



National Passenger Survey

Summary Report

Autumn 2012

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Questionnaires are normally handed out at stations to customers about to board a train.

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks.

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

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size.

All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

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

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled.

This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC.

National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request.

For more details of NPS methodology, visit www.passengerfocus.org.uk

Autumn 2012 (Wave 27)

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

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

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

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

Spring 2012 (Wave 26)

The fieldwork for Wave 26 (Main and Boost) was undertaken between the 28th January and 30th March 2012. Top up shifts were run within the last 3 weeks of fieldwork.

Due to a change of franchise holder, the 'National Express East Anglia' train company became 'Greater Anglia' on 5th February 2012. Fieldwork and distribution of questionnaires for this train company started a week later than others on 5th February as we waited for this change to take place.

In the latter stages of fieldwork we were refused permission to work on a small number of shifts. This meant the rescheduling of a few shifts but ultimately they were all done by the 30th March.

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

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

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

Spring 2011 (Wave 24)

Wave 24 fieldwork (Main and Boost) was undertaken between 31st January 2011 and 15th April 2011. Top up interviews were run within the last 3 weeks of the fieldwork period.

Closure of the Wrexham and Shropshire Franchise prior to the start of fieldwork meant that no shifts were conducted on train or at station for this TOC.

Due to strike action with Arriva Trains Wales a small number of weekend shifts had to be rescheduled for later on in the fieldwork period. Other than this strike action, and clashes with Virgin Trains' own fieldwork and a small amount of engineering work mainly affecting London Overground shifts there was little disruption to the field schedule. Whenever possible the shifts went ahead as planned if there were still train services running.

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

National Total

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 28917	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	28263	85	10	5	2		1	
STATION FACILITIES								
Overall satisfaction with the station	28002	80	14	6	3		2	
Ticket buying facilities	13250	75	13	12	2		2	
Provision of information about train times/platforms	27686	83	10	7	2		2	
The upkeep/repair of the station buildings/platforms	27638	72	18	10	4		5	
Cleanliness	27915	76	16	8	5		4	
The facilities and services	24203	57	20	22	8		7	
The attitudes and helpfulness of the staff	21005	72	20	8	1		2	
Connections with other forms of public transport	20910	77	14	10	4		4	
Facilities for car parking	9617	51	19	30	2		0	
Overall environment	27786	71	20	9	4		3	
Your personal security whilst using	25114	71	24	5	3		4	
The availability of staff	24045	60	23	17	0		1	
The provision of shelter facilities ¹	23009	70	17	13	-	-	-	-
Availability of seating ¹	26264	49	19	32	-	-	-	-
How request to station staff was handled	4653	86	4	9	3		0	
TRAIN FACILITIES								
Overall satisfaction with the train ¹	28488	82	12	6	-	-	-	-
The frequency of the trains on that route	27903	78	8	13	0		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	28087	83	7	10	2		2	
The length of time the journey was scheduled to take (speed)	27771	86	8	6	1		1	
Connections with other train services	16081	78	15	7	0		1	
The value for money for the price of your ticket	26565	47	21	33	4		1	
Upkeep and repair of the train	27850	76	14	10	1		1	
The provision of information during the journey	25786	72	19	10	1		2	
The helpfulness and attitude of staff on train	16438	65	26	8	1		1	
The space for luggage	22287	54	23	24	-1		0	
The toilet facilities	12202	39	23	38	2		1	
Sufficient room for all passengers to sit/stand	27754	69	13	17	0		1	
The comfort of the seating area	27851	73	17	10	1		1	
The ease of being able to get on and off	28115	81	12	7	1		1	
Your personal security on board	26372	79	18	3	2		2	
The cleanliness of the inside	28235	76	14	10	1		1	
The cleanliness of the outside	24048	74	19	7	3		0	
The availability of staff	21033	46	29	25	-1		0	
How well train company deals with delays	4406	44	34	22	7		6	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

2. National total excludes non-franchised Train Operating Companies

London and South East

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 18281	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	17853	85	11	5	3	↑	1	↑
STATION FACILITIES								
Overall satisfaction with the station	17673	79	15	6	4	↑	2	↑
Ticket buying facilities	8965	73	14	13	2	↑	1	→
Provision of information about train times/platforms	17486	82	10	8	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	17456	70	19	11	5	↑	5	↑
Cleanliness	17624	75	17	8	5	↑	4	↑
The facilities and services	15213	56	21	22	8	↑	7	↑
The attitudes and helpfulness of the staff	13323	70	21	9	1	→	1	→
Connections with other forms of public transport	13824	77	14	9	4	↑	3	↑
Facilities for car parking	5816	49	20	31	2	↑	0	→
Overall environment	17547	69	21	9	4	↑	3	↑
Your personal security whilst using	15922	70	25	5	3	↑	4	↑
The availability of staff	15328	58	24	18	1	→	1	→
The provision of shelter facilities ¹	14452	68	18	14	-	-	-	-
Availability of seating ¹	16482	45	20	34	-	-	-	-
How request to station staff was handled	2732	84	5	10	2	→	-1	→
TRAIN FACILITIES								
Overall satisfaction with the train ¹	17993	81	13	6	-	-	-	-
The frequency of the trains on that route	17735	77	9	14	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	17735	83	7	10	3	↑	3	↑
The length of time the journey was scheduled to take (speed)	17503	85	9	7	2	↑	2	↑
Connections with other train services	10355	77	16	7	1	→	2	↑
The value for money for the price of your ticket	16625	43	22	35	5	↑	1	→
Upkeep and repair of the train	17582	76	15	10	1	→	1	→
The provision of information during the journey	16219	71	19	10	2	↑	2	↑
The helpfulness and attitude of staff on train	8597	59	31	10	2	→	2	→
The space for luggage	13794	52	24	24	-1	→	0	→
The toilet facilities	7050	36	24	41	1	→	1	→
Sufficient room for all passengers to sit/stand	17521	68	14	18	0	→	1	→
The comfort of the seating area	17556	72	18	10	1	→	1	→
The ease of being able to get on and off	17764	80	13	7	1	→	0	→
Your personal security on board	16534	77	19	4	2	↑	2	↑
The cleanliness of the inside	17802	75	14	10	1	↑	1	→
The cleanliness of the outside	15343	74	19	7	2	↑	0	→
The availability of staff	12151	38	31	31	0	→	0	→
How well train company deals with delays	2671	43	34	23	8	↑	7	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
 2. London and South East total excludes non-franchised Train Operating Companies

Long Distance

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 6224	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	6091	89	6	5	1		3	
STATION FACILITIES								
Overall satisfaction with the station	6059	84	11	5	3		2	
Ticket buying facilities	2005	86	9	5	4		3	
Provision of information about train times/platforms	6021	88	7	5	2		1	
The upkeep/repair of the station buildings/platforms	5974	76	15	9	3		3	
Cleanliness	6064	80	14	6	3		3	
The facilities and services	5369	71	17	12	9		6	
The attitudes and helpfulness of the staff	4348	80	16	4	3		3	
Connections with other forms of public transport	4102	80	13	7	4		6	
Facilities for car parking	1806	60	16	24	0		-2	
Overall environment	6011	76	16	8	2		2	
Your personal security whilst using	5350	78	20	2	4		4	
The availability of staff	5012	68	22	10	2		2	
The provision of shelter facilities ¹	4828	76	15	9	-	-	-	-
Availability of seating ¹	5669	52	17	31	-	-	-	-
How request to station staff was handled	1231	89	4	6	1		3	
TRAIN FACILITIES								
Overall satisfaction with the train ¹	6148	87	8	5	-	-	-	-
The frequency of the trains on that route	5915	85	7	8	0		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	6061	87	5	9	0		4	
The length of time the journey was scheduled to take (speed)	6013	89	6	4	-1		1	
Connections with other train services	3294	82	12	7	1		2	
The value for money for the price of your ticket	5891	55	18	26	1		-1	
Upkeep and repair of the train	6024	85	10	5	1		2	
The provision of information during the journey	5641	78	16	6	0		2	
The helpfulness and attitude of staff on train	4580	80	16	4	0		2	
The space for luggage	5122	56	18	26	0		2	
The toilet facilities	3256	54	23	24	2		1	
Sufficient room for all passengers to sit/stand	5982	71	13	15	-2		2	
The comfort of the seating area	6024	80	13	7	0		0	
The ease of being able to get on and off	6076	83	11	5	-1		1	
Your personal security on board	5723	86	13	1	0		2	
The cleanliness of the inside	6114	84	10	6	1		2	
The cleanliness of the outside	5040	81	15	3	2		3	
The availability of staff	5131	66	23	11	-2		0	
How well train company deals with delays	1168	56	29	15	2		6	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
 2. Long distance total excludes non-franchised Train Operating Companies

Regional

	Autumn 2012				Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4412								
Overall satisfaction	4319	86	9	5	0		-1	
STATION FACILITIES								
Overall satisfaction with the station	4270	82	13	5	2		2	
Ticket buying facilities	2280	82	9	9	2		2	
Provision of information about train times/platforms	4179	86	9	6	2		2	
The upkeep/repair of the station buildings/platforms	4208	77	15	9	4		5	
Cleanliness	4227	80	12	8	5		5	
The facilities and services	3621	54	20	26	3		3	
The attitudes and helpfulness of the staff	3334	78	16	7	2		2	
Connections with other forms of public transport	2984	73	15	12	5		3	
Facilities for car parking	1995	54	17	29	2		-1	
Overall environment	4228	75	16	9	3		4	
Your personal security whilst using	3842	72	21	7	1		4	
The availability of staff	3705	64	19	17	-2		1	
The provision of shelter facilities ¹	3729	76	13	10	-	-	-	-
Availability of seating ¹	4113	59	18	23	-	-	-	-
How request to station staff was handled	690	90	2	7	4		-1	
TRAIN FACILITIES								
Overall satisfaction with the train ¹	4347	81	12	7	-	-	-	-
The frequency of the trains on that route	4253	79	7	14	0		-2	
Punctuality/reliability (i.e. the train arriving/departing on time)	4291	84	6	10	-1		-2	
The length of time the journey was scheduled to take (speed)	4255	89	7	4	1		-1	
Connections with other train services	2432	76	16	8	-2		-4	
The value for money for the price of your ticket	4049	57	16	26	4		-3	
Upkeep and repair of the train	4244	71	15	14	1		0	
The provision of information during the journey	3926	71	19	11	0		2	
The helpfulness and attitude of staff on train	3261	75	20	5	-1		0	
The space for luggage	3371	61	18	21	-1		1	
The toilet facilities	1896	42	21	37	3		0	
Sufficient room for all passengers to sit/stand	4251	75	11	13	3		4	
The comfort of the seating area	4271	74	15	11	3		2	
The ease of being able to get on and off	4275	85	10	5	2		1	
Your personal security on board	4115	80	16	4	0		-1	
The cleanliness of the inside	4319	74	15	11	2		1	
The cleanliness of the outside	3665	70	21	9	8		1	
The availability of staff	3751	60	26	14	-4		-1	
How well train company deals with delays	567	40	37	24	5		-1	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
 2. Regional total excludes non-franchised Train Operating Companies

Overall satisfaction

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

London and South East	85 %
Long distance	89 %
Regional	86 %

	Autumn 2012			Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1308	88	8	4	0	→	3	→
c2c	1156	93	6	2	2	→	2	→
Chiltern Railways	1168	91	7	2	1	→	3	↑
CrossCountry	1394	85	9	7	0	→	3	→
East Coast	1218	92	4	3	4	↑	5	↑
East Midland Trains	1022	89	7	4	2	→	2	→
First Capital Connect	1745	81	13	6	2	→	1	→
First Great Western	2960	83	10	7	1	→	0	→
First Hull Trains	568	95	5	0	2	→	7	↑
First TransPennine Express	1082	88	6	6	0	→	4	↑
Grand Central ¹	946	96	4	1	-	-	1	→
Greater Anglia	2120	83	13	4	10	↑	6	↑
Heathrow Connect	568	94	4	3	0	→	2	→
Heathrow Express	495	93	5	2	3	→	0	→
London Midland	1082	83	11	6	-3	↓	-2	→
London Overground	1099	93	5	2	2	→	0	→
Merseyrail	694	92	6	2	-4	↓	-1	→
Northern Rail	1035	80	11	10	0	→	-3	→
ScotRail	1282	90	8	2	1	→	1	→
South West Trains	2324	85	10	5	2	→	2	→
Southeastern	1628	84	12	4	3	↑	2	→
Southern	2571	82	13	5	1	→	-1	→
Virgin Trains	1375	92	5	3	1	→	4	↑

1. Grand Central did not take part in the survey in Spring 2012

The value for money for the price of your ticket

% of passengers satisfied/good by sector:

London and South East	43 %
Long distance	55 %
Regional	57 %

	Autumn 2012				Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1283	55	17	28	-1	→	-4	→
c2c	1087	46	25	29	4	→	3	→
Chiltern Railways	1127	50	19	31	1	→	-1	→
CrossCountry	1337	53	20	27	5	↑	1	→
East Coast	1187	58	18	24	2	→	1	→
East Midland Trains	993	49	19	32	-3	→	-4	→
First Capital Connect	1607	38	22	39	4	↑	0	→
First Great Western	2880	53	18	29	5	↑	0	→
First Hull Trains	553	60	19	20	4	→	-1	→
First TransPennine Express	1054	57	17	26	0	→	-2	→
Grand Central ¹	915	73	15	13	-	-	-6	↓
Greater Anglia	1959	37	21	42	7	↑	4	↑
Heathrow Connect	510	52	26	22	-4	→	-6	→
Heathrow Express	484	40	22	38	7	↑	4	→
London Midland	999	52	22	26	-1	→	0	→
London Overground	958	57	20	23	8	↑	3	→
Merseyrail	577	70	10	20	3	→	4	→
Northern Rail	940	57	16	27	7	↑	-3	→
ScotRail	1249	52	19	29	1	→	-6	→
South West Trains	2166	37	24	39	1	→	-1	→
Southeastern	1467	38	22	40	6	↑	2	→
Southern	2375	42	22	35	4	↑	0	→
Virgin Trains	1320	60	18	23	1	→	0	→

1. Grand Central did not take part in the survey in Spring 2012

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

% of passengers satisfied/good by sector:

London and South East	83 %
Long distance	87 %
Regional	84 %

	Autumn 2012			Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1309	86	7	8	-1	→	-1	→
c2c	1143	96	3	1	4	↑	4	↑
Chiltern Railways	1161	90	5	5	4	↑	8	↑
CrossCountry	1384	82	5	13	-3	→	3	→
East Coast	1217	89	4	7	2	→	11	↑
East Midland Trains	1028	88	5	7	0	→	0	→
First Capital Connect	1738	81	8	11	5	↑	4	↑
First Great Western	2946	79	8	13	1	→	0	→
First Hull Trains	568	94	5	1	1	→	9	↑
First TransPennine Express	1077	88	5	7	0	→	5	↑
Grand Central ¹	956	94	4	2	-	-	2	→
Greater Anglia	2098	83	8	9	13	↑	6	↑
Heathrow Connect	572	86	7	7	-5	↓	-4	→
Heathrow Express	491	96	2	2	3	→	2	→
London Midland	1086	75	8	17	-6	↓	-3	→
London Overground	1085	88	6	6	1	→	5	↑
Merseyrail	690	92	3	5	-3	→	-4	↓
Northern Rail	1022	77	9	15	-1	→	-4	→
ScotRail	1270	87	5	8	0	→	1	→
South West Trains	2302	85	6	9	4	↑	2	→
Southeastern	1622	85	7	8	6	↑	5	↑
Southern	2554	77	9	14	-1	→	-1	→
Virgin Trains	1355	90	4	7	1	→	4	↑

1. Grand Central did not take part in the survey in Spring 2012

Sufficient room for all the passengers to sit/stand

% of passengers satisfied/good by sector:

London and South East	68 %
Long distance	71 %
Regional	75 %

	Autumn 2012			Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1308	73	11	16	2	→	1	→
c2c	1136	66	14	20	1	→	1	→
Chiltern Railways	1160	74	14	12	-1	→	-3	→
CrossCountry	1379	65	15	20	-5	↓	1	→
East Coast	1196	81	12	7	1	→	2	→
East Midland Trains	1016	70	13	16	-4	→	-6	↓
First Capital Connect	1721	61	17	22	-1	→	0	→
First Great Western	2906	65	14	22	-2	→	-3	→
First Hull Trains	560	92	6	2	6	↑	4	→
First TransPennine Express	1063	61	15	24	-2	→	-1	→
Grand Central ¹	960	93	4	2	-	-	-1	→
Greater Anglia	2069	70	15	15	4	↑	3	→
Heathrow Connect	573	86	9	6	-4	→	-4	→
Heathrow Express	492	88	6	5	-2	→	-1	→
London Midland	1067	71	11	18	-3	→	5	↑
London Overground	1080	76	9	15	-1	→	-4	→
Merseyrail	675	80	11	8	-1	→	2	→
Northern Rail	1006	71	13	16	5	↑	7	↑
ScotRail	1262	79	10	11	2	→	2	→
South West Trains	2266	67	15	18	-6	↓	0	→
Southeastern	1588	68	13	19	7	↑	5	↑
Southern	2528	66	15	18	1	→	1	→
Virgin Trains	1328	82	11	7	3	→	11	↑

1. Grand Central did not take part in the survey in Spring 2012

Overall satisfaction with the station

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

London and South East	79 %
Long distance	84 %
Regional	82 %

	Autumn 2012			Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1300	78	15	7	-1	→	6	↑
c2c	1135	87	9	4	4	↑	1	→
Chiltern Railways	1168	87	11	3	-1	→	-3	↓
CrossCountry	1381	80	13	7	1	→	0	→
East Coast	1215	88	8	4	13	↑	11	↑
East Midland Trains	1023	89	8	3	4	↑	6	↑
First Capital Connect	1740	79	14	7	4	↑	3	→
First Great Western	2950	79	14	7	3	↑	2	→
First Hull Trains	563	92	7	1	10	↑	14	↑
First TransPennine Express	1082	86	10	3	0	→	1	→
Grand Central ¹	953	88	8	4	-	-	12	↑
Greater Anglia	2098	79	15	5	8	↑	6	↑
Heathrow Connect	571	80	13	7	-4	→	0	→
Heathrow Express	480	88	10	2	1	→	0	→
London Midland	1063	76	16	8	-2	→	0	→
London Overground	1084	87	10	4	6	↑	6	↑
Merseyrail	674	87	10	2	1	→	3	→
Northern Rail	1021	78	15	7	4	→	2	→
ScotRail	1275	84	11	4	2	→	0	→
South West Trains	2282	78	16	6	4	↑	4	↑
Southeastern	1618	75	17	8	2	→	-3	→
Southern	2535	78	16	6	3	→	0	→
Virgin Trains	1358	80	14	6	-1	→	-2	→

1. Grand Central did not take part in the survey in Spring 2012

How well train company dealt with delays

% of passengers satisfied/good by sector:

London and South East	43 %
Long distance	56 %
Regional	40 %

	Autumn 2012				Improvement/decline in % satisfied/good since Spring 2012		Improvement/decline in % satisfied/good since Autumn 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	151	42	35	23	2	→	-3	→
c2c	34	62	27	11	20	→	22	→
Chiltern Railways	142	51	34	15	13	↑	12	↑
CrossCountry	310	51	31	18	-1	→	5	→
East Coast	254	69	21	10	6	→	13	↑
East Midland Trains	156	56	33	11	6	→	18	↑
First Capital Connect	258	33	40	27	3	→	0	→
First Great Western	707	48	31	22	7	↑	3	→
First Hull Trains	17	47	17	37	-5	→	8	→
First TransPennine Express	196	49	29	21	-6	→	-4	→
Grand Central ¹	93	77	15	8	-	-	7	→
Greater Anglia	282	44	36	20	17	↑	12	↑
Heathrow Connect	58	41	38	21	3	→	-4	→
Heathrow Express	21	67	19	14	25	→	6	→
London Midland	254	46	36	18	-3	→	5	→
London Overground	88	42	30	28	-1	→	0	→
Merseyrail	57	43	37	19	14	→	-7	→
Northern Rail	232	39	39	22	6	→	-4	→
ScotRail	127	40	28	31	2	→	7	→
South West Trains	253	48	25	26	12	↑	7	→
Southeastern	157	40	36	24	9	→	14	↑
Southern	496	39	40	21	4	→	4	→
Virgin Trains	252	60	27	13	6	→	5	→

1. Grand Central did not take part in the survey in Spring 2012

c2c

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1171	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1156	93	6	2	85	2	→	2	→
STATION FACILITIES									
Overall satisfaction with the station	1135	87	9	4	79	4	↑	1	→
Ticket buying facilities	744	80	12	7	73	3	→	3	→
Provision of information about train times/platforms	1129	89	8	3	82	3	→	1	→
The upkeep/repair of the station buildings/platforms	1128	80	13	8	70	5	↑	8	↑
Cleanliness	1130	82	13	5	75	4	→	5	↑
The facilities and services	995	58	22	20	56	3	→	4	→
The attitudes and helpfulness of the staff	950	75	20	5	70	-1	→	-1	→
Connections with other forms of public transport	960	75	16	9	77	2	→	4	→
Facilities for car parking	472	58	19	24	49	2	→	6	→
Overall environment	1123	76	18	6	69	0	→	2	→
Your personal security whilst using	1057	71	24	5	70	1	→	5	↑
The availability of staff	1042	67	22	11	58	0	→	1	→
The provision of shelter facilities ¹	1020	72	15	13	68	-	-	-	-
Availability of seating ¹	1088	58	20	21	45	-	-	-	-
How request to station staff was handled	99	92	-	7	84	0	→	3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1159	92	7	1	81	-	-	-	-
The frequency of the trains on that route	1156	86	5	8	77	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1143	96	3	1	83	4	↑	4	↑
The length of time the journey was scheduled to take (speed)	1131	92	5	2	85	1	→	2	→
Connections with other train services	691	87	10	3	77	3	→	7	↑
The value for money for the price of your ticket	1087	46	25	29	43	4	→	3	→
Upkeep and repair of the train	1139	92	6	2	76	1	→	0	→
The provision of information during the journey	1084	81	14	4	71	1	→	-2	→
The helpfulness and attitude of staff on train	388	34	46	20	59	-1	→	1	→
The space for luggage	903	49	27	24	52	-2	→	-1	→
The toilet facilities	517	56	27	18	36	-3	→	3	→
Sufficient room for all passengers to sit/stand	1136	66	14	20	68	1	→	1	→
The comfort of the seating area	1125	80	14	5	72	-1	→	1	→
The ease of being able to get on and off	1151	87	9	4	80	1	→	2	→
Your personal security on board	1080	76	19	5	77	0	→	1	→
The cleanliness of the inside	1149	93	6	1	75	1	→	2	→
The cleanliness of the outside	1060	89	9	1	74	1	→	-1	→
The availability of staff	651	19	35	46	38	-3	→	-1	→
How well train company deals with delays	34	62	27	11	43	20	→	22	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Chiltern Railways

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1199	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1168	91	7	2	85	1	→	3	↑
STATION FACILITIES									
Overall satisfaction with the station	1168	87	11	3	79	-1	→	-3	↓
Ticket buying facilities	615	81	12	7	73	-1	→	-3	→
Provision of information about train times/platforms	1148	85	8	6	82	0	→	2	→
The upkeep/repair of the station buildings/platforms	1162	83	12	5	70	4	↑	-1	→
Cleanliness	1167	86	10	4	75	3	→	-2	→
The facilities and services	1050	68	18	14	56	2	→	-1	→
The attitudes and helpfulness of the staff	862	79	15	6	70	1	→	2	→
Connections with other forms of public transport	900	75	15	10	77	-3	→	1	→
Facilities for car parking	469	72	15	13	49	6	→	3	→
Overall environment	1161	83	13	4	69	0	→	-2	→
Your personal security whilst using	1039	79	19	2	70	2	→	1	→
The availability of staff	984	64	23	13	58	-4	→	-2	→
The provision of shelter facilities ¹	1006	79	14	6	68	-	-	-	-
Availability of seating ¹	1122	57	20	22	45	-	-	-	-
How request to station staff was handled	185	85	7	7	84	-4	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1181	89	8	3	81	-	-	-	-
The frequency of the trains on that route	1173	80	8	12	77	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1161	90	5	5	83	4	↑	8	↑
The length of time the journey was scheduled to take (speed)	1154	88	7	5	85	1	→	2	→
Connections with other train services	559	72	20	7	77	-3	→	-3	→
The value for money for the price of your ticket	1127	50	19	31	43	1	→	-1	→
Upkeep and repair of the train	1166	89	8	3	76	2	→	0	→
The provision of information during the journey	1066	77	18	5	71	3	→	0	→
The helpfulness and attitude of staff on train	454	56	37	7	59	-6	→	-7	→
The space for luggage	859	55	23	23	52	-7	↓	-5	↓
The toilet facilities	410	53	28	19	36	0	→	2	→
Sufficient room for all passengers to sit/stand	1160	74	14	12	68	-1	→	-3	→
The comfort of the seating area	1169	81	15	4	72	1	→	-1	→
The ease of being able to get on and off	1175	88	10	2	80	-1	→	-1	→
Your personal security on board	1097	86	12	1	77	1	→	1	→
The cleanliness of the inside	1175	86	11	4	75	0	→	-1	→
The cleanliness of the outside	990	83	15	3	74	-1	→	-2	→
The availability of staff	633	35	40	25	38	-3	→	-3	→
How well train company deals with delays	142	51	34	15	43	13	↑	12	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

First Capital Connect

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1791	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1745	81	13	6	85	2	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1740	79	14	7	79	4	↑	3	→
Ticket buying facilities	872	71	15	14	73	1	→	2	→
Provision of information about train times/platforms	1726	80	12	9	82	1	→	3	→
The upkeep/repair of the station buildings/platforms	1732	66	21	12	70	0	→	3	→
Cleanliness	1745	75	18	7	75	2	→	5	↑
The facilities and services	1434	54	20	26	56	7	↑	5	↑
The attitudes and helpfulness of the staff	1268	71	21	8	70	0	→	4	→
Connections with other forms of public transport	1364	79	12	8	77	4	→	7	↑
Facilities for car parking	525	45	19	36	49	0	→	0	→
Overall environment	1732	71	20	10	69	5	↑	6	↑
Your personal security whilst using	1576	72	24	4	70	5	↑	7	↑
The availability of staff	1499	60	23	17	58	5	↑	5	↑
The provision of shelter facilities ¹	1404	66	20	15	68	-	-	-	-
Availability of seating ¹	1625	44	22	34	45	-	-	-	-
How request to station staff was handled	253	86	3	9	84	3	→	1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1762	74	16	10	81	-	-	-	-
The frequency of the trains on that route	1747	79	8	13	77	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1738	81	8	11	83	5	↑	4	↑
The length of time the journey was scheduled to take (speed)	1717	87	8	5	85	3	↑	4	↑
Connections with other train services	1044	79	16	5	77	3	→	3	→
The value for money for the price of your ticket	1607	38	22	39	43	4	↑	0	→
Upkeep and repair of the train	1720	60	21	19	76	-2	→	-3	→
The provision of information during the journey	1499	50	28	22	71	0	→	3	→
The helpfulness and attitude of staff on train	537	38	45	17	59	1	→	6	→
The space for luggage	1375	45	29	26	52	-2	→	1	→
The toilet facilities	605	27	25	48	36	-2	→	1	→
Sufficient room for all passengers to sit/stand	1721	61	17	22	68	-1	→	0	→
The comfort of the seating area	1710	60	23	17	72	-2	→	-1	→
The ease of being able to get on and off	1742	76	16	8	80	0	→	2	→
Your personal security on board	1599	73	23	4	77	1	→	5	↑
The cleanliness of the inside	1743	65	18	17	75	1	→	0	→
The cleanliness of the outside	1532	56	27	16	74	0	→	-4	→
The availability of staff	1013	16	30	54	38	-1	→	1	→
How well train company deals with delays	258	33	40	27	43	3	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

First Great Western

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 3037	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2960	83	10	7	85	1	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	2950	79	14	7	79	3	↑	2	→
Ticket buying facilities	1318	74	13	12	73	0	→	0	→
Provision of information about train times/platforms	2915	83	10	7	82	2	→	2	→
The upkeep/repair of the station buildings/platforms	2903	68	21	10	70	4	↑	2	→
Cleanliness	2934	74	19	8	75	3	↑	2	→
The facilities and services	2580	60	18	22	56	6	↑	6	↑
The attitudes and helpfulness of the staff	2202	74	19	7	70	-1	→	1	→
Connections with other forms of public transport	2063	72	16	12	77	2	→	1	→
Facilities for car parking	955	57	22	21	49	2	→	0	→
Overall environment	2923	68	22	10	69	2	→	1	→
Your personal security whilst using	2608	72	24	4	70	2	→	1	→
The availability of staff	2553	59	24	18	58	-3	↓	-2	→
The provision of shelter facilities ¹	2445	68	17	15	68	-	-	-	-
Availability of seating ¹	2816	49	20	31	45	-	-	-	-
How request to station staff was handled	581	88	5	6	84	1	→	1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2994	81	13	7	81	-	-	-	-
The frequency of the trains on that route	2915	75	9	16	77	0	→	-3	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	2946	79	8	13	83	1	→	0	→
The length of time the journey was scheduled to take (speed)	2916	85	8	7	85	0	→	-1	→
Connections with other train services	1645	73	17	10	77	0	→	-3	→
The value for money for the price of your ticket	2880	53	18	29	43	5	↑	0	→
Upkeep and repair of the train	2924	78	14	7	76	2	→	0	→
The provision of information during the journey	2679	69	21	11	71	1	→	1	→
The helpfulness and attitude of staff on train	1733	67	25	8	59	1	→	-3	→
The space for luggage	2339	53	21	26	52	-1	→	-2	→
The toilet facilities	1324	44	23	33	36	0	→	0	→
Sufficient room for all passengers to sit/stand	2906	65	14	22	68	-2	→	-3	→
The comfort of the seating area	2900	72	18	10	72	-1	→	-2	→
The ease of being able to get on and off	2935	76	15	9	80	-1	→	-2	→
Your personal security on board	2730	79	18	3	77	-1	→	-1	→
The cleanliness of the inside	2954	77	14	10	75	0	→	0	→
The cleanliness of the outside	2452	73	20	7	74	-1	→	-1	→
The availability of staff	2215	47	31	22	38	-2	→	-3	→
How well train company deals with delays	707	48	31	22	43	7	↑	3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Greater Anglia²

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 2156	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2120	83	13	4	85	10	↑	6	↑
STATION FACILITIES									
Overall satisfaction with the station	2098	79	15	5	79	8	↑	6	↑
Ticket buying facilities	1072	73	13	14	73	4	→	3	→
Provision of information about train times/platforms	2086	80	11	9	82	6	↑	5	↑
The upkeep/repair of the station buildings/platforms	2067	71	21	8	70	5	↑	4	→
Cleanliness	2090	75	18	8	75	7	↑	3	→
The facilities and services	1838	59	21	19	56	9	↑	7	↑
The attitudes and helpfulness of the staff	1628	68	22	10	70	3	→	1	→
Connections with other forms of public transport	1733	80	13	7	77	5	↑	3	→
Facilities for car parking	677	50	22	28	49	3	→	0	→
Overall environment	2076	71	21	8	69	9	↑	5	↑
Your personal security whilst using	1887	69	27	5	70	5	↑	6	↑
The availability of staff	1840	55	25	20	58	2	→	0	→
The provision of shelter facilities ¹	1650	66	20	14	68	-	-	-	-
Availability of seating ¹	1929	45	21	34	45	-	-	-	-
How request to station staff was handled	321	83	6	11	84	6	→	1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2124	73	18	9	81	-	-	-	-
The frequency of the trains on that route	2095	77	9	14	77	4	↑	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2098	83	8	9	83	13	↑	6	↑
The length of time the journey was scheduled to take (speed)	2067	85	9	6	85	7	↑	5	↑
Connections with other train services	1187	78	16	6	77	4	→	7	↑
The value for money for the price of your ticket	1959	37	21	42	43	7	↑	4	↑
Upkeep and repair of the train	2088	58	20	22	76	2	→	2	→
The provision of information during the journey	1914	62	23	15	71	7	↑	4	↑
The helpfulness and attitude of staff on train	995	48	35	18	59	1	→	1	→
The space for luggage	1639	54	25	22	52	1	→	3	→
The toilet facilities	918	34	25	41	36	3	→	4	→
Sufficient room for all passengers to sit/stand	2069	70	15	15	68	4	↑	3	→
The comfort of the seating area	2099	62	21	17	72	4	↑	2	→
The ease of being able to get on and off	2102	81	13	5	80	5	↑	4	↑
Your personal security on board	1965	72	22	6	77	8	↑	5	↑
The cleanliness of the inside	2105	62	21	17	75	5	↑	-2	→
The cleanliness of the outside	1835	58	27	16	74	4	↑	-1	→
The availability of staff	1433	25	30	44	38	-1	→	-2	→
How well train company deals with delays	282	44	36	20	43	17	↑	12	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
 2. Greater Anglia from Spring 2012 (5th February 2012).
 Previously National Express East Anglia

Heathrow Connect

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 599	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	568	94	4	3	85	0	→	2	→
STATION FACILITIES									
Overall satisfaction with the station	571	80	13	7	79	-4	→	0	→
Ticket buying facilities	364	73	12	15	73	-9	↓	-3	→
Provision of information about train times/platforms	557	76	14	10	82	0	→	8	↑
The upkeep/repair of the station buildings/platforms	561	72	16	12	70	-4	→	5	→
Cleanliness	560	77	15	8	75	-5	→	2	→
The facilities and services	474	52	24	25	56	-6	→	-2	→
The attitudes and helpfulness of the staff	455	73	18	9	70	-9	↓	1	→
Connections with other forms of public transport	515	81	13	6	77	-1	→	4	→
Facilities for car parking	189	40	17	43	49	4	→	8	→
Overall environment	568	70	20	11	69	-5	→	-4	→
Your personal security whilst using	526	70	23	7	70	-3	→	4	→
The availability of staff	503	62	20	18	58	-10	↓	3	→
The provision of shelter facilities ¹	454	68	19	14	68	-	-	-	-
Availability of seating ¹	531	52	21	27	45	-	-	-	-
How request to station staff was handled	86	76	7	16	84	-15	↓	-10	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	576	95	4	1	81	-	-	-	-
The frequency of the trains on that route	576	70	10	20	77	-6	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	572	86	7	7	83	-5	↓	-4	→
The length of time the journey was scheduled to take (speed)	565	93	6	1	85	-1	→	0	→
Connections with other train services	408	84	12	4	77	-3	→	0	→
The value for money for the price of your ticket	510	52	26	22	43	-4	→	-6	→
Upkeep and repair of the train	570	96	4	1	76	2	→	2	→
The provision of information during the journey	542	86	12	3	71	2	→	1	→
The helpfulness and attitude of staff on train	399	74	19	7	59	-7	→	-7	→
The space for luggage	484	81	12	8	52	5	→	5	→
The toilet facilities	275	65	25	10	36	6	→	3	→
Sufficient room for all passengers to sit/stand	573	86	9	6	68	-4	→	-4	→
The comfort of the seating area	568	90	8	2	72	-2	→	0	→
The ease of being able to get on and off	574	86	9	5	80	-2	→	-1	→
Your personal security on board	544	87	12	1	77	3	→	1	→
The cleanliness of the inside	569	95	4	1	75	3	→	-1	→
The cleanliness of the outside	522	91	8	2	74	0	→	0	→
The availability of staff	469	64	23	13	38	2	→	1	→
How well train company deals with delays	58	41	38	21	43	3	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Heathrow Express

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 522	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	495	93	5	2	85	3	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	480	88	10	2	79	1	→	0	→
Ticket buying facilities	343	90	7	4	73	3	→	-3	→
Provision of information about train times/platforms	486	82	12	6	82	1	→	-1	→
The upkeep/repair of the station buildings/platforms	489	83	10	6	70	6	↑	-1	→
Cleanliness	485	82	14	4	75	6	↑	1	→
The facilities and services	342	66	23	11	56	2	→	2	→
The attitudes and helpfulness of the staff	381	78	18	4	70	0	→	5	→
Connections with other forms of public transport	400	81	15	4	77	-1	→	-1	→
Facilities for car parking	63	74	17	9	49	26	↑	30	↑
Overall environment	485	81	14	5	69	0	→	-2	→
Your personal security whilst using	429	83	16	1	70	3	→	5	→
The availability of staff	425	72	21	7	58	3	→	6	→
The provision of shelter facilities ¹	248	78	16	5	68	-	-	-	-
Availability of seating ¹	404	64	15	22	45	-	-	-	-
How request to station staff was handled	94	92	5	4	84	2	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	502	94	4	2	81	-	-	-	-
The frequency of the trains on that route	500	94	3	2	77	8	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	491	96	2	2	83	3	→	2	→
The length of time the journey was scheduled to take (speed)	487	97	3	0	85	0	→	0	→
Connections with other train services	298	84	14	2	77	3	→	4	→
The value for money for the price of your ticket	484	40	22	38	43	7	↑	4	→
Upkeep and repair of the train	499	89	7	3	76	-2	→	-1	→
The provision of information during the journey	460	83	15	2	71	3	→	4	→
The helpfulness and attitude of staff on train	412	85	13	2	59	-2	→	3	→
The space for luggage	489	84	11	5	52	-4	→	-4	→
The toilet facilities	146	73	19	8	36	9	→	8	→
Sufficient room for all passengers to sit/stand	492	88	6	5	68	-2	→	-1	→
The comfort of the seating area	491	89	9	3	72	-1	→	-2	→
The ease of being able to get on and off	493	94	6	0	80	-1	→	1	→
Your personal security on board	468	90	10	0	77	-1	→	0	→
The cleanliness of the inside	494	95	4	1	75	2	→	2	→
The cleanliness of the outside	449	92	8	0	74	0	→	0	→
The availability of staff	428	75	23	2	38	1	→	4	→
How well train company deals with delays	21	67	19	14	43	25	→	6	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

London Midland

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1108	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1082	83	11	6	85	-3	↓	-2	→
STATION FACILITIES									
Overall satisfaction with the station	1063	76	16	8	79	-2	→	0	→
Ticket buying facilities	542	75	13	12	73	-3	→	-3	→
Provision of information about train times/platforms	1062	85	9	5	82	3	→	2	→
The upkeep/repair of the station buildings/platforms	1050	70	17	13	70	4	→	1	→
Cleanliness	1066	75	15	10	75	3	→	2	→
The facilities and services	931	54	20	26	56	6	↑	5	→
The attitudes and helpfulness of the staff	823	73	21	6	70	0	→	-1	→
Connections with other forms of public transport	780	69	18	13	77	0	→	1	→
Facilities for car parking	428	57	15	27	49	1	→	5	→
Overall environment	1058	69	19	12	69	2	→	2	→
Your personal security whilst using	950	71	24	6	70	3	→	3	→
The availability of staff	896	56	27	17	58	-3	→	-3	→
The provision of shelter facilities ¹	862	71	16	13	68	-	-	-	-
Availability of seating ¹	1006	53	17	30	45	-	-	-	-
How request to station staff was handled	177	88	5	7	84	2	→	-3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1092	83	12	5	81	-	-	-	-
The frequency of the trains on that route	1079	78	8	14	77	-5	↓	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1086	75	8	17	83	-6	↓	-3	→
The length of time the journey was scheduled to take (speed)	1070	84	10	6	85	-6	↓	-2	→
Connections with other train services	604	76	17	7	77	-2	→	3	→
The value for money for the price of your ticket	999	52	22	26	43	-1	→	0	→
Upkeep and repair of the train	1057	84	10	6	76	1	→	4	↑
The provision of information during the journey	995	76	14	10	71	2	→	8	↑
The helpfulness and attitude of staff on train	599	66	26	8	59	3	→	1	→
The space for luggage	826	55	20	24	52	-2	→	3	→
The toilet facilities	451	52	26	22	36	2	→	1	→
Sufficient room for all passengers to sit/stand	1067	71	11	18	68	-3	→	5	↑
The comfort of the seating area	1061	79	12	9	72	0	→	6	↑
The ease of being able to get on and off	1075	81	13	6	80	-5	↓	0	→
Your personal security on board	1003	79	18	3	77	-1	→	1	→
The cleanliness of the inside	1072	83	10	7	75	1	→	3	→
The cleanliness of the outside	921	83	13	4	74	0	→	3	→
The availability of staff	799	48	27	25	38	3	→	1	→
How well train company deals with delays	254	46	36	18	43	-3	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

London Overground

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1134	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1099	93	5	2	85	2	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	1084	87	10	4	79	6	↑	6	↑
Ticket buying facilities	603	77	11	12	73	3	→	-1	→
Provision of information about train times/platforms	1072	83	9	8	82	1	→	3	→
The upkeep/repair of the station buildings/platforms	1070	78	17	5	70	1	→	4	→
Cleanliness	1071	80	15	5	75	2	→	2	→
The facilities and services	829	45	25	29	56	10	↑	11	↑
The attitudes and helpfulness of the staff	811	68	21	11	70	3	→	1	→
Connections with other forms of public transport	948	76	12	11	77	1	→	2	→
Facilities for car parking	355	32	27	40	49	-3	→	6	→
Overall environment	1073	77	16	7	69	6	↑	5	→
Your personal security whilst using	1017	73	23	4	70	3	→	5	→
The availability of staff	955	62	24	14	58	2	→	5	→
The provision of shelter facilities ¹	948	70	15	15	68	-	-	-	-
Availability of seating ¹	1028	57	17	26	45	-	-	-	-
How request to station staff was handled	104	86	4	7	84	-4	→	-2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1101	92	5	2	81	-	-	-	-
The frequency of the trains on that route	1095	79	7	14	77	-1	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1085	88	6	6	83	1	→	5	↑
The length of time the journey was scheduled to take (speed)	1073	88	8	4	85	-1	→	1	→
Connections with other train services	860	83	11	6	77	-1	→	2	→
The value for money for the price of your ticket	958	57	20	23	43	8	↑	3	→
Upkeep and repair of the train	1077	94	5	1	76	-1	→	-2	→
The provision of information during the journey	1041	86	12	2	71	0	→	-1	→
The helpfulness and attitude of staff on train	565	57	35	7	59	1	→	3	→
The space for luggage	842	62	21	16	52	-1	→	-7	↓
The toilet facilities	315	16	24	59	36	0	→	-2	→
Sufficient room for all passengers to sit/stand	1080	76	9	15	68	-1	→	-4	→
The comfort of the seating area	1074	85	10	4	72	3	→	-1	→
The ease of being able to get on and off	1076	86	7	7	80	2	→	-3	→
Your personal security on board	1036	83	14	3	77	3	→	1	→
The cleanliness of the inside	1087	93	6	2	75	0	→	0	→
The cleanliness of the outside	1000	92	7	1	74	2	→	1	→
The availability of staff	800	42	32	26	38	6	→	5	→
How well train company deals with delays	88	42	30	28	43	-1	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

South West Trains

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 2375	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2324	85	10	5	85	2	→	2	→
STATION FACILITIES									
Overall satisfaction with the station	2282	78	16	6	79	4	↑	4	↑
Ticket buying facilities	1216	74	16	10	73	4	→	3	→
Provision of information about train times/platforms	2241	84	9	7	82	0	→	3	→
The upkeep/repair of the station buildings/platforms	2251	68	21	12	70	10	↑	11	↑
Cleanliness	2277	71	20	9	75	8	↑	9	↑
The facilities and services	1977	58	23	18	56	12	↑	12	↑
The attitudes and helpfulness of the staff	1637	67	25	8	70	-2	→	1	→
Connections with other forms of public transport	1708	78	13	10	77	4	→	4	↑
Facilities for car parking	804	55	19	26	49	5	→	0	→
Overall environment	2266	68	24	9	69	5	↑	7	↑
Your personal security whilst using	2025	68	26	6	70	0	→	4	↑
The availability of staff	1936	52	28	20	58	-2	→	-1	→
The provision of shelter facilities ¹	1929	65	21	14	68	-	-	-	-
Availability of seating ¹	2136	41	20	39	45	-	-	-	-
How request to station staff was handled	349	83	5	11	84	1	→	-5	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2336	83	12	6	81	-	-	-	-
The frequency of the trains on that route	2284	77	10	14	77	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2302	85	6	9	83	4	↑	2	→
The length of time the journey was scheduled to take (speed)	2250	82	9	9	85	-1	→	0	→
Connections with other train services	1310	73	19	8	77	-3	→	-2	→
The value for money for the price of your ticket	2166	37	24	39	43	1	→	-1	→
Upkeep and repair of the train	2279	79	14	6	76	-3	↓	0	→
The provision of information during the journey	2112	74	18	7	71	-1	→	0	→
The helpfulness and attitude of staff on train	1474	71	24	6	59	2	→	4	→
The space for luggage	1803	55	24	21	52	-4	→	2	→
The toilet facilities	1006	36	21	43	36	-3	→	-1	→
Sufficient room for all passengers to sit/stand	2266	67	15	18	68	-6	↓	0	→
The comfort of the seating area	2266	75	17	7	72	0	→	1	→
The ease of being able to get on and off	2308	79	13	8	80	-3	→	-2	→
Your personal security on board	2142	80	17	3	77	-1	→	2	→
The cleanliness of the inside	2317	76	14	10	75	-2	→	1	→
The cleanliness of the outside	1976	79	17	4	74	2	→	1	→
The availability of staff	1841	52	30	17	38	-2	→	-1	→
How well train company deals with delays	253	48	25	26	43	12	↑	7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Southeastern

