



National Rail Passenger Survey
Autumn 2013 Main Report



What is Passenger Focus?

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

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

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

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

What is Passenger Focus doing for me?

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

Campaigning for improvements

- We gather research and information, like the National Rail Passenger Survey, where over 60,000 rail passengers have given us their views about their journey in 2013, so we understand the issues that matter to you.
- We work with governments and industry to ensure that the passenger voice is heard when making decisions about the future.

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

Resolving complaints with rail companies

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

Contents

1 Introduction

- 1.1 Background 3
- 1.2 Issues affecting the Autumn 2013 survey 4
- 1.3 Other comments and contacts 5

2 Key results

- 2.1 Autumn 2013 wave 7
- 2.2 National and sector results 8

3 Individual train company results

- 3.1 Overall satisfaction 13
- 3.2 The value for money of the price of your ticket 14
- 3.3 Punctuality and reliability of the train 15
- 3.4 Sufficient room for all the passengers to sit/stand 16
- 3.5 Overall satisfaction with the station 17
- 3.6 How well the train company dealt with delays 18
- 3.7 London and South East operators 19
- 3.8 Long-distance operators 31
- 3.9 Regional operators 38

4 Individual train company results by route

- 4.1 Overall satisfaction 44
- 4.2 The value for money of the price of your ticket 45
- 4.3 Punctuality and reliability of the train 46
- 4.4 Sufficient room for all the passengers to sit/stand 47
- 4.5 Overall satisfaction with the station 48
- 4.6 How routes are defined 49

5 National results by journey purpose, age and gender

- 5.1 Journey purpose 54
- 5.2 Age 55
- 5.3 Gender 56

6 Technical appendix

- 6.1 Appendix 57
- 6.2 Methodology 58
- 6.3 National Rail Passenger Survey statement of compliance with official statistics 59
- 6.4 Rail sectors 60

Introduction

Background

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

Main fieldwork took place between 2 September and 11 November 2013. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter three. Ratings are also provided for each sector i.e. London and the South East, long-distance, and regional operators (chapter two). We also include some tables showing passenger ratings for certain specific aspects of service for all TOCs on one page (in chapter three), and results for routes within TOCs (chapter four). Chapter five shows national results by journey purpose, age and gender. Passengers' ratings are

also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

From Autumn 2010, in order to accommodate some new tables, the trend charts previously shown in this report are now included in the full report, whilst Network Rail station results are shown in the stations report (including an increased sample size to make the results more representative for those stations). These reports, along with all main NRPS reports produced, are available on the Passenger Focus website or by email on request. Other NRPS analysis is also available and readily accessible. Detailed analysis is available through our on-line system Reportal and summary data (including trend data) is available through our new data portal which can be accessed via the following link: <http://data.passengerfocus.org.uk/train/nps/question/service-overall/>

From Autumn 2013 wave the 'National Passenger Survey' has been renamed the 'National Rail Passenger Survey'. There are no changes to the way the survey is carried out.

Issues affecting the Autumn 2013 survey

Autumn 2013 (wave 29) main fieldwork was undertaken between 2 September and 11 November 2013. Top-up interviews were done within the last three weeks of the fieldwork period.

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

First Hull Trains results have probably been affected by engineering works and a major power failure on the East Coast mainline during weekend fieldwork.

Results for Southern may have been affected by several incidents, in particular four separate fatalities and a major trespass incident on the Brighton mainline.

Shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open and served several TOCs, we continued with our intended shift as planned – we were able to distribute questionnaires to passengers on those TOCs still operating a service.

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

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

Other comments

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

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

The tables include a column marked 'significant change,' which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2012 or Spring 2013. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than 5 per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2013 survey the main comparison is against the Autumn 2012 results. Those passengers with no opinion are excluded from these

calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

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

and Heathrow Express.

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see 6.1 Appendix for further details.

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

The overall sample size for the Autumn 2013 survey was 29,398 for all the train companies combined (27,156 for the franchised companies).

Contacts

Media enquiries

0300 123 0847

Content/presentation/methodology enquiries

0300 123 0837

Key results

Autumn 2013 wave

- Nationally the percentage of passengers satisfied with their journey overall was 83 per cent. This is significantly down compared to Autumn 2012 (when 85 per cent of passengers were satisfied). 82 per cent of passengers were satisfied overall with their journey in Spring 2013.
- Overall satisfaction by TOC varied between 76 per cent and 96 per cent.
- Overall satisfaction by individual routes within TOCs varied between 74 per cent and 98 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 79 per cent. This is significantly down compared to Autumn 2012 when 83 per cent were satisfied.
- Nationally the percentage of passengers satisfied declined for 21 station or train factors, and the rest were unchanged. The two biggest declines in satisfaction were with punctuality/reliability (-4 per cent) and how well the train company dealt with delays (-4 per cent).
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 45 per cent. This was significantly down (-2 per cent) compared to Autumn 2012 when 47 per cent of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand significantly also declined (-3 per cent), with 66 per cent of passengers satisfied (69 per cent in Autumn 2012).
- For London and the South East operators 82 per cent of passengers were very or fairly satisfied overall, significantly down compared to Autumn 2012 (when 85 per cent were satisfied). The percentage of passengers satisfied with all train and station factors had a similar pattern to national-level results. Satisfaction declined for 21 service areas and the rest were unchanged. The two biggest declines in satisfaction were with punctuality/reliability (-5 per cent) and how well train company dealt with delays (-5 per cent).
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 88 per cent. This was not significantly different compared to Autumn 2012 (when 89 per cent were satisfied). Passenger satisfaction for the various train and station factors was mostly unchanged, though it declined for seven factors. The biggest declines in satisfaction were with how well the train company dealt with delays (-7 per cent) and ticket-buying facilities (-4 per cent).
- For regional operators 84 per cent of passengers were very or fairly satisfied with their journey overall, not significantly different to Autumn 2012 when 86 per cent were satisfied. Passenger satisfaction was not significantly different for nearly all station and train factors compared to Autumn 2012, but satisfaction declined for one factor, sufficient room for all passengers to sit/stand (-4 per cent).
- Comparing the percentage of passengers satisfied overall for individual train operating companies with Autumn 2012, none significantly improved and seven declined (First Hull Trains, Heathrow Connect, Southern, East Midlands Trains, London Overground, South West Trains and First Great Western). 16 TOCs have had no statistically significant change in their overall satisfaction results compared with Autumn 2012.
- The highest ratings for overall satisfaction were achieved by Heathrow Express (96 per cent), Grand Central (95 per cent), Merseyrail (93 per cent) and c2c (92 per cent). Chiltern Railways, East Coast and Virgin Trains all had 91 per cent of passengers satisfied.
- The lowest ratings for overall satisfaction were given to Southern (76 per cent), Northern Rail (78 per cent), First Capital Connect (79 per cent), First Great Western (80 per cent) and Greater Anglia (80 per cent).
- Satisfaction with value for money by individual routes within TOCs varied between 28 per cent and 82 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 60 per cent and 98 per cent.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 54 per cent and 96 per cent.

Improved 
 Unchanged 
 Declined 

National total

	Overall sample size 27156	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-2		1		26677	83	11	6
STATION FACILITIES									
Overall satisfaction with the station		-2		2		26514	78	15	6
Ticket buying facilities		-1		-1		12923	74	13	13
Provision of information about train times/platforms		-1		1		25939	82	10	8
The upkeep/repair of the station buildings/platforms		-1		1		25654	71	18	11
Cleanliness		-1		1		25706	75	17	8
The facilities and services		-2		1		22277	56	20	24
The attitudes and helpfulness of the staff		1		2		19445	73	19	8
Connections with other forms of public transport		-2		-1		19071	74	15	11
Facilities for car parking		-2		0		9292	49	19	32
Overall environment		-1		2		25596	69	21	10
Your personal security whilst using the station		-1		2		23501	70	25	5
The availability of staff		1		1		22230	61	22	17
The provision of shelter facilities		-2		5		21609	68	18	14
Availability of seating		-2		0		23804	46	21	33
How request to station staff was handled		-1		3		4451	85	5	8
The choice of shops/eating/drinking facilities available*		-	-	1		21866	47	22	31
TRAIN FACILITIES									
Overall satisfaction with the train		-1		2		26690	80	14	6
The frequency of the trains on that route		-1		1		26022	77	9	14
Punctuality/reliability (i.e. the train arriving/departing on time)		-4		2		26221	79	8	13
The length of time the journey was scheduled to take (speed)		-2		0		25939	84	10	6
Connections with other train services		-2		0		15292	76	16	7
The value for money of the price of your ticket		-2		3		24926	45	21	34
Upkeep and repair of the train		-1		1		25960	74	16	10
The provision of information during the journey		-1		0		24090	70	20	10
The helpfulness and attitude of staff on train		0		0		15710	66	26	8
The space for luggage		-2		0		20891	52	23	25
The toilet facilities		-3		-1		11763	36	24	40
Sufficient room for all passengers to sit/stand		-3		-1		25881	66	14	20
The comfort of the seating area		-2		1		25918	72	17	11
The ease of being able to get on and off		-1		1		26239	80	13	7
Your personal security on board		-1		1		24682	78	19	4
The cleanliness of the inside		-1		2		26443	75	15	10
The cleanliness of the outside		0		4		22466	73	20	7
The availability of staff		-1		0		19866	45	29	26
How well train company deals with delays		-4		2		4922	40	36	24

Improved 
 Unchanged 
 Declined 

London and South East

	Overall sample size 17332	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-3		1		17018	82	12	6
STATION FACILITIES									
Overall satisfaction with the station		-2		2		16919	77	16	7
Ticket buying facilities		-1		-1		8848	72	14	14
Provision of information about train times/platforms		-1		2		16551	81	11	8
The upkeep/repair of the station buildings/platforms		-1		2		16379	69	20	11
Cleanliness		-1		2		16401	74	17	9
The facilities and services		-2		1		14056	54	21	24
The attitudes and helpfulness of the staff		1		2		12499	71	21	9
Connections with other forms of public transport		-2		0		12707	75	15	11
Facilities for car parking		-3		-1		5692	45	21	33
Overall environment		-2		3		16343	68	22	10
Your personal security whilst using the station		-1		2		15068	69	26	5
The availability of staff		1		1		14274	59	24	18
The provision of shelter facilities		-2		5		13821	65	19	16
Availability of seating		-3		0		15107	42	22	36
How request to station staff was handled		0		4		2624	84	6	9
The choice of shops/eating/drinking facilities available*		-	-	1		13786	46	23	31
TRAIN FACILITIES									
Overall satisfaction with the train		-2		2		17019	79	14	6
The frequency of the trains on that route		-1		1		16740	76	9	15
Punctuality/reliability (i.e. the train arriving/departing on time)		-5		2		16723	78	8	13
The length of time the journey was scheduled to take (speed)		-2		0		16541	83	10	7
Connections with other train services		-2		0		10009	75	17	7
The value for money of the price of your ticket		-2		3		15802	41	22	37
Upkeep and repair of the train		-1		2		16556	74	15	11
The provision of information during the journey		-2		0		15295	70	20	10
The helpfulness and attitude of staff on train		-1		-1		8362	58	31	11
The space for luggage		-2		0		13051	49	25	26
The toilet facilities		-3		-2		6894	33	24	44
Sufficient room for all passengers to sit/stand		-4		0		16512	64	15	21
The comfort of the seating area		-2		1		16504	70	18	11
The ease of being able to get on and off		-1		1		16744	79	14	7
Your personal security on board		-1		1		15713	76	20	4
The cleanliness of the inside		-1		3		16874	74	15	11
The cleanliness of the outside		0		5		14462	73	20	6
The availability of staff		-2		0		11609	37	31	32
How well train company deals with delays		-5		3		3099	38	37	25

Improved 
 Unchanged 
 Declined 

Long-distance

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
	Overall sample size 5791	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-1		1		5714	88	7	5
STATION FACILITIES									
Overall satisfaction with the station		-2		1		5673	82	13	5
Ticket buying facilities		-4		-1		1938	82	10	8
Provision of information about train times/platforms		-1		0		5587	87	7	6
The upkeep/repair of the station buildings/platforms		0		1		5499	76	16	8
Cleanliness		0		1		5540	80	14	6
The facilities and services		-3		0		4941	69	17	14
The attitudes and helpfulness of the staff		0		1		3977	79	15	5
Connections with other forms of public transport		-3		-1		3709	77	14	9
Facilities for car parking		0		3		1787	60	17	23
Overall environment		-1		2		5486	75	17	8
Your personal security whilst using the station		-3		0		4961	75	23	2
The availability of staff		0		2		4617	68	21	11
The provision of shelter facilities		-1		6		4426	75	15	10
Availability of seating		0		2		5108	51	19	30
How request to station staff was handled		0		1		1177	89	4	5
The choice of shops/eating/drinking facilities available*		-	-	4		4863	59	22	19
TRAIN FACILITIES									
Overall satisfaction with the train		-1		0		5714	87	9	4
The frequency of the trains on that route		1		1		5461	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		-3		1		5594	84	6	10
The length of time the journey was scheduled to take (speed)		-1		0		5547	88	7	4
Connections with other train services		-2		0		3088	80	12	8
The value for money of the price of your ticket		2		3		5442	57	18	25
Upkeep and repair of the train		-1		-1		5562	84	11	5
The provision of information during the journey		0		-1		5244	78	16	6
The helpfulness and attitude of staff on train		0		-1		4295	80	17	3
The space for luggage		1		-2		4747	57	18	26
The toilet facilities		-2		0		3104	52	23	25
Sufficient room for all passengers to sit/stand		0		-3		5524	71	13	16
The comfort of the seating area		-1		-2		5549	79	14	7
The ease of being able to get on and off		-1		-2		5605	83	12	6
Your personal security on board		-1		-1		5300	85	13	2
The cleanliness of the inside		0		0		5647	84	10	6
The cleanliness of the outside		-2		2		4638	80	16	4
The availability of staff		0		-2		4807	66	24	11
How well train company deals with delays		-7		-8		1269	50	34	16

