



National Passenger Survey Full Report (formerly called Summary Report) Spring 2013

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Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

The data for number of journeys and profiles by these variables was generated from ORR data (2010).

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit www.passengerfocus.org.uk

Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

A number of shifts were affected by the severe weather early in the fieldwork period. Both train services and fieldworker transport were disrupted resulting in a number of shifts being rescheduled.

First Capital Connect results are likely to have been affected by several major service disruptions over 10 days, due to multiple infrastructure failures, which resulted in the cancellation of a significant number of trains.

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

Autumn 2012 (Wave 27)

Fieldwork for Wave 27 was undertaken between 1st September and 12th November 2012. Top up shifts were run within the last 3 weeks of fieldwork.

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

To ensure the data did not potentially include data where respondents answers were possibly biased, a small number of shifts affected by the distribution of gift bags by station staff to respondents with questionnaires were removed from the database and the shifts affected were then replaced.

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

Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

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

National Total

Spring 2013

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

Overall sample size 27168	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	26587	82	11	7	-3		-1	
STATION FACILITIES								
Overall satisfaction with the station	26323	76	17	7	-4		0	
Ticket buying facilities	13109	75	14	11	-1		1	
Provision of information about train times/platforms	25489	81	11	8	-2		0	
The upkeep/repair of the station buildings/platforms	25384	70	19	12	-2		2	
Cleanliness	25546	74	17	9	-2		3	
The facilities and services	22195	55	21	25	-3		5	
The attitudes and helpfulness of the staff	19248	71	20	9	-1		0	
Connections with other forms of public transport	19103	75	15	10	-1		2	
Facilities for car parking	9115	49	18	33	-2		0	
Overall environment	25545	67	22	11	-4		0	
Your personal security whilst using the station	23290	68	26	6	-3		1	
The availability of staff	21973	60	23	17	0		1	
The provision of shelter facilities ¹	21753	63	19	18	-7		-	-
Availability of seating ¹	23949	46	21	34	-3		-	-
How request to station staff was handled	3881	83	6	11	-3		-1	
TRAIN FACILITIES								
Overall satisfaction with the train ¹	26542	79	15	7	-3		-	-
The frequency of the trains on that route	26063	77	9	14	-2		-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	26206	78	8	14	-6		-3	
The length of time the journey was scheduled to take (speed)	25790	84	10	7	-2		-1	
Connections with other train services	14804	76	16	8	-2		-1	
The value for money of the price of your ticket	24801	42	21	37	-5		0	
Upkeep and repair of the train	25879	73	15	11	-2		-1	
The provision of information during the journey	24031	71	19	11	-1		0	
The helpfulness and attitude of staff on train	15498	65	25	9	0		1	
The space for luggage	20603	53	23	25	-1		-2	
The toilet facilities	11569	37	22	41	-2		0	
Sufficient room for all passengers to sit/stand	25781	67	14	19	-2		-2	
The comfort of the seating area	25822	71	18	11	-2		-1	
The ease of being able to get on and off	26135	79	14	7	-2		-1	
Your personal security on board	24675	77	20	4	-2		0	
The cleanliness of the inside	26304	73	16	11	-3		-2	
The cleanliness of the outside	22224	69	22	9	-5		-2	
The availability of staff	19565	45	29	26	0		-1	
How well train company deals with delays	5250	38	36	26	-6		1	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. National total excludes non-franchised train operating companies

London and South East

Spring 2013

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

Overall sample size 17252	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	16886	81	12	7	-4	↓	-1	↓
STATION FACILITIES								
Overall satisfaction with the station	16714	75	17	8	-4	↓	0	→
Ticket buying facilities	8784	73	15	12	0	→	1	→
Provision of information about train times/platforms	16164	79	12	9	-2	↓	-1	→
The upkeep/repair of the station buildings/platforms	16111	67	20	13	-3	↓	2	↑
Cleanliness	16191	72	19	9	-3	↓	2	↑
The facilities and services	14017	54	21	25	-3	↓	5	↑
The attitudes and helpfulness of the staff	12314	69	22	9	-1	→	0	→
Connections with other forms of public transport	12587	75	14	10	-2	↓	2	↑
Facilities for car parking	5495	47	19	35	-2	→	0	→
Overall environment	16230	65	23	12	-4	↓	0	→
Your personal security whilst using the station	14839	67	27	6	-3	↓	1	→
The availability of staff	14081	58	24	18	0	→	1	→
The provision of shelter facilities ¹	13791	61	20	20	-7	↓	-	-
Availability of seating ¹	15121	42	21	37	-3	↓	-	-
How request to station staff was handled	2344	80	7	13	-4	↓	-2	→
TRAIN FACILITIES								
Overall satisfaction with the train ¹	16868	77	15	7	-4	↓	-	-
The frequency of the trains on that route	16660	75	9	16	-2	↓	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	16614	76	9	15	-6	↓	-3	↓
The length of time the journey was scheduled to take (speed)	16360	82	10	7	-3	↓	-1	→
Connections with other train services	9549	75	16	8	-2	↓	-1	→
The value for money of the price of your ticket	15656	38	22	41	-5	↓	0	→
Upkeep and repair of the train	16416	72	16	12	-3	↓	-2	↓
The provision of information during the journey	15206	69	19	11	-2	↓	0	→
The helpfulness and attitude of staff on train	8140	59	29	12	0	→	1	→
The space for luggage	12842	50	24	26	-2	↓	-3	↓
The toilet facilities	6780	34	22	44	-2	→	0	→
Sufficient room for all passengers to sit/stand	16357	65	15	21	-3	↓	-3	↓
The comfort of the seating area	16385	69	19	12	-3	↓	-2	↓
The ease of being able to get on and off	16611	77	15	8	-2	↓	-2	↓
Your personal security on board	15586	75	21	4	-2	↓	0	→
The cleanliness of the inside	16699	71	17	12	-4	↓	-3	↓
The cleanliness of the outside	14239	69	22	9	-5	↓	-3	↓
The availability of staff	11360	37	30	32	-1	→	-2	→
How well train company deals with delays	3167	36	37	27	-7	↓	1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012
 2. London and South East total excludes non-franchised train operating companies

Long Distance

Spring 2013

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

Overall sample size 5864	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5749	87	8	5	-2		-1	
STATION FACILITIES								
Overall satisfaction with the station	5711	81	13	6	-3		0	
Ticket buying facilities	2140	83	11	6	-3		1	
Provision of information about train times/platforms	5588	87	8	5	-1		1	
The upkeep/repair of the station buildings/platforms	5515	75	16	9	-1		2	
Cleanliness	5588	79	14	6	-1		2	
The facilities and services	4980	68	17	15	-3		6	
The attitudes and helpfulness of the staff	3975	78	17	5	-1		1	
Connections with other forms of public transport	3829	78	13	9	-2		2	
Facilities for car parking	1801	57	19	24	-3		-3	
Overall environment	5561	73	18	10	-3		-1	
Your personal security whilst using the station	5007	76	22	3	-2		2	
The availability of staff	4623	66	23	12	-2		0	
The provision of shelter facilities ¹	4588	69	17	14	-7		-	-
Availability of seating ¹	5200	50	20	31	-2		-	-
How request to station staff was handled	1017	89	5	6	-1		0	
TRAIN FACILITIES								
Overall satisfaction with the train ¹	5743	86	9	5	-1		-	-
The frequency of the trains on that route	5552	85	8	7	0		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	5693	83	6	11	-4		-4	
The length of time the journey was scheduled to take (speed)	5607	89	7	5	-1		-2	
Connections with other train services	3075	80	12	8	-2		-1	
The value for money of the price of your ticket	5509	54	18	28	-2		0	
Upkeep and repair of the train	5647	85	10	5	0		1	
The provision of information during the journey	5326	80	14	7	2		2	
The helpfulness and attitude of staff on train	4349	81	16	3	1		1	
The space for luggage	4703	58	19	23	3		2	
The toilet facilities	3046	52	24	24	-2		0	
Sufficient room for all passengers to sit/stand	5601	74	12	14	3		1	
The comfort of the seating area	5593	81	12	7	2		2	
The ease of being able to get on and off	5663	85	10	5	1		0	
Your personal security on board	5419	86	13	2	-1		0	
The cleanliness of the inside	5701	84	11	5	0		0	
The cleanliness of the outside	4679	78	17	5	-4		-2	
The availability of staff	4847	67	24	9	1		-1	
How well train company deals with delays	1494	57	28	14	1		3	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Long distance total excludes non-franchised train operating companies

Regional

Spring 2013

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

Overall sample size 4052	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	3952	84	10	6	-2	→	-2	→
STATION FACILITIES								
Overall satisfaction with the station	3898	79	15	6	-2	→	0	→
Ticket buying facilities	2185	80	10	10	-2	→	1	→
Provision of information about train times/platforms	3737	86	8	5	1	→	2	→
The upkeep/repair of the station buildings/platforms	3758	78	14	9	1	→	5	↑
Cleanliness	3767	80	13	7	-1	→	4	↑
The facilities and services	3198	51	19	29	-2	→	1	→
The attitudes and helpfulness of the staff	2959	77	16	7	-1	→	1	→
Connections with other forms of public transport	2687	74	17	9	1	→	6	↑
Facilities for car parking	1819	52	15	33	-2	→	0	→
Overall environment	3754	73	19	9	-2	→	1	→
Your personal security whilst using the station	3444	70	23	7	-2	→	-1	→
The availability of staff	3269	66	18	16	3	→	0	→
The provision of shelter facilities ¹	3374	72	15	13	-4	↓	-	-
Availability of seating ¹	3628	59	18	23	-1	→	-	-
How request to station staff was handled	520	88	3	9	-2	→	2	→
TRAIN FACILITIES								
Overall satisfaction with the train ¹	3931	80	14	7	-1	→	-	-
The frequency of the trains on that route	3851	79	8	13	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	3899	81	7	12	-3	↓	-4	↓
The length of time the journey was scheduled to take (speed)	3823	87	8	5	-2	→	-1	→
Connections with other train services	2180	78	15	8	2	→	0	→
The value for money of the price of your ticket	3636	53	18	29	-4	↓	0	→
Upkeep and repair of the train	3816	71	15	14	0	→	0	→
The provision of information during the journey	3499	71	18	11	0	→	1	→
The helpfulness and attitude of staff on train	3009	74	20	5	0	→	-1	→
The space for luggage	3058	60	19	20	0	→	-1	→
The toilet facilities	1743	38	21	41	-4	→	-2	→
Sufficient room for all passengers to sit/stand	3823	73	12	15	-2	→	1	→
The comfort of the seating area	3844	72	17	11	-2	→	0	→
The ease of being able to get on and off	3861	83	12	6	-2	→	0	→
Your personal security on board	3670	79	18	4	-2	→	-2	→
The cleanliness of the inside	3904	73	15	11	-1	→	1	→
The cleanliness of the outside	3306	65	23	13	-6	↓	2	→
The availability of staff	3358	61	25	14	1	→	-2	→
How well train company deals with delays	589	35	40	25	-5	→	0	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. National total excludes non-franchised train operating companies

Overall satisfaction

**% of passengers
satisfied/good by sector:**

London and South East	81 %
Long distance	87 %
Regional	84 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1201	88	8	4	0	→	0	→
c2c	1046	92	6	2	-1	→	1	→
Chiltern Railways	1079	89	8	3	-2	→	-1	→
CrossCountry	1176	84	10	6	-1	→	0	→
East Coast	1210	86	8	6	-6	↓	-2	→
East Midland Trains	1067	88	7	5	-2	→	1	→
First Capital Connect	1731	76	16	8	-5	↓	-3	→
First Great Western	2931	80	12	8	-3	↓	-2	→
First Hull Trains	509	95	4	1	0	→	2	→
First TransPennine Express	1167	85	8	7	-3	→	-2	→
Grand Central ¹	601	93	5	2	-3	→	-	-
Greater Anglia	2221	77	14	9	-6	↓	4	↑
Heathrow Connect	536	91	6	4	-3	→	-3	→
Heathrow Express	489	94	5	1	1	→	4	→
London Midland	1127	80	12	7	-3	→	-7	↓
London Overground	1076	92	5	3	-1	→	2	→
Merseyrail	549	92	6	2	0	→	-3	→
Northern Rail	1086	76	14	10	-4	→	-4	→
ScotRail	1116	90	7	3	0	→	1	→
South West Trains	1957	81	13	6	-5	↓	-3	→
Southeastern	1656	78	13	9	-6	↓	-3	→
Southern	2062	78	12	9	-3	↓	-2	→
Virgin Trains	1129	92	6	3	-1	→	1	→

1. Grand Central did not take part in the survey in Spring 2012

The value for money of the price of your ticket

% of passengers satisfied/good by sector:

London and South East	38 %
Long distance	54 %
Regional	53 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1154	54	18	29	-1	→	-3	→
c2c	978	46	22	32	0	→	4	→
Chiltern Railways	1033	45	25	30	-4	→	-3	→
CrossCountry	1139	49	18	33	-4	→	1	→
East Coast	1156	56	20	25	-2	→	0	→
East Midland Trains	1034	48	20	32	0	→	-3	→
First Capital Connect	1592	32	24	44	-6	↓	-2	→
First Great Western	2806	48	20	32	-5	↓	0	→
First Hull Trains	488	62	17	21	2	→	6	→
First TransPennine Express	1109	55	18	27	-2	→	-1	→
Grand Central ¹	602	75	12	13	3	→	-	-
Greater Anglia	2079	35	20	44	-2	→	6	↑
Heathrow Connect	488	54	21	26	2	→	-2	→
Heathrow Express	494	40	22	37	0	→	7	↑
London Midland	1018	51	19	30	-1	→	-1	→
London Overground	919	48	22	30	-9	↓	-1	→
Merseyrail	419	65	16	19	-5	→	-2	→
Northern Rail	985	54	17	29	-4	→	3	→
ScotRail	1078	49	20	32	-4	→	-3	→
South West Trains	1832	33	23	44	-4	→	-3	→
Southeastern	1501	31	20	49	-7	↓	-1	→
Southern	1898	36	22	42	-6	↓	-2	→
Virgin Trains	1071	61	16	23	1	→	2	→

1. Grand Central did not take part in the survey in Spring 2012

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

**% of passengers
satisfied/good by sector:**

London and South East	76 %
Long distance	83 %
Regional	81 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1191	85	8	7	0	→	-2	→
c2c	1029	94	4	3	-3	↓	1	→
Chiltern Railways	1067	89	6	5	-1	→	3	↑
CrossCountry	1169	80	6	14	-2	→	-6	↓
East Coast	1194	83	6	11	-6	↓	-4	↓
East Midland Trains	1059	86	5	9	-2	→	-2	→
First Capital Connect	1707	71	9	20	-10	↓	-5	↓
First Great Western	2865	76	9	15	-2	→	-1	→
First Hull Trains	505	91	4	6	-4	→	-2	→
First TransPennine Express	1155	82	7	12	-7	↓	-6	↓
Grand Central ¹	609	93	5	3	-1	→	-	-
Greater Anglia	2173	74	10	16	-9	↓	4	↑
Heathrow Connect	533	78	9	14	-8	↓	-14	↓
Heathrow Express	498	95	4	1	-1	→	2	→
London Midland	1115	70	9	22	-6	↓	-12	↓
London Overground	1060	87	7	7	-1	→	-1	→
Merseyrail	531	91	4	6	-1	→	-4	→
Northern Rail	1067	72	8	20	-5	→	-6	↓
ScotRail	1110	84	9	7	-3	→	-3	→
South West Trains	1928	77	9	14	-9	↓	-5	↓
Southeastern	1642	77	8	15	-8	↓	-3	→
Southern	2028	72	10	18	-5	↓	-6	↓
Virgin Trains	1116	87	5	8	-3	→	-2	→

1. Grand Central did not take part in the survey in Spring 2012

Sufficient room for all the passengers to sit/stand

% of passengers satisfied/good by sector:

London and South East	65 %
Long distance	74 %
Regional	73 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1172	73	14	14	-1	→	2	→
c2c	1008	64	15	21	-1	→	0	→
Chiltern Railways	1030	75	11	13	1	→	0	→
CrossCountry	1143	70	14	17	4	↑	-1	→
East Coast	1176	79	13	8	-2	→	-1	→
East Midland Trains	1038	74	12	13	4	→	0	→
First Capital Connect	1673	59	17	24	-2	→	-3	→
First Great Western	2855	68	13	19	3	↑	1	→
First Hull Trains	508	91	5	4	-1	→	4	→
First TransPennine Express	1140	65	11	24	4	→	2	→
Grand Central ¹	602	91	7	2	-2	→	-	-
Greater Anglia	2150	63	18	19	-7	↓	-3	→
Heathrow Connect	527	83	9	8	-3	→	-7	↓
Heathrow Express	501	95	3	2	7	↑	5	↑
London Midland	1106	66	12	22	-5	↓	-8	↓
London Overground	1057	72	12	16	-4	→	-5	↓
Merseyrail	523	79	14	7	-2	→	-3	→
Northern Rail	1051	66	13	21	-5	↓	0	→
ScotRail	1077	80	10	10	2	→	4	→
South West Trains	1877	63	16	21	-4	↓	-10	↓
Southeastern	1599	64	14	22	-4	→	3	→
Southern	2002	64	14	22	-3	→	-2	→
Virgin Trains	1104	83	10	6	1	→	4	→

1. Grand Central did not take part in the survey in Spring 2012

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	75 %
Long distance	81 %
Regional	79 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1188	78	15	7	0	→	-1	→
c2c	1024	84	12	4	-3	→	1	→
Chiltern Railways	1072	84	12	4	-2	→	-3	↓
CrossCountry	1171	76	17	7	-4	↓	-3	→
East Coast	1203	87	10	4	-1	→	12	↑
East Midland Trains	1058	82	10	7	-7	↓	-3	→
First Capital Connect	1710	75	17	8	-4	↓	0	→
First Great Western	2897	76	16	7	-2	→	0	→
First Hull Trains	516	89	9	2	-3	→	7	↑
First TransPennine Express	1159	86	10	4	0	→	0	→
Grand Central ¹	609	87	8	4	-1	→	-	-
Greater Anglia	2203	75	20	5	-4	↓	4	↑
Heathrow Connect	531	77	14	9	-3	→	-7	↓
Heathrow Express	500	89	9	2	2	→	3	→
London Midland	1120	73	17	10	-2	→	-4	→
London Overground	1061	79	16	5	-7	↓	-2	→
Merseyrail	529	86	10	4	-2	→	-1	→
Northern Rail	1068	76	17	7	-2	→	2	→
ScotRail	1113	81	14	5	-4	→	-2	→
South West Trains	1937	74	19	7	-4	↓	0	→
Southeastern	1643	73	17	9	-2	→	-	→
Southern	2047	73	18	9	-5	↓	-2	→
Virgin Trains	1120	79	15	6	-1	→	-3	→

1. Grand Central did not take part in the survey in Spring 2012

How well train company dealt with delays

% of passengers satisfied/good by sector:

London and South East	36 %
Long distance	57 %
Regional	35 %

	Spring 2013				Improvement/decline in % satisfied/good since Autumn 2012		Improvement/decline in % satisfied/good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	138	38	44	18	-4	→	-2	→
c2c	81	62	27	11	1	→	20	↑
Chiltern Railways	83	46	38	15	-4	→	8	→
CrossCountry	325	51	34	14	0	→	-1	→
East Coast	395	62	26	12	-7	→	-1	→
East Midland Trains	159	58	21	21	1	→	7	→
First Capital Connect	415	28	45	27	-5	→	-2	→
First Great Western	714	44	35	21	-4	→	3	→
First Hull Trains	71	63	22	15	16	→	12	→
First TransPennine Express	311	53	29	19	3	→	-3	→
Grand Central ¹	103	73	16	11	-4	→	-	-
Greater Anglia	377	28	41	31	-17	↓	0	→
Heathrow Connect	60	34	31	35	-8	→	-4	→
Heathrow Express	16	70	22	8	2	→	28	→
London Midland	258	32	35	33	-14	↓	-17	↓
London Overground	88	35	39	26	-7	→	-7	→
Merseyrail	61	41	40	19	-2	→	11	→
Northern Rail	205	29	39	33	-10	→	-5	→
ScotRail	185	43	40	16	3	→	5	→
South West Trains	423	45	34	21	-4	→	8	→
Southeastern	257	31	33	35	-9	→	0	→
Southern	471	30	39	31	-9	↓	-5	→
Virgin Trains	304	64	26	10	4	→	10	→

1. Grand Central did not take part in the survey in Spring 2012

c2c

Spring 2013

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

Overall sample size 1059	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1046	92	6	2	81	-1	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1024	84	12	4	75	-3	→	1	→
Ticket buying facilities	660	84	11	5	73	3	→	6	↑
Provision of information about train times/platforms	1010	88	9	2	79	0	→	2	→
The upkeep/repair of the station buildings/platforms	995	78	16	7	67	-2	→	3	→
Cleanliness	990	83	12	5	72	1	→	5	↑
The facilities and services	893	56	24	20	54	-2	→	1	→
The attitudes and helpfulness of the staff	836	82	14	4	69	7	↑	6	↑
Connections with other forms of public transport	845	76	14	10	75	1	→	4	→
Facilities for car parking	381	60	17	22	47	3	→	5	→
Overall environment	1013	77	18	5	65	1	→	2	→
Your personal security whilst using the station	942	73	22	4	67	2	→	4	→
The availability of staff	916	72	18	10	58	5	↑	5	↑
The provision of shelter facilities ¹	895	69	15	15	61	-3	→	-	-
Availability of seating ¹	941	58	19	23	42	-1	→	-	-
How request to station staff was handled	85	86	11	2	80	-6	→	-6	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1043	90	8	2	77	-2	→	-	-
The frequency of the trains on that route	1041	87	4	9	75	1	→	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1029	94	4	3	76	-3	↓	1	→
The length of time the journey was scheduled to take (speed)	1014	94	4	2	82	2	→	2	↑
Connections with other train services	554	85	11	5	75	-2	→	1	→
The value for money of the price of your ticket	978	46	22	32	38	0	→	4	→
Upkeep and repair of the train	1016	92	5	2	72	1	→	1	→
The provision of information during the journey	957	84	12	5	69	2	→	3	→
The helpfulness and attitude of staff on train	330	42	42	16	59	9	↑	8	→
The space for luggage	784	50	22	28	50	1	→	-1	→
The toilet facilities	473	58	26	16	34	2	→	-1	→
Sufficient room for all passengers to sit/stand	1008	64	15	21	65	-1	→	0	→
The comfort of the seating area	1014	81	12	6	69	1	→	0	→
The ease of being able to get on and off	1029	87	9	5	77	0	→	1	→
Your personal security on board	966	77	18	5	75	2	→	2	→
The cleanliness of the inside	1036	90	8	2	71	-2	→	-1	→
The cleanliness of the outside	940	86	11	3	69	-4	↓	-2	→
The availability of staff	567	23	34	42	37	4	→	1	→
How well train company deals with delays	81	62	27	11	36	1	→	20	↑

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Chiltern Railways

Spring 2013

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

Overall sample size 1104	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1079	89	8	3	81	-2	→	-1	→
STATION FACILITIES									
Overall satisfaction with the station	1072	84	12	4	75	-2	→	-3	↓
Ticket buying facilities	589	83	9	7	73	2	→	1	→
Provision of information about train times/platforms	1050	85	9	6	79	0	→	-1	→
The upkeep/repair of the station buildings/platforms	1046	80	14	6	67	-3	→	1	→
Cleanliness	1054	85	12	3	72	-2	→	2	→
The facilities and services	946	67	19	14	54	-1	→	1	→
The attitudes and helpfulness of the staff	785	79	17	5	69	0	→	0	→
Connections with other forms of public transport	813	72	17	10	75	-3	→	-6	↓
Facilities for car parking	391	71	15	14	47	-1	→	5	→
Overall environment	1050	80	15	5	65	-3	→	-3	→
Your personal security whilst using the station	926	75	22	2	67	-4	→	-2	→
The availability of staff	890	63	25	12	58	-1	→	-5	↓
The provision of shelter facilities ¹	904	72	16	12	61	-8	↓	-	-
Availability of seating ¹	997	51	23	26	42	-6	↓	-	-
How request to station staff was handled	160	85	6	9	80	0	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1072	88	10	3	77	-2	→	-	-
The frequency of the trains on that route	1069	77	8	15	75	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1067	89	6	5	76	-1	→	3	↑
The length of time the journey was scheduled to take (speed)	1057	88	7	5	82	-1	→	0	→
Connections with other train services	526	76	16	7	75	4	→	1	→
The value for money of the price of your ticket	1033	45	25	30	38	-4	→	-3	→
Upkeep and repair of the train	1059	84	12	3	72	-4	↓	-2	→
The provision of information during the journey	964	75	18	7	69	-2	→	1	→
The helpfulness and attitude of staff on train	373	57	34	9	59	1	→	-5	→
The space for luggage	806	55	25	19	50	1	→	-7	↓
The toilet facilities	378	54	26	19	34	2	→	2	→
Sufficient room for all passengers to sit/stand	1030	75	11	13	65	1	→	0	→
The comfort of the seating area	1049	80	13	7	69	-2	→	-1	→
The ease of being able to get on and off	1069	87	10	3	77	-1	→	-2	→
Your personal security on board	992	85	14	1	75	-1	→	0	→
The cleanliness of the inside	1073	84	11	5	71	-2	→	-2	→
The cleanliness of the outside	899	81	16	3	69	-2	→	-3	→
The availability of staff	585	34	35	31	37	-2	→	-5	→
How well train company deals with delays	83	46	38	15	36	-4	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

First Capital Connect

Spring 2013

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

Overall sample size 1762	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1731	76	16	8	81	-5	↓	-3	→
STATION FACILITIES									
Overall satisfaction with the station	1710	75	17	8	75	-4	↓	0	→
Ticket buying facilities	904	68	18	13	73	-2	→	-1	→
Provision of information about train times/platforms	1662	77	13	9	79	-2	→	-1	→
The upkeep/repair of the station buildings/platforms	1661	67	20	13	67	1	→	1	→
Cleanliness	1660	74	17	8	72	0	→	2	→
The facilities and services	1379	52	21	28	54	-3	→	5	↑
The attitudes and helpfulness of the staff	1217	67	24	9	69	-3	→	-3	→
Connections with other forms of public transport	1324	75	13	12	75	-5	↓	-1	→
Facilities for car parking	498	43	21	37	47	-3	→	-3	→
Overall environment	1668	67	22	11	65	-4	↓	1	→
Your personal security whilst using the station	1509	69	26	5	67	-3	→	3	→
The availability of staff	1425	56	21	23	58	-4	↓	0	→
The provision of shelter facilities ¹	1420	57	20	23	61	-9	↓	-	-
Availability of seating ¹	1530	41	24	35	42	-4	→	-	-
How request to station staff was handled	219	81	9	10	80	-6	→	-3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1723	67	22	11	77	-7	↓	-	-
The frequency of the trains on that route	1700	75	10	15	75	-4	↓	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1707	71	9	20	76	-10	↓	-5	↓
The length of time the journey was scheduled to take (speed)	1671	82	11	7	82	-5	↓	-2	→
Connections with other train services	1014	76	18	7	75	-4	→	0	→
The value for money of the price of your ticket	1592	32	24	44	38	-6	↓	-2	→
Upkeep and repair of the train	1691	52	25	23	72	-7	↓	-9	↓
The provision of information during the journey	1499	47	29	25	69	-3	→	-3	→
The helpfulness and attitude of staff on train	568	37	40	24	59	-1	→	0	→
The space for luggage	1299	41	28	32	50	-4	→	-6	↓
The toilet facilities	613	26	24	50	34	-1	→	-3	→
Sufficient room for all passengers to sit/stand	1673	59	17	24	65	-2	→	-3	→
The comfort of the seating area	1668	58	24	18	69	-2	→	-4	→
The ease of being able to get on and off	1705	73	18	9	77	-3	→	-3	→
Your personal security on board	1571	70	25	5	75	-3	→	-2	→
The cleanliness of the inside	1697	57	24	20	71	-8	↓	-8	↓
The cleanliness of the outside	1466	51	29	19	69	-5	↓	-5	↓
The availability of staff	1037	13	28	60	37	-3	→	-4	↓
How well train company deals with delays	415	28	45	27	36	-5	→	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

First Great Western

Spring 2013

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

Overall sample size 2996	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2931	80	12	8	81	-3	↓	-2	→
STATION FACILITIES									
Overall satisfaction with the station	2897	76	16	7	75	-2	→	0	→
Ticket buying facilities	1426	76	13	11	73	2	→	1	→
Provision of information about train times/platforms	2800	83	10	7	79	0	→	2	→
The upkeep/repair of the station buildings/platforms	2792	69	19	12	67	1	→	4	↑
Cleanliness	2808	73	17	9	72	0	→	3	↑
The facilities and services	2472	57	20	23	54	-3	→	4	↑
The attitudes and helpfulness of the staff	2125	75	18	7	69	0	→	0	→
Connections with other forms of public transport	1984	70	17	13	75	-3	→	-1	→
Facilities for car parking	990	54	18	28	47	-2	→	0	→
Overall environment	2806	66	22	13	65	-2	→	0	→
Your personal security whilst using the station	2541	69	25	6	67	-3	→	0	→
The availability of staff	2416	63	21	16	58	4	↑	1	→
The provision of shelter facilities ¹	2415	63	18	19	61	-6	↓	-	-
Availability of seating ¹	2661	49	21	30	42	0	→	-	-
How request to station staff was handled	541	90	3	6	80	2	→	2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2924	79	14	7	77	-2	→	-	-
The frequency of the trains on that route	2871	76	9	14	75	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2865	76	9	15	76	-2	→	-1	→
The length of time the journey was scheduled to take (speed)	2834	83	10	7	82	-2	→	-2	→
Connections with other train services	1579	73	17	10	75	0	→	-1	→
The value for money of the price of your ticket	2806	48	20	32	38	-5	↓	0	→
Upkeep and repair of the train	2846	76	16	8	72	-2	→	-1	→
The provision of information during the journey	2628	67	22	11	69	-1	→	0	→
The helpfulness and attitude of staff on train	1737	68	23	9	59	1	→	2	→
The space for luggage	2278	57	21	22	50	4	↑	3	↑
The toilet facilities	1317	42	24	34	34	-2	→	-2	→
Sufficient room for all passengers to sit/stand	2855	68	13	19	65	3	↑	1	→
The comfort of the seating area	2843	72	18	10	69	0	→	0	→
The ease of being able to get on and off	2872	76	15	9	77	0	→	-1	→
Your personal security on board	2687	79	18	3	75	-1	→	-2	→
The cleanliness of the inside	2888	74	16	10	71	-2	→	-2	→
The cleanliness of the outside	2372	70	22	9	69	-3	↓	-4	↓
The availability of staff	2140	48	31	21	37	1	→	-1	→
How well train company deals with delays	714	44	35	21	36	-4	→	3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Greater Anglia

Spring 2013

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

Overall sample size 2267	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2221	77	14	9	81	-6		4	
STATION FACILITIES									
Overall satisfaction with the station	2203	75	20	5	75	-4		4	
Ticket buying facilities	1176	73	16	11	73	0		4	
Provision of information about train times/platforms	2121	77	14	9	79	-3		3	
The upkeep/repair of the station buildings/platforms	2120	68	21	10	67	-2		2	
Cleanliness	2139	71	21	8	72	-4		3	
The facilities and services	1883	56	22	22	54	-3		7	
The attitudes and helpfulness of the staff	1669	67	23	10	69	-1		2	
Connections with other forms of public transport	1726	78	13	8	75	-2		3	
Facilities for car parking	776	50	22	29	47	-1		2	
Overall environment	2150	65	25	11	65	-7		2	
Your personal security whilst using the station	1976	65	29	6	67	-4		1	
The availability of staff	1889	57	26	17	58	2		4	
The provision of shelter facilities ¹	1787	59	21	20	61	-7		-	-
Availability of seating ¹	1997	40	24	36	42	-5		-	-
How request to station staff was handled	304	84	7	9	80	1		6	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2224	70	19	11	77	-3		-	-
The frequency of the trains on that route	2197	76	8	16	75	-1		4	
Punctuality/reliability (i.e. the train arriving/departing on time)	2173	74	10	16	76	-9		4	
The length of time the journey was scheduled to take (speed)	2144	81	12	7	82	-4		2	
Connections with other train services	1291	73	19	9	75	-6		-2	
The value for money of the price of your ticket	2079	35	20	44	38	-2		6	
Upkeep and repair of the train	2165	53	23	24	72	-4		-2	
The provision of information during the journey	2011	60	25	15	69	-2		4	
The helpfulness and attitude of staff on train	1060	49	33	18	59	1		3	
The space for luggage	1695	49	25	25	50	-4		-3	
The toilet facilities	1004	34	21	45	34	0		3	
Sufficient room for all passengers to sit/stand	2150	63	18	19	65	-7		-3	
The comfort of the seating area	2176	58	24	18	69	-4		0	
The ease of being able to get on and off	2192	78	15	7	77	-4		2	
Your personal security on board	2063	68	26	6	75	-5		3	
The cleanliness of the inside	2207	57	22	21	71	-5		1	
The cleanliness of the outside	1872	50	29	21	69	-8		-3	
The availability of staff	1494	26	27	48	37	0		-1	
How well train company deals with delays	377	28	41	31	36	-17		0	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Heathrow Connect

Spring 2013

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

Overall sample size 560	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	536	91	6	4	81	-3	→	-3	→
STATION FACILITIES									
Overall satisfaction with the station	531	77	14	9	75	-3	→	-7	↓
Ticket buying facilities	340	71	13	16	73	-2	→	-11	↓
Provision of information about train times/platforms	516	74	13	13	79	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	518	70	19	11	67	-2	→	-6	→
Cleanliness	522	73	19	8	72	-4	→	-9	↓
The facilities and services	440	58	20	22	54	6	→	-1	→
The attitudes and helpfulness of the staff	414	69	20	11	69	-4	→	-13	↓
Connections with other forms of public transport	459	74	15	11	75	-7	↓	-7	→
Facilities for car parking	184	26	22	53	47	-14	↓	-10	→
Overall environment	522	64	24	12	65	-5	→	-11	↓
Your personal security whilst using the station	486	71	22	7	67	1	→	-2	→
The availability of staff	461	57	22	21	58	-4	→	-14	↓
The provision of shelter facilities ¹	437	63	21	16	61	-4	→	-	-
Availability of seating ¹	478	52	21	27	42	0	→	-	-
How request to station staff was handled	63	88	4	7	80	12	→	-2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	532	91	6	2	77	-3	↓	-	-
The frequency of the trains on that route	527	68	14	18	75	-3	→	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	533	78	9	14	76	-8	↓	-14	↓
The length of time the journey was scheduled to take (speed)	519	90	6	5	82	-3	→	-4	→
Connections with other train services	382	81	13	6	75	-2	→	-5	→
The value for money of the price of your ticket	488	54	21	26	38	2	→	-2	→
Upkeep and repair of the train	524	93	5	2	72	-2	→	-1	→
The provision of information during the journey	504	83	12	5	69	-2	→	-1	→
The helpfulness and attitude of staff on train	351	68	24	7	59	-6	→	-13	↓
The space for luggage	438	78	14	8	50	-3	→	2	→
The toilet facilities	238	71	16	13	34	5	→	11	→
Sufficient room for all passengers to sit/stand	527	83	9	8	65	-3	→	-7	↓
The comfort of the seating area	524	87	9	4	69	-3	→	-5	↓
The ease of being able to get on and off	530	83	8	9	77	-3	→	-5	→
Your personal security on board	514	88	10	2	75	1	→	4	→
The cleanliness of the inside	532	91	7	2	71	-4	↓	-2	→
The cleanliness of the outside	495	89	10	2	69	-2	→	-2	→
The availability of staff	416	58	29	14	37	-6	→	-5	→
How well train company deals with delays	60	34	31	35	36	-8	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Heathrow Express

Spring 2013

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

Overall sample size 526	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	489	94	5	1	81	1	→	4	→
STATION FACILITIES									
Overall satisfaction with the station	500	89	9	2	75	2	→	3	→
Ticket buying facilities	367	89	9	2	73	0	→	3	→
Provision of information about train times/platforms	472	84	11	5	79	2	→	3	→
The upkeep/repair of the station buildings/platforms	473	82	13	5	67	-2	→	4	→
Cleanliness	487	83	12	5	72	1	→	6	↑
The facilities and services	348	70	18	11	54	4	→	6	→
The attitudes and helpfulness of the staff	371	84	14	2	69	6	→	5	→
Connections with other forms of public transport	377	87	7	6	75	6	↑	5	→
Facilities for car parking	71	69	13	18	47	-5	→	21	↑
Overall environment	469	80	15	5	65	-1	→	-1	→
Your personal security whilst using the station	404	82	18	1	67	-1	→	2	→
The availability of staff	402	77	16	8	58	4	→	7	↑
The provision of shelter facilities ¹	250	82	15	3	61	3	→	-	-
Availability of seating ¹	366	68	14	19	42	4	→	-	-
How request to station staff was handled	111	96	3	2	80	4	→	6	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	483	95	5	0	77	2	→	-	-
The frequency of the trains on that route	494	93	4	2	75	-1	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	498	95	4	1	76	-1	→	2	→
The length of time the journey was scheduled to take (speed)	489	97	2	1	82	0	→	0	→
Connections with other train services	309	85	12	4	75	1	→	4	→
The value for money of the price of your ticket	494	40	22	37	38	0	→	7	↑
Upkeep and repair of the train	500	94	3	2	72	5	↑	4	→
The provision of information during the journey	472	87	11	2	69	4	→	7	↑
The helpfulness and attitude of staff on train	420	87	13	1	59	1	→	-1	→
The space for luggage	488	92	6	2	50	8	↑	4	→
The toilet facilities	156	79	14	7	34	6	→	16	↑
Sufficient room for all passengers to sit/stand	501	95	3	2	65	7	↑	5	↑
The comfort of the seating area	496	94	6	1	69	5	↑	4	→
The ease of being able to get on and off	496	95	4	1	77	1	→	0	→
Your personal security on board	474	93	7	0	75	3	→	2	→
The cleanliness of the inside	498	93	5	1	71	-2	→	0	→
The cleanliness of the outside	461	94	6	0	69	2	→	1	→
The availability of staff	436	76	20	4	37	1	→	1	→
How well train company deals with delays	16	70	22	8	36	2	→	28	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

London Midland

Spring 2013

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

Overall sample size 1149	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1127	80	12	7	81	-3	→	-7	↓
STATION FACILITIES									
Overall satisfaction with the station	1120	73	17	10	75	-2	→	-4	→
Ticket buying facilities	588	72	14	14	73	-3	→	-6	↓
Provision of information about train times/platforms	1083	80	12	7	79	-5	↓	-3	→
The upkeep/repair of the station buildings/platforms	1087	66	21	13	67	-4	→	0	→
Cleanliness	1089	71	18	11	72	-4	→	-1	→
The facilities and services	939	54	21	25	54	0	→	6	↑
The attitudes and helpfulness of the staff	824	70	21	10	69	-3	→	-3	→
Connections with other forms of public transport	800	71	14	14	75	3	→	2	→
Facilities for car parking	411	45	17	38	47	-12	↓	-11	↓
Overall environment	1081	61	24	15	65	-8	↓	-7	↓
Your personal security whilst using the station	1003	66	26	8	67	-5	↓	-2	→
The availability of staff	935	55	23	22	58	-1	→	-4	→
The provision of shelter facilities ¹	914	63	19	18	61	-8	↓	-	-
Availability of seating ¹	1016	45	18	36	42	-8	↓	-	-
How request to station staff was handled	142	81	6	13	80	-7	→	-5	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1123	80	12	8	77	-3	→	-	-
The frequency of the trains on that route	1104	76	9	16	75	-2	→	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1115	70	9	22	76	-6	↓	-12	↓
The length of time the journey was scheduled to take (speed)	1099	84	10	6	82	0	→	-5	↓
Connections with other train services	549	72	20	9	75	-5	→	-6	↓
The value for money of the price of your ticket	1018	51	19	30	38	-1	→	-1	→
Upkeep and repair of the train	1097	80	12	8	72	-4	↓	-4	↓
The provision of information during the journey	1029	70	17	13	69	-6	↓	-4	→
The helpfulness and attitude of staff on train	566	59	31	11	59	-7	↓	-4	→
The space for luggage	843	54	20	25	50	-1	→	-3	→
The toilet facilities	456	53	23	24	34	1	→	3	→
Sufficient room for all passengers to sit/stand	1106	66	12	22	65	-5	↓	-8	↓
The comfort of the seating area	1101	75	15	10	69	-4	↓	-5	↓
The ease of being able to get on and off	1118	80	12	8	77	-1	→	-6	↓
Your personal security on board	1058	75	21	4	75	-4	→	-5	↓
The cleanliness of the inside	1123	76	15	9	71	-7	↓	-6	↓
The cleanliness of the outside	944	77	18	5	69	-6	↓	-6	↓
The availability of staff	784	41	30	29	37	-7	↓	-4	→
How well train company deals with delays	258	32	35	33	36	-14	↓	-17	↓

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

London Overground

Spring 2013

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

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	1076	92	5	3	81	-1		2	
STATION FACILITIES									
Overall satisfaction with the station	1061	79	16	5	75	-7		-2	
Ticket buying facilities	575	70	16	14	73	-6		-3	
Provision of information about train times/platforms	1014	81	11	7	79	-1		-1	
The upkeep/repair of the station buildings/platforms	1015	77	15	8	67	-2		0	
Cleanliness	1029	80	13	7	72	0		2	
The facilities and services	800	43	22	35	54	-2		8	
The attitudes and helpfulness of the staff	755	69	23	8	69	1		4	
Connections with other forms of public transport	872	77	15	8	75	0		1	
Facilities for car parking	354	33	24	43	47	1		-2	
Overall environment	1030	71	20	9	65	-6		0	
Your personal security whilst using the station	959	69	26	6	67	-4		-1	
The availability of staff	881	63	22	15	58	1		3	
The provision of shelter facilities ¹	941	60	19	21	61	-10		-	-
Availability of seating ¹	978	45	24	31	42	-12		-	-
How request to station staff was handled	98	83	6	10	80	-3		-7	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1064	92	6	2	77	0		-	-
The frequency of the trains on that route	1066	79	9	12	75	1		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	1060	87	7	7	76	-1		-1	
The length of time the journey was scheduled to take (speed)	1040	89	7	3	82	1		1	
Connections with other train services	861	82	10	8	75	-1		-3	
The value for money of the price of your ticket	919	48	22	30	38	-9		-1	
Upkeep and repair of the train	1044	92	7	1	72	-2		-2	
The provision of information during the journey	996	85	12	3	69	-1		0	
The helpfulness and attitude of staff on train	510	60	32	8	59	3		3	
The space for luggage	826	58	23	19	50	-4		-6	
The toilet facilities	340	12	16	72	34	-4		-5	
Sufficient room for all passengers to sit/stand	1057	72	12	16	65	-4		-5	
The comfort of the seating area	1038	81	13	6	69	-4		-1	
The ease of being able to get on and off	1054	81	12	8	77	-5		-3	
Your personal security on board	1015	80	16	4	75	-3		1	
The cleanliness of the inside	1059	91	7	2	71	-2		-2	
The cleanliness of the outside	978	89	9	2	69	-3		-1	
The availability of staff	759	42	31	26	37	0		5	
How well train company deals with delays	88	35	39	26	36	-7		-7	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

South West Trains

Spring 2013

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

Overall sample size 2004	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1957	81	13	6	81	-5	↓	-3	→
STATION FACILITIES									
Overall satisfaction with the station	1937	74	19	7	75	-4	↓	0	→
Ticket buying facilities	1004	74	15	11	73	0	→	4	→
Provision of information about train times/platforms	1852	81	12	7	79	-3	→	-2	→
The upkeep/repair of the station buildings/platforms	1856	64	22	14	67	-3	→	7	↑
Cleanliness	1869	69	22	9	72	-2	→	6	↑
The facilities and services	1641	57	21	22	54	-1	→	10	↑
The attitudes and helpfulness of the staff	1343	68	23	9	69	1	→	-1	→
Connections with other forms of public transport	1412	76	14	11	75	-2	→	2	→
Facilities for car parking	726	50	20	30	47	-5	→	0	→
Overall environment	1869	63	26	11	65	-4	↓	1	→
Your personal security whilst using the station	1709	67	28	5	67	-1	→	-1	→
The availability of staff	1593	54	26	20	58	2	→	0	→
The provision of shelter facilities ¹	1650	60	19	20	61	-5	↓	-	-
Availability of seating ¹	1757	38	21	41	42	-3	→	-	-
How request to station staff was handled	253	75	6	18	80	-8	→	-7	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1965	79	16	6	77	-4	↓	-	-
The frequency of the trains on that route	1917	73	10	17	75	-4	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1928	77	9	14	76	-9	↓	-5	↓
The length of time the journey was scheduled to take (speed)	1892	81	11	8	82	-1	→	-2	→
Connections with other train services	1116	74	17	9	75	1	→	-2	→
The value for money of the price of your ticket	1832	33	23	44	38	-4	→	-3	→
Upkeep and repair of the train	1885	78	14	8	72	-1	→	-4	↓
The provision of information during the journey	1753	73	19	8	69	-1	→	-2	→
The helpfulness and attitude of staff on train	1273	70	24	6	59	-1	→	2	→
The space for luggage	1501	53	24	23	50	-2	→	-6	↓
The toilet facilities	821	30	24	46	34	-6	↓	-9	↓
Sufficient room for all passengers to sit/stand	1877	63	16	21	65	-4	↓	-10	↓
The comfort of the seating area	1884	72	19	10	69	-4	↓	-4	↓
The ease of being able to get on and off	1923	77	15	8	77	-2	→	-5	↓
Your personal security on board	1821	80	18	2	75	-1	→	-1	→
The cleanliness of the inside	1937	74	17	10	71	-3	→	-5	↓
The cleanliness of the outside	1618	75	20	5	69	-4	→	-2	→
The availability of staff	1517	51	34	15	37	-2	→	-4	→
How well train company deals with delays	423	45	34	21	36	-4	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Southeastern