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1671	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1628	84	12	4	85	3		2	
STATION FACILITIES									
Overall satisfaction with the station	1618	75	17	8	79	2		-3	
Ticket buying facilities	807	69	15	15	73	0		3	
Provision of information about train times/platforms	1590	78	12	10	82	1		-2	
The upkeep/repair of the station buildings/platforms	1588	69	17	15	70	4		4	
Cleanliness	1604	73	16	11	75	3		1	
The facilities and services	1413	57	19	24	56	7		6	
The attitudes and helpfulness of the staff	1242	68	22	10	70	2		0	
Connections with other forms of public transport	1322	76	14	10	77	3		1	
Facilities for car parking	508	44	19	37	49	3		-3	
Overall environment	1601	65	23	12	69	0		-3	
Your personal security whilst using	1467	66	26	7	70	5		3	
The availability of staff	1449	58	23	19	58	1		2	
The provision of shelter facilities ¹	1318	66	17	17	68	-	-	-	-
Availability of seating ¹	1494	42	21	37	45	-	-	-	-
How request to station staff was handled	217	82	5	13	84	6		2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1643	80	16	5	81	-	-	-	-
The frequency of the trains on that route	1630	77	9	14	77	1		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	1622	85	7	8	83	6		5	
The length of time the journey was scheduled to take (speed)	1600	85	8	7	85	6		5	
Connections with other train services	926	77	16	7	77	5		7	
The value for money for the price of your ticket	1467	38	22	40	43	6		2	
Upkeep and repair of the train	1597	75	15	10	76	3		3	
The provision of information during the journey	1495	71	18	12	71	3		4	
The helpfulness and attitude of staff on train	750	54	32	14	59	-2		2	
The space for luggage	1243	48	25	27	52	0		0	
The toilet facilities	629	30	25	44	36	2		-1	
Sufficient room for all passengers to sit/stand	1588	68	13	19	68	7		5	
The comfort of the seating area	1614	71	18	11	72	4		5	
The ease of being able to get on and off	1633	81	13	6	80	3		2	
Your personal security on board	1515	73	22	5	77	3		2	
The cleanliness of the inside	1628	73	16	11	75	2		1	
The cleanliness of the outside	1405	71	21	8	74	3		1	
The availability of staff	1080	33	27	40	38	0		0	
How well train company deals with delays	157	40	36	24	43	9		14	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Southern

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 2639	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2571	82	13	5	85	1	→	-1	→
STATION FACILITIES									
Overall satisfaction with the station	2535	78	16	6	79	3	→	0	→
Ticket buying facilities	1176	70	16	14	73	1	→	-3	→
Provision of information about train times/platforms	2517	80	12	8	82	2	→	-1	→
The upkeep/repair of the station buildings/platforms	2505	69	19	13	70	4	↑	1	→
Cleanliness	2540	75	17	8	75	6	↑	2	→
The facilities and services	2166	57	20	23	56	9	↑	7	↑
The attitudes and helpfulness of the staff	1900	72	18	10	70	3	→	2	→
Connections with other forms of public transport	2046	80	13	8	77	8	↑	7	↑
Facilities for car parking	623	41	22	37	49	1	→	-3	→
Overall environment	2534	68	22	10	69	3	→	-1	→
Your personal security whilst using	2296	70	26	4	70	4	↑	1	→
The availability of staff	2174	60	23	16	58	2	→	2	→
The provision of shelter facilities ¹	1870	69	18	12	68	-	-	-	-
Availability of seating ¹	2238	39	21	39	45	-	-	-	-
How request to station staff was handled	446	82	5	11	84	2	→	-3	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2601	80	15	6	81	-	-	-	-
The frequency of the trains on that route	2561	75	10	15	77	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2554	77	9	14	83	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	2525	84	9	7	85	1	→	0	→
Connections with other train services	1529	77	15	8	77	1	→	1	→
The value for money for the price of your ticket	2375	42	22	35	43	4	↑	0	→
Upkeep and repair of the train	2535	72	18	11	76	5	↑	0	→
The provision of information during the journey	2334	75	18	8	71	3	↑	2	→
The helpfulness and attitude of staff on train	1102	57	33	10	59	3	→	-4	→
The space for luggage	1965	46	25	29	52	-2	→	-3	→
The toilet facilities	875	36	23	41	36	7	↑	1	→
Sufficient room for all passengers to sit/stand	2528	66	15	18	68	1	→	1	→
The comfort of the seating area	2538	70	20	10	72	1	→	-2	→
The ease of being able to get on and off	2567	77	15	8	80	2	→	1	→
Your personal security on board	2367	76	21	3	77	4	↑	0	→
The cleanliness of the inside	2572	74	17	10	75	3	↑	1	→
The cleanliness of the outside	2172	71	23	6	74	1	→	-3	→
The availability of staff	1686	35	33	32	38	-2	→	-5	↓
How well train company deals with delays	496	39	40	21	43	4	→	4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

CrossCountry

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1425	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1394	85	9	7	89	0	→	3	→
STATION FACILITIES									
Overall satisfaction with the station	1381	80	13	7	84	1	→	0	→
Ticket buying facilities	461	84	11	5	86	6	↑	1	→
Provision of information about train times/platforms	1380	85	8	8	88	1	→	0	→
The upkeep/repair of the station buildings/platforms	1368	71	18	12	76	4	→	1	→
Cleanliness	1386	74	17	8	80	1	→	1	→
The facilities and services	1188	67	19	14	71	7	↑	3	→
The attitudes and helpfulness of the staff	1028	79	17	4	80	0	→	2	→
Connections with other forms of public transport	808	74	17	9	80	0	→	3	→
Facilities for car parking	432	58	18	24	60	0	→	0	→
Overall environment	1376	70	18	12	76	1	→	-1	→
Your personal security whilst using	1208	77	22	1	78	4	↑	4	→
The availability of staff	1178	68	20	12	68	1	→	1	→
The provision of shelter facilities ¹	1149	75	16	9	76	-	-	-	-
Availability of seating ¹	1304	53	19	28	52	-	-	-	-
How request to station staff was handled	361	89	3	8	89	-3	→	2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1406	82	11	7	87	-	-	-	-
The frequency of the trains on that route	1343	79	11	10	85	-2	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1384	82	5	13	87	-3	→	3	→
The length of time the journey was scheduled to take (speed)	1374	85	9	6	89	-2	→	0	→
Connections with other train services	773	78	12	10	82	1	→	1	→
The value for money for the price of your ticket	1337	53	20	27	55	5	↑	1	→
Upkeep and repair of the train	1367	82	12	6	85	2	→	3	↑
The provision of information during the journey	1292	73	20	8	78	-4	→	-1	→
The helpfulness and attitude of staff on train	1050	79	17	4	80	1	→	3	→
The space for luggage	1139	50	19	30	56	-5	→	-2	→
The toilet facilities	644	48	22	29	54	0	→	-1	→
Sufficient room for all passengers to sit/stand	1379	65	15	20	71	-5	↓	1	→
The comfort of the seating area	1370	74	15	10	80	-2	→	-1	→
The ease of being able to get on and off	1393	80	14	7	83	-3	→	2	→
Your personal security on board	1298	84	15	1	86	-1	→	3	→
The cleanliness of the inside	1392	79	12	10	84	0	→	2	→
The cleanliness of the outside	1127	79	17	3	81	1	→	2	→
The availability of staff	1179	64	25	11	66	-3	→	1	→
How well train company deals with delays	310	51	31	18	56	-1	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

East Coast

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1251	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1218	92	4	3	89	4		5	
STATION FACILITIES									
Overall satisfaction with the station	1215	88	8	4	84	13		11	
Ticket buying facilities	269	86	9	5	86	2		4	
Provision of information about train times/platforms	1212	91	5	4	88	5		6	
The upkeep/repair of the station buildings/platforms	1207	83	11	6	76	18		17	
Cleanliness	1222	88	9	3	80	16		16	
The facilities and services	1084	79	14	7	71	22		19	
The attitudes and helpfulness of the staff	819	83	13	4	80	7		7	
Connections with other forms of public transport	845	85	10	6	80	5		5	
Facilities for car parking	305	57	17	26	60	8		1	
Overall environment	1206	82	12	6	76	18		16	
Your personal security whilst using	1068	80	18	1	78	10		10	
The availability of staff	968	73	19	8	68	6		7	
The provision of shelter facilities ¹	920	77	14	9	76	-	-	-	-
Availability of seating ¹	1132	48	17	35	52	-	-	-	-
How request to station staff was handled	235	88	5	7	89	3		2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1236	89	8	3	87	-	-	-	-
The frequency of the trains on that route	1179	91	4	5	85	1		2	
Punctuality/reliability (i.e. the train arriving/departing on time)	1217	89	4	7	87	2		11	
The length of time the journey was scheduled to take (speed)	1209	92	5	3	89	2		3	
Connections with other train services	620	84	9	7	82	5		5	
The value for money for the price of your ticket	1187	58	18	24	55	2		1	
Upkeep and repair of the train	1220	82	10	8	85	3		1	
The provision of information during the journey	1141	81	13	5	78	3		2	
The helpfulness and attitude of staff on train	946	85	12	3	80	3		5	
The space for luggage	1046	66	16	18	56	3		5	
The toilet facilities	786	54	24	22	54	2		-1	
Sufficient room for all passengers to sit/stand	1196	81	12	7	71	1		2	
The comfort of the seating area	1224	81	12	7	80	2		-1	
The ease of being able to get on and off	1221	84	11	5	83	0		0	
Your personal security on board	1151	90	10	0	86	4		4	
The cleanliness of the inside	1231	85	10	4	84	3		1	
The cleanliness of the outside	1005	77	17	5	81	2		-1	
The availability of staff	1031	72	20	8	66	0		2	
How well train company deals with delays	254	69	21	10	56	6		13	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

East Midlands Trains

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1045	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1022	89	7	4	89	2	→	2	→
STATION FACILITIES									
Overall satisfaction with the station	1023	89	8	3	84	4	↑	6	↑
Ticket buying facilities	417	87	6	7	86	6	↑	8	↑
Provision of information about train times/platforms	1008	86	10	5	88	2	→	0	→
The upkeep/repair of the station buildings/platforms	1006	82	12	6	76	2	→	4	→
Cleanliness	1020	86	11	3	80	3	→	3	→
The facilities and services	910	70	17	13	71	6	↑	3	→
The attitudes and helpfulness of the staff	779	81	13	6	80	3	→	4	→
Connections with other forms of public transport	749	77	14	10	80	5	→	6	↑
Facilities for car parking	360	70	15	15	60	3	→	6	→
Overall environment	1000	83	13	4	76	3	→	5	↑
Your personal security whilst using	924	78	21	1	78	2	→	4	→
The availability of staff	879	72	19	9	68	3	→	4	→
The provision of shelter facilities ¹	840	79	13	9	76	-	-	-	-
Availability of seating ¹	968	55	18	27	52	-	-	-	-
How request to station staff was handled	186	91	2	7	89	1	→	2	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1036	87	9	4	87	-	-	-	-
The frequency of the trains on that route	1012	85	6	9	85	3	→	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1028	88	5	7	87	0	→	0	→
The length of time the journey was scheduled to take (speed)	1014	89	7	5	89	0	→	-1	→
Connections with other train services	545	79	12	8	82	0	→	2	→
The value for money for the price of your ticket	993	49	19	32	55	-3	→	-4	→
Upkeep and repair of the train	1014	85	10	5	85	0	→	0	→
The provision of information during the journey	926	74	20	7	78	2	→	3	→
The helpfulness and attitude of staff on train	767	78	18	5	80	-2	→	-1	→
The space for luggage	843	56	21	23	56	0	→	-2	→
The toilet facilities	492	54	23	23	54	4	→	1	→
Sufficient room for all passengers to sit/stand	1016	70	13	16	71	-4	→	-6	↓
The comfort of the seating area	1016	81	12	6	80	0	→	-2	→
The ease of being able to get on and off	1028	84	12	4	83	-1	→	1	→
Your personal security on board	969	86	13	1	86	0	→	1	→
The cleanliness of the inside	1030	84	10	6	84	0	→	2	→
The cleanliness of the outside	881	77	17	6	81	3	→	2	→
The availability of staff	887	62	27	12	66	-5	↓	-6	↓
How well train company deals with delays	156	56	33	11	56	6	→	18	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

First Hull Trains

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 596	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	568	95	5	0	89	2		7	
STATION FACILITIES									
Overall satisfaction with the station	563	92	7	1	84	10		14	
Ticket buying facilities	200	86	9	5	86	6		4	
Provision of information about train times/platforms	553	88	8	4	88	3		4	
The upkeep/repair of the station buildings/platforms	571	88	10	2	76	12		18	
Cleanliness	573	91	7	2	80	14		20	
The facilities and services	508	76	12	11	71	18		26	
The attitudes and helpfulness of the staff	390	81	16	3	80	5		12	
Connections with other forms of public transport	431	83	9	8	80	2		9	
Facilities for car parking	277	70	15	15	60	-1		1	
Overall environment	560	88	10	2	76	14		21	
Your personal security whilst using	495	80	19	2	78	7		10	
The availability of staff	447	68	21	11	68	4		14	
The provision of shelter facilities ¹	469	83	13	4	76	-	-	-	-
Availability of seating ¹	518	57	17	25	52	-	-	-	-
How request to station staff was handled	98	90	6	4	89	0		1	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	570	97	3	0	87	-	-	-	-
The frequency of the trains on that route	543	79	13	9	85	1		1	
Punctuality/reliability (i.e. the train arriving/departing on time)	568	94	5	1	87	1		9	
The length of time the journey was scheduled to take (speed)	569	93	6	1	89	0		2	
Connections with other train services	304	83	13	4	82	5		2	
The value for money for the price of your ticket	553	60	19	20	55	4		-1	
Upkeep and repair of the train	559	93	7	1	85	3		3	
The provision of information during the journey	530	87	11	2	78	-2		3	
The helpfulness and attitude of staff on train	529	93	6	1	80	1		2	
The space for luggage	519	72	14	14	56	0		-3	
The toilet facilities	405	65	16	19	54	1		-4	
Sufficient room for all passengers to sit/stand	560	92	6	2	71	6		4	
The comfort of the seating area	565	91	7	2	80	5		2	
The ease of being able to get on and off	566	91	7	2	83	0		0	
Your personal security on board	533	92	8	1	86	3		1	
The cleanliness of the inside	576	96	3	0	84	5		6	
The cleanliness of the outside	503	90	9	1	81	2		1	
The availability of staff	535	87	12	1	66	-3		1	
How well train company deals with delays	17	47	17	37	56	-5		8	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

First TransPennine Express

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1111	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1082	88	6	6	89	0	→	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1082	86	10	3	84	0	→	1	→
Ticket buying facilities	463	87	8	4	86	0	→	-1	→
Provision of information about train times/platforms	1071	91	5	4	88	3	→	4	↑
The upkeep/repair of the station buildings/platforms	1063	79	14	7	76	-3	→	1	→
Cleanliness	1083	82	13	5	80	-2	→	1	→
The facilities and services	981	74	15	11	71	7	↑	7	↑
The attitudes and helpfulness of the staff	812	80	16	4	80	2	→	-1	→
Connections with other forms of public transport	729	80	13	7	80	7	↑	9	↑
Facilities for car parking	360	58	16	26	60	-4	→	-7	→
Overall environment	1078	78	17	5	76	-4	→	-2	→
Your personal security whilst using	948	81	18	2	78	3	→	6	↑
The availability of staff	915	69	24	8	68	0	→	0	→
The provision of shelter facilities ¹	944	78	14	8	76	-	-	-	-
Availability of seating ¹	1034	59	16	26	52	-	-	-	-
How request to station staff was handled	203	89	4	5	89	1	→	0	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1094	88	7	6	87	-	-	-	-
The frequency of the trains on that route	1058	81	8	11	85	-5	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1077	88	5	7	87	0	→	5	↑
The length of time the journey was scheduled to take (speed)	1067	88	7	4	89	-3	→	0	→
Connections with other train services	603	81	14	6	82	0	→	-1	→
The value for money for the price of your ticket	1054	57	17	26	55	0	→	-2	→
Upkeep and repair of the train	1067	89	9	3	85	0	→	2	→
The provision of information during the journey	996	80	15	5	78	-1	→	1	→
The helpfulness and attitude of staff on train	793	81	16	4	80	-2	→	1	→
The space for luggage	904	52	18	30	56	2	→	5	→
The toilet facilities	452	56	20	23	54	0	→	5	→
Sufficient room for all passengers to sit/stand	1063	61	15	24	71	-2	→	-1	→
The comfort of the seating area	1059	80	14	7	80	0	→	-1	→
The ease of being able to get on and off	1072	81	12	7	83	-1	→	2	→
Your personal security on board	1010	84	14	2	86	-2	→	2	→
The cleanliness of the inside	1087	86	9	4	84	0	→	2	→
The cleanliness of the outside	908	85	14	2	81	3	→	3	→
The availability of staff	910	66	23	12	66	-2	→	1	→
How well train company deals with delays	196	49	29	21	56	-6	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Grand Central

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 992	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	946	96	4	1	89	-	-	1	→
STATION FACILITIES									
Overall satisfaction with the station	953	88	8	4	84	-	-	12	↑
Ticket buying facilities	415	83	11	6	86	-	-	4	→
Provision of information about train times/platforms	933	89	6	5	88	-	-	4	↑
The upkeep/repair of the station buildings/platforms	941	87	9	4	76	-	-	16	↑
Cleanliness	946	89	8	3	80	-	-	13	↑
The facilities and services	823	75	9	16	71	-	-	25	↑
The attitudes and helpfulness of the staff	630	75	21	4	80	-	-	1	→
Connections with other forms of public transport	755	86	7	6	80	-	-	7	↑
Facilities for car parking	470	55	18	27	60	-	-	1	→
Overall environment	949	83	11	6	76	-	-	17	↑
Your personal security whilst using	833	78	18	4	78	-	-	9	↑
The availability of staff	757	61	22	17	68	-	-	7	↑
The provision of shelter facilities ¹	826	80	12	8	76	-	-	-	-
Availability of seating ¹	874	54	16	30	52	-	-	-	-
How request to station staff was handled	150	88	5	6	89	-	-	0	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	967	94	5	1	87	-	-	-	-
The frequency of the trains on that route	873	73	14	13	85	-	-	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	956	94	4	2	87	-	-	2	→
The length of time the journey was scheduled to take (speed)	938	91	6	2	89	-	-	-1	→
Connections with other train services	517	82	16	2	82	-	-	-1	→
The value for money for the price of your ticket	915	73	15	13	55	-	-	-6	↓
Upkeep and repair of the train	954	85	10	5	85	-	-	-3	→
The provision of information during the journey	875	86	11	3	78	-	-	3	→
The helpfulness and attitude of staff on train	882	92	7	2	80	-	-	-1	→
The space for luggage	898	80	11	9	56	-	-	-4	→
The toilet facilities	693	65	20	15	54	-	-	-1	→
Sufficient room for all passengers to sit/stand	960	93	4	2	71	-	-	-1	→
The comfort of the seating area	961	90	7	3	80	-	-	-3	↓
The ease of being able to get on and off	953	89	8	2	83	-	-	-1	→
Your personal security on board	913	91	8	1	86	-	-	-1	→
The cleanliness of the inside	960	89	7	4	84	-	-	-2	→
The cleanliness of the outside	825	86	11	3	81	-	-	-2	→
The availability of staff	883	83	14	3	66	-	-	1	→
How well train company deals with delays	93	77	15	8	56	-	-	7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
 2. Grand Central did not take part in the survey in Spring 2012

Virgin Trains

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1392	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1375	92	5	3	89	1	→	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1358	80	14	6	84	-1	→	-2	→
Ticket buying facilities	395	87	10	3	86	5	→	2	→
Provision of information about train times/platforms	1350	87	8	5	88	0	→	-2	→
The upkeep/repair of the station buildings/platforms	1330	71	19	10	76	0	→	0	→
Cleanliness	1353	77	15	8	80	3	→	1	→
The facilities and services	1206	70	18	12	71	8	↑	3	→
The attitudes and helpfulness of the staff	910	77	21	3	80	3	→	2	→
Connections with other forms of public transport	971	87	10	4	80	5	↑	6	↑
Facilities for car parking	349	55	15	30	60	-3	→	-9	↓
Overall environment	1351	70	19	11	76	-1	→	-4	→
Your personal security whilst using	1202	76	22	2	78	3	→	0	→
The availability of staff	1072	62	26	12	68	3	→	2	→
The provision of shelter facilities ¹	975	74	17	9	76	-	-	-	-
Availability of seating ¹	1231	44	14	42	52	-	-	-	-
How request to station staff was handled	246	90	5	4	89	3	→	8	↑
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1376	92	6	2	87	-	-	-	-
The frequency of the trains on that route	1323	91	4	5	85	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1355	90	4	7	87	1	→	4	↑
The length of time the journey was scheduled to take (speed)	1349	94	4	2	89	0	→	3	↑
Connections with other train services	753	87	10	3	82	-1	→	4	→
The value for money for the price of your ticket	1320	60	18	23	55	1	→	0	→
Upkeep and repair of the train	1356	89	9	3	85	-1	→	1	→
The provision of information during the journey	1286	84	12	4	78	2	→	4	↑
The helpfulness and attitude of staff on train	1024	81	16	3	80	0	→	1	→
The space for luggage	1190	59	17	24	56	2	→	7	↑
The toilet facilities	882	57	24	19	54	3	→	4	→
Sufficient room for all passengers to sit/stand	1328	82	11	7	71	3	→	11	↑
The comfort of the seating area	1355	84	11	5	80	2	→	7	↑
The ease of being able to get on and off	1362	89	9	2	83	-1	→	1	→
Your personal security on board	1295	89	10	0	86	1	→	2	→
The cleanliness of the inside	1374	90	7	4	84	0	→	3	↑
The cleanliness of the outside	1119	87	11	2	81	1	→	4	↑
The availability of staff	1124	68	21	10	66	-2	→	1	→
How well train company deals with delays	252	60	27	13	56	6	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Arriva Trains Wales

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1352	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1308	88	8	4	86	0	→	3	→
STATION FACILITIES									
Overall satisfaction with the station	1300	78	15	7	82	-1	→	6	↑
Ticket buying facilities	716	81	10	9	82	6	→	1	→
Provision of information about train times/platforms	1273	81	12	7	86	0	→	1	→
The upkeep/repair of the station buildings/platforms	1280	66	20	14	77	1	→	3	→
Cleanliness	1281	68	19	13	80	0	→	5	↑
The facilities and services	1100	49	18	32	54	1	→	6	↑
The attitudes and helpfulness of the staff	992	78	16	7	78	3	→	4	→
Connections with other forms of public transport	844	70	17	14	73	3	→	9	↑
Facilities for car parking	713	69	14	16	54	7	→	11	↑
Overall environment	1284	66	21	13	75	0	→	3	→
Your personal security whilst using	1151	66	26	8	72	-1	→	-1	→
The availability of staff	1112	60	18	21	64	4	→	2	→
The provision of shelter facilities ¹	1192	72	15	13	76	-	-	-	-
Availability of seating ¹	1254	55	17	28	59	-	-	-	-
How request to station staff was handled	247	86	8	5	90	-3	→	-4	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1326	86	10	4	81	-	-	-	-
The frequency of the trains on that route	1277	77	8	16	79	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1309	86	7	8	84	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	1290	86	9	6	89	1	→	2	→
Connections with other train services	871	80	15	6	76	3	→	3	→
The value for money for the price of your ticket	1283	55	17	28	57	-1	→	-4	→
Upkeep and repair of the train	1287	79	13	9	71	3	→	4	→
The provision of information during the journey	1199	66	23	10	71	0	→	2	→
The helpfulness and attitude of staff on train	1129	82	15	3	75	1	→	3	→
The space for luggage	1119	66	17	17	61	7	↑	6	→
The toilet facilities	749	51	21	28	42	2	→	5	→
Sufficient room for all passengers to sit/stand	1308	73	11	16	75	2	→	1	→
The comfort of the seating area	1310	76	15	9	74	-1	→	0	→
The ease of being able to get on and off	1309	84	13	3	85	2	→	1	→
Your personal security on board	1263	81	15	3	80	-1	→	-1	→
The cleanliness of the inside	1319	80	12	8	74	2	→	5	↑
The cleanliness of the outside	1127	74	20	6	70	5	→	5	→
The availability of staff	1206	70	20	10	60	-1	→	0	→
How well train company deals with delays	151	42	35	23	40	2	→	-3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Merseyrail

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 700	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	694	92	6	2	86	-4		-1	
STATION FACILITIES									
Overall satisfaction with the station	674	87	10	2	82	1		3	
Ticket buying facilities	328	89	6	5	82	-1		-2	
Provision of information about train times/platforms	649	88	7	5	86	-1		1	
The upkeep/repair of the station buildings/platforms	675	81	11	8	77	6		10	
Cleanliness	675	86	8	6	80	9		8	
The facilities and services	544	62	15	23	54	9		14	
The attitudes and helpfulness of the staff	571	88	8	4	78	7		3	
Connections with other forms of public transport	500	82	10	8	73	9		12	
Facilities for car parking	296	64	13	23	54	15		13	
Overall environment	672	83	11	7	75	6		9	
Your personal security whilst using	641	81	16	4	72	5		9	
The availability of staff	604	82	12	6	64	1		4	
The provision of shelter facilities ¹	536	84	8	7	76	-	-	-	-
Availability of seating ¹	661	68	14	18	59	-	-	-	-
How request to station staff was handled	62	88	-	9	90	7		-2	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	695	89	10	2	81	-	-	-	-
The frequency of the trains on that route	692	94	3	3	79	-4		-1	
Punctuality/reliability (i.e. the train arriving/departing on time)	690	92	3	5	84	-3		-4	
The length of time the journey was scheduled to take (speed)	682	96	3	1	89	-1		-1	
Connections with other train services	378	89	6	5	76	-1		-3	
The value for money for the price of your ticket	577	70	10	20	57	3		4	
Upkeep and repair of the train	684	80	13	7	71	-2		0	
The provision of information during the journey	656	90	8	2	71	4		9	
The helpfulness and attitude of staff on train	351	63	28	8	75	-4		-4	
The space for luggage	513	59	19	22	61	-1		0	
The toilet facilities	185	21	11	69	42	10		7	
Sufficient room for all passengers to sit/stand	675	80	11	8	75	-1		2	
The comfort of the seating area	684	80	12	7	74	0		4	
The ease of being able to get on and off	680	90	7	3	85	0		3	
Your personal security on board	654	83	14	3	80	3		6	
The cleanliness of the inside	693	80	12	8	74	0		2	
The cleanliness of the outside	609	71	21	8	70	4		0	
The availability of staff	520	45	31	23	60	-2		0	
How well train company deals with delays	57	43	37	19	40	14		-7	

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Northern Rail

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1051	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1035	80	11	10	86	0	→	-3	→
STATION FACILITIES									
Overall satisfaction with the station	1021	78	15	7	82	4	→	2	→
Ticket buying facilities	542	78	10	13	82	3	→	5	→
Provision of information about train times/platforms	1004	83	10	7	86	3	→	2	→
The upkeep/repair of the station buildings/platforms	1011	75	16	9	77	4	→	7	↑
Cleanliness	1018	80	13	7	80	8	↑	9	↑
The facilities and services	892	52	19	29	54	3	→	3	→
The attitudes and helpfulness of the staff	819	74	18	8	78	4	→	3	→
Connections with other forms of public transport	775	75	13	13	73	9	↑	6	↑
Facilities for car parking	451	57	20	24	54	4	→	-3	→
Overall environment	1019	73	18	10	75	5	↑	7	↑
Your personal security whilst using	921	70	24	6	72	4	→	6	↑
The availability of staff	903	58	21	21	64	-3	→	1	→
The provision of shelter facilities ¹	931	70	16	14	76	-	-	-	-
Availability of seating ¹	994	55	19	26	59	-	-	-	-
How request to station staff was handled	165	90	2	7	90	6	→	1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1034	71	16	13	81	-	-	-	-
The frequency of the trains on that route	1018	73	7	20	79	3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1022	77	9	15	84	-1	→	-4	→
The length of time the journey was scheduled to take (speed)	1018	85	9	6	89	1	→	-2	→
Connections with other train services	584	73	19	8	76	0	→	-5	→
The value for money for the price of your ticket	940	57	16	27	57	7	↑	-3	→
Upkeep and repair of the train	1004	57	19	25	71	3	→	0	→
The provision of information during the journey	906	60	23	17	71	4	→	2	→
The helpfulness and attitude of staff on train	753	71	24	5	75	0	→	-1	→
The space for luggage	775	57	18	25	61	0	→	1	→
The toilet facilities	410	39	21	40	42	5	→	-4	→
Sufficient room for all passengers to sit/stand	1006	71	13	16	75	5	↑	7	↑
The comfort of the seating area	997	65	17	18	74	5	↑	3	→
The ease of being able to get on and off	1010	81	12	7	85	4	→	3	→
Your personal security on board	971	79	17	4	80	3	→	0	→
The cleanliness of the inside	1027	63	21	17	74	5	↑	1	→
The cleanliness of the outside	901	61	27	12	70	14	↑	-1	→
The availability of staff	885	58	26	17	60	-2	→	1	→
How well train company deals with delays	232	39	39	22	40	6	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

ScotRail

Autumn 2012

Improvement/decline in %
satisfied/good since
Spring 2012Improvement/decline in %
satisfied/good since
Autumn 2011

Overall sample size 1309	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1282	90	8	2	86	1	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1275	84	11	4	82	2	→	0	→
Ticket buying facilities	694	84	10	7	82	3	→	2	→
Provision of information about train times/platforms	1253	89	7	4	86	3	→	4	→
The upkeep/repair of the station buildings/platforms	1242	80	12	8	77	3	→	2	→
Cleanliness	1253	81	12	7	80	-1	→	-2	→
The facilities and services	1085	53	24	23	54	2	→	-3	→
The attitudes and helpfulness of the staff	952	76	17	7	78	-2	→	0	→
Connections with other forms of public transport	865	67	20	13	73	-3	→	-7	→
Facilities for car parking	535	38	17	45	54	-9	→	-11	↓
Overall environment	1253	76	16	8	75	1	→	-2	→
Your personal security whilst using	1129	71	20	9	72	-3	→	0	→
The availability of staff	1086	63	22	15	64	-4	→	-1	→
The provision of shelter facilities ¹	1070	82	12	7	76	-	-	-	-
Availability of seating ¹	1204	61	17	21	59	-	-	-	-
How request to station staff was handled	216	91	2	7	90	3	→	-1	→
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1292	87	9	4	81	-	-	-	-
The frequency of the trains on that route	1266	81	9	10	79	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1270	87	5	8	84	0	→	1	→
The length of time the journey was scheduled to take (speed)	1265	92	5	3	89	2	→	0	→
Connections with other train services	599	70	18	12	76	-9	↓	-7	→
The value for money for the price of your ticket	1249	52	19	29	57	1	→	-6	→
Upkeep and repair of the train	1269	81	13	6	71	-2	→	0	→
The provision of information during the journey	1165	74	18	8	71	-6	↓	-2	→
The helpfulness and attitude of staff on train	1028	79	15	6	75	-2	→	0	→
The space for luggage	964	65	18	16	61	-3	→	0	→
The toilet facilities	552	49	24	27	42	-3	→	-1	→
Sufficient room for all passengers to sit/stand	1262	79	10	11	75	2	→	2	→
The comfort of the seating area	1280	82	12	6	74	2	→	0	→
The ease of being able to get on and off	1276	88	8	4	85	0	→	-1	→
Your personal security on board	1227	80	15	5	80	-7	↓	-6	→
The cleanliness of the inside	1280	82	12	6	74	-2	→	-1	→
The cleanliness of the outside	1028	81	14	5	70	3	→	4	→
The availability of staff	1140	65	26	9	60	-7	↓	-6	→
How well train company deals with delays	127	40	28	31	40	2	→	7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

National Total - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	25313	25600	25905	24663	29057	27556	30096	27960	28832	28917				
Overall satisfaction	80	83	81	83	83	84	84	84	83	85	2	↑	1	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	76	76	78	77	80	3	↑	2	↑
Ticket buying facilities	71	71	72	71	72	72	73	74	73	75	2	↑	2	↑
Provision of information about train times/platforms	77	79	78	80	79	81	79	81	81	83	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	62	64	63	66	64	66	65	67	67	72	4	↑	5	↑
Cleanliness	67	70	69	71	69	72	71	72	71	76	5	↑	4	↑
The facilities and services	48	50	50	51	51	51	50	51	50	57	8	↑	7	↑
The attitudes and helpfulness of the staff	68	70	69	70	70	72	70	71	71	72	1	↑	2	↑
Connections with other forms of public transport	72	73	73	74	74	74	73	73	73	77	4	↑	4	↑
Facilities for car parking	43	44	44	45	48	49	49	51	49	51	2	↑	0	→
Overall environment	63	65	64	66	64	67	66	68	67	71	4	↑	3	↑
Your personal security whilst using	61	63	63	64	65	65	66	67	68	71	3	↑	4	↑
The availability of staff	56	58	58	59	58	59	58	59	60	60	0	→	1	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	49	-	-	-	-
How request to station staff was handled	83	84	82	83	84	85	84	86	83	86	3	↑	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	82	-	-	-	-
The frequency of the trains on that route	75	76	75	77	77	77	78	78	78	78	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	81	80	83	82	82	80	81	81	83	2	↑	2	↑
The length of time the journey was scheduled to take (speed)	83	84	83	84	85	85	85	85	85	86	1	↑	1	↑
Connections with other train services	70	73	73	74	75	76	77	76	77	78	0	→	1	→
The value for money for the price of your ticket	40	46	40	45	48	49	44	46	42	47	4	↑	1	→
Upkeep and repair of the train	70	73	72	72	72	74	73	75	75	76	1	↑	1	→
The provision of information during the journey	65	67	66	68	68	70	69	70	70	72	1	↑	2	↑
The helpfulness and attitude of staff on train	58	60	60	62	64	65	64	64	64	65	1	→	1	→
The space for luggage	49	50	50	51	53	54	53	54	55	54	-1	→	0	→
The toilet facilities	35	36	36	38	38	38	36	38	37	39	2	→	1	→
Sufficient room for all passengers to sit/stand	62	64	66	67	68	68	67	68	69	69	0	→	1	↑
The comfort of the seating area	66	69	69	70	70	72	70	72	72	73	1	↑	1	↑
The ease of being able to get on and off	76	78	78	79	80	80	80	81	80	81	1	→	1	→
Your personal security on board	70	72	72	73	75	76	76	77	77	79	2	↑	2	↑
The cleanliness of the inside	70	72	71	72	71	73	73	75	75	76	1	↑	1	→
The cleanliness of the outside	66	70	68	71	66	71	67	73	71	74	3	↑	0	→
The availability of staff	38	40	41	43	46	46	45	46	47	46	-1	→	0	→
How well train company deals with delays	34	37	35	36	35	40	36	38	37	44	7	↑	6	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. National total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	15420	16503	17000	15989	17474	17506	19126	17398	18592	18281				
Overall satisfaction	79	82	80	82	82	83	83	83	82	85	3	↑	1	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	75	75	77	75	79	4	↑	2	↑
Ticket buying facilities	68	67	69	68	70	70	71	72	71	73	2	↑	1	→
Provision of information about train times/platforms	76	78	76	78	77	80	78	80	80	82	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	60	62	60	63	61	63	63	65	66	70	5	↑	5	↑
Cleanliness	66	68	67	69	67	70	69	71	70	75	5	↑	4	↑
The facilities and services	48	49	48	49	49	50	48	49	48	56	8	↑	7	↑
The attitudes and helpfulness of the staff	66	67	67	68	68	69	69	69	69	70	1	→	1	→
Connections with other forms of public transport	72	74	74	75	75	74	74	74	74	77	4	↑	3	↑
Facilities for car parking	41	40	41	43	46	47	47	49	46	49	2	↑	0	→
Overall environment	61	63	62	64	62	65	64	67	66	69	4	↑	3	↑
Your personal security whilst using	59	61	60	62	63	64	65	66	66	70	3	↑	4	↑
The availability of staff	55	56	56	56	56	57	56	57	57	58	1	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	45	-	-	-	-
How request to station staff was handled	82	83	81	82	82	84	83	85	82	84	2	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	81	-	-	-	-
The frequency of the trains on that route	73	74	74	75	75	76	76	77	77	77	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	79	82	80	81	79	80	79	83	3	↑	3	↑
The length of time the journey was scheduled to take (speed)	81	83	82	83	83	84	84	83	83	85	2	↑	2	↑
Connections with other train services	69	72	72	73	74	75	76	75	77	77	1	→	2	↑
The value for money for the price of your ticket	36	41	35	40	43	44	39	42	38	43	5	↑	1	→
Upkeep and repair of the train	69	72	71	71	71	74	73	75	74	76	1	→	1	→
The provision of information during the journey	64	66	65	66	66	69	68	69	70	71	2	↑	2	↑
The helpfulness and attitude of staff on train	51	52	51	54	56	58	57	57	57	59	2	→	2	→
The space for luggage	47	48	48	49	51	52	52	52	53	52	-1	→	0	→
The toilet facilities	32	34	33	34	34	35	34	35	35	36	1	→	1	→
Sufficient room for all passengers to sit/stand	60	62	63	65	66	67	66	67	68	68	0	→	1	→
The comfort of the seating area	64	67	67	68	68	71	70	71	71	72	1	→	1	→
The ease of being able to get on and off	75	76	76	78	78	79	79	80	79	80	1	→	0	→
Your personal security on board	67	69	69	71	72	74	74	75	75	77	2	↑	2	↑
The cleanliness of the inside	69	71	70	71	70	72	72	75	74	75	1	↑	1	→
The cleanliness of the outside	66	70	68	71	67	72	69	74	72	74	2	↑	0	→
The availability of staff	30	31	32	34	37	38	37	39	39	38	0	→	0	→
How well train company deals with delays	32	35	32	33	32	37	34	36	35	43	8	↑	7	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. London and South East total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

Long Distance - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	5914	5690	5394	5248	7189	6700	6970	5700	5922	6224				
Overall satisfaction	83	84	85	87	87	87	87	86	88	89	1	→	3	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	82	81	81	81	84	3	↑	2	↑
Ticket buying facilities	80	82	80	80	80	82	79	84	82	86	4	↑	3	↑
Provision of information about train times/platforms	82	85	86	85	86	86	86	86	86	88	2	↑	1	→
The upkeep/repair of the station buildings/platforms	68	71	71	73	72	73	73	73	73	76	3	↑	3	↑
Cleanliness	73	76	76	78	76	77	77	77	77	80	3	↑	3	↑
The facilities and services	62	62	63	65	64	63	64	65	62	71	9	↑	6	↑
The attitudes and helpfulness of the staff	75	76	76	76	76	79	76	77	77	80	3	↑	3	↑
Connections with other forms of public transport	76	74	75	74	76	77	76	74	76	80	4	↑	6	↑
Facilities for car parking	52	52	52	53	55	57	56	62	60	60	0	→	-2	→
Overall environment	70	71	73	74	73	74	73	74	73	76	2	↑	2	→
Your personal security whilst using	69	70	72	72	72	74	73	74	74	78	4	↑	4	↑
The availability of staff	63	65	65	66	65	67	65	66	66	68	2	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	76	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	52	-	-	-	-
How request to station staff was handled	85	86	87	88	89	88	87	87	89	89	1	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	87	-	-	-	-
The frequency of the trains on that route	80	80	82	82	85	84	84	84	85	85	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	81	84	87	87	85	87	83	87	87	0	→	4	↑
The length of time the journey was scheduled to take (speed)	86	84	88	88	89	89	89	88	90	89	-1	→	1	→
Connections with other train services	75	75	75	77	79	80	80	79	81	82	1	→	2	↑
The value for money for the price of your ticket	52	54	52	57	58	59	56	56	54	55	1	→	-1	→
Upkeep and repair of the train	82	82	82	82	84	84	83	84	84	85	1	→	2	↑
The provision of information during the journey	75	74	76	75	77	77	77	76	78	78	0	→	2	→
The helpfulness and attitude of staff on train	77	76	75	77	78	78	79	79	80	80	0	→	2	→
The space for luggage	52	49	51	51	52	51	55	53	56	56	0	→	2	→
The toilet facilities	49	49	52	52	51	52	51	52	52	54	2	→	1	→
Sufficient room for all passengers to sit/stand	66	66	72	71	70	70	71	70	73	71	-2	→	2	→
The comfort of the seating area	75	76	78	78	77	79	78	79	79	80	0	→	0	→
The ease of being able to get on and off	80	80	81	82	83	83	83	82	85	83	-1	→	1	→
Your personal security on board	82	82	82	83	85	84	85	84	86	86	0	→	2	↑
The cleanliness of the inside	81	81	82	81	82	82	82	82	84	84	1	→	2	↑
The cleanliness of the outside	73	77	77	79	76	80	76	79	79	81	2	↑	3	↑
The availability of staff	63	61	64	64	66	67	66	66	68	66	-2	↓	0	→
How well train company deals with delays	51	48	50	46	52	52	51	50	55	56	2	→	6	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

