



**National Rail Passenger Survey**  
Spring 2015 Main Report



## Transport Focus is the independent transport user watchdog

Our mission is to get the best deal for passengers and road users. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and road users to secure improvements and make a difference.

Passenger Focus became Transport Focus on 30 March 2015. It continues to represent train passengers in Britain and bus, coach and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

This year we hope to again seek the views of more than 100,000 passengers on a range of the issues that affect them. As ever we will publish all of our research.

## What is Transport Focus doing for me?

We're here to put the interests of transport users first. We do this by:

### Campaigning for improvements

- We gather research and information, like the National Rail Passenger Survey, so we understand the issues that matter to you.
- We work with government and the industry to ensure that the transport user voice is heard when making decisions about the future.

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

### Resolving complaints with rail companies

If you make a complaint and you are unhappy with the response we may be able to take up your complaint with the rail company involved.

# Contents

## 1 Introduction

- 1.1 Background 3
- 1.2 Issues affecting the Spring 2015 survey 4
- 1.3 Other comments and contacts 5

## 2 Key results

- 2.1 Spring 2015 wave 7
- 2.2 National and sector results 8

## 3 Individual train company results

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

## 4 Individual train company results by route

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

## 5 What impacts on satisfaction and dissatisfaction?

- 5.1 Key drivers analysis 53

## 6 National results by journey purpose

- 6.1 Satisfaction by journey purpose 55

## 7 Technical appendix

- 7.1 Methodology 57
- 7.2 National Rail Passenger Survey statement of compliance with official statistics 59
- 7.3 Rail sectors 60

# Introduction

## Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 33 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 18 January and 29 March 2015. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter three. Ratings are also provided for each sector i.e. London and the South East, long-distance, and regional operators (chapter two). We also include some tables showing passenger ratings for certain specific aspects of service for all TOCs on one page (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a passenger is satisfied or dissatisfied. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

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

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

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

## Issues affecting the Spring 2015 survey

Spring 2015 (wave 32) main fieldwork was undertaken between 18 January and 29 March 2015. Top-up interviews were done within the last three weeks of the fieldwork period.

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

From 1 March 2015 Virgin Trains East Coast took over the East Coast franchise. This meant that shifts targeting East Coast were conducted prior to the operator change.

Due to engineering works affecting services on South West Trains Island Line (on the Isle of Wight) up to 20 March 2015, all shifts targeting Island Line had to be done during the last week of fieldwork.

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

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

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

## Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Spring 2014 or Autumn 2014. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2015 survey the main comparison is against the Spring 2014 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

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

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient

completed questionnaires are returned. Please see the Appendix for further details.

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

The overall sample size for the Spring 2015 survey was 31,160 for all the train companies combined (28,775 for the franchised companies).

## Contacts

### Media enquiries

0300 123 0821

### Content/presentation/methodology enquiries

0300 123 0837



# Key results

## Spring 2015 wave

- Nationally the percentage of passengers satisfied with their journey overall was 80 per cent. This is significantly down compared to Spring 2014 (when 82 per cent of passengers were satisfied). 81 per cent of passengers were satisfied overall with their journey in Autumn 2014.
- Overall satisfaction by TOC varied between 72 per cent and 96 per cent.
- Overall satisfaction by individual routes within TOCs varied between 64 per cent and 96 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 75 per cent. This was significantly down compared to Spring 2014 when 77 per cent of passengers were satisfied.
- Nationally the percentage of passengers satisfied with all train and station factors improved for nine service areas, declined for six and the rest were unchanged. The biggest improvement in satisfaction was with the facilities and services at the station (+3 per cent). The biggest decline in satisfaction was with how well train companies dealt with delays (-4 per cent).
- The proportion of passengers satisfied with the value for money of the price of their ticket nationally was 45 per cent. This was not significantly different to Spring 2014




when 45 per cent were also satisfied. 65 per cent of passengers were satisfied with whether there was sufficient room for all passengers to sit/stand (65 per cent also in Spring 2014).

- For London and the South East operators 78 per cent of passengers were very or fairly satisfied overall. This is significantly down compared to Spring 2014 (when 80 per cent were satisfied). The percentage of passengers satisfied with all train and station factors improved for four service areas, declined for five and the rest were unchanged. The biggest improvements in satisfaction were with the facilities and services at the station, upkeep/repair of the station buildings/platforms, and availability of seating at the station (all +2 per cent). The biggest decline in satisfaction was with how well the train company dealt with delays (-5 per cent). Satisfaction with punctuality/reliability declined by 2 per cent to 73 per cent satisfied.
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 88 per cent. This was not significantly different compared to Spring 2014 (when 86 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for eight service areas and declined for none. The biggest improvement in satisfaction was with how well the train company dealt with delays (+5 per cent). Other improvements in satisfaction were with facilities and services at the station, how requests to station staff were handled, and value for money for the price of the ticket (all +4 per cent).
- For regional operators 85 per cent of passengers were very or fairly satisfied with their journey overall, not significantly different to Spring 2014 when 86 per cent were satisfied. Passenger satisfaction for the various







































































station and train factors improved for seven service areas and declined for none. The biggest improvements in satisfaction were with facilities and services at the station, and availability of staff at the station (both +6 per cent).




- Comparing the percentage of passengers satisfied overall, for individual train operating companies, with Spring 2014, two significantly declined (Abellio Greater Anglia and Southern) and three significantly improved (Arriva Trains Wales, CrossCountry and East Coast). All other 18 TOCs had no statistically significant change in their overall satisfaction results compared with Spring 2014.
- The highest ratings for overall satisfaction were achieved by First Hull Trains (96 per cent), Heathrow Express (94 per cent), East Coast (94 per cent), Grand Central (94 per cent) and Merseyrail (91 per cent).
- The lowest ratings for overall satisfaction were given to Southern (72 per cent), Govia Thameslink Railway (74 per cent), Abellio Greater Anglia (75 per cent), Southeastern (75 per cent), and Northern Rail (79 per cent).
- Satisfaction with value for money by individual routes within TOCs varied between 29 per cent and 81 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 46 per cent and 97 per cent.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 43 per cent and 95 per cent.









































































Improved   
 Unchanged   
 Declined 

# National total

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 28775	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with the journey		-1		-1		28053	80	12	8
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		1		-1		28159	78	15	7
Ticket buying facilities		1		1		14360	75	14	11
Provision of information about train times/platforms		0		0		27001	81	11	8
The upkeep/repair of the station buildings/platforms		2		-1		27022	71	18	11
Cleanliness		2		0		27156	75	16	8
The facilities and services		3		0		23380	58	19	23
The attitudes and helpfulness of the staff		1		1		20479	74	17	8
Connections with other forms of public transport		0		-1		19951	74	15	11
Facilities for car parking		0		-1		9974	49	19	32
Overall environment		1		-1		27087	69	21	10
Your personal security whilst using the station		0		0		24658	71	25	5
The availability of staff		2		1		23495	63	21	16
The provision of shelter facilities		0		-4		22912	66	18	17
Availability of seating		2		2		25187	48	20	32
How request to station staff was handled		2		2		4308	87	4	8
The choice of shops/eating/drinking facilities available		2		-1		22925	49	22	29
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-1		-1		28047	78	14	8
The frequency of the trains on that route		-2		-1		27735	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-2		-1		27966	75	8	16
The length of time the journey was scheduled to take (speed)		-1		-1		27782	82	10	8
Connections with other train services		-2		-1		16216	74	17	8
The value for money of the price of your ticket		0		-1		26447	45	21	34
Upkeep and repair of the train		-1		1		27083	73	16	11
The provision of information during the journey		0		1		25329	70	19	11
The helpfulness and attitude of staff on train		0		1		16536	64	26	9
The space for luggage		0		2		21859	53	23	24
The toilet facilities		0		1		12133	38	22	40
Sufficient room for all passengers to sit/stand		0		1		27211	65	14	21
The comfort of the seating area		0		1		27140	70	17	12
The ease of being able to get on and off		0		1		27547	79	13	8
Your personal security on board		0		1		26056	78	19	3
The cleanliness of the inside		0		0		27903	74	15	11
The cleanliness of the outside		0		-1		23288	72	20	8
The availability of staff		1		1		20674	45	29	26
How well train company deals with delays		-4		-4		5373	34	37	29

Improved   
 Unchanged   
 Declined 




# London and South East

	Overall sample size 18157	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with the journey		-2		-2		17701	78	13	9
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		0		-1		17777	77	16	7
Ticket buying facilities		0		0		9516	72	15	12
Provision of information about train times/platforms		0		-1		17024	79	12	9
The upkeep/repair of the station buildings/platforms		2		-1		17024	68	19	12
Cleanliness		1		-1		17126	73	18	9
The facilities and services		2		0		14599	56	20	25
The attitudes and helpfulness of the staff		1		1		13041	72	19	9
Connections with other forms of public transport		-1		-1		13157	75	15	10
Facilities for car parking		-2		-1		5859	46	20	35
Overall environment		1		-1		17074	67	22	11
Your personal security whilst using the station		0		-1		15569	69	26	5
The availability of staff		1		1		14926	61	22	17
The provision of shelter facilities		0		-4		14302	63	19	18
Availability of seating		2		1		15743	44	21	35
How request to station staff was handled		2		2		2542	85	5	9
The choice of shops/eating/drinking facilities available		1		-1		14358	47	23	30
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-1		-1		17682	76	16	8
The frequency of the trains on that route		-2		-2		17626	73	10	17
Punctuality/reliability (i.e. the train arriving/departing on time)		-2		-3		17645	73	9	19
The length of time the journey was scheduled to take (speed)		-1		-1		17534	80	11	9
Connections with other train services		-2		-2		10255	73	18	9
The value for money of the price of your ticket		-1		-1		16547	40	22	38
Upkeep and repair of the train		-1		1		17020	73	16	11
The provision of information during the journey		1		1		15859	69	20	12
The helpfulness and attitude of staff on train		0		2		8532	56	32	12
The space for luggage		-1		1		13376	49	25	26
The toilet facilities		-1		1		6927	33	22	45
Sufficient room for all passengers to sit/stand		0		1		17144	63	15	23
The comfort of the seating area		-1		0		17079	69	19	13
The ease of being able to get on and off		0		1		17379	78	14	8
Your personal security on board		0		0		16303	75	21	4
The cleanliness of the inside		0		0		17566	73	15	11
The cleanliness of the outside		0		-1		14744	71	21	8
The availability of staff		1		1		11813	36	31	33
How well train company deals with delays		-5		-4		3617	30	38	31









































































Improved ↑  
 Unchanged =  
 Declined ↓

# Long-distance

	Overall sample size 5953	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with the journey		1	=	2	↑	5819	88	7	5
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		2	=	0	=	5838	84	11	4
Ticket buying facilities		1	=	-1	=	2221	84	10	6
Provision of information about train times/platforms		1	=	1	=	5659	88	7	6
The upkeep/repair of the station buildings/platforms		2	=	0	=	5632	78	15	7
Cleanliness		1	=	1	=	5679	82	13	5
The facilities and services		4	↑	-1	=	5072	71	16	13
The attitudes and helpfulness of the staff		0	=	1	=	4060	81	15	4
Connections with other forms of public transport		2	=	2	=	3772	79	13	8
Facilities for car parking		0	=	-2	=	1843	59	18	23
Overall environment		2	=	0	=	5661	76	16	8
Your personal security whilst using the station		1	=	1	=	5075	78	20	2
The availability of staff		3	↑	2	=	4743	71	19	10
The provision of shelter facilities		1	=	-3	↓	4669	73	16	11
Availability of seating		3	↑	2	=	5283	55	19	26
How request to station staff was handled		4	↑	3	=	1140	92	3	4
The choice of shops/eating/drinking facilities available		2	=	-1	=	5003	61	22	17
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		1	=	1	=	5844	86	10	5
The frequency of the trains on that route		2	↑	0	=	5644	85	7	8
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	2	↑	5801	84	6	10
The length of time the journey was scheduled to take (speed)		1	=	0	=	5773	88	7	5
Connections with other train services		3	↑	2	=	3326	82	11	7
The value for money of the price of your ticket		4	↑	0	=	5613	59	17	24
Upkeep and repair of the train		-1	=	2	↑	5690	83	12	6
The provision of information during the journey		1	=	2	↑	5391	79	15	6
The helpfulness and attitude of staff on train		0	=	1	=	4390	82	15	3
The space for luggage		2	=	4	↑	4810	61	17	22
The toilet facilities		-2	=	2	=	3091	54	23	23
Sufficient room for all passengers to sit/stand		2	=	3	↑	5662	74	11	15
The comfort of the seating area		1	=	2	↑	5654	80	13	7
The ease of being able to get on and off		1	=	4	↑	5737	84	11	4
Your personal security on board		1	=	2	↑	5491	86	12	1
The cleanliness of the inside		0	=	2	↑	5820	84	10	6
The cleanliness of the outside		0	=	0	=	4742	79	16	4
The availability of staff		1	=	1	=	4862	68	23	10
How well train company deals with delays		5	↑	4	=	1206	59	26	15

Improved   
 Unchanged   
 Declined 




# Regional

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
	Overall sample size 4665	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with the journey		-1		1		4533	85	9	6
<b>STATION FACILITIES</b>									
Overall satisfaction with the station		1		0		4544	82	12	5
Ticket buying facilities		5		1		2623	82	9	9
Provision of information about train times/platforms		1		2		4318	86	8	6
The upkeep/repair of the station buildings/platforms		2		1		4366	79	13	8
Cleanliness		3		1		4351	82	11	7
The facilities and services		6		3		3709	59	17	24
The attitudes and helpfulness of the staff		4		2		3378	80	13	7
Connections with other forms of public transport		-1		-1		3022	70	14	15
Facilities for car parking		3		0		2272	55	18	27
Overall environment		3		1		4352	77	15	8
Your personal security whilst using the station		0		-1		4014	74	20	6
The availability of staff		6		1		3826	70	17	13
The provision of shelter facilities		1		-3		3941	74	14	12
Availability of seating		3		2		4161	62	18	21
How request to station staff was handled		5		3		626	92	2	5
The choice of shops/eating/drinking facilities available		5		3		3564	49	19	33
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train		-1		0		4521	80	12	8
The frequency of the trains on that route		-2		1		4465	79	7	14
Punctuality/reliability (i.e. the train arriving/departing on time)		0		3		4520	83	6	10
The length of time the journey was scheduled to take (speed)		-2		0		4475	86	8	6
Connections with other train services		-1		1		2635	79	15	6
The value for money of the price of your ticket		2		0		4287	58	18	24
Upkeep and repair of the train		-2		-1		4373	70	16	14
The provision of information during the journey		-2		1		4079	70	20	10
The helpfulness and attitude of staff on train		1		-1		3614	77	18	4
The space for luggage		4		2		3673	62	19	19
The toilet facilities		3		3		2115	46	20	34
Sufficient room for all passengers to sit/stand		1		2		4405	73	12	14
The comfort of the seating area		0		3		4407	73	14	13
The ease of being able to get on and off		0		1		4431	83	11	6
Your personal security on board		0		2		4262	82	15	2
The cleanliness of the inside		-1		-1		4517	73	16	12
The cleanliness of the outside		0		-4		3802	69	21	11
The availability of staff		3		1		3999	65	24	11
How well train company deals with delays		-3		0		550	40	36	25

















































