



# National Passenger Survey

## Summary Report

### Spring 2012

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

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

Fieldwork is carried out each Spring (February/March) and Autumn (September/October). Up to Spring 2003, fieldwork took place over 3 weeks. In Autumn 2003, the fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

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

The data for number of journeys and profiles by these variables was generated from ORR data (2010).

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

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

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

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

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

## Spring 2012 (Wave 26)

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

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

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

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

## Autumn 2011 (Wave 25)

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

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

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

### **Spring 2011 (Wave 24)**

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

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

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

The results achieved by London Midland are likely to have been affected by an industrial dispute which resulted in the cancellation of a significant number of trains through the full survey period.

One fieldworker was commended on his behaviour by First TransPennine Express after saving the life of a young female passenger by preventing her from falling onto the track.

### **Autumn 2010 (Wave 23)**

Fieldwork (Main and Boost) was undertaken between 2nd September 2010 and 15th November 2010. Top up shifts were run between 14th October and the 26th November 2010.

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

Engineering works particularly affected shifts scheduled to be conducted on weekends both on train and at stations run by London Overground and Wrexham and Shropshire respectively. All shifts were rescheduled and conducted on the weekends where possible.

Due to shortfall on returns on certain TOCs the fieldwork period was extended from the 15th of November to the 26th November.

Other than the Papal visit, and the Conservative Party conference there were no other events that caused major disruptions to the fieldwork schedule.



# National Total

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

1) National total excludes non-franchised Train Operating Companies.



# London and South East

Spring 2012

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

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

1) London and South East total excludes non-franchised Train Operating Companies.



# Long Distance

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



## Regional

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

% of passengers satisfied/good by sector:

London and South East - 82%  
 Long Distance - 88%  
 Regional - 86%

Improved ↑  
 Unchanged →  
 Declined ↓

## Overall satisfaction

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

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

% of passengers satisfied/good by sector:

London and South East - 38%  
 Long Distance - 54%  
 Regional - 54%

Improved ↑  
 Unchanged →  
 Declined ↓

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

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

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

% of passengers satisfied/good by sector:

London and South East - 79%  
 Long Distance - 87%  
 Regional - 85%

Improved ↑  
 Unchanged →  
 Declined ↓

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

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

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

% of passengers satisfied/good by sector:

London and South East - 68%  
 Long Distance - 73%  
 Regional - 73%

Improved ↑  
 Unchanged →  
 Declined ↓

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

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

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

% of passengers satisfied/good by sector:

London and South East - 75%  
 Long Distance - 81%  
 Regional - 80%

Improved ↑  
 Unchanged →  
 Declined ↓

## Overall satisfaction with the station

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

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

% of passengers satisfied/good by sector:

London and South East - 35%  
 Long Distance - 55%  
 Regional - 35%

Improved ↑  
 Unchanged →  
 Declined ↓

## How well train company dealt with delays

	Spring 2012				Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	156	40	32	28	-5	→	-4	→
c2c	73	42	33	25	2	→	-8	→
Chiltern Railways	164	38	40	22	-1	→	-8	→
CrossCountry	222	52	29	18	6	→	3	→
East Coast	190	63	27	10	7	→	11	↑
East Midlands Trains	178	51	30	19	12	→	2	→
First Capital Connect	411	30	40	31	-3	→	5	→
First Great Western	651	41	38	21	-4	→	-2	→
First Hull Trains	27	51	29	20	13	→	-14	→
First TransPennine Express	183	55	24	20	2	→	7	→
Greater Anglia*	457	28	35	37	-4	→	0	→
Heathrow Connect	65	38	36	26	-7	→	13	→
Heathrow Express*	32	42	32	26	-19	→	-13	→
London Midland	202	49	32	19	8	→	17	↑
London Overground	100	43	36	22	0	→	-7	→
Merseyrail	32	29	50	21	-21	→	-20	→
Northern Rail	192	33	43	24	-10	→	-2	→
ScotRail	182	38	42	20	5	→	5	→
South West Trains	304	37	41	22	-4	→	4	→
Southeastern	206	31	39	30	5	→	7	→
Southern	405	35	36	30	-1	→	0	→
Virgin Trains	209	54	29	17	-1	→	-2	→

\*1) Greater Anglia from 5<sup>th</sup> February 2012 (previously National Express East Anglia) 2) Heathrow Express results may have been affected by industrial action on 26/27th February 2012

## c2c

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1114									
Overall satisfaction	1104	91	7	3	82	0	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1089	83	13	4	75	-3	→	0	→
Ticket buying facilities	747	77	13	10	71	0	→	0	→
Provision of information about train times/platforms	1062	86	9	5	80	-1	→	-1	→
The upkeep/repair of the station buildings/platforms	1064	75	17	9	66	3	→	4	→
Cleanliness	1052	78	15	6	70	2	→	0	→
The facilities and services	919	55	22	23	48	0	→	2	→
The attitudes and helpfulness of the staff	890	76	17	7	69	1	→	2	→
Connections with other forms of public transport	855	73	17	10	74	2	→	0	→
Facilities for car parking	453	55	18	27	46	3	→	2	→
Overall environment	1078	75	19	6	66	2	→	4	→
Your personal security whilst using	1000	70	23	7	66	3	→	5	↑
The availability of staff	983	67	22	11	57	1	→	2	→
How request to station staff was handled	120	92	4	4	82	3	→	9	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1088	83	8	9	77	-1	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1072	92	5	3	79	0	→	0	→
The length of time the journey was scheduled to take (speed)	1059	92	5	3	83	1	→	-1	→
Connections with other train services	649	84	12	4	77	4	→	5	↑
The value for money for the price of your ticket	1030	42	22	36	38	-1	→	-1	→
Upkeep and repair of the train	1090	91	7	2	74	-1	→	1	→
The provision of information during the journey	1005	80	14	6	70	-3	→	0	→
The helpfulness and attitude of staff on train	411	34	46	20	57	1	→	-2	→
The space for luggage	835	52	23	26	53	1	→	3	→
The toilet facilities	492	59	25	17	35	6	→	4	→
Sufficient room for all passengers to sit/stand	1068	64	15	21	68	-1	→	3	→
The comfort of the seating area	1057	81	12	7	71	1	→	2	→
The ease of being able to get on and off	1077	85	10	4	79	0	→	1	→
Your personal security on board	1025	75	20	5	75	1	→	3	→
The cleanliness of the inside	1095	91	6	2	74	0	→	2	→
The cleanliness of the outside	1002	88	10	1	72	-2	→	2	→
The availability of staff	619	22	37	41	39	2	→	0	→
How well train company deals with delays	73	42	33	25	35	2	→	-8	→

# Chiltern Railways

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1192									
Overall satisfaction	1179	90	7	3	82	2	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1167	88	9	3	75	-2	→	3	→
Ticket buying facilities	679	82	13	5	71	-1	→	1	→
Provision of information about train times/platforms	1144	86	9	6	80	2	→	3	→
The upkeep/repair of the station buildings/platforms	1137	79	14	7	66	-5	↓	2	→
Cleanliness	1133	83	12	5	70	-5	↓	2	→
The facilities and services	1039	66	19	15	48	-2	→	4	→
The attitudes and helpfulness of the staff	893	78	16	5	69	2	→	0	→
Connections with other forms of public transport	874	78	13	9	74	4	→	4	→
Facilities for car parking	465	65	14	21	46	-4	→	-2	→
Overall environment	1157	83	12	5	66	-2	→	5	↑
Your personal security whilst using	1025	77	20	3	66	-1	→	1	→
The availability of staff	989	68	22	10	57	1	→	3	→
How request to station staff was handled	183	89	3	6	82	1	→	3	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1145	80	8	12	77	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1148	86	6	8	79	5	↑	-2	→
The length of time the journey was scheduled to take (speed)	1130	87	8	4	83	1	→	5	↑
Connections with other train services	537	75	19	5	77	0	→	5	→
The value for money for the price of your ticket	1108	48	21	31	38	-2	→	0	→
Upkeep and repair of the train	1162	87	9	4	74	-2	→	2	→
The provision of information during the journey	1037	75	17	8	70	-3	→	1	→
The helpfulness and attitude of staff on train	502	62	29	9	57	0	→	4	→
The space for luggage	866	62	20	18	53	2	→	6	↑
The toilet facilities	458	53	23	24	35	2	→	-2	→
Sufficient room for all passengers to sit/stand	1133	75	11	14	68	-2	→	1	→
The comfort of the seating area	1154	80	12	8	71	-2	→	3	→
The ease of being able to get on and off	1147	89	8	3	79	0	→	1	→
Your personal security on board	1084	85	13	2	75	0	→	3	→
The cleanliness of the inside	1160	86	9	5	74	-1	→	1	→
The cleanliness of the outside	1003	83	12	4	72	-2	→	4	↑
The availability of staff	680	39	33	29	39	0	→	1	→
How well train company deals with delays	164	38	40	22	35	-1	→	-8	→

# First Capital Connect

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2000									
Overall satisfaction	1969	79	13	8	82	-1	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1964	75	17	8	75	-1	→	6	↑
Ticket buying facilities	1168	70	16	14	71	1	→	4	→
Provision of information about train times/platforms	1903	78	12	9	80	2	→	6	↑
The upkeep/repair of the station buildings/platforms	1891	67	19	14	66	3	→	7	↑
Cleanliness	1893	72	18	9	70	2	→	4	↑
The facilities and services	1613	47	22	32	48	-3	→	3	→
The attitudes and helpfulness of the staff	1472	71	19	10	69	4	→	4	→
Connections with other forms of public transport	1502	76	14	10	74	3	→	5	↑
Facilities for car parking	750	45	21	33	46	0	→	0	→
Overall environment	1918	65	23	12	66	1	→	8	↑
Your personal security whilst using	1715	66	28	6	66	1	→	7	↑
The availability of staff	1699	56	24	20	57	1	→	7	↑
How request to station staff was handled	289	83	4	12	82	-2	→	5	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1953	79	9	13	77	2	→	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1927	76	9	15	79	-1	→	1	→
The length of time the journey was scheduled to take (speed)	1912	84	10	7	83	1	→	-1	→
Connections with other train services	1161	76	17	7	77	0	→	1	→
The value for money for the price of your ticket	1824	34	22	44	38	-4	↓	2	→
Upkeep and repair of the train	1938	62	20	19	74	-1	→	1	→
The provision of information during the journey	1656	50	27	23	70	3	→	3	→
The helpfulness and attitude of staff on train	676	37	41	22	57	5	→	6	→
The space for luggage	1482	47	25	28	53	3	→	-1	→
The toilet facilities	697	29	19	53	35	3	→	3	→
Sufficient room for all passengers to sit/stand	1909	62	16	22	68	2	→	2	→
The comfort of the seating area	1882	62	22	16	71	1	→	0	→
The ease of being able to get on and off	1933	76	16	8	79	1	→	1	→
Your personal security on board	1800	71	24	4	75	3	→	3	→
The cleanliness of the inside	1955	64	19	17	74	0	→	1	→
The cleanliness of the outside	1709	57	26	18	72	-3	→	4	→
The availability of staff	1140	17	31	52	39	3	→	5	↑
How well train company deals with delays	411	30	40	31	35	-3	→	5	→

# First Great Western

	Spring 2012				Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 3044									
Overall satisfaction	2989	82	11	8	82	-1	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2975	76	17	7	75	-1	→	2	→
Ticket buying facilities	1433	75	13	12	71	0	→	2	→
Provision of information about train times/platforms	2880	81	11	8	80	0	→	4	↑
The upkeep/repair of the station buildings/platforms	2869	65	21	14	66	-1	→	4	↑
Cleanliness	2846	70	19	10	70	-1	→	4	↑
The facilities and services	2458	53	20	27	48	-1	→	0	→
The attitudes and helpfulness of the staff	2077	75	19	6	69	2	→	3	→
Connections with other forms of public transport	2056	71	16	14	74	-1	→	-1	→
Facilities for car parking	1052	55	19	26	46	-2	→	-3	→
Overall environment	2910	66	23	12	66	-1	→	0	→
Your personal security whilst using	2564	69	26	4	66	-1	→	2	→
The availability of staff	2424	62	22	16	57	2	→	1	→
How request to station staff was handled	552	87	5	7	82	1	→	-2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2907	76	11	14	77	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2911	78	8	14	79	-1	→	1	→
The length of time the journey was scheduled to take (speed)	2884	85	9	6	83	-1	→	1	→
Connections with other train services	1629	73	16	11	77	-3	→	0	→
The value for money for the price of your ticket	2867	48	20	33	38	-5	↓	-2	→
Upkeep and repair of the train	2942	77	16	7	74	-1	→	5	↑
The provision of information during the journey	2626	68	23	10	70	0	→	3	↑
The helpfulness and attitude of staff on train	1776	66	27	8	57	-4	↓	-4	↓
The space for luggage	2297	53	23	24	53	-1	→	-2	→
The toilet facilities	1276	44	25	30	35	0	→	4	→
Sufficient room for all passengers to sit/stand	2898	67	14	19	68	-1	→	-3	↓
The comfort of the seating area	2849	72	17	10	71	-1	→	2	→
The ease of being able to get on and off	2910	77	15	8	79	-1	→	0	→
Your personal security on board	2726	81	17	3	75	0	→	2	→
The cleanliness of the inside	2949	77	15	8	74	0	→	5	↑
The cleanliness of the outside	2462	73	20	7	72	0	→	8	↑
The availability of staff	2192	49	31	20	39	-1	→	0	→
How well train company deals with delays	651	41	38	21	35	-4	→	-2	→

## Greater Anglia\*

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2454									
Overall satisfaction	2416	73	15	12	82	-4	↓	-5	↓
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2388	71	19	9	75	-2	→	-2	→
Ticket buying facilities	1320	69	17	14	71	0	→	1	→
Provision of information about train times/platforms	2302	74	14	12	80	-1	→	0	→
The upkeep/repair of the station buildings/platforms	2292	66	20	14	66	-1	→	3	→
Cleanliness	2283	68	21	12	70	-4	↓	-1	→
The facilities and services	2041	50	21	29	48	-2	→	-1	→
The attitudes and helpfulness of the staff	1753	65	22	12	69	-2	→	-1	→
Connections with other forms of public transport	1821	76	14	10	74	-2	→	-2	→
Facilities for car parking	861	48	19	34	46	-3	→	-2	→
Overall environment	2346	63	25	12	66	-3	→	0	→
Your personal security whilst using	2068	64	27	9	66	2	→	3	→
The availability of staff	2029	53	23	23	57	-2	→	1	→
How request to station staff was handled	359	78	8	13	82	-5	→	-5	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2365	72	10	18	77	-3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2341	70	9	22	79	-7	↓	-5	↓
The length of time the journey was scheduled to take (speed)	2318	79	12	10	83	-2	→	-1	→
Connections with other train services	1382	75	16	10	77	3	→	2	→
The value for money for the price of your ticket	2251	30	21	49	38	-3	→	-5	↓
Upkeep and repair of the train	2355	55	20	25	74	0	→	0	→
The provision of information during the journey	2107	56	25	19	70	-2	→	-1	→
The helpfulness and attitude of staff on train	1170	46	33	21	57	-1	→	0	→
The space for luggage	1838	53	24	23	53	2	→	4	→
The toilet facilities	991	31	22	47	35	2	→	4	→
Sufficient room for all passengers to sit/stand	2323	66	16	19	68	-1	→	5	↑
The comfort of the seating area	2333	59	22	19	71	-2	→	2	→
The ease of being able to get on and off	2350	76	17	7	79	-2	→	0	→
Your personal security on board	2187	64	27	9	75	-2	→	0	→
The cleanliness of the inside	2382	57	22	22	74	-7	↓	-5	↓
The cleanliness of the outside	2055	54	28	19	72	-5	↓	1	→
The availability of staff	1608	27	25	48	39	-1	→	1	→
How well train company deals with delays	457	28	35	37	35	-4	→	0	→

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

# Heathrow Connect

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 609									
Overall satisfaction	586	94	4	2	82	2	→	5	↑
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	584	84	11	5	75	4	→	6	→
Ticket buying facilities	360	83	7	10	71	7	→	9	→
Provision of information about train times/platforms	567	77	12	11	80	8	→	6	→
The upkeep/repair of the station buildings/platforms	575	76	16	8	66	9	↑	11	↑
Cleanliness	567	82	12	6	70	7	→	12	↑
The facilities and services	476	58	21	21	48	4	→	5	→
The attitudes and helpfulness of the staff	420	82	13	5	69	10	↑	11	↑
Connections with other forms of public transport	493	81	12	6	74	5	→	2	→
Facilities for car parking	186	36	21	44	46	5	→	3	→
Overall environment	582	75	19	6	66	2	→	8	↑
Your personal security whilst using	533	73	23	4	66	7	→	-1	→
The availability of staff	514	71	15	14	57	12	↑	10	↑
How request to station staff was handled	79	91	5	3	82	5	→	11	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	581	76	9	15	77	2	→	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	578	91	7	2	79	1	→	4	→
The length of time the journey was scheduled to take (speed)	568	94	6	1	83	1	→	0	→
Connections with other train services	410	87	10	4	77	3	→	6	→
The value for money for the price of your ticket	530	56	21	23	38	-2	→	1	→
Upkeep and repair of the train	588	94	5	1	74	0	→	1	→
The provision of information during the journey	539	84	13	3	70	-1	→	1	→
The helpfulness and attitude of staff on train	366	81	16	3	57	0	→	7	→
The space for luggage	481	76	15	9	53	0	→	-3	→
The toilet facilities	259	59	23	18	35	-3	→	-14	↓
Sufficient room for all passengers to sit/stand	581	89	7	4	68	-1	→	0	→
The comfort of the seating area	574	92	6	1	71	2	→	2	→
The ease of being able to get on and off	583	88	9	4	79	1	→	-1	→
Your personal security on board	560	84	15	1	75	-2	→	-2	→
The cleanliness of the inside	586	93	6	1	74	-4	↓	-1	→
The cleanliness of the outside	539	91	9	0	72	0	→	3	→
The availability of staff	457	62	23	14	39	-1	→	-3	→
How well train company deals with delays	65	38	36	26	35	-7	→	13	→

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

Improved   
Unchanged   
Declined 

# Heathrow Express

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 559									
Overall satisfaction	538	90	7	3	82	-3	→	-4	↓
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	530	87	10	3	75	-1	→	-1	→
Ticket buying facilities	387	86	7	6	71	-6	↓	-3	→
Provision of information about train times/platforms	512	81	11	8	80	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	512	77	16	6	66	-7	↓	-1	→
Cleanliness	507	76	19	5	70	-4	→	1	→
The facilities and services	370	64	23	13	48	0	→	-4	→
The attitudes and helpfulness of the staff	373	79	17	5	69	6	→	-1	→
Connections with other forms of public transport	414	81	11	8	74	0	→	-4	→
Facilities for car parking	89	48	26	26	46	4	→	-11	→
Overall environment	512	81	15	5	66	-2	→	2	→
Your personal security whilst using	448	80	18	1	66	2	→	3	→
The availability of staff	426	70	21	9	57	4	→	4	→
How request to station staff was handled	106	90	6	4	82	-6	→	2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	532	87	8	5	77	-7	↓	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	529	93	5	2	79	-1	→	-3	→
The length of time the journey was scheduled to take (speed)	515	96	3	0	83	0	→	-2	→
Connections with other train services	320	81	14	5	77	2	→	1	→
The value for money for the price of your ticket	526	33	27	40	38	-4	→	-4	→
Upkeep and repair of the train	540	91	6	3	74	1	→	-1	→
The provision of information during the journey	498	80	17	3	70	1	→	-4	→
The helpfulness and attitude of staff on train	426	87	11	2	57	5	→	8	↑
The space for luggage	520	88	8	4	53	0	→	1	→
The toilet facilities	159	64	25	12	35	-1	→	-5	→
Sufficient room for all passengers to sit/stand	538	90	6	3	68	1	→	4	→
The comfort of the seating area	535	90	7	3	71	-1	→	-3	→
The ease of being able to get on and off	531	95	4	1	79	2	→	1	→
Your personal security on board	512	91	8	0	75	1	→	-1	→
The cleanliness of the inside	536	94	3	3	74	0	→	0	→
The cleanliness of the outside	491	92	5	2	72	1	→	1	→
The availability of staff	470	74	21	5	39	3	→	1	→
How well train company deals with delays	32	42	32	26	35	-19	→	-13	→

# London Midland

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Spring 2012		Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
						% change	significant change	% change	significant change	% change	significant change
Overall sample size 1192											
Overall satisfaction	1179	87	8	5	82	2	→	4	↑		
<b>STATION FACILITIES</b>											
Overall satisfaction with the station	1157	77	16	6	75	2	→	1	→		
Ticket buying facilities	634	78	12	9	71	0	→	1	→		
Provision of information about train times/platforms	1117	83	10	8	80	-1	→	1	→		
The upkeep/repair of the station buildings/platforms	1107	67	21	12	66	-3	→	4	→		
Cleanliness	1108	72	18	10	70	-1	→	3	→		
The facilities and services	929	48	22	30	48	-1	→	0	→		
The attitudes and helpfulness of the staff	857	73	18	9	69	-1	→	4	→		
Connections with other forms of public transport	786	69	19	12	74	2	→	-1	→		
Facilities for car parking	536	56	16	28	46	3	→	2	→		
Overall environment	1132	67	21	12	66	1	→	3	→		
Your personal security whilst using	1002	68	28	5	66	0	→	1	→		
The availability of staff	963	59	25	16	57	0	→	0	→		
How request to station staff was handled	143	86	6	7	82	-6	→	-4	→		
<b>TRAIN FACILITIES</b>											
The frequency of the trains on that route	1151	83	6	11	77	6	↑	6	↑		
Punctuality/reliability (i.e. the train arriving/departing on time)	1142	81	8	10	79	3	→	6	↑		
The length of time the journey was scheduled to take (speed)	1129	89	6	5	83	4	↑	3	→		
Connections with other train services	629	78	17	6	77	4	→	3	→		
The value for money for the price of your ticket	1052	53	21	27	38	1	→	0	→		
Upkeep and repair of the train	1155	84	11	5	74	4	↑	9	↑		
The provision of information during the journey	1055	74	19	7	70	6	↑	8	↑		
The helpfulness and attitude of staff on train	629	63	28	9	57	-2	→	0	→		
The space for luggage	861	58	21	22	53	5	→	5	→		
The toilet facilities	436	50	29	20	35	-1	→	2	→		
Sufficient room for all passengers to sit/stand	1128	74	10	16	68	8	↑	4	↑		
The comfort of the seating area	1137	80	13	7	71	7	↑	8	↑		
The ease of being able to get on and off	1150	86	9	5	79	5	↑	5	↑		
Your personal security on board	1080	80	17	3	75	2	→	4	↑		
The cleanliness of the inside	1152	82	11	7	74	2	→	8	↑		
The cleanliness of the outside	1005	83	15	2	72	3	→	11	↑		
The availability of staff	815	45	33	23	39	-2	→	2	→		
How well train company deals with delays	202	49	32	19	35	8	→	17	↑		

# London Overground

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1202									
Overall satisfaction	1150	90	7	3	82	-2	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1164	81	14	5	75	0	→	2	→
Ticket buying facilities	664	73	15	12	71	-5	→	-2	→
Provision of information about train times/platforms	1098	82	10	8	80	2	→	5	→
The upkeep/repair of the station buildings/platforms	1103	77	15	8	66	3	→	3	→
Cleanliness	1091	78	15	7	70	0	→	-1	→
The facilities and services	822	35	26	39	48	1	→	6	→
The attitudes and helpfulness of the staff	818	65	24	11	69	-2	→	-3	→
Connections with other forms of public transport	948	76	16	8	74	1	→	-1	→
Facilities for car parking	391	35	22	43	46	8	↑	15	↑
Overall environment	1130	71	21	8	66	-1	→	2	→
Your personal security whilst using	1030	70	22	9	66	2	→	3	→
The availability of staff	965	60	22	18	57	3	→	2	→
How request to station staff was handled	100	90	2	6	82	3	→	22	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1160	79	8	13	77	-3	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1145	88	8	5	79	4	↑	9	↑
The length of time the journey was scheduled to take (speed)	1132	89	6	5	83	2	→	-1	→
Connections with other train services	919	84	11	5	77	3	→	2	→
The value for money for the price of your ticket	1018	49	23	29	38	-5	→	-4	→
Upkeep and repair of the train	1158	95	4	1	74	-1	→	-1	→
The provision of information during the journey	1092	86	11	3	70	-1	→	0	→
The helpfulness and attitude of staff on train	565	57	36	8	57	3	→	13	↑
The space for luggage	900	63	18	18	53	-6	↓	4	→
The toilet facilities	351	17	18	65	35	-2	→	7	→
Sufficient room for all passengers to sit/stand	1140	77	11	11	68	-2	→	2	→
The comfort of the seating area	1131	83	12	5	71	-4	→	-1	→
The ease of being able to get on and off	1151	84	10	6	79	-5	↓	-2	→
Your personal security on board	1097	80	16	4	75	-2	→	-2	→
The cleanliness of the inside	1161	92	5	2	74	-1	→	-1	→
The cleanliness of the outside	1055	90	8	1	72	-1	→	-2	→
The availability of staff	802	37	36	27	39	0	→	11	↑
How well train company deals with delays	100	43	36	22	35	0	→	-7	→

## South West Trains

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2334									
Overall satisfaction	2301	83	11	5	82	0	→	-2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2271	74	18	8	75	0	→	0	→
Ticket buying facilities	1302	70	16	14	71	-1	→	0	→
Provision of information about train times/platforms	2182	83	9	8	80	2	→	0	→
The upkeep/repair of the station buildings/platforms	2177	57	24	18	66	1	→	-1	→
Cleanliness	2178	63	24	13	70	1	→	0	→
The facilities and services	1901	47	24	29	48	0	→	-3	→
The attitudes and helpfulness of the staff	1641	69	20	11	69	2	→	0	→
Connections with other forms of public transport	1613	74	15	11	74	0	→	0	→
Facilities for car parking	963	50	19	30	46	-5	→	3	→
Overall environment	2235	62	25	13	66	1	→	-1	→
Your personal security whilst using	2000	68	27	5	66	4	→	1	→
The availability of staff	1907	54	25	20	57	1	→	2	→
How request to station staff was handled	330	82	7	11	82	-5	→	3	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2248	79	9	12	77	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2240	82	8	10	79	-2	→	-4	↓
The length of time the journey was scheduled to take (speed)	2204	82	11	7	83	1	→	-1	→
Connections with other train services	1366	76	16	8	77	0	→	-2	→
The value for money for the price of your ticket	2143	36	21	43	38	-2	→	0	→
Upkeep and repair of the train	2263	83	13	5	74	3	↑	2	→
The provision of information during the journey	2087	76	18	7	70	1	→	-1	→
The helpfulness and attitude of staff on train	1522	68	26	6	57	1	→	0	→
The space for luggage	1763	59	20	21	53	6	↑	2	→
The toilet facilities	1019	39	22	39	35	2	→	3	→
Sufficient room for all passengers to sit/stand	2217	73	12	16	68	5	↑	4	↑
The comfort of the seating area	2217	76	16	8	71	1	→	0	→
The ease of being able to get on and off	2252	82	12	6	79	0	→	2	→
Your personal security on board	2142	81	16	3	75	3	→	2	→
The cleanliness of the inside	2270	78	13	9	74	3	↑	4	↑
The cleanliness of the outside	1949	77	18	4	72	-1	→	3	→
The availability of staff	1819	55	32	13	39	1	→	3	→
How well train company deals with delays	304	37	41	22	35	-4	→	4	→

# Southeastern

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1722									
Overall satisfaction	1700	81	12	7	82	-2	→	-1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1685	73	17	10	75	-5	↓	-2	→
Ticket buying facilities	976	69	15	16	71	3	→	-1	→
Provision of information about train times/platforms	1625	77	12	11	80	-4	→	0	→
The upkeep/repair of the station buildings/platforms	1602	64	20	16	66	0	→	0	→
Cleanliness	1598	70	19	11	70	-3	→	0	→
The facilities and services	1426	50	21	29	48	-1	→	2	→
The attitudes and helpfulness of the staff	1269	67	22	11	69	-2	→	0	→
Connections with other forms of public transport	1259	73	15	11	74	-2	→	-2	→
Facilities for car parking	602	41	22	37	46	-6	→	-3	→
Overall environment	1646	65	22	13	66	-3	→	2	→
Your personal security whilst using	1478	62	31	8	66	-1	→	-1	→
The availability of staff	1442	57	26	17	57	1	→	0	→
How request to station staff was handled	251	76	10	12	82	-4	→	-10	↓
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1672	76	8	16	77	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1651	79	9	12	79	-1	→	1	→
The length of time the journey was scheduled to take (speed)	1635	79	11	10	83	-2	→	-1	→
Connections with other train services	942	72	20	8	77	2	→	2	→
The value for money for the price of your ticket	1534	32	21	47	38	-4	→	0	→
Upkeep and repair of the train	1661	72	18	11	74	0	→	3	→
The provision of information during the journey	1496	68	20	12	70	2	→	3	→
The helpfulness and attitude of staff on train	833	56	30	14	57	4	→	1	→
The space for luggage	1256	48	23	29	53	0	→	2	→
The toilet facilities	653	28	23	49	35	-3	→	3	→
Sufficient room for all passengers to sit/stand	1620	61	14	26	68	-2	→	-2	→
The comfort of the seating area	1627	67	20	12	71	1	→	3	→
The ease of being able to get on and off	1648	79	14	7	79	0	→	1	→
Your personal security on board	1534	70	25	5	75	-1	→	2	→
The cleanliness of the inside	1681	71	18	12	74	-1	→	3	→
The cleanliness of the outside	1465	68	23	9	72	-2	→	3	→
The availability of staff	1088	33	31	36	39	1	→	0	→
How well train company deals with delays	206	31	39	30	35	5	→	7	→

# Southern

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2338									
Overall satisfaction	2296	80	10	9	82	-2	→	-2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2277	75	18	7	75	-3	↓	2	→
Ticket buying facilities	1219	69	18	13	71	-3	→	-1	→
Provision of information about train times/platforms	2184	79	13	8	80	-2	→	2	→
The upkeep/repair of the station buildings/platforms	2196	65	23	12	66	-2	→	3	→
Cleanliness	2167	69	22	9	70	-4	↓	-2	→
The facilities and services	1835	48	24	28	48	-2	→	-1	→
The attitudes and helpfulness of the staff	1710	69	20	10	69	0	→	1	→
Connections with other forms of public transport	1660	72	18	10	74	-1	→	-3	→
Facilities for car parking	645	40	19	41	46	-5	→	-3	→
Overall environment	2225	65	25	10	66	-4	↓	1	→
Your personal security whilst using	1975	65	29	6	66	-3	→	0	→
The availability of staff	1933	58	24	18	57	-1	→	-1	→
How request to station staff was handled	408	80	7	12	82	-5	→	-3	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2268	74	9	17	77	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2228	78	8	14	79	0	→	0	→
The length of time the journey was scheduled to take (speed)	2207	83	10	7	83	0	→	0	→
Connections with other train services	1366	76	17	7	77	0	→	0	→
The value for money for the price of your ticket	2128	38	21	41	38	-4	↓	-2	→
Upkeep and repair of the train	2273	67	21	12	74	-4	↓	-6	↓
The provision of information during the journey	2050	71	19	9	70	-1	→	-3	→
The helpfulness and attitude of staff on train	1137	54	32	14	57	-7	↓	-3	→
The space for luggage	1763	47	24	28	53	-1	→	-2	→
The toilet facilities	801	29	25	45	35	-7	↓	-9	↓
Sufficient room for all passengers to sit/stand	2215	66	15	19	68	0	→	-2	→
The comfort of the seating area	2211	69	21	10	71	-3	→	-2	→
The ease of being able to get on and off	2259	75	16	9	79	-1	→	-3	↓
Your personal security on board	2080	72	23	5	75	-4	↓	-2	→
The cleanliness of the inside	2275	70	17	12	74	-2	→	-3	→
The cleanliness of the outside	1915	69	23	7	72	-4	↓	-2	→
The availability of staff	1535	36	30	33	39	-3	→	-3	→
How well train company deals with delays	405	35	36	30	35	-1	→	0	→

# CrossCountry

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1191									
Overall satisfaction	1178	84	10	5	88	2	→	-1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1154	79	14	7	81	-1	→	2	→
Ticket buying facilities	542	78	14	7	82	-5	→	0	→
Provision of information about train times/platforms	1127	83	10	7	86	-1	→	0	→
The upkeep/repair of the station buildings/platforms	1120	66	21	13	73	-3	→	-4	→
Cleanliness	1111	74	18	8	77	0	→	-2	→
The facilities and services	976	60	20	20	62	-4	→	-3	→
The attitudes and helpfulness of the staff	848	79	15	6	77	2	→	3	→
Connections with other forms of public transport	680	74	15	11	76	3	→	-3	→
Facilities for car parking	465	58	14	28	60	-1	→	5	→
Overall environment	1138	69	19	12	73	-2	→	0	→
Your personal security whilst using	999	72	23	5	74	-1	→	1	→
The availability of staff	985	67	20	13	66	0	→	2	→
How request to station staff was handled	236	92	2	5	89	5	→	4	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1129	81	8	11	85	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1131	85	5	10	87	6	↑	1	→
The length of time the journey was scheduled to take (speed)	1125	87	7	6	90	2	→	3	↑
Connections with other train services	672	78	15	8	81	1	→	-1	→
The value for money for the price of your ticket	1117	49	22	29	54	-4	→	-5	→
Upkeep and repair of the train	1159	80	13	7	84	1	→	-1	→
The provision of information during the journey	1067	76	17	7	78	2	→	1	→
The helpfulness and attitude of staff on train	883	78	18	5	80	2	→	-2	→
The space for luggage	950	55	18	27	56	3	→	1	→
The toilet facilities	533	48	23	29	52	-1	→	-2	→
Sufficient room for all passengers to sit/stand	1146	70	13	17	73	6	↑	0	→
The comfort of the seating area	1118	76	15	8	79	1	→	-1	→
The ease of being able to get on and off	1146	82	13	5	85	4	↑	1	→
Your personal security on board	1078	85	14	2	86	4	↑	1	→
The cleanliness of the inside	1160	79	13	8	84	2	→	1	→
The cleanliness of the outside	947	78	18	4	79	1	→	3	→
The availability of staff	968	67	24	9	68	4	→	1	→
How well train company deals with delays	222	52	29	18	55	6	→	3	→

## East Coast

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1225									
Overall satisfaction	1212	89	7	4	88	2	→	2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1204	75	17	8	81	-2	→	-2	→
Ticket buying facilities	347	84	11	5	82	3	→	4	→
Provision of information about train times/platforms	1163	87	9	4	86	1	→	0	→
The upkeep/repair of the station buildings/platforms	1159	65	20	15	73	-2	→	-3	→
Cleanliness	1159	72	18	10	77	-1	→	0	→
The facilities and services	1036	58	20	23	62	-3	→	-4	→
The attitudes and helpfulness of the staff	783	76	19	5	77	1	→	0	→
Connections with other forms of public transport	795	80	11	9	76	0	→	-1	→
Facilities for car parking	344	49	23	28	60	-7	→	-6	→
Overall environment	1179	64	21	15	73	-2	→	-5	↓
Your personal security whilst using	1017	71	27	2	74	1	→	-2	→
The availability of staff	931	67	20	13	66	1	→	0	→
How request to station staff was handled	231	85	5	9	89	-1	→	-4	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1165	90	6	4	85	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1178	88	5	7	87	9	↑	3	→
The length of time the journey was scheduled to take (speed)	1171	90	7	3	90	2	→	0	→
Connections with other train services	650	79	14	7	81	0	→	-1	→
The value for money for the price of your ticket	1167	56	18	26	54	-1	→	-1	→
Upkeep and repair of the train	1201	79	14	7	84	-2	→	-2	→
The provision of information during the journey	1115	79	17	5	78	-1	→	0	→
The helpfulness and attitude of staff on train	921	82	15	3	80	2	→	3	→
The space for luggage	1033	63	19	18	56	2	→	3	→
The toilet facilities	767	52	22	26	52	-3	→	3	→
Sufficient room for all passengers to sit/stand	1170	79	13	8	73	0	→	3	→
The comfort of the seating area	1181	79	14	8	79	-3	→	1	→
The ease of being able to get on and off	1193	83	12	4	85	0	→	1	→
Your personal security on board	1121	86	13	1	86	-1	→	0	→
The cleanliness of the inside	1193	82	12	6	84	-3	→	0	→
The cleanliness of the outside	947	76	19	5	79	-3	→	2	→
The availability of staff	985	72	20	8	68	2	→	3	→
How well train company deals with delays	190	63	27	10	55	7	→	11	↑

## East Midlands Trains

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1219									
Overall satisfaction	1211	87	7	5	88	0	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1185	85	10	5	81	2	→	3	↑
Ticket buying facilities	550	81	11	7	82	3	→	5	→
Provision of information about train times/platforms	1163	84	10	6	86	-2	→	0	→
The upkeep/repair of the station buildings/platforms	1167	80	13	7	73	2	→	5	↑
Cleanliness	1162	83	12	6	77	0	→	3	→
The facilities and services	1031	64	19	17	62	-2	→	1	→
The attitudes and helpfulness of the staff	867	78	16	6	77	1	→	2	→
Connections with other forms of public transport	848	72	15	13	76	2	→	1	→
Facilities for car parking	466	67	14	18	60	4	→	9	↑
Overall environment	1173	80	14	7	73	2	→	4	↑
Your personal security whilst using	1056	76	21	3	74	2	→	1	→
The availability of staff	1013	68	18	14	66	1	→	2	→
How request to station staff was handled	220	89	5	5	89	0	→	4	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1151	82	8	11	85	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1178	88	5	7	87	0	→	1	→
The length of time the journey was scheduled to take (speed)	1152	89	6	5	90	-1	→	2	→
Connections with other train services	647	79	12	9	81	2	→	2	→
The value for money for the price of your ticket	1155	52	18	31	54	-1	→	0	→
Upkeep and repair of the train	1182	85	8	6	84	0	→	8	↑
The provision of information during the journey	1083	71	19	10	78	1	→	0	→
The helpfulness and attitude of staff on train	915	80	15	5	80	1	→	3	→
The space for luggage	946	56	19	25	56	-1	→	-1	→
The toilet facilities	533	50	25	26	52	-3	→	-3	→
Sufficient room for all passengers to sit/stand	1160	74	12	14	73	-2	→	3	→
The comfort of the seating area	1162	82	12	7	79	-2	→	4	↑
The ease of being able to get on and off	1177	85	10	5	85	2	→	3	→
Your personal security on board	1127	85	13	1	86	0	→	4	↑
The cleanliness of the inside	1181	83	9	7	84	1	→	5	↑
The cleanliness of the outside	1017	74	18	8	79	-1	→	5	↑
The availability of staff	1019	67	23	10	68	-1	→	3	→
How well train company deals with delays	178	51	30	19	55	12	→	2	→