2. Long distance total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

Regional - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	3979	3407	3511	3426	4394	3350	4000	4862	4318	4412				
Overall satisfaction	84	86	86	87	88	86	86	87	86	86	0	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	78	77	80	80	82	2	→	2	→
Ticket buying facilities	79	80	80	79	79	78	77	80	79	82	2	→	2	→
Provision of information about train times/platforms	79	80	81	84	83	83	81	83	84	86	2	→	2	→
The upkeep/repair of the station buildings/platforms	69	70	72	73	71	74	71	71	73	77	4	↑	5	↑
Cleanliness	71	72	74	76	74	77	74	76	76	80	5	↑	5	↑
The facilities and services	44	51	50	51	52	50	49	51	50	54	3	→	3	→
The attitudes and helpfulness of the staff	72	75	75	75	74	77	75	76	75	78	2	→	2	→
Connections with other forms of public transport	67	68	68	70	69	69	67	70	68	73	5	↑	3	→
Facilities for car parking	49	50	50	51	50	51	53	55	52	54	2	→	-1	→
Overall environment	67	69	70	72	69	71	69	71	71	75	3	↑	4	↑
Your personal security whilst using	65	66	68	69	67	66	67	68	71	72	1	→	4	↑
The availability of staff	60	63	63	66	62	63	63	63	66	64	-2	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	76	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	59	-	-	-	-
How request to station staff was handled	87	86	86	84	84	87	87	90	86	90	4	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	81	-	-	-	-
The frequency of the trains on that route	81	80	79	81	82	79	80	81	80	79	0	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	85	85	86	87	84	82	86	85	84	-1	→	-2	→
The length of time the journey was scheduled to take (speed)	89	88	88	90	90	89	88	90	88	89	1	→	-1	→
Connections with other train services	74	74	74	77	77	79	79	80	78	76	-2	→	-4	↓
The value for money for the price of your ticket	56	63	55	59	62	63	58	61	54	57	4	↑	-3	→
Upkeep and repair of the train	68	71	69	71	69	71	68	71	70	71	1	→	0	→
The provision of information during the journey	67	69	69	71	70	69	69	69	70	71	0	→	2	→
The helpfulness and attitude of staff on train	69	72	72	75	75	75	76	75	75	75	-1	→	0	→
The space for luggage	57	58	59	58	61	61	59	60	62	61	-1	→	1	→
The toilet facilities	36	39	38	40	41	39	36	42	39	42	3	→	0	→
Sufficient room for all passengers to sit/stand	70	72	73	73	75	72	69	72	73	75	3	→	4	↑
The comfort of the seating area	71	71	71	74	72	72	69	72	72	74	3	→	2	→
The ease of being able to get on and off	81	83	83	84	84	82	82	83	83	85	2	→	1	→
Your personal security on board	75	78	79	78	79	78	79	81	81	80	0	→	-1	→
The cleanliness of the inside	69	71	70	73	71	72	70	73	72	74	2	→	1	→
The cleanliness of the outside	63	67	64	69	60	66	58	69	62	70	8	↑	1	→
The availability of staff	57	59	59	60	63	62	62	61	63	60	-4	↓	-1	→
How well train company deals with delays	33	36	36	41	38	44	37	41	35	40	5	→	-1	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. Regional total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

c2c - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1058	1009	1054	1054	1058	1084	1199	1031	1114	1171				
Overall satisfaction	87	90	91	90	91	91	91	91	91	93	2	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	80	83	86	83	87	4	↑	1	→
Ticket buying facilities	76	68	77	74	75	76	77	77	77	80	3	→	3	→
Provision of information about train times/platforms	82	82	85	83	85	86	87	87	86	89	3	→	1	→
The upkeep/repair of the station buildings/platforms	67	69	70	67	69	73	71	72	75	80	5	↑	8	↑
Cleanliness	72	75	77	76	76	80	78	77	78	82	4	→	5	↑
The facilities and services	45	46	44	50	51	52	53	55	55	58	3	→	4	→
The attitudes and helpfulness of the staff	72	71	75	73	75	77	74	75	76	75	-1	→	-1	→
Connections with other forms of public transport	70	65	69	70	70	70	72	70	73	75	2	→	4	→
Facilities for car parking	44	43	42	45	49	55	53	52	55	58	2	→	6	→
Overall environment	66	66	69	68	67	72	72	74	75	76	0	→	2	→
Your personal security whilst using	59	60	61	59	62	65	65	66	70	71	1	→	5	↑
The availability of staff	64	62	63	65	64	66	66	66	67	67	0	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	58	-	-	-	-
How request to station staff was handled	82	85	88	75	89	79	83	89	92	92	0	→	3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	92	-	-	-	-
The frequency of the trains on that route	82	82	86	85	85	85	86	84	83	86	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	89	92	90	94	94	94	92	92	92	96	4	↑	4	↑
The length of time the journey was scheduled to take (speed)	90	89	90	89	91	91	93	90	92	92	1	→	2	→
Connections with other train services	75	75	78	75	83	81	78	79	84	87	3	→	7	↑
The value for money for the price of your ticket	42	47	40	43	46	48	43	43	42	46	4	→	3	→
Upkeep and repair of the train	86	88	88	89	90	93	90	92	91	92	1	→	0	→
The provision of information during the journey	72	74	73	76	80	80	80	83	80	81	1	→	-2	→
The helpfulness and attitude of staff on train	27	34	29	37	31	33	37	33	34	34	-1	→	1	→
The space for luggage	49	46	47	47	50	51	48	50	52	49	-2	→	-1	→
The toilet facilities	42	43	47	52	52	49	55	53	59	56	-3	→	3	→
Sufficient room for all passengers to sit/stand	61	61	62	62	65	66	61	65	64	66	1	→	1	→
The comfort of the seating area	78	77	78	79	80	82	79	80	81	80	-1	→	1	→
The ease of being able to get on and off	83	83	82	84	84	85	84	85	85	87	1	→	2	→
Your personal security on board	68	68	67	69	72	75	72	74	75	76	0	→	1	→
The cleanliness of the inside	84	87	89	89	91	91	89	91	91	93	1	→	2	→
The cleanliness of the outside	81	84	85	86	87	88	86	90	88	89	1	→	-1	→
The availability of staff	13	17	16	19	19	18	22	20	22	19	-3	→	-1	→
How well train company deals with delays	43	45	53	42	51	49	50	40	42	62	20	→	22	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Chiltern Railways - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1088	1109	1064	1072	1062	1230	1205	1139	1192	1199				
Overall satisfaction	89	90	90	91	91	90	88	88	90	91	1	→	3	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	85	85	90	88	87	-1	→	-3	↓
Ticket buying facilities	83	84	80	81	82	81	81	84	82	81	-1	→	-3	→
Provision of information about train times/platforms	83	84	86	84	86	85	83	83	86	85	0	→	2	→
The upkeep/repair of the station buildings/platforms	77	81	82	81	76	78	77	84	79	83	4	↑	-1	→
Cleanliness	80	83	84	83	80	83	81	88	83	86	3	→	-2	→
The facilities and services	66	67	68	64	60	65	62	69	66	68	2	→	-1	→
The attitudes and helpfulness of the staff	79	76	78	79	79	75	78	77	78	79	1	→	2	→
Connections with other forms of public transport	69	70	71	74	72	74	74	74	78	75	-3	→	1	→
Facilities for car parking	66	67	68	69	72	69	67	69	65	72	6	→	3	→
Overall environment	77	82	82	83	79	80	78	85	83	83	0	→	-2	→
Your personal security whilst using	74	75	74	76	75	74	76	79	77	79	2	→	1	→
The availability of staff	62	65	63	63	61	64	65	67	68	64	-4	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	79	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	57	-	-	-	-
How request to station staff was handled	85	85	83	87	87	87	86	89	89	85	-4	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	89	-	-	-	-
The frequency of the trains on that route	82	84	84	83	85	85	82	80	80	80	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	91	92	92	93	91	88	82	86	90	4	↑	8	↑
The length of time the journey was scheduled to take (speed)	87	87	90	89	88	85	83	87	87	88	1	→	2	→
Connections with other train services	78	74	76	72	77	72	70	76	75	72	-3	→	-3	→
The value for money for the price of your ticket	49	54	46	50	54	55	48	51	48	50	1	→	-1	→
Upkeep and repair of the train	83	86	80	84	81	83	85	89	87	89	2	→	0	→
The provision of information during the journey	70	74	74	74	74	73	73	77	75	77	3	→	0	→
The helpfulness and attitude of staff on train	45	53	52	52	55	60	58	62	62	56	-6	→	-7	→
The space for luggage	58	50	52	57	55	56	56	60	62	55	-7	↓	-5	↓
The toilet facilities	53	46	47	51	48	54	55	51	53	53	0	→	2	→
Sufficient room for all passengers to sit/stand	75	72	72	77	73	77	74	77	75	74	-1	→	-3	→
The comfort of the seating area	79	78	75	80	78	79	77	82	80	81	1	→	-1	→
The ease of being able to get on and off	91	90	88	92	90	91	88	89	89	88	-1	→	-1	→
Your personal security on board	83	84	81	86	83	85	82	86	85	86	1	→	1	→
The cleanliness of the inside	84	85	81	85	81	84	85	87	86	86	0	→	-1	→
The cleanliness of the outside	80	84	80	84	76	82	79	85	83	83	-1	→	-2	→
The availability of staff	25	27	28	30	33	37	38	39	39	35	-3	→	-3	→
How well train company deals with delays	47	48	37	52	35	52	46	39	38	51	13	↑	12	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1618	1599	1661	1554	1636	1618	1816	1880	2000	1791				
Overall satisfaction	77	78	76	75	76	76	78	80	79	81	2	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	70	69	76	75	79	4	↑	3	→
Ticket buying facilities	65	66	68	69	66	69	66	68	70	71	1	→	2	→
Provision of information about train times/platforms	70	75	71	75	70	73	73	77	78	80	1	→	3	→
The upkeep/repair of the station buildings/platforms	55	61	60	61	58	57	60	63	67	66	0	→	3	→
Cleanliness	63	66	67	69	66	66	68	70	72	75	2	→	5	↑
The facilities and services	41	46	44	46	41	45	43	50	47	54	7	↑	5	↑
The attitudes and helpfulness of the staff	65	65	65	66	66	64	67	66	71	71	0	→	4	→
Connections with other forms of public transport	71	69	70	71	72	70	70	73	76	79	4	→	7	↑
Facilities for car parking	38	39	40	42	43	45	46	45	45	45	0	→	0	→
Overall environment	57	59	58	61	57	61	57	64	65	71	5	↑	6	↑
Your personal security whilst using	58	61	61	61	61	61	59	65	66	72	5	↑	7	↑
The availability of staff	51	55	55	56	53	54	49	55	56	60	5	↑	5	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	44	-	-	-	-
How request to station staff was handled	80	88	86	81	76	87	79	85	83	86	3	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	74	-	-	-	-
The frequency of the trains on that route	74	77	74	73	70	75	74	76	79	79	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	78	72	75	73	71	74	77	76	81	5	↑	4	↑
The length of time the journey was scheduled to take (speed)	85	83	82	83	82	82	84	83	84	87	3	↑	4	↑
Connections with other train services	67	75	74	76	72	75	75	76	76	79	3	→	3	→
The value for money for the price of your ticket	35	36	31	35	38	38	32	38	34	38	4	↑	0	→
Upkeep and repair of the train	59	61	63	61	62	61	60	63	62	60	-2	→	-3	→
The provision of information during the journey	50	49	50	50	51	46	47	47	50	50	0	→	3	→
The helpfulness and attitude of staff on train	25	32	29	29	36	35	31	32	37	38	1	→	6	→
The space for luggage	42	42	45	41	43	44	47	44	47	45	-2	→	1	→
The toilet facilities	23	26	24	24	26	23	26	25	29	27	-2	→	1	→
Sufficient room for all passengers to sit/stand	55	57	60	61	60	60	59	60	62	61	-1	→	0	→
The comfort of the seating area	55	58	63	61	58	60	62	62	62	60	-2	→	-1	→
The ease of being able to get on and off	75	71	74	77	74	75	75	74	76	76	0	→	2	→
Your personal security on board	66	64	65	68	65	67	68	68	71	73	1	→	5	↑
The cleanliness of the inside	62	64	67	64	61	62	64	65	64	65	1	→	0	→
The cleanliness of the outside	57	60	62	61	56	56	53	60	57	56	0	→	-4	→
The availability of staff	9	15	11	15	12	13	12	14	17	16	-1	→	1	→
How well train company deals with delays	31	31	35	32	24	34	25	33	30	33	3	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Great Western - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	2903	3061	2949	2901	2945	3374	3536	2960	3044	3037				
Overall satisfaction	73	80	81	82	83	82	82	83	82	83	1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	75	74	77	76	79	3	↑	2	→
Ticket buying facilities	71	73	77	74	75	71	73	75	75	74	0	→	0	→
Provision of information about train times/platforms	72	76	78	79	79	77	77	81	81	83	2	→	2	→
The upkeep/repair of the station buildings/platforms	60	67	65	65	64	63	60	66	65	68	4	↑	2	→
Cleanliness	66	72	70	71	69	69	67	71	70	74	3	↑	2	→
The facilities and services	55	59	59	58	56	54	53	54	53	60	6	↑	6	↑
The attitudes and helpfulness of the staff	67	71	70	73	74	74	72	73	75	74	-1	→	1	→
Connections with other forms of public transport	68	72	72	74	74	70	72	72	71	72	2	→	1	→
Facilities for car parking	49	53	54	53	53	58	58	57	55	57	2	→	0	→
Overall environment	64	68	67	69	66	65	66	67	66	68	2	→	1	→
Your personal security whilst using	63	67	67	67	67	68	67	71	69	72	2	→	1	→
The availability of staff	55	58	59	59	60	58	60	60	62	59	-3	↓	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	49	-	-	-	-
How request to station staff was handled	81	87	85	83	88	86	90	87	87	88	1	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	81	-	-	-	-
The frequency of the trains on that route	69	75	75	77	78	77	76	78	76	75	0	→	-3	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	67	76	80	80	83	79	77	79	78	79	1	→	0	→
The length of time the journey was scheduled to take (speed)	77	83	83	83	86	85	84	86	85	85	0	→	-1	→
Connections with other train services	65	70	71	72	75	74	73	76	73	73	0	→	-3	→
The value for money for the price of your ticket	40	51	46	50	53	56	49	53	48	53	5	↑	0	→
Upkeep and repair of the train	67	74	74	72	70	74	72	78	77	78	2	→	0	→
The provision of information during the journey	54	62	64	63	65	65	64	68	68	69	1	→	1	→
The helpfulness and attitude of staff on train	56	64	66	66	69	70	70	70	66	67	1	→	-3	→
The space for luggage	51	52	53	53	54	53	55	55	53	53	-1	→	-2	→
The toilet facilities	36	43	45	45	43	43	40	44	44	44	0	→	0	→
Sufficient room for all passengers to sit/stand	63	66	67	68	67	68	69	68	67	65	-2	→	-3	→
The comfort of the seating area	63	70	70	70	67	69	71	73	72	72	-1	→	-2	→
The ease of being able to get on and off	73	75	76	76	78	77	77	78	77	76	-1	→	-2	→
Your personal security on board	71	78	77	77	77	79	79	80	81	79	-1	→	-1	→
The cleanliness of the inside	65	72	73	72	69	72	72	76	77	77	0	→	0	→
The cleanliness of the outside	64	68	70	70	64	70	65	74	73	73	-1	→	-1	→
The availability of staff	36	41	45	47	48	51	50	50	49	47	-2	→	-3	→
How well train company deals with delays	31	42	39	41	48	42	43	45	41	48	7	↑	3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Greater Anglia² - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	2195	2073	2201	2016	2172	2073	2397	2199	2454	2156				
Overall satisfaction	75	77	76	79	77	79	78	77	73	83	10	↑	6	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	72	74	74	71	79	8	↑	6	↑
Ticket buying facilities	67	65	68	67	68	68	68	69	69	73	4	→	3	→
Provision of information about train times/platforms	71	75	72	75	76	76	73	75	74	80	6	↑	5	↑
The upkeep/repair of the station buildings/platforms	63	64	63	68	64	64	63	67	66	71	5	↑	4	→
Cleanliness	67	70	69	73	68	71	68	72	68	75	7	↑	3	→
The facilities and services	50	51	51	53	54	51	51	52	50	59	9	↑	7	↑
The attitudes and helpfulness of the staff	62	66	66	64	64	69	66	68	65	68	3	→	1	→
Connections with other forms of public transport	78	76	79	79	77	78	78	77	76	80	5	↑	3	→
Facilities for car parking	38	41	36	46	42	51	50	51	48	50	3	→	0	→
Overall environment	63	64	63	69	63	66	62	66	63	71	9	↑	5	↑
Your personal security whilst using	58	59	58	64	62	62	61	62	64	69	5	↑	6	↑
The availability of staff	51	55	55	56	54	56	52	55	53	55	2	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	45	-	-	-	-
How request to station staff was handled	78	81	80	81	80	82	83	82	78	83	6	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	73	-	-	-	-
The frequency of the trains on that route	75	73	71	72	74	74	73	76	72	77	4	↑	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	77	74	79	76	80	75	77	70	83	13	↑	6	↑
The length of time the journey was scheduled to take (speed)	80	80	78	79	80	82	80	81	79	85	7	↑	5	↑
Connections with other train services	70	71	71	72	73	72	73	72	75	78	4	→	7	↑
The value for money for the price of your ticket	30	33	28	34	36	35	35	33	30	37	7	↑	4	↑
Upkeep and repair of the train	54	61	56	56	52	55	55	55	55	58	2	→	2	→
The provision of information during the journey	57	60	59	58	56	55	57	58	56	62	7	↑	4	↑
The helpfulness and attitude of staff on train	46	47	47	44	44	49	46	47	46	48	1	→	1	→
The space for luggage	48	47	46	47	48	52	49	50	53	54	1	→	3	→
The toilet facilities	25	24	25	29	25	29	27	30	31	34	3	→	4	→
Sufficient room for all passengers to sit/stand	58	59	58	61	59	64	61	67	66	70	4	↑	3	→
The comfort of the seating area	56	59	56	57	55	58	56	60	59	62	4	↑	2	→
The ease of being able to get on and off	72	74	75	74	76	77	76	78	76	81	5	↑	4	↑
Your personal security on board	61	65	65	66	65	66	64	67	64	72	8	↑	5	↑
The cleanliness of the inside	58	64	60	59	57	59	61	63	57	62	5	↑	-2	→
The cleanliness of the outside	52	59	54	58	48	52	53	59	54	58	4	↑	-1	→
The availability of staff	24	24	23	22	22	25	26	28	27	25	-1	→	-2	→
How well train company deals with delays	31	34	29	33	27	41	28	32	28	44	17	↑	12	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. Greater Anglia from Spring 2012 (5th February 2012).
Previously National Express East Anglia

Improved ↑
Unchanged →
Declined ↓

Heathrow Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	-	300	485	536	526	526	616	572	609	599				
Overall satisfaction	-	88	90	90	88	92	89	92	94	94	0	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	81	78	80	84	80	-4	→	0	→
Ticket buying facilities	-	73	80	78	76	77	74	76	83	73	-9	↓	-3	→
Provision of information about train times/platforms	-	76	72	72	71	68	71	69	77	76	0	→	8	↑
The upkeep/repair of the station buildings/platforms	-	60	60	68	63	67	65	67	76	72	-4	→	5	→
Cleanliness	-	66	68	75	70	76	71	75	82	77	-5	→	2	→
The facilities and services	-	54	42	52	52	52	53	54	58	52	-6	→	-2	→
The attitudes and helpfulness of the staff	-	65	76	83	77	78	70	72	82	73	-9	↓	1	→
Connections with other forms of public transport	-	74	81	75	82	83	79	76	81	81	-1	→	4	→
Facilities for car parking	-	28	23	27	39	33	33	31	36	40	4	→	8	→
Overall environment	-	64	65	68	65	73	67	73	75	70	-5	→	-4	→
Your personal security whilst using	-	57	67	70	70	75	73	66	73	70	-3	→	4	→
The availability of staff	-	58	58	64	60	69	61	59	71	62	-10	↓	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	52	-	-	-	-
How request to station staff was handled	-	88	91	89	82	88	80	86	91	76	-15	↓	-10	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	95	-	-	-	-
The frequency of the trains on that route	-	72	71	74	71	69	67	74	76	70	-6	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	81	89	92	92	93	88	91	91	86	-5	↓	-4	→
The length of time the journey was scheduled to take (speed)	-	91	89	92	92	93	94	93	94	93	-1	→	0	→
Connections with other train services	-	77	81	82	81	88	81	84	87	84	-3	→	0	→
The value for money for the price of your ticket	-	52	56	56	58	65	55	58	56	52	-4	→	-6	→
Upkeep and repair of the train	-	94	92	90	89	93	93	94	94	96	2	→	2	→
The provision of information during the journey	-	89	82	84	85	85	83	85	84	86	2	→	1	→
The helpfulness and attitude of staff on train	-	73	77	74	81	76	75	81	81	74	-7	→	-7	→
The space for luggage	-	79	78	77	78	79	79	76	76	81	5	→	5	→
The toilet facilities	-	73	64	71	69	74	73	63	59	65	6	→	3	→
Sufficient room for all passengers to sit/stand	-	84	90	87	88	91	90	90	89	86	-4	→	-4	→
The comfort of the seating area	-	89	90	90	88	93	91	91	92	90	-2	→	0	→
The ease of being able to get on and off	-	85	92	90	88	90	89	86	88	86	-2	→	-1	→
Your personal security on board	-	83	86	88	87	89	86	86	84	87	3	→	1	→
The cleanliness of the inside	-	92	93	94	89	96	93	97	93	95	3	→	-1	→
The cleanliness of the outside	-	91	92	91	84	91	88	91	91	91	0	→	0	→
The availability of staff	-	70	71	68	68	68	66	63	62	64	2	→	1	→
How well train company deals with delays	-	32	51	34	41	33	25	45	38	41	3	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Heathrow Express - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	551	548	528	566	542	610	623	614	559	522				
Overall satisfaction	92	93	92	93	93	93	95	93	90	93	3	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	84	87	88	87	88	1	→	0	→
Ticket buying facilities	86	86	87	90	88	91	89	93	86	90	3	→	-3	→
Provision of information about train times/platforms	78	78	77	78	78	83	83	83	81	82	1	→	-1	→
The upkeep/repair of the station buildings/platforms	76	83	81	79	79	80	78	84	77	83	6	↑	-1	→
Cleanliness	77	84	82	81	82	82	75	81	76	82	6	↑	1	→
The facilities and services	51	64	60	54	60	62	68	64	64	66	2	→	2	→
The attitudes and helpfulness of the staff	70	77	79	72	76	81	80	73	79	78	0	→	5	→
Connections with other forms of public transport	79	80	83	80	84	84	85	82	81	81	-1	→	-1	→
Facilities for car parking	21	23	46	45	55	32	59	44	48	74	26	↑	30	↑
Overall environment	76	85	82	79	82	77	78	83	81	81	0	→	-2	→
Your personal security whilst using	69	80	75	76	79	73	77	78	80	83	3	→	5	→
The availability of staff	59	65	63	60	65	71	66	66	70	72	3	→	6	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	78	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	64	-	-	-	-
How request to station staff was handled	91	93	93	91	91	94	88	96	90	92	2	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	94	-	-	-	-
The frequency of the trains on that route	88	88	87	90	91	94	93	94	87	94	8	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	95	92	96	96	95	97	94	93	96	3	→	2	→
The length of time the journey was scheduled to take (speed)	95	94	94	97	96	98	98	96	96	97	0	→	0	→
Connections with other train services	80	77	78	79	81	84	80	79	81	84	3	→	4	→
The value for money for the price of your ticket	26	35	29	29	32	41	37	37	33	40	7	↑	4	→
Upkeep and repair of the train	85	84	85	84	89	90	92	90	91	89	-2	→	-1	→
The provision of information during the journey	79	81	86	82	82	82	83	79	80	83	3	→	4	→
The helpfulness and attitude of staff on train	74	76	75	76	81	84	79	82	87	85	-2	→	3	→
The space for luggage	91	85	87	90	92	87	87	88	88	84	-4	→	-4	→
The toilet facilities	61	61	70	61	69	60	68	64	64	73	9	→	8	→
Sufficient room for all passengers to sit/stand	87	88	91	95	93	89	86	90	90	88	-2	→	-1	→
The comfort of the seating area	88	86	89	90	91	89	93	91	90	89	-1	→	-2	→
The ease of being able to get on and off	93	94	94	94	94	92	93	93	95	94	-1	→	1	→
Your personal security on board	88	89	91	93	91	90	92	90	91	90	-1	→	0	→
The cleanliness of the inside	90	87	90	89	92	91	94	93	94	95	2	→	2	→
The cleanliness of the outside	88	91	91	93	93	89	91	92	92	92	0	→	0	→
The availability of staff	63	65	66	65	65	77	73	71	74	75	1	→	4	→
How well train company deals with delays	46	53	30	56	36	53	56	62	42	67	25	→	6	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

London Midland - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1042	1037	1190	1070	1074	1069	1225	1133	1192	1108				
Overall satisfaction	81	80	78	87	86	86	83	85	87	83	-3	↓	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	78	76	76	77	76	-2	→	0	→
Ticket buying facilities	73	67	72	72	72	76	78	79	78	75	-3	→	-3	→
Provision of information about train times/platforms	81	78	73	80	80	84	82	83	83	85	3	→	2	→
The upkeep/repair of the station buildings/platforms	57	59	56	63	63	68	63	69	67	70	4	→	1	→
Cleanliness	65	68	65	70	71	71	69	73	72	75	3	→	2	→
The facilities and services	48	45	47	46	50	50	48	49	48	54	6	↑	5	→
The attitudes and helpfulness of the staff	72	65	68	66	69	74	69	74	73	73	0	→	-1	→
Connections with other forms of public transport	64	69	66	67	71	67	71	67	69	69	0	→	1	→
Facilities for car parking	47	41	43	48	49	49	54	53	56	57	1	→	5	→
Overall environment	55	61	58	61	64	67	64	66	67	69	2	→	2	→
Your personal security whilst using	58	59	62	64	63	64	66	67	68	71	3	→	3	→
The availability of staff	57	53	54	55	55	57	59	59	59	56	-3	→	-3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	71	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	53	-	-	-	-
How request to station staff was handled	83	78	81	80	87	86	90	92	86	88	2	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	83	-	-	-	-
The frequency of the trains on that route	75	74	69	79	80	78	77	77	83	78	-5	↓	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	76	70	79	81	81	76	78	81	75	-6	↓	-3	→
The length of time the journey was scheduled to take (speed)	85	86	81	86	88	86	86	86	89	84	-6	↓	-2	→
Connections with other train services	71	66	71	73	77	75	75	74	78	76	-2	→	3	→
The value for money for the price of your ticket	43	46	44	49	55	56	53	52	53	52	-1	→	0	→
Upkeep and repair of the train	63	71	71	82	79	77	74	80	84	84	1	→	4	↑
The provision of information during the journey	57	57	55	63	64	66	66	68	74	76	2	→	8	↑
The helpfulness and attitude of staff on train	52	48	54	59	57	57	63	65	63	66	3	→	1	→
The space for luggage	48	44	48	51	50	57	53	52	58	55	-2	→	3	→
The toilet facilities	35	38	44	52	48	53	48	51	50	52	2	→	1	→
Sufficient room for all passengers to sit/stand	63	61	63	72	67	74	70	66	74	71	-3	→	5	↑
The comfort of the seating area	63	64	67	73	71	74	72	73	80	79	0	→	6	↑
The ease of being able to get on and off	76	75	76	81	82	81	81	81	86	81	-5	↓	0	→
Your personal security on board	71	71	70	76	76	79	76	78	80	79	-1	→	1	→
The cleanliness of the inside	68	73	72	83	76	77	74	80	82	83	1	→	3	→
The cleanliness of the outside	65	71	71	81	74	77	72	80	83	83	0	→	3	→
The availability of staff	30	31	34	36	39	41	43	47	45	48	3	→	1	→
How well train company deals with delays	37	29	25	37	36	41	32	41	49	46	-3	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

London Overground - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	508	779	1009	857	1012	750	948	1246	1202	1134				
Overall satisfaction	65	77	75	82	72	85	89	92	90	93	2	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	79	81	81	87	6	↑	6	↑
Ticket buying facilities	62	64	64	57	56	66	75	78	73	77	3	→	-1	→
Provision of information about train times/platforms	63	62	66	69	63	75	77	80	82	83	1	→	3	→
The upkeep/repair of the station buildings/platforms	56	61	62	62	55	67	74	74	77	78	1	→	4	→
Cleanliness	58	67	65	65	61	77	79	78	78	80	2	→	2	→
The facilities and services	32	30	32	30	29	32	29	34	35	45	10	↑	11	↑
The attitudes and helpfulness of the staff	60	68	63	68	65	72	68	67	65	68	3	→	1	→
Connections with other forms of public transport	72	70	73	73	76	77	76	74	76	76	1	→	2	→
Facilities for car parking	25	20	24	24	30	22	20	27	35	32	-3	→	6	→
Overall environment	50	62	59	60	50	65	69	72	71	77	6	↑	5	→
Your personal security whilst using	53	55	56	59	58	62	67	68	70	73	3	→	5	→
The availability of staff	60	57	60	63	55	62	58	57	60	62	2	→	5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	57	-	-	-	-
How request to station staff was handled	77	91	71	71	72	78	68	88	90	86	-4	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	92	-	-	-	-
The frequency of the trains on that route	56	52	59	60	51	74	77	82	79	79	-1	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	60	66	63	68	63	76	78	83	88	88	1	→	5	↑
The length of time the journey was scheduled to take (speed)	76	77	80	80	79	87	90	87	89	88	-1	→	1	→
Connections with other train services	62	65	70	69	66	83	82	81	84	83	-1	→	2	→
The value for money for the price of your ticket	45	59	50	56	49	59	53	54	49	57	8	↑	3	→
Upkeep and repair of the train	33	48	53	61	72	91	95	96	95	94	-1	→	-2	→
The provision of information during the journey	39	51	52	65	63	84	86	87	86	86	0	→	-1	→
The helpfulness and attitude of staff on train	30	32	34	35	47	52	44	54	57	57	1	→	3	→
The space for luggage	41	41	41	43	51	62	60	69	63	62	-1	→	-7	↓
The toilet facilities	4	9	9	11	10	18	10	19	17	16	0	→	-2	→
Sufficient room for all passengers to sit/stand	46	46	48	56	58	68	75	80	77	76	-1	→	-4	→
The comfort of the seating area	39	47	52	54	67	81	83	86	83	85	3	→	-1	→
The ease of being able to get on and off	54	57	56	68	67	81	86	89	84	86	2	→	-3	→
Your personal security on board	45	53	54	62	64	75	81	82	80	83	3	→	1	→
The cleanliness of the inside	41	55	60	69	72	92	94	93	92	93	0	→	0	→
The cleanliness of the outside	46	56	58	70	70	92	92	91	90	92	2	→	1	→
The availability of staff	14	15	19	22	31	37	26	37	37	42	6	→	5	→
How well train company deals with delays	14	27	23	16	18	28	50	42	43	42	-1	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

South West Trains - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1835	1989	2026	1819	1888	2296	2319	2100	2334	2375				
Overall satisfaction	83	87	84	86	85	87	85	84	83	85	2	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	78	74	74	74	78	4	↑	4	↑
Ticket buying facilities	67	68	70	67	67	72	70	71	70	74	4	→	3	→
Provision of information about train times/platforms	82	81	81	82	78	84	83	81	83	84	0	→	3	→
The upkeep/repair of the station buildings/platforms	60	59	58	58	55	62	59	57	57	68	10	↑	11	↑
Cleanliness	66	65	64	63	60	67	63	63	63	71	8	↑	9	↑
The facilities and services	51	48	48	47	45	50	50	46	47	58	12	↑	12	↑
The attitudes and helpfulness of the staff	68	68	68	68	67	68	68	66	69	67	-2	→	1	→
Connections with other forms of public transport	75	75	77	76	75	76	74	74	74	78	4	→	4	↑
Facilities for car parking	47	43	44	46	47	51	48	56	50	55	5	→	0	→
Overall environment	64	62	64	63	59	67	63	61	62	68	5	↑	7	↑
Your personal security whilst using	63	62	63	62	65	68	67	64	68	68	0	→	4	↑
The availability of staff	58	57	57	55	52	55	53	53	54	52	-2	→	-1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	41	-	-	-	-
How request to station staff was handled	85	83	82	84	84	79	79	87	82	83	1	→	-5	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	83	-	-	-	-
The frequency of the trains on that route	77	79	81	78	79	79	78	76	79	77	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	90	89	88	90	86	84	82	85	4	↑	2	→
The length of time the journey was scheduled to take (speed)	81	84	86	83	85	87	83	82	82	82	-1	→	0	→
Connections with other train services	70	76	78	77	76	78	78	76	76	73	-3	→	-2	→
The value for money for the price of your ticket	33	42	35	39	42	43	37	38	36	37	1	→	-1	→
Upkeep and repair of the train	86	84	85	82	82	82	80	79	83	79	-3	↓	0	→
The provision of information during the journey	75	77	77	74	75	77	77	75	76	74	-1	→	0	→
The helpfulness and attitude of staff on train	66	62	64	66	65	69	68	67	68	71	2	→	4	→
The space for luggage	55	57	56	57	58	59	57	53	59	55	-4	→	2	→
The toilet facilities	43	41	37	38	36	39	36	37	39	36	-3	→	-1	→
Sufficient room for all passengers to sit/stand	66	71	72	70	71	71	69	67	73	67	-6	↓	0	→
The comfort of the seating area	75	78	78	78	76	79	76	75	76	75	0	→	1	→
The ease of being able to get on and off	79	80	81	80	79	83	80	81	82	79	-3	→	-2	→
Your personal security on board	76	77	77	76	79	82	79	78	81	80	-1	→	2	→
The cleanliness of the inside	82	78	78	74	74	76	74	75	78	76	-2	→	1	→
The cleanliness of the outside	79	81	78	77	75	79	75	78	77	79	2	→	1	→
The availability of staff	49	45	49	50	52	53	52	54	55	52	-2	→	-1	→
How well train company deals with delays	41	42	40	41	42	40	33	41	37	48	12	↑	7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Southeastern - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1580	1630	1536	1514	1999	1665	1930	1575	1722	1671				
Overall satisfaction	79	80	76	80	81	80	82	83	81	84	3	↑	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	75	75	78	73	75	2	→	-3	→
Ticket buying facilities	65	64	65	66	70	67	70	66	69	69	0	→	3	→
Provision of information about train times/platforms	77	76	72	76	76	79	77	80	77	78	1	→	-2	→
The upkeep/repair of the station buildings/platforms	59	60	56	61	65	62	64	64	64	69	4	↑	4	↑
Cleanliness	68	66	63	67	70	69	69	72	70	73	3	→	1	→
The facilities and services	44	47	46	47	50	50	48	51	50	57	7	↑	6	↑
The attitudes and helpfulness of the staff	65	67	66	65	68	69	66	69	67	68	2	→	0	→
Connections with other forms of public transport	72	78	74	74	74	75	75	75	73	76	3	→	1	→
Facilities for car parking	35	34	32	36	45	40	44	47	41	44	3	→	-3	→
Overall environment	57	61	56	60	63	63	63	68	65	65	0	→	-3	→
Your personal security whilst using	54	59	55	57	64	62	62	63	62	66	5	↑	3	→
The availability of staff	54	55	54	53	57	58	57	56	57	58	1	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	42	-	-	-	-
How request to station staff was handled	88	80	77	84	84	90	86	80	76	82	6	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	80	-	-	-	-
The frequency of the trains on that route	71	71	73	73	73	75	76	75	76	77	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	79	77	81	77	79	78	80	79	85	6	↑	5	↑
The length of time the journey was scheduled to take (speed)	80	81	79	81	78	80	80	81	79	85	6	↑	5	↑
Connections with other train services	70	71	70	68	72	73	71	71	72	77	5	↑	7	↑
The value for money for the price of your ticket	32	37	29	34	39	39	32	36	32	38	6	↑	2	→
Upkeep and repair of the train	66	69	66	65	68	73	68	72	72	75	3	→	3	→
The provision of information during the journey	62	64	57	66	63	67	65	66	68	71	3	→	4	→
The helpfulness and attitude of staff on train	44	49	39	47	57	52	55	52	56	54	-2	→	2	→
The space for luggage	38	42	38	43	48	47	46	48	48	48	0	→	0	→
The toilet facilities	22	25	22	21	32	33	25	32	28	30	2	→	-1	→
Sufficient room for all passengers to sit/stand	52	58	54	59	64	62	63	63	61	68	7	↑	5	↑
The comfort of the seating area	60	64	60	61	66	70	65	67	67	71	4	→	5	↑
The ease of being able to get on and off	73	78	72	77	79	78	78	79	79	81	3	→	2	→
Your personal security on board	59	64	60	64	69	67	68	71	70	73	3	→	2	→
The cleanliness of the inside	65	66	64	66	69	71	68	72	71	73	2	→	1	→
The cleanliness of the outside	61	66	62	64	63	70	65	70	68	71	3	→	1	→
The availability of staff	23	26	21	26	35	31	33	33	33	33	0	→	0	→
How well train company deals with delays	27	32	26	25	29	34	24	26	31	40	9	→	14	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Southern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	2128	2217	2310	2132	2628	2347	2551	2135	2338	2639				
Overall satisfaction	81	83	80	82	84	82	82	83	80	82	1	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	74	78	75	78	3	→	0	→
Ticket buying facilities	71	69	67	67	72	69	70	73	69	70	1	→	-3	→
Provision of information about train times/platforms	78	80	78	79	78	81	77	81	79	80	2	→	-1	→
The upkeep/repair of the station buildings/platforms	57	62	59	63	60	63	62	67	65	69	4	↑	1	→
Cleanliness	63	68	66	71	69	70	71	72	69	75	6	↑	2	→
The facilities and services	47	49	48	50	50	49	49	50	48	57	9	↑	7	↑
The attitudes and helpfulness of the staff	66	66	63	70	69	69	69	70	69	72	3	→	2	→
Connections with other forms of public transport	70	76	75	76	78	76	74	73	72	80	8	↑	7	↑
Facilities for car parking	36	35	40	35	43	43	42	44	40	41	1	→	-3	→
Overall environment	61	62	61	64	62	63	64	69	65	68	3	→	-1	→
Your personal security whilst using	62	61	59	64	63	63	65	68	65	70	4	↑	1	→
The availability of staff	53	57	55	58	61	57	59	58	58	60	2	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	39	-	-	-	-
How request to station staff was handled	77	79	78	83	81	86	83	85	80	82	2	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	80	-	-	-	-
The frequency of the trains on that route	71	72	68	75	74	73	75	76	74	75	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	74	79	79	80	78	78	78	77	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	82	83	79	83	84	83	83	84	83	84	1	→	0	→
Connections with other train services	71	73	66	72	76	74	77	76	76	77	1	→	1	→
The value for money for the price of your ticket	39	42	35	42	45	43	40	42	38	42	4	↑	0	→
Upkeep and repair of the train	76	76	74	76	72	72	73	71	67	72	5	↑	0	→
The provision of information during the journey	74	75	73	76	75	76	74	72	71	75	3	↑	2	→
The helpfulness and attitude of staff on train	54	54	54	56	57	61	57	61	54	57	3	→	-4	→
The space for luggage	47	48	49	50	49	50	49	48	47	46	-2	→	-3	→
The toilet facilities	40	40	38	41	36	33	38	36	29	36	7	↑	1	→
Sufficient room for all passengers to sit/stand	64	62	67	68	68	68	67	66	66	66	1	→	1	→
The comfort of the seating area	70	70	71	73	72	72	71	72	69	70	1	→	-2	→
The ease of being able to get on and off	76	77	77	79	78	79	78	76	75	77	2	→	1	→
Your personal security on board	70	69	69	72	72	75	74	76	72	76	4	↑	0	→
The cleanliness of the inside	73	74	73	76	74	71	73	72	70	74	3	↑	1	→
The cleanliness of the outside	71	74	72	77	73	74	72	74	69	71	1	→	-3	→
The availability of staff	33	34	35	38	41	41	39	40	36	35	-2	→	-5	↓
How well train company deals with delays	31	33	32	33	29	35	34	35	35	39	4	→	4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

CrossCountry - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1310	1186	1085	1051	1593	1433	1482	1320	1191	1425				
Overall satisfaction	84	84	85	85	85	84	85	82	84	85	0	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	79	77	80	79	80	1	→	0	→
Ticket buying facilities	81	85	84	82	80	80	79	83	78	84	6	↑	1	→
Provision of information about train times/platforms	81	84	86	85	84	82	84	85	83	85	1	→	0	→
The upkeep/repair of the station buildings/platforms	60	70	68	72	70	68	70	69	66	71	4	→	1	→
Cleanliness	69	78	75	77	74	74	75	74	74	74	1	→	1	→
The facilities and services	61	62	64	68	65	63	63	65	60	67	7	↑	3	→
The attitudes and helpfulness of the staff	78	80	79	77	77	80	76	77	79	79	0	→	2	→
Connections with other forms of public transport	72	73	73	76	75	76	77	70	74	74	0	→	3	→
Facilities for car parking	52	65	59	54	57	59	53	59	58	58	0	→	0	→
Overall environment	67	70	74	74	70	71	69	71	69	70	1	→	-1	→
Your personal security whilst using	70	73	73	73	72	74	71	73	72	77	4	↑	4	→
The availability of staff	68	67	67	68	68	68	65	67	67	68	1	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	53	-	-	-	-
How request to station staff was handled	88	85	87	89	91	89	87	87	92	89	-3	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	82	-	-	-	-
The frequency of the trains on that route	77	80	80	81	84	79	80	80	81	79	-2	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	80	87	85	88	83	84	79	85	82	-3	→	3	→
The length of time the journey was scheduled to take (speed)	84	83	86	86	88	86	84	85	87	85	-2	→	0	→
Connections with other train services	74	76	77	76	82	79	79	77	78	78	1	→	1	→
The value for money for the price of your ticket	54	55	51	56	57	55	53	52	49	53	5	↑	1	→
Upkeep and repair of the train	83	84	83	84	83	82	81	79	80	82	2	→	3	↑
The provision of information during the journey	74	77	79	76	76	75	76	74	76	73	-4	→	-1	→
The helpfulness and attitude of staff on train	76	77	80	77	78	81	80	76	78	79	1	→	3	→
The space for luggage	50	47	51	48	51	51	53	52	55	50	-5	→	-2	→
The toilet facilities	50	54	55	53	48	53	49	49	48	48	0	→	-1	→
Sufficient room for all passengers to sit/stand	60	59	72	70	68	66	70	64	70	65	-5	↓	1	→
The comfort of the seating area	74	78	79	78	74	76	77	76	76	74	-2	→	-1	→
The ease of being able to get on and off	79	80	81	80	81	83	82	78	82	80	-3	→	2	→
Your personal security on board	82	81	80	84	84	82	84	81	85	84	-1	→	3	→
The cleanliness of the inside	82	83	82	80	79	78	78	77	79	79	0	→	2	→
The cleanliness of the outside	74	79	79	80	78	76	76	77	78	79	1	→	2	→
The availability of staff	59	62	67	64	64	66	66	63	67	64	-3	→	1	→
How well train company deals with delays	46	48	52	41	53	49	49	46	52	51	-1	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

East Coast - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1043	1157	1081	1032	1154	1723	1522	1136	1225	1251				
Overall satisfaction	86	88	87	89	88	89	87	87	89	92	4	↑	5	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	79	77	76	75	88	13	↑	11	↑
Ticket buying facilities	83	80	79	84	80	79	80	81	84	86	2	→	4	→
Provision of information about train times/platforms	87	90	90	88	89	88	86	85	87	91	5	↑	6	↑
The upkeep/repair of the station buildings/platforms	67	72	67	73	72	68	68	66	65	83	18	↑	17	↑
Cleanliness	71	76	72	77	76	74	72	73	72	88	16	↑	16	↑
The facilities and services	57	64	59	61	64	61	61	60	58	79	22	↑	19	↑
The attitudes and helpfulness of the staff	75	76	74	79	78	79	76	75	76	83	7	↑	7	↑
Connections with other forms of public transport	81	76	75	73	80	81	80	80	80	85	5	↑	5	↑
Facilities for car parking	46	52	55	50	58	49	55	56	49	57	8	→	1	→
Overall environment	66	72	69	72	72	69	69	66	64	82	18	↑	16	↑
Your personal security whilst using	68	72	71	72	71	73	72	70	71	80	10	↑	10	↑
The availability of staff	61	68	65	68	68	67	67	66	67	73	6	↑	7	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	77	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	48	-	-	-	-
How request to station staff was handled	88	90	87	89	89	87	88	86	85	88	3	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	89	-	-	-	-
The frequency of the trains on that route	87	86	90	89	89	91	90	89	90	91	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	87	89	90	89	83	85	78	88	89	2	→	11	↑
The length of time the journey was scheduled to take (speed)	90	90	90	91	91	90	90	88	90	92	2	→	3	↑
Connections with other train services	79	78	78	81	82	81	80	79	79	84	5	→	5	→
The value for money for the price of your ticket	53	54	54	55	59	60	58	57	56	58	2	→	1	→
Upkeep and repair of the train	77	79	79	84	83	82	80	81	79	82	3	→	1	→
The provision of information during the journey	76	76	77	76	79	77	78	80	79	81	3	→	2	→
The helpfulness and attitude of staff on train	80	78	77	78	80	79	78	80	82	85	3	→	5	↑
The space for luggage	57	54	56	55	56	55	60	61	63	66	3	→	5	→
The toilet facilities	47	45	45	47	48	51	49	55	52	54	2	→	-1	→
Sufficient room for all passengers to sit/stand	73	73	75	74	72	76	77	79	79	81	1	→	2	→
The comfort of the seating area	73	74	76	77	76	77	77	81	79	81	2	→	-1	→
The ease of being able to get on and off	80	79	78	81	78	82	82	84	83	84	0	→	0	→
Your personal security on board	84	84	82	85	85	85	86	86	86	90	4	↑	4	↑
The cleanliness of the inside	80	80	82	83	84	83	82	85	82	85	3	→	1	→
The cleanliness of the outside	75	77	77	78	78	79	74	78	76	77	2	→	-1	→
The availability of staff	68	64	63	67	68	67	68	70	72	72	0	→	2	→
How well train company deals with delays	53	61	62	56	61	62	52	56	63	69	6	→	13	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