# Individual train company results

## Overall satisfaction




Improved   
 Unchanged   
 Declined 

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

London and South East: 78%  
 Long-distance: 88%  
 Regional: 85%















































	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-6		-5		2132	75	17	8
Arriva Trains Wales	5		6		1335	89	9	2
c2c	-3		-3		984	86	7	7
Chiltern Railways	-2		-2		1067	90	7	4
CrossCountry	4		3		1125	86	8	7
East Coast	3		3		1078	94	4	3
East Midland Trains	1		1		1075	89	7	4
First Great Western	1		0		3026	81	12	7
First Hull Trains	0		7		559	96	3	1
First TransPennine Express	1		4		1152	85	7	7
Govia Thameslink Railway	-3		-2		1687	74	14	11
Grand Central	0		0		522	94	4	2
Heathrow Connect	-1		3		539	88	9	4
Heathrow Express	0		0		629	94	4	2
London Midland	2		1		1187	84	10	6
London Overground	-4		-1		1204	87	7	6
Merseyrail	-2		1		694	91	6	3
Northern Rail	-1		1		1379	79	11	10
ScotRail	-3		0		1125	87	9	4
South West Trains	1		1		2140	80	13	7
Southeastern	3		2		1805	75	15	9
Southern	-5		-5		2469	72	14	14
Virgin Trains	-1		-1		1389	89	7	4

# The value for money of the price of your ticket




Improved   
 Unchanged   
 Declined 

## % of passengers satisfied/good by sector:

London and South East: 40%  
 Long-distance: 59%  
 Regional: 58%

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-2		-3		2036	34	25	42
Arriva Trains Wales	3		2		1293	57	22	21
c2c	1		-2		930	45	26	29
Chiltern Railways	-3		-2		1023	46	25	29
CrossCountry	4		3		1079	55	19	26
East Coast	3		-1		1043	63	17	21
East Midland Trains	2		-1		1041	51	19	30
First Great Western	1		1		2953	49	20	31
First Hull Trains	-10		-7		553	56	25	19
First TransPennine Express	6		3		1109	60	16	24
Govia Thameslink Railway	-2		-2		1559	36	22	42
Grand Central	-2		-3		516	76	11	13
Heathrow Connect	-3		1		493	51	24	25
Heathrow Express	-9		-6		638	36	26	38
London Midland	4		0		1091	54	18	28
London Overground	-2		5		1020	54	20	25
Merseyrail	-2		2		578	68	16	16
Northern Rail	0		-3		1313	53	19	27
ScotRail	4		0		1103	60	15	25
South West Trains	-2		-3		2042	35	23	42
Southeastern	3		-2		1623	33	21	46
Southern	-3		-3		2270	37	23	41
Virgin Trains	3		-3		1341	65	14	21

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

Improved   
 Unchanged   
 Declined 

## % of passengers satisfied/good by sector:

London and South East: 73%  
 Long-distance: 84%  
 Regional: 83%

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-2	⊖	-2	⊖	2120	75	9	16
Arriva Trains Wales	4	⬆	9	⬆	1329	87	6	7
c2c	2	⊖	2	⊖	987	93	4	4
Chiltern Railways	1	⊖	2	⊖	1062	91	5	5
CrossCountry	6	⬆	4	⬆	1123	85	6	10
East Coast	9	⬆	4	⬆	1067	92	3	5
East Midland Trains	2	⊖	2	⊖	1075	85	5	10
First Great Western	2	⊖	1	⊖	3031	75	8	17
First Hull Trains	-1	⊖	20	⬆	565	96	3	1
First TransPennine Express	-7	⬇	5	⬆	1158	79	7	14
Govia Thameslink Railway	-9	⬇	-6	⬇	1682	64	11	26
Grand Central	6	⬆	0	⊖	527	96	3	1
Heathrow Connect	-7	⬇	-4	⊖	545	69	12	19
Heathrow Express	-2	⊖	-1	⊖	639	94	4	3
London Midland	3	⊖	2	⊖	1184	77	9	15
London Overground	-5	⬇	-1	⊖	1190	81	9	10
Merseyrail	-1	⊖	5	⬆	692	92	4	5
Northern Rail	0	⊖	1	⊖	1370	78	7	16
ScotRail	-3	⊖	1	⊖	1129	84	8	9
South West Trains	-1	⊖	-3	⊖	2132	76	8	16
Southeastern	5	⬆	1	⊖	1807	73	9	18
Southern	-9	⬇	-12	⬇	2450	56	10	33
Virgin Trains	-3	⊖	-3	⊖	1378	83	7	10

















































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




Improved   
 Unchanged   
 Declined 

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

London and South East: 63%  
 Long-distance: 74%  
 Regional: 73%

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		sample size	Spring 2015		
	% change	significant change	% change	significant change		% satisfied or good	% neither/ nor	% dissatisfied or poor
Abellio Greater Anglia	-8		-4		2069	60	18	23
Arriva Trains Wales	6		5		1303	79	11	10
c2c	-2		-3		954	57	14	29
Chiltern Railways	-2		2		1048	73	13	14
CrossCountry	2		5		1091	72	12	17
East Coast	-2		4		1035	82	11	7
East Midland Trains	-2		0		1059	75	12	14
First Great Western	3		3		2963	69	13	18
First Hull Trains	-1		3		550	89	9	3
First TransPennine Express	11		5		1126	67	10	23
Govia Thameslink Railway	-1		1		1620	56	17	27
Grand Central	-2		-2		516	90	6	4
Heathrow Connect	1		4		528	81	9	10
Heathrow Express	3		3		631	93	5	2
London Midland	1		0		1145	67	13	20
London Overground	-3		0		1154	67	12	21
Merseyrail	-2		5		672	75	14	11
Northern Rail	-1		-1		1334	66	14	20
ScotRail	0		2		1096	78	10	12
South West Trains	1		2		2082	61	16	23
Southeastern	4		3		1725	61	14	26
Southern	2		0		2384	64	14	22
Virgin Trains	-2		1		1351	77	12	10

# Overall satisfaction with the station




Improved   
 Unchanged   
 Declined 

## % of passengers satisfied/good by sector:

London and South East: 77%  
 Long-distance: 84%  
 Regional: 82%

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-3	⊖	-2	⊖	2144	72	20	8
Arriva Trains Wales	2	⊖	4	⊖	1341	79	15	6
c2c	3	⊖	1	⊖	993	84	12	4
Chiltern Railways	1	⊖	-1	⊖	1062	89	8	3
CrossCountry	3	⊖	1	⊖	1121	83	12	5
East Coast	4	↑	0	⊖	1089	90	7	2
East Midland Trains	4	↑	1	⊖	1081	88	10	3
First Great Western	3	↑	-2	⊖	3059	81	14	5
First Hull Trains	-2	⊖	0	⊖	571	90	9	1
First TransPennine Express	0	⊖	1	⊖	1165	86	10	4
Govia Thameslink Railway	0	⊖	-2	⊖	1689	77	15	8
Grand Central	-7	↓	-3	⊖	540	81	13	6
Heathrow Connect	1	⊖	0	⊖	544	75	18	8
Heathrow Express	-3	⊖	-2	⊖	646	90	8	2
London Midland	1	⊖	2	⊖	1189	76	16	8
London Overground	-4	⊖	-2	⊖	1196	81	15	4
Merseyrail	-1	⊖	-4	⊖	695	87	10	4
Northern Rail	3	⊖	0	⊖	1370	79	14	7
ScotRail	0	⊖	1	⊖	1138	84	11	4
South West Trains	3	⊖	1	⊖	2153	78	15	7
Southeastern	3	↑	1	⊖	1815	77	15	9
Southern	-3	⊖	-5	↓	2477	72	17	11
Virgin Trains	-2	⊖	-2	⊖	1382	77	16	7

# How well the train company dealt with delays

Improved   
 Unchanged   
 Declined 

## % of passengers satisfied/good by sector:

London and South East: 30%  
 Long-distance: 59%  
 Regional: 40%

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Abellio Greater Anglia	-12	↓	-7	⊖	377	28	36	35
Arriva Trains Wales	8	⊖	6	⊖	101	42	40	18
c2c	5	⊖	0	⊖	81	42	33	25
Chiltern Railways	14	⊖	3	⊖	125	57	25	18
CrossCountry	3	⊖	4	⊖	199	55	26	19
East Coast	10	⊖	2	⊖	147	69	23	8
East Midland Trains	-6	⊖	-3	⊖	212	49	32	18
First Great Western	-4	⊖	-4	⊖	730	39	38	22
First Hull Trains	-	⊖	-	⊖	<50	-	-	-
First TransPennine Express	10	⊖	12	↑	287	63	26	11
Govia Thameslink Railway	-12	↓	-8	⊖	473	23	39	38
Grand Central	-	⊖	-	⊖	<50	-	-	-
Heathrow Connect	-7	⊖	-1	⊖	101	36	37	28
Heathrow Express	7	⊖	19	⊖	61	52	30	18
London Midland	0	⊖	-1	⊖	219	35	37	28
London Overground	-18	↓	0	⊖	133	29	40	31
Merseyrail	3	⊖	9	⊖	75	48	34	18
Northern Rail	-12	↓	-1	⊖	207	31	40	29
ScotRail	5	⊖	0	⊖	167	49	29	22
South West Trains	1	⊖	-4	⊖	387	36	42	22
Southeastern	0	⊖	5	⊖	296	27	38	35
Southern	-7	↓	-9	↓	796	27	36	37
Virgin Trains	8	⊖	0	⊖	361	62	24	14

Improved   
 Unchanged   
 Declined 

# Abellio Greater Anglia

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 2204	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-6	↓	-5	↓	2132	75	17	8	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-3	⊖	-2	⊖	2144	72	20	8	77
Ticket buying facilities		-2	⊖	2	⊖	1176	67	16	16	72
Provision of information about train times/platforms		-5	↓	-2	⊖	2052	74	15	11	79
The upkeep/repair of the station buildings/platforms		0	⊖	-2	⊖	2037	63	23	14	68
Cleanliness		-3	⊖	-3	⊖	2055	67	19	13	73
The facilities and services		2	⊖	3	⊖	1777	54	22	24	56
The attitudes and helpfulness of the staff		0	⊖	-2	⊖	1611	72	20	8	72
Connections with other forms of public transport		-1	⊖	0	⊖	1624	76	14	10	75
Facilities for car parking		-10	↓	-6	⊖	710	42	22	36	46
Overall environment		-2	⊖	-4	⊖	2059	61	25	14	67
Your personal security whilst using the station		-2	⊖	-1	⊖	1890	63	30	6	69
The availability of staff		0	⊖	-3	⊖	1810	57	25	19	61
The provision of shelter facilities		-3	⊖	-6	↓	1675	55	21	24	63
Availability of seating		-1	⊖	1	⊖	1888	39	22	40	44
How request to station staff was handled		-3	⊖	-3	⊖	303	84	6	9	85
The choice of shops/eating/drinking facilities available		-2	⊖	2	⊖	1768	47	22	31	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-5	↓	-2	⊖	2149	66	21	12	76
The frequency of the trains on that route		-2	⊖	0	⊖	2123	75	9	16	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	⊖	-2	⊖	2120	75	9	16	73
The length of time the journey was scheduled to take (speed)		-2	⊖	-1	⊖	2110	80	11	9	80
Connections with other train services		0	⊖	0	⊖	1261	74	19	7	73
The value for money of the price of your ticket		-2	⊖	-3	⊖	2036	34	25	42	40
Upkeep and repair of the train		-4	↓	2	⊖	2048	54	21	25	73
The provision of information during the journey		-1	⊖	-1	⊖	1900	58	26	16	69
The helpfulness and attitude of staff on train		-3	⊖	1	⊖	1063	44	35	21	56
The space for luggage		-7	↓	2	⊖	1690	48	27	25	49
The toilet facilities		-9	↓	-2	⊖	956	26	24	50	33
Sufficient room for all passengers to sit/stand		-8	↓	-4	⊖	2069	60	18	23	63
The comfort of the seating area		-7	↓	-4	⊖	2095	56	24	20	69
The ease of being able to get on and off		-7	↓	-4	⊖	2111	72	19	9	78
Your personal security on board		-2	⊖	-1	⊖	1955	68	26	6	75
The cleanliness of the inside		1	⊖	0	⊖	2132	61	19	21	73
The cleanliness of the outside		1	⊖	-4	⊖	1813	55	26	19	71
The availability of staff		1	⊖	2	⊖	1471	26	28	46	36
How well train company deals with delays		-12	↓	-7	⊖	377	28	36	35	30

c2c




Improved ↑  
 Unchanged =  
 Declined ↓

	Overall sample size 1011	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-3	=	-3	↓	984	86	7	7	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	=	1	=	993	84	12	4	77
Ticket buying facilities		0	=	1	=	661	78	13	9	72
Provision of information about train times/platforms		1	=	4	↑	948	88	8	4	79
The upkeep/repair of the station buildings/platforms		4	=	3	=	947	78	15	7	68
Cleanliness		2	=	2	=	951	80	13	6	73
The facilities and services		1	=	1	=	816	61	20	19	56
The attitudes and helpfulness of the staff		1	=	3	=	782	81	15	5	72
Connections with other forms of public transport		1	=	1	=	776	73	16	11	75
Facilities for car parking		-2	=	-4	=	413	53	22	25	46
Overall environment		2	=	1	=	932	74	20	6	67
Your personal security whilst using the station		1	=	3	=	876	73	23	5	69
The availability of staff		2	=	1	=	871	72	18	10	61
The provision of shelter facilities		-3	=	-4	=	847	64	21	15	63
Availability of seating		-1	=	0	=	896	54	23	23	44
How request to station staff was handled		-2	=	-1	=	104	85	8	7	85
The choice of shops/eating/drinking facilities available		0	=	-1	=	777	42	26	32	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-3	=	-3	=	988	85	10	5	76
The frequency of the trains on that route		1	=	0	=	994	82	7	11	73
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	2	=	987	93	4	4	73
The length of time the journey was scheduled to take (speed)		2	=	1	=	978	93	4	3	80
Connections with other train services		0	=	1	=	592	81	15	4	73
The value for money of the price of your ticket		1	=	-2	=	930	45	26	29	40
Upkeep and repair of the train		-1	=	0	=	946	86	10	4	73
The provision of information during the journey		2	=	3	=	897	79	15	6	69
The helpfulness and attitude of staff on train		7	=	4	=	365	42	42	16	56
The space for luggage		4	=	5	=	733	52	23	25	49
The toilet facilities		2	=	0	=	397	52	27	22	33
Sufficient room for all passengers to sit/stand		-2	=	-3	=	954	57	14	29	63
The comfort of the seating area		-2	=	0	=	928	76	15	9	69
The ease of being able to get on and off		-5	↓	-2	=	963	80	11	9	78
Your personal security on board		2	=	0	=	909	75	20	4	75
The cleanliness of the inside		-2	=	-2	=	973	86	10	4	73
The cleanliness of the outside		2	=	1	=	862	86	11	2	71
The availability of staff		5	=	2	=	550	23	34	43	36
How well train company deals with delays		5	=	0	=	81	42	33	25	30

