



# National Passenger Survey Train Operating Company Best In Class Report Spring 2013

This report covers the NPS wave 19 (Autumn 2008) through to wave 28 (Spring 2013). Best in class for previous waves when different TOCs existed is contained in the Best in Class report for wave 24 (Spring 2011)

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

A reply paid envelope is provided for returning questionnaires.

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

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

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

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

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

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

## Spring 2013 (Wave 28)

Fieldwork for Wave 28 was undertaken between 12th January and 24th March 2013.

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

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

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

## Autumn 2012 (Wave 27)

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

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

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

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

## Spring 2012 (Wave 26)

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

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

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

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

## Autumn 2011 (Wave 25)

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

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

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

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

## Overall satisfaction with journey

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	90	☆ 91	90	☆ 91	☆ 91	☆ 91	91	☆ 91	☆ 93	☆ 92
Chiltern Railways	☆ 90	90	☆ 91	91	90	88	88	90	91	89
First Capital Connect	78	76	75	76	76	78	80	79	81	76
First Great Western	80	81	82	83	82	82	83	82	83	80
Greater Anglia*	77	76	79	77	79	78	77	73	83	77
London Midland	80	78	87	86	86	83	85	87	83	80
London Overground	77	75	82	72	85	89	☆ 92	90	93	92
South West Trains	87	84	86	85	87	85	84	83	85	81
Southeastern	80	76	80	81	80	82	83	81	84	78
Southern	83	80	82	84	82	82	83	80	82	78
<b>Average Score</b>	<b>82</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>	<b>91</b>	<b>93</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

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

Non-franchised Train Operating Companies are excluded

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

## Ticket buying facilities

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	68	77	74	75	76	77	77	77	80	☆ 84
Chiltern Railways	☆ 84	☆ 80	☆ 81	☆ 82	☆ 81	☆ 81	☆ 84	☆ 82	☆ 81	83
First Capital Connect	66	68	69	66	69	66	68	70	71	68
First Great Western	73	77	74	75	71	73	75	75	74	76
Greater Anglia*	65	68	67	68	68	68	69	69	73	73
London Midland	67	72	72	72	76	78	79	78	75	72
London Overground	64	64	57	56	66	75	78	73	77	70
South West Trains	68	70	67	67	72	70	71	70	74	74
Southeastern	64	65	66	70	67	70	66	69	69	71
Southern	69	67	67	72	69	70	73	69	70	70
<b>Average Score</b>	<b>67</b>	<b>69</b>	<b>68</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>72</b>	<b>71</b>	<b>73</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>81</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## Provision of information about train times/platforms

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	82	85	83	85	☆ 86	☆ 87	☆ 87	☆ 86	☆ 89	☆ 88
Chiltern Railways	☆ 84	☆ 86	☆ 84	☆ 86	85	83	83	86	85	85
First Capital Connect	75	71	75	70	73	73	77	78	80	77
First Great Western	76	78	79	79	77	77	81	81	83	83
Greater Anglia*	75	72	75	76	76	73	75	74	80	77
London Midland	78	73	80	80	84	82	83	83	85	80
London Overground	62	66	69	63	75	77	80	82	83	81
South West Trains	81	81	82	78	84	83	81	83	84	81
Southeastern	76	72	76	76	79	77	80	77	78	76
Southern	80	78	79	78	81	77	81	79	80	76
<b>Average Score</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>89</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	69	70	67	69	73	71	72	75	80	78
Chiltern Railways	☆ 81	☆ 82	☆ 81	☆ 76	☆ 78	☆ 77	☆ 84	☆ 79	☆ 83	☆ 80
First Capital Connect	61	60	61	58	57	60	63	67	66	67
First Great Western	67	65	65	64	63	60	66	65	68	69
Greater Anglia*	64	63	68	64	64	63	67	66	71	68
London Midland	59	56	63	63	68	63	69	67	70	66
London Overground	61	62	62	55	67	74	74	77	78	77
South West Trains	59	58	58	55	62	59	57	57	68	64
Southeastern	60	56	61	65	62	64	64	64	68	65
Southern	62	59	63	60	63	62	67	65	69	62
<b>Average Score</b>	<b>62</b>	<b>60</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>70</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>84</b>	<b>79</b>	<b>83</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	75	77	76	76	80	78	77	78	82	83
Chiltern Railways	☆ 83	☆ 84	☆ 83	☆ 80	☆ 83	☆ 81	☆ 88	☆ 83	☆ 86	☆ 85
First Capital Connect	66	67	69	66	66	68	70	72	75	74
First Great Western	72	70	71	69	69	67	71	70	74	73
Greater Anglia*	70	69	73	68	71	68	72	68	75	71
London Midland	68	65	70	71	71	69	73	72	75	71
London Overground	67	65	65	61	77	79	78	78	80	80
South West Trains	65	64	63	60	67	63	63	63	71	69
Southeastern	66	63	67	70	69	69	72	70	73	70
Southern	68	66	71	69	70	71	72	69	75	69
<b>Average Score</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>75</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>88</b>	<b>83</b>	<b>86</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

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

## The facilities and services at the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	46	44	50	51	52	53	55	55	58	56
Chiltern Railways	☆ 67	☆ 68	☆ 64	☆ 60	☆ 65	☆ 62	☆ 69	☆ 66	☆ 68	☆ 67
First Capital Connect	46	44	46	41	45	43	50	47	54	52
First Great Western	59	59	58	56	54	53	54	53	60	57
Greater Anglia*	51	51	53	54	51	51	52	50	59	56
London Midland	45	47	46	50	50	48	49	48	54	54
London Overground	30	32	30	29	32	29	34	35	45	43
South West Trains	48	48	47	45	50	50	46	47	58	57
Southeastern	47	46	47	50	50	48	51	50	57	51
Southern	49	48	50	50	49	49	50	48	57	53
<b>Average Score</b>	<b>49</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>50</b>	<b>48</b>	<b>49</b>	<b>48</b>	<b>56</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>68</b>	<b>64</b>	<b>60</b>	<b>65</b>	<b>62</b>	<b>69</b>	<b>66</b>	<b>68</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	71	75	73	75	☆ 77	74	75	76	75	☆ 82
Chiltern Railways	☆ 76	☆ 78	☆ 79	☆ 79	75	☆ 78	☆ 77	☆ 78	☆ 79	79
First Capital Connect	65	65	66	66	64	67	66	71	71	67
First Great Western	71	70	73	74	74	72	73	75	74	75
Greater Anglia*	66	66	64	64	69	66	68	65	68	67
London Midland	65	68	66	69	74	69	74	73	73	70
London Overground	68	63	68	65	72	68	67	65	68	69
South West Trains	68	68	68	67	68	68	66	69	67	68
Southeastern	67	66	65	68	69	66	69	67	68	65
Southern	66	63	70	69	69	69	70	69	72	67
<b>Average Score</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>79</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	65	69	70	70	70	72	70	73	75	76
Chiltern Railways	70	71	74	72	74	74	74	☆ 78	75	72
First Capital Connect	69	70	71	72	70	70	73	76	79	75
First Great Western	72	72	74	74	70	72	72	71	72	70
Greater Anglia*	76	☆ 79	☆ 79	77	☆ 78	☆ 78	☆ 77	76	☆ 80	☆ 78
London Midland	69	66	67	71	67	71	67	69	69	71
London Overground	70	73	73	76	77	76	74	76	76	77
South West Trains	75	77	76	75	76	74	74	74	78	76
Southeastern	☆ 78	74	74	74	75	75	75	73	76	76
Southern	76	75	76	☆ 78	76	74	73	72	80	75
<b>Average Score</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>74</b>	<b>77</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>78</b>	<b>80</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

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

## Facilities for car parking

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	43	42	45	49	55	53	52	55	58	60
Chiltern Railways	☆ 67	☆ 68	☆ 69	☆ 72	☆ 69	☆ 67	☆ 69	☆ 65	☆ 72	☆ 71
First Capital Connect	39	40	42	43	45	46	45	45	45	43
First Great Western	53	54	53	53	58	58	57	55	57	54
Greater Anglia*	41	36	46	42	51	50	51	48	50	50
London Midland	41	43	48	49	49	54	53	56	57	45
London Overground	20	24	24	30	22	20	27	35	32	33
South West Trains	43	44	46	47	51	48	56	50	55	50
Southeastern	34	32	36	45	40	44	47	41	44	46
Southern	35	40	35	43	43	42	44	40	41	40
<b>Average Score</b>	<b>40</b>	<b>41</b>	<b>43</b>	<b>46</b>	<b>47</b>	<b>47</b>	<b>49</b>	<b>46</b>	<b>49</b>	<b>47</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>68</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>69</b>	<b>65</b>	<b>72</b>	<b>71</b>

