



National Passenger Survey Stakeholder Report (formerly called Consultees 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 (2012).

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)

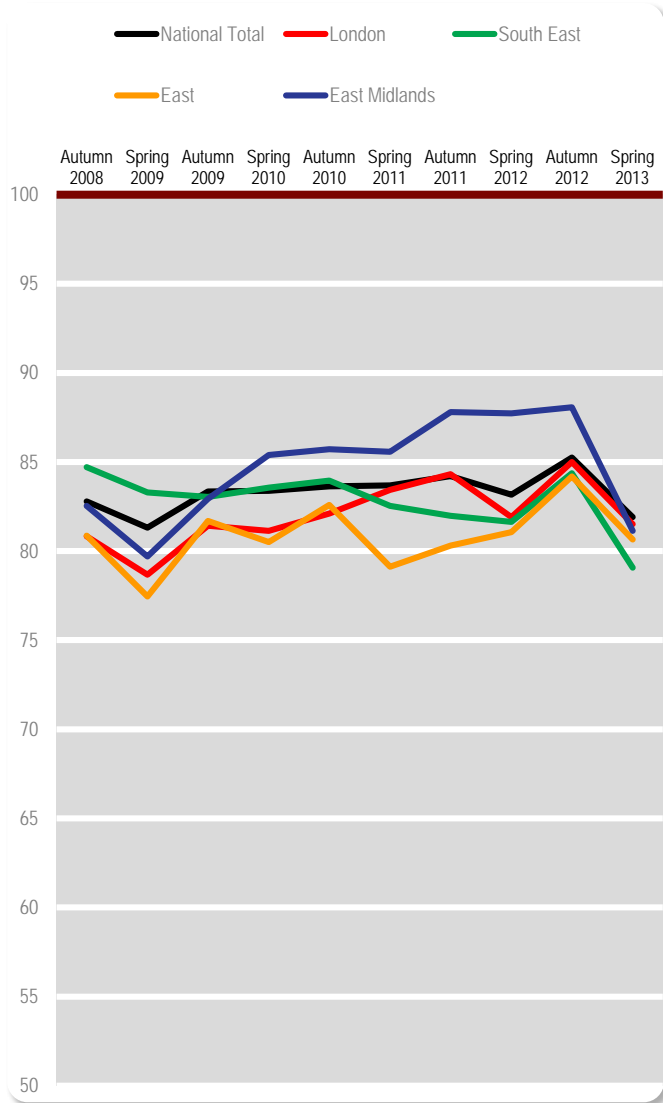
Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

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.

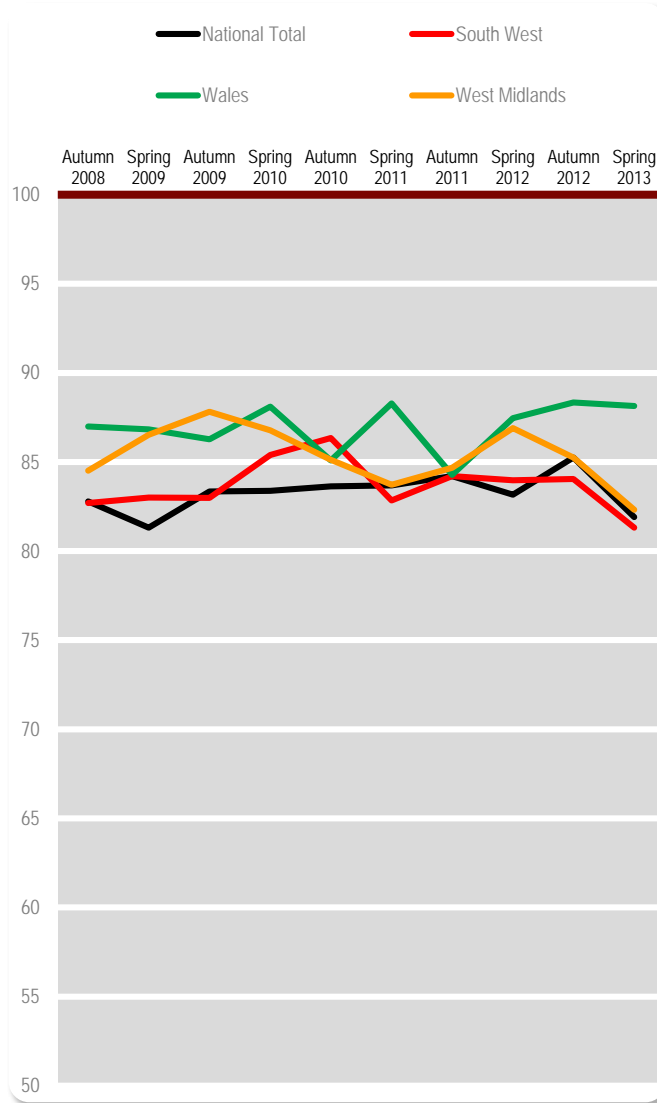
National total versus eastern regions

Percentage of passengers satisfied 2008 to 2013



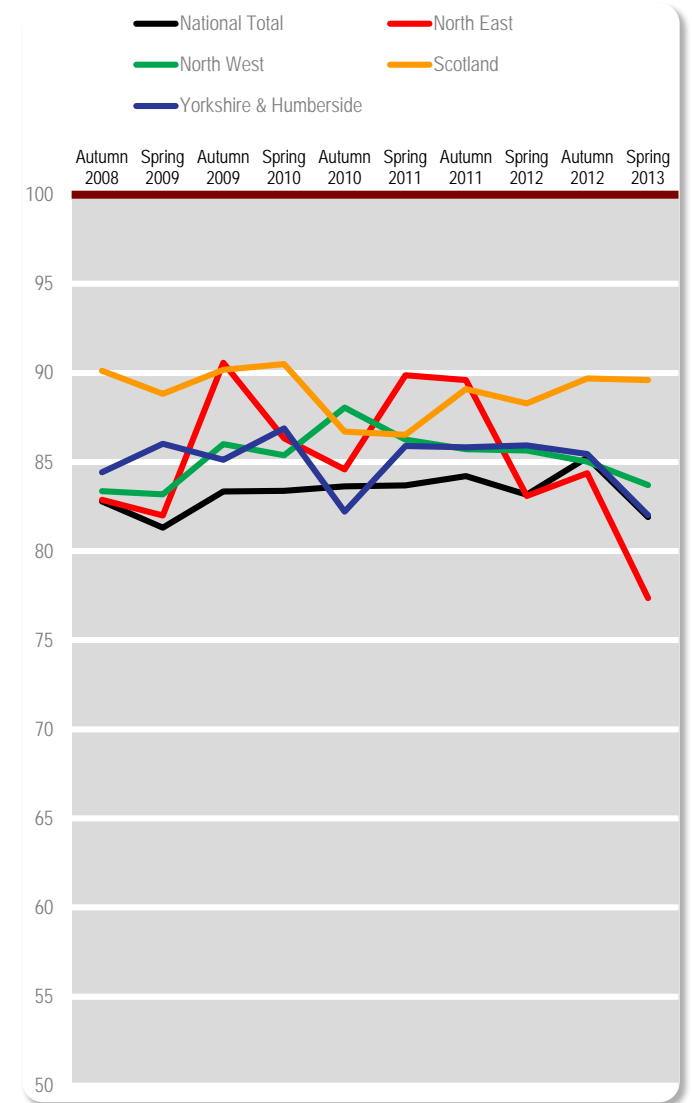
National total versus western regions

Percentage of passengers satisfied 2008 to 2013



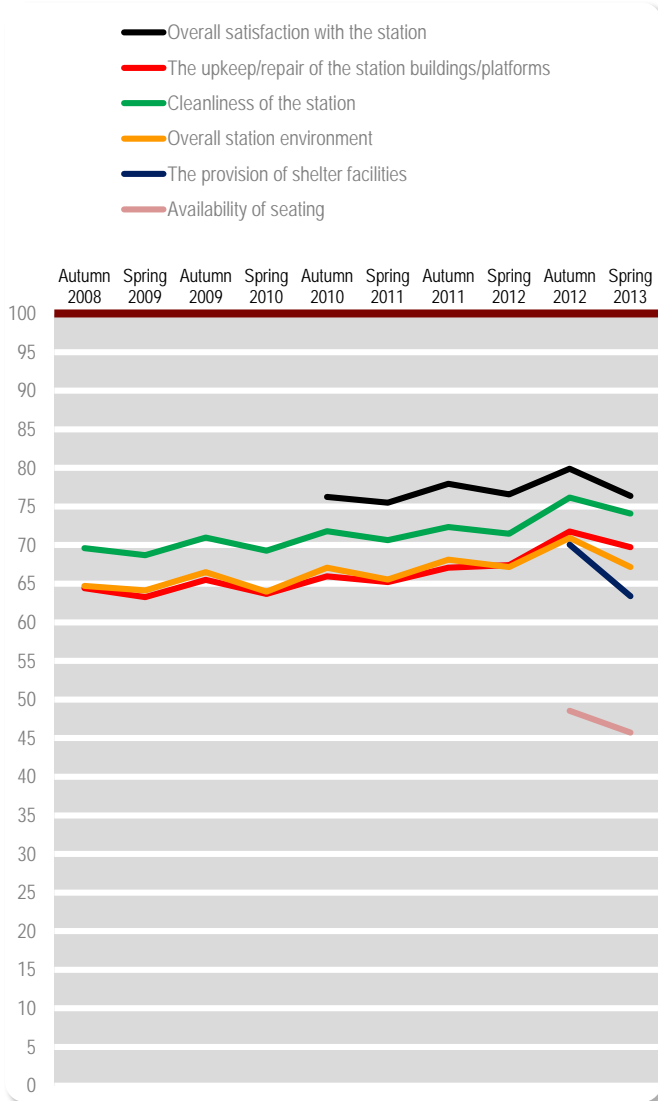
National total versus northern regions

Percentage of passengers satisfied 2008 to 2013



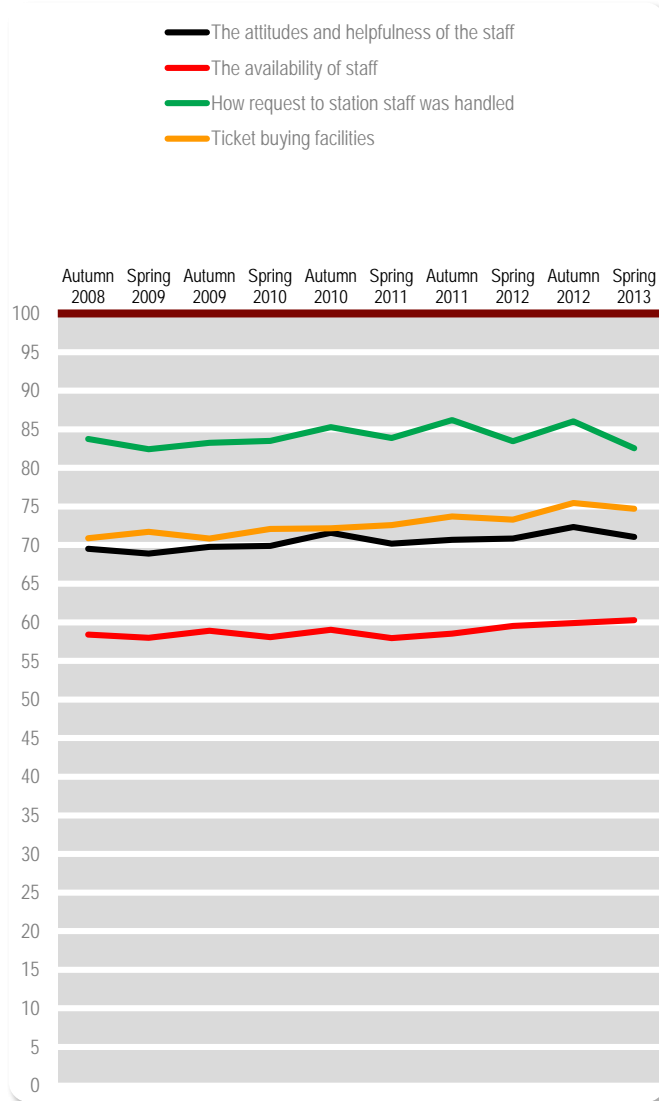
Satisfaction with station environment

Percentage of passengers satisfied 2008 to 2013



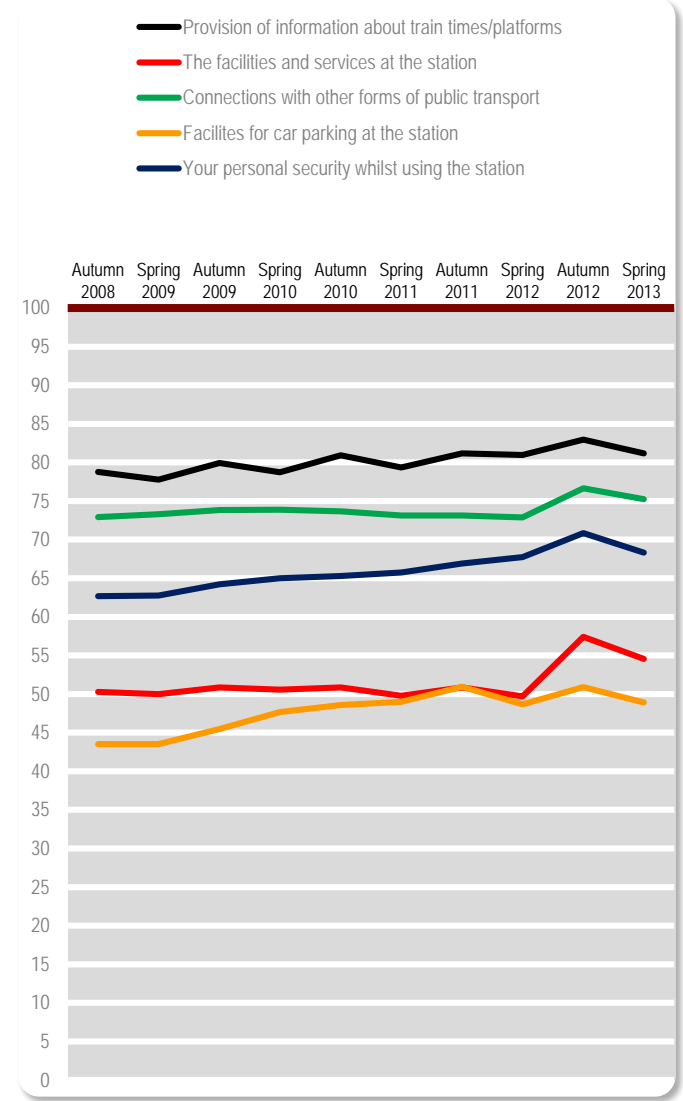
Satisfaction with station staff

Percentage of passengers satisfied 2008 to 2013



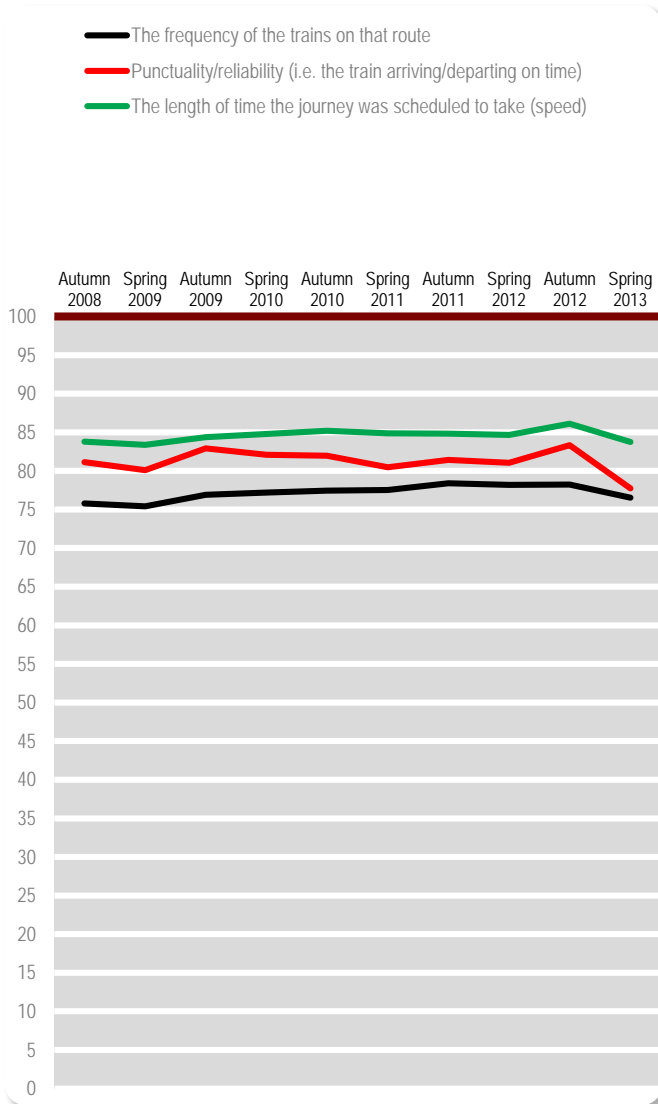
Satisfaction with station facilities

Percentage of passengers satisfied 2008 to 2013



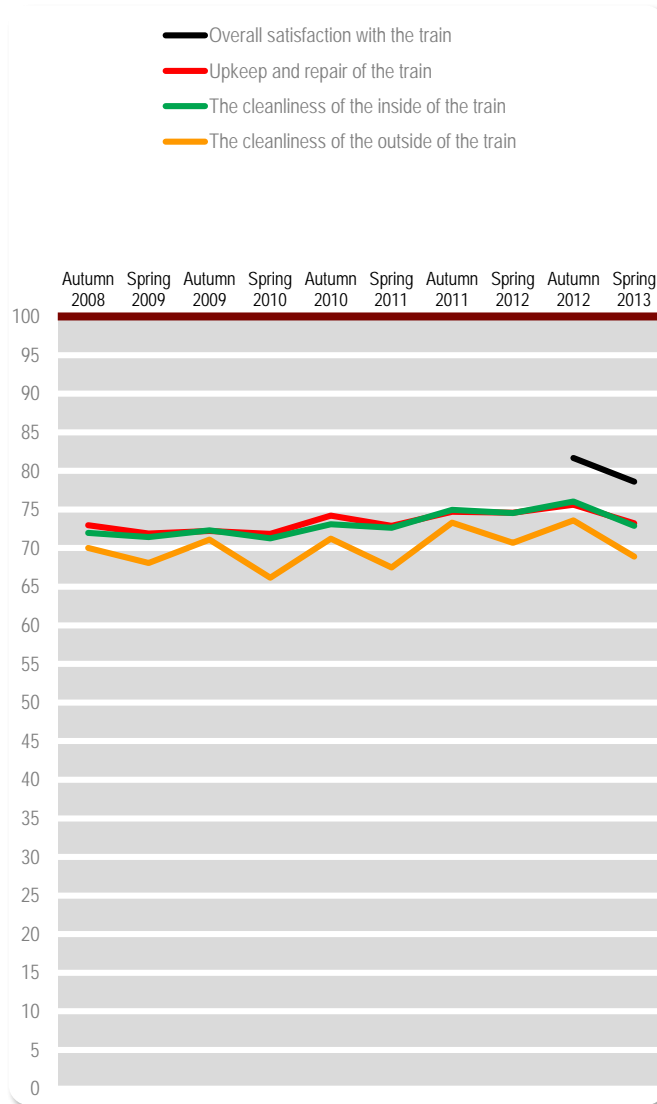
Satisfaction with timing factors

Percentage of passengers satisfied 2008 to 2013



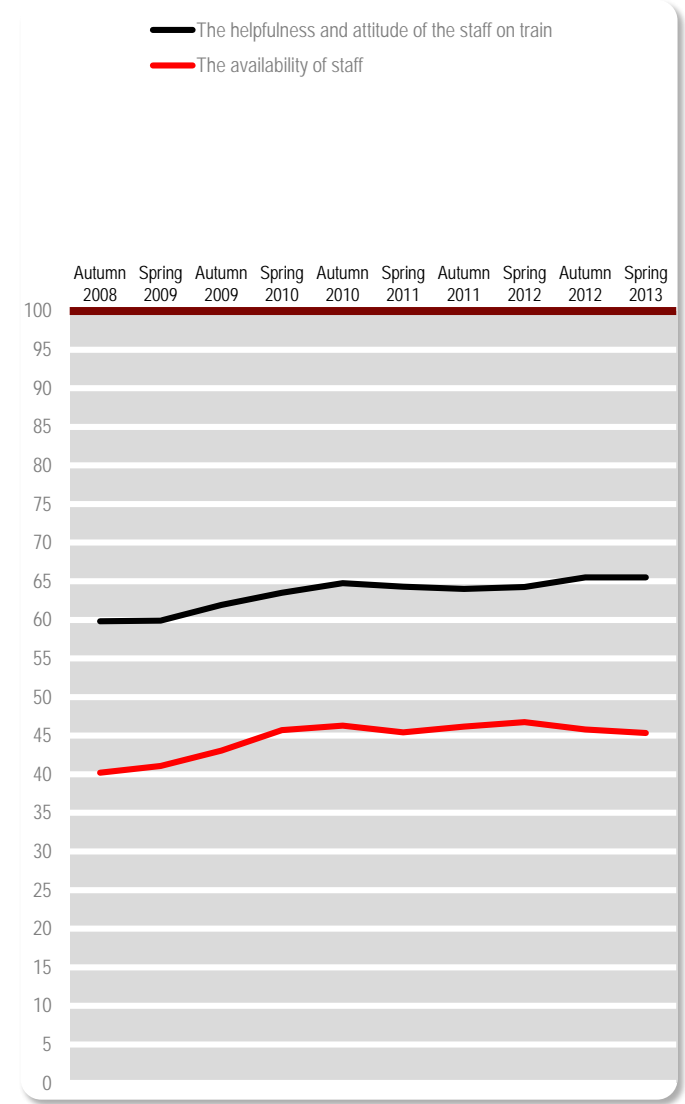
Satisfaction with train environment

Percentage of passengers satisfied 2008 to 2013



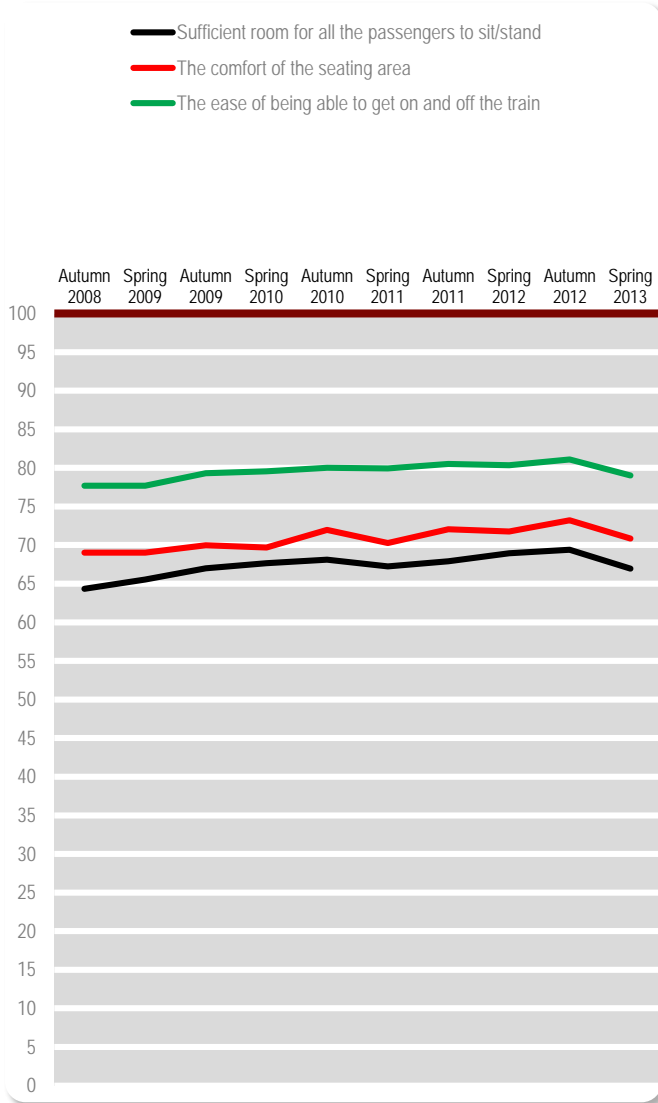
Satisfaction with train staff

Percentage of passengers satisfied 2008 to 2013



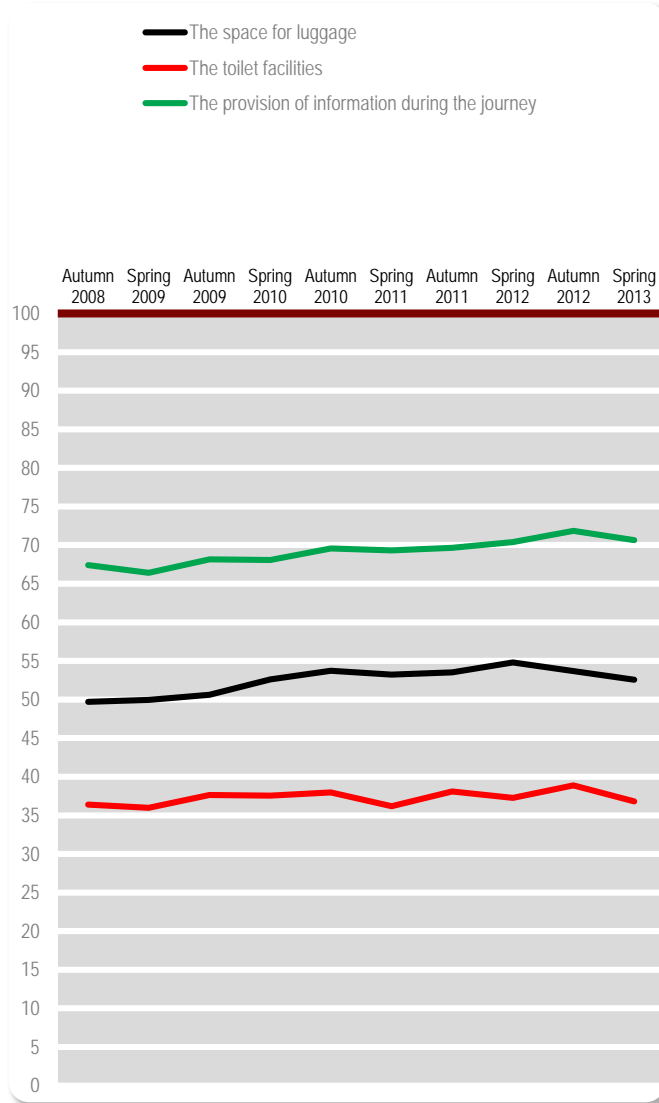
Satisfaction with accessing and seating

Percentage of passengers satisfied 2008 to 2013



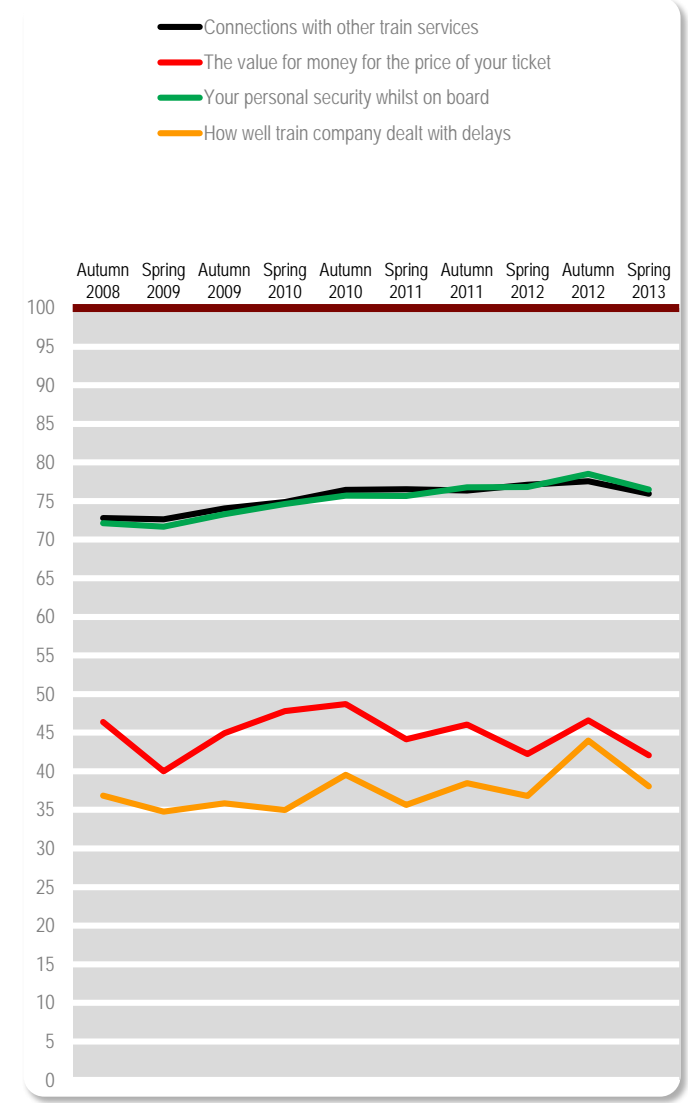
Satisfaction with on board facilities

Percentage of passengers satisfied 2008 to 2013



Satisfaction with other aspects of train journey

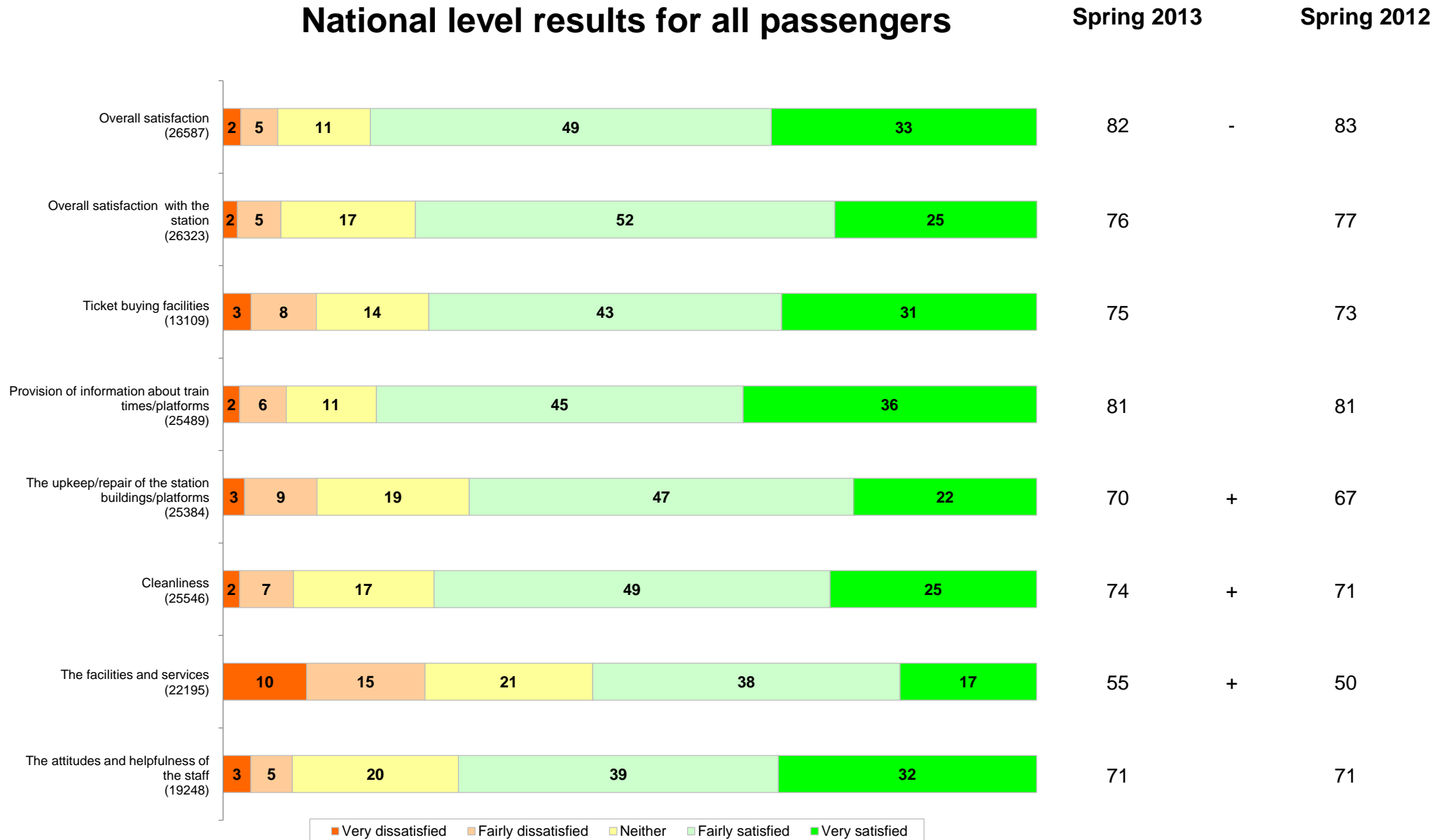
Percentage of passengers satisfied 2008 to 2013



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

% satisfied/good

National level results for all passengers

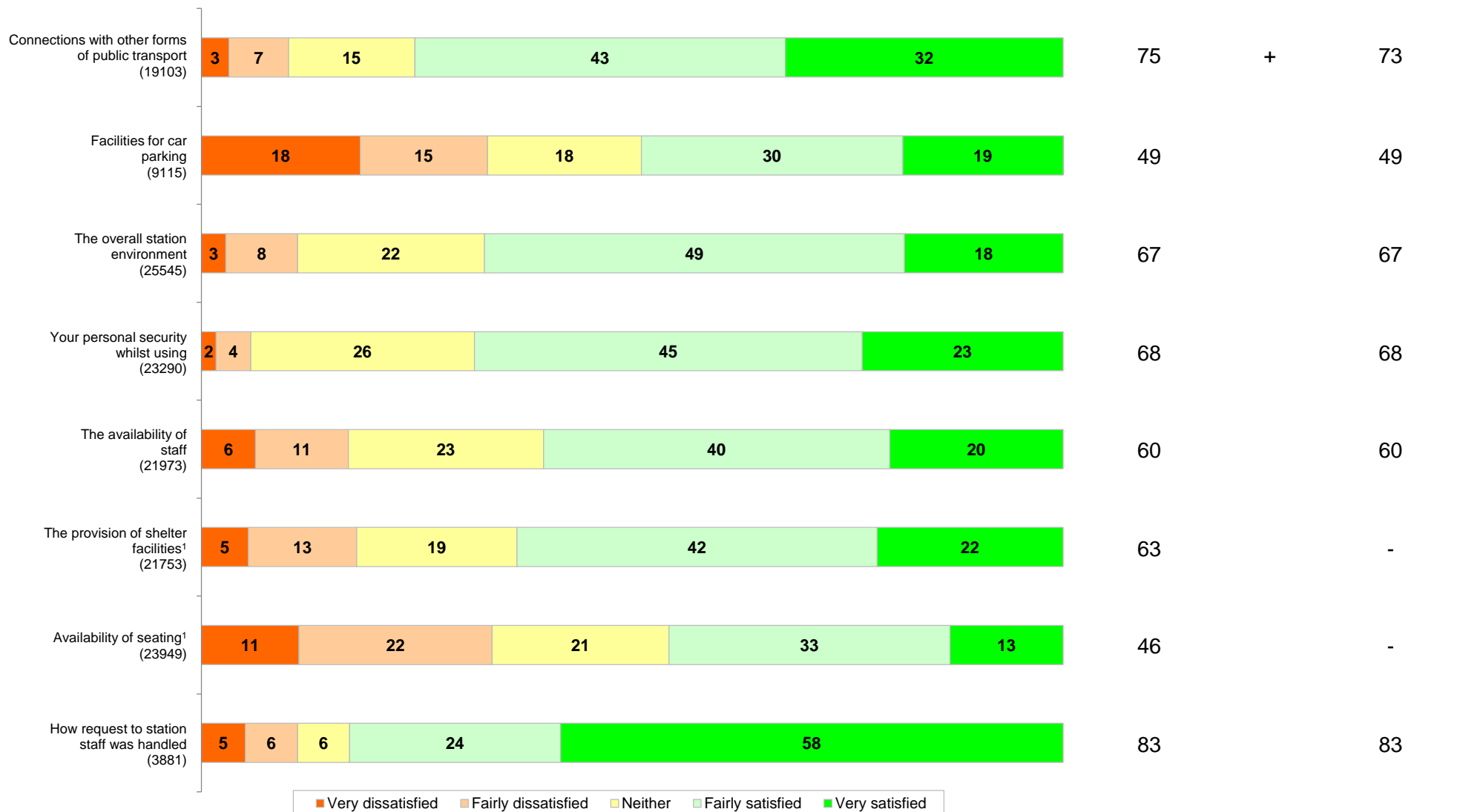


1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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

% satisfied/good

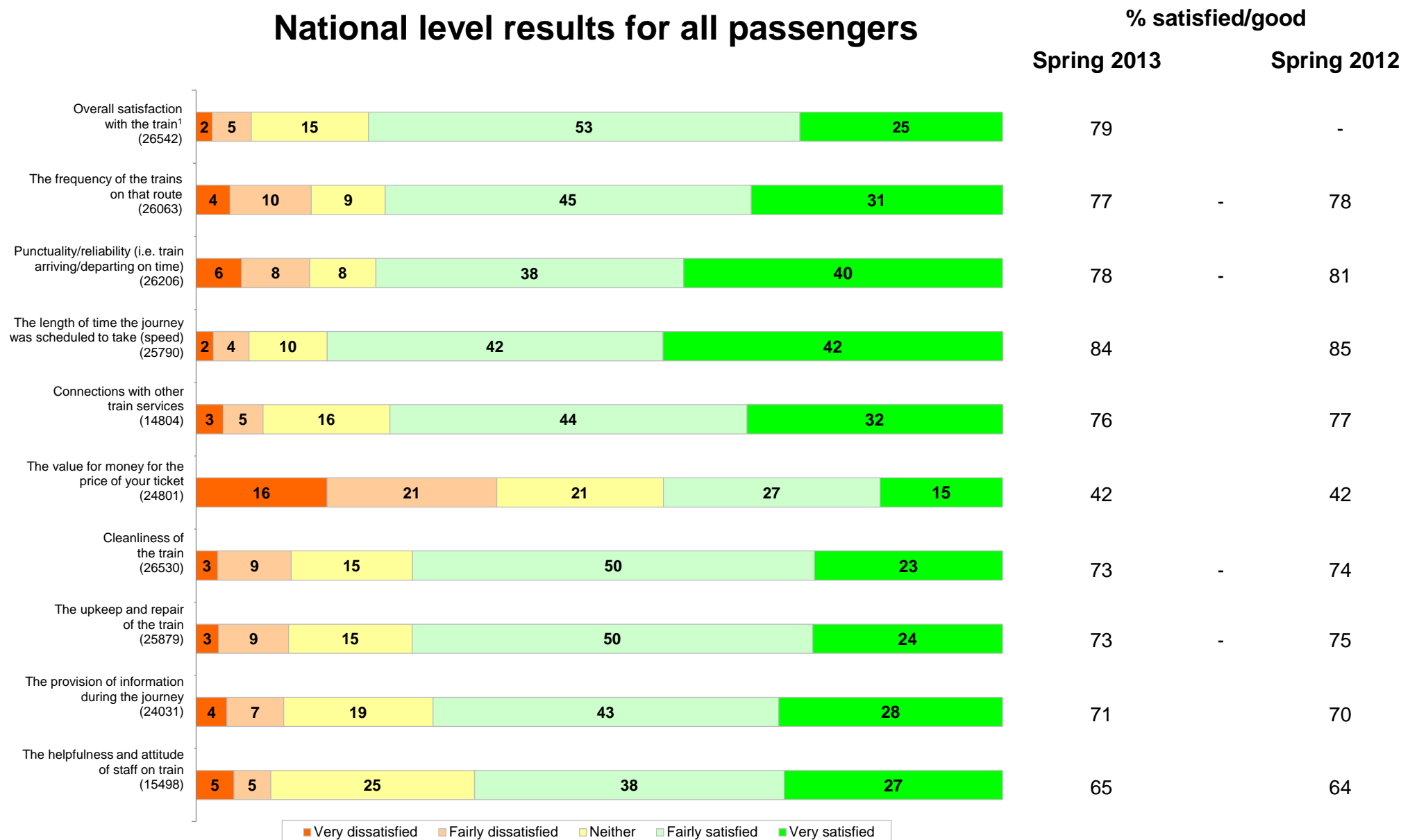
National level results for all passengers



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At 95% confidence level:
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- denotes significant decrease

National level results for all passengers

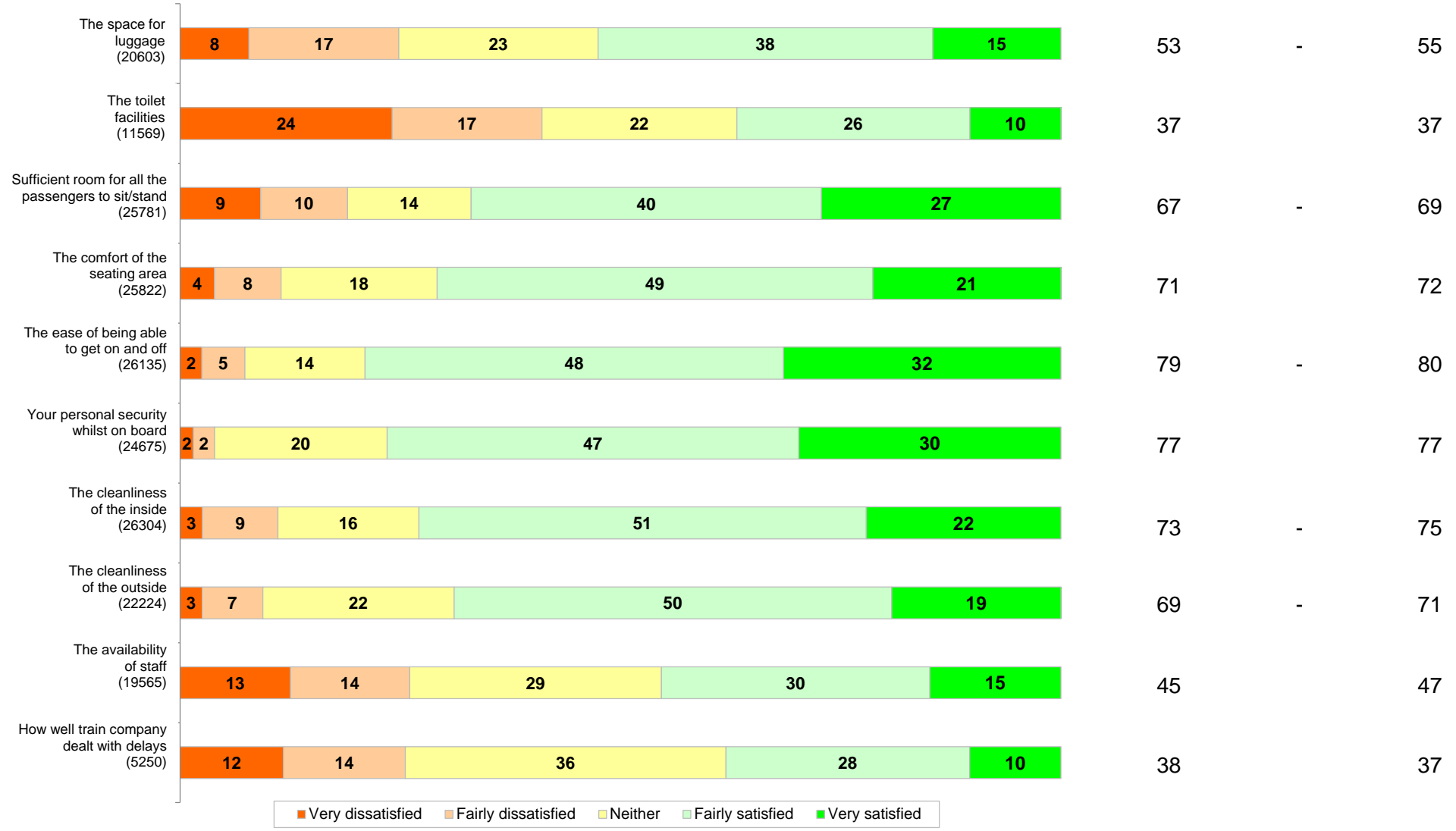


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At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

