



# National Rail Passenger Survey

## Train Operating Company Best In Class Report

### Spring 2014 (Wave 30)

This report covers the NRPS Autumn 2009 through to Spring 2014. Best in class for previous waves when different TOCs existed is contained in the Best in Class report for Spring 2011

#### Contacts:

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrc-continental.com](mailto:rebecca.joyner@bdrc-continental.com)

# Contents

## 1 Introduction

- 1.1 Methodology 2
- 1.2 Issues affecting fieldwork 3

## 2 London and South East Services

- 2.1 Overall satisfaction with journey and station factor results 5
- 2.2 Train factor results 22

## 3 High Speed and Long Distance Services

- 3.1 Overall satisfaction with journey and station factor results 42
- 3.2 Train factor results 59

## 4 Regional Services

- 4.1 Overall satisfaction with journey and station factor results 79
- 4.2 Train factor results 96

## 5 Technical Appendix

- 5.1 Standard reports produced for NPS 116

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](http://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.

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	79	77	79	78	77	73	83	77	80	81
c2c	90	☆ 91	☆ 91	☆ 91	91	☆ 91	☆ 93	☆ 92	☆ 92	89
Chiltern Railways	☆ 91	91	90	88	88	90	91	89	91	☆ 92
First Capital Connect	75	76	76	78	80	79	81	76	79	77
First Great Western	82	83	82	82	83	82	83	80	80	80
London Midland	87	86	86	83	85	87	83	80	84	82
London Overground	82	72	85	89	☆ 92	90	93	92	89	91
South West Trains	86	85	87	85	84	83	85	81	81	79
Southeastern	80	81	80	82	83	81	84	78	84	72
Southern	82	84	82	82	83	80	82	78	76	78
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>82</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	72	74	74	71	79	75	78	75
c2c	80	83	86	83	☆ 87	☆ 84	85	81
Chiltern Railways	☆ 85	☆ 85	☆ 90	☆ 88	87	84	☆ 88	☆ 88
First Capital Connect	70	69	76	75	79	75	78	77
First Great Western	75	74	77	76	79	76	77	78
London Midland	78	76	76	77	76	73	74	75
London Overground	74	79	81	81	87	79	80	85
South West Trains	78	74	74	74	78	74	74	75
Southeastern	75	75	78	73	75	73	78	73
Southern	74	74	78	75	78	73	75	74
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>75</b>	<b>77</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>85</b>	<b>90</b>	<b>88</b>	<b>87</b>	<b>84</b>	<b>88</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	67	68	68	68	69	69	73	73	69	69
c2c	74	75	76	77	77	77	80	☆ 84	81	78
Chiltern Railways	☆ 81	☆ 82	☆ 81	☆ 81	☆ 84	☆ 82	☆ 81	83	☆ 81	☆ 82
First Capital Connect	69	66	69	66	68	70	71	68	74	70
First Great Western	74	75	71	73	75	75	74	76	74	77
London Midland	72	72	76	78	79	78	75	72	74	74
London Overground	57	56	66	75	78	73	77	70	68	73
South West Trains	67	67	72	70	71	70	74	74	72	72
Southeastern	66	70	67	70	66	69	69	71	73	71
Southern	67	72	69	70	73	69	70	70	69	68
<b>Average Score</b>	<b>68</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>72</b>	<b>71</b>	<b>73</b>	<b>73</b>	<b>72</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>81</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	75	76	76	73	75	74	80	77	80	78
c2c	83	85	☆ 86	☆ 87	☆ 87	☆ 86	☆ 89	☆ 88	☆ 88	☆ 87
Chiltern Railways	☆ 84	☆ 86	85	83	83	86	85	85	84	85
First Capital Connect	75	70	73	73	77	78	80	77	82	79
First Great Western	79	79	77	77	81	81	83	83	83	82
London Midland	80	80	84	82	83	83	85	80	80	81
London Overground	69	63	75	77	80	82	83	81	81	84
South West Trains	82	78	84	83	81	83	84	81	80	78
Southeastern	76	76	79	77	80	77	78	76	83	75
Southern	79	78	81	77	81	79	80	76	79	75
<b>Average Score</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>81</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>88</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	68	64	64	63	67	66	71	68	70	63
c2c	67	69	73	71	72	75	80	78	78	75
Chiltern Railways	☆ 81	☆ 76	☆ 78	☆ 77	☆ 84	☆ 79	☆ 83	☆ 80	☆ 82	☆ 83
First Capital Connect	61	58	57	60	63	67	66	67	75	70
First Great Western	65	64	63	60	66	65	68	69	73	71
London Midland	63	63	68	63	69	67	70	66	66	62
London Overground	62	55	67	74	74	77	78	77	71	77
South West Trains	58	55	62	59	57	57	68	64	64	61
Southeastern	61	65	62	64	64	64	68	65	69	63
Southern	63	60	63	62	67	65	69	62	65	61
<b>Average Score</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>70</b>	<b>67</b>	<b>69</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>83</b>	<b>80</b>	<b>82</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	73	68	71	68	72	68	75	71	73	70
c2c	76	76	80	78	77	78	82	83	82	79
Chiltern Railways	☆ 83	☆ 80	☆ 83	☆ 81	☆ 88	☆ 83	☆ 86	☆ 85	☆ 85	☆ 87
First Capital Connect	69	66	66	68	70	72	75	74	80	75
First Great Western	71	69	69	67	71	70	74	73	78	76
London Midland	70	71	71	69	73	72	75	71	74	72
London Overground	65	61	77	79	78	78	80	80	77	79
South West Trains	63	60	67	63	63	63	71	69	67	66
Southeastern	67	70	69	69	72	70	73	70	73	68
Southern	71	69	70	71	72	69	75	69	72	70
<b>Average Score</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>75</b>	<b>72</b>	<b>74</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>85</b>	<b>85</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	53	54	51	51	52	50	59	56	56	53
c2c	50	51	52	53	55	55	58	56	63	60
Chiltern Railways	☆ 64	☆ 60	☆ 65	☆ 62	☆ 69	☆ 66	☆ 68	☆ 67	☆ 70	☆ 68
First Capital Connect	46	41	45	43	50	47	54	52	55	56
First Great Western	58	56	54	53	54	53	60	57	60	61
London Midland	46	50	50	48	49	48	54	54	54	52
London Overground	30	29	32	29	34	35	45	43	39	43
South West Trains	47	45	50	50	46	47	58	57	53	53
Southeastern	47	50	50	48	51	50	57	51	56	51
Southern	50	50	49	49	50	48	57	53	54	55
<b>Average Score</b>	<b>49</b>	<b>49</b>	<b>50</b>	<b>48</b>	<b>49</b>	<b>48</b>	<b>56</b>	<b>54</b>	<b>54</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>60</b>	<b>65</b>	<b>62</b>	<b>69</b>	<b>66</b>	<b>68</b>	<b>67</b>	<b>70</b>	<b>68</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The attitudes and helpfulness of the staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	64	64	69	66	68	65	68	67	72	71
c2c	73	75	☆ 77	74	75	76	75	☆ 82	☆ 81	80
Chiltern Railways	☆ 79	☆ 79	75	☆ 78	☆ 77	☆ 78	☆ 79	79	80	☆ 83
First Capital Connect	66	66	64	67	66	71	71	67	75	75
First Great Western	73	74	74	72	73	75	74	75	76	75
London Midland	66	69	74	69	74	73	73	70	72	71
London Overground	68	65	72	68	67	65	68	69	68	75
South West Trains	68	67	68	68	66	69	67	68	69	70
Southeastern	65	68	69	66	69	67	68	65	69	67
Southern	70	69	69	69	70	69	72	67	66	68
<b>Average Score</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>	<b>71</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>79</b>	<b>82</b>	<b>81</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	☆ 79	77	☆ 78	☆ 78	☆ 77	76	☆ 80	☆ 78	78	77
c2c	70	70	70	72	70	73	75	76	75	72
Chiltern Railways	74	72	74	74	74	☆ 78	75	72	74	71
First Capital Connect	71	72	70	70	73	76	79	75	75	77
First Great Western	74	74	70	72	72	71	72	70	71	71
London Midland	67	71	67	71	67	69	69	71	65	65
London Overground	73	76	77	76	74	76	76	77	☆ 79	☆ 81
South West Trains	76	75	76	74	74	74	78	76	72	73
Southeastern	74	74	75	75	75	73	76	76	75	74
Southern	76	☆ 78	76	74	73	72	80	75	77	79
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>79</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	46	42	51	50	51	48	50	50	46	52
c2c	45	49	55	53	52	55	58	60	55	55
Chiltern Railways	☆ 69	☆ 72	☆ 69	☆ 67	☆ 69	☆ 65	☆ 72	☆ 71	☆ 71	☆ 75
First Capital Connect	42	43	45	46	45	45	45	43	47	45
First Great Western	53	53	58	58	57	55	57	54	55	54
London Midland	48	49	49	54	53	56	57	45	48	51
London Overground	24	30	22	20	27	35	32	33	31	42
South West Trains	46	47	51	48	56	50	55	50	46	43
Southeastern	36	45	40	44	47	41	44	46	44	46
Southern	35	43	43	42	44	40	41	40	39	41
<b>Average Score</b>	<b>43</b>	<b>46</b>	<b>47</b>	<b>47</b>	<b>49</b>	<b>46</b>	<b>49</b>	<b>47</b>	<b>45</b>	<b>47</b>
<b>BEST IN CLASS</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>69</b>	<b>65</b>	<b>72</b>	<b>71</b>	<b>71</b>	<b>75</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	69	63	66	62	66	63	71	65	68	64
c2c	68	67	72	72	74	75	76	77	78	72
Chiltern Railways	☆ 83	☆ 79	☆ 80	☆ 78	☆ 85	☆ 83	☆ 83	☆ 80	☆ 83	☆ 81
First Capital Connect	61	57	61	57	64	65	70	67	73	69
First Great Western	69	66	65	66	67	66	68	66	71	70
London Midland	61	64	67	64	66	67	69	61	66	62
London Overground	60	50	65	69	72	71	77	71	68	72
South West Trains	63	59	67	63	61	62	68	63	64	64
Southeastern	60	63	63	63	68	65	65	64	67	61
Southern	64	62	63	64	69	65	68	61	65	62
<b>Average Score</b>	<b>64</b>	<b>62</b>	<b>65</b>	<b>64</b>	<b>67</b>	<b>66</b>	<b>69</b>	<b>65</b>	<b>68</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>85</b>	<b>83</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	64	62	62	61	62	64	69	65	66	65
c2c	59	62	65	65	66	70	71	73	73	72
Chiltern Railways	☆ 76	☆ 75	☆ 74	☆ 76	☆ 79	☆ 77	☆ 79	☆ 75	☆ 78	☆ 79
First Capital Connect	61	61	61	59	65	66	72	69	72	69
First Great Western	67	67	68	67	71	69	72	69	72	72
London Midland	64	63	64	66	67	68	71	66	66	66
London Overground	59	58	62	67	68	70	73	69	70	76
South West Trains	62	65	68	67	64	68	68	67	67	68
Southeastern	57	64	62	62	63	62	66	64	68	63
Southern	64	63	63	65	68	65	70	66	67	68
<b>Average Score</b>	<b>62</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>70</b>	<b>67</b>	<b>69</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>79</b>	<b>75</b>	<b>78</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	56	54	56	52	55	53	55	57	58	57
c2c	☆ 65	☆ 64	☆ 66	☆ 66	66	67	☆ 67	☆ 72	☆ 72	☆ 70
Chiltern Railways	63	61	64	65	☆ 67	☆ 68	64	63	69	68
First Capital Connect	56	53	54	49	55	56	60	56	59	62
First Great Western	59	60	58	60	60	62	59	63	61	65
London Midland	55	55	57	59	59	59	56	55	55	54
London Overground	63	55	62	57	57	60	62	63	60	67
South West Trains	55	52	55	53	53	54	52	54	54	58
Southeastern	53	57	58	57	56	57	58	57	60	59
Southern	58	61	57	59	58	58	60	58	58	58
<b>Average Score</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>57</b>	<b>58</b>	<b>58</b>	<b>59</b>	<b>60</b>
<b>BEST IN CLASS</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>67</b>	<b>72</b>	<b>72</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia				66	59	64	59
c2c				72	69	72	67
Chiltern Railways				☆ 79	☆ 72	☆ 77	☆ 73
First Capital Connect				66	57	66	63
First Great Western				68	63	69	66
London Midland				71	63	68	66
London Overground				70	60	62	66
South West Trains				65	60	62	60
Southeastern				66	59	67	60
Southern				69	60	66	62
<b>Average Score</b>				<b>68</b>	<b>61</b>	<b>65</b>	<b>63</b>
<b>BEST IN CLASS</b>				<b>79</b>	<b>72</b>	<b>77</b>	<b>73</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia				45	40	42	40
c2c				☆ 58	☆ 58	☆ 61	☆ 56
Chiltern Railways				57	51	56	51
First Capital Connect				44	41	44	44
First Great Western				49	49	49	51
London Midland				53	45	49	50
London Overground				57	45	45	52
South West Trains				41	38	35	36
Southeastern				42	42	39	36
Southern				39	39	38	38
<b>Average Score</b>				<b>45</b>	<b>42</b>	<b>42</b>	<b>42</b>
<b>BEST IN CLASS</b>				<b>58</b>	<b>58</b>	<b>61</b>	<b>56</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	81	80	82	83	82	78	83	84	83	87
c2c	75	☆ 89	79	83	89	☆ 92	☆ 92	86	85	87
Chiltern Railways	☆ 87	87	87	86	89	89	85	85	☆ 90	☆ 90
First Capital Connect	81	76	87	79	85	83	86	81	82	86
First Great Western	83	88	86	☆ 90	87	87	88	☆ 90	89	85
London Midland	80	87	86	90	☆ 92	86	88	81	85	88
London Overground	71	72	78	68	88	90	86	83	84	78
South West Trains	84	84	79	79	87	82	83	75	86	84
Southeastern	84	84	☆ 90	86	80	76	82	79	83	80
Southern	83	81	86	83	85	80	82	76	82	82
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>80</b>	<b>84</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>90</b>	<b>90</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The choice of shops/eating/drinking facilities available