Non-franchised Train Operating Companies are excluded

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

## Overall environment of the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	66	69	68	67	72	72	74	75	76	77
Chiltern Railways	☆ 82	☆ 82	☆ 83	☆ 79	☆ 80	☆ 78	☆ 85	☆ 83	☆ 83	☆ 80
First Capital Connect	59	58	61	57	61	57	64	65	70	67
First Great Western	68	67	69	66	65	66	67	66	68	66
Greater Anglia*	64	63	69	63	66	62	66	63	71	65
London Midland	61	58	61	64	67	64	66	67	69	61
London Overground	62	59	60	50	65	69	72	71	77	71
South West Trains	62	64	63	59	67	63	61	62	68	63
Southeastern	61	56	60	63	63	63	68	65	65	64
Southern	62	61	64	62	63	64	69	65	68	61
<b>Average Score</b>	<b>63</b>	<b>62</b>	<b>64</b>	<b>62</b>	<b>65</b>	<b>64</b>	<b>67</b>	<b>66</b>	<b>69</b>	<b>65</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>85</b>	<b>83</b>	<b>83</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst using the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	60	61	59	62	65	65	66	70	71	73
Chiltern Railways	☆ 75	☆ 74	☆ 76	☆ 75	☆ 74	☆ 76	☆ 79	☆ 77	☆ 79	☆ 75
First Capital Connect	61	61	61	61	61	59	65	66	72	69
First Great Western	67	67	67	67	68	67	71	69	72	69
Greater Anglia*	59	58	64	62	62	61	62	64	69	65
London Midland	59	62	64	63	64	66	67	68	71	66
London Overground	55	56	59	58	62	67	68	70	73	69
South West Trains	62	63	62	65	68	67	64	68	68	67
Southeastern	59	55	57	64	62	62	63	62	66	64
Southern	61	59	64	63	63	65	68	65	70	66
<b>Average Score</b>	<b>61</b>	<b>60</b>	<b>62</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>70</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>79</b>	<b>75</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff at the station

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	62	63	☆ 65	☆ 64	☆ 66	☆ 66	66	67	☆ 67	☆ 72
Chiltern Railways	☆ 65	☆ 63	63	61	64	65	☆ 67	☆ 68	64	63
First Capital Connect	55	55	56	53	54	49	55	56	60	56
First Great Western	58	59	59	60	58	60	60	62	59	63
Greater Anglia*	55	55	56	54	56	52	55	53	55	57
London Midland	53	54	55	55	57	59	59	59	56	55
London Overground	57	60	63	55	62	57	57	60	62	63
South West Trains	57	57	55	52	55	53	53	54	52	54
Southeastern	55	54	53	57	58	57	56	57	58	57
Southern	57	55	58	61	57	59	58	58	60	58
<b>Average Score</b>	<b>56</b>	<b>56</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>57</b>	<b>58</b>	<b>58</b>
<b>BEST IN CLASS</b>	<b>65</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>67</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of shelter facilities

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

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

Non-franchised Train Operating Companies are excluded

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

## Availability of seating

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

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

Non-franchised Train Operating Companies are excluded

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

## How request to station staff was handled

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	85	☆ 88	75	☆ 89	79	83	89	☆ 92	☆ 92	86
Chiltern Railways	85	83	☆ 87	87	87	86	89	89	85	85
First Capital Connect	88	86	81	76	87	79	85	83	86	81
First Great Western	87	85	83	88	86	☆ 90	87	87	88	☆ 90
Greater Anglia*	81	80	81	80	82	83	82	78	83	84
London Midland	78	81	80	87	86	90	☆ 92	86	88	81
London Overground	☆ 91	71	71	72	78	68	88	90	86	83
South West Trains	83	82	84	84	79	79	87	82	83	75
Southeastern	80	77	84	84	☆ 90	86	80	76	82	79
Southern	79	78	83	81	86	83	85	80	82	76
<b>Average Score</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>84</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

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

Non-franchised Train Operating Companies are excluded

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

## The frequency of the trains on that route

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	82	☆ 86	☆ 85	85	☆ 85	☆ 86	☆ 84	☆ 83	☆ 86	☆ 87
Chiltern Railways	☆ 84	84	83	☆ 85	85	82	80	80	80	77
First Capital Connect	77	74	73	70	75	74	76	79	79	75
First Great Western	75	75	77	78	77	76	78	76	75	76
Greater Anglia*	73	71	72	74	74	73	76	72	77	76
London Midland	74	69	79	80	78	77	77	83	78	76
London Overground	52	59	60	51	74	77	82	79	79	79
South West Trains	79	81	78	79	79	78	76	79	77	73
Southeastern	71	73	73	73	75	76	75	76	77	75
Southern	72	68	75	74	73	75	76	74	75	70
<b>Average Score</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>	<b>83</b>	<b>86</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	☆ 92	90	☆ 94	☆ 94	☆ 94	☆ 92	☆ 92	☆ 92	☆ 96	☆ 94
Chiltern Railways	91	☆ 92	92	93	91	88	82	86	90	89
First Capital Connect	78	72	75	73	71	74	77	76	81	71
First Great Western	76	80	80	83	79	77	79	78	79	76
Greater Anglia*	77	74	79	76	80	74	77	70	83	74
London Midland	76	70	79	81	81	76	78	81	75	70
London Overground	66	63	68	63	76	78	83	88	88	87
South West Trains	87	90	89	88	90	86	84	82	85	77
Southeastern	79	77	81	77	79	78	80	79	85	77
Southern	80	74	79	79	80	78	78	78	77	72
<b>Average Score</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>92</b>	<b>92</b>	<b>96</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	☆ 89	☆ 90	89	☆ 91	☆ 91	☆ 93	☆ 90	☆ 92	☆ 92	☆ 94
Chiltern Railways	87	90	☆ 89	88	85	83	87	87	88	88
First Capital Connect	83	82	83	82	82	84	83	84	87	82
First Great Western	83	83	83	86	85	84	86	85	85	83
Greater Anglia*	80	78	79	80	82	80	81	79	85	81
London Midland	86	81	86	88	86	86	86	89	84	84
London Overground	77	80	80	79	87	90	87	89	88	89
South West Trains	84	86	83	85	87	83	82	82	82	81
Southeastern	81	79	81	78	80	80	81	79	85	80
Southern	83	79	83	84	83	83	84	83	84	80
<b>Average Score</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>92</b>	<b>92</b>	<b>94</b>