# First Hull Trains

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 583									
Overall satisfaction	561	93	5	2	88	5	↑	-2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	565	82	12	6	81	4	→	10	↑
Ticket buying facilities	208	80	15	5	82	-2	→	-2	→
Provision of information about train times/platforms	542	85	12	4	86	1	→	2	→
The upkeep/repair of the station buildings/platforms	540	76	16	8	73	6	→	13	↑
Cleanliness	538	77	15	7	77	6	→	11	↑
The facilities and services	475	58	18	24	62	8	→	8	↑
The attitudes and helpfulness of the staff	370	76	16	8	77	7	→	9	↑
Connections with other forms of public transport	411	81	9	10	76	7	→	5	→
Facilities for car parking	261	71	11	18	60	1	→	1	→
Overall environment	547	74	18	8	73	7	↑	12	↑
Your personal security whilst using	482	73	25	2	74	3	→	3	→
The availability of staff	441	64	19	17	66	9	↑	10	↑
How request to station staff was handled	100	91	2	6	89	2	→	5	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	526	77	11	12	85	0	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	550	93	4	3	87	8	↑	4	→
The length of time the journey was scheduled to take (speed)	539	92	5	2	90	2	→	2	→
Connections with other train services	272	78	18	4	81	-3	→	-5	→
The value for money for the price of your ticket	543	56	19	25	54	-5	→	-6	→
Upkeep and repair of the train	561	89	6	4	84	0	→	-5	↓
The provision of information during the journey	523	88	10	2	78	4	→	-1	→
The helpfulness and attitude of staff on train	523	92	6	2	80	0	→	-1	→
The space for luggage	491	72	14	14	56	-3	→	-1	→
The toilet facilities	398	64	16	20	52	-4	→	-5	→
Sufficient room for all passengers to sit/stand	545	87	9	4	73	-2	→	-4	→
The comfort of the seating area	542	86	10	5	79	-4	→	-7	↓
The ease of being able to get on and off	548	91	8	1	85	0	→	-1	→
Your personal security on board	530	89	10	1	86	-2	→	-4	→
The cleanliness of the inside	563	91	6	3	84	1	→	-3	→
The cleanliness of the outside	478	88	10	2	79	-1	→	1	→
The availability of staff	508	90	9	1	68	4	→	0	→
How well train company deals with delays	27	51	29	20	55	13	→	-14	→

# First TransPennine Express

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1175									
Overall satisfaction	1163	88	6	7	88	4	→	-1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1144	86	11	3	81	0	→	-1	→
Ticket buying facilities	582	87	5	7	82	-1	→	4	→
Provision of information about train times/platforms	1101	88	9	3	86	2	→	-2	→
The upkeep/repair of the station buildings/platforms	1104	83	13	5	73	4	→	3	→
Cleanliness	1093	85	12	4	77	4	→	3	→
The facilities and services	991	68	18	15	62	0	→	3	→
The attitudes and helpfulness of the staff	825	78	14	9	77	-3	→	-2	→
Connections with other forms of public transport	728	73	14	12	76	2	→	-2	→
Facilities for car parking	454	62	13	25	60	-3	→	1	→
Overall environment	1118	82	13	5	73	2	→	1	→
Your personal security whilst using	992	77	20	3	74	2	→	2	→
The availability of staff	941	69	20	12	66	0	→	1	→
How request to station staff was handled	185	88	4	5	89	0	→	-2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1115	86	6	8	85	4	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1122	88	5	7	87	4	↑	1	→
The length of time the journey was scheduled to take (speed)	1113	91	6	3	90	2	→	0	→
Connections with other train services	630	81	11	8	81	0	→	-1	→
The value for money for the price of your ticket	1098	56	18	25	54	-2	→	-4	→
Upkeep and repair of the train	1133	88	8	4	84	2	→	0	→
The provision of information during the journey	1048	80	15	5	78	2	→	-1	→
The helpfulness and attitude of staff on train	854	82	14	4	80	2	→	3	→
The space for luggage	935	50	21	29	56	3	→	0	→
The toilet facilities	445	57	21	22	52	5	→	4	→
Sufficient room for all passengers to sit/stand	1119	63	14	23	73	1	→	-1	→
The comfort of the seating area	1104	79	11	10	79	-1	→	-1	→
The ease of being able to get on and off	1131	83	9	8	85	4	→	0	→
Your personal security on board	1071	86	12	2	86	5	↑	-1	→
The cleanliness of the inside	1137	86	10	4	84	2	→	2	→
The cleanliness of the outside	972	82	15	3	79	0	→	3	→
The availability of staff	967	67	23	10	68	3	→	3	→
How well train company deals with delays	183	55	24	20	55	2	→	7	→

# Virgin Trains

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1112									
Overall satisfaction	1097	91	6	3	88	3	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1091	82	14	4	81	0	→	0	→
Ticket buying facilities	381	83	13	5	82	-3	→	4	→
Provision of information about train times/platforms	1067	87	8	4	86	-2	→	1	→
The upkeep/repair of the station buildings/platforms	1066	71	18	11	73	0	→	0	→
Cleanliness	1052	74	18	8	77	-2	→	1	→
The facilities and services	950	62	21	17	62	-5	→	-3	→
The attitudes and helpfulness of the staff	715	73	22	4	77	-1	→	2	→
Connections with other forms of public transport	768	82	10	8	76	1	→	2	→
Facilities for car parking	372	58	16	25	60	-6	→	4	→
Overall environment	1075	71	20	9	73	-3	→	-1	→
Your personal security whilst using	956	73	24	3	74	-3	→	2	→
The availability of staff	838	60	29	11	66	-1	→	1	→
How request to station staff was handled	176	87	8	5	89	4	→	1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1065	89	7	4	85	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1084	89	4	7	87	4	↑	-3	→
The length of time the journey was scheduled to take (speed)	1074	94	4	2	90	3	↑	1	→
Connections with other train services	587	88	9	3	81	5	→	5	↑
The value for money for the price of your ticket	1056	59	15	26	54	0	→	0	→
Upkeep and repair of the train	1097	89	8	3	84	2	→	0	→
The provision of information during the journey	1028	82	12	6	78	2	→	1	→
The helpfulness and attitude of staff on train	839	81	16	3	80	1	→	1	→
The space for luggage	968	57	15	27	56	5	→	1	→
The toilet facilities	730	54	24	22	52	1	→	0	→
Sufficient room for all passengers to sit/stand	1077	80	11	10	73	8	↑	3	→
The comfort of the seating area	1066	82	11	7	79	5	↑	4	→
The ease of being able to get on and off	1087	90	7	3	85	2	→	3	↑
Your personal security on board	1043	89	10	1	86	2	→	0	→
The cleanliness of the inside	1094	89	7	4	84	3	→	1	→
The cleanliness of the outside	910	86	10	4	79	4	→	4	↑
The availability of staff	906	70	23	7	68	3	→	2	→
How well train company deals with delays	209	54	29	17	55	-1	→	-2	→

# Arriva Trains Wales

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1189									
Overall satisfaction	1172	88	7	5	86	3	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1158	79	14	7	80	7	↑	4	→
Ticket buying facilities	606	75	11	13	79	-4	→	1	→
Provision of information about train times/platforms	1092	81	11	8	84	1	→	2	→
The upkeep/repair of the station buildings/platforms	1110	66	23	11	73	3	→	3	→
Cleanliness	1101	68	20	12	76	5	→	0	→
The facilities and services	942	48	20	32	50	5	→	5	→
The attitudes and helpfulness of the staff	845	75	16	9	75	1	→	0	→
Connections with other forms of public transport	725	66	18	15	68	6	→	5	→
Facilities for car parking	609	63	16	21	52	4	→	0	→
Overall environment	1118	66	22	11	71	4	→	5	→
Your personal security whilst using	974	67	24	9	71	0	→	5	→
The availability of staff	961	57	22	21	66	-1	→	1	→
How request to station staff was handled	189	89	3	4	86	-1	→	1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1113	78	8	15	80	2	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1133	87	5	8	85	0	→	3	→
The length of time the journey was scheduled to take (speed)	1108	85	10	6	88	1	→	-3	→
Connections with other train services	723	77	15	8	78	0	→	-1	→
The value for money for the price of your ticket	1114	56	18	25	54	-3	→	-4	→
Upkeep and repair of the train	1146	76	15	8	70	1	→	2	→
The provision of information during the journey	1055	66	24	10	70	2	→	-1	→
The helpfulness and attitude of staff on train	996	81	15	3	75	2	→	2	→
The space for luggage	978	59	19	22	62	-1	→	3	→
The toilet facilities	659	49	24	27	39	3	→	4	→
Sufficient room for all passengers to sit/stand	1134	71	12	17	73	-1	→	1	→
The comfort of the seating area	1132	77	14	9	72	1	→	3	→
The ease of being able to get on and off	1133	82	13	5	83	-1	→	-2	→
Your personal security on board	1093	83	15	3	81	1	→	0	→
The cleanliness of the inside	1155	78	15	8	72	3	→	1	→
The cleanliness of the outside	968	69	23	9	62	0	→	5	→
The availability of staff	1048	71	22	7	63	1	→	4	→
How well train company deals with delays	156	40	32	28	35	-5	→	-4	→

# Merseyrail

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 635									
Overall satisfaction	624	96	3	2	86	3	→	5	↑
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	616	86	9	5	80	2	→	6	↑
Ticket buying facilities	346	90	8	2	79	-1	→	4	→
Provision of information about train times/platforms	547	89	7	3	84	2	→	4	→
The upkeep/repair of the station buildings/platforms	567	75	15	10	73	5	→	3	→
Cleanliness	579	77	15	7	76	-1	→	1	→
The facilities and services	445	53	18	29	50	5	→	10	↑
The attitudes and helpfulness of the staff	493	81	13	6	75	-3	→	-1	→
Connections with other forms of public transport	411	73	18	8	68	3	→	3	→
Facilities for car parking	306	49	13	37	52	-1	→	1	→
Overall environment	595	77	15	8	71	4	→	4	→
Your personal security whilst using	538	76	20	4	71	4	→	5	→
The availability of staff	526	81	13	6	66	2	→	2	→
How request to station staff was handled	50	81	2	17	86	-9	→	1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	622	97	1	1	80	3	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	606	94	3	3	85	-1	→	1	→
The length of time the journey was scheduled to take (speed)	598	97	2	1	88	0	→	3	→
Connections with other train services	333	89	7	4	78	-2	→	7	→
The value for money for the price of your ticket	461	67	12	20	54	1	→	4	→
Upkeep and repair of the train	601	83	13	5	70	2	→	3	→
The provision of information during the journey	558	86	12	2	70	5	→	-1	→
The helpfulness and attitude of staff on train	320	67	28	5	75	-1	→	0	→
The space for luggage	445	60	24	16	62	1	→	0	→
The toilet facilities	148	10	16	74	39	-4	→	1	→
Sufficient room for all passengers to sit/stand	597	81	11	8	73	3	→	2	→
The comfort of the seating area	599	81	13	6	72	5	→	5	→
The ease of being able to get on and off	611	90	7	3	83	3	→	4	→
Your personal security on board	579	80	17	3	81	3	→	0	→
The cleanliness of the inside	619	80	10	10	72	1	→	2	→
The cleanliness of the outside	559	67	23	10	62	-4	→	11	↑
The availability of staff	438	48	32	20	63	3	→	-4	→
How well train company deals with delays	32	29	50	21	35	-21	→	-20	→

# Northern Rail

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1264									
Overall satisfaction	1251	80	11	9	86	-3	→	-3	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1236	74	15	11	80	-2	→	1	→
Ticket buying facilities	727	74	11	15	79	2	→	2	→
Provision of information about train times/platforms	1178	80	11	9	84	0	→	4	→
The upkeep/repair of the station buildings/platforms	1189	71	15	14	73	2	→	3	→
Cleanliness	1181	72	16	12	76	1	→	2	→
The facilities and services	1026	49	16	35	50	-1	→	-1	→
The attitudes and helpfulness of the staff	877	71	17	12	75	-1	→	0	→
Connections with other forms of public transport	876	65	15	20	68	-4	→	-4	→
Facilities for car parking	628	53	18	30	52	-7	↓	-4	→
Overall environment	1210	67	19	13	71	1	→	2	→
Your personal security whilst using	1092	67	24	9	71	2	→	3	→
The availability of staff	1015	61	16	23	66	4	→	3	→
How request to station staff was handled	135	84	6	9	86	-5	→	-5	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1220	70	10	20	80	-5	↓	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1222	78	9	13	85	-2	→	0	→
The length of time the journey was scheduled to take (speed)	1205	84	10	6	88	-3	→	-2	→
Connections with other train services	699	73	19	8	78	-5	→	-5	→
The value for money for the price of your ticket	1156	50	21	28	54	-10	↓	-7	↓
Upkeep and repair of the train	1216	54	20	26	70	-3	→	1	→
The provision of information during the journey	1072	56	25	19	70	-2	→	-3	→
The helpfulness and attitude of staff on train	958	71	21	7	75	-1	→	-4	→
The space for luggage	917	57	20	22	62	1	→	2	→
The toilet facilities	489	34	24	42	39	-9	↓	-4	→
Sufficient room for all passengers to sit/stand	1212	66	12	22	73	2	→	2	→
The comfort of the seating area	1205	60	19	22	72	-2	→	2	→
The ease of being able to get on and off	1219	77	15	8	83	-1	→	-1	→
Your personal security on board	1149	76	20	4	81	-3	→	0	→
The cleanliness of the inside	1226	58	22	20	72	-5	→	1	→
The cleanliness of the outside	1084	47	28	25	62	-15	↓	-1	→
The availability of staff	1097	60	23	17	63	3	→	-2	→
How well train company deals with delays	192	33	43	24	35	-10	→	-2	→



# ScotRail

	Spring 2012					Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1230									
Overall satisfaction	1216	89	8	3	86	-1	→	3	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1203	83	13	4	80	-2	→	2	→
Ticket buying facilities	750	80	12	8	79	-1	→	3	→
Provision of information about train times/platforms	1157	86	8	6	84	1	→	1	→
The upkeep/repair of the station buildings/platforms	1161	77	16	8	73	-1	→	0	→
Cleanliness	1143	82	12	6	76	-2	→	1	→
The facilities and services	997	52	20	28	50	-5	→	-1	→
The attitudes and helpfulness of the staff	887	78	13	8	75	2	→	3	→
Connections with other forms of public transport	832	69	13	17	68	-4	→	4	→
Facilities for car parking	572	47	18	36	52	-2	→	0	→
Overall environment	1181	75	18	7	71	-3	→	1	→
Your personal security whilst using	1063	74	23	3	71	3	→	3	→
The availability of staff	998	66	19	15	66	3	→	3	→
How request to station staff was handled	191	89	4	7	86	-4	→	2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1185	84	8	8	80	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1192	87	6	7	85	1	→	6	↑
The length of time the journey was scheduled to take (speed)	1169	89	7	4	88	-2	→	1	→
Connections with other train services	590	79	16	5	78	2	→	1	→
The value for money for the price of your ticket	1158	51	18	31	54	-8	↓	-4	→
Upkeep and repair of the train	1195	83	12	5	70	2	→	4	→
The provision of information during the journey	1093	80	14	5	70	5	→	9	↑
The helpfulness and attitude of staff on train	960	81	15	4	75	2	→	2	→
The space for luggage	925	69	18	13	62	4	→	6	→
The toilet facilities	530	52	22	26	39	2	→	12	↑
Sufficient room for all passengers to sit/stand	1175	77	11	12	73	0	→	7	↑
The comfort of the seating area	1181	80	14	6	72	-3	→	3	→
The ease of being able to get on and off	1190	87	9	4	83	-2	→	2	→
Your personal security on board	1131	87	12	1	81	1	→	4	↑
The cleanliness of the inside	1199	84	11	5	72	0	→	4	→
The cleanliness of the outside	1008	77	18	5	62	1	→	7	↑
The availability of staff	1042	72	20	8	63	2	→	7	↑
How well train company deals with delays	182	38	42	20	35	5	→	5	→



## National Total - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	27983	25313	25600	25905	24663	29057	27556	30096	27960	28832				
Overall satisfaction	81	80	83	81	83	83	84	84	84	83	-1	↓	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	76	76	78	77	-1	↓	1	↑
Ticket buying facilities	70	71	71	72	71	72	72	73	74	73	0	→	1	→
Provision of information about train times/platforms	77	77	79	78	80	79	81	79	81	81	0	→	2	↑
The upkeep/repair of the station buildings/platforms	64	62	64	63	66	64	66	65	67	67	0	→	2	↑
Cleanliness	69	67	70	69	71	69	72	71	72	71	-1	→	1	→
The facilities and services	51	48	50	50	51	51	51	50	51	50	-1	→	0	→
The attitudes and helpfulness of the staff	69	68	70	69	70	70	72	70	71	71	0	→	1	→
Connections with other forms of public transport	72	72	73	73	74	74	74	73	73	73	0	→	0	→
Facilities for car parking	46	43	44	44	45	48	49	49	51	49	-2	↓	0	→
Overall environment	65	63	65	64	66	64	67	66	68	67	-1	→	2	↑
Your personal security whilst using	62	61	63	63	64	65	65	66	67	68	1	→	2	↑
The availability of staff	57	56	58	58	59	58	59	58	59	60	1	→	2	↑
How request to station staff was handled	82	83	84	82	83	84	85	84	86	83	-3	↓	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	75	76	75	77	77	77	78	78	78	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	79	81	80	83	82	82	80	81	81	0	→	1	→
The length of time the journey was scheduled to take (speed)	83	83	84	83	84	85	85	85	85	85	0	→	0	→
Connections with other train services	72	70	73	73	74	75	76	77	76	77	1	→	1	→
The value for money for the price of your ticket	45	40	46	40	45	48	49	44	46	42	-4	↓	-2	↓
Cleanliness of the train	71	71	73	72	72	71	73	73	74	74	0	→	2	↑
Upkeep and repair of the train	71	70	73	72	72	72	74	73	75	75	0	→	2	↑
The provision of information during the journey	65	65	67	66	68	68	70	69	70	70	1	→	1	→
The helpfulness and attitude of staff on train	58	58	60	60	62	64	65	64	64	64	0	→	0	→
The space for luggage	48	49	50	50	51	53	54	53	54	55	1	→	2	↑
The toilet facilities	37	35	36	36	38	38	38	36	38	37	-1	→	1	→
Sufficient room for all passengers to sit/stand	63	62	64	66	67	68	68	67	68	69	1	→	2	↑
The comfort of the seating area	67	66	69	69	70	70	72	70	72	72	0	→	2	↑
The ease of being able to get on and off	77	76	78	78	79	80	80	80	81	80	0	→	0	→
Your personal security on board	70	70	72	72	73	75	76	76	77	77	0	→	1	↑
The cleanliness of the inside	70	70	72	71	72	71	73	73	75	75	0	→	2	↑
The cleanliness of the outside	68	66	70	68	71	66	71	67	73	71	-3	↓	3	↑
The availability of staff	38	38	40	41	43	46	46	45	46	47	1	→	1	→
How well train company deals with delays	35	34	37	35	36	35	40	36	38	37	-2	→	1	→

1) National total excludes non-franchised Train Operating Companies.



## London and South East - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	16655	15420	16503	17000	15989	17474	17506	19126	17398	18592				
Overall satisfaction	80	79	82	80	82	82	83	83	83	82	-2	↓	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	75	75	77	75	-2	↓	1	→
Ticket buying facilities	67	68	67	69	68	70	70	71	72	71	0	→	0	→
Provision of information about train times/platforms	77	76	78	76	78	77	80	78	80	80	0	→	2	↑
The upkeep/repair of the station buildings/platforms	62	60	62	60	63	61	63	63	65	66	0	→	3	↑
Cleanliness	68	66	68	67	69	67	70	69	71	70	-1	→	1	→
The facilities and services	50	48	49	48	49	49	50	48	49	48	-1	→	0	→
The attitudes and helpfulness of the staff	68	66	67	67	68	68	69	69	69	69	0	→	1	→
Connections with other forms of public transport	74	72	74	74	75	75	74	74	74	74	0	→	0	→
Facilities for car parking	44	41	40	41	43	46	47	47	49	46	-2	→	0	→
Overall environment	63	61	63	62	64	62	65	64	67	66	-1	→	2	↑
Your personal security whilst using	60	59	61	60	62	63	64	65	66	66	0	→	2	↑
The availability of staff	56	55	56	56	56	56	57	56	57	57	1	→	1	→
How request to station staff was handled	82	82	83	81	82	82	84	83	85	82	-3	↓	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	73	73	74	74	75	75	76	76	77	77	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	78	80	79	82	80	81	79	80	79	-1	→	0	→
The length of time the journey was scheduled to take (speed)	82	81	83	82	83	83	84	84	83	83	0	→	0	→
Connections with other train services	71	69	72	72	73	74	75	76	75	77	1	→	1	→
The value for money for the price of your ticket	41	36	41	35	40	43	44	39	42	38	-3	↓	-1	→
Cleanliness of the train	70	70	72	70	71	70	72	72	74	74	0	→	2	↑
Upkeep and repair of the train	70	69	72	71	71	71	74	73	75	74	0	→	2	↑
The provision of information during the journey	64	64	66	65	66	66	69	68	69	70	1	→	1	→
The helpfulness and attitude of staff on train	50	51	52	51	54	56	58	57	57	57	0	→	1	→
The space for luggage	46	47	48	48	49	51	52	52	52	53	1	→	1	→
The toilet facilities	34	32	34	33	34	34	35	34	35	35	-1	→	1	→
Sufficient room for all passengers to sit/stand	61	60	62	63	65	66	67	66	67	68	1	→	1	↑
The comfort of the seating area	66	64	67	67	68	68	71	70	71	71	0	→	1	→
The ease of being able to get on and off	76	75	76	76	78	78	79	79	80	79	0	→	0	→
Your personal security on board	68	67	69	69	71	72	74	74	75	75	0	→	1	→
The cleanliness of the inside	69	69	71	70	71	70	72	72	75	74	0	→	2	↑
The cleanliness of the outside	67	66	70	68	71	67	72	69	74	72	-2	↓	3	↑
The availability of staff	30	30	31	32	34	37	38	37	39	39	0	→	2	→
How well train company deals with delays	33	32	35	32	33	32	37	34	36	35	-1	→	1	→

1) London and South East total excludes non-franchised Train Operating Companies.



## Long Distance - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	6081	5914	5690	5394	5248	7189	6700	6970	5700	5922				
Overall satisfaction	84	83	84	85	87	87	87	87	86	88	2	↑	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	82	81	81	81	0	→	1	→
Ticket buying facilities	81	80	82	80	80	80	82	79	84	82	-1	→	3	↑
Provision of information about train times/platforms	84	82	85	86	85	86	86	86	86	86	-1	→	0	→
The upkeep/repair of the station buildings/platforms	72	68	71	71	73	72	73	73	73	73	0	→	0	→
Cleanliness	76	73	76	76	78	76	77	77	77	77	0	→	1	→
The facilities and services	64	62	62	63	65	64	63	64	65	62	-3	↓	-1	→
The attitudes and helpfulness of the staff	75	75	76	76	76	76	79	76	77	77	0	→	1	→
Connections with other forms of public transport	76	76	74	75	74	76	77	76	74	76	2	→	0	→
Facilities for car parking	52	52	52	52	53	55	57	56	62	60	-2	→	3	↑
Overall environment	72	70	71	73	74	73	74	73	74	73	-1	→	0	→
Your personal security whilst using	71	69	70	72	72	72	74	73	74	74	0	→	1	→
The availability of staff	64	63	65	65	66	65	67	65	66	66	0	→	1	→
How request to station staff was handled	83	85	86	87	88	89	88	87	87	89	2	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	80	80	82	82	85	84	84	84	85	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	80	81	84	87	87	85	87	83	87	5	↑	1	→
The length of time the journey was scheduled to take (speed)	85	86	84	88	88	89	89	89	88	90	2	↑	1	↑
Connections with other train services	76	75	75	75	77	79	80	80	79	81	1	→	1	→
The value for money for the price of your ticket	56	52	54	52	57	58	59	56	56	54	-2	→	-2	→
Cleanliness of the train	84	82	82	82	82	82	82	82	82	83	2	↑	1	→
Upkeep and repair of the train	86	82	82	82	82	84	84	83	84	84	1	→	1	→
The provision of information during the journey	79	75	74	76	75	77	77	77	76	78	1	→	0	→
The helpfulness and attitude of staff on train	77	77	76	75	77	78	78	79	79	80	2	→	1	→
The space for luggage	52	52	49	51	51	52	51	55	53	56	3	↑	1	→
The toilet facilities	53	49	49	52	52	51	52	51	52	52	0	→	0	→
Sufficient room for all passengers to sit/stand	69	66	66	72	71	70	70	71	70	73	3	↑	2	→
The comfort of the seating area	77	75	76	78	78	77	79	78	79	79	0	→	1	→
The ease of being able to get on and off	82	80	80	81	82	83	83	83	82	85	3	↑	2	↑
Your personal security on board	83	82	82	82	83	85	84	85	84	86	2	↑	1	→
The cleanliness of the inside	84	81	81	82	81	82	82	82	82	84	1	→	2	↑
The cleanliness of the outside	78	73	77	77	79	76	80	76	79	79	1	→	3	↑
The availability of staff	65	63	61	64	64	66	67	66	66	68	2	→	2	↑
How well train company deals with delays	48	51	48	50	46	52	52	51	50	55	4	→	4	→

1) Long distance total excludes non-franchised Train Operating Companies.



## Regional - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	5247	3979	3407	3511	3426	4394	3350	4000	4862	4318				
Overall satisfaction	83	84	86	86	87	88	86	86	87	86	-1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	78	77	80	80	0	→	2	→
Ticket buying facilities	77	79	80	80	79	79	78	77	80	79	0	→	2	→
Provision of information about train times/platforms	77	79	80	81	84	83	83	81	83	84	0	→	3	↑
The upkeep/repair of the station buildings/platforms	68	69	70	72	73	71	74	71	71	73	2	→	2	→
Cleanliness	72	71	72	74	76	74	77	74	76	76	0	→	1	→
The facilities and services	48	44	51	50	51	52	50	49	51	50	0	→	1	→
The attitudes and helpfulness of the staff	73	72	75	75	75	74	77	75	76	75	0	→	1	→
Connections with other forms of public transport	66	67	68	68	70	69	69	67	70	68	-2	→	1	→
Facilities for car parking	50	49	50	50	51	50	51	53	55	52	-3	→	-1	→
Overall environment	68	67	69	70	72	69	71	69	71	71	0	→	2	→
Your personal security whilst using	65	65	66	68	69	67	66	67	68	71	3	→	4	↑
The availability of staff	60	60	63	63	66	62	63	63	63	66	3	→	3	→
How request to station staff was handled	83	87	86	86	84	84	87	87	90	86	-4	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	79	81	80	79	81	82	79	80	81	80	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	83	85	85	86	87	84	82	86	85	-1	→	2	↑
The length of time the journey was scheduled to take (speed)	87	89	88	88	90	90	89	88	90	88	-2	→	0	→
Connections with other train services	74	74	74	74	77	77	79	79	80	78	-2	→	-1	→
The value for money for the price of your ticket	60	56	63	55	59	62	63	58	61	54	-7	↓	-4	↓
Cleanliness of the train	69	70	71	71	73	70	71	70	73	72	-1	→	2	→
Upkeep and repair of the train	69	68	71	69	71	69	71	68	71	70	0	→	3	→
The provision of information during the journey	66	67	69	69	71	70	69	69	69	70	2	→	1	→
The helpfulness and attitude of staff on train	71	69	72	72	75	75	75	76	75	75	0	→	-1	→
The space for luggage	55	57	58	59	58	61	61	59	60	62	2	→	3	→
The toilet facilities	39	36	39	38	40	41	39	36	42	39	-2	→	3	→
Sufficient room for all passengers to sit/stand	69	70	72	73	73	75	72	69	72	73	1	→	3	↑
The comfort of the seating area	71	71	71	71	74	72	72	69	72	72	-1	→	3	→
The ease of being able to get on and off	81	81	83	83	84	84	82	82	83	83	0	→	1	→
Your personal security on board	75	75	78	79	78	79	78	79	81	81	0	→	1	→
The cleanliness of the inside	69	69	71	70	73	71	72	70	73	72	-1	→	3	→
The cleanliness of the outside	67	63	67	64	69	60	66	58	69	62	-6	↓	4	↑
The availability of staff	56	57	59	59	60	63	62	62	61	63	2	→	2	→
How well train company deals with delays	35	33	36	36	41	38	44	37	41	35	-6	→	-1	→



## c2c - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1029	1058	1009	1054	1054	1058	1084	1199	1031	1114				
Overall satisfaction	89	87	90	91	90	91	91	91	91	91	0	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	80	83	86	83	-3	→	0	→
Ticket buying facilities	74	76	68	77	74	75	76	77	77	77	0	→	0	→
Provision of information about train times/platforms	83	82	82	85	83	85	86	87	87	86	-1	→	-1	→
The upkeep/repair of the station buildings/platforms	67	67	69	70	67	69	73	71	72	75	3	→	4	→
Cleanliness	73	72	75	77	76	76	80	78	77	78	2	→	0	→
The facilities and services	48	45	46	44	50	51	52	53	55	55	0	→	2	→
The attitudes and helpfulness of the staff	69	72	71	75	73	75	77	74	75	76	1	→	2	→
Connections with other forms of public transport	70	70	65	69	70	70	70	72	70	73	2	→	0	→
Facilities for car parking	46	44	43	42	45	49	55	53	52	55	3	→	2	→
Overall environment	64	66	66	69	68	67	72	72	74	75	2	→	4	→
Your personal security whilst using	58	59	60	61	59	62	65	65	66	70	3	→	5	↑
The availability of staff	61	64	62	63	65	64	66	66	66	67	1	→	2	→
How request to station staff was handled	83	82	85	88	75	89	79	83	89	92	3	→	9	↑
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	82	82	86	85	85	85	86	84	83	-1	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	89	92	90	94	94	94	92	92	92	0	→	0	→
The length of time the journey was scheduled to take (speed)	90	90	89	90	89	91	91	93	90	92	1	→	-1	→
Connections with other train services	77	75	75	78	75	83	81	78	79	84	4	→	5	↑
The value for money for the price of your ticket	44	42	47	40	43	46	48	43	43	42	-1	→	-1	→
Cleanliness of the train	85	86	88	88	90	91	93	90	91	92	1	→	2	→
Upkeep and repair of the train	85	86	88	88	89	90	93	90	92	91	-1	→	1	→
The provision of information during the journey	71	72	74	73	76	80	80	80	83	80	-3	→	0	→
The helpfulness and attitude of staff on train	26	27	34	29	37	31	33	37	33	34	1	→	-2	→
The space for luggage	46	49	46	47	47	50	51	48	50	52	1	→	3	→
The toilet facilities	41	42	43	47	52	52	49	55	53	59	6	→	4	→
Sufficient room for all passengers to sit/stand	64	61	61	62	62	65	66	61	65	64	-1	→	3	→
The comfort of the seating area	78	78	77	78	79	80	82	79	80	81	1	→	2	→
The ease of being able to get on and off	82	83	83	82	84	84	85	84	85	85	0	→	1	→
Your personal security on board	68	68	68	67	69	72	75	72	74	75	1	→	3	→
The cleanliness of the inside	84	84	87	89	89	91	91	89	91	91	0	→	2	→
The cleanliness of the outside	81	81	84	85	86	87	88	86	90	88	-2	→	2	→
The availability of staff	13	13	17	16	19	19	18	22	20	22	2	→	0	→
How well train company deals with delays	37	43	45	53	42	51	49	50	40	42	2	→	-8	→



## Chiltern Railways - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1019	1088	1109	1064	1072	1062	1230	1205	1139	1192				
Overall satisfaction	90	89	90	90	91	91	90	88	88	90	2	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	85	85	90	88	-2	→	3	→
Ticket buying facilities	85	83	84	80	81	82	81	81	84	82	-1	→	1	→
Provision of information about train times/platforms	82	83	84	86	84	86	85	83	83	86	2	→	3	→
The upkeep/repair of the station buildings/platforms	79	77	81	82	81	76	78	77	84	79	-5	↓	2	→
Cleanliness	83	80	83	84	83	80	83	81	88	83	-5	↓	2	→
The facilities and services	70	66	67	68	64	60	65	62	69	66	-2	→	4	→
The attitudes and helpfulness of the staff	78	79	76	78	79	79	75	78	77	78	2	→	0	→
Connections with other forms of public transport	71	69	70	71	74	72	74	74	74	78	4	→	4	→
Facilities for car parking	70	66	67	68	69	72	69	67	69	65	-4	→	-2	→
Overall environment	81	77	82	82	83	79	80	78	85	83	-2	→	5	↑
Your personal security whilst using	73	74	75	74	76	75	74	76	79	77	-1	→	1	→
The availability of staff	66	62	65	63	63	61	64	65	67	68	1	→	3	→
How request to station staff was handled	83	85	85	83	87	87	87	86	89	89	1	→	3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	82	84	84	83	85	85	82	80	80	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	91	91	92	92	93	91	88	82	86	5	↑	-2	→
The length of time the journey was scheduled to take (speed)	88	87	87	90	89	88	85	83	87	87	1	→	5	↑
Connections with other train services	77	78	74	76	72	77	72	70	76	75	0	→	5	→
The value for money for the price of your ticket	55	49	54	46	50	54	55	48	51	48	-2	→	0	→
Cleanliness of the train	84	83	87	82	85	80	85	85	87	85	-2	→	-1	→
Upkeep and repair of the train	85	83	86	80	84	81	83	85	89	87	-2	→	2	→
The provision of information during the journey	73	70	74	74	74	74	73	73	77	75	-3	→	1	→
The helpfulness and attitude of staff on train	50	45	53	52	52	55	60	58	62	62	0	→	4	→
The space for luggage	57	58	50	52	57	55	56	56	60	62	2	→	6	↑
The toilet facilities	53	53	46	47	51	48	54	55	51	53	2	→	-2	→
Sufficient room for all passengers to sit/stand	74	75	72	72	77	73	77	74	77	75	-2	→	1	→
The comfort of the seating area	80	79	78	75	80	78	79	77	82	80	-2	→	3	→
The ease of being able to get on and off	90	91	90	88	92	90	91	88	89	89	0	→	1	→
Your personal security on board	82	83	84	81	86	83	85	82	86	85	0	→	3	→
The cleanliness of the inside	83	84	85	81	85	81	84	85	87	86	-1	→	1	→
The cleanliness of the outside	80	80	84	80	84	76	82	79	85	83	-2	→	4	↑
The availability of staff	26	25	27	28	30	33	37	38	39	39	0	→	1	→
How well train company deals with delays	45	47	48	37	52	35	52	46	39	38	-1	→	-8	→



## First Capital Connect - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1858	1618	1599	1661	1554	1636	1618	1816	1880	2000				
Overall satisfaction	77	77	78	76	75	76	76	78	80	79	-1	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	70	69	76	75	-1	→	6	↑
Ticket buying facilities	68	65	66	68	69	66	69	66	68	70	1	→	4	→
Provision of information about train times/platforms	71	70	75	71	75	70	73	73	77	78	2	→	6	↑
The upkeep/repair of the station buildings/platforms	59	55	61	60	61	58	57	60	63	67	3	→	7	↑
Cleanliness	65	63	66	67	69	66	66	68	70	72	2	→	4	↑
The facilities and services	42	41	46	44	46	41	45	43	50	47	-3	→	3	→
The attitudes and helpfulness of the staff	65	65	65	65	66	66	64	67	66	71	4	→	4	→
Connections with other forms of public transport	74	71	69	70	71	72	70	70	73	76	3	→	5	↑
Facilities for car parking	40	38	39	40	42	43	45	46	45	45	0	→	0	→
Overall environment	57	57	59	58	61	57	61	57	64	65	1	→	8	↑
Your personal security whilst using	59	58	61	61	61	61	61	59	65	66	1	→	7	↑
The availability of staff	52	51	55	55	56	53	54	49	55	56	1	→	7	↑
How request to station staff was handled	77	80	88	86	81	76	87	79	85	83	-2	→	5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	74	74	77	74	73	70	75	74	76	79	2	→	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	77	81	78	72	75	73	71	74	77	76	-1	→	1	→
The length of time the journey was scheduled to take (speed)	82	85	83	82	83	82	82	84	83	84	1	→	-1	→
Connections with other train services	71	67	75	74	76	72	75	75	76	76	0	→	1	→
The value for money for the price of your ticket	38	35	36	31	35	38	38	32	38	34	-4	↓	2	→
Cleanliness of the train	64	64	65	66	64	64	63	64	65	65	1	→	1	→
Upkeep and repair of the train	60	59	61	63	61	62	61	60	63	62	-1	→	1	→
The provision of information during the journey	47	50	49	50	50	51	46	47	47	50	3	→	3	→
The helpfulness and attitude of staff on train	31	25	32	29	29	36	35	31	32	37	5	→	6	→
The space for luggage	39	42	42	45	41	43	44	47	44	47	3	→	-1	→
The toilet facilities	25	23	26	24	24	26	23	26	25	29	3	→	3	→
Sufficient room for all passengers to sit/stand	58	55	57	60	61	60	60	59	60	62	2	→	2	→
The comfort of the seating area	57	55	58	63	61	58	60	62	62	62	1	→	0	→
The ease of being able to get on and off	74	75	71	74	77	74	75	75	74	76	1	→	1	→
Your personal security on board	63	66	64	65	68	65	67	68	68	71	3	→	3	→
The cleanliness of the inside	64	62	64	67	64	61	62	64	65	64	0	→	1	→
The cleanliness of the outside	62	57	60	62	61	56	56	53	60	57	-3	→	4	→
The availability of staff	12	9	15	11	15	12	13	12	14	17	3	→	5	↑
How well train company deals with delays	25	31	31	35	32	24	34	25	33	30	-3	→	5	→



