



National Passenger Survey
Spring 2013 Main Report



Who are Passenger Focus?

Passenger Focus is the independent consumer watchdog for Britain's rail passengers and England's bus, coach and tram passengers (outside of London). Basing our work on research we aim to make a difference for all Britain's passengers.

This year we hope again to seek the views of over 100,000 passengers on a range of the key (short and long-term) issues that will affect them. As ever we will publish all of our research. We will try and be useful to government and the transport industry as they make decisions that affect passengers.

Our vision is that operators, funders, and regulators of transport systems **put passengers first**.

This will be achieved by our mission of **getting the best deal for passengers**.

What is Passenger Focus doing for me?

We're here to put the interests of rail, bus, coach and tram passengers first. We do this by:

Campaigning for improvements

- We gather research and information, like the National Passenger Survey, where over 60,000 rail passengers have given us their views about their journey in 2012, so we understand the issues that matter to you.
- We work with government and industry to ensure that the passenger voice is heard when making decisions about the future.

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

Resolving complaints with rail companies

- If you make a complaint and you are unhappy with the response we can take up your issue with the rail company involved.

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Introduction

Background

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 32 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 12 January and 24 March 2013. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter three. Ratings are also provided for each sector i.e. London and the South East, long-distance, and regional operators (chapter two). We also include some tables showing passenger ratings for certain specific aspects

of service for all TOCs on one page (in chapter three), and results for routes within TOCs (chapter four). Chapter five shows national results by journey purpose, age and gender. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

From Autumn 2010, in order to accommodate some new tables, the trend charts previously shown in this report are now included in the full report, whilst Network Rail station results are shown in the stations report (including an increased sample size to make the results more representative for those stations). These reports, along with all main NPS reports produced, are available on the Passenger Focus website or by email on request. Other NPS analysis is also available and readily accessible, including through our on-line system Reportal, and will also be put onto our new data portal which launches in July.

National Passenger Survey statement of compliance with official statistics

Quality management

Details of methodology, including data collection and analyses, are included in this publication and further details are available from: www.passengerfocus.org.uk/nps

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

Confidentiality and access to statistical data

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

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

Pre-release access

Access to the data before publication is limited to those who are involved in quality-checking the statistics before public

release, those involved with operational planning, and those essential for production and publication.

Revisions

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

Errors

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

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

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed inconsequential, we will not issue a correction immediately, but would do so when a new release was due for publication.

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

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

Waiver

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

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

Methodology

The survey is conducted across the entire franchised railway, and in Spring 2013 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to help ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, at least 27,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are based on the views of at least 500 passengers, whilst at least 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

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

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

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

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

Issues affecting the Spring 2013 survey

Spring 2013 (wave 28) main fieldwork was undertaken between 12 January and 24 March 2013. Top-up interviews were done within the last three weeks of the fieldwork period.

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

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

First Capital Connect results are likely to have been affected by multiple infrastructure failures, which resulted in the cancellation of a significant number of trains over 10 days.

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

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

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

Other comments

Passengers' satisfaction can vary by season. Therefore differences in scores for the proportion of passengers who are satisfied with services or rate them as good are provided for the same period in the previous year as well as for the previous wave carried out approximately six months ago.

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

The tables include a column marked 'significant change,' which measures whether there has been a marked improvement or decline in satisfaction since Spring 2012 or Autumn 2012. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than 5 per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2013 survey the main comparison is against the Spring 2012 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this

is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

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

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see 6.1 Appendix for further details.

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

The overall sample size for the Spring 2013 survey was 29,436 for all the train companies combined (27,168 for the franchised companies).

Contacts

Media enquiries

0300 123 0847

Content/presentation/methodology enquiries

0300 123 0837

Key results

Spring 2013 wave

- Nationally the percentage of passengers satisfied with their journey overall was 82 per cent. This is significantly down compared to Spring 2012 (when 83 per cent of passengers were satisfied). 85 per cent of passengers were satisfied overall with their journey in Autumn 2012.
- Overall satisfaction by TOC varied between 76 per cent and 95 per cent.
- Overall satisfaction by individual routes within TOCs varied between 62 per cent and 95 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 78 per cent. This is significantly down compared to Spring 2012 when 81 per cent were satisfied.
- Nationally the percentage of passengers satisfied with all train and station factors improved significantly for four factors, declined significantly for eight and the rest were unchanged. The four improvements in satisfaction were for station factors, including satisfaction with station facilities and services (+ five per cent). The eight declines in satisfaction were for train factors, including cleanliness of the inside of the train (- two per cent).
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 42 per cent (same as Spring 2012). Satisfaction with sufficient room for all the passengers to sit/stand significantly declined, with 67 per cent satisfied (69 per cent in Spring 2012).
- For London and the South East operators 81 per cent of passengers were very or fairly satisfied overall, significantly down compared to Spring 2012 (when 82 per cent were satisfied). The percentage of passengers satisfied with all train and station factors had a similar pattern to nationally. Satisfaction for four service areas improved, it declined for nine and the rest were unchanged. Improvements were all with station factors and included station facilities and services (+ five per cent). The significant declines in satisfaction were all for train factors, and included cleanliness of the inside of the train (- three per cent).
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 87 per cent. This was not significantly different compared to Spring 2012 (when 88 per cent were satisfied). Passenger satisfaction for the various train and station factors was mostly unchanged, though it improved for two factors and declined for two. The improvements were with station facilities and services (+ six per cent) and provision of information during the journey (+ two per cent). Declines in satisfaction were with punctuality/reliability (- four per cent) and train speed (- two per cent).
- For regional operators 84 per cent of passengers were very or fairly satisfied with their journey overall, not significantly differently compared to Spring 2012 when 86 per cent were satisfied. Passenger satisfaction was not significantly different for most station and train factors compared to Spring 2012, but satisfaction improved for three factors and declined for one. The improvements were with connections with other forms of public transport (+ six per cent), upkeep/repair of the station buildings/platforms (+ five per cent) and station cleanliness (+ four per cent). The decline was with punctuality/reliability (- four per cent).
- Comparing the percentage of passengers satisfied overall for individual train operating companies with Spring 2012, one significantly improved (Greater Anglia, + four per cent) and one significantly declined (London Midland, - seven per cent). 21 TOCs have had no statistically significant change in their overall satisfaction results compared with Spring 2012.
- The lowest ratings for overall satisfaction were given to Northern Rail (76 per cent), First Capital Connect (76 per cent), Greater Anglia (77 per cent), Southeastern (78 per cent) and Southern (78 per cent).
- The highest ratings for overall satisfaction were achieved by First Hull Trains (95 per cent), Heathrow Express (94 per cent) and Grand Central (93 per cent). Merseyrail, c2c, London Overground and Virgin Trains all had 92 per cent of passengers satisfied.
- Satisfaction with value for money by individual routes within TOCs varied between 17 per cent and 76 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 55 per cent and 95 per cent.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 44 per cent and 95 per cent.

Improved 
 Unchanged 
 Declined 

National total

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012					
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change	
Overall sample size 27168									
Overall satisfaction	26587	82	11	7	-3		-1		
STATION FACILITIES									
Overall satisfaction with the station	26323	76	17	7	-4		0		
Ticket buying facilities	13109	75	14	11	-1		1		
Provision of information about train times/platforms	25489	81	11	8	-2		0		
The upkeep/repair of the station buildings/platforms	25384	70	19	12	-2		2		
Cleanliness	25546	74	17	9	-2		3		
The facilities and services	22195	55	21	25	-3		5		
The attitudes and helpfulness of the staff	19248	71	20	9	-1		0		
Connections with other forms of public transport	19103	75	15	10	-1		2		
Facilities for car parking	9115	49	18	33	-2		0		
Overall environment	25545	67	22	11	-4		0		
Your personal security whilst using the station	23290	68	26	6	-3		1		
The availability of staff	21973	60	23	17	0		1		
The provision of shelter facilities ¹	21753	63	19	18	-7		-	-	
Availability of seating ¹	23949	46	21	34	-3		-	-	
How request to station staff was handled	3881	83	6	11	-3		-1		
TRAIN FACILITIES									
Overall satisfaction with the train ¹	26542	79	15	7	-3		-	-	
The frequency of the trains on that route	26063	77	9	14	-2		-2		
Punctuality/reliability (i.e. the train arriving/departing on time)	26206	78	8	14	-6		-3		
The length of time the journey was scheduled to take (speed)	25790	84	10	7	-2		-1		
Connections with other train services	14804	76	16	8	-2		-1		
The value for money of the price of your ticket	24801	42	21	37	-5		0		
Upkeep and repair of the train	25879	73	15	11	-2		-1		
The provision of information during the journey	24031	71	19	11	-1		0		
The helpfulness and attitude of staff on train	15498	65	25	9	0		1		
The space for luggage	20603	53	23	25	-1		-2		
The toilet facilities	11569	37	22	41	-2		0		
Sufficient room for all passengers to sit/stand	25781	67	14	19	-2		-2		
The comfort of the seating area	25822	71	18	11	-2		-1		
The ease of being able to get on and off	26135	79	14	7	-2		-1		
Your personal security on board	24675	77	20	4	-2		0		
The cleanliness of the inside	26304	73	16	11	-3		-2		
The cleanliness of the outside	22224	69	22	9	-5		-2		
The availability of staff	19565	45	29	26	0		-1		
How well train company deals with delays	5250	38	36	26	-6		1		

Improved ↑
 Unchanged =
 Declined ↓

London and South East

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 17252								
Overall satisfaction	16886	81	12	7	-4	↓	-1	↓
STATION FACILITIES								
Overall satisfaction with the station	16714	75	17	8	-4	↓	0	=
Ticket buying facilities	8784	73	15	12	0	=	1	=
Provision of information about train times/platforms	16164	79	12	9	-2	↓	-1	=
The upkeep/repair of the station buildings/platforms	16111	67	20	13	-3	↓	2	↑
Cleanliness	16191	72	19	9	-3	↓	2	↑
The facilities and services	14017	54	21	25	-3	↓	5	↑
The attitudes and helpfulness of the staff	12314	69	22	9	-1	=	0	=
Connections with other forms of public transport	12587	75	14	10	-2	↓	2	↑
Facilities for car parking	5495	47	19	35	-2	=	0	=
Overall environment	16230	65	23	12	-4	↓	0	=
Your personal security whilst using the station	14839	67	27	6	-3	↓	1	=
The availability of staff	14081	58	24	18	0	=	1	=
The provision of shelter facilities ¹	13791	61	20	20	-7	↓	-	-
Availability of seating ¹	15121	42	21	37	-3	↓	-	-
How request to station staff was handled	2344	80	7	13	-4	↓	-2	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	16868	77	15	7	-4	↓	-	-
The frequency of the trains on that route	16660	75	9	16	-2	↓	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	16614	76	9	15	-6	↓	-3	↓
The length of time the journey was scheduled to take (speed)	16360	82	10	7	-3	↓	-1	=
Connections with other train services	9549	75	16	8	-2	↓	-1	=
The value for money of the price of your ticket	15656	38	22	41	-5	↓	0	=
Upkeep and repair of the train	16416	72	16	12	-3	↓	-2	↓
The provision of information during the journey	15206	69	19	11	-2	↓	0	=
The helpfulness and attitude of staff on train	8140	59	29	12	0	=	1	=
The space for luggage	12842	50	24	26	-2	↓	-3	↓
The toilet facilities	6780	34	22	44	-2	=	0	=
Sufficient room for all passengers to sit/stand	16357	65	15	21	-3	↓	-3	↓
The comfort of the seating area	16385	69	19	12	-3	↓	-2	↓
The ease of being able to get on and off	16611	77	15	8	-2	↓	-2	↓
Your personal security on board	15586	75	21	4	-2	↓	0	=
The cleanliness of the inside	16699	71	17	12	-4	↓	-3	↓
The cleanliness of the outside	14239	69	22	9	-5	↓	-3	↓
The availability of staff	11360	37	30	32	-1	=	-2	=
How well train company deals with delays	3167	36	37	27	-7	↓	1	=

Improved ↑
 Unchanged =
 Declined ↓

Long-distance

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 5864								
Overall satisfaction	5749	87	8	5	-2	↓	-1	=
STATION FACILITIES								
Overall satisfaction with the station	5711	81	13	6	-3	↓	0	=
Ticket buying facilities	2140	83	11	6	-3	↓	1	=
Provision of information about train times/platforms	5588	87	8	5	-1	=	1	=
The upkeep/repair of the station buildings/platforms	5515	75	16	9	-1	=	2	=
Cleanliness	5588	79	14	6	-1	=	2	=
The facilities and services	4980	68	17	15	-3	↓	6	↑
The attitudes and helpfulness of the staff	3975	78	17	5	-1	=	1	=
Connections with other forms of public transport	3829	78	13	9	-2	↓	2	=
Facilities for car parking	1801	57	19	24	-3	=	-3	=
Overall environment	5561	73	18	10	-3	↓	-1	=
Your personal security whilst using the station	5007	76	22	3	-2	↓	2	=
The availability of staff	4623	66	23	12	-2	↓	0	=
The provision of shelter facilities ¹	4588	69	17	14	-7	↓	-	-
Availability of seating ¹	5200	50	20	31	-2	=	-	-
How request to station staff was handled	1017	89	5	6	-1	=	0	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	5743	86	9	5	-1	=	-	-
The frequency of the trains on that route	5552	85	8	7	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	5693	83	6	11	-4	↓	-4	↓
The length of time the journey was scheduled to take (speed)	5607	89	7	5	-1	=	-2	↓
Connections with other train services	3075	80	12	8	-2	=	-1	=
The value for money of the price of your ticket	5509	54	18	28	-2	=	0	=
Upkeep and repair of the train	5647	85	10	5	0	=	1	=
The provision of information during the journey	5326	80	14	7	2	=	2	↑
The helpfulness and attitude of staff on train	4349	81	16	3	1	=	1	=
The space for luggage	4703	58	19	23	3	↑	2	=
The toilet facilities	3046	52	24	24	-2	=	0	=
Sufficient room for all passengers to sit/stand	5601	74	12	14	3	↑	1	=
The comfort of the seating area	5593	81	12	7	2	=	2	=
The ease of being able to get on and off	5663	85	10	5	1	=	0	=
Your personal security on board	5419	86	13	2	-1	=	0	=
The cleanliness of the inside	5701	84	11	5	0	=	0	=
The cleanliness of the outside	4679	78	17	5	-4	↓	-2	=
The availability of staff	4847	67	24	9	1	=	-1	=
How well train company deals with delays	1494	57	28	14	1	=	3	=

