



National Passenger Survey
Autumn 2011 Main Report



Who are Passenger Focus?

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

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

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

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

What is Passenger Focus doing for me?

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

Campaigning for improvements

- We gather research and information, like the National Passenger Survey, where over 60,000 rail passengers have given us their views about their journey in 2011, so we understand the issues that matter to you
- We work with government and the industry to ensure that the passenger voice is heard when making decisions about the future

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

Resolving complaints with rail companies

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

Contents

1 Introduction

1.1	Background	3
1.2	National Passenger Survey Statement of Compliance with Official Statistics	4
1.3	Methodology	5
1.4	Issues affecting the Autumn 2011 survey	6
1.5	Other comments and contacts	7

2 Key results

2.1	Autumn 2011 wave	9
2.2	National and sector results	10

3 Individual train company results

3.1	Overall satisfaction	15
3.2	The value for money for the price of your ticket	16
3.3	Punctuality and reliability of the train	17
3.4	Sufficient room for all the passengers to sit/stand	18
3.5	Overall satisfaction with the station	19
3.6	How well the train company dealt with delays	20
3.7	London and South East operators	21
3.8	Long distance operators	33
3.9	Regional operators	40

4 Individual train company results by route

4.1	Overall satisfaction	46
4.2	The value for money for the price of your ticket	47
4.3	Punctuality and reliability of the train	48
4.4	Sufficient room for all the passengers to sit/stand	49
4.5	Overall satisfaction with the station	50
4.6	How routes are defined	51

5 National results by journey purpose, age and gender

5.1	Journey purpose	56
5.2	Age	57
5.3	Gender	58

6 Guest table

6.1	Mobile phone reception/coverage whilst making rail journeys	59
-----	---	----

7 Technical appendix

7.1	Appendix	61
7.2	Rail sectors	62

Introduction

Background

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 31 specific aspects of service can therefore be compared over time.

Main fieldwork took place between 1 September and 18 November 2011. Top up shifts were run within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual Train Operating Company (TOC) in chapter 3. Ratings are also provided for each sector i.e. London and the South East, long distance, and regional operators (chapter 2). We also include some tables showing passenger ratings for certain specific aspects

of service for all TOCs on one page (in chapter 3), and results for routes within TOCs (chapter 4). Chapter 5 shows national results by journey purpose, age and gender. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter 2).

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

National Passenger Survey Statement of Compliance with Official Statistics

Quality management

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

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

Confidentiality and access to statistical data

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

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

Pre-release access

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

Revisions and errors

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

Errors

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

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

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

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

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

Waiver

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

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

Methodology

The survey is conducted across the entire franchised railway, and in autumn 2011 on four non-franchised train operating companies (TOCs). In both Spring and Autumn of each year self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data are weighted to help ensure the sample accurately represents passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

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

To provide a benchmark, three different types of train operator have been identified (using standard industry

definitions); these are long distance, London and the South East, and regional operators.

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

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

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

With changes to the specification of the boundaries of TOCs, 'sector' definitions have become less straightforward and meaningful as TOC boundaries increasingly do not relate to the traditional sectors. Passenger Focus is considering whether to make changes to the 'sector reporting' and following consultation with stakeholders, may make some changes to these in the near future.

Issues affecting the Autumn 2011 survey

Autumn 2011 (wave 25) main fieldwork was undertaken between 1 September and 18 November 2011. Top up interviews were run within the last three weeks of the fieldwork period.

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

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.

Shifts were aborted if a station only had a replacement

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

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

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

Other comments

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

For ease of use, National Passenger Survey (NPS) data are reported without decimal places; however, changes from wave to wave are calculated using three decimal places. 'Rounding' of the data means that results may appear to differ by one per cent to the published results. For example 84.6 is reported as '85' and 83.2 is reported as '83'; the apparent reported difference is 2, however the actual difference is 1.4 and will therefore be published as '1'.

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2010 or Spring 2011. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than 5% chance that the change observed is 'not real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2011 survey the main comparison is against the Autumn 2010 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors at some TOCs. If so, quite large percentage changes may not be significant.

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

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

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

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

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

The overall sample size for the Autumn 2011 survey was 30,590 for all the train companies combined (27,960 for the franchised companies).

Contacts

Media enquiries

0300 123 0847

Content/presentation/methodology enquiries

0300 123 0837

Key results

Autumn 2011 wave

- Nationally the percentage of passengers satisfied with their journey overall was 84%. This is not significantly different compared to Autumn 2010 (when 84% of passengers were satisfied). 84% of passengers were also satisfied overall with their journey in Spring 2011.
- Overall satisfaction by individual routes within TOCs varied between 72% and 95%.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 81%. This is not significantly different compared to Autumn 2010 when 82% were satisfied.
- The percentage of passengers satisfied with most train and station factors at a national level was mostly unchanged compared to Autumn 2010. But satisfaction with six service areas improved and one declined (value for money). The improvements included overall satisfaction with the station, ticket buying facilities and cleanliness of the inside of the train.
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 46%. This was significantly down compared to Autumn 2010 when 49% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand was not significantly different with 68% satisfied (68% also in Autumn 2010).
- For London and the South East operators 83% of passengers were very or fairly satisfied overall, not significantly different compared to Autumn 2010 (when it was also 83%). The percentage of passengers satisfied with most train and station factors was generally up or not significantly different compared to Autumn 2010. Satisfaction improved for six factors, which included overall station satisfaction and cleanliness of the inside of the train. Satisfaction for one factor declined, value for money (-3%).
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 86%. This was significantly down compared to Autumn 2010 (when it was 87% satisfied). Passenger satisfaction for the various train and station factors was mostly unchanged compared to Autumn 2010, but satisfaction improved for three factors and declined for three. Improvements included satisfaction with facilities for car parking (+5%), but satisfaction with punctuality/reliability and value for money both declined by 3%.
- For regional operators 87% of passengers were very or fairly satisfied with their journey overall, not significantly differently compared to Autumn 2010, when 86% were satisfied. Passenger satisfaction was not significantly different for any station or train factors compared to Autumn 2010.
- Comparing the percentage of passengers satisfied for individual train operating companies with Autumn 2010, two significantly improved (First Capital Connect and London Overground) and two declined (South West Trains and First Hull Trains). Nineteen TOCs have had no statistically significant change in their overall satisfaction results compared with Autumn 2010.
- The lowest ratings for overall satisfaction were given to National Express East Anglia (77%), First Capital Connect (80%), CrossCountry (82%), Southeastern (83%), Southern (83%), Northern Rail (83%) and First Great Western (83%).
- The highest ratings for overall satisfaction were achieved by Grand Central (95%), Heathrow Express (93%), Merseyrail (93%), London Overground (92%) and Heathrow Connect (92%).
- Satisfaction with value for money by individual routes within TOCs varied between 27% and 80%.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 68% and 97%.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 53% and 95%.

Improved ↑
 Unchanged =
 Declined ↓

National total

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010				
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 27960								
Overall satisfaction	27505	84	10	6	1	=	1	=
STATION FACILITIES								
Overall satisfaction with the station	27398	78	16	6	2	↑	2	↑
Ticket buying facilities	14534	74	13	14	1	=	2	↑
Provision of information about train times/platforms	26266	81	11	8	2	↑	0	=
The upkeep/repair of the station buildings/platforms	26353	67	20	13	2	↑	1	=
Cleanliness	26387	72	18	10	2	↑	1	=
The facilities and services	22560	51	21	28	1	=	0	=
The attitudes and helpfulness of the staff	19901	71	20	10	1	=	-1	=
Connections with other forms of public transport	19300	73	16	11	0	=	-1	=
Facilities for car parking	11023	51	18	31	2	↑	2	↑
Overall environment	26811	68	21	11	3	↑	1	=
Your personal security whilst using	23905	67	27	6	1	=	2	↑
The availability of staff	22935	59	23	19	1	=	-1	=
How request to station staff was handled	4639	86	6	8	2	↑	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	26836	78	8	13	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	27226	81	7	11	1	=	-1	=
The length of time the journey was scheduled to take (speed)	27029	85	9	6	0	=	0	=
Connections with other train services	15938	76	17	7	0	=	0	=
The value for money for the price of your ticket	25946	46	20	34	2	↑	-3	↓
Upkeep and repair of the train	27141	75	15	10	2	↑	1	=
The provision of information during the journey	24666	70	20	11	0	=	0	=
The helpfulness and attitude of staff on train	16690	64	27	9	0	=	-1	=
The space for luggage	21449	54	22	24	0	=	0	=
The toilet facilities	12016	38	23	39	2	↑	0	=
Sufficient room for all passengers to sit/stand	26591	68	14	18	1	=	0	=
The comfort of the seating area	26508	72	17	11	2	↑	0	=
The ease of being able to get on and off	27029	81	13	7	1	=	0	=
Your personal security on board	25455	77	20	3	1	↑	1	=
The cleanliness of the inside	27313	75	15	10	2	↑	2	↑
The cleanliness of the outside	23464	73	20	7	6	↑	2	↑
The availability of staff	20432	46	29	25	1	=	0	=
How well train company deals with delays	4679	38	37	25	3	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

London and South East

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 17398								
Overall satisfaction	17116	83	11	6	1	=	1	=
STATION FACILITIES								
Overall satisfaction with the station	17049	77	16	6	3	↑	2	↑
Ticket buying facilities	9644	72	14	14	1	=	2	=
Provision of information about train times/platforms	16360	80	11	8	2	↑	0	=
The upkeep/repair of the station buildings/platforms	16385	65	21	13	3	↑	2	↑
Cleanliness	16441	71	19	10	2	↑	1	=
The facilities and services	13904	49	22	29	1	=	0	=
The attitudes and helpfulness of the staff	12491	69	21	10	0	=	-1	=
Connections with other forms of public transport	12602	74	16	10	0	=	-1	=
Facilities for car parking	6661	49	19	33	2	=	2	=
Overall environment	16684	67	22	11	3	↑	2	↑
Your personal security whilst using	14988	66	28	6	1	=	2	↑
The availability of staff	14451	57	24	19	1	=	0	=
How request to station staff was handled	2715	85	6	8	3	↑	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	16830	77	9	14	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	16953	80	8	12	1	=	-1	=
The length of time the journey was scheduled to take (speed)	16805	83	10	7	0	=	-1	=
Connections with other train services	10187	75	17	7	0	=	0	=
The value for money for the price of your ticket	16045	42	21	37	2	↑	-3	↓
Upkeep and repair of the train	16902	75	16	10	2	↑	1	=
The provision of information during the journey	15297	69	20	11	1	=	0	=
The helpfulness and attitude of staff on train	8739	57	31	11	0	=	-1	=
The space for luggage	13041	52	23	25	0	=	0	=
The toilet facilities	6855	35	24	41	1	=	0	=
Sufficient room for all passengers to sit/stand	16551	67	15	19	1	=	0	=
The comfort of the seating area	16509	71	18	11	2	↑	0	=
The ease of being able to get on and off	16834	80	13	7	1	=	0	=
Your personal security on board	15818	75	21	4	1	↑	1	=
The cleanliness of the inside	16998	75	15	10	2	↑	2	↑
The cleanliness of the outside	14769	74	20	7	5	↑	2	↑
The availability of staff	11635	39	31	30	2	=	1	=
How well train company deals with delays	2818	36	38	26	3	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

Long distance

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 5700								
Overall satisfaction	5624	86	8	7	-2	↓	-2	↓
STATION FACILITIES								
Overall satisfaction with the station	5603	81	13	5	1	=	0	=
Ticket buying facilities	2253	84	9	7	4	↑	2	=
Provision of information about train times/platforms	5390	86	8	5	0	=	1	=
The upkeep/repair of the station buildings/platforms	5402	73	18	10	0	=	0	=
Cleanliness	5413	77	16	7	1	=	0	=
The facilities and services	4828	65	18	17	2	=	2	↑
The attitudes and helpfulness of the staff	3918	77	18	6	1	=	-2	=
Connections with other forms of public transport	3610	74	15	11	-2	=	-3	↓
Facilities for car parking	1977	62	16	22	5	↑	5	↑
Overall environment	5488	74	17	9	1	=	-1	=
Your personal security whilst using	4787	74	23	3	1	=	-1	=
The availability of staff	4541	66	22	12	1	=	-1	=
How request to station staff was handled	1187	87	6	8	-1	=	-2	=
TRAIN FACILITIES								
The frequency of the trains on that route	5407	84	8	8	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	5547	83	6	11	-4	↓	-3	↓
The length of time the journey was scheduled to take (speed)	5536	88	7	5	0	=	-1	=
Connections with other train services	3042	79	13	8	-1	=	-1	=
The value for money for the price of your ticket	5414	56	18	26	0	=	-3	↓
Upkeep and repair of the train	5552	84	11	5	0	=	0	=
The provision of information during the journey	5126	76	17	6	-1	=	-1	=
The helpfulness and attitude of staff on train	4222	79	17	4	-1	=	0	=
The space for luggage	4638	53	19	28	-2	=	3	↑
The toilet facilities	3017	52	21	27	1	=	0	=
Sufficient room for all passengers to sit/stand	5426	70	13	17	-2	=	0	=
The comfort of the seating area	5397	79	13	8	1	=	1	=
The ease of being able to get on and off	5518	82	12	6	-1	=	0	=
Your personal security on board	5204	84	14	2	-1	=	0	=
The cleanliness of the inside	5577	82	11	7	1	=	1	=
The cleanliness of the outside	4646	79	17	4	3	↑	-1	=
The availability of staff	4690	66	24	10	0	=	-1	=
How well train company deals with delays	1257	50	31	19	-1	=	-2	=