East Midlands Trains - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1343	1020	1013	1010	1131	1108	1404	1029	1219	1045				
Overall satisfaction	79	81	80	84	86	88	86	87	87	89	2	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	85	82	83	85	89	4	↑	6	↑
Ticket buying facilities	71	80	74	77	78	76	77	79	81	87	6	↑	8	↑
Provision of information about train times/platforms	76	84	82	84	86	83	84	86	84	86	2	→	0	→
The upkeep/repair of the station buildings/platforms	72	72	75	75	74	76	75	78	80	82	2	→	4	→
Cleanliness	78	76	77	79	78	80	80	82	83	86	3	→	3	→
The facilities and services	61	60	61	61	61	61	63	67	64	70	6	↑	3	→
The attitudes and helpfulness of the staff	75	76	76	77	76	77	76	77	78	81	3	→	4	→
Connections with other forms of public transport	68	71	76	70	74	70	71	70	72	77	5	→	6	↑
Facilities for car parking	56	52	54	58	57	61	58	64	67	70	3	→	6	→
Overall environment	71	72	75	74	76	77	75	78	80	83	3	→	5	↑
Your personal security whilst using	67	69	70	71	75	73	75	74	76	78	2	→	4	→
The availability of staff	60	63	66	66	66	68	66	68	68	72	3	→	4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	79	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	55	-	-	-	-
How request to station staff was handled	83	85	87	84	85	84	85	89	89	91	1	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	87	-	-	-	-
The frequency of the trains on that route	74	76	76	76	79	81	80	80	82	85	3	→	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	80	79	84	85	84	87	86	88	88	88	0	→	0	→
The length of time the journey was scheduled to take (speed)	81	79	83	83	86	88	87	90	89	89	0	→	-1	→
Connections with other train services	71	69	70	66	71	79	77	77	79	79	0	→	2	→
The value for money for the price of your ticket	46	49	45	48	52	57	52	52	52	49	-3	→	-4	→
Upkeep and repair of the train	68	66	67	68	75	76	77	85	85	85	0	→	0	→
The provision of information during the journey	64	65	62	66	69	68	71	70	71	74	2	→	3	→
The helpfulness and attitude of staff on train	72	73	68	73	76	76	77	79	80	78	-2	→	-1	→
The space for luggage	49	53	47	48	50	48	57	57	56	56	0	→	-2	→
The toilet facilities	45	42	45	46	46	48	52	53	50	54	4	→	1	→
Sufficient room for all passengers to sit/stand	64	68	67	68	72	74	72	76	74	70	-4	→	-6	↓
The comfort of the seating area	70	70	71	71	76	79	78	83	82	81	0	→	-2	→
The ease of being able to get on and off	75	76	76	77	82	81	82	83	85	84	-1	→	1	→
Your personal security on board	76	79	79	79	84	83	82	85	85	86	0	→	1	→
The cleanliness of the inside	73	70	70	72	78	76	79	82	83	84	0	→	2	→
The cleanliness of the outside	56	64	64	69	67	73	69	75	74	77	3	→	2	→
The availability of staff	58	53	54	56	62	66	65	68	67	62	-5	↓	-6	↓
How well train company deals with delays	43	43	37	41	51	41	48	39	51	56	6	→	18	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Hull Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	-	-	-	-	-	701	761	527	583	596				
Overall satisfaction	-	-	-	-	-	93	95	88	93	95	2	→	7	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	81	73	79	82	92	10	↑	14	↑
Ticket buying facilities	-	-	-	-	-	81	82	82	80	86	6	→	4	→
Provision of information about train times/platforms	-	-	-	-	-	85	83	83	85	88	3	→	4	→
The upkeep/repair of the station buildings/platforms	-	-	-	-	-	69	63	70	76	88	12	↑	18	↑
Cleanliness	-	-	-	-	-	74	67	72	77	91	14	↑	20	↑
The facilities and services	-	-	-	-	-	52	50	50	58	76	18	↑	26	↑
The attitudes and helpfulness of the staff	-	-	-	-	-	72	67	69	76	81	5	→	12	↑
Connections with other forms of public transport	-	-	-	-	-	77	76	74	81	83	2	→	9	↑
Facilities for car parking	-	-	-	-	-	72	69	69	71	70	-1	→	1	→
Overall environment	-	-	-	-	-	69	62	67	74	88	14	↑	21	↑
Your personal security whilst using	-	-	-	-	-	72	70	70	73	80	7	→	10	↑
The availability of staff	-	-	-	-	-	57	54	55	64	68	4	→	14	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	83	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	57	-	-	-	-
How request to station staff was handled	-	-	-	-	-	88	85	89	91	90	0	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	97	-	-	-	-
The frequency of the trains on that route	-	-	-	-	-	78	81	78	77	79	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	-	90	89	85	93	94	1	→	9	↑
The length of time the journey was scheduled to take (speed)	-	-	-	-	-	93	90	90	92	93	0	→	2	→
Connections with other train services	-	-	-	-	-	87	83	81	78	83	5	→	2	→
The value for money for the price of your ticket	-	-	-	-	-	66	63	62	56	60	4	→	-1	→
Upkeep and repair of the train	-	-	-	-	-	92	95	89	89	93	3	→	3	→
The provision of information during the journey	-	-	-	-	-	84	89	84	88	87	-2	→	3	→
The helpfulness and attitude of staff on train	-	-	-	-	-	90	93	91	92	93	1	→	2	→
The space for luggage	-	-	-	-	-	66	73	75	72	72	0	→	-3	→
The toilet facilities	-	-	-	-	-	65	69	68	64	65	1	→	-4	→
Sufficient room for all passengers to sit/stand	-	-	-	-	-	88	91	89	87	92	6	↑	4	→
The comfort of the seating area	-	-	-	-	-	88	93	89	86	91	5	↑	2	→
The ease of being able to get on and off	-	-	-	-	-	90	92	91	91	91	0	→	0	→
Your personal security on board	-	-	-	-	-	92	93	91	89	92	3	→	1	→
The cleanliness of the inside	-	-	-	-	-	90	94	90	91	96	5	↑	6	↑
The cleanliness of the outside	-	-	-	-	-	84	86	89	88	90	2	→	1	→
The availability of staff	-	-	-	-	-	82	90	86	90	87	-3	→	1	→
How well train company deals with delays	-	-	-	-	-	69	65	39	51	47	-5	→	8	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

First TransPennine Express - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1035	1033	1084	1057	1548	1086	1201	1117	1175	1111				
Overall satisfaction	84	83	87	89	87	87	89	84	88	88	0	→	4	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	86	87	85	86	86	0	→	1	→
Ticket buying facilities	86	81	81	81	81	88	84	89	87	87	0	→	-1	→
Provision of information about train times/platforms	85	85	85	85	86	89	91	87	88	91	3	→	4	↑
The upkeep/repair of the station buildings/platforms	77	73	75	80	77	81	80	79	83	79	-3	→	1	→
Cleanliness	77	78	80	81	80	84	82	81	85	82	-2	→	1	→
The facilities and services	67	61	64	68	66	64	65	67	68	74	7	↑	7	↑
The attitudes and helpfulness of the staff	73	77	72	74	75	79	79	81	78	80	2	→	-1	→
Connections with other forms of public transport	77	70	73	73	75	76	75	71	73	80	7	↑	9	↑
Facilities for car parking	51	43	43	45	50	60	61	65	62	58	-4	→	-7	→
Overall environment	78	75	76	79	77	83	81	80	82	78	-4	→	-2	→
Your personal security whilst using	73	68	73	71	75	77	75	75	77	81	3	→	6	↑
The availability of staff	64	65	64	65	63	68	67	69	69	69	0	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	78	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	59	-	-	-	-
How request to station staff was handled	83	84	86	88	90	93	90	89	88	89	1	→	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	88	-	-	-	-
The frequency of the trains on that route	78	79	81	83	83	82	83	82	86	81	-5	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	81	84	88	84	84	87	84	88	88	0	→	5	↑
The length of time the journey was scheduled to take (speed)	88	87	87	90	89	89	92	89	91	88	-3	→	0	→
Connections with other train services	74	75	72	81	77	76	83	81	81	81	0	→	-1	→
The value for money for the price of your ticket	51	53	52	63	60	59	60	59	56	57	0	→	-2	→
Upkeep and repair of the train	91	88	91	91	91	90	88	87	88	89	0	→	2	→
The provision of information during the journey	78	78	81	81	79	83	81	79	80	80	-1	→	1	→
The helpfulness and attitude of staff on train	78	73	76	77	78	77	79	80	82	81	-2	→	1	→
The space for luggage	58	51	53	54	52	50	50	47	50	52	2	→	5	→
The toilet facilities	57	54	59	59	56	52	53	52	57	56	0	→	5	→
Sufficient room for all passengers to sit/stand	69	63	68	66	66	62	64	62	63	61	-2	→	-1	→
The comfort of the seating area	82	81	83	84	82	83	80	80	79	80	0	→	-1	→
The ease of being able to get on and off	85	82	86	86	83	82	82	79	83	81	-1	→	2	→
Your personal security on board	84	81	84	85	84	84	87	81	86	84	-2	→	2	→
The cleanliness of the inside	84	83	86	87	86	87	84	85	86	86	0	→	2	→
The cleanliness of the outside	81	82	83	86	79	85	79	82	82	85	3	→	3	→
The availability of staff	65	59	67	68	66	66	64	64	67	66	-2	→	1	→
How well train company deals with delays	54	39	38	42	46	52	48	53	55	49	-6	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Grand Central - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	-	-	-	540	574	681	-	917	-	992				
Overall satisfaction	-	-	-	95	94	95	-	95	-	96	-	-	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	-	76	-	88	-	-	12	↑
Ticket buying facilities	-	-	-	77	70	79	-	79	-	83	-	-	4	→
Provision of information about train times/platforms	-	-	-	74	71	81	-	85	-	89	-	-	4	↑
The upkeep/repair of the station buildings/platforms	-	-	-	51	51	71	-	71	-	87	-	-	16	↑
Cleanliness	-	-	-	57	56	73	-	76	-	89	-	-	13	↑
The facilities and services	-	-	-	39	41	48	-	49	-	75	-	-	25	↑
The attitudes and helpfulness of the staff	-	-	-	70	67	72	-	74	-	75	-	-	1	→
Connections with other forms of public transport	-	-	-	73	72	76	-	80	-	86	-	-	7	↑
Facilities for car parking	-	-	-	36	35	52	-	54	-	55	-	-	1	→
Overall environment	-	-	-	52	47	64	-	66	-	83	-	-	17	↑
Your personal security whilst using	-	-	-	63	55	69	-	69	-	78	-	-	9	↑
The availability of staff	-	-	-	51	50	52	-	54	-	61	-	-	7	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	80	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	54	-	-	-	-
How request to station staff was handled	-	-	-	90	89	88	-	88	-	88	-	-	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	94	-	-	-	-
The frequency of the trains on that route	-	-	-	78	70	70	-	72	-	73	-	-	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	96	92	91	-	91	-	94	-	-	2	→
The length of time the journey was scheduled to take (speed)	-	-	-	95	92	89	-	92	-	91	-	-	-1	→
Connections with other train services	-	-	-	82	79	87	-	83	-	82	-	-	-1	→
The value for money for the price of your ticket	-	-	-	77	73	74	-	78	-	73	-	-	-6	↓
Upkeep and repair of the train	-	-	-	90	84	91	-	88	-	85	-	-	-3	→
The provision of information during the journey	-	-	-	85	84	89	-	83	-	86	-	-	3	→
The helpfulness and attitude of staff on train	-	-	-	94	91	92	-	93	-	92	-	-	-1	→
The space for luggage	-	-	-	82	81	85	-	84	-	80	-	-	-4	→
The toilet facilities	-	-	-	70	71	77	-	66	-	65	-	-	-1	→
Sufficient room for all passengers to sit/stand	-	-	-	95	92	95	-	94	-	93	-	-	-1	→
The comfort of the seating area	-	-	-	94	90	95	-	93	-	90	-	-	-3	↓
The ease of being able to get on and off	-	-	-	90	88	91	-	90	-	89	-	-	-1	→
Your personal security on board	-	-	-	92	89	94	-	92	-	91	-	-	-1	→
The cleanliness of the inside	-	-	-	91	89	93	-	90	-	89	-	-	-2	→
The cleanliness of the outside	-	-	-	89	80	89	-	88	-	86	-	-	-2	→
The availability of staff	-	-	-	92	87	89	-	82	-	83	-	-	1	→
How well train company deals with delays	-	-	-	67	48	69	-	69	-	77	-	-	7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

2. Grand Central did not take part in the survey in Spring 2012

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Virgin Trains - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1183	1294	1131	1098	1763	1350	1361	1098	1112	1392				
Overall satisfaction	85	84	86	89	90	90	90	89	91	92	1	→	4	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	80	82	82	82	80	-1	→	-2	→
Ticket buying facilities	78	82	81	79	81	85	78	85	83	87	5	→	2	→
Provision of information about train times/platforms	85	82	87	85	87	88	86	89	87	87	0	→	-2	→
The upkeep/repair of the station buildings/platforms	67	69	70	69	67	70	71	71	71	71	0	→	0	→
Cleanliness	72	75	74	74	74	75	74	76	74	77	3	→	1	→
The facilities and services	63	61	64	66	65	65	65	67	62	70	8	↑	3	→
The attitudes and helpfulness of the staff	70	72	74	74	74	79	71	74	73	77	3	→	2	→
Connections with other forms of public transport	82	77	79	79	77	82	80	81	82	87	5	↑	6	↑
Facilities for car parking	51	43	46	56	55	52	55	65	58	55	-3	→	-9	↓
Overall environment	68	70	70	70	70	72	71	74	71	70	-1	→	-4	→
Your personal security whilst using	67	69	71	73	70	75	71	76	73	76	3	→	0	→
The availability of staff	58	62	61	63	61	64	58	60	60	62	3	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	74	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	44	-	-	-	-
How request to station staff was handled	82	85	86	87	91	88	86	82	87	90	3	→	8	↑
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	92	-	-	-	-
The frequency of the trains on that route	83	81	85	86	90	90	89	90	89	91	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	82	79	90	89	89	92	85	89	90	1	→	4	↑
The length of time the journey was scheduled to take (speed)	87	82	92	93	94	93	94	91	94	94	0	→	3	↑
Connections with other train services	77	75	77	84	82	86	83	83	88	87	-1	→	4	→
The value for money for the price of your ticket	54	56	57	64	63	65	59	59	59	60	1	→	0	→
Upkeep and repair of the train	90	90	90	88	89	88	90	87	89	89	-1	→	1	→
The provision of information during the journey	81	76	80	80	82	83	81	80	82	84	2	→	4	↑
The helpfulness and attitude of staff on train	79	77	76	82	78	80	80	80	81	81	0	→	1	→
The space for luggage	49	45	51	50	51	51	56	52	57	59	2	→	7	↑
The toilet facilities	50	50	56	58	56	55	53	52	54	57	3	→	4	→
Sufficient room for all passengers to sit/stand	65	68	77	77	74	74	77	71	80	82	3	→	11	↑
The comfort of the seating area	77	78	80	80	78	78	79	77	82	84	2	→	7	↑
The ease of being able to get on and off	82	83	84	87	88	85	87	88	90	89	-1	→	1	→
Your personal security on board	84	85	85	85	86	86	89	87	89	89	1	→	2	→
The cleanliness of the inside	88	87	88	88	87	86	88	86	89	90	0	→	3	↑
The cleanliness of the outside	80	83	82	84	81	87	82	82	86	87	1	→	4	↑
The availability of staff	69	66	66	70	69	70	68	68	70	68	-2	→	1	→
How well train company deals with delays	60	50	54	54	51	57	56	55	54	60	6	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Arriva Trains Wales - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	796	754	809	793	1018	776	912	1544	1189	1352				
Overall satisfaction	83	86	87	86	88	87	87	84	88	88	0	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	73	76	72	79	78	-1	→	6	↑
Ticket buying facilities	69	61	71	76	70	76	75	80	75	81	6	→	1	→
Provision of information about train times/platforms	74	74	80	80	79	78	79	80	81	81	0	→	1	→
The upkeep/repair of the station buildings/platforms	51	56	58	60	57	64	63	63	66	66	1	→	3	→
Cleanliness	53	58	62	65	62	67	68	63	68	68	0	→	5	↑
The facilities and services	30	36	39	44	39	42	43	43	48	49	1	→	6	↑
The attitudes and helpfulness of the staff	64	65	71	74	73	75	75	74	75	78	3	→	4	→
Connections with other forms of public transport	59	58	62	63	64	64	61	61	66	70	3	→	9	↑
Facilities for car parking	45	58	53	63	61	58	63	59	63	69	7	→	11	↑
Overall environment	52	57	58	62	58	61	62	63	66	66	0	→	3	→
Your personal security whilst using	55	55	59	63	63	60	62	67	67	66	-1	→	-1	→
The availability of staff	46	46	54	57	54	57	56	58	57	60	4	→	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	55	-	-	-	-
How request to station staff was handled	85	83	89	88	84	88	88	90	89	86	-3	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	86	-	-	-	-
The frequency of the trains on that route	80	76	77	79	81	77	81	76	78	77	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	81	85	87	89	85	84	87	87	86	-1	→	-1	→
The length of time the journey was scheduled to take (speed)	87	89	87	88	89	89	88	83	85	86	1	→	2	→
Connections with other train services	73	71	77	74	77	80	78	77	77	80	3	→	3	→
The value for money for the price of your ticket	53	61	60	62	66	64	60	59	56	55	-1	→	-4	→
Upkeep and repair of the train	73	73	75	70	73	76	74	75	76	79	3	→	4	→
The provision of information during the journey	63	61	65	63	69	67	67	65	66	66	0	→	2	→
The helpfulness and attitude of staff on train	76	76	79	75	82	82	79	79	81	82	1	→	3	→
The space for luggage	55	61	63	56	61	64	57	60	59	66	7	↑	6	→
The toilet facilities	35	47	44	42	49	46	45	46	49	51	2	→	5	→
Sufficient room for all passengers to sit/stand	72	74	76	71	73	74	70	72	71	73	2	→	1	→
The comfort of the seating area	76	74	77	72	76	74	74	76	77	76	-1	→	0	→
The ease of being able to get on and off	82	83	83	82	81	82	84	83	82	84	2	→	1	→
Your personal security on board	74	77	79	79	79	82	82	82	83	81	-1	→	-1	→
The cleanliness of the inside	74	72	78	74	75	78	76	75	78	80	2	→	5	↑
The cleanliness of the outside	61	70	74	70	66	68	64	69	69	74	5	→	5	→
The availability of staff	64	65	70	64	72	71	67	70	71	70	-1	→	0	→
How well train company deals with delays	34	41	44	32	40	37	43	45	40	42	2	→	-3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Merseyrail - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	506	526	513	506	651	526	672	546	635	700				
Overall satisfaction	88	90	91	91	93	93	91	93	96	92	-4	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	86	80	84	86	87	1	→	3	→
Ticket buying facilities	80	81	82	78	84	86	86	90	90	89	-1	→	-2	→
Provision of information about train times/platforms	75	79	84	86	87	89	85	87	89	88	-1	→	1	→
The upkeep/repair of the station buildings/platforms	58	63	68	73	71	75	72	70	75	81	6	→	10	↑
Cleanliness	61	67	69	72	77	78	77	78	77	86	9	↑	8	↑
The facilities and services	23	43	39	43	55	48	43	48	53	62	9	↑	14	↑
The attitudes and helpfulness of the staff	70	75	76	85	82	86	82	85	81	88	7	↑	3	→
Connections with other forms of public transport	59	66	67	73	75	77	70	70	73	82	9	↑	12	↑
Facilities for car parking	52	57	54	56	57	45	48	51	49	64	15	↑	13	↑
Overall environment	57	65	66	72	70	76	73	73	77	83	6	→	9	↑
Your personal security whilst using	53	66	70	68	72	69	71	72	76	81	5	→	9	↑
The availability of staff	59	68	67	74	75	78	78	78	81	82	1	→	4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	84	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
How request to station staff was handled	75	91	81	82	81	94	80	90	81	88	7	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	89	-	-	-	-
The frequency of the trains on that route	91	89	92	94	94	95	91	95	97	94	-4	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	88	94	92	95	90	93	95	94	92	-3	→	-4	↓
The length of time the journey was scheduled to take (speed)	92	94	94	94	96	96	94	97	97	96	-1	→	-1	→
Connections with other train services	76	81	78	87	85	85	82	91	89	89	-1	→	-3	→
The value for money for the price of your ticket	64	71	55	60	66	70	64	66	67	70	3	→	4	→
Upkeep and repair of the train	76	83	80	80	78	84	80	80	83	80	-2	→	0	→
The provision of information during the journey	81	84	81	86	87	86	87	81	86	90	4	→	9	↑
The helpfulness and attitude of staff on train	47	53	49	56	67	63	67	68	67	63	-4	→	-4	→
The space for luggage	52	52	49	57	64	68	60	59	60	59	-1	→	0	→
The toilet facilities	11	19	12	20	19	17	9	14	10	21	10	↑	7	→
Sufficient room for all passengers to sit/stand	72	72	72	76	78	82	79	78	81	80	-1	→	2	→
The comfort of the seating area	80	80	79	79	80	82	76	76	81	80	0	→	4	→
The ease of being able to get on and off	84	86	86	88	90	90	86	87	90	90	0	→	3	→
Your personal security on board	65	73	74	75	77	79	79	77	80	83	3	→	6	↑
The cleanliness of the inside	69	78	75	77	76	78	78	79	80	80	0	→	2	→
The cleanliness of the outside	55	68	66	71	65	65	56	71	67	71	4	→	0	→
The availability of staff	35	33	33	37	48	46	51	45	48	45	-2	→	0	→
How well train company deals with delays	32	23	35	52	42	47	49	50	29	43	14	→	-7	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Northern Rail - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1060	1118	1155	1094	1633	1027	1250	1370	1264	1051				
Overall satisfaction	79	82	80	82	82	82	83	83	80	80	0	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	73	76	74	78	4	→	2	→
Ticket buying facilities	78	76	77	75	74	74	73	73	74	78	3	→	5	→
Provision of information about train times/platforms	80	79	78	83	81	80	77	81	80	83	3	→	2	→
The upkeep/repair of the station buildings/platforms	72	68	68	70	68	69	68	69	71	75	4	→	7	↑
Cleanliness	75	70	71	74	68	73	70	71	72	80	8	↑	9	↑
The facilities and services	49	52	49	53	46	47	50	49	49	52	3	→	3	→
The attitudes and helpfulness of the staff	74	74	70	70	71	71	70	71	71	74	4	→	3	→
Connections with other forms of public transport	72	69	71	70	65	66	69	69	65	75	9	↑	6	↑
Facilities for car parking	53	48	50	53	49	53	57	60	53	57	4	→	-3	→
Overall environment	70	67	67	70	65	66	65	66	67	73	5	↑	7	↑
Your personal security whilst using	66	66	64	66	62	60	64	65	67	70	4	→	6	↑
The availability of staff	61	60	58	61	57	59	58	57	61	58	-3	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	55	-	-	-	-
How request to station staff was handled	90	83	83	85	86	90	89	89	84	90	6	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	71	-	-	-	-
The frequency of the trains on that route	74	74	70	74	75	73	71	75	70	73	3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	79	79	81	83	80	78	80	78	77	-1	→	-4	→
The length of time the journey was scheduled to take (speed)	87	85	85	87	87	87	86	87	84	85	1	→	-2	→
Connections with other train services	70	71	69	74	72	76	78	78	73	73	0	→	-5	→
The value for money for the price of your ticket	58	62	54	59	60	64	58	60	50	57	7	↑	-3	→
Upkeep and repair of the train	55	55	53	58	56	59	53	57	54	57	3	→	0	→
The provision of information during the journey	57	55	57	59	58	57	59	58	56	60	4	→	2	→
The helpfulness and attitude of staff on train	70	73	70	72	72	73	76	72	71	71	0	→	-1	→
The space for luggage	55	56	55	54	55	55	55	56	57	57	0	→	1	→
The toilet facilities	40	36	32	41	35	41	38	43	34	39	5	→	-4	→
Sufficient room for all passengers to sit/stand	66	69	69	67	70	68	65	65	66	71	5	↑	7	↑
The comfort of the seating area	60	62	60	64	63	64	58	62	60	65	5	↑	3	→
The ease of being able to get on and off	75	80	77	79	80	77	78	78	77	81	4	→	3	→
Your personal security on board	71	77	74	75	76	75	76	79	76	79	3	→	0	→
The cleanliness of the inside	60	58	57	61	60	64	56	62	58	63	5	↑	1	→
The cleanliness of the outside	59	58	51	62	49	60	48	62	47	61	14	↑	-1	→
The availability of staff	55	59	57	59	60	61	62	57	60	58	-2	→	1	→
How well train company deals with delays	31	34	35	36	36	45	35	43	33	39	6	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

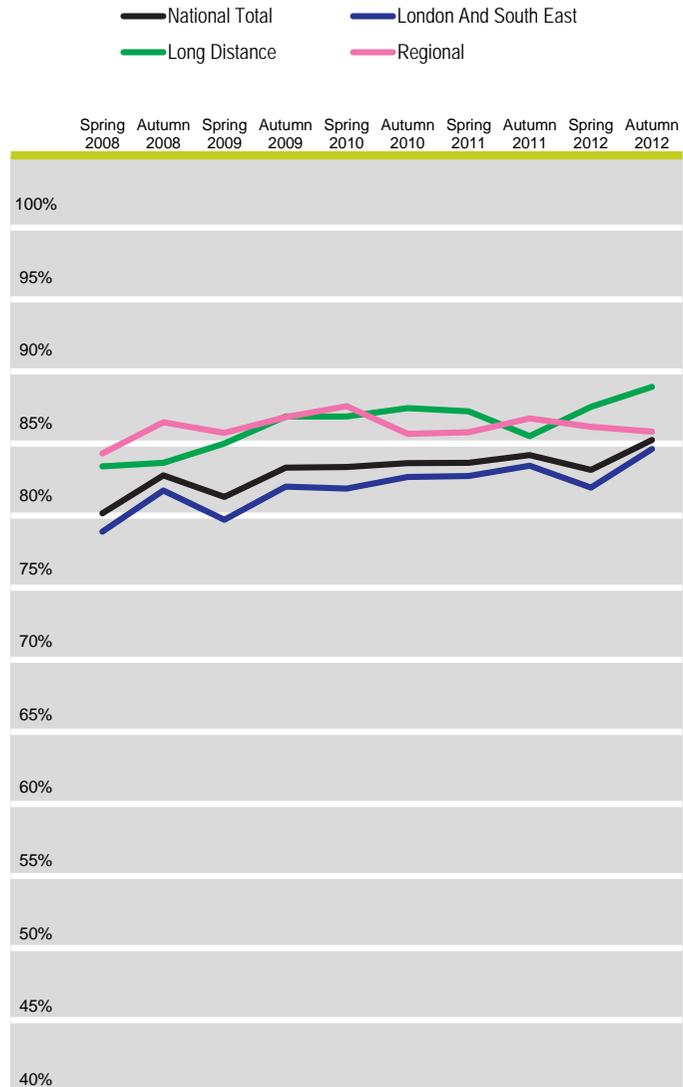
ScotRail - % saying satisfied/good

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1082	1009	1034	1033	1092	1021	1166	1402	1230	1309				
Overall satisfaction	88	90	89	90	90	86	86	89	89	90	1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	82	81	85	83	84	2	→	0	→
Ticket buying facilities	82	87	83	83	84	79	78	82	80	84	3	→	2	→
Provision of information about train times/platforms	81	84	84	86	84	86	85	86	86	89	3	→	4	→
The upkeep/repair of the station buildings/platforms	76	79	80	80	78	82	77	78	77	80	3	→	2	→
Cleanliness	79	80	83	84	82	86	81	84	82	81	-1	→	-2	→
The facilities and services	49	56	58	54	58	58	53	56	52	53	2	→	-3	→
The attitudes and helpfulness of the staff	74	77	79	76	74	81	75	76	78	76	-2	→	0	→
Connections with other forms of public transport	66	70	68	71	71	71	65	73	69	67	-3	→	-7	→
Facilities for car parking	44	46	47	44	47	49	46	48	47	38	-9	→	-11	↓
Overall environment	72	76	79	77	75	79	74	78	75	76	1	→	-2	→
Your personal security whilst using	71	69	75	73	72	74	71	71	74	71	-3	→	0	→
The availability of staff	65	69	69	69	65	63	63	63	66	63	-4	→	-1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	82	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	61	-	-	-	-
How request to station staff was handled	89	88	89	83	84	77	86	92	89	91	3	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	87	-	-	-	-
The frequency of the trains on that route	83	82	84	84	85	79	83	83	84	81	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	90	86	90	88	86	81	86	87	87	0	→	1	→
The length of time the journey was scheduled to take (speed)	91	88	89	90	90	87	89	91	89	92	2	→	0	→
Connections with other train services	77	74	78	75	78	80	78	77	79	70	-9	↓	-7	→
The value for money for the price of your ticket	55	62	55	58	61	57	56	59	51	52	1	→	-6	→
Upkeep and repair of the train	77	81	79	80	76	78	79	81	83	81	-2	→	0	→
The provision of information during the journey	73	76	77	78	75	77	72	76	80	74	-6	↓	-2	→
The helpfulness and attitude of staff on train	71	75	79	83	77	81	79	79	81	79	-2	→	0	→
The space for luggage	62	62	64	63	65	63	63	65	69	65	-3	→	0	→
The toilet facilities	40	45	48	46	50	40	41	51	52	49	-3	→	-1	→
Sufficient room for all passengers to sit/stand	72	73	76	77	78	72	69	77	77	79	2	→	2	→
The comfort of the seating area	76	77	78	81	77	75	77	82	80	82	2	→	0	→
The ease of being able to get on and off	85	85	88	89	88	84	86	89	87	88	0	→	-1	→
Your personal security on board	81	82	86	82	84	82	83	86	87	80	-7	↓	-6	→
The cleanliness of the inside	76	80	80	83	78	76	80	84	84	82	-2	→	-1	→
The cleanliness of the outside	70	74	73	76	68	75	70	76	77	81	3	→	4	→
The availability of staff	63	67	69	69	70	67	65	71	72	65	-7	↓	-6	→
How well train company deals with delays	37	42	35	47	40	44	34	34	38	40	2	→	7	→

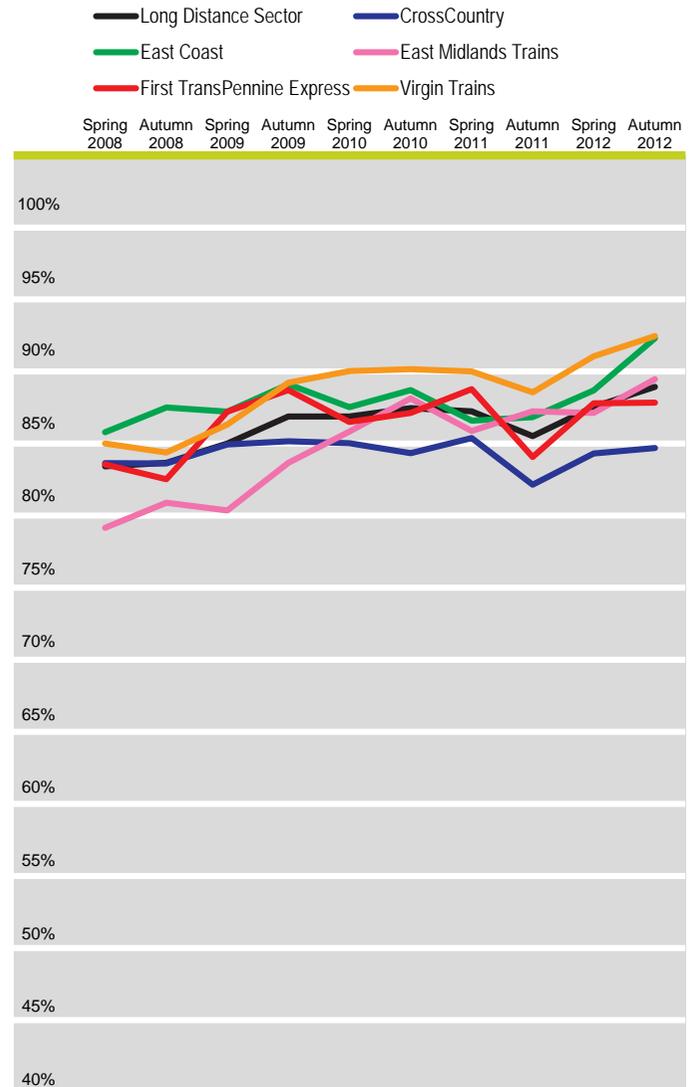
1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Percentage of passengers satisfied 2008-2012

National and Sector-Level
Percentage of passengers satisfied 2008 to 2012

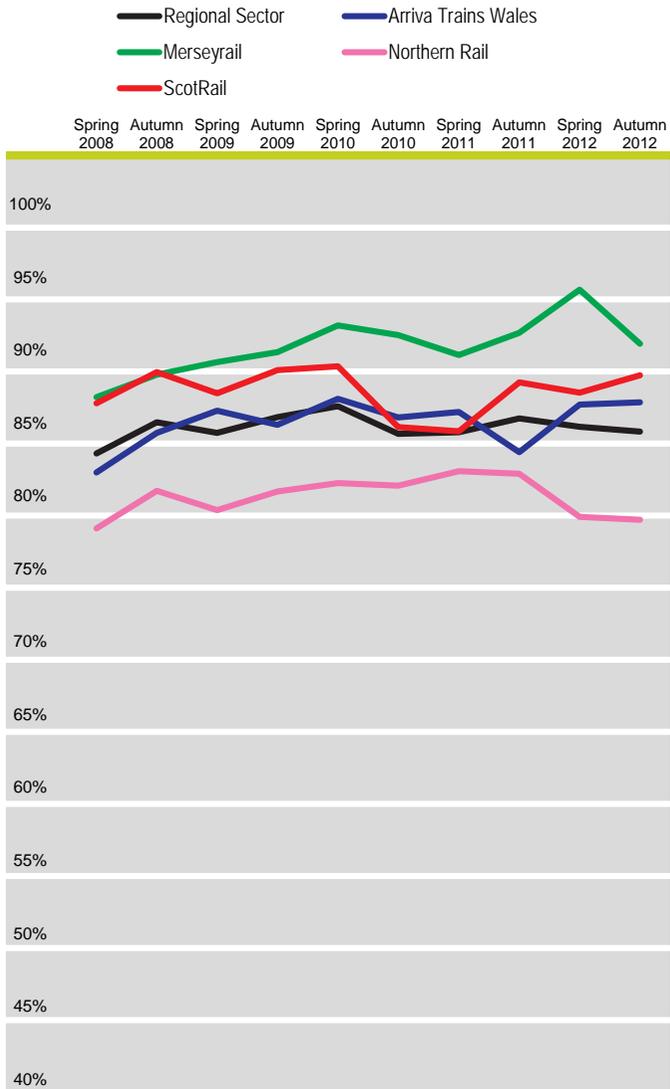


Long Distance Operators
Percentage of passengers satisfied 2008 to 2012



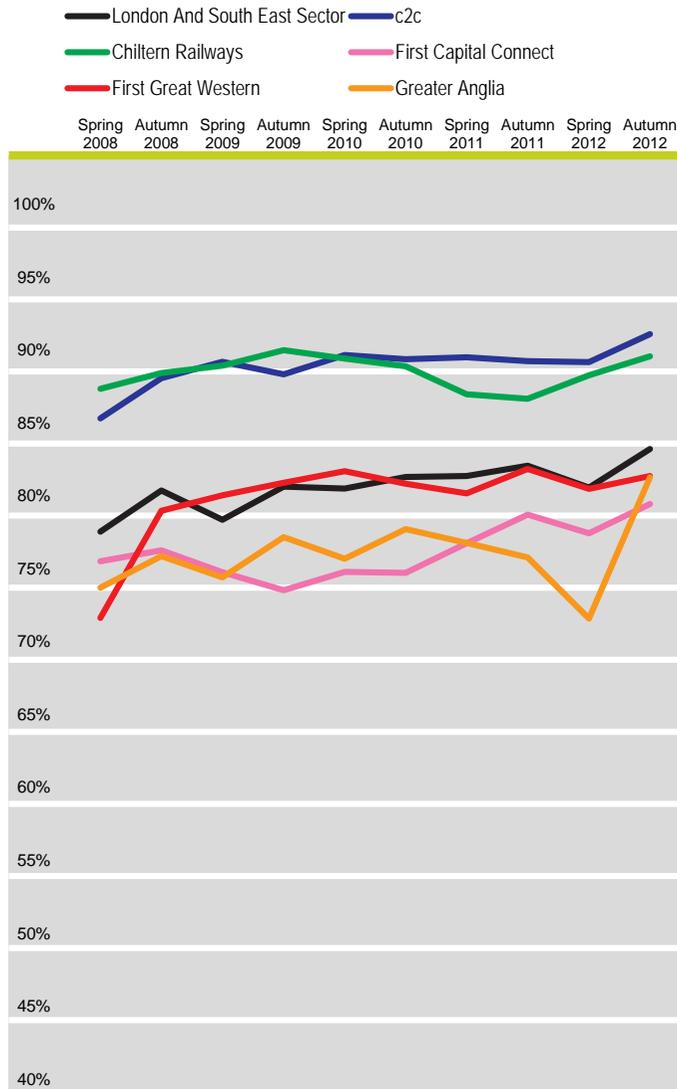
Regional Operators

Percentage of passengers satisfied
2008 to 2012



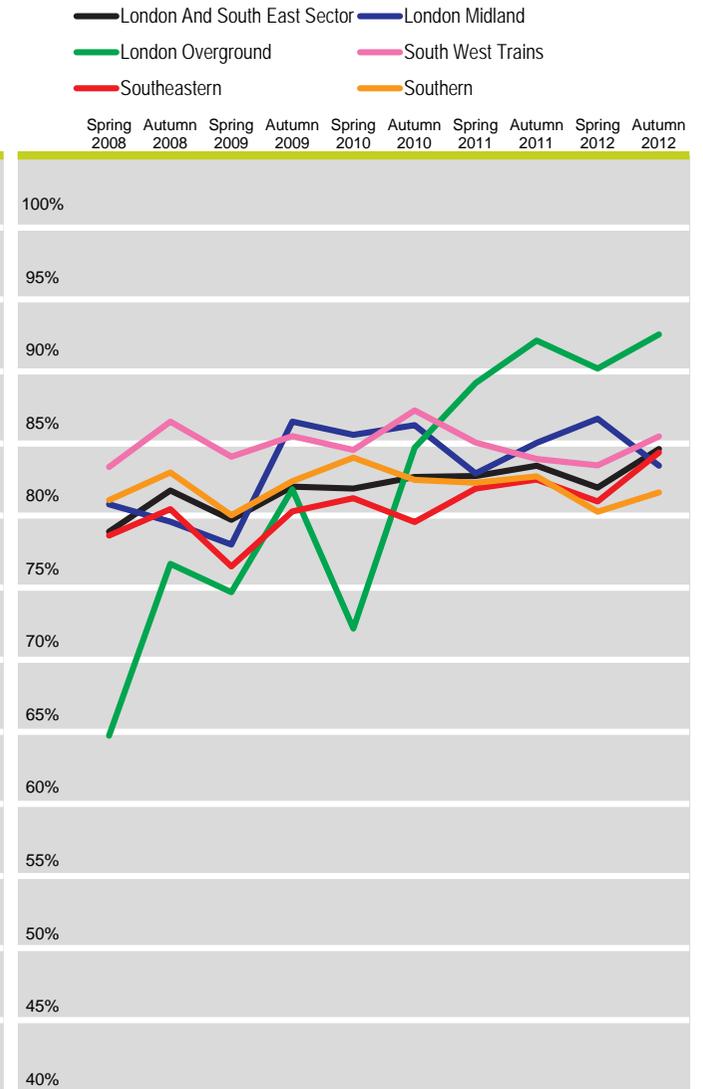
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

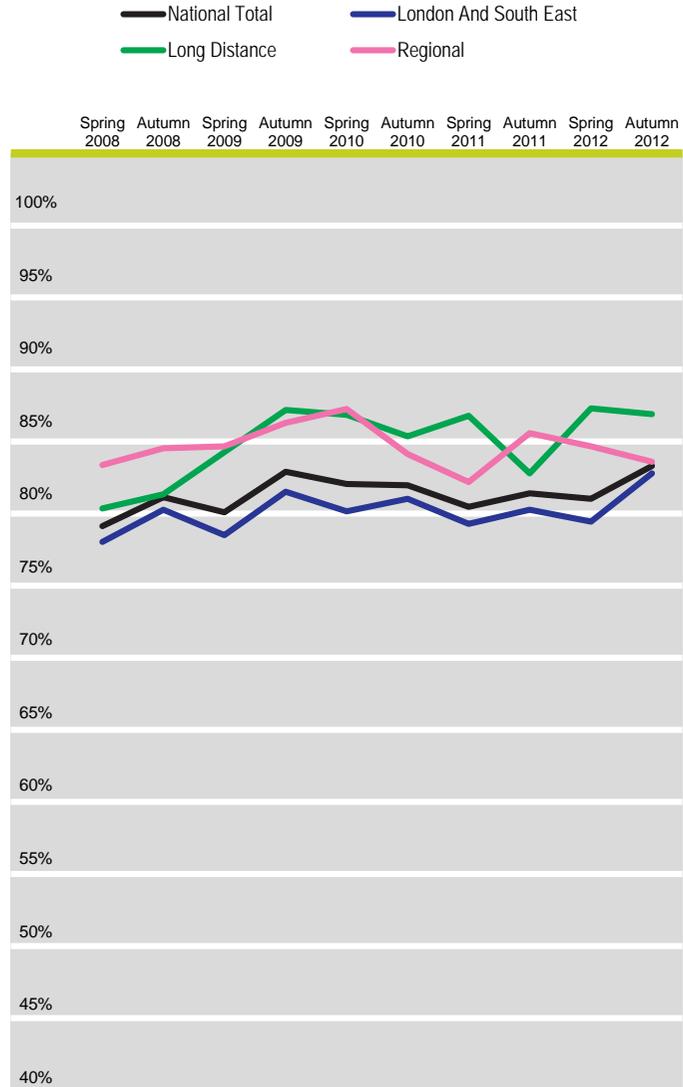


London and South East Operators (Part Two)

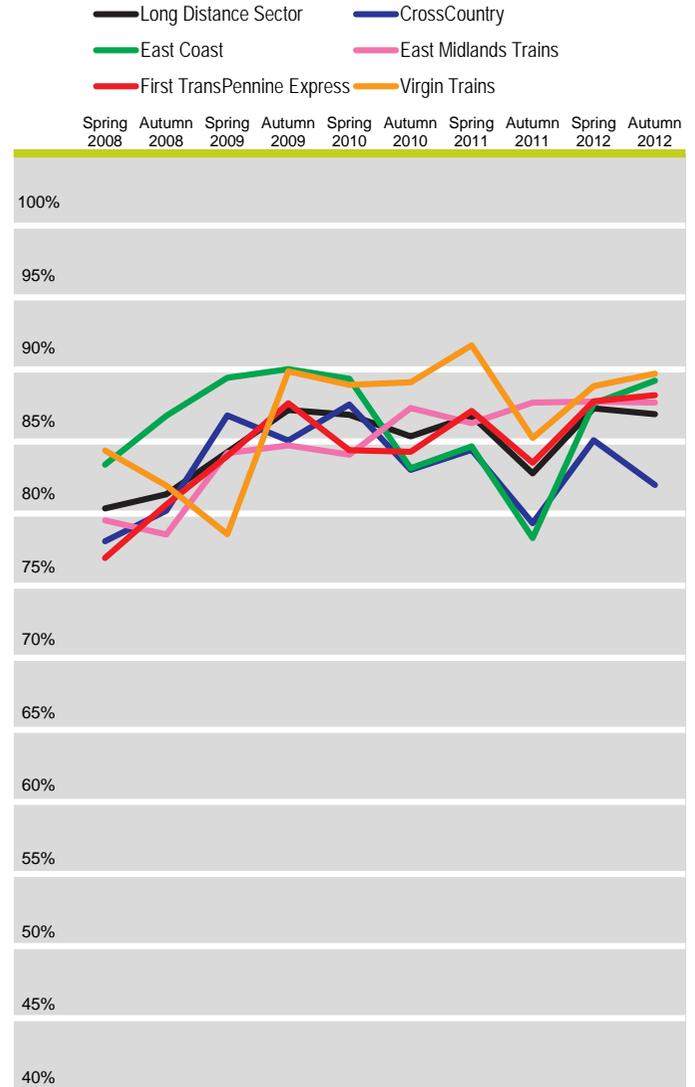
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012