Improved 
 Unchanged 
 Declined 

Regional

	Spring 2013			Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4052								
Overall satisfaction	3952	84	10	6	-2	=	-2	=
STATION FACILITIES								
Overall satisfaction with the station	3898	79	15	6	-2	=	0	=
Ticket buying facilities	2185	80	10	10	-2	=	1	=
Provision of information about train times/platforms	3737	86	8	5	1	=	2	=
The upkeep/repair of the station buildings/platforms	3758	78	14	9	1	=	5	↑
Cleanliness	3767	80	13	7	-1	=	4	↑
The facilities and services	3198	51	19	29	-2	=	1	=
The attitudes and helpfulness of the staff	2959	77	16	7	-1	=	1	=
Connections with other forms of public transport	2687	74	17	9	1	=	6	↑
Facilities for car parking	1819	52	15	33	-2	=	0	=
Overall environment	3754	73	19	9	-2	=	1	=
Your personal security whilst using the station	3444	70	23	7	-2	=	-1	=
The availability of staff	3269	66	18	16	3	=	0	=
The provision of shelter facilities ¹	3374	72	15	13	-4	↓	-	-
Availability of seating ¹	3628	59	18	23	-1	=	-	-
How request to station staff was handled	520	88	3	9	-2	=	2	=
TRAIN FACILITIES								
Overall satisfaction with the train ¹	3931	80	14	7	-1	=	-	-
The frequency of the trains on that route	3851	79	8	13	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	3899	81	7	12	-3	↓	-4	↓
The length of time the journey was scheduled to take (speed)	3823	87	8	5	-2	=	-1	=
Connections with other train services	2180	78	15	8	2	=	0	=
The value for money of the price of your ticket	3636	53	18	29	-4	↓	0	=
Upkeep and repair of the train	3816	71	15	14	0	=	0	=
The provision of information during the journey	3499	71	18	11	0	=	1	=
The helpfulness and attitude of staff on train	3009	74	20	5	0	=	-1	=
The space for luggage	3058	60	19	20	0	=	-1	=
The toilet facilities	1743	38	21	41	-4	=	-2	=
Sufficient room for all passengers to sit/stand	3823	73	12	15	-2	=	1	=
The comfort of the seating area	3844	72	17	11	-2	=	0	=
The ease of being able to get on and off	3861	83	12	6	-2	=	0	=
Your personal security on board	3670	79	18	4	-2	=	-2	=
The cleanliness of the inside	3904	73	15	11	-1	=	1	=
The cleanliness of the outside	3306	65	23	13	-6	↓	2	=
The availability of staff	3358	61	25	14	1	=	-2	=
How well train company deals with delays	589	35	40	25	-5	=	0	=

Individual train company results

Improved 
 Unchanged 
 Declined 

Overall satisfaction

% of passengers satisfied/good by sector:

London and South East: 81%
 Long-distance: 87%
 Regional: 84%

	Spring 2013			Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1201	88	8	4	0		0	
c2c	1046	92	6	2	-1		1	
Chiltern Railways	1079	89	8	3	-2		-1	
CrossCountry	1176	84	10	6	-1		0	
East Coast	1210	86	8	6	-6		-2	
East Midland Trains	1067	88	7	5	-2		1	
First Capital Connect	1731	76	16	8	-5		-3	
First Great Western	2931	80	12	8	-3		-2	
First Hull Trains	509	95	4	1	0		2	
First TransPennine Express	1167	85	8	7	-3		-2	
Grand Central ¹	601	93	5	2	-3		-	-
Greater Anglia	2221	77	14	9	-6		4	
Heathrow Connect	536	91	6	4	-3		-3	
Heathrow Express	489	94	5	1	1		4	
London Midland	1127	80	12	7	-3		-7	
London Overground	1076	92	5	3	-1		2	
Merseyrail	549	92	6	2	0		-3	
Northern Rail	1086	76	14	10	-4		-4	
ScotRail	1116	90	7	3	0		1	
South West Trains	1957	81	13	6	-5		-3	
Southeastern	1656	78	13	9	-6		-3	
Southern	2062	78	12	9	-3		-2	
Virgin Trains	1129	92	6	3	-1		1	

The value for money of the price of your ticket

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East: 38%
 Long-distance: 54%
 Regional: 53%

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1154	54	18	29	-1	=	-3	=
c2c	978	46	22	32	0	=	4	=
Chiltern Railways	1033	45	25	30	-4	=	-3	=
CrossCountry	1139	49	18	33	-4	=	1	=
East Coast	1156	56	20	25	-2	=	0	=
East Midland Trains	1034	48	20	32	0	=	-3	=
First Capital Connect	1592	32	24	44	-6	↓	-2	=
First Great Western	2806	48	20	32	-5	↓	0	=
First Hull Trains	488	62	17	21	2	=	6	=
First TransPennine Express	1109	55	18	27	-2	=	-1	=
Grand Central ¹	602	75	12	13	3	=	-	-
Greater Anglia	2079	35	20	44	-2	=	6	↑
Heathrow Connect	488	54	21	26	2	=	-2	=
Heathrow Express	494	40	22	37	0	=	7	↑
London Midland	1018	51	19	30	-1	=	-1	=
London Overground	919	48	22	30	-9	↓	-1	=
Merseyrail	419	65	16	19	-5	=	-2	=
Northern Rail	985	54	17	29	-4	=	3	=
ScotRail	1078	49	20	32	-4	=	-3	=
South West Trains	1832	33	23	44	-4	=	-3	=
Southeastern	1501	31	20	49	-7	↓	-1	=
Southern	1898	36	22	42	-6	↓	-2	=
Virgin Trains	1071	61	16	23	1	=	2	=

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

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East: 76%
 Long-distance: 83%
 Regional: 81%

	Spring 2013			Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1191	85	8	7	0	=	-2	=
c2c	1029	94	4	3	-3	↓	1	=
Chiltern Railways	1067	89	6	5	-1	=	3	↑
CrossCountry	1169	80	6	14	-2	=	-6	↓
East Coast	1194	83	6	11	-6	↓	-4	↓
East Midland Trains	1059	86	5	9	-2	=	-2	=
First Capital Connect	1707	71	9	20	-10	↓	-5	↓
First Great Western	2865	76	9	15	-2	=	-1	=
First Hull Trains	505	91	4	6	-4	=	-2	=
First TransPennine Express	1155	82	7	12	-7	↓	-6	↓
Grand Central ¹	609	93	5	3	-1	=	-	-
Greater Anglia	2173	74	10	16	-9	↓	4	↑
Heathrow Connect	533	78	9	14	-8	↓	-14	↓
Heathrow Express	498	95	4	1	-1	↓	2	↓
London Midland	1115	70	9	22	-6	↓	-12	↓
London Overground	1060	87	7	7	-1	=	-1	=
Merseyrail	531	91	4	6	-1	=	-4	=
Northern Rail	1067	72	8	20	-5	=	-6	↓
ScotRail	1110	84	9	7	-3	=	-3	↓
South West Trains	1928	77	9	14	-9	↓	-5	↓
Southeastern	1642	77	8	15	-8	↓	-3	=
Southern	2028	72	10	18	-5	↓	-6	↓
Virgin Trains	1116	87	5	8	-3	=	-2	=

Sufficient room for all the passengers to sit/stand

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East: 65%
 Long-distance: 74%
 Regional: 73%

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1172	73	14	14	-1	=	2	=
c2c	1008	64	15	21	-1	=	0	=
Chiltern Railways	1030	75	11	13	1	=	0	=
CrossCountry	1143	70	14	17	4	↑	-1	=
East Coast	1176	79	13	8	-2	=	-1	=
East Midland Trains	1038	74	12	13	4	=	0	=
First Capital Connect	1673	59	17	24	-2	=	-3	=
First Great Western	2855	68	13	19	3	↑	1	=
First Hull Trains	508	91	5	4	-1	=	4	=
First TransPennine Express	1140	65	11	24	4	=	2	=
Grand Central ¹	602	91	7	2	-2	=	-	-
Greater Anglia	2150	63	18	19	-7	↓	-3	=
Heathrow Connect	527	83	9	8	-3	=	-7	↓
Heathrow Express	501	95	3	2	7	↑	5	↑
London Midland	1106	66	12	22	-5	↓	-8	↓
London Overground	1057	72	12	16	-4	=	-5	↓
Merseyrail	523	79	14	7	-2	=	-3	=
Northern Rail	1051	66	13	21	-5	↓	0	=
ScotRail	1077	80	10	10	2	=	4	=
South West Trains	1877	63	16	21	-4	↓	-10	↓
Southeastern	1599	64	14	22	-4	=	3	=
Southern	2002	64	14	22	-3	=	-2	=
Virgin Trains	1104	83	10	6	1	=	4	=

Overall satisfaction with the station

Improved ↑

Unchanged =

Declined ↓

% of passengers satisfied/good by sector:

London and South East: 75%

Long-distance: 81%

Regional: 79%

	Spring 2013			Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1188	78	15	7	0	=	-1	=
c2c	1024	84	12	4	-3	=	1	=
Chiltern Railways	1072	84	12	4	-2	=	-3	↓
CrossCountry	1171	76	17	7	-4	↓	-3	=
East Coast	1203	87	10	4	-1	=	12	↑
East Midland Trains	1058	82	10	7	-7	↓	-3	=
First Capital Connect	1710	75	17	8	-4	↓	0	=
First Great Western	2897	76	16	7	-2	=	0	=
First Hull Trains	516	89	9	2	-3	=	7	↑
First TransPennine Express	1159	86	10	4	0	=	0	=
Grand Central ¹	609	87	8	4	-1	=	-	-
Greater Anglia	2203	75	20	5	-4	↓	4	↑
Heathrow Connect	531	77	14	9	-3	=	-7	↓
Heathrow Express	500	89	9	2	2	=	3	=
London Midland	1120	73	17	10	-2	=	-4	=
London Overground	1061	79	16	5	-7	↓	-2	=
Merseyrail	529	86	10	4	-2	=	-1	=
Northern Rail	1068	76	17	7	-2	=	2	=
ScotRail	1113	81	14	5	-4	=	-2	=
South West Trains	1937	74	19	7	-4	↓	0	=
Southeastern	1643	73	17	9	-2	=	-	=
Southern	2047	73	18	9	-5	↓	-2	=
Virgin Trains	1120	79	15	6	-1	=	-3	=

How well the train company dealt with delays

Improved ↑
 Unchanged =
 Declined ↓

% of passengers satisfied/good by sector:

London and South East: 36%
 Long-distance: 57%
 Regional: 35%

	Spring 2013			Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	138	38	44	18	-4	=	-2	=
c2c	81	62	27	11	1	=	20	↑
Chiltern Railways	83	46	38	15	-4	=	8	=
CrossCountry	325	51	34	14	0	=	-1	=
East Coast	395	62	26	12	-7	=	-1	=
East Midland Trains	159	58	21	21	1	=	7	=
First Capital Connect	415	28	45	27	-5	=	-2	=
First Great Western	714	44	35	21	-4	=	3	=
First Hull Trains	71	63	22	15	16	=	12	=
First TransPennine Express	311	53	29	19	3	=	-3	=
Grand Central ¹	103	73	16	11	-4	=	-	-
Greater Anglia	377	28	41	31	-17	↓	0	=
Heathrow Connect	60	34	31	35	-8	=	-4	=
Heathrow Express	<50	-	-	-	-	=	-	=
London Midland	258	32	35	33	-14	↓	-17	↓
London Overground	88	35	39	26	-7	=	-7	=
Merseyrail	61	41	40	19	-2	=	11	=
Northern Rail	205	29	39	33	-10	=	-5	=
ScotRail	185	43	40	16	3	=	5	=
South West Trains	423	45	34	21	-4	=	8	=
Southeastern	257	31	33	35	-9	=	0	=
Southern	471	30	39	31	-9	↓	-5	=
Virgin Trains	304	64	26	10	4	=	10	=

c2c

Improved ↑
 Unchanged =
 Declined ↓

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1059									
Overall satisfaction	1046	92	6	2	81	-1	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1024	84	12	4	75	-3	=	1	=
Ticket buying facilities	660	84	11	5	73	3	=	6	↑
Provision of information about train times/platforms	1010	88	9	2	79	0	=	2	=
The upkeep/repair of the station buildings/platforms	995	78	16	7	67	-2	=	3	↑
Cleanliness	990	83	12	5	72	1	=	5	↑
The facilities and services	893	56	24	20	54	-2	=	1	=
The attitudes and helpfulness of the staff	836	82	14	4	69	7	↑	6	↑
Connections with other forms of public transport	845	76	14	10	75	1	=	4	=
Facilities for car parking	381	60	17	22	47	3	=	5	=
Overall environment	1013	77	18	5	65	1	=	2	=
Your personal security whilst using the station	942	73	22	4	67	2	=	4	=
The availability of staff	916	72	18	10	58	5	↑	5	↑
The provision of shelter facilities ¹	895	69	15	15	61	-3	=	-	-
Availability of seating ¹	941	58	19	23	42	-1	=	-	-
How request to station staff was handled	85	86	11	2	80	-6	=	-6	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1043	90	8	2	77	-2	=	-	-
The frequency of the trains on that route	1041	87	4	9	75	1	=	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1029	94	4	3	76	-3	↓	1	↑
The length of time the journey was scheduled to take (speed)	1014	94	4	2	82	2	=	2	↑
Connections with other train services	554	85	11	5	75	-2	=	1	=
The value for money of the price of your ticket	978	46	22	32	38	0	=	4	=
Upkeep and repair of the train	1016	92	5	2	72	1	=	1	=
The provision of information during the journey	957	84	12	5	69	2	=	3	=
The helpfulness and attitude of staff on train	330	42	42	16	59	9	↑	8	=
The space for luggage	784	50	22	28	50	1	=	-1	=
The toilet facilities	473	58	26	16	34	2	=	-1	=
Sufficient room for all passengers to sit/stand	1008	64	15	21	65	-1	=	0	=
The comfort of the seating area	1014	81	12	6	69	1	=	0	=
The ease of being able to get on and off	1029	87	9	5	77	0	=	1	=
Your personal security on board	966	77	18	5	75	2	=	2	=
The cleanliness of the inside	1036	90	8	2	71	-2	↓	-1	=
The cleanliness of the outside	940	86	11	3	69	-4	↓	-2	=
The availability of staff	567	23	34	42	37	4	=	1	=
How well train company deals with delays	81	62	27	11	36	1	=	20	↑

