



National Rail Passenger Survey
Spring 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.

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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 February and 13 April 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 national results by journey purpose, age and gender. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

From Autumn 2010, in order to accommodate some new tables, the trend charts previously shown in this report are now included in the full report, whilst Network Rail station results are shown in the stations report (including an increased sample size to make the results more representative for those stations). These reports, along with all main NRPS reports produced, are available on the Passenger Focus website or by email on request. 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 wave the 'National Passenger Survey' was renamed the 'National Rail Passenger Survey'. There have been no changes to the way the survey is carried out.

Issues affecting the Spring 2014 survey

The main fieldwork for the Spring 2014 survey (wave 30) was undertaken between 2 February and 13 April 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.

There was disruption of shifts scheduled in the first three weeks of fieldwork due to severe flooding. This mainly affected the South East and South West, and resulted in some rescheduling of shifts. There were also a few stations that were closed for all of the fieldwork period.

Southeastern state their services may have been affected by several incidents, in particular the closure of the Hastings mainline, Canterbury West and multiple landslips and incidents across the network.

There were a few changes to the fieldwork schedule in London due to transport problems caused by industrial action on London Underground on 5 and 6 February.

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 Spring 2013 or Autumn 2013. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than 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 Spring 2014 survey the main comparison is against the Spring 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 6.1 Appendix for further details.

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

The overall sample size for the Spring 2014 survey was 29,524 for all the train companies combined (27,115 for the franchised companies).

Contacts

Media enquiries

0300 123 0847

Content/presentation/methodology enquiries

0300 123 0837

Key results

Spring 2014 wave

- Nationally the percentage of passengers satisfied with their journey overall was 82 per cent. This is not significantly different to Spring 2013 (when 82 per cent of passengers were also satisfied). 83 per cent of passengers were satisfied overall with their journey in Autumn 2013.
- Overall satisfaction by TOC varied between 72 per cent and 96 per cent.
- Overall satisfaction by individual routes within TOCs varied between 69 per cent and 96 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 77 per cent. This is not significantly different to Spring 2013 when 78 per cent of passengers were satisfied.
- Nationally the percentage of passengers satisfied with all train and station factors improved for nine service areas, declined for two and the rest were unchanged. The two biggest improvements in satisfaction were with value for money for the price of the ticket (+3 per cent) and cleanliness of the outside of the train (+3 per cent). The biggest decline in satisfaction was with sufficient room for all passengers to sit/stand (-2 per cent).
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 45 per cent,

compared to 42 per cent of passengers in spring 2013. 65 per cent of passengers were satisfied with sufficient room for all passengers to sit/stand (67 per cent in Spring 2013).

- For London and the South East operators, 80 per cent of passengers were very or fairly satisfied overall, not significantly different to Spring 2013 (when 81 per cent were satisfied). The percentage of passengers satisfied with all train and station factors improved for 10 service areas, declined for five and the rest were unchanged. The biggest improvements in satisfaction were with attitudes and helpfulness of station staff; how requests to staff were handled; value for money for the price of your ticket; and cleanliness of the outside of the train (all +3 per cent). The biggest decline was with satisfaction with the helpfulness and attitude of staff on train (-3 per cent).
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 86 per cent. This was not significantly different to Spring 2013 (when 87 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for seven service areas and declined for three. The biggest improvements in satisfaction were with satisfaction with train toilet facilities and the choice of shops/eating/drinking facilities available (both +4 per cent). The biggest decline in satisfaction was with satisfaction with the comfort of the seating area (-3 per cent).
- For regional operators 86 per cent of passengers were very or fairly satisfied with their journey overall, not significantly different compared to Spring 2013 when 84 per cent were satisfied. Passenger satisfaction was mostly unchanged for station and train factors compared to Spring 2013, but satisfaction improved for three factors. The biggest

improvement in satisfaction was with train toilet facilities (+5 per cent).

- Comparing the percentage of passengers satisfied overall for individual train operating companies with Spring 2013, two significantly improved (Abellio Greater Anglia and East Coast) and three declined (Southeastern, Arriva Trains Wales and c2c). 18 TOCs have had no statistically significant change in their overall satisfaction results compared with Spring 2013.
- The highest ratings for overall satisfaction were achieved by First Hull Trains (96 per cent), Heathrow Express (94 per cent), Grand Central (94 per cent), Merseyrail (93 per cent) and Chiltern Railways (92 per cent).
- The lowest ratings for overall satisfaction were given to Southeastern (72 per cent), First Capital Connect (77 per cent), Southern (78 per cent) and South West Trains (79 per cent). First Great Western and Northern Rail both had 80 per cent satisfied.
- Satisfaction with value for money by individual routes within TOCs varied between 29 per cent and 79 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 60 per cent and 97 per cent.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 52 per cent and 93 per cent.

Improved 
 Unchanged 
 Declined 

National total

	Overall sample size 27115	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		0		-1		26558	82	11	7
STATION FACILITIES									
Overall satisfaction with the station		2		0		26607	78	15	7
Ticket buying facilities		-1		0		13417	74	13	13
Provision of information about train times/platforms		0		-1		25565	81	11	8
The upkeep/repair of the station buildings/platforms		-1		-2		25575	69	19	12
Cleanliness		0		-1		25734	74	17	9
The facilities and services		0		-1		22216	55	21	24
The attitudes and helpfulness of the staff		2		0		19521	73	19	8
Connections with other forms of public transport		0		1		19156	75	14	11
Facilities for car parking		0		1		9136	49	17	33
Overall environment		1		-2		25587	68	22	10
Your personal security whilst using the station		2		1		23280	70	24	5
The availability of staff		1		0		22379	61	21	17
The provision of shelter facilities		2		-3		21454	65	18	16
Availability of seating		1		0		23625	46	22	32
How request to station staff was handled		2		-1		4195	85	6	9
The choice of shops/eating/drinking facilities available		1		0		21590	47	22	31
TRAIN FACILITIES									
Overall satisfaction with the train		0		-2		26483	79	14	7
The frequency of the trains on that route		0		0		26201	77	9	15
Punctuality/reliability (i.e. the train arriving/departing on time)		-1		-3		26336	77	8	15
The length of time the journey was scheduled to take (speed)		0		-1		25941	83	10	7
Connections with other train services		0		0		15420	76	16	8
The value for money of the price of your ticket		3		0		24958	45	21	34
Upkeep and repair of the train		1		0		26054	75	15	11
The provision of information during the journey		-1		-1		24081	69	20	10
The helpfulness and attitude of staff on train		-1		-1		15644	64	26	9
The space for luggage		0		1		20876	53	22	25
The toilet facilities		1		2		11799	38	22	40
Sufficient room for all passengers to sit/stand		-2		-1		25922	65	14	21
The comfort of the seating area		0		-1		25787	71	17	12
The ease of being able to get on and off		0		-1		26217	79	14	8
Your personal security on board		1		0		24752	77	19	4
The cleanliness of the inside		2		0		26271	75	16	10
The cleanliness of the outside		3		-2		22318	72	20	8
The availability of staff		-1		-1		19767	44	29	27
How well train company deals with delays		0		-2		5213	38	36	26

Improved 
 Unchanged 
 Declined 

London and South East

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014		
	Overall sample size 17468	% change significant change	% change significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-1 	-2 	17097	80	12	8
STATION FACILITIES							
Overall satisfaction with the station		2 	0 	17155	77	16	7
Ticket buying facilities		-1 	0 	9198	72	14	14
Provision of information about train times/platforms		0 	-2 	16481	79	12	9
The upkeep/repair of the station buildings/platforms		-1 	-3 	16446	66	21	13
Cleanliness		0 	-2 	16569	72	18	10
The facilities and services		0 	0 	14140	54	22	25
The attitudes and helpfulness of the staff		3 	1 	12756	71	19	9
Connections with other forms of public transport		0 	0 	12807	75	14	11
Facilities for car parking		0 	2 	5641	47	18	35
Overall environment		0 	-2 	16454	66	23	11
Your personal security whilst using the station		2 	0 	15021	69	26	6
The availability of staff		2 	1 	14544	60	22	18
The provision of shelter facilities		2 	-3 	13752	63	20	18
Availability of seating		0 	0 	15063	42	22	35
How request to station staff was handled		3 	-1 	2622	83	6	10
The choice of shops/eating/drinking facilities available		1 	0 	13745	46	23	31
TRAIN FACILITIES							
Overall satisfaction with the train		0 	-2 	17045	77	15	8
The frequency of the trains on that route		0 	-1 	16991	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-2 	-4 	16971	75	9	17
The length of time the journey was scheduled to take (speed)		-1 	-1 	16702	82	11	8
Connections with other train services		0 	0 	10062	75	17	8
The value for money of the price of your ticket		3 	0 	15997	41	22	38
Upkeep and repair of the train		2 	0 	16766	74	15	11
The provision of information during the journey		-2 	-2 	15390	68	21	11
The helpfulness and attitude of staff on train		-3 	-2 	8420	56	32	12
The space for luggage		1 	1 	13134	50	24	26
The toilet facilities		0 	1 	7037	34	23	43
Sufficient room for all passengers to sit/stand		-2 	-2 	16690	62	15	22
The comfort of the seating area		0 	-1 	16567	69	18	13
The ease of being able to get on and off		0 	-1 	16864	77	15	8
Your personal security on board		0 	-1 	15851	75	21	4
The cleanliness of the inside		2 	-1 	16902	74	16	10
The cleanliness of the outside		3 	-2 	14451	72	20	8
The availability of staff		-2 	-2 	11648	35	31	34
How well train company deals with delays		0 	-3 	3486	35	36	28

Improved ↑
 Unchanged =
 Declined ↓

Long-distance

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
	Overall sample size 5708	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		-1	=	-1	=	5612	86	8	6
STATION FACILITIES									
Overall satisfaction with the station		1	=	0	=	5615	82	13	5
Ticket buying facilities		1	=	2	=	1999	84	9	7
Provision of information about train times/platforms		0	=	0	=	5430	86	8	6
The upkeep/repair of the station buildings/platforms		1	=	0	=	5413	76	16	8
Cleanliness		2	↑	1	=	5447	81	13	6
The facilities and services		-1	=	-1	=	4862	67	18	15
The attitudes and helpfulness of the staff		3	↑	1	=	3839	81	15	4
Connections with other forms of public transport		-1	=	0	=	3677	77	14	9
Facilities for car parking		2	=	-1	=	1722	59	17	24
Overall environment		2	↑	0	=	5429	75	17	8
Your personal security whilst using the station		2	=	2	↑	4877	78	20	2
The availability of staff		2	=	0	=	4540	68	21	11
The provision of shelter facilities		3	↑	-3	↓	4374	72	16	12
Availability of seating		3	↑	1	=	5043	53	19	28
How request to station staff was handled		-1	=	-1	=	1069	88	5	6
The choice of shops/eating/drinking facilities available		4	↑	0	=	4776	60	20	21
TRAIN FACILITIES									
Overall satisfaction with the train		-1	=	-2	=	5594	85	9	6
The frequency of the trains on that route		-1	=	-2	↓	5431	83	8	9
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	-1	=	5551	83	6	11
The length of time the journey was scheduled to take (speed)		-1	=	-1	=	5494	88	7	6
Connections with other train services		-1	=	-1	=	3135	79	13	8
The value for money of the price of your ticket		1	=	-2	=	5391	55	19	26
Upkeep and repair of the train		-1	=	0	=	5528	84	10	5
The provision of information during the journey		-2	↓	-1	=	5210	77	16	7
The helpfulness and attitude of staff on train		1	=	2	=	4282	82	15	4
The space for luggage		1	=	2	=	4699	59	17	24
The toilet facilities		4	↑	4	↑	3027	56	20	24
Sufficient room for all passengers to sit/stand		-2	=	1	=	5468	72	11	17
The comfort of the seating area		-3	↓	-1	=	5466	78	14	8
The ease of being able to get on and off		-2	↓	0	=	5555	83	12	6
Your personal security on board		0	=	1	=	5272	86	13	2
The cleanliness of the inside		0	=	0	=	5560	84	11	6
The cleanliness of the outside		1	=	-1	=	4607	79	16	5
The availability of staff		0	=	1	=	4773	67	22	11
How well train company deals with delays		-3	=	4	=	1245	54	30	16

Improved 
 Unchanged 
 Declined 

Regional

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
	Overall sample size 3939	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction		2		2		3849	86	9	5
STATION FACILITIES									
Overall satisfaction with the station		1		0		3837	81	14	5
Ticket buying facilities		-2		-3		2220	78	9	13
Provision of information about train times/platforms		-1		2		3654	86	9	5
The upkeep/repair of the station buildings/platforms		-1		0		3716	77	15	8
Cleanliness		0		1		3718	80	14	6
The facilities and services		1		-3		3214	52	19	29
The attitudes and helpfulness of the staff		-1		-2		2926	76	17	7
Connections with other forms of public transport		-3		1		2672	71	16	12
Facilities for car parking		0		-2		1773	52	15	33
Overall environment		1		1		3704	74	19	7
Your personal security whilst using the station		4		1		3382	74	21	5
The availability of staff		-2		-3		3295	64	18	18
The provision of shelter facilities		0		-2		3328	73	15	12
Availability of seating		1		0		3519	59	20	21
How request to station staff was handled		-1		0		504	87	5	6
The choice of shops/eating/drinking facilities available		1		-2		3069	43	19	38
TRAIN FACILITIES									
Overall satisfaction with the train		2		0		3844	81	12	6
The frequency of the trains on that route		2		2		3779	81	8	11
Punctuality/reliability (i.e. the train arriving/departing on time)		3		1		3814	83	5	11
The length of time the journey was scheduled to take (speed)		2		0		3745	88	7	4
Connections with other train services		2		2		2223	80	14	7
The value for money of the price of your ticket		3		1		3570	56	19	24
Upkeep and repair of the train		1		2		3760	72	15	13
The provision of information during the journey		1		2		3481	71	20	9
The helpfulness and attitude of staff on train		2		0		2942	77	19	5
The space for luggage		-3		-3		3043	58	21	21
The toilet facilities		5		4		1735	43	19	38
Sufficient room for all passengers to sit/stand		-1		2		3764	73	11	16
The comfort of the seating area		1		-1		3754	73	16	11
The ease of being able to get on and off		1		0		3798	84	10	6
Your personal security on board		4		3		3629	83	15	3
The cleanliness of the inside		0		0		3809	73	17	10
The cleanliness of the outside		4		-1		3260	69	21	10
The availability of staff		1		1		3346	62	26	12
How well train company deals with delays		7		1		482	42	36	21