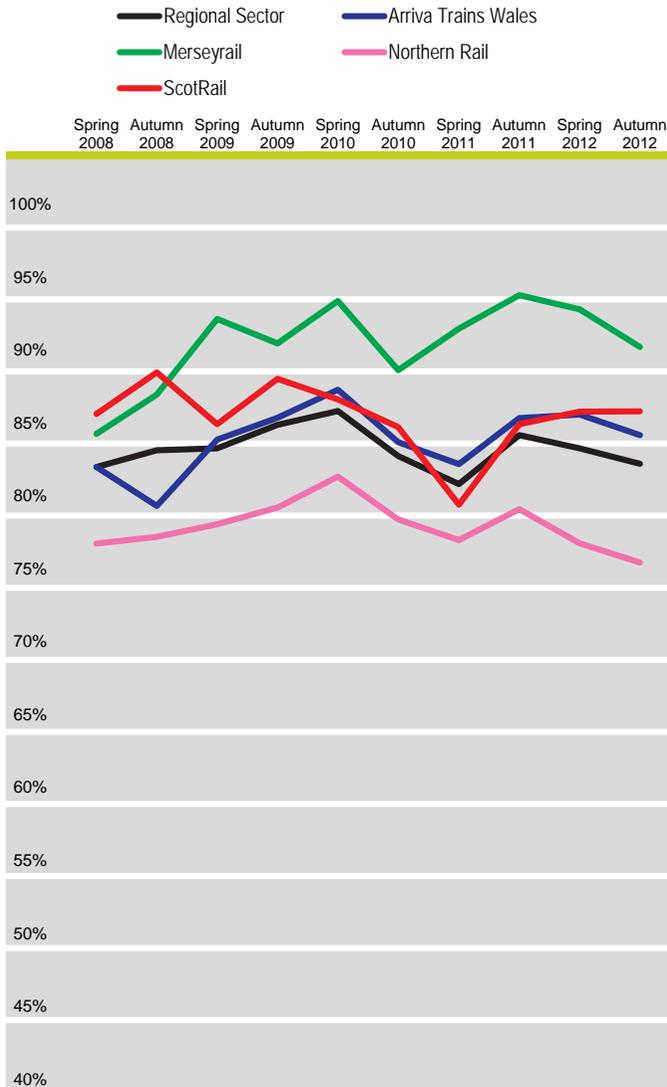


Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



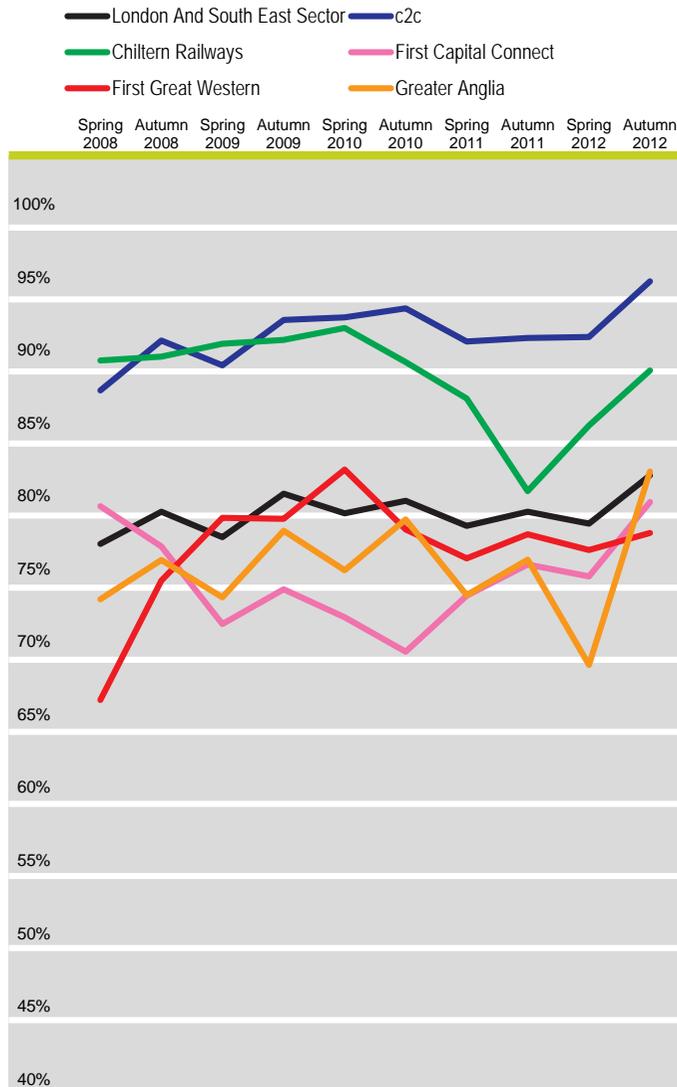
Regional Operators

Percentage of passengers satisfied
2008 to 2012



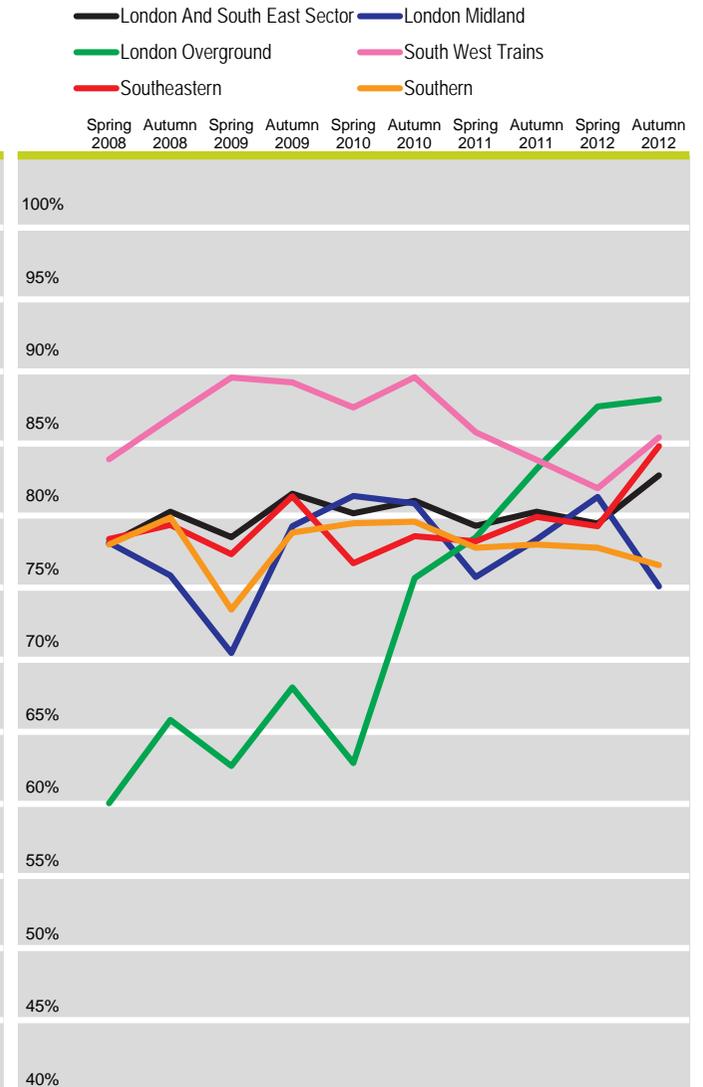
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

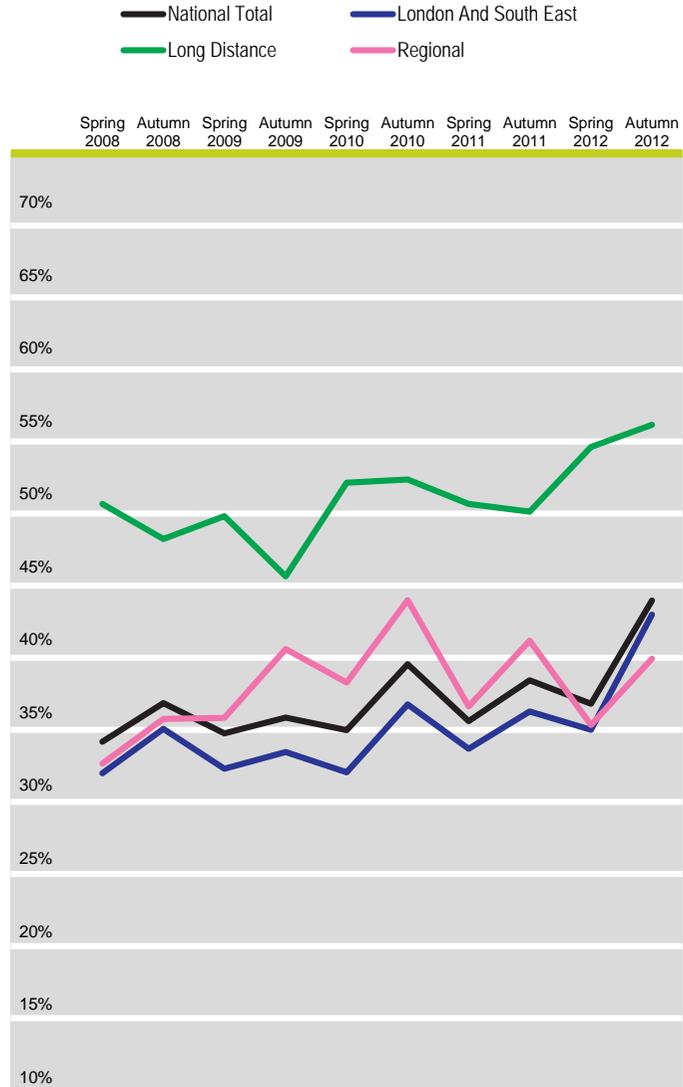


London and South East Operators (Part Two)

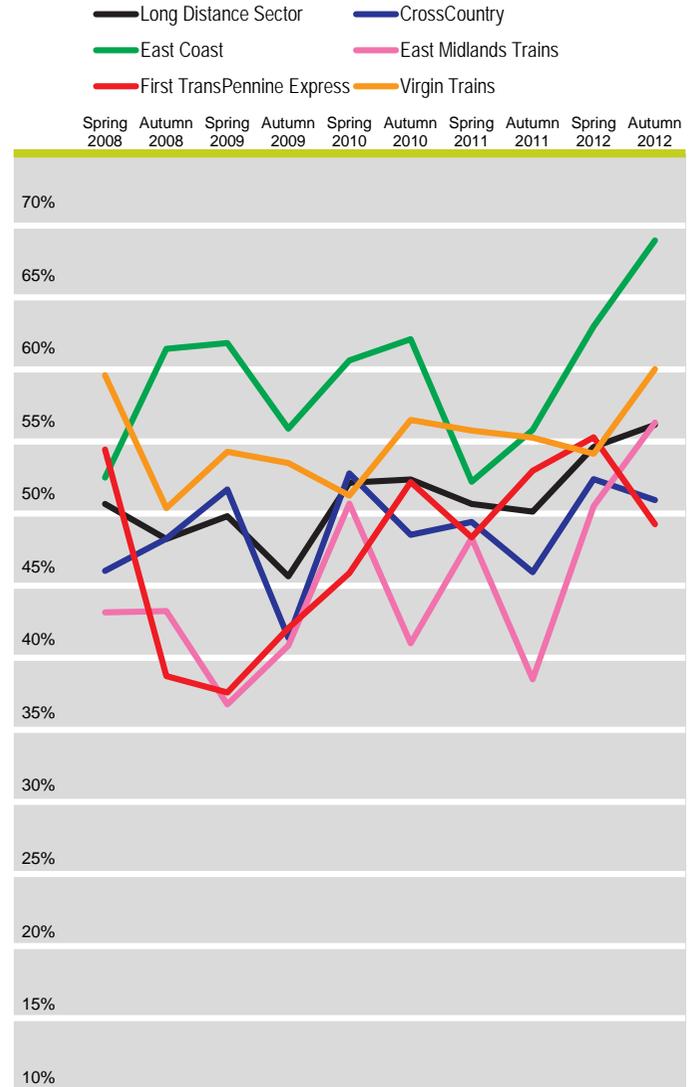
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012

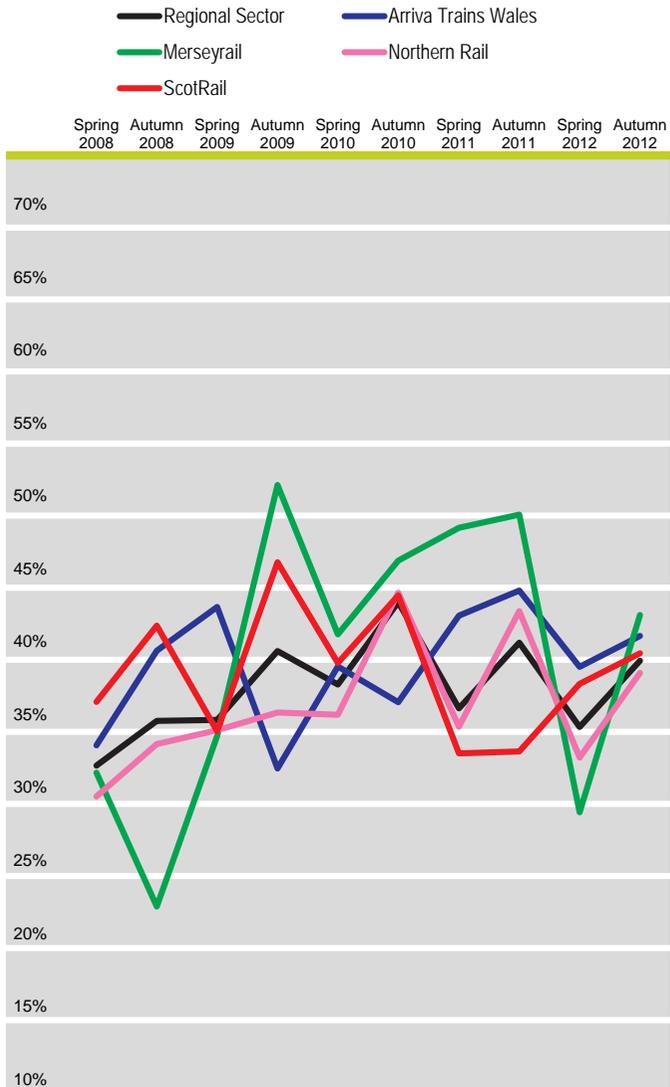


Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



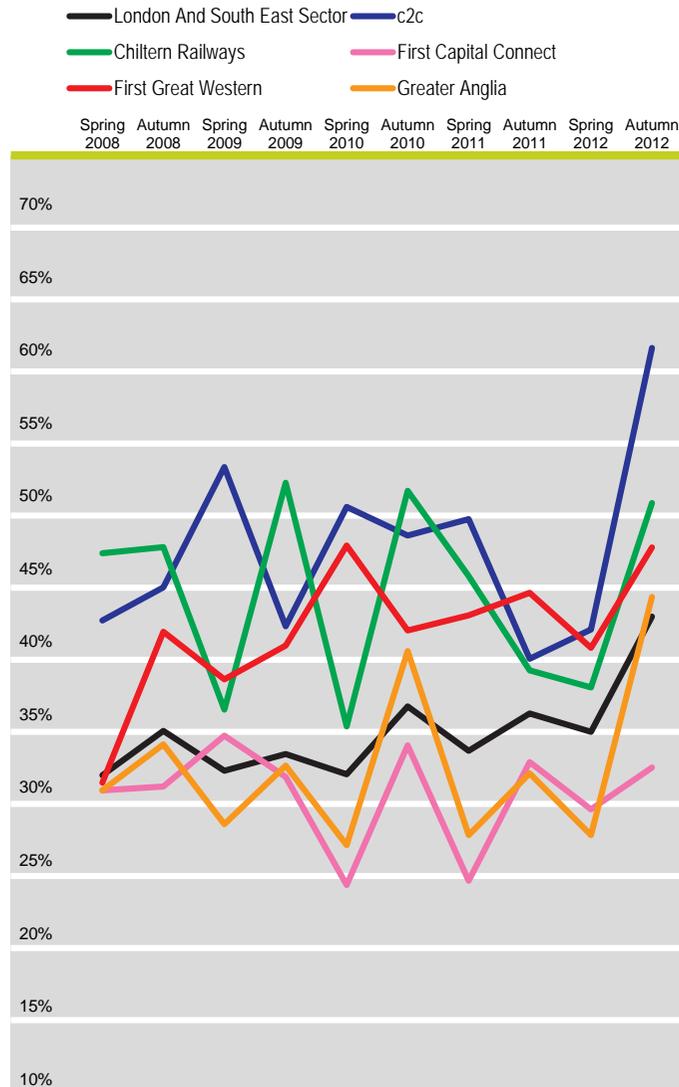
Regional Operators

Percentage of passengers satisfied
2008 to 2012



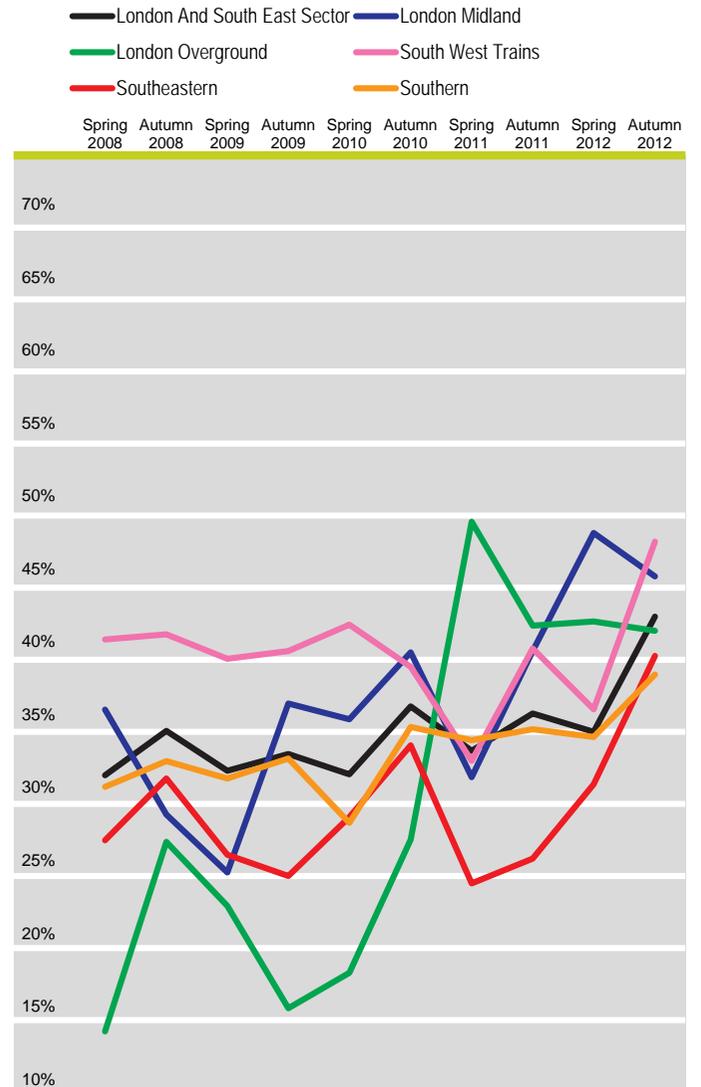
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

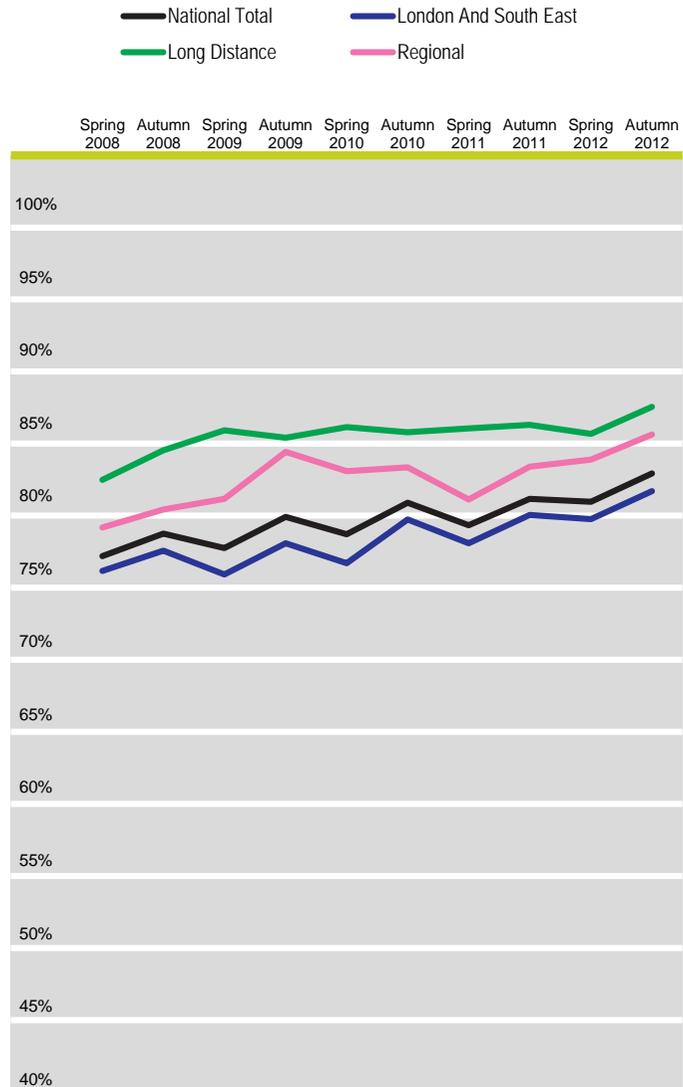


London and South East Operators (Part Two)

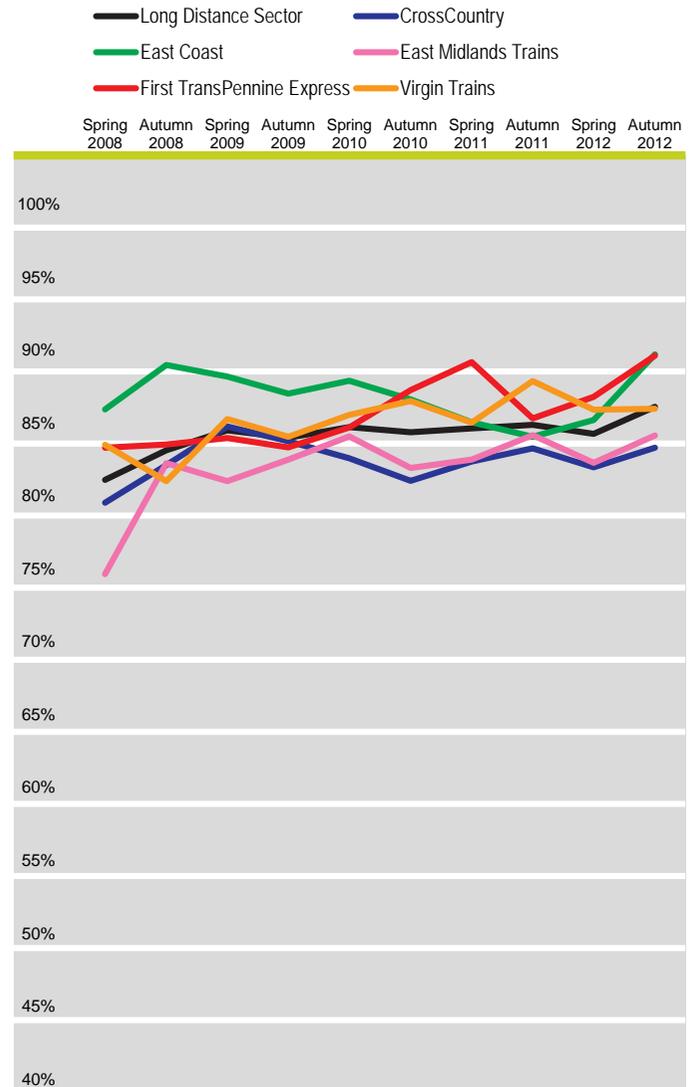
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012



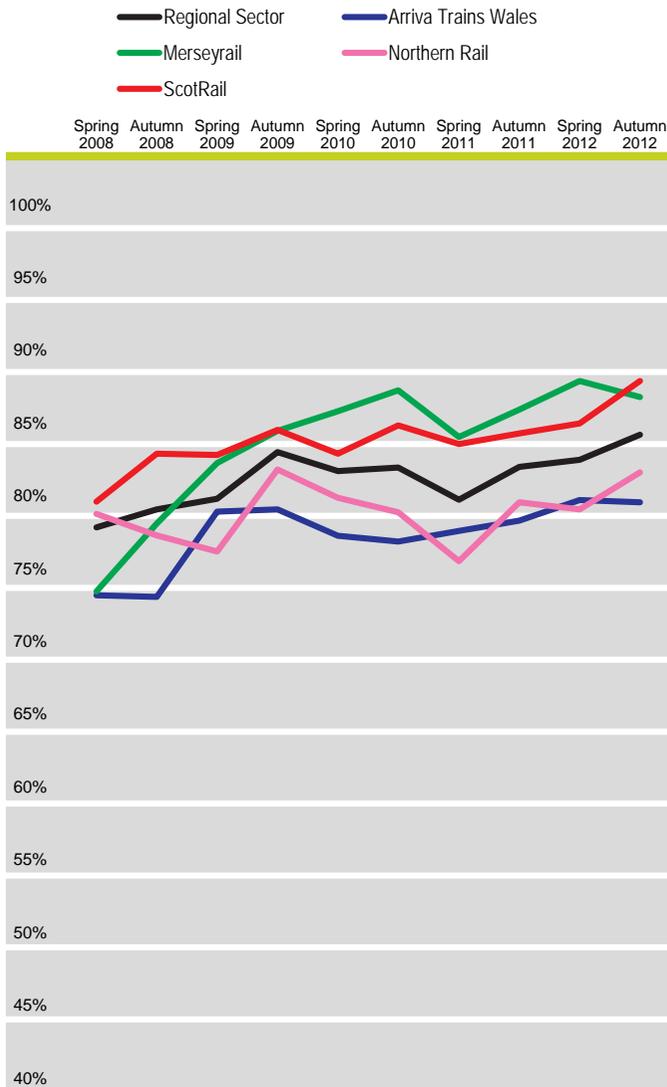
Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



6.4 Provision of information about trains/platforms

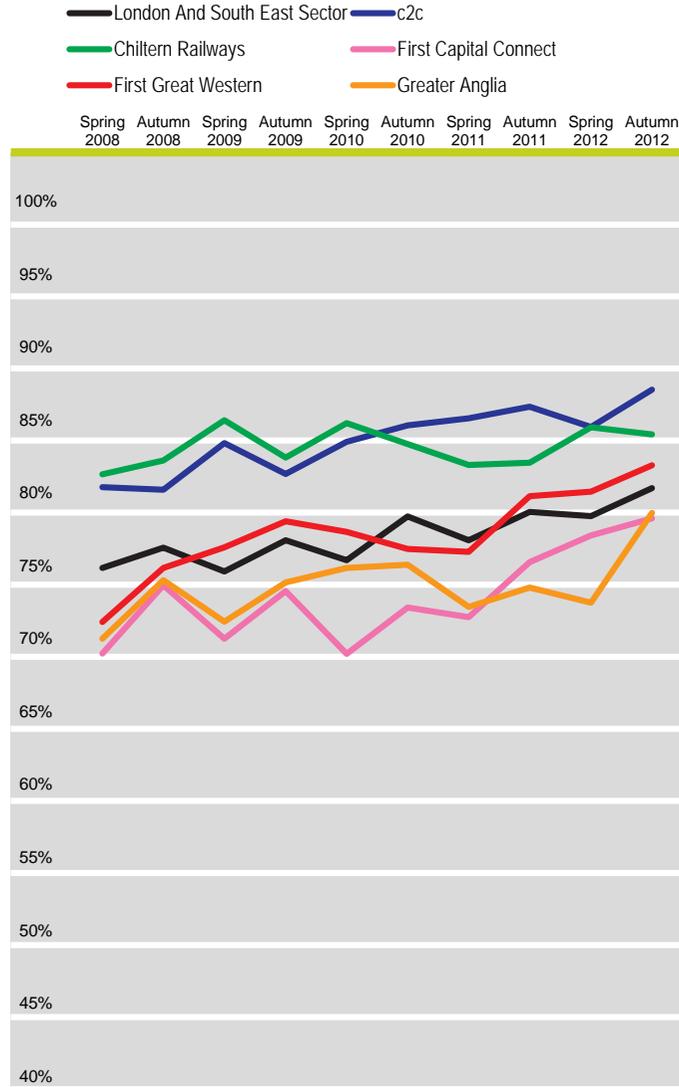
Regional Operators

Percentage of passengers satisfied
2008 to 2012



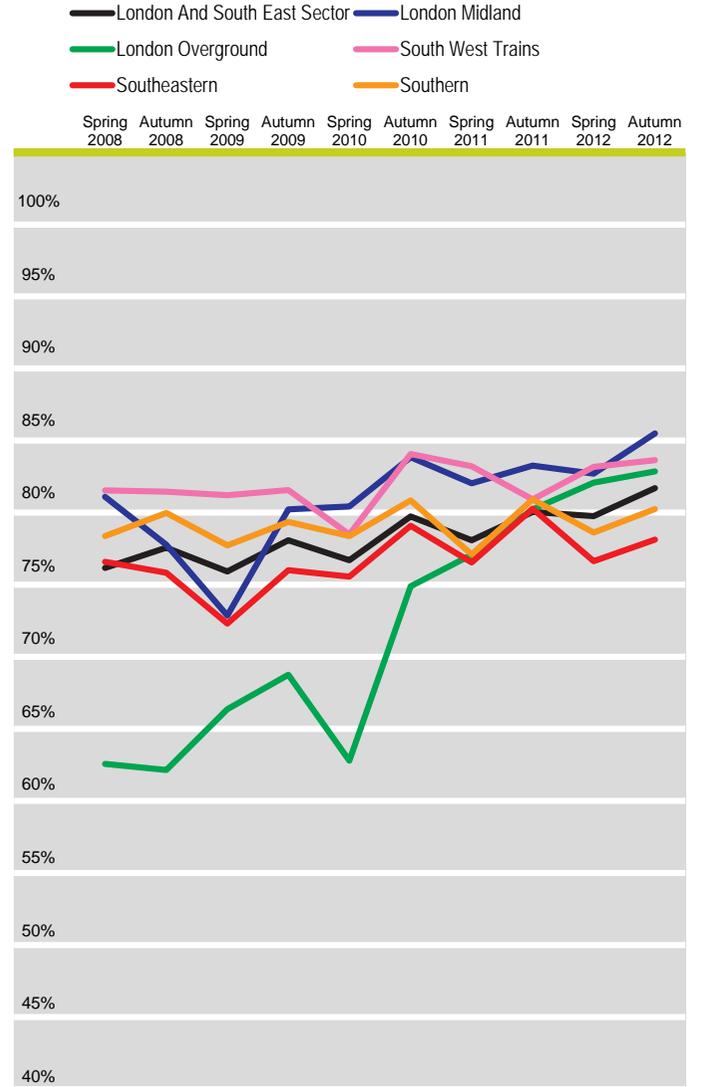
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

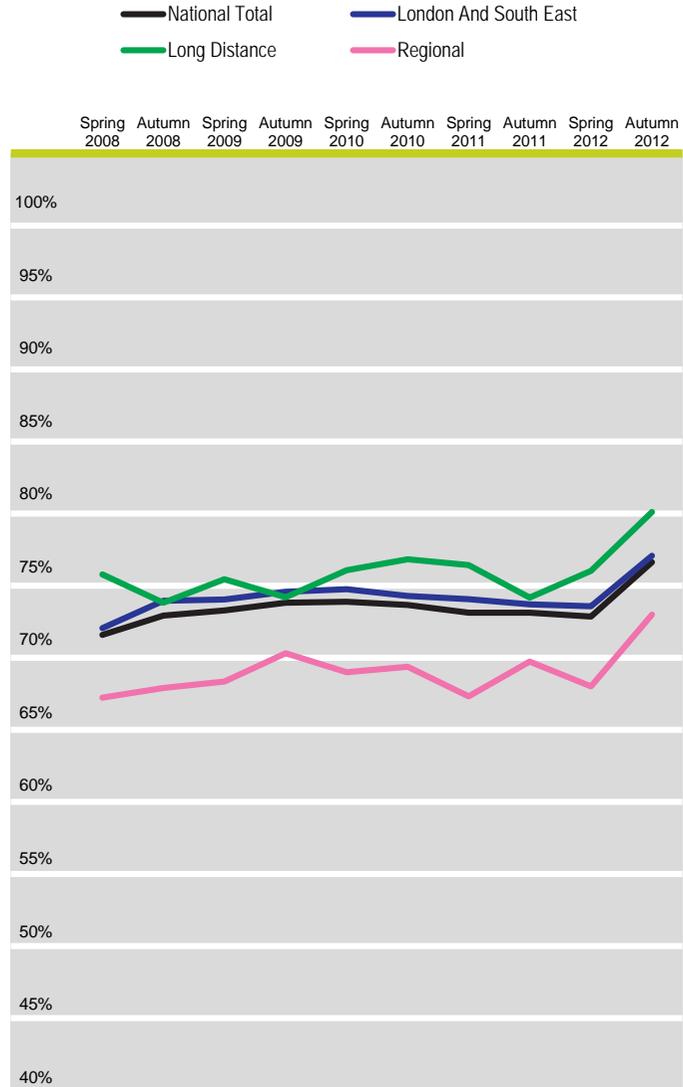


London and South East Operators (Part Two)

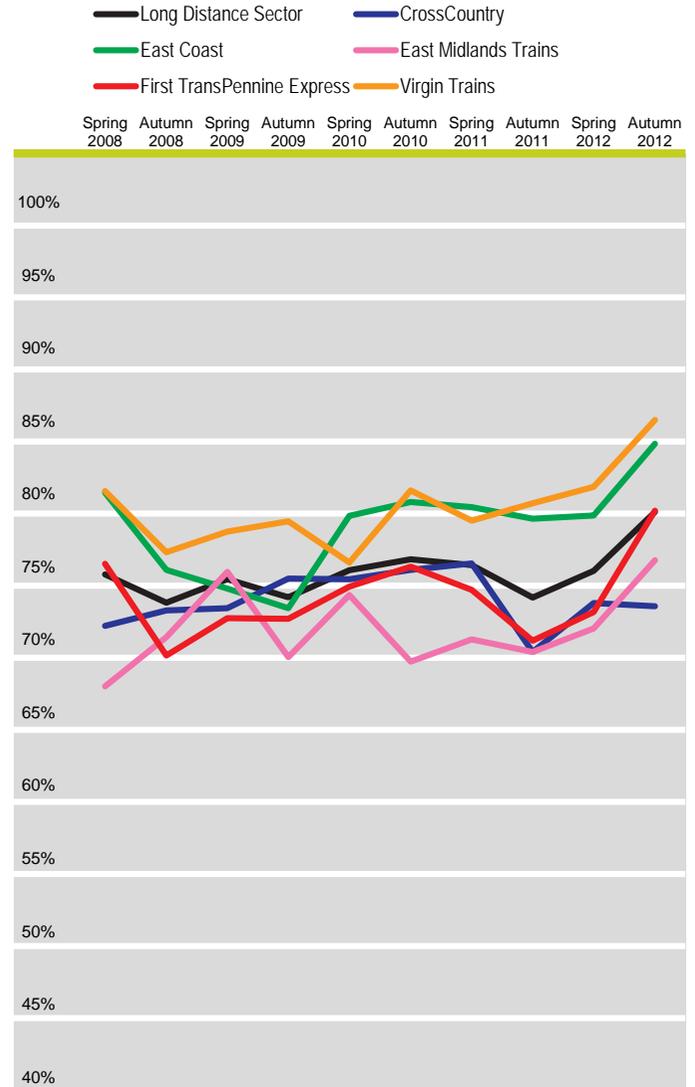
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012

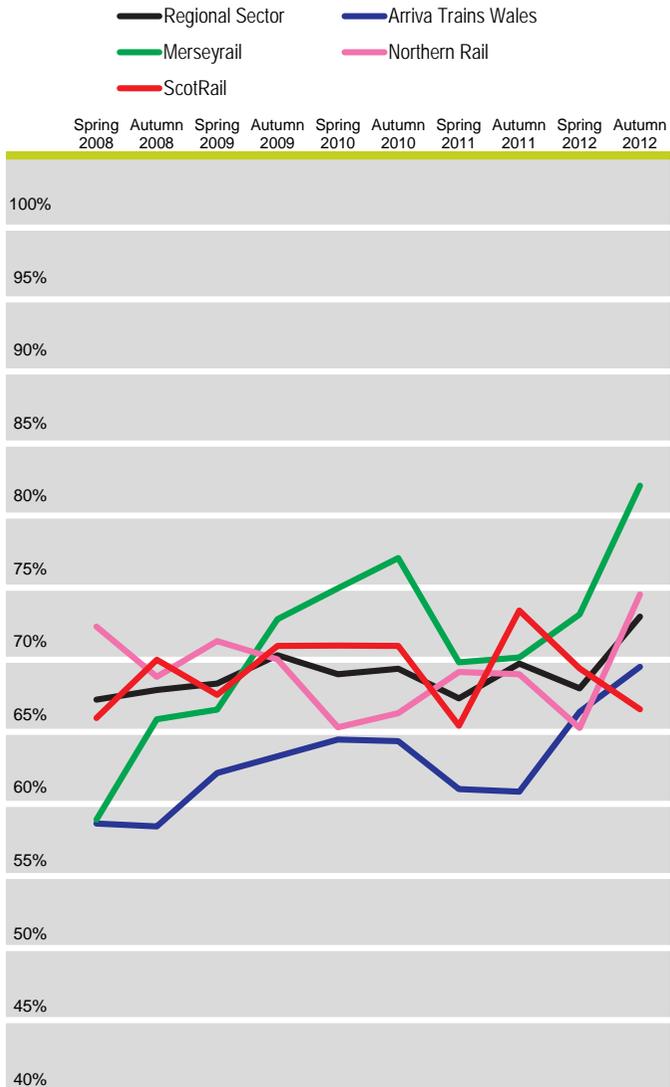


Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



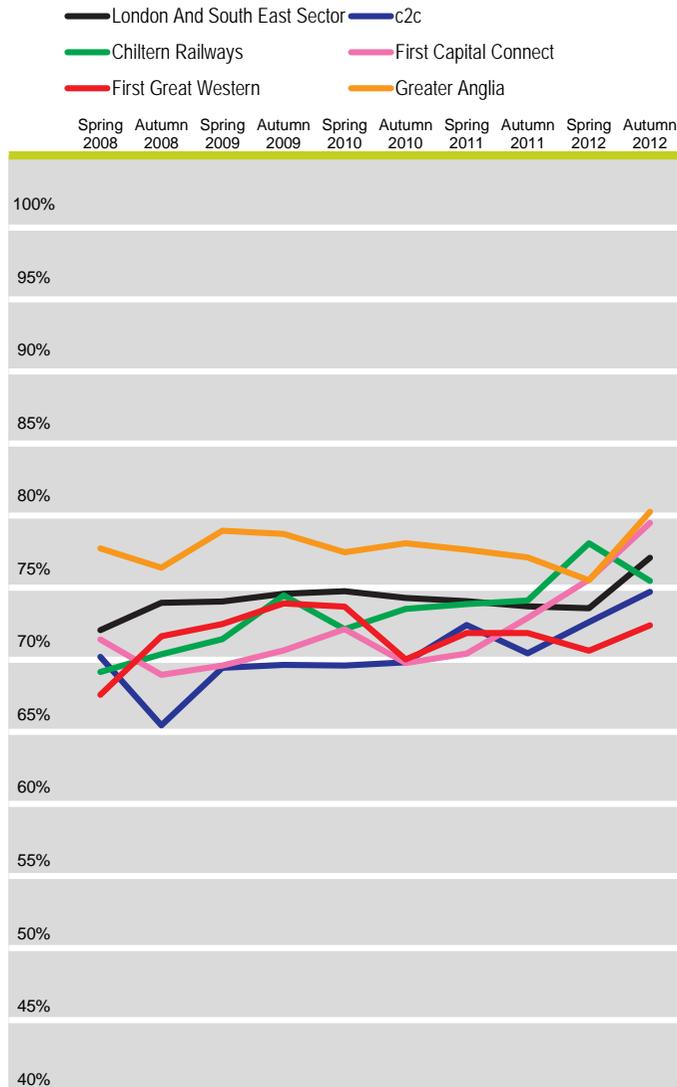
Regional Operators

Percentage of passengers satisfied
2008 to 2012



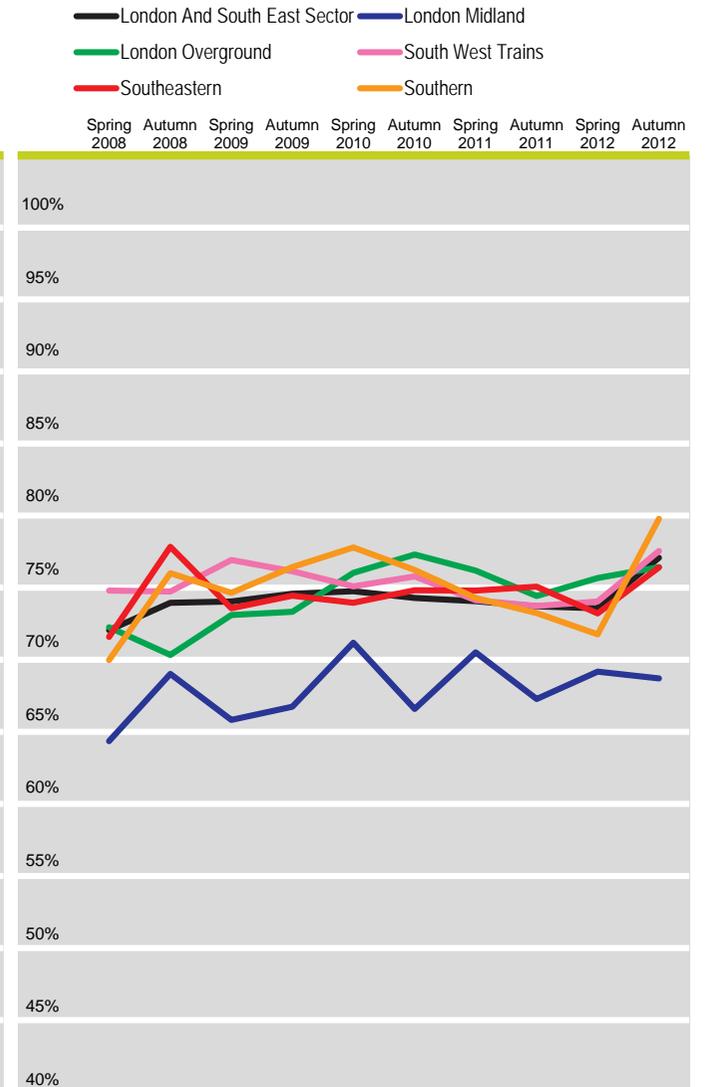
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

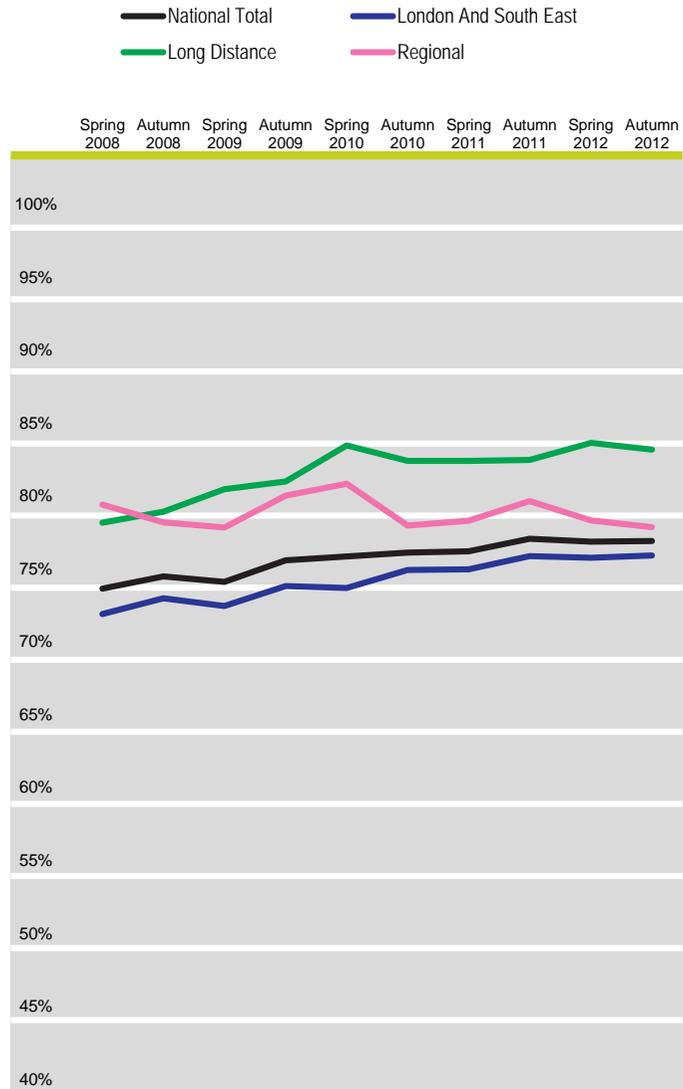


London and South East Operators (Part Two)