Improved 
 Unchanged 
 Declined 

Chiltern Railways

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	Improvement/decline in % satisfied or good since Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012	significant change
Overall sample size 1104										
Overall satisfaction	1079	89	8	3	81	-2	=		-1	=
STATION FACILITIES										
Overall satisfaction with the station	1072	84	12	4	75	-2	=		-3	↓
Ticket buying facilities	589	83	9	7	73	2	=		1	=
Provision of information about train times/platforms	1050	85	9	6	79	0	=		-1	=
The upkeep/repair of the station buildings/platforms	1046	80	14	6	67	-3	=		1	=
Cleanliness	1054	85	12	3	72	-2	=		2	=
The facilities and services	946	67	19	14	54	-1	=		1	=
The attitudes and helpfulness of the staff	785	79	17	5	69	0	=		0	=
Connections with other forms of public transport	813	72	17	10	75	-3	=		-6	↓
Facilities for car parking	391	71	15	14	47	-1	=		5	=
Overall environment	1050	80	15	5	65	-3	=		-3	=
Your personal security whilst using the station	926	75	22	2	67	-4	=		-2	=
The availability of staff	890	63	25	12	58	-1	=		-5	↓
The provision of shelter facilities ¹	904	72	16	12	61	-8	↓		-	-
Availability of seating ¹	997	51	23	26	42	-6	↓		-	-
How request to station staff was handled	160	85	6	9	80	0	=		-4	=
TRAIN FACILITIES										
Overall satisfaction with the train ¹	1072	88	10	3	77	-2	=		-	-
The frequency of the trains on that route	1069	77	8	15	75	-3	=		-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1067	89	6	5	76	-1	=		3	↑
The length of time the journey was scheduled to take (speed)	1057	88	7	5	82	-1	=		0	=
Connections with other train services	526	76	16	7	75	4	=		1	=
The value for money of the price of your ticket	1033	45	25	30	38	-4	=		-3	=
Upkeep and repair of the train	1059	84	12	3	72	-4	↓		-2	=
The provision of information during the journey	964	75	18	7	69	-2	=		1	=
The helpfulness and attitude of staff on train	373	57	34	9	59	1	=		-5	=
The space for luggage	806	55	25	19	50	1	=		-7	↓
The toilet facilities	378	54	26	19	34	2	=		2	=
Sufficient room for all passengers to sit/stand	1030	75	11	13	65	1	=		0	=
The comfort of the seating area	1049	80	13	7	69	-2	=		-1	=
The ease of being able to get on and off	1069	87	10	3	77	-1	=		-2	=
Your personal security on board	992	85	14	1	75	-1	=		0	=
The cleanliness of the inside	1073	84	11	5	71	-2	=		-2	=
The cleanliness of the outside	899	81	16	3	69	-2	=		-3	=
The availability of staff	585	34	35	31	37	-2	=		-5	=
How well train company deals with delays	83	46	38	15	36	-4	=		8	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑

Unchanged =

Declined ↓

First Capital Connect

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1762									
Overall satisfaction	1731	76	16	8	81	-5	↓	-3	=
STATION FACILITIES									
Overall satisfaction with the station	1710	75	17	8	75	-4	↓	0	=
Ticket buying facilities	904	68	18	13	73	-2	=	-1	=
Provision of information about train times/platforms	1662	77	13	9	79	-2	=	-1	=
The upkeep/repair of the station buildings/platforms	1661	67	20	13	67	1	=	1	=
Cleanliness	1660	74	17	8	72	0	=	2	=
The facilities and services	1379	52	21	28	54	-3	=	5	↑
The attitudes and helpfulness of the staff	1217	67	24	9	69	-3	=	-3	=
Connections with other forms of public transport	1324	75	13	12	75	-5	↓	-1	=
Facilities for car parking	498	43	21	37	47	-3	=	-3	=
Overall environment	1668	67	22	11	65	-4	↓	1	=
Your personal security whilst using the station	1509	69	26	5	67	-3	=	3	=
The availability of staff	1425	56	21	23	58	-4	↓	0	=
The provision of shelter facilities ¹	1420	57	20	23	61	-9	↓	-	-
Availability of seating ¹	1530	41	24	35	42	-4	=	-	-
How request to station staff was handled	219	81	9	10	80	-6	=	-3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1723	67	22	11	77	-7	↓	-	-
The frequency of the trains on that route	1700	75	10	15	75	-4	↓	-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1707	71	9	20	76	-10	↓	-5	↓
The length of time the journey was scheduled to take (speed)	1671	82	11	7	82	-5	↓	-2	=
Connections with other train services	1014	76	18	7	75	-4	=	0	=
The value for money of the price of your ticket	1592	32	24	44	38	-6	↓	-2	=
Upkeep and repair of the train	1691	52	25	23	72	-7	↓	-9	↓
The provision of information during the journey	1499	47	29	25	69	-3	=	-3	=
The helpfulness and attitude of staff on train	568	37	40	24	59	-1	=	0	=
The space for luggage	1299	41	28	32	50	-4	=	-6	↓
The toilet facilities	613	26	24	50	34	-1	=	-3	=
Sufficient room for all passengers to sit/stand	1673	59	17	24	65	-2	=	-3	=
The comfort of the seating area	1668	58	24	18	69	-2	=	-4	=
The ease of being able to get on and off	1705	73	18	9	77	-3	=	-3	=
Your personal security on board	1571	70	25	5	75	-3	=	-2	=
The cleanliness of the inside	1697	57	24	20	71	-8	↓	-8	↓
The cleanliness of the outside	1466	51	29	19	69	-5	↓	-5	↓
The availability of staff	1037	13	28	60	37	-3	=	-4	↓
How well train company deals with delays	415	28	45	27	36	-5	=	-2	=

Improved ↑

Unchanged =

Declined ↓

First Great Western

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2996									
Overall satisfaction	2931	80	12	8	81	-3	↓	-2	=
STATION FACILITIES									
Overall satisfaction with the station	2897	76	16	7	75	-2	=	0	=
Ticket buying facilities	1426	76	13	11	73	2	=	1	=
Provision of information about train times/platforms	2800	83	10	7	79	0	=	2	=
The upkeep/repair of the station buildings/platforms	2792	69	19	12	67	1	=	4	↑
Cleanliness	2808	73	17	9	72	0	=	3	↑
The facilities and services	2472	57	20	23	54	-3	=	4	↑
The attitudes and helpfulness of the staff	2125	75	18	7	69	0	=	0	=
Connections with other forms of public transport	1984	70	17	13	75	-3	=	-1	=
Facilities for car parking	990	54	18	28	47	-2	=	0	=
Overall environment	2806	66	22	13	65	-2	=	0	=
Your personal security whilst using the station	2541	69	25	6	67	-3	=	0	=
The availability of staff	2416	63	21	16	58	4	↑	1	=
The provision of shelter facilities ¹	2415	63	18	19	61	-6	↓	-	-
Availability of seating ¹	2661	49	21	30	42	0	=	-	-
How request to station staff was handled	541	90	3	6	80	2	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2924	79	14	7	77	-2	=	-	-
The frequency of the trains on that route	2871	76	9	14	75	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2865	76	9	15	76	-2	=	-1	=
The length of time the journey was scheduled to take (speed)	2834	83	10	7	82	-2	=	-2	=
Connections with other train services	1579	73	17	10	75	0	=	-1	=
The value for money of the price of your ticket	2806	48	20	32	38	-5	↓	0	=
Upkeep and repair of the train	2846	76	16	8	72	-2	=	-1	=
The provision of information during the journey	2628	67	22	11	69	-1	=	0	=
The helpfulness and attitude of staff on train	1737	68	23	9	59	1	=	2	=
The space for luggage	2278	57	21	22	50	4	↑	3	↑
The toilet facilities	1317	42	24	34	34	-2	=	-2	=
Sufficient room for all passengers to sit/stand	2855	68	13	19	65	3	↑	1	=
The comfort of the seating area	2843	72	18	10	69	0	=	0	=
The ease of being able to get on and off	2872	76	15	9	77	0	=	-1	=
Your personal security on board	2687	79	18	3	75	-1	=	-2	=
The cleanliness of the inside	2888	74	16	10	71	-2	=	-2	=
The cleanliness of the outside	2372	70	22	9	69	-3	↓	-4	↓
The availability of staff	2140	48	31	21	37	1	=	-1	=
How well train company deals with delays	714	44	35	21	36	-4	=	3	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑

Unchanged =

Declined ↓

Greater Anglia

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2267									
Overall satisfaction	2221	77	14	9	81	-6	↓	4	↑
STATION FACILITIES									
Overall satisfaction with the station	2203	75	20	5	75	-4	↓	4	↑
Ticket buying facilities	1176	73	16	11	73	0	=	4	=
Provision of information about train times/platforms	2121	77	14	9	79	-3	=	3	=
The upkeep/repair of the station buildings/platforms	2120	68	21	10	67	-2	=	2	=
Cleanliness	2139	71	21	8	72	-4	↓	3	=
The facilities and services	1883	56	22	22	54	-3	=	7	↑
The attitudes and helpfulness of the staff	1669	67	23	10	69	-1	=	2	=
Connections with other forms of public transport	1726	78	13	8	75	-2	=	3	=
Facilities for car parking	776	50	22	29	47	-1	=	2	=
Overall environment	2150	65	25	11	65	-7	↓	2	=
Your personal security whilst using the station	1976	65	29	6	67	-4	=	1	=
The availability of staff	1889	57	26	17	58	2	=	4	=
The provision of shelter facilities ¹	1787	59	21	20	61	-7	↓	-	-
Availability of seating ¹	1997	40	24	36	42	-5	↓	-	-
How request to station staff was handled	304	84	7	9	80	1	=	6	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2224	70	19	11	77	-3	=	-	-
The frequency of the trains on that route	2197	76	8	16	75	-1	=	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	2173	74	10	16	76	-9	↓	4	↑
The length of time the journey was scheduled to take (speed)	2144	81	12	7	82	-4	↓	2	=
Connections with other train services	1291	73	19	9	75	-6	↓	-2	=
The value for money of the price of your ticket	2079	35	20	44	38	-2	=	6	↑
Upkeep and repair of the train	2165	53	23	24	72	-4	↓	-2	=
The provision of information during the journey	2011	60	25	15	69	-2	=	4	↑
The helpfulness and attitude of staff on train	1060	49	33	18	59	1	=	3	=
The space for luggage	1695	49	25	25	50	-4	=	-3	=
The toilet facilities	1004	34	21	45	34	0	=	3	=
Sufficient room for all passengers to sit/stand	2150	63	18	19	65	-7	↓	-3	=
The comfort of the seating area	2176	58	24	18	69	-4	↓	0	=
The ease of being able to get on and off	2192	78	15	7	77	-4	↓	2	=
Your personal security on board	2063	68	26	6	75	-5	↓	3	=
The cleanliness of the inside	2207	57	22	21	71	-5	↓	1	=
The cleanliness of the outside	1872	50	29	21	69	-8	↓	-3	=
The availability of staff	1494	26	27	48	37	0	=	-1	=
How well train company deals with delays	377	28	41	31	36	-17	↓	0	=

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2012	significant change	Improvement/decline in % satisfied or good since Spring 2012	significant change
Spring 2013									
Overall sample size 560									
Overall satisfaction	536	91	6	4	81	-3	=	-3	=
STATION FACILITIES									
Overall satisfaction with the station	531	77	14	9	75	-3	=	-7	↓
Ticket buying facilities	340	71	13	16	73	-2	=	-11	↓
Provision of information about train times/platforms	516	74	13	13	79	-2	=	-2	=
The upkeep/repair of the station buildings/platforms	518	70	19	11	67	-2	=	-6	=
Cleanliness	522	73	19	8	72	-4	=	-9	↓
The facilities and services	440	58	20	22	54	6	=	-1	=
The attitudes and helpfulness of the staff	414	69	20	11	69	-4	=	-13	↓
Connections with other forms of public transport	459	74	15	11	75	-7	↓	-7	=
Facilities for car parking	184	26	22	53	47	-14	↓	-10	=
Overall environment	522	64	24	12	65	-5	=	-11	↓
Your personal security whilst using the station	486	71	22	7	67	1	=	-2	=
The availability of staff	461	57	22	21	58	-4	=	-14	↓
The provision of shelter facilities ¹	437	63	21	16	61	-4	=	-	-
Availability of seating ¹	478	52	21	27	42	0	=	-	-
How request to station staff was handled	63	88	4	7	80	12	=	-2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	532	91	6	2	77	-3	↓	-	-
The frequency of the trains on that route	527	68	14	18	75	-3	=	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	533	78	9	14	76	-8	↓	-14	↓
The length of time the journey was scheduled to take (speed)	519	90	6	5	82	-3	=	-4	=
Connections with other train services	382	81	13	6	75	-2	=	-5	=
The value for money of the price of your ticket	488	54	21	26	38	2	=	-2	=
Upkeep and repair of the train	524	93	5	2	72	-2	=	-1	=
The provision of information during the journey	504	83	12	5	69	-2	=	-1	=
The helpfulness and attitude of staff on train	351	68	24	7	59	-6	=	-13	↓
The space for luggage	438	78	14	8	50	-3	=	2	=
The toilet facilities	238	71	16	13	34	5	=	11	=
Sufficient room for all passengers to sit/stand	527	83	9	8	65	-3	=	-7	↓
The comfort of the seating area	524	87	9	4	69	-3	=	-5	↓
The ease of being able to get on and off	530	83	8	9	77	-3	=	-5	=
Your personal security on board	514	88	10	2	75	1	=	4	=
The cleanliness of the inside	532	91	7	2	71	-4	↓	-2	=
The cleanliness of the outside	495	89	10	2	69	-2	=	-2	=
The availability of staff	416	58	29	14	37	-6	=	-5	=
How well train company deals with delays	60	34	31	35	36	-8	=	-4	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 526									
Overall satisfaction	489	94	5	1	81	1	=	4	=
STATION FACILITIES									
Overall satisfaction with the station	500	89	9	2	75	2	=	3	=
Ticket buying facilities	367	89	9	2	73	0	=	3	=
Provision of information about train times/platforms	472	84	11	5	79	2	=	3	=
The upkeep/repair of the station buildings/platforms	473	82	13	5	67	-2	=	4	=
Cleanliness	487	83	12	5	72	1	=	6	↑
The facilities and services	348	70	18	11	54	4	=	6	=
The attitudes and helpfulness of the staff	371	84	14	2	69	6	=	5	=
Connections with other forms of public transport	377	87	7	6	75	6	↑	5	=
Facilities for car parking	71	69	13	18	47	-5	=	21	↑
Overall environment	469	80	15	5	65	-1	=	-1	=
Your personal security whilst using the station	404	82	18	1	67	-1	=	2	=
The availability of staff	402	77	16	8	58	4	=	7	↑
The provision of shelter facilities ¹	250	82	15	3	61	3	=	-	-
Availability of seating ¹	366	68	14	19	42	4	=	-	-
How request to station staff was handled	111	96	3	2	80	4	=	6	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	483	95	5	0	77	2	=	-	-
The frequency of the trains on that route	494	93	4	2	75	-1	=	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	498	95	4	1	76	-1	=	2	=
The length of time the journey was scheduled to take (speed)	489	97	2	1	82	0	=	0	=
Connections with other train services	309	85	12	4	75	1	=	4	=
The value for money of the price of your ticket	494	40	22	37	38	0	=	7	↑
Upkeep and repair of the train	500	94	3	2	72	5	↑	4	=
The provision of information during the journey	472	87	11	2	69	4	=	7	↑
The helpfulness and attitude of staff on train	420	87	13	1	59	1	=	-1	=
The space for luggage	488	92	6	2	50	8	↑	4	=
The toilet facilities	156	79	14	7	34	6	=	16	↑
Sufficient room for all passengers to sit/stand	501	95	3	2	65	7	↑	5	↑
The comfort of the seating area	496	94	6	1	69	5	↑	4	=
The ease of being able to get on and off	496	95	4	1	77	1	=	0	=
Your personal security on board	474	93	7	0	75	3	=	2	=
The cleanliness of the inside	498	93	5	1	71	-2	=	0	=
The cleanliness of the outside	461	94	6	0	69	2	=	1	=
The availability of staff	436	76	20	4	37	1	=	1	=
How well train company deals with delays	<50	-	-	-	36	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