National level results for all passengers

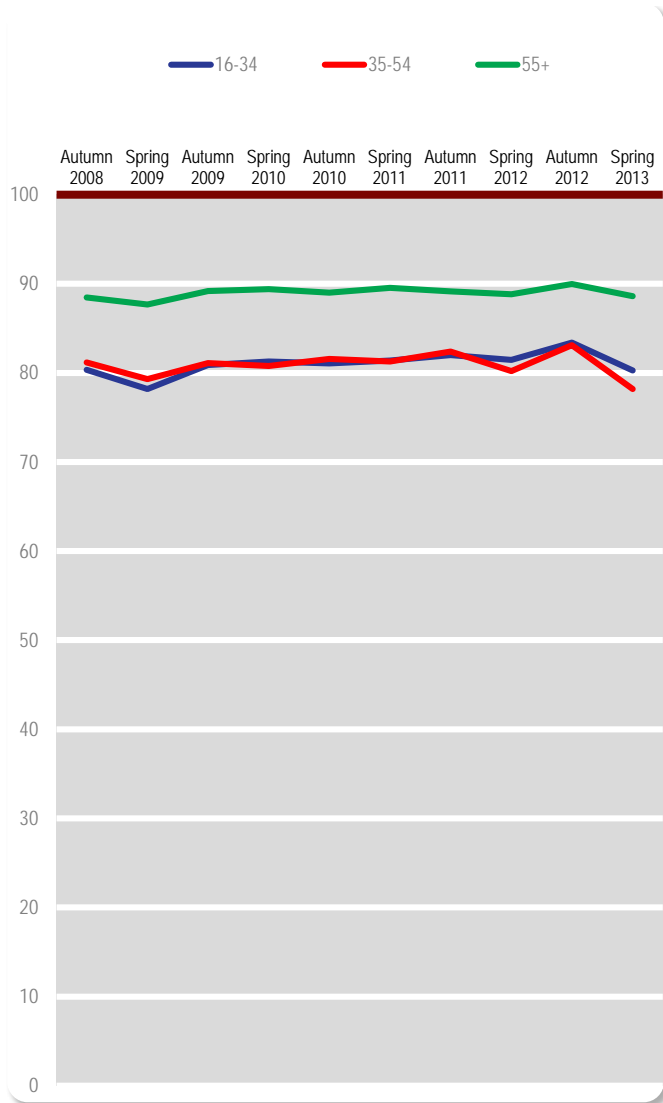
% satisfied/good
Spring 2013 **Spring 2012**



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

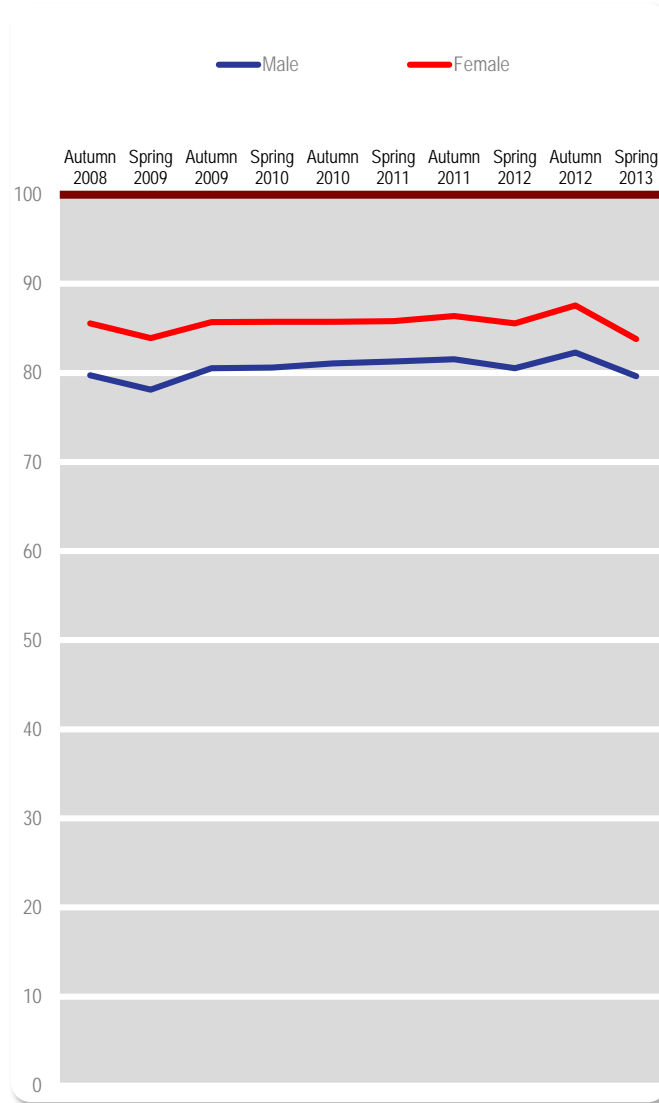
By age

Percentage of passengers satisfied 2008 to 2013



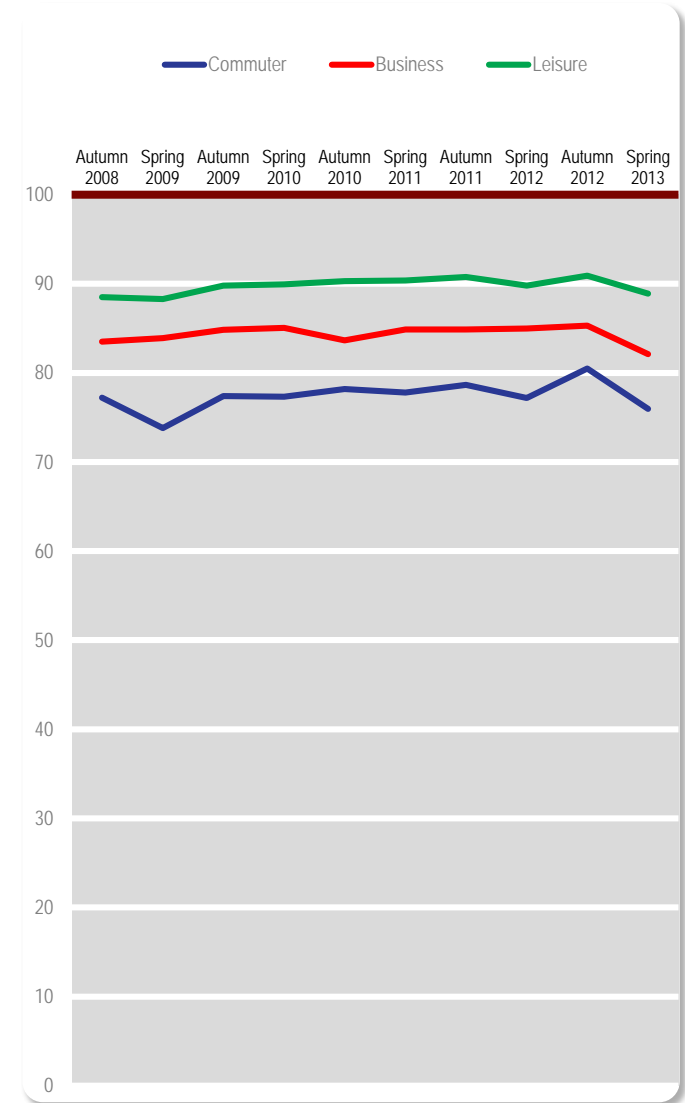
By gender

Percentage of passengers satisfied 2008 to 2013



By journey type

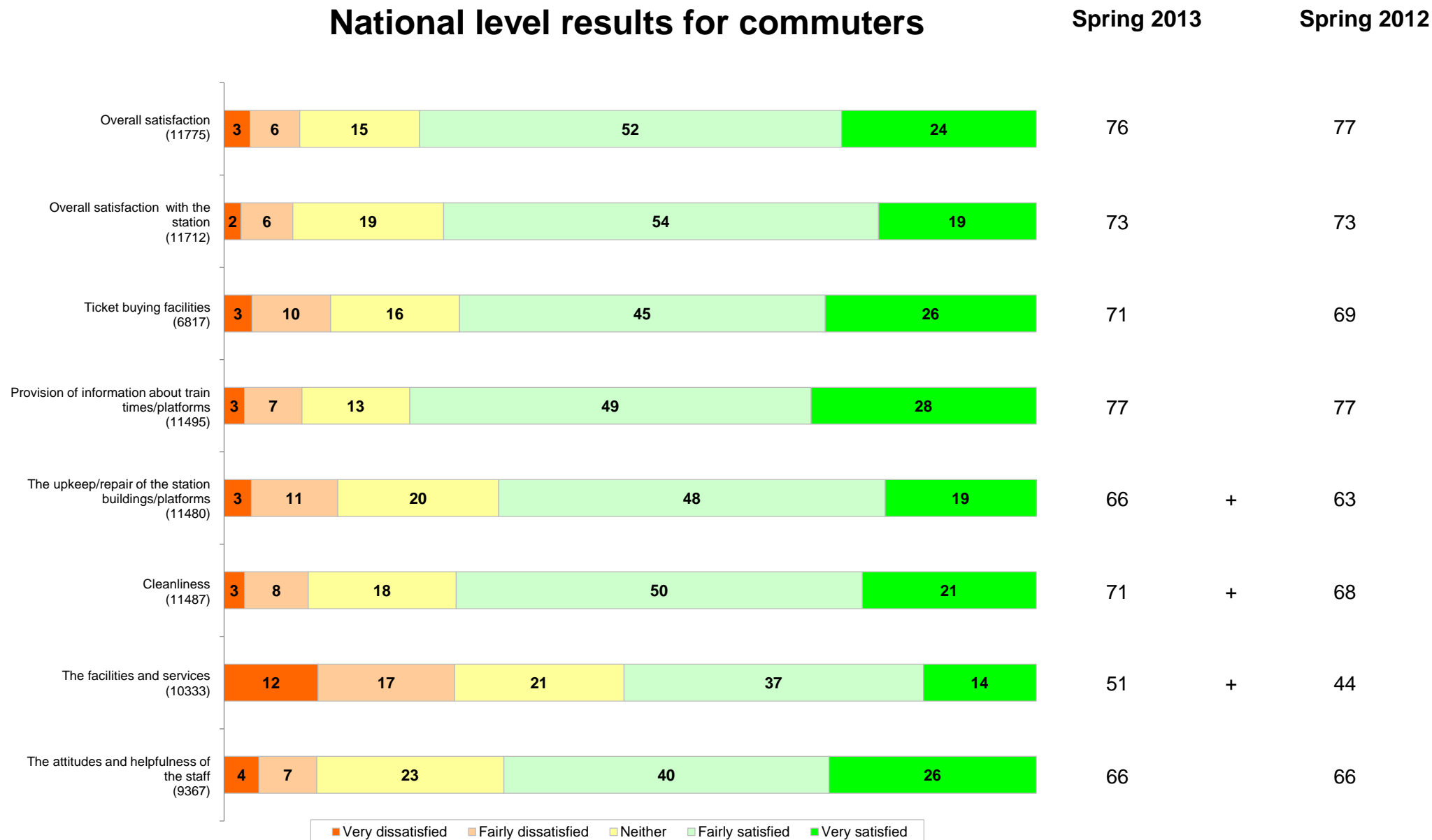
Percentage of passengers satisfied 2008 to 2013



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

% satisfied/good

National level results for commuters



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

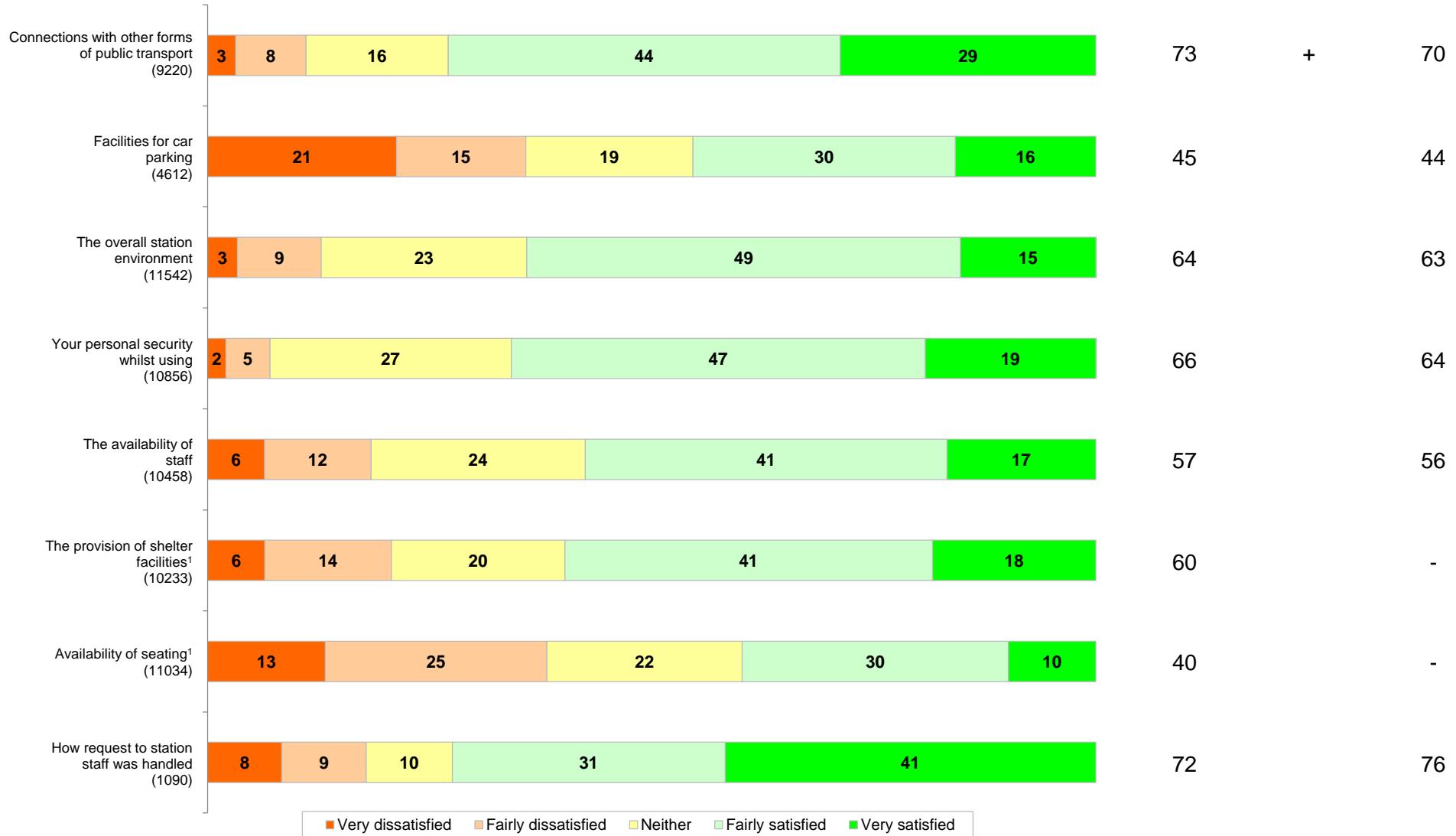
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

National level results for commuters

Spring 2013

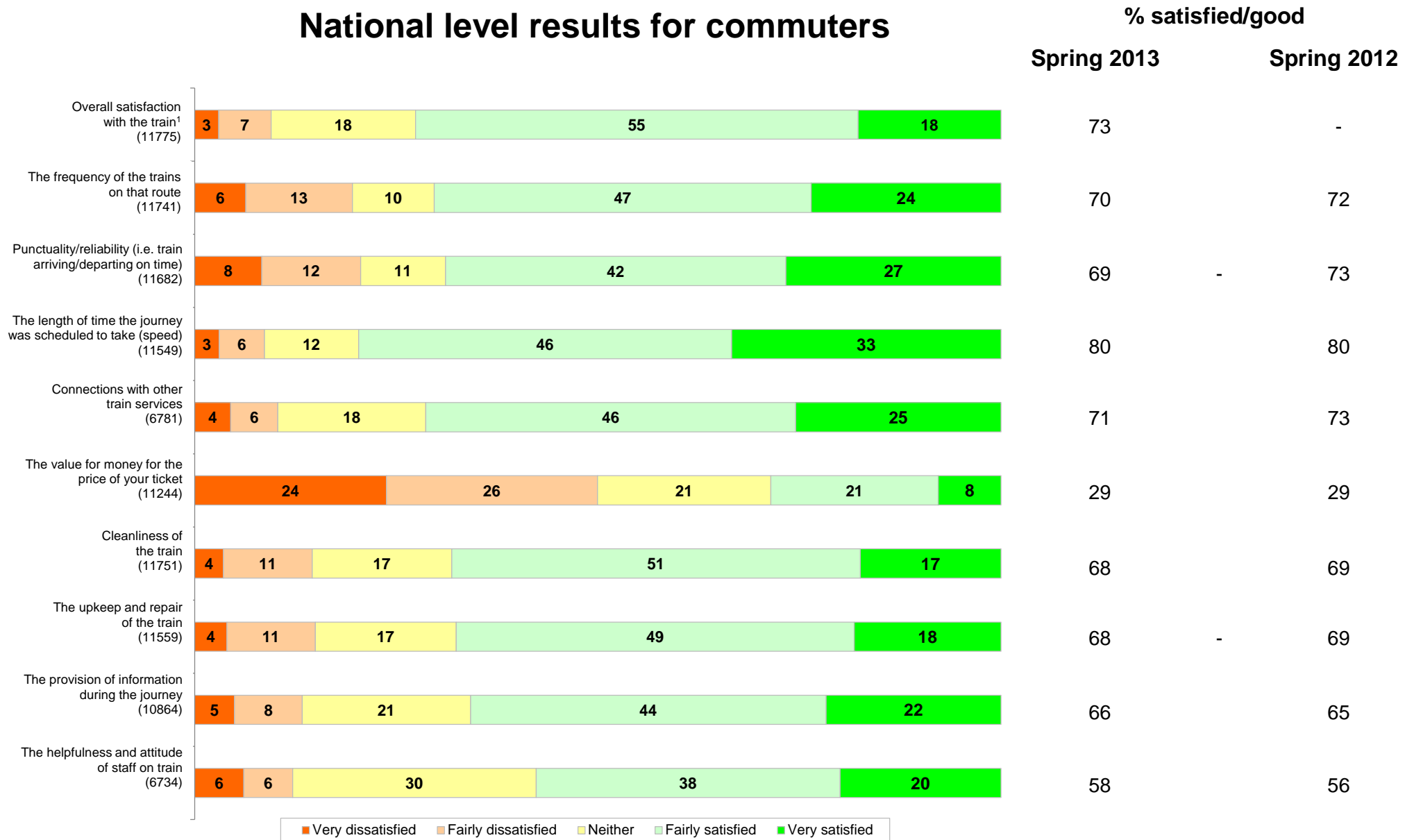
Spring 2012



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

At 95% confidence level:
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- denotes significant decrease

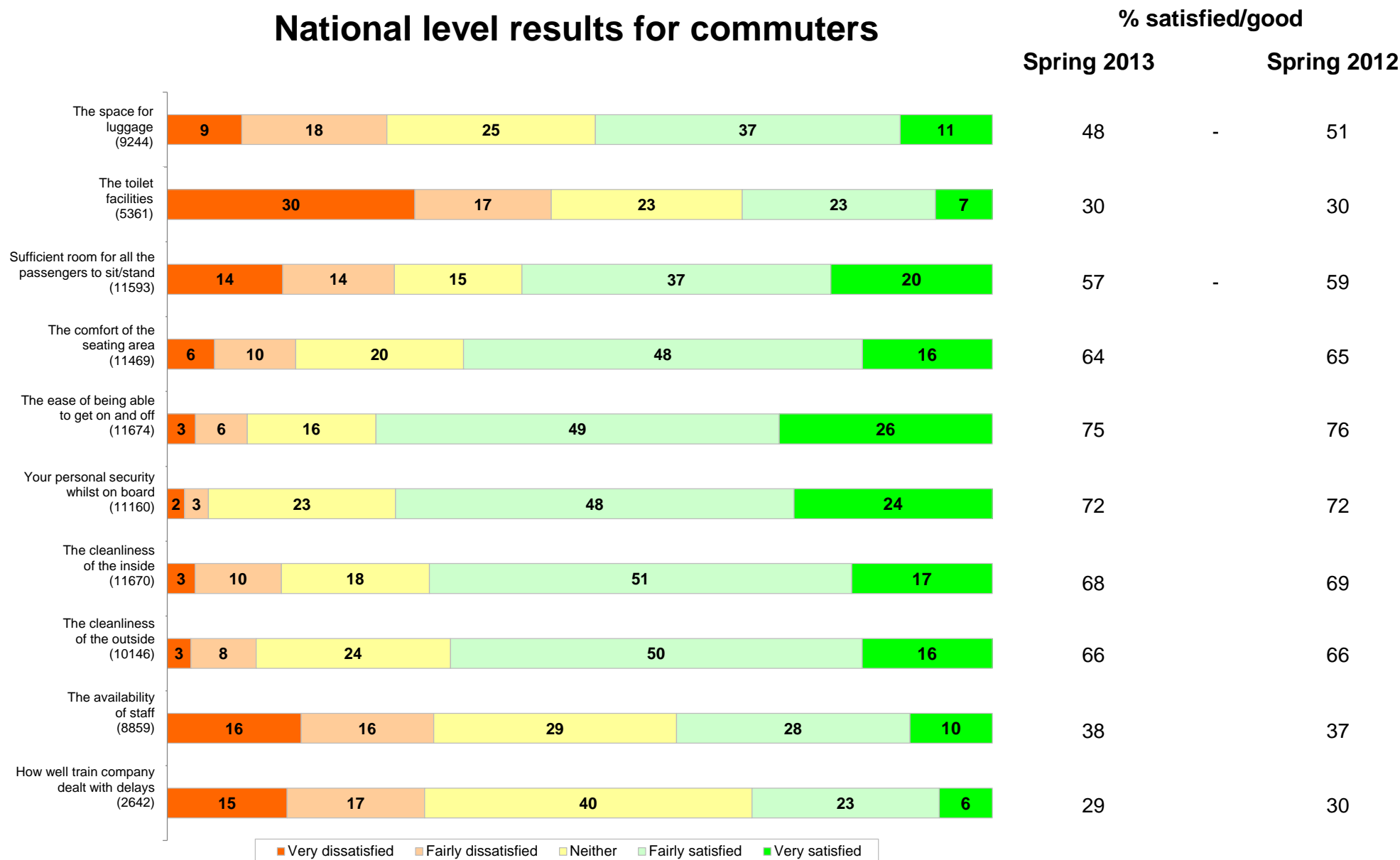
National level results for commuters



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

National level results for commuters

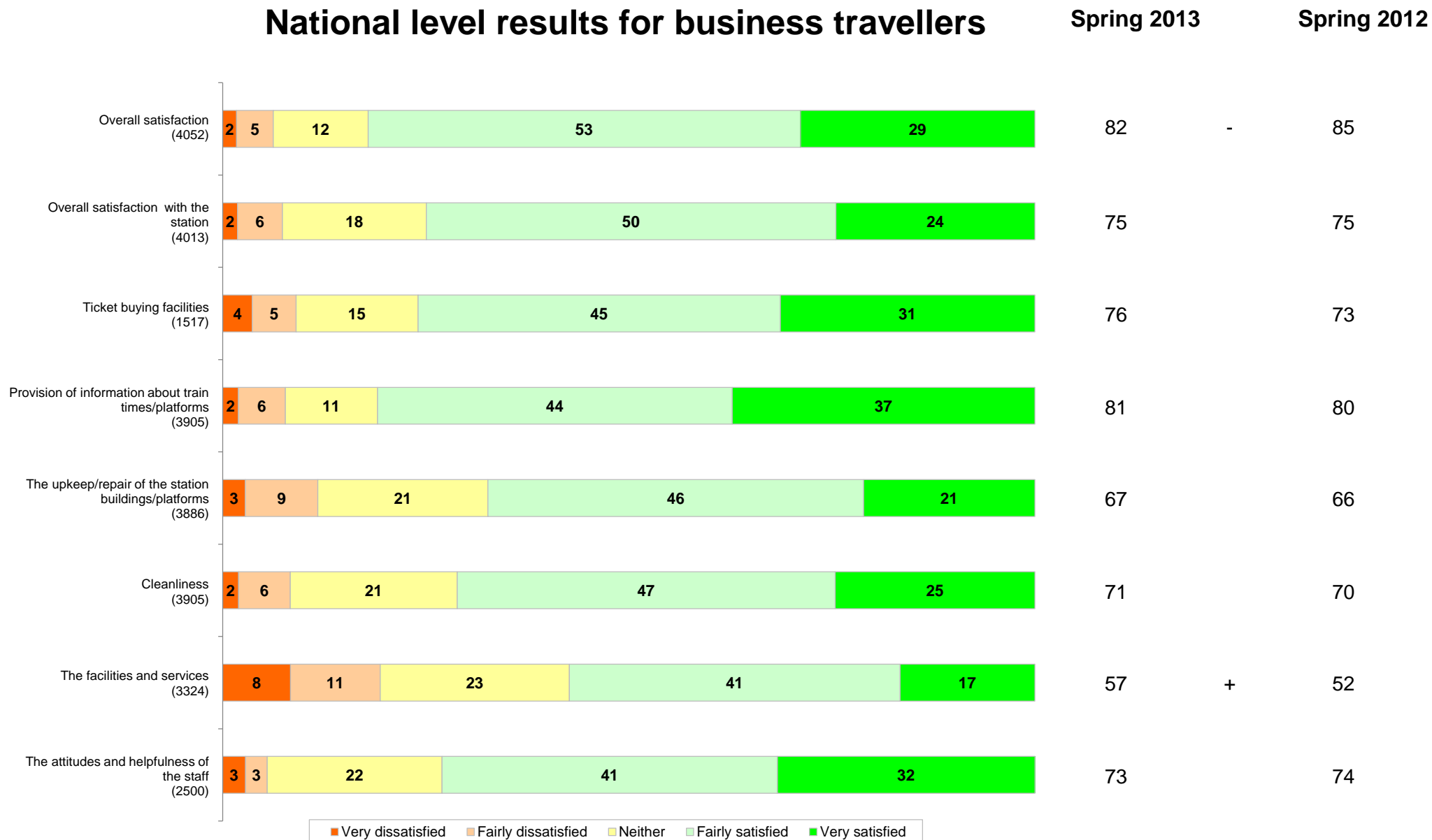


1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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

% satisfied/good

National level results for business travellers

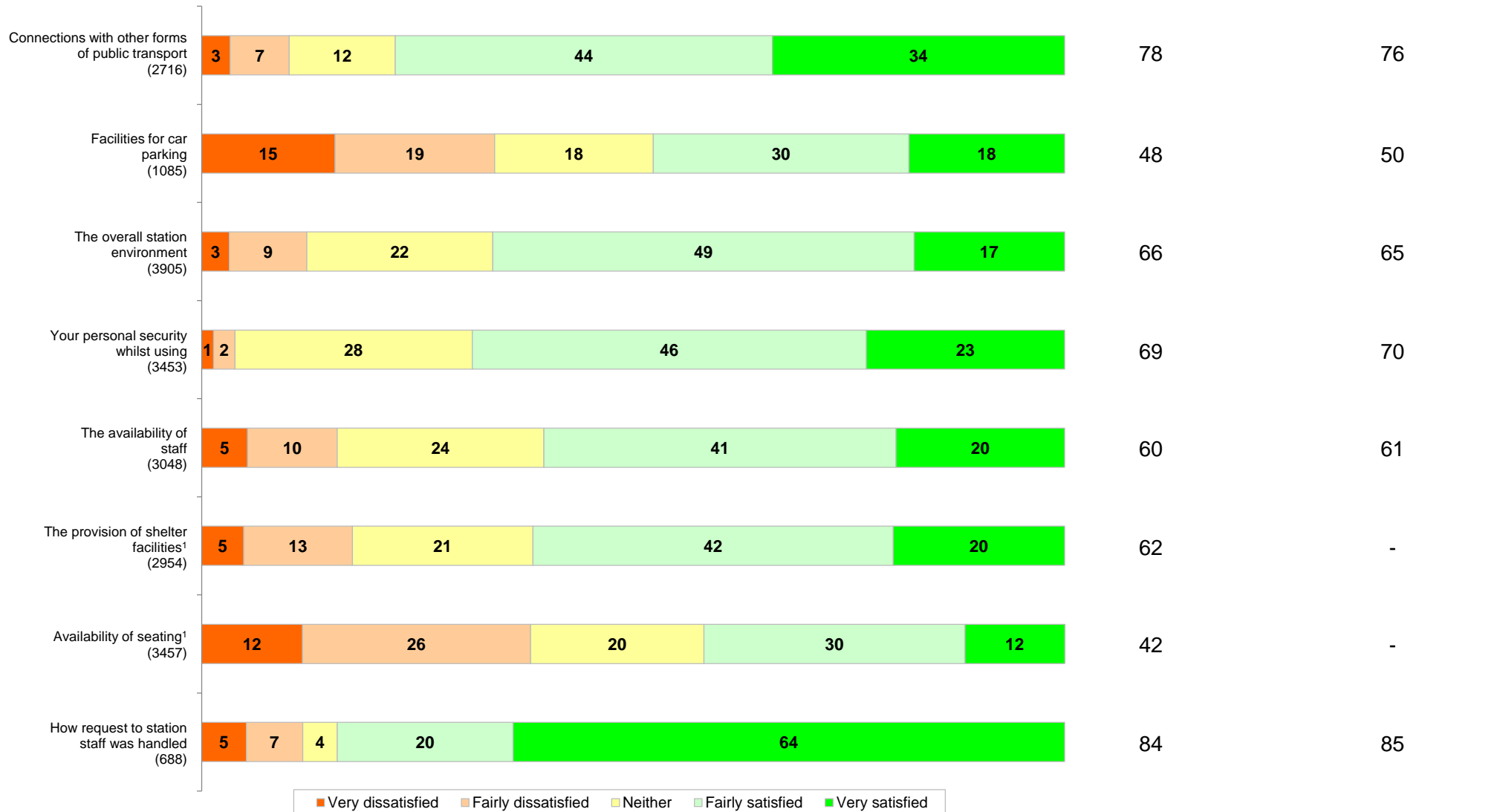


1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

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

% satisfied/good

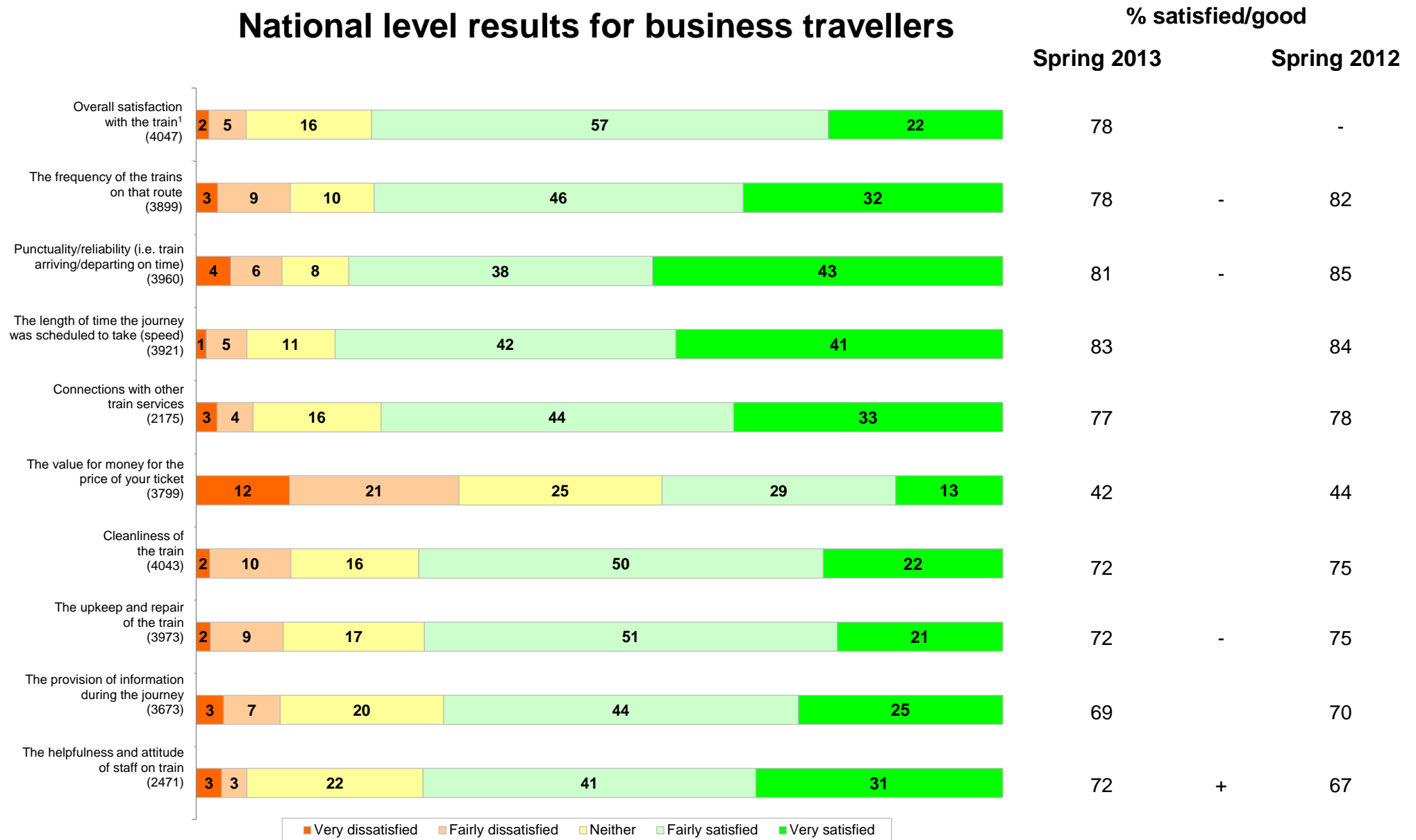
National level results for business travellers



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

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

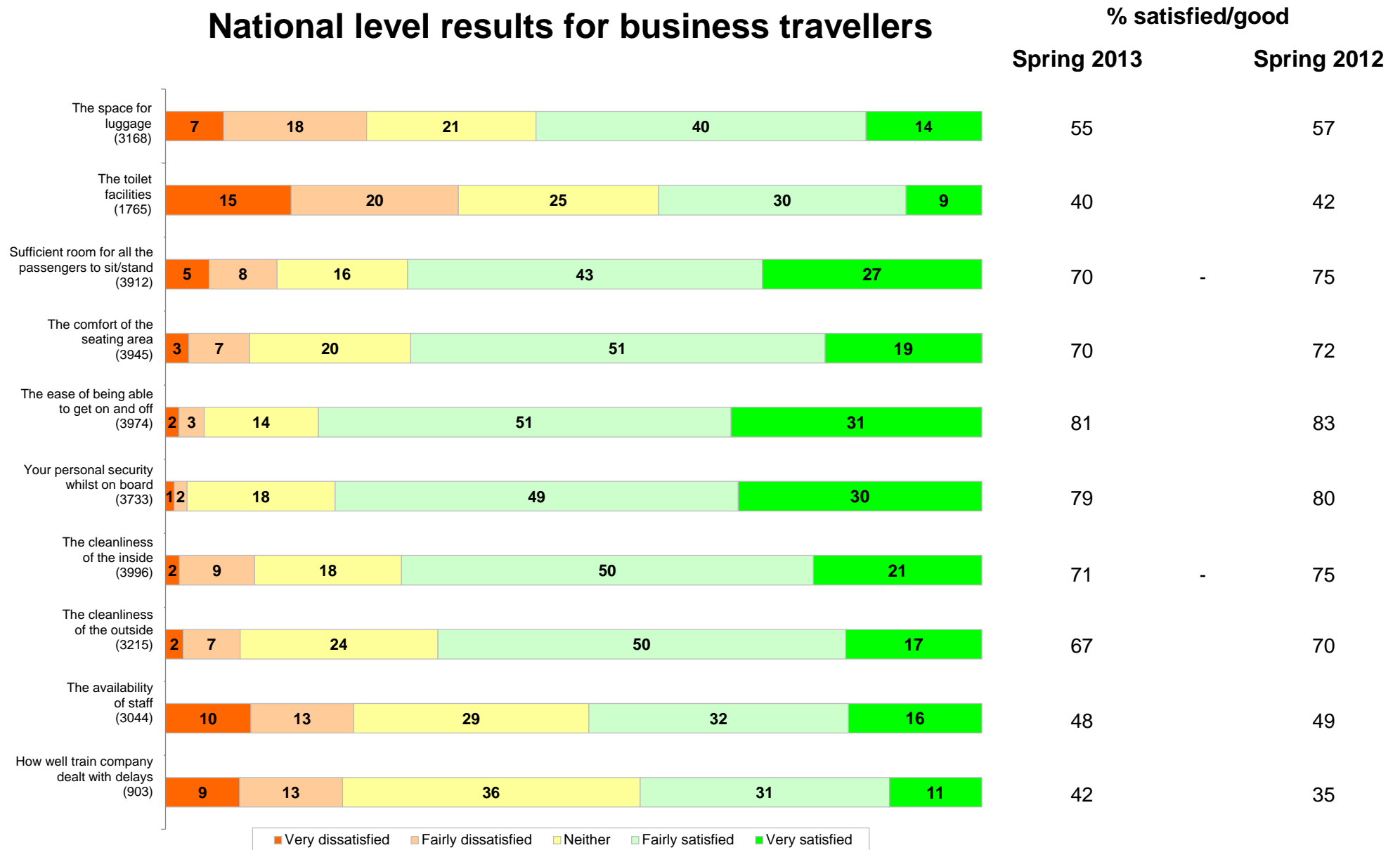
National level results for business travellers



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

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

National level results for business travellers



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

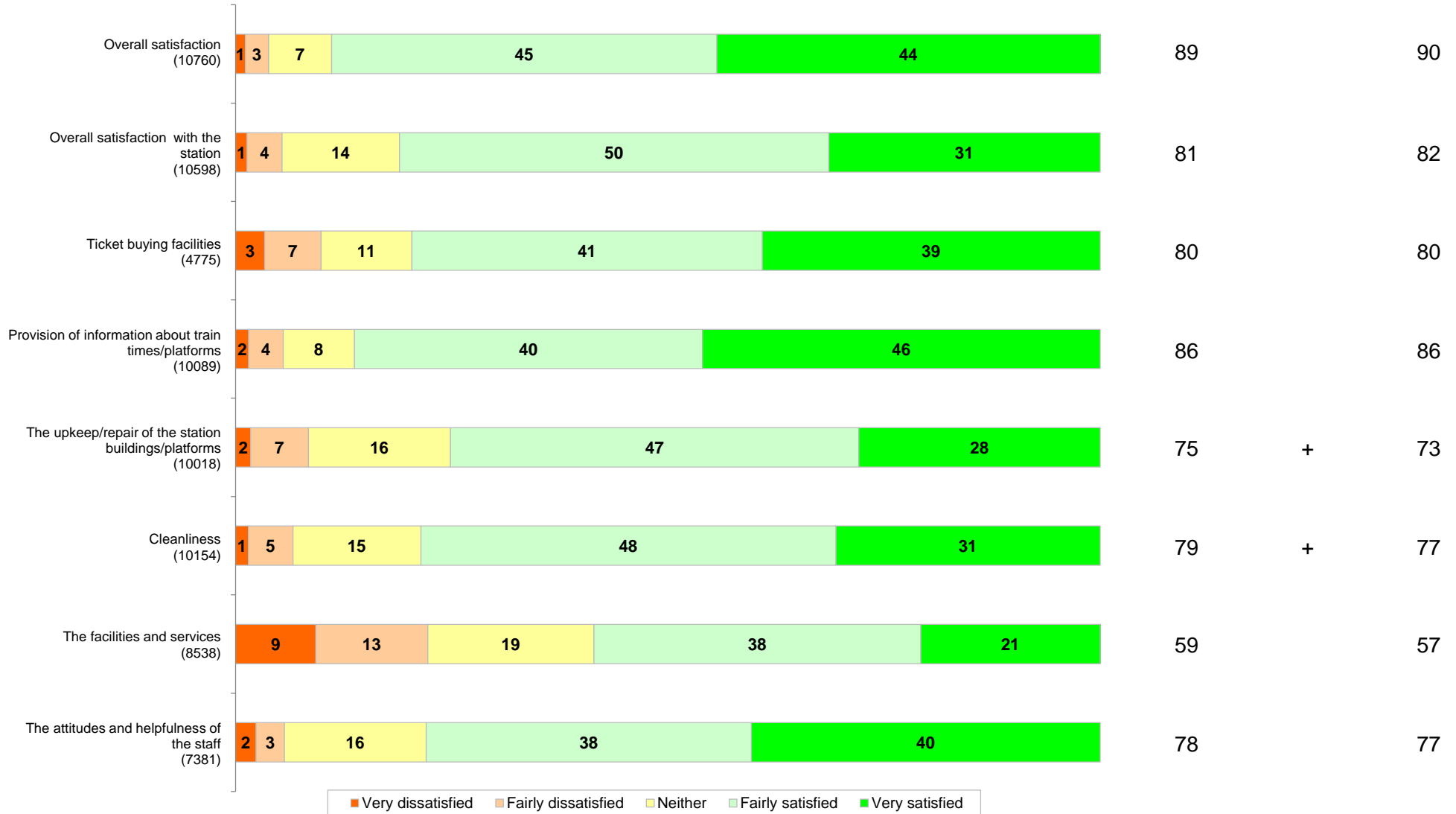
At 95% confidence level:
 + denotes significant increase
 - denotes significant decrease

% satisfied/good

National level results for leisure travellers

Spring 2013

Spring 2012



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

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

% satisfied/good

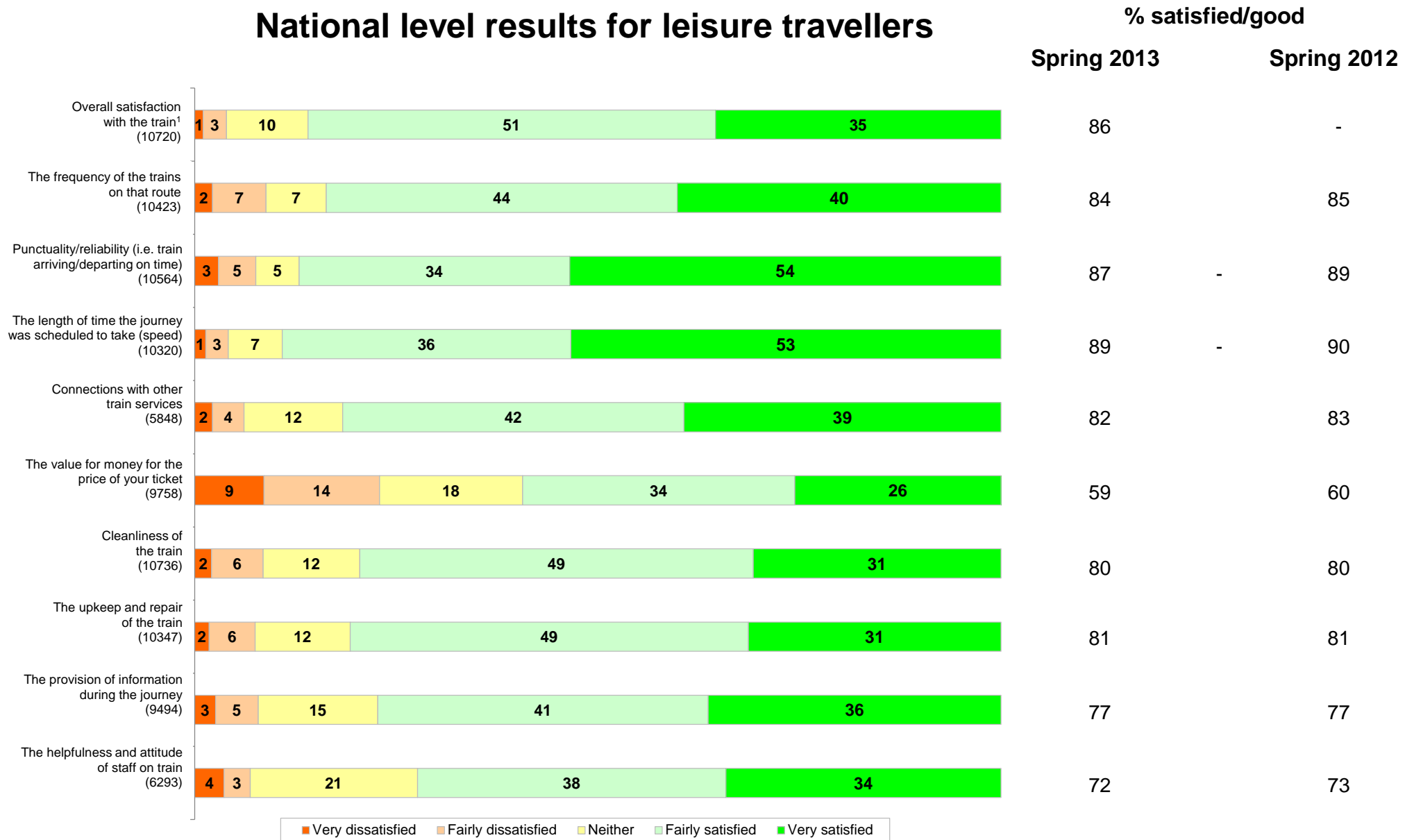
National level results for leisure travellers