## First Great Western - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	3491	2903	3061	2949	2901	2945	3374	3536	2960	3044				
Overall satisfaction	74	73	80	81	82	83	82	82	83	82	-1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	75	74	77	76	-1	→	2	→
Ticket buying facilities	72	71	73	77	74	75	71	73	75	75	0	→	2	→
Provision of information about train times/platforms	72	72	76	78	79	79	77	77	81	81	0	→	4	↑
The upkeep/repair of the station buildings/platforms	61	60	67	65	65	64	63	60	66	65	-1	→	4	↑
Cleanliness	67	66	72	70	71	69	69	67	71	70	-1	→	4	↑
The facilities and services	59	55	59	59	58	56	54	53	54	53	-1	→	0	→
The attitudes and helpfulness of the staff	69	67	71	70	73	74	74	72	73	75	2	→	3	→
Connections with other forms of public transport	70	68	72	72	74	74	70	72	72	71	-1	→	-1	→
Facilities for car parking	53	49	53	54	53	53	58	58	57	55	-2	→	-3	→
Overall environment	63	64	68	67	69	66	65	66	67	66	-1	→	0	→
Your personal security whilst using	65	63	67	67	67	67	68	67	71	69	-1	→	2	→
The availability of staff	59	55	58	59	59	60	58	60	60	62	2	→	1	→
How request to station staff was handled	83	81	87	85	83	88	86	90	87	87	1	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	69	69	75	75	77	78	77	76	78	76	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	65	67	76	80	80	83	79	77	79	78	-1	→	1	→
The length of time the journey was scheduled to take (speed)	78	77	83	83	83	86	85	84	86	85	-1	→	1	→
Connections with other train services	66	65	70	71	72	75	74	73	76	73	-3	→	0	→
The value for money for the price of your ticket	44	40	51	46	50	53	56	49	53	48	-5	↓	-2	→
Cleanliness of the train	67	69	73	73	72	70	73	72	76	75	-1	→	4	↑
Upkeep and repair of the train	65	67	74	74	72	70	74	72	78	77	-1	→	5	↑
The provision of information during the journey	55	54	62	64	63	65	65	64	68	68	0	→	3	↑
The helpfulness and attitude of staff on train	58	56	64	66	66	69	70	70	70	66	-4	↓	-4	↓
The space for luggage	49	51	52	53	53	54	53	55	55	53	-1	→	-2	→
The toilet facilities	39	36	43	45	45	43	43	40	44	44	0	→	4	→
Sufficient room for all passengers to sit/stand	62	63	66	67	68	67	68	69	68	67	-1	→	-3	↓
The comfort of the seating area	64	63	70	70	70	67	69	71	73	72	-1	→	2	→
The ease of being able to get on and off	75	73	75	76	76	78	77	77	78	77	-1	→	0	→
Your personal security on board	73	71	78	77	77	77	79	79	80	81	0	→	2	→
The cleanliness of the inside	65	65	72	73	72	69	72	72	76	77	0	→	5	↑
The cleanliness of the outside	64	64	68	70	70	64	70	65	74	73	0	→	8	↑
The availability of staff	39	36	41	45	47	48	51	50	50	49	-1	→	0	→
How well train company deals with delays	30	31	42	39	41	48	42	43	45	41	-4	→	-2	→



## Greater Anglia\* - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	2269	2195	2073	2201	2016	2172	2073	2397	2199	2454				
Overall satisfaction	75	75	77	76	79	77	79	78	77	73	-4	↓	-5	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	72	74	74	71	-2	→	-2	→
Ticket buying facilities	66	67	65	68	67	68	68	68	69	69	0	→	1	→
Provision of information about train times/platforms	71	71	75	72	75	76	76	73	75	74	-1	→	0	→
The upkeep/repair of the station buildings/platforms	63	63	64	63	68	64	64	63	67	66	-1	→	3	→
Cleanliness	69	67	70	69	73	68	71	68	72	68	-4	↓	-1	→
The facilities and services	53	50	51	51	53	54	51	51	52	50	-2	→	-1	→
The attitudes and helpfulness of the staff	67	62	66	66	64	64	69	66	68	65	-2	→	-1	→
Connections with other forms of public transport	77	78	76	79	79	77	78	78	77	76	-2	→	-2	→
Facilities for car parking	40	38	41	36	46	42	51	50	51	48	-3	→	-2	→
Overall environment	66	63	64	63	69	63	66	62	66	63	-3	→	0	→
Your personal security whilst using	60	58	59	58	64	62	62	61	62	64	2	→	3	→
The availability of staff	54	51	55	55	56	54	56	52	55	53	-2	→	1	→
How request to station staff was handled	81	78	81	80	81	80	82	83	82	78	-5	→	-5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	75	73	71	72	74	74	73	76	72	-3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	74	77	74	79	76	80	75	77	70	-7	↓	-5	↓
The length of time the journey was scheduled to take (speed)	80	80	80	78	79	80	82	80	81	79	-2	→	-1	→
Connections with other train services	72	70	71	71	72	73	72	73	72	75	3	→	2	→
The value for money for the price of your ticket	36	30	33	28	34	36	35	35	33	30	-3	→	-5	↓
Cleanliness of the train	59	59	64	61	59	58	60	62	64	58	-6	↓	-4	↓
Upkeep and repair of the train	56	54	61	56	56	52	55	55	55	55	0	→	0	→
The provision of information during the journey	54	57	60	59	58	56	55	57	58	56	-2	→	-1	→
The helpfulness and attitude of staff on train	43	46	47	47	44	44	49	46	47	46	-1	→	0	→
The space for luggage	46	48	47	46	47	48	52	49	50	53	2	→	4	→
The toilet facilities	24	25	24	25	29	25	29	27	30	31	2	→	4	→
Sufficient room for all passengers to sit/stand	58	58	59	58	61	59	64	61	67	66	-1	→	5	↑
The comfort of the seating area	56	56	59	56	57	55	58	56	60	59	-2	→	2	→
The ease of being able to get on and off	72	72	74	75	74	76	77	76	78	76	-2	→	0	→
Your personal security on board	62	61	65	65	66	65	66	64	67	64	-2	→	0	→
The cleanliness of the inside	59	58	64	60	59	57	59	61	63	57	-7	↓	-5	↓
The cleanliness of the outside	56	52	59	54	58	48	52	53	59	54	-5	↓	1	→
The availability of staff	23	24	24	23	22	22	25	26	28	27	-1	→	1	→
How well train company deals with delays	31	31	34	29	33	27	41	28	32	28	-4	→	0	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



## Heathrow Connect - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	-	-	300	485	536	526	526	616	572	609				
Overall satisfaction	-	-	88	90	90	88	92	89	92	94	2	→	5	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	81	78	80	84	4	→	6	→
Ticket buying facilities	-	-	73	80	78	76	77	74	76	83	7	→	9	→
Provision of information about train times/platforms	-	-	76	72	72	71	68	71	69	77	8	→	6	→
The upkeep/repair of the station buildings/platforms	-	-	60	60	68	63	67	65	67	76	9	↑	11	↑
Cleanliness	-	-	66	68	75	70	76	71	75	82	7	→	12	↑
The facilities and services	-	-	54	42	52	52	52	53	54	58	4	→	5	→
The attitudes and helpfulness of the staff	-	-	65	76	83	77	78	70	72	82	10	↑	11	↑
Connections with other forms of public transport	-	-	74	81	75	82	83	79	76	81	5	→	2	→
Facilities for car parking	-	-	28	23	27	39	33	33	31	36	5	→	3	→
Overall environment	-	-	64	65	68	65	73	67	73	75	2	→	8	↑
Your personal security whilst using	-	-	57	67	70	70	75	73	66	73	7	→	-1	→
The availability of staff	-	-	58	58	64	60	69	61	59	71	12	↑	10	↑
How request to station staff was handled	-	-	88	91	89	82	88	80	86	91	5	→	11	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	-	-	72	71	74	71	69	67	74	76	2	→	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	81	89	92	92	93	88	91	91	1	→	4	→
The length of time the journey was scheduled to take (speed)	-	-	91	89	92	92	93	94	93	94	1	→	0	→
Connections with other train services	-	-	77	81	82	81	88	81	84	87	3	→	6	→
The value for money for the price of your ticket	-	-	52	56	56	58	65	55	58	56	-2	→	1	→
Cleanliness of the train	-	-	94	93	92	90	95	94	96	94	-2	→	0	→
Upkeep and repair of the train	-	-	94	92	90	89	93	93	94	94	0	→	1	→
The provision of information during the journey	-	-	89	82	84	85	85	83	85	84	-1	→	1	→
The helpfulness and attitude of staff on train	-	-	73	77	74	81	76	75	81	81	0	→	7	→
The space for luggage	-	-	79	78	77	78	79	79	76	76	0	→	-3	→
The toilet facilities	-	-	73	64	71	69	74	73	63	59	-3	→	-14	↓
Sufficient room for all passengers to sit/stand	-	-	84	90	87	88	91	90	90	89	-1	→	0	→
The comfort of the seating area	-	-	89	90	90	88	93	91	91	92	2	→	2	→
The ease of being able to get on and off	-	-	85	92	90	88	90	89	86	88	1	→	-1	→
Your personal security on board	-	-	83	86	88	87	89	86	86	84	-2	→	-2	→
The cleanliness of the inside	-	-	92	93	94	89	96	93	97	93	-4	↓	-1	→
The cleanliness of the outside	-	-	91	92	91	84	91	88	91	91	0	→	3	→
The availability of staff	-	-	70	71	68	68	68	66	63	62	-1	→	-3	→
How well train company deals with delays	-	-	32	51	34	41	33	25	45	38	-7	→	13	→

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

Improved ↑  
Unchanged →  
Declined ↓

## Heathrow Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	499	551	548	528	566	542	610	623	614	559				
Overall satisfaction	88	92	93	92	93	93	93	95	93	90	-3	→	-4	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	84	87	88	87	-1	→	-1	→
Ticket buying facilities	85	86	86	87	90	88	91	89	93	86	-6	↓	-3	→
Provision of information about train times/platforms	77	78	78	77	78	78	83	83	83	81	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	77	76	83	81	79	79	80	78	84	77	-7	↓	-1	→
Cleanliness	79	77	84	82	81	82	82	75	81	76	-4	→	1	→
The facilities and services	51	51	64	60	54	60	62	68	64	64	0	→	-4	→
The attitudes and helpfulness of the staff	72	70	77	79	72	76	81	80	73	79	6	→	-1	→
Connections with other forms of public transport	76	79	80	83	80	84	84	85	82	81	0	→	-4	→
Facilities for car parking	21	21	23	46	45	55	32	59	44	48	4	→	-11	→
Overall environment	74	76	85	82	79	82	77	78	83	81	-2	→	2	→
Your personal security whilst using	67	69	80	75	76	79	73	77	78	80	2	→	3	→
The availability of staff	56	59	65	63	60	65	71	66	66	70	4	→	4	→
How request to station staff was handled	86	91	93	93	91	91	94	88	96	90	-6	→	2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	88	88	88	87	90	91	94	93	94	87	-7	↓	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	90	90	95	92	96	96	95	97	94	93	-1	→	-3	→
The length of time the journey was scheduled to take (speed)	94	95	94	94	97	96	98	98	96	96	0	→	-2	→
Connections with other train services	80	80	77	78	79	81	84	80	79	81	2	→	1	→
The value for money for the price of your ticket	30	26	35	29	29	32	41	37	37	33	-4	→	-4	→
Cleanliness of the train	86	91	87	90	90	93	92	94	93	93	1	→	-1	→
Upkeep and repair of the train	83	85	84	85	84	89	90	92	90	91	1	→	-1	→
The provision of information during the journey	82	79	81	86	82	82	82	83	79	80	1	→	-4	→
The helpfulness and attitude of staff on train	78	74	76	75	76	81	84	79	82	87	5	→	8	↑
The space for luggage	86	91	85	87	90	92	87	87	88	88	0	→	1	→
The toilet facilities	58	61	61	70	61	69	60	68	64	64	-1	→	-5	→
Sufficient room for all passengers to sit/stand	86	87	88	91	95	93	89	86	90	90	1	→	4	→
The comfort of the seating area	84	88	86	89	90	91	89	93	91	90	-1	→	-3	→
The ease of being able to get on and off	93	93	94	94	94	94	92	93	93	95	2	→	1	→
Your personal security on board	86	88	89	91	93	91	90	92	90	91	1	→	-1	→
The cleanliness of the inside	86	90	87	90	89	92	91	94	93	94	0	→	0	→
The cleanliness of the outside	88	88	91	91	93	93	89	91	92	92	1	→	1	→
The availability of staff	64	63	65	66	65	65	77	73	71	74	3	→	1	→
How well train company deals with delays	46	46	53	30	56	36	53	56	62	42	-19	→	-13	→



## London Midland - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1273	1042	1037	1190	1070	1074	1069	1225	1133	1192				
Overall satisfaction	81	81	80	78	87	86	86	83	85	87	2	→	4	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	78	76	76	77	2	→	1	→
Ticket buying facilities	74	73	67	72	72	72	76	78	79	78	0	→	1	→
Provision of information about train times/platforms	78	81	78	73	80	80	84	82	83	83	-1	→	1	→
The upkeep/repair of the station buildings/platforms	63	57	59	56	63	63	68	63	69	67	-3	→	4	→
Cleanliness	67	65	68	65	70	71	71	69	73	72	-1	→	3	→
The facilities and services	52	48	45	47	46	50	50	48	49	48	-1	→	0	→
The attitudes and helpfulness of the staff	70	72	65	68	66	69	74	69	74	73	-1	→	4	→
Connections with other forms of public transport	71	64	69	66	67	71	67	71	67	69	2	→	-1	→
Facilities for car parking	55	47	41	43	48	49	49	54	53	56	3	→	2	→
Overall environment	65	55	61	58	61	64	67	64	66	67	1	→	3	→
Your personal security whilst using	62	58	59	62	64	63	64	66	67	68	0	→	1	→
The availability of staff	57	57	53	54	55	55	57	59	59	59	0	→	0	→
How request to station staff was handled	86	83	78	81	80	87	86	90	92	86	-6	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	76	75	74	69	79	80	78	77	77	83	6	↑	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	82	78	76	70	79	81	81	76	78	81	3	→	6	↑
The length of time the journey was scheduled to take (speed)	85	85	86	81	86	88	86	86	86	89	4	↑	3	→
Connections with other train services	73	71	66	71	73	77	75	75	74	78	4	→	3	→
The value for money for the price of your ticket	44	43	46	44	49	55	56	53	52	53	1	→	0	→
Cleanliness of the train	68	67	74	73	83	76	77	75	80	81	2	→	7	↑
Upkeep and repair of the train	65	63	71	71	82	79	77	74	80	84	4	↑	9	↑
The provision of information during the journey	58	57	57	55	63	64	66	66	68	74	6	↑	8	↑
The helpfulness and attitude of staff on train	51	52	48	54	59	57	57	63	65	63	-2	→	0	→
The space for luggage	43	48	44	48	51	50	57	53	52	58	5	→	5	→
The toilet facilities	34	35	38	44	52	48	53	48	51	50	-1	→	2	→
Sufficient room for all passengers to sit/stand	61	63	61	63	72	67	74	70	66	74	8	↑	4	↑
The comfort of the seating area	64	63	64	67	73	71	74	72	73	80	7	↑	8	↑
The ease of being able to get on and off	78	76	75	76	81	82	81	81	81	86	5	↑	5	↑
Your personal security on board	70	71	71	70	76	76	79	76	78	80	2	→	4	↑
The cleanliness of the inside	66	68	73	72	83	76	77	74	80	82	2	→	8	↑
The cleanliness of the outside	67	65	71	71	81	74	77	72	80	83	3	→	11	↑
The availability of staff	32	30	31	34	36	39	41	43	47	45	-2	→	2	→
How well train company deals with delays	31	37	29	25	37	36	41	32	41	49	8	→	17	↑



## London Overground - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	285	508	779	1009	857	1012	750	948	1246	1202				
Overall satisfaction	71	65	77	75	82	72	85	89	92	90	-2	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	74	79	81	81	0	→	2	→
Ticket buying facilities	52	62	64	64	57	56	66	75	78	73	-5	→	-2	→
Provision of information about train times/platforms	58	63	62	66	69	63	75	77	80	82	2	→	5	→
The upkeep/repair of the station buildings/platforms	52	56	61	62	62	55	67	74	74	77	3	→	3	→
Cleanliness	60	58	67	65	65	61	77	79	78	78	0	→	-1	→
The facilities and services	38	32	30	32	30	29	32	29	34	35	1	→	6	→
The attitudes and helpfulness of the staff	62	60	68	63	68	65	72	68	67	65	-2	→	-3	→
Connections with other forms of public transport	71	72	70	73	73	76	77	76	74	76	1	→	-1	→
Facilities for car parking	16	25	20	24	24	30	22	20	27	35	8	↑	15	↑
Overall environment	52	50	62	59	60	50	65	69	72	71	-1	→	2	→
Your personal security whilst using	45	53	55	56	59	58	62	67	68	70	2	→	3	→
The availability of staff	47	60	57	60	63	55	62	58	57	60	3	→	2	→
How request to station staff was handled	66	77	91	71	71	72	78	68	88	90	3	→	22	↑
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	58	56	52	59	60	51	74	77	82	79	-3	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	65	60	66	63	68	63	76	78	83	88	4	↑	9	↑
The length of time the journey was scheduled to take (speed)	81	76	77	80	80	79	87	90	87	89	2	→	-1	→
Connections with other train services	71	62	65	70	69	66	83	82	81	84	3	→	2	→
The value for money for the price of your ticket	46	45	59	50	56	49	59	53	54	49	-5	→	-4	→
Cleanliness of the train	35	44	57	58	67	73	89	94	93	92	-1	→	-2	→
Upkeep and repair of the train	26	33	48	53	61	72	91	95	96	95	-1	→	-1	→
The provision of information during the journey	33	39	51	52	65	63	84	86	87	86	-1	→	0	→
The helpfulness and attitude of staff on train	18	30	32	34	35	47	52	44	54	57	3	→	13	↑
The space for luggage	39	41	41	41	43	51	62	60	69	63	-6	↓	4	→
The toilet facilities	2	4	9	9	11	10	18	10	19	17	-2	→	7	→
Sufficient room for all passengers to sit/stand	50	46	46	48	56	58	68	75	80	77	-2	→	2	→
The comfort of the seating area	36	39	47	52	54	67	81	83	86	83	-4	→	-1	→
The ease of being able to get on and off	53	54	57	56	68	67	81	86	89	84	-5	↓	-2	→
Your personal security on board	40	45	53	54	62	64	75	81	82	80	-2	→	-2	→
The cleanliness of the inside	33	41	55	60	69	72	92	94	93	92	-1	→	-1	→
The cleanliness of the outside	39	46	56	58	70	70	92	92	91	90	-1	→	-2	→
The availability of staff	7	14	15	19	22	31	37	26	37	37	0	→	11	↑
How well train company deals with delays	13	14	27	23	16	18	28	50	42	43	0	→	-7	→



## South West Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	2318	1835	1989	2026	1819	1888	2296	2319	2100	2334				
Overall satisfaction	85	83	87	84	86	85	87	85	84	83	0	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	78	74	74	74	0	→	0	→
Ticket buying facilities	65	67	68	70	67	67	72	70	71	70	-1	→	0	→
Provision of information about train times/platforms	83	82	81	81	82	78	84	83	81	83	2	→	0	→
The upkeep/repair of the station buildings/platforms	63	60	59	58	58	55	62	59	57	57	1	→	-1	→
Cleanliness	70	66	65	64	63	60	67	63	63	63	1	→	0	→
The facilities and services	53	51	48	48	47	45	50	50	46	47	0	→	-3	→
The attitudes and helpfulness of the staff	71	68	68	68	68	67	68	68	66	69	2	→	0	→
Connections with other forms of public transport	74	75	75	77	76	75	76	74	74	74	0	→	0	→
Facilities for car parking	48	47	43	44	46	47	51	48	56	50	-5	→	3	→
Overall environment	68	64	62	64	63	59	67	63	61	62	1	→	-1	→
Your personal security whilst using	65	63	62	63	62	65	68	67	64	68	4	→	1	→
The availability of staff	60	58	57	57	55	52	55	53	53	54	1	→	2	→
How request to station staff was handled	83	85	83	82	84	84	79	79	87	82	-5	→	3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	77	79	81	78	79	79	78	76	79	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	84	87	90	89	88	90	86	84	82	-2	→	-4	↓
The length of time the journey was scheduled to take (speed)	81	81	84	86	83	85	87	83	82	82	1	→	-1	→
Connections with other train services	72	70	76	78	77	76	78	78	76	76	0	→	-2	→
The value for money for the price of your ticket	42	33	42	35	39	42	43	37	38	36	-2	→	0	→
Cleanliness of the train	81	83	78	77	73	73	75	73	73	77	4	↑	4	↑
Upkeep and repair of the train	85	86	84	85	82	82	82	80	79	83	3	↑	2	→
The provision of information during the journey	77	75	77	77	74	75	77	77	75	76	1	→	-1	→
The helpfulness and attitude of staff on train	65	66	62	64	66	65	69	68	67	68	1	→	0	→
The space for luggage	53	55	57	56	57	58	59	57	53	59	6	↑	2	→
The toilet facilities	44	43	41	37	38	36	39	36	37	39	2	→	3	→
Sufficient room for all passengers to sit/stand	66	66	71	72	70	71	71	69	67	73	5	↑	4	↑
The comfort of the seating area	77	75	78	78	78	76	79	76	75	76	1	→	0	→
The ease of being able to get on and off	80	79	80	81	80	79	83	80	81	82	0	→	2	→
Your personal security on board	78	76	77	77	76	79	82	79	78	81	3	→	2	→
The cleanliness of the inside	81	82	78	78	74	74	76	74	75	78	3	↑	4	↑
The cleanliness of the outside	79	79	81	78	77	75	79	75	78	77	-1	→	3	→
The availability of staff	48	49	45	49	50	52	53	52	54	55	1	→	3	→
How well train company deals with delays	42	41	42	40	41	42	40	33	41	37	-4	→	4	→



## Southeastern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1756	1580	1630	1536	1514	1999	1665	1930	1575	1722				
Overall satisfaction	78	79	80	76	80	81	80	82	83	81	-2	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	75	75	78	73	-5	↓	-2	→
Ticket buying facilities	67	65	64	65	66	70	67	70	66	69	3	→	-1	→
Provision of information about train times/platforms	77	77	76	72	76	76	79	77	80	77	-4	→	0	→
The upkeep/repair of the station buildings/platforms	62	59	60	56	61	65	62	64	64	64	0	→	0	→
Cleanliness	68	68	66	63	67	70	69	69	72	70	-3	→	0	→
The facilities and services	47	44	47	46	47	50	50	48	51	50	-1	→	2	→
The attitudes and helpfulness of the staff	67	65	67	66	65	68	69	66	69	67	-2	→	0	→
Connections with other forms of public transport	73	72	78	74	74	74	75	75	75	73	-2	→	-2	→
Facilities for car parking	42	35	34	32	36	45	40	44	47	41	-6	→	-3	→
Overall environment	60	57	61	56	60	63	63	63	68	65	-3	→	2	→
Your personal security whilst using	56	54	59	55	57	64	62	62	63	62	-1	→	-1	→
The availability of staff	56	54	55	54	53	57	58	57	56	57	1	→	0	→
How request to station staff was handled	84	88	80	77	84	84	90	86	80	76	-4	→	-10	↓
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	72	71	71	73	73	73	75	76	75	76	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	78	79	77	81	77	79	78	80	79	-1	→	1	→
The length of time the journey was scheduled to take (speed)	81	80	81	79	81	78	80	80	81	79	-2	→	-1	→
Connections with other train services	66	70	71	70	68	72	73	71	71	72	2	→	2	→
The value for money for the price of your ticket	38	32	37	29	34	39	39	32	36	32	-4	→	0	→
Cleanliness of the train	66	65	68	65	66	69	70	68	70	71	1	→	3	→
Upkeep and repair of the train	68	66	69	66	65	68	73	68	72	72	0	→	3	→
The provision of information during the journey	61	62	64	57	66	63	67	65	66	68	2	→	3	→
The helpfulness and attitude of staff on train	42	44	49	39	47	57	52	55	52	56	4	→	1	→
The space for luggage	43	38	42	38	43	48	47	46	48	48	0	→	2	→
The toilet facilities	24	22	25	22	21	32	33	25	32	28	-3	→	3	→
Sufficient room for all passengers to sit/stand	59	52	58	54	59	64	62	63	63	61	-2	→	-2	→
The comfort of the seating area	63	60	64	60	61	66	70	65	67	67	1	→	3	→
The ease of being able to get on and off	77	73	78	72	77	79	78	78	79	79	0	→	1	→
Your personal security on board	62	59	64	60	64	69	67	68	71	70	-1	→	2	→
The cleanliness of the inside	66	65	66	64	66	69	71	68	72	71	-1	→	3	→
The cleanliness of the outside	64	61	66	62	64	63	70	65	70	68	-2	→	3	→
The availability of staff	23	23	26	21	26	35	31	33	33	33	1	→	0	→
How well train company deals with delays	34	27	32	26	25	29	34	24	26	31	5	→	7	→



## Southern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	2374	2128	2217	2310	2132	2628	2347	2551	2135	2338				
Overall satisfaction	82	81	83	80	82	84	82	82	83	80	-2	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	74	74	78	75	-3	↓	2	→
Ticket buying facilities	65	71	69	67	67	72	69	70	73	69	-3	→	-1	→
Provision of information about train times/platforms	80	78	80	78	79	78	81	77	81	79	-2	→	2	→
The upkeep/repair of the station buildings/platforms	61	57	62	59	63	60	63	62	67	65	-2	→	3	→
Cleanliness	67	63	68	66	71	69	70	71	72	69	-4	↓	-2	→
The facilities and services	49	47	49	48	50	50	49	49	50	48	-2	→	-1	→
The attitudes and helpfulness of the staff	66	66	66	63	70	69	69	69	70	69	0	→	1	→
Connections with other forms of public transport	74	70	76	75	76	78	76	74	73	72	-1	→	-3	→
Facilities for car parking	42	36	35	40	35	43	43	42	44	40	-5	→	-3	→
Overall environment	62	61	62	61	64	62	63	64	69	65	-4	↓	1	→
Your personal security whilst using	60	62	61	59	64	63	63	65	68	65	-3	→	0	→
The availability of staff	54	53	57	55	58	61	57	59	58	58	-1	→	-1	→
How request to station staff was handled	83	77	79	78	83	81	86	83	85	80	-5	→	-3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	69	71	72	68	75	74	73	75	76	74	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	78	80	74	79	79	80	78	78	78	0	→	0	→
The length of time the journey was scheduled to take (speed)	83	82	83	79	83	84	83	83	84	83	0	→	0	→
Connections with other train services	73	71	73	66	72	76	74	77	76	76	0	→	0	→
The value for money for the price of your ticket	43	39	42	35	42	45	43	40	42	38	-4	↓	-2	→
Cleanliness of the train	76	74	76	74	76	74	70	73	72	71	-1	→	-2	→
Upkeep and repair of the train	77	76	76	74	76	72	72	73	71	67	-4	↓	-6	↓
The provision of information during the journey	75	74	75	73	76	75	76	74	72	71	-1	→	-3	→
The helpfulness and attitude of staff on train	54	54	54	54	56	57	61	57	61	54	-7	↓	-3	→
The space for luggage	47	47	48	49	50	49	50	49	48	47	-1	→	-2	→
The toilet facilities	45	40	40	38	41	36	33	38	36	29	-7	↓	-9	↓
Sufficient room for all passengers to sit/stand	63	64	62	67	68	68	68	67	66	66	0	→	-2	→
The comfort of the seating area	72	70	70	71	73	72	72	71	72	69	-3	→	-2	→
The ease of being able to get on and off	78	76	77	77	79	78	79	78	76	75	-1	→	-3	↓
Your personal security on board	71	70	69	69	72	72	75	74	76	72	-4	↓	-2	→
The cleanliness of the inside	76	73	74	73	76	74	71	73	72	70	-2	→	-3	→
The cleanliness of the outside	73	71	74	72	77	73	74	72	74	69	-4	↓	-2	→
The availability of staff	34	33	34	35	38	41	41	39	40	36	-3	→	-3	→
How well train company deals with delays	34	31	33	32	33	29	35	34	35	35	-1	→	0	→



## CrossCountry - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1722	1310	1186	1085	1051	1593	1433	1482	1320	1191				
Overall satisfaction	82	84	84	85	85	85	84	85	82	84	2	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	79	77	80	79	-1	→	2	→
Ticket buying facilities	83	81	85	84	82	80	80	79	83	78	-5	→	0	→
Provision of information about train times/platforms	82	81	84	86	85	84	82	84	85	83	-1	→	0	→
The upkeep/repair of the station buildings/platforms	69	60	70	68	72	70	68	70	69	66	-3	→	-4	→
Cleanliness	74	69	78	75	77	74	74	75	74	74	0	→	-2	→
The facilities and services	62	61	62	64	68	65	63	63	65	60	-4	→	-3	→
The attitudes and helpfulness of the staff	79	78	80	79	77	77	80	76	77	79	2	→	3	→
Connections with other forms of public transport	75	72	73	73	76	75	76	77	70	74	3	→	-3	→
Facilities for car parking	55	52	65	59	54	57	59	53	59	58	-1	→	5	→
Overall environment	70	67	70	74	74	70	71	69	71	69	-2	→	0	→
Your personal security whilst using	71	70	73	73	73	72	74	71	73	72	-1	→	1	→
The availability of staff	67	68	67	67	68	68	68	65	67	67	0	→	2	→
How request to station staff was handled	88	88	85	87	89	91	89	87	87	92	5	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	77	80	80	81	84	79	80	80	81	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	78	80	87	85	88	83	84	79	85	6	↑	1	→
The length of time the journey was scheduled to take (speed)	83	84	83	86	86	88	86	84	85	87	2	→	3	↑
Connections with other train services	73	74	76	77	76	82	79	79	77	78	1	→	-1	→
The value for money for the price of your ticket	58	54	55	51	56	57	55	53	52	49	-4	→	-5	→
Cleanliness of the train	80	81	83	83	80	80	77	77	76	79	3	→	3	→
Upkeep and repair of the train	84	83	84	83	84	83	82	81	79	80	1	→	-1	→
The provision of information during the journey	79	74	77	79	76	76	75	76	74	76	2	→	1	→
The helpfulness and attitude of staff on train	75	76	77	80	77	78	81	80	76	78	2	→	-2	→
The space for luggage	50	50	47	51	48	51	51	53	52	55	3	→	1	→
The toilet facilities	52	50	54	55	53	48	53	49	49	48	-1	→	-2	→
Sufficient room for all passengers to sit/stand	66	60	59	72	70	68	66	70	64	70	6	↑	0	→
The comfort of the seating area	76	74	78	79	78	74	76	77	76	76	1	→	-1	→
The ease of being able to get on and off	80	79	80	81	80	81	83	82	78	82	4	↑	1	→
Your personal security on board	81	82	81	80	84	84	82	84	81	85	4	↑	1	→
The cleanliness of the inside	81	82	83	82	80	79	78	78	77	79	2	→	1	→
The cleanliness of the outside	79	74	79	79	80	78	76	76	77	78	1	→	3	→
The availability of staff	63	59	62	67	64	64	66	66	63	67	4	→	1	→
How well train company deals with delays	47	46	48	52	41	53	49	49	46	52	6	→	3	→



## East Coast - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1201	1043	1157	1081	1032	1154	1723	1522	1136	1225				
Overall satisfaction	82	86	88	87	89	88	89	87	87	89	2	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	79	77	76	75	-2	→	-2	→
Ticket buying facilities	76	83	80	79	84	80	79	80	81	84	3	→	4	→
Provision of information about train times/platforms	85	87	90	90	88	89	88	86	85	87	1	→	0	→
The upkeep/repair of the station buildings/platforms	71	67	72	67	73	72	68	68	66	65	-2	→	-3	→
Cleanliness	73	71	76	72	77	76	74	72	73	72	-1	→	0	→
The facilities and services	65	57	64	59	61	64	61	61	60	58	-3	→	-4	→
The attitudes and helpfulness of the staff	74	75	76	74	79	78	79	76	75	76	1	→	0	→
Connections with other forms of public transport	81	81	76	75	73	80	81	80	80	80	0	→	-1	→
Facilities for car parking	48	46	52	55	50	58	49	55	56	49	-7	→	-6	→
Overall environment	71	66	72	69	72	72	69	69	66	64	-2	→	-5	↓
Your personal security whilst using	71	68	72	71	72	71	73	72	70	71	1	→	-2	→
The availability of staff	63	61	68	65	68	68	67	67	66	67	1	→	0	→
How request to station staff was handled	83	88	90	87	89	89	87	88	86	85	-1	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	87	86	90	89	89	91	90	89	90	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	83	87	89	90	89	83	85	78	88	9	↑	3	→
The length of time the journey was scheduled to take (speed)	87	90	90	90	91	91	90	90	88	90	2	→	0	→
Connections with other train services	76	79	78	78	81	82	81	80	79	79	0	→	-1	→
The value for money for the price of your ticket	56	53	54	54	55	59	60	58	57	56	-1	→	-1	→
Cleanliness of the train	82	81	81	82	84	85	83	83	84	82	-3	→	-1	→
Upkeep and repair of the train	80	77	79	79	84	83	82	80	81	79	-2	→	-2	→
The provision of information during the journey	77	76	76	77	76	79	77	78	80	79	-1	→	0	→
The helpfulness and attitude of staff on train	77	80	78	77	78	80	79	78	80	82	2	→	3	→
The space for luggage	55	57	54	56	55	56	55	60	61	63	2	→	3	→
The toilet facilities	50	47	45	45	47	48	51	49	55	52	-3	→	3	→
Sufficient room for all passengers to sit/stand	69	73	73	75	74	72	76	77	79	79	0	→	3	→
The comfort of the seating area	73	73	74	76	77	76	77	77	81	79	-3	→	1	→
The ease of being able to get on and off	81	80	79	78	81	78	82	82	84	83	0	→	1	→
Your personal security on board	83	84	84	82	85	85	85	86	86	86	-1	→	0	→
The cleanliness of the inside	81	80	80	82	83	84	83	82	85	82	-3	→	0	→
The cleanliness of the outside	76	75	77	77	78	78	79	74	78	76	-3	→	2	→
The availability of staff	63	68	64	63	67	68	67	68	70	72	2	→	3	→
How well train company deals with delays	51	53	61	62	56	61	62	52	56	63	7	→	11	↑



## East Midlands Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1548	1343	1020	1013	1010	1131	1108	1404	1029	1219				
Overall satisfaction	82	79	81	80	84	86	88	86	87	87	0	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	85	82	83	85	2	→	3	↑
Ticket buying facilities	76	71	80	74	77	78	76	77	79	81	3	→	5	→
Provision of information about train times/platforms	79	76	84	82	84	86	83	84	86	84	-2	→	0	→
The upkeep/repair of the station buildings/platforms	66	72	72	75	75	74	76	75	78	80	2	→	5	↑
Cleanliness	72	78	76	77	79	78	80	80	82	83	0	→	3	→
The facilities and services	55	61	60	61	61	61	61	63	67	64	-2	→	1	→
The attitudes and helpfulness of the staff	75	75	76	76	77	76	77	76	77	78	1	→	2	→
Connections with other forms of public transport	63	68	71	76	70	74	70	71	70	72	2	→	1	→
Facilities for car parking	59	56	52	54	58	57	61	58	64	67	4	→	9	↑
Overall environment	65	71	72	75	74	76	77	75	78	80	2	→	4	↑
Your personal security whilst using	65	67	69	70	71	75	73	75	74	76	2	→	1	→
The availability of staff	61	60	63	66	66	66	68	66	68	68	1	→	2	→
How request to station staff was handled	84	83	85	87	84	85	84	85	89	89	0	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	74	76	76	76	79	81	80	80	82	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	80	79	84	85	84	87	86	88	88	0	→	1	→
The length of time the journey was scheduled to take (speed)	82	81	79	83	83	86	88	87	90	89	-1	→	2	→
Connections with other train services	66	71	69	70	66	71	79	77	77	79	2	→	2	→
The value for money for the price of your ticket	50	46	49	45	48	52	57	52	52	52	-1	→	0	→
Cleanliness of the train	75	73	74	71	72	76	76	78	81	82	1	→	4	↑
Upkeep and repair of the train	71	68	66	67	68	75	76	77	85	85	0	→	8	↑
The provision of information during the journey	67	64	65	62	66	69	68	71	70	71	1	→	0	→
The helpfulness and attitude of staff on train	74	72	73	68	73	76	76	77	79	80	1	→	3	→
The space for luggage	53	49	53	47	48	50	48	57	57	56	-1	→	-1	→
The toilet facilities	44	45	42	45	46	46	48	52	53	50	-3	→	-3	→
Sufficient room for all passengers to sit/stand	70	64	68	67	68	72	74	72	76	74	-2	→	3	→
The comfort of the seating area	74	70	70	71	71	76	79	78	83	82	-2	→	4	↑
The ease of being able to get on and off	79	75	76	76	77	82	81	82	83	85	2	→	3	→
Your personal security on board	81	76	79	79	79	84	83	82	85	85	0	→	4	↑
The cleanliness of the inside	74	73	70	70	72	78	76	79	82	83	1	→	5	↑
The cleanliness of the outside	58	56	64	64	69	67	73	69	75	74	-1	→	5	↑
The availability of staff	62	58	53	54	56	62	66	65	68	67	-1	→	3	→
How well train company deals with delays	39	43	43	37	41	51	41	48	39	51	12	→	2	→



