



# National Passenger Survey

## Consultees Report

### Autumn 2011

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

A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station.

At Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted).

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

## 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

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.

## Spring 2010 (Wave 22)

Fieldwork was undertaken between 31 January 2009 and 27 March 2009. Top up shifts were run between 28 March and 9 April 2009. The main fieldwork period was similar to previous years, but the top-up period was slightly extended because of problems encountered earlier in the fieldwork period.

Extreme weather - in particular, heavy snow during the 1st week of February - caused a lot of disruption to the fieldwork schedule. Over 50% of all shifts originally scheduled for 2-6 February had to be postponed until later in the fieldwork period.

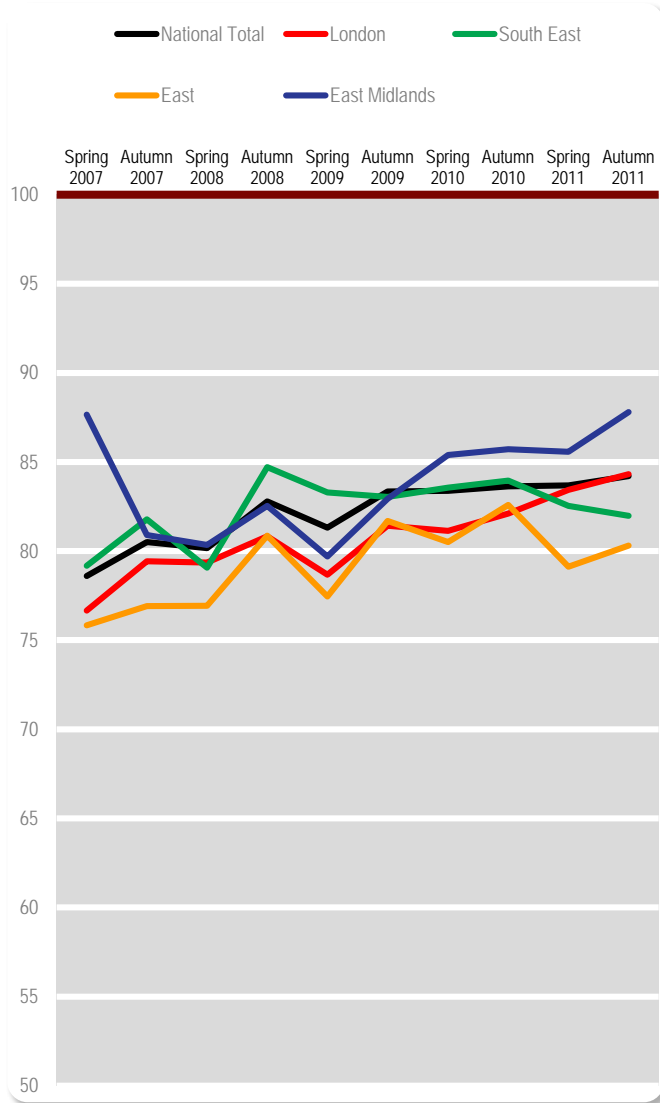
As always, planned engineering works meant that some shifts were rescheduled. As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Over-running engineering work meant that further shifts had to be rescheduled during the course of the fieldwork, but this was not a great problem.

A few shifts were rescheduled to avoid clashing with Six Nations rugby matches, but sporting events did not cause much disruption to the original schedule.

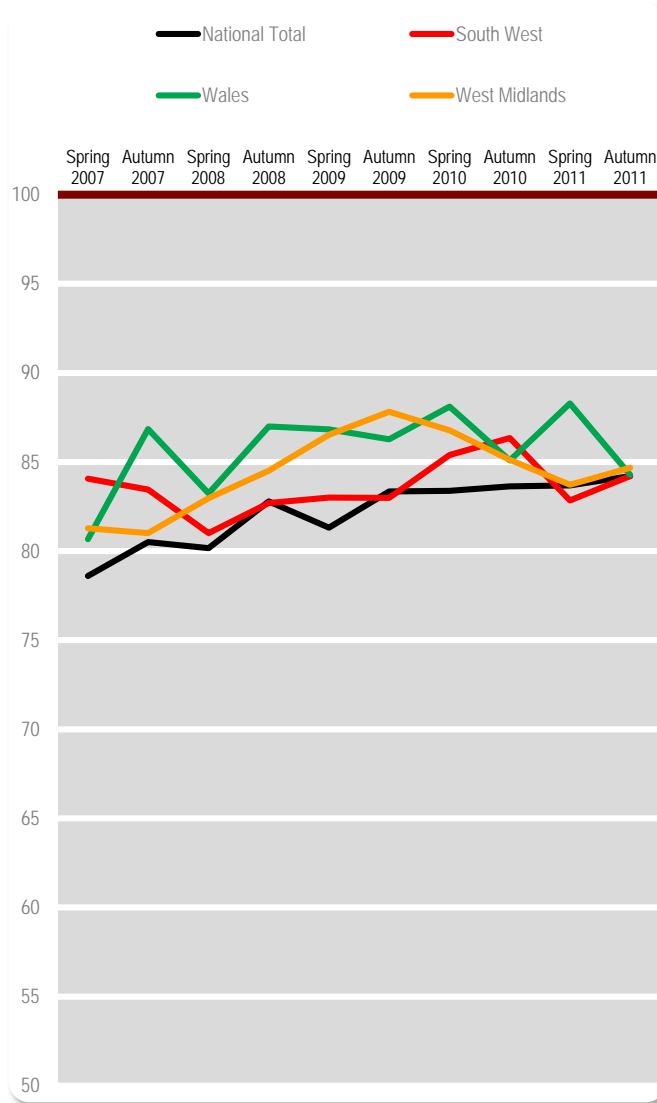
National total versus eastern regions

Percentage of passengers satisfied 2007 to 2011



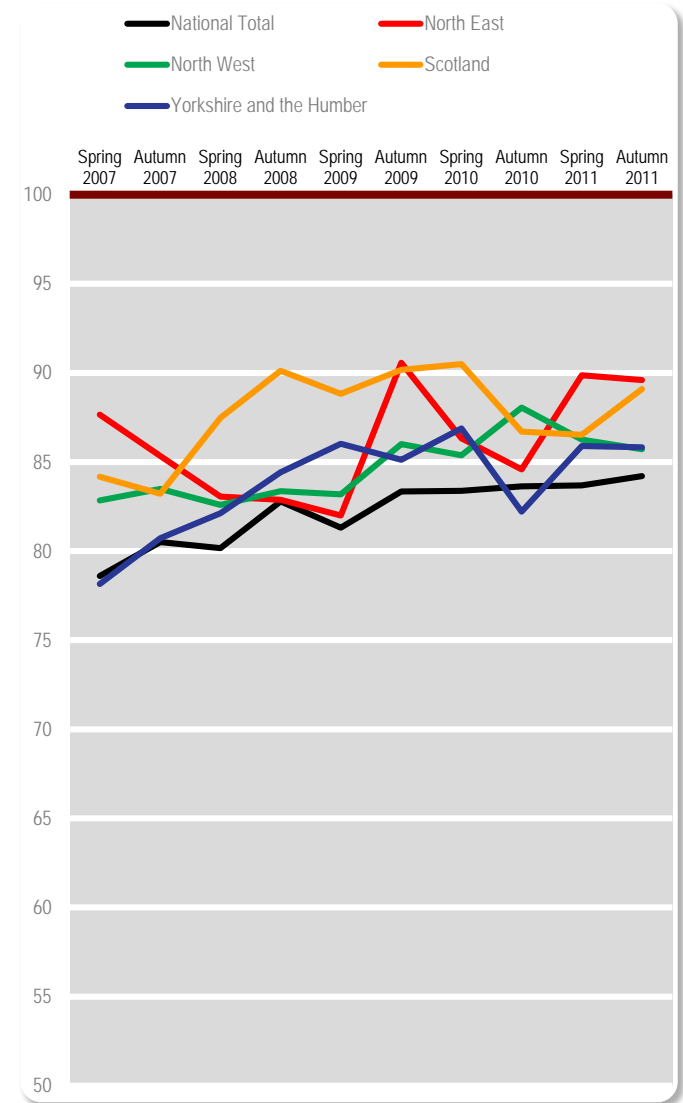
National total versus western regions

Percentage of passengers satisfied 2007 to 2011



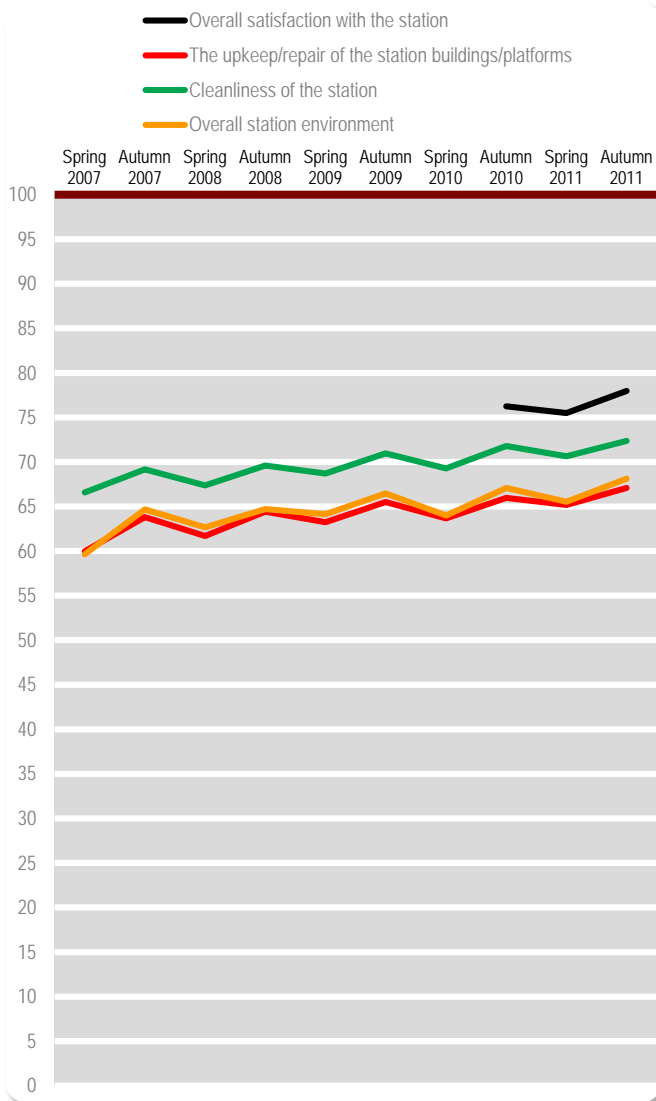
National total versus northern regions

Percentage of passengers satisfied 2007 to 2011



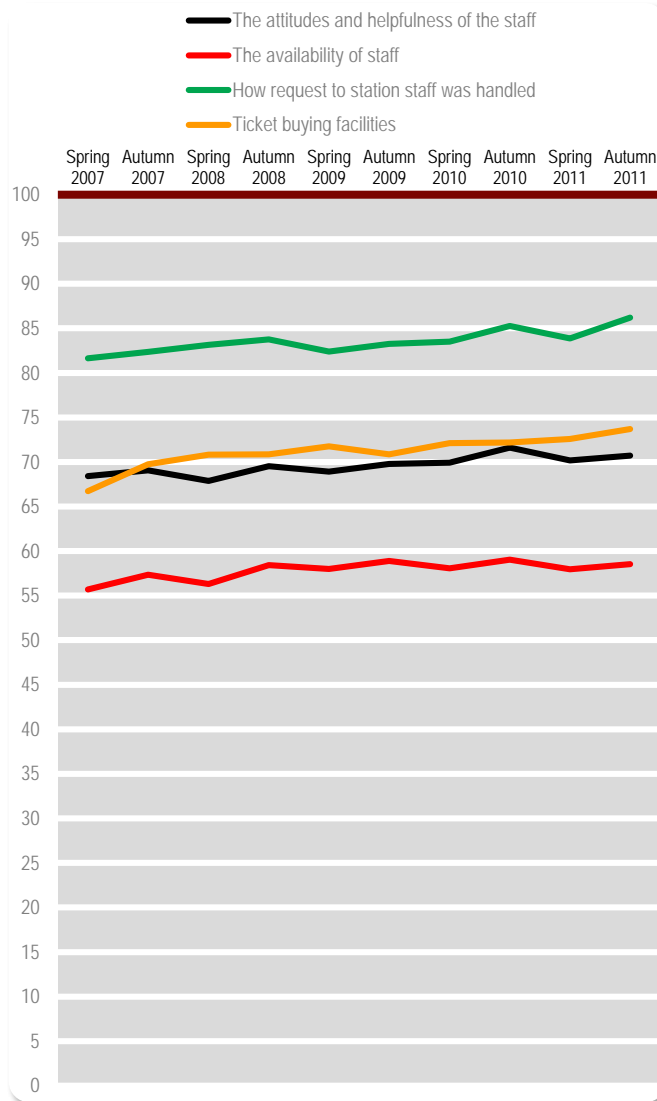
Satisfaction with station environment

Percentage of passengers satisfied 2007 to 2011



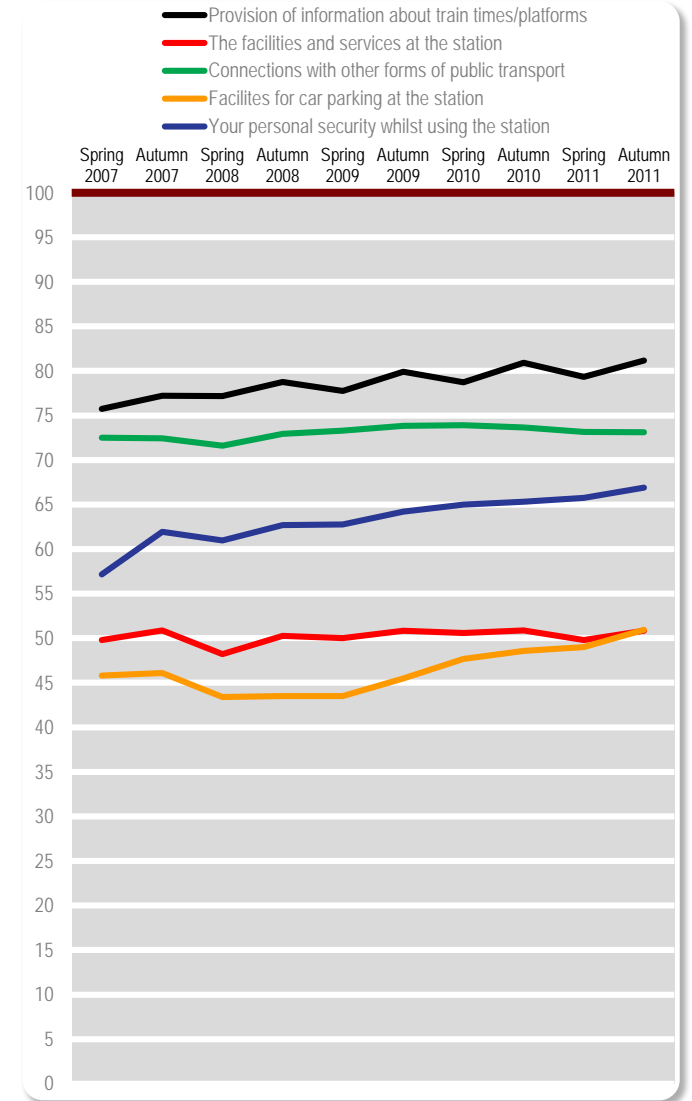
Satisfaction with station staff

Percentage of passengers satisfied 2007 to 2011



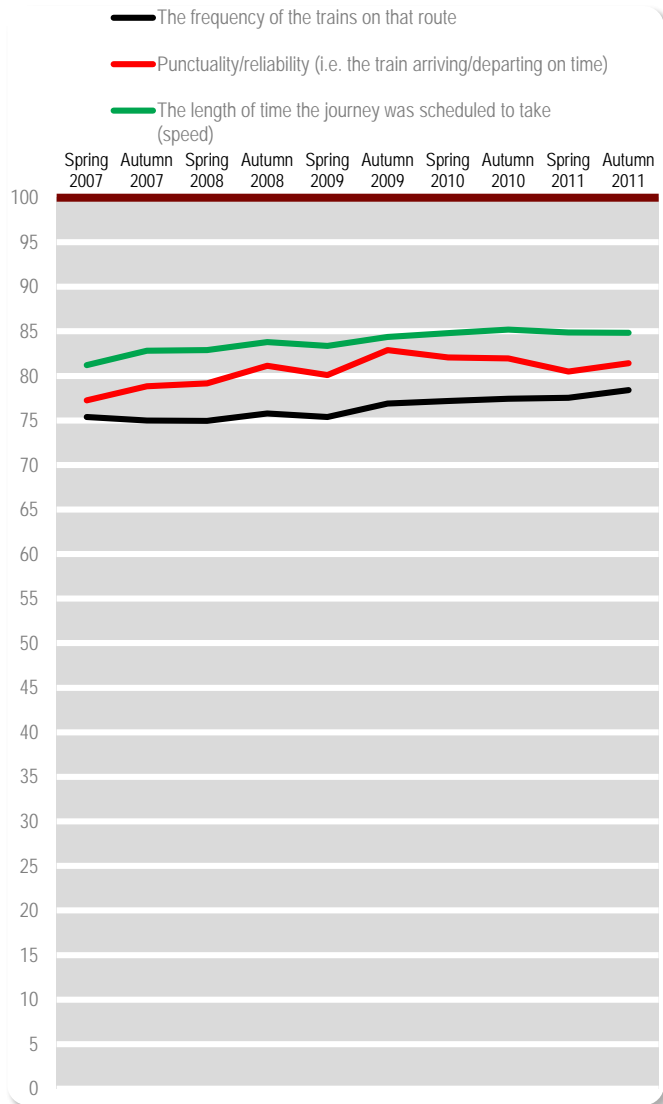
Satisfaction with station facilities

Percentage of passengers satisfied 2007 to 2011



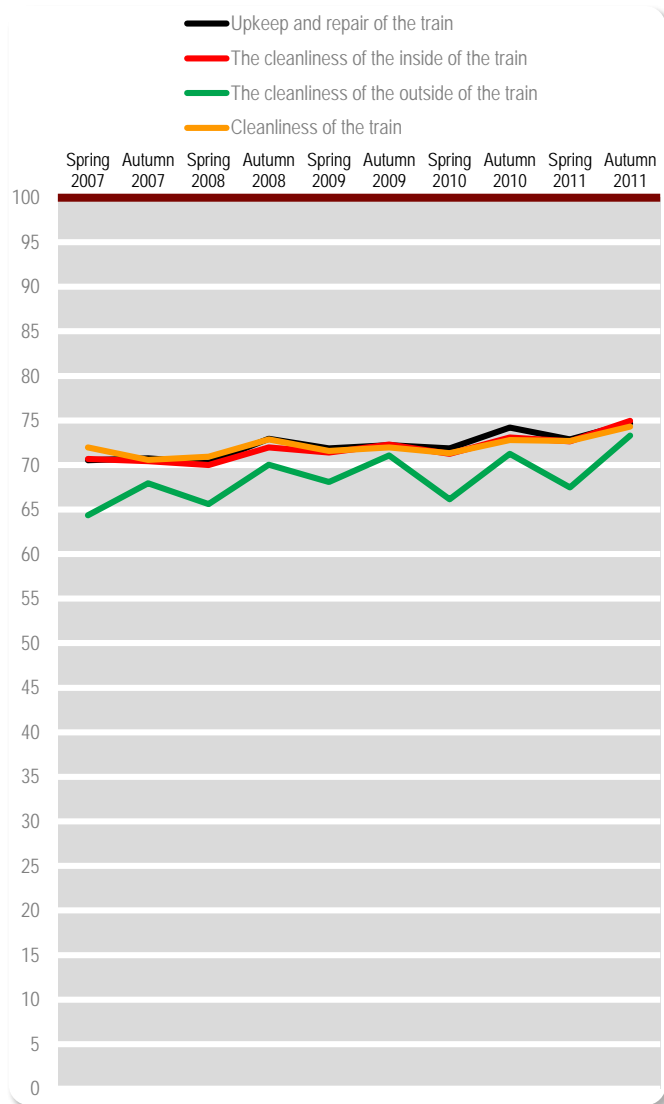
Satisfaction with timing factors

Percentage of passengers satisfied 2007 to 2011



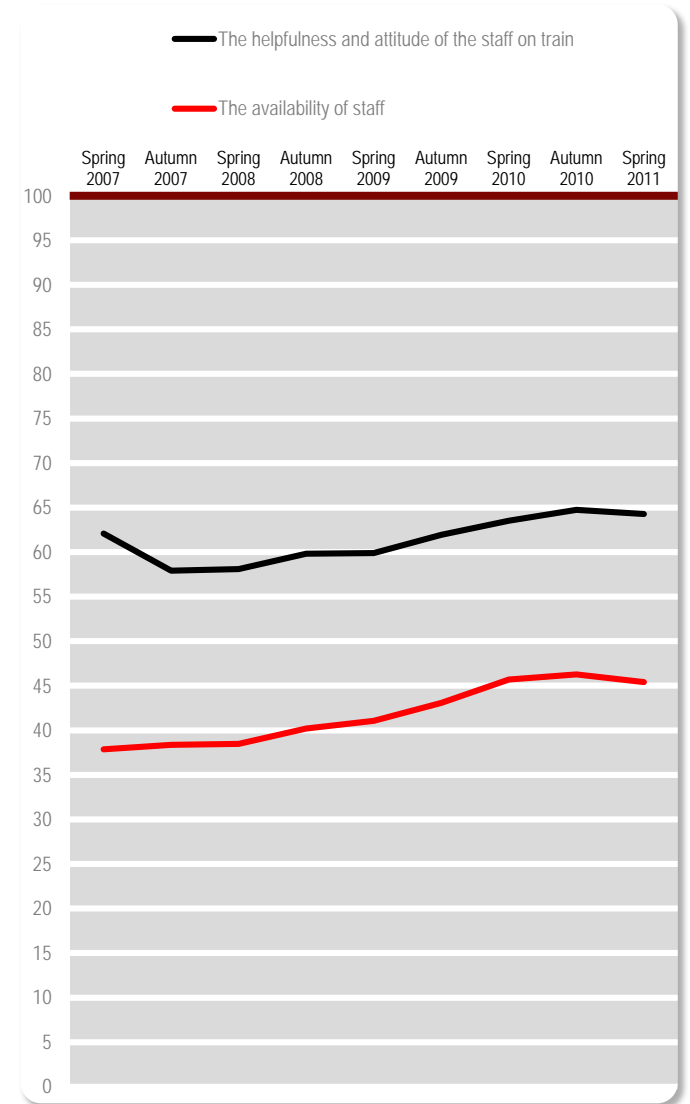
Satisfaction with train environment

Percentage of passengers satisfied 2007 to 2011



Satisfaction with train staff

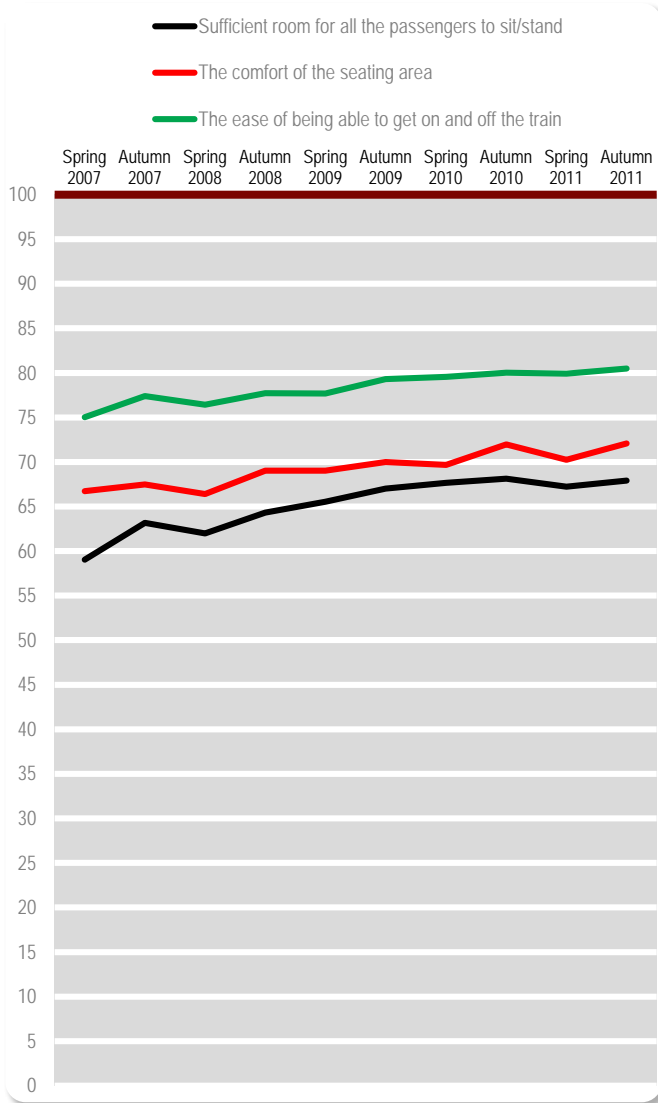
Percentage of passengers satisfied 2007 to 2011





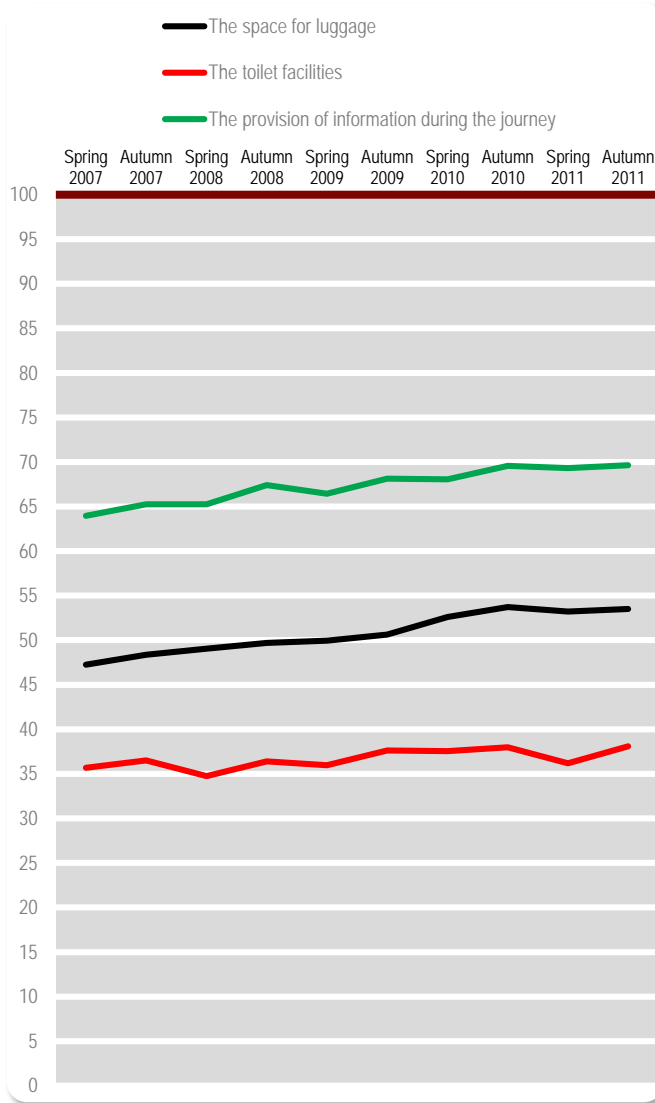
Satisfaction with accessing and seating

Percentage of passengers satisfied 2007 to 2011



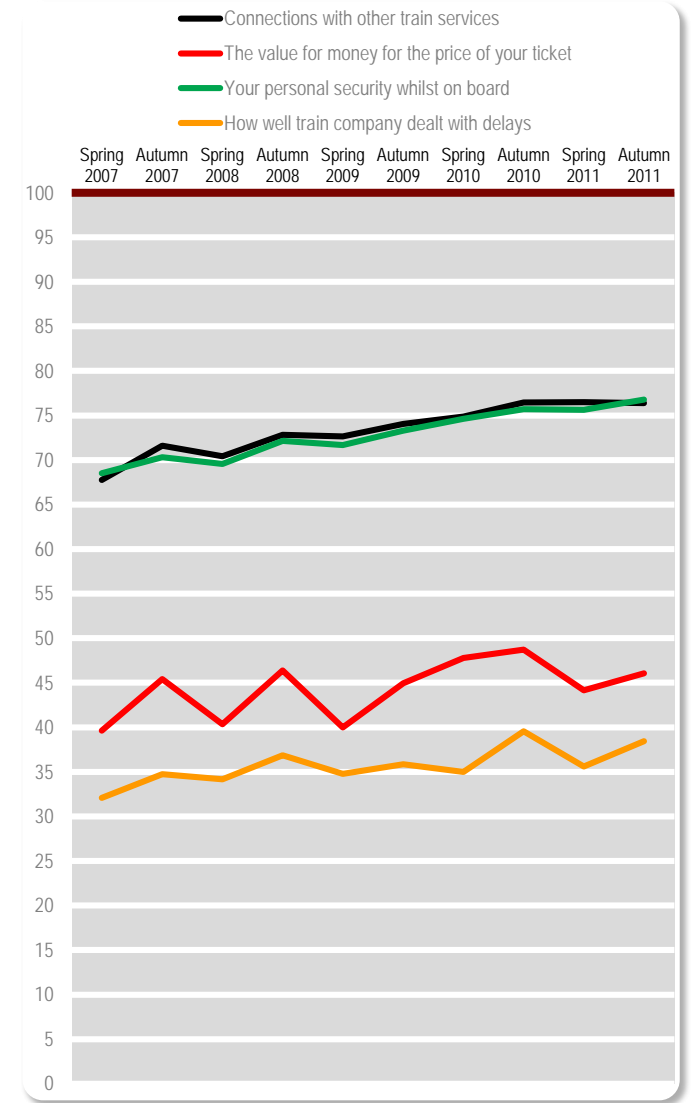
Satisfaction with on board facilities

Percentage of passengers satisfied 2007 to 2011



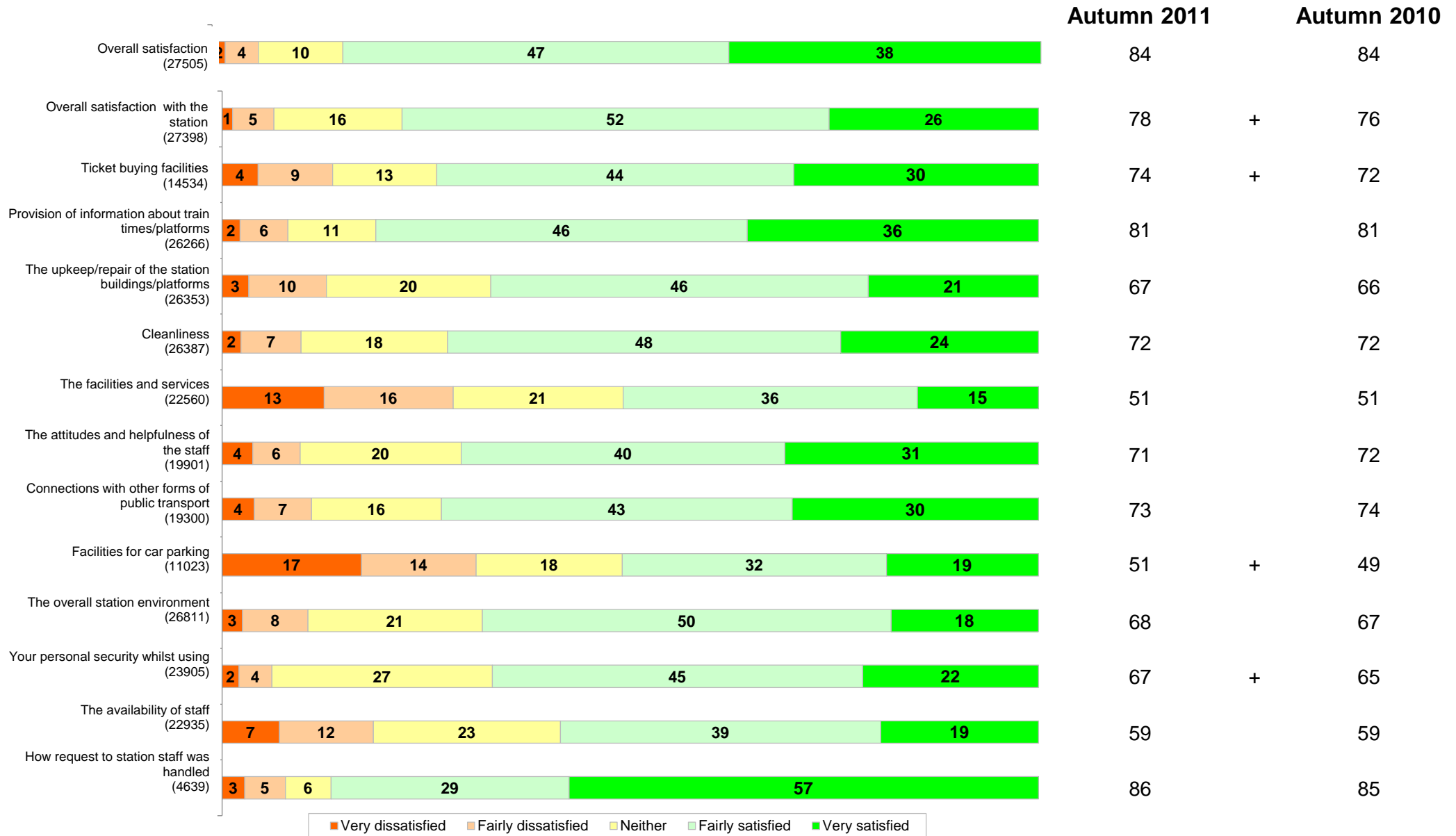
Satisfaction with other aspects of train journey

