



National Passenger Survey
Spring 2012 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. 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 short and long term range of the key 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 2011, so we understand the issues that matter to you
- We work with government and the 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.

Contents

1 Introduction

1.1	Background	3
1.2	National Passenger Survey Statement of Compliance with Official Statistics	4
1.3	Methodology	5
1.4	Issues affecting the Spring 2012 survey	6
1.5	Other comments and contacts	7

2 Key results

2.1	Spring 2012 wave	9
2.2	National and sector results	10

3 Individual train company results

3.1	Overall satisfaction	15
3.2	The value for money for the price of your ticket	16
3.3	Punctuality and reliability of the train	17
3.4	Sufficient room for all the passengers to sit/stand	18
3.5	Overall satisfaction with the station	19
3.6	How well the train company dealt with delays	20
3.7	London and South East operators	21
3.8	Long distance operators	33
3.9	Regional operators	39

4 Individual train company results by route

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

5 National results by journey purpose, age and gender

5.1	Journey purpose	54
5.2	Age	55
5.3	Gender	56

6 Guest table

6.1	Satisfaction with value for money by ticket type	57
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7 Technical appendix

7.1	Appendix	59
7.2	Rail sectors	60

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 and satisfaction with 31 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 28 January and 30 March 2012. Top up shifts were run 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 3. Ratings are also provided for each sector i.e. London and the South East, long distance, and regional operators (chapter 2). We also include some tables showing passenger ratings for certain specific aspects of service for

all TOCs on one page (in chapter 3), and results for routes within TOCs (chapter 4). Chapter 5 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 2).

From Autumn 2010, in order to accommodate some new tables, the trend charts previously shown in this report are now included in the 'summary 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'.

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 of 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 and errors

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 be reasonably 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 2012 on three 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 are 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 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 2012 survey

Spring 2012 (wave 26) main fieldwork was undertaken between 28 January and 30 March 2012. Top-up interviews were run within the last three weeks of the fieldwork period. Due to a change of franchise holder, 'National Express East Anglia' became 'Greater Anglia' on 5 February 2012 and fieldwork for that train company only started on that date due to this change.

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.

Heathrow Express results may have been affected by industrial action on 26th/27th February 2012.

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 still 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 are 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 2, however the actual difference is 1.4 and will therefore be published as '1'.

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Spring 2011 or Autumn 2011. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than 5% 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 2012 survey the main comparison is against the Spring 2011 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 at 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 are now shown in the NPS Summary report available on the Passenger Focus website.

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

The methodology used for these three train companies is the same as for most franchised train companies, except that most questionnaires on two of these train companies are handed out on train to ensure that sufficient completed questionnaires are returned. Please see 7.1 Appendix for further details.

Data for First Hull Trains are provided next to a

comparison with data for long distance TOCs. Data for Heathrow Connect and Heathrow Express are 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 2012 survey was 30,583 for all the train companies combined (28,832 for the franchised companies).

Contacts

Media enquiries

0300 123 0847

Content/presentation/methodology enquiries

0300 123 0837

Key results

Spring 2012 wave

- Nationally the percentage of passengers satisfied with their journey overall was 83%. This is not significantly different compared to Spring 2011 (when 84% of passengers were satisfied). 84% of passengers were also satisfied overall with their journey in Autumn 2011.
- Overall satisfaction by TOC varied between 73% and 96%.
- Overall satisfaction by individual routes within TOCs varied between 70% and 97%.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 81%. This is not significantly different compared to Spring 2011 when 80% were satisfied.
- The percentage of passengers satisfied with most train and station factors at a national level was either unchanged or improved compared to Spring 2011. Satisfaction for 13 service areas improved and one declined (value for money). The improvements included overall satisfaction with the station and cleanliness of the inside of the train.
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 42%. This was significantly down compared to Spring 2011 when 44% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand significantly improved with 69% satisfied (67% in Spring 2011).
- For London and the South East operators 82% of passengers were very or fairly satisfied overall, not significantly different compared to Spring 2011 (when 83% were satisfied). The percentage of passengers satisfied with most train and station factors was not significantly different compared to Spring 2011, but satisfaction improved for eight factors. Improvements included the upkeep/repair of the station buildings/platforms (+3%) and cleanliness of the inside of the train (+2%). There were no significant declines in satisfaction.
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 88%. This was not significantly different compared to Spring 2011 (when 87% were satisfied). Passenger satisfaction for the various train and station factors was mostly unchanged compared to Spring 2011, but satisfaction improved for seven factors and declined for none. Improvements included satisfaction with facilities for car parking and satisfaction with ticket buying facilities (both +3%).
- For regional operators 86% of passengers were very or fairly satisfied with their journey overall, not significantly differently compared to Spring 2011, when 86% were also satisfied. Passenger satisfaction was not significantly different for most station and train factors compared to Spring 2011, but satisfaction improved for five factors and declined for one. The biggest percentage changes were with satisfaction with personal security whilst using the station (+4%), cleanliness of the outside of the train (+4%) and value for money (-4%).
- Comparing the percentage of passengers satisfied for individual train operating companies with Spring 2011, three significantly improved (Heathrow Connect, London Midland and Merseyrail) and two declined (Greater Anglia* and Heathrow Express*). Seventeen TOCs have had no statistically significant change in their overall satisfaction results compared with Spring 2011. Heathrow Connect was the most improved compared to Spring 2011.
- The lowest ratings for overall satisfaction were given to Greater Anglia (73%), First Capital Connect (79%), Northern Rail (80%), Southern (80%) and Southeastern (81%).
- The highest ratings for overall satisfaction were achieved by Merseyrail (96%), Heathrow Connect (94%), First Hull Trains (93%), Virgin Trains (91%) and c2c (91%).
- Satisfaction with value for money by individual routes within TOCs varied between 23% and 75%.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 63% and 98%.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 56% and 91%.
- Satisfaction with value for money by ticket type by TOC varied between 12% and 87%.

Improved ↑
 Unchanged =
 Declined ↓

National total

	Spring 2012	Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 28832								
Overall satisfaction	28407	83	10	7	-1	↓	-1	=
STATION FACILITIES								
Overall satisfaction with the station	28128	77	16	7	-1	↓	1	↑
Ticket buying facilities	14973	73	14	12	0	=	1	=
Provision of information about train times/platforms	27092	81	11	8	0	=	2	↑
The upkeep/repair of the station buildings/platforms	27081	67	20	13	0	=	2	↑
Cleanliness	26930	71	19	10	-1	=	1	=
The facilities and services	23377	50	22	29	-1	=	0	=
The attitudes and helpfulness of the staff	20520	71	19	10	0	=	1	=
Connections with other forms of public transport	20037	73	16	12	0	=	0	=
Facilities for car parking	10934	49	19	33	-2	↓	0	=
Overall environment	27564	67	22	11	-1	=	2	↑
Your personal security whilst using	24544	68	26	6	1	=	2	↑
The availability of staff	23542	60	23	18	1	=	2	↑
How request to station staff was handled	4348	83	6	10	-3	↓	0	=
TRAIN FACILITIES								
The frequency of the trains on that route	27722	78	8	13	0	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	27651	81	8	11	0	=	1	=
The length of time the journey was scheduled to take (speed)	27325	85	9	6	0	=	0	=
Connections with other train services	16111	77	16	7	1	=	1	=
The value for money for the price of your ticket	26437	42	21	37	-4	↓	-2	↓
Upkeep and repair of the train	27927	75	15	10	0	=	2	↑
The provision of information during the journey	25330	70	19	10	1	=	1	=
The helpfulness and attitude of staff on train	16867	64	26	9	0	=	0	=
The space for luggage	21958	55	22	24	1	=	2	↑
The toilet facilities	12008	37	23	40	-1	=	1	=
Sufficient room for all passengers to sit/stand	27441	69	13	18	1	=	2	↑
The comfort of the seating area	27346	72	17	11	0	=	2	↑
The ease of being able to get on and off	27764	80	13	7	0	=	0	=
Your personal security on board	26147	77	19	4	0	=	1	↑
The cleanliness of the inside	28044	75	15	11	0	=	2	↑
The cleanliness of the outside	24032	71	20	9	-3	↓	3	↑
The availability of staff	20768	47	29	25	1	=	1	=
How well train company deals with delays	4517	37	37	26	-2	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

London and South East

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 18592								
Overall satisfaction	18283	82	11	7	-2	↓	-1	=
STATION FACILITIES								
Overall satisfaction with the station	18137	75	17	8	-2	↓	1	=
Ticket buying facilities	10142	71	16	13	0	=	0	=
Provision of information about train times/platforms	17497	80	11	9	0	=	2	↑
The upkeep/repair of the station buildings/platforms	17438	66	21	14	0	=	3	↑
Cleanliness	17349	70	20	10	-1	=	1	=
The facilities and services	14983	48	23	29	-1	=	0	=
The attitudes and helpfulness of the staff	13380	69	21	10	0	=	1	=
Connections with other forms of public transport	13374	74	16	11	0	=	0	=
Facilities for car parking	6718	46	20	34	-2	=	0	=
Overall environment	17777	66	23	11	-1	=	2	↑
Your personal security whilst using	15857	66	27	6	0	=	2	↑
The availability of staff	15334	57	24	19	1	=	1	=
How request to station staff was handled	2735	82	7	10	-3	↓	-1	=
TRAIN FACILITIES								
The frequency of the trains on that route	17957	77	9	14	0	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	17805	79	8	12	-1	=	0	=
The length of time the journey was scheduled to take (speed)	17610	83	10	7	0	=	0	=
Connections with other train services	10580	77	16	7	1	=	1	=
The value for money for the price of your ticket	16955	38	21	41	-3	↓	-1	=
Upkeep and repair of the train	17997	74	16	10	0	=	2	↑
The provision of information during the journey	16211	70	20	11	1	=	1	=
The helpfulness and attitude of staff on train	9221	57	31	12	0	=	1	=
The space for luggage	13861	53	22	24	1	=	1	=
The toilet facilities	7174	35	23	43	-1	=	1	=
Sufficient room for all passengers to sit/stand	17651	68	14	19	1	=	1	↑
The comfort of the seating area	17598	71	18	11	0	=	1	=
The ease of being able to get on and off	17877	79	14	7	0	=	0	=
Your personal security on board	16755	75	21	5	0	=	1	=
The cleanliness of the inside	18080	74	15	11	0	=	2	↑
The cleanliness of the outside	15620	72	20	8	-2	↓	3	↑
The availability of staff	12298	39	31	30	0	=	2	=
How well train company deals with delays	2973	35	38	27	-1	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

Long distance

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 5922								
Overall satisfaction	5861	88	8	5	2	↑	0	=
STATION FACILITIES								
Overall satisfaction with the station	5778	81	13	6	0	=	1	=
Ticket buying facilities	2402	82	11	7	-1	=	3	↑
Provision of information about train times/platforms	5621	86	9	5	-1	=	0	=
The upkeep/repair of the station buildings/platforms	5616	73	17	10	0	=	0	=
Cleanliness	5577	77	16	7	0	=	1	=
The facilities and services	4984	62	19	18	-3	↓	-1	=
The attitudes and helpfulness of the staff	4038	77	17	6	0	=	1	=
Connections with other forms of public transport	3819	76	13	11	2	=	0	=
Facilities for car parking	2101	60	15	25	-2	=	3	↑
Overall environment	5683	73	17	10	-1	=	0	=
Your personal security whilst using	5020	74	23	3	0	=	1	=
The availability of staff	4708	66	21	12	0	=	1	=
How request to station staff was handled	1048	89	4	6	2	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	5625	85	7	8	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	5693	87	5	8	5	↑	1	=
The length of time the journey was scheduled to take (speed)	5635	90	6	4	2	↑	1	↑
Connections with other train services	3186	81	12	7	1	=	1	=
The value for money for the price of your ticket	5593	54	18	28	-2	=	-2	=
Upkeep and repair of the train	5772	84	10	5	1	=	1	=
The provision of information during the journey	5341	78	16	7	1	=	0	=
The helpfulness and attitude of staff on train	4412	80	16	4	2	=	1	=
The space for luggage	4832	56	19	26	3	↑	1	=
The toilet facilities	3008	52	23	25	0	=	0	=
Sufficient room for all passengers to sit/stand	5672	73	12	15	3	↑	2	=
The comfort of the seating area	5631	79	13	8	0	=	1	=
The ease of being able to get on and off	5734	85	10	5	3	↑	2	↑
Your personal security on board	5440	86	13	1	2	↑	1	=
The cleanliness of the inside	5765	84	10	6	1	=	2	↑
The cleanliness of the outside	4793	79	16	5	1	=	3	↑
The availability of staff	4845	68	23	9	2	=	2	↑
How well train company deals with delays	982	55	28	17	4	=	4	=