## First Hull Trains - % saying satisfied/good

									Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011			
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	-	-	-	-	-	-	701	761	527	583				
Overall satisfaction	-	-	-	-	-	-	93	95	88	93	5	↑	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	81	73	79	82	4	→	10	↑
Ticket buying facilities	-	-	-	-	-	-	81	82	82	80	-2	→	-2	→
Provision of information about train times/platforms	-	-	-	-	-	-	85	83	83	85	1	→	2	→
The upkeep/repair of the station buildings/platforms	-	-	-	-	-	-	69	63	70	76	6	→	13	↑
Cleanliness	-	-	-	-	-	-	74	67	72	77	6	→	11	↑
The facilities and services	-	-	-	-	-	-	52	50	50	58	8	→	8	↑
The attitudes and helpfulness of the staff	-	-	-	-	-	-	72	67	69	76	7	→	9	↑
Connections with other forms of public transport	-	-	-	-	-	-	77	76	74	81	7	→	5	→
Facilities for car parking	-	-	-	-	-	-	72	69	69	71	1	→	1	→
Overall environment	-	-	-	-	-	-	69	62	67	74	7	↑	12	↑
Your personal security whilst using	-	-	-	-	-	-	72	70	70	73	3	→	3	→
The availability of staff	-	-	-	-	-	-	57	54	55	64	9	↑	10	↑
How request to station staff was handled	-	-	-	-	-	-	88	85	89	91	2	→	5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	-	-	-	-	-	-	78	81	78	77	0	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	-	-	90	89	85	93	8	↑	4	→
The length of time the journey was scheduled to take (speed)	-	-	-	-	-	-	93	90	90	92	2	→	2	→
Connections with other train services	-	-	-	-	-	-	87	83	81	78	-3	→	-5	→
The value for money for the price of your ticket	-	-	-	-	-	-	66	63	62	56	-5	→	-6	→
Cleanliness of the train	-	-	-	-	-	-	91	95	90	89	0	→	-6	↓
Upkeep and repair of the train	-	-	-	-	-	-	92	95	89	89	0	→	-5	↓
The provision of information during the journey	-	-	-	-	-	-	84	89	84	88	4	→	-1	→
The helpfulness and attitude of staff on train	-	-	-	-	-	-	90	93	91	92	0	→	-1	→
The space for luggage	-	-	-	-	-	-	66	73	75	72	-3	→	-1	→
The toilet facilities	-	-	-	-	-	-	65	69	68	64	-4	→	-5	→
Sufficient room for all passengers to sit/stand	-	-	-	-	-	-	88	91	89	87	-2	→	-4	→
The comfort of the seating area	-	-	-	-	-	-	88	93	89	86	-4	→	-7	↓
The ease of being able to get on and off	-	-	-	-	-	-	90	92	91	91	0	→	-1	→
Your personal security on board	-	-	-	-	-	-	92	93	91	89	-2	→	-4	→
The cleanliness of the inside	-	-	-	-	-	-	90	94	90	91	1	→	-3	→
The cleanliness of the outside	-	-	-	-	-	-	84	86	89	88	-1	→	1	→
The availability of staff	-	-	-	-	-	-	82	90	86	90	4	→	0	→
How well train company deals with delays	-	-	-	-	-	-	69	65	39	51	13	→	-14	→



## First TransPennine Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1123	1035	1033	1084	1057	1548	1086	1201	1117	1175				
Overall satisfaction	86	84	83	87	89	87	87	89	84	88	4	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	86	87	85	86	0	→	-1	→
Ticket buying facilities	84	86	81	81	81	81	88	84	89	87	-1	→	4	→
Provision of information about train times/platforms	85	85	85	85	85	86	89	91	87	88	2	→	-2	→
The upkeep/repair of the station buildings/platforms	80	77	73	75	80	77	81	80	79	83	4	→	3	→
Cleanliness	82	77	78	80	81	80	84	82	81	85	4	→	3	→
The facilities and services	70	67	61	64	68	66	64	65	67	68	0	→	3	→
The attitudes and helpfulness of the staff	74	73	77	72	74	75	79	79	81	78	-3	→	-2	→
Connections with other forms of public transport	79	77	70	73	73	75	76	75	71	73	2	→	-2	→
Facilities for car parking	52	51	43	43	45	50	60	61	65	62	-3	→	1	→
Overall environment	82	78	75	76	79	77	83	81	80	82	2	→	1	→
Your personal security whilst using	75	73	68	73	71	75	77	75	75	77	2	→	2	→
The availability of staff	61	64	65	64	65	63	68	67	69	69	0	→	1	→
How request to station staff was handled	83	83	84	86	88	90	93	90	89	88	0	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	78	79	81	83	83	82	83	82	86	4	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	77	81	84	88	84	84	87	84	88	4	↑	1	→
The length of time the journey was scheduled to take (speed)	86	88	87	87	90	89	89	92	89	91	2	→	0	→
Connections with other train services	77	74	75	72	81	77	76	83	81	81	0	→	-1	→
The value for money for the price of your ticket	57	51	53	52	63	60	59	60	59	56	-2	→	-4	→
Cleanliness of the train	87	85	83	86	86	86	87	84	83	85	3	→	1	→
Upkeep and repair of the train	92	91	88	91	91	91	90	88	87	88	2	→	0	→
The provision of information during the journey	79	78	78	81	81	79	83	81	79	80	2	→	-1	→
The helpfulness and attitude of staff on train	77	78	73	76	77	78	77	79	80	82	2	→	3	→
The space for luggage	57	58	51	53	54	52	50	50	47	50	3	→	0	→
The toilet facilities	64	57	54	59	59	56	52	53	52	57	5	→	4	→
Sufficient room for all passengers to sit/stand	70	69	63	68	66	66	62	64	62	63	1	→	-1	→
The comfort of the seating area	86	82	81	83	84	82	83	80	80	79	-1	→	-1	→
The ease of being able to get on and off	83	85	82	86	86	83	82	82	79	83	4	→	0	→
Your personal security on board	83	84	81	84	85	84	84	87	81	86	5	↑	-1	→
The cleanliness of the inside	86	84	83	86	87	86	87	84	85	86	2	→	2	→
The cleanliness of the outside	86	81	82	83	86	79	85	79	82	82	0	→	3	→
The availability of staff	62	65	59	67	68	66	66	64	64	67	3	→	3	→
How well train company deals with delays	41	54	39	38	42	46	52	48	53	55	2	→	7	→



## Virgin Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1285	1183	1294	1131	1098	1763	1350	1361	1098	1112				
Overall satisfaction	86	85	84	86	89	90	90	90	89	91	3	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	80	82	82	82	0	→	0	→
Ticket buying facilities	79	78	82	81	79	81	85	78	85	83	-3	→	4	→
Provision of information about train times/platforms	86	85	82	87	85	87	88	86	89	87	-2	→	1	→
The upkeep/repair of the station buildings/platforms	70	67	69	70	69	67	70	71	71	71	0	→	0	→
Cleanliness	73	72	75	74	74	74	75	74	76	74	-2	→	1	→
The facilities and services	62	63	61	64	66	65	65	65	67	62	-5	→	-3	→
The attitudes and helpfulness of the staff	72	70	72	74	74	74	79	71	74	73	-1	→	2	→
Connections with other forms of public transport	80	82	77	79	79	77	82	80	81	82	1	→	2	→
Facilities for car parking	47	51	43	46	56	55	52	55	65	58	-6	→	4	→
Overall environment	70	68	70	70	70	70	72	71	74	71	-3	→	-1	→
Your personal security whilst using	69	67	69	71	73	70	75	71	76	73	-3	→	2	→
The availability of staff	58	58	62	61	63	61	64	58	60	60	-1	→	1	→
How request to station staff was handled	78	82	85	86	87	91	88	86	82	87	4	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	86	83	81	85	86	90	90	89	90	89	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	84	82	79	90	89	89	92	85	89	4	↑	-3	→
The length of time the journey was scheduled to take (speed)	87	87	82	92	93	94	93	94	91	94	3	↑	1	→
Connections with other train services	80	77	75	77	84	82	86	83	83	88	5	→	5	↑
The value for money for the price of your ticket	59	54	56	57	64	63	65	59	59	59	0	→	0	→
Cleanliness of the train	89	89	88	87	89	87	87	89	86	89	3	→	0	→
Upkeep and repair of the train	92	90	90	90	88	89	88	90	87	89	2	→	0	→
The provision of information during the journey	81	81	76	80	80	82	83	81	80	82	2	→	1	→
The helpfulness and attitude of staff on train	80	79	77	76	82	78	80	80	80	81	1	→	1	→
The space for luggage	51	49	45	51	50	51	51	56	52	57	5	→	1	→
The toilet facilities	50	50	50	56	58	56	55	53	52	54	1	→	0	→
Sufficient room for all passengers to sit/stand	70	65	68	77	77	74	74	77	71	80	8	↑	3	→
The comfort of the seating area	77	77	78	80	80	78	78	79	77	82	5	↑	4	→
The ease of being able to get on and off	85	82	83	84	87	88	85	87	88	90	2	→	3	↑
Your personal security on board	83	84	85	85	85	86	86	89	87	89	2	→	0	→
The cleanliness of the inside	88	88	87	88	88	87	86	88	86	89	3	→	1	→
The cleanliness of the outside	82	80	83	82	84	81	87	82	82	86	4	→	4	↑
The availability of staff	70	69	66	66	70	69	70	68	68	70	3	→	2	→
How well train company deals with delays	54	60	50	54	54	51	57	56	55	54	-1	→	-2	→



## Arriva Trains Wales - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	814	796	754	809	793	1018	776	912	1544	1189				
Overall satisfaction	85	83	86	87	86	88	87	87	84	88	3	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	73	76	72	79	7	↑	4	→
Ticket buying facilities	70	69	61	71	76	70	76	75	80	75	-4	→	1	→
Provision of information about train times/platforms	74	74	74	80	80	79	78	79	80	81	1	→	2	→
The upkeep/repair of the station buildings/platforms	54	51	56	58	60	57	64	63	63	66	3	→	3	→
Cleanliness	61	53	58	62	65	62	67	68	63	68	5	→	0	→
The facilities and services	39	30	36	39	44	39	42	43	43	48	5	→	5	→
The attitudes and helpfulness of the staff	68	64	65	71	74	73	75	75	74	75	1	→	0	→
Connections with other forms of public transport	59	59	58	62	63	64	64	61	61	66	6	→	5	→
Facilities for car parking	49	45	58	53	63	61	58	63	59	63	4	→	0	→
Overall environment	56	52	57	58	62	58	61	62	63	66	4	→	5	→
Your personal security whilst using	57	55	55	59	63	63	60	62	67	67	0	→	5	→
The availability of staff	57	46	46	54	57	54	57	56	58	57	-1	→	1	→
How request to station staff was handled	83	85	83	89	88	84	88	88	90	89	-1	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	80	76	77	79	81	77	81	76	78	2	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	83	81	85	87	89	85	84	87	87	0	→	3	→
The length of time the journey was scheduled to take (speed)	86	87	89	87	88	89	89	88	83	85	1	→	-3	→
Connections with other train services	71	73	71	77	74	77	80	78	77	77	0	→	-1	→
The value for money for the price of your ticket	61	53	61	60	62	66	64	60	59	56	-3	→	-4	→
Cleanliness of the train	72	74	76	78	73	75	76	75	75	78	3	→	3	→
Upkeep and repair of the train	72	73	73	75	70	73	76	74	75	76	1	→	2	→
The provision of information during the journey	61	63	61	65	63	69	67	67	65	66	2	→	-1	→
The helpfulness and attitude of staff on train	80	76	76	79	75	82	82	79	79	81	2	→	2	→
The space for luggage	62	55	61	63	56	61	64	57	60	59	-1	→	3	→
The toilet facilities	41	35	47	44	42	49	46	45	46	49	3	→	4	→
Sufficient room for all passengers to sit/stand	71	72	74	76	71	73	74	70	72	71	-1	→	1	→
The comfort of the seating area	74	76	74	77	72	76	74	74	76	77	1	→	3	→
The ease of being able to get on and off	82	82	83	83	82	81	82	84	83	82	-1	→	-2	→
Your personal security on board	79	74	77	79	79	79	82	82	82	83	1	→	0	→
The cleanliness of the inside	73	74	72	78	74	75	78	76	75	78	3	→	1	→
The cleanliness of the outside	68	61	70	74	70	66	68	64	69	69	0	→	5	→
The availability of staff	67	64	65	70	64	72	71	67	70	71	1	→	4	→
How well train company deals with delays	38	34	41	44	32	40	37	43	45	40	-5	→	-4	→



## Merseyrail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	502	506	526	513	506	651	526	672	546	635				
Overall satisfaction	87	88	90	91	91	93	93	91	93	96	3	→	5	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	86	80	84	86	2	→	6	↑
Ticket buying facilities	76	80	81	82	78	84	86	86	90	90	-1	→	4	→
Provision of information about train times/platforms	72	75	79	84	86	87	89	85	87	89	2	→	4	→
The upkeep/repair of the station buildings/platforms	60	58	63	68	73	71	75	72	70	75	5	→	3	→
Cleanliness	65	61	67	69	72	77	78	77	78	77	-1	→	1	→
The facilities and services	32	23	43	39	43	55	48	43	48	53	5	→	10	↑
The attitudes and helpfulness of the staff	74	70	75	76	85	82	86	82	85	81	-3	→	-1	→
Connections with other forms of public transport	58	59	66	67	73	75	77	70	70	73	3	→	3	→
Facilities for car parking	46	52	57	54	56	57	45	48	51	49	-1	→	1	→
Overall environment	63	57	65	66	72	70	76	73	73	77	4	→	4	→
Your personal security whilst using	60	53	66	70	68	72	69	71	72	76	4	→	5	→
The availability of staff	62	59	68	67	74	75	78	78	78	81	2	→	2	→
How request to station staff was handled	92	75	91	81	82	81	94	80	90	81	-9	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	86	91	89	92	94	94	95	91	95	97	3	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	86	86	88	94	92	95	90	93	95	94	-1	→	1	→
The length of time the journey was scheduled to take (speed)	90	92	94	94	94	96	96	94	97	97	0	→	3	→
Connections with other train services	75	76	81	78	87	85	85	82	91	89	-2	→	7	→
The value for money for the price of your ticket	66	64	71	55	60	66	70	64	66	67	1	→	4	→
Cleanliness of the train	67	71	79	75	76	76	79	77	78	80	2	→	3	→
Upkeep and repair of the train	76	76	83	80	80	78	84	80	80	83	2	→	3	→
The provision of information during the journey	84	81	84	81	86	87	86	87	81	86	5	→	-1	→
The helpfulness and attitude of staff on train	55	47	53	49	56	67	63	67	68	67	-1	→	0	→
The space for luggage	51	52	52	49	57	64	68	60	59	60	1	→	0	→
The toilet facilities	12	11	19	12	20	19	17	9	14	10	-4	→	1	→
Sufficient room for all passengers to sit/stand	67	72	72	72	76	78	82	79	78	81	3	→	2	→
The comfort of the seating area	74	80	80	79	79	80	82	76	76	81	5	→	5	→
The ease of being able to get on and off	80	84	86	86	88	90	90	86	87	90	3	→	4	→
Your personal security on board	64	65	73	74	75	77	79	79	77	80	3	→	0	→
The cleanliness of the inside	66	69	78	75	77	76	78	78	79	80	1	→	2	→
The cleanliness of the outside	61	55	68	66	71	65	65	56	71	67	-4	→	11	↑
The availability of staff	36	35	33	33	37	48	46	51	45	48	3	→	-4	→
How well train company deals with delays	54	32	23	35	52	42	47	49	50	29	-21	→	-20	→



## Northern Rail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1108	1060	1118	1155	1094	1633	1027	1250	1370	1264				
Overall satisfaction	79	79	82	80	82	82	82	83	83	80	-3	→	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	74	73	76	74	-2	→	1	→
Ticket buying facilities	75	78	76	77	75	74	74	73	73	74	2	→	2	→
Provision of information about train times/platforms	77	80	79	78	83	81	80	77	81	80	0	→	4	→
The upkeep/repair of the station buildings/platforms	70	72	68	68	70	68	69	68	69	71	2	→	3	→
Cleanliness	72	75	70	71	74	68	73	70	71	72	1	→	2	→
The facilities and services	49	49	52	49	53	46	47	50	49	49	-1	→	-1	→
The attitudes and helpfulness of the staff	70	74	74	70	70	71	71	70	71	71	-1	→	0	→
Connections with other forms of public transport	67	72	69	71	70	65	66	69	69	65	-4	→	-4	→
Facilities for car parking	54	53	48	50	53	49	53	57	60	53	-7	↓	-4	→
Overall environment	69	70	67	67	70	65	66	65	66	67	1	→	2	→
Your personal security whilst using	62	66	66	64	66	62	60	64	65	67	2	→	3	→
The availability of staff	56	61	60	58	61	57	59	58	57	61	4	→	3	→
How request to station staff was handled	81	90	83	83	85	86	90	89	89	84	-5	→	-5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	74	74	70	74	75	73	71	75	70	-5	↓	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	78	79	79	81	83	80	78	80	78	-2	→	0	→
The length of time the journey was scheduled to take (speed)	86	87	85	85	87	87	87	86	87	84	-3	→	-2	→
Connections with other train services	74	70	71	69	74	72	76	78	78	73	-5	→	-5	→
The value for money for the price of your ticket	62	58	62	54	59	60	64	58	60	50	-10	↓	-7	↓
Cleanliness of the train	58	61	58	57	61	59	62	59	63	57	-5	↓	-1	→
Upkeep and repair of the train	54	55	55	53	58	56	59	53	57	54	-3	→	1	→
The provision of information during the journey	54	57	55	57	59	58	57	59	58	56	-2	→	-3	→
The helpfulness and attitude of staff on train	70	70	73	70	72	72	73	76	72	71	-1	→	-4	→
The space for luggage	51	55	56	55	54	55	55	55	56	57	1	→	2	→
The toilet facilities	36	40	36	32	41	35	41	38	43	34	-9	↓	-4	→
Sufficient room for all passengers to sit/stand	64	66	69	69	67	70	68	65	65	66	2	→	2	→
The comfort of the seating area	62	60	62	60	64	63	64	58	62	60	-2	→	2	→
The ease of being able to get on and off	77	75	80	77	79	80	77	78	78	77	-1	→	-1	→
Your personal security on board	72	71	77	74	75	76	75	76	79	76	-3	→	0	→
The cleanliness of the inside	58	60	58	57	61	60	64	56	62	58	-5	→	1	→
The cleanliness of the outside	58	59	58	51	62	49	60	48	62	47	-15	↓	-1	→
The availability of staff	56	55	59	57	59	60	61	62	57	60	3	→	-2	→
How well train company deals with delays	34	31	34	35	36	36	45	35	43	33	-10	→	-2	→



## ScotRail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1008	1082	1009	1034	1033	1092	1021	1166	1402	1230				
Overall satisfaction	84	88	90	89	90	90	86	86	89	89	-1	→	3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	82	81	85	83	-2	→	2	→
Ticket buying facilities	81	82	87	83	83	84	79	78	82	80	-1	→	3	→
Provision of information about train times/platforms	79	81	84	84	86	84	86	85	86	86	1	→	1	→
The upkeep/repair of the station buildings/platforms	78	76	79	80	80	78	82	77	78	77	-1	→	0	→
Cleanliness	79	79	80	83	84	82	86	81	84	82	-2	→	1	→
The facilities and services	53	49	56	58	54	58	58	53	56	52	-5	→	-1	→
The attitudes and helpfulness of the staff	75	74	77	79	76	74	81	75	76	78	2	→	3	→
Connections with other forms of public transport	68	66	70	68	71	71	71	65	73	69	-4	→	4	→
Facilities for car parking	47	44	46	47	44	47	49	46	48	47	-2	→	0	→
Overall environment	74	72	76	79	77	75	79	74	78	75	-3	→	1	→
Your personal security whilst using	72	71	69	75	73	72	74	71	71	74	3	→	3	→
The availability of staff	65	65	69	69	69	65	63	63	63	66	3	→	3	→
How request to station staff was handled	81	89	88	89	83	84	77	86	92	89	-4	→	2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	81	83	82	84	84	85	79	83	83	84	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	90	86	90	88	86	81	86	87	1	→	6	↑
The length of time the journey was scheduled to take (speed)	88	91	88	89	90	90	87	89	91	89	-2	→	1	→
Connections with other train services	76	77	74	78	75	78	80	78	77	79	2	→	1	→
The value for money for the price of your ticket	58	55	62	55	58	61	57	56	59	51	-8	↓	-4	→
Cleanliness of the train	79	77	80	80	82	77	77	79	82	84	2	→	5	↑
Upkeep and repair of the train	80	77	81	79	80	76	78	79	81	83	2	→	4	→
The provision of information during the journey	76	73	76	77	78	75	77	72	76	80	5	→	9	↑
The helpfulness and attitude of staff on train	74	71	75	79	83	77	81	79	79	81	2	→	2	→
The space for luggage	59	62	62	64	63	65	63	63	65	69	4	→	6	→
The toilet facilities	50	40	45	48	46	50	40	41	51	52	2	→	12	↑
Sufficient room for all passengers to sit/stand	72	72	73	76	77	78	72	69	77	77	0	→	7	↑
The comfort of the seating area	77	76	77	78	81	77	75	77	82	80	-3	→	3	→
The ease of being able to get on and off	84	85	85	88	89	88	84	86	89	87	-2	→	2	→
Your personal security on board	80	81	82	86	82	84	82	83	86	87	1	→	4	↑
The cleanliness of the inside	81	76	80	80	83	78	76	80	84	84	0	→	4	→
The cleanliness of the outside	78	70	74	73	76	68	75	70	76	77	1	→	7	↑
The availability of staff	61	63	67	69	69	70	67	65	71	72	2	→	7	↑
How well train company deals with delays	30	37	42	35	47	40	44	34	34	38	5	→	5	→

# Percentage of passengers satisfied 2007-2012

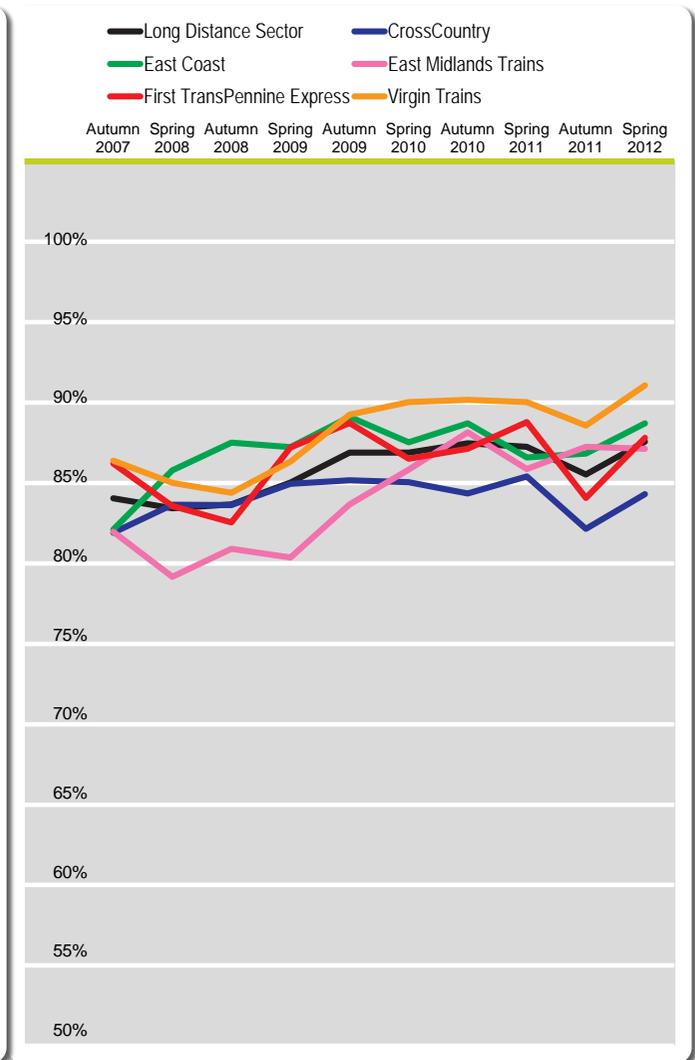
## National and Sector-Level

Percentage of passengers satisfied 2007 to 2012



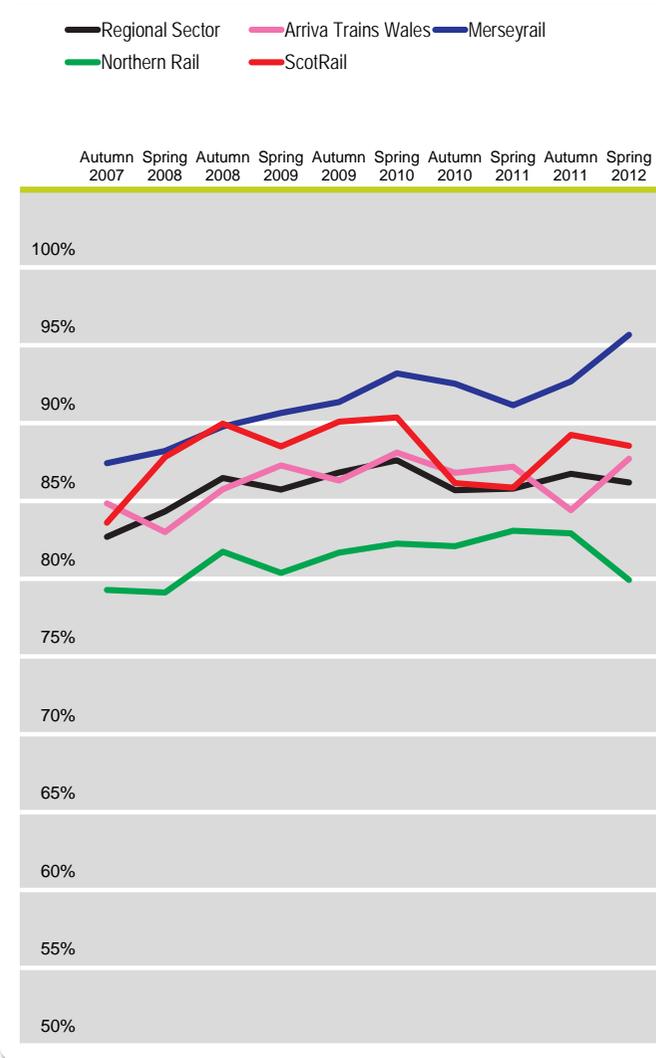
## Long Distance Operators

Percentage of passengers satisfied 2007 to 2012



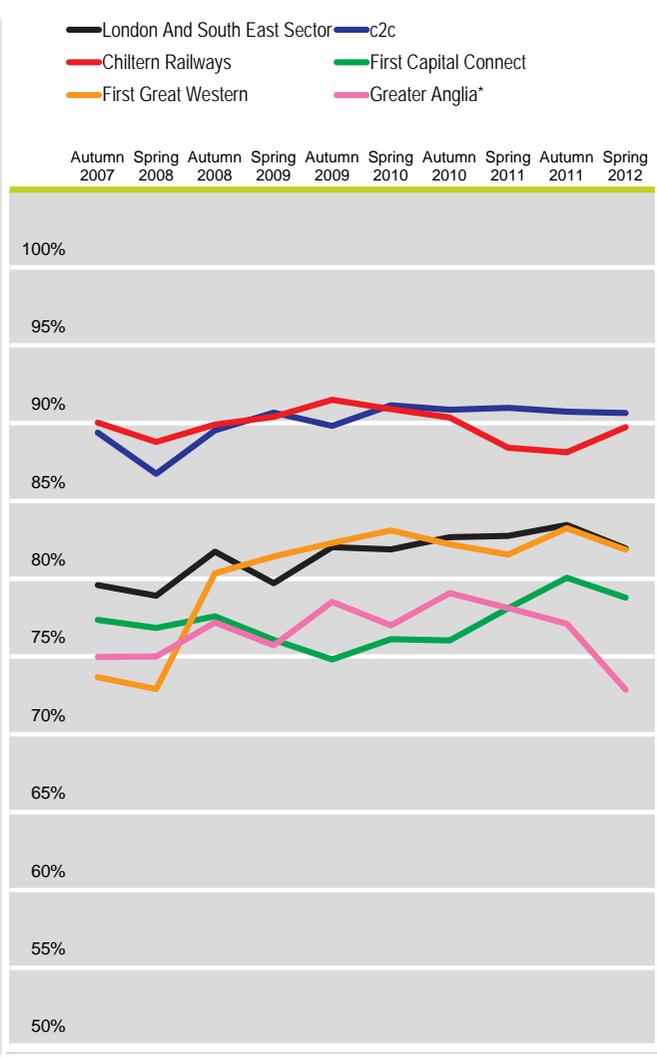
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



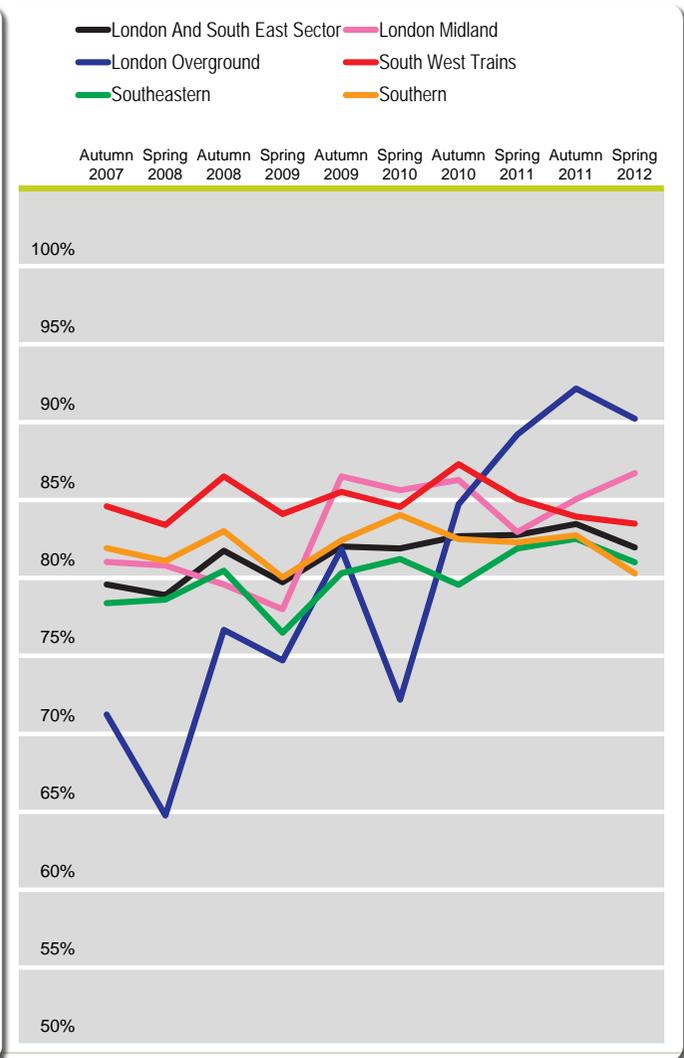
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



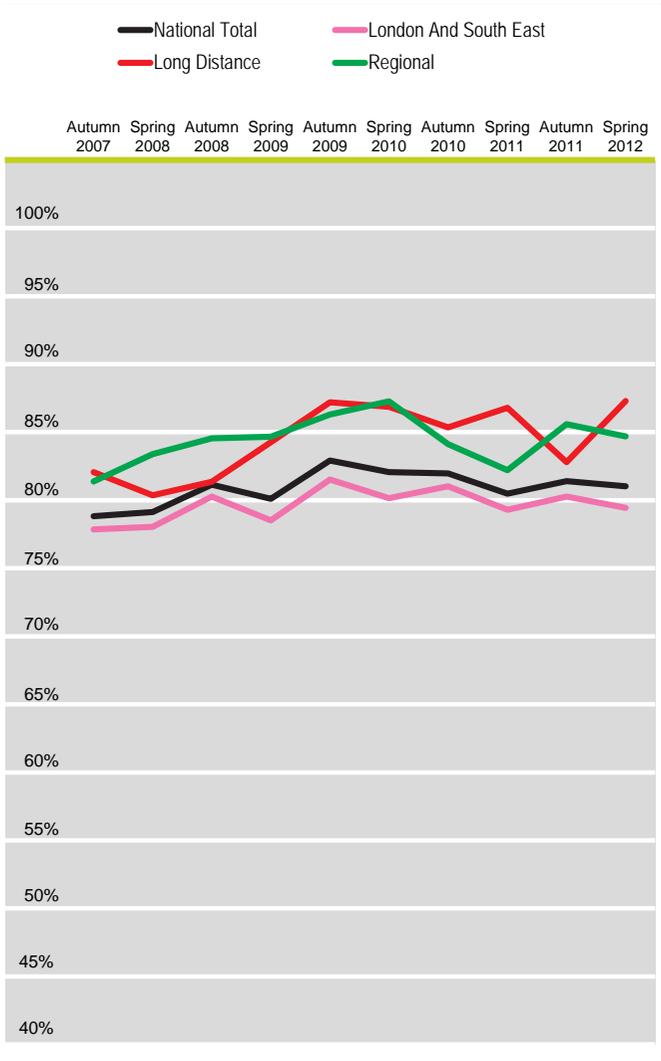
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012

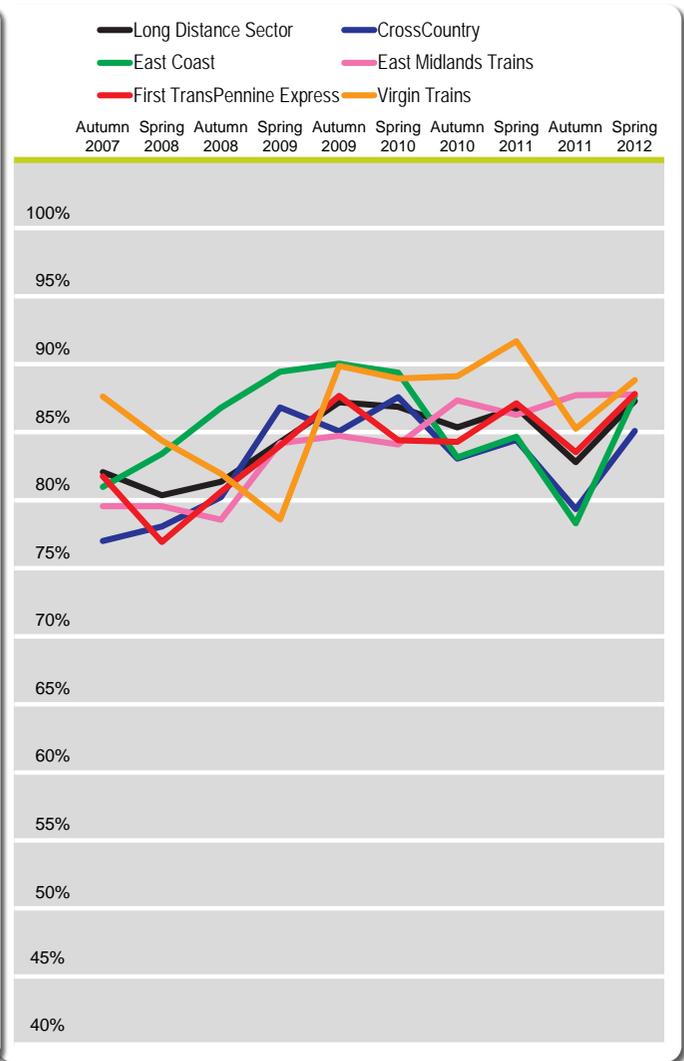


\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

**National and Sector-Level**  
Percentage of passengers satisfied 2007 to 2012

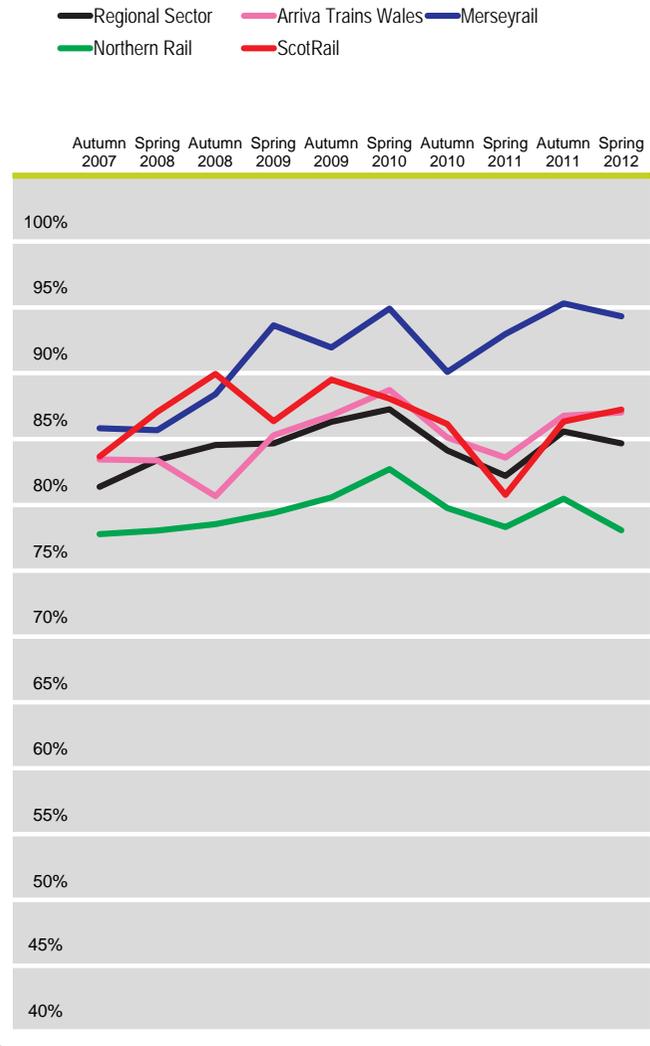


**Long Distance Operators**  
Percentage of passengers satisfied 2007 to 2012



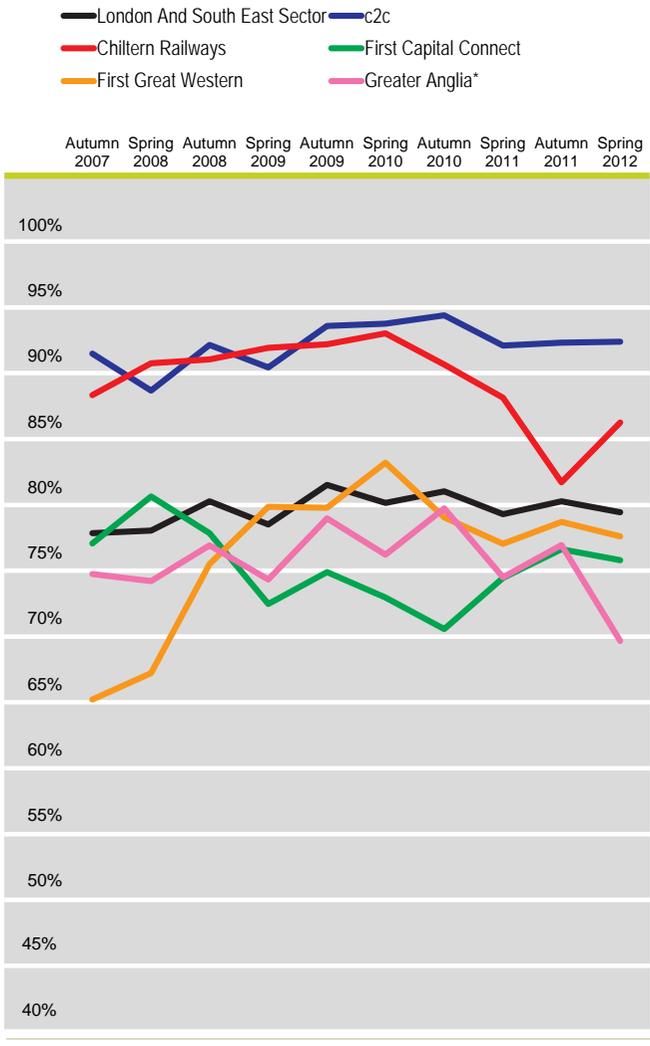
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