	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	47	51	49
c2c	35	42	42
Chiltern Railways	51	50	☆ 52
First Capital Connect	44	46	45
First Great Western	47	47	49
London Midland	42	46	43
London Overground	38	40	42
South West Trains	☆ 52	☆ 51	51
Southeastern	41	39	40
Southern	44	46	47
<b>Average Score</b>	<b>45</b>	<b>46</b>	<b>46</b>
<b>BEST IN CLASS</b>	<b>52</b>	<b>51</b>	<b>52</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia				73	70	73	72
c2c				92	90	☆ 92	88
Chiltern Railways				89	88	90	☆ 91
First Capital Connect				74	67	73	70
First Great Western				81	79	80	78
London Midland				83	80	81	79
London Overground				☆ 92	☆ 92	91	89
South West Trains				83	79	79	77
Southeastern				80	75	78	72
Southern				80	75	77	77
<b>Average Score</b>				<b>81</b>	<b>77</b>	<b>79</b>	<b>77</b>
<b>BEST IN CLASS</b>				<b>92</b>	<b>92</b>	<b>92</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	72	74	74	73	76	72	77	76	77	77
c2c	☆ 85	85	☆ 85	☆ 86	☆ 84	☆ 83	☆ 86	☆ 87	☆ 87	☆ 80
Chiltern Railways	83	☆ 85	85	82	80	80	80	77	81	80
First Capital Connect	73	70	75	74	76	79	79	75	77	76
First Great Western	77	78	77	76	78	76	75	76	75	74
London Midland	79	80	78	77	77	83	78	76	77	75
London Overground	60	51	74	77	82	79	79	79	79	79
South West Trains	78	79	79	78	76	79	77	73	72	74
Southeastern	73	73	75	76	75	76	77	75	76	73
Southern	75	74	73	75	76	74	75	70	73	73
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	79	76	80	74	77	70	83	74	78	77
c2c	☆ 94	☆ 94	☆ 94	☆ 92	☆ 92	☆ 92	☆ 96	☆ 94	☆ 94	☆ 91
Chiltern Railways	92	93	91	88	82	86	90	89	92	90
First Capital Connect	75	73	71	74	77	76	81	71	74	72
First Great Western	80	83	79	77	79	78	79	76	74	73
London Midland	79	81	81	76	78	81	75	70	73	74
London Overground	68	63	76	78	83	88	88	87	84	87
South West Trains	89	88	90	86	84	82	85	77	80	77
Southeastern	81	77	79	78	80	79	85	77	80	68
Southern	79	79	80	78	78	78	77	72	73	65
<b>Average Score</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>76</b>	<b>78</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>96</b>	<b>94</b>	<b>94</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	79	80	82	80	81	79	85	81	81	82
c2c	89	☆ 91	☆ 91	☆ 93	☆ 90	☆ 92	☆ 92	☆ 94	☆ 93	☆ 91
Chiltern Railways	☆ 89	88	85	83	87	87	88	88	87	89
First Capital Connect	83	82	82	84	83	84	87	82	83	83
First Great Western	83	86	85	84	86	85	85	83	83	83
London Midland	86	88	86	86	86	89	84	84	82	83
London Overground	80	79	87	90	87	89	88	89	88	88
South West Trains	83	85	87	83	82	82	82	81	80	80
Southeastern	81	78	80	80	81	79	85	80	82	76
Southern	83	84	83	83	84	83	84	80	80	80
<b>Average Score</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>83</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	72	73	72	73	72	75	78	73	73	75
c2c	75	☆ 83	81	78	79	84	☆ 87	☆ 85	☆ 88	81
Chiltern Railways	72	77	72	70	76	75	72	76	76	77
First Capital Connect	76	72	75	75	76	76	79	76	77	74
First Great Western	72	75	74	73	76	73	73	73	71	71
London Midland	73	77	75	75	74	78	76	72	73	72
London Overground	69	66	☆ 83	☆ 82	☆ 81	☆ 84	83	82	82	☆ 86
South West Trains	☆ 77	76	78	78	76	76	73	74	73	72
Southeastern	68	72	73	71	71	72	77	73	74	69
Southern	72	76	74	76	76	76	77	74	73	74
<b>Average Score</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>75</b>	<b>75</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>85</b>	<b>88</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	34	36	35	35	33	30	37	35	36	35
c2c	43	46	48	43	43	42	46	46	47	44
Chiltern Railways	50	54	55	48	51	48	50	45	48	49
First Capital Connect	35	38	38	32	38	34	38	32	37	38
First Great Western	50	53	56	49	53	48	53	48	47	48
London Midland	49	☆ 55	56	53	52	☆ 53	52	☆ 51	52	50
London Overground	☆ 56	49	☆ 59	☆ 53	☆ 54	49	☆ 57	48	☆ 53	☆ 56
South West Trains	39	42	43	37	38	36	37	33	37	37
Southeastern	34	39	39	32	36	32	38	31	34	30
Southern	42	45	43	40	42	38	42	36	39	39
<b>Average Score</b>	<b>40</b>	<b>43</b>	<b>44</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>43</b>	<b>38</b>	<b>41</b>	<b>41</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>55</b>	<b>59</b>	<b>53</b>	<b>54</b>	<b>53</b>	<b>57</b>	<b>51</b>	<b>53</b>	<b>56</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	59	58	60	62	64	58	62	59	66	62
c2c	☆ 90	☆ 91	☆ 93	90	91	92	☆ 92	91	☆ 91	89
Chiltern Railways	85	80	85	85	87	85	87	86	87	88
First Capital Connect	64	64	63	64	65	65	64	57	68	65
First Great Western	72	70	73	72	76	75	76	75	75	76
London Midland	83	76	77	75	80	81	81	76	77	75
London Overground	67	73	89	☆ 94	☆ 93	☆ 92	92	☆ 91	91	☆ 91
South West Trains	73	73	75	73	73	77	75	73	73	71
Southeastern	66	69	70	68	70	71	72	69	70	67
Southern	76	74	70	73	72	71	73	70	72	77
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>72</b>	<b>74</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	56	52	55	55	55	55	58	53	58	58
c2c	☆ 89	☆ 90	☆ 93	90	92	91	92	☆ 92	91	87
Chiltern Railways	84	81	83	85	89	87	89	84	86	88
First Capital Connect	61	62	61	60	63	62	60	52	62	58
First Great Western	72	70	74	72	78	77	78	76	74	76
London Midland	82	79	77	74	80	84	84	80	79	78
London Overground	61	72	91	☆ 95	☆ 96	☆ 95	☆ 94	92	☆ 93	☆ 94
South West Trains	82	82	82	80	79	83	79	78	78	76
Southeastern	65	68	73	68	72	72	75	70	71	68
Southern	76	72	72	73	71	67	72	69	69	76
<b>Average Score</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>73</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>72</b>	<b>74</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>93</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	58	56	55	57	58	56	62	60	58	59
c2c	☆ 76	☆ 80	80	80	83	80	81	84	82	78
Chiltern Railways	74	74	73	73	77	75	77	75	77	75
First Capital Connect	50	51	46	47	47	50	50	47	54	49
First Great Western	63	65	65	64	68	68	69	67	64	66
London Midland	63	64	66	66	68	74	76	70	72	69
London Overground	65	63	☆ 84	☆ 86	☆ 87	☆ 86	☆ 86	☆ 85	☆ 84	☆ 83
South West Trains	74	75	77	77	74	76	74	73	72	70
Southeastern	66	63	67	65	66	68	71	69	67	62
Southern	76	75	76	74	72	71	75	73	72	74
<b>Average Score</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>69</b>	<b>70</b>	<b>68</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>80</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	44	44	49	46	47	46	48	49	47	48
c2c	37	31	33	37	33	34	34	42	39	35
Chiltern Railways	52	55	60	58	62	62	56	57	54	60
First Capital Connect	29	36	35	31	32	37	38	37	40	35
First Great Western	☆ 66	☆ 69	☆ 70	☆ 70	☆ 70	66	67	68	67	67
London Midland	59	57	57	63	65	63	66	59	62	62
London Overground	35	47	52	44	54	57	57	60	54	51
South West Trains	66	65	69	68	67	☆ 68	☆ 71	☆ 70	☆ 69	☆ 67
Southeastern	47	57	52	55	52	56	54	56	54	48
Southern	56	57	61	57	61	54	57	54	57	56
<b>Average Score</b>	<b>54</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>57</b>	<b>57</b>	<b>59</b>	<b>59</b>	<b>58</b>	<b>56</b>
<b>BEST IN CLASS</b>	<b>66</b>	<b>69</b>	<b>70</b>	<b>70</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	47	48	52	49	50	52	54	49	49	55
c2c	47	50	51	48	50	51	49	50	51	48
Chiltern Railways	☆ 57	55	56	56	60	62	55	55	☆ 59	58