Non-franchised Train Operating Companies are excluded

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

## Connections with other train services

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	75	☆ 78	75	☆ 83	81	78	79	84	☆ 87	☆ 85
Chiltern Railways	74	76	72	77	72	70	76	75	72	76
First Capital Connect	75	74	76	72	75	75	76	76	79	76
First Great Western	70	71	72	75	74	73	76	73	73	73
Greater Anglia*	71	71	72	73	72	73	72	75	78	73
London Midland	66	71	73	77	75	75	74	78	76	72
London Overground	65	70	69	66	☆ 83	☆ 82	☆ 81	☆ 84	83	82
South West Trains	☆ 76	78	☆ 77	76	78	78	76	76	73	74
Southeastern	71	70	68	72	73	71	71	72	77	73
Southern	73	66	72	76	74	76	76	76	77	74
<b>Average Score</b>	<b>72</b>	<b>72</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	47	40	43	46	48	43	43	42	46	46
Chiltern Railways	54	46	50	54	55	48	51	48	50	45
First Capital Connect	36	31	35	38	38	32	38	34	38	32
First Great Western	51	46	50	53	56	49	53	48	53	48
Greater Anglia*	33	28	34	36	35	35	33	30	37	35
London Midland	46	44	49	☆ 55	56	53	52	☆ 53	52	☆ 51
London Overground	☆ 59	☆ 50	☆ 56	49	☆ 59	☆ 53	☆ 54	49	☆ 57	48
South West Trains	42	35	39	42	43	37	38	36	37	33
Southeastern	37	29	34	39	39	32	36	32	38	31
Southern	42	35	42	45	43	40	42	38	42	36
<b>Average Score</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>43</b>	<b>44</b>	<b>39</b>	<b>42</b>	<b>38</b>	<b>43</b>	<b>38</b>
<b>BEST IN CLASS</b>	<b>59</b>	<b>50</b>	<b>56</b>	<b>55</b>	<b>59</b>	<b>53</b>	<b>54</b>	<b>53</b>	<b>57</b>	<b>51</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	☆ 88	☆ 88	☆ 90	☆ 91	☆ 93	90	91	92	☆ 92	91
Chiltern Railways	87	82	85	80	85	85	87	85	87	86
First Capital Connect	65	66	64	64	63	64	65	65	64	57
First Great Western	73	73	72	70	73	72	76	75	76	75
Greater Anglia*	64	61	59	58	60	62	64	58	62	59
London Midland	74	73	83	76	77	75	80	81	81	76
London Overground	57	58	67	73	89	☆ 94	☆ 93	☆ 92	92	☆ 91
South West Trains	78	77	73	73	75	73	73	77	75	73
Southeastern	68	65	66	69	70	68	70	71	72	69
Southern	76	74	76	74	70	73	72	71	73	70
<b>Average Score</b>	<b>72</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>92</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

## Upkeep and repair of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	☆ 88	☆ 88	☆ 89	☆ 90	☆ 93	90	92	91	92	☆ 92
Chiltern Railways	86	80	84	81	83	85	89	87	89	84
First Capital Connect	61	63	61	62	61	60	63	62	60	52
First Great Western	74	74	72	70	74	72	78	77	78	76
Greater Anglia*	61	56	56	52	55	55	55	55	58	53
London Midland	71	71	82	79	77	74	80	84	84	80
London Overground	48	53	61	72	91	☆ 95	☆ 96	☆ 95	☆ 94	92
South West Trains	84	85	82	82	82	80	79	83	79	78
Southeastern	69	66	65	68	73	68	72	72	75	70
Southern	76	74	76	72	72	73	71	67	72	69
<b>Average Score</b>	<b>72</b>	<b>71</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>73</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>96</b>	<b>95</b>	<b>94</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of information during the journey

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	74	73	☆ 76	☆ 80	80	80	83	80	81	84
Chiltern Railways	74	74	74	74	73	73	77	75	77	75
First Capital Connect	49	50	50	51	46	47	47	50	50	47
First Great Western	62	64	63	65	65	64	68	68	69	67
Greater Anglia*	60	59	58	56	55	57	58	56	62	60
London Midland	57	55	63	64	66	66	68	74	76	70
London Overground	51	52	65	63	☆ 84	☆ 86	☆ 87	☆ 86	☆ 86	☆ 85
South West Trains	☆ 77	☆ 77	74	75	77	77	74	76	74	73
Southeastern	64	57	66	63	67	65	66	68	71	69
Southern	75	73	76	75	76	74	72	71	75	73
<b>Average Score</b>	<b>66</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>68</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>77</b>	<b>76</b>	<b>80</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

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

## The helpfulness and attitude of staff on train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	34	29	37	31	33	37	33	34	34	42
Chiltern Railways	53	52	52	55	60	58	62	62	56	57
First Capital Connect	32	29	29	36	35	31	32	37	38	37
First Great Western	☆ 64	☆ 66	☆ 66	☆ 69	☆ 70	☆ 70	☆ 70	66	67	68
Greater Anglia*	47	47	44	44	49	46	47	46	48	49
London Midland	48	54	59	57	57	63	65	63	66	59
London Overground	32	34	35	47	52	44	54	57	57	60
South West Trains	62	64	66	65	69	68	67	☆ 68	☆ 71	☆ 70
Southeastern	49	39	47	57	52	55	52	56	54	56
Southern	54	54	56	57	61	57	61	54	57	54
<b>Average Score</b>	<b>52</b>	<b>51</b>	<b>54</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>57</b>	<b>57</b>	<b>59</b>	<b>59</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>70</b>	<b>70</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

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

## The space for luggage on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	46	47	47	50	51	48	50	51	49	50
Chiltern Railways	50	52	☆ 57	55	56	56	60	62	55	55
First Capital Connect	42	45	41	43	44	47	44	47	45	41
First Great Western	52	53	53	54	53	55	55	53	53	57
Greater Anglia*	47	46	47	48	52	49	50	52	54	49
London Midland	44	48	51	50	57	53	52	58	55	54
London Overground	41	41	43	51	☆ 62	☆ 60	☆ 69	☆ 63	☆ 62	☆ 58
South West Trains	☆ 57	☆ 56	57	☆ 58	59	57	53	59	55	53
Southeastern	42	38	43	48	47	46	48	48	48	47
Southern	48	49	50	49	50	49	48	47	46	43
<b>Average Score</b>	<b>48</b>	<b>48</b>	<b>49</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>50</b>
<b>BEST IN CLASS</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>69</b>	<b>63</b>	<b>62</b>	<b>58</b>

Non-franchised Train Operating Companies are excluded

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

## The toilet facilities on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	43	47	52	☆ 52	49	55	☆ 53	☆ 59	☆ 56	☆ 58
Chiltern Railways	☆ 46	☆ 47	51	48	☆ 54	☆ 55	51	53	53	54
First Capital Connect	26	24	24	26	23	26	25	29	27	26
First Great Western	43	45	45	43	43	40	44	44	44	42
Greater Anglia*	24	25	29	25	29	27	30	31	34	34
London Midland	38	44	☆ 52	48	53	48	51	50	52	53
London Overground	9	9	11	10	18	10	19	17	16	12
South West Trains	41	37	38	36	39	36	37	39	36	30
Southeastern	25	22	21	32	33	25	32	28	30	34
Southern	40	38	41	36	33	38	36	29	36	35
<b>Average Score</b>	<b>34</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>35</b>	<b>35</b>	<b>36</b>	<b>34</b>
<b>BEST IN CLASS</b>	<b>46</b>	<b>47</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>53</b>	<b>59</b>	<b>56</b>	<b>58</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	61	62	62	65	66	61	65	64	66	64
Chiltern Railways	☆ 72	☆ 72	☆ 77	☆ 73	☆ 77	74	77	75	74	☆ 75
First Capital Connect	57	60	61	60	60	59	60	62	61	59
First Great Western	66	67	68	67	68	69	68	67	65	68
Greater Anglia*	59	58	61	59	64	61	67	65	70	63
London Midland	61	63	72	67	74	70	66	74	71	66
London Overground	46	48	56	58	68	☆ 75	☆ 80	☆ 77	☆ 76	72
South West Trains	71	72	70	71	71	69	67	73	67	63
Southeastern	58	54	59	64	62	63	63	61	68	64
Southern	62	67	68	68	68	67	66	66	66	64
<b>Average Score</b>	<b>62</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>65</b>
<b>BEST IN CLASS</b>	<b>72</b>	<b>72</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>76</b>	<b>75</b>

Non-franchised Train Operating Companies are excluded

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

## The comfort of the seating area on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	77	78	79	☆ 80	☆ 82	79	80	81	80	☆ 81
Chiltern Railways	☆ 78	75	☆ 80	78	79	77	82	80	81	80
First Capital Connect	58	63	61	58	60	62	62	62	60	58
First Great Western	70	70	70	67	69	71	73	72	72	72
Greater Anglia*	59	56	57	55	58	56	60	59	62	58
London Midland	64	67	73	71	74	72	73	80	79	75
London Overground	47	52	54	67	81	☆ 83	☆ 86	☆ 83	☆ 85	81
South West Trains	78	☆ 78	78	76	79	76	75	76	75	72
Southeastern	64	60	61	66	70	65	67	67	71	67
Southern	70	71	73	72	72	71	72	69	70	67
<b>Average Score</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>	<b>72</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

