



# National Rail Passenger Survey

## Autumn 2014 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 gave us their views about their journey in the last year, 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 to a train company and 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 2014 survey	4
1.3	Other comments and contacts	5

## 2 Key results

2.1	Autumn 2014 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 What impacts on satisfaction and dissatisfaction?

5.1	Key drivers analysis	53
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## 6 Guest table

6.1	Mobile phone reception and data coverage on the train	55
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## 7 Technical appendix

7.1	Appendix	57
7.2	Methodology	58
7.3	National Rail Passenger Survey statement of compliance with official statistics	59
7.4	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 33 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 2 September and 11 November 2014. 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 (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a passenger is satisfied or dissatisfied. 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.

More analysis for each train company can be found in 'at-a-glance' guides which are available for each train company and for Great Britain on the Passenger Focus website. Other NRPS analysis is also available and readily accessible. Detailed analysis for the last six waves is available through our on-line system Reportal and summary data (including 10 waves of trend data) is available through our open data tool which can be accessed via the following link:

<http://www.passengerfocus.org.uk/our-open-data>

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

## Issues affecting the Autumn 2014 survey

The main fieldwork for the Autumn 2014 survey (wave 31) was undertaken between 2 September and 9 November 2014. 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 trains were still running.

Govia Thameslink Railway took over the franchise previously operated by First Capital Connect on 14 September 2014. This meant that fieldwork at stations operated by Govia Thameslink Railway, as well as shifts involving passengers travelling on Govia Thameslink Railway, did not start until that date.

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 2013 or Spring 2014. 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 five 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 2014 survey the main comparison is against the Autumn 2013 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 (the 'Station Managers' 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. They 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 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 2014 survey was 30,608 for all the train companies combined (27,812 for the franchised companies).

## Contacts

### Media enquiries

0300 123 0836

### Content/presentation/methodology enquiries

0300 123 0837



# Key results

## Autumn 2014 wave

- Nationally the percentage of passengers satisfied with their journey overall was 81 per cent. This is significantly down (-2 per cent) compared to Autumn 2013 (when 83 per cent of passengers were satisfied). 82 per cent of passengers were satisfied overall with their journey in Spring 2014.
- Overall satisfaction by TOC varied between 74 per cent and 94 per cent.
- Overall satisfaction by individual routes within TOCs varied between 71 per cent and 96 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 77 per cent. This was significantly down compared to Autumn 2013 when 79 per cent of passengers were satisfied.
- Nationally the percentage of passengers satisfied with all train and station factors improved for two service areas, declined for ten and the rest were unchanged. The two improvements in satisfaction were with the choice of shops/eating/drinking facilities (+2 per cent) and station facilities and services (+2 per cent). The biggest decline in satisfaction was with punctuality/reliability (-3 per cent). Other significant declines included satisfaction with train speed, and sufficient room for all passengers to sit/stand (both -2 per cent).
- The proportion of passengers satisfied with the value for money for the price of their ticket nationally was 46 per cent. This was not significantly different to Autumn 2013 when 45 per cent were satisfied. 64 per cent of passengers were satisfied with there being sufficient room for all passengers to sit/stand (66 per cent in Autumn 2013).
- For London and the South East operators 80 per cent of passengers were very or fairly satisfied overall. This is significantly down compared to Autumn 2013 (when 82 per cent were satisfied). The percentage of passengers satisfied with all train and station factors improved for one service area, declined for 12 and the rest were unchanged. The improvement in satisfaction was with the choice of shops/eating/drinking facilities available at 48 per cent (+2 per cent). The biggest declines in satisfaction were with the helpfulness and attitude of staff on the train, and how well the train company dealt with delays (both -4 per cent). Satisfaction with punctuality/reliability declined by 3 per cent to 75 per cent satisfied.
- For the long-distance operators, the proportion of passengers who were very or fairly satisfied overall was 86 per cent. This was significantly down compared to Autumn 2013 (when 88 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for five service areas and declined for four. The biggest improvement in satisfaction was with how well the train company dealt with delays (+6 per cent). Other areas with improvements in satisfaction were ticket-buying facilities, station facilities and services, and the choice of shops/eating/drinking facilities available (all +3 per cent). The significant declines included satisfaction with the upkeep and repair of the train (-3 per cent), punctuality/reliability (-2 per cent), and the cleanliness of the inside of the train (-2 per cent).
- For regional operators 84 per cent of passengers were very or fairly satisfied with their journey overall, with no significant changes from Autumn 2013 when 84 per cent were also satisfied. Passenger satisfaction for all station and train factors was not significantly different compared to Autumn 2013.
- Comparing the percentage of passengers satisfied overall for individual train operating companies with Autumn 2013, two significantly declined (Southeastern and CrossCountry) and all other 21 TOCs had no statistically significant change in their overall satisfaction results compared with Autumn 2013.
- The highest ratings for overall satisfaction were achieved by Heathrow Express (94 per cent), Grand Central (94 per cent) and Chiltern Railways (91 per cent). East Coast, Merseyrail and Virgin Trains all had satisfaction of 90 per cent.
- The lowest ratings for overall satisfaction were given to Southeastern (74 per cent), Govia Thameslink Railway (77 per cent), Southern (77 per cent), South West Trains (80 per cent) and Abellio Greater Anglia (80 per cent).
- Satisfaction with value for money by individual routes within TOCs varied between 29 per cent and 86 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 56 per cent and 98 per cent.
- Satisfaction with there being sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 43 per cent and 95 per cent.



Improved ↑  
 Unchanged =  
 Declined ↓

# National total

	Overall sample size 27812	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	-1	=	27069	81	12	7
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		1	=	1	↑	27234	79	15	6
Ticket buying facilities		0	=	1	=	13871	74	13	12
Provision of information about train times/platforms		-1	=	0	=	26219	81	11	8
The upkeep/repair of the station buildings/platforms		1	=	3	↑	26169	72	18	10
Cleanliness		0	=	2	↑	26366	76	16	8
The facilities and services		2	↑	3	↑	22644	57	20	23
The attitudes and helpfulness of the staff		0	=	0	=	19913	73	19	8
Connections with other forms of public transport		1	=	0	=	19248	75	15	10
Facilities for car parking		1	=	0	=	9763	50	19	32
Overall environment		1	=	2	↑	26246	70	21	9
Your personal security whilst using the station		1	=	1	=	23749	71	24	5
The availability of staff		1	=	1	=	22787	62	21	16
The provision of shelter facilities		1	=	4	↑	21800	69	18	12
Availability of seating		1	=	0	=	24906	47	20	33
How request to station staff was handled		0	=	0	=	4328	85	6	8
The choice of shops/eating/drinking facilities available		2	↑	2	↑	22318	49	23	28
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-2	↓	0	=	27263	78	14	8
The frequency of the trains on that route		-1	↓	-1	=	26773	76	9	15
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	0	=	27029	77	9	15
The length of time the journey was scheduled to take (speed)		-2	↓	-1	=	26785	83	10	8
Connections with other train services		-1	=	-1	=	15871	75	16	8
The value for money of the price of your ticket		1	=	1	=	25659	46	22	33
Upkeep and repair of the train		-2	↓	-2	↓	26171	73	16	11
The provision of information during the journey		-2	↓	-1	=	24636	69	20	11
The helpfulness and attitude of staff on train		-2	↓	-1	=	16062	63	27	10
The space for luggage		-1	=	-2	↓	21286	51	23	26
The toilet facilities		0	=	-2	=	11963	36	22	41
Sufficient room for all passengers to sit/stand		-2	↓	-1	=	26289	64	14	22
The comfort of the seating area		-2	↓	-1	=	26232	70	18	13
The ease of being able to get on and off		-2	↓	-1	=	26644	78	14	8
Your personal security on board		-1	=	0	=	25045	77	19	4
The cleanliness of the inside		-1	=	0	=	26991	74	15	11
The cleanliness of the outside		0	=	1	=	22802	73	20	7
The availability of staff		-1	=	0	=	20186	44	29	27
How well train company deals with delays		-2	=	-1	=	5416	38	36	26

Improved ↑  
 Unchanged =  
 Declined ↓

# London and South East

	Overall sample size 17540	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	0	=	17083	80	12	8
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		1	=	1	=	17192	78	16	7
Ticket buying facilities		0	=	0	=	9305	72	15	14
Provision of information about train times/platforms		-1	↓	1	=	16547	80	12	8
The upkeep/repair of the station buildings/platforms		1	=	4	↑	16492	70	19	12
Cleanliness		0	=	2	↑	16615	74	17	9
The facilities and services		1	=	2	↑	14205	55	21	24
The attitudes and helpfulness of the staff		1	=	0	=	12767	71	20	9
Connections with other forms of public transport		1	=	0	=	12786	76	14	10
Facilities for car parking		1	=	0	=	5849	47	20	34
Overall environment		0	=	2	↑	16560	68	22	10
Your personal security whilst using the station		1	=	1	=	15036	69	26	5
The availability of staff		1	=	0	=	14533	60	22	18
The provision of shelter facilities		1	=	4	↑	13712	67	20	14
Availability of seating		1	=	1	=	15566	43	21	37
How request to station staff was handled		-1	=	0	=	2543	83	7	9
The choice of shops/eating/drinking facilities available		2	↑	2	↑	13981	48	23	29
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-2	↓	0	=	17205	77	15	8
The frequency of the trains on that route		-1	=	0	=	16995	75	10	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	1	=	17046	75	9	15
The length of time the journey was scheduled to take (speed)		-2	↓	-1	=	16878	81	10	9
Connections with other train services		-1	=	0	=	10080	75	17	8
The value for money of the price of your ticket		0	=	1	=	16041	41	23	36
Upkeep and repair of the train		-2	↓	-2	↓	16473	72	17	12
The provision of information during the journey		-2	↓	0	=	15470	67	21	11
The helpfulness and attitude of staff on train		-4	↓	-2	=	8328	54	33	12
The space for luggage		-1	=	-2	↓	13102	48	24	28
The toilet facilities		0	=	-2	=	6868	32	22	45
Sufficient room for all passengers to sit/stand		-2	↓	-1	=	16578	62	15	23
The comfort of the seating area		-2	↓	-1	=	16535	68	18	13
The ease of being able to get on and off		-2	↓	-1	=	16812	77	14	9
Your personal security on board		-1	=	0	=	15727	75	20	4
The cleanliness of the inside		-1	=	0	=	17036	73	16	11
The cleanliness of the outside		-1	=	1	=	14533	72	20	8
The availability of staff		-3	↓	-1	=	11596	34	32	34
How well train company deals with delays		-4	↓	-1	=	3286	35	37	28

Improved ↑  
 Unchanged =  
 Declined ↓

# Long-distance

	Overall sample size 6160	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-2	↓	-1	=	5992	86	8	6
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		2	=	2	=	6044	84	12	4
Ticket buying facilities		3	↑	1	=	2204	85	8	7
Provision of information about train times/platforms		0	=	0	=	5875	87	8	6
The upkeep/repair of the station buildings/platforms		2	↑	2	=	5842	78	15	7
Cleanliness		1	=	0	=	5893	81	14	5
The facilities and services		3	↑	4	↑	5200	72	16	12
The attitudes and helpfulness of the staff		0	=	-1	=	4200	80	15	5
Connections with other forms of public transport		0	=	0	=	3846	77	14	9
Facilities for car parking		1	=	2	=	1963	61	16	23
Overall environment		1	=	2	=	5881	76	16	7
Your personal security whilst using the station		2	=	0	=	5224	77	21	2
The availability of staff		1	=	2	=	4915	69	20	10
The provision of shelter facilities		1	=	4	↑	4634	76	16	8
Availability of seating		2	=	1	=	5584	53	18	28
How request to station staff was handled		-1	=	1	=	1199	89	4	7
The choice of shops/eating/drinking facilities available		3	↑	3	↑	5191	62	21	17
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-2	=	0	=	6043	85	10	5
The frequency of the trains on that route		0	=	2	↑	5839	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	↓	-1	=	5997	82	6	12
The length of time the journey was scheduled to take (speed)		0	=	1	=	5990	88	7	5
Connections with other train services		0	=	1	=	3362	80	13	7
The value for money of the price of your ticket		1	=	3	↑	5823	58	18	24
Upkeep and repair of the train		-3	↓	-3	↓	5863	81	12	7
The provision of information during the journey		-1	=	-1	=	5572	77	16	7
The helpfulness and attitude of staff on train		1	=	-1	=	4530	81	15	4
The space for luggage		0	=	-2	=	4963	57	18	26
The toilet facilities		0	=	-4	↓	3245	52	22	26
Sufficient room for all passengers to sit/stand		0	=	-2	=	5833	71	13	17
The comfort of the seating area		-2	=	-1	=	5820	78	14	9
The ease of being able to get on and off		-2	↓	-2	↓	5925	81	13	7
Your personal security on board		-1	=	-1	=	5588	84	14	2
The cleanliness of the inside		-2	↓	-1	=	5975	82	11	7
The cleanliness of the outside		-1	=	0	=	4881	79	16	5
The availability of staff		1	=	0	=	5079	67	23	10
How well train company deals with delays		6	↑	1	=	1481	55	29	16

Improved ↑  
 Unchanged =  
 Declined ↓

# Regional

	Overall sample size 4112	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	=	-2	=	3994	84	10	6
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		2	=	1	=	3998	82	14	4
Ticket buying facilities		1	=	3	=	2362	81	10	9
Provision of information about train times/platforms		1	=	-1	=	3797	84	10	6
The upkeep/repair of the station buildings/platforms		2	=	2	=	3835	78	15	7
Cleanliness		2	=	1	=	3858	81	13	6
The facilities and services		1	=	4	=	3239	56	17	27
The attitudes and helpfulness of the staff		0	=	2	=	2946	78	16	6
Connections with other forms of public transport		2	=	0	=	2616	71	17	12
Facilities for car parking		1	=	3	=	1951	55	16	29
Overall environment		3	=	2	=	3805	76	16	7
Your personal security whilst using the station		2	=	1	=	3489	75	20	5
The availability of staff		3	=	6	↑	3339	70	17	13
The provision of shelter facilities		2	=	4	↑	3454	77	14	9
Availability of seating		1	=	1	=	3756	60	19	22
How request to station staff was handled		3	=	2	=	586	89	4	5
The choice of shops/eating/drinking facilities available		1	=	3	=	3146	46	22	32
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-1	=	-2	=	4015	80	12	8
The frequency of the trains on that route		-1	=	-3	↓	3939	78	8	14
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	-3	↓	3986	81	7	12
The length of time the journey was scheduled to take (speed)		-2	=	-3	↓	3917	86	8	6
Connections with other train services		-1	=	-2	=	2429	77	15	7
The value for money of the price of your ticket		3	=	2	=	3795	58	18	24
Upkeep and repair of the train		1	=	-1	=	3835	71	15	14
The provision of information during the journey		-1	=	-2	=	3594	69	20	11
The helpfulness and attitude of staff on train		1	=	1	=	3204	78	17	5
The space for luggage		-1	=	2	=	3221	60	21	19
The toilet facilities		4	=	0	=	1850	43	23	34
Sufficient room for all passengers to sit/stand		0	=	-1	=	3878	72	12	16
The comfort of the seating area		-3	=	-2	=	3877	71	17	12
The ease of being able to get on and off		-1	=	-1	=	3907	83	12	6
Your personal security on board		1	=	-2	=	3730	80	17	3
The cleanliness of the inside		1	=	1	=	3980	74	15	11
The cleanliness of the outside		3	=	4	↑	3388	73	19	8
The availability of staff		3	=	2	=	3511	64	23	13
How well train company deals with delays		-2	=	-3	=	649	39	35	26