London Midland

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1149									
Overall satisfaction	1127	80	12	7	81	-3	=	-7	↓
STATION FACILITIES									
Overall satisfaction with the station	1120	73	17	10	75	-2	=	-4	=
Ticket buying facilities	588	72	14	14	73	-3	=	-6	↓
Provision of information about train times/platforms	1083	80	12	7	79	-5	↓	-3	=
The upkeep/repair of the station buildings/platforms	1087	66	21	13	67	-4	=	0	=
Cleanliness	1089	71	18	11	72	-4	=	-1	=
The facilities and services	939	54	21	25	54	0	=	6	↑
The attitudes and helpfulness of the staff	824	70	21	10	69	-3	=	-3	=
Connections with other forms of public transport	800	71	14	14	75	3	=	2	=
Facilities for car parking	411	45	17	38	47	-12	↓	-11	↓
Overall environment	1081	61	24	15	65	-8	↓	-7	↓
Your personal security whilst using the station	1003	66	26	8	67	-5	↓	-2	=
The availability of staff	935	55	23	22	58	-1	=	-4	=
The provision of shelter facilities ¹	914	63	19	18	61	-8	↓	-	-
Availability of seating ¹	1016	45	18	36	42	-8	↓	-	-
How request to station staff was handled	142	81	6	13	80	-7	=	-5	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1123	80	12	8	77	-3	=	-	-
The frequency of the trains on that route	1104	76	9	16	75	-2	=	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1115	70	9	22	76	-6	↓	-12	↓
The length of time the journey was scheduled to take (speed)	1099	84	10	6	82	0	=	-5	↓
Connections with other train services	549	72	20	9	75	-5	=	-6	↓
The value for money of the price of your ticket	1018	51	19	30	38	-1	=	-1	=
Upkeep and repair of the train	1097	80	12	8	72	-4	↓	-4	↓
The provision of information during the journey	1029	70	17	13	69	-6	↓	-4	=
The helpfulness and attitude of staff on train	566	59	31	11	59	-7	↓	-4	=
The space for luggage	843	54	20	25	50	-1	=	-3	=
The toilet facilities	456	53	23	24	34	1	=	3	=
Sufficient room for all passengers to sit/stand	1106	66	12	22	65	-5	↓	-8	↓
The comfort of the seating area	1101	75	15	10	69	-4	↓	-5	↓
The ease of being able to get on and off	1118	80	12	8	77	-1	=	-6	↓
Your personal security on board	1058	75	21	4	75	-4	=	-5	↓
The cleanliness of the inside	1123	76	15	9	71	-7	↓	-6	↓
The cleanliness of the outside	944	77	18	5	69	-6	↓	-6	↓
The availability of staff	784	41	30	29	37	-7	↓	-4	=
How well train company deals with delays	258	32	35	33	36	-14	↓	-17	↓

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑

Unchanged =

Declined ↓

London Overground

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1111									
Overall satisfaction	1076	92	5	3	81	-1	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	1061	79	16	5	75	-7	↓	-2	=
Ticket buying facilities	575	70	16	14	73	-6	=	-3	=
Provision of information about train times/platforms	1014	81	11	7	79	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	1015	77	15	8	67	-2	=	0	=
Cleanliness	1029	80	13	7	72	0	=	2	=
The facilities and services	800	43	22	35	54	-2	=	8	↑
The attitudes and helpfulness of the staff	755	69	23	8	69	1	=	4	=
Connections with other forms of public transport	872	77	15	8	75	0	=	1	=
Facilities for car parking	354	33	24	43	47	1	=	-2	=
Overall environment	1030	71	20	9	65	-6	↓	0	=
Your personal security whilst using the station	959	69	26	6	67	-4	=	-1	=
The availability of staff	881	63	22	15	58	1	=	3	=
The provision of shelter facilities ¹	941	60	19	21	61	-10	↓	-	-
Availability of seating ¹	978	45	24	31	42	-12	↓	-	-
How request to station staff was handled	98	83	6	10	80	-3	=	-7	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1064	92	6	2	77	0	=	-	-
The frequency of the trains on that route	1066	79	9	12	75	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1060	87	7	7	76	-1	=	-1	=
The length of time the journey was scheduled to take (speed)	1040	89	7	3	82	1	=	1	=
Connections with other train services	861	82	10	8	75	-1	=	-3	=
The value for money of the price of your ticket	919	48	22	30	38	-9	↓	-1	=
Upkeep and repair of the train	1044	92	7	1	72	-2	=	-2	=
The provision of information during the journey	996	85	12	3	69	-1	=	0	=
The helpfulness and attitude of staff on train	510	60	32	8	59	3	=	3	=
The space for luggage	826	58	23	19	50	-4	=	-6	=
The toilet facilities	340	12	16	72	34	-4	=	-5	=
Sufficient room for all passengers to sit/stand	1057	72	12	16	65	-4	=	-5	↓
The comfort of the seating area	1038	81	13	6	69	-4	=	-1	=
The ease of being able to get on and off	1054	81	12	8	77	-5	↓	-3	=
Your personal security on board	1015	80	16	4	75	-3	=	1	=
The cleanliness of the inside	1059	91	7	2	71	-2	=	-2	=
The cleanliness of the outside	978	89	9	2	69	-3	=	-1	=
The availability of staff	759	42	31	26	37	0	=	5	=
How well train company deals with delays	88	35	39	26	36	-7	=	-7	=

Improved 
 Unchanged 
 Declined 

South West Trains

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2004									
Overall satisfaction	1957	81	13	6	81	-5		-3	
STATION FACILITIES									
Overall satisfaction with the station	1937	74	19	7	75	-4		0	
Ticket buying facilities	1004	74	15	11	73	0		4	
Provision of information about train times/platforms	1852	81	12	7	79	-3		-2	
The upkeep/repair of the station buildings/platforms	1856	64	22	14	67	-3		7	
Cleanliness	1869	69	22	9	72	-2		6	
The facilities and services	1641	57	21	22	54	-1		10	
The attitudes and helpfulness of the staff	1343	68	23	9	69	1		-1	
Connections with other forms of public transport	1412	76	14	11	75	-2		2	
Facilities for car parking	726	50	20	30	47	-5		0	
Overall environment	1869	63	26	11	65	-4		1	
Your personal security whilst using the station	1709	67	28	5	67	-1		-1	
The availability of staff	1593	54	26	20	58	2		0	
The provision of shelter facilities ¹	1650	60	19	20	61	-5		-	-
Availability of seating ¹	1757	38	21	41	42	-3		-	-
How request to station staff was handled	253	75	6	18	80	-8		-7	
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1965	79	16	6	77	-4		-	-
The frequency of the trains on that route	1917	73	10	17	75	-4		-5	
Punctuality/reliability (i.e. the train arriving/departing on time)	1928	77	9	14	76	-9		-5	
The length of time the journey was scheduled to take (speed)	1892	81	11	8	82	-1		-2	
Connections with other train services	1116	74	17	9	75	1		-2	
The value for money of the price of your ticket	1832	33	23	44	38	-4		-3	
Upkeep and repair of the train	1885	78	14	8	72	-1		-4	
The provision of information during the journey	1753	73	19	8	69	-1		-2	
The helpfulness and attitude of staff on train	1273	70	24	6	59	-1		2	
The space for luggage	1501	53	24	23	50	-2		-6	
The toilet facilities	821	30	24	46	34	-6		-9	
Sufficient room for all passengers to sit/stand	1877	63	16	21	65	-4		-10	
The comfort of the seating area	1884	72	19	10	69	-4		-4	
The ease of being able to get on and off	1923	77	15	8	77	-2		-5	
Your personal security on board	1821	80	18	2	75	-1		-1	
The cleanliness of the inside	1937	74	17	10	71	-3		-5	
The cleanliness of the outside	1618	75	20	5	69	-4		-2	
The availability of staff	1517	51	34	15	37	-2		-4	
How well train company deals with delays	423	45	34	21	36	-4		8	

Improved ↑

Unchanged =

Declined ↓

Southeastern

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1687									
Overall satisfaction	1656	78	13	9	81	-6	↓	-3	=
STATION FACILITIES									
Overall satisfaction with the station	1643	73	17	9	75	-2	=	0	=
Ticket buying facilities	836	71	16	13	73	2	=	2	=
Provision of information about train times/platforms	1590	77	13	11	79	-2	=	0	=
The upkeep/repair of the station buildings/platforms	1577	65	21	14	67	-3	=	1	=
Cleanliness	1596	70	17	12	72	-3	=	1	=
The facilities and services	1419	51	21	28	54	-6	↓	1	=
The attitudes and helpfulness of the staff	1244	65	23	12	69	-3	=	-1	=
Connections with other forms of public transport	1288	76	14	10	75	0	=	3	=
Facilities for car parking	482	46	15	39	47	2	=	5	=
Overall environment	1585	64	21	15	65	-1	=	-1	=
Your personal security whilst using the station	1472	64	28	7	67	-2	=	3	=
The availability of staff	1432	57	23	20	58	-1	=	0	=
The provision of shelter facilities ¹	1327	59	20	21	61	-8	↓	-	-
Availability of seating ¹	1496	42	19	40	42	-1	=	-	-
How request to station staff was handled	178	79	7	14	80	-4	=	3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1661	75	17	8	77	-5	↓	-	-
The frequency of the trains on that route	1647	75	9	16	75	-2	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1642	77	8	15	76	-8	↓	-3	=
The length of time the journey was scheduled to take (speed)	1611	80	11	9	82	-6	↓	1	=
Connections with other train services	859	73	18	9	75	-4	=	1	=
The value for money of the price of your ticket	1501	31	20	49	38	-7	↓	-1	=
Upkeep and repair of the train	1604	70	17	13	72	-5	↓	-2	=
The provision of information during the journey	1513	69	18	13	69	-2	=	1	=
The helpfulness and attitude of staff on train	796	56	28	16	59	2	=	0	=
The space for luggage	1240	47	23	30	50	-1	=	-1	=
The toilet facilities	659	34	19	47	34	4	=	6	↑
Sufficient room for all passengers to sit/stand	1599	64	14	22	65	-4	=	3	=
The comfort of the seating area	1607	67	18	14	69	-4	=	0	=
The ease of being able to get on and off	1622	78	14	8	77	-3	=	0	=
Your personal security on board	1525	69	24	7	75	-4	↓	-1	=
The cleanliness of the inside	1639	68	19	13	71	-5	↓	-3	=
The cleanliness of the outside	1431	65	25	10	69	-6	↓	-3	=
The availability of staff	1117	34	26	40	37	1	=	0	=
How well train company deals with delays	257	31	33	35	36	-9	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

Southern

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 21 13									
Overall satisfaction	2062	78	12	9	81	-3	↓	-2	=
STATION FACILITIES									
Overall satisfaction with the station	2047	73	18	9	75	-5	↓	-2	=
Ticket buying facilities	1026	70	16	14	73	0	=	1	=
Provision of information about train times/platforms	1982	76	13	11	79	-4	↓	-2	=
The upkeep/repair of the station buildings/platforms	1962	62	23	15	67	-6	↓	-3	=
Cleanliness	1957	69	21	10	72	-6	↓	0	=
The facilities and services	1645	53	23	25	54	-4	↓	5	↑
The attitudes and helpfulness of the staff	1516	67	23	10	69	-5	↓	-2	=
Connections with other forms of public transport	1523	75	15	10	75	-5	↓	3	=
Facilities for car parking	486	40	17	43	47	-1	=	0	=
Overall environment	1978	61	25	14	65	-7	↓	-3	=
Your personal security whilst using the station	1802	66	28	6	67	-4	↓	1	=
The availability of staff	1704	58	25	17	58	-2	=	0	=
The provision of shelter facilities ¹	1538	60	21	18	61	-9	↓	-	-
Availability of seating ¹	1748	39	19	42	42	-1	=	-	-
How request to station staff was handled	364	76	8	16	80	-6	=	-4	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	2069	75	17	8	77	-5	↓	-	-
The frequency of the trains on that route	2048	70	12	19	75	-5	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	2028	72	10	18	76	-5	↓	-6	↓
The length of time the journey was scheduled to take (speed)	1998	80	11	8	82	-4	↓	-3	↓
Connections with other train services	1200	74	17	9	75	-3	=	-2	=
The value for money of the price of your ticket	1898	36	22	42	38	-6	↓	-2	=
Upkeep and repair of the train	2009	69	18	14	72	-3	=	2	=
The provision of information during the journey	1856	73	18	10	69	-2	=	1	=
The helpfulness and attitude of staff on train	927	54	31	15	59	-3	=	1	=
The space for luggage	1570	43	25	32	50	-3	=	-4	↓
The toilet facilities	719	35	24	42	34	-2	=	5	=
Sufficient room for all passengers to sit/stand	2002	64	14	22	65	-3	=	-2	=
The comfort of the seating area	2005	67	20	13	69	-3	=	-2	=
The ease of being able to get on and off	2027	74	16	10	77	-2	=	0	=
Your personal security on board	1888	74	21	5	75	-2	=	2	=
The cleanliness of the inside	2040	70	17	13	71	-4	↓	0	=
The cleanliness of the outside	1719	66	25	9	69	-4	↓	-3	=
The availability of staff	1360	33	31	35	37	-2	=	-3	=
How well train company deals with delays	471	30	39	31	36	-9	↓	-5	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑

Unchanged =

Declined ↓

CrossCountry

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2012	Improvement/decline in % satisfied or good since Spring 2012		
						% change	significant change	% change	significant change
Spring 2013									
Overall sample size 1200									
Overall satisfaction	1176	84	10	6	87	-1	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	1171	76	17	7	81	-4	↓	-3	=
Ticket buying facilities	473	85	9	6	83	0	=	7	↑
Provision of information about train times/platforms	1138	85	9	6	87	1	=	2	=
The upkeep/repair of the station buildings/platforms	1118	67	19	13	75	-3	=	1	=
Cleanliness	1138	74	17	9	79	-1	=	0	=
The facilities and services	998	63	19	19	68	-5	↓	2	=
The attitudes and helpfulness of the staff	855	77	18	5	78	-2	=	-2	=
Connections with other forms of public transport	706	73	16	10	78	0	=	0	=
Facilities for car parking	395	60	17	23	57	2	=	2	=
Overall environment	1127	65	21	14	73	-5	↓	-4	=
Your personal security whilst using the station	1018	74	23	3	76	-3	=	2	=
The availability of staff	979	64	25	11	66	-4	=	-3	=
The provision of shelter facilities ¹	984	66	19	16	69	-9	↓	-	-
Availability of seating ¹	1070	53	19	28	50	0	=	-	-
How request to station staff was handled	253	90	5	5	89	1	=	-2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1175	81	14	5	86	-1	=	-	-
The frequency of the trains on that route	1124	80	12	8	85	1	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1169	80	6	14	83	-2	=	-6	↓
The length of time the journey was scheduled to take (speed)	1152	86	8	6	89	1	=	-1	=
Connections with other train services	643	77	14	9	80	-1	=	-1	=
The value for money of the price of your ticket	1139	49	18	33	54	-4	=	1	=
Upkeep and repair of the train	1138	80	14	6	85	-2	=	0	=
The provision of information during the journey	1075	76	16	8	80	3	=	-1	=
The helpfulness and attitude of staff on train	839	77	20	3	81	-2	=	-1	=
The space for luggage	912	55	21	24	58	5	↑	0	=
The toilet facilities	515	48	26	26	52	0	=	0	=
Sufficient room for all passengers to sit/stand	1143	70	14	17	74	4	↑	-1	=
The comfort of the seating area	1141	77	15	8	81	2	=	0	=
The ease of being able to get on and off	1161	83	12	5	85	3	=	0	=
Your personal security on board	1102	84	14	2	86	1	=	-1	=
The cleanliness of the inside	1167	78	14	8	84	-1	=	-1	=
The cleanliness of the outside	953	74	21	5	78	-6	↓	-5	↓
The availability of staff	963	63	29	9	67	-1	=	-4	=
How well train company deals with delays	325	51	34	14	57	0	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

East Coast

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1234									
Overall satisfaction	1210	86	8	6	87	-6	↓	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1203	87	10	4	81	-1	=	12	↑
Ticket buying facilities	330	87	8	5	83	1	=	3	=
Provision of information about train times/platforms	1185	90	5	5	87	-1	=	3	↑
The upkeep/repair of the station buildings/platforms	1167	82	12	5	75	-1	=	18	↑
Cleanliness	1188	86	11	3	79	-2	=	14	↑
The facilities and services	1048	76	14	10	68	-3	=	18	↑
The attitudes and helpfulness of the staff	809	80	16	4	78	-3	=	4	=
Connections with other forms of public transport	827	81	12	7	78	-4	=	1	=
Facilities for car parking	351	51	23	26	57	-6	=	2	=
Overall environment	1171	80	14	6	73	-2	=	16	↑
Your personal security whilst using the station	1052	78	20	2	76	-2	=	8	↑
The availability of staff	947	69	21	10	66	-4	=	2	=
The provision of shelter facilities ¹	944	70	17	12	69	-6	↓	-	-
Availability of seating ¹	1084	43	23	34	50	-5	↓	-	-
How request to station staff was handled	215	87	6	6	89	-1	=	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1212	87	9	4	86	-2	=	-	-
The frequency of the trains on that route	1169	90	7	4	85	-1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1194	83	6	11	83	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	1174	88	6	6	89	-4	↓	-2	=
Connections with other train services	633	77	14	9	80	-7	↓	-2	=
The value for money of the price of your ticket	1156	56	20	25	54	-2	=	0	=
Upkeep and repair of the train	1190	81	13	7	85	-1	=	2	=
The provision of information during the journey	1139	80	14	6	80	-1	=	2	=
The helpfulness and attitude of staff on train	962	84	14	3	81	-1	=	2	=
The space for luggage	1030	63	19	18	58	-3	=	0	=
The toilet facilities	807	50	25	25	52	-4	=	-2	=
Sufficient room for all passengers to sit/stand	1176	79	13	8	74	-2	=	-1	=
The comfort of the seating area	1189	80	13	7	81	-1	=	1	=
The ease of being able to get on and off	1190	82	13	5	85	-2	=	-1	=
Your personal security on board	1138	86	13	1	86	-3	↓	1	=
The cleanliness of the inside	1201	85	10	4	84	0	=	3	↑
The cleanliness of the outside	973	72	21	7	78	-5	↓	-4	=
The availability of staff	1041	71	21	8	67	-1	=	-1	=
How well train company deals with delays	395	62	26	12	57	-7	=	-1	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1088									
Overall satisfaction	1067	88	7	5	87	-2	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1058	82	10	7	81	-7	↓	-3	=
Ticket buying facilities	451	77	14	9	83	-10	↓	-4	=
Provision of information about train times/platforms	1025	83	11	6	87	-2	=	0	=
The upkeep/repair of the station buildings/platforms	1024	76	17	7	75	-6	↓	-4	=
Cleanliness	1038	80	14	6	79	-6	↓	-2	=
The facilities and services	931	65	18	17	68	-5	↓	0	=
The attitudes and helpfulness of the staff	752	78	16	7	78	-4	=	-1	=
Connections with other forms of public transport	760	74	13	12	78	-2	=	2	=
Facilities for car parking	353	67	16	17	57	-3	=	-1	=
Overall environment	1046	74	17	9	73	-8	↓	-5	↓
Your personal security whilst using the station	933	72	24	4	76	-6	↓	-4	=
The availability of staff	898	64	21	16	66	-8	↓	-5	=
The provision of shelter facilities ¹	900	67	17	16	69	-12	↓	-	-
Availability of seating ¹	982	50	22	28	50	-5	=	-	-
How request to station staff was handled	180	85	5	9	89	-5	=	-4	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1066	86	8	6	86	-1	=	-	-
The frequency of the trains on that route	1046	81	9	10	85	-3	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1059	86	5	9	83	-2	=	-2	=
The length of time the journey was scheduled to take (speed)	1043	86	8	6	89	-3	=	-3	=
Connections with other train services	560	78	13	9	80	-2	=	-1	=
The value for money of the price of your ticket	1034	48	20	32	54	0	=	-3	=
Upkeep and repair of the train	1055	84	10	6	85	-1	=	-1	=
The provision of information during the journey	967	72	18	10	80	-1	=	1	=
The helpfulness and attitude of staff on train	840	80	15	5	81	2	=	0	=
The space for luggage	845	53	21	26	58	-2	=	-3	=
The toilet facilities	518	43	26	31	52	-11	↓	-7	↓
Sufficient room for all passengers to sit/stand	1038	74	12	13	74	4	=	0	=
The comfort of the seating area	1037	81	12	6	81	0	=	0	=
The ease of being able to get on and off	1051	84	10	6	85	0	=	-1	=
Your personal security on board	1008	84	15	1	86	-2	=	-2	=
The cleanliness of the inside	1057	83	10	7	84	-1	=	-1	=
The cleanliness of the outside	865	71	18	11	78	-5	↓	-3	=
The availability of staff	906	64	26	10	67	2	=	-3	=
How well train company deals with delays	159	58	21	21	57	1	=	7	=

Improved ↑
 Unchanged =
 Declined ↓

First Hull Trains

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 543									
Overall satisfaction	509	95	4	1	87	0	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	516	89	9	2	81	-3	=	7	↑
Ticket buying facilities	173	88	8	3	83	2	=	8	=
Provision of information about train times/platforms	499	91	6	4	87	3	=	6	↑
The upkeep/repair of the station buildings/platforms	493	90	7	3	75	2	=	14	↑
Cleanliness	494	90	7	2	79	-1	=	13	↑
The facilities and services	441	74	15	11	68	-2	=	16	↑
The attitudes and helpfulness of the staff	328	79	17	4	78	-2	=	3	=
Connections with other forms of public transport	360	86	6	8	78	3	=	5	=
Facilities for car parking	224	67	12	21	57	-2	=	-3	=
Overall environment	495	84	13	3	73	-4	=	10	↑
Your personal security whilst using the station	444	81	18	1	76	2	=	8	↑
The availability of staff	403	70	21	9	66	1	=	6	=
The provision of shelter facilities ¹	420	79	10	11	69	-5	=	-	-
Availability of seating ¹	450	57	19	25	50	0	=	-	-
How request to station staff was handled	93	89	0	10	89	-1	=	-2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	514	92	7	1	86	-5	↓	-	-
The frequency of the trains on that route	474	80	11	9	85	1	=	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	505	91	4	6	83	-4	=	-2	=
The length of time the journey was scheduled to take (speed)	493	92	5	3	89	-1	=	0	=
Connections with other train services	256	79	16	5	80	-4	=	1	=
The value for money of the price of your ticket	488	62	17	21	54	2	=	6	=
Upkeep and repair of the train	508	92	6	2	85	-1	=	2	=
The provision of information during the journey	482	90	8	2	80	3	=	2	=
The helpfulness and attitude of staff on train	483	94	6	1	81	1	=	2	=
The space for luggage	471	72	12	16	58	0	=	0	=
The toilet facilities	355	62	22	16	52	-3	=	-2	=
Sufficient room for all passengers to sit/stand	508	91	5	4	74	-1	=	4	=
The comfort of the seating area	508	89	7	3	81	-2	=	4	=
The ease of being able to get on and off	511	92	6	1	85	1	=	1	=
Your personal security on board	492	91	8	1	86	0	=	3	=
The cleanliness of the inside	510	93	6	1	84	-3	=	2	=
The cleanliness of the outside	440	88	10	2	78	-2	=	0	=
The availability of staff	473	86	13	1	67	-1	=	-3	=
How well train company deals with delays	71	63	22	15	57	16	=	12	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1190									
Overall satisfaction	1167	85	8	7	87	-3	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1159	86	10	4	81	0	=	0	=
Ticket buying facilities	571	84	11	6	83	-4	=	-4	=
Provision of information about train times/platforms	1132	88	7	5	87	-3	=	0	=
The upkeep/repair of the station buildings/platforms	1122	82	13	5	75	3	=	-1	=
Cleanliness	1132	86	11	4	79	3	=	1	=
The facilities and services	1019	75	14	12	68	1	=	7	↑
The attitudes and helpfulness of the staff	842	81	15	5	78	1	=	3	=
Connections with other forms of public transport	773	76	15	9	78	-4	=	3	=
Facilities for car parking	392	55	21	24	57	-3	=	-7	=
Overall environment	1122	79	17	4	73	1	=	-2	=
Your personal security whilst using the station	1008	80	17	2	76	0	=	3	=
The availability of staff	960	72	19	9	66	3	=	3	=
The provision of shelter facilities ¹	978	75	15	10	69	-3	=	-	-
Availability of seating ¹	1060	58	21	22	50	-1	=	-	-
How request to station staff was handled	187	91	3	5	89	2	=	3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1162	86	9	6	86	-2	=	-	-
The frequency of the trains on that route	1126	84	7	8	85	3	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1155	82	7	12	83	-7	↓	-6	↓
The length of time the journey was scheduled to take (speed)	1130	89	6	5	89	1	=	-2	=
Connections with other train services	645	80	12	8	80	-1	=	-1	=
The value for money of the price of your ticket	1109	55	18	27	54	-2	=	-1	=
Upkeep and repair of the train	1143	90	7	3	85	1	=	2	=
The provision of information during the journey	1081	82	12	6	80	2	=	2	=
The helpfulness and attitude of staff on train	885	82	15	3	81	1	=	0	=
The space for luggage	937	58	15	27	58	6	↑	8	↑
The toilet facilities	484	53	24	23	52	-4	=	-4	=
Sufficient room for all passengers to sit/stand	1140	65	11	24	74	4	=	2	=
The comfort of the seating area	1115	83	11	6	81	3	=	4	=
The ease of being able to get on and off	1143	82	11	7	85	1	=	-1	=
Your personal security on board	1097	86	12	2	86	2	=	0	=
The cleanliness of the inside	1156	86	10	4	84	-1	=	-1	=
The cleanliness of the outside	977	82	15	3	78	-3	=	0	=
The availability of staff	1012	69	21	10	67	3	=	2	=
How well train company deals with delays	311	53	29	19	57	3	=	-3	=

Improved ↑
 Unchanged =
 Declined ↓

Grand Central²

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 639									
Overall satisfaction	601	93	5	2	87	-3	=	-	-
STATION FACILITIES									
Overall satisfaction with the station	609	87	8	4	81	-1	=	-	-
Ticket buying facilities	265	87	6	7	83	4	=	-	-
Provision of information about train times/platforms	590	90	5	5	87	1	=	-	-
The upkeep/repair of the station buildings/platforms	591	86	9	5	75	-1	=	-	-
Cleanliness	595	87	8	4	79	-1	=	-	-
The facilities and services	525	69	13	18	68	-6	=	-	-
The attitudes and helpfulness of the staff	385	80	14	6	78	5	=	-	-
Connections with other forms of public transport	448	82	9	9	78	-4	=	-	-
Facilities for car parking	257	56	15	29	57	1	=	-	-
Overall environment	583	81	13	6	73	-2	=	-	-
Your personal security whilst using the station	524	77	19	5	76	-1	=	-	-
The availability of staff	466	68	20	12	66	7	↑	-	-
The provision of shelter facilities ¹	499	75	15	10	69	-5	=	-	-
Availability of seating ¹	544	51	19	30	50	-3	=	-	-
How request to station staff was handled	94	89	6	5	89	1	=	-	-
TRAIN FACILITIES									
Overall satisfaction with the train ¹	608	91	7	2	86	-3	=	-	-
The frequency of the trains on that route	602	77	12	11	85	3	=	-	-
Punctuality/reliability (i.e. the train arriving/departing on time)	609	93	5	3	83	-1	=	-	-
The length of time the journey was scheduled to take (speed)	586	89	7	4	89	-2	=	-	-
Connections with other train services	322	83	13	5	80	1	=	-	-
The value for money of the price of your ticket	602	75	12	13	54	3	=	-	-
Upkeep and repair of the train	608	78	12	10	85	-6	↓	-	-
The provision of information during the journey	560	84	14	2	80	-2	=	-	-
The helpfulness and attitude of staff on train	559	91	7	2	81	-1	=	-	-
The space for luggage	557	77	13	10	58	-3	=	-	-
The toilet facilities	450	55	20	24	52	-9	↓	-	-
Sufficient room for all passengers to sit/stand	602	91	7	2	74	-2	=	-	-
The comfort of the seating area	601	89	7	4	81	-1	=	-	-
The ease of being able to get on and off	593	90	8	2	85	0	=	-	-
Your personal security on board	587	92	7	1	86	1	=	-	-
The cleanliness of the inside	606	85	11	4	84	-4	=	-	-
The cleanliness of the outside	533	80	16	4	78	-6	↓	-	-
The availability of staff	570	85	13	2	67	2	=	-	-
How well train company deals with delays	103	73	16	11	57	-4	=	-	-

