	84	83	85	82	84	80	84	83	83	85
BEST IN CLASS	90	90	92	92	92	90	90	90	93	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

				Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia				47	51	49	45	47
c2c				35	42	42	43	42
Chiltern Railways				51	50	☆ 52	☆ 58	☆ 56
First Great Western				47	47	49	51	49
Govia Thameslink Railway				44	46	45	49	47
London Midland				42	46	43	44	44
London Overground				38	40	42	40	37
South West Trains				☆ 52	☆ 51	51	55	54
Southeastern				41	39	40	43	42
Southern				44	46	47	51	47
Average Score				45	46	46	48	47
BEST IN CLASS				52	51	52	58	56

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	73	70	73	72	69	66
c2c	92	90	☆ 92	88	88	85
Chiltern Railways	89	88	90	☆ 91	☆ 91	☆ 89
First Great Western	81	79	80	78	79	78
Govia Thameslink Railway	74	67	73	70	70	68
London Midland	83	80	81	79	81	81
London Overground	☆ 92	☆ 92	91	89	88	87
South West Trains	83	79	79	77	78	78
Southeastern	80	75	78	72	70	71
Southern	80	75	77	77	80	76
Average Score	81	77	79	77	77	76
BEST IN CLASS	92	92	92	91	91	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	74	73	76	72	77	76	77	77	75	75
c2c	☆ 85	☆ 86	☆ 84	☆ 83	☆ 86	☆ 87	☆ 87	☆ 80	81	☆ 82
Chiltern Railways	85	82	80	80	80	77	81	80	☆ 83	81
First Great Western	77	76	78	76	75	76	75	74	77	77
Govia Thameslink Railway	75	74	76	79	79	75	77	76	71	70
London Midland	78	77	77	83	78	76	77	75	79	80
London Overground	74	77	82	79	79	79	79	79	75	77
South West Trains	79	78	76	79	77	73	72	74	74	74
Southeastern	75	76	75	76	77	75	76	73	73	68
Southern	73	75	76	74	75	70	73	73	73	67
Average Score	76	76	77	77	77	75	76	75	75	73
BEST IN CLASS	85	86	84	83	86	87	87	80	83	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	80	74	77	70	83	74	78	77	77	75
c2c	☆ 94	☆ 92	☆ 92	☆ 92	☆ 96	☆ 94	☆ 94	☆ 91	☆ 91	☆ 93
Chiltern Railways	91	88	82	86	90	89	92	90	89	91
First Great Western	79	77	79	78	79	76	74	73	74	75
Govia Thameslink Railway	71	74	77	76	81	71	74	72	70	64
London Midland	81	76	78	81	75	70	73	74	74	77
London Overground	76	78	83	88	88	87	84	87	82	81
South West Trains	90	86	84	82	85	77	80	77	79	76
Southeastern	79	78	80	79	85	77	80	68	72	73
Southern	80	78	78	78	77	72	73	65	68	56
Average Score	81	79	80	79	83	76	78	75	75	73
BEST IN CLASS	94	92	92	92	96	94	94	91	91	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	82	80	81	79	85	81	81	82	81	80
c2c	☆ 91	☆ 93	☆ 90	☆ 92	☆ 92	☆ 94	☆ 93	☆ 91	☆ 92	☆ 93
Chiltern Railways	85	83	87	87	88	88	87	89	89	89
First Great Western	85	84	86	85	85	83	83	83	82	84
Govia Thameslink Railway	82	84	83	84	87	82	83	83	80	79
London Midland	86	86	86	89	84	84	82	83	86	86
London Overground	87	90	87	89	88	89	88	88	87	87
South West Trains	87	83	82	82	82	81	80	80	80	79
Southeastern	80	80	81	79	85	80	82	76	76	77
Southern	83	83	84	83	84	80	80	80	78	73
Average Score	84	84	83	83	85	82	83	82	81	80
BEST IN CLASS	91	93	90	92	92	94	93	91	92	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	72	73	72	75	78	73	73	75	74	74
c2c	81	78	79	84	☆ 87	☆ 85	☆ 88	81	80	☆ 81
Chiltern Railways	72	70	76	75	72	76	76	77	80	77
First Great Western	74	73	76	73	73	73	71	71	71	75
Govia Thameslink Railway	75	75	76	76	79	76	77	74	74	68
London Midland	75	75	74	78	76	72	73	72	76	75
London Overground	☆ 83	☆ 82	☆ 81	☆ 84	83	82	82	☆ 86	☆ 81	80
South West Trains	78	78	76	76	73	74	73	72	74	74
Southeastern	73	71	71	72	77	73	74	69	71	66
Southern	74	76	76	76	77	74	73	74	73	66
Average Score	75	76	75	77	77	75	75	75	75	73
BEST IN CLASS	83	82	81	84	87	85	88	86	81	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	35	35	33	30	37	35	36	35	37	34
c2c	48	43	43	42	46	46	47	44	47	45
Chiltern Railways	55	48	51	48	50	45	48	49	48	46
First Great Western	56	49	53	48	53	48	47	48	48	49
Govia Thameslink Railway	38	32	38	34	38	32	37	38	38	36
London Midland	56	53	52	☆ 53	52	☆ 51	52	50	☆ 54	54
London Overground	☆ 59	☆ 53	☆ 54	49	☆ 57	48	☆ 53	☆ 56	49	☆ 54
South West Trains	43	37	38	36	37	33	37	37	38	35
Southeastern	39	32	36	32	38	31	34	30	35	33
Southern	43	40	42	38	42	36	39	39	40	37
Average Score	44	39	42	38	43	38	41	41	41	40
BEST IN CLASS	59	53	54	53	57	51	53	56	54	54