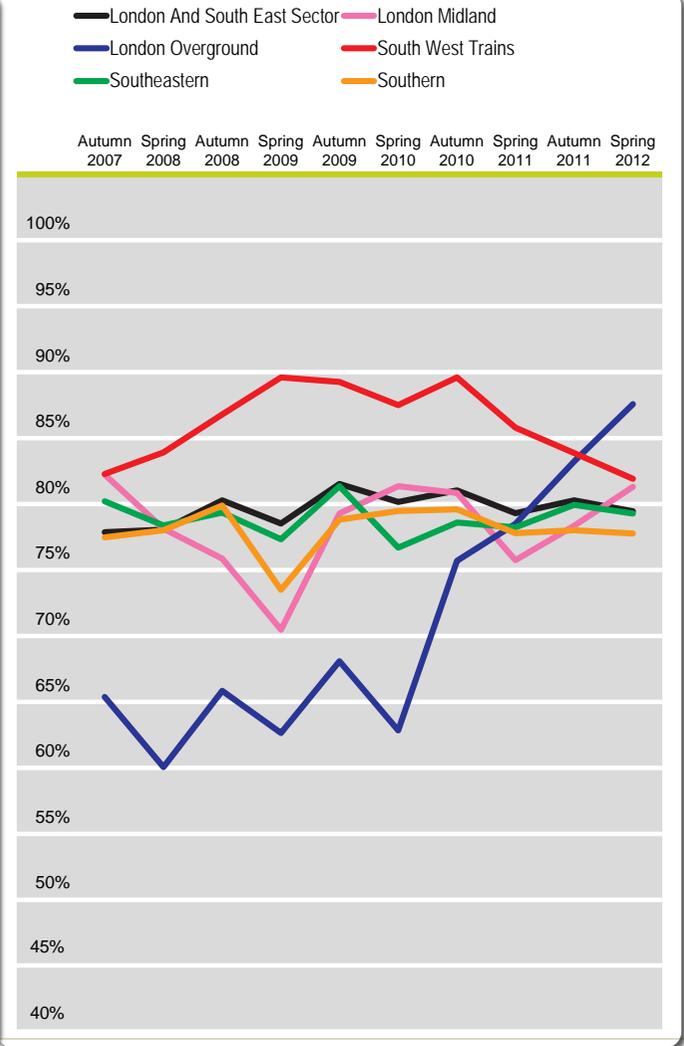
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012



\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

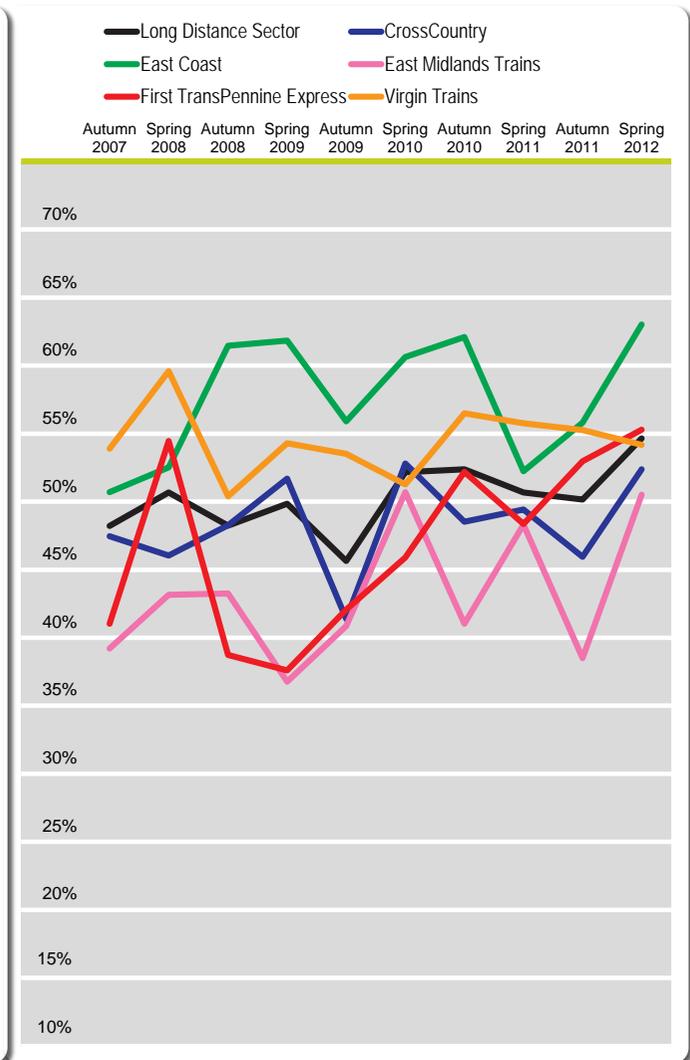
### National and Sector-Level

Percentage of passengers satisfied 2007 to 2012



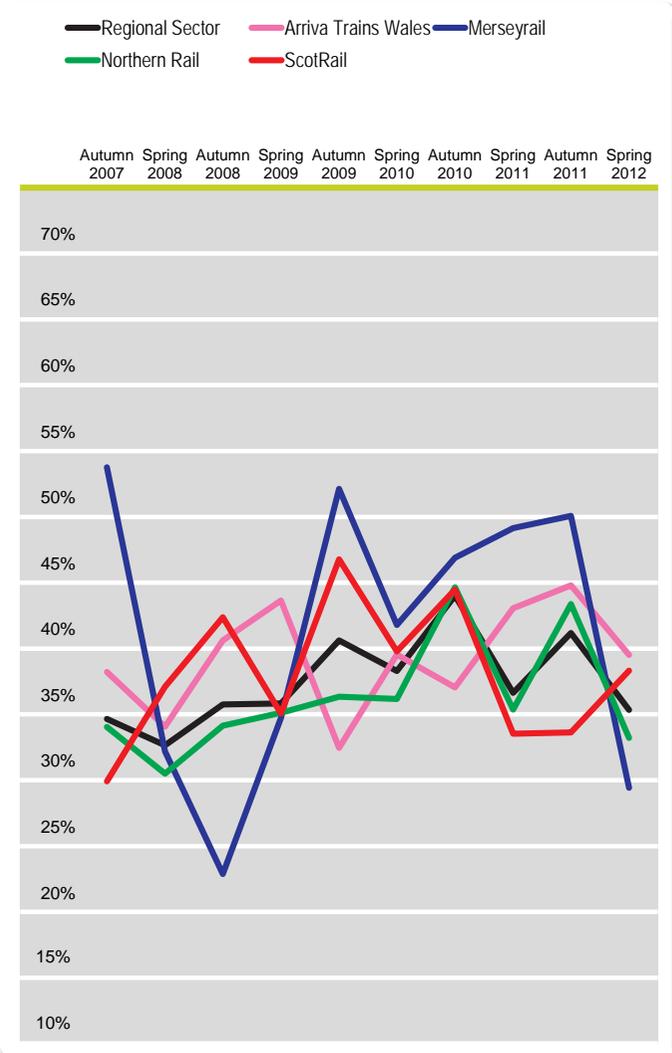
### Long Distance Operators

Percentage of passengers satisfied 2007 to 2012



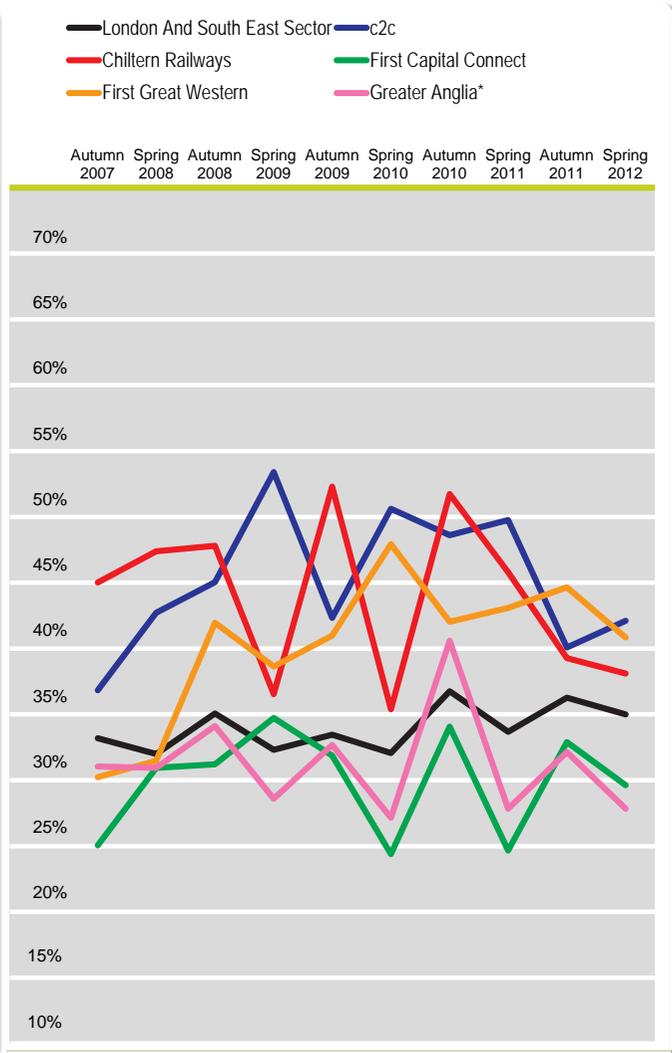
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



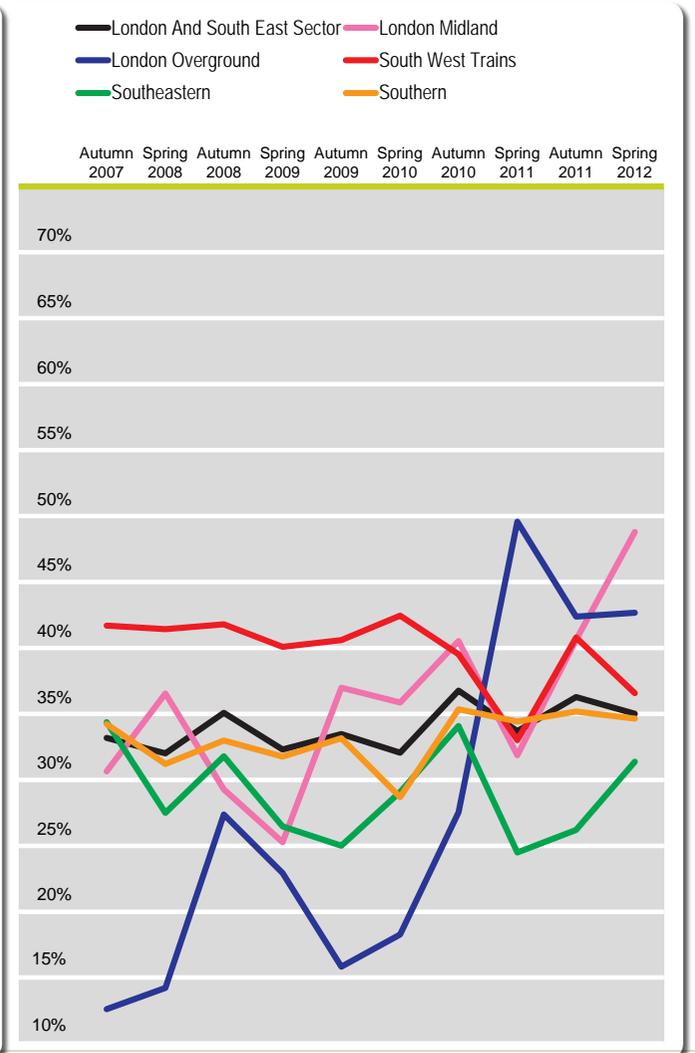
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



**London and South East Operators (Part Two)**

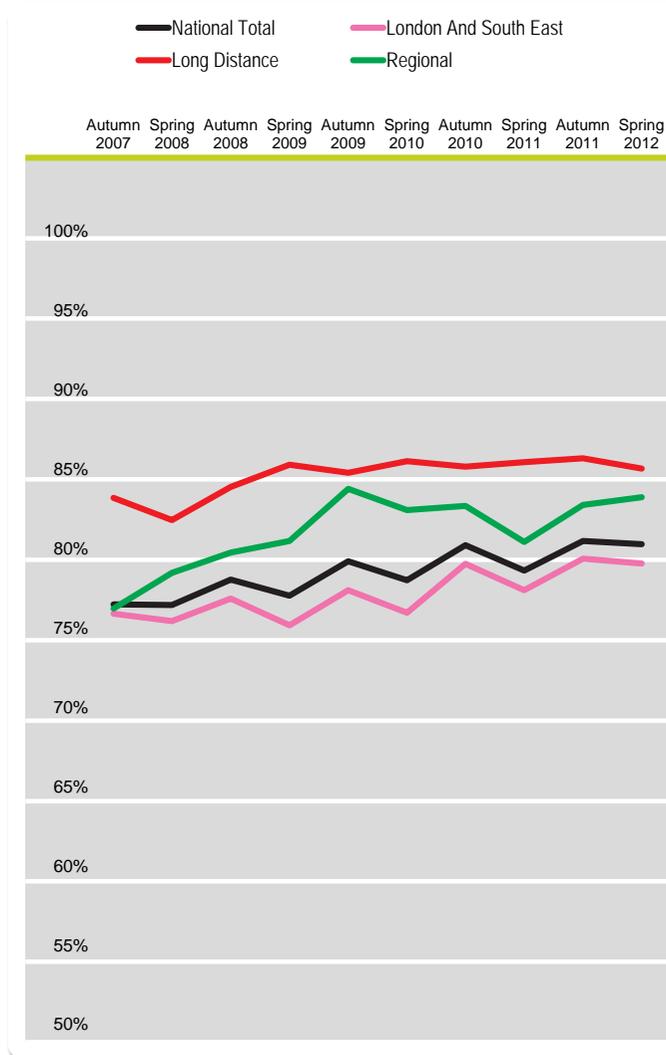
Percentage of passengers satisfied 2007 to 2012



\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

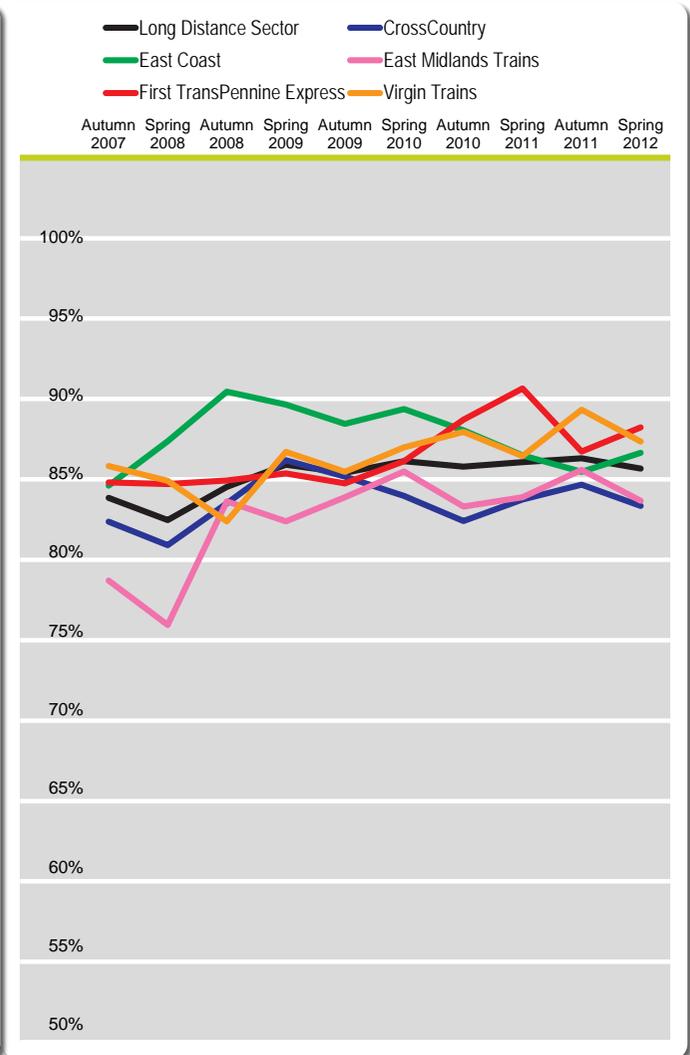
### National and Sector-Level

Percentage of passengers satisfied 2007 to 2012



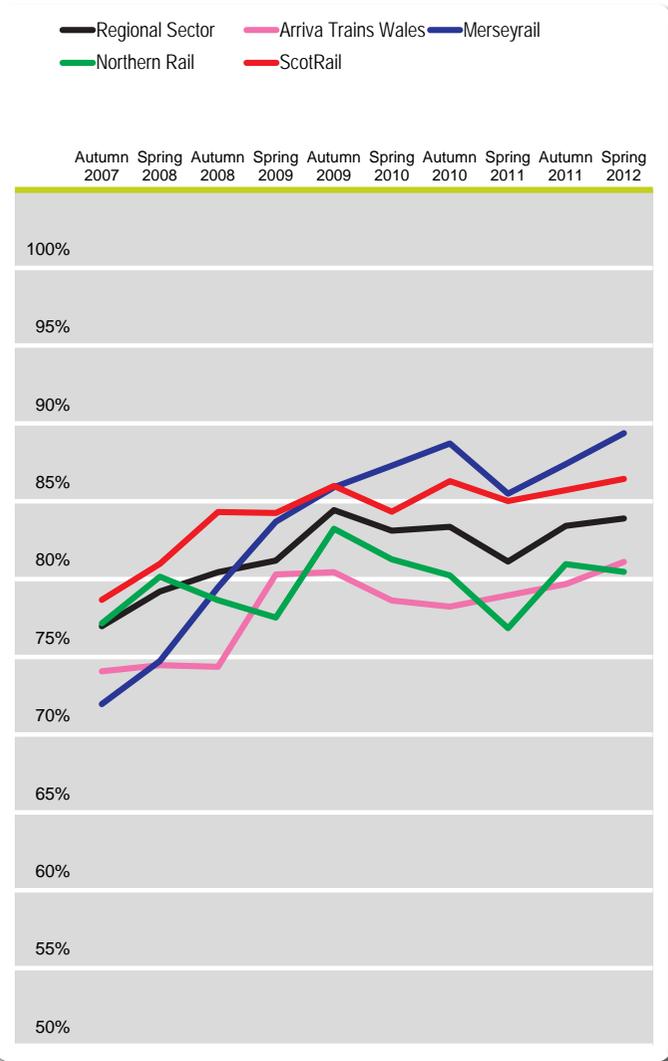
### Long Distance Operators

Percentage of passengers satisfied 2007 to 2012



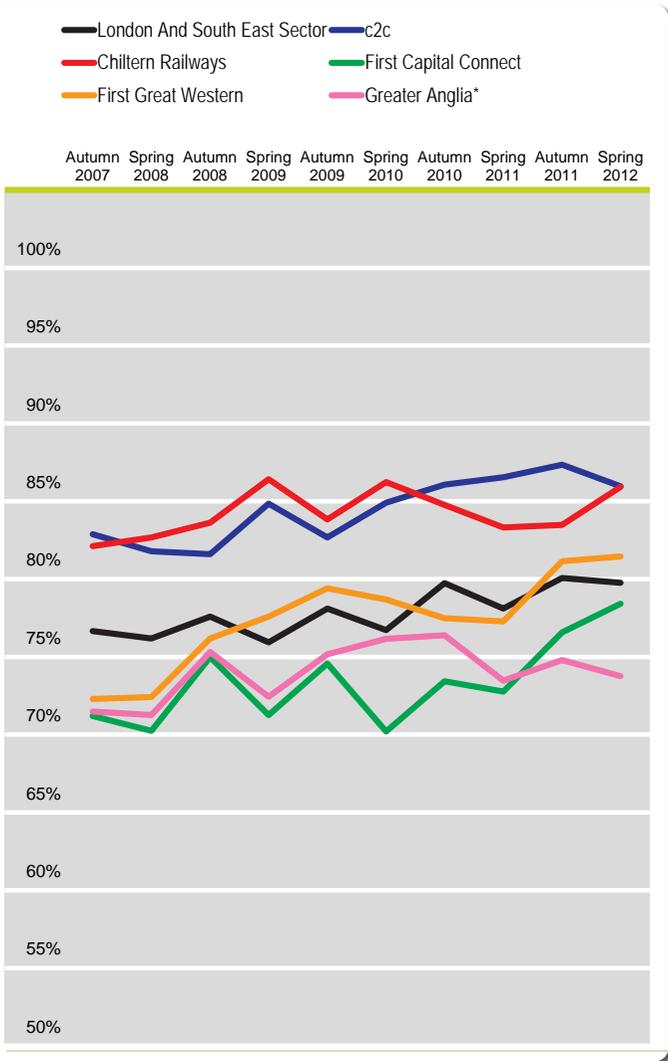
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



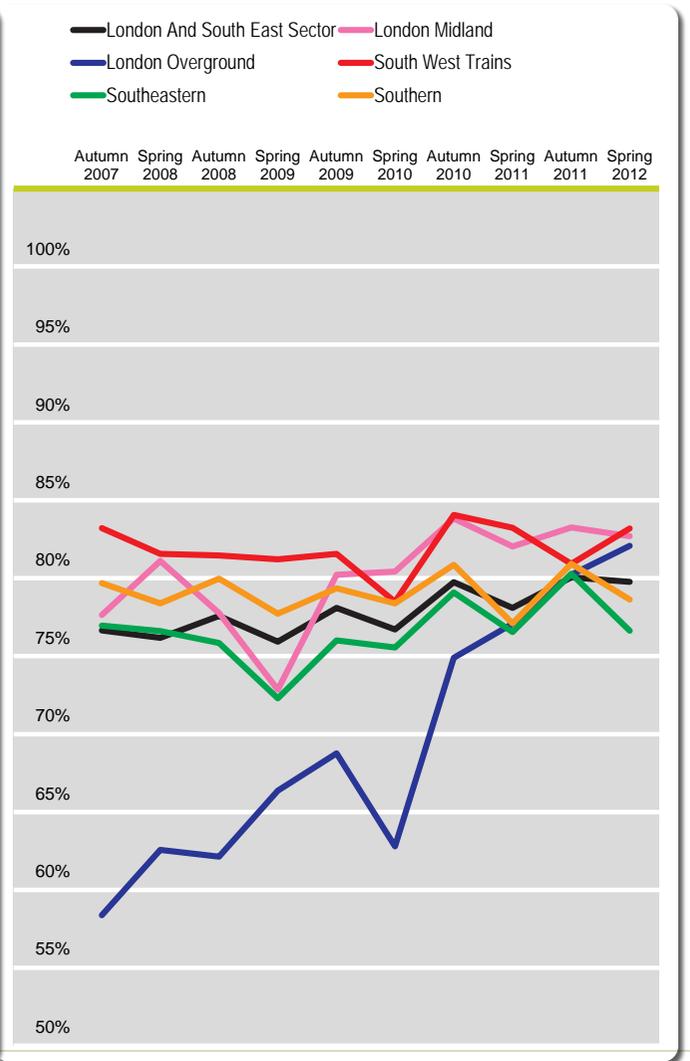
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



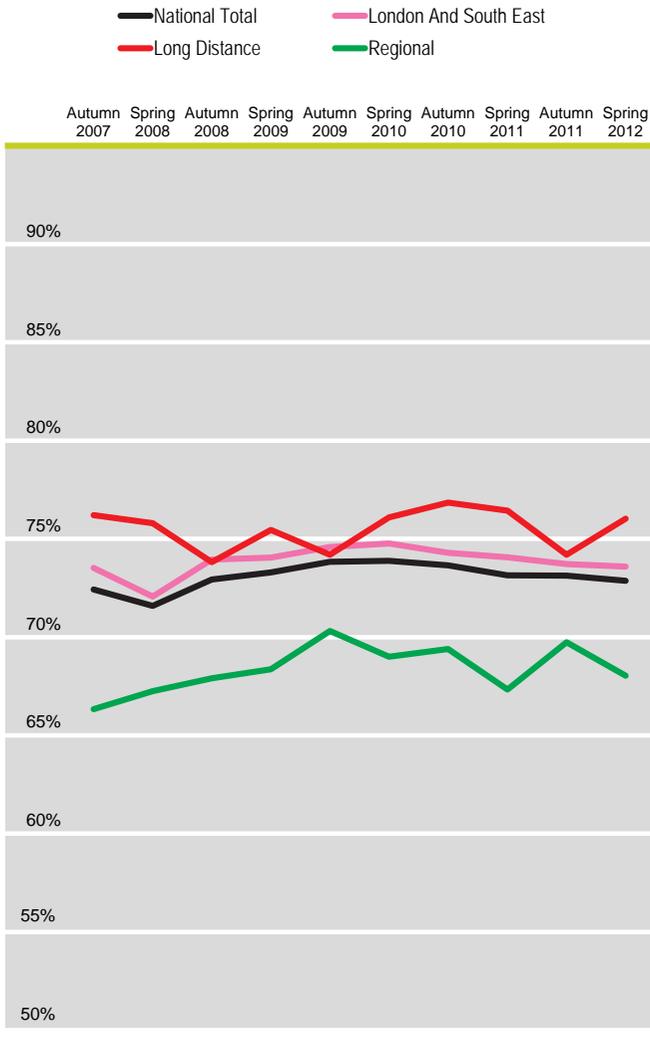
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012

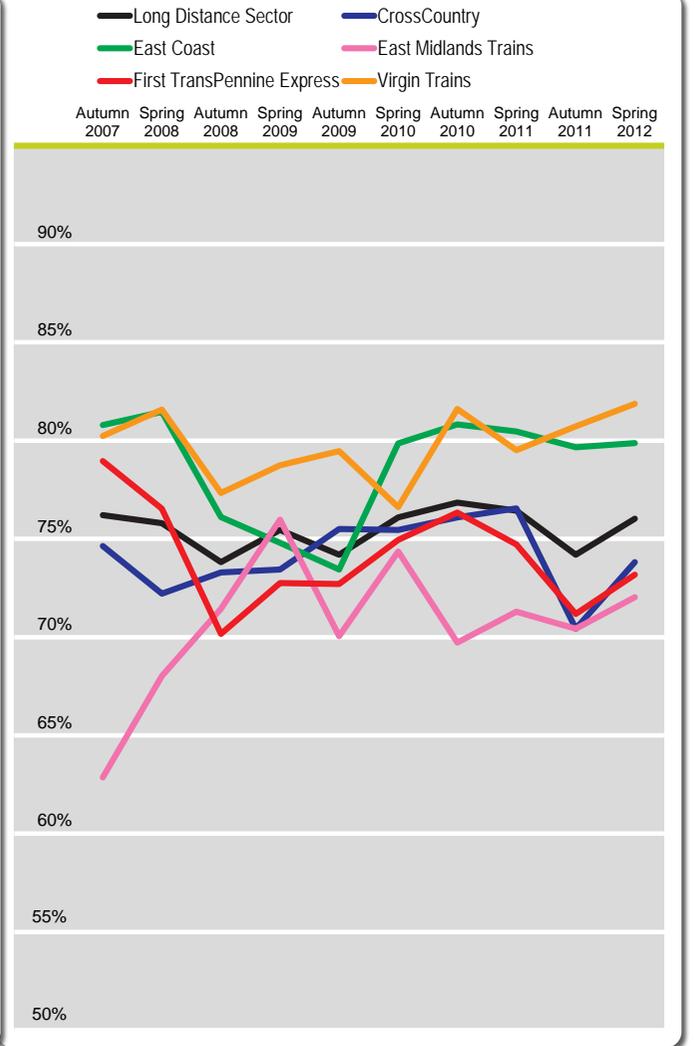


\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

**National and Sector-Level**  
Percentage of passengers satisfied 2007 to 2012

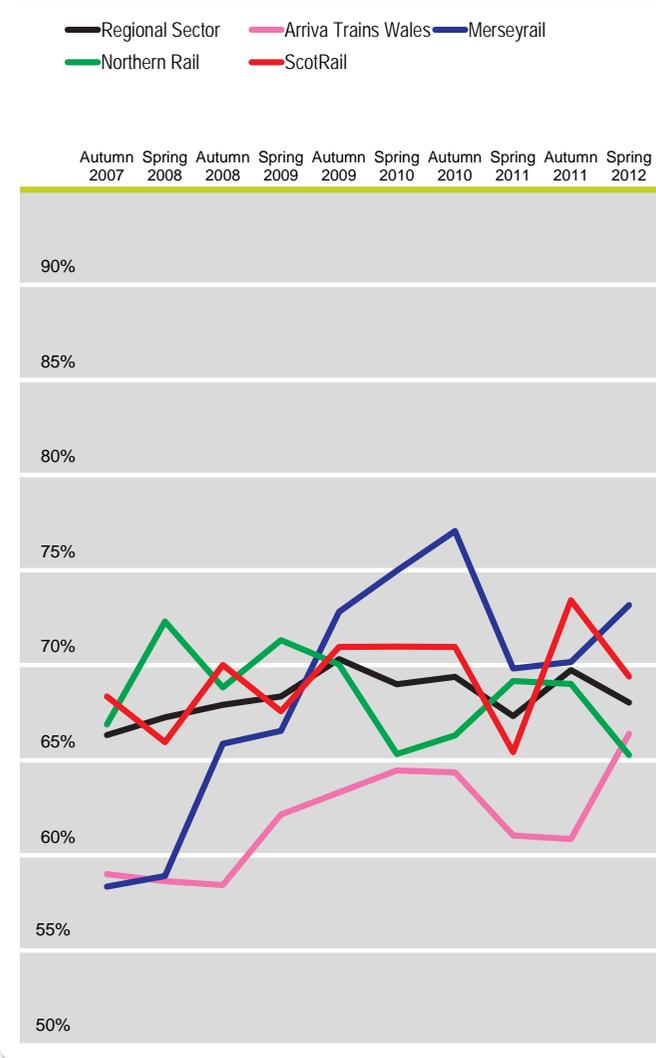


**Long Distance Operators**  
Percentage of passengers satisfied 2007 to 2012



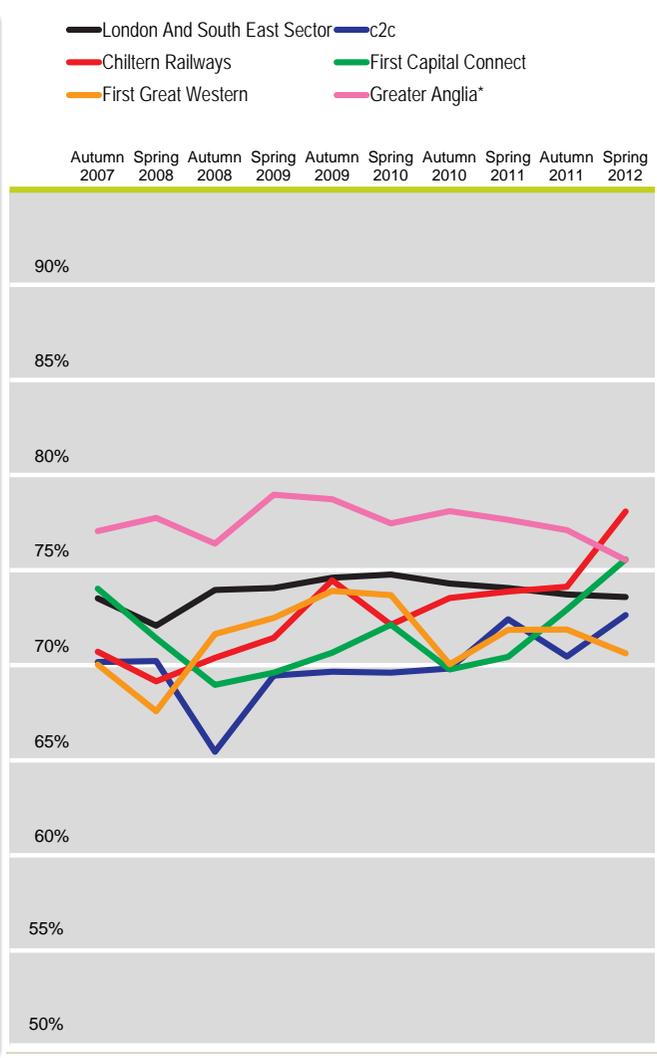
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



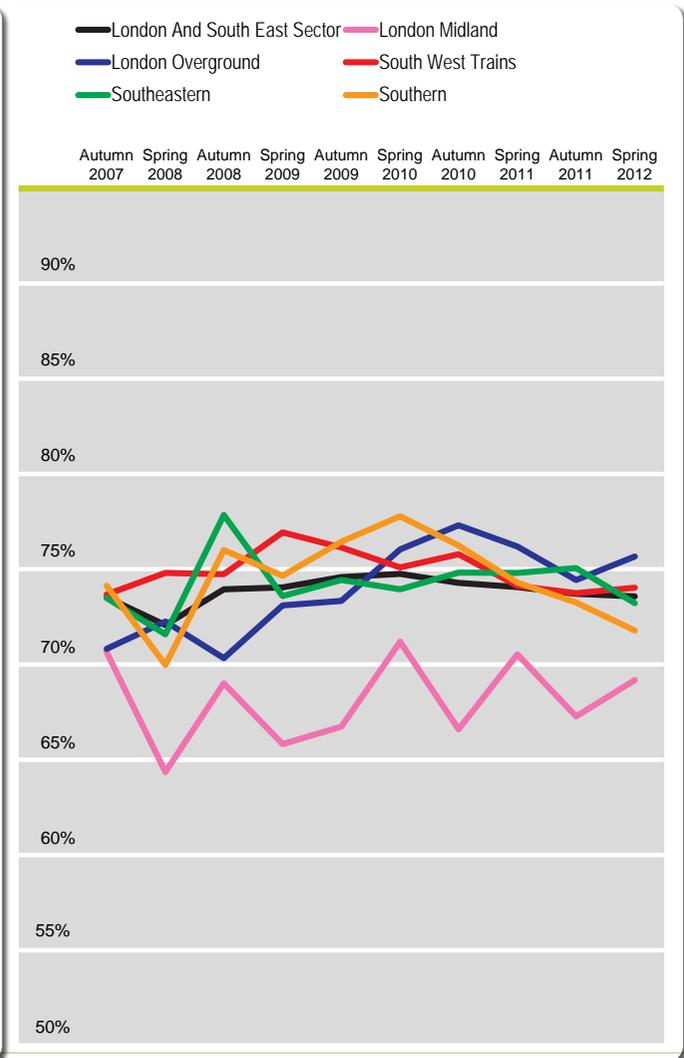
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