# Individual train company results

## Overall satisfaction

Improved ↑  
Unchanged =  
Declined ↓

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

London and South East: 80%  
Long-distance: 86%  
Regional: 84%

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	0	=	-1	=	2164	80	14	6
Arriva Trains Wales	-3	=	0	=	1033	83	11	6
c2c	-2	=	0	=	1043	89	8	3
Chiltern Railways	0	=	0	=	1137	91	6	3
CrossCountry	-4	↓	1	=	1243	83	10	8
East Coast	-1	=	0	=	1205	90	6	3
East Midland Trains	2	=	1	=	1085	88	8	4
First Great Western	1	=	1	=	2939	81	10	8
First Hull Trains	3	=	-7	↓	677	89	6	5
First TransPennine Express	-3	=	-3	=	1012	82	8	10
Govia Thameslink Railway *	-2	=	-1	=	1502	77	15	9
Grand Central	-1	=	0	=	547	94	5	1
Heathrow Connect	-3	=	-3	=	740	85	10	5
Heathrow Express	-1	=	0	=	676	94	5	1
London Midland	-1	=	1	=	1231	82	11	7
London Overground	0	=	-3	=	1151	88	6	5
Merseyrail	-3	=	-2	=	470	90	6	3
Northern Rail	-1	=	-2	=	1526	78	12	10
ScotRail	1	=	-2	=	965	88	9	3
South West Trains	-2	=	0	=	2085	80	12	8
Southeastern	-11	↓	1	=	1653	74	17	9
Southern	1	=	0	=	2178	77	14	9
Virgin Trains	-1	=	0	=	1447	90	6	4

# 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: 58%  
Regional: 58%

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	0	=	1	=	2072	37	24	39
Arriva Trains Wales	1	=	1	=	1000	55	16	30
c2c	0	=	3	=	989	47	20	33
Chiltern Railways	0	=	-1	=	1076	48	25	28
CrossCountry	0	=	1	=	1188	53	22	26
East Coast	2	=	4	=	1171	64	15	21
East Midland Trains	0	=	3	=	1051	52	18	30
First Great Western	1	=	0	=	2879	48	22	30
First Hull Trains	6	=	-3	=	663	63	19	18
First TransPennine Express	-4	=	3	=	969	57	19	23
Govia Thameslink Railway *	1	=	0	=	1395	38	25	37
Grand Central	1	=	2	=	551	79	13	8
Heathrow Connect	-3	=	-4	=	687	50	23	26
Heathrow Express	-5	=	-3	=	680	42	25	33
London Midland	2	=	3	=	1138	54	21	26
London Overground	-4	=	-7	↓	1017	49	23	27
Merseyrail	0	=	-4	=	396	66	17	17
Northern Rail	0	=	2	=	1453	56	18	26
ScotRail	8	↑	4	=	946	59	19	22
South West Trains	1	=	1	=	1965	38	23	39
Southeastern	1	=	5	↑	1486	35	21	44
Southern	1	=	1	=	2024	40	24	37
Virgin Trains	8	↑	6	↑	1444	68	13	19

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

Improved ↑  
Unchanged =  
Declined ↓

## % of passengers satisfied/good by sector:

London and South East: 75%  
Long-distance: 82%  
Regional: 81%

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-1	=	0	=	2166	77	10	13
Arriva Trains Wales	-9	↓	-5	=	1031	78	9	13
c2c	-3	↓	0	=	1037	91	5	4
Chiltern Railways	-3	↓	-1	=	1119	89	5	6
CrossCountry	-2	=	2	=	1231	81	6	13
East Coast	0	=	5	↑	1202	88	4	7
East Midland Trains	4	=	0	=	1078	83	7	10
First Great Western	0	=	1	=	2933	74	9	17
First Hull Trains	3	=	-21	↓	681	76	5	19
First TransPennine Express	-8	↓	-11	↓	1010	74	8	18
Govia Thameslink Railway *	-4	=	-2	=	1518	70	12	18
Grand Central	8	↑	6	↑	563	96	3	1
Heathrow Connect	-6	↓	-3	=	742	73	9	17
Heathrow Express	0	=	-1	=	685	94	4	2
London Midland	2	=	0	=	1223	74	9	17
London Overground	-1	=	-4	=	1146	82	11	7
Merseyrail	-6	↓	-6	↓	470	87	5	8
Northern Rail	0	=	0	=	1521	77	9	14
ScotRail	1	=	-4	=	964	82	6	12
South West Trains	-1	=	2	=	2076	79	8	13
Southeastern	-8	↓	3	=	1665	72	10	19
Southern	-5	↓	3	=	2163	68	9	23
Virgin Trains	-1	=	0	=	1476	86	5	8



# Sufficient room for all the passengers to sit/stand

Improved ↑  
Unchanged =  
Declined ↓

## % of passengers satisfied/good by sector:

London and South East: 62%  
Long-distance: 71%  
Regional: 72%

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-1	=	-4	=	2106	64	17	19
Arriva Trains Wales	3	=	1	=	1004	74	11	15
c2c	-3	=	1	=	1018	60	17	23
Chiltern Railways	-1	=	-4	=	1109	71	14	16
CrossCountry	1	=	-2	=	1214	67	13	20
East Coast	0	=	-6	↓	1166	78	14	7
East Midland Trains	-1	=	-3	=	1044	74	12	13
First Great Western	1	=	-1	=	2862	66	14	20
First Hull Trains	3	=	-4	=	665	86	7	7
First TransPennine Express	3	=	7	↑	988	62	12	27
Govia Thameslink Railway *	-5	↓	-2	=	1453	55	19	26
Grand Central	-3	=	0	=	545	92	6	2
Heathrow Connect	2	=	-3	=	734	77	11	12
Heathrow Express	0	=	0	=	677	90	6	3
London Midland	2	=	1	=	1191	67	14	19
London Overground	-3	=	-3	=	1114	66	13	21
Merseyrail	-8	=	-7	=	454	71	15	14
Northern Rail	1	=	0	=	1478	67	11	22
ScotRail	2	=	-2	=	942	76	12	11
South West Trains	-4	↓	-1	=	2026	59	15	26
Southeastern	-8	↓	1	=	1602	57	14	29
Southern	3	=	1	=	2097	64	14	22
Virgin Trains	-2	=	-3	=	1421	76	12	12

# Overall satisfaction with the station

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 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-3	=	0	=	2192	75	17	8
Arriva Trains Wales	1	=	-2	=	1032	75	21	5
c2c	-2	=	1	=	1048	83	13	4
Chiltern Railways	1	=	2	=	1136	90	8	2
CrossCountry	2	=	2	=	1243	82	13	5
East Coast	3	=	4	↑	1224	90	7	3
East Midland Trains	6	↑	4	↑	1086	87	11	2
First Great Western	5	↑	4	↑	2952	82	13	5
First Hull Trains	11	↑	-2	=	683	90	7	3
First TransPennine Express	-1	=	-1	=	1018	85	11	4
Govia Thameslink Railway *	0	=	2	=	1529	78	17	5
Grand Central	-2	=	-4	=	567	84	12	4
Heathrow Connect	-6	↓	0	=	755	75	18	8
Heathrow Express	1	=	-1	=	692	92	7	1
London Midland	-1	=	-1	=	1228	74	17	9
London Overground	2	=	-3	=	1155	82	11	6
Merseyrail	0	=	3	=	470	91	7	2
Northern Rail	3	=	3	=	1522	79	14	7
ScotRail	1	=	-1	=	974	83	13	3
South West Trains	2	=	1	=	2092	77	17	6
Southeastern	-2	=	2	=	1671	76	17	8
Southern	1	=	2	=	2189	76	17	7
Virgin Trains	0	=	1	=	1473	79	14	7

# How well the train company dealt with delays

Improved ↑  
Unchanged =  
Declined ↓

## % of passengers satisfied/good by sector:

London and South East: 35%  
Long-distance: 55%  
Regional: 39%

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-4	=	-4	=	337	35	38	26
Arriva Trains Wales	-19	=	2	=	195	37	25	38
c2c	-18	=	5	=	70	42	30	27
Chiltern Railways	2	=	11	=	185	54	31	15
CrossCountry	6	=	-1	=	325	51	31	18
East Coast	2	=	9	=	255	67	24	9
East Midland Trains	4	=	-3	=	214	53	32	15
First Great Western	2	=	-1	=	811	43	35	22
First Hull Trains	8	=	-7	=	96	72	21	7
First TransPennine Express	6	=	-2	=	329	51	27	22
Govia Thameslink Railway *	-12	↓	-4	=	340	31	44	26
Grand Central	-	=	-	=	<50	-	-	-
Heathrow Connect	-8	=	-5	=	135	37	35	28
Heathrow Express	-	=	-	=	<50	-	-	-
London Midland	-1	=	1	=	263	36	41	23
London Overground	0	=	-18	↓	93	29	41	29
Merseyrail	-14	=	-6	=	59	39	34	27
Northern Rail	-3	=	-10	=	232	32	38	30
ScotRail	7	=	5	=	163	49	35	16
South West Trains	2	=	5	=	339	40	33	26
Southeastern	-9	=	-5	=	304	22	40	38
Southern	-3	=	2	=	544	36	36	29
Virgin Trains	11	↑	8	=	358	63	28	10

# Abellio Greater Anglia

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 2226	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⚖️	-1	⚖️	2164	80	14	6	80
STATION FACILITIES									
Overall satisfaction with the station	-3	⚖️	0	⚖️	2192	75	17	8	78
Ticket buying facilities	-4	⚖️	-4	⚖️	1142	65	18	17	72
Provision of information about train times/platforms	-4	⚖️	-2	⚖️	2102	76	13	10	80
The upkeep/repair of the station buildings/platforms	-5	⬇️	2	⚖️	2075	65	21	14	70
Cleanliness	-3	⚖️	1	⚖️	2104	70	18	11	74
The facilities and services	-5	⬇️	-2	⚖️	1812	51	21	28	55
The attitudes and helpfulness of the staff	2	⚖️	3	⚖️	1643	74	18	8	71
Connections with other forms of public transport	-2	⚖️	0	⚖️	1677	77	12	11	76
Facilities for car parking	2	⚖️	-4	⚖️	735	47	18	34	47
Overall environment	-3	⚖️	2	⚖️	2109	65	23	11	68
Your personal security whilst using the station	-2	⚖️	-1	⚖️	1916	64	28	8	69
The availability of staff	1	⚖️	3	⚖️	1849	60	21	19	60
The provision of shelter facilities	-3	⚖️	2	⚖️	1688	61	22	17	67
Availability of seating	-4	⚖️	-2	⚖️	1959	38	22	40	43
How request to station staff was handled	4	⚖️	0	⚖️	311	87	6	6	83
The choice of shops/eating/drinking facilities available	-6	⬇️	-4	⚖️	1835	45	23	32	48
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⚖️	-3	⚖️	2181	69	20	11	77
The frequency of the trains on that route	-2	⚖️	-2	⚖️	2165	75	10	15	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⚖️	0	⚖️	2166	77	10	13	75
The length of time the journey was scheduled to take (speed)	0	⚖️	-1	⚖️	2148	81	12	7	81
Connections with other train services	1	⚖️	-1	⚖️	1293	74	19	7	75
The value for money of the price of your ticket	0	⚖️	1	⚖️	2072	37	24	39	41
Upkeep and repair of the train	-6	⬇️	-6	⬇️	2097	52	22	26	72
The provision of information during the journey	1	⚖️	1	⚖️	1945	59	25	15	67
The helpfulness and attitude of staff on train	-4	⚖️	-5	⚖️	1044	43	39	18	54
The space for luggage	-3	⚖️	-8	⬇️	1671	46	27	26	48
The toilet facilities	1	⚖️	-7	⬇️	991	28	23	49	32
Sufficient room for all passengers to sit/stand	-1	⚖️	-4	⚖️	2106	64	17	19	62
The comfort of the seating area	0	⚖️	-3	⚖️	2122	60	20	20	68
The ease of being able to get on and off	-1	⚖️	-4	⚖️	2133	76	15	10	77
Your personal security on board	-1	⚖️	-1	⚖️	1978	69	24	7	75
The cleanliness of the inside	-4	⚖️	1	⚖️	2170	60	20	20	73
The cleanliness of the outside	1	⚖️	5	⚖️	1867	58	27	14	72
The availability of staff	0	⚖️	-1	⚖️	1473	24	30	47	34
How well train company deals with delays	-4	⚖️	-4	⚖️	337	35	38	26	35



c2c

Improved ↑  
 Unchanged =  
 Declined ↓

Overall sample size 1075	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-2	=	0	=	1043	89	8	3	80
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-2	=	1	=	1048	83	13	4	78
Ticket buying facilities	-5	=	-1	=	724	76	15	9	72
Provision of information about train times/platforms	-3	↓	-3	=	1003	85	10	5	80
The upkeep/repair of the station buildings/platforms	-3	=	1	=	1005	75	17	8	70
Cleanliness	-4	↓	0	=	1002	78	15	7	74
The facilities and services	-4	=	-1	=	888	59	21	20	55
The attitudes and helpfulness of the staff	-4	=	-3	=	860	77	16	7	71
Connections with other forms of public transport	-3	=	0	=	835	73	16	11	76
Facilities for car parking	1	=	2	=	473	56	16	28	47
Overall environment	-5	↓	1	=	1004	73	20	7	68
Your personal security whilst using the station	-4	=	-2	=	943	69	24	6	69
The availability of staff	-1	=	1	=	938	71	18	11	60
The provision of shelter facilities	-4	=	1	=	894	68	17	15	67
Availability of seating	-7	↓	-2	=	952	54	21	25	43
How request to station staff was handled	1	=	-1	=	148	86	4	9	83
The choice of shops/eating/drinking facilities available	1	=	1	=	865	43	28	30	48
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	↓	0	=	1056	88	8	3	77
The frequency of the trains on that route	-6	↓	1	=	1052	81	8	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	↓	0	=	1037	91	5	4	75
The length of time the journey was scheduled to take (speed)	-1	=	2	=	1034	92	5	3	81
Connections with other train services	-8	↓	-1	=	640	80	16	4	75
The value for money of the price of your ticket	0	=	3	=	989	47	20	33	41
Upkeep and repair of the train	-4	↓	-1	=	1014	86	10	3	72
The provision of information during the journey	-6	↓	-1	=	955	76	17	7	67
The helpfulness and attitude of staff on train	-1	=	3	=	413	38	45	17	54
The space for luggage	-4	=	-1	=	773	47	25	28	48
The toilet facilities	-3	=	2	=	471	52	28	20	32
Sufficient room for all passengers to sit/stand	-3	=	1	=	1018	60	17	23	62
The comfort of the seating area	-3	=	-2	=	1009	76	15	9	68
The ease of being able to get on and off	-4	=	-3	=	1028	81	13	6	77
Your personal security on board	-2	=	1	=	955	75	19	6	75
The cleanliness of the inside	-1	=	0	=	1046	88	9	3	73
The cleanliness of the outside	-4	↓	1	=	939	85	12	3	72
The availability of staff	2	=	3	=	621	21	38	41	34
How well train company deals with delays	-18	=	5	=	70	42	30	27	35