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

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

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	83	82	84	84	85	84	85	85	87	87
Chiltern Railways	☆ 90	☆ 88	☆ 92	☆ 90	☆ 91	☆ 88	☆ 89	☆ 89	☆ 88	☆ 87
First Capital Connect	71	74	77	74	75	75	74	76	76	73
First Great Western	75	76	76	78	77	77	78	77	76	76
Greater Anglia*	74	75	74	76	77	76	78	76	81	78
London Midland	75	76	81	82	81	80	81	86	81	80
London Overground	57	56	68	67	81	86	89	84	86	81
South West Trains	80	81	80	79	83	80	81	82	79	77
Southeastern	78	72	77	79	78	78	79	79	81	78
Southern	77	77	79	78	79	78	76	75	77	74
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>79</b>	<b>80</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst on board the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	68	67	69	72	75	72	74	75	76	77
Chiltern Railways	☆ 84	☆ 81	☆ 86	☆ 83	☆ 85	☆ 82	☆ 86	☆ 85	☆ 86	☆ 85
First Capital Connect	64	65	68	65	67	68	68	71	73	70
First Great Western	78	77	77	77	79	79	80	81	79	79
Greater Anglia*	65	65	66	65	66	64	67	64	72	68
London Midland	71	70	76	76	79	76	78	80	79	75
London Overground	53	54	62	64	75	81	82	80	83	80
South West Trains	77	77	76	79	82	79	78	81	80	80
Southeastern	64	60	64	69	67	68	71	70	73	69
Southern	69	69	72	72	75	74	76	72	76	74
<b>Average Score</b>	<b>69</b>	<b>69</b>	<b>71</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>81</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the inside of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	☆ 87	☆ 89	☆ 89	☆ 91	91	89	91	91	93	90
Chiltern Railways	85	81	85	81	84	85	87	86	86	84
First Capital Connect	64	67	64	61	62	64	65	64	65	57
First Great Western	72	73	72	69	72	72	76	77	77	74
Greater Anglia*	64	60	59	57	59	61	63	57	62	57
London Midland	73	72	83	76	77	74	80	82	83	76
London Overground	55	60	69	72	☆ 92	☆ 94	☆ 93	☆ 92	☆ 93	☆ 91
South West Trains	78	78	74	74	76	74	75	78	76	74
Southeastern	66	64	66	69	71	68	72	71	73	68
Southern	74	73	76	74	71	73	72	70	74	70
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>75</b>	<b>74</b>	<b>75</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>93</b>	<b>92</b>	<b>93</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the outside of the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	84	☆ 85	☆ 86	☆ 87	88	86	90	88	89	86
Chiltern Railways	☆ 84	80	84	76	82	79	85	83	83	81
First Capital Connect	60	62	61	56	56	53	60	57	56	51
First Great Western	68	70	70	64	70	65	74	73	73	70
Greater Anglia*	59	54	58	48	52	53	59	54	58	50
London Midland	71	71	81	74	77	72	80	83	83	77
London Overground	56	58	70	70	☆ 92	☆ 92	☆ 91	☆ 90	☆ 92	☆ 89
South West Trains	81	78	77	75	79	75	78	77	79	75
Southeastern	66	62	64	63	70	64	70	68	71	65
Southern	74	72	77	73	74	72	74	69	71	66
<b>Average Score</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>69</b>	<b>74</b>	<b>72</b>	<b>74</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>92</b>	<b>92</b>	<b>91</b>	<b>90</b>	<b>92</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff on the train

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	17	16	19	19	18	22	20	22	19	23
Chiltern Railways	27	28	30	33	37	38	39	39	35	34
First Capital Connect	15	11	15	12	13	12	14	17	16	13
First Great Western	41	45	47	48	51	50	50	49	47	48
Greater Anglia*	24	23	22	22	25	26	28	27	25	26
London Midland	31	34	36	39	41	43	47	45	48	41
London Overground	15	19	22	31	37	26	37	37	42	42
South West Trains	☆ 45	☆ 49	☆ 50	☆ 52	☆ 53	☆ 52	☆ 54	☆ 55	☆ 52	☆ 51
Southeastern	26	21	26	35	31	33	33	33	33	34
Southern	34	35	38	41	41	39	40	36	35	33
<b>Average Score</b>	<b>31</b>	<b>32</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>39</b>	<b>39</b>	<b>38</b>	<b>37</b>
<b>BEST IN CLASS</b>	<b>45</b>	<b>49</b>	<b>50</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>52</b>	<b>51</b>

Non-franchised Train Operating Companies are excluded

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

## How well train company dealt with delays

\*Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
c2c	45	☆ 53	42	☆ 51	49	☆ 50	40	42	☆ 62	☆ 62
Chiltern Railways	☆ 48	37	☆ 52	35	☆ 52	46	39	38	51	46
First Capital Connect	31	35	32	24	34	25	33	30	33	28
First Great Western	42	39	41	48	42	43	☆ 45	41	48	44
Greater Anglia*	34	29	33	27	41	28	32	28	44	28
London Midland	29	25	37	36	41	32	41	☆ 49	46	32
London Overground	27	23	16	18	28	50	42	43	42	35
South West Trains	42	40	41	42	40	33	41	37	48	45
Southeastern	32	26	25	29	34	24	26	31	40	31
Southern	33	32	33	29	35	34	35	35	39	30
<b>Average Score</b>	<b>35</b>	<b>32</b>	<b>33</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>36</b>	<b>35</b>	<b>43</b>	<b>36</b>
<b>BEST IN CLASS</b>	<b>48</b>	<b>53</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>45</b>	<b>49</b>	<b>62</b>	<b>62</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	84	85	85	85	84	85	82	84	85	84
East Coast	☆ 88	☆ 87	89	88	89	87	87	89	92	86
East Midlands Trains	81	80	84	86	88	86	87	87	89	88
First TransPennine Express	83	87	89	87	87	89	84	88	88	85
Virgin Trains	84	86	☆ 89	☆ 90	☆ 90	☆ 90	☆ 89	☆ 91	☆ 92	☆ 92
<b>Average Score</b>	<b>84</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the station

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

Non-franchised Train Operating Companies are excluded

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

## Ticket buying facilities

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	☆ 85	☆ 84	82	80	80	79	83	78	84	85
East Coast	80	79	☆ 84	80	79	80	81	84	86	☆ 87
East Midlands Trains	80	74	77	78	76	77	79	81	87	77
First TransPennine Express	81	81	81	☆ 81	☆ 88	☆ 84	☆ 89	☆ 87	☆ 87	84
Virgin Trains	82	81	79	81	85	78	85	83	87	83
<b>Average Score</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>81</b>	<b>88</b>	<b>84</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

## Provision of information about train times/platforms

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	84	86	85	84	82	84	85	83	85	85
East Coast	☆ 90	☆ 90	☆ 88	☆ 89	88	86	85	87	☆ 91	☆ 90
East Midlands Trains	84	82	84	86	83	84	86	84	86	83
First TransPennine Express	85	85	85	86	☆ 89	☆ 91	87	☆ 88	91	88
Virgin Trains	82	87	85	87	88	86	☆ 89	87	87	87
<b>Average Score</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>88</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>91</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	70	68	72	70	68	70	69	66	71	67
East Coast	72	67	73	72	68	68	66	65	☆ 83	☆ 82
East Midlands Trains	72	75	75	74	76	75	78	80	82	76
First TransPennine Express	☆ 73	☆ 75	☆ 80	☆ 77	☆ 81	☆ 80	☆ 79	☆ 83	79	82
Virgin Trains	69	70	69	67	70	71	71	71	71	72
<b>Average Score</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>83</b>	<b>83</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	78	75	77	74	74	75	74	74	74	74
East Coast	76	72	77	76	74	72	73	72	☆ 88	☆ 86
East Midlands Trains	76	77	79	78	80	80	☆ 82	83	86	80
First TransPennine Express	☆ 78	☆ 80	☆ 81	☆ 80	☆ 84	☆ 82	81	☆ 85	82	86
Virgin Trains	75	74	74	74	75	74	76	74	77	75
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>88</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