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

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

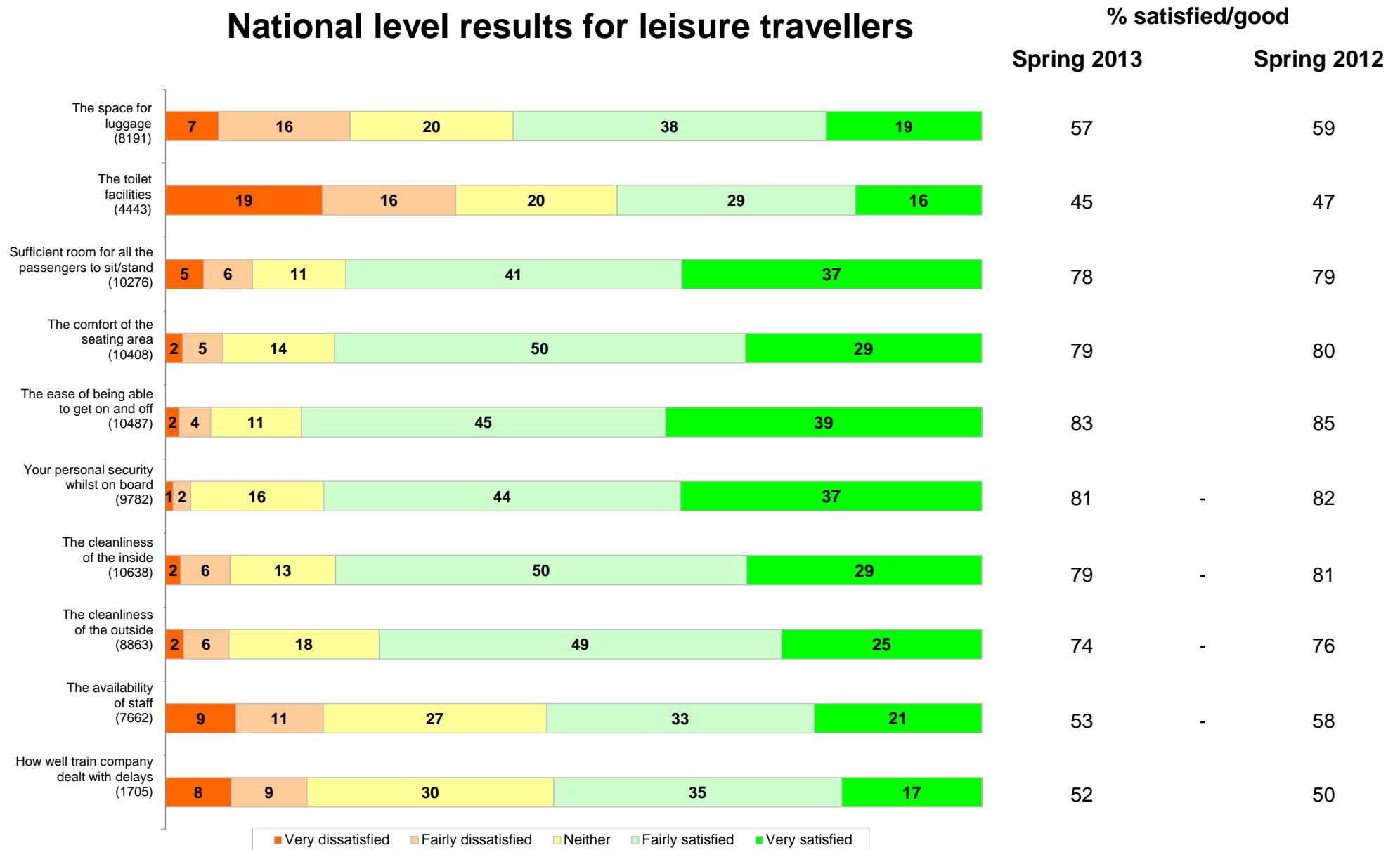
National level results for leisure travellers



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

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

National level results for leisure travellers



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

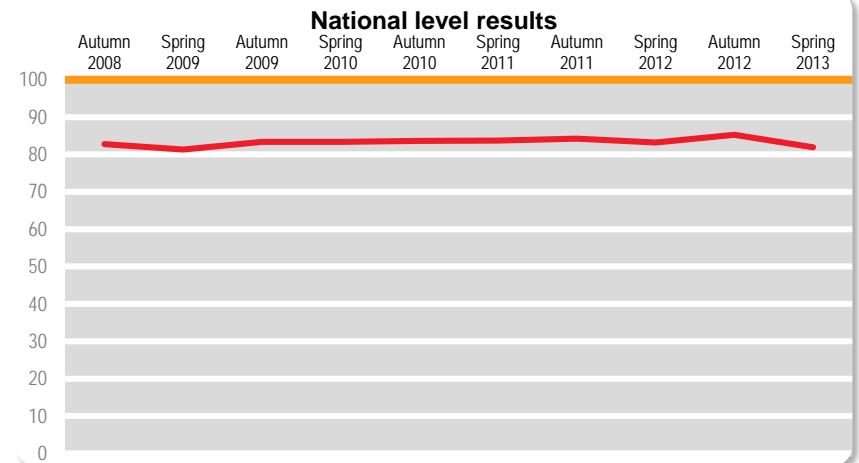
Overall satisfaction with journey

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16886	81	12	7	-4	↓	-1	↓
c2c	1046	92	6	2	-1	→	1	→
Chiltern Railways	1079	89	8	3	-2	→	-1	→
First Capital Connect	1731	76	16	8	-5	↓	-3	→
First Great Western	2931	80	12	8	-3	↓	-2	→
Greater Anglia	2221	77	14	9	-6	↓	4	↑
London Midland	1127	80	12	7	-3	→	-7	↓
London Overground	1076	92	5	3	-1	→	2	→
South West Trains	1957	81	13	6	-5	↓	-3	→
Southeastern	1656	78	13	9	-6	↓	-3	→
Southern	2062	78	12	9	-3	↓	-2	→
LONG DISTANCE SERVICES	5749	87	8	5	-2	↓	-1	→
CrossCountry	1176	84	10	6	-1	→	0	→
East Coast	1210	86	8	6	-6	↓	-2	→
East Midlands Trains	1067	88	7	5	-2	→	1	→
First TransPennine Express	1167	85	8	7	-3	→	-2	→
Virgin Trains	1129	92	6	3	-1	→	1	→
REGIONAL SERVICES	3952	84	10	6	-2	→	-2	→
Arriva Trains Wales	1201	88	8	4	0	→	0	→
Merseyrail	549	92	6	2	0	→	-3	→
Northern Rail	1086	76	14	10	-4	→	-4	→
ScotRail	1116	90	7	3	0	→	1	→

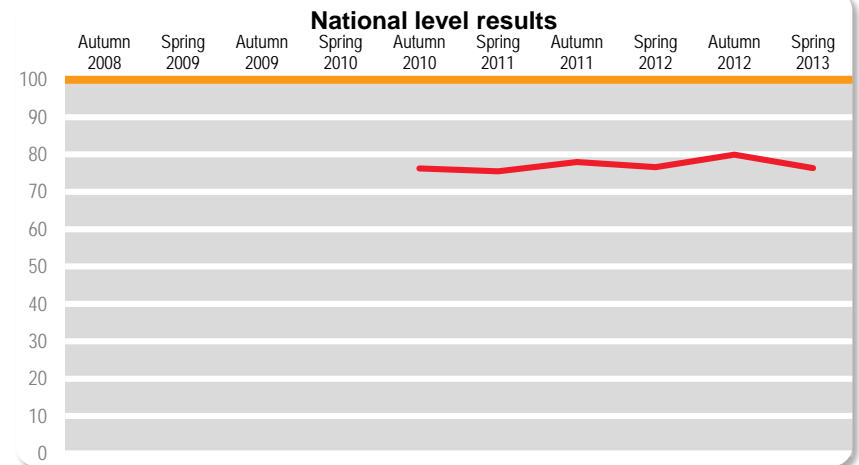
Overall satisfaction with the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16714	75	17	8	-4	↓	0	→
c2c	1024	84	12	4	-3	→	1	→
Chiltern Railways	1072	84	12	4	-2	→	-3	↓
First Capital Connect	1710	75	17	8	-4	↓	0	→
First Great Western	2897	76	16	7	-2	→	0	→
Greater Anglia	2203	75	20	5	-4	↓	4	↑
London Midland	1120	73	17	10	-2	→	-4	→
London Overground	1061	79	16	5	-7	↓	-2	→
South West Trains	1937	74	19	7	-4	↓	0	→
Southeastern	1643	73	17	9	-2	→	-	→
Southern	2047	73	18	9	-5	↓	-2	→
LONG DISTANCE SERVICES	5711	81	13	6	-3	↓	0	→
CrossCountry	1171	76	17	7	-4	↓	-3	→
East Coast	1203	87	10	4	-1	→	12	↑
East Midlands Trains	1058	82	10	7	-7	↓	-3	→
First TransPennine Express	1159	86	10	4	0	→	0	→
Virgin Trains	1120	79	15	6	-1	→	-3	→
REGIONAL SERVICES	3898	79	15	6	-2	→	0	→
Arriva Trains Wales	1188	78	15	7	0	→	-1	→
Merseyrail	529	86	10	4	-2	→	-1	→
Northern Rail	1068	76	17	7	-2	→	2	→
ScotRail	1113	81	14	5	-4	→	-2	→

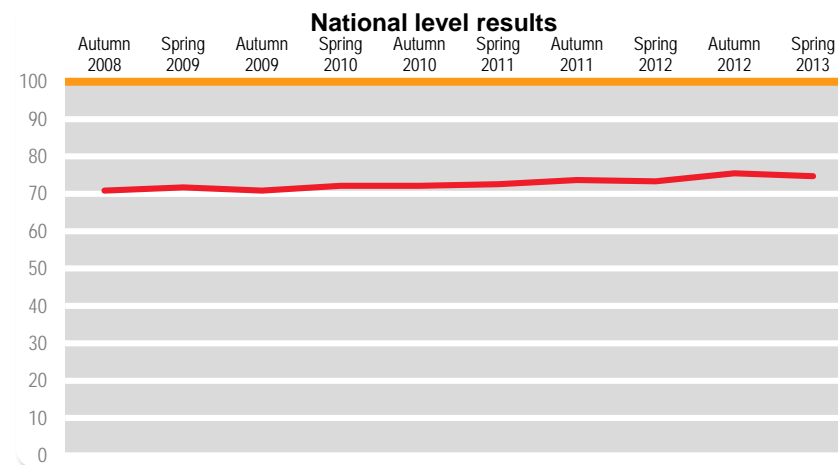
Ticket buying facilities at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	8784	73	15	12	0	→	1	→
c2c	660	84	11	5	3	→	6	↑
Chiltern Railways	589	83	9	7	2	→	1	→
First Capital Connect	904	68	18	13	-2	→	-1	→
First Great Western	1426	76	13	11	2	→	1	→
Greater Anglia	1176	73	16	11	0	→	4	→
London Midland	588	72	14	14	-3	→	-6	↓
London Overground	575	70	16	14	-6	→	-3	→
South West Trains	1004	74	15	11	0	→	4	→
Southeastern	836	71	16	13	2	→	2	→
Southern	1026	70	16	14	0	→	1	→
LONG DISTANCE SERVICES	2140	83	11	6	-3	↓	1	→
CrossCountry	473	85	9	6	0	→	7	↑
East Coast	330	87	8	5	1	→	3	→
East Midlands Trains	451	77	14	9	-10	↓	-4	→
First TransPennine Express	571	84	11	6	-4	→	-4	→
Virgin Trains	315	83	13	4	-4	→	0	→
REGIONAL SERVICES	2185	80	10	10	-2	→	1	→
Arriva Trains Wales	655	78	13	9	-3	→	2	→
Merseyrail	270	89	5	6	1	→	0	→
Northern Rail	595	77	13	11	-1	→	2	→
ScotRail	665	80	8	12	-3	→	0	→

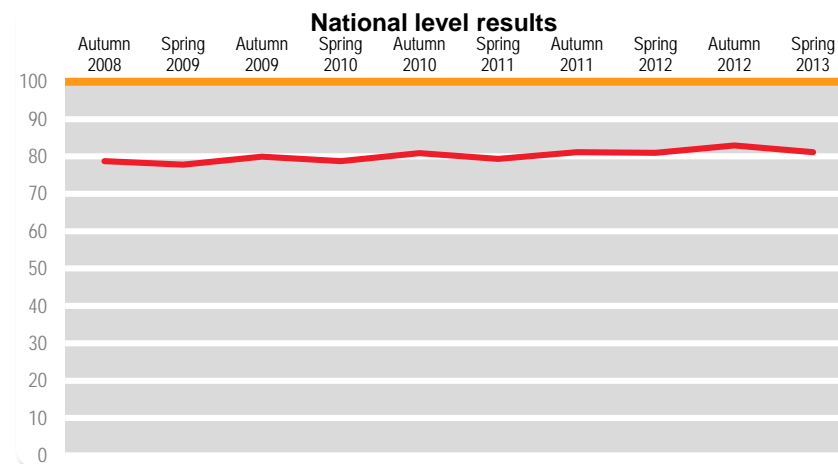
Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓

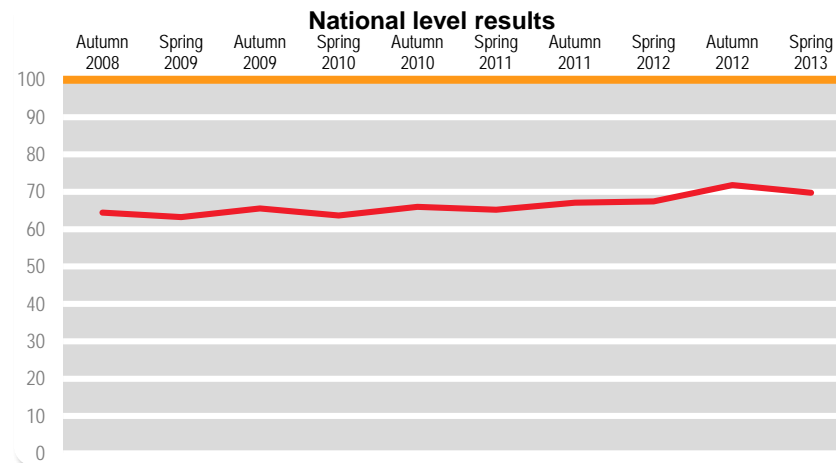


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16164	79	12	9	-2	↓	-1	→
c2c	1010	88	9	2	0	→	2	→
Chiltern Railways	1050	85	9	6	0	→	-1	→
First Capital Connect	1662	77	13	9	-2	→	-1	→
First Great Western	2800	83	10	7	0	→	2	→
Greater Anglia	2121	77	14	9	-3	→	3	→
London Midland	1083	80	12	7	-5	↓	-3	→
London Overground	1014	81	11	7	-1	→	-1	→
South West Trains	1852	81	12	7	-3	→	-2	→
Southeastern	1590	77	13	11	-2	→	0	→
Southern	1982	76	13	11	-4	↓	-2	→
LONG DISTANCE SERVICES	5588	87	8	5	-1	→	1	→
CrossCountry	1138	85	9	6	1	→	2	→
East Coast	1185	90	5	5	-1	→	3	↑
East Midlands Trains	1025	83	11	6	-2	→	0	→
First TransPennine Express	1132	88	7	5	-3	→	0	→
Virgin Trains	1108	87	9	4	0	→	0	→
REGIONAL SERVICES	3737	86	8	5	1	→	2	→
Arriva Trains Wales	1133	83	11	6	2	→	2	→
Merseyrail	487	91	5	4	3	→	1	→
Northern Rail	1033	84	9	7	1	→	4	→
ScotRail	1084	88	8	4	-2	→	1	→

The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

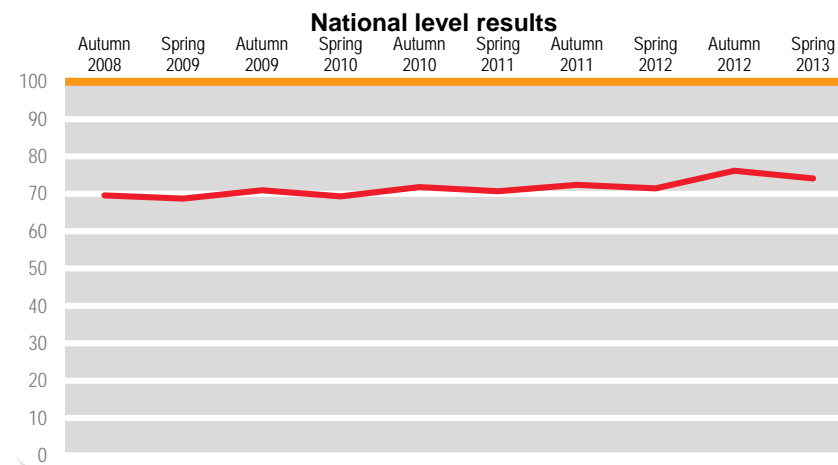
Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16111	67	20	13	-3	↓	2	↑
c2c	995	78	16	7	-2	→	3	→
Chiltern Railways	1046	80	14	6	-3	→	1	→
First Capital Connect	1661	67	20	13	1	→	1	→
First Great Western	2792	69	19	12	1	→	4	↑
Greater Anglia	2120	68	21	10	-2	→	2	→
London Midland	1087	66	21	13	-4	→	0	→
London Overground	1015	77	15	8	-2	→	0	→
South West Trains	1856	64	22	14	-3	→	7	↑
Southeastern	1577	65	21	14	-3	→	1	→
Southern	1962	62	23	15	-6	↓	-3	→
LONG DISTANCE SERVICES	5515	75	16	9	-1	→	2	→
CrossCountry	1118	67	19	13	-3	→	1	→
East Coast	1167	82	12	5	-1	→	18	↑
East Midlands Trains	1024	76	17	7	-6	↓	-4	→
First TransPennine Express	1122	82	13	5	3	→	-1	→
Virgin Trains	1084	72	17	11	1	→	1	→
REGIONAL SERVICES	3758	78	14	9	1	→	5	↑
Arriva Trains Wales	1141	69	19	12	3	→	3	→
Merseyrail	503	85	7	7	5	→	10	↑
Northern Rail	1040	76	14	10	0	→	5	→
ScotRail	1074	79	14	7	-1	→	2	→

Cleanliness of the station



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16191	72	19	9	-3	↓	2	↑
c2c	990	83	12	5	1	→	5	↑
Chiltern Railways	1054	85	12	3	-2	→	2	→
First Capital Connect	1660	74	17	8	0	→	2	→
First Great Western	2808	73	17	9	0	→	3	↑
Greater Anglia	2139	71	21	8	-4	↓	3	→
London Midland	1089	71	18	11	-4	→	-1	→
London Overground	1029	80	13	7	0	→	2	→
South West Trains	1869	69	22	9	-2	→	6	↑
Southeastern	1596	70	17	12	-3	→	1	→
Southern	1957	69	21	10	-6	↓	0	→
LONG DISTANCE SERVICES	5588	79	14	6	-1	→	2	→
CrossCountry	1138	74	17	9	-1	→	0	→
East Coast	1188	86	11	3	-2	→	14	↑
East Midlands Trains	1038	80	14	6	-6	↓	-2	→
First TransPennine Express	1132	86	11	4	3	→	1	→
Virgin Trains	1092	75	16	9	-2	→	1	→
REGIONAL SERVICES	3767	80	13	7	-1	→	4	↑
Arriva Trains Wales	1125	70	20	11	1	→	1	→
Merseyrail	518	84	12	4	-2	→	7	↑
Northern Rail	1047	78	14	9	-2	→	6	↑
ScotRail	1077	83	11	6	2	→	1	→

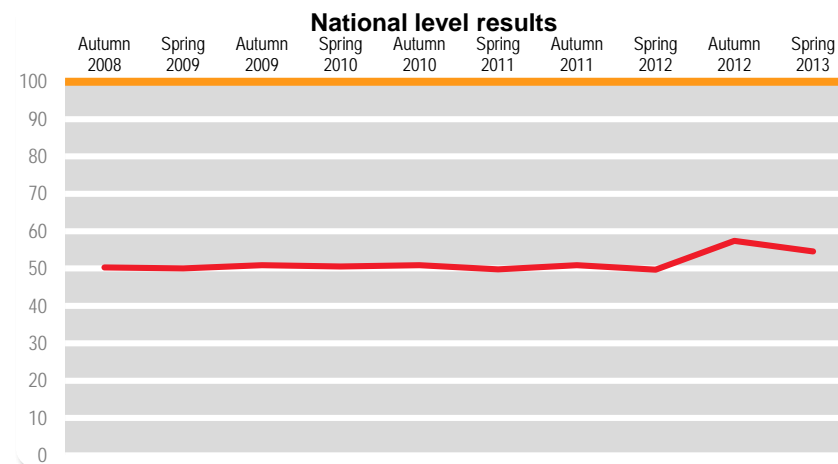
The facilities and services at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14017	54	21	25	-3	↓	5	↑
c2c	893	56	24	20	-2	→	1	→
Chiltern Railways	946	67	19	14	-1	→	1	→
First Capital Connect	1379	52	21	28	-3	→	5	↑
First Great Western	2472	57	20	23	-3	→	4	↑
Greater Anglia	1883	56	22	22	-3	→	7	↑
London Midland	939	54	21	25	0	→	6	↑
London Overground	800	43	22	35	-2	→	8	↑
South West Trains	1641	57	21	22	-1	→	10	↑
Southeastern	1419	51	21	28	-6	↓	1	→
Southern	1645	53	23	25	-4	↓	5	↑
LONG DISTANCE SERVICES	4980	68	17	15	-3	↓	6	↑
CrossCountry	998	63	19	19	-5	↓	2	→
East Coast	1048	76	14	10	-3	→	18	↑
East Midlands Trains	931	65	18	17	-5	↓	0	→
First TransPennine Express	1019	75	14	12	1	→	7	↑
Virgin Trains	984	67	19	14	-4	→	5	→
REGIONAL SERVICES	3198	51	19	29	-2	→	1	→
Arriva Trains Wales	964	51	21	29	1	→	3	→
Merseyrail	404	57	19	24	-4	→	5	→
Northern Rail	895	52	16	32	0	→	3	→
ScotRail	935	48	24	28	-5	→	-4	→

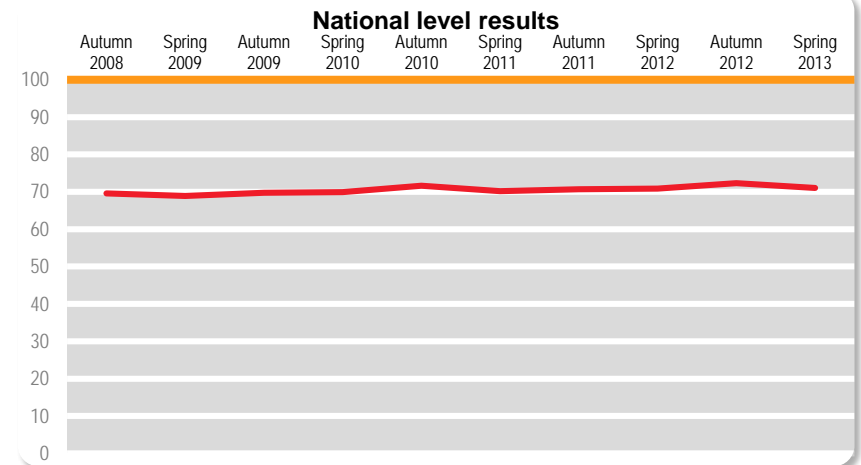
The attitudes and helpfulness of the staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12314	69	22	9	-1	→	0	→
c2c	836	82	14	4	7	↑	6	↑
Chiltern Railways	785	79	17	5	0	→	0	→
First Capital Connect	1217	67	24	9	-3	→	-3	→
First Great Western	2125	75	18	7	0	→	0	→
Greater Anglia	1669	67	23	10	-1	→	2	→
London Midland	824	70	21	10	-3	→	-3	→
London Overground	755	69	23	8	1	→	4	→
South West Trains	1343	68	23	9	1	→	-1	→
Southeastern	1244	65	23	12	-3	→	-1	→
Southern	1516	67	23	10	-5	↓	-2	→
LONG DISTANCE SERVICES	3975	78	17	5	-1	→	1	→
CrossCountry	855	77	18	5	-2	→	-2	→
East Coast	809	80	16	4	-3	→	4	→
East Midlands Trains	752	78	16	7	-4	→	-1	→
First TransPennine Express	842	81	15	5	1	→	3	→
Virgin Trains	717	77	18	5	1	→	4	→
REGIONAL SERVICES	2959	77	16	7	-1	→	1	→
Arriva Trains Wales	873	76	16	8	-1	→	2	→
Merseyrail	434	87	9	5	-1	→	5	→
Northern Rail	801	72	19	9	-3	→	1	→
ScotRail	851	77	17	6	1	→	-1	→

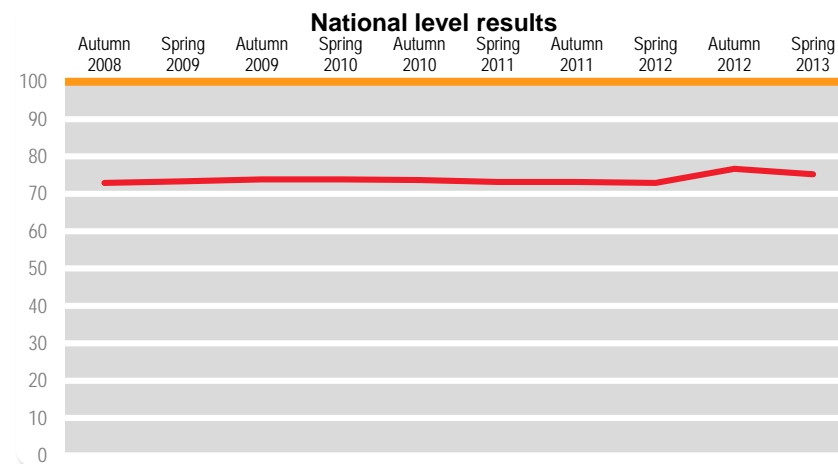
Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12587	75	14	10	-2	↓	2	↑
c2c	845	76	14	10	1	→	4	→
Chiltern Railways	813	72	17	10	-3	→	-6	↓
First Capital Connect	1324	75	13	12	-5	↓	-1	→
First Great Western	1984	70	17	13	-3	→	-1	→
Greater Anglia	1726	78	13	8	-2	→	3	→
London Midland	800	71	14	14	3	→	2	→
London Overground	872	77	15	8	0	→	1	→
South West Trains	1412	76	14	11	-2	→	2	→
Southeastern	1288	76	14	10	0	→	3	→
Southern	1523	75	15	10	-5	↓	3	→
LONG DISTANCE SERVICES	3829	78	13	9	-2	↓	2	→
CrossCountry	706	73	16	10	0	→	0	→
East Coast	827	81	12	7	-4	→	1	→
East Midlands Trains	760	74	13	12	-2	→	2	→
First TransPennine Express	773	76	15	9	-4	→	3	→
Virgin Trains	763	84	9	7	-3	→	2	→
REGIONAL SERVICES	2687	74	17	9	1	→	6	↑
Arriva Trains Wales	744	66	19	15	-4	→	-1	→
Merseyrail	393	83	14	3	1	→	10	↑
Northern Rail	772	71	20	9	-3	→	6	↑
ScotRail	778	76	13	11	9	↑	6	→

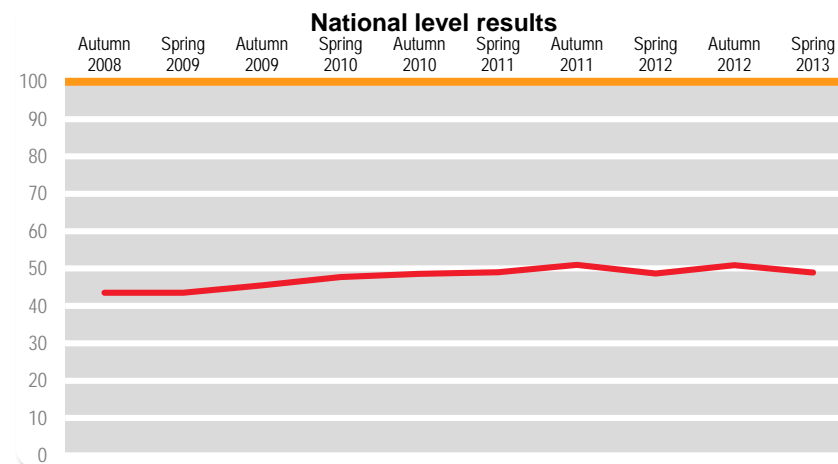
Facilities for car parking at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	5495	47	19	35	-2	→	0	→
c2c	381	60	17	22	3	→	5	→
Chiltern Railways	391	71	15	14	-1	→	5	→
First Capital Connect	498	43	21	37	-3	→	-3	→
First Great Western	990	54	18	28	-2	→	0	→
Greater Anglia	776	50	22	29	-1	→	2	→
London Midland	411	45	17	38	-12	↓	-11	↓
London Overground	354	33	24	43	1	→	-2	→
South West Trains	726	50	20	30	-5	→	0	→
Southeastern	482	46	15	39	2	→	5	→
Southern	486	40	17	43	-1	→	0	→
LONG DISTANCE SERVICES	1801	57	19	24	-3	→	-3	→
CrossCountry	395	60	17	23	2	→	2	→
East Coast	351	51	23	26	-6	→	2	→
East Midlands Trains	353	67	16	17	-3	→	-1	→
First TransPennine Express	392	55	21	24	-3	→	-7	→
Virgin Trains	310	51	19	30	-4	→	-7	→
REGIONAL SERVICES	1819	52	15	33	-2	→	0	→
Arriva Trains Wales	634	62	18	20	-7	↓	-1	→
Merseyrail	253	61	11	28	-3	→	11	→
Northern Rail	437	55	20	25	-2	→	2	→
ScotRail	495	40	12	49	2	→	-7	→

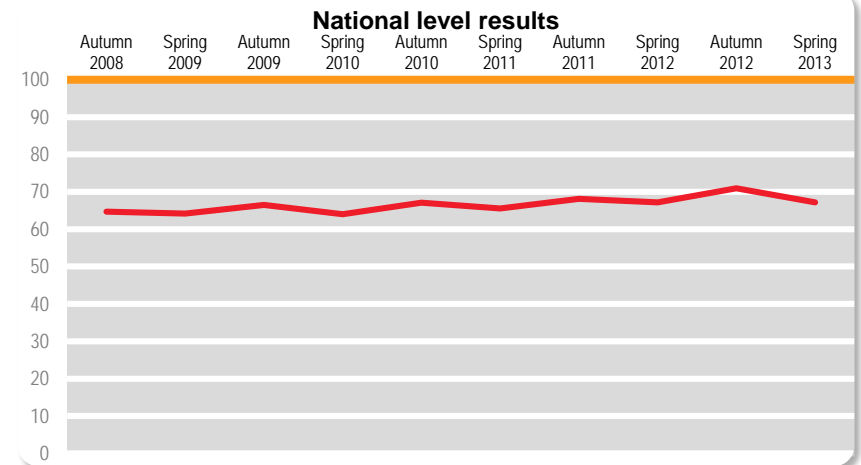
Overall environment of the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16230	65	23	12	-4	↓	0	→
c2c	1013	77	18	5	1	→	2	→
Chiltern Railways	1050	80	15	5	-3	→	-3	→
First Capital Connect	1668	67	22	11	-4	↓	1	→
First Great Western	2806	66	22	13	-2	→	0	→
Greater Anglia	2150	65	25	11	-7	↓	2	→
London Midland	1081	61	24	15	-8	↓	-7	↓
London Overground	1030	71	20	9	-6	↓	0	→
South West Trains	1869	63	26	11	-4	↓	1	→
Southeastern	1585	64	21	15	-1	→	-1	→
Southern	1978	61	25	14	-7	↓	-3	→
LONG DISTANCE SERVICES	5561	73	18	10	-3	↓	-1	→
CrossCountry	1127	65	21	14	-5	↓	-4	→
East Coast	1171	80	14	6	-2	→	16	↑
East Midlands Trains	1046	74	17	9	-8	↓	-5	↓
First TransPennine Express	1122	79	17	4	1	→	-2	→
Virgin Trains	1095	70	18	12	0	→	-1	→
REGIONAL SERVICES	3754	73	19	9	-2	→	1	→
Arriva Trains Wales	1126	68	21	10	2	→	2	→
Merseyrail	509	79	16	5	-4	→	2	→
Northern Rail	1041	70	20	10	-3	→	3	→
ScotRail	1078	74	18	8	-2	→	-1	→

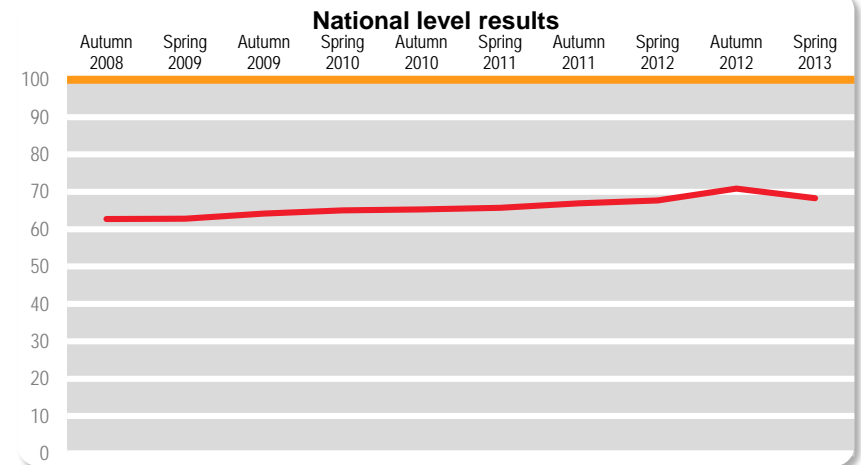
Your personal security whilst using the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14839	67	27	6	-3	↓	1	→
c2c	942	73	22	4	2	→	4	→
Chiltern Railways	926	75	22	2	-4	→	-2	→
First Capital Connect	1509	69	26	5	-3	→	3	→
First Great Western	2541	69	25	6	-3	→	0	→
Greater Anglia	1976	65	29	6	-4	→	1	→
London Midland	1003	66	26	8	-5	↓	-2	→
London Overground	959	69	26	6	-4	→	-1	→
South West Trains	1709	67	28	5	-1	→	-1	→
Southeastern	1472	64	28	7	-2	→	3	→
Southern	1802	66	28	6	-4	↓	1	→
LONG DISTANCE SERVICES	5007	76	22	3	-2	↓	2	→
CrossCountry	1018	74	23	3	-3	→	2	→
East Coast	1052	78	20	2	-2	→	8	↑
East Midlands Trains	933	72	24	4	-6	↓	-4	→
First TransPennine Express	1008	80	17	2	0	→	3	→
Virgin Trains	996	74	24	2	-1	→	2	→
REGIONAL SERVICES	3444	70	23	7	-2	→	-1	→
Arriva Trains Wales	1032	70	23	7	4	→	3	→
Merseyrail	473	76	18	6	-5	→	0	→
Northern Rail	954	66	26	9	-5	→	-1	→
ScotRail	985	73	23	4	2	→	-2	→

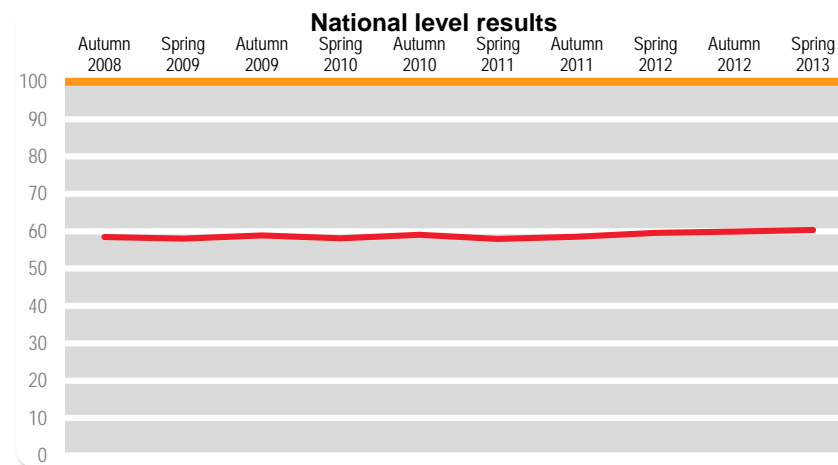
The availability of staff at the station

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14081	58	24	18	0	→	1	→
c2c	916	72	18	10	5	↑	5	↑
Chiltern Railways	890	63	25	12	-1	→	-5	↓
First Capital Connect	1425	56	21	23	-4	↓	0	→
First Great Western	2416	63	21	16	4	↑	1	→
Greater Anglia	1889	57	26	17	2	→	4	→
London Midland	935	55	23	22	-1	→	-4	→
London Overground	881	63	22	15	1	→	3	→
South West Trains	1593	54	26	20	2	→	0	→
Southeastern	1432	57	23	20	-1	→	-	→
Southern	1704	58	25	17	-2	→	0	→
LONG DISTANCE SERVICES	4623	66	23	12	-2	↓	0	→
CrossCountry	979	64	25	11	-4	→	-3	→
East Coast	947	69	21	10	-4	→	2	→
East Midlands Trains	898	64	21	16	-8	↓	-5	→
First TransPennine Express	960	72	19	9	3	→	3	→
Virgin Trains	839	63	25	12	1	→	3	→
REGIONAL SERVICES	3269	66	18	16	3	→	0	→
Arriva Trains Wales	980	65	19	16	5	→	8	↑
Merseyrail	450	81	11	8	-1	→	1	→
Northern Rail	907	58	21	22	0	→	-3	→
ScotRail	932	70	19	12	7	→	3	→

The provision of shelter facilities

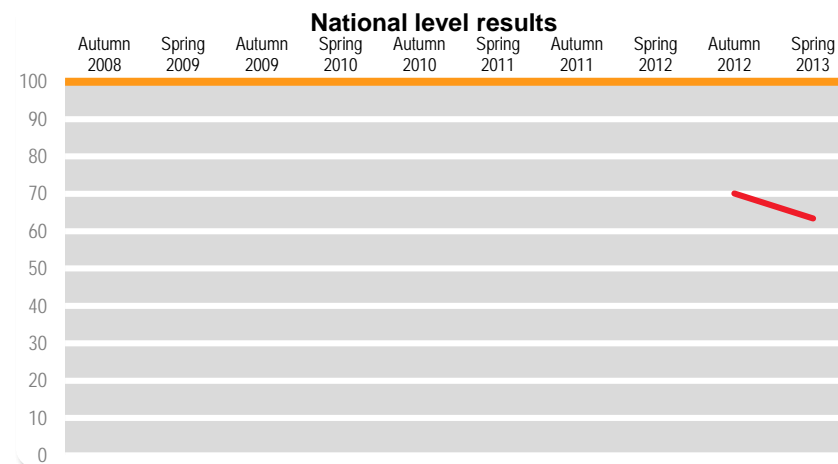
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

Improvement/decline in %
satisfied or good since
Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	13791	61	20	20	-7	↓	-	-
c2c	895	69	15	15	-3	→	-	-
Chiltern Railways	904	72	16	12	-8	↓	-	-
First Capital Connect	1420	57	20	23	-9	↓	-	-
First Great Western	2415	63	18	19	-6	↓	-	-
Greater Anglia	1787	59	21	20	-7	↓	-	-
London Midland	914	63	19	18	-8	↓	-	-
London Overground	941	60	19	21	-10	↓	-	-
South West Trains	1650	60	19	20	-5	↓	-	-
Southeastern	1327	59	20	21	-8	↓	-	-
Southern	1538	60	21	18	-9	↓	-	-
LONG DISTANCE SERVICES	4588	69	17	14	-7	↓	-	-
CrossCountry	984	66	19	16	-9	↓	-	-
East Coast	944	70	17	12	-6	↓	-	-
East Midlands Trains	900	67	17	16	-12	↓	-	-
First TransPennine Express	978	75	15	10	-3	→	-	-
Virgin Trains	782	69	17	14	-6	↓	-	-
REGIONAL SERVICES	3374	72	15	13	-4	↓	-	-
Arriva Trains Wales	1060	70	17	13	-2	→	-	-
Merseyrail	419	78	15	7	-6	→	-	-
Northern Rail	956	69	14	16	-1	→	-	-
ScotRail	939	74	15	11	-8	↓	-	-

Availability of seating

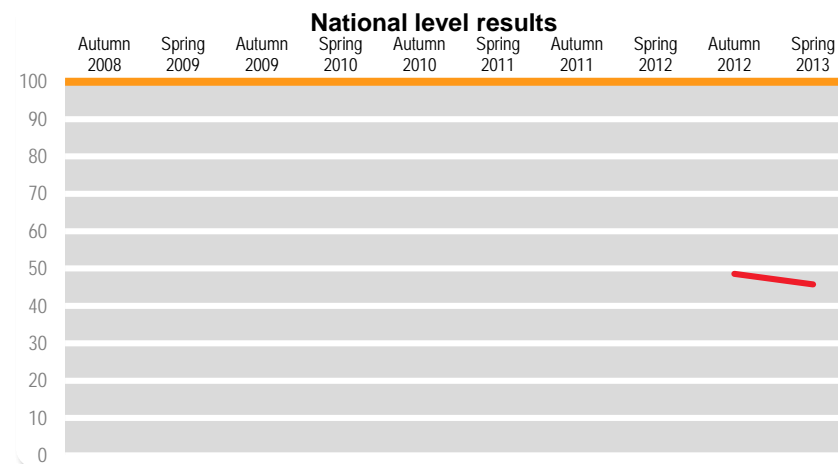
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

Improvement/decline in %
satisfied or good since
Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15121	42	21	37	-3	↓	-	-
c2c	941	58	19	23	-1	→	-	-
Chiltern Railways	997	51	23	26	-6	↓	-	-
First Capital Connect	1530	41	24	35	-4	→	-	-
First Great Western	2661	49	21	30	0	→	-	-
Greater Anglia	1997	40	24	36	-5	↓	-	-
London Midland	1016	45	18	36	-8	↓	-	-
London Overground	978	45	24	31	-12	↓	-	-
South West Trains	1757	38	21	41	-3	→	-	-
Southeastern	1496	42	19	40	-1	→	-	-
Southern	1748	39	19	42	-1	→	-	-
LONG DISTANCE SERVICES	5200	50	20	31	-2	→	-	-
CrossCountry	1070	53	19	28	0	→	-	-
East Coast	1084	43	23	34	-5	↓	-	-
East Midlands Trains	982	50	22	28	-5	→	-	-
First TransPennine Express	1060	58	21	22	-1	→	-	-
Virgin Trains	1004	43	16	41	-1	→	-	-
REGIONAL SERVICES	3628	59	18	23	-1	→	-	-
Arriva Trains Wales	1093	54	19	27	-1	→	-	-
Merseyrail	495	69	16	16	1	→	-	-
Northern Rail	991	54	19	27	-1	→	-	-
ScotRail	1049	60	18	22	-1	→	-	-

