National Rail Passenger Survey
Stakeholder Report
Spring 2014 (Wave 30)

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Contents

Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

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

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

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

TOC data is compiled to provide a national sample. Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

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

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

The data for number of journeys and profiles by these variables was generated from ORR data (2012).

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

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.passengerfocus.org.uk

Spring 2014 (Wave 30)

The main fieldwork for the Spring 2014 survey (Wave 30) was undertaken between 2nd February and 13th April 2014. Top up interviews were done within the last three weeks of the fieldwork period.

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 5th and 6th February.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still trains were still running.

Autumn 2013 (Wave 29)

Fieldwork for Wave 29 was undertaken between the 2nd September and 11th November 2013.

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

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

A few were rearranged due to a spell of severe weather at the end of October, but overall there was little disruption due to weather related issues this wave.

Spring 2013 (Wave 28)

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

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

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

Autumn 2012 (Wave 27)

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

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

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

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

National total versus eastern regions

Percentage of passengers satisfied 2009 to 2014
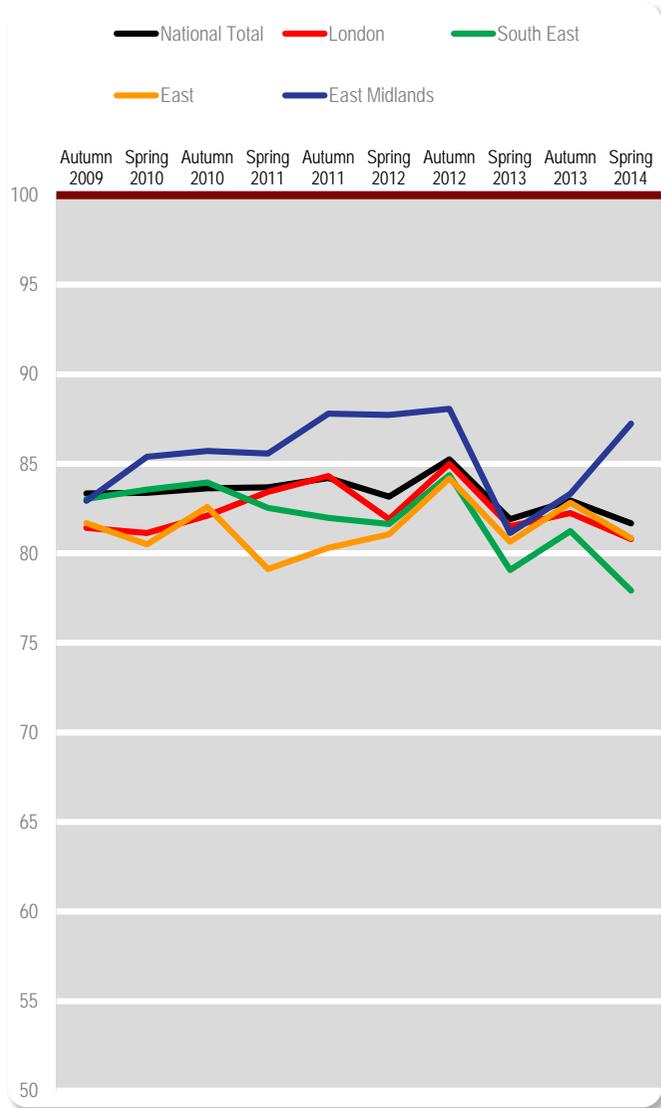
National total versus western regions

Percentage of passengers satisfied 2009 to 2014
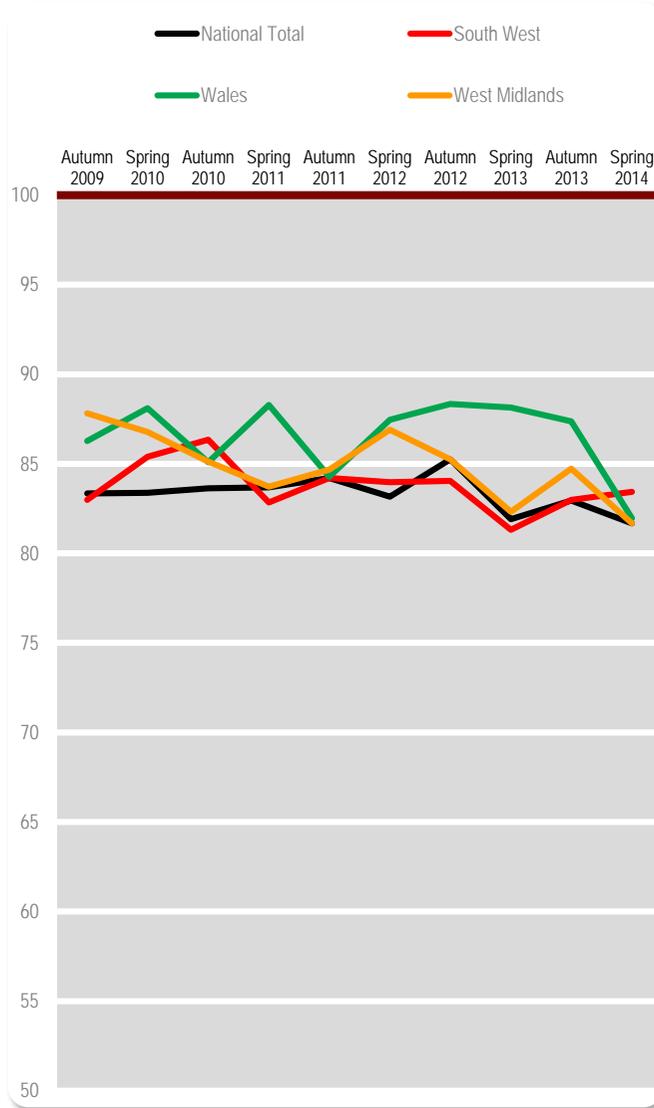
National total versus northern regions

Percentage of passengers satisfied 2009 to 2014
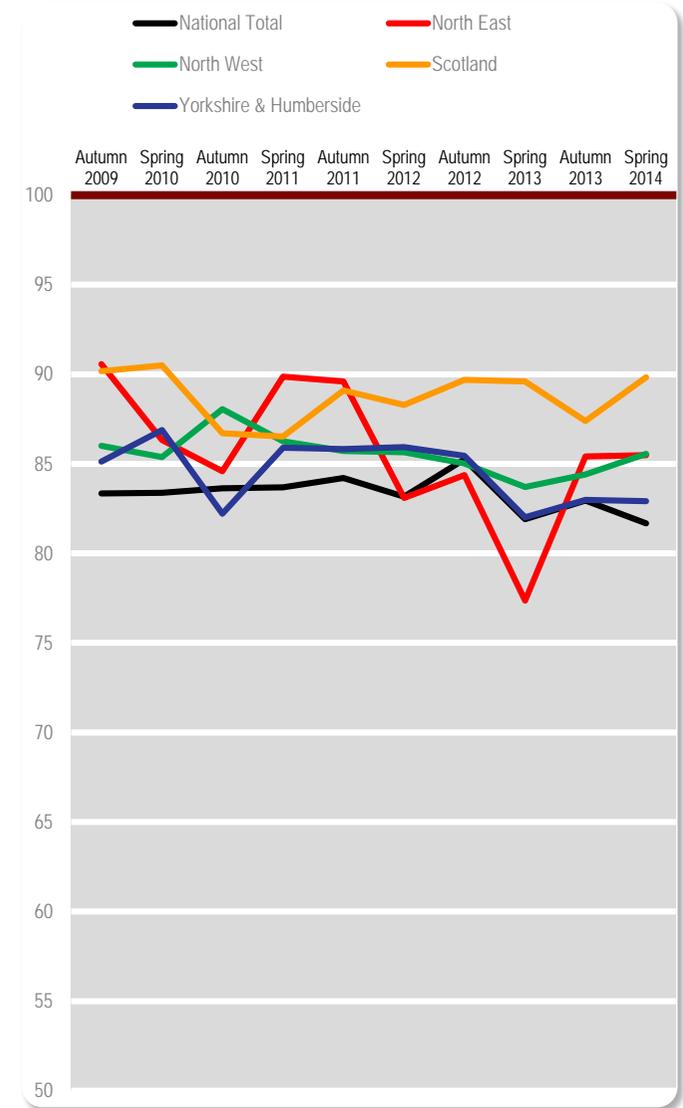
Satisfaction with station environment

Percentage of passengers satisfied 2009 to 2014

- Overall satisfaction with the station
- The upkeep/repair of the station buildings/platforms
- Cleanliness of the station
- Overall station environment
- The provision of shelter facilities
- Availability of seating
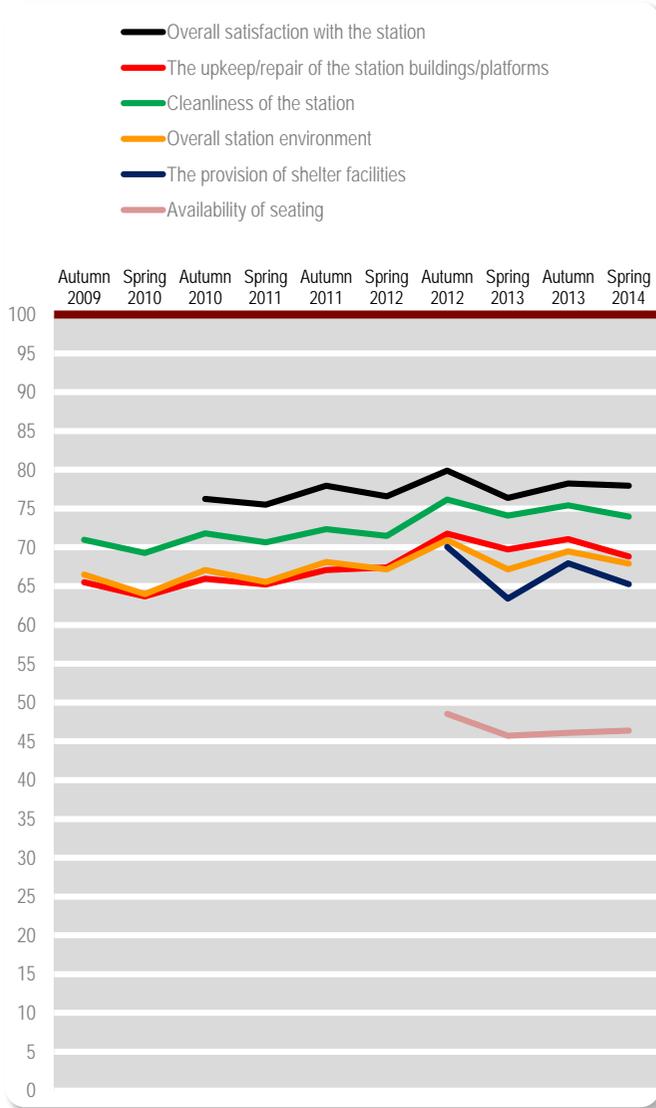
Satisfaction with station staff

Percentage of passengers satisfied 2009 to 2014

- The attitudes and helpfulness of the staff
- The availability of staff
- How request to station staff was handled
- Ticket buying facilities
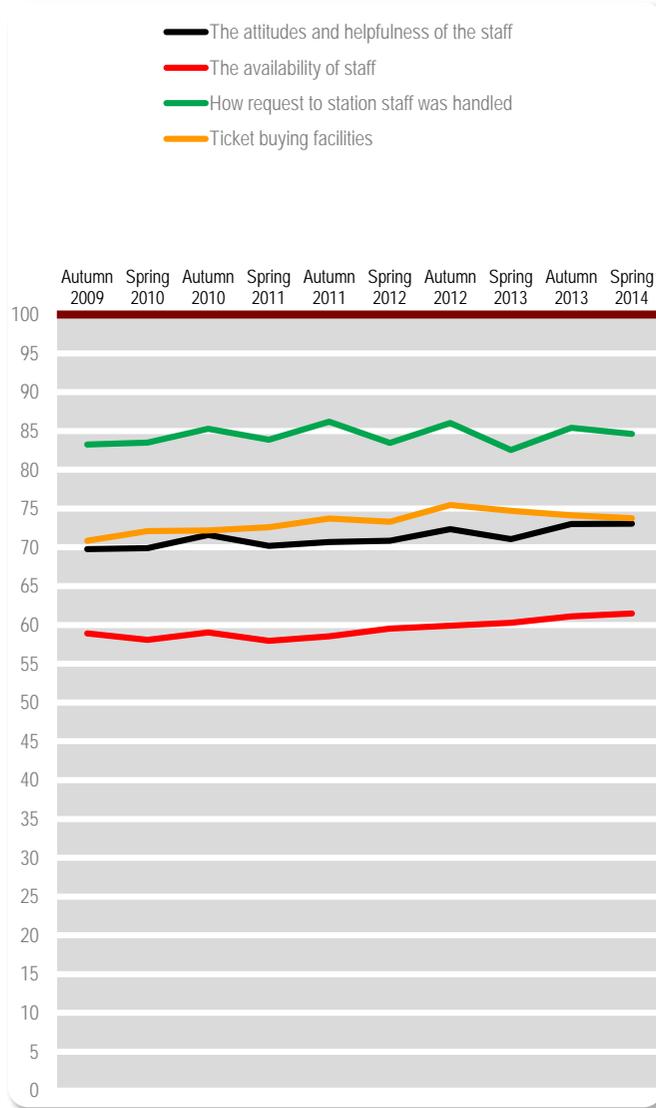
Satisfaction with station facilities

Percentage of passengers satisfied 2009 to 2014

- Provision of information about train times/platforms
- The facilities and services at the station
- Connections with other forms of public transport
- Facilites for car parking at the station
- Your personal security whilst using the station
- The choice of shops/eating/drinking facilities available
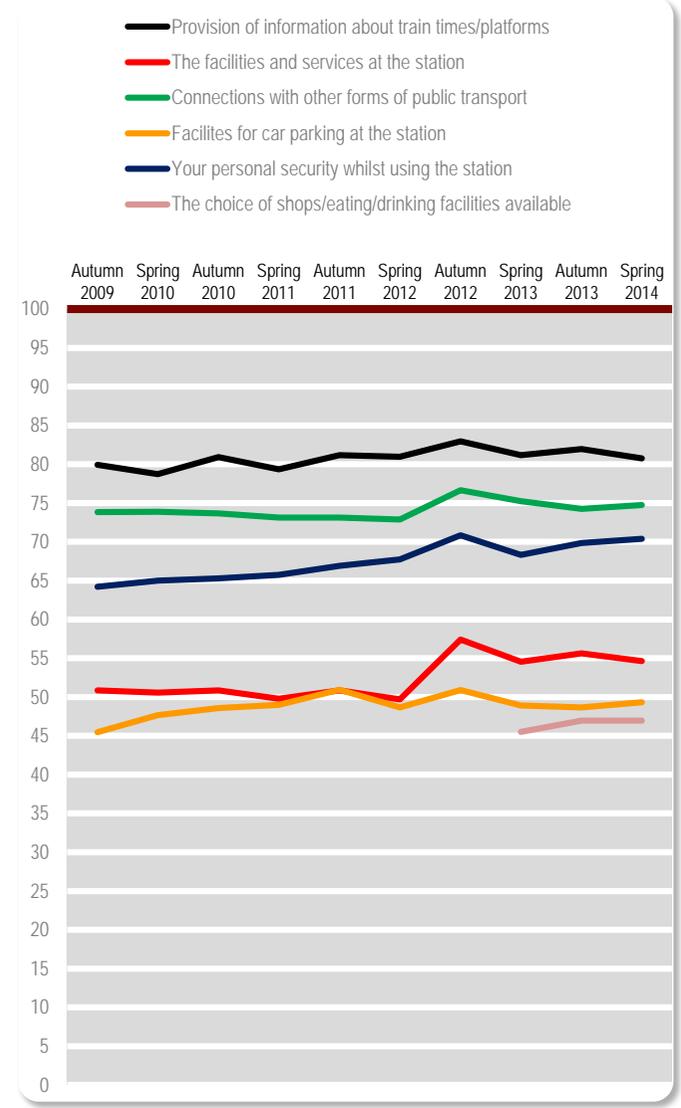
Satisfaction with timing factors

Percentage of passengers satisfied 2009 to 2014

- The frequency of the trains on that route
- Punctuality/reliability (i.e. the train arriving/departing on time)
- The length of time the journey was scheduled to take (speed)
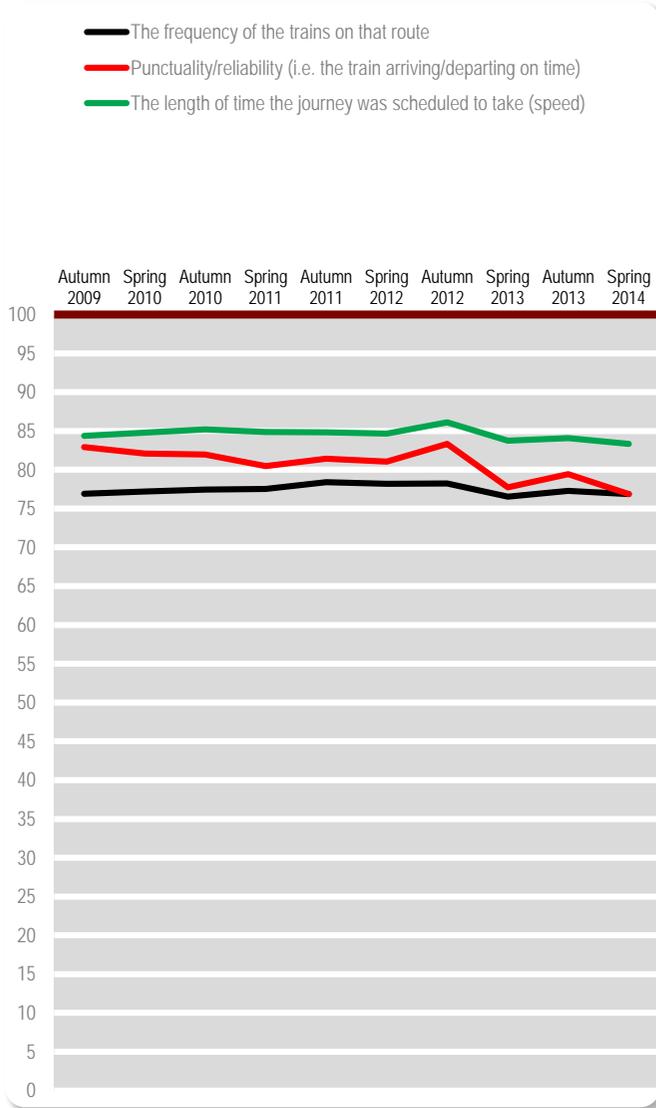
Satisfaction with train environment

Percentage of passengers satisfied 2009 to 2014

- Overall satisfaction with the train
- Upkeep and repair of the train
- The cleanliness of the inside of the train
- The cleanliness of the outside of the train
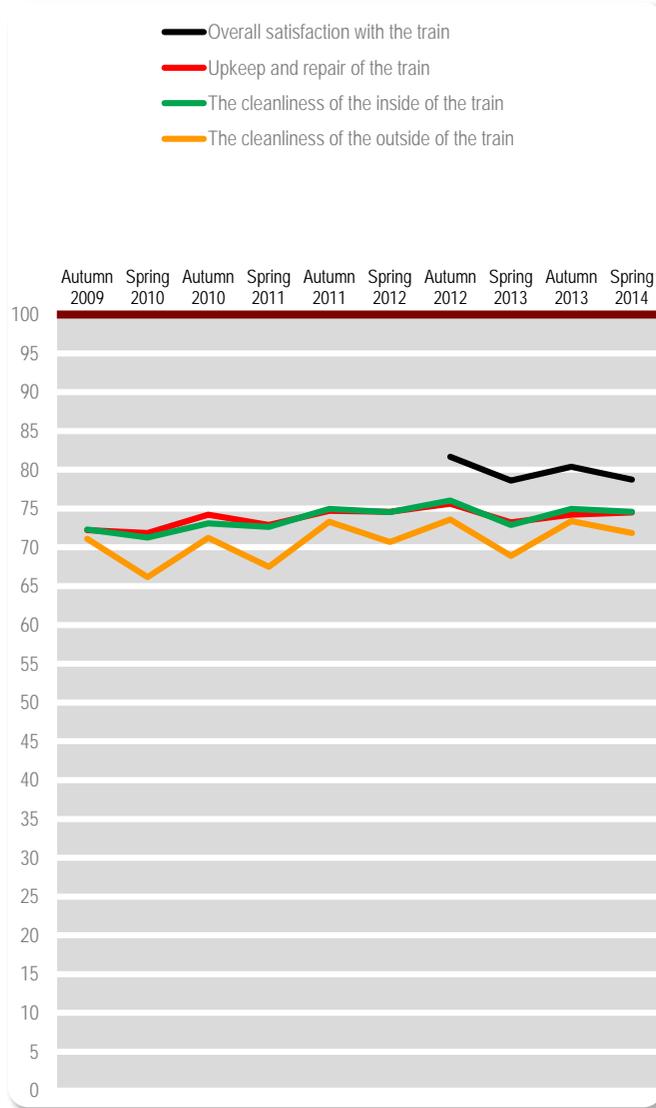
Satisfaction with train staff

Percentage of passengers satisfied 2009 to 2014

- The helpfulness and attitude of the staff on train
- The availability of staff
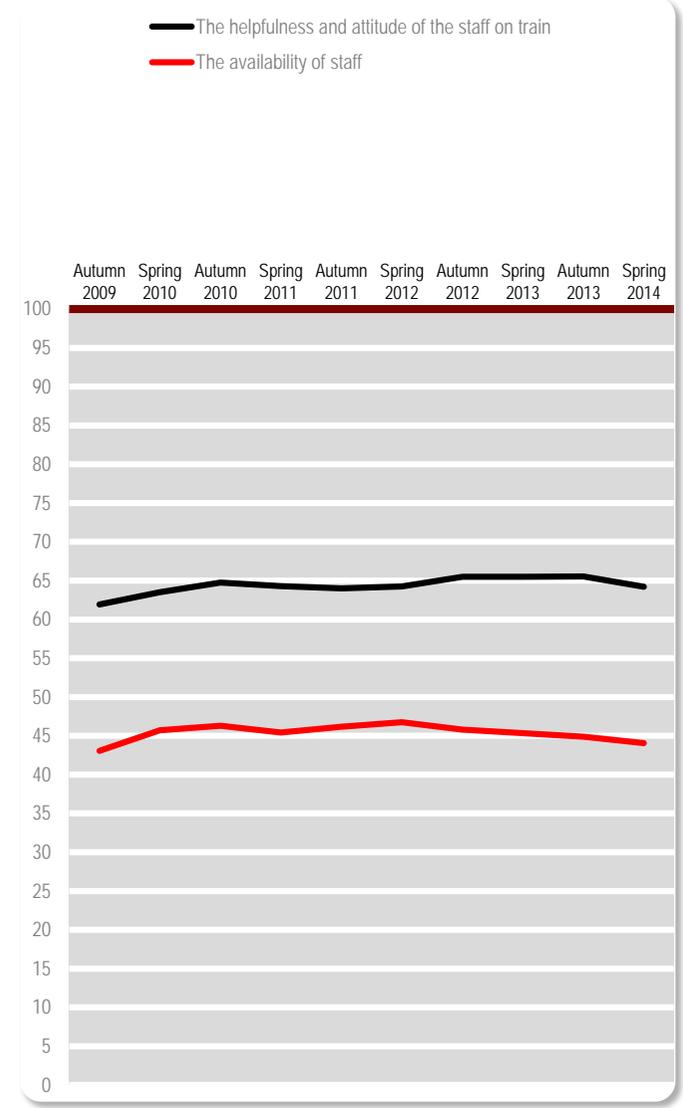
Satisfaction with accessing and seating

Percentage of passengers satisfied 2009 to 2014

- Sufficient room for all the passengers to sit/stand
- The comfort of the seating area
- The ease of being able to get on and off the train
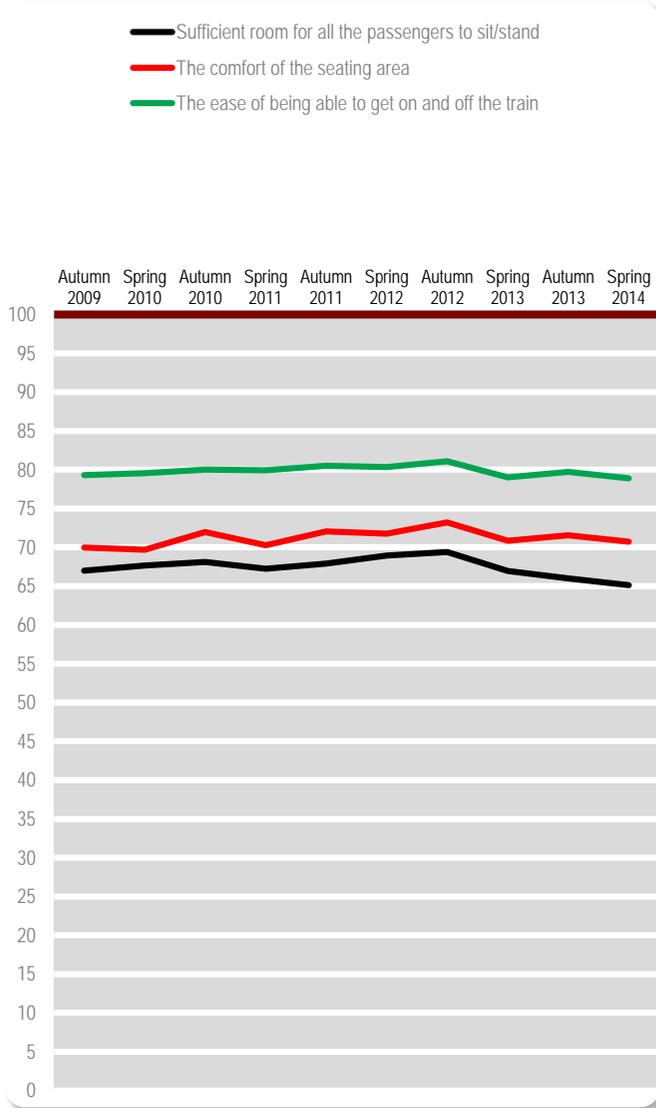
Satisfaction with on board facilities

Percentage of passengers satisfied 2009 to 2014

- The space for luggage
- The toilet facilities
- The provision of information during the journey
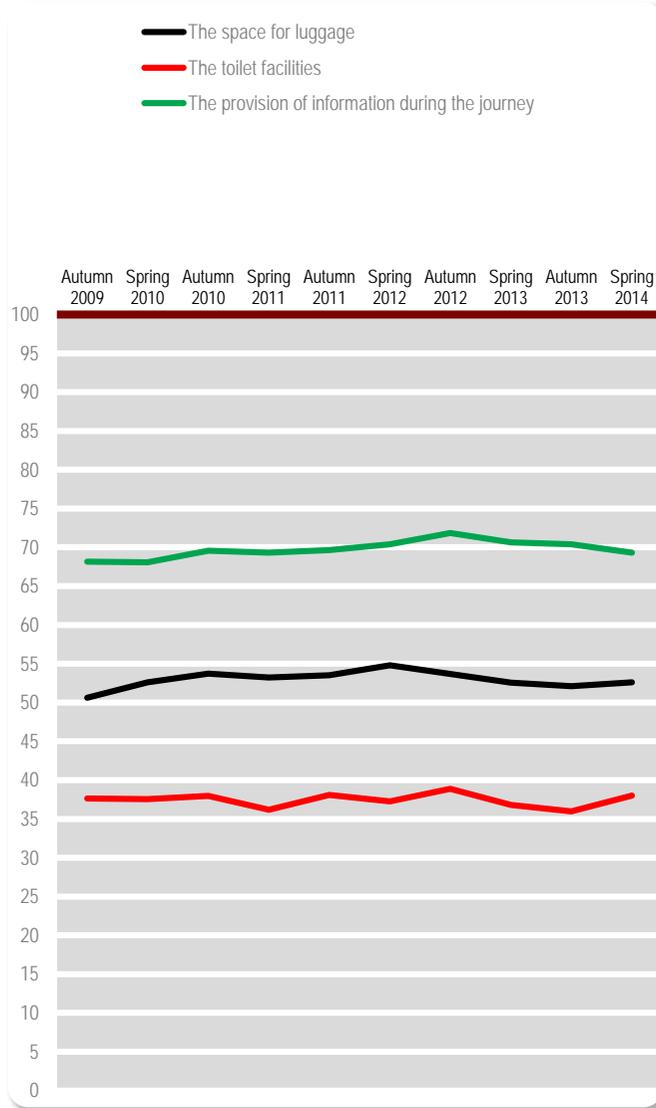
Satisfaction with other aspects of train journey

Percentage of passengers satisfied 2009 to 2014

- Connections with other train services
- The value for money for the price of your ticket
- Your personal security whilst on board
- How well train company dealt with delays

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

% satisfied/good

National level results for all passengers

	Spring 2014		Spring 2013

Overall satisfaction (26558): Very dissatisfied 2, Fairly dissatisfied 5, Neither 11, Fairly satisfied 49, Very satisfied 32 — Spring 2014: 82, Spring 2013: 82

Overall satisfaction with the station (26607): 2, 5, 15, 52, 26 — Spring 2014: 78 +, Spring 2013: 76

Ticket buying facilities (13417): 4, 9, 13, 43, 31 — Spring 2014: 74, Spring 2013: 75

Provision of information about train times/platforms (25565): 2, 6, 11, 46, 35 — Spring 2014: 81, Spring 2013: 81

The upkeep/repair of the station buildings/platforms (25575): 3, 9, 19, 46, 23 — Spring 2014: 69, Spring 2013: 70

Cleanliness (25734): 2, 7, 17, 48, 26 — Spring 2014: 74, Spring 2013: 74

The facilities and services (22216): 10, 14, 21, 38, 17 — Spring 2014: 55, Spring 2013: 55

The attitudes and helpfulness of the staff (19521): 3, 5, 19, 40, 33 — Spring 2014: 73 +, Spring 2013: 71

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

National level results for all passengers

	Spring 2014		Spring 2013

Connections with other forms of public transport (19156)
4 | 8 | 14 | 43 | 31 — 75 | | 75

Facilities for car parking (9136)
19 | 15 | 17 | 32 | 17 — 49 | | 49

The overall station environment (25587)
3 | 8 | 22 | 49 | 19 — 68 | | 67

Your personal security whilst using (23280)
2 | 3 | 24 | 46 | 25 — 70 | + | 68

The availability of staff (22379)
7 | 11 | 21 | 41 | 21 — 61 | | 60

The provision of shelter facilities (21454)
5 | 11 | 18 | 42 | 23 — 65 | + | 63

Availability of seating (23625)
11 | 21 | 22 | 33 | 14 — 46 | | 46

How request to station staff was handled (4195)
4 | 5 | 6 | 24 | 60 — 85 | | 83

The choice of shops/eating/drinking facilities available (21590)
14 | 17 | 22 | 33 | 14 — 47 | + | 46

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

National level results for all passengers

% satisfied/good

	Spring 2014		Spring 2013
Overall satisfaction with the train (26483)	79		79
The frequency of the trains on that route (26201)	77		77
Punctuality/reliability (i.e. train arriving/departing on time) (26336)	77		78
The length of time the journey was scheduled to take (speed) (25941)	83		84
Connections with other train services (15420)	76		76
The value for money for the price of your ticket (24958)	45	+	42
Cleanliness of the train (26641)	75	+	73
The upkeep and repair of the train (26054)	75	+	73
The provision of information during the journey (24081)	69	-	71
The helpfulness and attitude of staff on train (15644)	64		65

Chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

- Overall satisfaction with the train (26483): 2, 5, 14, 53, 26
- The frequency of the trains on that route (26201): 4, 11, 9, 46, 31
- Punctuality/reliability (26336): 6, 9, 8, 38, 39
- The length of time the journey was scheduled to take (speed) (25941): 2, 5, 10, 43, 41
- Connections with other train services (15420): 3, 5, 16, 44, 32
- The value for money for the price of your ticket (24958): 15, 20, 21, 28, 17
- Cleanliness of the train (26641): 3, 8, 14, 49, 26
- The upkeep and repair of the train (26054): 3, 8, 15, 49, 26
- The provision of information during the journey (24081): 3, 7, 20, 42, 27
- The helpfulness and attitude of staff on train (15644): 5, 5, 26, 36, 28

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

National level results for all passengers

% satisfied/good

	Spring 2014		Spring 2013

Factor	Spring 2014		Spring 2013
The space for luggage (20876)	53		53
The toilet facilities (11799)	38		37
Sufficient room for all the passengers to sit/stand (25922)	65	-	67
The comfort of the seating area (25787)	71		71
The ease of being able to get on and off (26217)	79		79
Your personal security whilst on board (24752)	77		77
The cleanliness of the inside (26271)	75	+	73
The cleanliness of the outside (22318)	72	+	69
The availability of staff (19767)	44		45
How well train company dealt with delays (5213)	38		38

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

By age

Percentage of passengers satisfied 2009 to 2014

By gender

Percentage of passengers satisfied 2009 to 2014

By journey type

Percentage of passengers satisfied 2009 to 2014

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

% satisfied/good

National level results for commuters

	Spring 2014	Spring 2013

Factor	Spring 2014		Spring 2013
Overall satisfaction (11771)	75		76
Overall satisfaction with the station (11813)	74		73
Ticket buying facilities (6981)	70		71
Provision of information about train times/platforms (11514)	77		77
The upkeep/repair of the station buildings/platforms (11524)	64	-	66
Cleanliness (11518)	70		71
The facilities and services (10358)	49		51
The attitudes and helpfulness of the staff (9495)	68	+	66

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

National level results for commuters

	Spring 2014		Spring 2013

Connections with other forms of public transport (9206): 4, 8, 15, 45, 27 — Spring 2014: 73 — Spring 2013: 73

Facilities for car parking (4616): 22, 15, 19, 30, 14 — Spring 2014: 44 — Spring 2013: 45

The overall station environment (11529): 4, 9, 23, 48, 15 — Spring 2014: 64 — Spring 2013: 64

Your personal security whilst using (10858): 2, 4, 26, 48, 20 — Spring 2014: 68 + — Spring 2013: 66

The availability of staff (10591): 7, 12, 22, 42, 18 — Spring 2014: 59 — Spring 2013: 57

The provision of shelter facilities (10194): 6, 13, 20, 43, 19 — Spring 2014: 61 — Spring 2013: 60

Availability of seating (10818): 13, 25, 23, 30, 10 — Spring 2014: 40 — Spring 2013: 40

How request to station staff was handled (1097): 6, 7, 8, 29, 49 — Spring 2014: 78 + — Spring 2013: 72

The choice of shops/eating/drinking facilities available (10103): 15, 19, 23, 31, 11 — Spring 2014: 42 — Spring 2013: 42

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

National level results for commuters

% satisfied/good

	Spring 2014		Spring 2013

Factor	Spring 2014		Spring 2013
Overall satisfaction with the train (11721)	72		73
The frequency of the trains on that route (11831)	71		70
Punctuality/reliability (i.e. train arriving/departing on time) (11757)	67	-	69
The length of time the journey was scheduled to take (speed) (11614)	79		80
Connections with other train services (7040)	71		71
The value for money for the price of your ticket (11339)	31	+	29
Cleanliness of the train (11806)	69		68
The upkeep and repair of the train (11641)	69		68
The provision of information during the journey (10873)	64	-	66
The helpfulness and attitude of staff on train (6804)	56		58

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

National level results for commuters

% satisfied/good

	Spring 2014		Spring 2013
The space for luggage (9357)	49		48
The toilet facilities (5482)	30		30
Sufficient room for all the passengers to sit/stand (11625)	55	-	57
The comfort of the seating area (11420)	64		64
The ease of being able to get on and off (11677)	74		75
Your personal security whilst on board (11236)	73		72
The cleanliness of the inside (11653)	70		68
The cleanliness of the outside (10166)	68	+	66
The availability of staff (8942)	36		38
How well train company dealt with delays (2778)	30		29

Chart data (Very dissatisfied | Fairly dissatisfied | Neither | Fairly satisfied | Very satisfied):

- The space for luggage (9357): 9 | 18 | 24 | 38 | 11
- The toilet facilities (5482): 28 | 19 | 23 | 22 | 8
- Sufficient room for all the passengers to sit/stand (11625): 16 | 14 | 15 | 36 | 19
- The comfort of the seating area (11420): 6 | 11 | 19 | 47 | 17
- The ease of being able to get on and off (11677): 4 | 6 | 16 | 49 | 25
- Your personal security whilst on board (11236): 2 | 3 | 22 | 49 | 24
- The cleanliness of the inside (11653): 3 | 9 | 18 | 51 | 19
- The cleanliness of the outside (10166): 2 | 8 | 22 | 50 | 17
- The availability of staff (8942): 17 | 18 | 29 | 26 | 10
- How well train company dealt with delays (2778): 15 | 17 | 37 | 24 | 6