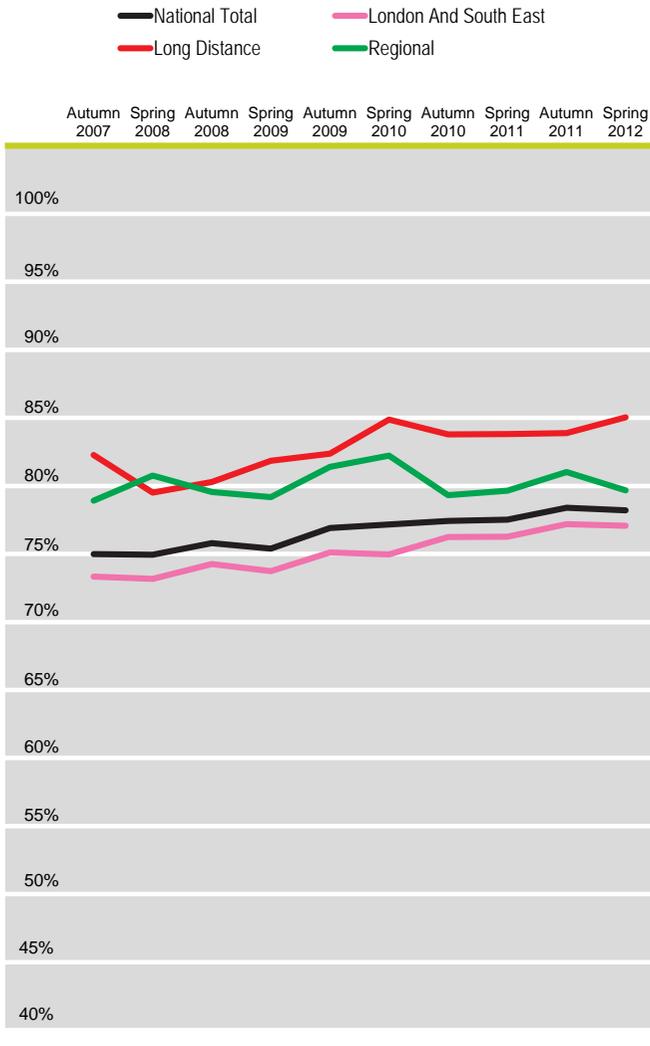
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012

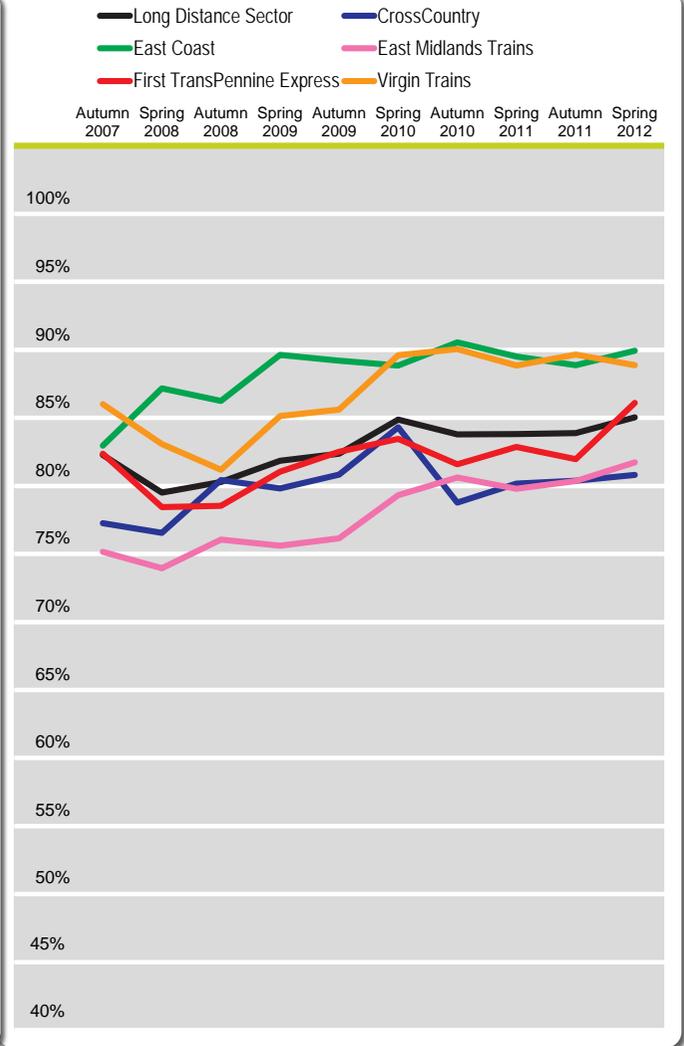


\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

**National and Sector-Level**  
Percentage of passengers satisfied 2007 to 2012

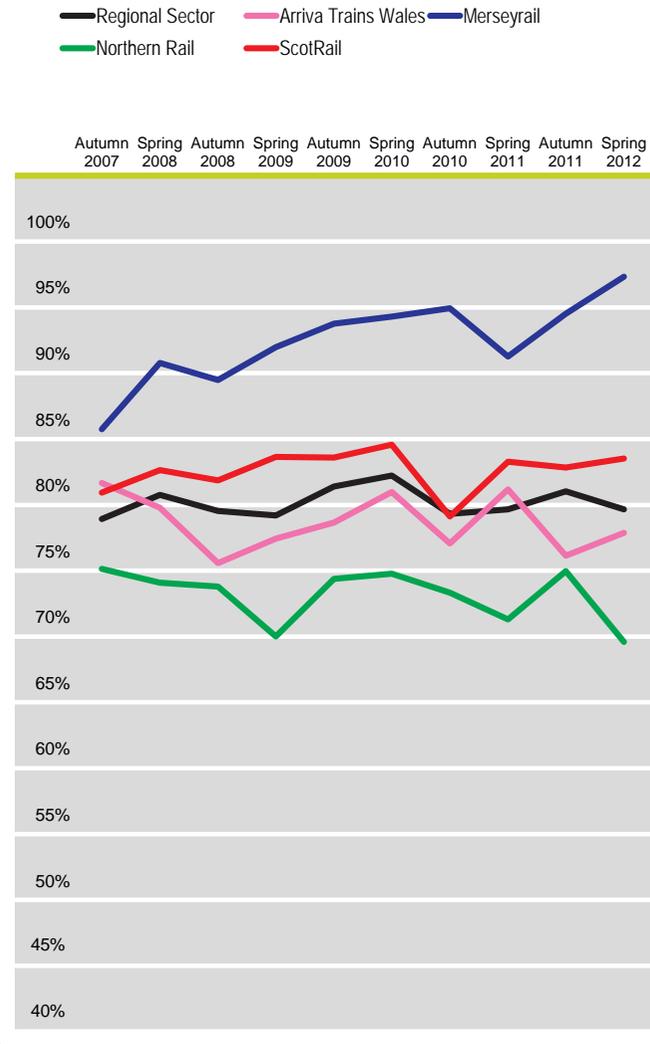


**Long Distance Operators**  
Percentage of passengers satisfied 2007 to 2012



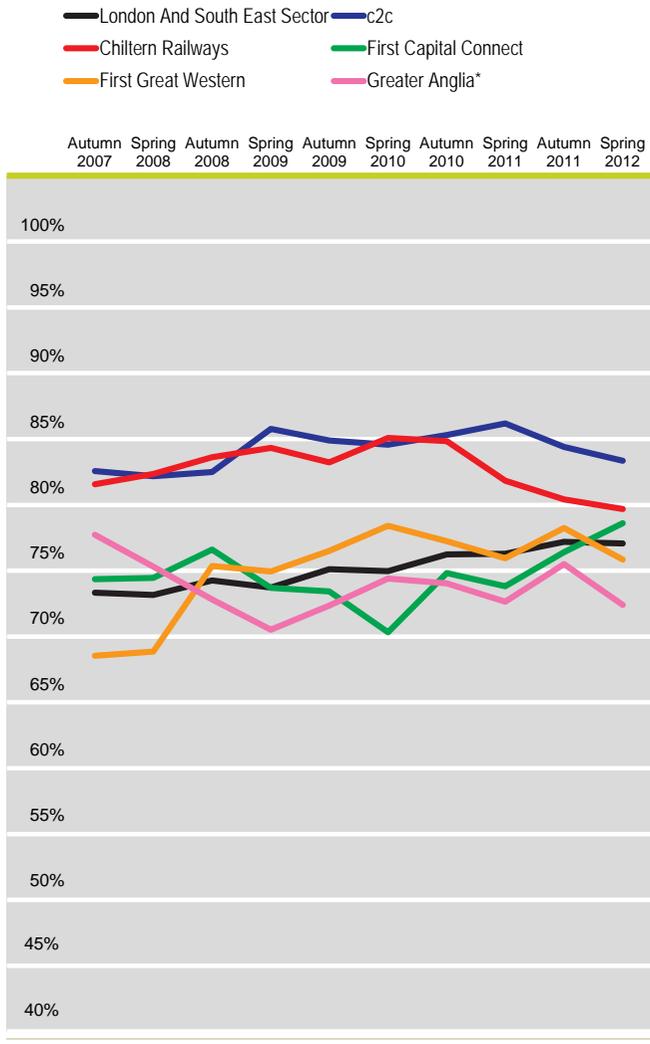
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



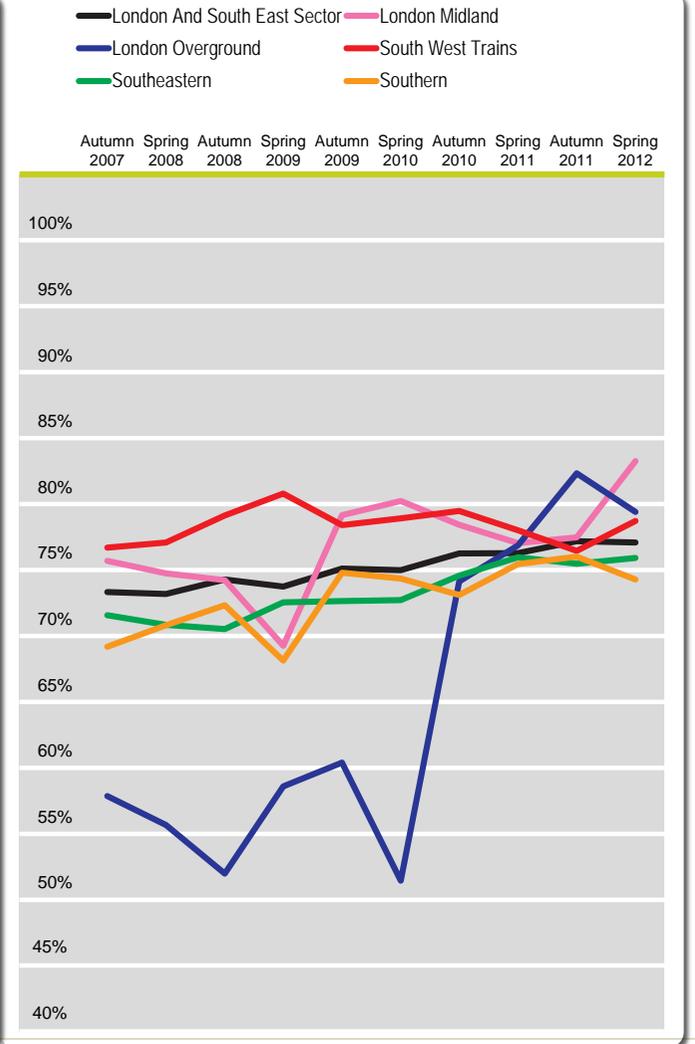
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



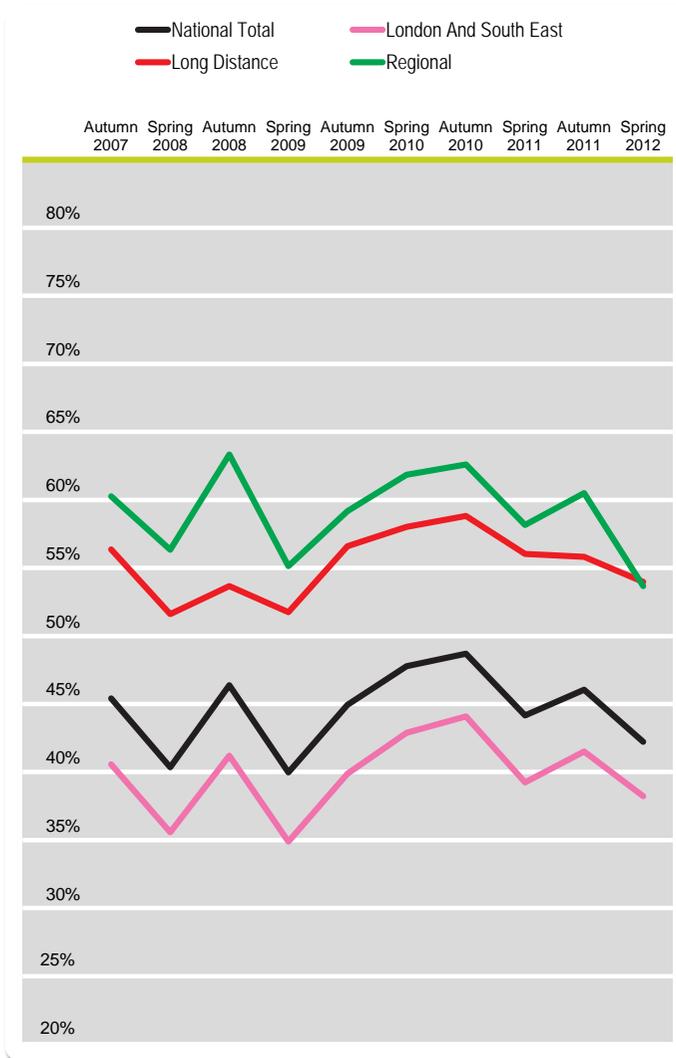
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012

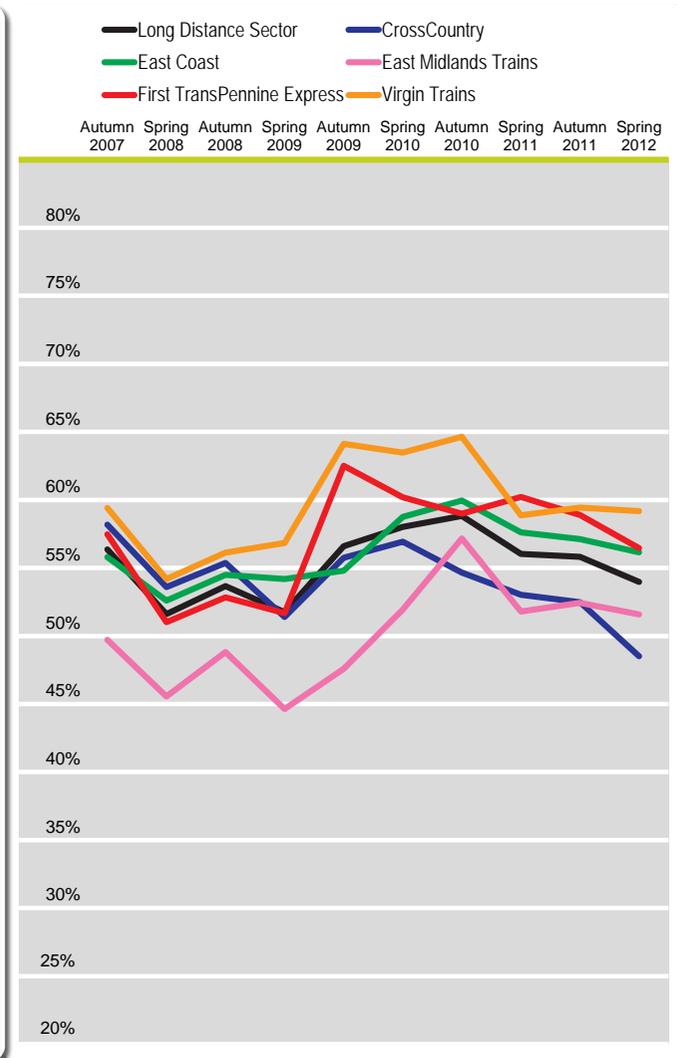


\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

**National and Sector-Level**  
Percentage of passengers satisfied 2007 to 2012

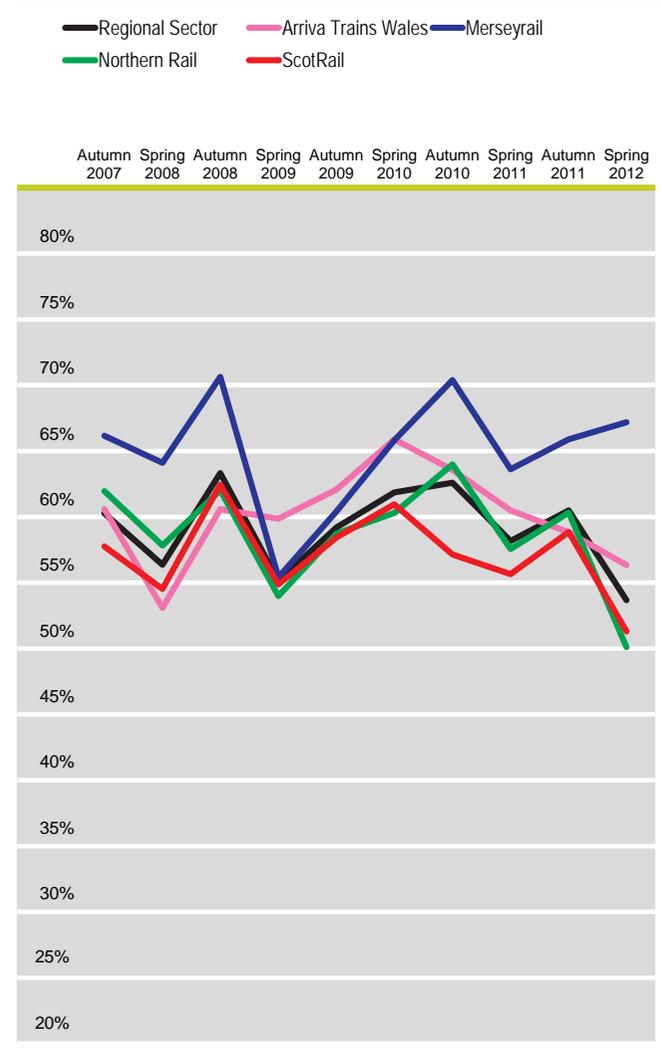


**Long Distance Operators**  
Percentage of passengers satisfied 2007 to 2012



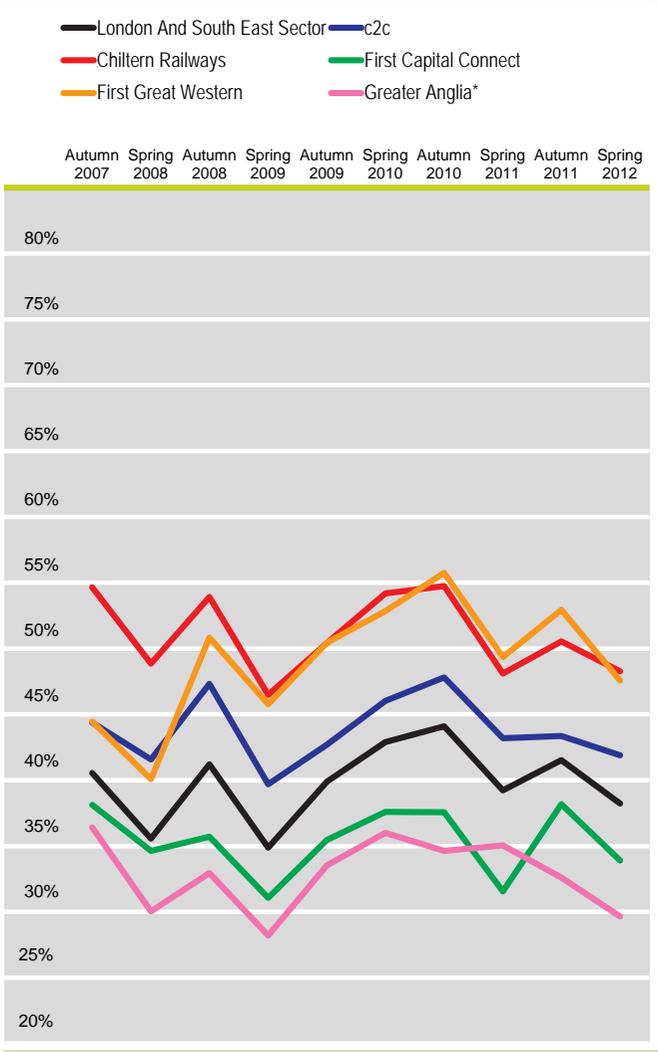
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



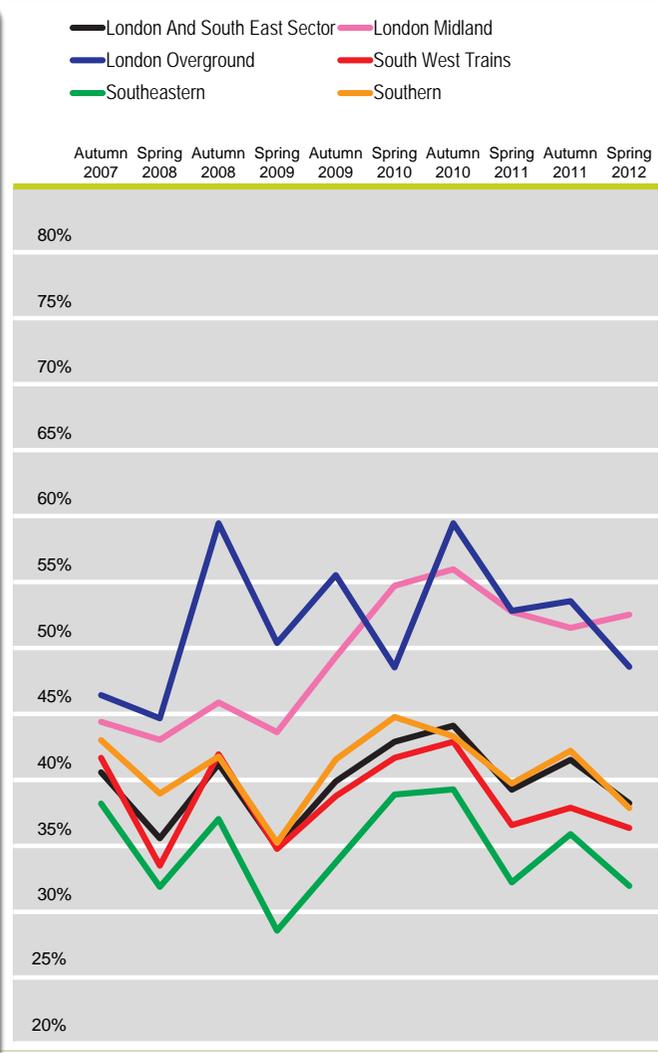
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



**London and South East Operators (Part Two)**

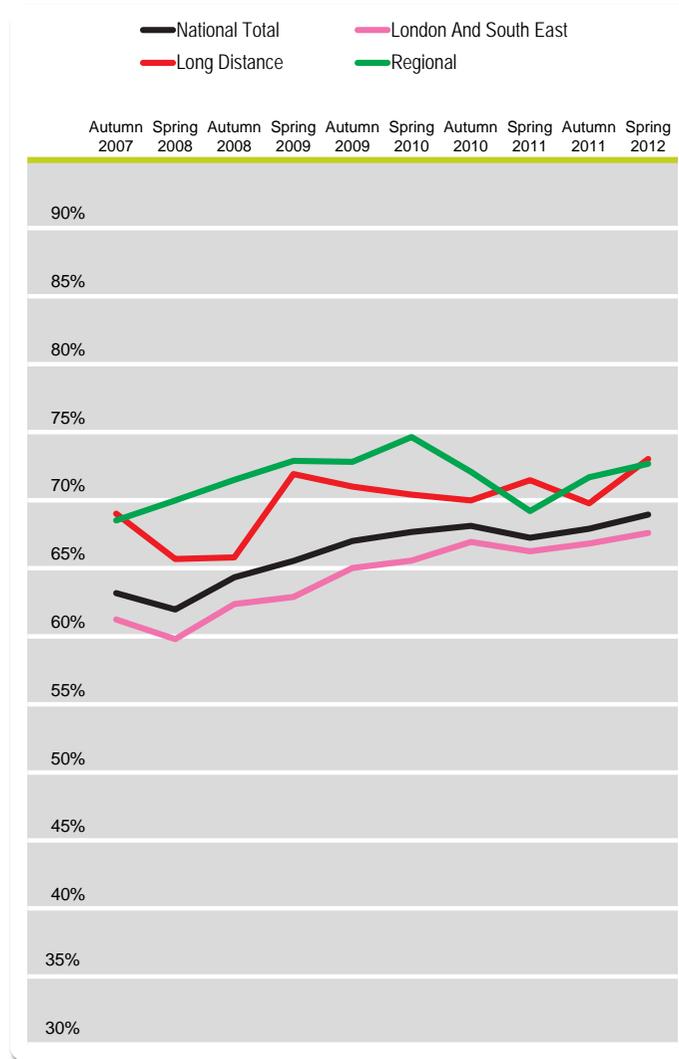
Percentage of passengers satisfied 2007 to 2012



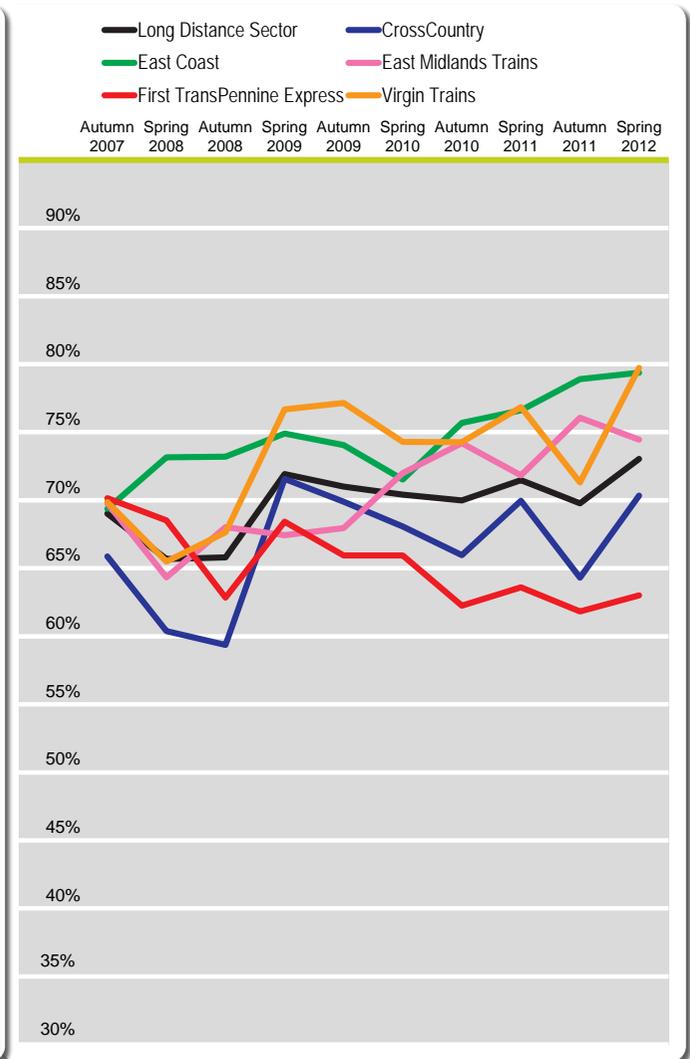
\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

**National and Sector-Level**

Percentage of passengers satisfied 2007 to 2012

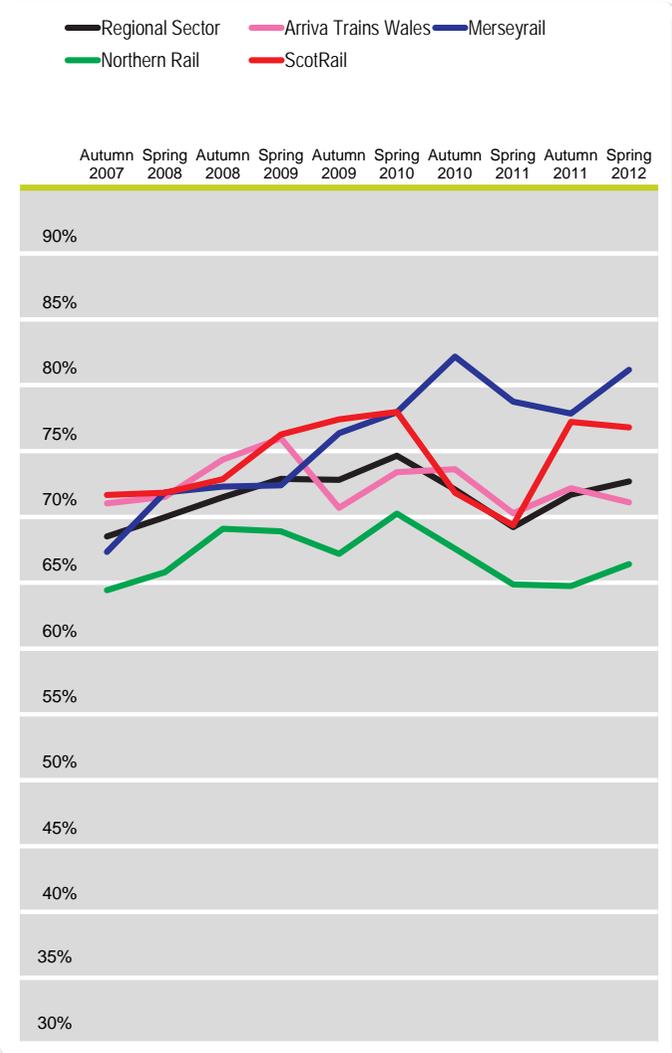
**Long Distance Operators**

Percentage of passengers satisfied 2007 to 2012



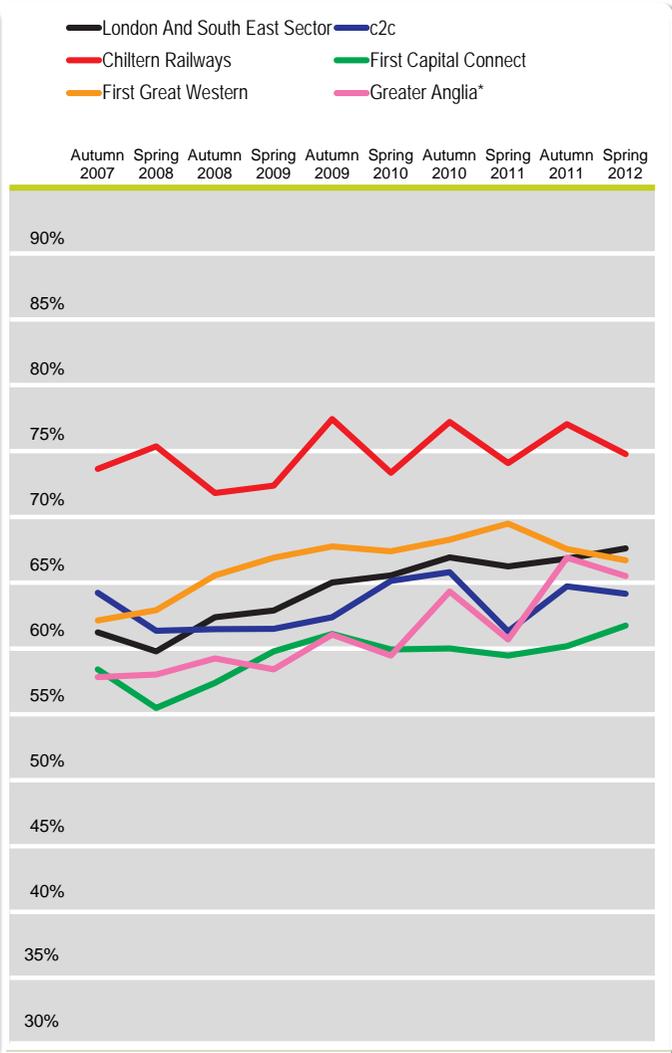
**Regional Operators**

Percentage of passengers satisfied 2007 to 2012



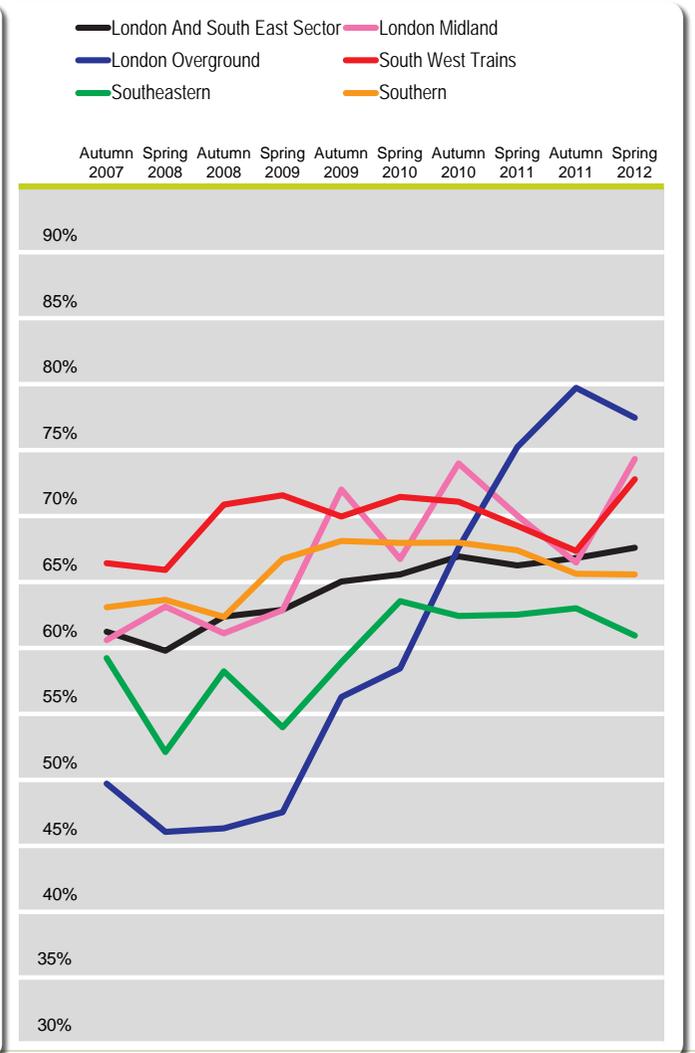
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2007 to 2012



**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2007 to 2012



\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



## London and South East - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	3593	3252	3228	3627	3685	3633	3368	3972	3477	3857				
Overall satisfaction	74	71	72	71	76	75	73	75	73	72	-1	→	-3	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	71	73	74	72	-2	→	-1	→
Ticket buying facilities	63	63	62	63	63	65	63	66	63	66	3	→	0	→
Provision of information about train times/platforms	74	74	76	74	75	76	77	75	79	76	-2	→	1	→
The upkeep/repair of the station buildings/platforms	60	57	59	57	61	61	60	60	63	62	-1	→	2	→
Cleanliness	67	64	65	64	68	68	69	67	70	66	-4	↓	0	→
The facilities and services	48	45	44	45	46	49	49	48	50	46	-4	↓	-2	→
The attitudes and helpfulness of the staff	63	61	61	64	65	66	62	62	63	62	-1	→	0	→
Connections with other forms of public transport	70	69	73	74	74	75	72	74	71	70	-2	→	-5	↓
Facilities for car parking	40	37	35	33	38	42	46	46	46	42	-4	→	-5	↓
Overall environment	61	59	60	59	62	61	62	61	63	62	-2	→	1	→
Your personal security whilst using	59	57	59	58	60	62	62	60	62	60	-1	→	0	→
The availability of staff	53	51	51	54	53	55	51	51	52	52	1	→	1	→
How request to station staff was handled	77	77	75	76	77	73	73	73	77	74	-3	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	72	71	73	70	73	69	72	73	73	72	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	74	76	73	78	73	74	73	73	70	-3	→	-3	↓
The length of time the journey was scheduled to take (speed)	76	75	77	74	78	76	75	77	76	73	-2	→	-4	↓
Connections with other train services	70	67	71	68	73	71	71	71	69	71	1	→	-1	→
The value for money for the price of your ticket	29	22	26	22	26	29	27	23	23	20	-3	↓	-3	↓
Cleanliness of the train	69	70	67	68	69	68	67	68	67	66	-1	→	-2	→
Upkeep and repair of the train	68	67	68	67	67	65	68	65	66	64	-1	→	-1	→
The provision of information during the journey	61	60	60	59	61	60	61	61	58	60	2	→	-1	→
The helpfulness and attitude of staff on train	44	44	44	41	46	46	45	45	47	45	-2	→	0	→
The space for luggage	39	39	39	38	41	40	41	40	38	40	2	→	-1	→
The toilet facilities	28	23	25	23	29	27	24	24	26	24	-1	→	0	→
Sufficient room for all passengers to sit/stand	37	33	35	36	43	42	41	40	41	39	-2	→	-1	→
The comfort of the seating area	54	50	52	52	55	54	56	54	55	54	0	→	0	→
The ease of being able to get on and off	68	66	66	65	70	69	68	69	68	68	0	→	-2	→
Your personal security on board	65	62	65	64	66	67	67	67	69	67	-2	→	-1	→
The cleanliness of the inside	68	68	67	66	68	65	66	68	67	66	-1	→	-2	→
The cleanliness of the outside	65	64	66	63	67	61	64	63	66	62	-4	↓	-1	→
The availability of staff	25	23	20	22	26	26	24	27	27	25	-2	→	-2	→
How well train company deals with delays	28	25	28	24	25	25	26	24	28	23	-5	→	-1	→

1) London and South East total excludes non-franchised Train Operating Companies.