Spring 2013

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

Overall sample size 1687	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1656	78	13	9	81	-6	↓	-3	→
STATION FACILITIES									
Overall satisfaction with the station	1643	73	17	9	75	-2	→	0	→
Ticket buying facilities	836	71	16	13	73	2	→	2	→
Provision of information about train times/platforms	1590	77	13	11	79	-2	→	0	→
The upkeep/repair of the station buildings/platforms	1577	65	21	14	67	-3	→	1	→
Cleanliness	1596	70	17	12	72	-3	→	1	→
The facilities and services	1419	51	21	28	54	-6	↓	1	→
The attitudes and helpfulness of the staff	1244	65	23	12	69	-3	→	-1	→
Connections with other forms of public transport	1288	76	14	10	75	0	→	3	→
Facilities for car parking	482	46	15	39	47	2	→	5	→
Overall environment	1585	64	21	15	65	-1	→	-1	→
Your personal security whilst using the station	1472	64	28	7	67	-2	→	3	→
The availability of staff	1432	57	23	20	58	-1	→	0	→
The provision of shelter facilities ¹	1327	59	20	21	61	-8	↓	-	-
Availability of seating ¹	1496	42	19	40	42	-1	→	-	-
How request to station staff was handled	178	79	7	14	80	-4	→	3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1661	75	17	8	77	-5	↓	-	-
The frequency of the trains on that route	1647	75	9	16	75	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1642	77	8	15	76	-8	↓	-3	→
The length of time the journey was scheduled to take (speed)	1611	80	11	9	82	-6	↓	1	→
Connections with other train services	859	73	18	9	75	-4	→	1	→
The value for money of the price of your ticket	1501	31	20	49	38	-7	↓	-1	→
Upkeep and repair of the train	1604	70	17	13	72	-5	↓	-2	→
The provision of information during the journey	1513	69	18	13	69	-2	→	1	→
The helpfulness and attitude of staff on train	796	56	28	16	59	2	→	0	→
The space for luggage	1240	47	23	30	50	-1	→	-1	→
The toilet facilities	659	34	19	47	34	4	→	6	↑
Sufficient room for all passengers to sit/stand	1599	64	14	22	65	-4	→	3	→
The comfort of the seating area	1607	67	18	14	69	-4	→	0	→
The ease of being able to get on and off	1622	78	14	8	77	-3	→	0	→
Your personal security on board	1525	69	24	7	75	-4	↓	-1	→
The cleanliness of the inside	1639	68	19	13	71	-5	↓	-3	→
The cleanliness of the outside	1431	65	25	10	69	-6	↓	-3	→
The availability of staff	1117	34	26	40	37	1	→	0	→
How well train company deals with delays	257	31	33	35	36	-9	→	0	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Southern

Spring 2013

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

Overall sample size 2113	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2062	78	12	9	81	-3	↓	-2	→
STATION FACILITIES									
Overall satisfaction with the station	2047	73	18	9	75	-5	↓	-2	→
Ticket buying facilities	1026	70	16	14	73	0	→	1	→
Provision of information about train times/platforms	1982	76	13	11	79	-4	↓	-2	→
The upkeep/repair of the station buildings/platforms	1962	62	23	15	67	-6	↓	-3	→
Cleanliness	1957	69	21	10	72	-6	↓	0	→
The facilities and services	1645	53	23	25	54	-4	↓	5	↑
The attitudes and helpfulness of the staff	1516	67	23	10	69	-5	↓	-2	→
Connections with other forms of public transport	1523	75	15	10	75	-5	↓	3	→
Facilities for car parking	486	40	17	43	47	-1	→	0	→
Overall environment	1978	61	25	14	65	-7	↓	-3	→
Your personal security whilst using the station	1802	66	28	6	67	-4	↓	1	→
The availability of staff	1704	58	25	17	58	-2	→	0	→
The provision of shelter facilities ¹	1538	60	21	18	61	-9	↓	-	-
Availability of seating ¹	1748	39	19	42	42	-1	→	-	-
How request to station staff was handled	364	76	8	16	80	-6	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2069	75	17	8	77	-5	↓	-	-
The frequency of the trains on that route	2048	70	12	19	75	-5	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	2028	72	10	18	76	-5	↓	-6	↓
The length of time the journey was scheduled to take (speed)	1998	80	11	8	82	-4	↓	-3	↓
Connections with other train services	1200	74	17	9	75	-3	→	-2	→
The value for money of the price of your ticket	1898	36	22	42	38	-6	↓	-2	→
Upkeep and repair of the train	2009	69	18	14	72	-3	→	2	→
The provision of information during the journey	1856	73	18	10	69	-2	→	1	→
The helpfulness and attitude of staff on train	927	54	31	15	59	-3	→	1	→
The space for luggage	1570	43	25	32	50	-3	→	-4	↓
The toilet facilities	719	35	24	42	34	-2	→	5	→
Sufficient room for all passengers to sit/stand	2002	64	14	22	65	-3	→	-2	→
The comfort of the seating area	2005	67	20	13	69	-3	→	-2	→
The ease of being able to get on and off	2027	74	16	10	77	-2	→	0	→
Your personal security on board	1888	74	21	5	75	-2	→	2	→
The cleanliness of the inside	2040	70	17	13	71	-4	↓	0	→
The cleanliness of the outside	1719	66	25	9	69	-4	↓	-3	→
The availability of staff	1360	33	31	35	37	-2	→	-3	→
How well train company deals with delays	471	30	39	31	36	-9	↓	-5	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

CrossCountry

Spring 2013

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

Overall sample size 1200	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1176	84	10	6	87	-1		0	
STATION FACILITIES									
Overall satisfaction with the station	1171	76	17	7	81	-4		-3	
Ticket buying facilities	473	85	9	6	83	0		7	
Provision of information about train times/platforms	1138	85	9	6	87	1		2	
The upkeep/repair of the station buildings/platforms	1118	67	19	13	75	-3		1	
Cleanliness	1138	74	17	9	79	-1		0	
The facilities and services	998	63	19	19	68	-5		2	
The attitudes and helpfulness of the staff	855	77	18	5	78	-2		-2	
Connections with other forms of public transport	706	73	16	10	78	0		0	
Facilities for car parking	395	60	17	23	57	2		2	
Overall environment	1127	65	21	14	73	-5		-4	
Your personal security whilst using the station	1018	74	23	3	76	-3		2	
The availability of staff	979	64	25	11	66	-4		-3	
The provision of shelter facilities ¹	984	66	19	16	69	-9		-	-
Availability of seating ¹	1070	53	19	28	50	0		-	-
How request to station staff was handled	253	90	5	5	89	1		-2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1175	81	14	5	86	-1		-	-
The frequency of the trains on that route	1124	80	12	8	85	1		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	1169	80	6	14	83	-2		-6	
The length of time the journey was scheduled to take (speed)	1152	86	8	6	89	1		-1	
Connections with other train services	643	77	14	9	80	-1		-1	
The value for money of the price of your ticket	1139	49	18	33	54	-4		1	
Upkeep and repair of the train	1138	80	14	6	85	-2		0	
The provision of information during the journey	1075	76	16	8	80	3		-1	
The helpfulness and attitude of staff on train	839	77	20	3	81	-2		-1	
The space for luggage	912	55	21	24	58	5		0	
The toilet facilities	515	48	26	26	52	0		0	
Sufficient room for all passengers to sit/stand	1143	70	14	17	74	4		-1	
The comfort of the seating area	1141	77	15	8	81	2		0	
The ease of being able to get on and off	1161	83	12	5	85	3		0	
Your personal security on board	1102	84	14	2	86	1		-1	
The cleanliness of the inside	1167	78	14	8	84	-1		-1	
The cleanliness of the outside	953	74	21	5	78	-6		-5	
The availability of staff	963	63	29	9	67	-1		-4	
How well train company deals with delays	325	51	34	14	57	0		-1	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

East Coast

Spring 2013

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

Overall sample size 1234	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1210	86	8	6	87	-6	↓	-2	→
STATION FACILITIES									
Overall satisfaction with the station	1203	87	10	4	81	-1	→	12	↑
Ticket buying facilities	330	87	8	5	83	1	→	3	→
Provision of information about train times/platforms	1185	90	5	5	87	-1	→	3	↑
The upkeep/repair of the station buildings/platforms	1167	82	12	5	75	-1	→	18	↑
Cleanliness	1188	86	11	3	79	-2	→	14	↑
The facilities and services	1048	76	14	10	68	-3	→	18	↑
The attitudes and helpfulness of the staff	809	80	16	4	78	-3	→	4	→
Connections with other forms of public transport	827	81	12	7	78	-4	→	1	→
Facilities for car parking	351	51	23	26	57	-6	→	2	→
Overall environment	1171	80	14	6	73	-2	→	16	↑
Your personal security whilst using the station	1052	78	20	2	76	-2	→	8	↑
The availability of staff	947	69	21	10	66	-4	→	2	→
The provision of shelter facilities ¹	944	70	17	12	69	-6	↓	-	-
Availability of seating ¹	1084	43	23	34	50	-5	↓	-	-
How request to station staff was handled	215	87	6	6	89	-1	→	2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1212	87	9	4	86	-2	→	-	-
The frequency of the trains on that route	1169	90	7	4	85	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1194	83	6	11	83	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	1174	88	6	6	89	-4	↓	-2	→
Connections with other train services	633	77	14	9	80	-7	↓	-2	→
The value for money of the price of your ticket	1156	56	20	25	54	-2	→	0	→
Upkeep and repair of the train	1190	81	13	7	85	-1	→	2	→
The provision of information during the journey	1139	80	14	6	80	-1	→	2	→
The helpfulness and attitude of staff on train	962	84	14	3	81	-1	→	2	→
The space for luggage	1030	63	19	18	58	-3	→	0	→
The toilet facilities	807	50	25	25	52	-4	→	-2	→
Sufficient room for all passengers to sit/stand	1176	79	13	8	74	-2	→	-1	→
The comfort of the seating area	1189	80	13	7	81	-1	→	1	→
The ease of being able to get on and off	1190	82	13	5	85	-2	→	-1	→
Your personal security on board	1138	86	13	1	86	-3	↓	1	→
The cleanliness of the inside	1201	85	10	4	84	0	→	3	↑
The cleanliness of the outside	973	72	21	7	78	-5	↓	-4	→
The availability of staff	1041	71	21	8	67	-1	→	-1	→
How well train company deals with delays	395	62	26	12	57	-7	→	-1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

East Midlands Trains

Spring 2013

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

Overall sample size 1088	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1067	88	7	5	87	-2	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1058	82	10	7	81	-7	↓	-3	→
Ticket buying facilities	451	77	14	9	83	-10	↓	-4	→
Provision of information about train times/platforms	1025	83	11	6	87	-2	→	0	→
The upkeep/repair of the station buildings/platforms	1024	76	17	7	75	-6	↓	-4	→
Cleanliness	1038	80	14	6	79	-6	↓	-2	→
The facilities and services	931	65	18	17	68	-5	↓	0	→
The attitudes and helpfulness of the staff	752	78	16	7	78	-4	→	-1	→
Connections with other forms of public transport	760	74	13	12	78	-2	→	2	→
Facilities for car parking	353	67	16	17	57	-3	→	-1	→
Overall environment	1046	74	17	9	73	-8	↓	-5	↓
Your personal security whilst using the station	933	72	24	4	76	-6	↓	-4	→
The availability of staff	898	64	21	16	66	-8	↓	-5	→
The provision of shelter facilities ¹	900	67	17	16	69	-12	↓	-	-
Availability of seating ¹	982	50	22	28	50	-5	→	-	-
How request to station staff was handled	180	85	5	9	89	-5	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1066	86	8	6	86	-1	→	-	-
The frequency of the trains on that route	1046	81	9	10	85	-3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1059	86	5	9	83	-2	→	-2	→
The length of time the journey was scheduled to take (speed)	1043	86	8	6	89	-3	→	-3	→
Connections with other train services	560	78	13	9	80	-2	→	-1	→
The value for money of the price of your ticket	1034	48	20	32	54	0	→	-3	→
Upkeep and repair of the train	1055	84	10	6	85	-1	→	-1	→
The provision of information during the journey	967	72	18	10	80	-1	→	1	→
The helpfulness and attitude of staff on train	840	80	15	5	81	2	→	0	→
The space for luggage	845	53	21	26	58	-2	→	-3	→
The toilet facilities	518	43	26	31	52	-11	↓	-7	↓
Sufficient room for all passengers to sit/stand	1038	74	12	13	74	4	→	0	→
The comfort of the seating area	1037	81	12	6	81	0	→	0	→
The ease of being able to get on and off	1051	84	10	6	85	0	→	-1	→
Your personal security on board	1008	84	15	1	86	-2	→	-2	→
The cleanliness of the inside	1057	83	10	7	84	-1	→	-1	→
The cleanliness of the outside	865	71	18	11	78	-5	↓	-3	→
The availability of staff	906	64	26	10	67	2	→	-3	→
How well train company deals with delays	159	58	21	21	57	1	→	7	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

First Hull Trains

Spring 2013

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

Overall sample size 543	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	509	95	4	1	87	0	→	2	→
STATION FACILITIES									
Overall satisfaction with the station	516	89	9	2	81	-3	→	7	↑
Ticket buying facilities	173	88	8	3	83	2	→	8	→
Provision of information about train times/platforms	499	91	6	4	87	3	→	6	↑
The upkeep/repair of the station buildings/platforms	493	90	7	3	75	2	→	14	↑
Cleanliness	494	90	7	2	79	-1	→	13	↑
The facilities and services	441	74	15	11	68	-2	→	16	↑
The attitudes and helpfulness of the staff	328	79	17	4	78	-2	→	3	→
Connections with other forms of public transport	360	86	6	8	78	3	→	5	→
Facilities for car parking	224	67	12	21	57	-2	→	-3	→
Overall environment	495	84	13	3	73	-4	→	10	↑
Your personal security whilst using the station	444	81	18	1	76	2	→	8	↑
The availability of staff	403	70	21	9	66	1	→	6	→
The provision of shelter facilities ¹	420	79	10	11	69	-5	→	-	-
Availability of seating ¹	450	57	19	25	50	0	→	-	-
How request to station staff was handled	93	89	0	10	89	-1	→	-2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	514	92	7	1	86	-5	↓	-	-
The frequency of the trains on that route	474	80	11	9	85	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	505	91	4	6	83	-4	→	-2	→
The length of time the journey was scheduled to take (speed)	493	92	5	3	89	-1	→	0	→
Connections with other train services	256	79	16	5	80	-4	→	1	→
The value for money of the price of your ticket	488	62	17	21	54	2	→	6	→
Upkeep and repair of the train	508	92	6	2	85	-1	→	2	→
The provision of information during the journey	482	90	8	2	80	3	→	2	→
The helpfulness and attitude of staff on train	483	94	6	1	81	1	→	2	→
The space for luggage	471	72	12	16	58	0	→	0	→
The toilet facilities	355	62	22	16	52	-3	→	-2	→
Sufficient room for all passengers to sit/stand	508	91	5	4	74	-1	→	4	→
The comfort of the seating area	508	89	7	3	81	-2	→	4	→
The ease of being able to get on and off	511	92	6	1	85	1	→	1	→
Your personal security on board	492	91	8	1	86	0	→	3	→
The cleanliness of the inside	510	93	6	1	84	-3	→	2	→
The cleanliness of the outside	440	88	10	2	78	-2	→	0	→
The availability of staff	473	86	13	1	67	-1	→	-3	→
How well train company deals with delays	71	63	22	15	57	16	→	12	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

First TransPennine Express

Spring 2013

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

Overall sample size 1190	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1167	85	8	7	87	-3	→	-2	→
STATION FACILITIES									
Overall satisfaction with the station	1159	86	10	4	81	0	→	0	→
Ticket buying facilities	571	84	11	6	83	-4	→	-4	→
Provision of information about train times/platforms	1132	88	7	5	87	-3	→	0	→
The upkeep/repair of the station buildings/platforms	1122	82	13	5	75	3	→	-1	→
Cleanliness	1132	86	11	4	79	3	→	1	→
The facilities and services	1019	75	14	12	68	1	→	7	↑
The attitudes and helpfulness of the staff	842	81	15	5	78	1	→	3	→
Connections with other forms of public transport	773	76	15	9	78	-4	→	3	→
Facilities for car parking	392	55	21	24	57	-3	→	-7	→
Overall environment	1122	79	17	4	73	1	→	-2	→
Your personal security whilst using the station	1008	80	17	2	76	0	→	3	→
The availability of staff	960	72	19	9	66	3	→	3	→
The provision of shelter facilities ¹	978	75	15	10	69	-3	→	-	-
Availability of seating ¹	1060	58	21	22	50	-1	→	-	-
How request to station staff was handled	187	91	3	5	89	2	→	3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1162	86	9	6	86	-2	→	-	-
The frequency of the trains on that route	1126	84	7	8	85	3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1155	82	7	12	83	-7	↓	-6	↓
The length of time the journey was scheduled to take (speed)	1130	89	6	5	89	1	→	-2	→
Connections with other train services	645	80	12	8	80	-1	→	-1	→
The value for money of the price of your ticket	1109	55	18	27	54	-2	→	-1	→
Upkeep and repair of the train	1143	90	7	3	85	1	→	2	→
The provision of information during the journey	1081	82	12	6	80	2	→	2	→
The helpfulness and attitude of staff on train	885	82	15	3	81	1	→	0	→
The space for luggage	937	58	15	27	58	6	↑	8	↑
The toilet facilities	484	53	24	23	52	-4	→	-4	→
Sufficient room for all passengers to sit/stand	1140	65	11	24	74	4	→	2	→
The comfort of the seating area	1115	83	11	6	81	3	→	4	→
The ease of being able to get on and off	1143	82	11	7	85	1	→	-1	→
Your personal security on board	1097	86	12	2	86	2	→	0	→
The cleanliness of the inside	1156	86	10	4	84	-1	→	-1	→
The cleanliness of the outside	977	82	15	3	78	-3	→	0	→
The availability of staff	1012	69	21	10	67	3	→	2	→
How well train company deals with delays	311	53	29	19	57	3	→	-3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Grand Central²

Spring 2013

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

Overall sample size 639	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	601	93	5	2	87	-3	→	-	-
STATION FACILITIES									
Overall satisfaction with the station	609	87	8	4	81	-1	→	-	-
Ticket buying facilities	265	87	6	7	83	4	→	-	-
Provision of information about train times/platforms	590	90	5	5	87	1	→	-	-
The upkeep/repair of the station buildings/platforms	591	86	9	5	75	-1	→	-	-
Cleanliness	595	87	8	4	79	-1	→	-	-
The facilities and services	525	69	13	18	68	-6	→	-	-
The attitudes and helpfulness of the staff	385	80	14	6	78	5	→	-	-
Connections with other forms of public transport	448	82	9	9	78	-4	→	-	-
Facilities for car parking	257	56	15	29	57	1	→	-	-
Overall environment	583	81	13	6	73	-2	→	-	-
Your personal security whilst using the station	524	77	19	5	76	-1	→	-	-
The availability of staff	466	68	20	12	66	7	↑	-	-
The provision of shelter facilities ¹	499	75	15	10	69	-5	→	-	-
Availability of seating ¹	544	51	19	30	50	-3	→	-	-
How request to station staff was handled	94	89	6	5	89	1	→	-	-
TRAIN FACILITIES									
Overall satisfaction with the train ¹	608	91	7	2	86	-3	→	-	-
The frequency of the trains on that route	602	77	12	11	85	3	→	-	-
Punctuality/reliability (i.e. the train arriving/departing on time)	609	93	5	3	83	-1	→	-	-
The length of time the journey was scheduled to take (speed)	586	89	7	4	89	-2	→	-	-
Connections with other train services	322	83	13	5	80	1	→	-	-
The value for money of the price of your ticket	602	75	12	13	54	3	→	-	-
Upkeep and repair of the train	608	78	12	10	85	-6	↓	-	-
The provision of information during the journey	560	84	14	2	80	-2	→	-	-
The helpfulness and attitude of staff on train	559	91	7	2	81	-1	→	-	-
The space for luggage	557	77	13	10	58	-3	→	-	-
The toilet facilities	450	55	20	24	52	-9	↓	-	-
Sufficient room for all passengers to sit/stand	602	91	7	2	74	-2	→	-	-
The comfort of the seating area	601	89	7	4	81	-1	→	-	-
The ease of being able to get on and off	593	90	8	2	85	0	→	-	-
Your personal security on board	587	92	7	1	86	1	→	-	-
The cleanliness of the inside	606	85	11	4	84	-4	→	-	-
The cleanliness of the outside	533	80	16	4	78	-6	↓	-	-
The availability of staff	570	85	13	2	67	2	→	-	-
How well train company deals with delays	103	73	16	11	57	-4	→	-	-

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Grand Central did not take part in the survey in Spring 2012

Virgin Trains

Spring 2013

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

Overall sample size 1152	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1129	92	6	3	87	-1		1	
STATION FACILITIES									
Overall satisfaction with the station	1120	79	15	6	81	-1		-3	
Ticket buying facilities	315	83	13	4	83	-4		0	
Provision of information about train times/platforms	1108	87	9	4	87	0		0	
The upkeep/repair of the station buildings/platforms	1084	72	17	11	75	1		1	
Cleanliness	1092	75	16	9	79	-2		1	
The facilities and services	984	67	19	14	68	-4		5	
The attitudes and helpfulness of the staff	717	77	18	5	78	1		4	
Connections with other forms of public transport	763	84	9	7	78	-3		2	
Facilities for car parking	310	51	19	30	57	-4		-7	
Overall environment	1095	70	18	12	73	0		-1	
Your personal security whilst using the station	996	74	24	2	76	-1		2	
The availability of staff	839	63	25	12	66	1		3	
The provision of shelter facilities ¹	782	69	17	14	69	-6		-	-
Availability of seating ¹	1004	43	16	41	50	-1		-	-
How request to station staff was handled	182	88	7	5	89	-2		1	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1128	93	5	2	86	1		-	-
The frequency of the trains on that route	1087	90	6	4	85	-1		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	1116	87	5	8	83	-3		-2	
The length of time the journey was scheduled to take (speed)	1108	93	4	3	89	-1		-1	
Connections with other train services	594	87	8	5	80	0		-1	
The value for money of the price of your ticket	1071	61	16	23	54	1		2	
Upkeep and repair of the train	1121	91	6	2	85	3		2	
The provision of information during the journey	1064	88	9	3	80	4		6	
The helpfulness and attitude of staff on train	823	84	15	1	81	3		3	
The space for luggage	979	62	18	20	58	3		5	
The toilet facilities	722	60	20	20	52	4		7	
Sufficient room for all passengers to sit/stand	1104	83	10	6	74	1		4	
The comfort of the seating area	1111	86	9	6	81	2		4	
The ease of being able to get on and off	1118	91	7	2	85	2		1	
Your personal security on board	1074	89	10	1	86	-1		0	
The cleanliness of the inside	1120	90	7	3	84	1		1	
The cleanliness of the outside	911	87	10	3	78	0		1	
The availability of staff	925	71	21	8	67	3		1	
How well train company deals with delays	304	64	26	10	57	4		10	

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Arriva Trains Wales

Spring 2013

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

Overall sample size 1248	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1201	88	8	4	84	0	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	1188	78	15	7	79	0	→	-1	→
Ticket buying facilities	655	78	13	9	80	-3	→	2	→
Provision of information about train times/platforms	1133	83	11	6	86	2	→	2	→
The upkeep/repair of the station buildings/platforms	1141	69	19	12	78	3	→	3	→
Cleanliness	1125	70	20	11	80	1	→	1	→
The facilities and services	964	51	21	29	51	1	→	3	→
The attitudes and helpfulness of the staff	873	76	16	8	77	-1	→	2	→
Connections with other forms of public transport	744	66	19	15	74	-4	→	-1	→
Facilities for car parking	634	62	18	20	52	-7	↓	-1	→
Overall environment	1126	68	21	10	73	2	→	2	→
Your personal security whilst using the station	1032	70	23	7	70	4	→	3	→
The availability of staff	980	65	19	16	66	5	→	8	↑
The provision of shelter facilities ¹	1060	70	17	13	72	-2	→	-	-
Availability of seating ¹	1093	54	19	27	59	-1	→	-	-
How request to station staff was handled	198	92	2	6	88	6	→	3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1191	84	12	4	80	-2	→	-	-
The frequency of the trains on that route	1146	78	10	12	79	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1191	85	8	7	81	0	→	-2	→
The length of time the journey was scheduled to take (speed)	1145	83	11	6	87	-2	→	-1	→
Connections with other train services	766	82	12	6	78	2	→	5	→
The value for money of the price of your ticket	1154	54	18	29	53	-1	→	-3	→
Upkeep and repair of the train	1167	79	13	8	71	0	→	3	→
The provision of information during the journey	1064	66	23	11	71	0	→	0	→
The helpfulness and attitude of staff on train	1040	82	15	3	74	-1	→	1	→
The space for luggage	1025	63	18	18	60	-3	→	4	→
The toilet facilities	686	55	22	24	38	4	→	6	→
Sufficient room for all passengers to sit/stand	1172	73	14	14	73	-1	→	2	→
The comfort of the seating area	1168	78	14	8	72	2	→	1	→
The ease of being able to get on and off	1169	85	11	4	83	1	→	3	→
Your personal security on board	1114	86	12	2	79	4	↑	3	→
The cleanliness of the inside	1192	78	14	8	73	-2	→	1	→
The cleanliness of the outside	1005	70	22	9	65	-4	→	1	→
The availability of staff	1097	73	20	7	61	3	→	2	→
How well train company deals with delays	138	38	44	18	35	-4	→	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Merseyrail

Spring 2013

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

Overall sample size 557	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	549	92	6	2	84	0	→	-3	→
STATION FACILITIES									
Overall satisfaction with the station	529	86	10	4	79	-2	→	-1	→
Ticket buying facilities	270	89	5	6	80	1	→	0	→
Provision of information about train times/platforms	487	91	5	4	86	3	→	1	→
The upkeep/repair of the station buildings/platforms	503	85	7	7	78	5	→	10	↑
Cleanliness	518	84	12	4	80	-2	→	7	↑
The facilities and services	404	57	19	24	51	-4	→	5	→
The attitudes and helpfulness of the staff	434	87	9	5	77	-1	→	5	→
Connections with other forms of public transport	393	83	14	3	74	1	→	10	↑
Facilities for car parking	253	61	11	28	52	-3	→	11	→
Overall environment	509	79	16	5	73	-4	→	2	→
Your personal security whilst using the station	473	76	18	6	70	-5	→	0	→
The availability of staff	450	81	11	8	66	-1	→	1	→
The provision of shelter facilities ¹	419	78	15	7	72	-6	→	-	-
Availability of seating ¹	495	69	16	16	59	1	→	-	-
How request to station staff was handled	40	93	0	7	88	5	→	13	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	539	90	7	3	80	1	→	-	-
The frequency of the trains on that route	542	93	3	4	79	-1	→	-4	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	531	91	4	6	81	-1	→	-4	→
The length of time the journey was scheduled to take (speed)	524	97	2	1	87	2	→	1	→
Connections with other train services	293	92	6	2	78	3	→	3	→
The value for money of the price of your ticket	419	65	16	19	53	-5	→	-2	→
Upkeep and repair of the train	520	81	13	6	71	0	→	-2	→
The provision of information during the journey	498	87	10	3	71	-3	→	1	→
The helpfulness and attitude of staff on train	284	67	30	4	74	3	→	0	→
The space for luggage	393	61	19	20	60	2	→	1	→
The toilet facilities	142	17	8	75	38	-4	→	6	→
Sufficient room for all passengers to sit/stand	523	79	14	7	73	-2	→	-3	→
The comfort of the seating area	528	81	14	5	72	0	→	0	→
The ease of being able to get on and off	529	90	7	3	83	-1	→	-1	→
Your personal security on board	505	78	18	4	79	-5	→	-2	→
The cleanliness of the inside	533	81	11	9	73	0	→	1	→
The cleanliness of the outside	475	70	22	8	65	-1	→	3	→
The availability of staff	378	50	29	20	61	5	→	2	→
How well train company deals with delays	61	41	40	19	35	-2	→	11	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Northern Rail

Spring 2013

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

Overall sample size 1106	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1086	76	14	10	84	-4	→	-4	→
STATION FACILITIES									
Overall satisfaction with the station	1068	76	17	7	79	-2	→	2	→
Ticket buying facilities	595	77	13	11	80	-1	→	2	→
Provision of information about train times/platforms	1033	84	9	7	86	1	→	4	→
The upkeep/repair of the station buildings/platforms	1040	76	14	10	78	0	→	5	→
Cleanliness	1047	78	14	9	80	-2	→	6	↑
The facilities and services	895	52	16	32	51	0	→	3	→
The attitudes and helpfulness of the staff	801	72	19	9	77	-3	→	1	→
Connections with other forms of public transport	772	71	20	9	74	-3	→	6	↑
Facilities for car parking	437	55	20	25	52	-2	→	2	→
Overall environment	1041	70	20	10	73	-3	→	3	→
Your personal security whilst using the station	954	66	26	9	70	-5	→	-1	→
The availability of staff	907	58	21	22	66	0	→	-3	→
The provision of shelter facilities ¹	956	69	14	16	72	-1	→	-	-
Availability of seating ¹	991	54	19	27	59	-1	→	-	-
How request to station staff was handled	129	84	3	13	88	-6	→	0	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1086	69	19	12	80	-2	→	-	-
The frequency of the trains on that route	1061	69	11	21	79	-4	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1067	72	8	20	81	-5	→	-6	↓
The length of time the journey was scheduled to take (speed)	1053	81	12	6	87	-4	→	-3	→
Connections with other train services	553	72	15	13	78	-1	→	-1	→
The value for money of the price of your ticket	985	54	17	29	53	-4	→	3	→
Upkeep and repair of the train	1042	55	19	26	71	-1	→	2	→
The provision of information during the journey	933	59	22	18	71	-1	→	4	→
The helpfulness and attitude of staff on train	824	73	19	8	74	2	→	2	→
The space for luggage	804	56	19	25	60	-1	→	-1	→
The toilet facilities	438	31	23	46	38	-8	→	-3	→
Sufficient room for all passengers to sit/stand	1051	66	13	21	73	-5	↓	0	→
The comfort of the seating area	1056	62	21	17	72	-3	→	2	→
The ease of being able to get on and off	1062	77	16	7	83	-4	→	0	→
Your personal security on board	995	73	23	4	79	-6	↓	-3	→
The cleanliness of the inside	1070	60	21	18	73	-3	→	3	→
The cleanliness of the outside	920	49	30	21	65	-12	↓	2	→
The availability of staff	934	55	28	17	61	-3	→	-5	→
How well train company deals with delays	205	29	39	33	35	-10	→	-5	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

ScotRail

Spring 2013

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

Overall sample size 1141	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1116	90	7	3	84	0	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1113	81	14	5	79	-4	→	-2	→
Ticket buying facilities	665	80	8	12	80	-3	→	0	→
Provision of information about train times/platforms	1084	88	8	4	86	-2	→	1	→
The upkeep/repair of the station buildings/platforms	1074	79	14	7	78	-1	→	2	→
Cleanliness	1077	83	11	6	80	2	→	1	→
The facilities and services	935	48	24	28	51	-5	→	-4	→
The attitudes and helpfulness of the staff	851	77	17	6	77	1	→	-1	→
Connections with other forms of public transport	778	76	13	11	74	9	↑	6	→
Facilities for car parking	495	40	12	49	52	2	→	-7	→
Overall environment	1078	74	18	8	73	-2	→	-1	→
Your personal security whilst using the station	985	73	23	4	70	2	→	-2	→
The availability of staff	932	70	19	12	66	7	→	3	→
The provision of shelter facilities ¹	939	74	15	11	72	-8	↓	-	-
Availability of seating ¹	1049	60	18	22	59	-1	→	-	-
How request to station staff was handled	153	88	7	5	88	-3	→	-1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1115	87	11	3	80	-1	→	-	-
The frequency of the trains on that route	1102	84	8	8	79	4	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1110	84	9	7	81	-3	→	-3	→
The length of time the journey was scheduled to take (speed)	1101	89	6	5	87	-2	→	0	→
Connections with other train services	568	75	21	5	78	5	→	-4	→
The value for money of the price of your ticket	1078	49	20	32	53	-4	→	-3	→
Upkeep and repair of the train	1087	83	12	5	71	2	→	0	→
The provision of information during the journey	1004	77	16	7	71	3	→	-3	→
The helpfulness and attitude of staff on train	861	76	20	4	74	-3	→	-5	→
The space for luggage	836	65	20	15	60	0	→	-4	→
The toilet facilities	477	46	23	31	38	-3	→	-6	→
Sufficient room for all passengers to sit/stand	1077	80	10	10	73	2	→	4	→
The comfort of the seating area	1092	78	14	7	72	-4	→	-1	→
The ease of being able to get on and off	1101	85	9	6	83	-2	→	-2	→
Your personal security on board	1056	83	14	3	79	3	→	-4	→
The cleanliness of the inside	1109	84	11	5	73	1	→	0	→
The cleanliness of the outside	906	80	15	6	65	-1	→	2	→
The availability of staff	949	69	22	9	61	4	→	-3	→
How well train company deals with delays	185	43	40	16	35	3	→	5	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

National Total - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	25600	25905	24663	29057	27556	30096	27960	28832	28917	27168				
Overall satisfaction	83	81	83	83	84	84	84	83	85	82	-3	↓	-1	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	76	76	78	77	80	76	-4	↓	0	→
Ticket buying facilities	71	72	71	72	72	73	74	73	75	75	-1	→	1	→
Provision of information about train times/platforms	79	78	80	79	81	79	81	81	83	81	-2	↓	0	→
The upkeep/repair of the station buildings/platforms	64	63	66	64	66	65	67	67	72	70	-2	↓	2	↑
Cleanliness	70	69	71	69	72	71	72	71	76	74	-2	↓	3	↑
The facilities and services	50	50	51	51	51	50	51	50	57	55	-3	↓	5	↑
The attitudes and helpfulness of the staff	70	69	70	70	72	70	71	71	72	71	-1	→	0	→
Connections with other forms of public transport	73	73	74	74	74	73	73	73	77	75	-1	↓	2	↑
Facilities for car parking	44	44	45	48	49	49	51	49	51	49	-2	→	0	→
Overall environment	65	64	66	64	67	66	68	67	71	67	-4	↓	0	→
Your personal security whilst using the station	63	63	64	65	65	66	67	68	71	68	-3	↓	1	→
The availability of staff	58	58	59	58	59	58	59	60	60	60	0	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	70	63	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	49	46	-3	↓	-	-
How request to station staff was handled	84	82	83	84	85	84	86	83	86	83	-3	↓	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	82	79	-3	↓	-	-
The frequency of the trains on that route	76	75	77	77	77	78	78	78	78	77	-2	↓	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	81	80	83	82	82	80	81	81	83	78	-6	↓	-3	↓
The length of time the journey was scheduled to take (speed)	84	83	84	85	85	85	85	85	86	84	-2	↓	-1	→
Connections with other train services	73	73	74	75	76	77	76	77	78	76	-2	↓	-1	→
The value for money of the price of your ticket	46	40	45	48	49	44	46	42	47	42	-5	↓	0	→
Upkeep and repair of the train	73	72	72	72	74	73	75	75	76	73	-2	↓	-1	↓
The provision of information during the journey	67	66	68	68	70	69	70	70	72	71	-1	→	0	→
The helpfulness and attitude of staff on train	60	60	62	64	65	64	64	64	65	65	0	→	1	→
The space for luggage	50	50	51	53	54	53	54	55	54	53	-1	→	-2	↓
The toilet facilities	36	36	38	38	38	36	38	37	39	37	-2	↓	0	→
Sufficient room for all passengers to sit/stand	64	66	67	68	68	67	68	69	69	67	-2	↓	-2	↓
The comfort of the seating area	69	69	70	70	72	70	72	72	73	71	-2	↓	-1	→
The ease of being able to get on and off	78	78	79	80	80	80	81	80	81	79	-2	↓	-1	↓
Your personal security on board	72	72	73	75	76	76	77	77	79	77	-2	↓	0	→
The cleanliness of the inside	72	71	72	71	73	73	75	75	76	73	-3	↓	-2	↓
The cleanliness of the outside	70	68	71	66	71	67	73	71	74	69	-5	↓	-2	↓
The availability of staff	40	41	43	46	46	45	46	47	46	45	0	→	-1	→
How well train company deals with delays	37	35	36	35	40	36	38	37	44	38	-6	↓	1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. National total excludes non-franchised train operating companies

Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	16503	17000	15989	17474	17506	19126	17398	18592	18281	17252				
Overall satisfaction	82	80	82	82	83	83	83	82	85	81	-4	↓	-1	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	75	75	77	75	79	75	-4	↓	0	→
Ticket buying facilities	67	69	68	70	70	71	72	71	73	73	0	→	1	→
Provision of information about train times/platforms	78	76	78	77	80	78	80	80	82	79	-2	↓	-1	→
The upkeep/repair of the station buildings/platforms	62	60	63	61	63	63	65	66	70	67	-3	↓	2	↑
Cleanliness	68	67	69	67	70	69	71	70	75	72	-3	↓	2	↑
The facilities and services	49	48	49	49	50	48	49	48	56	54	-3	↓	5	↑
The attitudes and helpfulness of the staff	67	67	68	68	69	69	69	69	70	69	-1	→	0	→
Connections with other forms of public transport	74	74	75	75	74	74	74	74	77	75	-2	↓	2	↑
Facilities for car parking	40	41	43	46	47	47	49	46	49	47	-2	→	0	→
Overall environment	63	62	64	62	65	64	67	66	69	65	-4	↓	0	→
Your personal security whilst using the station	61	60	62	63	64	65	66	66	70	67	-3	↓	1	→
The availability of staff	56	56	56	56	57	56	57	57	58	58	0	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	61	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	45	42	-3	↓	-	-
How request to station staff was handled	83	81	82	82	84	83	85	82	84	80	-4	↓	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	81	77	-4	↓	-	-
The frequency of the trains on that route	74	74	75	75	76	76	77	77	77	75	-2	↓	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	80	79	82	80	81	79	80	79	83	76	-6	↓	-3	↓
The length of time the journey was scheduled to take (speed)	83	82	83	83	84	84	83	83	85	82	-3	↓	-1	→
Connections with other train services	72	72	73	74	75	76	75	77	77	75	-2	↓	-1	→
The value for money of the price of your ticket	41	35	40	43	44	39	42	38	43	38	-5	↓	0	→
Upkeep and repair of the train	72	71	71	71	74	73	75	74	76	72	-3	↓	-2	↓
The provision of information during the journey	66	65	66	66	69	68	69	70	71	69	-2	↓	0	→
The helpfulness and attitude of staff on train	52	51	54	56	58	57	57	57	59	59	0	→	1	→
The space for luggage	48	48	49	51	52	52	52	53	52	50	-2	↓	-3	↓
The toilet facilities	34	33	34	34	35	34	35	35	36	34	-2	→	0	→
Sufficient room for all passengers to sit/stand	62	63	65	66	67	66	67	68	68	65	-3	↓	-3	↓
The comfort of the seating area	67	67	68	68	71	70	71	71	72	69	-3	↓	-2	↓
The ease of being able to get on and off	76	76	78	78	79	79	80	79	80	77	-2	↓	-2	↓
Your personal security on board	69	69	71	72	74	74	75	75	77	75	-2	↓	0	→
The cleanliness of the inside	71	70	71	70	72	72	75	74	75	71	-4	↓	-3	↓
The cleanliness of the outside	70	68	71	67	72	69	74	72	74	69	-5	↓	-3	↓
The availability of staff	31	32	34	37	38	37	39	39	38	37	-1	→	-2	→
How well train company deals with delays	35	32	33	32	37	34	36	35	43	36	-7	↓	1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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

Improved ↑
Unchanged →
Declined ↓

Long Distance - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	5690	5394	5248	7189	6700	6970	5700	5922	6224	5864				
Overall satisfaction	84	85	87	87	87	87	86	88	89	87	-2	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	82	81	81	81	84	81	-3	↓	0	→
Ticket buying facilities	82	80	80	80	82	79	84	82	86	83	-3	↓	1	→
Provision of information about train times/platforms	85	86	85	86	86	86	86	86	88	87	-1	→	1	→
The upkeep/repair of the station buildings/platforms	71	71	73	72	73	73	73	73	76	75	-1	→	2	→
Cleanliness	76	76	78	76	77	77	77	77	80	79	-1	→	2	→
The facilities and services	62	63	65	64	63	64	65	62	71	68	-3	↓	6	↑
The attitudes and helpfulness of the staff	76	76	76	76	79	76	77	77	80	78	-1	→	1	→
Connections with other forms of public transport	74	75	74	76	77	76	74	76	80	78	-2	↓	2	→
Facilities for car parking	52	52	53	55	57	56	62	60	60	57	-3	→	-3	→
Overall environment	71	73	74	73	74	73	74	73	76	73	-3	↓	-1	→
Your personal security whilst using the station	70	72	72	72	74	73	74	74	78	76	-2	↓	2	→
The availability of staff	65	65	66	65	67	65	66	66	68	66	-2	↓	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	76	69	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	52	50	-2	→	-	-
How request to station staff was handled	86	87	88	89	88	87	87	89	89	89	-1	→	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	87	86	-1	→	-	-
The frequency of the trains on that route	80	82	82	85	84	84	84	85	85	85	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	84	87	87	85	87	83	87	87	83	-4	↓	-4	↓
The length of time the journey was scheduled to take (speed)	84	88	88	89	89	89	88	90	89	89	-1	→	-2	↓
Connections with other train services	75	75	77	79	80	80	79	81	82	80	-2	→	-1	→
The value for money of the price of your ticket	54	52	57	58	59	56	56	54	55	54	-2	→	0	→
Upkeep and repair of train	82	82	82	84	84	83	84	84	85	85	0	→	1	→
The provision of information during the journey	74	76	75	77	77	77	76	78	78	80	2	→	2	↑
The helpfulness and attitude of staff on train	76	75	77	78	78	79	79	80	80	81	1	→	1	→
The space for luggage	49	51	51	52	51	55	53	56	56	58	3	↑	2	→
The toilet facilities	49	52	52	51	52	51	52	52	54	52	-2	→	0	→
Sufficient room for all passengers to sit/stand	66	72	71	70	70	71	70	73	71	74	3	↑	1	→
The comfort of the seating area	76	78	78	77	79	78	79	79	80	81	2	→	2	→
The ease of being able to get on and off	80	81	82	83	83	83	82	85	83	85	1	→	0	→
Your personal security on board	82	82	83	85	84	85	84	86	86	86	-1	→	0	→
The cleanliness of the inside	81	82	81	82	82	82	82	84	84	84	0	→	0	→
The cleanliness of the outside	77	77	79	76	80	76	79	79	81	78	-4	↓	-2	→
The availability of staff	61	64	64	66	67	66	66	68	66	67	1	→	-1	→
How well train company deals with delays	48	50	46	52	52	51	50	55	56	57	1	→	3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Long distance total excludes non-franchised train operating companies