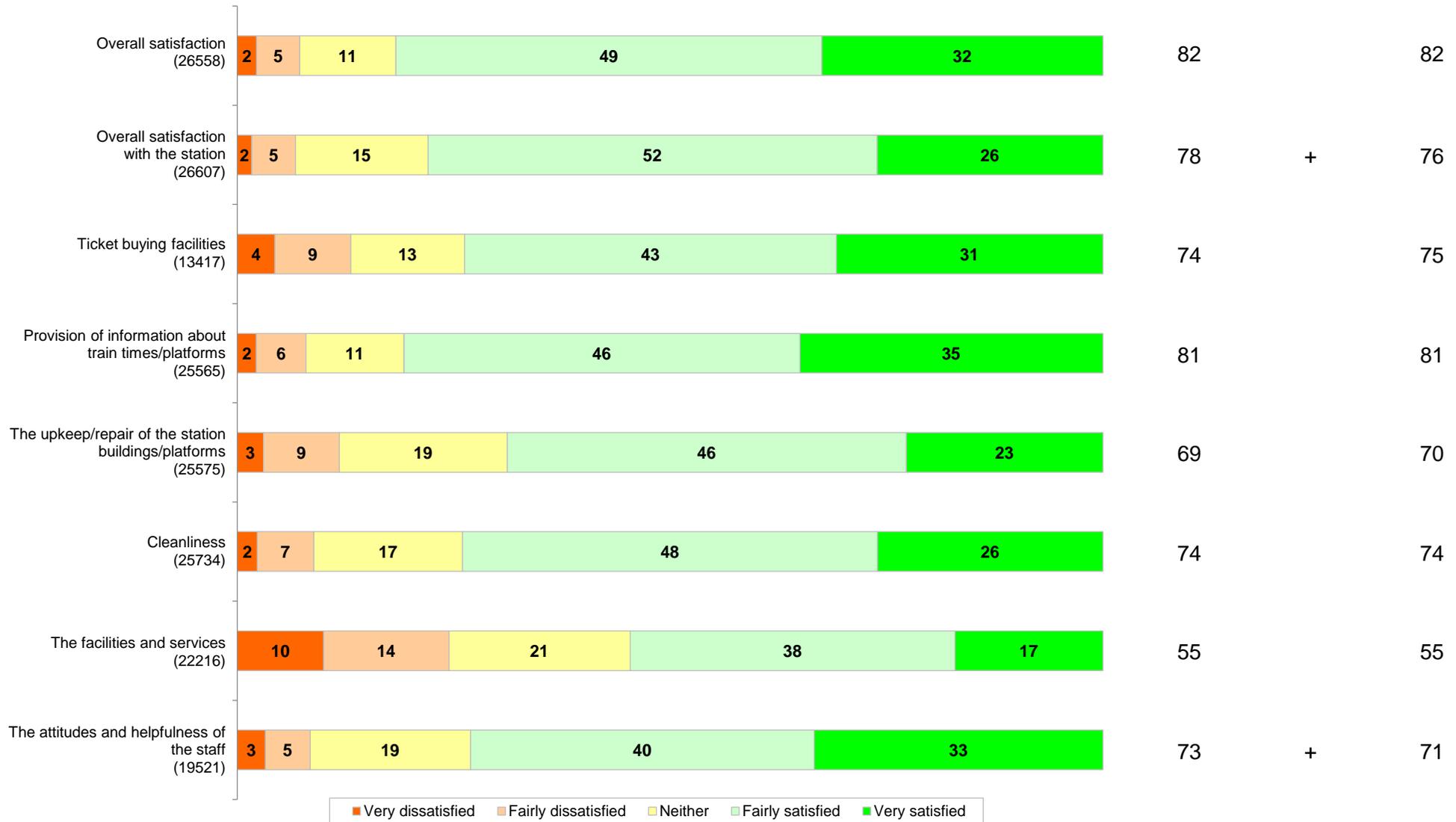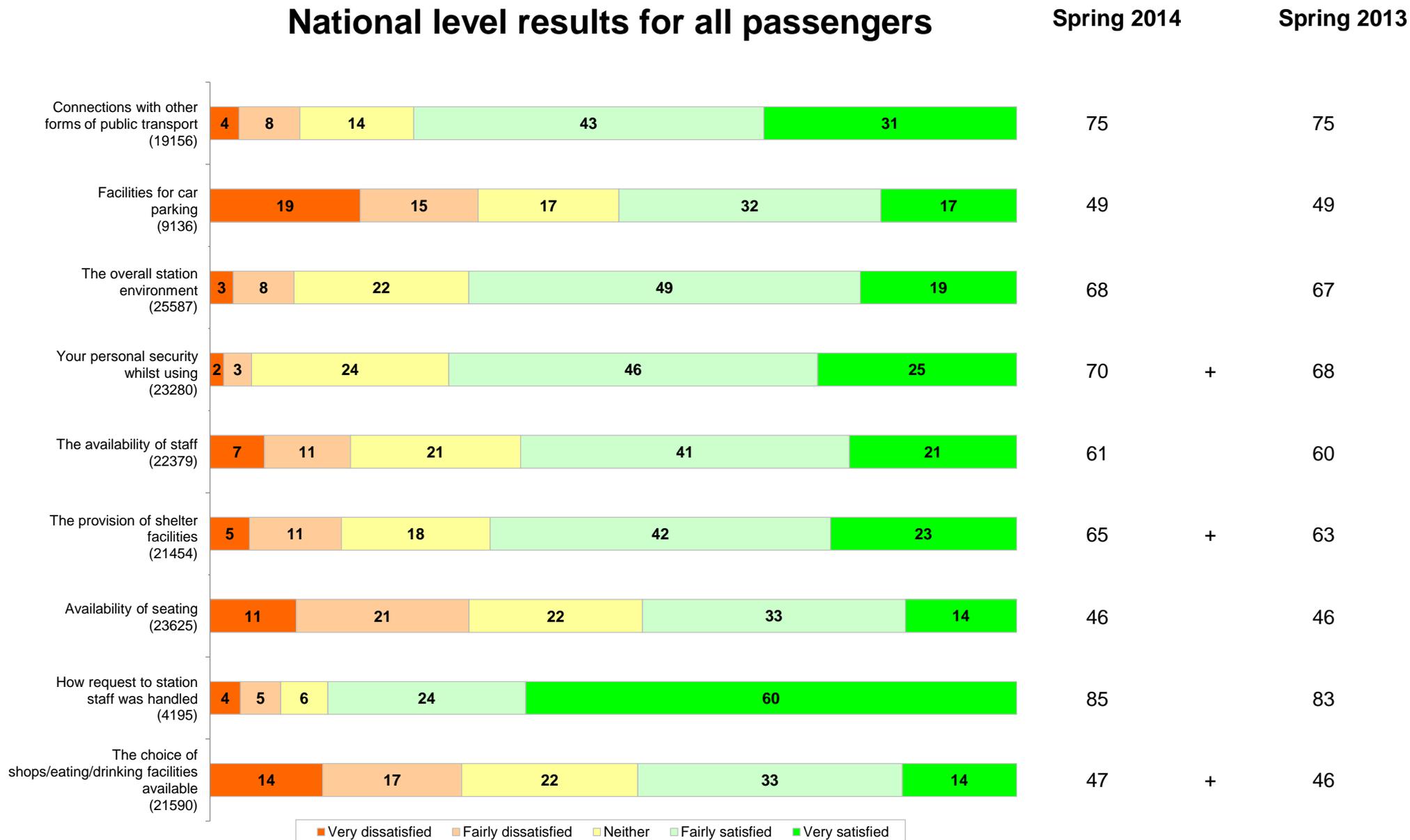Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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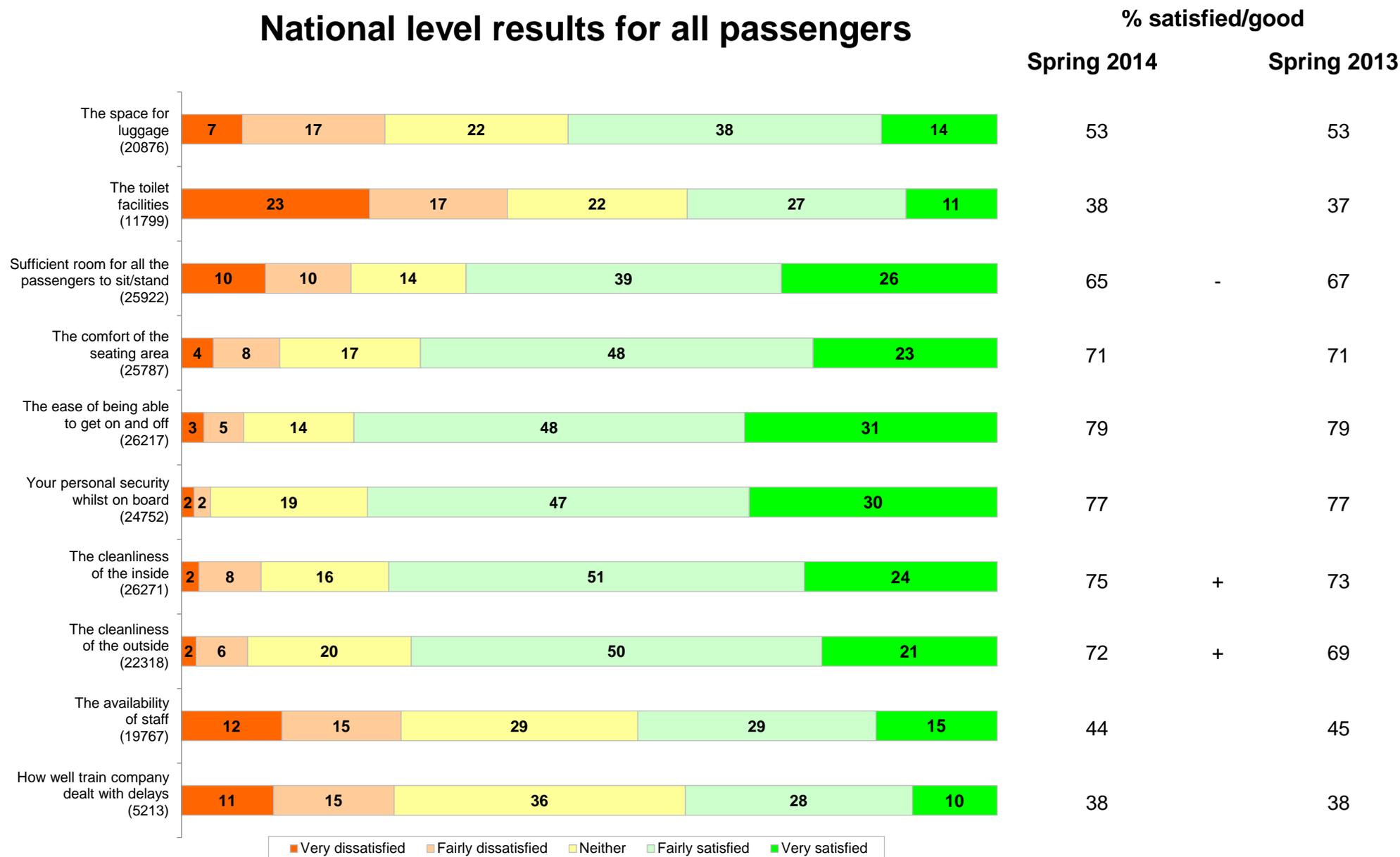
% satisfied/good

National level results for business travellers

	Spring 2014		Spring 2013
Overall satisfaction (3733)	84		82
Overall satisfaction with the station (3742)	77		75
Ticket buying facilities (1447)	75		76
Provision of information about train times/platforms (3625)	81		81
The upkeep/repair of the station buildings/platforms (3629)	68		67
Cleanliness (3641)	74		71
The facilities and services (3058)	59		57
The attitudes and helpfulness of the staff (2341)	77	+	73

Bar chart values (left to right: Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

- Overall satisfaction (3733): 1, 4, 10, 54, 30
- Overall satisfaction with the station (3742): 1, 4, 18, 53, 24
- Ticket buying facilities (1447): 4, 8, 13, 44, 31
- Provision of information about train times/platforms (3625): 2, 6, 10, 47, 34
- The upkeep/repair of the station buildings/platforms (3629): 2, 9, 20, 47, 21
- Cleanliness (3641): 1, 6, 19, 49, 24
- The facilities and services (3058): 8, 13, 21, 42, 17
- The attitudes and helpfulness of the staff (2341): 2, 4, 17, 42, 35

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

% satisfied/good

National level results for business travellers

	Spring 2014		Spring 2013

Connections with other forms of public transport (2513) — 3 | 8 | 13 | 44 | 31 — **75** — **78**

Facilities for car parking (1012) — 19 | 14 | 16 | 35 | 16 — **52** — **48**

The overall station environment (3612) — 2 | 7 | 23 | 50 | 17 — **67** — **66**

Your personal security whilst using (3180) — 1 2 | 26 | 46 | 24 — **70** — **69**

The availability of staff (2881) — 5 | 10 | 22 | 41 | 22 — **63** — **60**

The provision of shelter facilities (2699) — 5 | 11 | 19 | 43 | 23 — **66** + **62**

Availability of seating (3209) — 12 | 23 | 21 | 32 | 12 — **43** — **42**

How request to station staff was handled (698) — 4 | 5 | 5 | 23 | 62 — **86** — **84**

The choice of shops/eating/drinking facilities available (3037) — 11 | 18 | 21 | 37 | 14 — **50** — **50**

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

National level results for business travellers

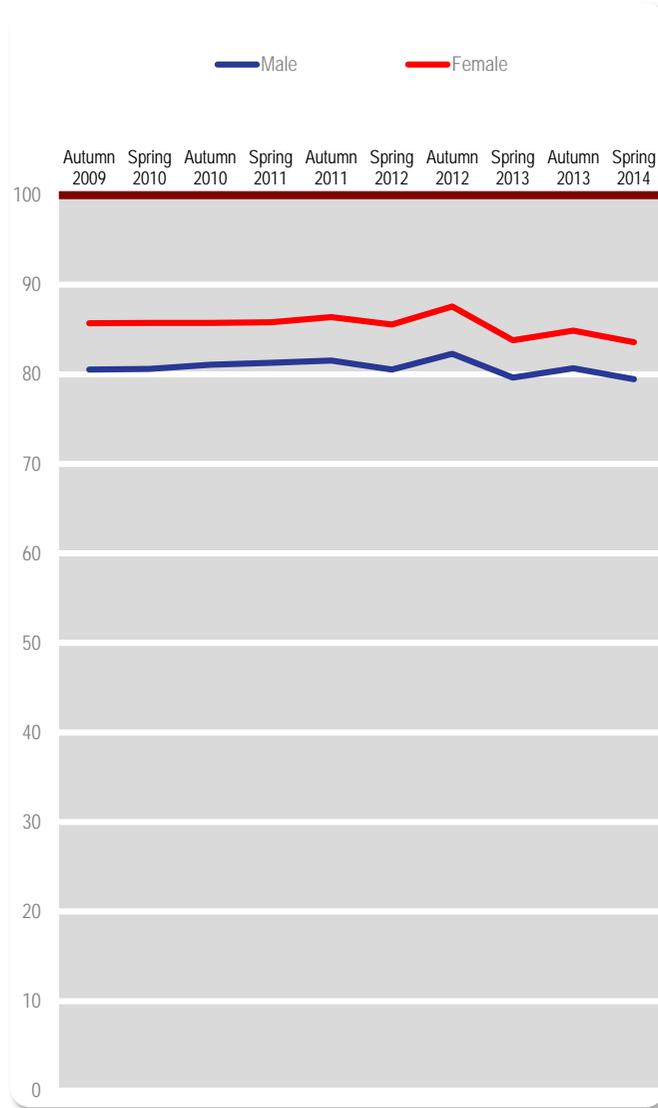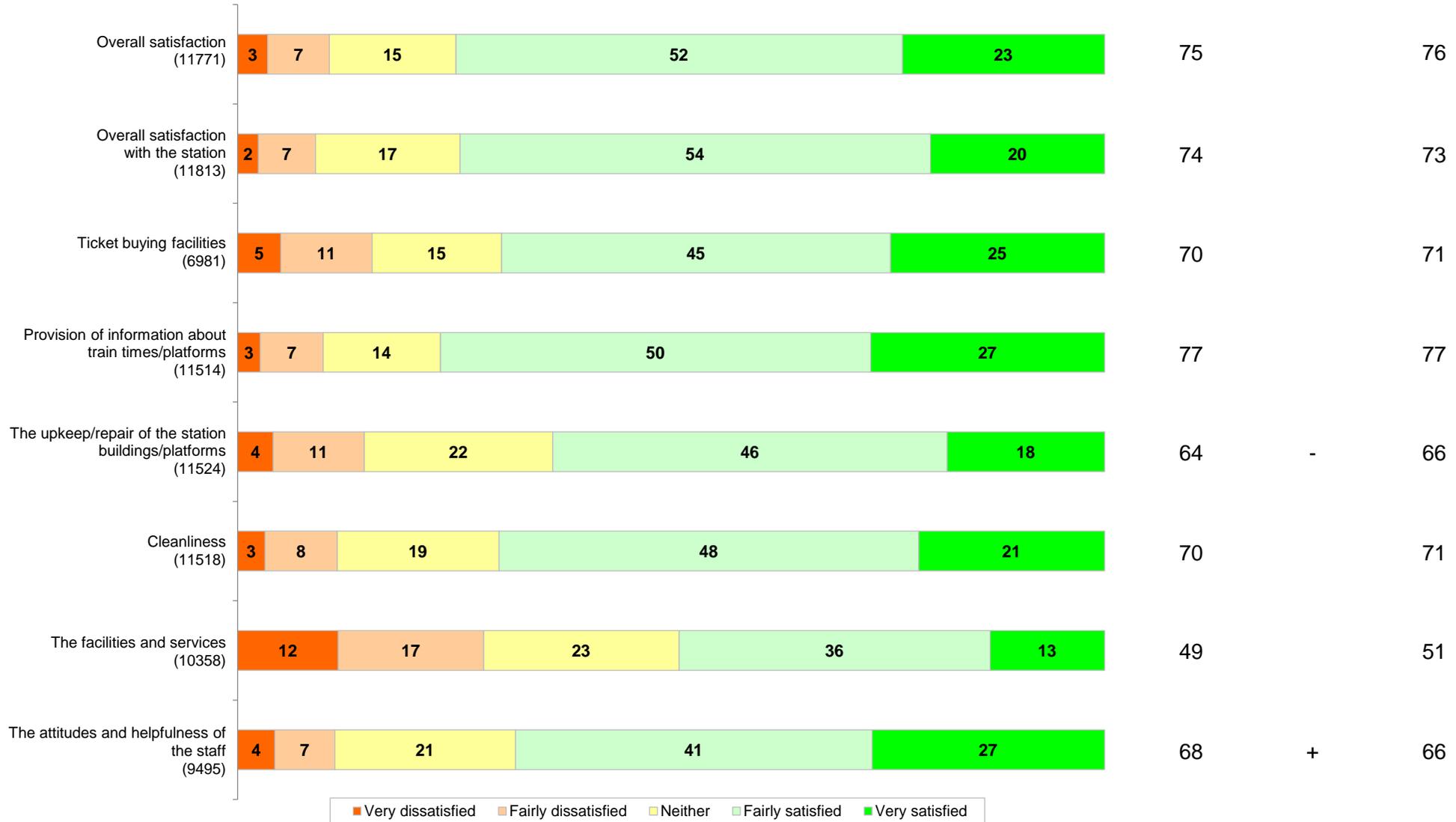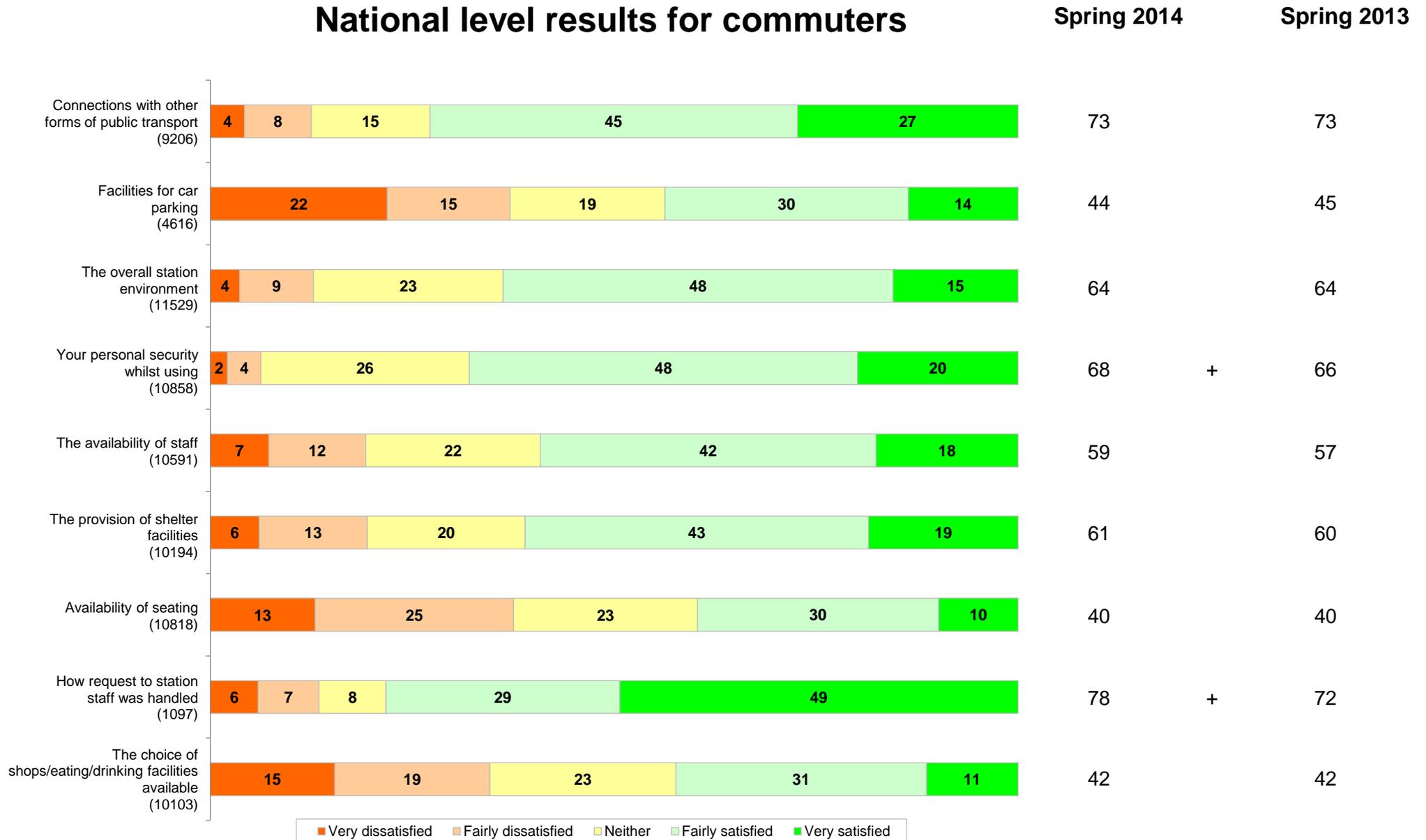% satisfied/good

	Spring 2014	Spring 2013
Overall satisfaction with the train (3727)	79	78
The frequency of the trains on that route (3631)	79	78
Punctuality/reliability (i.e. train arriving/departing on time) (3695)	82	81
The length of time the journey was scheduled to take (speed) (3669)	82	83
Connections with other train services (2099)	77	77
The value for money for the price of your ticket (3543)	44	42
Cleanliness of the train (3759)	75	72
The upkeep and repair of the train (3704)	75	72
The provision of information during the journey (3398)	69	69
The helpfulness and attitude of staff on train (2250)	67 -	72

Chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Factor	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
Overall satisfaction with the train (3727)	1	5	14	56	23
The frequency of the trains on that route (3631)	2	9	9	47	32
Punctuality/reliability (3695)	4	7	7	39	43
The length of time the journey was scheduled to take (speed) (3669)	2	5	11	43	40
Connections with other train services (2099)	2	4	17	44	33
The value for money for the price of your ticket (3543)	10	22	25	30	14
Cleanliness of the train (3759)	2	9	15	50	25
The upkeep and repair of the train (3704)	2	7	16	51	24
The provision of information during the journey (3398)	3	7	21	45	24
The helpfulness and attitude of staff on train (2250)	4	3	27	38	29

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied
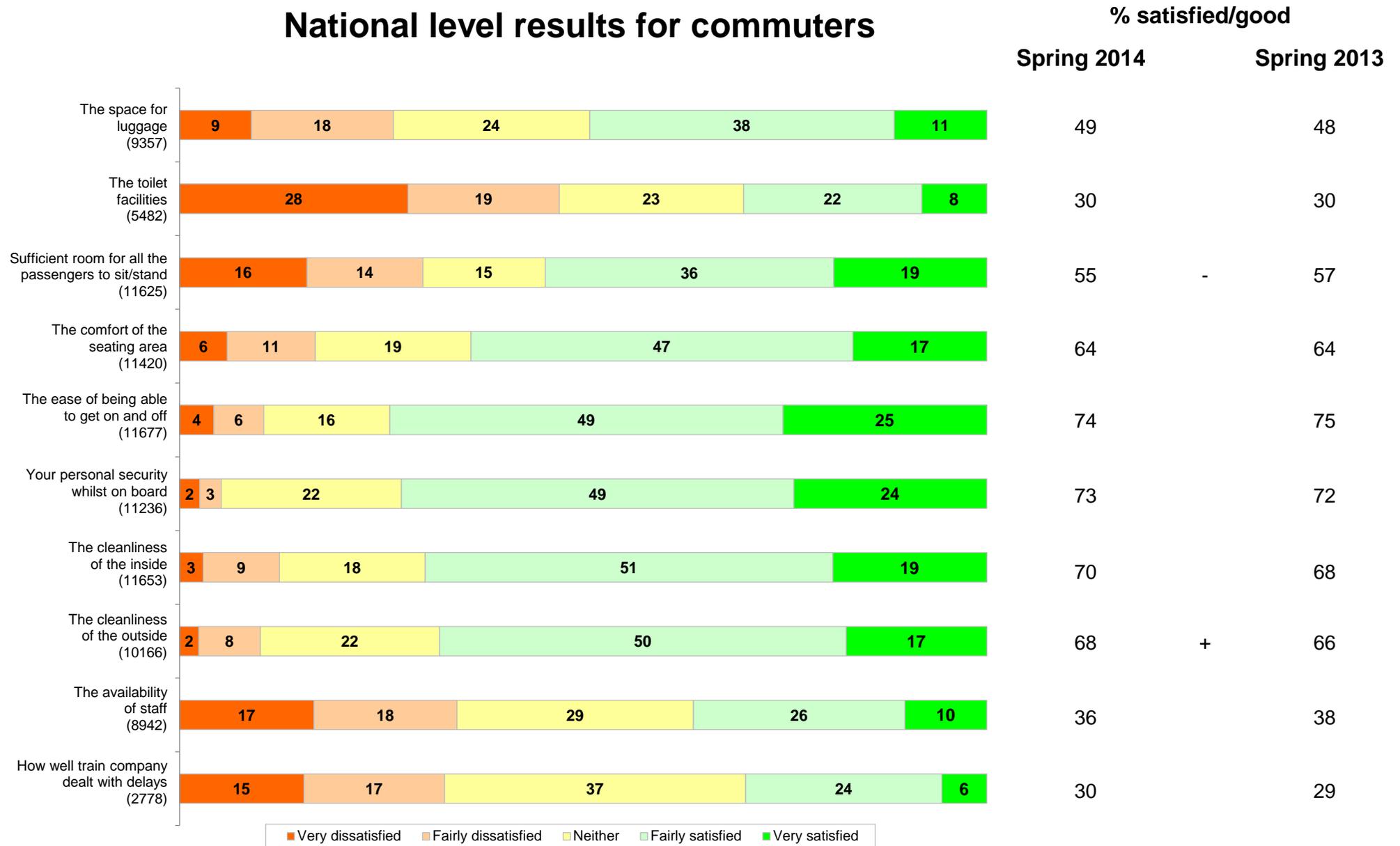
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

National level results for business travellers

% satisfied/good

	Spring 2014		Spring 2013

The space for luggage (2952): 6 | 20 | 22 | 41 | 12 — **53** — **55**

The toilet facilities (1629): 20 | 18 | 23 | 31 | 8 — **39** — **40**

Sufficient room for all the passengers to sit/stand (3647): 7 | 9 | 14 | 42 | 28 — **71** — **70**

The comfort of the seating area (3670): 3 | 8 | 18 | 51 | 21 — **71** — **70**

The ease of being able to get on and off (3684): 1 | 4 | 14 | 51 | 30 — **81** — **81**

Your personal security whilst on board (3454): 1 1 | 19 | 49 | 31 — **80** — **79**

The cleanliness of the inside (3696): 2 | 8 | 17 | 51 | 22 — **74** — **71**

The cleanliness of the outside (3019): 1 | 6 | 22 | 50 | 20 — **70** + **67**

The availability of staff (2761): 10 | 13 | 31 | 31 | 15 — **46** — **48**

How well train company dealt with delays (729): 6 | 13 | 37 | 31 | 12 — **43** — **42**

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied
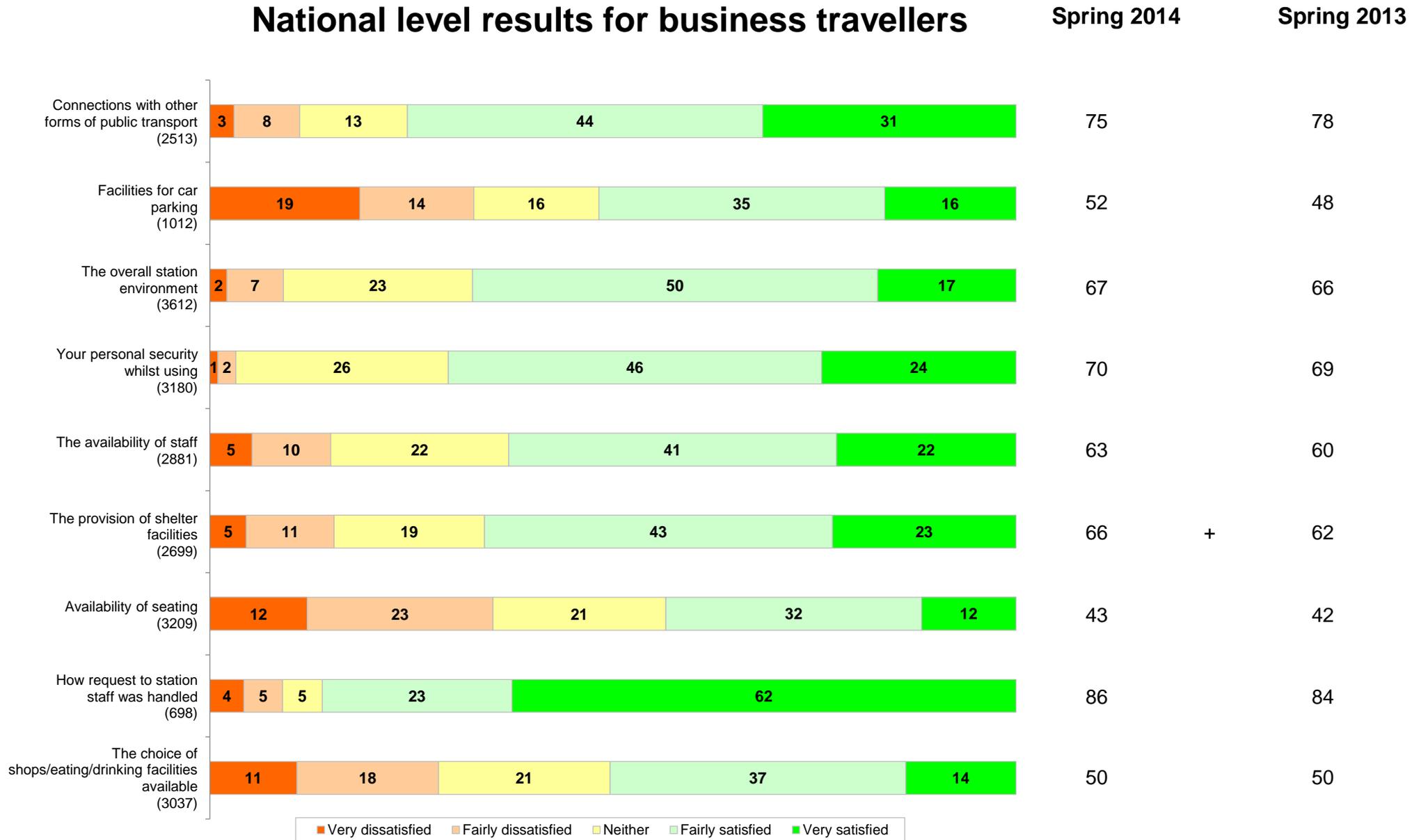
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

National level results for leisure travellers

	Spring 2014	Spring 2013
Overall satisfaction (11054)	89	89
Overall satisfaction with the station (11052)	83	81
Ticket buying facilities (4989)	79	80
Provision of information about train times/platforms (10426)	86	86
The upkeep/repair of the station buildings/platforms (10422)	75	75
Cleanliness (10575)	79	79
The facilities and services (8800)	60	59
The attitudes and helpfulness of the staff (7685)	79	78