Percentage of passengers satisfied 2007 to 2011



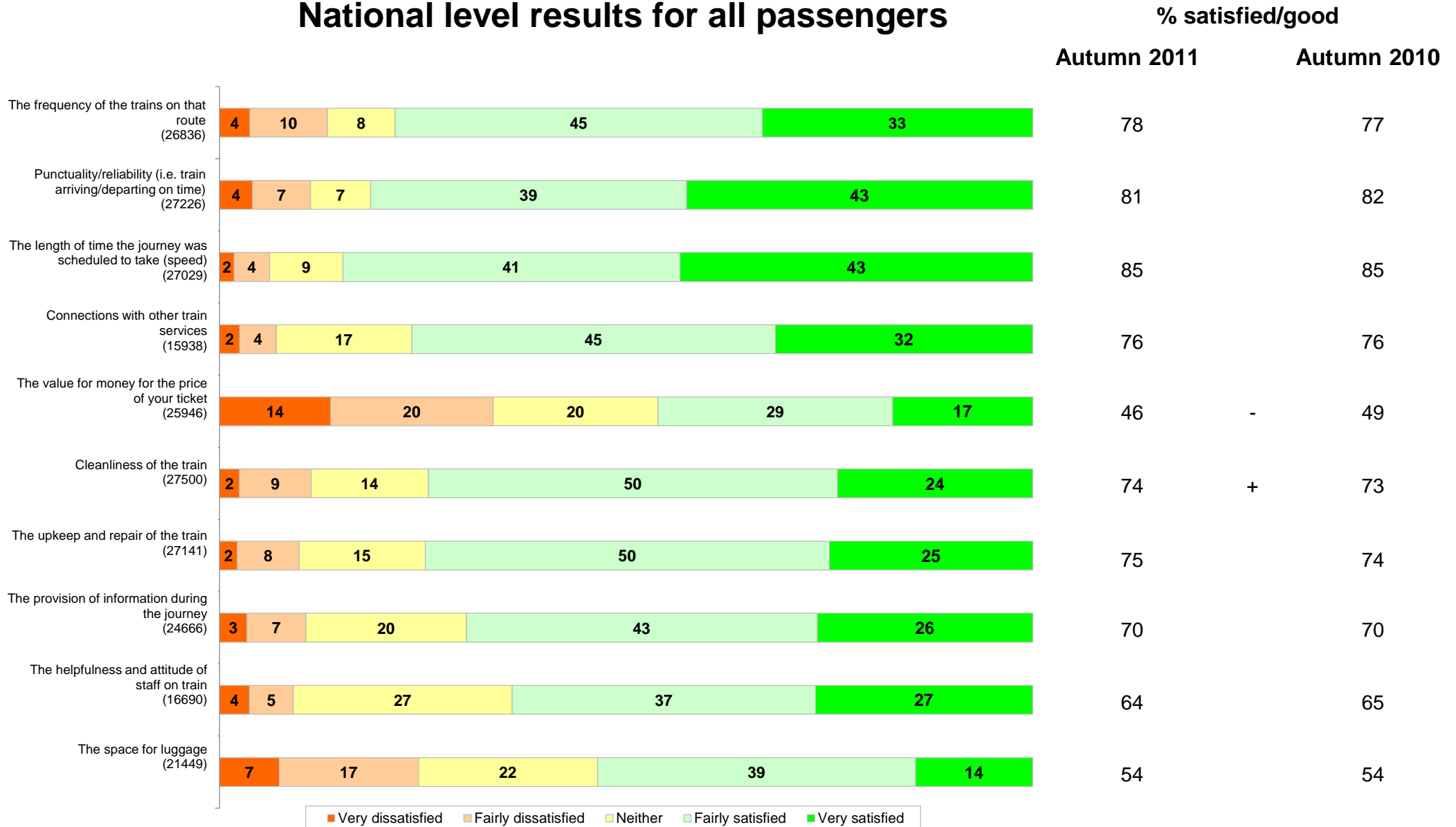
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for all passengers



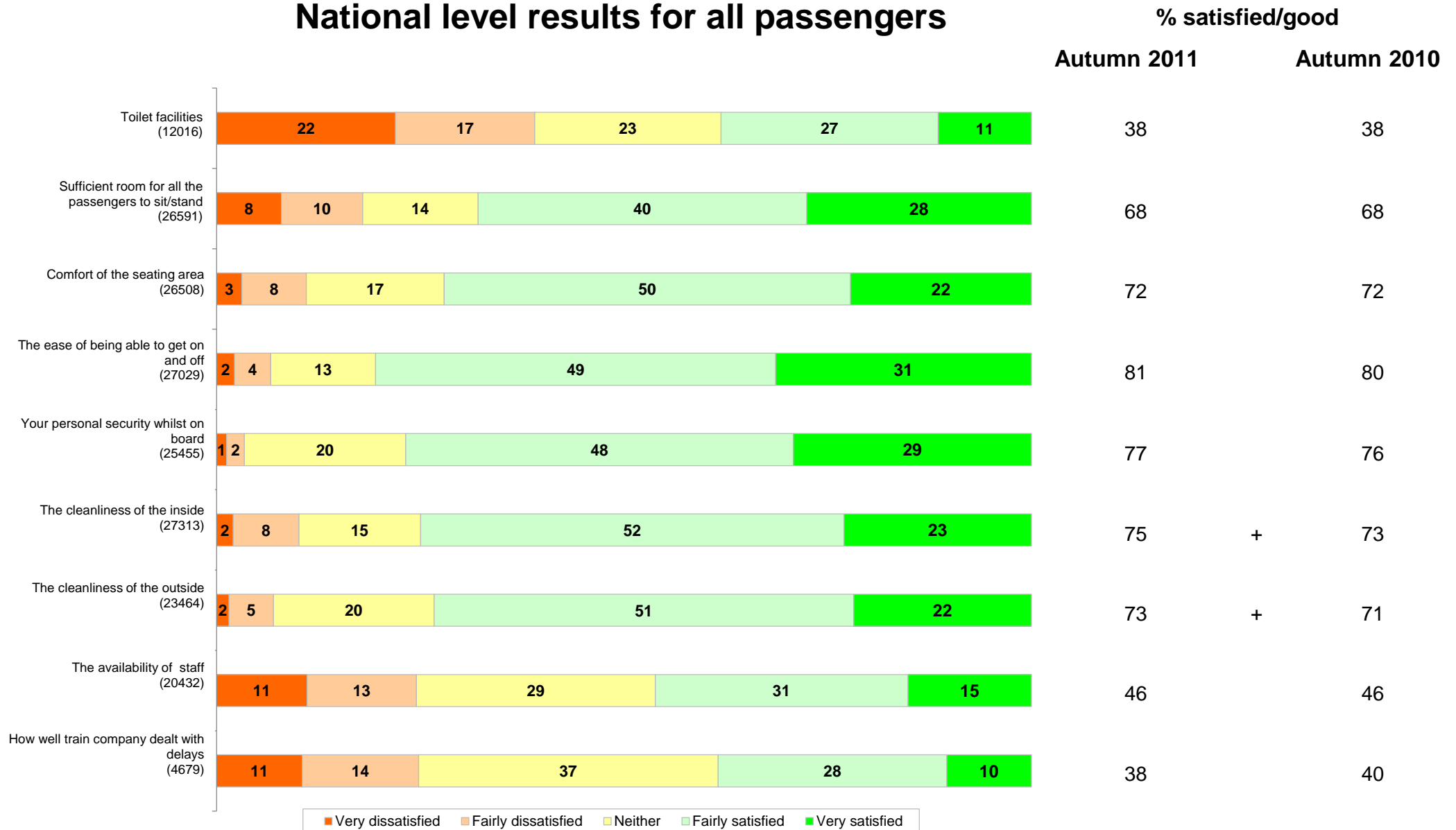
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



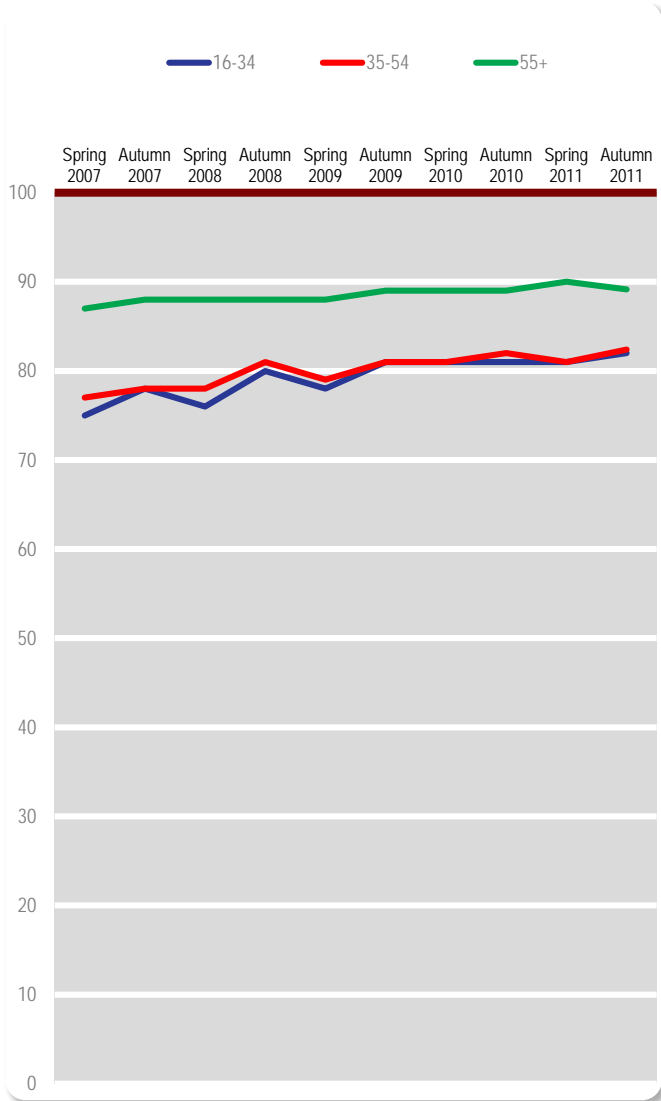
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for all passengers



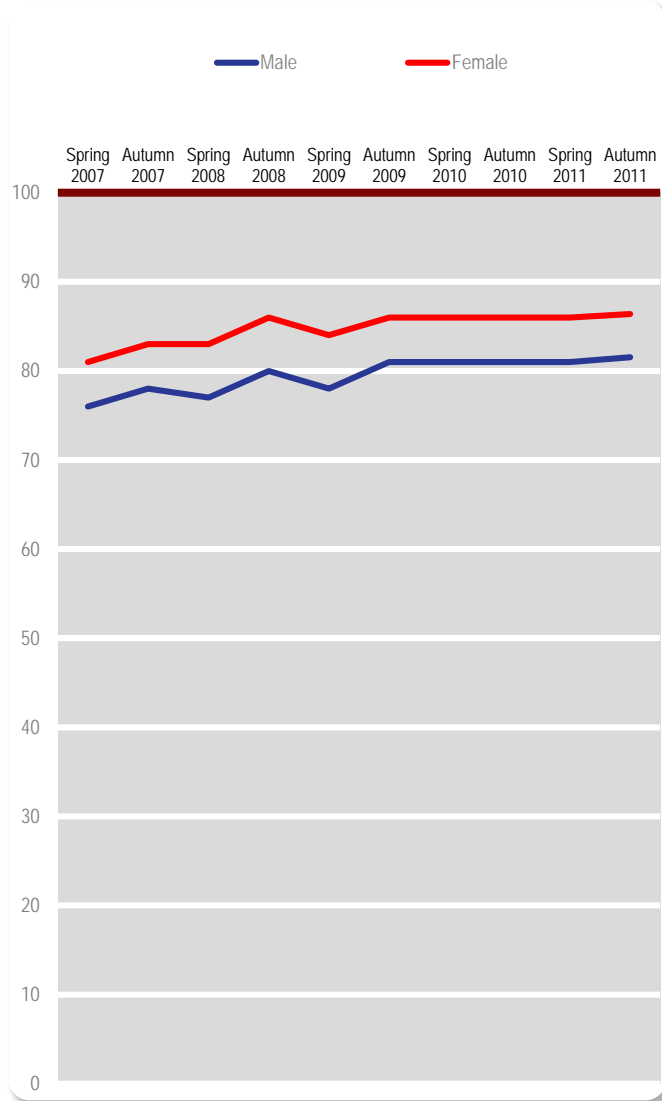
By age

Percentage of passengers satisfied 2007 to 2011



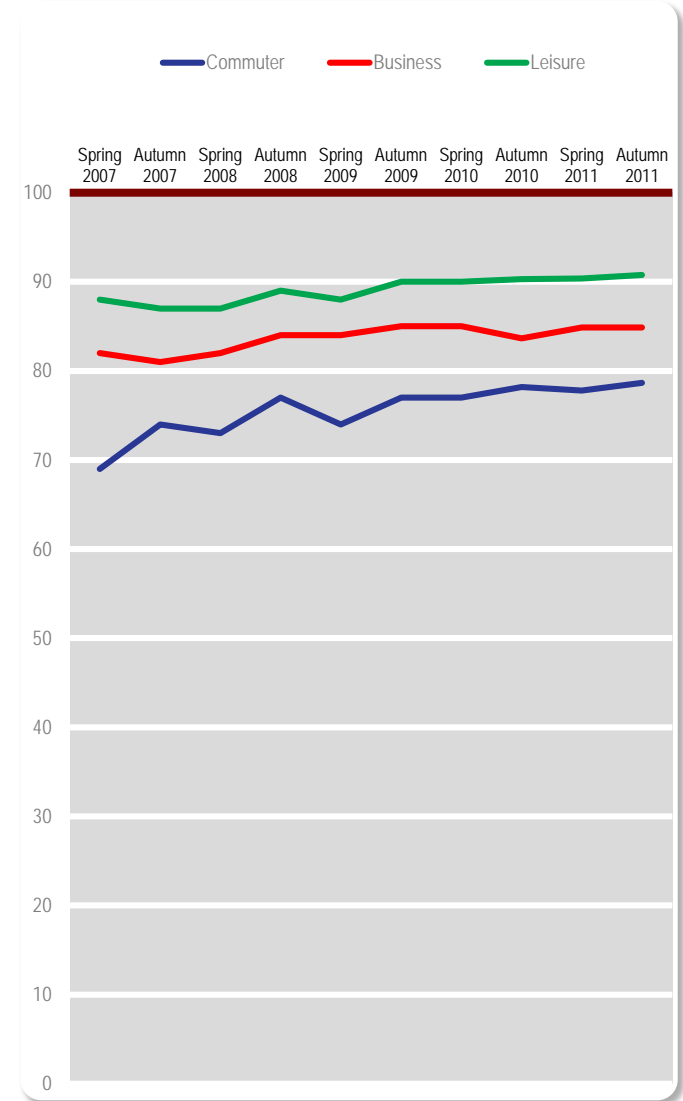
By gender

Percentage of passengers satisfied 2007 to 2011



By journey type

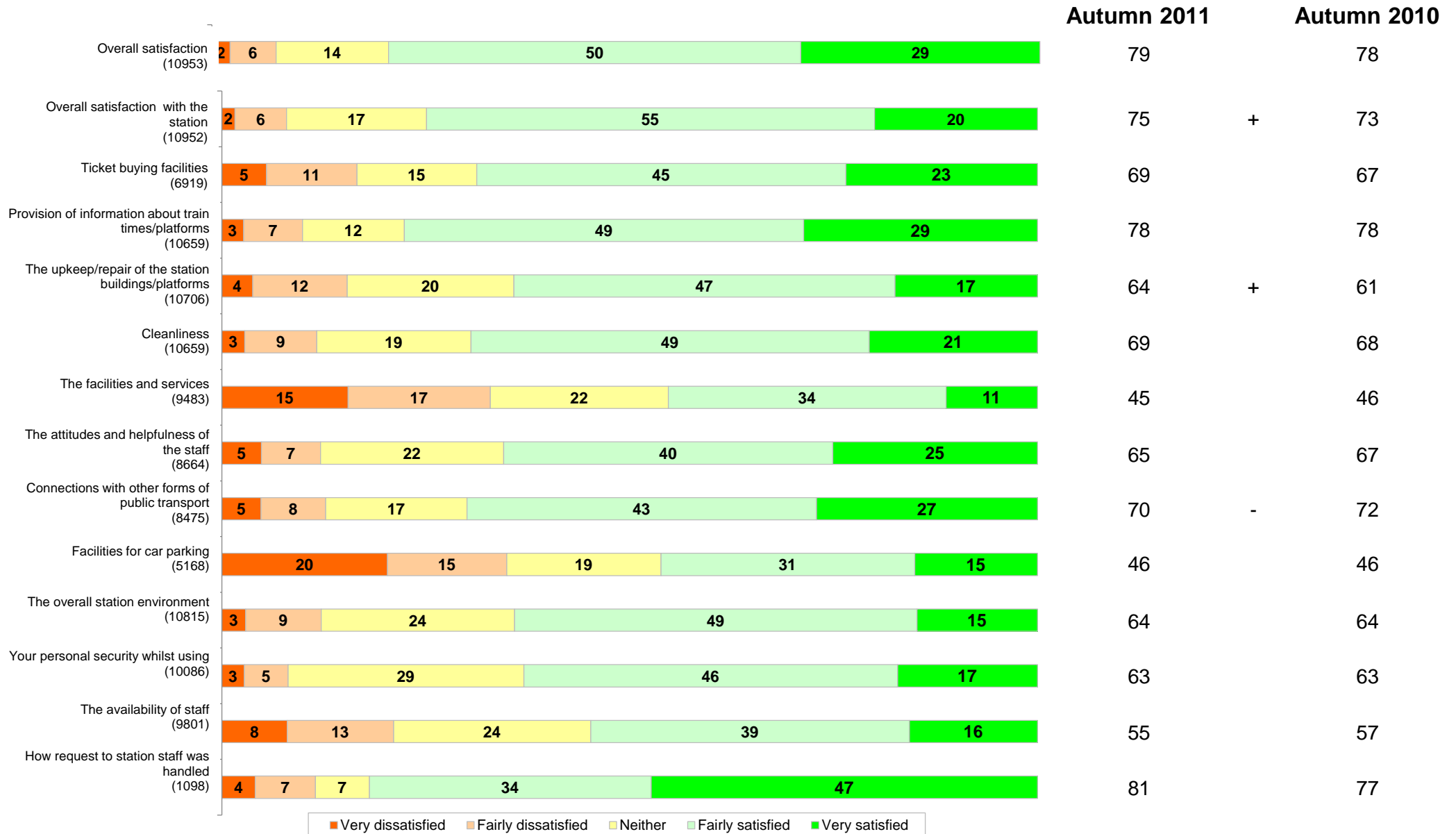
Percentage of passengers satisfied 2007 to 2011



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

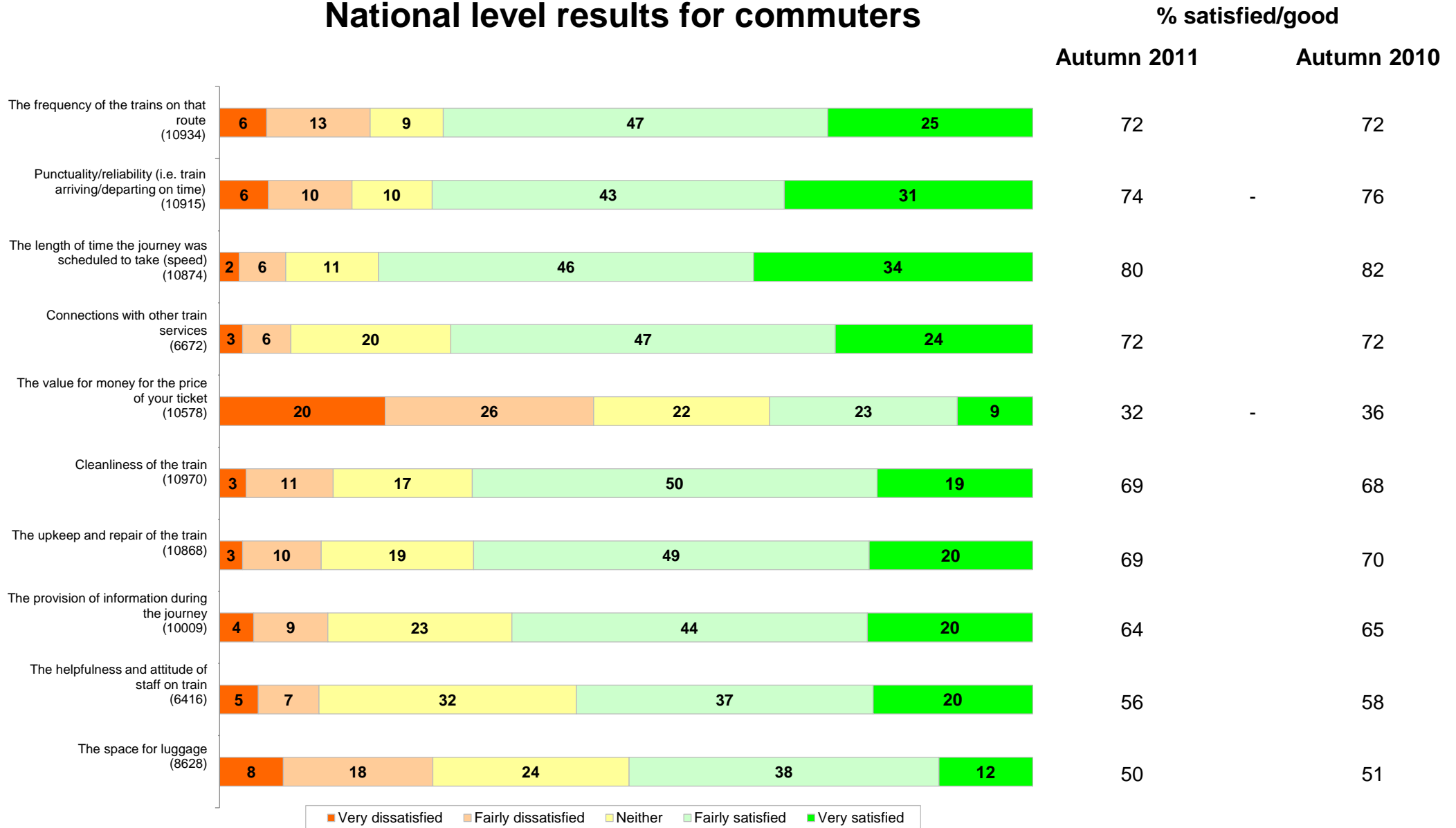
% satisfied/good

### National level results for commuters



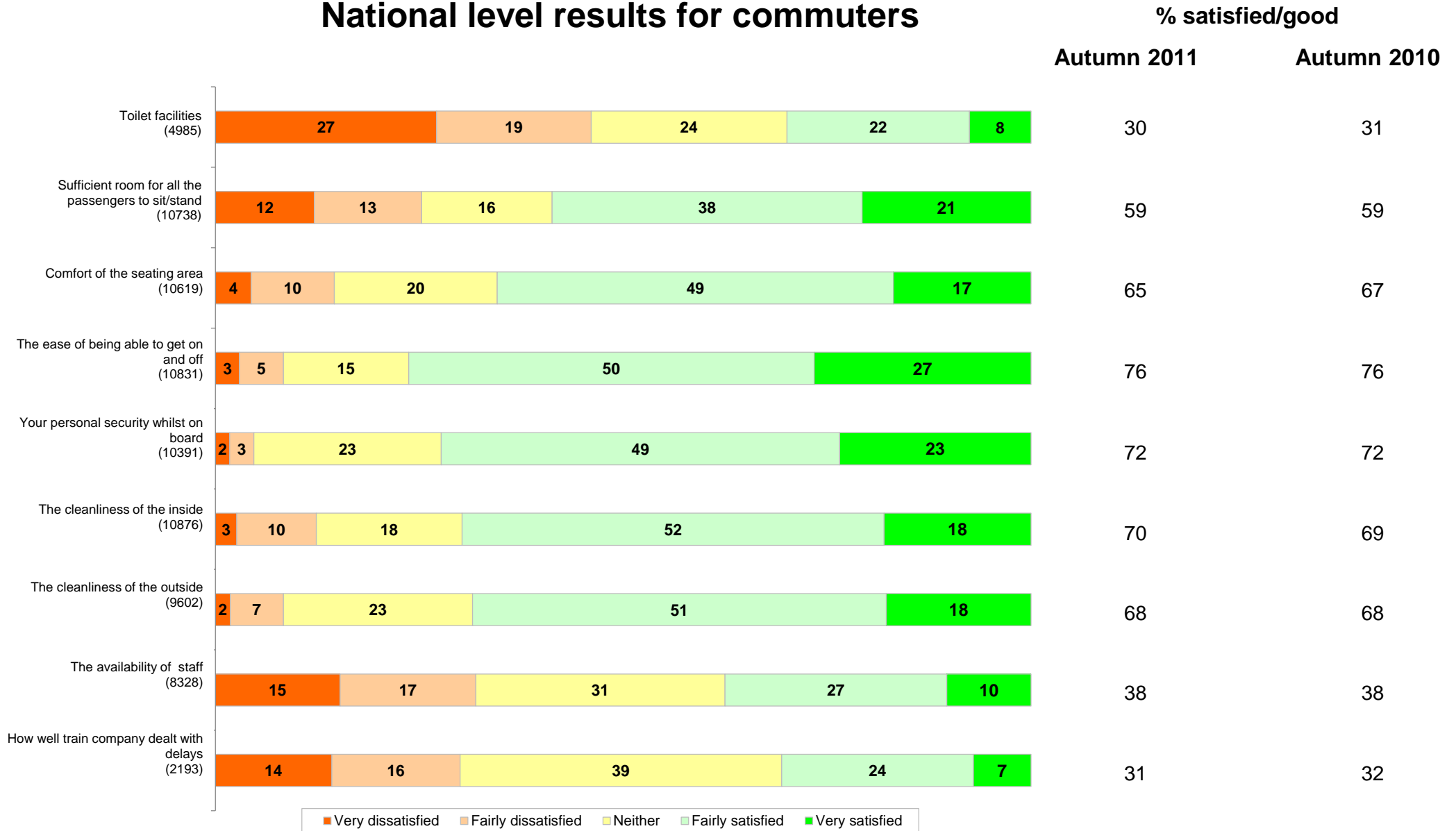
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for commuters



