



National Passenger Survey

Autumn 2012 Main Report



Who are Passenger Focus?

Passenger Focus is the independent consumer watchdog for Britain's rail passengers and England's bus, coach and tram passengers. Basing our work on research we aim to make a difference for all Britain's passengers.

This year we hope again to seek the views of over 100,000 passengers on a short and long term range of the key issues that will affect them. As ever we will publish all of our research. We will try and be useful to government and the transport industry as they make decisions that affect passengers.

Our vision is that operators, funders, and regulators of transport systems **put passengers first**.

This will be achieved by our mission of **getting the best deal for passengers**.

What is Passenger Focus doing for me?

We're here to put the interests of rail, bus, coach and tram passengers first. We do this by:

Campaigning for improvements

- We gather research and information, like the National Passenger Survey, where over 60,000 rail passengers have given us their views about their journey in 2012, so we understand the issues that matter to you
- We work with government and the industry to ensure that the passenger voice is heard when making decisions about the future

- We focus on a number of key issues:
 - fares and tickets
 - quality and level of services
 - investment

Resolving complaints with rail companies

- If you make a complaint and you are unhappy with the response we can take up your issue with the rail company involved.

Contents

1 Introduction

1.1	Background	3
1.2	National Passenger Survey Statement of Compliance with Official Statistics	4
1.3	Methodology	5
1.4	Issues affecting the Autumn 2012 survey	6
1.5	Other comments and contacts	7

2 Key results

2.1	Autumn 2012 wave	9
2.2	National and sector results	10

3 Individual train company results

3.1	Overall satisfaction	15
3.2	The value for money of the price of your ticket	16
3.3	Punctuality and reliability of the train	17
3.4	Sufficient room for all the passengers to sit/stand	18
3.5	Overall satisfaction with the station	19
3.6	How well the train company dealt with delays	20
3.7	London and South East operators	21
3.8	Long distance operators	33
3.9	Regional operators	40

4 Individual train company results by route

4.1	Overall satisfaction	46
4.2	The value for money of the price of your ticket	47
4.3	Punctuality and reliability of the train	48
4.4	Sufficient room for all the passengers to sit/stand	49
4.5	Overall satisfaction with the station	50
4.6	How routes are defined	51

5 National results by journey purpose, age and gender

5.1	Journey purpose	56
5.2	Age	57
5.3	Gender	58

6 Technical appendix

6.1	Appendix	59
6.2	Rail sectors	60

Introduction

Background

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 32 specific aspects of service can therefore be compared over time.

The main fieldwork took place between 1 September and 12 November 2012. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter 3. Ratings are also provided for each sector i.e. London and the South East, long distance, and regional operators (chapter 2). We also include some tables showing

passenger ratings for certain specific aspects of service for all TOCs on one page (in chapter 3), and results for routes within TOCs (chapter 4). Chapter 5 shows national results by journey purpose, age and gender. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter 2).

From Autumn 2010, in order to accommodate some new tables, the trend charts previously shown in this report are now included in the summary report, whilst Network Rail station results are shown in the stations report (including an increased sample size to make the results more representative for those stations). These reports, along with all main NPS reports produced, are available on the Passenger Focus website or by email on request. Other NPS analysis is also available and readily accessible, including through our on-line system Reportal.

National Passenger Survey Statement of Compliance with Official Statistics

Quality management

Details of methodology, including data collection and analyses, are included in this publication and further details are available from: www.passengerfocus.org.uk/nps

We ensure that our methods are subject to internal review and external validation and scrutiny, both in the form of published methodological notes and at presentations. The methods used in the National Passenger Survey (NPS) are objectively chosen and based on sound statistical approaches. Whenever possible Passenger Focus adopts standard practices and approaches.

Confidentiality and access to statistical data

Passenger Focus protects the security of its statistical data and ensures that no statistics or analyses are produced that are likely to identify an individual unless the individual has previously consented to their data being used in this way.

In certain circumstances we will provide data where the sample size is small, or where it is less robust, to internal staff, researchers, train companies and other organisations. However we set out the issues with using such data or, if accessing the data via our website, such data are hidden.

Pre-release access

Access to the data before publication is limited to those who are involved in quality-checking the statistics before public

release, those involved with operational planning and those essential for production and publication.

Revisions

We are open and transparent at all times about revisions to published statistics.

Errors

Occasionally errors in our published statistics will occur. Significant errors in published statistics will be corrected as soon as possible, and publicity given to them.

An error is considered to be significant if the resultant change would qualify or contradict the conclusions that would previously have been drawn from the data. In such circumstances we will amend the electronic version of the release as soon as possible and include a prominent alert on our website to notify users of the change.

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed inconsequential, we will not issue a correction immediately, but would do so when a new release was due for publication.

If we discover an error which is insubstantial but which, in our professional judgement, warrants immediate correction we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

Decisions on how to address any errors in published statistics will be made by the head of profession for statistics at Passenger Focus in consultation with Passenger Focus's Statistics Governance Group. Information on all such amendments will be placed on our website alongside the link to the published document.

Waiver

Passenger Focus has taken care to ensure that the information contained in the NPS is correct. However, no warranty, express or implied, is given as to its accuracy and Passenger Focus does not accept any liability for error or omission.

Passenger Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Passenger Focus does not guarantee that the information contained in NPS is fit for any particular purpose.

Methodology

The survey is conducted across the entire franchised railway, and in Autumn 2012 on four non-franchised train operating companies (TOCs). In both Spring and Autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data are weighted to help ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, at least 28,000 correctly completed questionnaires are returned each wave (more than 31,500 in autumn 2012). For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well train company dealt with delays. The number of passengers responding to each question is clearly

indicated in the sample size column.

To provide a benchmark, three different types of train operator have been identified (using standard industry definitions); these are long distance, London and the South East, and regional operators.

In this publication individual train operator results are presented alongside an appropriate sector type, thus enabling comparison of a TOC's results with operators that provide broadly similar services.

Changes to franchise boundaries or ownership of franchises in 2009 or previous years are detailed in previous reports. Changes to TOC boundaries mean that comparisons between the latest sector results and results up to Spring 2008 differ slightly in the areas that they cover (but this generally only makes a difference of up to one or two percentage points).

The NPS uses a 'building block' approach. This is where the area covered by a TOC is divided into routes or divisions, so that when the boundaries of a franchise are revised, NPS data can be quite easily reprocessed to the boundaries or routes of a new franchise. It also means that robust sub-TOC data is sometimes available and like-for-like comparisons can be made between routes at a sub-TOC level.

Issues affecting the Autumn 2012 survey

Autumn 2012 (wave 27) main fieldwork was undertaken between 1 September and 12 November 2012. Top-up interviews were done within the last three weeks of the fieldwork period.

As with previous waves, planned engineering work meant that some shifts were rescheduled. As usual, shifts are only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still trains running.

Due to a Network Rail ban on all fieldwork during the Paralympics, NPS shifts at Network Rail stations started on 10 September.

Shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open

(and served several TOCs), we continued with our intended shift as planned – we were able to distribute questionnaires to passengers on those TOCs still operating a service.

Fieldworkers were told not to give questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire, making such exclusions very straightforward.

We recognise that some journeys are not covered by this survey, mainly because it does not include rail replacement bus services, but this only has a limited effect on the results.

Other comments

Passengers' satisfaction can vary by season. Therefore differences in scores for the proportion of passengers who are satisfied with services or rate them as good are provided for the same period in the previous year as well as for the previous wave carried out approximately six months ago.

For ease of use, National Passenger Survey (NPS) data is reported without decimal places; however, changes from wave to wave are calculated using three decimal places. Rounding of the data means that results may appear to differ by one per cent to the published results. For example 84.6 is reported as 85 and 83.2 is reported as 83; the apparent reported difference is 2, however the actual difference is 1.4 and will therefore be published as 1.

The tables include a column marked 'significant change,' which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2011 or Spring 2012. If an improved or declined satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than 5% chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2012 survey the main comparison is against the Autumn 2011 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that

sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

Passenger satisfaction with the various train factors is based on which train company is operating the train on which passengers were travelling. Satisfaction with station factors is based on passenger's views of the station at which they commenced their journey. For example passengers' views of station factors in the train company table for Chiltern Railways is based on all passengers' views of their origin station before travelling on a journey with Chiltern Railways. However, some stations that Chiltern Railways trains call at are not operated by Chiltern Railways. NPS results by station operator are presented in a separate report available on the Passenger Focus website (or by email on request).

Trend data that used to be contained in this report is now shown in the NPS Summary report available on the Passenger Focus website.

The NPS contains satisfaction ratings for all TOCs operating under franchise. We are also very pleased that four other train companies participated in the survey at their own expense, and grateful that they have allowed their data to be published here. These train companies are First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express.

The methodology used for these four train companies

is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see 7.1 Appendix for further details.

Data for First Hull Trains and Grand Central is provided next to a comparison with data for long distance TOCs. Data for Heathrow Connect and Heathrow Express are provided next to a comparison with data for London and South East TOCs. However, it should be noted that data for these operators have not been included in the summary of long distance, London and South East or national data. Sector data only includes train companies that are operating under franchise.

The overall sample size for the Autumn 2012 survey was 31,626 for all the train companies combined (28,917 for the franchised companies).

Contacts

Media enquiries

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Content/presentation/methodology enquiries

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Key results

Autumn 2012 wave

- Nationally the percentage of passengers satisfied with their journey overall was 85%. This is significantly improved compared to Autumn 2011 (when 84% of passengers were satisfied). 83% of passengers were satisfied overall with their journey in Spring 2012.
- Overall satisfaction by TOC varied between 80% and 96%.
- Overall satisfaction by individual routes within TOCs varied between 76% and 97%.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 83%. This is significantly improved compared to Autumn 2011 when 81% were satisfied.
- The percentage of passengers satisfied with all train and station factors at a national level was either improved or unchanged compared to Autumn 2011. Satisfaction for 17 service areas improved and none declined. The improvements included satisfaction with how well the train company dealt with delays (+6%) and station facilities and services (+7%). Overall satisfaction with the station also improved (+2%).
- The proportion of passengers satisfied with the value for money of the price of their ticket was 47% nationally. This was not significantly different compared to Autumn 2011 when 46% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand significantly improved with 69% satisfied (68% in Autumn 2011).
- For London and the South East operators, 85% of passengers were very or fairly satisfied overall, significantly improved compared to Autumn 2011 (when 83% were satisfied). The percentage of passengers satisfied with all train and station factors was either not significantly different or improved compared to Autumn 2011. Satisfaction improved for 13 factors, including how well the train company dealt with delays (+7%), and station facilities and services (+7%). Overall satisfaction with the station also improved (+2%). There were no significant declines in satisfaction.
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 89%. This was significantly improved compared to Autumn 2011 (when 86% were satisfied). Passenger satisfaction for the various train and station factors was either unchanged or improved compared to Autumn 2011. Satisfaction improved for 14 factors and declined for none. Improvements included satisfaction with how well the train company dealt with delays (+6%), station facilities and services (+6%) and connections with other forms of public transport (+6%). Overall satisfaction with the station also improved (+2%).
- For regional operators 86% of passengers were very or fairly satisfied with their journey overall, not significantly different to Autumn 2011, when 87% were satisfied. Passenger satisfaction was not significantly different for most station and train factors compared to Autumn 2011, but satisfaction improved for five factors and declined for one. The biggest percentage improvements were with satisfaction with upkeep/repair of the station buildings/platforms (+5%) and station cleanliness (+5%). The one decline in satisfaction was with connections with other train services (-4%).
- Comparing the percentage of passengers satisfied for individual train operating companies with Autumn 2011, six significantly improved (Chiltern Railways, East Coast, First Hull Trains, First TransPennine Express, Greater Anglia and Virgin Trains) and none declined. 17 TOCs had no statistically-significant change in their overall satisfaction results compared with Autumn 2011. First Hull Trains (+7%) followed by Greater Anglia (+6%) were the most improved compared to Autumn 2011.
- The lowest ratings for overall satisfaction were given to Northern Rail (80%), First Capital Connect (81%) and Southern (82%). Greater Anglia, First Great Western and London Midland all had 83% of passengers satisfied.
- The highest ratings for overall satisfaction were achieved by Grand Central (96%), First Hull Trains (95%), and Heathrow Connect (94%). Heathrow Express, c2c, and London Overground all had 93% of passengers satisfied.
- Satisfaction with value for money by individual routes within TOCs varied between 29% and 75%.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 72% and 100%.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 54% and 95%.

Improved ↑
 Unchanged =
 Declined ↓

National total

	Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011				
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 28917								
Overall satisfaction	28263	85	10	5	2	↑	1	↑
STATION FACILITIES								
Overall satisfaction with the station	28002	80	14	6	3	↑	2	↑
Ticket buying facilities	13250	75	13	12	2	↑	2	↑
Provision of information about train times/platforms	27686	83	10	7	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	27638	72	18	10	4	↑	5	↑
Cleanliness	27915	76	16	8	5	↑	4	↑
The facilities and services	24203	57	20	22	8	↑	7	↑
The attitudes and helpfulness of the staff	21005	72	20	8	1	↑	2	↑
Connections with other forms of public transport	20910	77	14	10	4	↑	4	↑
Facilities for car parking	9617	51	19	30	2	↑	0	=
Overall environment	27786	71	20	9	4	↑	3	↑
Your personal security whilst using	25114	71	24	5	3	↑	4	↑
The availability of staff	24045	60	23	17	0	=	1	↑
The provision of shelter facilities ¹	23009	70	17	13	-	-	-	-
Availability of seating ¹	26264	49	19	32	-	-	-	-
How request to station staff was handled	4653	86	4	9	3	↑	0	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	28488	82	12	6	-	-	-	-
The frequency of the trains on that route	27903	78	8	13	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	28087	83	7	10	2	↑	2	↑
The length of time the journey was scheduled to take (speed)	27771	86	8	6	1	↑	1	↑
Connections with other train services	16081	78	15	7	0	=	1	=
The value for money of the price of your ticket	26565	47	21	33	4	↑	1	=
Upkeep and repair of the train	27850	76	14	10	1	↑	1	=
The provision of information during the journey	25786	72	19	10	1	↑	2	↑
The helpfulness and attitude of staff on train	16438	65	26	8	1	=	1	=
The space for luggage	22287	54	23	24	-1	=	0	=
The toilet facilities	12202	39	23	38	2	=	1	=
Sufficient room for all passengers to sit/stand	27754	69	13	17	0	=	1	↑
The comfort of the seating area	27851	73	17	10	1	↑	1	↑
The ease of being able to get on and off	28115	81	12	7	1	=	1	=
Your personal security on board	26372	79	18	3	2	↑	2	↑
The cleanliness of the inside	28235	76	14	10	1	↑	1	=
The cleanliness of the outside	24048	74	19	7	3	↑	0	=
The availability of staff	21033	46	29	25	-1	=	0	=
How well train company deals with delays	4406	44	34	22	7	↑	6	↑