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	60	62	64	58	62	59	66	62	59	60
c2c	☆ 93	90	91	92	☆ 92	91	☆ 91	89	88	87
Chiltern Railways	85	85	87	85	87	86	87	88	88	☆ 88
First Great Western	73	72	76	75	76	75	75	76	75	74
Govia Thameslink Railway	63	64	65	65	64	57	68	65	66	68
London Midland	77	75	80	81	81	76	77	75	69	75
London Overground	89	☆ 94	☆ 93	☆ 92	92	☆ 91	91	☆ 91	☆ 89	87
South West Trains	75	73	73	77	75	73	73	71	72	72
Southeastern	70	68	70	71	72	69	70	67	64	67
Southern	70	73	72	71	73	70	72	77	77	75
Average Score	72	72	74	74	75	72	74	74	73	73
BEST IN CLASS	93	94	93	92	92	91	91	91	89	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	55	55	55	55	58	53	58	58	52	54
c2c	☆ 93	90	92	91	92	☆ 92	91	87	86	86
Chiltern Railways	83	85	89	87	89	84	86	88	87	87
First Great Western	74	72	78	77	78	76	74	76	74	73
Govia Thameslink Railway	61	60	63	62	60	52	62	58	58	59
London Midland	77	74	80	84	84	80	79	78	69	78
London Overground	91	☆ 95	☆ 96	☆ 95	☆ 94	92	☆ 93	☆ 94	☆ 93	☆ 90
South West Trains	82	80	79	83	79	78	78	76	75	76
Southeastern	73	68	72	72	75	70	71	68	64	67
Southern	72	73	71	67	72	69	69	76	77	76
Average Score	74	73	75	74	76	72	74	74	72	73
BEST IN CLASS	93	95	96	95	94	92	93	94	93	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	55	57	58	56	62	60	58	59	59	58
c2c	80	80	83	80	81	84	82	78	76	79
Chiltern Railways	73	73	77	75	77	75	77	75	78	80
First Great Western	65	64	68	68	69	67	64	66	66	67
Govia Thameslink Railway	46	47	47	50	50	47	54	49	46	50
London Midland	66	66	68	74	76	70	72	69	67	71
London Overground	☆ 84	☆ 86	☆ 87	☆ 86	☆ 86	☆ 85	☆ 84	☆ 83	☆ 83	☆ 81
South West Trains	77	77	74	76	74	73	72	70	71	71
Southeastern	67	65	66	68	71	69	67	62	61	66
Southern	76	74	72	71	75	73	72	74	73	73
Average Score	69	68	69	70	71	69	70	68	67	69
BEST IN CLASS	84	86	87	86	86	85	84	83	83	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	49	46	47	46	48	49	47	48	43	44
c2c	33	37	33	34	34	42	39	35	38	42
Chiltern Railways	60	58	62	62	56	57	54	60	58	59
First Great Western	☆ 70	☆ 70	☆ 70	66	67	68	67	67	☆ 68	☆ 69
Govia Thameslink Railway	35	31	32	37	38	37	40	35	39	33
London Midland	57	63	65	63	66	59	62	62	60	65
London Overground	52	44	54	57	57	60	54	51	42	41
South West Trains	69	68	67	☆ 68	☆ 71	☆ 70	☆ 69	☆ 67	65	68
Southeastern	52	55	52	56	54	56	54	48	53	53
Southern	61	57	61	54	57	54	57	56	53	57
Average Score	58	57	57	57	59	59	58	56	54	56
BEST IN CLASS	70	70	70	68	71	70	69	67	68	69

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	52	49	50	52	54	49	49	55	46	48
c2c	51	48	50	51	49	50	51	48	47	52
Chiltern Railways	56	56	60	62	55	55	☆ 59	58	☆ 57	☆ 60
First Great Western	53	55	55	53	53	57	52	55	55	56
Govia Thameslink Railway	44	47	44	47	45	41	44	42	41	43
London Midland	57	53	52	58	55	54	52	54	48	48
London Overground	☆ 62	☆ 60	☆ 69	☆ 63	☆ 62	☆ 58	57	☆ 59	50	48
South West Trains	59	57	53	59	55	53	50	53	53	54
Southeastern	47	46	48	48	48	47	48	45	44	47
Southern	50	49	48	47	46	43	44	46	46	46
Average Score	52	52	52	53	52	50	49	50	48	49
BEST IN CLASS	62	60	69	63	62	58	59	59	57	60

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	29	27	30	31	34	34	28	36	28	26
c2c	49	55	☆ 53	☆ 59	☆ 56	☆ 58	☆ 55	50	52	52
Chiltern Railways	☆ 54	☆ 55	51	53	53	54	52	☆ 52	☆ 53	☆ 55
First Great Western	43	40	44	44	44	42	41	41	41	41
Govia Thameslink Railway	23	26	25	29	27	26	32	28	25	25
London Midland	53	48	51	50	52	53	46	44	42	44
London Overground	18	10	19	17	16	12	14	22	12	14
South West Trains	39	36	37	39	36	30	29	30	30	32
Southeastern	33	25	32	28	30	34	33	28	28	31
Southern	33	38	36	29	36	35	32	40	40	44
Average Score	35	34	35	35	36	34	33	34	32	33
BEST IN CLASS	54	55	53	59	56	58	55	52	53	55

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	64	61	67	65	70	63	65	68	64	60
c2c	66	61	65	64	66	64	62	58	60	57
Chiltern Railways	☆ 77	74	77	75	74	☆ 75	☆ 72	☆ 74	☆ 71	☆ 73
First Great Western	68	69	68	67	65	68	65	66	66	69
Govia Thameslink Railway	60	59	60	62	61	59	60	57	55	56
London Midland	74	70	66	74	71	66	66	66	67	67
London Overground	68	☆ 75	☆ 80	☆ 77	☆ 76	72	70	70	66	67
South West Trains	71	69	67	73	67	63	63	60	59	61
Southeastern	62	63	63	61	68	64	65	56	57	61
Southern	68	67	66	66	66	64	61	62	64	64
Average Score	67	66	67	68	68	65	64	62	62	63
BEST IN CLASS	77	75	80	77	76	75	72	74	71	73