Improved ↑
 Unchanged =
 Declined ↓














































Regional

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010			
Overall sample size 4862	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change	
Overall satisfaction	4765	87	9	4	1	=	1	=	
STATION FACILITIES									
Overall satisfaction with the station	4746	80	14	6	3	↑	1	=	
Ticket buying facilities	2637	80	8	12	3	=	2	=	
Provision of information about train times/platforms	4516	83	9	8	2	=	0	=	
The upkeep/repair of the station buildings/platforms	4566	71	17	11	0	=	-2	=	
Cleanliness	4533	76	15	10	1	=	-2	=	
The facilities and services	3828	51	18	31	2	=	1	=	
The attitudes and helpfulness of the staff	3492	76	15	10	1	=	-2	=	
Connections with other forms of public transport	3088	70	15	15	2	=	0	=	
Facilities for car parking	2385	55	16	29	2	=	4	=	
Overall environment	4639	71	19	10	2	=	-1	=	
Your personal security whilst using	4130	68	24	8	1	=	2	=	
The availability of staff	3943	63	18	19	0	=	-1	=	
How request to station staff was handled	737	90	5	4	3	=	4	=	
TRAIN FACILITIES									
The frequency of the trains on that route	4599	81	7	12	1	=	2	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	4726	86	6	8	3	↑	1	=	
The length of time the journey was scheduled to take (speed)	4688	90	7	4	1	=	1	=	
Connections with other train services	2709	80	15	5	1	=	1	=	
The value for money for the price of your ticket	4487	61	17	22	2	=	-2	=	
Upkeep and repair of the train	4687	71	16	13	3	=	-1	=	
The provision of information during the journey	4243	69	21	11	-1	=	-1	=	
The helpfulness and attitude of staff on train	3729	75	20	5	-1	=	0	=	
The space for luggage	3770	60	18	22	1	=	-1	=	
The toilet facilities	2144	42	21	38	6	↑	3	=	
Sufficient room for all passengers to sit/stand	4614	72	13	16	2	=	0	=	
The comfort of the seating area	4602	72	16	12	3	↑	0	=	
The ease of being able to get on and off	4677	83	11	6	1	=	1	=	
Your personal security on board	4433	81	17	2	2	=	3	=	
The cleanliness of the inside	4738	73	15	12	4	↑	2	=	
The cleanliness of the outside	4049	69	22	9	11	↑	3	=	
The availability of staff	4107	61	25	14	-1	=	-1	=	
How well train company deals with delays	604	41	37	22	5	=	-3	=	




Individual train company results

Overall satisfaction

Improved 
 Unchanged 
 Declined 




	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1509	84	11	5	-3		-2	
c2c	1021	91	7	3	0		0	
Chiltern Railways	1116	88	7	4	0		-2	
CrossCountry	1301	82	10	8	-3		-2	
East Coast	1125	87	6	7	0		-2	
East Midlands Trains	1015	87	8	5	1		-1	
First Capital Connect	1848	80	14	6	2		4	
First Great Western	2908	83	10	7	2		1	
First Hull Trains	506	88	6	6	-6		-5	
First TransPennine Express	1096	84	8	8	-5		-3	
Grand Central	894	95	3	3			0	
Heathrow Connect	562	92	5	3	3		0	
Heathrow Express	591	93	5	1	-1		1	
London Midland	1116	85	10	5	2		-1	
London Overground	1220	92	6	1	3		7	
Merseyrail	538	93	5	2	2		0	
National Express East Anglia	2165	77	15	8	-1		-2	
Northern Rail	1352	83	11	6	0		1	
ScotRail	1366	89	7	4	3		3	
South West Trains	2076	84	10	6	-1		-3	
Southeastern	1545	83	11	7	1		3	
Southern	2101	83	10	7	0		0	
Virgin Trains	1087	89	6	5	-1		-2	














































The value for money for the price of your ticket

Improved 
 Unchanged 
 Declined 




	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1445	59	17	25	-2	=	-5	=
c2c	960	43	23	34	0	=	-4	=
Chiltern Railways	1082	51	21	29	2	=	-4	=
CrossCountry	1267	52	20	28	-1	=	-2	=
East Coast	1085	57	20	23	-1	=	-3	=
East Midlands Trains	978	52	17	30	1	=	-5	=
First Capital Connect	1715	38	21	41	7	↑	1	=
First Great Western	2812	53	20	28	4	↑	-3	=
First Hull Trains	490	62	18	21	-1	=	-4	=
First TransPennine Express	1038	59	17	24	-1	=	0	=
Grand Central	860	78	12	10			4	=
Heathrow Connect	499	58	22	20	3	=	-7	=
Heathrow Express	583	37	26	37	0	=	-4	=
London Midland	1016	52	20	28	-1	=	-4	=
London Overground	1070	54	23	24	1	=	-6	=
Merseyrail	431	66	18	16	2	=	-5	=
National Express East Anglia	2027	33	20	47	-2	=	-2	=
Northern Rail	1279	60	16	24	3	=	-4	=
ScotRail	1332	59	19	22	3	=	2	=
South West Trains	1971	38	20	42	1	=	-5	↓
Southeastern	1417	36	23	41	4	=	-3	=
Southern	1975	42	23	35	3	=	-1	=
Virgin Trains	1046	59	15	26	1	=	-5	↓














































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

Improved 
 Unchanged 
 Declined 

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1496	87	6	7	3		2	
c2c	1005	92	5	2	0		-2	
Chiltern Railways	1117	82	7	11	-6		-9	
CrossCountry	1293	79	7	14	-5		-4	
East Coast	1105	78	7	15	-6		-5	
East Midlands Trains	994	88	6	7	1		0	
First Capital Connect	1835	77	8	16	2		6	
First Great Western	2881	79	7	14	2		0	
First Hull Trains	506	85	4	11	-4		-4	
First TransPennine Express	1083	84	7	10	-4		-1	
Grand Central	877	91	5	3			1	
Heathrow Connect	558	91	4	5	3		-3	
Heathrow Express	583	94	3	3	-3		-1	
London Midland	1110	78	8	14	3		-2	
London Overground	1210	83	7	9	5		8	
Merseyrail	537	95	2	3	2		5	
National Express East Anglia	2129	77	9	14	2		-3	
Northern Rail	1330	80	8	11	2		1	
ScotRail	1363	86	5	8	6		0	
South West Trains	2057	84	7	9	-2		-6	
Southeastern	1536	80	9	11	2		1	
Southern	2073	78	8	14	0		-2	
Virgin Trains	1072	85	6	9	-6		-4	

Sufficient room for all the passengers to sit/stand

Improved 
 Unchanged 
 Declined 

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1456	72	15	13	2		-1	
c2c	988	65	15	21	3		-1	
Chiltern Railways	1083	77	11	12	3		0	
CrossCountry	1264	64	15	21	-6		-2	
East Coast	1070	79	11	10	2		3	
East Midlands Trains	987	76	13	11	4		2	
First Capital Connect	1802	60	17	23	1		0	
First Great Western	2820	68	13	19	-2		-1	
First Hull Trains	492	89	7	4	-2		0	
First TransPennine Express	1056	62	13	25	-2		0	
Grand Central	871	94	4	2			-1	
Heathrow Connect	548	90	8	2	1		-1	
Heathrow Express	574	90	8	3	3		1	
London Midland	1070	66	15	18	-4		-8	
London Overground	1192	80	11	9	4		12	
Merseyrail	519	78	12	10	-1		-4	
National Express East Anglia	2059	67	15	18	6		3	
Northern Rail	1317	65	14	22	0		-3	
ScotRail	1322	77	11	12	8		5	
South West Trains	2003	67	15	18	-2		-4	
Southeastern	1491	63	15	22	0		1	
Southern	2043	66	15	20	-2		-2	
Virgin Trains	1049	71	16	13	-6		-3	

Overall satisfaction with the station

Improved ↑
 Unchanged =
 Declined ↓

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1499	72	18	11	-4	=	-1	=
c2c	1011	86	10	4	3	=	6	↑
Chiltern Railways	1118	90	8	2	5	↑	5	↑
CrossCountry	1303	80	13	7	3	=	1	=
East Coast	1120	76	14	9	0	=	-2	=
East Midlands Trains	1010	83	13	4	1	=	-2	=
First Capital Connect	1845	76	17	7	7	↑	6	↑
First Great Western	2900	77	17	7	3	↑	1	=
First Hull Trains	512	79	14	7	6	↑	-3	=
First TransPennine Express	1089	85	11	4	-1	=	0	=
Grand Central	891	76	15	9			2	=
Heathrow Connect	559	80	14	6	1	=	-2	=
Heathrow Express	596	88	10	2	0	=	3	=
London Midland	1111	76	17	8	-1	=	-3	=
London Overground	1218	81	14	5	2	=	7	↑
Merseyrail	537	84	13	2	4	=	-1	=
National Express East Anglia	2152	74	18	8	0	=	2	=
Northern Rail	1337	76	15	9	3	=	2	=
ScotRail	1373	85	11	4	4	=	3	=
South West Trains	2060	74	19	7	0	=	-4	↓
Southeastern	1552	78	15	7	3	=	3	=
Southern	2082	78	16	6	5	↑	4	↑
Virgin Trains	1081	82	14	4	0	=	2	=

How well the train company dealt with delays

Improved ↑
Unchanged =
Declined ↓

	Autumn 2011			Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	229	45	30	25	2	=	8	=
c2c	53	40	32	28	-10	=	-9	=
Chiltern Railways	240	39	35	26	-7	=	-12	↓
CrossCountry	345	46	35	19	-3	=	-3	=
East Coast	292	56	26	18	4	=	-6	=
East Midlands Trains	140	39	32	30	-10	=	-3	=
First Capital Connect	383	33	41	27	8	=	-1	=
First Great Western	658	45	35	21	2	=	3	=
First Hull Trains	<50	-	-	-	-	↓	-	↓
First TransPennine Express	218	53	29	18	5	=	1	=
Grand Central	135	69	22	8	-	-	0	=
Heathrow Connect	<50	-	-	-	-	=	-	=
Heathrow Express	<50	-	-	-	-	=	-	=
London Midland	221	41	34	26	9	=	0	=
London Overground	132	42	42	16	-7	=	15	=
Merseyrail	<50	-	-	-	-	=	-	=
National Express East Anglia	309	32	35	32	4	=	-8	=
Northern Rail	202	43	35	22	8	=	-1	=
ScotRail	138	34	45	22	0	=	-11	=
South West Trains	259	41	43	17	8	=	1	=
Southeastern	190	26	31	43	2	=	-8	=
Southern	373	35	40	25	1	=	0	=
Virgin Trains	262	55	31	14	0	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

c2c

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1031										
Overall satisfaction	1021	91	7	3	83	0	=	0	=	
STATION FACILITIES										
Overall satisfaction with the station	1011	86	10	4	77	3	=	6	↑	
Ticket buying facilities	655	77	13	10	72	0	=	1	=	
Provision of information about train times/platforms	965	87	9	4	80	1	=	1	=	
The upkeep/repair of the station buildings/platforms	977	72	20	9	65	1	=	-1	=	
Cleanliness	963	77	15	8	71	-1	=	-3	=	
The facilities and services	848	55	23	23	49	2	=	3	=	
The attitudes and helpfulness of the staff	820	75	17	8	69	1	=	-1	=	
Connections with other forms of public transport	807	70	17	13	74	-2	=	1	=	
Facilities for car parking	483	52	16	32	49	-1	=	-3	=	
Overall environment	982	74	20	6	67	2	=	2	=	
Your personal security whilst using	913	66	26	7	66	1	=	1	=	
The availability of staff	908	66	24	10	57	0	=	0	=	
How request to station staff was handled	98	89	3	8	85	6	=	10	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1013	84	7	9	77	-2	=	-1	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1005	92	5	2	80	0	=	-2	=	
The length of time the journey was scheduled to take (speed)	997	90	7	3	83	-3	↓	-1	=	
Connections with other train services	626	79	15	6	75	1	=	-1	=	
The value for money for the price of your ticket	960	43	23	34	42	0	=	-4	=	
Upkeep and repair of the train	1006	92	6	2	75	2	=	-1	=	
The provision of information during the journey	922	83	11	5	69	3	=	4	↑	
The helpfulness and attitude of staff on train	387	33	46	21	57	-3	=	0	=	
The space for luggage	766	50	25	25	52	2	=	-1	=	
The toilet facilities	499	53	25	23	35	-2	=	3	=	
Sufficient room for all passengers to sit/stand	988	65	15	21	67	3	=	-1	=	
The comfort of the seating area	985	80	13	7	71	1	=	-3	=	
The ease of being able to get on and off	1003	85	10	5	80	1	=	0	=	
Your personal security on board	943	74	20	5	75	2	=	0	=	
The cleanliness of the inside	1009	91	6	3	75	2	=	0	=	
The cleanliness of the outside	923	90	8	2	74	4	↑	2	=	
The availability of staff	588	20	40	40	39	-2	=	2	=	
How well train company deals with delays	53	40	32	28	36	-10	=	-9	=	

Improved ↑
 Unchanged =
 Declined ↓

Chiltern Railways

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1139									
Overall satisfaction	1116	88	7	4	83	0	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1118	90	8	2	77	5	↑	5	↑
Ticket buying facilities	657	84	10	6	72	2	=	3	=
Provision of information about train times/platforms	1097	83	10	7	80	0	=	-1	=
The upkeep/repair of the station buildings/platforms	1085	84	12	4	65	7	↑	7	↑
Cleanliness	1093	88	8	4	71	7	↑	5	↑
The facilities and services	967	69	18	13	49	6	↑	4	=
The attitudes and helpfulness of the staff	828	77	16	7	69	-2	=	2	=
Connections with other forms of public transport	817	74	17	9	74	0	=	1	=
Facilities for car parking	501	69	15	17	49	2	=	0	=
Overall environment	1104	85	12	3	67	7	↑	6	↑
Your personal security whilst using	999	79	19	2	66	3	=	5	↑
The availability of staff	938	67	21	12	57	2	=	3	=
How request to station staff was handled	186	89	6	5	85	3	=	2	=
TRAIN FACILITIES									
The frequency of the trains on that route	1109	80	9	11	77	-1	=	-4	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1117	82	7	11	80	-6	↓	-9	↓
The length of time the journey was scheduled to take (speed)	1106	87	8	5	83	4	↑	2	=
Connections with other train services	550	76	18	6	75	5	=	4	=
The value for money for the price of your ticket	1082	51	21	29	42	2	=	-4	=
Upkeep and repair of the train	1114	89	8	3	75	4	↑	6	↑
The provision of information during the journey	973	77	15	8	69	4	=	4	↑
The helpfulness and attitude of staff on train	478	62	28	10	57	4	=	2	=
The space for luggage	824	60	21	19	52	4	=	4	=
The toilet facilities	413	51	28	21	35	-4	=	-3	=
Sufficient room for all passengers to sit/stand	1083	77	11	12	67	3	=	0	=
The comfort of the seating area	1092	82	12	6	71	5	↑	4	=
The ease of being able to get on and off	1103	89	8	3	80	1	=	-1	=
Your personal security on board	1023	86	13	1	75	3	=	0	=
The cleanliness of the inside	1114	87	9	4	75	2	=	3	=
The cleanliness of the outside	945	85	12	3	74	6	↑	3	=
The availability of staff	637	39	37	24	39	0	=	1	=
How well train company deals with delays	240	39	35	26	36	-7	=	-12	↓