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for commuters

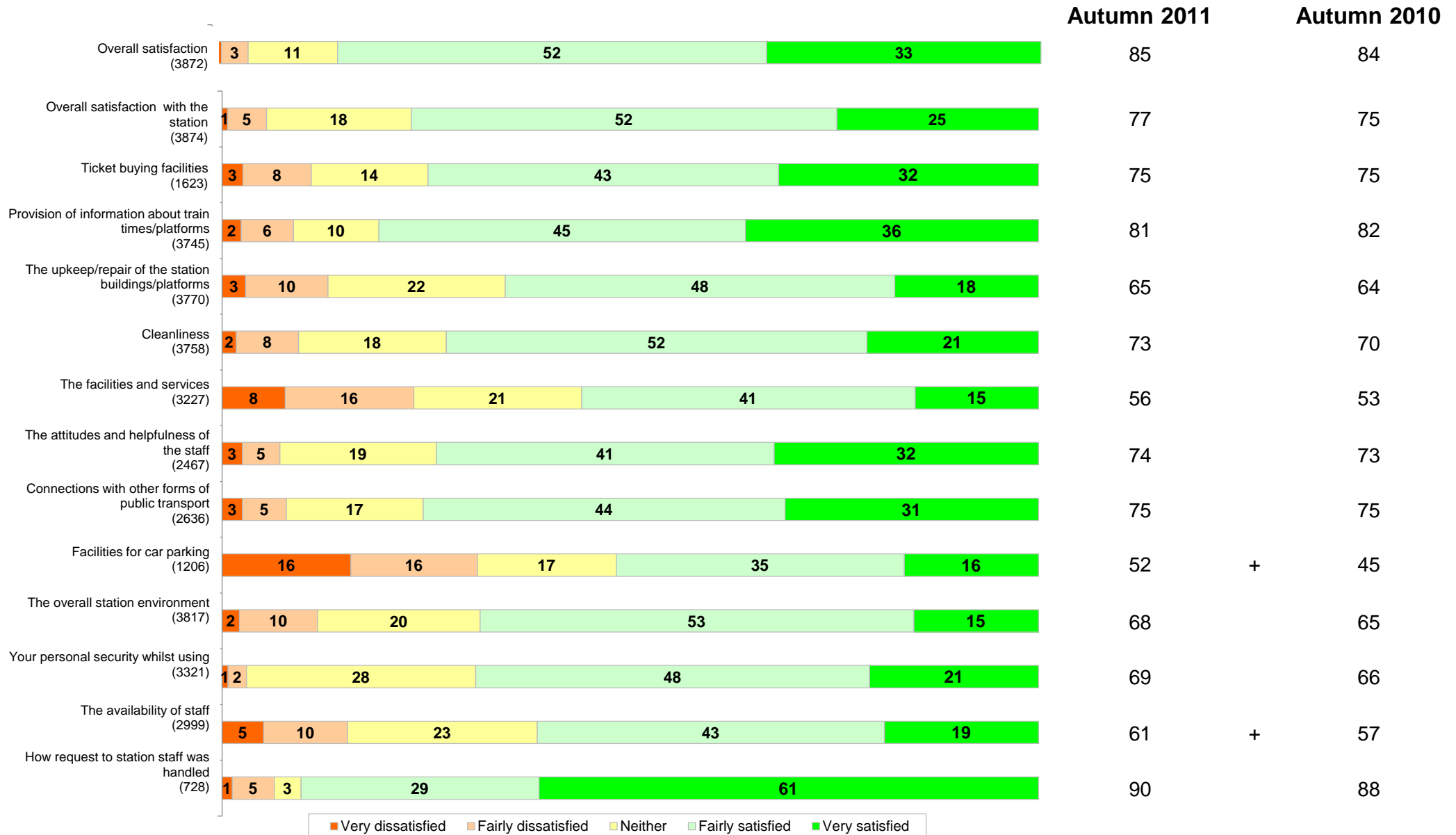




At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

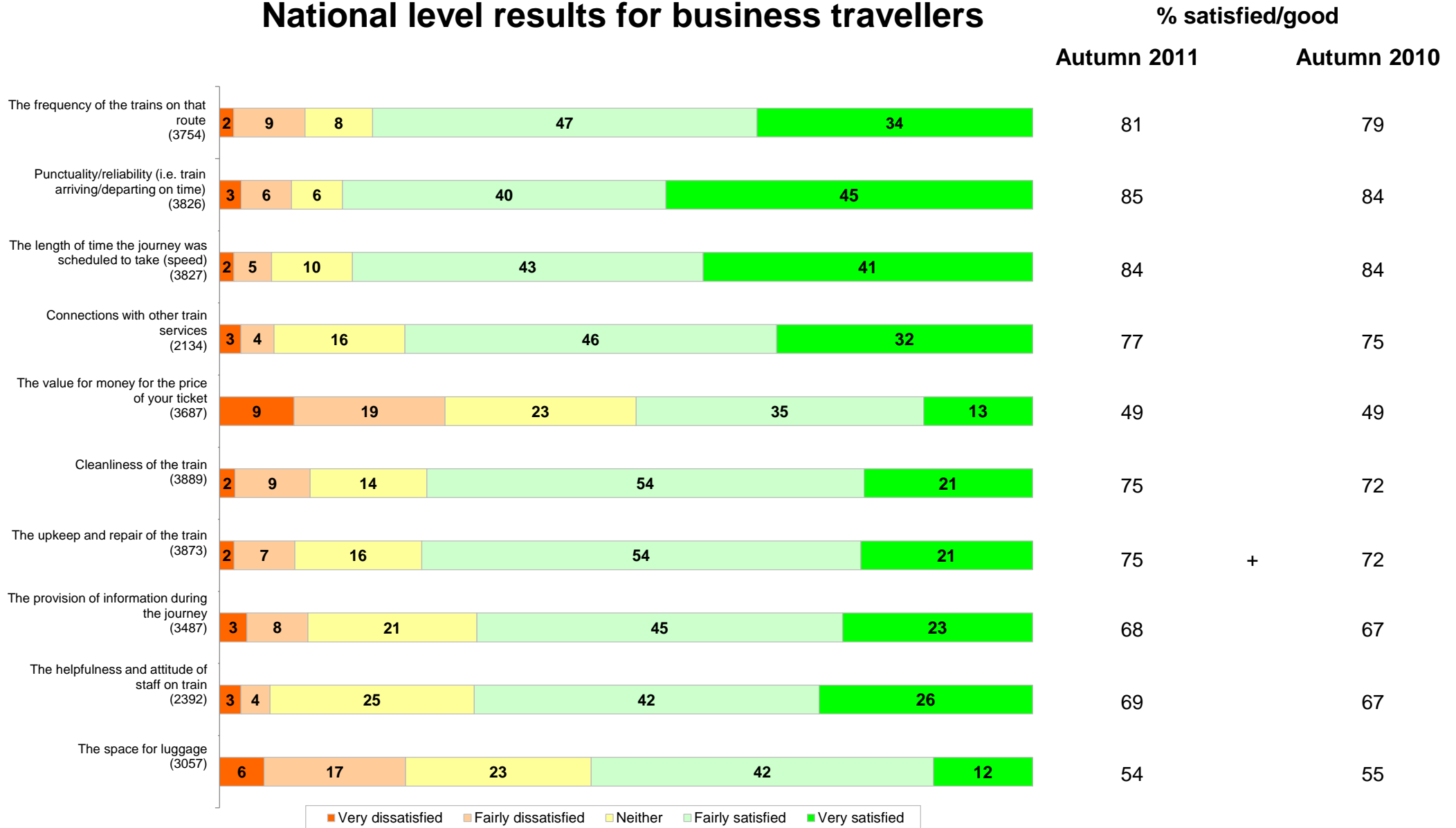
% satisfied/good

### National level results for business travellers



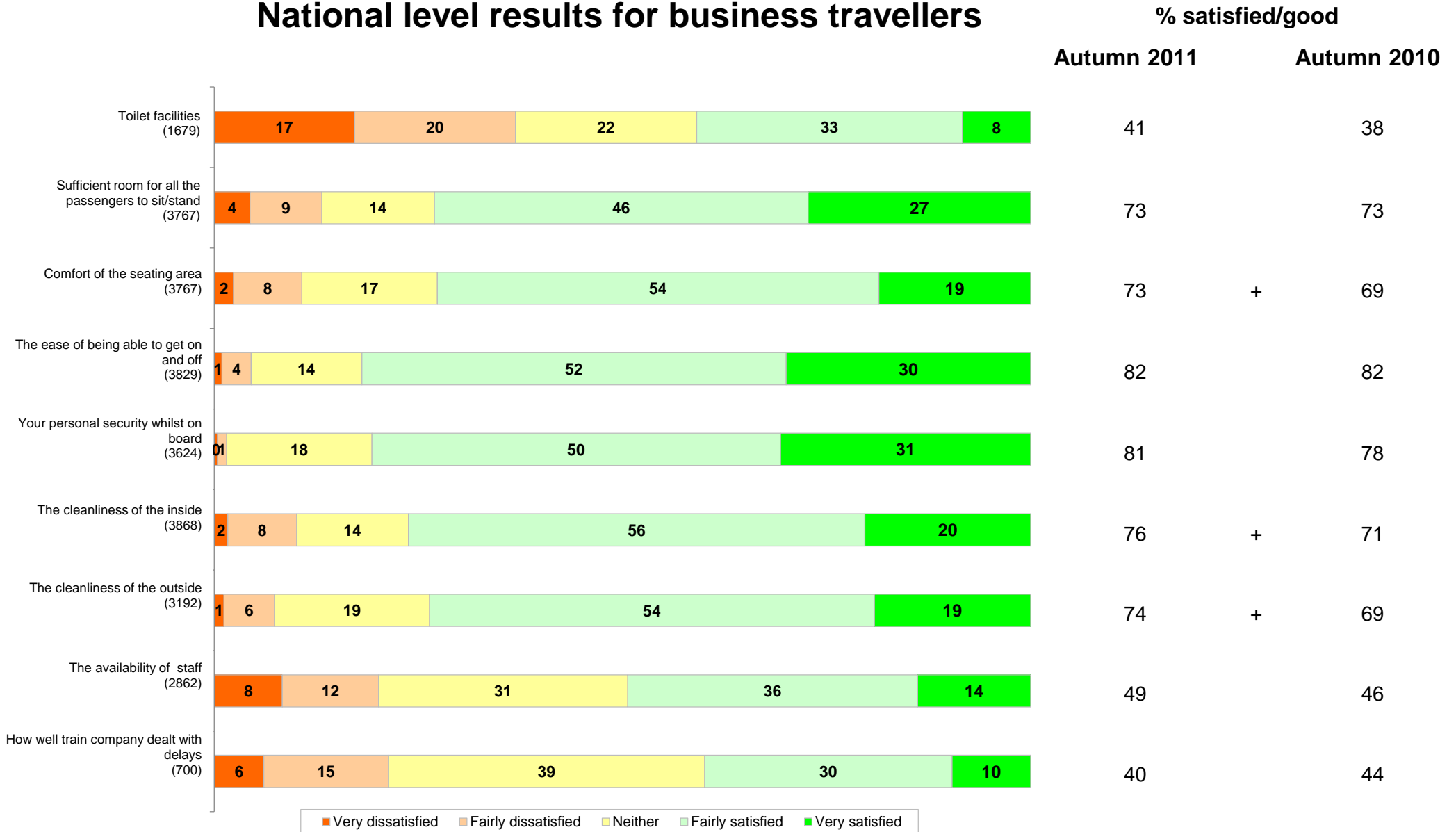
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for business travellers



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

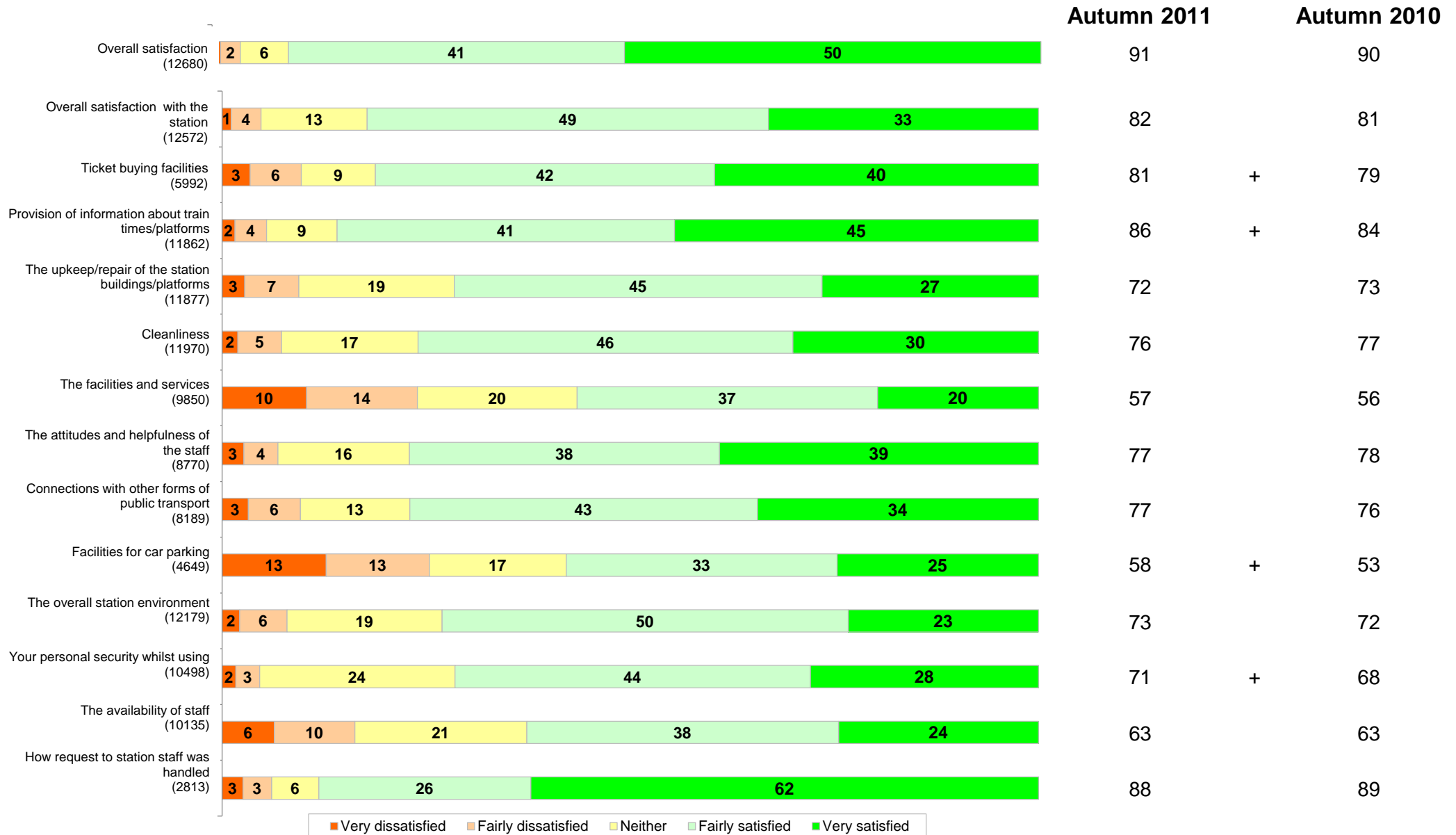
### National level results for business travellers



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

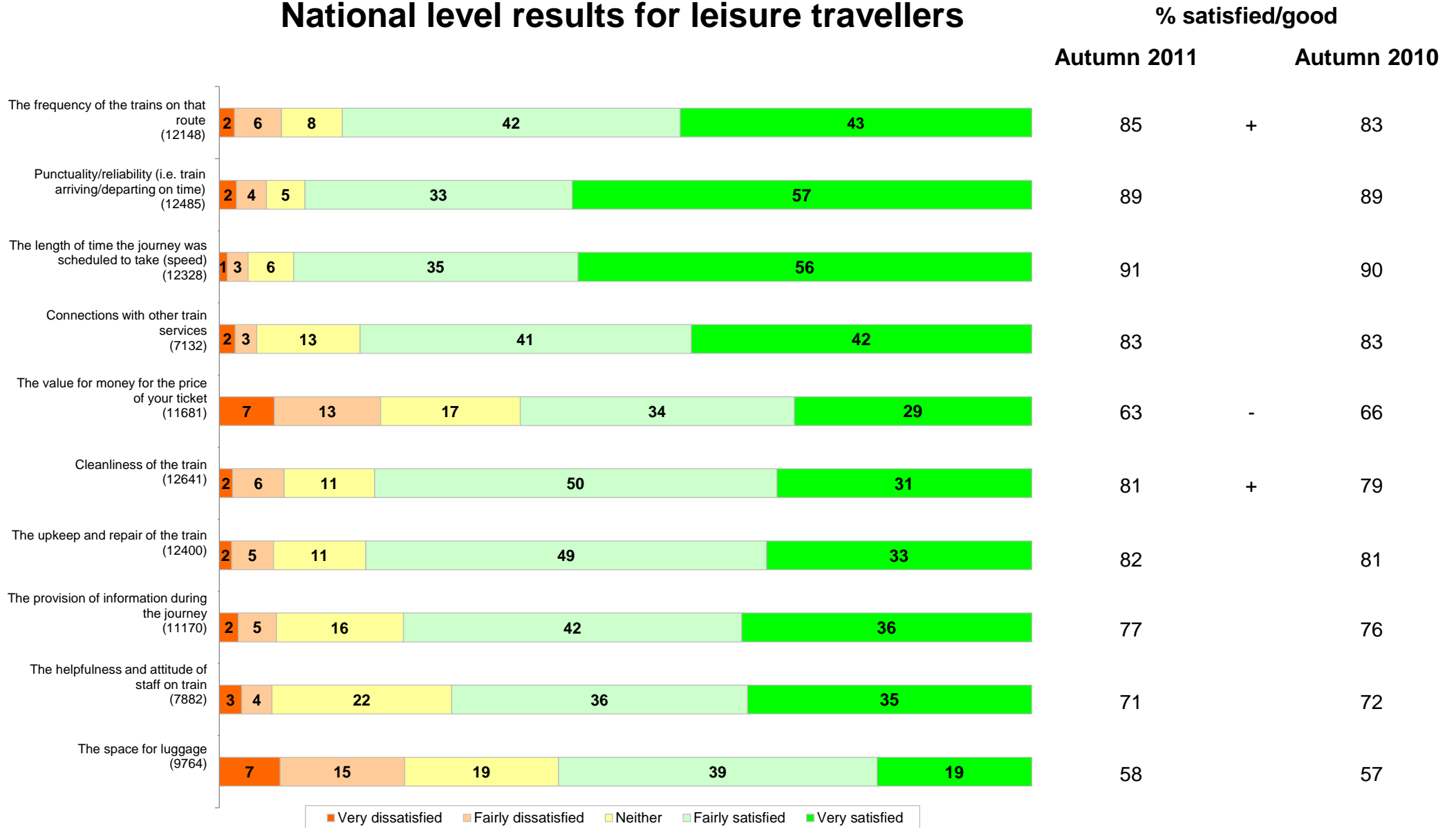
% satisfied/good

### National level results for leisure travellers



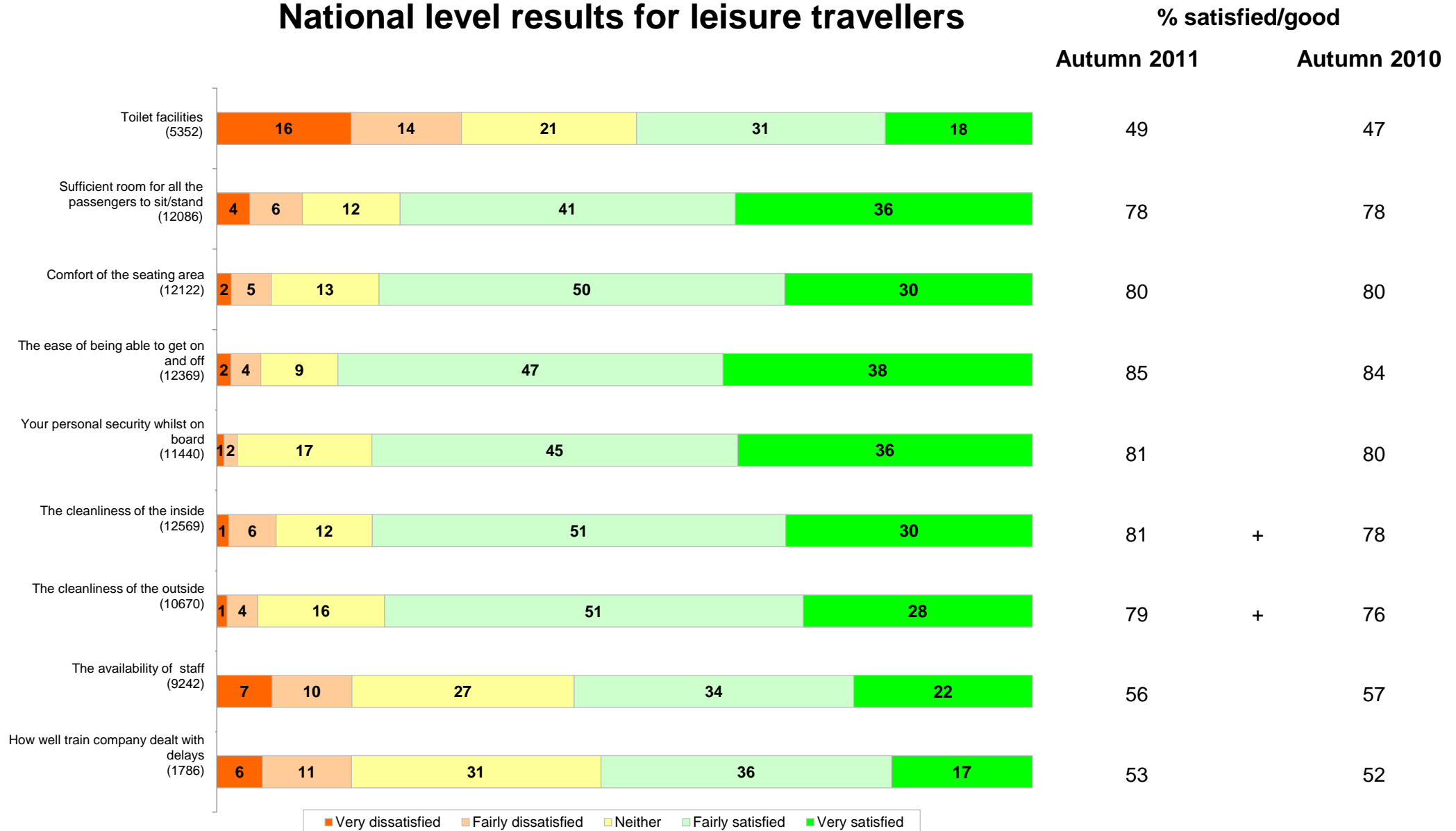
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### National level results for leisure travellers



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## National level results for leisure travellers



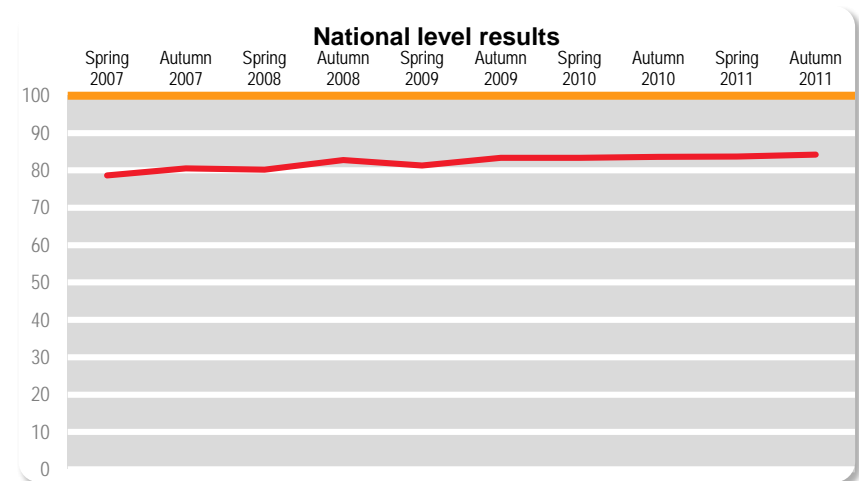
# Overall satisfaction with journey

Key:

Improved ↑

Unchanged →

Declined ↓

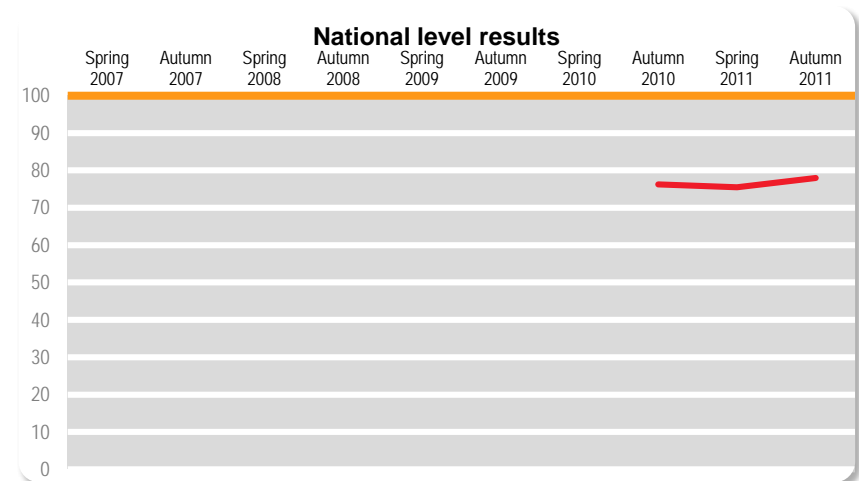


Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17116</b>	<b>83</b>	<b>11</b>	<b>6</b>	<b>1</b>	→	<b>1</b>	→
c2c	1021	91	7	3	0	→	0	→
Chiltern Railways	1116	88	7	4	0	→	-2	→
First Capital Connect	1848	80	14	6	2	→	4	↑
First Great Western	2908	83	10	7	2	→	1	→
London Midland	1116	85	10	5	2	→	-1	→
London Overground	1220	92	6	1	3	→	7	↑
National Express East Anglia	2165	77	15	8	-1	→	-2	→
South West Trains	2076	84	10	6	-1	→	-3	↓
Southeastern	1545	83	11	7	1	→	3	→
Southern	2101	83	10	7	0	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5624</b>	<b>86</b>	<b>8</b>	<b>7</b>	<b>-2</b>	↓	<b>-2</b>	↓
CrossCountry	1301	82	10	8	-3	↓	-2	→
East Coast	1125	87	6	7	0	→	-2	→
East Midlands Trains	1015	87	8	5	1	→	-1	→
First TransPennine Express	1096	84	8	8	-5	↓	-3	→
Virgin Trains	1087	89	6	5	-1	→	-2	→
<b>REGIONAL SERVICES</b>	<b>4765</b>	<b>87</b>	<b>9</b>	<b>4</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	1509	84	11	5	-3	→	-2	→
Merseyrail	538	93	5	2	2	→	0	→
Northern Rail	1352	83	11	6	0	→	1	→
ScotRail	1366	89	7	4	3	→	3	→

# Overall satisfaction with the station



Key:

Improved ↑

Unchanged →

Declined ↓

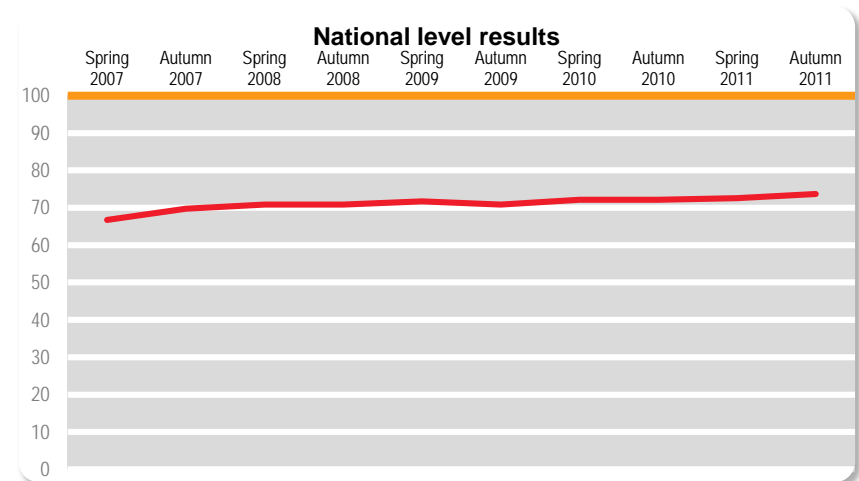
Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17049</b>	<b>77</b>	<b>16</b>	<b>6</b>	<b>3</b>	↑	<b>2</b>	↑
c2c	1011	86	10	4	3	→	6	↑
Chiltern Railways	1118	90	8	2	5	↑	5	↑
First Capital Connect	1845	76	17	7	7	↑	6	↑
First Great Western	2900	77	17	7	3	↑	1	→
London Midland	1111	76	17	8	-1	→	-3	→
London Overground	1218	81	14	5	2	→	7	↑
National Express East Anglia	2152	74	18	8	0	→	2	→
South West Trains	2060	74	19	7	0	→	-4	↓
Southeastern	1552	78	15	7	3	→	3	→
Southern	2082	78	16	6	5	↑	4	↑
<b>LONG DISTANCE SERVICES</b>	<b>5603</b>	<b>81</b>	<b>13</b>	<b>5</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	1303	80	13	7	3	→	1	→
East Coast	1120	76	14	9	0	→	-2	→
East Midlands Trains	1010	83	13	4	1	→	-2	→
First TransPennine Express	1089	85	11	4	-1	→	0	→
Virgin Trains	1081	82	14	4	0	→	2	→
<b>REGIONAL SERVICES</b>	<b>4746</b>	<b>80</b>	<b>14</b>	<b>6</b>	<b>3</b>	↑	<b>1</b>	→
Arriva Trains Wales	1499	72	18	11	-4	→	-1	→
Merseyrail	537	84	13	2	4	→	-1	→
Northern Rail	1337	76	15	9	3	→	2	→
ScotRail	1373	85	11	4	4	→	3	→



# Ticket buying facilities at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>9644</b>	<b>72</b>	<b>14</b>	<b>14</b>	<b>1</b>	→	<b>2</b>	→
c2c	655	77	13	10	0	→	1	→
Chiltern Railways	657	84	10	6	2	→	3	→
First Capital Connect	1108	68	16	16	3	→	-1	→
First Great Western	1427	75	12	13	2	→	4	↑
London Midland	628	79	10	12	1	→	3	→
London Overground	677	78	13	9	3	→	12	↑
National Express East Anglia	1181	69	16	15	1	→	1	→
South West Trains	1249	71	14	15	0	→	-1	→
Southeastern	883	66	16	18	-4	→	-1	→
Southern	1179	73	14	14	2	→	4	→
<b>LONG DISTANCE SERVICES</b>	<b>2253</b>	<b>84</b>	<b>9</b>	<b>7</b>	<b>4</b>	↑	<b>2</b>	→
CrossCountry	564	83	9	8	5	→	4	→
East Coast	287	81	10	8	1	→	3	→
East Midlands Trains	493	79	11	10	2	→	3	→
First TransPennine Express	574	89	7	5	5	→	1	→
Virgin Trains	335	85	11	3	7	↑	1	→
<b>REGIONAL SERVICES</b>	<b>2637</b>	<b>80</b>	<b>8</b>	<b>12</b>	<b>3</b>	→	<b>2</b>	→
Arriva Trains Wales	785	80	8	12	5	→	4	→
Merseyrail	316	90	6	4	4	→	5	→
Northern Rail	761	73	8	19	0	→	-1	→
ScotRail	775	82	10	8	4	→	3	→