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	58	56	60	59	62	58	60	63	60	56
c2c	☆ 82	79	80	81	80	☆ 81	79	78	76	76
Chiltern Railways	79	77	82	80	81	80	☆ 81	82	☆ 81	79
First Great Western	69	71	73	72	72	72	72	72	71	72
Govia Thameslink Railway	60	62	62	62	60	58	62	57	59	56
London Midland	74	72	73	80	79	75	73	74	70	74
London Overground	81	☆ 83	☆ 86	☆ 83	☆ 85	81	79	☆ 83	79	☆ 80
South West Trains	79	76	75	76	75	72	71	69	69	71
Southeastern	70	65	67	67	71	67	71	63	62	66
Southern	72	71	72	69	70	67	68	71	71	72
Average Score	71	70	71	71	72	69	70	69	68	69
BEST IN CLASS	82	83	86	83	85	81	81	83	81	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	77	76	78	76	81	78	76	79	76	72
c2c	85	84	85	85	87	87	85	85	81	80
Chiltern Railways	☆ 91	☆ 88	☆ 89	☆ 89	☆ 88	☆ 87	☆ 88	☆ 91	☆ 88	☆ 90
First Great Western	77	77	78	77	76	76	75	75	75	76
Govia Thameslink Railway	75	75	74	76	76	73	77	72	73	72
London Midland	81	80	81	86	81	80	81	82	81	82
London Overground	81	86	89	84	86	81	84	84	80	83
South West Trains	83	80	81	82	79	77	76	74	74	79
Southeastern	78	78	79	79	81	78	82	74	78	78
Southern	79	78	76	75	77	74	74	76	75	76
Average Score	79	79	80	79	80	77	79	77	77	78
BEST IN CLASS	91	88	89	89	88	87	88	91	88	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	66	64	67	64	72	68	70	69	69	68
c2c	75	72	74	75	76	77	77	74	75	75
Chiltern Railways	☆ 85	☆ 82	☆ 86	☆ 85	☆ 86	☆ 85	☆ 87	☆ 86	☆ 87	☆ 88
First Great Western	79	79	80	81	79	79	79	80	81	80
Govia Thameslink Railway	67	68	68	71	73	70	71	71	68	68
London Midland	79	76	78	80	79	75	78	77	77	77
London Overground	75	81	82	80	83	80	83	81	78	78
South West Trains	82	79	78	81	80	80	79	78	78	80
Southeastern	67	68	71	70	73	69	74	67	70	71
Southern	75	74	76	72	76	74	75	75	77	76
Average Score	74	74	75	75	77	75	76	75	75	75
BEST IN CLASS	85	82	86	85	86	85	87	86	87	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	59	61	63	57	62	57	64	60	60	61
c2c	91	89	91	91	93	90	90	88	88	86
Chiltern Railways	84	85	87	86	86	84	87	88	88	86
First Great Western	72	72	76	77	77	74	74	76	76	75
Govia Thameslink Railway	62	64	65	64	65	57	67	63	65	65
London Midland	77	74	80	82	83	76	77	75	71	76
London Overground	☆ 92	☆ 94	☆ 93	☆ 92	☆ 93	☆ 91	☆ 91	☆ 92	☆ 89	☆ 88
South West Trains	76	74	75	78	76	74	73	73	73	73
Southeastern	71	68	72	71	73	68	72	68	66	68
Southern	71	73	72	70	74	70	72	76	77	76
Average Score	72	72	75	74	75	71	74	74	73	73
BEST IN CLASS	92	94	93	92	93	91	91	92	89	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	52	53	59	54	58	50	57	54	58	55
c2c	88	86	90	88	89	86	88	84	85	86
Chiltern Railways	82	79	85	83	83	81	84	84	86	80
First Great Western	70	65	74	73	73	70	72	71	72	71
Govia Thameslink Railway	56	53	60	57	56	51	63	60	59	60
London Midland	77	72	80	83	83	77	80	75	76	76
London Overground	☆ 92	☆ 92	☆ 91	☆ 90	☆ 92	☆ 89	☆ 91	☆ 91	☆ 89	☆ 86
South West Trains	79	75	78	77	79	75	76	73	74	74
Southeastern	70	64	70	68	71	65	70	67	66	69
Southern	74	72	74	69	71	66	71	72	75	72
Average Score	72	69	74	72	74	69	73	72	72	71
BEST IN CLASS	92	92	91	90	92	89	91	91	89	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	25	26	28	27	25	26	24	25	24	26
c2c	18	22	20	22	19	23	20	18	21	23
Chiltern Railways	37	38	39	39	35	34	32	35	37	40
First Great Western	51	50	50	49	47	48	45	48	47	48
Govia Thameslink Railway	13	12	14	17	16	13	16	16	17	14
London Midland	41	43	47	45	48	41	42	41	39	45
London Overground	37	26	37	37	42	42	37	30	24	24
South West Trains	☆ 53	☆ 52	☆ 54	☆ 55	☆ 52	☆ 51	☆ 52	☆ 49	☆ 49	☆ 50
Southeastern	31	33	33	33	33	34	33	28	30	32
Southern	41	39	40	36	35	33	36	35	36	37
Average Score	38	37	39	39	38	37	37	35	34	36
BEST IN CLASS	53	52	54	55	52	51	52	49	49	50

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Abellio Greater Anglia	41	28	32	28	44	28	40	40	35	28
c2c	49	☆ 50	40	42	☆ 62	☆ 62	☆ 61	37	42	42
Chiltern Railways	☆ 52	46	39	38	51	46	52	43	☆ 54	☆ 57
First Great Western	42	43	☆ 45	41	48	44	40	44	43	39
Govia Thameslink Railway	34	25	33	30	33	28	43	35	31	23
London Midland	41	32	41	☆ 49	46	32	37	35	36	35
London Overground	28	50	42	43	42	35	30	☆ 48	29	29
South West Trains	40	33	41	37	48	45	39	35	40	36
Southeastern	34	24	26	31	40	31	31	27	22	27
Southern	35	34	35	35	39	30	39	34	36	27
Average Score	37	34	36	35	43	36	38	35	35	30
BEST IN CLASS	52	50	45	49	62	62	61	48	54	57

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	84	85	82	84	85	84	86	82	83	86
East Coast	89	87	87	89	92	86	☆ 91	☆ 91	☆ 90	☆ 94
East Midlands Trains	88	86	87	87	89	88	86	87	88	89
First TransPennine Express	87	89	84	88	88	85	85	85	82	85
Virgin Trains	☆ 90	☆ 90	☆ 89	☆ 91	☆ 92	☆ 92	91	90	90	89
Average Score	87	87	86	88	89	87	88	86	86	88
BEST IN CLASS	90	90	89	91	92	92	91	91	90	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	79	77	80	79	80	76	80	80	82	83
East Coast	79	77	76	75	88	☆ 87	☆ 88	☆ 87	☆ 90	☆ 90
East Midlands Trains	85	82	83	85	☆ 89	82	81	83	87	88
First TransPennine Express	☆ 86	☆ 87	☆ 85	☆ 86	86	86	86	86	85	86
Virgin Trains	80	82	82	82	80	79	79	79	79	77
Average Score	82	81	81	81	84	81	82	82	84	84
BEST IN CLASS	86	87	85	86	89	87	88	87	90	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	80	79	83	78	84	85	82	82	☆ 87	☆ 85
East Coast	79	80	81	84	86	☆ 87	83	☆ 87	84	84
East Midlands Trains	76	77	79	81	87	77	80	78	84	84
First TransPennine Express	☆ 88	☆ 84	☆ 89	☆ 87	☆ 87	84	☆ 84	87	84	85
Virgin Trains	85	78	85	83	87	83	80	86	86	83
Average Score	82	79	84	82	86	83	82	84	85	84
BEST IN CLASS	88	84	89	87	87	87	84	87	87	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	82	84	85	83	85	85	84	82	85	86
East Coast	88	86	85	87	☆ 91	☆ 90	☆ 91	☆ 90	☆ 90	☆ 92
East Midlands Trains	83	84	86	84	86	83	84	84	87	87
First TransPennine Express	☆ 89	☆ 91	87	☆ 88	91	88	90	89	88	89
Virgin Trains	88	86	☆ 89	87	87	87	85	88	85	86
Average Score	86	86	86	86	88	87	87	86	87	88
BEST IN CLASS	89	91	89	88	91	90	91	90	90	92

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	68	70	69	66	71	67	71	71	76	75
East Coast	68	68	66	65	☆ 83	☆ 82	☆ 85	☆ 86	☆ 86	☆ 90
East Midlands Trains	76	75	78	80	82	76	77	78	86	83
First TransPennine Express	☆ 81	☆ 80	☆ 79	☆ 83	79	82	79	81	79	83
Virgin Trains	70	71	71	71	71	72	73	71	67	66
Average Score	73	73	73	73	76	75	76	76	78	78
BEST IN CLASS	81	80	79	83	83	82	85	86	86	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	74	75	74	74	74	74	78	78	80	81
East Coast	74	72	73	72	☆ 88	☆ 86	☆ 88	☆ 89	☆ 89	☆ 91
East Midlands Trains	80	80	☆ 82	83	86	80	79	83	88	87
First TransPennine Express	☆ 84	☆ 82	81	☆ 85	82	86	83	84	81	83
Virgin Trains	75	74	76	74	77	75	76	77	74	75
Average Score	77	77	77	77	80	79	80	81	81	82
BEST IN CLASS	84	82	82	85	88	86	88	89	89	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	63	63	65	60	67	63	66	65	70	71
East Coast	61	61	60	58	☆ 79	☆ 76	☆ 76	☆ 76	☆ 79	☆ 80
East Midlands Trains	61	63	67	64	70	65	62	65	73	69
First TransPennine Express	64	65	☆ 67	☆ 68	74	75	72	70	74	72
Virgin Trains	☆ 65	☆ 65	67	62	70	67	68	65	66	65
Average Score	63	64	65	62	71	68	69	67	72	71
BEST IN CLASS	65	65	67	68	79	76	76	76	79	80