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

## The facilities and services at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	62	64	68	65	63	63	65	60	67	63
East Coast	☆ 64	59	61	64	61	61	60	58	☆ 79	☆ 76
East Midlands Trains	60	61	61	61	61	63	67	64	70	65
First TransPennine Express	61	64	☆ 68	☆ 66	64	65	☆ 67	☆ 68	74	75
Virgin Trains	61	☆ 64	66	65	☆ 65	☆ 65	67	62	70	67
<b>Average Score</b>	<b>62</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>62</b>	<b>71</b>	<b>68</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>64</b>	<b>68</b>	<b>66</b>	<b>65</b>	<b>65</b>	<b>67</b>	<b>68</b>	<b>79</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	☆ 80	☆ 79	77	77	☆ 80	76	77	☆ 79	79	77
East Coast	76	74	☆ 79	☆ 78	79	76	75	76	☆ 83	80
East Midlands Trains	76	76	77	76	77	76	77	78	81	78
First TransPennine Express	77	72	74	75	79	☆ 79	☆ 81	78	80	☆ 81
Virgin Trains	72	74	74	74	79	71	74	73	77	77
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>80</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>79</b>	<b>83</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	73	73	76	75	76	77	70	74	74	73
East Coast	76	75	73	☆ 80	81	☆ 80	80	80	85	81
East Midlands Trains	71	76	70	74	70	71	70	72	77	74
First TransPennine Express	70	73	73	75	76	75	71	73	80	76
Virgin Trains	☆ 77	☆ 79	☆ 79	77	☆ 82	80	☆ 81	☆ 82	☆ 86	☆ 84
<b>Average Score</b>	<b>74</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>74</b>	<b>76</b>	<b>80</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>86</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## Facilities for car parking

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	☆ 65	☆ 59	54	57	59	53	59	58	58	60
East Coast	52	55	50	☆ 58	49	55	56	49	57	51
East Midlands Trains	52	54	☆ 58	57	☆ 61	58	64	☆ 67	☆ 70	☆ 67
First TransPennine Express	43	43	45	50	60	☆ 61	☆ 65	62	58	55
Virgin Trains	43	46	56	55	52	55	65	58	55	51
<b>Average Score</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>56</b>	<b>62</b>	<b>60</b>	<b>60</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>65</b>	<b>59</b>	<b>58</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>65</b>	<b>67</b>	<b>70</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

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

## Overall environment of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	70	74	74	70	71	69	71	69	70	65
East Coast	72	69	72	72	69	69	66	64	82	☆ 80
East Midlands Trains	72	75	74	76	77	75	78	80	☆ 83	74
First TransPennine Express	☆ 75	☆ 76	☆ 79	☆ 77	☆ 83	☆ 81	☆ 80	☆ 82	78	79
Virgin Trains	70	70	70	70	72	71	74	71	70	70
<b>Average Score</b>	<b>71</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>76</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>75</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst using the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	☆ 73	73	☆ 73	72	74	71	73	72	77	74
East Coast	72	71	72	71	73	72	70	71	80	78
East Midlands Trains	69	70	71	☆ 75	73	75	74	76	78	72
First TransPennine Express	68	☆ 73	71	75	☆ 77	☆ 75	75	☆ 77	☆ 81	☆ 80
Virgin Trains	69	71	73	70	75	71	☆ 76	73	76	74
<b>Average Score</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>74</b>	<b>78</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	67	☆ 67	☆ 68	☆ 68	68	65	67	67	68	64
East Coast	☆ 68	65	68	68	67	67	66	67	☆ 73	69
East Midlands Trains	63	66	66	66	68	66	68	68	72	64
First TransPennine Express	65	64	65	63	☆ 68	☆ 67	☆ 69	☆ 69	69	☆ 72
Virgin Trains	62	61	63	61	64	58	60	60	62	63
<b>Average Score</b>	<b>65</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>69</b>	<b>73</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of shelter facilities

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

Non-franchised Train Operating Companies are excluded

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

## Availability of seating

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

Non-franchised Train Operating Companies are excluded

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

## How request to station staff was handled

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	85	☆ 87	89	☆ 91	89	87	87	☆ 92	89	90
East Coast	☆ 90	87	☆ 89	89	87	88	86	85	88	87
East Midlands Trains	85	87	84	85	84	85	☆ 89	89	☆ 91	85
First TransPennine Express	84	86	88	90	☆ 93	☆ 90	89	88	89	☆ 91
Virgin Trains	85	86	87	91	88	86	82	87	90	88
<b>Average Score</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>89</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>89</b>	<b>92</b>	<b>91</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the train

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

Non-franchised Train Operating Companies are excluded

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

## The frequency of the trains on that route

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	80	80	81	84	79	80	80	81	79	80
East Coast	☆ 86	☆ 90	☆ 89	89	☆ 91	☆ 90	89	☆ 90	☆ 91	90
East Midlands Trains	76	76	76	79	81	80	80	82	85	81
First TransPennine Express	79	81	83	83	82	83	82	86	81	84
Virgin Trains	81	85	86	☆ 90	90	89	☆ 90	89	91	☆ 90
<b>Average Score</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>91</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	80	87	85	88	83	84	79	85	82	80
East Coast	☆ 87	☆ 89	☆ 90	☆ 89	83	85	78	88	89	83
East Midlands Trains	79	84	85	84	87	86	☆ 88	88	88	86
First TransPennine Express	81	84	88	84	84	87	84	88	88	82
Virgin Trains	82	79	90	89	☆ 89	☆ 92	85	☆ 89	☆ 90	☆ 87
<b>Average Score</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>83</b>	<b>87</b>	<b>87</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	83	86	86	88	86	84	85	87	85	86
East Coast	☆ 90	90	91	91	90	90	88	90	92	88
East Midlands Trains	79	83	83	86	88	87	90	89	89	86
First TransPennine Express	87	87	90	89	89	92	89	91	88	89
Virgin Trains	82	☆ 92	☆ 93	☆ 94	☆ 93	☆ 94	☆ 91	☆ 94	☆ 94	☆ 93
<b>Average Score</b>	<b>84</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>89</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>91</b>	<b>94</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

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

## Connections with other train services

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	76	77	76	82	79	79	77	78	78	77
East Coast	☆ 78	☆ 78	81	☆ 82	81	80	79	79	84	77
East Midlands Trains	69	70	66	71	79	77	77	79	79	78
First TransPennine Express	75	72	81	77	76	83	81	81	81	80
Virgin Trains	75	77	☆ 84	82	☆ 86	☆ 83	☆ 83	☆ 88	☆ 87	☆ 87
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>78</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>83</b>	<b>88</b>	<b>87</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	55	51	56	57	55	53	52	49	53	49
East Coast	54	54	55	59	60	58	57	56	58	56
East Midlands Trains	49	45	48	52	57	52	52	52	49	48
First TransPennine Express	53	52	63	60	59	☆ 60	59	56	57	55
Virgin Trains	☆ 56	☆ 57	☆ 64	☆ 63	☆ 65	59	☆ 59	☆ 59	☆ 60	☆ 61
<b>Average Score</b>	<b>54</b>	<b>52</b>	<b>57</b>	<b>58</b>	<b>59</b>	<b>56</b>	<b>56</b>	<b>54</b>	<b>55</b>	<b>54</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>57</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>60</b>	<b>59</b>	<b>59</b>	<b>60</b>	<b>61</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	83	83	80	80	77	77	76	79	77	79
East Coast	81	82	84	85	83	83	84	82	85	85
East Midlands Trains	74	71	72	76	76	78	81	82	83	81
First TransPennine Express	83	86	86	86	87	84	83	85	86	86
Virgin Trains	☆ 88	☆ 87	☆ 89	☆ 87	☆ 87	☆ 89	☆ 86	☆ 89	☆ 88	☆ 90
<b>Average Score</b>	<b>82</b>	<b>83</b>	<b>84</b>	<b>84</b>						
<b>BEST IN CLASS</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>86</b>	<b>89</b>	<b>88</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

## Upkeep and repair of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	84	83	84	83	82	81	79	80	82	80
East Coast	79	79	84	83	82	80	81	79	82	81
East Midlands Trains	66	67	68	75	76	77	85	85	85	84
First TransPennine Express	88	☆ 91	☆ 91	☆ 91	☆ 90	88	87	88	☆ 89	90
Virgin Trains	☆ 90	90	88	89	88	☆ 90	☆ 87	☆ 89	89	☆ 91
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>85</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of information during the journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	77	79	76	76	75	75	74	76	73	76
East Coast	76	77	76	79	77	78	80	79	81	80
East Midlands Trains	65	62	66	68	68	71	70	71	74	72
First TransPennine Express	☆ 78	☆ 81	☆ 81	79	☆ 83	☆ 81	79	80	80	82
Virgin Trains	76	80	80	☆ 82	83	81	☆ 80	☆ 82	☆ 84	☆ 88
<b>Average Score</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>84</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