Improved ↑  
 Unchanged =  
 Declined ↓

# Chiltern Railways

	Overall sample size 1089	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-2	=	-2	=	1067	90	7	4	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		1	=	-1	=	1062	89	8	3	77
Ticket buying facilities		1	=	0	=	575	83	9	7	72
Provision of information about train times/platforms		0	=	0	=	1022	85	8	7	79
The upkeep/repair of the station buildings/platforms		2	=	-1	=	1030	84	11	4	68
Cleanliness		0	=	0	=	1039	87	10	3	73
The facilities and services		3	=	-1	=	911	72	16	12	56
The attitudes and helpfulness of the staff		0	=	-2	=	775	82	14	4	72
Connections with other forms of public transport		8	↑	1	=	780	79	13	8	75
Facilities for car parking		0	=	5	=	360	75	12	13	46
Overall environment		2	=	-2	=	1031	84	13	3	67
Your personal security whilst using the station		2	=	-1	=	938	82	17	1	69
The availability of staff		2	=	-3	=	876	69	20	11	61
The provision of shelter facilities		2	=	-5	↓	882	75	15	9	63
Availability of seating		7	↑	3	=	964	57	20	22	44
How request to station staff was handled		-1	=	-4	=	142	89	4	6	85
The choice of shops/eating/drinking facilities available		4	=	-1	=	904	56	25	19	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	-2	=	1061	89	7	4	76
The frequency of the trains on that route		0	=	-2	=	1064	81	7	12	73
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	2	=	1062	91	5	5	73
The length of time the journey was scheduled to take (speed)		1	=	1	=	1055	89	6	5	80
Connections with other train services		0	=	-3	=	484	77	17	6	73
The value for money of the price of your ticket		-3	=	-2	=	1023	46	25	29	40
Upkeep and repair of the train		0	=	0	=	1032	87	9	4	73
The provision of information during the journey		4	↑	2	=	929	80	16	4	69
The helpfulness and attitude of staff on train		-1	=	1	=	364	59	36	5	56
The space for luggage		2	=	2	=	777	60	24	16	49
The toilet facilities		3	=	2	=	355	55	26	19	33
Sufficient room for all passengers to sit/stand		-2	=	2	=	1048	73	13	14	63
The comfort of the seating area		-3	=	-2	=	1031	79	15	6	69
The ease of being able to get on and off		-1	=	2	=	1050	90	8	2	78
Your personal security on board		2	=	0	=	983	88	11	2	75
The cleanliness of the inside		-1	=	-1	=	1068	86	9	5	73
The cleanliness of the outside		-4	=	-6	↓	881	80	16	5	71
The availability of staff		5	=	3	=	556	40	34	27	36
How well train company deals with delays		14	=	3	=	125	57	25	18	30

Improved   
 Unchanged   
 Declined 

# First Great Western

	Overall sample size 3106	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		1	⊖	0	⊖	3026	81	12	7	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	⬆️	-2	⊖	3059	81	14	5	77
Ticket buying facilities		2	⊖	0	⊖	1583	79	12	9	72
Provision of information about train times/platforms		3	⬆️	0	⊖	2955	85	10	5	79
The upkeep/repair of the station buildings/platforms		1	⊖	-2	⊖	2973	73	17	11	68
Cleanliness		1	⊖	-2	⊖	2980	77	17	6	73
The facilities and services		3	⊖	-2	⊖	2622	63	19	18	56
The attitudes and helpfulness of the staff		4	⬆️	0	⊖	2230	79	15	6	72
Connections with other forms of public transport		0	⊖	-3	⊖	2067	71	17	12	75
Facilities for car parking		3	⊖	-4	⊖	1095	57	17	26	46
Overall environment		2	⊖	-2	⊖	2970	73	19	9	67
Your personal security whilst using the station		2	⊖	-2	⊖	2654	74	24	2	69
The availability of staff		2	⊖	0	⊖	2555	66	21	13	61
The provision of shelter facilities		1	⊖	-6	⬇️	2537	68	17	15	63
Availability of seating		5	⬆️	1	⊖	2804	56	20	24	44
How request to station staff was handled		5	⊖	2	⊖	498	89	4	6	85
The choice of shops/eating/drinking facilities available		0	⊖	-2	⊖	2556	49	23	28	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		0	⊖	0	⊖	3047	78	14	8	76
The frequency of the trains on that route		3	⬆️	0	⊖	3008	77	10	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)		2	⊖	1	⊖	3031	75	8	17	73
The length of time the journey was scheduled to take (speed)		1	⊖	2	⊖	3023	84	10	6	80
Connections with other train services		4	⬆️	4	⬆️	1650	75	17	8	73
The value for money of the price of your ticket		1	⊖	1	⊖	2953	49	20	31	40
Upkeep and repair of the train		-3	⬇️	0	⊖	2938	73	17	10	73
The provision of information during the journey		1	⊖	1	⊖	2693	67	23	10	69
The helpfulness and attitude of staff on train		2	⊖	1	⊖	1699	69	24	7	56
The space for luggage		2	⊖	1	⊖	2312	56	21	22	49
The toilet facilities		0	⊖	0	⊖	1373	41	26	33	33
Sufficient room for all passengers to sit/stand		3	⊖	3	⬆️	2963	69	13	18	63
The comfort of the seating area		0	⊖	1	⊖	2956	72	18	10	69
The ease of being able to get on and off		1	⊖	1	⊖	2995	76	15	9	78
Your personal security on board		0	⊖	0	⊖	2783	80	17	2	75
The cleanliness of the inside		-1	⊖	-1	⊖	3025	75	15	10	73
The cleanliness of the outside		-1	⊖	-2	⊖	2432	71	22	7	71
The availability of staff		0	⊖	1	⊖	2181	48	31	22	36
How well train company deals with delays		-4	⊖	-4	⊖	730	39	38	22	30

Improved ↑  
 Unchanged =  
 Declined ↓

# Govia Thameslink Railway

	Overall sample size 1725	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-3	=	-2	=	1687	74	14	11	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		0	=	-2	=	1689	77	15	8	77
Ticket buying facilities		-2	=	-1	=	842	68	18	13	72
Provision of information about train times/platforms		-5	↓	-2	=	1619	74	13	13	79
The upkeep/repair of the station buildings/platforms		-1	=	-4	↓	1617	69	17	13	68
Cleanliness		0	=	-3	=	1624	76	16	8	73
The facilities and services		-2	=	-4	=	1364	54	18	27	56
The attitudes and helpfulness of the staff		-5	↓	-2	=	1202	69	21	10	72
Connections with other forms of public transport		-1	=	0	=	1286	76	15	9	75
Facilities for car parking		-3	=	-2	=	452	42	18	40	46
Overall environment		0	=	0	=	1613	69	20	11	67
Your personal security whilst using the station		1	=	3	=	1499	70	24	6	69
The availability of staff		-1	=	2	=	1415	61	20	19	61
The provision of shelter facilities		0	=	-5	↓	1312	63	18	19	63
Availability of seating		2	=	-1	=	1489	46	22	32	44
How request to station staff was handled		-3	=	0	=	234	83	5	12	85
The choice of shops/eating/drinking facilities available		2	=	-1	=	1331	47	22	31	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-1	=	-1	=	1669	68	19	12	76
The frequency of the trains on that route		-6	↓	-1	=	1669	70	11	18	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-9	↓	-6	↓	1682	64	11	26	73
The length of time the journey was scheduled to take (speed)		-4	↓	-1	=	1656	79	12	9	80
Connections with other train services		-7	↓	-6	↓	976	68	23	10	73
The value for money of the price of your ticket		-2	=	-2	=	1559	36	22	42	40
Upkeep and repair of the train		0	=	0	=	1610	59	23	18	73
The provision of information during the journey		1	=	4	=	1458	50	27	23	69
The helpfulness and attitude of staff on train		-2	=	-6	=	546	33	45	22	56
The space for luggage		1	=	2	=	1271	43	25	32	49
The toilet facilities		-3	=	0	=	560	25	23	53	33
Sufficient room for all passengers to sit/stand		-1	=	1	=	1620	56	17	27	63
The comfort of the seating area		-1	=	-3	=	1606	56	27	18	69
The ease of being able to get on and off		0	=	-1	=	1643	72	17	11	78
Your personal security on board		-3	=	0	=	1550	68	27	5	75
The cleanliness of the inside		3	=	1	=	1655	65	21	13	73
The cleanliness of the outside		0	=	1	=	1405	60	27	12	71
The availability of staff		-1	=	-3	=	991	14	32	54	36
How well train company deals with delays		-12	↓	-8	=	473	23	39	38	30



Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Connect

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 564	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-1	=	3	=	539	88	9	4	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		1	=	0	=	544	75	18	8	77
Ticket buying facilities		2	=	-1	=	361	70	14	16	72
Provision of information about train times/platforms		1	=	-1	=	527	72	14	14	79
The upkeep/repair of the station buildings/platforms		-1	=	-1	=	526	69	20	12	68
Cleanliness		1	=	1	=	527	75	17	8	73
The facilities and services		-1	=	2	=	447	54	18	28	56
The attitudes and helpfulness of the staff		6	=	4	=	430	74	17	9	72
Connections with other forms of public transport		-3	=	1	=	449	75	14	11	75
Facilities for car parking		8	=	11	↑	175	40	18	42	46
Overall environment		-1	=	-1	=	521	64	23	13	67
Your personal security whilst using the station		1	=	5	=	482	71	20	9	69
The availability of staff		-4	=	-3	=	489	57	21	22	61
The provision of shelter facilities		-4	=	-3	=	421	62	21	17	63
Availability of seating		6	=	6	=	473	54	19	27	44
How request to station staff was handled		6	=	1	=	106	89	6	5	85
The choice of shops/eating/drinking facilities available		1	=	2	=	416	49	14	36	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	0	=	537	89	9	3	76
The frequency of the trains on that route		4	=	3	=	544	67	13	21	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-7	↓	-4	=	545	69	12	19	73
The length of time the journey was scheduled to take (speed)		-2	=	1	=	541	86	9	5	80
Connections with other train services		-2	=	1	=	380	79	15	6	73
The value for money of the price of your ticket		-3	=	1	=	493	51	24	25	40
Upkeep and repair of the train		-2	=	2	=	527	90	8	3	73
The provision of information during the journey		0	=	2	=	504	83	12	5	69
The helpfulness and attitude of staff on train		-5	=	5	=	334	66	27	7	56
The space for luggage		2	=	3	=	444	75	15	10	49
The toilet facilities		1	=	4	=	209	63	22	14	33
Sufficient room for all passengers to sit/stand		1	=	4	=	528	81	9	10	63
The comfort of the seating area		-1	=	1	=	532	85	10	5	69
The ease of being able to get on and off		-3	=	3	=	532	80	10	10	78
Your personal security on board		-1	=	2	=	511	82	15	3	75
The cleanliness of the inside		-2	=	0	=	543	89	7	4	73
The cleanliness of the outside		0	=	-2	=	487	86	12	2	71
The availability of staff		-5	=	4	=	432	47	32	21	36
How well train company deals with delays		-7	=	-1	=	101	36	37	28	30

Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Express

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 676	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		0	=	0	=	629	94	4	2	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-3	=	-2	=	646	90	8	2	77
Ticket buying facilities		-2	=	-2	=	486	89	8	3	72
Provision of information about train times/platforms		-2	=	-3	=	605	84	12	4	79
The upkeep/repair of the station buildings/platforms		0	=	-4	=	598	85	13	2	68
Cleanliness		0	=	-1	=	612	86	11	3	73
The facilities and services		-1	=	1	=	450	73	18	9	56
The attitudes and helpfulness of the staff		4	=	-1	=	484	84	15	1	72
Connections with other forms of public transport		4	=	6	↑	477	89	9	3	75
Facilities for car parking		0	=	6	=	127	65	15	20	46
Overall environment		0	=	2	=	580	85	12	2	67
Your personal security whilst using the station		2	=	1	=	526	86	13	1	69
The availability of staff		-2	=	-1	=	518	74	20	6	61
The provision of shelter facilities		-2	=	0	=	356	78	18	3	63
Availability of seating		2	=	6	↑	493	70	15	15	44
How request to station staff was handled		6	=	4	=	130	95	3	1	85
The choice of shops/eating/drinking facilities available		-3	=	-2	=	372	67	23	10	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		0	=	-1	=	631	95	5	1	76
The frequency of the trains on that route		-3	=	-1	=	645	90	5	5	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	=	-1	=	639	94	4	3	73
The length of time the journey was scheduled to take (speed)		-1	=	0	=	643	96	2	2	80
Connections with other train services		-2	=	-1	=	422	86	11	3	73
The value for money of the price of your ticket		-9	↓	-6	=	638	36	26	38	40
Upkeep and repair of the train		0	=	-2	=	622	96	3	1	73
The provision of information during the journey		3	=	2	=	592	88	10	2	69
The helpfulness and attitude of staff on train		2	=	-2	=	541	87	12	1	56
The space for luggage		1	=	1	=	625	90	8	2	49
The toilet facilities		7	=	9	↑	227	81	12	8	33
Sufficient room for all passengers to sit/stand		3	=	3	=	631	93	5	2	63
The comfort of the seating area		2	=	1	=	625	95	4	1	69
The ease of being able to get on and off		0	=	-1	=	622	95	4	1	78
Your personal security on board		0	=	0	=	606	94	6	0	75
The cleanliness of the inside		1	=	2	=	638	96	3	1	73
The cleanliness of the outside		0	=	0	=	586	95	4	0	71
The availability of staff		1	=	2	=	571	78	19	3	36
How well train company deals with delays		7	=	19	=	61	52	30	18	30

Improved ↑  
 Unchanged =  
 Declined ↓

# London Midland

	Overall sample size 1205	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		2	=	1	=	1187	84	10	6	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		1	=	2	=	1189	76	16	8	77
Ticket buying facilities		5	=	5	=	640	78	12	10	72
Provision of information about train times/platforms		1	=	1	=	1134	82	10	8	79
The upkeep/repair of the station buildings/platforms		5	↑	1	=	1134	67	20	14	68
Cleanliness		3	=	3	=	1142	75	18	8	73
The facilities and services		1	=	4	=	945	53	20	28	56
The attitudes and helpfulness of the staff		0	=	3	=	851	71	20	9	72
Connections with other forms of public transport		0	=	-3	=	788	65	20	15	75
Facilities for car parking		2	=	-1	=	458	53	18	29	46
Overall environment		4	=	2	=	1140	65	22	13	67
Your personal security whilst using the station		4	=	3	=	1039	70	24	6	69
The availability of staff		4	=	5	=	970	58	24	18	61
The provision of shelter facilities		-1	=	-4	=	1025	64	20	16	63
Availability of seating		1	=	3	=	1073	52	19	29	44
How request to station staff was handled		1	=	9	=	150	89	3	8	85
The choice of shops/eating/drinking facilities available		1	=	1	=	919	44	24	32	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		1	=	-1	=	1187	81	13	7	76
The frequency of the trains on that route		5	↑	1	=	1171	80	7	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)		3	=	2	=	1184	77	9	15	73
The length of time the journey was scheduled to take (speed)		3	=	-1	=	1179	86	9	5	80
Connections with other train services		3	=	-1	=	653	75	16	9	73
The value for money of the price of your ticket		4	=	0	=	1091	54	18	28	40
Upkeep and repair of the train		-1	=	8	↑	1143	78	12	10	73
The provision of information during the journey		2	=	4	=	1074	71	16	13	69
The helpfulness and attitude of staff on train		3	=	5	=	641	65	25	10	56
The space for luggage		-5	=	0	=	885	48	24	27	49
The toilet facilities		0	=	2	=	440	44	25	31	33
Sufficient room for all passengers to sit/stand		1	=	0	=	1145	67	13	20	63
The comfort of the seating area		0	=	4	=	1148	74	16	11	69
The ease of being able to get on and off		0	=	0	=	1160	82	12	6	78
Your personal security on board		1	=	1	=	1095	77	18	5	75
The cleanliness of the inside		1	=	5	↑	1172	76	13	12	73
The cleanliness of the outside		1	=	0	=	982	76	18	6	71
The availability of staff		4	=	6	↑	833	45	27	28	36
How well train company deals with delays		0	=	-1	=	219	35	37	28	30