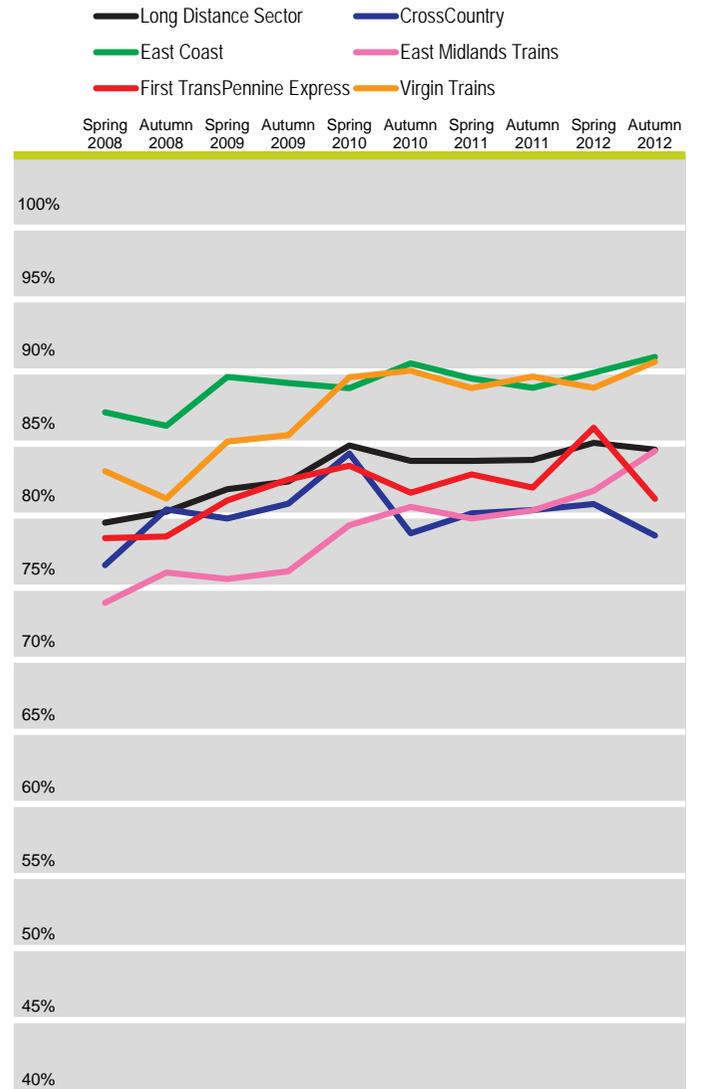
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012

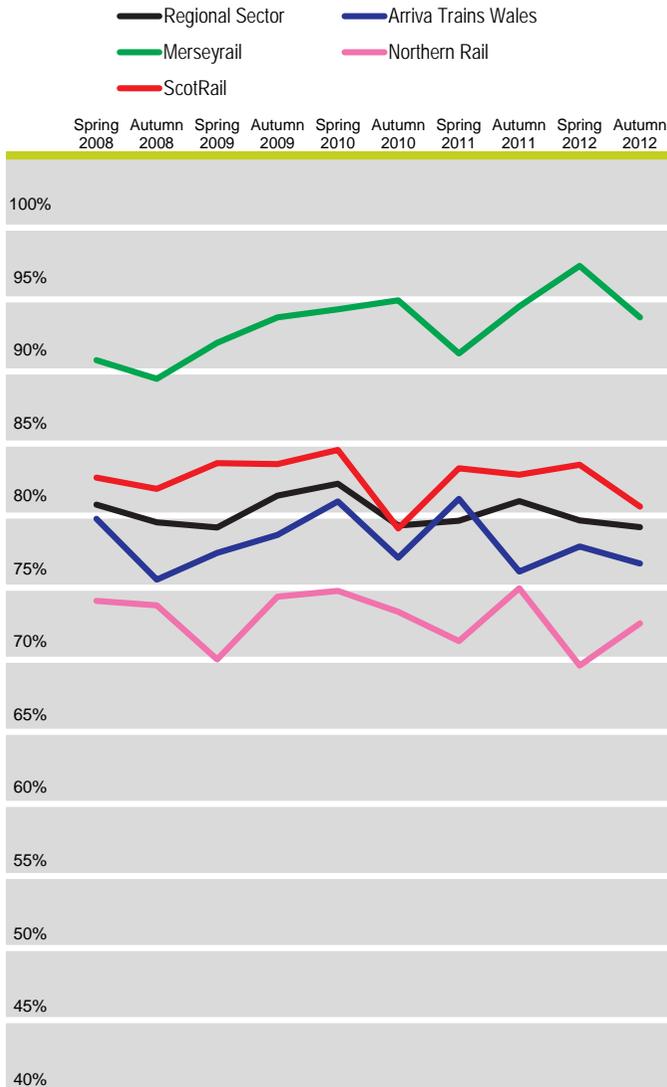


Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



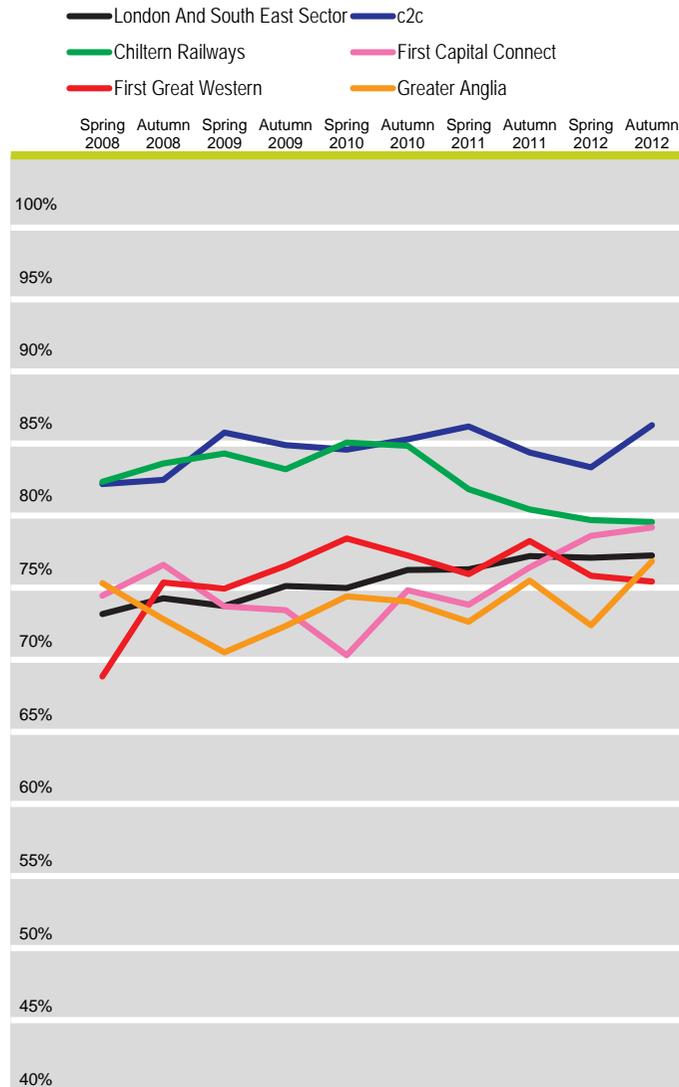
Regional Operators

Percentage of passengers satisfied
2008 to 2012



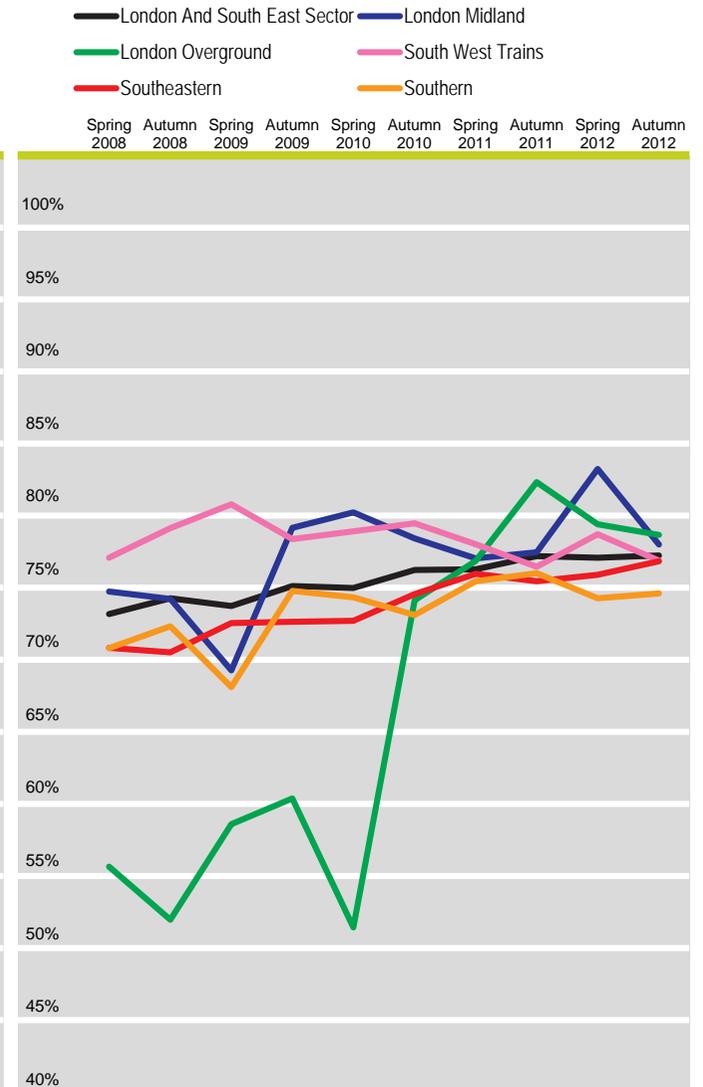
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012

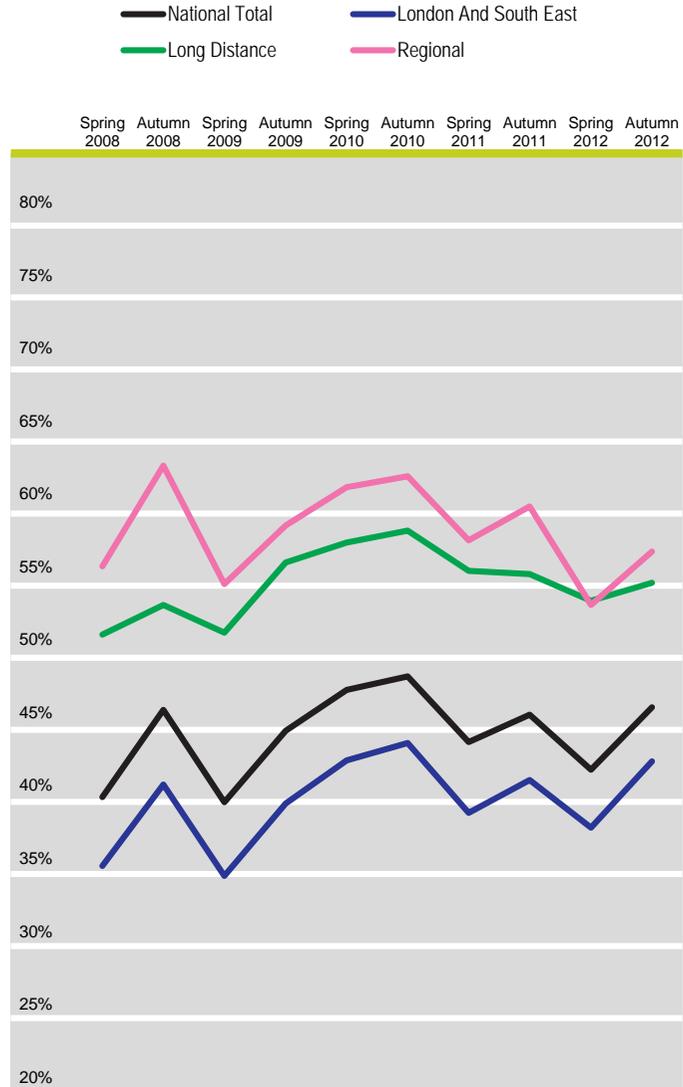


London and South East Operators (Part Two)

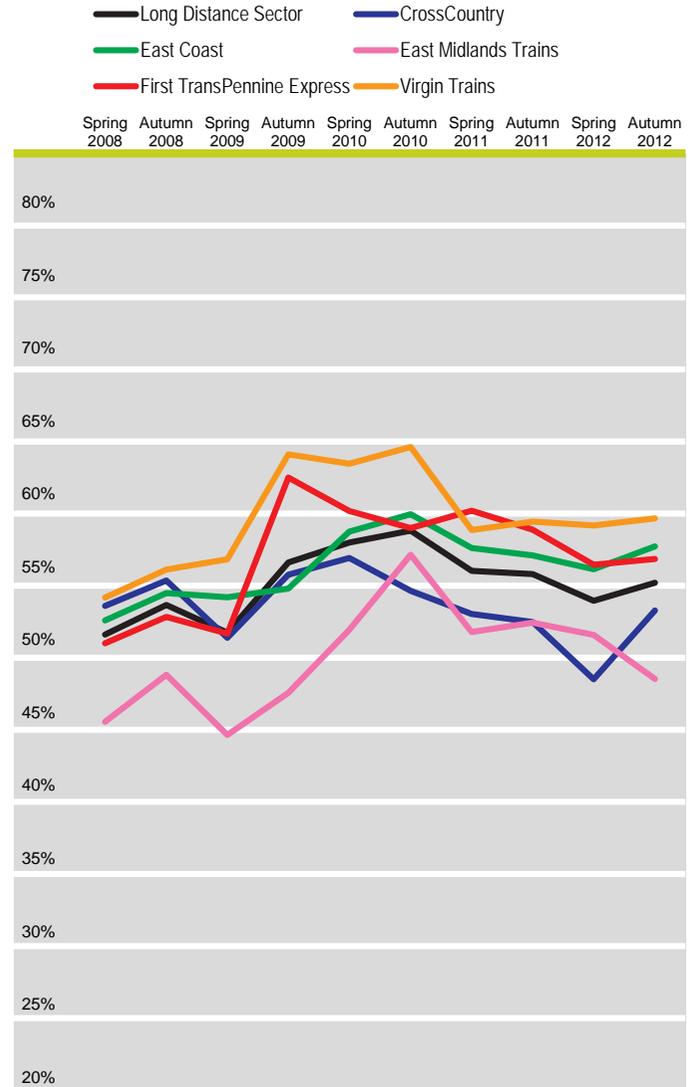
Percentage of passengers satisfied
2008 to 2012



National and Sector-Level
Percentage of passengers satisfied
2008 to 2012

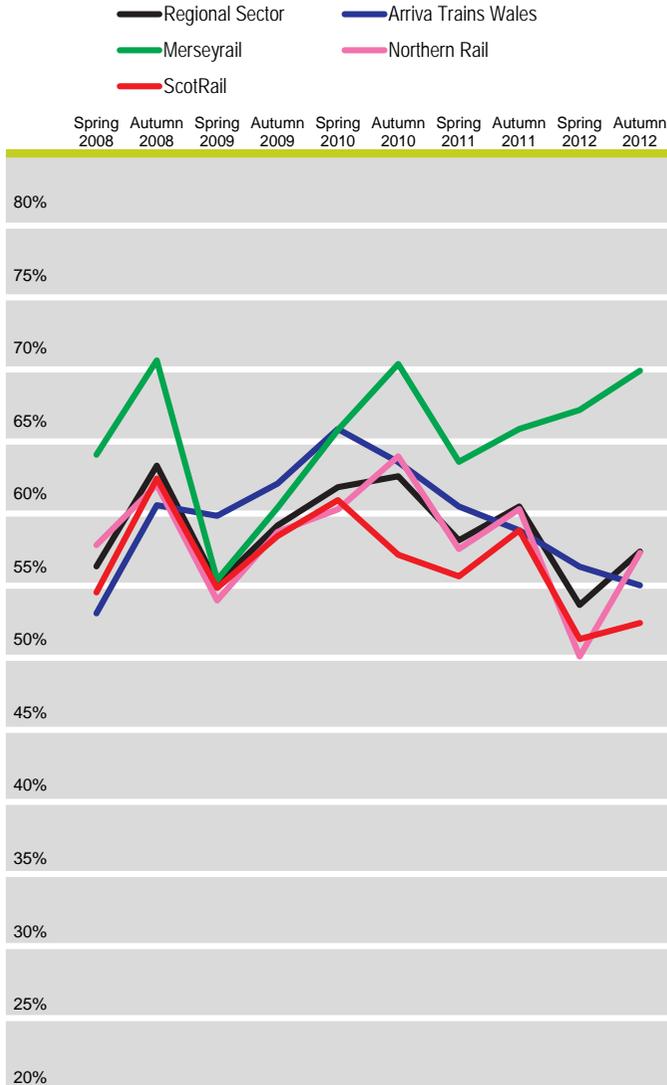


Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



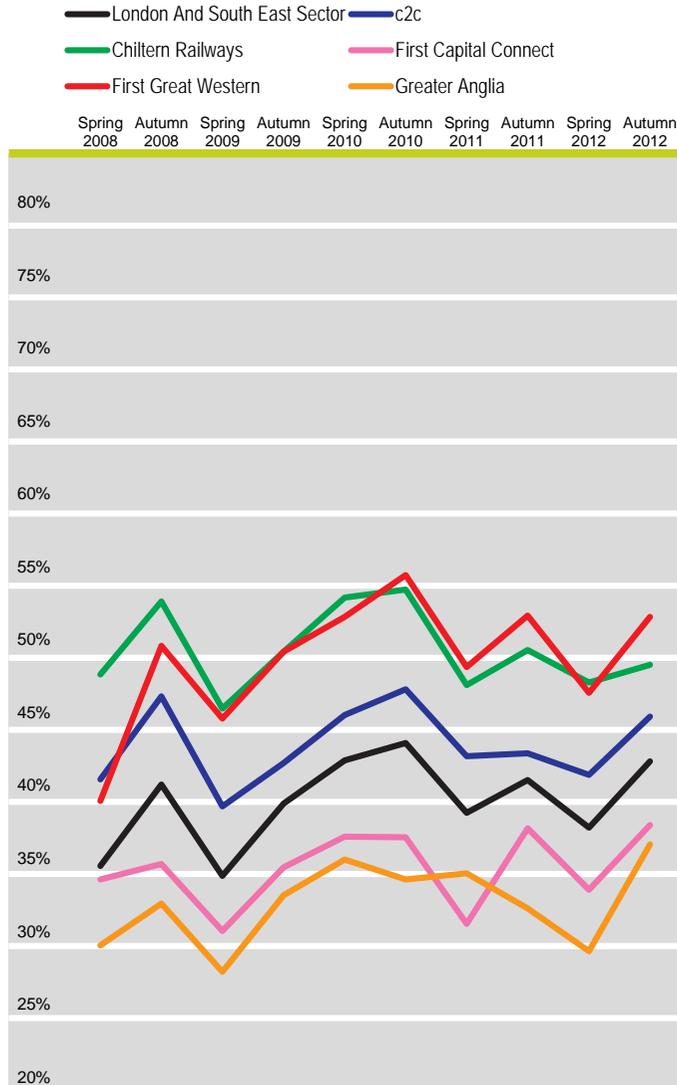
Regional Operators

Percentage of passengers satisfied
2008 to 2012



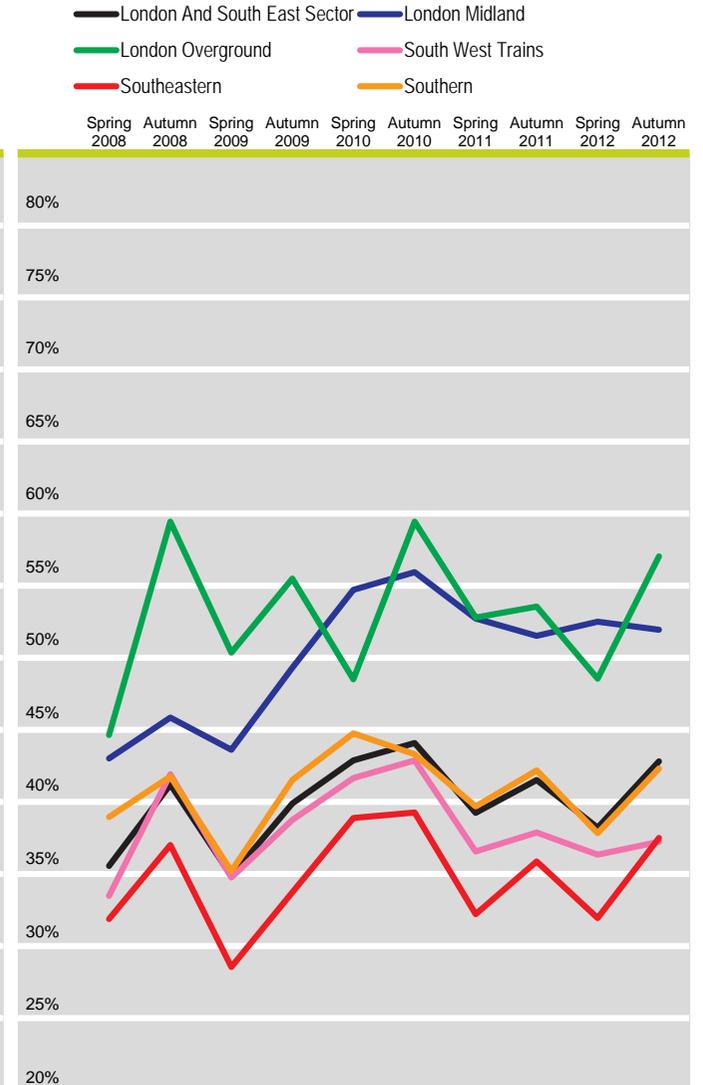
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012



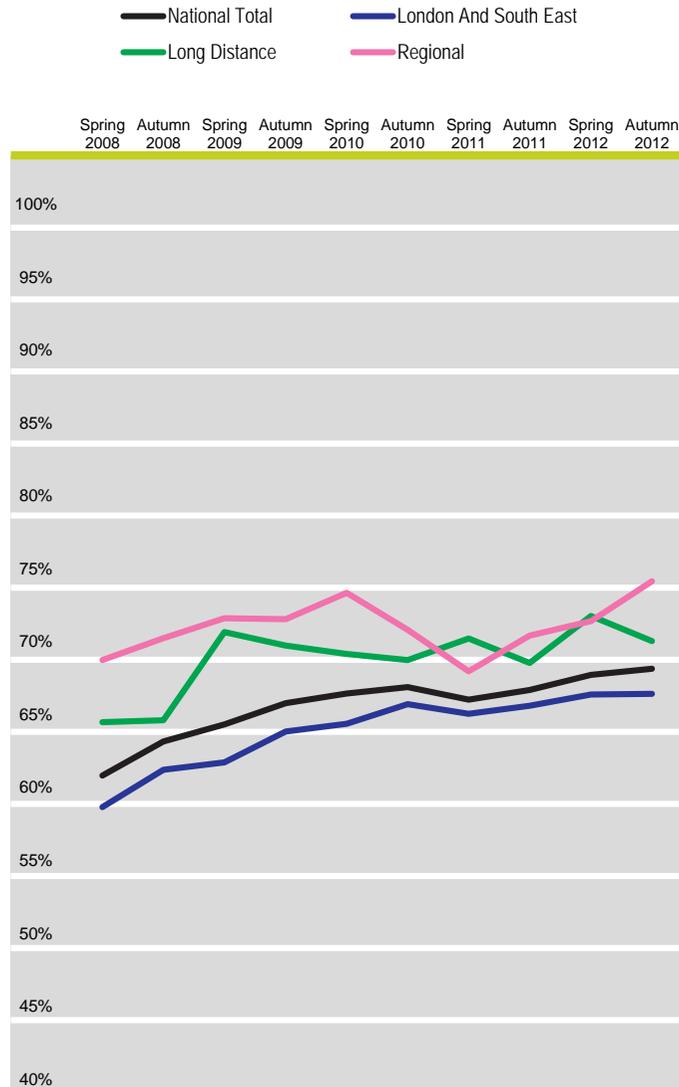
London and South East Operators (Part Two)

Percentage of passengers satisfied
2008 to 2012

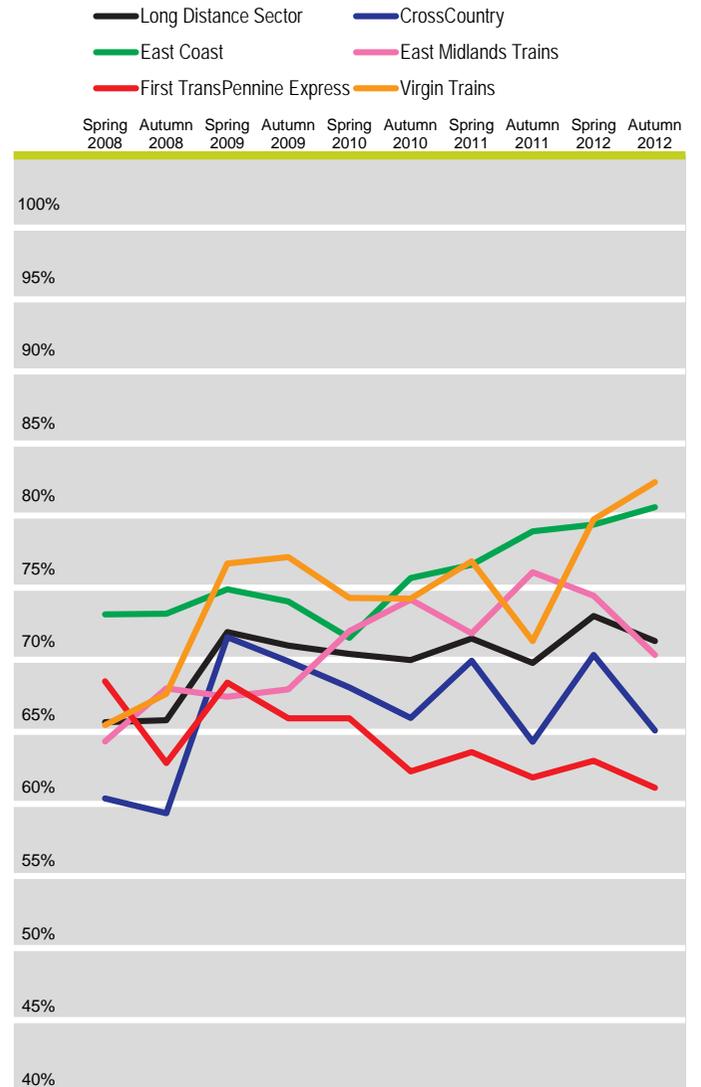


6.8 Sufficient room for all passengers to sit/stand

National and Sector-Level
Percentage of passengers satisfied
2008 to 2012



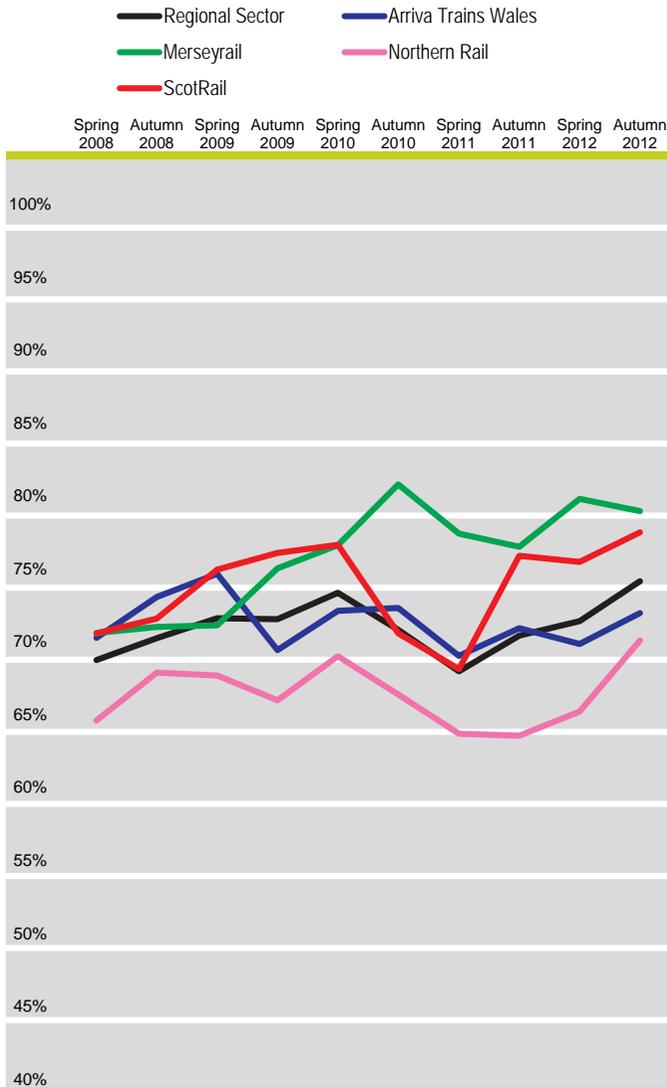
Long Distance Operators
Percentage of passengers satisfied
2008 to 2012



6.8 Sufficient room for all passengers to sit/stand

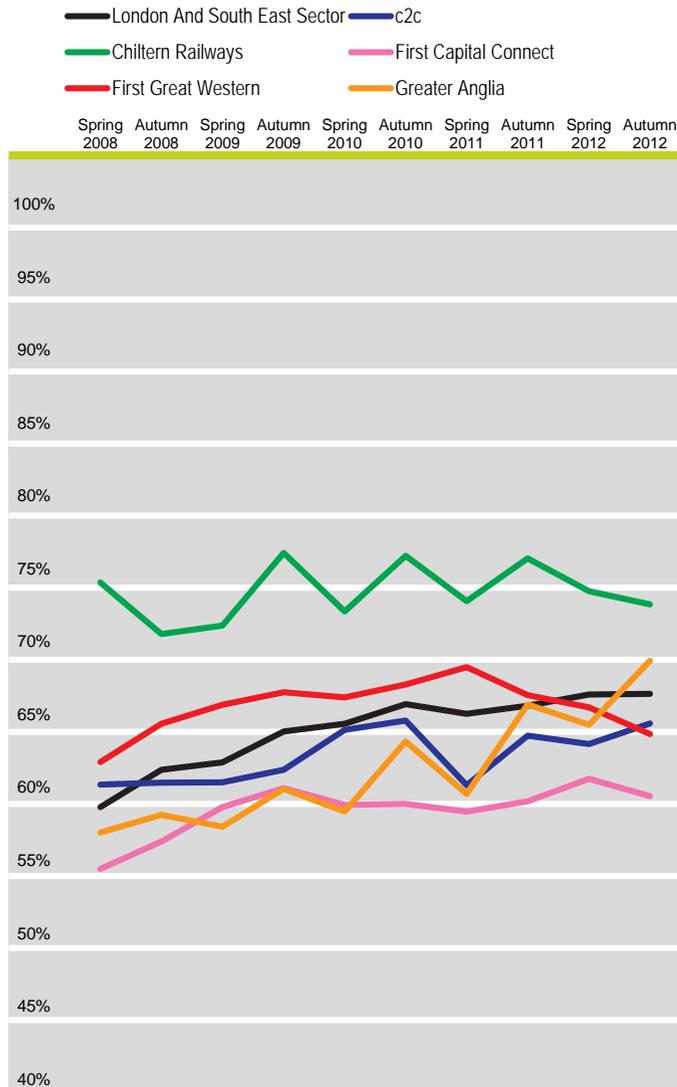
Regional Operators

Percentage of passengers satisfied
2008 to 2012



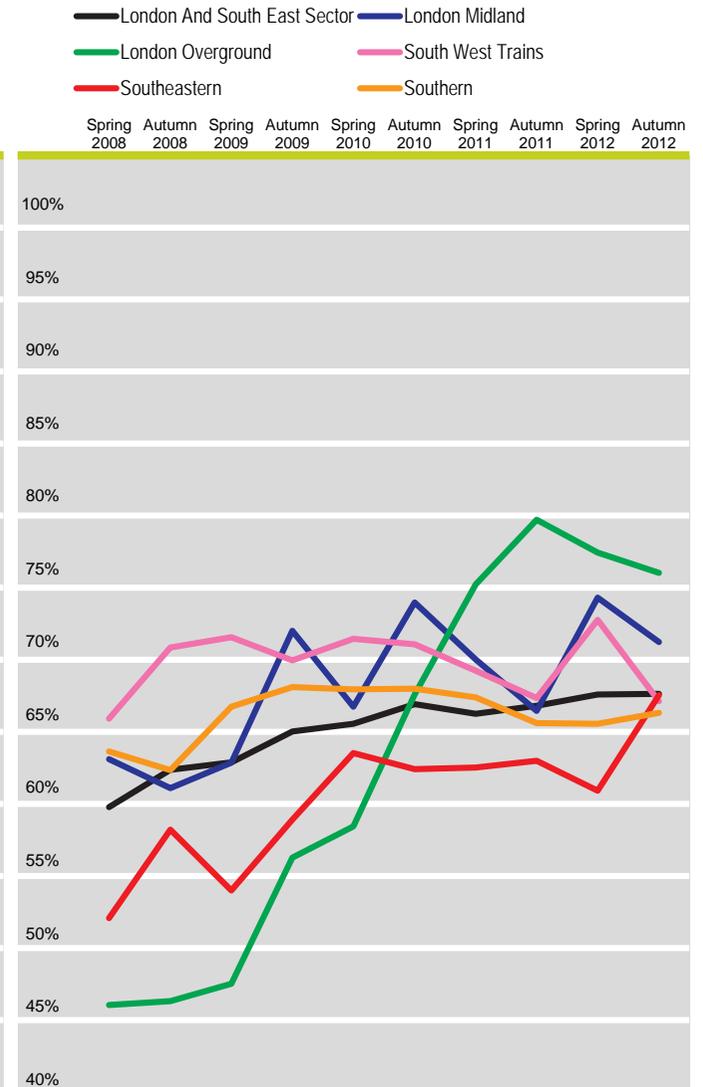
London and South East Operators (Part One)

Percentage of passengers satisfied
2008 to 2012



London and South East Operators (Part Two)

Percentage of passengers satisfied
2008 to 2012



Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	3252	3228	3627	3685	3633	3368	3972	3477	3857	3666				
Overall satisfaction	71	72	71	76	75	73	75	73	72	79	7	↑	6	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	71	73	74	72	80	8	↑	6	↑
Ticket buying facilities	63	62	63	63	65	63	66	63	66	73	7	↑	10	↑
Provision of information about train times/platforms	74	76	74	75	76	77	75	79	76	84	7	↑	5	↑
The upkeep/repair of the station buildings/platforms	57	59	57	61	61	60	60	63	62	70	9	↑	7	↑
Cleanliness	64	65	64	68	68	69	67	70	66	75	9	↑	5	↑
The facilities and services	45	44	45	46	49	49	48	50	46	61	15	↑	11	↑
The attitudes and helpfulness of the staff	61	61	64	65	66	62	62	63	62	66	4	↑	3	→
Connections with other forms of public transport	69	73	74	74	75	72	74	71	70	81	12	↑	10	↑
Facilities for car parking	37	35	33	38	42	46	46	46	42	49	7	↑	3	→
Overall environment	59	60	59	62	61	62	61	63	62	71	9	↑	7	↑
Your personal security whilst using	57	59	58	60	62	62	60	62	60	70	10	↑	8	↑
The availability of staff	51	51	54	53	55	51	51	52	52	59	7	↑	7	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	33	-	-	-	-
How request to station staff was handled	77	75	76	77	73	73	73	77	74	76	2	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	74	-	-	-	-
The frequency of the trains on that route	71	73	70	73	69	72	73	73	72	76	4	↑	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	76	73	78	73	74	73	73	70	82	12	↑	9	↑
The length of time the journey was scheduled to take (speed)	75	77	74	78	76	75	77	76	73	81	8	↑	5	↑
Connections with other train services	67	71	68	73	71	71	71	69	71	75	5	↑	6	↑
The value for money for the price of your ticket	22	26	22	26	29	27	23	23	20	27	7	↑	4	↑
Upkeep and repair of the train	67	68	67	67	65	68	65	66	64	70	6	↑	5	↑
The provision of information during the journey	60	60	59	61	60	61	61	58	60	65	5	↑	7	↑
The helpfulness and attitude of staff on train	44	44	41	46	46	45	45	47	45	50	5	↑	3	→
The space for luggage	39	39	38	41	40	41	40	38	40	41	1	→	3	→
The toilet facilities	23	25	23	29	27	24	24	26	24	29	4	↑	3	→
Sufficient room for all passengers to sit/stand	33	35	36	43	42	41	40	41	39	45	6	↑	4	↑
The comfort of the seating area	50	52	52	55	54	56	54	55	54	59	5	↑	4	↑
The ease of being able to get on and off	66	66	65	70	69	68	69	68	68	72	4	↑	4	↑
Your personal security on board	62	65	64	66	67	67	67	69	67	73	7	↑	5	↑
The cleanliness of the inside	68	67	66	68	65	66	68	67	66	71	4	↑	3	↑
The cleanliness of the outside	64	66	63	67	61	64	63	66	62	68	6	↑	3	→
The availability of staff	23	20	22	26	26	24	27	27	25	28	3	→	0	→
How well train company deals with delays	25	28	24	25	25	26	24	28	23	30	7	↑	2	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. London and South East total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

London and South East - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	12168	13275	13373	12304	13841	14138	15154	13921	14735	14615				
Overall satisfaction	81	84	82	84	84	85	85	86	84	86	2	↑	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	76	75	78	76	79	2	↑	1	→
Ticket buying facilities	70	69	71	70	71	72	72	74	73	73	0	→	-1	→
Provision of information about train times/platforms	77	78	76	79	77	80	79	80	81	81	1	→	1	→
The upkeep/repair of the station buildings/platforms	60	63	61	63	61	64	64	66	66	70	4	↑	4	↑
Cleanliness	66	69	67	69	67	70	70	71	71	74	4	↑	3	↑
The facilities and services	49	50	49	50	48	50	48	49	49	55	7	↑	7	↑
The attitudes and helpfulness of the staff	68	69	68	69	69	71	70	70	71	71	0	→	1	→
Connections with other forms of public transport	73	74	74	75	75	75	74	74	75	76	1	→	2	→
Facilities for car parking	43	42	43	45	47	47	47	49	48	49	1	→	-1	→
Overall environment	62	64	62	65	62	66	64	68	66	69	3	↑	1	→
Your personal security whilst using	60	61	61	63	64	65	66	67	68	70	2	↑	3	↑
The availability of staff	56	58	57	58	56	59	57	58	59	58	-1	→	0	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	48	-	-	-	-
How request to station staff was handled	83	84	82	83	84	86	84	87	83	86	2	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	83	-	-	-	-
The frequency of the trains on that route	74	75	75	76	77	77	77	78	78	77	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	81	80	83	82	83	81	82	82	83	1	↑	1	→
The length of time the journey was scheduled to take (speed)	83	84	84	84	85	86	85	85	86	86	0	→	1	→
Connections with other train services	70	73	73	73	75	76	77	77	78	78	0	→	1	→
The value for money for the price of your ticket	40	45	39	45	47	48	44	46	43	46	4	↑	0	→
Upkeep and repair of the train	70	73	73	73	73	75	75	77	77	77	0	→	0	→
The provision of information during the journey	65	68	66	68	68	71	71	72	72	73	1	→	1	→
The helpfulness and attitude of staff on train	52	54	54	56	59	61	60	60	60	61	1	→	1	→
The space for luggage	49	50	51	52	54	55	55	56	56	54	-2	↓	-2	→
The toilet facilities	35	36	36	36	36	38	37	38	37	37	0	→	-1	→
Sufficient room for all passengers to sit/stand	68	70	71	72	72	73	73	74	75	73	-2	↓	-1	→
The comfort of the seating area	68	71	72	72	72	75	74	75	75	75	0	→	0	→
The ease of being able to get on and off	78	79	79	80	81	82	82	83	82	82	0	→	-1	→
Your personal security on board	69	71	70	72	74	76	75	77	77	78	1	→	1	→
The cleanliness of the inside	69	72	72	72	71	74	74	76	76	77	1	→	0	→
The cleanliness of the outside	66	71	70	72	68	73	70	76	74	75	1	→	-1	→
The availability of staff	32	34	35	37	40	41	40	42	42	41	-1	→	-1	→
How well train company deals with delays	34	37	36	36	35	41	37	39	39	46	7	↑	7	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. London and South East total excludes non-franchised Train Operating Companies