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

## The helpfulness and attitude of staff on train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	77	☆ 80	77	78	☆ 81	80	76	78	79	77
East Coast	☆ 78	77	78	☆ 80	79	78	80	82	☆ 85	84
East Midlands Trains	73	68	73	76	76	77	79	80	78	80
First TransPennine Express	73	76	77	78	77	79	80	☆ 82	81	82
Virgin Trains	77	76	☆ 82	78	80	☆ 80	☆ 80	81	81	☆ 84
<b>Average Score</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>85</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## The space for luggage on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	47	51	48	51	51	53	52	55	50	55
East Coast	☆ 54	☆ 56	☆ 55	☆ 56	☆ 55	☆ 60	☆ 61	☆ 63	☆ 66	☆ 63
East Midlands Trains	53	47	48	50	48	57	57	56	56	53
First TransPennine Express	51	53	54	52	50	50	47	50	52	58
Virgin Trains	45	51	50	51	51	56	52	57	59	62
<b>Average Score</b>	<b>49</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>53</b>	<b>56</b>	<b>56</b>	<b>58</b>
<b>BEST IN CLASS</b>	<b>54</b>	<b>56</b>	<b>55</b>	<b>56</b>	<b>55</b>	<b>60</b>	<b>61</b>	<b>63</b>	<b>66</b>	<b>63</b>

Non-franchised Train Operating Companies are excluded

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

## The toilet facilities on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	☆ 54	55	53	48	53	49	49	48	48	48
East Coast	45	45	47	48	51	49	☆ 55	52	54	50
East Midlands Trains	42	45	46	46	48	52	53	50	54	43
First TransPennine Express	54	☆ 59	☆ 59	☆ 56	52	☆ 53	52	☆ 57	56	53
Virgin Trains	50	56	58	56	☆ 55	53	52	54	☆ 57	☆ 60
<b>Average Score</b>	<b>49</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>54</b>	<b>59</b>	<b>59</b>	<b>56</b>	<b>55</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>57</b>	<b>60</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	59	72	70	68	66	70	64	70	65	70
East Coast	☆ 73	75	74	72	☆ 76	77	☆ 79	79	81	79
East Midlands Trains	68	67	68	72	74	72	76	74	70	74
First TransPennine Express	63	68	66	66	62	64	62	63	61	65
Virgin Trains	68	☆ 77	☆ 77	☆ 74	74	☆ 77	71	☆ 80	☆ 82	☆ 83
<b>Average Score</b>	<b>66</b>	<b>72</b>	<b>71</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

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

## The comfort of the seating area on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	78	79	78	74	76	77	76	76	74	77
East Coast	74	76	77	76	77	77	81	79	81	80
East Midlands Trains	70	71	71	76	79	78	☆ 83	82	81	81
First TransPennine Express	☆ 81	☆ 83	☆ 84	☆ 82	☆ 83	☆ 80	80	79	80	83
Virgin Trains	78	80	80	78	78	79	77	☆ 82	☆ 84	☆ 86
<b>Average Score</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>82</b>	<b>84</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	80	81	80	81	82	82	78	82	80	83
East Coast	79	78	81	78	82	82	84	83	84	82
East Midlands Trains	76	76	77	82	81	82	83	85	84	84
First TransPennine Express	82	☆ 86	86	83	82	82	79	83	81	82
Virgin Trains	☆ 83	84	☆ 87	☆ 88	☆ 85	☆ 87	☆ 88	☆ 90	☆ 89	☆ 91
<b>Average Score</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>85</b>	<b>83</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>87</b>	<b>88</b>	<b>90</b>	<b>89</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst on board the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	81	80	84	84	82	84	81	85	84	84
East Coast	84	82	☆ 85	85	85	86	86	86	☆ 90	86
East Midlands Trains	79	79	79	84	83	82	85	85	86	84
First TransPennine Express	81	84	85	84	84	87	81	86	84	86
Virgin Trains	☆ 85	☆ 85	85	☆ 86	☆ 86	☆ 89	☆ 87	☆ 89	89	☆ 89
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the inside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	83	82	80	79	78	78	77	79	79	78
East Coast	80	82	83	84	83	82	85	82	85	85
East Midlands Trains	70	70	72	78	76	79	82	83	84	83
First TransPennine Express	83	86	87	86	☆ 87	84	85	86	86	86
Virgin Trains	☆ 87	☆ 88	☆ 88	☆ 87	86	☆ 88	☆ 86	☆ 89	☆ 90	☆ 90
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the outside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	79	79	80	78	76	76	77	78	79	74
East Coast	77	77	78	78	79	74	78	76	77	72
East Midlands Trains	64	64	69	67	73	69	75	74	77	71
First TransPennine Express	82	☆ 83	☆ 86	79	85	79	82	82	85	82
Virgin Trains	☆ 83	82	84	☆ 81	☆ 87	☆ 82	☆ 82	☆ 86	☆ 87	☆ 87
<b>Average Score</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>83</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>82</b>	<b>86</b>	<b>87</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	62	☆ 67	64	64	66	66	63	67	64	63
East Coast	64	63	67	68	67	☆ 68	☆ 70	☆ 72	☆ 72	71
East Midlands Trains	53	54	56	62	66	65	68	67	62	64
First TransPennine Express	59	67	68	66	66	64	64	67	66	69
Virgin Trains	☆ 66	66	☆ 70	☆ 69	☆ 70	68	68	70	68	☆ 71
<b>Average Score</b>	<b>61</b>	<b>64</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>66</b>	<b>68</b>	<b>66</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>66</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>70</b>	<b>68</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>71</b>

Non-franchised Train Operating Companies are excluded

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

## How well train company dealt with delays

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
CrossCountry	48	52	41	53	49	49	46	52	51	51
East Coast	☆ 61	☆ 62	☆ 56	☆ 61	☆ 62	52	☆ 56	☆ 63	☆ 69	62
East Midlands Trains	43	37	41	51	41	48	39	51	56	58
First TransPennine Express	39	38	42	46	52	48	53	55	49	53
Virgin Trains	50	54	54	51	57	☆ 56	55	54	60	☆ 64
<b>Average Score</b>	<b>48</b>	<b>50</b>	<b>46</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>50</b>	<b>55</b>	<b>56</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>56</b>	<b>63</b>	<b>69</b>	<b>64</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	86	87	86	88	87	87	84	88	88	88
Merseyrail	90	☆ 91	☆ 91	☆ 93	☆ 93	☆ 91	☆ 93	☆ 96	☆ 92	☆ 92
Northern Rail	82	80	82	82	82	83	83	80	80	76
ScotRail	☆ 90	89	90	90	86	86	89	89	90	90
<b>Average Score</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>86</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>91</b>	<b>93</b>	<b>96</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the station

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

Non-franchised Train Operating Companies are excluded

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

## Ticket buying facilities

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	61	71	76	70	76	75	80	75	81	78
Merseyrail	81	82	78	☆ 84	☆ 86	☆ 86	☆ 90	☆ 90	☆ 89	☆ 89
Northern Rail	76	77	75	74	74	73	73	74	78	77
ScotRail	☆ 87	☆ 83	☆ 83	84	79	78	82	80	84	80
<b>Average Score</b>	<b>80</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