Improved ↑  
 Unchanged =  
 Declined ↓

# Chiltern Railways

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1157	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	=	0	=	1137	91	6	3	80
STATION FACILITIES									
Overall satisfaction with the station	1	=	2	=	1136	90	8	2	78
Ticket buying facilities	3	=	2	=	652	84	10	6	72
Provision of information about train times/platforms	2	=	0	=	1096	85	9	6	80
The upkeep/repair of the station buildings/platforms	3	=	2	=	1106	85	10	5	70
Cleanliness	2	=	0	=	1115	88	10	2	74
The facilities and services	3	=	4	=	1002	73	16	12	55
The attitudes and helpfulness of the staff	5	↑	2	=	865	84	11	4	71
Connections with other forms of public transport	5	↑	7	↑	875	78	14	7	76
Facilities for car parking	-1	=	-5	=	413	70	15	15	47
Overall environment	2	=	4	↑	1116	85	12	3	68
Your personal security whilst using the station	4	↑	3	=	1028	82	16	1	69
The availability of staff	3	=	4	=	956	72	19	9	60
The provision of shelter facilities	3	=	7	↑	942	80	14	6	67
Availability of seating	-1	=	4	=	1053	55	19	26	43
How request to station staff was handled	3	=	3	=	156	93	3	4	83
The choice of shops/eating/drinking facilities available	8	↑	6	↑	995	58	24	19	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	=	0	=	1139	91	7	2	77
The frequency of the trains on that route	2	=	3	=	1117	83	7	10	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	↓	-1	=	1119	89	5	6	75
The length of time the journey was scheduled to take (speed)	2	=	0	=	1110	89	6	5	81
Connections with other train services	4	=	3	=	554	80	14	6	75
The value for money of the price of your ticket	0	=	-1	=	1076	48	25	28	41
Upkeep and repair of the train	1	=	-1	=	1095	87	10	3	72
The provision of information during the journey	1	=	2	=	1044	78	18	4	67
The helpfulness and attitude of staff on train	4	=	-2	=	448	58	32	10	54
The space for luggage	-1	=	-1	=	862	57	23	20	48
The toilet facilities	1	=	1	=	447	53	28	19	32
Sufficient room for all passengers to sit/stand	-1	=	-4	=	1109	71	14	16	62
The comfort of the seating area	1	=	-1	=	1107	81	13	5	68
The ease of being able to get on and off	0	=	-4	↓	1124	88	10	3	77
Your personal security on board	1	=	2	=	1060	87	12	1	75
The cleanliness of the inside	1	=	0	=	1131	88	10	3	73
The cleanliness of the outside	2	=	2	=	968	86	12	2	72
The availability of staff	5	=	2	=	642	37	37	26	34
How well train company deals with delays	2	=	11	=	185	54	31	15	35

Improved ↑  
 Unchanged =  
 Declined ↓

# First Great Western

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 3006	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	1	⚖️	1	⚖️	2939	81	10	8	80
STATION FACILITIES									
Overall satisfaction with the station	5	⬆️	4	⬆️	2952	82	13	5	78
Ticket buying facilities	4	⬆️	2	⚖️	1539	79	12	9	72
Provision of information about train times/platforms	2	⬆️	3	⬆️	2879	85	9	6	80
The upkeep/repair of the station buildings/platforms	2	⚖️	3	⬆️	2860	75	17	8	70
Cleanliness	1	⚖️	3	⬆️	2882	79	15	5	74
The facilities and services	6	⬆️	5	⬆️	2502	66	17	17	55
The attitudes and helpfulness of the staff	3	⬆️	4	⬆️	2144	79	16	5	71
Connections with other forms of public transport	3	⚖️	2	⚖️	1969	73	16	11	76
Facilities for car parking	6	⬆️	6	⬆️	1037	61	16	23	47
Overall environment	3	⬆️	5	⬆️	2860	75	18	7	68
Your personal security whilst using the station	4	⬆️	4	⬆️	2543	76	21	3	69
The availability of staff	5	⬆️	2	⚖️	2469	67	20	14	60
The provision of shelter facilities	4	⬆️	7	⬆️	2396	74	15	11	67
Availability of seating	6	⬆️	3	⬆️	2764	55	20	26	43
How request to station staff was handled	-1	⚖️	3	⚖️	579	88	6	5	83
The choice of shops/eating/drinking facilities available	4	⬆️	3	⚖️	2426	51	22	26	48
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⚖️	0	⚖️	2956	79	15	6	77
The frequency of the trains on that route	2	⚖️	3	⬆️	2891	77	8	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⚖️	1	⚖️	2933	74	9	17	75
The length of time the journey was scheduled to take (speed)	0	⚖️	0	⚖️	2915	82	10	7	81
Connections with other train services	0	⚖️	0	⚖️	1605	71	18	11	75
The value for money of the price of your ticket	1	⚖️	0	⚖️	2879	48	22	30	41
Upkeep and repair of the train	-1	⚖️	-2	⚖️	2832	74	17	10	72
The provision of information during the journey	2	⚖️	0	⚖️	2643	66	23	11	67
The helpfulness and attitude of staff on train	1	⚖️	1	⚖️	1637	68	26	6	54
The space for luggage	3	⚖️	1	⚖️	2275	55	21	24	48
The toilet facilities	0	⚖️	0	⚖️	1263	41	27	32	32
Sufficient room for all passengers to sit/stand	1	⚖️	-1	⚖️	2862	66	14	20	62
The comfort of the seating area	-1	⚖️	-1	⚖️	2829	71	18	11	68
The ease of being able to get on and off	-1	⚖️	0	⚖️	2881	75	16	9	77
Your personal security on board	1	⚖️	1	⚖️	2662	81	17	2	75
The cleanliness of the inside	2	⚖️	0	⚖️	2910	76	16	8	73
The cleanliness of the outside	0	⚖️	1	⚖️	2373	72	21	6	72
The availability of staff	2	⚖️	-1	⚖️	2130	47	31	22	34
How well train company deals with delays	2	⚖️	-1	⚖️	811	43	35	22	35

Improved ↑  
 Unchanged =  
 Declined ↓

# Govia Thameslink Railway

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1552	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-2	⚖️	-1	⚖️	1502	77	15	9	80
STATION FACILITIES									
Overall satisfaction with the station	0	⚖️	2	⚖️	1529	78	17	5	78
Ticket buying facilities	-5	⚖️	-1	⚖️	777	69	15	16	72
Provision of information about train times/platforms	-5	⬇️	-2	⚖️	1469	76	14	9	80
The upkeep/repair of the station buildings/platforms	-1	⚖️	3	⚖️	1461	74	16	10	70
Cleanliness	-2	⚖️	3	⚖️	1482	79	14	7	74
The facilities and services	3	⚖️	2	⚖️	1211	58	17	24	55
The attitudes and helpfulness of the staff	-5	⚖️	-4	⚖️	1097	71	20	9	71
Connections with other forms of public transport	1	⚖️	-1	⚖️	1180	76	15	9	76
Facilities for car parking	-3	⚖️	-1	⚖️	430	44	22	34	47
Overall environment	-4	⬇️	0	⚖️	1472	69	22	10	68
Your personal security whilst using the station	-4	⬇️	-2	⚖️	1340	67	29	4	69
The availability of staff	0	⚖️	-3	⚖️	1277	59	22	19	60
The provision of shelter facilities	3	⚖️	5	⬆️	1170	68	19	13	67
Availability of seating	3	⚖️	3	⚖️	1363	47	22	31	43
How request to station staff was handled	0	⚖️	-3	⚖️	225	83	7	9	83
The choice of shops/eating/drinking facilities available	3	⚖️	3	⚖️	1179	49	23	29	48
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⚖️	0	⚖️	1523	70	19	11	77
The frequency of the trains on that route	-6	⬇️	-5	⬇️	1513	71	11	18	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	⚖️	-2	⚖️	1518	70	12	18	75
The length of time the journey was scheduled to take (speed)	-3	⚖️	-3	⚖️	1494	80	13	7	81
Connections with other train services	-3	⚖️	-1	⚖️	912	74	18	9	75
The value for money of the price of your ticket	1	⚖️	0	⚖️	1395	38	25	37	41
Upkeep and repair of the train	-3	⚖️	0	⚖️	1470	58	24	18	72
The provision of information during the journey	-8	⬇️	-3	⚖️	1301	46	30	24	67
The helpfulness and attitude of staff on train	-1	⚖️	4	⚖️	497	39	39	22	54
The space for luggage	-3	⚖️	-1	⚖️	1135	41	28	32	48
The toilet facilities	-8	⬇️	-3	⚖️	506	25	26	49	32
Sufficient room for all passengers to sit/stand	-5	⬇️	-2	⚖️	1453	55	19	26	62
The comfort of the seating area	-2	⚖️	2	⚖️	1455	59	22	19	68
The ease of being able to get on and off	-4	⬇️	0	⚖️	1481	73	18	9	77
Your personal security on board	-3	⚖️	-3	⚖️	1377	68	27	4	75
The cleanliness of the inside	-3	⚖️	2	⚖️	1501	65	21	14	73
The cleanliness of the outside	-4	⚖️	-1	⚖️	1286	59	28	13	72
The availability of staff	1	⚖️	1	⚖️	888	17	31	52	34
How well train company deals with delays	-12	⬇️	-4	⚖️	340	31	44	26	35



Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Connect

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 785	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⚖️	-3	⚖️	740	85	10	5	80
STATION FACILITIES									
Overall satisfaction with the station	-6	⬇️	0	⚖️	755	75	18	8	78
Ticket buying facilities	4	⚖️	3	⚖️	500	71	15	15	72
Provision of information about train times/platforms	-6	⬇️	2	⚖️	741	73	14	13	80
The upkeep/repair of the station buildings/platforms	-1	⚖️	0	⚖️	734	70	19	11	70
Cleanliness	2	⚖️	0	⚖️	739	73	18	9	74
The facilities and services	0	⚖️	-3	⚖️	623	52	21	27	55
The attitudes and helpfulness of the staff	3	⚖️	2	⚖️	578	70	19	11	71
Connections with other forms of public transport	-7	⬇️	-4	⚖️	632	73	17	9	76
Facilities for car parking	-5	⚖️	-3	⚖️	226	29	25	46	47
Overall environment	-4	⚖️	-1	⚖️	729	65	23	13	68
Your personal security whilst using the station	-2	⚖️	-4	⚖️	678	66	25	9	69
The availability of staff	6	⚖️	-1	⚖️	668	60	20	20	60
The provision of shelter facilities	-2	⚖️	-1	⚖️	584	65	17	18	67
Availability of seating	0	⚖️	0	⚖️	676	48	19	33	43
How request to station staff was handled	4	⚖️	5	⚖️	120	88	2	9	83
The choice of shops/eating/drinking facilities available	0	⚖️	-1	⚖️	576	47	17	36	48
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⚖️	-2	⚖️	745	89	8	4	77
The frequency of the trains on that route	-3	⚖️	1	⚖️	746	63	12	25	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	⬇️	-3	⚖️	742	73	9	17	75
The length of time the journey was scheduled to take (speed)	-5	⬇️	-3	⚖️	740	85	10	5	81
Connections with other train services	-3	⚖️	-3	⚖️	515	78	13	9	75
The value for money of the price of your ticket	-3	⚖️	-4	⚖️	687	50	23	26	41
Upkeep and repair of the train	-3	⚖️	-5	⬇️	731	87	9	4	72
The provision of information during the journey	1	⚖️	-2	⚖️	683	82	14	4	67
The helpfulness and attitude of staff on train	-2	⚖️	-10	⬇️	451	61	32	7	54
The space for luggage	1	⚖️	-2	⚖️	610	72	14	14	48
The toilet facilities	1	⚖️	-3	⚖️	290	59	25	15	32
Sufficient room for all passengers to sit/stand	2	⚖️	-3	⚖️	734	77	11	12	62
The comfort of the seating area	-1	⚖️	-1	⚖️	730	84	11	5	68
The ease of being able to get on and off	1	⚖️	-6	⬇️	732	77	12	10	77
Your personal security on board	1	⚖️	-3	⚖️	716	80	17	3	75
The cleanliness of the inside	1	⚖️	-2	⚖️	741	89	7	3	73
The cleanliness of the outside	2	⚖️	2	⚖️	677	88	9	3	72
The availability of staff	-4	⚖️	-9	⬇️	570	43	35	22	34
How well train company deals with delays	-8	⚖️	-5	⚖️	135	37	35	28	35

Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Express

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 722	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	⚖️	0	⚖️	676	94	5	1	80
STATION FACILITIES									
Overall satisfaction with the station	1	⚖️	-1	⚖️	692	92	7	1	78
Ticket buying facilities	-1	⚖️	0	⚖️	518	92	5	3	72
Provision of information about train times/platforms	-2	⚖️	1	⚖️	652	87	8	5	80
The upkeep/repair of the station buildings/platforms	2	⚖️	4	⚖️	657	89	9	2	70
Cleanliness	0	⚖️	1	⚖️	657	87	11	2	74
The facilities and services	-1	⚖️	-2	⚖️	496	72	19	8	55
The attitudes and helpfulness of the staff	6	⚖️	5	⚖️	529	85	13	2	71
Connections with other forms of public transport	-2	⚖️	-2	⚖️	521	83	12	5	76
Facilities for car parking	-4	⚖️	-6	⚖️	140	59	28	13	47
Overall environment	-4	⚖️	-1	⚖️	633	84	13	3	68
Your personal security whilst using the station	0	⚖️	1	⚖️	576	85	14	1	69
The availability of staff	2	⚖️	0	⚖️	567	75	19	6	60
The provision of shelter facilities	-5	⚖️	-1	⚖️	348	79	18	3	67
Availability of seating	-1	⚖️	-4	⚖️	538	63	21	15	43
How request to station staff was handled	2	⚖️	2	⚖️	127	91	3	5	83
The choice of shops/eating/drinking facilities available	-2	⚖️	-1	⚖️	437	69	18	13	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	⚖️	1	⚖️	681	96	3	1	77
The frequency of the trains on that route	-3	⚖️	-2	⚖️	690	91	5	4	75
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⚖️	-1	⚖️	685	94	4	2	75
The length of time the journey was scheduled to take (speed)	-2	⚖️	-1	⚖️	665	96	3	1	81
Connections with other train services	0	⚖️	-1	⚖️	455	87	10	3	75
The value for money of the price of your ticket	-5	⚖️	-3	⚖️	680	42	25	33	41
Upkeep and repair of the train	2	⚖️	2	⚖️	665	98	2	0	72
The provision of information during the journey	-4	⚖️	1	⚖️	654	86	12	2	67
The helpfulness and attitude of staff on train	2	⚖️	4	⚖️	562	88	10	1	54
The space for luggage	5	⬆️	0	⚖️	670	89	7	3	48
The toilet facilities	-9	⚖️	-2	⚖️	242	71	21	8	32
Sufficient room for all passengers to sit/stand	0	⚖️	0	⚖️	677	90	6	3	62
The comfort of the seating area	0	⚖️	0	⚖️	680	94	6	1	68
The ease of being able to get on and off	1	⚖️	1	⚖️	667	96	4	0	77
Your personal security on board	-1	⚖️	-1	⚖️	650	94	6	1	75
The cleanliness of the inside	-3	⬇️	0	⚖️	686	94	4	2	73
The cleanliness of the outside	-1	⚖️	0	⚖️	631	95	5	0	72
The availability of staff	-3	⚖️	-1	⚖️	599	76	20	4	34
How well train company deals with delays	-	⚖️	-	⚖️	<50	-	-	-	35