Individual train company results

Overall satisfaction

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

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

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		sample size	Spring 2014		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	4		1		2245	81	13	6
Arriva Trains Wales	-4		-3		1045	83	11	6
c2c	-3		-3		1073	89	7	4
Chiltern Railways	2		1		1129	92	5	3
CrossCountry	-2		-4		1112	82	9	9
East Coast	4		-1		1106	91	6	4
East Midlands Trains	0		2		1100	87	9	4
First Capital Connect	1		-2		1763	77	14	9
First Great Western	0		0		2988	80	12	8
First Hull Trains	1		10		575	96	3	1
First TransPennine Express	-1		0		1076	85	8	7
Grand Central	1		-1		618	94	5	1
Heathrow Connect	-3		0		562	88	8	4
Heathrow Express	0		-1		539	94	4	1
London Midland	2		-2		1104	82	10	8
London Overground	-1		2		1139	91	6	3
Merseyrail	0		0		592	93	5	2
Northern Rail	4		2		1135	80	12	7
ScotRail	0		4		1077	90	6	4
South West Trains	-1		-2		1894	79	13	8
Southeastern	-6		-12		1627	72	16	12
Southern	-1		1		2135	78	12	10
Virgin Trains	-2		-1		1218	90	7	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: 55%
Regional: 56%

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	0	=	-1	=	2127	35	22	43
Arriva Trains Wales	0	=	1	=	1013	54	19	28
c2c	-2	=	-3	=	1031	44	26	30
Chiltern Railways	4	=	1	=	1079	49	22	29
CrossCountry	3	=	-1	=	1062	52	22	26
East Coast	4	=	-2	=	1064	60	17	23
East Midlands Trains	1	=	-3	=	1065	49	20	31
First Capital Connect	6	↑	1	=	1662	38	23	39
First Great Western	0	=	1	=	2870	48	20	32
First Hull Trains	4	=	9	↑	556	66	16	18
First TransPennine Express	-1	=	-7	↓	1025	54	20	26
Grand Central	2	=	0	=	609	78	11	11
Heathrow Connect	1	=	2	=	507	54	22	23
Heathrow Express	4	=	-1	=	543	45	24	32
London Midland	-1	=	-1	=	1010	50	19	31
London Overground	8	↑	3	=	992	56	18	26
Merseyrail	5	=	4	=	468	70	15	15
Northern Rail	0	=	-2	=	1054	54	21	26
ScotRail	7	=	4	=	1035	56	20	25
South West Trains	3	=	-1	=	1784	37	22	41
Southeastern	-1	=	-4	=	1453	30	25	45
Southern	3	=	0	=	1989	39	22	39
Virgin Trains	0	=	2	=	1175	61	16	23

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: 83%
 Regional: 83%

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		sample size	Spring 2014		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	3		-1		2233	77	7	16
Arriva Trains Wales	-3		-4		1044	82	7	11
c2c	-3		-3		1066	91	4	5
Chiltern Railways	0		-2		1121	90	5	5
CrossCountry	-1		-5		1098	78	6	15
East Coast	0		-5		1091	84	6	11
East Midlands Trains	-2		4		1093	84	7	10
First Capital Connect	1		-1		1769	72	10	18
First Great Western	-4		-1		2970	73	9	18
First Hull Trains	7		24		580	97	1	1
First TransPennine Express	4		4		1067	86	5	10
Grand Central	-3		2		623	90	4	6
Heathrow Connect	-1		-3		558	76	12	12
Heathrow Express	0		1		543	95	3	2
London Midland	4		1		1098	74	10	16
London Overground	0		3		1127	87	8	6
Merseyrail	2		0		583	93	2	5
Northern Rail	5		1		1130	78	7	16
ScotRail	2		5		1057	86	5	9
South West Trains	0		-3		1879	77	9	15
Southeastern	-8		-12		1594	68	11	21
Southern	-6		-8		2114	65	10	25
Virgin Trains	-1		-1		1202	86	5	9

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: 72%
 Regional: 73%

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		sample size	Spring 2014		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	5		3		2173	68	15	18
Arriva Trains Wales	0		2		1033	73	12	15
c2c	-6		-4		1047	58	17	24
Chiltern Railways	-1		3		1103	74	12	13
CrossCountry	0		3		1088	69	12	18
East Coast	6		6		1067	85	9	6
East Midlands Trains	3		1		1073	77	10	14
First Capital Connect	-1		-3		1728	57	16	27
First Great Western	-2		2		2916	66	14	20
First Hull Trains	-1		7		573	90	6	4
First TransPennine Express	-10		-3		1060	55	12	32
Grand Central	2		-3		617	93	6	2
Heathrow Connect	-3		5		560	80	10	10
Heathrow Express	-5		0		551	90	8	2
London Midland	0		0		1065	66	12	22
London Overground	-2		0		1114	70	14	17
Merseyrail	-1		-1		578	78	12	10
Northern Rail	1		1		1101	67	11	22
ScotRail	-2		3		1052	78	9	13
South West Trains	-3		-4		1865	60	16	24
Southeastern	-8		-9		1591	56	17	26
Southern	-1		2		2088	62	15	22
Virgin Trains	-5		1		1180	79	11	11

Overall satisfaction with the station

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 77%
 Long-distance: 82%
 Regional: 81%

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	0		-3		2254	75	18	7
Arriva Trains Wales	-1		3		1043	77	16	7
c2c	-3		-3		1069	81	15	4
Chiltern Railways	3		0		1132	88	9	3
CrossCountry	4		0		1113	80	13	7
East Coast	0		-1		1103	87	10	3
East Midlands Trains	1		2		1100	83	12	5
First Capital Connect	2		-1		1778	77	15	8
First Great Western	2		1		2995	78	15	7
First Hull Trains	2		13		584	92	6	2
First TransPennine Express	0		0		1078	86	11	3
Grand Central	1		2		625	88	8	4
Heathrow Connect	-3		-7		563	74	15	10
Heathrow Express	3		1		551	92	7	1
London Midland	1		0		1105	75	16	9
London Overground	6		5		1139	85	12	3
Merseyrail	2		-3		585	88	9	3
Northern Rail	0		0		1136	76	17	7
ScotRail	4		2		1073	84	12	4
South West Trains	1		1		1910	75	17	7
Southeastern	0		-4		1633	73	17	10
Southern	2		-1		2140	74	17	8
Virgin Trains	0		0		1221	79	15	6

How well the train company dealt with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East: 35%
 Long-distance: 54%
 Regional: 42%

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	12		0		372	40	35	25
Arriva Trains Wales	-3		-21		120	35	38	28
c2c	-25		-23		95	37	40	23
Chiltern Railways	-3		-9		116	43	45	11
CrossCountry	0		7		332	52	28	20
East Coast	-4		-7		253	58	29	13
East Midlands Trains	-2		7		191	56	32	13
First Capital Connect	7		-8		407	35	36	29
First Great Western	0		3		901	44	35	22
First Hull Trains	-		-		<50	-	-	-
First TransPennine Express	0		9		221	53	29	18
Grand Central	11		34		83	84	10	7
Heathrow Connect	8		-3		91	42	29	29
Heathrow Express	-		-		<50	-	-	-
London Midland	3		-3		225	35	38	28
London Overground	12		18		102	48	26	27
Merseyrail	-		-		<50	-	-	-
Northern Rail	14		7		200	43	39	19
ScotRail	1		2		116	44	35	21
South West Trains	-9		-3		349	35	43	22
Southeastern	-5		-4		344	27	37	36
Southern	4		-5		575	34	33	32
Virgin Trains	-9		3		248	55	34	11

Improved ↑
 Unchanged =
 Declined ↓

Abellio Greater Anglia

	Overall sample size 2313	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		4	↑	1	=	2245	81	13	6	80
STATION FACILITIES										
Overall satisfaction with the station		0	=	-3	=	2254	75	18	7	77
Ticket buying facilities		-4	=	1	=	1288	69	15	15	72
Provision of information about train times/platforms		2	=	-1	=	2171	78	11	11	79
The upkeep/repair of the station buildings/platforms		-5	↓	-7	↓	2149	63	22	15	66
Cleanliness		-1	=	-4	=	2163	70	19	12	72
The facilities and services		-4	=	-3	=	1888	53	22	26	54
The attitudes and helpfulness of the staff		4	=	-1	=	1731	71	20	9	71
Connections with other forms of public transport		-1	=	-2	=	1717	77	13	10	75
Facilities for car parking		2	=	6	=	767	52	15	33	47
Overall environment		-1	=	-4	↓	2149	64	25	12	66
Your personal security whilst using the station		0	=	-1	=	1956	65	28	7	69
The availability of staff		-1	=	-2	=	1947	57	23	21	60
The provision of shelter facilities		0	=	-5	↓	1730	59	21	20	63
Availability of seating		0	=	-2	=	1971	40	20	40	42
How request to station staff was handled		3	=	4	=	366	87	4	8	83
The choice of shops/eating/drinking facilities available		2	=	-2	=	1836	49	22	29	46
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	-1	=	2238	72	19	9	77
The frequency of the trains on that route		1	=	0	=	2235	77	8	15	75
Punctuality/reliability (i.e. the train arriving/departing on time)		3	=	-1	=	2233	77	7	16	75
The length of time the journey was scheduled to take (speed)		2	=	1	=	2192	82	12	6	82
Connections with other train services		2	=	1	=	1358	75	17	8	75
The value for money of the price of your ticket		0	=	-1	=	2127	35	22	43	41
Upkeep and repair of the train		5	↑	0	=	2191	58	21	21	74
The provision of information during the journey		-1	=	0	=	2034	59	24	17	68
The helpfulness and attitude of staff on train		-1	=	1	=	1149	48	30	22	56
The space for luggage		6	↑	6	↑	1757	55	23	23	50
The toilet facilities		1	=	8	↑	1031	36	22	43	34
Sufficient room for all passengers to sit/stand		5	↑	3	=	2173	68	15	18	62
The comfort of the seating area		5	↑	3	=	2206	63	18	19	69
The ease of being able to get on and off		2	=	3	=	2212	79	15	5	77
Your personal security on board		2	=	-1	=	2058	69	25	5	75
The cleanliness of the inside		2	=	-4	↓	2227	60	22	18	74
The cleanliness of the outside		4	=	-4	=	1895	54	29	18	72
The availability of staff		-1	=	1	=	1563	25	28	47	35
How well train company deals with delays		12	↑	0	=	372	40	35	25	35

c2c

Improved ↑
 Unchanged =
 Declined ↓

	Overall sample size 1089	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3	↓	-3	=	1073	89	7	4	80
STATION FACILITIES										
Overall satisfaction with the station		-3	=	-3	=	1069	81	15	4	77
Ticket buying facilities		-6	↓	-3	=	696	78	12	10	72
Provision of information about train times/platforms		-1	=	-1	=	1035	87	9	4	79
The upkeep/repair of the station buildings/platforms		-3	=	-4	=	1030	75	18	7	66
Cleanliness		-4	↓	-4	=	1040	79	16	6	72
The facilities and services		4	=	-3	=	927	60	23	17	54
The attitudes and helpfulness of the staff		-2	=	-1	=	875	80	16	4	71
Connections with other forms of public transport		-4	=	-3	=	868	72	18	10	75
Facilities for car parking		-5	=	0	=	403	55	20	26	47
Overall environment		-5	↓	-7	↓	1045	72	22	7	66
Your personal security whilst using the station		-2	=	-1	=	972	72	24	4	69
The availability of staff		-2	=	-2	=	957	70	19	12	60
The provision of shelter facilities		-3	=	-5	=	915	67	19	14	63
Availability of seating		-2	=	-5	↓	960	56	23	22	42
How request to station staff was handled		1	=	2	=	103	87	5	8	83
The choice of shops/eating/drinking facilities available		6	↑	0	=	883	42	26	32	46
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	-4	↓	1076	88	9	3	77
The frequency of the trains on that route		-6	↓	-7	↓	1074	80	8	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	↓	-3	↓	1066	91	4	5	75
The length of time the journey was scheduled to take (speed)		-4	↓	-3	↓	1053	91	6	3	82
Connections with other train services		-4	=	-7	↓	600	81	15	5	75
The value for money of the price of your ticket		-2	=	-3	=	1031	44	26	30	41
Upkeep and repair of the train		-5	↓	-4	↓	1060	87	10	3	74
The provision of information during the journey		-6	↓	-5	↓	992	78	17	5	68
The helpfulness and attitude of staff on train		-7	=	-4	=	363	35	45	20	56
The space for luggage		-2	=	-3	=	813	48	25	27	50
The toilet facilities		-8	↓	-5	=	459	50	28	22	34
Sufficient room for all passengers to sit/stand		-6	↓	-4	=	1047	58	17	24	62
The comfort of the seating area		-3	=	-1	=	1038	78	15	8	69
The ease of being able to get on and off		-2	=	0	=	1070	85	11	5	77
Your personal security on board		-4	=	-4	=	1011	74	22	4	75
The cleanliness of the inside		-2	=	-1	=	1069	88	10	2	74
The cleanliness of the outside		-2	=	-4	↓	967	84	14	2	72
The availability of staff		-5	=	-1	=	582	18	36	46	35
How well train company deals with delays		-25	↓	-23	↓	95	37	40	23	35