Improved ↑
 Unchanged =
 Declined ↓

Regional

	Spring 2012				Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4318								
Overall satisfaction	4263	86	8	5	-1	=	0	=
STATION FACILITIES								
Overall satisfaction with the station	4213	80	13	7	0	=	2	=
Ticket buying facilities	2429	79	11	10	0	=	2	=
Provision of information about train times/platforms	3974	84	9	7	0	=	3	↑
The upkeep/repair of the station buildings/platforms	4027	73	16	11	2	=	2	=
Cleanliness	4004	76	15	9	0	=	1	=
The facilities and services	3410	50	18	31	0	=	1	=
The attitudes and helpfulness of the staff	3102	75	15	9	0	=	1	=
Connections with other forms of public transport	2844	68	15	17	-2	=	1	=
Facilities for car parking	2115	52	17	32	-3	=	-1	=
Overall environment	4104	71	18	10	0	=	2	=
Your personal security whilst using	3667	71	23	6	3	=	4	↑
The availability of staff	3500	66	17	17	3	=	3	=
How request to station staff was handled	565	86	4	9	-4	=	-1	=
TRAIN FACILITIES								
The frequency of the trains on that route	4140	80	8	13	-1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	4153	85	7	9	-1	=	2	↑
The length of time the journey was scheduled to take (speed)	4080	88	8	4	-2	=	0	=
Connections with other train services	2345	78	16	6	-2	=	-1	=
The value for money for the price of your ticket	3889	54	19	28	-7	↓	-4	↓
Upkeep and repair of the train	4158	70	16	14	0	=	3	=
The provision of information during the journey	3778	70	19	11	2	=	1	=
The helpfulness and attitude of staff on train	3234	75	19	6	0	=	-1	=
The space for luggage	3265	62	20	19	2	=	3	=
The toilet facilities	1826	39	22	38	-2	=	3	=
Sufficient room for all passengers to sit/stand	4118	73	11	16	1	=	3	↑
The comfort of the seating area	4117	72	16	13	-1	=	3	=
The ease of being able to get on and off	4153	83	11	6	0	=	1	=
Your personal security on board	3952	81	16	3	0	=	1	=
The cleanliness of the inside	4199	72	16	12	-1	=	3	=
The cleanliness of the outside	3619	62	23	14	-6	↓	4	↑
The availability of staff	3625	63	23	13	2	=	2	=
How well train company deals with delays	562	35	42	23	-6	=	-1	=

Individual train company results

Overall satisfaction

% of passengers satisfied/good by sector:

London and South East - 82%

Long Distance - 88%

Regional - 86%

Improved 

Unchanged 

Declined 

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1172	88	7	5	3		1	
c2c	1104	91	7	3	0		0	
Chiltern Railways	1179	90	7	3	2		1	
CrossCountry	1178	84	10	5	2		-1	
East Coast	1212	89	7	4	2		2	
East Midlands Trains	1211	87	7	5	0		1	
First Capital Connect	1969	79	13	8	-1		1	
First Great Western	2989	82	11	8	-1		0	
First Hull Trains	561	93	5	2	5		-2	
First TransPennine Express	1163	88	6	7	4		-1	
Greater Anglia*	2416	73	15	12	-4		-5	
Heathrow Connect	586	94	4	2	2		5	
Heathrow Express*	538	90	7	3	-3		-4	
London Midland	1179	87	8	5	2		4	
London Overground	1150	90	7	3	-2		1	
Merseyrail	624	96	3	2	3		5	
Northern Rail	1251	80	11	9	-3		-3	
ScotRail	1216	89	8	3	-1		3	
South West Trains	2301	83	11	5	0		-2	
Southeastern	1700	81	12	7	-2		-1	
Southern	2296	80	10	9	-2		-2	
Virgin Trains	1097	91	6	3	3		1	

The value for money for the price of your ticket

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 38%

Long Distance - 54%

Regional - 54%

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1114	56	18	25	-3	=	-4	=
c2c	1030	42	22	36	-1	=	-1	=
Chiltern Railways	1108	48	21	31	-2	=	0	=
CrossCountry	1117	49	22	29	-4	=	-5	=
East Coast	1167	56	18	26	-1	=	-1	=
East Midlands Trains	1155	52	18	31	-1	=	0	=
First Capital Connect	1824	34	22	44	-4	↓	2	=
First Great Western	2867	48	20	33	-5	↓	-2	=
First Hull Trains	543	56	19	25	-5	=	-6	=
First TransPennine Express	1098	56	18	25	-2	=	-4	=
Greater Anglia*	2251	30	21	49	-3	=	-5	↓
Heathrow Connect	530	56	21	23	-2	=	1	=
Heathrow Express	526	33	27	40	-4	=	-4	=
London Midland	1052	53	21	27	1	=	0	=
London Overground	1018	49	23	29	-5	=	-4	=
Merseyrail	461	67	12	20	1	=	4	=
Northern Rail	1156	50	21	28	-10	↓	-7	↓
ScotRail	1158	51	18	31	-8	↓	-4	=
South West Trains	2143	36	21	43	-2	=	0	=
Southeastern	1534	32	21	47	-4	=	0	=
Southern	2128	38	21	41	-4	↓	-2	=
Virgin Trains	1056	59	15	26	0	=	0	=

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

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 79%

Long Distance - 87%

Regional - 85%

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1133	87	5	8	0	=	3	=
c2c	1072	92	5	3	0	=	0	=
Chiltern Railways	1148	86	6	8	5	↑	-2	=
CrossCountry	1131	85	5	10	6	↑	1	=
East Coast	1178	88	5	7	9	↑	3	=
East Midlands Trains	1178	88	5	7	0	=	1	=
First Capital Connect	1927	76	9	15	-1	=	1	=
First Great Western	2911	78	8	14	-1	=	1	=
First Hull Trains	550	93	4	3	8	↑	4	=
First TransPennine Express	1122	88	5	7	4	↑	1	=
Greater Anglia*	2341	70	9	22	-7	↓	-5	↓
Heathrow Connect	578	91	7	2	1	=	4	=
Heathrow Express	529	93	5	2	-1	=	-3	=
London Midland	1142	81	8	10	3	=	6	↑
London Overground	1145	88	8	5	4	↑	9	↑
Merseyrail	606	94	3	3	-1	=	1	=
Northern Rail	1222	78	9	13	-2	=	0	=
ScotRail	1192	87	6	7	1	=	6	↑
South West Trains	2240	82	8	10	-2	=	-4	↓
Southeastern	1651	79	9	12	-1	=	1	=
Southern	2228	78	8	14	0	=	0	=
Virgin Trains	1084	89	4	7	4	↑	-3	=

Sufficient room for all the passengers to sit/stand

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 68%

Long Distance - 73%

Regional - 73%

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1134	71	12	17	-1	=	1	=
c2c	1068	64	15	21	-1	=	3	=
Chiltern Railways	1133	75	11	14	-2	=	1	=
CrossCountry	1146	70	13	17	6	↑	0	=
East Coast	1170	79	13	8	0	=	3	=
East Midlands Trains	1160	74	12	14	-2	=	3	=
First Capital Connect	1909	62	16	22	2	=	2	=
First Great Western	2898	67	14	19	-1	=	-3	↓
First Hull Trains	545	87	9	4	-2	=	-4	=
First TransPennine Express	1119	63	14	23	1	=	-1	=
Greater Anglia*	2323	66	16	19	-1	=	5	↑
Heathrow Connect	581	89	7	4	-1	=	0	=
Heathrow Express	538	90	6	3	1	=	4	=
London Midland	1128	74	10	16	8	↑	4	↑
London Overground	1140	77	11	11	-2	=	2	=
Merseyrail	597	81	11	8	3	=	2	=
Northern Rail	1212	66	12	22	2	=	2	=
ScotRail	1175	77	11	12	0	=	7	↑
South West Trains	2217	73	12	16	5	↑	4	↑
Southeastern	1620	61	14	26	-2	=	-2	=
Southern	2215	66	15	19	0	=	-2	=
Virgin Trains	1077	80	11	10	8	↑	3	=

Overall satisfaction with the station

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 75%

Long Distance - 81%

Regional - 80%

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1158	79	14	7	7		4	
c2c	1089	83	13	4	-3		0	
Chiltern Railways	1167	88	9	3	-2		3	
CrossCountry	1154	79	14	7	-1		2	
East Coast	1204	75	17	8	-2		-2	
East Midlands Trains	1185	85	10	5	2		3	
First Capital Connect	1964	75	17	8	-1		6	
First Great Western	2975	76	17	7	-1		2	
First Hull Trains	565	82	12	6	4		10	
First TransPennine Express	1144	86	11	3	0		-1	
Greater Anglia*	2388	71	19	9	-2		-2	
Heathrow Connect	584	84	11	5	4		6	
Heathrow Express	530	87	10	3	-1		-1	
London Midland	1157	77	16	6	2		1	
London Overground	1164	81	14	5	0		2	
Merseyrail	616	86	9	5	2		6	
Northern Rail	1236	74	15	11	-2		1	
ScotRail	1203	83	13	4	-2		2	
South West Trains	2271	74	18	8	0		0	
Southeastern	1685	73	17	10	-5		-2	
Southern	2277	75	18	7	-3		2	
Virgin Trains	1091	82	14	4	0		0	

How well the train company dealt with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East - 35%

Long Distance - 55%

Regional - 35%

	Spring 2012			Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	156	40	32	28	-5		-4	
c2c	73	42	33	25	2		-8	
Chiltern Railways	164	38	40	22	-1		-8	
CrossCountry	222	52	29	18	6		3	
East Coast	190	63	27	10	7		11	
East Midlands Trains	178	51	30	19	12		2	
First Capital Connect	411	30	40	31	-3		5	
First Great Western	651	41	38	21	-4		-2	
First Hull Trains	<50	-	-	-	-		-	
First TransPennine Express	183	55	24	20	2		7	
Greater Anglia*	457	28	35	37	-4		0	
Heathrow Connect	65	38	36	26	-7		13	
Heathrow Express	<50	-	-	-	-		-	
London Midland	202	49	32	19	8		17	
London Overground	100	43	36	22	0		-7	
Merseyrail	<50	-	-	-	-		-	
Northern Rail	192	33	43	24	-10		-2	
ScotRail	182	38	42	20	5		5	
South West Trains	304	37	41	22	-4		4	
Southeastern	206	31	39	30	5		7	
Southern	405	35	36	30	-1		0	
Virgin Trains	209	54	29	17	-1		-2	

Improved ↑
 Unchanged =
 Declined ↓

c2c

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1114									
Overall satisfaction	1104	91	7	3	82	0	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	1089	83	13	4	75	-3	=	0	=
Ticket buying facilities	747	77	13	10	71	0	=	0	=
Provision of information about train times/platforms	1062	86	9	5	80	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	1064	75	17	9	66	3	=	4	=
Cleanliness	1052	78	15	6	70	2	=	0	=
The facilities and services	919	55	22	23	48	0	=	2	=
The attitudes and helpfulness of the staff	890	76	17	7	69	1	=	2	=
Connections with other forms of public transport	855	73	17	10	74	2	=	0	=
Facilities for car parking	453	55	18	27	46	3	=	2	=
Overall environment	1078	75	19	6	66	2	=	4	=
Your personal security whilst using	1000	70	23	7	66	3	=	5	↑
The availability of staff	983	67	22	11	57	1	=	2	=
How request to station staff was handled	120	92	4	4	82	3	=	9	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1088	83	8	9	77	-1	=	-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1072	92	5	3	79	0	=	0	=
The length of time the journey was scheduled to take (speed)	1059	92	5	3	83	1	=	-1	=
Connections with other train services	649	84	12	4	77	4	=	5	↑
The value for money for the price of your ticket	1030	42	22	36	38	-1	=	-1	=
Upkeep and repair of the train	1090	91	7	2	74	-1	=	1	=
The provision of information during the journey	1005	80	14	6	70	-3	=	0	=
The helpfulness and attitude of staff on train	411	34	46	20	57	1	=	-2	=
The space for luggage	835	52	23	26	53	1	=	3	=
The toilet facilities	492	59	25	17	35	6	=	4	=
Sufficient room for all passengers to sit/stand	1068	64	15	21	68	-1	=	3	=
The comfort of the seating area	1057	81	12	7	71	1	=	2	=
The ease of being able to get on and off	1077	85	10	4	79	0	=	1	=
Your personal security on board	1025	75	20	5	75	1	=	3	=
The cleanliness of the inside	1095	91	6	2	74	0	=	2	=
The cleanliness of the outside	1002	88	10	1	72	-2	=	2	=
The availability of staff	619	22	37	41	39	2	=	0	=
How well train company deals with delays	73	42	33	25	35	2	=	-8	=

Improved ↑
 Unchanged =
 Declined ↓

Chiltern Railways

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1192									
Overall satisfaction	1179	90	7	3	82	2	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1167	88	9	3	75	-2	=	3	=
Ticket buying facilities	679	82	13	5	71	-1	=	1	=
Provision of information about train times/platforms	1144	86	9	6	80	2	=	3	=
The upkeep/repair of the station buildings/platforms	1137	79	14	7	66	-5	↓	2	=
Cleanliness	1133	83	12	5	70	-5	↓	2	=
The facilities and services	1039	66	19	15	48	-2	=	4	=
The attitudes and helpfulness of the staff	893	78	16	5	69	2	=	0	=
Connections with other forms of public transport	874	78	13	9	74	4	=	4	=
Facilities for car parking	465	65	14	21	46	-4	=	-2	=
Overall environment	1157	83	12	5	66	-2	=	5	↑
Your personal security whilst using	1025	77	20	3	66	-1	=	1	=
The availability of staff	989	68	22	10	57	1	=	3	=
How request to station staff was handled	183	89	3	6	82	1	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1145	80	8	12	77	-1	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1148	86	6	8	79	5	↑	-2	=
The length of time the journey was scheduled to take (speed)	1130	87	8	4	83	1	=	5	↑
Connections with other train services	537	75	19	5	77	0	=	5	=
The value for money for the price of your ticket	1108	48	21	31	38	-2	=	0	=
Upkeep and repair of the train	1162	87	9	4	74	-2	=	2	=
The provision of information during the journey	1037	75	17	8	70	-3	=	1	=
The helpfulness and attitude of staff on train	502	62	29	9	57	0	=	4	=
The space for luggage	866	62	20	18	53	2	=	6	↑
The toilet facilities	458	53	23	24	35	2	=	-2	=
Sufficient room for all passengers to sit/stand	1133	75	11	14	68	-2	=	1	=
The comfort of the seating area	1154	80	12	8	71	-2	=	3	=
The ease of being able to get on and off	1147	89	8	3	79	0	=	1	=
Your personal security on board	1084	85	13	2	75	0	=	3	=
The cleanliness of the inside	1160	86	9	5	74	-1	=	1	=
The cleanliness of the outside	1003	83	12	4	72	-2	=	4	↑
The availability of staff	680	39	33	29	39	0	=	1	=
How well train company deals with delays	164	38	40	22	35	-1	=	-8	=