Improved ↑
 Unchanged =
 Declined ↓

First Capital Connect

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1880									
Overall satisfaction	1848	80	14	6	83	2	=	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1845	76	17	7	77	7	↑	6	↑
Ticket buying facilities	1108	68	16	16	72	3	=	-1	=
Provision of information about train times/platforms	1783	77	13	11	80	4	↑	3	=
The upkeep/repair of the station buildings/platforms	1770	63	22	14	65	3	=	6	↑
Cleanliness	1788	70	19	11	71	2	=	4	=
The facilities and services	1505	50	22	28	49	6	↑	4	=
The attitudes and helpfulness of the staff	1398	66	25	9	69	0	=	2	=
Connections with other forms of public transport	1399	73	15	12	74	2	=	3	=
Facilities for car parking	778	45	18	36	49	0	=	1	=
Overall environment	1811	64	23	13	67	7	↑	3	=
Your personal security whilst using	1643	65	29	6	66	6	↑	4	=
The availability of staff	1599	55	24	21	57	6	↑	1	=
How request to station staff was handled	288	85	6	9	85	7	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1833	76	10	14	77	3	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1835	77	8	16	80	2	=	6	↑
The length of time the journey was scheduled to take (speed)	1816	83	10	7	83	-1	=	1	=
Connections with other train services	1172	76	17	7	75	1	=	0	=
The value for money for the price of your ticket	1715	38	21	41	42	7	↑	1	=
Upkeep and repair of the train	1822	63	20	17	75	3	=	2	=
The provision of information during the journey	1589	47	28	25	69	0	=	1	=
The helpfulness and attitude of staff on train	672	32	46	22	57	2	=	-3	=
The space for luggage	1422	44	27	29	52	-3	=	0	=
The toilet facilities	664	25	25	49	35	-1	=	2	=
Sufficient room for all passengers to sit/stand	1802	60	17	23	67	1	=	0	=
The comfort of the seating area	1781	62	23	16	71	-1	=	1	=
The ease of being able to get on and off	1833	74	17	9	80	-1	=	0	=
Your personal security on board	1701	68	26	6	75	0	=	1	=
The cleanliness of the inside	1830	65	21	14	75	1	=	3	=
The cleanliness of the outside	1598	60	26	14	74	7	↑	4	=
The availability of staff	1110	14	31	55	39	2	=	1	=
How well train company deals with delays	383	33	41	27	36	8	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

First Great Western

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011			Improvement/decline in % satisfied or good since Autumn 2010				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2960									
Overall satisfaction	2908	83	10	7	83	2	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	2900	77	17	7	77	3	↑	1	=
Ticket buying facilities	1427	75	12	13	72	2	=	4	↑
Provision of information about train times/platforms	2781	81	10	8	80	4	↑	4	↑
The upkeep/repair of the station buildings/platforms	2793	66	20	13	65	6	↑	3	↑
Cleanliness	2803	71	20	9	71	4	↑	2	=
The facilities and services	2387	54	21	25	49	1	=	0	=
The attitudes and helpfulness of the staff	2016	73	19	8	69	1	=	0	=
Connections with other forms of public transport	1980	72	16	12	74	0	=	2	=
Facilities for car parking	1012	57	17	26	49	-1	=	-1	=
Overall environment	2835	67	23	10	67	1	=	1	=
Your personal security whilst using	2491	71	25	5	66	4	↑	2	=
The availability of staff	2363	60	21	19	57	0	=	3	=
How request to station staff was handled	568	87	7	6	85	-3	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	2833	78	9	13	77	2	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2881	79	7	14	80	2	=	0	=
The length of time the journey was scheduled to take (speed)	2855	86	8	6	83	2	↑	1	=
Connections with other train services	1603	76	14	10	75	3	=	2	=
The value for money for the price of your ticket	2812	53	20	28	42	4	↑	-3	=
Upkeep and repair of the train	2881	78	14	8	75	6	↑	4	↑
The provision of information during the journey	2629	68	22	10	69	4	↑	3	=
The helpfulness and attitude of staff on train	1756	70	23	7	57	0	=	0	=
The space for luggage	2304	55	20	25	52	-1	=	1	=
The toilet facilities	1311	44	24	32	35	4	=	1	=
Sufficient room for all passengers to sit/stand	2820	68	13	19	67	-2	=	-1	=
The comfort of the seating area	2815	73	16	11	71	3	↑	4	↑
The ease of being able to get on and off	2859	78	14	8	80	1	=	1	=
Your personal security on board	2697	80	17	3	75	2	=	1	=
The cleanliness of the inside	2891	76	15	9	75	5	↑	4	↑
The cleanliness of the outside	2418	74	20	6	74	9	↑	4	↑
The availability of staff	2185	50	29	20	39	1	=	-1	=
How well train company deals with delays	658	45	35	21	36	2	=	3	=

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 572									
Overall satisfaction	562	92	5	3	83	3	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	559	80	14	6	77	1	=	-2	=
Ticket buying facilities	336	76	17	6	72	2	=	-1	=
Provision of information about train times/platforms	542	69	16	15	80	-2	=	0	=
The upkeep/repair of the station buildings/platforms	538	67	19	15	65	2	=	-1	=
Cleanliness	538	75	18	7	71	4	=	-1	=
The facilities and services	446	54	22	24	49	1	=	2	=
The attitudes and helpfulness of the staff	421	72	21	7	69	2	=	-5	=
Connections with other forms of public transport	453	76	13	11	74	-3	=	-7	=
Facilities for car parking	174	31	27	42	49	-2	=	-2	=
Overall environment	545	73	20	7	67	6	=	1	=
Your personal security whilst using	495	66	28	7	66	-8	=	-9	↓
The availability of staff	497	59	27	14	57	-2	=	-10	↓
How request to station staff was handled	90	86	3	12	85	6	=	-2	=
TRAIN FACILITIES									
The frequency of the trains on that route	556	74	11	15	77	6	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	558	91	4	5	80	3	=	-3	=
The length of time the journey was scheduled to take (speed)	553	93	4	3	83	-1	=	-1	=
Connections with other train services	372	84	14	2	75	3	=	-4	=
The value for money for the price of your ticket	499	58	22	20	42	3	=	-7	=
Upkeep and repair of the train	555	94	6	0	75	1	=	0	=
The provision of information during the journey	524	85	14	1	69	2	=	0	=
The helpfulness and attitude of staff on train	355	81	15	4	57	6	=	5	=
The space for luggage	455	76	14	10	52	-3	=	-3	=
The toilet facilities	218	63	28	9	35	-10	=	-12	=
Sufficient room for all passengers to sit/stand	548	90	8	2	67	1	=	-1	=
The comfort of the seating area	545	91	8	1	71	0	=	-2	=
The ease of being able to get on and off	554	86	9	4	80	-2	=	-4	=
Your personal security on board	531	86	14	1	75	0	=	-3	=
The cleanliness of the inside	562	97	3	0	75	4	↑	1	=
The cleanliness of the outside	508	91	8	1	74	3	=	0	=
The availability of staff	438	63	28	9	39	-3	=	-5	=
How well train company deals with delays	<50	-	-	-	36	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 614									
Overall satisfaction	591	93	5	1	83	-1	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	596	88	10	2	77	0	=	3	=
Ticket buying facilities	443	93	6	1	72	3	=	1	=
Provision of information about train times/platforms	575	83	10	7	80	-1	=	0	=
The upkeep/repair of the station buildings/platforms	562	84	13	3	65	6	=	4	=
Cleanliness	577	81	16	4	71	6	=	-1	=
The facilities and services	391	64	22	14	49	-4	=	2	=
The attitudes and helpfulness of the staff	411	73	20	7	69	-6	=	-8	=
Connections with other forms of public transport	448	82	12	6	74	-3	=	-2	=
Facilities for car parking	98	44	30	25	49	-15	=	12	=
Overall environment	579	83	15	2	67	4	=	6	=
Your personal security whilst using	479	78	20	3	66	1	=	5	=
The availability of staff	458	66	25	9	57	0	=	-5	=
How request to station staff was handled	129	96	2	1	85	8	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	576	94	5	1	77	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	583	94	3	3	80	-3	=	-1	=
The length of time the journey was scheduled to take (speed)	585	96	3	0	83	-2	=	-2	=
Connections with other train services	341	79	16	5	75	-1	=	-5	=
The value for money for the price of your ticket	583	37	26	37	42	0	=	-4	=
Upkeep and repair of the train	583	90	8	2	75	-2	=	1	=
The provision of information during the journey	527	79	18	3	69	-5	=	-3	=
The helpfulness and attitude of staff on train	463	82	16	2	57	4	=	-1	=
The space for luggage	565	88	9	3	52	1	=	1	=
The toilet facilities	152	64	20	16	35	-4	=	5	=
Sufficient room for all passengers to sit/stand	574	90	8	3	67	3	=	1	=
The comfort of the seating area	567	91	8	1	71	-2	=	2	=
The ease of being able to get on and off	580	93	7	1	80	-1	=	1	=
Your personal security on board	551	90	9	1	75	-2	=	0	=
The cleanliness of the inside	593	93	5	1	75	0	=	3	=
The cleanliness of the outside	536	92	8	0	74	1	=	3	=
The availability of staff	498	71	26	3	39	-2	=	-6	=
How well train company deals with delays	<50	-	-	-	36	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

London Midland

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1133									
Overall satisfaction	1116	85	10	5	83	2	=	-1	=
STATION FACILITIES									
Overall satisfaction with the station	1111	76	17	8	77	-1	=	-3	=
Ticket buying facilities	628	79	10	12	72	1	=	3	=
Provision of information about train times/platforms	1056	83	10	7	80	1	=	-1	=
The upkeep/repair of the station buildings/platforms	1059	69	18	13	65	7	↑	2	=
Cleanliness	1069	73	17	10	71	4	=	1	=
The facilities and services	899	49	20	31	49	1	=	-1	=
The attitudes and helpfulness of the staff	825	74	16	10	69	5	=	0	=
Connections with other forms of public transport	735	67	19	13	74	-3	=	1	=
Facilities for car parking	547	53	18	29	49	-2	=	3	=
Overall environment	1084	66	23	11	67	2	=	-1	=
Your personal security whilst using	969	67	26	6	66	1	=	3	=
The availability of staff	952	59	22	19	57	0	=	2	=
How request to station staff was handled	176	92	4	4	85	2	=	6	=
TRAIN FACILITIES									
The frequency of the trains on that route	1093	77	8	14	77	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1110	78	8	14	80	3	=	-2	=
The length of time the journey was scheduled to take (speed)	1101	86	10	4	83	-1	=	0	=
Connections with other train services	620	74	20	6	75	-2	=	-1	=
The value for money for the price of your ticket	1016	52	20	28	42	-1	=	-4	=
Upkeep and repair of the train	1100	80	12	8	75	5	↑	3	=
The provision of information during the journey	997	68	21	11	69	2	=	2	=
The helpfulness and attitude of staff on train	645	65	28	8	57	2	=	7	↑
The space for luggage	809	52	23	25	52	0	=	-4	=
The toilet facilities	418	51	26	23	35	3	=	-2	=
Sufficient room for all passengers to sit/stand	1070	66	15	18	67	-4	=	-8	↓
The comfort of the seating area	1065	73	17	10	71	2	=	-1	=
The ease of being able to get on and off	1094	81	14	5	80	0	=	0	=
Your personal security on board	1028	78	19	3	75	2	=	-1	=
The cleanliness of the inside	1112	80	12	8	75	6	↑	3	=
The cleanliness of the outside	985	80	15	5	74	8	↑	3	=
The availability of staff	799	47	32	20	39	4	=	6	=
How well train company deals with delays	221	41	34	26	36	9	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

London Overground

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1246									
Overall satisfaction	1220	92	6	1	83	3	=	7	↑
STATION FACILITIES									
Overall satisfaction with the station	1218	81	14	5	77	2	=	7	↑
Ticket buying facilities	677	78	13	9	72	3	=	12	↑
Provision of information about train times/platforms	1152	80	10	9	80	3	=	5	=
The upkeep/repair of the station buildings/platforms	1159	74	18	8	65	0	=	8	↑
Cleanliness	1171	78	14	8	71	-1	=	0	=
The facilities and services	852	34	28	38	49	5	=	2	=
The attitudes and helpfulness of the staff	852	67	23	10	69	-1	=	-5	=
Connections with other forms of public transport	962	74	17	9	74	-2	=	-3	=
Facilities for car parking	396	27	27	47	49	7	=	5	=
Overall environment	1183	72	20	8	67	3	=	6	↑
Your personal security whilst using	1078	68	27	5	66	1	=	6	=
The availability of staff	1006	57	27	16	57	-1	=	-5	=
How request to station staff was handled	124	88	6	6	85	20	↑	10	=
TRAIN FACILITIES									
The frequency of the trains on that route	1211	82	7	10	77	5	↑	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1210	83	7	9	80	5	=	8	↑
The length of time the journey was scheduled to take (speed)	1202	87	9	4	83	-3	=	0	=
Connections with other train services	974	81	14	5	75	-1	=	-1	=
The value for money for the price of your ticket	1070	54	23	24	42	1	=	-6	=
Upkeep and repair of the train	1202	96	4	0	75	0	=	5	↑
The provision of information during the journey	1125	87	10	3	69	1	=	3	=
The helpfulness and attitude of staff on train	549	54	36	10	57	10	↑	3	=
The space for luggage	909	69	16	15	52	10	↑	7	↑
The toilet facilities	352	19	18	63	35	9	↑	1	=
Sufficient room for all passengers to sit/stand	1192	80	11	9	67	4	=	12	↑
The comfort of the seating area	1179	86	10	4	71	3	=	5	↑
The ease of being able to get on and off	1201	89	8	4	80	3	=	8	↑
Your personal security on board	1131	82	15	3	75	0	=	7	↑
The cleanliness of the inside	1213	93	5	2	75	-1	=	1	=
The cleanliness of the outside	1112	91	8	1	74	-1	=	-1	=
The availability of staff	821	37	36	26	39	11	↑	1	=
How well train company deals with delays	132	42	42	16	36	-7	=	15	=