Improved ↑
 Unchanged =
 Declined ↓

London and South East

	Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011				
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 18281								
Overall satisfaction	17853	85	11	5	3	↑	1	↑
STATION FACILITIES								
Overall satisfaction with the station	17673	79	15	6	4	↑	2	↑
Ticket buying facilities	8965	73	14	13	2	↑	1	=
Provision of information about train times/platforms	17486	82	10	8	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	17456	70	19	11	5	↑	5	↑
Cleanliness	17624	75	17	8	5	↑	4	↑
The facilities and services	15213	56	21	22	8	↑	7	↑
The attitudes and helpfulness of the staff	13323	70	21	9	1	=	1	=
Connections with other forms of public transport	13824	77	14	9	4	↑	3	↑
Facilities for car parking	5816	49	20	31	2	↑	0	=
Overall environment	17547	69	21	9	4	↑	3	↑
Your personal security whilst using	15922	70	25	5	3	↑	4	↑
The availability of staff	15328	58	24	18	1	=	1	=
The provision of shelter facilities ¹	14452	68	18	14	-	-	-	-
Availability of seating ¹	16482	45	20	34	-	-	-	-
How request to station staff was handled	2732	84	5	10	2	=	-1	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	17993	81	13	6	-	-	-	-
The frequency of the trains on that route	17735	77	9	14	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	17735	83	7	10	3	↑	3	↑
The length of time the journey was scheduled to take (speed)	17503	85	9	7	2	↑	2	↑
Connections with other train services	10355	77	16	7	1	=	2	↑
The value for money of the price of your ticket	16625	43	22	35	5	↑	1	=
Upkeep and repair of the train	17582	76	15	10	1	=	1	=
The provision of information during the journey	16219	71	19	10	2	↑	2	↑
The helpfulness and attitude of staff on train	8597	59	31	10	2	=	2	=
The space for luggage	13794	52	24	24	-1	=	0	=
The toilet facilities	7050	36	24	41	1	=	1	=
Sufficient room for all passengers to sit/stand	17521	68	14	18	0	=	1	=
The comfort of the seating area	17556	72	18	10	1	=	1	=
The ease of being able to get on and off	17764	80	13	7	1	=	0	=
Your personal security on board	16534	77	19	4	2	↑	2	↑
The cleanliness of the inside	17802	75	14	10	1	↑	1	=
The cleanliness of the outside	15343	74	19	7	2	↑	0	=
The availability of staff	12151	38	31	31	0	=	0	=
How well train company deals with delays	2671	43	34	23	8	↑	7	↑

Improved ↑
 Unchanged =
 Declined ↓

Long distance

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 6224								
Overall satisfaction	6091	89	6	5	1	=	3	↑
STATION FACILITIES								
Overall satisfaction with the station	6059	84	11	5	3	↑	2	↑
Ticket buying facilities	2005	86	9	5	4	↑	3	↑
Provision of information about train times/platforms	6021	88	7	5	2	↑	1	=
The upkeep/repair of the station buildings/platforms	5974	76	15	9	3	↑	3	↑
Cleanliness	6064	80	14	6	3	↑	3	↑
The facilities and services	5369	71	17	12	9	↑	6	↑
The attitudes and helpfulness of the staff	4348	80	16	4	3	↑	3	↑
Connections with other forms of public transport	4102	80	13	7	4	↑	6	↑
Facilities for car parking	1806	60	16	24	0	=	-2	=
Overall environment	6011	76	16	8	2	↑	2	=
Your personal security whilst using	5350	78	20	2	4	↑	4	↑
The availability of staff	5012	68	22	10	2	=	2	=
The provision of shelter facilities ¹	4828	76	15	9	-	-	-	-
Availability of seating ¹	5669	52	17	31	-	-	-	-
How request to station staff was handled	1231	89	4	6	1	=	3	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	6148	87	8	5	-	-	-	-
The frequency of the trains on that route	5915	85	7	8	0	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	6061	87	5	9	0	=	4	↑
The length of time the journey was scheduled to take (speed)	6013	89	6	4	-1	=	1	↑
Connections with other train services	3294	82	12	7	1	=	2	↑
The value for money of the price of your ticket	5891	55	18	26	1	=	-1	=
Upkeep and repair of the train	6024	85	10	5	1	=	2	↑
The provision of information during the journey	5641	78	16	6	0	=	2	=
The helpfulness and attitude of staff on train	4580	80	16	4	0	=	2	=
The space for luggage	5122	56	18	26	0	=	2	=
The toilet facilities	3256	54	23	24	2	=	1	=
Sufficient room for all passengers to sit/stand	5982	71	13	15	-2	=	2	=
The comfort of the seating area	6024	80	13	7	0	=	0	=
The ease of being able to get on and off	6076	83	11	5	-1	=	1	=
Your personal security on board	5723	86	13	1	0	=	2	↑
The cleanliness of the inside	6114	84	10	6	1	=	2	↑
The cleanliness of the outside	5040	81	15	3	2	↑	3	↑
The availability of staff	5131	66	23	11	-2	↓	0	=
How well train company deals with delays	1168	56	29	15	2	=	6	↑

Improved ↑
 Unchanged =
 Declined ↓

Regional

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4412								
Overall satisfaction	4319	86	9	5	0	=	-1	=
STATION FACILITIES								
Overall satisfaction with the station	4270	82	13	5	2	=	2	=
Ticket buying facilities	2280	82	9	9	2	=	2	=
Provision of information about train times/platforms	4179	86	9	6	2	=	2	=
The upkeep/repair of the station buildings/platforms	4208	77	15	9	4	↑	5	↑
Cleanliness	4227	80	12	8	5	↑	5	↑
The facilities and services	3621	54	20	26	3	=	3	=
The attitudes and helpfulness of the staff	3334	78	16	7	2	=	2	=
Connections with other forms of public transport	2984	73	15	12	5	↑	3	=
Facilities for car parking	1995	54	17	29	2	=	-1	=
Overall environment	4228	75	16	9	3	↑	4	↑
Your personal security whilst using	3842	72	21	7	1	=	4	↑
The availability of staff	3705	64	19	17	-2	=	1	=
The provision of shelter facilities ¹	3729	76	13	10	-	-	-	-
Availability of seating ¹	4113	59	18	23	-	-	-	-
How request to station staff was handled	690	90	2	7	4	=	-1	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	4347	81	12	7	-	-	-	-
The frequency of the trains on that route	4253	79	7	14	0	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	4291	84	6	10	-1	=	-2	=
The length of time the journey was scheduled to take (speed)	4255	89	7	4	1	=	-1	=
Connections with other train services	2432	76	16	8	-2	=	-4	↓
The value for money of the price of your ticket	4049	57	16	26	4	↑	-3	=
Upkeep and repair of the train	4244	71	15	14	1	=	0	=
The provision of information during the journey	3926	71	19	11	0	=	2	=
The helpfulness and attitude of staff on train	3261	75	20	5	-1	=	0	=
The space for luggage	3371	61	18	21	-1	=	1	=
The toilet facilities	1896	42	21	37	3	=	0	=
Sufficient room for all passengers to sit/stand	4251	75	11	13	3	=	4	↑
The comfort of the seating area	4271	74	15	11	3	=	2	=
The ease of being able to get on and off	4275	85	10	5	2	=	1	=
Your personal security on board	4115	80	16	4	0	=	-1	=
The cleanliness of the inside	4319	74	15	11	2	=	1	=
The cleanliness of the outside	3665	70	21	9	8	↑	1	=
The availability of staff	3751	60	26	14	-4	↓	-1	=
How well train company deals with delays	567	40	37	24	5	=	-1	=

Individual train company results

Improved ↑
 Unchanged =
 Declined ↓

Overall satisfaction

% of passengers satisfied/good by sector:

London and South East - 85%

Long distance - 89%

Regional - 86%

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1308	88	8	4	0	=	3	=
c2c	1156	93	6	2	2	=	2	=
Chiltern Railways	1168	91	7	2	1	=	3	↑
CrossCountry	1394	85	9	7	0	=	3	=
East Coast	1218	92	4	3	4	↑	5	↑
East Midland Trains	1022	89	7	4	2	=	2	=
First Capital Connect	1745	81	13	6	2	=	1	=
First Great Western	2960	83	10	7	1	=	0	=
First Hull Trains	568	95	5	0	2	=	7	↑
First TransPennine Express	1082	88	6	6	0	=	4	↑
Grand Central ¹	946	96	4	1	-	-	1	=
Greater Anglia	2120	83	13	4	10	↑	6	↑
Heathrow Connect	568	94	4	3	0	=	2	=
Heathrow Express	495	93	5	2	3	=	0	=
London Midland	1082	83	11	6	-3	↓	-2	=
London Overground	1099	93	5	2	2	=	0	=
Merseyrail	694	92	6	2	-4	↓	-1	=
Northern Rail	1035	80	11	10	0	=	-3	=
ScotRail	1282	90	8	2	1	=	1	=
South West Trains	2324	85	10	5	2	=	2	=
Southeastern	1628	84	12	4	3	↑	2	=
Southern	2571	82	13	5	1	=	-1	=
Virgin Trains	1375	92	5	3	1	=	4	↑

The value for money of the price of your ticket

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East - 43%

Long distance - 55%

Regional - 57%

	Autumn 2012				Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1283	55	17	28	-1	=	-4	=
c2c	1087	46	25	29	4	=	3	=
Chiltern Railways	1127	50	19	31	1	=	-1	=
CrossCountry	1337	53	20	27	5	↑	1	=
East Coast	1187	58	18	24	2	=	1	=
East Midland Trains	993	49	19	32	-3	=	-4	=
First Capital Connect	1607	38	22	39	4	↑	0	=
First Great Western	2880	53	18	29	5	↑	0	=
First Hull Trains	553	60	19	20	4	=	-1	=
First TransPennine Express	1054	57	17	26	0	=	-2	=
Grand Central ¹	915	73	15	13	-	-	-6	↓
Greater Anglia	1959	37	21	42	7	↑	4	↑
Heathrow Connect	510	52	26	22	-4	=	-6	=
Heathrow Express	484	40	22	38	7	↑	4	=
London Midland	999	52	22	26	-1	=	0	=
London Overground	958	57	20	23	8	↑	3	=
Merseyrail	577	70	10	20	3	=	4	=
Northern Rail	940	57	16	27	7	↑	-3	=
ScotRail	1249	52	19	29	1	=	-6	=
South West Trains	2166	37	24	39	1	=	-1	=
Southeastern	1467	38	22	40	6	↑	2	=
Southern	2375	42	22	35	4	↑	0	=
Virgin Trains	1320	60	18	23	1	=	0	=

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

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East - 83%

Long distance - 87%

Regional - 84%

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1309	86	7	8	-1	=	-1	=
c2c	1143	96	3	1	4	↑	4	↑
Chiltern Railways	1161	90	5	5	4	↑	8	↑
CrossCountry	1384	82	5	13	-3	=	3	=
East Coast	1217	89	4	7	2	=	11	↑
East Midland Trains	1028	88	5	7	0	=	0	=
First Capital Connect	1738	81	8	11	5	↑	4	↑
First Great Western	2946	79	8	13	1	=	0	=
First Hull Trains	568	94	5	1	1	=	9	↑
First TransPennine Express	1077	88	5	7	0	=	5	↑
Grand Central ¹	956	94	4	2	-	-	2	=
Greater Anglia	2098	83	8	9	13	↑	6	↑
Heathrow Connect	572	86	7	7	-5	↓	-4	=
Heathrow Express	491	96	2	2	3	=	2	=
London Midland	1086	75	8	17	-6	↓	-3	=
London Overground	1085	88	6	6	1	=	5	↑
Merseyrail	690	92	3	5	-3	=	-4	↓
Northern Rail	1022	77	9	15	-1	=	-4	=
ScotRail	1270	87	5	8	0	=	1	=
South West Trains	2302	85	6	9	4	↑	2	=
Southeastern	1622	85	7	8	6	↑	5	↑
Southern	2554	77	9	14	-1	=	-1	=
Virgin Trains	1355	90	4	7	1	=	4	↑

Sufficient room for all the passengers to sit/stand

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East - 68%

Long distance - 71%

Regional - 75%

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1308	73	11	16	2	=	1	=
c2c	1136	66	14	20	1	=	1	=
Chiltern Railways	1160	74	14	12	-1	=	-3	=
CrossCountry	1379	65	15	20	-5	↓	1	=
East Coast	1196	81	12	7	1	=	2	=
East Midland Trains	1016	70	13	16	-4	=	-6	↓
First Capital Connect	1721	61	17	22	-1	=	0	=
First Great Western	2906	65	14	22	-2	=	-3	=
First Hull Trains	560	92	6	2	6	↑	4	=
First TransPennine Express	1063	61	15	24	-2	=	-1	=
Grand Central ¹	960	93	4	2	-	-	-1	=
Greater Anglia	2069	70	15	15	4	↑	3	=
Heathrow Connect	573	86	9	6	-4	=	-4	=
Heathrow Express	492	88	6	5	-2	=	-1	=
London Midland	1067	71	11	18	-3	=	5	↑
London Overground	1080	76	9	15	-1	=	-4	=
Merseyrail	675	80	11	8	-1	=	2	=
Northern Rail	1006	71	13	16	5	↑	7	↑
ScotRail	1262	79	10	11	2	=	2	=
South West Trains	2266	67	15	18	-6	↓	0	=
Southeastern	1588	68	13	19	7	↑	5	↑
Southern	2528	66	15	18	1	=	1	=
Virgin Trains	1328	82	11	7	3	=	11	↑

Overall satisfaction with the station

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East - 79%

Long distance - 84%

Regional - 82%

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1300	78	15	7	-1	=	6	↑
c2c	1135	87	9	4	4	↑	1	=
Chiltern Railways	1168	87	11	3	-1	=	-3	↓
CrossCountry	1381	80	13	7	1	=	0	=
East Coast	1215	88	8	4	13	↑	11	↑
East Midland Trains	1023	89	8	3	4	↑	6	↑
First Capital Connect	1740	79	14	7	4	↑	3	=
First Great Western	2950	79	14	7	3	↑	2	=
First Hull Trains	563	92	7	1	10	↑	14	↑
First TransPennine Express	1082	86	10	3	0	=	1	=
Grand Central ¹	953	88	8	4	-	-	12	↑
Greater Anglia	2098	79	15	5	8	↑	6	↑
Heathrow Connect	571	80	13	7	-4	=	0	=
Heathrow Express	480	88	10	2	1	=	0	=
London Midland	1063	76	16	8	-2	=	0	=
London Overground	1084	87	10	4	6	↑	6	↑
Merseyrail	674	87	10	2	1	=	3	=
Northern Rail	1021	78	15	7	4	=	2	=
ScotRail	1275	84	11	4	2	=	0	=
South West Trains	2282	78	16	6	4	↑	4	↑
Southeastern	1618	75	17	8	2	=	-3	=
Southern	2535	78	16	6	3	=	0	=
Virgin Trains	1358	80	14	6	-1	=	-2	=

How well the train company dealt with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 43%

Long distance - 56%

Regional - 40%

	Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	151	42	35	23	2		-3	
c2c	<50	-	-	-	-		-	
Chiltern Railways	142	51	34	15	13		12	
CrossCountry	310	51	31	18	-1		5	
East Coast	254	69	21	10	6		13	
East Midland Trains	156	56	33	11	6		18	
First Capital Connect	258	33	40	27	3		0	
First Great Western	707	48	31	22	7		3	
First Hull Trains	<50	-	-	-	-		-	
First TransPennine Express	196	49	29	21	-6		-4	
Grand Central ¹	93	77	15	8	-	-	7	
Greater Anglia	282	44	36	20	17		12	
Heathrow Connect	58	41	38	21	3		-4	
Heathrow Express	<50	-	-	-	-		-	
London Midland	254	46	36	18	-3		5	
London Overground	88	42	30	28	-1		0	
Merseyrail	57	43	37	19	14		-7	
Northern Rail	232	39	39	22	6		-4	
ScotRail	127	40	28	31	2		7	
South West Trains	253	48	25	26	12		7	
Southeastern	157	40	36	24	9		14	
Southern	496	39	40	21	4		4	
Virgin Trains	252	60	27	13	6		5	