Improved ↑
 Unchanged =
 Declined ↓

Regional

	Overall sample size 4033	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-2	=	0	=	3945	84	10	6
STATION FACILITIES									
Overall satisfaction with the station		-1	=	1	=	3922	80	14	6
Ticket buying facilities		-1	=	0	=	2137	80	9	11
Provision of information about train times/platforms		-2	=	-3	↓	3801	83	9	8
The upkeep/repair of the station buildings/platforms		0	=	-1	=	3776	77	15	8
Cleanliness		-1	=	0	=	3765	79	14	7
The facilities and services		1	=	4	=	3280	55	17	27
The attitudes and helpfulness of the staff		1	=	2	=	2969	79	14	7
Connections with other forms of public transport		-3	=	-5	↓	2655	70	17	13
Facilities for car parking		0	=	2	=	1813	54	15	31
Overall environment		-1	=	1	=	3767	73	18	9
Your personal security whilst using the station		0	=	2	=	3472	72	22	6
The availability of staff		3	=	1	=	3339	67	17	16
The provision of shelter facilities		-2	=	3	=	3362	75	14	11
Availability of seating		0	=	0	=	3589	59	18	23
How request to station staff was handled		-3	=	-1	=	650	87	5	6
The choice of shops/eating/drinking facilities available*		-	-	3	=	3217	45	20	36
TRAIN FACILITIES									
Overall satisfaction with the train		0	=	1	=	3957	81	13	6
The frequency of the trains on that route		0	=	0	=	3821	79	9	12
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	2	=	3904	82	7	11
The length of time the journey was scheduled to take (speed)		-1	=	1	=	3851	88	8	4
Connections with other train services		2	=	0	=	2195	78	14	7
The value for money of the price of your ticket		-2	=	2	=	3682	56	18	26
Upkeep and repair of the train		-1	=	-1	=	3842	70	19	12
The provision of information during the journey		-1	=	-1	=	3551	70	20	11
The helpfulness and attitude of staff on train		2	=	3	=	3053	77	19	4
The space for luggage		0	=	0	=	3093	61	19	20
The toilet facilities		-3	=	1	=	1765	39	24	37
Sufficient room for all passengers to sit/stand		-4	↓	-2	=	3845	71	12	16
The comfort of the seating area		0	=	2	=	3865	74	15	12
The ease of being able to get on and off		-2	=	1	=	3890	83	11	6
Your personal security on board		-1	=	1	=	3669	80	18	3
The cleanliness of the inside		-1	=	0	=	3922	73	16	10
The cleanliness of the outside		0	=	5	↑	3366	70	21	9
The availability of staff		1	=	0	=	3450	61	25	14
How well train company deals with delays		1	=	6	=	554	41	32	27

Individual train company results

Overall satisfaction

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 82%
 Long-distance: 88%
 Regional: 84%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		sample size	Autumn 2013		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	-2	⊖	1206	86	10	4
c2c	-1	⊖	0	⊖	1083	92	6	2
Chiltern Railways	0	⊖	2	⊖	1071	91	6	3
CrossCountry	2	⊖	2	⊖	1202	86	7	6
East Coast	-1	⊖	5	↑	1196	91	5	4
East Midland Trains	-4	↓	-2	⊖	1110	86	8	6
First Capital Connect	-2	⊖	3	⊖	1531	79	14	7
First Great Western	-3	↓	0	⊖	3080	80	12	8
First Hull Trains	-9	↓	-9	↓	524	86	7	7
First TransPennine Express	-3	⊖	0	⊖	998	85	8	7
Grand Central	-1	⊖	2	⊖	595	95	4	1
Greater Anglia	-3	⊖	3	⊖	2191	80	13	7
Heathrow Connect	-6	↓	-3	⊖	496	88	10	3
Heathrow Express	3	⊖	2	⊖	509	96	4	1
London Midland	0	⊖	3	⊖	1182	84	9	7
London Overground	-4	↓	-3	⊖	1029	89	6	5
Merseyrail	1	⊖	1	⊖	512	93	4	3
Northern Rail	-1	⊖	3	⊖	1200	78	12	9
ScotRail	-3	⊖	-3	⊖	1027	87	10	3
South West Trains	-4	↓	0	⊖	2023	81	13	6
Southeastern	0	⊖	6	↑	1650	84	11	5
Southern	-5	↓	-2	⊖	2178	76	14	9
Virgin Trains	-1	⊖	-1	⊖	1208	91	6	3

The value for money of the price of your ticket

Improved ↑
Unchanged =
Declined ↓

% of passengers satisfied/good by sector:

London and South East: 41%
Long-distance: 57%
Regional: 56%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-2	=	-1	=	1162	53	20	27
c2c	1	=	1	=	1010	47	26	28
Chiltern Railways	-1	=	3	=	1028	48	22	30
CrossCountry	-1	=	3	=	1163	53	19	28
East Coast	4	=	6	↑	1144	62	17	21
East Midland Trains	3	=	3	=	1048	52	19	29
First Capital Connect	-1	=	5	↑	1402	37	24	39
First Great Western	-5	↓	-1	=	2952	47	21	32
First Hull Trains	-4	=	-5	=	507	57	22	22
First TransPennine Express	5	=	6	↑	931	62	16	22
Grand Central	5	=	2	=	581	78	11	11
Greater Anglia	-1	=	1	=	2051	36	20	44
Heathrow Connect	0	=	-1	=	460	53	21	26
Heathrow Express	6	=	6	=	505	46	20	34
London Midland	0	=	0	=	1093	52	20	28
London Overground	-4	=	5	=	900	53	20	27
Merseyrail	-4	=	1	=	411	66	15	19
Northern Rail	-1	=	2	=	1118	56	18	26
ScotRail	-1	=	3	=	991	52	19	29
South West Trains	0	=	4	=	1895	37	23	40
Southeastern	-4	=	3	=	1468	34	24	42
Southern	-3	=	3	=	2003	39	21	40
Virgin Trains	0	=	-1	=	1156	60	18	22

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

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 78%
 Long-distance: 84%
 Regional: 82%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		sample size	Autumn 2013		
	% change	significant change	% change	significant change		% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	1		1		1191	86	6	8
c2c	-3		0		1064	94	3	3
Chiltern Railways	2		3		1062	92	5	3
CrossCountry	1		3		1185	83	5	12
East Coast	0		5		1168	89	4	7
East Midland Trains	-8		-6		1090	80	7	13
First Capital Connect	-7		3		1520	74	10	17
First Great Western	-5		-3		3030	74	8	18
First Hull Trains	-21		-17		529	73	5	22
First TransPennine Express	-7		0		966	82	7	11
Grand Central	-5		-4		591	88	3	8
Greater Anglia	-5		4		2152	78	9	14
Heathrow Connect	-6		2		499	80	10	10
Heathrow Express	-2		0		509	95	3	2
London Midland	-2		3		1168	73	10	18
London Overground	-4		-3		1010	84	6	10
Merseyrail	1		2		505	93	3	4
Northern Rail	0		5		1196	77	9	14
ScotRail	-5		-2		1012	82	6	12
South West Trains	-5		3		1987	80	9	11
Southeastern	-5		3		1614	80	9	11
Southern	-4		1		2116	73	9	18
Virgin Trains	-3		0		1185	87	5	8

Sufficient room for all the passengers to sit/stand

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 64%
 Long-distance: 71%
 Regional: 71%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		sample size	Autumn 2013		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	-2	⊖	1183	71	15	14
c2c	-3	⊖	-2	⊖	1050	62	16	22
Chiltern Railways	-2	⊖	-4	⊖	1033	72	14	14
CrossCountry	1	⊖	-3	⊖	1170	66	15	19
East Coast	-2	⊖	0	⊖	1144	79	12	9
East Midland Trains	6	⬆	2	⊖	1074	76	12	12
First Capital Connect	0	⊖	2	⊖	1493	60	17	22
First Great Western	0	⊖	-3	⬇	2984	65	15	21
First Hull Trains	-9	⬇	-8	⬇	524	83	10	7
First TransPennine Express	-3	⊖	-7	⬇	963	58	13	29
Grand Central	2	⊖	5	⬆	590	95	3	1
Greater Anglia	-5	⬇	2	⊖	2118	65	17	18
Heathrow Connect	-11	⬇	-8	⬇	496	75	10	15
Heathrow Express	2	⊖	-5	⬇	514	90	7	3
London Midland	-6	⬇	-1	⊖	1155	66	12	23
London Overground	-6	⬇	-2	⊖	1006	70	13	17
Merseyrail	-2	⊖	0	⊖	492	78	11	11
Northern Rail	-6	⬇	0	⊖	1173	66	14	20
ScotRail	-4	⊖	-6	⊖	997	75	11	14
South West Trains	-4	⬇	0	⊖	1967	63	13	23
Southeastern	-3	⊖	1	⊖	1600	65	16	19
Southern	-5	⬇	-3	⊖	2106	61	14	25
Virgin Trains	-4	⬇	-5	⬇	1173	78	13	9

Overall satisfaction with the station

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 77%
 Long-distance: 82%
 Regional: 80%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-4		-5		1193	74	20	6
c2c	-2		0		1077	85	13	3
Chiltern Railways	2		4		1074	88	10	2
CrossCountry	0		4		1199	80	14	6
East Coast	0		1		1184	88	9	3
East Midland Trains	-8		-1		1098	81	12	7
First Capital Connect	0		4		1522	78	15	7
First Great Western	-1		1		3051	77	16	7
First Hull Trains	-13		-10		531	79	11	10
First TransPennine Express	0		0		990	86	10	3
Grand Central	-3		-2		600	85	10	4
Greater Anglia	-1		3		2170	78	16	6
Heathrow Connect	1		4		504	81	11	8
Heathrow Express	3		2		519	91	7	2
London Midland	-1		1		1168	74	19	7
London Overground	-7		1		1027	80	14	6
Merseyrail	4		6		508	91	8	1
Northern Rail	-2		0		1196	76	14	9
ScotRail	-2		1		1025	82	13	4
South West Trains	-4		0		2017	74	18	8
Southeastern	3		5		1641	78	15	7
Southern	-3		3		2172	75	18	6
Virgin Trains	-1		1		1202	79	15	5

How well the train company dealt with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 38%
 Long-distance: 50%
 Regional: 41%

	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	14	⊖	18	⊖	139	56	30	14
c2c	-1	⊖	-1	⊖	66	61	21	18
Chiltern Railways	1	⊖	5	⊖	87	52	33	15
CrossCountry	-7	⊖	-7	⊖	274	44	36	19
East Coast	-4	⊖	3	⊖	247	65	24	11
East Midland Trains	-7	⊖	-9	⊖	259	49	32	19
First Capital Connect	10	⬆️	15	⬆️	357	43	33	25
First Great Western	-7	⬇️	-4	⊖	861	40	36	24
First Hull Trains	18	⊖	1	⊖	94	64	11	25
First TransPennine Express	-5	⊖	-8	⊖	245	44	40	16
Grand Central	-26	⬇️	-23	⬇️	73	50	29	21
Greater Anglia	-5	⊖	12	⬆️	402	40	32	28
Heathrow Connect	3	⊖	11	⊖	83	45	35	20
Heathrow Express	-	⊖	-	⊖	<50	-	-	-
London Midland	-8	⊖	6	⊖	268	37	37	25
London Overground	-12	⊖	-6	⊖	112	30	38	33
Merseyrail	-	⊖	-	⊖	<50	-	-	-
Northern Rail	-4	⊖	7	⊖	231	35	30	35
ScotRail	1	⊖	-2	⊖	140	42	36	23
South West Trains	-10	⊖	-6	⊖	261	39	42	19
Southeastern	-10	⊖	-1	⊖	224	31	44	26
Southern	0	⊖	9	⬆️	461	39	35	27
Virgin Trains	-9	⊖	-13	⬇️	244	51	35	14

	Overall sample size 1095	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	0	=	1083	92	6	2	82
STATION FACILITIES										
Overall satisfaction with the station		-2	=	0	=	1077	85	13	3	77
Ticket buying facilities		1	=	-3	=	662	81	11	8	72
Provision of information about train times/platforms		-1	=	0	=	1062	88	9	3	81
The upkeep/repair of the station buildings/platforms		-1	=	1	=	1054	78	15	6	69
Cleanliness		0	=	-1	=	1039	82	14	4	74
The facilities and services		4	=	6	↑	938	63	23	15	54
The attitudes and helpfulness of the staff		6	↑	-1	=	882	81	14	5	71
Connections with other forms of public transport		1	=	-1	=	871	75	16	8	75
Facilities for car parking		-3	=	-5	=	431	55	18	27	45
Overall environment		2	=	1	=	1037	78	15	6	68
Your personal security whilst using the station		2	=	0	=	987	73	21	5	69
The availability of staff		5	↑	0	=	982	72	19	9	59
The provision of shelter facilities		0	=	2	=	940	72	18	10	65
Availability of seating		3	=	3	=	974	61	20	19	42
How request to station staff was handled		-7	=	-1	=	115	85	6	6	84
The choice of shops/eating/drinking facilities available*		-	-	7	↑	910	42	30	28	46
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	1	=	1084	92	7	2	79
The frequency of the trains on that route		1	=	0	=	1077	87	5	7	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	0	=	1064	94	3	3	78
The length of time the journey was scheduled to take (speed)		1	=	-1	=	1059	93	5	2	83
Connections with other train services		1	=	3	=	642	88	10	3	75
The value for money of the price of your ticket		1	=	1	=	1010	47	26	28	41
Upkeep and repair of the train		-1	=	-2	=	1059	91	7	2	74
The provision of information during the journey		1	=	-1	=	991	82	13	5	70
The helpfulness and attitude of staff on train		5	=	-3	=	368	39	45	16	58
The space for luggage		2	=	1	=	822	51	27	22	49
The toilet facilities		-1	=	-3	=	499	55	27	18	33
Sufficient room for all passengers to sit/stand		-3	=	-2	=	1050	62	16	22	64
The comfort of the seating area		-1	=	-2	=	1051	79	14	7	70
The ease of being able to get on and off		-2	=	-2	=	1064	85	11	4	79
Your personal security on board		2	=	0	=	992	77	18	4	76
The cleanliness of the inside		-3	↓	-1	=	1077	90	8	2	74
The cleanliness of the outside		-1	=	3	=	988	88	10	2	73
The availability of staff		1	=	-4	=	590	20	36	44	37
How well train company deals with delays		-1	=	-1	=	66	61	21	18	38

Chiltern Railways

	Overall sample size 1093	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	⊖	2	⊖	1071	91	6	3	82
STATION FACILITIES										
Overall satisfaction with the station		2	⊖	4	↑	1074	88	10	2	77
Ticket buying facilities		0	⊖	-2	⊖	595	81	11	8	72
Provision of information about train times/platforms		-2	⊖	-2	⊖	1061	84	10	6	81
The upkeep/repair of the station buildings/platforms		-1	⊖	2	⊖	1046	82	13	5	69
Cleanliness		-1	⊖	1	⊖	1047	85	11	3	74
The facilities and services		2	⊖	3	⊖	936	70	20	11	54
The attitudes and helpfulness of the staff		1	⊖	1	⊖	791	80	17	4	71
Connections with other forms of public transport		-2	⊖	2	⊖	817	74	18	9	75
Facilities for car parking		-1	⊖	0	⊖	400	71	16	13	45
Overall environment		0	⊖	4	⊖	1042	83	15	2	68
Your personal security whilst using the station		-1	⊖	3	⊖	960	78	20	1	69
The availability of staff		5	⊖	6	↑	869	69	22	9	59
The provision of shelter facilities		-2	⊖	5	↑	901	77	15	8	65
Availability of seating		-1	⊖	4	⊖	980	56	20	24	42
How request to station staff was handled		5	⊖	5	⊖	172	90	2	8	84
The choice of shops/eating/drinking facilities available*		-	-	-1	⊖	895	50	27	23	46
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊖	3	⊖	1074	90	7	3	79
The frequency of the trains on that route		1	⊖	4	↑	1064	81	7	12	76
Punctuality/reliability (i.e. the train arriving/departing on time)		2	⊖	3	↑	1062	92	5	3	78
The length of time the journey was scheduled to take (speed)		-1	⊖	-1	⊖	1053	87	8	5	83
Connections with other train services		3	⊖	-1	⊖	548	76	19	5	75
The value for money of the price of your ticket		-1	⊖	3	⊖	1028	48	22	30	41
Upkeep and repair of the train		-2	⊖	2	⊖	1050	86	10	4	74
The provision of information during the journey		-1	⊖	1	⊖	969	77	19	5	70
The helpfulness and attitude of staff on train		-2	⊖	-3	⊖	430	54	38	8	58
The space for luggage		4	⊖	3	⊖	787	59	22	19	49
The toilet facilities		-1	⊖	-3	⊖	391	52	30	19	33
Sufficient room for all passengers to sit/stand		-2	⊖	-4	⊖	1033	72	14	14	64
The comfort of the seating area		-1	⊖	1	⊖	1045	81	13	6	70
The ease of being able to get on and off		0	⊖	1	⊖	1050	88	10	2	79
Your personal security on board		1	⊖	2	⊖	985	87	12	1	76
The cleanliness of the inside		1	⊖	3	⊖	1060	87	10	3	74
The cleanliness of the outside		1	⊖	4	⊖	900	84	12	4	73
The availability of staff		-4	⊖	-2	⊖	611	32	37	32	37
How well train company deals with delays		1	⊖	5	⊖	87	52	33	15	38