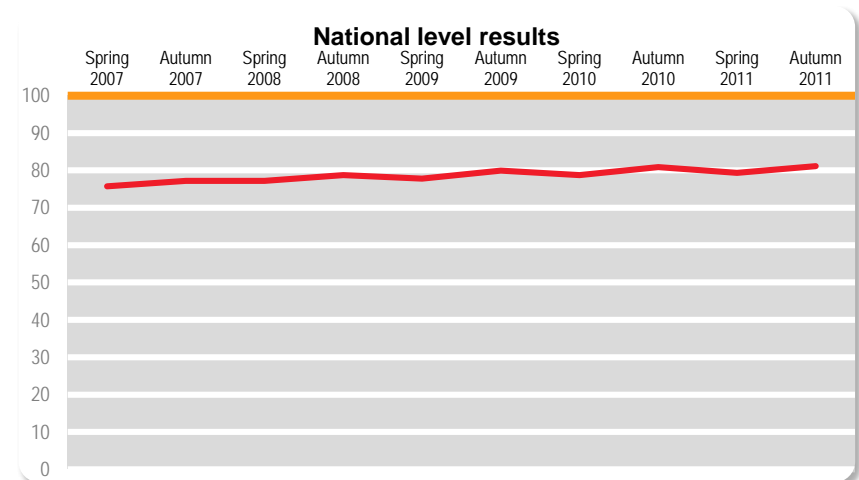
# Provision of information about train times/platforms at the station

Key:

Improved ↑

Unchanged →

Declined ↓

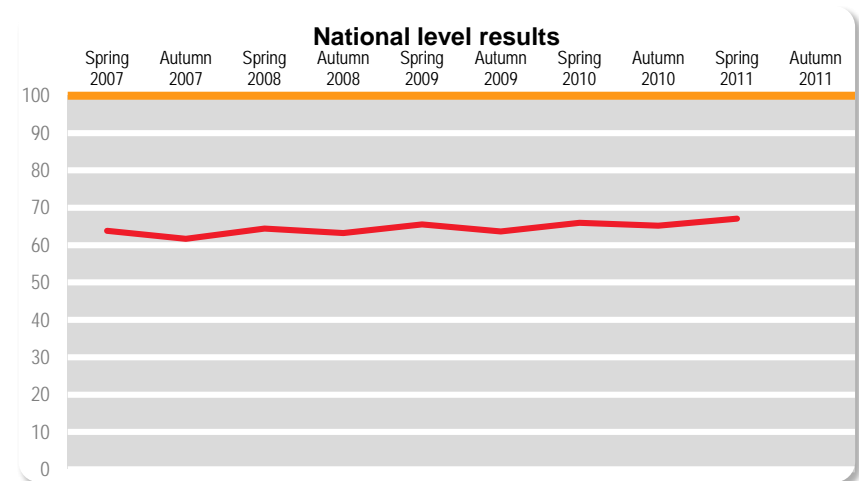


Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16360</b>	<b>80</b>	<b>11</b>	<b>8</b>	<b>2</b>	↑	<b>0</b>	→
c2c	965	87	9	4	1	→	1	→
Chiltern Railways	1097	83	10	7	0	→	-1	→
First Capital Connect	1783	77	13	11	4	↑	3	→
First Great Western	2781	81	10	8	4	↑	4	↑
London Midland	1056	83	10	7	1	→	-1	→
London Overground	1152	80	10	9	3	→	5	→
National Express East Anglia	2077	75	14	12	1	→	-2	→
South West Trains	1966	81	11	8	-2	→	-3	↓
Southeastern	1492	80	12	8	4	↑	1	→
Southern	1991	81	11	8	4	↑	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5390</b>	<b>86</b>	<b>8</b>	<b>5</b>	<b>0</b>	→	<b>1</b>	→
CrossCountry	1254	85	8	8	1	→	2	→
East Coast	1090	85	8	7	-1	→	-3	→
East Midlands Trains	971	86	10	5	2	→	2	→
First TransPennine Express	1042	87	9	4	-4	↓	-2	→
Virgin Trains	1033	89	7	3	3	→	1	→
<b>REGIONAL SERVICES</b>	<b>4516</b>	<b>83</b>	<b>9</b>	<b>8</b>	<b>2</b>	→	<b>0</b>	→
Arriva Trains Wales	1424	80	11	10	1	→	1	→
Merseyrail	501	87	8	5	2	→	-1	→
Northern Rail	1280	81	10	9	4	→	1	→
ScotRail	1311	86	7	7	1	→	-1	→

# The upkeep/repair of the station buildings/platforms



Key:

Improved ↑

Unchanged →

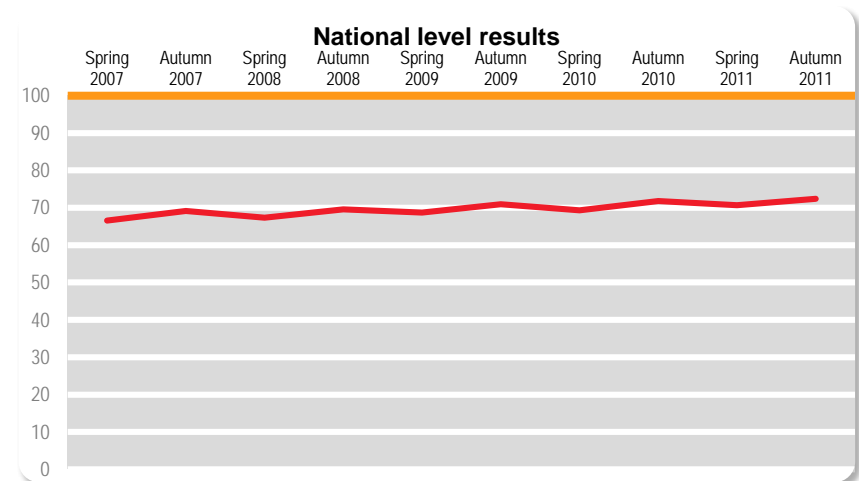
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16385</b>	<b>65</b>	<b>21</b>	<b>13</b>	<b>3</b>	↑	<b>2</b>	↑
c2c	977	72	20	9	1	→	-1	→
Chiltern Railways	1085	84	12	4	7	↑	7	↑
First Capital Connect	1770	63	22	14	3	→	6	↑
First Great Western	2793	66	20	13	6	↑	3	↑
London Midland	1059	69	18	13	7	↑	2	→
London Overground	1159	74	18	8	0	→	8	↑
National Express East Anglia	2067	67	20	13	4	↑	3	→
South West Trains	1972	57	25	18	-2	→	-6	↓
Southeastern	1500	64	21	15	0	→	2	→
Southern	2003	67	20	12	5	↑	4	↑
<b>LONG DISTANCE SERVICES</b>	<b>5402</b>	<b>73</b>	<b>18</b>	<b>10</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1244	69	19	12	-1	→	2	→
East Coast	1069	66	18	15	-2	→	-2	→
East Midlands Trains	982	78	14	8	3	→	2	→
First TransPennine Express	1054	79	15	6	-1	→	-3	→
Virgin Trains	1053	71	21	8	-1	→	0	→
<b>REGIONAL SERVICES</b>	<b>4566</b>	<b>71</b>	<b>17</b>	<b>11</b>	<b>0</b>	→	<b>-2</b>	→
Arriva Trains Wales	1435	63	21	17	0	→	-1	→
Merseyrail	520	70	21	9	-2	→	-5	→
Northern Rail	1302	69	17	14	1	→	0	→
ScotRail	1309	78	15	7	2	→	-4	→

# Cleanliness of the station



Key:

Improved ↑

Unchanged →

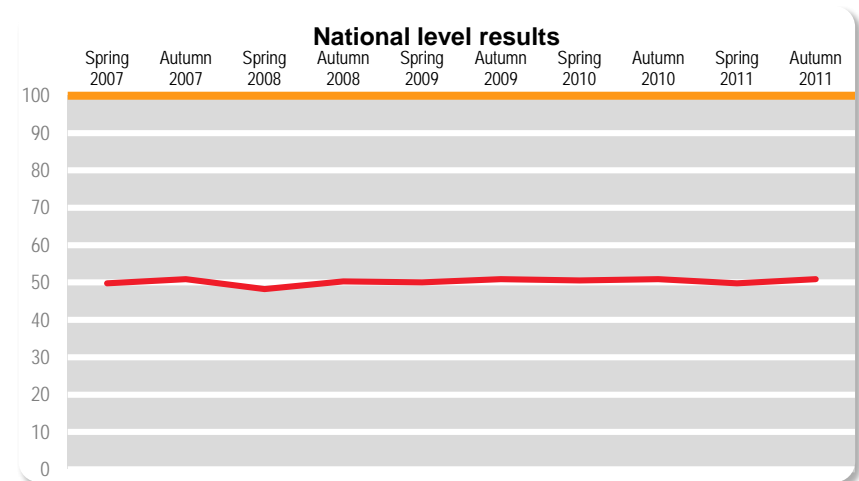
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16441</b>	<b>71</b>	<b>19</b>	<b>10</b>	<b>2</b>	↑	<b>1</b>	→
c2c	963	77	15	8	-1	→	-3	→
Chiltern Railways	1093	88	8	4	7	↑	5	↑
First Capital Connect	1788	70	19	11	2	→	4	→
First Great Western	2803	71	20	9	4	↑	2	→
London Midland	1069	73	17	10	4	→	1	→
London Overground	1171	78	14	8	-1	→	0	→
National Express East Anglia	2079	72	17	11	3	→	1	→
South West Trains	1979	63	24	13	-1	→	-5	↓
Southeastern	1489	72	18	9	3	→	4	→
Southern	2007	72	19	9	2	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5413</b>	<b>77</b>	<b>16</b>	<b>7</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	1255	74	19	8	-1	→	-1	→
East Coast	1076	73	18	10	0	→	-1	→
East Midlands Trains	980	82	13	5	3	→	3	→
First TransPennine Express	1057	81	14	5	-1	→	-3	→
Virgin Trains	1045	76	18	6	2	→	1	→
<b>REGIONAL SERVICES</b>	<b>4533</b>	<b>76</b>	<b>15</b>	<b>10</b>	<b>1</b>	→	<b>-2</b>	→
Arriva Trains Wales	1417	63	21	16	-5	→	-4	→
Merseyrail	507	78	14	8	2	→	1	→
Northern Rail	1305	71	16	12	2	→	-2	→
ScotRail	1304	84	11	5	3	→	-2	→

# The facilities and services at the station



Key:

Improved ↑

Unchanged →

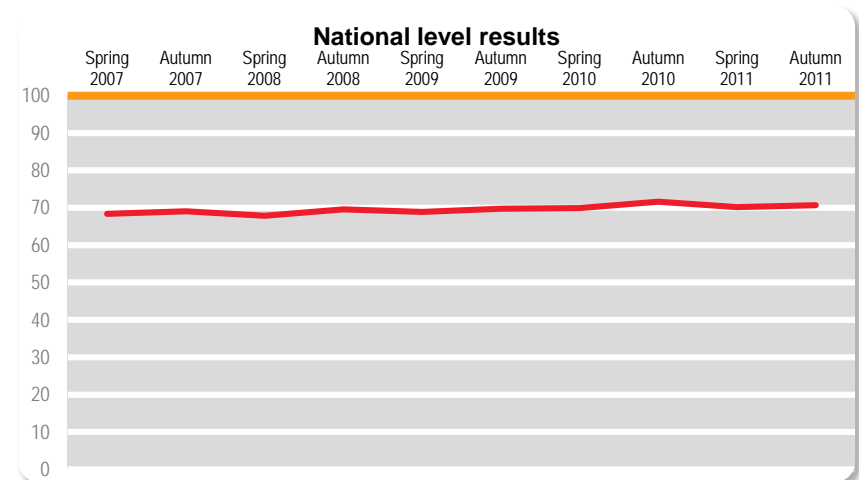
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13904</b>	<b>49</b>	<b>22</b>	<b>29</b>	<b>1</b>	→	<b>0</b>	→
c2c	848	55	23	23	2	→	3	→
Chiltern Railways	967	69	18	13	6	↑	4	→
First Capital Connect	1505	50	22	28	6	↑	4	→
First Great Western	2387	54	21	25	1	→	0	→
London Midland	899	49	20	31	1	→	-1	→
London Overground	852	34	28	38	5	→	2	→
National Express East Anglia	1777	52	19	29	1	→	1	→
South West Trains	1722	46	24	30	-4	→	-4	↓
Southeastern	1291	51	20	30	3	→	1	→
Southern	1656	50	21	29	1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>4828</b>	<b>65</b>	<b>18</b>	<b>17</b>	<b>2</b>	→	<b>2</b>	↑
CrossCountry	1099	65	18	17	2	→	2	→
East Coast	930	60	19	21	-1	→	-1	→
East Midlands Trains	876	67	17	17	4	→	6	↑
First TransPennine Express	961	67	18	15	2	→	3	→
Virgin Trains	962	67	18	15	2	→	2	→
<b>REGIONAL SERVICES</b>	<b>3828</b>	<b>51</b>	<b>18</b>	<b>31</b>	<b>2</b>	→	<b>1</b>	→
Arriva Trains Wales	1215	43	20	36	0	→	2	→
Merseyrail	404	48	22	31	5	→	-1	→
Northern Rail	1116	49	17	34	-1	→	3	→
ScotRail	1093	56	18	25	4	→	-2	→

# The attitudes and helpfulness of the staff at the station



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>12491</b>	<b>69</b>	<b>21</b>	<b>10</b>	<b>0</b>	→	<b>-1</b>	→
c2c	820	75	17	8	1	→	-1	→
Chiltern Railways	828	77	16	7	-2	→	2	→
First Capital Connect	1398	66	25	9	0	→	2	→
First Great Western	2016	73	19	8	1	→	0	→
London Midland	825	74	16	10	5	→	0	→
London Overground	852	67	23	10	-1	→	-5	→
National Express East Anglia	1582	68	23	10	1	→	-1	→
South West Trains	1509	66	23	10	-2	→	-1	→
Southeastern	1167	69	20	12	2	→	0	→
Southern	1494	70	20	11	1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>3918</b>	<b>77</b>	<b>18</b>	<b>6</b>	<b>1</b>	→	<b>-2</b>	→
CrossCountry	971	77	17	6	1	→	-3	→
East Coast	719	75	19	5	-1	→	-3	→
East Midlands Trains	767	77	17	6	1	→	0	→
First TransPennine Express	778	81	14	5	1	→	2	→
Virgin Trains	683	74	21	5	3	→	-4	→
<b>REGIONAL SERVICES</b>	<b>3492</b>	<b>76</b>	<b>15</b>	<b>10</b>	<b>1</b>	→	<b>-2</b>	→
Arriva Trains Wales	1080	74	17	10	-1	→	-2	→
Merseyrail	453	85	12	4	2	→	-1	→
Northern Rail	978	71	16	13	1	→	0	→
ScotRail	981	76	14	9	1	→	-4	→

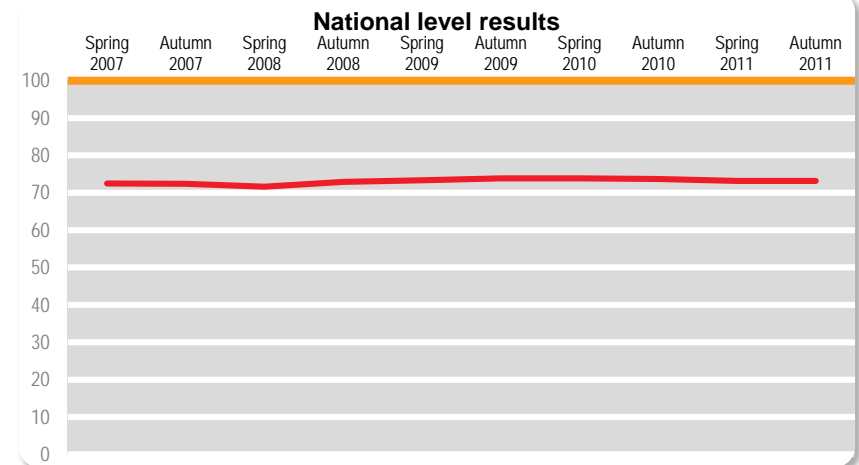
# Connections with other forms of public transport at the station

Key:

Improved ↑

Unchanged →

Declined ↓

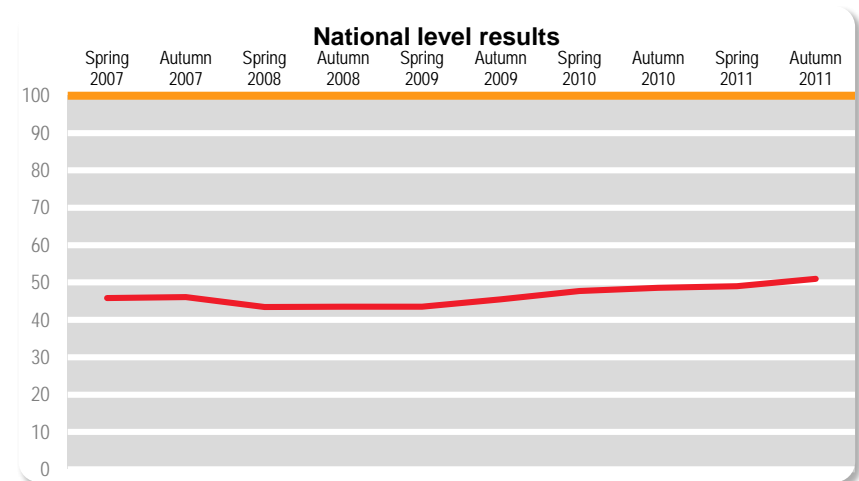


Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>12602</b>	<b>74</b>	<b>16</b>	<b>10</b>	<b>0</b>	→	<b>-1</b>	→
c2c	807	70	17	13	-2	→	1	→
Chiltern Railways	817	74	17	9	0	→	1	→
First Capital Connect	1399	73	15	12	2	→	3	→
First Great Western	1980	72	16	12	0	→	2	→
London Midland	735	67	19	13	-3	→	1	→
London Overground	962	74	17	9	-2	→	-3	→
National Express East Anglia	1684	77	13	10	-1	→	-1	→
South West Trains	1473	74	17	9	0	→	-2	→
Southeastern	1190	75	15	9	0	→	0	→
Southern	1555	73	17	10	-1	→	-3	→
<b>LONG DISTANCE SERVICES</b>	<b>3610</b>	<b>74</b>	<b>15</b>	<b>11</b>	<b>-2</b>	→	<b>-3</b>	↓
CrossCountry	729	70	16	14	-6	↓	-6	↓
East Coast	760	80	12	9	-1	→	-1	→
East Midlands Trains	683	70	16	13	-1	→	1	→
First TransPennine Express	711	71	16	13	-4	→	-5	→
Virgin Trains	727	81	14	5	1	→	-1	→
<b>REGIONAL SERVICES</b>	<b>3088</b>	<b>70</b>	<b>15</b>	<b>15</b>	<b>2</b>	→	<b>0</b>	→
Arriva Trains Wales	883	61	21	18	0	→	-4	→
Merseyrail	366	70	17	13	0	→	-7	→
Northern Rail	951	69	15	16	0	→	3	→
ScotRail	888	73	12	14	8	↑	2	→

# Facilities for car parking at the station



Key:

Improved ↑

Unchanged →

Declined ↓

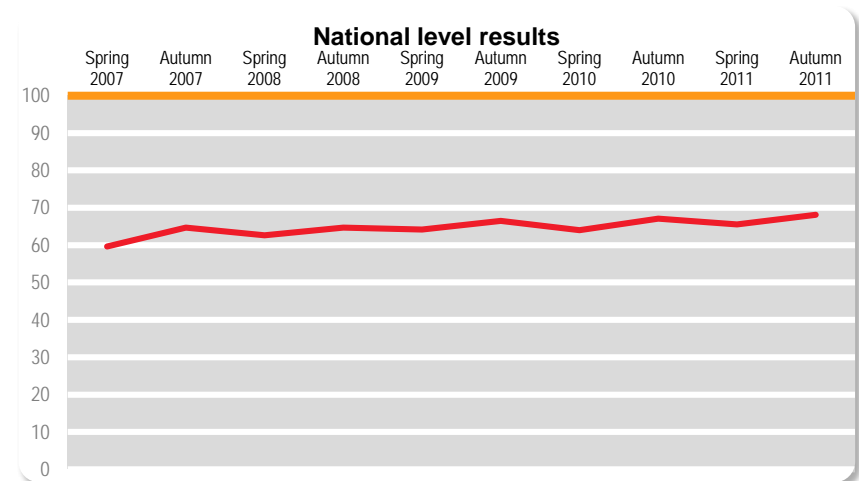
Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>6661</b>	<b>49</b>	<b>19</b>	<b>33</b>	<b>2</b>	→	<b>2</b>	→
c2c	483	52	16	32	-1	→	-3	→
Chiltern Railways	501	69	15	17	2	→	0	→
First Capital Connect	778	45	18	36	0	→	1	→
First Great Western	1012	57	17	26	-1	→	-1	→
London Midland	547	53	18	29	-2	→	3	→
London Overground	396	27	27	47	7	→	5	→
National Express East Anglia	785	51	19	31	1	→	-1	→
South West Trains	904	56	17	28	8	↑	5	→
Southeastern	597	47	17	37	3	→	6	→
Southern	658	44	22	34	2	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>1977</b>	<b>62</b>	<b>16</b>	<b>22</b>	<b>5</b>	↑	<b>5</b>	↑
CrossCountry	479	59	18	24	6	→	0	→
East Coast	288	56	19	25	0	→	7	→
East Midlands Trains	421	64	17	19	6	→	2	→
First TransPennine Express	440	65	15	20	4	→	5	→
Virgin Trains	349	65	14	21	10	↑	12	↑
<b>REGIONAL SERVICES</b>	<b>2385</b>	<b>55</b>	<b>16</b>	<b>29</b>	<b>2</b>	→	<b>4</b>	→
Arriva Trains Wales	752	59	18	23	-4	→	0	→
Merseyrail	279	51	12	37	3	→	5	→
Northern Rail	684	60	15	25	3	→	7	→
ScotRail	670	48	19	33	2	→	0	→



# Overall environment of the station



Key:

Improved ↑

Unchanged →

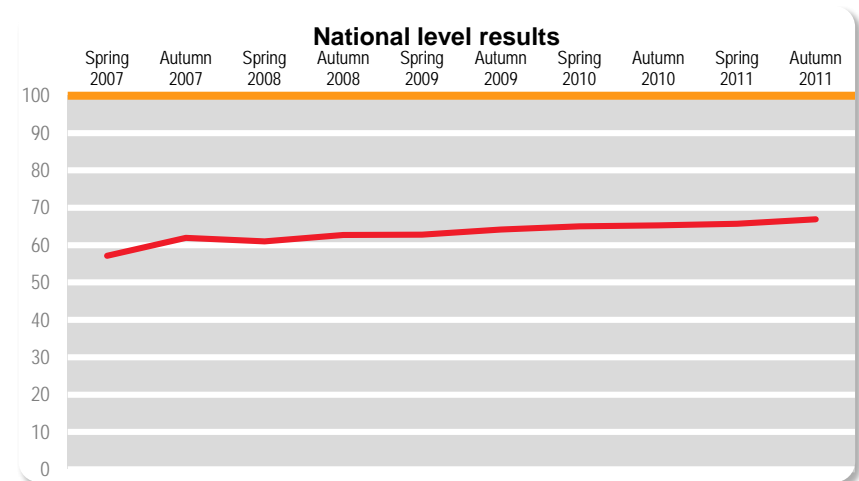
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16684</b>	<b>67</b>	<b>22</b>	<b>11</b>	<b>3</b>	↑	<b>2</b>	↑
c2c	982	74	20	6	2	→	2	→
Chiltern Railways	1104	85	12	3	7	↑	6	↑
First Capital Connect	1811	64	23	13	7	↑	3	→
First Great Western	2835	67	23	10	1	→	1	→
London Midland	1084	66	23	11	2	→	-1	→
London Overground	1183	72	20	8	3	→	6	↑
National Express East Anglia	2113	66	23	11	4	→	0	→
South West Trains	2009	61	26	13	-2	→	-6	↓
Southeastern	1519	68	21	11	5	↑	5	↑
Southern	2044	69	21	10	5	↑	6	↑
<b>LONG DISTANCE SERVICES</b>	<b>5488</b>	<b>74</b>	<b>17</b>	<b>9</b>	<b>1</b>	→	<b>-1</b>	→
CrossCountry	1277	71	18	11	2	→	0	→
East Coast	1091	66	19	15	-3	→	-3	→
East Midlands Trains	994	78	15	7	2	→	1	→
First TransPennine Express	1068	80	14	6	-1	→	-3	→
Virgin Trains	1058	74	19	8	2	→	2	→
<b>REGIONAL SERVICES</b>	<b>4639</b>	<b>71</b>	<b>19</b>	<b>10</b>	<b>2</b>	→	<b>-1</b>	→
Arriva Trains Wales	1446	63	23	15	1	→	1	→
Merseyrail	528	73	20	6	0	→	-3	→
Northern Rail	1323	66	21	13	1	→	0	→
ScotRail	1342	78	14	7	4	→	-1	→

# Your personal security whilst using the station



Key:

Improved ↑

Unchanged →

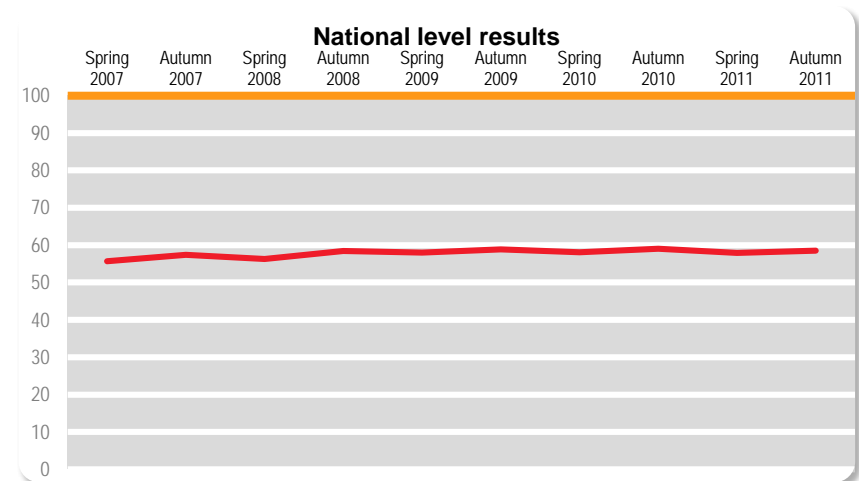
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14988</b>	<b>66</b>	<b>28</b>	<b>6</b>	<b>1</b>	→	<b>2</b>	↑
c2c	913	66	26	7	1	→	1	→
Chiltern Railways	999	79	19	2	3	→	5	↑
First Capital Connect	1643	65	29	6	6	↑	4	→
First Great Western	2491	71	25	5	4	↑	2	→
London Midland	969	67	26	6	1	→	3	→
London Overground	1078	68	27	5	1	→	6	→
National Express East Anglia	1896	62	29	9	1	→	0	→
South West Trains	1806	64	31	5	-3	→	-4	↓
Southeastern	1390	63	30	7	1	→	1	→
Southern	1803	68	26	6	3	→	6	↑
<b>LONG DISTANCE SERVICES</b>	<b>4787</b>	<b>74</b>	<b>23</b>	<b>3</b>	<b>1</b>	→	<b>-1</b>	→
CrossCountry	1097	73	24	3	2	→	-1	→
East Coast	949	70	27	3	-2	→	-3	→
East Midlands Trains	880	74	22	4	-1	→	1	→
First TransPennine Express	941	75	21	3	0	→	-2	→
Virgin Trains	920	76	23	2	5	↑	1	→
<b>REGIONAL SERVICES</b>	<b>4130</b>	<b>68</b>	<b>24</b>	<b>8</b>	<b>1</b>	→	<b>2</b>	→
Arriva Trains Wales	1263	67	23	9	5	→	8	↑
Merseyrail	493	72	24	4	1	→	3	→
Northern Rail	1189	65	25	10	1	→	4	→
ScotRail	1185	71	22	6	0	→	-3	→

# The availability of staff at the station



Key:

Improved ↑

Unchanged →

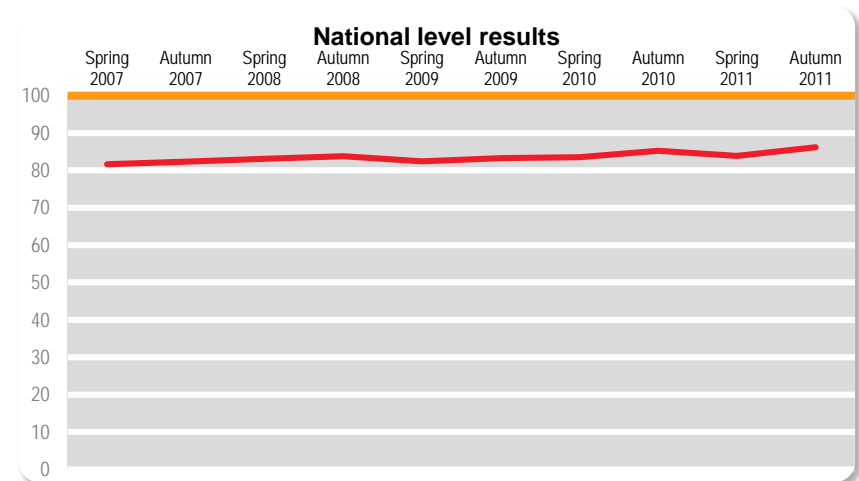
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14451</b>	<b>57</b>	<b>24</b>	<b>19</b>	<b>1</b>	→	<b>0</b>	→
c2c	908	66	24	10	0	→	0	→
Chiltern Railways	938	67	21	12	2	→	3	→
First Capital Connect	1599	55	24	21	6	↑	1	→
First Great Western	2363	60	21	19	0	→	3	→
London Midland	952	59	22	19	0	→	2	→
London Overground	1006	57	27	16	-1	→	-5	→
National Express East Anglia	1832	55	24	20	3	→	0	→
South West Trains	1757	53	25	22	0	→	-2	→
Southeastern	1346	56	23	20	-1	→	-2	→
Southern	1750	58	25	16	-1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>4541</b>	<b>66</b>	<b>22</b>	<b>12</b>	<b>1</b>	→	<b>-1</b>	→
CrossCountry	1095	67	21	12	2	→	-1	→
East Coast	879	66	20	14	-1	→	-1	→
East Midlands Trains	858	68	19	13	2	→	0	→
First TransPennine Express	912	69	20	11	1	→	0	→
Virgin Trains	797	60	27	12	2	→	-4	→
<b>REGIONAL SERVICES</b>	<b>3943</b>	<b>63</b>	<b>18</b>	<b>19</b>	<b>0</b>	→	<b>-1</b>	→
Arriva Trains Wales	1228	58	18	24	2	→	2	→
Merseyrail	486	78	17	5	0	→	1	→
Northern Rail	1120	57	19	24	-2	→	-2	→
ScotRail	1109	63	18	19	0	→	0	→

# How request to station staff was handled



Key:

Improved ↑

Unchanged →

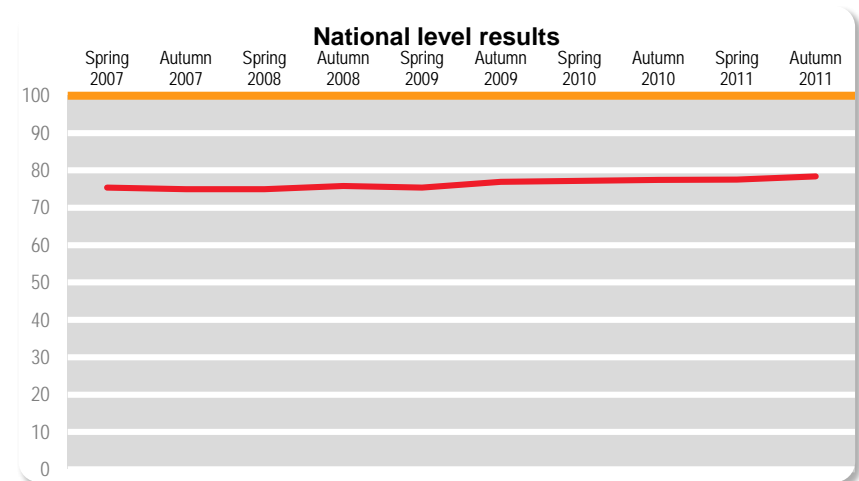
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>2715</b>	<b>85</b>	<b>6</b>	<b>8</b>	<b>3</b>	↑	<b>1</b>	→
c2c	98	89	3	8	6	→	10	→
Chiltern Railways	186	89	6	5	3	→	2	→
First Capital Connect	288	85	6	9	7	→	-1	→
First Great Western	568	87	7	6	-3	→	1	→
London Midland	176	92	4	4	2	→	6	→
London Overground	124	88	6	6	20	↑	10	→
National Express East Anglia	384	82	7	11	-1	→	0	→
South West Trains	324	87	3	8	8	↑	8	↑
Southeastern	249	80	9	10	-5	→	-10	↓
Southern	318	85	4	11	2	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>1187</b>	<b>87</b>	<b>6</b>	<b>8</b>	<b>-1</b>	→	<b>-2</b>	→
CrossCountry	331	87	5	8	-1	→	-2	→
East Coast	265	86	6	8	-3	→	-2	→
East Midlands Trains	206	89	3	8	4	→	5	→
First TransPennine Express	199	89	6	4	-1	→	-4	→
Virgin Trains	186	82	8	10	-3	→	-6	→
<b>REGIONAL SERVICES</b>	<b>737</b>	<b>90</b>	<b>5</b>	<b>4</b>	<b>3</b>	→	<b>4</b>	→
Arriva Trains Wales	331	90	3	5	3	→	3	→
Merseyrail	40	90	8	2	10	→	-4	→
Northern Rail	177	89	5	5	0	→	-1	→
ScotRail	189	92	6	2	6	→	16	↑

# The frequency of the trains on that route



Key:

Improved ↑

Unchanged →

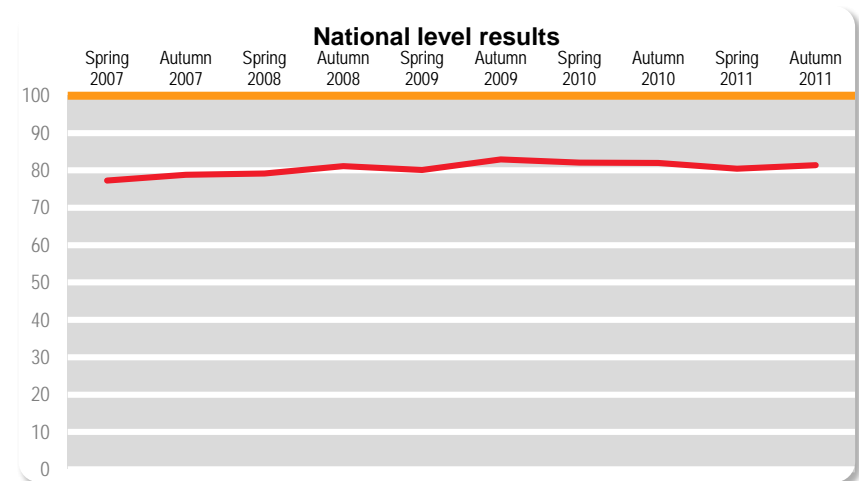
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16830</b>	<b>77</b>	<b>9</b>	<b>14</b>	<b>1</b>	→	<b>1</b>	→
c2c	1013	84	7	9	-2	→	-1	→
Chiltern Railways	1109	80	9	11	-1	→	-4	↓
First Capital Connect	1833	76	10	14	3	→	2	→
First Great Western	2833	78	9	13	2	→	1	→
London Midland	1093	77	8	14	0	→	-1	→
London Overground	1211	82	7	10	5	↑	8	↑
National Express East Anglia	2118	76	8	17	3	→	1	→
South West Trains	2031	76	9	15	-2	→	-3	→
Southeastern	1529	75	10	14	-1	→	1	→
Southern	2060	76	8	16	1	→	3	→
<b>LONG DISTANCE SERVICES</b>	<b>5407</b>	<b>84</b>	<b>8</b>	<b>8</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1245	80	11	9	0	→	2	→
East Coast	1078	89	6	6	-1	→	-2	→
East Midlands Trains	978	80	8	12	1	→	0	→
First TransPennine Express	1054	82	8	10	-1	→	0	→
Virgin Trains	1052	90	5	5	1	→	0	→
<b>REGIONAL SERVICES</b>	<b>4599</b>	<b>81</b>	<b>7</b>	<b>12</b>	<b>1</b>	→	<b>2</b>	→
Arriva Trains Wales	1422	76	10	14	-5	↓	-1	→
Merseyrail	539	95	3	3	3	→	0	→
Northern Rail	1314	75	9	16	4	→	2	→
ScotRail	1324	83	6	11	0	→	4	→

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



Key:

Improved ↑

Unchanged →

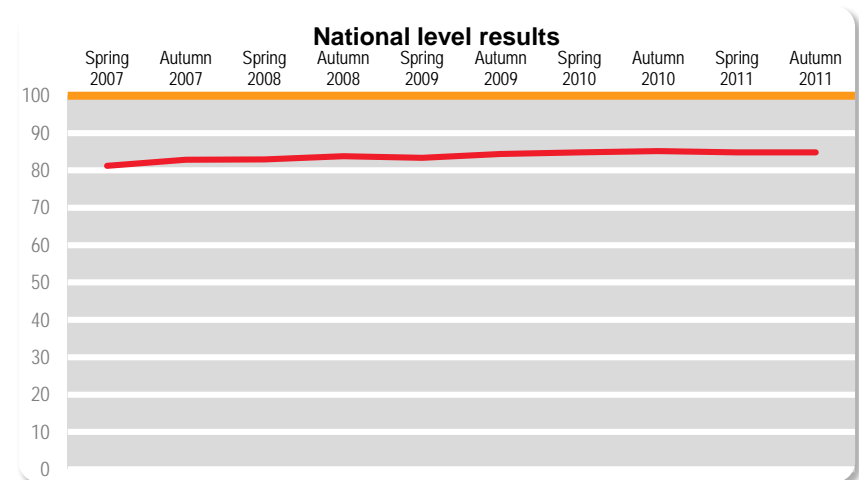
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16953</b>	<b>80</b>	<b>8</b>	<b>12</b>	<b>1</b>	→	<b>-1</b>	→
c2c	1005	92	5	2	0	→	-2	→
Chiltern Railways	1117	82	7	11	-6	↓	-9	↓
First Capital Connect	1835	77	8	16	2	→	6	↑
First Great Western	2881	79	7	14	2	→	0	→
London Midland	1110	78	8	14	3	→	-2	→
London Overground	1210	83	7	9	5	→	8	↑
National Express East Anglia	2129	77	9	14	2	→	-3	→
South West Trains	2057	84	7	9	-2	→	-6	↓
Southeastern	1536	80	9	11	2	→	1	→
Southern	2073	78	8	14	0	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5547</b>	<b>83</b>	<b>6</b>	<b>11</b>	<b>-4</b>	↓	<b>-3</b>	↓
CrossCountry	1293	79	7	14	-5	↓	-4	↓
East Coast	1105	78	7	15	-6	↓	-5	↓
East Midlands Trains	994	88	6	7	1	→	0	→
First TransPennine Express	1083	84	7	10	-4	→	-1	→
Virgin Trains	1072	85	6	9	-6	↓	-4	↓
<b>REGIONAL SERVICES</b>	<b>4726</b>	<b>86</b>	<b>6</b>	<b>8</b>	<b>3</b>	↑	<b>1</b>	→
Arriva Trains Wales	1496	87	6	7	3	→	2	→
Merseyrail	537	95	2	3	2	→	5	↑
Northern Rail	1330	80	8	11	2	→	1	→
ScotRail	1363	86	5	8	6	↑	0	→

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



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16805</b>	<b>83</b>	<b>10</b>	<b>7</b>	<b>0</b>	→	<b>-1</b>	→
c2c	997	90	7	3	-3	↓	-1	→
Chiltern Railways	1106	87	8	5	4	↑	2	→
First Capital Connect	1816	83	10	7	-1	→	1	→
First Great Western	2855	86	8	6	2	↑	1	→
London Midland	1101	86	10	4	-1	→	0	→
London Overground	1202	87	9	4	-3	→	0	→
National Express East Anglia	2110	81	10	9	1	→	-1	→
South West Trains	2031	82	10	8	-2	→	-5	↓
Southeastern	1528	81	10	9	1	→	1	→
Southern	2059	84	10	6	0	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5536</b>	<b>88</b>	<b>7</b>	<b>5</b>	<b>0</b>	→	<b>-1</b>	→
CrossCountry	1286	85	10	5	1	→	-1	→
East Coast	1107	88	7	5	-2	→	-1	→
East Midlands Trains	991	90	6	4	3	↑	2	→
First TransPennine Express	1081	89	6	5	-3	→	0	→
Virgin Trains	1071	91	5	4	-2	→	-2	→
<b>REGIONAL SERVICES</b>	<b>4688</b>	<b>90</b>	<b>7</b>	<b>4</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	1481	83	9	8	-4	↓	-6	↓
Merseyrail	530	97	2	1	3	→	1	→
Northern Rail	1325	87	9	4	1	→	0	→
ScotRail	1352	91	5	4	2	→	4	→

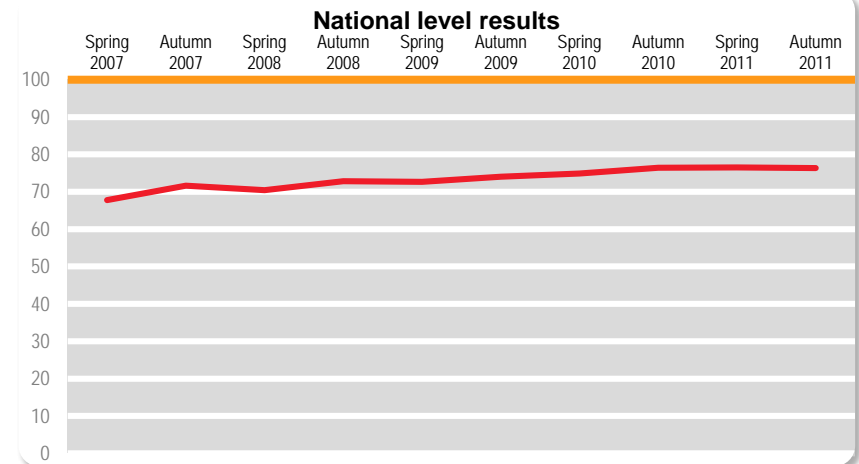
# Connections with other train services

Key:

Improved ↑

Unchanged →

Declined ↓



Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>10187</b>	<b>75</b>	<b>17</b>	<b>7</b>	<b>0</b>	→	<b>0</b>	→
c2c	626	79	15	6	1	→	-1	→
Chiltern Railways	550	76	18	6	5	→	4	→
First Capital Connect	1172	76	17	7	1	→	0	→
First Great Western	1603	76	14	10	3	→	2	→
London Midland	620	74	20	6	-2	→	-1	→
London Overground	974	81	14	5	-1	→	-1	→
National Express East Anglia	1252	72	18	11	-1	→	-1	→
South West Trains	1262	76	17	7	-2	→	-3	→
Southeastern	858	71	22	7	0	→	-2	→
Southern	1270	76	17	7	0	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>3042</b>	<b>79</b>	<b>13</b>	<b>8</b>	<b>-1</b>	→	<b>-1</b>	→
CrossCountry	750	77	13	10	-2	→	-2	→
East Coast	568	79	13	8	-1	→	-2	→
East Midlands Trains	538	77	16	7	0	→	-2	→
First TransPennine Express	632	81	13	5	-1	→	5	→
Virgin Trains	554	83	10	7	0	→	-3	→
<b>REGIONAL SERVICES</b>	<b>2709</b>	<b>80</b>	<b>15</b>	<b>5</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	953	77	16	7	-1	→	-3	→
Merseyrail	304	91	6	3	9	↑	6	→
Northern Rail	714	78	16	5	0	→	3	→
ScotRail	738	77	19	4	-1	→	-3	→



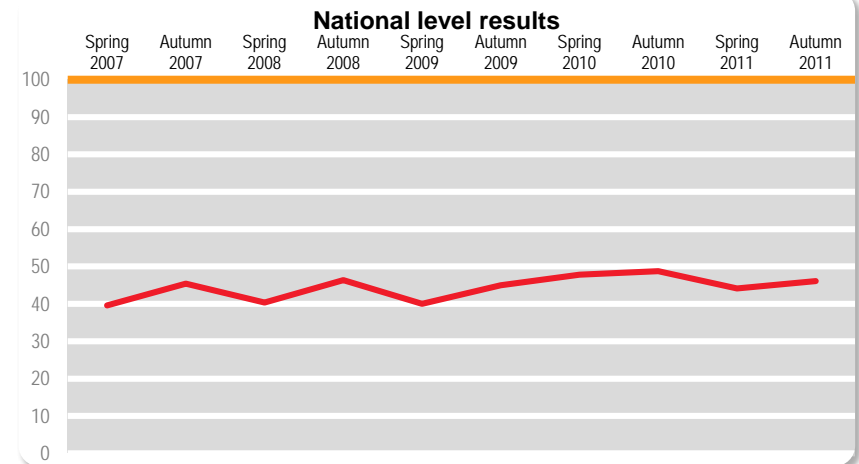
# The value for money for the price of your ticket

Key:

Improved ↑

Unchanged →

Declined ↓

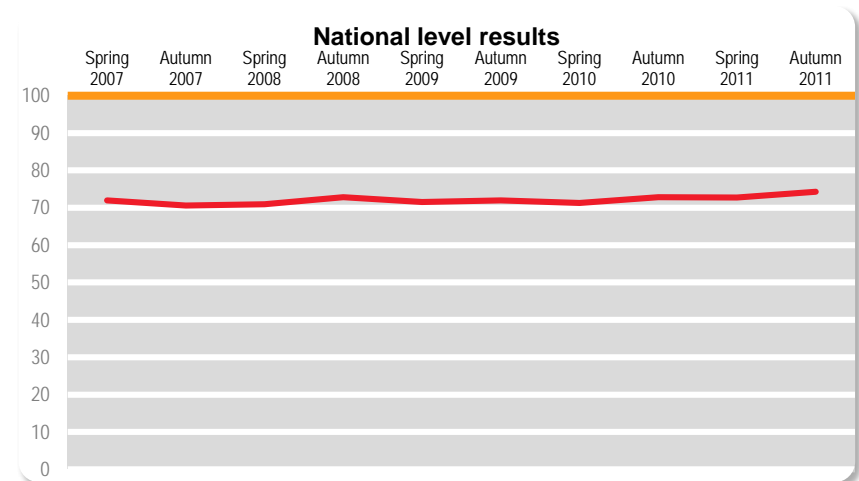


Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16045</b>	<b>42</b>	<b>21</b>	<b>37</b>	<b>2</b>	↑	<b>-3</b>	↓
c2c	960	43	23	34	0	→	-4	→
Chiltern Railways	1082	51	21	29	2	→	-4	→
First Capital Connect	1715	38	21	41	7	↑	1	→
First Great Western	2812	53	20	28	4	↑	-3	→
London Midland	1016	52	20	28	-1	→	-4	→
London Overground	1070	54	23	24	1	→	-6	→
National Express East Anglia	2027	33	20	47	-2	→	-2	→
South West Trains	1971	38	20	42	1	→	-5	↓
Southeastern	1417	36	23	41	4	→	-3	→
Southern	1975	42	23	35	3	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>5414</b>	<b>56</b>	<b>18</b>	<b>26</b>	<b>0</b>	→	<b>-3</b>	↓
CrossCountry	1267	52	20	28	-1	→	-2	→
East Coast	1085	57	20	23	-1	→	-3	→
East Midlands Trains	978	52	17	30	1	→	-5	→
First TransPennine Express	1038	59	17	24	-1	→	0	→
Virgin Trains	1046	59	15	26	1	→	-5	↓
<b>REGIONAL SERVICES</b>	<b>4487</b>	<b>61</b>	<b>17</b>	<b>22</b>	<b>2</b>	→	<b>-2</b>	→
Arriva Trains Wales	1445	59	17	25	-2	→	-5	→
Merseyrail	431	66	18	16	2	→	-5	→
Northern Rail	1279	60	16	24	3	→	-4	→
ScotRail	1332	59	19	22	3	→	2	→

# Cleanliness of the train



Key:

Improved ↑

Unchanged →

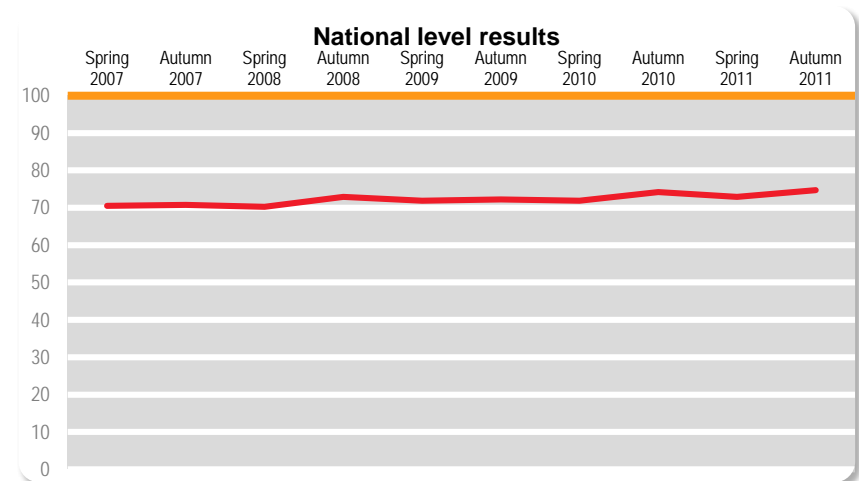
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>17115</b>	<b>74</b>	<b>15</b>	<b>11</b>	<b>2</b>	↑	<b>2</b>	↑
c2c	1018	91	5	3	1	→	-1	→
Chiltern Railways	1124	87	9	4	2	→	2	→
First Capital Connect	1849	65	19	16	0	→	1	→
First Great Western	2906	76	14	10	4	↑	3	↑
London Midland	1115	80	12	9	5	↑	2	→
London Overground	1220	93	5	2	-1	→	4	↑
National Express East Anglia	2157	64	19	17	2	→	4	↑
South West Trains	2073	73	15	11	0	→	-2	→
Southeastern	1543	70	16	14	2	→	0	→
Southern	2110	72	17	11	-1	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>5615</b>	<b>82</b>	<b>10</b>	<b>8</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1294	76	12	12	-1	→	-1	→
East Coast	1124	84	10	6	1	→	1	→
East Midlands Trains	1015	81	9	10	3	→	4	↑
First TransPennine Express	1096	83	10	7	-1	→	-4	→
Virgin Trains	1086	86	8	6	-3	→	-1	→
<b>REGIONAL SERVICES</b>	<b>4770</b>	<b>73</b>	<b>15</b>	<b>13</b>	<b>3</b>	↑	<b>1</b>	→
Arriva Trains Wales	1507	75	13	13	0	→	-1	→
Merseyrail	532	78	14	8	1	→	-1	→
Northern Rail	1354	63	18	19	4	→	0	→
ScotRail	1377	82	11	7	4	→	5	→

# Upkeep and repair of the train



Key:

Improved ↑

Unchanged →

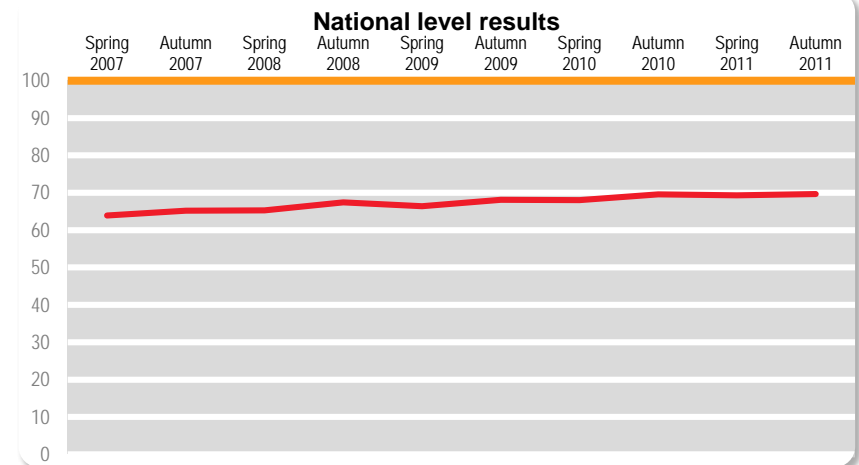
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16902</b>	<b>75</b>	<b>16</b>	<b>10</b>	<b>2</b>	↑	<b>1</b>	→
c2c	1006	92	6	2	2	→	-1	→
Chiltern Railways	1114	89	8	3	4	↑	6	↑
First Capital Connect	1822	63	20	17	3	→	2	→
First Great Western	2881	78	14	8	6	↑	4	↑
London Midland	1100	80	12	8	5	↑	3	→
London Overground	1202	96	4	0	0	→	5	↑
National Express East Anglia	2118	55	24	21	0	→	0	→
South West Trains	2044	79	16	5	-1	→	-3	↓
Southeastern	1533	72	18	11	4	→	-1	→
Southern	2082	71	18	11	-1	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>5552</b>	<b>84</b>	<b>11</b>	<b>5</b>	<b>0</b>	→	<b>0</b>	→
CrossCountry	1282	79	14	7	-2	→	-3	↓
East Coast	1112	81	14	6	0	→	-1	→
East Midlands Trains	1003	85	9	6	8	↑	9	↑
First TransPennine Express	1087	87	10	3	-2	→	-4	→
Virgin Trains	1068	87	8	4	-2	→	-1	→
<b>REGIONAL SERVICES</b>	<b>4687</b>	<b>71</b>	<b>16</b>	<b>13</b>	<b>3</b>	→	<b>-1</b>	→
Arriva Trains Wales	1470	75	15	10	1	→	-1	→
Merseyrail	523	80	14	6	0	→	-4	→
Northern Rail	1334	57	20	23	4	→	-2	→
ScotRail	1360	81	13	5	3	→	4	→

# The provision of information during the journey



Key:

Improved ↑

Unchanged →

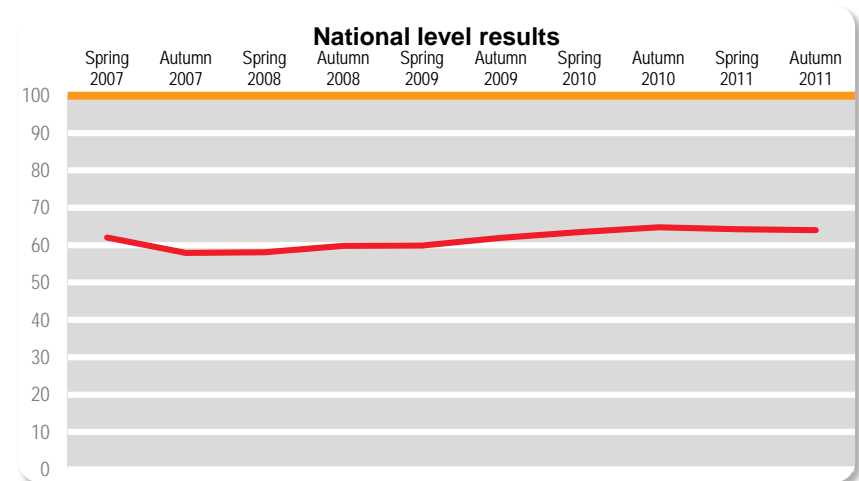
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15297</b>	<b>69</b>	<b>20</b>	<b>11</b>	<b>1</b>	→	<b>0</b>	→
c2c	922	83	11	5	3	→	4	↑
Chiltern Railways	973	77	15	8	4	→	4	↑
First Capital Connect	1589	47	28	25	0	→	1	→
First Great Western	2629	68	22	10	4	↑	3	→
London Midland	997	68	21	11	2	→	2	→
London Overground	1125	87	10	3	1	→	3	→
National Express East Anglia	1884	58	24	19	1	→	3	→
South West Trains	1904	75	19	7	-2	→	-2	→
Southeastern	1394	66	20	13	2	→	-1	→
Southern	1880	72	20	8	-2	→	-4	↓
<b>LONG DISTANCE SERVICES</b>	<b>5126</b>	<b>76</b>	<b>17</b>	<b>6</b>	<b>-1</b>	→	<b>-1</b>	→
CrossCountry	1194	74	18	8	-2	→	-2	→
East Coast	1034	80	15	5	1	→	3	→
East Midlands Trains	899	70	20	9	0	→	3	→
First TransPennine Express	997	79	17	4	-3	→	-4	→
Virgin Trains	1002	80	15	5	0	→	-2	→
<b>REGIONAL SERVICES</b>	<b>4243</b>	<b>69</b>	<b>21</b>	<b>11</b>	<b>-1</b>	→	<b>-1</b>	→
Arriva Trains Wales	1350	65	23	12	-3	→	-2	→
Merseyrail	483	81	15	4	-6	→	-4	→
Northern Rail	1171	58	24	18	-1	→	1	→
ScotRail	1239	76	19	5	4	→	-1	→

# The helpfulness and attitude of staff on train



Key:

Improved ↑

Unchanged →

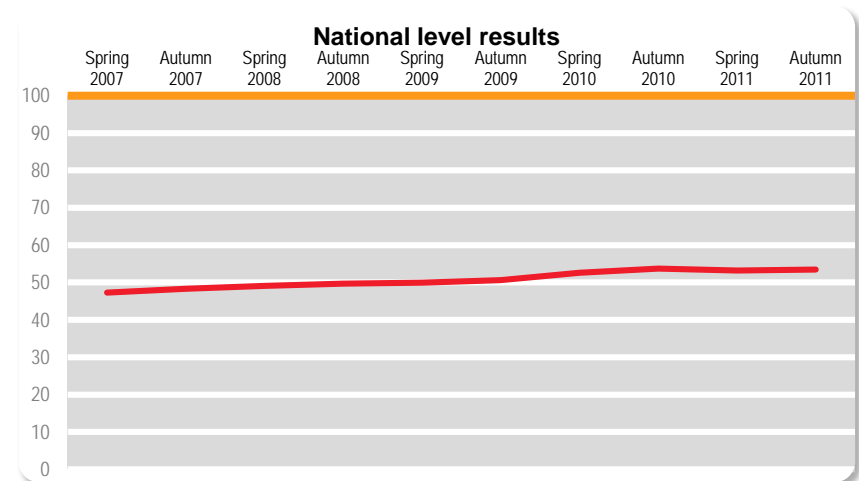
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>8739</b>	<b>57</b>	<b>31</b>	<b>11</b>	<b>0</b>	→	<b>-1</b>	→
c2c	387	33	46	21	-3	→	0	→
Chiltern Railways	478	62	28	10	4	→	2	→
First Capital Connect	672	32	46	22	2	→	-3	→
First Great Western	1756	70	23	7	0	→	0	→
London Midland	645	65	28	8	2	→	7	↑
London Overground	549	54	36	10	10	↑	3	→
National Express East Anglia	1051	47	36	17	1	→	-2	→
South West Trains	1327	67	28	5	-1	→	-2	→
Southeastern	755	52	32	16	-3	→	0	→
Southern	1119	61	29	11	4	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>4222</b>	<b>79</b>	<b>17</b>	<b>4</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	943	76	20	4	-4	↓	-5	↓
East Coast	878	80	16	5	2	→	1	→
East Midlands Trains	781	79	17	5	2	→	3	→
First TransPennine Express	824	80	16	4	0	→	3	→
Virgin Trains	796	80	16	4	0	→	0	→
<b>REGIONAL SERVICES</b>	<b>3729</b>	<b>75</b>	<b>20</b>	<b>5</b>	<b>-1</b>	→	<b>0</b>	→
Arriva Trains Wales	1288	79	17	4	0	→	-3	→
Merseyrail	296	68	25	7	1	→	5	→
Northern Rail	1026	72	20	8	-4	→	-1	→
ScotRail	1119	79	18	3	0	→	-2	→

# The space for luggage on the train



Key:

Improved ↑

Unchanged →

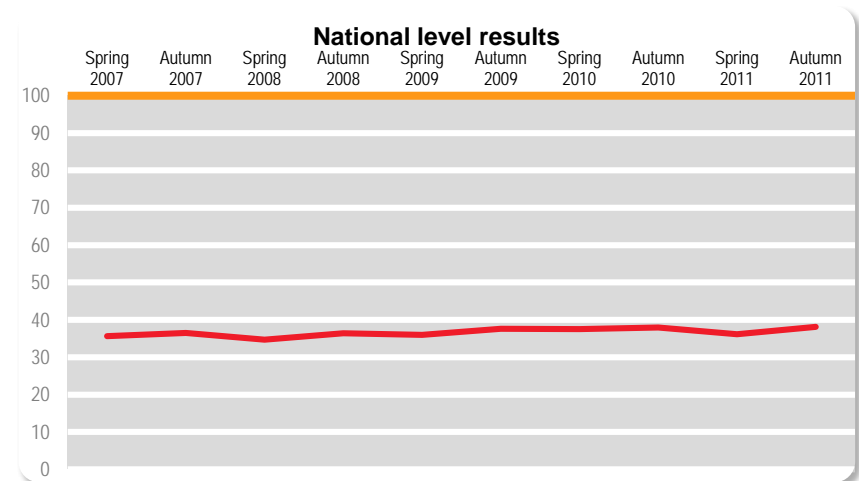
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>13041</b>	<b>52</b>	<b>23</b>	<b>25</b>	<b>0</b>	→	<b>0</b>	→
c2c	766	50	25	25	2	→	-1	→
Chiltern Railways	824	60	21	19	4	→	4	→
First Capital Connect	1422	44	27	29	-3	→	0	→
First Great Western	2304	55	20	25	-1	→	1	→
London Midland	809	52	23	25	0	→	-4	→
London Overground	909	69	16	15	10	↑	7	↑
National Express East Anglia	1630	50	26	23	1	→	-1	→
South West Trains	1604	53	23	24	-4	→	-6	↓
Southeastern	1179	48	24	27	2	→	2	→
Southern	1594	48	25	27	-1	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>4638</b>	<b>53</b>	<b>19</b>	<b>28</b>	<b>-2</b>	→	<b>3</b>	↑
CrossCountry	1077	52	18	30	-2	→	1	→
East Coast	957	61	17	22	1	→	6	↑
East Midlands Trains	790	57	19	24	1	→	9	↑
First TransPennine Express	876	47	18	35	-3	→	-3	→
Virgin Trains	938	52	22	26	-4	→	1	→
<b>REGIONAL SERVICES</b>	<b>3770</b>	<b>60</b>	<b>18</b>	<b>22</b>	<b>1</b>	→	<b>-1</b>	→
Arriva Trains Wales	1280	60	19	20	4	→	-3	→
Merseyrail	379	59	18	23	-1	→	-8	↓
Northern Rail	993	56	19	26	0	→	1	→
ScotRail	1118	65	18	17	3	→	2	→