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1171									
Overall satisfaction	1156	93	6	2	85	2	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	1135	87	9	4	79	4	↑	1	=
Ticket buying facilities	744	80	12	7	73	3	=	3	=
Provision of information about train times/platforms	1129	89	8	3	82	3	=	1	=
The upkeep/repair of the station buildings/platforms	1128	80	13	8	70	5	↑	8	↑
Cleanliness	1130	82	13	5	75	4	=	5	↑
The facilities and services	995	58	22	20	56	3	=	4	=
The attitudes and helpfulness of the staff	950	75	20	5	70	-1	=	-1	=
Connections with other forms of public transport	960	75	16	9	77	2	=	4	=
Facilities for car parking	472	58	19	24	49	2	=	6	=
Overall environment	1123	76	18	6	69	0	=	2	=
Your personal security whilst using	1057	71	24	5	70	1	=	5	↑
The availability of staff	1042	67	22	11	58	0	=	1	=
The provision of shelter facilities ¹	1020	72	15	13	68	-	-	-	-
Availability of seating ¹	1088	58	20	21	45	-	-	-	-
How request to station staff was handled	99	92	-	7	84	0	=	3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1159	92	7	1	81	-	-	-	-
The frequency of the trains on that route	1156	86	5	8	77	3	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1143	96	3	1	83	4	↑	4	↑
The length of time the journey was scheduled to take (speed)	1131	92	5	2	85	1	=	2	=
Connections with other train services	691	87	10	3	77	3	=	7	↑
The value for money of the price of your ticket	1087	46	25	29	43	4	=	3	=
Upkeep and repair of the train	1139	92	6	2	76	1	=	0	=
The provision of information during the journey	1084	81	14	4	71	1	=	-2	=
The helpfulness and attitude of staff on train	388	34	46	20	59	-1	=	1	=
The space for luggage	903	49	27	24	52	-2	=	-1	=
The toilet facilities	517	56	27	18	36	-3	=	3	=
Sufficient room for all passengers to sit/stand	1136	66	14	20	68	1	=	1	=
The comfort of the seating area	1125	80	14	5	72	-1	=	1	=
The ease of being able to get on and off	1151	87	9	4	80	1	=	2	=
Your personal security on board	1080	76	19	5	77	0	=	1	=
The cleanliness of the inside	1149	93	6	1	75	1	=	2	=
The cleanliness of the outside	1060	89	9	1	74	1	=	-1	=
The availability of staff	651	19	35	46	38	-3	=	-1	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved 
 Unchanged 
 Declined 

Chiltern Railways

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1199									
Overall satisfaction	1168	91	7	2	85	1		3	
STATION FACILITIES									
Overall satisfaction with the station	1168	87	11	3	79	-1		-3	
Ticket buying facilities	615	81	12	7	73	-1		-3	
Provision of information about train times/platforms	1148	85	8	6	82	0		2	
The upkeep/repair of the station buildings/platforms	1162	83	12	5	70	4		-1	
Cleanliness	1167	86	10	4	75	3		-2	
The facilities and services	1050	68	18	14	56	2		-1	
The attitudes and helpfulness of the staff	862	79	15	6	70	1		2	
Connections with other forms of public transport	900	75	15	10	77	-3		1	
Facilities for car parking	469	72	15	13	49	6		3	
Overall environment	1161	83	13	4	69	0		-2	
Your personal security whilst using	1039	79	19	2	70	2		1	
The availability of staff	984	64	23	13	58	-4		-2	
The provision of shelter facilities ¹	1006	79	14	6	68	-	-	-	-
Availability of seating ¹	1122	57	20	22	45	-	-	-	-
How request to station staff was handled	185	85	7	7	84	-4		-4	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1181	89	8	3	81	-	-	-	-
The frequency of the trains on that route	1173	80	8	12	77	0		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	1161	90	5	5	83	4		8	
The length of time the journey was scheduled to take (speed)	1154	88	7	5	85	1		2	
Connections with other train services	559	72	20	7	77	-3		-3	
The value for money of the price of your ticket	1127	50	19	31	43	1		-1	
Upkeep and repair of the train	1166	89	8	3	76	2		0	
The provision of information during the journey	1066	77	18	5	71	3		0	
The helpfulness and attitude of staff on train	454	56	37	7	59	-6		-7	
The space for luggage	859	55	23	23	52	-7		-5	
The toilet facilities	410	53	28	19	36	0		2	
Sufficient room for all passengers to sit/stand	1160	74	14	12	68	-1		-3	
The comfort of the seating area	1169	81	15	4	72	1		-1	
The ease of being able to get on and off	1175	88	10	2	80	-1		-1	
Your personal security on board	1097	86	12	1	77	1		1	
The cleanliness of the inside	1175	86	11	4	75	0		-1	
The cleanliness of the outside	990	83	15	3	74	-1		-2	
The availability of staff	633	35	40	25	38	-3		-3	
How well train company deals with delays	142	51	34	15	43	13		12	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑

Unchanged =

Declined ↓

First Capital Connect

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 1791	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1745	81	13	6	85	2	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1740	79	14	7	79	4	↑	3	=
Ticket buying facilities	872	71	15	14	73	1	=	2	=
Provision of information about train times/platforms	1726	80	12	9	82	1	=	3	=
The upkeep/repair of the station buildings/platforms	1732	66	21	12	70	0	=	3	=
Cleanliness	1745	75	18	7	75	2	=	5	↑
The facilities and services	1434	54	20	26	56	7	↑	5	↑
The attitudes and helpfulness of the staff	1268	71	21	8	70	0	=	4	=
Connections with other forms of public transport	1364	79	12	8	77	4	=	7	↑
Facilities for car parking	525	45	19	36	49	0	=	0	=
Overall environment	1732	71	20	10	69	5	↑	6	↑
Your personal security whilst using	1576	72	24	4	70	5	↑	7	↑
The availability of staff	1499	60	23	17	58	5	↑	5	↑
The provision of shelter facilities ¹	1404	66	20	15	68	-	-	-	-
Availability of seating ¹	1625	44	22	34	45	-	-	-	-
How request to station staff was handled	253	86	3	9	84	3	=	1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1762	74	16	10	81	-	-	-	-
The frequency of the trains on that route	1747	79	8	13	77	1	=	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1738	81	8	11	83	5	↑	4	↑
The length of time the journey was scheduled to take (speed)	1717	87	8	5	85	3	↑	4	↑
Connections with other train services	1044	79	16	5	77	3	=	3	=
The value for money of the price of your ticket	1607	38	22	39	43	4	↑	0	=
Upkeep and repair of the train	1720	60	21	19	76	-2	=	-3	=
The provision of information during the journey	1499	50	28	22	71	0	=	3	=
The helpfulness and attitude of staff on train	537	38	45	17	59	1	=	6	=
The space for luggage	1375	45	29	26	52	-2	=	1	=
The toilet facilities	605	27	25	48	36	-2	=	1	=
Sufficient room for all passengers to sit/stand	1721	61	17	22	68	-1	=	0	=
The comfort of the seating area	1710	60	23	17	72	-2	=	-1	=
The ease of being able to get on and off	1742	76	16	8	80	0	=	2	=
Your personal security on board	1599	73	23	4	77	1	=	5	↑
The cleanliness of the inside	1743	65	18	17	75	1	=	0	=
The cleanliness of the outside	1532	56	27	16	74	0	=	-4	=
The availability of staff	1013	16	30	54	38	-1	=	1	=
How well train company deals with delays	258	33	40	27	43	3	=	0	=

Improved 
 Unchanged 
 Declined 

First Great Western

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 3037									
Overall satisfaction	2960	83	10	7	85	1	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	2950	79	14	7	79	3	↑	2	=
Ticket buying facilities	1318	74	13	12	73	0	=	0	=
Provision of information about train times/platforms	2915	83	10	7	82	2	=	2	=
The upkeep/repair of the station buildings/platforms	2903	68	21	10	70	4	↑	2	=
Cleanliness	2934	74	19	8	75	3	↑	2	=
The facilities and services	2580	60	18	22	56	6	↑	6	↑
The attitudes and helpfulness of the staff	2202	74	19	7	70	-1	=	1	=
Connections with other forms of public transport	2063	72	16	12	77	2	=	1	=
Facilities for car parking	955	57	22	21	49	2	=	0	=
Overall environment	2923	68	22	10	69	2	=	1	=
Your personal security whilst using	2608	72	24	4	70	2	=	1	=
The availability of staff	2553	59	24	18	58	-3	↓	-2	=
The provision of shelter facilities ¹	2445	68	17	15	68	-	-	-	-
Availability of seating ¹	2816	49	20	31	45	-	-	-	-
How request to station staff was handled	581	88	5	6	84	1	=	1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2994	81	13	7	81	-	-	-	-
The frequency of the trains on that route	2915	75	9	16	77	0	=	-3	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	2946	79	8	13	83	1	=	0	=
The length of time the journey was scheduled to take (speed)	2916	85	8	7	85	0	=	-1	=
Connections with other train services	1645	73	17	10	77	0	=	-3	=
The value for money of the price of your ticket	2880	53	18	29	43	5	↑	0	=
Upkeep and repair of the train	2924	78	14	7	76	2	=	0	=
The provision of information during the journey	2679	69	21	11	71	1	=	1	=
The helpfulness and attitude of staff on train	1733	67	25	8	59	1	=	-3	=
The space for luggage	2339	53	21	26	52	-1	=	-2	=
The toilet facilities	1324	44	23	33	36	0	=	0	=
Sufficient room for all passengers to sit/stand	2906	65	14	22	68	-2	=	-3	=
The comfort of the seating area	2900	72	18	10	72	-1	=	-2	=
The ease of being able to get on and off	2935	76	15	9	80	-1	=	-2	=
Your personal security on board	2730	79	18	3	77	-1	=	-1	=
The cleanliness of the inside	2954	77	14	10	75	0	=	0	=
The cleanliness of the outside	2452	73	20	7	74	-1	=	-1	=
The availability of staff	2215	47	31	22	38	-2	=	-3	=
How well train company deals with delays	707	48	31	22	43	7	↑	3	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑

Unchanged =

Declined ↓

Greater Anglia²

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 2156	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	2120	83	13	4	85	10	↑	6	↑	
STATION FACILITIES										
Overall satisfaction with the station	2098	79	15	5	79	8	↑	6	↑	
Ticket buying facilities	1072	73	13	14	73	4	=	3	=	
Provision of information about train times/platforms	2086	80	11	9	82	6	↑	5	↑	
The upkeep/repair of the station buildings/platforms	2067	71	21	8	70	5	↑	4	=	
Cleanliness	2090	75	18	8	75	7	↑	3	=	
The facilities and services	1838	59	21	19	56	9	↑	7	↑	
The attitudes and helpfulness of the staff	1628	68	22	10	70	3	=	1	=	
Connections with other forms of public transport	1733	80	13	7	77	5	↑	3	=	
Facilities for car parking	677	50	22	28	49	3	=	0	=	
Overall environment	2076	71	21	8	69	9	↑	5	↑	
Your personal security whilst using	1887	69	27	5	70	5	↑	6	↑	
The availability of staff	1840	55	25	20	58	2	=	0	=	
The provision of shelter facilities ¹	1650	66	20	14	68	-	-	-	-	
Availability of seating ¹	1929	45	21	34	45	-	-	-	-	
How request to station staff was handled	321	83	6	11	84	6	=	1	=	
TRAIN FACILITIES										
Overall satisfaction with the train ¹	2124	73	18	9	81	-	-	-	-	
The frequency of the trains on that route	2095	77	9	14	77	4	↑	1	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	2098	83	8	9	83	13	↑	6	↑	
The length of time the journey was scheduled to take (speed)	2067	85	9	6	85	7	↑	5	↑	
Connections with other train services	1187	78	16	6	77	4	=	7	↑	
The value for money of the price of your ticket	1959	37	21	42	43	7	↑	4	↑	
Upkeep and repair of the train	2088	58	20	22	76	2	=	2	=	
The provision of information during the journey	1914	62	23	15	71	7	↑	4	↑	
The helpfulness and attitude of staff on train	995	48	35	18	59	1	=	1	=	
The space for luggage	1639	54	25	22	52	1	=	3	=	
The toilet facilities	918	34	25	41	36	3	=	4	=	
Sufficient room for all passengers to sit/stand	2069	70	15	15	68	4	↑	3	=	
The comfort of the seating area	2099	62	21	17	72	4	↑	2	=	
The ease of being able to get on and off	2102	81	13	5	80	5	↑	4	↑	
Your personal security on board	1965	72	22	6	77	8	↑	5	↑	
The cleanliness of the inside	2105	62	21	17	75	5	↑	-2	=	
The cleanliness of the outside	1835	58	27	16	74	4	↑	-1	=	
The availability of staff	1433	25	30	44	38	-1	=	-2	=	
How well train company deals with delays	282	44	36	20	43	17	↑	12	↑	

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 599	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	568	94	4	3	85	0	=	2	=	
STATION FACILITIES										
Overall satisfaction with the station	571	80	13	7	79	-4	=	0	=	
Ticket buying facilities	364	73	12	15	73	-9	↓	-3	=	
Provision of information about train times/platforms	557	76	14	10	82	0	=	8	↑	
The upkeep/repair of the station buildings/platforms	561	72	16	12	70	-4	=	5	=	
Cleanliness	560	77	15	8	75	-5	=	2	=	
The facilities and services	474	52	24	25	56	-6	=	-2	=	
The attitudes and helpfulness of the staff	455	73	18	9	70	-9	↓	1	=	
Connections with other forms of public transport	515	81	13	6	77	-1	=	4	=	
Facilities for car parking	189	40	17	43	49	4	=	8	=	
Overall environment	568	70	20	11	69	-5	=	-4	=	
Your personal security whilst using	526	70	23	7	70	-3	=	4	=	
The availability of staff	503	62	20	18	58	-10	↓	3	=	
The provision of shelter facilities ¹	454	68	19	14	68	-	-	-	-	
Availability of seating ¹	531	52	21	27	45	-	-	-	-	
How request to station staff was handled	86	76	7	16	84	-15	↓	-10	=	
TRAIN FACILITIES										
Overall satisfaction with the train ¹	576	95	4	1	81	-	-	-	-	
The frequency of the trains on that route	576	70	10	20	77	-6	=	-4	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	572	86	7	7	83	-5	↓	-4	=	
The length of time the journey was scheduled to take (speed)	565	93	6	1	85	-1	=	0	=	
Connections with other train services	408	84	12	4	77	-3	=	0	=	
The value for money of the price of your ticket	510	52	26	22	43	-4	=	-6	=	
Upkeep and repair of the train	570	96	4	1	76	2	=	2	=	
The provision of information during the journey	542	86	12	3	71	2	=	1	=	
The helpfulness and attitude of staff on train	399	74	19	7	59	-7	=	-7	=	
The space for luggage	484	81	12	8	52	5	=	5	=	
The toilet facilities	275	65	25	10	36	6	=	3	=	
Sufficient room for all passengers to sit/stand	573	86	9	6	68	-4	=	-4	=	
The comfort of the seating area	568	90	8	2	72	-2	=	0	=	
The ease of being able to get on and off	574	86	9	5	80	-2	=	-1	=	
Your personal security on board	544	87	12	1	77	3	=	1	=	
The cleanliness of the inside	569	95	4	1	75	3	=	-1	=	
The cleanliness of the outside	522	91	8	2	74	0	=	0	=	
The availability of staff	469	64	23	13	38	2	=	1	=	
How well train company deals with delays	58	41	38	21	43	3	=	-4	=	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