Improved ↑
Unchanged →
Declined ↓

Regional - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	3407	3511	3426	4394	3350	4000	4862	4318	4412	4052				
Overall satisfaction	86	86	87	88	86	86	87	86	86	84	-2	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	78	77	80	80	82	79	-2	→	0	→
Ticket buying facilities	80	80	79	79	78	77	80	79	82	80	-2	→	1	→
Provision of information about train times/platforms	80	81	84	83	83	81	83	84	86	86	1	→	2	→
The upkeep/repair of the station buildings/platforms	70	72	73	71	74	71	71	73	77	78	1	→	5	↑
Cleanliness	72	74	76	74	77	74	76	76	80	80	-1	→	4	↑
The facilities and services	51	50	51	52	50	49	51	50	54	51	-2	→	1	→
The attitudes and helpfulness of the staff	75	75	75	74	77	75	76	75	78	77	-1	→	1	→
Connections with other forms of public transport	68	68	70	69	69	67	70	68	73	74	1	→	6	↑
Facilities for car parking	50	50	51	50	51	53	55	52	54	52	-2	→	0	→
Overall environment	69	70	72	69	71	69	71	71	75	73	-2	→	1	→
Your personal security whilst using the station	66	68	69	67	66	67	68	71	72	70	-2	→	-1	→
The availability of staff	63	63	66	62	63	63	63	66	64	66	3	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	76	72	-4	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	59	59	-1	→	-	-
How request to station staff was handled	86	86	84	84	87	87	90	86	90	88	-2	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	81	80	-1	→	-	-
The frequency of the trains on that route	80	79	81	82	79	80	81	80	79	79	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	85	86	87	84	82	86	85	84	81	-3	↓	-4	↓
The length of time the journey was scheduled to take (speed)	88	88	90	90	89	88	90	88	89	87	-2	→	-1	→
Connections with other train services	74	74	77	77	79	79	80	78	76	78	2	→	0	→
The value for money of the price of your ticket	63	55	59	62	63	58	61	54	57	53	-4	↓	0	→
Upkeep and repair of the train	71	69	71	69	71	68	71	70	71	71	0	→	0	→
The provision of information during the journey	69	69	71	70	69	69	69	70	71	71	0	→	1	→
The helpfulness and attitude of staff on train	72	72	75	75	75	76	75	75	75	74	0	→	-1	→
The space for luggage	58	59	58	61	61	59	60	62	61	60	0	→	-1	→
The toilet facilities	39	38	40	41	39	36	42	39	42	38	-4	→	-2	→
Sufficient room for all passengers to sit/stand	72	73	73	75	72	69	72	73	75	73	-2	→	1	→
The comfort of the seating area	71	71	74	72	72	69	72	72	74	72	-2	→	0	→
The ease of being able to get on and off	83	83	84	84	82	82	83	83	85	83	-2	→	0	→
Your personal security on board	78	79	78	79	78	79	81	81	80	79	-2	→	-2	→
The cleanliness of the inside	71	70	73	71	72	70	73	72	74	73	-1	→	1	→
The cleanliness of the outside	67	64	69	60	66	58	69	62	70	65	-6	↓	2	→
The availability of staff	59	59	60	63	62	62	61	63	60	61	1	→	-2	→
How well train company deals with delays	36	36	41	38	44	37	41	35	40	35	-5	→	0	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Regional total excludes non-franchised train operating companies

Improved ↑
Unchanged →
Declined ↓

c2c - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1009	1054	1054	1058	1084	1199	1031	1114	1171	1059				
Overall satisfaction	90	91	90	91	91	91	91	91	93	92	-1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	80	83	86	83	87	84	-3	→	1	→
Ticket buying facilities	68	77	74	75	76	77	77	77	80	84	3	→	6	↑
Provision of information about train times/platforms	82	85	83	85	86	87	87	86	89	88	0	→	2	→
The upkeep/repair of the station buildings/platforms	69	70	67	69	73	71	72	75	80	78	-2	→	3	→
Cleanliness	75	77	76	76	80	78	77	78	82	83	1	→	5	↑
The facilities and services	46	44	50	51	52	53	55	55	58	56	-2	→	1	→
The attitudes and helpfulness of the staff	71	75	73	75	77	74	75	76	75	82	7	↑	6	↑
Connections with other forms of public transport	65	69	70	70	70	72	70	73	75	76	1	→	4	→
Facilities for car parking	43	42	45	49	55	53	52	55	58	60	3	→	5	→
Overall environment	66	69	68	67	72	72	74	75	76	77	1	→	2	→
Your personal security whilst using the station	60	61	59	62	65	65	66	70	71	73	2	→	4	→
The availability of staff	62	63	65	64	66	66	66	67	67	72	5	↑	5	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	72	69	-3	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	58	58	-1	→	-	-
How request to station staff was handled	85	88	75	89	79	83	89	92	92	86	-6	→	-6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	92	90	-2	→	-	-
The frequency of the trains on that route	82	86	85	85	85	86	84	83	86	87	1	→	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	92	90	94	94	94	92	92	92	96	94	-3	↓	1	→
The length of time the journey was scheduled to take (speed)	89	90	89	91	91	93	90	92	92	94	2	→	2	↑
Connections with other train services	75	78	75	83	81	78	79	84	87	85	-2	→	1	→
The value for money of the price of your ticket	47	40	43	46	48	43	43	42	46	46	0	→	4	→
Upkeep and repair of the train	88	88	89	90	93	90	92	91	92	92	1	→	1	→
The provision of information during the journey	74	73	76	80	80	80	83	80	81	84	2	→	3	→
The helpfulness and attitude of staff on train	34	29	37	31	33	37	33	34	34	42	9	↑	8	→
The space for luggage	46	47	47	50	51	48	50	52	49	50	1	→	-1	→
The toilet facilities	43	47	52	52	49	55	53	59	56	58	2	→	-1	→
Sufficient room for all passengers to sit/stand	61	62	62	65	66	61	65	64	66	64	-1	→	0	→
The comfort of the seating area	77	78	79	80	82	79	80	81	80	81	1	→	0	→
The ease of being able to get on and off	83	82	84	84	85	84	85	85	87	87	0	→	1	→
Your personal security on board	68	67	69	72	75	72	74	75	76	77	2	→	2	→
The cleanliness of the inside	87	89	89	91	91	89	91	91	93	90	-2	→	-1	→
The cleanliness of the outside	84	85	86	87	88	86	90	88	89	86	-4	↓	-2	→
The availability of staff	17	16	19	19	18	22	20	22	19	23	4	→	1	→
How well train company deals with delays	45	53	42	51	49	50	40	42	62	62	1	→	20	↑

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Chiltern Railways - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1109	1064	1072	1062	1230	1205	1139	1192	1199	1104				
Overall satisfaction	90	90	91	91	90	88	88	90	91	89	-2	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	85	85	90	88	87	84	-2	→	-3	↓
Ticket buying facilities	84	80	81	82	81	81	84	82	81	83	2	→	1	→
Provision of information about train times/platforms	84	86	84	86	85	83	83	86	85	85	0	→	-1	→
The upkeep/repair of the station buildings/platforms	81	82	81	76	78	77	84	79	83	80	-3	→	1	→
Cleanliness	83	84	83	80	83	81	88	83	86	85	-2	→	2	→
The facilities and services	67	68	64	60	65	62	69	66	68	67	-1	→	1	→
The attitudes and helpfulness of the staff	76	78	79	79	75	78	77	78	79	79	0	→	0	→
Connections with other forms of public transport	70	71	74	72	74	74	74	78	75	72	-3	→	-6	↓
Facilities for car parking	67	68	69	72	69	67	69	65	72	71	-1	→	5	→
Overall environment	82	82	83	79	80	78	85	83	83	80	-3	→	-3	→
Your personal security whilst using the station	75	74	76	75	74	76	79	77	79	75	-4	→	-2	→
The availability of staff	65	63	63	61	64	65	67	68	64	63	-1	→	-5	↓
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	79	72	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	57	51	-6	↓	-	-
How request to station staff was handled	85	83	87	87	87	86	89	89	85	85	0	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	89	88	-2	→	-	-
The frequency of the trains on that route	84	84	83	85	85	82	80	80	80	77	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	92	92	93	91	88	82	86	90	89	-1	→	3	↑
The length of time the journey was scheduled to take (speed)	87	90	89	88	85	83	87	87	88	88	-1	→	0	→
Connections with other train services	74	76	72	77	72	70	76	75	72	76	4	→	1	→
The value for money of the price of your ticket	54	46	50	54	55	48	51	48	50	45	-4	→	-3	→
Upkeep and repair of the train	86	80	84	81	83	85	89	87	89	84	-4	↓	-2	→
The provision of information during the journey	74	74	74	74	73	73	77	75	77	75	-2	→	1	→
The helpfulness and attitude of staff on train	53	52	52	55	60	58	62	62	56	57	1	→	-5	→
The space for luggage	50	52	57	55	56	56	60	62	55	55	1	→	-7	↓
The toilet facilities	46	47	51	48	54	55	51	53	53	54	2	→	2	→
Sufficient room for all passengers to sit/stand	72	72	77	73	77	74	77	75	74	75	1	→	0	→
The comfort of the seating area	78	75	80	78	79	77	82	80	81	80	-2	→	-1	→
The ease of being able to get on and off	90	88	92	90	91	88	89	89	88	87	-1	→	-2	→
Your personal security on board	84	81	86	83	85	82	86	85	86	85	-1	→	0	→
The cleanliness of the inside	85	81	85	81	84	85	87	86	86	84	-2	→	-2	→
The cleanliness of the outside	84	80	84	76	82	79	85	83	83	81	-2	→	-3	→
The availability of staff	27	28	30	33	37	38	39	39	35	34	-2	→	-5	→
How well train company deals with delays	48	37	52	35	52	46	39	38	51	46	-4	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1599	1661	1554	1636	1618	1816	1880	2000	1791	1762				
Overall satisfaction	78	76	75	76	76	78	80	79	81	76	-5	↓	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	70	69	76	75	79	75	-4	↓	0	→
Ticket buying facilities	66	68	69	66	69	66	68	70	71	68	-2	→	-1	→
Provision of information about train times/platforms	75	71	75	70	73	73	77	78	80	77	-2	→	-1	→
The upkeep/repair of the station buildings/platforms	61	60	61	58	57	60	63	67	66	67	1	→	1	→
Cleanliness	66	67	69	66	66	68	70	72	75	74	0	→	2	→
The facilities and services	46	44	46	41	45	43	50	47	54	52	-3	→	5	↑
The attitudes and helpfulness of the staff	65	65	66	66	64	67	66	71	71	67	-3	→	-3	→
Connections with other forms of public transport	69	70	71	72	70	70	73	76	79	75	-5	↓	-1	→
Facilities for car parking	39	40	42	43	45	46	45	45	45	43	-3	→	-3	→
Overall environment	59	58	61	57	61	57	64	65	71	67	-4	↓	1	→
Your personal security whilst using the station	61	61	61	61	61	59	65	66	72	69	-3	→	3	→
The availability of staff	55	55	56	53	54	49	55	56	60	56	-4	↓	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	66	57	-9	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	44	41	-4	→	-	-
How request to station staff was handled	88	86	81	76	87	79	85	83	86	81	-6	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	74	67	-7	↓	-	-
The frequency of the trains on that route	77	74	73	70	75	74	76	79	79	75	-4	↓	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	72	75	73	71	74	77	76	81	71	-10	↓	-5	↓
The length of time the journey was scheduled to take (speed)	83	82	83	82	82	84	83	84	87	82	-5	↓	-2	→
Connections with other train services	75	74	76	72	75	75	76	76	79	76	-4	→	0	→
The value for money of the price of your ticket	36	31	35	38	38	32	38	34	38	32	-6	↓	-2	→
Upkeep and repair of the train	61	63	61	62	61	60	63	62	60	52	-7	↓	-9	↓
The provision of information during the journey	49	50	50	51	46	47	47	50	50	47	-3	→	-3	→
The helpfulness and attitude of staff on train	32	29	29	36	35	31	32	37	38	37	-1	→	0	→
The space for luggage	42	45	41	43	44	47	44	47	45	41	-4	→	-6	↓
The toilet facilities	26	24	24	26	23	26	25	29	27	26	-1	→	-3	→
Sufficient room for all passengers to sit/stand	57	60	61	60	60	59	60	62	61	59	-2	→	-3	→
The comfort of the seating area	58	63	61	58	60	62	62	62	60	58	-2	→	-4	→
The ease of being able to get on and off	71	74	77	74	75	75	74	76	76	73	-3	→	-3	→
Your personal security on board	64	65	68	65	67	68	68	71	73	70	-3	→	-2	→
The cleanliness of the inside	64	67	64	61	62	64	65	64	65	57	-8	↓	-8	↓
The cleanliness of the outside	60	62	61	56	56	53	60	57	56	51	-5	↓	-5	↓
The availability of staff	15	11	15	12	13	12	14	17	16	13	-3	→	-4	↓
How well train company deals with delays	31	35	32	24	34	25	33	30	33	28	-5	→	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

First Great Western - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	3061	2949	2901	2945	3374	3536	2960	3044	3037	2996				
Overall satisfaction	80	81	82	83	82	82	83	82	83	80	-3	↓	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	75	74	77	76	79	76	-2	→	0	→
Ticket buying facilities	73	77	74	75	71	73	75	75	74	76	2	→	1	→
Provision of information about train times/platforms	76	78	79	79	77	77	81	81	83	83	0	→	2	→
The upkeep/repair of the station buildings/platforms	67	65	65	64	63	60	66	65	68	69	1	→	4	↑
Cleanliness	72	70	71	69	69	67	71	70	74	73	0	→	3	↑
The facilities and services	59	59	58	56	54	53	54	53	60	57	-3	→	4	↑
The attitudes and helpfulness of the staff	71	70	73	74	74	72	73	75	74	75	0	→	0	→
Connections with other forms of public transport	72	72	74	74	70	72	72	71	72	70	-3	→	-1	→
Facilities for car parking	53	54	53	53	58	58	57	55	57	54	-2	→	0	→
Overall environment	68	67	69	66	65	66	67	66	68	66	-2	→	0	→
Your personal security whilst using the station	67	67	67	67	68	67	71	69	72	69	-3	→	0	→
The availability of staff	58	59	59	60	58	60	60	62	59	63	4	↑	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	63	-6	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	49	49	0	→	-	-
How request to station staff was handled	87	85	83	88	86	90	87	87	88	90	2	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	81	79	-2	→	-	-
The frequency of the trains on that route	75	75	77	78	77	76	78	76	75	76	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	80	80	83	79	77	79	78	79	76	-2	→	-1	→
The length of time the journey was scheduled to take (speed)	83	83	83	86	85	84	86	85	85	83	-2	→	-2	→
Connections with other train services	70	71	72	75	74	73	76	73	73	73	0	→	-1	→
The value for money of the price of your ticket	51	46	50	53	56	49	53	48	53	48	-5	↓	0	→
Upkeep and repair of the train	74	74	72	70	74	72	78	77	78	76	-2	→	-1	→
The provision of information during the journey	62	64	63	65	65	64	68	68	69	67	-1	→	0	→
The helpfulness and attitude of staff on train	64	66	66	69	70	70	70	66	67	68	1	→	2	→
The space for luggage	52	53	53	54	53	55	55	53	53	57	4	↑	3	↑
The toilet facilities	43	45	45	43	43	40	44	44	44	42	-2	→	-2	→
Sufficient room for all passengers to sit/stand	66	67	68	67	68	69	68	67	65	68	3	↑	1	→
The comfort of the seating area	70	70	70	67	69	71	73	72	72	72	0	→	0	→
The ease of being able to get on and off	75	76	76	78	77	77	78	77	76	76	0	→	-1	→
Your personal security on board	78	77	77	77	79	79	80	81	79	79	-1	→	-2	→
The cleanliness of the inside	72	73	72	69	72	72	76	77	77	74	-2	→	-2	→
The cleanliness of the outside	68	70	70	64	70	65	74	73	73	70	-3	↓	-4	↓
The availability of staff	41	45	47	48	51	50	50	49	47	48	1	→	-1	→
How well train company deals with delays	42	39	41	48	42	43	45	41	48	44	-4	→	3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Greater Anglia² - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	2073	2201	2016	2172	2073	2397	2199	2454	2156	2267				
Overall satisfaction	77	76	79	77	79	78	77	73	83	77	-6	↓	4	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	72	74	74	71	79	75	-4	↓	4	↑
Ticket buying facilities	65	68	67	68	68	68	69	69	73	73	0	→	4	→
Provision of information about train times/platforms	75	72	75	76	76	73	75	74	80	77	-3	→	3	→
The upkeep/repair of the station buildings/platforms	64	63	68	64	64	63	67	66	71	68	-2	→	2	→
Cleanliness	70	69	73	68	71	68	72	68	75	71	-4	↓	3	→
The facilities and services	51	51	53	54	51	51	52	50	59	56	-3	→	7	↑
The attitudes and helpfulness of the staff	66	66	64	64	69	66	68	65	68	67	-1	→	2	→
Connections with other forms of public transport	76	79	79	77	78	78	77	76	80	78	-2	→	3	→
Facilities for car parking	41	36	46	42	51	50	51	48	50	50	-1	→	2	→
Overall environment	64	63	69	63	66	62	66	63	71	65	-7	↓	2	→
Your personal security whilst using the station	59	58	64	62	62	61	62	64	69	65	-4	→	1	→
The availability of staff	55	55	56	54	56	52	55	53	55	57	2	→	4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	66	59	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	45	40	-5	↓	-	-
How request to station staff was handled	81	80	81	80	82	83	82	78	83	84	1	→	6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	73	70	-3	→	-	-
The frequency of the trains on that route	73	71	72	74	74	73	76	72	77	76	-1	→	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	77	74	79	76	80	75	77	70	83	74	-9	↓	4	↑
The length of time the journey was scheduled to take (speed)	80	78	79	80	82	80	81	79	85	81	-4	↓	2	→
Connections with other train services	71	71	72	73	72	73	72	75	78	73	-6	↓	-2	→
The value for money of the price of your ticket	33	28	34	36	35	35	33	30	37	35	-2	→	6	↑
Upkeep and repair of the train	61	56	56	52	55	55	55	55	58	53	-4	↓	-2	→
The provision of information during the journey	60	59	58	56	55	57	58	56	62	60	-2	→	4	↑
The helpfulness and attitude of staff on train	47	47	44	44	49	46	47	46	48	49	1	→	3	→
The space for luggage	47	46	47	48	52	49	50	53	54	49	-4	→	-3	→
The toilet facilities	24	25	29	25	29	27	30	31	34	34	0	→	3	→
Sufficient room for all passengers to sit/stand	59	58	61	59	64	61	67	66	70	63	-7	↓	-3	→
The comfort of the seating area	59	56	57	55	58	56	60	59	62	58	-4	↓	0	→
The ease of being able to get on and off	74	75	74	76	77	76	78	76	81	78	-4	↓	2	→
Your personal security on board	65	65	66	65	66	64	67	64	72	68	-5	↓	3	→
The cleanliness of the inside	64	60	59	57	59	61	63	57	62	57	-5	↓	1	→
The cleanliness of the outside	59	54	58	48	52	53	59	54	58	50	-8	↓	-3	→
The availability of staff	24	23	22	22	25	26	28	27	25	26	0	→	-1	→
How well train company deals with delays	34	29	33	27	41	28	32	28	44	28	-17	↓	0	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Greater Anglia from Spring 2012 (5th February 2012).

Improved ↑
Unchanged →
Declined ↓

Heathrow Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	300	485	536	526	526	616	572	609	599	560				
Overall satisfaction	88	90	90	88	92	89	92	94	94	91	-3	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	81	78	80	84	80	77	-3	→	-7	↓
Ticket buying facilities	73	80	78	76	77	74	76	83	73	71	-2	→	-11	↓
Provision of information about train times/platforms	76	72	72	71	68	71	69	77	76	74	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	60	60	68	63	67	65	67	76	72	70	-2	→	-6	→
Cleanliness	66	68	75	70	76	71	75	82	77	73	-4	→	-9	↓
The facilities and services	54	42	52	52	52	53	54	58	52	58	6	→	-1	→
The attitudes and helpfulness of the staff	65	76	83	77	78	70	72	82	73	69	-4	→	-13	↓
Connections with other forms of public transport	74	81	75	82	83	79	76	81	81	74	-7	↓	-7	→
Facilities for car parking	28	23	27	39	33	33	31	36	40	26	-14	↓	-10	→
Overall environment	64	65	68	65	73	67	73	75	70	64	-5	→	-11	↓
Your personal security whilst using the station	57	67	70	70	75	73	66	73	70	71	1	→	-2	→
The availability of staff	58	58	64	60	69	61	59	71	62	57	-4	→	-14	↓
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	63	-4	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	52	52	0	→	-	-
How request to station staff was handled	88	91	89	82	88	80	86	91	76	88	12	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	95	91	-3	↓	-	-
The frequency of the trains on that route	72	71	74	71	69	67	74	76	70	68	-3	→	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	81	89	92	92	93	88	91	91	86	78	-8	↓	-14	↓
The length of time the journey was scheduled to take (speed)	91	89	92	92	93	94	93	94	93	90	-3	→	-4	→
Connections with other train services	77	81	82	81	88	81	84	87	84	81	-2	→	-5	→
The value for money of the price of your ticket	52	56	56	58	65	55	58	56	52	54	2	→	-2	→
Upkeep and repair of the train	94	92	90	89	93	93	94	94	96	93	-2	→	-1	→
The provision of information during the journey	89	82	84	85	85	83	85	84	86	83	-2	→	-1	→
The helpfulness and attitude of staff on train	73	77	74	81	76	75	81	81	74	68	-6	→	-13	↓
The space for luggage	79	78	77	78	79	79	76	76	81	78	-3	→	2	→
The toilet facilities	73	64	71	69	74	73	63	59	65	71	5	→	11	→
Sufficient room for all passengers to sit/stand	84	90	87	88	91	90	90	89	86	83	-3	→	-7	↓
The comfort of the seating area	89	90	90	88	93	91	91	92	90	87	-3	→	-5	↓
The ease of being able to get on and off	85	92	90	88	90	89	86	88	86	83	-3	→	-5	→
Your personal security on board	83	86	88	87	89	86	86	84	87	88	1	→	4	→
The cleanliness of the inside	92	93	94	89	96	93	97	93	95	91	-4	↓	-2	→
The cleanliness of the outside	91	92	91	84	91	88	91	91	91	89	-2	→	-2	→
The availability of staff	70	71	68	68	68	66	63	62	64	58	-6	→	-5	→
How well train company deals with delays	32	51	34	41	33	25	45	38	41	34	-8	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Heathrow Express - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	548	528	566	542	610	623	614	559	522	526				
Overall satisfaction	93	92	93	93	93	95	93	90	93	94	1	→	4	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	84	87	88	87	88	89	2	→	3	→
Ticket buying facilities	86	87	90	88	91	89	93	86	90	89	0	→	3	→
Provision of information about train times/platforms	78	77	78	78	83	83	83	81	82	84	2	→	3	→
The upkeep/repair of the station buildings/platforms	83	81	79	79	80	78	84	77	83	82	-2	→	4	→
Cleanliness	84	82	81	82	82	75	81	76	82	83	1	→	6	↑
The facilities and services	64	60	54	60	62	68	64	64	66	70	4	→	6	→
The attitudes and helpfulness of the staff	77	79	72	76	81	80	73	79	78	84	6	→	5	→
Connections with other forms of public transport	80	83	80	84	84	85	82	81	81	87	6	↑	5	→
Facilities for car parking	23	46	45	55	32	59	44	48	74	69	-5	→	21	↑
Overall environment	85	82	79	82	77	78	83	81	81	80	-1	→	-1	→
Your personal security whilst using the station	80	75	76	79	73	77	78	80	83	82	-1	→	2	→
The availability of staff	65	63	60	65	71	66	66	70	72	77	4	→	7	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	78	82	3	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	64	68	4	→	-	-
How request to station staff was handled	93	93	91	91	94	88	96	90	92	96	4	→	6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	94	95	2	→	-	-
The frequency of the trains on that route	88	87	90	91	94	93	94	87	94	93	-1	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	95	92	96	96	95	97	94	93	96	95	-1	→	2	→
The length of time the journey was scheduled to take (speed)	94	94	97	96	98	98	96	96	97	97	0	→	0	→
Connections with other train services	77	78	79	81	84	80	79	81	84	85	1	→	4	→
The value for money of the price of your ticket	35	29	29	32	41	37	37	33	40	40	0	→	7	↑
Upkeep and repair of train	84	85	84	89	90	92	90	91	89	94	5	↑	4	→
The provision of information during the journey	81	86	82	82	82	83	79	80	83	87	4	→	7	↑
The helpfulness and attitude of staff on train	76	75	76	81	84	79	82	87	85	87	1	→	-1	→
The space for luggage	85	87	90	92	87	87	88	88	84	92	8	↑	4	→
The toilet facilities	61	70	61	69	60	68	64	64	73	79	6	→	16	↑
Sufficient room for all passengers to sit/stand	88	91	95	93	89	86	90	90	88	95	7	↑	5	↑
The comfort of the seating area	86	89	90	91	89	93	91	90	89	94	5	↑	4	→
The ease of being able to get on and off	94	94	94	94	92	93	93	95	94	95	1	→	0	→
Your personal security on board	89	91	93	91	90	92	90	91	90	93	3	→	2	→
The cleanliness of the inside	87	90	89	92	91	94	93	94	95	93	-2	→	0	→
The cleanliness of the outside	91	91	93	93	89	91	92	92	92	94	2	→	1	→
The availability of staff	65	66	65	65	77	73	71	74	75	76	1	→	1	→
How well train company deals with delays	53	30	56	36	53	56	62	42	67	70	2	→	28	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

London Midland - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1037	1190	1070	1074	1069	1225	1133	1192	1108	1149				
Overall satisfaction	80	78	87	86	86	83	85	87	83	80	-3	→	-7	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	78	76	76	77	76	73	-2	→	-4	→
Ticket buying facilities	67	72	72	72	76	78	79	78	75	72	-3	→	-6	↓
Provision of information about train times/platforms	78	73	80	80	84	82	83	83	85	80	-5	↓	-3	→
The upkeep/repair of the station buildings/platforms	59	56	63	63	68	63	69	67	70	66	-4	→	0	→
Cleanliness	68	65	70	71	71	69	73	72	75	71	-4	→	-1	→
The facilities and services	45	47	46	50	50	48	49	48	54	54	0	→	6	↑
The attitudes and helpfulness of the staff	65	68	66	69	74	69	74	73	73	70	-3	→	-3	→
Connections with other forms of public transport	69	66	67	71	67	71	67	69	69	71	3	→	2	→
Facilities for car parking	41	43	48	49	49	54	53	56	57	45	-12	↓	-11	↓
Overall environment	61	58	61	64	67	64	66	67	69	61	-8	↓	-7	↓
Your personal security whilst using the station	59	62	64	63	64	66	67	68	71	66	-5	↓	-2	→
The availability of staff	53	54	55	55	57	59	59	59	56	55	-1	→	-4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	71	63	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	53	45	-8	↓	-	-
How request to station staff was handled	78	81	80	87	86	90	92	86	88	81	-7	→	-5	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	83	80	-3	→	-	-
The frequency of the trains on that route	74	69	79	80	78	77	77	83	78	76	-2	→	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	76	70	79	81	81	76	78	81	75	70	-6	↓	-12	↓
The length of time the journey was scheduled to take (speed)	86	81	86	88	86	86	86	89	84	84	0	→	-5	↓
Connections with other train services	66	71	73	77	75	75	74	78	76	72	-5	→	-6	↓
The value for money of the price of your ticket	46	44	49	55	56	53	52	53	52	51	-1	→	-1	→
Upkeep and repair of the train	71	71	82	79	77	74	80	84	84	80	-4	→	-4	↓
The provision of information during the journey	57	55	63	64	66	66	68	74	76	70	-6	↓	-4	→
The helpfulness and attitude of staff on train	48	54	59	57	57	63	65	63	66	59	-7	↓	-4	→
The space for luggage	44	48	51	50	57	53	52	58	55	54	-1	→	-3	→
The toilet facilities	38	44	52	48	53	48	51	50	52	53	1	→	3	→
Sufficient room for all passengers to sit/stand	61	63	72	67	74	70	66	74	71	66	-5	↓	-8	↓
The comfort of the seating area	64	67	73	71	74	72	73	80	79	75	-4	↓	-5	↓
The ease of being able to get on and off	75	76	81	82	81	81	81	86	81	80	-1	→	-6	↓
Your personal security on board	71	70	76	76	79	76	78	80	79	75	-4	→	-5	↓
The cleanliness of the inside	73	72	83	76	77	74	80	82	83	76	-7	↓	-6	↓
The cleanliness of the outside	71	71	81	74	77	72	80	83	83	77	-6	↓	-6	↓
The availability of staff	31	34	36	39	41	43	47	45	48	41	-7	↓	-4	→
How well train company deals with delays	29	25	37	36	41	32	41	49	46	32	-14	↓	-17	↓

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	779	1009	857	1012	750	948	1246	1202	1134	1111				
Overall satisfaction	77	75	82	72	85	89	92	90	93	92	-1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	79	81	81	87	79	-7	↓	-2	→
Ticket buying facilities	64	64	57	56	66	75	78	73	77	70	-6	→	-3	→
Provision of information about train times/platforms	62	66	69	63	75	77	80	82	83	81	-1	→	-1	→
The upkeep/repair of the station buildings/platforms	61	62	62	55	67	74	74	77	78	77	-2	→	0	→
Cleanliness	67	65	65	61	77	79	78	78	80	80	0	→	2	→
The facilities and services	30	32	30	29	32	29	34	35	45	43	-2	→	8	↑
The attitudes and helpfulness of the staff	68	63	68	65	72	68	67	65	68	69	1	→	4	→
Connections with other forms of public transport	70	73	73	76	77	76	74	76	76	77	0	→	1	→
Facilities for car parking	20	24	24	30	22	20	27	35	32	33	1	→	-2	→
Overall environment	62	59	60	50	65	69	72	71	77	71	-6	↓	0	→
Your personal security whilst using the station	55	56	59	58	62	67	68	70	73	69	-4	→	-1	→
The availability of staff	57	60	63	55	62	58	57	60	62	63	1	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	70	60	-10	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	57	45	-12	↓	-	-
How request to station staff was handled	91	71	71	72	78	68	88	90	86	83	-3	→	-7	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	92	92	0	→	-	-
The frequency of the trains on that route	52	59	60	51	74	77	82	79	79	79	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	66	63	68	63	76	78	83	88	88	87	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	77	80	80	79	87	90	87	89	88	89	1	→	1	→
Connections with other train services	65	70	69	66	83	82	81	84	83	82	-1	→	-3	→
The value for money of the price of your ticket	59	50	56	49	59	53	54	49	57	48	-9	↓	-1	→
Upkeep and repair of the train	48	53	61	72	91	95	96	95	94	92	-2	→	-2	→
The provision of information during the journey	51	52	65	63	84	86	87	86	86	85	-1	→	0	→
The helpfulness and attitude of staff on train	32	34	35	47	52	44	54	57	57	60	3	→	3	→
The space for luggage	41	41	43	51	62	60	69	63	62	58	-4	→	-6	→
The toilet facilities	9	9	11	10	18	10	19	17	16	12	-4	→	-5	→
Sufficient room for all passengers to sit/stand	46	48	56	58	68	75	80	77	76	72	-4	→	-5	↓
The comfort of the seating area	47	52	54	67	81	83	86	83	85	81	-4	→	-1	→
The ease of being able to get on and off	57	56	68	67	81	86	89	84	86	81	-5	↓	-3	→
Your personal security on board	53	54	62	64	75	81	82	80	83	80	-3	→	1	→
The cleanliness of the inside	55	60	69	72	92	94	93	92	93	91	-2	→	-2	→
The cleanliness of the outside	56	58	70	70	92	92	91	90	92	89	-3	→	-1	→
The availability of staff	15	19	22	31	37	26	37	37	42	42	0	→	5	→
How well train company deals with delays	27	23	16	18	28	50	42	43	42	35	-7	→	-7	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

South West Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1989	2026	1819	1888	2296	2319	2100	2334	2375	2004				
Overall satisfaction	87	84	86	85	87	85	84	83	85	81	-5	↓	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	78	74	74	74	78	74	-4	↓	0	→
Ticket buying facilities	68	70	67	67	72	70	71	70	74	74	0	→	4	→
Provision of information about train times/platforms	81	81	82	78	84	83	81	83	84	81	-3	→	-2	→
The upkeep/repair of the station buildings/platforms	59	58	58	55	62	59	57	57	68	64	-3	→	7	↑
Cleanliness	65	64	63	60	67	63	63	63	71	69	-2	→	6	↑
The facilities and services	48	48	47	45	50	50	46	47	58	57	-1	→	10	↑
The attitudes and helpfulness of the staff	68	68	68	67	68	68	66	69	67	68	1	→	-1	→
Connections with other forms of public transport	75	77	76	75	76	74	74	74	78	76	-2	→	2	→
Facilities for car parking	43	44	46	47	51	48	56	50	55	50	-5	→	0	→
Overall environment	62	64	63	59	67	63	61	62	68	63	-4	↓	1	→
Your personal security whilst using the station	62	63	62	65	68	67	64	68	68	67	-1	→	-1	→
The availability of staff	57	57	55	52	55	53	53	54	52	54	2	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	65	60	-5	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	41	38	-3	→	-	-
How request to station staff was handled	83	82	84	84	79	79	87	82	83	75	-8	→	-7	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	83	79	-4	↓	-	-
The frequency of the trains on that route	79	81	78	79	79	78	76	79	77	73	-4	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	87	90	89	88	90	86	84	82	85	77	-9	↓	-5	↓
The length of time the journey was scheduled to take (speed)	84	86	83	85	87	83	82	82	82	81	-1	→	-2	→
Connections with other train services	76	78	77	76	78	78	76	76	73	74	1	→	-2	→
The value for money of the price of your ticket	42	35	39	42	43	37	38	36	37	33	-4	→	-3	→
Upkeep and repair of the train	84	85	82	82	82	80	79	83	79	78	-1	→	-4	↓
The provision of information during the journey	77	77	74	75	77	77	75	76	74	73	-1	→	-2	→
The helpfulness and attitude of staff on train	62	64	66	65	69	68	67	68	71	70	-1	→	2	→
The space for luggage	57	56	57	58	59	57	53	59	55	53	-2	→	-6	↓
The toilet facilities	41	37	38	36	39	36	37	39	36	30	-6	↓	-9	↓
Sufficient room for all passengers to sit/stand	71	72	70	71	71	69	67	73	67	63	-4	↓	-10	↓
The comfort of the seating area	78	78	78	76	79	76	75	76	75	72	-4	↓	-4	↓
The ease of being able to get on and off	80	81	80	79	83	80	81	82	79	77	-2	→	-5	↓
Your personal security on board	77	77	76	79	82	79	78	81	80	80	-1	→	-1	→
The cleanliness of the inside	78	78	74	74	76	74	75	78	76	74	-3	→	-5	↓
The cleanliness of the outside	81	78	77	75	79	75	78	77	79	75	-4	→	-2	→
The availability of staff	45	49	50	52	53	52	54	55	52	51	-2	→	-4	→
How well train company deals with delays	42	40	41	42	40	33	41	37	48	45	-4	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Southeastern - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1630	1536	1514	1999	1665	1930	1575	1722	1671	1687				
Overall satisfaction	80	76	80	81	80	82	83	81	84	78	-6	↓	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	75	75	78	73	75	73	-2	→	0	→
Ticket buying facilities	64	65	66	70	67	70	66	69	69	71	2	→	2	→
Provision of information about train times/platforms	76	72	76	76	79	77	80	77	78	77	-2	→	0	→
The upkeep/repair of the station buildings/platforms	60	56	61	65	62	64	64	64	69	65	-3	→	1	→
Cleanliness	66	63	67	70	69	69	72	70	73	70	-3	→	1	→
The facilities and services	47	46	47	50	50	48	51	50	57	51	-6	↓	1	→
The attitudes and helpfulness of the staff	67	66	65	68	69	66	69	67	68	65	-3	→	-1	→
Connections with other forms of public transport	78	74	74	74	75	75	75	73	76	76	0	→	3	→
Facilities for car parking	34	32	36	45	40	44	47	41	44	46	2	→	5	→
Overall environment	61	56	60	63	63	63	68	65	65	64	-1	→	-1	→
Your personal security whilst using the station	59	55	57	64	62	62	63	62	66	64	-2	→	3	→
The availability of staff	55	54	53	57	58	57	56	57	58	57	-1	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	66	59	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	42	42	-1	→	-	-
How request to station staff was handled	80	77	84	84	90	86	80	76	82	79	-4	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	80	75	-5	↓	-	-
The frequency of the trains on that route	71	73	73	73	75	76	75	76	77	75	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	81	77	79	78	80	79	85	77	-8	↓	-3	→
The length of time the journey was scheduled to take (speed)	81	79	81	78	80	80	81	79	85	80	-6	↓	1	→
Connections with other train services	71	70	68	72	73	71	71	72	77	73	-4	→	1	→
The value for money of the price of your ticket	37	29	34	39	39	32	36	32	38	31	-7	↓	-1	→
Upkeep and repair of the train	69	66	65	68	73	68	72	72	75	70	-5	↓	-2	→
The provision of information during the journey	64	57	66	63	67	65	66	68	71	69	-2	→	1	→
The helpfulness and attitude of staff on train	49	39	47	57	52	55	52	56	54	56	2	→	0	→
The space for luggage	42	38	43	48	47	46	48	48	48	47	-1	→	-1	→
The toilet facilities	25	22	21	32	33	25	32	28	30	34	4	→	6	↑
Sufficient room for all passengers to sit/stand	58	54	59	64	62	63	63	61	68	64	-4	→	3	→
The comfort of the seating area	64	60	61	66	70	65	67	67	71	67	-4	→	0	→
The ease of being able to get on and off	78	72	77	79	78	78	79	79	81	78	-3	→	0	→
Your personal security on board	64	60	64	69	67	68	71	70	73	69	-4	↓	-1	→
The cleanliness of the inside	66	64	66	69	71	68	72	71	73	68	-5	↓	-3	→
The cleanliness of the outside	66	62	64	63	70	65	70	68	71	65	-6	↓	-3	→
The availability of staff	26	21	26	35	31	33	33	33	33	34	1	→	0	→
How well train company deals with delays	32	26	25	29	34	24	26	31	40	31	-9	→	0	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Southern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	2217	2310	2132	2628	2347	2551	2135	2338	2639	2113				
Overall satisfaction	83	80	82	84	82	82	83	80	82	78	-3	↓	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	74	78	75	78	73	-5	↓	-2	→
Ticket buying facilities	69	67	67	72	69	70	73	69	70	70	0	→	1	→
Provision of information about train times/platforms	80	78	79	78	81	77	81	79	80	76	-4	↓	-2	→
The upkeep/repair of the station buildings/platforms	62	59	63	60	63	62	67	65	69	62	-6	↓	-3	→
Cleanliness	68	66	71	69	70	71	72	69	75	69	-6	↓	0	→
The facilities and services	49	48	50	50	49	49	50	48	57	53	-4	↓	5	↑
The attitudes and helpfulness of the staff	66	63	70	69	69	69	70	69	72	67	-5	↓	-2	→
Connections with other forms of public transport	76	75	76	78	76	74	73	72	80	75	-5	↓	3	→
Facilities for car parking	35	40	35	43	43	42	44	40	41	40	-1	→	0	→
Overall environment	62	61	64	62	63	64	69	65	68	61	-7	↓	-3	→
Your personal security whilst using the station	61	59	64	63	63	65	68	65	70	66	-4	↓	1	→
The availability of staff	57	55	58	61	57	59	58	58	60	58	-2	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	69	60	-9	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	39	39	-1	→	-	-
How request to station staff was handled	79	78	83	81	86	83	85	80	82	76	-6	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	80	75	-5	↓	-	-
The frequency of the trains on that route	72	68	75	74	73	75	76	74	75	70	-5	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	80	74	79	79	80	78	78	78	77	72	-5	↓	-6	↓
The length of time the journey was scheduled to take (speed)	83	79	83	84	83	83	84	83	84	80	-4	↓	-3	↓
Connections with other train services	73	66	72	76	74	77	76	76	77	74	-3	→	-2	→
The value for money of the price of your ticket	42	35	42	45	43	40	42	38	42	36	-6	↓	-2	→
Upkeep and repair of the train	76	74	76	72	72	73	71	67	72	69	-3	→	2	→
The provision of information during the journey	75	73	76	75	76	74	72	71	75	73	-2	→	1	→
The helpfulness and attitude of staff on train	54	54	56	57	61	57	61	54	57	54	-3	→	1	→
The space for luggage	48	49	50	49	50	49	48	47	46	43	-3	→	-4	↓
The toilet facilities	40	38	41	36	33	38	36	29	36	35	-2	→	5	→
Sufficient room for all passengers to sit/stand	62	67	68	68	68	67	66	66	66	64	-3	→	-2	→
The comfort of the seating area	70	71	73	72	72	71	72	69	70	67	-3	→	-2	→
The ease of being able to get on and off	77	77	79	78	79	78	76	75	77	74	-2	→	0	→
Your personal security on board	69	69	72	72	75	74	76	72	76	74	-2	→	2	→
The cleanliness of the inside	74	73	76	74	71	73	72	70	74	70	-4	↓	0	→
The cleanliness of the outside	74	72	77	73	74	72	74	69	71	66	-4	↓	-3	→
The availability of staff	34	35	38	41	41	39	40	36	35	33	-2	→	-3	→
How well train company deals with delays	33	32	33	29	35	34	35	35	39	30	-9	↓	-5	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

CrossCountry - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1186	1085	1051	1593	1433	1482	1320	1191	1425	1200				
Overall satisfaction	84	85	85	85	84	85	82	84	85	84	-1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	79	77	80	79	80	76	-4	↓	-3	→
Ticket buying facilities	85	84	82	80	80	79	83	78	84	85	0	→	7	↑
Provision of information about train times/platforms	84	86	85	84	82	84	85	83	85	85	1	→	2	→
The upkeep/repair of the station buildings/platforms	70	68	72	70	68	70	69	66	71	67	-3	→	1	→
Cleanliness	78	75	77	74	74	75	74	74	74	74	-1	→	0	→
The facilities and services	62	64	68	65	63	63	65	60	67	63	-5	↓	2	→
The attitudes and helpfulness of the staff	80	79	77	77	80	76	77	79	79	77	-2	→	-2	→
Connections with other forms of public transport	73	73	76	75	76	77	70	74	74	73	0	→	0	→
Facilities for car parking	65	59	54	57	59	53	59	58	58	60	2	→	2	→
Overall environment	70	74	74	70	71	69	71	69	70	65	-5	↓	-4	→
Your personal security whilst using the station	73	73	73	72	74	71	73	72	77	74	-3	→	2	→
The availability of staff	67	67	68	68	68	65	67	67	68	64	-4	→	-3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	75	66	-9	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	53	53	0	→	-	-
How request to station staff was handled	85	87	89	91	89	87	87	92	89	90	1	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	82	81	-1	→	-	-
The frequency of the trains on that route	80	80	81	84	79	80	80	81	79	80	1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	87	85	88	83	84	79	85	82	80	-2	→	-6	↓
The length of time the journey was scheduled to take (speed)	83	86	86	88	86	84	85	87	85	86	1	→	-1	→
Connections with other train services	76	77	76	82	79	79	77	78	78	77	-1	→	-1	→
The value for money of the price of your ticket	55	51	56	57	55	53	52	49	53	49	-4	→	1	→
Upkeep and repair of train	84	83	84	83	82	81	79	80	82	80	-2	→	0	→
The provision of information during the journey	77	79	76	76	75	76	74	76	73	76	3	→	-1	→
The helpfulness and attitude of staff on train	77	80	77	78	81	80	76	78	79	77	-2	→	-1	→
The space for luggage	47	51	48	51	51	53	52	55	50	55	5	↑	0	→
The toilet facilities	54	55	53	48	53	49	49	48	48	48	0	→	0	→
Sufficient room for all passengers to sit/stand	59	72	70	68	66	70	64	70	65	70	4	↑	-1	→
The comfort of the seating area	78	79	78	74	76	77	76	76	74	77	2	→	0	→
The ease of being able to get on and off	80	81	80	81	83	82	78	82	80	83	3	→	0	→
Your personal security on board	81	80	84	84	82	84	81	85	84	84	1	→	-1	→
The cleanliness of the inside	83	82	80	79	78	78	77	79	79	78	-1	→	-1	→
The cleanliness of the outside	79	79	80	78	76	76	77	78	79	74	-6	↓	-5	↓
The availability of staff	62	67	64	64	66	66	63	67	64	63	-1	→	-4	→
How well train company deals with delays	48	52	41	53	49	49	46	52	51	51	0	→	-1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