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good
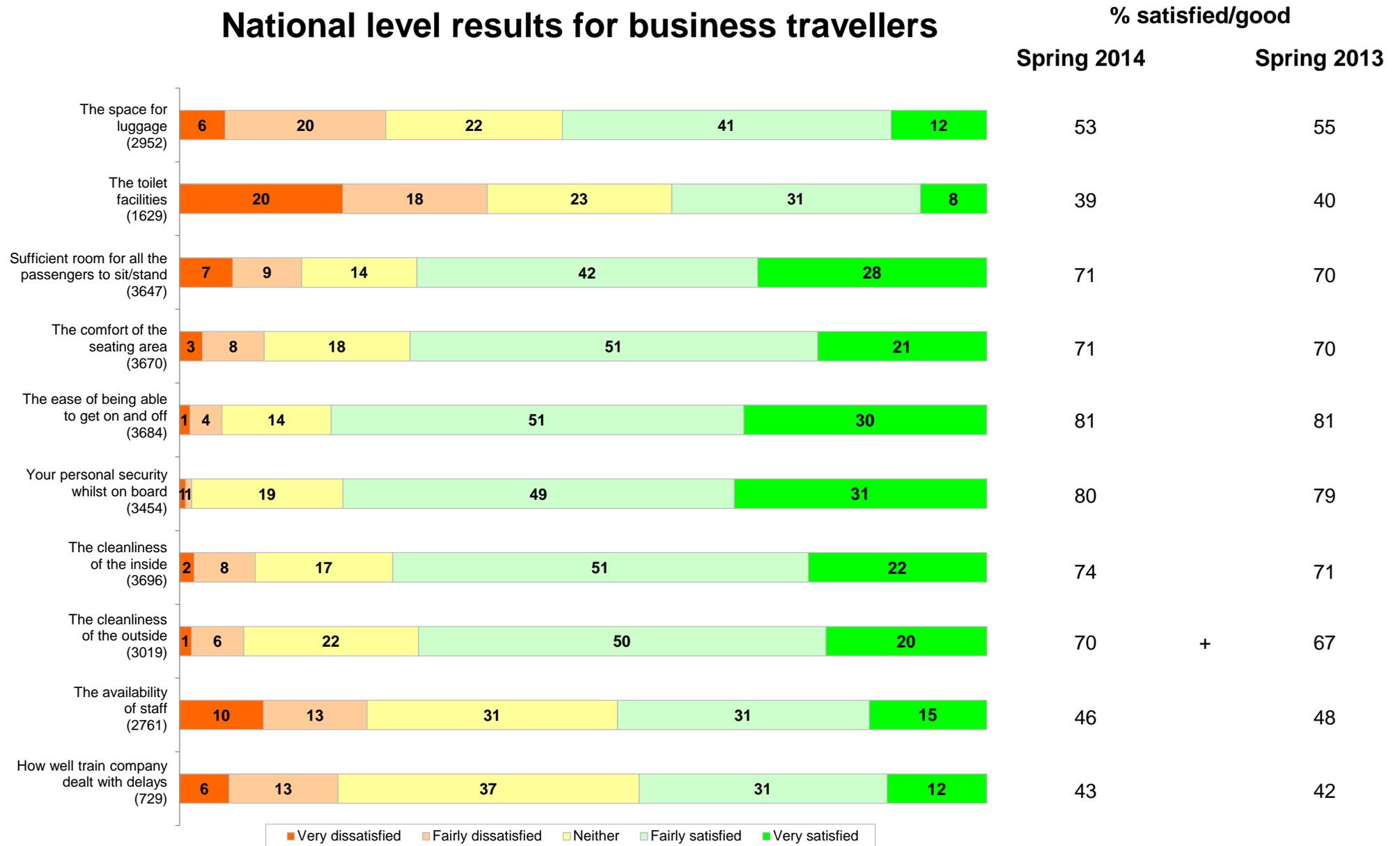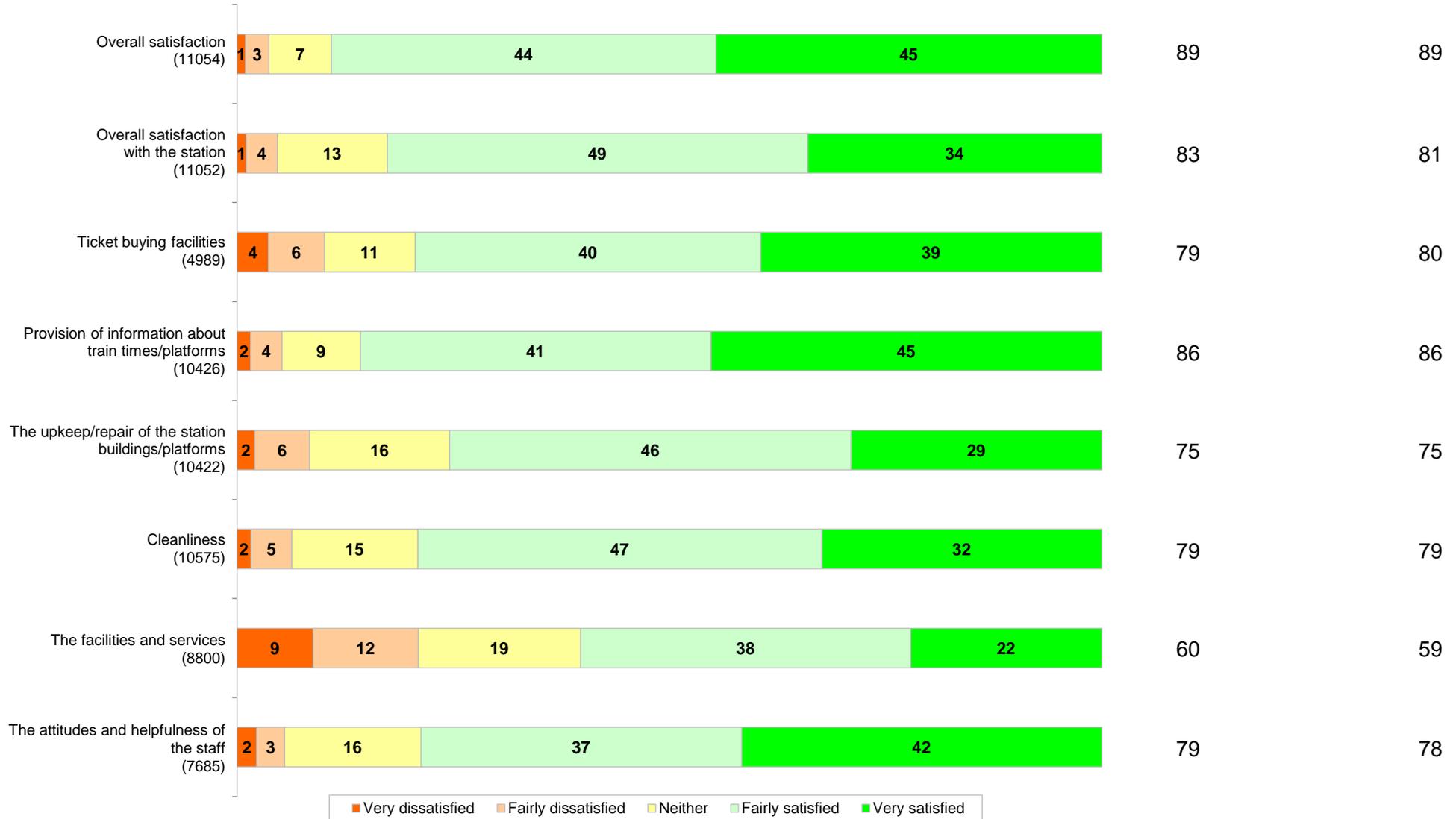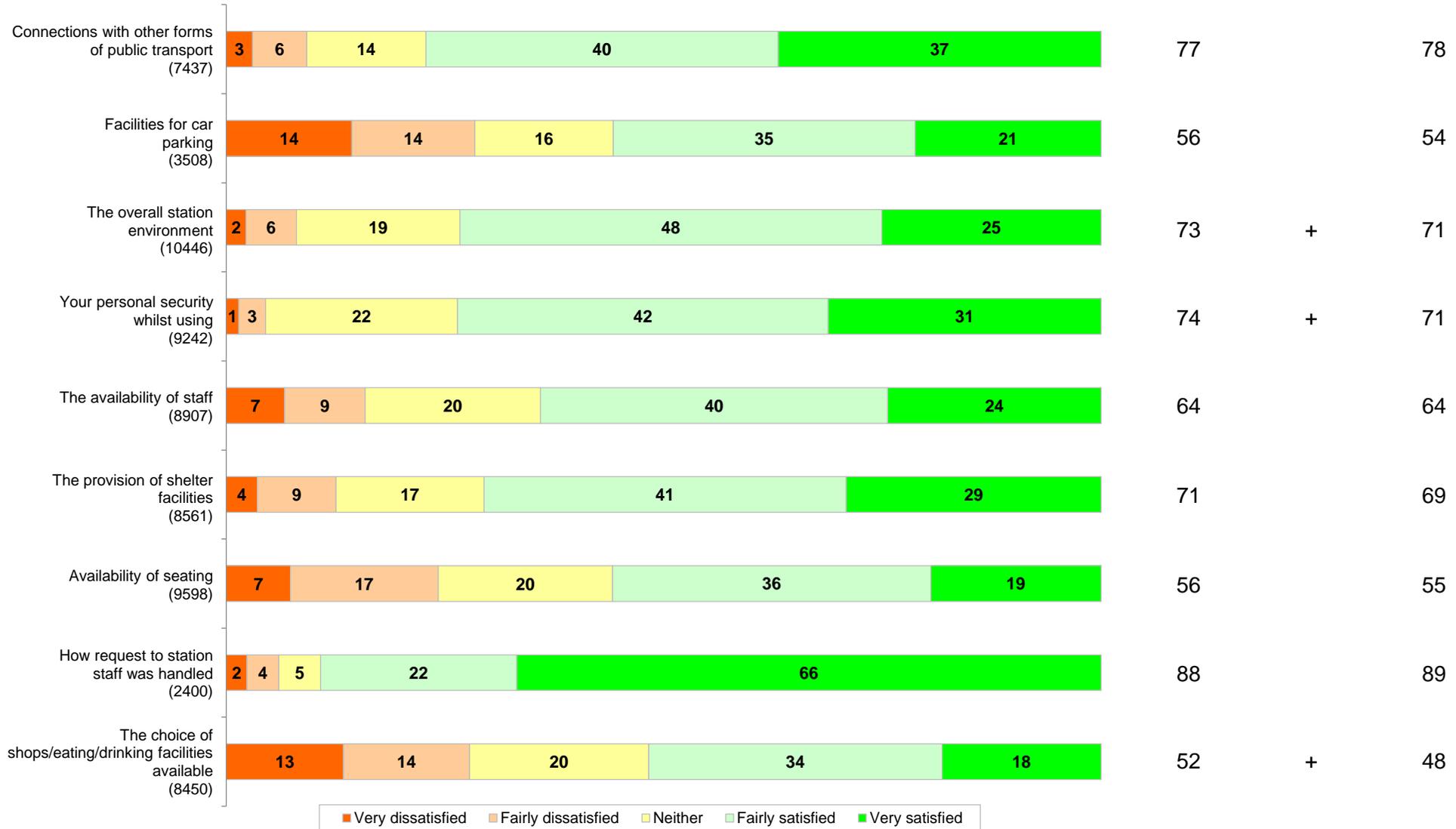
National level results for leisure travellers

	Spring 2014		Spring 2013

Factor	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied	Spring 2014		Spring 2013
Connections with other forms of public transport (7437)	3	6	14	40	37	77		78
Facilities for car parking (3508)	14	14	16	35	21	56		54
The overall station environment (10446)	2	6	19	48	25	73	+	71
Your personal security whilst using (9242)	1	3	22	42	31	74	+	71
The availability of staff (8907)	7	9	20	40	24	64		64
The provision of shelter facilities (8561)	4	9	17	41	29	71		69
Availability of seating (9598)	7	17	20	36	19	56		55
How request to station staff was handled (2400)	2	4	5	22	66	88		89
The choice of shops/eating/drinking facilities available (8450)	13	14	20	34	18	52	+	48

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

National level results for leisure travellers

% satisfied/good

	Spring 2014		Spring 2013

	Spring 2014		Spring 2013
Overall satisfaction with the train (11035)	87		86
The frequency of the trains on that route (10739)	84		84
Punctuality/reliability (i.e. train arriving/departing on time) (10884)	87		87
The length of time the journey was scheduled to take (speed) (10658)	89		89
Connections with other train services (6281)	83		82
The value for money for the price of your ticket (10076)	62	+	59
Cleanliness of the train (11076)	81	+	80
The upkeep and repair of the train (10709)	82		81
The provision of information during the journey (9810)	76		77
The helpfulness and attitude of staff on train (6590)	72		72

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

At 95% confidence level:
+ denotes significant increase
- denotes significant decrease
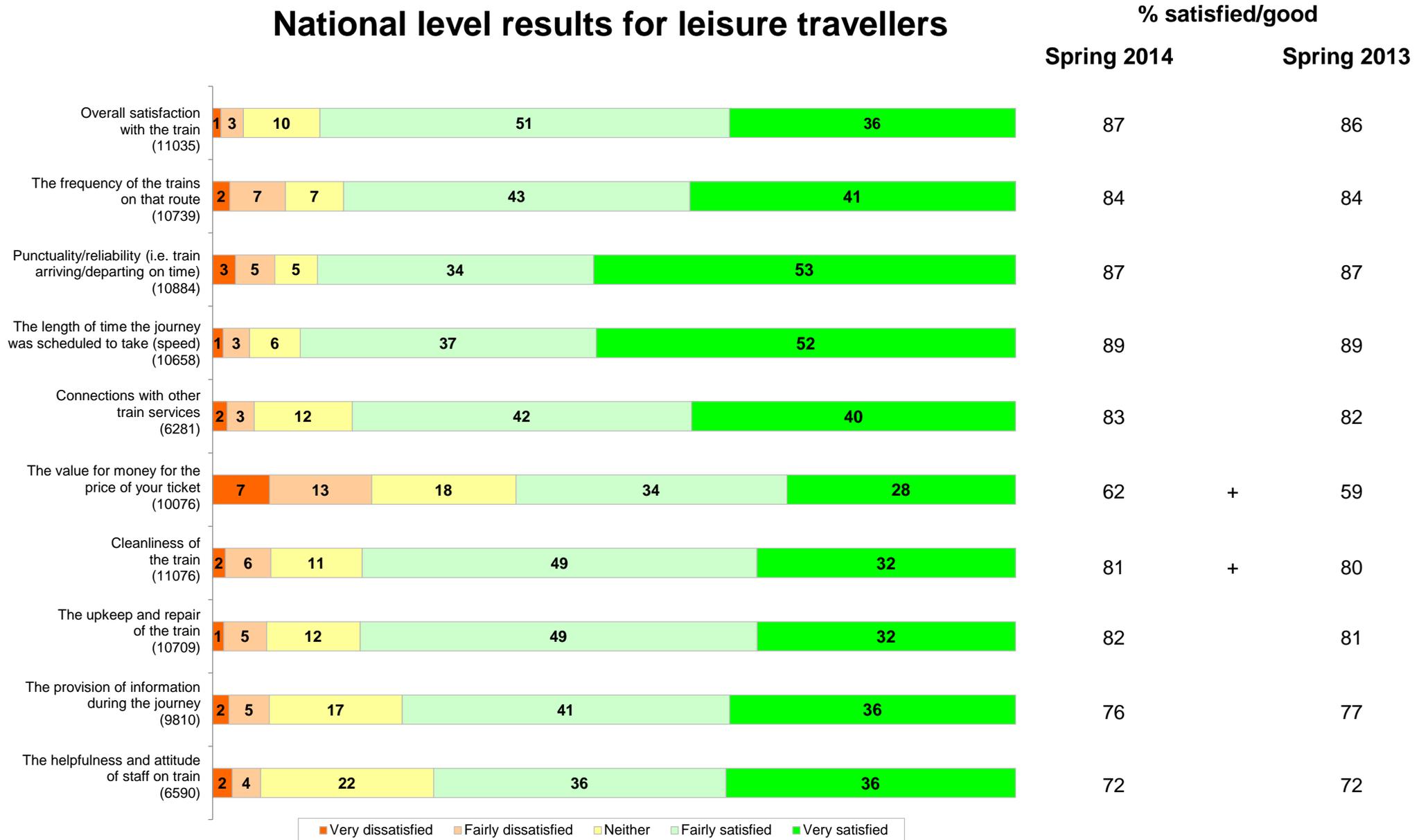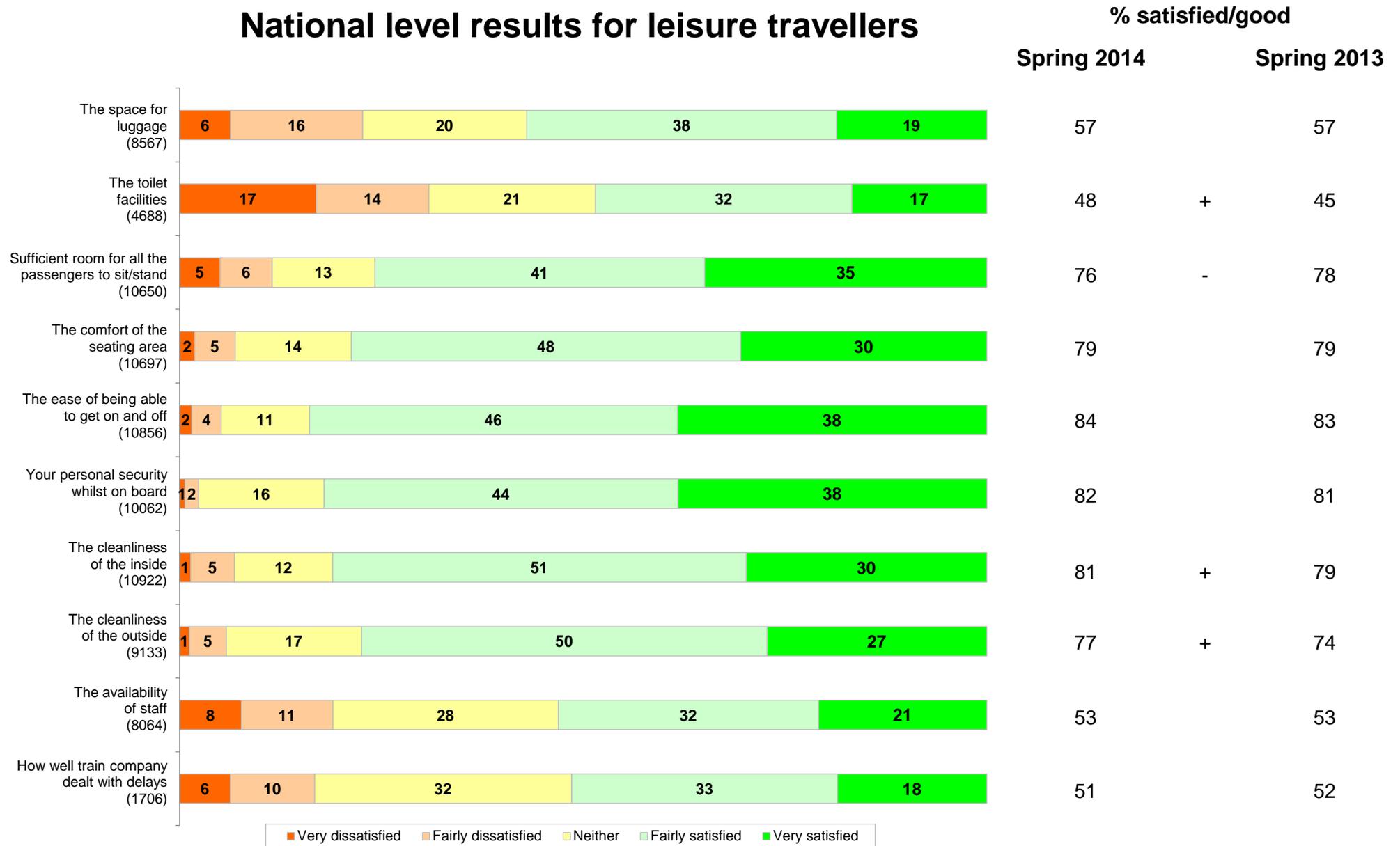
National level results for leisure travellers

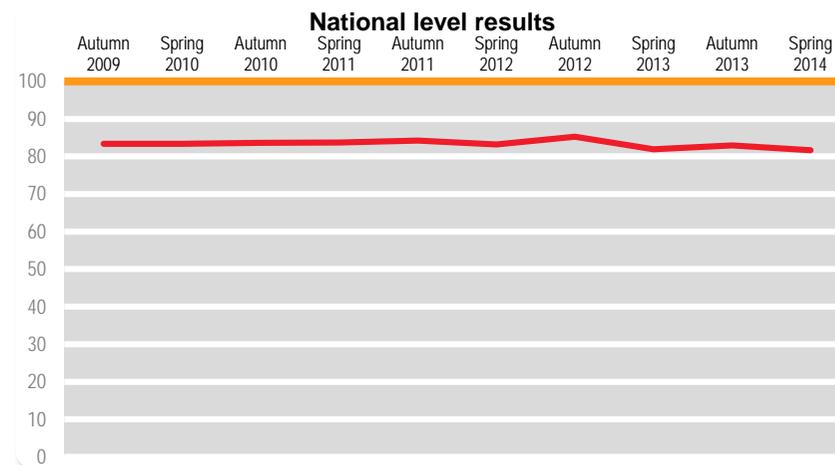**% satisfied/good**

	Spring 2014		Spring 2013

Factor	Spring 2014		Spring 2013
The space for luggage (8567)	57		57
The toilet facilities (4688)	48	+	45
Sufficient room for all the passengers to sit/stand (10650)	76	-	78
The comfort of the seating area (10697)	79		79
The ease of being able to get on and off (10856)	84		83
Your personal security whilst on board (10062)	82		81
The cleanliness of the inside (10922)	81	+	79
The cleanliness of the outside (9133)	77	+	74
The availability of staff (8064)	53		53
How well train company dealt with delays (1706)	51		52

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

Overall satisfaction with journey

National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**17097**	**80**	**12**	**8**	**-2**	⬇	**-1**	➡
Abellio Greater Anglia	2245	81	13	6	1	➡	4	⬆
c2c	1073	89	7	4	-3	➡	-3	⬇
Chiltern Railways	1129	92	5	3	1	➡	2	➡
First Capital Connect	1763	77	14	9	-2	➡	1	➡
First Great Western	2988	80	12	8	0	➡	0	➡
London Midland	1104	82	10	8	-2	➡	2	➡
London Overground	1139	91	6	3	2	➡	-1	➡
South West Trains	1894	79	13	8	-2	➡	-1	➡
Southeastern	1627	72	16	12	-12	⬇	-6	⬇
Southern	2135	78	12	10	1	➡	-1	➡
LONG DISTANCE SERVICES	**5612**	**86**	**8**	**6**	**-1**	➡	**-1**	➡
CrossCountry	1112	82	9	9	-4	⬇	-2	➡
East Coast	1106	91	6	4	-1	➡	4	⬆
East Midlands Trains	1100	87	9	4	2	➡	0	➡
First TransPennine Express	1076	85	8	7	0	➡	-1	➡
Virgin Trains	1218	90	7	4	-1	➡	-2	➡
REGIONAL SERVICES	**3849**	**86**	**9**	**5**	**2**	➡	**2**	➡
Arriva Trains Wales	1045	83	11	6	-3	➡	-4	⬇
Merseyrail	592	93	5	2	0	➡	0	➡
Northern Rail	1135	80	12	7	2	➡	4	➡
ScotRail	1077	90	6	4	4	➡	0	➡

Overall satisfaction with the station
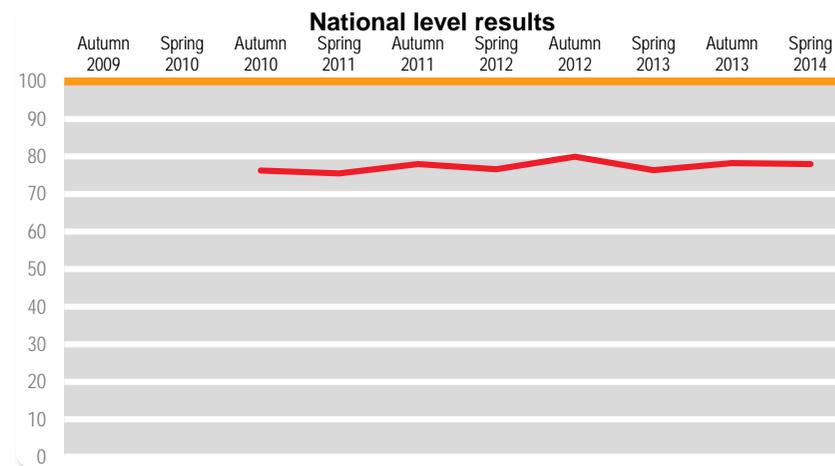
National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:

Improved ⬆	Unchanged ➡	Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**17155**	**77**	**16**	**7**	**0**	➡	**2**	⬆
Abellio Greater Anglia	2254	75	18	7	-3	➡	0	➡
c2c	1069	81	15	4	-3	➡	-3	➡
Chiltern Railways	1132	88	9	3	0	➡	3	⬆
First Capital Connect	1778	77	15	8	-1	➡	2	➡
First Great Western	2995	78	15	7	1	➡	2	➡
London Midland	1105	75	16	9	0	➡	1	➡
London Overground	1139	85	12	3	5	⬆	6	⬆
South West Trains	1910	75	17	7	1	➡	1	➡
Southeastern	1633	73	17	10	-4	⬇	0	➡
Southern	2140	74	17	8	-1	➡	2	➡
LONG DISTANCE SERVICES	**5615**	**82**	**13**	**5**	**0**	➡	**1**	➡
CrossCountry	1113	80	13	7	0	➡	4	➡
East Coast	1103	87	10	3	-1	➡	0	➡
East Midlands Trains	1100	83	12	5	2	➡	1	➡
First TransPennine Express	1078	86	11	3	0	➡	0	➡
Virgin Trains	1221	79	15	6	0	➡	0	➡
REGIONAL SERVICES	**3837**	**81**	**14**	**5**	**0**	➡	**1**	➡
Arriva Trains Wales	1043	77	16	7	3	➡	-1	➡
Merseyrail	585	88	9	3	-3	➡	2	➡
Northern Rail	1136	76	17	7	0	➡	0	➡
ScotRail	1073	84	12	4	2	➡	4	➡

Ticket buying facilities at the station
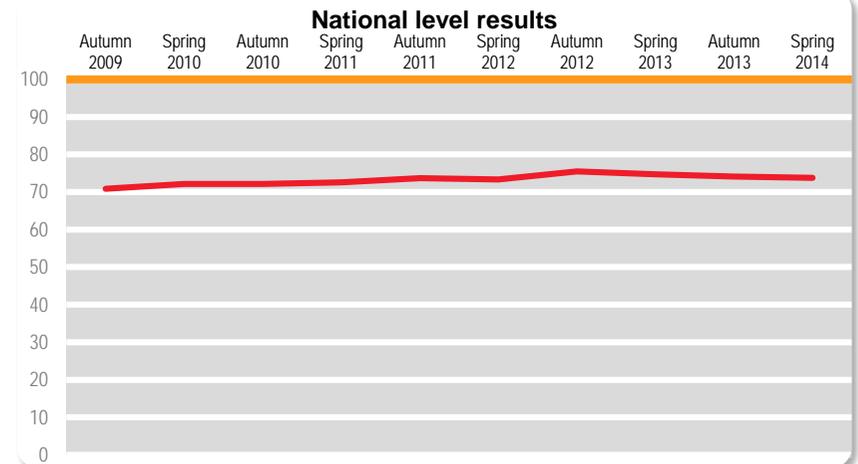
National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**9198**	**72**	**14**	**14**	**0**	➡	**-1**	➡
Abellio Greater Anglia	1288	69	15	15	1	➡	-4	➡
c2c	696	78	12	10	-3	➡	-6	⬇
Chiltern Railways	623	82	11	7	1	➡	-1	➡
First Capital Connect	947	70	16	13	-4	➡	2	➡
First Great Western	1582	77	12	11	3	➡	1	➡
London Midland	568	74	11	15	0	➡	1	➡
London Overground	603	73	15	12	5	➡	3	➡
South West Trains	1018	72	15	13	0	➡	-2	➡
Southeastern	846	71	14	15	-2	➡	0	➡
Southern	1027	68	15	17	-1	➡	-2	➡
LONG DISTANCE SERVICES	**1999**	**84**	**9**	**7**	**2**	➡	**1**	➡
CrossCountry	449	82	11	6	0	➡	-3	➡
East Coast	264	87	10	3	5	➡	1	➡
East Midlands Trains	461	78	11	10	-1	➡	1	➡
First TransPennine Express	461	87	7	6	3	➡	3	➡
Virgin Trains	364	86	8	7	6	➡	3	➡
REGIONAL SERVICES	**2220**	**78**	**9**	**13**	**-3**	➡	**-2**	➡
Arriva Trains Wales	635	80	10	10	-3	➡	2	➡
Merseyrail	296	92	5	4	6	➡	3	➡
Northern Rail	634	73	11	15	-2	➡	-3	➡
ScotRail	655	76	9	15	-7	➡	-4	➡

Provision of information about train times/platforms at the station

National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
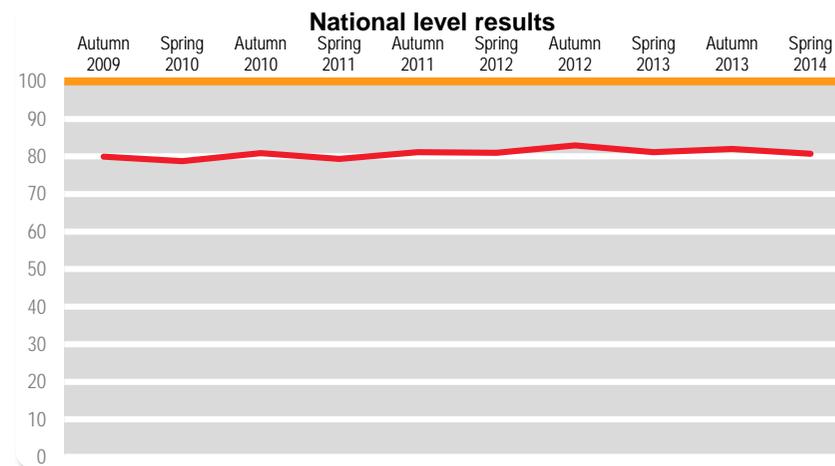
| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

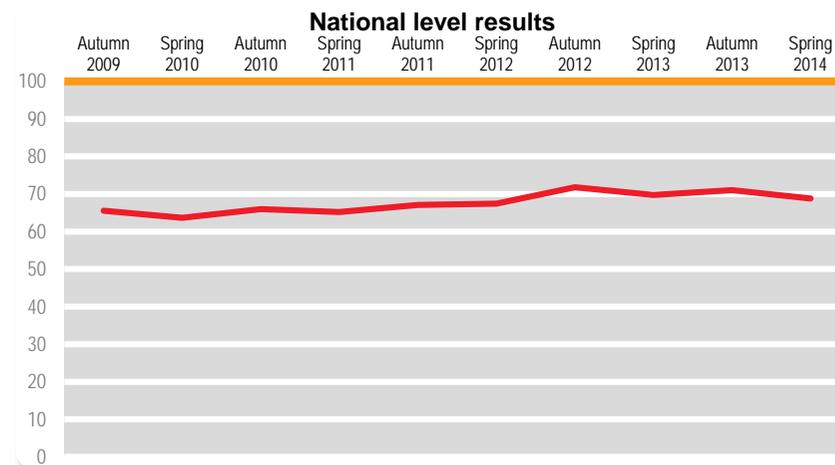|	**Spring 2014**				**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16481**	**79**	**12**	**9**	**-2**	⬇	**0**	➡
Abellio Greater Anglia	2171	78	11	11	-1	➡	2	➡
c2c	1035	87	9	4	-1	➡	-1	➡
Chiltern Railways	1097	85	7	8	2	➡	0	➡
First Capital Connect	1716	79	13	8	-3	➡	1	➡
First Great Western	2887	82	10	8	-1	➡	-1	➡
London Midland	1066	81	11	8	1	➡	1	➡
London Overground	1058	85	9	6	4	➡	3	➡
South West Trains	1812	78	14	8	-2	➡	-3	➡
Southeastern	1575	75	15	11	-8	⬇	-2	➡
Southern	2064	75	14	11	-3	⬇	-1	➡
LONG DISTANCE SERVICES	**5430**	**86**	**8**	**6**	**0**	➡	**0**	➡
CrossCountry	1084	82	10	8	-2	➡	-3	➡
East Coast	1074	90	6	4	-1	➡	0	➡
East Midlands Trains	1059	84	9	6	0	➡	1	➡
First TransPennine Express	1041	89	7	4	-1	➡	1	➡
Virgin Trains	1172	88	7	5	3	➡	1	➡
REGIONAL SERVICES	**3654**	**86**	**9**	**5**	**2**	➡	**-1**	➡
Arriva Trains Wales	1000	82	12	6	1	➡	-2	➡
Merseyrail	542	90	7	3	2	➡	0	➡
Northern Rail	1086	83	11	6	1	➡	-1	➡
ScotRail	1026	88	6	6	5	➡	0	➡

The upkeep/repair of the station buildings/platforms

National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆ Unchanged ➡ Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	**Spring 2014** % change	**Improvement/decline in % satisfied or good since Autumn 2013** significant change	**Improvement/decline in % satisfied or good since Spring 2013** % change	significant change
LONDON AND SOUTH EAST SERVICES	**16446**	**66**	**21**	**13**	**-3**	⬇	**-1**	➡
Abellio Greater Anglia	2149	63	22	15	-7	⬇	-5	⬇
c2c	1030	75	18	7	-4	➡	-3	➡
Chiltern Railways	1095	83	12	5	1	➡	3	➡
First Capital Connect	1729	70	18	11	-4	⬇	3	➡
First Great Western	2878	71	20	9	-1	➡	2	➡
London Midland	1066	62	23	15	-4	➡	-4	➡
London Overground	1072	77	14	9	6	⬆	0	➡
South West Trains	1823	61	24	15	-4	➡	-3	➡
Southeastern	1577	63	22	16	-6	⬇	-2	➡
Southern	2027	61	23	16	-4	⬇	-1	➡
LONG DISTANCE SERVICES	**5413**	**76**	**16**	**8**	**0**	➡	**1**	➡
CrossCountry	1072	71	20	9	0	➡	3	➡
East Coast	1078	86	10	4	2	➡	4	⬆
East Midlands Trains	1056	78	15	7	1	➡	2	➡
First TransPennine Express	1041	81	14	5	2	➡	-1	➡
Virgin Trains	1166	71	18	11	-1	➡	-1	➡
REGIONAL SERVICES	**3716**	**77**	**15**	**8**	**0**	➡	**-1**	➡
Arriva Trains Wales	1014	64	23	13	1	➡	-5	➡
Merseyrail	566	84	11	5	-2	➡	-2	➡
Northern Rail	1098	73	17	10	-1	➡	-2	➡
ScotRail	1038	82	13	5	2	➡	3	➡

Cleanliness of the station
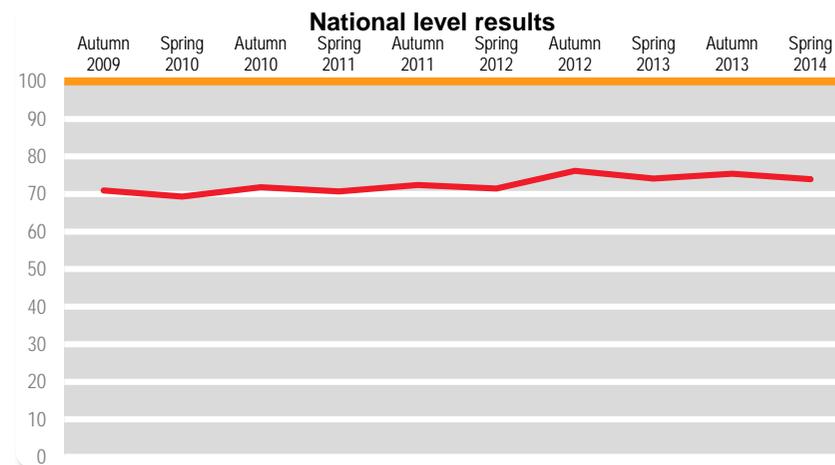
National level results

| Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

Improved ⬆   Unchanged ➡   Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
					Improvement/decline in % satisfied or good since Autumn 2013		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**16569**	**72**	**18**	**10**	**-2**	⬇	**0**	➡
Abellio Greater Anglia	2163	70	19	12	-4	➡	-1	➡
c2c	1040	79	16	6	-4	➡	-4	⬇
Chiltern Railways	1107	87	10	2	2	➡	2	➡
First Capital Connect	1726	75	17	7	-5	⬇	1	➡
First Great Western	2902	76	17	6	-2	➡	3	⬆
London Midland	1063	72	18	10	-2	➡	1	➡
London Overground	1073	79	12	9	1	➡	-1	➡
South West Trains	1844	66	22	12	-1	➡	-3	➡
Southeastern	1589	68	20	12	-5	⬇	-2	➡
Southern	2062	70	19	10	-2	➡	2	➡
LONG DISTANCE SERVICES	**5447**	**81**	**13**	**6**	**1**	➡	**2**	⬆
CrossCountry	1063	78	16	7	-1	➡	4	➡
East Coast	1087	89	8	3	1	➡	3	⬆
East Midlands Trains	1065	83	12	5	4	⬆	2	➡
First TransPennine Express	1050	84	11	5	1	➡	-2	➡
Virgin Trains	1182	77	16	7	1	➡	2	➡
REGIONAL SERVICES	**3718**	**80**	**14**	**6**	**1**	➡	**0**	➡
Arriva Trains Wales	1012	65	23	12	1	➡	-4	➡
Merseyrail	571	86	11	4	-3	➡	1	➡
Northern Rail	1096	77	16	7	0	➡	-1	➡
ScotRail	1039	86	11	4	3	➡	2	➡

The facilities and services at the station
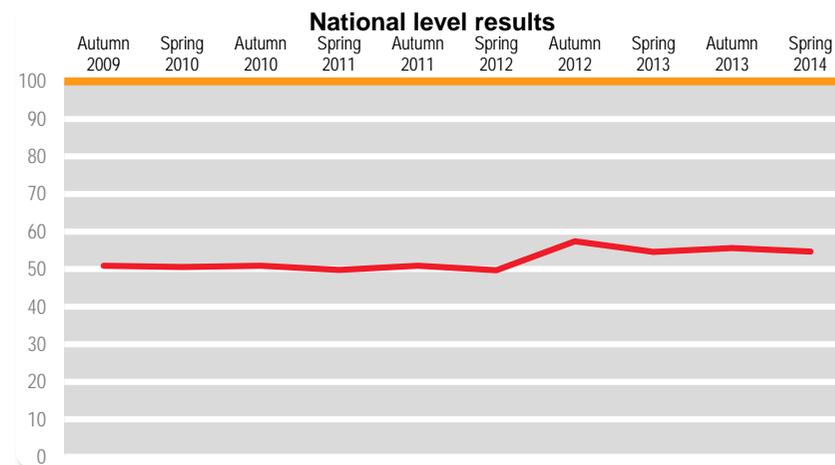
National level results

Key:

Improved ⬆ Unchanged ➡ Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
					Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**14140**	**54**	**22**	**25**	**0**	➡	**0**	➡
Abellio Greater Anglia	1888	53	22	26	-3	➡	-4	➡
c2c	927	60	23	17	-3	➡	4	➡
Chiltern Railways	976	68	17	14	-1	➡	1	➡
First Capital Connect	1433	56	18	26	2	➡	5	⬆
First Great Western	2495	61	19	20	1	➡	4	⬆
London Midland	932	52	21	27	-2	➡	-2	➡
London Overground	825	43	27	30	4	➡	0	➡
South West Trains	1576	53	22	25	0	➡	-4	➡
Southeastern	1382	51	24	25	-5	⬇	1	➡
Southern	1706	55	21	24	1	➡	2	➡
LONG DISTANCE SERVICES	**4862**	**67**	**18**	**15**	**-1**	➡	**-1**	➡
CrossCountry	961	65	21	15	-1	➡	2	➡
East Coast	960	76	14	10	-	➡	0	➡
East Midlands Trains	968	65	16	19	3	➡	0	➡
First TransPennine Express	935	70	15	16	-3	➡	-5	➡
Virgin Trains	1038	65	22	13	-3	➡	-2	➡
REGIONAL SERVICES	**3214**	**52**	**19**	**29**	**-3**	➡	**1**	➡
Arriva Trains Wales	881	48	18	34	-4	➡	-3	➡
Merseyrail	454	58	17	24	-11	⬇	1	➡
Northern Rail	981	51	18	31	-1	➡	-1	➡
ScotRail	898	52	22	26	-1	➡	4	➡

Spring 2014

The attitudes and helpfulness of the staff at the station

National level results

Key:
Improved ⬆ Unchanged ➡ Declined ⬇
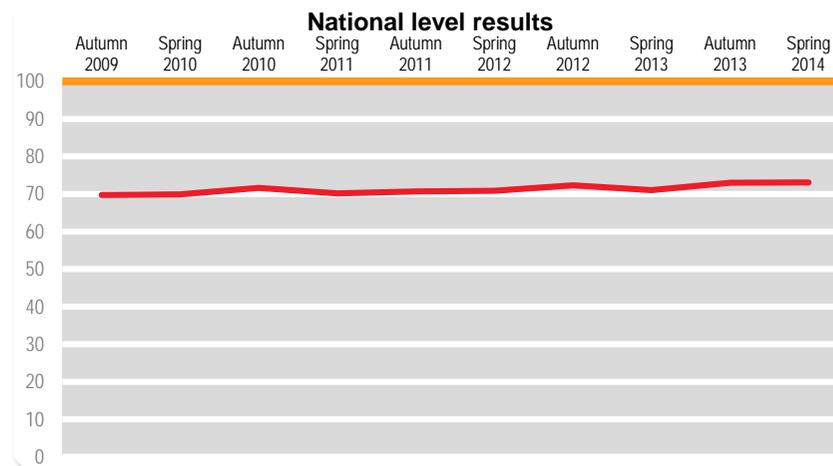
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
					Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**12756**	**71**	**19**	**9**	**1**	➡	**3**	⬆
Abellio Greater Anglia	1731	71	20	9	-1	➡	4	➡
c2c	875	80	16	4	-1	➡	-2	➡
Chiltern Railways	822	83	13	4	3	➡	4	➡
First Capital Connect	1272	75	17	8	-1	➡	7	⬆
First Great Western	2213	75	18	7	-1	➡	0	➡
London Midland	792	71	19	10	0	➡	1	➡
London Overground	818	75	18	7	7	⬆	6	➡
South West Trains	1359	70	21	9	1	➡	1	➡
Southeastern	1240	67	21	12	-2	➡	2	➡
Southern	1634	68	21	11	2	➡	1	➡
LONG DISTANCE SERVICES	**3839**	**81**	**15**	**4**	**1**	➡	**3**	⬆
CrossCountry	830	80	16	4	-2	➡	3	➡
East Coast	679	82	13	4	1	➡	2	➡
East Midlands Trains	793	82	13	4	9	⬆	5	⬆
First TransPennine Express	759	82	14	4	0	➡	1	➡
Virgin Trains	778	80	15	5	1	➡	3	➡
REGIONAL SERVICES	**2926**	**76**	**17**	**7**	**-2**	➡	**-1**	➡
Arriva Trains Wales	779	74	17	10	2	➡	-3	➡
Merseyrail	490	83	13	4	-3	➡	-4	➡
Northern Rail	854	71	19	9	-3	➡	0	➡
ScotRail	803	79	16	6	-2	➡	1	➡