Improved ↑  
 Unchanged =  
 Declined ↓

# London Midland

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1257	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	⚖️	1	⚖️	1231	82	11	7	80
STATION FACILITIES									
Overall satisfaction with the station	-1	⚖️	-1	⚖️	1228	74	17	9	78
Ticket buying facilities	0	⚖️	0	⚖️	657	74	13	14	72
Provision of information about train times/platforms	0	⚖️	-1	⚖️	1190	80	11	9	80
The upkeep/repair of the station buildings/platforms	0	⚖️	4	⚖️	1187	66	19	15	70
Cleanliness	-3	⚖️	-1	⚖️	1187	71	18	11	74
The facilities and services	-5	⚖️	-3	⚖️	1010	49	20	31	55
The attitudes and helpfulness of the staff	-3	⚖️	-3	⚖️	903	68	22	10	71
Connections with other forms of public transport	3	⚖️	3	⚖️	849	69	17	14	76
Facilities for car parking	6	⚖️	3	⚖️	496	54	16	31	47
Overall environment	-3	⚖️	1	⚖️	1196	63	24	13	68
Your personal security whilst using the station	1	⚖️	1	⚖️	1077	67	28	6	69
The availability of staff	-2	⚖️	-1	⚖️	1023	53	24	23	60
The provision of shelter facilities	1	⚖️	2	⚖️	1005	68	18	14	67
Availability of seating	-1	⚖️	-2	⚖️	1139	49	19	32	43
How request to station staff was handled	-5	⚖️	-9	⚖️	182	80	8	11	83
The choice of shops/eating/drinking facilities available	-3	⚖️	0	⚖️	991	44	22	35	48
TRAIN FACILITIES									
Overall satisfaction with the train	0	⚖️	2	⚖️	1229	81	12	7	77
The frequency of the trains on that route	2	⚖️	4	⚖️	1211	79	9	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⚖️	0	⚖️	1223	74	9	17	75
The length of time the journey was scheduled to take (speed)	4	⬆️	4	⬆️	1222	86	8	6	81
Connections with other train services	4	⚖️	4	⚖️	683	76	16	8	75
The value for money of the price of your ticket	2	⚖️	3	⚖️	1138	54	21	26	41
Upkeep and repair of the train	-10	⬇️	-9	⬇️	1173	69	19	12	72
The provision of information during the journey	-5	⬇️	-2	⚖️	1120	67	20	12	67
The helpfulness and attitude of staff on train	-2	⚖️	-1	⚖️	671	60	30	10	54
The space for luggage	-3	⚖️	-5	⚖️	944	49	27	24	48
The toilet facilities	-4	⚖️	-3	⚖️	492	42	23	35	32
Sufficient room for all passengers to sit/stand	2	⚖️	1	⚖️	1191	67	14	19	62
The comfort of the seating area	-3	⚖️	-4	⚖️	1191	70	20	11	68
The ease of being able to get on and off	0	⚖️	-1	⚖️	1205	81	13	6	77
Your personal security on board	-1	⚖️	0	⚖️	1144	77	20	4	75
The cleanliness of the inside	-5	⬇️	-3	⚖️	1221	71	18	11	73
The cleanliness of the outside	-4	⚖️	1	⚖️	1044	76	18	6	72
The availability of staff	-3	⚖️	-3	⚖️	911	39	32	29	34
How well train company deals with delays	-1	⚖️	1	⚖️	263	36	41	23	35

Improved ↑  
 Unchanged =  
 Declined ↓

# London Overground

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1195	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	0	⚖️	-3	⚖️	1151	88	6	5	80
STATION FACILITIES									
Overall satisfaction with the station	2	⚖️	-3	⚖️	1155	82	11	6	78
Ticket buying facilities	6	⚖️	1	⚖️	653	75	13	12	72
Provision of information about train times/platforms	1	⚖️	-3	⚖️	1086	81	11	8	80
The upkeep/repair of the station buildings/platforms	3	⚖️	-3	⚖️	1109	74	15	11	70
Cleanliness	-2	⚖️	-3	⚖️	1103	76	15	10	74
The facilities and services	1	⚖️	-3	⚖️	865	40	27	33	55
The attitudes and helpfulness of the staff	4	⚖️	-3	⚖️	841	73	20	8	71
Connections with other forms of public transport	1	⚖️	0	⚖️	921	81	11	9	76
Facilities for car parking	1	⚖️	-10	⚖️	359	32	23	45	47
Overall environment	3	⚖️	-1	⚖️	1101	71	21	9	68
Your personal security whilst using the station	1	⚖️	-5	⚖️	1020	71	24	5	69
The availability of staff	1	⚖️	-5	⚖️	988	62	21	17	60
The provision of shelter facilities	4	⚖️	1	⚖️	988	66	18	15	67
Availability of seating	4	⚖️	-3	⚖️	1054	49	23	29	43
How request to station staff was handled	-4	⚖️	2	⚖️	102	80	12	6	83
The choice of shops/eating/drinking facilities available	0	⚖️	-2	⚖️	800	40	23	37	48
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⚖️	0	⚖️	1156	88	7	5	77
The frequency of the trains on that route	-4	⚖️	-4	⚖️	1162	75	9	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⚖️	-4	⚖️	1146	82	11	7	75
The length of time the journey was scheduled to take (speed)	-1	⚖️	-2	⚖️	1124	87	8	6	81
Connections with other train services	-1	⚖️	-6	⬇️	946	81	13	6	75
The value for money of the price of your ticket	-4	⚖️	-7	⬇️	1017	49	23	27	41
Upkeep and repair of the train	0	⚖️	-1	⚖️	1108	93	5	2	72
The provision of information during the journey	-1	⚖️	-1	⚖️	1075	83	13	4	67
The helpfulness and attitude of staff on train	-12	⬇️	-10	⬇️	535	42	45	14	54
The space for luggage	-8	⬇️	-9	⬇️	906	50	27	23	48
The toilet facilities	-2	⚖️	-10	⬇️	365	12	11	77	32
Sufficient room for all passengers to sit/stand	-3	⚖️	-3	⚖️	1114	66	13	21	62
The comfort of the seating area	0	⚖️	-4	⚖️	1105	79	14	7	68
The ease of being able to get on and off	-4	⚖️	-4	⚖️	1120	80	9	11	77
Your personal security on board	-5	⚖️	-3	⚖️	1082	78	17	5	75
The cleanliness of the inside	-2	⚖️	-2	⚖️	1156	89	6	4	73
The cleanliness of the outside	-2	⚖️	-2	⚖️	1031	89	9	2	72
The availability of staff	-13	⬇️	-6	⚖️	783	24	38	38	34
How well train company deals with delays	0	⚖️	-18	⬇️	93	29	41	29	35

Improved ↑  
 Unchanged =  
 Declined ↓

# South West Trains

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 2127	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-2	=	0	=	2085	80	12	8	80
STATION FACILITIES									
Overall satisfaction with the station	2	=	1	=	2092	77	17	6	78
Ticket buying facilities	3	=	3	=	1147	75	13	12	72
Provision of information about train times/platforms	3	↑	5	↑	2000	83	10	7	80
The upkeep/repair of the station buildings/platforms	4	=	7	↑	2013	68	21	11	70
Cleanliness	5	↑	6	↑	2023	72	19	9	74
The facilities and services	3	=	3	=	1775	56	21	24	55
The attitudes and helpfulness of the staff	0	=	-1	=	1501	68	21	11	71
Connections with other forms of public transport	4	=	3	=	1529	76	14	10	76
Facilities for car parking	-1	=	2	=	810	45	21	34	47
Overall environment	3	=	3	=	2019	67	23	10	68
Your personal security whilst using the station	5	↑	3	=	1834	72	24	5	69
The availability of staff	2	=	-2	=	1747	56	23	21	60
The provision of shelter facilities	2	=	5	↑	1727	65	22	14	67
Availability of seating	1	=	1	=	1920	37	21	43	43
How request to station staff was handled	-5	=	-3	=	257	81	4	12	83
The choice of shops/eating/drinking facilities available	4	↑	4	=	1768	55	21	24	48
TRAIN FACILITIES									
Overall satisfaction with the train	-2	=	1	=	2093	78	14	8	77
The frequency of the trains on that route	2	=	1	=	2052	74	10	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	=	2	=	2076	79	8	13	75
The length of time the journey was scheduled to take (speed)	1	=	1	=	2052	80	10	10	81
Connections with other train services	1	=	2	=	1254	74	17	10	75
The value for money of the price of your ticket	1	=	1	=	1965	38	23	39	41
Upkeep and repair of the train	-3	=	0	=	2005	75	17	8	72
The provision of information during the journey	-1	=	1	=	1910	71	22	7	67
The helpfulness and attitude of staff on train	-3	=	-2	=	1351	65	29	6	54
The space for luggage	3	=	1	=	1634	53	20	27	48
The toilet facilities	1	=	0	=	905	30	22	48	32
Sufficient room for all passengers to sit/stand	-4	↓	-1	=	2026	59	15	26	62
The comfort of the seating area	-2	=	0	=	2016	69	19	12	68
The ease of being able to get on and off	-2	=	0	=	2056	75	15	11	77
Your personal security on board	0	=	0	=	1947	78	18	4	75
The cleanliness of the inside	1	=	0	=	2071	73	16	11	73
The cleanliness of the outside	-1	=	2	=	1769	74	20	5	72
The availability of staff	-3	=	0	=	1643	49	33	18	34
How well train company deals with delays	2	=	5	=	339	40	33	26	35

# Southeastern

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1706	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-11	↓	1	=	1653	74	17	9	80
STATION FACILITIES									
Overall satisfaction with the station	-2	=	2	=	1671	76	17	8	78
Ticket buying facilities	-3	=	-1	=	905	69	16	15	72
Provision of information about train times/platforms	-7	↓	2	=	1612	76	14	10	80
The upkeep/repair of the station buildings/platforms	0	=	6	↑	1601	68	18	13	70
Cleanliness	0	=	4	↑	1610	72	17	11	74
The facilities and services	2	=	7	↑	1404	58	20	22	55
The attitudes and helpfulness of the staff	-1	=	1	=	1297	68	21	11	71
Connections with other forms of public transport	0	=	1	=	1282	75	16	9	76
Facilities for car parking	-2	=	-4	=	549	42	21	37	47
Overall environment	-2	=	5	↑	1607	66	22	12	68
Your personal security whilst using the station	0	=	4	↑	1461	68	28	5	69
The availability of staff	1	=	2	=	1449	61	22	17	60
The provision of shelter facilities	-3	=	4	=	1316	63	22	15	67
Availability of seating	-1	=	2	=	1498	38	20	42	43
How request to station staff was handled	1	=	4	=	214	83	5	10	83
The choice of shops/eating/drinking facilities available	5	↑	4	=	1395	43	28	29	48
TRAIN FACILITIES									
Overall satisfaction with the train	-8	↓	-2	=	1676	70	20	10	77
The frequency of the trains on that route	-3	=	0	=	1658	73	10	17	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	↓	3	=	1665	72	10	19	75
The length of time the journey was scheduled to take (speed)	-7	↓	0	=	1642	76	12	13	81
Connections with other train services	-3	=	3	=	902	71	19	10	75
The value for money of the price of your ticket	1	=	5	↑	1486	35	21	44	41
Upkeep and repair of the train	-6	↓	-3	=	1588	64	20	16	72
The provision of information during the journey	-6	↓	-1	=	1518	61	22	17	67
The helpfulness and attitude of staff on train	-1	=	5	=	753	53	28	19	54
The space for luggage	-5	=	-1	=	1233	44	25	32	48
The toilet facilities	-5	=	0	=	647	28	21	51	32
Sufficient room for all passengers to sit/stand	-8	↓	1	=	1602	57	14	29	62
The comfort of the seating area	-8	↓	0	=	1615	62	19	19	68
The ease of being able to get on and off	-4	↓	4	↑	1641	78	14	8	77
Your personal security on board	-3	=	4	=	1530	70	24	6	75
The cleanliness of the inside	-6	↓	-2	=	1663	66	18	16	73
The cleanliness of the outside	-4	↓	-1	=	1425	66	23	11	72
The availability of staff	-2	=	2	=	1088	30	25	44	34
How well train company deals with delays	-9	=	-5	=	304	22	40	38	35



## Southern

Improved ↑  
 Unchanged =  
 Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	Overall sample size 2239	% change significant change	% change significant change	% change significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1 =	0 =		2178	77	14	9	80
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		1 =	2 =		2189	76	17	7	78
Ticket buying facilities		-1 =	0 =		1109	67	16	17	72
Provision of information about train times/platforms		-2 =	1 =		2110	77	13	11	80
The upkeep/repair of the station buildings/platforms		1 =	5 ↑		2075	66	21	13	70
Cleanliness		1 =	3 =		2107	73	18	9	74
The facilities and services		3 =	2 =		1736	57	21	22	55
The attitudes and helpfulness of the staff		4 =	2 =		1616	70	21	9	71
Connections with other forms of public transport		-2 =	-4 ↓		1669	76	14	10	76
Facilities for car parking		4 =	2 =		547	43	20	37	47
Overall environment		0 =	3 =		2076	65	25	11	68
Your personal security whilst using the station		0 =	-1 =		1874	67	28	5	69
The availability of staff		0 =	1 =		1837	58	25	16	60
The provision of shelter facilities		3 =	7 ↑		1586	69	19	12	67
Availability of seating		1 =	2 =		1864	40	18	42	43
How request to station staff was handled		0 =	-1 =		369	81	8	10	83
The choice of shops/eating/drinking facilities available		5 ↑	4 ↑		1727	51	22	27	48
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		3 ↑	2 =		2196	80	14	6	77
The frequency of the trains on that route		0 =	0 =		2174	73	11	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-5 ↓	3 =		2163	68	9	23	75
The length of time the journey was scheduled to take (speed)		-2 =	-1 =		2137	78	12	10	81
Connections with other train services		1 =	-1 =		1291	73	18	9	75
The value for money of the price of your ticket		1 =	1 =		2024	40	24	37	41
Upkeep and repair of the train		7 ↑	1 =		2091	77	15	9	72
The provision of information during the journey		1 =	0 =		1959	73	18	9	67
The helpfulness and attitude of staff on train		-4 =	-3 =		979	53	35	12	54
The space for luggage		2 =	-1 =		1669	46	25	30	48
The toilet facilities		8 ↑	0 =		781	40	23	37	32
Sufficient room for all passengers to sit/stand		3 =	1 =		2097	64	14	22	62
The comfort of the seating area		3 =	0 =		2086	71	18	11	68
The ease of being able to get on and off		1 =	-1 =		2143	75	14	10	77
Your personal security on board		3 =	2 =		1992	77	19	4	75
The cleanliness of the inside		5 ↑	1 =		2167	77	15	8	73
The cleanliness of the outside		4 ↑	2 =		1831	75	19	6	72
The availability of staff		0 =	0 =		1417	36	34	30	34
How well train company deals with delays		-3 =	2 =		544	36	36	29	35