East Coast - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1157	1081	1032	1154	1723	1522	1136	1225	1251	1234				
Overall satisfaction	88	87	89	88	89	87	87	89	92	86	-6	↓	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	79	77	76	75	88	87	-1	→	12	↑
Ticket buying facilities	80	79	84	80	79	80	81	84	86	87	1	→	3	→
Provision of information about train times/platforms	90	90	88	89	88	86	85	87	91	90	-1	→	3	↑
The upkeep/repair of the station buildings/platforms	72	67	73	72	68	68	66	65	83	82	-1	→	18	↑
Cleanliness	76	72	77	76	74	72	73	72	88	86	-2	→	14	↑
The facilities and services	64	59	61	64	61	61	60	58	79	76	-3	→	18	↑
The attitudes and helpfulness of the staff	76	74	79	78	79	76	75	76	83	80	-3	→	4	→
Connections with other forms of public transport	76	75	73	80	81	80	80	80	85	81	-4	→	1	→
Facilities for car parking	52	55	50	58	49	55	56	49	57	51	-6	→	2	→
Overall environment	72	69	72	72	69	69	66	64	82	80	-2	→	16	↑
Your personal security whilst using the station	72	71	72	71	73	72	70	71	80	78	-2	→	8	↑
The availability of staff	68	65	68	68	67	67	66	67	73	69	-4	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	77	70	-6	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	48	43	-5	↓	-	-
How request to station staff was handled	90	87	89	89	87	88	86	85	88	87	-1	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	89	87	-2	→	-	-
The frequency of the trains on that route	86	90	89	89	91	90	89	90	91	90	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	89	90	89	83	85	78	88	89	83	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	90	90	91	91	90	90	88	90	92	88	-4	↓	-2	→
Connections with other train services	78	78	81	82	81	80	79	79	84	77	-7	↓	-2	→
The value for money of the price of your ticket	54	54	55	59	60	58	57	56	58	56	-2	→	0	→
Upkeep and repair of the train	79	79	84	83	82	80	81	79	82	81	-1	→	2	→
The provision of information during the journey	76	77	76	79	77	78	80	79	81	80	-1	→	2	→
The helpfulness and attitude of staff on train	78	77	78	80	79	78	80	82	85	84	-1	→	2	→
The space for luggage	54	56	55	56	55	60	61	63	66	63	-3	→	0	→
The toilet facilities	45	45	47	48	51	49	55	52	54	50	-4	→	-2	→
Sufficient room for all passengers to sit/stand	73	75	74	72	76	77	79	79	81	79	-2	→	-1	→
The comfort of the seating area	74	76	77	76	77	77	81	79	81	80	-1	→	1	→
The ease of being able to get on and off	79	78	81	78	82	82	84	83	84	82	-2	→	-1	→
Your personal security on board	84	82	85	85	85	86	86	86	90	86	-3	↓	1	→
The cleanliness of the inside	80	82	83	84	83	82	85	82	85	85	0	→	3	↑
The cleanliness of the outside	77	77	78	78	79	74	78	76	77	72	-5	↓	-4	→
The availability of staff	64	63	67	68	67	68	70	72	72	71	-1	→	-1	→
How well train company deals with delays	61	62	56	61	62	52	56	63	69	62	-7	→	-1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

East Midlands Trains - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1020	1013	1010	1131	1108	1404	1029	1219	1045	1088				
Overall satisfaction	81	80	84	86	88	86	87	87	89	88	-2	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	85	82	83	85	89	82	-7	↓	-3	→
Ticket buying facilities	80	74	77	78	76	77	79	81	87	77	-10	↓	-4	→
Provision of information about train times/platforms	84	82	84	86	83	84	86	84	86	83	-2	→	0	→
The upkeep/repair of the station buildings/platforms	72	75	75	74	76	75	78	80	82	76	-6	↓	-4	→
Cleanliness	76	77	79	78	80	80	82	83	86	80	-6	↓	-2	→
The facilities and services	60	61	61	61	61	63	67	64	70	65	-5	↓	0	→
The attitudes and helpfulness of the staff	76	76	77	76	77	76	77	78	81	78	-4	→	-1	→
Connections with other forms of public transport	71	76	70	74	70	71	70	72	77	74	-2	→	2	→
Facilities for car parking	52	54	58	57	61	58	64	67	70	67	-3	→	-1	→
Overall environment	72	75	74	76	77	75	78	80	83	74	-8	↓	-5	↓
Your personal security whilst using the station	69	70	71	75	73	75	74	76	78	72	-6	↓	-4	→
The availability of staff	63	66	66	66	68	66	68	68	72	64	-8	↓	-5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	79	67	-12	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	55	50	-5	→	-	-
How request to station staff was handled	85	87	84	85	84	85	89	89	91	85	-5	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	87	86	-1	→	-	-
The frequency of the trains on that route	76	76	76	79	81	80	80	82	85	81	-3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	84	85	84	87	86	88	88	88	86	-2	→	-2	→
The length of time the journey was scheduled to take (speed)	79	83	83	86	88	87	90	89	89	86	-3	→	-3	→
Connections with other train services	69	70	66	71	79	77	77	79	79	78	-2	→	-1	→
The value for money of the price of your ticket	49	45	48	52	57	52	52	52	49	48	0	→	-3	→
Upkeep and repair of the train	66	67	68	75	76	77	85	85	85	84	-1	→	-1	→
The provision of information during the journey	65	62	66	69	68	71	70	71	74	72	-1	→	1	→
The helpfulness and attitude of staff on train	73	68	73	76	76	77	79	80	78	80	2	→	0	→
The space for luggage	53	47	48	50	48	57	57	56	56	53	-2	→	-3	→
The toilet facilities	42	45	46	46	48	52	53	50	54	43	-11	↓	-7	↓
Sufficient room for all passengers to sit/stand	68	67	68	72	74	72	76	74	70	74	4	→	0	→
The comfort of the seating area	70	71	71	76	79	78	83	82	81	81	0	→	0	→
The ease of being able to get on and off	76	76	77	82	81	82	83	85	84	84	0	→	-1	→
Your personal security on board	79	79	79	84	83	82	85	85	86	84	-2	→	-2	→
The cleanliness of the inside	70	70	72	78	76	79	82	83	84	83	-1	→	-1	→
The cleanliness of the outside	64	64	69	67	73	69	75	74	77	71	-5	↓	-3	→
The availability of staff	53	54	56	62	66	65	68	67	62	64	2	→	-3	→
How well train company deals with delays	43	37	41	51	41	48	39	51	56	58	1	→	7	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

First Hull Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	-	-	-	-	701	761	527	583	596	543				
Overall satisfaction	-	-	-	-	93	95	88	93	95	95	0	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	81	73	79	82	92	89	-3	→	7	↑
Ticket buying facilities	-	-	-	-	81	82	82	80	86	88	2	→	8	→
Provision of information about train times/platforms	-	-	-	-	85	83	83	85	88	91	3	→	6	↑
The upkeep/repair of the station buildings/platforms	-	-	-	-	69	63	70	76	88	90	2	→	14	↑
Cleanliness	-	-	-	-	74	67	72	77	91	90	-1	→	13	↑
The facilities and services	-	-	-	-	52	50	50	58	76	74	-2	→	16	↑
The attitudes and helpfulness of the staff	-	-	-	-	72	67	69	76	81	79	-2	→	3	→
Connections with other forms of public transport	-	-	-	-	77	76	74	81	83	86	3	→	5	→
Facilities for car parking	-	-	-	-	72	69	69	71	70	67	-2	→	-3	→
Overall environment	-	-	-	-	69	62	67	74	88	84	-4	→	10	↑
Your personal security whilst using the station	-	-	-	-	72	70	70	73	80	81	2	→	8	↑
The availability of staff	-	-	-	-	57	54	55	64	68	70	1	→	6	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	83	79	-5	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	57	57	0	→	-	-
How request to station staff was handled	-	-	-	-	88	85	89	91	90	89	-1	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	97	92	-5	↓	-	-
The frequency of the trains on that route	-	-	-	-	78	81	78	77	79	80	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	90	89	85	93	94	91	-4	→	-2	→
The length of time the journey was scheduled to take (speed)	-	-	-	-	93	90	90	92	93	92	-1	→	0	→
Connections with other train services	-	-	-	-	87	83	81	78	83	79	-4	→	1	→
The value for money of the price of your ticket	-	-	-	-	66	63	62	56	60	62	2	→	6	→
Upkeep and repair of the train	-	-	-	-	92	95	89	89	93	92	-1	→	2	→
The provision of information during the journey	-	-	-	-	84	89	84	88	87	90	3	→	2	→
The helpfulness and attitude of staff on train	-	-	-	-	90	93	91	92	93	94	1	→	2	→
The space for luggage	-	-	-	-	66	73	75	72	72	72	0	→	0	→
The toilet facilities	-	-	-	-	65	69	68	64	65	62	-3	→	-2	→
Sufficient room for all passengers to sit/stand	-	-	-	-	88	91	89	87	92	91	-1	→	4	→
The comfort of the seating area	-	-	-	-	88	93	89	86	91	89	-2	→	4	→
The ease of being able to get on and off	-	-	-	-	90	92	91	91	91	92	1	→	1	→
Your personal security on board	-	-	-	-	92	93	91	89	92	91	0	→	3	→
The cleanliness of the inside	-	-	-	-	90	94	90	91	96	93	-3	→	2	→
The cleanliness of the outside	-	-	-	-	84	86	89	88	90	88	-2	→	0	→
The availability of staff	-	-	-	-	82	90	86	90	87	86	-1	→	-3	→
How well train company deals with delays	-	-	-	-	69	65	39	51	47	63	16	→	12	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

First TransPennine Express - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1033	1084	1057	1548	1086	1201	1117	1175	1111	1190				
Overall satisfaction	83	87	89	87	87	89	84	88	88	85	-3	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	86	87	85	86	86	86	0	→	0	→
Ticket buying facilities	81	81	81	81	88	84	89	87	87	84	-4	→	-4	→
Provision of information about train times/platforms	85	85	85	86	89	91	87	88	91	88	-3	→	0	→
The upkeep/repair of the station buildings/platforms	73	75	80	77	81	80	79	83	79	82	3	→	-1	→
Cleanliness	78	80	81	80	84	82	81	85	82	86	3	→	1	→
The facilities and services	61	64	68	66	64	65	67	68	74	75	1	→	7	↑
The attitudes and helpfulness of the staff	77	72	74	75	79	79	81	78	80	81	1	→	3	→
Connections with other forms of public transport	70	73	73	75	76	75	71	73	80	76	-4	→	3	→
Facilities for car parking	43	43	45	50	60	61	65	62	58	55	-3	→	-7	→
Overall environment	75	76	79	77	83	81	80	82	78	79	1	→	-2	→
Your personal security whilst using the station	68	73	71	75	77	75	75	77	81	80	0	→	3	→
The availability of staff	65	64	65	63	68	67	69	69	69	72	3	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	78	75	-3	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	59	58	-1	→	-	-
How request to station staff was handled	84	86	88	90	93	90	89	88	89	91	2	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	88	86	-2	→	-	-
The frequency of the trains on that route	79	81	83	83	82	83	82	86	81	84	3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	84	88	84	84	87	84	88	88	82	-7	↓	-6	↓
The length of time the journey was scheduled to take (speed)	87	87	90	89	89	92	89	91	88	89	1	→	-2	→
Connections with other train services	75	72	81	77	76	83	81	81	81	80	-1	→	-1	→
The value for money of the price of your ticket	53	52	63	60	59	60	59	56	57	55	-2	→	-1	→
Upkeep and repair of the train	88	91	91	91	90	88	87	88	89	90	1	→	2	→
The provision of information during the journey	78	81	81	79	83	81	79	80	80	82	2	→	2	→
The helpfulness and attitude of staff on train	73	76	77	78	77	79	80	82	81	82	1	→	0	→
The space for luggage	51	53	54	52	50	50	47	50	52	58	6	↑	8	↑
The toilet facilities	54	59	59	56	52	53	52	57	56	53	-4	→	-4	→
Sufficient room for all passengers to sit/stand	63	68	66	66	62	64	62	63	61	65	4	→	2	→
The comfort of the seating area	81	83	84	82	83	80	80	79	80	83	3	→	4	→
The ease of being able to get on and off	82	86	86	83	82	82	79	83	81	82	1	→	-1	→
Your personal security on board	81	84	85	84	84	87	81	86	84	86	2	→	0	→
The cleanliness of the inside	83	86	87	86	87	84	85	86	86	86	-1	→	-1	→
The cleanliness of the outside	82	83	86	79	85	79	82	82	85	82	-3	→	0	→
The availability of staff	59	67	68	66	66	64	64	67	66	69	3	→	2	→
How well train company deals with delays	39	38	42	46	52	48	53	55	49	53	3	→	-3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Grand Central² - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	-	-	540	574	681	-	917	-	992	639				
Overall satisfaction	-	-	95	94	95	-	95	-	96	93	-3	→	-	-
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	-	76	-	88	87	-1	→	-	-
Ticket buying facilities	-	-	77	70	79	-	79	-	83	87	4	→	-	-
Provision of information about train times/platforms	-	-	74	71	81	-	85	-	89	90	1	→	-	-
The upkeep/repair of the station buildings/platforms	-	-	51	51	71	-	71	-	87	86	-1	→	-	-
Cleanliness	-	-	57	56	73	-	76	-	89	87	-1	→	-	-
The facilities and services	-	-	39	41	48	-	49	-	75	69	-6	→	-	-
The attitudes and helpfulness of the staff	-	-	70	67	72	-	74	-	75	80	5	→	-	-
Connections with other forms of public transport	-	-	73	72	76	-	80	-	86	82	-4	→	-	-
Facilities for car parking	-	-	36	35	52	-	54	-	55	56	1	→	-	-
Overall environment	-	-	52	47	64	-	66	-	83	81	-2	→	-	-
Your personal security whilst using the station	-	-	63	55	69	-	69	-	78	77	-1	→	-	-
The availability of staff	-	-	51	50	52	-	54	-	61	68	7	↑	-	-
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	80	75	-5	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	54	51	-3	→	-	-
How request to station staff was handled	-	-	90	89	88	-	88	-	88	89	1	→	-	-
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	94	91	-3	→	-	-
The frequency of the trains on that route	-	-	78	70	70	-	72	-	73	77	3	→	-	-
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	96	92	91	-	91	-	94	93	-1	→	-	-
The length of time the journey was scheduled to take (speed)	-	-	95	92	89	-	92	-	91	89	-2	→	-	-
Connections with other train services	-	-	82	79	87	-	83	-	82	83	1	→	-	-
The value for money of the price of your ticket	-	-	77	73	74	-	78	-	73	75	3	→	-	-
Upkeep and repair of the train	-	-	90	84	91	-	88	-	85	78	-6	↓	-	-
The provision of information during the journey	-	-	85	84	89	-	83	-	86	84	-2	→	-	-
The helpfulness and attitude of staff on train	-	-	94	91	92	-	93	-	92	91	-1	→	-	-
The space for luggage	-	-	82	81	85	-	84	-	80	77	-3	→	-	-
The toilet facilities	-	-	70	71	77	-	66	-	65	55	-9	↓	-	-
Sufficient room for all passengers to sit/stand	-	-	95	92	95	-	94	-	93	91	-2	→	-	-
The comfort of the seating area	-	-	94	90	95	-	93	-	90	89	-1	→	-	-
The ease of being able to get on and off	-	-	90	88	91	-	90	-	89	90	0	→	-	-
Your personal security on board	-	-	92	89	94	-	92	-	91	92	1	→	-	-
The cleanliness of the inside	-	-	91	89	93	-	90	-	89	85	-4	→	-	-
The cleanliness of the outside	-	-	89	80	89	-	88	-	86	80	-6	↓	-	-
The availability of staff	-	-	92	87	89	-	82	-	83	85	2	→	-	-
How well train company deals with delays	-	-	67	48	69	-	69	-	77	73	-4	→	-	-

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Grand Central did not take part in the survey in Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Virgin Trains - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1294	1131	1098	1763	1350	1361	1098	1112	1392	1152				
Overall satisfaction	84	86	89	90	90	90	89	91	92	92	-1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	80	82	82	82	80	79	-1	→	-3	→
Ticket buying facilities	82	81	79	81	85	78	85	83	87	83	-4	→	0	→
Provision of information about train times/platforms	82	87	85	87	88	86	89	87	87	87	0	→	0	→
The upkeep/repair of the station buildings/platforms	69	70	69	67	70	71	71	71	71	72	1	→	1	→
Cleanliness	75	74	74	74	75	74	76	74	77	75	-2	→	1	→
The facilities and services	61	64	66	65	65	65	67	62	70	67	-4	→	5	→
The attitudes and helpfulness of the staff	72	74	74	74	79	71	74	73	77	77	1	→	4	→
Connections with other forms of public transport	77	79	79	77	82	80	81	82	87	84	-3	→	2	→
Facilities for car parking	43	46	56	55	52	55	65	58	55	51	-4	→	-7	→
Overall environment	70	70	70	70	72	71	74	71	70	70	0	→	-1	→
Your personal security whilst using the station	69	71	73	70	75	71	76	73	76	74	-1	→	2	→
The availability of staff	62	61	63	61	64	58	60	60	62	63	1	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	74	69	-6	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	44	43	-1	→	-	-
How request to station staff was handled	85	86	87	91	88	86	82	87	90	88	-2	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	92	93	1	→	-	-
The frequency of the trains on that route	81	85	86	90	90	89	90	89	91	90	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	79	90	89	89	92	85	89	90	87	-3	→	-2	→
The length of time the journey was scheduled to take (speed)	82	92	93	94	93	94	91	94	94	93	-1	→	-1	→
Connections with other train services	75	77	84	82	86	83	83	88	87	87	0	→	-1	→
The value for money of the price of your ticket	56	57	64	63	65	59	59	59	60	61	1	→	2	→
Upkeep and repair of the train	90	90	88	89	88	90	87	89	89	91	3	→	2	→
The provision of information during the journey	76	80	80	82	83	81	80	82	84	88	4	↑	6	↑
The helpfulness and attitude of staff on train	77	76	82	78	80	80	80	81	81	84	3	→	3	→
The space for luggage	45	51	50	51	51	56	52	57	59	62	3	→	5	→
The toilet facilities	50	56	58	56	55	53	52	54	57	60	4	→	7	↑
Sufficient room for all passengers to sit/stand	68	77	77	74	74	77	71	80	82	83	1	→	4	→
The comfort of the seating area	78	80	80	78	78	79	77	82	84	86	2	→	4	→
The ease of being able to get on and off	83	84	87	88	85	87	88	90	89	91	2	→	1	→
Your personal security on board	85	85	85	86	86	89	87	89	89	89	-1	→	0	→
The cleanliness of the inside	87	88	88	87	86	88	86	89	90	90	1	→	1	→
The cleanliness of the outside	83	82	84	81	87	82	82	86	87	87	0	→	1	→
The availability of staff	66	66	70	69	70	68	68	70	68	71	3	→	1	→
How well train company deals with delays	50	54	54	51	57	56	55	54	60	64	4	→	10	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Arriva Trains Wales - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	754	809	793	1018	776	912	1544	1189	1352	1248				
Overall satisfaction	86	87	86	88	87	87	84	88	88	88	0	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	73	76	72	79	78	78	0	→	-1	→
Ticket buying facilities	61	71	76	70	76	75	80	75	81	78	-3	→	2	→
Provision of information about train times/platforms	74	80	80	79	78	79	80	81	81	83	2	→	2	→
The upkeep/repair of the station buildings/platforms	56	58	60	57	64	63	63	66	66	69	3	→	3	→
Cleanliness	58	62	65	62	67	68	63	68	68	70	1	→	1	→
The facilities and services	36	39	44	39	42	43	43	48	49	51	1	→	3	→
The attitudes and helpfulness of the staff	65	71	74	73	75	75	74	75	78	76	-1	→	2	→
Connections with other forms of public transport	58	62	63	64	64	61	61	66	70	66	-4	→	-1	→
Facilities for car parking	58	53	63	61	58	63	59	63	69	62	-7	↓	-1	→
Overall environment	57	58	62	58	61	62	63	66	66	68	2	→	2	→
Your personal security whilst using the station	55	59	63	63	60	62	67	67	66	70	4	→	3	→
The availability of staff	46	54	57	54	57	56	58	57	60	65	5	→	8	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	72	70	-2	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	55	54	-1	→	-	-
How request to station staff was handled	83	89	88	84	88	88	90	89	86	92	6	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	86	84	-2	→	-	-
The frequency of the trains on that route	76	77	79	81	77	81	76	78	77	78	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	85	87	89	85	84	87	87	86	85	0	→	-2	→
The length of time the journey was scheduled to take (speed)	89	87	88	89	89	88	83	85	86	83	-2	→	-1	→
Connections with other train services	71	77	74	77	80	78	77	77	80	82	2	→	5	→
The value for money of the price of your ticket	61	60	62	66	64	60	59	56	55	54	-1	→	-3	→
Upkeep and repair of the train	73	75	70	73	76	74	75	76	79	79	0	→	3	→
The provision of information during the journey	61	65	63	69	67	67	65	66	66	66	0	→	0	→
The helpfulness and attitude of staff on train	76	79	75	82	82	79	79	81	82	82	-1	→	1	→
The space for luggage	61	63	56	61	64	57	60	59	66	63	-3	→	4	→
The toilet facilities	47	44	42	49	46	45	46	49	51	55	4	→	6	→
Sufficient room for all passengers to sit/stand	74	76	71	73	74	70	72	71	73	73	-1	→	2	→
The comfort of the seating area	74	77	72	76	74	74	76	77	76	78	2	→	1	→
The ease of being able to get on and off	83	83	82	81	82	84	83	82	84	85	1	→	3	→
Your personal security on board	77	79	79	79	82	82	82	83	81	86	4	↑	3	→
The cleanliness of the inside	72	78	74	75	78	76	75	78	80	78	-2	→	1	→
The cleanliness of the outside	70	74	70	66	68	64	69	69	74	70	-4	→	1	→
The availability of staff	65	70	64	72	71	67	70	71	70	73	3	→	2	→
How well train company deals with delays	41	44	32	40	37	43	45	40	42	38	-4	→	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Merseyrail - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	526	513	506	651	526	672	546	635	700	557				
Overall satisfaction	90	91	91	93	93	91	93	96	92	92	0	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	86	80	84	86	87	86	-2	→	-1	→
Ticket buying facilities	81	82	78	84	86	86	90	90	89	89	1	→	0	→
Provision of information about train times/platforms	79	84	86	87	89	85	87	89	88	91	3	→	1	→
The upkeep/repair of the station buildings/platforms	63	68	73	71	75	72	70	75	81	85	5	→	10	↑
Cleanliness	67	69	72	77	78	77	78	77	86	84	-2	→	7	↑
The facilities and services	43	39	43	55	48	43	48	53	62	57	-4	→	5	→
The attitudes and helpfulness of the staff	75	76	85	82	86	82	85	81	88	87	-1	→	5	→
Connections with other forms of public transport	66	67	73	75	77	70	70	73	82	83	1	→	10	↑
Facilities for car parking	57	54	56	57	45	48	51	49	64	61	-3	→	11	→
Overall environment	65	66	72	70	76	73	73	77	83	79	-4	→	2	→
Your personal security whilst using the station	66	70	68	72	69	71	72	76	81	76	-5	→	0	→
The availability of staff	68	67	74	75	78	78	78	81	82	81	-1	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	84	78	-6	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	68	69	1	→	-	-
How request to station staff was handled	91	81	82	81	94	80	90	81	88	93	5	→	13	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	89	90	1	→	-	-
The frequency of the trains on that route	89	92	94	94	95	91	95	97	94	93	-1	→	-4	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	88	94	92	95	90	93	95	94	92	91	-1	→	-4	→
The length of time the journey was scheduled to take (speed)	94	94	94	96	96	94	97	97	96	97	2	→	1	→
Connections with other train services	81	78	87	85	85	82	91	89	89	92	3	→	3	→
The value for money of the price of your ticket	71	55	60	66	70	64	66	67	70	65	-5	→	-2	→
Upkeep and repair of the train	83	80	80	78	84	80	80	83	80	81	0	→	-2	→
The provision of information during the journey	84	81	86	87	86	87	81	86	90	87	-3	→	1	→
The helpfulness and attitude of staff on train	53	49	56	67	63	67	68	67	63	67	3	→	0	→
The space for luggage	52	49	57	64	68	60	59	60	59	61	2	→	1	→
The toilet facilities	19	12	20	19	17	9	14	10	21	17	-4	→	6	→
Sufficient room for all passengers to sit/stand	72	72	76	78	82	79	78	81	80	79	-2	→	-3	→
The comfort of the seating area	80	79	79	80	82	76	76	81	80	81	0	→	0	→
The ease of being able to get on and off	86	86	88	90	90	86	87	90	90	90	-1	→	-1	→
Your personal security on board	73	74	75	77	79	79	77	80	83	78	-5	→	-2	→
The cleanliness of the inside	78	75	77	76	78	78	79	80	80	81	0	→	1	→
The cleanliness of the outside	68	66	71	65	65	56	71	67	71	70	-1	→	3	→
The availability of staff	33	33	37	48	46	51	45	48	45	50	5	→	2	→
How well train company deals with delays	23	35	52	42	47	49	50	29	43	41	-2	→	11	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Northern Rail - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1118	1155	1094	1633	1027	1250	1370	1264	1051	1106				
Overall satisfaction	82	80	82	82	82	83	83	80	80	76	-4	→	-4	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	73	76	74	78	76	-2	→	2	→
Ticket buying facilities	76	77	75	74	74	73	73	74	78	77	-1	→	2	→
Provision of information about train times/platforms	79	78	83	81	80	77	81	80	83	84	1	→	4	→
The upkeep/repair of the station buildings/platforms	68	68	70	68	69	68	69	71	75	76	0	→	5	→
Cleanliness	70	71	74	68	73	70	71	72	80	78	-2	→	6	↑
The facilities and services	52	49	53	46	47	50	49	49	52	52	0	→	3	→
The attitudes and helpfulness of the staff	74	70	70	71	71	70	71	71	74	72	-3	→	1	→
Connections with other forms of public transport	69	71	70	65	66	69	69	65	75	71	-3	→	6	↑
Facilities for car parking	48	50	53	49	53	57	60	53	57	55	-2	→	2	→
Overall environment	67	67	70	65	66	65	66	67	73	70	-3	→	3	→
Your personal security whilst using the station	66	64	66	62	60	64	65	67	70	66	-5	→	-1	→
The availability of staff	60	58	61	57	59	58	57	61	58	58	0	→	-3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	70	69	-1	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	55	54	-1	→	-	-
How request to station staff was handled	83	83	85	86	90	89	89	84	90	84	-6	→	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	71	69	-2	→	-	-
The frequency of the trains on that route	74	70	74	75	73	71	75	70	73	69	-4	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	79	81	83	80	78	80	78	77	72	-5	→	-6	↓
The length of time the journey was scheduled to take (speed)	85	85	87	87	87	86	87	84	85	81	-4	→	-3	→
Connections with other train services	71	69	74	72	76	78	78	73	73	72	-1	→	-1	→
The value for money of the price of your ticket	62	54	59	60	64	58	60	50	57	54	-4	→	3	→
Upkeep and repair of the train	55	53	58	56	59	53	57	54	57	55	-1	→	2	→
The provision of information during the journey	55	57	59	58	57	59	58	56	60	59	-1	→	4	→
The helpfulness and attitude of staff on train	73	70	72	72	73	76	72	71	71	73	2	→	2	→
The space for luggage	56	55	54	55	55	55	56	57	57	56	-1	→	-1	→
The toilet facilities	36	32	41	35	41	38	43	34	39	31	-8	→	-3	→
Sufficient room for all passengers to sit/stand	69	69	67	70	68	65	65	66	71	66	-5	↓	0	→
The comfort of the seating area	62	60	64	63	64	58	62	60	65	62	-3	→	2	→
The ease of being able to get on and off	80	77	79	80	77	78	78	77	81	77	-4	→	0	→
Your personal security on board	77	74	75	76	75	76	79	76	79	73	-6	↓	-3	→
The cleanliness of the inside	58	57	61	60	64	56	62	58	63	60	-3	→	3	→
The cleanliness of the outside	58	51	62	49	60	48	62	47	61	49	-12	↓	2	→
The availability of staff	59	57	59	60	61	62	57	60	58	55	-3	→	-5	→
How well train company deals with delays	34	35	36	36	45	35	43	33	39	29	-10	→	-5	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

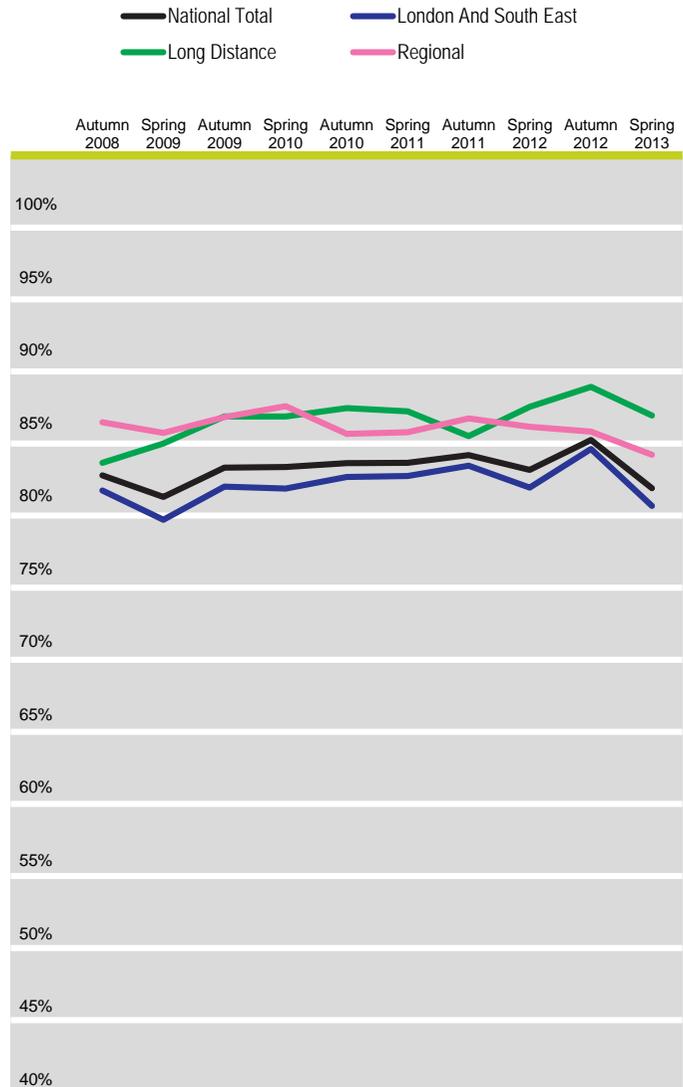
ScotRail - % saying satisfied/good

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1009	1034	1033	1092	1021	1166	1402	1230	1309	1141				
Overall satisfaction	90	89	90	90	86	86	89	89	90	90	0	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	82	81	85	83	84	81	-4	→	-2	→
Ticket buying facilities	87	83	83	84	79	78	82	80	84	80	-3	→	0	→
Provision of information about train times/platforms	84	84	86	84	86	85	86	86	89	88	-2	→	1	→
The upkeep/repair of the station buildings/platforms	79	80	80	78	82	77	78	77	80	79	-1	→	2	→
Cleanliness	80	83	84	82	86	81	84	82	81	83	2	→	1	→
The facilities and services	56	58	54	58	58	53	56	52	53	48	-5	→	-4	→
The attitudes and helpfulness of the staff	77	79	76	74	81	75	76	78	76	77	1	→	-1	→
Connections with other forms of public transport	70	68	71	71	71	65	73	69	67	76	9	↑	6	→
Facilities for car parking	46	47	44	47	49	46	48	47	38	40	2	→	-7	→
Overall environment	76	79	77	75	79	74	78	75	76	74	-2	→	-1	→
Your personal security whilst using the station	69	75	73	72	74	71	71	74	71	73	2	→	-2	→
The availability of staff	69	69	69	65	63	63	63	66	63	70	7	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	82	74	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	61	60	-1	→	-	-
How request to station staff was handled	88	89	83	84	77	86	92	89	91	88	-3	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	87	87	-1	→	-	-
The frequency of the trains on that route	82	84	84	85	79	83	83	84	81	84	4	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	86	90	88	86	81	86	87	87	84	-3	→	-3	→
The length of time the journey was scheduled to take (speed)	88	89	90	90	87	89	91	89	92	89	-2	→	0	→
Connections with other train services	74	78	75	78	80	78	77	79	70	75	5	→	-4	→
The value for money of the price of your ticket	62	55	58	61	57	56	59	51	52	49	-4	→	-3	→
Upkeep and repair of the train	81	79	80	76	78	79	81	83	81	83	2	→	0	→
The provision of information during the journey	76	77	78	75	77	72	76	80	74	77	3	→	-3	→
The helpfulness and attitude of staff on train	75	79	83	77	81	79	79	81	79	76	-3	→	-5	→
The space for luggage	62	64	63	65	63	63	65	69	65	65	0	→	-4	→
The toilet facilities	45	48	46	50	40	41	51	52	49	46	-3	→	-6	→
Sufficient room for all passengers to sit/stand	73	76	77	78	72	69	77	77	79	80	2	→	4	→
The comfort of the seating area	77	78	81	77	75	77	82	80	82	78	-4	→	-1	→
The ease of being able to get on and off	85	88	89	88	84	86	89	87	88	85	-2	→	-2	→
Your personal security on board	82	86	82	84	82	83	86	87	80	83	3	→	-4	→
The cleanliness of the inside	80	80	83	78	76	80	84	84	82	84	1	→	0	→
The cleanliness of the outside	74	73	76	68	75	70	76	77	81	80	-1	→	2	→
The availability of staff	67	69	69	70	67	65	71	72	65	69	4	→	-3	→
How well train company deals with delays	42	35	47	40	44	34	34	38	40	43	3	→	5	→

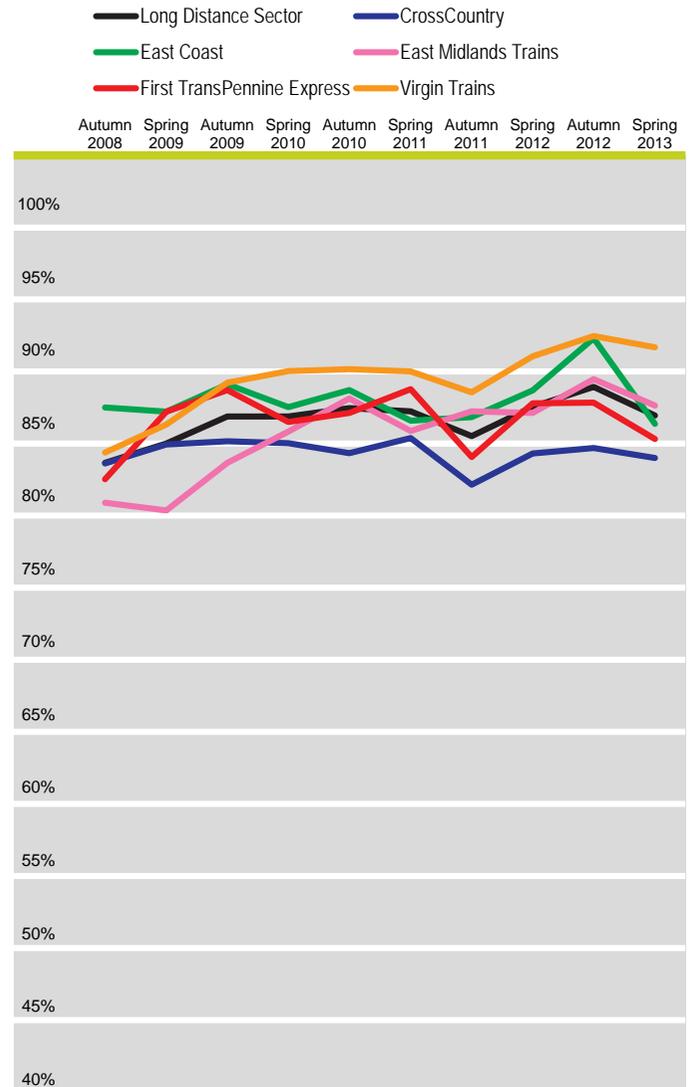
1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Percentage of passengers satisfied 2008-2013

National and Sector-Level
Percentage of passengers satisfied 2008 to 2013

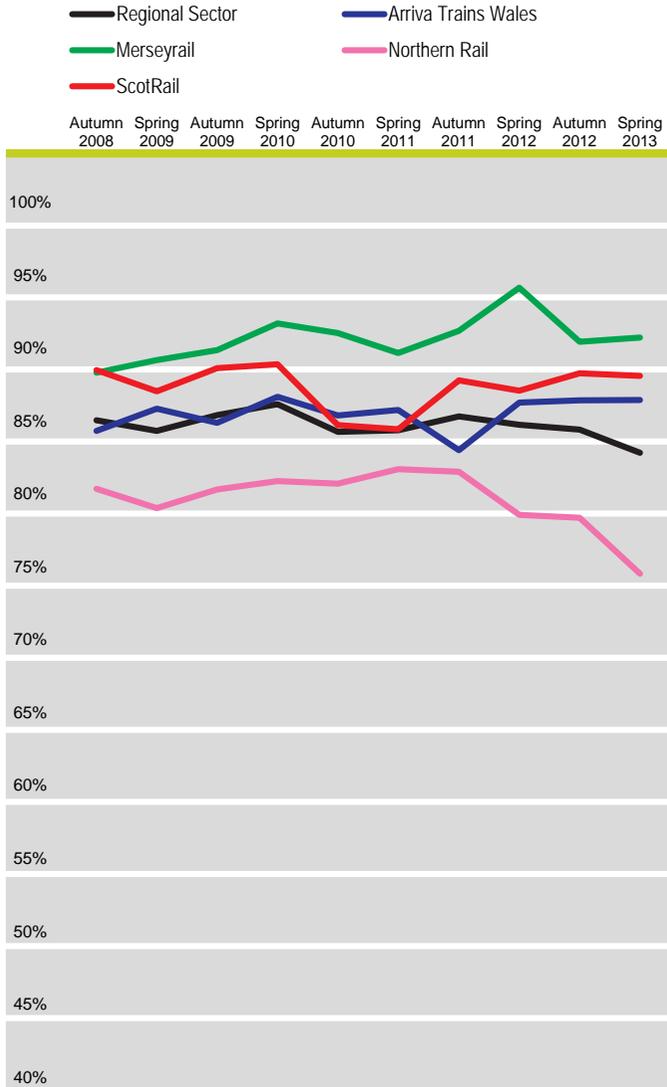


Long Distance Operators
Percentage of passengers satisfied 2008 to 2013



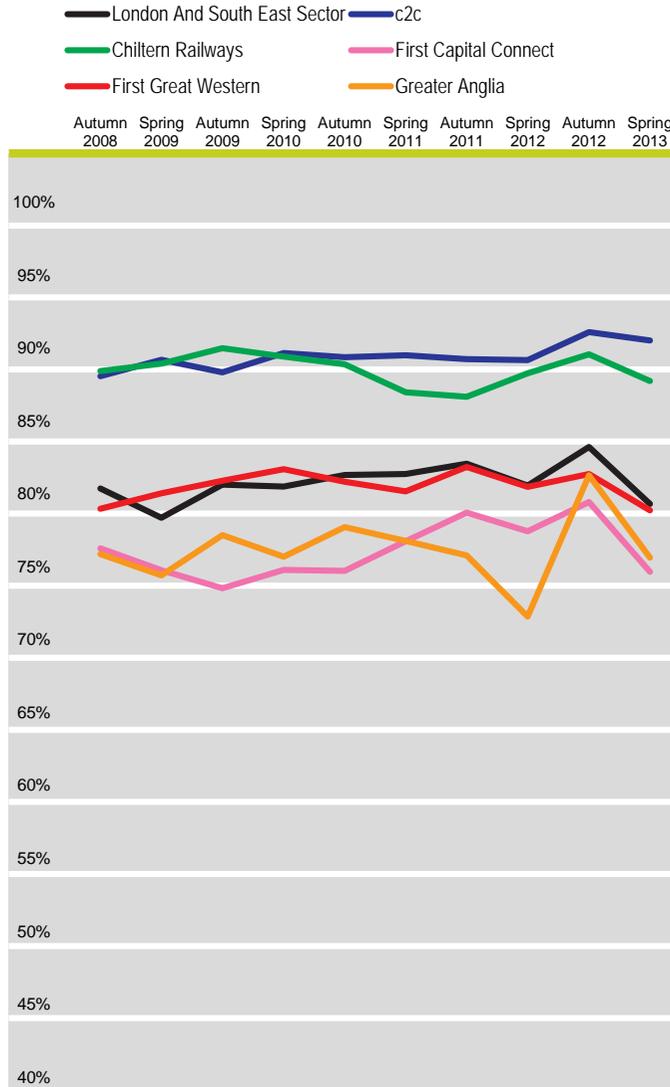
Regional Operators

Percentage of passengers satisfied
2008 to 2013



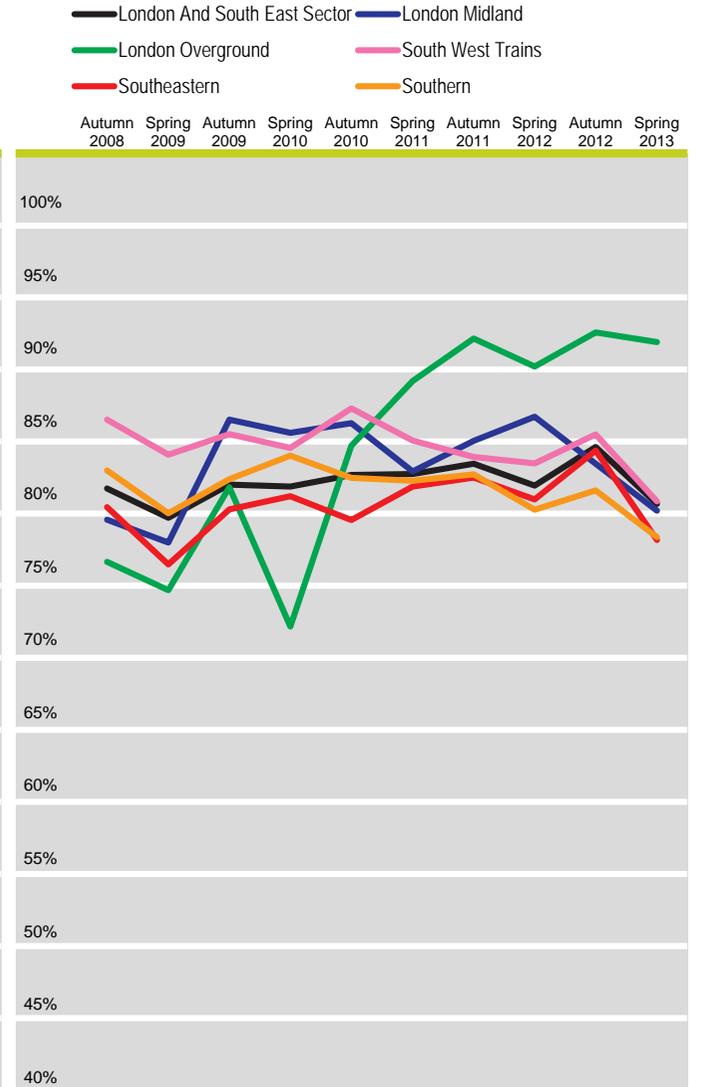
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

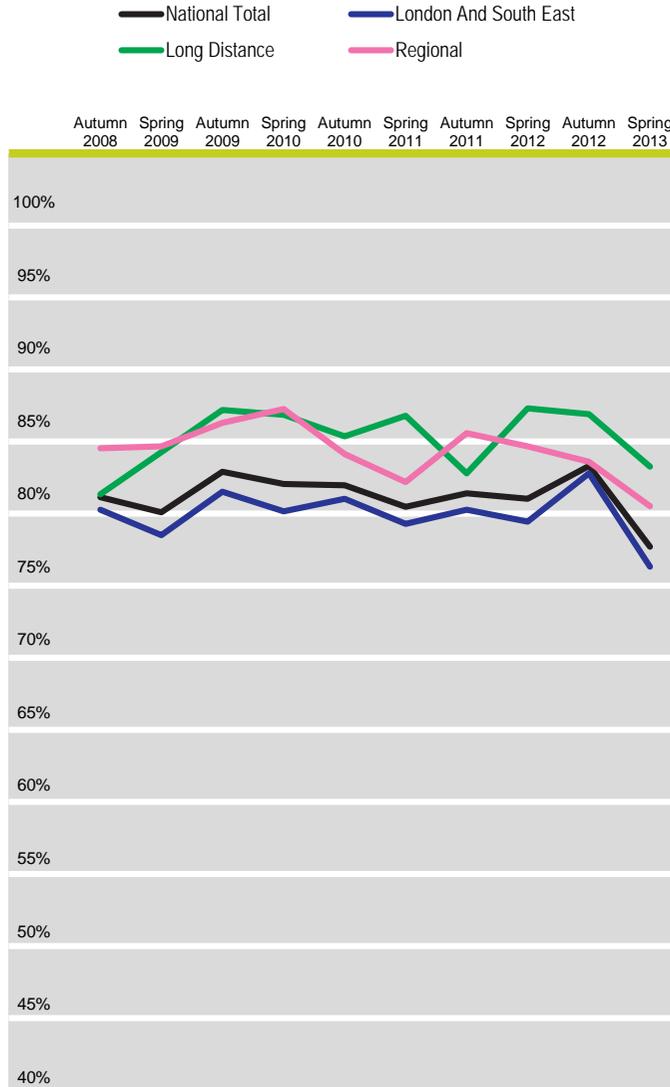


London and South East Operators (Part Two)