Improved 
 Unchanged 
 Declined 

Chiltern Railways

	Overall sample size 1146	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		2	=	1	=	1129	92	5	3	80
STATION FACILITIES										
Overall satisfaction with the station		3	↑	0	=	1132	88	9	3	77
Ticket buying facilities		-1	=	1	=	623	82	11	7	72
Provision of information about train times/platforms		0	=	2	=	1097	85	7	8	79
The upkeep/repair of the station buildings/platforms		3	=	1	=	1095	83	12	5	66
Cleanliness		2	=	2	=	1107	87	10	2	72
The facilities and services		1	=	-1	=	976	68	17	14	54
The attitudes and helpfulness of the staff		4	=	3	=	822	83	13	4	71
Connections with other forms of public transport		-1	=	-2	=	856	71	16	13	75
Facilities for car parking		5	=	4	=	450	75	11	14	47
Overall environment		1	=	-2	=	1098	81	16	3	66
Your personal security whilst using the station		4	=	1	=	1000	79	19	1	69
The availability of staff		4	=	-1	=	922	68	22	11	60
The provision of shelter facilities		1	=	-4	=	922	73	15	12	63
Availability of seating		-1	=	-5	↓	1026	51	24	26	42
How request to station staff was handled		4	=	-1	=	148	90	3	7	83
The choice of shops/eating/drinking facilities available		1	=	2	=	966	52	22	26	46
TRAIN FACILITIES										
Overall satisfaction with the train		3	↑	1	=	1124	91	7	2	77
The frequency of the trains on that route		3	=	-1	=	1127	80	8	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	-2	=	1121	90	5	5	75
The length of time the journey was scheduled to take (speed)		1	=	2	=	1108	89	7	4	82
Connections with other train services		1	=	1	=	548	77	18	5	75
The value for money of the price of your ticket		4	=	1	=	1079	49	22	29	41
Upkeep and repair of the train		3	=	1	=	1107	88	10	2	74
The provision of information during the journey		0	=	-1	=	1004	75	18	6	68
The helpfulness and attitude of staff on train		3	=	6	=	423	60	33	7	56
The space for luggage		2	=	-1	=	828	58	22	20	50
The toilet facilities		-2	=	1	=	402	52	26	21	34
Sufficient room for all passengers to sit/stand		-1	=	3	=	1103	74	12	13	62
The comfort of the seating area		3	=	2	=	1114	82	12	6	69
The ease of being able to get on and off		4	↑	3	↑	1116	91	7	2	77
Your personal security on board		1	=	-1	=	1046	86	12	2	75
The cleanliness of the inside		4	↑	1	=	1117	88	9	3	74
The cleanliness of the outside		3	=	0	=	936	84	14	2	72
The availability of staff		1	=	3	=	631	35	36	30	35
How well train company deals with delays		-3	=	-9	=	116	43	45	11	35

First Capital Connect

	Overall sample size 1805	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		1	=	-2	=	1763	77	14	9	80
STATION FACILITIES										
Overall satisfaction with the station		2	=	-1	=	1778	77	15	8	77
Ticket buying facilities		2	=	-4	=	947	70	16	13	72
Provision of information about train times/platforms		1	=	-3	=	1716	79	13	8	79
The upkeep/repair of the station buildings/platforms		3	=	-4	↓	1729	70	18	11	66
Cleanliness		1	=	-5	↓	1726	75	17	7	72
The facilities and services		5	↑	2	=	1433	56	18	26	54
The attitudes and helpfulness of the staff		7	↑	-1	=	1272	75	17	8	71
Connections with other forms of public transport		3	=	2	=	1392	77	12	11	75
Facilities for car parking		2	=	-2	=	526	45	16	39	47
Overall environment		2	=	-4	↓	1732	69	21	10	66
Your personal security whilst using the station		1	=	-2	=	1563	69	25	5	69
The availability of staff		6	↑	3	=	1485	62	20	18	60
The provision of shelter facilities		6	↑	-2	=	1389	63	17	20	63
Availability of seating		3	=	0	=	1560	44	24	32	42
How request to station staff was handled		5	=	4	=	252	86	5	8	83
The choice of shops/eating/drinking facilities available		2	=	-1	=	1412	45	20	35	46
TRAIN FACILITIES										
Overall satisfaction with the train		3	=	-3	=	1765	70	20	11	77
The frequency of the trains on that route		1	=	-1	=	1770	76	8	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	-1	=	1769	72	10	18	75
The length of time the journey was scheduled to take (speed)		1	=	0	=	1729	83	11	6	82
Connections with other train services		-1	=	-2	=	1023	74	19	7	75
The value for money of the price of your ticket		6	↑	1	=	1662	38	23	39	41
Upkeep and repair of the train		6	↑	-3	=	1742	58	22	20	74
The provision of information during the journey		3	=	-5	=	1524	49	27	24	68
The helpfulness and attitude of staff on train		-2	=	-5	=	615	35	40	25	56
The space for luggage		1	=	-2	=	1387	42	26	32	50
The toilet facilities		2	=	-5	=	668	28	22	51	34
Sufficient room for all passengers to sit/stand		-1	=	-3	=	1728	57	16	27	62
The comfort of the seating area		-1	=	-4	=	1704	57	24	19	69
The ease of being able to get on and off		-1	=	-5	↓	1744	72	18	9	77
Your personal security on board		1	=	0	=	1621	71	24	5	75
The cleanliness of the inside		6	↑	-4	↓	1733	63	23	14	74
The cleanliness of the outside		9	↑	-3	=	1489	60	26	14	72
The availability of staff		3	=	0	=	1083	16	28	57	35
How well train company deals with delays		7	=	-8	=	407	35	36	29	35

Improved ↑
 Unchanged =
 Declined ↓

First Great Western

	Overall sample size 3050	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	0	=	2988	80	12	8	80
STATION FACILITIES										
Overall satisfaction with the station		2	=	1	=	2995	78	15	7	77
Ticket buying facilities		1	=	3	=	1582	77	12	11	72
Provision of information about train times/platforms		-1	=	-1	=	2887	82	10	8	79
The upkeep/repair of the station buildings/platforms		2	=	-1	=	2878	71	20	9	66
Cleanliness		3	↑	-2	=	2902	76	17	6	72
The facilities and services		4	↑	1	=	2495	61	19	20	54
The attitudes and helpfulness of the staff		0	=	-1	=	2213	75	18	7	71
Connections with other forms of public transport		1	=	1	=	2024	71	16	13	75
Facilities for car parking		0	=	-1	=	1066	54	19	27	47
Overall environment		4	↑	-1	=	2866	70	20	10	66
Your personal security whilst using the station		3	↑	0	=	2596	72	23	5	69
The availability of staff		2	=	3	=	2558	65	20	15	60
The provision of shelter facilities		4	↑	-3	=	2505	66	18	15	63
Availability of seating		2	=	2	=	2706	51	23	26	42
How request to station staff was handled		-5	↓	-4	=	608	85	6	8	83
The choice of shops/eating/drinking facilities available		1	=	1	=	2392	49	23	28	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-1	=	2989	78	14	8	77
The frequency of the trains on that route		-2	=	-1	=	2943	74	9	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-4	↓	-1	=	2970	73	9	18	75
The length of time the journey was scheduled to take (speed)		0	=	0	=	2921	83	11	7	82
Connections with other train services		-2	=	-1	=	1676	71	18	11	75
The value for money of the price of your ticket		0	=	1	=	2870	48	20	32	41
Upkeep and repair of the train		0	=	2	=	2912	76	16	8	74
The provision of information during the journey		-1	=	3	=	2634	66	23	10	68
The helpfulness and attitude of staff on train		-1	=	0	=	1708	67	26	7	56
The space for luggage		-2	=	3	=	2267	55	23	22	50
The toilet facilities		-2	=	0	=	1364	41	25	34	34
Sufficient room for all passengers to sit/stand		-2	=	2	=	2916	66	14	20	62
The comfort of the seating area		0	=	0	=	2845	72	18	11	69
The ease of being able to get on and off		-1	=	-1	=	2929	75	16	9	77
Your personal security on board		1	=	1	=	2746	80	17	3	75
The cleanliness of the inside		2	=	2	=	2952	76	16	8	74
The cleanliness of the outside		2	=	-1	=	2449	71	22	7	72
The availability of staff		-1	=	3	=	2192	48	29	23	35
How well train company deals with delays		0	=	3	=	901	44	35	22	35

Improved 
 Unchanged 
 Declined 

Heathrow Connect

	Overall sample size 578	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-3	⊖	0	⊖	562	88	8	4	80
STATION FACILITIES										
Overall satisfaction with the station		-3	⊖	-7	↓	563	74	15	10	77
Ticket buying facilities		-3	⊖	1	⊖	349	68	19	13	72
Provision of information about train times/platforms		-3	⊖	-8	↓	538	71	17	12	79
The upkeep/repair of the station buildings/platforms		0	⊖	-2	⊖	552	70	17	13	66
Cleanliness		0	⊖	2	⊖	545	73	19	8	72
The facilities and services		-3	⊖	3	⊖	462	55	17	28	54
The attitudes and helpfulness of the staff		-1	⊖	1	⊖	430	68	22	10	71
Connections with other forms of public transport		4	⊖	-3	⊖	487	78	13	9	75
Facilities for car parking		6	⊖	-2	⊖	181	32	25	43	47
Overall environment		1	⊖	-3	⊖	546	66	20	14	66
Your personal security whilst using the station		-1	⊖	1	⊖	503	70	23	7	69
The availability of staff		3	⊖	6	⊖	508	61	20	19	60
The provision of shelter facilities		3	⊖	-1	⊖	460	66	16	18	63
Availability of seating		-4	⊖	0	⊖	511	48	23	29	42
How request to station staff was handled		-5	⊖	-1	⊖	71	83	8	5	83
The choice of shops/eating/drinking facilities available		-3	⊖	1	⊖	449	49	18	33	46
TRAIN FACILITIES										
Overall satisfaction with the train		0	⊖	0	⊖	562	91	6	3	77
The frequency of the trains on that route		-5	⊖	-4	⊖	555	62	13	24	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊖	-3	⊖	558	76	12	12	75
The length of time the journey was scheduled to take (speed)		-2	⊖	-3	⊖	552	88	8	3	82
Connections with other train services		0	⊖	1	⊖	404	81	13	6	75
The value for money of the price of your ticket		1	⊖	2	⊖	507	54	22	23	41
Upkeep and repair of the train		-1	⊖	2	⊖	555	92	6	2	74
The provision of information during the journey		0	⊖	3	⊖	527	83	12	5	68
The helpfulness and attitude of staff on train		3	⊖	8	⊖	314	71	22	7	56
The space for luggage		-4	⊖	2	⊖	442	73	18	9	50
The toilet facilities		-8	⊖	4	⊖	226	62	22	15	34
Sufficient room for all passengers to sit/stand		-3	⊖	5	⊖	560	80	10	10	62
The comfort of the seating area		-2	⊖	0	⊖	556	85	10	5	69
The ease of being able to get on and off		0	⊖	7	↑	558	83	9	8	77
Your personal security on board		-5	↓	4	⊖	528	83	14	3	75
The cleanliness of the inside		0	⊖	2	⊖	561	91	6	3	74
The cleanliness of the outside		-3	⊖	0	⊖	502	86	12	3	72
The availability of staff		-5	⊖	5	⊖	409	53	30	18	35
How well train company deals with delays		8	⊖	-3	⊖	91	42	29	29	35

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

	Overall sample size 573	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	-1	=	539	94	4	1	80
STATION FACILITIES										
Overall satisfaction with the station		3	=	1	=	551	92	7	1	77
Ticket buying facilities		2	=	-1	=	401	92	6	2	72
Provision of information about train times/platforms		2	=	-3	=	524	86	9	5	79
The upkeep/repair of the station buildings/platforms		4	=	-2	=	523	85	12	3	66
Cleanliness		3	=	-1	=	520	86	11	3	72
The facilities and services		4	=	0	=	407	74	20	6	54
The attitudes and helpfulness of the staff		-4	=	1	=	403	80	18	3	71
Connections with other forms of public transport		-2	=	0	=	424	85	12	3	75
Facilities for car parking		-4	=	2	=	111	65	25	10	47
Overall environment		5	=	-2	=	507	85	12	3	66
Your personal security whilst using the station		2	=	-1	=	445	84	15	1	69
The availability of staff		-1	=	2	=	439	75	18	6	60
The provision of shelter facilities		-1	=	-3	=	268	80	16	4	63
Availability of seating		0	=	3	=	401	68	18	14	42
How request to station staff was handled		-7	=	0	=	94	89	3	1	83
The choice of shops/eating/drinking facilities available		3	=	-1	=	354	70	17	13	46
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	-1	=	521	95	4	1	77
The frequency of the trains on that route		0	=	-1	=	549	93	5	2	75
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	1	=	543	95	3	2	75
The length of time the journey was scheduled to take (speed)		0	=	-1	=	536	97	2	1	82
Connections with other train services		3	=	2	=	383	88	10	2	75
The value for money of the price of your ticket		4	=	-1	=	543	45	24	32	41
Upkeep and repair of the train		2	=	0	=	544	96	3	1	74
The provision of information during the journey		-2	=	-5	↓	505	85	14	1	68
The helpfulness and attitude of staff on train		-2	=	-2	=	475	84	14	1	56
The space for luggage		-2	=	5	↑	535	90	7	4	50
The toilet facilities		-6	=	-7	=	219	73	16	10	34
Sufficient room for all passengers to sit/stand		-5	↓	0	=	551	90	8	2	62
The comfort of the seating area		0	=	-1	=	546	94	5	1	69
The ease of being able to get on and off		0	=	0	=	538	95	5	0	77
Your personal security on board		1	=	-1	=	532	95	5	0	75
The cleanliness of the inside		1	=	-3	↓	537	95	4	2	74
The cleanliness of the outside		2	=	-1	=	493	95	3	1	72
The availability of staff		2	=	-2	=	479	77	20	3	35
How well train company deals with delays		-	=	-	=	<50	-	-	-	35