## CrossCountry

Improved ↑  
 Unchanged =  
 Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1272	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-4	⬇️	1	⚖️	1243	83	10	8	86
STATION FACILITIES									
Overall satisfaction with the station	2	⚖️	2	⚖️	1243	82	13	5	84
Ticket buying facilities	5	⚖️	5	⚖️	464	87	7	6	85
Provision of information about train times/platforms	1	⚖️	3	⚖️	1213	85	8	7	87
The upkeep/repair of the station buildings/platforms	5	⬆️	5	⬆️	1186	76	15	8	78
Cleanliness	2	⚖️	2	⚖️	1206	80	16	4	81
The facilities and services	4	⚖️	6	⬆️	1026	70	17	12	72
The attitudes and helpfulness of the staff	-1	⚖️	1	⚖️	860	80	15	4	80
Connections with other forms of public transport	1	⚖️	4	⚖️	672	76	15	9	77
Facilities for car parking	2	⚖️	4	⚖️	417	59	17	24	61
Overall environment	2	⚖️	3	⚖️	1200	74	18	8	76
Your personal security whilst using the station	3	⚖️	0	⚖️	1048	77	21	1	77
The availability of staff	0	⚖️	3	⚖️	1020	68	22	10	69
The provision of shelter facilities	-1	⚖️	3	⚖️	1006	74	18	7	76
Availability of seating	1	⚖️	1	⚖️	1158	56	20	24	53
How request to station staff was handled	0	⚖️	5	⚖️	288	90	2	7	89
The choice of shops/eating/drinking facilities available	8	⬆️	5	⚖️	997	63	21	16	62
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⚖️	0	⚖️	1247	82	12	7	85
The frequency of the trains on that route	0	⚖️	3	⚖️	1198	81	10	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	⚖️	2	⚖️	1231	81	6	13	82
The length of time the journey was scheduled to take (speed)	-1	⚖️	3	⚖️	1234	86	9	5	88
Connections with other train services	1	⚖️	5	⚖️	724	79	15	7	80
The value for money of the price of your ticket	0	⚖️	1	⚖️	1188	53	22	26	58
Upkeep and repair of the train	-5	⬇️	-3	⚖️	1201	77	14	9	81
The provision of information during the journey	-1	⚖️	0	⚖️	1140	74	18	7	77
The helpfulness and attitude of staff on train	-2	⚖️	-1	⚖️	922	79	16	4	81
The space for luggage	0	⚖️	-3	⚖️	975	54	20	26	57
The toilet facilities	-3	⚖️	-10	⬇️	584	46	26	29	52
Sufficient room for all passengers to sit/stand	1	⚖️	-2	⚖️	1214	67	13	20	71
The comfort of the seating area	-1	⚖️	1	⚖️	1195	74	16	10	78
The ease of being able to get on and off	-1	⚖️	-2	⚖️	1230	79	14	7	81
Your personal security on board	-1	⚖️	-2	⚖️	1153	82	16	2	84
The cleanliness of the inside	-2	⚖️	-2	⚖️	1230	78	13	9	82
The cleanliness of the outside	-2	⚖️	-2	⚖️	979	76	19	5	79
The availability of staff	-3	⚖️	0	⚖️	1061	64	26	10	67
How well train company deals with delays	6	⚖️	-1	⚖️	325	51	31	18	55

Improved ↑  
 Unchanged =  
 Declined ↓

# East Coast

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1239	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	⚖️	0	⚖️	1205	90	6	3	86
STATION FACILITIES									
Overall satisfaction with the station	3	⚖️	4	⬆️	1224	90	7	3	84
Ticket buying facilities	1	⚖️	-3	⚖️	349	84	13	4	85
Provision of information about train times/platforms	-1	⚖️	0	⚖️	1185	90	6	4	87
The upkeep/repair of the station buildings/platforms	2	⚖️	0	⚖️	1186	86	11	3	78
Cleanliness	0	⚖️	-1	⚖️	1195	89	9	3	81
The facilities and services	3	⚖️	3	⚖️	1063	79	13	8	72
The attitudes and helpfulness of the staff	1	⚖️	0	⚖️	804	82	15	4	80
Connections with other forms of public transport	-3	⚖️	-4	⚖️	778	80	12	8	77
Facilities for car parking	-9	⬇️	-9	⬇️	401	51	19	30	61
Overall environment	3	⚖️	1	⚖️	1189	85	11	3	76
Your personal security whilst using the station	2	⚖️	-3	⚖️	1060	79	19	2	77
The availability of staff	3	⚖️	-1	⚖️	971	72	21	7	69
The provision of shelter facilities	2	⚖️	5	⬆️	937	80	13	8	76
Availability of seating	6	⬆️	3	⚖️	1110	51	19	29	53
How request to station staff was handled	3	⚖️	4	⚖️	231	90	4	6	89
The choice of shops/eating/drinking facilities available	2	⚖️	2	⚖️	1081	68	19	13	62
TRAIN FACILITIES									
Overall satisfaction with the train	0	⚖️	-1	⚖️	1215	89	8	3	85
The frequency of the trains on that route	-1	⚖️	1	⚖️	1171	92	5	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⚖️	5	⬆️	1202	88	4	7	82
The length of time the journey was scheduled to take (speed)	3	⬆️	1	⚖️	1197	92	4	4	88
Connections with other train services	2	⚖️	0	⚖️	665	83	10	7	80
The value for money of the price of your ticket	2	⚖️	4	⚖️	1171	64	15	21	58
Upkeep and repair of the train	-2	⚖️	-1	⚖️	1181	79	14	8	81
The provision of information during the journey	0	⚖️	-2	⚖️	1138	80	16	4	77
The helpfulness and attitude of staff on train	0	⚖️	-6	⬇️	953	81	15	3	81
The space for luggage	2	⚖️	-3	⚖️	1051	65	19	17	57
The toilet facilities	0	⚖️	2	⚖️	781	51	23	25	52
Sufficient room for all passengers to sit/stand	0	⚖️	-6	⬇️	1166	78	14	7	71
The comfort of the seating area	-2	⚖️	-3	⚖️	1179	78	14	8	78
The ease of being able to get on and off	-4	⬇️	-6	⬇️	1188	80	15	4	81
Your personal security on board	0	⚖️	-1	⚖️	1125	88	11	1	84
The cleanliness of the inside	-1	⚖️	0	⚖️	1207	85	9	6	82
The cleanliness of the outside	-2	⚖️	0	⚖️	963	79	15	6	79
The availability of staff	4	⚖️	-4	⬇️	1052	71	21	8	67
How well train company deals with delays	2	⚖️	9	⚖️	255	67	24	9	55

Improved ↑  
Unchanged =  
Declined ↓

# East Midlands Trains

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1106	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	2	=	1	=	1085	88	8	4	86
STATION FACILITIES									
Overall satisfaction with the station	6	↑	4	↑	1086	87	11	2	84
Ticket buying facilities	4	=	5	=	475	84	10	7	85
Provision of information about train times/platforms	3	=	3	=	1051	87	8	5	87
The upkeep/repair of the station buildings/platforms	9	↑	8	↑	1056	86	11	3	78
Cleanliness	10	↑	6	↑	1063	88	9	3	81
The facilities and services	11	↑	8	↑	967	73	14	13	72
The attitudes and helpfulness of the staff	6	↑	-3	=	785	80	15	6	80
Connections with other forms of public transport	2	=	0	=	763	75	15	10	77
Facilities for car parking	5	=	4	=	404	74	12	14	61
Overall environment	9	↑	7	↑	1065	83	14	3	76
Your personal security whilst using the station	3	=	0	=	958	78	19	3	77
The availability of staff	7	↑	4	=	898	71	18	11	69
The provision of shelter facilities	8	↑	5	↑	866	78	15	7	76
Availability of seating	6	↑	2	=	1015	58	20	22	53
How request to station staff was handled	2	=	-5	=	196	86	7	5	89
The choice of shops/eating/drinking facilities available	7	↑	6	↑	946	58	21	21	62
TRAIN FACILITIES									
Overall satisfaction with the train	0	=	0	=	1091	86	10	4	85
The frequency of the trains on that route	-2	=	1	=	1059	80	9	12	85
Punctuality/reliability (i.e. the train arriving/departing on time)	4	=	0	=	1078	83	7	10	82
The length of time the journey was scheduled to take (speed)	0	=	0	=	1080	87	8	5	88
Connections with other train services	0	=	-2	=	570	76	16	8	80
The value for money of the price of your ticket	0	=	3	=	1051	52	18	30	58
Upkeep and repair of the train	1	=	-1	=	1065	82	11	7	81
The provision of information during the journey	2	=	-1	=	988	72	21	7	77
The helpfulness and attitude of staff on train	3	=	-1	=	839	79	17	4	81
The space for luggage	3	=	2	=	882	59	21	20	57
The toilet facilities	-2	=	-7	↓	530	47	27	26	52
Sufficient room for all passengers to sit/stand	-1	=	-3	=	1044	74	12	13	71
The comfort of the seating area	-2	=	-3	=	1053	79	14	7	78
The ease of being able to get on and off	0	=	-2	=	1073	82	12	6	81
Your personal security on board	0	=	-2	=	998	84	14	2	84
The cleanliness of the inside	1	=	-1	=	1079	83	10	7	82
The cleanliness of the outside	2	=	1	=	911	75	17	8	79
The availability of staff	2	=	0	=	912	64	25	10	67
How well train company deals with delays	4	=	-3	=	214	53	32	15	55

# First Hull Trains

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 702	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	3	⬆️	-7	⬇️	677	89	6	5	86
STATION FACILITIES									
Overall satisfaction with the station	11	⬆️	-2	⬆️	683	90	7	3	84
Ticket buying facilities	-4	⬆️	-10	⬇️	289	80	11	9	85
Provision of information about train times/platforms	6	⬆️	-4	⬆️	660	86	8	6	87
The upkeep/repair of the station buildings/platforms	12	⬆️	0	⬆️	664	89	8	3	78
Cleanliness	10	⬆️	1	⬆️	659	90	7	3	81
The facilities and services	5	⬆️	-4	⬆️	593	71	13	15	72
The attitudes and helpfulness of the staff	3	⬆️	-4	⬆️	453	78	13	9	80
Connections with other forms of public transport	-4	⬆️	-6	⬆️	502	79	9	12	77
Facilities for car parking	5	⬆️	7	⬆️	331	71	13	16	61
Overall environment	8	⬆️	-1	⬆️	658	84	13	3	76
Your personal security whilst using the station	3	⬆️	-6	⬆️	586	79	17	4	77
The availability of staff	7	⬆️	-1	⬆️	530	68	17	14	69
The provision of shelter facilities	15	⬆️	1	⬆️	554	84	9	7	76
Availability of seating	10	⬆️	-1	⬆️	633	56	16	28	53
How request to station staff was handled	11	⬆️	15	⬆️	109	90	1	9	89
The choice of shops/eating/drinking facilities available	3	⬆️	-6	⬆️	607	66	14	19	62
TRAIN FACILITIES									
Overall satisfaction with the train	2	⬆️	-4	⬇️	681	92	5	3	85
The frequency of the trains on that route	5	⬆️	-9	⬇️	643	79	10	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	3	⬆️	-21	⬇️	681	76	5	19	82
The length of time the journey was scheduled to take (speed)	7	⬆️	-9	⬇️	666	88	7	6	88
Connections with other train services	11	⬆️	-7	⬆️	377	79	14	7	80
The value for money of the price of your ticket	6	⬆️	-3	⬆️	663	63	19	18	58
Upkeep and repair of the train	3	⬆️	0	⬆️	674	94	5	2	81
The provision of information during the journey	4	⬆️	-4	⬆️	625	90	8	3	77
The helpfulness and attitude of staff on train	3	⬆️	-4	⬇️	636	93	6	1	81
The space for luggage	4	⬆️	-6	⬆️	612	73	13	14	57
The toilet facilities	-1	⬆️	-5	⬆️	496	64	17	19	52
Sufficient room for all passengers to sit/stand	3	⬆️	-4	⬆️	665	86	7	7	71
The comfort of the seating area	-1	⬆️	-3	⬆️	662	89	8	4	78
The ease of being able to get on and off	5	⬆️	-2	⬆️	668	92	5	3	81
Your personal security on board	3	⬆️	-1	⬆️	647	94	5	0	84
The cleanliness of the inside	0	⬆️	-1	⬆️	675	93	4	3	82
The cleanliness of the outside	3	⬆️	-4	⬆️	602	89	8	3	79
The availability of staff	2	⬆️	-5	⬇️	639	89	9	2	67
How well train company deals with delays	8	⬆️	-7	⬆️	96	72	21	7	55

Improved ↑  
 Unchanged =  
 Declined ↓

# First TransPennine Express

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1037	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⚖️	-3	⚖️	1012	82	8	10	86
STATION FACILITIES									
Overall satisfaction with the station	-1	⚖️	-1	⚖️	1018	85	11	4	84
Ticket buying facilities	-1	⚖️	-4	⚖️	483	84	7	10	85
Provision of information about train times/platforms	-2	⚖️	-1	⚖️	993	88	7	5	87
The upkeep/repair of the station buildings/platforms	1	⚖️	-2	⚖️	990	79	15	5	78
Cleanliness	-2	⚖️	-3	⚖️	992	81	14	5	81
The facilities and services	1	⚖️	4	⚖️	874	74	15	11	72
The attitudes and helpfulness of the staff	-4	⚖️	-4	⚖️	765	77	16	7	80
Connections with other forms of public transport	1	⚖️	7	⬆️	639	78	13	9	77
Facilities for car parking	-1	⚖️	5	⚖️	331	57	19	24	61
Overall environment	-1	⚖️	1	⚖️	994	80	14	6	76
Your personal security whilst using the station	2	⚖️	1	⚖️	900	79	19	2	77
The availability of staff	-2	⚖️	3	⚖️	852	73	16	11	69
The provision of shelter facilities	-1	⚖️	5	⚖️	821	79	13	8	76
Availability of seating	-3	⚖️	-1	⚖️	949	57	18	25	53
How request to station staff was handled	-9	⬇️	-6	⚖️	207	85	6	8	89
The choice of shops/eating/drinking facilities available	0	⚖️	3	⚖️	867	65	17	18	62
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⚖️	1	⚖️	1011	82	10	8	85
The frequency of the trains on that route	0	⚖️	2	⚖️	981	84	6	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	⬇️	-11	⬇️	1010	74	8	18	82
The length of time the journey was scheduled to take (speed)	-3	⚖️	-2	⚖️	1007	85	8	7	88
Connections with other train services	-1	⚖️	-3	⚖️	595	78	14	9	80
The value for money of the price of your ticket	-4	⚖️	3	⚖️	969	57	19	23	58
Upkeep and repair of the train	-5	⬇️	-3	⚖️	984	84	11	5	81
The provision of information during the journey	-6	⬇️	0	⚖️	937	77	14	9	77
The helpfulness and attitude of staff on train	3	⚖️	1	⚖️	784	82	13	5	81
The space for luggage	-2	⚖️	2	⚖️	811	53	15	32	57
The toilet facilities	1	⚖️	0	⚖️	431	52	18	30	52
Sufficient room for all passengers to sit/stand	3	⚖️	7	⬆️	988	62	12	27	71
The comfort of the seating area	-3	⚖️	1	⚖️	968	78	12	10	78
The ease of being able to get on and off	-2	⚖️	1	⚖️	994	78	11	11	81
Your personal security on board	1	⚖️	1	⚖️	949	83	13	3	84
The cleanliness of the inside	-3	⚖️	-1	⚖️	993	82	12	6	82
The cleanliness of the outside	-5	⚖️	-4	⚖️	840	79	17	4	79
The availability of staff	4	⚖️	2	⚖️	868	70	19	11	67
How well train company deals with delays	6	⚖️	-2	⚖️	329	51	27	22	55