Improved ↑
Unchanged →
Declined ↓

c2c - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	366	366	416	385	374	383	458	382	464	570				
Overall satisfaction	85	89	89	90	90	88	88	91	87	92	4	↑	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	82	84	88	82	89	7	↑	1	→
Ticket buying facilities	76	65	72	73	75	76	77	76	74	77	4	→	1	→
Provision of information about train times/platforms	81	83	86	83	86	86	88	90	85	91	6	↑	1	→
The upkeep/repair of the station buildings/platforms	67	68	71	63	69	74	70	72	74	79	5	→	7	↑
Cleanliness	71	76	80	73	76	81	81	76	79	83	3	→	6	↑
The facilities and services	47	42	40	48	50	55	56	59	59	62	3	→	3	→
The attitudes and helpfulness of the staff	68	69	76	74	76	73	74	76	75	75	0	→	-1	→
Connections with other forms of public transport	67	56	67	65	66	69	72	68	68	74	7	↑	6	→
Facilities for car parking	42	37	39	42	49	58	51	49	53	60	7	→	10	↑
Overall environment	67	66	70	67	68	73	74	75	76	77	1	→	2	→
Your personal security whilst using	63	60	59	54	64	67	68	67	69	73	4	→	6	→
The availability of staff	63	59	61	62	66	70	67	66	68	70	2	→	5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	71	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	52	-	-	-	-
How request to station staff was handled	55	73	90	65	100	59	67	96	86	83	-2	→	-12	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	90	-	-	-	-
The frequency of the trains on that route	85	90	89	89	86	85	87	86	85	88	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	93	92	95	92	95	94	92	91	97	5	↑	5	↑
The length of time the journey was scheduled to take (speed)	90	88	91	89	90	91	94	89	89	92	4	→	4	→
Connections with other train services	72	72	77	74	82	81	79	78	79	87	7	↑	9	↑
The value for money for the price of your ticket	34	41	31	38	40	38	38	30	29	39	10	↑	8	↑
Upkeep and repair of the train	84	86	87	89	88	93	89	92	86	89	2	→	-3	→
The provision of information during the journey	66	69	69	71	77	73	77	79	75	78	3	→	-1	→
The helpfulness and attitude of staff on train	19	26	24	28	26	25	34	29	27	32	4	→	3	→
The space for luggage	42	39	37	42	42	41	43	44	41	42	1	→	-2	→
The toilet facilities	29	33	37	51	43	41	50	44	52	53	1	→	9	→
Sufficient room for all passengers to sit/stand	44	43	42	46	46	44	41	46	43	48	5	→	2	→
The comfort of the seating area	69	69	67	71	69	74	69	73	71	71	0	→	-2	→
The ease of being able to get on and off	80	80	75	80	74	81	79	81	78	82	4	→	0	→
Your personal security on board	66	71	66	68	70	72	71	75	72	76	4	→	1	→
The cleanliness of the inside	82	86	88	89	89	89	89	90	88	91	2	→	1	→
The cleanliness of the outside	81	84	85	84	86	87	86	89	83	85	3	→	-4	→
The availability of staff	7	12	11	13	15	14	20	19	16	16	0	→	-3	→
How well train company deals with delays	29	37	49	32	50	33	32	38	27	24	-4	→	-15	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

c2c - % saying satisfied/good

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	692	643	638	669	684	701	741	649	650	601				
Overall satisfaction	88	90	92	90	92	93	93	91	93	93	0	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	79	82	85	84	86	2	→	1	→
Ticket buying facilities	76	70	81	74	75	76	78	78	80	83	4	→	5	→
Provision of information about train times/platforms	82	81	84	82	84	86	86	86	87	87	0	→	1	→
The upkeep/repair of the station buildings/platforms	68	69	70	70	69	73	72	72	75	80	5	→	9	↑
Cleanliness	72	74	75	77	75	79	77	77	78	82	3	→	4	→
The facilities and services	45	48	48	51	52	49	50	52	52	55	3	→	3	→
The attitudes and helpfulness of the staff	75	72	74	72	73	79	74	75	77	75	-2	→	-1	→
Connections with other forms of public transport	72	71	71	73	72	70	73	72	76	75	-1	→	3	→
Facilities for car parking	45	47	45	48	49	52	54	54	57	56	-2	→	2	→
Overall environment	66	65	68	69	66	71	70	73	75	75	0	→	2	→
Your personal security whilst using	56	60	62	62	61	64	63	66	70	69	-1	→	3	→
The availability of staff	64	63	65	67	63	63	65	66	67	65	-2	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	73	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	64	-	-	-	-
How request to station staff was handled	89	88	87	77	87	82	86	87	95	94	-1	→	6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	94	-	-	-	-
The frequency of the trains on that route	80	78	84	82	83	85	85	83	82	85	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	92	89	93	95	94	91	92	93	96	3	↑	4	↑
The length of time the journey was scheduled to take (speed)	91	89	90	89	92	91	93	91	94	93	-1	→	2	→
Connections with other train services	77	76	78	75	83	80	78	80	86	87	1	→	7	↑
The value for money for the price of your ticket	46	52	47	46	50	54	46	51	51	52	1	→	1	→
Upkeep and repair of the train	88	90	89	89	92	93	91	92	94	94	0	→	3	→
The provision of information during the journey	75	77	77	79	82	83	82	86	83	84	1	→	-2	→
The helpfulness and attitude of staff on train	31	37	34	43	35	37	38	36	39	35	-4	→	-1	→
The space for luggage	53	51	56	51	54	58	52	54	59	55	-3	→	1	→
The toilet facilities	51	50	55	52	59	54	57	58	63	58	-6	→	0	→
Sufficient room for all passengers to sit/stand	72	73	77	73	77	79	74	76	78	79	1	→	3	→
The comfort of the seating area	83	82	86	84	87	88	84	84	87	87	0	→	3	→
The ease of being able to get on and off	85	85	87	86	90	87	87	87	90	91	0	→	4	→
Your personal security on board	69	66	68	69	73	76	73	74	77	75	-2	→	1	→
The cleanliness of the inside	86	88	90	89	92	91	89	92	93	94	1	→	2	→
The cleanliness of the outside	81	84	86	87	88	88	87	91	92	93	1	→	2	→
The availability of staff	16	20	19	24	21	20	23	21	25	21	-4	→	0	→
How well train company deals with delays	47	48	55	54	51	53	55	41	50	86	36	→	45	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Chiltern Railways - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	199	255	229	249	210	286	279	315	384	252				
Overall satisfaction	82	90	90	88	85	88	85	82	85	88	4	→	7	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	87	82	87	87	90	2	→	3	→
Ticket buying facilities	90	86	73	76	80	83	75	79	75	85	10	↑	7	→
Provision of information about train times/platforms	86	82	88	78	85	84	80	80	82	88	6	→	8	↑
The upkeep/repair of the station buildings/platforms	80	81	85	81	76	69	75	80	77	84	7	↑	3	→
Cleanliness	84	85	85	85	79	77	77	85	82	88	6	→	3	→
The facilities and services	73	71	72	62	65	57	60	63	65	72	7	→	9	↑
The attitudes and helpfulness of the staff	85	74	75	69	77	77	77	77	76	75	0	→	-2	→
Connections with other forms of public transport	72	76	79	78	74	64	60	66	72	71	-1	→	5	→
Facilities for car parking	78	67	45	63	72	67	63	66	62	70	8	→	4	→
Overall environment	84	88	86	84	83	78	76	83	83	86	3	→	3	→
Your personal security whilst using	81	79	72	75	78	69	77	78	78	80	2	→	1	→
The availability of staff	70	68	66	56	65	64	59	64	67	67	0	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	79	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	46	-	-	-	-
How request to station staff was handled	77	77	88	71	72	84	67	97	76	88	13	→	-9	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	89	-	-	-	-
The frequency of the trains on that route	83	84	80	81	80	82	79	72	73	79	6	→	7	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	94	93	91	91	90	82	69	82	89	6	↑	20	↑
The length of time the journey was scheduled to take (speed)	90	88	89	86	85	79	79	79	84	84	0	→	5	→
Connections with other train services	73	78	68	70	74	70	62	72	73	70	-3	→	-2	→
The value for money for the price of your ticket	30	41	25	36	44	37	27	29	29	34	5	→	5	→
Upkeep and repair of the train	84	86	80	84	84	77	86	86	82	87	5	→	1	→
The provision of information during the journey	63	70	72	67	69	71	69	71	68	75	8	→	5	→
The helpfulness and attitude of staff on train	46	35	48	39	59	50	53	46	53	56	3	→	10	→
The space for luggage	61	47	55	54	48	52	52	43	56	50	-6	→	7	→
The toilet facilities	48	42	42	46	44	41	46	42	46	55	9	→	13	→
Sufficient room for all passengers to sit/stand	60	54	59	59	47	59	54	53	56	57	1	→	4	→
The comfort of the seating area	75	71	71	71	65	69	67	69	67	75	8	↑	6	→
The ease of being able to get on and off	86	90	83	85	85	86	82	82	86	84	-2	→	1	→
Your personal security on board	82	81	85	85	84	82	84	83	83	90	7	↑	7	↑
The cleanliness of the inside	89	89	82	90	85	83	85	88	85	88	3	→	0	→
The cleanliness of the outside	83	86	79	83	75	81	79	83	80	82	1	→	-1	→
The availability of staff	27	19	15	19	27	28	28	24	29	34	5	→	10	→
How well train company deals with delays	46	45	28	43	46	47	35	30	20	55	35	↑	25	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Chiltern Railways - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	889	854	835	823	852	944	926	824	808	947				
Overall satisfaction	90	90	90	93	92	91	89	90	92	92	0	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	84	86	91	88	86	-2	→	-5	↓
Ticket buying facilities	82	84	82	82	82	80	83	85	85	80	-5	→	-6	↓
Provision of information about train times/platforms	82	84	86	86	87	85	84	85	87	85	-3	→	0	→
The upkeep/repair of the station buildings/platforms	76	81	80	81	76	80	77	85	80	83	3	→	-2	→
Cleanliness	79	83	83	82	80	85	82	89	84	86	2	→	-3	→
The facilities and services	64	65	66	65	58	67	63	70	67	67	0	→	-4	→
The attitudes and helpfulness of the staff	78	76	79	82	79	74	79	76	79	80	1	→	3	→
Connections with other forms of public transport	68	68	68	73	71	76	78	77	81	77	-4	→	0	→
Facilities for car parking	64	68	72	71	71	70	68	70	66	72	6	→	2	→
Overall environment	76	80	80	83	77	80	79	86	83	82	-1	→	-4	→
Your personal security whilst using	72	74	74	77	74	75	76	79	77	79	2	→	1	→
The availability of staff	61	64	63	65	60	64	67	68	69	64	-5	→	-4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	80	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	60	-	-	-	-
How request to station staff was handled	86	86	82	91	90	87	87	87	92	85	-7	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	90	-	-	-	-
The frequency of the trains on that route	82	84	86	84	86	85	83	83	82	80	-2	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	92	90	92	93	93	91	90	86	88	90	3	→	5	↑
The length of time the journey was scheduled to take (speed)	87	87	90	90	89	86	84	89	89	89	1	→	0	→
Connections with other train services	79	73	77	72	77	72	73	77	76	73	-3	→	-4	→
The value for money for the price of your ticket	52	58	54	55	57	59	54	57	55	53	-2	→	-4	→
Upkeep and repair of the train	83	86	80	84	81	84	85	90	88	89	1	→	-1	→
The provision of information during the journey	71	75	75	76	75	73	75	79	77	78	1	→	-1	→
The helpfulness and attitude of staff on train	44	56	54	55	54	63	58	66	65	56	-10	↓	-10	↓
The space for luggage	57	52	51	58	57	57	57	65	64	56	-9	↓	-9	↓
The toilet facilities	54	48	49	53	49	58	57	54	56	52	-3	→	-2	→
Sufficient room for all passengers to sit/stand	78	77	77	83	80	81	79	85	82	78	-4	→	-7	↓
The comfort of the seating area	80	81	76	83	81	81	80	86	85	83	-2	→	-4	→
The ease of being able to get on and off	92	90	90	94	92	92	90	91	90	89	-1	→	-2	→
Your personal security on board	84	85	79	86	83	86	82	87	86	85	0	→	-1	→
The cleanliness of the inside	83	84	80	83	79	84	85	87	86	85	-1	→	-2	→
The cleanliness of the outside	79	83	80	85	76	83	80	86	84	83	-1	→	-3	→
The availability of staff	24	30	32	33	35	39	40	42	42	36	-7	→	-7	↓
How well train company deals with delays	48	49	38	57	32	53	49	44	45	49	5	→	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	386	395	409	521	522	513	547	641	649	490				
Overall satisfaction	68	65	69	63	62	65	71	73	69	73	5	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	66	68	75	76	83	7	↑	8	↑
Ticket buying facilities	66	62	63	65	56	65	64	65	70	74	4	→	8	→
Provision of information about train times/platforms	65	69	67	68	65	74	71	74	77	83	6	↑	9	↑
The upkeep/repair of the station buildings/platforms	52	56	60	54	52	56	60	66	67	72	5	→	7	↑
Cleanliness	61	64	63	62	64	67	69	73	74	79	5	→	6	↑
The facilities and services	35	39	44	37	40	46	48	53	47	65	18	↑	12	↑
The attitudes and helpfulness of the staff	61	59	59	64	60	61	66	62	66	69	3	→	7	→
Connections with other forms of public transport	62	67	68	67	75	72	73	76	73	81	8	↑	5	→
Facilities for car parking	29	36	27	37	34	48	51	49	50	54	4	→	6	→
Overall environment	55	54	57	52	50	57	58	64	65	77	12	↑	12	↑
Your personal security whilst using	56	63	60	60	60	61	59	64	65	74	9	↑	10	↑
The availability of staff	50	52	53	53	50	55	49	51	56	67	11	↑	17	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	37	-	-	-	-
How request to station staff was handled	81	76	73	74	57	72	79	75	82	80	-1	→	5	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
The frequency of the trains on that route	70	72	65	70	55	71	70	72	71	75	4	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	70	66	66	62	60	64	68	63	76	13	↑	8	↑
The length of time the journey was scheduled to take (speed)	81	79	75	76	76	76	75	75	75	79	4	→	4	→
Connections with other train services	69	73	70	76	65	75	72	72	71	73	2	→	0	→
The value for money for the price of your ticket	24	23	25	24	23	23	20	24	21	20	-1	→	-4	→
Upkeep and repair of the train	55	57	63	56	52	57	58	58	53	53	-1	→	-5	→
The provision of information during the journey	49	44	49	44	40	44	43	44	44	48	5	→	4	→
The helpfulness and attitude of staff on train	25	22	29	24	27	25	23	27	30	37	7	→	10	→
The space for luggage	33	30	34	30	30	35	36	35	37	38	1	→	3	→
The toilet facilities	11	17	12	18	19	16	18	17	19	23	4	→	6	→
Sufficient room for all passengers to sit/stand	25	24	31	34	35	34	43	37	40	41	1	→	4	→
The comfort of the seating area	39	41	47	47	42	45	53	48	48	50	1	→	2	→
The ease of being able to get on and off	61	53	62	65	62	60	66	61	67	71	4	→	9	↑
Your personal security on board	63	58	63	65	63	61	67	68	67	71	4	→	3	→
The cleanliness of the inside	59	59	65	62	52	55	66	60	59	60	2	→	0	→
The cleanliness of the outside	58	57	59	58	47	51	55	54	50	48	-1	→	-6	→
The availability of staff	3	9	5	7	7	5	7	8	10	11	1	→	3	→
How well train company deals with delays	32	26	28	26	18	21	24	34	23	24	1	→	-10	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Capital Connect - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1232	1204	1252	1033	1114	1105	1269	1239	1351	1301				
Overall satisfaction	80	81	78	79	82	80	80	83	82	83	1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	72	70	76	74	77	3	→	1	→
Ticket buying facilities	65	68	70	70	69	71	67	70	70	70	0	→	0	→
Provision of information about train times/platforms	72	77	73	77	72	73	74	78	79	79	0	→	1	→
The upkeep/repair of the station buildings/platforms	55	63	60	64	60	58	60	62	67	65	-2	→	2	→
Cleanliness	64	67	68	72	67	66	68	69	72	73	1	→	4	→
The facilities and services	43	49	44	50	42	45	42	48	47	51	4	→	2	→
The attitudes and helpfulness of the staff	66	67	66	67	68	66	67	68	73	71	-1	→	3	→
Connections with other forms of public transport	75	70	70	72	71	69	70	71	76	79	2	→	8	↑
Facilities for car parking	42	41	45	44	46	43	43	44	43	42	-1	→	-1	→
Overall environment	57	60	58	64	60	62	57	64	65	69	3	→	4	→
Your personal security whilst using	58	60	61	62	61	61	59	65	67	71	4	→	6	↑
The availability of staff	52	56	55	58	54	54	49	57	56	58	2	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	47	-	-	-	-
How request to station staff was handled	80	90	88	83	82	91	78	88	84	87	4	→	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	76	-	-	-	-
The frequency of the trains on that route	76	78	76	75	76	76	75	78	81	80	-1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	80	74	78	77	74	78	80	80	83	2	→	2	→
The length of time the journey was scheduled to take (speed)	86	85	85	85	85	84	87	86	86	89	3	→	3	→
Connections with other train services	67	76	75	76	75	75	76	77	77	81	4	→	4	→
The value for money for the price of your ticket	38	40	33	40	44	43	36	44	39	44	6	↑	0	→
Upkeep and repair of the train	60	63	63	63	66	63	61	65	64	62	-2	→	-3	→
The provision of information during the journey	50	51	51	52	55	46	49	48	52	50	-2	→	3	→
The helpfulness and attitude of staff on train	25	35	29	31	39	39	34	34	39	39	-1	→	4	→
The space for luggage	45	46	48	45	48	47	51	47	50	47	-3	→	0	→
The toilet facilities	27	30	28	26	28	26	29	29	32	28	-4	→	-1	→
Sufficient room for all passengers to sit/stand	65	68	69	72	70	69	65	70	69	67	-3	→	-3	→
The comfort of the seating area	60	63	67	66	64	66	65	67	67	63	-3	→	-4	→
The ease of being able to get on and off	79	76	78	82	79	80	78	80	79	78	-1	→	-2	→
Your personal security on board	67	66	65	69	66	69	69	68	73	73	0	→	5	↑
The cleanliness of the inside	63	65	67	66	65	64	63	67	66	66	0	→	0	→
The cleanliness of the outside	56	61	63	63	60	58	52	63	59	59	0	→	-4	→
The availability of staff	11	17	12	18	14	17	14	17	19	17	-2	→	0	→
How well train company deals with delays	31	33	37	35	28	44	25	32	34	36	2	→	3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

First Great Western - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	561	446	460	397	393	489	565	418	453	428				
Overall satisfaction	62	79	75	76	78	76	76	76	79	81	2	→	5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	69	79	79	85	5	→	6	↑
Ticket buying facilities	62	72	78	71	73	71	71	75	75	78	2	→	3	→
Provision of information about train times/platforms	69	76	79	76	82	76	76	84	82	85	4	→	1	→
The upkeep/repair of the station buildings/platforms	56	70	62	58	59	55	55	66	61	72	11	↑	7	→
Cleanliness	66	74	72	68	62	63	59	73	66	78	12	↑	5	→
The facilities and services	51	60	60	49	55	60	57	63	58	70	11	↑	7	→
The attitudes and helpfulness of the staff	62	70	66	66	70	65	63	69	70	73	3	→	4	→
Connections with other forms of public transport	62	74	79	72	78	76	77	74	76	78	2	→	4	→
Facilities for car parking	50	45	46	38	46	48	50	49	51	51	0	→	2	→
Overall environment	60	69	66	64	61	62	60	68	66	71	5	→	3	→
Your personal security whilst using	58	67	67	63	65	70	66	71	71	76	5	→	6	→
The availability of staff	45	57	55	52	57	55	52	61	60	64	4	→	3	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	73	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	38	-	-	-	-
How request to station staff was handled	69	83	82	82	86	82	76	91	81	83	2	→	-8	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	78	-	-	-	-
The frequency of the trains on that route	71	74	73	74	76	75	81	83	78	80	2	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	56	70	72	76	79	72	75	72	76	78	3	→	6	→
The length of time the journey was scheduled to take (speed)	69	78	76	77	82	77	80	82	80	79	-1	→	-3	→
Connections with other train services	54	64	67	72	68	73	74	69	71	72	1	→	3	→
The value for money for the price of your ticket	26	38	34	30	35	36	30	35	31	31	1	→	-4	→
Upkeep and repair of the train	72	80	78	76	80	77	76	77	75	81	6	→	4	→
The provision of information during the journey	53	66	64	64	73	61	65	68	65	68	3	→	1	→
The helpfulness and attitude of staff on train	51	62	58	61	72	60	66	73	61	61	0	→	-11	↓
The space for luggage	48	58	51	54	50	46	49	48	49	51	3	→	3	→
The toilet facilities	35	48	46	44	45	43	32	40	30	35	4	→	-5	→
Sufficient room for all passengers to sit/stand	40	55	52	50	47	52	50	49	48	50	2	→	1	→
The comfort of the seating area	60	67	64	68	63	66	68	69	62	65	3	→	-3	→
The ease of being able to get on and off	68	74	75	71	73	71	71	77	71	70	-1	→	-7	↓
Your personal security on board	72	81	78	72	74	79	80	79	79	80	1	→	1	→
The cleanliness of the inside	68	79	78	75	77	75	78	76	76	76	-1	→	-1	→
The cleanliness of the outside	66	69	77	71	70	73	70	75	73	75	1	→	0	→
The availability of staff	31	37	37	38	48	41	45	45	41	42	1	→	-3	→
How well train company deals with delays	24	43	38	31	49	36	44	50	34	41	7	→	-10	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

First Great Western - % saying satisfied/good

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	2342	2615	2489	2504	2552	2885	2971	2542	2591	2609				
Overall satisfaction	75	81	83	83	84	83	82	84	82	83	1	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	75	75	77	76	78	2	→	1	→
Ticket buying facilities	73	73	77	74	75	71	73	75	75	74	-1	→	-1	→
Provision of information about train times/platforms	73	76	77	80	78	78	78	81	81	83	2	→	2	→
The upkeep/repair of the station buildings/platforms	61	67	65	66	65	64	61	66	65	68	3	→	2	→
Cleanliness	67	72	70	72	70	69	68	71	71	73	2	→	2	→
The facilities and services	55	59	59	59	57	54	53	53	53	58	6	↑	5	↑
The attitudes and helpfulness of the staff	68	71	71	74	75	75	74	74	76	75	-1	→	1	→
Connections with other forms of public transport	69	71	71	74	73	69	71	71	70	72	2	→	0	→
Facilities for car parking	48	55	56	56	54	60	59	58	55	58	3	→	0	→
Overall environment	65	68	67	70	67	66	66	67	66	68	2	→	1	→
Your personal security whilst using	63	66	67	68	67	68	67	71	69	71	2	→	0	→
The availability of staff	56	58	59	61	61	58	62	60	62	58	-4	↓	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	50	-	-	-	-
How request to station staff was handled	83	87	85	84	88	86	91	86	88	89	1	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	81	-	-	-	-
The frequency of the trains on that route	68	76	75	77	79	78	75	78	76	75	-1	→	-3	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	69	76	81	80	84	80	77	80	78	79	1	→	-1	→
The length of time the journey was scheduled to take (speed)	78	84	85	84	87	86	85	87	86	86	0	→	-1	→
Connections with other train services	66	71	71	72	75	74	73	77	74	73	0	→	-3	→
The value for money for the price of your ticket	43	53	48	54	56	58	52	55	50	56	6	↑	0	→
Upkeep and repair of the train	66	73	74	72	69	73	72	78	77	78	1	→	0	→
The provision of information during the journey	54	62	64	63	64	66	64	68	68	69	1	→	1	→
The helpfulness and attitude of staff on train	57	64	67	67	68	71	70	70	67	68	2	→	-2	→
The space for luggage	52	51	54	53	54	54	56	55	54	53	-1	→	-2	→
The toilet facilities	36	42	45	45	43	43	42	45	46	46	-1	→	1	→
Sufficient room for all passengers to sit/stand	67	67	69	71	71	70	72	70	69	67	-2	→	-3	↓
The comfort of the seating area	63	70	71	70	68	69	71	74	74	73	-1	→	-1	→
The ease of being able to get on and off	74	75	77	76	78	77	78	78	77	77	-1	→	-1	→
Your personal security on board	71	77	77	78	78	79	78	80	81	79	-1	→	-1	→
The cleanliness of the inside	65	71	72	71	68	72	71	76	77	77	0	→	0	→
The cleanliness of the outside	63	68	69	69	63	70	64	74	73	73	-1	→	-1	→
The availability of staff	37	42	46	49	48	53	50	51	50	48	-3	→	-3	→
How well train company deals with delays	33	42	39	43	48	43	43	44	42	49	7	↑	5	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Greater Anglia² - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	464	461	486	510	539	344	411	401	534	513				
Overall satisfaction	62	69	63	72	71	74	74	68	63	76	13	↑	8	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	72	77	70	70	82	13	↑	12	↑
Ticket buying facilities	60	62	63	67	64	65	66	62	67	73	6	→	11	↑
Provision of information about train times/platforms	65	74	69	75	72	75	77	75	72	84	11	↑	9	↑
The upkeep/repair of the station buildings/platforms	57	66	60	65	62	63	63	65	65	75	10	↑	10	↑
Cleanliness	62	69	66	71	68	74	69	72	63	80	17	↑	8	↑
The facilities and services	43	49	50	55	55	53	51	54	48	68	20	↑	15	↑
The attitudes and helpfulness of the staff	52	56	60	60	62	61	60	62	51	58	7	→	-4	→
Connections with other forms of public transport	74	77	70	75	75	80	78	77	72	83	11	↑	6	→
Facilities for car parking	40	31	26	38	32	57	53	52	38	49	10	→	-3	→
Overall environment	58	63	60	67	63	70	63	66	61	76	15	↑	11	↑
Your personal security whilst using	52	58	55	60	58	60	62	59	57	72	15	↑	13	↑
The availability of staff	42	48	54	55	53	48	49	52	46	55	8	↑	2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	31	-	-	-	-
How request to station staff was handled	65	77	75	84	75	72	68	66	51	67	16	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
The frequency of the trains on that route	69	70	64	74	69	69	70	73	64	73	9	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	62	69	64	73	70	76	68	72	58	78	20	↑	6	→
The length of time the journey was scheduled to take (speed)	70	71	67	73	72	72	73	71	65	78	13	↑	7	→
Connections with other train services	65	64	63	71	68	64	69	63	62	75	13	↑	12	↑
The value for money for the price of your ticket	17	17	16	21	23	18	20	13	14	22	8	↑	9	↑
Upkeep and repair of the train	49	55	44	48	44	48	47	43	51	55	4	→	12	↑
The provision of information during the journey	49	56	52	48	49	50	54	46	51	57	6	→	10	↑
The helpfulness and attitude of staff on train	38	39	39	41	35	37	36	35	38	41	3	→	6	→
The space for luggage	39	39	36	38	37	39	38	32	39	44	5	→	12	↑
The toilet facilities	15	19	14	26	20	18	21	18	19	27	8	→	9	→
Sufficient room for all passengers to sit/stand	27	35	33	38	38	37	35	44	36	45	9	↑	1	→
The comfort of the seating area	39	44	37	41	40	41	35	39	42	47	5	→	7	→
The ease of being able to get on and off	62	67	63	63	68	72	69	71	64	76	12	↑	5	→
Your personal security on board	55	58	58	58	57	64	61	61	53	68	15	↑	7	→
The cleanliness of the inside	58	58	51	53	50	55	56	57	51	61	9	↑	4	→
The cleanliness of the outside	51	52	47	52	45	47	50	55	47	58	11	↑	4	→
The availability of staff	17	18	16	18	15	13	18	19	16	19	3	→	0	→
How well train company deals with delays	19	33	20	34	19	31	25	29	16	30	14	↑	1	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. Greater Anglia from Spring 2012 (5th February 2012).
Previously National Express East Anglia

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Greater Anglia² - % saying satisfied/good

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1731	1612	1715	1506	1633	1729	1986	1798	1920	1643				
Overall satisfaction	79	80	80	81	79	81	79	80	76	85	8	↑	5	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	72	72	75	72	79	7	↑	4	→
Ticket buying facilities	70	65	69	68	70	69	69	72	70	73	3	→	1	→
Provision of information about train times/platforms	73	76	74	75	78	77	72	75	74	79	5	↑	4	↑
The upkeep/repair of the station buildings/platforms	65	64	64	68	64	64	63	68	66	69	4	→	2	→
Cleanliness	68	70	69	74	68	70	68	72	69	73	4	→	1	→
The facilities and services	53	52	51	53	54	51	51	52	50	57	6	↑	5	→
The attitudes and helpfulness of the staff	66	70	68	65	65	71	69	70	70	71	1	→	2	→
Connections with other forms of public transport	79	76	82	80	79	78	78	77	77	79	3	→	2	→
Facilities for car parking	37	44	40	50	46	49	49	50	51	51	-1	→	0	→
Overall environment	65	65	63	69	64	65	62	66	63	70	7	↑	4	→
Your personal security whilst using	60	59	59	65	63	63	61	64	66	68	2	→	4	→
The availability of staff	55	58	55	56	54	58	53	56	56	56	0	→	-1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	49	-	-	-	-
How request to station staff was handled	80	82	81	81	81	83	86	84	82	86	4	→	1	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	75	-	-	-	-
The frequency of the trains on that route	77	74	73	72	76	75	74	76	75	78	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	79	77	81	78	81	77	79	73	84	11	↑	6	↑
The length of time the journey was scheduled to take (speed)	83	83	81	82	82	85	82	84	83	87	4	↑	4	↑
Connections with other train services	72	72	73	73	74	74	75	74	78	79	1	→	5	↑
The value for money for the price of your ticket	34	38	32	38	41	40	40	39	35	41	6	↑	3	→
Upkeep and repair of the train	55	63	59	59	55	58	58	59	57	58	2	→	-1	→
The provision of information during the journey	59	62	61	61	58	56	58	61	57	64	6	↑	3	→
The helpfulness and attitude of staff on train	48	49	50	45	47	52	49	51	49	49	0	→	-1	→
The space for luggage	52	49	49	50	53	56	53	56	57	57	-1	→	0	→
The toilet facilities	29	26	29	31	27	32	30	34	36	37	1	→	3	→
Sufficient room for all passengers to sit/stand	68	67	66	69	67	72	69	74	76	77	1	→	3	→
The comfort of the seating area	61	63	61	63	61	63	63	66	64	67	3	→	0	→
The ease of being able to get on and off	75	76	78	78	78	78	78	80	80	83	3	→	3	→
Your personal security on board	64	67	67	69	68	67	65	68	68	73	5	↑	5	↑
The cleanliness of the inside	59	66	63	61	59	60	63	65	58	62	4	→	-3	→
The cleanliness of the outside	53	62	56	60	48	53	54	60	56	58	2	→	-2	→
The availability of staff	26	26	25	24	24	28	28	31	30	27	-3	→	-4	→
How well train company deals with delays	37	35	33	32	30	43	29	33	34	51	17	↑	18	↑

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet
2. Greater Anglia from Spring 2012 (5th February 2012).
Previously National Express East Anglia

Improved ↑
Unchanged →
Declined ↓

London Midland - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	157	224	209	187	181	84	95	75	82	94				
Overall satisfaction	65	61	49	80	76	86	64	79	73	81	8	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	82	84	77	73	77	4	→	0	→
Ticket buying facilities	73	53	56	60	58	75	78	56	74	85	11	→	29	↑
Provision of information about train times/platforms	76	73	57	71	73	88	74	78	86	89	3	→	11	→
The upkeep/repair of the station buildings/platforms	54	55	49	60	55	67	71	69	64	69	5	→	0	→
Cleanliness	65	64	60	69	71	75	77	74	74	75	0	→	0	→
The facilities and services	37	40	41	46	56	70	65	53	65	64	-1	→	12	→
The attitudes and helpfulness of the staff	78	51	56	56	67	70	64	69	76	72	-4	→	3	→
Connections with other forms of public transport	52	72	67	72	79	65	78	70	66	76	10	→	6	→
Facilities for car parking	52	42	44	49	52	59	57	48	56	55	-2	→	6	→
Overall environment	49	56	47	58	61	82	74	61	67	71	4	→	10	→
Your personal security whilst using	55	53	54	64	61	82	69	63	70	82	12	→	19	↑
The availability of staff	58	44	42	48	49	59	53	39	60	53	-7	→	14	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	29	-	-	-	-
How request to station staff was handled	56	60	70	81	83	67	90	100	100	100	0	→	0	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	74	-	-	-	-
The frequency of the trains on that route	64	57	39	66	63	86	73	75	80	76	-4	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	71	66	41	68	67	88	58	73	70	75	5	→	2	→
The length of time the journey was scheduled to take (speed)	83	78	59	80	81	77	75	79	77	84	7	→	4	→
Connections with other train services	71	59	50	61	72	76	55	76	67	76	9	→	0	→
The value for money for the price of your ticket	11	19	11	22	23	14	18	15	25	22	-3	→	7	→
Upkeep and repair of the train	53	49	53	80	83	83	84	76	79	88	9	→	12	→
The provision of information during the journey	47	46	43	61	70	70	59	64	57	73	16	↑	9	→
The helpfulness and attitude of staff on train	35	23	37	38	37	51	43	55	52	61	9	→	6	→
The space for luggage	36	28	30	39	42	56	53	39	42	50	8	→	12	→
The toilet facilities	17	13	14	51	40	54	45	55	24	53	29	→	-2	→
Sufficient room for all passengers to sit/stand	22	19	26	44	48	40	40	30	30	49	19	↑	19	↑
The comfort of the seating area	38	31	43	61	61	59	60	63	53	66	13	→	3	→
The ease of being able to get on and off	54	51	58	72	78	81	77	81	78	88	10	→	7	→
Your personal security on board	62	60	58	72	76	84	83	82	69	90	21	↑	9	→
The cleanliness of the inside	56	50	57	80	81	82	83	75	78	82	3	→	7	→
The cleanliness of the outside	49	49	50	78	76	88	74	76	75	81	6	→	5	→
The availability of staff	16	10	12	23	22	29	23	37	33	48	15	→	12	→
How well train company deals with delays	24	17	7	34	20	25	17	25	46	42	-5	→	16	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

London Midland - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	885	813	981	883	893	985	1130	1058	1110	1014				
Overall satisfaction	83	83	83	88	88	86	84	85	87	84	-4	↓	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	78	76	75	78	76	-2	→	0	→
Ticket buying facilities	73	69	75	75	75	76	78	80	78	74	-4	→	-6	↓
Provision of information about train times/platforms	82	79	76	82	82	84	82	84	83	85	3	→	2	→
The upkeep/repair of the station buildings/platforms	58	60	57	64	64	68	62	69	67	71	4	→	1	→
Cleanliness	65	68	66	70	71	71	68	72	72	75	3	→	2	→
The facilities and services	50	46	48	46	48	49	47	49	47	54	6	↑	5	→
The attitudes and helpfulness of the staff	71	68	71	69	69	74	70	74	73	73	0	→	-1	→
Connections with other forms of public transport	67	68	66	65	69	67	70	67	69	68	-1	→	1	→
Facilities for car parking	46	41	43	48	49	49	54	53	56	58	2	→	5	→
Overall environment	56	62	60	62	64	66	64	67	67	69	1	→	2	→
Your personal security whilst using	59	61	63	64	64	63	66	68	67	70	3	→	2	→
The availability of staff	57	55	57	56	56	57	59	60	59	56	-3	→	-4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	54	-	-	-	-
How request to station staff was handled	86	81	82	80	88	86	90	91	86	88	2	→	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	84	-	-	-	-
The frequency of the trains on that route	76	78	75	82	84	78	77	78	83	78	-5	↓	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	78	76	82	84	80	77	79	82	75	-7	↓	-4	→
The length of time the journey was scheduled to take (speed)	86	87	86	88	90	87	87	86	90	84	-6	↓	-2	→
Connections with other train services	71	68	74	75	78	75	76	73	78	76	-2	→	3	→
The value for money for the price of your ticket	48	52	50	56	61	58	54	54	54	54	0	→	0	→
Upkeep and repair of the train	65	75	74	82	79	76	74	80	84	84	0	→	4	→
The provision of information during the journey	59	60	57	63	63	66	66	68	75	76	1	→	8	↑
The helpfulness and attitude of staff on train	55	52	56	63	60	58	64	65	63	66	3	→	1	→
The space for luggage	50	48	51	54	52	57	53	53	58	56	-3	→	2	→
The toilet facilities	39	43	50	53	49	53	48	51	52	52	1	→	1	→
Sufficient room for all passengers to sit/stand	70	70	69	78	70	76	71	69	77	73	-4	→	4	→
The comfort of the seating area	67	70	71	75	73	74	72	74	81	80	-1	→	7	↑
The ease of being able to get on and off	80	80	79	83	83	81	81	81	86	81	-6	↓	0	→
Your personal security on board	73	74	72	77	76	79	76	78	81	78	-3	→	0	→
The cleanliness of the inside	70	77	74	83	75	77	73	80	82	83	1	→	3	→
The cleanliness of the outside	68	75	74	82	74	77	72	80	83	83	0	→	3	→
The availability of staff	32	35	38	39	41	42	44	48	45	48	2	→	0	→
How well train company deals with delays	37	32	32	37	40	41	33	42	49	46	-3	→	4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	24	-	127	119	100	23	124	17	40	30				
Overall satisfaction	55	-	77	85	74	83	94	91	100	96	-4	→	5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	86	73	83	89	96	7	→	13	→
Ticket buying facilities	59	-	66	47	68	31	63	86	97	73	-24	→	-13	→
Provision of information about train times/platforms	52	-	72	68	72	70	82	78	92	98	5	→	20	→
The upkeep/repair of the station buildings/platforms	34	-	48	47	50	55	64	55	84	92	8	→	37	→
Cleanliness	36	-	59	51	52	66	75	83	94	82	-12	→	-1	→
The facilities and services	6	-	40	30	33	8	40	59	46	71	25	→	12	→
The attitudes and helpfulness of the staff	32	-	65	63	62	19	69	52	74	80	6	→	28	→
Connections with other forms of public transport	79	-	73	78	70	78	93	56	74	72	-3	→	16	→
Facilities for car parking	25	-	27	13	41	10	30	21	43	64	21	→	43	→
Overall environment	35	-	46	52	43	55	53	52	82	73	-9	→	21	→
Your personal security whilst using	50	-	59	51	49	16	52	74	77	74	-3	→	0	→
The availability of staff	39	-	55	46	46	28	45	34	78	70	-8	→	36	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	86	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	63	-	-	-	-
How request to station staff was handled	0	0	65	84	62	100	96	0	100	100	0	→	100	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	99	-	-	-	-
The frequency of the trains on that route	50	-	75	70	65	62	80	88	74	85	12	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	56	-	82	83	72	83	85	89	87	99	12	→	9	→
The length of time the journey was scheduled to take (speed)	85	-	83	88	81	83	91	80	84	91	7	→	11	→
Connections with other train services	84	-	68	82	74	74	88	86	81	92	11	→	6	→
The value for money for the price of your ticket	27	-	40	46	38	5	47	16	32	45	13	→	29	→
Upkeep and repair of the train	23	-	49	41	49	70	93	91	98	94	-4	→	3	→
The provision of information during the journey	11	-	46	39	49	94	88	61	89	96	7	→	35	→
The helpfulness and attitude of staff on train	20	-	38	21	26	17	22	20	29	41	12	→	21	→
The space for luggage	30	-	34	38	42	36	54	62	77	48	-29	→	-13	→
The toilet facilities	9	-	9	1	3	12	4	12	31	69	38	→	57	→
Sufficient room for all passengers to sit/stand	38	-	36	48	44	35	64	57	92	70	-22	→	13	→
The comfort of the seating area	35	-	41	49	50	44	76	84	72	86	15	→	2	→
The ease of being able to get on and off	40	-	59	61	60	61	82	81	95	99	4	→	17	→
Your personal security on board	36	-	56	50	49	51	80	79	91	94	3	→	16	→
The cleanliness of the inside	22	-	55	50	49	87	94	91	98	86	-12	→	-5	→
The cleanliness of the outside	48	-	53	49	53	84	87	91	93	89	-4	→	-2	→
The availability of staff	7	-	13	5	14	12	11	18	29	26	-3	→	8	→
How well train company deals with delays	0	-	17	48	26	11	39	0	100	0	-100	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	484	779	882	738	912	727	824	1229	1162	1104				
Overall satisfaction	65	77	75	82	72	85	89	92	90	93	2	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	74	79	81	81	86	6	↑	6	↑
Ticket buying facilities	63	64	64	58	56	67	75	78	73	77	4	→	-1	→
Provision of information about train times/platforms	63	62	66	69	62	75	77	80	82	83	1	→	3	→
The upkeep/repair of the station buildings/platforms	57	61	63	63	55	67	74	75	77	78	1	→	4	→
Cleanliness	59	67	66	66	62	78	79	78	78	80	2	→	2	→
The facilities and services	34	30	31	30	29	32	29	34	35	45	10	↑	11	↑
The attitudes and helpfulness of the staff	62	68	63	68	65	73	68	67	65	68	3	→	1	→
Connections with other forms of public transport	72	70	73	73	76	77	76	75	76	76	1	→	2	→
Facilities for car parking	25	20	23	25	29	22	19	27	35	32	-3	→	5	→
Overall environment	51	62	60	60	51	66	69	72	71	77	6	↑	5	→
Your personal security whilst using	53	55	56	60	58	63	67	68	70	73	3	→	5	→
The availability of staff	61	57	60	64	55	62	58	57	60	62	2	→	5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	57	-	-	-	-
How request to station staff was handled	77	91	72	71	73	78	68	88	90	86	-5	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	92	-	-	-	-
The frequency of the trains on that route	56	52	57	60	51	74	77	82	79	79	-1	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	60	66	61	67	62	76	78	83	88	88	0	→	5	↑
The length of time the journey was scheduled to take (speed)	76	77	80	79	79	87	90	87	89	88	-1	→	1	→
Connections with other train services	60	65	70	69	65	83	82	81	84	83	-1	→	2	→
The value for money for the price of your ticket	46	59	51	56	49	60	53	54	49	57	8	↑	3	→
Upkeep and repair of the train	33	48	53	63	73	92	96	96	95	94	-1	→	-2	→
The provision of information during the journey	41	51	52	67	63	84	86	87	86	86	0	→	-1	→
The helpfulness and attitude of staff on train	31	32	33	36	48	52	44	54	57	58	0	→	3	→
The space for luggage	42	41	42	43	52	62	60	69	63	62	-1	→	-7	↓
The toilet facilities	3	9	9	12	10	18	10	19	17	16	-1	→	-3	→
Sufficient room for all passengers to sit/stand	47	46	48	57	59	68	76	80	77	76	-1	→	-4	→
The comfort of the seating area	39	47	53	54	67	81	84	86	83	85	2	→	-1	→
The ease of being able to get on and off	55	57	56	69	67	81	86	89	84	86	2	→	-3	→
Your personal security on board	45	53	54	62	65	75	81	82	80	83	3	→	1	→
The cleanliness of the inside	42	55	60	70	73	92	94	93	92	93	0	→	0	→
The cleanliness of the outside	45	56	59	71	71	93	92	91	90	92	2	→	1	→
The availability of staff	14	15	19	24	32	37	26	37	37	43	6	→	5	→
How well train company deals with delays	15	27	23	15	18	28	50	42	42	42	0	→	0	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

South West Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	302	277	354	270	200	357	380	324	282	285				
Overall satisfaction	77	77	74	86	76	82	79	76	80	80	0	→	5	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	75	77	69	67	82	14	↑	12	↑
Ticket buying facilities	59	58	61	57	58	65	70	60	66	82	15	↑	22	↑
Provision of information about train times/platforms	82	83	83	82	84	83	80	82	81	87	6	→	5	→
The upkeep/repair of the station buildings/platforms	59	54	54	63	63	63	61	55	55	71	16	↑	16	↑
Cleanliness	62	60	63	65	63	71	61	58	58	75	17	↑	17	↑
The facilities and services	50	45	39	48	53	40	49	40	36	58	22	↑	19	↑
The attitudes and helpfulness of the staff	64	68	70	73	74	63	67	67	64	64	0	→	-3	→
Connections with other forms of public transport	73	74	76	75	82	66	71	65	64	84	21	↑	19	↑
Facilities for car parking	40	45	48	44	52	58	53	55	41	58	17	↑	3	→
Overall environment	62	57	61	66	65	64	64	55	54	74	21	↑	20	↑
Your personal security whilst using	58	61	63	61	69	67	64	59	61	71	10	↑	13	↑
The availability of staff	53	53	56	49	55	46	46	48	46	54	8	→	5	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	64	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	24	-	-	-	-
How request to station staff was handled	89	80	79	91	70	61	75	69	91	80	-10	→	12	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	76	-	-	-	-
The frequency of the trains on that route	78	76	79	78	78	80	79	73	79	81	2	→	8	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	84	90	84	86	87	83	78	89	11	↑	6	→
The length of time the journey was scheduled to take (speed)	75	79	80	77	80	83	82	76	73	76	3	→	0	→
Connections with other train services	70	77	77	78	76	80	81	70	76	72	-4	→	2	→
The value for money for the price of your ticket	20	22	21	24	28	26	24	21	20	23	3	→	2	→
Upkeep and repair of the train	85	80	84	79	75	78	75	76	77	81	4	→	4	→
The provision of information during the journey	72	70	70	71	71	69	72	69	68	72	4	→	3	→
The helpfulness and attitude of staff on train	69	61	59	66	53	55	65	63	63	66	3	→	3	→
The space for luggage	47	47	50	57	44	50	45	43	44	47	3	→	5	→
The toilet facilities	35	29	32	31	19	25	24	26	28	28	0	→	2	→
Sufficient room for all passengers to sit/stand	40	39	43	50	45	42	37	31	32	40	8	→	8	→
The comfort of the seating area	56	59	63	65	61	68	58	59	52	64	11	↑	4	→
The ease of being able to get on and off	75	67	73	79	69	70	72	74	74	70	-4	→	-5	→
Your personal security on board	76	73	75	74	78	75	75	75	78	80	1	→	4	→
The cleanliness of the inside	84	74	76	71	70	71	69	73	72	74	2	→	1	→
The cleanliness of the outside	78	78	75	77	73	72	69	77	70	78	8	→	0	→
The availability of staff	49	32	44	50	36	40	44	48	49	47	-2	→	-1	→
How well train company deals with delays	31	40	42	34	38	28	26	32	35	53	17	→	21	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

South West Trains - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1533	1712	1672	1549	1688	1939	1939	1776	2052	2090				
Overall satisfaction	85	88	86	85	86	88	86	85	84	86	2	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	78	73	75	75	77	2	→	2	→
Ticket buying facilities	69	70	73	69	69	73	71	73	71	72	1	→	-1	→
Provision of information about train times/platforms	82	81	81	82	78	84	84	81	84	83	-1	→	2	→
The upkeep/repair of the station buildings/platforms	61	60	59	56	54	62	58	57	58	67	9	↑	10	↑
Cleanliness	67	67	64	62	60	67	63	63	64	70	6	↑	7	↑
The facilities and services	51	48	50	47	43	52	50	47	48	58	10	↑	11	↑
The attitudes and helpfulness of the staff	69	69	68	66	67	69	69	66	70	68	-2	→	1	→
Connections with other forms of public transport	75	75	77	76	74	77	75	75	76	76	0	→	1	→
Facilities for car parking	49	42	43	46	46	49	46	56	53	55	2	→	-1	→
Overall environment	65	63	65	63	58	67	63	62	63	66	3	→	4	↑
Your personal security whilst using	64	62	63	62	64	68	68	65	69	68	-1	→	3	→
The availability of staff	59	58	57	56	52	57	54	54	56	52	-4	→	-2	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	44	-	-	-	-
How request to station staff was handled	85	84	82	83	85	81	80	89	81	83	2	→	-6	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	84	-	-	-	-
The frequency of the trains on that route	77	80	81	79	79	79	78	77	79	76	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	91	89	88	90	86	84	83	85	2	→	1	→
The length of time the journey was scheduled to take (speed)	82	85	87	84	86	87	84	83	84	83	-1	→	0	→
Connections with other train services	70	76	78	77	76	78	77	77	76	74	-2	→	-3	→
The value for money for the price of your ticket	37	46	38	42	44	46	39	41	39	40	1	→	-1	→
Upkeep and repair of the train	87	85	86	82	83	83	82	80	83	79	-4	↓	-1	→
The provision of information during the journey	76	79	78	74	76	78	78	75	77	75	-2	→	-1	→
The helpfulness and attitude of staff on train	65	62	65	66	67	72	69	68	69	71	2	→	4	→
The space for luggage	57	59	57	56	60	60	60	55	61	57	-5	↓	1	→
The toilet facilities	45	44	38	39	38	41	38	39	41	37	-4	→	-1	→
Sufficient room for all passengers to sit/stand	73	77	78	75	75	76	76	73	79	72	-7	↓	-1	→
The comfort of the seating area	80	82	82	81	78	81	80	77	79	77	-2	→	0	→
The ease of being able to get on and off	81	82	83	80	80	85	82	83	83	81	-2	→	-2	→
Your personal security on board	77	78	77	76	79	83	80	79	82	81	-1	→	2	→
The cleanliness of the inside	82	79	78	75	75	77	75	75	79	77	-3	→	1	→
The cleanliness of the outside	79	82	79	77	75	80	76	79	79	79	1	→	1	→
The availability of staff	49	47	50	50	54	55	54	55	56	54	-2	→	-1	→
How well train company deals with delays	44	42	39	41	43	42	34	42	37	48	11	↑	6	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Southeastern - % saying satisfied/good