Improved ↑

Unchanged =

Declined ↓

Virgin Trains

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1152									
Overall satisfaction	1129	92	6	3	87	-1	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1120	79	15	6	81	-1	=	-3	=
Ticket buying facilities	315	83	13	4	83	-4	=	0	=
Provision of information about train times/platforms	1108	87	9	4	87	0	=	0	=
The upkeep/repair of the station buildings/platforms	1084	72	17	11	75	1	=	1	=
Cleanliness	1092	75	16	9	79	-2	=	1	=
The facilities and services	984	67	19	14	68	-4	=	5	=
The attitudes and helpfulness of the staff	717	77	18	5	78	1	=	4	=
Connections with other forms of public transport	763	84	9	7	78	-3	=	2	=
Facilities for car parking	310	51	19	30	57	-4	=	-7	=
Overall environment	1095	70	18	12	73	0	=	-1	=
Your personal security whilst using the station	996	74	24	2	76	-1	=	2	=
The availability of staff	839	63	25	12	66	1	=	3	=
The provision of shelter facilities ¹	782	69	17	14	69	-6	↓	-	-
Availability of seating ¹	1004	43	16	41	50	-1	=	-	-
How request to station staff was handled	182	88	7	5	89	-2	=	1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1128	93	5	2	86	1	=	-	-
The frequency of the trains on that route	1087	90	6	4	85	-1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1116	87	5	8	83	-3	=	-2	=
The length of time the journey was scheduled to take (speed)	1108	93	4	3	89	-1	=	-1	=
Connections with other train services	594	87	8	5	80	0	=	-1	=
The value for money of the price of your ticket	1071	61	16	23	54	1	=	2	=
Upkeep and repair of the train	1121	91	6	2	85	3	=	2	=
The provision of information during the journey	1064	88	9	3	80	4	↑	6	↑
The helpfulness and attitude of staff on train	823	84	15	1	81	3	=	3	=
The space for luggage	979	62	18	20	58	3	=	5	=
The toilet facilities	722	60	20	20	52	4	=	7	↑
Sufficient room for all passengers to sit/stand	1104	83	10	6	74	1	=	4	=
The comfort of the seating area	1111	86	9	6	81	2	=	4	=
The ease of being able to get on and off	1118	91	7	2	85	2	=	1	=
Your personal security on board	1074	89	10	1	86	-1	=	0	=
The cleanliness of the inside	1120	90	7	3	84	1	=	1	=
The cleanliness of the outside	911	87	10	3	78	0	=	1	=
The availability of staff	925	71	21	8	67	3	=	1	=
How well train company deals with delays	304	64	26	10	57	4	=	10	=

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
Overall sample size 1248	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1201	88	8	4	84	0	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	1188	78	15	7	79	0	=	-1	=
Ticket buying facilities	655	78	13	9	80	-3	=	2	=
Provision of information about train times/platforms	1133	83	11	6	86	2	=	2	=
The upkeep/repair of the station buildings/platforms	1141	69	19	12	78	3	=	3	=
Cleanliness	1125	70	20	11	80	1	=	1	=
The facilities and services	964	51	21	29	51	1	=	3	=
The attitudes and helpfulness of the staff	873	76	16	8	77	-1	=	2	=
Connections with other forms of public transport	744	66	19	15	74	-4	=	-1	=
Facilities for car parking	634	62	18	20	52	-7	↓	-1	=
Overall environment	1126	68	21	10	73	2	=	2	=
Your personal security whilst using the station	1032	70	23	7	70	4	=	3	=
The availability of staff	980	65	19	16	66	5	=	8	↑
The provision of shelter facilities ¹	1060	70	17	13	72	-2	=	-	-
Availability of seating ¹	1093	54	19	27	59	-1	=	-	-
How request to station staff was handled	198	92	2	6	88	6	=	3	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1191	84	12	4	80	-2	=	-	-
The frequency of the trains on that route	1146	78	10	12	79	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1191	85	8	7	81	0	=	-2	=
The length of time the journey was scheduled to take (speed)	1145	83	11	6	87	-2	=	-1	=
Connections with other train services	766	82	12	6	78	2	=	5	=
The value for money of the price of your ticket	1154	54	18	29	53	-1	=	-3	=
Upkeep and repair of the train	1167	79	13	8	71	0	=	3	=
The provision of information during the journey	1064	66	23	11	71	0	=	0	=
The helpfulness and attitude of staff on train	1040	82	15	3	74	-1	=	1	=
The space for luggage	1025	63	18	18	60	-3	=	4	=
The toilet facilities	686	55	22	24	38	4	=	6	=
Sufficient room for all passengers to sit/stand	1172	73	14	14	73	-1	=	2	=
The comfort of the seating area	1168	78	14	8	72	2	=	1	=
The ease of being able to get on and off	1169	85	11	4	83	1	=	3	=
Your personal security on board	1114	86	12	2	79	4	↑	3	=
The cleanliness of the inside	1192	78	14	8	73	-2	=	1	=
The cleanliness of the outside	1005	70	22	9	65	-4	=	1	=
The availability of staff	1097	73	20	7	61	3	=	2	=
How well train company deals with delays	138	38	44	18	35	-4	=	-2	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 557									
Overall satisfaction	549	92	6	2	84	0	=	-3	=
STATION FACILITIES									
Overall satisfaction with the station	529	86	10	4	79	-2	=	-1	=
Ticket buying facilities	270	89	5	6	80	1	=	0	=
Provision of information about train times/platforms	487	91	5	4	86	3	=	1	=
The upkeep/repair of the station buildings/platforms	503	85	7	7	78	5	=	10	↑
Cleanliness	518	84	12	4	80	-2	=	7	↑
The facilities and services	404	57	19	24	51	-4	=	5	=
The attitudes and helpfulness of the staff	434	87	9	5	77	-1	=	5	=
Connections with other forms of public transport	393	83	14	3	74	1	=	10	↑
Facilities for car parking	253	61	11	28	52	-3	=	11	=
Overall environment	509	79	16	5	73	-4	=	2	=
Your personal security whilst using the station	473	76	18	6	70	-5	=	0	=
The availability of staff	450	81	11	8	66	-1	=	1	=
The provision of shelter facilities ¹	419	78	15	7	72	-6	=	-	-
Availability of seating ¹	495	69	16	16	59	1	=	-	-
How request to station staff was handled	<50	-	-	-	88	-	=	-	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	539	90	7	3	80	1	=	-	-
The frequency of the trains on that route	542	93	3	4	79	-1	=	-4	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	531	91	4	6	81	-1	=	-4	=
The length of time the journey was scheduled to take (speed)	524	97	2	1	87	2	=	1	=
Connections with other train services	293	92	6	2	78	3	=	3	=
The value for money of the price of your ticket	419	65	16	19	53	-5	=	-2	=
Upkeep and repair of the train	520	81	13	6	71	0	=	-2	=
The provision of information during the journey	498	87	10	3	71	-3	=	1	=
The helpfulness and attitude of staff on train	284	67	30	4	74	3	=	0	=
The space for luggage	393	61	19	20	60	2	=	1	=
The toilet facilities	142	17	8	75	38	-4	=	6	=
Sufficient room for all passengers to sit/stand	523	79	14	7	73	-2	=	-3	=
The comfort of the seating area	528	81	14	5	72	0	=	0	=
The ease of being able to get on and off	529	90	7	3	83	-1	=	-1	=
Your personal security on board	505	78	18	4	79	-5	=	-2	=
The cleanliness of the inside	533	81	11	9	73	0	=	1	=
The cleanliness of the outside	475	70	22	8	65	-1	=	3	=
The availability of staff	378	50	29	20	61	5	=	2	=
How well train company deals with delays	61	41	40	19	35	-2	=	11	=

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

	Spring 2013				Improvement/decline in % satisfied or good since Autumn 2012		Improvement/decline in % satisfied or good since Spring 2012		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1106									
Overall satisfaction	1086	76	14	10	84	-4	=	-4	=
STATION FACILITIES									
Overall satisfaction with the station	1068	76	17	7	79	-2	=	2	=
Ticket buying facilities	595	77	13	11	80	-1	=	2	=
Provision of information about train times/platforms	1033	84	9	7	86	1	=	4	=
The upkeep/repair of the station buildings/platforms	1040	76	14	10	78	0	=	5	=
Cleanliness	1047	78	14	9	80	-2	=	6	↑
The facilities and services	895	52	16	32	51	0	=	3	=
The attitudes and helpfulness of the staff	801	72	19	9	77	-3	=	1	=
Connections with other forms of public transport	772	71	20	9	74	-3	=	6	↑
Facilities for car parking	437	55	20	25	52	-2	=	2	=
Overall environment	1041	70	20	10	73	-3	=	3	=
Your personal security whilst using the station	954	66	26	9	70	-5	=	-1	=
The availability of staff	907	58	21	22	66	0	=	-3	=
The provision of shelter facilities ¹	956	69	14	16	72	-1	=	-	-
Availability of seating ¹	991	54	19	27	59	-1	=	-	-
How request to station staff was handled	129	84	3	13	88	-6	=	0	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1086	69	19	12	80	-2	=	-	-
The frequency of the trains on that route	1061	69	11	21	79	-4	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1067	72	8	20	81	-5	=	-6	↓
The length of time the journey was scheduled to take (speed)	1053	81	12	6	87	-4	=	-3	=
Connections with other train services	553	72	15	13	78	-1	=	-1	=
The value for money of the price of your ticket	985	54	17	29	53	-4	=	3	=
Upkeep and repair of the train	1042	55	19	26	71	-1	=	2	=
The provision of information during the journey	933	59	22	18	71	-1	=	4	=
The helpfulness and attitude of staff on train	824	73	19	8	74	2	=	2	=
The space for luggage	804	56	19	25	60	-1	=	-1	=
The toilet facilities	438	31	23	46	38	-8	=	-3	=
Sufficient room for all passengers to sit/stand	1051	66	13	21	73	-5	↓	0	=
The comfort of the seating area	1056	62	21	17	72	-3	=	2	=
The ease of being able to get on and off	1062	77	16	7	83	-4	=	0	=
Your personal security on board	995	73	23	4	79	-6	↓	-3	=
The cleanliness of the inside	1070	60	21	18	73	-3	=	3	=
The cleanliness of the outside	920	49	30	21	65	-12	↓	2	=
The availability of staff	934	55	28	17	61	-3	=	-5	=
How well train company deals with delays	205	29	39	33	35	-10	=	-5	=

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Improved ↑
 Unchanged =
 Declined ↓

ScotRail

	Spring 2013	Improvement/decline in % satisfied or good since Autumn 2012			Improvement/decline in % satisfied or good since Spring 2012				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1141									
Overall satisfaction	1116	90	7	3	84	0	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1113	81	14	5	79	-4	=	-2	=
Ticket buying facilities	665	80	8	12	80	-3	=	0	=
Provision of information about train times/platforms	1084	88	8	4	86	-2	=	1	=
The upkeep/repair of the station buildings/platforms	1074	79	14	7	78	-1	=	2	=
Cleanliness	1077	83	11	6	80	2	=	1	=
The facilities and services	935	48	24	28	51	-5	=	-4	=
The attitudes and helpfulness of the staff	851	77	17	6	77	1	=	-1	=
Connections with other forms of public transport	778	76	13	11	74	9	↑	6	=
Facilities for car parking	495	40	12	49	52	2	=	-7	=
Overall environment	1078	74	18	8	73	-2	=	-1	=
Your personal security whilst using the station	985	73	23	4	70	2	=	-2	=
The availability of staff	932	70	19	12	66	7	=	3	=
The provision of shelter facilities ¹	939	74	15	11	72	-8	↓	-	-
Availability of seating ¹	1049	60	18	22	59	-1	=	-	-
How request to station staff was handled	153	88	7	5	88	-3	=	-1	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	1115	87	11	3	80	-1	=	-	-
The frequency of the trains on that route	1102	84	8	8	79	4	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1110	84	9	7	81	-3	=	-3	=
The length of time the journey was scheduled to take (speed)	1101	89	6	5	87	-2	=	0	=
Connections with other train services	568	75	21	5	78	5	=	-4	=
The value for money of the price of your ticket	1078	49	20	32	53	-4	=	-3	=
Upkeep and repair of the train	1087	83	12	5	71	2	=	0	=
The provision of information during the journey	1004	77	16	7	71	3	=	-3	=
The helpfulness and attitude of staff on train	861	76	20	4	74	-3	=	-5	=
The space for luggage	836	65	20	15	60	0	=	-4	=
The toilet facilities	477	46	23	31	38	-3	=	-6	=
Sufficient room for all passengers to sit/stand	1077	80	10	10	73	2	=	4	=
The comfort of the seating area	1092	78	14	7	72	-4	=	-1	=
The ease of being able to get on and off	1101	85	9	6	83	-2	=	-2	=
Your personal security on board	1056	83	14	3	79	3	=	-4	=
The cleanliness of the inside	1109	84	11	5	73	1	=	0	=
The cleanliness of the outside	906	80	15	6	65	-1	=	2	=
The availability of staff	949	69	22	9	61	4	=	-3	=
How well train company deals with delays	185	43	40	16	35	3	=	5	=