	Autumn 2012				Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 522									
Overall satisfaction	495	93	5	2	85	3	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	480	88	10	2	79	1	=	0	=
Ticket buying facilities	343	90	7	4	73	3	=	-3	=
Provision of information about train times/platforms	486	82	12	6	82	1	=	-1	=
The upkeep/repair of the station buildings/platforms	489	83	10	6	70	6	↑	-1	=
Cleanliness	485	82	14	4	75	6	↑	1	=
The facilities and services	342	66	23	11	56	2	=	2	=
The attitudes and helpfulness of the staff	381	78	18	4	70	0	=	5	=
Connections with other forms of public transport	400	81	15	4	77	-1	=	-1	=
Facilities for car parking	63	74	17	9	49	26	↑	30	↑
Overall environment	485	81	14	5	69	0	=	-2	=
Your personal security whilst using	429	83	16	1	70	3	=	5	=
The availability of staff	425	72	21	7	58	3	=	6	=
The provision of shelter facilities ¹	248	78	16	5	68	-	-	-	-
Availability of seating ¹	404	64	15	22	45	-	-	-	-
How request to station staff was handled	94	92	5	4	84	2	=	-4	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	502	94	4	2	81	-	-	-	-
The frequency of the trains on that route	500	94	3	2	77	8	↑	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	491	96	2	2	83	3	=	2	=
The length of time the journey was scheduled to take (speed)	487	97	3	0	85	0	=	0	=
Connections with other train services	298	84	14	2	77	3	=	4	=
The value for money of the price of your ticket	484	40	22	38	43	7	↑	4	=
Upkeep and repair of the train	499	89	7	3	76	-2	=	-1	=
The provision of information during the journey	460	83	15	2	71	3	=	4	=
The helpfulness and attitude of staff on train	412	85	13	2	59	-2	=	3	=
The space for luggage	489	84	11	5	52	-4	=	-4	=
The toilet facilities	146	73	19	8	36	9	=	8	=
Sufficient room for all passengers to sit/stand	492	88	6	5	68	-2	=	-1	=
The comfort of the seating area	491	89	9	3	72	-1	=	-2	=
The ease of being able to get on and off	493	94	6	0	80	-1	=	1	=
Your personal security on board	468	90	10	0	77	-1	=	0	=
The cleanliness of the inside	494	95	4	1	75	2	=	2	=
The cleanliness of the outside	449	92	8	0	74	0	=	0	=
The availability of staff	428	75	23	2	38	1	=	4	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

London Midland

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1108									
Overall satisfaction	1082	83	11	6	85	-3	↓	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1063	76	16	8	79	-2	=	0	=
Ticket buying facilities	542	75	13	12	73	-3	=	-3	=
Provision of information about train times/platforms	1062	85	9	5	82	3	=	2	=
The upkeep/repair of the station buildings/platforms	1050	70	17	13	70	4	=	1	=
Cleanliness	1066	75	15	10	75	3	=	2	=
The facilities and services	931	54	20	26	56	6	↑	5	=
The attitudes and helpfulness of the staff	823	73	21	6	70	0	=	-1	=
Connections with other forms of public transport	780	69	18	13	77	0	=	1	=
Facilities for car parking	428	57	15	27	49	1	=	5	=
Overall environment	1058	69	19	12	69	2	=	2	=
Your personal security whilst using	950	71	24	6	70	3	=	3	=
The availability of staff	896	56	27	17	58	-3	=	-3	=
The provision of shelter facilities ¹	862	71	16	13	68	-	-	-	-
Availability of seating ¹	1006	53	17	30	45	-	-	-	-
How request to station staff was handled	177	88	5	7	84	2	=	-3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1092	83	12	5	81	-	-	-	-
The frequency of the trains on that route	1079	78	8	14	77	-5	↓	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1086	75	8	17	83	-6	↓	-3	=
The length of time the journey was scheduled to take (speed)	1070	84	10	6	85	-6	↓	-2	=
Connections with other train services	604	76	17	7	77	-2	=	3	=
The value for money of the price of your ticket	999	52	22	26	43	-1	=	0	=
Upkeep and repair of the train	1057	84	10	6	76	1	=	4	↑
The provision of information during the journey	995	76	14	10	71	2	=	8	↑
The helpfulness and attitude of staff on train	599	66	26	8	59	3	=	1	=
The space for luggage	826	55	20	24	52	-2	=	3	=
The toilet facilities	451	52	26	22	36	2	=	1	=
Sufficient room for all passengers to sit/stand	1067	71	11	18	68	-3	=	5	↑
The comfort of the seating area	1061	79	12	9	72	0	=	6	↑
The ease of being able to get on and off	1075	81	13	6	80	-5	↓	0	=
Your personal security on board	1003	79	18	3	77	-1	=	1	=
The cleanliness of the inside	1072	83	10	7	75	1	=	3	=
The cleanliness of the outside	921	83	13	4	74	0	=	3	=
The availability of staff	799	48	27	25	38	3	=	1	=
How well train company deals with delays	254	46	36	18	43	-3	=	5	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved 
 Unchanged 
 Declined 

London Overground

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1134									
Overall satisfaction	1099	93	5	2	85	2		0	
STATION FACILITIES									
Overall satisfaction with the station	1084	87	10	4	79	6		6	
Ticket buying facilities	603	77	11	12	73	3		-1	
Provision of information about train times/platforms	1072	83	9	8	82	1		3	
The upkeep/repair of the station buildings/platforms	1070	78	17	5	70	1		4	
Cleanliness	1071	80	15	5	75	2		2	
The facilities and services	829	45	25	29	56	10		11	
The attitudes and helpfulness of the staff	811	68	21	11	70	3		1	
Connections with other forms of public transport	948	76	12	11	77	1		2	
Facilities for car parking	355	32	27	40	49	-3		6	
Overall environment	1073	77	16	7	69	6		5	
Your personal security whilst using	1017	73	23	4	70	3		5	
The availability of staff	955	62	24	14	58	2		5	
The provision of shelter facilities ¹	948	70	15	15	68	-	-	-	-
Availability of seating ¹	1028	57	17	26	45	-	-	-	-
How request to station staff was handled	104	86	4	7	84	-4		-2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1101	92	5	2	81	-	-	-	-
The frequency of the trains on that route	1095	79	7	14	77	-1		-4	
Punctuality/reliability (i.e. the train arriving/departing on time)	1085	88	6	6	83	1		5	
The length of time the journey was scheduled to take (speed)	1073	88	8	4	85	-1		1	
Connections with other train services	860	83	11	6	77	-1		2	
The value for money of the price of your ticket	958	57	20	23	43	8		3	
Upkeep and repair of the train	1077	94	5	1	76	-1		-2	
The provision of information during the journey	1041	86	12	2	71	0		-1	
The helpfulness and attitude of staff on train	565	57	35	7	59	1		3	
The space for luggage	842	62	21	16	52	-1		-7	
The toilet facilities	315	16	24	59	36	0		-2	
Sufficient room for all passengers to sit/stand	1080	76	9	15	68	-1		-4	
The comfort of the seating area	1074	85	10	4	72	3		-1	
The ease of being able to get on and off	1076	86	7	7	80	2		-3	
Your personal security on board	1036	83	14	3	77	3		1	
The cleanliness of the inside	1087	93	6	2	75	0		0	
The cleanliness of the outside	1000	92	7	1	74	2		1	
The availability of staff	800	42	32	26	38	6		5	
How well train company deals with delays	88	42	30	28	43	-1		0	

Improved 
 Unchanged 
 Declined 

South West Trains

	Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2375									
Overall satisfaction	2324	85	10	5	85	2	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	2282	78	16	6	79	4	↑	4	↑
Ticket buying facilities	1216	74	16	10	73	4	=	3	=
Provision of information about train times/platforms	2241	84	9	7	82	0	=	3	=
The upkeep/repair of the station buildings/platforms	2251	68	21	12	70	10	↑	11	↑
Cleanliness	2277	71	20	9	75	8	↑	9	↑
The facilities and services	1977	58	23	18	56	12	↑	12	↑
The attitudes and helpfulness of the staff	1637	67	25	8	70	-2	=	1	=
Connections with other forms of public transport	1708	78	13	10	77	4	=	4	↑
Facilities for car parking	804	55	19	26	49	5	=	0	=
Overall environment	2266	68	24	9	69	5	↑	7	↑
Your personal security whilst using	2025	68	26	6	70	0	=	4	↑
The availability of staff	1936	52	28	20	58	-2	=	-1	=
The provision of shelter facilities ¹	1929	65	21	14	68	-	-	-	-
Availability of seating ¹	2136	41	20	39	45	-	-	-	-
How request to station staff was handled	349	83	5	11	84	1	=	-5	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2336	83	12	6	81	-	-	-	-
The frequency of the trains on that route	2284	77	10	14	77	-2	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2302	85	6	9	83	4	↑	2	=
The length of time the journey was scheduled to take (speed)	2250	82	9	9	85	-1	=	0	=
Connections with other train services	1310	73	19	8	77	-3	=	-2	=
The value for money of the price of your ticket	2166	37	24	39	43	1	=	-1	=
Upkeep and repair of the train	2279	79	14	6	76	-3	↓	0	=
The provision of information during the journey	2112	74	18	7	71	-1	=	0	=
The helpfulness and attitude of staff on train	1474	71	24	6	59	2	=	4	=
The space for luggage	1803	55	24	21	52	-4	=	2	=
The toilet facilities	1006	36	21	43	36	-3	=	-1	=
Sufficient room for all passengers to sit/stand	2266	67	15	18	68	-6	↓	0	=
The comfort of the seating area	2266	75	17	7	72	0	=	1	=
The ease of being able to get on and off	2308	79	13	8	80	-3	=	-2	=
Your personal security on board	2142	80	17	3	77	-1	=	2	=
The cleanliness of the inside	2317	76	14	10	75	-2	=	1	=
The cleanliness of the outside	1976	79	17	4	74	2	=	1	=
The availability of staff	1841	52	30	17	38	-2	=	-1	=
How well train company deals with delays	253	48	25	26	43	12	↑	7	=

Improved ↑

Unchanged =

Declined ↓

Southeastern

	Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1671									
Overall satisfaction	1628	84	12	4	85	3	↑	2	=
STATION FACILITIES									
Overall satisfaction with the station	1618	75	17	8	79	2	=	-3	=
Ticket buying facilities	807	69	15	15	73	0	=	3	=
Provision of information about train times/platforms	1590	78	12	10	82	1	=	-2	=
The upkeep/repair of the station buildings/platforms	1588	69	17	15	70	4	↑	4	↑
Cleanliness	1604	73	16	11	75	3	=	1	=
The facilities and services	1413	57	19	24	56	7	↑	6	↑
The attitudes and helpfulness of the staff	1242	68	22	10	70	2	=	0	=
Connections with other forms of public transport	1322	76	14	10	77	3	=	1	=
Facilities for car parking	508	44	19	37	49	3	=	-3	=
Overall environment	1601	65	23	12	69	0	=	-3	=
Your personal security whilst using	1467	66	26	7	70	5	↑	3	=
The availability of staff	1449	58	23	19	58	1	=	2	=
The provision of shelter facilities ¹	1318	66	17	17	68	-	-	-	-
Availability of seating ¹	1494	42	21	37	45	-	-	-	-
How request to station staff was handled	217	82	5	13	84	6	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1643	80	16	5	81	-	-	-	-
The frequency of the trains on that route	1630	77	9	14	77	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1622	85	7	8	83	6	↑	5	↑
The length of time the journey was scheduled to take (speed)	1600	85	8	7	85	6	↑	5	↑
Connections with other train services	926	77	16	7	77	5	↑	7	↑
The value for money of the price of your ticket	1467	38	22	40	43	6	↑	2	=
Upkeep and repair of the train	1597	75	15	10	76	3	=	3	=
The provision of information during the journey	1495	71	18	12	71	3	=	4	=
The helpfulness and attitude of staff on train	750	54	32	14	59	-2	=	2	=
The space for luggage	1243	48	25	27	52	0	=	0	=
The toilet facilities	629	30	25	44	36	2	=	-1	=
Sufficient room for all passengers to sit/stand	1588	68	13	19	68	7	↑	5	↑
The comfort of the seating area	1614	71	18	11	72	4	=	5	↑
The ease of being able to get on and off	1633	81	13	6	80	3	=	2	=
Your personal security on board	1515	73	22	5	77	3	=	2	=
The cleanliness of the inside	1628	73	16	11	75	2	=	1	=
The cleanliness of the outside	1405	71	21	8	74	3	=	1	=
The availability of staff	1080	33	27	40	38	0	=	0	=
How well train company deals with delays	157	40	36	24	43	9	=	14	↑

Improved ↑
 Unchanged =
 Declined ↓

Southern

	Autumn 2012				Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2639									
Overall satisfaction	2571	82	13	5	85	1	=	-1	=
STATION FACILITIES									
Overall satisfaction with the station	2535	78	16	6	79	3	=	0	=
Ticket buying facilities	1176	70	16	14	73	1	=	-3	=
Provision of information about train times/platforms	2517	80	12	8	82	2	=	-1	=
The upkeep/repair of the station buildings/platforms	2505	69	19	13	70	4	↑	1	=
Cleanliness	2540	75	17	8	75	6	↑	2	=
The facilities and services	2166	57	20	23	56	9	↑	7	↑
The attitudes and helpfulness of the staff	1900	72	18	10	70	3	=	2	=
Connections with other forms of public transport	2046	80	13	8	77	8	↑	7	↑
Facilities for car parking	623	41	22	37	49	1	=	-3	=
Overall environment	2534	68	22	10	69	3	=	-1	=
Your personal security whilst using	2296	70	26	4	70	4	↑	1	=
The availability of staff	2174	60	23	16	58	2	=	2	=
The provision of shelter facilities ¹	1870	69	18	12	68	-	-	-	-
Availability of seating ¹	2238	39	21	39	45	-	-	-	-
How request to station staff was handled	446	82	5	11	84	2	=	-3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2601	80	15	6	81	-	-	-	-
The frequency of the trains on that route	2561	75	10	15	77	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2554	77	9	14	83	-1	=	-1	=
The length of time the journey was scheduled to take (speed)	2525	84	9	7	85	1	=	0	=
Connections with other train services	1529	77	15	8	77	1	=	1	=
The value for money of the price of your ticket	2375	42	22	35	43	4	↑	0	=
Upkeep and repair of the train	2535	72	18	11	76	5	↑	0	=
The provision of information during the journey	2334	75	18	8	71	3	↑	2	=
The helpfulness and attitude of staff on train	1102	57	33	10	59	3	=	-4	=
The space for luggage	1965	46	25	29	52	-2	=	-3	=
The toilet facilities	875	36	23	41	36	7	↑	1	=
Sufficient room for all passengers to sit/stand	2528	66	15	18	68	1	=	1	=
The comfort of the seating area	2538	70	20	10	72	1	=	-2	=
The ease of being able to get on and off	2567	77	15	8	80	2	=	1	=
Your personal security on board	2367	76	21	3	77	4	↑	0	=
The cleanliness of the inside	2572	74	17	10	75	3	↑	1	=
The cleanliness of the outside	2172	71	23	6	74	1	=	-3	=
The availability of staff	1686	35	33	32	38	-2	=	-5	↓
How well train company deals with delays	496	39	40	21	43	4	=	4	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑