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	☆ 80	76	77	☆ 79	79	77	82	80	80	80
East Coast	79	76	75	76	☆ 83	80	81	82	☆ 82	☆ 85
East Midlands Trains	77	76	77	78	81	78	73	☆ 82	80	79
First TransPennine Express	79	☆ 79	☆ 81	78	80	☆ 81	☆ 82	82	77	82
Virgin Trains	79	71	74	73	77	77	78	80	79	81
Average Score	79	76	77	77	80	78	79	81	80	81
BEST IN CLASS	80	79	81	79	83	81	82	82	82	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	76	77	70	74	74	73	75	72	76	79
East Coast	81	☆ 80	80	80	85	81	☆ 83	☆ 83	☆ 80	☆ 82
East Midlands Trains	70	71	70	72	77	74	73	75	75	74
First TransPennine Express	76	75	71	73	80	76	76	71	78	78
Virgin Trains	☆ 82	80	☆ 81	☆ 82	☆ 86	☆ 84	78	83	78	81
Average Score	77	76	74	76	80	78	77	77	77	79
BEST IN CLASS	82	80	81	82	86	84	83	83	80	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	59	53	59	58	58	60	58	56	59	57
East Coast	49	55	56	49	57	51	60	60	51	60
East Midlands Trains	☆ 61	58	64	☆ 67	☆ 70	☆ 67	☆ 69	☆ 70	☆ 74	☆ 71
First TransPennine Express	60	☆ 61	☆ 65	62	58	55	58	52	57	50
Virgin Trains	52	55	65	58	55	51	57	59	60	57
Average Score	57	56	62	60	60	57	60	59	61	59
BEST IN CLASS	61	61	65	67	70	67	69	70	74	71

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	71	69	71	69	70	65	71	71	74	75
East Coast	69	69	66	64	82	☆ 80	☆ 83	☆ 84	☆ 85	☆ 86
East Midlands Trains	77	75	78	80	☆ 83	74	74	76	83	81
First TransPennine Express	☆ 83	☆ 81	☆ 80	☆ 82	78	79	81	79	80	80
Virgin Trains	72	71	74	71	70	70	70	69	66	65
Average Score	74	73	74	73	76	73	75	75	76	76
BEST IN CLASS	83	81	80	82	83	80	83	84	85	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	74	71	73	72	77	74	75	77	77	76
East Coast	73	72	70	71	80	78	☆ 77	☆ 83	☆ 79	☆ 83
East Midlands Trains	73	75	74	76	78	72	75	78	78	83
First TransPennine Express	☆ 77	☆ 75	75	☆ 77	☆ 81	☆ 80	77	78	79	82
Virgin Trains	75	71	☆ 76	73	76	74	73	75	72	72
Average Score	74	73	74	74	78	76	75	78	77	78
BEST IN CLASS	77	75	76	77	81	80	77	83	79	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	68	65	67	67	68	64	68	65	68	71
East Coast	67	67	66	67	☆ 73	69	69	☆ 73	72	☆ 76
East Midlands Trains	68	66	68	68	72	64	64	67	71	71
First TransPennine Express	☆ 68	☆ 67	☆ 69	☆ 69	69	☆ 72	☆ 74	70	☆ 73	74
Virgin Trains	64	58	60	60	62	63	64	68	65	65
Average Score	67	65	66	66	68	66	68	68	69	71
BEST IN CLASS	68	67	69	69	73	72	74	73	73	76

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry			75	66	75	71	74	73
East Coast			77	70	78	☆ 75	☆ 80	☆ 78
East Midlands Trains			☆ 79	67	70	73	78	74
First TransPennine Express			78	☆ 75	☆ 80	74	79	75
Virgin Trains			74	69	72	69	72	68
Average Score			76	69	75	72	76	73
BEST IN CLASS			79	75	80	75	80	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry			53	53	55	55	56	59
East Coast			48	43	46	48	51	54
East Midlands Trains			55	50	52	56	☆ 58	59
First TransPennine Express			☆ 59	☆ 58	☆ 59	☆ 58	57	☆ 61
Virgin Trains			44	43	44	45	44	44
Average Score			52	50	51	53	53	55
BEST IN CLASS			59	58	59	58	58	61

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	89	87	87 ☆	92	89	90	90	85	90	94 ☆
East Coast	87	88	86	85	88	87	87	86	90	91
East Midlands Trains	84	85	89 ☆	89	91 ☆	85	84	91 ☆	86	86
First TransPennine Express	93 ☆	90 ☆	89	88	89	91 ☆	94 ☆	91	85	91
Virgin Trains	88	86	82	87	90	88	89	90	91 ☆	92
Average Score	88	87	87	89	89	89	89	88	89	92
BEST IN CLASS	93	90	89	92	91	91	94	91	91	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	50	55	58	63	63
East Coast	☆ 62	☆ 66	☆ 66	☆ 68	☆ 67
East Midlands Trains	50	51	53	58	57
First TransPennine Express	59	65	61	65	60
Virgin Trains	60	61	61	59	58
Average Score	56	59	60	62	61
BEST IN CLASS	62	66	66	68	67

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry			82	81	84	81	82	82
East Coast			89	87	89	90	89	☆ 93
East Midlands Trains			87	86	86	86	86	87
First TransPennine Express			88	86	84	80	82	83
Virgin Trains			☆ 92	☆ 93	☆ 91	☆ 90	☆ 90	89
Average Score			87	86	87	85	85	86
BEST IN CLASS			92	93	91	90	90	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	79	80	80	81	79	80	81	77	81	81
East Coast	☆ 91	☆ 90	89	☆ 90	☆ 91	90	☆ 93	☆ 92	☆ 92	☆ 94
East Midlands Trains	81	80	80	82	85	81	81	79	80	82
First TransPennine Express	82	83	82	86	81	84	84	81	84	84
Virgin Trains	90	89	☆ 90	89	91	☆ 90	90	90	92	90
Average Score	84	84	84	85	85	85	85	83	85	85
BEST IN CLASS	91	90	90	90	91	90	93	92	92	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	83	84	79	85	82	80	83	78	81	85
East Coast	83	85	78	88	89	83	☆ 89	84	☆ 88	☆ 92
East Midlands Trains	87	86	☆ 88	88	88	86	80	84	83	85
First TransPennine Express	84	87	84	88	88	82	82	86	74	79
Virgin Trains	☆ 89	☆ 92	85	☆ 89	☆ 90	☆ 87	87	☆ 86	86	83
Average Score	85	87	83	87	87	83	84	83	82	84
BEST IN CLASS	89	92	88	89	90	87	89	86	88	92