Individual train company results by route

Overall satisfaction by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	503	84	=	Greater Anglia: Intercity	495	81	=	South West Trains: Island Line	206	82	=
Arriva Trains Wales: South Wales	299	87	=	Greater Anglia: Mainline	424	75	=	South West Trains: London	542	80	=
Arriva Trains Wales: Valley c2c	399	90	=	Greater Anglia: Metro	352	76	=	South West Trains: Mainline	229	77	=
Chiltern Railways: North	1046	92	=	Greater Anglia: Rural	189	82	=	South West Trains: Metro	237	82	=
Chiltern Railways: South	238	91	=	Greater Anglia: Stansted Express	190	86	=	South West Trains: Not managed by South West Trains	141	70	↓
CrossCountry: Birmingham - Manchester	841	89	=	Greater Anglia: West Anglia	571	76	=	South West Trains: Portsmouth	93	67	↓
CrossCountry: Birmingham - North East And Scotland	116	88	=	Heathrow Connect	536	91	=	South West Trains: Reading/Windsor	201	86	=
CrossCountry: Birmingham - South Coast	314	84	=	Heathrow Express	489	94	=	South West Trains: Suburban	207	81	=
CrossCountry: Birmingham - South West	213	85	=	London Midland: London commuter	401	77	↓	South West Trains: West of England	101	73	↓
CrossCountry: Birmingham - Stansted	226	81	↓	London Midland: West Coast	187	83	↓	Virgin: Birmingham - Scotland	112	90	=
CrossCountry: Nottingham - Cardiff	158	83	=	London Midland: West Midlands	539	81	↓	Virgin: London - Liverpool	92	94	=
East Coast: London - East Midlands/East of England	149	85	=	London Overground: Gospel Oak - Barking	209	93	=	Virgin: London - Manchester	282	93	=
East Coast: London - North East & Scotland	259	85	=	London Overground: Richmond/Clapham - Stratford	277	91	=	Virgin: London - North Wales	99	82	=
East Coast: London - Yorkshire	364	87	=	London Overground: Watford - Euston	304	91	=	Virgin: London - Scotland	262	94	=
East Coast: Non-London journeys	383	86	=	London Overground: Highbury - Croydon/Clapham	286	93	=	Virgin: London - Wolverhampton	282	92	=
East Midlands Trains: Liverpool - Norwich	303	93	↑	Merseyrail: Northern	294	92	=				
East Midlands Trains: Local	204	86	=	Merseyrail: Wirral	255	93	=				
East Midlands Trains: London	560	87	=	Northern Rail: Lancashire & Cumbria	128	76	=				
First Capital Connect: Great Northern	651	79	=	Northern Rail: Manchester & Liverpool	342	72	=				
First Capital Connect: Thameslink loop	318	74	=	Northern Rail: South & East Yorkshire	219	75	↓				
First Capital Connect: Thameslink North	401	78	=	Northern Rail: Tyne Tees & Wear	87	77	=				
First Capital Connect: Thameslink South	361	62	=	Northern Rail: West & North Yorkshire	310	80	=				
First Great Western: Long-Distance	1234	85	=	ScotRail: Interurban	469	86	=				
First Great Western: London Thames Valley	1005	79	=	ScotRail: Rural	101	90	=				
First Great Western: West	692	75	↓	ScotRail: Strathclyde	251	92	=				
First Hull Trains	509	95	=	ScotRail: Urban	295	85	↓				
First TransPennine Express: North	643	83	↓	Southeastern: High Speed	369	92	=				
First TransPennine Express: North West	271	90	=	Southeastern: Mainline	420	83	=				
First TransPennine Express: South	253	83	↓	Southeastern: Metro	867	75	↓				
Grand Central: London - Bradford	239	94	=	Southern: Gatwick Express	366	80	=				
Grand Central: London - Sunderland	362	93	=	Southern: Sussex coast	865	76	↓				
				Southern: Metro	831	81	=				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	482	54	=	Greater Anglia: Intercity	484	43	=	South West Trains: Island Line	181	59	=
Arriva Trains Wales: South Wales	285	55	=	Greater Anglia: Mainline	405	30	=	South West Trains: London	519	33	↓
Arriva Trains Wales: Valley	387	53	=	Greater Anglia: Metro	309	37	↑	South West Trains: Mainline	219	24	=
c2c	978	46	=	Greater Anglia: Rural	181	47	=	South West Trains: Metro	215	34	=
Chiltern Railways: North	222	59	=	Greater Anglia: Stansted Express	185	17	↓	South West Trains:			
Chiltern Railways: South	811	41	=	Greater Anglia: West Anglia	515	37	↑	Not managed by South West Trains	136	34	=
CrossCountry: Birmingham - Manchester	117	57	=	Heathrow Connect	488	54	=	South West Trains: Portsmouth	92	23	=
CrossCountry: Birmingham - North East And Scotland	295	54	=	Heathrow Express	494	40	↑	South West Trains: Reading/Windsor	171	41	=
CrossCountry: Birmingham - South Coast	209	45	=	London Midland: London commuter	377	38	=	South West Trains: Suburban	203	29	=
CrossCountry: Birmingham - South West	221	47	=	London Midland: West Coast	182	62	=	South West Trains: West of England	96	37	=
CrossCountry: Birmingham - Stansted	153	42	=	London Midland: West Midlands	459	54	=	Virgin: Birmingham - Scotland	105	52	=
CrossCountry: Nottingham - Cardiff	144	46	=	London Overground:				Virgin: London - Liverpool	85	60	=
East Coast: London - East Midlands/East of England	190	63	=	Gospel Oak - Barking	183	55	=	Virgin: London - Manchester	270	60	=
East Coast: London - North East & Scotland	248	56	=	London Overground:				Virgin: London - North Wales	97	55	=
East Coast: London - Yorkshire	346	51	=	Richmond/Clapham - Stratford	240	51	=	Virgin: London - Scotland	242	62	=
East Coast: Non-London journeys	372	57	=	London Overground: Watford - Euston	252	51	=	Virgin: London - Wolverhampton	272	65	=
East Midlands Trains: Liverpool - Norwich	295	63	↑	London Overground: Highbury - Croydon/Clapham	244	42	=				
East Midlands Trains: Local	197	56	=	Merseyrail: Northern	218	64	=				
East Midlands Trains: London	542	41	↓	Merseyrail: Wirral	201	66	=				
First Capital Connect: Great Northern	595	34	=	Northern Rail: Lancashire & Cumbria	119	50	=				
First Capital Connect: Thameslink loop	285	37	=	Northern Rail: Manchester & Liverpool	295	50	=				
First Capital Connect: Thameslink North	367	29	=	Northern Rail: South & East Yorkshire	194	51	=				
First Capital Connect: Thameslink South	345	28	=	Northern Rail: Tyne Tees & Wear	84	60	=				
First Great Western: Long-Distance	1170	47	=	Northern Rail: West & North Yorkshire	293	59	=				
First Great Western: London Thames Valley	964	47	=	ScotRail: Interurban	452	46	↓				
First Great Western: West	672	50	=	ScotRail: Rural	96	73	=				
First Hull Trains	488	62	=	ScotRail: Strathclyde	243	50	=				
First TransPennine Express: North	611	51	=	ScotRail: Urban	287	43	=				
First TransPennine Express: North West	257	62	=	Southeastern: High Speed	359	40	=				
First TransPennine Express: South	241	55	=	Southeastern: Mainline	404	27	=				
Grand Central: London - Bradford	241	76	=	Southeastern: Metro	738	32	=				
Grand Central: London - Sunderland	361	75	=	Southern: Gatwick Express	349	31	=				
				Southern: Sussex coast	811	39	=				
				Southern: Metro	738	33	=				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2012.

Improved 
Unchanged 
Declined 

Full details of the route results for Spring 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	502	80	=	Greater Anglia: Intercity	486	75	=	South West Trains: Island Line	197	94	=
Arriva Trains Wales: South Wales	290	86	=	Greater Anglia: Mainline	415	72	↑	South West Trains: London	539	78	↓
Arriva Trains Wales: Valley	399	88	=	Greater Anglia: Metro	343	70	=	South West Trains: Mainline	226	68	↓
c2c	1029	94	=	Greater Anglia: Rural	184	81	=	South West Trains: Metro	237	77	=
Chiltern Railways: North	233	88	=	Greater Anglia: Stansted Express	185	86	↑	South West Trains:			
Chiltern Railways: South	834	90	=	Greater Anglia: West Anglia	560	76	↑	Not managed by South West Trains	140	68	↓
CrossCountry: Birmingham - Manchester	119	82	=	Heathrow Connect	533	78	↓	South West Trains: Portsmouth	93	56	↓
CrossCountry: Birmingham - North East And Scotland	311	77	=	Heathrow Express	498	95	=	South West Trains: Reading/Windsor	195	79	=
CrossCountry: Birmingham - South Coast	212	77	=	London Midland: London commuter	394	71	↓	South West Trains: Suburban	205	79	=
CrossCountry: Birmingham - South West	226	80	↓	London Midland: West Coast	189	77	↓	South West Trains: West of England	96	66	↓
CrossCountry: Birmingham - Stansted	154	85	=	London Midland: West Midlands	532	67	↓	Virgin: Birmingham - Scotland	108	75	=
CrossCountry: Nottingham - Cardiff	147	87	=	London Overground:				Virgin: London - Liverpool	88	93	=
East Coast: London - East Midlands/East of England	201	85	=	Gospel Oak - Barking	211	90	=	Virgin: London - Manchester	276	91	=
East Coast: London - North East & Scotland	254	86	=	London Overground:				Virgin: London - North Wales	99	83	↓
East Coast: London - Yorkshire	355	88	↓	Richmond/Clapham - Stratford	272	84	=	Virgin: London - Scotland	261	88	=
East Coast: Non-London journeys	384	77	=	London Overground: Watford - Euston	305	88	=	Virgin: London - Wolverhampton	284	86	=
East Midlands Trains: Liverpool - Norwich	296	86	=	London Overground: Highbury - Croydon/Clapham	272	91	=				
East Midlands Trains: Local	205	81	=	Merseyrail: Northern	284	92	=				
East Midlands Trains: London	558	88	=	Merseyrail: Wirral	247	90	=				
First Capital Connect: Great Northern	639	77	=	Northern Rail: Lancashire & Cumbria	124	70	=				
First Capital Connect: Thameslink loop	315	74	=	Northern Rail: Manchester & Liverpool	332	71	=				
First Capital Connect: Thameslink North	393	69	=	Northern Rail: South & East Yorkshire	218	78	=				
First Capital Connect: Thameslink South	360	55	=	Northern Rail: Tyne Tees & Wear	87	83	=				
First Great Western: Long-Distance	1195	80	=	Northern Rail: West & North Yorkshire	306	71	=				
First Great Western: London Thames Valley	983	73	=	ScotRail: Interurban	464	82	↓				
First Great Western: West	687	77	=	ScotRail: Rural	101	92	=				
First Hull Trains	505	91	=	ScotRail: Strathclyde	248	85	=				
First TransPennine Express: North	640	80	↓	ScotRail: Urban	297	80	=				
First TransPennine Express: North West	262	83	=	Southeastern: High Speed	365	89	=				
First TransPennine Express: South	253	86	=	Southeastern: Mainline	424	75	=				
Grand Central: London - Bradford	242	94	=	Southeastern: Metro	853	76	=				
Grand Central: London - Sunderland	367	92	=	Southern: Gatwick Express	356	80	↓				
				Southern: Sussex coast	848	71	↓				
				Southern: Metro	824	71	↓				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	496	70	=	Greater Anglia: Intercity	484	73	=	South West Trains: Island Line	187	72	=
Arriva Trains Wales: South Wales	285	76	=	Greater Anglia: Mainline	410	61	=	South West Trains: London	521	58	↓
Arriva Trains Wales: Valley	391	73	=	Greater Anglia: Metro	334	55	=	South West Trains: Mainline	220	62	=
c2c	1008	64	=	Greater Anglia: Rural	185	75	=	South West Trains: Metro	232	63	↓
Chiltern Railways: North	232	84	=	Greater Anglia: Stansted Express	189	73	↓	South West Trains:			
Chiltern Railways: South	798	73	=	Greater Anglia: West Anglia	548	66	=	Not managed by South West Trains	135	70	=
CrossCountry: Birmingham - Manchester	114	71	=	Heathrow Connect	527	83	↓	South West Trains: Portsmouth	92	60	=
CrossCountry: Birmingham -				Heathrow Express	501	95	↑	South West Trains: Reading/Windsor	197	70	=
North East And Scotland	296	73	=	London Midland: London commuter	394	61	=	South West Trains: Suburban	201	69	=
CrossCountry: Birmingham - South Coast	214	67	=	London Midland: West Coast	183	67	↓	South West Trains: West of England	92	65	=
CrossCountry: Birmingham - South West	219	70	↓	London Midland: West Midlands	529	68	↓	Virgin: Birmingham - Scotland	110	84	=
CrossCountry: Birmingham - Stansted	154	63	=	London Overground:				Virgin: London - Liverpool	86	93	↑
CrossCountry: Nottingham - Cardiff	146	68	=	Gospel Oak - Barking	214	73	=	Virgin: London - Manchester	277	87	=
East Coast: London -				London Overground:				Virgin: London - North Wales	95	80	=
East Midlands/East of England	191	83	↑	Richmond/Clapham - Stratford	270	67	=	Virgin: London - Scotland	257	85	=
East Coast: London -				London Overground: Watford - Euston	295	81	=	Virgin: London - Wolverhampton	279	78	=
North East & Scotland	246	76	=	London Overground: Highbury -							
East Coast: London - Yorkshire	356	78	=	Croydon/Clapham	278	78	=				
East Coast: Non-London journeys	383	79	=	Merseyrail: Northern	275	79	=				
East Midlands Trains: Liverpool - Norwich	291	77	=	Merseyrail: Wirral	248	79	↓				
East Midlands Trains: Local	200	79	=	Northern Rail: Lancashire & Cumbria	120	63	=				
East Midlands Trains: London	547	72	=	Northern Rail: Manchester & Liverpool	327	57	=				
First Capital Connect: Great Northern	624	59	=	Northern Rail: South & East Yorkshire	220	62	↓				
First Capital Connect: Thameslink loop	307	66	=	Northern Rail: Tyne Tees & Wear	85	72	=				
First Capital Connect: Thameslink North	389	61	=	Northern Rail: West & North Yorkshire	299	78	↑				
First Capital Connect: Thameslink South	353	44	↓	ScotRail: Interurban	451	72	=				
First Great Western: Long-Distance	1194	72	=	ScotRail: Rural	99	90	=				
First Great Western: London Thames Valley	979	67	↑	ScotRail: Strathclyde	245	86	↑				
First Great Western: West	682	64	=	ScotRail: Urban	282	70	↓				
First Hull Trains	508	91	=	Southeastern: High Speed	356	85	=				
First TransPennine Express: North	629	59	=	Southeastern: Mainline	417	69	=				
First TransPennine Express: North West	266	76	↑	Southeastern: Metro	826	59	=				
First TransPennine Express: South	245	66	=	Southern: Gatwick Express	354	79	=				
Grand Central: London - Bradford	236	88	=	Southern: Sussex coast	837	64	=				
Grand Central: London - Sunderland	366	92	=	Southern: Metro	811	62	=				

Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2012.

Improved 
 Unchanged 
 Declined 

Full details of the route results for Spring 2013 are available on the Passenger Focus website (or by email on request).