Improved ↑
 Unchanged =
 Declined ↓

First Capital Connect

Spring 2012

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

Overall sample size 2000	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1969	79	13	8	82	-1	=	1	=	
STATION FACILITIES										
Overall satisfaction with the station	1964	75	17	8	75	-1	=	6	↑	
Ticket buying facilities	1168	70	16	14	71	1	=	4	=	
Provision of information about train times/platforms	1903	78	12	9	80	2	=	6	↑	
The upkeep/repair of the station buildings/platforms	1891	67	19	14	66	3	=	7	↑	
Cleanliness	1893	72	18	9	70	2	=	4	↑	
The facilities and services	1613	47	22	32	48	-3	=	3	=	
The attitudes and helpfulness of the staff	1472	71	19	10	69	4	=	4	=	
Connections with other forms of public transport	1502	76	14	10	74	3	=	5	↑	
Facilities for car parking	750	45	21	33	46	0	=	0	=	
Overall environment	1918	65	23	12	66	1	=	8	↑	
Your personal security whilst using	1715	66	28	6	66	1	=	7	↑	
The availability of staff	1699	56	24	20	57	1	=	7	↑	
How request to station staff was handled	289	83	4	12	82	-2	=	5	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1953	79	9	13	77	2	=	5	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	1927	76	9	15	79	-1	=	1	=	
The length of time the journey was scheduled to take (speed)	1912	84	10	7	83	1	=	-1	=	
Connections with other train services	1161	76	17	7	77	0	=	1	=	
The value for money for the price of your ticket	1824	34	22	44	38	-4	↓	2	=	
Upkeep and repair of the train	1938	62	20	19	74	-1	=	1	=	
The provision of information during the journey	1656	50	27	23	70	3	=	3	=	
The helpfulness and attitude of staff on train	676	37	41	22	57	5	=	6	=	
The space for luggage	1482	47	25	28	53	3	=	-1	=	
The toilet facilities	697	29	19	53	35	3	=	3	=	
Sufficient room for all passengers to sit/stand	1909	62	16	22	68	2	=	2	=	
The comfort of the seating area	1882	62	22	16	71	1	=	0	=	
The ease of being able to get on and off	1933	76	16	8	79	1	=	1	=	
Your personal security on board	1800	71	24	4	75	3	=	3	=	
The cleanliness of the inside	1955	64	19	17	74	0	=	1	=	
The cleanliness of the outside	1709	57	26	18	72	-3	=	4	=	
The availability of staff	1140	17	31	52	39	3	=	5	↑	
How well train company deals with delays	411	30	40	31	35	-3	=	5	=	

Improved ↑
 Unchanged =
 Declined ↓

First Great Western

Spring 2012

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

Overall sample size 3044	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	2989	82	11	8	82	-1	=	0	=	
STATION FACILITIES										
Overall satisfaction with the station	2975	76	17	7	75	-1	=	2	=	
Ticket buying facilities	1433	75	13	12	71	0	=	2	=	
Provision of information about train times/platforms	2880	81	11	8	80	0	=	4	↑	
The upkeep/repair of the station buildings/platforms	2869	65	21	14	66	-1	=	4	↑	
Cleanliness	2846	70	19	10	70	-1	=	4	↑	
The facilities and services	2458	53	20	27	48	-1	=	0	=	
The attitudes and helpfulness of the staff	2077	75	19	6	69	2	=	3	=	
Connections with other forms of public transport	2056	71	16	14	74	-1	=	-1	=	
Facilities for car parking	1052	55	19	26	46	-2	=	-3	=	
Overall environment	2910	66	23	12	66	-1	=	0	=	
Your personal security whilst using	2564	69	26	4	66	-1	=	2	=	
The availability of staff	2424	62	22	16	57	2	=	1	=	
How request to station staff was handled	552	87	5	7	82	1	=	-2	=	
TRAIN FACILITIES										
The frequency of the trains on that route	2907	76	11	14	77	-2	=	0	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	2911	78	8	14	79	-1	=	1	=	
The length of time the journey was scheduled to take (speed)	2884	85	9	6	83	-1	=	1	=	
Connections with other train services	1629	73	16	11	77	-3	=	0	=	
The value for money for the price of your ticket	2867	48	20	33	38	-5	↓	-2	=	
Upkeep and repair of the train	2942	77	16	7	74	-1	=	5	↑	
The provision of information during the journey	2626	68	23	10	70	0	=	3	↑	
The helpfulness and attitude of staff on train	1776	66	27	8	57	-4	↓	-4	↓	
The space for luggage	2297	53	23	24	53	-1	=	-2	=	
The toilet facilities	1276	44	25	30	35	0	=	4	=	
Sufficient room for all passengers to sit/stand	2898	67	14	19	68	-1	=	-3	↓	
The comfort of the seating area	2849	72	17	10	71	-1	=	2	=	
The ease of being able to get on and off	2910	77	15	8	79	-1	=	0	=	
Your personal security on board	2726	81	17	3	75	0	=	2	=	
The cleanliness of the inside	2949	77	15	8	74	0	=	5	↑	
The cleanliness of the outside	2462	73	20	7	72	0	=	8	↑	
The availability of staff	2192	49	31	20	39	-1	=	0	=	
How well train company deals with delays	651	41	38	21	35	-4	=	-2	=	

Improved ↑
 Unchanged =
 Declined ↓

Greater Anglia*

Spring 2012

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

Overall sample size 2454	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2416	73	15	12	82	-4	↓	-5	↓
STATION FACILITIES									
Overall satisfaction with the station	2388	71	19	9	75	-2	=	-2	=
Ticket buying facilities	1320	69	17	14	71	0	=	1	=
Provision of information about train times/platforms	2302	74	14	12	80	-1	=	0	=
The upkeep/repair of the station buildings/platforms	2292	66	20	14	66	-1	=	3	=
Cleanliness	2283	68	21	12	70	-4	↓	-1	=
The facilities and services	2041	50	21	29	48	-2	=	-1	=
The attitudes and helpfulness of the staff	1753	65	22	12	69	-2	=	-1	=
Connections with other forms of public transport	1821	76	14	10	74	-2	=	-2	=
Facilities for car parking	861	48	19	34	46	-3	=	-2	=
Overall environment	2346	63	25	12	66	-3	=	0	=
Your personal security whilst using	2068	64	27	9	66	2	=	3	=
The availability of staff	2029	53	23	23	57	-2	=	1	=
How request to station staff was handled	359	78	8	13	82	-5	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	2365	72	10	18	77	-3	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2341	70	9	22	79	-7	↓	-5	↓
The length of time the journey was scheduled to take (speed)	2318	79	12	10	83	-2	=	-1	=
Connections with other train services	1382	75	16	10	77	3	=	2	=
The value for money for the price of your ticket	2251	30	21	49	38	-3	=	-5	↓
Upkeep and repair of the train	2355	55	20	25	74	0	=	0	=
The provision of information during the journey	2107	56	25	19	70	-2	=	-1	=
The helpfulness and attitude of staff on train	1170	46	33	21	57	-1	=	0	=
The space for luggage	1838	53	24	23	53	2	=	4	=
The toilet facilities	991	31	22	47	35	2	=	4	=
Sufficient room for all passengers to sit/stand	2323	66	16	19	68	-1	=	5	↑
The comfort of the seating area	2333	59	22	19	71	-2	=	2	=
The ease of being able to get on and off	2350	76	17	7	79	-2	=	0	=
Your personal security on board	2187	64	27	9	75	-2	=	0	=
The cleanliness of the inside	2382	57	22	22	74	-7	↓	-5	↓
The cleanliness of the outside	2055	54	28	19	72	-5	↓	1	=
The availability of staff	1608	27	25	48	39	-1	=	1	=
How well train company deals with delays	457	28	35	37	35	-4	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 609									
Overall satisfaction	586	94	4	2	82	2	=	5	↑
STATION FACILITIES									
Overall satisfaction with the station	584	84	11	5	75	4	=	6	=
Ticket buying facilities	360	83	7	10	71	7	=	9	=
Provision of information about train times/platforms	567	77	12	11	80	8	=	6	=
The upkeep/repair of the station buildings/platforms	575	76	16	8	66	9	↑	11	↑
Cleanliness	567	82	12	6	70	7	=	12	↑
The facilities and services	476	58	21	21	48	4	=	5	=
The attitudes and helpfulness of the staff	420	82	13	5	69	10	↑	11	↑
Connections with other forms of public transport	493	81	12	6	74	5	=	2	=
Facilities for car parking	186	36	21	44	46	5	=	3	=
Overall environment	582	75	19	6	66	2	=	8	↑
Your personal security whilst using	533	73	23	4	66	7	=	-1	=
The availability of staff	514	71	15	14	57	12	↑	10	↑
How request to station staff was handled	79	91	5	3	82	5	=	11	=
TRAIN FACILITIES									
The frequency of the trains on that route	581	76	9	15	77	2	=	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	578	91	7	2	79	1	=	4	=
The length of time the journey was scheduled to take (speed)	568	94	6	1	83	1	=	0	=
Connections with other train services	410	87	10	4	77	3	=	6	=
The value for money for the price of your ticket	530	56	21	23	38	-2	=	1	=
Upkeep and repair of the train	588	94	5	1	74	0	=	1	=
The provision of information during the journey	539	84	13	3	70	-1	=	1	=
The helpfulness and attitude of staff on train	366	81	16	3	57	0	=	7	=
The space for luggage	481	76	15	9	53	0	=	-3	=
The toilet facilities	259	59	23	18	35	-3	=	-14	↓
Sufficient room for all passengers to sit/stand	581	89	7	4	68	-1	=	0	=
The comfort of the seating area	574	92	6	1	71	2	=	2	=
The ease of being able to get on and off	583	88	9	4	79	1	=	-1	=
Your personal security on board	560	84	15	1	75	-2	=	-2	=
The cleanliness of the inside	586	93	6	1	74	-4	↓	-1	=
The cleanliness of the outside	539	91	9	0	72	0	=	3	=
The availability of staff	457	62	23	14	39	-1	=	-3	=
How well train company deals with delays	65	38	36	26	35	-7	=	13	=

Improved 
 Unchanged 
 Declined 

Heathrow Express

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 559									
Overall satisfaction	538	90	7	3	82	-3	=	-4	↓
STATION FACILITIES									
Overall satisfaction with the station	530	87	10	3	75	-1	=	-1	=
Ticket buying facilities	387	86	7	6	71	-6	↓	-3	=
Provision of information about train times/platforms	512	81	11	8	80	-2	=	-2	=
The upkeep/repair of the station buildings/platforms	512	77	16	6	66	-7	↓	-1	=
Cleanliness	507	76	19	5	70	-4	=	1	=
The facilities and services	370	64	23	13	48	0	=	-4	=
The attitudes and helpfulness of the staff	373	79	17	5	69	6	=	-1	=
Connections with other forms of public transport	414	81	11	8	74	0	=	-4	=
Facilities for car parking	89	48	26	26	46	4	=	-11	=
Overall environment	512	81	15	5	66	-2	=	2	=
Your personal security whilst using	448	80	18	1	66	2	=	3	=
The availability of staff	426	70	21	9	57	4	=	4	=
How request to station staff was handled	106	90	6	4	82	-6	=	2	=
TRAIN FACILITIES									
The frequency of the trains on that route	532	87	8	5	77	-7	↓	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	529	93	5	2	79	-1	=	-3	=
The length of time the journey was scheduled to take (speed)	515	96	3	0	83	0	=	-2	=
Connections with other train services	320	81	14	5	77	2	=	1	=
The value for money for the price of your ticket	526	33	27	40	38	-4	=	-4	=
Upkeep and repair of the train	540	91	6	3	74	1	=	-1	=
The provision of information during the journey	498	80	17	3	70	1	=	-4	=
The helpfulness and attitude of staff on train	426	87	11	2	57	5	=	8	↑
The space for luggage	520	88	8	4	53	0	=	1	=
The toilet facilities	159	64	25	12	35	-1	=	-5	=
Sufficient room for all passengers to sit/stand	538	90	6	3	68	1	=	4	=
The comfort of the seating area	535	90	7	3	71	-1	=	-3	=
The ease of being able to get on and off	531	95	4	1	79	2	=	1	=
Your personal security on board	512	91	8	0	75	1	=	-1	=
The cleanliness of the inside	536	94	3	3	74	0	=	0	=
The cleanliness of the outside	491	92	5	2	72	1	=	1	=
The availability of staff	470	74	21	5	39	3	=	1	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