Improved ↑  
 Unchanged =  
 Declined ↓


# London Overground

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 1247	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-4	=	-1	=	1204	87	7	6	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-4	=	-2	=	1196	81	15	4	77
Ticket buying facilities		-2	=	-3	=	644	71	17	11	72
Provision of information about train times/platforms		-4	=	-1	=	1145	80	13	6	79
The upkeep/repair of the station buildings/platforms		0	=	3	=	1131	77	17	6	68
Cleanliness		-3	=	0	=	1131	76	15	10	73
The facilities and services		-4	=	0	=	867	40	20	40	56
The attitudes and helpfulness of the staff		-4	=	-1	=	857	71	20	9	72
Connections with other forms of public transport		-5	=	-5	=	976	76	14	10	75
Facilities for car parking		-17	↓	-7	=	387	26	21	53	46
Overall environment		-4	=	-3	=	1145	68	24	8	67
Your personal security whilst using the station		-9	↓	-4	=	1063	68	28	4	69
The availability of staff		-5	=	0	=	1014	61	21	17	61
The provision of shelter facilities		-1	=	-1	=	1024	65	18	17	63
Availability of seating		0	=	3	=	1074	52	21	28	44
How request to station staff was handled		12	=	10	=	94	89	3	7	85
The choice of shops/eating/drinking facilities available		-5	=	-3	=	815	37	26	37	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	-1	=	1185	87	9	5	76
The frequency of the trains on that route		-2	=	2	=	1201	77	7	16	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	↓	-1	=	1190	81	9	10	73
The length of time the journey was scheduled to take (speed)		-2	=	0	=	1175	87	6	7	80
Connections with other train services		-6	↓	0	=	964	80	14	6	73
The value for money of the price of your ticket		-2	=	5	=	1020	54	20	25	40
Upkeep and repair of the train		-4	=	-3	=	1139	90	9	1	73
The provision of information during the journey		-2	=	-1	=	1090	81	14	5	69
The helpfulness and attitude of staff on train		-10	=	0	=	514	41	40	19	56
The space for luggage		-11	↓	-1	=	890	48	25	26	49
The toilet facilities		-8	=	2	=	400	14	10	76	33
Sufficient room for all passengers to sit/stand		-3	=	0	=	1154	67	12	21	63
The comfort of the seating area		-3	=	1	=	1141	80	13	7	69
The ease of being able to get on and off		-2	=	3	=	1167	83	8	9	78
Your personal security on board		-3	=	1	=	1109	78	17	4	75
The cleanliness of the inside		-4	=	-1	=	1195	88	9	3	73
The cleanliness of the outside		-4	=	-2	=	1058	86	9	4	71
The availability of staff		-6	=	0	=	769	24	30	46	36
How well train company deals with delays		-18	↓	0	=	133	29	40	31	30

Improved ↑  
 Unchanged =  
 Declined ↓

# South West Trains

	Overall sample size 2187	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		1	=	1	=	2140	80	13	7	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	=	1	=	2153	78	15	7	77
Ticket buying facilities		3	=	0	=	1213	75	14	11	72
Provision of information about train times/platforms		5	↑	0	=	2041	83	10	7	79
The upkeep/repair of the station buildings/platforms		5	↑	-2	=	2066	66	21	13	68
Cleanliness		4	↑	-1	=	2070	70	19	11	73
The facilities and services		5	↑	3	=	1798	59	19	23	56
The attitudes and helpfulness of the staff		0	=	2	=	1558	70	20	10	72
Connections with other forms of public transport		3	=	0	=	1610	76	14	11	75
Facilities for car parking		4	=	2	=	849	47	20	33	46
Overall environment		3	=	0	=	2076	67	23	10	67
Your personal security whilst using the station		1	=	-2	=	1891	69	26	5	69
The availability of staff		-2	=	0	=	1801	55	24	21	61
The provision of shelter facilities		2	=	-2	=	1795	62	19	18	63
Availability of seating		2	=	1	=	1918	38	22	40	44
How request to station staff was handled		4	=	7	=	246	88	7	5	85
The choice of shops/eating/drinking facilities available		3	=	-1	=	1806	54	22	24	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		1	=	1	=	2132	78	15	7	76
The frequency of the trains on that route		0	=	0	=	2136	74	9	17	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	-3	=	2132	76	8	16	73
The length of time the journey was scheduled to take (speed)		-1	=	-2	=	2130	79	11	11	80
Connections with other train services		2	=	1	=	1271	74	17	9	73
The value for money of the price of your ticket		-2	=	-3	=	2042	35	23	42	40
Upkeep and repair of the train		1	=	1	=	2066	76	16	8	73
The provision of information during the journey		2	=	0	=	1973	71	18	11	69
The helpfulness and attitude of staff on train		1	=	3	=	1359	68	27	5	56
The space for luggage		1	=	1	=	1619	54	24	21	49
The toilet facilities		2	=	2	=	905	32	24	44	33
Sufficient room for all passengers to sit/stand		1	=	2	=	2082	61	16	23	63
The comfort of the seating area		2	=	2	=	2054	71	18	12	69
The ease of being able to get on and off		5	↑	4	↑	2098	79	13	8	78
Your personal security on board		2	=	2	=	1985	80	18	2	75
The cleanliness of the inside		0	=	-1	=	2118	73	16	12	73
The cleanliness of the outside		2	=	0	=	1760	75	20	6	71
The availability of staff		1	=	1	=	1686	50	33	17	36
How well train company deals with delays		1	=	-4	=	387	36	42	22	30

Improved   
 Unchanged   
 Declined 

# Southeastern

	Overall sample size 1851	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		3	=	2	=	1805	75	15	9	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	↑	1	=	1815	77	15	9	77
Ticket buying facilities		1	=	2	=	937	71	16	13	72
Provision of information about train times/platforms		4	↑	3	=	1735	79	12	9	79
The upkeep/repair of the station buildings/platforms		7	↑	1	=	1742	69	18	13	68
Cleanliness		6	↑	1	=	1764	74	17	9	73
The facilities and services		7	↑	0	=	1541	58	20	21	56
The attitudes and helpfulness of the staff		7	↑	6	↑	1367	75	18	8	72
Connections with other forms of public transport		0	=	-1	=	1377	74	15	10	75
Facilities for car parking		0	=	4	=	587	46	19	35	46
Overall environment		5	↑	0	=	1752	66	22	12	67
Your personal security whilst using the station		4	↑	0	=	1600	67	28	5	69
The availability of staff		8	↑	6	↑	1569	67	20	13	61
The provision of shelter facilities		2	=	-1	=	1479	62	17	21	63
Availability of seating		6	↑	4	=	1606	41	19	39	44
How request to station staff was handled		5	=	1	=	289	85	5	11	85
The choice of shops/eating/drinking facilities available		2	=	-1	=	1531	42	24	34	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-1	=	1	=	1801	71	19	9	76
The frequency of the trains on that route		-4	↓	-5	↓	1798	68	11	21	73
Punctuality/reliability (i.e. the train arriving/departing on time)		5	↑	1	=	1807	73	9	18	73
The length of time the journey was scheduled to take (speed)		2	=	2	=	1783	77	13	10	80
Connections with other train services		-3	=	-5	↓	1022	66	22	12	73
The value for money of the price of your ticket		3	=	-2	=	1623	33	21	46	40
Upkeep and repair of the train		-1	=	2	=	1726	67	20	13	73
The provision of information during the journey		4	↑	5	↑	1630	66	22	12	69
The helpfulness and attitude of staff on train		5	=	0	=	865	53	33	14	56
The space for luggage		2	=	3	=	1338	47	25	28	49
The toilet facilities		2	=	3	=	722	31	22	47	33
Sufficient room for all passengers to sit/stand		4	↑	3	=	1725	61	14	26	63
The comfort of the seating area		3	=	3	=	1746	66	20	14	69
The ease of being able to get on and off		4	↑	0	=	1770	78	14	7	78
Your personal security on board		4	↑	1	=	1669	71	24	5	75
The cleanliness of the inside		0	=	2	=	1788	68	18	14	73
The cleanliness of the outside		1	=	3	=	1526	69	23	8	71
The availability of staff		4	=	2	=	1193	32	29	39	36
How well train company deals with delays		0	=	5	=	296	27	38	35	30

## Southern

Improved ↑  
 Unchanged =  
 Declined ↓

	Overall sample size 2532	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-5	↓	-5	↓	2469	72	14	14	78
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-3	=	-5	↓	2477	72	17	11	77
Ticket buying facilities		0	=	1	=	1245	68	17	15	72
Provision of information about train times/platforms		-3	=	-4	↓	2373	73	13	14	79
The upkeep/repair of the station buildings/platforms		-1	=	-6	↓	2347	61	24	16	68
Cleanliness		0	=	-2	=	2370	71	21	8	73
The facilities and services		-1	=	-3	=	1958	55	21	24	56
The attitudes and helpfulness of the staff		1	=	-1	=	1808	69	19	12	72
Connections with other forms of public transport		-4	↓	-1	=	1873	75	15	10	75
Facilities for car parking		2	=	0	=	548	43	23	35	46
Overall environment		0	=	-3	=	2356	62	24	14	67
Your personal security whilst using the station		0	=	1	=	2119	68	27	5	69
The availability of staff		1	=	1	=	2045	59	22	20	61
The provision of shelter facilities		0	=	-6	↓	1726	62	20	18	63
Availability of seating		1	=	-1	=	2031	39	20	41	44
How request to station staff was handled		-2	=	-1	=	482	80	5	15	85
The choice of shops/eating/drinking facilities available		0	=	-4	↓	1951	47	24	29	47
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	-4	↓	2463	76	16	9	76
The frequency of the trains on that route		-7	↓	-6	↓	2462	67	11	22	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-9	↓	-12	↓	2450	56	10	33	73
The length of time the journey was scheduled to take (speed)		-7	↓	-5	↓	2445	73	13	14	80
Connections with other train services		-8	↓	-7	↓	1382	66	20	13	73
The value for money of the price of your ticket		-3	=	-3	=	2270	37	23	41	40
Upkeep and repair of the train		0	=	0	=	2372	76	16	8	73
The provision of information during the journey		0	=	0	=	2215	73	17	10	69
The helpfulness and attitude of staff on train		0	=	4	=	1116	57	32	11	56
The space for luggage		0	=	0	=	1861	46	26	28	49
The toilet facilities		3	=	4	=	819	44	23	33	33
Sufficient room for all passengers to sit/stand		2	=	0	=	2384	64	14	22	63
The comfort of the seating area		1	=	0	=	2374	72	17	11	69
The ease of being able to get on and off		0	=	1	=	2422	76	15	9	78
Your personal security on board		1	=	-1	=	2265	76	21	3	75
The cleanliness of the inside		0	=	-1	=	2440	76	15	10	73
The cleanliness of the outside		0	=	-3	=	2025	72	21	7	71
The availability of staff		2	=	1	=	1583	37	33	30	36
How well train company deals with delays		-7	↓	-9	↓	796	27	36	37	30

Improved ↑  
 Unchanged =  
 Declined ↓

# CrossCountry

	Overall sample size 1150	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		4	↑	3	=	1125	86	8	7	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	=	1	=	1121	83	12	5	84
Ticket buying facilities		3	=	-2	=	459	85	10	4	84
Provision of information about train times/platforms		4	↑	1	=	1079	86	7	6	88
The upkeep/repair of the station buildings/platforms		4	=	-1	=	1073	75	16	9	78
Cleanliness		3	=	1	=	1081	81	14	5	82
The facilities and services		7	↑	1	=	970	71	15	14	71
The attitudes and helpfulness of the staff		1	=	0	=	802	80	16	4	81
Connections with other forms of public transport		7	↑	3	=	645	79	14	7	79
Facilities for car parking		2	=	-2	=	357	57	20	23	59
Overall environment		4	=	1	=	1084	75	16	9	76
Your personal security whilst using the station		-1	=	-1	=	966	76	22	2	78
The availability of staff		6	↑	3	=	952	71	19	10	71
The provision of shelter facilities		2	=	-2	=	948	73	16	12	73
Availability of seating		4	=	3	=	1028	59	19	22	55
How request to station staff was handled		9	↑	4	=	251	94	2	3	92
The choice of shops/eating/drinking facilities available		5	=	0	=	930	63	21	16	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		1	=	1	=	1134	82	12	6	86
The frequency of the trains on that route		4	=	0	=	1068	81	9	10	85
Punctuality/reliability (i.e. the train arriving/departing on time)		6	↑	4	↑	1123	85	6	10	84
The length of time the journey was scheduled to take (speed)		4	=	1	=	1111	86	7	7	88
Connections with other train services		9	↑	4	=	701	82	9	9	82
The value for money of the price of your ticket		4	=	3	=	1079	55	19	26	59
Upkeep and repair of the train		-1	=	3	=	1094	79	14	7	83
The provision of information during the journey		1	=	1	=	1017	76	18	6	79
The helpfulness and attitude of staff on train		1	=	1	=	838	81	16	3	82
The space for luggage		2	=	5	=	884	59	17	24	61
The toilet facilities		-7	=	3	=	506	49	24	27	54
Sufficient room for all passengers to sit/stand		2	=	5	↑	1091	72	12	17	74
The comfort of the seating area		3	=	2	=	1084	76	14	10	80
The ease of being able to get on and off		2	=	4	=	1104	82	13	5	84
Your personal security on board		1	=	3	=	1054	85	13	2	86
The cleanliness of the inside		1	=	3	=	1125	80	11	8	84
The cleanliness of the outside		0	=	2	=	890	78	17	4	79
The availability of staff		2	=	2	=	909	66	23	10	68
How well train company deals with delays		3	=	4	=	199	55	26	19	59