Unchanged =

Declined ↓

CrossCountry

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1425									
Overall satisfaction	1394	85	9	7	89	0	=	3	=
STATION FACILITIES									
Overall satisfaction with the station	1381	80	13	7	84	1	=	0	=
Ticket buying facilities	461	84	11	5	86	6	↑	1	=
Provision of information about train times/platforms	1380	85	8	8	88	1	=	0	=
The upkeep/repair of the station buildings/platforms	1368	71	18	12	76	4	=	1	=
Cleanliness	1386	74	17	8	80	1	=	1	=
The facilities and services	1188	67	19	14	71	7	↑	3	=
The attitudes and helpfulness of the staff	1028	79	17	4	80	0	=	2	=
Connections with other forms of public transport	808	74	17	9	80	0	=	3	=
Facilities for car parking	432	58	18	24	60	0	=	0	=
Overall environment	1376	70	18	12	76	1	=	-1	=
Your personal security whilst using	1208	77	22	1	78	4	↑	4	=
The availability of staff	1178	68	20	12	68	1	=	1	=
The provision of shelter facilities ¹	1149	75	16	9	76	-	-	-	-
Availability of seating ¹	1304	53	19	28	52	-	-	-	-
How request to station staff was handled	361	89	3	8	89	-3	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1406	82	11	7	87	-	-	-	-
The frequency of the trains on that route	1343	79	11	10	85	-2	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1384	82	5	13	87	-3	=	3	=
The length of time the journey was scheduled to take (speed)	1374	85	9	6	89	-2	=	0	=
Connections with other train services	773	78	12	10	82	1	=	1	=
The value for money of the price of your ticket	1337	53	20	27	55	5	↑	1	=
Upkeep and repair of the train	1367	82	12	6	85	2	=	3	↑
The provision of information during the journey	1292	73	20	8	78	-4	=	-1	=
The helpfulness and attitude of staff on train	1050	79	17	4	80	1	=	3	=
The space for luggage	1139	50	19	30	56	-5	=	-2	=
The toilet facilities	644	48	22	29	54	0	=	-1	=
Sufficient room for all passengers to sit/stand	1379	65	15	20	71	-5	↓	1	=
The comfort of the seating area	1370	74	15	10	80	-2	=	-1	=
The ease of being able to get on and off	1393	80	14	7	83	-3	=	2	=
Your personal security on board	1298	84	15	1	86	-1	=	3	=
The cleanliness of the inside	1392	79	12	10	84	0	=	2	=
The cleanliness of the outside	1127	79	17	3	81	1	=	2	=
The availability of staff	1179	64	25	11	66	-3	=	1	=
How well train company deals with delays	310	51	31	18	56	-1	=	5	=

Improved ↑
 Unchanged =
 Declined ↓

East Coast

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1251									
Overall satisfaction	1218	92	4	3	89	4	↑	5	↑
STATION FACILITIES									
Overall satisfaction with the station	1215	88	8	4	84	13	↑	11	↑
Ticket buying facilities	269	86	9	5	86	2	=	4	=
Provision of information about train times/platforms	1212	91	5	4	88	5	↑	6	↑
The upkeep/repair of the station buildings/platforms	1207	83	11	6	76	18	↑	17	↑
Cleanliness	1222	88	9	3	80	16	↑	16	↑
The facilities and services	1084	79	14	7	71	22	↑	19	↑
The attitudes and helpfulness of the staff	819	83	13	4	80	7	↑	7	↑
Connections with other forms of public transport	845	85	10	6	80	5	↑	5	↑
Facilities for car parking	305	57	17	26	60	8	=	1	=
Overall environment	1206	82	12	6	76	18	↑	16	↑
Your personal security whilst using	1068	80	18	1	78	10	↑	10	↑
The availability of staff	968	73	19	8	68	6	↑	7	↑
The provision of shelter facilities ¹	920	77	14	9	76	-	-	-	-
Availability of seating ¹	1132	48	17	35	52	-	-	-	-
How request to station staff was handled	235	88	5	7	89	3	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1236	89	8	3	87	-	-	-	-
The frequency of the trains on that route	1179	91	4	5	85	1	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1217	89	4	7	87	2	=	11	↑
The length of time the journey was scheduled to take (speed)	1209	92	5	3	89	2	=	3	↑
Connections with other train services	620	84	9	7	82	5	=	5	=
The value for money of the price of your ticket	1187	58	18	24	55	2	=	1	=
Upkeep and repair of the train	1220	82	10	8	85	3	=	1	=
The provision of information during the journey	1141	81	13	5	78	3	=	2	=
The helpfulness and attitude of staff on train	946	85	12	3	80	3	=	5	↑
The space for luggage	1046	66	16	18	56	3	=	5	=
The toilet facilities	786	54	24	22	54	2	=	-1	=
Sufficient room for all passengers to sit/stand	1196	81	12	7	71	1	=	2	=
The comfort of the seating area	1224	81	12	7	80	2	=	-1	=
The ease of being able to get on and off	1221	84	11	5	83	0	=	0	=
Your personal security on board	1151	90	10	0	86	4	↑	4	↑
The cleanliness of the inside	1231	85	10	4	84	3	=	1	=
The cleanliness of the outside	1005	77	17	5	81	2	=	-1	=
The availability of staff	1031	72	20	8	66	0	=	2	↑
How well train company deals with delays	254	69	21	10	56	6	=	13	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1045									
Overall satisfaction	1022	89	7	4	89	2	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	1023	89	8	3	84	4	↑	6	↑
Ticket buying facilities	417	87	6	7	86	6	↑	8	↑
Provision of information about train times/platforms	1008	86	10	5	88	2	=	0	=
The upkeep/repair of the station buildings/platforms	1006	82	12	6	76	2	=	4	=
Cleanliness	1020	86	11	3	80	3	=	3	=
The facilities and services	910	70	17	13	71	6	↑	3	=
The attitudes and helpfulness of the staff	779	81	13	6	80	3	=	4	=
Connections with other forms of public transport	749	77	14	10	80	5	=	6	↑
Facilities for car parking	360	70	15	15	60	3	=	6	=
Overall environment	1000	83	13	4	76	3	=	5	↑
Your personal security whilst using	924	78	21	1	78	2	=	4	=
The availability of staff	879	72	19	9	68	3	=	4	=
The provision of shelter facilities ¹	840	79	13	9	76	-	-	-	-
Availability of seating ¹	968	55	18	27	52	-	-	-	-
How request to station staff was handled	186	91	2	7	89	1	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1036	87	9	4	87	-	-	-	-
The frequency of the trains on that route	1012	85	6	9	85	3	=	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1028	88	5	7	87	0	=	0	=
The length of time the journey was scheduled to take (speed)	1014	89	7	5	89	0	=	-1	=
Connections with other train services	545	79	12	8	82	0	=	2	=
The value for money of the price of your ticket	993	49	19	32	55	-3	=	-4	=
Upkeep and repair of the train	1014	85	10	5	85	0	=	0	=
The provision of information during the journey	926	74	20	7	78	2	=	3	=
The helpfulness and attitude of staff on train	767	78	18	5	80	-2	=	-1	=
The space for luggage	843	56	21	23	56	0	=	-2	=
The toilet facilities	492	54	23	23	54	4	=	1	=
Sufficient room for all passengers to sit/stand	1016	70	13	16	71	-4	=	-6	↓
The comfort of the seating area	1016	81	12	6	80	0	=	-2	=
The ease of being able to get on and off	1028	84	12	4	83	-1	=	1	=
Your personal security on board	969	86	13	1	86	0	=	1	=
The cleanliness of the inside	1030	84	10	6	84	0	=	2	=
The cleanliness of the outside	881	77	17	6	81	3	=	2	=
The availability of staff	887	62	27	12	66	-5	↓	-6	↓
How well train company deals with delays	156	56	33	11	56	6	=	18	↑

Improved ↑
 Unchanged =
 Declined ↓

First Hull Trains

	Autumn 2012				Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 596									
Overall satisfaction	568	95	5	0	89	2	=	7	↑
STATION FACILITIES									
Overall satisfaction with the station	563	92	7	1	84	10	↑	14	↑
Ticket buying facilities	200	86	9	5	86	6	=	4	=
Provision of information about train times/platforms	553	88	8	4	88	3	=	4	=
The upkeep/repair of the station buildings/platforms	571	88	10	2	76	12	↑	18	↑
Cleanliness	573	91	7	2	80	14	↑	20	↑
The facilities and services	508	76	12	11	71	18	↑	26	↑
The attitudes and helpfulness of the staff	390	81	16	3	80	5	=	12	↑
Connections with other forms of public transport	431	83	9	8	80	2	=	9	↑
Facilities for car parking	277	70	15	15	60	-1	=	1	=
Overall environment	560	88	10	2	76	14	↑	21	↑
Your personal security whilst using	495	80	19	2	78	7	=	10	↑
The availability of staff	447	68	21	11	68	4	=	14	↑
The provision of shelter facilities ¹	469	83	13	4	76	-	-	-	-
Availability of seating ¹	518	57	17	25	52	-	-	-	-
How request to station staff was handled	98	90	6	4	89	0	=	1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	570	97	3	0	87	-	-	-	-
The frequency of the trains on that route	543	79	13	9	85	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	568	94	5	1	87	1	=	9	↑
The length of time the journey was scheduled to take (speed)	569	93	6	1	89	0	=	2	=
Connections with other train services	304	83	13	4	82	5	=	2	=
The value for money of the price of your ticket	553	60	19	20	55	4	=	-1	=
Upkeep and repair of the train	559	93	7	1	85	3	=	3	=
The provision of information during the journey	530	87	11	2	78	-2	=	3	=
The helpfulness and attitude of staff on train	529	93	6	1	80	1	=	2	=
The space for luggage	519	72	14	14	56	0	=	-3	=
The toilet facilities	405	65	16	19	54	1	=	-4	=
Sufficient room for all passengers to sit/stand	560	92	6	2	71	6	↑	4	=
The comfort of the seating area	565	91	7	2	80	5	↑	2	=
The ease of being able to get on and off	566	91	7	2	83	0	=	0	=
Your personal security on board	533	92	8	1	86	3	=	1	=
The cleanliness of the inside	576	96	3	0	84	5	↑	6	↑
The cleanliness of the outside	503	90	9	1	81	2	=	1	=
The availability of staff	535	87	12	1	66	-3	=	1	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 1111	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1082	88	6	6	89	0	=	4	↑	
STATION FACILITIES										
Overall satisfaction with the station	1082	86	10	3	84	0	=	1	=	
Ticket buying facilities	463	87	8	4	86	0	=	-1	=	
Provision of information about train times/platforms	1071	91	5	4	88	3	=	4	↑	
The upkeep/repair of the station buildings/platforms	1063	79	14	7	76	-3	=	1	=	
Cleanliness	1083	82	13	5	80	-2	=	1	=	
The facilities and services	981	74	15	11	71	7	↑	7	↑	
The attitudes and helpfulness of the staff	812	80	16	4	80	2	=	-1	=	
Connections with other forms of public transport	729	80	13	7	80	7	↑	9	↑	
Facilities for car parking	360	58	16	26	60	-4	=	-7	=	
Overall environment	1078	78	17	5	76	-4	=	-2	=	
Your personal security whilst using	948	81	18	2	78	3	=	6	↑	
The availability of staff	915	69	24	8	68	0	=	0	=	
The provision of shelter facilities ¹	944	78	14	8	76	-	-	-	-	
Availability of seating ¹	1034	59	16	26	52	-	-	-	-	
How request to station staff was handled	203	89	4	5	89	1	=	0	=	
TRAIN FACILITIES										
Overall satisfaction with the train ¹	1094	88	7	6	87	-	-	-	-	
The frequency of the trains on that route	1058	81	8	11	85	-5	↓	-1	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1077	88	5	7	87	0	=	5	↑	
The length of time the journey was scheduled to take (speed)	1067	88	7	4	89	-3	=	0	=	
Connections with other train services	603	81	14	6	82	0	=	-1	=	
The value for money of the price of your ticket	1054	57	17	26	55	0	=	-2	=	
Upkeep and repair of the train	1067	89	9	3	85	0	=	2	=	
The provision of information during the journey	996	80	15	5	78	-1	=	1	=	
The helpfulness and attitude of staff on train	793	81	16	4	80	-2	=	1	=	
The space for luggage	904	52	18	30	56	2	=	5	=	
The toilet facilities	452	56	20	23	54	0	=	5	=	
Sufficient room for all passengers to sit/stand	1063	61	15	24	71	-2	=	-1	=	
The comfort of the seating area	1059	80	14	7	80	0	=	-1	=	
The ease of being able to get on and off	1072	81	12	7	83	-1	=	2	=	
Your personal security on board	1010	84	14	2	86	-2	=	2	=	
The cleanliness of the inside	1087	86	9	4	84	0	=	2	=	
The cleanliness of the outside	908	85	14	2	81	3	=	3	=	
The availability of staff	910	66	23	12	66	-2	=	1	=	
How well train company deals with delays	196	49	29	21	56	-6	=	-4	=	

Improved ↑
 Unchanged =
 Declined ↓

Grand Central

	Autumn 2012				Improvement/decline in % satisfied or good since Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 992									
Overall satisfaction	946	96	4	1	89	-	-	1	=
STATION FACILITIES									
Overall satisfaction with the station	953	88	8	4	84	-	-	12	↑
Ticket buying facilities	415	83	11	6	86	-	-	4	=
Provision of information about train times/platforms	933	89	6	5	88	-	-	4	↑
The upkeep/repair of the station buildings/platforms	941	87	9	4	76	-	-	16	↑
Cleanliness	946	89	8	3	80	-	-	13	↑
The facilities and services	823	75	9	16	71	-	-	25	↑
The attitudes and helpfulness of the staff	630	75	21	4	80	-	-	1	=
Connections with other forms of public transport	755	86	7	6	80	-	-	7	↑
Facilities for car parking	470	55	18	27	60	-	-	1	=
Overall environment	949	83	11	6	76	-	-	17	↑
Your personal security whilst using	833	78	18	4	78	-	-	9	↑
The availability of staff	757	61	22	17	68	-	-	7	↑
The provision of shelter facilities ¹	826	80	12	8	76	-	-	-	-
Availability of seating ¹	874	54	16	30	52	-	-	-	-
How request to station staff was handled	150	88	5	6	89	-	-	0	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	967	94	5	1	87	-	-	-	-
The frequency of the trains on that route	873	73	14	13	85	-	-	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	956	94	4	2	87	-	-	2	=
The length of time the journey was scheduled to take (speed)	938	91	6	2	89	-	-	-1	=
Connections with other train services	517	82	16	2	82	-	-	-1	=
The value for money of the price of your ticket	915	73	15	13	55	-	-	-6	↓
Upkeep and repair of the train	954	85	10	5	85	-	-	-3	=
The provision of information during the journey	875	86	11	3	78	-	-	3	=
The helpfulness and attitude of staff on train	882	92	7	2	80	-	-	-1	=
The space for luggage	898	80	11	9	56	-	-	-4	=
The toilet facilities	693	65	20	15	54	-	-	-1	=
Sufficient room for all passengers to sit/stand	960	93	4	2	71	-	-	-1	=
The comfort of the seating area	961	90	7	3	80	-	-	-3	↓
The ease of being able to get on and off	953	89	8	2	83	-	-	-1	=
Your personal security on board	913	91	8	1	86	-	-	-1	=
The cleanliness of the inside	960	89	7	4	84	-	-	-2	=
The cleanliness of the outside	825	86	11	3	81	-	-	-2	=
The availability of staff	883	83	14	3	66	-	-	1	=
How well train company deals with delays	93	77	15	8	56	-	-	7	=