Improved ↑
 Unchanged =
 Declined ↓

London Midland

	Overall sample size 1121	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		2	=	-2	=	1104	82	10	8	80
STATION FACILITIES										
Overall satisfaction with the station		1	=	0	=	1105	75	16	9	77
Ticket buying facilities		1	=	0	=	568	74	11	15	72
Provision of information about train times/platforms		1	=	1	=	1066	81	11	8	79
The upkeep/repair of the station buildings/platforms		-4	=	-4	=	1066	62	23	15	66
Cleanliness		1	=	-2	=	1063	72	18	10	72
The facilities and services		-2	=	-2	=	932	52	21	27	54
The attitudes and helpfulness of the staff		1	=	0	=	792	71	19	10	71
Connections with other forms of public transport		-6	↓	0	=	769	65	18	17	75
Facilities for car parking		6	=	3	=	382	51	17	32	47
Overall environment		1	=	-4	=	1071	62	25	13	66
Your personal security whilst using the station		0	=	0	=	951	66	28	6	69
The availability of staff		-1	=	-1	=	909	54	23	23	60
The provision of shelter facilities		3	=	-2	=	909	66	17	17	63
Availability of seating		5	↑	1	=	989	50	19	31	42
How request to station staff was handled		7	=	4	=	166	88	4	7	83
The choice of shops/eating/drinking facilities available		2	=	-3	=	882	43	20	37	46
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-2	=	1104	79	13	8	77
The frequency of the trains on that route		-1	=	-2	=	1093	75	9	16	75
Punctuality/reliability (i.e. the train arriving/departing on time)		4	↑	1	=	1098	74	10	16	75
The length of time the journey was scheduled to take (speed)		-2	=	0	=	1081	83	10	8	82
Connections with other train services		1	=	-1	=	601	72	19	9	75
The value for money of the price of your ticket		-1	=	-1	=	1010	50	19	31	41
Upkeep and repair of the train		-2	=	-1	=	1086	78	14	8	74
The provision of information during the journey		-1	=	-3	=	993	69	19	12	68
The helpfulness and attitude of staff on train		3	=	-1	=	581	62	28	10	56
The space for luggage		-1	=	2	=	831	54	22	25	50
The toilet facilities		-9	↓	-1	=	442	44	28	28	34
Sufficient room for all passengers to sit/stand		0	=	0	=	1065	66	12	22	62
The comfort of the seating area		-1	=	0	=	1071	74	15	11	69
The ease of being able to get on and off		2	=	1	=	1085	82	11	7	77
Your personal security on board		2	=	-1	=	1015	77	20	4	75
The cleanliness of the inside		-2	=	-2	=	1090	75	14	11	74
The cleanliness of the outside		-2	=	-5	↓	926	75	19	6	72
The availability of staff		1	=	-1	=	779	41	30	29	35
How well train company deals with delays		3	=	-3	=	225	35	38	28	35

Improved ↑
 Unchanged =
 Declined ↓

London Overground

	Overall sample size 1169	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	2	=	1139	91	6	3	80
STATION FACILITIES										
Overall satisfaction with the station		6	↑	5	↑	1139	85	12	3	77
Ticket buying facilities		3	=	5	=	603	73	15	12	72
Provision of information about train times/platforms		3	=	4	=	1058	85	9	6	79
The upkeep/repair of the station buildings/platforms		0	=	6	↑	1072	77	14	9	66
Cleanliness		-1	=	1	=	1073	79	12	9	72
The facilities and services		0	=	4	=	825	43	27	30	54
The attitudes and helpfulness of the staff		6	=	7	↑	818	75	18	7	71
Connections with other forms of public transport		4	=	1	=	898	81	11	8	75
Facilities for car parking		9	=	11	=	329	42	19	39	47
Overall environment		1	=	4	=	1067	72	18	9	66
Your personal security whilst using the station		8	↑	6	↑	999	76	19	5	69
The availability of staff		4	=	6	=	955	67	18	15	60
The provision of shelter facilities		5	=	3	=	982	66	18	16	63
Availability of seating		7	↑	7	↑	1012	52	22	26	42
How request to station staff was handled		-6	=	-6	=	118	78	7	8	83
The choice of shops/eating/drinking facilities available		4	=	2	=	766	42	22	36	46
TRAIN FACILITIES										
Overall satisfaction with the train		-3	=	-2	=	1118	89	8	3	77
The frequency of the trains on that route		0	=	0	=	1136	79	8	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	3	=	1127	87	8	6	75
The length of time the journey was scheduled to take (speed)		-1	=	1	=	1105	88	8	4	82
Connections with other train services		4	=	4	=	939	86	9	5	75
The value for money of the price of your ticket		8	↑	3	=	992	56	18	26	41
Upkeep and repair of the train		1	=	1	=	1112	94	4	2	74
The provision of information during the journey		-2	=	-1	=	1055	83	13	3	68
The helpfulness and attitude of staff on train		-9	↓	-3	=	532	51	35	14	56
The space for luggage		1	=	2	=	880	59	22	19	50
The toilet facilities		10	↑	8	=	374	22	19	59	34
Sufficient room for all passengers to sit/stand		-2	=	0	=	1114	70	14	17	62
The comfort of the seating area		2	=	4	=	1102	83	11	6	69
The ease of being able to get on and off		4	=	1	=	1119	84	8	7	77
Your personal security on board		1	=	-1	=	1063	81	14	5	75
The cleanliness of the inside		1	=	1	=	1121	92	5	3	74
The cleanliness of the outside		2	=	0	=	1024	91	8	2	72
The availability of staff		-12	↓	-6	=	777	30	33	37	35
How well train company deals with delays		12	=	18	↑	102	48	26	27	35

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

	Overall sample size 1944	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	-2	=	1894	79	13	8	80
STATION FACILITIES										
Overall satisfaction with the station		1	=	1	=	1910	75	17	7	77
Ticket buying facilities		-2	=	0	=	1018	72	15	13	72
Provision of information about train times/platforms		-3	=	-2	=	1812	78	14	8	79
The upkeep/repair of the station buildings/platforms		-3	=	-4	=	1823	61	24	15	66
Cleanliness		-3	=	-1	=	1844	66	22	12	72
The facilities and services		-4	=	0	=	1576	53	22	25	54
The attitudes and helpfulness of the staff		1	=	1	=	1359	70	21	9	71
Connections with other forms of public transport		-2	=	1	=	1399	73	13	14	75
Facilities for car parking		-7	↓	-3	=	732	43	22	35	47
Overall environment		1	=	1	=	1815	64	23	13	66
Your personal security whilst using the station		2	=	1	=	1681	68	27	4	69
The availability of staff		4	=	4	=	1591	58	23	19	60
The provision of shelter facilities		0	=	-2	=	1570	60	22	18	63
Availability of seating		-2	=	0	=	1673	36	24	41	42
How request to station staff was handled		9	↑	-2	=	270	84	8	8	83
The choice of shops/eating/drinking facilities available		-1	=	1	=	1570	51	21	27	46
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	-2	=	1891	77	15	8	77
The frequency of the trains on that route		0	=	1	=	1881	74	9	18	75
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	-3	↓	1879	77	9	15	75
The length of time the journey was scheduled to take (speed)		-1	=	0	=	1855	80	11	10	82
Connections with other train services		-2	=	-1	=	1145	72	19	9	75
The value for money of the price of your ticket		3	=	-1	=	1784	37	22	41	41
Upkeep and repair of the train		-3	=	-2	=	1864	76	16	9	74
The provision of information during the journey		-4	=	-3	=	1741	70	22	8	68
The helpfulness and attitude of staff on train		-3	=	-2	=	1243	67	28	5	56
The space for luggage		-1	=	3	=	1465	53	23	24	50
The toilet facilities		0	=	1	=	819	30	22	48	34
Sufficient room for all passengers to sit/stand		-3	=	-4	=	1865	60	16	24	62
The comfort of the seating area		-3	=	-2	=	1842	69	20	11	69
The ease of being able to get on and off		-3	=	-2	=	1891	74	15	11	77
Your personal security on board		-2	=	0	=	1793	78	19	3	75
The cleanliness of the inside		0	=	0	=	1875	73	17	10	74
The cleanliness of the outside		-3	=	-3	=	1614	73	20	7	72
The availability of staff		-2	=	-3	=	1529	49	33	18	35
How well train company deals with delays		-9	↓	-3	=	349	35	43	22	35

Improved ↑
 Unchanged =
 Declined ↓

Southeastern

	Overall sample size 1652	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-6	↓	-12	↓	1627	72	16	12	80
STATION FACILITIES										
Overall satisfaction with the station		0	=	-4	↓	1633	73	17	10	77
Ticket buying facilities		0	=	-2	=	846	71	14	15	72
Provision of information about train times/platforms		-2	=	-8	↓	1575	75	15	11	79
The upkeep/repair of the station buildings/platforms		-2	=	-6	↓	1577	63	22	16	66
Cleanliness		-2	=	-5	↓	1589	68	20	12	72
The facilities and services		1	=	-5	↓	1382	51	24	25	54
The attitudes and helpfulness of the staff		2	=	-2	=	1240	67	21	12	71
Connections with other forms of public transport		-2	=	-1	=	1286	74	15	10	75
Facilities for car parking		0	=	2	=	518	46	16	38	47
Overall environment		-3	=	-6	↓	1578	61	25	14	66
Your personal security whilst using the station		-1	=	-4	↓	1468	63	28	9	69
The availability of staff		2	=	-1	=	1414	59	23	18	60
The provision of shelter facilities		1	=	-7	↓	1298	60	20	20	63
Availability of seating		-6	↓	-3	=	1425	36	22	42	42
How request to station staff was handled		1	=	-3	=	206	80	7	13	83
The choice of shops/eating/drinking facilities available		-1	=	1	=	1355	40	26	34	46
TRAIN FACILITIES										
Overall satisfaction with the train		-3	=	-6	↓	1611	72	17	11	77
The frequency of the trains on that route		-2	=	-3	↓	1607	73	9	18	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-8	↓	-12	↓	1594	68	11	21	75
The length of time the journey was scheduled to take (speed)		-4	↓	-7	↓	1580	76	14	11	82
Connections with other train services		-4	=	-5	↓	907	69	21	10	75
The value for money of the price of your ticket		-1	=	-4	=	1453	30	25	45	41
Upkeep and repair of the train		-2	=	-3	=	1600	68	19	14	74
The provision of information during the journey		-7	↓	-6	↓	1477	62	23	15	68
The helpfulness and attitude of staff on train		-9	↓	-7	↓	756	48	36	16	56
The space for luggage		-2	=	-4	=	1240	45	26	30	50
The toilet facilities		-6	↓	-4	=	692	28	25	47	34
Sufficient room for all passengers to sit/stand		-8	↓	-9	↓	1591	56	17	26	62
The comfort of the seating area		-5	↓	-8	↓	1576	63	22	16	69
The ease of being able to get on and off		-4	↓	-8	↓	1603	74	17	8	77
Your personal security on board		-3	=	-7	↓	1516	67	28	5	75
The cleanliness of the inside		0	=	-4	↓	1606	68	18	14	74
The cleanliness of the outside		3	=	-3	=	1365	67	22	10	72
The availability of staff		-6	↓	-5	=	1077	28	28	44	35
How well train company deals with delays		-5	=	-4	=	344	27	37	36	35

Southern

Improved ↑
 Unchanged =
 Declined ↓

	Overall sample size 2179	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	1	=	2135	78	12	10	80
STATION FACILITIES										
Overall satisfaction with the station		2	=	-1	=	2140	74	17	8	77
Ticket buying facilities		-2	=	-1	=	1027	68	15	17	72
Provision of information about train times/platforms		-1	=	-3	↓	2064	75	14	11	79
The upkeep/repair of the station buildings/platforms		-1	=	-4	↓	2027	61	23	16	66
Cleanliness		2	=	-2	=	2062	70	19	10	72
The facilities and services		2	=	1	=	1706	55	21	24	54
The attitudes and helpfulness of the staff		1	=	2	=	1634	68	21	11	71
Connections with other forms of public transport		4	↑	2	=	1598	79	12	9	75
Facilities for car parking		1	=	2	=	468	41	21	39	47
Overall environment		0	=	-3	=	2033	62	26	12	66
Your personal security whilst using the station		2	=	1	=	1835	68	28	5	69
The availability of staff		-1	=	-1	=	1806	58	23	20	60
The provision of shelter facilities		1	=	-4	↓	1532	62	21	17	63
Availability of seating		-1	=	-1	=	1741	38	21	41	42
How request to station staff was handled		6	=	0	=	385	82	5	12	83
The choice of shops/eating/drinking facilities available		3	=	1	=	1683	47	25	28	46
TRAIN FACILITIES										
Overall satisfaction with the train		3	=	1	=	2129	77	14	8	77
The frequency of the trains on that route		3	↑	0	=	2125	73	9	18	75
Punctuality/reliability (i.e. the train arriving/departing on time)		-6	↓	-8	↓	2114	65	10	25	75
The length of time the journey was scheduled to take (speed)		-1	=	-1	=	2078	80	11	9	82
Connections with other train services		0	=	1	=	1265	74	17	9	75
The value for money of the price of your ticket		3	=	0	=	1989	39	22	39	41
Upkeep and repair of the train		7	↑	6	↑	2092	76	14	11	74
The provision of information during the journey		1	=	2	=	1936	74	19	8	68
The helpfulness and attitude of staff on train		2	=	-1	=	1050	56	33	11	56
The space for luggage		3	=	3	=	1666	46	23	31	50
The toilet facilities		6	↑	8	↑	786	40	24	36	34
Sufficient room for all passengers to sit/stand		-1	=	2	=	2088	62	15	22	62
The comfort of the seating area		4	↑	3	=	2069	71	16	13	69
The ease of being able to get on and off		2	=	2	=	2095	77	15	8	77
Your personal security on board		1	=	0	=	1982	75	22	3	75
The cleanliness of the inside		6	↑	4	↑	2112	76	16	9	74
The cleanliness of the outside		6	↑	1	=	1786	72	21	7	72
The availability of staff		2	=	-1	=	1435	35	33	32	35
How well train company deals with delays		4	=	-5	=	575	34	33	32	35