# The toilet facilities on the train



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>6855</b>	<b>35</b>	<b>24</b>	<b>41</b>	<b>1</b>	→	<b>0</b>	→
c2c	499	53	25	23	-2	→	3	→
Chiltern Railways	413	51	28	21	-4	→	-3	→
First Capital Connect	664	25	25	49	-1	→	2	→
First Great Western	1311	44	24	32	4	→	1	→
London Midland	418	51	26	23	3	→	-2	→
London Overground	352	19	18	63	9	↑	1	→
National Express East Anglia	906	30	25	46	2	→	1	→
South West Trains	925	37	23	40	1	→	-2	→
Southeastern	597	32	24	45	6	→	-2	→
Southern	770	36	24	41	-2	→	2	→
<b>LONG DISTANCE SERVICES</b>	<b>3017</b>	<b>52</b>	<b>21</b>	<b>27</b>	<b>1</b>	→	<b>0</b>	→
CrossCountry	602	49	21	30	0	→	-5	→
East Coast	727	55	21	24	6	↑	4	→
East Midlands Trains	496	53	20	27	1	→	5	→
First TransPennine Express	487	52	21	27	-2	→	-1	→
Virgin Trains	705	52	20	28	-1	→	-3	→
<b>REGIONAL SERVICES</b>	<b>2144</b>	<b>42</b>	<b>21</b>	<b>38</b>	<b>6</b>	↑	<b>3</b>	→
Arriva Trains Wales	822	46	25	30	1	→	-1	→
Merseyrail	154	14	11	75	5	→	-3	→
Northern Rail	514	43	21	37	5	→	2	→
ScotRail	654	51	23	27	10	↑	11	↑

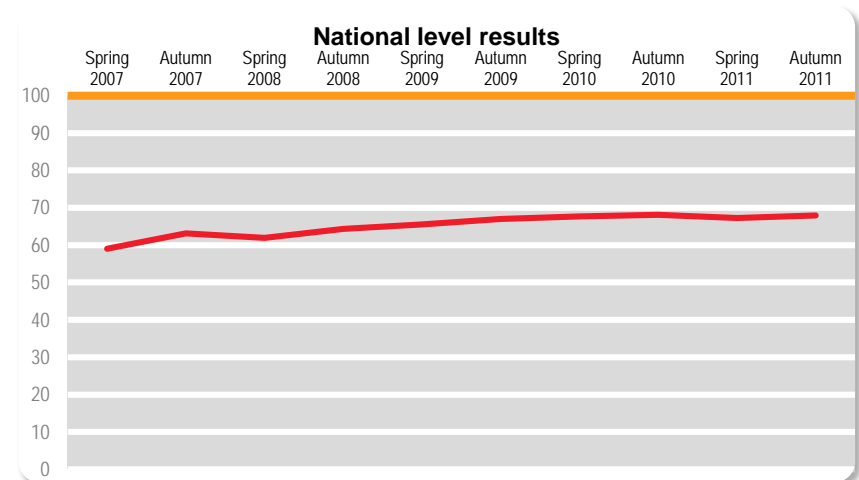
# Sufficient room for all passengers to sit/stand on the train

Key:

Improved ↑

Unchanged →

Declined ↓



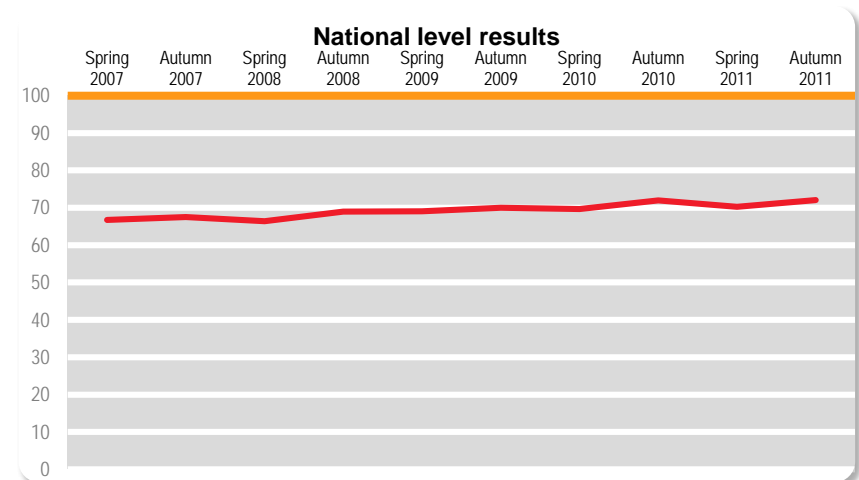
Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16551</b>	<b>67</b>	<b>15</b>	<b>19</b>	<b>1</b>	→	<b>0</b>	→
c2c	988	65	15	21	3	→	-1	→
Chiltern Railways	1083	77	11	12	3	→	0	→
First Capital Connect	1802	60	17	23	1	→	0	→
First Great Western	2820	68	13	19	-2	→	-1	→
London Midland	1070	66	15	18	-4	→	-8	↓
London Overground	1192	80	11	9	4	→	12	↑
National Express East Anglia	2059	67	15	18	6	↑	3	→
South West Trains	2003	67	15	18	-2	→	-4	↓
Southeastern	1491	63	15	22	0	→	1	→
Southern	2043	66	15	20	-2	→	-2	→
<b>LONG DISTANCE SERVICES</b>	<b>5426</b>	<b>70</b>	<b>13</b>	<b>17</b>	<b>-2</b>	→	<b>0</b>	→
CrossCountry	1264	64	15	21	-6	↓	-2	→
East Coast	1070	79	11	10	2	→	3	→
East Midlands Trains	987	76	13	11	4	↑	2	→
First TransPennine Express	1056	62	13	25	-2	→	0	→
Virgin Trains	1049	71	16	13	-6	↓	-3	→
<b>REGIONAL SERVICES</b>	<b>4614</b>	<b>72</b>	<b>13</b>	<b>16</b>	<b>2</b>	→	<b>0</b>	→
Arriva Trains Wales	1456	72	15	13	2	→	-1	→
Merseyrail	519	78	12	10	-1	→	-4	→
Northern Rail	1317	65	14	22	0	→	-3	→
ScotRail	1322	77	11	12	8	↑	5	→



# The comfort of the seating area on the train



Key:

Improved ↑

Unchanged →

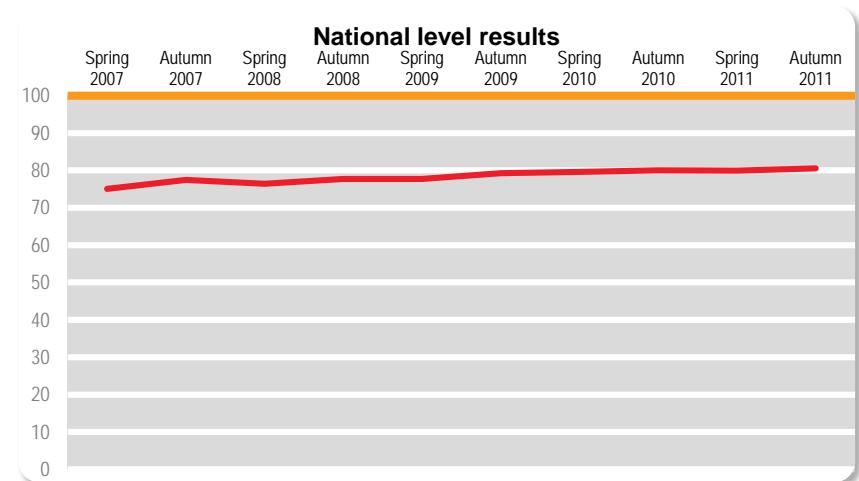
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16509</b>	<b>71</b>	<b>18</b>	<b>11</b>	<b>2</b>	↑	<b>0</b>	→
c2c	985	80	13	7	1	→	-3	→
Chiltern Railways	1092	82	12	6	5	↑	4	→
First Capital Connect	1781	62	23	16	-1	→	1	→
First Great Western	2815	73	16	11	3	↑	4	↑
London Midland	1065	73	17	10	2	→	-1	→
London Overground	1179	86	10	4	3	→	5	↑
National Express East Anglia	2071	60	22	17	4	↑	2	→
South West Trains	2012	75	16	9	-1	→	-4	↓
Southeastern	1489	67	20	13	2	→	-4	→
Southern	2020	72	17	11	1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>5397</b>	<b>79</b>	<b>13</b>	<b>8</b>	<b>1</b>	→	<b>1</b>	→
CrossCountry	1232	76	15	9	-1	→	0	→
East Coast	1083	81	12	7	4	↑	5	↑
East Midlands Trains	982	83	11	6	6	↑	5	↑
First TransPennine Express	1043	80	12	7	0	→	-3	→
Virgin Trains	1057	77	15	8	-2	→	-1	→
<b>REGIONAL SERVICES</b>	<b>4602</b>	<b>72</b>	<b>16</b>	<b>12</b>	<b>3</b>	↑	<b>0</b>	→
Arriva Trains Wales	1448	76	16	8	2	→	1	→
Merseyrail	517	76	18	6	0	→	-6	↓
Northern Rail	1299	62	19	19	3	→	-3	→
ScotRail	1338	82	11	7	5	↑	7	↑

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



Key:

Improved ↑

Unchanged →

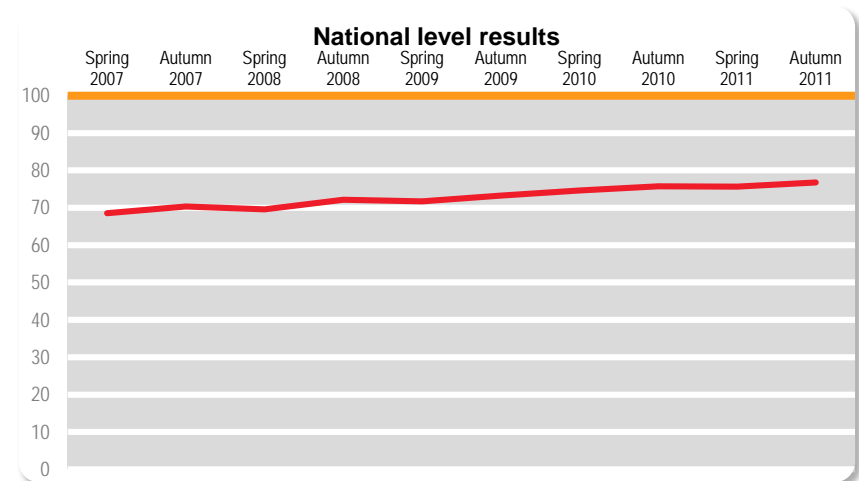
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16834</b>	<b>80</b>	<b>13</b>	<b>7</b>	<b>1</b>	→	<b>0</b>	→
c2c	1003	85	10	5	1	→	0	→
Chiltern Railways	1103	89	8	3	1	→	-1	→
First Capital Connect	1833	74	17	9	-1	→	0	→
First Great Western	2859	78	14	8	1	→	1	→
London Midland	1094	81	14	5	0	→	0	→
London Overground	1201	89	8	4	3	→	8	↑
National Express East Anglia	2096	78	16	6	2	→	1	→
South West Trains	2047	81	13	6	1	→	-1	→
Southeastern	1521	79	13	7	1	→	2	→
Southern	2077	76	15	9	-3	→	-3	↓
<b>LONG DISTANCE SERVICES</b>	<b>5518</b>	<b>82</b>	<b>12</b>	<b>6</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	1281	78	15	7	-3	↓	-4	↓
East Coast	1104	84	11	6	2	→	2	→
East Midlands Trains	994	83	11	6	1	→	2	→
First TransPennine Express	1078	79	12	9	-3	→	-3	→
Virgin Trains	1061	88	9	3	1	→	3	→
<b>REGIONAL SERVICES</b>	<b>4677</b>	<b>83</b>	<b>11</b>	<b>6</b>	<b>1</b>	→	<b>1</b>	→
Arriva Trains Wales	1465	83	12	5	-1	→	1	→
Merseyrail	528	87	9	4	1	→	-3	→
Northern Rail	1335	78	14	8	0	→	1	→
ScotRail	1349	89	7	4	3	→	5	↑

# Your personal security whilst on board the train



Key:

Improved ↑

Unchanged →

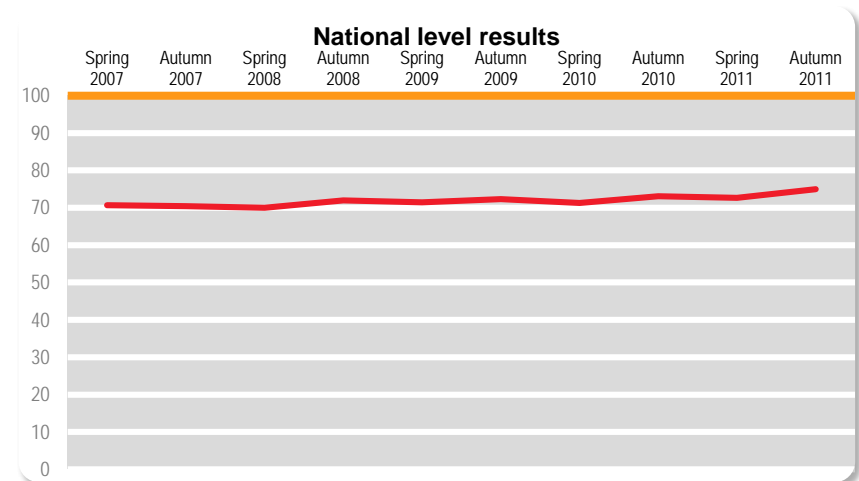
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>15818</b>	<b>75</b>	<b>21</b>	<b>4</b>	<b>1</b>	↑	<b>1</b>	→
c2c	943	74	20	5	2	→	0	→
Chiltern Railways	1023	86	13	1	3	→	0	→
First Capital Connect	1701	68	26	6	0	→	1	→
First Great Western	2697	80	17	3	2	→	1	→
London Midland	1028	78	19	3	2	→	-1	→
London Overground	1131	82	15	3	0	→	7	↑
National Express East Anglia	1971	67	27	6	2	→	0	→
South West Trains	1930	78	19	2	-1	→	-3	↓
Southeastern	1434	71	24	5	4	→	4	→
Southern	1960	76	21	3	2	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5204</b>	<b>84</b>	<b>14</b>	<b>2</b>	<b>-1</b>	→	<b>0</b>	→
CrossCountry	1197	81	17	2	-3	→	-1	→
East Coast	1025	86	12	2	0	→	1	→
East Midlands Trains	937	85	14	1	4	→	3	→
First TransPennine Express	1029	81	15	3	-6	↓	-3	→
Virgin Trains	1016	87	12	1	-1	→	1	→
<b>REGIONAL SERVICES</b>	<b>4433</b>	<b>81</b>	<b>17</b>	<b>2</b>	<b>2</b>	→	<b>3</b>	→
Arriva Trains Wales	<b>1387</b>	<b>82</b>	<b>16</b>	<b>2</b>	<b>-1</b>	→	<b>0</b>	→
Merseyrail	511	77	21	3	-2	→	-2	→
Northern Rail	1257	79	18	3	3	→	4	→
ScotRail	1278	86	13	1	3	→	4	→

# The cleanliness of the inside of the train



Key:

Improved ↑

Unchanged →

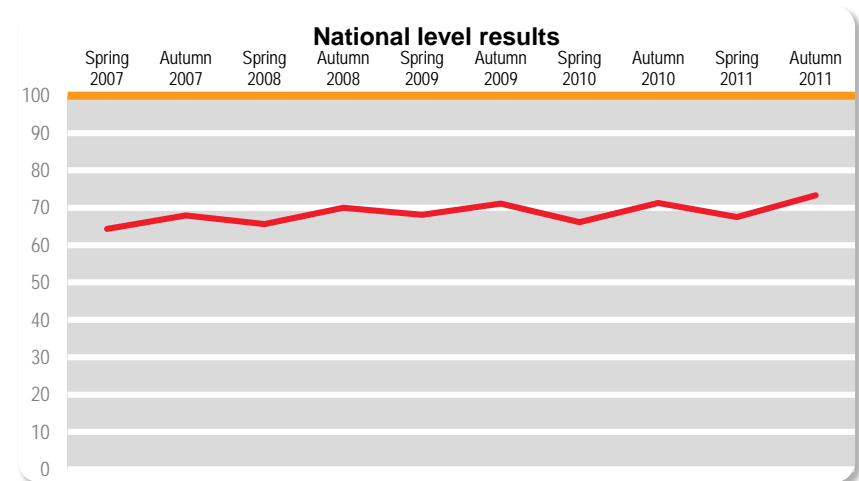
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>16998</b>	<b>75</b>	<b>15</b>	<b>10</b>	<b>2</b>	↑	<b>2</b>	↑
c2c	1009	91	6	3	2	→	0	→
Chiltern Railways	1114	87	9	4	2	→	3	→
First Capital Connect	1830	65	21	14	1	→	3	→
First Great Western	2891	76	15	9	5	↑	4	↑
London Midland	1112	80	12	8	6	↑	3	→
London Overground	1213	93	5	2	-1	→	1	→
National Express East Anglia	2137	63	21	15	2	→	5	↑
South West Trains	2062	75	15	10	1	→	-1	→
Southeastern	1543	72	17	11	4	→	0	→
Southern	2087	72	17	11	-1	→	1	→
<b>LONG DISTANCE SERVICES</b>	<b>5577</b>	<b>82</b>	<b>11</b>	<b>7</b>	<b>1</b>	→	<b>1</b>	→
CrossCountry	1285	77	13	10	-1	→	-1	→
East Coast	1115	85	11	4	2	→	1	→
East Midlands Trains	1010	82	8	10	3	→	6	↑
First TransPennine Express	1089	85	11	5	0	→	-2	→
Virgin Trains	1078	86	9	4	-1	→	0	→
<b>REGIONAL SERVICES</b>	<b>4738</b>	<b>73</b>	<b>15</b>	<b>12</b>	<b>4</b>	↑	<b>2</b>	→
Arriva Trains Wales	1494	75	15	10	-2	→	-4	→
Merseyrail	531	79	13	9	1	→	0	→
Northern Rail	1348	62	19	18	6	↑	-1	→
ScotRail	1365	84	11	6	4	→	8	↑

# The cleanliness of the outside of the train



Key:

Improved ↑

Unchanged →

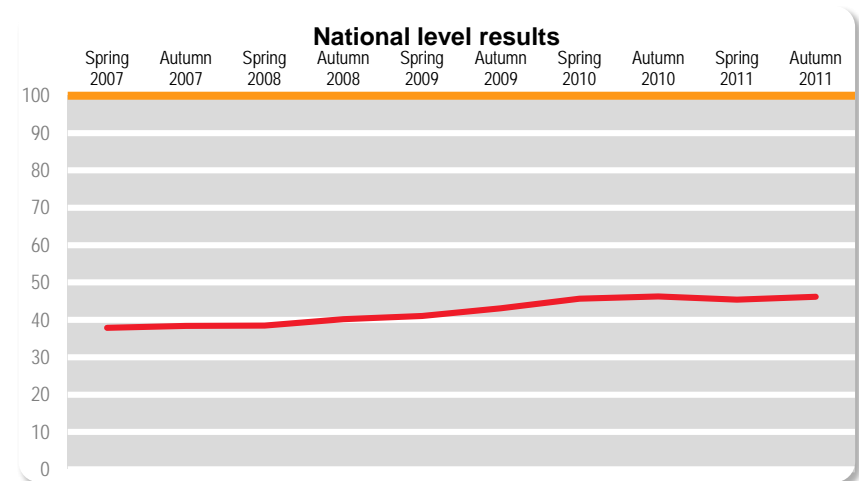
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>14769</b>	<b>74</b>	<b>20</b>	<b>7</b>	<b>5</b>	↑	<b>2</b>	↑
c2c	923	90	8	2	4	↑	2	→
Chiltern Railways	945	85	12	3	6	↑	3	→
First Capital Connect	1598	60	26	14	7	↑	4	→
First Great Western	2418	74	20	6	9	↑	4	↑
London Midland	985	80	15	5	8	↑	3	→
London Overground	1112	91	8	1	-1	→	-1	→
National Express East Anglia	1847	59	27	14	6	↑	7	↑
South West Trains	1774	78	18	4	4	↑	0	→
Southeastern	1382	70	23	7	5	↑	0	→
Southern	1785	74	21	6	2	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>4646</b>	<b>79</b>	<b>17</b>	<b>4</b>	<b>3</b>	↑	<b>-1</b>	→
CrossCountry	1059	77	19	4	1	→	2	→
East Coast	899	78	18	4	4	↑	-1	→
East Midlands Trains	866	75	19	6	6	↑	2	→
First TransPennine Express	940	82	15	4	3	→	-3	→
Virgin Trains	882	82	15	3	1	→	-4	↓
<b>REGIONAL SERVICES</b>	<b>4049</b>	<b>69</b>	<b>22</b>	<b>9</b>	<b>11</b>	↑	<b>3</b>	→
Arriva Trains Wales	1267	69	22	8	5	→	2	→
Merseyrail	479	71	20	8	15	↑	7	→
Northern Rail	1163	62	25	14	14	↑	2	→
ScotRail	1140	76	19	5	6	↑	2	→

# The availability of staff on the train



Key:

Improved ↑

Unchanged →

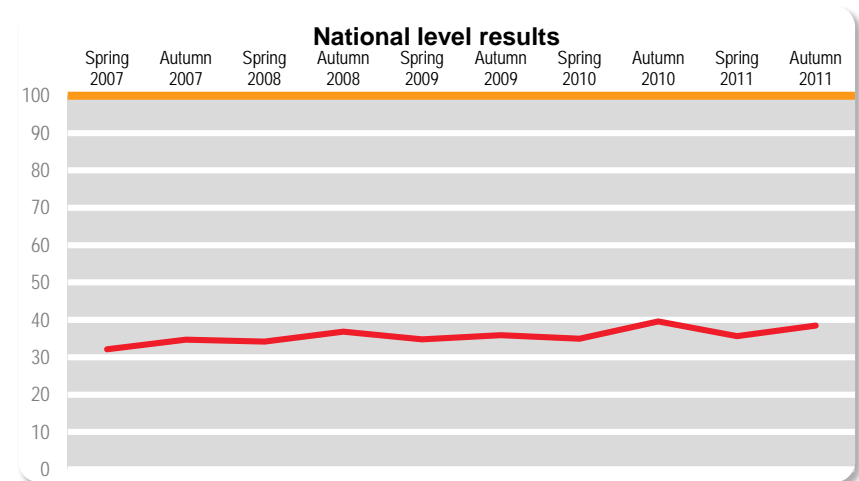
Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>11635</b>	<b>39</b>	<b>31</b>	<b>30</b>	<b>2</b>	→	<b>1</b>	→
c2c	588	20	40	40	-2	→	2	→
Chiltern Railways	637	39	37	24	0	→	1	→
First Capital Connect	1110	14	31	55	2	→	1	→
First Great Western	2185	50	29	20	1	→	-1	→
London Midland	799	47	32	20	4	→	6	→
London Overground	821	37	36	26	11	↑	1	→
National Express East Anglia	1400	28	26	46	2	→	3	→
South West Trains	1624	54	31	15	2	→	1	→
Southeastern	1019	33	32	35	0	→	2	→
Southern	1452	40	30	30	1	→	-1	→
<b>LONG DISTANCE SERVICES</b>	<b>4690</b>	<b>66</b>	<b>24</b>	<b>10</b>	<b>0</b>	→	<b>-1</b>	→
CrossCountry	1058	63	26	11	-2	→	-3	→
East Coast	947	70	22	8	2	→	3	→
East Midlands Trains	868	68	22	10	3	→	2	→
First TransPennine Express	934	64	24	12	0	→	-2	→
Virgin Trains	883	68	23	9	0	→	-2	→
<b>REGIONAL SERVICES</b>	<b>4107</b>	<b>61</b>	<b>25</b>	<b>14</b>	<b>-1</b>	→	<b>-1</b>	→
Arriva Trains Wales	1337	70	22	8	3	→	-1	→
Merseyrail	397	45	34	21	-6	→	-1	→
Northern Rail	1151	57	26	17	-5	→	-5	→
ScotRail	1222	71	22	8	6	→	4	→

# How well train company dealt with delays



Key:

Improved ↑

Unchanged →

Declined ↓

Autumn 2011

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

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>LONDON AND SOUTH EAST SERVICES</b>	<b>2818</b>	<b>36</b>	<b>38</b>	<b>26</b>	<b>3</b>	→	<b>0</b>	→
c2c	53	40	32	28	-10	→	-9	→
Chiltern Railways	240	39	35	26	-7	→	-12	↓
First Capital Connect	383	33	41	27	8	→	-1	→
First Great Western	658	45	35	21	2	→	3	→
London Midland	221	41	34	26	9	→	0	→
London Overground	132	42	42	16	-7	→	15	→
National Express East Anglia	309	32	35	32	4	→	-8	→
South West Trains	259	41	43	17	8	→	1	→
Southeastern	190	26	31	43	2	→	-8	→
Southern	373	35	40	25	1	→	0	→
<b>LONG DISTANCE SERVICES</b>	<b>1257</b>	<b>50</b>	<b>31</b>	<b>19</b>	<b>-1</b>	→	<b>-2</b>	→
CrossCountry	345	46	35	19	-3	→	-3	→
East Coast	292	56	26	18	4	→	-6	→
East Midlands Trains	140	39	32	30	-10	→	-3	→
First TransPennine Express	218	53	29	18	5	→	1	→
Virgin Trains	262	55	31	14	0	→	-1	→
<b>REGIONAL SERVICES</b>	<b>604</b>	<b>41</b>	<b>37</b>	<b>22</b>	<b>5</b>	→	<b>-3</b>	→
Arriva Trains Wales	229	45	30	25	2	→	8	→
Merseyrail	35	50	36	14	1	→	3	→
Northern Rail	202	43	35	22	8	→	-1	→
ScotRail	138	34	45	22	0	→	-11	→

## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
Overall satisfaction	73	→	73	86	↑	85
Overall satisfaction with the station	74	↑	71	78	↑	76
Ticket buying facilities	63	→	63	74	↑	72
Provision of information about train times/platforms	79	→	77	80	→	80
The upkeep/repair of the station buildings/platforms	63	↑	60	66	↑	64
Cleanliness	70	→	69	71	→	70
The facilities and services	50	→	49	49	→	50
The attitudes and helpfulness of the staff	63	→	62	70	→	71
Connections with other forms of public transport	71	→	72	74	→	75
Facilities for car parking	46	→	46	49	→	47
Overall environment	63	→	62	68	↑	66
Your personal security whilst using	62	→	62	67	↑	65
The availability of staff	52	→	51	58	→	59
How request to station staff was handled	77	→	73	87	→	86

Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59



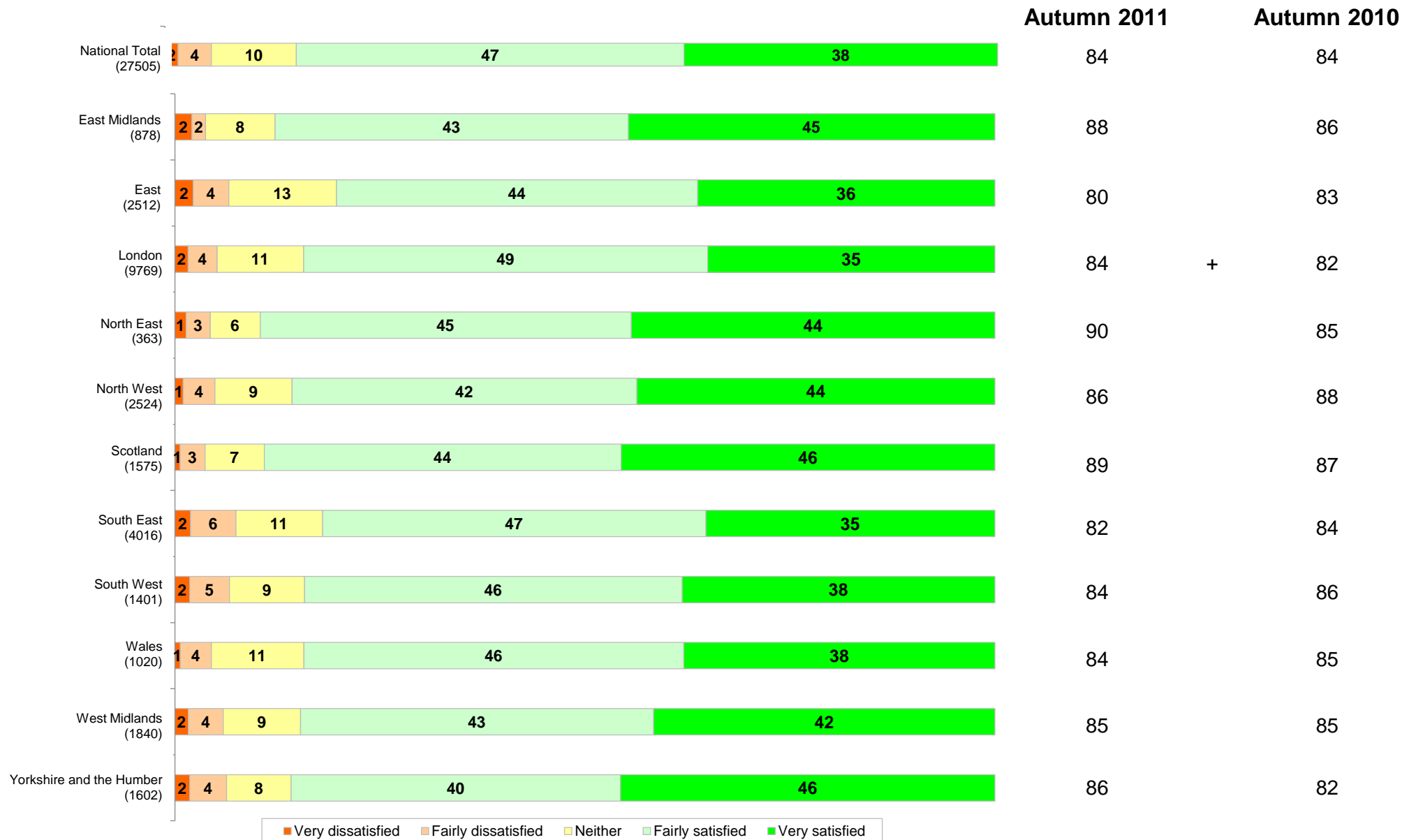
## Peak/off-peak satisfaction scores for London and South East