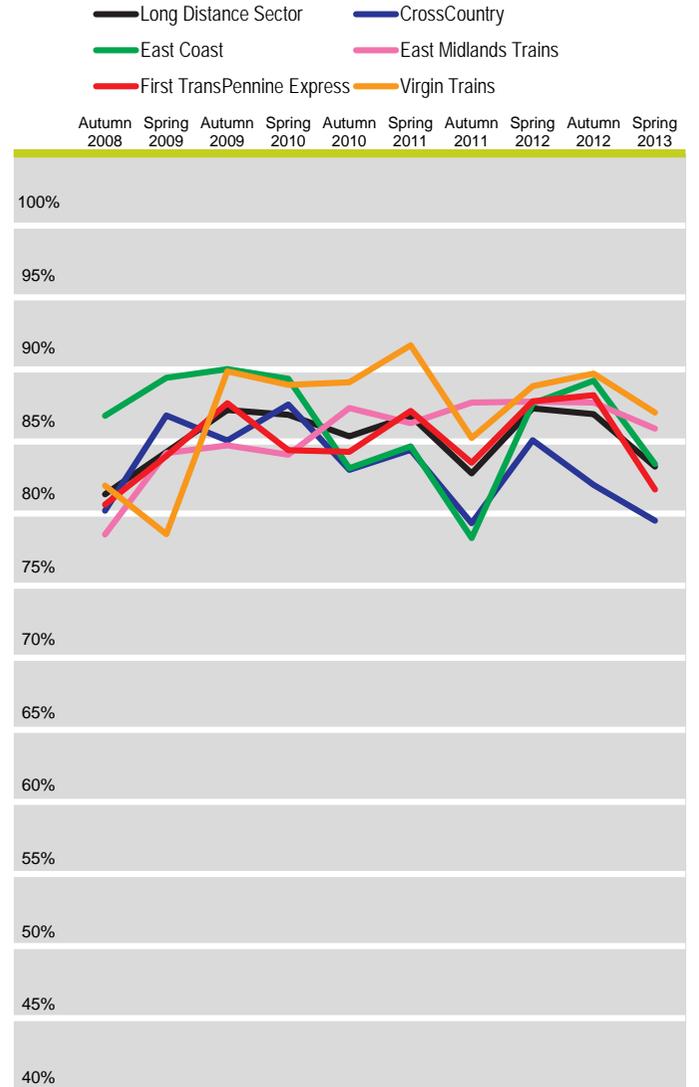
Percentage of passengers satisfied
2008 to 2013



National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

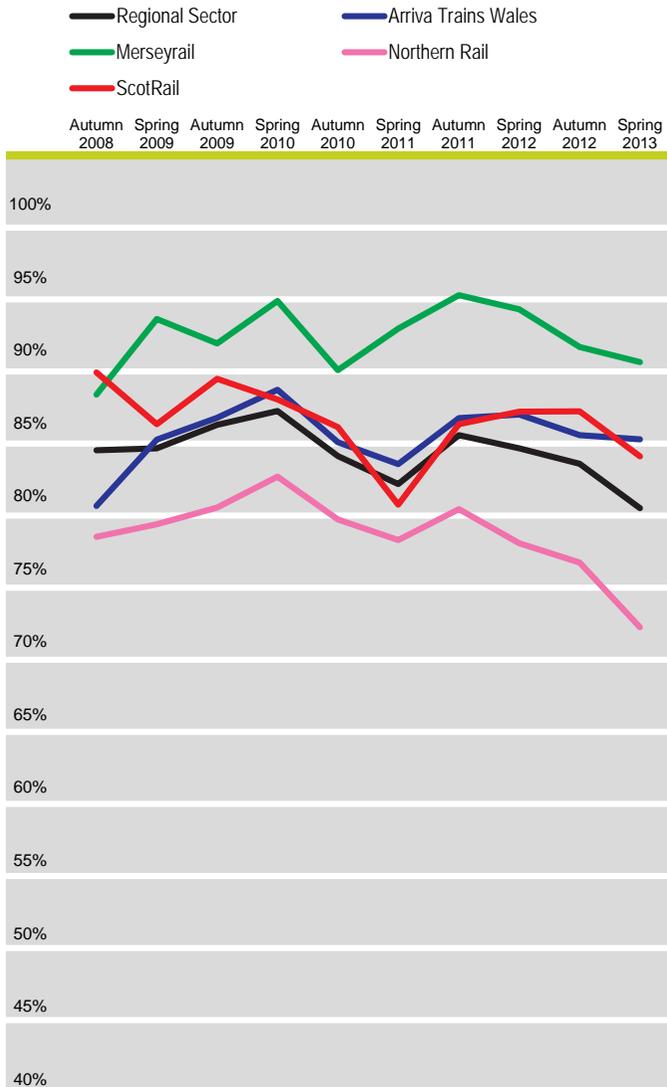


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



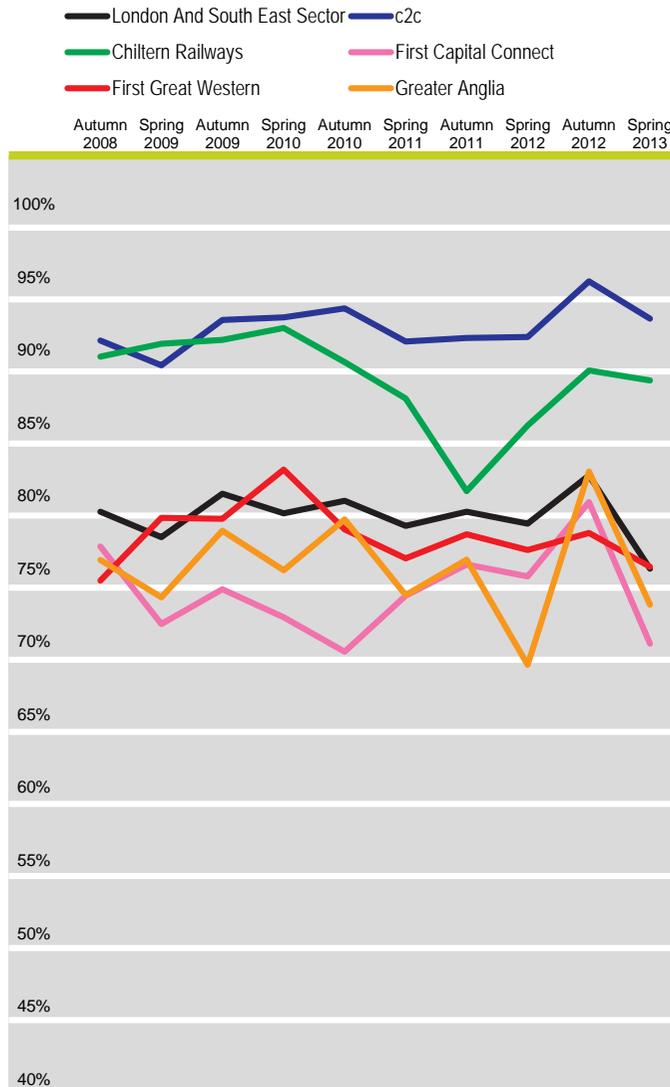
Regional Operators

Percentage of passengers satisfied
2008 to 2013



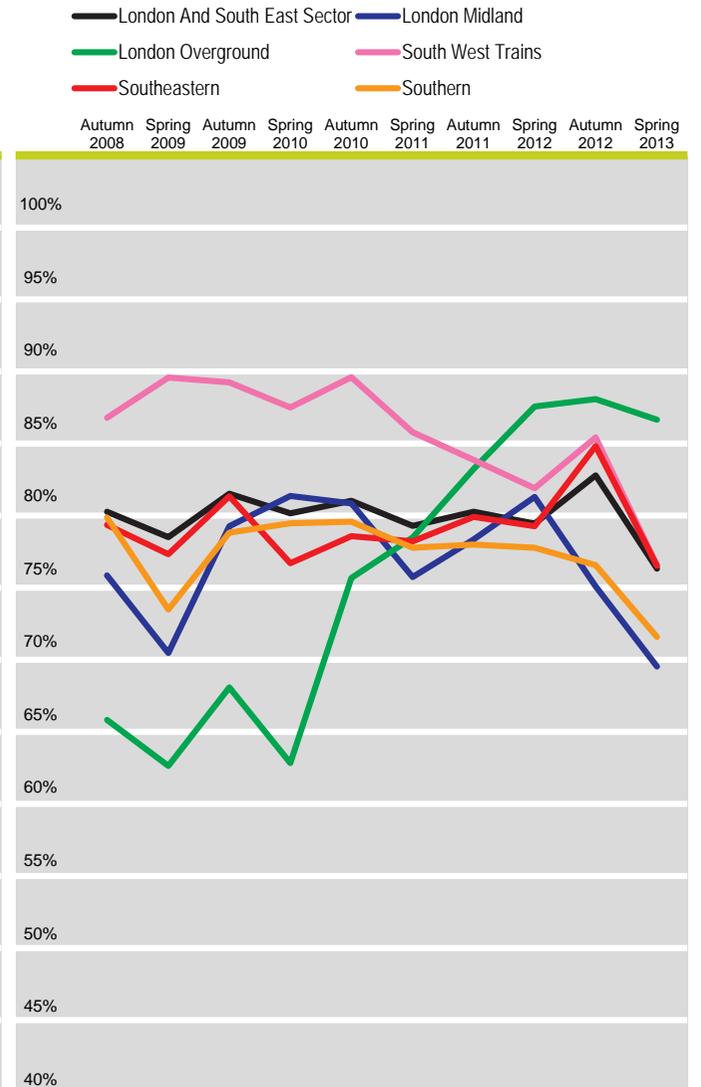
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

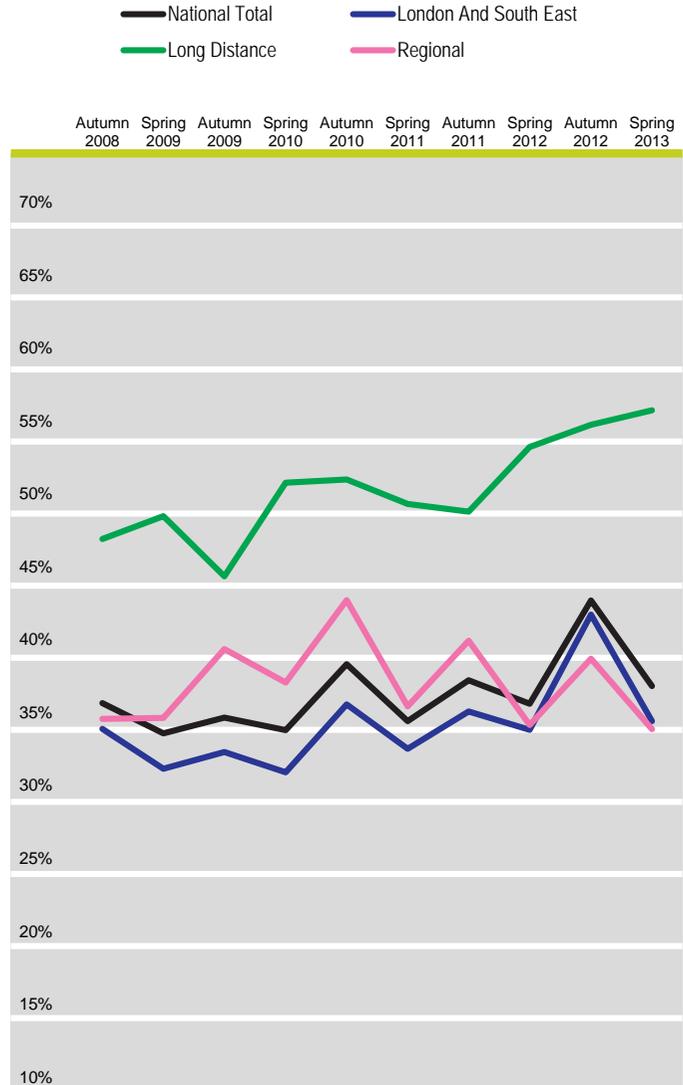


London and South East Operators (Part Two)

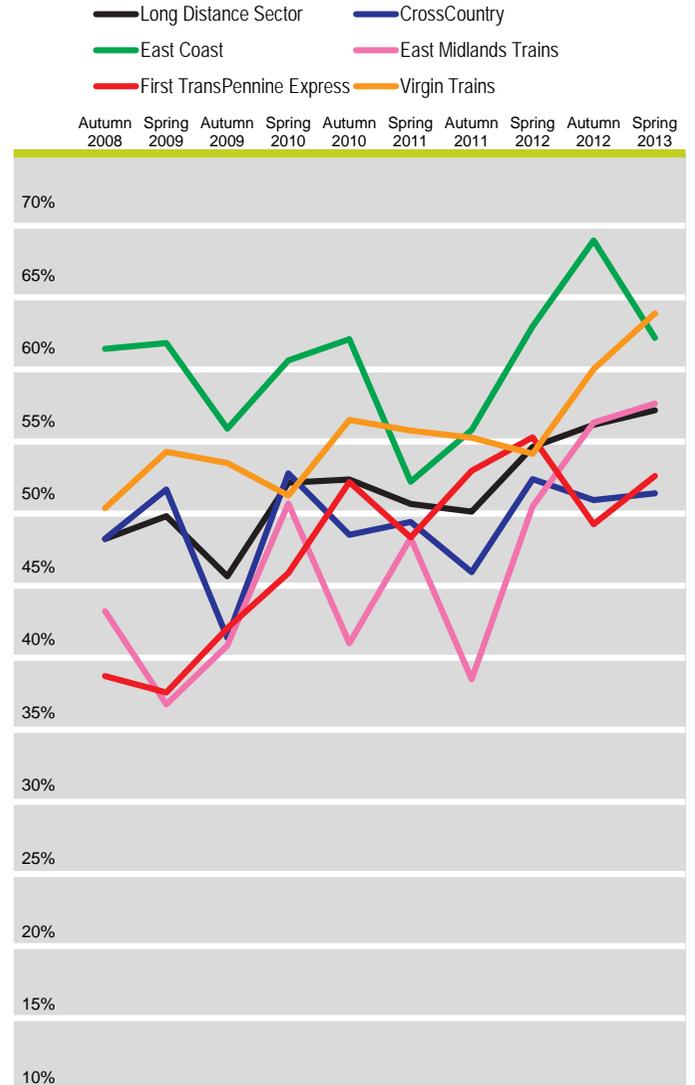
Percentage of passengers satisfied
2008 to 2013



National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

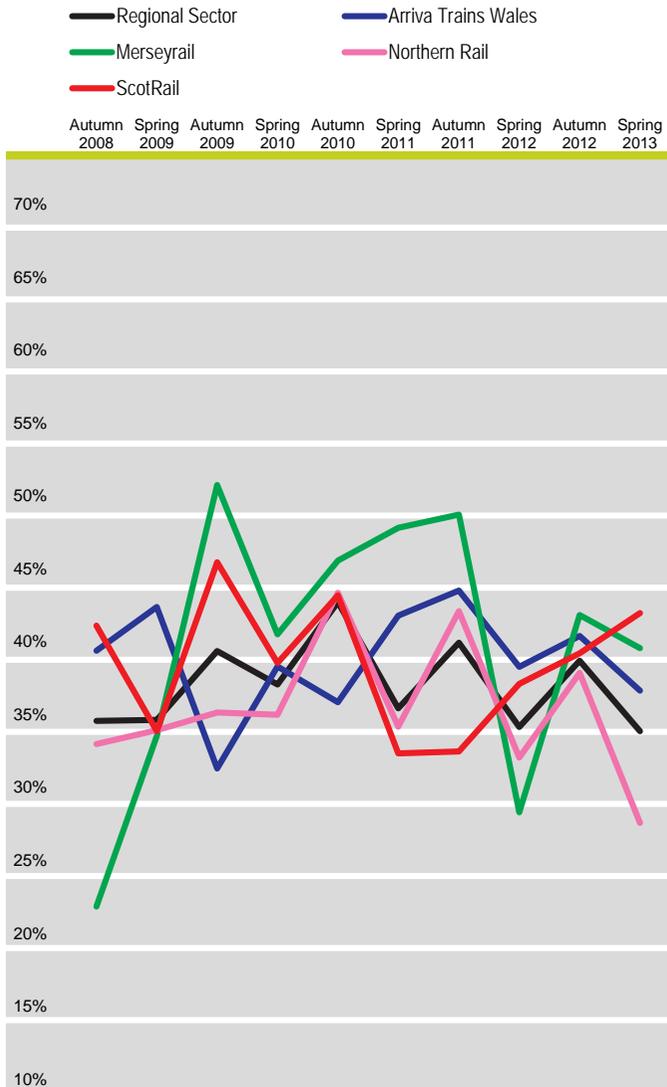


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



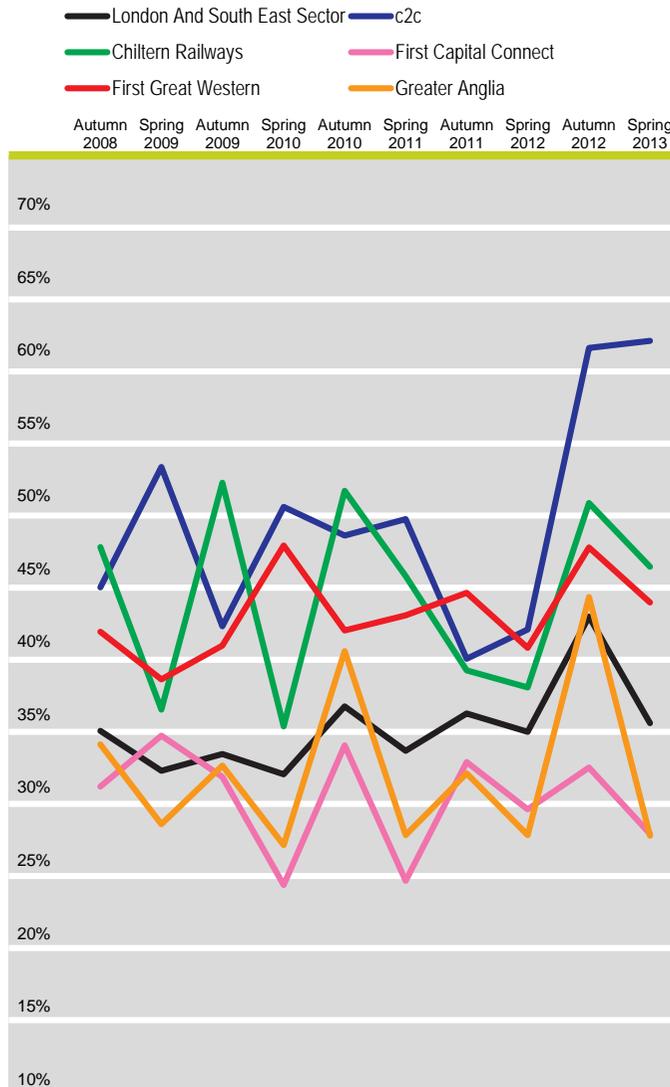
Regional Operators

Percentage of passengers satisfied
2008 to 2013



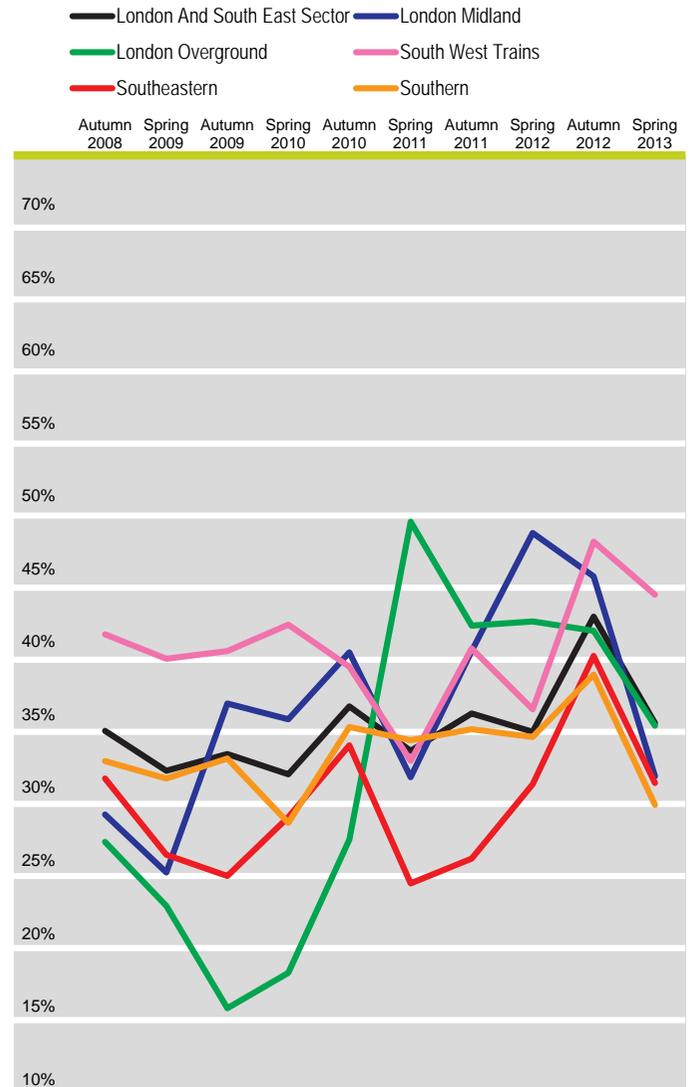
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013



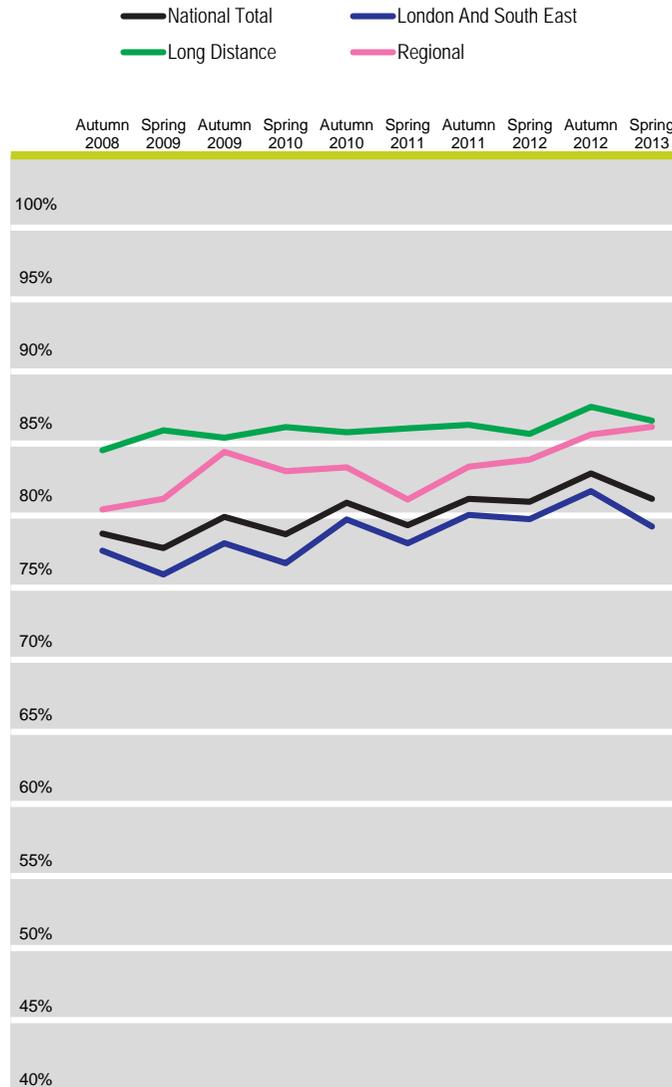
London and South East Operators (Part Two)

Percentage of passengers satisfied
2008 to 2013

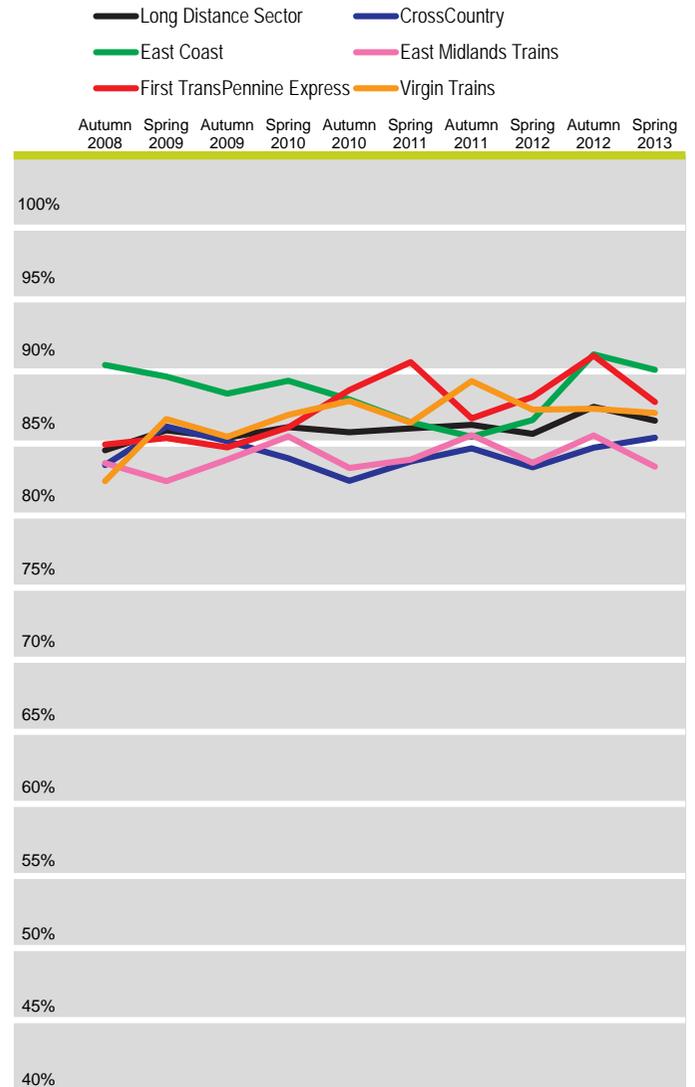


6.4 Provision of information about trains/platforms

National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

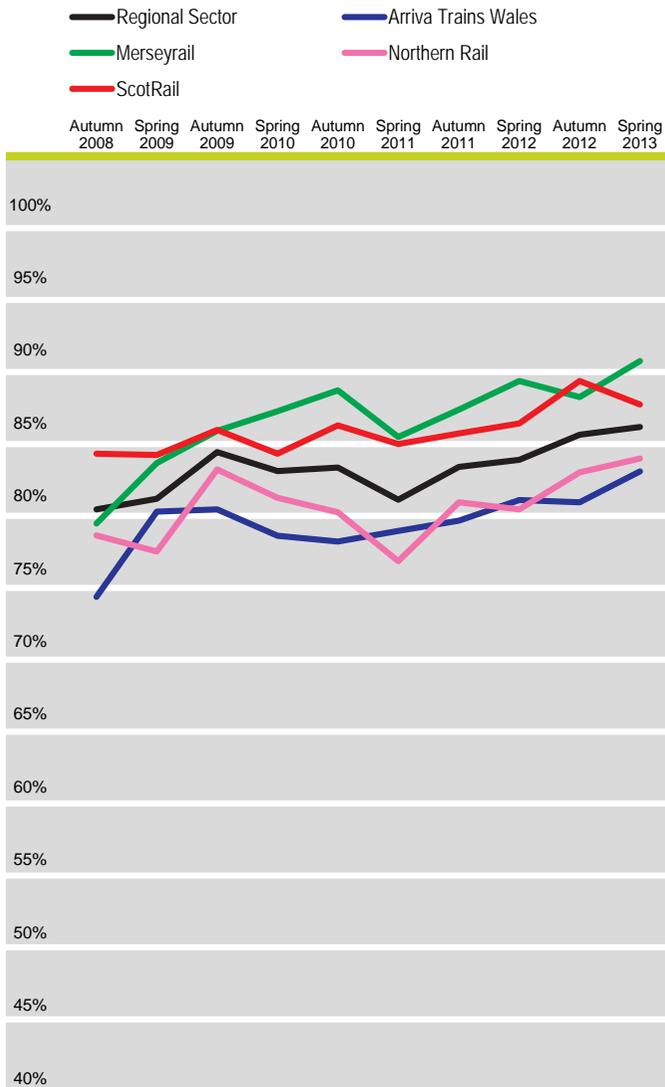


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



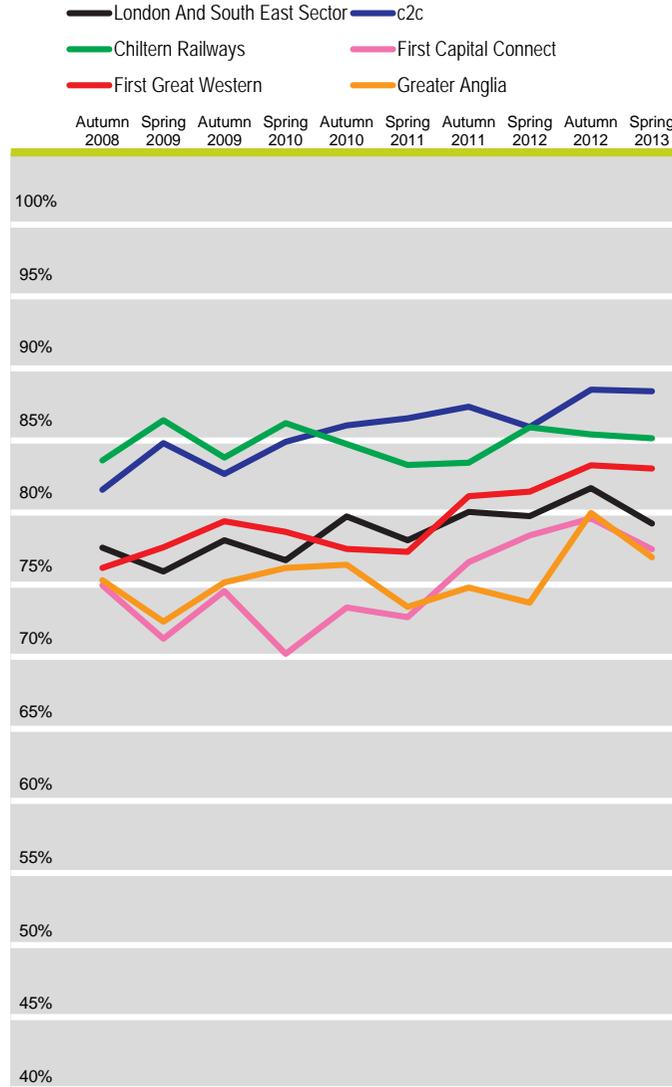
Regional Operators

Percentage of passengers satisfied
2008 to 2013



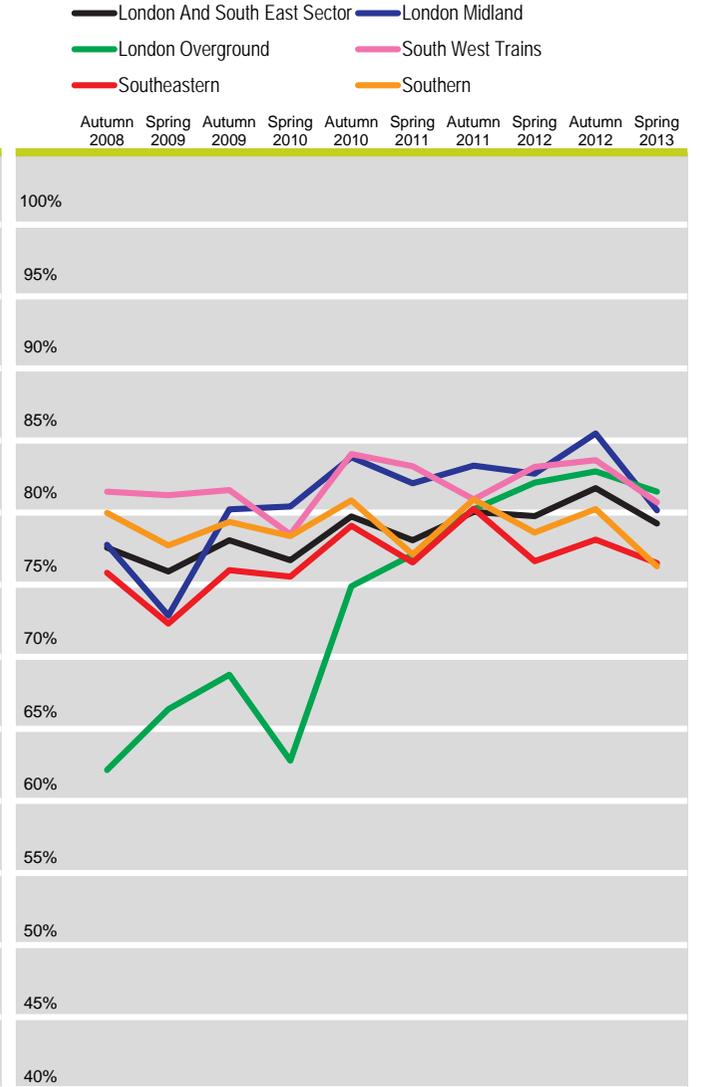
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

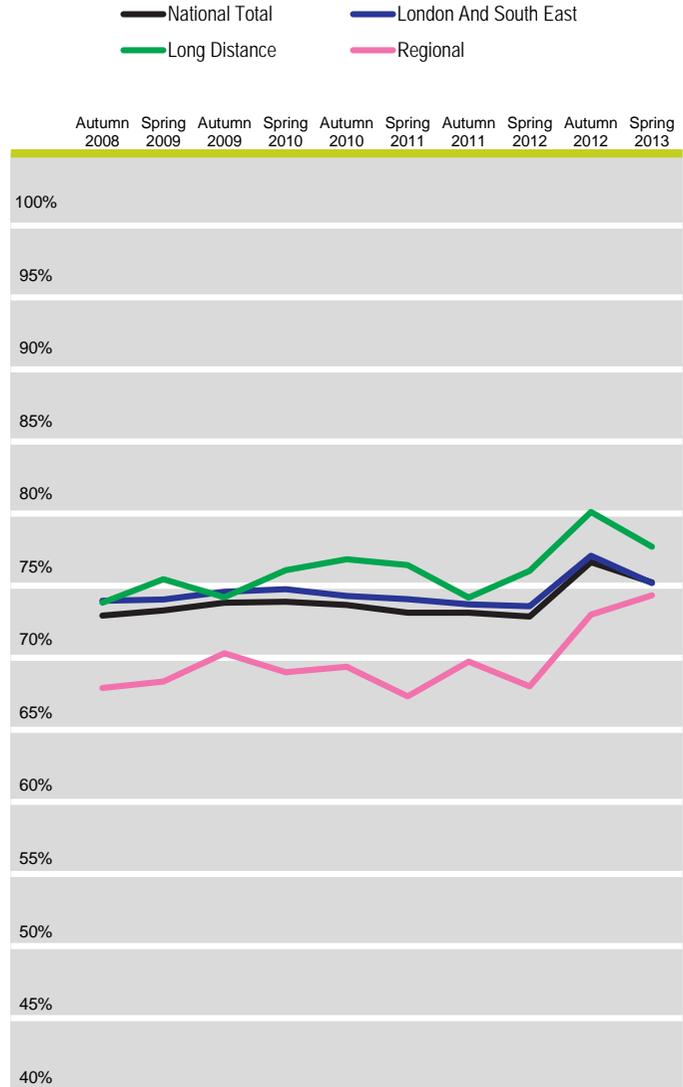


London and South East Operators (Part Two)

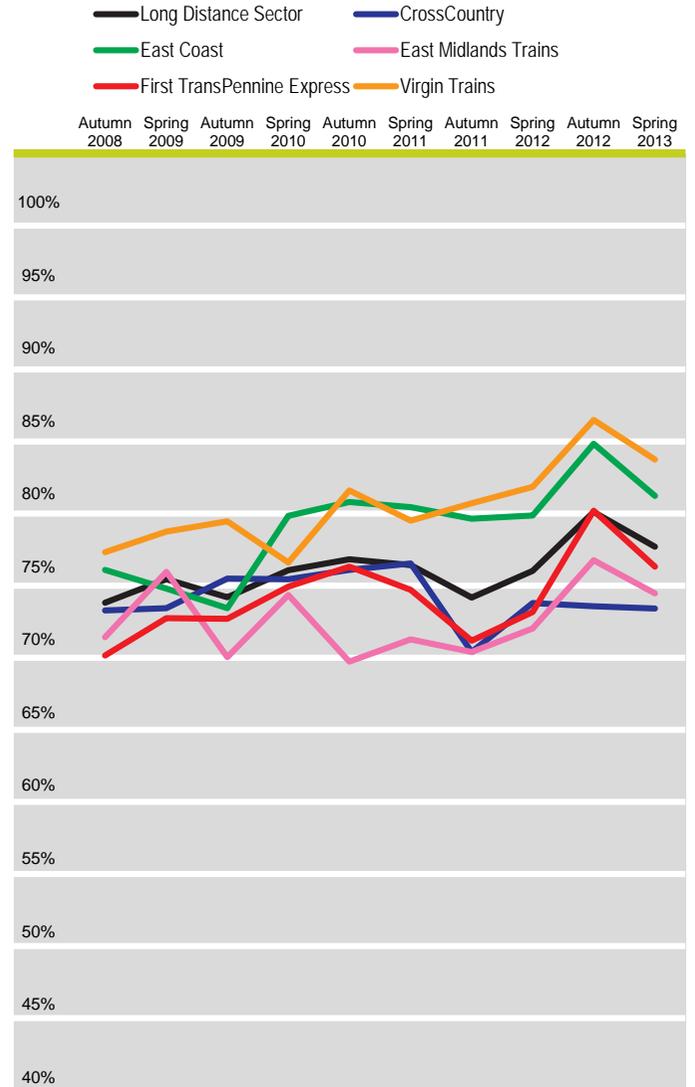
Percentage of passengers satisfied
2008 to 2013



National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

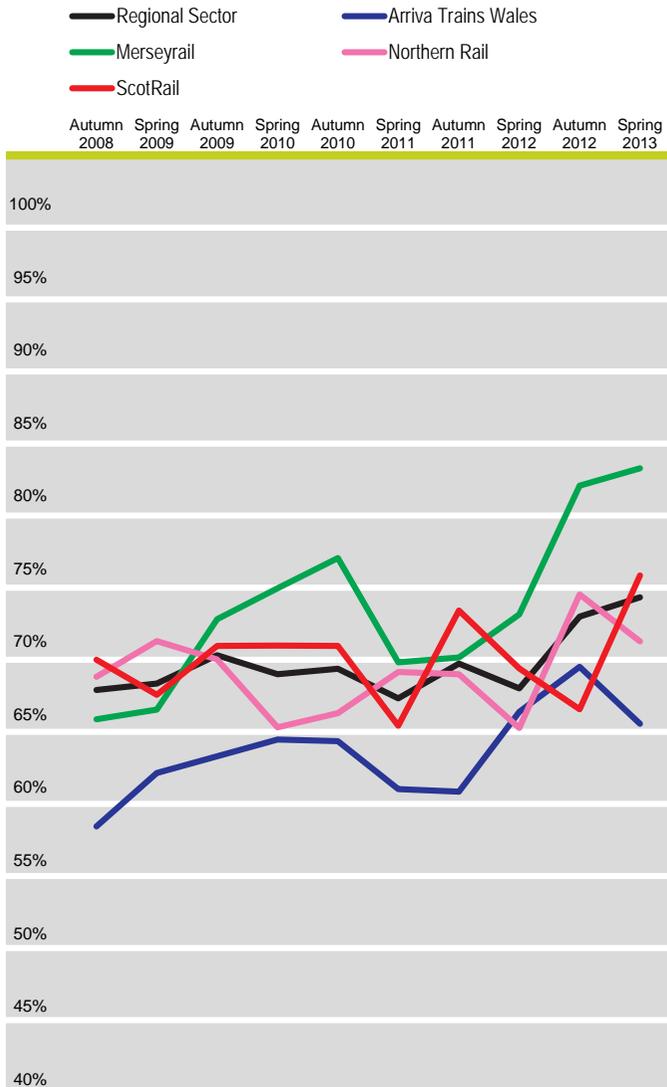


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



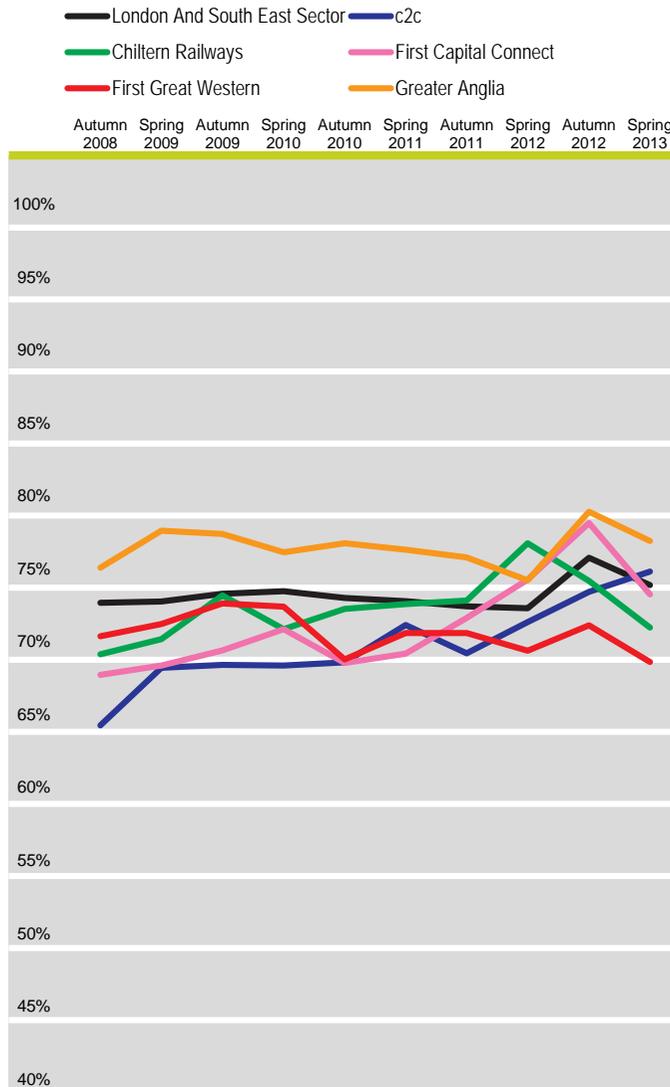
Regional Operators

Percentage of passengers satisfied
2008 to 2013



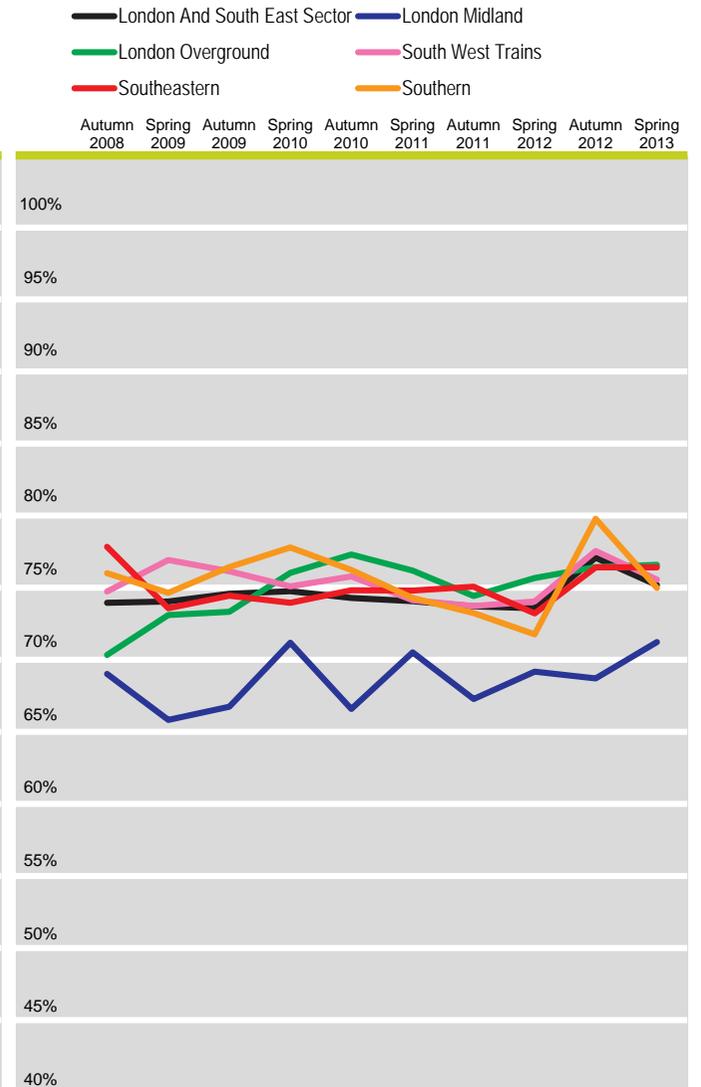
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