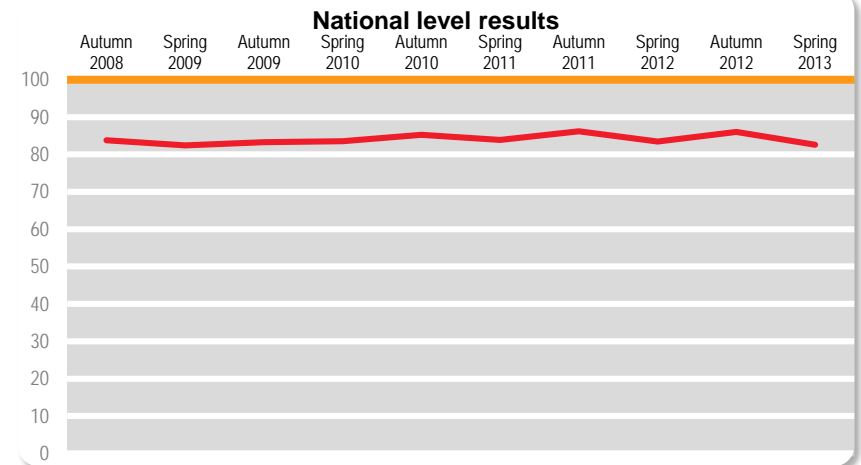
How request to station staff was handled

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	2344	80	7	13	-4	↓	-2	→
c2c	85	86	11	2	-6	→	-6	→
Chiltern Railways	160	85	6	9	0	→	-4	→
First Capital Connect	219	81	9	10	-6	→	-3	→
First Great Western	541	90	3	6	2	→	2	→
Greater Anglia	304	84	7	9	1	→	6	→
London Midland	142	81	6	13	-7	→	-5	→
London Overground	98	83	6	10	-3	→	-7	→
South West Trains	253	75	6	18	-8	→	-7	→
Southeastern	178	79	7	14	-4	→	3	→
Southern	364	76	8	16	-6	→	-4	→
LONG DISTANCE SERVICES	1017	89	5	6	-1	→	0	→
CrossCountry	253	90	5	5	1	→	-2	→
East Coast	215	87	6	6	-1	→	2	→
East Midlands Trains	180	85	5	9	-5	→	-4	→
First TransPennine Express	187	91	3	5	2	→	3	→
Virgin Trains	182	88	7	5	-2	→	1	→
REGIONAL SERVICES	520	88	3	9	-2	→	2	→
Arriva Trains Wales	198	92	2	6	6	→	3	→
Merseyrail	40	93	-	7	5	→	13	→
Northern Rail	129	84	3	13	-6	→	0	→
ScotRail	153	88	7	5	-3	→	-1	→

Overall satisfaction with the train

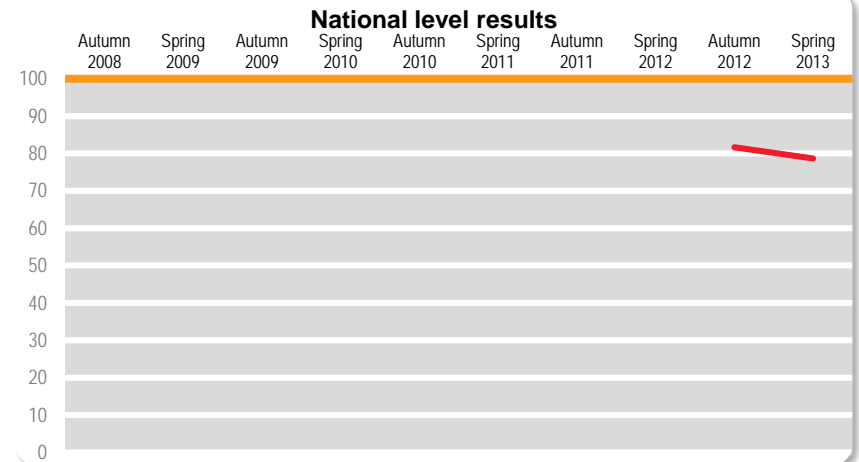
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)

Key:

Improved ↑

Unchanged →

Declined ↓



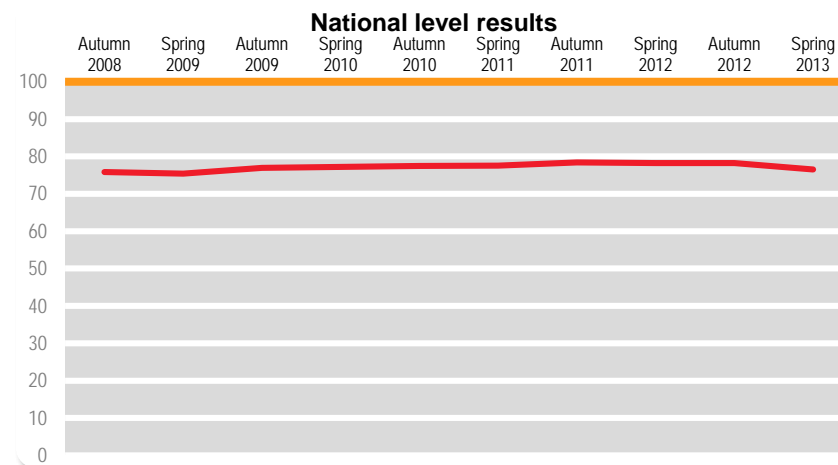
Spring 2013

Improvement/decline in %
satisfied or good since
Autumn 2012

Improvement/decline in %
satisfied or good since
Spring 2012

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16868	77	15	7	-4	↓	-	-
c2c	1043	90	8	2	-2	→	-	-
Chiltern Railways	1072	88	10	3	-2	→	-	-
First Capital Connect	1723	67	22	11	-7	↓	-	-
First Great Western	2924	79	14	7	-2	→	-	-
Greater Anglia	2224	70	19	11	-3	→	-	-
London Midland	1123	80	12	8	-3	→	-	-
London Overground	1064	92	6	2	0	→	-	-
South West Trains	1965	79	16	6	-4	↓	-	-
Southeastern	1661	75	17	8	-5	↓	-	-
Southern	2069	75	17	8	-5	↓	-	-
LONG DISTANCE SERVICES	5743	86	9	5	-1	→	-	-
CrossCountry	1175	81	14	5	-1	→	-	-
East Coast	1212	87	9	4	-2	→	-	-
East Midlands Trains	1066	86	8	6	-1	→	-	-
First TransPennine Express	1162	86	9	6	-2	→	-	-
Virgin Trains	1128	93	5	2	1	→	-	-
REGIONAL SERVICES	3931	80	14	7	-1	→	-	-
Arriva Trains Wales	1191	84	12	4	-2	→	-	-
Merseyrail	539	90	7	3	1	→	-	-
Northern Rail	1086	69	19	12	-2	→	-	-
ScotRail	1115	87	11	3	-1	→	-	-

The frequency of the trains on that route



Key:

Improved ↑

Unchanged →

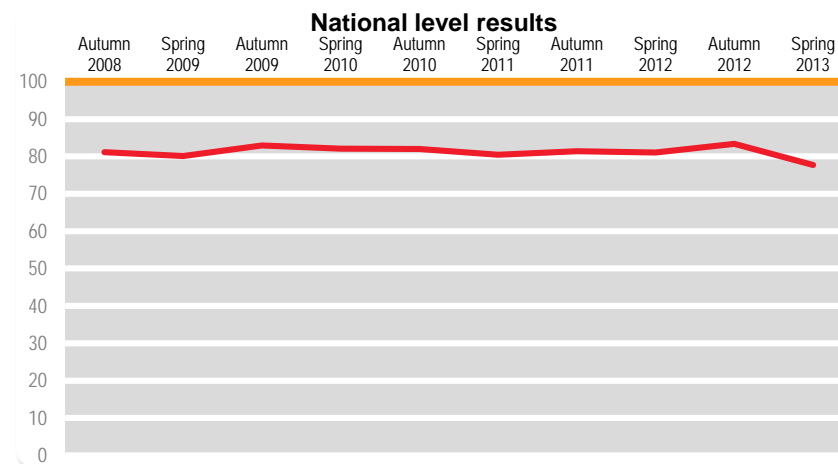
Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16660	75	9	16	-2	↓	-2	↓
c2c	1041	87	4	9	1	→	3	↑
Chiltern Railways	1069	77	8	15	-3	→	-3	→
First Capital Connect	1700	75	10	15	-4	↓	-3	→
First Great Western	2871	76	9	14	1	→	0	→
Greater Anglia	2197	76	8	16	-1	→	4	↑
London Midland	1104	76	9	16	-2	→	-8	↓
London Overground	1066	79	9	12	1	→	0	→
South West Trains	1917	73	10	17	-4	↓	-5	↓
Southeastern	1647	75	9	16	-2	→	-1	→
Southern	2048	70	12	19	-5	↓	-5	↓
LONG DISTANCE SERVICES	5552	85	8	7	0	→	0	→
CrossCountry	1124	80	12	8	1	→	-1	→
East Coast	1169	90	7	4	-1	→	0	→
East Midlands Trains	1046	81	9	10	-3	→	0	→
First TransPennine Express	1126	84	7	8	3	→	-2	→
Virgin Trains	1087	90	6	4	-1	→	1	→
REGIONAL SERVICES	3851	79	8	13	0	→	-1	→
Arriva Trains Wales	1146	78	10	12	1	→	0	→
Merseyrail	542	93	3	4	-1	→	-4	↓
Northern Rail	1061	69	11	21	-4	→	-1	→
ScotRail	1102	84	8	8	4	→	1	→

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



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16614	76	9	15	-6	↓	-3	↓
c2c	1029	94	4	3	-3	↓	1	→
Chiltern Railways	1067	89	6	5	-1	→	3	↑
First Capital Connect	1707	71	9	20	-10	↓	-5	↓
First Great Western	2865	76	9	15	-2	→	-1	→
Greater Anglia	2173	74	10	16	-9	↓	4	↑
London Midland	1115	70	9	22	-6	↓	-12	↓
London Overground	1060	87	7	7	-1	→	-1	→
South West Trains	1928	77	9	14	-9	↓	-5	↓
Southeastern	1642	77	8	15	-8	↓	-3	→
Southern	2028	72	10	18	-5	↓	-6	↓
LONG DISTANCE SERVICES	5693	83	6	11	-4	↓	-4	↓
CrossCountry	1169	80	6	14	-2	→	-6	↓
East Coast	1194	83	6	11	-6	↓	-4	↓
East Midlands Trains	1059	86	5	9	-2	→	-2	→
First TransPennine Express	1155	82	7	12	-7	↓	-6	↓
Virgin Trains	1116	87	5	8	-3	→	-2	→
REGIONAL SERVICES	3899	81	7	12	-3	↓	-4	↓
Arriva Trains Wales	1191	85	8	7	0	→	-2	→
Merseyrail	531	91	4	6	-1	→	-4	→
Northern Rail	1067	72	8	20	-5	→	-6	↓
ScotRail	1110	84	9	7	-3	→	-3	→

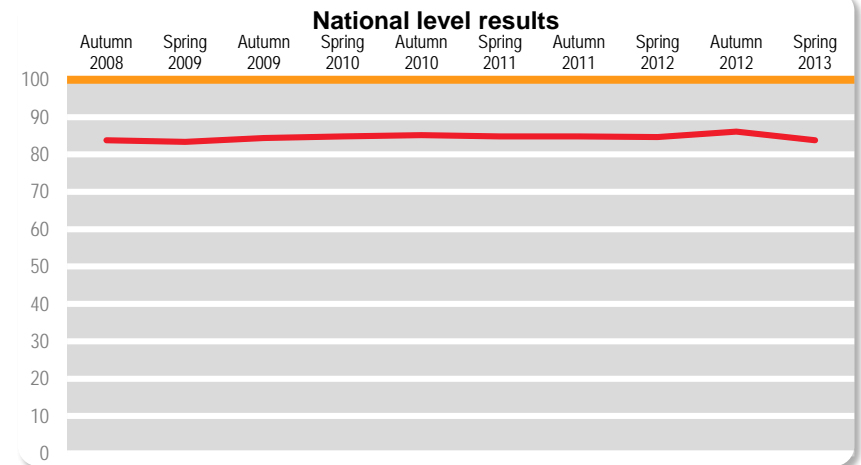
The length of time the journey was scheduled to take (speed)

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16360	82	10	7	-3	↓	-1	→
c2c	1014	94	4	2	2	→	2	↑
Chiltern Railways	1057	88	7	5	-1	→	0	→
First Capital Connect	1671	82	11	7	-5	↓	-2	→
First Great Western	2834	83	10	7	-2	→	-2	→
Greater Anglia	2144	81	12	7	-4	↓	2	→
London Midland	1099	84	10	6	0	→	-5	↓
London Overground	1040	89	7	3	1	→	1	→
South West Trains	1892	81	11	8	-1	→	-2	→
Southeastern	1611	80	11	9	-6	↓	1	→
Southern	1998	80	11	8	-4	↓	-3	↓
LONG DISTANCE SERVICES	5607	89	7	5	-1	→	-2	↓
CrossCountry	1152	86	8	6	1	→	-1	→
East Coast	1174	88	6	6	-4	↓	-2	→
East Midlands Trains	1043	86	8	6	-3	→	-3	→
First TransPennine Express	1130	89	6	5	1	→	-2	→
Virgin Trains	1108	93	4	3	-1	→	-1	→
REGIONAL SERVICES	3823	87	8	5	-2	→	-1	→
Arriva Trains Wales	1145	83	11	6	-2	→	-1	→
Merseyrail	524	97	2	1	2	→	1	→
Northern Rail	1053	81	12	6	-4	→	-3	→
ScotRail	1101	89	6	5	-2	→	0	→

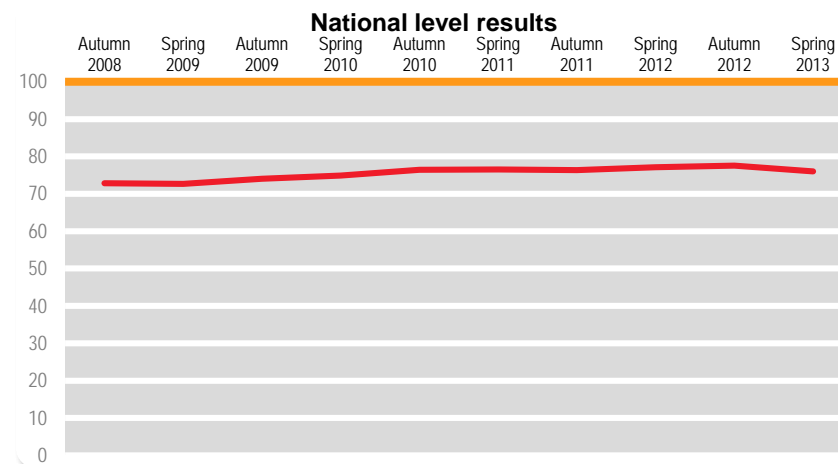
Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	9549	75	16	8	-2	↓	-1	→
c2c	554	85	11	5	-2	→	1	→
Chiltern Railways	526	76	16	7	4	→	1	→
First Capital Connect	1014	76	18	7	-4	→	0	→
First Great Western	1579	73	17	10	0	→	-1	→
Greater Anglia	1291	73	19	9	-6	↓	-2	→
London Midland	549	72	20	9	-5	→	-6	↓
London Overground	861	82	10	8	-1	→	-3	→
South West Trains	1116	74	17	9	1	→	-2	→
Southeastern	859	73	18	9	-4	→	1	→
Southern	1200	74	17	9	-3	→	-2	→
LONG DISTANCE SERVICES	3075	80	12	8	-2	→	-1	→
CrossCountry	643	77	14	9	-1	→	-1	→
East Coast	633	77	14	9	-7	↓	-2	→
East Midlands Trains	560	78	13	9	-2	→	-1	→
First TransPennine Express	645	80	12	8	-1	→	-1	→
Virgin Trains	594	87	8	5	0	→	-1	→
REGIONAL SERVICES	2180	78	15	8	2	→	0	→
Arriva Trains Wales	766	82	12	6	2	→	5	→
Merseyrail	293	92	6	2	3	→	3	→
Northern Rail	553	72	15	13	-1	→	-1	→
ScotRail	568	75	21	5	5	→	-4	→

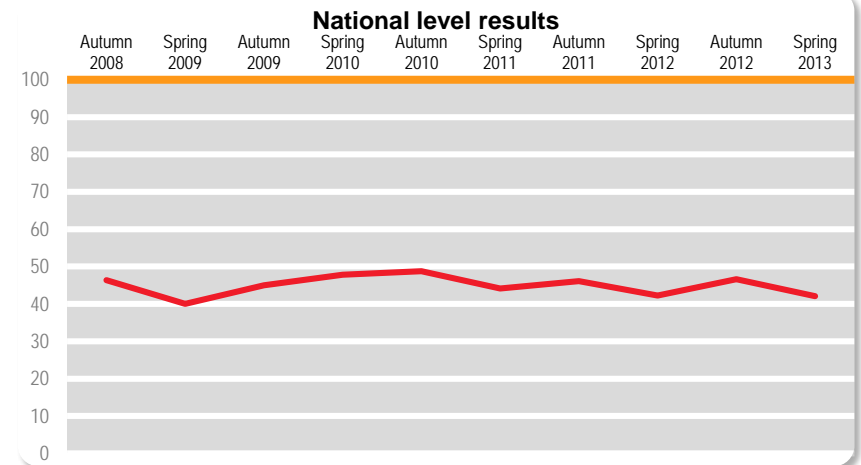
The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓

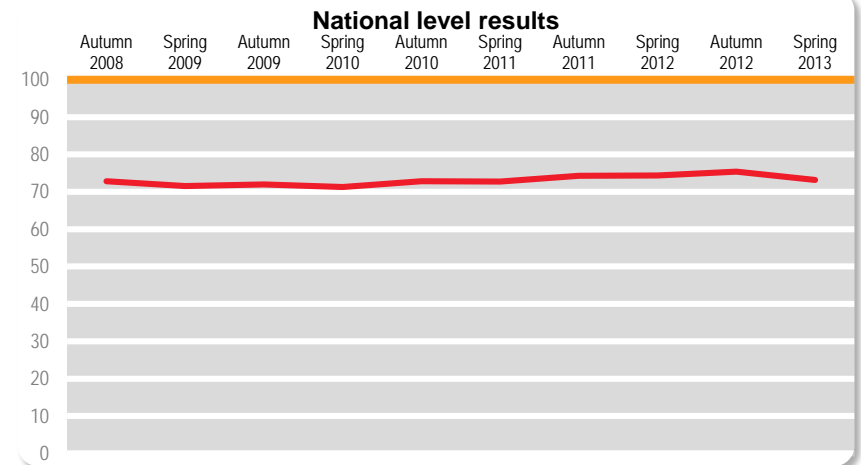


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15656	38	22	41	-5	↓	0	→
c2c	978	46	22	32	0	→	4	→
Chiltern Railways	1033	45	25	30	-4	→	-3	→
First Capital Connect	1592	32	24	44	-6	↓	-2	→
First Great Western	2806	48	20	32	-5	↓	0	→
Greater Anglia	2079	35	20	44	-2	→	6	↑
London Midland	1018	51	19	30	-1	→	-1	→
London Overground	919	48	22	30	-9	↓	-1	→
South West Trains	1832	33	23	44	-4	→	-3	→
Southeastern	1501	31	20	49	-7	↓	-1	→
Southern	1898	36	22	42	-6	↓	-2	→
LONG DISTANCE SERVICES	5509	54	18	28	-2	→	0	→
CrossCountry	1139	49	18	33	-4	→	1	→
East Coast	1156	56	20	25	-2	→	0	→
East Midlands Trains	1034	48	20	32	0	→	-3	→
First TransPennine Express	1109	55	18	27	-2	→	-1	→
Virgin Trains	1071	61	16	23	1	→	2	→
REGIONAL SERVICES	3636	53	18	29	-4	↓	0	→
Arriva Trains Wales	1154	54	18	29	-1	→	-3	→
Merseyrail	419	65	16	19	-5	→	-2	→
Northern Rail	985	54	17	29	-4	→	3	→
ScotRail	1078	49	20	32	-4	→	-3	→

Cleanliness of the train



Key:

Improved ↑

Unchanged →

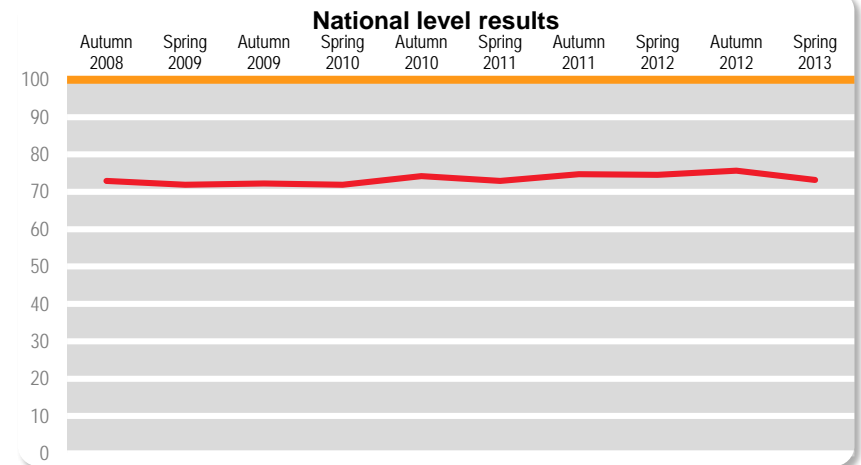
Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16830	72	16	12	-3	↓	-2	↓
c2c	1040	91	8	2	-2	→	-1	→
Chiltern Railways	1085	86	9	5	-2	→	1	→
First Capital Connect	1714	57	23	20	-7	↓	-8	↓
First Great Western	2929	75	15	11	-1	→	-1	→
Greater Anglia	2217	59	21	20	-3	→	1	→
London Midland	1124	76	14	9	-5	↓	-5	↓
London Overground	1068	91	7	2	-1	→	-1	→
South West Trains	1947	73	16	11	-2	→	-4	↓
Southeastern	1640	69	16	14	-3	→	-2	→
Southern	2066	70	17	14	-3	↓	-1	→
LONG DISTANCE SERVICES	5761	84	10	6	0	→	1	→
CrossCountry	1182	79	13	9	1	→	-1	→
East Coast	1214	85	10	5	0	→	4	↑
East Midlands Trains	1072	81	10	8	-2	→	0	→
First TransPennine Express	1159	86	10	5	-1	→	0	→
Virgin Trains	1134	90	6	3	2	→	1	→
REGIONAL SERVICES	3939	73	14	13	-1	→	1	→
Arriva Trains Wales	1211	78	12	9	-1	→	1	→
Merseyrail	537	79	12	8	-2	→	0	→
Northern Rail	1069	60	19	21	-2	→	3	→
ScotRail	1122	84	11	5	1	→	0	→

Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16416	72	16	12	-3	↓	-2	↓
c2c	1016	92	5	2	1	→	1	→
Chiltern Railways	1059	84	12	3	-4	↓	-2	→
First Capital Connect	1691	52	25	23	-7	↓	-9	↓
First Great Western	2846	76	16	8	-2	→	-1	→
Greater Anglia	2165	53	23	24	-4	↓	-2	→
London Midland	1097	80	12	8	-4	↓	-4	↓
London Overground	1044	92	7	1	-2	→	-2	→
South West Trains	1885	78	14	8	-1	→	-4	↓
Southeastern	1604	70	17	13	-5	↓	-2	→
Southern	2009	69	18	14	-3	→	2	→
LONG DISTANCE SERVICES	5647	85	10	5	0	→	1	→
CrossCountry	1138	80	14	6	-2	→	0	→
East Coast	1190	81	13	7	-1	→	2	→
East Midlands Trains	1055	84	10	6	-1	→	-1	→
First TransPennine Express	1143	90	7	3	1	→	2	→
Virgin Trains	1121	91	6	2	3	→	2	→
REGIONAL SERVICES	3816	71	15	14	0	→	0	→
Arriva Trains Wales	1167	79	13	8	0	→	3	→
Merseyrail	520	81	13	6	0	→	-2	→
Northern Rail	1042	55	19	26	-1	→	2	→
ScotRail	1087	83	12	5	2	→	0	→

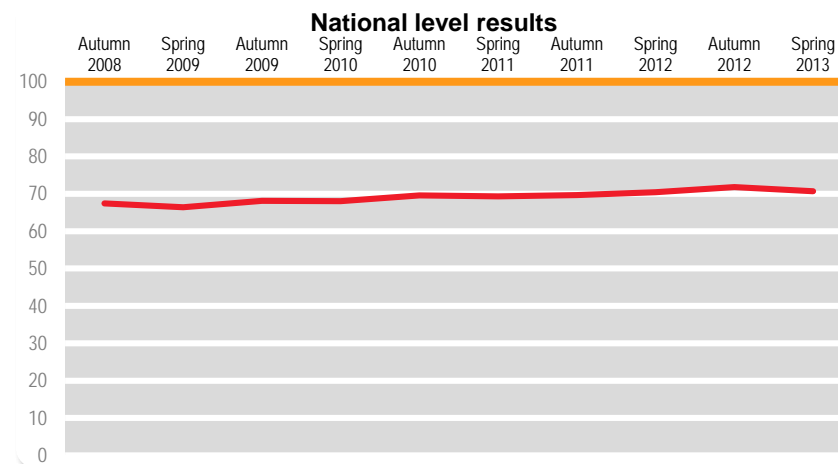
The provision of information during the journey

Key:

Improved ↑

Unchanged →

Declined ↓

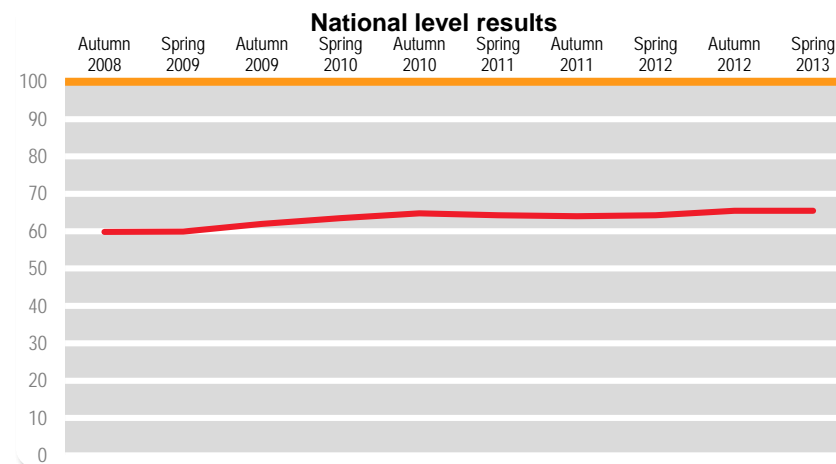


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15206	69	19	11	-2	↓	0	→
c2c	957	84	12	5	2	→	3	→
Chiltern Railways	964	75	18	7	-2	→	1	→
First Capital Connect	1499	47	29	25	-3	→	-3	→
First Great Western	2628	67	22	11	-1	→	0	→
Greater Anglia	2011	60	25	15	-2	→	4	↑
London Midland	1029	70	17	13	-6	↓	-4	→
London Overground	996	85	12	3	-1	→	0	→
South West Trains	1753	73	19	8	-1	→	-2	→
Southeastern	1513	69	18	13	-2	→	1	→
Southern	1856	73	18	10	-2	→	1	→
LONG DISTANCE SERVICES	5326	80	14	7	2	→	2	↑
CrossCountry	1075	76	16	8	3	→	-1	→
East Coast	1139	80	14	6	-1	→	2	→
East Midlands Trains	967	72	18	10	-1	→	1	→
First TransPennine Express	1081	82	12	6	2	→	2	→
Virgin Trains	1064	88	9	3	4	↑	6	↑
REGIONAL SERVICES	3499	71	18	11	0	→	1	→
Arriva Trains Wales	1064	66	23	11	0	→	0	→
Merseyrail	498	87	10	3	-3	→	1	→
Northern Rail	933	59	22	18	-1	→	4	→
ScotRail	1004	77	16	7	3	→	-3	→

The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	8140	59	29	12	0	→	1	→
c2c	330	42	42	16	9	↑	8	→
Chiltern Railways	373	57	34	9	1	→	-5	→
First Capital Connect	568	37	40	24	-1	→	0	→
First Great Western	1737	68	23	9	1	→	2	→
Greater Anglia	1060	49	33	18	1	→	3	→
London Midland	566	59	31	11	-7	↓	-4	→
London Overground	510	60	32	8	3	→	3	→
South West Trains	1273	70	24	6	-1	→	2	→
Southeastern	796	56	28	16	2	→	0	→
Southern	927	54	31	15	-3	→	1	→
LONG DISTANCE SERVICES	4349	81	16	3	1	→	1	→
CrossCountry	839	77	20	3	-2	→	-1	→
East Coast	962	84	14	3	-1	→	2	→
East Midlands Trains	840	80	15	5	2	→	0	→
First TransPennine Express	885	82	15	3	1	→	0	→
Virgin Trains	823	84	15	1	3	→	3	→
REGIONAL SERVICES	3009	74	20	5	0	→	-1	→
Arriva Trains Wales	1040	82	15	3	-1	→	1	→
Merseyrail	284	67	30	4	3	→	0	→
Northern Rail	824	73	19	8	2	→	2	→
ScotRail	861	76	20	4	-3	→	-5	→

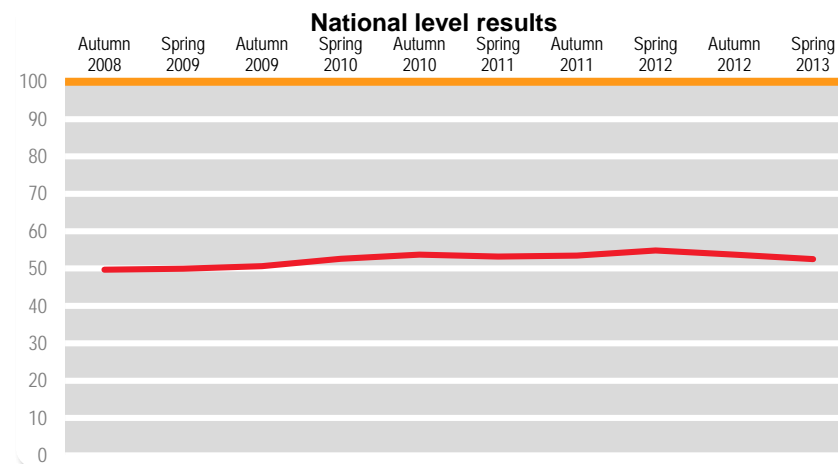
The space for luggage on the train

Key:

Improved ↑

Unchanged →

Declined ↓

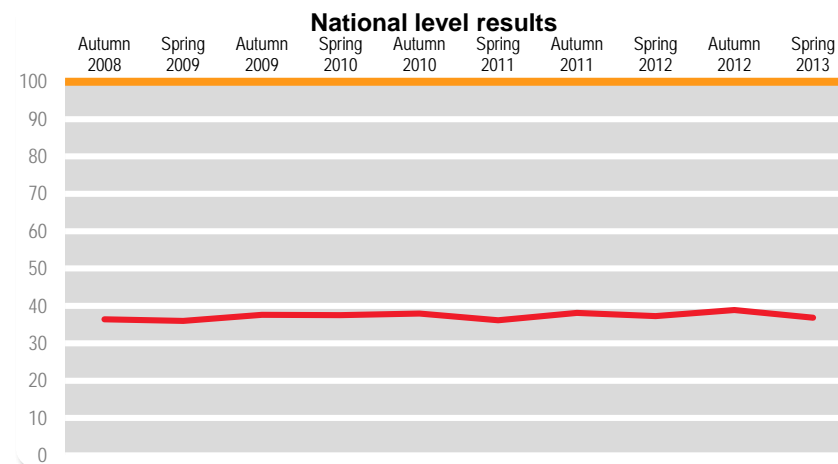


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	12842	50	24	26	-2	↓	-3	↓
c2c	784	50	22	28	1	→	-1	→
Chiltern Railways	806	55	25	19	1	→	-7	↓
First Capital Connect	1299	41	28	32	-4	→	-6	↓
First Great Western	2278	57	21	22	4	↑	3	↑
Greater Anglia	1695	49	25	25	-4	→	-3	→
London Midland	843	54	20	25	-1	→	-3	→
London Overground	826	58	23	19	-4	→	-6	→
South West Trains	1501	53	24	23	-2	→	-6	↓
Southeastern	1240	47	23	30	-1	→	-1	→
Southern	1570	43	25	32	-3	→	-4	↓
LONG DISTANCE SERVICES	4703	58	19	23	3	↑	2	→
CrossCountry	912	55	21	24	5	↑	0	→
East Coast	1030	63	19	18	-3	→	0	→
East Midlands Trains	845	53	21	26	-2	→	-3	→
First TransPennine Express	937	58	15	27	6	↑	8	↑
Virgin Trains	979	62	18	20	3	→	5	→
REGIONAL SERVICES	3058	60	19	20	0	→	-1	→
Arriva Trains Wales	1025	63	18	18	-3	→	4	→
Merseyrail	393	61	19	20	2	→	1	→
Northern Rail	804	56	19	25	-1	→	-1	→
ScotRail	836	65	20	15	0	→	-4	→

The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	6780	34	22	44	-2	→	0	→
c2c	473	58	26	16	2	→	-1	→
Chiltern Railways	378	54	26	19	2	→	2	→
First Capital Connect	613	26	24	50	-1	→	-3	→
First Great Western	1317	42	24	34	-2	→	-2	→
Greater Anglia	1004	34	21	45	0	→	3	→
London Midland	456	53	23	24	1	→	3	→
London Overground	340	12	16	72	-4	→	-5	→
South West Trains	821	30	24	46	-6	↓	-9	↓
Southeastern	659	34	19	47	4	→	6	↑
Southern	719	35	24	42	-2	→	5	→
LONG DISTANCE SERVICES	3046	52	24	24	-2	→	0	→
CrossCountry	515	48	26	26	0	→	0	→
East Coast	807	50	25	25	-4	→	-2	→
East Midlands Trains	518	43	26	31	-11	↓	-7	↓
First TransPennine Express	484	53	24	23	-4	→	-4	→
Virgin Trains	722	60	20	20	4	→	7	↑
REGIONAL SERVICES	1743	38	21	41	-4	→	-2	→
Arriva Trains Wales	686	55	22	24	4	→	6	→
Merseyrail	142	17	8	75	-4	→	6	→
Northern Rail	438	31	23	46	-8	→	-3	→
ScotRail	477	46	23	31	-3	→	-6	→

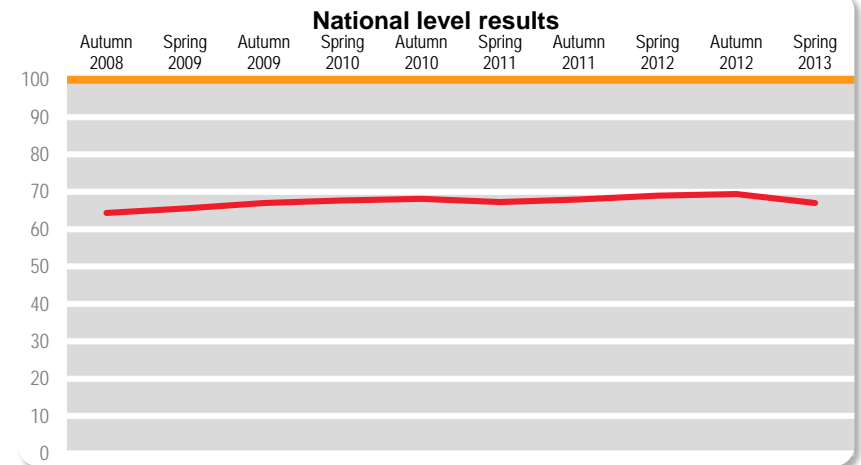
Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓

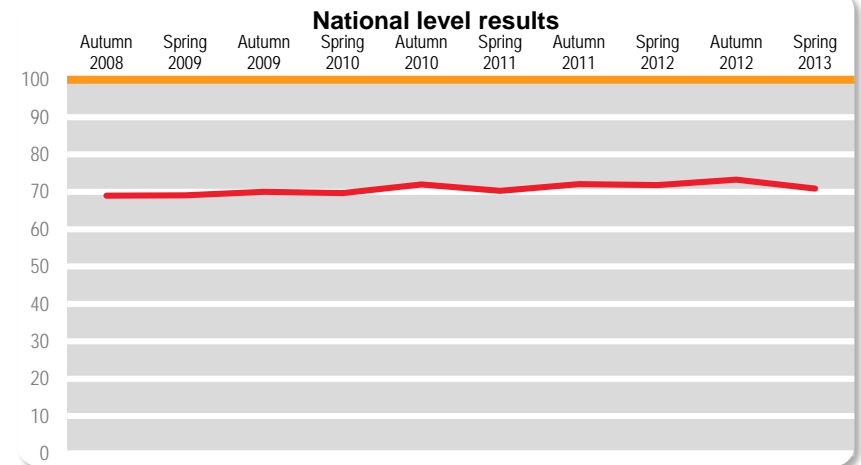


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16357	65	15	21	-3	↓	-3	↓
c2c	1008	64	15	21	-1	→	0	→
Chiltern Railways	1030	75	11	13	1	→	0	→
First Capital Connect	1673	59	17	24	-2	→	-3	→
First Great Western	2855	68	13	19	3	↑	1	→
Greater Anglia	2150	63	18	19	-7	↓	-3	→
London Midland	1106	66	12	22	-5	↓	-8	↓
London Overground	1057	72	12	16	-4	→	-5	↓
South West Trains	1877	63	16	21	-4	↓	-10	↓
Southeastern	1599	64	14	22	-4	→	3	→
Southern	2002	64	14	22	-3	→	-2	→
LONG DISTANCE SERVICES	5601	74	12	14	3	↑	1	→
CrossCountry	1143	70	14	17	4	↑	-1	→
East Coast	1176	79	13	8	-2	→	-1	→
East Midlands Trains	1038	74	12	13	4	→	0	→
First TransPennine Express	1140	65	11	24	4	→	2	→
Virgin Trains	1104	83	10	6	1	→	4	→
REGIONAL SERVICES	3823	73	12	15	-2	→	1	→
Arriva Trains Wales	1172	73	14	14	-1	→	2	→
Merseyrail	523	79	14	7	-2	→	-3	→
Northern Rail	1051	66	13	21	-5	↓	0	→
ScotRail	1077	80	10	10	2	→	4	→

The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

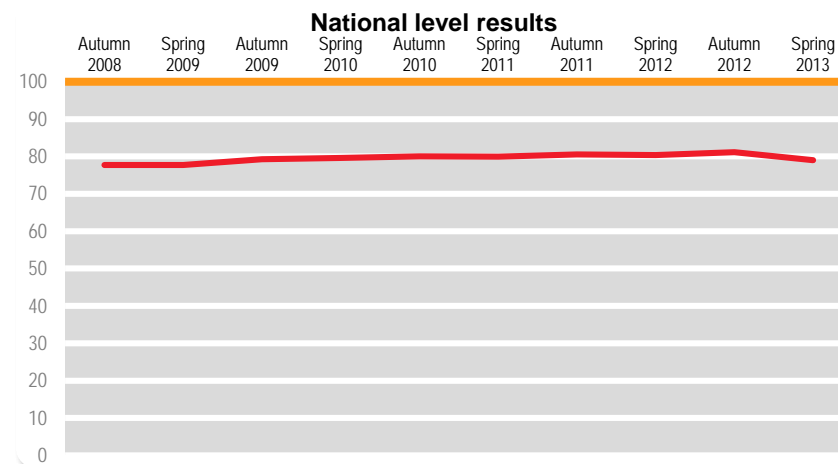
Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16385	69	19	12	-3	↓	-2	↓
c2c	1014	81	12	6	1	→	0	→
Chiltern Railways	1049	80	13	7	-2	→	-1	→
First Capital Connect	1668	58	24	18	-2	→	-4	→
First Great Western	2843	72	18	10	0	→	0	→
Greater Anglia	2176	58	24	18	-4	↓	0	→
London Midland	1101	75	15	10	-4	↓	-5	↓
London Overground	1038	81	13	6	-4	→	-1	→
South West Trains	1884	72	19	10	-4	↓	-4	↓
Southeastern	1607	67	18	14	-4	→	0	→
Southern	2005	67	20	13	-3	→	-2	→
LONG DISTANCE SERVICES	5593	81	12	7	2	→	2	→
CrossCountry	1141	77	15	8	2	→	0	→
East Coast	1189	80	13	7	-1	→	1	→
East Midlands Trains	1037	81	12	6	0	→	0	→
First TransPennine Express	1115	83	11	6	3	→	4	→
Virgin Trains	1111	86	9	6	2	→	4	→
REGIONAL SERVICES	3844	72	17	11	-2	→	0	→
Arriva Trains Wales	1168	78	14	8	2	→	1	→
Merseyrail	528	81	14	5	0	→	0	→
Northern Rail	1056	62	21	17	-3	→	2	→
ScotRail	1092	78	14	7	-4	→	-1	→

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



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16611	77	15	8	-2	↓	-2	↓
c2c	1029	87	9	5	0	→	1	→
Chiltern Railways	1069	87	10	3	-1	→	-2	→
First Capital Connect	1705	73	18	9	-3	→	-3	→
First Great Western	2872	76	15	9	0	→	-1	→
Greater Anglia	2192	78	15	7	-4	↓	2	→
London Midland	1118	80	12	8	-1	→	-6	↓
London Overground	1054	81	12	8	-5	↓	-3	→
South West Trains	1923	77	15	8	-2	→	-5	↓
Southeastern	1622	78	14	8	-3	→	0	→
Southern	2027	74	16	10	-2	→	0	→
LONG DISTANCE SERVICES	5663	85	10	5	1	→	0	→
CrossCountry	1161	83	12	5	3	→	0	→
East Coast	1190	82	13	5	-2	→	-1	→
East Midlands Trains	1051	84	10	6	0	→	-1	→
First TransPennine Express	1143	82	11	7	1	→	-1	→
Virgin Trains	1118	91	7	2	2	→	1	→
REGIONAL SERVICES	3861	83	12	6	-2	→	0	→
Arriva Trains Wales	1169	85	11	4	1	→	3	→
Merseyrail	529	90	7	3	-1	→	-1	→
Northern Rail	1062	77	16	7	-4	→	0	→
ScotRail	1101	85	9	6	-2	→	-2	→

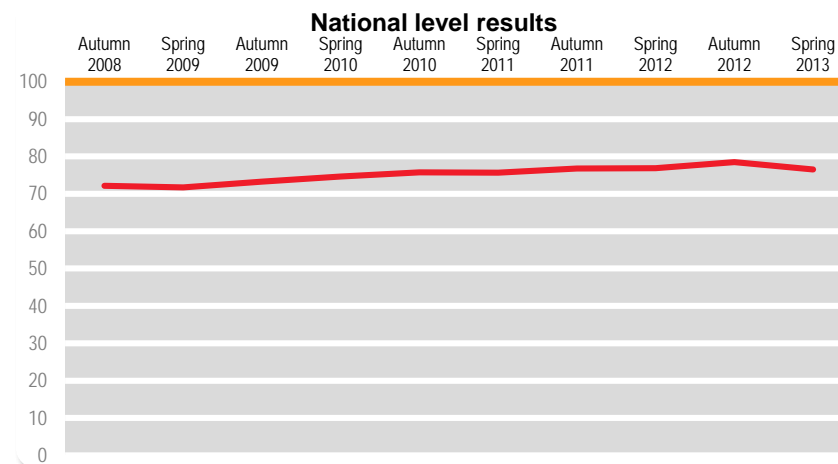
Your personal security whilst on board the train