Improved 
 Unchanged 
 Declined 

CrossCountry

	Overall sample size 1129	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-2		-4		1112	82	9	9	86
STATION FACILITIES										
Overall satisfaction with the station		4		0		1113	80	13	7	82
Ticket buying facilities		-3		0		449	82	11	6	84
Provision of information about train times/platforms		-3		-2		1084	82	10	8	86
The upkeep/repair of the station buildings/platforms		3		0		1072	71	20	9	76
Cleanliness		4		-1		1063	78	16	7	81
The facilities and services		2		-1		961	65	21	15	67
The attitudes and helpfulness of the staff		3		-2		830	80	16	4	81
Connections with other forms of public transport		-2		-4		667	72	16	13	77
Facilities for car parking		-4		-2		374	56	17	27	59
Overall environment		5		-1		1071	71	18	11	75
Your personal security whilst using the station		3		2		969	77	20	3	78
The availability of staff		1		-3		949	65	24	12	68
The provision of shelter facilities		6		-4		923	71	17	12	72
Availability of seating		2		0		1032	55	21	24	53
How request to station staff was handled		-5		-5		284	85	7	8	88
The choice of shops/eating/drinking facilities available		7		3		934	58	20	22	60
TRAIN FACILITIES										
Overall satisfaction with the train		0		-3		1107	81	11	8	85
The frequency of the trains on that route		-3		-4		1064	77	10	13	83
Punctuality/reliability (i.e. the train arriving/departing on time)		-1		-5		1098	78	6	15	83
The length of time the journey was scheduled to take (speed)		-3		-3		1078	83	8	9	88
Connections with other train services		-3		-4		661	74	15	12	79
The value for money of the price of your ticket		3		-1		1062	52	22	26	55
Upkeep and repair of the train		0		-2		1094	80	13	7	84
The provision of information during the journey		-1		-1		1048	74	16	9	77
The helpfulness and attitude of staff on train		3		-1		841	80	16	4	82
The space for luggage		2		3		914	57	20	23	59
The toilet facilities		8		8		530	56	19	25	56
Sufficient room for all passengers to sit/stand		0		3		1088	69	12	18	72
The comfort of the seating area		-4		-2		1073	73	18	9	78
The ease of being able to get on and off		-3		1		1097	80	14	6	83
Your personal security on board		0		1		1046	84	14	2	86
The cleanliness of the inside		1		0		1096	80	13	7	84
The cleanliness of the outside		5		1		917	78	17	5	79
The availability of staff		1		-3		972	64	24	12	67
How well train company deals with delays		0		7		332	52	28	20	54

East Coast

	Overall sample size 1126	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		4	↑	-1	=	1106	91	6	4	86
STATION FACILITIES										
Overall satisfaction with the station		0	=	-1	=	1103	87	10	3	82
Ticket buying facilities		1	=	5	=	264	87	10	3	84
Provision of information about train times/platforms		0	=	-1	=	1074	90	6	4	86
The upkeep/repair of the station buildings/platforms		4	↑	2	=	1078	86	10	4	76
Cleanliness		3	↑	1	=	1087	89	8	3	81
The facilities and services		0	=	0	=	960	76	14	10	67
The attitudes and helpfulness of the staff		2	=	1	=	679	82	13	4	81
Connections with other forms of public transport		2	=	0	=	745	83	11	6	77
Facilities for car parking		9	↑	1	=	292	60	17	22	59
Overall environment		5	↑	2	=	1082	84	12	4	75
Your personal security whilst using the station		4	↑	5	↑	949	83	16	1	78
The availability of staff		4	=	4	=	833	73	19	8	68
The provision of shelter facilities		4	=	-3	=	828	75	15	10	72
Availability of seating		5	↑	2	=	990	48	19	33	53
How request to station staff was handled		-1	=	-1	=	198	86	6	7	88
The choice of shops/eating/drinking facilities available		4	=	0	=	950	66	19	15	60
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	1	=	1107	90	8	3	85
The frequency of the trains on that route		2	=	-2	=	1071	92	4	4	83
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	-5	↓	1091	84	6	11	83
The length of time the journey was scheduled to take (speed)		3	↑	2	=	1083	91	4	5	88
Connections with other train services		6	↑	1	=	575	83	9	8	79
The value for money of the price of your ticket		4	=	-2	=	1064	60	17	23	55
Upkeep and repair of the train		-1	=	-1	=	1090	80	13	7	84
The provision of information during the journey		2	=	2	=	1017	82	14	4	77
The helpfulness and attitude of staff on train		3	=	6	↑	891	87	11	2	82
The space for luggage		5	↑	5	↑	958	68	16	16	59
The toilet facilities		0	=	-2	=	712	50	25	25	56
Sufficient room for all passengers to sit/stand		6	↑	6	↑	1067	85	9	6	72
The comfort of the seating area		1	=	1	=	1090	81	12	7	78
The ease of being able to get on and off		4	↑	2	=	1100	86	9	5	83
Your personal security on board		2	=	1	=	1042	89	10	1	86
The cleanliness of the inside		-1	=	-1	=	1105	84	10	5	84
The cleanliness of the outside		7	↑	-2	=	877	79	17	4	79
The availability of staff		5	↑	9	↑	937	75	18	7	67
How well train company deals with delays		-4	=	-7	=	253	58	29	13	54

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

	Overall sample size 1123	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change or good	% change nor	significant change or poor	sample size good	% satisfied	% neither/ dissatisfied	% dissatisfied	TOC type % satisfied or
Overall satisfaction		0	=	2	=	1100	87	9	4	86
STATION FACILITIES										
Overall satisfaction with the station		1	=	2	=	1100	83	12	5	82
Ticket buying facilities		1	=	-1	=	461	78	11	10	84
Provision of information about train times/platforms		1	=	0	=	1059	84	9	6	86
The upkeep/repair of the station buildings/platforms		2	=	1	=	1056	78	15	7	76
Cleanliness		2	=	4	↑	1065	83	12	5	81
The facilities and services		0	=	3	=	968	65	16	19	67
The attitudes and helpfulness of the staff		5	↑	9	↑	793	82	13	4	81
Connections with other forms of public transport		1	=	3	=	777	75	14	10	77
Facilities for car parking		3	=	1	=	386	70	16	14	59
Overall environment		1	=	2	=	1067	76	17	7	75
Your personal security whilst using the station		6	↑	3	=	970	78	20	3	78
The availability of staff		3	=	2	=	940	67	21	12	68
The provision of shelter facilities		6	↑	3	=	889	73	15	12	72
Availability of seating		7	↑	4	=	999	56	17	27	53
How request to station staff was handled		6	=	7	=	203	91	4	4	88
The choice of shops/eating/drinking facilities available		3	=	2	=	931	53	21	27	60
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	1	=	1094	86	9	4	85
The frequency of the trains on that route		-3	=	-3	=	1069	79	9	12	83
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	4	↑	1093	84	7	10	83
The length of time the journey was scheduled to take (speed)		1	=	0	=	1080	86	8	6	88
Connections with other train services		0	=	2	=	616	78	14	9	79
The value for money of the price of your ticket		1	=	-3	=	1065	49	20	31	55
Upkeep and repair of the train		-2	=	2	=	1085	83	11	6	84
The provision of information during the journey		0	=	3	=	996	72	20	8	77
The helpfulness and attitude of staff on train		1	=	5	↑	843	80	17	3	82
The space for luggage		4	=	1	=	880	57	20	23	59
The toilet facilities		12	↑	5	=	533	54	17	28	56
Sufficient room for all passengers to sit/stand		3	=	1	=	1073	77	10	14	72
The comfort of the seating area		1	=	2	=	1080	82	11	7	78
The ease of being able to get on and off		0	=	2	=	1093	84	10	6	83
Your personal security on board		3	=	2	=	1028	86	12	1	86
The cleanliness of the inside		1	=	2	=	1088	84	11	5	84
The cleanliness of the outside		3	=	1	=	903	74	19	7	79
The availability of staff		0	=	2	=	940	64	25	10	67
How well train company deals with delays		-2	=	7	=	191	56	32	13	54

Improved ↑
 Unchanged =
 Declined ↓

First Hull Trains

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014					
	Overall sample size 605	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		1	=	10	↑	575	96	3	1	86
STATION FACILITIES										
Overall satisfaction with the station		2	=	13	↑	584	92	6	2	82
Ticket buying facilities		2	=	6	=	244	91	3	6	84
Provision of information about train times/platforms		-1	=	9	↑	561	90	6	5	86
The upkeep/repair of the station buildings/platforms		-1	=	12	↑	561	89	9	2	76
Cleanliness		-1	=	9	↑	564	90	8	3	81
The facilities and services		1	=	9	↑	498	75	15	10	67
The attitudes and helpfulness of the staff		3	=	7	=	399	82	15	3	81
Connections with other forms of public transport		-1	=	2	=	421	85	10	5	77
Facilities for car parking		-3	=	-2	=	277	65	18	17	59
Overall environment		0	=	9	↑	554	84	13	3	75
Your personal security whilst using the station		4	=	9	↑	492	85	13	2	78
The availability of staff		-1	=	8	=	457	69	20	11	68
The provision of shelter facilities		4	=	14	↑	482	83	13	5	72
Availability of seating		1	=	12	↑	526	58	19	23	53
How request to station staff was handled		-14	=	-4	=	98	75	3	7	88
The choice of shops/eating/drinking facilities available		8	↑	9	↑	508	72	13	14	60
TRAIN FACILITIES										
Overall satisfaction with the train		4	↑	6	↑	572	96	3	1	85
The frequency of the trains on that route		8	↑	14	↑	552	88	6	6	83
Punctuality/reliability (i.e. the train arriving/departing on time)		7	↑	24	↑	580	97	1	1	83
The length of time the journey was scheduled to take (speed)		4	↑	16	↑	571	96	3	1	88
Connections with other train services		7	=	18	↑	329	86	11	2	79
The value for money of the price of your ticket		4	=	9	↑	556	66	16	18	55
Upkeep and repair of the train		2	=	3	=	579	94	5	2	84
The provision of information during the journey		4	=	8	↑	542	94	5	0	77
The helpfulness and attitude of staff on train		3	=	7	↑	554	97	3	1	82
The space for luggage		7	=	9	↑	531	79	10	12	59
The toilet facilities		7	=	4	=	432	69	19	12	56
Sufficient room for all passengers to sit/stand		-1	=	7	↑	573	90	6	4	72
The comfort of the seating area		3	=	2	=	579	92	6	1	78
The ease of being able to get on and off		2	=	6	↑	575	94	6	0	83
Your personal security on board		4	=	4	=	556	95	5	0	86
The cleanliness of the inside		1	=	1	=	576	94	5	1	84
The cleanliness of the outside		5	↑	7	↑	504	93	7	0	79
The availability of staff		8	↑	7	↑	553	94	5	1	67
How well train company deals with delays		-	=	-	=	<50	-	-	-	54

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014					
	Overall sample size 1092	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-1	=	0	=	1076	85	8	7	86
STATION FACILITIES										
Overall satisfaction with the station		0	=	0	=	1078	86	11	3	82
Ticket buying facilities		3	=	3	=	461	87	7	6	84
Provision of information about train times/platforms		1	=	-1	=	1041	89	7	4	86
The upkeep/repair of the station buildings/platforms		-1	=	2	=	1041	81	14	5	76
Cleanliness		-2	=	1	=	1050	84	11	5	81
The facilities and services		-5	=	-3	=	935	70	15	16	67
The attitudes and helpfulness of the staff		1	=	0	=	759	82	14	4	81
Connections with other forms of public transport		-5	=	-5	=	646	71	16	12	77
Facilities for car parking		-3	=	-6	=	330	52	16	32	59
Overall environment		0	=	-2	=	1043	79	15	5	75
Your personal security whilst using the station		-2	=	1	=	943	78	20	2	78
The availability of staff		-2	=	-5	=	893	70	20	11	68
The provision of shelter facilities		-1	=	-5	=	901	74	15	11	72
Availability of seating		0	=	-1	=	962	58	20	22	53
How request to station staff was handled		0	=	-2	=	182	91	3	6	88
The choice of shops/eating/drinking facilities available		3	=	-4	=	906	61	17	21	60
TRAIN FACILITIES										
Overall satisfaction with the train		-5	↓	-4	=	1065	80	11	8	85
The frequency of the trains on that route		-3	=	-3	=	1045	81	8	10	83
Punctuality/reliability (i.e. the train arriving/departing on time)		4	=	4	=	1067	86	5	10	83
The length of time the journey was scheduled to take (speed)		-2	=	-1	=	1057	88	7	5	88
Connections with other train services		1	=	2	=	594	81	12	7	79
The value for money of the price of your ticket		-1	=	-7	↓	1025	54	20	26	55
Upkeep and repair of the train		-3	=	-1	=	1053	87	9	4	84
The provision of information during the journey		-5	↓	-6	↓	985	77	17	6	77
The helpfulness and attitude of staff on train		-1	=	2	=	808	81	14	5	82
The space for luggage		-8	↓	-5	=	886	50	13	37	59
The toilet facilities		-1	=	1	=	457	52	19	29	56
Sufficient room for all passengers to sit/stand		-10	↓	-3	=	1060	55	12	32	72
The comfort of the seating area		-6	↓	-4	=	1022	77	15	9	78
The ease of being able to get on and off		-5	↓	-3	=	1054	77	14	9	83
Your personal security on board		-4	=	0	=	1019	82	14	3	86
The cleanliness of the inside		-2	=	-2	=	1062	83	10	6	84
The cleanliness of the outside		1	=	-1	=	894	84	13	4	79
The availability of staff		-1	=	2	=	921	67	20	12	67
How well train company deals with delays		0	=	9	=	221	53	29	18	54