First Capital Connect	41	43	44	47	44	47	45	41	44	42
First Great Western	53	54	53	55	55	53	53	57	52	55
London Midland	51	50	57	53	52	58	55	54	52	54
London Overground	43	51	☆ 62	☆ 60	☆ 69	☆ 63	☆ 62	☆ 58	57	☆ 59
South West Trains	57	☆ 58	59	57	53	59	55	53	50	53
Southeastern	43	48	47	46	48	48	48	47	48	45
Southern	50	49	50	49	48	47	46	43	44	46
<b>Average Score</b>	<b>49</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>50</b>	<b>49</b>	<b>50</b>
<b>BEST IN CLASS</b>	<b>57</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>69</b>	<b>63</b>	<b>62</b>	<b>58</b>	<b>59</b>	<b>59</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	29	25	29	27	30	31	34	34	28	36
c2c	52	☆ 52	49	55	☆ 53	☆ 59	☆ 56	☆ 58	☆ 55	50
Chiltern Railways	51	48	☆ 54	☆ 55	51	53	53	54	52	☆ 52
First Capital Connect	24	26	23	26	25	29	27	26	32	28
First Great Western	45	43	43	40	44	44	44	42	41	41
London Midland	☆ 52	48	53	48	51	50	52	53	46	44
London Overground	11	10	18	10	19	17	16	12	14	22
South West Trains	38	36	39	36	37	39	36	30	29	30
Southeastern	21	32	33	25	32	28	30	34	33	28
Southern	41	36	33	38	36	29	36	35	32	40
<b>Average Score</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>35</b>	<b>36</b>	<b>34</b>	<b>33</b>	<b>34</b>
<b>BEST IN CLASS</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>53</b>	<b>59</b>	<b>56</b>	<b>58</b>	<b>55</b>	<b>52</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	61	59	64	61	67	65	70	63	65	68
c2c	62	65	66	61	65	64	66	64	62	58
Chiltern Railways	☆ 77	☆ 73	☆ 77	74	77	75	74	☆ 75	☆ 72	☆ 74
First Capital Connect	61	60	60	59	60	62	61	59	60	57
First Great Western	68	67	68	69	68	67	65	68	65	66
London Midland	72	67	74	70	66	74	71	66	66	66
London Overground	56	58	68	☆ 75	☆ 80	☆ 77	☆ 76	72	70	70
South West Trains	70	71	71	69	67	73	67	63	63	60
Southeastern	59	64	62	63	63	61	68	64	65	56
Southern	68	68	68	67	66	66	66	64	61	62
<b>Average Score</b>	<b>65</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>65</b>	<b>64</b>	<b>62</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>75</b>	<b>72</b>	<b>74</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	57	55	58	56	60	59	62	58	60	63
c2c	79	☆ 80	☆ 82	79	80	81	80	☆ 81	79	78
Chiltern Railways	☆ 80	78	79	77	82	80	81	80	☆ 81	82
First Capital Connect	61	58	60	62	62	62	60	58	62	57
First Great Western	70	67	69	71	73	72	72	72	72	72
London Midland	73	71	74	72	73	80	79	75	73	74
London Overground	54	67	81	☆ 83	☆ 86	☆ 83	☆ 85	81	79	☆ 83
South West Trains	78	76	79	76	75	76	75	72	71	69
Southeastern	61	66	70	65	67	67	71	67	71	63
Southern	73	72	72	71	72	69	70	67	68	71
<b>Average Score</b>	<b>68</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>69</b>	<b>70</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>81</b>	<b>81</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	74	76	77	76	78	76	81	78	76	79
c2c	84	84	85	84	85	85	87	87	85	85
Chiltern Railways	☆ 92	☆ 90	☆ 91	☆ 88	☆ 89	☆ 89	☆ 88	☆ 87	☆ 88	☆ 91
First Capital Connect	77	74	75	75	74	76	76	73	77	72
First Great Western	76	78	77	77	78	77	76	76	75	75
London Midland	81	82	81	80	81	86	81	80	81	82
London Overground	68	67	81	86	89	84	86	81	84	84
South West Trains	80	79	83	80	81	82	79	77	76	74
Southeastern	77	79	78	78	79	79	81	78	82	74
Southern	79	78	79	78	76	75	77	74	74	76
<b>Average Score</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>77</b>	<b>79</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>88</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	66	65	66	64	67	64	72	68	70	69
c2c	69	72	75	72	74	75	76	77	77	74
Chiltern Railways	☆ 86	☆ 83	☆ 85	☆ 82	☆ 86	☆ 85	☆ 86	☆ 85	☆ 87	☆ 86
First Capital Connect	68	65	67	68	68	71	73	70	71	71
First Great Western	77	77	79	79	80	81	79	79	79	80
London Midland	76	76	79	76	78	80	79	75	78	77
London Overground	62	64	75	81	82	80	83	80	83	81
South West Trains	76	79	82	79	78	81	80	80	79	78
Southeastern	64	69	67	68	71	70	73	69	74	67
Southern	72	72	75	74	76	72	76	74	75	75
<b>Average Score</b>	<b>71</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>87</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	59	57	59	61	63	57	62	57	64	60
c2c	☆ 89	☆ 91	91	89	91	91	93	90	90	88
Chiltern Railways	85	81	84	85	87	86	86	84	87	88
First Capital Connect	64	61	62	64	65	64	65	57	67	63
First Great Western	72	69	72	72	76	77	77	74	74	76
London Midland	83	76	77	74	80	82	83	76	77	75
London Overground	69	72	☆ 92	☆ 94	☆ 93	☆ 92	☆ 93	☆ 91	☆ 91	☆ 92
South West Trains	74	74	76	74	75	78	76	74	73	73
Southeastern	66	69	71	68	72	71	73	68	72	68
Southern	76	74	71	73	72	70	74	70	72	76
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>75</b>	<b>74</b>	<b>75</b>	<b>71</b>	<b>74</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>91</b>	<b>91</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	58	48	52	53	59	54	58	50	57	54
c2c	☆ 86	☆ 87	88	86	90	88	89	86	88	84
Chiltern Railways	84	76	82	79	85	83	83	81	84	84
First Capital Connect	61	56	56	53	60	57	56	51	63	60
First Great Western	70	64	70	65	74	73	73	70	72	71
London Midland	81	74	77	72	80	83	83	77	80	75
London Overground	70	70	☆ 92	☆ 92	☆ 91	☆ 90	☆ 92	☆ 89	☆ 91	☆ 91
South West Trains	77	75	79	75	78	77	79	75	76	73
Southeastern	64	63	70	64	70	68	71	65	70	67
Southern	77	73	74	72	74	69	71	66	71	72
<b>Average Score</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>69</b>	<b>74</b>	<b>72</b>	<b>74</b>	<b>69</b>	<b>73</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>87</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	22	22	25	26	28	27	25	26	24	25
c2c	19	19	18	22	20	22	19	23	20	18
Chiltern Railways	30	33	37	38	39	39	35	34	32	35
First Capital Connect	15	12	13	12	14	17	16	13	16	16
First Great Western	47	48	51	50	50	49	47	48	45	48
London Midland	36	39	41	43	47	45	48	41	42	41
London Overground	22	31	37	26	37	37	42	42	37	30
South West Trains	☆ 50	☆ 52	☆ 53	☆ 52	☆ 54	☆ 55	☆ 52	☆ 51	☆ 52	☆ 49
Southeastern	26	35	31	33	33	33	33	34	33	28
Southern	38	41	41	39	40	36	35	33	36	35
<b>Average Score</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>39</b>	<b>39</b>	<b>38</b>	<b>37</b>	<b>37</b>	<b>35</b>
<b>BEST IN CLASS</b>	<b>50</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>49</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Abellio Greater Anglia	33	27	41	28	32	28	44	28	40	40
c2c	42	☆ 51	49	☆ 50	40	42	☆ 62	☆ 62	☆ 61	37
Chiltern Railways	☆ 52	35	☆ 52	46	39	38	51	46	52	43
First Capital Connect	32	24	34	25	33	30	33	28	43	35
First Great Western	41	48	42	43	☆ 45	41	48	44	40	44
London Midland	37	36	41	32	41	☆ 49	46	32	37	35
London Overground	16	18	28	50	42	43	42	35	30	☆ 48
South West Trains	41	42	40	33	41	37	48	45	39	35
Southeastern	25	29	34	24	26	31	40	31	31	27
Southern	33	29	35	34	35	35	39	30	39	34
<b>Average Score</b>	<b>33</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>36</b>	<b>35</b>	<b>43</b>	<b>36</b>	<b>38</b>	<b>35</b>
<b>BEST IN CLASS</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>45</b>	<b>49</b>	<b>62</b>	<b>62</b>	<b>61</b>	<b>48</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	85	85	84	85	82	84	85	84	86	82