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	86	84	85	87	85	86	86	83	85	86
East Coast	90	90	88	90	92	88	89	91	92	☆ 93
East Midlands Trains	88	87	90	89	89	86	86	86	87	88
First TransPennine Express	89	92	89	91	88	89	88	88	85	87
Virgin Trains	☆ 93	☆ 94	☆ 91	☆ 94	☆ 94	☆ 93	☆ 92	☆ 92	☆ 93	90
Average Score	89	89	88	90	89	89	88	88	88	88
BEST IN CLASS	93	94	91	94	94	93	92	92	93	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	79	79	77	78	78	77	78	74	79	82
East Coast	81	80	79	79	84	77	82	83	83	☆ 86
East Midlands Trains	79	77	77	79	79	78	75	78	76	79
First TransPennine Express	76	83	81	81	81	80	78	81	78	78
Virgin Trains	☆ 86	☆ 83	☆ 83	☆ 88	☆ 87	☆ 87	☆ 86	☆ 83	☆ 84	82
Average Score	80	80	79	81	82	80	80	79	80	82
BEST IN CLASS	86	83	83	88	87	87	86	83	84	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	55	53	52	49	53	49	53	52	53	55
East Coast	60	58	57	56	58	56	☆ 62	60	64	63
East Midlands Trains	57	52	52	52	49	48	52	49	52	51
First TransPennine Express	59	☆ 60	59	56	57	55	62	54	57	60
Virgin Trains	☆ 65	59	☆ 59	☆ 59	☆ 60	☆ 61	60	☆ 61	☆ 68	☆ 65
Average Score	59	56	56	54	55	54	57	55	58	59
BEST IN CLASS	65	60	59	59	60	61	62	61	68	65

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	77	77	76	79	77	79	78	78	76	79
East Coast	83	83	84	82	85	85	86	83	84	86
East Midlands Trains	76	78	81	82	83	81	82	83	82	81
First TransPennine Express	87	84	83	85	86	86	86	84	82	84
Virgin Trains	☆ 87	☆ 89	☆ 86	☆ 89	☆ 88	☆ 90	☆ 89	☆ 89	☆ 85	☆ 87
Average Score	82	82	82	83	84	84	84	83	81	83
BEST IN CLASS	87	89	86	89	88	90	89	89	85	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	82	81	79	80	82	80	82	80	77	79
East Coast	82	80	81	79	82	81	81	80	79	82
East Midlands Trains	76	77	85	85	85	84	81	83	82	80
First TransPennine Express	☆ 90	88	87	88	☆ 89	90	89	87	84	85
Virgin Trains	88	☆ 90	☆ 87	☆ 89	89	☆ 91	☆ 89	☆ 91	☆ 86	☆ 88
Average Score	84	83	84	84	85	85	84	84	81	83
BEST IN CLASS	90	90	87	89	89	91	89	91	86	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	75	75	74	76	73	76	76	74	74	76
East Coast	77	78	80	79	81	80	80	82	80	☆ 84
East Midlands Trains	68	71	70	71	74	72	70	72	72	75
First TransPennine Express	☆ 83	☆ 81	79	80	80	82	☆ 83	77	77	79
Virgin Trains	83	81	☆ 80	☆ 82	☆ 84	☆ 88	82	☆ 83	☆ 82	83
Average Score	77	77	76	78	78	80	78	77	77	79
BEST IN CLASS	83	81	80	82	84	88	83	83	82	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	☆ 81	80	76	78	79	77	81	80	79	81
East Coast	79	78	80	82	☆ 85	84	81	☆ 87	81	☆ 87
East Midlands Trains	76	77	79	80	78	80	76	80	79	79
First TransPennine Express	77	79	80	☆ 82	81	82	79	81	☆ 82	81
Virgin Trains	80	☆ 80	☆ 80	81	81	☆ 84	☆ 82	82	82	82
Average Score	78	79	79	80	80	81	80	82	81	82
BEST IN CLASS	81	80	80	82	85	84	82	87	82	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	51	53	52	55	50	55	54	57	54	59
East Coast	☆ 55	☆ 60	☆ 61	☆ 63	☆ 66	☆ 63	☆ 63	☆ 68	☆ 65	☆ 70
East Midlands Trains	48	57	57	56	56	53	56	57	59	56
First TransPennine Express	50	50	47	50	52	58	55	50	53	59
Virgin Trains	51	56	52	57	59	62	58	64	57	61
Average Score	51	55	53	56	56	58	57	59	57	61
BEST IN CLASS	55	60	61	63	66	63	63	68	65	70

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	53	49	49	48	48	48	48	56	46	49
East Coast	51	49	☆ 55	52	54	50	51	50	51	57
East Midlands Trains	48	52	53	50	54	43	49	54	47	45
First TransPennine Express	52	☆ 53	52	☆ 57	56	53	51	52	52	55
Virgin Trains	☆ 55	53	52	54	☆ 57	☆ 60	☆ 59	☆ 64	☆ 61	☆ 61
Average Score	52	51	52	52	54	52	52	56	52	54
BEST IN CLASS	55	53	55	57	57	60	59	64	61	61

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	66	70	64	70	65	70	66	69	67	72
East Coast	☆ 76	77	☆ 79	79	81	79	☆ 79	☆ 85	☆ 78	☆ 82
East Midlands Trains	74	72	76	74	70	74	76	77	74	75
First TransPennine Express	62	64	62	63	61	65	58	55	62	67
Virgin Trains	74	☆ 77	71	☆ 80	☆ 82	☆ 83	78	79	76	77
Average Score	70	71	70	73	71	74	71	72	71	74
BEST IN CLASS	76	77	79	80	82	83	79	85	78	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	76	77	76	76	74	77	75	73	74	76
East Coast	77	77	81	79	81	80	80	81	78	80
East Midlands Trains	79	78	☆ 83	82	81	81	81	☆ 82	79	☆ 83
First TransPennine Express	☆ 83	☆ 80	80	79	80	83	81	77	78	80
Virgin Trains	78	79	77	☆ 82	☆ 84	☆ 86	☆ 81	81	☆ 80	81
Average Score	79	78	79	79	80	81	79	78	78	80
BEST IN CLASS	83	80	83	82	84	86	81	82	80	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	82	82	78	82	80	83	79	80	79	82
East Coast	82	82	84	83	84	82	85	86	80	86
East Midlands Trains	81	82	83	85	84	84	82	84	82	86
First TransPennine Express	82	82	79	83	81	82	80	77	78	83
Virgin Trains	☆ 85	☆ 87	☆ 88	☆ 90	☆ 89	☆ 91	☆ 87	☆ 88	☆ 85	☆ 87
Average Score	83	83	82	85	83	85	83	83	81	84
BEST IN CLASS	85	87	88	90	89	91	87	88	85	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	82	84	81	85	84	84	84	84	82	85
East Coast	85	86	86	86	☆ 90	86	88	☆ 89	☆ 88	☆ 89
East Midlands Trains	83	82	85	85	86	84	84	86	84	85
First TransPennine Express	84	87	81	86	84	86	82	82	83	86
Virgin Trains	☆ 86	☆ 89	☆ 87	☆ 89	89	☆ 89	☆ 88	88	86	88
Average Score	84	85	84	86	86	86	85	86	84	86
BEST IN CLASS	86	89	87	89	90	89	88	89	88	89