Improved ↑

Unchanged =

Declined ↓

Virgin Trains

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 1392	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1375	92	5	3	89	1	=	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1358	80	14	6	84	-1	=	-2	=
Ticket buying facilities	395	87	10	3	86	5	=	2	=
Provision of information about train times/platforms	1350	87	8	5	88	0	=	-2	=
The upkeep/repair of the station buildings/platforms	1330	71	19	10	76	0	=	0	=
Cleanliness	1353	77	15	8	80	3	=	1	=
The facilities and services	1206	70	18	12	71	8	↑	3	=
The attitudes and helpfulness of the staff	910	77	21	3	80	3	=	2	=
Connections with other forms of public transport	971	87	10	4	80	5	↑	6	↑
Facilities for car parking	349	55	15	30	60	-3	=	-9	↓
Overall environment	1351	70	19	11	76	-1	=	-4	=
Your personal security whilst using	1202	76	22	2	78	3	=	0	=
The availability of staff	1072	62	26	12	68	3	=	2	=
The provision of shelter facilities ¹	975	74	17	9	76	-	-	-	-
Availability of seating ¹	1231	44	14	42	52	-	-	-	-
How request to station staff was handled	246	90	5	4	89	3	=	8	↑
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1376	92	6	2	87	-	-	-	-
The frequency of the trains on that route	1323	91	4	5	85	2	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1355	90	4	7	87	1	=	4	↑
The length of time the journey was scheduled to take (speed)	1349	94	4	2	89	0	=	3	↑
Connections with other train services	753	87	10	3	82	-1	=	4	=
The value for money of the price of your ticket	1320	60	18	23	55	1	=	0	=
Upkeep and repair of the train	1356	89	9	3	85	-1	=	1	=
The provision of information during the journey	1286	84	12	4	78	2	=	4	↑
The helpfulness and attitude of staff on train	1024	81	16	3	80	0	=	1	=
The space for luggage	1190	59	17	24	56	2	=	7	↑
The toilet facilities	882	57	24	19	54	3	=	4	=
Sufficient room for all passengers to sit/stand	1328	82	11	7	71	3	=	11	↑
The comfort of the seating area	1355	84	11	5	80	2	=	7	↑
The ease of being able to get on and off	1362	89	9	2	83	-1	=	1	=
Your personal security on board	1295	89	10	0	86	1	=	2	=
The cleanliness of the inside	1374	90	7	4	84	0	=	3	↑
The cleanliness of the outside	1119	87	11	2	81	1	=	4	↑
The availability of staff	1124	68	21	10	66	-2	=	1	=
How well train company deals with delays	252	60	27	13	56	6	=	5	=

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

Overall sample size 1352	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1308	88	8	4	86	0	=	3	=
STATION FACILITIES									
Overall satisfaction with the station	1300	78	15	7	82	-1	=	6	↑
Ticket buying facilities	716	81	10	9	82	6	=	1	=
Provision of information about train times/platforms	1273	81	12	7	86	0	=	1	=
The upkeep/repair of the station buildings/platforms	1280	66	20	14	77	1	=	3	=
Cleanliness	1281	68	19	13	80	0	=	5	↑
The facilities and services	1100	49	18	32	54	1	=	6	↑
The attitudes and helpfulness of the staff	992	78	16	7	78	3	=	4	=
Connections with other forms of public transport	844	70	17	14	73	3	=	9	↑
Facilities for car parking	713	69	14	16	54	7	=	11	↑
Overall environment	1284	66	21	13	75	0	=	3	=
Your personal security whilst using	1151	66	26	8	72	-1	=	-1	=
The availability of staff	1112	60	18	21	64	4	=	2	=
The provision of shelter facilities ¹	1192	72	15	13	76	-	-	-	-
Availability of seating ¹	1254	55	17	28	59	-	-	-	-
How request to station staff was handled	247	86	8	5	90	-3	=	-4	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1326	86	10	4	81	-	-	-	-
The frequency of the trains on that route	1277	77	8	16	79	-1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1309	86	7	8	84	-1	=	-1	=
The length of time the journey was scheduled to take (speed)	1290	86	9	6	89	1	=	2	=
Connections with other train services	871	80	15	6	76	3	=	3	=
The value for money of the price of your ticket	1283	55	17	28	57	-1	=	-4	=
Upkeep and repair of the train	1287	79	13	9	71	3	=	4	=
The provision of information during the journey	1199	66	23	10	71	0	=	2	=
The helpfulness and attitude of staff on train	1129	82	15	3	75	1	=	3	=
The space for luggage	1119	66	17	17	61	7	↑	6	=
The toilet facilities	749	51	21	28	42	2	=	5	=
Sufficient room for all passengers to sit/stand	1308	73	11	16	75	2	=	1	=
The comfort of the seating area	1310	76	15	9	74	-1	=	0	=
The ease of being able to get on and off	1309	84	13	3	85	2	=	1	=
Your personal security on board	1263	81	15	3	80	-1	=	-1	=
The cleanliness of the inside	1319	80	12	8	74	2	=	5	↑
The cleanliness of the outside	1127	74	20	6	70	5	=	5	=
The availability of staff	1206	70	20	10	60	-1	=	0	=
How well train company deals with delays	151	42	35	23	40	2	=	-3	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved 
 Unchanged 
 Declined 

Merseyrail

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 700									
Overall satisfaction	694	92	6	2	86	-4		-1	
STATION FACILITIES									
Overall satisfaction with the station	674	87	10	2	82	1		3	
Ticket buying facilities	328	89	6	5	82	-1		-2	
Provision of information about train times/platforms	649	88	7	5	86	-1		1	
The upkeep/repair of the station buildings/platforms	675	81	11	8	77	6		10	
Cleanliness	675	86	8	6	80	9		8	
The facilities and services	544	62	15	23	54	9		14	
The attitudes and helpfulness of the staff	571	88	8	4	78	7		3	
Connections with other forms of public transport	500	82	10	8	73	9		12	
Facilities for car parking	296	64	13	23	54	15		13	
Overall environment	672	83	11	7	75	6		9	
Your personal security whilst using	641	81	16	4	72	5		9	
The availability of staff	604	82	12	6	64	1		4	
The provision of shelter facilities ¹	536	84	8	7	76	-	-	-	-
Availability of seating ¹	661	68	14	18	59	-	-	-	-
How request to station staff was handled	62	88	-	9	90	7		-2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	695	89	10	2	81	-	-	-	-
The frequency of the trains on that route	692	94	3	3	79	-4		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	690	92	3	5	84	-3		-4	
The length of time the journey was scheduled to take (speed)	682	96	3	1	89	-1		-1	
Connections with other train services	378	89	6	5	76	-1		-3	
The value for money of the price of your ticket	577	70	10	20	57	3		4	
Upkeep and repair of the train	684	80	13	7	71	-2		0	
The provision of information during the journey	656	90	8	2	71	4		9	
The helpfulness and attitude of staff on train	351	63	28	8	75	-4		-4	
The space for luggage	513	59	19	22	61	-1		0	
The toilet facilities	185	21	11	69	42	10		7	
Sufficient room for all passengers to sit/stand	675	80	11	8	75	-1		2	
The comfort of the seating area	684	80	12	7	74	0		4	
The ease of being able to get on and off	680	90	7	3	85	0		3	
Your personal security on board	654	83	14	3	80	3		6	
The cleanliness of the inside	693	80	12	8	74	0		2	
The cleanliness of the outside	609	71	21	8	70	4		0	
The availability of staff	520	45	31	23	60	-2		0	
How well train company deals with delays	57	43	37	19	40	14		-7	

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1051									
Overall satisfaction	1035	80	11	10	86	0	=	-3	=
STATION FACILITIES									
Overall satisfaction with the station	1021	78	15	7	82	4	=	2	=
Ticket buying facilities	542	78	10	13	82	3	=	5	=
Provision of information about train times/platforms	1004	83	10	7	86	3	=	2	=
The upkeep/repair of the station buildings/platforms	1011	75	16	9	77	4	=	7	↑
Cleanliness	1018	80	13	7	80	8	↑	9	↑
The facilities and services	892	52	19	29	54	3	=	3	=
The attitudes and helpfulness of the staff	819	74	18	8	78	4	=	3	=
Connections with other forms of public transport	775	75	13	13	73	9	↑	6	↑
Facilities for car parking	451	57	20	24	54	4	=	-3	=
Overall environment	1019	73	18	10	75	5	↑	7	↑
Your personal security whilst using	921	70	24	6	72	4	=	6	↑
The availability of staff	903	58	21	21	64	-3	=	1	=
The provision of shelter facilities ¹	931	70	16	14	76	-	-	-	-
Availability of seating ¹	994	55	19	26	59	-	-	-	-
How request to station staff was handled	165	90	2	7	90	6	=	1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1034	71	16	13	81	-	-	-	-
The frequency of the trains on that route	1018	73	7	20	79	3	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1022	77	9	15	84	-1	=	-4	=
The length of time the journey was scheduled to take (speed)	1018	85	9	6	89	1	=	-2	=
Connections with other train services	584	73	19	8	76	0	=	-5	=
The value for money of the price of your ticket	940	57	16	27	57	7	↑	-3	=
Upkeep and repair of the train	1004	57	19	25	71	3	=	0	=
The provision of information during the journey	906	60	23	17	71	4	=	2	=
The helpfulness and attitude of staff on train	753	71	24	5	75	0	=	-1	=
The space for luggage	775	57	18	25	61	0	=	1	=
The toilet facilities	410	39	21	40	42	5	=	-4	=
Sufficient room for all passengers to sit/stand	1006	71	13	16	75	5	↑	7	↑
The comfort of the seating area	997	65	17	18	74	5	↑	3	=
The ease of being able to get on and off	1010	81	12	7	85	4	=	3	=
Your personal security on board	971	79	17	4	80	3	=	0	=
The cleanliness of the inside	1027	63	21	17	74	5	↑	1	=
The cleanliness of the outside	901	61	27	12	70	14	↑	-1	=
The availability of staff	885	58	26	17	60	-2	=	1	=
How well train company deals with delays	232	39	39	22	40	6	=	-4	=

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
 Unchanged =
 Declined ↓

ScotRail

Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012Improvement/decline in %
satisfied or good since
Autumn 2011

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1309									
Overall satisfaction	1282	90	8	2	86	1	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1275	84	11	4	82	2	=	0	=
Ticket buying facilities	694	84	10	7	82	3	=	2	=
Provision of information about train times/platforms	1253	89	7	4	86	3	=	4	=
The upkeep/repair of the station buildings/platforms	1242	80	12	8	77	3	=	2	=
Cleanliness	1253	81	12	7	80	-1	=	-2	=
The facilities and services	1085	53	24	23	54	2	=	-3	=
The attitudes and helpfulness of the staff	952	76	17	7	78	-2	=	0	=
Connections with other forms of public transport	865	67	20	13	73	-3	=	-7	=
Facilities for car parking	535	38	17	45	54	-9	=	-11	↓
Overall environment	1253	76	16	8	75	1	=	-2	=
Your personal security whilst using	1129	71	20	9	72	-3	=	0	=
The availability of staff	1086	63	22	15	64	-4	=	-1	=
The provision of shelter facilities ¹	1070	82	12	7	76	-	-	-	-
Availability of seating ¹	1204	61	17	21	59	-	-	-	-
How request to station staff was handled	216	91	2	7	90	3	=	-1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1292	87	9	4	81	-	-	-	-
The frequency of the trains on that route	1266	81	9	10	79	-3	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1270	87	5	8	84	0	=	1	=
The length of time the journey was scheduled to take (speed)	1265	92	5	3	89	2	=	0	=
Connections with other train services	599	70	18	12	76	-9	↓	-7	=
The value for money of the price of your ticket	1249	52	19	29	57	1	=	-6	=
Upkeep and repair of the train	1269	81	13	6	71	-2	=	0	=
The provision of information during the journey	1165	74	18	8	71	-6	↓	-2	=
The helpfulness and attitude of staff on train	1028	79	15	6	75	-2	=	0	=
The space for luggage	964	65	18	16	61	-3	=	0	=
The toilet facilities	552	49	24	27	42	-3	=	-1	=
Sufficient room for all passengers to sit/stand	1262	79	10	11	75	2	=	2	=
The comfort of the seating area	1280	82	12	6	74	2	=	0	=
The ease of being able to get on and off	1276	88	8	4	85	0	=	-1	=
Your personal security on board	1227	80	15	5	80	-7	↓	-6	=
The cleanliness of the inside	1280	82	12	6	74	-2	=	-1	=
The cleanliness of the outside	1028	81	14	5	70	3	=	4	=
The availability of staff	1140	65	26	9	60	-7	↓	-6	=
How well train company deals with delays	127	40	28	31	40	2	=	7	=

Individual train company results by route

Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2011

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2012 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	484	88	=	Greater Anglia* - Intercity	397	82	=	South West Trains - London	770	86	=
Arriva Trains Wales - South Wales	398	87	=	Greater Anglia* - Mainline	368	84	↑	South West Trains - Mainline	165	84	=
Arriva Trains Wales - Valley	426	88	=	Greater Anglia* - Metro	417	80	=	South West Trains - Metro	377	89	=
c2c	1156	93	=	Greater Anglia* - Rural	170	89	=	South West Trains - Not Managed By South West Trains	172	89	=
Chiltern Railways - North	277	94	↑	Greater Anglia* - Stansted Express	178	93	=	South West Trains - Portsmouth	55	84	=
Chiltern Railways - South	891	90	=	Greater Anglia* - West Anglia	590	81	↑	South West Trains - Reading/Windsor	208	80	=
Crosscountry - Birmingham - Manchester	136	87	=	Heathrow Connect	568	94	=	South West Trains - Suburban	282	86	↑
Crosscountry - Birmingham - North East and Scotland	330	87	=	Heathrow Express	495	93	=	South West Trains - West of England	189	86	=
Crosscountry - Birmingham - South Coast	307	79	=	London Midland - London Commuter	352	81	=	Virgin - Birmingham - Scotland	183	94	=
Crosscountry - Birmingham - South West	297	80	=	London Midland - West Coast	239	82	=	Virgin - London - Liverpool	129	96	=
Crosscountry - Birmingham - Stansted	199	87	=	London Midland - West Midlands	491	85	=	Virgin - London - Manchester	380	94	=
Crosscountry - Nottingham - Cardiff	125	92	=	London Overground - Gospel Oak - Barking	277	93	=	Virgin - London - North Wales	124	90	=
East Coast - London - East Midlands/East of England	215	93	=	London Overground - Richmond/Clapham - Stratford	337	91	=	Virgin - London - Scotland	258	93	↑
East Coast - London - North East & Scotland	251	94	↑	London Overground - Watford - Euston	280	93	=	Virgin - London - Wolverhampton	301	90	=
East Coast - London - Yorkshire	300	94	↑	London Overground - Dalston - Croydon	205	95	=				
East Coast - Non-London journeys	452	90	=	Merseyrail - Northern	307	91	=				
East Midlands Trains - Liverpool - Norwich	235	83	=	Merseyrail - Wirral	387	93	=				
East Midlands Trains - Local	229	92	=	Northern - Lancashire & Cumbria	117	79	=				
East Midlands Trains - London	558	90	=	Northern - Manchester & Liverpool	376	76	=				
First Capital Connect - Great Northern	570	82	=	Northern - South & East Yorkshire	184	78	↓				
First Capital Connect - Thameslink Loop	305	84	=	Northern - Tyne Tees & Wear	109	79	↓				
First Capital Connect - Thameslink North	584	79	=	Northern - West & North Yorkshire	249	86	=				
First Capital Connect - Thameslink South	286	77	=	Scotrail - Interurban	541	90	=				
First Great Western - Long Distance	1339	86	=	Scotrail - Rural	161	96	=				
First Great Western - London Thames Valley	1048	81	=	Scotrail - Strathclyde	237	90	=				
First Great Western - West	573	80	=	Scotrail - Urban	343	89	=				
First Hull Trains	568	95	↑	Southeastern - High Speed	287	95	=				
First TransPennine Express - North	600	89	↑	Southeastern - Mainline	409	84	=				
First TransPennine Express - North West	234	84	=	Southeastern - Metro	932	83	=				
First TransPennine Express - South	248	90	=	Southern - Gatwick Express	398	90	=				
Grand Central - London - Bradford	207	96	=	Southern - Sussex Coast	1020	84	=				
Grand Central - London - Sunderland	739	96	=	Southern - Metro	1153	79	↓				
				South West Trains - Island Line	106	97	=				