Improved ↑
 Unchanged =
 Declined ↓

National Express East Anglia

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2199									
Overall satisfaction	2165	77	15	8	83	-1	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	2152	74	18	8	77	0	=	2	=
Ticket buying facilities	1181	69	16	15	72	1	=	1	=
Provision of information about train times/platforms	2077	75	14	12	80	1	=	-2	=
The upkeep/repair of the station buildings/platforms	2067	67	20	13	65	4	=	3	=
Cleanliness	2079	72	17	11	71	3	=	1	=
The facilities and services	1777	52	19	29	49	1	=	1	=
The attitudes and helpfulness of the staff	1582	68	23	10	69	1	=	-1	=
Connections with other forms of public transport	1684	77	13	10	74	-1	=	-1	=
Facilities for car parking	785	51	19	31	49	1	=	-1	=
Overall environment	2113	66	23	11	67	4	=	0	=
Your personal security whilst using	1896	62	29	9	66	1	=	0	=
The availability of staff	1832	55	24	20	57	3	=	0	=
How request to station staff was handled	384	82	7	11	85	-1	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	2118	76	8	17	77	3	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2129	77	9	14	80	2	=	-3	=
The length of time the journey was scheduled to take (speed)	2110	81	10	9	83	1	=	-1	=
Connections with other train services	1252	72	18	11	75	-1	=	-1	=
The value for money for the price of your ticket	2027	33	20	47	42	-2	=	-2	=
Upkeep and repair of the train	2118	55	24	21	75	0	=	0	=
The provision of information during the journey	1884	58	24	19	69	1	=	3	=
The helpfulness and attitude of staff on train	1051	47	36	17	57	1	=	-2	=
The space for luggage	1630	50	26	23	52	1	=	-1	=
The toilet facilities	906	30	25	46	35	2	=	1	=
Sufficient room for all passengers to sit/stand	2059	67	15	18	67	6	↑	3	=
The comfort of the seating area	2071	60	22	17	71	4	↑	2	=
The ease of being able to get on and off	2096	78	16	6	80	2	=	1	=
Your personal security on board	1971	67	27	6	75	2	=	0	=
The cleanliness of the inside	2137	63	21	15	75	2	=	5	↑
The cleanliness of the outside	1847	59	27	14	74	6	↑	7	↑
The availability of staff	1400	28	26	46	39	2	=	3	=
How well train company deals with delays	309	32	35	32	36	4	=	-8	=

Improved ↑
 Unchanged =
 Declined ↓

Southeastern

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1575									
Overall satisfaction	1545	83	11	7	83	1	=	3	=
STATION FACILITIES									
Overall satisfaction with the station	1552	78	15	7	77	3	=	3	=
Ticket buying facilities	883	66	16	18	72	-4	=	-1	=
Provision of information about train times/platforms	1492	80	12	8	80	4	↑	1	=
The upkeep/repair of the station buildings/platforms	1500	64	21	15	65	0	=	2	=
Cleanliness	1489	72	18	9	71	3	=	4	=
The facilities and services	1291	51	20	30	49	3	=	1	=
The attitudes and helpfulness of the staff	1167	69	20	12	69	2	=	0	=
Connections with other forms of public transport	1190	75	15	9	74	0	=	0	=
Facilities for car parking	597	47	17	37	49	3	=	6	=
Overall environment	1519	68	21	11	67	5	↑	5	↑
Your personal security whilst using	1390	63	30	7	66	1	=	1	=
The availability of staff	1346	56	23	20	57	-1	=	-2	=
How request to station staff was handled	249	80	9	10	85	-5	=	-10	↓
STATION FACILITIES									
The frequency of the trains on that route	1529	75	10	14	77	-1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1536	80	9	11	80	2	=	1	=
The length of time the journey was scheduled to take (speed)	1528	81	10	9	83	1	=	1	=
Connections with other train services	858	71	22	7	75	0	=	-2	=
The value for money for the price of your ticket	1417	36	23	41	42	4	=	-3	=
Upkeep and repair of the train	1533	72	18	11	75	4	=	-1	=
The provision of information during the journey	1394	66	20	13	69	2	=	-1	=
The helpfulness and attitude of staff on train	755	52	32	16	57	-3	=	0	=
The space for luggage	1179	48	24	27	52	2	=	2	=
The toilet facilities	597	32	24	45	35	6	=	-2	=
Sufficient room for all passengers to sit/stand	1491	63	15	22	67	0	=	1	=
The comfort of the seating area	1489	67	20	13	71	2	=	-4	=
The ease of being able to get on and off	1521	79	13	7	80	1	=	2	=
Your personal security on board	1434	71	24	5	75	4	=	4	=
The cleanliness of the inside	1543	72	17	11	75	4	=	0	=
The cleanliness of the outside	1382	70	23	7	74	5	↑	0	=
The availability of staff	1019	33	32	35	39	0	=	2	=
How well train company deals with delays	190	26	31	43	36	2	=	-8	=

Improved ↑
 Unchanged =
 Declined ↓

Southern

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2135									
Overall satisfaction	2101	83	10	7	83	0	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	2082	78	16	6	77	5	↑	4	↑
Ticket buying facilities	1179	73	14	14	72	2	=	4	=
Provision of information about train times/platforms	1991	81	11	8	80	4	↑	0	=
The upkeep/repair of the station buildings/platforms	2003	67	20	12	65	5	↑	4	↑
Cleanliness	2007	72	19	9	71	2	=	3	=
The facilities and services	1656	50	21	29	49	1	=	1	=
The attitudes and helpfulness of the staff	1494	70	20	11	69	1	=	1	=
Connections with other forms of public transport	1555	73	17	10	74	-1	=	-3	=
Facilities for car parking	658	44	22	34	49	2	=	2	=
Overall environment	2044	69	21	10	67	5	↑	6	↑
Your personal security whilst using	1803	68	26	6	66	3	=	6	↑
The availability of staff	1750	58	25	16	57	-1	=	1	=
How request to station staff was handled	318	85	4	11	85	2	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	2060	76	8	16	77	1	=	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2073	78	8	14	80	0	=	-2	=
The length of time the journey was scheduled to take (speed)	2059	84	10	6	83	0	=	1	=
Connections with other train services	1270	76	17	7	75	0	=	2	=
The value for money for the price of your ticket	1975	42	23	35	42	3	=	-1	=
Upkeep and repair of the train	2082	71	18	11	75	-1	=	-1	=
The provision of information during the journey	1880	72	20	8	69	-2	=	-4	↓
The helpfulness and attitude of staff on train	1119	61	29	11	57	4	=	0	=
The space for luggage	1594	48	25	27	52	-1	=	-2	=
The toilet facilities	770	36	24	41	35	-2	=	2	=
Sufficient room for all passengers to sit/stand	2043	66	15	20	67	-2	=	-2	=
The comfort of the seating area	2020	72	17	11	71	1	=	0	=
The ease of being able to get on and off	2077	76	15	9	80	-3	=	-3	↓
Your personal security on board	1960	76	21	3	75	2	=	1	=
The cleanliness of the inside	2087	72	17	11	75	-1	=	1	=
The cleanliness of the outside	1785	74	21	6	74	2	=	-1	=
The availability of staff	1452	40	30	30	39	1	=	-1	=
How well train company deals with delays	373	35	40	25	36	1	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011			Improvement/decline in % satisfied or good since Autumn 2010				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2100									
Overall satisfaction	2076	84	10	6	83	-1	=	-3	↓
STATION FACILITIES									
Overall satisfaction with the station	2060	74	19	7	77	0	=	-4	↓
Ticket buying facilities	1249	71	14	15	72	0	=	-1	=
Provision of information about train times/platforms	1966	81	11	8	80	-2	=	-3	↓
The upkeep/repair of the station buildings/platforms	1972	57	25	18	65	-2	=	-6	↓
Cleanliness	1979	63	24	13	71	-1	=	-5	↓
The facilities and services	1722	46	24	30	49	-4	=	-4	↓
The attitudes and helpfulness of the staff	1509	66	23	10	69	-2	=	-1	=
Connections with other forms of public transport	1473	74	17	9	74	0	=	-2	=
Facilities for car parking	904	56	17	28	49	8	↑	5	=
Overall environment	2009	61	26	13	67	-2	=	-6	↓
Your personal security whilst using	1806	64	31	5	66	-3	=	-4	↓
The availability of staff	1757	53	25	22	57	0	=	-2	=
How request to station staff was handled	324	87	3	8	85	8	↑	8	↑
TRAIN FACILITIES									
The frequency of the trains on that route	2031	76	9	15	77	-2	=	-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2057	84	7	9	80	-2	=	-6	↓
The length of time the journey was scheduled to take (speed)	2031	82	10	8	83	-2	=	-5	↓
Connections with other train services	1262	76	17	7	75	-2	=	-3	=
The value for money for the price of your ticket	1971	38	20	42	42	1	=	-5	↓
Upkeep and repair of the train	2044	79	16	5	75	-1	=	-3	↓
The provision of information during the journey	1904	75	19	7	69	-2	=	-2	=
The helpfulness and attitude of staff on train	1327	67	28	5	57	-1	=	-2	=
The space for luggage	1604	53	23	24	52	-4	=	-6	↓
The toilet facilities	925	37	23	40	35	1	=	-2	=
Sufficient room for all passengers to sit/stand	2003	67	15	18	67	-2	=	-4	↓
The comfort of the seating area	2012	75	16	9	71	-1	=	-4	↓
The ease of being able to get on and off	2047	81	13	6	80	1	=	-1	=
Your personal security on board	1930	78	19	2	75	-1	=	-3	↓
The cleanliness of the inside	2062	75	15	10	75	1	=	-1	=
The cleanliness of the outside	1774	78	18	4	74	4	↑	0	=
The availability of staff	1624	54	31	15	39	2	=	1	=
How well train company deals with delays	259	41	43	17	36	8	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

CrossCountry

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1320									
Overall satisfaction	1301	82	10	8	86	-3	↓	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1303	80	13	7	81	3	=	1	=
Ticket buying facilities	564	83	9	8	84	5	=	4	=
Provision of information about train times/platforms	1254	85	8	8	86	1	=	2	=
The upkeep/repair of the station buildings/platforms	1244	69	19	12	73	-1	=	2	=
Cleanliness	1255	74	19	8	77	-1	=	-1	=
The facilities and services	1099	65	18	17	65	2	=	2	=
The attitudes and helpfulness of the staff	971	77	17	6	77	1	=	-3	=
Connections with other forms of public transport	729	70	16	14	74	-6	↓	-6	↓
Facilities for car parking	479	59	18	24	62	6	=	0	=
Overall environment	1277	71	18	11	74	2	=	0	=
Your personal security whilst using	1097	73	24	3	74	2	=	-1	=
The availability of staff	1095	67	21	12	66	2	=	-1	=
How request to station staff was handled	331	87	5	8	87	-1	=	-2	=
TRAIN FACILITIES									
The frequency of the trains on that route	1245	80	11	9	84	0	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1293	79	7	14	83	-5	↓	-4	↓
The length of time the journey was scheduled to take (speed)	1286	85	10	5	88	1	=	-1	=
Connections with other train services	750	77	13	10	79	-2	=	-2	=
The value for money for the price of your ticket	1267	52	20	28	56	-1	=	-2	=
Upkeep and repair of the train	1282	79	14	7	84	-2	=	-3	↓
The provision of information during the journey	1194	74	18	8	76	-2	=	-2	=
The helpfulness and attitude of staff on train	943	76	20	4	79	-4	↓	-5	↓
The space for luggage	1077	52	18	30	53	-2	=	1	=
The toilet facilities	602	49	21	30	52	0	=	-5	=
Sufficient room for all passengers to sit/stand	1264	64	15	21	70	-6	↓	-2	=
The comfort of the seating area	1232	76	15	9	79	-1	=	0	=
The ease of being able to get on and off	1281	78	15	7	82	-3	↓	-4	↓
Your personal security on board	1197	81	17	2	84	-3	=	-1	=
The cleanliness of the inside	1285	77	13	10	82	-1	=	-1	=
The cleanliness of the outside	1059	77	19	4	79	1	=	2	=
The availability of staff	1058	63	26	11	66	-2	=	-3	=
How well train company deals with delays	345	46	35	19	50	-3	=	-3	=

Improved ↑

Unchanged =

Declined ↓

East Coast

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1136										
Overall satisfaction	1125	87	6	7	86	0	=	-2	=	
STATION FACILITIES										
Overall satisfaction with the station	1120	76	14	9	81	0	=	-2	=	
Ticket buying facilities	287	81	10	8	84	1	=	3	=	
Provision of information about train times/platforms	1090	85	8	7	86	-1	=	-3	=	
The upkeep/repair of the station buildings/platforms	1069	66	18	15	73	-2	=	-2	=	
Cleanliness	1076	73	18	10	77	0	=	-1	=	
The facilities and services	930	60	19	21	65	-1	=	-1	=	
The attitudes and helpfulness of the staff	719	75	19	5	77	-1	=	-3	=	
Connections with other forms of public transport	760	80	12	9	74	-1	=	-1	=	
Facilities for car parking	288	56	19	25	62	0	=	7	=	
Overall environment	1091	66	19	15	74	-3	=	-3	=	
Your personal security whilst using	949	70	27	3	74	-2	=	-3	=	
The availability of staff	879	66	20	14	66	-1	=	-1	=	
How request to station staff was handled	265	86	6	8	87	-3	=	-2	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1078	89	6	6	84	-1	=	-2	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1105	78	7	15	83	-6	↓	-5	↓	
The length of time the journey was scheduled to take (speed)	1107	88	7	5	88	-2	=	-1	=	
Connections with other train services	568	79	13	8	79	-1	=	-2	=	
The value for money for the price of your ticket	1085	57	20	23	56	-1	=	-3	=	
Upkeep and repair of the train	1112	81	14	6	84	0	=	-1	=	
The provision of information during the journey	1034	80	15	5	76	1	=	3	=	
The helpfulness and attitude of staff on train	878	80	16	5	79	2	=	1	=	
The space for luggage	957	61	17	22	53	1	=	6	↑	
The toilet facilities	727	55	21	24	52	6	↑	4	=	
Sufficient room for all passengers to sit/stand	1070	79	11	10	70	2	=	3	=	
The comfort of the seating area	1083	81	12	7	79	4	↑	5	↑	
The ease of being able to get on and off	1104	84	11	6	82	2	=	2	=	
Your personal security on board	1025	86	12	2	84	0	=	1	=	
The cleanliness of the inside	1115	85	11	4	82	2	=	1	=	
The cleanliness of the outside	899	78	18	4	79	4	↑	-1	=	
The availability of staff	947	70	22	8	66	2	=	3	=	
How well train company deals with delays	292	56	26	18	50	4	=	-6	=	