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	78	78	77	79	79	78	80	80	78	80
East Coast	83	82	85	82	85	85	86	84	85	☆ 88
East Midlands Trains	76	79	82	83	84	83	82	84	83	83
First TransPennine Express	☆ 87	84	85	86	86	86	85	83	82	85
Virgin Trains	86	☆ 88	☆ 86	☆ 89	☆ 90	☆ 90	☆ 88	☆ 89	☆ 87	87
Average Score	82	82	82	84	84	84	84	84	82	84
BEST IN CLASS	87	88	86	89	90	90	88	89	87	88

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	76	76	77	78	79	74	77	78	76	78
East Coast	79	74	78	76	77	72	81	79	79	79
East Midlands Trains	73	69	75	74	77	71	73	74	75	72
First TransPennine Express	85	79	82	82	85	82	☆ 84	☆ 84	79	82
Virgin Trains	☆ 87	☆ 82	☆ 82	☆ 86	☆ 87	☆ 87	83	81	☆ 85	☆ 84
Average Score	80	76	79	79	81	78	80	79	79	79
BEST IN CLASS	87	82	82	86	87	87	84	84	85	84

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	66	66	63	67	64	63	67	64	64	66
East Coast	67	☆ 68	☆ 70	☆ 72	☆ 72	71	☆ 67	☆ 75	☆ 71	☆ 78
East Midlands Trains	66	65	68	67	62	64	62	64	64	65
First TransPennine Express	66	64	64	67	66	69	66	67	70	67
Virgin Trains	☆ 70	68	68	70	68	☆ 71	67	67	67	67
Average Score	67	66	66	68	66	67	66	67	67	68
BEST IN CLASS	70	68	70	72	72	71	67	75	71	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
CrossCountry	49	49	46	52	51	51	44	52	51	55
East Coast	☆ 62	52	☆ 56	☆ 63	☆ 69	62	☆ 65	☆ 58	☆ 67	☆ 69
East Midlands Trains	41	48	39	51	56	58	49	56	53	49
First TransPennine Express	52	48	53	55	49	53	44	53	51	63
Virgin Trains	57	☆ 56	55	54	60	☆ 64	51	55	63	62
Average Score	52	51	50	55	56	57	50	54	55	59
BEST IN CLASS	62	56	56	63	69	64	65	58	67	69

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	87	87	84	88	88	88	86	83	83	89
Merseyrail	☆ 93	☆ 91	☆ 93	☆ 96	☆ 92	☆ 92	☆ 93	☆ 93	☆ 90	☆ 91
Northern Rail	82	83	83	80	80	76	78	80	78	79
ScotRail	86	86	89	89	90	90	87	90	88	87
Average Score	86	86	87	86	86	84	84	86	84	85
BEST IN CLASS	93	91	93	96	92	92	93	93	90	91

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	73	76	72	79	78	78	74	77	75	79
Merseyrail	☆ 86	80	84	☆ 86	☆ 87	☆ 86	☆ 91	☆ 88	☆ 91	☆ 87
Northern Rail	74	73	76	74	78	76	76	76	79	79
ScotRail	82	☆ 81	☆ 85	83	84	81	82	84	83	84
Average Score	78	77	80	80	82	79	80	81	82	82
BEST IN CLASS	86	81	85	86	87	86	91	88	91	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Ticket buying facilities

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	76	75	80	75	81	78	82	80	79	78
Merseyrail	☆ 86	☆ 86	☆ 90	☆ 90	☆ 89	☆ 89	☆ 86	☆ 92	☆ 87	☆ 86
Northern Rail	74	73	73	74	78	77	75	73	78	80
ScotRail	79	78	82	80	84	80	83	76	82	84
Average Score	78	77	80	79	82	80	80	78	81	82
BEST IN CLASS	86	86	90	90	89	89	86	92	87	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Provision of information about train times/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	78	79	80	81	81	83	81	82	81	85
Merseyrail	☆ 89	☆ 85	☆ 87	☆ 89	88	☆ 91	☆ 88	☆ 90	☆ 89	☆ 90
Northern Rail	80	77	81	80	83	84	82	83	83	84
ScotRail	86	85	86	86	☆ 89	88	83	88	85	87
Average Score	83	81	83	84	86	86	83	86	84	86
BEST IN CLASS	89	85	87	89	89	91	88	90	89	90

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The upkeep/repair of the station buildings/platforms

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	64	63	63	66	66	69	63	64	67	72
Merseyrail	75	72	70	75	☆ 81	☆ 85	☆ 85	☆ 84	☆ 83	80
Northern Rail	69	68	69	71	75	76	74	73	77	77
ScotRail	☆ 82	☆ 77	☆ 78	☆ 77	80	79	80	82	81	☆ 83
Average Score	74	71	71	73	77	78	77	77	78	79
BEST IN CLASS	82	77	78	77	81	85	85	84	83	83

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	67	68	63	68	68	70	64	65	72	71
Merseyrail	78	77	78	77	☆ 86	☆ 84	☆ 88	☆ 86	☆ 85	82
Northern Rail	73	70	71	72	80	78	77	77	79	81
ScotRail	☆ 86	☆ 81	☆ 84	☆ 82	81	83	83	86	85	☆ 87
Average Score	77	74	76	76	80	80	79	80	81	82
BEST IN CLASS	86	81	84	82	86	84	88	86	85	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The facilities and services at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	42	43	43	48	49	51	52	48	44	50
Merseyrail	48	43	48	☆ 53	☆ 62	☆ 57	☆ 69	☆ 58	☆ 61	☆ 64
Northern Rail	47	50	49	49	52	52	53	51	56	61
ScotRail	☆ 58	☆ 53	☆ 56	52	53	48	52	52	58	56
Average Score	50	49	51	50	54	51	55	52	56	59
BEST IN CLASS	58	53	56	53	62	57	69	58	61	64

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The attitudes and helpfulness of the staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	75	75	74	75	78	76	72	74	75	83
Merseyrail	☆ 86	☆ 82	☆ 85	☆ 81	☆ 88	☆ 87	☆ 86	☆ 83	☆ 83	☆ 85
Northern Rail	71	70	71	71	74	72	75	71	76	76
ScotRail	81	75	76	78	76	77	81	79	79	82
Average Score	77	75	76	75	78	77	79	76	78	80
BEST IN CLASS	86	82	85	81	88	87	86	83	83	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other forms of public transport from the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	64	61	61	66	70	66	66	64	61	71
Merseyrail	☆ 77	☆ 70	70	☆ 73	☆ 82	☆ 83	☆ 79	73	75	☆ 77
Northern Rail	66	69	69	65	75	71	67	71	67	67
ScotRail	71	65	☆ 73	69	67	76	69	☆ 73	☆ 77	70
Average Score	69	67	70	68	73	74	70	71	71	70
BEST IN CLASS	77	70	73	73	82	83	79	73	77	77