	Peak			Off-Peak		
	Autumn 2011	significant change	Autumn 2010	Autumn 2011	significant change	Autumn 2010
The frequency of the trains on that route	73	→	72	78	→	77
Punctuality/reliability (i.e. the train arriving/departing on time)	73	→	74	82	→	83
The length of time the journey was scheduled to take (speed)	76	→	75	85	→	86
Connections with other train services	69	→	71	77	→	76
The value for money for the price of your ticket	23	↓	27	46	↓	48
Cleanliness of the train	67	→	67	75	↑	73
Upkeep and repair of the train	66	→	68	77	↑	75
The provision of information during the journey	58	→	61	72	→	71
The helpfulness and attitude of staff on train	47	→	45	60	→	61
The space for luggage	38	→	41	56	→	55
The toilet facilities	26	→	24	38	→	38
Sufficient room for all passengers to sit/stand	41	→	41	74	→	73
The comfort of the seating area	55	→	56	75	→	75
The ease of being able to get on and off	68	→	68	83	→	82
Your personal security on board	69	→	67	77	→	76
The cleanliness of the inside	67	→	66	76	↑	74
The cleanliness of the outside	66	→	64	76	↑	73
The availability of staff	27	→	24	42	→	41
How well train company deals with delays	28	→	26	39	→	41

Peak is defined as weekday journeys that arrive at London terminals between 07:00 and 09:59, and those departing between 16:00 and 18:59

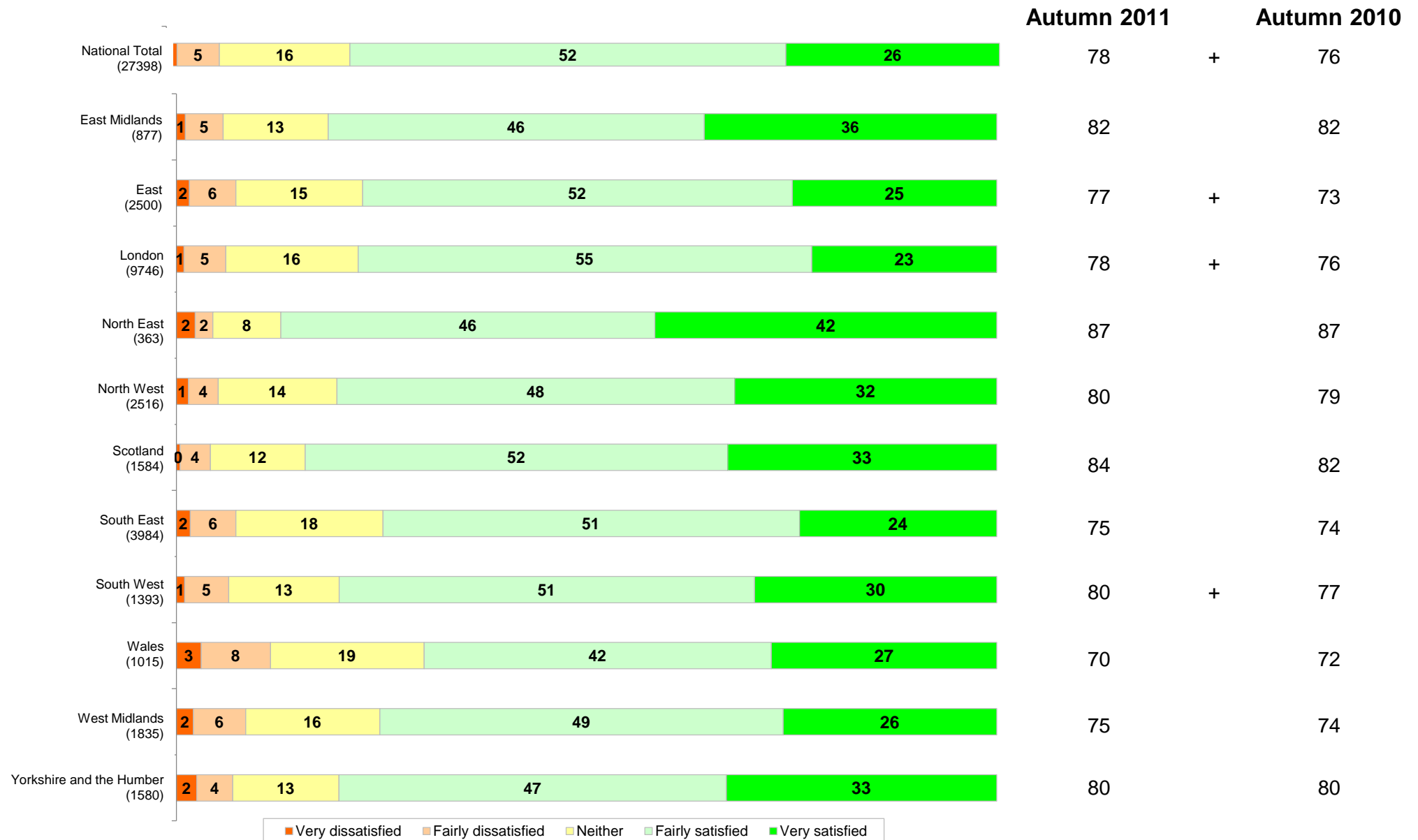
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Overall satisfaction with journey



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## Overall satisfaction with the station



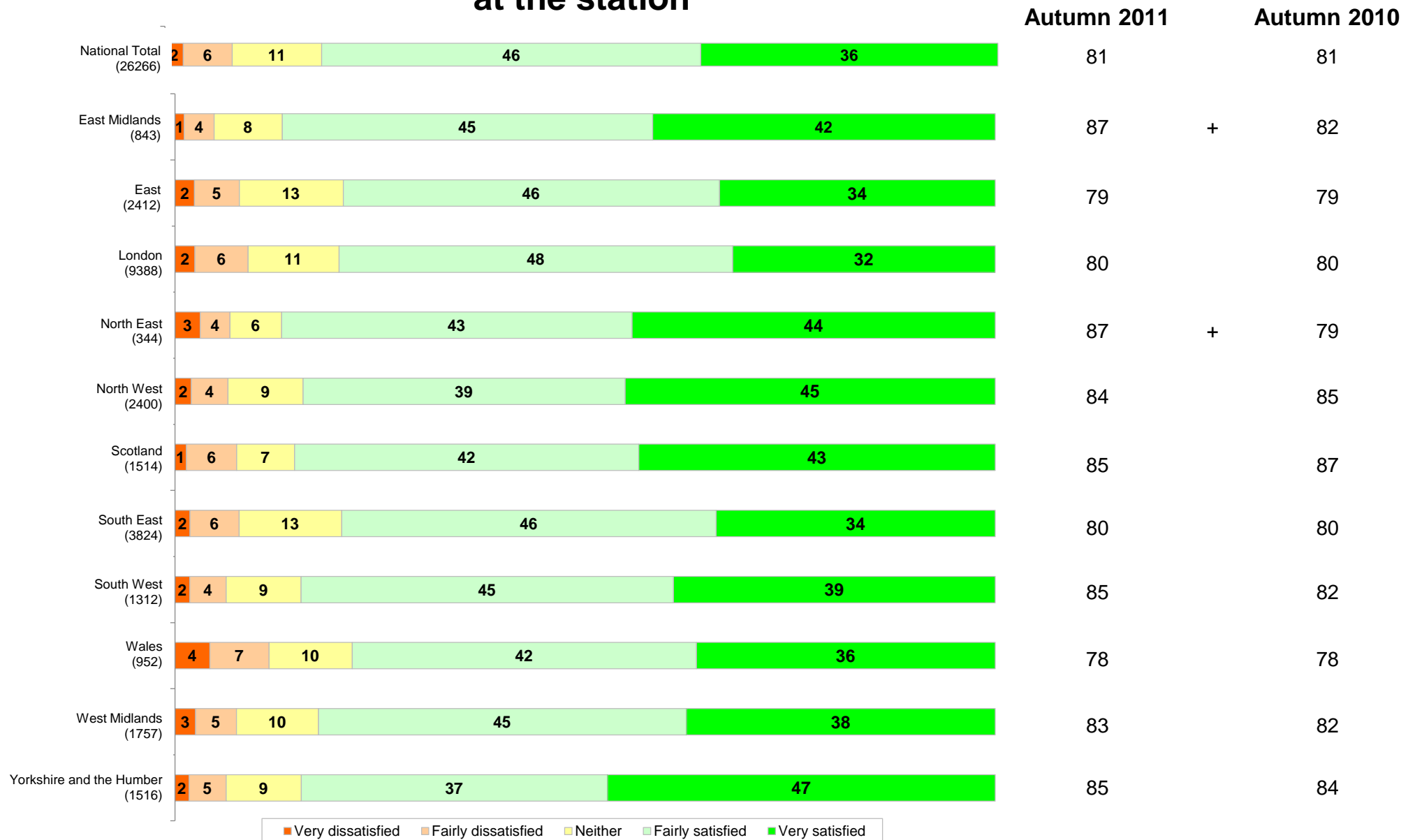
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### Ticket buying facilities at the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

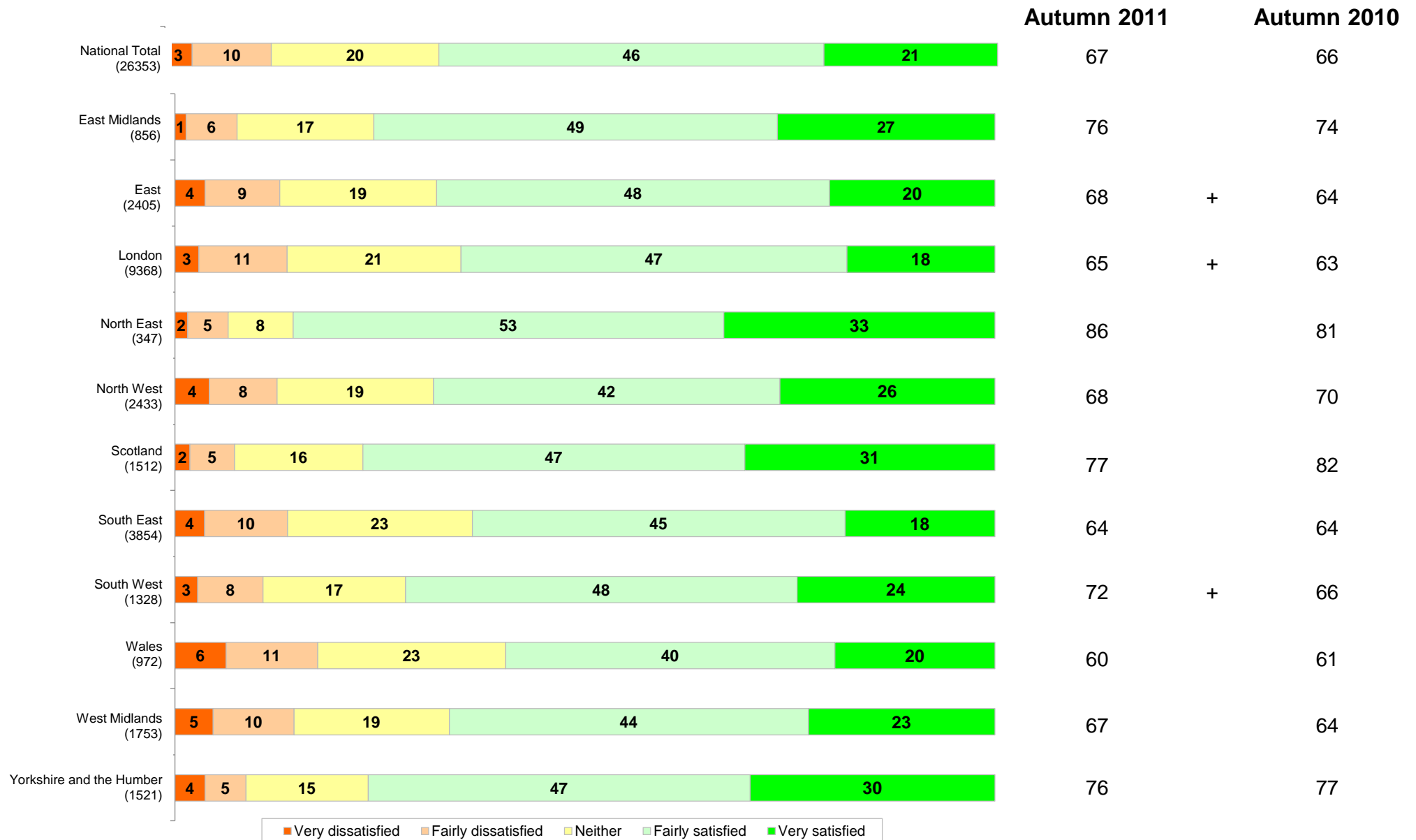
## Provision of information about train times/platforms at the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

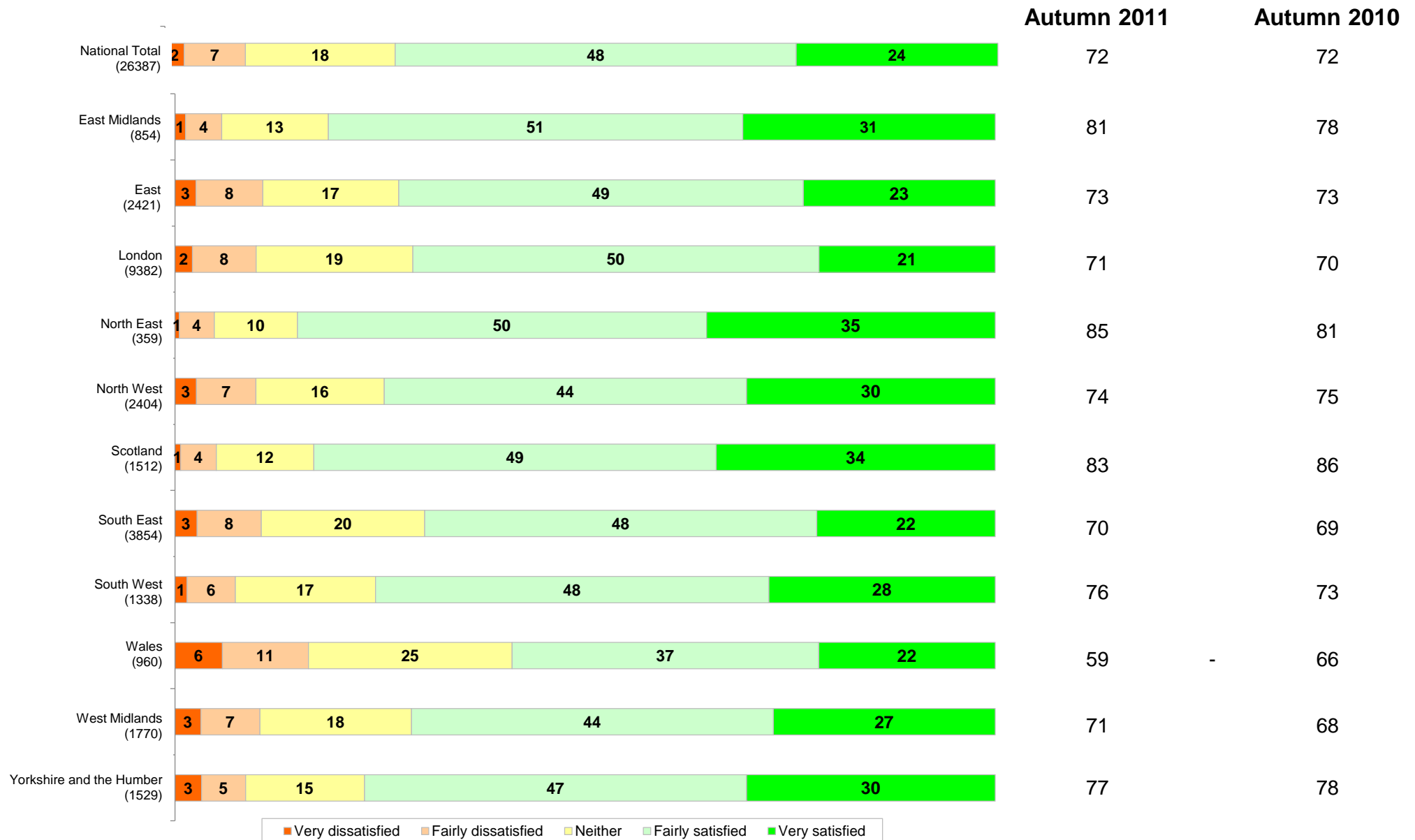
### The upkeep/repair of the station buildings/platforms



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

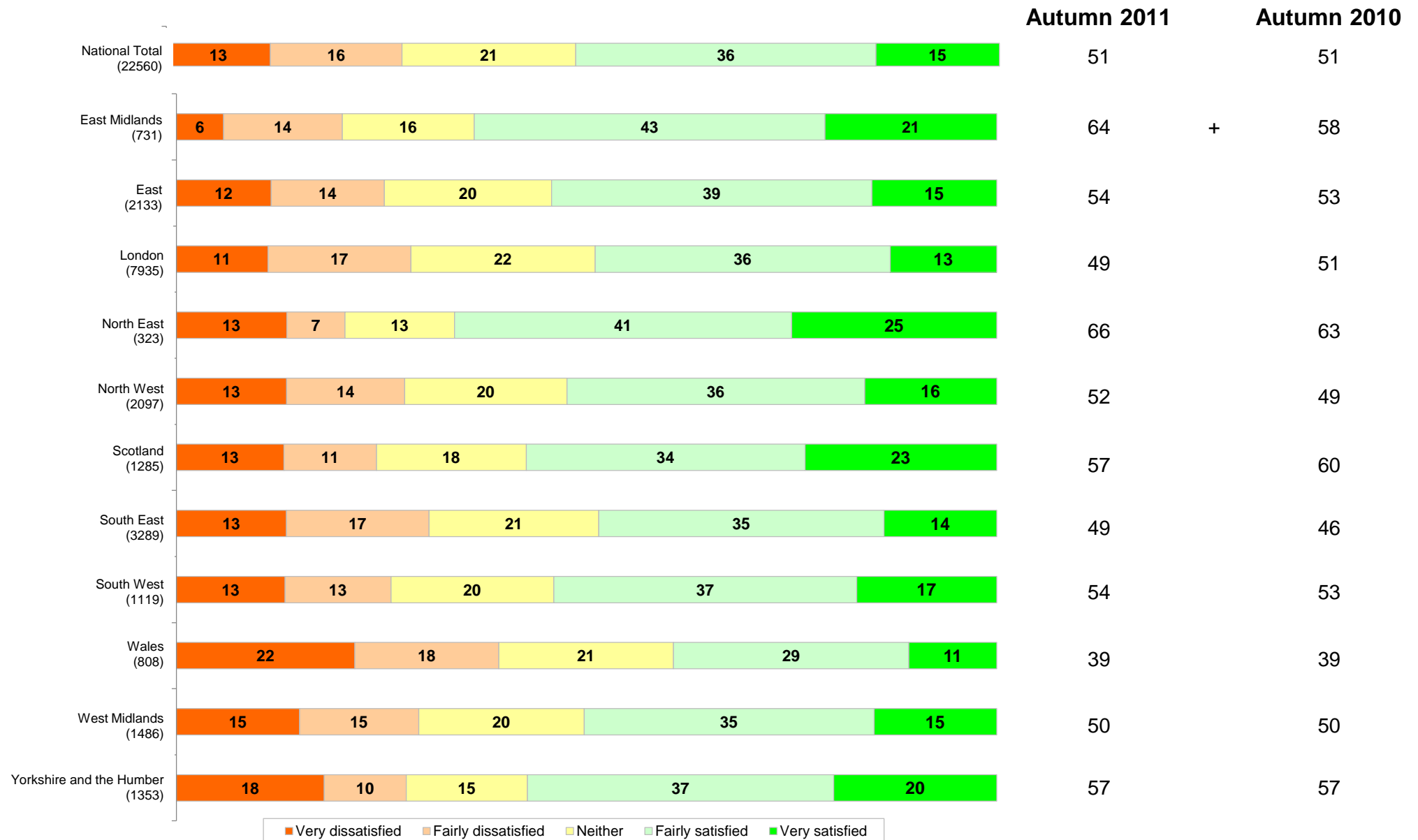
% satisfied/good

## Cleanliness of the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The facilities and services at the station





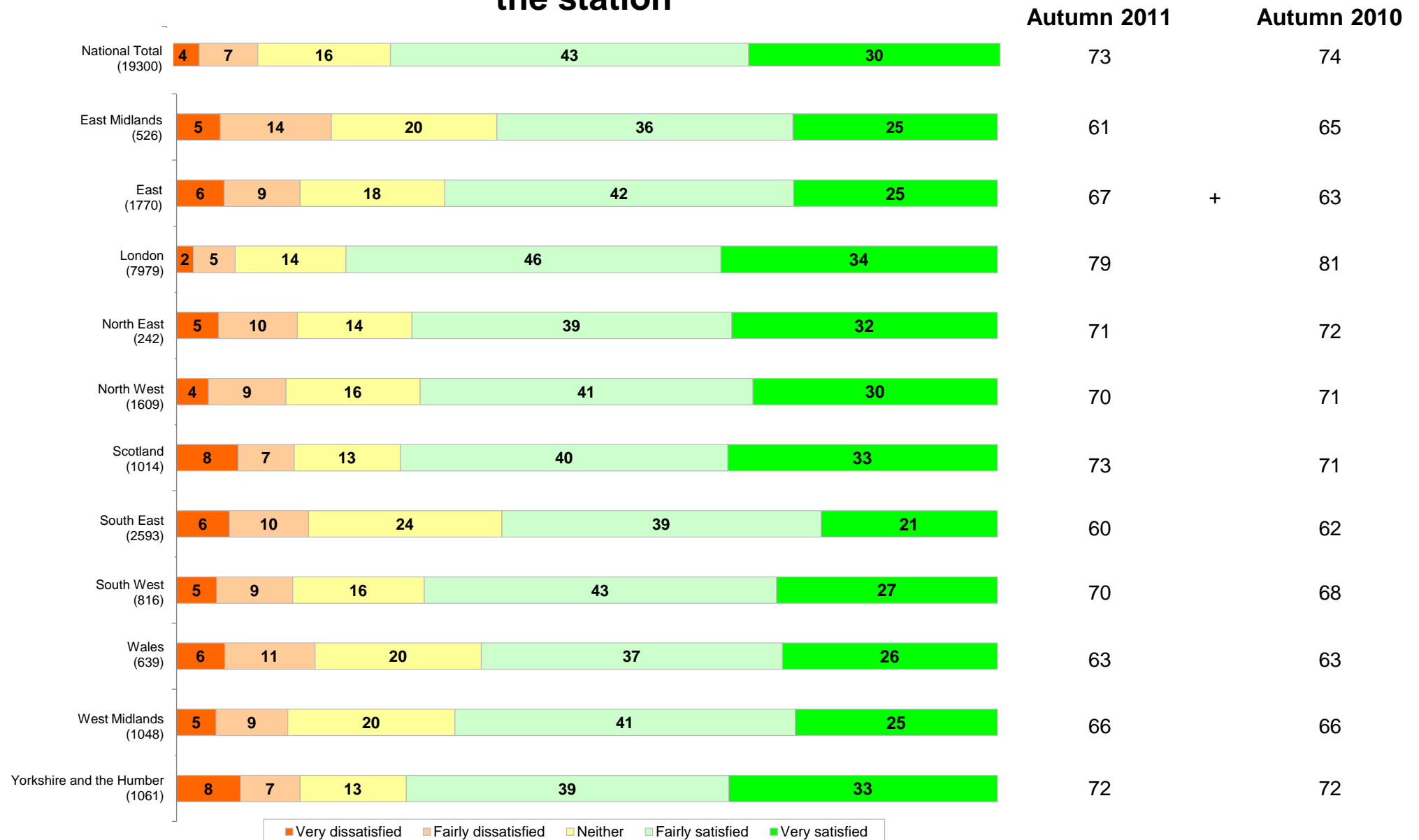
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

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



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

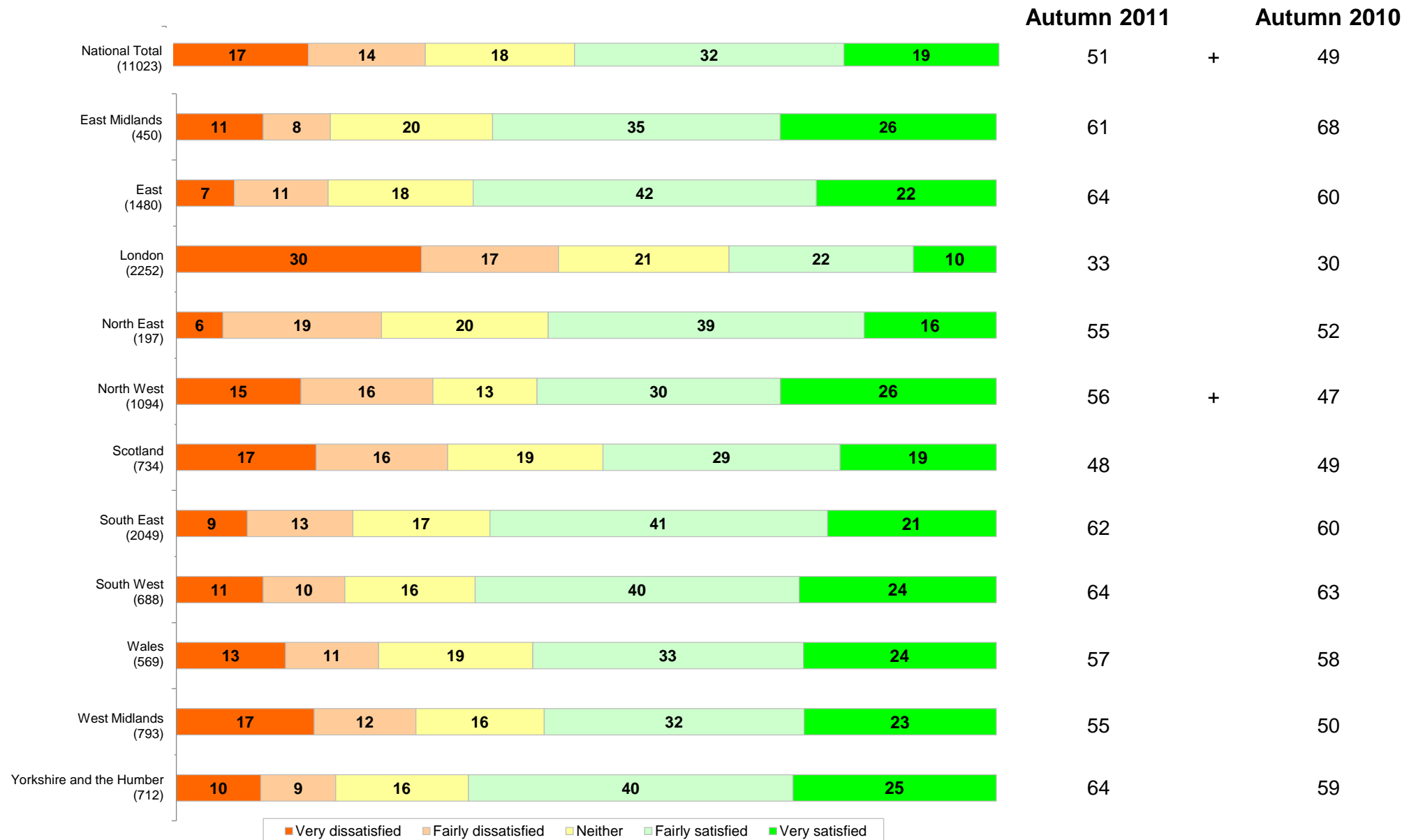
## Connections with other forms of public transport at the station