The value for money of the price of your ticket by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2011

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2012 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	465	53	↓	Greater Anglia* - Intercity	387	47	⊖	South West Trains - London	733	35	⊖
Arriva Trains Wales - South Wales	397	59	⊖	Greater Anglia* - Mainline	351	29	⊖	South West Trains - Mainline	152	47	⊖
Arriva Trains Wales - Valley c2c	421	55	⊖	Greater Anglia* - Metro	372	38	⊖	South West Trains - Metro	327	41	⊖
Chiltern Railways - North	267	62	⊖	Greater Anglia* - Rural	166	55	⊖	South West Trains - Not Managed By South West Trains	168	42	⊖
Chiltern Railways - South	860	46	⊖	Greater Anglia* - Stansted Express	172	37	⊖	South West Trains - Portsmouth	56	54	↑
Crosscountry - Birmingham - Manchester	129	59	⊖	Greater Anglia* - West Anglia	511	37	⊖	South West Trains - Reading/Windsor	183	33	⊖
Crosscountry - Birmingham - North East and Scotland	318	54	⊖	Heathrow Connect	510	52	⊖	South West Trains - Suburban	273	36	⊖
Crosscountry - Birmingham - South Coast	292	48	⊖	Heathrow Express	484	40	⊖	South West Trains - West of England	180	34	↓
Crosscountry - Birmingham - South West	287	55	⊖	London Midland - London Commuter	338	40	⊖	Virgin - Birmingham - Scotland	178	60	⊖
Crosscountry - Birmingham - Stansted	193	53	⊖	London Midland - West Coast	230	62	⊖	Virgin - London - Liverpool	128	60	⊖
Crosscountry - Nottingham - Cardiff	118	56	⊖	London Midland - West Midlands	431	54	⊖	Virgin - London - Manchester	363	59	⊖
East Coast - London - East Midlands/East of England	211	57	⊖	London Overground - Gospel Oak - Barking	241	54	⊖	Virgin - London - North Wales	120	56	⊖
East Coast - London - North East & Scotland	246	59	⊖	London Overground - Richmond/Clapham - Stratford	299	56	⊖	Virgin - London - Scotland	246	60	⊖
East Coast - London - Yorkshire	291	53	⊖	London Overground - Watford - Euston	236	57	⊖	Virgin - London - Wolverhampton	285	61	⊖
East Coast - Non-London journeys	439	61	⊖	London Overground - Dalston - Croydon	182	60	↑				
East Midlands Trains - Liverpool - Norwich	229	56	⊖	Merseyrail - Northern	243	69	⊖				
East Midlands Trains - Local	221	62	⊖	Merseyrail - Wirral	334	71	⊖				
East Midlands Trains - London	543	41	⊖	Northern - Lancashire & Cumbria	113	51	↓				
First Capital Connect - Great Northern	520	39	⊖	Northern - Manchester & Liverpool	332	53	⊖				
First Capital Connect - Thameslink Loop	258	44	⊖	Northern - South & East Yorkshire	156	51	⊖				
First Capital Connect - Thameslink North	547	34	⊖	Northern - Tyne Tees & Wear	104	59	↓				
First Capital Connect - Thameslink South	282	40	⊖	Northern - West & North Yorkshire	235	65	⊖				
First Great Western - Long Distance	1302	53	⊖	Scotrail - Interurban	519	53	⊖				
First Great Western - London Thames Valley	1015	48	⊖	Scotrail - Rural	158	67	⊖				
First Great Western - West	563	61	⊖	Scotrail - Strathclyde	229	54	⊖				
First Hull Trains	553	60	⊖	Scotrail - Urban	343	40	↓				
First TransPennine Express - North	583	54	⊖	Southeastern - High Speed	277	39	⊖				
First TransPennine Express - North West	228	59	⊖	Southeastern - Mainline	380	36	⊖				
First TransPennine Express - South	243	67	⊖	Southeastern - Metro	810	38	⊖				
Grand Central - London - Bradford	202	75	⊖	Southern - Gatwick Express	390	35	⊖				
Grand Central - London - Sunderland	713	71	↓	Southern - Sussex Coast	993	44	⊖				
				Southern - Metro	992	41	⊖				
				South West Trains - Island Line	94	65	⊖				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2011

Improved 
Unchanged 
Declined 

Full details of the route results for Autumn 2012 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	484	82	=	Greater Anglia* - Intercity	393	83	=	South West Trains - London	771	86	=
Arriva Trains Wales - South Wales	399	90	↑	Greater Anglia* - Mainline	366	80	↑	South West Trains - Mainline	160	93	↑
Arriva Trains Wales - Valley c2c	426	86	=	Greater Anglia* - Metro	412	85	=	South West Trains - Metro	372	87	=
Chiltern Railways - North	271	90	↑	Greater Anglia* - Rural	168	81	=	South West Trains - Not Managed By South West Trains	174	84	=
Chiltern Railways - South	890	90	↑	Greater Anglia* - Stansted Express	175	87	=	South West Trains - Portsmouth	55	81	=
Crosscountry - Birmingham - Manchester	136	83	=	Greater Anglia* - West Anglia	584	84	↑	South West Trains - Reading/Windsor	203	78	=
Crosscountry - Birmingham - North East and Scotland	331	84	=	Heathrow Connect	572	86	=	South West Trains - Suburban	278	86	=
Crosscountry - Birmingham - South Coast	301	74	=	Heathrow Express	491	96	=	South West Trains - West of England	184	94	=
Crosscountry - Birmingham - South West	293	81	↑	London Midland - London Commuter	350	82	=	Virgin - Birmingham - Scotland	181	90	↑
Crosscountry - Birmingham - Stansted	200	87	=	London Midland - West Coast	242	72	=	Virgin - London - Liverpool	130	93	↑
Crosscountry - Nottingham - Cardiff	123	90	=	London Midland - West Midlands	494	73	=	Virgin - London - Manchester	371	93	↑
East Coast - London - East Midlands/East of England	216	84	=	London Overground - Gospel Oak - Barking	273	89	=	Virgin - London - North Wales	123	87	=
East Coast - London - North East & Scotland	250	94	↑	London Overground - Richmond/Clapham - Stratford	338	85	↑	Virgin - London - Scotland	252	87	=
East Coast - London - Yorkshire	298	92	↑	London Overground - Watford - Euston	275	91	=	Virgin - London - Wolverhampton	298	88	=
East Coast - Non-London journeys	453	85	↑	London Overground - Dalston - Croydon	199	92	=				
East Midlands Trains - Liverpool - Norwich	238	83	=	Merseyrail - Northern	306	89	=				
East Midlands Trains - Local	228	83	=	Merseyrail - Wirral	384	95	=				
East Midlands Trains - London	562	91	=	Northern - Lancashire & Cumbria	115	77	=				
First Capital Connect - Great Northern	558	84	=	Northern - Manchester & Liverpool	374	72	=				
First Capital Connect - Thameslink Loop	305	78	=	Northern - South & East Yorkshire	182	75	↓				
First Capital Connect - Thameslink North	587	81	=	Northern - Tyne Tees & Wear	107	87	=				
First Capital Connect - Thameslink South	288	74	=	Northern - West & North Yorkshire	244	82	=				
First Great Western - Long Distance	1317	82	=	Scotrail - Interurban	526	92	=				
First Great Western - London Thames Valley	1052	75	=	Scotrail - Rural	161	88	=				
First Great Western - West	577	80	=	Scotrail - Strathclyde	238	86	=				
First Hull Trains	568	94	↑	Scotrail - Urban	345	83	=				
First TransPennine Express - North	595	86	=	Southeastern - High Speed	281	94	=				
First TransPennine Express - North West	231	92	↑	Southeastern - Mainline	411	84	↑				
First TransPennine Express - South	251	90	=	Southeastern - Metro	930	84	=				
Grand Central - London - Bradford	212	96	↑	Southern - Gatwick Express	395	90	=				
Grand Central - London - Sunderland	744	93	=	Southern - Sussex Coast	1011	80	=				
				Southern - Metro	1148	72	↓				
				South West Trains - Island Line	105	100	=				

Sufficient room for all the passengers to sit/stand by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2011

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2012 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	477	73	⊖	Greater Anglia* - Intercity	391	82	⊖	South West Trains - London	754	63	⊖
Arriva Trains Wales - South Wales	401	76	⊖	Greater Anglia* - Mainline	359	65	⊖	South West Trains - Mainline	158	69	⊖
Arriva Trains Wales - Valley	430	73	⊖	Greater Anglia* - Metro	411	63	⊖	South West Trains - Metro	367	71	⊖
c2c	1136	66	⊖	Greater Anglia* - Rural	165	80	⊖	South West Trains - Not Managed By South West Trains	173	75	⊖
Chiltern Railways - North	278	83	⊖	Greater Anglia* - Stansted Express	174	81	⊖	South West Trains - Portsmouth	55	79	⊖
Chiltern Railways - South	882	71	⊖	Greater Anglia* - West Anglia	569	76	⬆️	South West Trains - Reading/Windsor	203	65	⊖
Crosscountry - Birmingham - Manchester	135	59	⊖	Heathrow Connect	573	86	⊖	South West Trains - Suburban	274	72	⬆️
Crosscountry - Birmingham - North East and Scotland	330	69	⊖	Heathrow Express	492	88	⊖	South West Trains - West of England	181	66	⊖
Crosscountry - Birmingham - South Coast	298	59	⊖	London Midland - London Commuter	349	64	⊖	Virgin - Birmingham - Scotland	176	85	⬆️
Crosscountry - Birmingham - South West	296	67	⊖	London Midland - West Coast	236	70	⊖	Virgin - London - Liverpool	125	91	⬆️
Crosscountry - Birmingham - Stansted	195	62	⊖	London Midland - West Midlands	482	74	⬆️	Virgin - London - Manchester	367	89	⬆️
Crosscountry - Nottingham - Cardiff	125	73	⊖	London Overground - Gospel Oak - Barking	272	66	⬇️	Virgin - London - North Wales	123	77	⊖
East Coast - London - East Midlands/East of England	213	83	⊖	London Overground - Richmond/Clapham - Stratford	335	67	⬇️	Virgin - London - Scotland	245	85	⬆️
East Coast - London - North East & Scotland	246	79	⊖	London Overground - Watford - Euston	274	83	⊖	Virgin - London - Wolverhampton	292	75	⬆️
East Coast - London - Yorkshire	299	77	⬇️	London Overground - Dalston - Croydon	199	91	⬆️				
East Coast - Non-London journeys	438	84	⬆️	Merseyrail - Northern	298	81	⊖				
East Midlands Trains - Liverpool - Norwich	237	63	⊖	Merseyrail - Wirral	377	80	⊖				
East Midlands Trains - Local	228	80	⊖	Northern - Lancashire & Cumbria	114	70	⊖				
East Midlands Trains - London	551	68	⬇️	Northern - Manchester & Liverpool	362	63	⊖				
First Capital Connect - Great Northern	553	60	⊖	Northern - South & East Yorkshire	184	72	⊖				
First Capital Connect - Thameslink Loop	297	71	⊖	Northern - Tyne Tees & Wear	105	79	⬆️				
First Capital Connect - Thameslink North	584	60	⊖	Northern - West & North Yorkshire	241	81	⬆️				
First Capital Connect - Thameslink South	287	55	⊖	Scotrail - Interurban	524	69	⊖				
First Great Western - Long Distance	1301	68	⊖	Scotrail - Rural	161	84	⊖				
First Great Western - London Thames Valley	1036	63	⊖	Scotrail - Strathclyde	234	84	⊖				
First Great Western - West	569	62	⬇️	Scotrail - Urban	343	76	⊖				
First Hull Trains	560	92	⊖	Southeastern - High Speed	282	93	⊖				
First TransPennine Express - North	589	65	⊖	Southeastern - Mainline	399	72	⊖				
First TransPennine Express - North West	229	54	⊖	Southeastern - Metro	907	63	⊖				
First TransPennine Express - South	245	58	⬇️	Southern - Gatwick Express	384	81	⊖				
Grand Central - London - Bradford	210	91	⊖	Southern - Sussex Coast	1013	67	⊖				
Grand Central - London - Sunderland	750	95	⊖	Southern - Metro	1131	64	⊖				
				South West Trains - Island Line	101	88	⊖				

Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2011

Improved ↑
Unchanged =
Declined ↓

Full details of the route results for Autumn 2012 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	481	78	=	Greater Anglia* - Intercity	399	83	=	South West Trains - London	760	83	↑
Arriva Trains Wales - South Wales	397	79	↑	Greater Anglia* - Mainline	365	87	↑	South West Trains - Mainline	166	73	=
Arriva Trains Wales - Valley c2c	422	78	=	Greater Anglia* - Metro	410	75	=	South West Trains - Metro	368	78	=
Chiltern Railways - North	279	82	=	Greater Anglia* - Rural	165	76	=	South West Trains - Not Managed By South West Trains	171	72	=
Chiltern Railways - South	889	88	=	Greater Anglia* - Stansted Express	175	87	=	South West Trains - Portsmouth	53	59	=
Crosscountry - Birmingham - Manchester	135	83	=	Greater Anglia* - West Anglia	584	76	=	South West Trains - Reading/Windsor	202	71	=
Crosscountry - Birmingham - North East and Scotland	332	82	=	Heathrow Connect	571	80	=	South West Trains - Suburban	272	75	=
Crosscountry - Birmingham - South Coast	302	78	=	Heathrow Express	480	88	=	South West Trains - West of England	188	80	=
Crosscountry - Birmingham - South West	296	80	=	London Midland - London Commuter	344	78	=	Virgin - Birmingham - Scotland	177	80	=
Crosscountry - Birmingham - Stansted	193	76	=	London Midland - West Coast	237	75	=	Virgin - London - Liverpool	124	86	=
Crosscountry - Nottingham - Cardiff	123	77	=	London Midland - West Midlands	482	75	=	Virgin - London - Manchester	376	85	=
East Coast - London - East Midlands/East of England	219	90	↑	London Overground - Gospel Oak - Barking	273	80	=	Virgin - London - North Wales	125	75	↓
East Coast - London - North East & Scotland	245	91	↑	London Overground - Richmond/Clapham - Stratford	335	86	↑	Virgin - London - Scotland	254	80	=
East Coast - London - Yorkshire	305	91	↑	London Overground - Watford - Euston	270	88	=	Virgin - London - Wolverhampton	302	76	=
East Coast - Non-London journeys	446	81	=	London Overground - Dalston - Croydon	206	88	=				
East Midlands Trains - Liverpool - Norwich	241	81	=	Merseyrail - Northern	294	91	=				
East Midlands Trains - Local	224	88	=	Merseyrail - Wirral	380	84	=				
East Midlands Trains - London	558	92	↑	Northern - Lancashire & Cumbria	114	71	=				
First Capital Connect - Great Northern	565	79	=	Northern - Manchester & Liverpool	372	76	=				
First Capital Connect - Thameslink Loop	301	78	=	Northern - South & East Yorkshire	182	79	=				
First Capital Connect - Thameslink North	588	82	↑	Northern - Tyne Tees & Wear	109	92	=				
First Capital Connect - Thameslink South	286	70	=	Northern - West & North Yorkshire	244	80	=				
First Great Western - Long Distance	1334	83	=	Scotrail - Interurban	532	81	=				
First Great Western - London Thames Valley	1043	76	=	Scotrail - Rural	159	93	=				
First Great Western - West	573	77	=	Scotrail - Strathclyde	238	87	=				
First Hull Trains	563	92	↑	Scotrail - Urban	346	80	=				
First TransPennine Express - North	599	90	=	Southeastern - High Speed	280	78	↓				
First TransPennine Express - North West	230	79	=	Southeastern - Mainline	411	74	=				
First TransPennine Express - South	253	87	=	Southeastern - Metro	927	75	=				
Grand Central - London - Bradford	210	82	↑	Southern - Gatwick Express	392	80	=				
Grand Central - London - Sunderland	743	91	↑	Southern - Sussex Coast	1004	81	=				
				Southern - Metro	1139	75	↓				
				South West Trains - Island Line	102	84	=				