East Coast	89	88	89	87	87	89	92	86	☆ 91	☆ 91
East Midlands Trains	84	86	88	86	87	87	89	88	86	87
First TransPennine Express	89	87	87	89	84	88	88	85	85	85
Virgin Trains	☆ 89	☆ 90	☆ 90	☆ 90	☆ 89	☆ 91	☆ 92	☆ 92	91	90
<b>Average Score</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	79	77	80	79	80	76	80	80
East Coast	79	77	76	75	88	☆ 87	☆ 88	☆ 87
East Midlands Trains	85	82	83	85	☆ 89	82	81	83
First TransPennine Express	☆ 86	☆ 87	☆ 85	☆ 86	86	86	86	86
Virgin Trains	80	82	82	82	80	79	79	79
<b>Average Score</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>81</b>	<b>82</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>87</b>	<b>85</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	82	80	80	79	83	78	84	85	82	82
East Coast	☆ 84	80	79	80	81	84	86	☆ 87	83	☆ 87
East Midlands Trains	77	78	76	77	79	81	87	77	80	78
First TransPennine Express	81	☆ 81	☆ 88	☆ 84	☆ 89	☆ 87	☆ 87	84	☆ 84	87
Virgin Trains	79	81	85	78	85	83	87	83	80	86
<b>Average Score</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>82</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>81</b>	<b>88</b>	<b>84</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>84</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	85	84	82	84	85	83	85	85	84	82
East Coast	☆ 88	☆ 89	88	86	85	87	☆ 91	☆ 90	☆ 91	☆ 90
East Midlands Trains	84	86	83	84	86	84	86	83	84	84
First TransPennine Express	85	86	☆ 89	☆ 91	87	☆ 88	91	88	90	89
Virgin Trains	85	87	88	86	☆ 89	87	87	87	85	88
<b>Average Score</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>90</b>	<b>91</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	72	70	68	70	69	66	71	67	71	71
East Coast	73	72	68	68	66	65	☆ 83	☆ 82	☆ 85	☆ 86
East Midlands Trains	75	74	76	75	78	80	82	76	77	78
First TransPennine Express	☆ 80	☆ 77	☆ 81	☆ 80	☆ 79	☆ 83	79	82	79	81
Virgin Trains	69	67	70	71	71	71	71	72	73	71
<b>Average Score</b>	<b>73</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>76</b>	<b>75</b>	<b>76</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	77	74	74	75	74	74	74	74	78	78
East Coast	77	76	74	72	73	72	☆ 88	☆ 86	☆ 88	☆ 89
East Midlands Trains	79	78	80	80	☆ 82	83	86	80	79	83
First TransPennine Express	☆ 81	☆ 80	☆ 84	☆ 82	81	☆ 85	82	86	83	84
Virgin Trains	74	74	75	74	76	74	77	75	76	77
<b>Average Score</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>88</b>	<b>86</b>	<b>88</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	68	65	63	63	65	60	67	63	66	65
East Coast	61	64	61	61	60	58	☆ 79	☆ 76	☆ 76	☆ 76
East Midlands Trains	61	61	61	63	67	64	70	65	62	65
First TransPennine Express	☆ 68	☆ 66	64	65	☆ 67	☆ 68	74	75	72	70
Virgin Trains	66	65	☆ 65	☆ 65	67	62	70	67	68	65
<b>Average Score</b>	<b>65</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>62</b>	<b>71</b>	<b>68</b>	<b>69</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>66</b>	<b>65</b>	<b>65</b>	<b>67</b>	<b>68</b>	<b>79</b>	<b>76</b>	<b>76</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The attitudes and helpfulness of the staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	77	77	☆ 80	76	77	☆ 79	79	77	82	80
East Coast	☆ 79	☆ 78	79	76	75	76	☆ 83	80	81	82
East Midlands Trains	77	76	77	76	77	78	81	78	73	☆ 82
First TransPennine Express	74	75	79	☆ 79	☆ 81	78	80	☆ 81	☆ 82	82
Virgin Trains	74	74	79	71	74	73	77	77	78	80
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>79</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	76	75	76	77	70	74	74	73	75	72
East Coast	73	☆ 80	81	☆ 80	80	80	85	81	☆ 83	☆ 83
East Midlands Trains	70	74	70	71	70	72	77	74	73	75
First TransPennine Express	73	75	76	75	71	73	80	76	76	71
Virgin Trains	☆ 79	77	☆ 82	80	☆ 81	☆ 82	☆ 86	☆ 84	78	83
<b>Average Score</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>80</b>	<b>78</b>	<b>77</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	54	57	59	53	59	58	58	60	58	56
East Coast	50	☆ 58	49	55	56	49	57	51	60	60
East Midlands Trains	☆ 58	57	☆ 61	58	64	☆ 67	☆ 70	☆ 67	☆ 69	☆ 70
First TransPennine Express	45	50	60	☆ 61	☆ 65	62	58	55	58	52
Virgin Trains	56	55	52	55	65	58	55	51	57	59
<b>Average Score</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>56</b>	<b>62</b>	<b>60</b>	<b>60</b>	<b>57</b>	<b>60</b>	<b>59</b>
<b>BEST IN CLASS</b>	<b>58</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>65</b>	<b>67</b>	<b>70</b>	<b>67</b>	<b>69</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	74	70	71	69	71	69	70	65	71	71
East Coast	72	72	69	69	66	64	82	☆ 80	☆ 83	☆ 84
East Midlands Trains	74	76	77	75	78	80	☆ 83	74	74	76
First TransPennine Express	☆ 79	☆ 77	☆ 83	☆ 81	☆ 80	☆ 82	78	79	81	79
Virgin Trains	70	70	72	71	74	71	70	70	70	69
<b>Average Score</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>76</b>	<b>73</b>	<b>75</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>77</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	☆ 73	72	74	71	73	72	77	74	75	77
East Coast	72	71	73	72	70	71	80	78	☆ 77	☆ 83
East Midlands Trains	71	☆ 75	73	75	74	76	78	72	75	78
First TransPennine Express	71	75	☆ 77	☆ 75	75	☆ 77	☆ 81	☆ 80	77	78
Virgin Trains	73	70	75	71	☆ 76	73	76	74	73	75
<b>Average Score</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>74</b>	<b>78</b>	<b>76</b>	<b>75</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>77</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	☆ 68	☆ 68	68	65	67	67	68	64	68	65
East Coast	68	68	67	67	66	67	☆ 73	69	69	☆ 73
East Midlands Trains	66	66	68	66	68	68	72	64	64	67
First TransPennine Express	65	63	☆ 68	☆ 67	☆ 69	☆ 69	69	☆ 72	☆ 74	70
Virgin Trains	63	61	64	58	60	60	62	63	64	68
<b>Average Score</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>68</b>	<b>68</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>68</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>69</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry				75	66	75	71
East Coast				77	70	78	☆ 75
East Midlands Trains				☆ 79	67	70	73
First TransPennine Express				78	☆ 75	☆ 80	74
Virgin Trains				74	69	72	69
<b>Average Score</b>				<b>76</b>	<b>69</b>	<b>75</b>	<b>72</b>
<b>BEST IN CLASS</b>				<b>79</b>	<b>75</b>	<b>80</b>	<b>75</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry				53	53	55	55
East Coast				48	43	46	48
East Midlands Trains				55	50	52	56
First TransPennine Express				☆ 59	☆ 58	☆ 59	☆ 58
Virgin Trains				44	43	44	45
<b>Average Score</b>				<b>52</b>	<b>50</b>	<b>51</b>	<b>53</b>
<b>BEST IN CLASS</b>				<b>59</b>	<b>58</b>	<b>59</b>	<b>58</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	89	☆ 91	89	87	87	☆ 92	89	90	90	85
East Coast	☆ 89	89	87	88	86	85	88	87	87	86
East Midlands Trains	84	85	84	85	☆ 89	89	☆ 91	85	84	☆ 91
First TransPennine Express	88	90	☆ 93	☆ 90	89	88	89	☆ 91	☆ 94	91
Virgin Trains	87	91	88	86	82	87	90	88	89	90
<b>Average Score</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>91</b>	<b>94</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The choice of shops/eating/drinking facilities available