Improved ↑
 Unchanged =
 Declined ↓

Grand Central

	Overall sample size 653	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		1	=	-1	=	618	94	5	1	86
STATION FACILITIES										
Overall satisfaction with the station		1	=	2	=	625	88	8	4	82
Ticket buying facilities		2	=	6	=	260	88	6	6	84
Provision of information about train times/platforms		-1	=	1	=	599	90	6	5	86
The upkeep/repair of the station buildings/platforms		1	=	1	=	600	87	8	5	76
Cleanliness		0	=	0	=	595	87	8	4	81
The facilities and services		3	=	-4	=	542	72	12	16	67
The attitudes and helpfulness of the staff		-3	=	-1	=	389	77	18	4	81
Connections with other forms of public transport		3	=	0	=	468	85	8	7	77
Facilities for car parking		-3	=	1	=	270	53	22	25	59
Overall environment		-1	=	-3	=	605	80	13	7	75
Your personal security whilst using the station		3	=	1	=	537	79	17	4	78
The availability of staff		-2	=	2	=	494	66	21	12	68
The provision of shelter facilities		4	=	2	=	505	79	12	9	72
Availability of seating		-7	=	-6	=	544	45	23	32	53
How request to station staff was handled		-4	=	8	=	97	84	9	4	88
The choice of shops/eating/drinking facilities available		0	=	-3	=	537	67	16	18	60
TRAIN FACILITIES										
Overall satisfaction with the train		2	=	-3	=	619	92	6	2	85
The frequency of the trains on that route		2	=	3	=	576	79	11	10	83
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	2	=	623	90	4	6	83
The length of time the journey was scheduled to take (speed)		2	=	-2	=	609	91	5	4	88
Connections with other train services		3	=	1	=	330	86	10	4	79
The value for money of the price of your ticket		2	=	0	=	609	78	11	11	55
Upkeep and repair of the train		3	=	-1	=	617	82	13	5	84
The provision of information during the journey		1	=	3	=	570	85	13	2	77
The helpfulness and attitude of staff on train		1	=	4	=	555	92	7	1	82
The space for luggage		3	=	1	=	574	80	12	9	59
The toilet facilities		11	↑	7	=	448	67	21	12	56
Sufficient room for all passengers to sit/stand		2	=	-3	=	617	93	6	2	72
The comfort of the seating area		3	=	-1	=	614	92	7	1	78
The ease of being able to get on and off		-1	=	-1	=	622	89	8	3	83
Your personal security on board		0	=	2	=	591	92	7	1	86
The cleanliness of the inside		4	=	0	=	628	89	7	3	84
The cleanliness of the outside		1	=	-4	=	548	82	14	5	79
The availability of staff		0	=	4	=	553	85	12	3	67
How well train company deals with delays		11	=	34	↑	83	84	10	7	54

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014					
	Overall sample size 1238	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-2	=	-1	=	1218	90	7	4	86
STATION FACILITIES										
Overall satisfaction with the station		0	=	0	=	1221	79	15	6	82
Ticket buying facilities		3	=	6	=	364	86	8	7	84
Provision of information about train times/platforms		1	=	3	=	1172	88	7	5	86
The upkeep/repair of the station buildings/platforms		-1	=	-1	=	1166	71	18	11	76
Cleanliness		2	=	1	=	1182	77	16	7	81
The facilities and services		-2	=	-3	=	1038	65	22	13	67
The attitudes and helpfulness of the staff		3	=	1	=	778	80	15	5	81
Connections with other forms of public transport		-1	=	5	=	842	83	12	5	77
Facilities for car parking		7	=	2	=	340	59	20	21	59
Overall environment		-1	=	-1	=	1166	69	21	10	75
Your personal security whilst using the station		0	=	1	=	1046	75	22	3	78
The availability of staff		5	=	4	=	925	68	22	10	68
The provision of shelter facilities		1	=	-2	=	833	69	19	12	72
Availability of seating		2	=	1	=	1060	45	19	37	53
How request to station staff was handled		1	=	0	=	202	90	5	5	88
The choice of shops/eating/drinking facilities available		1	=	0	=	1055	61	20	18	60
TRAIN FACILITIES										
Overall satisfaction with the train		-3	↓	-1	=	1221	90	7	3	85
The frequency of the trains on that route		0	=	0	=	1182	90	6	4	83
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	-1	=	1202	86	5	9	83
The length of time the journey was scheduled to take (speed)		-1	=	1	=	1196	92	5	2	88
Connections with other train services		-4	=	-3	=	689	83	12	5	79
The value for money of the price of your ticket		0	=	2	=	1175	61	16	23	55
Upkeep and repair of the train		0	=	2	=	1206	91	6	3	84
The provision of information during the journey		-5	↓	1	=	1164	83	12	5	77
The helpfulness and attitude of staff on train		-2	=	0	=	899	82	14	4	82
The space for luggage		2	=	6	↑	1061	64	16	21	59
The toilet facilities		4	=	5	=	795	64	18	18	56
Sufficient room for all passengers to sit/stand		-5	↓	1	=	1180	79	11	11	72
The comfort of the seating area		-5	↓	0	=	1201	81	13	6	78
The ease of being able to get on and off		-3	↓	1	=	1211	88	10	2	83
Your personal security on board		-1	=	0	=	1137	88	11	1	86
The cleanliness of the inside		-2	=	0	=	1209	89	8	3	84
The cleanliness of the outside		-6	↓	-2	=	1016	81	16	3	79
The availability of staff		-4	=	0	=	1003	67	22	11	67
How well train company deals with delays		-9	=	3	=	248	55	34	11	54

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

	Overall sample size 1097	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		-4	↓	-3	=	1045	83	11	6	86
STATION FACILITIES										
Overall satisfaction with the station		-1	=	3	=	1043	77	16	7	81
Ticket buying facilities		2	=	-3	=	635	80	10	10	78
Provision of information about train times/platforms		-2	=	1	=	1000	82	12	6	86
The upkeep/repair of the station buildings/platforms		-5	=	1	=	1014	64	23	13	77
Cleanliness		-4	=	1	=	1012	65	23	12	80
The facilities and services		-3	=	-4	=	881	48	18	34	52
The attitudes and helpfulness of the staff		-3	=	2	=	779	74	17	10	76
Connections with other forms of public transport		-1	=	-2	=	704	64	22	14	71
Facilities for car parking		0	=	0	=	592	62	17	21	52
Overall environment		-6	↓	2	=	1005	62	27	11	74
Your personal security whilst using the station		-1	=	1	=	904	69	24	8	74
The availability of staff		-4	=	-2	=	888	61	17	22	64
The provision of shelter facilities		-4	=	-2	=	966	66	18	17	73
Availability of seating		-4	=	-3	=	968	50	25	25	59
How request to station staff was handled		-3	=	2	=	204	89	3	3	87
The choice of shops/eating/drinking facilities available		-2	=	6	=	846	39	23	38	43
TRAIN FACILITIES										
Overall satisfaction with the train		-4	=	-1	=	1050	81	14	5	81
The frequency of the trains on that route		-3	=	1	=	1021	75	10	15	81
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	-4	=	1044	82	7	11	83
The length of time the journey was scheduled to take (speed)		-1	=	-2	=	1020	82	11	7	88
Connections with other train services		-9	↓	-7	=	693	73	18	9	80
The value for money of the price of your ticket		0	=	1	=	1013	54	19	28	56
Upkeep and repair of the train		-8	↓	3	=	1040	71	16	13	72
The provision of information during the journey		-1	=	1	=	958	66	23	11	71
The helpfulness and attitude of staff on train		-1	=	-6	↓	910	81	14	5	77
The space for luggage		-2	=	2	=	898	61	20	19	58
The toilet facilities		-7	↓	-2	=	617	47	23	30	43
Sufficient room for all passengers to sit/stand		0	=	2	=	1033	73	12	15	73
The comfort of the seating area		-3	=	-1	=	1037	74	13	12	73
The ease of being able to get on and off		-3	=	-2	=	1033	82	14	5	84
Your personal security on board		-4	↓	-3	=	1004	81	16	3	83
The cleanliness of the inside		-6	↓	6	=	1047	73	17	10	73
The cleanliness of the outside		-4	=	0	=	900	66	25	9	69
The availability of staff		-4	=	-3	=	974	69	22	9	62
How well train company deals with delays		-3	=	-21	=	120	35	38	28	42

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014					
	Overall sample size 598	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	0	=	592	93	5	2	86
STATION FACILITIES										
Overall satisfaction with the station		2	=	-3	=	585	88	9	3	81
Ticket buying facilities		3	=	6	=	296	92	5	4	78
Provision of information about train times/platforms		0	=	2	=	542	90	7	3	86
The upkeep/repair of the station buildings/platforms		-2	=	-2	=	566	84	11	5	77
Cleanliness		1	=	-3	=	571	86	11	4	80
The facilities and services		1	=	-11	↓	454	58	17	24	52
The attitudes and helpfulness of the staff		-4	=	-3	=	490	83	13	4	76
Connections with other forms of public transport		-10	↓	-6	=	392	73	16	12	71
Facilities for car parking		-1	=	-3	=	269	60	11	30	52
Overall environment		5	=	-2	=	560	84	12	4	74
Your personal security whilst using the station		5	=	0	=	522	81	15	4	74
The availability of staff		-2	=	-6	=	521	79	14	7	64
The provision of shelter facilities		6	=	4	=	452	84	10	6	73
Availability of seating		0	=	-2	=	532	69	17	14	59
How request to station staff was handled		-	=	-	=	<50	-	-	-	87
The choice of shops/eating/drinking facilities available		1	=	-2	=	410	48	19	34	43
TRAIN FACILITIES										
Overall satisfaction with the train		-2	=	-1	=	581	88	10	3	81
The frequency of the trains on that route		0	=	-4	=	588	93	3	5	81
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	0	=	583	93	2	5	83
The length of time the journey was scheduled to take (speed)		-1	=	2	=	566	96	3	1	88
Connections with other train services		-3	=	2	=	304	88	8	3	80
The value for money of the price of your ticket		5	=	4	=	468	70	15	15	56
Upkeep and repair of the train		-4	=	-2	=	570	76	16	8	72
The provision of information during the journey		0	=	-2	=	546	87	11	2	71
The helpfulness and attitude of staff on train		6	=	1	=	326	72	21	7	77
The space for luggage		-6	=	-11	=	424	55	18	27	58
The toilet facilities		1	=	0	=	168	18	12	70	43
Sufficient room for all passengers to sit/stand		-1	=	-1	=	578	78	12	10	73
The comfort of the seating area		-4	=	-5	=	570	77	17	6	73
The ease of being able to get on and off		-2	=	1	=	581	88	8	4	84
Your personal security on board		5	=	-2	=	541	83	15	2	83
The cleanliness of the inside		-4	=	-2	=	577	77	15	8	73
The cleanliness of the outside		1	=	3	=	523	71	19	10	69
The availability of staff		-2	=	-7	=	438	49	33	18	62
How well train company deals with delays		-	=	-	=	<50	-	-	-	42

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

	Overall sample size 1150	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		4	=	2	=	1135	80	12	7	86
STATION FACILITIES										
Overall satisfaction with the station		0	=	0	=	1136	76	17	7	81
Ticket buying facilities		-3	=	-2	=	634	73	11	15	78
Provision of information about train times/platforms		-1	=	1	=	1086	83	11	6	86
The upkeep/repair of the station buildings/platforms		-2	=	-1	=	1098	73	17	10	77
Cleanliness		-1	=	0	=	1096	77	16	7	80
The facilities and services		-1	=	-1	=	981	51	18	31	52
The attitudes and helpfulness of the staff		0	=	-3	=	854	71	19	9	76
Connections with other forms of public transport		0	=	4	=	835	71	16	13	71
Facilities for car parking		-4	=	-3	=	480	51	18	31	52
Overall environment		-1	=	-3	=	1104	69	23	8	74
Your personal security whilst using the station		2	=	0	=	1013	67	27	6	74
The availability of staff		-2	=	-4	=	977	56	21	22	64
The provision of shelter facilities		-5	=	-7	↓	1008	65	18	17	73
Availability of seating		-1	=	-4	=	1051	53	21	26	59
How request to station staff was handled		0	=	-1	=	123	85	7	8	87
The choice of shops/eating/drinking facilities available		-1	=	-6	↓	934	40	20	41	43
TRAIN FACILITIES										
Overall satisfaction with the train		5	=	2	=	1133	74	16	10	81
The frequency of the trains on that route		6	↑	3	=	1118	75	10	15	81
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	1	=	1130	78	7	16	83
The length of time the journey was scheduled to take (speed)		6	↑	3	=	1115	87	9	4	88
Connections with other train services		3	=	2	=	661	75	17	8	80
The value for money of the price of your ticket		0	=	-2	=	1054	54	21	26	56
Upkeep and repair of the train		6	↑	2	=	1099	61	19	19	72
The provision of information during the journey		1	=	3	=	998	60	26	14	71
The helpfulness and attitude of staff on train		-4	=	-1	=	833	70	24	6	77
The space for luggage		-3	=	-2	=	869	53	22	25	58
The toilet facilities		11	↑	7	=	462	42	21	37	43
Sufficient room for all passengers to sit/stand		1	=	1	=	1101	67	11	22	73
The comfort of the seating area		2	=	0	=	1090	63	19	18	73
The ease of being able to get on and off		1	=	1	=	1121	78	12	10	84
Your personal security on board		6	↑	6	↑	1061	79	18	3	83
The cleanliness of the inside		4	↑	-1	=	1109	64	22	14	73
The cleanliness of the outside		9	↑	-5	=	967	59	28	14	69
The availability of staff		1	=	0	=	989	56	28	16	62
How well train company deals with delays		14	↑	7	=	200	43	39	19	42