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	468	398	484	555	637	487	608	487	510	515				
Overall satisfaction	72	67	68	73	76	66	72	73	72	79	7	↑	6	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	67	72	75	72	74	2	→	-1	→
Ticket buying facilities	58	59	60	56	66	57	63	58	62	64	2	→	6	→
Provision of information about train times/platforms	75	72	69	73	74	74	73	78	74	79	5	→	1	→
The upkeep/repair of the station buildings/platforms	64	53	51	57	65	56	60	61	60	66	6	→	6	→
Cleanliness	70	60	57	64	70	65	66	72	67	71	4	→	-1	→
The facilities and services	48	39	43	42	49	51	43	52	48	56	8	↑	4	→
The attitudes and helpfulness of the staff	61	59	63	62	64	58	59	63	62	64	2	→	1	→
Connections with other forms of public transport	73	75	76	77	73	72	76	73	73	83	10	↑	10	↑
Facilities for car parking	28	28	25	33	41	33	37	39	34	37	3	→	-1	→
Overall environment	61	53	53	56	63	56	61	64	61	63	2	→	0	→
Your personal security whilst using	57	53	52	56	61	59	58	60	57	64	6	→	3	→
The availability of staff	53	45	53	50	55	50	53	55	54	58	4	→	4	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	33	-	-	-	-
How request to station staff was handled	86	74	74	71	81	67	74	75	72	73	1	→	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	73	-	-	-	-
The frequency of the trains on that route	66	69	70	69	69	64	69	70	74	74	0	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	74	76	79	67	65	70	70	72	82	10	↑	12	↑
The length of time the journey was scheduled to take (speed)	71	73	71	78	72	65	75	74	71	82	11	↑	8	↑
Connections with other train services	65	69	68	69	70	65	65	66	70	74	4	→	8	→
The value for money for the price of your ticket	19	24	18	24	29	26	21	25	17	29	12	↑	3	→
Upkeep and repair of the train	66	63	59	61	64	66	61	65	61	69	8	↑	4	→
The provision of information during the journey	57	53	51	58	58	62	58	55	59	63	4	→	8	↑
The helpfulness and attitude of staff on train	37	37	27	33	47	40	41	42	44	46	3	→	4	→
The space for luggage	33	33	29	33	41	34	37	37	35	38	2	→	1	→
The toilet facilities	14	15	15	15	22	20	19	22	17	20	2	→	-2	→
Sufficient room for all passengers to sit/stand	29	27	25	37	43	37	38	42	36	45	9	↑	3	→
The comfort of the seating area	48	47	42	47	54	54	52	52	56	58	1	→	6	→
The ease of being able to get on and off	61	63	58	66	69	63	68	69	67	69	2	→	0	→
Your personal security on board	54	57	54	60	64	58	61	66	63	68	5	→	2	→
The cleanliness of the inside	65	59	57	63	64	60	62	64	63	67	4	→	3	→
The cleanliness of the outside	60	60	55	58	58	62	61	62	63	66	3	→	4	→
The availability of staff	16	16	12	16	27	20	22	23	20	26	6	→	3	→
How well train company deals with delays	23	20	17	16	30	23	18	21	24	23	0	→	2	→

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Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
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since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Southeastern - % saying satisfied/good

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1112	1232	1052	959	1362	1178	1322	1088	1212	1156				
Overall satisfaction	81	86	81	84	84	86	87	88	85	87	1	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	79	77	80	74	76	2	→	-4	→
Ticket buying facilities	68	66	68	72	72	72	74	72	73	72	-1	→	0	→
Provision of information about train times/platforms	77	77	74	78	77	82	79	81	78	78	0	→	-4	→
The upkeep/repair of the station buildings/platforms	57	63	59	63	64	65	67	66	67	70	3	→	3	→
Cleanliness	67	69	66	69	69	70	71	73	71	74	3	→	1	→
The facilities and services	42	50	47	50	51	50	51	50	51	57	6	↑	7	↑
The attitudes and helpfulness of the staff	67	70	68	67	70	74	71	72	69	70	1	→	-2	→
Connections with other forms of public transport	71	79	72	73	74	76	74	76	73	74	0	→	-3	→
Facilities for car parking	38	37	35	38	48	44	48	51	44	46	2	→	-5	→
Overall environment	56	64	58	63	63	67	65	70	67	66	-1	→	-4	→
Your personal security whilst using	53	61	57	57	65	63	65	64	64	67	4	→	3	→
The availability of staff	55	59	54	54	58	62	59	57	58	58	-1	→	1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	47	-	-	-	-
How request to station staff was handled	89	81	78	87	85	95	89	82	77	84	7	→	2	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	83	-	-	-	-
The frequency of the trains on that route	73	71	74	75	75	79	80	79	77	78	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	82	78	83	82	85	83	86	83	86	3	→	1	→
The length of time the journey was scheduled to take (speed)	83	85	83	83	81	86	83	85	83	87	4	↑	2	→
Connections with other train services	71	72	71	68	73	76	74	73	73	78	5	→	5	→
The value for money for the price of your ticket	38	43	34	40	45	46	39	42	40	42	2	→	0	→
Upkeep and repair of the train	66	72	69	68	71	77	73	76	77	77	-	→	2	→
The provision of information during the journey	64	68	60	70	67	70	69	73	73	74	1	→	1	→
The helpfulness and attitude of staff on train	46	53	46	54	62	58	62	58	61	57	-4	→	0	→
The space for luggage	41	46	43	49	52	54	52	56	55	53	-1	→	-3	→
The toilet facilities	25	29	27	24	39	41	29	38	34	36	2	→	-2	→
Sufficient room for all passengers to sit/stand	62	71	70	72	75	75	77	76	74	78	4	→	2	→
The comfort of the seating area	65	71	69	69	72	77	72	75	73	77	4	→	2	→
The ease of being able to get on and off	79	83	79	83	85	84	84	85	85	86	2	→	1	→
Your personal security on board	60	67	63	66	73	71	71	75	73	75	2	→	1	→
The cleanliness of the inside	65	69	67	68	72	76	71	76	75	76	1	→	0	→
The cleanliness of the outside	61	69	65	67	66	73	67	74	71	73	2	→	-2	→
The availability of staff	26	29	25	31	39	36	39	38	40	36	-4	→	-2	→
How well train company deals with delays	29	39	34	30	28	46	32	32	38	49	11	→	16	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Southern - % saying satisfied/good

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Peak	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	412	406	453	492	477	402	505	417	459	489				
Overall satisfaction	74	77	72	77	80	76	73	67	63	75	12	↑	7	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	68	68	71	66	78	12	↑	8	↑
Ticket buying facilities	64	65	59	68	71	58	60	66	58	65	7	→	-1	→
Provision of information about train times/platforms	78	78	78	76	80	74	72	78	71	81	10	↑	4	→
The upkeep/repair of the station buildings/platforms	48	61	55	64	58	56	54	63	55	62	8	↑	-1	→
Cleanliness	56	66	66	75	67	67	65	67	60	69	9	↑	2	→
The facilities and services	41	44	46	48	45	43	43	41	34	55	21	↑	13	↑
The attitudes and helpfulness of the staff	60	58	57	66	68	62	55	54	57	65	8	→	10	↑
Connections with other forms of public transport	66	75	75	74	73	74	73	65	61	82	21	↑	17	↑
Facilities for car parking	33	29	28	36	43	31	36	36	34	29	-5	→	-7	→
Overall environment	53	63	59	68	59	58	55	60	56	62	6	→	2	→
Your personal security whilst using	58	61	60	63	60	59	55	61	53	69	16	↑	8	↑
The availability of staff	49	54	52	55	58	46	47	41	43	52	9	↑	11	↑
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	23	-	-	-	-
How request to station staff was handled	76	72	78	74	63	83	65	76	65	62	-3	→	-14	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	72	-	-	-	-
The frequency of the trains on that route	68	71	64	73	68	71	70	73	64	69	4	→	-5	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	80	67	74	76	77	67	68	61	75	14	↑	6	→
The length of time the journey was scheduled to take (speed)	75	81	73	78	77	76	73	76	72	82	10	↑	5	→
Connections with other train services	68	76	62	76	75	70	70	72	68	78	10	↑	7	→
The value for money for the price of your ticket	27	33	21	29	35	32	22	24	22	32	11	↑	8	↑
Upkeep and repair of the train	70	73	70	76	71	70	64	65	63	71	8	↑	6	→
The provision of information during the journey	73	69	66	72	71	67	63	61	64	69	5	→	7	→
The helpfulness and attitude of staff on train	42	51	43	54	51	58	43	51	38	42	4	→	-9	→
The space for luggage	38	44	38	42	42	47	41	38	40	33	-7	→	-5	→
The toilet facilities	32	36	26	36	36	27	23	28	24	28	4	→	0	→
Sufficient room for all passengers to sit/stand	37	40	42	51	44	51	41	40	42	47	5	→	7	→
The comfort of the seating area	54	60	60	64	62	62	60	60	58	63	5	→	2	→
The ease of being able to get on and off	69	70	64	74	69	69	65	55	57	69	12	↑	14	↑
Your personal security on board	61	68	67	70	68	71	67	67	64	73	10	↑	6	→
The cleanliness of the inside	70	72	72	77	73	74	71	69	70	73	3	→	4	→
The cleanliness of the outside	67	73	69	78	70	69	65	68	60	72	11	↑	3	→
The availability of staff	25	23	26	37	37	37	30	31	22	18	-3	→	-13	↓
How well train company deals with delays	26	23	21	21	12	29	25	26	21	22	1	→	-4	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Improved ↑
Unchanged →
Declined ↓

Improvement/
decline in %
satisfied/good
since
Spring 2012

Improvement/
decline in %
satisfied/good
since
Autumn 2011

Southern - % saying satisfied/good

Off-Peak

	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	% change	significant change	% change	significant change
Sample size	1716	1811	1857	1640	2151	1945	2046	1718	1879	2150				
Overall satisfaction	83	85	82	84	85	84	85	87	84	83	-1	→	-4	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	76	75	80	77	78	1	→	-2	→
Ticket buying facilities	73	70	69	67	73	71	73	75	72	71	-1	→	-4	→
Provision of information about train times/platforms	78	81	78	80	78	82	78	82	80	80	0	→	-2	→
The upkeep/repair of the station buildings/platforms	59	62	60	62	60	65	65	69	67	70	2	→	1	→
Cleanliness	65	68	66	69	70	70	72	74	71	76	5	↑	2	→
The facilities and services	49	50	49	51	52	50	51	53	51	57	6	↑	4	↑
The attitudes and helpfulness of the staff	67	68	65	72	70	70	72	74	72	73	1	→	0	→
Connections with other forms of public transport	71	76	74	77	79	77	75	76	75	79	4	↑	3	→
Facilities for car parking	38	37	43	34	43	45	44	47	41	43	2	→	-4	→
Overall environment	63	62	61	62	63	65	66	71	67	69	2	→	-2	→
Your personal security whilst using	63	61	59	64	64	63	68	70	68	70	1	→	-1	→
The availability of staff	54	58	56	60	61	59	62	63	62	62	1	→	-1	→
The provision of shelter facilities ¹	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Availability of seating ¹	-	-	-	-	-	-	-	-	-	42	-	-	-	-
How request to station staff was handled	77	81	78	84	85	86	86	87	82	84	2	→	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train ¹	-	-	-	-	-	-	-	-	-	81	-	-	-	-
The frequency of the trains on that route	71	73	69	76	76	73	77	77	77	76	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	80	75	81	80	80	81	81	81	77	-5	↓	-4	↓
The length of time the journey was scheduled to take (speed)	84	83	81	85	86	84	86	86	86	84	-1	→	-1	→
Connections with other train services	72	72	68	71	76	75	78	77	78	77	-1	→	0	→
The value for money for the price of your ticket	42	44	40	46	48	46	45	47	42	44	3	→	-3	→
Upkeep and repair of the train	78	77	75	76	73	72	75	73	68	72	4	↑	-1	→
The provision of information during the journey	74	76	75	77	76	78	77	76	73	76	3	→	0	→
The helpfulness and attitude of staff on train	57	55	57	57	59	61	60	63	57	59	2	→	-4	→
The space for luggage	49	49	53	52	51	51	52	51	49	48	-1	→	-3	→
The toilet facilities	42	41	40	43	36	35	43	39	31	38	7	↑	-1	→
Sufficient room for all passengers to sit/stand	71	68	74	74	74	72	74	72	71	70	-1	→	-2	→
The comfort of the seating area	74	73	75	76	75	74	74	74	71	71	0	→	-3	→
The ease of being able to get on and off	78	79	81	80	81	81	82	81	79	78	0	→	-3	→
Your personal security on board	73	69	70	73	74	76	76	78	74	76	2	→	-2	→
The cleanliness of the inside	74	75	74	76	74	71	74	73	70	74	3	→	1	→
The cleanliness of the outside	72	74	72	77	73	75	74	75	72	71	-1	→	-4	↓
The availability of staff	35	38	37	38	42	42	42	42	40	38	-2	→	-4	→
How well train company deals with delays	33	36	36	39	34	37	38	40	41	42	2	→	3	→

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Overall satisfaction

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales - North Wales	484	88	→	London Midland - London Commuter	352	81	→
Arriva Trains Wales - South Wales	398	87	→	London Midland - West Coast	239	82	→
Arriva Trains Wales - Valley	426	88	→	London Midland - West Midlands	491	85	→
c2c	1156	93	→	London Overground - Gospel Oak - Barking	277	93	→
Chiltern Railways - North	277	94	↑	London Overground - Richmond/Clapham - Stratford	337	91	→
Chiltern Railways - South	891	90	→	London Overground - Watford - Euston	280	93	→
Crosscountry - Birmingham - Manchester	136	87	→	London Overground - Dalston - Croydon	205	95	→
Crosscountry - Birmingham - North East And Scotland	330	87	→	Merseyrail - Northern	307	91	→
Crosscountry - Birmingham - South Coast	307	79	→	Merseyrail - Wirral	387	93	→
Crosscountry - Birmingham - South West	297	80	→	Northern - Lancashire & Cumbria	117	79	→
Crosscountry - Birmingham - Stansted	199	87	→	Northern - Manchester & Liverpool	376	76	→
Crosscountry - Nottingham - Cardiff	125	92	→	Northern - South & East Yorkshire	184	78	↓
East Coast - London - East Midlands/East Of England	215	93	→	Northern - Tyne Tees & Wear	109	79	↓
East Coast - London - North East & Scotland	251	94	↑	Northern - West & North Yorkshire	249	86	→
East Coast - London - Yorkshire	300	94	↑	Scotrail - Interurban	541	90	→
East Coast - Non-London Journeys	452	90	→	Scotrail - Rural	161	96	→
East Midlands Trains - Liverpool - Norwich	235	83	→	Scotrail - Strathclyde	237	90	→
East Midlands Trains - Local	229	92	→	Scotrail - Urban	343	89	→
East Midlands Trains - London	558	90	→	Southeastern - High Speed	287	95	→
First Capital Connect - Great Northern	570	82	→	Southeastern - Mainline	409	84	→
First Capital Connect - Thameslink Loop	305	84	→	Southeastern - Metro	932	83	→
First Capital Connect - Thameslink North	584	79	→	Southern - Gatwick Express	398	90	→
First Capital Connect - Thameslink South	286	77	→	Southern - Sussex Coast	1020	84	→
First Great Western - Long Distance	1339	86	→	Southern - Metro	1153	79	↓
First Great Western - London Thames Valley	1048	81	→	South West Trains - Island Line	106	97	→
First Great Western - West	573	80	→	South West Trains - London	770	86	→
First Hull Trains	568	95	↑	South West Trains - Mainline	165	84	→
First TransPennine Express - North	600	89	↑	South West Trains - Metro	377	89	→
First TransPennine Express - North West	234	84	→	South West Trains - Not Managed By South West Trains	172	89	→
First TransPennine Express - South	248	90	→	South West Trains - Portsmouth	55	84	→
Grand Central - London - Bradford	207	96	→	South West Trains - Reading/Windsor	208	80	→
Grand Central - London - Sunderland	739	96	→	South West Trains - Suburban	282	86	↑
Greater Anglia - Intercity	397	82	→	South West Trains - West Of England	189	86	→
Greater Anglia - Mainline	368	84	↑	Virgin - Birmingham - Scotland	183	94	→
Greater Anglia - Metro	417	80	→	Virgin - London - Liverpool	129	96	→
Greater Anglia - Rural	170	89	→	Virgin - London - Manchester	380	94	→
Greater Anglia - Stansted Express	178	93	→	Virgin - London - North Wales	124	90	→
Greater Anglia - West Anglia	590	81	↑	Virgin - London - Scotland	258	93	↑
Heathrow Connect	568	94	→	Virgin - London - Wolverhampton	301	90	→
Heathrow Express	495	93	→				

The value for money for the price of your ticket

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales - North Wales	465	53	↓	London Midland - London Commuter	338	40	→
Arriva Trains Wales - South Wales	397	59	→	London Midland - West Coast	230	62	→
Arriva Trains Wales - Valley	421	55	→	London Midland - West Midlands	431	54	→
c2c	1087	46	→	London Overground - Gospel Oak - Barking	241	54	→
Chiltern Railways - North	267	62	→	London Overground - Richmond/Clapham - Stratford	299	56	→
Chiltern Railways - South	860	46	→	London Overground - Watford - Euston	236	57	→
Crosscountry - Birmingham - Manchester	129	59	→	London Overground - Dalston - Croydon	182	60	↑
Crosscountry - Birmingham - North East And Scotland	318	54	→	Merseyrail - Northern	243	69	→
Crosscountry - Birmingham - South Coast	292	48	→	Merseyrail - Wirral	334	71	→
Crosscountry - Birmingham - South West	287	55	→	Northern - Lancashire & Cumbria	113	51	↓
Crosscountry - Birmingham - Stansted	193	53	→	Northern - Manchester & Liverpool	332	53	→
Crosscountry - Nottingham - Cardiff	118	56	→	Northern - South & East Yorkshire	156	51	→
East Coast - London - East Midlands/East Of England	211	57	→	Northern - Tyne Tees & Wear	104	59	↓
East Coast - London - North East & Scotland	246	59	→	Northern - West & North Yorkshire	235	65	→
East Coast - London - Yorkshire	291	53	→	Scotrail - Interurban	519	53	→
East Coast - Non-London Journeys	439	61	→	Scotrail - Rural	158	67	→
East Midlands Trains - Liverpool - Norwich	229	56	→	Scotrail - Strathclyde	229	54	→
East Midlands Trains - Local	221	62	→	Scotrail - Urban	343	40	↓
East Midlands Trains - London	543	41	→	Southeastern - High Speed	277	39	→
First Capital Connect - Great Northern	520	39	→	Southeastern - Mainline	380	36	→
First Capital Connect - Thameslink Loop	258	44	→	Southeastern - Metro	810	38	→
First Capital Connect - Thameslink North	547	34	→	Southern - Gatwick Express	390	35	→
First Capital Connect - Thameslink South	282	40	→	Southern - Sussex Coast	993	44	→
First Great Western - Long Distance	1302	53	→	Southern - Metro	992	41	→
First Great Western - London Thames Valley	1015	48	→	South West Trains - Island Line	94	65	→
First Great Western - West	563	61	→	South West Trains - London	733	35	→
First Hull Trains	553	60	→	South West Trains - Mainline	152	47	→
First TransPennine Express - North	583	54	→	South West Trains - Metro	327	41	→
First TransPennine Express - North West	228	59	→	South West Trains - Not Managed By South West Trains	168	42	→
First TransPennine Express - South	243	67	→	South West Trains - Portsmouth	56	54	↑
Grand Central - London - Bradford	202	75	→	South West Trains - Reading/Windsor	183	33	→
Grand Central - London - Sunderland	713	71	↓	South West Trains - Suburban	273	36	→
Greater Anglia - Intercity	387	47	→	South West Trains - West Of England	180	34	↓
Greater Anglia - Mainline	351	29	→	Virgin - Birmingham - Scotland	178	60	→
Greater Anglia - Metro	372	38	→	Virgin - London - Liverpool	128	60	→
Greater Anglia - Rural	166	55	→	Virgin - London - Manchester	363	59	→
Greater Anglia - Stansted Express	172	37	→	Virgin - London - North Wales	120	56	→
Greater Anglia - West Anglia	511	37	→	Virgin - London - Scotland	246	60	→
Heathrow Connect	510	52	→	Virgin - London - Wolverhampton	285	61	→
Heathrow Express	484	40	→				

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

	sample size	% satisfied/good	significant change		sample size	% satisfied/good	significant change
Arriva Trains Wales - North Wales	484	82	→	London Midland - London Commuter	350	82	→
Arriva Trains Wales - South Wales	399	90	↑	London Midland - West Coast	242	72	→
Arriva Trains Wales - Valley	426	86	→	London Midland - West Midlands	494	73	→
c2c	1143	96	↑	London Overground - Gospel Oak - Barking	273	89	→
Chiltern Railways - North	271	90	↑	London Overground - Richmond/Clapham - Stratford	338	85	↑
Chiltern Railways - South	890	90	↑	London Overground - Watford - Euston	275	91	→
Crosscountry - Birmingham - Manchester	136	83	→	London Overground - Dalston - Croydon	199	92	→
Crosscountry - Birmingham - North East And Scotland	331	84	→	Merseyrail - Northern	306	89	→
Crosscountry - Birmingham - South Coast	301	74	→	Merseyrail - Wirral	384	95	→
Crosscountry - Birmingham - South West	293	81	↑	Northern - Lancashire & Cumbria	115	77	→
Crosscountry - Birmingham - Stansted	200	87	→	Northern - Manchester & Liverpool	374	72	→
Crosscountry - Nottingham - Cardiff	123	90	→	Northern - South & East Yorkshire	182	75	↓
East Coast - London - East Midlands/East Of England	216	84	→	Northern - Tyne Tees & Wear	107	87	→
East Coast - London - North East & Scotland	250	94	↑	Northern - West & North Yorkshire	244	82	→
East Coast - London - Yorkshire	298	92	↑	Scotrail - Interurban	526	92	→
East Coast - Non-London Journeys	453	85	↑	Scotrail - Rural	161	88	→
East Midlands Trains - Liverpool - Norwich	238	83	→	Scotrail - Strathclyde	238	86	→
East Midlands Trains - Local	228	83	→	Scotrail - Urban	345	83	→
East Midlands Trains - London	562	91	→	Southeastern - High Speed	281	94	→
First Capital Connect - Great Northern	558	84	→	Southeastern - Mainline	411	84	↑
First Capital Connect - Thameslink Loop	305	78	→	Southeastern - Metro	930	84	→
First Capital Connect - Thameslink North	587	81	→	Southern - Gatwick Express	395	90	→
First Capital Connect - Thameslink South	288	74	→	Southern - Sussex Coast	1011	80	→
First Great Western - Long Distance	1317	82	→	Southern - Metro	1148	72	↓
First Great Western - London Thames Valley	1052	75	→	South West Trains - Island Line	105	100	→
First Great Western - West	577	80	→	South West Trains - London	771	86	→
First Hull Trains	568	94	↑	South West Trains - Mainline	160	93	↑
First TransPennine Express - North	595	86	→	South West Trains - Metro	372	87	→
First TransPennine Express - North West	231	92	↑	South West Trains - Not Managed By South West Trains	174	84	→
First TransPennine Express - South	251	90	→	South West Trains - Portsmouth	55	81	→
Grand Central - London - Bradford	212	96	↑	South West Trains - Reading/Windsor	203	78	→
Grand Central - London - Sunderland	744	93	→	South West Trains - Suburban	278	86	→
Greater Anglia - Intercity	393	83	→	South West Trains - West Of England	184	94	→
Greater Anglia - Mainline	366	80	↑	Virgin - Birmingham - Scotland	181	90	↑
Greater Anglia - Metro	412	85	→	Virgin - London - Liverpool	130	93	→
Greater Anglia - Rural	168	81	→	Virgin - London - Manchester	371	93	↑
Greater Anglia - Stansted Express	175	87	→	Virgin - London - North Wales	123	87	→
Greater Anglia - West Anglia	584	84	↑	Virgin - London - Scotland	252	87	→
Heathrow Connect	572	86	→	Virgin - London - Wolverhampton	298	88	→
Heathrow Express	491	96	→				

Sufficient room for all passengers to sit/stand

	sample size	% satisfied/good	significant change		sample size	% satisfied/good	significant change
Arriva Trains Wales - North Wales	477	73	→	London Midland - London Commuter	349	64	→
Arriva Trains Wales - South Wales	401	76	→	London Midland - West Coast	236	70	→
Arriva Trains Wales - Valley	430	73	→	London Midland - West Midlands	482	74	↑
c2c	1136	66	→	London Overground - Gospel Oak - Barking	272	66	↓
Chiltern Railways - North	278	83	→	London Overground - Richmond/Clapham - Stratford	335	67	↓
Chiltern Railways - South	882	71	→	London Overground - Watford - Euston	274	83	→
Crosscountry - Birmingham - Manchester	135	59	→	London Overground - Dalston - Croydon	199	91	↑
Crosscountry - Birmingham - North East And Scotland	330	69	→	Merseyrail - Northern	298	81	→
Crosscountry - Birmingham - South Coast	298	59	→	Merseyrail - Wirral	377	80	→
Crosscountry - Birmingham - South West	296	67	→	Northern - Lancashire & Cumbria	114	70	→
Crosscountry - Birmingham - Stansted	195	62	→	Northern - Manchester & Liverpool	362	63	→
Crosscountry - Nottingham - Cardiff	125	73	→	Northern - South & East Yorkshire	184	72	→
East Coast - London - East Midlands/East Of England	213	83	→	Northern - Tyne Tees & Wear	105	79	↑
East Coast - London - North East & Scotland	246	79	→	Northern - West & North Yorkshire	241	81	↑
East Coast - London - Yorkshire	299	77	↓	Scotrail - Interurban	524	69	→
East Coast - Non-London Journeys	438	84	↑	Scotrail - Rural	161	84	→
East Midlands Trains - Liverpool - Norwich	237	63	→	Scotrail - Strathclyde	234	84	→
East Midlands Trains - Local	228	80	→	Scotrail - Urban	343	76	→
East Midlands Trains - London	551	68	↓	Southeastern - High Speed	282	93	→
First Capital Connect - Great Northern	553	60	→	Southeastern - Mainline	399	72	→
First Capital Connect - Thameslink Loop	297	71	→	Southeastern - Metro	907	63	→
First Capital Connect - Thameslink North	584	60	→	Southern - Gatwick Express	384	81	→
First Capital Connect - Thameslink South	287	55	→	Southern - Sussex Coast	1013	67	→
First Great Western - Long Distance	1301	68	→	Southern - Metro	1131	64	→
First Great Western - London Thames Valley	1036	63	→	South West Trains - Island Line	101	88	→
First Great Western - West	569	62	↓	South West Trains - London	754	63	→
First Hull Trains	560	92	→	South West Trains - Mainline	158	69	→
First TransPennine Express - North	589	65	→	South West Trains - Metro	367	71	→
First TransPennine Express - North West	229	54	→	South West Trains - Not Managed By South West Trains	173	75	→
First TransPennine Express - South	245	58	↓	South West Trains - Portsmouth	55	79	→
Grand Central - London - Bradford	210	91	→	South West Trains - Reading/Windsor	203	65	→
Grand Central - London - Sunderland	750	95	→	South West Trains - Suburban	274	72	↑
Greater Anglia - Intercity	391	82	→	South West Trains - West Of England	181	66	→
Greater Anglia - Mainline	359	65	→	Virgin - Birmingham - Scotland	176	85	↑
Greater Anglia - Metro	411	63	→	Virgin - London - Liverpool	125	91	→
Greater Anglia - Rural	165	80	→	Virgin - London - Manchester	367	89	↑
Greater Anglia - Stansted Express	174	81	→	Virgin - London - North Wales	123	77	→
Greater Anglia - West Anglia	569	76	↑	Virgin - London - Scotland	245	85	↑
Heathrow Connect	573	86	→	Virgin - London - Wolverhampton	292	75	↑
Heathrow Express	492	88	→				

Overall satisfaction with the station

	sample size	% satisfied/ good	significant change		sample size	% satisfied/ good	significant change
Arriva Trains Wales - North Wales	481	78	→	London Midland - London Commuter	344	78	→
Arriva Trains Wales - South Wales	397	79	↑	London Midland - West Coast	237	75	→
Arriva Trains Wales - Valley	422	78	→	London Midland - West Midlands	482	75	→
c2c	1135	87	→	London Overground - Gospel Oak - Barking	273	80	→
Chiltern Railways - North	279	82	→	London Overground - Richmond/Clapham - Stratford	335	86	↑
Chiltern Railways - South	889	88	→	London Overground - Watford - Euston	270	88	→
Crosscountry - Birmingham - Manchester	135	83	→	London Overground - Dalston - Croydon	206	88	→
Crosscountry - Birmingham - North East And Scotland	332	82	→	Merseyrail - Northern	294	91	→
Crosscountry - Birmingham - South Coast	302	78	→	Merseyrail - Wirral	380	84	→
Crosscountry - Birmingham - South West	296	80	→	Northern - Lancashire & Cumbria	114	71	→
Crosscountry - Birmingham - Stansted	193	76	→	Northern - Manchester & Liverpool	372	76	→
Crosscountry - Nottingham - Cardiff	123	77	→	Northern - South & East Yorkshire	182	79	→
East Coast - London - East Midlands/East Of England	219	90	↑	Northern - Tyne Tees & Wear	109	92	→
East Coast - London - North East & Scotland	245	91	↑	Northern - West & North Yorkshire	244	80	→
East Coast - London - Yorkshire	305	91	↑	Scotrail - Interurban	532	81	→
East Coast - Non-London Journeys	446	81	→	Scotrail - Rural	159	93	→
East Midlands Trains - Liverpool - Norwich	241	81	→	Scotrail - Strathclyde	238	87	→
East Midlands Trains - Local	224	88	→	Scotrail - Urban	346	80	→
East Midlands Trains - London	558	92	↑	Southeastern - High Speed	280	78	↓
First Capital Connect - Great Northern	565	79	→	Southeastern - Mainline	411	74	→
First Capital Connect - Thameslink Loop	301	78	→	Southeastern - Metro	927	75	→
First Capital Connect - Thameslink North	588	82	↑	Southern - Gatwick Express	392	80	→
First Capital Connect - Thameslink South	286	70	→	Southern - Sussex Coast	1004	81	→
First Great Western - Long Distance	1334	83	→	Southern - Metro	1139	75	↓
First Great Western - London Thames Valley	1043	76	→	South West Trains - Island Line	102	84	→
First Great Western - West	573	77	→	South West Trains - London	760	83	↑
First Hull Trains	563	92	↑	South West Trains - Mainline	166	73	→
First TransPennine Express - North	599	90	→	South West Trains - Metro	368	78	→
First TransPennine Express - North West	230	79	→	South West Trains - Not Managed By South West Trains	171	72	→
First TransPennine Express - South	253	87	→	South West Trains - Portsmouth	53	59	→
Grand Central - London - Bradford	210	82	↑	South West Trains - Reading/Windsor	202	71	→
Grand Central - London - Sunderland	743	91	↑	South West Trains - Suburban	272	75	→
Greater Anglia - Intercity	399	83	→	South West Trains - West Of England	188	80	→
Greater Anglia - Mainline	365	87	↑	Virgin - Birmingham - Scotland	177	80	→
Greater Anglia - Metro	410	75	→	Virgin - London - Liverpool	124	86	→
Greater Anglia - Rural	165	76	→	Virgin - London - Manchester	376	85	→
Greater Anglia - Stansted Express	175	87	→	Virgin - London - North Wales	125	75	↓
Greater Anglia - West Anglia	584	76	→	Virgin - London - Scotland	254	80	→
Heathrow Connect	571	80	→	Virgin - London - Wolverhampton	302	76	→
Heathrow Express	480	88	→				

Journey Purpose

	Commuter Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011			Business Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011			Leisure Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 28917																		
Overall satisfaction	80	2	↑	85	0	→	91	0	→									
STATION FACILITIES																		
Overall satisfaction with the station	77	2	↑	79	3	→	84	1	↑									
Ticket buying facilities	71	2	→	75	0	→	82	1	→									
Provision of information about train times/platforms	80	2	↑	83	2	→	87	1	→									
The upkeep/repair of the station buildings/platforms	67	3	↑	73	8	↑	77	5	↑									
Cleanliness	73	3	↑	77	4	↑	80	4	↑									
The facilities and services	52	7	↑	62	6	↑	62	6	↑									
The attitudes and helpfulness of the staff	66	1	→	75	1	→	79	2	↑									
Connections with other forms of public transport	75	5	↑	79	3	→	78	1	→									
Facilities for car parking	46	0	→	47	-4	→	58	0	→									
Overall environment	67	3	↑	70	2	→	76	3	↑									
Your personal security whilst using	68	5	↑	72	3	→	74	3	↑									
The availability of staff	57	2	↑	60	-1	→	64	1	→									
The provision of shelter facilities ¹	66	-	-	72	-	-	75	-	-									
Availability of seating ¹	43	-	-	45	-	-	57	-	-									
How request to station staff was handled	78	-3	→	87	-4	→	90	2	→									
TRAIN FACILITIES																		
Overall satisfaction with the train ¹	77	-	-	82	-	-	88	-	-									
The frequency of the trains on that route	73	0	→	81	0	→	84	-1	→									
Punctuality/reliability (i.e. the train arriving/departing on time)	78	4	↑	86	2	→	89	-1	→									
The length of time the journey was scheduled to take (speed)	83	3	↑	85	2	→	90	-1	→									
Connections with other train services	73	2	→	78	1	→	83	0	→									
The value for money for the price of your ticket	34	1	→	47	-2	→	63	0	→									
Upkeep and repair of the train	70	1	→	76	1	→	82	0	→									
The provision of information during the journey	67	3	↑	70	2	→	78	1	→									
The helpfulness and attitude of staff on train	58	2	→	68	-1	→	73	1	→									
The space for luggage	51	1	→	52	-3	→	58	0	→									
The toilet facilities	31	1	→	41	0	→	49	0	→									
Sufficient room for all passengers to sit/stand	61	2	↑	73	0	→	79	1	→									
The comfort of the seating area	67	2	→	72	0	→	81	1	→									
The ease of being able to get on and off	77	1	→	83	1	→	85	0	→									
Your personal security on board	75	3	↑	80	-1	→	82	1	→									
The cleanliness of the inside	71	1	→	76	0	→	82	1	→									
The cleanliness of the outside	70	1	→	72	-2	→	79	0	→									
The availability of staff	38	1	→	47	-2	→	55	-2	→									
How well train company deals with delays	37	6	↑	41	1	→	57	4	→									

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Age

Age	16-34 Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011			35-59 Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011			60+ Autumn 2012			Improvement/decline in % satisfied/good since Autumn 2011		
	Overall sample size 28917	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change					
Overall satisfaction	83	1		84	1		92	0										
STATION FACILITIES																		
Overall satisfaction with the station	80	2		79	3		84	1										
Ticket buying facilities	75	2		74	2		84	3										
Provision of information about train times/platforms	81	2		82	2		89	0										
The upkeep/repair of the station buildings/platforms	70	4		70	5		80	6										
Cleanliness	74	2		75	4		84	4										
The facilities and services	54	7		56	6		67	8										
The attitudes and helpfulness of the staff	69	2		71	0		82	2										
Connections with other forms of public transport	75	3		76	3		82	5										
Facilities for car parking	52	2		49	0		55	-2										
Overall environment	72	2		69	3		77	4										
Your personal security whilst using	72	4		69	4		76	5										
The availability of staff	56	0		59	2		68	2										
The provision of shelter facilities ¹	71	-	-	67	-	-	75	-	-									
Availability of seating ¹	48	-	-	45	-	-	58	-	-									
How request to station staff was handled	84	-2		84	-2		92	3										
TRAIN FACILITIES																		
Overall satisfaction with the train ¹	80	-	-	80	-	-	89	-	-									
The frequency of the trains on that route	71	0		79	0		87	-2										
Punctuality/reliability (i.e. the train arriving/departing on time)	78	3		84	2		90	0										
The length of time the journey was scheduled to take (speed)	84	2		85	1		92	-1										
Connections with other train services	77	2		76	1		84	1										
The value for money for the price of your ticket	38	2		44	0		71	-1										
Upkeep and repair of the train	74	2		73	0		84	1										
The provision of information during the journey	68	2		70	2		83	2										
The helpfulness and attitude of staff on train	63	2		64	2		74	0										
The space for luggage	56	2		51	0		56	-2										
The toilet facilities	36	1		36	1		52	0										
Sufficient room for all passengers to sit/stand	70	3		66	1		78	1										
The comfort of the seating area	74	2		70	1		80	1										
The ease of being able to get on and off	82	2		80	0		84	0										
Your personal security on board	80	3		76	1		83	1										
The cleanliness of the inside	75	1		73	0		85	2										
The cleanliness of the outside	73	2		72	0		79	-1										
The availability of staff	41	1		45	-1		58	-2										
How well train company deals with delays	38	0		42	10		63	2										

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Gender

	Male Autumn 2012	Improvement/decline in % satisfied/good since Autumn 2011			Female Autumn 2012	Improvement/decline in % satisfied/good since Autumn 2011		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change		
Overall sample size 28917								
Overall satisfaction	82	1	→	88	1	↑		
STATION FACILITIES								
Overall satisfaction with the station	78	2	↑	82	2	↑		
Ticket buying facilities	73	0	→	78	3	↑		
Provision of information about train times/platforms	82	2	↑	84	1	↑		
The upkeep/repair of the station buildings/platforms	70	6	↑	73	4	↑		
Cleanliness	76	5	↑	77	3	↑		
The facilities and services	55	6	↑	60	7	↑		
The attitudes and helpfulness of the staff	70	2	→	74	1	→		
Connections with other forms of public transport	75	4	↑	78	3	↑		
Facilities for car parking	50	2	→	52	-2	→		
Overall environment	69	4	↑	73	2	↑		
Your personal security whilst using	70	4	↑	72	4	↑		
The availability of staff	58	2	→	61	0	→		
The provision of shelter facilities ¹	69	-	-	71	-	-		
Availability of seating ¹	46	-	-	50	-	-		
How request to station staff was handled	84	-2	→	87	0	→		
TRAIN FACILITIES								
Overall satisfaction with the train ¹	79	-	-	84	-	-		
The frequency of the trains on that route	77	-1	→	79	0	→		
Punctuality/reliability (i.e. the train arriving/departing on time)	81	2	↑	85	2	↑		
The length of time the journey was scheduled to take (speed)	84	1	→	88	1	↑		
Connections with other train services	76	1	→	79	1	→		
The value for money for the price of your ticket	43	0	→	49	1	→		
Upkeep and repair of the train	75	1	→	76	1	→		
The provision of information during the journey	70	2	↑	73	2	↑		
The helpfulness and attitude of staff on train	65	2	↑	66	0	→		
The space for luggage	55	1	→	52	-1	→		
The toilet facilities	39	0	→	38	1	→		
Sufficient room for all passengers to sit/stand	67	2	→	71	1	→		
The comfort of the seating area	70	2	↑	76	0	→		
The ease of being able to get on and off	82	0	→	81	1	→		
Your personal security on board	78	2	→	79	2	↑		
The cleanliness of the inside	75	1	→	77	1	→		
The cleanliness of the outside	71	-1	→	76	1	→		
The availability of staff	45	1	→	46	-2	↓		
How well train company deals with delays	38	2	→	49	8	↑		

1. Attribute added for the first time in Autumn 2012, so no historical comparisons yet

Sample Profile - Weighted

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	28528	32	10	58	81	19	27	21	26	26
c2c	36028	67	6	27	86	14	27	21	24	27
Chiltern Railways	19402	38	25	37	82	18	32	15	25	27
CrossCountry	36683	15	28	57	78	22	20	25	28	28
East Coast	18785	10	33	57	76	24	44	11	16	30
East Midland Trains	23167	23	28	49	82	18	27	21	26	26
First Capital Connect	107253	45	26	29	86	14	28	18	27	27
First Great Western	92873	30	20	50	77	23	22	27	26	25
First TransPennine Express	24893	24	14	62	78	22	19	28	27	27
Greater Anglia	103929	54	18	28	90	10	30	14	28	28
London Midland	60051	45	14	41	85	15	30	16	29	26
London Overground	102374	64	3	33	81	19	22	26	26	26
Merseyrail	44909	37	8	55	80	20	23	25	26	26
Northern Rail	106517	38	9	53	76	24	26	22	27	25
ScotRail	81506	39	13	47	80	20	27	18	29	26
South West Trains	209611	53	15	32	85	15	39	15	15	30
Southeastern	162334	61	12	27	90	10	17	31	26	26
Southern	166317	50	16	34	90	10	20	29	25	25
Virgin Trains	30195	8	29	63	81	19	32	5	33	30

Sample Profile - Unweighted

	Sample Size	Journey Purpose			Day of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	28917	11915	4027	12975	24392	4525	9762	6518	6486	6151
Arriva Trains Wales	1352	34	13	54	87	13	34	27	20	19
c2c	1171	71	5	24	95	5	38	26	18	18
Chiltern Railways	1199	42	18	40	90	10	38	17	23	22
CrossCountry	1425	27	20	53	78	22	18	29	30	24
East Coast	1251	16	29	55	82	18	50	8	11	31
East Midland Trains	1045	37	18	45	84	16	35	26	24	15
First Capital Connect	1791	52	12	36	85	15	28	19	33	20
First Great Western	3037	35	17	48	80	20	32	32	21	15
First TransPennine Express	1111	35	17	48	88	12	20	40	24	15
Greater Anglia	2156	47	12	41	87	13	43	12	20	26
London Midland	1108	46	11	43	87	13	37	18	29	17
London Overground	1134	53	7	41	86	14	31	18	19	32
Merseyrail	700	53	4	43	90	10	29	39	20	13
Northern Rail	1051	48	7	45	85	15	35	27	28	10
ScotRail	1309	34	10	56	75	25	27	15	40	17
South West Trains	2375	42	10	48	80	20	39	19	10	32
Southeastern	1671	52	8	40	88	12	31	29	19	21
Southern	2639	45	12	43	84	16	33	25	20	22
Virgin Trains	1392	22	32	47	83	17	39	6	30	25

The following are reports produced each wave:

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

Sector definitions

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

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

How are routes defined

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

Arriva Trains Wales - North Wales:

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

Arriva Trains Wales - South Wales:

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

Arriva Trains Wales - Valley:

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

c2c:

All journeys on c2c

Chiltern Railways - North:

Journeys starting from Bicester North station and stations further north

Chiltern Railways - South:

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

CrossCountry - Birmingham - Manchester:

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry - Birmingham - North East and Scotland:

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry - Birmingham - South Coast:

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry - Birmingham - South West:

Journeys on the Birmingham New Street - Penzance route

CrossCountry - Birmingham - Stansted:

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry - Nottingham - Cardiff:

Journeys on the Nottingham - Cardiff Central route

East Coast - London - Yorkshire:

Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

East Coast - London - Scotland - North East:

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

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

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

East Coast - non-London journeys:

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

East Midlands Trains - Liverpool - Norwich:

Journeys on the Liverpool - Norwich route

East Midlands Trains - Local:

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

East Midlands Trains - London:

Journeys on the London - Sheffield route

First Capital Connect - Great Northern:

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

First Capital Connect - Thameslink Loop:

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

First Capital Connect - North:

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect - South:

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

First Great Western - Long distance:

Journeys on long distance services

First Great Western - London Thames Valley:

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

First Great Western - West:

Journeys on (generally) short distance rural rail lines 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 & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express – South:

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Greater Anglia – Intercity:

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

Greater Anglia – Main line:

Journeys on outer suburban Great Eastern services to London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

Greater Anglia – Metro:

Journeys on London – Southend Victoria trains, plus Southminster branch, the London – Shenfield metro route and Romford – Upminster

Greater Anglia – Rural:

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

Greater Anglia – Stansted:

Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia – West Anglia: Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

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 – Dalston – Croydon: Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak – Barking: Journeys on the Gospel Oak – Barking line

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 Rail – Lancashire & Cumbria:

Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool:

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire:

Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear:

Journeys from stations in Tyne and Wear

Northern Rail – 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 rail lines, 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 – Main line:

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

Southeastern – Metro:

Journeys on rail lines that are within London

Southern – Gatwick Express:Fast Gatwick Express services
Gatwick – London Victoria

South West Trains – Suburban:
Journeys starting from stations in the Woking area

Southern – Sussex Coast:
Journeys London – Sussex (and beyond), including Gatwick Express extensions between Gatwick Airport and Brighton

South West Trains – West of England:
Journeys starting from stations on the line between Basingstoke and Exeter

Southern – Metro:
Journeys on rail lines that are within London

Virgin Trains – Birmingham – Scotland:
Journeys on Birmingham – Scotland services

South West Trains – Island line:
Journeys starting from stations on the Isle of Wight

Virgin Trains – London – Liverpool:
Journeys on London – Liverpool services

South West Trains – London:
Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

Virgin Trains – London – Manchester:
Journeys on London – Manchester services

South West Trains – Main line:
Journeys starting from stations between Micheldever and Weymouth

Virgin Trains – London – North Wales:
Journeys on London – Holyhead/North Wales services

South West Trains – Metro:
Journeys starting from stations between Earlsfield and Surbiton

Virgin Trains – London – Scotland:
Journeys on London – Glasgow/Scotland services

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

Virgin Trains – London – Wolverhampton:
Journeys on London – Wolverhampton services

South West Trains – Portsmouth:
Journeys starting from stations in Portsmouth and the surrounding area

South West Trains – Reading/Windsor:
Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town



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