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1029									
Overall satisfaction	1015	87	8	5	86	1	=	-1	=
STATION FACILITIES									
Overall satisfaction with the station	1010	83	13	4	81	1	=	-2	=
Ticket buying facilities	493	79	11	10	84	2	=	3	=
Provision of information about train times/platforms	971	86	10	5	86	2	=	2	=
The upkeep/repair of the station buildings/platforms	982	78	14	8	73	3	=	2	=
Cleanliness	980	82	13	5	77	3	=	3	=
The facilities and services	876	67	17	17	65	4	=	6	↑
The attitudes and helpfulness of the staff	767	77	17	6	77	1	=	0	=
Connections with other forms of public transport	683	70	16	13	74	-1	=	1	=
Facilities for car parking	421	64	17	19	62	6	=	2	=
Overall environment	994	78	15	7	74	2	=	1	=
Your personal security whilst using	880	74	22	4	74	-1	=	1	=
The availability of staff	858	68	19	13	66	2	=	0	=
How request to station staff was handled	206	89	3	8	87	4	=	5	=
TRAIN FACILITIES									
The frequency of the trains on that route	978	80	8	12	84	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	994	88	6	7	83	1	=	0	=
The length of time the journey was scheduled to take (speed)	991	90	6	4	88	3	↑	2	=
Connections with other train services	538	77	16	7	79	0	=	-2	=
The value for money for the price of your ticket	978	52	17	30	56	1	=	-5	=
Upkeep and repair of the train	1003	85	9	6	84	8	↑	9	↑
The provision of information during the journey	899	70	20	9	76	0	=	3	=
The helpfulness and attitude of staff on train	781	79	17	5	79	2	=	3	=
The space for luggage	790	57	19	24	53	1	=	9	↑
The toilet facilities	496	53	20	27	52	1	=	5	=
Sufficient room for all passengers to sit/stand	987	76	13	11	70	4	↑	2	=
The comfort of the seating area	982	83	11	6	79	6	↑	5	↑
The ease of being able to get on and off	994	83	11	6	82	1	=	2	=
Your personal security on board	937	85	14	1	84	4	=	3	=
The cleanliness of the inside	1010	82	8	10	82	3	=	6	↑
The cleanliness of the outside	866	75	19	6	79	6	↑	2	=
The availability of staff	868	68	22	10	66	3	=	2	=
How well train company deals with delays	140	39	32	30	50	-10	=	-3	=

Improved ↑
 Unchanged =
 Declined ↓

First Hull Trains

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 527									
Overall satisfaction	506	88	6	6	86	-6	↓	-5	↓
STATION FACILITIES									
Overall satisfaction with the station	512	79	14	7	81	6	↑	-3	=
Ticket buying facilities	198	82	8	10	84	0	=	1	=
Provision of information about train times/platforms	491	83	8	8	86	1	=	-2	=
The upkeep/repair of the station buildings/platforms	495	70	15	15	73	7	↑	1	=
Cleanliness	491	72	18	11	77	5	=	-2	=
The facilities and services	430	50	20	30	65	1	=	-2	=
The attitudes and helpfulness of the staff	354	69	24	8	77	2	=	-4	=
Connections with other forms of public transport	364	74	12	15	74	-2	=	-3	=
Facilities for car parking	234	69	17	14	62	0	=	-2	=
Overall environment	497	67	20	13	74	5	=	-2	=
Your personal security whilst using	439	70	28	3	74	0	=	-2	=
The availability of staff	420	55	27	18	66	1	=	-2	=
How request to station staff was handled	103	89	3	7	87	4	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	468	78	12	10	84	-4	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	506	85	4	11	83	-4	=	-4	=
The length of time the journey was scheduled to take (speed)	495	90	7	3	88	0	=	-3	=
Connections with other train services	255	81	15	3	79	-2	=	-6	=
The value for money for the price of your ticket	490	62	18	21	56	-1	=	-4	=
Upkeep and repair of the train	509	89	8	3	84	-6	↓	-3	=
The provision of information during the journey	482	84	13	3	76	-5	=	0	=
The helpfulness and attitude of staff on train	456	91	7	2	79	-1	=	1	=
The space for luggage	443	75	11	14	53	2	=	9	↑
The toilet facilities	349	68	18	13	52	-1	=	3	=
Sufficient room for all passengers to sit/stand	492	89	7	4	70	-2	=	0	=
The comfort of the seating area	492	89	7	3	79	-4	=	1	=
The ease of being able to get on and off	498	91	7	2	82	-1	=	2	=
Your personal security on board	485	91	8	1	84	-2	=	-1	=
The cleanliness of the inside	505	90	7	2	82	-4	↓	0	=
The cleanliness of the outside	443	89	8	3	79	3	=	5	=
The availability of staff	463	86	13	1	66	-4	=	4	=
How well train company deals with delays	<50	-	-	-	50	-	↓	-	↓

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1117									
Overall satisfaction	1096	84	8	8	86	-5	↓	-3	=
STATION FACILITIES									
Overall satisfaction with the station	1089	85	11	4	81	-1	=	0	=
Ticket buying facilities	574	89	7	5	84	5	=	1	=
Provision of information about train times/platforms	1042	87	9	4	86	-4	↓	-2	=
The upkeep/repair of the station buildings/platforms	1054	79	15	6	73	-1	=	-3	=
Cleanliness	1057	81	14	5	77	-1	=	-3	=
The facilities and services	961	67	18	15	65	2	=	3	=
The attitudes and helpfulness of the staff	778	81	14	5	77	1	=	2	=
Connections with other forms of public transport	711	71	16	13	74	-4	=	-5	=
Facilities for car parking	440	65	15	20	62	4	=	5	=
Overall environment	1068	80	14	6	74	-1	=	-3	=
Your personal security whilst using	941	75	21	3	74	0	=	-2	=
The availability of staff	912	69	20	11	66	1	=	0	=
How request to station staff was handled	199	89	6	4	87	-1	=	-4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1054	82	8	10	84	-1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1083	84	7	10	83	-4	=	-1	=
The length of time the journey was scheduled to take (speed)	1081	89	6	5	88	-3	=	0	=
Connections with other train services	632	81	13	5	79	-1	=	5	=
The value for money for the price of your ticket	1038	59	17	24	56	-1	=	0	=
Upkeep and repair of the train	1087	87	10	3	84	-2	=	-4	=
The provision of information during the journey	997	79	17	4	76	-3	=	-4	=
The helpfulness and attitude of staff on train	824	80	16	4	79	0	=	3	=
The space for luggage	876	47	18	35	53	-3	=	-3	=
The toilet facilities	487	52	21	27	52	-2	=	-1	=
Sufficient room for all passengers to sit/stand	1056	62	13	25	70	-2	=	0	=
The comfort of the seating area	1043	80	12	7	79	0	=	-3	=
The ease of being able to get on and off	1078	79	12	9	82	-3	=	-3	=
Your personal security on board	1029	81	15	3	84	-6	↓	-3	=
The cleanliness of the inside	1089	85	11	5	82	0	=	-2	=
The cleanliness of the outside	940	82	15	4	79	3	=	-3	=
The availability of staff	934	64	24	12	66	0	=	-2	=
How well train company deals with delays	218	53	29	18	50	5	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

Grand Central

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 917									
Overall satisfaction	894	95	3	3	86			0	=
STATION FACILITIES									
Overall satisfaction with the station	891	76	15	9	81			2	=
Ticket buying facilities	397	79	11	11	84			0	=
Provision of information about train times/platforms	852	85	8	7	86			4	=
The upkeep/repair of the station buildings/platforms	856	71	17	12	73			0	=
Cleanliness	855	76	15	9	77			2	=
The facilities and services	730	49	19	32	65			2	=
The attitudes and helpfulness of the staff	582	74	19	7	77			2	=
Connections with other forms of public transport	662	80	10	10	74			4	=
Facilities for car parking	402	54	20	26	62			2	=
Overall environment	864	66	20	14	74			2	=
Your personal security whilst using	760	69	25	7	74			0	=
The availability of staff	720	54	27	19	66			3	=
How request to station staff was handled	136	88	3	8	87			0	=
TRAIN FACILITIES									
The frequency of the trains on that route	818	72	13	14	84			2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	877	91	5	3	83			1	=
The length of time the journey was scheduled to take (speed)	866	92	4	4	88			3	↑
Connections with other train services	436	83	14	3	79			-4	=
The value for money for the price of your ticket	860	78	12	10	56			4	=
Upkeep and repair of the train	885	88	8	4	84			-3	=
The provision of information during the journey	817	83	13	4	76			-6	↓
The helpfulness and attitude of staff on train	793	93	6	1	79			0	=
The space for luggage	803	84	10	6	53			-1	=
The toilet facilities	643	66	17	17	52			-11	↓
Sufficient room for all passengers to sit/stand	871	94	4	2	70			-1	=
The comfort of the seating area	870	93	5	1	79			-2	=
The ease of being able to get on and off	882	90	7	3	82			-1	=
Your personal security on board	833	92	7	0	84			-2	=
The cleanliness of the inside	895	90	7	2	82			-3	=
The cleanliness of the outside	783	88	9	2	79			-1	=
The availability of staff	811	82	14	4	66			-7	↓
How well train company deals with delays	135	69	22	8	50			0	=

Grand Central did not take part in the survey in Spring 2011

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1098									
Overall satisfaction	1087	89	6	5	86	-1	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1081	82	14	4	81	0	=	2	=
Ticket buying facilities	335	85	11	3	84	7	↑	1	=
Provision of information about train times/platforms	1033	89	7	3	86	3	=	1	=
The upkeep/repair of the station buildings/platforms	1053	71	21	8	73	-1	=	0	=
Cleanliness	1045	76	18	6	77	2	=	1	=
The facilities and services	962	67	18	15	65	2	=	2	=
The attitudes and helpfulness of the staff	683	74	21	5	77	3	=	-4	=
Connections with other forms of public transport	727	81	14	5	74	1	=	-1	=
Facilities for car parking	349	65	14	21	62	10	↑	12	↑
Overall environment	1058	74	19	8	74	2	=	2	=
Your personal security whilst using	920	76	23	2	74	5	↑	1	=
The availability of staff	797	60	27	12	66	2	=	-4	=
How request to station staff was handled	186	82	8	10	87	-3	=	-6	=
TRAIN FACILITIES									
The frequency of the trains on that route	1052	90	5	5	84	1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1072	85	6	9	83	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	1071	91	5	4	88	-2	=	-2	=
Connections with other train services	554	83	10	7	79	0	=	-3	=
The value for money for the price of your ticket	1046	59	15	26	56	1	=	-5	↓
Upkeep and repair of the train	1068	87	8	4	84	-2	=	-1	=
The provision of information during the journey	1002	80	15	5	76	0	=	-2	=
The helpfulness and attitude of staff on train	796	80	16	4	79	0	=	0	=
The space for luggage	938	52	22	26	53	-4	=	1	=
The toilet facilities	705	52	20	28	52	-1	=	-3	=
Sufficient room for all passengers to sit/stand	1049	71	16	13	70	-6	↓	-3	=
The comfort of the seating area	1057	77	15	8	79	-2	=	-1	=
The ease of being able to get on and off	1061	88	9	3	82	1	=	3	=
Your personal security on board	1016	87	12	1	84	-1	=	1	=
The cleanliness of the inside	1078	86	9	4	82	-1	=	0	=
The cleanliness of the outside	882	82	15	3	79	1	=	-4	↓
The availability of staff	883	68	23	9	66	0	=	-2	=
How well train company deals with delays	262	55	31	14	50	0	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

Overall sample size 1544	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1509	84	11	5	87	-3	=	-2	=
STATION FACILITIES									
Overall satisfaction with the station	1499	72	18	11	80	-4	=	-1	=
Ticket buying facilities	785	80	8	12	80	5	=	4	=
Provision of information about train times/platforms	1424	80	11	10	83	1	=	1	=
The upkeep/repair of the station buildings/platforms	1435	63	21	17	71	0	=	-1	=
Cleanliness	1417	63	21	16	76	-5	=	-4	=
The facilities and services	1215	43	20	36	51	0	=	2	=
The attitudes and helpfulness of the staff	1080	74	17	10	76	-1	=	-2	=
Connections with other forms of public transport	883	61	21	18	70	0	=	-4	=
Facilities for car parking	752	59	18	23	55	-4	=	0	=
Overall environment	1446	63	23	15	71	1	=	1	=
Your personal security whilst using	1263	67	23	9	68	5	=	8	↑
The availability of staff	1228	58	18	24	63	2	=	2	=
How request to station staff was handled	331	90	3	5	90	3	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1422	76	10	14	81	-5	↓	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1496	87	6	7	86	3	=	2	=
The length of time the journey was scheduled to take (speed)	1481	83	9	8	90	-4	↓	-6	↓
Connections with other train services	953	77	16	7	80	-1	=	-3	=
The value for money for the price of your ticket	1445	59	17	25	61	-2	=	-5	=
Upkeep and repair of the train	1470	75	15	10	71	1	=	-1	=
The provision of information during the journey	1350	65	23	12	69	-3	=	-2	=
The helpfulness and attitude of staff on train	1288	79	17	4	75	0	=	-3	=
The space for luggage	1280	60	19	20	60	4	=	-3	=
The toilet facilities	822	46	25	30	42	1	=	-1	=
Sufficient room for all passengers to sit/stand	1456	72	15	13	72	2	=	-1	=
The comfort of the seating area	1448	76	16	8	72	2	=	1	=
The ease of being able to get on and off	1465	83	12	5	83	-1	=	1	=
Your personal security on board	1387	82	16	2	81	-1	=	0	=
The cleanliness of the inside	1494	75	15	10	73	-2	=	-4	=
The cleanliness of the outside	1267	69	22	8	69	5	=	2	=
The availability of staff	1337	70	22	8	61	3	=	-1	=
How well train company deals with delays	229	45	30	25	41	2	=	8	=