					Spring 2013	Autumn 2013	Spring 2014
CrossCountry					50	55	58
East Coast					☆ 62	☆ 66	☆ 66
East Midlands Trains					50	51	53
First TransPennine Express					59	65	61
Virgin Trains					60	61	61
<b>Average Score</b>					<b>56</b>	<b>59</b>	<b>60</b>
<b>BEST IN CLASS</b>					<b>62</b>	<b>66</b>	<b>66</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry				82	81	84	81
East Coast				89	87	89	90
East Midlands Trains				87	86	86	86
First TransPennine Express				88	86	84	80
Virgin Trains				☆ 92	☆ 93	☆ 91	☆ 90
<b>Average Score</b>				<b>87</b>	<b>86</b>	<b>87</b>	<b>85</b>
<b>BEST IN CLASS</b>				<b>92</b>	<b>93</b>	<b>91</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	81	84	79	80	80	81	79	80	81	77
East Coast	☆ 89	89	☆ 91	☆ 90	89	☆ 90	☆ 91	90	☆ 93	☆ 92
East Midlands Trains	76	79	81	80	80	82	85	81	81	79
First TransPennine Express	83	83	82	83	82	86	81	84	84	81
Virgin Trains	86	☆ 90	90	89	☆ 90	89	91	☆ 90	90	90
<b>Average Score</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>93</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	85	88	83	84	79	85	82	80	83	78
East Coast	☆ 90	☆ 89	83	85	78	88	89	83	☆ 89	84
East Midlands Trains	85	84	87	86	☆ 88	88	88	86	80	84
First TransPennine Express	88	84	84	87	84	88	88	82	82	86
Virgin Trains	90	89	☆ 89	☆ 92	85	☆ 89	☆ 90	☆ 87	87	☆ 86
<b>Average Score</b>	<b>87</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>83</b>	<b>87</b>	<b>87</b>	<b>83</b>	<b>84</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	86	88	86	84	85	87	85	86	86	83
East Coast	91	91	90	90	88	90	92	88	89	91
East Midlands Trains	83	86	88	87	90	89	89	86	86	86
First TransPennine Express	90	89	89	92	89	91	88	89	88	88
Virgin Trains	☆ 93	☆ 94	☆ 93	☆ 94	☆ 91	☆ 94	☆ 94	☆ 93	☆ 92	☆ 92
<b>Average Score</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	76	82	79	79	77	78	78	77	78	74
East Coast	81	☆ 82	81	80	79	79	84	77	82	83
East Midlands Trains	66	71	79	77	77	79	79	78	75	78
First TransPennine Express	81	77	76	83	81	81	81	80	78	81
Virgin Trains	☆ 84	82	☆ 86	☆ 83	☆ 83	☆ 88	☆ 87	☆ 87	☆ 86	☆ 83
<b>Average Score</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	56	57	55	53	52	49	53	49	53	52
East Coast	55	59	60	58	57	56	58	56	☆ 62	60
East Midlands Trains	48	52	57	52	52	52	49	48	52	49
First TransPennine Express	63	60	59	☆ 60	59	56	57	55	62	54
Virgin Trains	☆ 64	☆ 63	☆ 65	59	☆ 59	☆ 59	☆ 60	☆ 61	60	☆ 61
<b>Average Score</b>	<b>57</b>	<b>58</b>	<b>59</b>	<b>56</b>	<b>56</b>	<b>54</b>	<b>55</b>	<b>54</b>	<b>57</b>	<b>55</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>60</b>	<b>59</b>	<b>59</b>	<b>60</b>	<b>61</b>	<b>62</b>	<b>61</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	80	80	77	77	76	79	77	79	78	78
East Coast	84	85	83	83	84	82	85	85	86	83
East Midlands Trains	72	76	76	78	81	82	83	81	82	83
First TransPennine Express	86	86	87	84	83	85	86	86	86	84
Virgin Trains	☆ 89	☆ 87	☆ 87	☆ 89	☆ 86	☆ 89	☆ 88	☆ 90	☆ 89	☆ 89
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	84	83	82	81	79	80	82	80	82	80
East Coast	84	83	82	80	81	79	82	81	81	80
East Midlands Trains	68	75	76	77	85	85	85	84	81	83
First TransPennine Express	☆ 91	☆ 91	☆ 90	88	87	88	☆ 89	90	89	87
Virgin Trains	88	89	88	☆ 90	☆ 87	☆ 89	89	☆ 91	☆ 89	☆ 91
<b>Average Score</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	76	76	75	75	74	76	73	76	76	74
East Coast	76	79	77	78	80	79	81	80	80	82
East Midlands Trains	66	68	68	71	70	71	74	72	70	72
First TransPennine Express	☆ 81	79	☆ 83	☆ 81	79	80	80	82	☆ 83	77
Virgin Trains	80	☆ 82	83	81	☆ 80	☆ 82	☆ 84	☆ 88	82	☆ 83
<b>Average Score</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>78</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>84</b>	<b>88</b>	<b>83</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	77	78	☆ 81	80	76	78	79	77	81	80
East Coast	78	☆ 80	79	78	80	82	☆ 85	84	81	☆ 87
East Midlands Trains	73	76	76	77	79	80	78	80	76	80
First TransPennine Express	77	78	77	79	80	☆ 82	81	82	79	81
Virgin Trains	☆ 82	78	80	☆ 80	☆ 80	81	81	☆ 84	☆ 82	82
<b>Average Score</b>	<b>77</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>82</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	48	51	51	53	52	55	50	55	54	57
East Coast	☆ 55	☆ 56	☆ 55	☆ 60	☆ 61	☆ 63	☆ 66	☆ 63	☆ 63	☆ 68
East Midlands Trains	48	50	48	57	57	56	56	53	56	57
First TransPennine Express	54	52	50	50	47	50	52	58	55	50
Virgin Trains	50	51	51	56	52	57	59	62	58	64
<b>Average Score</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>53</b>	<b>56</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>59</b>
<b>BEST IN CLASS</b>	<b>55</b>	<b>56</b>	<b>55</b>	<b>60</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>63</b>	<b>63</b>	<b>68</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	53	48	53	49	49	48	48	48	48	56
East Coast	47	48	51	49	☆ 55	52	54	50	51	50
East Midlands Trains	46	46	48	52	53	50	54	43	49	54
First TransPennine Express	☆ 59	☆ 56	52	☆ 53	52	☆ 57	56	53	51	52
Virgin Trains	58	56	☆ 55	53	52	54	☆ 57	☆ 60	☆ 59	☆ 64
<b>Average Score</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>52</b>	<b>52</b>	<b>56</b>
<b>BEST IN CLASS</b>	<b>59</b>	<b>56</b>	<b>55</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>57</b>	<b>60</b>	<b>59</b>	<b>64</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	70	68	66	70	64	70	65	70	66	69
East Coast	74	72	☆ 76	77	☆ 79	79	81	79	☆ 79	☆ 85
East Midlands Trains	68	72	74	72	76	74	70	74	76	77
First TransPennine Express	66	66	62	64	62	63	61	65	58	55
Virgin Trains	☆ 77	☆ 74	74	☆ 77	71	☆ 80	☆ 82	☆ 83	78	79
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	78	74	76	77	76	76	74	77	75	73
East Coast	77	76	77	77	81	79	81	80	80	81
East Midlands Trains	71	76	79	78	☆ 83	82	81	81	81	☆ 82
First TransPennine Express	☆ 84	☆ 82	☆ 83	☆ 80	80	79	80	83	81	77
Virgin Trains	80	78	78	79	77	☆ 82	☆ 84	☆ 86	☆ 81	81
<b>Average Score</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>82</b>	<b>84</b>	<b>86</b>	<b>81</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	80	81	82	82	78	82	80	83	79	80
East Coast	81	78	82	82	84	83	84	82	85	86
East Midlands Trains	77	82	81	82	83	85	84	84	82	84
First TransPennine Express	86	83	82	82	79	83	81	82	80	77
Virgin Trains	☆ 87	☆ 88	☆ 85	☆ 87	☆ 88	☆ 90	☆ 89	☆ 91	☆ 87	☆ 88
<b>Average Score</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>87</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	84	84	82	84	81	85	84	84	84	84
East Coast	☆ 85	85	85	86	86	86	☆ 90	86	88	☆ 89
East Midlands Trains	79	84	83	82	85	85	86	84	84	86
First TransPennine Express	85	84	84	87	81	86	84	86	82	82
Virgin Trains	85	☆ 86	☆ 86	☆ 89	☆ 87	☆ 89	89	☆ 89	☆ 88	88
<b>Average Score</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>85</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	80	79	78	78	77	79	79	78	80	80
East Coast	83	84	83	82	85	82	85	85	86	84
East Midlands Trains	72	78	76	79	82	83	84	83	82	84
First TransPennine Express	87	86	☆ 87	84	85	86	86	86	85	83