Key:

Improved ↑

Unchanged →

Declined ↓

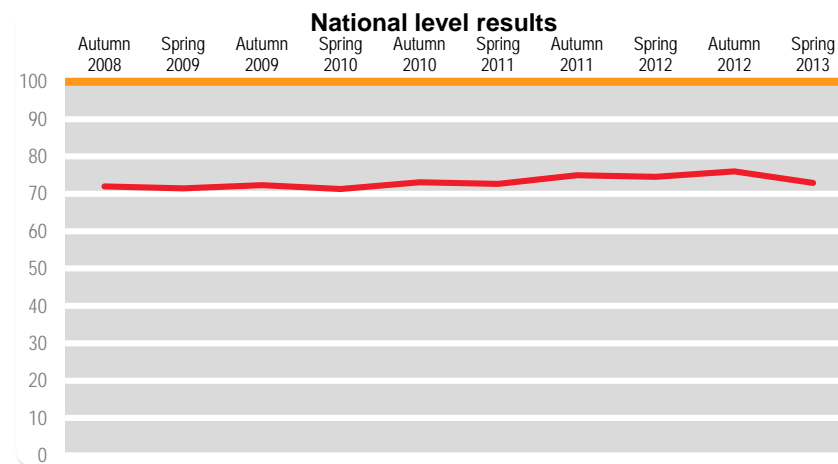


Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	15586	75	21	4	-2	↓	0	→
c2c	966	77	18	5	2	→	2	→
Chiltern Railways	992	85	14	1	-1	→	0	→
First Capital Connect	1571	70	25	5	-3	→	-2	→
First Great Western	2687	79	18	3	-1	→	-2	→
Greater Anglia	2063	68	26	6	-5	↓	3	→
London Midland	1058	75	21	4	-4	→	-5	↓
London Overground	1015	80	16	4	-3	→	1	→
South West Trains	1821	80	18	2	-1	→	-1	→
Southeastern	1525	69	24	7	-4	↓	-1	→
Southern	1888	74	21	5	-2	→	2	→
LONG DISTANCE SERVICES	5419	86	13	2	-1	→	0	→
CrossCountry	1102	84	14	2	1	→	-1	→
East Coast	1138	86	13	1	-3	↓	1	→
East Midlands Trains	1008	84	15	1	-2	→	-2	→
First TransPennine Express	1097	86	12	2	2	→	0	→
Virgin Trains	1074	89	10	1	-1	→	0	→
REGIONAL SERVICES	3670	79	18	4	-2	→	-2	→
Arriva Trains Wales	1114	86	12	2	4	↑	3	→
Merseyrail	505	78	18	4	-5	→	-2	→
Northern Rail	995	73	23	4	-6	↓	-3	→
ScotRail	1056	83	14	3	3	→	-4	→

The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

Declined ↓

Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	16699	71	17	12	-4	↓	-3	↓
c2c	1036	90	8	2	-2	→	-1	→
Chiltern Railways	1073	84	11	5	-2	→	-2	→
First Capital Connect	1697	57	24	20	-8	↓	-8	↓
First Great Western	2888	74	16	10	-2	→	-2	→
Greater Anglia	2207	57	22	21	-5	↓	1	→
London Midland	1123	76	15	9	-7	↓	-6	↓
London Overground	1059	91	7	2	-2	→	-2	→
South West Trains	1937	74	17	10	-3	→	-5	↓
Southeastern	1639	68	19	13	-5	↓	-3	→
Southern	2040	70	17	13	-4	↓	0	→
LONG DISTANCE SERVICES	5701	84	11	5	0	→	0	→
CrossCountry	1167	78	14	8	-1	→	-1	→
East Coast	1201	85	10	4	0	→	3	↑
East Midlands Trains	1057	83	10	7	-1	→	-1	→
First TransPennine Express	1156	86	10	4	-1	→	-1	→
Virgin Trains	1120	90	7	3	1	→	1	→
REGIONAL SERVICES	3904	73	15	11	-1	→	1	→
Arriva Trains Wales	1192	78	14	8	-2	→	1	→
Merseyrail	533	81	11	9	0	→	1	→
Northern Rail	1070	60	21	18	-3	→	3	→
ScotRail	1109	84	11	5	1	→	0	→

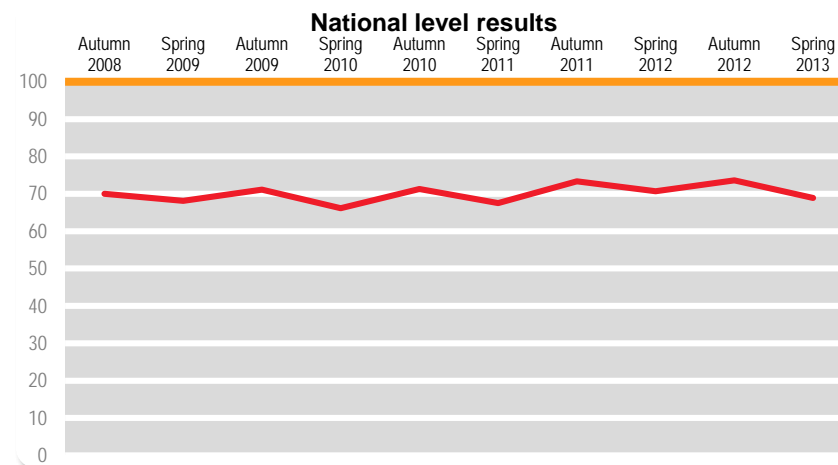
The cleanliness of the outside of the train

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	14239	69	22	9	-5	↓	-3	↓
c2c	940	86	11	3	-4	↓	-2	→
Chiltern Railways	899	81	16	3	-2	→	-3	→
First Capital Connect	1466	51	29	19	-5	↓	-5	↓
First Great Western	2372	70	22	9	-3	↓	-4	↓
Greater Anglia	1872	50	29	21	-8	↓	-3	→
London Midland	944	77	18	5	-6	↓	-6	↓
London Overground	978	89	9	2	-3	→	-1	→
South West Trains	1618	75	20	5	-4	→	-2	→
Southeastern	1431	65	25	10	-6	↓	-3	→
Southern	1719	66	25	9	-4	↓	-3	→
LONG DISTANCE SERVICES	4679	78	17	5	-4	↓	-2	→
CrossCountry	953	74	21	5	-6	↓	-5	↓
East Coast	973	72	21	7	-5	↓	-4	→
East Midlands Trains	865	71	18	11	-5	↓	-3	→
First TransPennine Express	977	82	15	3	-3	→	0	→
Virgin Trains	911	87	10	3	0	→	1	→
REGIONAL SERVICES	3306	65	23	13	-6	↓	2	→
Arriva Trains Wales	1005	70	22	9	-4	→	1	→
Merseyrail	475	70	22	8	-1	→	3	→
Northern Rail	920	49	30	21	-12	↓	2	→
ScotRail	906	80	15	6	-1	→	2	→

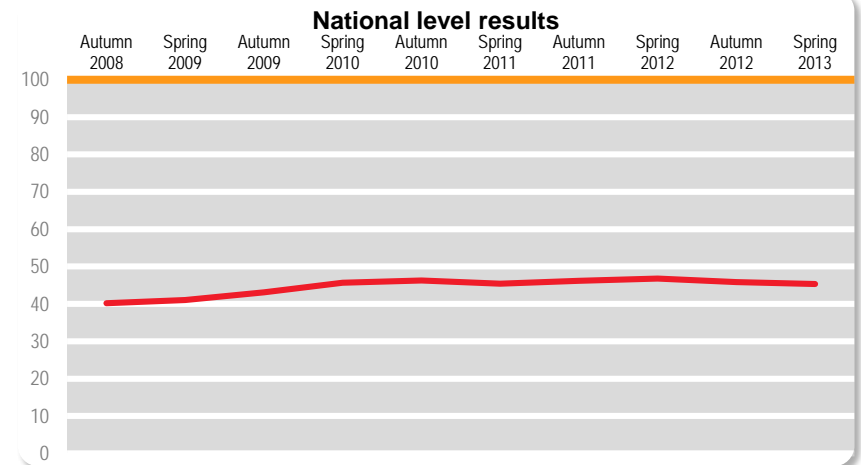
The availability of staff on the train

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	11360	37	30	32	-1	→	-2	→
c2c	567	23	34	42	4	→	1	→
Chiltern Railways	585	34	35	31	-2	→	-5	→
First Capital Connect	1037	13	28	60	-3	→	-4	↓
First Great Western	2140	48	31	21	1	→	-1	→
Greater Anglia	1494	26	27	48	0	→	-1	→
London Midland	784	41	30	29	-7	↓	-4	→
London Overground	759	42	31	26	0	→	5	→
South West Trains	1517	51	34	15	-2	→	-4	→
Southeastern	1117	34	26	40	1	→	0	→
Southern	1360	33	31	35	-2	→	-3	→
LONG DISTANCE SERVICES	4847	67	24	9	1	→	-1	→
CrossCountry	963	63	29	9	-1	→	-4	→
East Coast	1041	71	21	8	-1	→	-1	→
East Midlands Trains	906	64	26	10	2	→	-3	→
First TransPennine Express	1012	69	21	10	3	→	2	→
Virgin Trains	925	71	21	8	3	→	1	→
REGIONAL SERVICES	3358	61	25	14	1	→	-2	→
Arriva Trains Wales	1097	73	20	7	3	→	2	→
Merseyrail	378	50	29	20	5	→	2	→
Northern Rail	934	55	28	17	-3	→	-5	→
ScotRail	949	69	22	9	4	→	-3	→

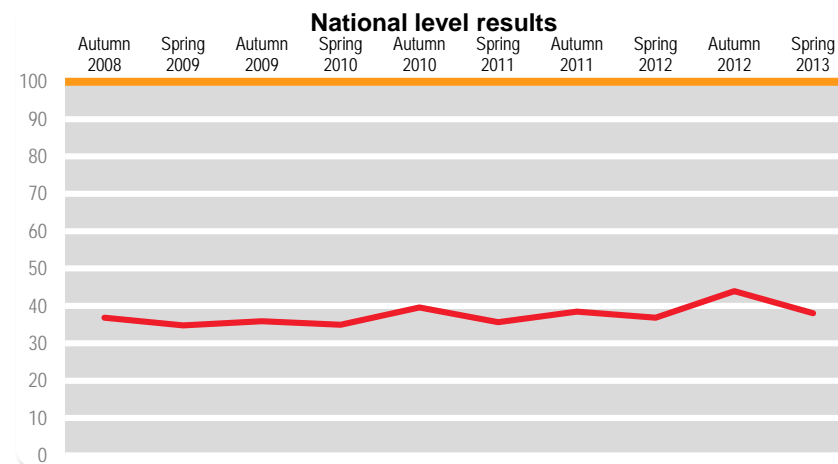
How well train company dealt with delays

Key:

Improved ↑

Unchanged →

Declined ↓



Spring 2013

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	3167	36	37	27	-7	↓	1	→
c2c	81	62	27	11	1	→	20	↑
Chiltern Railways	83	46	38	15	-4	→	8	→
First Capital Connect	415	28	45	27	-5	→	-2	→
First Great Western	714	44	35	21	-4	→	3	→
Greater Anglia	377	28	41	31	-17	↓	0	→
London Midland	258	32	35	33	-14	↓	-17	↓
London Overground	88	35	39	26	-7	→	-7	→
South West Trains	423	45	34	21	-4	→	8	→
Southeastern	257	31	33	35	-9	→	0	→
Southern	471	30	39	31	-9	↓	-5	→
LONG DISTANCE SERVICES	1494	57	28	14	1	→	3	→
CrossCountry	325	51	34	14	0	→	-1	→
East Coast	395	62	26	12	-7	→	-1	→
East Midlands Trains	159	58	21	21	1	→	7	→
First TransPennine Express	311	53	29	19	3	→	-3	→
Virgin Trains	304	64	26	10	4	→	10	→
REGIONAL SERVICES	589	35	40	25	-5	→	0	→
Arriva Trains Wales	138	38	44	18	-4	→	-2	→
Merseyrail	61	41	40	19	-2	→	11	→
Northern Rail	205	29	39	33	-10	→	-5	→
ScotRail	185	43	40	16	3	→	5	→

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

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

Key:

Improved ↑

Unchanged →

Declined ↓

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction	71	→	72	83	↓	84
Overall satisfaction with the station	75	↑	72	75	→	76
Ticket buying facilities	69	→	66	74	→	73
Provision of information about train times/platforms	78	→	76	80	→	81
The upkeep/repair of the station buildings/platforms	67	↑	62	67	→	66
Cleanliness	71	↑	66	72	↑	71
The facilities and services	57	↑	46	52	↑	49
The attitudes and helpfulness of the staff	65	→	62	70	→	71
Connections with other forms of public transport	78	↑	70	74	→	75
Facilities for car parking	48	↑	42	47	→	48
Overall environment	68	↑	62	64	↓	66
Your personal security whilst using the station	68	↑	60	67	→	68
The availability of staff	57	↑	52	58	→	59
The provision of shelter facilities ¹	60	→	-	61	→	-
Availability of seating ¹	30	→	-	45	→	-
How request to station staff was handled	77	→	74	81	→	83

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

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

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

Key:

Improved ↑

Unchanged →

Declined ↓

	Peak			Off-Peak		
	Spring 2013	significant change	Spring 2012	Spring 2013	significant change	Spring 2012
Overall satisfaction with the train ¹	68	→	-	80	→	-
The frequency of the trains on that route	72	→	72	76	↓	78
Punctuality/reliability (i.e. the train arriving/departing on time)	69	→	70	78	↓	82
The length of time the journey was scheduled to take (speed)	74	→	73	85	→	86
Connections with other train services	69	→	71	76	→	78
The value for money for the price of your ticket	22	→	20	42	→	43
Cleanliness of the train	67	→	66	73	↓	76
Upkeep and repair of the train	66	→	64	74	↓	77
The provision of information during the journey	63	→	60	71	→	72
The helpfulness and attitude of staff on train	51	↑	45	61	→	60
The space for luggage	41	→	40	52	↓	56
The toilet facilities	29	→	24	36	→	37
Sufficient room for all passengers to sit/stand	41	→	39	71	↓	75
The comfort of the seating area	55	→	54	73	↓	75
The ease of being able to get on and off	68	→	68	80	↓	82
Your personal security on board	70	↑	67	76	→	77
The cleanliness of the inside	67	→	66	73	↓	76
The cleanliness of the outside	62	→	62	71	↓	74
The availability of staff	27	→	25	40	↓	42
How well train company deals with delays	32	↑	23	37	→	39

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

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

% satisfied/good

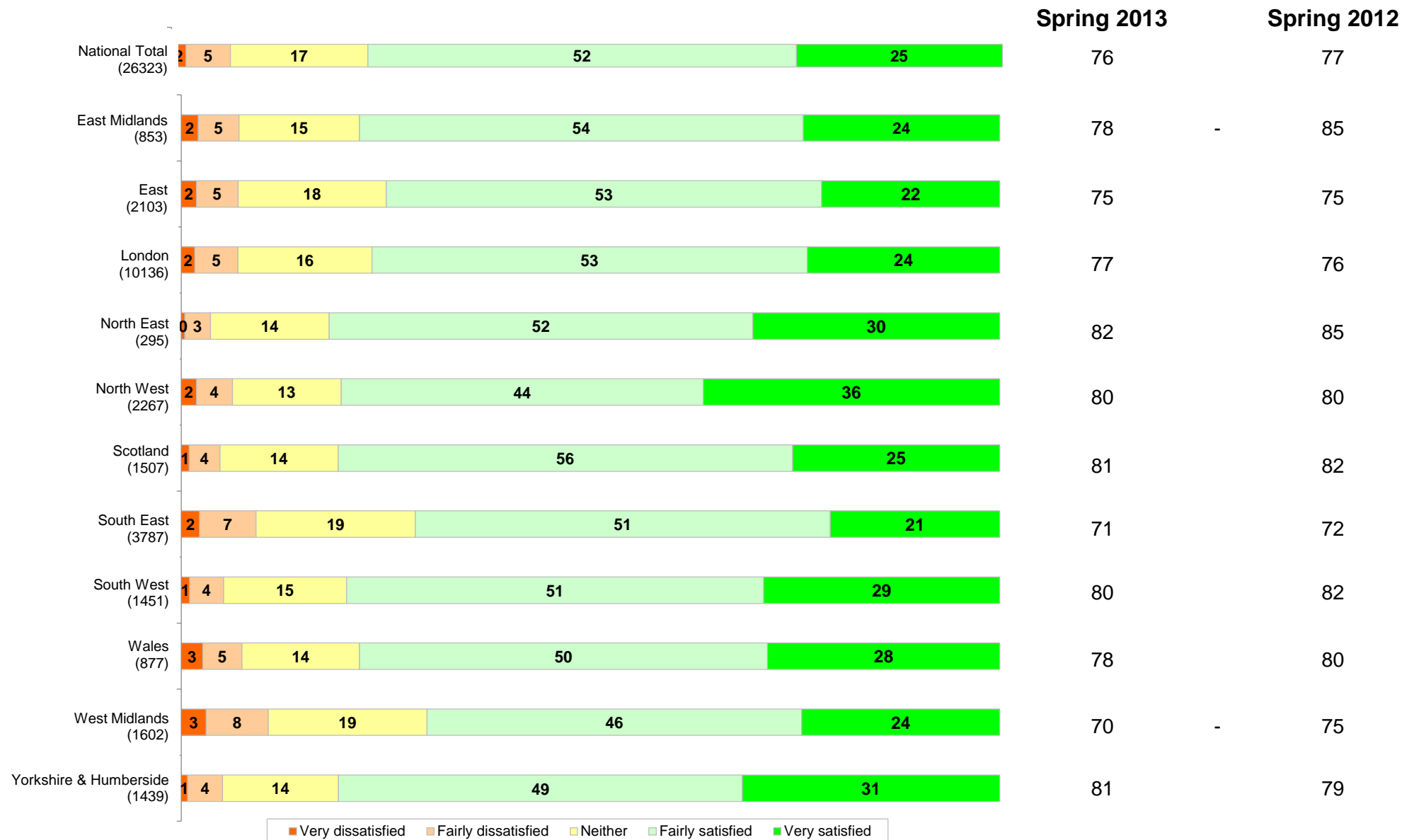
Overall satisfaction with journey



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

% satisfied/good

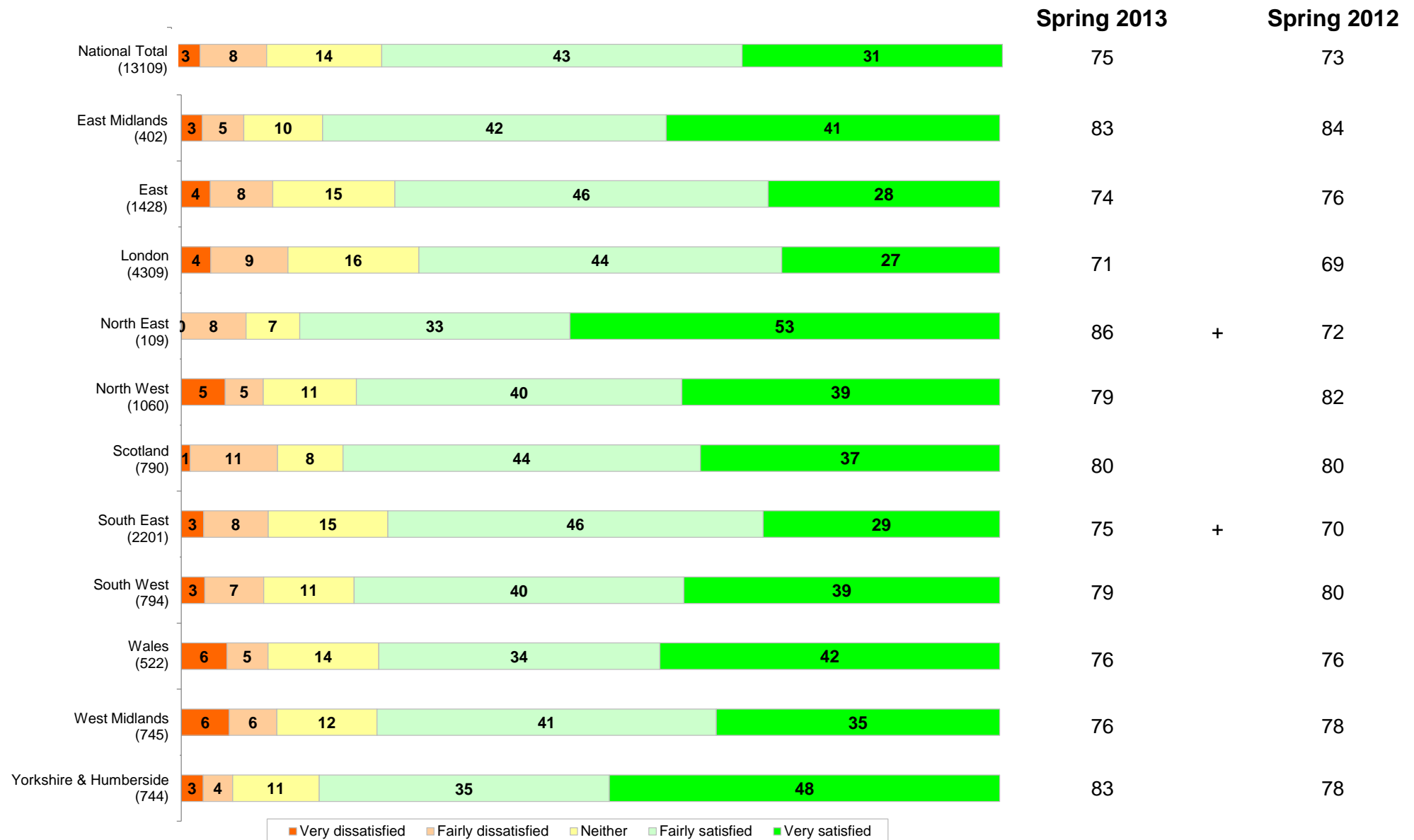
Overall satisfaction with the station



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

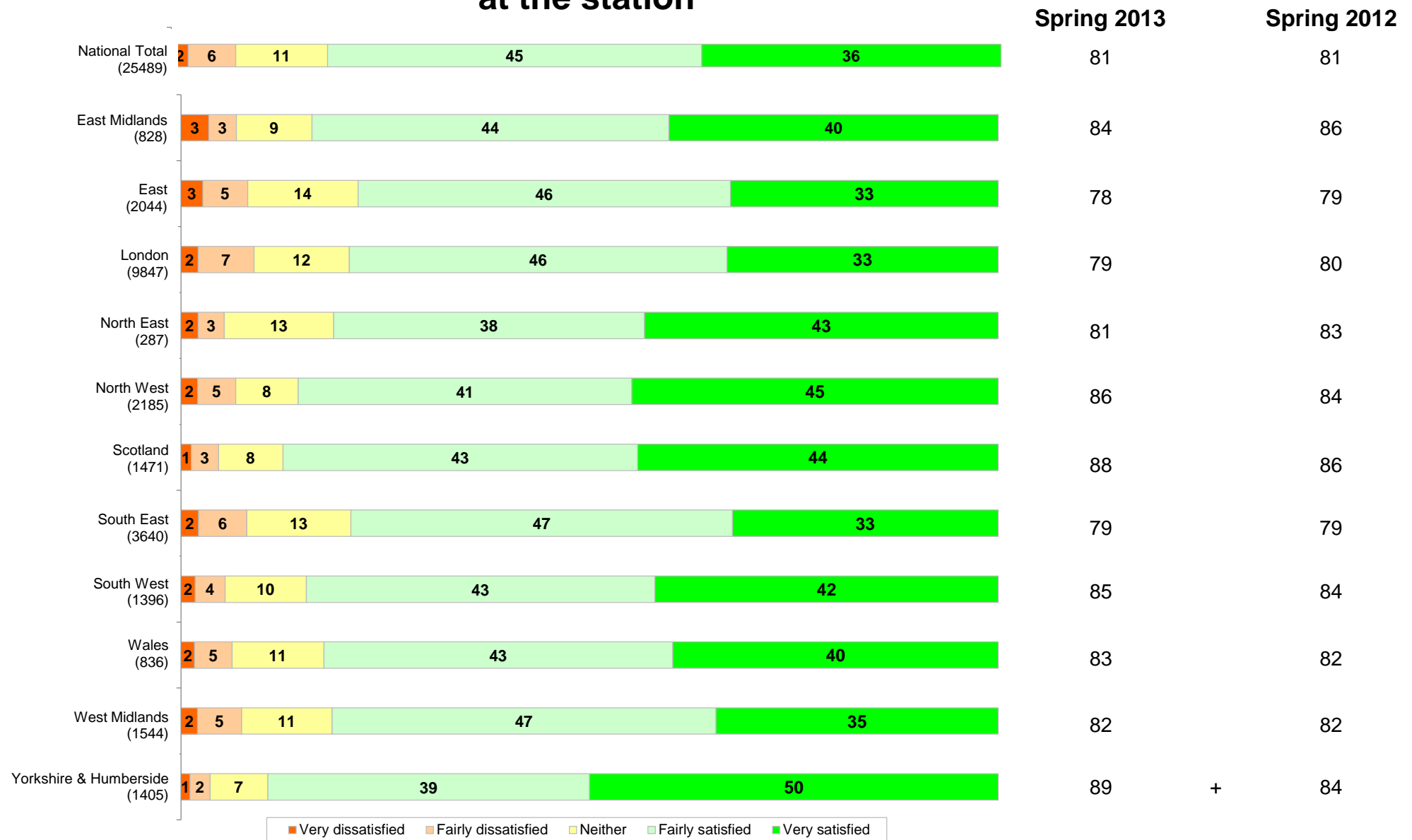
% satisfied/good

Ticket buying facilities at the station



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

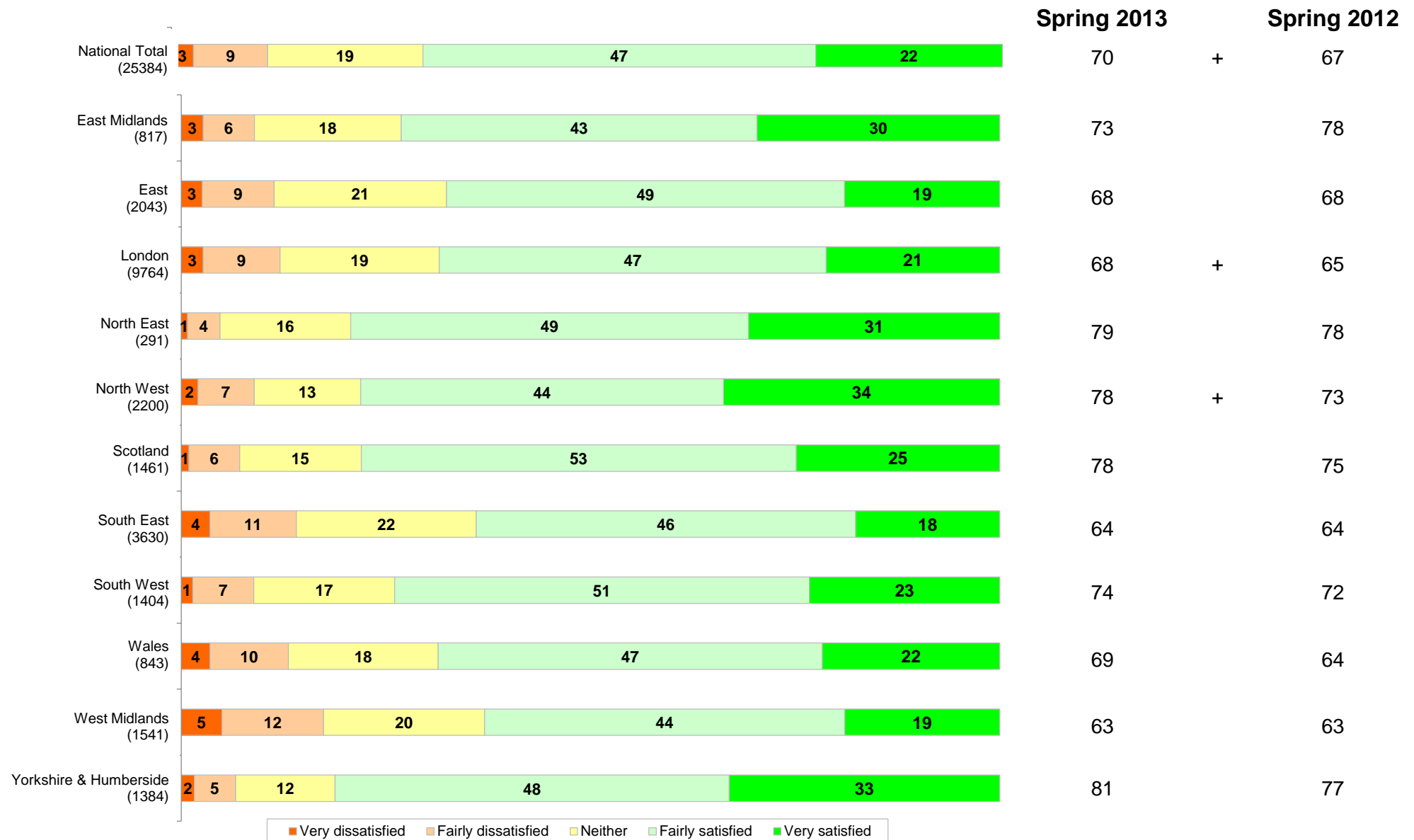
Provision of information about train times/platforms at the station



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

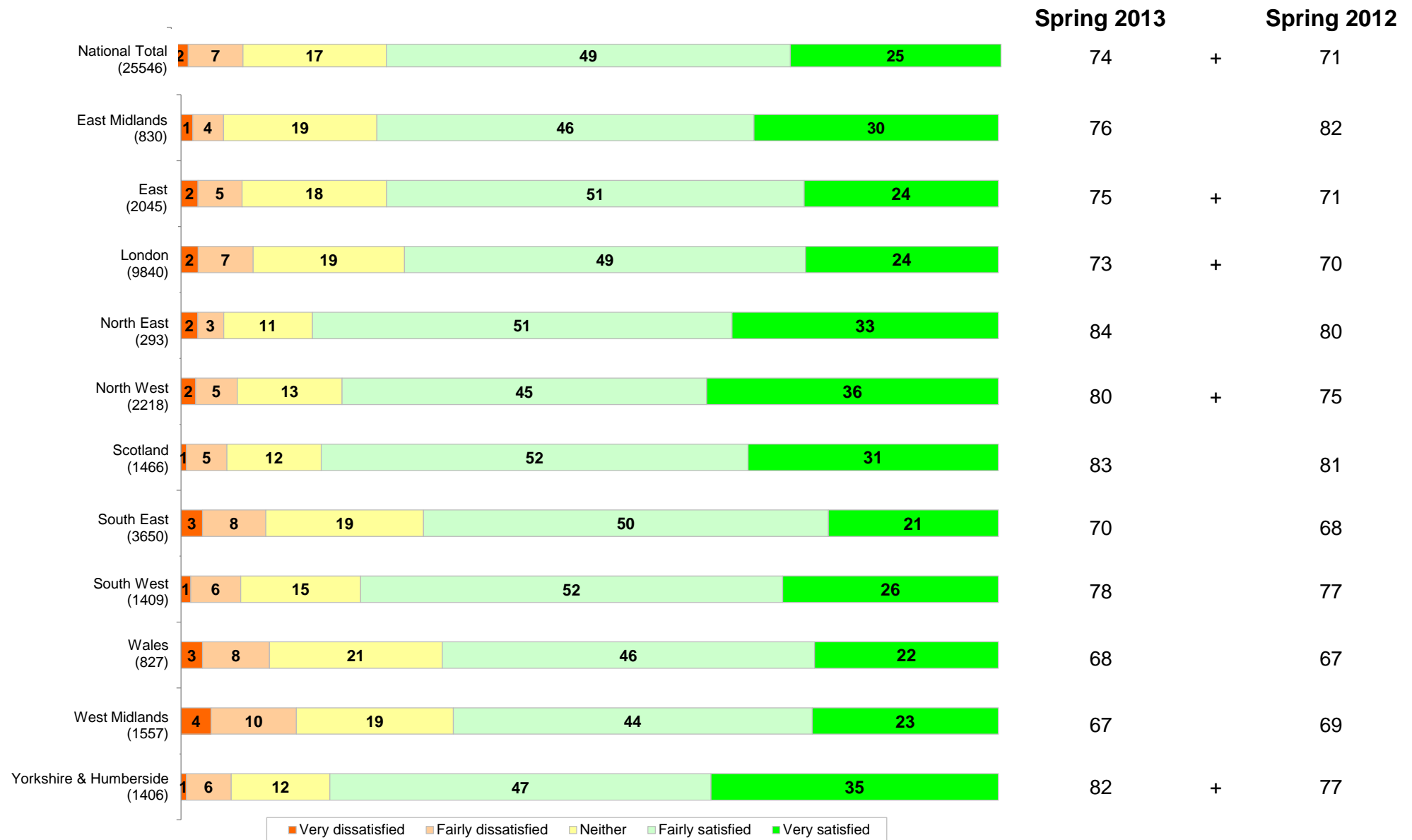
% satisfied/good

The upkeep/repair of the station buildings/platforms



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

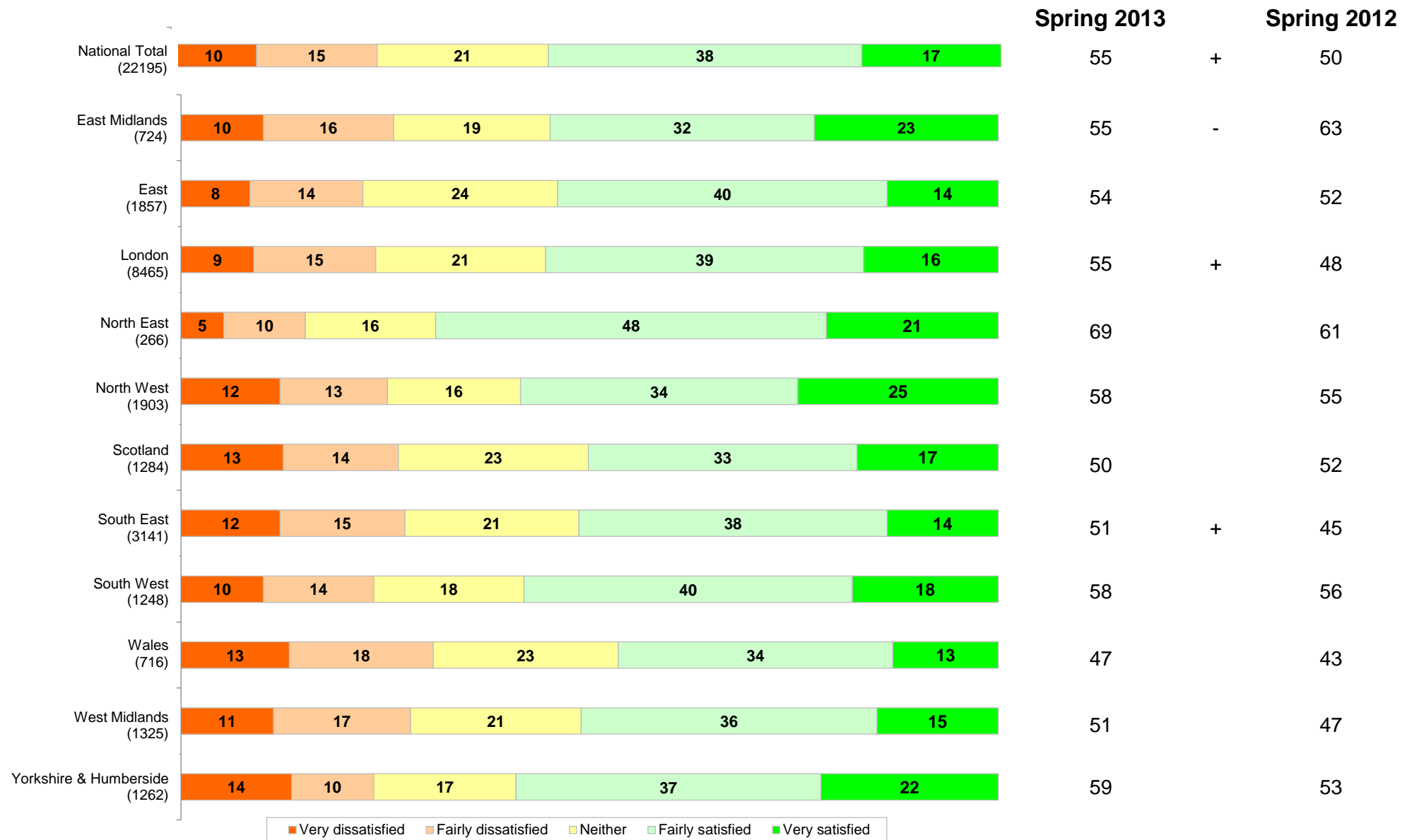
Cleanliness of the station



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

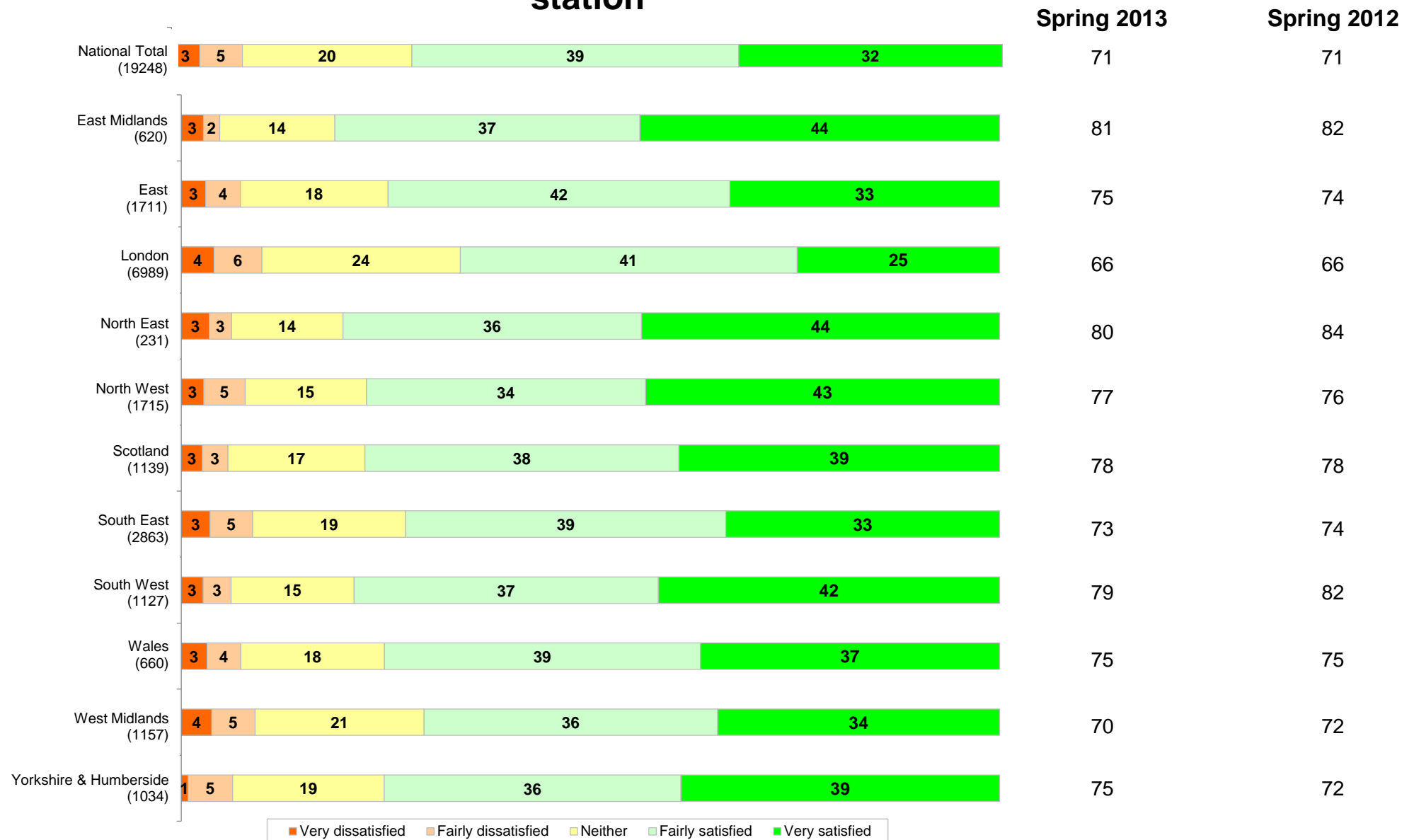
% satisfied/good

The facilities and services at the station



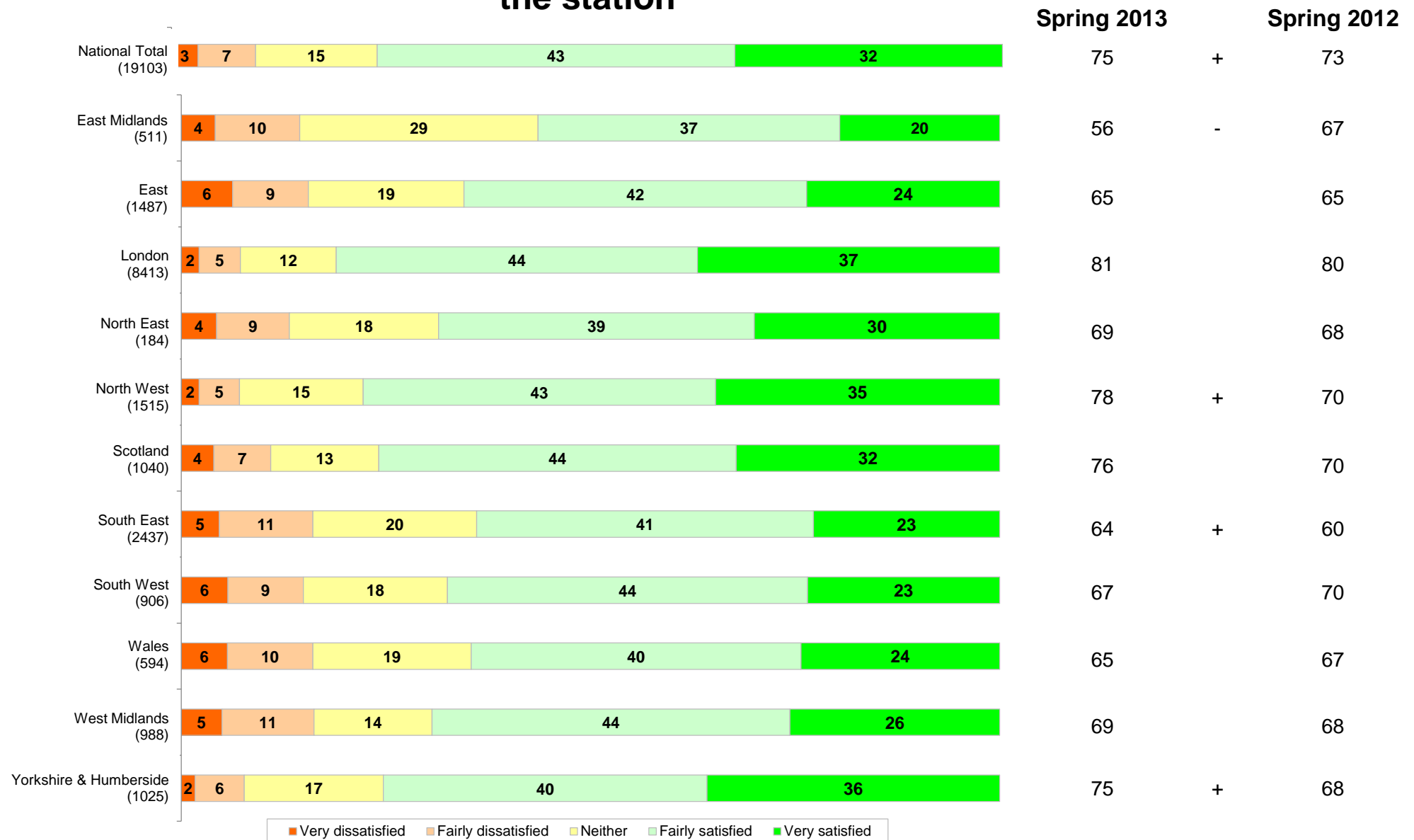
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