# East Coast

	Overall sample size 1105	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		3	↑	3	↑	1078	94	4	3	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		4	↑	0	=	1089	90	7	2	84
Ticket buying facilities		-3	=	0	=	306	84	12	4	84
Provision of information about train times/platforms		2	=	2	=	1054	92	4	3	88
The upkeep/repair of the station buildings/platforms		4	↑	4	↑	1048	90	8	2	78
Cleanliness		2	=	2	=	1063	91	7	2	82
The facilities and services		3	=	1	=	952	80	13	8	71
The attitudes and helpfulness of the staff		2	=	3	=	697	85	12	3	81
Connections with other forms of public transport		-1	=	2	=	719	82	11	7	79
Facilities for car parking		0	=	9	↑	315	60	16	24	59
Overall environment		2	=	1	=	1053	86	10	3	76
Your personal security whilst using the station		1	=	4	↑	921	83	16	1	78
The availability of staff		3	=	4	=	817	76	18	6	71
The provision of shelter facilities		3	=	-2	=	824	78	15	8	73
Availability of seating		6	↑	2	=	960	54	19	27	55
How request to station staff was handled		5	=	1	=	181	91	5	4	92
The choice of shops/eating/drinking facilities available		2	=	-1	=	943	67	20	13	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		3	↑	4	↑	1078	93	5	2	86
The frequency of the trains on that route		2	=	1	=	1044	94	3	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)		9	↑	4	↑	1067	92	3	5	84
The length of time the journey was scheduled to take (speed)		2	=	1	=	1065	93	4	3	88
Connections with other train services		3	=	3	=	596	86	9	5	82
The value for money of the price of your ticket		3	=	-1	=	1043	63	17	21	59
Upkeep and repair of the train		2	=	3	=	1062	82	13	6	83
The provision of information during the journey		2	=	4	↑	1017	84	12	3	79
The helpfulness and attitude of staff on train		0	=	6	↑	879	87	12	1	82
The space for luggage		2	=	5	↑	946	70	15	15	61
The toilet facilities		7	↑	5	=	746	57	23	20	54
Sufficient room for all passengers to sit/stand		-2	=	4	↑	1035	82	11	7	74
The comfort of the seating area		-1	=	2	=	1056	80	14	7	80
The ease of being able to get on and off		-1	=	5	↑	1061	86	11	3	84
Your personal security on board		0	=	1	=	1022	89	10	1	86
The cleanliness of the inside		4	↑	3	=	1079	88	9	3	84
The cleanliness of the outside		0	=	1	=	884	79	17	4	79
The availability of staff		3	=	7	↑	914	78	17	5	68
How well train company deals with delays		10	=	2	=	147	69	23	8	59

Improved ↑  
 Unchanged =  
 Declined ↓

# East Midlands Trains

	Overall sample size 1099	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		1	=	1	=	1075	89	7	4	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		4	↑	1	=	1081	88	10	3	84
Ticket buying facilities		5	=	0	=	474	84	7	9	84
Provision of information about train times/platforms		3	=	0	=	1044	87	7	6	88
The upkeep/repair of the station buildings/platforms		6	↑	-3	=	1052	83	11	5	78
Cleanliness		4	↑	-2	=	1062	87	11	3	82
The facilities and services		4	=	-4	=	956	69	15	16	71
The attitudes and helpfulness of the staff		-4	=	-1	=	818	79	16	6	81
Connections with other forms of public transport		-1	=	-1	=	722	74	13	13	79
Facilities for car parking		1	=	-3	=	409	71	17	12	59
Overall environment		6	↑	-1	↑	1059	82	15	4	76
Your personal security whilst using the station		5	↑	5	↑	968	83	16	1	78
The availability of staff		4	=	0	=	933	71	16	13	71
The provision of shelter facilities		2	=	-3	=	919	74	15	11	73
Availability of seating		2	=	0	=	1009	59	19	23	55
How request to station staff was handled		-5	=	0	=	201	86	5	7	92
The choice of shops/eating/drinking facilities available		4	=	-1	=	936	57	21	23	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		0	=	1	=	1088	87	10	4	86
The frequency of the trains on that route		3	=	2	=	1047	82	7	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)		2	=	2	=	1075	85	5	10	84
The length of time the journey was scheduled to take (speed)		1	=	1	=	1068	88	7	5	88
Connections with other train services		2	=	3	=	605	79	14	7	82
The value for money of the price of your ticket		2	=	-1	=	1041	51	19	30	59
Upkeep and repair of the train		-2	=	-1	=	1046	80	13	7	83
The provision of information during the journey		3	=	3	=	995	75	16	9	79
The helpfulness and attitude of staff on train		-1	=	0	=	806	79	17	4	82
The space for luggage		-1	=	-3	=	848	56	22	21	61
The toilet facilities		-9	↓	-2	=	504	45	27	28	54
Sufficient room for all passengers to sit/stand		-2	=	0	=	1059	75	12	14	74
The comfort of the seating area		0	=	3	=	1046	83	12	6	80
The ease of being able to get on and off		2	=	3	=	1071	86	10	4	84
Your personal security on board		-1	=	1	=	1030	85	14	1	86
The cleanliness of the inside		-1	=	0	=	1080	83	11	6	84
The cleanliness of the outside		-2	=	-3	=	916	72	20	8	79
The availability of staff		0	=	0	=	923	65	25	11	68
How well train company deals with delays		-6	=	-3	=	212	49	32	18	59

Improved ↑  
 Unchanged =  
 Declined ↓

# First Hull Trains

	Overall sample size 594	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		0	=	7	↑	559	96	3	1	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-2	=	0	=	571	90	9	1	84
Ticket buying facilities		-1	=	9	↑	260	89	8	2	84
Provision of information about train times/platforms		0	=	4	=	544	90	6	4	88
The upkeep/repair of the station buildings/platforms		-2	=	-1	=	556	88	10	2	78
Cleanliness		1	=	0	=	552	90	8	2	82
The facilities and services		-1	=	3	=	492	74	12	13	71
The attitudes and helpfulness of the staff		-1	=	3	=	373	81	17	2	81
Connections with other forms of public transport		-6	=	0	=	424	79	11	10	79
Facilities for car parking		5	=	-2	=	261	69	15	16	59
Overall environment		0	=	1	=	542	85	11	4	76
Your personal security whilst using the station		-1	=	5	=	491	84	13	3	78
The availability of staff		-2	=	-1	=	441	68	22	10	71
The provision of shelter facilities		-1	=	-2	=	463	82	14	4	73
Availability of seating		2	=	3	=	498	59	21	20	55
How request to station staff was handled		19	↑	4	=	82	94	2	4	92
The choice of shops/eating/drinking facilities available		-9	↓	-4	=	502	63	18	19	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		0	=	4	↑	564	96	3	1	86
The frequency of the trains on that route		-9	↓	0	=	537	79	11	11	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	20	↑	565	96	3	1	84
The length of time the journey was scheduled to take (speed)		-3	=	6	↑	559	94	5	2	88
Connections with other train services		-1	=	6	=	321	86	12	2	82
The value for money of the price of your ticket		-10	↓	-7	=	553	56	25	19	59
Upkeep and repair of the train		-2	=	-2	=	541	92	7	2	83
The provision of information during the journey		-5	↓	0	=	533	89	9	1	79
The helpfulness and attitude of staff on train		-3	=	1	=	523	94	5	1	82
The space for luggage		-6	=	0	=	521	73	15	13	61
The toilet facilities		-2	=	3	=	402	67	22	11	54
Sufficient room for all passengers to sit/stand		-1	=	3	=	550	89	9	3	74
The comfort of the seating area		-1	=	3	=	548	91	7	2	80
The ease of being able to get on and off		1	=	2	=	544	94	5	1	84
Your personal security on board		-2	=	-1	=	536	94	6	0	86
The cleanliness of the inside		0	=	0	=	565	94	5	1	84
The cleanliness of the outside		-5	=	-1	=	476	88	10	2	79
The availability of staff		-6	↓	-1	=	519	88	11	1	68
How well train company deals with delays		-	=	-	=	<50	-	-	-	59

Improved ↑  
 Unchanged =  
 Declined ↓

# First TransPennine Express

	Overall sample size 1183	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		1	=	4	=	1152	85	7	7	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		0	=	1	=	1165	86	10	4	84
Ticket buying facilities		-2	=	1	=	545	85	9	6	84
Provision of information about train times/platforms		0	=	2	=	1124	89	6	5	88
The upkeep/repair of the station buildings/platforms		2	=	3	=	1122	83	13	4	78
Cleanliness		-1	=	2	=	1121	83	12	5	82
The facilities and services		2	=	-2	=	1010	72	17	12	71
The attitudes and helpfulness of the staff		0	=	4	=	840	82	13	5	81
Connections with other forms of public transport		6	↑	0	=	745	78	13	9	79
Facilities for car parking		-2	=	-6	=	370	50	20	30	59
Overall environment		0	=	0	=	1126	80	15	6	76
Your personal security whilst using the station		4	=	3	=	1013	82	16	2	78
The availability of staff		5	=	1	=	957	74	17	9	71
The provision of shelter facilities		1	=	-4	=	996	75	15	10	73
Availability of seating		3	=	4	=	1047	61	17	22	55
How request to station staff was handled		0	=	6	=	215	91	2	7	92
The choice of shops/eating/drinking facilities available		-1	=	-4	=	984	60	22	18	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		3	=	1	=	1150	83	11	6	86
The frequency of the trains on that route		2	=	0	=	1127	84	8	8	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-7	↓	5	↑	1158	79	7	14	84
The length of time the journey was scheduled to take (speed)		-1	=	2	=	1150	87	8	5	88
Connections with other train services		-3	=	0	=	648	78	13	9	82
The value for money of the price of your ticket		6	↑	3	=	1109	60	16	24	59
Upkeep and repair of the train		-2	=	1	=	1125	85	10	4	83
The provision of information during the journey		2	=	2	=	1064	79	16	5	79
The helpfulness and attitude of staff on train		0	=	-1	=	880	81	15	4	82
The space for luggage		9	↑	7	↑	923	59	15	26	61
The toilet facilities		4	=	3	=	462	55	20	25	54
Sufficient room for all passengers to sit/stand		11	↑	5	=	1126	67	10	23	74
The comfort of the seating area		3	=	2	=	1102	80	12	8	80
The ease of being able to get on and off		6	↑	5	↑	1133	83	12	6	84
Your personal security on board		3	=	2	=	1094	86	13	2	86
The cleanliness of the inside		2	=	3	=	1153	85	10	5	84
The cleanliness of the outside		-2	=	2	=	936	82	16	3	79
The availability of staff		0	=	-3	=	978	67	23	10	68
How well train company deals with delays		10	=	12	↑	287	63	26	11	59

Improved ↑  
 Unchanged =  
 Declined ↓

# Grand Central

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 551	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		0	=	0	=	522	94	4	2	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-7	↓	-3	=	540	81	13	6	84
Ticket buying facilities		-8	↓	2	=	247	81	11	9	84
Provision of information about train times/platforms		-1	=	1	=	502	89	7	4	88
The upkeep/repair of the station buildings/platforms		-7	↓	-1	=	511	80	13	7	78
Cleanliness		-5	↓	2	=	508	82	12	6	82
The facilities and services		-2	=	1	=	462	70	12	18	71
The attitudes and helpfulness of the staff		0	=	-2	=	339	77	16	7	81
Connections with other forms of public transport		-9	↓	-2	=	403	76	13	11	79
Facilities for car parking		-2	=	-5	=	268	51	16	34	59
Overall environment		-4	=	-1	=	513	77	14	9	76
Your personal security whilst using the station		-2	=	2	=	461	77	15	7	78
The availability of staff		-3	=	0	=	406	63	18	18	71
The provision of shelter facilities		-6	=	-4	=	447	74	15	11	73
Availability of seating		6	=	-3	=	478	51	22	27	55
How request to station staff was handled		0	=	-14	↓	66	85	6	9	92
The choice of shops/eating/drinking facilities available		-6	=	0	=	464	61	15	23	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		0	=	0	=	527	92	5	2	86
The frequency of the trains on that route		0	=	0	=	512	79	12	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)		6	↑	0	=	527	96	3	1	84
The length of time the journey was scheduled to take (speed)		1	=	1	=	522	93	5	3	88
Connections with other train services		-1	=	0	=	285	85	12	2	82
The value for money of the price of your ticket		-2	=	-3	=	516	76	11	13	59
Upkeep and repair of the train		-1	=	3	=	510	81	11	8	83
The provision of information during the journey		0	=	2	=	488	85	12	3	79
The helpfulness and attitude of staff on train		-1	=	2	=	490	91	7	1	82
The space for luggage		1	=	6	↑	481	80	10	10	61
The toilet facilities		-3	=	6	=	376	64	20	16	54
Sufficient room for all passengers to sit/stand		-2	=	-2	=	516	90	6	4	74
The comfort of the seating area		-3	=	-1	=	513	89	7	4	80
The ease of being able to get on and off		-2	=	-1	=	513	87	10	3	84
Your personal security on board		-1	=	1	=	498	91	7	1	86
The cleanliness of the inside		-2	=	3	=	533	87	8	5	84
The cleanliness of the outside		3	=	-1	=	458	85	12	4	79
The availability of staff		1	=	4	=	479	86	11	2	68
How well train company deals with delays		-	=	-	=	<50	-	-	-	59

Improved ↑  
 Unchanged =  
 Declined ↓

# Virgin Trains

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 1416	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-1	=	-1	=	1389	89	7	4	88
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-2	=	-2	=	1382	77	16	7	84
Ticket buying facilities		-3	=	-4	=	437	83	12	5	84
Provision of information about train times/platforms		-3	=	1	=	1358	86	8	6	88
The upkeep/repair of the station buildings/platforms		-5	↓	-1	=	1337	66	20	13	78
Cleanliness		-2	=	1	=	1352	75	18	7	82
The facilities and services		0	=	-1	=	1184	65	20	14	71
The attitudes and helpfulness of the staff		1	=	2	=	903	81	16	3	81
Connections with other forms of public transport		-2	=	3	=	941	81	13	7	79
Facilities for car parking		-2	=	-3	=	392	57	16	27	59
Overall environment		-3	=	-1	=	1339	65	21	13	76
Your personal security whilst using the station		-3	=	-1	=	1207	72	26	3	78
The availability of staff		-2	=	0	=	1084	65	25	10	71
The provision of shelter facilities		-1	=	-5	=	982	68	19	13	73
Availability of seating		-1	=	0	=	1239	44	19	37	55
How request to station staff was handled		2	=	1	=	292	92	4	3	92
The choice of shops/eating/drinking facilities available		-3	=	-1	=	1210	58	24	18	61
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-1	=	-1	=	1394	89	8	4	86
The frequency of the trains on that route		0	=	-1	=	1358	90	5	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	-3	=	1378	83	7	10	84
The length of time the journey was scheduled to take (speed)		-3	=	-4	↓	1379	90	7	4	88
Connections with other train services		-1	=	-1	=	776	82	11	6	82
The value for money of the price of your ticket		3	=	-3	=	1341	65	14	21	59
Upkeep and repair of the train		-3	=	3	=	1363	88	8	4	83
The provision of information during the journey		0	=	0	=	1298	83	13	5	79
The helpfulness and attitude of staff on train		0	=	0	=	987	82	15	3	82
The space for luggage		-2	=	4	=	1209	61	18	21	61
The toilet facilities		-3	=	-1	=	873	61	23	17	54
Sufficient room for all passengers to sit/stand		-2	=	1	=	1351	77	12	10	74
The comfort of the seating area		0	=	1	=	1366	81	13	6	80
The ease of being able to get on and off		-1	=	2	=	1368	87	10	3	84
Your personal security on board		0	=	1	=	1291	88	11	1	86
The cleanliness of the inside		-1	=	0	=	1383	87	8	5	84
The cleanliness of the outside		3	=	-1	=	1116	84	13	3	79
The availability of staff		0	=	0	=	1138	67	23	10	68
How well train company deals with delays		8	=	0	=	361	62	24	14	59