London Midland

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1192									
Overall satisfaction	1179	87	8	5	82	2	=	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1157	77	16	6	75	2	=	1	=
Ticket buying facilities	634	78	12	9	71	0	=	1	=
Provision of information about train times/platforms	1117	83	10	8	80	-1	=	1	=
The upkeep/repair of the station buildings/platforms	1107	67	21	12	66	-3	=	4	=
Cleanliness	1108	72	18	10	70	-1	=	3	=
The facilities and services	929	48	22	30	48	-1	=	0	=
The attitudes and helpfulness of the staff	857	73	18	9	69	-1	=	4	=
Connections with other forms of public transport	786	69	19	12	74	2	=	-1	=
Facilities for car parking	536	56	16	28	46	3	=	2	=
Overall environment	1132	67	21	12	66	1	=	3	=
Your personal security whilst using	1002	68	28	5	66	0	=	1	=
The availability of staff	963	59	25	16	57	0	=	0	=
How request to station staff was handled	143	86	6	7	82	-6	=	-4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1151	83	6	11	77	6	↑	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1142	81	8	10	79	3	=	6	↑
The length of time the journey was scheduled to take (speed)	1129	89	6	5	83	4	↑	3	=
Connections with other train services	629	78	17	6	77	4	=	3	=
The value for money for the price of your ticket	1052	53	21	27	38	1	=	0	=
Upkeep and repair of the train	1155	84	11	5	74	4	↑	9	↑
The provision of information during the journey	1055	74	19	7	70	6	↑	8	↑
The helpfulness and attitude of staff on train	629	63	28	9	57	-2	=	0	=
The space for luggage	861	58	21	22	53	5	=	5	=
The toilet facilities	436	50	29	20	35	-1	=	2	=
Sufficient room for all passengers to sit/stand	1128	74	10	16	68	8	↑	4	↑
The comfort of the seating area	1137	80	13	7	71	7	↑	8	↑
The ease of being able to get on and off	1150	86	9	5	79	5	↑	5	↑
Your personal security on board	1080	80	17	3	75	2	=	4	↑
The cleanliness of the inside	1152	82	11	7	74	2	=	8	↑
The cleanliness of the outside	1005	83	15	2	72	3	=	11	↑
The availability of staff	815	45	33	23	39	-2	=	2	=
How well train company deals with delays	202	49	32	19	35	8	=	17	↑

Improved ↑
 Unchanged =
 Declined ↓

London Overground

Spring 2012

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

Overall sample size 1202	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1150	90	7	3	82	-2	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1164	81	14	5	75	0	=	2	=
Ticket buying facilities	664	73	15	12	71	-5	=	-2	=
Provision of information about train times/platforms	1098	82	10	8	80	2	=	5	=
The upkeep/repair of the station buildings/platforms	1103	77	15	8	66	3	=	3	=
Cleanliness	1091	78	15	7	70	0	=	-1	=
The facilities and services	822	35	26	39	48	1	=	6	=
The attitudes and helpfulness of the staff	818	65	24	11	69	-2	=	-3	=
Connections with other forms of public transport	948	76	16	8	74	1	=	-1	=
Facilities for car parking	391	35	22	43	46	8	↑	15	↑
Overall environment	1130	71	21	8	66	-1	=	2	=
Your personal security whilst using	1030	70	22	9	66	2	=	3	=
The availability of staff	965	60	22	18	57	3	=	2	=
How request to station staff was handled	100	90	2	6	82	3	=	22	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1160	79	8	13	77	-3	=	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1145	88	8	5	79	4	↑	9	↑
The length of time the journey was scheduled to take (speed)	1132	89	6	5	83	2	=	-1	=
Connections with other train services	919	84	11	5	77	3	=	2	=
The value for money for the price of your ticket	1018	49	23	29	38	-5	=	-4	=
Upkeep and repair of the train	1158	95	4	1	74	-1	=	-1	=
The provision of information during the journey	1092	86	11	3	70	-1	=	0	=
The helpfulness and attitude of staff on train	565	57	36	8	57	3	=	13	↑
The space for luggage	900	63	18	18	53	-6	↓	4	=
The toilet facilities	351	17	18	65	35	-2	=	7	=
Sufficient room for all passengers to sit/stand	1140	77	11	11	68	-2	=	2	=
The comfort of the seating area	1131	83	12	5	71	-4	=	-1	=
The ease of being able to get on and off	1151	84	10	6	79	-5	↓	-2	=
Your personal security on board	1097	80	16	4	75	-2	=	-2	=
The cleanliness of the inside	1161	92	5	2	74	-1	=	-1	=
The cleanliness of the outside	1055	90	8	1	72	-1	=	-2	=
The availability of staff	802	37	36	27	39	0	=	11	↑
How well train company deals with delays	100	43	36	22	35	0	=	-7	=

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

Spring 2012

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

Overall sample size 2334	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2301	83	11	5	82	0	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	2271	74	18	8	75	0	=	0	=
Ticket buying facilities	1302	70	16	14	71	-1	=	0	=
Provision of information about train times/platforms	2182	83	9	8	80	2	=	0	=
The upkeep/repair of the station buildings/platforms	2177	57	24	18	66	1	=	-1	=
Cleanliness	2178	63	24	13	70	1	=	0	=
The facilities and services	1901	47	24	29	48	0	=	-3	=
The attitudes and helpfulness of the staff	1641	69	20	11	69	2	=	0	=
Connections with other forms of public transport	1613	74	15	11	74	0	=	0	=
Facilities for car parking	963	50	19	30	46	-5	=	3	=
Overall environment	2235	62	25	13	66	1	=	-1	=
Your personal security whilst using	2000	68	27	5	66	4	=	1	=
The availability of staff	1907	54	25	20	57	1	=	2	=
How request to station staff was handled	330	82	7	11	82	-5	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	2248	79	9	12	77	2	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2240	82	8	10	79	-2	=	-4	↓
The length of time the journey was scheduled to take (speed)	2204	82	11	7	83	1	=	-1	=
Connections with other train services	1366	76	16	8	77	0	=	-2	=
The value for money for the price of your ticket	2143	36	21	43	38	-2	=	0	=
Upkeep and repair of the train	2263	83	13	5	74	3	↑	2	=
The provision of information during the journey	2087	76	18	7	70	1	=	-1	=
The helpfulness and attitude of staff on train	1522	68	26	6	57	1	=	0	=
The space for luggage	1763	59	20	21	53	6	↑	2	=
The toilet facilities	1019	39	22	39	35	2	=	3	=
Sufficient room for all passengers to sit/stand	2217	73	12	16	68	5	↑	4	↑
The comfort of the seating area	2217	76	16	8	71	1	=	0	=
The ease of being able to get on and off	2252	82	12	6	79	0	=	2	=
Your personal security on board	2142	81	16	3	75	3	=	2	=
The cleanliness of the inside	2270	78	13	9	74	3	↑	4	↑
The cleanliness of the outside	1949	77	18	4	72	-1	=	3	=
The availability of staff	1819	55	32	13	39	1	=	3	=
How well train company deals with delays	304	37	41	22	35	-4	=	4	=

Improved ↑
 Unchanged =
 Declined ↓

Southeastern

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1722									
Overall satisfaction	1700	81	12	7	82	-2	=	-1	=
STATION FACILITIES									
Overall satisfaction with the station	1685	73	17	10	75	-5	↓	-2	=
Ticket buying facilities	976	69	15	16	71	3	=	-1	=
Provision of information about train times/platforms	1625	77	12	11	80	-4	=	0	=
The upkeep/repair of the station buildings/platforms	1602	64	20	16	66	0	=	0	=
Cleanliness	1598	70	19	11	70	-3	=	0	=
The facilities and services	1426	50	21	29	48	-1	=	2	=
The attitudes and helpfulness of the staff	1269	67	22	11	69	-2	=	0	=
Connections with other forms of public transport	1259	73	15	11	74	-2	=	-2	=
Facilities for car parking	602	41	22	37	46	-6	=	-3	=
Overall environment	1646	65	22	13	66	-3	=	2	=
Your personal security whilst using	1478	62	31	8	66	-1	=	-1	=
The availability of staff	1442	57	26	17	57	1	=	0	=
How request to station staff was handled	251	76	10	12	82	-4	=	-10	↓
TRAIN FACILITIES									
The frequency of the trains on that route	1672	76	8	16	77	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1651	79	9	12	79	-1	=	1	=
The length of time the journey was scheduled to take (speed)	1635	79	11	10	83	-2	=	-1	=
Connections with other train services	942	72	20	8	77	2	=	2	=
The value for money for the price of your ticket	1534	32	21	47	38	-4	=	0	=
Upkeep and repair of the train	1661	72	18	11	74	0	=	3	=
The provision of information during the journey	1496	68	20	12	70	2	=	3	=
The helpfulness and attitude of staff on train	833	56	30	14	57	4	=	1	=
The space for luggage	1256	48	23	29	53	0	=	2	=
The toilet facilities	653	28	23	49	35	-3	=	3	=
Sufficient room for all passengers to sit/stand	1620	61	14	26	68	-2	=	-2	=
The comfort of the seating area	1627	67	20	12	71	1	=	3	=
The ease of being able to get on and off	1648	79	14	7	79	0	=	1	=
Your personal security on board	1534	70	25	5	75	-1	=	2	=
The cleanliness of the inside	1681	71	18	12	74	-1	=	3	=
The cleanliness of the outside	1465	68	23	9	72	-2	=	3	=
The availability of staff	1088	33	31	36	39	1	=	0	=
How well train company deals with delays	206	31	39	30	35	5	=	7	=

Improved ↑
 Unchanged =
 Declined ↓

Southern

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2338									
Overall satisfaction	2296	80	10	9	82	-2	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	2277	75	18	7	75	-3	↓	2	=
Ticket buying facilities	1219	69	18	13	71	-3	=	-1	=
Provision of information about train times/platforms	2184	79	13	8	80	-2	=	2	=
The upkeep/repair of the station buildings/platforms	2196	65	23	12	66	-2	=	3	=
Cleanliness	2167	69	22	9	70	-4	↓	-2	=
The facilities and services	1835	48	24	28	48	-2	=	-1	=
The attitudes and helpfulness of the staff	1710	69	20	10	69	0	=	1	=
Connections with other forms of public transport	1660	72	18	10	74	-1	=	-3	=
Facilities for car parking	645	40	19	41	46	-5	=	-3	=
Overall environment	2225	65	25	10	66	-4	↓	1	=
Your personal security whilst using	1975	65	29	6	66	-3	=	0	=
The availability of staff	1933	58	24	18	57	-1	=	-1	=
How request to station staff was handled	408	80	7	12	82	-5	=	-3	=
TRAIN FACILITIES									
The frequency of the trains on that route	2268	74	9	17	77	-2	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2228	78	8	14	79	0	=	0	=
The length of time the journey was scheduled to take (speed)	2207	83	10	7	83	0	=	0	=
Connections with other train services	1366	76	17	7	77	0	=	0	=
The value for money for the price of your ticket	2128	38	21	41	38	-4	↓	-2	=
Upkeep and repair of the train	2273	67	21	12	74	-4	↓	-6	↓
The provision of information during the journey	2050	71	19	9	70	-1	=	-3	=
The helpfulness and attitude of staff on train	1137	54	32	14	57	-7	↓	-3	=
The space for luggage	1763	47	24	28	53	-1	=	-2	=
The toilet facilities	801	29	25	45	35	-7	↓	-9	↓
Sufficient room for all passengers to sit/stand	2215	66	15	19	68	0	=	-2	=
The comfort of the seating area	2211	69	21	10	71	-3	=	-2	=
The ease of being able to get on and off	2259	75	16	9	79	-1	=	-3	↓
Your personal security on board	2080	72	23	5	75	-4	↓	-2	=
The cleanliness of the inside	2275	70	17	12	74	-2	=	-3	=
The cleanliness of the outside	1915	69	23	7	72	-4	↓	-2	=
The availability of staff	1535	36	30	33	39	-3	=	-3	=
How well train company deals with delays	405	35	36	30	35	-1	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

CrossCountry

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1191									
Overall satisfaction	1178	84	10	5	88	2	=	-1	=
STATION FACILITIES									
Overall satisfaction with the station	1154	79	14	7	81	-1	=	2	=
Ticket buying facilities	542	78	14	7	82	-5	=	0	=
Provision of information about train times/platforms	1127	83	10	7	86	-1	=	0	=
The upkeep/repair of the station buildings/platforms	1120	66	21	13	73	-3	=	-4	=
Cleanliness	1111	74	18	8	77	0	=	-2	=
The facilities and services	976	60	20	20	62	-4	=	-3	=
The attitudes and helpfulness of the staff	848	79	15	6	77	2	=	3	=
Connections with other forms of public transport	680	74	15	11	76	3	=	-3	=
Facilities for car parking	465	58	14	28	60	-1	=	5	=
Overall environment	1138	69	19	12	73	-2	=	0	=
Your personal security whilst using	999	72	23	5	74	-1	=	1	=
The availability of staff	985	67	20	13	66	0	=	2	=
How request to station staff was handled	236	92	2	5	89	5	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1129	81	8	11	85	0	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1131	85	5	10	87	6	↑	1	=
The length of time the journey was scheduled to take (speed)	1125	87	7	6	90	2	=	3	↑
Connections with other train services	672	78	15	8	81	1	=	-1	=
The value for money for the price of your ticket	1117	49	22	29	54	-4	=	-5	=
Upkeep and repair of the train	1159	80	13	7	84	1	=	-1	=
The provision of information during the journey	1067	76	17	7	78	2	=	1	=
The helpfulness and attitude of staff on train	883	78	18	5	80	2	=	-2	=
The space for luggage	950	55	18	27	56	3	=	1	=
The toilet facilities	533	48	23	29	52	-1	=	-2	=
Sufficient room for all passengers to sit/stand	1146	70	13	17	73	6	↑	0	=
The comfort of the seating area	1118	76	15	8	79	1	=	-1	=
The ease of being able to get on and off	1146	82	13	5	85	4	↑	1	=
Your personal security on board	1078	85	14	2	86	4	↑	1	=
The cleanliness of the inside	1160	79	13	8	84	2	=	1	=
The cleanliness of the outside	947	78	18	4	79	1	=	3	=
The availability of staff	968	67	24	9	68	4	=	1	=
How well train company deals with delays	222	52	29	18	55	6	=	3	=