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

Improved ↑
 Unchanged =
 Declined ↓

First Capital Connect

	Overall sample size 1557	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-2	=	3	=	1531	79	14	7	82
STATION FACILITIES										
Overall satisfaction with the station		0	=	4	=	1522	78	15	7	77
Ticket buying facilities		4	=	6	↑	767	74	12	14	72
Provision of information about train times/platforms		2	=	4	↑	1504	82	11	8	81
The upkeep/repair of the station buildings/platforms		8	↑	7	↑	1494	75	15	10	69
Cleanliness		6	↑	6	↑	1494	80	14	6	74
The facilities and services		0	=	3	=	1223	55	22	23	54
The attitudes and helpfulness of the staff		5	↑	8	↑	1113	75	16	9	71
Connections with other forms of public transport		-5	↓	0	=	1217	75	15	10	75
Facilities for car parking		2	=	5	↑	467	47	17	35	45
Overall environment		2	=	6	↑	1483	73	17	10	68
Your personal security whilst using the station		0	=	3	=	1360	72	24	4	69
The availability of staff		-1	=	3	=	1290	59	23	18	59
The provision of shelter facilities		0	=	9	↑	1229	66	18	16	65
Availability of seating		0	=	3	=	1382	44	23	33	42
How request to station staff was handled		-4	=	2	=	212	82	5	13	84
The choice of shops/eating/drinking facilities available*		-	-	2	=	1217	46	21	33	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	6	↑	1526	73	20	7	79
The frequency of the trains on that route		-2	=	2	=	1516	77	9	13	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-7	↓	3	=	1520	74	10	17	78
The length of time the journey was scheduled to take (speed)		-4	↓	1	=	1497	83	11	6	83
Connections with other train services		-3	=	1	=	951	77	17	7	75
The value for money of the price of your ticket		-1	=	5	↑	1402	37	24	39	41
Upkeep and repair of the train		2	=	9	↑	1502	62	20	19	74
The provision of information during the journey		4	=	8	↑	1325	54	23	23	70
The helpfulness and attitude of staff on train		2	=	4	=	501	40	44	16	58
The space for luggage		-1	=	3	=	1167	44	27	30	49
The toilet facilities		6	=	7	↑	529	32	24	44	33
Sufficient room for all passengers to sit/stand		0	=	2	=	1493	60	17	22	64
The comfort of the seating area		1	=	3	=	1483	62	23	16	70
The ease of being able to get on and off		1	=	4	↑	1513	77	14	8	79
Your personal security on board		-2	=	1	=	1413	71	24	5	76
The cleanliness of the inside		2	=	11	↑	1520	67	18	15	74
The cleanliness of the outside		7	↑	12	↑	1307	63	24	13	73
The availability of staff		0	=	3	=	951	16	31	53	37
How well train company deals with delays		10	↑	15	↑	357	43	33	25	38

First Great Western

	Overall sample size 3140	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3		0		3080	80	12	8	82
STATION FACILITIES										
Overall satisfaction with the station		-1		1		3051	77	16	7	77
Ticket buying facilities		0		-2		1533	74	13	13	72
Provision of information about train times/platforms		0		0		2990	83	10	7	81
The upkeep/repair of the station buildings/platforms		4		4		2943	73	19	8	69
Cleanliness		4		5		2969	78	15	7	74
The facilities and services		0		3		2554	60	18	22	54
The attitudes and helpfulness of the staff		2		1		2265	76	17	7	71
Connections with other forms of public transport		-2		1		2018	71	15	14	75
Facilities for car parking		-2		1		1102	55	20	25	45
Overall environment		3		6		2958	71	20	8	68
Your personal security whilst using the station		0		3		2675	72	24	4	69
The availability of staff		3		-1		2587	61	23	16	59
The provision of shelter facilities		1		7		2566	69	17	14	65
Availability of seating		0		0		2822	49	21	30	42
How request to station staff was handled		1		-1		613	89	5	6	84
The choice of shops/eating/drinking facilities available*		-		0		2510	47	22	30	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1		1		3083	80	14	7	79
The frequency of the trains on that route		0		-1		2994	75	10	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-5		-3		3030	74	8	18	78
The length of time the journey was scheduled to take (speed)		-2		0		2986	83	10	8	83
Connections with other train services		-2		-1		1747	71	17	11	75
The value for money of the price of your ticket		-5		-1		2952	47	21	32	41
Upkeep and repair of the train		-4		-2		2970	74	17	9	74
The provision of information during the journey		-5		-4		2729	64	24	12	70
The helpfulness and attitude of staff on train		0		-1		1781	67	26	7	58
The space for luggage		-1		-5		2350	52	24	24	49
The toilet facilities		-4		-2		1359	41	28	31	33
Sufficient room for all passengers to sit/stand		0		-3		2984	65	15	21	64
The comfort of the seating area		0		-1		2950	72	18	11	70
The ease of being able to get on and off		0		-1		3024	75	16	8	79
Your personal security on board		0		1		2794	79	17	3	76
The cleanliness of the inside		-2		0		3049	74	16	9	74
The cleanliness of the outside		-1		3		2482	72	21	7	73
The availability of staff		-2		-4		2297	45	33	22	37
How well train company deals with delays		-7		-4		861	40	36	24	38

Improved ↑
 Unchanged =
 Declined ↓

Greater Anglia

	Overall sample size 2226	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3	=	3	=	2191	80	13	7	82
STATION FACILITIES										
Overall satisfaction with the station		-1	=	3	=	2170	78	16	6	77
Ticket buying facilities		-4	=	-4	=	1163	69	16	15	72
Provision of information about train times/platforms		0	=	3	=	2137	80	11	9	81
The upkeep/repair of the station buildings/platforms		0	=	2	=	2112	70	19	10	69
Cleanliness		-1	=	3	=	2114	73	18	9	74
The facilities and services		-4	=	-1	=	1862	56	21	23	54
The attitudes and helpfulness of the staff		4	↑	5	↑	1647	72	19	9	71
Connections with other forms of public transport		-2	=	0	=	1691	78	12	10	75
Facilities for car parking		-4	=	-4	=	762	46	22	32	45
Overall environment		-3	=	3	=	2099	68	22	10	68
Your personal security whilst using the station		-2	=	1	=	1974	66	28	5	69
The availability of staff		3	=	1	=	1843	58	23	19	59
The provision of shelter facilities		-2	=	5	↑	1769	64	21	15	65
Availability of seating		-3	=	3	=	1931	42	22	36	42
How request to station staff was handled		0	=	-1	=	327	83	6	10	84
The choice of shops/eating/drinking facilities available*		-	-	4	=	1819	51	23	26	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	3	=	2183	73	19	9	79
The frequency of the trains on that route		1	=	1	=	2160	77	8	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	↓	4	↑	2152	78	9	14	78
The length of time the journey was scheduled to take (speed)		-4	↓	0	=	2124	81	11	8	83
Connections with other train services		-5	↓	1	=	1294	73	19	8	75
The value for money of the price of your ticket		-1	=	1	=	2051	36	20	44	41
Upkeep and repair of the train		0	=	5	↑	2133	58	19	23	74
The provision of information during the journey		-4	=	-1	=	1966	58	26	16	70
The helpfulness and attitude of staff on train		-1	=	-2	=	1068	47	37	15	58
The space for luggage		-4	=	0	=	1712	49	28	22	49
The toilet facilities		-7	↓	-7	↓	975	28	23	49	33
Sufficient room for all passengers to sit/stand		-5	↓	2	=	2118	65	17	18	64
The comfort of the seating area		-3	=	1	=	2140	60	23	18	70
The ease of being able to get on and off		-5	↓	-2	=	2150	76	18	6	79
Your personal security on board		-2	=	2	=	2033	70	25	5	76
The cleanliness of the inside		2	=	7	↑	2183	64	20	16	74
The cleanliness of the outside		-1	=	7	↑	1897	57	27	16	73
The availability of staff		-2	=	-2	=	1478	24	31	45	37
How well train company deals with delays		-5	=	12	↑	402	40	32	28	38

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

	Overall sample size 519	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-6	↓	-3	=	496	88	10	3	82
STATION FACILITIES										
Overall satisfaction with the station		1	=	4	=	504	81	11	8	77
Ticket buying facilities		-7	=	-5	=	297	67	14	19	72
Provision of information about train times/platforms		2	=	4	=	492	79	11	10	81
The upkeep/repair of the station buildings/platforms		-1	=	2	=	493	71	17	11	69
Cleanliness		-6	↓	-2	=	486	71	18	11	74
The facilities and services		0	=	-6	=	444	52	24	25	54
The attitudes and helpfulness of the staff		-6	=	-2	=	387	67	22	11	71
Connections with other forms of public transport		0	=	6	↑	458	81	12	8	75
Facilities for car parking		-6	=	8	=	168	34	21	45	45
Overall environment		-1	=	5	=	492	69	21	10	68
Your personal security whilst using the station		-1	=	-2	=	463	69	24	8	69
The availability of staff		-7	↓	-3	=	437	54	25	20	59
The provision of shelter facilities		0	=	4	=	414	67	16	17	65
Availability of seating		-4	=	-4	=	453	48	21	31	42
How request to station staff was handled		8	=	-5	=	61	84	5	9	84
The choice of shops/eating/drinking facilities available*		-	-	-4	=	421	48	19	33	46
TRAIN FACILITIES										
Overall satisfaction with the train		-4	↓	-1	=	503	90	7	2	79
The frequency of the trains on that route		-4	=	-1	=	504	67	11	23	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-6	↓	2	=	499	80	10	10	78
The length of time the journey was scheduled to take (speed)		-2	=	1	=	490	91	6	4	83
Connections with other train services		-3	=	-1	=	368	80	13	7	75
The value for money of the price of your ticket		0	=	-1	=	460	53	21	26	41
Upkeep and repair of the train		-5	↓	-3	=	491	90	7	3	74
The provision of information during the journey		-5	=	-3	=	468	81	15	4	70
The helpfulness and attitude of staff on train		-11	↓	-5	=	297	63	29	8	58
The space for luggage		-10	↓	-6	=	408	71	15	14	49
The toilet facilities		-7	=	-12	↓	208	58	23	19	33
Sufficient room for all passengers to sit/stand		-11	↓	-8	↓	496	75	10	15	64
The comfort of the seating area		-5	↓	-2	=	491	85	9	6	70
The ease of being able to get on and off		-10	↓	-7	↓	495	76	11	13	79
Your personal security on board		-8	↓	-9	↓	479	79	19	2	76
The cleanliness of the inside		-7	↓	-2	=	497	89	8	4	74
The cleanliness of the outside		-5	↓	-3	=	454	86	11	3	73
The availability of staff		-16	↓	-10	↓	381	48	32	20	37
How well train company deals with delays		3	=	11	=	83	45	35	20	38

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

	Overall sample size 540	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		3	=	2	=	509	96	4	1	82
STATION FACILITIES										
Overall satisfaction with the station		3	=	2	=	519	91	7	2	77
Ticket buying facilities		3	=	4	=	374	93	6	1	72
Provision of information about train times/platforms		7	↑	5	=	505	89	7	4	81
The upkeep/repair of the station buildings/platforms		4	↑	6	↑	501	87	10	2	69
Cleanliness		5	↑	5	=	505	87	10	3	74
The facilities and services		8	↑	4	=	353	74	16	10	54
The attitudes and helpfulness of the staff		1	=	-5	=	382	79	18	3	71
Connections with other forms of public transport		4	=	-2	=	417	85	10	4	75
Facilities for car parking		-11	=	-5	=	94	63	25	12	45
Overall environment		7	↑	8	↑	478	88	10	2	68
Your personal security whilst using the station		2	=	3	=	444	85	14	1	69
The availability of staff		1	=	-3	=	410	73	21	5	59
The provision of shelter facilities		5	=	2	=	277	83	14	3	65
Availability of seating		1	=	-3	=	388	64	17	19	42
How request to station staff was handled		-3	=	-7	=	96	89	1	8	84
The choice of shops/eating/drinking facilities available*		-	-	3	=	325	71	16	12	46
TRAIN FACILITIES										
Overall satisfaction with the train		3	=	1	=	510	96	3	0	79
The frequency of the trains on that route		0	=	1	=	509	94	4	2	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	0	=	509	95	3	2	78
The length of time the journey was scheduled to take (speed)		1	=	1	=	506	97	2	0	83
Connections with other train services		3	=	2	=	334	86	12	2	75
The value for money of the price of your ticket		6	=	6	=	505	46	20	34	41
Upkeep and repair of the train		7	↑	2	=	509	96	3	1	74
The provision of information during the journey		7	↑	4	=	480	90	8	1	70
The helpfulness and attitude of staff on train		1	=	-1	=	433	86	13	1	58
The space for luggage		0	=	-7	↓	505	84	8	7	49
The toilet facilities		8	=	1	=	176	80	13	6	33
Sufficient room for all passengers to sit/stand		2	=	-5	↓	514	90	7	3	64
The comfort of the seating area		5	↑	1	=	509	94	4	2	70
The ease of being able to get on and off		1	=	0	=	510	95	5	0	79
Your personal security on board		5	↑	2	=	477	95	5	0	76
The cleanliness of the inside		2	↑	4	↑	507	97	2	0	74
The cleanliness of the outside		4	↑	2	=	469	96	4	0	73
The availability of staff		4	=	3	=	450	79	20	2	37
How well train company deals with delays		-	=	-	=	<50	-	-	-	38