Improved ↑  
 Unchanged =  
 Declined ↓

# Arriva Trains Wales

	Overall sample size 1386	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		5	↑	6	↑	1335	89	9	2	85
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		2	=	4	=	1341	79	15	6	82
Ticket buying facilities		-2	=	-1	=	787	78	11	11	82
Provision of information about train times/platforms		3	=	4	=	1265	85	10	5	86
The upkeep/repair of the station buildings/platforms		8	↑	6	=	1264	72	19	8	79
Cleanliness		6	↑	0	=	1260	71	18	10	82
The facilities and services		2	=	6	=	1069	50	19	31	59
The attitudes and helpfulness of the staff		9	↑	7	↑	955	83	12	6	80
Connections with other forms of public transport		7	↑	10	↑	856	71	16	13	70
Facilities for car parking		8	↑	10	↑	758	70	15	15	55
Overall environment		5	↑	0	=	1253	67	23	10	77
Your personal security whilst using the station		-1	=	-1	=	1150	68	24	8	74
The availability of staff		6	↑	4	=	1068	67	16	16	70
The provision of shelter facilities		0	=	1	=	1200	66	19	15	74
Availability of seating		6	↑	8	↑	1196	57	19	25	62
How request to station staff was handled		4	=	0	=	229	93	2	5	92
The choice of shops/eating/drinking facilities available		0	=	8	↑	1027	40	21	40	49
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		4	↑	5	↑	1338	85	11	4	80
The frequency of the trains on that route		1	=	0	=	1293	76	9	14	79
Punctuality/reliability (i.e. the train arriving/departing on time)		4	↑	9	↑	1329	87	6	7	83
The length of time the journey was scheduled to take (speed)		4	↑	4	=	1309	86	9	5	86
Connections with other train services		2	=	-1	=	877	75	16	9	79
The value for money of the price of your ticket		3	=	2	=	1293	57	22	21	58
Upkeep and repair of the train		3	=	5	=	1298	74	15	11	70
The provision of information during the journey		1	=	1	=	1204	67	24	10	70
The helpfulness and attitude of staff on train		5	↑	2	=	1178	85	12	3	77
The space for luggage		6	↑	7	↑	1157	67	19	13	62
The toilet facilities		3	=	5	=	822	50	26	24	46
Sufficient room for all passengers to sit/stand		6	↑	5	=	1303	79	11	10	73
The comfort of the seating area		3	=	5	=	1293	77	14	9	73
The ease of being able to get on and off		1	=	2	=	1304	83	11	6	83
Your personal security on board		5	↑	4	=	1271	86	12	2	82
The cleanliness of the inside		5	=	4	=	1339	77	16	7	73
The cleanliness of the outside		3	=	1	=	1114	69	21	9	69
The availability of staff		7	↑	6	↑	1213	76	17	6	65
How well train company deals with delays		8	=	6	=	101	42	40	18	40

Improved ↑  
 Unchanged =  
 Declined ↓

# Merseyrail

	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 709	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-2	=	1	=	694	91	6	3	85
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		-1	=	-4	=	695	87	10	4	82
Ticket buying facilities		-6	=	-1	=	365	86	10	3	82
Provision of information about train times/platforms		0	=	1	=	645	90	7	3	86
The upkeep/repair of the station buildings/platforms		-4	=	-3	=	669	80	11	9	79
Cleanliness		-3	=	-3	=	656	82	11	6	82
The facilities and services		5	=	3	=	554	64	17	20	59
The attitudes and helpfulness of the staff		2	=	2	=	570	85	11	3	80
Connections with other forms of public transport		4	=	2	=	479	77	13	10	70
Facilities for car parking		-5	=	1	=	300	54	16	29	55
Overall environment		-3	=	1	=	655	81	13	6	77
Your personal security whilst using the station		-3	=	2	=	627	78	18	4	74
The availability of staff		-1	=	-3	=	622	78	14	7	70
The provision of shelter facilities		-3	=	1	=	534	81	13	6	74
Availability of seating		-3	=	-3	=	640	66	16	19	62
How request to station staff was handled		-	=	-	=	<50	-	-	-	92
The choice of shops/eating/drinking facilities available		-2	=	-3	=	505	46	17	37	49
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	0	=	686	85	11	4	80
The frequency of the trains on that route		1	=	-1	=	695	94	3	3	79
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	5	↑	692	92	4	5	83
The length of time the journey was scheduled to take (speed)		0	=	2	=	688	96	3	1	86
Connections with other train services		-2	=	2	=	373	87	9	4	79
The value for money of the price of your ticket		-2	=	2	=	578	68	16	16	58
Upkeep and repair of the train		-5	=	-2	=	651	72	20	9	70
The provision of information during the journey		-1	=	5	=	645	87	9	4	70
The helpfulness and attitude of staff on train		-3	=	8	=	386	70	26	4	77
The space for luggage		-2	=	3	=	522	54	24	22	62
The toilet facilities		7	=	1	=	207	25	11	65	46
Sufficient room for all passengers to sit/stand		-2	=	5	=	672	75	14	11	73
The comfort of the seating area		-1	=	3	=	668	76	15	9	73
The ease of being able to get on and off		-1	=	3	=	670	87	8	4	83
Your personal security on board		-3	=	4	=	641	80	18	2	82
The cleanliness of the inside		-3	=	-1	=	690	74	13	13	73
The cleanliness of the outside		-2	=	-4	=	623	70	20	10	69
The availability of staff		7	=	7	=	520	55	29	15	65
How well train company deals with delays		3	=	9	=	75	48	34	18	40



Improved ↑  
 Unchanged =  
 Declined ↓

# Northern Rail

	Overall sample size 1414	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015				
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-1	=	1	=	1379	79	11	10	85
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		3	=	0	=	1370	79	14	7	82
Ticket buying facilities		7	↑	2	=	785	80	9	11	82
Provision of information about train times/platforms		1	=	1	=	1315	84	8	8	86
The upkeep/repair of the station buildings/platforms		3	=	-1	=	1328	77	15	8	79
Cleanliness		5	↑	3	=	1333	81	12	7	82
The facilities and services		9	↑	5	↑	1132	61	15	24	59
The attitudes and helpfulness of the staff		4	=	0	=	986	76	17	8	80
Connections with other forms of public transport		-4	=	1	=	901	67	14	19	70
Facilities for car parking		8	↑	4	=	717	58	16	25	55
Overall environment		6	↑	0	=	1329	75	16	9	77
Your personal security whilst using the station		5	↑	-1	=	1231	72	20	7	74
The availability of staff		8	↑	0	=	1147	64	19	17	70
The provision of shelter facilities		7	↑	-3	=	1248	71	15	14	74
Availability of seating		9	↑	6	↑	1281	62	18	20	62
How request to station staff was handled		6	=	4	=	168	91	4	5	92
The choice of shops/eating/drinking facilities available		12	↑	4	=	1092	52	17	31	49
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-2	=	3	=	1367	72	14	13	80
The frequency of the trains on that route		-6	↓	1	=	1352	69	11	20	79
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	1	=	1370	78	7	16	83
The length of time the journey was scheduled to take (speed)		-7	↓	1	=	1353	81	11	9	86
Connections with other train services		1	=	6	↑	814	76	16	7	79
The value for money of the price of your ticket		0	=	-3	=	1313	53	19	27	58
Upkeep and repair of the train		-2	=	0	=	1325	60	17	23	70
The provision of information during the journey		-3	=	-2	=	1196	57	26	17	70
The helpfulness and attitude of staff on train		6	↑	0	=	1137	75	19	5	77
The space for luggage		4	=	2	=	1079	57	18	25	62
The toilet facilities		-1	=	0	=	600	40	21	39	46
Sufficient room for all passengers to sit/stand		-1	=	-1	=	1334	66	14	20	73
The comfort of the seating area		0	=	2	=	1342	63	17	20	73
The ease of being able to get on and off		0	=	0	=	1340	78	14	8	83
Your personal security on board		0	=	2	=	1288	79	18	3	82
The cleanliness of the inside		2	=	1	=	1364	66	18	16	73
The cleanliness of the outside		4	=	-2	=	1150	63	24	14	69
The availability of staff		6	↑	0	=	1248	62	25	14	65
How well train company deals with delays		-12	↓	-1	=	207	31	40	29	40

## ScotRail

Improved ↑  
 Unchanged =  
 Declined ↓


	Improvement/decline in % satisfied or good since Spring 2014		Improvement/decline in % satisfied or good since Autumn 2014		Spring 2015					
	Overall sample size 1156	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey		-3	=	0	=	1125	87	9	4	85
<b>STATION FACILITIES</b>										
Overall satisfaction with the station		0	=	1	=	1138	84	11	4	82
Ticket buying facilities		8	=	2	=	686	84	8	8	82
Provision of information about train times/platforms		-1	=	2	=	1093	87	7	6	86
The upkeep/repair of the station buildings/platforms		2	=	2	=	1105	83	10	7	79
Cleanliness		2	=	2	=	1102	87	7	6	82
The facilities and services		5	=	-2	=	954	56	19	25	59
The attitudes and helpfulness of the staff		3	=	2	=	867	82	10	8	80
Connections with other forms of public transport		-3	=	-7	=	786	70	15	15	70
Facilities for car parking		1	=	-8	=	497	47	21	31	55
Overall environment		2	=	1	=	1115	82	10	8	77
Your personal security whilst using the station		-4	=	-1	=	1006	76	20	4	74
The availability of staff		6	=	2	=	989	73	16	11	70
The provision of shelter facilities		-3	=	-6	=	959	77	11	12	74
Availability of seating		-3	=	-1	=	1044	61	18	20	62
How request to station staff was handled		5	=	5	=	181	93	2	5	92
The choice of shops/eating/drinking facilities available		2	=	2	=	940	49	21	30	49
<b>TRAIN FACILITIES</b>										
Overall satisfaction with the train		-4	=	-3	=	1130	84	12	4	80
The frequency of the trains on that route		-2	=	1	=	1125	83	4	13	79
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	1	=	1129	84	8	9	83
The length of time the journey was scheduled to take (speed)		0	=	-2	=	1125	88	7	5	86
Connections with other train services		-6	=	-3	=	571	79	15	6	79
The value for money of the price of your ticket		4	=	0	=	1103	60	15	25	58
Upkeep and repair of the train		-6	=	-5	=	1099	78	13	9	70
The provision of information during the journey		-2	=	1	=	1034	76	17	8	70
The helpfulness and attitude of staff on train		-5	=	-5	=	913	79	17	4	77
The space for luggage		5	=	-1	=	915	69	18	13	62
The toilet facilities		6	=	5	=	486	58	20	22	46
Sufficient room for all passengers to sit/stand		0	=	2	=	1096	78	10	12	73
The comfort of the seating area		-2	=	2	=	1104	81	11	8	73
The ease of being able to get on and off		-2	=	0	=	1117	87	9	5	83
Your personal security on board		-2	=	1	=	1062	86	13	2	82
The cleanliness of the inside		-6	=	-5	=	1124	78	14	8	73
The cleanliness of the outside		-9	↓	-9	↓	915	74	17	9	69
The availability of staff		-3	=	-3	=	1018	69	24	7	65
How well train company deals with delays		5	=	0	=	167	49	29	22	40



# Individual train company results by route

# Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2014.



Improved   
 Unchanged   
 Declined 

Full details of the route results for Spring 2015 are available on the Transport Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	408	77	=	First Great Western: Long distance	1330	83	=	Northern Rail: West and North Yorkshire	308	80	=
Abellio Greater Anglia: Mainline	579	71	=	First Great Western: London Thames Valley	1005	77	=	ScotRail: Interurban	421	85	=
Abellio Greater Anglia: Metro	241	77	=	First Great Western: West	691	83	=	ScotRail: Rural	159	93	=
Abellio Greater Anglia: Rural	167	81	=	First Hull Trains	559	96	=	ScotRail: Strathclyde	267	88	=
Abellio Greater Anglia: Stansted Express	180	90	=	First TransPennine Express: North	672	86	=	ScotRail: Urban	278	84	=
Abellio Greater Anglia: West Anglia inner	182	74	=	First TransPennine Express: North West	286	83	=	Southeastern: High Speed	407	88	=
Abellio Greater Anglia: West Anglia outer	375	76	=	First TransPennine Express: South	194	86	=	Southeastern: Mainline	481	76	↑
Arriva Trains Wales: Cardiff and Valleys	315	84	=	Govia Thameslink Railway: Great Northern	510	80	=	Southeastern: Metro	917	73	=
Arriva Trains Wales: Interurban	339	92	=	Govia Thameslink Railway: Thameslink Loop	398	64	=	Southern: Gatwick Express	579	86	=
Arriva Trains Wales: Mid Wales and Borders	248	89	=	Govia Thameslink Railway: Thameslink North	431	73	=	Southern: Metro	926	67	↓
Arriva Trains Wales: North Wales and Borders	185	94	=	Govia Thameslink Railway: Thameslink South	348	70	↓	Southern: Sussex Coast	964	76	=
Arriva Trains Wales: South Wales and Borders/West Wales	248	91	=	Grand Central: London - Bradford	175	93	=	South West Trains: Island Line	135	90	=
c2c: Southend Line	785	87	=	Grand Central: London - Sunderland	347	94	=	South West Trains: London	600	79	=
c2c: Tilbury Line	199	84	=	Heathrow Connect	539	88	=	South West Trains: Mainline	226	79	=
Chiltern Railways: North	186	92	=	Heathrow Express	629	94	=	South West Trains: Metro	304	80	=
Chiltern Railways: South	881	89	=	London Midland: London commuter	314	83	=	South West Trains: Not Managed By South West Trains	152	79	=
Crosscountry: Birmingham - Manchester	100	96	=	London Midland: West Coast	270	91	=	South West Trains: Portsmouth	125	81	=
Crosscountry: Birmingham - North East and Scotland	253	87	=	London Midland: West Midlands	603	82	=	South West Trains: Reading/Windsor	183	85	=
Crosscountry: Birmingham - South Coast	201	82	=	London Overground: Gospel Oak - Barking	242	95	=	South West Trains: Suburban	290	79	=
Crosscountry: Birmingham - South West	283	86	=	London Overground: Richmond/Clapham Junction - Stratford	278	88	=	South West Trains: West of England	125	85	=
Crosscountry: Birmingham - Stansted	179	79	=	London Overground: Watford - Euston	389	91	=	Virgin: London - Birmingham - Scotland	295	86	=
Crosscountry: Nottingham - Cardiff	109	88	=	London Overground: Highbury - Croydon/Clapham	295	84	↓	Virgin: London - Liverpool	181	94	=
East Coast: Non-London journeys	319	94	=	Merseyrail: Northern	364	92	=	Virgin: London - Manchester	284	90	=
East Coast: London East Midlands and East of England	227	93	=	Merseyrail: Wirral	330	90	=	Virgin: London - North Wales	106	85	=
East Coast: London - North East and Scotland	251	95	=	Northern Rail: Lancashire and Cumbria	191	81	=	Virgin: London - Scotland	270	95	↑
East Coast: London - Yorkshire	281	93	=	Northern Rail: Manchester and Liverpool	439	76	=	Virgin: London - Wolverhampton/Shrewsbury	253	85	=
East Midlands Trains: Liverpool - Norwich	289	85	=	Northern Rail: South and East Yorkshire	266	80	=				
East Midlands Trains: Local	245	89	=	Northern Rail: Tyne Tees and Wear	175	85	=				
East Midlands Trains: London	541	90	=								

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2014.