Improved ↑

Unchanged =

Declined ↓

East Coast

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1225									
Overall satisfaction	1212	89	7	4	88	2	=	2	=
STATION FACILITIES									
Overall satisfaction with the station	1204	75	17	8	81	-2	=	-2	=
Ticket buying facilities	347	84	11	5	82	3	=	4	=
Provision of information about train times/platforms	1163	87	9	4	86	1	=	0	=
The upkeep/repair of the station buildings/platforms	1159	65	20	15	73	-2	=	-3	=
Cleanliness	1159	72	18	10	77	-1	=	0	=
The facilities and services	1036	58	20	23	62	-3	=	-4	=
The attitudes and helpfulness of the staff	783	76	19	5	77	1	=	0	=
Connections with other forms of public transport	795	80	11	9	76	0	=	-1	=
Facilities for car parking	344	49	23	28	60	-7	=	-6	=
Overall environment	1179	64	21	15	73	-2	=	-5	↓
Your personal security whilst using	1017	71	27	2	74	1	=	-2	=
The availability of staff	931	67	20	13	66	1	=	0	=
How request to station staff was handled	231	85	5	9	89	-1	=	-4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1165	90	6	4	85	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1178	88	5	7	87	9	↑	3	=
The length of time the journey was scheduled to take (speed)	1171	90	7	3	90	2	=	0	=
Connections with other train services	650	79	14	7	81	0	=	-1	=
The value for money for the price of your ticket	1167	56	18	26	54	-1	=	-1	=
Upkeep and repair of the train	1201	79	14	7	84	-2	=	-2	=
The provision of information during the journey	1115	79	17	5	78	-1	=	0	=
The helpfulness and attitude of staff on train	921	82	15	3	80	2	=	3	=
The space for luggage	1033	63	19	18	56	2	=	3	=
The toilet facilities	767	52	22	26	52	-3	=	3	=
Sufficient room for all passengers to sit/stand	1170	79	13	8	73	0	=	3	=
The comfort of the seating area	1181	79	14	8	79	-3	=	1	=
The ease of being able to get on and off	1193	83	12	4	85	0	=	1	=
Your personal security on board	1121	86	13	1	86	-1	=	0	=
The cleanliness of the inside	1193	82	12	6	84	-3	=	0	=
The cleanliness of the outside	947	76	19	5	79	-3	=	2	=
The availability of staff	985	72	20	8	68	2	=	3	=
How well train company deals with delays	190	63	27	10	55	7	=	11	↑

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

Spring 2012

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

Overall sample size 1219	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1211	87	7	5	88	0	=	1	=	
STATION FACILITIES										
Overall satisfaction with the station	1185	85	10	5	81	2	=	3	↑	
Ticket buying facilities	550	81	11	7	82	3	=	5	=	
Provision of information about train times/platforms	1163	84	10	6	86	-2	=	0	=	
The upkeep/repair of the station buildings/platforms	1167	80	13	7	73	2	=	5	↑	
Cleanliness	1162	83	12	6	77	0	=	3	=	
The facilities and services	1031	64	19	17	62	-2	=	1	=	
The attitudes and helpfulness of the staff	867	78	16	6	77	1	=	2	=	
Connections with other forms of public transport	848	72	15	13	76	2	=	1	=	
Facilities for car parking	466	67	14	18	60	4	=	9	↑	
Overall environment	1173	80	14	7	73	2	=	4	↑	
Your personal security whilst using	1056	76	21	3	74	2	=	1	=	
The availability of staff	1013	68	18	14	66	1	=	2	=	
How request to station staff was handled	220	89	5	5	89	0	=	4	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1151	82	8	11	85	1	=	2	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1178	88	5	7	87	0	=	1	=	
The length of time the journey was scheduled to take (speed)	1152	89	6	5	90	-1	=	2	=	
Connections with other train services	647	79	12	9	81	2	=	2	=	
The value for money for the price of your ticket	1155	52	18	31	54	-1	=	0	=	
Upkeep and repair of the train	1182	85	8	6	84	0	=	8	↑	
The provision of information during the journey	1083	71	19	10	78	1	=	0	=	
The helpfulness and attitude of staff on train	915	80	15	5	80	1	=	3	=	
The space for luggage	946	56	19	25	56	-1	=	-1	=	
The toilet facilities	533	50	25	26	52	-3	=	-3	=	
Sufficient room for all passengers to sit/stand	1160	74	12	14	73	-2	=	3	=	
The comfort of the seating area	1162	82	12	7	79	-2	=	4	↑	
The ease of being able to get on and off	1177	85	10	5	85	2	=	3	=	
Your personal security on board	1127	85	13	1	86	0	=	4	↑	
The cleanliness of the inside	1181	83	9	7	84	1	=	5	↑	
The cleanliness of the outside	1017	74	18	8	79	-1	=	5	↑	
The availability of staff	1019	67	23	10	68	-1	=	3	=	
How well train company deals with delays	178	51	30	19	55	12	=	2	=	

Improved ↑
 Unchanged =
 Declined ↓

First Hull Trains

Spring 2012

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

Overall sample size 583	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	561	93	5	2	88	5	↑	-2	=	
STATION FACILITIES										
Overall satisfaction with the station	565	82	12	6	81	4	=	10	↑	
Ticket buying facilities	208	80	15	5	82	-2	=	-2	=	
Provision of information about train times/platforms	542	85	12	4	86	1	=	2	=	
The upkeep/repair of the station buildings/platforms	540	76	16	8	73	6	=	13	↑	
Cleanliness	538	77	15	7	77	6	=	11	↑	
The facilities and services	475	58	18	24	62	8	=	8	↑	
The attitudes and helpfulness of the staff	370	76	16	8	77	7	=	9	↑	
Connections with other forms of public transport	411	81	9	10	76	7	=	5	=	
Facilities for car parking	261	71	11	18	60	1	=	1	=	
Overall environment	547	74	18	8	73	7	↑	12	↑	
Your personal security whilst using	482	73	25	2	74	3	=	3	=	
The availability of staff	441	64	19	17	66	9	↑	10	↑	
How request to station staff was handled	100	91	2	6	89	2	=	5	=	
TRAIN FACILITIES										
The frequency of the trains on that route	526	77	11	12	85	0	=	-4	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	550	93	4	3	87	8	↑	4	=	
The length of time the journey was scheduled to take (speed)	539	92	5	2	90	2	=	2	=	
Connections with other train services	272	78	18	4	81	-3	=	-5	=	
The value for money for the price of your ticket	543	56	19	25	54	-5	=	-6	=	
Upkeep and repair of the train	561	89	6	4	84	0	=	-5	↓	
The provision of information during the journey	523	88	10	2	78	4	=	-1	=	
The helpfulness and attitude of staff on train	523	92	6	2	80	0	=	-1	=	
The space for luggage	491	72	14	14	56	-3	=	-1	=	
The toilet facilities	398	64	16	20	52	-4	=	-5	=	
Sufficient room for all passengers to sit/stand	545	87	9	4	73	-2	=	-4	=	
The comfort of the seating area	542	86	10	5	79	-4	=	-7	↓	
The ease of being able to get on and off	548	91	8	1	85	0	=	-1	=	
Your personal security on board	530	89	10	1	86	-2	=	-4	=	
The cleanliness of the inside	563	91	6	3	84	1	=	-3	=	
The cleanliness of the outside	478	88	10	2	79	-1	=	1	=	
The availability of staff	508	90	9	1	68	4	=	0	=	
How well train company deals with delays	<50	-	-	-	-	-	=	-	=	

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

Spring 2012

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

Overall sample size 1175	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1163	88	6	7	88	4	=	-1	=	
STATION FACILITIES										
Overall satisfaction with the station	1144	86	11	3	81	0	=	-1	=	
Ticket buying facilities	582	87	5	7	82	-1	=	4	=	
Provision of information about train times/platforms	1101	88	9	3	86	2	=	-2	=	
The upkeep/repair of the station buildings/platforms	1104	83	13	5	73	4	=	3	=	
Cleanliness	1093	85	12	4	77	4	=	3	=	
The facilities and services	991	68	18	15	62	0	=	3	=	
The attitudes and helpfulness of the staff	825	78	14	9	77	-3	=	-2	=	
Connections with other forms of public transport	728	73	14	12	76	2	=	-2	=	
Facilities for car parking	454	62	13	25	60	-3	=	1	=	
Overall environment	1118	82	13	5	73	2	=	1	=	
Your personal security whilst using	992	77	20	3	74	2	=	2	=	
The availability of staff	941	69	20	12	66	0	=	1	=	
How request to station staff was handled	185	88	4	5	89	0	=	-2	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1115	86	6	8	85	4	=	3	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1122	88	5	7	87	4	↑	1	=	
The length of time the journey was scheduled to take (speed)	1113	91	6	3	90	2	=	0	=	
Connections with other train services	630	81	11	8	81	0	=	-1	=	
The value for money for the price of your ticket	1098	56	18	25	54	-2	=	-4	=	
Upkeep and repair of the train	1133	88	8	4	84	2	=	0	=	
The provision of information during the journey	1048	80	15	5	78	2	=	-1	=	
The helpfulness and attitude of staff on train	854	82	14	4	80	2	=	3	=	
The space for luggage	935	50	21	29	56	3	=	0	=	
The toilet facilities	445	57	21	22	52	5	=	4	=	
Sufficient room for all passengers to sit/stand	1119	63	14	23	73	1	=	-1	=	
The comfort of the seating area	1104	79	11	10	79	-1	=	-1	=	
The ease of being able to get on and off	1131	83	9	8	85	4	=	0	=	
Your personal security on board	1071	86	12	2	86	5	↑	-1	=	
The cleanliness of the inside	1137	86	10	4	84	2	=	2	=	
The cleanliness of the outside	972	82	15	3	79	0	=	3	=	
The availability of staff	967	67	23	10	68	3	=	3	=	
How well train company deals with delays	183	55	24	20	55	2	=	7	=	

Improved 
 Unchanged 
 Declined 

Virgin Trains

Spring 2012

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

Overall sample size 1112	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1097	91	6	3	88	3		1	
STATION FACILITIES									
Overall satisfaction with the station	1091	82	14	4	81	0		0	
Ticket buying facilities	381	83	13	5	82	-3		4	
Provision of information about train times/platforms	1067	87	8	4	86	-2		1	
The upkeep/repair of the station buildings/platforms	1066	71	18	11	73	0		0	
Cleanliness	1052	74	18	8	77	-2		1	
The facilities and services	950	62	21	17	62	-5		-3	
The attitudes and helpfulness of the staff	715	73	22	4	77	-1		2	
Connections with other forms of public transport	768	82	10	8	76	1		2	
Facilities for car parking	372	58	16	25	60	-6		4	
Overall environment	1075	71	20	9	73	-3		-1	
Your personal security whilst using	956	73	24	3	74	-3		2	
The availability of staff	838	60	29	11	66	-1		1	
How request to station staff was handled	176	87	8	5	89	4		1	
TRAIN FACILITIES									
The frequency of the trains on that route	1065	89	7	4	85	-1		0	
Punctuality/reliability (i.e. the train arriving/departing on time)	1084	89	4	7	87	4		-3	
The length of time the journey was scheduled to take (speed)	1074	94	4	2	90	3		1	
Connections with other train services	587	88	9	3	81	5		5	
The value for money for the price of your ticket	1056	59	15	26	54	0		0	
Upkeep and repair of the train	1097	89	8	3	84	2		0	
The provision of information during the journey	1028	82	12	6	78	2		1	
The helpfulness and attitude of staff on train	839	81	16	3	80	1		1	
The space for luggage	968	57	15	27	56	5		1	
The toilet facilities	730	54	24	22	52	1		0	
Sufficient room for all passengers to sit/stand	1077	80	11	10	73	8		3	
The comfort of the seating area	1066	82	11	7	79	5		4	
The ease of being able to get on and off	1087	90	7	3	85	2		3	
Your personal security on board	1043	89	10	1	86	2		0	
The cleanliness of the inside	1094	89	7	4	84	3		1	
The cleanliness of the outside	910	86	10	4	79	4		4	
The availability of staff	906	70	23	7	68	3		2	
How well train company deals with delays	209	54	29	17	55	-1		-2	