Improved ↑
 Unchanged =
 Declined ↓

London Midland

	Overall sample size 1204	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	3	=	1182	84	9	7	82
STATION FACILITIES										
Overall satisfaction with the station		-1	=	1	=	1168	74	19	7	77
Ticket buying facilities		-2	=	1	=	585	74	13	13	72
Provision of information about train times/platforms		-5	↓	0	=	1157	80	12	7	81
The upkeep/repair of the station buildings/platforms		-4	=	0	=	1136	66	22	12	69
Cleanliness		-1	=	3	=	1148	74	18	8	74
The facilities and services		0	=	0	=	974	54	21	25	54
The attitudes and helpfulness of the staff		-1	=	2	=	880	72	20	9	71
Connections with other forms of public transport		-3	=	-6	↓	820	65	20	15	75
Facilities for car parking		-9	↓	3	=	420	48	19	33	45
Overall environment		-3	=	5	↑	1146	66	22	12	68
Your personal security whilst using the station		-5	↓	0	=	1056	66	30	4	69
The availability of staff		-1	=	0	=	989	55	24	21	59
The provision of shelter facilities		-4	=	4	=	964	68	20	12	65
Availability of seating		-3	=	4	=	1073	49	19	31	42
How request to station staff was handled		-4	=	4	=	191	85	5	11	84
The choice of shops/eating/drinking facilities available*		-	-	5	=	937	46	21	32	46
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	1	=	1183	81	14	5	79
The frequency of the trains on that route		-1	=	1	=	1154	77	8	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	3	=	1168	73	10	18	78
The length of time the journey was scheduled to take (speed)		-1	=	-2	=	1154	82	11	7	83
Connections with other train services		-4	=	1	=	657	73	18	9	75
The value for money of the price of your ticket		0	=	0	=	1093	52	20	28	41
Upkeep and repair of the train		-5	↓	-1	=	1154	79	13	8	74
The provision of information during the journey		-3	=	2	=	1072	72	17	11	70
The helpfulness and attitude of staff on train		-3	=	4	=	664	62	30	7	58
The space for luggage		-3	=	-2	=	900	52	23	25	49
The toilet facilities		-7	=	-8	↓	487	46	25	29	33
Sufficient room for all passengers to sit/stand		-6	↓	-1	=	1155	66	12	23	64
The comfort of the seating area		-6	↓	-2	=	1155	73	16	11	70
The ease of being able to get on and off		0	=	2	=	1164	81	11	7	79
Your personal security on board		-1	=	3	=	1107	78	19	3	76
The cleanliness of the inside		-6	↓	0	=	1173	77	13	10	74
The cleanliness of the outside		-4	=	2	=	1013	80	17	4	73
The availability of staff		-6	↓	1	=	842	42	33	25	37
How well train company deals with delays		-8	=	6	=	268	37	37	25	38

Improved ↑
 Unchanged =
 Declined ↓

London Overground

	Overall sample size 1062	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-4	↓	-3	=	1029	89	6	5	82
STATION FACILITIES										
Overall satisfaction with the station		-7	↓	1	=	1027	80	14	6	77
Ticket buying facilities		-8	↓	-2	=	555	68	18	14	72
Provision of information about train times/platforms		-2	=	-1	=	987	81	9	11	81
The upkeep/repair of the station buildings/platforms		-7	↓	-6	↓	987	71	15	14	69
Cleanliness		-2	=	-2	=	972	77	14	9	74
The facilities and services		-6	=	-4	=	774	39	25	36	54
The attitudes and helpfulness of the staff		0	=	-1	=	706	68	25	6	71
Connections with other forms of public transport		3	=	3	=	843	79	14	7	75
Facilities for car parking		-1	=	-2	=	330	31	24	45	45
Overall environment		-9	↓	-3	=	981	68	21	12	68
Your personal security whilst using the station		-3	=	2	=	929	70	25	5	69
The availability of staff		-1	=	-2	=	849	60	25	15	59
The provision of shelter facilities		-8	↓	2	=	896	62	19	18	65
Availability of seating		-12	↓	0	=	927	45	25	30	42
How request to station staff was handled		-2	=	0	=	95	84	4	10	84
The choice of shops/eating/drinking facilities available*		-	-	2	=	735	40	24	36	46
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	-1	=	1027	91	7	3	79
The frequency of the trains on that route		0	=	-1	=	1018	79	8	13	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-4	↓	-3	=	1010	84	6	10	78
The length of time the journey was scheduled to take (speed)		0	=	-2	=	1007	88	8	5	83
Connections with other train services		-1	=	0	=	825	82	13	5	75
The value for money of the price of your ticket		-4	=	5	=	900	53	20	27	41
Upkeep and repair of the train		-1	=	0	=	1005	93	6	1	74
The provision of information during the journey		-2	=	-1	=	962	84	13	3	70
The helpfulness and attitude of staff on train		-3	=	-6	=	480	54	35	11	58
The space for luggage		-5	=	0	=	792	57	23	19	49
The toilet facilities		-2	=	2	=	342	14	14	72	33
Sufficient room for all passengers to sit/stand		-6	↓	-2	=	1006	70	13	17	64
The comfort of the seating area		-6	↓	-2	=	992	79	15	5	70
The ease of being able to get on and off		-2	=	3	=	1003	84	8	8	79
Your personal security on board		0	=	2	=	968	83	15	3	76
The cleanliness of the inside		-2	=	0	=	1015	91	6	3	74
The cleanliness of the outside		-2	=	2	=	928	91	9	1	73
The availability of staff		-6	=	-6	=	714	37	30	33	37
How well train company deals with delays		-12	=	-6	=	112	30	38	33	38

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

	Overall sample size 2062	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-4	↓	0	=	2023	81	13	6	82
STATION FACILITIES										
Overall satisfaction with the station		-4	↓	0	=	2017	74	18	8	77
Ticket buying facilities		-2	=	-2	=	1096	72	15	13	72
Provision of information about train times/platforms		-4	↓	-1	=	1952	80	13	8	81
The upkeep/repair of the station buildings/platforms		-3	=	0	=	1949	64	21	14	69
Cleanliness		-4	↓	-2	=	1942	67	21	12	74
The facilities and services		-5	↓	-4	=	1690	53	20	27	54
The attitudes and helpfulness of the staff		2	=	1	=	1440	69	21	11	71
Connections with other forms of public transport		-5	↓	-3	=	1464	72	14	14	75
Facilities for car parking		-9	↓	-4	=	785	46	24	30	45
Overall environment		-4	↓	0	=	1945	64	25	11	68
Your personal security whilst using the station		-1	=	0	=	1770	67	28	5	69
The availability of staff		2	=	0	=	1656	54	25	21	59
The provision of shelter facilities		-3	=	2	=	1721	62	19	19	65
Availability of seating		-5	↓	-2	=	1813	35	22	43	42
How request to station staff was handled		3	=	11	↑	255	86	5	8	84
The choice of shops/eating/drinking facilities available*		-	-	-2	=	1668	51	20	29	46
TRAIN FACILITIES										
Overall satisfaction with the train		-4	↓	0	=	2030	79	15	6	79
The frequency of the trains on that route		-5	↓	-1	=	1982	72	10	18	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	↓	3	↑	1987	80	9	11	78
The length of time the journey was scheduled to take (speed)		-2	=	-1	=	1967	80	11	9	83
Connections with other train services		0	=	-1	=	1183	73	19	8	75
The value for money of the price of your ticket		0	=	4	=	1895	37	23	40	41
Upkeep and repair of the train		-1	=	0	=	1972	78	14	8	74
The provision of information during the journey		-2	=	-1	=	1840	72	21	7	70
The helpfulness and attitude of staff on train		-2	=	-2	=	1282	69	25	6	58
The space for luggage		-5	↓	-3	=	1560	50	24	26	49
The toilet facilities		-6	↓	0	=	882	29	22	49	33
Sufficient room for all passengers to sit/stand		-4	↓	0	=	1967	63	13	23	64
The comfort of the seating area		-4	↓	-1	=	1963	71	19	11	70
The ease of being able to get on and off		-3	=	0	=	1999	76	14	9	79
Your personal security on board		-2	=	-1	=	1889	79	18	3	76
The cleanliness of the inside		-4	↓	-1	=	2009	73	16	12	74
The cleanliness of the outside		-3	=	0	=	1707	76	21	4	73
The availability of staff		0	=	1	=	1587	52	32	16	37
How well train company deals with delays		-10	=	-6	=	261	39	42	19	38

Southeastern

Improved ↑
 Unchanged =
 Declined ↓

	Overall sample size 1672	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	6	↑	1650	84	11	5	82
STATION FACILITIES										
Overall satisfaction with the station		3	=	5	↑	1641	78	15	7	77
Ticket buying facilities		3	=	2	=	801	73	13	14	72
Provision of information about train times/platforms		5	↑	7	↑	1604	83	10	7	81
The upkeep/repair of the station buildings/platforms		0	=	4	=	1605	69	21	11	69
Cleanliness		0	=	2	=	1591	73	18	10	74
The facilities and services		0	=	6	↑	1395	56	21	22	54
The attitudes and helpfulness of the staff		1	=	4	=	1196	69	22	9	71
Connections with other forms of public transport		-1	=	-1	=	1301	75	15	9	75
Facilities for car parking		0	=	-1	=	479	44	21	35	45
Overall environment		2	=	3	=	1590	67	23	10	68
Your personal security whilst using the station		1	=	3	=	1471	68	27	6	69
The availability of staff		2	=	3	=	1395	60	23	17	59
The provision of shelter facilities		0	=	8	↑	1297	67	18	16	65
Availability of seating		-3	=	-3	=	1440	39	21	40	42
How request to station staff was handled		0	=	4	=	234	83	7	10	84
The choice of shops/eating/drinking facilities available*		-	-	-2	=	1369	39	27	34	46
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	3	=	1643	78	16	6	79
The frequency of the trains on that route		-1	=	1	=	1625	76	9	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	↓	3	↑	1614	80	9	11	78
The length of time the journey was scheduled to take (speed)		-3	↓	3	=	1600	82	11	7	83
Connections with other train services		-3	=	1	=	895	74	18	8	75
The value for money of the price of your ticket		-4	=	3	=	1468	34	24	42	41
Upkeep and repair of the train		-4	↓	1	=	1595	71	19	11	74
The provision of information during the journey		-3	=	-2	=	1499	67	21	12	70
The helpfulness and attitude of staff on train		0	=	-2	=	760	54	30	16	58
The space for luggage		0	=	1	=	1235	48	25	26	49
The toilet facilities		3	=	-2	=	644	33	25	42	33
Sufficient room for all passengers to sit/stand		-3	=	1	=	1600	65	16	19	64
The comfort of the seating area		0	=	3	=	1612	71	18	11	70
The ease of being able to get on and off		1	=	4	↑	1631	82	13	5	79
Your personal security on board		1	=	4	↑	1540	74	21	5	76
The cleanliness of the inside		-1	=	4	↑	1634	72	17	11	74
The cleanliness of the outside		0	=	5	↑	1432	70	23	7	73
The availability of staff		0	=	-1	=	1079	33	29	38	37
How well train company deals with delays		-10	=	-1	=	224	31	44	26	38

Southern

Improved ↑
 Unchanged =
 Declined ↓

	Overall sample size 2012	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-5	↓	-2	=	2178	76	14	9	82
STATION FACILITIES										
Overall satisfaction with the station		-3	=	3	=	2172	75	18	6	77
Ticket buying facilities		-1	=	-1	=	1091	69	16	16	72
Provision of information about train times/platforms		-1	=	3	=	2097	79	12	9	81
The upkeep/repair of the station buildings/platforms		-4	↓	3	=	2053	65	23	12	69
Cleanliness		-3	=	4	↑	2085	72	20	8	74
The facilities and services		-3	=	1	=	1710	54	23	22	54
The attitudes and helpfulness of the staff		-6	↓	-1	=	1579	66	24	10	71
Connections with other forms of public transport		-3	=	2	=	1665	77	14	9	75
Facilities for car parking		-2	=	-1	=	516	39	21	40	45
Overall environment		-3	=	3	=	2062	65	25	10	68
Your personal security whilst using the station		-3	=	1	=	1886	67	28	5	69
The availability of staff		-2	=	0	=	1814	58	25	17	59
The provision of shelter facilities		-3	=	5	↑	1538	66	19	15	65
Availability of seating		-1	=	0	=	1765	38	20	42	42
How request to station staff was handled		-1	=	6	=	410	82	7	11	84
The choice of shops/eating/drinking facilities available*		-	-	3	=	1726	46	23	30	46
TRAIN FACILITIES										
Overall satisfaction with the train		-3	↓	2	=	2186	77	15	8	79
The frequency of the trains on that route		-2	=	3	↑	2150	73	10	17	76
Punctuality/reliability (i.e. the train arriving/departing on time)		-4	↓	1	=	2116	73	9	18	78
The length of time the journey was scheduled to take (speed)		-3	↓	0	=	2094	80	12	8	83
Connections with other train services		-4	↓	-2	=	1267	73	20	8	75
The value for money of the price of your ticket		-3	=	3	=	2003	39	21	40	41
Upkeep and repair of the train		-2	=	1	=	2116	69	18	12	74
The provision of information during the journey		-3	=	-1	=	1942	72	20	8	70
The helpfulness and attitude of staff on train		0	=	3	=	1028	57	31	12	58
The space for luggage		-2	=	0	=	1726	44	25	32	49
The toilet facilities		-4	=	-2	=	786	32	28	40	33
Sufficient room for all passengers to sit/stand		-5	↓	-3	=	2106	61	14	25	64
The comfort of the seating area		-2	=	1	=	2113	68	19	13	70
The ease of being able to get on and off		-3	=	0	=	2146	74	18	8	79
Your personal security on board		-1	=	1	=	1992	75	22	4	76
The cleanliness of the inside		-2	=	2	=	2154	72	17	11	74
The cleanliness of the outside		1	=	5	↑	1808	71	22	7	73
The availability of staff		1	=	2	=	1460	36	31	33	37
How well train company deals with delays		0	=	9	↑	461	39	35	27	38

Improved ↑
 Unchanged =
 Declined ↓

CrossCountry

	Overall sample size 1223	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		2	=	2	=	1202	86	7	6	88
STATION FACILITIES										
Overall satisfaction with the station		0	=	4	=	1199	80	14	6	82
Ticket buying facilities		-2	=	-3	=	449	82	9	8	82
Provision of information about train times/platforms		0	=	-1	=	1174	84	8	7	87
The upkeep/repair of the station buildings/platforms		1	=	4	=	1146	71	19	10	76
Cleanliness		4	=	5	↑	1158	78	16	6	80
The facilities and services		-1	=	3	=	1002	66	18	16	69
The attitudes and helpfulness of the staff		3	=	5	↑	861	82	13	6	79
Connections with other forms of public transport		2	=	2	=	656	75	16	9	77
Facilities for car parking		0	=	-2	=	397	58	21	21	60
Overall environment		1	=	6	↑	1145	71	19	10	75
Your personal security whilst using the station		-2	=	1	=	1025	75	23	2	75
The availability of staff		1	=	5	=	987	68	21	10	68
The provision of shelter facilities		1	=	10	↑	966	75	16	9	75
Availability of seating		1	=	2	=	1082	55	19	26	51
How request to station staff was handled		2	=	0	=	317	90	4	4	89
The choice of shops/eating/drinking facilities available*		-	-	5	=	966	55	23	22	59
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	3	=	1210	84	10	6	87
The frequency of the trains on that route		2	=	1	=	1141	81	10	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	3	=	1185	83	5	12	84
The length of time the journey was scheduled to take (speed)		1	=	0	=	1174	86	9	5	88
Connections with other train services		0	=	1	=	687	78	12	10	80
The value for money of the price of your ticket		-1	=	3	=	1163	53	19	28	57
Upkeep and repair of the train		-1	=	1	=	1182	82	12	6	84
The provision of information during the journey		3	=	0	=	1117	76	18	6	78
The helpfulness and attitude of staff on train		2	=	5	↑	884	81	16	3	80
The space for luggage		4	=	-1	=	947	54	18	28	57
The toilet facilities		0	=	0	=	597	48	24	27	52
Sufficient room for all passengers to sit/stand		1	=	-3	=	1170	66	15	19	71
The comfort of the seating area		0	=	-2	=	1168	75	17	9	79
The ease of being able to get on and off		-1	=	-4	=	1184	79	14	6	83
Your personal security on board		0	=	-1	=	1118	84	14	2	85
The cleanliness of the inside		1	=	2	=	1187	80	13	7	84
The cleanliness of the outside		-2	=	4	=	948	77	18	5	80
The availability of staff		2	=	4	=	1019	67	23	10	66
How well train company deals with delays		-7	=	-7	=	274	44	36	19	50