The attitudes and helpfulness of the staff at the station



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

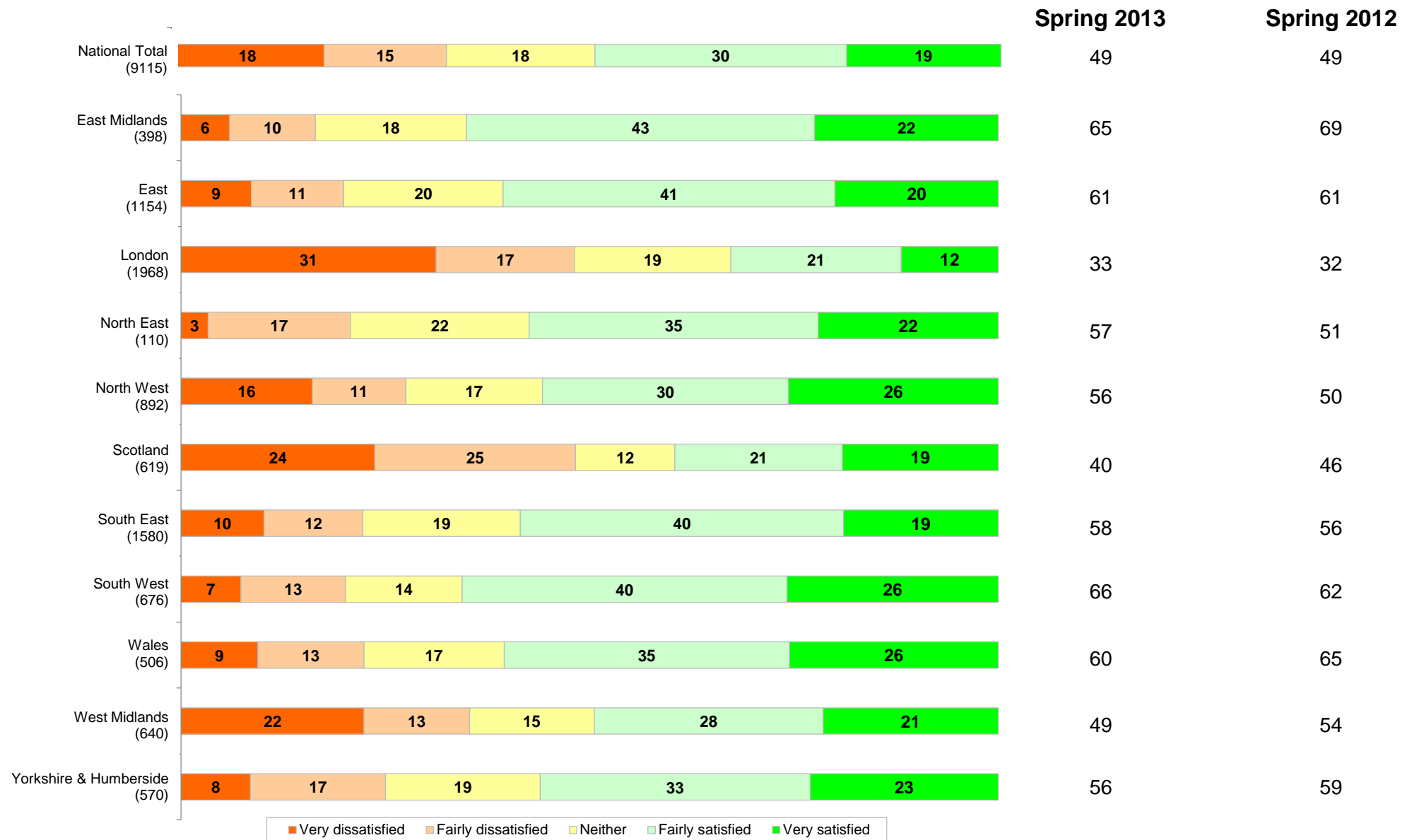
Connections with other forms of public transport at the station



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

% satisfied/good

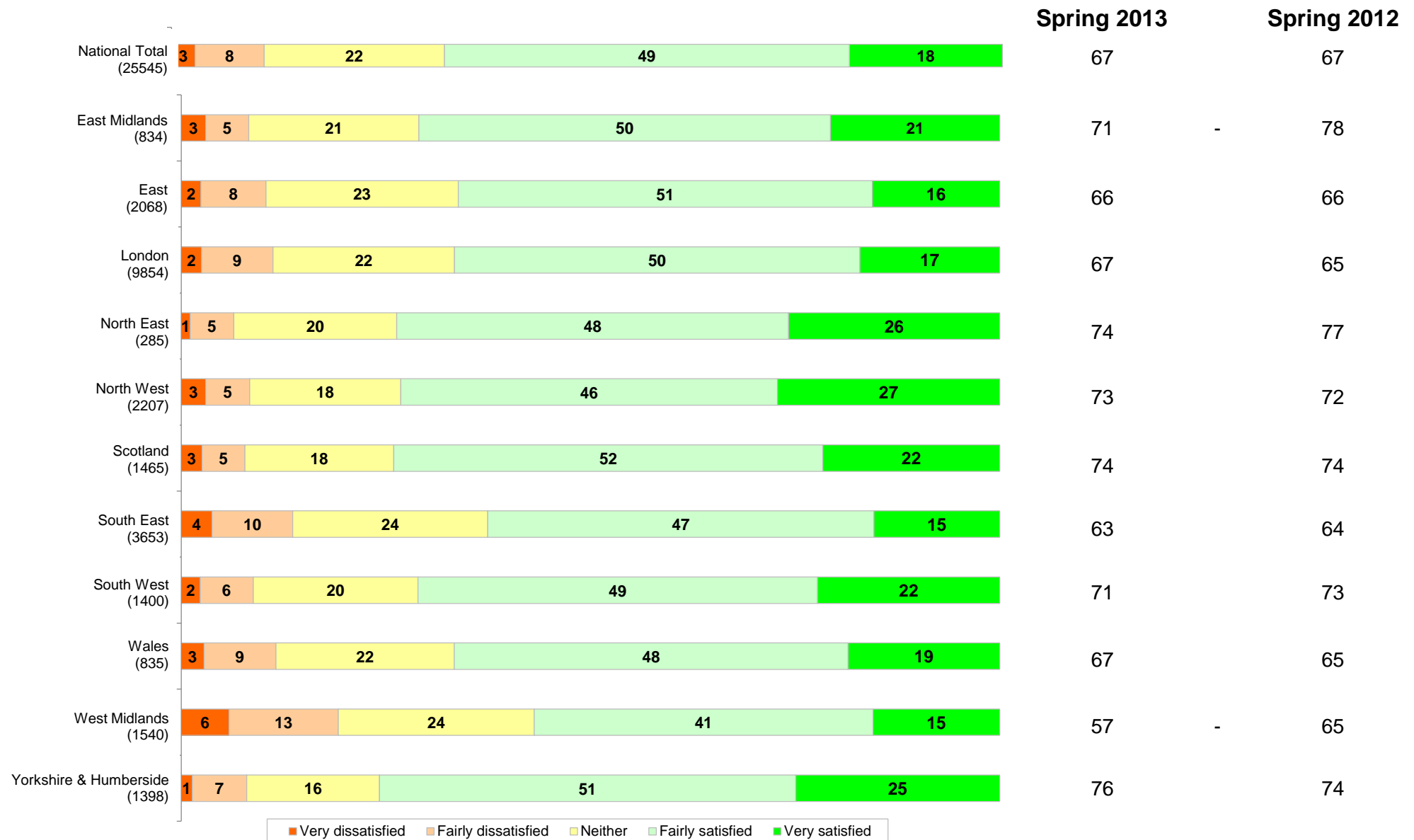
Facilities for car parking at the station



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

% satisfied/good

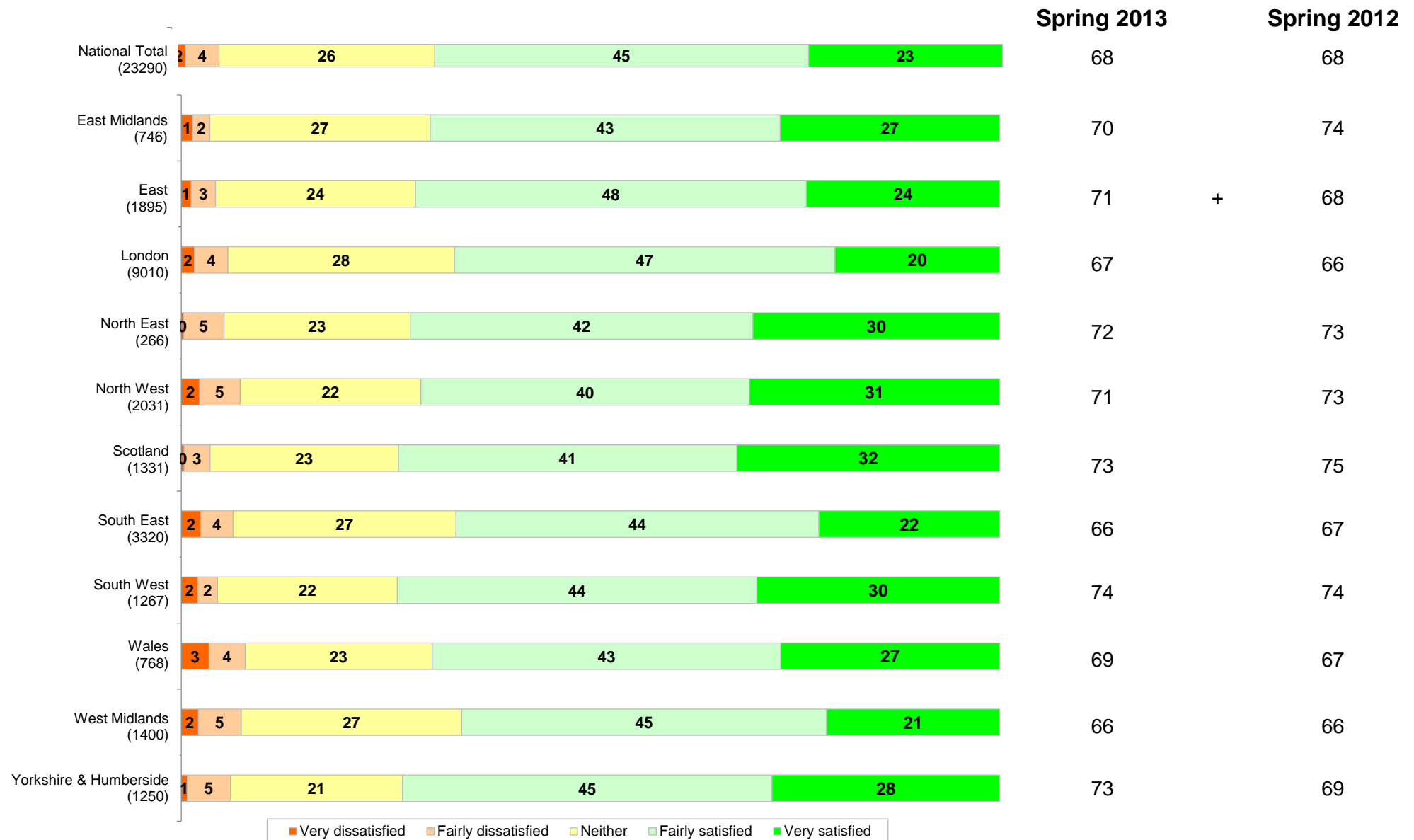
Overall environment of the station



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

% satisfied/good

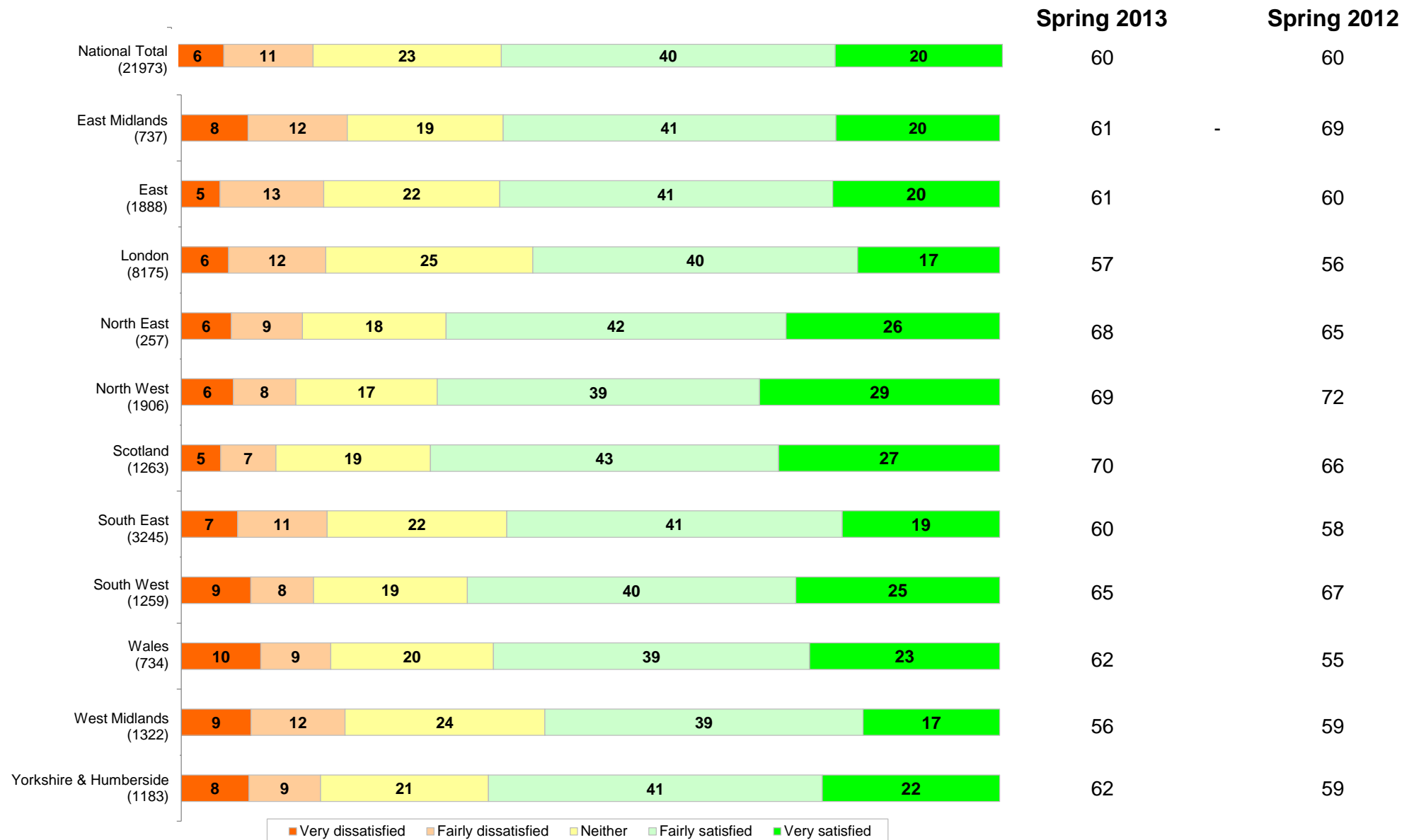
Your personal security whilst using the station



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

% satisfied/good

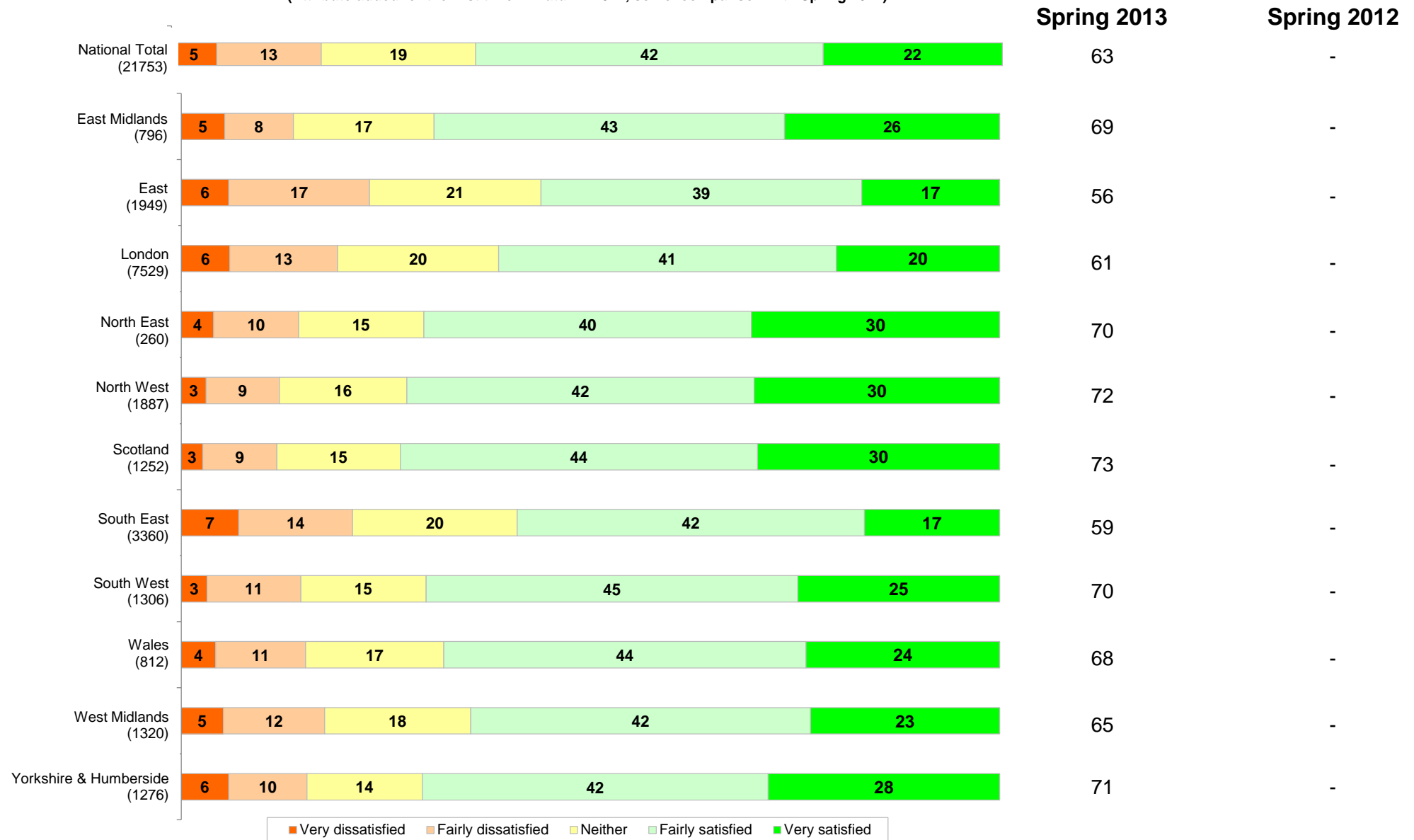
The availability of staff at the station



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

The provision of shelter facilities

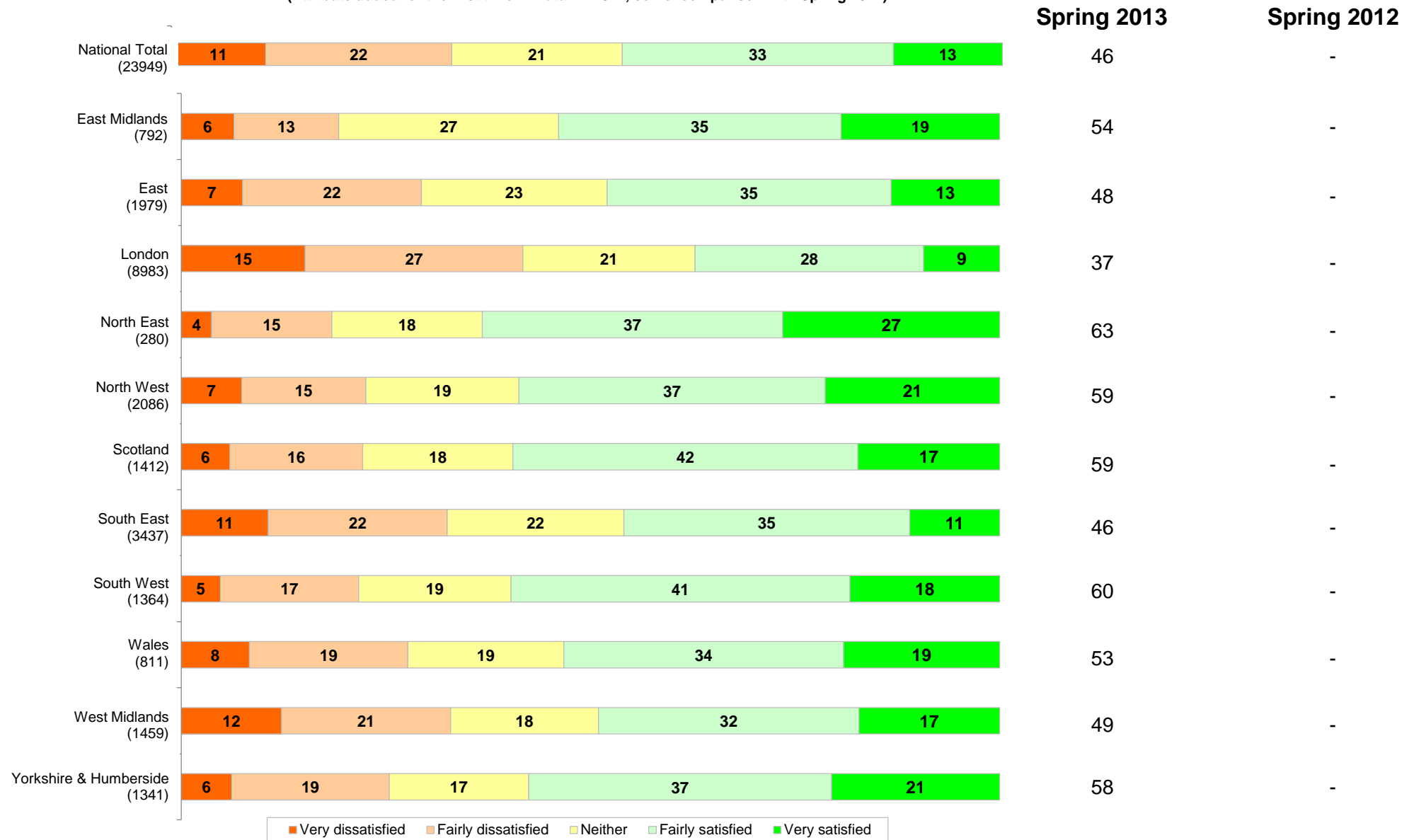
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)



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

Availability of seating

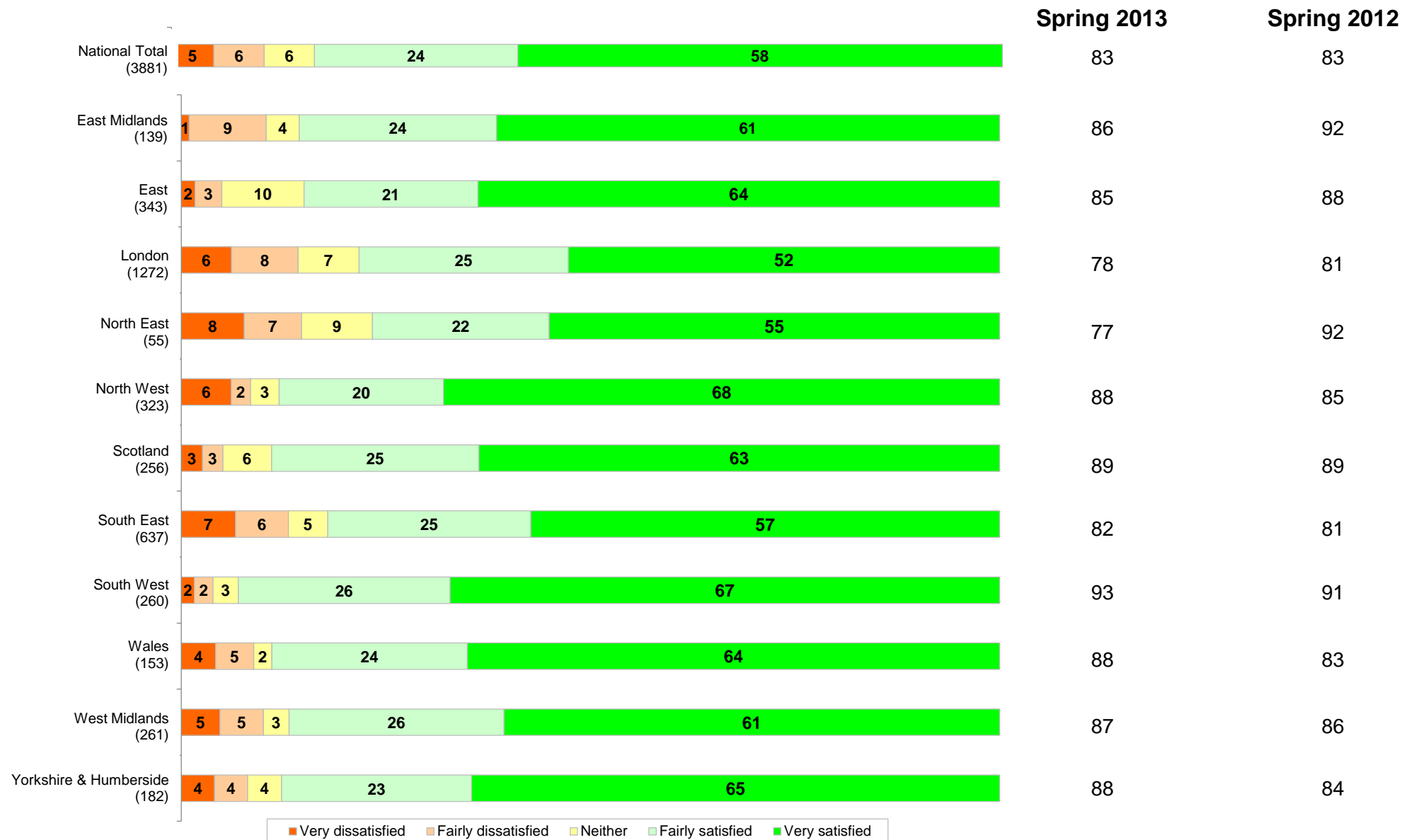
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)



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

% satisfied/good

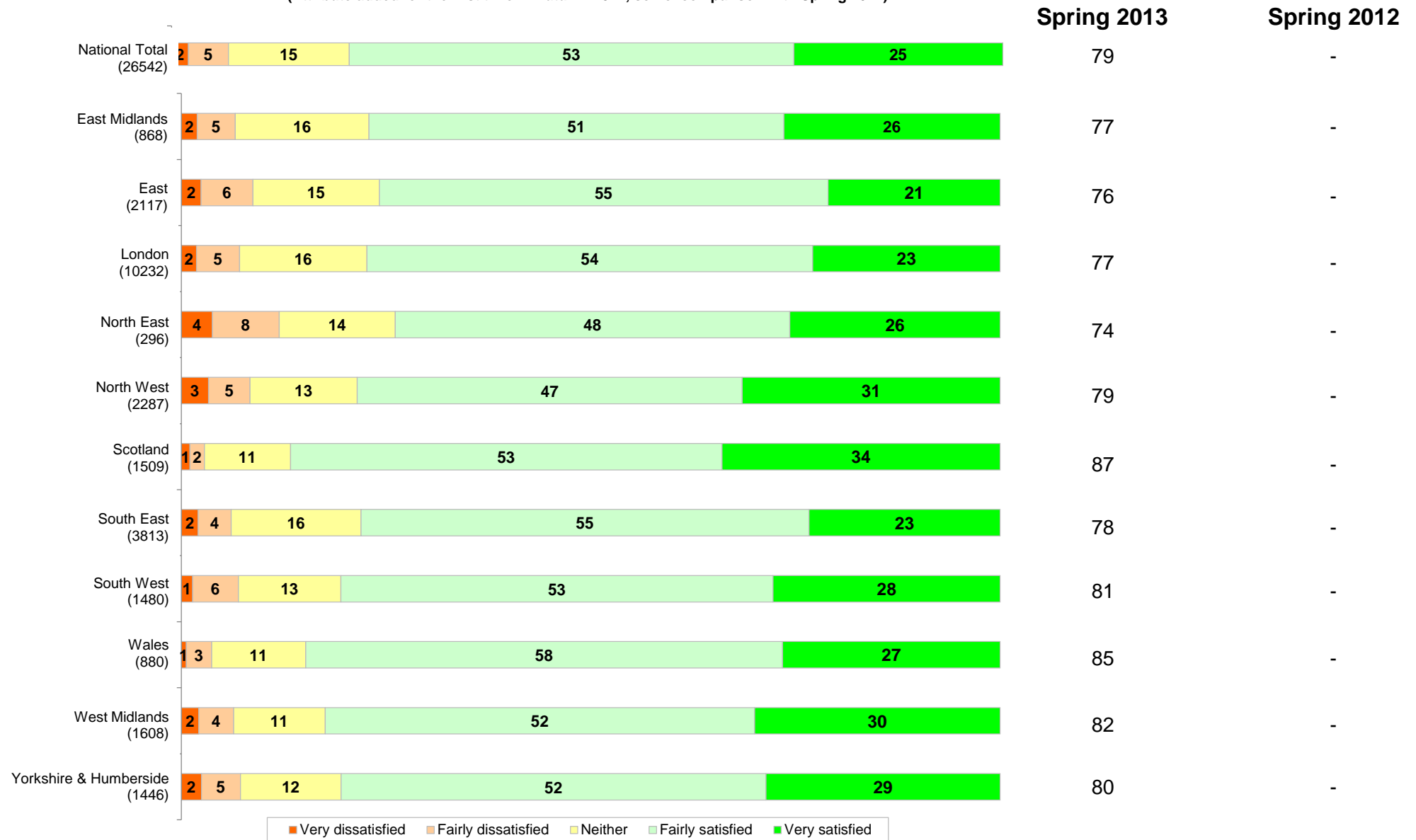
How request to station staff was handled



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

Overall satisfaction with the train

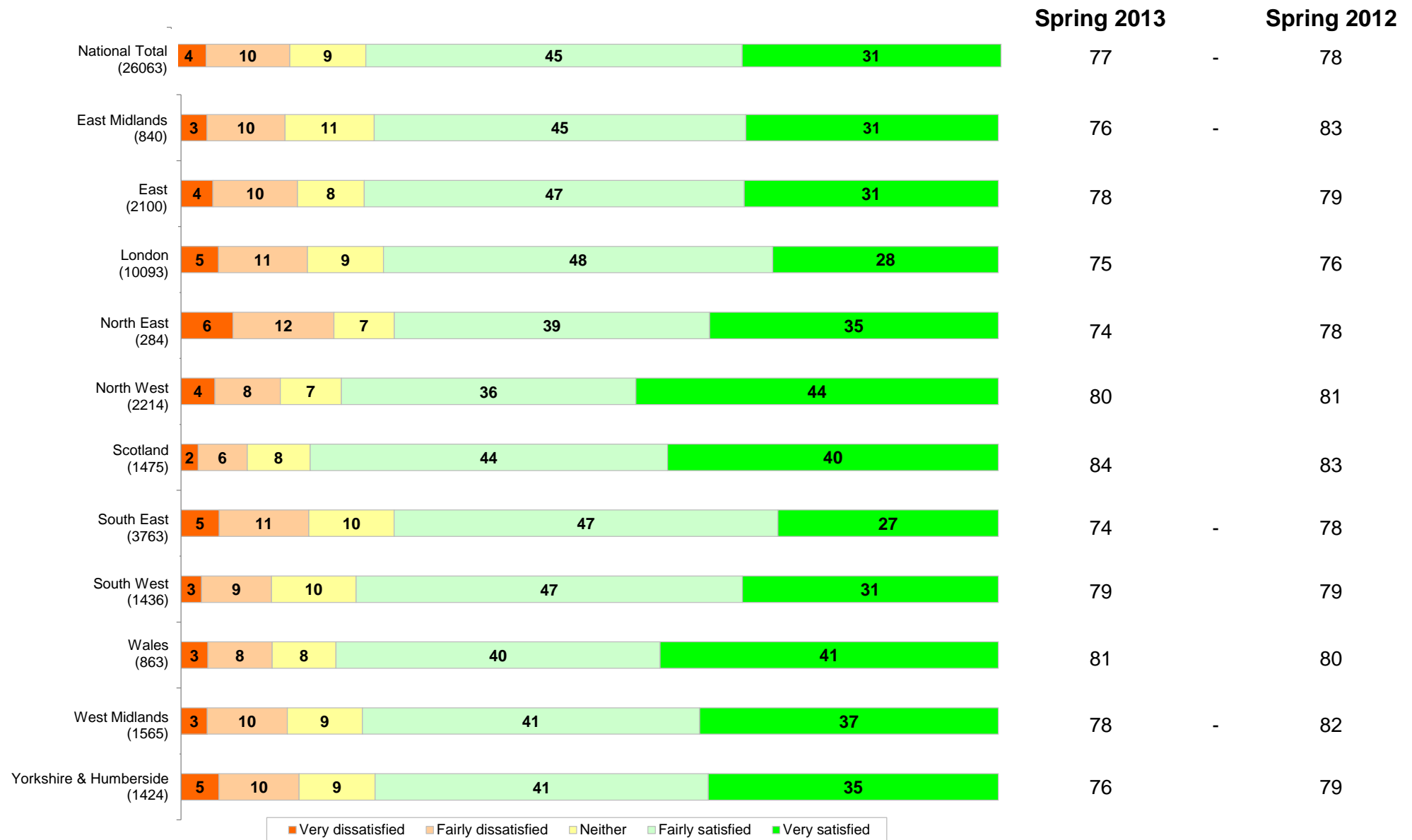
(Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012)



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

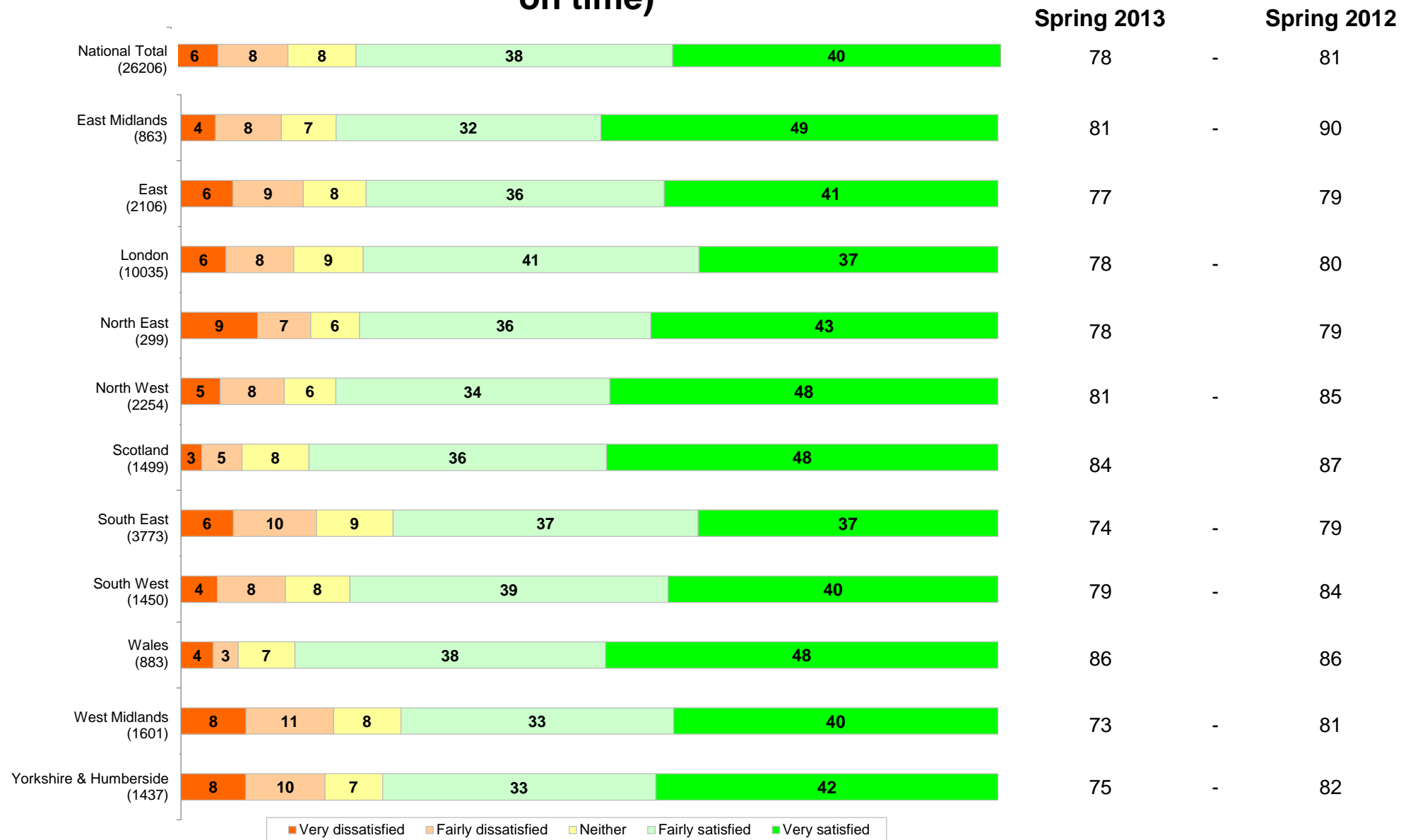
% satisfied/good

The frequency of the trains on that route



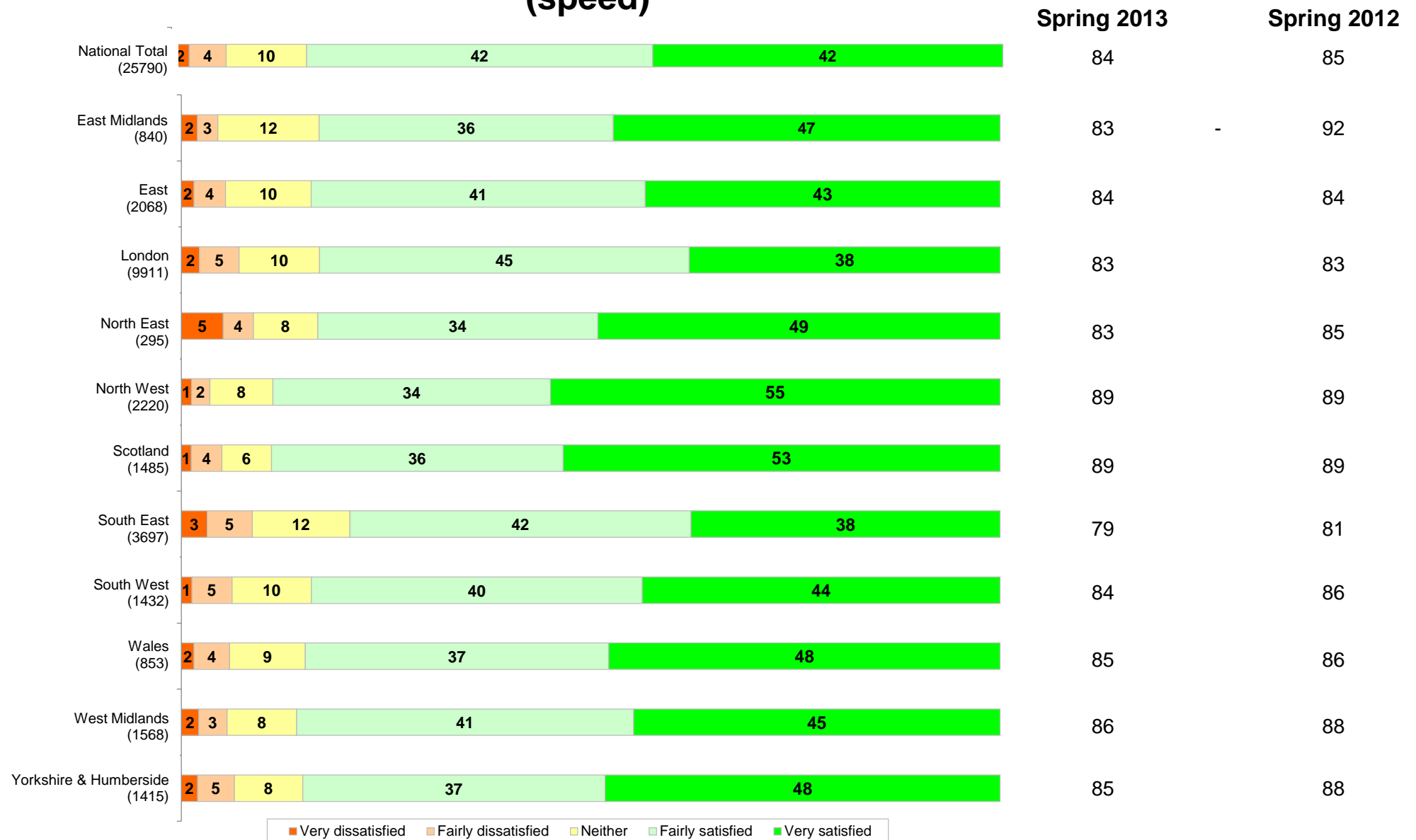
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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



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

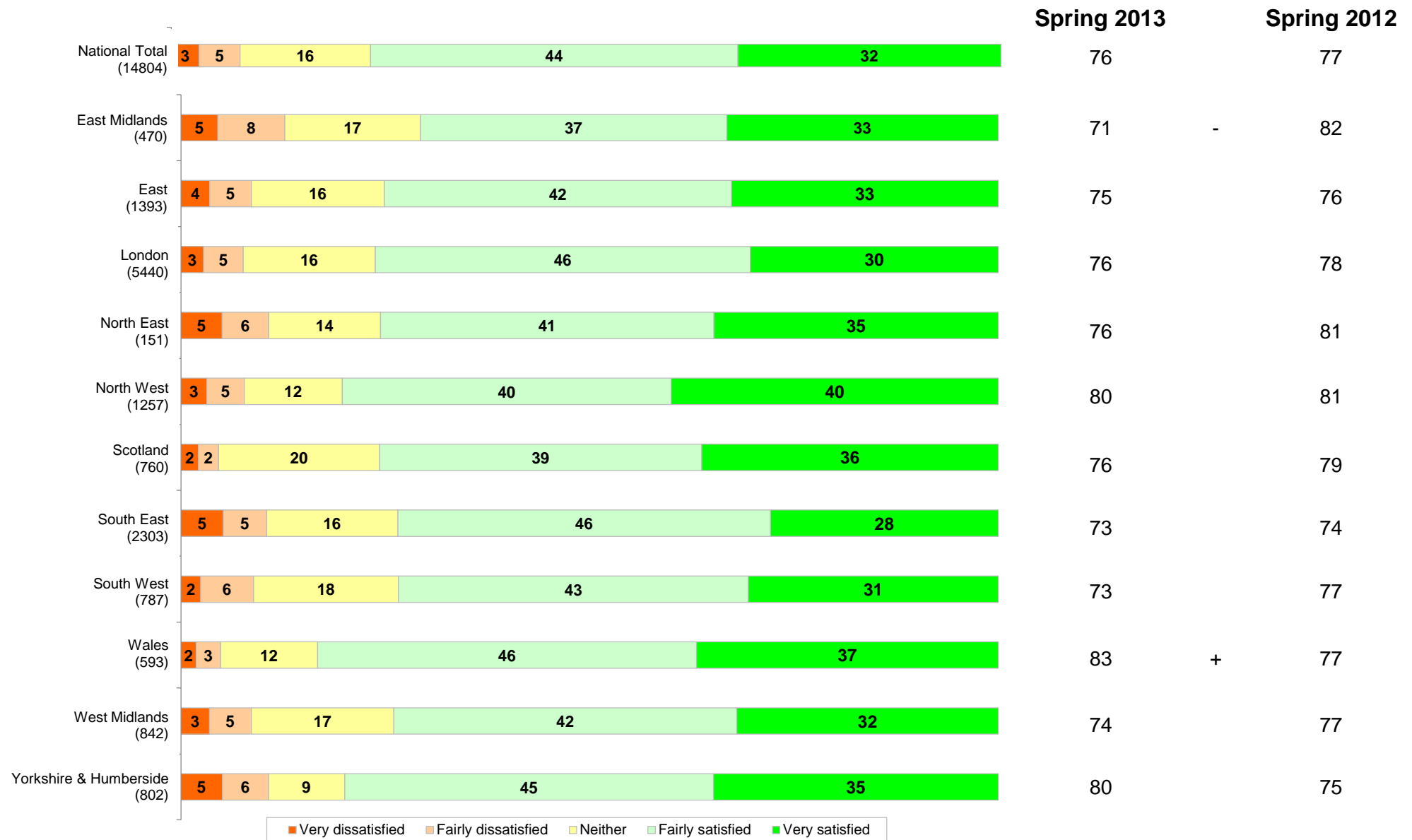
The length of time the journey was scheduled to take (speed)