Spring 2014

Connections with other forms of public transport at the station

National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆   Unchanged ➡   Declined ⬇
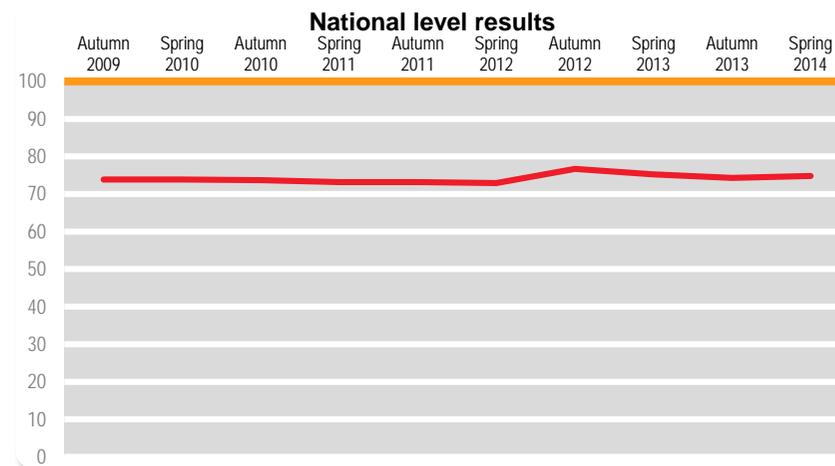
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**12807**	**75**	**14**	**11**	**0**	➡	**0**	➡
Abellio Greater Anglia	1717	77	13	10	-2	➡	-1	➡
c2c	868	72	18	10	-3	➡	-4	➡
Chiltern Railways	856	71	16	13	-2	➡	-1	➡
First Capital Connect	1392	77	12	11	2	➡	3	➡
First Great Western	2024	71	16	13	1	➡	1	➡
London Midland	769	65	18	17	0	➡	-6	⬇
London Overground	898	81	11	8	1	➡	4	➡
South West Trains	1399	73	13	14	1	➡	-2	➡
Southeastern	1286	74	15	10	-1	➡	-2	➡
Southern	1598	79	12	9	2	➡	4	⬆
LONG DISTANCE SERVICES	**3677**	**77**	**14**	**9**	**0**	➡	**-1**	➡
CrossCountry	667	72	16	13	-4	➡	-2	➡
East Coast	745	83	11	6	0	➡	2	➡
East Midlands Trains	777	75	14	10	3	➡	1	➡
First TransPennine Express	646	71	16	12	-5	➡	-5	➡
Virgin Trains	842	83	12	5	5	➡	-1	➡
REGIONAL SERVICES	**2672**	**71**	**16**	**12**	**1**	➡	**-3**	➡
Arriva Trains Wales	704	64	22	14	-2	➡	-1	➡
Merseyrail	392	73	16	12	-6	➡	-10	⬇
Northern Rail	835	71	16	13	4	➡	0	➡
ScotRail	741	73	15	12	4	➡	-3	➡

Facilities for car parking at the station
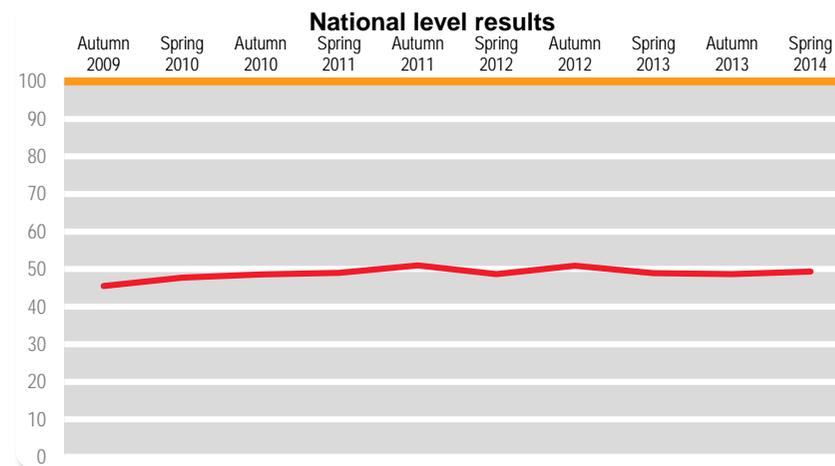
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆ Unchanged ➡ Declined ⬇

	Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**5641**	**47**	**18**	**35**	**2**	➡	**0**	➡
Abellio Greater Anglia	767	52	15	33	6	➡	2	➡
c2c	403	55	20	26	0	➡	-5	➡
Chiltern Railways	450	75	11	14	4	➡	5	➡
First Capital Connect	526	45	16	39	-2	➡	2	➡
First Great Western	1066	54	19	27	-1	➡	0	➡
London Midland	382	51	17	32	3	➡	6	➡
London Overground	329	42	19	39	11	➡	9	➡
South West Trains	732	43	22	35	-3	➡	-7	⬇
Southeastern	518	46	16	38	2	➡	0	➡
Southern	468	41	21	39	2	➡	1	➡
LONG DISTANCE SERVICES	**1722**	**59**	**17**	**24**	**-1**	➡	**2**	➡
CrossCountry	374	56	17	27	-2	➡	-4	➡
East Coast	292	60	17	22	1	➡	9	⬆
East Midlands Trains	386	70	16	14	1	➡	3	➡
First TransPennine Express	330	52	16	32	-6	➡	-3	➡
Virgin Trains	340	59	20	21	2	➡	7	➡
REGIONAL SERVICES	**1773**	**52**	**15**	**33**	**-2**	➡	**0**	➡
Arriva Trains Wales	592	62	17	21	0	➡	0	➡
Merseyrail	269	60	11	30	-3	➡	-1	➡
Northern Rail	480	51	18	31	-3	➡	-4	➡
ScotRail	432	46	13	41	0	➡	6	➡

Overall environment of the station
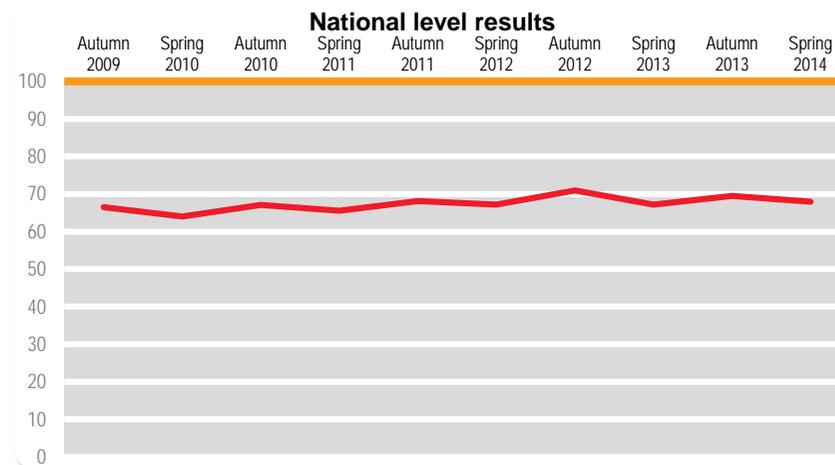
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

	Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16454**	**66**	**23**	**11**	**-2**	⬇	**0**	➡
Abellio Greater Anglia	2149	64	25	12	-4	⬇	-1	➡
c2c	1045	72	22	7	-7	⬇	-5	⬇
Chiltern Railways	1098	81	16	3	-2	➡	1	➡
First Capital Connect	1732	69	21	10	-4	⬇	2	➡
First Great Western	2866	70	20	10	-1	➡	4	⬆
London Midland	1071	62	25	13	-4	➡	1	➡
London Overground	1067	72	18	9	4	➡	1	➡
South West Trains	1815	64	23	13	1	➡	1	➡
Southeastern	1578	61	25	14	-6	⬇	-3	➡
Southern	2033	62	26	12	-3	➡	0	➡
LONG DISTANCE SERVICES	**5429**	**75**	**17**	**8**	**0**	➡	**2**	⬆
CrossCountry	1071	71	18	11	-1	➡	5	⬆
East Coast	1082	84	12	4	2	➡	5	⬆
East Midlands Trains	1067	76	17	7	2	➡	1	➡
First TransPennine Express	1043	79	15	5	-2	➡	0	➡
Virgin Trains	1166	69	21	10	-1	➡	-1	➡
REGIONAL SERVICES	**3704**	**74**	**19**	**7**	**1**	➡	**1**	➡
Arriva Trains Wales	1005	62	27	11	2	➡	-6	⬇
Merseyrail	560	84	12	4	-2	➡	5	➡
Northern Rail	1104	69	23	8	-3	➡	-1	➡
ScotRail	1035	80	14	6	6	➡	5	➡

Your personal security whilst using the station
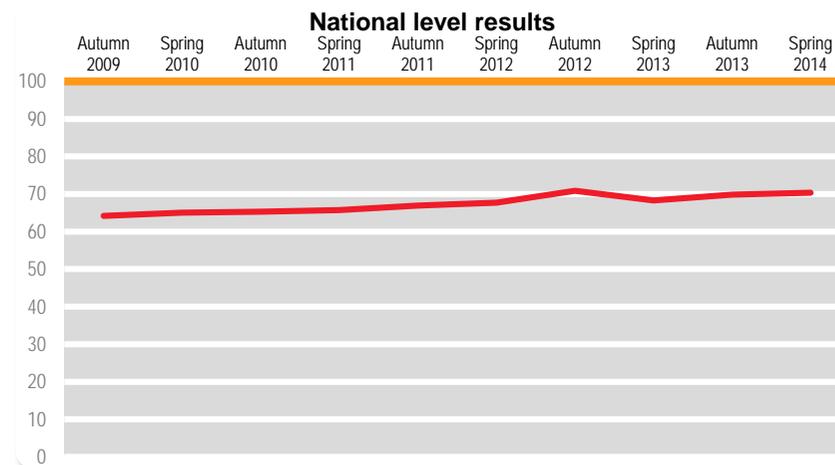
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**15021**	**69**	**26**	**6**	**0**	➡	**2**	⬆
Abellio Greater Anglia	1956	65	28	7	-1	➡	0	➡
c2c	972	72	24	4	-1	➡	-2	➡
Chiltern Railways	1000	79	19	1	1	➡	4	➡
First Capital Connect	1563	69	25	5	-2	➡	1	➡
First Great Western	2596	72	23	5	0	➡	3	⬆
London Midland	951	66	28	6	0	➡	0	➡
London Overground	999	76	19	5	6	⬆	8	⬆
South West Trains	1681	68	27	4	1	➡	2	➡
Southeastern	1468	63	28	9	-4	⬇	-1	➡
Southern	1835	68	28	5	1	➡	2	➡
LONG DISTANCE SERVICES	**4877**	**78**	**20**	**2**	**2**	⬆	**2**	➡
CrossCountry	969	77	20	3	2	➡	3	➡
East Coast	949	83	16	1	5	⬆	4	⬆
East Midlands Trains	970	78	20	3	3	➡	6	⬆
First TransPennine Express	943	78	20	2	1	➡	-2	➡
Virgin Trains	1046	75	22	3	1	➡	0	➡
REGIONAL SERVICES	**3382**	**74**	**21**	**5**	**1**	➡	**4**	➡
Arriva Trains Wales	904	69	24	8	1	➡	-1	➡
Merseyrail	522	81	15	4	0	➡	5	➡
Northern Rail	1013	67	27	6	0	➡	2	➡
ScotRail	943	80	16	4	5	➡	7	➡

The availability of staff at the station
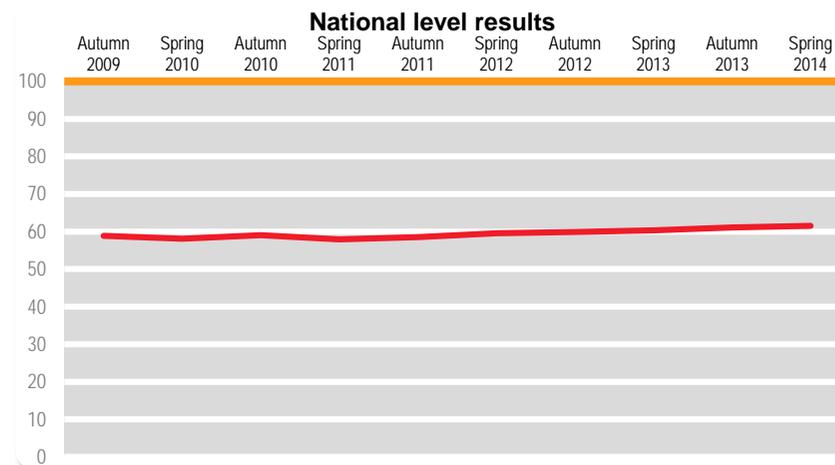
National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:

Improved ⬆	Unchanged ➡	Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**14544**	**60**	**22**	**18**	**1**	➡	**2**	⬆
Abellio Greater Anglia	1947	57	23	21	-2	➡	-1	➡
c2c	957	70	19	12	-2	➡	-2	➡
Chiltern Railways	922	68	22	11	-1	➡	4	➡
First Capital Connect	1485	62	20	18	3	➡	6	⬆
First Great Western	2558	65	20	15	3	➡	2	➡
London Midland	909	54	23	23	-1	➡	-1	➡
London Overground	955	67	18	15	6	➡	4	➡
South West Trains	1591	58	23	19	4	➡	4	➡
Southeastern	1414	59	23	18	-1	➡	2	➡
Southern	1806	58	23	20	-1	➡	-1	➡
LONG DISTANCE SERVICES	**4540**	**68**	**21**	**11**	**0**	➡	**2**	➡
CrossCountry	949	65	24	12	-3	➡	1	➡
East Coast	833	73	19	8	4	➡	4	➡
East Midlands Trains	940	67	21	12	2	➡	3	➡
First TransPennine Express	893	70	20	11	-5	➡	-2	➡
Virgin Trains	925	68	22	10	4	➡	5	➡
REGIONAL SERVICES	**3295**	**64**	**18**	**18**	**-3**	➡	**-2**	➡
Arriva Trains Wales	888	61	17	22	-2	➡	-4	➡
Merseyrail	521	79	14	7	-6	➡	-2	➡
Northern Rail	977	56	21	22	-4	➡	-2	➡
ScotRail	909	67	17	16	-1	➡	-3	➡

The provision of shelter facilities
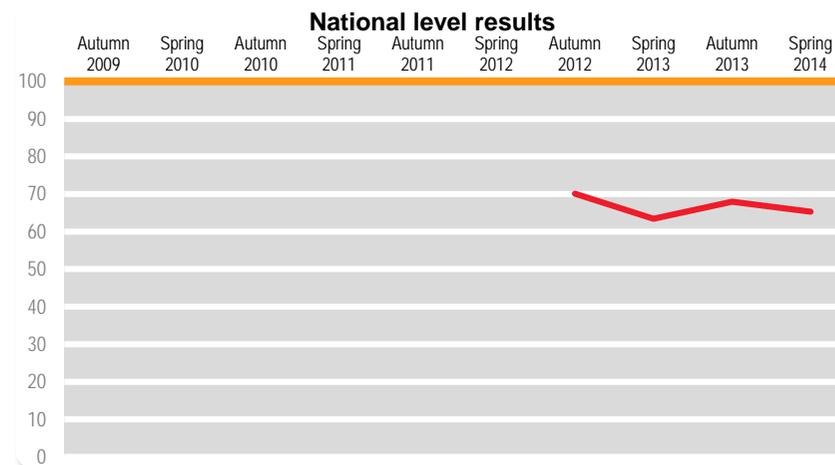
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved | ⬆ | Unchanged | ➡ | Declined | ⬇ |

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
	Spring 2014				**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**13752**	**63**	**20**	**18**	**-3**	⬇	**2**	⬆
Abellio Greater Anglia	1730	59	21	20	-5	⬇	0	➡
c2c	915	67	19	14	-5	➡	-3	➡
Chiltern Railways	922	73	15	12	-4	➡	1	➡
First Capital Connect	1389	63	17	20	-2	➡	6	⬆
First Great Western	2505	66	18	15	-3	➡	4	⬆
London Midland	909	66	17	17	-2	➡	3	➡
London Overground	982	66	18	16	3	➡	5	➡
South West Trains	1570	60	22	18	-2	➡	0	➡
Southeastern	1298	60	20	20	-7	⬇	1	➡
Southern	1532	62	21	17	-4	⬇	1	➡
LONG DISTANCE SERVICES	**4374**	**72**	**16**	**12**	**-3**	⬇	**3**	⬆
CrossCountry	923	71	17	12	-4	➡	6	⬆
East Coast	828	75	15	10	-3	➡	4	➡
East Midlands Trains	889	73	15	12	3	➡	6	⬆
First TransPennine Express	901	74	15	11	-5	➡	-1	➡
Virgin Trains	833	69	19	12	-2	➡	1	➡
REGIONAL SERVICES	**3328**	**73**	**15**	**12**	**-2**	➡	**0**	➡
Arriva Trains Wales	966	66	18	17	-2	➡	-4	➡
Merseyrail	452	84	10	6	4	➡	6	➡
Northern Rail	1008	65	18	17	-7	⬇	-5	➡
ScotRail	902	80	13	8	1	➡	6	➡

Availability of seating

National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:
Improved ⬆   **Unchanged** ➡   **Declined** ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**15063**	**42**	**22**	**35**	**0**	➡	**0**	➡
Abellio Greater Anglia	1971	40	20	40	-2	➡	0	➡
c2c	960	56	23	22	-5	⬇	-2	➡
Chiltern Railways	1026	51	24	26	-5	⬇	-1	➡
First Capital Connect	1560	44	24	32	0	➡	3	➡
First Great Western	2706	51	23	26	2	➡	2	➡
London Midland	989	50	19	31	1	➡	5	⬆
London Overground	1012	52	22	26	7	⬆	7	⬆
South West Trains	1673	36	24	41	0	➡	-2	➡
Southeastern	1425	36	22	42	-3	➡	-6	⬇
Southern	1741	38	21	41	-1	➡	-1	➡
LONG DISTANCE SERVICES	**5043**	**53**	**19**	**28**	**1**	➡	**3**	⬆
CrossCountry	1032	55	21	24	0	➡	2	➡
East Coast	990	48	19	33	2	➡	5	⬆
East Midlands Trains	999	56	17	27	4	➡	7	⬆
First TransPennine Express	962	58	20	22	-1	➡	0	➡
Virgin Trains	1060	45	19	37	1	➡	2	➡
REGIONAL SERVICES	**3519**	**59**	**20**	**21**	**0**	➡	**1**	➡
Arriva Trains Wales	968	50	25	25	-3	➡	-4	➡
Merseyrail	532	69	17	14	-2	➡	0	➡
Northern Rail	1051	53	21	26	-4	➡	-1	➡
ScotRail	968	65	19	16	8	➡	5	➡

How request to station staff was handled
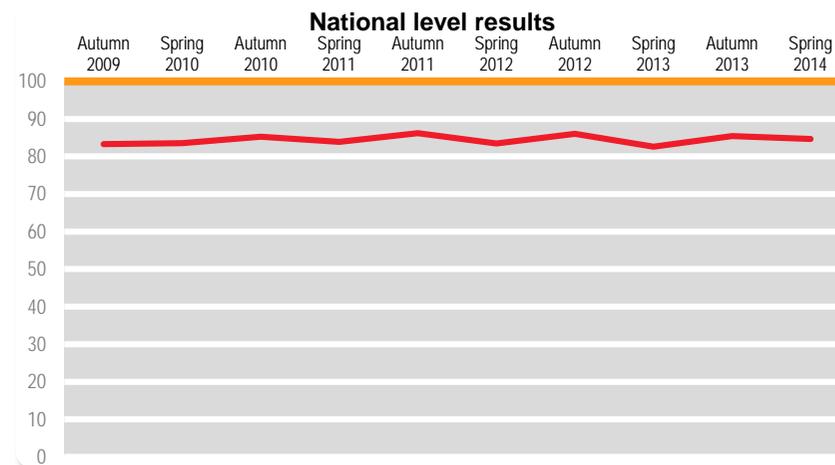
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

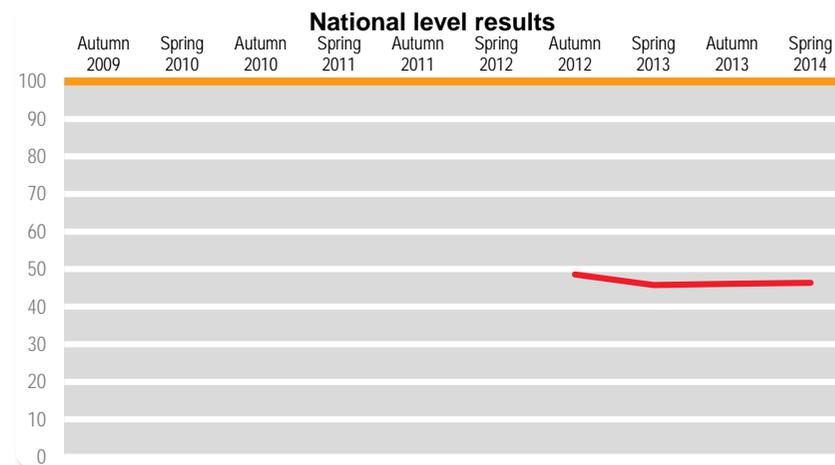Improved ⬆   Unchanged ➡   Declined ⬇

	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**2622**	**83**	**6**	**10**	**-1**	➡	**3**	⬆
Abellio Greater Anglia	366	87	4	8	4	➡	3	➡
c2c	103	87	5	8	2	➡	1	➡
Chiltern Railways	148	90	3	7	-1	➡	4	➡
First Capital Connect	252	86	5	8	4	➡	5	➡
First Great Western	608	85	6	8	-4	➡	-5	⬇
London Midland	166	88	4	7	4	➡	7	➡
London Overground	118	78	7	8	-6	➡	-6	➡
South West Trains	270	84	8	8	-2	➡	9	⬆
Southeastern	206	80	7	13	-3	➡	1	➡
Southern	385	82	5	12	0	➡	6	➡
LONG DISTANCE SERVICES	**1069**	**88**	**5**	**6**	**-1**	➡	**-1**	➡
CrossCountry	284	85	7	8	-5	➡	-5	➡
East Coast	198	86	6	7	-1	➡	-1	➡
East Midlands Trains	203	91	4	4	7	➡	6	➡
First TransPennine Express	182	91	3	6	-2	➡	0	➡
Virgin Trains	202	90	5	5	0	➡	1	➡
REGIONAL SERVICES	**504**	**87**	**5**	**6**	**0**	➡	**-1**	➡
Arriva Trains Wales	204	89	3	3	2	➡	-3	➡
Merseyrail	30	93	2	5	-1	➡	-1	➡
Northern Rail	123	85	7	8	-1	➡	0	➡
ScotRail	147	88	5	6	2	➡	0	➡

The choice of shops/eating/drinking facilities available

National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |
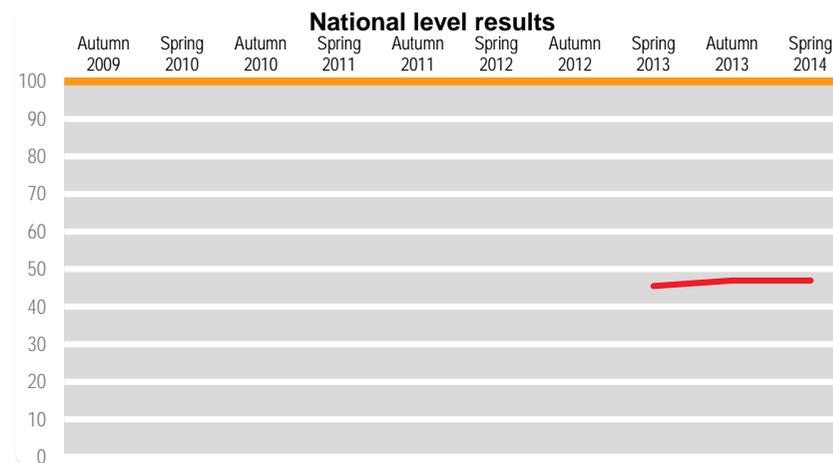
	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**13745**	**46**	**23**	**31**	**0**	➡	**1**	➡
Abellio Greater Anglia	1836	49	22	29	-2	➡	2	➡
c2c	883	42	26	32	0	➡	6	⬆
Chiltern Railways	966	52	22	26	2	➡	1	➡
First Capital Connect	1412	45	20	35	-1	➡	2	➡
First Great Western	2392	49	23	28	1	➡	1	➡
London Midland	882	43	20	37	-3	➡	2	➡
London Overground	766	42	22	36	2	➡	4	➡
South West Trains	1570	51	21	27	1	➡	-1	➡
Southeastern	1355	40	26	34	1	➡	-1	➡
Southern	1683	47	25	28	1	➡	3	➡
LONG DISTANCE SERVICES	**4776**	**60**	**20**	**21**	**0**	➡	**4**	⬆
CrossCountry	934	58	20	22	3	➡	7	⬆
East Coast	950	66	19	15	0	➡	4	➡
East Midlands Trains	931	53	21	27	2	➡	3	➡
First TransPennine Express	906	61	17	21	-4	➡	3	➡
Virgin Trains	1055	61	20	18	0	➡	1	➡
REGIONAL SERVICES	**3069**	**43**	**19**	**38**	**-2**	➡	**1**	➡
Arriva Trains Wales	846	39	23	38	6	➡	-2	➡
Merseyrail	410	48	19	34	-2	➡	1	➡
Northern Rail	934	40	20	41	-6	⬇	-1	➡
ScotRail	879	47	16	37	1	➡	5	➡

Overall satisfaction with the train
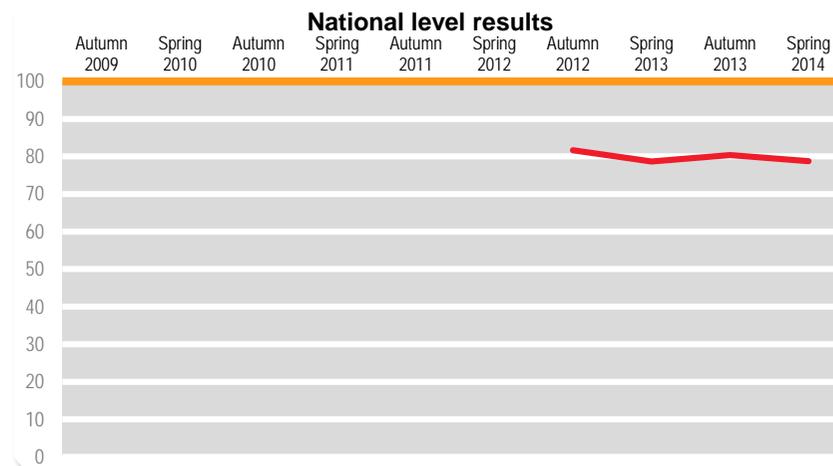
National level results

| Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**17045**	**77**	**15**	**8**	**-2**	⬇	**0**	➡
Abellio Greater Anglia	2238	72	19	9	-1	➡	2	➡
c2c	1076	88	9	3	-4	⬇	-2	➡
Chiltern Railways	1124	91	7	2	1	➡	3	⬆
First Capital Connect	1765	70	20	11	-3	➡	3	➡
First Great Western	2989	78	14	8	-1	➡	-1	➡
London Midland	1104	79	13	8	-2	➡	-1	➡
London Overground	1118	89	8	3	-2	➡	-3	➡
South West Trains	1891	77	15	8	-2	➡	-2	➡
Southeastern	1611	72	17	11	-6	⬇	-3	➡
Southern	2129	77	14	8	1	➡	3	➡
LONG DISTANCE SERVICES	**5594**	**85**	**9**	**6**	**-2**	➡	**-1**	➡
CrossCountry	1107	81	11	8	-3	➡	0	➡
East Coast	1107	90	8	3	1	➡	2	➡
East Midlands Trains	1094	86	9	4	1	➡	0	➡
First TransPennine Express	1065	80	11	8	-4	➡	-5	⬇
Virgin Trains	1221	90	7	3	-1	➡	-3	⬇
REGIONAL SERVICES	**3844**	**81**	**12**	**6**	**0**	➡	**2**	➡
Arriva Trains Wales	1050	81	14	5	-1	➡	-4	➡
Merseyrail	581	88	10	3	-1	➡	-2	➡
Northern Rail	1133	74	16	10	2	➡	5	➡
ScotRail	1080	88	8	4	0	➡	1	➡

The frequency of the trains on that route
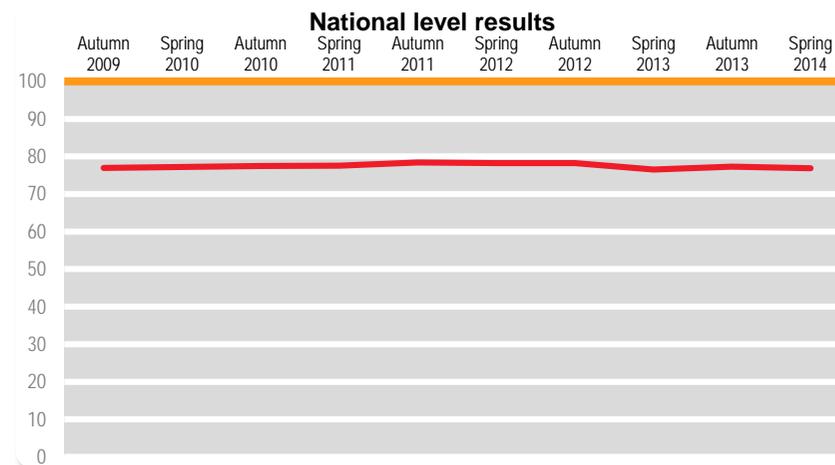
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved | ⬆ | Unchanged | ⮕ | Declined | ⬇ |

	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16991**	**75**	**9**	**16**	**-1**	⮕	**0**	⮕
Abellio Greater Anglia	2235	77	8	15	0	⮕	1	⮕
c2c	1074	80	8	12	-7	⬇	-6	⬇
Chiltern Railways	1127	80	8	12	-1	⮕	3	⮕
First Capital Connect	1770	76	8	16	-1	⮕	1	⮕
First Great Western	2943	74	9	16	-1	⮕	-2	⮕
London Midland	1093	75	9	16	-2	⮕	-1	⮕
London Overground	1136	79	8	13	0	⮕	0	⮕
South West Trains	1881	74	9	18	1	⮕	0	⮕
Southeastern	1607	73	9	18	-3	⬇	-2	⮕
Southern	2125	73	9	18	0	⮕	3	⬆
LONG DISTANCE SERVICES	**5431**	**83**	**8**	**9**	**-2**	⬇	**-1**	⮕
CrossCountry	1064	77	10	13	-4	⮕	-3	⮕
East Coast	1071	92	4	4	-2	⮕	2	⮕
East Midlands Trains	1069	79	9	12	-3	⮕	-3	⮕
First TransPennine Express	1045	81	8	10	-3	⮕	-3	⮕
Virgin Trains	1182	90	6	4	0	⮕	0	⮕
REGIONAL SERVICES	**3779**	**81**	**8**	**11**	**2**	⮕	**2**	⮕
Arriva Trains Wales	1021	75	10	15	1	⮕	-3	⮕
Merseyrail	588	93	3	5	-4	⮕	0	⮕
Northern Rail	1118	75	10	15	3	⮕	6	⬆
ScotRail	1052	85	7	8	3	⮕	0	⮕

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

National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |
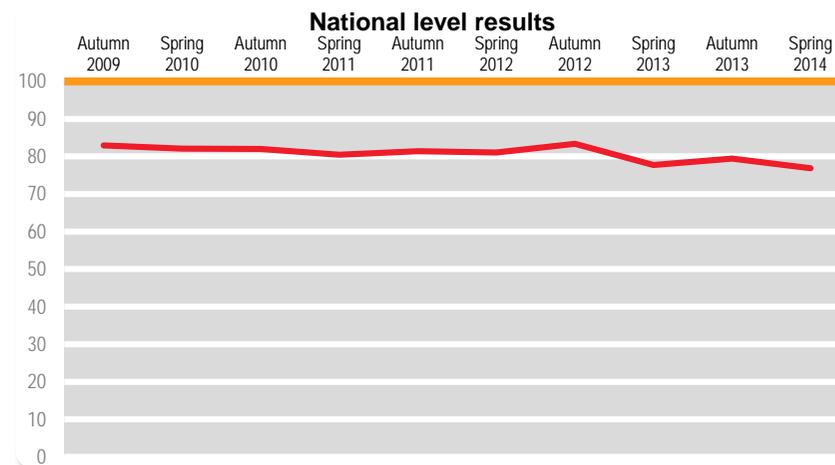
	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16971**	**75**	**9**	**17**	**-4**	⬇	**-2**	⬇
Abellio Greater Anglia	2233	77	7	16	-1	➡	3	➡
c2c	1066	91	4	5	-3	⬇	-3	⬇
Chiltern Railways	1121	90	5	5	-2	➡	0	➡
First Capital Connect	1769	72	10	18	-1	➡	1	➡
First Great Western	2970	73	9	18	-1	➡	-4	⬇
London Midland	1098	74	10	16	1	➡	4	⬆
London Overground	1127	87	8	6	3	➡	0	➡
South West Trains	1879	77	9	15	-3	⬇	0	➡
Southeastern	1594	68	11	21	-12	⬇	-8	⬇
Southern	2114	65	10	25	-8	⬇	-6	⬇
LONG DISTANCE SERVICES	**5551**	**83**	**6**	**11**	**-1**	➡	**0**	➡
CrossCountry	1098	78	6	15	-5	⬇	-1	➡
East Coast	1091	84	6	11	-5	⬇	0	➡
East Midlands Trains	1093	84	7	10	4	⬆	-2	➡
First TransPennine Express	1067	86	5	10	4	➡	4	➡
Virgin Trains	1202	86	5	9	-1	➡	-1	➡
REGIONAL SERVICES	**3814**	**83**	**5**	**11**	**1**	➡	**3**	➡
Arriva Trains Wales	1044	82	7	11	-4	➡	-3	➡
Merseyrail	583	93	2	5	0	➡	2	➡
Northern Rail	1130	78	7	16	1	➡	5	⬆
ScotRail	1057	86	5	9	5	➡	2	➡

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

National level results

Key:

Improved ⬆	Unchanged ➡	Declined ⬇
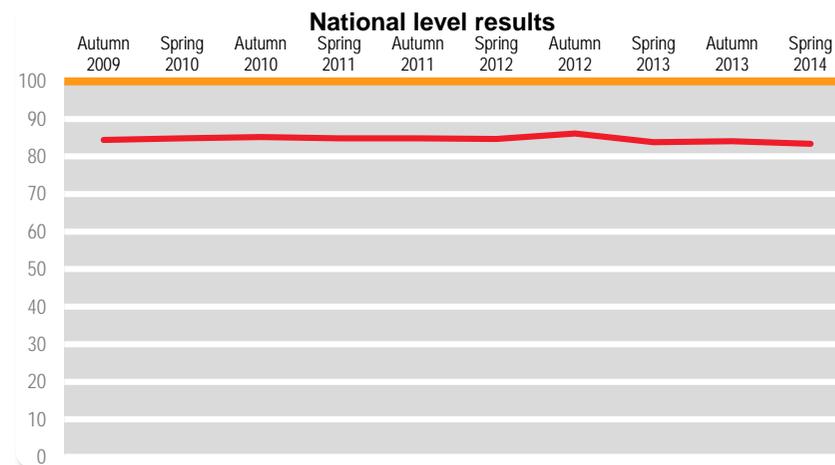
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**16702**	**82**	**11**	**8**	**-1**	➡	**-1**	➡
Abellio Greater Anglia	2192	82	12	6	1	➡	2	➡
c2c	1053	91	6	3	-3	⬇	-4	⬇
Chiltern Railways	1108	89	7	4	2	➡	1	➡
First Capital Connect	1729	83	11	6	0	➡	1	➡
First Great Western	2921	83	11	7	0	➡	0	➡
London Midland	1081	83	10	8	0	➡	-2	➡
London Overground	1105	88	8	4	1	➡	-1	➡
South West Trains	1855	80	11	10	0	➡	-1	➡
Southeastern	1580	76	14	11	-7	⬇	-4	⬇
Southern	2078	80	11	9	-1	➡	-1	➡
LONG DISTANCE SERVICES	**5494**	**88**	**7**	**6**	**-1**	➡	**-1**	➡
CrossCountry	1078	83	8	9	-3	➡	-3	➡
East Coast	1083	91	4	5	2	➡	3	⬆
East Midlands Trains	1080	86	8	6	-	➡	1	➡
First TransPennine Express	1057	88	7	5	-1	➡	-2	➡
Virgin Trains	1196	92	5	2	1	➡	-1	➡
REGIONAL SERVICES	**3745**	**88**	**7**	**4**	**0**	➡	**2**	➡
Arriva Trains Wales	1020	82	11	7	-2	➡	-1	➡
Merseyrail	566	96	3	1	2	➡	-1	➡
Northern Rail	1115	87	9	4	3	➡	6	⬆
ScotRail	1044	88	7	5	-3	➡	-1	➡