Improved ↑
 Unchanged =
 Declined ↓

East Coast

	Overall sample size 1207	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	5	↑	1196	91	5	4	88
STATION FACILITIES										
Overall satisfaction with the station		0	=	1	=	1184	88	9	3	82
Ticket buying facilities		-3	=	-4	=	274	83	13	4	82
Provision of information about train times/platforms		0	=	1	=	1177	91	6	3	87
The upkeep/repair of the station buildings/platforms		1	=	2	=	1158	85	11	5	76
Cleanliness		0	=	2	=	1172	88	8	4	80
The facilities and services		-3	=	0	=	1052	76	16	8	69
The attitudes and helpfulness of the staff		-2	=	1	=	777	81	16	3	79
Connections with other forms of public transport		-2	=	2	=	815	83	12	6	77
Facilities for car parking		3	=	8	=	319	60	14	26	60
Overall environment		1	=	3	=	1164	83	12	5	75
Your personal security whilst using the station		-3	=	-1	=	1046	77	21	2	75
The availability of staff		-4	=	1	=	920	69	22	9	68
The provision of shelter facilities		1	=	7	↑	889	78	14	8	75
Availability of seating		-2	=	3	=	1055	46	19	35	51
How request to station staff was handled		-1	=	0	=	212	87	7	5	89
The choice of shops/eating/drinking facilities available*		-	-	4	=	1042	66	21	13	59
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	2	=	1198	89	8	4	87
The frequency of the trains on that route		2	=	4	↑	1141	93	4	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	5	↑	1168	89	4	7	84
The length of time the journey was scheduled to take (speed)		-3	↓	1	=	1163	89	6	5	88
Connections with other train services		-2	=	4	=	640	82	11	7	80
The value for money of the price of your ticket		4	=	6	↑	1144	62	17	21	57
Upkeep and repair of the train		-1	=	0	=	1155	81	12	7	84
The provision of information during the journey		-1	=	0	=	1107	80	16	4	78
The helpfulness and attitude of staff on train		-4	=	-3	=	925	81	16	3	80
The space for luggage		-3	=	0	=	1030	63	17	20	57
The toilet facilities		-2	=	1	=	754	51	24	24	52
Sufficient room for all passengers to sit/stand		-2	=	0	=	1144	79	12	9	71
The comfort of the seating area		-1	=	0	=	1175	80	12	8	79
The ease of being able to get on and off		1	=	3	=	1159	85	10	5	83
Your personal security on board		-2	=	2	=	1102	88	11	1	85
The cleanliness of the inside		1	=	0	=	1183	86	9	6	84
The cleanliness of the outside		3	=	8	↑	935	81	15	4	80
The availability of staff		-5	↓	-4	=	1006	67	24	9	66
How well train company deals with delays		-4	=	3	=	247	65	24	11	50

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

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

	Overall sample size 1124	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-4	↓	-2	=	1110	86	8	6	88
STATION FACILITIES										
Overall satisfaction with the station		-8	↓	-1	=	1098	81	12	7	82
Ticket buying facilities		-7	↓	3	=	466	80	11	9	82
Provision of information about train times/platforms		-1	=	1	=	1076	84	8	8	87
The upkeep/repair of the station buildings/platforms		-5	↓	1	=	1070	77	15	8	76
Cleanliness		-7	↓	-2	=	1071	79	15	6	80
The facilities and services		-8	↓	-3	=	968	62	18	21	69
The attitudes and helpfulness of the staff		-8	↓	-4	=	806	73	19	8	79
Connections with other forms of public transport		-4	=	-2	=	771	73	15	12	77
Facilities for car parking		-1	=	2	=	383	69	14	17	60
Overall environment		-9	↓	0	=	1062	74	18	8	75
Your personal security whilst using the station		-3	=	3	=	977	75	22	4	75
The availability of staff		-7	↓	1	=	932	64	21	15	68
The provision of shelter facilities		-8	↓	4	=	898	70	16	14	75
Availability of seating		-3	=	2	=	1003	52	20	29	51
How request to station staff was handled		-6	=	-1	=	200	84	4	12	89
The choice of shops/eating/drinking facilities available*		-	-	1	=	959	51	23	26	59
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	0	=	1104	86	9	5	87
The frequency of the trains on that route		-3	=	0	=	1073	81	7	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-8	↓	-6	↓	1090	80	7	13	84
The length of time the journey was scheduled to take (speed)		-2	=	1	=	1076	86	9	5	88
Connections with other train services		-4	=	-2	=	550	75	15	10	80
The value for money of the price of your ticket		3	=	3	=	1048	52	19	29	57
Upkeep and repair of the train		-4	↓	-4	=	1076	81	13	6	84
The provision of information during the journey		-4	=	-3	=	991	70	22	8	78
The helpfulness and attitude of staff on train		-2	=	-4	=	855	76	18	6	80
The space for luggage		0	=	3	=	898	56	18	26	57
The toilet facilities		-5	=	6	=	551	49	23	27	52
Sufficient room for all passengers to sit/stand		6	↑	2	=	1074	76	12	12	71
The comfort of the seating area		-1	=	-1	=	1084	81	13	7	79
The ease of being able to get on and off		-2	=	-2	=	1093	82	13	5	83
Your personal security on board		-1	=	1	=	1025	84	14	2	85
The cleanliness of the inside		-2	=	-1	=	1096	82	11	8	84
The cleanliness of the outside		-4	=	2	=	925	73	21	6	80
The availability of staff		0	=	-2	=	945	62	25	13	66
How well train company deals with delays		-7	=	-9	=	259	49	32	19	50

First Hull Trains

	Overall sample size 560	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-9	↓	-9	↓	524	86	7	7	88
STATION FACILITIES										
Overall satisfaction with the station		-13	↓	-10	↓	531	79	11	10	82
Ticket buying facilities		-2	⊖	-4	⊖	205	85	8	7	82
Provision of information about train times/platforms		-8	↓	-11	↓	519	80	7	13	87
The upkeep/repair of the station buildings/platforms		-11	↓	-13	↓	525	77	14	8	76
Cleanliness		-11	↓	-10	↓	528	80	13	6	80
The facilities and services		-10	↓	-8	↓	469	66	15	19	69
The attitudes and helpfulness of the staff		-6	⊖	-4	⊖	358	75	17	8	79
Connections with other forms of public transport		0	⊖	-3	⊖	399	83	10	7	77
Facilities for car parking		-3	⊖	-1	⊖	249	67	20	14	60
Overall environment		-12	↓	-8	↓	520	76	17	8	75
Your personal security whilst using the station		-4	⊖	-5	⊖	468	76	19	5	75
The availability of staff		-7	⊖	-8	⊖	424	62	24	15	68
The provision of shelter facilities		-15	↓	-10	↓	450	69	16	15	75
Availability of seating		-11	↓	-11	↓	475	46	19	35	51
How request to station staff was handled		-11	⊖	-10	⊖	90	79	8	14	89
The choice of shops/eating/drinking facilities available*		-	-	-1	⊖	452	63	15	22	59
TRAIN FACILITIES										
Overall satisfaction with the train		-7	↓	-2	⊖	532	90	6	4	87
The frequency of the trains on that route		-4	⊖	-6	⊖	499	74	13	12	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-21	↓	-17	↓	529	73	5	22	84
The length of time the journey was scheduled to take (speed)		-12	↓	-11	↓	519	81	10	10	88
Connections with other train services		-15	↓	-10	↓	268	69	15	16	80
The value for money of the price of your ticket		-4	⊖	-5	⊖	507	57	22	22	57
Upkeep and repair of the train		-2	⊖	-1	⊖	527	91	6	3	84
The provision of information during the journey		-1	⊖	-4	⊖	499	86	11	3	78
The helpfulness and attitude of staff on train		-3	⊖	-4	⊖	507	90	7	3	80
The space for luggage		-2	⊖	-3	⊖	488	70	15	16	57
The toilet facilities		0	⊖	3	⊖	388	65	16	19	52
Sufficient room for all passengers to sit/stand		-9	↓	-8	↓	524	83	10	7	71
The comfort of the seating area		-1	⊖	0	⊖	523	90	8	3	79
The ease of being able to get on and off		-4	⊖	-5	⊖	532	88	10	2	83
Your personal security on board		0	⊖	0	⊖	506	92	8	0	85
The cleanliness of the inside		-3	⊖	0	⊖	535	93	5	2	84
The cleanliness of the outside		-3	⊖	-2	⊖	467	86	12	2	80
The availability of staff		0	⊖	1	⊖	501	87	12	1	66
How well train company deals with delays		18	⊖	1	⊖	94	64	11	25	50

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

First Hull Trains results for Autumn 2013 have probably been affected by engineering works and a major power failure on the East Coast mainline during weekend fieldwork

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

	Overall sample size 1008	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3	=	0	=	998	85	8	7	88
STATION FACILITIES										
Overall satisfaction with the station		0	=	0	=	990	86	10	3	82
Ticket buying facilities		-3	=	1	=	423	84	7	8	82
Provision of information about train times/platforms		-1	=	2	=	981	90	6	4	87
The upkeep/repair of the station buildings/platforms		0	=	-3	=	966	79	15	6	76
Cleanliness		1	=	-3	=	963	83	12	5	80
The facilities and services		-2	=	-2	=	867	72	16	11	69
The attitudes and helpfulness of the staff		2	=	1	=	738	82	14	4	79
Connections with other forms of public transport		-4	=	0	=	662	76	14	9	77
Facilities for car parking		0	=	3	=	354	58	20	23	60
Overall environment		3	=	2	=	953	81	13	6	75
Your personal security whilst using the station		-4	=	-4	=	871	77	21	2	75
The availability of staff		6	↑	2	=	834	74	18	7	68
The provision of shelter facilities		2	=	4	=	838	80	13	7	75
Availability of seating		1	=	2	=	904	59	19	22	51
How request to station staff was handled		4	=	2	=	179	94	3	3	89
The choice of shops/eating/drinking facilities available*		-	-	6	↑	853	65	20	15	59
TRAIN FACILITIES										
Overall satisfaction with the train		-3	=	-1	=	992	84	10	5	87
The frequency of the trains on that route		3	=	0	=	945	84	6	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-7	↓	0	=	966	82	7	11	84
The length of time the journey was scheduled to take (speed)		0	=	-1	=	956	88	7	4	88
Connections with other train services		-2	=	-2	=	574	78	14	8	80
The value for money of the price of your ticket		5	=	6	↑	931	62	16	22	57
Upkeep and repair of the train		0	=	-1	=	963	89	9	3	84
The provision of information during the journey		4	=	1	=	903	83	13	4	78
The helpfulness and attitude of staff on train		-2	=	-3	=	758	79	19	2	80
The space for luggage		3	=	-3	=	821	55	18	27	57
The toilet facilities		-6	=	-2	=	404	51	23	27	52
Sufficient room for all passengers to sit/stand		-3	=	-7	↓	963	58	13	29	71
The comfort of the seating area		1	=	-2	=	942	81	13	7	79
The ease of being able to get on and off		-1	=	-2	=	979	80	10	10	83
Your personal security on board		-2	=	-4	=	925	82	15	3	85
The cleanliness of the inside		-1	=	0	=	976	85	11	4	84
The cleanliness of the outside		-1	=	2	=	820	84	13	3	80
The availability of staff		0	=	-3	=	860	66	23	12	66
How well train company deals with delays		-5	=	-8	=	245	44	40	16	50

Improved ↑
 Unchanged =
 Declined ↓

Grand Central

	Overall sample size 623	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	2	=	595	95	4	1	88
STATION FACILITIES										
Overall satisfaction with the station		-3	=	-2	=	600	85	10	4	82
Ticket buying facilities		0	=	-4	=	217	83	9	9	82
Provision of information about train times/platforms		-1	=	-2	=	583	88	6	6	87
The upkeep/repair of the station buildings/platforms		0	=	1	=	583	87	8	5	76
Cleanliness		-1	=	0	=	580	87	9	3	80
The facilities and services		1	=	6	↑	520	76	10	15	69
The attitudes and helpfulness of the staff		3	=	-3	=	377	78	18	4	79
Connections with other forms of public transport		-2	=	3	=	472	85	9	6	77
Facilities for car parking		-4	=	-4	=	249	52	25	24	60
Overall environment		1	=	3	=	581	84	11	6	75
Your personal security whilst using the station		0	=	2	=	517	78	19	3	75
The availability of staff		4	=	-3	=	451	65	21	14	68
The provision of shelter facilities		-3	=	2	=	513	77	15	8	75
Availability of seating		-3	=	-1	=	540	51	18	31	51
How request to station staff was handled		-12	=	-12	↓	93	76	8	15	89
The choice of shops/eating/drinking facilities available*		-	-	3	=	515	70	12	19	59
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	4	↑	605	95	4	1	87
The frequency of the trains on that route		3	=	0	=	559	76	12	12	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	↓	-4	↓	591	88	3	8	84
The length of time the journey was scheduled to take (speed)		3	=	4	↑	580	94	4	2	88
Connections with other train services		3	=	2	=	302	85	13	2	80
The value for money of the price of your ticket		5	=	2	=	581	78	11	11	57
Upkeep and repair of the train		-2	=	5	=	592	83	13	4	84
The provision of information during the journey		-4	=	-2	=	547	82	16	2	78
The helpfulness and attitude of staff on train		-3	=	-3	=	546	88	10	1	80
The space for luggage		-1	=	2	=	558	79	13	9	57
The toilet facilities		-5	=	5	=	438	60	22	18	52
Sufficient room for all passengers to sit/stand		2	=	5	↑	590	95	3	1	71
The comfort of the seating area		3	=	4	↑	601	93	5	2	79
The ease of being able to get on and off		0	=	0	=	594	89	8	3	83
Your personal security on board		-1	=	-2	=	569	90	10	0	85
The cleanliness of the inside		0	=	4	=	598	89	8	3	84
The cleanliness of the outside		-1	=	5	=	515	85	10	5	80
The availability of staff		-2	=	-4	=	550	82	15	3	66
How well train company deals with delays		-26	↓	-23	↓	73	50	29	21	50