Improved ↑  
 Unchanged =  
 Declined ↓

# Grand Central

Overall sample size 587	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	=	0	=	547	94	5	1	86
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-2	=	-4	=	567	84	12	4	84
Ticket buying facilities	-4	=	-10	↓	230	79	9	13	85
Provision of information about train times/platforms	0	=	-2	=	540	88	5	7	87
The upkeep/repair of the station buildings/platforms	-5	↓	-6	↓	546	82	10	8	78
Cleanliness	-8	↓	-8	↓	551	80	14	6	81
The facilities and services	-7	↓	-3	=	480	69	13	19	72
The attitudes and helpfulness of the staff	1	=	1	=	364	79	15	7	80
Connections with other forms of public transport	-7	↓	-7	↓	410	77	13	10	77
Facilities for car parking	4	=	3	=	255	56	20	24	61
Overall environment	-6	↓	-2	=	544	78	12	10	76
Your personal security whilst using the station	-3	=	-4	=	484	75	20	5	77
The availability of staff	-2	=	-3	=	429	63	20	17	69
The provision of shelter facilities	1	=	-2	=	450	78	16	6	76
Availability of seating	3	=	9	↑	517	54	19	27	53
How request to station staff was handled	22	↑	14	↑	72	98	2	0	89
The choice of shops/eating/drinking facilities available	-8	↓	-6	=	497	61	16	23	62
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	=	0	=	570	92	6	2	85
The frequency of the trains on that route	2	=	0	=	544	79	12	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)	8	↑	6	↑	563	96	3	1	82
The length of time the journey was scheduled to take (speed)	-2	=	0	=	550	91	6	2	88
Connections with other train services	0	=	-1	=	296	85	13	1	80
The value for money of the price of your ticket	1	=	2	=	551	79	13	8	58
Upkeep and repair of the train	-4	=	-3	=	548	79	14	8	81
The provision of information during the journey	1	=	-2	=	501	83	15	2	77
The helpfulness and attitude of staff on train	0	=	-3	=	506	89	9	2	81
The space for luggage	-5	=	-6	=	510	74	14	12	57
The toilet facilities	-2	=	-9	↓	401	58	24	18	52
Sufficient room for all passengers to sit/stand	-3	=	0	=	545	92	6	2	71
The comfort of the seating area	-3	=	-2	=	550	90	7	3	78
The ease of being able to get on and off	-2	=	-1	=	553	88	9	3	81
Your personal security on board	0	=	-2	=	528	90	10	1	84
The cleanliness of the inside	-5	↓	-5	↓	563	84	9	7	82
The cleanliness of the outside	1	=	4	=	505	86	12	2	79
The availability of staff	1	=	-3	=	511	82	15	3	67
How well train company deals with delays	-	=	-	=	<50	-	-	-	55

# Virgin Trains

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1506	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	=	0	=	1447	90	6	4	86
STATION FACILITIES									
Overall satisfaction with the station	0	=	1	=	1473	79	14	7	84
Ticket buying facilities	7	↑	1	=	433	86	8	6	85
Provision of information about train times/platforms	0	=	-3	↓	1433	85	9	6	87
The upkeep/repair of the station buildings/platforms	-5	↓	-4	=	1424	67	22	11	78
Cleanliness	-3	=	-3	=	1437	74	19	8	81
The facilities and services	-2	=	1	=	1270	66	19	15	72
The attitudes and helpfulness of the staff	1	=	-1	=	986	79	16	5	80
Connections with other forms of public transport	-1	=	-6	↓	994	78	14	9	77
Facilities for car parking	3	=	1	=	410	60	15	25	61
Overall environment	-4	↓	-3	=	1433	66	20	14	76
Your personal security whilst using the station	-1	=	-2	=	1258	72	25	3	77
The availability of staff	1	=	-2	=	1174	65	24	11	69
The provision of shelter facilities	1	=	3	=	1004	72	20	8	76
Availability of seating	1	=	0	=	1352	44	16	40	53
How request to station staff was handled	2	=	1	=	277	91	2	6	89
The choice of shops/eating/drinking facilities available	-2	=	-2	=	1300	59	24	17	62
TRAIN FACILITIES									
Overall satisfaction with the train	-1	=	0	=	1479	90	6	4	85
The frequency of the trains on that route	2	=	1	=	1430	92	5	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	=	0	=	1476	86	5	8	82
The length of time the journey was scheduled to take (speed)	2	=	1	=	1472	93	4	2	88
Connections with other train services	-2	=	1	=	808	84	11	5	80
The value for money of the price of your ticket	8	↑	6	↑	1444	68	13	19	58
Upkeep and repair of the train	-3	↓	-5	↓	1432	86	9	5	81
The provision of information during the journey	0	=	0	=	1369	82	13	5	77
The helpfulness and attitude of staff on train	1	=	0	=	1032	82	14	3	81
The space for luggage	-1	=	-7	↓	1244	57	14	29	57
The toilet facilities	3	=	-2	=	919	61	18	21	52
Sufficient room for all passengers to sit/stand	-2	=	-3	=	1421	76	12	12	71
The comfort of the seating area	-1	=	-1	=	1425	80	13	7	78
The ease of being able to get on and off	-2	=	-3	=	1440	85	11	4	81
Your personal security on board	-2	=	-2	=	1363	86	12	1	84
The cleanliness of the inside	-2	=	-2	=	1466	87	10	4	82
The cleanliness of the outside	2	=	4	↑	1188	85	12	3	79
The availability of staff	1	=	1	=	1186	67	22	11	67
How well train company deals with delays	11	↑	8	=	358	63	28	10	55

# Arriva Trains Wales

Improved ↑  
 Unchanged =  
 Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1065	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⚖️	0	⚖️	1033	83	11	6	84
STATION FACILITIES									
Overall satisfaction with the station	1	⚖️	-2	⚖️	1032	75	21	5	82
Ticket buying facilities	-4	⚖️	-1	⚖️	566	79	12	10	81
Provision of information about train times/platforms	0	⚖️	0	⚖️	974	81	11	8	84
The upkeep/repair of the station buildings/platforms	3	⚖️	2	⚖️	974	67	22	12	78
Cleanliness	8	⚖️	7	📈	977	72	18	10	81
The facilities and services	-8	⚖️	-4	⚖️	843	44	21	35	56
The attitudes and helpfulness of the staff	3	⚖️	1	⚖️	713	75	16	9	78
Connections with other forms of public transport	-5	⚖️	-3	⚖️	625	61	21	17	71
Facilities for car parking	-3	⚖️	-3	⚖️	513	59	17	24	55
Overall environment	7	⚖️	5	⚖️	961	67	23	10	76
Your personal security whilst using the station	1	⚖️	0	⚖️	885	69	25	7	75
The availability of staff	0	⚖️	2	⚖️	828	63	18	19	70
The provision of shelter facilities	-2	⚖️	0	⚖️	892	65	20	15	77
Availability of seating	-4	⚖️	-1	⚖️	961	49	24	27	60
How request to station staff was handled	6	⚖️	4	⚖️	208	93	3	4	89
The choice of shops/eating/drinking facilities available	-2	⚖️	-7	⚖️	822	32	24	44	46
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⚖️	0	⚖️	1043	80	13	7	80
The frequency of the trains on that route	2	⚖️	1	⚖️	1009	76	10	14	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	📉	-5	⚖️	1031	78	9	13	81
The length of time the journey was scheduled to take (speed)	-2	⚖️	0	⚖️	997	82	9	9	86
Connections with other train services	-3	⚖️	4	⚖️	691	76	15	8	77
The value for money of the price of your ticket	1	⚖️	1	⚖️	1000	55	16	30	58
Upkeep and repair of the train	1	⚖️	-2	⚖️	1002	69	15	16	71
The provision of information during the journey	2	⚖️	0	⚖️	940	66	21	13	69
The helpfulness and attitude of staff on train	-4	⚖️	3	⚖️	878	83	12	5	78
The space for luggage	1	⚖️	-1	⚖️	875	61	20	20	60
The toilet facilities	-4	⚖️	-3	⚖️	557	45	21	34	43
Sufficient room for all passengers to sit/stand	3	⚖️	1	⚖️	1004	74	11	15	72
The comfort of the seating area	-3	⚖️	-2	⚖️	1010	72	18	9	71
The ease of being able to get on and off	-2	⚖️	-1	⚖️	1013	81	11	9	83
Your personal security on board	-2	⚖️	0	⚖️	975	81	16	3	80
The cleanliness of the inside	7	⚖️	1	⚖️	1030	74	14	12	74
The cleanliness of the outside	2	⚖️	2	⚖️	859	68	20	12	73
The availability of staff	-1	⚖️	1	⚖️	934	71	20	10	64
How well train company deals with delays	-19	⚖️	2	⚖️	195	37	25	38	39

# Merseyrail

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 478	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-3	⚖️	-2	⚖️	470	90	6	3	84
STATION FACILITIES									
Overall satisfaction with the station	0	⚖️	3	⚖️	470	91	7	2	82
Ticket buying facilities	1	⚖️	-5	⚖️	254	87	9	4	81
Provision of information about train times/platforms	1	⚖️	-2	⚖️	439	89	7	5	84
The upkeep/repair of the station buildings/platforms	-2	⚖️	-1	⚖️	447	83	13	4	78
Cleanliness	-3	⚖️	0	⚖️	456	85	10	4	81
The facilities and services	-9	⚖️	2	⚖️	371	61	18	22	56
The attitudes and helpfulness of the staff	-3	⚖️	0	⚖️	390	83	15	2	78
Connections with other forms of public transport	-4	⚖️	3	⚖️	336	75	17	8	71
Facilities for car parking	-10	⚖️	-7	⚖️	212	53	11	35	55
Overall environment	-6	⚖️	-4	⚖️	451	79	17	4	76
Your personal security whilst using the station	-5	⚖️	-5	⚖️	421	76	20	4	75
The availability of staff	-4	⚖️	2	⚖️	411	81	11	7	70
The provision of shelter facilities	-1	⚖️	-4	⚖️	366	80	14	6	77
Availability of seating	-3	⚖️	0	⚖️	439	68	14	17	60
How request to station staff was handled	-	⚖️	-	⚖️	<50	-	-	-	89
The choice of shops/eating/drinking facilities available	-1	⚖️	1	⚖️	346	49	18	34	46
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⚖️	-2	⚖️	471	85	9	5	80
The frequency of the trains on that route	-2	⚖️	2	⚖️	473	94	3	2	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	⬇️	-6	⬇️	470	87	5	8	81
The length of time the journey was scheduled to take (speed)	0	⚖️	-2	⚖️	461	94	4	2	86
Connections with other train services	-2	⚖️	-4	⚖️	265	84	11	5	77
The value for money of the price of your ticket	0	⚖️	-4	⚖️	396	66	17	17	58
Upkeep and repair of the train	-5	⚖️	-3	⚖️	452	73	19	8	71
The provision of information during the journey	-8	⬇️	-6	⚖️	435	81	12	6	69
The helpfulness and attitude of staff on train	-9	⚖️	-10	⬇️	271	62	28	10	78
The space for luggage	-15	⬇️	-4	⚖️	363	51	26	23	60
The toilet facilities	5	⚖️	5	⚖️	133	23	15	62	43
Sufficient room for all passengers to sit/stand	-8	⚖️	-7	⚖️	454	71	15	14	72
The comfort of the seating area	-9	⬇️	-4	⚖️	443	73	19	8	71
The ease of being able to get on and off	-3	⚖️	-3	⚖️	455	85	10	5	83
Your personal security on board	-9	⬇️	-7	⬇️	435	76	19	5	80
The cleanliness of the inside	-3	⚖️	-2	⚖️	469	75	14	11	74
The cleanliness of the outside	5	⚖️	2	⚖️	422	74	19	7	73
The availability of staff	-7	⚖️	0	⚖️	351	48	33	19	64
How well train company deals with delays	-14	⚖️	-6	⚖️	59	39	34	27	39

# Northern Rail

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014				
Overall sample size 1568	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey	-1	⚖️	-2	⚖️	1526	78	12	10	84
STATION FACILITIES									
Overall satisfaction with the station	3	⚖️	3	⚖️	1522	79	14	7	82
Ticket buying facilities	3	⚖️	5	⚖️	955	78	9	13	81
Provision of information about train times/platforms	1	⚖️	0	⚖️	1450	83	10	7	84
The upkeep/repair of the station buildings/platforms	3	⚖️	4	⚖️	1474	77	15	8	78
Cleanliness	2	⚖️	2	⚖️	1477	79	13	8	81
The facilities and services	3	⚖️	4	⚖️	1238	56	17	28	56
The attitudes and helpfulness of the staff	1	⚖️	5	⚖️	1106	76	15	9	78
Connections with other forms of public transport	-1	⚖️	-4	⚖️	1018	67	18	16	71
Facilities for car parking	2	⚖️	4	⚖️	814	55	18	28	55
Overall environment	3	⚖️	6	⬆️	1456	75	16	9	76
Your personal security whilst using the station	6	⬆️	6	⬆️	1331	74	21	6	75
The availability of staff	5	⚖️	8	⬆️	1270	64	19	17	70
The provision of shelter facilities	3	⚖️	10	⬆️	1388	74	14	12	77
Availability of seating	0	⚖️	3	⚖️	1442	56	19	25	60
How request to station staff was handled	2	⚖️	2	⚖️	185	87	2	10	89
The choice of shops/eating/drinking facilities available	3	⚖️	9	⬆️	1201	48	20	32	46
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⚖️	-4	⚖️	1528	70	15	15	80
The frequency of the trains on that route	-3	⚖️	-7	⬇️	1506	68	10	22	78
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⚖️	0	⚖️	1521	77	9	14	81
The length of time the journey was scheduled to take (speed)	-5	⬇️	-8	⬇️	1500	80	11	9	86
Connections with other train services	-3	⚖️	-5	⚖️	967	70	19	11	77
The value for money of the price of your ticket	0	⚖️	2	⚖️	1453	56	18	26	58
Upkeep and repair of the train	0	⚖️	-2	⚖️	1446	60	17	23	71
The provision of information during the journey	1	⚖️	-2	⚖️	1340	59	24	18	69
The helpfulness and attitude of staff on train	5	⬆️	6	⬆️	1262	76	18	6	78
The space for luggage	0	⚖️	2	⚖️	1222	55	20	25	60
The toilet facilities	6	⚖️	-1	⚖️	716	41	22	37	43
Sufficient room for all passengers to sit/stand	1	⚖️	0	⚖️	1478	67	11	22	72
The comfort of the seating area	-2	⚖️	-2	⚖️	1485	61	18	21	71
The ease of being able to get on and off	1	⚖️	0	⚖️	1489	78	14	7	83
Your personal security on board	4	⬆️	-2	⚖️	1425	78	19	3	80
The cleanliness of the inside	1	⚖️	2	⚖️	1514	65	18	16	74
The cleanliness of the outside	1	⚖️	6	⬆️	1313	65	24	11	73
The availability of staff	6	⬆️	5	⬆️	1371	62	24	15	64
How well train company deals with delays	-3	⚖️	-10	⚖️	232	32	38	30	39

# ScotRail

Improved ↑  
Unchanged =  
Declined ↓

	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2014		Autumn 2014					
	Overall sample size 1001	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1	=	-2	=	965	88	9	3	84
STATION FACILITIES										
Overall satisfaction with the station		1	=	-1	=	974	83	13	3	82
Ticket buying facilities		-1	=	6	=	587	82	10	9	81
Provision of information about train times/platforms		2	=	-3	=	934	85	10	5	84
The upkeep/repair of the station buildings/platforms		1	=	-1	=	940	81	13	7	78
Cleanliness		2	=	-1	=	948	85	12	3	81
The facilities and services		6	=	6	=	787	58	15	27	56
The attitudes and helpfulness of the staff		-2	=	1	=	737	79	16	4	78
Connections with other forms of public transport		8	=	4	=	637	77	15	8	71
Facilities for car parking		9	=	10	=	412	56	17	27	55
Overall environment		6	=	0	=	937	80	14	6	76
Your personal security whilst using the station		2	=	-3	=	852	78	18	5	75
The availability of staff		3	=	5	=	830	71	17	11	70
The provision of shelter facilities		4	=	2	=	808	82	12	6	77
Availability of seating		5	=	-2	=	914	62	19	18	60
How request to station staff was handled		3	=	0	=	155	89	6	2	89
The choice of shops/eating/drinking facilities available		1	=	0	=	777	47	24	29	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-1	=	973	87	10	3	80
The frequency of the trains on that route		0	=	-3	=	951	81	8	11	78
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	-4	=	964	82	6	12	81
The length of time the journey was scheduled to take (speed)		-1	=	2	=	959	90	6	4	86
Connections with other train services		2	=	-3	=	506	82	13	5	77
The value for money of the price of your ticket		8	↑	4	=	946	59	19	22	58
Upkeep and repair of the train		4	=	-1	=	935	83	11	6	71
The provision of information during the journey		-1	=	-3	=	879	75	19	6	69
The helpfulness and attitude of staff on train		1	=	0	=	793	84	13	2	78
The space for luggage		3	=	6	=	761	70	19	11	60
The toilet facilities		5	=	1	=	444	53	26	21	43
Sufficient room for all passengers to sit/stand		2	=	-2	=	942	76	12	11	72
The comfort of the seating area		-3	=	-3	=	939	80	15	6	71
The ease of being able to get on and off		-2	=	-2	=	950	87	10	3	83
Your personal security on board		1	=	-3	=	895	85	13	2	80
The cleanliness of the inside		-1	=	-1	=	967	83	11	6	74
The cleanliness of the outside		3	=	1	=	794	83	14	3	73
The availability of staff		6	=	-1	=	855	72	20	9	64
How well train company deals with delays		7	=	5	=	163	49	35	16	39








# Individual train company results by route

# Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2013.