How routes are defined

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

Arriva Trains Wales – North Wales

Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

Arriva Trains Wales – South Wales

Journeys from stations in South Wales, excluding the Valley lines around Cardiff

Arriva Trains Wales – Valley

Journeys starting from the Valley lines around Cardiff, including Cardiff itself

c2c

All journeys on c2c

Chiltern Railways – North

Journeys starting from Bicester North station and stations further north

Chiltern Railways – South

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

CrossCountry – Birmingham - Manchester

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry – Birmingham - North East and Scotland

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry – Birmingham - South Coast

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry – Birmingham - South West

Journeys on the Birmingham New Street - Penzance route

CrossCountry – Birmingham - Stansted

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry – Nottingham - Cardiff

Journeys on the Nottingham - Cardiff Central route

East Coast – London - Yorkshire

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

East Coast – London - Scotland - North East

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

East Coast – London - East Midlands/East of England

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

East Coast – non-London journeys

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

East Midlands Trains – Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains – Local

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

East Midlands Trains – London

Journeys on the London - Sheffield route

First Capital Connect – Great Northern

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

First Capital Connect – Thameslink Loop

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

First Capital Connect – North

Journeys starting from stations between Farringdon and Bedford

First Capital Connect – South

Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill and Sevenoaks, and West Dulwich and Orpington (joint service with Southeastern)

First Great Western – Long distance

Journeys on long distance services

First Great Western – London Thames Valley

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

First Great Western – West

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

First TransPennine Express – North

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

First TransPennine Express – North West

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

First TransPennine Express – South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Grand Central – London - Bradford

Journeys on London King's Cross – Bradford Interchange route

Grand Central – London - Sunderland

Journeys on London King's Cross – Sunderland route

Greater Anglia – Intercity

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

Greater Anglia – Main line

Journeys on outer suburban Great Eastern services between London and Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

Greater Anglia – Metro

Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route, and Romford – Upminster

Greater Anglia – Rural

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

Greater Anglia – Stansted

Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia – West Anglia

Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

London Midland – London commuter

Journeys on London Euston – Northampton services

London Midland – West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland – West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground – Dalston - Croydon

Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak - Barking

Journeys on the Gospel Oak – Barking line

London Overground – Richmond/Clapham Junction - Stratford

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

London Overground – Watford - Euston

Journeys on the London Euston – Watford line

Merseyrail – Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail – Wirral

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

Northern Rail – Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire

Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail – West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail – Interurban

Journeys on longer distance rail lines between urban areas

ScotRail – Rural

Journeys on predominantly rural rail lines

ScotRail – Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail – Urban

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

Southeastern – High Speed

Journeys on High Speed trains to/from London St. Pancras

Southeastern – Mainline

Journeys on (generally) mainline routes London – Kent lines

Southeastern – Metro

Journeys on rail lines that are within London

Southern – Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern – Sussex Coast

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

Southern – Metro

Journeys on rail lines that are within London

South West Trains – Island line

Journeys starting from stations on the Isle of Wight

South West Trains – London

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

South West Trains – Mainline

Journeys starting from stations between Micheldever and Weymouth

South West Trains – Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains – Journeys from stations not managed by South West Trains

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

South West Trains – Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains – Reading/Windsor

Journeys starting from stations on the routes to Reading and Windsor West from and including Wandsworth Town

South West Trains – Suburban

Journeys starting from stations in the Woking area

South West Trains – West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains – Birmingham - Scotland

Journeys on Birmingham – Scotland services

Virgin Trains – London - Liverpool

Journeys on London – Liverpool services

Virgin Trains – London - Manchester

Journeys on London – Manchester services

Virgin Trains – London - North Wales

Journeys on London – Holyhead/North Wales services

Virgin Trains – London - Scotland

Journeys on London – Glasgow/Scotland services

Virgin Trains – London - Wolverhampton

Journeys on London – Wolverhampton services

National results

by journey purpose, age and gender

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose

	Commuter Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011			Business Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011			Leisure Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 28917																		
Overall satisfaction	80	2	↑	85	0	=	91	0	=									
STATION FACILITIES																		
Overall satisfaction with the station	77	2	↑	79	3	=	84	1	↑									
Ticket buying facilities	71	2	=	75	0	=	82	1	=									
Provision of information about train times/platforms	80	2	↑	83	2	=	87	1	=									
The upkeep/repair of the station buildings/platforms	67	3	↑	73	8	↑	77	5	↑									
Cleanliness	73	3	↑	77	4	↑	80	4	↑									
The facilities and services	52	7	↑	62	6	↑	62	6	↑									
The attitudes and helpfulness of the staff	66	1	=	75	1	=	79	2	↑									
Connections with other forms of public transport	75	5	↑	79	3	=	78	1	=									
Facilities for car parking	46	0	=	47	-4	=	58	0	=									
Overall environment	67	3	↑	70	2	=	76	3	↑									
Your personal security whilst using	68	5	↑	72	3	=	74	3	↑									
The availability of staff	57	2	↑	60	-1	=	64	1	=									
The provision of shelter facilities ¹	66	-	-	72	-	-	75	-	-									
Availability of seating ¹	43	-	-	45	-	-	57	-	-									
How request to station staff was handled	78	-3	=	87	-4	=	90	2	=									
TRAIN FACILITIES																		
Overall satisfaction with the train ¹	77	-	-	82	-	-	88	-	-									
The frequency of the trains on that route	73	0	=	81	0	=	84	-1	=									
Punctuality/reliability (i.e. the train arriving/departing on time)	78	4	↑	86	2	=	89	-1	=									
The length of time the journey was scheduled to take (speed)	83	3	↑	85	2	=	90	-1	=									
Connections with other train services	73	2	=	78	1	=	83	0	=									
The value for money of the price of your ticket	34	1	=	47	-2	=	63	0	=									
Upkeep and repair of the train	70	1	=	76	1	=	82	0	=									
The provision of information during the journey	67	3	↑	70	2	=	78	1	=									
The helpfulness and attitude of staff on train	58	2	=	68	-1	=	73	1	=									
The space for luggage	51	1	=	52	-3	=	58	0	=									
The toilet facilities	31	1	=	41	0	=	49	0	=									
Sufficient room for all passengers to sit/stand	61	2	↑	73	0	=	79	1	=									
The comfort of the seating area	67	2	=	72	0	=	81	1	=									
The ease of being able to get on and off	77	1	=	83	1	=	85	0	=									
Your personal security on board	75	3	↑	80	-1	=	82	1	=									
The cleanliness of the inside	71	1	=	76	0	=	82	1	=									
The cleanliness of the outside	70	1	=	72	-2	=	79	0	=									
The availability of staff	38	1	=	47	-2	=	55	-2	=									
How well train company deals with delays	37	6	↑	41	1	=	57	4	=									

Improved ↑
 Unchanged =
 Declined ↓

Age

	16-34 Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011			35-59 Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011			60+ Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2011		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 28917																		
Overall satisfaction	83	1	=	84	1	=	92	0	=									
STATION FACILITIES																		
Overall satisfaction with the station	80	2	=	79	3	↑	84	1	=									
Ticket buying facilities	75	2	=	74	2	=	84	3	=									
Provision of information about train times/platforms	81	2	↑	82	2	↑	89	0	=									
The upkeep/repair of the station buildings/platforms	70	4	↑	70	5	↑	80	6	↑									
Cleanliness	74	2	↑	75	4	↑	84	4	↑									
The facilities and services	54	7	↑	56	6	↑	67	8	↑									
The attitudes and helpfulness of the staff	69	2	↑	71	0	=	82	2	=									
Connections with other forms of public transport	75	3	↑	76	3	↑	82	5	↑									
Facilities for car parking	52	2	=	49	0	=	55	-2	=									
Overall environment	72	2	=	69	3	↑	77	4	↑									
Your personal security whilst using	72	4	↑	69	4	↑	76	5	↑									
The availability of staff	56	0	=	59	2	=	68	2	=									
The provision of shelter facilities ¹	71	-	-	67	-	-	75	-	-									
Availability of seating ¹	48	-	-	45	-	-	58	-	-									
How request to station staff was handled	84	-2	=	84	-2	=	92	3	↑									
TRAIN FACILITIES																		
Overall satisfaction with the train ¹	80	-	-	80	-	-	89	-	-									
The frequency of the trains on that route	71	0	=	79	0	=	87	-2	↓									
Punctuality/reliability (i.e. the train arriving/departing on time)	78	3	↑	84	2	↑	90	0	=									
The length of time the journey was scheduled to take (speed)	84	2	↑	85	1	↑	92	-1	=									
Connections with other train services	77	2	=	76	1	=	84	1	=									
The value for money of the price of your ticket	38	2	=	44	0	=	71	-1	=									
Upkeep and repair of the train	74	2	=	73	0	=	84	1	=									
The provision of information during the journey	68	2	↑	70	2	↑	83	2	=									
The helpfulness and attitude of staff on train	63	2	=	64	2	=	74	0	=									
The space for luggage	56	2	=	51	0	=	56	-2	=									
The toilet facilities	36	1	=	36	1	=	52	0	=									
Sufficient room for all passengers to sit/stand	70	3	↑	66	1	=	78	1	=									
The comfort of the seating area	74	2	=	70	1	=	80	1	=									
The ease of being able to get on and off	82	2	↑	80	0	=	84	0	=									
Your personal security on board	80	3	↑	76	1	=	83	1	=									
The cleanliness of the inside	75	1	=	73	0	=	85	2	=									
The cleanliness of the outside	73	2	=	72	0	=	79	-1	=									
The availability of staff	41	1	=	45	-1	=	58	-2	=									
How well train company deals with delays	38	0	=	42	10	↑	63	2	=									

Improved ↑
 Unchanged =
 Declined ↓

Gender

	Male			Female		
	Autumn 2012	Improvement/decline in % satisfied or good since Autumn 2011		Autumn 2012	Improvement/decline in % satisfied or good since Autumn 2011	
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change
Overall sample size 28917						
Overall satisfaction	82	1	=	88	1	↑
STATION FACILITIES						
Overall satisfaction with the station	78	2	↑	82	2	↑
Ticket buying facilities	73	0	=	78	3	↑
Provision of information about train times/platforms	82	2	↑	84	1	↑
The upkeep/repair of the station buildings/platforms	70	6	↑	73	4	↑
Cleanliness	76	5	↑	77	3	↑
The facilities and services	55	6	↑	60	7	↑
The attitudes and helpfulness of the staff	70	2	=	74	1	=
Connections with other forms of public transport	75	4	↑	78	3	↑
Facilities for car parking	50	2	=	52	-2	=
Overall environment	69	4	↑	73	2	↑
Your personal security whilst using	70	4	↑	72	4	↑
The availability of staff	58	2	=	61	0	=
The provision of shelter facilities ¹	69	-	-	71	-	-
Availability of seating ¹	46	-	-	50	-	-
How request to station staff was handled	84	-2	=	87	0	=
TRAIN FACILITIES						
Overall satisfaction with the train ¹	79	-	-	84	-	-
The frequency of the trains on that route	77	-1	=	79	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	81	2	↑	85	2	↑
The length of time the journey was scheduled to take (speed)	84	1	=	88	1	↑
Connections with other train services	76	1	=	79	1	=
The value for money of the price of your ticket	43	0	=	49	1	=
Upkeep and repair of the train	75	1	=	76	1	=
The provision of information during the journey	70	2	↑	73	2	↑
The helpfulness and attitude of staff on train	65	2	↑	66	0	=
The space for luggage	55	1	=	52	-1	=
The toilet facilities	39	0	=	38	1	=
Sufficient room for all passengers to sit/stand	67	2	=	71	1	=
The comfort of the seating area	70	2	↑	76	0	=
The ease of being able to get on and off	82	0	=	81	1	=
Your personal security on board	78	2	=	79	2	↑
The cleanliness of the inside	75	1	=	77	1	=
The cleanliness of the outside	71	-1	=	76	1	=
The availability of staff	45	1	=	46	-2	↓
How well train company deals with delays	38	2	=	49	8	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Technical appendix

Appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply-paid envelope provided for returning questionnaires.

Each train operating company (TOC) is sampled separately. Interviewers are generally given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports, and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires were handed out to passengers of any TOC (in the past all TOCs were targeted). The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift. On Arriva Trains Wales and London Overground and one route on both ScotRail and South West Trains, most NPS shifts are done on-train. These TOCs' routes operate in either mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NPS shifts on train. On First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 32% of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October). Up to Spring 2003, fieldwork took place over three weeks. From Autumn 2003, the fieldwork was extended to a 10 or 11-week period to provide a better representation of journeys (though if Easter is early, the fieldwork period may be slightly shorter and start earlier than normal).

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC presented in this report are weighted up to the number of passenger journeys annually on the TOC and the profile of these journeys by weekday/weekend, journey purpose (commuter, business, leisure) and station size.

The data for number of journeys and profiles by these variables have been collected and updated from TOCs periodically since the survey started in Autumn 1999. Most recently this was done prior to the Autumn 2012 survey. 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 are 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.

To allow simple reprocessing of data in line with changes to franchise boundaries the sample design for

NPS utilises a 'building block' approach from Autumn 2003 onwards. For some of the new franchised TOCs it is not possible to provide reliable data pre-Autumn Autumn 2003.

For the Autumn 2007, Spring 2012 and Autumn 2012 fieldwork, a small number of shifts were moved from the morning peak to the evening peak. Shifts were also staggered for the first time so that they started every hour as opposed to every three hours. For example, morning shifts that were previously 7am- 10am and then 10am-1pm were changed to 7am-10am, 8am-11am, 9am-12noon, etc. This methodology gives a better representation of passenger opinions of their journey.

If you would like to know more about how the survey is carried out or how data is compiled, including more details on methodology, please visit www.passengerfocus.org.uk/nps.

Rail sectors

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

Long distance Operators

CrossCountry
East Coast
East Midlands Trains
First TransPennine Express
Virgin Trains

London and South East Operators

c2c
Chiltern Railways
First Capital Connect
First Great Western
Greater Anglia*
London Midland
London Overground
South West Trains
Southeastern
Southern

Regional operators

Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail



Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, bus, coach or tram contact us:

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