Virgin Trains	☆ 88	☆ 87	86	☆ 88	☆ 86	☆ 89	☆ 90	☆ 90	☆ 88	☆ 89
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	80	78	76	76	77	78	79	74	77	78
East Coast	78	78	79	74	78	76	77	72	81	79
East Midlands Trains	69	67	73	69	75	74	77	71	73	74
First TransPennine Express	☆ 86	79	85	79	82	82	85	82	☆ 84	☆ 84
Virgin Trains	84	☆ 81	☆ 87	☆ 82	☆ 82	☆ 86	☆ 87	☆ 87	83	81
<b>Average Score</b>	<b>79</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>78</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>84</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	64	64	66	66	63	67	64	63	67	64
East Coast	67	68	67	☆ 68	☆ 70	☆ 72	☆ 72	71	☆ 67	☆ 75
East Midlands Trains	56	62	66	65	68	67	62	64	62	64
First TransPennine Express	68	66	66	64	64	67	66	69	66	67
Virgin Trains	☆ 70	☆ 69	☆ 70	68	68	70	68	☆ 71	67	67
<b>Average Score</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>70</b>	<b>69</b>	<b>70</b>	<b>68</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>75</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
CrossCountry	41	53	49	49	46	52	51	51	44	52
East Coast	☆ 56	☆ 61	☆ 62	52	☆ 56	☆ 63	☆ 69	62	☆ 65	☆ 58
East Midlands Trains	41	51	41	48	39	51	56	58	49	56
First TransPennine Express	42	46	52	48	53	55	49	53	44	53
Virgin Trains	54	51	57	☆ 56	55	54	60	☆ 64	51	55
<b>Average Score</b>	<b>46</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>50</b>	<b>55</b>	<b>56</b>	<b>57</b>	<b>50</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>56</b>	<b>63</b>	<b>69</b>	<b>64</b>	<b>65</b>	<b>58</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	86	88	87	87	84	88	88	88	86	83
Merseyrail	☆ 91	☆ 93	☆ 93	☆ 91	☆ 93	☆ 96	☆ 92	☆ 92	☆ 93	☆ 93
Northern Rail	82	82	82	83	83	80	80	76	78	80
ScotRail	90	90	86	86	89	89	90	90	87	90
<b>Average Score</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>92</b>	<b>93</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	73	76	72	79	78	78	74	77
Merseyrail	☆ 86	80	84	☆ 86	☆ 87	☆ 86	☆ 91	☆ 88
Northern Rail	74	73	76	74	78	76	76	76
ScotRail	82	☆ 81	☆ 85	83	84	81	82	84
<b>Average Score</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>81</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>91</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	76	70	76	75	80	75	81	78	82	80
Merseyrail	78	☆ 84	☆ 86	☆ 86	☆ 90	☆ 90	☆ 89	☆ 89	☆ 86	☆ 92
Northern Rail	75	74	74	73	73	74	78	77	75	73
ScotRail	☆ 83	84	79	78	82	80	84	80	83	76
<b>Average Score</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>86</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	80	79	78	79	80	81	81	83	81	82
Merseyrail	86	☆ 87	☆ 89	☆ 85	☆ 87	☆ 89	88	☆ 91	☆ 88	☆ 90
Northern Rail	83	81	80	77	81	80	83	84	82	83
ScotRail	☆ 86	84	86	85	86	86	☆ 89	88	83	88
<b>Average Score</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>83</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>85</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>88</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	60	57	64	63	63	66	66	69	63	64
Merseyrail	73	71	75	72	70	75	☆ 81	☆ 85	☆ 85	☆ 84
Northern Rail	70	68	69	68	69	71	75	76	74	73
ScotRail	☆ 80	☆ 78	☆ 82	☆ 77	☆ 78	☆ 77	80	79	80	82
<b>Average Score</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>81</b>	<b>85</b>	<b>85</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	65	62	67	68	63	68	68	70	64	65
Merseyrail	72	77	78	77	78	77	☆ 86	☆ 84	☆ 88	☆ 86
Northern Rail	74	68	73	70	71	72	80	78	77	77
ScotRail	☆ 84	☆ 82	☆ 86	☆ 81	☆ 84	☆ 82	81	83	83	86
<b>Average Score</b>	<b>76</b>	<b>74</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>76</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>84</b>	<b>88</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	44	39	42	43	43	48	49	51	52	48
Merseyrail	43	55	48	43	48	☆ 53	☆ 62	☆ 57	☆ 69	☆ 58
Northern Rail	53	46	47	50	49	49	52	52	53	51
ScotRail	☆ 54	☆ 58	☆ 58	☆ 53	☆ 56	52	53	48	52	52
<b>Average Score</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>49</b>	<b>51</b>	<b>50</b>	<b>54</b>	<b>51</b>	<b>55</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>54</b>	<b>58</b>	<b>58</b>	<b>53</b>	<b>56</b>	<b>53</b>	<b>62</b>	<b>57</b>	<b>69</b>	<b>58</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The attitudes and helpfulness of the staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	74	73	75	75	74	75	78	76	72	74
Merseyrail	☆ 85	☆ 82	☆ 86	☆ 82	☆ 85	☆ 81	☆ 88	☆ 87	☆ 86	☆ 83
Northern Rail	70	71	71	70	71	71	74	72	75	71
ScotRail	76	74	81	75	76	78	76	77	81	79
<b>Average Score</b>	<b>75</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>88</b>	<b>87</b>	<b>86</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	63	64	64	61	61	66	70	66	66	64
Merseyrail	☆ 73	☆ 75	☆ 77	☆ 70	70	☆ 73	☆ 82	☆ 83	☆ 79	73
Northern Rail	70	65	66	69	69	65	75	71	67	71
ScotRail	71	71	71	65	☆ 73	69	67	76	69	☆ 73
<b>Average Score</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>68</b>	<b>73</b>	<b>74</b>	<b>70</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>70</b>	<b>73</b>	<b>73</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>73</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	☆ 63	☆ 61	☆ 58	☆ 63	59	☆ 63	☆ 69	☆ 62	62	☆ 62
Merseyrail	56	57	45	48	51	49	64	61	☆ 63	60
Northern Rail	53	49	53	57	☆ 60	53	57	55	53	51
ScotRail	44	47	49	46	48	47	37	40	46	46
<b>Average Score</b>	<b>51</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>52</b>	<b>54</b>	<b>52</b>	<b>54</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>63</b>	<b>61</b>	<b>58</b>	<b>63</b>	<b>60</b>	<b>63</b>	<b>69</b>	<b>62</b>	<b>63</b>	<b>62</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	62	58	61	62	63	66	66	68	59	62
Merseyrail	72	70	76	73	73	☆ 77	☆ 83	☆ 79	☆ 86	☆ 84
Northern Rail	70	65	66	65	66	67	73	70	72	69
ScotRail	☆ 77	☆ 75	☆ 79	☆ 74	☆ 78	75	76	74	74	80
<b>Average Score</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>71</b>	<b>75</b>	<b>73</b>	<b>73</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>74</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>79</b>	<b>86</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	63	63	60	62	67	67	66	70	67	69
Merseyrail	68	72	69	71	☆ 72	☆ 76	☆ 81	☆ 76	☆ 81	☆ 81
Northern Rail	66	62	60	64	65	67	70	66	68	67
ScotRail	☆ 73	☆ 72	☆ 74	☆ 71	71	74	71	73	76	80
<b>Average Score</b>	<b>69</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>72</b>	<b>76</b>	<b>81</b>	<b>76</b>	<b>81</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	57	54	57	56	58	57	60	65	63	61
Merseyrail	☆ 74	☆ 75	☆ 78	☆ 78	☆ 78	☆ 81	☆ 82	☆ 81	☆ 85	☆ 79
Northern Rail	61	57	59	58	57	61	58	58	60	56
ScotRail	68	65	63	63	63	66	63	70	68	67
<b>Average Score</b>	<b>66</b>	<b>62</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>66</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>64</b>
<b>BEST IN CLASS</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>85</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of shelter facilities