ScotRail

Improved ↑
 Unchanged =
 Declined ↓

	Improvement/decline in % satisfied or good since Spring 2013		Improvement/decline in % satisfied or good since Autumn 2013		Spring 2014					
	Overall sample size 1094	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction		0	=	4	=	1077	90	6	4	86
STATION FACILITIES										
Overall satisfaction with the station		4	=	2	=	1073	84	12	4	81
Ticket buying facilities		-4	=	-7	=	655	76	9	15	78
Provision of information about train times/platforms		0	=	5	=	1026	88	6	6	86
The upkeep/repair of the station buildings/platforms		3	=	2	=	1038	82	13	5	77
Cleanliness		2	=	3	=	1039	86	11	4	80
The facilities and services		4	=	-1	=	898	52	22	26	52
The attitudes and helpfulness of the staff		1	=	-2	=	803	79	16	6	76
Connections with other forms of public transport		-3	=	4	=	741	73	15	12	71
Facilities for car parking		6	=	0	=	432	46	13	41	52
Overall environment		5	=	6	=	1035	80	14	6	74
Your personal security whilst using the station		7	=	5	=	943	80	16	4	74
The availability of staff		-3	=	-1	=	909	67	17	16	64
The provision of shelter facilities		6	=	1	=	902	80	13	8	73
Availability of seating		5	=	8	=	968	65	19	16	59
How request to station staff was handled		0	=	2	=	147	88	5	6	87
The choice of shops/eating/drinking facilities available		5	=	1	=	879	47	16	37	43
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	0	=	1080	88	8	4	81
The frequency of the trains on that route		0	=	3	=	1052	85	7	8	81
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	5	=	1057	86	5	9	83
The length of time the journey was scheduled to take (speed)		-1	=	-3	=	1044	88	7	5	88
Connections with other train services		10	↑	5	=	565	85	10	5	80
The value for money of the price of your ticket		7	=	4	=	1035	56	20	25	56
Upkeep and repair of the train		0	=	5	=	1051	84	10	7	72
The provision of information during the journey		1	=	2	=	979	78	15	6	71
The helpfulness and attitude of staff on train		9	↑	2	=	873	85	13	2	77
The space for luggage		-1	=	-3	=	852	64	22	15	58
The toilet facilities		6	=	4	=	488	52	17	31	43
Sufficient room for all passengers to sit/stand		-2	=	3	=	1052	78	9	13	73
The comfort of the seating area		5	=	1	=	1057	83	11	6	73
The ease of being able to get on and off		4	=	0	=	1063	89	8	3	84
Your personal security on board		4	=	4	=	1023	88	11	2	83
The cleanliness of the inside		0	=	0	=	1076	84	11	5	73
The cleanliness of the outside		3	=	2	=	870	83	13	5	69
The availability of staff		3	=	6	=	945	72	22	6	62
How well train company deals with delays		1	=	2	=	116	44	35	21	42

Individual train company results by route

Overall satisfaction by route

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

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 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	383	83	=	First Great Western: West	783	80	=	Southern: Sussex Coast	956	76	=
Abellio Greater Anglia: Mainline	503	77	=	First Hull Trains	575	96	=	South West Trains: Island Line	117	90	=
Abellio Greater Anglia: Metro	178	81	=	First TransPennine Express: North	566	84	=	South West Trains: London	605	80	=
Abellio Greater Anglia: Rural	174	84	=	First TransPennine Express: North West	295	84	=	South West Trains: Mainline	212	73	=
Abellio Greater Anglia: Stansted Express	385	89	=	First TransPennine Express: South	215	90	=	South West Trains: Metro	256	78	=
Abellio Greater Anglia: West Anglia Inner	208	84	=	Grand Central: London - Bradford	207	92	=	South West Trains:			
Abellio Greater Anglia: West Anglia Outer	414	82	=	Grand Central: London - Sunderland	411	95	=	Not Managed By South West Trains	150	91	↑
Arriva Trains Wales: North Wales	319	85	=	Heathrow Connect	562	88	=	South West Trains: Portsmouth	73	79	=
Arriva Trains Wales: South Wales	332	86	=	Heathrow Express	539	94	=	South West Trains: Reading/Windsor	204	78	=
Arriva Trains Wales: Valley	394	82	↓	London Midland: London Commuter	407	83	=	South West Trains: Suburban	170	80	=
c2c	1073	89	↓	London Midland: West Coast	238	85	=	South West Trains: West Of England	107	85	↑
Chiltern Railways: North	289	93	=	London Midland: West Midlands	459	81	=	Virgin: Birmingham - Scotland	<50	-	=
Chiltern Railways: South	840	91	=	London Overground:				Virgin: London - Liverpool	148	93	=
Crosscountry: Birmingham - Manchester	121	89	=	Gospel Oak - Barking	282	92	=	Virgin: London - Manchester	290	93	=
Crosscountry: Birmingham -				London Overground:				Virgin: London - North Wales	113	94	↑
North East And Scotland	334	83	=	Highbury - Croydon/Clapham	274	93	=	Virgin: London - Scotland	379	89	↓
Crosscountry: Birmingham - South Coast	230	80	=	London Overground:				Virgin: London - Wolverhampton	239	86	=
Crosscountry: Birmingham - South West	176	81	=	Richmond/Clapham - Stratford	266	88	=				
Crosscountry: Birmingham - Stansted	141	78	=	London Overground: Watford - Euston	317	95	=				
Crosscountry: Nottingham - Cardiff	110	86	=	Merseyrail: Northern	265	92	=				
East Coast: Non-London Journeys	365	90	=	Merseyrail: Wirral	327	93	=				
East Coast: London				Northern: Lancashire & Cumbria	119	80	=				
East Midlands & East of England	199	89	=	Northern: Manchester & Liverpool	386	78	=				
East Coast: London -				Northern: South & East Yorkshire	205	88	↑				
North East & Scotland	261	92	↑	Northern: Tyne Tees & Wear	93	84	=				
East Coast: London - Yorkshire	281	91	=	Northern: West & North Yorkshire	332	80	=				
East Midlands Trains: Liverpool - Norwich	229	87	↓	ScotRail: Interurban	417	89	=				
East Midlands Trains: Local	293	88	=	ScotRail: Rural	129	89	=				
East Midlands Trains: London	578	87	=	ScotRail: Strathclyde	314	91	=				
First Capital Connect: Great Northern	642	77	=	ScotRail: Urban	217	89	=				
First Capital Connect: Thameslink Loop	269	70	=	Southeastern: High Speed	295	87	=				
First Capital Connect: Thameslink North	574	80	=	Southeastern: Mainline	369	69	↓				
First Capital Connect: Thameslink South	278	80	↑	Southeastern: Metro	963	72	=				
First Great Western: Long Distance	1112	82	=	Southern: Gatwick Express	424	88	↑				
First Great Western: London Thames Valley	1093	80	=	Southern: Metro	755	78	=				

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 Spring 2013.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 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	371	41	=	First Great Western: West	754	61	↑	Southern: Sussex Coast	927	39	=
Abellio Greater Anglia: Mainline	475	31	=	First Hull Trains	556	66	=	South West Trains: Island Line	109	74	↑
Abellio Greater Anglia: Metro	157	39	=	First TransPennine Express: North	542	53	=	South West Trains: London	575	39	↑
Abellio Greater Anglia: Rural	170	55	=	First TransPennine Express: North West	285	55	=	South West Trains: Mainline	209	33	=
Abellio Greater Anglia: Stansted Express	377	40	↑	First TransPennine Express: South	198	57	=	South West Trains: Metro	225	35	=
Abellio Greater Anglia: West Anglia Inner	176	36	=	Grand Central: London - Bradford	201	79	=	South West Trains:			
Abellio Greater Anglia: West Anglia Outer	401	33	=	Grand Central: London - Sunderland	408	77	=	Not Managed By South West Trains	144	53	↑
Arriva Trains Wales: North Wales	310	55	=	Heathrow Connect	507	54	=	South West Trains: Portsmouth	73	39	=
Arriva Trains Wales: South Wales	320	58	=	Heathrow Express	543	45	=	South West Trains: Reading/Windsor	181	35	=
Arriva Trains Wales: Valley	383	52	=	London Midland: London Commuter	388	38	=	South West Trains: Suburban	165	31	=
c2c	1031	44	=	London Midland: West Coast	228	65	=	South West Trains: West Of England	103	39	=
Chiltern Railways: North	277	69	↑	London Midland: West Midlands	394	52	=	Virgin: Birmingham - Scotland	<50	-	=
Chiltern Railways: South	802	42	=	London Overground:				Virgin: London - Liverpool	143	60	=
Crosscountry: Birmingham - Manchester	116	60	=	Gospel Oak - Barking	236	61	=	Virgin: London - Manchester	280	57	=
Crosscountry: Birmingham -				London Overground:				Virgin: London - North Wales	105	52	=
North East And Scotland	309	60	=	Highbury - Croydon/Clapham	249	60	↑	Virgin: London - Scotland	367	64	=
Crosscountry: Birmingham - South Coast	222	44	=	London Overground:				Virgin: London - Wolverhampton	235	63	=
Crosscountry: Birmingham - South West	169	46	=	Richmond/Clapham - Stratford	239	52	=				
Crosscountry: Birmingham - Stansted	139	46	=	London Overground: Watford - Euston	268	55	=				
Crosscountry: Nottingham - Cardiff	107	46	=	Merseyrail: Northern	190	72	=				
East Coast: Non-London Journeys	342	60	=	Merseyrail: Wirral	278	68	=				
East Coast: London				Northern: Lancashire & Cumbria	118	60	=				
East Midlands & East of England	195	55	=	Northern: Manchester & Liverpool	346	49	=				
East Coast: London -				Northern: South & East Yorkshire	182	65	=				
North East & Scotland	253	57	=	Northern: Tyne Tees & Wear	90	67	=				
East Coast: London - Yorkshire	274	64	↑	Northern: West & North Yorkshire	318	51	=				
East Midlands Trains: Liverpool - Norwich	223	56	↑	ScotRail: Interurban	395	51	=				
East Midlands Trains: Local	285	59	=	ScotRail: Rural	127	69	=				
East Midlands Trains: London	557	43	=	ScotRail: Strathclyde	302	59	=				
First Capital Connect: Great Northern	623	40	=	ScotRail: Urban	211	48	=				
First Capital Connect: Thameslink Loop	237	38	=	Southeastern: High Speed	283	39	=				
First Capital Connect: Thameslink North	538	38	↑	Southeastern: Mainline	350	30	=				
First Capital Connect: Thameslink South	264	35	=	Southeastern: Metro	820	29	=				
First Great Western: Long Distance	1075	42	↓	Southern: Gatwick Express	407	35	=				
First Great Western: London Thames Valley	1041	45	=	Southern: Metro	655	40	↑				

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

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

Improved 
Unchanged 
Declined 

Full details of the route results for Spring 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	379	79	=	First Great Western: West	780	78	=	Southern: Sussex Coast	952	69	=
Abellio Greater Anglia: Mainline	497	75	=	First Hull Trains	580	97	↑	South West Trains: Island Line	115	91	=
Abellio Greater Anglia: Metro	178	75	=	First TransPennine Express: North	561	85	=	South West Trains: London	605	78	=
Abellio Greater Anglia: Rural	174	80	=	First TransPennine Express: North West	295	87	=	South West Trains: Mainline	210	71	=
Abellio Greater Anglia: Stansted Express	383	92	=	First TransPennine Express: South	211	86	=	South West Trains: Metro	254	75	=
Abellio Greater Anglia: West Anglia Inner	208	75	=	Grand Central: London - Bradford	205	79	↓	South West Trains:			
Abellio Greater Anglia: West Anglia Outer	414	78	=	Grand Central: London - Sunderland	418	95	=	Not Managed By South West Trains	147	87	↑
Arriva Trains Wales: North Wales	319	85	=	Heathrow Connect	558	76	=	South West Trains: Portsmouth	73	75	=
Arriva Trains Wales: South Wales	333	85	=	Heathrow Express	543	95	=	South West Trains: Reading/Windsor	202	76	=
Arriva Trains Wales: Valley	392	80	↓	London Midland: London Commuter	406	77	↑	South West Trains: Suburban	170	73	=
c2c	1066	91	↓	London Midland: West Coast	235	82	=	South West Trains: West Of England	103	86	↑
Chiltern Railways: North	284	88	=	London Midland: West Midlands	457	71	=	Virgin: Birmingham - Scotland	<50	-	=
Chiltern Railways: South	837	90	=	London Overground:				Virgin: London - Liverpool	147	90	=
Crosscountry: Birmingham - Manchester	118	88	=	Gospel Oak - Barking	284	91	=	Virgin: London - Manchester	284	92	=
Crosscountry: Birmingham -				London Overground:				Virgin: London - North Wales	108	87	=
North East And Scotland	327	76	=	Highbury - Croydon/Clapham	269	86	=	Virgin: London - Scotland	378	85	=
Crosscountry: Birmingham - South Coast	230	71	=	London Overground:				Virgin: London - Wolverhampton	236	80	=
Crosscountry: Birmingham - South West	176	80	=	Richmond/Clapham - Stratford	265	86	=				
Crosscountry: Birmingham - Stansted	139	82	=	London Overground: Watford - Euston	309	90	=				
Crosscountry: Nottingham - Cardiff	108	86	=	Merseyrail: Northern	259	92	=				
East Coast: Non-London Journeys	354	81	=	Merseyrail: Wirral	324	93	=				
East Coast: London				Northern: Lancashire & Cumbria	115	81	=				
East Midlands & East of England	195	87	=	Northern: Manchester & Liverpool	381	73	=				
East Coast: London -				Northern: South & East Yorkshire	204	89	↑				
North East & Scotland	264	83	=	Northern: Tyne Tees & Wear	94	89	=				
East Coast: London - Yorkshire	278	85	=	Northern: West & North Yorkshire	336	77	=				
East Midlands Trains: Liverpool - Norwich	233	78	↓	ScotRail: Interurban	403	91	↑				
East Midlands Trains: Local	287	91	↑	ScotRail: Rural	127	92	=				
East Midlands Trains: London	573	83	↓	ScotRail: Strathclyde	312	85	=				
First Capital Connect: Great Northern	646	74	=	ScotRail: Urban	215	83	=				
First Capital Connect: Thameslink Loop	271	60	↓	Southeastern: High Speed	286	85	=				
First Capital Connect: Thameslink North	573	72	=	Southeastern: Mainline	362	67	↓				
First Capital Connect: Thameslink South	279	77	↑	Southeastern: Metro	946	67	↓				
First Great Western: Long Distance	1106	74	↓	Southern: Gatwick Express	414	90	↑				
First Great Western: London Thames Valley	1084	68	=	Southern: Metro	748	60	↓				