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

Spring 2012

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

Overall sample size 1189	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1172	88	7	5	86	3	=	1	=	
STATION FACILITIES										
Overall satisfaction with the station	1158	79	14	7	80	7	↑	4	=	
Ticket buying facilities	606	75	11	13	79	-4	=	1	=	
Provision of information about train times/platforms	1092	81	11	8	84	1	=	2	=	
The upkeep/repair of the station buildings/platforms	1110	66	23	11	73	3	=	3	=	
Cleanliness	1101	68	20	12	76	5	=	0	=	
The facilities and services	942	48	20	32	50	5	=	5	=	
The attitudes and helpfulness of the staff	845	75	16	9	75	1	=	0	=	
Connections with other forms of public transport	725	66	18	15	68	6	=	5	=	
Facilities for car parking	609	63	16	21	52	4	=	0	=	
Overall environment	1118	66	22	11	71	4	=	5	=	
Your personal security whilst using	974	67	24	9	71	0	=	5	=	
The availability of staff	961	57	22	21	66	-1	=	1	=	
How request to station staff was handled	189	89	3	4	86	-1	=	1	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1113	78	8	15	80	2	=	-3	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1133	87	5	8	85	0	=	3	=	
The length of time the journey was scheduled to take (speed)	1108	85	10	6	88	1	=	-3	=	
Connections with other train services	723	77	15	8	78	0	=	-1	=	
The value for money for the price of your ticket	1114	56	18	25	54	-3	=	-4	=	
Upkeep and repair of the train	1146	76	15	8	70	1	=	2	=	
The provision of information during the journey	1055	66	24	10	70	2	=	-1	=	
The helpfulness and attitude of staff on train	996	81	15	3	75	2	=	2	=	
The space for luggage	978	59	19	22	62	-1	=	3	=	
The toilet facilities	659	49	24	27	39	3	=	4	=	
Sufficient room for all passengers to sit/stand	1134	71	12	17	73	-1	=	1	=	
The comfort of the seating area	1132	77	14	9	72	1	=	3	=	
The ease of being able to get on and off	1133	82	13	5	83	-1	=	-2	=	
Your personal security on board	1093	83	15	3	81	1	=	0	=	
The cleanliness of the inside	1155	78	15	8	72	3	=	1	=	
The cleanliness of the outside	968	69	23	9	62	0	=	5	=	
The availability of staff	1048	71	22	7	63	1	=	4	=	
How well train company deals with delays	156	40	32	28	35	-5	=	-4	=	

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 635									
Overall satisfaction	624	96	3	2	86	3	=	5	↑
STATION FACILITIES									
Overall satisfaction with the station	616	86	9	5	80	2	=	6	↑
Ticket buying facilities	346	90	8	2	79	-1	=	4	=
Provision of information about train times/platforms	547	89	7	3	84	2	=	4	=
The upkeep/repair of the station buildings/platforms	567	75	15	10	73	5	=	3	=
Cleanliness	579	77	15	7	76	-1	=	1	=
The facilities and services	445	53	18	29	50	5	=	10	↑
The attitudes and helpfulness of the staff	493	81	13	6	75	-3	=	-1	=
Connections with other forms of public transport	411	73	18	8	68	3	=	3	=
Facilities for car parking	306	49	13	37	52	-1	=	1	=
Overall environment	595	77	15	8	71	4	=	4	=
Your personal security whilst using	538	76	20	4	71	4	=	5	=
The availability of staff	526	81	13	6	66	2	=	2	=
How request to station staff was handled	50	81	2	17	86	-9	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	622	97	1	1	80	3	=	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	606	94	3	3	85	-1	=	1	=
The length of time the journey was scheduled to take (speed)	598	97	2	1	88	0	=	3	=
Connections with other train services	333	89	7	4	78	-2	=	7	=
The value for money for the price of your ticket	461	67	12	20	54	1	=	4	=
Upkeep and repair of the train	601	83	13	5	70	2	=	3	=
The provision of information during the journey	558	86	12	2	70	5	=	-1	=
The helpfulness and attitude of staff on train	320	67	28	5	75	-1	=	0	=
The space for luggage	445	60	24	16	62	1	=	0	=
The toilet facilities	148	10	16	74	39	-4	=	1	=
Sufficient room for all passengers to sit/stand	597	81	11	8	73	3	=	2	=
The comfort of the seating area	599	81	13	6	72	5	=	5	=
The ease of being able to get on and off	611	90	7	3	83	3	=	4	=
Your personal security on board	579	80	17	3	81	3	=	0	=
The cleanliness of the inside	619	80	10	10	72	1	=	2	=
The cleanliness of the outside	559	67	23	10	62	-4	=	11	↑
The availability of staff	438	48	32	20	63	3	=	-4	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

Spring 2012

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

Overall sample size 1264	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1251	80	11	9	86	-3	=	-3	=
STATION FACILITIES									
Overall satisfaction with the station	1236	74	15	11	80	-2	=	1	=
Ticket buying facilities	727	74	11	15	79	2	=	2	=
Provision of information about train times/platforms	1178	80	11	9	84	0	=	4	=
The upkeep/repair of the station buildings/platforms	1189	71	15	14	73	2	=	3	=
Cleanliness	1181	72	16	12	76	1	=	2	=
The facilities and services	1026	49	16	35	50	-1	=	-1	=
The attitudes and helpfulness of the staff	877	71	17	12	75	-1	=	0	=
Connections with other forms of public transport	876	65	15	20	68	-4	=	-4	=
Facilities for car parking	628	53	18	30	52	-7	↓	-4	=
Overall environment	1210	67	19	13	71	1	=	2	=
Your personal security whilst using	1092	67	24	9	71	2	=	3	=
The availability of staff	1015	61	16	23	66	4	=	3	=
How request to station staff was handled	135	84	6	9	86	-5	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	1220	70	10	20	80	-5	↓	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1222	78	9	13	85	-2	=	0	=
The length of time the journey was scheduled to take (speed)	1205	84	10	6	88	-3	=	-2	=
Connections with other train services	699	73	19	8	78	-5	=	-5	=
The value for money for the price of your ticket	1156	50	21	28	54	-10	↓	-7	↓
Upkeep and repair of the train	1216	54	20	26	70	-3	=	1	=
The provision of information during the journey	1072	56	25	19	70	-2	=	-3	=
The helpfulness and attitude of staff on train	958	71	21	7	75	-1	=	-4	=
The space for luggage	917	57	20	22	62	1	=	2	=
The toilet facilities	489	34	24	42	39	-9	↓	-4	=
Sufficient room for all passengers to sit/stand	1212	66	12	22	73	2	=	2	=
The comfort of the seating area	1205	60	19	22	72	-2	=	2	=
The ease of being able to get on and off	1219	77	15	8	83	-1	=	-1	=
Your personal security on board	1149	76	20	4	81	-3	=	0	=
The cleanliness of the inside	1226	58	22	20	72	-5	=	1	=
The cleanliness of the outside	1084	47	28	25	62	-15	↓	-1	=
The availability of staff	1097	60	23	17	63	3	=	-2	=
How well train company deals with delays	192	33	43	24	35	-10	=	-2	=

Improved ↑
 Unchanged =
 Declined ↓

ScotRail

Spring 2012

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1230									
Overall satisfaction	1216	89	8	3	86	-1	=	3	=
STATION FACILITIES									
Overall satisfaction with the station	1203	83	13	4	80	-2	=	2	=
Ticket buying facilities	750	80	12	8	79	-1	=	3	=
Provision of information about train times/platforms	1157	86	8	6	84	1	=	1	=
The upkeep/repair of the station buildings/platforms	1161	77	16	8	73	-1	=	0	=
Cleanliness	1143	82	12	6	76	-2	=	1	=
The facilities and services	997	52	20	28	50	-5	=	-1	=
The attitudes and helpfulness of the staff	887	78	13	8	75	2	=	3	=
Connections with other forms of public transport	832	69	13	17	68	-4	=	4	=
Facilities for car parking	572	47	18	36	52	-2	=	0	=
Overall environment	1181	75	18	7	71	-3	=	1	=
Your personal security whilst using	1063	74	23	3	71	3	=	3	=
The availability of staff	998	66	19	15	66	3	=	3	=
How request to station staff was handled	191	89	4	7	86	-4	=	2	=
TRAIN FACILITIES									
The frequency of the trains on that route	1185	84	8	8	80	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1192	87	6	7	85	1	=	6	↑
The length of time the journey was scheduled to take (speed)	1169	89	7	4	88	-2	=	1	=
Connections with other train services	590	79	16	5	78	2	=	1	=
The value for money for the price of your ticket	1158	51	18	31	54	-8	↓	-4	=
Upkeep and repair of the train	1195	83	12	5	70	2	=	4	=
The provision of information during the journey	1093	80	14	5	70	5	=	9	↑
The helpfulness and attitude of staff on train	960	81	15	4	75	2	=	2	=
The space for luggage	925	69	18	13	62	4	=	6	=
The toilet facilities	530	52	22	26	39	2	=	12	↑
Sufficient room for all passengers to sit/stand	1175	77	11	12	73	0	=	7	↑
The comfort of the seating area	1181	80	14	6	72	-3	=	3	=
The ease of being able to get on and off	1190	87	9	4	83	-2	=	2	=
Your personal security on board	1131	87	12	1	81	1	=	4	↑
The cleanliness of the inside	1199	84	11	5	72	0	=	4	=
The cleanliness of the outside	1008	77	18	5	62	1	=	7	↑
The availability of staff	1042	72	20	8	63	2	=	7	↑
How well train company deals with delays	182	38	42	20	35	5	=	5	=

Individual train company results by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2011

Improved ↑
Unchanged =
Declined ↓

Overall satisfaction by route

Full details of the route results for Spring 2012 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	463	86	=	Greater Anglia* - Intercity	418	79	=	Southern - Metro	753	80	=
Arriva Trains Wales - South Wales	335	89	=	Greater Anglia* - Mainline	481	71	=	South West Trains - Island Line	110	89	=
Arriva Trains Wales - Valley	374	89	=	Greater Anglia* - Metro	449	70	↓	South West Trains - London	635	84	=
c2c	1104	91	=	Greater Anglia* - Rural	232	82	↓	South West Trains - Mainline	240	79	=
Chiltern Railways - North	290	92	=	Greater Anglia* - Stansted Express	205	83	=	South West Trains - Metro	285	84	=
Chiltern Railways - South	889	89	=	Greater Anglia* - West Anglia	631	73	=	South West Trains - Not Managed By South West Trains	225	83	=
CrossCountry - Birmingham - Manchester	153	88	=	Heathrow Connect	586	94	↑	South West Trains - Portsmouth	144	83	=
CrossCountry - Birmingham - North East And Scotland	279	84	↓	Heathrow Express	538	90	↓	South West Trains - Reading/Windsor	213	85	=
CrossCountry - Birmingham - South Coast	222	78	=	London Midland - London Commuter	329	84	=	South West Trains - Suburban	264	81	=
CrossCountry - Birmingham - South West	203	89	=	London Midland - West Coast	222	92	=	South West Trains - West Of England	185	86	=
CrossCountry - Birmingham - Stansted	192	89	=	London Midland - West Midlands	628	87	↑	Virgin - Birmingham - Scotland	130	90	=
CrossCountry - Nottingham - Cardiff	129	80	=	London Overground - Gospel Oak - Barking	258	93	=	Virgin - London - Liverpool	150	92	=
East Coast - London - East Midlands/ East Of England	242	88	=	London Overground - Richmond/Clapham - Stratford	302	90	↑	Virgin - London - Manchester	332	91	=
East Coast - London - North East & Scotland	260	89	=	London Overground - Watford - Euston	346	90	=	Virgin - London - North Wales	66	92	=
East Coast - London - Yorkshire	313	91	=	London Overground - Dalston - Croydon	244	91	=	Virgin - London - Scotland	217	91	=
East Coast - Non-London journeys	397	87	=	Merseyrail - Northern	324	95	=	Virgin - London - Wolverhampton	202	90	=
East Midlands Trains - Liverpool - Norwich	242	86	=	Merseyrail - Wirral	300	97	↑				
East Midlands Trains - Local	286	82	=	Northern - Lancashire & Cumbria	142	86	=				
East Midlands Trains - London	683	90	=	Northern - Manchester & Liverpool	355	73	=				
First Capital Connect - Great Northern	621	83	↑	Northern - South & East Yorkshire	239	87	=				
First Capital Connect - Thameslink Loop	319	80	=	Northern - Tyne Tees & Wear	144	82	=				
First Capital Connect - Thameslink North	657	77	=	Northern - West & North Yorkshire	371	84	=				
First Capital Connect - Thameslink South	372	70	=	Scotrail - Interurban	497	87	=				
First Great Western - Long Distance	1134	84	=	Scotrail - Rural	128	89	=				
First Great Western - London Thames Valley	1154	80	=	Scotrail - Strathclyde	308	88	=				
First Great Western - West	701	82	=	Scotrail - Urban	283	93	=				
First Hull Trains	561	93	=	Southeastern - High Speed	371	93	=				
First TransPennine Express - North	646	89	=	Southeastern - Mainline	406	82	=				
First TransPennine Express - North West	327	84	=	Southeastern - Metro	923	80	=				
First TransPennine Express - South	190	92	=	Southern - Gatwick Express	470	80	↓				
				Southern - Sussex Coast	1073	80	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2011