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Facilities for car parking

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	☆ 58	☆ 63	59	☆ 63	☆ 69	☆ 62	62	☆ 62	☆ 59	☆ 70
Merseyrail	45	48	51	49	64	61	☆ 63	60	53	54
Northern Rail	53	57	☆ 60	53	57	55	53	51	55	58
ScotRail	49	46	48	47	37	40	46	46	56	47
Average Score	51	53	55	52	54	52	54	52	55	55
BEST IN CLASS	58	63	60	63	69	62	63	62	59	70

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall environment of the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	61	62	63	66	66	68	59	62	67	67
Merseyrail	76	73	73	☆ 77	☆ 83	☆ 79	☆ 86	☆ 84	79	81
Northern Rail	66	65	66	67	73	70	72	69	75	75
ScotRail	☆ 79	☆ 74	☆ 78	75	76	74	74	80	☆ 80	☆ 82
Average Score	71	69	71	71	75	73	73	74	76	77
BEST IN CLASS	79	74	78	77	83	79	86	84	80	82

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst using the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	60	62	67	67	66	70	67	69	69	68
Merseyrail	69	71	☆ 72	☆ 76	☆ 81	☆ 76	☆ 81	☆ 81	76	☆ 78
Northern Rail	60	64	65	67	70	66	68	67	74	72
ScotRail	☆ 74	☆ 71	71	74	71	73	76	80	☆ 78	76
Average Score	66	67	68	71	72	70	72	74	75	74
BEST IN CLASS	74	71	72	76	81	76	81	81	78	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff at the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	57	56	58	57	60	65	63	61	63	67
Merseyrail	☆ 78	☆ 78	☆ 78	☆ 81	☆ 82	☆ 81	☆ 85	☆ 79	☆ 81	☆ 78
Northern Rail	59	58	57	61	58	58	60	56	64	64
ScotRail	63	63	63	66	63	70	68	67	71	73
Average Score	63	63	63	66	64	66	67	64	70	70
BEST IN CLASS	78	78	78	81	82	81	85	79	81	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of shelter facilities

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales			72	70	67	66	65	66
Merseyrail			☆ 84	☆ 78	☆ 81	☆ 84	80	☆ 81
Northern Rail			70	69	72	65	74	71
ScotRail			82	74	78	80	☆ 82	77
Average Score			76	72	75	73	77	74
BEST IN CLASS			84	78	81	84	82	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Availability of seating

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales			55	54	53	50	49	57
Merseyrail			☆ 68	☆ 69	☆ 71	☆ 69	☆ 68	☆ 66
Northern Rail			55	54	57	53	56	62
ScotRail			61	60	57	65	62	61
Average Score			59	59	59	59	60	62
BEST IN CLASS			68	69	71	69	68	66

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How request to station staff was handled

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	88	88	90	☆ 89	86	92	87	89	☆ 93	93
Merseyrail	☆ 94	80	90	81	88	☆ 93	☆ 94	☆ 93	93	93
Northern Rail	90	☆ 89	89	84	90	84	86	85	87	91
ScotRail	77	86	☆ 92	89	☆ 91	88	86	88	89	☆ 93
Average Score	87	87	90	86	90	88	87	87	89	92
BEST IN CLASS	94	89	92	89	91	93	94	93	93	93

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The choice of shops/eating/drinking facilities available

				Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales				41	34	39	32	40
Merseyrail				☆ 46	☆ 49	☆ 48	☆ 49	46
Northern Rail				41	45	40	48	☆ 52
ScotRail				42	46	47	47	49
Average Score				42	45	43	46	49
BEST IN CLASS				46	49	48	49	52

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Overall satisfaction with the train

			Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales			86	84	81	81	80	85
Merseyrail			☆ 89	☆ 90	☆ 89	88	85	☆ 85
Northern Rail			71	69	72	74	70	72
ScotRail			87	87	88	☆ 88	☆ 87	84
Average Score			81	80	81	81	80	80
BEST IN CLASS			89	90	89	88	87	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The frequency of the trains on that route

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	77	81	76	78	77	78	74	75	76	76
Merseyrail	☆ 95	☆ 91	☆ 95	☆ 97	☆ 94	☆ 93	☆ 96	☆ 93	☆ 94	☆ 94
Northern Rail	73	71	75	70	73	69	71	75	68	69
ScotRail	79	83	83	84	81	84	81	85	81	83
Average Score	79	80	81	80	79	79	79	81	78	79
BEST IN CLASS	95	91	95	97	94	93	96	93	94	94

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	85	84	87	87	86	85	86	82	78	87
Merseyrail	☆ 90	☆ 93	☆ 95	☆ 94	☆ 92	☆ 91	☆ 93	☆ 93	☆ 87	☆ 92
Northern Rail	80	78	80	78	77	72	77	78	77	78
ScotRail	86	81	86	87	87	84	82	86	82	84
Average Score	84	82	86	85	84	81	82	83	81	83
BEST IN CLASS	90	93	95	94	92	91	93	93	87	92

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	89	88	83	85	86	83	84	82	82	86
Merseyrail	☆ 96	☆ 94	☆ 97	☆ 97	☆ 96	☆ 97	☆ 94	☆ 96	☆ 94	☆ 96
Northern Rail	87	86	87	84	85	81	85	87	80	81
ScotRail	87	89	91	89	92	89	91	88	90	88
Average Score	89	88	90	88	89	87	88	88	86	86
BEST IN CLASS	96	94	97	97	96	97	94	96	94	96

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Connections with other train services

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	80	78	77	77	80	82	80	73	76	75
Merseyrail	☆ 85	☆ 82	☆ 91	☆ 89	☆ 89	☆ 92	☆ 86	☆ 88	☆ 84	☆ 87
Northern Rail	76	78	78	73	73	72	73	75	70	76
ScotRail	80	78	77	79	70	75	80	85	82	79
Average Score	79	79	80	78	76	78	78	80	77	79
BEST IN CLASS	85	82	91	89	89	92	86	88	84	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The value for money for the price of your ticket

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	64	60	59	56	55	54	53	54	55	57
Merseyrail	☆ 70	☆ 64	☆ 66	☆ 67	☆ 70	☆ 65	☆ 66	☆ 70	☆ 66	☆ 68
Northern Rail	64	58	60	50	57	54	56	54	56	53
ScotRail	57	56	59	51	52	49	52	56	59	60
Average Score	63	58	61	54	57	53	56	56	58	58
BEST IN CLASS	70	64	66	67	70	65	66	70	66	68