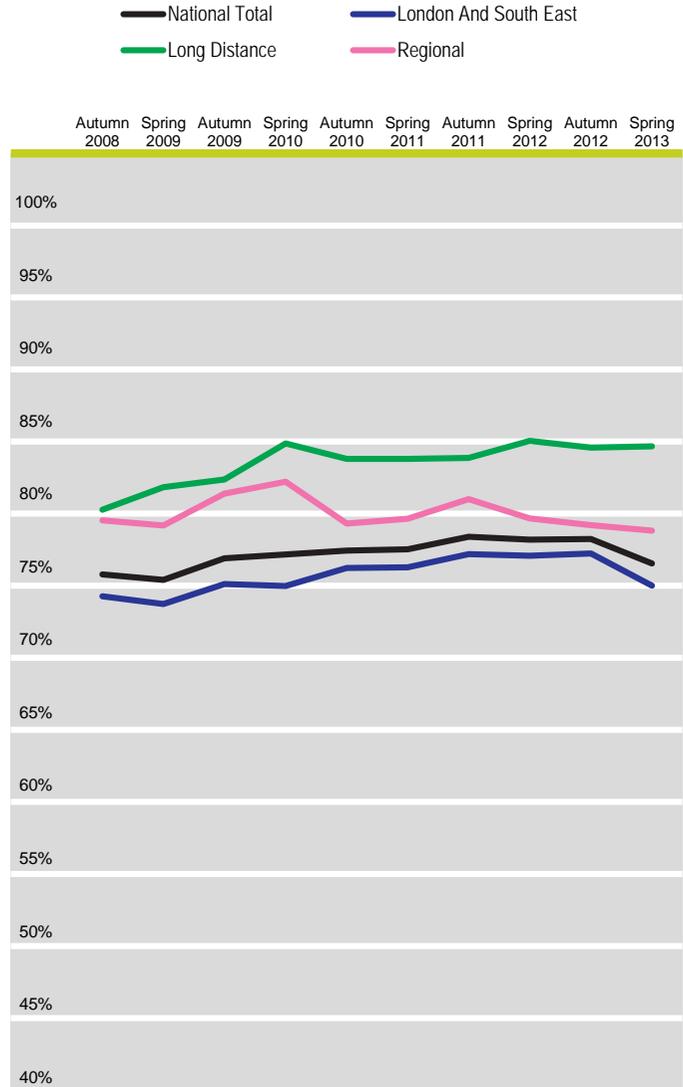


London and South East Operators (Part Two)

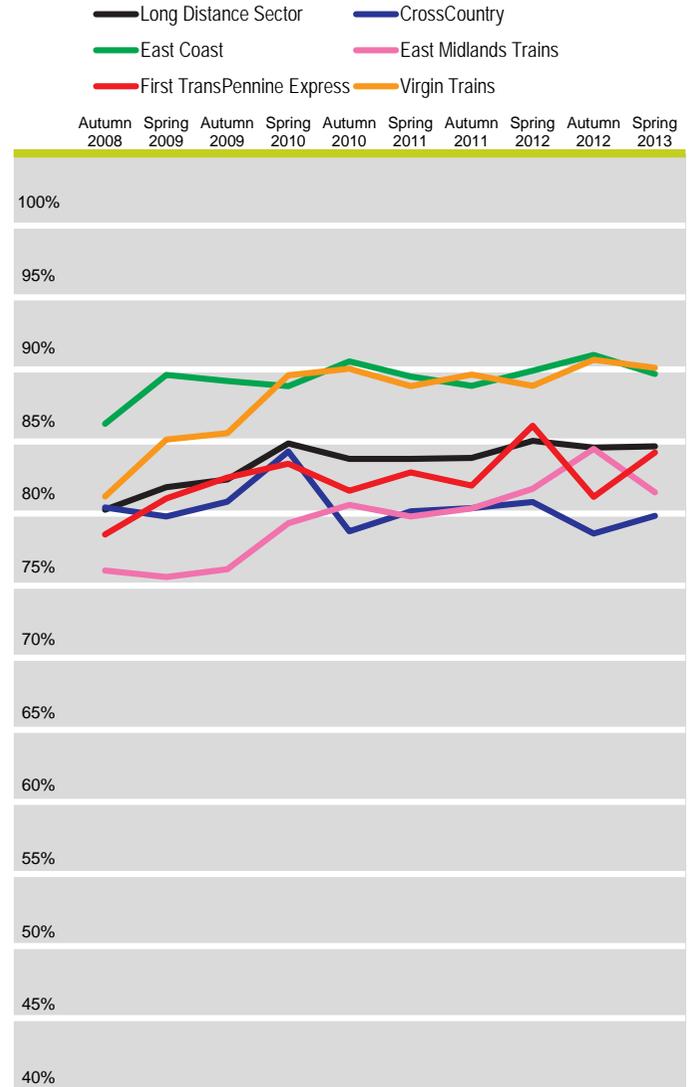
Percentage of passengers satisfied
2008 to 2013



National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

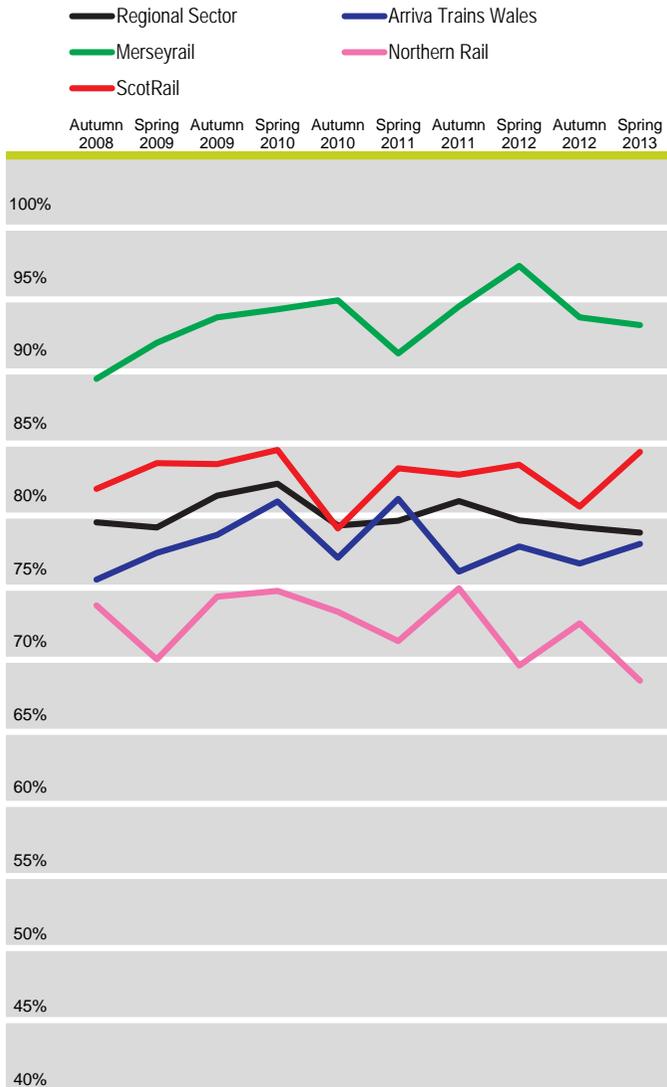


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



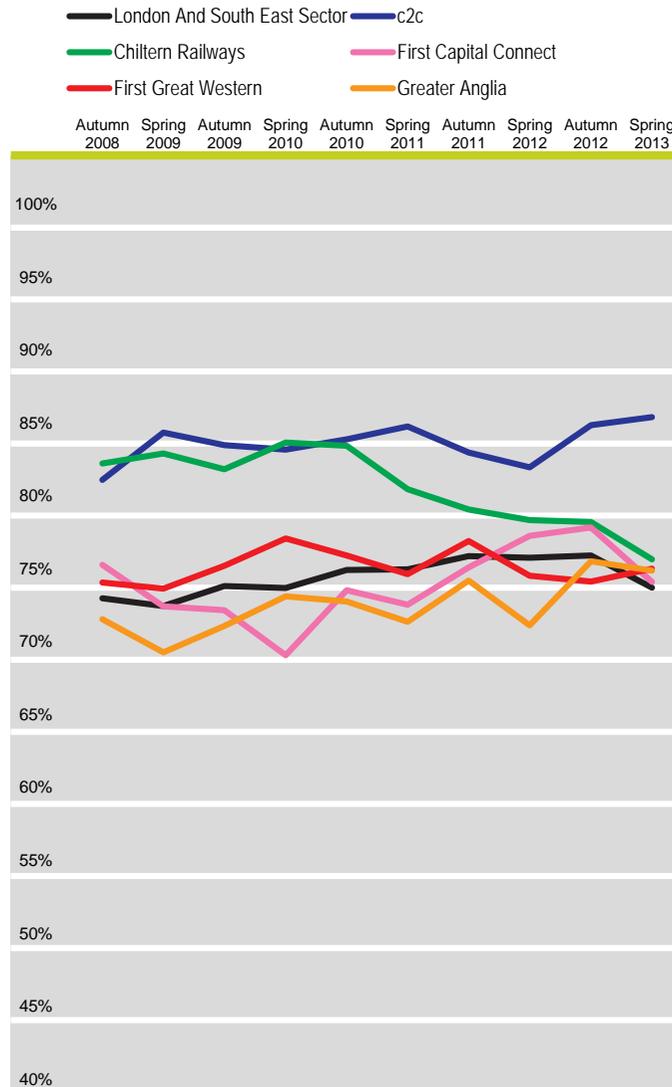
Regional Operators

Percentage of passengers satisfied
2008 to 2013



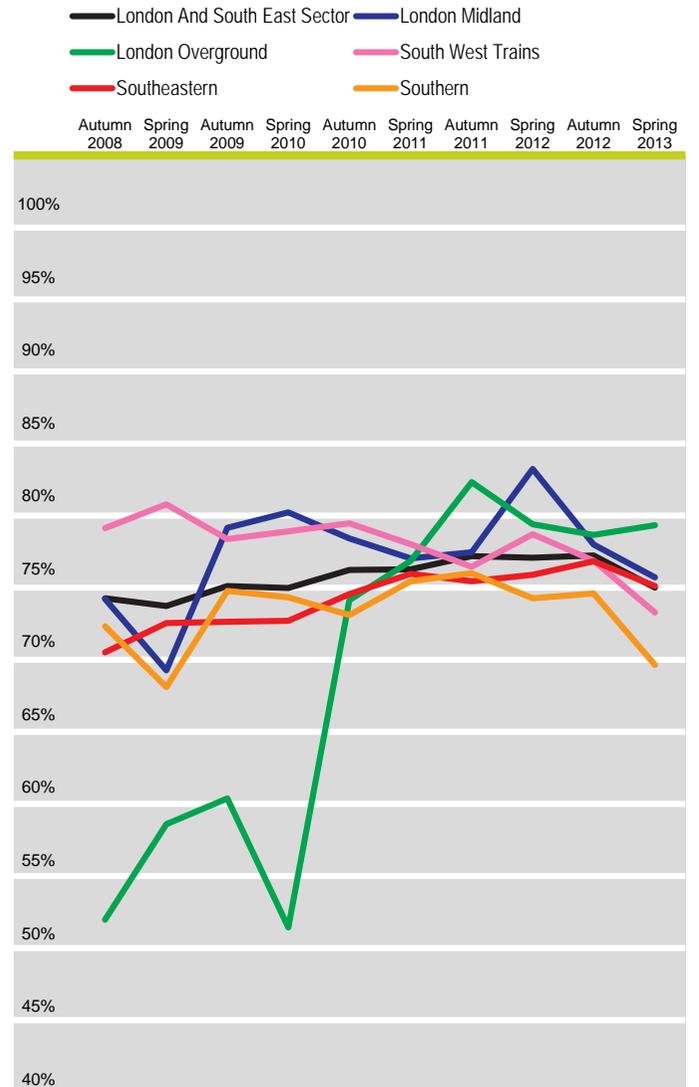
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

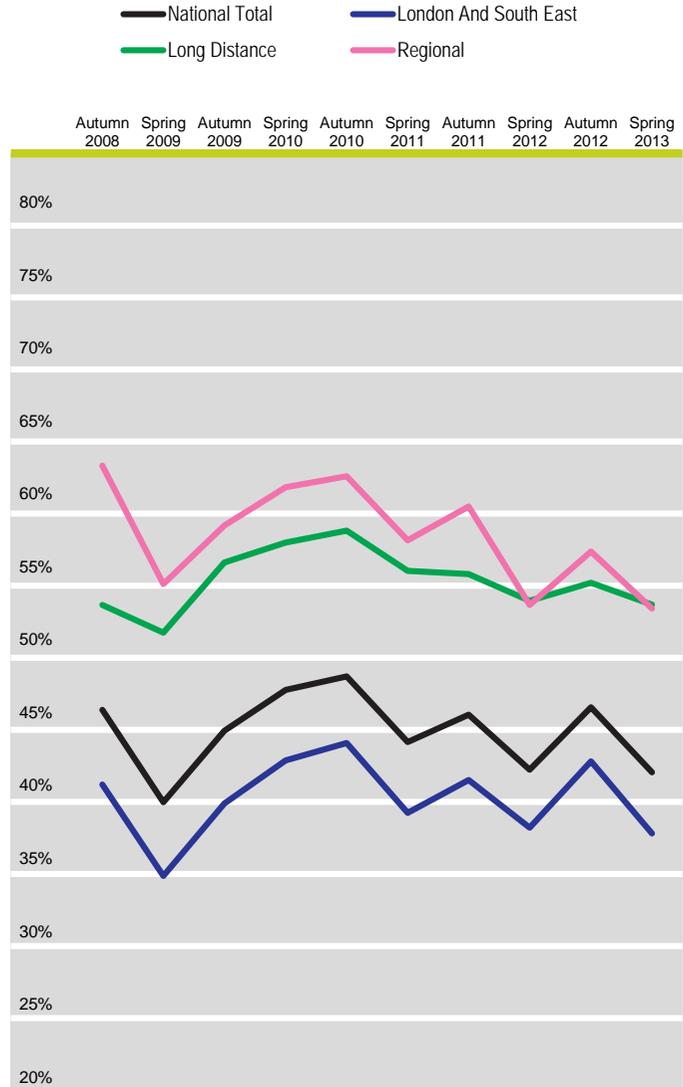


London and South East Operators (Part Two)

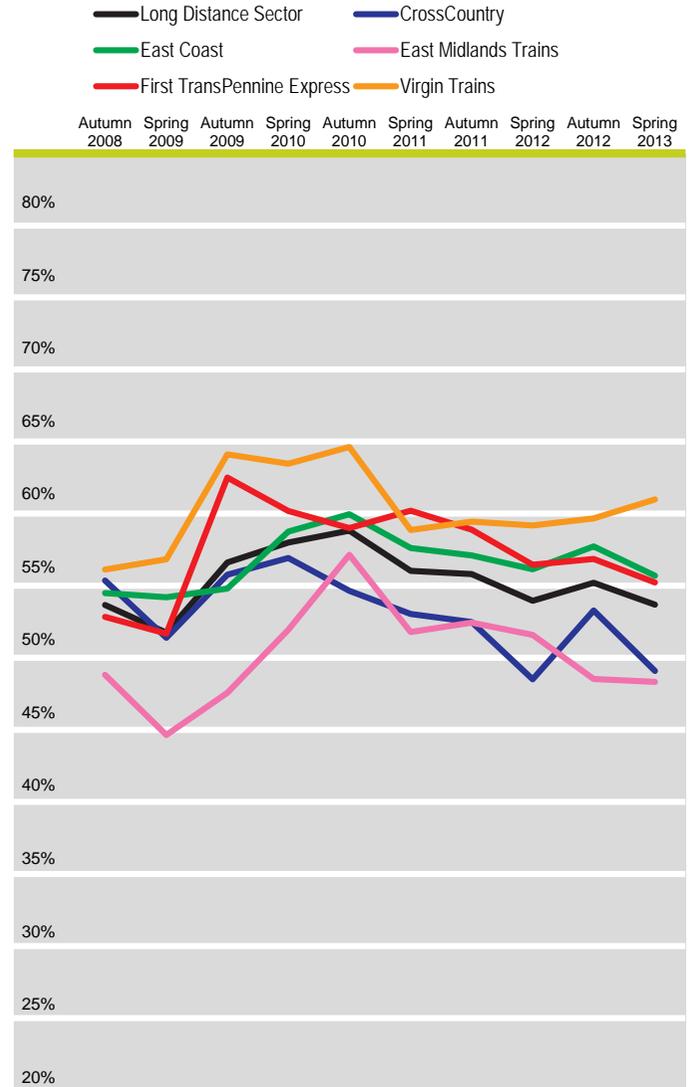
Percentage of passengers satisfied
2008 to 2013



National and Sector-Level
Percentage of passengers satisfied
2008 to 2013

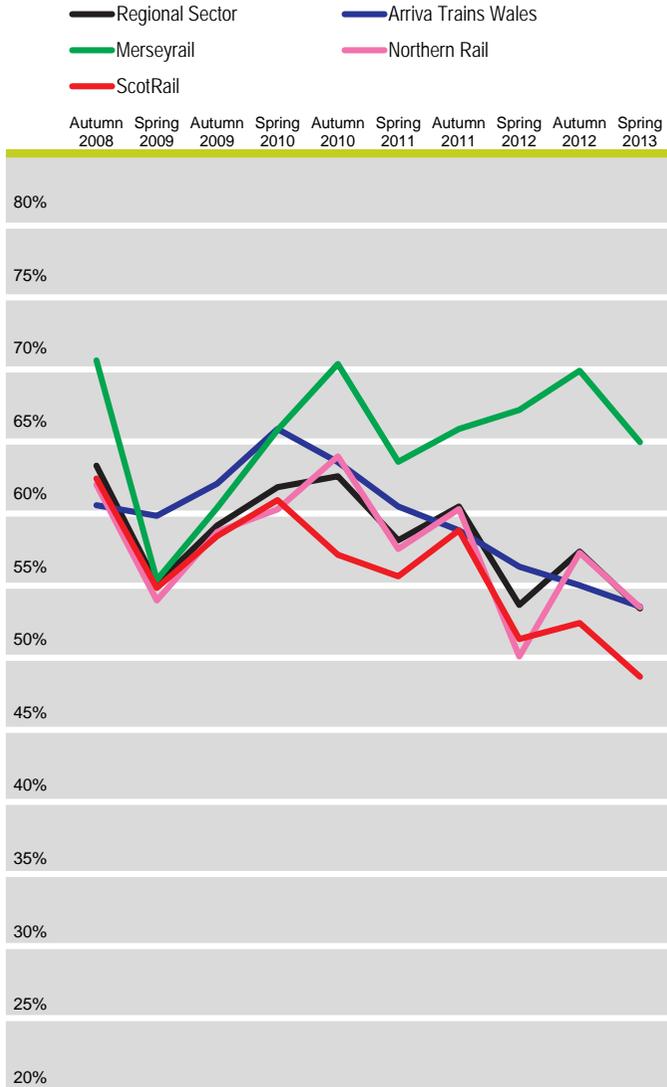


Long Distance Operators
Percentage of passengers satisfied
2008 to 2013



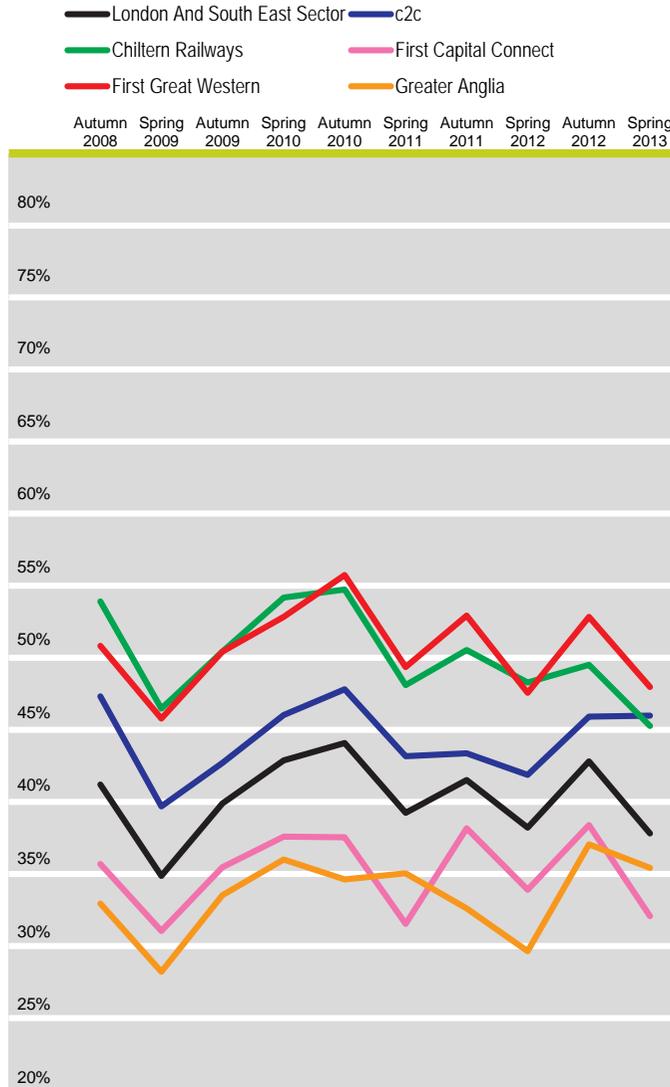
Regional Operators

Percentage of passengers satisfied
2008 to 2013



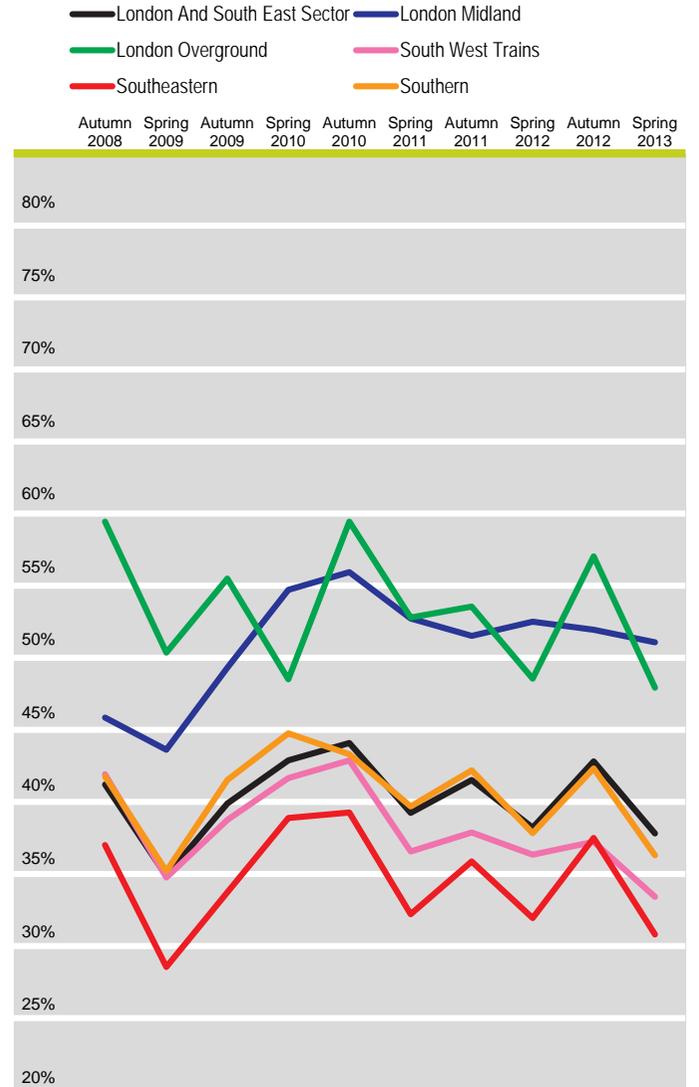
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013



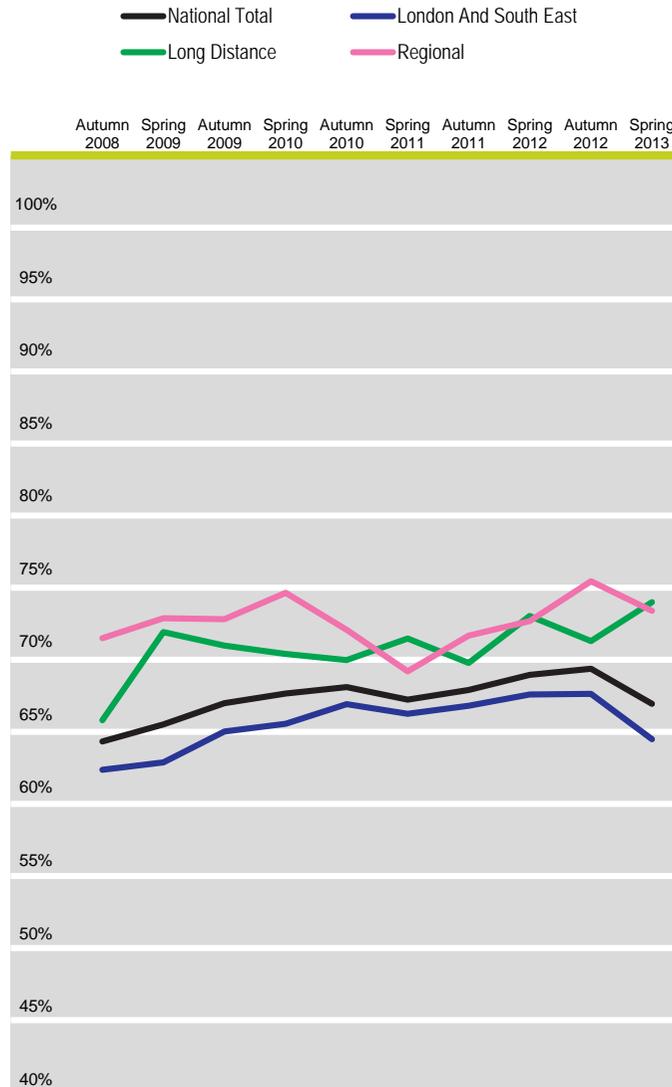
London and South East Operators (Part Two)

Percentage of passengers satisfied
2008 to 2013

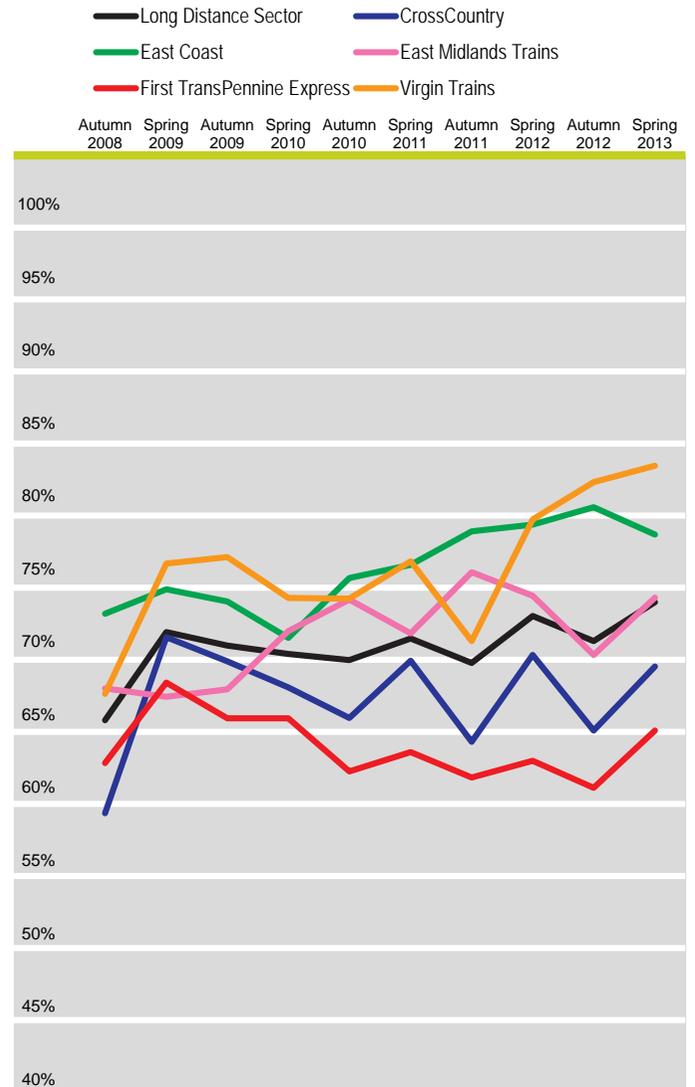


6.8 Sufficient room for all passengers to sit/stand

National and Sector-Level
Percentage of passengers satisfied
2008 to 2013



Long Distance Operators
Percentage of passengers satisfied
2008 to 2013

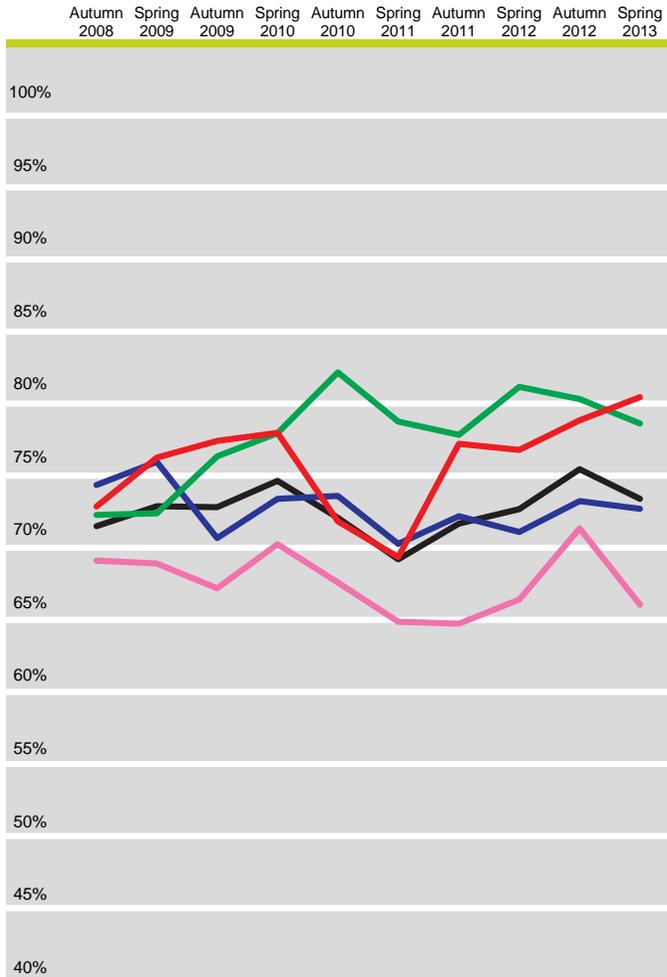


6.8 Sufficient room for all passengers to sit/stand

Regional Operators

Percentage of passengers satisfied
2008 to 2013

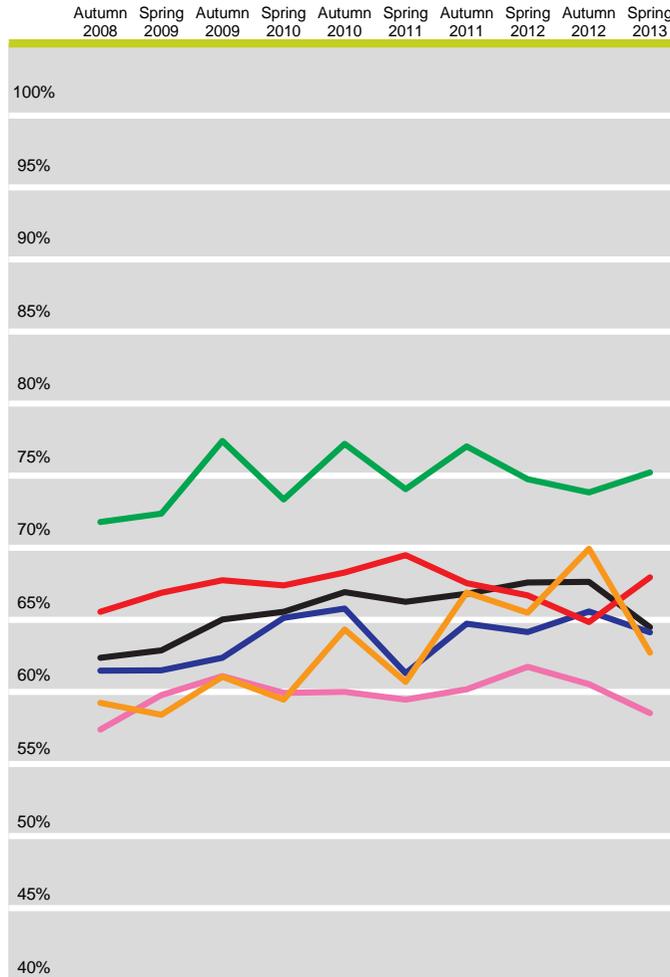
- Regional Sector
- Merseyrail
- ScotRail
- Arriva Trains Wales
- Northern Rail



London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2013

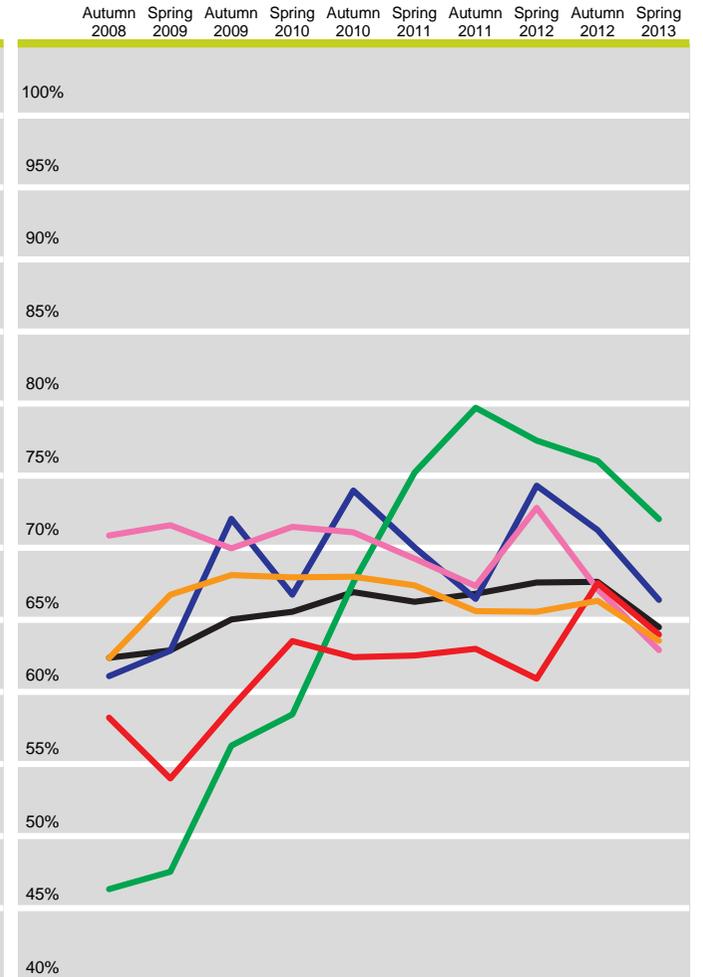
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- Greater Anglia



London and South East Operators (Part Two)

Percentage of passengers satisfied
2008 to 2013

- London And South East Sector
- London Overground
- Southeastern
- London Midland
- South West Trains
- Southern



Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	3228	3627	3685	3633	3368	3972	3477	3857	3666	3964				
Overall satisfaction	72	71	76	75	73	75	73	72	79	71	-8	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	71	73	74	72	80	75	-5	↓	3	↑
Ticket buying facilities	62	63	63	65	63	66	63	66	73	69	-4	→	3	→
Provision of information about train times/platforms	76	74	75	76	77	75	79	76	84	78	-6	↓	1	→
The upkeep/repair of the station buildings/platforms	59	57	61	61	60	60	63	62	70	67	-4	↓	5	↑
Cleanliness	65	64	68	68	69	67	70	66	75	71	-4	↓	5	↑
The facilities and services	44	45	46	49	49	48	50	46	61	57	-4	↓	11	↑
The attitudes and helpfulness of the staff	61	64	65	66	62	62	63	62	66	65	-1	→	2	→
Connections with other forms of public transport	73	74	74	75	72	74	71	70	81	78	-4	↓	8	↑
Facilities for car parking	35	33	38	42	46	46	46	42	49	48	-1	→	6	↑
Overall environment	60	59	62	61	62	61	63	62	71	68	-3	↓	6	↑
Your personal security whilst using the station	59	58	60	62	62	60	62	60	70	68	-2	→	8	↑
The availability of staff	51	54	53	55	51	51	52	52	59	57	-2	→	5	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	60	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	33	30	-3	↓	-	-
How request to station staff was handled	75	76	77	73	73	73	77	74	76	77	2	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	74	68	-6	↓	-	-
The frequency of the trains on that route	73	70	73	69	72	73	73	72	76	72	-5	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	73	78	73	74	73	73	70	82	69	-13	↓	-1	→
The length of time the journey was scheduled to take (speed)	77	74	78	76	75	77	76	73	81	74	-7	↓	0	→
Connections with other train services	71	68	73	71	71	71	69	71	75	69	-6	↓	-2	→
The value for money of the price of your ticket	26	22	26	29	27	23	23	20	27	22	-5	↓	2	→
Upkeep and repair of the train	68	67	67	65	68	65	66	64	70	66	-5	↓	1	→
The provision of information during the journey	60	59	61	60	61	61	58	60	65	63	-2	→	3	→
The helpfulness and attitude of staff on train	44	41	46	46	45	45	47	45	50	51	2	→	6	↑
The space for luggage	39	38	41	40	41	40	38	40	41	41	0	→	1	→
The toilet facilities	25	23	29	27	24	24	26	24	29	29	0	→	4	→
Sufficient room for all passengers to sit/stand	35	36	43	42	41	40	41	39	45	41	-4	↓	2	→
The comfort of the seating area	52	52	55	54	56	54	55	54	59	55	-4	↓	1	→
The ease of being able to get on and off	66	65	70	69	68	69	68	68	72	68	-5	↓	0	→
Your personal security on board	65	64	66	67	67	67	69	67	73	70	-4	↓	3	↑
The cleanliness of the inside	67	66	68	65	66	68	67	66	71	67	-3	↓	1	→
The cleanliness of the outside	66	63	67	61	64	63	66	62	68	62	-6	↓	0	→
The availability of staff	20	22	26	26	24	27	27	25	28	27	0	→	3	→
How well train company deals with delays	28	24	25	25	26	24	28	23	30	32	1	→	8	↑

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012
2. London and South East total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	13275	13373	12304	13841	14138	15154	13921	14735	14615	13288				
Overall satisfaction	84	82	84	84	85	85	86	84	86	83	-3	↓	-1	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	76	75	78	76	79	75	-4	↓	-1	→
Ticket buying facilities	69	71	70	71	72	72	74	73	73	74	1	→	1	→
Provision of information about train times/platforms	78	76	79	77	80	79	80	81	81	80	-2	↓	-1	→
The upkeep/repair of the station buildings/platforms	63	61	63	61	64	64	66	66	70	67	-3	↓	1	→
Cleanliness	69	67	69	67	70	70	71	71	74	72	-2	↓	2	↑
The facilities and services	50	49	50	48	50	48	49	49	55	52	-3	↓	4	↑
The attitudes and helpfulness of the staff	69	68	69	69	71	70	70	71	71	70	-1	→	-1	→
Connections with other forms of public transport	74	74	75	75	75	74	74	75	76	74	-2	→	0	→
Facilities for car parking	42	43	45	47	47	47	49	48	49	47	-2	→	-1	→
Overall environment	64	62	65	62	66	64	68	66	69	64	-5	↓	-2	↓
Your personal security whilst using the station	61	61	63	64	65	66	67	68	70	67	-3	↓	-1	→
The availability of staff	58	57	58	56	59	57	58	59	58	58	1	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	61	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	48	45	-3	↓	-	-
How request to station staff was handled	84	82	83	84	86	84	87	83	86	81	-5	↓	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	83	80	-3	↓	-	-
The frequency of the trains on that route	75	75	76	77	77	77	78	78	77	76	-2	↓	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	81	80	83	82	83	81	82	82	83	78	-5	↓	-3	↓
The length of time the journey was scheduled to take (speed)	84	84	84	85	86	85	85	86	86	85	-1	→	-1	→
Connections with other train services	73	73	73	75	76	77	77	78	78	76	-1	→	-1	→
The value for money of the price of your ticket	45	39	45	47	48	44	46	43	46	42	-4	↓	-1	→
Upkeep and repair of the train	73	73	73	73	75	75	77	77	77	74	-3	↓	-3	↓
The provision of information during the journey	68	66	68	68	71	71	72	72	73	71	-1	→	-1	→
The helpfulness and attitude of staff on train	54	54	56	59	61	60	60	60	61	61	0	→	1	→
The space for luggage	50	51	52	54	55	55	56	56	54	52	-2	→	-4	↓
The toilet facilities	36	36	36	36	38	37	38	37	37	36	-1	→	-2	→
Sufficient room for all passengers to sit/stand	70	71	72	72	73	73	74	75	73	71	-2	↓	-4	↓
The comfort of the seating area	71	72	72	72	75	74	75	75	75	73	-2	↓	-2	↓
The ease of being able to get on and off	79	79	80	81	82	82	83	82	82	80	-2	↓	-2	↓
Your personal security on board	71	70	72	74	76	75	77	77	78	76	-2	↓	-1	→
The cleanliness of the inside	72	72	72	71	74	74	76	76	77	73	-4	↓	-3	↓
The cleanliness of the outside	71	70	72	68	73	70	76	74	75	71	-4	↓	-3	↓
The availability of staff	34	35	37	40	41	40	42	42	41	40	-1	→	-2	↓
How well train company deals with delays	37	36	36	35	41	37	39	39	46	37	-9	↓	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012
2. London and South East total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

c2c - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	366	416	385	374	383	458	382	464	570	543				
Overall satisfaction	89	89	90	90	88	88	91	87	92	89	-3	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	82	84	88	82	89	87	-2	→	5	↑
Ticket buying facilities	65	72	73	75	76	77	76	74	77	79	2	→	5	→
Provision of information about train times/platforms	83	86	83	86	86	88	90	85	91	87	-3	→	3	→
The upkeep/repair of the station buildings/platforms	68	71	63	69	74	70	72	74	79	76	-3	→	2	→
Cleanliness	76	80	73	76	81	81	76	79	83	83	0	→	4	→
The facilities and services	42	40	48	50	55	56	59	59	62	53	-9	↓	-6	→
The attitudes and helpfulness of the staff	69	76	74	76	73	74	76	75	75	78	3	→	3	→
Connections with other forms of public transport	56	67	65	66	69	72	68	68	74	73	-1	→	6	→
Facilities for car parking	37	39	42	49	58	51	49	53	60	61	2	→	9	→
Overall environment	66	70	67	68	73	74	75	76	77	77	0	→	2	→
Your personal security whilst using the station	60	59	54	64	67	68	67	69	73	72	-1	→	3	→
The availability of staff	59	61	62	66	70	67	66	68	70	70	-1	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	71	70	-2	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	52	51	-1	→	-	-
How request to station staff was handled	73	90	65	100	59	67	96	86	83	86	2	→	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	90	88	-2	→	-	-
The frequency of the trains on that route	90	89	89	86	85	87	86	85	88	87	-2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	93	92	95	92	95	94	92	91	97	93	-4	↓	1	→
The length of time the journey was scheduled to take (speed)	88	91	89	90	91	94	89	89	92	92	0	→	4	→
Connections with other train services	72	77	74	82	81	79	78	79	87	85	-1	→	6	→
The value for money of the price of your ticket	41	31	38	40	38	38	30	29	39	38	-1	→	9	↑
Upkeep and repair of the train	86	87	89	88	93	89	92	86	89	91	2	→	4	↑
The provision of information during the journey	69	69	71	77	73	77	79	75	78	80	2	→	5	→
The helpfulness and attitude of staff on train	26	24	28	26	25	34	29	27	32	38	6	→	11	→
The space for luggage	39	37	42	42	41	43	44	41	42	44	2	→	3	→
The toilet facilities	33	37	51	43	41	50	44	52	53	54	1	→	3	→
Sufficient room for all passengers to sit/stand	43	42	46	46	44	41	46	43	48	43	-5	→	0	→
The comfort of the seating area	69	67	71	69	74	69	73	71	71	73	2	→	2	→
The ease of being able to get on and off	80	75	80	74	81	79	81	78	82	82	0	→	4	→
Your personal security on board	71	66	68	70	72	71	75	72	76	75	-2	→	2	→
The cleanliness of the inside	86	88	89	89	89	89	90	88	91	90	0	→	2	→
The cleanliness of the outside	84	85	84	86	87	86	89	83	85	84	-2	→	1	→
The availability of staff	12	11	13	15	14	20	19	16	16	19	3	→	3	→
How well train company deals with delays	37	49	32	50	33	32	38	27	24	56	32	→	29	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

c2c - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	643	638	669	684	701	741	649	650	601	516				
Overall satisfaction	90	92	90	92	93	93	91	93	93	94	1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	79	82	85	84	86	82	-3	→	-2	→
Ticket buying facilities	70	81	74	75	76	78	78	80	83	87	4	→	8	↑
Provision of information about train times/platforms	81	84	82	84	86	86	86	87	87	89	2	→	2	→
The upkeep/repair of the station buildings/platforms	69	70	70	69	73	72	72	75	80	79	-1	→	4	→
Cleanliness	74	75	77	75	79	77	77	78	82	83	2	→	5	→
The facilities and services	48	48	51	52	49	50	52	52	55	59	4	→	7	→
The attitudes and helpfulness of the staff	72	74	72	73	79	74	75	77	75	86	11	↑	9	↑
Connections with other forms of public transport	71	71	73	72	70	73	72	76	75	79	4	→	2	→
Facilities for car parking	47	45	48	49	52	54	54	57	56	59	4	→	2	→
Overall environment	65	68	69	66	71	70	73	75	75	76	2	→	1	→
Your personal security whilst using the station	60	62	62	61	64	63	66	70	69	74	5	→	4	→
The availability of staff	63	65	67	63	63	65	66	67	65	75	10	↑	8	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	73	69	-4	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	64	64	0	→	-	-
How request to station staff was handled	88	87	77	87	82	86	87	95	94	86	-7	→	-8	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	94	92	-1	→	-	-
The frequency of the trains on that route	78	84	82	83	85	85	83	82	85	87	2	→	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	92	89	93	95	94	91	92	93	96	94	-2	→	1	→
The length of time the journey was scheduled to take (speed)	89	90	89	92	91	93	91	94	93	96	3	→	2	→
Connections with other train services	76	78	75	83	80	78	80	86	87	84	-3	→	-2	→
The value for money of the price of your ticket	52	47	46	50	54	46	51	51	52	53	1	→	2	→
Upkeep and repair of the train	90	89	89	92	93	91	92	94	94	94	0	→	0	→
The provision of information during the journey	77	77	79	82	83	82	86	83	84	86	2	→	3	→
The helpfulness and attitude of staff on train	37	34	43	35	37	38	36	39	35	46	11	→	7	→
The space for luggage	51	56	51	54	58	52	54	59	55	55	0	→	-3	→
The toilet facilities	50	55	52	59	54	57	58	63	58	61	3	→	-2	→
Sufficient room for all passengers to sit/stand	73	77	73	77	79	74	76	78	79	81	2	→	3	→
The comfort of the seating area	82	86	84	87	88	84	84	87	87	88	1	→	1	→
The ease of being able to get on and off	85	87	86	90	87	87	87	90	91	91	0	→	0	→
Your personal security on board	66	68	69	73	76	73	74	77	75	79	4	→	2	→
The cleanliness of the inside	88	90	89	92	91	89	92	93	94	90	-4	↓	-3	→
The cleanliness of the outside	84	86	87	88	88	87	91	92	93	87	-5	↓	-4	↓
The availability of staff	20	19	24	21	20	23	21	25	21	27	6	→	1	→
How well train company deals with delays	48	55	54	51	53	55	41	50	86	70	-16	→	20	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Chiltern Railways - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	255	229	249	210	286	279	315	384	252	301				
Overall satisfaction	90	90	88	85	88	85	82	85	88	90	2	→	5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	87	82	87	87	90	90	0	→	3	→
Ticket buying facilities	86	73	76	80	83	75	79	75	85	83	-2	→	8	→
Provision of information about train times/platforms	82	88	78	85	84	80	80	82	88	86	-2	→	4	→
The upkeep/repair of the station buildings/platforms	81	85	81	76	69	75	80	77	84	82	-1	→	6	→
Cleanliness	85	85	85	79	77	77	85	82	88	83	-4	→	2	→
The facilities and services	71	72	62	65	57	60	63	65	72	69	-3	→	4	→
The attitudes and helpfulness of the staff	74	75	69	77	77	77	77	76	75	78	3	→	2	→
Connections with other forms of public transport	76	79	78	74	64	60	66	72	71	71	0	→	-1	→
Facilities for car parking	67	45	63	72	67	63	66	62	70	65	-5	→	2	→
Overall environment	88	86	84	83	78	76	83	83	86	82	-4	→	0	→
Your personal security whilst using the station	79	72	75	78	69	77	78	78	80	80	1	→	2	→
The availability of staff	68	66	56	65	64	59	64	67	67	62	-4	→	-5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	79	68	-11	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	46	36	-10	↓	-	-
How request to station staff was handled	77	88	71	72	84	67	97	76	88	85	-3	→	10	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	89	86	-3	→	-	-
The frequency of the trains on that route	84	80	81	80	82	79	72	73	79	74	-5	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	94	93	91	91	90	82	69	82	89	85	-3	→	3	→
The length of time the journey was scheduled to take (speed)	88	89	86	85	79	79	79	84	84	84	0	→	0	→
Connections with other train services	78	68	70	74	70	62	72	73	70	74	4	→	1	→
The value for money of the price of your ticket	41	25	36	44	37	27	29	29	34	31	-2	→	3	→
Upkeep and repair of the train	86	80	84	84	77	86	86	82	87	85	-2	→	3	→
The provision of information during the journey	70	72	67	69	71	69	71	68	75	77	2	→	10	↑
The helpfulness and attitude of staff on train	35	48	39	59	50	53	46	53	56	55	-1	→	2	→
The space for luggage	47	55	54	48	52	52	43	56	50	50	0	→	-6	→
The toilet facilities	42	42	46	44	41	46	42	46	55	46	-9	→	0	→
Sufficient room for all passengers to sit/stand	54	59	59	47	59	54	53	56	57	63	7	→	8	→
The comfort of the seating area	71	71	71	65	69	67	69	67	75	74	-1	→	6	→
The ease of being able to get on and off	90	83	85	85	86	82	82	86	84	85	1	→	-1	→
Your personal security on board	81	85	85	84	82	84	83	83	90	86	-4	→	3	→
The cleanliness of the inside	89	82	90	85	83	85	88	85	88	85	-2	→	1	→
The cleanliness of the outside	86	79	83	75	81	79	83	80	82	79	-3	→	-1	→
The availability of staff	19	15	19	27	28	28	24	29	34	29	-5	→	0	→
How well train company deals with delays	45	28	43	46	47	35	30	20	55	41	-14	→	20	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Chiltern Railways - % saying satisfied/good