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

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains

	Overall sample size 1229	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	-1	=	1208	91	6	3	88
STATION FACILITIES										
Overall satisfaction with the station		-1	=	1	=	1202	79	15	5	82
Ticket buying facilities		-7	↓	-3	=	326	80	14	6	82
Provision of information about train times/platforms		-2	=	-2	=	1179	85	8	7	87
The upkeep/repair of the station buildings/platforms		2	=	1	=	1159	73	17	11	76
Cleanliness		-1	=	1	=	1176	76	17	7	80
The facilities and services		-2	=	2	=	1052	68	18	13	69
The attitudes and helpfulness of the staff		2	=	1	=	795	78	17	5	79
Connections with other forms of public transport		-8	↓	-5	↓	805	78	13	9	77
Facilities for car parking		1	=	5	=	334	57	16	27	60
Overall environment		0	=	1	=	1162	70	19	11	75
Your personal security whilst using the station		-2	=	-1	=	1042	73	25	2	75
The availability of staff		2	=	1	=	944	64	22	14	68
The provision of shelter facilities		-2	=	3	=	835	72	18	11	75
Availability of seating		0	=	1	=	1064	44	18	39	51
How request to station staff was handled		-1	=	1	=	269	89	5	6	89
The choice of shops/eating/drinking facilities available*		-	-	1	=	1043	61	22	16	59
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-2	=	1210	91	7	2	87
The frequency of the trains on that route		-1	=	0	=	1161	90	6	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	0	=	1185	87	5	8	84
The length of time the journey was scheduled to take (speed)		-2	↓	-2	=	1178	92	5	3	88
Connections with other train services		-1	=	-1	=	637	86	9	5	80
The value for money of the price of your ticket		0	=	-1	=	1156	60	18	22	57
Upkeep and repair of the train		0	=	-2	=	1186	89	9	2	84
The provision of information during the journey		-2	=	-5	↓	1126	82	13	5	78
The helpfulness and attitude of staff on train		1	=	-2	=	873	82	15	3	80
The space for luggage		-1	=	-4	=	1051	58	16	26	57
The toilet facilities		2	=	-2	=	798	59	21	20	52
Sufficient room for all passengers to sit/stand		-4	↓	-5	↓	1173	78	13	9	71
The comfort of the seating area		-3	=	-5	↓	1180	81	13	5	79
The ease of being able to get on and off		-1	=	-4	↓	1190	88	9	4	83
Your personal security on board		-1	=	-1	=	1130	88	11	1	85
The cleanliness of the inside		-1	=	-2	=	1205	88	8	4	84
The cleanliness of the outside		-4	↓	-4	=	1010	83	13	4	80
The availability of staff		-2	=	-4	=	977	67	23	11	66
How well train company deals with delays		-9	=	-13	↓	244	51	35	14	50

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

	Overall sample size 1251	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-2	=	-2	=	1206	86	10	4	84
STATION FACILITIES										
Overall satisfaction with the station		-4	=	-5	=	1193	74	20	6	80
Ticket buying facilities		1	=	4	=	637	82	10	7	80
Provision of information about train times/platforms		0	=	-2	=	1158	81	10	9	83
The upkeep/repair of the station buildings/platforms		-3	=	-6	=	1146	63	20	17	77
Cleanliness		-4	=	-5	=	1138	64	24	12	79
The facilities and services		2	=	1	=	999	52	15	33	55
The attitudes and helpfulness of the staff		-5	=	-4	=	869	72	20	8	79
Connections with other forms of public transport		-3	=	1	=	757	66	18	16	70
Facilities for car parking		-7	=	0	=	616	62	15	23	54
Overall environment		-7	=	-9	↓	1141	59	27	14	73
Your personal security whilst using the station		1	=	-3	=	1023	67	27	6	72
The availability of staff		3	=	-2	=	995	63	17	20	67
The provision of shelter facilities		-5	=	-3	=	1042	67	19	14	75
Availability of seating		-1	=	-1	=	1079	53	21	26	59
How request to station staff was handled		1	=	-5	=	274	87	7	5	87
The choice of shops/eating/drinking facilities available*		-	-	-7	=	980	34	20	46	45
TRAIN FACILITIES										
Overall satisfaction with the train		-5	=	-3	=	1216	81	15	4	81
The frequency of the trains on that route		-2	=	-4	=	1131	74	10	15	79
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	1	=	1191	86	6	8	82
The length of time the journey was scheduled to take (speed)		-1	=	1	=	1172	84	10	6	88
Connections with other train services		0	=	-2	=	773	80	13	7	78
The value for money of the price of your ticket		-2	=	-1	=	1162	53	20	27	56
Upkeep and repair of the train		-11	↓	-11	↓	1181	68	21	11	70
The provision of information during the journey		-2	=	-2	=	1086	64	24	12	70
The helpfulness and attitude of staff on train		4	=	5	=	1038	87	10	3	77
The space for luggage		-6	=	-4	=	1054	59	15	26	61
The toilet facilities		-2	=	-6	=	707	49	20	31	39
Sufficient room for all passengers to sit/stand		-2	=	-2	=	1183	71	15	14	71
The comfort of the seating area		0	=	-2	=	1190	75	13	12	74
The ease of being able to get on and off		-1	=	-1	=	1193	83	12	5	83
Your personal security on board		2	=	-2	=	1117	84	14	2	80
The cleanliness of the inside		-13	↓	-11	↓	1203	67	21	11	73
The cleanliness of the outside		-8	↓	-4	=	988	66	23	11	70
The availability of staff		2	=	-1	=	1094	72	19	9	61
How well train company deals with delays		14	=	18	=	139	56	30	14	41

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

	Overall sample size 517	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		1	=	1	=	512	93	4	3	84
STATION FACILITIES										
Overall satisfaction with the station		4	=	6	=	508	91	8	1	80
Ticket buying facilities		-3	=	-4	=	263	86	10	4	80
Provision of information about train times/platforms		0	=	-3	=	483	88	11	1	83
The upkeep/repair of the station buildings/platforms		5	=	0	=	491	85	9	5	77
Cleanliness		2	=	4	=	493	88	9	3	79
The facilities and services		8	=	12	↑	407	69	14	16	55
The attitudes and helpfulness of the staff		-2	=	0	=	411	86	12	2	79
Connections with other forms of public transport		-3	=	-4	=	377	79	12	9	70
Facilities for car parking		-1	=	2	=	259	63	8	29	54
Overall environment		3	=	7	=	485	86	12	3	73
Your personal security whilst using the station		0	=	5	=	451	81	17	2	72
The availability of staff		3	=	4	=	436	85	11	4	67
The provision of shelter facilities		-3	=	3	=	417	81	13	6	75
Availability of seating		3	=	2	=	464	71	18	11	59
How request to station staff was handled		-	=	-	=	<50	-	-	-	87
The choice of shops/eating/drinking facilities available*		-	=	3	=	392	49	24	27	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	-1	=	512	89	9	2	81
The frequency of the trains on that route		3	=	3	=	506	96	2	2	79
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	2	=	505	93	3	4	82
The length of time the journey was scheduled to take (speed)		-1	=	-3	=	494	94	5	1	88
Connections with other train services		-2	=	-6	=	275	86	10	4	78
The value for money of the price of your ticket		-4	=	1	=	411	66	15	19	56
Upkeep and repair of the train		-2	=	-2	=	491	78	16	5	70
The provision of information during the journey		-1	=	2	=	474	89	8	2	70
The helpfulness and attitude of staff on train		8	=	5	=	276	71	26	3	77
The space for luggage		7	=	5	=	372	66	20	14	61
The toilet facilities		-2	=	2	=	145	18	19	62	39
Sufficient room for all passengers to sit/stand		-2	=	0	=	492	78	11	11	71
The comfort of the seating area		2	=	2	=	499	82	11	7	74
The ease of being able to get on and off		-3	=	-2	=	506	87	8	5	83
Your personal security on board		2	=	7	=	472	85	13	2	80
The cleanliness of the inside		-2	=	-2	=	506	78	17	5	73
The cleanliness of the outside		-3	=	-2	=	461	69	24	7	70
The availability of staff		10	=	5	=	406	55	29	16	61
How well train company deals with delays		-	=	-	=	<50	-	-	-	41

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

	Overall sample size 1219	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	3	=	1200	78	12	9	84
STATION FACILITIES										
Overall satisfaction with the station		-2	=	0	=	1196	76	14	9	80
Ticket buying facilities		-2	=	-2	=	655	75	10	15	80
Provision of information about train times/platforms		-1	=	-2	=	1160	82	8	10	83
The upkeep/repair of the station buildings/platforms		-1	=	-1	=	1148	74	16	10	77
Cleanliness		-3	=	-1	=	1156	77	16	8	79
The facilities and services		1	=	1	=	1006	53	18	29	55
The attitudes and helpfulness of the staff		1	=	3	=	916	75	16	9	79
Connections with other forms of public transport		-7	↓	-4	=	831	67	19	13	70
Facilities for car parking		-4	=	-2	=	513	53	20	27	54
Overall environment		-1	=	2	=	1160	72	17	11	73
Your personal security whilst using the station		-3	=	2	=	1071	68	26	7	72
The availability of staff		2	=	2	=	1042	60	21	19	67
The provision of shelter facilities		1	=	2	=	1062	72	14	15	75
Availability of seating		2	=	3	=	1113	57	19	24	59
How request to station staff was handled		-5	=	1	=	178	86	4	7	87
The choice of shops/eating/drinking facilities available*		-	-	4	=	990	45	19	35	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	3	=	1202	72	17	11	81
The frequency of the trains on that route		-1	=	3	=	1177	71	10	19	79
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	5	↑	1196	77	9	14	82
The length of time the journey was scheduled to take (speed)		0	=	3	=	1181	85	9	6	88
Connections with other train services		0	=	1	=	660	73	16	10	78
The value for money of the price of your ticket		-1	=	2	=	1118	56	18	26	56
Upkeep and repair of the train		2	=	4	=	1163	59	20	21	70
The provision of information during the journey		-2	=	-2	=	1053	58	26	16	70
The helpfulness and attitude of staff on train		-1	=	-3	=	937	71	23	6	77
The space for luggage		-2	=	-1	=	906	55	22	23	61
The toilet facilities		-4	=	4	=	482	35	26	39	39
Sufficient room for all passengers to sit/stand		-6	↓	0	=	1173	66	14	20	71
The comfort of the seating area		-2	=	1	=	1173	63	18	18	74
The ease of being able to get on and off		-3	=	0	=	1185	78	14	9	83
Your personal security on board		-5	↓	0	=	1124	73	22	4	80
The cleanliness of the inside		2	=	4	=	1190	65	19	16	73
The cleanliness of the outside		2	=	14	↑	1054	63	23	14	70
The availability of staff		-2	=	1	=	1058	56	27	17	61
How well train company deals with delays		-4	=	7	=	231	35	30	35	41

ScotRail

Improved ↑
 Unchanged =
 Declined ↓

	Overall sample size 1046	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2013		Autumn 2013				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3	=	-3	=	1027	87	10	3	84
STATION FACILITIES										
Overall satisfaction with the station		-2	=	1	=	1025	82	13	4	80
Ticket buying facilities		-1	=	3	=	582	83	8	9	80
Provision of information about train times/platforms		-6	↓	-5	=	1000	83	9	8	83
The upkeep/repair of the station buildings/platforms		0	=	1	=	991	80	15	5	77
Cleanliness		1	=	0	=	978	83	12	6	79
The facilities and services		-1	=	4	=	868	52	19	28	55
The attitudes and helpfulness of the staff		5	=	4	=	773	81	12	7	79
Connections with other forms of public transport		3	=	-7	=	690	69	18	13	70
Facilities for car parking		9	=	7	=	425	46	13	40	54
Overall environment		-2	=	0	=	981	74	18	7	73
Your personal security whilst using the station		5	=	3	=	927	76	19	6	72
The availability of staff		6	=	-2	=	866	68	17	15	67
The provision of shelter facilities		-3	=	5	=	841	78	13	9	75
Availability of seating		-4	=	-3	=	933	57	17	26	59
How request to station staff was handled		-5	=	-2	=	166	86	5	6	87
The choice of shops/eating/drinking facilities available*		-	-	4	=	855	46	17	37	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	1	=	1027	88	10	3	81
The frequency of the trains on that route		1	=	-3	=	1007	81	10	8	79
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	=	-2	=	1012	82	6	12	82
The length of time the journey was scheduled to take (speed)		-1	=	2	=	1004	91	6	3	88
Connections with other train services		10	=	5	=	487	80	14	5	78
The value for money of the price of your ticket		-1	=	3	=	991	52	19	29	56
Upkeep and repair of the train		-2	=	-4	=	1007	79	18	3	70
The provision of information during the journey		2	=	-1	=	938	76	17	7	70
The helpfulness and attitude of staff on train		4	=	7	=	802	83	14	3	77
The space for luggage		2	=	2	=	761	67	17	16	61
The toilet facilities		-1	=	2	=	431	48	25	27	39
Sufficient room for all passengers to sit/stand		-4	=	-6	=	997	75	11	14	71
The comfort of the seating area		0	=	4	=	1003	82	12	5	74
The ease of being able to get on and off		1	=	4	=	1006	89	8	3	83
Your personal security on board		3	=	0	=	956	84	15	1	80
The cleanliness of the inside		1	=	0	=	1023	84	11	5	73
The cleanliness of the outside		0	=	1	=	863	80	15	4	70
The availability of staff		1	=	-3	=	892	66	23	11	61
How well train company deals with delays		1	=	-2	=	140	42	36	23	41