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Cleanliness of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	76	75	75	78	79	78	69	74	71	77
Merseyrail	☆ 79	77	78	80	81	79	☆ 80	79	73	72
Northern Rail	62	59	62	57	62	60	64	65	65	65
ScotRail	77	☆ 79	☆ 82	☆ 84	☆ 83	☆ 84	79	☆ 85	☆ 82	☆ 78
Average Score	71	70	73	72	74	73	72	75	72	72
BEST IN CLASS	79	79	82	84	83	84	80	85	82	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Upkeep and repair of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	76	74	75	76	79	79	68	71	69	74
Merseyrail	☆ 84	☆ 80	80	83	80	81	78	76	73	72
Northern Rail	59	53	57	54	57	55	59	61	60	60
ScotRail	78	79	☆ 81	☆ 83	☆ 81	☆ 83	☆ 79	☆ 84	☆ 83	☆ 78
Average Score	71	68	71	70	71	71	70	72	71	70
BEST IN CLASS	84	80	81	83	81	83	79	84	83	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The provision of information during the journey

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	67	67	65	66	66	66	64	66	66	67
Merseyrail	☆ 86	☆ 87	☆ 81	☆ 86	☆ 90	☆ 87	☆ 89	☆ 87	☆ 81	☆ 87
Northern Rail	57	59	58	56	60	59	58	60	59	57
ScotRail	77	72	76	80	74	77	76	78	75	76
Average Score	69	69	69	70	71	71	70	71	69	70
BEST IN CLASS	86	87	81	86	90	87	89	87	81	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The helpfulness and attitude of staff on train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	☆ 82	☆ 79	79	☆ 81	☆ 82	☆ 82	☆ 87	81	83	☆ 85
Merseyrail	63	67	68	67	63	67	71	72	62	70
Northern Rail	73	76	72	71	71	73	71	70	76	75
ScotRail	81	79	☆ 79	81	79	76	83	☆ 85	☆ 84	79
Average Score	75	76	75	75	75	74	77	77	78	77
BEST IN CLASS	82	79	79	81	82	82	87	85	84	85

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The space for luggage on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	64	57	60	59	☆ 66	63	59	61	61	67
Merseyrail	☆ 68	60	59	60	59	61	66	55	51	54
Northern Rail	55	55	56	57	57	56	55	53	55	57
ScotRail	63	☆ 63	☆ 65	☆ 69	65	☆ 65	☆ 67	☆ 64	☆ 70	☆ 69
Average Score	61	59	60	62	61	60	61	58	60	62
BEST IN CLASS	68	63	65	69	66	65	67	64	70	69

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The toilet facilities on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	☆ 46	☆ 45	46	49	☆ 51	☆ 55	☆ 49	47	45	50
Merseyrail	17	9	14	10	21	17	18	18	23	25
Northern Rail	41	38	43	34	39	31	35	42	41	40
ScotRail	40	41	☆ 51	☆ 52	49	46	48	☆ 52	☆ 53	☆ 58
Average Score	39	36	42	39	42	38	39	43	43	46
BEST IN CLASS	46	45	51	52	51	55	49	52	53	58

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	74	70	72	71	73	73	71	73	74	☆ 79
Merseyrail	☆ 82	☆ 79	☆ 78	☆ 81	☆ 80	79	☆ 78	78	71	75
Northern Rail	68	65	65	66	71	66	66	67	67	66
ScotRail	72	69	77	77	79	☆ 80	75	☆ 78	☆ 76	78
Average Score	72	69	72	73	75	73	71	73	72	73
BEST IN CLASS	82	79	78	81	80	80	78	78	76	79

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The comfort of the seating area on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	74	74	76	77	76	78	75	74	72	77
Merseyrail	☆ 82	76	76	☆ 81	80	☆ 81	82	77	73	76
Northern Rail	64	58	62	60	65	62	63	63	61	63
ScotRail	75	☆ 77	☆ 82	80	☆ 82	78	☆ 82	☆ 83	☆ 80	☆ 81
Average Score	72	69	72	72	74	72	74	73	71	73
BEST IN CLASS	82	77	82	81	82	81	82	83	80	81

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	82	84	83	82	84	85	83	82	81	83
Merseyrail	☆ 90	☆ 86	87	☆ 90	☆ 90	☆ 90	87	88	85	☆ 87
Northern Rail	77	78	78	77	81	77	78	78	78	78
ScotRail	84	86	☆ 89	87	88	85	☆ 89	☆ 89	☆ 87	87
Average Score	82	82	83	83	85	83	83	84	83	83
BEST IN CLASS	90	86	89	90	90	90	89	89	87	87

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

Your personal security whilst on board the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	☆ 82	82	82	83	81	☆ 86	84	81	81	☆ 86
Merseyrail	79	79	77	80	☆ 83	78	☆ 85	83	76	80
Northern Rail	75	76	79	76	79	73	73	79	78	79
ScotRail	82	☆ 83	☆ 86	☆ 87	80	83	84	☆ 88	☆ 85	86
Average Score	78	79	81	81	80	79	80	83	80	82
BEST IN CLASS	82	83	86	87	83	86	85	88	85	86

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the inside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	78	76	75	78	80	78	67	73	74	77
Merseyrail	☆ 78	78	79	80	80	81	78	77	75	74
Northern Rail	64	56	62	58	63	60	65	64	65	66
ScotRail	76	☆ 80	☆ 84	☆ 84	☆ 82	☆ 84	☆ 84	☆ 84	☆ 83	☆ 78
Average Score	72	70	73	72	74	73	73	73	74	73
BEST IN CLASS	78	80	84	84	82	84	84	84	83	78

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The cleanliness of the outside of the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	68	64	69	69	74	70	66	66	68	69
Merseyrail	65	56	71	67	71	70	69	71	74	70
Northern Rail	60	48	62	47	61	49	63	59	65	63
ScotRail	☆ 75	☆ 70	☆ 76	☆ 77	☆ 81	☆ 80	☆ 80	☆ 83	☆ 83	☆ 74
Average Score	66	58	69	62	70	65	70	69	73	69
BEST IN CLASS	75	70	76	77	81	80	80	83	83	74

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

The availability of staff on the train

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	☆ 71	☆ 67	70	71	☆ 70	☆ 73	☆ 72	69	71	☆ 76
Merseyrail	46	51	45	48	45	50	55	49	48	55
Northern Rail	61	62	57	60	58	55	56	56	62	62
ScotRail	67	65	☆ 71	☆ 72	65	69	66	☆ 72	☆ 72	69
Average Score	62	62	61	63	60	61	61	62	64	65
BEST IN CLASS	71	67	71	72	70	73	72	72	72	76

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

How well train company dealt with delays

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015
Arriva Trains Wales	37	43	45	☆ 40	42	38	☆ 56	35	37	42
Merseyrail	☆ 47	☆ 49	☆ 50	29	☆ 43	41	53	☆ 45	39	48
Northern Rail	45	35	43	33	39	29	35	43	32	31
ScotRail	44	34	34	38	40	☆ 43	42	44	☆ 49	☆ 49
Average Score	44	37	41	35	40	35	41	42	39	40
BEST IN CLASS	47	49	50	40	43	43	56	45	49	49

Non-franchised Train Operating Companies are excluded

5 5.1 Standard reports produced for NRPS

The following reports are produced each wave:

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



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