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 546									
Overall satisfaction	538	93	5	2	87	2	=	0	=
STATION FACILITIES									
Overall satisfaction with the station	537	84	13	2	80	4	=	-1	=
Ticket buying facilities	316	90	6	4	80	4	=	5	=
Provision of information about train times/platforms	501	87	8	5	83	2	=	-1	=
The upkeep/repair of the station buildings/platforms	520	70	21	9	71	-2	=	-5	=
Cleanliness	507	78	14	8	76	2	=	1	=
The facilities and services	404	48	22	31	51	5	=	-1	=
The attitudes and helpfulness of the staff	453	85	12	4	76	2	=	-1	=
Connections with other forms of public transport	366	70	17	13	70	0	=	-7	=
Facilities for car parking	279	51	12	37	55	3	=	5	=
Overall environment	528	73	20	6	71	0	=	-3	=
Your personal security whilst using	493	72	24	4	68	1	=	3	=
The availability of staff	486	78	17	5	63	0	=	1	=
How request to station staff was handled	<50	-	-	-	90	-	=	-	=
TRAIN FACILITIES									
The frequency of the trains on that route	539	95	3	3	81	3	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	537	95	2	3	86	2	=	5	↑
The length of time the journey was scheduled to take (speed)	530	97	2	1	90	3	=	1	=
Connections with other train services	304	91	6	3	80	9	↑	6	=
The value for money for the price of your ticket	431	66	18	16	61	2	=	-5	=
Upkeep and repair of the train	523	80	14	6	71	0	=	-4	=
The provision of information during the journey	483	81	15	4	69	-6	=	-4	=
The helpfulness and attitude of staff on train	296	68	25	7	75	1	=	5	=
The space for luggage	379	59	18	23	60	-1	=	-8	↓
The toilet facilities	154	14	11	75	42	5	=	-3	=
Sufficient room for all passengers to sit/stand	519	78	12	10	72	-1	=	-4	=
The comfort of the seating area	517	76	18	6	72	0	=	-6	↓
The ease of being able to get on and off	528	87	9	4	83	1	=	-3	=
Your personal security on board	511	77	21	3	81	-2	=	-2	=
The cleanliness of the inside	531	79	13	9	73	1	=	0	=
The cleanliness of the outside	479	71	20	8	69	15	↑	7	=
The availability of staff	397	45	34	21	61	-6	=	-1	=
How well train company deals with delays	<50	-	-	-	41	-	=	-	=

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

Autumn 2011

Improvement/decline in %
satisfied or good since
Spring 2011Improvement/decline in %
satisfied or good since
Autumn 2010

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1370									
Overall satisfaction	1352	83	11	6	87	0	=	1	=
STATION FACILITIES									
Overall satisfaction with the station	1337	76	15	9	80	3	=	2	=
Ticket buying facilities	761	73	8	19	80	0	=	-1	=
Provision of information about train times/platforms	1280	81	10	9	83	4	=	1	=
The upkeep/repair of the station buildings/platforms	1302	69	17	14	71	1	=	0	=
Cleanliness	1305	71	16	12	76	2	=	-2	=
The facilities and services	1116	49	17	34	51	-1	=	3	=
The attitudes and helpfulness of the staff	978	71	16	13	76	1	=	0	=
Connections with other forms of public transport	951	69	15	16	70	0	=	3	=
Facilities for car parking	684	60	15	25	55	3	=	7	=
Overall environment	1323	66	21	13	71	1	=	0	=
Your personal security whilst using	1189	65	25	10	68	1	=	4	=
The availability of staff	1120	57	19	24	63	-2	=	-2	=
How request to station staff was handled	177	89	5	5	90	0	=	-1	=
STATION FACILITIES									
The frequency of the trains on that route	1314	75	9	16	81	4	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1330	80	8	11	86	2	=	1	=
The length of time the journey was scheduled to take (speed)	1325	87	9	4	90	1	=	0	=
Connections with other train services	714	78	16	5	80	0	=	3	=
The value for money for the price of your ticket	1279	60	16	24	61	3	=	-4	=
Upkeep and repair of the train	1334	57	20	23	71	4	=	-2	=
The provision of information during the journey	1171	58	24	18	69	-1	=	1	=
The helpfulness and attitude of staff on train	1026	72	20	8	75	-4	=	-1	=
The space for luggage	993	56	19	26	60	0	=	1	=
The toilet facilities	514	43	21	37	42	5	=	2	=
Sufficient room for all passengers to sit/stand	1317	65	14	22	72	0	=	-3	=
The comfort of the seating area	1299	62	19	19	72	3	=	-3	=
The ease of being able to get on and off	1335	78	14	8	83	0	=	1	=
Your personal security on board	1257	79	18	3	81	3	=	4	=
The cleanliness of the inside	1348	62	19	18	73	6	↑	-1	=
The cleanliness of the outside	1163	62	25	14	69	14	↑	2	=
The availability of staff	1151	57	26	17	61	-5	=	-5	=
How well train company deals with delays	202	43	35	22	41	8	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

ScotRail

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1402									
Overall satisfaction	1366	89	7	4	87	3	=	3	=
STATION FACILITIES									
Overall satisfaction with the station	1373	85	11	4	80	4	=	3	=
Ticket buying facilities	775	82	10	8	80	4	=	3	=
Provision of information about train times/platforms	1311	86	7	7	83	1	=	-1	=
The upkeep/repair of the station buildings/platforms	1309	78	15	7	71	2	=	-4	=
Cleanliness	1304	84	11	5	76	3	=	-2	=
The facilities and services	1093	56	18	25	51	4	=	-2	=
The attitudes and helpfulness of the staff	981	76	14	9	76	1	=	-4	=
Connections with other forms of public transport	888	73	12	14	70	8	↑	2	=
Facilities for car parking	670	48	19	33	55	2	=	0	=
Overall environment	1342	78	14	7	71	4	=	-1	=
Your personal security whilst using	1185	71	22	6	68	0	=	-3	=
The availability of staff	1109	63	18	19	63	0	=	0	=
How request to station staff was handled	189	92	6	2	90	6	=	16	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1324	83	6	11	81	0	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1363	86	5	8	86	6	↑	0	=
The length of time the journey was scheduled to take (speed)	1352	91	5	4	90	2	=	4	=
Connections with other train services	738	77	19	4	80	-1	=	-3	=
The value for money for the price of your ticket	1332	59	19	22	61	3	=	2	=
Upkeep and repair of the train	1360	81	13	5	71	3	=	4	=
The provision of information during the journey	1239	76	19	5	69	4	=	-1	=
The helpfulness and attitude of staff on train	1119	79	18	3	75	0	=	-2	=
The space for luggage	1118	65	18	17	60	3	=	2	=
The toilet facilities	654	51	23	27	42	10	↑	11	↑
Sufficient room for all passengers to sit/stand	1322	77	11	12	72	8	↑	5	=
The comfort of the seating area	1338	82	11	7	72	5	↑	7	↑
The ease of being able to get on and off	1349	89	7	4	83	3	=	5	↑
Your personal security on board	1278	86	13	1	81	3	=	4	=
The cleanliness of the inside	1365	84	11	6	73	4	=	8	↑
The cleanliness of the outside	1140	76	19	5	69	6	↑	2	=
The availability of staff	1222	71	22	8	61	6	=	4	=
How well train company deals with delays	138	34	45	22	41	0	=	-11	=

Individual train company results by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2010

Improved ↑
Unchanged =
Declined ↓

Overall satisfaction by route

Full details of the route results for Autumn 2011 are available on the Passenger Focus website (or by email on request)

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	803	87	=	Grand Central - London - Sunderland	637	95	=	Southern - Metro	712	84	=
Arriva Trains Wales - South Wales	395	83	=	Heathrow Connect	562	92	=	South West Trains - Island Line	114	91	=
Arriva Trains Wales - Valley	311	83	=	Heathrow Express	591	93	=	South West Trains - London	519	84	=
c2c	1021	91	=	London Midland - London Commuter	283	83	=	South West Trains - Mainline	283	86	=
Chiltern Railways - North	296	87	=	London Midland - West Coast	233	86	=	South West Trains - Metro	263	88	=
Chiltern Railways - South	820	88	=	London Midland - West Midlands	600	86	=	South West Trains - Not Managed By South West Trains	119	92	=
Crosscountry - Birmingham - Manchester	120	87	=	London Overground - Gospel Oak - Barking	235	95	↑	South West Trains - Portsmouth	137	88	=
Crosscountry - Birmingham - North East And Scotland	304	84	=	London Overground - Richmond/Clapham - Stratford	368	92	↑	South West Trains - Reading/Windsor	193	81	=
Crosscountry - Birmingham - South Coast	337	78	=	London Overground - Watford - Euston	371	92	=	South West Trains - Suburban	320	78	↓
Crosscountry - Birmingham - South West	228	73	↓	London Overground - Dalston - Croydon	246	91	=	South West Trains - West Of England	128	90	=
Crosscountry - Birmingham - Stansted	186	86	=	Merseyrail - Northern	310	93	=	Virgin - Birmingham - Scotland	131	87	=
Crosscountry - Nottingham - Cardiff	126	89	=	Merseyrail - Wirral	228	93	=	Virgin - London - Liverpool	149	91	=
East Coast - London - East Midlands/East Of England	165	93	↑	Northern - Lancashire & Cumbria	138	83	=	Virgin - London - Manchester	298	90	=
East Coast - London - Scotland/North East	249	86	=	Northern - Manchester & Liverpool	373	78	=	Virgin - London - North Wales	56	92	=
East Coast - London - Yorkshire	350	87	=	Northern - South & East Yorkshire	313	87	↑	Virgin - London - Scotland	232	86	=
East Coast - Non-London journeys	361	85	=	Northern - Tyne Tees & Wear	151	93	=	Virgin - London - Wolverhampton	221	87	=
East Midlands Trains - Liverpool - Norwich	169	83	↓	Northern - West & North Yorkshire	377	86	=				
East Midlands Trains - Local	239	89	=	National Express East Anglia - Intercity	421	83	=				
East Midlands Trains - London	607	88	=	National Express East Anglia - Mainline	450	76	=				
First Capital Connect - Great Northern	655	82	=	National Express East Anglia - Metro	339	76	=				
First Capital Connect - Thameslink Loop	337	84	=	National Express East Anglia - Rural	196	82	=				
First Capital Connect - Thameslink North	553	80	↑	National Express East Anglia - Stansted	147	87	=				
First Capital Connect - Thameslink South	303	72	=	National Express East Anglia - West Anglia	612	74	=				
First Great Western - Long Distance	1199	87	=	Scotrail - Interurban	468	90	=				
First Great Western - London Thames Valley	1008	81	=	Scotrail - Rural	376	90	=				
First Great Western - West	701	82	=	Scotrail - Strathclyde	255	89	=				
First Hull Trains	506	88	↓	Scotrail - Urban	267	89	=				
First TransPennine Express - North	633	85	=	Southeastern - High Speed	314	94	=				
First TransPennine Express - North West	251	80	=	Southeastern - Mainline	372	79	=				
First TransPennine Express - South	212	92	=	Southeastern - Metro	859	83	=				
Grand Central - London - Bradford	257	93	=	Southern - Gatwick Express	378	89	=				
				Southern - Sussex Coast	1011	81	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2010

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Autumn 2011 are available on the Passenger Focus website (or by email on request)

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	759	61	=	Grand Central - London - Sunderland	614	79	=	Southern - Metro	643	42	=
Arriva Trains Wales - South Wales	383	56	↓	Heathrow Connect	499	58	=	South West Trains - Island Line	105	70	=
Arriva Trains Wales - Valley	303	58	=	Heathrow Express	583	37	=	South West Trains - London	489	38	=
c2c	960	43	=	London Midland - London Commuter	271	32	↓	South West Trains - Mainline	270	39	=
Chiltern Railways - North	284	60	=	London Midland - West Coast	218	62	=	South West Trains - Metro	241	37	=
Chiltern Railways - South	798	47	=	London Midland - West Midlands	527	57	=	South West Trains - Not Managed By South West Trains	116	51	=
Crosscountry - Birmingham - Manchester	115	54	=	London Overground - Gospel Oak - Barking	198	57	=	South West Trains - Portsmouth	133	33	=
Crosscountry - Birmingham - North East And Scotland	293	53	=	London Overground - Richmond/Clapham - Stratford	331	57	=	South West Trains - Reading/Windsor	176	40	=
Crosscountry - Birmingham - South Coast	329	47	=	London Overground - Watford - Euston	320	55	=	South West Trains - Suburban	314	32	=
Crosscountry - Birmingham - South West	224	48	=	London Overground - Dalston - Croydon	221	48	↓	South West Trains - West Of England	127	50	=
Crosscountry - Birmingham - Stansted	181	60	=	Merseyrail - Northern	241	69	=	Virgin - Birmingham - Scotland	125	64	=
Crosscountry - Nottingham - Cardiff	125	58	=	Merseyrail - Wirral	190	62	=	Virgin - London - Liverpool	148	59	=
East Coast - London - East Midlands/East Of England	160	59	=	Northern - Lancashire & Cumbria	135	72	=	Virgin - London - Manchester	291	58	=
East Coast - London - Scotland/North East	240	58	=	Northern - Manchester & Liverpool	353	50	↓	Virgin - London - North Wales	53	52	=
East Coast - London - Yorkshire	337	53	=	Northern - South & East Yorkshire	293	59	=	Virgin - London - Scotland	220	64	=
East Coast - Non-London journeys	348	60	↓	Northern - Tyne Tees & Wear	142	80	↑	Virgin - London - Wolverhampton	209	59	↓
East Midlands Trains - Liverpool - Norwich	160	64	=	Northern - West & North Yorkshire	356	67	=				
East Midlands Trains - Local	229	59	=	National Express East Anglia - Intercity	411	45	=				
East Midlands Trains - London	589	46	=	National Express East Anglia - Mainline	428	28	=				
First Capital Connect - Great Northern	616	37	=	National Express East Anglia - Metro	305	32	=				
First Capital Connect - Thameslink Loop	289	42	=	National Express East Anglia - Rural	190	53	=				
First Capital Connect - Thameslink North	517	37	↑	National Express East Anglia - Stansted	139	27	=				
First Capital Connect - Thameslink South	293	41	=	National Express East Anglia - West Anglia	554	30	=				
First Great Western - Long Distance	1173	55	=	Scotrail - Interurban	456	55	=				
First Great Western - London Thames Valley	967	47	=	Scotrail - Rural	367	76	=				
First Great Western - West	672	60	↓	Scotrail - Strathclyde	245	61	=				
First Hull Trains	490	62	=	Scotrail - Urban	264	51	=				
First TransPennine Express - North	604	60	=	Southeastern - High Speed	303	37	=				
First TransPennine Express - North West	241	56	=	Southeastern - Mainline	361	39	=				
First TransPennine Express - South	193	64	=	Southeastern - Metro	753	34	=				
Grand Central - London - Bradford	246	75	=	Southern - Gatwick Express	367	34	=				
				Southern - Sussex Coast	965	43	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2010