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	854	835	823	852	944	926	824	808	947	803				
Overall satisfaction	90	90	93	92	91	89	90	92	92	89	-3	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	84	86	91	88	86	83	-3	→	-5	↓
Ticket buying facilities	84	82	82	82	80	83	85	85	80	83	4	→	-2	→
Provision of information about train times/platforms	84	86	86	87	85	84	85	87	85	85	0	→	-2	→
The upkeep/repair of the station buildings/platforms	81	80	81	76	80	77	85	80	83	79	-4	→	-1	→
Cleanliness	83	83	82	80	85	82	89	84	86	85	-1	→	1	→
The facilities and services	65	66	65	58	67	63	70	67	67	67	0	→	0	→
The attitudes and helpfulness of the staff	76	79	82	79	74	79	76	79	80	79	-1	→	0	→
Connections with other forms of public transport	68	68	73	71	76	78	77	81	77	73	-4	→	-8	↓
Facilities for car parking	68	72	71	71	70	68	70	66	72	73	0	→	6	→
Overall environment	80	80	83	77	80	79	86	83	82	79	-3	→	-4	↓
Your personal security whilst using the station	74	74	77	74	75	76	79	77	79	74	-5	↓	-3	→
The availability of staff	64	63	65	60	64	67	68	69	64	63	0	→	-5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	80	73	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	60	56	-4	→	-	-
How request to station staff was handled	86	82	91	90	87	87	87	92	85	85	1	→	-6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	90	88	-1	→	-	-
The frequency of the trains on that route	84	86	84	86	85	83	83	82	80	78	-2	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	92	93	93	91	90	86	88	90	91	0	→	3	→
The length of time the journey was scheduled to take (speed)	87	90	90	89	86	84	89	89	89	89	-1	→	0	→
Connections with other train services	73	77	72	77	72	73	77	76	73	77	4	→	0	→
The value for money of the price of your ticket	58	54	55	57	59	54	57	55	53	50	-4	→	-6	↓
Upkeep and repair of the train	86	80	84	81	84	85	90	88	89	84	-5	↓	-4	↓
The provision of information during the journey	75	75	76	75	73	75	79	77	78	74	-4	→	-3	→
The helpfulness and attitude of staff on train	56	54	55	54	63	58	66	65	56	58	2	→	-8	→
The space for luggage	52	51	58	57	57	57	65	64	56	57	2	→	-7	↓
The toilet facilities	48	49	53	49	58	57	54	56	52	58	5	→	2	→
Sufficient room for all passengers to sit/stand	77	77	83	80	81	79	85	82	78	79	1	→	-3	→
The comfort of the seating area	81	76	83	81	81	80	86	85	83	82	-1	→	-3	→
The ease of being able to get on and off	90	90	94	92	92	90	91	90	89	88	-1	→	-2	→
Your personal security on board	85	79	86	83	86	82	87	86	85	85	-1	→	-1	→
The cleanliness of the inside	84	80	83	79	84	85	87	86	85	83	-2	→	-3	→
The cleanliness of the outside	83	80	85	76	83	80	86	84	83	81	-2	→	-3	→
The availability of staff	30	32	33	35	39	40	42	42	36	35	-1	→	-7	↓
How well train company deals with delays	49	38	57	32	53	49	44	45	49	49	-1	→	4	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	395	409	521	522	513	547	641	649	490	540				
Overall satisfaction	65	69	63	62	65	71	73	69	73	68	-6	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	66	68	75	76	83	78	-5	→	1	→
Ticket buying facilities	62	63	65	56	65	64	65	70	74	72	-1	→	3	→
Provision of information about train times/platforms	69	67	68	65	74	71	74	77	83	77	-6	↓	0	→
The upkeep/repair of the station buildings/platforms	56	60	54	52	56	60	66	67	72	71	-1	→	4	→
Cleanliness	64	63	62	64	67	69	73	74	79	77	-3	→	2	→
The facilities and services	39	44	37	40	46	48	53	47	65	56	-9	↓	9	↑
The attitudes and helpfulness of the staff	59	59	64	60	61	66	62	66	69	65	-4	→	-1	→
Connections with other forms of public transport	67	68	67	75	72	73	76	73	81	82	1	→	9	↑
Facilities for car parking	36	27	37	34	48	51	49	50	54	50	-4	→	0	→
Overall environment	54	57	52	50	57	58	64	65	77	72	-4	→	7	↑
Your personal security whilst using the station	63	60	60	60	61	59	64	65	74	74	0	→	9	↑
The availability of staff	52	53	53	50	55	49	51	56	67	62	-6	→	6	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	67	59	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	37	33	-3	→	-	-
How request to station staff was handled	76	73	74	57	72	79	75	82	80	79	-2	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	66	57	-9	↓	-	-
The frequency of the trains on that route	72	65	70	55	71	70	72	71	75	71	-5	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	70	66	66	62	60	64	68	63	76	64	-12	↓	1	→
The length of time the journey was scheduled to take (speed)	79	75	76	76	76	75	75	75	79	75	-4	→	0	→
Connections with other train services	73	70	76	65	75	72	72	71	73	71	-1	→	1	→
The value for money of the price of your ticket	23	25	24	23	23	20	24	21	20	22	2	→	1	→
Upkeep and repair of the train	57	63	56	52	57	58	58	53	53	48	-5	→	-6	→
The provision of information during the journey	44	49	44	40	44	43	44	44	48	41	-7	→	-3	→
The helpfulness and attitude of staff on train	22	29	24	27	25	23	27	30	37	29	-8	→	-1	→
The space for luggage	30	34	30	30	35	36	35	37	38	35	-3	→	-2	→
The toilet facilities	17	12	18	19	16	18	17	19	23	25	3	→	7	→
Sufficient room for all passengers to sit/stand	24	31	34	35	34	43	37	40	41	38	-3	→	-2	→
The comfort of the seating area	41	47	47	42	45	53	48	48	50	49	-1	→	0	→
The ease of being able to get on and off	53	62	65	62	60	66	61	67	71	63	-8	↓	-4	→
Your personal security on board	58	63	65	63	61	67	68	67	71	67	-3	→	1	→
The cleanliness of the inside	59	65	62	52	55	66	60	59	60	56	-4	→	-2	→
The cleanliness of the outside	57	59	58	47	51	55	54	50	48	49	1	→	0	→
The availability of staff	9	5	7	7	5	7	8	10	11	7	-4	→	-3	→
How well train company deals with delays	26	28	26	18	21	24	34	23	24	29	5	→	6	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1204	1252	1033	1114	1105	1269	1239	1351	1301	1222				
Overall satisfaction	81	78	79	82	80	80	83	82	83	79	-4	↓	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	72	70	76	74	77	73	-4	→	-1	→
Ticket buying facilities	68	70	70	69	71	67	70	70	70	67	-3	→	-3	→
Provision of information about train times/platforms	77	73	77	72	73	74	78	79	79	78	-1	→	-1	→
The upkeep/repair of the station buildings/platforms	63	60	64	60	58	60	62	67	65	66	2	→	0	→
Cleanliness	67	68	72	67	66	68	69	72	73	74	0	→	2	→
The facilities and services	49	44	50	42	45	42	48	47	51	50	0	→	3	→
The attitudes and helpfulness of the staff	67	66	67	68	66	67	68	73	71	68	-3	→	-4	→
Connections with other forms of public transport	70	70	72	71	69	70	71	76	79	72	-7	↓	-5	→
Facilities for car parking	41	45	44	46	43	43	44	43	42	40	-2	→	-3	→
Overall environment	60	58	64	60	62	57	64	65	69	65	-4	→	-1	→
Your personal security whilst using the station	60	61	62	61	61	59	65	67	71	67	-4	→	0	→
The availability of staff	56	55	58	54	54	49	57	56	58	54	-4	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	65	56	-9	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	47	43	-3	→	-	-
How request to station staff was handled	90	88	83	82	91	78	88	84	87	81	-6	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	76	70	-5	↓	-	-
The frequency of the trains on that route	78	76	75	76	76	75	78	81	80	77	-3	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	74	78	77	74	78	80	80	83	73	-9	↓	-7	↓
The length of time the journey was scheduled to take (speed)	85	85	85	85	84	87	86	86	89	84	-5	↓	-2	→
Connections with other train services	76	75	76	75	75	76	77	77	81	77	-4	→	0	→
The value for money of the price of your ticket	40	33	40	44	43	36	44	39	44	36	-9	↓	-3	→
Upkeep and repair of the train	63	63	63	66	63	61	65	64	62	54	-8	↓	-10	↓
The provision of information during the journey	51	51	52	55	46	49	48	52	50	48	-2	→	-4	→
The helpfulness and attitude of staff on train	35	29	31	39	39	34	34	39	39	39	0	→	-1	→
The space for luggage	46	48	45	48	47	51	47	50	47	42	-4	→	-8	↓
The toilet facilities	30	28	26	28	26	29	29	32	28	26	-2	→	-7	→
Sufficient room for all passengers to sit/stand	68	69	72	70	69	65	70	69	67	66	-1	→	-4	→
The comfort of the seating area	63	67	66	64	66	65	67	67	63	62	-2	→	-5	↓
The ease of being able to get on and off	76	78	82	79	80	78	80	79	78	77	-1	→	-2	→
Your personal security on board	66	65	69	66	69	69	68	73	73	71	-3	→	-2	→
The cleanliness of the inside	65	67	66	65	64	63	67	66	66	57	-10	↓	-10	↓
The cleanliness of the outside	61	63	63	60	58	52	63	59	59	52	-7	↓	-7	↓
The availability of staff	17	12	18	14	17	14	17	19	17	15	-3	→	-5	→
How well train company deals with delays	33	37	35	28	44	25	32	34	36	27	-8	→	-7	→

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Improved ↑
Unchanged →
Declined ↓

First Great Western - % saying satisfied/good

Improvement/
decline in %
satisfied/good
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Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	446	460	397	393	489	565	418	453	428	428				
Overall satisfaction	79	75	76	78	76	76	76	79	81	74	-7	↓	-5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	69	79	79	85	80	-5	→	0	→
Ticket buying facilities	72	78	71	73	71	71	75	75	78	71	-7	→	-4	→
Provision of information about train times/platforms	76	79	76	82	76	76	84	82	85	86	1	→	4	→
The upkeep/repair of the station buildings/platforms	70	62	58	59	55	55	66	61	72	74	2	→	13	↑
Cleanliness	74	72	68	62	63	59	73	66	78	76	-3	→	9	↑
The facilities and services	60	60	49	55	60	57	63	58	70	64	-6	→	5	→
The attitudes and helpfulness of the staff	70	66	66	70	65	63	69	70	73	72	0	→	2	→
Connections with other forms of public transport	74	79	72	78	76	77	74	76	78	77	-1	→	1	→
Facilities for car parking	45	46	38	46	48	50	49	51	51	51	0	→	-1	→
Overall environment	69	66	64	61	62	60	68	66	71	68	-3	→	2	→
Your personal security whilst using the station	67	67	63	65	70	66	71	71	76	73	-4	→	1	→
The availability of staff	57	55	52	57	55	52	61	60	64	59	-5	→	-1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	73	62	-11	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	38	45	7	→	-	-
How request to station staff was handled	83	82	82	86	82	76	91	81	83	82	-2	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	78	71	-7	↓	-	-
The frequency of the trains on that route	74	73	74	76	75	81	83	78	80	76	-5	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	70	72	76	79	72	75	72	76	78	71	-8	↓	-5	→
The length of time the journey was scheduled to take (speed)	78	76	77	82	77	80	82	80	79	77	-2	→	-2	→
Connections with other train services	64	67	72	68	73	74	69	71	72	68	-4	→	-3	→
The value for money of the price of your ticket	38	34	30	35	36	30	35	31	31	26	-5	→	-4	→
Upkeep and repair of the train	80	78	76	80	77	76	77	75	81	81	0	→	6	→
The provision of information during the journey	66	64	64	73	61	65	68	65	68	65	-3	→	0	→
The helpfulness and attitude of staff on train	62	58	61	72	60	66	73	61	61	63	2	→	2	→
The space for luggage	58	51	54	50	46	49	48	49	51	53	2	→	4	→
The toilet facilities	48	46	44	45	43	32	40	30	35	39	4	→	8	→
Sufficient room for all passengers to sit/stand	55	52	50	47	52	50	49	48	50	52	2	→	4	→
The comfort of the seating area	67	64	68	63	66	68	69	62	65	60	-5	→	-2	→
The ease of being able to get on and off	74	75	71	73	71	71	77	71	70	69	-2	→	-3	→
Your personal security on board	81	78	72	74	79	80	79	79	80	76	-4	→	-3	→
The cleanliness of the inside	79	78	75	77	75	78	76	76	76	76	0	→	-1	→
The cleanliness of the outside	69	77	71	70	73	70	75	73	75	66	-9	↓	-7	→
The availability of staff	37	37	38	48	41	45	45	41	42	42	0	→	1	→
How well train company deals with delays	43	38	31	49	36	44	50	34	41	39	-2	→	5	→

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Unchanged →
Declined ↓

First Great Western - % saying satisfied/good

Improvement/
decline in %
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Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	2615	2489	2504	2552	2885	2971	2542	2591	2609	2568				
Overall satisfaction	81	83	83	84	83	82	84	82	83	81	-2	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	75	75	77	76	78	76	-2	→	0	→
Ticket buying facilities	73	77	74	75	71	73	75	75	74	77	3	→	2	→
Provision of information about train times/platforms	76	77	80	78	78	78	81	81	83	83	0	→	1	→
The upkeep/repair of the station buildings/platforms	67	65	66	65	64	61	66	65	68	68	0	→	3	→
Cleanliness	72	70	72	70	69	68	71	71	73	73	0	→	2	→
The facilities and services	59	59	59	57	54	53	53	53	58	56	-2	→	3	→
The attitudes and helpfulness of the staff	71	71	74	75	75	74	74	76	75	75	1	→	0	→
Connections with other forms of public transport	71	71	74	73	69	71	71	70	72	69	-3	→	-1	→
Facilities for car parking	55	56	56	54	60	59	58	55	58	55	-3	→	0	→
Overall environment	68	67	70	67	66	66	67	66	68	65	-2	→	0	→
Your personal security whilst using the station	66	67	68	67	68	67	71	69	71	69	-3	→	-1	→
The availability of staff	58	59	61	61	58	62	60	62	58	63	6	↑	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	68	63	-5	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	50	49	-1	→	-	-
How request to station staff was handled	87	85	84	88	86	91	86	88	89	91	2	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	81	80	-1	→	-	-
The frequency of the trains on that route	76	75	77	79	78	75	78	76	75	76	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	81	80	84	80	77	80	78	79	77	-2	→	-1	→
The length of time the journey was scheduled to take (speed)	84	85	84	87	86	85	87	86	86	84	-2	→	-2	→
Connections with other train services	71	71	72	75	74	73	77	74	73	73	0	→	0	→
The value for money of the price of your ticket	53	48	54	56	58	52	55	50	56	51	-5	↓	1	→
Upkeep and repair of the train	73	74	72	69	73	72	78	77	78	75	-3	↓	-2	→
The provision of information during the journey	62	64	63	64	66	64	68	68	69	68	-1	→	0	→
The helpfulness and attitude of staff on train	64	67	67	68	71	70	70	67	68	69	1	→	2	→
The space for luggage	51	54	53	54	54	56	55	54	53	57	4	↑	3	→
The toilet facilities	42	45	45	43	43	42	45	46	46	43	-3	→	-3	→
Sufficient room for all passengers to sit/stand	67	69	71	71	70	72	70	69	67	70	3	↑	1	→
The comfort of the seating area	70	71	70	68	69	71	74	74	73	74	1	→	0	→
The ease of being able to get on and off	75	77	76	78	77	78	78	77	77	77	0	→	0	→
Your personal security on board	77	77	78	78	79	78	80	81	79	79	0	→	-2	→
The cleanliness of the inside	71	72	71	68	72	71	76	77	77	74	-3	→	-3	↓
The cleanliness of the outside	68	69	69	63	70	64	74	73	73	70	-3	→	-3	↓
The availability of staff	42	46	49	48	53	50	51	50	48	49	1	→	-1	→
How well train company deals with delays	42	39	43	48	43	43	44	42	49	45	-4	→	3	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Greater Anglia² - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	461	486	510	539	344	411	401	534	513	553				
Overall satisfaction	69	63	72	71	74	74	68	63	76	68	-8	↓	5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	72	77	70	70	82	78	-5	→	8	↑
Ticket buying facilities	62	63	67	64	65	66	62	67	73	70	-2	→	4	→
Provision of information about train times/platforms	74	69	75	72	75	77	75	72	84	78	-6	→	6	→
The upkeep/repair of the station buildings/platforms	66	60	65	62	63	63	65	65	75	71	-4	→	5	→
Cleanliness	69	66	71	68	74	69	72	63	80	71	-9	↓	8	↑
The facilities and services	49	50	55	55	53	51	54	48	68	61	-8	→	12	↑
The attitudes and helpfulness of the staff	56	60	60	62	61	60	62	51	58	57	-1	→	5	→
Connections with other forms of public transport	77	70	75	75	80	78	77	72	83	81	-2	→	8	↑
Facilities for car parking	31	26	38	32	57	53	52	38	49	51	3	→	13	↑
Overall environment	63	60	67	63	70	63	66	61	76	69	-8	↓	8	↑
Your personal security whilst using the station	58	55	60	58	60	62	59	57	72	64	-7	→	7	→
The availability of staff	48	54	55	53	48	49	52	46	55	58	3	→	11	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	67	68	1	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	31	28	-3	→	-	-
How request to station staff was handled	77	75	84	75	72	68	66	51	67	80	13	→	29	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	66	63	-3	→	-	-
The frequency of the trains on that route	70	64	74	69	69	70	73	64	73	74	1	→	10	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	69	64	73	70	76	68	72	58	78	65	-13	↓	6	→
The length of time the journey was scheduled to take (speed)	71	67	73	72	72	73	71	65	78	69	-9	↓	4	→
Connections with other train services	64	63	71	68	64	69	63	62	75	64	-11	↓	2	→
The value for money of the price of your ticket	17	16	21	23	18	20	13	14	22	18	-5	→	4	→
Upkeep and repair of the train	55	44	48	44	48	47	43	51	55	51	-4	→	0	→
The provision of information during the journey	56	52	48	49	50	54	46	51	57	52	-5	→	1	→
The helpfulness and attitude of staff on train	39	39	41	35	37	36	35	38	41	38	-3	→	0	→
The space for luggage	39	36	38	37	39	38	32	39	44	42	-2	→	3	→
The toilet facilities	19	14	26	20	18	21	18	19	27	26	-1	→	7	→
Sufficient room for all passengers to sit/stand	35	33	38	38	37	35	44	36	45	37	-8	↓	1	→
The comfort of the seating area	44	37	41	40	41	35	39	42	47	42	-5	→	0	→
The ease of being able to get on and off	67	63	63	68	72	69	71	64	76	68	-8	↓	4	→
Your personal security on board	58	58	58	57	64	61	61	53	68	65	-3	→	12	↑
The cleanliness of the inside	58	51	53	50	55	56	57	51	61	55	-6	→	3	→
The cleanliness of the outside	52	47	52	45	47	50	55	47	58	50	-8	→	3	→
The availability of staff	18	16	18	15	13	18	19	16	19	16	-3	→	0	→
How well train company deals with delays	33	20	34	19	31	25	29	16	30	17	-13	→	1	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Greater Anglia from Spring 2012 (5th February 2012).

Previously National Express Anglia

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Greater Anglia² - % saying satisfied/good

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1612	1715	1506	1633	1729	1986	1798	1920	1643	1714				
Overall satisfaction	80	80	81	79	81	79	80	76	85	79	-5	↓	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	72	72	75	72	79	74	-4	↓	2	→
Ticket buying facilities	65	69	68	70	69	69	72	70	73	74	1	→	4	→
Provision of information about train times/platforms	76	74	75	78	77	72	75	74	79	77	-2	→	2	→
The upkeep/repair of the station buildings/platforms	64	64	68	64	64	63	68	66	69	68	-2	→	2	→
Cleanliness	70	69	74	68	70	68	72	69	73	71	-2	→	2	→
The facilities and services	52	51	53	54	51	51	52	50	57	55	-1	→	5	→
The attitudes and helpfulness of the staff	70	68	65	65	71	69	70	70	71	70	-1	→	0	→
Connections with other forms of public transport	76	82	80	79	78	78	77	77	79	78	-2	→	1	→
Facilities for car parking	44	40	50	46	49	49	50	51	51	49	-2	→	-2	→
Overall environment	65	63	69	64	65	62	66	63	70	64	-6	↓	0	→
Your personal security whilst using the station	59	59	65	63	63	61	64	66	68	65	-2	→	-1	→
The availability of staff	58	55	56	54	58	53	56	56	56	57	2	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	66	56	-9	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	49	43	-6	↓	-	-
How request to station staff was handled	82	81	81	81	83	86	84	82	86	85	-1	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	75	72	-4	→	-	-
The frequency of the trains on that route	74	73	72	76	75	74	76	75	78	77	-1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	81	78	81	77	79	73	84	76	-8	↓	3	→
The length of time the journey was scheduled to take (speed)	83	81	82	82	85	82	84	83	87	84	-3	→	1	→
Connections with other train services	72	73	73	74	74	75	74	78	79	75	-5	→	-3	→
The value for money of the price of your ticket	38	32	38	41	40	40	39	35	41	40	-1	→	5	↑
Upkeep and repair of the train	63	59	59	55	58	58	59	57	58	54	-4	→	-3	→
The provision of information during the journey	62	61	61	58	56	58	61	57	64	62	-2	→	5	↑
The helpfulness and attitude of staff on train	49	50	45	47	52	49	51	49	49	53	3	→	4	→
The space for luggage	49	49	50	53	56	53	56	57	57	51	-6	↓	-6	↓
The toilet facilities	26	29	31	27	32	30	34	36	37	37	0	→	1	→
Sufficient room for all passengers to sit/stand	67	66	69	67	72	69	74	76	77	70	-7	↓	-6	↓
The comfort of the seating area	63	61	63	61	63	63	66	64	67	63	-4	→	-1	→
The ease of being able to get on and off	76	78	78	78	78	78	80	80	83	81	-2	→	1	→
Your personal security on board	67	67	69	68	67	65	68	68	73	68	-5	↓	0	→
The cleanliness of the inside	66	63	61	59	60	63	65	58	62	58	-4	→	-1	→
The cleanliness of the outside	62	56	60	48	53	54	60	56	58	50	-8	↓	-6	↓
The availability of staff	26	25	24	24	28	28	31	30	27	29	1	→	-1	→
How well train company deals with delays	35	33	32	30	43	29	33	34	51	32	-19	↓	-2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

2. Greater Anglia from Spring 2012 (5th February 2012).

Previously National Express Anglia

Improved ↑
Unchanged →
Declined ↓

London Midland - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	224	209	187	181	84	95	75	82	94	144				
Overall satisfaction	61	49	80	76	86	64	79	73	81	63	-18	↓	-10	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	82	84	77	73	77	77	0	→	4	→
Ticket buying facilities	53	56	60	58	75	78	56	74	85	68	-17	↓	-6	→
Provision of information about train times/platforms	73	57	71	73	88	74	78	86	89	77	-12	↓	-9	→
The upkeep/repair of the station buildings/platforms	55	49	60	55	67	71	69	64	69	67	-2	→	3	→
Cleanliness	64	60	69	71	75	77	74	74	75	76	1	→	1	→
The facilities and services	40	41	46	56	70	65	53	65	64	63	-2	→	-3	→
The attitudes and helpfulness of the staff	51	56	56	67	70	64	69	76	72	75	2	→	-1	→
Connections with other forms of public transport	72	67	72	79	65	78	70	66	76	79	3	→	13	→
Facilities for car parking	42	44	49	52	59	57	48	56	55	57	3	→	1	→
Overall environment	56	47	58	61	82	74	61	67	71	69	-2	→	2	→
Your personal security whilst using the station	53	54	64	61	82	69	63	70	82	66	-16	↓	-4	→
The availability of staff	44	42	48	49	59	53	39	60	53	55	2	→	-5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	59	54	-6	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	29	22	-7	→	-	-
How request to station staff was handled	60	70	81	83	67	90	100	100	100	86	-14	→	-14	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	74	64	-10	→	-	-
The frequency of the trains on that route	57	39	66	63	86	73	75	80	76	68	-7	→	-11	→
Punctuality/reliability (i.e. the train arriving/departing on time)	66	41	68	67	88	58	73	70	75	58	-16	↓	-11	→
The length of time the journey was scheduled to take (speed)	78	59	80	81	77	75	79	77	84	64	-20	↓	-13	→
Connections with other train services	59	50	61	72	76	55	76	67	76	61	-15	→	-6	→
The value for money of the price of your ticket	19	11	22	23	14	18	15	25	22	20	-2	→	-5	→
Upkeep and repair of the train	49	53	80	83	83	84	76	79	88	78	-10	→	-1	→
The provision of information during the journey	46	43	61	70	70	59	64	57	73	59	-13	→	3	→
The helpfulness and attitude of staff on train	23	37	38	37	51	43	55	52	61	47	-14	→	-5	→
The space for luggage	28	30	39	42	56	53	39	42	50	47	-3	→	5	→
The toilet facilities	13	14	51	40	54	45	55	24	53	38	-15	→	14	→
Sufficient room for all passengers to sit/stand	19	26	44	48	40	40	30	30	49	32	-17	↓	2	→
The comfort of the seating area	31	43	61	61	59	60	63	53	66	46	-20	↓	-7	→
The ease of being able to get on and off	51	58	72	78	81	77	81	78	88	73	-15	↓	-4	→
Your personal security on board	60	58	72	76	84	83	82	69	90	74	-16	↓	5	→
The cleanliness of the inside	50	57	80	81	82	83	75	78	82	76	-5	→	-2	→
The cleanliness of the outside	49	50	78	76	88	74	76	75	81	74	-7	→	-1	→
The availability of staff	10	12	23	22	29	23	37	33	48	27	-21	↓	-6	→
How well train company deals with delays	17	7	34	20	25	17	25	46	42	24	-18	→	-22	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

London Midland - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	813	981	883	893	985	1130	1058	1110	1014	1005				
Overall satisfaction	83	83	88	88	86	84	85	87	84	82	-2	→	-6	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	78	76	75	78	76	73	-3	→	-4	↓
Ticket buying facilities	69	75	75	75	76	78	80	78	74	73	-2	→	-6	→
Provision of information about train times/platforms	79	76	82	82	84	82	84	83	85	80	-5	↓	-2	→
The upkeep/repair of the station buildings/platforms	60	57	64	64	68	62	69	67	71	66	-5	→	-1	→
Cleanliness	68	66	70	71	71	68	72	72	75	70	-5	↓	-1	→
The facilities and services	46	48	46	48	49	47	49	47	54	53	0	→	6	↑
The attitudes and helpfulness of the staff	68	71	69	69	74	70	74	73	73	70	-4	→	-3	→
Connections with other forms of public transport	68	66	65	69	67	70	67	69	68	71	2	→	1	→
Facilities for car parking	41	43	48	49	49	54	53	56	58	44	-14	↓	-12	↓
Overall environment	62	60	62	64	66	64	67	67	69	60	-9	↓	-7	↓
Your personal security whilst using the station	61	63	64	64	63	66	68	67	70	66	-4	→	-2	→
The availability of staff	55	57	56	56	57	59	60	59	56	55	-1	→	-4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	72	64	-8	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	54	47	-7	↓	-	-
How request to station staff was handled	81	82	80	88	86	90	91	86	88	81	-7	→	-5	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	84	81	-3	→	-	-
The frequency of the trains on that route	78	75	82	84	78	77	78	83	78	76	-2	→	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	78	76	82	84	80	77	79	82	75	70	-5	↓	-11	↓
The length of time the journey was scheduled to take (speed)	87	86	88	90	87	87	86	90	84	86	2	→	-4	↓
Connections with other train services	68	74	75	78	75	76	73	78	76	72	-4	→	-6	↓
The value for money of the price of your ticket	52	50	56	61	58	54	54	54	54	54	0	→	0	→
Upkeep and repair of the train	75	74	82	79	76	74	80	84	84	80	-4	→	-4	↓
The provision of information during the journey	60	57	63	63	66	66	68	75	76	71	-5	↓	-4	→
The helpfulness and attitude of staff on train	52	56	63	60	58	64	65	63	66	59	-7	↓	-4	→
The space for luggage	48	51	54	52	57	53	53	58	56	55	-1	→	-4	→
The toilet facilities	43	50	53	49	53	48	51	52	52	54	2	→	3	→
Sufficient room for all passengers to sit/stand	70	69	78	70	76	71	69	77	73	69	-4	→	-7	↓
The comfort of the seating area	70	71	75	73	74	72	74	81	80	77	-3	→	-4	→
The ease of being able to get on and off	80	79	83	83	81	81	81	86	81	80	0	→	-6	↓
Your personal security on board	74	72	77	76	79	76	78	81	78	75	-3	→	-6	↓
The cleanliness of the inside	77	74	83	75	77	73	80	82	83	76	-7	↓	-6	↓
The cleanliness of the outside	75	74	82	74	77	72	80	83	83	77	-6	↓	-6	↓
The availability of staff	35	38	39	41	42	44	48	45	48	42	-6	→	-4	→
How well train company deals with delays	32	32	37	40	41	33	42	49	46	33	-13	↓	-16	↓

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	-	127	119	100	23	124	17	40	30	41				
Overall satisfaction	-	77	85	74	83	94	91	100	96	87	-9	→	-13	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	86	73	83	89	96	78	-18	→	-11	→
Ticket buying facilities	-	66	47	68	31	63	86	97	73	69	-4	→	-27	→
Provision of information about train times/platforms	-	72	68	72	70	82	78	92	98	74	-23	→	-18	→
The upkeep/repair of the station buildings/platforms	-	48	47	50	55	64	55	84	92	69	-23	→	-15	→
Cleanliness	-	59	51	52	66	75	83	94	82	71	-11	→	-23	→
The facilities and services	-	40	30	33	8	40	59	46	71	51	-21	→	4	→
The attitudes and helpfulness of the staff	-	65	63	62	19	69	52	74	80	69	-10	→	-5	→
Connections with other forms of public transport	-	73	78	70	78	93	56	74	72	83	11	→	9	→
Facilities for car parking	-	27	13	41	10	30	21	43	64	69	5	→	26	→
Overall environment	-	46	52	43	55	53	52	82	73	62	-11	→	-20	→
Your personal security whilst using the station	-	59	51	49	16	52	74	77	74	81	7	→	4	→
The availability of staff	-	55	46	46	28	45	34	78	70	65	-5	→	-13	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	86	56	-30	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	63	53	-11	→	-	-
How request to station staff was handled	-	65	84	62	100	96	0	100	100	69	-31	→	-31	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	99	98	-1	→	-	-
The frequency of the trains on that route	-	75	70	65	62	80	88	74	85	67	-18	→	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	82	83	72	83	85	89	87	99	75	-24	→	-12	→
The length of time the journey was scheduled to take (speed)	-	83	88	81	83	91	80	84	91	69	-22	→	-16	→
Connections with other train services	-	68	82	74	74	88	86	81	92	69	-22	→	-11	→
The value for money of the price of your ticket	-	40	46	38	5	47	16	32	45	26	-19	→	-6	→
Upkeep and repair of the train	-	49	41	49	70	93	91	98	94	95	1	→	-3	→
The provision of information during the journey	-	46	39	49	94	88	61	89	96	90	-6	→	1	→
The helpfulness and attitude of staff on train	-	38	21	26	17	22	20	29	41	47	6	→	18	→
The space for luggage	-	34	38	42	36	54	62	77	48	58	10	→	-19	→
The toilet facilities	-	9	1	3	12	4	12	31	69	22	-47	→	-9	→
Sufficient room for all passengers to sit/stand	-	36	48	44	35	64	57	92	70	69	-1	→	-23	→
The comfort of the seating area	-	41	49	50	44	76	84	72	86	81	-5	→	9	→
The ease of being able to get on and off	-	59	61	60	61	82	81	95	99	94	-5	→	-1	→
Your personal security on board	-	56	50	49	51	80	79	91	94	84	-11	→	-7	→
The cleanliness of the inside	-	55	50	49	87	94	91	98	86	91	5	→	-6	→
The cleanliness of the outside	-	53	49	53	84	87	91	93	89	88	-2	→	-6	→
The availability of staff	-	13	5	14	12	11	18	29	26	27	1	→	-2	→
How well train company deals with delays	-	17	48	26	11	39	0	100	0	26	26	→	-74	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	779	882	738	912	727	824	1229	1162	1104	1070				
Overall satisfaction	77	75	82	72	85	89	92	90	93	92	-1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	74	79	81	81	86	79	-7	↓	-2	→
Ticket buying facilities	64	64	58	56	67	75	78	73	77	70	-7	→	-3	→
Provision of information about train times/platforms	62	66	69	62	75	77	80	82	83	82	-1	→	0	→
The upkeep/repair of the station buildings/platforms	61	63	63	55	67	74	75	77	78	77	-1	→	0	→
Cleanliness	67	66	66	62	78	79	78	78	80	80	0	→	2	→
The facilities and services	30	31	30	29	32	29	34	35	45	43	-2	→	8	↑
The attitudes and helpfulness of the staff	68	63	68	65	73	68	67	65	68	69	1	→	4	→
Connections with other forms of public transport	70	73	73	76	77	76	75	76	76	77	0	→	1	→
Facilities for car parking	20	23	25	29	22	19	27	35	32	33	1	→	-2	→
Overall environment	62	60	60	51	66	69	72	71	77	71	-6	↓	0	→
Your personal security whilst using the station	55	56	60	58	63	67	68	70	73	68	-5	→	-1	→
The availability of staff	57	60	64	55	62	58	57	60	62	63	1	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	70	60	-10	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	57	45	-12	↓	-	-
How request to station staff was handled	91	72	71	73	78	68	88	90	86	84	-2	→	-7	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	92	92	0	→	-	-
The frequency of the trains on that route	52	57	60	51	74	77	82	79	79	79	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	66	61	67	62	76	78	83	88	88	87	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	77	80	79	79	87	90	87	89	88	90	2	→	1	→
Connections with other train services	65	70	69	65	83	82	81	84	83	82	-1	→	-3	→
The value for money of the price of your ticket	59	51	56	49	60	53	54	49	57	48	-9	↓	-1	→
Upkeep and repair of the train	48	53	63	73	92	96	96	95	94	92	-2	→	-2	→
The provision of information during the journey	51	52	67	63	84	86	87	86	86	85	-1	→	0	→
The helpfulness and attitude of staff on train	32	33	36	48	52	44	54	57	58	60	3	→	3	→
The space for luggage	41	42	43	52	62	60	69	63	62	58	-4	→	-5	→
The toilet facilities	9	9	12	10	18	10	19	17	16	12	-4	→	-5	→
Sufficient room for all passengers to sit/stand	46	48	57	59	68	76	80	77	76	72	-4	→	-5	↓
The comfort of the seating area	47	53	54	67	81	84	86	83	85	81	-4	→	-1	→
The ease of being able to get on and off	57	56	69	67	81	86	89	84	86	81	-5	↓	-3	→
Your personal security on board	53	54	62	65	75	81	82	80	83	80	-3	→	1	→
The cleanliness of the inside	55	60	70	73	92	94	93	92	93	91	-2	→	-2	→
The cleanliness of the outside	56	59	71	71	93	92	91	90	92	89	-3	→	-1	→
The availability of staff	15	19	24	32	37	26	37	37	43	42	0	→	5	→
How well train company deals with delays	27	23	15	18	28	50	42	42	42	36	-6	→	-6	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

South West Trains - % saying satisfied/good

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	277	354	270	200	357	380	324	282	285	377				
Overall satisfaction	77	74	86	76	82	79	76	80	80	72	-8	↓	-8	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	75	77	69	67	82	79	-3	→	12	↑
Ticket buying facilities	58	61	57	58	65	70	60	66	82	77	-5	→	10	↑
Provision of information about train times/platforms	83	83	82	84	83	80	82	81	87	81	-6	→	0	→
The upkeep/repair of the station buildings/platforms	54	54	63	63	63	61	55	55	71	71	0	→	16	↑
Cleanliness	60	63	65	63	71	61	58	58	75	75	0	→	17	↑
The facilities and services	45	39	48	53	40	49	40	36	58	66	8	→	30	↑
The attitudes and helpfulness of the staff	68	70	73	74	63	67	67	64	64	72	8	→	8	→
Connections with other forms of public transport	74	76	75	82	66	71	65	64	84	82	-2	→	18	↑
Facilities for car parking	45	48	44	52	58	53	55	41	58	59	1	→	17	↑
Overall environment	57	61	66	65	64	64	55	54	74	73	-1	→	20	↑
Your personal security whilst using the station	61	63	61	69	67	64	59	61	71	71	0	→	10	↑
The availability of staff	53	56	49	55	46	46	48	46	54	56	2	→	10	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	64	64	0	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	24	24	-1	→	-	-
How request to station staff was handled	80	79	91	70	61	75	69	91	80	74	-6	→	-16	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	76	70	-6	→	-	-
The frequency of the trains on that route	76	79	78	78	80	79	73	79	81	72	-9	↓	-7	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	84	90	84	86	87	83	78	89	72	-17	↓	-6	→
The length of time the journey was scheduled to take (speed)	79	80	77	80	83	82	76	73	76	70	-6	→	-2	→
Connections with other train services	77	77	78	76	80	81	70	76	72	67	-4	→	-9	→
The value for money of the price of your ticket	22	21	24	28	26	24	21	20	23	18	-5	→	-2	→
Upkeep and repair of the train	80	84	79	75	78	75	76	77	81	75	-5	→	-2	→
The provision of information during the journey	70	70	71	71	69	72	69	68	72	72	1	→	4	→
The helpfulness and attitude of staff on train	61	59	66	53	55	65	63	63	66	72	6	→	9	→
The space for luggage	47	50	57	44	50	45	43	44	47	44	-4	→	-1	→
The toilet facilities	29	32	31	19	25	24	26	28	28	23	-5	→	-6	→
Sufficient room for all passengers to sit/stand	39	43	50	45	42	37	31	32	40	32	-8	→	1	→
The comfort of the seating area	59	63	65	61	68	58	59	52	64	58	-6	→	6	→
The ease of being able to get on and off	67	73	79	69	70	72	74	74	70	67	-2	→	-7	→
Your personal security on board	73	75	74	78	75	75	75	78	80	79	-1	→	1	→
The cleanliness of the inside	74	76	71	70	71	69	73	72	74	73	0	→	1	→
The cleanliness of the outside	78	75	77	73	72	69	77	70	78	74	-4	→	4	→
The availability of staff	32	44	50	36	40	44	48	49	47	48	2	→	0	→
How well train company deals with delays	40	42	34	38	28	26	32	35	53	43	-10	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