Full details of the route results for Autumn 2014 are available on the Passenger Focus website (or by email on request).

Improved   
Unchanged   
Declined 




Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	406	77	↓	First Great Western: Long distance	1396	81	=	Northern Rail: West & North Yorkshire	292	79	=
Abellio Greater Anglia: Mainline	644	78	=	First Great Western:				ScotRail: Interurban	291	85	=
Abellio Greater Anglia: Metro	217	76	=	London Thames Valley	964	83	↑	ScotRail: Rural	155	96	=
Abellio Greater Anglia: Rural	163	78	=	First Great Western: West	579	81	=	ScotRail: Strathclyde	248	89	=
Abellio Greater Anglia: Stansted Express	114	93	=	First Hull Trains	677	89	=	ScotRail: Urban	271	84	=
Abellio Greater Anglia: West Anglia inner	189	84	=	First TransPennine Express: North	614	83	=	Southeastern: High Speed	215	90	=
Abellio Greater Anglia: West Anglia outer	431	79	=	First TransPennine Express: North West	228	79	=	Southeastern: Mainline	474	75	↓
Arriva Trains Wales: Cardiff and Valleys*	152	80	-	First TransPennine Express: South	170	80	=	Southeastern: Metro	964	71	↓
Arriva Trains Wales: Interurban*	287	82	-	Govia Thameslink Railway: Great Northern*	562	82	=	Southern: Gatwick Express	392	88	=
Arriva Trains Wales: Mid Wales and Borders*	242	82	-	Govia Thameslink Railway: Thameslink loop*	325	73	=	Southern: Metro	778	74	=
Arriva Trains Wales: North Wales and Borders*	58	93	-	Govia Thameslink Railway: Thameslink North*	370	79	=	Southern: Sussex Coast	1008	80	=
Arriva Trains Wales: South Wales and Borders/West Wales*	294	83	-	Govia Thameslink Railway: Thameslink South*	245	63	↓	South West Trains: Island Line	137	86	=
c2c: Southend Line*	869	90	-	Grand Central: London - Bradford	193	95	=	South West Trains: London	610	79	=
c2c: Tilbury Line*	174	88	-	Grand Central: London - Sunderland	354	94	=	South West Trains: Mainline	237	84	=
Chiltern Railways: North	233	92	=	Heathrow Connect	740	85	=	South West Trains: Metro	208	80	=
Chiltern Railways: South	904	91	=	Heathrow Express	676	94	=	South West Trains:			
CrossCountry: Birmingham - Manchester	139	81	=	London Midland: London Commuter	356	77	↓	Not Managed By South West Trains	147	75	=
CrossCountry: Birmingham - North East and Scotland	320	85	=	London Midland: West Coast	401	85	=	South West Trains: Portsmouth	181	84	=
CrossCountry: Birmingham - South Coast	309	78	=	London Midland: West Midlands	474	84	=	South West Trains: Reading/Windsor	211	83	=
CrossCountry: Birmingham - South West	207	82	=	London Overground:				South West Trains: Suburban	225	73	=
CrossCountry: Birmingham - Stansted	176	86	=	Gospel Oak - Barking	252	92	=	South West Trains: West of England	129	86	=
CrossCountry: Nottingham - Cardiff	92	84	=	London Overground:				Virgin: London - Birmingham - Scotland	385	88	=
East Coast: Non-London journeys	450	91	=	Richmond/Clapham Junction - Stratford	360	85	=	Virgin: London - Liverpool	175	93	=
East Coast: London - East Midlands and East of England	214	90	=	London Overground: Watford - Euston	267	88	=	Virgin: London - Manchester	266	95	=
East Coast: London - North East and Scotland	265	91	=	London Overground:				Virgin: London - North Wales	121	89	↓
East Coast: London - Yorkshire	276	90	=	Highbury - Croydon/Clapham	272	91	=	Virgin: London - Scotland (via Birmingham)	245	90	=
East Midlands Trains: Liverpool - Norwich	245	84	=	Merseyrail: Northern	271	91	=	Virgin: London - Wolverhampton	255	84	=
East Midlands Trains: Local	213	88	=	Merseyrail: Wirral	199	89	=				
East Midlands Trains: London	627	90	=	Northern Rail: Lancashire & Cumbria	292	82	=				
				Northern Rail: Manchester & Liverpool	407	74	=				
				Northern Rail: South & East Yorkshire	166	81	=				
				Northern Rail: Tyne Tees & Wear	369	89	=				

\*Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)

\*Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

# 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 2013.

Improved   
Unchanged   
Declined 

Full details of the route results for Autumn 2014 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
Abellio Greater Anglia: Intercity	401	43	↓	First Great Western: Long distance	1355	43	=	Northern Rail: West & North Yorkshire	281	55	=
Abellio Greater Anglia: Mainline	623	29	=	First Great Western: London Thames Valley	948	46	=	ScotRail: Interurban	287	58	=
Abellio Greater Anglia: Metro	187	36	=	First Great Western: West	576	59	=	ScotRail: Rural	150	79	=
Abellio Greater Anglia: Rural	160	44	=	First Hull Trains	663	63	=	ScotRail: Strathclyde	244	61	=
Abellio Greater Anglia: Stansted Express	110	32	=	First TransPennine Express: North	589	55	=	ScotRail: Urban	265	52	=
Abellio Greater Anglia: West Anglia inner	164	47	=	First TransPennine Express: North West	220	63	=	Southeastern: High Speed	215	34	=
Abellio Greater Anglia: West Anglia outer	427	35	=	First TransPennine Express: South	160	62	=	Southeastern: Mainline	452	38	=
Arriva Trains Wales: Cardiff and Valleys*	152	47	-	Govia Thameslink Railway: Great Northern*	539	35	=	Southeastern: Metro	819	33	=
Arriva Trains Wales: Interurban*	282	57	-	Govia Thameslink Railway: Thameslink loop*	276	40	=	Southern: Gatwick Express	386	32	=
Arriva Trains Wales: Mid Wales and Borders*	234	70	-	Govia Thameslink Railway: Thameslink North*	348	44	=	Southern: Metro	657	35	=
Arriva Trains Wales: North Wales and Borders*	52	61	-	Govia Thameslink Railway: Thameslink South*	232	35	=	Southern: Sussex Coast	981	45	↑
Arriva Trains Wales: South Wales and Borders/West Wales*	280	59	-	Grand Central: London - Bradford	195	86	=	South West Trains: Island Line	125	77	=
c2c: Southend Line*	818	49	-	Grand Central: London - Sunderland	356	75	=	South West Trains: London	573	38	=
c2c: Tilbury Line*	171	38	-	Heathrow Connect	687	50	=	South West Trains: Mainline	231	47	=
Chiltern Railways: North	215	53	↓	Heathrow Express	680	42	=	South West Trains: Metro	183	41	=
Chiltern Railways: South	861	46	=	London Midland: London Commuter	341	43	↑	South West Trains: Not Managed By South West Trains	145	35	=
CrossCountry: Birmingham - Manchester	137	59	=	London Midland: West Coast	379	53	=	South West Trains: Portsmouth	172	32	=
CrossCountry: Birmingham - North East and Scotland	299	53	=	London Midland: West Midlands	418	58	=	South West Trains: Reading/Windsor	196	39	=
CrossCountry: Birmingham - South Coast	299	51	=	London Overground: Gospel Oak - Barking	214	56	=	South West Trains: Suburban	217	29	=
CrossCountry: Birmingham - South West	203	46	=	London Overground: Richmond/Clapham Junction - Stratford	322	56	=	South West Trains: West of England	123	40	=
CrossCountry: Birmingham - Stansted	163	51	=	London Overground: Watford - Euston	234	59	=	Virgin: London - Birmingham - Scotland	379	66	=
CrossCountry: Nottingham - Cardiff	87	56	=	London Overground: Highbury - Croydon/Clapham	247	41	↓	Virgin: London - Liverpool	177	70	=
East Coast: Non-London journeys	430	68	=	Merseyrail: Northern	218	65	=	Virgin: London - Manchester	270	71	↑
East Coast: London - East Midlands and East of England	214	65	=	Merseyrail: Wirral	178	67	=	Virgin: London - North Wales	117	62	↑
East Coast: London - North East and Scotland	256	57	=	Northern Rail: Lancashire & Cumbria	285	66	↑	Virgin: London - Scotland (via Birmingham)	246	62	=
East Coast: London - Yorkshire	271	63	=	Northern Rail: Manchester & Liverpool	376	51	=	Virgin: London - Wolverhampton	255	69	=
East Midlands Trains: Liverpool - Norwich	240	52	↓	Northern Rail: South & East Yorkshire	162	60	↑				
East Midlands Trains: Local	203	65	=	Northern Rail: Tyne Tees & Wear	349	67	=				
East Midlands Trains: London	608	46	=								




\*Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)

\*Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

# 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 2013.

Full details of the route results for Autumn 2014 are available on the Passenger Focus website (or by email on request).

Improved   
Unchanged   
Declined 




Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	398	76	↓	First Great Western: Long distance	1387	74	=	Northern Rail: West & North Yorkshire	294	79	=
Abellio Greater Anglia: Mainline	642	76	=	First Great Western:				ScotRail: Interurban	292	82	=
Abellio Greater Anglia: Metro	219	77	=	London Thames Valley	965	72	=	ScotRail: Rural	153	87	=
Abellio Greater Anglia: Rural	162	70	↓	First Great Western: West	581	76	=	ScotRail: Strathclyde	250	82	=
Abellio Greater Anglia: Stansted Express	112	91	=	First Hull Trains	681	76	=	ScotRail: Urban	269	82	=
Abellio Greater Anglia: West Anglia inner	193	77	=	First TransPennine Express: North	616	74	↓	Southeastern: High Speed	221	90	=
Abellio Greater Anglia: West Anglia outer	440	79	=	First TransPennine Express: North West	225	76	=	Southeastern: Mainline	476	75	=
Arriva Trains Wales: Cardiff and Valleys <sup>+</sup>	152	74	-	First TransPennine Express: South	169	68	↓	Southeastern: Metro	968	68	↓
Arriva Trains Wales: Interurban <sup>+</sup>	288	79	-	Govia Thameslink Railway: Great Northern <sup>*</sup>	568	79	=	Southern: Gatwick Express	389	94	↑
Arriva Trains Wales: Mid Wales and Borders <sup>+</sup>	242	74	-	Govia Thameslink Railway: Thameslink loop <sup>*</sup>	331	62	=	Southern: Metro	773	60	↓
Arriva Trains Wales: North Wales and Borders <sup>+</sup>	58	85	-	Govia Thameslink Railway: Thameslink North <sup>*</sup>	372	67	↓	Southern: Sussex Coast	1001	74	=
Arriva Trains Wales: South Wales and Borders/West Wales <sup>+</sup>	291	81	-	Govia Thameslink Railway: Thameslink South <sup>*</sup>	247	56	↓	South West Trains: Island Line	130	95	=
c2c: Southend Line <sup>+</sup>	862	92	-	Grand Central: London - Bradford	200	98	=	South West Trains: London	614	81	=
c2c: Tilbury Line <sup>+</sup>	175	86	-	Grand Central: London - Sunderland	363	95	↑	South West Trains: Mainline	237	91	=
Chiltern Railways: North	226	85	↓	Heathrow Connect	742	73	↓	South West Trains: Metro	208	73	↓
Chiltern Railways: South	893	90	=	Heathrow Express	685	94	=	South West Trains:			
CrossCountry: Birmingham - Manchester	140	84	=	London Midland: London Commuter	351	72	↓	Not Managed By South West Trains	147	72	=
CrossCountry: Birmingham - North East and Scotland	320	80	↓	London Midland: West Coast	400	82	↑	South West Trains: Portsmouth	177	88	=
CrossCountry: Birmingham - South Coast	308	72	=	London Midland: West Midlands	472	74	=	South West Trains: Reading/Windsor	213	76	=
CrossCountry: Birmingham - South West	203	81	=	London Overground:				South West Trains: Suburban	224	75	=
CrossCountry: Birmingham - Stansted	169	91	=	Gospel Oak - Barking	251	85	=	South West Trains: West of England	126	90	=
CrossCountry: Nottingham - Cardiff	91	83	=	London Overground:				Virgin: London - Birmingham - Scotland	387	81	=
East Coast: Non-London journeys	447	87	=	Richmond/Clapham Junction - Stratford	360	81	=	Virgin: London - Liverpool	179	96	=
East Coast: London - East Midlands and East of England	216	89	=	London Overground: Watford - Euston	267	89	=	Virgin: London - Manchester	276	92	=
East Coast: London - North East and Scotland	264	93	=	London Overground:				Virgin: London - North Wales	121	90	=
East Coast: London - Yorkshire	275	87	=	Highbury - Croydon/Clapham	268	82	=	Virgin: London - Scotland (via Birmingham)	254	78	=
East Midlands Trains: Liverpool - Norwich	242	74	=	Merseyrail: Northern	265	87	=	Virgin: London - Wolverhampton	259	84	=
East Midlands Trains: Local	213	87	=	Merseyrail: Wirral	205	87	↓				
East Midlands Trains: London	623	85	=	Northern Rail: Lancashire & Cumbria	294	84	=				
				Northern Rail: Manchester & Liverpool	406	72	=				
				Northern Rail: South & East Yorkshire	164	81	=				
				Northern Rail: Tyne Tees & Wear	363	86	=				

<sup>\*</sup>Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)




