Connections with other train services
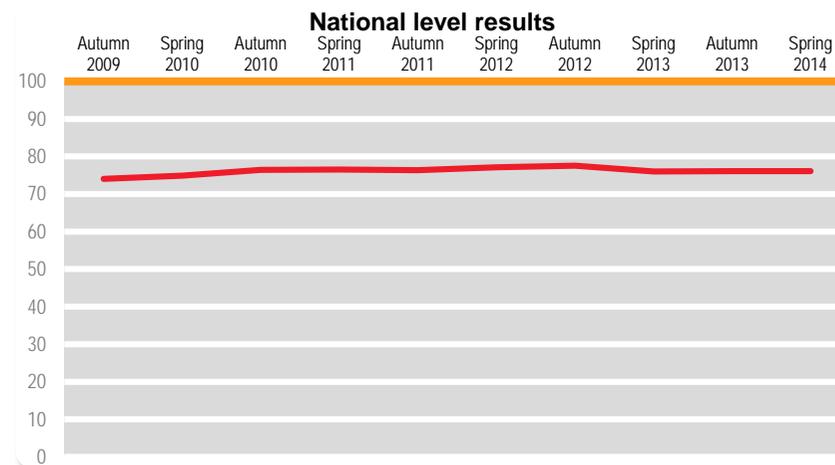
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆ Unchanged ➡ Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**10062**	**75**	**17**	**8**	**0**	➡	**0**	➡
Abellio Greater Anglia	1358	75	17	8	1	➡	2	➡
c2c	600	81	15	5	-7	⬇	-4	➡
Chiltern Railways	548	77	18	5	1	➡	1	➡
First Capital Connect	1023	74	19	7	-2	➡	-1	➡
First Great Western	1676	71	18	11	-1	➡	-2	➡
London Midland	601	72	19	9	-1	➡	1	➡
London Overground	939	86	9	5	4	➡	4	➡
South West Trains	1145	72	19	9	-1	➡	-2	➡
Southeastern	907	69	21	10	-5	⬇	-4	➡
Southern	1265	74	17	9	1	➡	0	➡
LONG DISTANCE SERVICES	**3135**	**79**	**13**	**8**	**-1**	➡	**-1**	➡
CrossCountry	661	74	15	12	-4	➡	-3	➡
East Coast	575	83	9	8	1	➡	6	⬆
East Midlands Trains	616	78	14	9	2	➡	0	➡
First TransPennine Express	594	81	12	7	2	➡	1	➡
Virgin Trains	689	83	12	5	-3	➡	-4	➡
REGIONAL SERVICES	**2223**	**80**	**14**	**7**	**2**	➡	**2**	➡
Arriva Trains Wales	693	73	18	9	-7	➡	-9	⬇
Merseyrail	304	88	8	3	2	➡	-3	➡
Northern Rail	661	75	17	8	2	➡	3	➡
ScotRail	565	85	10	5	5	➡	10	⬆

The value for money for the price of your ticket
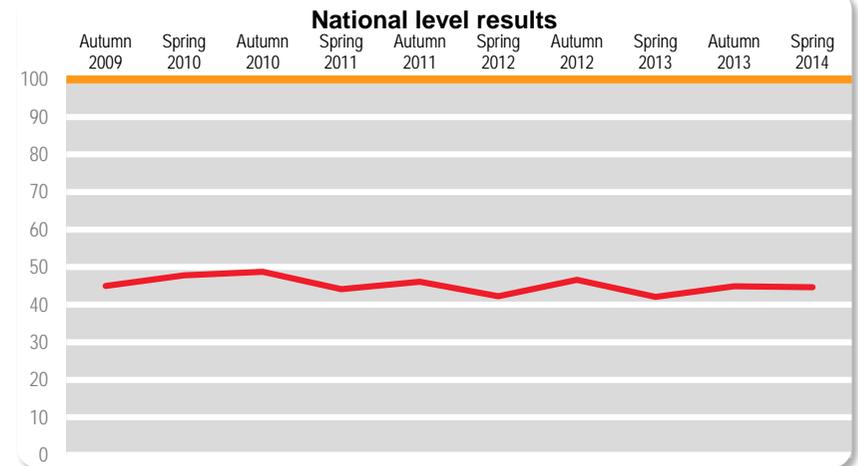
National level results

Key:
Improved ⬆   **Unchanged** ➡   **Declined** ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
					% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**15997**	**41**	**22**	**38**	**0**	➡	**3**	⬆
Abellio Greater Anglia	2127	35	22	43	-1	➡	0	➡
c2c	1031	44	26	30	-3	➡	-2	➡
Chiltern Railways	1079	49	22	29	1	➡	4	➡
First Capital Connect	1662	38	23	39	1	➡	6	⬆
First Great Western	2870	48	20	32	1	➡	0	➡
London Midland	1010	50	19	31	-1	➡	-1	➡
London Overground	992	56	18	26	3	➡	8	⬆
South West Trains	1784	37	22	41	-1	➡	3	➡
Southeastern	1453	30	25	45	-4	➡	-1	➡
Southern	1989	39	22	39	0	➡	3	➡
LONG DISTANCE SERVICES	**5391**	**55**	**19**	**26**	**-2**	➡	**1**	➡
CrossCountry	1062	52	22	26	-1	➡	3	➡
East Coast	1064	60	17	23	-2	➡	4	➡
East Midlands Trains	1065	49	20	31	-3	➡	1	➡
First TransPennine Express	1025	54	20	26	-7	⬇	-1	➡
Virgin Trains	1175	61	16	23	2	➡	0	➡
REGIONAL SERVICES	**3570**	**56**	**19**	**24**	**1**	➡	**3**	➡
Arriva Trains Wales	1013	54	19	28	1	➡	0	➡
Merseyrail	468	70	15	15	4	➡	5	➡
Northern Rail	1054	54	21	26	-2	➡	0	➡
ScotRail	1035	56	20	25	4	➡	7	➡

Cleanliness of the train

National level results

| Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**17153**	**74**	**15**	**11**	**-1**	➡	**2**	⬆
Abellio Greater Anglia	2258	62	19	19	-4	➡	3	➡
c2c	1076	89	8	3	-2	➡	-2	➡
Chiltern Railways	1138	88	9	3	1	➡	2	➡
First Capital Connect	1768	65	20	15	-3	➡	8	⬆
First Great Western	2995	76	15	9	1	➡	1	➡
London Midland	1104	75	14	11	-2	➡	-2	➡
London Overground	1138	91	5	4	0	➡	0	➡
South West Trains	1912	71	17	12	-1	➡	-2	➡
Southeastern	1627	67	18	15	-3	➡	-2	➡
Southern	2137	77	14	9	5	⬆	7	⬆
LONG DISTANCE SERVICES	**5633**	**83**	**10**	**7**	**-1**	➡	**-1**	➡
CrossCountry	1116	78	13	9	0	➡	-1	➡
East Coast	1109	83	11	6	-3	➡	-2	➡
East Midlands Trains	1102	83	11	6	1	➡	2	➡
First TransPennine Express	1080	84	8	8	-2	➡	-2	➡
Virgin Trains	1226	89	6	5	0	➡	-2	➡
REGIONAL SERVICES	**3855**	**75**	**14**	**11**	**3**	➡	**2**	➡
Arriva Trains Wales	1061	74	14	12	5	➡	-5	➡
Merseyrail	586	79	13	8	-1	➡	0	➡
Northern Rail	1130	65	19	16	2	➡	5	➡
ScotRail	1078	85	10	6	5	➡	1	➡

Upkeep and repair of the train

National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
	Spring 2014				**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**16766**	**74**	**15**	**11**	**0**	➡	**2**	⬆
Abellio Greater Anglia	2191	58	21	21	0	➡	5	⬆
c2c	1060	87	10	3	-4	⬇	-5	⬇
Chiltern Railways	1107	88	10	2	1	➡	3	➡
First Capital Connect	1742	58	22	20	-3	➡	6	⬆
First Great Western	2912	76	16	8	2	➡	0	➡
London Midland	1086	78	14	8	-1	➡	-2	➡
London Overground	1112	94	4	2	1	➡	1	➡
South West Trains	1864	76	16	9	-2	➡	-3	➡
Southeastern	1600	68	19	14	-3	➡	-2	➡
Southern	2092	76	14	11	6	⬆	7	⬆
LONG DISTANCE SERVICES	**5528**	**84**	**10**	**5**	**0**	➡	**-1**	➡
CrossCountry	1094	80	13	7	-2	➡	0	➡
East Coast	1090	80	13	7	-1	➡	-1	➡
East Midlands Trains	1085	83	11	6	2	➡	-2	➡
First TransPennine Express	1053	87	9	4	-1	➡	-3	➡
Virgin Trains	1206	91	6	3	2	➡	0	➡
REGIONAL SERVICES	**3760**	**72**	**15**	**13**	**2**	➡	**1**	➡
Arriva Trains Wales	1040	71	16	13	3	➡	-8	⬇
Merseyrail	570	76	16	8	-2	➡	-4	➡
Northern Rail	1099	61	19	19	2	➡	6	⬆
ScotRail	1051	84	10	7	5	➡	0	➡

The provision of information during the journey
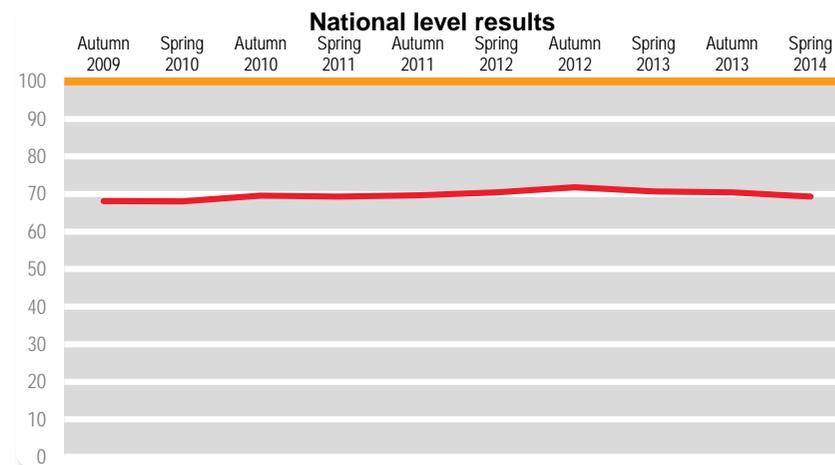
National level results

| Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

Improved	⬆	Unchanged	➡	Declined	⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
LONDON AND SOUTH EAST SERVICES	**15390**	**68**	**21**	**11**	**-2**	⬇	**-2**	⬇
Abellio Greater Anglia	2034	59	24	17	0	➡	-1	➡
c2c	992	78	17	5	-5	⬇	-6	⬇
Chiltern Railways	1004	75	18	6	-1	➡	0	➡
First Capital Connect	1524	49	27	24	-5	➡	3	➡
First Great Western	2634	66	23	10	3	➡	-1	➡
London Midland	993	69	19	12	-3	➡	-1	➡
London Overground	1055	83	13	3	-1	➡	-2	➡
South West Trains	1741	70	22	8	-3	➡	-4	➡
Southeastern	1477	62	23	15	-6	⬇	-7	⬇
Southern	1936	74	19	8	2	➡	1	➡
LONG DISTANCE SERVICES	**5210**	**77**	**16**	**7**	**-1**	➡	**-2**	⬇
CrossCountry	1048	74	16	9	-1	➡	-1	➡
East Coast	1017	82	14	4	2	➡	2	➡
East Midlands Trains	996	72	20	8	3	➡	0	➡
First TransPennine Express	985	77	17	6	-6	⬇	-5	⬇
Virgin Trains	1164	83	12	5	1	➡	-5	⬇
REGIONAL SERVICES	**3481**	**71**	**20**	**9**	**2**	➡	**1**	➡
Arriva Trains Wales	958	66	23	11	1	➡	-1	➡
Merseyrail	546	87	11	2	-2	➡	0	➡
Northern Rail	998	60	26	14	3	➡	1	➡
ScotRail	979	78	15	6	2	➡	1	➡

The helpfulness and attitude of staff on train

National level results

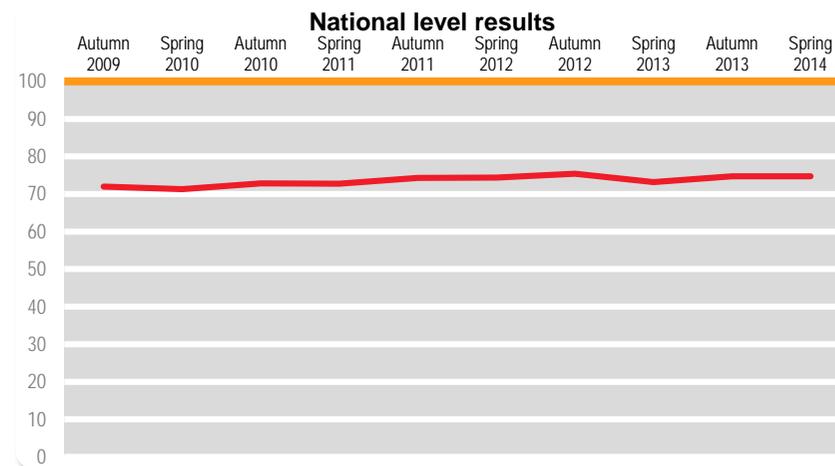| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**8420**	**56**	**32**	**12**	**-2**	⬇	**-3**	⬇
Abellio Greater Anglia	1149	48	30	22	1	➡	-1	➡
c2c	363	35	45	20	-4	➡	-7	➡
Chiltern Railways	423	60	33	7	6	➡	3	➡
First Capital Connect	615	35	40	25	-5	➡	-2	➡
First Great Western	1708	67	26	7	0	➡	-1	➡
London Midland	581	62	28	10	-1	➡	3	➡
London Overground	532	51	35	14	-3	➡	-9	⬇
South West Trains	1243	67	28	5	-2	➡	-3	➡
Southeastern	756	48	36	16	-7	⬇	-9	⬇
Southern	1050	56	33	11	-1	➡	2	➡
LONG DISTANCE SERVICES	**4282**	**82**	**15**	**4**	**2**	➡	**1**	➡
CrossCountry	841	80	16	4	-1	➡	3	➡
East Coast	891	87	11	2	6	⬆	3	➡
East Midlands Trains	843	80	17	3	5	⬆	1	➡
First TransPennine Express	808	81	14	5	2	➡	-1	➡
Virgin Trains	899	82	14	4	0	➡	-2	➡
REGIONAL SERVICES	**2942**	**77**	**19**	**5**	**0**	➡	**2**	➡
Arriva Trains Wales	910	81	14	5	-6	⬇	-1	➡
Merseyrail	326	72	21	7	1	➡	6	➡
Northern Rail	833	70	24	6	-1	➡	-4	➡
ScotRail	873	85	13	2	2	➡	9	⬆

The space for luggage on the train
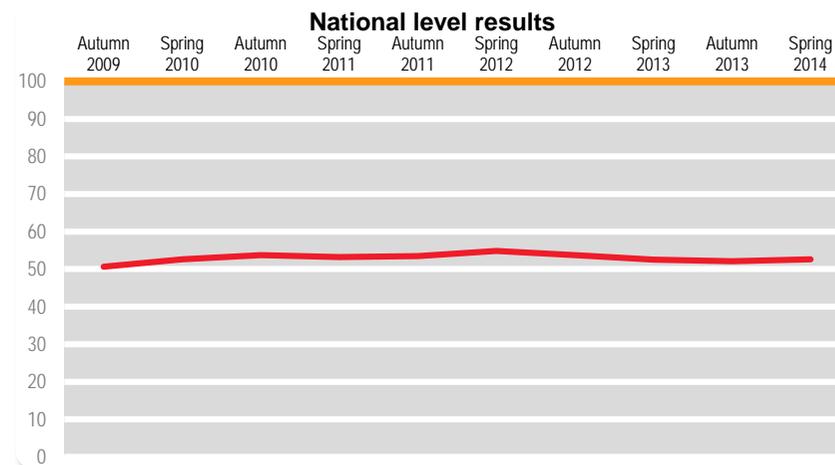
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

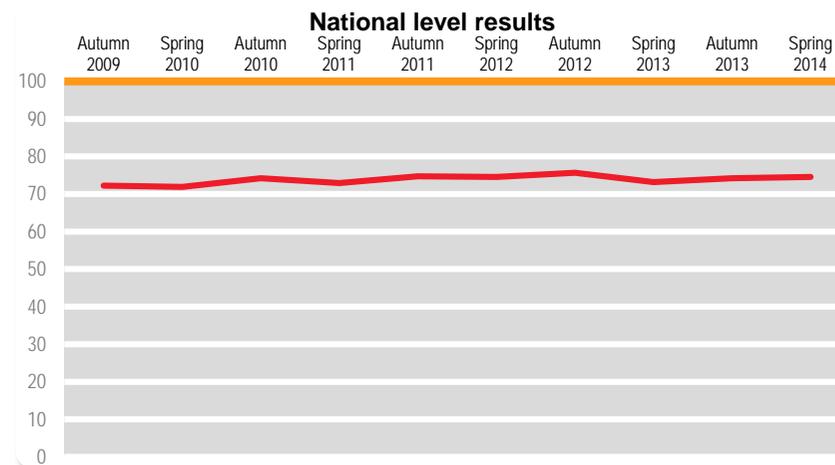| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

		Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**13134**	**50**	**24**	**26**	**1**	➡	**1**	➡
Abellio Greater Anglia	1757	55	23	23	6	⬆	6	⬆
c2c	813	48	25	27	-3	➡	-2	➡
Chiltern Railways	828	58	22	20	-1	➡	2	➡
First Capital Connect	1387	42	26	32	-2	➡	1	➡
First Great Western	2267	55	23	22	3	➡	-2	➡
London Midland	831	54	22	25	2	➡	-1	➡
London Overground	880	59	22	19	2	➡	1	➡
South West Trains	1465	53	23	24	3	➡	-1	➡
Southeastern	1240	45	26	30	-4	➡	-2	➡
Southern	1666	46	23	31	3	➡	3	➡
LONG DISTANCE SERVICES	**4699**	**59**	**17**	**24**	**2**	➡	**1**	➡
CrossCountry	914	57	20	23	3	➡	2	➡
East Coast	958	68	16	16	5	⬆	5	⬆
East Midlands Trains	880	57	20	23	1	➡	4	➡
First TransPennine Express	886	50	13	37	-5	➡	-8	⬇
Virgin Trains	1061	64	16	21	6	⬆	2	➡
REGIONAL SERVICES	**3043**	**58**	**21**	**21**	**-3**	➡	**-3**	➡
Arriva Trains Wales	898	61	20	19	2	➡	-2	➡
Merseyrail	424	55	18	27	-11	➡	-6	➡
Northern Rail	869	53	22	25	-2	➡	-3	➡
ScotRail	852	64	22	15	-3	➡	-1	➡

The toilet facilities on the train

National level results

Key:

Improved	⬆	Unchanged	➡	Declined	⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**7037**	**34**	**23**	**43**	**1**	➡	**0**	➡
Abellio Greater Anglia	1031	36	22	43	8	⬆	1	➡
c2c	459	50	28	22	-5	➡	-8	⬇
Chiltern Railways	402	52	26	21	1	➡	-2	➡
First Capital Connect	668	28	22	51	-5	➡	2	➡
First Great Western	1364	41	25	34	0	➡	-2	➡
London Midland	442	44	28	28	-1	➡	-9	⬇
London Overground	374	22	19	59	8	➡	10	⬆
South West Trains	819	30	22	48	1	➡	0	➡
Southeastern	692	28	25	47	-4	➡	-6	⬇
Southern	786	40	24	36	8	⬆	6	⬆
LONG DISTANCE SERVICES	**3027**	**56**	**20**	**24**	**4**	⬆	**4**	⬆
CrossCountry	530	56	19	25	8	⬆	8	⬆
East Coast	712	50	25	25	-2	➡	0	➡
East Midlands Trains	533	54	17	28	5	➡	12	⬆
First TransPennine Express	457	52	19	29	1	➡	-1	➡
Virgin Trains	795	64	18	18	5	➡	4	➡
REGIONAL SERVICES	**1735**	**43**	**19**	**38**	**4**	➡	**5**	⬆
Arriva Trains Wales	617	47	23	30	-2	➡	-7	⬇
Merseyrail	168	18	12	70	0	➡	1	➡
Northern Rail	462	42	21	37	7	➡	11	⬆
ScotRail	488	52	17	31	4	➡	6	➡

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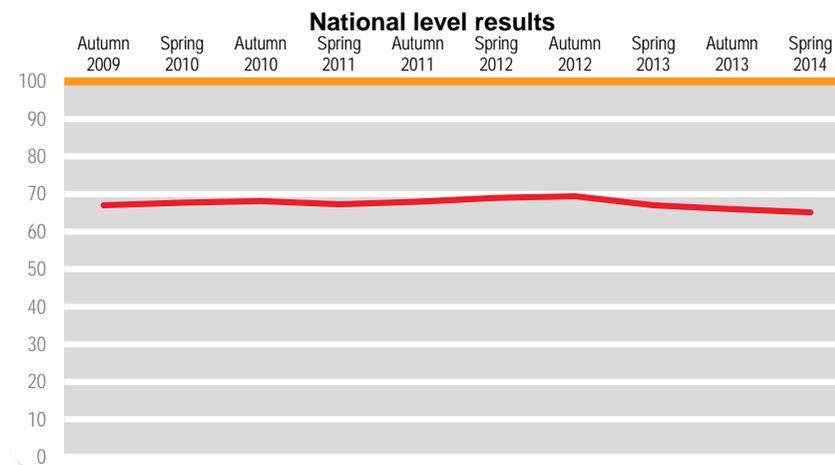
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	Spring 2014			**Improvement/decline in % satisfied or good since Autumn 2013**		**Improvement/decline in % satisfied or good since Spring 2013**	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16690**	**62**	**15**	**22**	**-2**	⬇	**-2**	⬇
Abellio Greater Anglia	2173	68	15	18	3	➡	5	⬆
c2c	1047	58	17	24	-4	➡	-6	⬇
Chiltern Railways	1103	74	12	13	3	➡	-1	➡
First Capital Connect	1728	57	16	27	-3	➡	-1	➡
First Great Western	2916	66	14	20	2	➡	-2	➡
London Midland	1065	66	12	22	0	➡	0	➡
London Overground	1114	70	14	17	0	➡	-2	➡
South West Trains	1865	60	16	24	-4	➡	-3	➡
Southeastern	1591	56	17	26	-9	⬇	-8	⬇
Southern	2088	62	15	22	2	➡	-1	➡
LONG DISTANCE SERVICES	**5468**	**72**	**11**	**17**	**1**	➡	**-2**	➡
CrossCountry	1088	69	12	18	3	➡	0	➡
East Coast	1067	85	9	6	6	⬆	6	⬆
East Midlands Trains	1073	77	10	14	1	➡	3	➡
First TransPennine Express	1060	55	12	32	-3	➡	-10	⬇
Virgin Trains	1180	79	11	11	1	➡	-5	⬇
REGIONAL SERVICES	**3764**	**73**	**11**	**16**	**2**	➡	**-1**	➡
Arriva Trains Wales	1033	73	12	15	2	➡	0	➡
Merseyrail	578	78	12	10	-1	➡	-1	➡
Northern Rail	1101	67	11	22	1	➡	1	➡
ScotRail	1052	78	9	13	3	➡	-2	➡

The comfort of the seating area on the train

National level results

Key:

Improved ⬆	Unchanged ➡	Declined ⬇

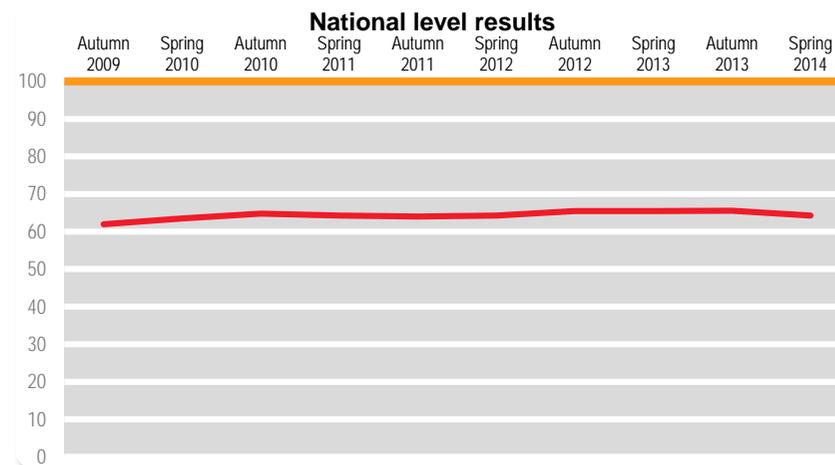|	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
					% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16567**	**69**	**18**	**13**	**-1**	➡	**0**	➡
Abellio Greater Anglia	2206	63	18	19	3	➡	5	⬆
c2c	1038	78	15	8	-1	➡	-3	➡
Chiltern Railways	1114	82	12	6	2	➡	3	➡
First Capital Connect	1704	57	24	19	-4	➡	-1	➡
First Great Western	2845	72	18	11	0	➡	0	➡
London Midland	1071	74	15	11	0	➡	-1	➡
London Overground	1102	83	11	6	4	➡	2	➡
South West Trains	1842	69	20	11	-2	➡	-3	➡
Southeastern	1576	63	22	16	-8	⬇	-5	⬇
Southern	2069	71	16	13	3	➡	4	⬆
LONG DISTANCE SERVICES	**5466**	**78**	**14**	**8**	**-1**	➡	**-3**	⬇
CrossCountry	1073	73	18	9	-2	➡	-4	➡
East Coast	1090	81	12	7	1	➡	1	➡
East Midlands Trains	1080	82	11	7	2	➡	1	➡
First TransPennine Express	1022	77	15	9	-4	➡	-6	⬇
Virgin Trains	1201	81	13	6	0	➡	-5	⬇
REGIONAL SERVICES	**3754**	**73**	**16**	**11**	**-1**	➡	**1**	➡
Arriva Trains Wales	1037	74	13	12	-1	➡	-3	➡
Merseyrail	570	77	17	6	-5	➡	-4	➡
Northern Rail	1090	63	19	18	0	➡	2	➡
ScotRail	1057	83	11	6	1	➡	5	➡

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

National level results

Key:
Improved ⬆ Unchanged ➡ Declined ⬇

	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16864**	**77**	**15**	**8**	**-1**	⬇	**0**	➡
Abellio Greater Anglia	2212	79	15	5	3	➡	2	➡
c2c	1070	85	11	5	0	➡	-2	➡
Chiltern Railways	1116	91	7	2	3	⬆	4	⬆
First Capital Connect	1744	72	18	9	-5	⬇	-1	➡
First Great Western	2929	75	16	9	-1	➡	-1	➡
London Midland	1085	82	11	7	1	➡	2	➡
London Overground	1119	84	8	7	1	➡	4	➡
South West Trains	1891	74	15	11	-2	➡	-3	➡
Southeastern	1603	74	17	8	-8	⬇	-4	⬇
Southern	2095	77	15	8	2	➡	2	➡
LONG DISTANCE SERVICES	**5555**	**83**	**12**	**6**	**0**	➡	**-2**	⬇
CrossCountry	1097	80	14	6	1	➡	-3	➡
East Coast	1100	86	9	5	2	➡	4	⬆
East Midlands Trains	1093	84	10	6	2	➡	0	➡
First TransPennine Express	1054	77	14	9	-3	➡	-5	⬇
Virgin Trains	1211	88	10	2	1	➡	-3	⬇
REGIONAL SERVICES	**3798**	**84**	**10**	**6**	**0**	➡	**1**	➡
Arriva Trains Wales	1033	82	14	5	-2	➡	-3	➡
Merseyrail	581	88	8	4	1	➡	-2	➡
Northern Rail	1121	78	12	10	1	➡	1	➡
ScotRail	1063	89	8	3	0	➡	4	➡

Your personal security whilst on board the train
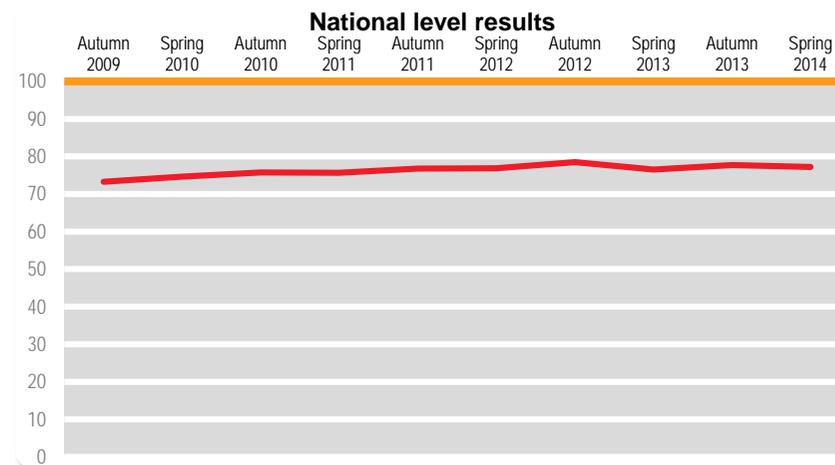
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:

| Improved ⬆ | Unchanged ➡ | Declined ⬇ |

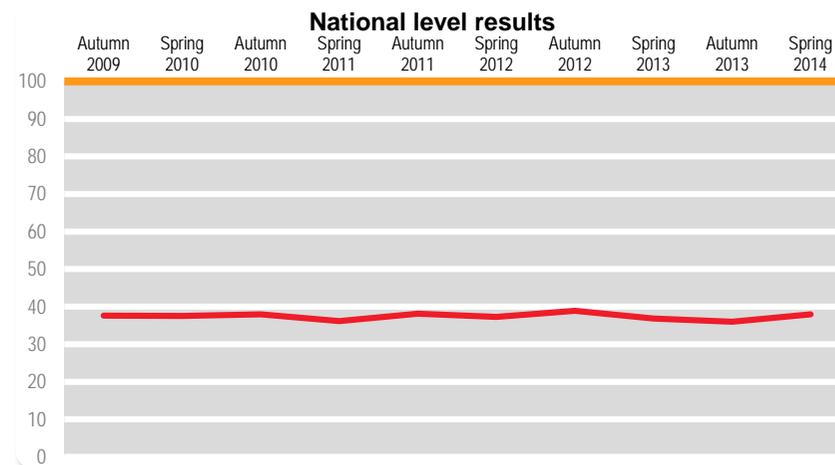|				Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change		% change	significant change	
LONDON AND SOUTH EAST SERVICES	**15851**	**75**	**21**	**4**	**-1**	⬇		**0**	➡	
Abellio Greater Anglia	2058	69	25	5	-1	➡		2	➡	
c2c	1011	74	22	4	-4	➡		-4	➡	
Chiltern Railways	1046	86	12	2	-1	➡		1	➡	
First Capital Connect	1621	71	24	5	0	➡		1	➡	
First Great Western	2746	80	17	3	1	➡		1	➡	
London Midland	1015	77	20	4	-1	➡		2	➡	
London Overground	1063	81	14	5	-1	➡		1	➡	
South West Trains	1793	78	19	3	0	➡		-2	➡	
Southeastern	1516	67	28	5	-7	⬇		-3	➡	
Southern	1982	75	22	3	0	➡		1	➡	
LONG DISTANCE SERVICES	**5272**	**86**	**13**	**2**	**1**	➡		**0**	➡	
CrossCountry	1046	84	14	2	1	➡		-	➡	
East Coast	1042	89	10	1	1	➡		2	➡	
East Midlands Trains	1028	86	12	1	2	➡		3	➡	
First TransPennine Express	1019	82	14	3	-	➡		-4	➡	
Virgin Trains	1137	88	11	1	0	➡		-1	➡	
REGIONAL SERVICES	**3629**	**83**	**15**	**3**	**3**	⬆		**4**	⬆	
Arriva Trains Wales	1004	81	16	3	-3	➡		-4	⬇	
Merseyrail	541	83	15	2	-2	➡		5	➡	
Northern Rail	1061	79	18	3	6	⬆		6	⬆	
ScotRail	1023	88	11	2	4	➡		4	➡	

The cleanliness of the inside of the train
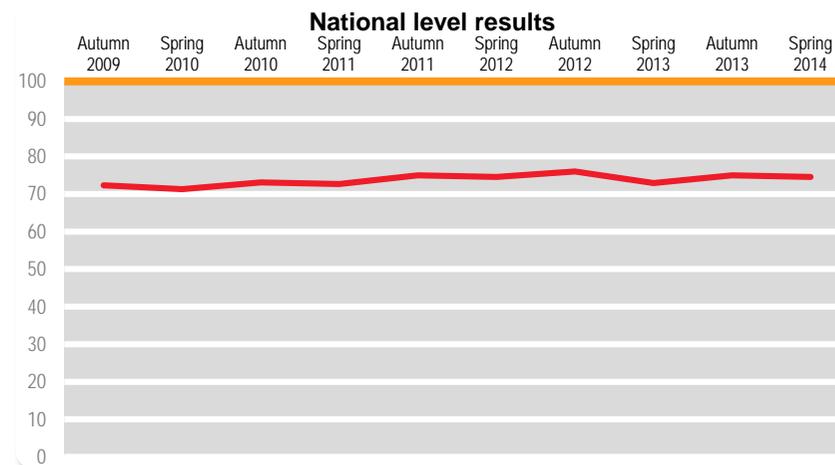
National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:

Improved ⬆	Unchanged ➡	Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**16902**	**74**	**16**	**10**	**-1**	➡	**2**	⬆
Abellio Greater Anglia	2227	60	22	18	-4	⬇	2	➡
c2c	1069	88	10	2	-1	➡	-2	➡
Chiltern Railways	1117	88	9	3	1	➡	4	⬆
First Capital Connect	1733	63	23	14	-4	⬇	6	⬆
First Great Western	2952	76	16	8	2	➡	2	➡
London Midland	1090	75	14	11	-2	➡	-2	➡
London Overground	1121	92	5	3	1	➡	1	➡
South West Trains	1875	73	17	10	0	➡	0	➡
Southeastern	1606	68	18	14	-4	⬇	0	➡
Southern	2112	76	16	9	4	⬆	6	⬆
LONG DISTANCE SERVICES	**5560**	**84**	**11**	**6**	**0**	➡	**0**	➡
CrossCountry	1096	80	13	7	0	➡	1	➡
East Coast	1105	84	10	5	-1	➡	-1	➡
East Midlands Trains	1088	84	11	5	2	➡	1	➡
First TransPennine Express	1062	83	10	6	-2	➡	-2	➡
Virgin Trains	1209	89	8	3	0	➡	-2	➡
REGIONAL SERVICES	**3809**	**73**	**17**	**10**	**0**	➡	**0**	➡
Arriva Trains Wales	1047	73	17	10	6	➡	-6	⬇
Merseyrail	577	77	15	8	-2	➡	-4	➡
Northern Rail	1109	64	22	14	-1	➡	4	➡
ScotRail	1076	84	11	5	0	➡	0	➡

The cleanliness of the outside of the train
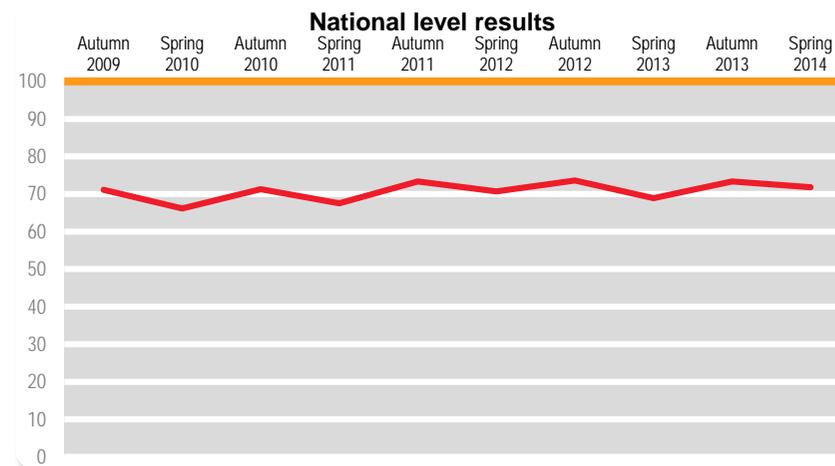
National level results

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014

Key:

Improved ⬆   Unchanged ➡   Declined ⬇

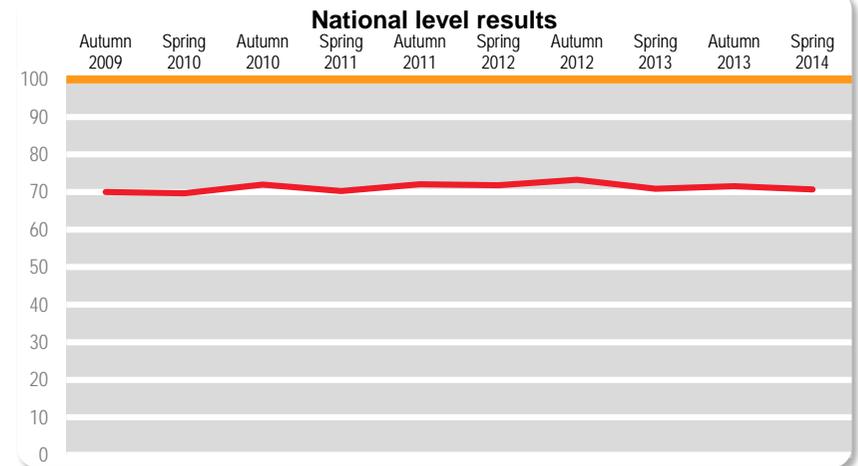|		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**14451**	**72**	**20**	**8**	**-2**	⬇	**3**	⬆
Abellio Greater Anglia	1895	54	29	18	-4	➡	4	➡
c2c	967	84	14	2	-4	⬇	-2	➡
Chiltern Railways	936	84	14	2	0	➡	3	➡
First Capital Connect	1489	60	26	14	-3	➡	9	⬆
First Great Western	2449	71	22	7	-1	➡	2	➡
London Midland	926	75	19	6	-5	⬇	-2	➡
London Overground	1024	91	8	2	0	➡	2	➡
South West Trains	1614	73	20	7	-3	➡	-3	➡
Southeastern	1365	67	22	10	-3	➡	3	➡
Southern	1786	72	21	7	1	➡	6	⬆
LONG DISTANCE SERVICES	**4607**	**79**	**16**	**5**	**-1**	➡	**1**	➡
CrossCountry	917	78	17	5	1	➡	5	⬆
East Coast	877	79	17	4	-2	➡	7	⬆
East Midlands Trains	903	74	19	7	1	➡	3	➡
First TransPennine Express	894	84	13	4	-1	➡	1	➡
Virgin Trains	1016	81	16	3	-2	➡	-6	⬇
REGIONAL SERVICES	**3260**	**69**	**21**	**10**	**-1**	➡	**4**	⬆
Arriva Trains Wales	900	66	25	9	0	➡	-4	➡
Merseyrail	523	71	19	10	3	➡	1	➡
Northern Rail	967	59	28	14	-5	➡	9	⬆
ScotRail	870	83	13	5	2	➡	3	➡

The availability of staff on the train
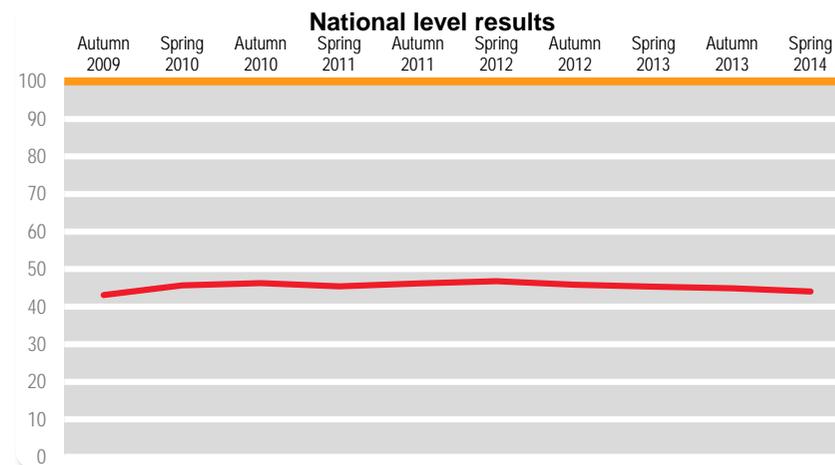
National level results

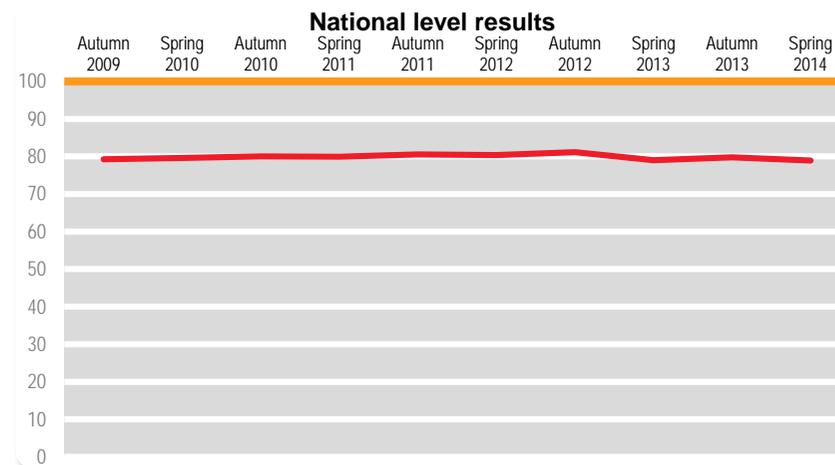| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆ Unchanged ➡ Declined ⬇

		Spring 2014			Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
LONDON AND SOUTH EAST SERVICES	**11648**	**35**	**31**	**34**	**-2**	➡	**-2**	⬇
Abellio Greater Anglia	1563	25	28	47	1	➡	-1	➡
c2c	582	18	36	46	-1	➡	-5	➡
Chiltern Railways	631	35	36	30	3	➡	1	➡
First Capital Connect	1083	16	28	57	0	➡	3	➡
First Great Western	2192	48	29	23	3	➡	-1	➡
London Midland	779	41	30	29	-1	➡	1	➡
London Overground	777	30	33	37	-6	➡	-12	⬇
South West Trains	1529	49	33	18	-3	➡	-2	➡
Southeastern	1077	28	28	44	-5	➡	-6	⬇
Southern	1435	35	33	32	-1	➡	2	➡
LONG DISTANCE SERVICES	**4773**	**67**	**22**	**11**	**1**	➡	**0**	➡
CrossCountry	972	64	24	12	-3	➡	1	➡
East Coast	937	75	18	7	9	⬆	5	⬆
East Midlands Trains	940	64	25	10	2	➡	0	➡
First TransPennine Express	921	67	20	12	2	➡	-1	➡
Virgin Trains	1003	67	22	11	0	➡	-4	➡
REGIONAL SERVICES	**3346**	**62**	**26**	**12**	**1**	➡	**1**	➡
Arriva Trains Wales	974	69	22	9	-3	➡	-4	➡
Merseyrail	438	49	33	18	-7	➡	-2	➡
Northern Rail	989	56	28	16	0	➡	1	➡
ScotRail	945	72	22	6	6	➡	3	➡

How well train company dealt with delays
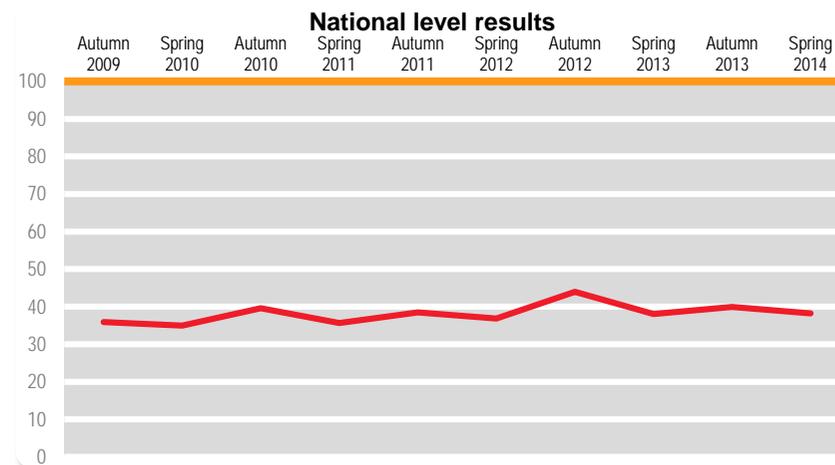
National level results

| | Autumn 2009 | Spring 2010 | Autumn 2010 | Spring 2011 | Autumn 2011 | Spring 2012 | Autumn 2012 | Spring 2013 | Autumn 2013 | Spring 2014 |

Key:
Improved ⬆   Unchanged ➡   Declined ⬇

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
	Spring 2014				Improvement/decline in % satisfied or good since Autumn 2013		Improvement/decline in % satisfied or good since Spring 2013	
LONDON AND SOUTH EAST SERVICES	**3486**	**35**	**36**	**28**	**-3**	➡	**0**	➡
Abellio Greater Anglia	372	40	35	25	0	➡	12	⬆
c2c	95	37	40	23	-23	⬇	-25	⬇
Chiltern Railways	116	43	45	11	-9	➡	-3	➡
First Capital Connect	407	35	36	29	-8	➡	7	➡
First Great Western	901	44	35	22	3	➡	0	➡
London Midland	225	35	38	28	-3	➡	3	➡
London Overground	102	48	26	27	18	⬆	12	➡
South West Trains	349	35	43	22	-3	➡	-9	⬇
Southeastern	344	27	37	36	-4	➡	-5	➡
Southern	575	34	33	32	-5	➡	4	➡
LONG DISTANCE SERVICES	**1245**	**54**	**30**	**16**	**4**	➡	**-3**	➡
CrossCountry	332	52	28	20	7	➡	0	➡
East Coast	253	58	29	13	-7	➡	-4	➡
East Midlands Trains	191	56	32	13	7	➡	-2	➡
First TransPennine Express	221	53	29	18	9	➡	0	➡
Virgin Trains	248	55	34	11	3	➡	-9	➡
REGIONAL SERVICES	**482**	**42**	**36**	**21**	**1**	➡	**7**	➡
Arriva Trains Wales	120	35	38	28	-21	➡	-3	➡
Merseyrail	46	45	25	30	-7	➡	4	➡
Northern Rail	200	43	39	19	7	➡	14	⬆
ScotRail	116	44	35	21	2	➡	1	➡

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

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

Key:

Improved ⬆	**Unchanged** ➡	**Declined** ⬇	

	Peak			Off-Peak		
	Spring 2014	significant change	Spring 2013	Spring 2014	significant change	Spring 2013
Overall satisfaction	71	➡	71	83	➡	83
Overall satisfaction with the station	75	➡	75	77	⬆	75
Ticket buying facilities	70	➡	69	72	➡	74
Provision of information about train times/platforms	76	➡	78	80	➡	80
The upkeep/repair of the station buildings/platforms	63	⬇	67	67	➡	67
Cleanliness	71	➡	71	72	➡	72
The facilities and services	55	➡	57	53	➡	52
The attitudes and helpfulness of the staff	67	➡	65	73	⬆	70
Connections with other forms of public transport	76	➡	78	75	➡	74
Facilities for car parking	43	⬇	48	49	➡	47
Overall environment	64	⬇	68	66	➡	64
Your personal security whilst using the station	67	➡	68	69	⬆	67
The availability of staff	59	➡	57	60	⬆	58
The provision of shelter facilities	60	➡	60	63	⬆	61
Availability of seating	29	➡	30	46	➡	45
How request to station staff was handled	77	➡	77	85	⬆	81
The choice of shops/eating/drinking facilities available	45	⬇	49	46	⬆	44

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

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

Key:

Improved ⬆		**Unchanged** ➡		**Declined** ⬇	

	Peak			Off-Peak		
	Spring 2014	significant change	Spring 2013	Spring 2014	significant change	Spring 2013
Overall satisfaction with the train	68	➡	68	80	➡	80
The frequency of the trains on that route	72	➡	72	76	➡	76
Punctuality/reliability (i.e. the train arriving/departing on time)	66	⬇	69	77	➡	78
The length of time the journey was scheduled to take (speed)	74	➡	74	84	➡	85
Connections with other train services	68	➡	69	77	➡	76
The value for money for the price of your ticket	25	⬆	22	45	⬆	42
Cleanliness of the train	69	➡	67	75	⬆	73
Upkeep and repair of the train	67	➡	66	76	⬆	74
The provision of information during the journey	59	⬇	63	70	➡	71
The helpfulness and attitude of staff on train	47	➡	51	59	➡	61
The space for luggage	39	➡	41	54	➡	52
The toilet facilities	27	➡	29	36	➡	36
Sufficient room for all passengers to sit/stand	38	➡	41	70	➡	71
The comfort of the seating area	54	➡	55	74	➡	73
The ease of being able to get on and off	67	➡	68	80	➡	80
Your personal security on board	68	➡	70	77	➡	76
The cleanliness of the inside	69	➡	67	75	⬆	73
The cleanliness of the outside	66	⬆	62	73	⬆	71
The availability of staff	26	➡	27	38	➡	40
How well train company deals with delays	27	➡	32	39	➡	37

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

% satisfied/good

Overall satisfaction with journey

		Spring 2014		Spring 2013
National Total (26558)	2 / 5 / 11 / 49 / 32	82		82
East Midlands (921)	1 / 3 / 9 / 47 / 40	87	+	81
East (2221)	1 / 5 / 13 / 51 / 30	81		81
London (10488)	2 / 5 / 11 / 50 / 31	81		82
North East (259)	1 / 4 / 9 / 52 / 33	85		77
North West (2239)	2 / 3 / 9 / 44 / 41	86		84
Scotland (1470)	1 / 3 / 6 / 46 / 43	90		90
South East (3839)	3 / 6 / 13 / 51 / 27	78		79
South West (1443)	2 / 4 / 11 / 48 / 36	83		81
Wales (798)	2 / 4 / 13 / 49 / 33	82	-	88
West Midlands (1553)	3 / 6 / 9 / 47 / 34	82		82
Yorkshire & Humberside (1327)	2 / 6 / 10 / 48 / 35	83		82

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Overall satisfaction with the station

	Spring 2014		Spring 2013
National Total (26607)	78	+	76
East Midlands (915)	83		78
East (2226)	75		75
London (10537)	78		77
North East (264)	81		82
North West (2236)	81		80
Scotland (1461)	85		81
South East (3856)	74		71
South West (1441)	83		80
Wales (794)	74		78
West Midlands (1554)	76	+	70
Yorkshire & Humberside (1323)	80		81

Chart data (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

- National Total (26607): 2, 5, 15, 52, 26
- East Midlands (915): 1, 4, 12, 50, 33
- East (2226): 2, 5, 18, 53, 22
- London (10537): 2, 5, 15, 53, 25
- North East (264): 3, 5, 11, 50, 31
- North West (2236): 2, 3, 14, 45, 35
- Scotland (1461): 1, 3, 11, 51, 34
- South East (3856): 2, 6, 18, 52, 22
- South West (1441): 1, 4, 12, 50, 33
- Wales (794): 2, 6, 17, 49, 25
- West Midlands (1554): 2, 6, 16, 52, 23
- Yorkshire & Humberside (1323): 1, 5, 14, 51, 28

Legend: ■ Very dissatisfied ■ Fairly dissatisfied □ Neither □ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Ticket buying facilities at the station

	Spring 2014	Spring 2013
National Total (13417)	74	75
East Midlands (454)	83	83
East (1485)	75	74
London (4551)	70	71
North East (107)	81	86
North West (1026)	81	79
Scotland (777)	76	80
South East (2364)	73	75
South West (784)	81	79
Wales (503)	76	76
West Midlands (742)	76	76
Yorkshire & Humberside (624)	79	83

Chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

- National Total (13417): 4, 9, 13, 43, 31
- East Midlands (454): 3, 4, 9, 39, 44
- East (1485): 6, 8, 12, 45, 30
- London (4551): 4, 10, 16, 45, 26
- North East (107): 2, 7, 10, 36, 46
- North West (1026): 6, 6, 8, 37, 44
- Scotland (777): 5, 10, 9, 39, 37
- South East (2364): 4, 10, 14, 46, 26
- South West (784): 4, 5, 11, 39, 42
- Wales (503): 8, 5, 11, 36, 40
- West Midlands (742): 4, 9, 11, 38, 38
- Yorkshire & Humberside (624): 7, 3, 11, 40, 40

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

Provision of information about train times/platforms at the station

% satisfied/good

	Spring 2014	Spring 2013
National Total (25565)	81	81
East Midlands (884)	85	84
East (2141)	80	78
London (10114)	78	79
North East (244)	84	81
North West (2117)	86	86
Scotland (1409)	88	88
South East (3712)	79	79
South West (1387)	86	85
Wales (762)	80	83
West Midlands (1506)	81	82
Yorkshire & Humberside (1289)	86	89

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

The upkeep/repair of the station buildings/platforms
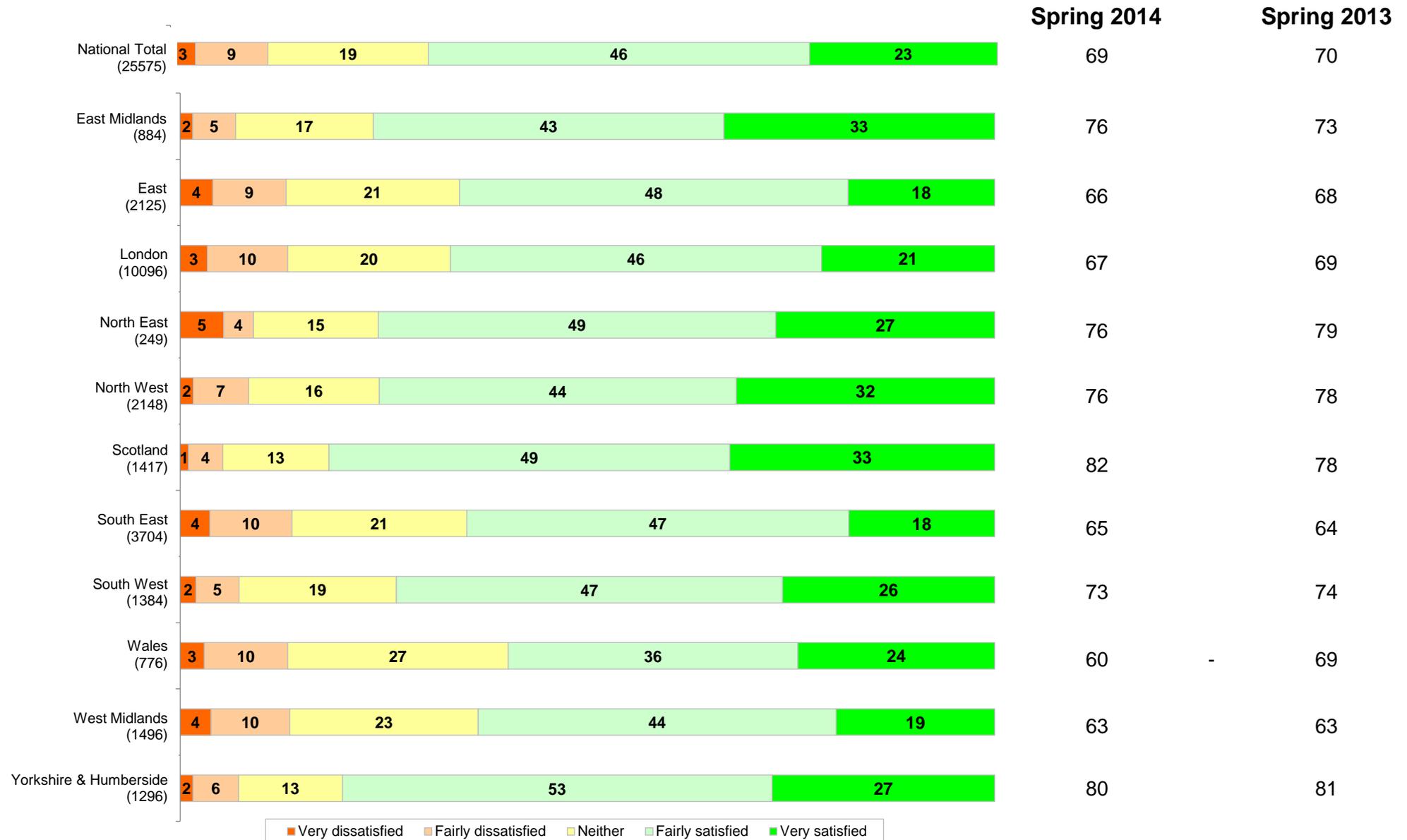
		Spring 2014	Spring 2013
National Total (25575)	3 | 9 | 19 | 46 | 23	69	70
East Midlands (884)	2 | 5 | 17 | 43 | 33	76	73
East (2125)	4 | 9 | 21 | 48 | 18	66	68
London (10096)	3 | 10 | 20 | 46 | 21	67	69
North East (249)	5 | 4 | 15 | 49 | 27	76	79
North West (2148)	2 | 7 | 16 | 44 | 32	76	78
Scotland (1417)	1 | 4 | 13 | 49 | 33	82	78
South East (3704)	4 | 10 | 21 | 47 | 18	65	64
South West (1384)	2 | 5 | 19 | 47 | 26	73	74
Wales (776)	3 | 10 | 27 | 36 | 24	60 -	69
West Midlands (1496)	4 | 10 | 23 | 44 | 19	63	63
Yorkshire & Humberside (1296)	2 | 6 | 13 | 53 | 27	80	81

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Cleanliness of the station

	Spring 2014		Spring 2013
National Total (25734)	74		74
East Midlands (883)	83		76
East (2133)	73		75
London (10196)	72		73
North East (254)	80		84
North West (2170)	79		80
Scotland (1423)	86		83
South East (3729)	70		70
South West (1388)	79		78
Wales (775)	63		68
West Midlands (1488)	73	+	67
Yorkshire & Humberside (1295)	82		82

Bar chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (25734)	2	7	17	48	26
East Midlands (883)	1	3	13	48	35
East (2133)	1	7	18	51	22
London (10196)	3	8	18	48	24
North East (254)	2	4	13	47	34
North West (2170)	1	5	14	45	34
Scotland (1423)	1	3	11	48	38
South East (3729)	3	6	20	48	22
South West (1388)	2	4	16	48	31
Wales (775)	5	8	24	42	21
West Midlands (1488)	2	7	18	49	24
Yorkshire & Humberside (1295)	1	4	13	52	29

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

The facilities and services at the station

	Spring 2014	Spring 2013
National Total (22216)	55	55
East Midlands (797)	60	55
East (1892)	55	54
London (8708)	54	55
North East (230)	60	69
North West (1864)	59	58
Scotland (1219)	53	50
South East (3178)	54	51
South West (1191)	62	58
Wales (674)	44	47
West Midlands (1291)	54	51
Yorkshire & Humberside (1172)	55	59

Bar chart values (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total	10	14	21	38	17
East Midlands	10	13	17	36	24
East	9	15	21	40	15
London	9	15	22	37	17
North East	3	13	24	35	25
North West	13	13	16	36	23
Scotland	9	16	21	37	16
South East	10	14	22	38	15
South West	8	11	18	43	19
Wales	20	18	17	31	14
West Midlands	10	15	22	36	18
Yorkshire & Humberside	14	11	20	38	17

Legend: ■ Very dissatisfied ■ Fairly dissatisfied □ Neither ■ Fairly satisfied ■ Very satisfied

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

The attitudes and helpfulness of the staff at the station

% satisfied/good

	Spring 2014		Spring 2013
National Total (19521)	73	+	71
East Midlands (692)	79		81
East (1808)	79	+	75
London (7307)	69	+	66
North East (185)	83		80
North West (1693)	79		77
Scotland (1051)	79		78
South East (2995)	73		73
South West (1117)	79		79
Wales (596)	72		75
West Midlands (1115)	74		70
Yorkshire & Humberside (962)	73		75

Stacked bar chart data (Very dissatisfied | Fairly dissatisfied | Neither | Fairly satisfied | Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (19521)	3	5	19	40	33
East Midlands (692)	3	2	17	34	45
East (1808)	3	5	14	41	38
London (7307)	3	6	21	42	27
North East (185)	7	2	8	38	46
North West (1693)	3	3	15	33	45
Scotland (1051)	3	3	15	36	43
South East (2995)	4	5	18	40	33
South West (1117)	2	3	15	35	45
Wales (596)	5	5	18	33	39
West Midlands (1115)	3	5	17	39	35
Yorkshire & Humberside (962)	4	4	19	38	35

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

Connections with other forms of public transport at the station

% satisfied/good

	Spring 2014		Spring 2013
National Total (19156)	75		75
East Midlands (581)	70	+	56
East (1546)	68		65
London (8618)	81		81
North East (160)	63		69
North West (1450)	73		78
Scotland (980)	73		76
South East (2556)	64		64
South West (883)	72		67
Wales (546)	61		65
West Midlands (954)	64	-	69
Yorkshire & Humberside (882)	72		75

Chart values (Very dissatisfied | Fairly dissatisfied | Neither | Fairly satisfied | Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (19156)	4	8	14	43	31
East Midlands (581)	3	13	13	45	25
East (1546)	5	10	17	45	23
London (8618)	3	5	11	45	36
North East (160)	6	11	20	32	31
North West (1450)	4	7	16	39	34
Scotland (980)	3	9	15	46	27
South East (2556)	6	13	18	42	21
South West (883)	4	8	17	38	34
Wales (546)	9	8	21	32	29
West Midlands (954)	6	11	19	37	26
Yorkshire & Humberside (882)	2	9	16	41	31

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

Facilities for car parking at the station

% satisfied/good

	Spring 2014	Spring 2013
National Total (9136)	49	49
East Midlands (459)	67	65
East (1171)	59	61
London (2005)	32	33
North East (113)	46	57
North West (882)	55	56
Scotland (537)	45	40
South East (1747)	59	58
South West (627)	62	66
Wales (473)	63	60
West Midlands (617)	54	49
Yorkshire & Humberside (505)	54	56

Chart data (Very dissatisfied | Fairly dissatisfied | Neither | Fairly satisfied | Very satisfied):
- National Total: 19 | 15 | 17 | 32 | 17
- East Midlands: 5 | 12 | 17 | 39 | 28
- East: 13 | 11 | 17 | 41 | 18
- London: 33 | 16 | 19 | 22 | 11
- North East: 15 | 20 | 20 | 30 | 16
- North West: 14 | 15 | 16 | 33 | 22
- Scotland: 21 | 19 | 14 | 30 | 15
- South East: 9 | 12 | 20 | 41 | 18
- South West: 11 | 12 | 15 | 36 | 26
- Wales: 12 | 9 | 16 | 36 | 27
- West Midlands: 16 | 14 | 16 | 36 | 19
- Yorkshire & Humberside: 8 | 23 | 15 | 34 | 20

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Overall environment of the station

		Spring 2014		Spring 2013
National Total (25587)	3 / 8 / 22 / 49 / 19	68		67
East Midlands (888)	2 / 5 / 17 / 50 / 26	76		71
East (2159)	3 / 7 / 26 / 48 / 16	64		66
London (10121)	3 / 8 / 22 / 49 / 18	67		67
North East (253)	5 / 4 / 23 / 45 / 23	68		74
North West (2146)	2 / 5 / 19 / 48 / 27	74		73
Scotland (1419)	2 / 4 / 14 / 53 / 27	80		74
South East (3685)	3 / 9 / 23 / 48 / 17	65		63
South West (1370)	2 / 5 / 19 / 49 / 25	74		71
Wales (766)	5 / 8 / 30 / 42 / 15	57	-	67
West Midlands (1494)	5 / 8 / 24 / 46 / 17	63	+	57
Yorkshire & Humberside (1286)	2 / 5 / 20 / 51 / 23	73		76

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

% satisfied/good

Your personal security whilst using the station

		Spring 2014		Spring 2013
National Total (23280)	2 3 24 46 25	70	+	68
East Midlands (804)	2 2 21 45 30	75		70
East (1960)	2 4 24 46 24	70		71
London (9251)	2 4 26 47 22	69	+	67
North East (238)	2 1 19 56 21	78		72
North West (1958)	2 3 21 42 32	74		71
Scotland (1268)	1 3 16 44 36	80		73
South East (3364)	2 4 25 47 22	69		66
South West (1238)	1 3 20 43 34	76		74
Wales (694)	3 6 25 41 25	66		69
West Midlands (1335)	2 3 28 44 23	67		66
Yorkshire & Humberside (1170)	1 3 25 43 28	71		73

■ Very dissatisfied ■ Fairly dissatisfied □ Neither □ Fairly satisfied ■ Very satisfied

Passenger focus
putting passengers first

% satisfied/good

The availability of staff at the station

	Spring 2014		Spring 2013
National Total (22379)	61		60
East Midlands (795)	62		61
East (1982)	67	+	61
London (8577)	59		57
North East (219)	69		68
North West (1901)	69		69
Scotland (1212)	68		70
South East (3349)	60		60
South West (1251)	71	+	65
Wales (671)	58		62
West Midlands (1301)	57		56
Yorkshire & Humberside (1121)	58		62

Bar chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (22379)	7	11	21	41	21
East Midlands (795)	7	6	25	34	28
East (1982)	6	9	18	44	23
London (8577)	6	13	23	41	18
North East (219)	3	11	17	38	30
North West (1901)	7	6	17	37	32
Scotland (1212)	9	7	17	43	25
South East (3349)	8	10	22	42	18
South West (1251)	6	5	18	44	27
Wales (671)	15	9	18	35	23
West Midlands (1301)	8	14	22	38	19
Yorkshire & Humberside (1121)	8	12	22	38	20

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied
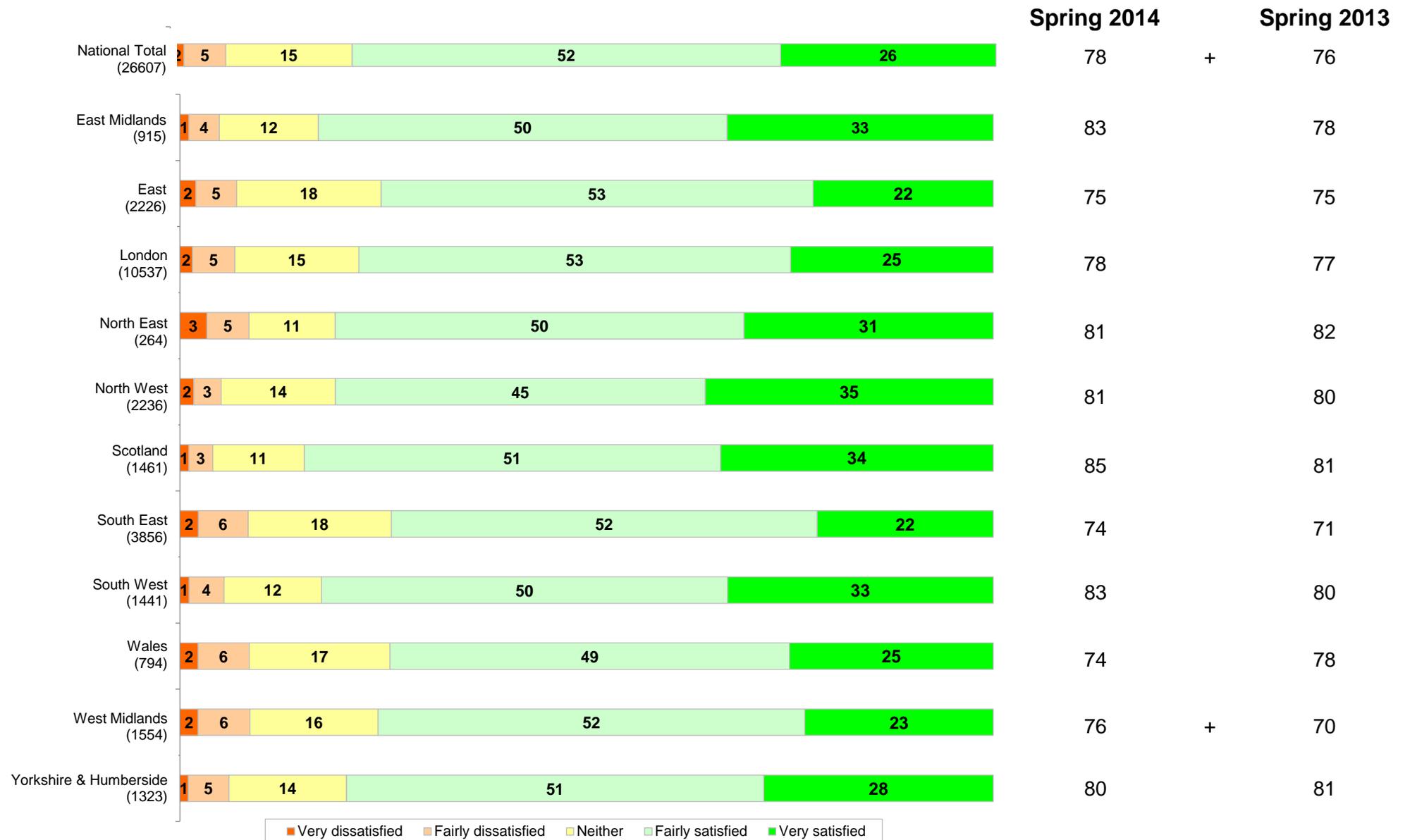
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

% satisfied/good

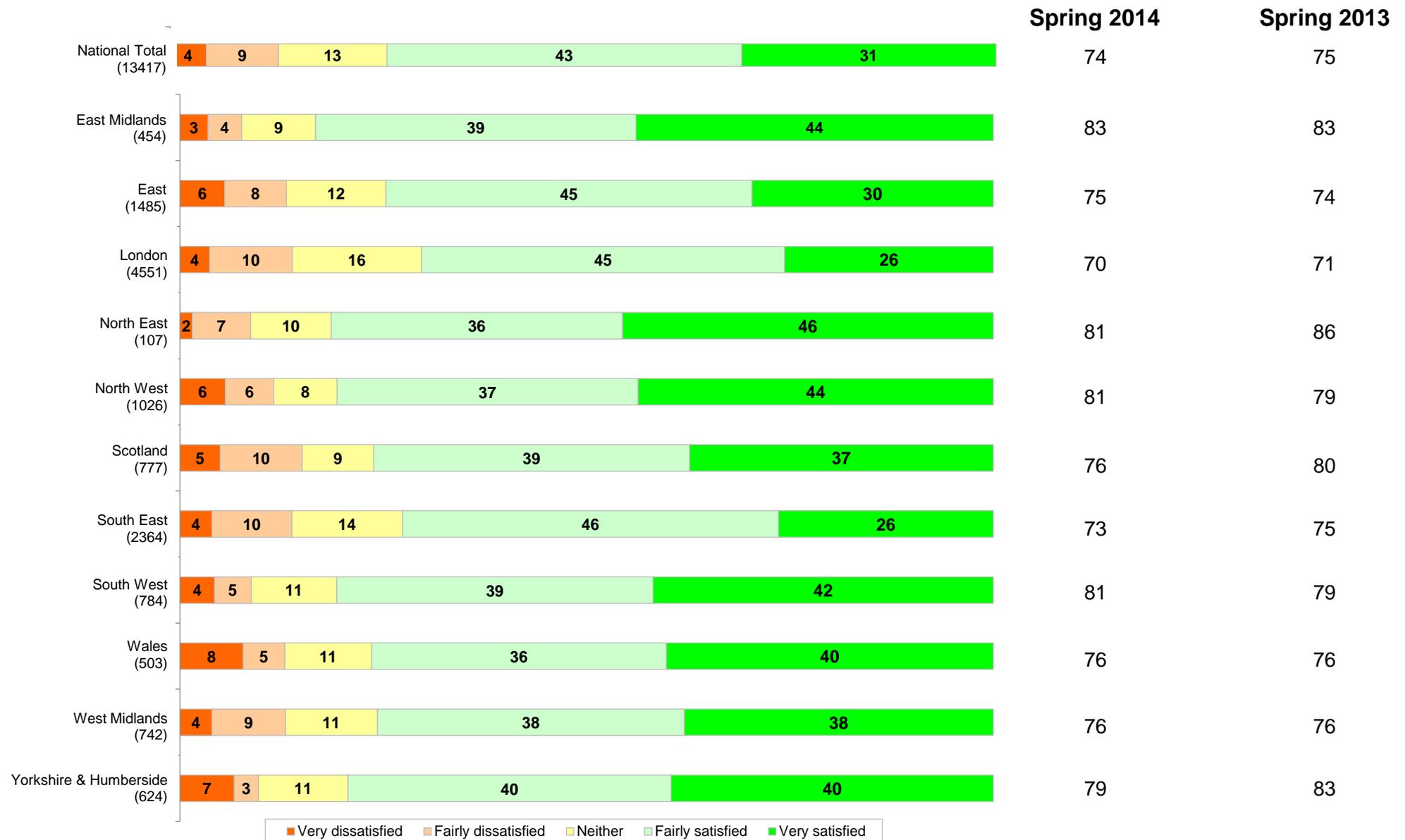# The provision of shelter facilities

	Spring 2014		Spring 2013
National Total (21454)	65	+	63
East Midlands (833)	74		69
East (2011)	61	+	56
London (7542)	62		61
North East (224)	77		70
North West (1844)	71		72
Scotland (1199)	79		73
South East (3347)	62		59
South West (1261)	71		70
Wales (756)	62		68
West Midlands (1295)	69		65
Yorkshire & Humberside (1142)	71		71

National Total (21454): 5 | 11 | 18 | 42 | 23
East Midlands (833): 3 | 7 | 16 | 44 | 30
East (2011): 5 | 15 | 20 | 45 | 16
London (7542): 5 | 12 | 20 | 41 | 21
North East (224): 6 | 6 | 11 | 51 | 26
North West (1844): 5 | 9 | 15 | 36 | 35
Scotland (1199): 2 | 6 | 13 | 46 | 33
South East (3347): 6 | 13 | 19 | 44 | 18
South West (1261): 3 | 10 | 16 | 42 | 29
Wales (756): 6 | 14 | 18 | 41 | 21
West Midlands (1295): 4 | 11 | 16 | 46 | 23
Yorkshire & Humberside (1142): 3 | 10 | 17 | 42 | 28

■ Very dissatisfied ■ Fairly dissatisfied □ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Availability of seating

	Spring 2014		Spring 2013
National Total (23625)	46		46
East Midlands (849)	64	+	54
East (2028)	48		48
London (9017)	37		37
North East (246)	68		63
North West (2027)	57		59
Scotland (1319)	64		59
South East (3462)	47		46
South West (1312)	60		60
Wales (739)	49		53
West Midlands (1416)	54	+	49
Yorkshire & Humberside (1210)	59		58