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

## Provision of information about train times/platforms

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	74	80	80	79	78	79	80	81	81	83
Merseyrail	79	84	86	☆ 87	☆ 89	☆ 85	☆ 87	☆ 89	88	☆ 91
Northern Rail	79	78	83	81	80	77	81	80	83	84
ScotRail	☆ 84	☆ 84	☆ 86	84	86	85	86	86	☆ 89	88
<b>Average Score</b>	<b>80</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>85</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	56	58	60	57	64	63	63	66	66	69
Merseyrail	63	68	73	71	75	72	70	75	☆ 81	☆ 85
Northern Rail	68	68	70	68	69	68	69	71	75	76
ScotRail	☆ 79	☆ 80	☆ 80	☆ 78	☆ 82	☆ 77	☆ 78	☆ 77	80	79
<b>Average Score</b>	<b>70</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>77</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>77</b>	<b>78</b>	<b>77</b>	<b>81</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	58	62	65	62	67	68	63	68	68	70
Merseyrail	67	69	72	77	78	77	78	77	☆ 86	☆ 84
Northern Rail	70	71	74	68	73	70	71	72	80	78
ScotRail	☆ 80	☆ 83	☆ 84	☆ 82	☆ 86	☆ 81	☆ 84	☆ 82	81	83
<b>Average Score</b>	<b>72</b>	<b>74</b>	<b>76</b>	<b>74</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>76</b>	<b>80</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>81</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## The facilities and services at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	36	39	44	39	42	43	43	48	49	51
Merseyrail	43	39	43	55	48	43	48	☆ 53	☆ 62	☆ 57
Northern Rail	52	49	53	46	47	50	49	49	52	52
ScotRail	☆ 56	☆ 58	☆ 54	☆ 58	☆ 58	☆ 53	☆ 56	52	53	48
<b>Average Score</b>	<b>51</b>	<b>50</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>49</b>	<b>51</b>	<b>50</b>	<b>54</b>	<b>51</b>
<b>BEST IN CLASS</b>	<b>56</b>	<b>58</b>	<b>54</b>	<b>58</b>	<b>58</b>	<b>53</b>	<b>56</b>	<b>53</b>	<b>62</b>	<b>57</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	65	71	74	73	75	75	74	75	78	76
Merseyrail	75	76	☆ 85	☆ 82	☆ 86	☆ 82	☆ 85	☆ 81	☆ 88	☆ 87
Northern Rail	74	70	70	71	71	70	71	71	74	72
ScotRail	☆ 77	☆ 79	76	74	81	75	76	78	76	77
<b>Average Score</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>78</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>77</b>	<b>79</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>82</b>	<b>85</b>	<b>81</b>	<b>88</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	58	62	63	64	64	61	61	66	70	66
Merseyrail	66	67	☆ 73	☆ 75	☆ 77	☆ 70	70	☆ 73	☆ 82	☆ 83
Northern Rail	69	☆ 71	70	65	66	69	69	65	75	71
ScotRail	☆ 70	68	71	71	71	65	☆ 73	69	67	76
<b>Average Score</b>	<b>68</b>	<b>68</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>68</b>	<b>73</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>70</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>70</b>	<b>73</b>	<b>73</b>	<b>82</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

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

## Facilities for car parking

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	☆ 58	53	☆ 63	☆ 61	☆ 58	☆ 63	59	☆ 63	☆ 69	☆ 62
Merseyrail	57	☆ 54	56	57	45	48	51	49	64	61
Northern Rail	48	50	53	49	53	57	☆ 60	53	57	55
ScotRail	46	47	44	47	49	46	48	47	37	40
<b>Average Score</b>	<b>50</b>	<b>50</b>	<b>51</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>55</b>	<b>52</b>	<b>54</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>58</b>	<b>54</b>	<b>63</b>	<b>61</b>	<b>58</b>	<b>63</b>	<b>60</b>	<b>63</b>	<b>69</b>	<b>62</b>

Non-franchised Train Operating Companies are excluded

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

## Overall environment of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	57	58	62	58	61	62	63	66	66	68
Merseyrail	65	66	72	70	76	73	73	☆ 77	☆ 83	☆ 79
Northern Rail	67	67	70	65	66	65	66	67	73	70
ScotRail	☆ 76	☆ 79	☆ 77	☆ 75	☆ 79	☆ 74	☆ 78	75	76	74
<b>Average Score</b>	<b>69</b>	<b>70</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>71</b>	<b>75</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>74</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst using the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	55	59	63	63	60	62	67	67	66	70
Merseyrail	66	70	68	72	69	71	☆ 72	☆ 76	☆ 81	☆ 76
Northern Rail	66	64	66	62	60	64	65	67	70	66
ScotRail	☆ 69	☆ 75	☆ 73	☆ 72	☆ 74	☆ 71	71	74	71	73
<b>Average Score</b>	<b>66</b>	<b>68</b>	<b>69</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>	<b>71</b>	<b>72</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>69</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>72</b>	<b>76</b>	<b>81</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	46	54	57	54	57	56	58	57	60	65
Merseyrail	68	67	☆ 74	☆ 75	☆ 78	☆ 78	☆ 78	☆ 81	☆ 82	☆ 81
Northern Rail	60	58	61	57	59	58	57	61	58	58
ScotRail	☆ 69	☆ 69	68	65	63	63	63	66	63	70
<b>Average Score</b>	<b>63</b>	<b>63</b>	<b>66</b>	<b>62</b>	<b>63</b>	<b>63</b>	<b>63</b>	<b>66</b>	<b>64</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>69</b>	<b>69</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>81</b>	<b>82</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of shelter facilities

						Autumn 2012	Spring 2013
Arriva Trains Wales						72	70
Merseyrail						☆ 84	☆ 78
Northern Rail						70	69
ScotRail						82	74
<b>Average Score</b>						<b>76</b>	<b>72</b>
<b>BEST IN CLASS</b>						<b>84</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

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

## Availability of seating

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

Non-franchised Train Operating Companies are excluded

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

## How request to station staff was handled

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	83	☆ 89	☆ 88	84	88	88	90	☆ 89	86	92
Merseyrail	☆ 91	81	82	81	☆ 94	80	90	81	88	☆ 93
Northern Rail	83	83	85	☆ 86	90	☆ 89	89	84	90	84
ScotRail	88	89	83	84	77	86	☆ 92	89	☆ 91	88
<b>Average Score</b>	<b>86</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>90</b>	<b>86</b>	<b>90</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>89</b>	<b>88</b>	<b>86</b>	<b>94</b>	<b>89</b>	<b>92</b>	<b>89</b>	<b>91</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

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

## Overall satisfaction with the train

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

Non-franchised Train Operating Companies are excluded

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

## The frequency of the trains on that route

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	76	77	79	81	77	81	76	78	77	78
Merseyrail	☆ 89	☆ 92	☆ 94	☆ 94	☆ 95	☆ 91	☆ 95	☆ 97	☆ 94	☆ 93
Northern Rail	74	70	74	75	73	71	75	70	73	69
ScotRail	82	84	84	85	79	83	83	84	81	84
<b>Average Score</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>79</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>95</b>	<b>97</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	81	85	87	89	85	84	87	87	86	85
Merseyrail	88	☆ 94	☆ 92	☆ 95	☆ 90	☆ 93	☆ 95	☆ 94	☆ 92	☆ 91
Northern Rail	79	79	81	83	80	78	80	78	77	72
ScotRail	☆ 90	86	89	88	86	81	86	87	87	84
<b>Average Score</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>85</b>	<b>84</b>	<b>81</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>94</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>94</b>	<b>92</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	89	87	88	89	89	88	83	85	86	83
Merseyrail	☆ 94	☆ 94	☆ 94	☆ 96	☆ 96	☆ 94	☆ 97	☆ 97	☆ 96	☆ 97
Northern Rail	85	85	87	87	87	86	87	84	85	81
ScotRail	88	89	90	90	87	89	91	89	92	89
<b>Average Score</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>97</b>	<b>97</b>	<b>96</b>	<b>97</b>

Non-franchised Train Operating Companies are excluded

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

## Connections with other train services

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	71	77	74	77	80	78	77	77	80	82
Merseyrail	☆ 81	78	☆ 87	☆ 85	☆ 85	☆ 82	☆ 91	☆ 89	☆ 89	☆ 92
Northern Rail	71	69	74	72	76	78	78	73	73	72
ScotRail	74	☆ 78	75	78	80	78	77	79	70	75
<b>Average Score</b>	<b>74</b>	<b>74</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>76</b>	<b>78</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>78</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>91</b>	<b>89</b>	<b>89</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	61	☆ 60	☆ 62	☆ 66	64	60	59	56	55	54
Merseyrail	☆ 71	55	60	66	☆ 70	☆ 64	☆ 66	☆ 67	☆ 70	☆ 65
Northern Rail	62	54	59	60	64	58	60	50	57	54
ScotRail	62	55	58	61	57	56	59	51	52	49
<b>Average Score</b>	<b>63</b>	<b>55</b>	<b>59</b>	<b>62</b>	<b>63</b>	<b>58</b>	<b>61</b>	<b>54</b>	<b>57</b>	<b>53</b>
<b>BEST IN CLASS</b>	<b>71</b>	<b>60</b>	<b>62</b>	<b>66</b>	<b>70</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>70</b>	<b>65</b>