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales				72	70	67	66
Merseyrail				☆ 84	☆ 78	☆ 81	☆ 84
Northern Rail				70	69	72	65
ScotRail				82	74	78	80
<b>Average Score</b>				<b>76</b>	<b>72</b>	<b>75</b>	<b>73</b>
<b>BEST IN CLASS</b>				<b>84</b>	<b>78</b>	<b>81</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Availability of seating

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales				55	54	53	50
Merseyrail				☆ 68	☆ 69	☆ 71	☆ 69
Northern Rail				55	54	57	53
ScotRail				61	60	57	65
<b>Average Score</b>				<b>59</b>	<b>59</b>	<b>59</b>	<b>59</b>
<b>BEST IN CLASS</b>				<b>68</b>	<b>69</b>	<b>71</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	☆ 88	84	88	88	90	☆ 89	86	92	87	89
Merseyrail	82	81	☆ 94	80	90	81	88	☆ 93	☆ 94	☆ 93
Northern Rail	85	☆ 86	90	☆ 89	89	84	90	84	86	85
ScotRail	83	84	77	86	☆ 92	89	☆ 91	88	86	88
<b>Average Score</b>	<b>84</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>90</b>	<b>88</b>	<b>87</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>86</b>	<b>94</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The choice of shops/eating/drinking facilities available

					Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales					41	34	39
Merseyrail					☆ 46	☆ 49	☆ 48
Northern Rail					41	45	40
ScotRail					42	46	47
<b>Average Score</b>					<b>42</b>	<b>45</b>	<b>43</b>
<b>BEST IN CLASS</b>					<b>46</b>	<b>49</b>	<b>48</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the train

				Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales				86	84	81	81
Merseyrail				☆ 89	☆ 90	☆ 89	88
Northern Rail				71	69	72	74
ScotRail				87	87	88	☆ 88
<b>Average Score</b>				<b>81</b>	<b>80</b>	<b>81</b>	<b>81</b>
<b>BEST IN CLASS</b>				<b>89</b>	<b>90</b>	<b>89</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	79	81	77	81	76	78	77	78	74	75
Merseyrail	☆ 94	☆ 94	☆ 95	☆ 91	☆ 95	☆ 97	☆ 94	☆ 93	☆ 96	☆ 93
Northern Rail	74	75	73	71	75	70	73	69	71	75
ScotRail	84	85	79	83	83	84	81	84	81	85
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>79</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>95</b>	<b>97</b>	<b>94</b>	<b>93</b>	<b>96</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	87	89	85	84	87	87	86	85	86	82
Merseyrail	☆ 92	☆ 95	☆ 90	☆ 93	☆ 95	☆ 94	☆ 92	☆ 91	☆ 93	☆ 93
Northern Rail	81	83	80	78	80	78	77	72	77	78
ScotRail	89	88	86	81	86	87	87	84	82	86
<b>Average Score</b>	<b>86</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>81</b>	<b>82</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	88	89	89	88	83	85	86	83	84	82
Merseyrail	☆ 94	☆ 96	☆ 96	☆ 94	☆ 97	☆ 97	☆ 96	☆ 97	☆ 94	☆ 96
Northern Rail	87	87	87	86	87	84	85	81	85	87
ScotRail	90	90	87	89	91	89	92	89	91	88
<b>Average Score</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>87</b>	<b>88</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>97</b>	<b>97</b>	<b>96</b>	<b>97</b>	<b>94</b>	<b>96</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	74	77	80	78	77	77	80	82	80	73
Merseyrail	☆ 87	☆ 85	☆ 85	☆ 82	☆ 91	☆ 89	☆ 89	☆ 92	☆ 86	☆ 88
Northern Rail	74	72	76	78	78	73	73	72	73	75
ScotRail	75	78	80	78	77	79	70	75	80	85
<b>Average Score</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>86</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	☆ 62	☆ 66	64	60	59	56	55	54	53	54
Merseyrail	60	66	☆ 70	☆ 64	☆ 66	☆ 67	☆ 70	☆ 65	☆ 66	☆ 70
Northern Rail	59	60	64	58	60	50	57	54	56	54
ScotRail	58	61	57	56	59	51	52	49	52	56
<b>Average Score</b>	<b>59</b>	<b>62</b>	<b>63</b>	<b>58</b>	<b>61</b>	<b>54</b>	<b>57</b>	<b>53</b>	<b>56</b>	<b>56</b>
<b>BEST IN CLASS</b>	<b>62</b>	<b>66</b>	<b>70</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>70</b>	<b>65</b>	<b>66</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	73	75	76	75	75	78	79	78	69	74
Merseyrail	76	76	☆ 79	77	78	80	81	79	☆ 80	79
Northern Rail	61	59	62	59	62	57	62	60	64	65
ScotRail	☆ 82	☆ 77	77	☆ 79	☆ 82	☆ 84	☆ 83	☆ 84	79	☆ 85
<b>Average Score</b>	<b>73</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>72</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>80</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	70	73	76	74	75	76	79	79	68	71
Merseyrail	80	☆ 78	☆ 84	☆ 80	80	83	80	81	78	76
Northern Rail	58	56	59	53	57	54	57	55	59	61
ScotRail	☆ 80	76	78	79	☆ 81	☆ 83	☆ 81	☆ 83	☆ 79	☆ 84
<b>Average Score</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>70</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>78</b>	<b>84</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>79</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	63	69	67	67	65	66	66	66	64	66
Merseyrail	☆ 86	☆ 87	☆ 86	☆ 87	☆ 81	☆ 86	☆ 90	☆ 87	☆ 89	☆ 87
Northern Rail	59	58	57	59	58	56	60	59	58	60
ScotRail	78	75	77	72	76	80	74	77	76	78
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>70</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>87</b>	<b>81</b>	<b>86</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	75	☆ 82	☆ 82	☆ 79	79	☆ 81	☆ 82	☆ 82	☆ 87	81
Merseyrail	56	67	63	67	68	67	63	67	71	72
Northern Rail	72	72	73	76	72	71	71	73	71	70
ScotRail	☆ 83	77	81	79	☆ 79	81	79	76	83	☆ 85
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>77</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>87</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	56	61	64	57	60	59	☆ 66	63	59	61
Merseyrail	57	64	☆ 68	60	59	60	59	61	66	55
Northern Rail	54	55	55	55	56	57	57	56	55	53
ScotRail	☆ 63	☆ 65	63	☆ 63	☆ 65	☆ 69	65	☆ 65	☆ 67	☆ 64
<b>Average Score</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>60</b>	<b>62</b>	<b>61</b>	<b>60</b>	<b>61</b>	<b>58</b>
<b>BEST IN CLASS</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>63</b>	<b>65</b>	<b>69</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>64</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	42	49	☆ 46	☆ 45	46	49	☆ 51	☆ 55	☆ 49	47
Merseyrail	20	19	17	9	14	10	21	17	18	18
Northern Rail	41	35	41	38	43	34	39	31	35	42
ScotRail	☆ 46	☆ 50	40	41	☆ 51	☆ 52	49	46	48	☆ 52
<b>Average Score</b>	<b>40</b>	<b>41</b>	<b>39</b>	<b>36</b>	<b>42</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>39</b>	<b>43</b>
<b>BEST IN CLASS</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>45</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>49</b>	<b>52</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	71	73	74	70	72	71	73	73	71	73
Merseyrail	76	78	☆ 82	☆ 79	☆ 78	☆ 81	☆ 80	79	☆ 78	78
Northern Rail	67	70	68	65	65	66	71	66	66	67
ScotRail	☆ 77	☆ 78	72	69	77	77	79	☆ 80	75	☆ 78
<b>Average Score</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>73</b>	<b>75</b>	<b>73</b>	<b>71</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>78</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	72	76	74	74	76	77	76	78	75	74
Merseyrail	79	☆ 80	☆ 82	76	76	☆ 81	80	☆ 81	82	77
Northern Rail	64	63	64	58	62	60	65	62	63	63
ScotRail	☆ 81	77	75	☆ 77	☆ 82	80	☆ 82	78	☆ 82	☆ 83
<b>Average Score</b>	<b>74</b>	<b>72</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>72</b>	<b>74</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	82	81	82	84	83	82	84	85	83	82
Merseyrail	88	☆ 90	☆ 90	☆ 86	87	☆ 90	☆ 90	☆ 90	87	88
Northern Rail	79	80	77	78	78	77	81	77	78	78
ScotRail	☆ 89	88	84	86	☆ 89	87	88	85	☆ 89	☆ 89
<b>Average Score</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>83</b>	<b>83</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	79	79	☆ 82	82	82	83	81	☆ 86	84	81
Merseyrail	75	77	79	79	77	80	☆ 83	78	☆ 85	83
Northern Rail	75	76	75	76	79	76	79	73	73	79
ScotRail	☆ 82	☆ 84	82	☆ 83	☆ 86	☆ 87	80	83	84	☆ 88
<b>Average Score</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>83</b>	<b>86</b>	<b>85</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	74	75	78	76	75	78	80	78	67	73
Merseyrail	77	76	☆ 78	78	79	80	80	81	78	77
Northern Rail	61	60	64	56	62	58	63	60	65	64
ScotRail	☆ 83	☆ 78	76	☆ 80	☆ 84	☆ 84	☆ 82	☆ 84	☆ 84	☆ 84
<b>Average Score</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>73</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	70	66	68	64	69	69	74	70	66	66
Merseyrail	71	65	65	56	71	67	71	70	69	71
Northern Rail	62	49	60	48	62	47	61	49	63	59
ScotRail	☆ 76	☆ 68	☆ 75	☆ 70	☆ 76	☆ 77	☆ 81	☆ 80	☆ 80	☆ 83
<b>Average Score</b>	<b>69</b>	<b>60</b>	<b>66</b>	<b>58</b>	<b>69</b>	<b>62</b>	<b>70</b>	<b>65</b>	<b>70</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>68</b>	<b>75</b>	<b>70</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	64	☆ 72	☆ 71	☆ 67	70	71	☆ 70	☆ 73	☆ 72	69
Merseyrail	37	48	46	51	45	48	45	50	55	49
Northern Rail	59	60	61	62	57	60	58	55	56	56
ScotRail	☆ 69	70	67	65	☆ 71	☆ 72	65	69	66	☆ 72
<b>Average Score</b>	<b>60</b>	<b>63</b>	<b>62</b>	<b>62</b>	<b>61</b>	<b>63</b>	<b>60</b>	<b>61</b>	<b>61</b>	<b>62</b>
<b>BEST IN CLASS</b>	<b>69</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014
Arriva Trains Wales	32	40	37	43	45	☆ 40	42	38	☆ 56	35
Merseyrail	☆ 52	☆ 42	☆ 47	☆ 49	☆ 50	29	☆ 43	41	53	☆ 45
Northern Rail	36	36	45	35	43	33	39	29	35	43
ScotRail	47	40	44	34	34	38	40	☆ 43	42	44
<b>Average Score</b>	<b>41</b>	<b>38</b>	<b>44</b>	<b>37</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>35</b>	<b>41</b>	<b>42</b>
<b>BEST IN CLASS</b>	<b>52</b>	<b>42</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>40</b>	<b>43</b>	<b>43</b>	<b>56</b>	<b>45</b>

Non-franchised Train Operating Companies are excluded

## 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).



**Contacts:**

Rebecca Joyner  
BDRC Continental  
Kingsbourne House  
229-231 High Holborn  
London, WC1V 7DA

Tel: 020 7490 9148  
Email: [rebecca.joyner@bdrccontinental.com](mailto:rebecca.joyner@bdrccontinental.com)

David Greeno  
Passenger Focus  
Fleetbank House  
2-6 Salisbury Square  
London, EC4Y 8JX

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

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