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Autumn 2011 are available on the Passenger Focus website (or by email on request)

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	795	84	=	Grand Central - London - Sunderland	626	92	=	Southern - Metro	700	78	=
Arriva Trains Wales - South Wales	392	81	=	Heathrow Connect	558	91	=	South West Trains - Island Line	109	96	=
Arriva Trains Wales - Valley	309	90	=	Heathrow Express	583	94	=	South West Trains - London	514	87	=
c2c	1005	92	=	London Midland - London Commuter	283	77	↓	South West Trains - Mainline	279	81	↓
Chiltern Railways - North	294	81	↓	London Midland - West Coast	230	80	↓	South West Trains - Metro	265	83	↓
Chiltern Railways - South	823	82	↓	London Midland - West Midlands	597	79	=	South West Trains - Not Managed By South West Trains	119	92	=
Crosscountry - Birmingham - Manchester	119	87	=	London Overground - Gospel Oak - Barking	230	89	↑	South West Trains - Portsmouth	138	84	↓
Crosscountry - Birmingham - North East And Scotland	301	82	=	London Overground - Richmond/Clapham - Stratford	364	79	↑	South West Trains - Reading/Windsor	190	78	↓
Crosscountry - Birmingham - South Coast	337	73	↓	London Overground - Watford - Euston	371	88	=	South West Trains - Suburban	318	81	=
Crosscountry - Birmingham - South West	228	69	=	London Overground - Dalston - Croydon	245	87	=	South West Trains - West Of England	125	91	=
Crosscountry - Birmingham - Stansted	181	85	=	Merseyrail - Northern	305	94	=	Virgin - Birmingham - Scotland	127	78	=
Crosscountry - Nottingham - Cardiff	127	89	=	Merseyrail - Wirral	232	97	↑	Virgin - London - Liverpool	145	89	=
East Coast - London - East Midlands/East Of England	161	78	=	Northern - Lancashire & Cumbria	140	76	=	Virgin - London - Manchester	297	87	=
East Coast - London - Scotland/North East	243	86	=	Northern - Manchester & Liverpool	368	77	=	Virgin - London - North Wales	57	83	↓
East Coast - London - Yorkshire	346	79	↓	Northern - South & East Yorkshire	308	85	=	Virgin - London - Scotland	227	85	=
East Coast - Non-London journeys	355	73	↓	Northern - Tyne Tees & Wear	147	86	=	Virgin - London - Wolverhampton	219	85	↓
East Midlands Trains - Liverpool - Norwich	165	87	=	Northern - West & North Yorkshire	367	84	=				
East Midlands Trains - Local	233	87	=	National Express East Anglia - Intercity	412	87	=				
East Midlands Trains - London	596	88	=	National Express East Anglia - Mainline	444	73	=				
First Capital Connect - Great Northern	654	79	=	National Express East Anglia - Metro	339	81	=				
First Capital Connect - Thameslink Loop	332	77	↑	National Express East Anglia - Rural	190	82	=				
First Capital Connect - Thameslink North	547	77	↑	National Express East Anglia - Stansted	145	91	=				
First Capital Connect - Thameslink South	302	68	=	National Express East Anglia - West Anglia	599	69	↓				
First Great Western - Long Distance	1190	81	=	Scotrail - Interurban	464	90	=				
First Great Western - London Thames Valley	995	76	=	Scotrail - Rural	382	89	=				
First Great Western - West	696	79	=	Scotrail - Strathclyde	251	85	=				
First Hull Trains	506	85	=	Scotrail - Urban	266	84	=				
First TransPennine Express - North	626	82	=	Southeastern - High Speed	313	93	=				
First TransPennine Express - North West	247	83	=	Southeastern - Mainline	369	76	=				
First TransPennine Express - South	210	92	↑	Southeastern - Metro	854	81	=				
Grand Central - London - Bradford	251	90	=	Southern - Gatwick Express	371	93	=				
				Southern - Sussex Coast	1002	77	=				

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2010

Improved ↑
Unchanged =
Declined ↓

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

Full details of the route results for Autumn 2011 are available on the Passenger Focus website (or by email on request)

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	764	75	=	Grand Central - London - Sunderland	619	95	=	Southern - Metro	687	65	=
Arriva Trains Wales - South Wales	381	74	=	Heathrow Connect	548	90	=	South West Trains - Island Line	103	84	=
Arriva Trains Wales - Valley	311	70	=	Heathrow Express	574	90	=	South West Trains - London	505	65	↓
c2c	988	65	=	London Midland - London Commuter	271	61	↓	South West Trains - Mainline	278	66	=
Chiltern Railways - North	286	85	=	London Midland - West Coast	228	79	↓	South West Trains - Metro	250	73	=
Chiltern Railways - South	797	74	=	London Midland - West Midlands	571	66	=	South West Trains - Not Managed By South West Trains	115	77	=
Crosscountry - Birmingham - Manchester	115	66	=	London Overground - Gospel Oak - Barking	225	80	↑	South West Trains - Portsmouth	132	65	↓
Crosscountry - Birmingham - North East And Scotland	299	62	↓	London Overground - Richmond/Clapham - Stratford	360	77	↑	South West Trains - Reading/Windsor	185	74	=
Crosscountry - Birmingham - South Coast	324	58	=	London Overground - Watford - Euston	365	88	=	South West Trains - Suburban	313	56	↓
Crosscountry - Birmingham - South West	223	68	=	London Overground - Dalston - Croydon	242	81	=	South West Trains - West Of England	122	65	=
Crosscountry - Birmingham - Stansted	177	70	↑	Merseyrail - Northern	293	76	=	Virgin - Birmingham - Scotland	130	74	=
Crosscountry - Nottingham - Cardiff	126	69	=	Merseyrail - Wirral	226	80	=	Virgin - London - Liverpool	135	84	=
East Coast - London - East Midlands/East Of England	155	74	=	Northern - Lancashire & Cumbria	138	64	=	Virgin - London - Manchester	290	77	=
East Coast - London - Scotland/North East	236	77	=	Northern - Manchester & Liverpool	364	60	=	Virgin - London - North Wales	54	69	=
East Coast - London - Yorkshire	333	85	↑	Northern - South & East Yorkshire	301	69	=	Virgin - London - Scotland	226	75	=
East Coast - Non-London journeys	346	77	=	Northern - Tyne Tees & Wear	143	62	↓	Virgin - London - Wolverhampton	214	62	↓
East Midlands Trains - Liverpool - Norwich	160	73	=	Northern - West & North Yorkshire	371	70	=				
East Midlands Trains - Local	234	80	=	National Express East Anglia - Intercity	406	77	=				
East Midlands Trains - London	593	75	=	National Express East Anglia - Mainline	432	68	=				
First Capital Connect - Great Northern	642	61	=	National Express East Anglia - Metro	321	63	=				
First Capital Connect - Thameslink Loop	325	73	=	National Express East Anglia - Rural	189	71	=				
First Capital Connect - Thameslink North	540	58	=	National Express East Anglia - Stansted	137	85	↑				
First Capital Connect - Thameslink South	295	53	=	National Express East Anglia - West Anglia	574	63	=				
First Great Western - Long Distance	1175	69	=	Scotrail - Interurban	452	73	=				
First Great Western - London Thames Valley	972	65	=	Scotrail - Rural	371	83	=				
First Great Western - West	673	69	=	Scotrail - Strathclyde	243	79	=				
First Hull Trains	492	89	=	Scotrail - Urban	256	76	↓				
First TransPennine Express - North	606	61	↓	Southeastern - High Speed	309	91	=				
First TransPennine Express - North West	241	60	=	Southeastern - Mainline	345	70	=				
First TransPennine Express - South	209	74	↑	Southeastern - Metro	837	58	=				
Grand Central - London - Bradford	252	91	↓	Southern - Gatwick Express	368	83	=				
				Southern - Sussex Coast	988	65	=				

Overall satisfaction with the station by route

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2010

Improved ↑
Unchanged =
Declined ↓

Full details of the route results for Autumn 2011 are available on the Passenger Focus website (or by email on request)

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	793	79	=	Heathrow Connect	559	80	=	South West Trains - London	516	73	↓
Arriva Trains Wales - South Wales	393	64	=	Heathrow Express	596	88	=	South West Trains - Mainline	282	74	=
Arriva Trains Wales - Valley	313	70	=	London Midland - London Commuter	284	78	↓	South West Trains - Metro	266	79	=
c2c	1011	86	↑	London Midland - West Coast	230	84	=	South West Trains - Not Managed By South West Trains	117	77	=
Chiltern Railways - North	294	87	↑	London Midland - West Midlands	597	73	=	South West Trains - Portsmouth	136	67	=
Chiltern Railways - South	824	91	↑	London Overground - Gospel Oak - Barking	234	83	↑	South West Trains - Reading/Windsor	191	74	=
Crosscountry - Birmingham - Manchester	119	83	=	London Overground - Richmond/Clapham - Stratford	370	80	↑	South West Trains - Suburban	317	71	=
Crosscountry - Birmingham - North East And Scotland	307	84	=	London Overground - Watford - Euston	372	83	↑	South West Trains - West Of England	126	82	=
Crosscountry - Birmingham - South Coast	337	79	=	London Overground - Dalston - Croydon	242	81	=	Virgin - Birmingham - Scotland	129	75	=
Crosscountry - Birmingham - South West	227	77	=	Merseyrail - Northern	306	85	=	Virgin - London - Liverpool	150	87	=
Crosscountry - Birmingham - Stansted	186	82	=	Merseyrail - Wirral	231	83	=	Virgin - London - Manchester	299	82	=
Crosscountry - Nottingham - Cardiff	127	72	=	Northern - Lancashire & Cumbria	137	76	=	Virgin - London - North Wales	55	90	↑
East Coast - London - East Midlands/East Of England	165	80	=	Northern - Manchester & Liverpool	371	74	=	Virgin - London - Scotland	229	80	=
East Coast - London - Scotland/North East	249	74	=	Northern - South & East Yorkshire	309	80	=	Virgin - London - Wolverhampton	219	81	=
East Coast - London - Yorkshire	348	69	=	Northern - Tyne Tees & Wear	148	83	=				
East Coast - Non-London journeys	358	83	=	Northern - West & North Yorkshire	372	76	=				
East Midlands Trains - Liverpool - Norwich	167	85	=	National Express East Anglia - Intercity	416	81	=				
East Midlands Trains - Local	237	82	=	National Express East Anglia - Mainline	453	74	=				
East Midlands Trains - London	606	83	=	National Express East Anglia - Metro	337	73	=				
First Capital Connect - Great Northern	660	78	↑	National Express East Anglia - Rural	190	73	=				
First Capital Connect - Thameslink Loop	330	71	=	National Express East Anglia - Stansted	149	86	=				
First Capital Connect - Thameslink North	553	74	=	National Express East Anglia - West Anglia	607	70	=				
First Capital Connect - Thameslink South	302	76	=	Scotrail - Interurban	470	83	=				
First Great Western - Long Distance	1199	81	=	Scotrail - Rural	388	86	=				
First Great Western - London Thames Valley	999	73	=	Scotrail - Strathclyde	248	85	=				
First Great Western - West	702	76	=	Scotrail - Urban	267	85	=				
First Hull Trains	512	79	=	Southeastern - High Speed	320	89	=				
First TransPennine Express - North	634	89	=	Southeastern - Mainline	370	76	=				
First TransPennine Express - North West	245	78	=	Southeastern - Metro	862	78	↑				
First TransPennine Express - South	210	89	=	Southern - Gatwick Express	381	77	=				
Grand Central - London - Bradford	255	68	=	Southern - Sussex Coast	998	77	=				
Grand Central - London - Sunderland	636	78	=	Southern - Metro	703	80	↑				
				South West Trains - Island Line	109	80	=				

How routes are defined

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

Arriva Trains Wales – North Wales:

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

Arriva Trains Wales – South Wales:

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

Arriva Trains Wales – Valley:

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

c2c:

All journeys on c2c

Chiltern Railways – North:

Journeys starting from Bicester North station and stations further north

Chiltern Railways – South:

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

CrossCountry – Birmingham – Manchester:

Journeys on the Manchester Piccadilly – Birmingham New Street route

CrossCountry – Birmingham – North East and Scotland:

Journeys on the Birmingham New Street – Aberdeen route

CrossCountry – Birmingham – South Coast:

Journeys on the Birmingham New Street – Bournemouth route

CrossCountry – Birmingham – South West:

Journeys on the Birmingham New Street – Penzance route

CrossCountry – Birmingham – Stansted:

Journeys on the Birmingham New Street – Stansted Airport route

CrossCountry – Nottingham – Cardiff:

Journeys on the Nottingham – Cardiff Central route

East Coast – London – Yorkshire:

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

East Coast – London – Scotland – North East:

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

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

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

East Coast – non-London journeys:

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

East Midland Trains – Liverpool – Norwich:

Journeys on the Liverpool – Norwich route

East Midlands Trains – Local:

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

East Midlands Trains – London:

Journeys on the London – Sheffield route

First Capital Connect – Great Northern:

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

First Capital Connect – Thameslink Loop:

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

First Capital Connect – North:

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect – South:

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

First Great Western – Long distance:

Journeys on long distance services

First Great Western – London Thames Valley:

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

First Great Western – West:

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

First Hull Trains:

Journeys on Hull – London King's Cross route

First TransPennine Express – North:

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

First TransPennine Express – North West:

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

First TransPennine Express – South:

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes

Grand Central – London – Bradford:

Journeys on London King's Cross – Bradford Interchange route

Grand Central – London – Sunderland:

Journeys on London King's Cross – Sunderland route

Heathrow Connect:

All Heathrow Connect journeys

Heathrow Express:

All Heathrow Express journeys

London Midland – London commuter:

Journeys on London Euston – Northampton services

London Midland – West Coast:

Journeys on London Euston – Liverpool Lime Street services

London Midland – West Midlands:

Journeys on several rail lines in and around Birmingham New Street

London Overground – Dalston – Croydon:

Journeys on the Dalston Junction – West Croydon line

London Overground – Gospel Oak – Barking:

Journeys on the Gospel Oak – Barking line

London Overground – Richmond/Clapham Junction – Stratford:

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

London Overground – Watford – Euston:

Journeys on the London Euston – Watford line

Merseyrail – Northern:

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail – Wirral:

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

Northern Rail – Lancashire & Cumbria:

Journeys from stations in Lancashire and Cumbria

Northern Rail – Manchester & Liverpool:

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail – South & East Yorkshire:

Journeys from stations in South and East Yorkshire

Northern Rail – Tyne Tees & Wear:

Journeys from stations in Tyne and Wear

Northern Rail – West & North Yorkshire:

Journeys from stations in West and North Yorkshire

National Express East Anglia – Intercity:

London – Norwich main line

National Express East Anglia – Main line:

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

National Express East Anglia – Metro:

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

National Express East Anglia – Rural:

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

National Express East Anglia – Stansted:

Journeys on Stansted Express, not including Stansted Airport stopping trains

National Express East Anglia – West Anglia:

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

ScotRail – Interurban:

Journeys on longer distance rail lines between urban areas

ScotRail – Rural:

Journeys on predominantly rural rail lines

ScotRail – Strathclyde:

Journeys on local rail lines within Strathclyde

ScotRail – Urban:

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

Southeastern – High speed:

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

Southeastern – Main line:

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

Southeastern – Metro:

Journeys on rail lines that are within London

Southern – Gatwick Express:

Fast Gatwick Express services Gatwick – London Victoria

Southern – Sussex Coast:

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

Southern – Metro:

Journeys on rail lines that are within London

South West Trains – Island line:

Journeys starting from stations on the Isle of Wight

South West Trains – London:

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

South West Trains – Main line:

Journeys starting from stations between Micheldever and Weymouth

South West Trains – Metro:

Journeys starting from stations between Earlsfield and Surbiton

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

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

South West Trains – Portsmouth:

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains – Reading/Windsor:

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

South West Trains – Suburban:

Journeys starting from stations in the Woking area

South West Trains – West of England:

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains – Birmingham – Scotland:

Journeys on Birmingham – Scotland services

Virgin Trains – London – Liverpool:

Journeys on London – Liverpool services

Virgin Trains – London – Manchester:

Journeys on London – Manchester services

Virgin Trains – London – North Wales:

Journeys on London – Holyhead/North Wales services

Virgin Trains – London – Scotland:

Journeys on London – Glasgow/Scotland services

Virgin Trains – London – Wolverhampton:

Journeys on London – Wolverhampton services

National results

by journey purpose, age and gender

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose

	Commuter Autumn 2011			Business Autumn 2011			Leisure Autumn 2011		
	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010 % change	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010 % change	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010 % change	significant change
Overall sample size 27960									
Overall satisfaction	79	0	=	85	1	=	91	0	=
STATION FACILITIES									
Overall satisfaction with the station	75	2	↑	77	1	=	82	1	=
Ticket buying facilities	69	2	=	75	0	=	81	2	↑
Provision of information about train times/platforms	78	0	=	81	-1	=	86	2	↑
The upkeep/repair of the station buildings/platforms	64	3	↑	65	2	=	72	-1	=
Cleanliness	69	1	=	73	3	=	76	-1	=
The facilities and services	45	-1	=	56	3	=	57	0	=
The attitudes and helpfulness of the staff	65	-1	=	74	1	=	77	-1	=
Connections with other forms of public transport	70	-2	↓	75	0	=	77	1	=
Facilities for car parking	46	0	=	52	7	↑	58	5	↑
Overall environment	64	1	=	68	3	=	73	1	=
Your personal security whilst using	63	0	=	69	3	=	71	3	↑
The availability of staff	55	-2	=	61	5	↑	63	-1	=
How request to station staff was handled	81	5	=	90	2	=	88	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	72	0	=	81	2	=	85	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-2	↓	85	1	=	89	1	=
The length of time the journey was scheduled to take (speed)	80	-1	=	84	-1	=	91	1	=
Connections with other train services	72	-1	=	77	2	=	83	0	=
The value for money for the price of your ticket	32	-3	↓	49	0	=	63	-3	↓
Upkeep and repair of the train	69	-1	=	75	3	↑	82	1	=
The provision of information during the journey	64	-1	=	68	1	=	77	1	=
The helpfulness and attitude of staff on train	56	-2	=	69	2	=	71	-1	=
The space for luggage	50	-1	=	54	0	=	58	1	=
The toilet facilities	30	-1	=	41	3	=	49	2	=
Sufficient room for all passengers to sit/stand	59	0	=	73	0	=	78	-1	=
The comfort of the seating area	65	-1	=	73	3	↑	80	1	=
The ease of being able to get on and off	76	0	=	82	0	=	85	1	=
Your personal security on board	72	1	=	81	2	=	81	1	=
The cleanliness of the inside	70	1	=	76	5	↑	81	3	↑
The cleanliness of the outside	68	1	=	74	5	↑	79	3	↑
The availability of staff	38	-1	=	49	3	=	56	0	=
How well train company deals with delays	31	-2	=	40	-4	=	53	1	=

Improved ↑
 Unchanged =
 Declined ↓

Age

	16-34 Autumn 2011			Improvement/decline in % satisfied or good since Autumn 2010			35-59 Autumn 2011			Improvement/decline in % satisfied or good since Autumn 2010			60+ Autumn 2011			Improvement/decline in % satisfied or good since Autumn 2010		
	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change	% satisfied or good	% change	significant change			
Overall sample size 27960																		
Overall satisfaction	82	1	=	83	1	=	92	1	=									
STATION FACILITIES																		
Overall satisfaction with the station	78	2	↑	76	2	↑	83	2	=									
Ticket buying facilities	73	2	=	72	1	=	81	1	=									
Provision of information about train times/platforms	79	0	=	80	0	=	89	2	↑									
The upkeep/repair of the station buildings/platforms	66	2	=	66	1	=	73	0	=									
Cleanliness	71	2	=	71	0	=	79	0	=									
The facilities and services	48	-1	=	50	0	=	59	3	↑									
The attitudes and helpfulness of the staff	67	-2	=	70	1	=	80	-2	=									
Connections with other forms of public transport	72	-1	=	73	0	=	78	-1	=									
Facilities for car parking	50	4	↑	49	0	=	57	4	=									
Overall environment	70	1	=	65	1	=	73	1	=									
Your personal security whilst using	68	2	=	65	1	=	71	3	↑									
The availability of staff	56	-2	=	58	0	=	66	1	=									
How request to station staff was handled	86	4	=	85	0	=	89	-1	=									
TRAIN FACILITIES																		
The frequency of the trains on that route	72	1	=	79	1	=	89	2	↑									
Punctuality/reliability (i.e. the train arriving/departing on time)	76	-2	=	82	0	=	90	0	=									
The length of time the journey was scheduled to take (speed)	82	0	=	84	-1	=	92	1	=									
Connections with other train services	75	0	=	75	0	=	83	0	=									
The value for money for the price of your ticket	36	-3	↓	44	-2	↓	72	-2	=									
Upkeep and repair of the train	73	1	=	73	1	=	83	1	=									
The provision of information during the journey	66	-1	=	68	0	=	81	1	=									
The helpfulness and attitude of staff on train	61	-1	=	62	0	=	74	-1	=									
The space for luggage	54	0	=	52	0	=	57	0	=									
The toilet facilities	35	0	=	36	0	=	53	2	=									
Sufficient room for all passengers to sit/stand	67	1	=	65	0	=	76	-2	=									
The comfort of the seating area	72	1	=	69	0	=	79	0	=									
The ease of being able to get on and off	80	0	=	80	1	=	85	1	=									
Your personal security on board	77	0	=	75	2	=	82	2	=									
The cleanliness of the inside	73	2	↑	73	2	↑	83	2	=									
The cleanliness of the outside	72	0	=	72	3	↑	80	3	↑									
The availability of staff	40	-2	=	45	1	=	60	0	=									
How well train company deals with delays	38	2	=	32	-5	↓	61	6	=									

Improved ↑
 Unchanged =
 Declined ↓

Gender

	Male	Improvement/decline in %		Female	Improvement/decline in %	
	Autumn 2011	satisfied or good since Autumn 2010	significant change	Autumn 2011	satisfied or good since Autumn 2010	significant change
Overall sample size 27960	% satisfied or good	% change		% satisfied or good	% change	
Overall satisfaction	82	0	=	86	1	=
STATION FACILITIES						
Overall satisfaction with the station	76	1	=	80	2	↑
Ticket buying facilities	73	1	=	74	2	=
Provision of information about train times/platforms	79	-1	=	83	1	=
The upkeep/repair of the station buildings/platforms	65	0	=	69	2	↑
Cleanliness	71	1	=	73	1	=
The facilities and services	49	0	=	53	0	=
The attitudes and helpfulness of the staff	69	-1	=	72	0	=
Connections with other forms of public transport	71	0	=	75	-1	=
Facilities for car parking	48	0	=	53	4	↑
Overall environment	65	-1	=	71	3	↑
Your personal security whilst using	66	1	=	68	2	↑
The availability of staff	56	0	=	61	0	=
How request to station staff was handled	86	0	=	87	2	=
TRAIN FACILITIES						
The frequency of the trains on that route	78	1	=	79	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	79	-1	=	83	0	=
The length of time the journey was scheduled to take (speed)	83	0	=	87	-1	=
Connections with other train services	75	1	=	78	-1	=
The value for money for the price of your ticket	43	-3	↓	48	-3	↓
Upkeep and repair of the train	74	1	=	75	1	=
The provision of information during the journey	68	1	=	71	0	=
The helpfulness and attitude of staff on train	62	-2	=	65	0	=
The space for luggage	54	-1	=	53	0	=
The toilet facilities	39	1	=	37	0	=
Sufficient room for all passengers to sit/stand	66	-1	=	70	0	=
The comfort of the seating area	68	0	=	75	0	=
The ease of being able to get on and off	82	1	=	80	1	=
Your personal security on board	77	1	=	77	1	=
The cleanliness of the inside	74	2	↑	76	2	↑
The cleanliness of the outside	72	2	↑	75	2	↑
The availability of staff	44	-2	=	48	2	=
How well train company deals with delays	36	1	=	41	-3	=

Mobile phone reception/coverage whilst making rail journeys

% of passengers who were satisfied by train company

	At the station		On the train	
	Mobile reception for making calls	Data coverage for accessing the Internet/emails	Mobile reception for making calls	Data coverage for accessing the Internet/emails
National total	87	75	57	45
Arriva Trains Wales	86	72	59	45
c2c	90	79	66	52
Chiltern Railways	92	79	50	42
CrossCountry	89	74	49	32
East Coast	92	78	65	50
East Midlands Trains	91	75	43	34
First Capital Connect	82	70	50	37
First Great Western	92	79	60	46
First Hull Trains	90	78	68	62
First TransPennine Express	91	77	54	45
Grand Central	88	80	77	64
Heathrow Connect	84	73	75	61
Heathrow Express	87	77	72	67
London Midland	87	74	54	46
London Overground	87	75	69	59
Merseyrail	68	52	53	42
National Express East Anglia	85	76	56	46
Northern Rail	91	79	67	51
ScotRail	92	80	67	53
South West Trains	87	78	47	38
Southeastern	88	75	55	43
Southern	85	71	58	46
Virgin Trains	91	83	59	47

Technical appendix

Appendix

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

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

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

TOC data is compiled to provide a national sample.

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

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

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

To allow simple reprocessing of data in line with changes to franchise boundaries the sample design for NPS utilises a 'building block' approach from Autumn 2003 onwards. For some of the new franchised TOCs it is not possible to provide reliable data for before Autumn 2003.

For the Autumn 2007 survey about 100 NPS shifts were moved from the morning peak to the evening peak. Shifts were also staggered for the first time so that they started every hour as opposed to every three hours. For example morning shifts that were previously 7am-10am and then 10am-1pm were changed to 7am-10am, 8am-11am, 9am-12pm, etc. This methodology gives a better representation of passenger opinions of their journey.

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

Rail sectors

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

Long distance operators

CrossCountry
East Coast
East Midlands Trains
First TransPennine Express (FTPE)
Virgin Trains

London and South East operators

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

Regional operators

Arriva Trains Wales
Merseyrail
Northern Rail
ScotRail

Notes



Contact us

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

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

t 0300 123 2350

e info@passengerfocus.org.uk

w www.passengerfocus.org.uk

Passenger Focus is the operating name of the Passengers Council. This survey was published in January 2012. © Passenger Focus 2012.

Design and print by **TU ink** www.tuink.co.uk