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Spring 2012 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	439	55	↓	First TransPennine Express - South	179	61	=	Southern - Sussex Coast	1029	41	=
Arriva Trains Wales - South Wales	314	55	=	Greater Anglia* - Intercity	400	44	=	Southern - Metro	649	35	=
Arriva Trains Wales - Valley	361	57	=	Greater Anglia* - Mainline	464	23	↓	South West Trains - Island Line	100	54	=
c2c	1030	42	=	Greater Anglia* - Metro	408	29	=	South West Trains - London	586	40	=
Chiltern Railways - North	269	54	=	Greater Anglia* - Rural	220	51	=	South West Trains - Mainline	228	32	=
Chiltern Railways - South	839	46	=	Greater Anglia* - Stansted Express	196	29	=	South West Trains - Metro	243	37	=
CrossCountry - Birmingham - Manchester	145	46	↓	Greater Anglia* - West Anglia	563	27	=	South West Trains - Not Managed By South West Trains	219	40	=
CrossCountry - Birmingham - North East And Scotland	266	49	=	Heathrow Connect	530	56	=	South West Trains - Portsmouth	137	26	↓
CrossCountry - Birmingham - South Coast	207	48	=	Heathrow Express	526	33	=	South West Trains - Reading/Windsor	195	35	=
CrossCountry - Birmingham - South West	196	49	=	London Midland - London Commuter	312	42	=	South West Trains - Suburban	259	31	=
CrossCountry - Birmingham - Stansted	187	50	=	London Midland - West Coast	205	59	=	South West Trains - West Of England	176	41	↓
CrossCountry - Nottingham - Cardiff	116	46	=	London Midland - West Midlands	535	55	=	Virgin - Birmingham - Scotland	124	61	=
East Coast - London - East Midlands/East Of England	234	54	=	London Overground - Gospel Oak - Barking	208	56	=	Virgin - London - Liverpool	145	62	=
East Coast - London - North East & Scotland	250	58	=	London Overground - Richmond/Clapham - Stratford	281	52	=	Virgin - London - Manchester	319	60	=
East Coast - London - Yorkshire	306	50	=	London Overground - Watford - Euston	305	48	↓	Virgin - London - North Wales	63	52	=
East Coast - Non-London journeys	377	62	=	London Overground - Dalston - Croydon	224	43	=	Virgin - London - Scotland	213	54	=
East Midlands Trains - Liverpool - Norwich	233	53	↓	Merseyrail - Northern	231	64	=	Virgin - London - Wolverhampton	192	60	=
East Midlands Trains - Local	275	58	=	Merseyrail - Wirral	230	71	=				
East Midlands Trains - London	647	48	=	Northern - Lancashire & Cumbria	139	48	=				
First Capital Connect - Great Northern	584	33	=	Northern - Manchester & Liverpool	327	50	=				
First Capital Connect - Thameslink Loop	272	36	=	Northern - South & East Yorkshire	203	43	↓				
First Capital Connect - Thameslink North	609	32	=	Northern - Tyne Tees & Wear	139	65	=				
First Capital Connect - Thameslink South	359	39	=	Northern - West & North Yorkshire	348	52	↓				
First Great Western - Long Distance	1091	49	=	Scotrail - Interurban	475	53	=				
First Great Western - London Thames Valley	1101	42	=	Scotrail - Rural	115	75	=				
First Great Western - West	675	54	=	Scotrail - Strathclyde	294	50	↓				
First Hull Trains	543	56	=	Scotrail - Urban	274	50	=				
First TransPennine Express - North	613	54	=	Southeastern - High Speed	353	34	=				
First TransPennine Express - North West	306	60	=	Southeastern - Mainline	384	34	=				
				Southeastern - Metro	797	31	=				
				Southern - Gatwick Express	450	31	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2011

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Spring 2012 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	439	80	=	Greater Anglia* - Intercity	406	79	=	Southern - Metro	727	76	=
Arriva Trains Wales - South Wales	329	85	=	Greater Anglia* - Mainline	475	63	=	South West Trains - Island Line	105	98	=
Arriva Trains Wales - Valley	365	92	↑	Greater Anglia* - Metro	429	73	=	South West Trains - London	612	83	=
c2c	1072	92	=	Greater Anglia* - Rural	225	80	=	South West Trains - Mainline	234	80	=
Chiltern Railways - North	280	84	=	Greater Anglia* - Stansted Express	200	74	↓	South West Trains - Metro	276	81	=
Chiltern Railways - South	868	87	=	Greater Anglia* - West Anglia	606	66	↓	South West Trains - Not Managed By South West Trains	221	90	=
CrossCountry - Birmingham - Manchester	148	88	=	Heathrow Connect	578	91	=	South West Trains - Portsmouth	141	90	↑
CrossCountry - Birmingham - North East And Scotland	269	84	=	Heathrow Express	529	93	=	South West Trains - Reading/Windsor	210	77	=
CrossCountry - Birmingham - South Coast	209	77	=	London Midland - London Commuter	322	85	↑	South West Trains - Suburban	262	84	=
CrossCountry - Birmingham - South West	199	93	↑	London Midland - West Coast	217	88	=	South West Trains - West Of England	179	89	↓
CrossCountry - Birmingham - Stansted	183	90	=	London Midland - West Midlands	603	78	=	Virgin - Birmingham - Scotland	128	81	=
CrossCountry - Nottingham - Cardiff	123	81	=	London Overground - Gospel Oak - Barking	250	87	=	Virgin - London - Liverpool	149	93	=
East Coast - London - East Midlands/East Of England	236	85	↑	London Overground - Richmond/Clapham - Stratford	298	87	↑	Virgin - London - Manchester	325	91	=
East Coast - London - North East & Scotland	253	90	=	London Overground - Watford - Euston	348	83	=	Virgin - London - North Wales	65	98	=
East Coast - London - Yorkshire	311	93	=	London Overground - Dalston - Croydon	249	90	=	Virgin - London - Scotland	217	85	=
East Coast - Non-London journeys	378	82	=	Merseyrail - Northern	314	94	=	Virgin - London - Wolverhampton	200	88	=
East Midlands Trains - Liverpool - Norwich	236	86	=	Merseyrail - Wirral	292	94	=				
East Midlands Trains - Local	282	86	=	Northern - Lancashire & Cumbria	140	81	=				
East Midlands Trains - London	660	89	=	Northern - Manchester & Liverpool	342	75	=				
First Capital Connect - Great Northern	610	82	↑	Northern - South & East Yorkshire	236	86	=				
First Capital Connect - Thameslink Loop	311	71	=	Northern - Tyne Tees & Wear	141	78	=				
First Capital Connect - Thameslink North	639	74	=	Northern - West & North Yorkshire	363	78	=				
First Capital Connect - Thameslink South	367	65	=	Scotrail - Interurban	491	88	=				
First Great Western - Long Distance	1102	79	=	Scotrail - Rural	123	89	=				
First Great Western - London Thames Valley	1125	75	=	Scotrail - Strathclyde	300	87	↑				
First Great Western - West	684	80	=	Scotrail - Urban	278	85	=				
First Hull Trains	550	93	=	Southeastern - High Speed	352	90	=				
First TransPennine Express - North	628	90	=	Southeastern - Mainline	394	81	↑				
First TransPennine Express - North West	311	84	=	Southeastern - Metro	905	78	=				
First TransPennine Express - South	183	89	=	Southern - Gatwick Express	447	90	=				
				Southern - Sussex Coast	1054	78	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2011

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Spring 2012 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	448	73	=	Greater Anglia* - Intercity	399	80	=	Southern - Metro	734	64	=
Arriva Trains Wales - South Wales	322	73	=	Greater Anglia* - Mainline	474	62	=	South West Trains - Island Line	101	78	=
Arriva Trains Wales - Valley c2c	364	69	=	Greater Anglia* - Metro	425	56	=	South West Trains - London	613	73	=
Chiltern Railways - North	1068	64	=	Greater Anglia* - Rural	223	77	↓	South West Trains - Mainline	228	63	↓
Chiltern Railways - South	275	80	=	Greater Anglia* - Stansted Express	197	82	=	South West Trains - Metro	271	79	↑
CrossCountry - Birmingham - Manchester	858	73	=	Greater Anglia* - West Anglia	605	70	↑	South West Trains - Not Managed By South West Trains	222	70	↓
CrossCountry - Birmingham - North East And Scotland	152	70	=	Heathrow Connect	581	89	=	South West Trains - Portsmouth	134	75	=
CrossCountry - Birmingham - South Coast	274	70	=	Heathrow Express	538	90	=	South West Trains - Reading/Windsor	210	75	=
CrossCountry - Birmingham - South West	211	63	=	London Midland - London Commuter	316	67	=	South West Trains - Suburban	262	66	=
CrossCountry - Birmingham - Stansted	198	80	=	London Midland - West Coast	215	80	=	South West Trains - West Of England	176	73	↑
CrossCountry - Birmingham - Cardiff	185	70	=	London Midland - West Midlands	597	76	↑	Virgin - Birmingham - Scotland	125	83	=
East Coast - London - East Midlands/East Of England	126	67	=	London Overground - Gospel Oak - Barking	246	74	=	Virgin - London - Liverpool	146	80	=
East Coast - London - North East & Scotland	233	72	=	London Overground - Richmond/Clapham - Stratford	302	73	=	Virgin - London - Manchester	327	84	=
East Coast - London - Yorkshire	251	79	=	London Overground - Watford - Euston	345	81	=	Virgin - London - North Wales	67	78	=
East Midlands Trains - Liverpool - Norwich	308	81	↑	London Overground - Watford - Euston	345	81	=	Virgin - London - Scotland	216	82	=
East Midlands Trains - Local	378	81	=	London Overground - Dalston - Croydon	247	82	=	Virgin - London - Wolverhampton	196	75	=
East Midlands Trains - London	233	74	=	Merseyrail - Northern	247	82	=				
First Capital Connect - Great Northern	280	76	=	Merseyrail - Wirral	306	76	=				
First Capital Connect - Thameslink Loop	647	74	=	Northern - Lancashire & Cumbria	291	87	=				
First Capital Connect - Thameslink North	607	59	=	Northern - Manchester & Liverpool	137	71	=				
First Capital Connect - Thameslink South	308	69	=	Northern - South & East Yorkshire	344	59	=				
First Great Western - Long Distance	634	64	=	Northern - Tyne Tees & Wear	232	76	↑				
First Great Western - London Thames Valley	360	61	=	Northern - West & North Yorkshire	138	66	=				
First Great Western - West	1102	72	=	Scotrail - Interurban	361	70	=				
First Hull Trains	647	66	=	Scotrail - Rural	487	73	=				
First TransPennine Express - North	545	87	=	Scotrail - Strathclyde	120	91	=				
First TransPennine Express - North West	623	65	=	Scotrail - Strathclyde	297	76	↑				
First TransPennine Express - South	314	59	=	Scotrail - Urban	271	87	=				
	182	66	=	Southeastern - High Speed	355	88	=				
				Southeastern - Mainline	379	66	=				
				Southeastern - Metro	886	57	=				
				Southern - Gatwick Express	450	76	↓				
				Southern - Sussex Coast	1031	66	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2011

Improved ↑
Unchanged =
Declined ↓

Overall satisfaction with the station by route

Full details of the route results for Spring 2012 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	456	79	=	Greater Anglia* - Mainline	476	74	=	South West Trains - London	627	76	=
Arriva Trains Wales - South Wales	333	76	=	Greater Anglia* - Metro	439	70	=	South West Trains - Mainline	235	75	=
Arriva Trains Wales - Valley	369	81	=	Greater Anglia* - Rural	229	67	=	South West Trains - Metro	280	72	=
c2c	1089	83	=	Greater Anglia* - Stansted Express	203	81	=	South West Trains - Not Managed By South West Trains	227	73	=
Chiltern Railways - North	280	83	=	Greater Anglia* - West Anglia	627	67	↓	South West Trains - Portsmouth	142	74	=
Chiltern Railways - South	887	89	=	Heathrow Connect	584	84	=	South West Trains - Reading/Windsor	209	71	=
CrossCountry - Birmingham - Manchester	149	79	=	Heathrow Express	530	87	=	South West Trains - Suburban	266	73	=
CrossCountry - Birmingham - North East And Scotland	276	81	=	London Midland - London Commuter	325	82	=	South West Trains - West Of England	179	88	↑
CrossCountry - Birmingham - South Coast	215	72	=	London Midland - West Coast	219	81	=	Virgin - Birmingham - Scotland	123	76	=
CrossCountry - Birmingham - South West	200	85	↑	London Midland - West Midlands	613	75	=	Virgin - London - Liverpool	151	86	=
CrossCountry - Birmingham - Stansted	189	82	=	London Overground - Gospel Oak - Barking	256	83	=	Virgin - London - Manchester	331	86	=
CrossCountry - Nottingham - Cardiff	125	70	=	London Overground - Richmond/Clapham - Stratford	304	79	=	Virgin - London - North Wales	67	87	=
East Coast - London - East Midlands/East Of England	240	71	=	London Overground - Watford - Euston	356	82	=	Virgin - London - Scotland	217	76	=
East Coast - London - North East & Scotland	253	74	=	London Overground - Dalston - Croydon	248	83	=	Virgin - London - Wolverhampton	202	79	=
East Coast - London - Yorkshire	318	74	=	Merseyrail - Northern	322	85	=				
East Coast - Non-London journeys	393	77	↓	Merseyrail - Wirral	294	89	=				
East Midlands Trains - Liverpool - Norwich	237	82	=	Northern - Lancashire & Cumbria	138	74	↓				
East Midlands Trains - Local	281	84	↑	Northern - Manchester & Liverpool	349	71	=				
East Midlands Trains - London	667	86	=	Northern - South & East Yorkshire	237	81	=				
First Capital Connect - Great Northern	621	73	=	Northern - Tyne Tees & Wear	144	81	=				
First Capital Connect - Thameslink Loop	316	71	=	Northern - West & North Yorkshire	368	75	=				
First Capital Connect - Thameslink North	657	82	↑	Scotrail - Interurban	497	81	=				
First Capital Connect - Thameslink South	370	69	=	Scotrail - Rural	126	84	=				
First Great Western - Long Distance	1132	80	=	Scotrail - Strathclyde	301	83	=				
First Great Western - London Thames Valley	1149	71	=	Scotrail - Urban	279	83	=				
First Great Western - West	694	78	=	Southeastern - High Speed	365	91	↑				
First Hull Trains	565	82	↑	Southeastern - Mainline	402	73	=				
First TransPennine Express - North	635	87	=	Southeastern - Metro	918	72	=				
First TransPennine Express - North West	324	83	=	Southern - Gatwick Express	467	74	=				
First TransPennine Express - South	185	88	=	Southern - Sussex Coast	1065	75	=				
Greater Anglia* - Intercity	414	78	=	Southern - Metro	745	76	=				
				South West Trains - Island Line	106	74	=				