Individual train company results by route

Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	457	85	=	Greater Anglia: Intercity	427	91	↑	South West Trains: Island Line	143	94	=
Arriva Trains Wales: South Wales	542	88	=	Greater Anglia: Mainline	383	79	=	South West Trains: London	494	83	=
Arriva Trains Wales: Valley	207	86	=	Greater Anglia: Metro	501	79	=	South West Trains: Mainline	232	90	=
c2c	1083	92	=	Greater Anglia: Rural	239	88	=	South West Trains: Metro	293	77	↓
Chiltern Railways: North	286	96	=	Greater Anglia: Stansted Express	184	82	↓	South West Trains:			
Chiltern Railways: South	785	90	=	Greater Anglia: West Anglia	457	77	=	Not Managed By South West Trains	147	88	=
CrossCountry: Birmingham - Manchester	107	86	=	Heathrow Connect	496	88	↓	South West Trains: Portsmouth	98	80	=
CrossCountry: Birmingham - North East And Scotland	299	90	=	Heathrow Express	509	96	=	South West Trains: Reading/Windsor	247	76	=
CrossCountry: Birmingham - South Coast	265	82	=	London Midland: London Commuter	364	85	=	South West Trains: Suburban	233	81	=
CrossCountry: Birmingham - South West	242	85	=	London Midland: West Coast	255	80	=	South West Trains: West Of England	136	91	=
CrossCountry: Birmingham - Stansted	150	87	=	London Midland: West Midlands	563	84	=	Virgin: Birmingham - Scotland	127	83	↓
CrossCountry: Nottingham - Cardiff	139	85	=	London Overground:				Virgin: London - Liverpool	156	98	=
East Coast: London - East Midlands/East Of England	206	92	=	Gospel Oak - Barking	246	89	=	Virgin: London - Manchester	306	92	=
East Coast: London - North East & Scotland	275	91	=	London Overground:				Virgin: London - North Wales	98	97	=
East Coast: London - Yorkshire	337	90	=	Richmond/Clapham - Stratford	287	86	=	Virgin: London - Scotland	251	92	=
East Coast: Non-London Journeys	378	93	=	London Overground: Watford - Euston	296	93	=	Virgin: London - Wolverhampton	270	89	=
East Midlands Trains: Liverpool - Norwich	213	82	=	London Overground:							
East Midlands Trains: Local	274	85	=	Highbury - Croydon	200	91	=				
East Midlands Trains: London	623	87	=	Merseyrail: Northern	291	92	=				
First Capital Connect: Great Northern	529	80	=	Merseyrail: Wirral	221	94	=				
First Capital Connect: Thameslink Loop	305	77	=	Northern Rail: Lancashire & Cumbria	122	74	=				
First Capital Connect: Thameslink North	439	80	=	Northern Rail: Manchester & Liverpool	329	75	=				
First Capital Connect: Thameslink South	258	76	=	Northern Rail: South & East Yorkshire	227	78	=				
First Great Western: Long Distance	1221	84	=	Northern Rail: Tyne Tees & Wear	107	83	=				
First Great Western: London Thames Valley	1109	77	↓	Northern Rail: West & North Yorkshire	415	82	=				
First Great Western: West	750	80	=	ScotRail: Interurban	438	89	=				
First Hull Trains	524	86	↓	ScotRail: Rural	108	94	=				
First TransPennine Express: North	512	86	=	ScotRail: Strathclyde	229	85	=				
First TransPennine Express: North West	293	84	=	ScotRail: Urban	252	87	=				
First TransPennine Express: South	193	84	=	Southeastern: High Speed	332	95	=				
Grand Central: London - Bradford	208	98	=	Southeastern: Mainline	403	84	=				
Grand Central: London - Sunderland	387	93	=	Southeastern: Metro	915	83	=				
				Southern: Gatwick Express	517	83	↓				
				Southern: Metro	717	75	=				
				Southern: Sussex Coast	944	77	↓				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	437	53	=	Greater Anglia: Intercity	412	58	↑	South West Trains: Island Line	127	75	=
Arriva Trains Wales: South Wales	523	55	=	Greater Anglia: Mainline	364	29	=	South West Trains: London	458	39	=
Arriva Trains Wales: Valley	202	53	=	Greater Anglia: Metro	462	32	=	South West Trains: Mainline	219	40	=
c2c	1010	47	=	Greater Anglia: Rural	228	48	=	South West Trains: Metro	267	40	=
Chiltern Railways: North	266	67	=	Greater Anglia: Stansted Express	176	28	=	South West Trains:			
Chiltern Railways: South	762	42	=	Greater Anglia: West Anglia	409	39	=	Not Managed By South West Trains	141	44	=
CrossCountry: Birmingham - Manchester	102	50	=	Heathrow Connect	460	53	=	South West Trains: Portsmouth	94	29	↓
CrossCountry: Birmingham - North East And Scotland	289	59	=	Heathrow Express	505	46	=	South West Trains: Reading/Windsor	230	31	=
CrossCountry: Birmingham - South Coast	260	49	=	London Midland: London Commuter	349	33	=	South West Trains: Suburban	227	32	=
CrossCountry: Birmingham - South West	234	44	↓	London Midland: West Coast	246	53	=	South West Trains: West Of England	132	45	=
CrossCountry: Birmingham - Stansted	148	53	=	London Midland: West Midlands	498	59	=	Virgin: Birmingham - Scotland	118	56	=
CrossCountry: Nottingham - Cardiff	130	57	=	London Overground:				Virgin: London - Liverpool	152	60	=
East Coast: London - East Midlands/East Of England	198	63	=	Gospel Oak - Barking	212	55	=	Virgin: London - Manchester	295	59	=
East Coast: London - North East & Scotland	266	58	=	London Overground:				Virgin: London - North Wales	94	46	=
East Coast: London - Yorkshire	321	60	=	Richmond/Clapham - Stratford	258	51	=	Virgin: London - Scotland	238	62	=
East Coast: Non-London Journeys	359	66	=	London Overground: Watford - Euston	253	56	=	Virgin: London - Wolverhampton	259	63	=
East Midlands Trains: Liverpool - Norwich	203	62	=	London Overground:							
East Midlands Trains: Local	257	64	=	Highbury - Croydon	177	55	=				
East Midlands Trains: London	588	44	=	Merseyrail: Northern	233	71	=				
First Capital Connect: Great Northern	486	35	=	Merseyrail: Wirral	178	61	=				
First Capital Connect: Thameslink Loop	261	39	=	Northern Rail: Lancashire & Cumbria	123	51	=				
First Capital Connect: Thameslink North	411	38	=	Northern Rail: Manchester & Liverpool	303	57	=				
First Capital Connect: Thameslink South	244	41	=	Northern Rail: South & East Yorkshire	200	42	=				
First Great Western: Long Distance	1175	45	↓	Northern Rail: Tyne Tees & Wear	98	63	=				
First Great Western: London Thames Valley	1057	45	=	Northern Rail: West & North Yorkshire	394	60	=				
First Great Western: West	720	57	=	ScotRail: Interurban	425	55	=				
First Hull Trains	507	57	=	ScotRail: Rural	100	76	=				
First TransPennine Express: North	475	61	↑	ScotRail: Strathclyde	222	50	=				
First TransPennine Express: North West	277	62	=	ScotRail: Urban	244	48	=				
First TransPennine Express: South	179	63	=	Southeastern: High Speed	313	41	=				
Grand Central: London - Bradford	199	82	=	Southeastern: Mainline	379	33	=				
Grand Central: London - Sunderland	382	76	=	Southeastern: Metro	776	33	=				
				Southern: Gatwick Express	495	32	=				
				Southern: Metro	606	38	=				
				Southern: Sussex Coast	902	40	=				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2012.

Improved ↑
Unchanged =
Declined ↓

Full details of the route results for Autumn 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	449	86	=	Greater Anglia: Intercity	418	86	=	South West Trains: Island Line	134	98	=
Arriva Trains Wales: South Wales	537	85	↓	Greater Anglia: Mainline	378	76	=	South West Trains: London	477	81	↓
Arriva Trains Wales: Valley	205	87	=	Greater Anglia: Metro	493	77	↓	South West Trains: Mainline	228	86	=
c2c	1064	94	↓	Greater Anglia: Rural	237	84	=	South West Trains: Metro	294	83	=
Chiltern Railways: North	281	92	=	Greater Anglia: Stansted Express	179	89	=	South West Trains:			
Chiltern Railways: South	781	92	=	Greater Anglia: West Anglia	447	75	↓	Not Managed By South West Trains	143	85	=
CrossCountry: Birmingham - Manchester	107	85	=	Heathrow Connect	499	80	↓	South West Trains: Portsmouth	95	82	=
CrossCountry: Birmingham - North East And Scotland	298	86	=	Heathrow Express	509	95	=	South West Trains: Reading/Windsor	249	67	↓
CrossCountry: Birmingham - South Coast	262	73	=	London Midland: London Commuter	358	80	=	South West Trains: Suburban	230	83	=
CrossCountry: Birmingham - South West	237	82	=	London Midland: West Coast	252	60	↓	South West Trains: West Of England	137	96	=
CrossCountry: Birmingham - Stansted	149	84	=	London Midland: West Midlands	558	73	=	Virgin: Birmingham - Scotland	124	79	↓
CrossCountry: Nottingham - Cardiff	132	88	=	London Overground:				Virgin: London - Liverpool	155	97	=
East Coast: London - East Midlands/East Of England	200	88	=	Gospel Oak - Barking	238	88	=	Virgin: London - Manchester	298	89	=
East Coast: London - North East & Scotland	267	92	=	London Overground:				Virgin: London - North Wales	95	91	=
East Coast: London - Yorkshire	329	92	=	Richmond/Clapham - Stratford	283	77	↓	Virgin: London - Scotland	246	83	=
East Coast: Non-London Journeys	372	84	=	London Overground: Watford - Euston	291	89	=	Virgin: London - Wolverhampton	267	85	=
East Midlands Trains: Liverpool - Norwich	213	76	=	London Overground:							
East Midlands Trains: Local	267	80	=	Highbury - Croydon	198	89	=				
East Midlands Trains: London	610	81	↓	Merseyrail: Northern	288	89	=				
First Capital Connect: Great Northern	520	75	↓	Merseyrail: Wirral	217	98	=				
First Capital Connect: Thameslink Loop	306	67	↓	Northern Rail: Lancashire & Cumbria	123	76	=				
First Capital Connect: Thameslink North	439	74	↓	Northern Rail: Manchester & Liverpool	330	76	=				
First Capital Connect: Thameslink South	255	72	=	Northern Rail: South & East Yorkshire	230	75	=				
First Great Western: Long Distance	1207	76	↓	Northern Rail: Tyne Tees & Wear	105	78	=				
First Great Western: London Thames Valley	1085	70	↓	Northern Rail: West & North Yorkshire	408	80	=				
First Great Western: West	738	77	=	ScotRail: Interurban	435	88	=				
First Hull Trains	529	73	↓	ScotRail: Rural	104	91	=				
First TransPennine Express: North	493	81	=	ScotRail: Strathclyde	227	79	=				
First TransPennine Express: North West	284	83	↓	ScotRail: Urban	246	78	=				
First TransPennine Express: South	189	82	=	Southeastern: High Speed	322	91	=				
Grand Central: London - Bradford	202	94	=	Southeastern: Mainline	391	78	↓				
Grand Central: London - Sunderland	389	86	↓	Southeastern: Metro	901	80	↓				
				Southern: Gatwick Express	499	87	=				
				Southern: Metro	694	70	=				
				Southern: Sussex Coast	923	75	↓				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	443	69	⊖	Greater Anglia: Intercity	408	84	⊖	South West Trains: Island Line	136	85	⊖
Arriva Trains Wales: South Wales	536	77	⊖	Greater Anglia: Mainline	370	67	⊖	South West Trains: London	474	63	⊖
Arriva Trains Wales: Valley	204	70	⊖	Greater Anglia: Metro	489	52	↓	South West Trains: Mainline	229	66	⊖
c2c	1050	62	⊖	Greater Anglia: Rural	234	76	⊖	South West Trains: Metro	290	59	↓
Chiltern Railways: North	271	82	⊖	Greater Anglia: Stansted Express	179	80	⊖	South West Trains: Not Managed By South West Trains	146	77	⊖
Chiltern Railways: South	762	69	⊖	Greater Anglia: West Anglia	438	67	↓	South West Trains: Portsmouth	93	67	⊖
CrossCountry: Birmingham - Manchester	105	63	⊖	Heathrow Connect	496	75	↓	South West Trains: Reading/Windsor	246	63	⊖
CrossCountry: Birmingham - North East And Scotland	286	73	⊖	Heathrow Express	514	90	⊖	South West Trains: Suburban	223	66	⊖
CrossCountry: Birmingham - South Coast	263	56	⊖	London Midland: London Commuter	356	58	⊖	South West Trains: West Of England	130	68	⊖
CrossCountry: Birmingham - South West	237	67	⊖	London Midland: West Coast	248	66	⊖	Virgin: Birmingham - Scotland	121	83	⊖
CrossCountry: Birmingham - Stansted	148	63	⊖	London Midland: West Midlands	551	69	⊖	Virgin: London - Liverpool	152	84	⊖
CrossCountry: Nottingham - Cardiff	131	72	⊖	London Overground: Gospel Oak - Barking	226	67	⊖	Virgin: London - Manchester	296	86	⊖
East Coast: London - East Midlands/East Of England	197	82	⊖	London Overground: Richmond/Clapham - Stratford	285	54	↓	Virgin: London - North Wales	91	75	⊖
East Coast: London - North East & Scotland	263	79	⊖	London Overground: Watford - Euston	296	75	⊖	Virgin: London - Scotland	245	83	⊖
East Coast: London - Yorkshire	324	74	⊖	London Overground: Highbury - Croydon	199	86	⊖	Virgin: London - Wolverhampton	268	69	⊖
East Coast: Non-London Journeys	360	81	⊖	Merseyrail: Northern	283	76	⊖				
East Midlands Trains: Liverpool - Norwich	209	76	↑	Merseyrail: Wirral	209	81	⊖				
East Midlands Trains: Local	264	76	⊖	Northern Rail: Lancashire & Cumbria	119	70	⊖				
East Midlands Trains: London	601	76	↑	Northern Rail: Manchester & Liverpool	328	58	⊖				
First Capital Connect: Great Northern	504	59	⊖	Northern Rail: South & East Yorkshire	222	75	⊖				
First Capital Connect: Thameslink Loop	294	60	↓	Northern Rail: Tyne Tees & Wear	99	78	⊖				
First Capital Connect: Thameslink North	434	63	⊖	Northern Rail: West & North Yorkshire	405	69	↓				
First Capital Connect: Thameslink South	261	60	⊖	ScotRail: Interurban	431	73	⊖				
First Great Western: Long Distance	1184	71	⊖	ScotRail: Rural	103	83	⊖				
First Great Western: London Thames Valley	1079	61	⊖	ScotRail: Strathclyde	225	76	⊖				
First Great Western: West	721	61	⊖	ScotRail: Urban	238	71	⊖				
First Hull Trains	524	83	↓	Southeastern: High Speed	325	86	⊖				
First TransPennine Express: North	498	58	↓	Southeastern: Mainline	387	69	⊖				
First TransPennine Express: North West	282	58	⊖	Southeastern: Metro	888	61	⊖				
First TransPennine Express: South	183	63	⊖	Southern: Gatwick Express	507	79	⊖				
Grand Central: London - Bradford	201	94	⊖	Southern: Metro	683	59	↓				
Grand Central: London - Sunderland	389	96	⊖	Southern: Sussex Coast	916	62	↓				

Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Autumn 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	449	78	⊖	Greater Anglia: Intercity	421	85	⊖	South West Trains: Island Line	140	77	⊖
Arriva Trains Wales: South Wales	538	75	⊖	Greater Anglia: Mainline	374	80	↓	South West Trains: London	493	79	⊖
Arriva Trains Wales: Valley	206	71	⊖	Greater Anglia: Metro	498	79	⊖	South West Trains: Mainline	230	80	⊖
c2c	1077	85	⊖	Greater Anglia: Rural	240	76	⊖	South West Trains: Metro	294	70	⊖
Chiltern Railways: North	284	86	⊖	Greater Anglia: Stansted Express	184	76	↓	South West Trains: Not Managed By South West Trains	147	91	↑
Chiltern Railways: South	790	89	⊖	Greater Anglia: West Anglia	453	73	⊖	South West Trains: Portsmouth	98	67	⊖
CrossCountry: Birmingham - Manchester	108	73	⊖	Heathrow Connect	504	81	⊖	South West Trains: Reading/Windsor	250	69	⊖
CrossCountry: Birmingham - North East And Scotland	301	85	⊖	Heathrow Express	519	91	⊖	South West Trains: Suburban	232	66	⊖
CrossCountry: Birmingham - South Coast	265	78	⊖	London Midland: London Commuter	361	72	⊖	South West Trains: West Of England	133	86	⊖
CrossCountry: Birmingham - South West	240	79	⊖	London Midland: West Coast	256	74	⊖	Virgin: Birmingham - Scotland	125	76	⊖
CrossCountry: Birmingham - Stansted	149	81	⊖	London Midland: West Midlands	551	75	⊖	Virgin: London - Liverpool	158	88	⊖
CrossCountry: Nottingham - Cardiff	136	74	⊖	London Overground: Gospel Oak - Barking	244	82	⊖	Virgin: London - Manchester	304	79	⊖
East Coast: London - East Midlands/East Of England	203	94	⊖	London Overground: Richmond/Clapham - Stratford	285	80	⊖	Virgin: London - North Wales	97	75	⊖
East Coast: London - North East & Scotland	276	88	⊖	London Overground: Watford - Euston	299	87	⊖	Virgin: London - Scotland	251	86	⊖
East Coast: London - Yorkshire	332	90	⊖	London Overground: Highbury - Croydon	199	78	↓	Virgin: London - Wolverhampton	267	76	⊖
East Coast: Non-London Journeys	373	82	⊖	Merseyrail: Northern	289	93	⊖				
East Midlands Trains: Liverpool - Norwich	213	78	⊖	Merseyrail: Wirral	219	89	⊖				
East Midlands Trains: Local	270	70	↓	Northern Rail: Lancashire & Cumbria	123	74	⊖				
East Midlands Trains: London	615	86	↓	Northern Rail: Manchester & Liverpool	327	72	⊖				
First Capital Connect: Great Northern	521	78	⊖	Northern Rail: South & East Yorkshire	228	80	⊖				
First Capital Connect: Thameslink Loop	305	78	⊖	Northern Rail: Tyne Tees & Wear	106	86	⊖				
First Capital Connect: Thameslink North	435	83	⊖	Northern Rail: West & North Yorkshire	412	79	⊖				
First Capital Connect: Thameslink South	261	68	⊖	ScotRail: Interurban	434	81	⊖				
First Great Western: Long Distance	1205	83	⊖	ScotRail: Rural	104	85	⊖				
First Great Western: London Thames Valley	1101	74	⊖	ScotRail: Strathclyde	233	83	⊖				
First Great Western: West	745	76	⊖	ScotRail: Urban	254	83	⊖				
First Hull Trains	531	79	↓	Southeastern: High Speed	333	83	⊖				
First TransPennine Express: North	511	89	⊖	Southeastern: Mainline	397	77	⊖				
First TransPennine Express: North West	289	80	⊖	Southeastern: Metro	911	77	⊖				
First TransPennine Express: South	190	88	⊖	Southern: Gatwick Express	521	75	⊖				
Grand Central: London - Bradford	202	83	⊖	Southern: Metro	709	75	⊖				
Grand Central: London - Sunderland	398	87	⊖	Southern: Sussex Coast	942	75	↓				