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

% satisfied/good

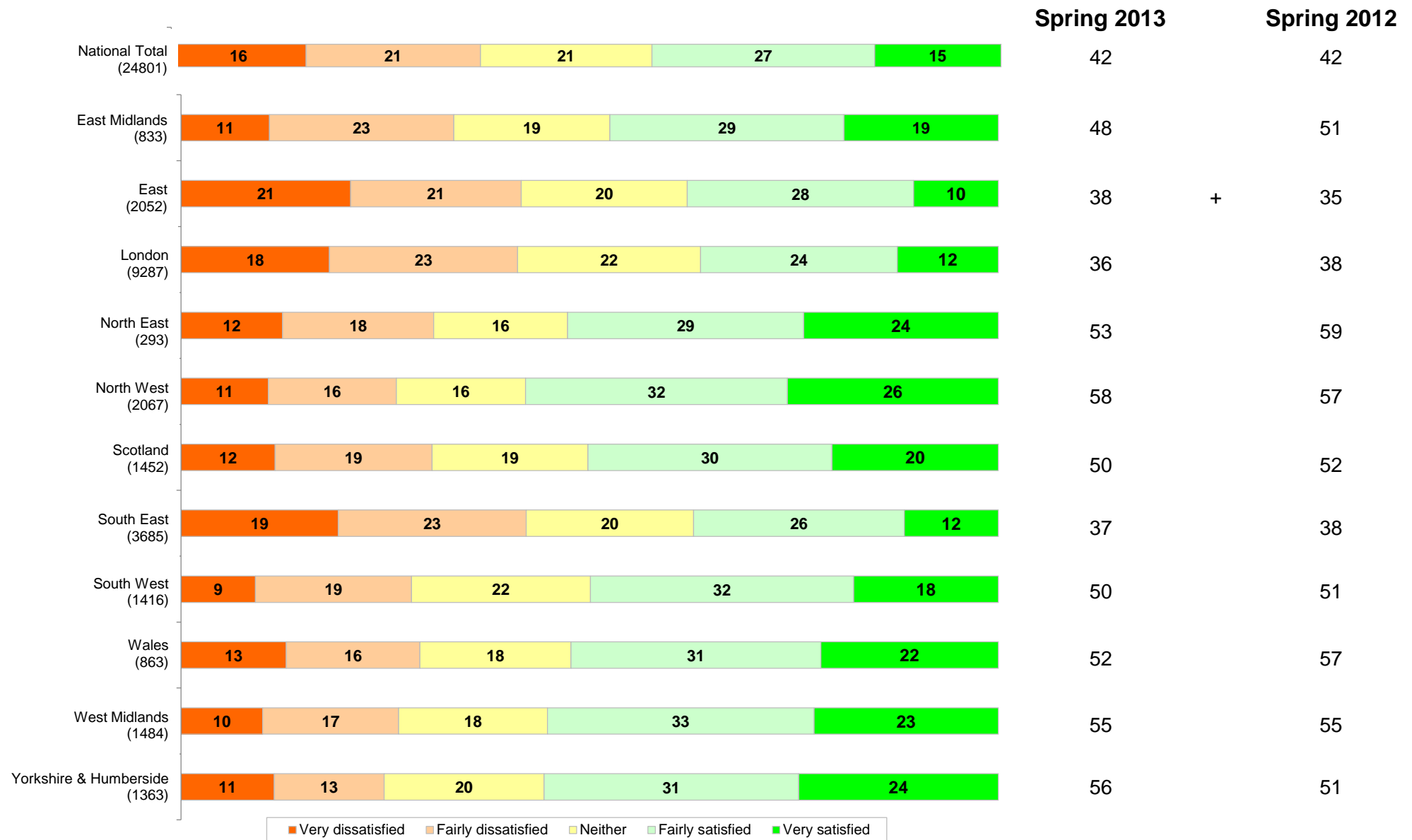
Connections with other train services



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

% satisfied/good

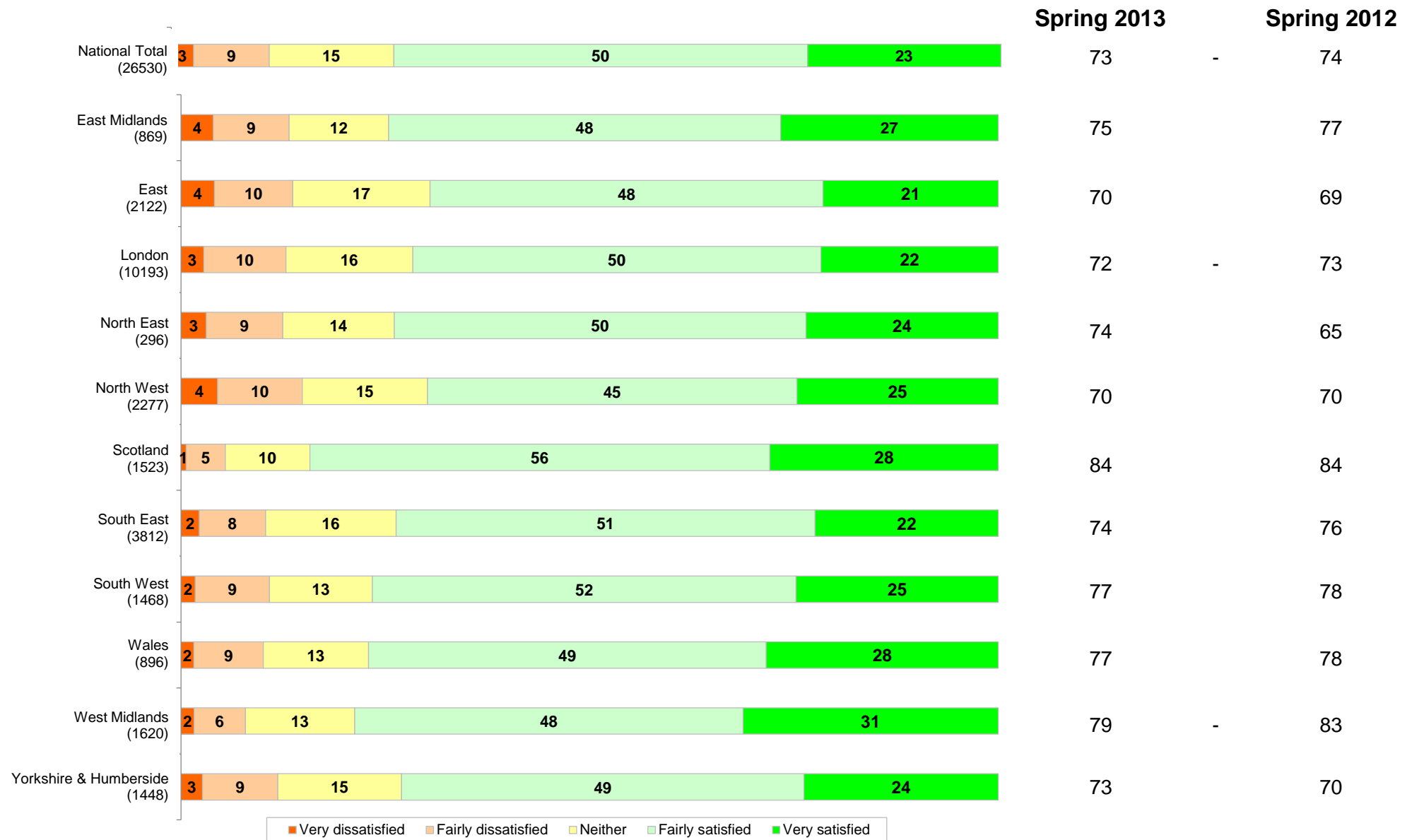
The value for money for the price of your ticket



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

% satisfied/good

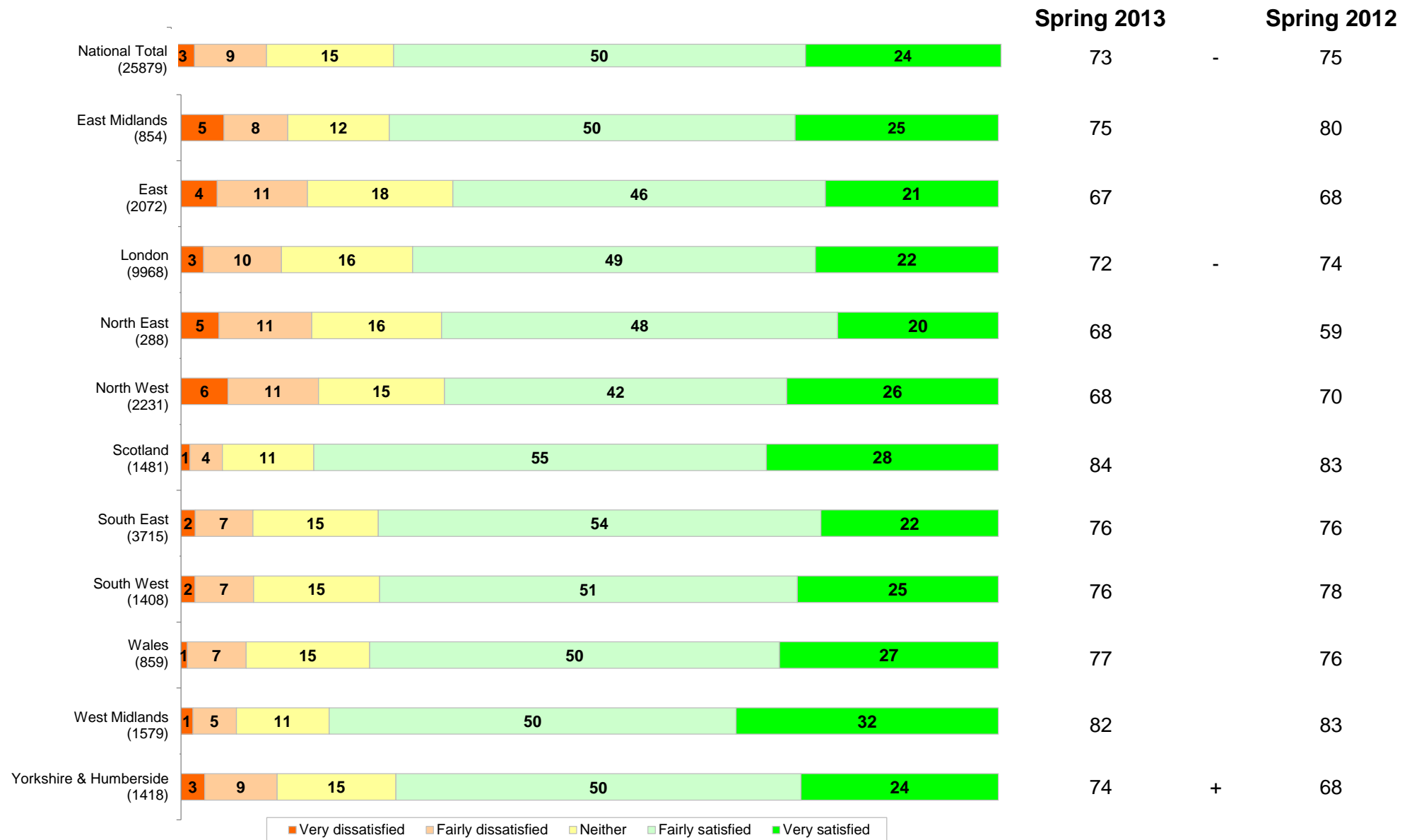
Cleanliness of the train



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

% satisfied/good

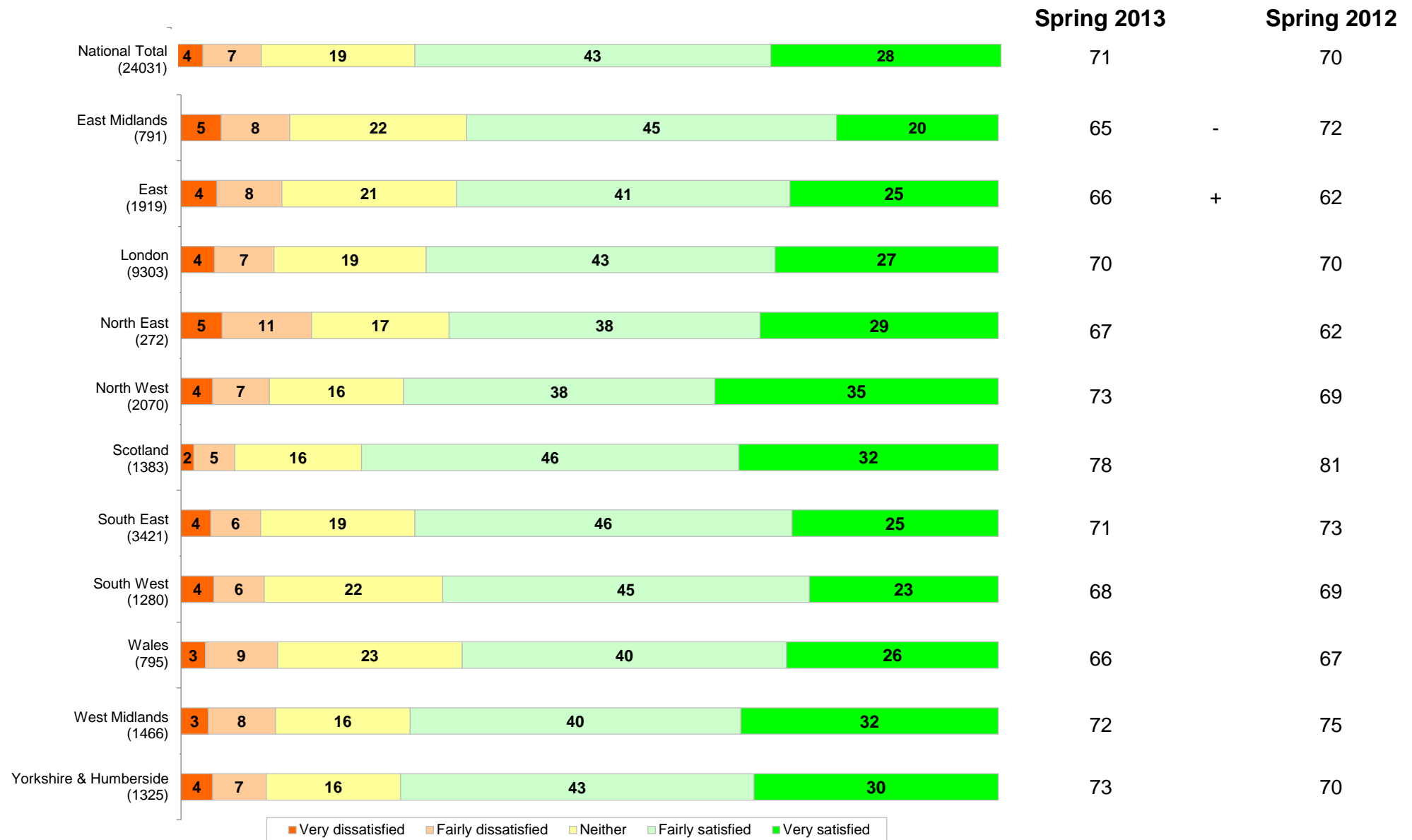
Upkeep and repair of the train



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

% satisfied/good

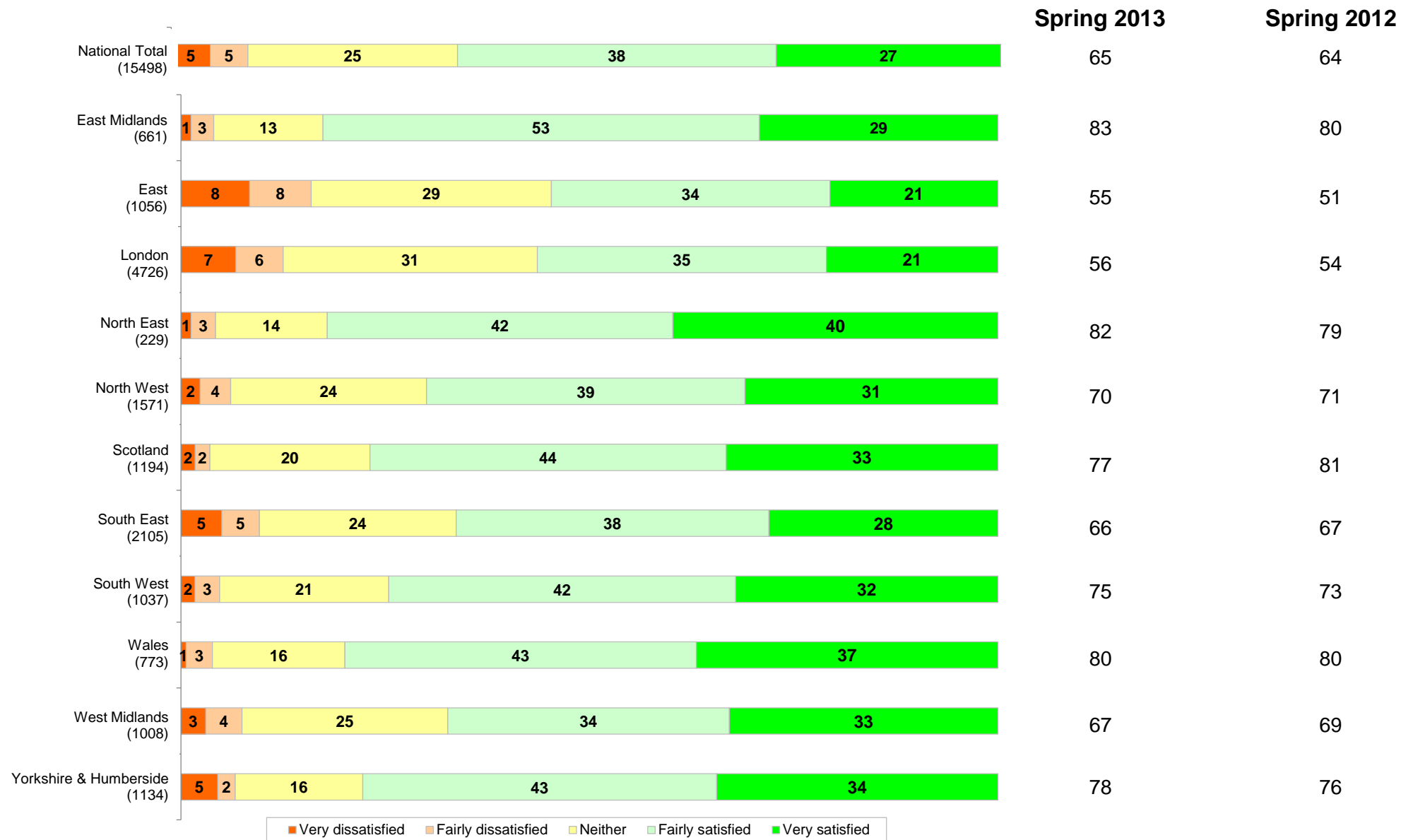
The provision of information during the journey



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

% satisfied/good

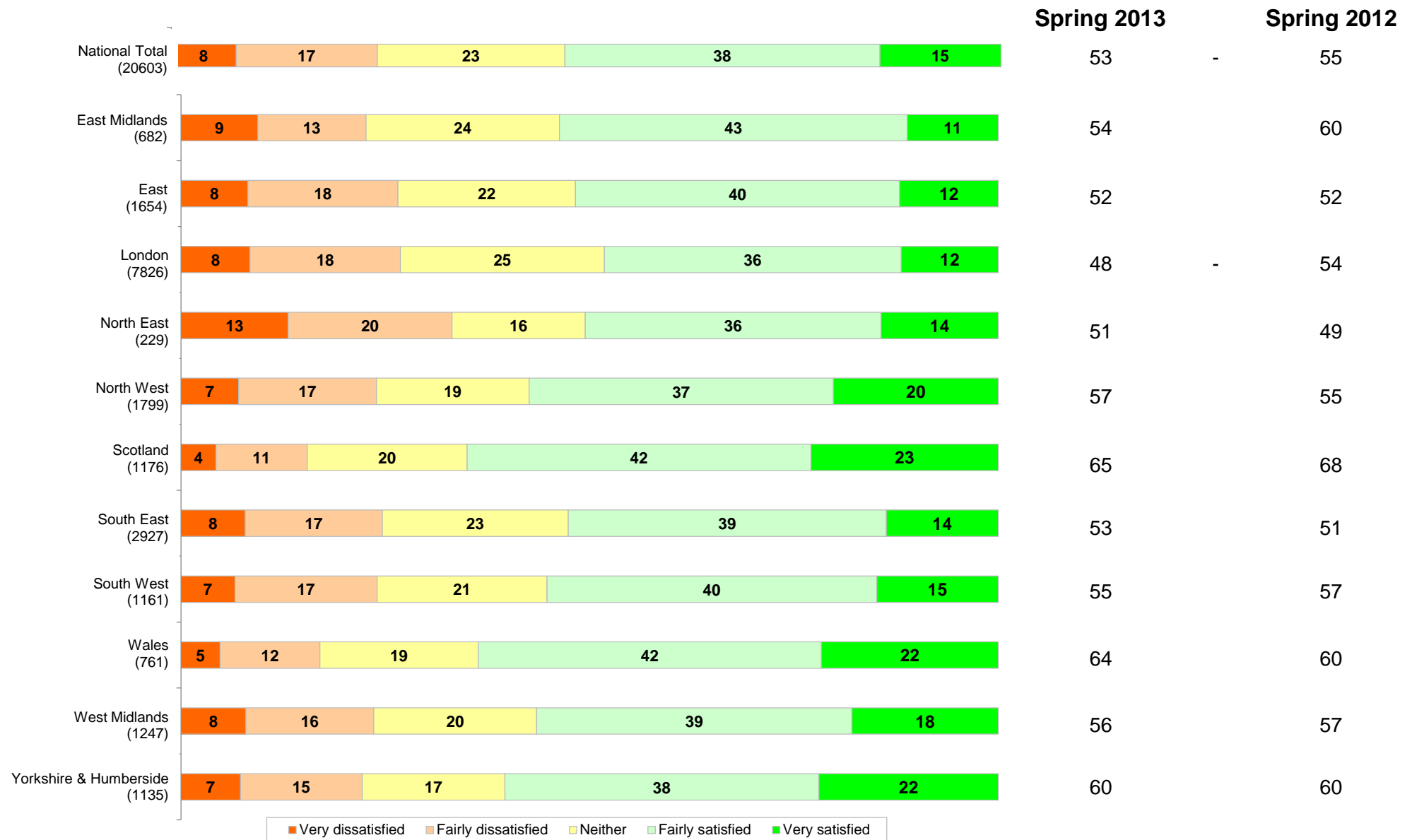
The helpfulness and attitude of staff on train



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

% satisfied/good

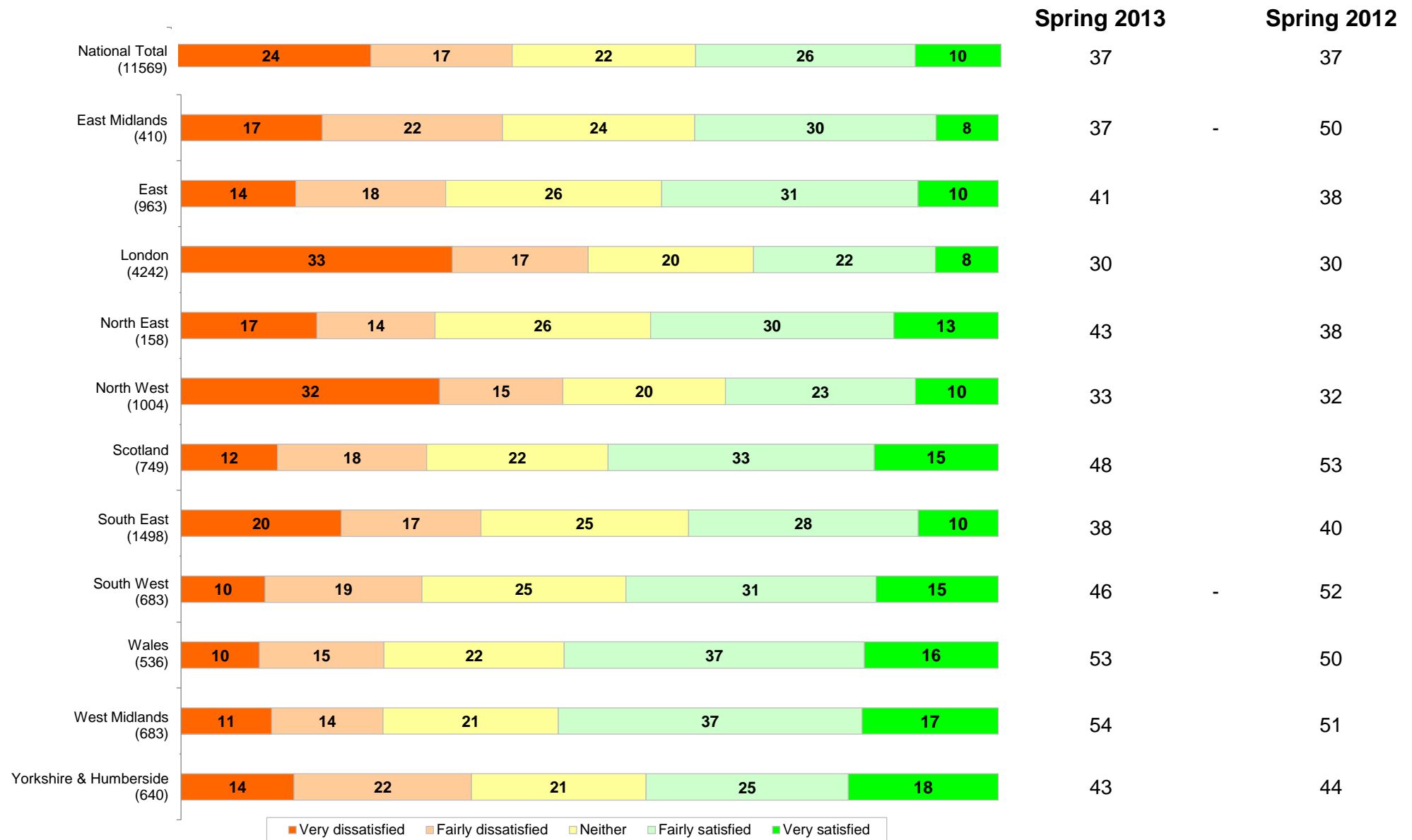
The space for luggage on the train



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

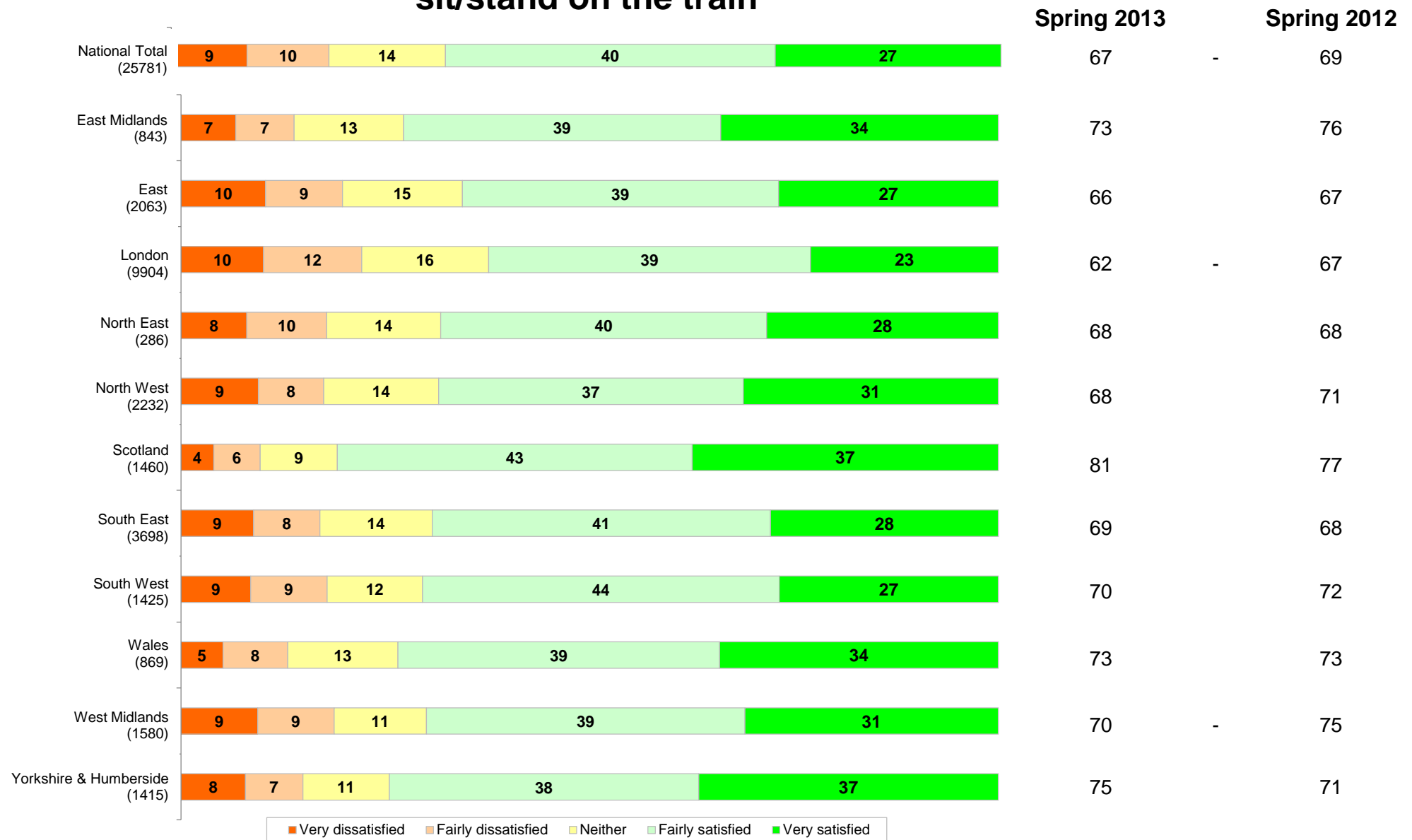
% satisfied/good

The toilet facilities on the train



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

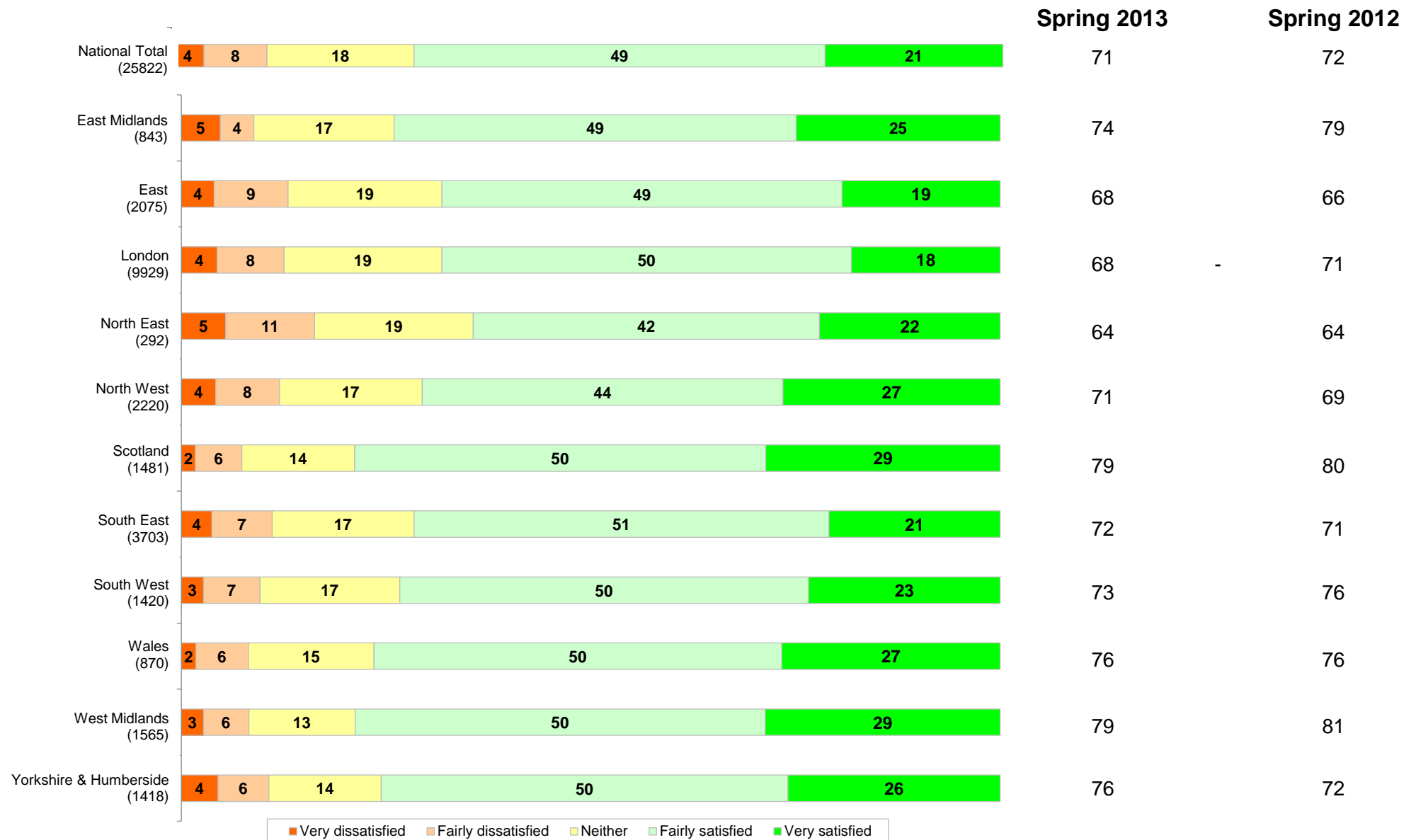
Sufficient room for all passengers to sit/stand on the train



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

% satisfied/good

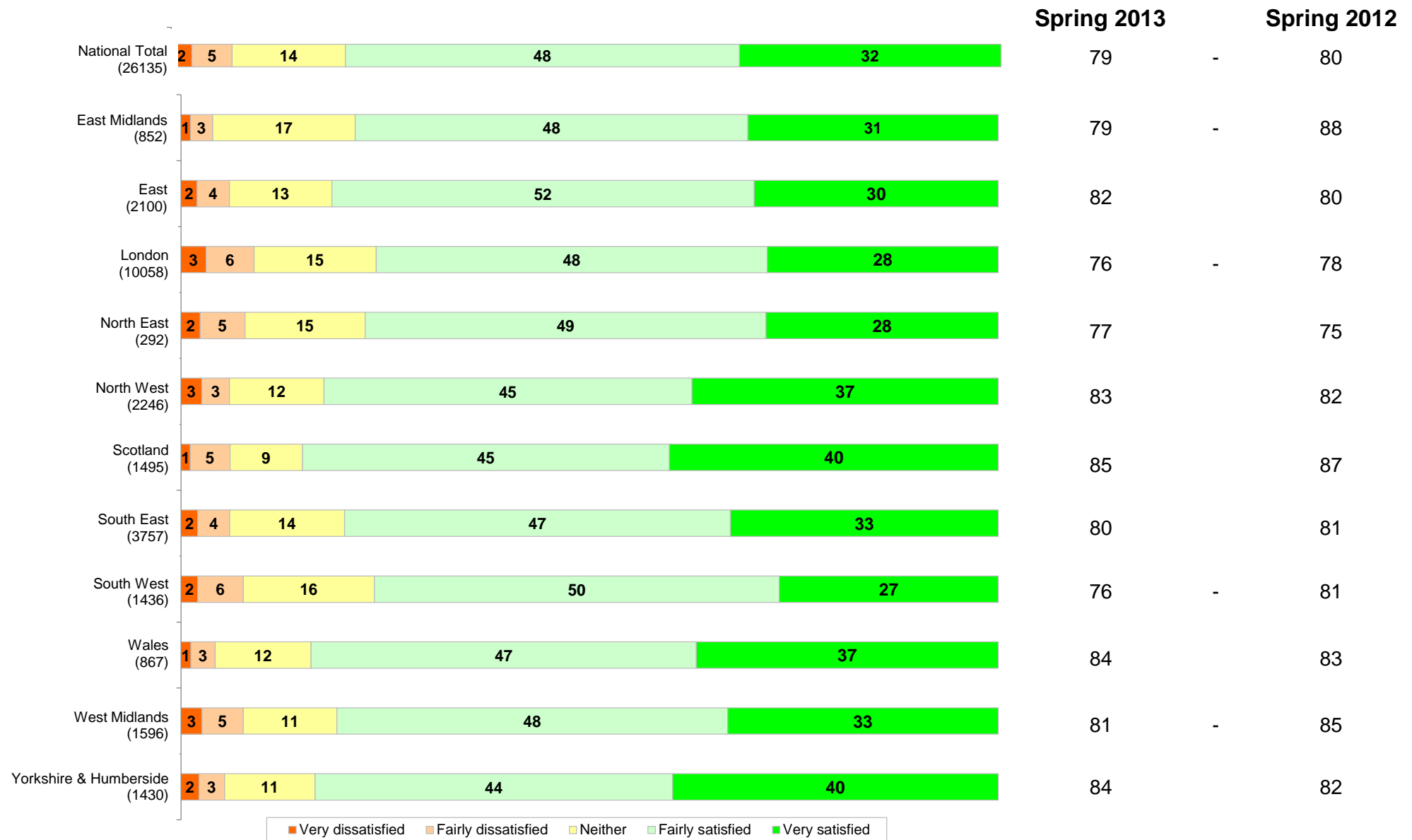
The comfort of the seating area on the train



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

% satisfied/good

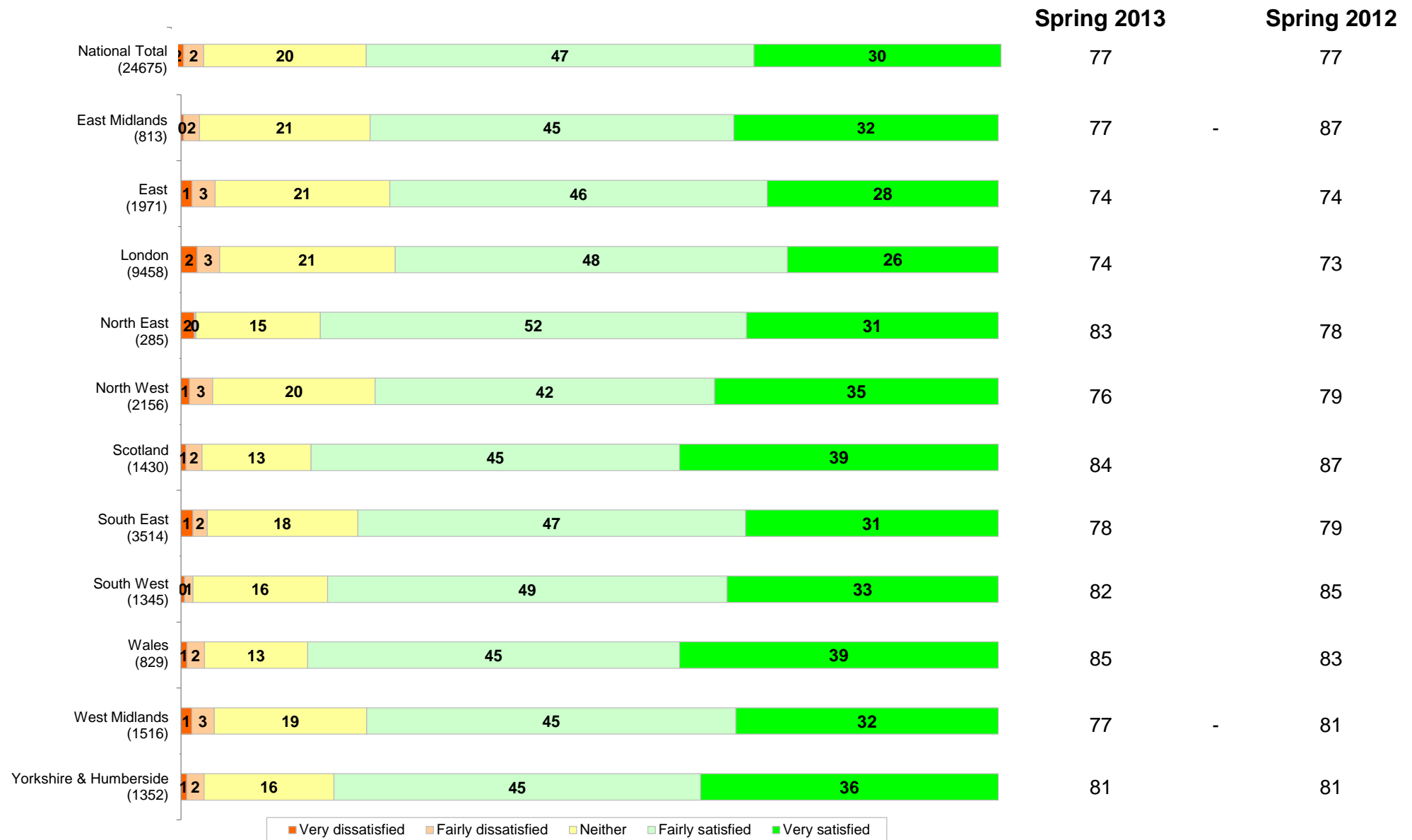
The ease of being able to get on and off the train