■ Very dissatisfied ■ Fairly dissatisfied □ Neither ■ Fairly satisfied ■ Very satisfied

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

How request to station staff was handled

% satisfied/good

	Spring 2014		Spring 2013
National Total (4195)	85		83
East Midlands (188)	95		86
East (349)	91	+	85
London (1409)	80		78
North East (49)	75		77
North West (325)	89		88
Scotland (264)	89		89
South East (693)	86		82
South West (303)	88		93
Wales (137)	88		88
West Midlands (318)	87		87
Yorkshire & Humberside (160)	84		88

Chart data (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (4195)	4	5	6	24	60
East Midlands (188)	1	3	1	27	68
East (349)	3	2	2	21	70
London (1409)	5	7	7	25	55
North East (49)	15	4	6	14	61
North West (325)	4	2	5	21	68
Scotland (264)	1	5	5	19	69
South East (693)	4	4	6	26	60
South West (303)	2	5	5	22	66
Wales (137)	2	2	3	22	66
West Midlands (318)	2	4	6	28	59
Yorkshire & Humberside (160)	0	8	9	23	61

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

The choice of shops/eating/ drinking facilities available

% satisfied/good

	Spring 2014		Spring 2013
National Total (21590)	47	+	46
East Midlands (737)	38	+	29
East (1813)	40		37
London (8640)	51		51
North East (223)	51		51
North West (1796)	49		48
Scotland (1208)	49		44
South East (3046)	41	+	37
South West (1142)	43		39
Wales (638)	33		38
West Midlands (1225)	46	+	40
Yorkshire & Humberside (1122)	45		49

Chart values (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (21590)	14	17	22	33	14
East Midlands (737)	16	22	24	28	9
East (1813)	13	22	25	31	9
London (8640)	11	16	22	34	16
North East (223)	8	23	18	36	15
North West (1796)	18	15	19	29	19
Scotland (1208)	21	15	16	34	14
South East (3046)	15	20	23	33	9
South West (1142)	14	18	24	32	11
Wales (638)	25	18	24	24	9
West Midlands (1225)	18	16	20	32	14
Yorkshire & Humberside (1122)	18	16	21	30	15

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

Overall satisfaction with the train

% satisfied/good

Region (base)	Spring 2014		Spring 2013
National Total (26483)	79		79
East Midlands (912)	86	+	77
East (2218)	76		76
London (10450)	78		77
North East (261)	83		74
North West (2227)	80		79
Scotland (1474)	88		87
South East (3825)	77		78
South West (1450)	81		81
Wales (801)	79	-	85
West Midlands (1550)	81		82
Yorkshire & Humberside (1315)	79		80

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

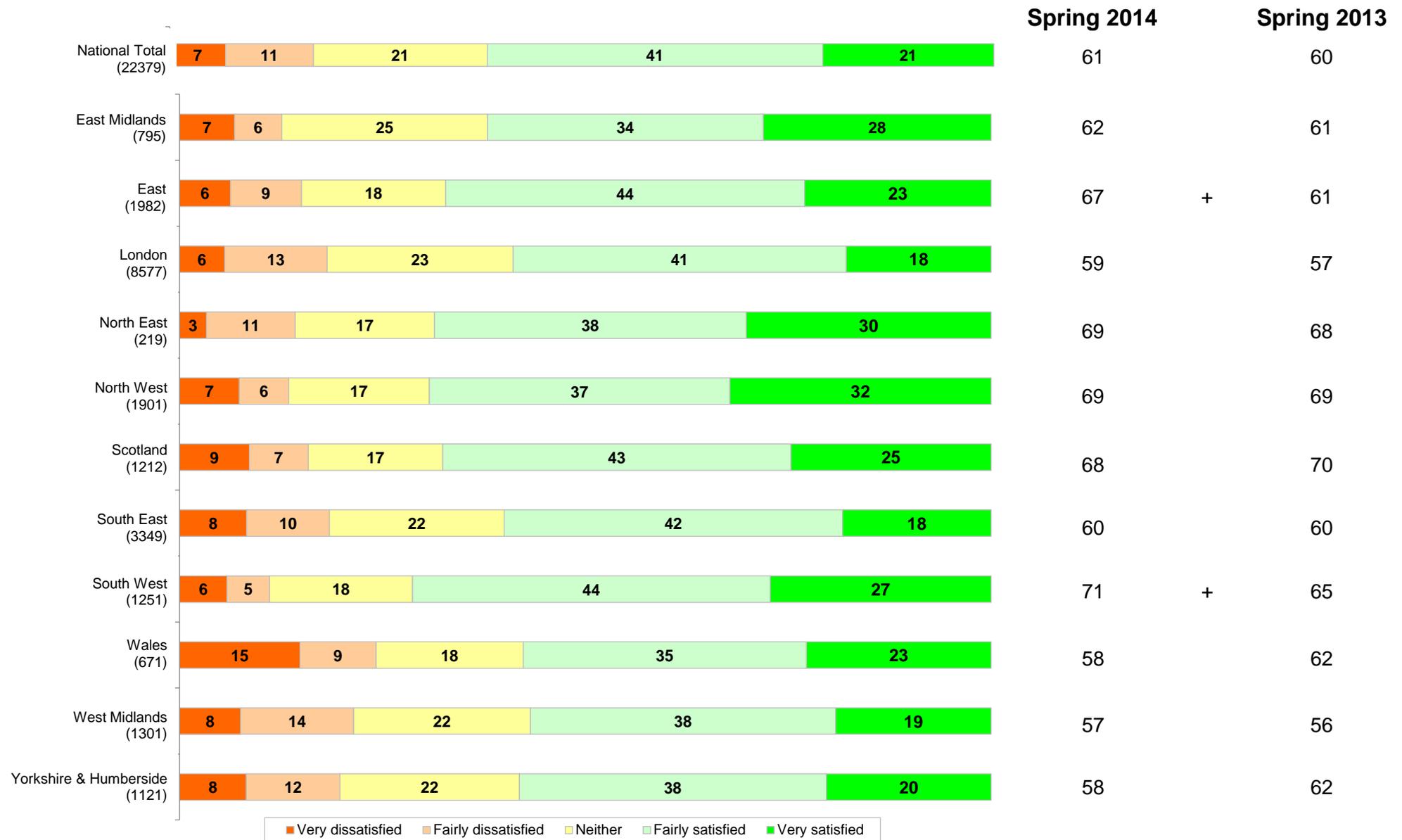# The frequency of the trains on that route

	Spring 2014	Spring 2013
National Total (26201)	77	77
East Midlands (898)	81	76
East (2212)	80	78
London (10398)	75	75
North East (254)	71	74
North West (2194)	84	80
Scotland (1414)	84	84
South East (3824)	76	74
South West (1407)	77	79
Wales (780)	77	81
West Midlands (1525)	76	78
Yorkshire & Humberside (1295)	79	76

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

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

% satisfied/good

		Spring 2014		Spring 2013
National Total (26336)	6 / 9 / 8 / 38 / 39	77		78
East Midlands (909)	2 / 5 / 6 / 39 / 48	87	+	81
East (2206)	3 / 8 / 9 / 41 / 39	79		77
London (10406)	7 / 10 / 8 / 39 / 36	75	-	78
North East (257)	2 / 7 / 9 / 39 / 43	82		78
North West (2218)	5 / 8 / 5 / 34 / 49	83		81
Scotland (1445)	3 / 6 / 4 / 39 / 48	87		84
South East (3807)	9 / 9 / 10 / 38 / 34	72		74
South West (1437)	5 / 9 / 7 / 35 / 44	79		79
Wales (794)	6 / 5 / 7 / 35 / 46	82		86
West Midlands (1535)	7 / 10 / 8 / 36 / 40	75		73
Yorkshire & Humberside (1322)	5 / 9 / 7 / 36 / 43	79		75

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied
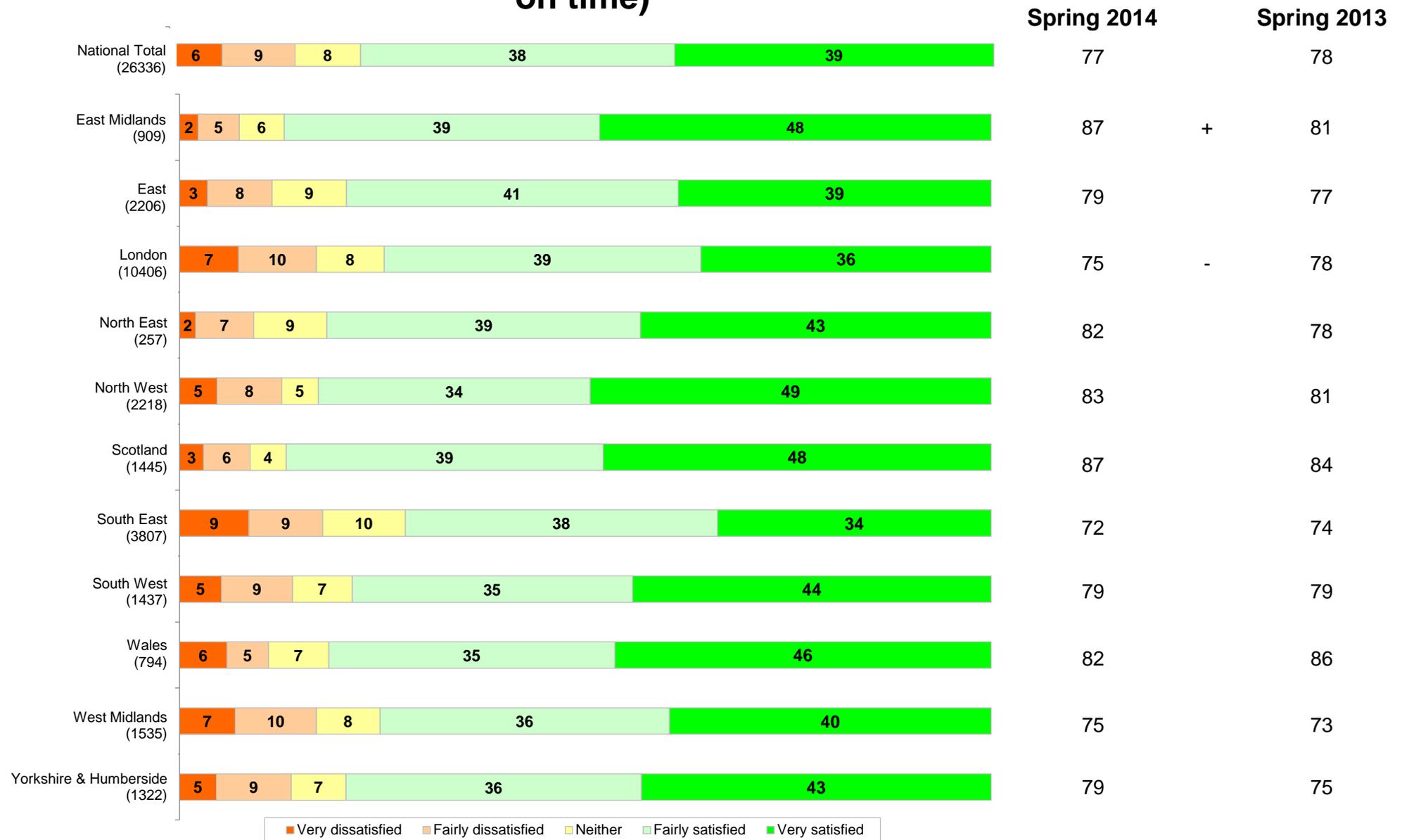
At 95% confidence level:
+ denotes significant increase
- denotes significant decrease

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

% satisfied/good

	Spring 2014		Spring 2013
National Total (25941)	83		84
East Midlands (900)	88		83
East (2165)	86		84
London (10254)	82	-	83
North East (258)	87		83
North West (2184)	91		89
Scotland (1421)	88		89
South East (3755)	80		79
South West (1412)	84		84
Wales (775)	81		85
West Midlands (1515)	82	-	86
Yorkshire & Humberside (1302)	87		85

■ Very dissatisfied ■ Fairly dissatisfied □ Neither □ Fairly satisfied ■ Very satisfied

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

% satisfied/good

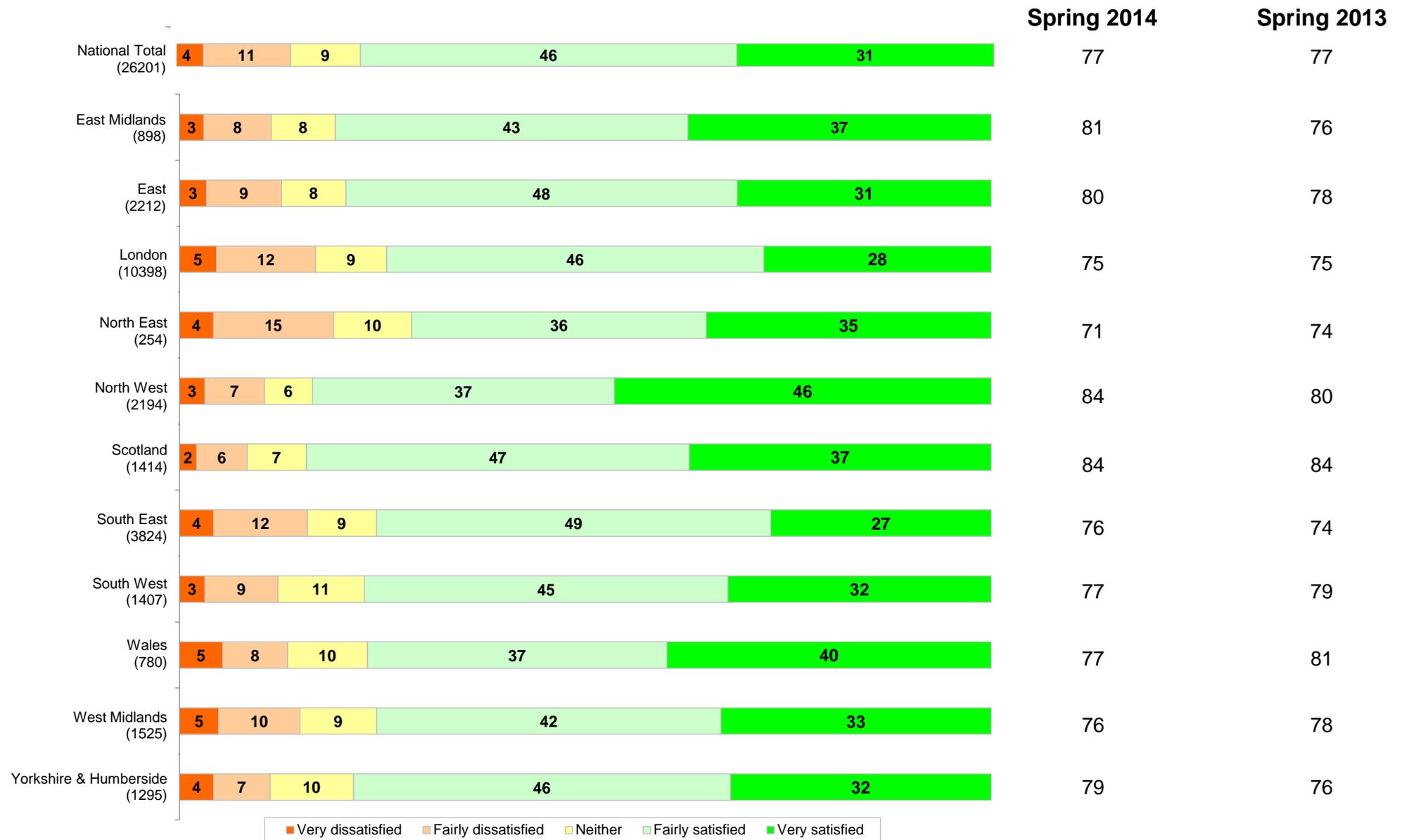## Connections with other train services

	Spring 2014		Spring 2013
National Total (15420)	76		76
East Midlands (546)	82	+	71
East (1486)	78		75
London (5773)	76		76
North East (150)	74		76
North West (1304)	81		80
Scotland (765)	84	+	76
South East (2405)	70		73
South West (809)	73		73
Wales (532)	73	-	83
West Midlands (892)	73		74
Yorkshire & Humberside (758)	76		80

National Total (15420): 3 | 5 | 16 | 44 | 32
East Midlands (546): 3 | 5 | 9 | 44 | 38
East (1486): 2 | 4 | 16 | 47 | 30
London (5773): 2 | 5 | 16 | 46 | 31
North East (150): 1 | 11 | 14 | 39 | 34
North West (1304): 2 | 3 | 13 | 37 | 44
Scotland (765): 3 | 2 | 11 | 46 | 38
South East (2405): 4 | 8 | 18 | 45 | 25
South West (809): 4 | 5 | 19 | 43 | 29
Wales (532): 3 | 5 | 19 | 39 | 34
West Midlands (892): 4 | 5 | 18 | 41 | 32
Yorkshire & Humberside (758): 3 | 5 | 16 | 42 | 34

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

The value for money for the price of your ticket

% satisfied/good

	Spring 2014		Spring 2013
National Total (24958)	45	+	42
East Midlands (890)	55		48
East (2140)	40		38
London (9666)	40	+	36
North East (248)	60		53
North West (2030)	58		58
Scotland (1407)	56		50
South East (3720)	38		37
South West (1387)	52		50
Wales (775)	50		52
West Midlands (1443)	57		55
Yorkshire & Humberside (1252)	54		56

Chart data (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (24958)	15	20	21	28	17
East Midlands (890)	8	15	22	31	24
East (2140)	17	23	20	27	13
London (9666)	17	20	22	26	14
North East (248)	6	15	19	32	29
North West (2030)	8	14	20	31	27
Scotland (1407)	10	14	20	29	27
South East (3720)	17	23	22	27	12
South West (1387)	10	17	21	31	21
Wales (775)	11	20	19	28	21
West Midlands (1443)	9	16	19	35	21
Yorkshire & Humberside (1252)	9	19	18	34	20

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

Cleanliness of the train

% satisfied/good

	Spring 2014		Spring 2013
National Total (26641)	75	+	73
East Midlands (917)	79		75
East (2234)	72		70
London (10534)	74	+	72
North East (263)	72		74
North West (2233)	73		70
Scotland (1471)	85		84
South East (3845)	72		74
South West (1451)	78		77
Wales (812)	72		77
West Midlands (1555)	77		79
Yorkshire & Humberside (1326)	74		73

Chart data (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (26641)	3	8	14	49	26
East Midlands (917)	2	7	12	53	27
East (2234)	2	10	15	48	24
London (10534)	3	8	14	48	26
North East (263)	3	10	15	45	28
North West (2233)	3	9	15	49	24
Scotland (1471)	1	4	9	50	34
South East (3845)	2	9	17	50	23
South West (1451)	1	6	14	50	28
Wales (812)	4	9	16	44	27
West Midlands (1555)	2	8	13	50	28
Yorkshire & Humberside (1326)	2	9	15	49	25

Legend: ■ Very dissatisfied ■ Fairly dissatisfied □ Neither □ Fairly satisfied ■ Very satisfied

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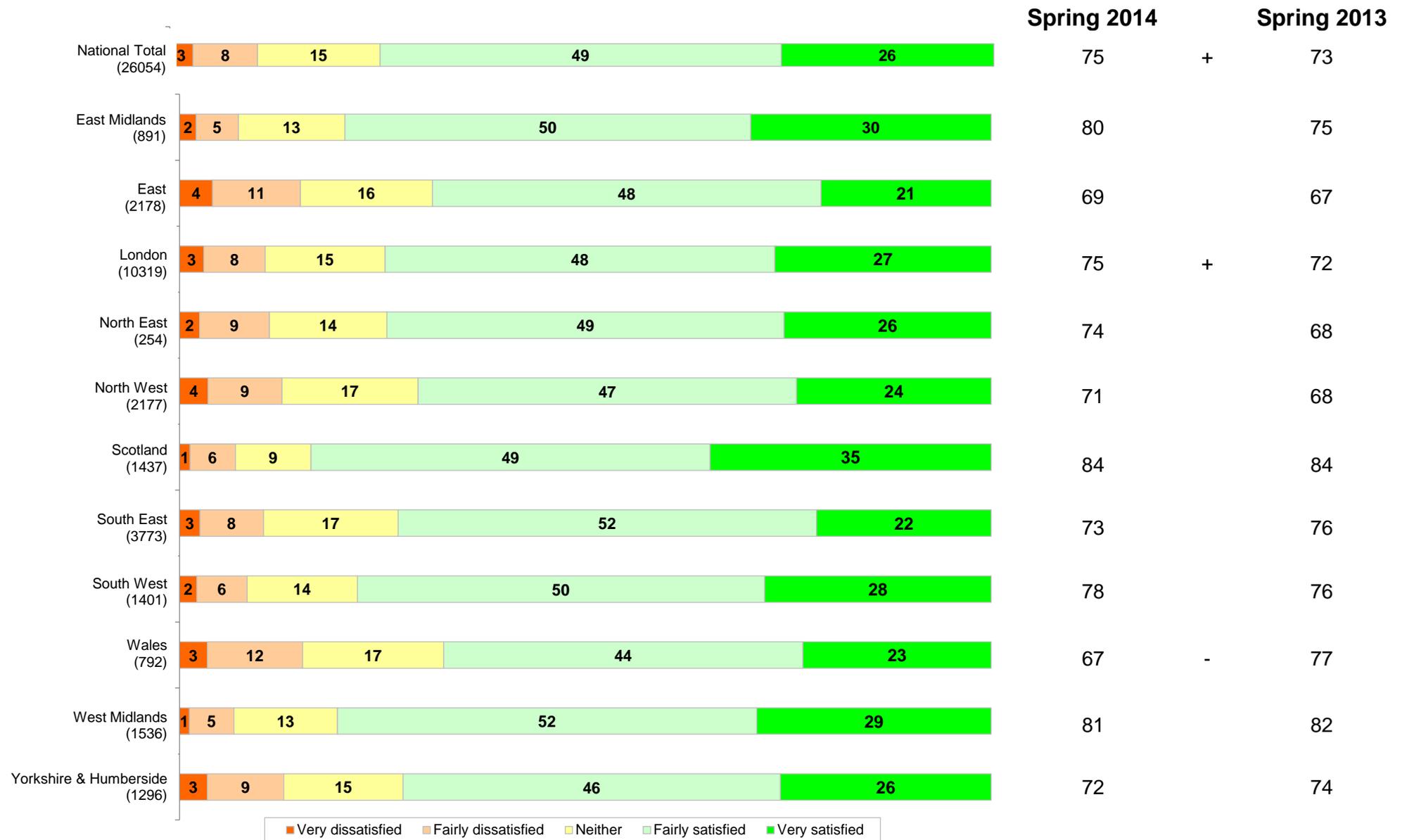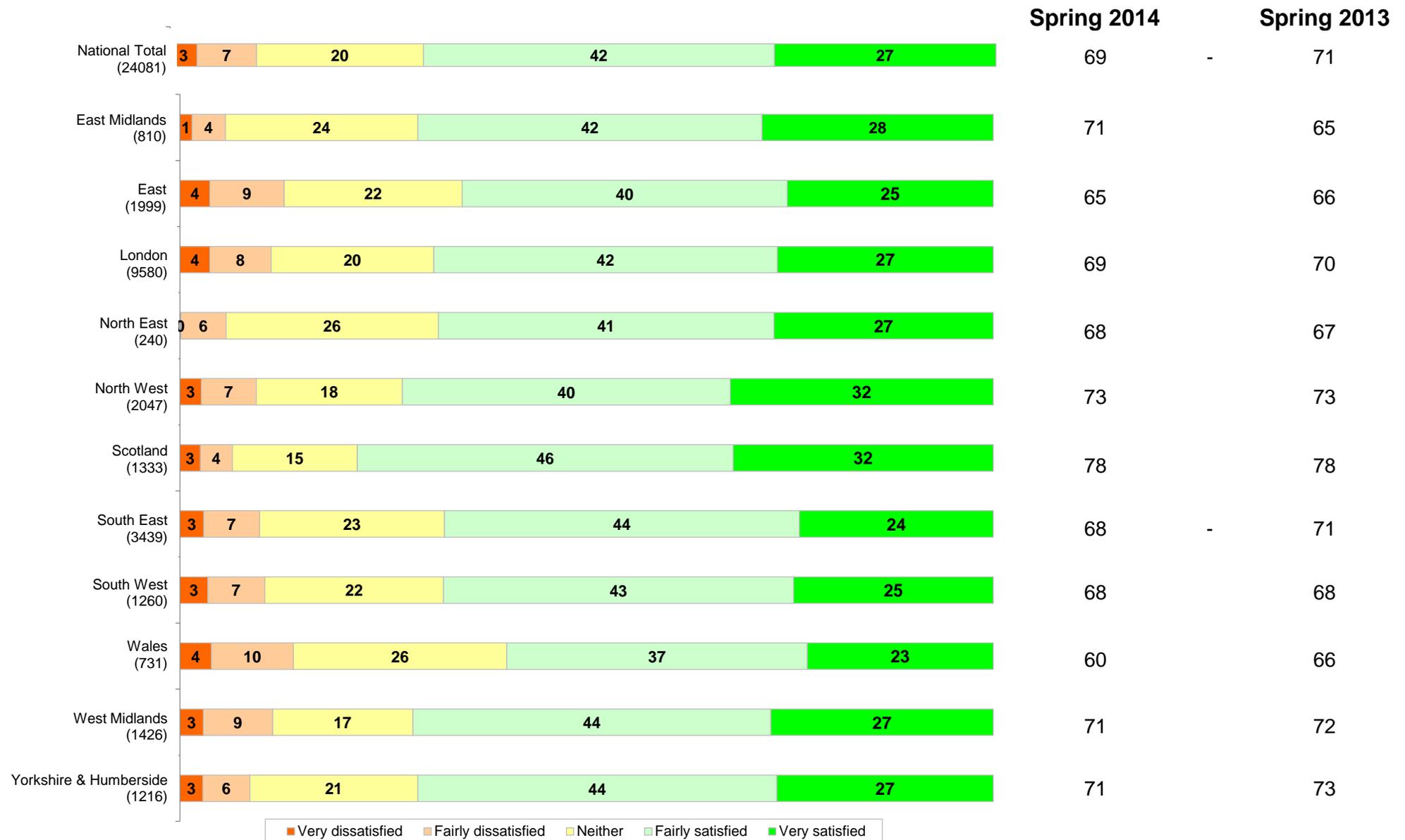- denotes significant decrease

% satisfied/good

Upkeep and repair of the train
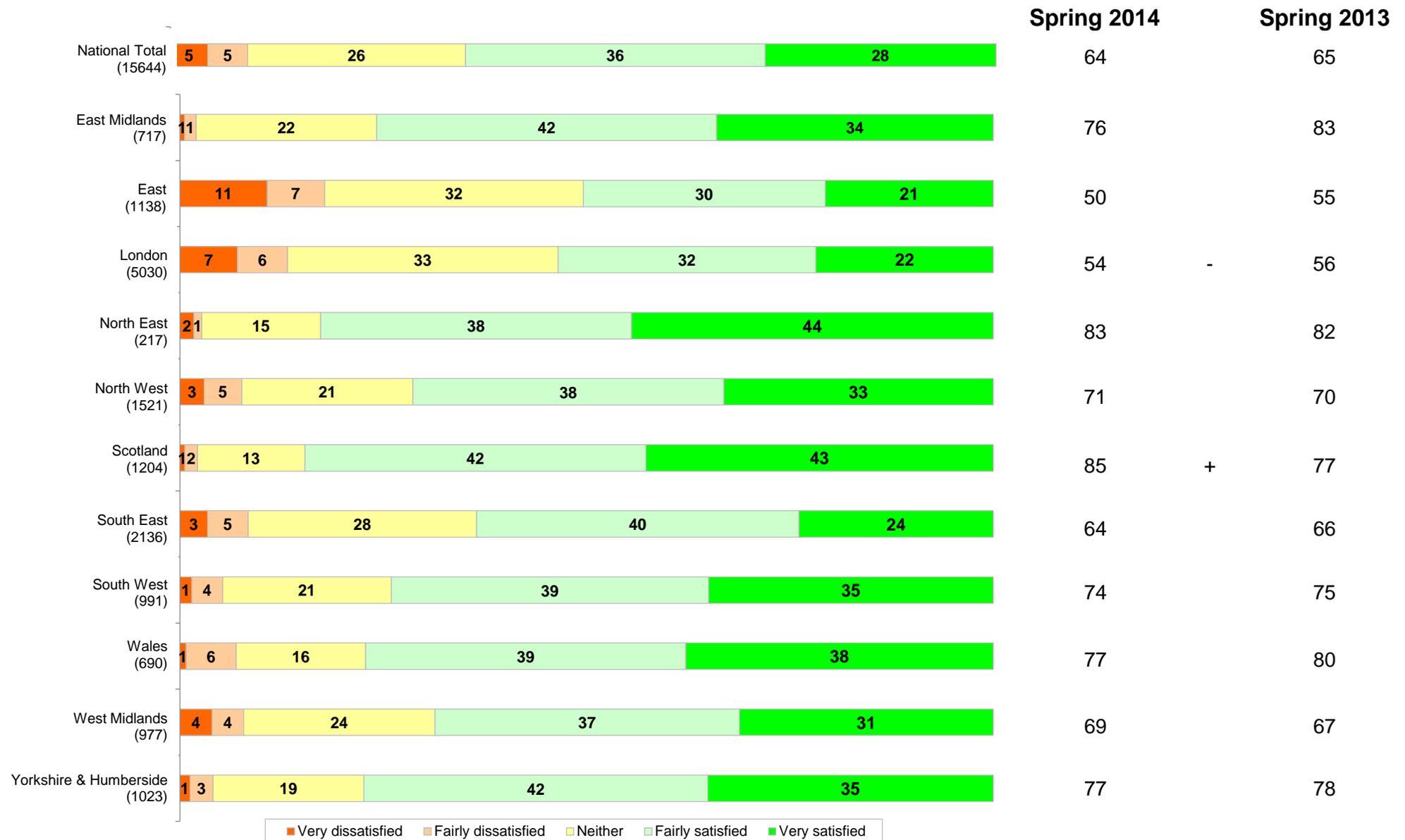
		Spring 2014		Spring 2013
National Total (26054)	3 | 8 | 15 | 49 | 26	75	+	73
East Midlands (891)	2 | 5 | 13 | 50 | 30	80		75
East (2178)	4 | 11 | 16 | 48 | 21	69		67
London (10319)	3 | 8 | 15 | 48 | 27	75	+	72
North East (254)	2 | 9 | 14 | 49 | 26	74		68
North West (2177)	4 | 9 | 17 | 47 | 24	71		68
Scotland (1437)	1 | 6 | 9 | 49 | 35	84		84
South East (3773)	3 | 8 | 17 | 52 | 22	73		76
South West (1401)	2 | 6 | 14 | 50 | 28	78		76
Wales (792)	3 | 12 | 17 | 44 | 23	67	-	77
West Midlands (1536)	1 | 5 | 13 | 52 | 29	81		82
Yorkshire & Humberside (1296)	3 | 9 | 15 | 46 | 26	72		74

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

The provision of information during the journey

% satisfied/good

	Spring 2014		Spring 2013
National Total (24081)	69	-	71
East Midlands (810)	71		65
East (1999)	65		66
London (9580)	69		70
North East (240)	68		67
North West (2047)	73		73
Scotland (1333)	78		78
South East (3439)	68	-	71
South West (1260)	68		68
Wales (731)	60		66
West Midlands (1426)	71		72
Yorkshire & Humberside (1216)	71		73

Chart data (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (24081)	3	7	20	42	27
East Midlands (810)	1	4	24	42	28
East (1999)	4	9	22	40	25
London (9580)	4	8	20	42	27
North East (240)	0	6	26	41	27
North West (2047)	3	7	18	40	32
Scotland (1333)	3	4	15	46	32
South East (3439)	3	7	23	44	24
South West (1260)	3	7	22	43	25
Wales (731)	4	10	26	37	23
West Midlands (1426)	3	9	17	44	27
Yorkshire & Humberside (1216)	3	6	21	44	27

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

The helpfulness and attitude of staff on train

% satisfied/good

	Spring 2014		Spring 2013
National Total (15644)	64		65
East Midlands (717)	76		83
East (1138)	50		55
London (5030)	54	-	56
North East (217)	83		82
North West (1521)	71		70
Scotland (1204)	85	+	77
South East (2136)	64		66
South West (991)	74		75
Wales (690)	77		80
West Midlands (977)	69		67
Yorkshire & Humberside (1023)	77		78

National Total (15644): 5 | 5 | 26 | 36 | 28

East Midlands (717): 1 | 1 | 22 | 42 | 34

East (1138): 11 | 7 | 32 | 30 | 21

London (5030): 7 | 6 | 33 | 32 | 22

North East (217): 2 | 1 | 15 | 38 | 44

North West (1521): 3 | 5 | 21 | 38 | 33

Scotland (1204): 1 | 2 | 13 | 42 | 43

South East (2136): 3 | 5 | 28 | 40 | 24

South West (991): 1 | 4 | 21 | 39 | 35

Wales (690): 1 | 6 | 16 | 39 | 38

West Midlands (977): 4 | 4 | 24 | 37 | 31

Yorkshire & Humberside (1023): 1 | 3 | 19 | 42 | 35

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

The space for luggage on the train

% satisfied/good

	Spring 2014	Spring 2013
National Total (20876)	53	53
East Midlands (725)	57	54
East (1778)	51	52
London (8169)	50	48
North East (216)	61	51
North West (1744)	55	57
Scotland (1195)	64	65
South East (2974)	51	53
South West (1107)	58	55
Wales (690)	59	64
West Midlands (1208)	57	56
Yorkshire & Humberside (1070)	53 -	60

Chart data (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total	7	17	22	38	14
East Midlands	7	15	21	37	19
East	7	17	25	39	12
London	8	19	23	38	12
North East	9	16	15	40	21
North West	9	19	17	39	16
Scotland	5	10	21	40	24
South East	7	18	24	39	13
South West	6	17	19	41	17
Wales	4	16	21	38	21
West Midlands	7	15	21	41	16
Yorkshire & Humberside	8	16	22	35	18

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

The toilet facilities on the train

	Spring 2014		Spring 2013
National Total (11799)	38		37
East Midlands (434)	57	+	37
East (996)	38		41
London (4468)	32		30
North East (151)	43		43
North West (951)	39		33
Scotland (748)	53		48
South East (1618)	36		38
South West (695)	48		46
Wales (480)	45		53
West Midlands (671)	50		54
Yorkshire & Humberside (587)	50		43

Bar chart values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total (11799)	23	17	22	27	11
East Midlands (434)	11	17	15	41	16
East (996)	17	22	24	28	10
London (4468)	30	16	22	23	9
North East (151)	15	17	25	31	12
North West (951)	28	15	18	26	13
Scotland (748)	17	13	17	36	17
South East (1618)	19	19	26	26	9
South West (695)	11	17	23	32	17
Wales (480)	14	19	22	27	18
West Midlands (671)	10	16	23	34	17
Yorkshire & Humberside (587)	14	15	22	34	16

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

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

% satisfied/good

	Spring 2014		Spring 2013
National Total (25922)	65	-	67
East Midlands (896)	79		73
East (2166)	64		66
London (10245)	61		62
North East (253)	76		68
North West (2185)	70		68
Scotland (1424)	78		81
South East (3769)	65	-	69
South West (1385)	72		70
Wales (792)	72		73
West Midlands (1502)	68		70
Yorkshire & Humberside (1305)	67	-	75

Chart bar values (Very dissatisfied, Fairly dissatisfied, Neither, Fairly satisfied, Very satisfied):

Region	Very dissatisfied	Fairly dissatisfied	Neither	Fairly satisfied	Very satisfied
National Total	10	10	14	39	26
East Midlands	5	8	9	44	35
East	11	10	15	38	25
London	12	12	15	38	23
North East	3	7	14	41	35
North West	9	9	12	41	29
Scotland	5	7	9	41	37
South East	8	10	17	39	25
South West	8	9	11	38	33
Wales	8	8	12	39	32
West Midlands	11	10	12	37	30
Yorkshire & Humberside	11	11	11	38	29

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

The comfort of the seating area on the train

	Spring 2014	Spring 2013
National Total (25787)	71	71
East Midlands (895)	80	74
East (2157)	67	68
London (10218)	69	68
North East (256)	69	64
North West (2155)	71	71
Scotland (1435)	82	79
South East (3711)	70	72
South West (1392)	74	73
Wales (789)	71	76
West Midlands (1504)	76	79
Yorkshire & Humberside (1275)	70 -	76

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

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

% satisfied/good

	Spring 2014		Spring 2013
National Total (26217)	79		79
East Midlands (908)	86	+	79
East (2192)	81		82
London (10354)	76		76
North East (255)	81		77
North West (2215)	80		83
Scotland (1447)	89		85
South East (3804)	79		80
South West (1410)	77		76
Wales (787)	79		84
West Midlands (1535)	82		81
Yorkshire & Humberside (1310)	83		84

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

% satisfied/good

Your personal security whilst on board the train

	Spring 2014		Spring 2013
National Total (24752)	77		77
East Midlands (856)	86	+	77
East (2043)	76		74
London (9745)	74		74
North East (252)	82		83
North West (2093)	81	+	76
Scotland (1387)	87		84
South East (3590)	77		78
South West (1329)	82		82
Wales (765)	80		85
West Midlands (1443)	78		77
Yorkshire & Humberside (1249)	84		81