Non-franchised Train Operating Companies are excluded

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

## Cleanliness of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	76	78	73	75	76	75	75	78	79	78
Merseyrail	79	75	76	76	☆ 79	77	78	80	81	79
Northern Rail	58	57	61	59	62	59	62	57	62	60
ScotRail	☆ 80	☆ 80	☆ 82	☆ 77	77	☆ 79	☆ 82	☆ 84	☆ 83	☆ 84
<b>Average Score</b>	<b>71</b>	<b>71</b>	<b>73</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## Upkeep and repair of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	73	75	70	73	76	74	75	76	79	79
Merseyrail	☆ 83	☆ 80	80	☆ 78	☆ 84	☆ 80	80	83	80	81
Northern Rail	55	53	58	56	59	53	57	54	57	55
ScotRail	81	79	☆ 80	76	78	79	☆ 81	☆ 83	☆ 81	☆ 83
<b>Average Score</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>84</b>	<b>80</b>	<b>81</b>	<b>83</b>	<b>81</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

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

## The provision of information during the journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	61	65	63	69	67	67	65	66	66	66
Merseyrail	☆ 84	☆ 81	☆ 86	☆ 87	☆ 86	☆ 87	☆ 81	☆ 86	☆ 90	☆ 87
Northern Rail	54	57	59	58	57	59	58	56	60	59
ScotRail	76	77	78	75	77	72	76	80	74	77
<b>Average Score</b>	<b>69</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>69</b>	<b>70</b>	<b>71</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>81</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>87</b>	<b>81</b>	<b>86</b>	<b>90</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

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

## The helpfulness and attitude of staff on train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	☆ 76	☆ 79	75	☆ 82	☆ 82	☆ 79	79	☆ 81	☆ 82	☆ 82
Merseyrail	53	49	56	67	63	67	68	67	63	67
Northern Rail	73	70	72	72	73	76	72	71	71	73
ScotRail	75	79	☆ 83	77	81	79	☆ 79	81	79	76
<b>Average Score</b>	<b>72</b>	<b>72</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>79</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

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

## The space for luggage on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	61	63	56	61	64	57	60	59	☆ 66	63
Merseyrail	52	49	57	64	☆ 68	60	59	60	59	61
Northern Rail	56	55	54	55	55	55	56	57	57	56
ScotRail	☆ 62	☆ 64	☆ 63	☆ 65	63	☆ 63	☆ 65	☆ 69	65	☆ 65
<b>Average Score</b>	<b>58</b>	<b>59</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>60</b>	<b>62</b>	<b>61</b>	<b>60</b>
<b>BEST IN CLASS</b>	<b>62</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>63</b>	<b>65</b>	<b>69</b>	<b>66</b>	<b>65</b>

Non-franchised Train Operating Companies are excluded

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

## The toilet facilities on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	☆ 47	44	42	49	☆ 46	☆ 45	46	49	☆ 51	☆ 55
Merseyrail	19	12	20	19	17	9	14	10	21	17
Northern Rail	36	32	41	35	41	38	43	34	39	31
ScotRail	45	☆ 48	☆ 46	☆ 50	40	41	☆ 51	☆ 52	49	46
<b>Average Score</b>	<b>39</b>	<b>38</b>	<b>40</b>	<b>41</b>	<b>39</b>	<b>36</b>	<b>42</b>	<b>39</b>	<b>42</b>	<b>38</b>
<b>BEST IN CLASS</b>	<b>47</b>	<b>48</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>45</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	☆ 74	76	71	73	74	70	72	71	73	73
Merseyrail	72	72	76	78	☆ 82	☆ 79	☆ 78	☆ 81	☆ 80	79
Northern Rail	69	69	67	70	68	65	65	66	71	66
ScotRail	73	☆ 76	☆ 77	☆ 78	72	69	77	77	79	☆ 80
<b>Average Score</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>73</b>	<b>75</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>78</b>	<b>81</b>	<b>80</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## The comfort of the seating area on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	74	77	72	76	74	74	76	77	76	78
Merseyrail	☆ 80	☆ 79	79	☆ 80	☆ 82	76	76	☆ 81	80	☆ 81
Northern Rail	62	60	64	63	64	58	62	60	65	62
ScotRail	77	78	☆ 81	77	75	☆ 77	☆ 82	80	☆ 82	78
<b>Average Score</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>72</b>	<b>72</b>	<b>69</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

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

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	83	83	82	81	82	84	83	82	84	85
Merseyrail	☆ 86	86	88	☆ 90	☆ 90	☆ 86	87	☆ 90	☆ 90	☆ 90
Northern Rail	80	77	79	80	77	78	78	77	81	77
ScotRail	85	☆ 88	☆ 89	88	84	86	☆ 89	87	88	85
<b>Average Score</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>85</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

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

## Your personal security whilst on board the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	77	79	79	79	☆ 82	82	82	83	81	☆ 86
Merseyrail	73	74	75	77	79	79	77	80	☆ 83	78
Northern Rail	77	74	75	76	75	76	79	76	79	73
ScotRail	☆ 82	☆ 86	☆ 82	☆ 84	82	☆ 83	☆ 86	☆ 87	80	83
<b>Average Score</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>81</b>	<b>81</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>86</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>86</b>	<b>87</b>	<b>83</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the inside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	72	78	74	75	78	76	75	78	80	78
Merseyrail	78	75	77	76	☆ 78	78	79	80	80	81
Northern Rail	58	57	61	60	64	56	62	58	63	60
ScotRail	☆ 80	☆ 80	☆ 83	☆ 78	76	☆ 80	☆ 84	☆ 84	☆ 82	☆ 84
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>73</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>80</b>	<b>83</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

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

## The cleanliness of the outside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	70	☆ 74	70	66	68	64	69	69	74	70
Merseyrail	68	66	71	65	65	56	71	67	71	70
Northern Rail	58	51	62	49	60	48	62	47	61	49
ScotRail	☆ 74	73	☆ 76	☆ 68	☆ 75	☆ 70	☆ 76	☆ 77	☆ 81	☆ 80
<b>Average Score</b>	<b>67</b>	<b>64</b>	<b>69</b>	<b>60</b>	<b>66</b>	<b>58</b>	<b>69</b>	<b>62</b>	<b>70</b>	<b>65</b>
<b>BEST IN CLASS</b>	<b>74</b>	<b>74</b>	<b>76</b>	<b>68</b>	<b>75</b>	<b>70</b>	<b>76</b>	<b>77</b>	<b>81</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

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

## The availability of staff on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	65	☆ 70	64	☆ 72	☆ 71	☆ 67	70	71	☆ 70	☆ 73
Merseyrail	33	33	37	48	46	51	45	48	45	50
Northern Rail	59	57	59	60	61	62	57	60	58	55
ScotRail	☆ 67	69	☆ 69	70	67	65	☆ 71	☆ 72	65	69
<b>Average Score</b>	<b>59</b>	<b>59</b>	<b>60</b>	<b>63</b>	<b>62</b>	<b>62</b>	<b>61</b>	<b>63</b>	<b>60</b>	<b>61</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>

Non-franchised Train Operating Companies are excluded

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

## How well train company dealt with delays

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	Autumn 2012	Spring 2013
Arriva Trains Wales	41	☆ 44	32	40	37	43	45	☆ 40	42	38
Merseyrail	23	35	☆ 52	☆ 42	☆ 47	☆ 49	☆ 50	29	☆ 43	41
Northern Rail	34	35	36	36	45	35	43	33	39	29
ScotRail	☆ 42	35	47	40	44	34	34	38	40	☆ 43
<b>Average Score</b>	<b>36</b>	<b>36</b>	<b>41</b>	<b>38</b>	<b>44</b>	<b>37</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>35</b>
<b>BEST IN CLASS</b>	<b>42</b>	<b>44</b>	<b>52</b>	<b>42</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>40</b>	<b>43</b>	<b>43</b>

Non-franchised Train Operating Companies are excluded

## The following reports are produced each wave:

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



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