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

% satisfied/good

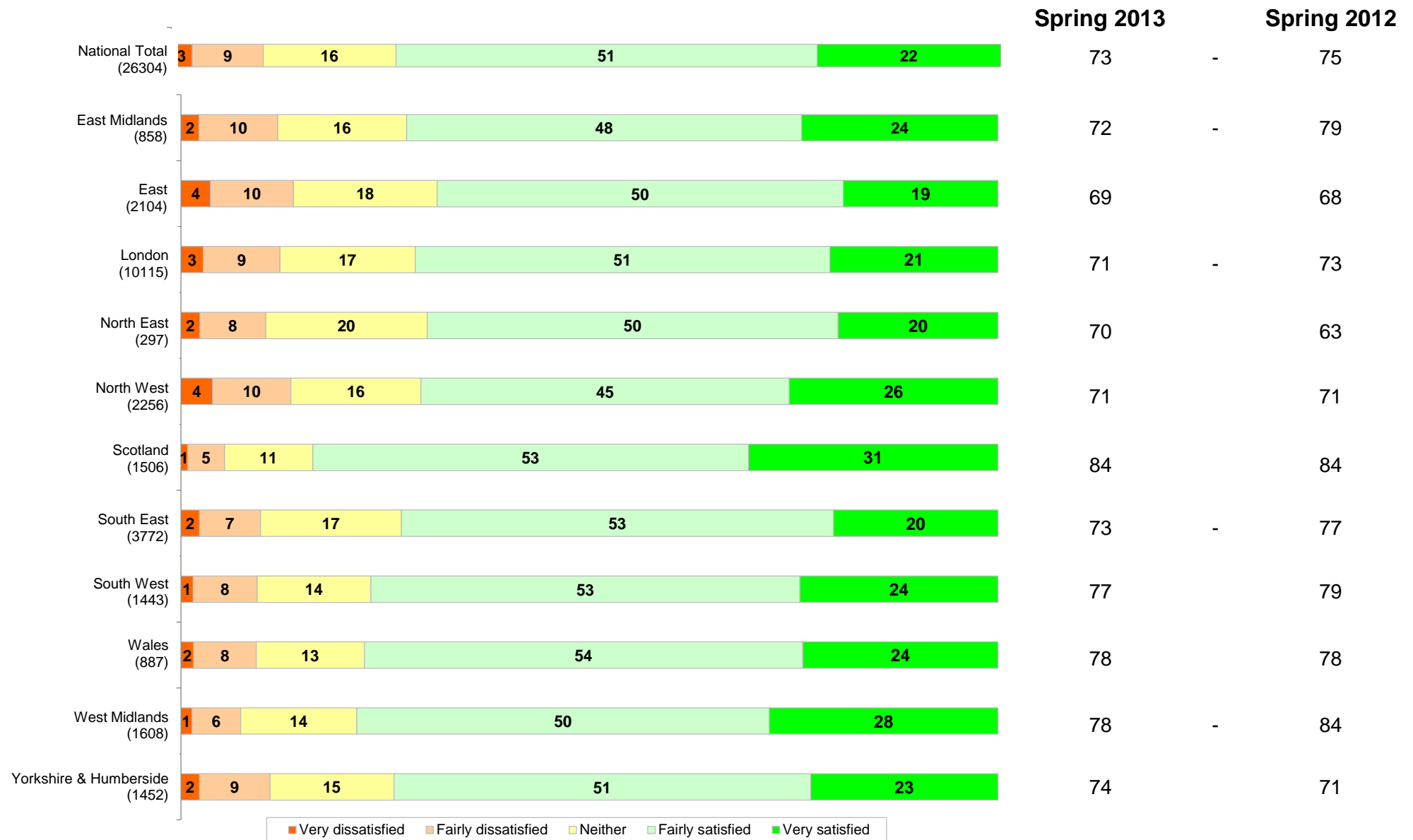
Your personal security whilst on board the train



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

% satisfied/good

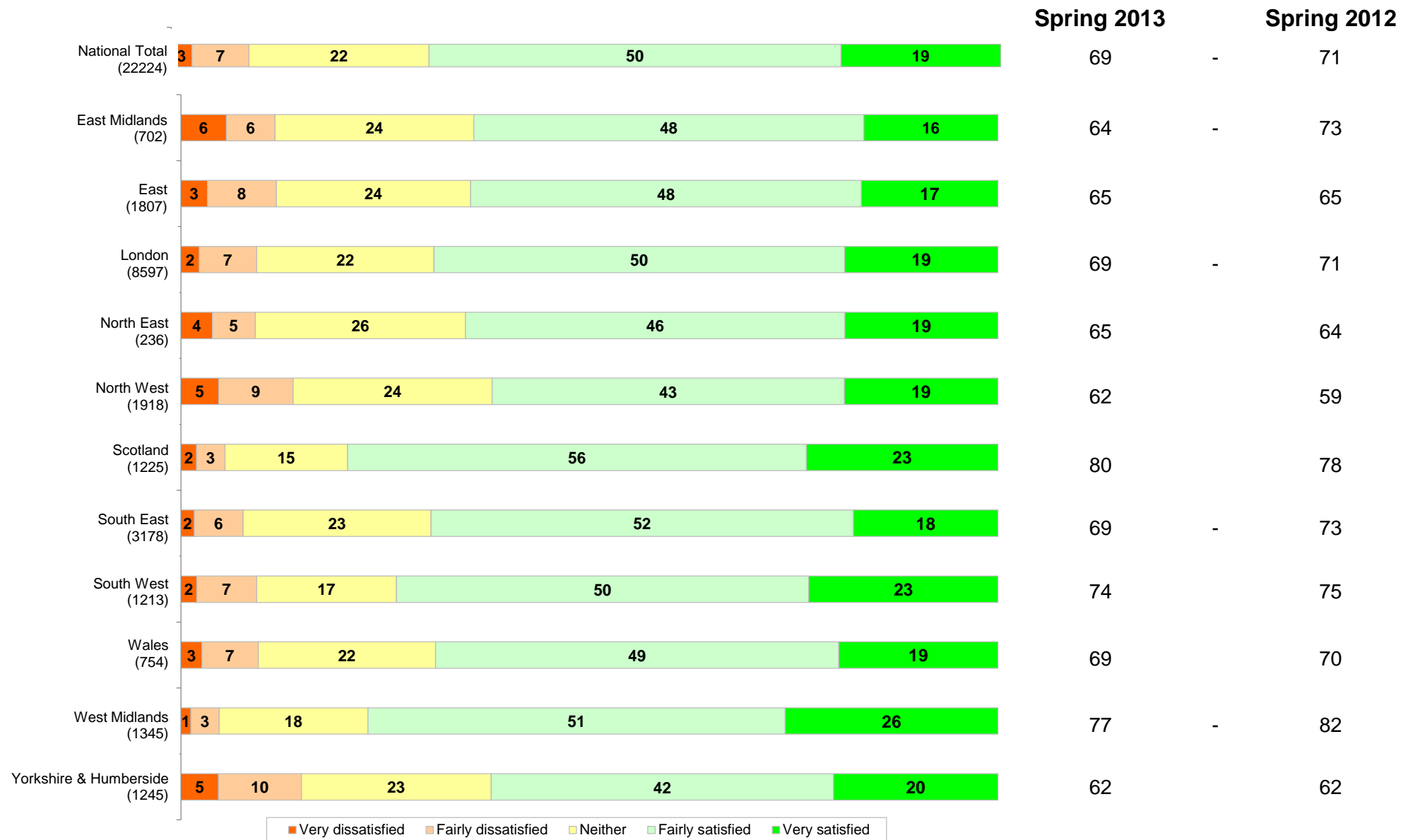
The cleanliness of the inside of the train



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

% satisfied/good

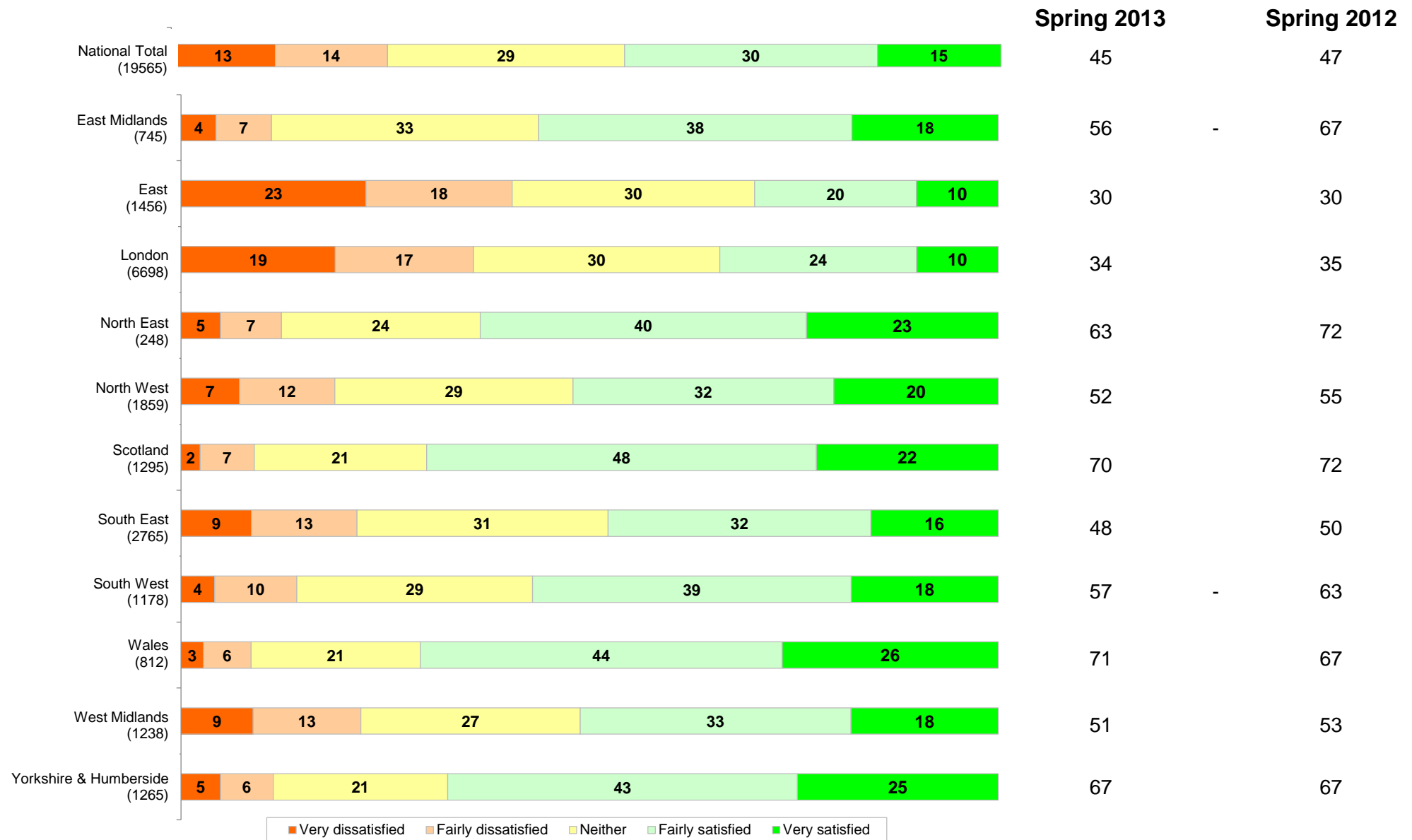
The cleanliness of the outside of the train



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

% satisfied/good

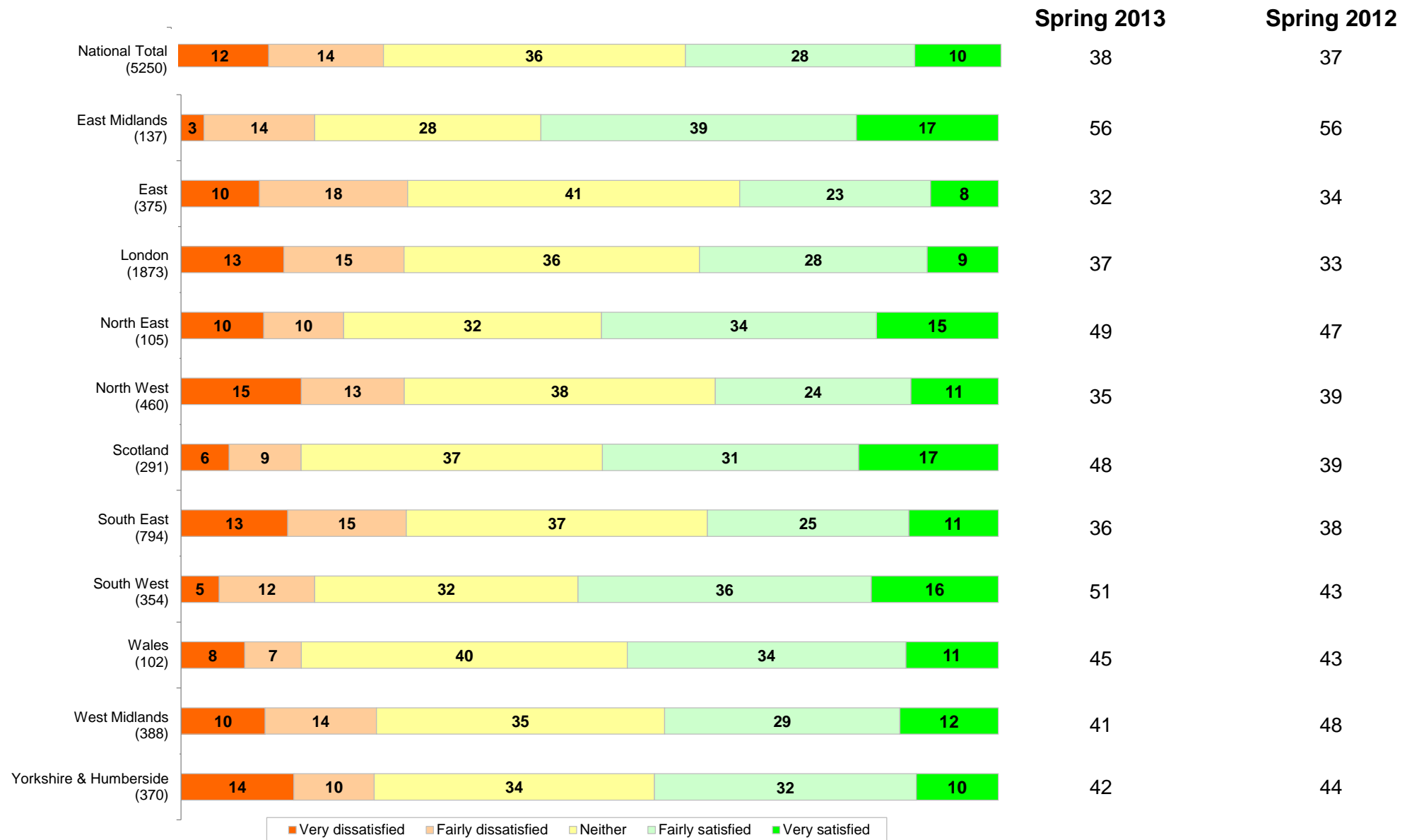
The availability of staff on the train



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

% satisfied/good

How well train company dealt with delays



The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Commuting for work	42	21	44	50	15	30	32	45	26	26	30	25	91	0	0
Commuting for education	4	4	5	4	7	5	5	4	4	7	4	6	9	0	0
On company business (or own if self-employed)	15	19	15	15	22	12	14	17	17	11	19	10	0	100	0
On personal business	5	4	4	5	6	5	6	5	5	4	5	4	0	0	12
Visiting relatives or friends	15	27	13	12	24	17	20	13	24	22	17	23	0	0	38
Shopping trip	4	4	4	3	4	12	2	3	4	10	7	10	0	0	11
Travel to/from holiday	2	2	1	1	7	2	2	3	2	2	2	2	0	0	5
A day out	5	7	6	4	8	6	5	4	8	8	6	10	0	0	12
Sport	1	1	1	2	2	1	1	1	3	2	2	1	0	0	4
Other leisure trip	7	9	6	6	5	11	13	6	7	6	7	8	0	0	18
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling alone	83	73	80	86	75	79	79	85	77	68	81	77	94	90	66
Travelling with other adults 16+	14	21	17	11	24	17	18	12	19	26	16	20	4	9	27
Travelling with children aged 0-4	1	2	1	1	0	1	1	1	2	2	2	2	0	0	3
Travelling with children aged 5-10	1	1	1	1	1	2	1	1	2	2	2	2	0	0	2
Travelling with children aged 11-15	1	3	1	1	2	1	1	1	1	2	1	1	0	0	2
Don't know/no answer	1	3	1	1	0	1	1	0	2	2	1	1	1	0	2
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Whether travelling with baggage/additional item(s)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	15	28	13	13	26	15	15	16	23	23	20	18	9	19	21
Travelling with a pushchair	1	1	1	1	0	1	1	1	1	1	1	1	0	0	2
Travelling with a folding bicycle	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0
Travelling with a non-folding bicycle	1	0	2	1	2	1	1	2	1	2	1	0	1	0	1
Travelling with a dog	0	1	0	0	1	0	0	0	1	1	0	1	0	0	0
Travelling with a wheelchair	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Travelling with a carer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None apply	81	67	82	83	70	81	80	80	71	71	77	78	87	79	73
Don' know/no answer	2	2	2	2	1	2	2	1	3	2	1	2	1	1	2
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	16	27	16	13	16	16	17	20	25	25	17	17	13	20	19
No	84	73	84	87	84	84	83	80	75	75	83	83	87	80	81
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Whether on outward or return journey when handed the questionnaire

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Outward	46	52	62	42	45	43	44	47	53	55	46	51	42	45	50
Return	49	43	33	54	51	49	46	49	40	37	48	44	55	50	42
One way trip only	4	2	4	3	4	6	9	4	5	7	4	3	2	5	6
Don't know/no answer	1	2	1	1	0	2	1	1	2	1	1	2	1	0	2
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Whether have a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: Mobility	2	4	2	2	3	3	2	2	2	2	4	2	1	1	4
Yes: Wheelchair user	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Yes: Hearing	1	1	1	1	1	2	1	1	1	2	2	1	1	1	2
Yes: Eyesight	1	2	1	1	1	2	1	1	1	1	1	0	1	0	1
Yes: Speech impairment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Yes: Learning difficulties	0	1	0	0	0	1	1	0	0	1	1	0	0	0	1
Other	1	1	1	1	1	2	1	1	1	3	2	2	1	1	2
No: None	90	88	89	91	92	85	90	90	89	88	88	88	92	93	86
Don't know/no answer	5	5	5	4	4	7	6	5	7	4	4	6	4	4	6
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	32	23	21	30	53	38	41	28	37	32	40	30	28	31	33
Fairly satisfied	30	27	33	28	47	31	33	34	24	31	30	28	30	32	30
Neither satisfied nor dissatisfied	18	12	26	21	0	13	10	19	24	18	14	14	21	19	16
Fairly dissatisfied	13	36	14	12	0	13	10	16	2	11	9	21	13	11	14
Very dissatisfied	7	2	6	9	0	5	7	3	14	7	6	7	7	6	6
Very satisfied/Fairly satisfied	62	50	53	58	100	69	74	61	61	64	70	59	59	63	63
Very dissatisfied/Fairly dissatisfied	20	38	20	21	0	18	17	20	16	18	15	28	20	17	21
Sample size	1209	45	119	399	13	133	59	168	65	59	90	59	377	124	708

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	28	21	22	29	24	29	44	21	30	29	40	27	26	25	31
Fairly satisfied	36	28	43	34	55	36	35	44	36	44	27	40	32	33	39
Neither satisfied nor dissatisfied	20	31	20	21	22	18	7	19	19	20	23	19	24	27	16
Fairly dissatisfied	10	21	13	11	0	8	7	9	10	5	6	3	10	10	10
Very dissatisfied	6	0	2	5	0	10	6	7	4	2	5	10	8	5	4
Very satisfied/Fairly satisfied	65	49	65	63	78	64	79	65	66	73	67	67	58	58	70
Very dissatisfied/Fairly dissatisfied	15	21	15	17	0	18	13	16	14	7	10	13	18	15	14
Sample size	1146	45	114	369	11	129	56	153	65	57	92	55	355	122	669

Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Anytime single/return	11	18	12	6	19	14	19	14	15	27	17	20	8	19	12
Anytime day single/return	12	20	10	7	24	17	19	16	15	22	16	19	10	20	11
Off-peak/Super off-peak single/return	10	15	13	6	10	11	9	14	20	12	14	12	3	14	15
Off-peak/Super off-peak day single/return	7	10	10	4	12	7	14	12	14	5	9	10	3	9	13
Advance	5	15	4	4	23	7	6	3	16	9	10	8	1	9	9
Day Travelcard	5	2	12	6	0	1	0	7	1	0	1	1	3	11	5
Oyster pay as you go	10	0	4	21	0	0	0	1	0	0	0	0	12	8	9
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	17	9	15	22	4	11	16	17	8	13	15	12	34	3	4
Annual season ticket (including travelcard/travelcard on Oyster)	10	4	15	13	2	4	3	11	3	3	6	4	19	1	2
Special promotion ticket	0	1	0	0	1	1	1	0	0	2	0	1	0	0	1
Rail staff pass/Privilege ticket/Police concession	2	1	2	2	1	1	1	2	2	1	1	1	2	1	2
Freedom Pass	5	1	1	8	0	15	1	1	0	0	7	3	2	2	11
Other	3	3	2	1	4	7	7	2	2	4	3	5	2	2	4
Don't know/no answer	2	2	1	2	1	2	2	1	3	2	1	3	1	1	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
First class	2	6	2	2	8	2	3	2	4	2	3	3	1	5	3
Standard class	92	91	96	92	90	83	96	96	94	96	92	93	95	93	89
Don't know/no answer	5	3	2	6	2	15	2	2	2	2	5	4	4	2	8
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
IN ADVANCE															
Booked over phone	0	1	0	0	3	1	1	0	1	1	1	1	0	1	1
At the station	9	11	10	8	9	9	10	12	12	12	8	11	11	8	9
Via travel agent	1	2	1	1	2	1	0	1	1	1	2	2	0	4	0
Via the internet/a website	11	30	8	8	30	12	12	10	28	19	22	15	3	21	17
ON THE DAY OF TRAVEL															
At the station ticket office	20	23	28	12	22	29	27	26	23	22	22	27	12	26	27
From a ticket machine	11	8	15	9	13	5	11	21	12	5	10	11	9	17	11
On the train	4	7	2	0	7	7	18	2	5	25	4	13	2	2	6
OTHER															
Using season ticket	22	11	26	25	6	15	16	22	9	11	20	12	42	3	5
Stored value smartcard e.g. oyster	13	0	4	28	0	0	0	1	0	0	0	0	16	9	12
Other methods of purchase	2	1	1	2	0	4	1	1	1	1	3	3	2	2	3
Ticket was organised for me	2	2	2	2	6	2	3	2	3	2	3	2	1	7	1
Ticket sent to mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e-ticket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ticket printed off at home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/no answer	4	3	2	4	1	15	2	1	3	1	6	3	2	1	9
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Did not use a railcard	51	46	47	53	50	45	52	52	50	45	48	47	57	61	40
16-25 railcard	6	11	6	4	10	5	4	8	10	10	7	10	5	2	7
Senior railcard	9	14	11	6	17	14	9	11	14	13	13	14	2	8	18
Family & friends railcard	1	2	1	0	0	1	1	1	1	1	1	1	0	0	1
Disabled persons railcard	1	1	1	0	1	1	1	1	1	1	1	1	0	0	1
Network railcard	2	1	4	2	0	1	0	4	2	0	1	1	2	2	3
Forces railcard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Groupsave discount	0	1	1	0	1	0	0	0	0	1	0	0	0	0	1
Other railcard	5	3	4	5	2	5	8	4	3	6	5	7	5	3	6
Don't know/no answer	25	21	26	29	19	26	25	19	18	22	24	19	29	23	23
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	29	41	27	25	40	38	32	27	39	40	35	39	20	32	41
Fairly good	37	38	37	38	37	37	33	36	35	34	36	30	40	35	33
Neither good nor poor	21	14	21	23	17	14	21	22	18	16	18	19	24	20	16
Fairly poor	9	5	9	10	4	8	11	10	5	6	7	7	11	8	6
Very poor	5	2	5	5	3	4	2	5	3	4	5	5	5	5	4
Very good/Fairly good - Spring 2013	66	79	65	63	77	75	66	64	74	75	70	69	60	67	74
Very good/Fairly good - Spring 2012	64	75	62	60	80	68	68	63	75	73	75	67	57	65	73
Significant change	↑			↑		↑					↓		↑		
Sample size	21709	746	1804	8002	257	1828	1278	3200	1282	783	1317	1208	9869	3411	8429

Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	24	35	22	21	30	30	25	23	30	36	29	32	18	26	33
Fairly good	37	36	39	38	35	41	37	35	37	35	37	30	38	35	36
Neither good nor poor	25	17	26	27	23	19	24	28	24	20	22	26	28	27	22
Fairly poor	9	8	10	10	6	6	11	9	7	6	7	7	11	8	6
Very poor	5	4	5	5	6	4	4	5	2	3	4	5	6	3	3
Very good/Fairly good - Spring 2013	61	71	60	58	65	71	62	58	67	71	66	62	56	62	69
Very good/Fairly good - Spring 2012	61	69	59	57	76	66	66	59	67	67	70	64	55	60	69
Significant change					↓	↑									
Sample size	20362	712	1690	7451	233	1718	1210	3024	1212	736	1236	1136	9390	3184	7788

Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very good	46	60	43	42	57	55	50	46	52	53	52	57	37	50	57
Fairly good	37	32	39	40	30	34	33	37	33	31	33	31	42	37	30
Neither good nor poor	10	6	10	12	7	8	8	10	9	10	8	7	12	8	8
Fairly poor	4	2	5	5	5	2	7	5	4	4	5	2	5	3	4
Very poor	2	1	3	3	2	2	1	2	2	2	3	2	3	2	2
Very good/Fairly good - Spring 2013	83	92	82	81	87	89	83	83	85	84	85	89	80	87	87
Very good/Fairly good - Spring 2012	83	89	80	81	90	89	86	81	89	89	88	86	79	86	88
Significant change									↓	↓	↓				
Sample size	23070	804	1933	8350	265	1973	1392	3507	1352	829	1375	1285	10404	3572	9094

Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very familiar	57	49	64	55	49	63	67	55	52	64	55	60	69	39	50
Fairly familiar	30	35	23	34	32	25	25	28	29	22	29	27	26	36	32
Not very familiar	8	7	7	8	11	8	5	10	12	8	9	8	4	15	11
Not at all familiar	5	10	6	3	8	4	3	7	8	5	8	4	1	10	7
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Very familiar/Fairly familiar - Spring 2013	87	83	87	89	80	88	92	83	81	87	83	87	95	75	82
Very familiar/Fairly familiar - Spring 2012	88	80	90	89	85	89	90	86	81	86	85	90	95	78	83
Significant change	↓		↓					↓							
Sample size	26782	872	2142	10304	302	2304	1525	3851	1482	904	1627	1463	11857	4073	10852

Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes: asked for help	7	12	8	7	10	6	6	8	8	9	8	6	5	9	9
Yes: asked for information	6	7	8	5	7	6	6	7	9	7	8	8	4	7	8
Couldn't find anyone to ask	3	4	3	2	3	5	3	4	5	4	4	5	3	3	4
No/didn't need help/information	82	76	81	84	81	80	83	80	75	78	79	78	86	79	77
Don't know/no answer	2	1	2	2	1	4	3	2	3	3	2	4	2	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
3 or more times a week	38	19	41	45	19	34	29	40	19	26	28	22	75	6	8
Once or twice a week	13	9	13	14	11	17	13	12	12	12	12	16	12	14	15
1 or 2 times a month	15	18	15	13	16	16	24	14	17	19	16	20	5	24	23
Once every 2-3 months	11	15	11	10	19	11	14	10	19	16	14	15	2	19	19
Once every 6 months	5	7	3	3	9	6	5	5	7	5	8	7	1	7	8
Less often	7	14	7	6	12	7	6	8	11	9	10	8	2	13	12
Never/First time today	9	17	9	7	12	8	7	9	13	10	11	12	2	17	14
Don't know/no answer	1	1	1	1	2	1	1	1	1	2	1	1	1	1	2
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Under 1 year	25	34	21	27	33	22	19	25	29	25	26	26	28	21	20
1-4 years	35	31	29	36	30	32	36	37	41	35	35	34	38	34	30
5-9 years	16	15	18	15	22	16	17	17	14	16	20	15	16	17	15
10 years or more	23	19	31	22	15	29	28	21	16	22	18	24	18	28	34
Don't know/no answer	1	1	1	1	0	1	1	0	1	2	1	1	0	1	1
Sample size	16788	462	1451	6957	144	1415	846	2479	802	488	912	827	10923	1621	4244

Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
I always get a seat	41	50	44	34	60	45	55	50	47	49	44	49	38	43	50
I usually get a seat	35	35	35	37	28	33	32	34	37	32	34	32	36	38	33
There are seats available but I prefer to stand	2	0	1	2	1	2	1	1	1	0	1	1	2	1	1
I usually stand and it is crowded	7	5	7	9	1	5	4	5	4	4	6	5	9	5	4
I usually stand and it is very crowded	6	1	6	9	1	6	2	3	3	2	5	5	8	4	3
It varies	8	9	7	9	9	9	5	7	7	10	9	7	8	9	8
Don't know/no answer	1	0	1	1	0	0	1	0	1	1	1	1	0	1	1
Sample size	16788	462	1451	6957	144	1415	846	2479	802	488	912	827	10923	1621	4244

Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure	
Spring 2013																
No delay	77	84	78	78	69	77	83	73	72	82	69	71	73	76	81	
Yes: Minor delays	19	13	18	18	21	19	14	21	22	13	26	24	22	20	15	
Yes: Serious delays	3	1	3	3	8	2	1	4	4	3	3	4	3	3	2	
Don't know/no answer	2	1	2	2	2	2	1	2	2	3	2	1	2	1	2	
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041	
Spring 2012																
Yes: Minor delays	15	11	16	15	14	13	13	18	14	11	20	16	19	14	12	
Yes: Serious delays	2	2	2	3	5	1	2	3	3	3	2	2	3	2	2	

Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The train was late departing at the beginning of journey	63	74	67	58	61	71	71	62	68	65	70	70	63	64	64
The train was late arriving at the destination	46	40	40	47	49	47	44	49	43	37	41	39	48	48	39
The train I had planned to catch was cancelled	10	4	11	13	7	6	7	10	7	5	8	7	12	8	9
Could not get on train as it was overcrowded	2	0	1	3	3	2	1	2	0	1	1	1	3	1	1
Took longer than expected to buy train ticket	1	1	0	1	1	1	0	2	0	0	1	0	1	1	1
Train I took to this station was late and I missed my connection	3	0	3	3	1	4	3	4	3	4	2	2	3	3	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	0	0	1	0	1	0	1	0	1	1	0	1	0	1
Lack of/poor information caused a delay to my journey	4	2	2	5	1	3	1	5	1	5	2	3	4	4	3
Other	14	9	13	15	16	11	12	15	12	13	11	13	14	12	14
Don't know/no answer	1	0	1	1	3	0	0	0	1	1	2	0	0	1	1
Sample size	5748	150	414	2047	111	510	315	880	385	112	427	396	2864	979	1905

How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very well	10	17	8	9	15	11	17	11	16	11	12	10	6	11	17
Fairly well	28	39	23	28	34	24	31	25	36	34	29	32	23	31	35
Neither well nor poorly	36	28	41	36	32	38	37	37	32	40	35	34	40	36	30
Fairly poorly	14	14	18	15	10	13	9	15	12	7	14	10	17	13	9
Very poorly	12	3	10	13	10	15	6	13	5	8	10	14	15	9	8
Very well/Fairly well - Spring 2013	38	56	32	37	49	35	48	36	51	45	41	42	29	42	52
Very well/Fairly well - Spring 2012	37	56	34	33	47	39	39	38	43	43	48	44	30	35	50
Significant change															
Sample size	5250	137	375	1873	105	460	291	794	354	102	388	370	2642	903	1705

Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
5 mins or less	41	43	43	42	21	38	54	41	36	32	39	41	44	35	40
6-10 mins	25	20	27	23	27	31	20	25	27	30	31	24	25	27	24
11-20 mins	16	21	13	17	24	17	10	15	13	14	16	21	15	18	18
21-30 mins	7	10	7	7	6	7	6	9	11	5	6	8	7	8	7
31-60 mins	5	3	5	4	9	2	5	6	8	15	5	4	4	5	6
More than 1 hour	2	1	2	2	12	1	2	2	1	0	1	1	2	4	2
Don't know/no answer	4	2	3	5	1	4	2	3	3	4	2	2	4	3	3
Mean (minutes) - Spring 2013	13	12	12	13	31	11	12	14	14	15	12	13	12	16	13
Mean (minutes) - Spring 2012	13	17	11	12	23	11	13	11	15	21	17	11	11	13	15
Significant change															
Sample size	5748	150	414	2047	111	510	315	880	385	112	427	396	2864	979	1905

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	44	53	41	43	50	42	49	44	61	50	48	44	36	51	56
The accuracy of the information given about the delay	49	62	49	47	50	48	51	48	62	57	52	46	41	53	61
The usefulness of the information	45	59	49	43	51	46	53	43	59	54	48	46	37	50	60
The speed with which the information was provided	48	61	49	45	48	48	50	47	60	51	50	49	40	53	60
Time taken to resolve the problem	35	53	32	35	35	29	38	29	52	47	40	36	27	39	49
The availability of alternative transport if train service could	21	12	22	23	27	14	33	16	35	21	25	11	18	25	30

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
The amount of information provided about the delay	35	33	37	36	34	41	27	34	27	27	34	36	41	31	27
The accuracy of the information given about the delay	32	25	32	33	25	34	24	32	24	22	30	35	38	27	23
The usefulness of the information	29	24	28	31	23	31	22	30	19	22	25	31	34	24	21
The speed with which the information was provided	31	24	30	33	29	36	23	31	23	16	31	26	37	28	22
Time taken to resolve the problem	33	22	38	34	34	34	22	35	18	25	32	33	39	27	23
The availability of alternative transport if train service could	50	54	57	47	40	54	43	53	37	24	58	55	53	36	45

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
No	84	81	78	83	77	89	91	82	87	87	83	86	79	85	88
Claimed for compensation on a weekly season ticket	1	2	3	1	1	1	1	2	1	1	1	1	2	1	0
Claimed for compensation on a monthly or longer season ticket	4	1	10	5	1	1	0	6	1	1	5	1	8	2	1
Claimed for compensation on one single/return journey	6	7	7	6	16	4	4	6	7	4	7	8	6	9	5
Complained but did not claim for compensation	2	6	2	2	3	3	2	2	2	1	3	3	3	2	2
Complained and claimed for compensation	1	1	1	1	3	1	1	2	1	1	2	2	2	2	1
Don't know/no answer	3	4	2	3	3	3	2	2	2	5	3	2	2	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Very satisfied	17	14	17	18	33	23	18	13	18	26	14	23	14	19	25
Fairly satisfied	28	23	31	28	33	29	29	28	25	27	27	29	28	29	29
Neither satisfied nor dissatisfied	12	6	18	12	10	9	9	12	9	5	8	13	13	13	8
Fairly dissatisfied	18	15	18	18	10	10	18	18	17	22	28	19	19	14	15
Very dissatisfied	25	42	17	25	15	29	24	30	31	20	24	17	26	25	24
Very satisfied/Fairly satisfied - Spring 2013	45	37	48	46	66	52	48	40	44	53	41	51	42	49	53
Very satisfied/Fairly satisfied - Spring 2012	45	50	51	46	56	52	42	34	47	51	44	49	42	49	54
Significant change															
Sample size	3622	118	441	1437	65	217	158	514	178	73	214	207	2232	509	881

Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Insufficient compensation	35	42	50	35	0	21	13	37	25	19	32	38	36	32	31
Inappropriate form of compensation	14	8	24	15	6	12	7	12	10	20	13	10	15	15	11
Time taken to respond	33	29	25	31	26	30	20	36	42	39	41	56	32	38	32
Poor explanation given	42	65	32	41	37	50	48	41	41	49	38	59	42	48	38
Has not yet received a response	25	12	18	21	42	50	36	26	32	21	36	21	23	24	31
Other reasons	33	37	37	35	34	28	40	32	36	15	23	31	34	43	28
Don't know/no answer	0	0	0	0	0	1	0	0	0	6	0	0	0	0	0
Sample size	1493	44	151	584	17	83	60	247	87	30	117	73	999	176	318

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

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Yes	12	12	11	13	15	12	10	12	8	10	13	10	15	8	10
No	85	83	88	83	82	84	88	85	89	84	84	87	82	89	86
Not stated	3	5	2	3	3	4	3	3	3	7	3	2	3	3	4
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Which of the following were reasons for this?

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Passengers drinking/under the influence of alcohol	40	39	38	38	45	42	45	39	47	46	41	49	43	39	34
Passengers taking/under the influence of drugs	11	12	14	9	7	14	12	12	10	15	10	18	13	7	9
Abusive or threatening behaviour	20	17	19	21	18	23	27	21	6	20	13	10	23	15	17
Rowdy behaviour	46	58	48	42	59	47	55	46	50	59	49	44	47	41	45
Feet on seats	49	44	54	51	35	56	49	44	34	47	50	36	52	40	47
Music being played loudly	49	45	48	56	29	40	48	45	26	33	42	40	55	51	39
Smoking	5	2	5	4	2	3	6	8	1	6	5	1	6	2	3
Graffiti or vandalism	4	0	6	5	2	2	4	5	2	2	5	1	5	3	4
Other	19	27	16	19	27	16	17	19	24	15	16	13	16	20	23
Not stated	2	0	3	2	4	3	1	2	1	3	2	2	1	3	3
Sample size	3041	104	236	1273	41	266	142	403	122	92	207	155	1629	301	1111

Methods of transport passengers used to get to the station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
On foot/walked	48	41	43	49	44	50	59	45	40	46	46	47	55	37	44
Bicycle (parked at or near station)	1	2	3	1	0	0	0	1	1	0	1	1	1	1	1
Bicycle (taken onto train)	2	1	2	1	2	1	2	3	1	3	1	1	3	0	1
Motorbike	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Bus/Coach	11	12	9	13	12	11	9	7	9	7	8	15	11	7	12
Tram/Light rail	2	3	2	3	4	4	2	2	2	2	2	4	2	3	2
Underground train	14	0	1	29	3	4	3	2	1	0	1	1	14	22	12
Overground (National rail) train	16	15	11	17	14	15	13	17	13	9	21	18	14	21	17
Taxi	4	8	5	2	10	4	5	4	8	6	6	5	1	7	5
Car (parked at or near station)	8	13	17	3	7	8	9	11	12	16	12	6	6	11	8
Car (dropped off)	8	16	15	2	12	9	8	12	19	16	11	13	6	8	10
Air/Sea	1	1	1	0	1	1	1	4	1	1	1	1	0	2	1
Other	2	2	1	1	1	3	2	3	1	2	2	4	2	2	2
Don't know/no answer	2	1	1	3	6	2	2	2	3	2	2	2	2	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
16-25	11	17	12	8	15	11	12	12	14	24	13	17	13	4	11
26-34	15	13	14	18	10	10	11	14	12	14	14	10	19	13	11
35-44	19	12	19	21	12	16	17	19	16	16	15	15	22	24	12
45-54	23	23	23	24	23	18	24	25	22	14	20	20	27	29	16
55-59	10	10	11	10	12	10	15	9	11	10	11	9	10	14	9
60-64	9	9	8	8	6	11	8	9	8	8	12	10	5	8	13
65+	12	12	11	9	18	22	12	9	14	10	14	17	2	7	24
No answer	2	4	1	2	3	2	2	2	2	5	2	1	1	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Male	44	41	47	42	39	45	44	48	44	43	44	41	44	59	38
Female	54	54	51	55	59	52	54	50	55	52	54	57	54	38	59
No answer	2	4	2	3	2	3	2	2	2	5	2	2	2	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Working full time	62	53	64	67	47	47	58	66	52	53	54	48	77	80	37
Working part time	14	15	14	14	16	17	16	12	17	11	15	15	12	14	16
Not working	3	4	3	3	6	4	4	3	5	4	3	6	1	1	8
Retired	13	15	12	10	18	25	14	10	16	13	19	20	1	2	31
Full time student	6	10	7	4	12	6	7	6	9	15	7	9	7	1	6
No answer	2	4	1	2	2	2	2	2	1	4	2	2	2	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
Professional/senior managerial	39	34	41	41	42	30	39	42	38	29	34	32	40	61	29
Middle managerial	16	12	16	18	9	12	13	17	15	15	13	12	21	17	10
Junior managerial/clerical/supervisory	12	15	12	12	6	12	12	12	9	12	12	10	16	7	8
Skilled manual (with professional qualifications/served an apprenticeship)	7	6	7	7	9	6	11	6	8	10	8	10	8	4	8
Unskilled manual (no qualifications/not served an apprenticeship)	2	4	2	2	3	3	2	3	2	3	2	2	2	1	2
Full time student	2	3	2	1	7	2	2	2	3	5	3	4	2	0	3
Retired	12	17	11	9	17	24	13	10	16	11	17	19	2	3	28
Unemployed/between jobs	1	2	1	1	1	2	1	1	1	1	2	2	0	0	2
Housewife/house-husband	1	0	0	1	1	1	0	0	1	2	1	1	0	0	1
Other	5	5	5	5	2	5	6	4	5	6	5	6	4	5	5
Don't know/no answer	3	1	2	3	2	3	2	3	3	6	2	3	3	2	3
Sample size	27168	882	2165	10451	305	2348	1547	3906	1508	923	1645	1482	12002	4125	11041

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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 Midlands 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 size excludes non-franchised Train Operating Companies. ⁺Greater Anglia from 5th February 2012 (previously National Express East Anglia)

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	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 Midlands 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

*Sample size excludes non-franchised Train Operating Companies. ⁺Greater Anglia from 5th February 2012 (previously National Express East Anglia)

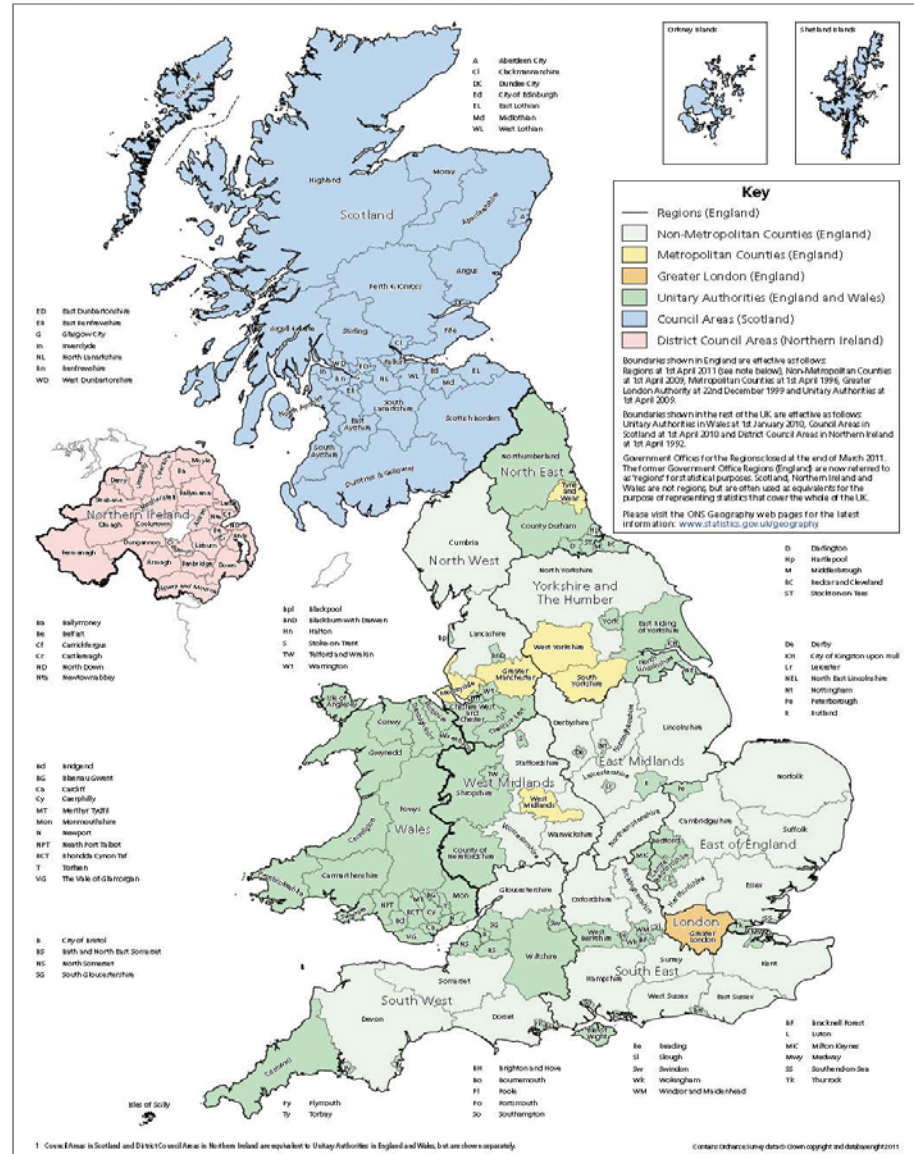
Sector definitions

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	Virgin Trains	
London Midland		
London Overground		
Southeastern		
Southern		
South West Trains		

Region definitions (Formerly Government Office Regions (GORs))

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



The following reports are 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.



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