How routes are defined

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

Arriva Trains Wales: North Wales

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

Arriva Trains Wales: South Wales

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

Arriva Trains Wales: Valley

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

c2c

All journeys on c2c

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north. Also includes Bicester Town to Oxford service

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Coast: London – Yorkshire

Journeys on London King's Cross – Yorkshire services (including services to West Yorkshire). Only passengers travelling to or from London

East Coast: London – Scotland – North East

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

East Coast: London – East Midlands/East of England:

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

East Coast: non-London journeys

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

East Midland Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London – Sheffield route

First Capital Connect: Great Northern

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

First Capital Connect: Thameslink loop

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

First Capital Connect: North

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect: South

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

First Great Western: Long distance

Journeys on long-distance services

First Great Western: London Thames Valley

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

First Great Western: West

Journeys on (generally) short distance rural routes in the west of England

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on routes between Manchester Airport/Manchester and Cleethorpes

Grand Central: London – Bradford

Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King's Cross – Sunderland route

Greater Anglia: Intercity

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

Greater Anglia: Main line

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

Greater Anglia: Metro

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

Greater Anglia: Rural

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

Greater Anglia: Stansted

Journeys on Stansted Express, on Greater Anglia trains which start or end at Stansted Airport

Greater Anglia: West Anglia:

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

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland: London commuter

Journeys on London Euston – Northampton services

London Midland: West Coast

Journeys on London Euston – Liverpool Lime Street services

London Midland: West Midlands

Journeys on several rail lines in and around Birmingham New Street

London Overground: Highbury – Croydon

Journeys on the Highbury – West Croydon and Highbury – Clapham Junction lines

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern: South & East Yorkshire:

Journeys from stations in South and East Yorkshire, and Lincolnshire

Northern: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High Speed

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

Southeastern: Mainline

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

Southeastern: Metro

Journeys on routes that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick-London Victoria

Southern: Sussex coast

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

Southern: Metro

Journeys on routes that are within London

South West Trains: Island Line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Mainline

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by SWT

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin: Birmingham – Scotland

Journeys on Birmingham-Scotland services

Virgin: London – Liverpool

Journeys on London-Liverpool services

Virgin: London – Manchester

Journeys on London-Manchester services

Virgin: London – North Wales

Journeys on London-Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London-Glasgow/Scotland services

Virgin: London – Wolverhampton

Journeys on London-Wolverhampton services

National results

by journey purpose, age and gender

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose

	Commuter Autumn 2013	Improvement/decline in % satisfied or good since Autumn 2012		Business Autumn 2013	Improvement/decline in % satisfied or good since Autumn 2012		Leisure Autumn 2013	Improvement/decline in % satisfied or good since Autumn 2012	
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change
Overall sample size 27156									
Overall satisfaction	77	-3	↓	84	-2	=	89	-2	↓
STATION FACILITIES									
Overall satisfaction with the station	75	-2	↓	77	-2	=	82	-1	=
Ticket buying facilities	70	0	=	76	1	=	79	-3	↓
Provision of information about train times/platforms	79	-1	=	84	1	=	85	-2	↓
The upkeep/repair of the station buildings/platforms	67	0	=	71	-2	=	76	-1	=
Cleanliness	72	-1	=	75	-2	=	80	0	=
The facilities and services	51	-1	=	59	-3	=	60	-2	=
The attitudes and helpfulness of the staff	68	2	=	76	1	=	79	0	=
Connections with other forms of public transport	72	-2	↓	75	-4	↓	77	-2	=
Facilities for car parking	44	-3	=	48	0	=	56	-2	=
Overall environment	66	-1	=	69	-1	=	74	-2	=
Your personal security whilst using the station	67	-1	=	70	-2	=	74	-1	=
The availability of staff	58	1	=	62	2	=	65	1	=
The provision of shelter facilities	64	-2	↓	68	-4	↓	74	-1	=
Availability of seating	40	-2	↓	43	-2	=	55	-2	↓
How request to station staff was handled	78	-1	=	90	3	=	89	-1	=
The choice of shops/eating/drinking facilities available*	42	-	-	51	-	-	52	-	-
TRAIN FACILITIES									
Overall satisfaction with the train	74	-2	↓	81	-1	=	88	0	=
The frequency of the trains on that route	71	-2	=	81	0	=	84	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	72	-6	↓	83	-4	↓	87	-1	↓
The length of time the journey was scheduled to take (speed)	80	-3	↓	84	-1	=	89	-1	=
Connections with other train services	71	-2	=	76	-2	=	82	-1	=
The value for money of the price of your ticket	32	-2	=	46	-1	=	61	-1	=
Upkeep and repair of the train	69	-1	=	73	-2	=	80	-2	↓
The provision of information during the journey	65	-2	=	69	-1	=	77	-1	=
The helpfulness and attitude of staff on train	58	0	=	69	1	=	73	0	=
The space for luggage	48	-3	↓	51	0	=	58	0	=
The toilet facilities	29	-2	=	36	-5	↓	46	-3	=
Sufficient room for all passengers to sit/stand	56	-4	↓	69	-3	↓	77	-2	↓
The comfort of the seating area	65	-2	↓	70	-2	=	80	-1	=
The ease of being able to get on and off	75	-2	↓	82	-1	=	84	-1	=
Your personal security on board	74	-1	=	79	-2	=	82	-1	=
The cleanliness of the inside	70	-1	=	74	-2	=	81	-1	=
The cleanliness of the outside	69	-1	=	72	1	=	79	-	=
The availability of staff	37	-1	=	47	-1	=	54	0	=
How well train company deals with delays	30	-7	↓	43	2	=	56	-1	=

Improved ↑
 Unchanged =
 Declined ↓

Age

	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Autumn 2012		
	16-34 Autumn 2013	% change	significant change	35-59 Autumn 2013	% change	significant change	60+ Autumn 2013	% change	significant change
Overall sample size 27156	% satisfied or good			% satisfied or good			% satisfied or good		
Overall satisfaction	81	-3	↓	81	-3	↓	90	-2	↓
STATION FACILITIES									
Overall satisfaction with the station	78	-2	=	76	-2	↓	83	-1	=
Ticket buying facilities	72	-3	=	73	-1	=	82	-2	=
Provision of information about train times/platforms	80	-2	=	81	-1	=	88	-1	=
The upkeep/repair of the station buildings/platforms	68	-2	=	70	0	=	78	-2	=
Cleanliness	72	-2	=	75	0	=	82	-2	=
The facilities and services	51	-3	↓	55	-2	=	64	-2	=
The attitudes and helpfulness of the staff	69	0	=	72	1	=	83	1	=
Connections with other forms of public transport	74	-1	=	73	-3	↓	79	-3	↓
Facilities for car parking	47	-5	↓	47	-2	=	58	3	=
Overall environment	68	-4	↓	68	-1	=	75	-2	=
Your personal security whilst using the station	69	-3	↓	69	0	=	74	-2	=
The availability of staff	58	2	=	60	1	=	69	1	=
The provision of shelter facilities	67	-4	↓	66	-1	=	73	-2	=
Availability of seating	44	-4	↓	43	-1	=	56	-3	↓
How request to station staff was handled	82	-2	=	84	0	=	91	-1	=
The choice of shops/eating/drinking facilities available*	43	-	-	46	-	-	55	-	-
TRAIN FACILITIES									
Overall satisfaction with the train	78	-2	↓	79	-1	=	88	-2	=
The frequency of the trains on that route	72	0	=	76	-3	↓	88	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-4	↓	79	-5	↓	88	-2	↓
The length of time the journey was scheduled to take (speed)	82	-3	↓	83	-2	↓	91	-1	=
Connections with other train services	75	-2	=	75	-2	=	82	-2	=
The value for money of the price of your ticket	35	-3	↓	41	-2	↓	70	-1	=
Upkeep and repair of the train	71	-3	↓	72	-1	=	84	0	=
The provision of information during the journey	68	0	=	68	-2	↓	81	-2	=
The helpfulness and attitude of staff on train	62	-1	=	63	0	=	76	2	=
The space for luggage	54	-2	=	50	-2	=	54	-1	=
The toilet facilities	35	-1	=	32	-4	↓	48	-4	↓
Sufficient room for all passengers to sit/stand	66	-4	↓	63	-3	↓	73	-5	↓
The comfort of the seating area	71	-3	↓	68	-2	=	80	0	=
The ease of being able to get on and off	79	-3	↓	79	-1	=	83	-2	=
Your personal security on board	78	-2	↓	76	0	=	82	-1	=
The cleanliness of the inside	72	-2	↓	73	0	=	83	-2	↓
The cleanliness of the outside	73	0	=	72	0	=	78	-1	=
The availability of staff	39	-2	=	43	-1	↓	58	0	=
How well train company deals with delays	35	-3	=	36	-6	↓	59	-4	=

Improved ↑

Unchanged =

Declined ↓

Gender

	Male	Improvement/decline in %			Female	Improvement/decline in %		
	Autumn 2013	satisfied or good since Autumn 2012			Autumn 2013	satisfied or good since Autumn 2012		
	%	%	significant	%	%	significant		
Overall sample size 27156	satisfied or good	change	change	satisfied or good	change	change		
Overall satisfaction	81	-2	↓	85	-3	↓		
STATION FACILITIES								
Overall satisfaction with the station	76	-2	↓	81	-2	↓		
Ticket buying facilities	72	-1	=	76	-2	=		
Provision of information about train times/platforms	81	0	=	83	-1	↓		
The upkeep/repair of the station buildings/platforms	68	-2	↓	73	0	=		
Cleanliness	74	-2	↓	77	0	=		
The facilities and services	53	-2	=	58	-2	=		
The attitudes and helpfulness of the staff	72	2	=	74	0	=		
Connections with other forms of public transport	72	-3	↓	76	-2	↓		
Facilities for car parking	47	-3	=	50	-1	=		
Overall environment	67	-2	↓	71	-1	=		
Your personal security whilst using the station	70	0	=	70	-1	=		
The availability of staff	59	2	=	63	1	=		
The provision of shelter facilities	68	-1	=	68	-3	↓		
Availability of seating	43	-3	↓	48	-2	↓		
How request to station staff was handled	84	1	=	86	-1	=		
The choice of shops/eating/drinking facilities available*	45	-	-	49	-	-		
TRAIN FACILITIES								
Overall satisfaction with the train	78	-1	=	82	-2	↓		
The frequency of the trains on that route	77	0	=	78	-1	=		
Punctuality/reliability (i.e. the train arriving/departing on time)	78	-3	↓	81	-4	↓		
The length of time the journey was scheduled to take (speed)	82	-2	↓	86	-2	↓		
Connections with other train services	75	-1	=	78	-1	=		
The value for money of the price of your ticket	42	-1	=	47	-2	↓		
Upkeep and repair of the train	73	-2	=	75	-1	=		
The provision of information during the journey	68	-1	=	72	-1	=		
The helpfulness and attitude of staff on train	66	1	=	66	0	=		
The space for luggage	53	-2	=	52	-1	=		
The toilet facilities	35	-3	↓	36	-2	=		
Sufficient room for all passengers to sit/stand	64	-3	↓	67	-3	↓		
The comfort of the seating area	68	-2	↓	74	-1	=		
The ease of being able to get on and off	80	-1	=	79	-1	=		
Your personal security on board	78	0	=	77	-1	=		
The cleanliness of the inside	74	-1	=	75	-1	=		
The cleanliness of the outside	72	1	=	75	-1	=		
The availability of staff	45	0	=	45	-1	=		
How well train company deals with delays	35	-3	=	44	-5	↓		

Technical appendix

Appendix

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

Each train operating company (TOC) is sampled separately. Interviewers are generally given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports, and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires were handed out to passengers of any TOC (in the past all TOCs were targeted).

The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift.

On Arriva Trains Wales and London Overground, and one route on both ScotRail and South West Trains, most NRPS shifts are done on-train. These TOCs' routes operate in either mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NRPS shifts on-train.

On First Hull Trains, Grand Central, Heathrow Connect

and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

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

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

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

(commuter, business, leisure) and station size (commute, business, leisure).

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done prior to the Spring 2013 survey. The stations for each TOC were stratified by the 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.

To allow simple reprocessing of data in line with changes to franchise boundaries, the sample design for NRPS utilises a 'building block' approach from autumn 2003 onwards. For some of the new franchised TOCs it is not possible to provide reliable data pre-autumn 2003.

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

Methodology

The survey is conducted across the entire franchised railway, and in Autumn 2013 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, at least 27,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

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

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

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

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

National Rail Passenger Survey statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

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

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

Pre-release access

Access to the data before publication is limited to those who

are involved in quality-checking the statistics before public release, those involved with operational planning, and those essential for production and publication.

Revisions

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

Errors

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

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

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

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

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

Waiver

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

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

Rail sectors

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

Long-distance operators

CrossCountry
East Coast
East Midlands Trains
First TransPennine Express
Virgin Trains

London and South East operators

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

Regional operators

Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail



Contact us

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

RTEH-XAGE-BYKZ, Passenger Focus, PO Box 5594, Southend On Sea SS1 9PZ

t 0300 123 2350

e advice@passengerfocus.org.uk

w www.passengerfocus.org.uk

Passenger Focus is the operating name of the Passengers Council. This survey was published in January 2014. © Passenger Focus 2014.

Design and print by **TU ink** www.tuink.co.uk