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

% satisfied/good

The cleanliness of the inside of the train

	Spring 2014		Spring 2013
National Total (26271)	75	+	73
East Midlands (911)	77		72
East (2192)	71		69
London (10382)	75	+	71
North East (262)	72		70
North West (2203)	72		71
Scotland (1465)	84		84
South East (3795)	73		73
South West (1435)	78		77
Wales (798)	69	-	78
West Midlands (1530)	77		78
Yorkshire & Humberside (1298)	74		74

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

Chart values (Very dissatisfied / Fairly dissatisfied / Neither / Fairly satisfied / Very satisfied):
- National Total: 2 / 8 / 16 / 51 / 24
- East Midlands: 2 / 5 / 16 / 52 / 25
- East: 3 / 9 / 18 / 49 / 22
- London: 2 / 8 / 15 / 51 / 23
- North East: 0 / 9 / 18 / 44 / 28
- North West: 2 / 9 / 17 / 48 / 23
- Scotland: 2 / 4 / 11 / 51 / 33
- South East: 2 / 8 / 17 / 53 / 21
- South West: 1 / 6 / 15 / 52 / 27
- Wales: 3 / 8 / 20 / 47 / 22
- West Midlands: 1 / 8 / 13 / 50 / 27
- Yorkshire & Humberside: 2 / 8 / 16 / 51 / 23

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

% satisfied/good

The cleanliness of the outside of the train

	Spring 2014		Spring 2013
National Total (22318)	72	+	69
East Midlands (772)	72		64
East (1875)	69	+	65
London (8841)	73	+	69
North East (211)	70		65
North West (1903)	67	+	62
Scotland (1196)	83		80
South East (3224)	70		69
South West (1209)	72		74
Wales (685)	64		69
West Midlands (1295)	74		77
Yorkshire & Humberside (1107)	69	+	62

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

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

The availability of staff on the train

% satisfied/good

		Spring 2014		Spring 2013
National Total (19767)	12 / 15 / 29 / 29 / 15	44		45
East Midlands (790)	3 / 5 / 27 / 43 / 22	66	+	56
East (1510)	22 / 19 / 30 / 20 / 9	30		30
London (7033)	19 / 19 / 31 / 21 / 10	31	-	34
North East (225)	0 / 6 / 26 / 39 / 28	68		63
North West (1847)	7 / 11 / 28 / 35 / 19	54		52
Scotland (1291)	1 / 5 / 22 / 43 / 29	72		70
South East (2785)	7 / 14 / 32 / 33 / 13	46		48
South West (1158)	5 / 11 / 27 / 36 / 21	58		57
Wales (740)	2 / 8 / 25 / 42 / 23	65		71
West Midlands (1226)	10 / 14 / 27 / 33 / 16	49		51
Yorkshire & Humberside (1162)	5 / 8 / 24 / 43 / 21	64		67

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

% satisfied/good

How well train company dealt with delays

	Spring 2014		Spring 2013
National Total (5213)	38		38
East Midlands (194)	59		56
East (354)	43	+	32
London (1926)	33		37
North East (66)	66		49
North West (395)	46	+	35
Scotland (157)	43		48
South East (998)	37		36
South West (357)	51		51
Wales (97)	34		45
West Midlands (365)	40		41
Yorkshire & Humberside (304)	47		42

National Total (5213): 11 | 15 | 36 | 28 | 10
East Midlands (194): 6 | 8 | 27 | 41 | 17
East (354): 10 | 8 | 39 | 32 | 11
London (1926): 13 | 18 | 36 | 25 | 8
North East (66): 4 | 6 | 23 | 51 | 16
North West (395): 10 | 11 | 33 | 32 | 14
Scotland (157): 10 | 13 | 34 | 29 | 15
South East (998): 13 | 14 | 36 | 29 | 9
South West (357): 5 | 13 | 31 | 33 | 18
Wales (97): 15 | 11 | 41 | 22 | 12
West Midlands (365): 9 | 14 | 37 | 26 | 14
Yorkshire & Humberside (304): 6 | 10 | 36 | 31 | 16

Legend: ■ Very dissatisfied ■ Fairly dissatisfied ■ Neither ■ Fairly satisfied ■ Very satisfied

The main purpose of your journey

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Commuting for work	42	16	45	51	20	30	31	44	23	28	29	30	92	0	0
Commuting for education	4	4	4	3	4	3	5	5	4	8	7	5	8	0	0
On company business (or own if self-employed)	15	18	16	15	26	11	15	17	19	10	19	12	0	100	0
On personal business	4	9	3	4	4	4	3	5	5	5	5	4	0	0	11
Visiting relatives or friends	14	22	12	11	17	19	16	12	23	21	16	20	0	0	35
Shopping trip	4	6	3	2	6	10	8	3	4	8	6	7	0	0	10
Travel to/from holiday	2	3	2	2	3	3	4	3	3	4	2	4	0	0	6
A day out	6	11	6	5	11	8	8	5	9	10	7	10	0	0	15
Sport	2	0	2	2	0	2	1	2	3	2	2	2	0	0	4
Other leisure trip	7	12	6	6	9	10	9	6	7	5	8	5	0	0	17
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Whether travelling alone or with others

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Travelling alone	83	73	83	86	75	74	79	85	77	72	78	77	95	90	65
Travelling with other adults 16+	14	23	15	11	20	22	19	12	20	24	18	19	4	9	29
Travelling with children aged 0-4	1	1	1	1	2	1	1	0	1	2	1	1	0	0	2
Travelling with children aged 5-10	1	2	1	1	2	2	1	1	1	1	2	1	0	0	3
Travelling with children aged 11-15	1	1	1	1	2	2	1	1	1	2	2	1	0	0	3
Don't know/no answer	1	2	1	1	1	1	1	1	1	1	1	1	1	0	1
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Whether travelling with baggage/additional item(s)

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Travelling with heavy/bulky luggage/other large items	15	20	14	14	22	15	17	14	23	21	20	17	9	21	21
Travelling with a pushchair	1	1	1	1	0	1	0	0	0	0	1	0	0	0	1
Travelling with a folding bicycle	1	0	1	1	1	0	0	1	1	0	0	0	1	0	0
Travelling with a non-folding bicycle	1	1	2	1	2	1	1	2	1	1	0	1	1	0	1
Travelling with a dog	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Travelling with a wheelchair	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Travelling with a carer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Travelling with a mobility scooter	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
None apply	81	74	81	82	74	80	80	81	73	74	76	80	87	77	75
Don' know/no answer	2	3	2	2	2	1	1	2	2	2	2	2	2	2	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Whether changed trains later in journey

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Yes	16	27	13	13	16	19	17	21	24	19	19	21	13	19	20
No	84	73	87	87	84	81	83	79	76	81	81	79	87	81	80
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Whether on outward or return journey when handed the questionnaire

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Outward	48	55	67	43	36	47	49	54	55	53	50	46	44	51	52
Return	47	39	29	53	57	48	46	42	39	39	44	50	54	43	42
One way trip only	3	5	3	3	4	4	5	3	5	7	5	3	2	5	5
Don't know/no answer	1	2	1	1	3	1	0	1	1	1	1	1	1	1	1
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Affected by any physical or mental health conditions or illnesses

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
No: None	90	87	90	90	86	88	91	91	86	87	89	90	91	93	87
Yes: Vision	1	0	1	1	1	1	0	1	0	1	1	1	1	0	1
Yes: Hearing	1	2	1	1	4	2	1	1	2	1	2	2	1	1	2
Yes: Mobility	3	2	2	3	1	3	3	2	4	2	3	3	2	1	4
Yes: Dexterity	0	0	0	0	2	1	0	0	1	1	0	0	0	0	1
Yes: Learning or understanding or concentrating	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Yes: Memory	0	1	1	0	0	0	0	0	0	0	0	1	0	0	0
Yes: Mental health	2	2	2	2	1	2	1	2	2	3	1	1	2	1	2
Yes: Stamina or breathing or fatigue	1	3	2	1	1	1	1	1	1	1	2	1	1	1	2
Yes: Socially or behaviourally	0	0	0	0	0	0	0	1	1	1	1	0	0	0	0
Other	1	1	1	1	2	2	1	1	1	1	2	2	1	1	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very satisfied	35	68	34	33	24	39	42	28	38	30	38	47	30	37	39
Fairly satisfied	32	15	42	30	57	35	23	39	36	39	32	22	29	33	34
Neither satisfied nor dissatisfied	20	10	19	20	14	14	26	25	13	21	21	14	26	16	16
Fairly dissatisfied	9	4	5	11	6	7	9	3	11	8	4	17	10	12	7
Very dissatisfied	4	2	0	6	0	5	0	5	3	1	4	0	5	2	4
Very satisfied/Fairly satisfied	67	83	76	63	80	74	64	67	73	69	70	69	59	70	73
Very dissatisfied/Fairly dissatisfied	13	6	5	17	6	12	10	8	14	10	8	17	15	14	11
Sample size	1786	68	152	692	18	169	98	210	107	66	116	90	650	179	957

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very satisfied	30	45	37	26	31	40	38	27	26	29	40	26	25	31	34
Fairly satisfied	35	26	35	38	41	31	30	40	41	41	26	29	35	36	35
Neither satisfied nor dissatisfied	19	8	16	18	11	17	23	27	14	19	17	20	22	18	17
Fairly dissatisfied	11	4	10	13	17	9	6	6	16	7	12	23	12	13	10
Very dissatisfied	4	16	2	6	0	3	3	1	3	3	4	3	7	1	3
Very satisfied/Fairly satisfied	66	72	72	63	72	71	68	67	67	70	66	54	60	68	70
Very dissatisfied/Fairly dissatisfied	15	20	12	19	17	12	9	6	18	11	16	26	18	15	13
Sample size	1807	70	160	682	19	175	99	215	107	67	116	97	660	184	963

Type of ticket travelling on

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Anytime single/return	12	19	11	6	22	20	23	14	15	31	15	18	9	19	13
Anytime day single/return	12	17	11	6	21	14	18	16	16	23	18	19	10	19	11
Off-peak/Super off-peak single/return	9	19	13	5	11	9	9	12	22	7	15	10	3	14	14
Off-peak/Super off-peak day single/return	8	11	11	4	9	7	14	13	16	4	9	10	3	8	13
Advance	6	15	4	4	20	7	8	2	13	10	10	12	1	10	9
Day Travelcard	5	2	10	6	0	2	0	8	1	1	1	1	2	11	6
Oyster pay as you go	10	0	4	21	0	0	0	1	0	0	0	0	12	7	9
Weekly/monthly season ticket (including travelcard/travelcard on Oyster	17	7	14	22	6	12	14	17	7	13	14	13	34	3	3
Annual season ticket (including travelcard/travelcard on Oyster	10	1	16	13	1	4	2	10	3	3	6	6	20	1	2
Special promotion ticket	0	1	0	0	1	1	1	0	1	1	0	1	0	0	1
Rail staff pass/Privilige ticket/Police concession	1	1	2	1	2	2	1	1	1	1	2	2	1	0	2
Freedom Pass	5	2	1	8	0	13	0	0	0	1	4	2	2	3	10
Other	3	3	3	2	3	7	7	2	2	3	3	5	2	2	4
Don't know/no answer	2	1	1	2	4	3	2	2	3	2	2	1	1	2	3
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Class of ticket

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
First class	3	4	3	2	5	2	3	3	4	1	3	3	1	**5**	3
Standard class	93	94	95	92	92	88	95	96	95	97	93	95	95	93	91
Don't know/no answer	4	2	2	5	3	10	2	1	1	2	4	3	3	2	6
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

How ticket was purchased

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
IN ADVANCE															
Booked over phone	0	2	0	0	3	0	1	0	1	2	1	0	0	1	1
At the station	11	11	11	9	11	11	14	13	11	11	8	10	12	7	10
Via travel agent	1	2	1	1	2	1	2	1	2	1	2	2	1	4	0
Via the internet/a website	12	29	9	9	29	13	13	10	26	13	19	18	4	22	17
ON THE DAY OF TRAVEL															
At the station ticket office	19	22	29	11	19	28	23	26	28	20	24	26	11	23	27
From a ticket machine	10	12	15	7	14	5	9	21	12	8	11	9	8	16	11
On the train	4	6	1	1	7	6	19	2	6	25	4	10	2	2	6
OTHER															
Using season ticket	21	7	25	24	6	15	12	22	9	14	20	15	40	3	4
Stored value smartcard e.g. oyster	14	0	4	29	0	0	1	1	0	0	0	0	18	9	12
Other methods of purchase	2	3	2	3	2	3	1	1	1	1	3	3	2	2	3
Ticket was organised for me	2	3	2	2	7	2	4	2	4	3	4	3	1	8	1
Ticket sent to mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e-ticket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ticket printed off at home	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Don't know/no answer	4	3	1	4	1	13	1	1	1	1	4	3	2	1	7
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Type of railcard used to buy ticket

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Did not use a railcard	50	47	49	52	49	45	50	50	44	49	46	46	56	59	38
16-25 railcard	5	10	5	4	5	4	6	6	9	9	7	9	5	3	7
Senior railcard	9	20	11	7	19	11	8	11	17	11	15	15	2	9	18
Family & friends railcard	1	1	0	0	2	1	1	0	2	1	1	1	0	0	1
Disabled persons railcard	1	1	1	1	0	1	2	1	2	1	1	1	1	1	2
Network railcard	2	1	4	2	0	1	0	5	2	1	1	1	2	2	3
Forces railcard	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Groupsave discount	0	0	1	0	0	0	0	0	1	0	0	1	0	0	1
Other railcard	6	3	5	6	5	7	8	5	5	5	6	8	6	4	7
Don't know/no answer	25	17	24	28	20	30	23	20	18	23	22	19	28	22	23
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Rating of information provided about type of tickets available

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very good	29	38	28	24	45	37	37	27	41	43	36	36	19	34	40
Fairly good	37	38	37	39	33	34	34	37	36	28	36	35	39	35	35
Neither good nor poor	21	15	20	24	15	18	20	22	14	19	18	19	25	21	16
Fairly poor	8	6	10	9	5	8	6	10	7	6	6	6	11	7	6
Very poor	4	3	5	5	1	3	3	4	3	5	4	4	5	4	3
Very good/Fairly good - Spring 2014	66	76	65	63	79	71	71	64	77	71	72	71	59	69	75
Very good/Fairly good - Spring 2013	66	79	65	63	77	75	66	64	74	75	70	69	60	67	74
Significant change															
Sample size	22003	825	1905	8273	225	1794	1275	3322	1244	719	1308	1113	9993	3139	8871

Rating of range of tickets available

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very good	24	29	24	20	33	31	30	22	31	36	29	32	17	26	33
Fairly good	37	38	38	38	37	35	37	36	37	32	39	37	37	35	37
Neither good nor poor	25	22	24	28	21	24	23	26	20	21	21	21	28	27	21
Fairly poor	9	8	9	9	7	8	7	12	8	8	8	6	12	8	6
Very poor	5	3	6	5	2	3	4	5	4	4	4	4	6	4	3
Very good/Fairly good - Spring 2014	61	67	62	58	70	66	67	57	68	68	67	69	54	61	70
Very good/Fairly good - Spring 2013	61	71	60	58	65	71	62	58	67	71	66	62	56	62	69
Significant change						↓						↑			
Sample size	20799	782	1783	7829	212	1723	1206	3113	1183	669	1241	1058	9597	2976	8226

Rating of ease of ticket purchase

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very good	45	55	44	40	57	55	53	43	55	57	52	56	35	50	57
Fairly good	38	33	37	41	32	32	33	39	33	29	35	30	43	36	31
Neither good nor poor	10	8	11	12	7	8	8	10	7	9	8	8	13	9	7
Fairly poor	4	2	4	5	3	3	3	5	3	2	3	4	6	3	3
Very poor	3	2	4	3	1	3	3	3	2	2	2	3	3	2	2
Very good/Fairly good - Spring 2014	83	88	81	81	89	87	86	82	88	86	87	86	78	86	88
Very good/Fairly good - Spring 2013	83	92	82	82	87	89	83	83	85	84	85	89	80	87	87
Significant change													↓		
Sample size	23423	851	2038	8721	242	1930	1373	3584	1336	767	1385	1196	10544	3305	9574

Familiarity with station where you boarded the train

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very familiar	59	57	66	56	44	66	66	59	53	68	54	66	70	43	52
Fairly familiar	29	26	23	33	41	25	24	28	27	21	29	25	26	35	31
Not very familiar	7	9	6	7	9	6	6	8	11	4	9	6	3	13	10
Not at all familiar	4	8	4	4	6	3	4	5	10	6	8	4	1	9	6
Don't know	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Very familiair/Fairly familiar - Spring 2014	88	83	89	89	85	91	90	87	80	89	83	90	96	78	83
Very familiar/Fairly familiar - Spring 2013	87	83	87	89	80	88	92	83	81	87	83	87	95	75	82
Significant change	⬆							⬆						⬆	
Sample size	26408	906	2200	10448	259	2229	1456	3816	1434	797	1543	1320	11663	3713	11032

Whether asked staff for help or information at station

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Yes: asked for help	7	14	6	7	12	5	7	9	11	8	10	5	4	10	10
Yes: asked for information	7	8	8	6	6	7	6	8	12	6	11	6	5	9	9
Couldn't find anyone to ask	3	3	2	2	0	4	3	4	4	6	5	4	3	3	4
No/didn't need help/information	82	75	83	84	80	83	82	79	72	76	73	84	88	78	77
Don't know/no answer	2	1	1	2	2	1	2	2	2	4	1	2	1	2	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Frequency of making this journey

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
3 or more times a week	39	17	41	45	14	32	31	39	19	31	28	30	75	6	8
Once or twice a week	14	9	15	14	11	14	16	13	12	13	10	14	12	16	14
1 or 2 times a month	15	20	14	13	12	19	16	16	18	16	16	19	5	24	23
Once every 2-3 months	12	20	12	10	21	14	12	11	17	13	15	16	2	17	20
Once every 6 months	5	7	3	4	11	5	4	5	7	8	7	4	1	7	9
Less often	7	12	6	6	16	7	10	7	12	9	10	7	1	11	12
Never/First time today	8	14	8	8	12	8	9	8	13	8	12	9	2	17	13
Don't know/no answer	1	2	1	1	2	1	1	1	1	3	1	0	1	1	1
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Under 1 year	26	31	20	27	37	18	20	30	25	24	28	28	30	21	19
1-4 years	34	32	32	35	27	31	37	34	37	34	36	33	37	31	29
5-9 years	16	15	19	15	24	16	15	17	17	18	17	15	16	19	14
10 years or more	23	22	29	22	12	33	25	19	20	23	18	24	17	28	35
Don't know/no answer	1	0	0	1	0	1	4	1	1	0	1	1	1	1	2
Sample size	16565	435	1456	7027	109	1315	746	2542	812	462	837	824	10904	1621	4040

Availability of seats (frequent users)

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
I always get a seat	39	64	46	31	49	43	48	49	43	46	45	42	35	45	48
I usually get a seat	34	27	35	36	38	31	33	33	36	33	32	33	35	34	34
There are seats available but I prefer to stand	1	1	1	1	2	1	1	2	1	0	2	1	1	1	1
I usually stand and it is crowded	8	2	5	10	5	5	3	5	4	4	7	6	9	8	4
I usually stand and it is very crowded	7	1	5	10	1	7	4	3	4	3	6	6	9	4	3
It varies	9	4	8	10	6	11	8	7	10	12	9	10	9	9	9
Don't know/no answer	1	0	1	1	0	1	4	1	1	2	1	1	1	0	2
Sample size	16565	435	1456	7027	109	1315	746	2542	812	462	837	824	10904	1621	4040

Whether experienced any delays on journey

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Spring 2014															
No delay	77	79	79	76	76	81	87	72	72	80	72	77	73	76	81
Yes: Minor delays	18	18	18	18	18	15	11	22	22	12	23	20	22	19	15
Yes: Serious delays	3	1	2	3	2	2	1	5	4	3	3	2	4	3	2
Don't know/no answer	2	2	1	2	3	1	1	2	1	5	2	1	2	2	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323
Spring 2013															
Yes: Minor delays	19	13	18	18	21	19	14	21	22	13	26	24	22	20	15
Yes: Serious delays	3	1	3	3	8	2	1	4	4	3	3	4	3	3	2

Type of delay experienced

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
The train was late departing at the beginning of journey	60	60	57	60	71	67	58	55	61	63	64	70	61	63	58
The train was late arriving at the destination	49	52	54	47	48	41	49	53	50	41	52	46	52	47	44
The train I had planned to catch was cancelled	12	4	9	14	1	6	8	12	10	12	10	4	13	10	10
Could not get on train as it was overcrowded	3	0	2	4	0	4	1	1	2	8	2	2	4	1	1
Took longer than expected to buy train ticket	1	1	1	1	0	1	4	1	1	2	0	0	1	1	1
Train I took to this station was late and I missed my connection	4	2	3	4	1	5	4	5	3	3	3	4	5	4	4
Crowding at station meant it took me a long time to reach platform and I missed my train	1	0	1	2	0	0	1	1	1	3	1	0	2	1	0
Lack of/poor information caused a delay to my journey	4	2	1	4	5	4	4	3	3	5	4	3	4	4	3
Other	15	9	11	15	10	14	10	18	13	16	13	11	14	11	17
Don't know/no answer	1	0	0	1	0	1	1	1	0	2	0	0	1	0	1
Sample size	5758	214	391	2111	75	450	174	1116	384	111	396	336	3045	798	1915

How well train company dealt with these delays

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very well	10	17	11	8	16	14	15	9	18	12	14	16	6	12	18
Fairly well	28	41	32	25	51	32	29	29	33	22	26	31	24	31	33
Neither well nor poorly	36	27	39	36	23	33	34	36	31	41	37	36	37	37	32
Fairly poorly	15	8	8	18	6	11	13	14	13	11	14	10	17	13	10
Very poorly	11	6	10	13	4	10	10	13	5	15	9	6	15	6	6
Very well/Fairly well - Spring 2014	38	59	43	33	66	46	43	37	51	34	40	47	30	43	51
Very well/Fairly well - Spring 2013	38	56	32	37	49	35	48	36	51	45	41	42	29	42	52
Significant change			⬆			⬆									
Sample size	5213	194	354	1926	66	395	157	998	357	97	365	304	2778	729	1706

7.1 Other available information
Passenger focus
putting passengers first
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Length of delay

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
5 mins or less	42	49	50	41	31	42	53	40	32	37	37	55	43	42	40
6-10 mins	23	23	21	24	19	27	18	25	25	22	23	15	23	24	24
11-20 mins	17	16	17	16	23	16	13	16	21	21	17	17	16	16	17
21-30 mins	7	5	5	7	15	5	7	7	11	7	7	5	6	7	8
31-60 mins	4	3	1	5	11	4	5	4	5	8	7	3	4	7	4
More than 1 hour	2	3	1	2	0	3	1	4	3	1	3	1	3	1	3
Don't know/no answer	4	1	5	5	1	3	3	4	3	5	5	3	5	3	4
Mean (minutes) - Spring 2014	13	12	10	13	16	13	12	14	15	14	16	10	13	13	14
Mean (minutes) - Spring 2013	13	12	12	13	31	11	12	14	14	15	12	13	12	16	13
Significant change					⬆						⬇			⬆	
Sample size	5758	214	391	2111	75	450	174	1116	384	111	396	336	3045	798	1915

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
The amount of information provided about the delay	47	60	50	44	63	45	46	45	56	44	50	59	39	50	59
The accuracy of the information given about the delay	47	59	53	43	70	48	48	45	55	45	51	55	39	49	60
The usefulness of the information	44	51	55	41	63	46	41	43	53	45	46	55	36	49	57
The speed with which the information was provided	47	50	53	44	65	50	51	43	58	48	48	60	40	50	59
Time taken to resolve the problem	35	42	47	32	48	37	37	31	46	36	36	46	28	37	48
The availability of alternative transport if train service could	25	49	27	20	45	27	34	27	36	32	33	32	21	26	36

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
The amount of information provided about the delay	35	22	29	39	23	34	35	34	31	36	34	24	42	30	25
The accuracy of the information given about the delay	32	23	26	35	17	29	32	33	32	30	34	22	40	28	21
The usefulness of the information	31	26	22	34	15	25	36	31	26	31	32	17	38	26	20
The speed with which the information was provided	32	23	23	36	20	29	29	32	25	34	33	17	38	28	21
Time taken to resolve the problem	33	17	21	38	26	31	32	34	23	28	36	19	41	22	21
The availability of alternative transport if train service could	49	23	32	54	25	48	43	49	35	35	48	23	57	30	34

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
No	82	85	75	80	84	90	89	79	86	84	83	84	76	85	88
Claimed for compensation on a weekly season ticket	1	1	3	1	1	0	1	2	1	2	1	2	3	1	1
Claimed for compensation on a monthly or longer season ticket	5	2	12	7	1	1	2	6	2	2	4	1	10	2	1
Claimed for compensation on one single/return journey	7	7	8	6	10	4	5	8	7	4	8	9	7	8	6
Complained but did not claim for compensation	2	2	2	2	0	2	1	2	2	2	2	3	3	1	1
Complained and claimed for compensation	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1
Don't know/no answer	3	3	2	3	3	3	1	2	3	7	3	2	2	3	3
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Overall satisfaction with how claim/complaint was handled

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Very satisfied	21	28	21	22	32	17	24	15	27	11	21	31	18	26	28
Fairly satisfied	31	34	36	28	46	29	24	36	29	22	30	28	30	39	29
Neither satisfied nor dissatisfied	11	8	10	11	4	17	8	10	8	13	14	10	12	11	8
Fairly dissatisfied	17	19	19	17	8	24	19	15	15	17	16	15	18	12	18
Very dissatisfied	21	11	14	22	10	15	25	24	21	39	19	16	23	12	18
Very satisfied/Fairly satisfied - Spring 2014	51	61	57	50	78	45	48	51	56	32	51	60	47	65	57
Very satisfied/Fairly satisfied - Spring 2013	45	37	48	46	66	52	48	40	44	53	41	51	42	49	53
Significant change	⬆		⬆					⬆					⬆	⬆	
Sample size	4075	131	500	1748	40	207	175	638	161	72	208	195	2618	477	980

Reason for rating very/fairly dissatisfied

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Insufficient compensation	36	26	36	39	27	35	36	36	33	25	36	16	40	30	26
Inappropriate form of compensation	15	13	17	16	0	8	17	16	7	9	13	16	16	14	14
Time taken to respond	38	33	33	35	46	32	51	50	30	22	38	27	38	38	36
Poor explanation given	37	22	31	38	10	47	45	37	46	26	38	27	39	32	32
Has not yet received a response	30	39	22	30	6	18	31	34	36	45	29	31	30	33	30
Other reasons	27	9	27	27	96	30	21	25	28	29	35	26	28	16	25
Don't know/no answer	1	0	4	1	0	0	0	0	2	0	3	3	1	1	2
Sample size	1461	36	165	622	7	72	66	254	62	33	75	69	1025	122	314

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

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Yes	12	11	11	13	14	10	10	10	8	9	10	10	14	8	10
No	85	86	87	83	83	87	88	87	88	85	87	89	83	89	86
Not stated	3	3	2	4	3	3	1	3	3	6	3	1	3	3	4
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Which of the following were reasons for this?

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Passengers drinking/under the influence of alcohol	44	27	43	43	55	46	51	45	44	60	41	39	47	38	39
Passengers taking/under the influence of drugs	10	2	7	12	0	10	12	7	8	15	12	3	12	10	7
Abusive or threatening behaviour	20	6	29	21	5	19	13	19	14	15	16	8	25	21	11
Rowdy behaviour	47	38	51	45	46	50	49	53	48	53	45	46	49	42	46
Feet on seats	46	40	50	49	17	50	30	47	41	33	46	38	51	34	42
Music being played loudly	45	38	43	51	19	26	31	47	32	34	42	30	53	38	32
Smoking	5	9	6	5	0	7	3	7	3	1	4	7	7	3	3
Graffiti or vandalism	3	0	1	3	0	3	1	7	1	5	1	1	4	3	1
Other	22	29	18	23	33	16	28	16	31	13	31	18	19	28	25
Not stated	2	4	2	2	7	3	2	1	0	1	2	2	1	**2**	2
Sample size	2808	90	217	1260	27	215	151	361	126	75	148	138	1529	265	1014

Methods of transport passengers used to get to the station

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
On foot/walked	49	39	45	51	46	51	60	46	44	52	46	48	55	40	46
Bicycle (parked at or near station)	1	2	3	1	0	0	0	1	2	0	1	0	2	1	0
Bicycle (taken onto train)	1	1	3	1	2	2	1	2	1	1	1	1	2	1	1
Motorbike	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Bus/Coach	11	15	7	13	7	10	11	7	12	8	10	13	10	8	13
Tram/Light rail	2	3	0	2	3	4	1	1	1	0	2	2	2	2	2
Underground train	14	0	1	27	4	4	2	2	1	0	1	0	13	19	12
Overground (National rail) train	16	13	9	17	14	13	12	15	14	10	21	21	13	19	17
Taxi	3	6	5	2	8	4	7	3	5	4	4	4	1	7	4
Car (parked at or near station)	8	15	20	3	12	10	7	13	13	13	14	7	7	12	8
Car (dropped off)	8	17	14	3	15	10	10	13	16	17	11	12	6	8	11
Air/Sea	1	0	1	0	1	2	1	4	0	0	2	0	0	3	2
Other	2	1	2	1	5	3	1	3	2	1	2	2	2	2	2
Don't know/no answer	1	1	1	2	1	1	1	1	1	4	2	1	2	1	1
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Age

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
16-18	2	4	2	1	1	2	3	2	2	5	2	3	2	0	2
19-25	9	12	8	7	7	11	9	10	11	20	11	12	11	3	9
26-34	15	11	14	18	12	11	18	13	12	16	13	12	19	12	11
35-44	17	9	18	19	17	14	16	18	15	14	15	14	22	21	11
45-54	24	21	26	24	21	19	23	26	20	18	23	21	26	31	17
55-59	10	9	10	10	15	11	11	11	13	5	8	11	10	14	10
60-64	9	12	8	9	9	11	9	8	10	8	11	11	6	10	13
65+	12	21	12	10	17	21	11	10	16	9	16	14	3	8	25
No answer	2	1	1	2	1	2	1	2	1	5	2	1	2	2	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Gender

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Male	43	46	49	41	47	43	42	46	41	42	43	43	43	55	38
Female	54	53	50	56	52	56	56	51	57	53	55	56	54	42	59
No answer	2	1	2	3	1	2	1	3	2	6	3	1	2	2	3
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Working status

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Working full time	63	49	65	67	57	49	61	66	50	51	54	54	78	80	38
Working part time	13	12	14	13	18	15	11	13	15	13	13	15	12	13	15
Not working	3	4	4	3	3	4	4	3	5	8	3	3	1	1	7
Retired	13	25	12	11	16	25	14	10	20	11	19	18	1	4	32
Full time student	6	9	5	4	4	6	10	6	9	12	10	9	7	1	6
No answer	2	1	2	2	2	2	1	2	2	5	2	1	2	2	2
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Occupation of chief wage earner

	National Total	East Mid-lands	East	London	North East	North West	Scot-land	South East	South West	Wales	West Mid-lands	Yorks & Humber	Comm-ute	Busi-ness	Leisure
Professional/senior managerial	39	34	40	42	39	31	32	43	34	28	40	30	42	59	28
Middle managerial	16	13	17	17	13	11	19	15	13	15	12	13	20	18	10
Junior managerial/clerical/supervisory	12	8	12	12	11	12	14	12	10	13	10	14	17	7	8
Skilled manual (with professional qualifications/served an apprenticeship	7	8	8	7	5	7	8	7	8	9	8	11	8	4	7
Unskilled manual (no qualifications/not served an apprenticeship	2	3	2	1	6	3	4	2	2	3	2	2	2	1	3
Full time student	2	4	1	2	2	2	4	1	3	5	2	3	2	0	3
Retired	13	22	11	10	12	24	12	11	18	12	16	16	1	3	29
Unemployed/between jobs	1	2	1	1	1	2	1	1	2	3	1	2	0	0	2
Housewife/house-husband	0	0	0	0	2	0	0	0	1	2	0	0	0	0	1
Other	5	3	5	5	6	5	4	4	7	5	5	6	4	5	5
Don't know/no answer	3	3	3	3	4	2	2	3	3	6	4	2	3	2	4
Sample size	27115	934	2274	10715	267	2275	1491	3919	1479	839	1579	1343	11981	3811	11323

Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27115	11981	3811	11323	23125	3990	9298	6413	5982	5422
Abellio Greater Anglia	103929	54	18	28	90	10	30	16	27	27
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midlands Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	123887	64	3	33	81	19	22	25	27	26
Merseyrail	44909	37	8	55	80	20	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166197	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

*Sample size excludes non-franchised Train Operating Companies

Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size*	27115	11981	3811	11323	23125	3990	9298	6413	5982	5422
Abellio Greater Anglia	2313	44	13	43	86	14	39	14	29	18
Arriva Trains Wales	1097	31	16	53	84	16	36	23	22	20
c2c	1089	71	5	24	89	11	49	23	16	12
Chiltern Railways	1146	45	18	37	87	13	51	14	20	15
CrossCountry	1129	36	21	43	87	13	21	31	26	23
East Coast	1126	17	29	54	82	18	50	10	8	32
East Midlands Trains	1123	35	21	44	85	15	33	30	19	17
First Capital Connect	1805	53	12	35	90	10	41	17	26	16
First Great Western	3050	43	14	43	84	16	27	35	25	13
First TransPennine Express	1092	36	19	45	90	10	20	45	24	11
London Midland	1121	45	10	45	88	12	42	14	28	16
London Overground	1169	58	6	36	84	16	25	14	24	36
Merseyrail	598	51	4	46	87	13	20	55	16	10
Northern Rail	1150	50	7	43	86	14	34	35	19	12
ScotRail	1094	40	11	49	76	24	28	20	31	21
South West Trains	1944	45	10	44	81	19	34	23	12	31
Southeastern	1652	58	8	34	90	10	32	28	18	22
Southern	2179	50	13	38	87	13	31	24	22	23
Virgin Trains	1238	20	33	47	80	20	40	5	25	30

*Sample size excludes non-franchised Train Operating Companies

Sector definitions

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

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

Region definitions   (Formerly Government Office Regions (GORs))

For more information on Government Offices for the Regions please refer to the following website:

http://www.ons.gov.uk/ons/guide-method/geography/beginner-s-guide/administrative/england/government-office-regions/index.html

United Kingdom: Regions, Counties and Unitary Authorities,[1] 2011
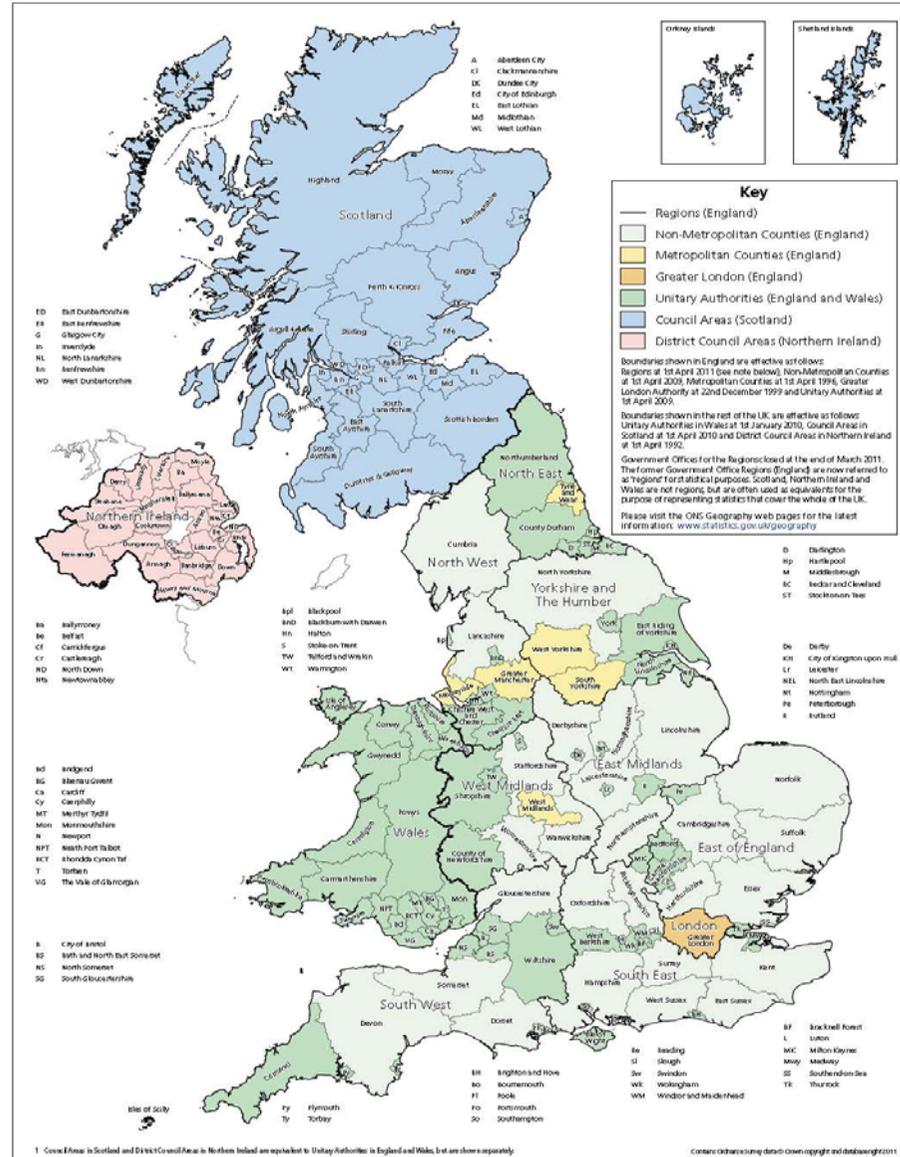
The following reports are produced each wave:

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

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