South West Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1712	1672	1549	1688	1939	1939	1776	2052	2090	1627				
Overall satisfaction	88	86	85	86	88	86	85	84	86	83	-3	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	78	73	75	75	77	73	-4	↓	-2	→
Ticket buying facilities	70	73	69	69	73	71	73	71	72	73	1	→	2	→
Provision of information about train times/platforms	81	81	82	78	84	84	81	84	83	81	-2	→	-3	→
The upkeep/repair of the station buildings/platforms	60	59	56	54	62	58	57	58	67	62	-5	↓	4	→
Cleanliness	67	64	62	60	67	63	63	64	70	67	-3	→	3	→
The facilities and services	48	50	47	43	52	50	47	48	58	54	-4	→	6	↑
The attitudes and helpfulness of the staff	69	68	66	67	69	69	66	70	68	67	0	→	-2	→
Connections with other forms of public transport	75	77	76	74	77	75	75	76	76	74	-3	→	-2	→
Facilities for car parking	42	43	46	46	49	46	56	53	55	47	-8	→	-6	→
Overall environment	63	65	63	58	67	63	62	63	66	61	-6	↓	-3	→
Your personal security whilst using the station	62	63	62	64	68	68	65	69	68	66	-2	→	-3	→
The availability of staff	58	57	56	52	57	54	54	56	52	54	2	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	65	60	-6	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	44	41	-3	→	-	-
How request to station staff was handled	84	82	83	85	81	80	89	81	83	75	-8	→	-6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	84	81	-3	→	-	-
The frequency of the trains on that route	80	81	79	79	79	78	77	79	76	74	-3	→	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	87	91	89	88	90	86	84	83	85	78	-7	↓	-5	↓
The length of time the journey was scheduled to take (speed)	85	87	84	86	87	84	83	84	83	83	0	→	0	→
Connections with other train services	76	78	77	76	78	77	77	76	74	75	1	→	-1	→
The value for money of the price of your ticket	46	38	42	44	46	39	41	39	40	37	-2	→	-2	→
Upkeep and repair of the train	85	86	82	83	83	82	80	83	79	79	0	→	-4	↓
The provision of information during the journey	79	78	74	76	78	78	75	77	75	73	-1	→	-3	→
The helpfulness and attitude of staff on train	62	65	66	67	72	69	68	69	71	69	-2	→	0	→
The space for luggage	59	57	56	60	60	60	55	61	57	56	-1	→	-6	↓
The toilet facilities	44	38	39	38	41	38	39	41	37	32	-6	→	-9	↓
Sufficient room for all passengers to sit/stand	77	78	75	75	76	76	73	79	72	70	-2	→	-9	↓
The comfort of the seating area	82	82	81	78	81	80	77	79	77	75	-2	→	-4	↓
The ease of being able to get on and off	82	83	80	80	85	82	83	83	81	79	-2	→	-4	↓
Your personal security on board	78	77	76	79	83	80	79	82	81	80	0	→	-1	→
The cleanliness of the inside	79	78	75	75	77	75	75	79	77	74	-3	→	-6	↓
The cleanliness of the outside	82	79	77	75	80	76	79	79	79	76	-3	→	-3	→
The availability of staff	47	50	50	54	55	54	55	56	54	51	-2	→	-5	→
How well train company deals with delays	42	39	41	43	42	34	42	37	48	45	-3	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Southeastern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	398	484	555	637	487	608	487	510	515	651				
Overall satisfaction	67	68	73	76	66	72	73	72	79	68	-11	↓	-5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	67	72	75	72	74	71	-3	→	-1	→
Ticket buying facilities	59	60	56	66	57	63	58	62	64	63	0	→	1	→
Provision of information about train times/platforms	72	69	73	74	74	73	78	74	79	74	-5	→	0	→
The upkeep/repair of the station buildings/platforms	53	51	57	65	56	60	61	60	66	63	-3	→	4	→
Cleanliness	60	57	64	70	65	66	72	67	71	67	-3	→	1	→
The facilities and services	39	43	42	49	51	43	52	48	56	52	-4	→	4	→
The attitudes and helpfulness of the staff	59	63	62	64	58	59	63	62	64	62	-3	→	0	→
Connections with other forms of public transport	75	76	77	73	72	76	73	73	83	75	-8	↓	2	→
Facilities for car parking	28	25	33	41	33	37	39	34	37	35	-3	→	1	→
Overall environment	53	53	56	63	56	61	64	61	63	64	1	→	3	→
Your personal security whilst using the station	53	52	56	61	59	58	60	57	64	66	2	→	8	↑
The availability of staff	45	53	50	55	50	53	55	54	58	58	-1	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	65	53	-12	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	33	29	-4	→	-	-
How request to station staff was handled	74	74	71	81	67	74	75	72	73	77	4	→	5	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	73	67	-6	↓	-	-
The frequency of the trains on that route	69	70	69	69	64	69	70	74	74	70	-4	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	76	79	67	65	70	70	72	82	67	-15	↓	-5	→
The length of time the journey was scheduled to take (speed)	73	71	78	72	65	75	74	71	82	73	-9	↓	2	→
Connections with other train services	69	68	69	70	65	65	66	70	74	68	-6	→	-2	→
The value for money of the price of your ticket	24	18	24	29	26	21	25	17	29	20	-9	↓	3	→
Upkeep and repair of the train	63	59	61	64	66	61	65	61	69	64	-6	→	3	→
The provision of information during the journey	53	51	58	58	62	58	55	59	63	61	-2	→	3	→
The helpfulness and attitude of staff on train	37	27	33	47	40	41	42	44	46	50	4	→	6	→
The space for luggage	33	29	33	41	34	37	37	35	38	41	3	→	5	→
The toilet facilities	15	15	15	22	20	19	22	17	20	23	4	→	6	→
Sufficient room for all passengers to sit/stand	27	25	37	43	37	38	42	36	45	44	-1	→	8	↑
The comfort of the seating area	47	42	47	54	54	52	52	56	58	55	-3	→	-1	→
The ease of being able to get on and off	63	58	66	69	63	68	69	67	69	68	-1	→	1	→
Your personal security on board	57	54	60	64	58	61	66	63	68	65	-4	→	1	→
The cleanliness of the inside	59	57	63	64	60	62	64	63	67	63	-4	→	0	→
The cleanliness of the outside	60	55	58	58	62	61	62	63	66	58	-8	↓	-4	→
The availability of staff	16	12	16	27	20	22	23	20	26	28	2	→	8	↑
How well train company deals with delays	20	17	16	30	23	18	21	24	23	31	8	→	8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Southeastern - % saying satisfied/good

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1232	1052	959	1362	1178	1322	1088	1212	1156	1036				
Overall satisfaction	86	81	84	84	86	87	88	85	87	84	-3	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	79	77	80	74	76	75	-1	→	1	→
Ticket buying facilities	66	68	72	72	72	74	72	73	72	75	3	→	2	→
Provision of information about train times/platforms	77	74	78	77	82	79	81	78	78	78	0	→	0	→
The upkeep/repair of the station buildings/platforms	63	59	63	64	65	67	66	67	70	66	-4	→	-1	→
Cleanliness	69	66	69	69	70	71	73	71	74	72	-2	→	1	→
The facilities and services	50	47	50	51	50	51	50	51	57	50	-7	↓	-1	→
The attitudes and helpfulness of the staff	70	68	67	70	74	71	72	69	70	67	-3	→	-2	→
Connections with other forms of public transport	79	72	73	74	76	74	76	73	74	77	4	→	4	→
Facilities for car parking	37	35	38	48	44	48	51	44	46	52	5	→	7	→
Overall environment	64	58	63	63	67	65	70	67	66	64	-1	→	-2	→
Your personal security whilst using the station	61	57	57	65	63	65	64	64	67	63	-4	→	-1	→
The availability of staff	59	54	54	58	62	59	57	58	58	56	-1	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	67	62	-5	→	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	47	49	3	→	-	-
How request to station staff was handled	81	78	87	85	95	89	82	77	84	79	-5	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	83	80	-3	→	-	-
The frequency of the trains on that route	71	74	75	75	79	80	79	77	78	78	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	78	83	82	85	83	86	83	86	82	-4	↓	-1	→
The length of time the journey was scheduled to take (speed)	85	83	83	81	86	83	85	83	87	84	-3	→	1	→
Connections with other train services	72	71	68	73	76	74	73	73	78	76	-3	→	3	→
The value for money of the price of your ticket	43	34	40	45	46	39	42	40	42	37	-5	→	-3	→
Upkeep and repair of the train	72	69	68	71	77	73	76	77	77	74	-4	→	-4	→
The provision of information during the journey	68	60	70	67	70	69	73	73	74	73	-1	→	0	→
The helpfulness and attitude of staff on train	53	46	54	62	58	62	58	61	57	60	3	→	0	→
The space for luggage	46	43	49	52	54	52	56	55	53	51	-2	→	-4	→
The toilet facilities	29	27	24	39	41	29	38	34	36	42	6	→	8	↑
Sufficient room for all passengers to sit/stand	71	70	72	75	75	77	76	74	78	76	-2	→	2	→
The comfort of the seating area	71	69	69	72	77	72	75	73	77	75	-2	→	2	→
The ease of being able to get on and off	83	79	83	85	84	84	85	85	86	84	-3	→	-1	→
Your personal security on board	67	63	66	73	71	71	75	73	75	72	-3	→	-1	→
The cleanliness of the inside	69	67	68	72	76	71	76	75	76	71	-5	↓	-4	→
The cleanliness of the outside	69	65	67	66	73	67	74	71	73	69	-4	→	-2	→
The availability of staff	29	25	31	39	36	39	38	40	36	37	2	→	-2	→
How well train company deals with delays	39	34	30	28	46	32	32	38	49	32	-17	↓	-6	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Southern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Peak	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	406	453	492	477	402	505	417	459	489	386				
Overall satisfaction	77	72	77	80	76	73	67	63	75	71	-4	→	7	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	68	68	71	66	78	65	-13	↓	-1	→
Ticket buying facilities	65	59	68	71	58	60	66	58	65	54	-11	→	-4	→
Provision of information about train times/platforms	78	78	76	80	74	72	78	71	81	72	-10	↓	0	→
The upkeep/repair of the station buildings/platforms	61	55	64	58	56	54	63	55	62	51	-11	↓	-3	→
Cleanliness	66	66	75	67	67	65	67	60	69	61	-9	↓	0	→
The facilities and services	44	46	48	45	43	43	41	34	55	52	-3	→	18	↑
The attitudes and helpfulness of the staff	58	57	66	68	62	55	54	57	65	53	-12	↓	-4	→
Connections with other forms of public transport	75	75	74	73	74	73	65	61	82	74	-9	↓	13	↑
Facilities for car parking	29	28	36	43	31	36	36	34	29	27	-2	→	-6	→
Overall environment	63	59	68	59	58	55	60	56	62	56	-7	→	0	→
Your personal security whilst using the station	61	60	63	60	59	55	61	53	69	62	-7	→	9	↑
The availability of staff	54	52	55	58	46	47	41	43	52	47	-5	→	4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	72	55	-17	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	23	19	-5	→	-	-
How request to station staff was handled	72	78	74	63	83	65	76	65	62	74	12	→	10	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	72	64	-8	↓	-	-
The frequency of the trains on that route	71	64	73	68	71	70	73	64	69	63	-5	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	67	74	76	77	67	68	61	75	60	-15	↓	-1	→
The length of time the journey was scheduled to take (speed)	81	73	78	77	76	73	76	72	82	71	-11	↓	-1	→
Connections with other train services	76	62	76	75	70	70	72	68	78	66	-12	↓	-2	→
The value for money of the price of your ticket	33	21	29	35	32	22	24	22	32	23	-10	↓	1	→
Upkeep and repair of the train	73	70	76	71	70	64	65	63	71	60	-10	↓	-3	→
The provision of information during the journey	69	66	72	71	67	63	61	64	69	65	-3	→	2	→
The helpfulness and attitude of staff on train	51	43	54	51	58	43	51	38	42	37	-5	→	-2	→
The space for luggage	44	38	42	42	47	41	38	40	33	36	4	→	-3	→
The toilet facilities	36	26	36	36	27	23	28	24	28	28	0	→	4	→
Sufficient room for all passengers to sit/stand	40	42	51	44	51	41	40	42	47	42	-5	→	0	→
The comfort of the seating area	60	60	64	62	62	60	60	58	63	56	-7	→	-2	→
The ease of being able to get on and off	70	64	74	69	69	65	55	57	69	59	-10	↓	2	→
Your personal security on board	68	67	70	68	71	67	67	64	73	66	-7	↓	3	→
The cleanliness of the inside	72	72	77	73	74	71	69	70	73	65	-7	↓	-4	→
The cleanliness of the outside	73	69	78	70	69	65	68	60	72	57	-15	↓	-3	→
The availability of staff	23	26	37	37	37	30	31	22	18	17	-2	→	-5	→
How well train company deals with delays	23	21	21	12	29	25	26	21	22	23	1	→	2	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
Unchanged →
Declined ↓

Southern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Autumn 2012

Improvement/
decline in %
satisfied/good
since
Spring 2012

Off-Peak

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	% change	significant change	% change	significant change
Sample size	1811	1857	1640	2151	1945	2046	1718	1879	2150	1727				
Overall satisfaction	85	82	84	85	84	85	87	84	83	80	-3	→	-4	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	76	75	80	77	78	75	-3	↓	-3	→
Ticket buying facilities	70	69	67	73	71	73	75	72	71	74	3	→	2	→
Provision of information about train times/platforms	81	78	80	78	82	78	82	80	80	77	-3	→	-3	→
The upkeep/repair of the station buildings/platforms	62	60	62	60	65	65	69	67	70	65	-5	↓	-2	→
Cleanliness	68	66	69	70	70	72	74	71	76	71	-5	↓	0	→
The facilities and services	50	49	51	52	50	51	53	51	57	53	-5	↓	2	→
The attitudes and helpfulness of the staff	68	65	72	70	70	72	74	72	73	71	-3	→	-2	→
Connections with other forms of public transport	76	74	77	79	77	75	76	75	79	75	-4	↓	1	→
Facilities for car parking	37	43	34	43	45	44	47	41	43	42	-1	→	1	→
Overall environment	62	61	62	63	65	66	71	67	69	63	-6	↓	-4	↓
Your personal security whilst using the station	61	59	64	64	63	68	70	68	70	67	-3	→	-1	→
The availability of staff	58	56	60	61	59	62	63	62	62	61	-1	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	69	62	-7	↓	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	42	43	1	→	-	-
How request to station staff was handled	81	78	84	85	86	86	87	82	84	76	-8	↓	-6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	81	78	-4	↓	-	-
The frequency of the trains on that route	73	69	76	76	73	77	77	77	76	71	-4	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	80	75	81	80	80	81	81	81	77	75	-2	→	-7	↓
The length of time the journey was scheduled to take (speed)	83	81	85	86	84	86	86	86	84	82	-2	→	-3	↓
Connections with other train services	72	68	71	76	75	78	77	78	77	76	-1	→	-2	→
The value for money of the price of your ticket	44	40	46	48	46	45	47	42	44	40	-4	↓	-2	→
Upkeep and repair of the train	77	75	76	73	72	75	73	68	72	71	-1	→	3	→
The provision of information during the journey	76	75	77	76	78	77	76	73	76	74	-1	→	1	→
The helpfulness and attitude of staff on train	55	57	57	59	61	60	63	57	59	59	0	→	1	→
The space for luggage	49	53	52	51	51	52	51	49	48	45	-3	→	-4	→
The toilet facilities	41	40	43	36	35	43	39	31	38	36	-1	→	6	→
Sufficient room for all passengers to sit/stand	68	74	74	74	72	74	72	71	70	69	-1	→	-2	→
The comfort of the seating area	73	75	76	75	74	74	74	71	71	70	-2	→	-2	→
The ease of being able to get on and off	79	81	80	81	81	82	81	79	78	78	0	→	0	→
Your personal security on board	69	70	73	74	76	76	78	74	76	76	0	→	2	→
The cleanliness of the inside	75	74	76	74	71	74	73	70	74	71	-3	→	1	→
The cleanliness of the outside	74	72	77	73	75	74	75	72	71	69	-2	→	-3	→
The availability of staff	38	37	38	42	42	42	42	40	38	38	0	→	-2	→
How well train company deals with delays	36	36	39	34	37	38	40	41	42	32	-10	↓	-8	→

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Overall satisfaction

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales: North Wales	503	84	→	London Midland: London Commuter	401	77	↓
Arriva Trains Wales: South Wales	299	87	→	London Midland: West Coast	187	83	↓
Arriva Trains Wales: Valley c2c	399	90	→	London Midland: West Midlands	539	81	↓
Chiltern Railways: North	1046	92	→	London Overground: Gospel Oak - Barking	209	93	→
Chiltern Railways: South	238	91	→	London Overground: Richmond/Clapham - Stratford	277	91	→
CrossCountry: Birmingham - Manchester	841	89	→	London Overground: Watford - Euston	304	91	→
CrossCountry: Birmingham - North East And Scotland	116	88	→	London Overground: Highbury - Croydon/Clapham	286	93	→
CrossCountry: Birmingham - South Coast	314	84	→	Merseyrail: Northern	294	92	→
CrossCountry: Birmingham - South West	213	85	→	Merseyrail: Wirral	255	93	→
CrossCountry: Birmingham - Stansted	226	81	↓	Northern Rail: Lancashire & Cumbria	128	76	→
CrossCountry: Nottingham - Cardiff	158	83	→	Northern Rail: Manchester & Liverpool	342	72	→
East Coast: London - East Midlands/East Of England	149	85	→	Northern Rail: South & East Yorkshire	219	75	↓
East Coast: London - North East & Scotland	204	89	→	Northern Rail: Tyne Tees & Wear	87	77	→
East Coast: London - Yorkshire	259	85	→	Northern Rail: West & North Yorkshire	310	80	→
East Coast: Non-London Journeys	364	87	→	ScotRail: Interurban	469	86	→
East Midlands Trains: Liverpool - Norwich	383	86	→	ScotRail: Rural	101	90	→
East Midlands Trains: Local	303	93	↑	ScotRail: Strathclyde	251	92	→
East Midlands Trains: London	204	86	→	ScotRail: Urban	295	85	↓
First Capital Connect: Great Northern	560	87	→	Southeastern: High Speed	369	92	→
First Capital Connect: Thameslink Loop	651	79	→	Southeastern: Mainline	420	83	→
First Capital Connect: Thameslink North	318	74	→	Southeastern: Metro	867	75	↓
First Capital Connect: Thameslink South	401	78	→	Southern: Gatwick Express	366	80	→
First Great Western: Long Distance	361	62	→	Southern: Sussex Coast	865	76	↓
First Great Western: London Thames Valley	1234	85	→	Southern: Metro	831	81	→
First Great Western: West	1005	79	→	South West Trains: Island Line	206	82	→
First Hull Trains	692	75	↓	South West Trains: London	542	80	→
First TransPennine Express: North	509	95	→	South West Trains: Mainline	229	77	→
First TransPennine Express: North West	643	83	↓	South West Trains: Metro	237	82	→
First TransPennine Express: South	271	90	→	South West Trains: Not Managed By South West Trains	141	70	↓
Grand Central: London - Bradford	253	83	↓	South West Trains: Portsmouth	93	67	↓
Grand Central: London - Sunderland	239	94	→	South West Trains: Reading/Windsor	201	86	→
Greater Anglia: Intercity	362	93	→	South West Trains: Suburban	207	81	→
Greater Anglia: Mainline	495	81	→	South West Trains: West Of England	101	73	↓
Greater Anglia: Metro	424	75	→	Virgin: Birmingham - Scotland	112	90	→
Greater Anglia: Rural	352	76	→	Virgin: London - Liverpool	92	94	→
Greater Anglia: Stansted Express	189	82	→	Virgin: London - Manchester	282	93	→
Greater Anglia: West Anglia	190	86	→	Virgin: London - North Wales	99	82	→
Heathrow Connect	571	76	→	Virgin: London - Scotland	262	94	→
Heathrow Express	536	91	→	Virgin: London - Wolverhampton	282	92	→
	489	94	→				

The value for money of the price of your ticket

	sample size	% satisfied/good	significant change		sample size	% satisfied/good	significant change
Arriva Trains Wales: North Wales	482	54	→	London Midland: London Commuter	377	38	→
Arriva Trains Wales: South Wales	285	55	→	London Midland: West Coast	182	62	→
Arriva Trains Wales: Valley	387	53	→	London Midland: West Midlands	459	54	→
c2c	978	46	→	London Overground: Gospel Oak - Barking	183	55	→
Chiltern Railways: North	222	59	→	London Overground: Richmond/Clapham - Stratford	240	51	→
Chiltern Railways: South	811	41	→	London Overground: Watford - Euston	252	51	→
CrossCountry: Birmingham - Manchester	117	57	→	London Overground: Highbury - Croydon/Clapham	244	42	→
CrossCountry: Birmingham - North East And Scotland	295	54	→	Merseyrail: Northern	218	64	→
CrossCountry: Birmingham - South Coast	209	45	→	Merseyrail: Wirral	201	66	→
CrossCountry: Birmingham - South West	221	47	→	Northern Rail: Lancashire & Cumbria	119	50	→
CrossCountry: Birmingham - Stansted	153	42	→	Northern Rail: Manchester & Liverpool	295	50	→
CrossCountry: Nottingham - Cardiff	144	46	→	Northern Rail: South & East Yorkshire	194	51	→
East Coast: London - East Midlands/East Of England	190	63	→	Northern Rail: Tyne Tees & Wear	84	60	→
East Coast: London - North East & Scotland	248	56	→	Northern Rail: West & North Yorkshire	293	59	→
East Coast: London - Yorkshire	346	51	→	ScotRail: Interurban	452	46	↓
East Coast: Non-London Journeys	372	57	→	ScotRail: Rural	96	73	→
East Midlands Trains: Liverpool - Norwich	295	63	↑	ScotRail: Strathclyde	243	50	→
East Midlands Trains: Local	197	56	→	ScotRail: Urban	287	43	→
East Midlands Trains: London	542	41	↓	Southeastern: High Speed	359	40	→
First Capital Connect: Great Northern	595	34	→	Southeastern: Mainline	404	27	→
First Capital Connect: Thameslink Loop	285	37	→	Southeastern: Metro	738	32	→
First Capital Connect: Thameslink North	367	29	→	Southern: Gatwick Express	349	31	→
First Capital Connect: Thameslink South	345	28	→	Southern: Sussex Coast	811	39	→
First Great Western: Long Distance	1170	47	→	Southern: Metro	738	33	→
First Great Western: London Thames Valley	964	47	→	South West Trains: Island Line	181	59	→
First Great Western: West	672	50	→	South West Trains: London	519	33	↓
First Hull Trains	488	62	→	South West Trains: Mainline	219	24	→
First TransPennine Express: North	611	51	→	South West Trains: Metro	215	34	→
First TransPennine Express: North West	257	62	→	South West Trains: Not Managed By South West Trains	136	34	→
First TransPennine Express: South	241	55	→	South West Trains: Portsmouth	92	23	→
Grand Central: London - Bradford	241	76	→	South West Trains: Reading/Windsor	171	41	→
Grand Central: London - Sunderland	361	75	→	South West Trains: Suburban	203	29	→
Greater Anglia: Intercity	484	43	→	South West Trains: West Of England	96	37	→
Greater Anglia: Mainline	405	30	→	Virgin: Birmingham - Scotland	105	52	→
Greater Anglia: Metro	309	37	↑	Virgin: London - Liverpool	85	60	→
Greater Anglia: Rural	181	47	→	Virgin: London - Manchester	270	60	→
Greater Anglia: Stansted Express	185	17	↓	Virgin: London - North Wales	97	55	→
Greater Anglia: West Anglia	515	37	↑	Virgin: London - Scotland	242	62	→
Heathrow Connect	488	54	→	Virgin: London - Wolverhampton	272	65	→
Heathrow Express	494	40	↑				

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

	sample size	% satisfied/good	significant change		sample size	% satisfied/good	significant change
Arriva Trains Wales: North Wales	502	80	→	London Midland: London Commuter	394	71	↓
Arriva Trains Wales: South Wales	290	86	→	London Midland: West Coast	189	77	↓
Arriva Trains Wales: Valley c2c	399	88	→	London Midland: West Midlands	532	67	↓
Chiltern Railways: North	1029	94	→	London Overground: Gospel Oak - Barking	211	90	→
Chiltern Railways: South	233	88	→	London Overground: Richmond/Clapham - Stratford	272	84	→
CrossCountry: Birmingham - Manchester	834	90	→	London Overground: Watford - Euston	305	88	→
CrossCountry: Birmingham - North East And Scotland	119	82	→	London Overground: Highbury - Croydon/Clapham	272	91	→
CrossCountry: Birmingham - South Coast	311	77	→	Merseyrail: Northern	284	92	→
CrossCountry: Birmingham - South West	212	77	→	Merseyrail: Wirral	247	90	→
CrossCountry: Birmingham - Stansted	226	80	↓	Northern Rail: Lancashire & Cumbria	124	70	→
CrossCountry: Nottingham - Cardiff	154	85	→	Northern Rail: Manchester & Liverpool	332	71	→
East Coast: London - East Midlands/East Of England	147	87	→	Northern Rail: South & East Yorkshire	218	78	→
East Coast: London - North East & Scotland	201	85	→	Northern Rail: Tyne Tees & Wear	87	83	→
East Coast: London - Yorkshire	254	86	→	Northern Rail: West & North Yorkshire	306	71	→
East Coast: Non-London Journeys	355	88	↓	ScotRail: Interurban	464	82	↓
East Midlands Trains: Liverpool - Norwich	384	77	→	ScotRail: Rural	101	92	→
East Midlands Trains: Local	296	86	→	ScotRail: Strathclyde	248	85	→
East Midlands Trains: London	205	81	→	ScotRail: Urban	297	80	→
First Capital Connect: Great Northern	558	88	→	Southeastern: High Speed	365	89	→
First Capital Connect: Thameslink Loop	639	77	→	Southeastern: Mainline	424	75	→
First Capital Connect: Thameslink North	315	74	→	Southeastern: Metro	853	76	→
First Capital Connect: Thameslink South	393	69	→	Southern: Gatwick Express	356	80	↓
First Great Western: Long Distance	360	55	→	Southern: Sussex Coast	848	71	↓
First Great Western: London Thames Valley	1195	80	→	Southern: Metro	824	71	↓
First Great Western: West	983	73	→	South West Trains: Island Line	197	94	→
First Hull Trains	687	77	→	South West Trains: London	539	78	↓
First TransPennine Express: North	505	91	→	South West Trains: Mainline	226	68	↓
First TransPennine Express: North West	640	80	↓	South West Trains: Metro	237	77	→
First TransPennine Express: South	262	83	→	South West Trains: Not Managed By South West Trains	140	68	↓
Grand Central: London - Bradford	253	86	→	South West Trains: Portsmouth	93	56	↓
Grand Central: London - Sunderland	242	94	→	South West Trains: Reading/Windsor	195	79	→
Greater Anglia: Intercity	367	92	→	South West Trains: Suburban	205	79	→
Greater Anglia: Mainline	486	75	→	South West Trains: West Of England	96	66	↓
Greater Anglia: Metro	415	72	↑	Virgin: Birmingham - Scotland	108	75	→
Greater Anglia: Rural	343	70	→	Virgin: London - Liverpool	88	93	→
Greater Anglia: Stansted Express	184	81	→	Virgin: London - Manchester	276	91	→
Greater Anglia: West Anglia	185	86	↑	Virgin: London - North Wales	99	83	↓
Heathrow Connect	560	76	↑	Virgin: London - Scotland	261	88	→
Heathrow Express	533	78	↓	Virgin: London - Wolverhampton	284	86	→
	498	95	→				

Sufficient room for all passengers to sit/stand

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales: North Wales	496	70	→	London Midland: London Commuter	394	61	→
Arriva Trains Wales: South Wales	285	76	→	London Midland: West Coast	183	67	↓
Arriva Trains Wales: Valley	391	73	→	London Midland: West Midlands	529	68	↓
c2c	1008	64	→	London Overground: Gospel Oak - Barking	214	73	→
Chiltern Railways: North	232	84	→	London Overground: Richmond/Clapham - Stratford	270	67	→
Chiltern Railways: South	798	73	→	London Overground: Watford - Euston	295	81	→
CrossCountry: Birmingham - Manchester	114	71	→	London Overground: Highbury - Croydon/Clapham	278	78	→
CrossCountry: Birmingham - North East And Scotland	296	73	→	Merseyrail: Northern	275	79	→
CrossCountry: Birmingham - South Coast	214	67	→	Merseyrail: Wirral	248	79	↓
CrossCountry: Birmingham - South West	219	70	↓	Northern Rail: Lancashire & Cumbria	120	63	→
CrossCountry: Birmingham - Stansted	154	63	→	Northern Rail: Manchester & Liverpool	327	57	→
CrossCountry: Nottingham - Cardiff	146	68	→	Northern Rail: South & East Yorkshire	220	62	↓
East Coast: London - East Midlands/East Of England	191	83	↑	Northern Rail: Tyne Tees & Wear	85	72	→
East Coast: London - North East & Scotland	246	76	→	Northern Rail: West & North Yorkshire	299	78	↑
East Coast: London - Yorkshire	356	78	→	ScotRail: Interurban	451	72	→
East Coast: Non-London Journeys	383	79	→	ScotRail: Rural	99	90	→
East Midlands Trains: Liverpool - Norwich	291	77	→	ScotRail: Strathclyde	245	86	↑
East Midlands Trains: Local	200	79	→	ScotRail: Urban	282	70	↓
East Midlands Trains: London	547	72	→	Southeastern: High Speed	356	85	→
First Capital Connect: Great Northern	624	59	→	Southeastern: Mainline	417	69	→
First Capital Connect: Thameslink Loop	307	66	→	Southeastern: Metro	826	59	→
First Capital Connect: Thameslink North	389	61	→	Southern: Gatwick Express	354	79	→
First Capital Connect: Thameslink South	353	44	↓	Southern: Sussex Coast	837	64	→
First Great Western: Long Distance	1194	72	→	Southern: Metro	811	62	→
First Great Western: London Thames Valley	979	67	↑	South West Trains: Island Line	187	72	→
First Great Western: West	682	64	→	South West Trains: London	521	58	↓
First Hull Trains	508	91	→	South West Trains: Mainline	220	62	→
First TransPennine Express: North	629	59	→	South West Trains: Metro	232	63	↓
First TransPennine Express: North West	266	76	↑	South West Trains: Not Managed By South West Trains	135	70	→
First TransPennine Express: South	245	66	→	South West Trains: Portsmouth	92	60	→
Grand Central: London - Bradford	236	88	→	South West Trains: Reading/Windsor	197	70	→
Grand Central: London - Sunderland	366	92	→	South West Trains: Suburban	201	69	→
Greater Anglia: Intercity	484	73	→	South West Trains: West Of England	92	65	→
Greater Anglia: Mainline	410	61	→	Virgin: Birmingham - Scotland	110	84	→
Greater Anglia: Metro	334	55	→	Virgin: London - Liverpool	86	93	↑
Greater Anglia: Rural	185	75	→	Virgin: London - Manchester	277	87	→
Greater Anglia: Stansted Express	189	73	↓	Virgin: London - North Wales	95	80	→
Greater Anglia: West Anglia	548	66	→	Virgin: London - Scotland	257	85	→
Heathrow Connect	527	83	↓	Virgin: London - Wolverhampton	279	78	→
Heathrow Express	501	95	↑				

Overall satisfaction with the station

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales: North Wales	500	75	→	London Midland: London Commuter	398	79	→
Arriva Trains Wales: South Wales	293	78	→	London Midland: West Coast	187	78	→
Arriva Trains Wales: Valley	395	80	→	London Midland: West Midlands	535	70	→
c2c	1024	84	→	London Overground: Gospel Oak - Barking	212	82	→
Chiltern Railways: North	235	81	→	London Overground: Richmond/Clapham - Stratford	268	81	→
Chiltern Railways: South	837	85	↓	London Overground: Watford - Euston	305	80	→
CrossCountry: Birmingham - Manchester	121	75	→	London Overground: Highbury - Croydon/Clapham	276	76	→
CrossCountry: Birmingham - North East And Scotland	312	79	→	Merseyrail: Northern	282	90	→
CrossCountry: Birmingham - South Coast	213	78	→	Merseyrail: Wirral	247	80	↓
CrossCountry: Birmingham - South West	224	72	↓	Northern Rail: Lancashire & Cumbria	120	71	→
CrossCountry: Birmingham - Stansted	156	71	↓	Northern Rail: Manchester & Liverpool	338	73	→
CrossCountry: Nottingham - Cardiff	145	72	→	Northern Rail: South & East Yorkshire	219	85	→
East Coast: London - East Midlands/East Of England	201	90	↑	Northern Rail: Tyne Tees & Wear	87	75	→
East Coast: London - North East & Scotland	258	87	↑	Northern Rail: West & North Yorkshire	304	77	→
East Coast: London - Yorkshire	361	89	↑	ScotRail: Interurban	468	81	→
East Coast: Non-London Journeys	383	83	→	ScotRail: Rural	98	87	→
East Midlands Trains: Liverpool - Norwich	298	82	→	ScotRail: Strathclyde	249	80	→
East Midlands Trains: Local	201	73	↓	ScotRail: Urban	298	85	→
East Midlands Trains: London	559	86	→	Southeastern: High Speed	362	74	↓
First Capital Connect: Great Northern	638	77	→	Southeastern: Mainline	424	76	→
First Capital Connect: Thameslink Loop	316	73	→	Southeastern: Metro	857	72	→
First Capital Connect: Thameslink North	394	77	→	Southern: Gatwick Express	370	75	→
First Capital Connect: Thameslink South	362	62	→	Southern: Sussex Coast	853	74	→
First Great Western: Long Distance	1209	81	→	Southern: Metro	824	72	→
First Great Western: London Thames Valley	999	75	→	South West Trains: Island Line	200	64	→
First Great Western: West	689	73	→	South West Trains: London	542	80	→
First Hull Trains	516	89	↑	South West Trains: Mainline	227	65	→
First TransPennine Express: North	638	84	→	South West Trains: Metro	239	74	→
First TransPennine Express: North West	267	88	→	South West Trains: Not Managed By South West Trains	139	70	→
First TransPennine Express: South	254	89	→	South West Trains: Portsmouth	97	64	→
Grand Central: London - Bradford	239	82	→	South West Trains: Reading/Windsor	195	65	→
Grand Central: London - Sunderland	370	90	→	South West Trains: Suburban	201	72	→
Greater Anglia: Intercity	495	79	→	South West Trains: West Of England	97	82	→
Greater Anglia: Mainline	417	80	→	Virgin: Birmingham - Scotland	111	75	→
Greater Anglia: Metro	348	76	→	Virgin: London - Liverpool	90	92	→
Greater Anglia: Rural	187	71	→	Virgin: London - Manchester	276	85	→
Greater Anglia: Stansted Express	191	76	→	Virgin: London - North Wales	100	79	→
Greater Anglia: West Anglia	565	68	→	Virgin: London - Scotland	257	79	→
Heathrow Connect	531	77	↓	Virgin: London - Wolverhampton	286	72	→
Heathrow Express	500	89	→				

Journey Purpose

	Commuter Spring 2013			Improvement/decline in % satisfied/good since Spring 2012			Business Spring 2013			Improvement/decline in % satisfied/good since Spring 2012			Leisure Spring 2013			Improvement/decline in % satisfied/good since Spring 2012		
	Overall sample size 27168	% 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 satisfaction		76	-1	→	82	-3	↓	89	-1	→								
STATION FACILITIES																		
Overall satisfaction with the station		73	0	→	75	0	→	81	-1	→								
Ticket buying facilities		71	2	→	76	3	→	80	0	→								
Provision of information about train times/platforms		77	0	→	81	1	→	86	0	→								
The upkeep/repair of the station buildings/platforms		66	3	↑	67	1	→	75	2	↑								
Cleanliness		71	4	↑	71	1	→	79	2	↑								
The facilities and services		51	7	↑	57	6	↑	59	1	→								
The attitudes and helpfulness of the staff		66	0	→	73	-1	→	78	1	→								
Connections with other forms of public transport		73	3	↑	78	2	→	78	2	→								
Facilities for car parking		45	1	→	48	-3	→	54	0	→								
Overall environment		64	1	→	66	2	→	71	-2	→								
Your personal security whilst using the station		66	2	→	69	-1	→	71	0	→								
The availability of staff		57	2	→	60	-1	→	64	0	→								
The provision of shelter facilities ¹		60	-	-	62	-	-	69	-	-								
Availability of seating ¹		40	-	-	42	-	-	55	-	-								
How request to station staff was handled		72	-4	→	84	-1	→	89	2	→								
TRAIN FACILITIES																		
Overall satisfaction with the train ¹		73	-	-	78	-	-	86	-	-								
The frequency of the trains on that route		70	-2	→	78	-4	↓	84	-1	→								
Punctuality/reliability (i.e. the train arriving/departing on time)		69	-4	↓	81	-4	↓	87	-2	↓								
The length of time the journey was scheduled to take (speed)		80	-1	→	83	-1	→	89	-1	↓								
Connections with other train services		71	-1	→	77	-1	→	82	-1	→								
The value for money of the price of your ticket		29	0	→	42	-2	→	59	0	→								
Upkeep and repair of the train		68	-2	↓	72	-3	↓	81	0	→								
The provision of information during the journey		66	0	→	69	-1	→	77	0	→								
The helpfulness and attitude of staff on train		58	2	→	72	5	↑	72	-1	→								
The space for luggage		48	-3	↓	55	-2	→	57	-2	→								
The toilet facilities		30	1	→	40	-2	→	45	-2	→								
Sufficient room for all passengers to sit/stand		57	-2	↓	70	-5	↓	78	-1	→								
The comfort of the seating area		64	-1	→	70	-2	→	79	-1	→								
The ease of being able to get on and off		75	-1	→	81	-2	→	83	-1	→								
Your personal security on board		72	1	→	79	0	→	81	-2	↓								
The cleanliness of the inside		68	-1	→	71	-4	↓	79	-2	↓								
The cleanliness of the outside		66	-1	→	67	-4	→	74	-3	↓								
The availability of staff		38	1	→	48	-1	→	53	-5	↓								
How well train company deals with delays		29	-1	→	42	7	→	52	2	→								

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Age

Age	16-34	Improvement/decline in %			35-59	Improvement/decline in %			60+	Improvement/decline in %		
	Spring 2013	satisfied or good	% change	significant change	Spring 2013	satisfied or good	% change	significant change	Spring 2013	satisfied or good	% change	significant change
Overall sample size 27168												
Overall satisfaction	80	-1	→	79	-2	↓	91	0	→			
STATION FACILITIES												
Overall satisfaction with the station	78	0	→	73	-1	→	83	2	↑			
Ticket buying facilities	71	-2	→	74	3	↑	86	3	↑			
Provision of information about train times/platforms	78	-1	→	80	1	→	88	0	→			
The upkeep/repair of the station buildings/platforms	69	2	→	68	3	↑	77	2	→			
Cleanliness	72	1	→	73	4	↑	81	2	↑			
The facilities and services	54	5	↑	52	5	↑	63	4	↑			
The attitudes and helpfulness of the staff	67	-1	→	69	0	→	82	2	→			
Connections with other forms of public transport	76	2	↑	74	3	↑	79	2	→			
Facilities for car parking	47	-1	→	48	1	→	54	0	→			
Overall environment	68	-2	→	65	1	→	73	1	→			
Your personal security whilst using the station	71	1	→	66	1	→	72	-1	→			
The availability of staff	59	1	→	58	1	→	68	0	→			
The provision of shelter facilities ¹	65	-	-	61	-	-	67	-	-			
Availability of seating ¹	45	-	-	43	-	-	54	-	-			
How request to station staff was handled	77	-2	→	81	-1	→	90	0	→			
TRAIN FACILITIES												
Overall satisfaction with the train ¹	78	-	-	76	-	-	88	-	-			
The frequency of the trains on that route	71	-2	→	75	-2	↓	88	-1	→			
Punctuality/reliability (i.e. the train arriving/departing on time)	71	-5	↓	77	-3	↓	89	-2	→			
The length of time the journey was scheduled to take (speed)	82	-1	→	82	-1	↓	91	0	→			
Connections with other train services	75	-2	→	74	-1	→	83	0	→			
The value for money of the price of your ticket	34	-1	→	38	0	→	68	0	→			
Upkeep and repair of the train	71	-2	↓	71	-1	→	83	-1	→			
The provision of information during the journey	67	-1	→	69	1	→	81	1	→			
The helpfulness and attitude of staff on train	62	-1	→	65	3	↑	74	1	→			
The space for luggage	53	-3	↓	51	-2	↓	56	-1	→			
The toilet facilities	36	1	→	34	0	→	47	-2	→			
Sufficient room for all passengers to sit/stand	67	-3	↓	64	-1	→	76	-2	→			
The comfort of the seating area	71	-2	→	68	0	→	79	-1	→			
The ease of being able to get on and off	78	-3	↓	78	-1	→	84	-1	→			
Your personal security on board	77	-1	→	75	1	→	82	-1	→			
The cleanliness of the inside	72	-3	↓	70	0	→	82	-2	→			
The cleanliness of the outside	70	-1	→	66	-2	↓	75	-1	→			
The availability of staff	40	-3	↓	45	0	→	56	-4	↓			
How well train company deals with delays	32	-4	→	36	3	→	55	4	→			

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Gender

	Male Spring 2013	Improvement/decline in % satisfied/good since Spring 2012			Female Spring 2013	Improvement/decline in % satisfied/good since Spring 2012		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change		
Overall sample size 27168								
Overall satisfaction	80	-1	→	84	-2	↓		
STATION FACILITIES								
Overall satisfaction with the station	74	0	→	78	0	→		
Ticket buying facilities	73	2	→	76	0	→		
Provision of information about train times/platforms	80	0	→	82	0	→		
The upkeep/repair of the station buildings/platforms	67	2	↑	72	3	↑		
Cleanliness	72	3	↑	76	2	↑		
The facilities and services	51	5	↑	58	5	↑		
The attitudes and helpfulness of the staff	68	0	→	74	1	→		
Connections with other forms of public transport	72	2	→	78	3	↑		
Facilities for car parking	47	-1	→	50	1	→		
Overall environment	64	0	→	70	0	→		
Your personal security whilst using the station	68	1	→	69	0	→		
The availability of staff	58	1	→	63	1	→		
The provision of shelter facilities ¹	62	-	-	64	-	-		
Availability of seating ¹	43	-	-	48	-	-		
How request to station staff was handled	79	0	→	84	-1	→		
TRAIN FACILITIES								
Overall satisfaction with the train ¹	77	-	-	80	-	-		
The frequency of the trains on that route	75	-2	↓	78	-1	→		
Punctuality/reliability (i.e. the train arriving/departing on time)	77	-3	↓	79	-4	↓		
The length of time the journey was scheduled to take (speed)	81	-2	↓	86	-1	→		
Connections with other train services	75	0	→	76	-2	↓		
The value for money of the price of your ticket	40	1	→	44	-1	→		
Upkeep and repair of the train	73	-1	→	73	-2	↓		
The provision of information during the journey	70	1	→	72	-1	→		
The helpfulness and attitude of staff on train	65	1	→	66	1	→		
The space for luggage	54	-2	→	51	-2	↓		
The toilet facilities	38	0	→	36	-1	→		
Sufficient room for all passengers to sit/stand	66	-1	→	67	-3	↓		
The comfort of the seating area	68	0	→	73	-2	↓		
The ease of being able to get on and off	80	-1	→	78	-2	↓		
Your personal security on board	77	1	→	76	-1	↓		
The cleanliness of the inside	73	-2	→	73	-2	↓		
The cleanliness of the outside	67	-1	→	70	-2	↓		
The availability of staff	45	0	→	45	-3	↓		
How well train company deals with delays	34	1	→	42	1	→		

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Sample Profile - Weighted

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midland Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	81	19	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166197	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

Sample Profile - Unweighted

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	27168	12002	4125	11041	23142	4026	9140	6164	6191	5673
Arriva Trains Wales	1248	31	15	54	79	21	30	25	20	25
c2c	1059	72	6	22	93	7	51	20	15	14
Chiltern Railways	1104	41	17	41	86	14	46	16	21	17
CrossCountry	1200	32	21	47	79	21	16	29	28	27
East Coast	1234	17	34	50	86	14	50	9	11	30
East Midland Trains	1088	38	22	41	87	13	33	28	23	16
First Capital Connect	1762	56	12	32	88	12	27	20	34	19
First Great Western	2996	39	17	44	81	19	31	30	24	14
First TransPennine Express	1190	39	21	40	90	10	18	48	23	11
Greater Anglia	2267	49	12	38	87	13	38	13	23	25
London Midland	1149	51	12	36	89	11	43	18	24	15
London Overground	1111	59	6	35	88	12	28	15	20	37
Merseyrail	557	55	3	41	95	5	23	42	20	15
Northern Rail	1106	50	8	42	85	15	35	33	23	9
ScotRail	1141	43	12	46	77	23	32	13	36	19
South West Trains	2004	47	10	43	85	15	36	22	12	30
Southeastern	1687	57	9	34	89	11	37	26	18	19
Southern	2113	44	14	42	83	17	27	21	27	25
Virgin Trains	1152	21	36	43	82	18	39	9	30	22

The following are reports produced each wave:

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

Sector definitions

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

London and South East Operators	Long Distance Operators	Regional Operators
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands Trains	Northern Rail
First Great Western	First TransPennine Express	ScotRail
Greater Anglia ¹	Virgin Trains	
London Midland		
London Overground		
South West Trains		
Southeastern		
Southern		

1. Greater Anglia from Spring 2012 (5th February 2012). Previously National Express Anglia

How are routes defined

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

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 on the route 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 & Sevenoaks, and West Dulwich & Orpington

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 & 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 workings (like an early morning Colchester to Norwich service)

Greater Anglia: Main line

Journeys on outer suburban Great Eastern services to London – 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: Highbury – Croydon/Clapham

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

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern Rail: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern Rail: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail: South & East Yorkshire

Journeys from stations in South and East Yorkshire

Northern Rail: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern Rail: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on rail lines that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick – London Victoria

Southern: Sussex Coast

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

Southern: Metro

Journeys on rail lines that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Main line

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: 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 & Windsor west from & including Wandsworth Town

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains: 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



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