Improved   
 Unchanged   
 Declined 

Full details of the route results for Spring 2015 are available on the Transport Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	410	39	⊖	First Great Western: Long distance	1305	43	⊖	Northern Rail: West and North Yorkshire	304	54	⊖
Abellio Greater Anglia: Mainline	558	29	⊖	First Great Western: London Thames Valley	969	45	⊖	ScotRail: Interurban	407	54	⊖
Abellio Greater Anglia: Metro	209	29	⊖	First Great Western: West	679	63	⊖	ScotRail: Rural	157	81	⊖
Abellio Greater Anglia: Rural	163	44	⊖	First Hull Trains	553	56	↓	ScotRail: Strathclyde	264	64	⊖
Abellio Greater Anglia: Stansted Express	176	37	⊖	First TransPennine Express: North	657	57	⊖	ScotRail: Urban	275	45	⊖
Abellio Greater Anglia: West Anglia inner	157	38	⊖	First TransPennine Express: North West	262	66	↑	Southeastern: High Speed	391	35	⊖
Abellio Greater Anglia: West Anglia outer	363	35	⊖	First TransPennine Express: South	190	70	↑	Southeastern: Mainline	463	37	⊖
Arriva Trains Wales: Cardiff and Valleys	312	55	⊖	Govia Thameslink Railway: Great Northern	492	40	⊖	Southeastern: Metro	769	31	⊖
Arriva Trains Wales: Interurban	337	58	⊖	Govia Thameslink Railway: Thameslink Loop	359	31	⊖	Southern: Gatwick Express	564	36	⊖
Arriva Trains Wales: Mid Wales and Borders	242	59	⊖	Govia Thameslink Railway: Thameslink North	394	35	⊖	Southern: Metro	779	31	↓
Arriva Trains Wales: North Wales and Borders	156	60	⊖	Govia Thameslink Railway: Thameslink South	314	34	⊖	Southern: Sussex Coast	927	41	⊖
Arriva Trains Wales: South Wales and Borders/West Wales	246	57	⊖	Grand Central: London - Bradford	171	80	⊖	South West Trains: Island Line	119	77	⊖
c2c: Southend Line	736	46	⊖	Grand Central: London - Sunderland	345	74	⊖	South West Trains: London	570	34	⊖
c2c: Tilbury Line	194	40	⊖	Heathrow Connect	493	51	⊖	South West Trains: Mainline	226	39	⊖
Chiltern Railways: North	179	56	↓	Heathrow Express	638	36	↓	South West Trains: Metro	266	34	⊖
Chiltern Railways: South	844	43	⊖	London Midland: London commuter	303	37	⊖	South West Trains: Not Managed By South West Trains	157	43	⊖
Crosscountry: Birmingham - Manchester	95	71	⊖	London Midland: West Coast	257	68	⊖	South West Trains: Portsmouth	127	31	⊖
Crosscountry: Birmingham - North East and Scotland	244	58	⊖	London Midland: West Midlands	531	57	⊖	South West Trains: Reading/Windsor	161	32	⊖
Crosscountry: Birmingham - South Coast	193	48	⊖	London Overground: Gospel Oak - Barking	205	62	⊖	South West Trains: Suburban	295	35	⊖
Crosscountry: Birmingham - South West	273	47	⊖	London Overground: Richmond/Clapham Junction - Stratford	247	60	⊖	South West Trains: West of England	121	58	↑
Crosscountry: Birmingham - Stansted	171	62	↑	London Overground: Watford - Euston	313	65	⊖	Virgin: London - Birmingham - Scotland	281	67	⊖
Crosscountry: Nottingham - Cardiff	103	46	⊖	London Overground: Highbury - Croydon/Clapham	255	45	↓	Virgin: London - Liverpool	176	63	⊖
East Coast: Non-London journeys	301	65	⊖	Merseyrail: Northern	287	70	⊖	Virgin: London - Manchester	276	59	⊖
East Coast: London East Midlands and East of England	225	60	⊖	Merseyrail: Wirral	291	66	⊖	Virgin: London - North Wales	101	65	⊖
East Coast: London - North East and Scotland	246	60	⊖	Northern Rail: Lancashire and Cumbria	183	57	⊖	Virgin: London - Scotland	261	65	⊖
East Coast: London - Yorkshire	271	63	⊖	Northern Rail: Manchester and Liverpool	403	50	⊖	Virgin: London - Wolverhampton/Shrewsbury	246	70	⊖
East Midlands Trains: Liverpool - Norwich	280	61	⊖	Northern Rail: South and East Yorkshire	255	58	⊖				
East Midlands Trains: Local	240	57	⊖	Northern Rail: Tyne Tees and Wear	168	55	⊖				
East Midlands Trains: London	521	45	⊖								

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2014.




Improved   
Unchanged   
Declined 

Full details of the route results for Spring 2015 are available on the Transport Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	407	71	⊖	First Great Western: Long distance	1338	77	⊖	Northern Rail: West and North Yorkshire	306	75	⊖
Abellio Greater Anglia: Mainline	572	73	⊖	First Great Western: London Thames Valley	1007	67	⊖	ScotRail: Interurban	421	84	↓
Abellio Greater Anglia: Metro	239	75	⊖	First Great Western: West	686	83	↑	ScotRail: Rural	161	86	⊖
Abellio Greater Anglia: Rural	168	80	⊖	First Hull Trains	565	96	⊖	ScotRail: Strathclyde	272	84	⊖
Abellio Greater Anglia: Stansted Express	179	94	⊖	First TransPennine Express: North	679	77	↓	ScotRail: Urban	275	81	⊖
Abellio Greater Anglia: West Anglia inner	182	75	⊖	First TransPennine Express: North West	284	81	⊖	Southeastern: High Speed	408	84	⊖
Abellio Greater Anglia: West Anglia outer	373	78	⊖	First TransPennine Express: South	195	85	⊖	Southeastern: Mainline	480	77	↑
Arriva Trains Wales: Cardiff and Valleys	314	83	⊖	Govia Thameslink Railway: Great Northern	513	77	⊖	Southeastern: Metro	919	70	⊖
Arriva Trains Wales: Interurban	347	88	⊖	Govia Thameslink Railway: Thameslink Loop	399	49	↓	Southern: Gatwick Express	567	89	⊖
Arriva Trains Wales: Mid Wales and Borders	245	85	⊖	Govia Thameslink Railway: Thameslink North	423	58	↓	Southern: Metro	923	46	↓
Arriva Trains Wales: North Wales and Borders	177	94	⊖	Govia Thameslink Railway: Thameslink South	347	50	↓	Southern: Sussex Coast	960	64	↓
Arriva Trains Wales: South Wales and Borders/West Wales	246	90	⊖	Grand Central: London - Bradford	173	95	↑	South West Trains: Island Line	133	97	⊖
c2c: Southend Line	790	93	⊖	Grand Central: London - Sunderland	354	97	⊖	South West Trains: London	594	74	⊖
c2c: Tilbury Line	197	91	⊖	Heathrow Connect	545	69	↓	South West Trains: Mainline	224	71	⊖
Chiltern Railways: North	186	91	⊖	Heathrow Express	639	94	⊖	South West Trains: Metro	306	73	⊖
Chiltern Railways: South	876	91	⊖	London Midland: London commuter	312	77	⊖	South West Trains: Not Managed By South West Trains	153	88	⊖
Crosscountry: Birmingham - Manchester	99	90	⊖	London Midland: West Coast	274	81	⊖	South West Trains: Portsmouth	129	80	⊖
Crosscountry: Birmingham - North East and Scotland	253	87	↑	London Midland: West Midlands	598	75	⊖	South West Trains: Reading/Windsor	179	79	⊖
Crosscountry: Birmingham - South Coast	203	80	⊖	London Overground: Gospel Oak - Barking	243	85	⊖	South West Trains: Suburban	292	82	⊖
Crosscountry: Birmingham - South West	280	82	⊖	London Overground: Richmond/Clapham Junction - Stratford	278	84	⊖	South West Trains: West of England	122	83	⊖
Crosscountry: Birmingham - Stansted	182	85	⊖	London Overground: Watford - Euston	382	84	⊖	Virgin: London - Birmingham - Scotland	290	81	⊖
Crosscountry: Nottingham - Cardiff	106	86	⊖	London Overground: Highbury - Croydon/Clapham	287	78	↓	Virgin: London - Liverpool	182	82	⊖
East Coast: Non-London journeys	318	92	↑	Merseyrail: Northern	360	93	⊖	Virgin: London - Manchester	285	85	↓
East Coast: London East Midlands and East of England	225	87	⊖	Merseyrail: Wirral	332	91	⊖	Virgin: London - North Wales	106	89	⊖
East Coast: London - North East and Scotland	246	96	↑	Northern Rail: Lancashire and Cumbria	188	77	⊖	Virgin: London - Scotland	268	81	⊖
East Coast: London - Yorkshire	278	92	↑	Northern Rail: Manchester and Liverpool	436	77	⊖	Virgin: London - Wolverhampton/Shrewsbury	247	83	⊖
East Midlands Trains: Liverpool - Norwich	283	75	⊖	Northern Rail: South and East Yorkshire	267	87	⊖				
East Midlands Trains: Local	245	89	⊖	Northern Rail: Tyne Tees and Wear	173	87	⊖				
East Midlands Trains: London	547	87	↑								

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2014.

Improved   
 Unchanged   
 Declined 




Full details of the route results for Spring 2015 are available on the Transport Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	398	71	=	First Great Western: Long distance	1302	73	↑	Northern Rail: West and North Yorkshire	301	68	=
Abellio Greater Anglia: Mainline	554	58	=	First Great Western: London Thames Valley	989	67	=	ScotRail: Interurban	410	67	=
Abellio Greater Anglia: Metro	234	43	=	First Great Western: West	672	67	=	ScotRail: Rural	154	95	=
Abellio Greater Anglia: Rural	168	79	=	First Hull Trains	550	89	=	ScotRail: Strathclyde	267	85	=
Abellio Greater Anglia: Stansted Express	179	81	=	First TransPennine Express: North	653	64	↑	ScotRail: Urban	265	66	↓
Abellio Greater Anglia: West Anglia inner	176	58	↓	First TransPennine Express: North West	280	72	↑	Southeastern: High Speed	400	75	↓
Abellio Greater Anglia: West Anglia outer	360	61	↓	First TransPennine Express: South	193	72	=	Southeastern: Mainline	459	66	↑
Arriva Trains Wales: Cardiff and Valleys	308	74	=	Govia Thameslink Railway: Great Northern	493	51	=	Southeastern: Metro	866	57	=
Arriva Trains Wales: Interurban	338	85	=	Govia Thameslink Railway: Thameslink Loop	386	57	=	Southern: Gatwick Express	565	82	=
Arriva Trains Wales: Mid Wales and Borders	240	83	=	Govia Thameslink Railway: Thameslink North	415	58	=	Southern: Metro	883	64	=
Arriva Trains Wales: North Wales and Borders	176	85	=	Govia Thameslink Railway: Thameslink South	326	68	=	Southern: Sussex Coast	936	62	=
Arriva Trains Wales: South Wales and Borders/West Wales	241	77	=	Grand Central: London - Bradford	168	88	=	South West Trains: Island Line	129	91	=
c2c: Southend Line	763	58	=	Grand Central: London - Sunderland	348	92	=	South West Trains: London	585	59	=
c2c: Tilbury Line	191	49	=	Heathrow Connect	528	81	=	South West Trains: Mainline	226	70	=
Chiltern Railways: North	179	87	=	Heathrow Express	631	93	=	South West Trains: Metro	298	64	=
Chiltern Railways: South	869	68	=	London Midland: London commuter	304	60	=	South West Trains: Not Managed By South West Trains	148	63	↓
Crosscountry: Birmingham - Manchester	94	77	=	London Midland: West Coast	263	77	↑	South West Trains: Portsmouth	122	60	=
Crosscountry: Birmingham - North East and Scotland	248	72	=	London Midland: West Midlands	578	67	=	South West Trains: Reading/Windsor	180	55	=
Crosscountry: Birmingham - South Coast	196	70	=	London Overground: Gospel Oak - Barking	226	69	=	South West Trains: Suburban	276	61	=
Crosscountry: Birmingham - South West	272	73	=	London Overground: Richmond/Clapham Junction - Stratford	274	62	=	South West Trains: West of England	118	71	=
Crosscountry: Birmingham - Stansted	174	70	=	London Overground: Watford - Euston	375	85	=	Virgin: London - Birmingham - Scotland	285	75	=
Crosscountry: Nottingham - Cardiff	107	65	=	London Overground: Highbury - Croydon/Clapham	279	68	↓	Virgin: London - Liverpool	179	87	=
East Coast: Non-London journeys	308	85	=	Merseyrail: Northern	346	74	=	Virgin: London - Manchester	275	79	=
East Coast: London East Midlands and East of England	214	75	=	Merseyrail: Wirral	326	78	=	Virgin: London - North Wales	102	80	=
East Coast: London - North East and Scotland	239	83	=	Northern Rail: Lancashire and Cumbria	184	75	=	Virgin: London - Scotland	265	83	=
East Coast: London - Yorkshire	274	81	=	Northern Rail: Manchester and Liverpool	423	60	=	Virgin: London - Wolverhampton/Shrewsbury	245	70	=
East Midlands Trains: Liverpool - Norwich	281	77	=	Northern Rail: South and East Yorkshire	260	72	=				
East Midlands Trains: Local	242	78	=	Northern Rail: Tyne Tees and Wear	166	73	=				
East Midlands Trains: London	536	73	=								



# Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2014.