## London and South East - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	13575	12168	13275	13373	12304	13841	14138	15154	13921	14735				
Overall satisfaction	81	81	84	82	84	84	85	85	86	84	-2	↓	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	76	75	78	76	-2	↓	1	→
Ticket buying facilities	69	70	69	71	70	71	72	72	74	73	-1	→	0	→
Provision of information about train times/platforms	77	77	78	76	79	77	80	79	80	81	0	→	2	↑
The upkeep/repair of the station buildings/platforms	63	60	63	61	63	61	64	64	66	66	0	→	3	↑
Cleanliness	68	66	69	67	69	67	70	70	71	71	-1	→	1	→
The facilities and services	51	49	50	49	50	48	50	48	49	49	0	→	0	→
The attitudes and helpfulness of the staff	69	68	69	68	69	69	71	70	70	71	0	→	1	→
Connections with other forms of public transport	75	73	74	74	75	75	75	74	74	75	0	→	1	→
Facilities for car parking	46	43	42	43	45	47	47	47	49	48	-2	→	1	→
Overall environment	64	62	64	62	65	62	66	64	68	66	-1	→	2	↑
Your personal security whilst using	61	60	61	61	63	64	65	66	67	68	1	→	2	↑
The availability of staff	57	56	58	57	58	56	59	57	58	59	1	→	1	→
How request to station staff was handled	83	83	84	82	83	84	86	84	87	83	-3	↓	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	74	74	75	75	76	77	77	77	78	78	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	79	81	80	83	82	83	81	82	82	0	→	1	→
The length of time the journey was scheduled to take (speed)	83	83	84	84	84	85	86	85	85	86	0	→	0	→
Connections with other train services	71	70	73	73	73	75	76	77	77	78	1	→	1	→
The value for money for the price of your ticket	44	40	45	39	45	47	48	44	46	43	-3	↓	-1	→
Cleanliness of the train	70	70	73	71	71	71	73	74	75	76	0	→	2	↑
Upkeep and repair of the train	70	70	73	73	73	73	75	75	77	77	0	→	2	↑
The provision of information during the journey	64	65	68	66	68	68	71	71	72	72	0	→	2	↑
The helpfulness and attitude of staff on train	51	52	54	54	56	59	61	60	60	60	0	→	0	→
The space for luggage	49	49	50	51	52	54	55	55	56	56	1	→	2	→
The toilet facilities	35	35	36	36	36	36	38	37	38	37	-1	→	1	→
Sufficient room for all passengers to sit/stand	69	68	70	71	72	72	73	73	74	75	1	→	1	→
The comfort of the seating area	69	68	71	72	72	72	75	74	75	75	-1	→	1	→
The ease of being able to get on and off	79	78	79	79	80	81	82	82	83	82	-1	→	0	→
Your personal security on board	69	69	71	70	72	74	76	75	77	77	0	→	2	↑
The cleanliness of the inside	70	69	72	72	72	71	74	74	76	76	0	→	2	↑
The cleanliness of the outside	68	66	71	70	72	68	73	70	76	74	-2	↓	4	↑
The availability of staff	31	32	34	35	37	40	41	40	42	42	0	→	2	↑
How well train company deals with delays	35	34	37	36	36	35	41	37	39	39	0	→	2	→

1) London and South East total excludes non-franchised Train Operating Companies.



## c2c - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	339	366	366	416	385	374	383	458	382	464				
Overall satisfaction	86	85	89	89	90	90	88	88	91	87	-3	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	82	84	88	82	-6	↓	-2	→
Ticket buying facilities	73	76	65	72	73	75	76	77	76	74	-2	→	-4	→
Provision of information about train times/platforms	83	81	83	86	83	86	86	88	90	85	-5	↓	-4	→
The upkeep/repair of the station buildings/platforms	68	67	68	71	63	69	74	70	72	74	2	→	4	→
Cleanliness	75	71	76	80	73	76	81	81	76	79	3	→	-1	→
The facilities and services	51	47	42	40	48	50	55	56	59	59	0	→	3	→
The attitudes and helpfulness of the staff	68	68	69	76	74	76	73	74	76	75	0	→	2	→
Connections with other forms of public transport	67	67	56	67	65	66	69	72	68	68	-1	→	-4	→
Facilities for car parking	47	42	37	39	42	49	58	51	49	53	4	→	2	→
Overall environment	66	67	66	70	67	68	73	74	75	76	1	→	1	→
Your personal security whilst using	56	63	60	59	54	64	67	68	67	69	2	→	1	→
The availability of staff	67	63	59	61	62	66	70	67	66	68	3	→	2	→
How request to station staff was handled	89	55	73	90	65	100	59	67	96	86	-10	→	19	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	85	90	89	89	86	85	87	86	85	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	92	90	93	92	95	92	95	94	92	91	-1	→	-2	→
The length of time the journey was scheduled to take (speed)	88	90	88	91	89	90	91	94	89	89	0	→	-5	↓
Connections with other train services	74	72	72	77	74	82	81	79	78	79	2	→	1	→
The value for money for the price of your ticket	36	34	41	31	38	40	38	38	30	29	-2	→	-10	↓
Cleanliness of the train	84	84	87	86	91	91	92	90	92	89	-3	→	-1	→
Upkeep and repair of the train	81	84	86	87	89	88	93	89	92	86	-6	↓	-2	→
The provision of information during the journey	65	66	69	69	71	77	73	77	79	75	-4	→	-2	→
The helpfulness and attitude of staff on train	21	19	26	24	28	26	25	34	29	27	-1	→	-6	→
The space for luggage	41	42	39	37	42	42	41	43	44	41	-3	→	-1	→
The toilet facilities	33	29	33	37	51	43	41	50	44	52	7	→	1	→
Sufficient room for all passengers to sit/stand	43	44	43	42	46	46	44	41	46	43	-2	→	3	→
The comfort of the seating area	65	69	69	67	71	69	74	69	73	71	-2	→	2	→
The ease of being able to get on and off	72	80	80	75	80	74	81	79	81	78	-4	→	-1	→
Your personal security on board	69	66	71	66	68	70	72	71	75	72	-2	→	2	→
The cleanliness of the inside	82	82	86	88	89	89	89	89	90	88	-2	→	-1	→
The cleanliness of the outside	79	81	84	85	84	86	87	86	89	83	-7	↓	-3	→
The availability of staff	12	7	12	11	13	15	14	20	19	16	-3	→	-4	→
How well train company deals with delays	29	29	37	49	32	50	33	32	38	27	-11	→	-5	→



## c2c - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	690	692	643	638	669	684	701	741	649	650				
Overall satisfaction	92	88	90	92	90	92	93	93	91	93	2	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	79	82	85	84	-1	→	2	→
Ticket buying facilities	75	76	70	81	74	75	76	78	78	80	2	→	2	→
Provision of information about train times/platforms	83	82	81	84	82	84	86	86	86	87	1	→	1	→
The upkeep/repair of the station buildings/platforms	66	68	69	70	70	69	73	72	72	75	3	→	3	→
Cleanliness	72	72	74	75	77	75	79	77	77	78	1	→	2	→
The facilities and services	46	45	48	48	51	52	49	50	52	52	0	→	2	→
The attitudes and helpfulness of the staff	69	75	72	74	72	73	79	74	75	77	1	→	2	→
Connections with other forms of public transport	72	72	71	71	73	72	70	73	72	76	4	→	3	→
Facilities for car parking	46	45	47	45	48	49	52	54	54	57	4	→	3	→
Overall environment	63	66	65	68	69	66	71	70	73	75	2	→	5	→
Your personal security whilst using	58	56	60	62	62	61	64	63	66	70	4	→	7	↑
The availability of staff	58	64	63	65	67	63	63	65	66	67	0	→	2	→
How request to station staff was handled	82	89	88	87	77	87	82	86	87	95	7	→	8	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	80	78	84	82	83	85	85	83	82	-1	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	88	92	89	93	95	94	91	92	93	1	→	2	→
The length of time the journey was scheduled to take (speed)	90	91	89	90	89	92	91	93	91	94	2	→	1	→
Connections with other train services	78	77	76	78	75	83	80	78	80	86	6	↑	8	↑
The value for money for the price of your ticket	49	46	52	47	46	50	54	46	51	51	0	→	4	→
Cleanliness of the train	86	87	89	88	90	92	93	90	91	94	3	→	3	↑
Upkeep and repair of the train	87	88	90	89	89	92	93	91	92	94	2	→	3	→
The provision of information during the journey	74	75	77	77	79	82	83	82	86	83	-3	→	1	→
The helpfulness and attitude of staff on train	29	31	37	34	43	35	37	38	36	39	3	→	0	→
The space for luggage	49	53	51	56	51	54	58	52	54	59	5	→	7	↑
The toilet facilities	46	51	50	55	52	59	54	57	58	63	5	→	6	→
Sufficient room for all passengers to sit/stand	76	72	73	77	73	77	79	74	76	78	2	→	4	→
The comfort of the seating area	85	83	82	86	84	87	88	84	84	87	4	→	3	→
The ease of being able to get on and off	87	85	85	87	86	90	87	87	87	90	3	→	3	→
Your personal security on board	68	69	66	68	69	73	76	73	74	77	3	→	4	→
The cleanliness of the inside	86	86	88	90	89	92	91	89	92	93	1	→	4	↑
The cleanliness of the outside	83	81	84	86	87	88	88	87	91	92	1	→	5	↑
The availability of staff	13	16	20	19	24	21	20	23	21	25	5	→	2	→
How well train company deals with delays	40	47	48	55	54	51	53	55	41	50	9	→	-5	→



## Chiltern Railways - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	194	199	255	229	249	210	286	279	315	384				
Overall satisfaction	80	82	90	90	88	85	88	85	82	85	3	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	87	82	87	87	0	→	5	→
Ticket buying facilities	84	90	86	73	76	80	83	75	79	75	-3	→	0	→
Provision of information about train times/platforms	78	86	82	88	78	85	84	80	80	82	2	→	2	→
The upkeep/repair of the station buildings/platforms	72	80	81	85	81	76	69	75	80	77	-4	→	1	→
Cleanliness	85	84	85	85	85	79	77	77	85	82	-3	→	5	→
The facilities and services	70	73	71	72	62	65	57	60	63	65	2	→	4	→
The attitudes and helpfulness of the staff	85	85	74	75	69	77	77	77	77	76	-1	→	-1	→
Connections with other forms of public transport	43	72	76	79	78	74	64	60	66	72	6	→	12	↑
Facilities for car parking	75	78	67	45	63	72	67	63	66	62	-4	→	-1	→
Overall environment	80	84	88	86	84	83	78	76	83	83	0	→	7	↑
Your personal security whilst using	73	81	79	72	75	78	69	77	78	78	0	→	1	→
The availability of staff	71	70	68	66	56	65	64	59	64	67	3	→	8	↑
How request to station staff was handled	100	77	77	88	71	72	84	67	97	76	-22	→	9	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	83	84	80	81	80	82	79	72	73	1	→	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	85	94	93	91	91	90	82	69	82	13	↑	0	→
The length of time the journey was scheduled to take (speed)	84	90	88	89	86	85	79	79	79	84	5	→	5	→
Connections with other train services	71	73	78	68	70	74	70	62	72	73	1	→	11	↑
The value for money for the price of your ticket	29	30	41	25	36	44	37	27	29	29	0	→	2	→
Cleanliness of the train	83	86	91	84	90	85	85	86	90	84	-6	↓	-2	→
Upkeep and repair of the train	82	84	86	80	84	84	77	86	86	82	-4	→	-4	→
The provision of information during the journey	61	63	70	72	67	69	71	69	71	68	-3	→	-1	→
The helpfulness and attitude of staff on train	36	46	35	48	39	59	50	53	46	53	7	→	0	→
The space for luggage	43	61	47	55	54	48	52	52	43	56	13	↑	4	→
The toilet facilities	49	48	42	42	46	44	41	46	42	46	4	→	0	→
Sufficient room for all passengers to sit/stand	49	60	54	59	59	47	59	54	53	56	3	→	2	→
The comfort of the seating area	69	75	71	71	71	65	69	67	69	67	-1	→	1	→
The ease of being able to get on and off	83	86	90	83	85	85	86	82	82	86	4	→	4	→
Your personal security on board	81	82	81	85	85	84	82	84	83	83	1	→	0	→
The cleanliness of the inside	81	89	89	82	90	85	83	85	88	85	-3	→	0	→
The cleanliness of the outside	67	83	86	79	83	75	81	79	83	80	-2	→	1	→
The availability of staff	17	27	19	15	19	27	28	28	24	29	6	→	1	→
How well train company deals with delays	34	46	45	28	43	46	47	35	30	20	-9	→	-15	→



## Chiltern Railways - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	825	889	854	835	823	852	944	926	824	808				
Overall satisfaction	91	90	90	90	93	92	91	89	90	92	1	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	84	86	91	88	-3	→	2	→
Ticket buying facilities	86	82	84	82	82	82	80	83	85	85	0	→	2	→
Provision of information about train times/platforms	83	82	84	86	86	87	85	84	85	87	3	→	3	→
The upkeep/repair of the station buildings/platforms	80	76	81	80	81	76	80	77	85	80	-5	↓	3	→
Cleanliness	82	79	83	83	82	80	85	82	89	84	-5	↓	2	→
The facilities and services	70	64	65	66	65	58	67	63	70	67	-4	→	4	→
The attitudes and helpfulness of the staff	77	78	76	79	82	79	74	79	76	79	3	→	0	→
Connections with other forms of public transport	75	68	68	68	73	71	76	78	77	81	4	→	3	→
Facilities for car parking	68	64	68	72	71	71	70	68	70	66	-4	→	-2	→
Overall environment	82	76	80	80	83	77	80	79	86	83	-3	→	5	↑
Your personal security whilst using	73	72	74	74	77	74	75	76	79	77	-2	→	1	→
The availability of staff	66	61	64	63	65	60	64	67	68	69	1	→	2	→
How request to station staff was handled	82	86	86	82	91	90	87	87	87	92	5	→	5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	82	84	86	84	86	85	83	83	82	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	92	90	92	93	93	91	90	86	88	2	→	-2	→
The length of time the journey was scheduled to take (speed)	89	87	87	90	90	89	86	84	89	89	0	→	5	↑
Connections with other train services	78	79	73	77	72	77	72	73	77	76	0	→	4	→
The value for money for the price of your ticket	58	52	58	54	55	57	59	54	57	55	-2	→	2	→
Cleanliness of the train	84	82	86	81	83	79	86	85	86	85	-1	→	0	→
Upkeep and repair of the train	86	83	86	80	84	81	84	85	90	88	-2	→	4	→
The provision of information during the journey	75	71	75	75	76	75	73	75	79	77	-2	→	3	→
The helpfulness and attitude of staff on train	52	44	56	54	55	54	63	58	66	65	-1	→	7	→
The space for luggage	59	57	52	51	58	57	57	57	65	64	-1	→	7	↑
The toilet facilities	53	54	48	49	53	49	58	57	54	56	2	→	-2	→
Sufficient room for all passengers to sit/stand	77	78	77	77	83	80	81	79	85	82	-3	→	3	→
The comfort of the seating area	82	80	81	76	83	81	81	80	86	85	-1	→	5	↑
The ease of being able to get on and off	91	92	90	90	94	92	92	90	91	90	-1	→	0	→
Your personal security on board	83	84	85	79	86	83	86	82	87	86	-1	→	4	→
The cleanliness of the inside	84	83	84	80	83	79	84	85	87	86	0	→	1	→
The cleanliness of the outside	82	79	83	80	85	76	83	80	86	84	-1	→	5	↑
The availability of staff	28	24	30	32	33	35	39	40	42	42	0	→	2	→
How well train company deals with delays	48	48	49	38	57	32	53	49	44	45	0	→	-4	→



## First Capital Connect - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	413	386	395	409	521	522	513	547	641	649				
Overall satisfaction	68	68	65	69	63	62	65	71	73	69	-4	→	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	66	68	75	76	1	→	8	↑
Ticket buying facilities	63	66	62	63	65	56	65	64	65	70	4	→	6	→
Provision of information about train times/platforms	65	65	69	67	68	65	74	71	74	77	3	→	6	→
The upkeep/repair of the station buildings/platforms	56	52	56	60	54	52	56	60	66	67	2	→	7	↑
Cleanliness	64	61	64	63	62	64	67	69	73	74	1	→	5	→
The facilities and services	34	35	39	44	37	40	46	48	53	47	-6	→	-1	→
The attitudes and helpfulness of the staff	61	61	59	59	64	60	61	66	62	66	4	→	0	→
Connections with other forms of public transport	68	62	67	68	67	75	72	73	76	73	-3	→	1	→
Facilities for car parking	34	29	36	27	37	34	48	51	49	50	2	→	0	→
Overall environment	55	55	54	57	52	50	57	58	64	65	0	→	7	→
Your personal security whilst using	62	56	63	60	60	60	61	59	64	65	0	→	5	→
The availability of staff	48	50	52	53	53	50	55	49	51	56	6	→	7	→
How request to station staff was handled	76	81	76	73	74	57	72	79	75	82	7	→	3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	70	70	72	65	70	55	71	70	72	71	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	76	70	66	66	62	60	64	68	63	-4	→	0	→
The length of time the journey was scheduled to take (speed)	78	81	79	75	76	76	76	75	75	75	1	→	0	→
Connections with other train services	67	69	73	70	76	65	75	72	72	71	-2	→	-2	→
The value for money for the price of your ticket	26	24	23	25	24	23	23	20	24	21	-3	→	1	→
Cleanliness of the train	66	61	61	66	61	58	58	66	62	60	-2	→	-5	→
Upkeep and repair of the train	60	55	57	63	56	52	57	58	58	53	-4	→	-5	→
The provision of information during the journey	47	49	44	49	44	40	44	43	44	44	-1	→	1	→
The helpfulness and attitude of staff on train	25	25	22	29	24	27	25	23	27	30	4	→	7	→
The space for luggage	32	33	30	34	30	30	35	36	35	37	1	→	1	→
The toilet facilities	17	11	17	12	18	19	16	18	17	19	2	→	1	→
Sufficient room for all passengers to sit/stand	31	25	24	31	34	35	34	43	37	40	3	→	-3	→
The comfort of the seating area	45	39	41	47	47	42	45	53	48	48	1	→	-5	→
The ease of being able to get on and off	59	61	53	62	65	62	60	66	61	67	5	→	1	→
Your personal security on board	60	63	58	63	65	63	61	67	68	67	-1	→	0	→
The cleanliness of the inside	64	59	59	65	62	52	55	66	60	59	-1	→	-7	→
The cleanliness of the outside	61	58	57	59	58	47	51	55	54	50	-4	→	-5	→
The availability of staff	7	3	9	5	7	7	5	7	8	10	2	→	3	→
How well train company deals with delays	19	32	26	28	26	18	21	24	34	23	-11	→	-1	→



## First Capital Connect - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1445	1232	1204	1252	1033	1114	1105	1269	1239	1351				
Overall satisfaction	80	80	81	78	79	82	80	80	83	82	-1	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	72	70	76	74	-2	→	5	→
Ticket buying facilities	70	65	68	70	70	69	71	67	70	70	0	→	3	→
Provision of information about train times/platforms	73	72	77	73	77	72	73	74	78	79	1	→	5	↑
The upkeep/repair of the station buildings/platforms	60	55	63	60	64	60	58	60	62	67	4	→	7	↑
Cleanliness	65	64	67	68	72	67	66	68	69	72	3	→	4	→
The facilities and services	44	43	49	44	50	42	45	42	48	47	-1	→	5	→
The attitudes and helpfulness of the staff	67	66	67	66	67	68	66	67	68	73	4	→	6	↑
Connections with other forms of public transport	76	75	70	70	72	71	69	70	71	76	5	→	7	↑
Facilities for car parking	42	42	41	45	44	46	43	43	44	43	-1	→	0	→
Overall environment	58	57	60	58	64	60	62	57	64	65	1	→	9	↑
Your personal security whilst using	59	58	60	61	62	61	61	59	65	67	1	→	8	↑
The availability of staff	53	52	56	55	58	54	54	49	57	56	-1	→	7	↑
How request to station staff was handled	77	80	90	88	83	82	91	78	88	84	-4	→	5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	76	76	78	76	75	76	76	75	78	81	3	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	77	82	80	74	78	77	74	78	80	80	0	→	2	→
The length of time the journey was scheduled to take (speed)	83	86	85	85	85	85	84	87	86	86	0	→	-1	→
Connections with other train services	72	67	76	75	76	75	75	76	77	77	0	→	1	→
The value for money for the price of your ticket	41	38	40	33	40	44	43	36	44	39	-5	↓	3	→
Cleanliness of the train	63	65	66	66	64	66	65	64	66	67	2	→	3	→
Upkeep and repair of the train	60	60	63	63	63	66	63	61	65	64	-1	→	3	→
The provision of information during the journey	47	50	51	51	52	55	46	49	48	52	4	→	3	→
The helpfulness and attitude of staff on train	32	25	35	29	31	39	39	34	34	39	5	→	6	→
The space for luggage	41	45	46	48	45	48	47	51	47	50	3	→	-1	→
The toilet facilities	27	27	30	28	26	28	26	29	29	32	4	→	3	→
Sufficient room for all passengers to sit/stand	66	65	68	69	72	70	69	65	70	69	-1	→	4	→
The comfort of the seating area	60	60	63	67	66	64	66	65	67	67	-1	→	1	→
The ease of being able to get on and off	78	79	76	78	82	79	80	78	80	79	-1	→	0	→
Your personal security on board	64	67	66	65	69	66	69	69	68	73	5	→	4	→
The cleanliness of the inside	64	63	65	67	66	65	64	63	67	66	0	→	3	→
The cleanliness of the outside	62	56	61	63	63	60	58	52	63	59	-3	→	7	↑
The availability of staff	13	11	17	12	18	14	17	14	17	19	2	→	5	↑
How well train company deals with delays	26	31	33	37	35	28	44	25	32	34	2	→	10	→



## First Great Western - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	648	561	446	460	397	393	489	565	418	453				
Overall satisfaction	70	62	79	75	76	78	76	76	76	79	2	→	3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	74	69	79	79	1	→	10	↑
Ticket buying facilities	63	62	72	78	71	73	71	71	75	75	0	→	5	→
Provision of information about train times/platforms	74	69	76	79	76	82	76	76	84	82	-3	→	6	→
The upkeep/repair of the station buildings/platforms	58	56	70	62	58	59	55	55	66	61	-5	→	6	→
Cleanliness	68	66	74	72	68	62	63	59	73	66	-7	→	7	↑
The facilities and services	63	51	60	60	49	55	60	57	63	58	-4	→	1	→
The attitudes and helpfulness of the staff	62	62	70	66	66	70	65	63	69	70	1	→	8	→
Connections with other forms of public transport	77	62	74	79	72	78	76	77	74	76	2	→	-1	→
Facilities for car parking	42	50	45	46	38	46	48	50	49	51	3	→	2	→
Overall environment	63	60	69	66	64	61	62	60	68	66	-2	→	6	→
Your personal security whilst using	67	58	67	67	63	65	70	66	71	71	1	→	5	→
The availability of staff	51	45	57	55	52	57	55	52	61	60	-1	→	8	→
How request to station staff was handled	78	69	83	82	82	86	82	76	91	81	-10	→	5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	69	71	74	73	74	76	75	81	83	78	-4	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	61	56	70	72	76	79	72	75	72	76	4	→	0	→
The length of time the journey was scheduled to take (speed)	70	69	78	76	77	82	77	80	82	80	-2	→	0	→
Connections with other train services	57	54	64	67	72	68	73	74	69	71	2	→	-3	→
The value for money for the price of your ticket	26	26	38	34	30	35	36	30	35	31	-4	→	1	→
Cleanliness of the train	73	71	81	78	76	78	75	76	76	76	0	→	0	→
Upkeep and repair of the train	68	72	80	78	76	80	77	76	77	75	-1	→	-1	→
The provision of information during the journey	55	53	66	64	64	73	61	65	68	65	-2	→	0	→
The helpfulness and attitude of staff on train	56	51	62	58	61	72	60	66	73	61	-12	↓	-5	→
The space for luggage	52	48	58	51	54	50	46	49	48	49	0	→	-1	→
The toilet facilities	37	35	48	46	44	45	43	32	40	30	-10	→	-1	→
Sufficient room for all passengers to sit/stand	42	40	55	52	50	47	52	50	49	48	-1	→	-2	→
The comfort of the seating area	56	60	67	64	68	63	66	68	69	62	-7	→	-6	→
The ease of being able to get on and off	71	68	74	75	71	73	71	71	77	71	-6	→	0	→
Your personal security on board	71	72	81	78	72	74	79	80	79	79	0	→	-1	→
The cleanliness of the inside	71	68	79	78	75	77	75	78	76	76	0	→	-2	→
The cleanliness of the outside	67	66	69	77	71	70	73	70	75	73	-2	→	4	→
The availability of staff	33	31	37	37	38	48	41	45	45	41	-4	→	-4	→
How well train company deals with delays	30	24	43	38	31	49	36	44	50	34	-17	↓	-11	→



## First Great Western - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	2843	2342	2615	2489	2504	2552	2885	2971	2542	2591				
Overall satisfaction	74	75	81	83	83	84	83	82	84	82	-2	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	75	75	77	76	-1	→	1	→
Ticket buying facilities	73	73	73	77	74	75	71	73	75	75	0	→	1	→
Provision of information about train times/platforms	72	73	76	77	80	78	78	78	81	81	1	→	4	↑
The upkeep/repair of the station buildings/platforms	62	61	67	65	66	65	64	61	66	65	-1	→	4	↑
Cleanliness	67	67	72	70	72	70	69	68	71	71	0	→	3	↑
The facilities and services	58	55	59	59	59	57	54	53	53	53	0	→	0	→
The attitudes and helpfulness of the staff	70	68	71	71	74	75	75	74	74	76	2	→	2	→
Connections with other forms of public transport	69	69	71	71	74	73	69	71	71	70	-2	→	-1	→
Facilities for car parking	55	48	55	56	56	54	60	59	58	55	-3	→	-4	→
Overall environment	63	65	68	67	70	67	66	66	67	66	-1	→	-1	→
Your personal security whilst using	65	63	66	67	68	67	68	67	71	69	-2	→	2	→
The availability of staff	60	56	58	59	61	61	58	62	60	62	2	→	0	→
How request to station staff was handled	84	83	87	85	84	88	86	91	86	88	2	→	-3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	69	68	76	75	77	79	78	75	78	76	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	66	69	76	81	80	84	80	77	80	78	-2	→	1	→
The length of time the journey was scheduled to take (speed)	80	78	84	85	84	87	86	85	87	86	-1	→	1	→
Connections with other train services	67	66	71	71	72	75	74	73	77	74	-3	→	1	→
The value for money for the price of your ticket	48	43	53	48	54	56	58	52	55	50	-5	↓	-2	→
Cleanliness of the train	66	68	72	72	71	69	72	71	76	75	-1	→	4	↑
Upkeep and repair of the train	64	66	73	74	72	69	73	72	78	77	-1	→	5	↑
The provision of information during the journey	55	54	62	64	63	64	66	64	68	68	0	→	4	↑
The helpfulness and attitude of staff on train	59	57	64	67	67	68	71	70	70	67	-3	→	-4	↓
The space for luggage	49	52	51	54	53	54	54	56	55	54	-2	→	-2	→
The toilet facilities	39	36	42	45	45	43	43	42	45	46	2	→	5	↑
Sufficient room for all passengers to sit/stand	66	67	67	69	71	71	70	72	70	69	-1	→	-3	↓
The comfort of the seating area	65	63	70	71	70	68	69	71	74	74	0	→	3	→
The ease of being able to get on and off	75	74	75	77	76	78	77	78	78	77	-1	→	0	→
Your personal security on board	73	71	77	77	78	78	79	78	80	81	1	→	2	→
The cleanliness of the inside	64	65	71	72	71	68	72	71	76	77	0	→	6	↑
The cleanliness of the outside	64	63	68	69	69	63	70	64	74	73	0	→	9	↑
The availability of staff	40	37	42	46	49	48	53	50	51	50	-1	→	0	→
How well train company deals with delays	30	33	42	39	43	48	43	43	44	42	-2	→	-1	→



## Greater Anglia\* - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	434	464	461	486	510	539	344	411	401	534				
Overall satisfaction	68	62	69	63	72	71	74	74	68	63	-5	→	-11	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	72	77	70	70	-1	→	-8	↓
Ticket buying facilities	61	60	62	63	67	64	65	66	62	67	5	→	1	→
Provision of information about train times/platforms	66	65	74	69	75	72	75	77	75	72	-2	→	-5	→
The upkeep/repair of the station buildings/platforms	59	57	66	60	65	62	63	63	65	65	0	→	3	→
Cleanliness	65	62	69	66	71	68	74	69	72	63	-9	↓	-6	→
The facilities and services	48	43	49	50	55	55	53	51	54	48	-5	→	-3	→
The attitudes and helpfulness of the staff	61	52	56	60	60	62	61	60	62	51	-10	↓	-8	→
Connections with other forms of public transport	74	74	77	70	75	75	80	78	77	72	-4	→	-6	→
Facilities for car parking	38	40	31	26	38	32	57	53	52	38	-13	↓	-14	↓
Overall environment	61	58	63	60	67	63	70	63	66	61	-5	→	-2	→
Your personal security whilst using	58	52	58	55	60	58	60	62	59	57	-1	→	-4	→
The availability of staff	51	42	48	54	55	53	48	49	52	46	-6	→	-3	→
How request to station staff was handled	74	65	77	75	84	75	72	68	66	51	-15	→	-17	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	69	70	64	74	69	69	70	73	64	-9	↓	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	69	62	69	64	73	70	76	68	72	58	-13	↓	-10	↓
The length of time the journey was scheduled to take (speed)	75	70	71	67	73	72	72	73	71	65	-5	→	-8	↓
Connections with other train services	72	65	64	63	71	68	64	69	63	62	0	→	-6	→
The value for money for the price of your ticket	23	17	17	16	21	23	18	20	13	14	1	→	-6	→
Cleanliness of the train	57	58	60	53	54	55	57	57	58	54	-4	→	-3	→
Upkeep and repair of the train	52	49	55	44	48	44	48	47	43	51	8	→	4	→
The provision of information during the journey	50	49	56	52	48	49	50	54	46	51	4	→	-3	→
The helpfulness and attitude of staff on train	42	38	39	39	41	35	37	36	35	38	3	→	2	→
The space for luggage	42	39	39	36	38	37	39	38	32	39	8	→	1	→
The toilet facilities	20	15	19	14	26	20	18	21	18	19	1	→	-2	→
Sufficient room for all passengers to sit/stand	36	27	35	33	38	38	37	35	44	36	-9	↓	1	→
The comfort of the seating area	42	39	44	37	41	40	41	35	39	42	2	→	7	→
The ease of being able to get on and off	62	62	67	63	63	68	72	69	71	64	-7	→	-5	→
Your personal security on board	58	55	58	58	58	57	64	61	61	53	-8	→	-8	→
The cleanliness of the inside	55	58	58	51	53	50	55	56	57	51	-5	→	-4	→
The cleanliness of the outside	55	51	52	47	52	45	47	50	55	47	-8	→	-3	→
The availability of staff	19	17	18	16	18	15	13	18	19	16	-3	→	-3	→
How well train company deals with delays	28	19	33	20	34	19	31	25	29	16	-14	→	-9	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



## Greater Anglia\* - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1835	1731	1612	1715	1506	1633	1729	1986	1798	1920				
Overall satisfaction	77	79	80	80	81	79	81	79	80	76	-4	↓	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	72	72	75	72	-3	→	0	→
Ticket buying facilities	68	70	65	69	68	70	69	69	72	70	-2	→	1	→
Provision of information about train times/platforms	73	73	76	74	75	78	77	72	75	74	-1	→	2	→
The upkeep/repair of the station buildings/platforms	65	65	64	64	68	64	64	63	68	66	-2	→	3	→
Cleanliness	70	68	70	69	74	68	70	68	72	69	-3	→	1	→
The facilities and services	55	53	52	51	53	54	51	51	52	50	-1	→	0	→
The attitudes and helpfulness of the staff	69	66	70	68	65	65	71	69	70	70	1	→	1	→
Connections with other forms of public transport	78	79	76	82	80	79	78	78	77	77	0	→	-1	→
Facilities for car parking	41	37	44	40	50	46	49	49	50	51	1	→	3	→
Overall environment	67	65	65	63	69	64	65	62	66	63	-3	→	1	→
Your personal security whilst using	61	60	59	59	65	63	63	61	64	66	3	→	5	↑
The availability of staff	55	55	58	55	56	54	58	53	56	56	0	→	3	→
How request to station staff was handled	83	80	82	81	81	81	83	86	84	82	-3	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	77	74	73	72	76	75	74	76	75	-1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	78	79	77	81	78	81	77	79	73	-5	↓	-3	→
The length of time the journey was scheduled to take (speed)	82	83	83	81	82	82	85	82	84	83	-1	→	1	→
Connections with other train services	72	72	72	73	73	74	74	75	74	78	4	→	3	→
The value for money for the price of your ticket	41	34	38	32	38	41	40	40	39	35	-4	→	-5	↓
Cleanliness of the train	60	60	66	64	60	59	61	64	66	60	-6	↓	-4	→
Upkeep and repair of the train	57	55	63	59	59	55	58	58	59	57	-3	→	-1	→
The provision of information during the journey	56	59	62	61	61	58	56	58	61	57	-4	→	-1	→
The helpfulness and attitude of staff on train	44	48	49	50	45	47	52	49	51	49	-1	→	0	→
The space for luggage	48	52	49	49	50	53	56	53	56	57	1	→	5	→
The toilet facilities	26	29	26	29	31	27	32	30	34	36	2	→	6	→
Sufficient room for all passengers to sit/stand	65	68	67	66	69	67	72	69	74	76	2	→	6	↑
The comfort of the seating area	60	61	63	61	63	61	63	63	66	64	-2	→	1	→
The ease of being able to get on and off	75	75	76	78	78	78	78	78	80	80	0	→	2	→
Your personal security on board	64	64	67	67	69	68	67	65	68	68	0	→	3	→
The cleanliness of the inside	60	59	66	63	61	59	60	63	65	58	-7	↓	-5	↓
The cleanliness of the outside	57	53	62	56	60	48	53	54	60	56	-4	→	2	→
The availability of staff	25	26	26	25	24	24	28	28	31	30	-1	→	2	→
How well train company deals with delays	32	37	35	33	32	30	43	29	33	34	0	→	5	→

\*Greater Anglia from 5th February 2012 (previously National Express East Anglia)



## London Midland - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	191	157	224	209	187	181	84	95	75	82				
Overall satisfaction	67	65	61	49	80	76	86	64	79	73	-6	→	9	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	82	84	77	73	-4	→	-11	→
Ticket buying facilities	69	73	53	56	60	58	75	78	56	74	19	→	-4	→
Provision of information about train times/platforms	69	76	73	57	71	73	88	74	78	86	8	→	12	→
The upkeep/repair of the station buildings/platforms	58	54	55	49	60	55	67	71	69	64	-5	→	-6	→
Cleanliness	66	65	64	60	69	71	75	77	74	74	0	→	-3	→
The facilities and services	45	37	40	41	46	56	70	65	53	65	13	→	0	→
The attitudes and helpfulness of the staff	74	78	51	56	56	67	70	64	69	76	7	→	12	→
Connections with other forms of public transport	56	52	72	67	72	79	65	78	70	66	-3	→	-11	→
Facilities for car parking	56	52	42	44	49	52	59	57	48	56	8	→	-1	→
Overall environment	63	49	56	47	58	61	82	74	61	67	6	→	-7	→
Your personal security whilst using	57	55	53	54	64	61	82	69	63	70	8	→	2	→
The availability of staff	55	58	44	42	48	49	59	53	39	60	21	↑	7	→
How request to station staff was handled	86	56	60	70	81	83	67	90	100	100	0	→	10	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	70	64	57	39	66	63	86	73	75	80	5	→	7	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	71	66	41	68	67	88	58	73	70	-3	→	11	→
The length of time the journey was scheduled to take (speed)	80	83	78	59	80	81	77	75	79	77	-2	→	2	→
Connections with other train services	68	71	59	50	61	72	76	55	76	67	-9	→	12	→
The value for money for the price of your ticket	19	11	19	11	22	23	14	18	15	25	10	→	7	→
Cleanliness of the train	60	60	54	58	82	79	84	82	79	72	-7	→	-9	→
Upkeep and repair of the train	57	53	49	53	80	83	83	84	76	79	2	→	-5	→
The provision of information during the journey	59	47	46	43	61	70	70	59	64	57	-7	→	-2	→
The helpfulness and attitude of staff on train	36	35	23	37	38	37	51	43	55	52	-3	→	9	→
The space for luggage	27	36	28	30	39	42	56	53	39	42	4	→	-10	→
The toilet facilities	25	17	13	14	51	40	54	45	55	24	-31	→	-21	→
Sufficient room for all passengers to sit/stand	23	22	19	26	44	48	40	40	30	30	0	→	-10	→
The comfort of the seating area	41	38	31	43	61	61	59	60	63	53	-10	→	-7	→
The ease of being able to get on and off	57	54	51	58	72	78	81	77	81	78	-3	→	0	→
Your personal security on board	61	62	60	58	72	76	84	83	82	69	-12	→	-14	→
The cleanliness of the inside	62	56	50	57	80	81	82	83	75	78	3	→	-5	→
The cleanliness of the outside	56	49	49	50	78	76	88	74	76	75	-1	→	1	→
The availability of staff	25	16	10	12	23	22	29	23	37	33	-4	→	10	→
How well train company deals with delays	32	24	17	7	34	20	25	17	25	46	21	→	30	→