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

Chiltern Railways – South:

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

CrossCountry – Birmingham - Manchester:

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry – Birmingham - North East and Scotland:

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry – Birmingham - South Coast:

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry – Birmingham - South West:

Journeys on the Birmingham New Street - Penzance route

CrossCountry – Birmingham - Stansted:

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry – Nottingham - Cardiff:

Journeys on the Nottingham - Cardiff Central route

East Coast – London - Yorkshire:

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

East Coast – London - Scotland - North East:

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

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

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

East Coast – non-London journeys:

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

East Midlands Trains – Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains – Local:

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

East Midlands Trains – London:

Journeys on the London - Sheffield route

First Capital Connect – Great Northern:

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

First Capital Connect – Thameslink Loop:

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

First Capital Connect – North:

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect – South:

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

First Great Western – Long distance:

Journeys on long distance services

First Great Western – London Thames Valley:

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

First Great Western – West:

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

First TransPennine Express – North:

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

First TransPennine Express – North West:

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

First TransPennine Express – South:

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Greater Anglia – Main line:

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

Greater Anglia – Metro:

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

Greater Anglia – Rural:

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

Greater Anglia – Stansted:

Journeys on Stansted Express, not including Stansted Airport stopping trains

Greater Anglia – West Anglia:

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

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland – London commuter:

Journeys on London Euston – Northampton services

London Midland – West Coast:

Journeys on London Euston – Liverpool Lime Street services

London Midland – West Midlands:

Journeys on several rail lines in and around Birmingham New Street

London Overground – Dalston - Croydon:

Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak - Barking:

Journeys on the Gospel Oak – Barking line

London Overground – Richmond/Clapham Junction - Stratford:

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

London Overground – Watford - Euston:

Journeys on the London Euston – Watford line

Merseyrail – Northern:

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail – Wirral:

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

Northern Rail – Lancashire & Cumbria:

Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool:

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire:

Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear:

Journeys from stations in Tyne and Wear

Northern Rail – West & North Yorkshire:

Journeys from stations in West and North Yorkshire

National Express East Anglia – Intercity:

London – Norwich main line

ScotRail – Interurban:

Journeys on longer distance rail lines between urban areas

ScotRail – Rural:

Journeys on predominantly rural rail lines

ScotRail – Strathclyde:

Journeys on local rail lines within Strathclyde

ScotRail – Urban:

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

Southeastern – High speed:

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

Southeastern – Main line:

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

Southeastern – Metro:

Journeys on rail lines that are within London

Southern – Gatwick Express:

Fast Gatwick Express services Gatwick – London Victoria

Southern – Sussex Coast:

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

Southern – Metro:

Journeys on rail lines 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 – Main line:

Journeys starting from stations between Micheldever and Weymouth

South West Trains – Metro:

Journeys starting from stations between Earlsfield and Surbiton

South West Trains – Journeys from stations not managed by South West Trains:

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

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 Trains – Birmingham - Scotland:

Journeys on Birmingham – Scotland services

Virgin Trains – London - Liverpool:

Journeys on London – Liverpool services

Virgin Trains – London - Manchester:

Journeys on London – Manchester services

Virgin Trains – London - North Wales:

Journeys on London – Holyhead/North Wales services

Virgin Trains – London - Scotland:

Journeys on London – Glasgow/Scotland services

Virgin Trains – London - Wolverhampton:

Journeys on London – Wolverhampton services

National results

by journey purpose, age and gender

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose

	Commuter Spring 2012			Business Spring 2012			Leisure Spring 2012		
	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2011	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2011	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2011	significant change
Overall sample size 28832									
Overall satisfaction	77	-1	=	85	0	=	90	-1	=
STATION FACILITIES									
Overall satisfaction with the station	73	2	↑	75	0	=	82	1	=
Ticket buying facilities	69	1	=	73	0	=	80	0	=
Provision of information about train times/platforms	77	3	↑	80	0	=	86	1	=
The upkeep/repair of the station buildings/platforms	63	3	↑	66	3	↑	73	1	=
Cleanliness	68	1	=	70	0	=	77	0	=
The facilities and services	44	0	=	52	-2	=	57	1	=
The attitudes and helpfulness of the staff	66	1	=	74	2	=	77	0	=
Connections with other forms of public transport	70	0	=	76	2	=	76	-1	=
Facilities for car parking	44	0	=	50	3	=	54	-2	=
Overall environment	63	3	↑	65	1	=	73	0	=
Your personal security whilst using	64	3	↑	70	4	↑	72	0	=
The availability of staff	56	2	=	61	3	=	64	1	=
How request to station staff was handled	76	0	=	85	-5	↓	87	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	72	1	=	82	0	=	85	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	73	1	=	85	0	=	89	0	=
The length of time the journey was scheduled to take (speed)	80	0	=	84	-1	=	90	0	=
Connections with other train services	73	1	=	78	0	=	83	0	=
The value for money for the price of your ticket	29	-2	↓	44	-1	=	60	-2	=
Upkeep and repair of the train	69	2	↑	75	3	↑	81	1	=
The provision of information during the journey	65	2	↑	70	1	=	77	0	=
The helpfulness and attitude of staff on train	56	0	=	67	1	=	73	0	=
The space for luggage	51	2	=	57	1	=	59	2	=
The toilet facilities	30	1	=	42	4	=	47	0	=
Sufficient room for all passengers to sit/stand	59	3	↑	75	2	=	79	0	=
The comfort of the seating area	65	2	↑	72	2	=	80	1	=
The ease of being able to get on and off	76	2	↑	83	0	=	85	-1	=
Your personal security on board	72	2	=	80	1	=	82	1	=
The cleanliness of the inside	69	2	↑	75	1	=	81	2	↑
The cleanliness of the outside	66	3	↑	70	3	=	76	3	↑
The availability of staff	37	1	=	49	0	=	58	2	↑
How well train company deals with delays	30	4	=	35	1	=	50	-2	=

Improved ↑
 Unchanged =
 Declined ↓

Age

	16-34 Spring 2012			Improvement/decline in % satisfied or good since Spring 2011			35-59 Spring 2012			Improvement/decline in % satisfied or good since Spring 2011			60+ Spring 2012			Improvement/decline in % satisfied or good since Spring 2011		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 28832																		
Overall satisfaction	81	0	=	81	-1	=	91	-1	=									
STATION FACILITIES																		
Overall satisfaction with the station	78	2	↑	74	1	=	81	0	=									
Ticket buying facilities	74	2	=	71	0	=	82	0	=									
Provision of information about train times/platforms	79	3	↑	79	1	=	88	1	=									
The upkeep/repair of the station buildings/platforms	68	4	↑	64	1	=	74	1	=									
Cleanliness	72	4	↑	69	0	=	79	-1	=									
The facilities and services	49	2	=	47	-1	=	59	1	=									
The attitudes and helpfulness of the staff	68	2	=	69	0	=	80	-1	=									
Connections with other forms of public transport	73	1	=	71	0	=	77	-2	=									
Facilities for car parking	48	0	=	47	0	=	54	-1	=									
Overall environment	70	4	↑	64	1	=	71	-1	=									
Your personal security whilst using	70	3	↑	65	2	↑	73	0	=									
The availability of staff	58	2	↑	57	1	=	68	1	=									
How request to station staff was handled	79	-2	=	82	0	=	90	0	=									
TRAIN FACILITIES																		
The frequency of the trains on that route	73	2	↑	77	0	=	89	0	=									
Punctuality/reliability (i.e. the train arriving/departing on time)	76	1	=	80	0	=	91	1	=									
The length of time the journey was scheduled to take (speed)	83	0	=	83	0	=	91	-1	=									
Connections with other train services	77	0	=	75	1	=	83	-1	=									
The value for money for the price of your ticket	35	0	=	38	-3	↓	68	-3	↓									
Upkeep and repair of the train	73	3	↑	72	1	=	83	1	=									
The provision of information during the journey	68	2	↑	68	1	=	80	-1	=									
The helpfulness and attitude of staff on train	63	3	=	62	-1	=	73	-3	=									
The space for luggage	56	2	=	53	1	=	57	0	=									
The toilet facilities	35	1	=	34	1	=	48	-1	=									
Sufficient room for all passengers to sit/stand	70	3	↑	65	1	=	78	0	=									
The comfort of the seating area	73	2	↑	68	1	=	79	1	=									
The ease of being able to get on and off	81	1	=	78	0	=	84	0	=									
Your personal security on board	78	2	=	74	1	=	82	0	=									
The cleanliness of the inside	75	4	↑	71	0	=	84	2	=									
The cleanliness of the outside	72	5	↑	68	3	↑	76	1	=									
The availability of staff	42	3	↑	45	1	=	59	-1	=									
How well train company deals with delays	37	4	=	34	1	=	51	-1	=									

Improved ↑
 Unchanged =
 Declined ↓

Gender

	Male	Improvement/decline in %		Female	Improvement/decline in %	
	Spring 2012	satisfied or good since Spring 2011	significant change	Spring 2012	satisfied or good since Spring 2011	significant change
Overall sample size 28832	% satisfied or good	% change		% satisfied or good	% change	
Overall satisfaction	81	-1	=	86	0	=
STATION FACILITIES						
Overall satisfaction with the station	74	2	↑	79	1	=
Ticket buying facilities	71	0	=	76	2	↑
Provision of information about train times/platforms	80	2	↑	82	2	↑
The upkeep/repair of the station buildings/platforms	65	1	=	69	3	↑
Cleanliness	69	0	=	74	2	↑
The facilities and services	47	-1	=	52	1	=
The attitudes and helpfulness of the staff	68	-1	=	73	2	↑
Connections with other forms of public transport	70	0	=	75	0	=
Facilities for car parking	48	1	=	49	-1	=
Overall environment	64	1	=	69	2	↑
Your personal security whilst using	67	1	=	69	3	↑
The availability of staff	57	1	=	62	3	↑
How request to station staff was handled	79	-6	↓	86	2	=
TRAIN FACILITIES						
The frequency of the trains on that route	78	0	=	79	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	79	0	=	83	1	=
The length of time the journey was scheduled to take (speed)	83	0	=	86	0	=
Connections with other train services	76	1	=	79	0	=
The value for money for the price of your ticket	39	-3	↓	45	-1	=
Upkeep and repair of the train	74	0	=	75	3	↑
The provision of information during the journey	68	1	=	72	1	=
The helpfulness and attitude of staff on train	64	0	=	65	0	=
The space for luggage	56	1	=	54	2	=
The toilet facilities	37	0	=	37	2	=
Sufficient room for all passengers to sit/stand	67	2	↑	70	2	↑
The comfort of the seating area	68	1	=	75	2	↑
The ease of being able to get on and off	81	1	=	80	0	=
Your personal security on board	76	0	=	78	2	↑
The cleanliness of the inside	74	1	=	75	2	↑
The cleanliness of the outside	69	2	=	73	5	↑
The availability of staff	45	0	=	48	2	↑
How well train company deals with delays	33	2	=	41	1	=

Value for money by ticket type

% of passengers who are satisfied by train company
Autumn 2011 and Spring 2012 combined

	Overall (all ticket types)	Anytime	Off-peak/super off-peak	Advance	Weekly or monthly season ticket	Annual season season ticket
Arriva Trains Wales	58	58	51	65	43	-
c2c	43	43	58	-	34	30
Chiltern Railways	49	45	63	83	26	20
CrossCountry	50	44	52	64	21	-
East Coast	57	43	46	65	-	-
East Midlands Trains	52	51	52	67	24	-
First Capital Connect	36	41	49	-	21	13
First Great Western	50	44	56	68	27	18
First Hull Trains	59	40	56	73	-	-
First TransPennine Express	58	53	58	80	26	-
National Express East Anglia/Greater Anglia	31	29	45	67	22	12
Heathrow Connect	57	57	-	-	50	-
Heathrow Express	35	35	-	-	-	-
London Midland	52	52	60	-	38	29
London Overground	51	-	-	-	43	41
Merseyrail	66	58	-	-	48	-
Northern Rail	55	55	63	-	36	29
ScotRail	55	50	60	75	38	-
South West Trains	37	37	44	69	23	23
Southeastern	34	38	48	-	25	12
Southern	40	41	59	87	24	19
Virgin Trains	59	44	61	68	-	-

- Indicates a sample size of less than 100.

Season tickets in the London area include travelcard/travelcard on Oyster. Day travelcards and Oyster pay as you go are not included.

For information satisfaction with day travelcards varied between 35% and 53%, whilst satisfaction with Oyster pay as you go varied between 33% and 55%.

National Express East Anglia/Greater Anglia: National Express East Anglia in Autumn 2011 and Greater Anglia in 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 are 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 TOC's 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 and most of Heathrow Connect questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 32% of questionnaires that are given out are returned each survey. 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 are 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 have been collected and updated from TOCs periodically since the survey started in Autumn 1999. Most recently this was done prior to the Autumn 2010 survey. The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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 for before Autumn 2003.

For the Autumn 2007 survey about 100 NPS shifts were moved from the morning peak to the evening peak. 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-12pm, etc. This methodology gives 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 of 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:

Passenger Focus, Freepost RRRE-ETTC-LEET, PO Box 4257, Manchester M60 3AR

t 0300 123 2350

e info@passengerfocus.org.uk

w www.passengerfocus.org.uk

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