Improved   
 Unchanged   
 Declined 

Full details of the route results for Spring 2015 are available on the Transport Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Abellio Greater Anglia: Intercity	416	83	⊖	First Great Western: Long distance	1348	83	⊖	Northern Rail: West and North Yorkshire	309	81	↑
Abellio Greater Anglia: Mainline	579	75	⊖	First Great Western: London Thames Valley	1018	77	⊖	ScotRail: Interurban	429	87	⊖
Abellio Greater Anglia: Metro	239	78	⊖	First Great Western: West	693	83	↑	ScotRail: Rural	157	85	⊖
Abellio Greater Anglia: Rural	169	71	⊖	First Hull Trains	571	90	⊖	ScotRail: Strathclyde	271	83	⊖
Abellio Greater Anglia: Stansted Express	179	81	⊖	First TransPennine Express: North	678	86	⊖	ScotRail: Urban	281	87	⊖
Abellio Greater Anglia: West Anglia inner	179	56	⊖	First TransPennine Express: North West	291	84	⊖	Southeastern: High Speed	410	77	⊖
Abellio Greater Anglia: West Anglia outer	383	76	⊖	First TransPennine Express: South	196	89	⊖	Southeastern: Mainline	485	80	⊖
Arriva Trains Wales: Cardiff and Valleys	316	75	⊖	Govia Thameslink Railway: Great Northern	512	80	⊖	Southeastern: Metro	920	76	⊖
Arriva Trains Wales: Interurban	345	85	⊖	Govia Thameslink Railway: Thameslink Loop	402	69	↓	Southern: Gatwick Express	584	81	⊖
Arriva Trains Wales: Mid Wales and Borders	245	80	⊖	Govia Thameslink Railway: Thameslink North	431	80	⊖	Southern: Metro	924	70	↓
Arriva Trains Wales: North Wales and Borders	182	81	⊖	Govia Thameslink Railway: Thameslink South	344	70	⊖	Southern: Sussex Coast	969	73	⊖
Arriva Trains Wales: South Wales and Borders/West Wales	253	80	⊖	Grand Central: London - Bradford	175	76	⊖	South West Trains: Island Line	133	77	⊖
c2c: Southend Line	791	85	⊖	Grand Central: London - Sunderland	365	84	↓	South West Trains: London	603	82	⊖
c2c: Tilbury Line	202	80	⊖	Heathrow Connect	544	75	⊖	South West Trains: Mainline	227	72	⊖
Chiltern Railways: North	190	85	⊖	Heathrow Express	646	90	⊖	South West Trains: Metro	307	76	⊖
Chiltern Railways: South	872	91	⊖	London Midland: London commuter	315	74	⊖	South West Trains: Not Managed By South West Trains	158	94	↑
Crosscountry: Birmingham - Manchester	99	94	↑	London Midland: West Coast	273	83	⊖	South West Trains: Portsmouth	127	79	⊖
Crosscountry: Birmingham - North East and Scotland	255	87	⊖	London Midland: West Midlands	601	75	⊖	South West Trains: Reading/Windsor	179	74	⊖
Crosscountry: Birmingham - South Coast	203	79	⊖	London Overground: Gospel Oak - Barking	239	85	⊖	South West Trains: Suburban	294	72	⊖
Crosscountry: Birmingham - South West	279	79	⊖	London Overground: Richmond/Clapham Junction - Stratford	283	77	⊖	South West Trains: West of England	125	81	⊖
Crosscountry: Birmingham - Stansted	179	75	⊖	London Overground: Watford - Euston	384	80	↓	Virgin: London - Birmingham - Scotland	290	78	⊖
Crosscountry: Nottingham - Cardiff	106	86	⊖	London Overground: Highbury - Croydon/Clapham	290	84	⊖	Virgin: London - Liverpool	181	81	⊖
East Coast: Non-London journeys	320	88	↑	Merseyrail: Northern	363	90	⊖	Virgin: London - Manchester	286	82	⊖
East Coast: London East Midlands and East of England	230	89	⊖	Merseyrail: Wirral	332	83	⊖	Virgin: London - North Wales	105	66	⊖
East Coast: London - North East and Scotland	252	93	⊖	Northern Rail: Lancashire and Cumbria	187	75	⊖	Virgin: London - Scotland	272	80	⊖
East Coast: London - Yorkshire	287	91	⊖	Northern Rail: Manchester and Liverpool	435	77	⊖	Virgin: London - Wolverhampton/Shrewsbury	248	71	⊖
East Midlands Trains: Liverpool - Norwich	288	86	↑	Northern Rail: South and East Yorkshire	265	83	↓				
East Midlands Trains: Local	244	82	⊖	Northern Rail: Tyne Tees and Wear	174	79	⊖				
East Midlands Trains: London	549	91	⊖								

## How routes are defined

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

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

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

### **Abellio Greater Anglia: Mainline**

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

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

Journeys on London – Shenfield metro service

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

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

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

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

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

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

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

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

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

Journeys on the Valley lines around Cardiff

### **Arriva Trains Wales: Interurban**

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

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

Journeys on the route Birmingham – Aberystwyth/Pwllheli

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

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

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

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

### **c2c: Southend Line**

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

### **c2c: Tilbury Line**

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

### **Chiltern Railways: North**

Journeys starting from Bicester North station and stations further north

### **Chiltern Railways: South**

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

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

Journeys on the Manchester Piccadilly – Birmingham New Street route

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

Journeys on the Birmingham New Street – Aberdeen route

**CrossCountry: Birmingham – South Coast**

Journeys on the Birmingham New Street – Bournemouth route

**CrossCountry: Birmingham – South West**

Journeys on the Birmingham New Street – Penzance route

**CrossCountry: Birmingham – Stansted**

Journeys on the Birmingham New Street – Stansted Airport route

**CrossCountry: Nottingham – Cardiff**

Journeys on the Nottingham – Cardiff Central route

**East Coast: London – Yorkshire**

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

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

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

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

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

**East Coast: non-London journeys**

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

**East Midland Trains: Liverpool – Norwich**

Journeys on the Liverpool – Norwich route

**East Midlands Trains: Local**

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

**East Midlands Trains: London**

Journeys on the London – Sheffield route. Also includes London – Corby services

**First Great Western: Long distance**

Journeys on long-distance services

**First Great Western: London Thames Valley**

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

**First Great Western: West**

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

**First TransPennine Express: North**

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

**First TransPennine Express: North West**

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

**First TransPennine Express: South**

Journeys on routes between Manchester Airport/Manchester and Cleethorpes

**Grand Central: London – Bradford**

Journeys on London King's Cross – Bradford Interchange route

**Grand Central: London – Sunderland**

Journeys on London King's Cross – Sunderland route

**Govia Thameslink Railway: Great Northern**

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

**Govia Thameslink Railway: Thameslink loop**

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

**Govia Thameslink Railway: North**

Journeys starting from stations on the route between Farringdon and Bedford

**Govia Thameslink Railway: South**

Journeys starting from stations between London Bridge and Brighton. Also includes some journeys starting on the rail lines between Denmark Hill and Sevenoaks, and West Dulwich and Orpington

**Heathrow Connect**

All Heathrow Connect journeys

**Heathrow Express**

All Heathrow Express journeys

**London Midland: London commuter**

Journeys on London Euston – Northampton services

**London Midland: West Coast**

Journeys on London Euston – Liverpool Lime Street services

**London Midland: West Midlands**

Journeys on several rail lines in and around Birmingham New Street

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

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

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

**London Overground: Richmond/Clapham Junction – Stratford**

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line

**Merseyrail: Wirral**

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

**Northern: Lancashire & Cumbria**

Journeys from stations in Lancashire and Cumbria

**Northern: Manchester & Liverpool**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern: South & East Yorkshire:**

Journeys from stations in South and East Yorkshire, and Lincolnshire

**Northern: Tyne Tees & Wear**

Journeys from stations in Tyne and Wear

**Northern: West & North Yorkshire**

Journeys from stations in West and North Yorkshire

**ScotRail: Interurban**

Journeys on longer-distance rail lines between urban areas

**ScotRail: Rural**

Journeys on predominantly rural rail lines

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde

**ScotRail: Urban**

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

**Southeastern: High Speed**

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

**Southeastern: Mainline**

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

**Southeastern: Metro**

Journeys on routes that are within London

**Southern: Gatwick Express**

Fast Gatwick Express services Gatwick-London Victoria

**Southern: Sussex coast**

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

**Southern: Metro**

Journeys on routes that are within London

**South West Trains: Island Line**

Journeys starting from stations on the Isle of Wight

**South West Trains: London**

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

**South West Trains: Mainline**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains: Metro**

Journeys starting from stations between Earlsfield and Surbiton

**South West Trains: Not managed by SWT**

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

**South West Trains: Portsmouth**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains: Reading/Windsor**

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

**South West Trains: Suburban**

Journeys starting from stations in the Woking area

**South West Trains: West of England**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin: London – Birmingham – Scotland**

Journeys on London-Birmingham – Scotland services

**Virgin: London – Liverpool**

Journeys on London – Liverpool services

**Virgin: London – Manchester**

Journeys on London – Manchester services

**Virgin: London – North Wales**

Journeys on London – Holyhead/North Wales services

**Virgin: London – Scotland**

Journeys on London – Glasgow/Scotland services

**Virgin: London – Wolverhampton**

Journeys on London – Wolverhampton services

# What impacts on satisfaction and dissatisfaction?

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

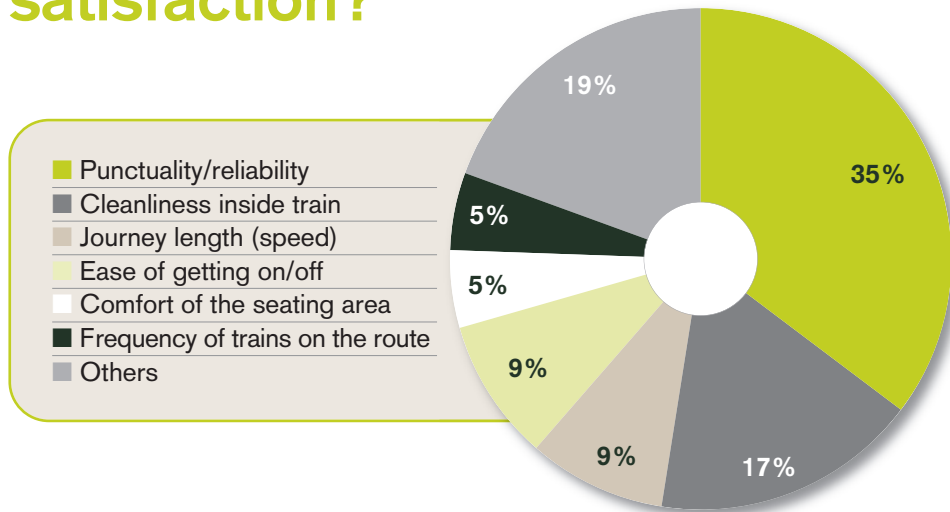
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Spring 2015 and Autumn 2014 combined.

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

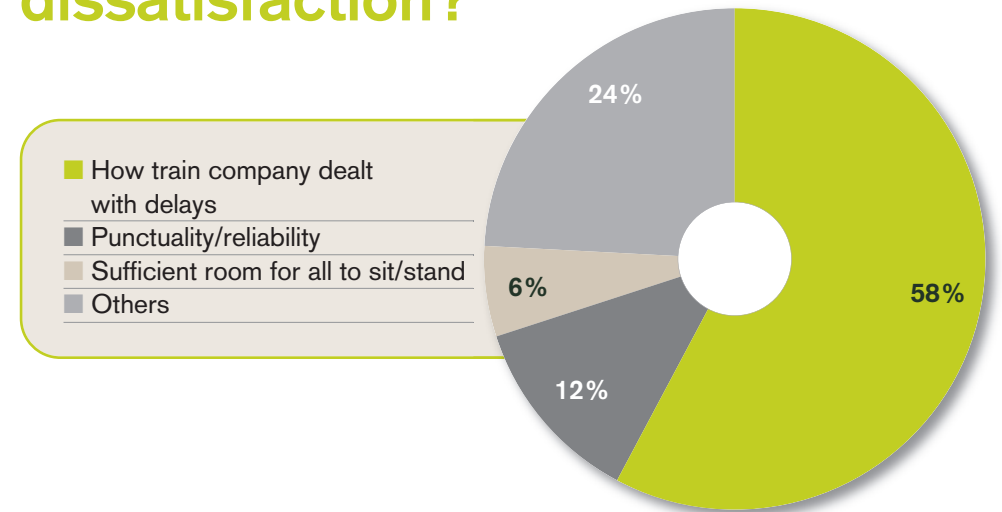
overall, then punctuality is likely to have a bigger impact on overall satisfaction – the higher the percentage figure below the greater the influence on overall journey satisfaction.

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

## What has the biggest impact on overall satisfaction?



## What has the biggest impact on overall dissatisfaction?



# National results

## by journey purpose



Improved ↑  
 Unchanged =  
 Declined ↓

# Journey purpose

	Commuter Spring 2015			Business Spring 2015			Leisure Spring 2015		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change
Overall sample size 27168									
Overall satisfaction with the journey	72	-3	↓	82	-2	=	89	0	=
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	74	0	=	78	1	=	83	1	=
Ticket buying facilities	70	0	=	76	1	=	82	2	=
Provision of information about train times/platforms	76	0	=	82	1	=	86	0	=
The upkeep/repair of the station buildings/platforms	66	3	↑	70	2	=	77	1	=
Cleanliness	71	1	=	75	1	=	81	2	=
The facilities and services	53	4	↑	60	2	=	62	2	=
The attitudes and helpfulness of the staff	70	2	=	76	-1	=	80	2	=
Connections with other forms of public transport	72	-1	=	75	-1	=	77	0	=
Facilities for car parking	43	-1	=	51	-1	=	56	0	=
Overall environment	65	2	=	69	2	=	74	1	=
Your personal security whilst using the station	68	0	=	72	2	=	74	0	=
The availability of staff	60	1	=	64	1	=	67	3	↑
The provision of shelter facilities	61	0	=	65	-1	=	72	1	=
Availability of seating	41	1	=	46	2	=	58	2	↑
How request to station staff was handled	77	-1	=	89	3	=	92	4	↑
The choice of shops/eating/drinking facilities available	44	1	=	51	0	=	54	2	=
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	70	-2	↓	78	-1	=	87	0	=
The frequency of the trains on that route	67	-3	↓	79	-1	=	83	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	65	-2	↓	79	-2	=	86	-1	=
The length of time the journey was scheduled to take (speed)	76	-3	↓	82	0	=	88	-1	=
Connections with other train services	69	-2	=	73	-3	=	82	-1	=
The value for money of the price of your ticket	30	-1	=	44	0	=	63	1	=
Upkeep and repair of the train	67	-2	=	73	-2	=	81	-1	=
The provision of information during the journey	64	0	=	69	0	=	77	1	=
The helpfulness and attitude of staff on train	56	-1	=	70	3	=	73	0	=
The space for luggage	47	-2	=	54	1	=	58	1	=
The toilet facilities	29	-1	=	40	1	=	48	0	=
Sufficient room for all passengers to sit/stand	54	-1	=	70	0	=	77	2	=
The comfort of the seating area	63	-1	=	69	-2	=	80	1	=
The ease of being able to get on and off	74	0	=	81	0	=	85	1	=
Your personal security on board	73	0	=	79	0	=	82	0	=
The cleanliness of the inside	68	-1	=	74	1	=	81	0	=
The cleanliness of the outside	67	0	=	71	1	=	77	0	=
The availability of staff	36	0	=	49	3	=	55	2	=
How well train company deals with delays	24	-5	↓	38	-5	=	52	1	=

# Technical appendix

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

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

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

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

On First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 31 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done prior to the Autumn 2014 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

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

The survey is conducted across the entire franchised railway, and in Spring 2015 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, at least 30,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

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

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

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

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

## National Rail Passenger Survey statement of compliance with official statistics

### Quality management

Details of methodology, including data collection and analyses, are included in this publication and further details are available from: [www.transportfocus.org.uk/research/national-passenger-survey-introduction](http://www.transportfocus.org.uk/research/national-passenger-survey-introduction)

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

### Confidentiality and access to statistical data

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

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

### Pre-release access

Access to the data before publication is limited to those who are involved in quality-checking the statistics before public release, those involved with operational planning, and those essential for production and publication.

### Revisions

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

### Errors

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

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

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed inconsequential, we will not issue a correction immediately,

but will do so when a new release was due for publication.

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

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

### Waiver

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

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

## Rail sectors

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

### Long-distance operators

CrossCountry  
East Coast (up to 28 February 2015)  
East Midlands Trains  
First TransPennine Express  
Virgin Trains

### London and South East operators

Abellio Greater Anglia  
c2c  
Chiltern Railways  
Govia Thameslink Railway  
First Great Western  
London Midland  
London Overground  
South West Trains  
Southeastern  
Southern

### Regional operators

Arriva Trains Wales  
Merseyrail  
Northern Rail  
ScotRail

# Notes

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### Contact us

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

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

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