## London Midland - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1082	885	813	981	883	893	985	1130	1058	1110				
Overall satisfaction	83	83	83	83	88	88	86	84	85	87	2	→	4	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	78	76	75	78	2	→	2	→
Ticket buying facilities	75	73	69	75	75	75	76	78	80	78	-2	→	1	→
Provision of information about train times/platforms	79	82	79	76	82	82	84	82	84	83	-1	→	0	→
The upkeep/repair of the station buildings/platforms	64	58	60	57	64	64	68	62	69	67	-3	→	4	→
Cleanliness	67	65	68	66	70	71	71	68	72	72	-1	→	3	→
The facilities and services	54	50	46	48	46	48	49	47	49	47	-2	→	0	→
The attitudes and helpfulness of the staff	70	71	68	71	69	69	74	70	74	73	-2	→	3	→
Connections with other forms of public transport	73	67	68	66	65	69	67	70	67	69	2	→	-1	→
Facilities for car parking	54	46	41	43	48	49	49	54	53	56	3	→	2	→
Overall environment	65	56	62	60	62	64	66	64	67	67	1	→	3	→
Your personal security whilst using	63	59	61	63	64	64	63	66	68	67	0	→	1	→
The availability of staff	57	57	55	57	56	56	57	59	60	59	-1	→	-1	→
How request to station staff was handled	86	86	81	82	80	88	86	90	91	86	-6	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	76	78	75	82	84	78	77	78	83	6	↑	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	82	79	78	76	82	84	80	77	79	82	3	→	5	↑
The length of time the journey was scheduled to take (speed)	86	86	87	86	88	90	87	87	86	90	4	↑	3	→
Connections with other train services	74	71	68	74	75	78	75	76	73	78	5	→	2	→
The value for money for the price of your ticket	49	48	52	50	56	61	58	54	54	54	0	→	0	→
Cleanliness of the train	69	69	78	75	83	76	77	74	80	82	2	→	8	↑
Upkeep and repair of the train	66	65	75	74	82	79	76	74	80	84	4	↑	10	↑
The provision of information during the journey	58	59	60	57	63	63	66	66	68	75	7	↑	9	↑
The helpfulness and attitude of staff on train	54	55	52	56	63	60	58	64	65	63	-2	→	0	→
The space for luggage	46	50	48	51	54	52	57	53	53	58	5	→	6	↑
The toilet facilities	35	39	43	50	53	49	53	48	51	52	1	→	3	→
Sufficient room for all passengers to sit/stand	67	70	70	69	78	70	76	71	69	77	8	↑	5	↑
The comfort of the seating area	68	67	70	71	75	73	74	72	74	81	7	↑	9	↑
The ease of being able to get on and off	81	80	80	79	83	83	81	81	81	86	6	↑	6	↑
Your personal security on board	72	73	74	72	77	76	79	76	78	81	3	→	5	↑
The cleanliness of the inside	66	70	77	74	83	75	77	73	80	82	2	→	9	↑
The cleanliness of the outside	68	68	75	74	82	74	77	72	80	83	3	→	11	↑
The availability of staff	32	32	35	38	39	41	42	44	48	45	-2	→	1	→
How well train company deals with delays	30	37	32	32	37	40	41	33	42	49	7	→	16	↑



## London Overground - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	23	24	-	127	119	100	23	124	17	40				
Overall satisfaction	74	55	-	77	85	74	83	94	91	100	9	→	6	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	86	73	83	89	6	→	16	→
Ticket buying facilities	54	59	-	66	47	68	31	63	86	97	11	→	33	→
Provision of information about train times/platforms	58	52	-	72	68	72	70	82	78	92	15	→	11	→
The upkeep/repair of the station buildings/platforms	69	34	-	48	47	50	55	64	55	84	29	→	21	→
Cleanliness	59	36	-	59	51	52	66	75	83	94	11	→	19	→
The facilities and services	15	6	-	40	30	33	8	40	59	46	-13	→	6	→
The attitudes and helpfulness of the staff	64	32	-	65	63	62	19	69	52	74	22	→	5	→
Connections with other forms of public transport	71	79	-	73	78	70	78	93	56	74	19	→	-19	→
Facilities for car parking	15	25	-	27	13	41	10	30	21	43	22	→	13	→
Overall environment	53	35	-	46	52	43	55	53	52	82	30	→	30	→
Your personal security whilst using	59	50	-	59	51	49	16	52	74	77	3	→	25	→
The availability of staff	57	39	-	55	46	46	28	45	34	78	44	→	33	→
How request to station staff was handled	100	-	-	65	84	62	100	96	-	100			4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	50	-	75	70	65	62	80	88	74	-14	→	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	76	56	-	82	83	72	83	85	89	87	-3	→	2	→
The length of time the journey was scheduled to take (speed)	97	85	-	83	88	81	83	91	80	84	5	→	-6	→
Connections with other train services	91	84	-	68	82	74	74	88	86	81	-5	→	-7	→
The value for money for the price of your ticket	49	27	-	40	46	38	5	47	16	32	16	→	-15	→
Cleanliness of the train	27	42	-	60	44	53	84	96	91	97	6	→	1	→
Upkeep and repair of the train	23	23	-	49	41	49	70	93	91	98	7	→	5	→
The provision of information during the journey	36	11	-	46	39	49	94	88	61	89	28	→	1	→
The helpfulness and attitude of staff on train	24	20	-	38	21	26	17	22	20	29	9	→	7	→
The space for luggage	15	30	-	34	38	42	36	54	62	77	16	→	23	→
The toilet facilities	-	9	-	9	1	3	12	4	12	31	19	→	28	→
Sufficient room for all passengers to sit/stand	43	38	-	36	48	44	35	64	57	92	35	→	28	→
The comfort of the seating area	31	35	-	41	49	50	44	76	84	72	-13	→	-5	→
The ease of being able to get on and off	48	40	-	59	61	60	61	82	81	95	14	→	13	→
Your personal security on board	35	36	-	56	50	49	51	80	79	91	12	→	11	→
The cleanliness of the inside	23	22	-	55	50	49	87	94	91	98	7	→	4	→
The cleanliness of the outside	42	48	-	53	49	53	84	87	91	93	3	→	6	→
The availability of staff	8	7	-	13	5	14	12	11	18	29	11	→	17	→
How well train company deals with delays	-	-	-	17	48	26	11	39	-	100			61	→



## London Overground - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	262	484	779	882	738	912	727	824	1229	1162				
Overall satisfaction	71	65	77	75	82	72	85	89	92	90	-2	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	74	79	81	81	0	→	2	→
Ticket buying facilities	51	63	64	64	58	56	67	75	78	73	-5	→	-2	→
Provision of information about train times/platforms	58	63	62	66	69	62	75	77	80	82	2	→	5	→
The upkeep/repair of the station buildings/platforms	51	57	61	63	63	55	67	74	75	77	2	→	3	→
Cleanliness	60	59	67	66	66	62	78	79	78	78	0	→	-1	→
The facilities and services	40	34	30	31	30	29	32	29	34	35	1	→	6	→
The attitudes and helpfulness of the staff	61	62	68	63	68	65	73	68	67	65	-2	→	-3	→
Connections with other forms of public transport	71	72	70	73	73	76	77	76	75	76	1	→	0	→
Facilities for car parking	16	25	20	23	25	29	22	19	27	35	8	→	16	↑
Overall environment	52	51	62	60	60	51	66	69	72	71	-1	→	1	→
Your personal security whilst using	44	53	55	56	60	58	63	67	68	70	2	→	2	→
The availability of staff	46	61	57	60	64	55	62	58	57	60	3	→	2	→
How request to station staff was handled	64	77	91	72	71	73	78	68	88	90	3	→	23	↑
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	56	56	52	57	60	51	74	77	82	79	-3	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	64	60	66	61	67	62	76	78	83	88	4	↑	9	↑
The length of time the journey was scheduled to take (speed)	80	76	77	80	79	79	87	90	87	89	2	→	-1	→
Connections with other train services	69	60	65	70	69	65	83	82	81	84	3	→	2	→
The value for money for the price of your ticket	46	46	59	51	56	49	60	53	54	49	-5	→	-4	→
Cleanliness of the train	36	45	57	58	68	74	89	94	93	92	-1	→	-2	→
Upkeep and repair of the train	26	33	48	53	63	73	92	96	96	95	-1	→	-1	→
The provision of information during the journey	33	41	51	52	67	63	84	86	87	86	-1	→	0	→
The helpfulness and attitude of staff on train	18	31	32	33	36	48	52	44	54	57	3	→	13	↑
The space for luggage	41	42	41	42	43	52	62	60	69	63	-6	↓	3	→
The toilet facilities	3	3	9	9	12	10	18	10	19	17	-2	→	7	→
Sufficient room for all passengers to sit/stand	50	47	46	48	57	59	68	76	80	77	-3	→	2	→
The comfort of the seating area	37	39	47	53	54	67	81	84	86	83	-4	→	-1	→
The ease of being able to get on and off	54	55	57	56	69	67	81	86	89	84	-5	↓	-2	→
Your personal security on board	40	45	53	54	62	65	75	81	82	80	-2	→	-2	→
The cleanliness of the inside	34	42	55	60	70	73	92	94	93	92	-1	→	-1	→
The cleanliness of the outside	38	45	56	59	71	71	93	92	91	90	-1	→	-2	→
The availability of staff	7	14	15	19	24	32	37	26	37	37	0	→	11	↑
How well train company deals with delays	14	15	27	23	15	18	28	50	42	42	0	→	-8	→

## South West Trains - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	409	302	277	354	270	200	357	380	324	282				
Overall satisfaction	79	77	77	74	86	76	82	79	76	80	4	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	75	77	69	67	-2	→	-9	↓
Ticket buying facilities	61	59	58	61	57	58	65	70	60	66	7	→	-3	→
Provision of information about train times/platforms	83	82	83	83	82	84	83	80	82	81	-1	→	0	→
The upkeep/repair of the station buildings/platforms	59	59	54	54	63	63	63	61	55	55	0	→	-6	→
Cleanliness	67	62	60	63	65	63	71	61	58	58	0	→	-3	→
The facilities and services	53	50	45	39	48	53	40	49	40	36	-4	→	-13	↓
The attitudes and helpfulness of the staff	69	64	68	70	73	74	63	67	67	64	-4	→	-4	→
Connections with other forms of public transport	74	73	74	76	75	82	66	71	65	64	-2	→	-7	→
Facilities for car parking	50	40	45	48	44	52	58	53	55	41	-14	↓	-11	→
Overall environment	69	62	57	61	66	65	64	64	55	54	-1	→	-10	↓
Your personal security whilst using	68	58	61	63	61	69	67	64	59	61	3	→	-2	→
The availability of staff	60	53	53	56	49	55	46	46	48	46	-2	→	0	→
How request to station staff was handled	72	89	80	79	91	70	61	75	69	91	22	→	16	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	79	78	76	79	78	78	80	79	73	79	6	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	83	84	84	90	84	86	87	83	78	-5	→	-9	↓
The length of time the journey was scheduled to take (speed)	71	75	79	80	77	80	83	82	76	73	-3	→	-9	↓
Connections with other train services	70	70	77	77	78	76	80	81	70	76	6	→	-4	→
The value for money for the price of your ticket	31	20	22	21	24	28	26	24	21	20	-1	→	-5	→
Cleanliness of the train	80	84	71	76	71	68	70	68	72	72	0	→	5	→
Upkeep and repair of the train	83	85	80	84	79	75	78	75	76	77	1	→	1	→
The provision of information during the journey	74	72	70	70	71	71	69	72	69	68	-1	→	-4	→
The helpfulness and attitude of staff on train	60	69	61	59	66	53	55	65	63	63	0	→	-1	→
The space for luggage	43	47	47	50	57	44	50	45	43	44	2	→	-1	→
The toilet facilities	38	35	29	32	31	19	25	24	26	28	2	→	4	→
Sufficient room for all passengers to sit/stand	39	40	39	43	50	45	42	37	31	32	0	→	-6	→
The comfort of the seating area	65	56	59	63	65	61	68	58	59	52	-7	→	-6	→
The ease of being able to get on and off	75	75	67	73	79	69	70	72	74	74	0	→	2	→
Your personal security on board	74	76	73	75	74	78	75	75	75	78	3	→	4	→
The cleanliness of the inside	79	84	74	76	71	70	71	69	73	72	-1	→	3	→
The cleanliness of the outside	76	78	78	75	77	73	72	69	77	70	-7	→	1	→
The availability of staff	42	49	32	44	50	36	40	44	48	49	0	→	5	→
How well train company deals with delays	29	31	40	42	34	38	28	26	32	35	4	→	10	→



## South West Trains - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1909	1533	1712	1672	1549	1688	1939	1939	1776	2052				
Overall satisfaction	86	85	88	86	85	86	88	86	85	84	-1	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	78	73	75	75	0	→	2	→
Ticket buying facilities	67	69	70	73	69	69	73	71	73	71	-2	→	0	→
Provision of information about train times/platforms	83	82	81	81	82	78	84	84	81	84	3	→	0	→
The upkeep/repair of the station buildings/platforms	63	61	60	59	56	54	62	58	57	58	1	→	0	→
Cleanliness	70	67	67	64	62	60	67	63	63	64	1	→	0	→
The facilities and services	54	51	48	50	47	43	52	50	47	48	1	→	-2	→
The attitudes and helpfulness of the staff	71	69	69	68	66	67	69	69	66	70	4	→	1	→
Connections with other forms of public transport	74	75	75	77	76	74	77	75	75	76	1	→	1	→
Facilities for car parking	47	49	42	43	46	46	49	46	56	53	-3	→	7	→
Overall environment	67	65	63	65	63	58	67	63	62	63	1	→	0	→
Your personal security whilst using	64	64	62	63	62	64	68	68	65	69	4	→	1	→
The availability of staff	61	59	58	57	56	52	57	54	54	56	2	→	1	→
How request to station staff was handled	84	85	84	82	83	85	81	80	89	81	-8	↓	2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	76	77	80	81	79	79	79	78	77	79	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	87	91	89	88	90	86	84	83	-1	→	-3	↓
The length of time the journey was scheduled to take (speed)	83	82	85	87	84	86	87	84	83	84	1	→	0	→
Connections with other train services	73	70	76	78	77	76	78	77	77	76	-1	→	-2	→
The value for money for the price of your ticket	45	37	46	38	42	44	46	39	41	39	-2	→	0	→
Cleanliness of the train	81	82	80	77	74	74	76	74	73	78	4	↑	3	↑
Upkeep and repair of the train	86	87	85	86	82	83	83	82	80	83	4	↑	2	→
The provision of information during the journey	78	76	79	78	74	76	78	78	75	77	1	→	-1	→
The helpfulness and attitude of staff on train	66	65	62	65	66	67	72	69	68	69	1	→	0	→
The space for luggage	56	57	59	57	56	60	60	60	55	61	6	↑	2	→
The toilet facilities	46	45	44	38	39	38	41	38	39	41	2	→	3	→
Sufficient room for all passengers to sit/stand	74	73	77	78	75	75	76	76	73	79	6	↑	3	→
The comfort of the seating area	80	80	82	82	81	78	81	80	77	79	2	→	0	→
The ease of being able to get on and off	81	81	82	83	80	80	85	82	83	83	1	→	1	→
Your personal security on board	79	77	78	77	76	79	83	80	79	82	3	→	1	→
The cleanliness of the inside	82	82	79	78	75	75	77	75	75	79	4	↑	4	↑
The cleanliness of the outside	80	79	82	79	77	75	80	76	79	79	0	→	3	→
The availability of staff	49	49	47	50	50	54	55	54	55	56	1	→	2	→
How well train company deals with delays	45	44	42	39	41	43	42	34	42	37	-5	→	2	→

## Southeastern - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	462	468	398	484	555	637	487	608	487	510				
Overall satisfaction	72	72	67	68	73	76	66	72	73	72	-1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	67	72	75	72	-3	→	-1	→
Ticket buying facilities	62	58	59	60	56	66	57	63	58	62	4	→	0	→
Provision of information about train times/platforms	74	75	72	69	73	74	74	73	78	74	-4	→	2	→
The upkeep/repair of the station buildings/platforms	60	64	53	51	57	65	56	60	61	60	-1	→	0	→
Cleanliness	68	70	60	57	64	70	65	66	72	67	-5	→	0	→
The facilities and services	50	48	39	43	42	49	51	43	52	48	-5	→	4	→
The attitudes and helpfulness of the staff	59	61	59	63	62	64	58	59	63	62	-1	→	3	→
Connections with other forms of public transport	71	73	75	76	77	73	72	76	73	73	0	→	-3	→
Facilities for car parking	32	28	28	25	33	41	33	37	39	34	-5	→	-3	→
Overall environment	58	61	53	53	56	63	56	61	64	61	-3	→	1	→
Your personal security whilst using	53	57	53	52	56	61	59	58	60	57	-3	→	0	→
The availability of staff	52	53	45	53	50	55	50	53	55	54	-1	→	1	→
How request to station staff was handled	76	86	74	74	71	81	67	74	75	72	-3	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	70	66	69	70	69	69	64	69	70	74	3	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	76	74	76	79	67	65	70	70	72	2	→	2	→
The length of time the journey was scheduled to take (speed)	77	71	73	71	78	72	65	75	74	71	-3	→	-4	→
Connections with other train services	68	65	69	68	69	70	65	65	66	70	4	→	6	→
The value for money for the price of your ticket	32	19	24	18	24	29	26	21	25	17	-8	↓	-4	→
Cleanliness of the train	63	67	61	60	64	67	59	64	63	62	-2	→	-2	→
Upkeep and repair of the train	64	66	63	59	61	64	66	61	65	61	-4	→	0	→
The provision of information during the journey	60	57	53	51	58	58	62	58	55	59	4	→	1	→
The helpfulness and attitude of staff on train	37	37	37	27	33	47	40	41	42	44	2	→	2	→
The space for luggage	35	33	33	29	33	41	34	37	37	35	-1	→	-2	→
The toilet facilities	18	14	15	15	15	22	20	19	22	17	-4	→	-1	→
Sufficient room for all passengers to sit/stand	34	29	27	25	37	43	37	38	42	36	-6	→	-2	→
The comfort of the seating area	50	48	47	42	47	54	54	52	52	56	5	→	4	→
The ease of being able to get on and off	68	61	63	58	66	69	63	68	69	67	-2	→	-1	→
Your personal security on board	58	54	57	54	60	64	58	61	66	63	-3	→	2	→
The cleanliness of the inside	64	65	59	57	63	64	60	62	64	63	-1	→	0	→
The cleanliness of the outside	59	60	60	55	58	58	62	61	62	63	1	→	2	→
The availability of staff	20	16	16	12	16	27	20	22	23	20	-3	→	-2	→
How well train company deals with delays	29	23	20	17	16	30	23	18	21	24	3	→	6	→

## Southeastern - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1294	1112	1232	1052	959	1362	1178	1322	1088	1212				
Overall satisfaction	81	81	86	81	84	84	86	87	88	85	-3	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	79	77	80	74	-6	↓	-3	→
Ticket buying facilities	69	68	66	68	72	72	72	74	72	73	1	→	-1	→
Provision of information about train times/platforms	78	77	77	74	78	77	82	79	81	78	-3	→	-1	→
The upkeep/repair of the station buildings/platforms	63	57	63	59	63	64	65	67	66	67	1	→	0	→
Cleanliness	68	67	69	66	69	69	70	71	73	71	-1	→	0	→
The facilities and services	46	42	50	47	50	51	50	51	50	51	1	→	0	→
The attitudes and helpfulness of the staff	70	67	70	68	67	70	74	71	72	69	-3	→	-2	→
Connections with other forms of public transport	75	71	79	72	73	74	76	74	76	73	-3	→	-1	→
Facilities for car parking	45	38	37	35	38	48	44	48	51	44	-7	→	-4	→
Overall environment	61	56	64	58	63	63	67	65	70	67	-3	→	2	→
Your personal security whilst using	57	53	61	57	57	65	63	65	64	64	-1	→	-1	→
The availability of staff	58	55	59	54	54	58	62	59	57	58	1	→	-1	→
How request to station staff was handled	86	89	81	78	87	85	95	89	82	77	-5	→	-11	↓
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	72	73	71	74	75	75	79	80	79	77	-1	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	80	82	78	83	82	85	83	86	83	-3	→	0	→
The length of time the journey was scheduled to take (speed)	83	83	85	83	83	81	86	83	85	83	-2	→	1	→
Connections with other train services	65	71	72	71	68	73	76	74	73	73	0	→	0	→
The value for money for the price of your ticket	41	38	43	34	40	45	46	39	42	40	-2	→	1	→
Cleanliness of the train	67	64	70	68	67	71	75	71	74	76	3	→	6	↑
Upkeep and repair of the train	69	66	72	69	68	71	77	73	76	77	2	→	5	↑
The provision of information during the journey	61	64	68	60	70	67	70	69	73	73	0	→	4	→
The helpfulness and attitude of staff on train	44	46	53	46	54	62	58	62	58	61	3	→	-1	→
The space for luggage	46	41	46	43	49	52	54	52	56	55	-2	→	3	→
The toilet facilities	27	25	29	27	24	39	41	29	38	34	-4	→	4	→
Sufficient room for all passengers to sit/stand	69	62	71	70	72	75	75	77	76	74	-2	→	-3	→
The comfort of the seating area	68	65	71	69	69	72	77	72	75	73	-2	→	1	→
The ease of being able to get on and off	80	79	83	79	83	85	84	84	85	85	-1	→	1	→
Your personal security on board	64	60	67	63	66	73	71	71	75	73	-1	→	2	→
The cleanliness of the inside	66	65	69	67	68	72	76	71	76	75	-1	→	4	→
The cleanliness of the outside	66	61	69	65	67	66	73	67	74	71	-4	→	4	→
The availability of staff	24	26	29	25	31	39	36	39	38	40	2	→	1	→
How well train company deals with delays	37	29	39	34	30	28	46	32	32	38	5	→	6	→



## Southern - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	565	412	406	453	492	477	402	505	417	459				
Overall satisfaction	78	74	77	72	77	80	76	73	67	63	-4	→	-10	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	68	68	71	66	-5	→	-2	→
Ticket buying facilities	60	64	65	59	68	71	58	60	66	58	-8	→	-2	→
Provision of information about train times/platforms	78	78	78	78	76	80	74	72	78	71	-6	→	-1	→
The upkeep/repair of the station buildings/platforms	59	48	61	55	64	58	56	54	63	55	-8	↓	1	→
Cleanliness	64	56	66	66	75	67	67	65	67	60	-7	→	-5	→
The facilities and services	43	41	44	46	48	45	43	43	41	34	-8	→	-9	↓
The attitudes and helpfulness of the staff	58	60	58	57	66	68	62	55	54	57	2	→	1	→
Connections with other forms of public transport	65	66	75	75	74	73	74	73	65	61	-4	→	-12	↓
Facilities for car parking	36	33	29	28	36	43	31	36	36	34	-2	→	-3	→
Overall environment	58	53	63	59	68	59	58	55	60	56	-4	→	1	→
Your personal security whilst using	58	58	61	60	63	60	59	55	61	53	-8	↓	-2	→
The availability of staff	47	49	54	52	55	58	46	47	41	43	2	→	-4	→
How request to station staff was handled	81	76	72	78	74	63	83	65	76	65	-11	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	63	68	71	64	73	68	71	70	73	64	-9	↓	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	74	80	67	74	76	77	67	68	61	-8	↓	-6	→
The length of time the journey was scheduled to take (speed)	75	75	81	73	78	77	76	73	76	72	-4	→	-1	→
Connections with other train services	70	68	76	62	76	75	70	70	72	68	-3	→	-2	→
The value for money for the price of your ticket	32	27	33	21	29	35	32	22	24	22	-2	→	0	→
Cleanliness of the train	76	74	74	74	78	76	75	69	67	67	0	→	-2	→
Upkeep and repair of the train	76	70	73	70	76	71	70	64	65	63	-2	→	-1	→
The provision of information during the journey	70	73	69	66	72	71	67	63	61	64	3	→	1	→
The helpfulness and attitude of staff on train	48	42	51	43	54	51	58	43	51	38	-12	↓	-5	→
The space for luggage	39	38	44	38	42	42	47	41	38	40	2	→	-1	→
The toilet facilities	39	32	36	26	36	36	27	23	28	24	-4	→	0	→
Sufficient room for all passengers to sit/stand	39	37	40	42	51	44	51	41	40	42	2	→	1	→
The comfort of the seating area	62	54	60	60	64	62	62	60	60	58	-3	→	-2	→
The ease of being able to get on and off	68	69	70	64	74	69	69	65	55	57	2	→	-8	↓
Your personal security on board	69	61	68	67	70	68	71	67	67	64	-4	→	-4	→
The cleanliness of the inside	73	70	72	72	77	73	74	71	69	70	0	→	-1	→
The cleanliness of the outside	70	67	73	69	78	70	69	65	68	60	-8	→	-5	→
The availability of staff	29	25	23	26	37	37	37	30	31	22	-10	↓	-8	↓
How well train company deals with delays	29	26	23	21	21	12	29	25	26	21	-5	→	-4	→



## Southern - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Autumn 2011		Improvement/decline in % satisfied or good since Spring 2011	
	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	Spring 2012	% change	significant change	% change	significant change
Sample size	1809	1716	1811	1857	1640	2151	1945	2046	1718	1879				
Overall satisfaction	83	83	85	82	84	85	84	85	87	84	-3	↓	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station	-	-	-	-	-	-	76	75	80	77	-3	→	2	→
Ticket buying facilities	67	73	70	69	67	73	71	73	75	72	-3	→	-1	→
Provision of information about train times/platforms	80	78	81	78	80	78	82	78	82	80	-2	→	2	→
The upkeep/repair of the station buildings/platforms	61	59	62	60	62	60	65	65	69	67	-1	→	3	→
Cleanliness	67	65	68	66	69	70	70	72	74	71	-3	→	-2	→
The facilities and services	51	49	50	49	51	52	50	51	53	51	-2	→	1	→
The attitudes and helpfulness of the staff	68	67	68	65	72	70	70	72	74	72	-1	→	0	→
Connections with other forms of public transport	78	71	76	74	77	79	77	75	76	75	-1	→	0	→
Facilities for car parking	44	38	37	43	34	43	45	44	47	41	-6	→	-3	→
Overall environment	64	63	62	61	62	63	65	66	71	67	-5	↓	0	→
Your personal security whilst using	61	63	61	59	64	64	63	68	70	68	-2	→	0	→
The availability of staff	56	54	58	56	60	61	59	62	63	62	-2	→	-1	→
How request to station staff was handled	83	77	81	78	84	85	86	86	87	82	-5	→	-5	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	71	71	73	69	76	76	73	77	77	77	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	79	80	75	81	80	80	81	81	81	1	→	1	→
The length of time the journey was scheduled to take (speed)	86	84	83	81	85	86	84	86	86	86	0	→	-1	→
Connections with other train services	74	72	72	68	71	76	75	78	77	78	1	→	0	→
The value for money for the price of your ticket	47	42	44	40	46	48	46	45	47	42	-6	↓	-3	→
Cleanliness of the train	75	74	76	73	76	73	69	74	73	72	-2	→	-2	→
Upkeep and repair of the train	78	78	77	75	76	73	72	75	73	68	-5	↓	-7	↓
The provision of information during the journey	77	74	76	75	77	76	78	77	76	73	-2	→	-4	↓
The helpfulness and attitude of staff on train	57	57	55	57	57	59	61	60	63	57	-6	↓	-3	→
The space for luggage	50	49	49	53	52	51	51	52	51	49	-2	→	-3	→
The toilet facilities	47	42	41	40	43	36	35	43	39	31	-8	↓	-12	↓
Sufficient room for all passengers to sit/stand	71	71	68	74	74	74	72	74	72	71	-2	→	-4	↓
The comfort of the seating area	76	74	73	75	76	75	74	74	74	71	-3	→	-3	→
The ease of being able to get on and off	81	78	79	81	80	81	81	82	81	79	-2	→	-3	↓
Your personal security on board	71	73	69	70	73	74	76	76	78	74	-4	↓	-2	→
The cleanliness of the inside	77	74	75	74	76	74	71	74	73	70	-3	→	-3	→
The cleanliness of the outside	74	72	74	72	77	73	75	74	75	72	-3	→	-2	→
The availability of staff	36	35	38	37	38	42	42	42	42	40	-2	→	-2	→
How well train company deals with delays	36	33	36	36	39	34	37	38	40	41	1	→	2	→

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

Full details of the route results for Spring 2012 are available on the Passenger Focus website (or by email on request)

Improved ↑  
Unchanged →  
Declined ↓

## Overall satisfaction

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

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Improved ↑  
Unchanged →  
Declined ↓

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

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

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Improved ↑  
Unchanged →  
Declined ↓

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

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

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Improved   
Unchanged   
Declined 

## Sufficient room for all passengers to sit/stand

	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	448	73	→	First TransPennine Express - South	182	66	→	Southeastern - Metro	886	57	→
Arriva Trains Wales - South Wales	322	73	→	Greater Anglia* - Intercity	399	80	→	Southern - Gatwick Express	450	76	↓
Arriva Trains Wales - Valley	364	69	→	Greater Anglia* - Mainline	474	62	→	Southern - Sussex Coast	1031	66	→
c2c	1068	64	→	Greater Anglia* - Metro	425	56	→	Southern - Metro	734	64	→
Chiltern Railways - North	275	80	→	Greater Anglia* - Rural	223	77	↓	South West Trains - Island Line	101	78	→
Chiltern Railways - South	858	73	→	Greater Anglia* - Stansted Express	197	82	→	South West Trains - London	613	73	→
CrossCountry - Birmingham - Manchester	152	70	→	Greater Anglia* - West Anglia	605	70	↑	South West Trains - Mainline	228	63	↓
CrossCountry - Birmingham - North East And Scotland	274	70	→	Heathrow Connect	581	89	→	South West Trains - Metro	271	79	↑
CrossCountry - Birmingham - South Coast	211	63	→	Heathrow Express*	538	90	→	South West Trains - Not Managed By South West Trains	222	70	↓
CrossCountry - Birmingham - South West	198	80	→	London Midland - London Commuter	316	67	→	South West Trains - Portsmouth	134	75	→
CrossCountry - Birmingham - Stansted	185	70	→	London Midland - West Coast	215	80	→	South West Trains - Reading/Windsor	210	75	→
CrossCountry - Nottingham - Cardiff	126	67	→	London Midland - West Midlands	597	76	↑	South West Trains - Suburban	262	66	→
East Coast - London - East Midlands/East Of England	233	72	→	London Overground - Gospel Oak - Barking	246	74	→	South West Trains - West Of England	176	73	↑
East Coast - London - North East & Scotland	251	79	→	London Overground - Richmond/Clapham - Stratford	302	73	→	Virgin - Birmingham - Scotland	125	83	→
East Coast - London - Yorkshire	308	81	↑	London Overground - Watford - Euston	345	81	→	Virgin - London - Liverpool	146	80	→
East Coast - Non-London journeys	378	81	→	London Overground - Dalston - Croydon	247	82	→	Virgin - London - Manchester	327	84	→
East Midlands Trains - Liverpool - Norwich	233	74	→	Merseyrail - Northern	306	76	→	Virgin - London - North Wales	67	78	→
East Midlands Trains - Local	280	76	→	Merseyrail - Wirral	291	87	→	Virgin - London - Scotland	216	82	→
East Midlands Trains - London	647	74	→	Northern - Lancashire & Cumbria	137	71	→	Virgin - London - Wolverhampton	196	75	→
First Capital Connect - Great Northern	607	59	→	Northern - Manchester & Liverpool	344	59	→				
First Capital Connect - Thameslink Loop	308	69	→	Northern - South & East Yorkshire	232	76	↑				
First Capital Connect - Thameslink North	634	64	→	Northern - Tyne Tees & Wear	138	66	→				
First Capital Connect - Thameslink South	360	61	→	Northern - West & North Yorkshire	361	70	→				
First Great Western - Long Distance	1102	72	→	Scotrail - Interurban	487	73	→				
First Great Western - London Thames Valley	1112	62	→	Scotrail - Rural	120	91	→				
First Great Western - West	684	66	→	Scotrail - Strathclyde	297	76	↑				
First Hull Trains	545	87	→	Scotrail - Urban	271	87	→				
First TransPennine Express - North	623	65	→	Southeastern - High Speed	355	88	→				
First TransPennine Express - North West	314	59	→	Southeastern - Mainline	379	66	→				

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

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Improved ↑  
Unchanged →  
Declined ↓

## Overall satisfaction with the station

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

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# Journey Purpose

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



# Age

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



## Gender

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

## Sample Profile - Weighted

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
Greater Anglia*	106689	60	17	23	89	11	29	16	26	28
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

\*Sample size excludes non-franchised Train Operating Companies. \*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

## Sample Profile - Unweighted

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	28832	12220	4086	12526	24869	3963	8690	5702	7055	7385
Arriva Trains Wales	1189	38	12	51	91	9	31	27	21	21
c2c	1114	71	6	23	93	7	35	23	22	20
Chiltern Railways	1192	41	21	38	92	8	53	6	18	24
CrossCountry	1191	32	18	50	80	20	14	30	29	27
East Coast	1225	19	25	56	83	17	47	6	17	30
East Midlands Trains	1219	34	20	46	85	15	31	27	20	22
First Capital Connect	2000	55	13	32	92	8	26	18	33	23
First Great Western	3044	34	16	50	80	20	32	23	22	24
First TransPennine Express	1175	38	16	45	87	13	16	33	26	25
Greater Anglia+	2454	45	13	43	86	14	34	11	29	27
London Midland	1192	47	11	42	88	12	25	23	20	32
London Overground	1202	60	5	34	88	12	30	21	21	27
Merseyrail	635	39	4	58	94	6	24	35	22	20
Northern Rail	1264	48	9	43	87	13	31	23	25	21
ScotRail	1230	40	13	47	80	20	25	16	35	24
South West Trains	2334	42	10	48	82	18	31	14	19	35
Southeastern	1722	51	10	40	87	13	17	29	29	25
Southern	2338	43	14	43	88	12	31	21	22	27
Virgin Trains	1112	23	37	41	88	12	37	4	34	25

\*Sample size excludes non-franchised Train Operating Companies. \*Greater Anglia from 5th February 2012 (previously National Express East Anglia)

## The following are reports produced each wave:

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

## Sector definitions

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

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

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

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

**Arriva Trains Wales - North Wales:**

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

**Arriva Trains Wales - South Wales:**

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

**Arriva Trains Wales - Valley:**

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

**c2c:**

All journeys on c2c

**Chiltern Railways - North:**

Journeys starting from Bicester North station and stations further north

**Chiltern Railways - South:**

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

**CrossCountry - Birmingham - Manchester:**

Journeys on the Manchester Piccadilly - Birmingham New Street route

**CrossCountry - Birmingham - North East and Scotland:**

Journeys on the Birmingham New Street - Aberdeen route

**CrossCountry - Birmingham - South Coast:**

Journeys on the Birmingham New Street - Bournemouth route

**CrossCountry - Birmingham - South West:**

Journeys on the Birmingham New Street - Penzance route

**CrossCountry - Birmingham - Stansted:**

Journeys on the Birmingham New Street - Stansted Airport route

**CrossCountry - Nottingham - Cardiff:**

Journeys on the Nottingham - Cardiff Central route

**East Coast - London - Yorkshire:**

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

**East Coast - London - Scotland - North East:**

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

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

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

**East Coast - non-London journeys:**

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

**East Midlands Trains - Liverpool - Norwich**

Journeys on the Liverpool - Norwich route

**East Midlands Trains - Local:**

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

**East Midlands Trains - London:**

Journeys on the London - Sheffield route

**First Capital Connect - Great Northern:**

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

**First Capital Connect - Thameslink Loop:**

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

**First Capital Connect - North:**

Journeys starting from stations on the route between Farringdon and Bedford

**First Capital Connect - South:**

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

**First Great Western - Long distance:**

Journeys on long distance services

**First Great Western - London Thames Valley:**

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

**First Great Western - West:**

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

**First TransPennine Express - North:**

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

**First TransPennine Express - North West:**

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

**First TransPennine Express - South:**

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

**Greater Anglia - Main line:**

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

**Greater Anglia - Metro:**

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

**Greater Anglia - Rural:**

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

**Greater Anglia - Stansted:**

Journeys on Stansted Express, not including Stansted Airport stopping trains

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

**Heathrow Connect:**

All Heathrow Connect Journeys

**Heathrow Express:**

All Heathrow Express journeys

**London Midland - London commuter:**

Journeys on London Euston - Northampton services

**London Midland - West Coast:**

Journeys on London Euston - Liverpool Lime Street services

**London Midland - West Midlands:**

Journeys on several rail lines in and around Birmingham New Street

**London Overground - Dalston - Croydon:**

Journeys on the Dalston Junction - West Croydon line

**London Overground - Gospel Oak - Barking:** Journeys on the Gospel Oak - Barking line

**London Overground - Richmond/Clapham Junction - Stratford:**

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

**London Overground - Watford - Euston:**

Journeys on the London Euston - Watford line

**Merseyrail - Northern:**

Journeys on the Hunts Cross - Southport/Ormskirk rail line

**Merseyrail - Wirral:**

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

**Northern Rail - Lancashire & Cumbria:**

Journeys from stations in Lancashire and Cumbria

**Northern Rail - Manchester & Liverpool:**

Journeys from stations in the Manchester and Liverpool conurbations

**Northern Rail - South & East Yorkshire:**

Journeys from stations in South and East Yorkshire

**Northern Rail - Tyne Tees & Wear:**

Journeys from stations in Tyne and Wear

**Northern Rail - West & North Yorkshire:**

Journeys from stations in West and North Yorkshire

**National Express East Anglia - Intercity:**

London - Norwich main line

**ScotRail - Interurban:**

Journeys on longer distance rail lines between urban areas

**ScotRail - Rural:**

Journeys on predominantly rural rail lines

**ScotRail - Strathclyde:**

Journeys on local rail lines within Strathclyde

**ScotRail – Urban:**

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

**Southeastern – High speed:**

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

**Southeastern – Main line:**

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

**Southeastern – Metro:**

Journeys on rail lines that are within London

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

**Southern – Sussex Coast:**

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

**Southern – Metro:**

Journeys on rail lines that are within London

**South West Trains – Island line:**

Journeys starting from stations on the Isle of Wight

**South West Trains – London:**

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

**South West Trains – Main line:**

Journeys starting from stations between Micheldever and Weymouth

**South West Trains – Metro:**

Journeys starting from stations between Earlsfield and Surbiton

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

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

**South West Trains – Portsmouth:**

Journeys starting from stations in Portsmouth and the surrounding area

**South West Trains – Reading/Windsor:**

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

**South West Trains – Suburban:**

Journeys starting from stations in the Woking area

**South West Trains – West of England:**

Journeys starting from stations on the line between Basingstoke and Exeter

**Virgin Trains – Birmingham – Scotland:**

Journeys on Birmingham – Scotland services

**Virgin Trains – London – Liverpool:**

Journeys on London – Liverpool services

**Virgin Trains – London – Manchester:**

Journeys on London – Manchester services

**Virgin Trains – London – North Wales:**

Journeys on London – Holyhead/North Wales services

**Virgin Trains – London – Scotland:**

Journeys on London – Glasgow/Scotland services

**Virgin Trains – London – Wolverhampton:**

Journeys on London – Wolverhampton services



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