<sup>+</sup>Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

# 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 2013.

Improved   
Unchanged   
Declined 




Full details of the route results for Autumn 2014 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
Abellio Greater Anglia: Intercity	391	71		First Great Western: Long distance	1349	69		Northern Rail: West & North Yorkshire	282	75	
Abellio Greater Anglia: Mainline	625	62		First Great Western: London Thames Valley	954	68		ScotRail: Interurban	288	66	
Abellio Greater Anglia: Metro	212	43		First Great Western: West	559	58		ScotRail: Rural	149	93	
Abellio Greater Anglia: Rural	160	72		First Hull Trains	665	86		ScotRail: Strathclyde	242	81	
Abellio Greater Anglia: Stansted Express	114	70		First TransPennine Express: North	602	63		ScotRail: Urban	263	71	
Abellio Greater Anglia: West Anglia inner	183	70		First TransPennine Express: North West	225	60		Southeastern: High Speed	213	84	
Abellio Greater Anglia: West Anglia outer	421	67		First TransPennine Express: South	161	59		Southeastern: Mainline	459	66	
Arriva Trains Wales: Cardiff and Valleys*	148	75	-	Govia Thameslink Railway: Great Northern*	551	55		Southeastern: Metro	930	51	
Arriva Trains Wales: Interurban*	278	71	-	Govia Thameslink Railway: Thameslink loop*	312	60		Southern: Gatwick Express	382	83	
Arriva Trains Wales: Mid Wales and Borders*	239	71	-	Govia Thameslink Railway: Thameslink North*	356	55		Southern: Metro	740	65	
Arriva Trains Wales: North Wales and Borders*	55	73	-	Govia Thameslink Railway: Thameslink South*	234	48		Southern: Sussex Coast	975	61	
Arriva Trains Wales: South Wales and Borders/West Wales*	284	74	-	Grand Central: London - Bradford	193	89		South West Trains: Island Line	132	80	
c2c: Southend Line*	849	60	-	Grand Central: London - Sunderland	352	95		South West Trains: London	580	54	
c2c: Tilbury Line*	169	60	-	Heathrow Connect	734	77		South West Trains: Mainline	230	59	
Chiltern Railways: North	228	81		Heathrow Express	677	90		South West Trains: Metro	199	69	
Chiltern Railways: South	881	67		London Midland: London Commuter	343	58		South West Trains: Not Managed By South West Trains	142	61	
CrossCountry: Birmingham - Manchester	134	59		London Midland: West Coast	390	73		South West Trains: Portsmouth	177	61	
CrossCountry: Birmingham - North East and Scotland	320	69		London Midland: West Midlands	458	69		South West Trains: Reading/Windsor	213	58	
CrossCountry: Birmingham - South Coast	297	59		London Overground: Gospel Oak - Barking	242	72		South West Trains: Suburban	225	61	
CrossCountry: Birmingham - South West	207	70		London Overground: Richmond/Clapham Junction - Stratford	352	51		South West Trains: West of England	128	60	
CrossCountry: Birmingham - Stansted	169	74		London Overground: Watford - Euston	258	82		Virgin: London - Birmingham - Scotland	372	72	
CrossCountry: Nottingham - Cardiff	87	70		London Overground: Highbury - Croydon/Clapham	262	79		Virgin: London - Liverpool	175	83	
East Coast: Non-London journeys	438	81		Merseyrail: Northern	259	74		Virgin: London - Manchester	260	83	
East Coast: London - East Midlands and East of England	207	78		Merseyrail: Wirral	195	67		Virgin: London - North Wales	118	77	
East Coast: London - North East and Scotland	254	76		Northern Rail: Lancashire & Cumbria	279	65		Virgin: London - Scotland (via Birmingham)	242	77	
East Coast: London - Yorkshire	267	77		Northern Rail: Manchester & Liverpool	393	59		Virgin: London - Wolverhampton	254	67	
East Midlands Trains: Liverpool - Norwich	238	68		Northern Rail: South & East Yorkshire	164	67					
East Midlands Trains: Local	207	69		Northern Rail: Tyne Tees & Wear	360	77					
East Midlands Trains: London	599	79									



# Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2013.

Improved   
Unchanged   
Declined 

Full details of the route results for Autumn 2014 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
Abellio Greater Anglia: Intercity	413	82	=	First Great Western: Long distance	1401	85	=	Northern Rail: West & North Yorkshire	289	78	=
Abellio Greater Anglia: Mainline	645	82	=	First Great Western: London Thames Valley	969	81	↑	ScotRail: Interurban	297	81	=
Abellio Greater Anglia: Metro	217	77	=	First Great Western: West	582	81	=	ScotRail: Rural	151	94	=
Abellio Greater Anglia: Rural	163	65	=	First Hull Trains	683	90	↑	ScotRail: Strathclyde	254	84	=
Abellio Greater Anglia: Stansted Express	115	87	=	First TransPennine Express: North	618	87	=	ScotRail: Urban	272	86	=
Abellio Greater Anglia: West Anglia inner	196	64	=	First TransPennine Express: North West	231	79	=	Southeastern: High Speed	222	80	=
Abellio Greater Anglia: West Anglia outer	443	72	=	First TransPennine Express: South	169	89	=	Southeastern: Mainline	478	74	=
Arriva Trains Wales: Cardiff and Valleys*	153	79	-	Govia Thameslink Railway:				Southeastern: Metro	971	76	=
Arriva Trains Wales: Interurban*	294	81	-	Great Northern*	570	79	=	Southern: Gatwick Express	399	80	=
Arriva Trains Wales: Mid Wales and Borders*	241	67	-	Govia Thameslink Railway:				Southern: Metro	784	77	=
Arriva Trains Wales: North Wales and Borders*	59	63	-	Thameslink loop*	332	77	=	Southern: Sussex Coast	1006	76	=
Arriva Trains Wales: South Wales and Borders/West Wales*	285	76	-	Govia Thameslink Railway:				South West Trains: Island Line	134	74	=
c2c: Southend Line*	874	84	-	Thameslink North*	378	80	=	South West Trains: London	618	80	=
c2c: Tilbury Line*	174	75	-	Govia Thameslink Railway:				South West Trains: Mainline	237	66	↓
Chiltern Railways: North	227	89	=	Thameslink South*	249	74	=	South West Trains: Metro	208	74	=
Chiltern Railways: South	909	90	=	Grand Central: London - Bradford	197	77	=	South West Trains:			
CrossCountry: Birmingham - Manchester	142	85	=	Grand Central: London - Sunderland	370	88	=	Not Managed By South West Trains	149	85	=
CrossCountry: Birmingham - North East and Scotland	320	86	=	Heathrow Connect	755	75	↓	South West Trains: Portsmouth	180	78	=
CrossCountry: Birmingham - South Coast	310	80	=	Heathrow Express	692	92	=	South West Trains: Reading/Windsor	214	75	=
CrossCountry: Birmingham - South West	209	76	=	London Midland: London Commuter	354	67	=	South West Trains: Suburban	225	72	=
CrossCountry: Birmingham - Stansted	172	81	=	London Midland: West Coast	398	84	↑	South West Trains: West of England	127	81	=
CrossCountry: Nottingham - Cardiff	90	80	=	London Midland: West Midlands	476	74	=	Virgin: London - Birmingham - Scotland	387	75	=
East Coast: Non-London journeys	456	89	↑	London Overground:				Virgin: London - Liverpool	180	83	=
East Coast: London - East Midlands and East of England	219	90	=	Gospel Oak - Barking	257	79	=	Virgin: London - Manchester	277	84	=
East Coast: London - North East and Scotland	267	92	=	London Overground:				Virgin: London - North Wales	121	81	=
East Coast: London - Yorkshire	282	91	=	Richmond/Clapham Junction - Stratford	359	81	=	Virgin: London - Scotland (via Birmingham)	251	79	↓
East Midlands Trains: Liverpool - Norwich	250	80	=	London Overground: Watford - Euston	267	81	=	Virgin: London - Wolverhampton	257	76	=
East Midlands Trains: Local	210	89	↑	London Overground:							
East Midlands Trains: London	626	88	=	Highbury - Croydon/Clapham	272	85	=				
				Merseyrail: Northern	269	93	=				
				Merseyrail: Wirral	201	89	=				
				Northern Rail: Lancashire & Cumbria	293	83	=				
				Northern Rail: Manchester & Liverpool	402	77	=				
				Northern Rail: South & East Yorkshire	167	80	=				
				Northern Rail: Tyne Tees & Wear	371	85	=				

\*Govia Thameslink Railway from 14 September 2014 (previously First Capital Connect)

\*Arriva Trains Wales and c2c new definitions for building blocks so no comparable data

## 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:

### **Abellio Greater Anglia: Intercity**

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

### **Abellio Greater Anglia: Main line**

Journeys on outer suburban Great Eastern services London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London – Southend Victoria service

### **Abellio Greater Anglia: Metro**

Journeys on London – Shenfield metro service

### **Abellio Greater Anglia: Rural**

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

### **Abellio Greater Anglia: Stansted**

Journeys on the Stansted Express on Abellio Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

### **Abellio Greater Anglia: West Anglia inner**

Journeys on routes London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster

### **Abellio Greater Anglia: West Anglia outer**

Journeys on London – Hertford East, London – Cambridge, London – King's Lynn and Cambridge – King's Lynn routes. Also passengers using Stansted Express for journeys that do not involve travelling to or from Stansted Airport

### **Arriva Trains Wales: Cardiff & Valleys**

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Inter urban**

Journeys on the route Cardiff – Manchester Piccadilly (via Hereford and Shrewsbury)

### **Arriva Trains Wales: Mid Wales & Borders:**

Journeys on the route Birmingham – Aberystwyth/Pwllheli

### **Arriva Trains Wales: North Wales & Borders**

Journeys on the routes Llandudno – Manchester Piccadilly and Holyhead-Crewe/Shrewsbury. Also includes Llandudno – Blaenau Ffestiniog and Wrexham Central – Bidston.

### **Arriva Trains Wales: South Wales & Borders/West Wales**

Journeys on South Wales mainline routes (Cheltenham-Maesteg, Ebbw Vale-Cardiff and Newport-Llanelli). Also includes routes west of Swansea and the Heart of Wales line (Llanelli – Craven Arms).

### **c2c: Southend line**

Journeys starting from any station on the main route between London Fenchurch Street and Shoeburyness (except Pitsea)

### **c2c: Tilbury line**

Journeys starting from any station on the Tilbury loop lines between Dagenham Dock/Ockendon and Pitsea

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

### **CrossCountry: Birmingham – Manchester**

Journeys on the Manchester Piccadilly – Birmingham New Street route

**CrossCountry: Birmingham – North East and Scotland**

Journeys on the Birmingham New Street – Aberdeen route

**CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

**CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

**CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

**CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

**East Coast: London – Yorkshire**

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

**East Coast: London – North East and Scotland**

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 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

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: 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)

**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: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

**London Overground: Highbury – Croydon/Clapham**

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

**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: London – Birmingham – Scotland**

Journeys on London-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

# What impacts on satisfaction and dissatisfaction?

Not all the station and train factors shown in this report will have equal importance. Some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

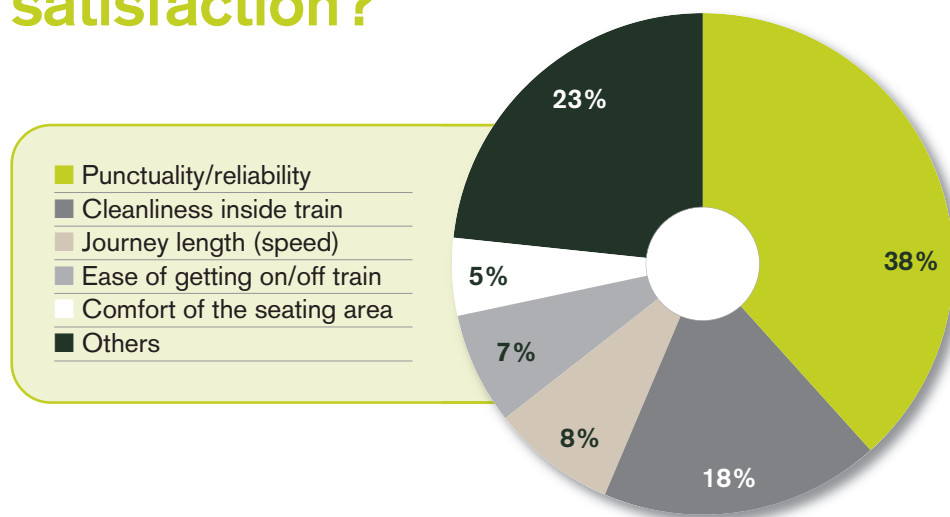
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Autumn 2014 and Spring 2014 combined.

The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to be satisfied

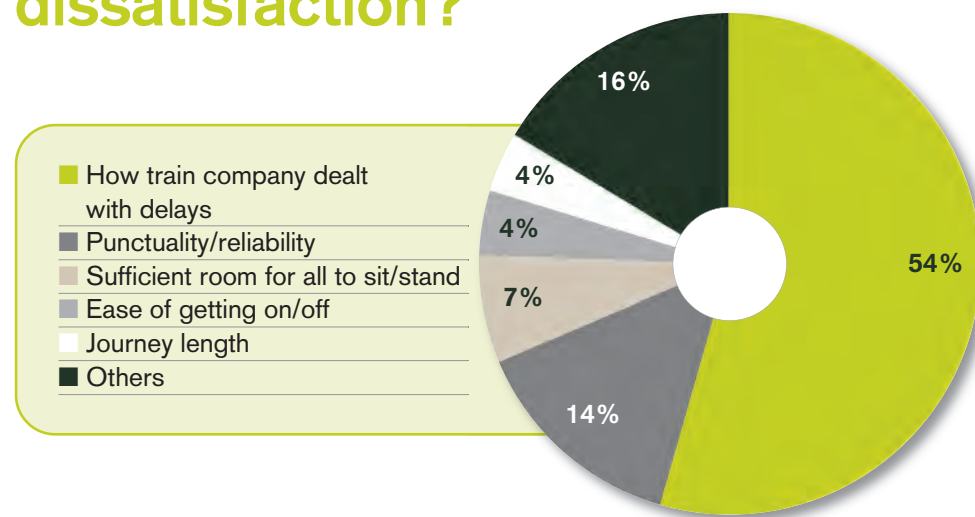
overall, then punctuality is likely to have a bigger impact on overall satisfaction – the higher the percentage figure below the greater the influence on overall journey satisfaction.

These charts show that punctuality remains the biggest single influence on satisfaction, and that the way delays are handled by TOCs has a strong influence on dissatisfaction. Similar analysis by train company is available on the Passenger Focus website at [www.passengerfocus.org.uk/research/national-passenger-survey-introduction](http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction)

## What has the biggest impact on overall satisfaction?



## What has the biggest impact on overall dissatisfaction?





# Mobile phone reception on train

## Satisfaction with reception by usefulness of time on train

			Autumn 2014		
Satisfaction with mobile phone reception	Sample size 18329	Total	I made very worthwhile use of my time on this train today	I made some use of my time on this train today	My time spent on this train is wasted time
Very satisfied		15	20	14	8
Fairly satisfied		34	35	35	28
Neither satisfied nor dissatisfied		19	17	19	19
Fairly dissatisfied		20	17	21	24
Very dissatisfied		12	10	11	21
NET: Satisfied		49	56	49	36
NET: Dissatisfied		32	27	32	45

# Mobile data coverage on train

## Satisfaction with coverage by usefulness of time on train

			Autumn 2014		
Satisfaction with data coverage	Sample size 17861	Total	I made very worthwhile use of my time on this train today	I made some use of my time on this train today	My time spent on this train is wasted time
Very satisfied		11	16	9	6
Fairly satisfied		29	30	30	21
Neither satisfied nor dissatisfied		18	18	18	16
Fairly dissatisfied		23	20	24	27
Very dissatisfied		19	16	17	31
NET: Satisfied		40	46	40	27
NET: Dissatisfied		42	36	42	58

# Technical 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.

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, London Overground and Northern Rail, 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 (very large, large, medium, small).

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 Autumn 2014 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 uses 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 <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>.

## Methodology

The survey is conducted across the entire franchised railway, and in Autumn 2014 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 1,000 passengers per survey. Smaller operators' results are based on the views of at least 500 passengers, whilst at least 2,750 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): 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/research/national-passenger-survey-introduction](http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction)

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

Abellio Greater Anglia  
c2c  
Chiltern Railways  
First Capital Connect (up to Spring 2014)  
Govia Thameslink Railway (from Autumn 2014)  
First Great Western  
London Midland  
London Overground  
South West Trains  
Southeastern  
Southern

### Regional operators

Arriva Trains Wales  
Merseyrail  
Northern Rail  
ScotRail

# Notes







#### Contact us

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

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**t** 0300 123 2350

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Passenger Focus is the operating name of the Passengers Council. This survey was published in January 2015. © Passenger Focus 2015.

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