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: North Wales	500	75	⊖	Greater Anglia: Intercity	495	79	⊖	South West Trains: Island Line	200	64	⊖
Arriva Trains Wales: South Wales	293	78	⊖	Greater Anglia: Mainline	417	80	⊖	South West Trains: London	542	80	⊖
Arriva Trains Wales: Valley	395	80	⊖	Greater Anglia: Metro	348	76	⊖	South West Trains: Mainline	227	65	⊖
c2c	1024	84	⊖	Greater Anglia: Rural	187	71	⊖	South West Trains: Metro	239	74	⊖
Chiltern Railways: North	235	81	⊖	Greater Anglia: Stansted Express	191	76	⊖	South West Trains:			
Chiltern Railways: South	837	85	⬇️	Greater Anglia: West Anglia	565	68	⊖	Not managed by South West Trains	139	70	⊖
CrossCountry: Birmingham - Manchester	121	75	⊖	Heathrow Connect	531	77	⬇️	South West Trains: Portsmouth	97	64	⊖
CrossCountry: Birmingham - North East And Scotland	312	79	⊖	Heathrow Express	500	89	⊖	South West Trains: Reading/Windsor	195	65	⊖
CrossCountry: Birmingham - South Coast	213	78	⊖	London Midland: London commuter	398	79	⊖	South West Trains: Suburban	201	72	⊖
CrossCountry: Birmingham - South West	224	72	⬇️	London Midland: West Coast	187	78	⊖	South West Trains: West of England	97	82	⊖
CrossCountry: Birmingham - Stansted	156	71	⬇️	London Midland: West Midlands	535	70	⊖	Virgin: Birmingham - Scotland	111	75	⊖
CrossCountry: Nottingham - Cardiff	145	72	⊖	London Overground:				Virgin: London - Liverpool	90	92	⊖
East Coast: London - East Midlands/East of England	201	90	⬆️	Gospel Oak - Barking	212	82	⊖	Virgin: London - Manchester	276	85	⊖
East Coast: London - North East & Scotland	258	87	⬆️	London Overground:				Virgin: London - North Wales	100	79	⊖
East Coast: London - Yorkshire	361	89	⬆️	Richmond/Clapham - Stratford	268	81	⊖	Virgin: London - Scotland	257	79	⊖
East Coast: Non-London journeys	383	83	⊖	London Overground: Watford - Euston	305	80	⊖	Virgin: London - Wolverhampton	286	72	⊖
East Midlands Trains: Liverpool - Norwich	298	82	⊖	London Overground: Highbury - Croydon/Clapham	276	76	⊖				
East Midlands Trains: Local	201	73	⬇️	Merseyrail: Northern	282	90	⊖				
East Midlands Trains: London	559	86	⊖	Merseyrail: Wirral	247	80	⬇️				
First Capital Connect: Great Northern	638	77	⊖	Northern Rail: Lancashire & Cumbria	120	71	⊖				
First Capital Connect: Thameslink loop	316	73	⊖	Northern Rail: Manchester & Liverpool	338	73	⊖				
First Capital Connect: Thameslink North	394	77	⊖	Northern Rail: South & East Yorkshire	219	85	⊖				
First Capital Connect: Thameslink South	362	62	⊖	Northern Rail: Tyne Tees & Wear	87	75	⊖				
First Great Western: Long-Distance	1209	81	⊖	Northern Rail: West & North Yorkshire	304	77	⊖				
First Great Western: London Thames Valley	999	75	⊖	ScotRail: Interurban	468	81	⊖				
First Great Western: West	689	73	⊖	ScotRail: Rural	98	87	⊖				
First Hull Trains	516	89	⬆️	ScotRail: Strathclyde	249	80	⊖				
First TransPennine Express: North	638	84	⊖	ScotRail: Urban	298	85	⊖				
First TransPennine Express: North West	267	88	⊖	Southeastern: High Speed	362	74	⬇️				
First TransPennine Express: South	254	89	⊖	Southeastern: Mainline	424	76	⊖				
Grand Central: London - Bradford	239	82	⊖	Southeastern: Metro	857	72	⊖				
Grand Central: London - Sunderland	370	90	⊖	Southern: Gatwick Express	370	75	⊖				
				Southern: Sussex coast	853	74	⊖				
				Southern: Metro	824	72	⊖				

How routes are defined

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

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. Also includes Bicester Town to Oxford service

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 (including services to West Yorkshire). Only passengers travelling to or from London

East Coast: London – Scotland – North East

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

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

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

East Coast: non-London journeys

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

East Midland Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London – Sheffield route

First Capital Connect: Great Northern

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

First Capital Connect: Thameslink loop

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

First Capital Connect: North

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect: South

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

First Great Western: Long distance

Journeys on long distance services

First Great Western: London Thames Valley

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

First Great Western: West

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

First TransPennine Express: North

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

First TransPennine Express: North West

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

First TransPennine Express: South

Journeys on routes between Manchester Airport/Manchester and Cleethorpes

Grand Central: London – Bradford

Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King's Cross – Sunderland route

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

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: Highbury – Croydon

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

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: Lancashire & Cumbria

Journeys from stations in Lancashire and Cumbria

Northern: Manchester & Liverpool

Journeys from stations in the Manchester and Liverpool conurbations

Northern: South & East Yorkshire:

Journeys from stations in South and East Yorkshire

Northern: Tyne Tees & Wear

Journeys from stations in Tyne and Wear

Northern: West & North Yorkshire

Journeys from stations in West and North Yorkshire

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High Speed

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

Southeastern: Mainline

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

Southeastern: Metro

Journeys on routes that are within London

Southern: Gatwick Express

Fast Gatwick Express services Gatwick-London Victoria

Southern: Sussex coast

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

Southern: Metro

Journeys on routes that are within London

South West Trains: Island Line

Journeys starting from stations on the Isle of Wight

South West Trains: London

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

South West Trains: Mainline

Journeys starting from stations between Micheldever and Weymouth

South West Trains: Metro

Journeys starting from stations between Earlsfield and Surbiton

South West Trains: Not managed by SWT

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

South West Trains: Portsmouth

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains: Reading/Windsor

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

South West Trains: Suburban

Journeys starting from stations in the Woking area

South West Trains: West of England

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin: Birmingham – Scotland

Journeys on Birmingham-Scotland services

Virgin: London – Liverpool

Journeys on London-Liverpool services

Virgin: London – Manchester

Journeys on London-Manchester services

Virgin: London – North Wales

Journeys on London-Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London-Glasgow/Scotland services

Virgin: London – Wolverhampton

Journeys on London-Wolverhampton services

National results by journey purpose, age and gender

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose

	Commuter Spring 2013			Business Spring 2013			Leisure Spring 2013		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change
Overall sample size 27168									
Overall satisfaction	76	-1	=	82	-3	↓	89	-1	=
STATION FACILITIES									
Overall satisfaction with the station	73	0	=	75	0	=	81	-1	=
Ticket buying facilities	71	2	=	76	3	=	80	0	=
Provision of information about train times/platforms	77	0	=	81	1	=	86	0	=
The upkeep/repair of the station buildings/platforms	66	3	↑	67	1	=	75	2	↑
Cleanliness	71	4	↑	71	1	=	79	2	↑
The facilities and services	51	7	↑	57	6	↑	59	1	=
The attitudes and helpfulness of the staff	66	0	=	73	-1	=	78	1	=
Connections with other forms of public transport	73	3	↑	78	2	=	78	2	=
Facilities for car parking	45	1	=	48	-3	=	54	0	=
Overall environment	64	1	=	66	2	=	71	-2	=
Your personal security whilst using the station	66	2	=	69	-1	=	71	0	=
The availability of staff	57	2	=	60	-1	=	64	0	=
The provision of shelter facilities ¹	60	-	-	62	-	-	69	-	-
Availability of seating ¹	40	-	-	42	-	-	55	-	-
How request to station staff was handled	72	-4	=	84	-1	=	89	2	=
TRAIN FACILITIES									
Overall satisfaction with the train ¹	73	-	-	78	-	-	86	-	-
The frequency of the trains on that route	70	-2	=	78	-4	↓	84	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	69	-4	↓	81	-4	↓	87	-2	↓
The length of time the journey was scheduled to take (speed)	80	-1	=	83	-1	=	89	-1	↓
Connections with other train services	71	-1	=	77	-1	=	82	-1	=
The value for money of the price of your ticket	29	0	=	42	-2	=	59	0	=
Upkeep and repair of the train	68	-2	↓	72	-3	↓	81	0	=
The provision of information during the journey	66	0	=	69	-1	=	77	0	=
The helpfulness and attitude of staff on train	58	2	=	72	5	↑	72	-1	=
The space for luggage	48	-3	↓	55	-2	=	57	-2	=
The toilet facilities	30	1	=	40	-2	=	45	-2	=
Sufficient room for all passengers to sit/stand	57	-2	↓	70	-5	↓	78	-1	=
The comfort of the seating area	64	-1	=	70	-2	=	79	-1	=
The ease of being able to get on and off	75	-1	=	81	-2	=	83	-1	=
Your personal security on board	72	1	=	79	0	=	81	-2	↓
The cleanliness of the inside	68	-1	=	71	-4	↓	79	-2	↓
The cleanliness of the outside	66	-1	=	67	-4	=	74	-3	↓
The availability of staff	38	1	=	48	-1	=	53	-5	↓
How well train company deals with delays	29	-1	=	42	7	=	52	2	=

Improved 
 Unchanged 
 Declined 

Age

	16-34 Spring 2013			Improvement/decline in % satisfied or good since Spring 2012			35-59 Spring 2013			Improvement/decline in % satisfied or good since Spring 2012			60+ Spring 2013			Improvement/decline in % satisfied or good since Spring 2012		
	% 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 27168																		
Overall satisfaction	80	-1	=	79	-2	↓	91	0	=									
STATION FACILITIES																		
Overall satisfaction with the station	78	0	=	73	-1	=	83	2	↑									
Ticket buying facilities	71	-2	=	74	3	↑	86	3	↑									
Provision of information about train times/platforms	78	-1	=	80	1	=	88	0	=									
The upkeep/repair of the station buildings/platforms	69	2	=	68	3	↑	77	2	=									
Cleanliness	72	1	=	73	4	↑	81	2	↑									
The facilities and services	54	5	↑	52	5	↑	63	4	↑									
The attitudes and helpfulness of the staff	67	-1	=	69	0	=	82	2	=									
Connections with other forms of public transport	76	2	↑	74	3	↑	79	2	=									
Facilities for car parking	47	-1	=	48	1	=	54	0	=									
Overall environment	68	-2	=	65	1	=	73	1	=									
Your personal security whilst using the station	71	1	=	66	1	=	72	-1	=									
The availability of staff	59	1	=	58	1	=	68	0	=									
The provision of shelter facilities ¹	65	-	-	61	-	-	67	-	-									
Availability of seating ¹	45	-	-	43	-	-	54	-	-									
How request to station staff was handled	77	-2	=	81	-1	=	90	0	=									
TRAIN FACILITIES																		
Overall satisfaction with the train ¹	78	-	-	76	-	-	88	-	-									
The frequency of the trains on that route	71	-2	=	75	-2	↓	88	-1	=									
Punctuality/reliability (i.e. the train arriving/departing on time)	71	-5	↓	77	-3	↓	89	-2	=									
The length of time the journey was scheduled to take (speed)	82	-1	=	82	-1	↓	91	0	=									
Connections with other train services	75	-2	=	74	-1	=	83	0	=									
The value for money of the price of your ticket	34	-1	=	38	0	=	68	0	=									
Upkeep and repair of the train	71	-2	↓	71	-1	=	83	-1	=									
The provision of information during the journey	67	-1	=	69	1	=	81	1	=									
The helpfulness and attitude of staff on train	62	-1	=	65	3	↑	74	1	=									
The space for luggage	53	-3	↓	51	-2	↓	56	-1	=									
The toilet facilities	36	1	=	34	0	=	47	-2	=									
Sufficient room for all passengers to sit/stand	67	-3	↓	64	-1	=	76	-2	=									
The comfort of the seating area	71	-2	=	68	0	=	79	-1	=									
The ease of being able to get on and off	78	-3	↓	78	-1	=	84	-1	=									
Your personal security on board	77	-1	=	75	1	=	82	-1	=									
The cleanliness of the inside	72	-3	↓	70	0	=	82	-2	=									
The cleanliness of the outside	70	-1	=	66	-2	↓	75	-1	=									
The availability of staff	40	-3	↓	45	0	=	56	-4	↓									
How well train company deals with delays	32	-4	=	36	3	=	55	4	=									

Improved ↑
 Unchanged =
 Declined ↓

Gender

	Male Spring 2013			Improvement/decline in % satisfied or good since Spring 2012			Female Spring 2013			Improvement/decline in % satisfied or good since Spring 2012		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 27168												
Overall satisfaction	80	-1	=	84	-2	↓						
STATION FACILITIES												
Overall satisfaction with the station	74	0	=	78	0	=						
Ticket buying facilities	73	2	=	76	0	=						
Provision of information about train times/platforms	80	0	=	82	0	=						
The upkeep/repair of the station buildings/platforms	67	2	↑	72	3	↑						
Cleanliness	72	3	↑	76	2	↑						
The facilities and services	51	5	↑	58	5	↑						
The attitudes and helpfulness of the staff	68	0	=	74	1	=						
Connections with other forms of public transport	72	2	=	78	3	↑						
Facilities for car parking	47	-1	=	50	1	=						
Overall environment	64	0	=	70	0	=						
Your personal security whilst using the station	68	1	=	69	0	=						
The availability of staff	58	1	=	63	1	=						
The provision of shelter facilities ¹	62	-	-	64	-	-						
Availability of seating ¹	43	-	-	48	-	-						
How request to station staff was handled	79	0	=	84	-1	=						
TRAIN FACILITIES												
Overall satisfaction with the train ¹	77	-	-	80	-	-						
The frequency of the trains on that route	75	-2	↓	78	-1	=						
Punctuality/reliability (i.e. the train arriving/departing on time)	77	-3	↓	79	-4	↓						
The length of time the journey was scheduled to take (speed)	81	-2	↓	86	-1	=						
Connections with other train services	75	0	=	76	-2	↓						
The value for money of the price of your ticket	40	1	=	44	-1	=						
Upkeep and repair of the train	73	-1	=	73	-2	↓						
The provision of information during the journey	70	1	=	72	-1	=						
The helpfulness and attitude of staff on train	65	1	=	66	1	=						
The space for luggage	54	-2	=	51	-2	↓						
The toilet facilities	38	0	=	36	-1	=						
Sufficient room for all passengers to sit/stand	66	-1	=	67	-3	↓						
The comfort of the seating area	68	0	=	73	-2	↓						
The ease of being able to get on and off	80	-1	=	78	-2	↓						
Your personal security on board	77	1	=	76	-1	↓						
The cleanliness of the inside	73	-2	=	73	-2	↓						
The cleanliness of the outside	67	-1	=	70	-2	↓						
The availability of staff	45	0	=	45	-3	↓						
How well train company deals with delays	34	1	=	42	1	=						

1. Attribute added for the first time in Autumn 2012, so no comparison with Spring 2012

Technical appendix

Appendix

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

Each train operating company (TOC) is sampled separately. Interviewers are generally given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports, and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires were handed out to passengers of any TOC (in the past all TOCs were targeted). The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift. On Arriva Trains Wales and London Overground and one route on both ScotRail and South West Trains, most NPS shifts are done on-train. These TOCs routes operate in either mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NPS shifts on-train. On First Hull Trains, Grand Central, Heathrow Connect and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

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

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done prior to the Spring 2013 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

To allow simple reprocessing of data in line with

changes to franchise boundaries, the sample design for NPS utilises a 'building block' approach from autumn 2003 onwards. For some of the new franchised TOCs it is not possible to provide reliable data pre-autumn 2003.

For the autumn 2007, spring 2012 and autumn 2012 fieldwork, a small number of shifts were moved from the morning peak to the evening peak. In spring 2013 a small number of shifts were moved from the evening peak to the morning peak. In autumn 2007 shifts were also staggered for the first time so that they started every hour as opposed to every three hours. For example, morning shifts that were previously 7am-10am and then 10am-1pm were changed to 7am-10am, 8am-11am, 9am-12noon, etc. These changes give a better representation of passenger opinions of their journey.

If you would like to know more about how the survey is carried out or how data is compiled, including more details on methodology, please visit www.passengerfocus.org.uk/nps.

Rail sectors

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

Long-distance operators

CrossCountry
East Coast
East Midlands Trains
First TransPennine Express
Virgin Trains

London and South East operators

c2c
Chiltern Railways
First Capital Connect
First Great Western
Greater Anglia
London Midland
London Overground
South West Trains
Southeastern
Southern

Regional operators

Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail



Contact us

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

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