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

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

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 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	370	72	=	First Great Western: West	754	65	=	Southern: Sussex Coast	934	59	↓
Abellio Greater Anglia: Mainline	487	61	=	First Hull Trains	573	90	=	South West Trains: Island Line	113	84	↑
Abellio Greater Anglia: Metro	175	56	=	First TransPennine Express: North	565	52	=	South West Trains: London	602	59	=
Abellio Greater Anglia: Rural	172	81	=	First TransPennine Express: North West	285	58	↓	South West Trains: Mainline	213	63	=
Abellio Greater Anglia: Stansted Express	363	82	↑	First TransPennine Express: South	210	64	=	South West Trains: Metro	249	58	=
Abellio Greater Anglia: West Anglia Inner	197	76	=	Grand Central: London - Bradford	208	91	=	South West Trains:			
Abellio Greater Anglia: West Anglia Outer	409	70	=	Grand Central: London - Sunderland	409	93	=	Not Managed By South West Trains	151	81	=
Arriva Trains Wales: North Wales	314	74	=	Heathrow Connect	560	80	=	South West Trains: Portsmouth	72	71	=
Arriva Trains Wales: South Wales	331	77	=	Heathrow Express	551	90	↓	South West Trains: Reading/Windsor	196	61	=
Arriva Trains Wales: Valley	388	71	=	London Midland: London Commuter	395	63	=	South West Trains: Suburban	168	53	↓
c2c	1047	58	↓	London Midland: West Coast	234	66	=	South West Trains: West Of England	101	63	=
Chiltern Railways: North	275	85	=	London Midland: West Midlands	436	67	=	Virgin: Birmingham - Scotland	<50	-	=
Chiltern Railways: South	828	71	=	London Overground:				Virgin: London - Liverpool	147	85	=
Crosscountry: Birmingham - Manchester	119	68	=	Gospel Oak - Barking	277	69	=	Virgin: London - Manchester	287	85	=
Crosscountry: Birmingham -				London Overground:				Virgin: London - North Wales	104	91	=
North East And Scotland	327	71	=	Highbury - Croydon/Clapham	264	80	=	Virgin: London - Scotland	364	81	=
Crosscountry: Birmingham - South Coast	222	64	=	London Overground:				Virgin: London - Wolverhampton	232	71	=
Crosscountry: Birmingham - South West	174	77	=	Richmond/Clapham - Stratford	264	59	=				
Crosscountry: Birmingham - Stansted	140	63	=	London Overground: Watford - Euston	309	79	=				
Crosscountry: Nottingham - Cardiff	106	68	=	Merseyrail: Northern	258	75	=				
East Coast: Non-London Journeys	348	84	=	Merseyrail: Wirral	320	81	=				
East Coast: London				Northern: Lancashire & Cumbria	112	74	=				
East Midlands & East of England	189	84	=	Northern: Manchester & Liverpool	375	62	=				
East Coast: London -				Northern: South & East Yorkshire	196	74	=				
North East & Scotland	260	86	↑	Northern: Tyne Tees & Wear	91	79	=				
East Coast: London - Yorkshire	270	84	=	Northern: West & North Yorkshire	327	65	↓				
East Midlands Trains: Liverpool - Norwich	225	83	=	ScotRail: Interurban	403	69	=				
East Midlands Trains: Local	286	81	=	ScotRail: Rural	130	87	=				
East Midlands Trains: London	562	74	=	ScotRail: Strathclyde	306	82	=				
First Capital Connect: Great Northern	636	57	=	ScotRail: Urban	213	76	=				
First Capital Connect: Thameslink Loop	267	54	↓	Southeastern: High Speed	287	85	=				
First Capital Connect: Thameslink North	559	56	=	Southeastern: Mainline	368	55	↓				
First Capital Connect: Thameslink South	266	64	↑	Southeastern: Metro	936	54	↓				
First Great Western: Long Distance	1082	68	=	Southern: Gatwick Express	424	80	=				
First Great Western: London Thames Valley	1080	65	=	Southern: Metro	730	65	=				

Overall satisfaction with the station by route

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

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 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	387	82	⊖	First Great Western: West	784	75	⊖	Southern: Sussex Coast	958	73	⊖
Abellio Greater Anglia: Mainline	494	79	⊖	First Hull Trains	584	92	⊖	South West Trains: Island Line	120	79	↑
Abellio Greater Anglia: Metro	178	80	⊖	First TransPennine Express: North	567	86	⊖	South West Trains: London	612	80	⊖
Abellio Greater Anglia: Rural	179	75	⊖	First TransPennine Express: North West	299	87	⊖	South West Trains: Mainline	213	69	⊖
Abellio Greater Anglia: Stansted Express	387	80	⊖	First TransPennine Express: South	212	86	⊖	South West Trains: Metro	259	72	⊖
Abellio Greater Anglia: West Anglia Inner	210	65	⊖	Grand Central: London - Bradford	204	84	⊖	South West Trains:			
Abellio Greater Anglia: West Anglia Outer	419	73	⊖	Grand Central: London - Sunderland	421	90	⊖	Not Managed By South West Trains	153	82	↑
Arriva Trains Wales: North Wales	324	79	⊖	Heathrow Connect	563	74	⊖	South West Trains: Portsmouth	73	72	⊖
Arriva Trains Wales: South Wales	329	81	⊖	Heathrow Express	551	92	⊖	South West Trains: Reading/Windsor	203	72	⊖
Arriva Trains Wales: Valley	390	75	⊖	London Midland: London Commuter	406	71	↓	South West Trains: Suburban	171	71	⊖
c2c	1069	81	⊖	London Midland: West Coast	239	83	⊖	South West Trains: West Of England	106	82	⊖
Chiltern Railways: North	285	87	⊖	London Midland: West Midlands	460	74	⊖	Virgin: Birmingham - Scotland	<50	-	⊖
Chiltern Railways: South	847	88	⊖	London Overground:				Virgin: London - Liverpool	149	84	⊖
Crosscountry: Birmingham - Manchester	117	78	⊖	Gospel Oak - Barking	282	83	⊖	Virgin: London - Manchester	291	82	⊖
Crosscountry: Birmingham -				London Overground:				Virgin: London - North Wales	113	80	⊖
North East And Scotland	335	81	⊖	Highbury - Croydon/Clapham	272	85	↑	Virgin: London - Scotland	376	82	⊖
Crosscountry: Birmingham - South Coast	232	80	⊖	London Overground:				Virgin: London - Wolverhampton	243	76	⊖
Crosscountry: Birmingham - South West	179	80	⊖	Richmond/Clapham - Stratford	265	84	⊖				
Crosscountry: Birmingham - Stansted	139	75	⊖	London Overground: Watford - Euston	320	89	↑				
Crosscountry: Nottingham - Cardiff	111	83	⊖	Merseyrail: Northern	263	90	⊖				
East Coast: Non-London Journeys	359	81	⊖	Merseyrail: Wirral	322	86	⊖				
East Coast: London				Northern: Lancashire & Cumbria	118	77	⊖				
East Midlands & East of England	200	89	⊖	Northern: Manchester & Liverpool	387	72	⊖				
East Coast: London -				Northern: South & East Yorkshire	204	92	⊖				
North East & Scotland	267	90	⊖	Northern: Tyne Tees & Wear	94	80	⊖				
East Coast: London - Yorkshire	277	89	⊖	Northern: West & North Yorkshire	333	73	⊖				
East Midlands Trains: Liverpool - Norwich	230	76	⊖	ScotRail: Interurban	411	81	⊖				
East Midlands Trains: Local	288	78	⊖	ScotRail: Rural	129	88	⊖				
East Midlands Trains: London	582	87	⊖	ScotRail: Strathclyde	312	86	⊖				
First Capital Connect: Great Northern	650	78	⊖	ScotRail: Urban	221	82	⊖				
First Capital Connect: Thameslink Loop	270	79	⊖	Southeastern: High Speed	291	81	⊖				
First Capital Connect: Thameslink North	577	78	⊖	Southeastern: Mainline	373	75	⊖				
First Capital Connect: Thameslink South	281	71	⊖	Southeastern: Metro	969	72	⊖				
First Great Western: Long Distance	1114	84	⊖	Southern: Gatwick Express	425	79	⊖				
First Great Western: London Thames Valley	1097	74	⊖	Southern: Metro	757	75	⊖				

How routes are defined

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

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: North Wales

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

Arriva Trains Wales: South Wales

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

Arriva Trains Wales: Valley

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

c2c

All journeys on c2c

Chiltern Railways: North

Journeys starting from Bicester North station and stations further north

Chiltern Railways: South

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

CrossCountry: Birmingham – Manchester

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry: Birmingham – North East and Scotland

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry: Birmingham – South Coast

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry: Birmingham – South West

Journeys on the Birmingham New Street – Penzance route

CrossCountry: Birmingham – Stansted

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry: Nottingham – Cardiff

Journeys on the Nottingham – Cardiff Central route

East Coast: London – Yorkshire

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

East Coast: London – Scotland – North East

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

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

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

East Coast: non-London journeys

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

East Midland Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London – Sheffield route

First Capital Connect: Great Northern

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

First Capital Connect: Thameslink loop

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

First Capital Connect: North

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect: South

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

First Great Western: Long distance

Journeys on long-distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on routes between Manchester Airport/Manchester and Cleethorpes

Grand Central: London – Bradford

Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King's Cross – Sunderland route

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: Birmingham – Scotland

Journeys on Birmingham-Scotland services

Virgin: London – Liverpool

Journeys on London-Liverpool services

Virgin: London – Manchester

Journeys on London-Manchester services

Virgin: London – North Wales

Journeys on London-Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London-Glasgow/Scotland services

Virgin: London – Wolverhampton

Journeys on London-Wolverhampton services

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.

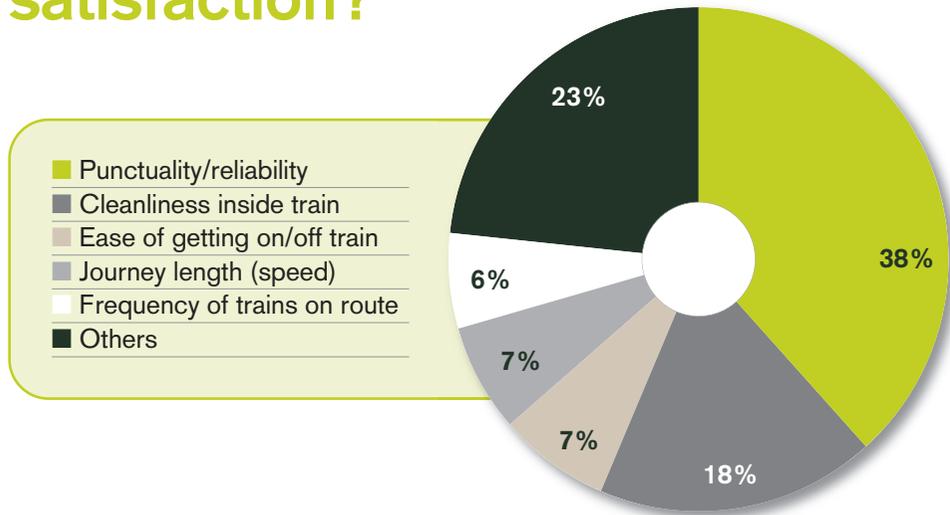
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Spring 2014 and Autumn 2013 combined.

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

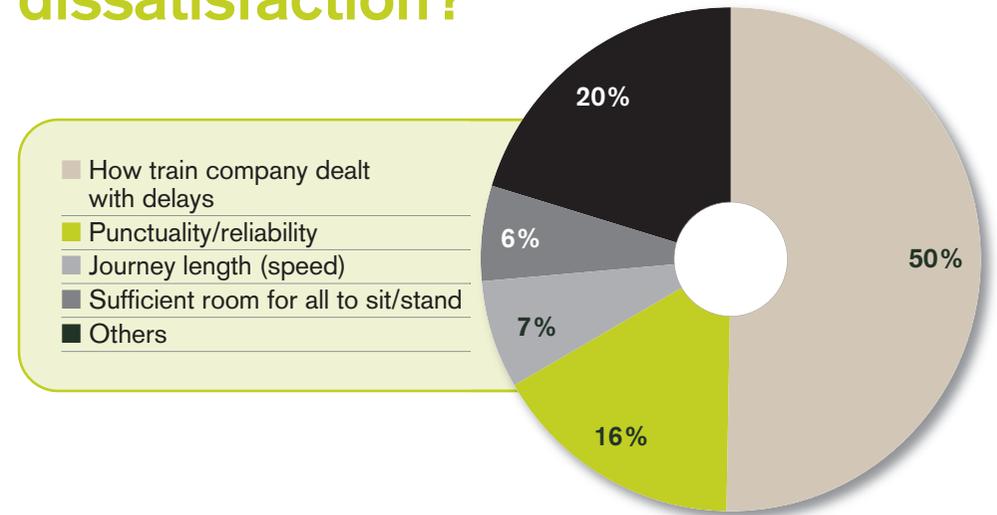
overall, then punctuality is likely to have a bigger impact on overall satisfaction – the higher the percentage figure below the greater the influence on overall journey satisfaction.

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

What has the biggest impact on overall satisfaction?



What has the biggest impact on overall dissatisfaction?



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

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

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

On First Hull Trains, Grand Central, Heathrow Connect

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

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

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

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

(commuter, business, leisure) and station size (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 Spring 2013 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

If you would like to know more about how the survey is carried out or how data is compiled, including more details on methodology, please visit <http://www.passengerfocus.org.uk/research/national-passenger-survey-introduction>.

Methodology

The survey is conducted across the entire franchised railway, and in Spring 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

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
First Great Western
London Midland
London Overground
South West Trains
Southeastern
Southern

Regional operators

Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail



Contact us

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

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