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

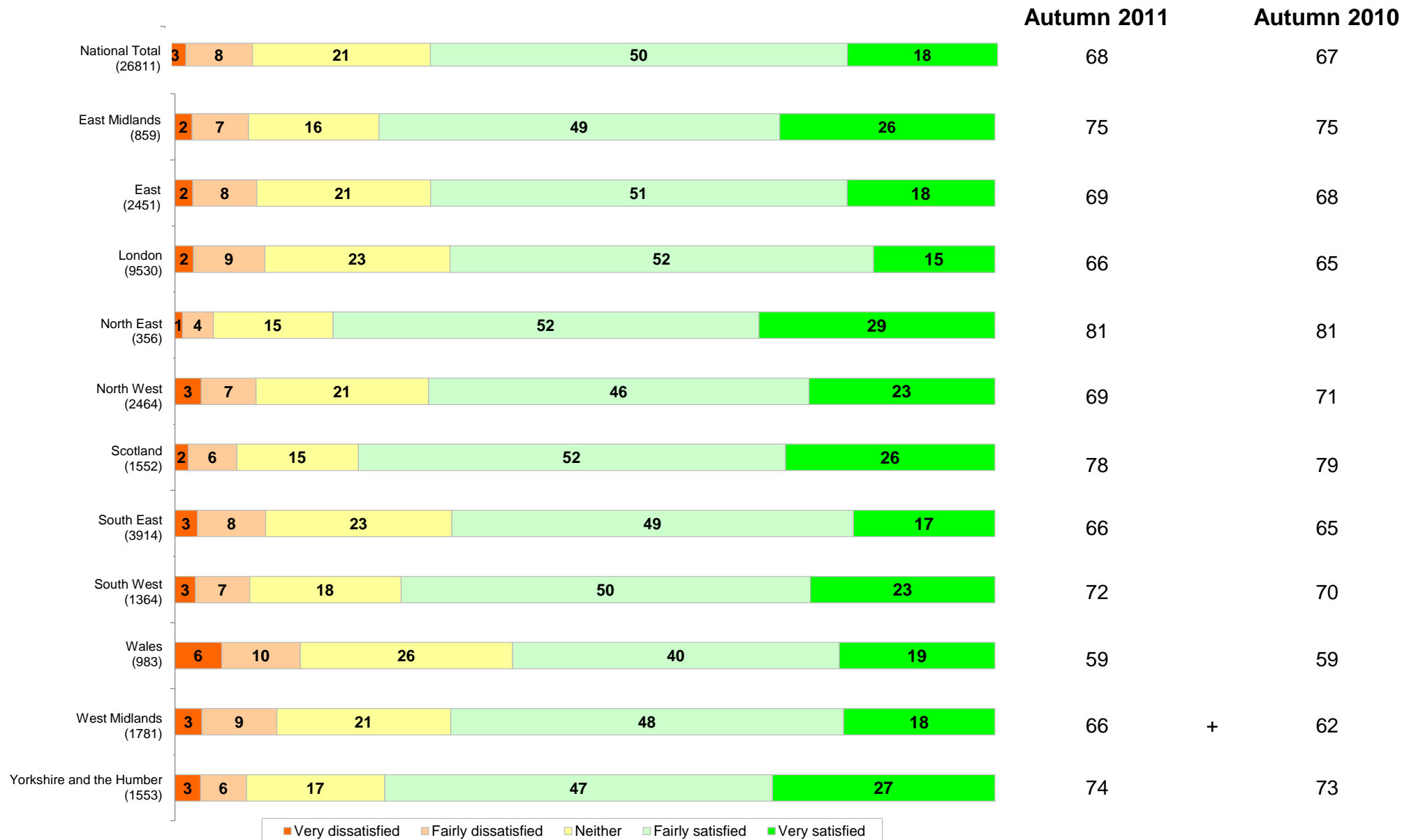
% satisfied/good

## Facilities for car parking at the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

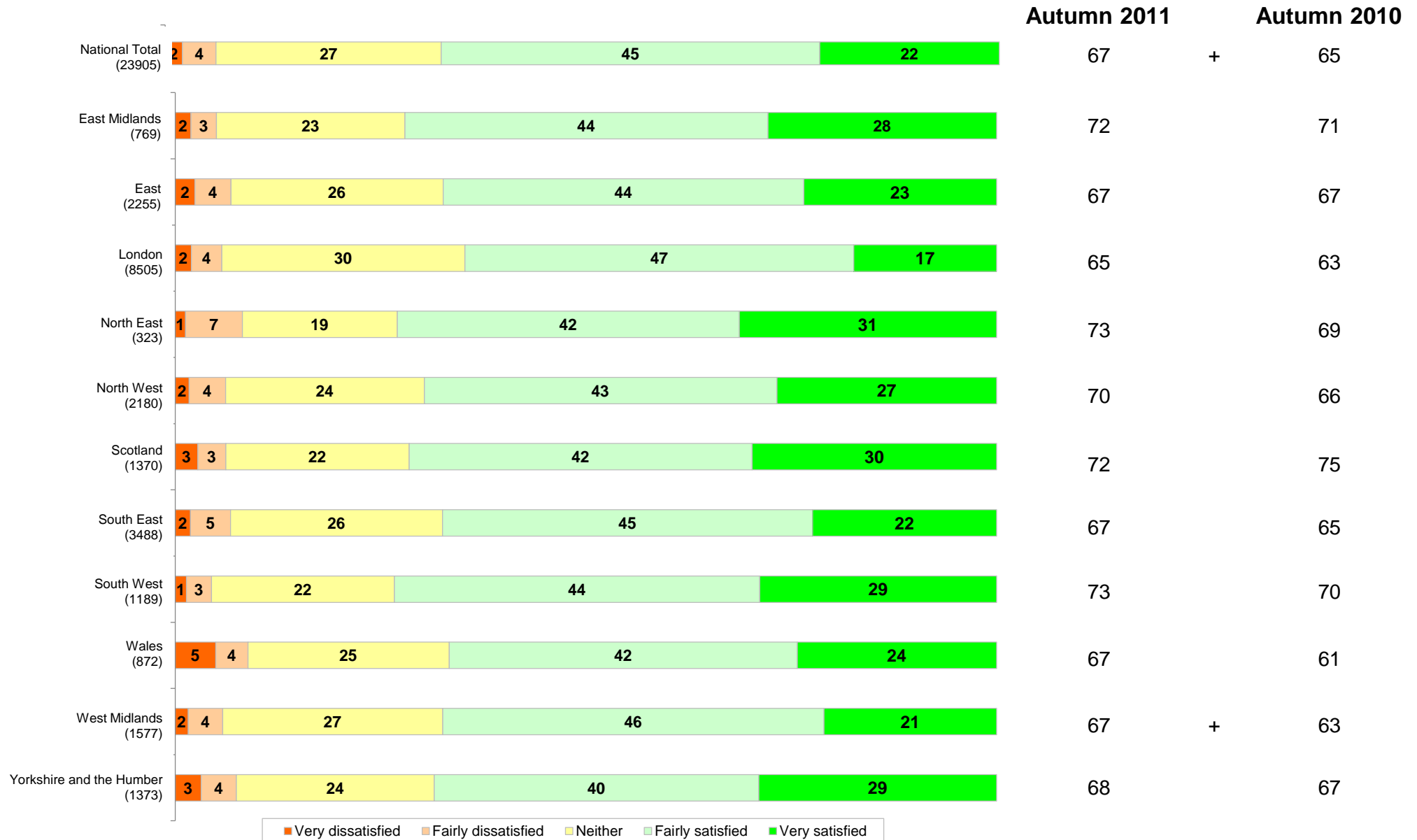
### Overall environment of the station



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

## Your personal security whilst using the station

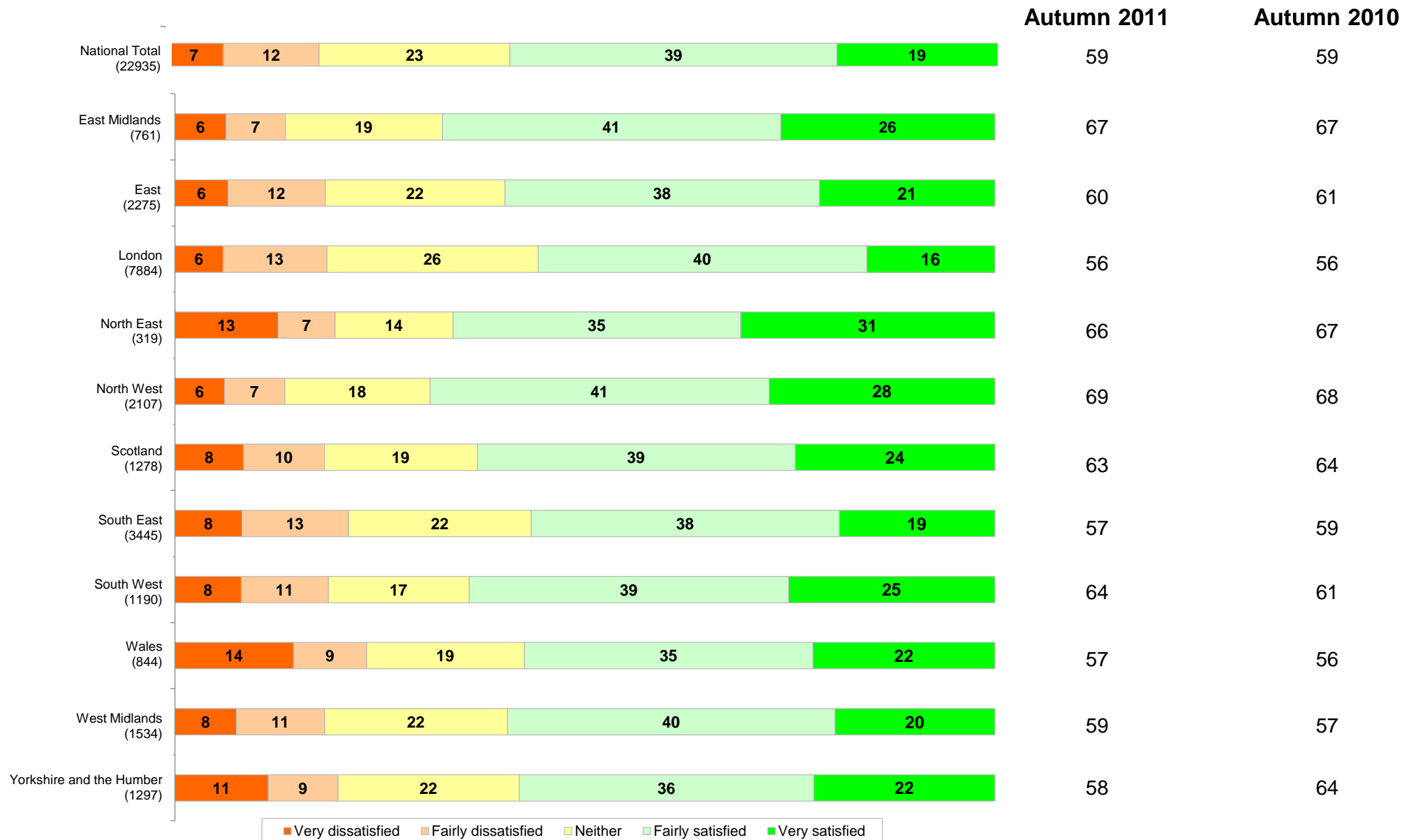
% satisfied/good



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## The availability of staff at the station



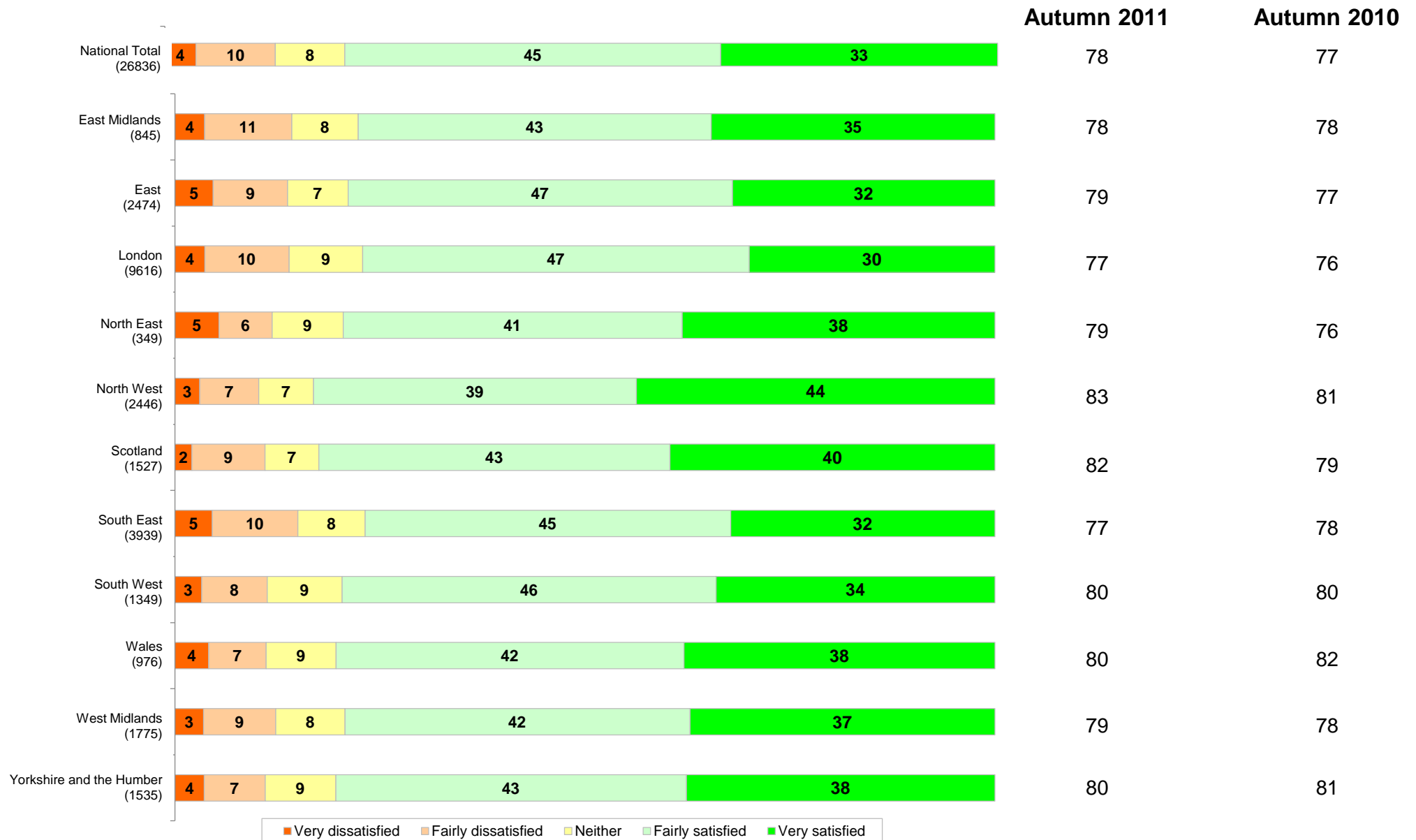
At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

### How request to station staff was handled



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The frequency of the trains on that route





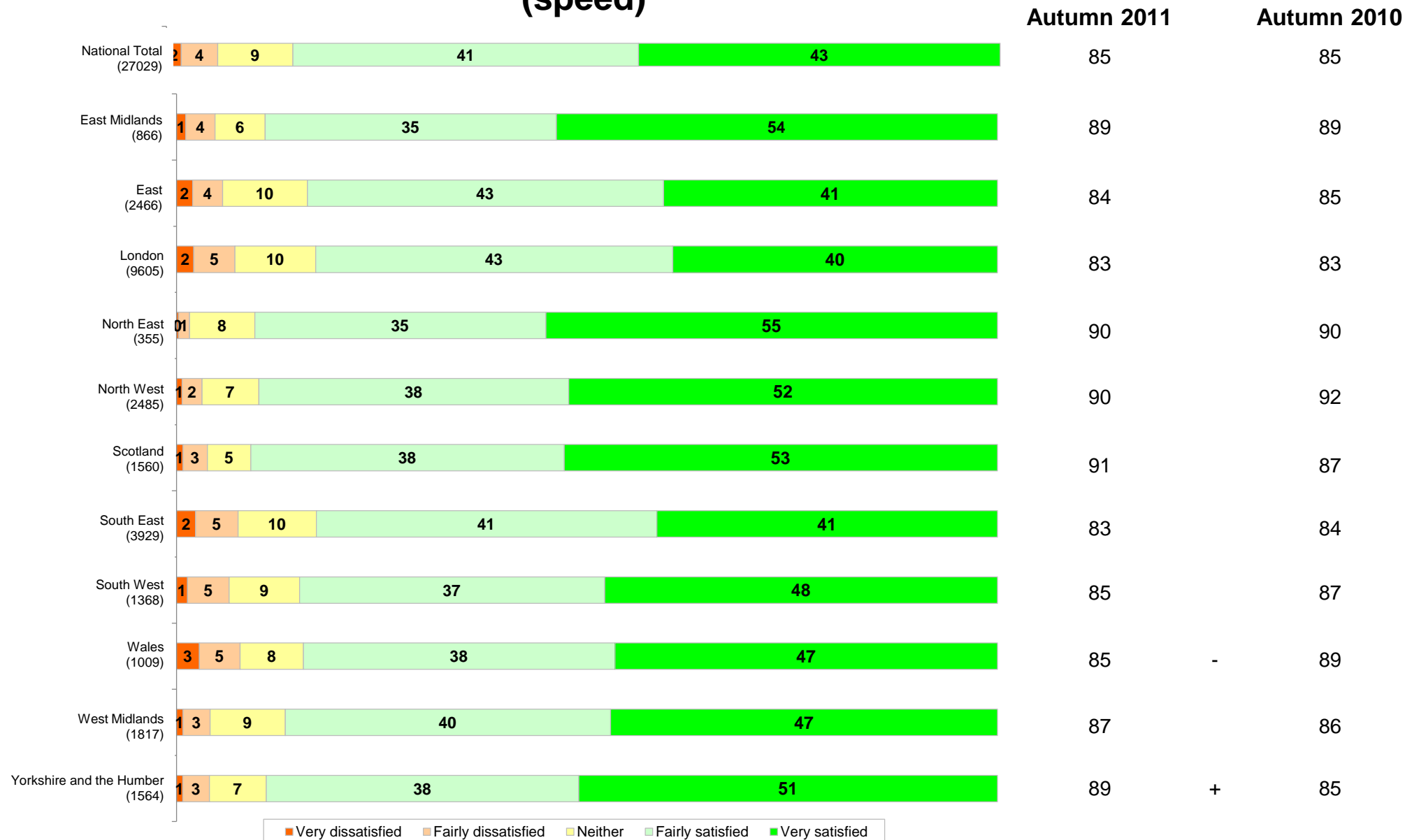
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

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



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

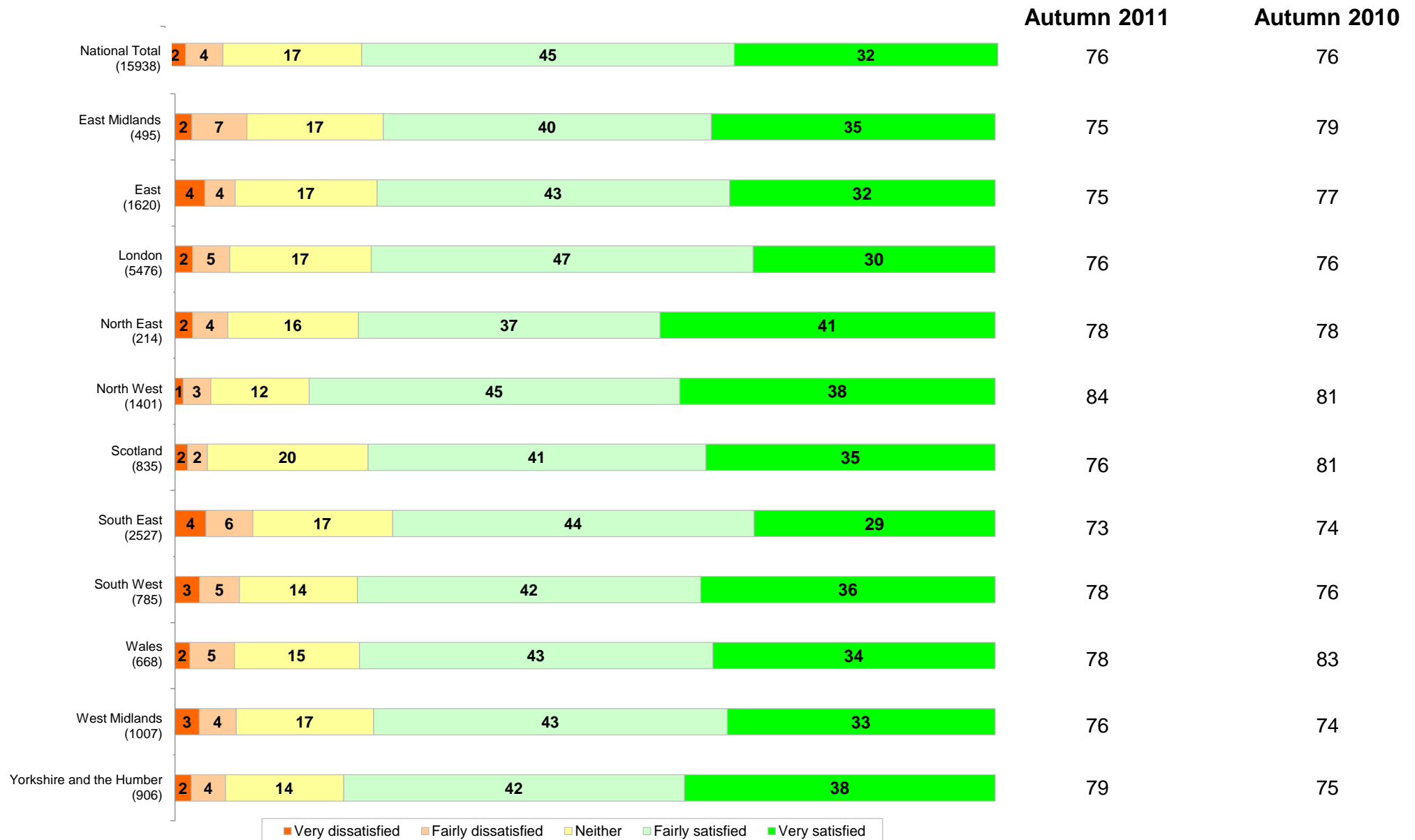
## The length of time the journey was scheduled to take (speed)



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

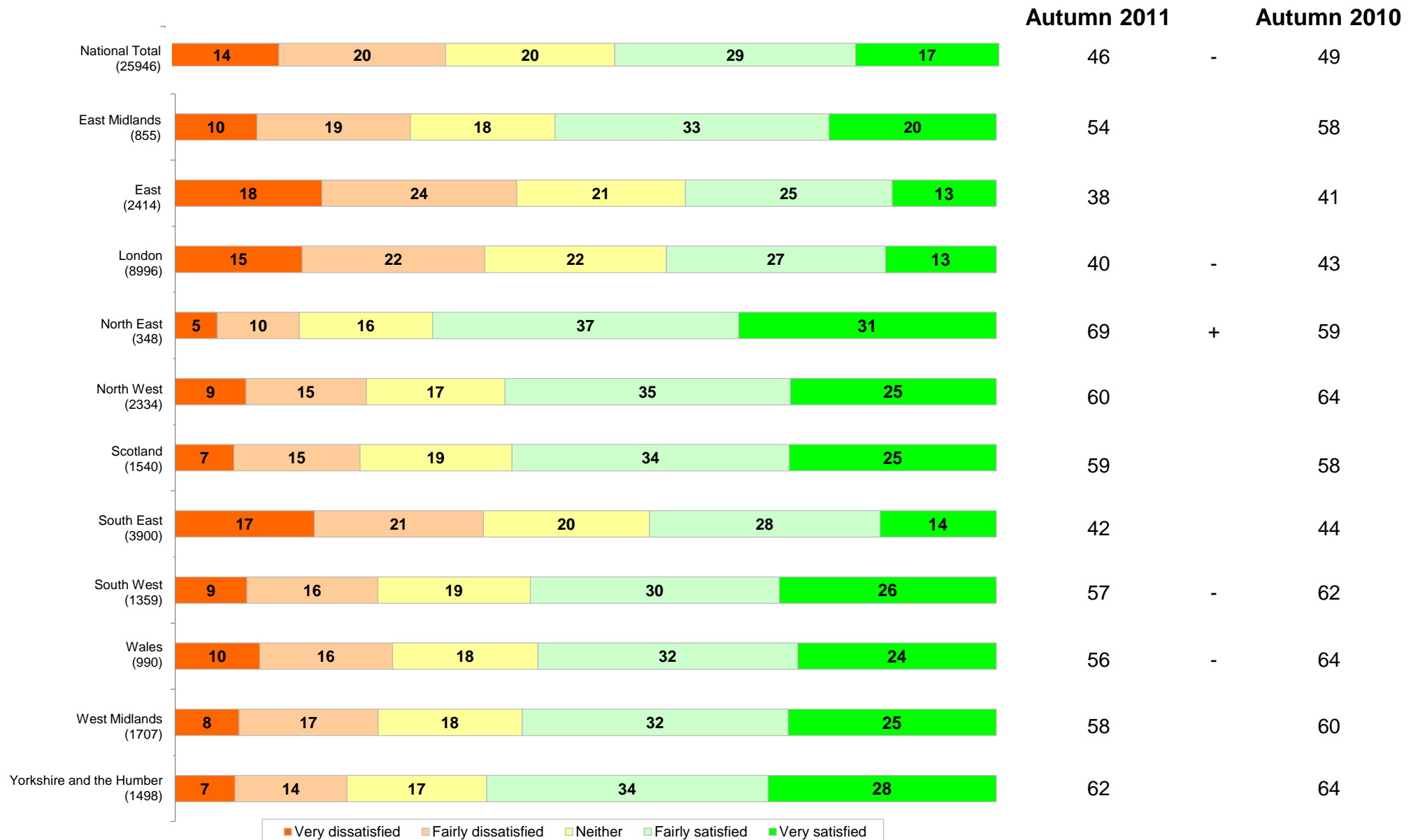
## Connections with other train services



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

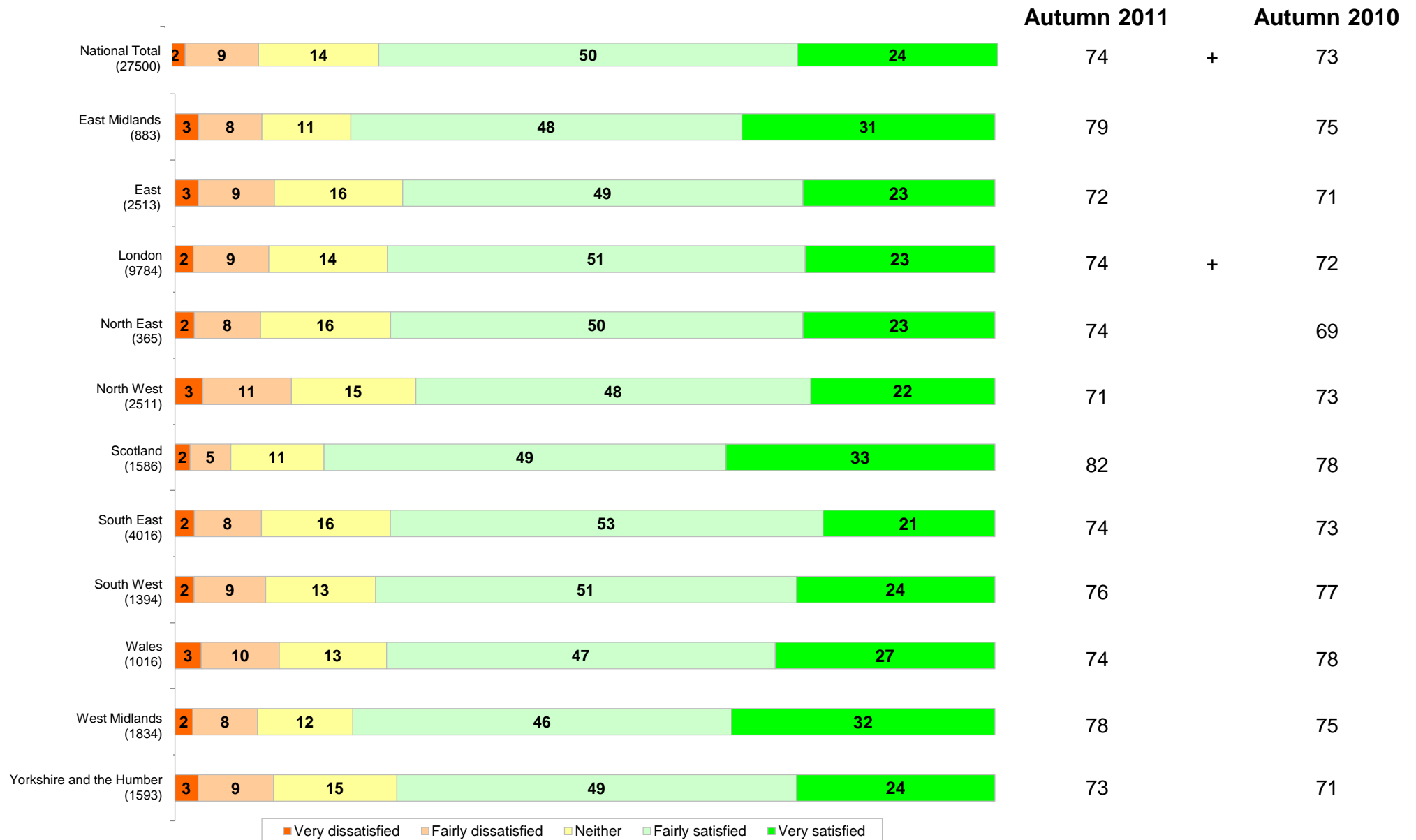
## The value for money for the price of your ticket



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

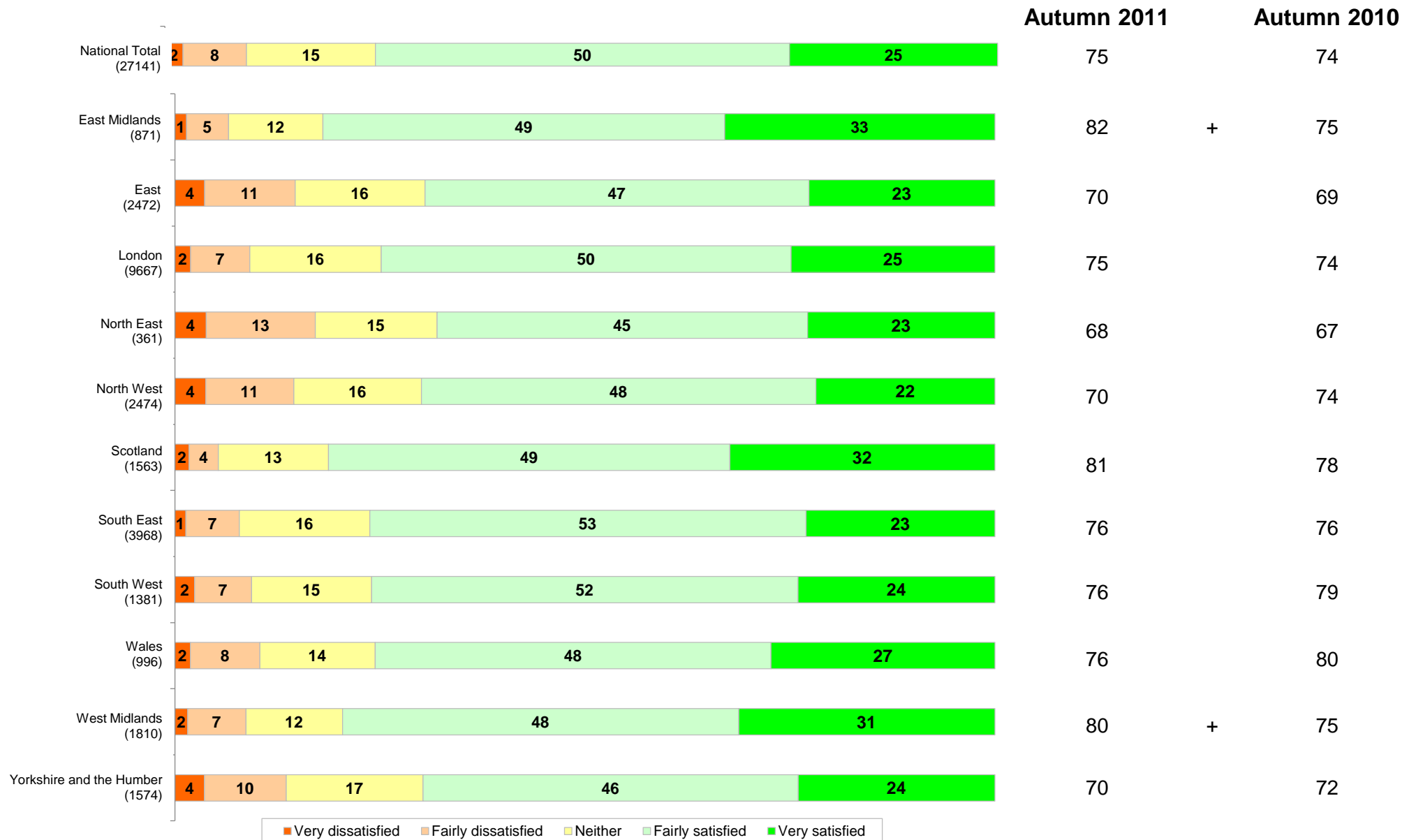
## Cleanliness of the train

% satisfied/good



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

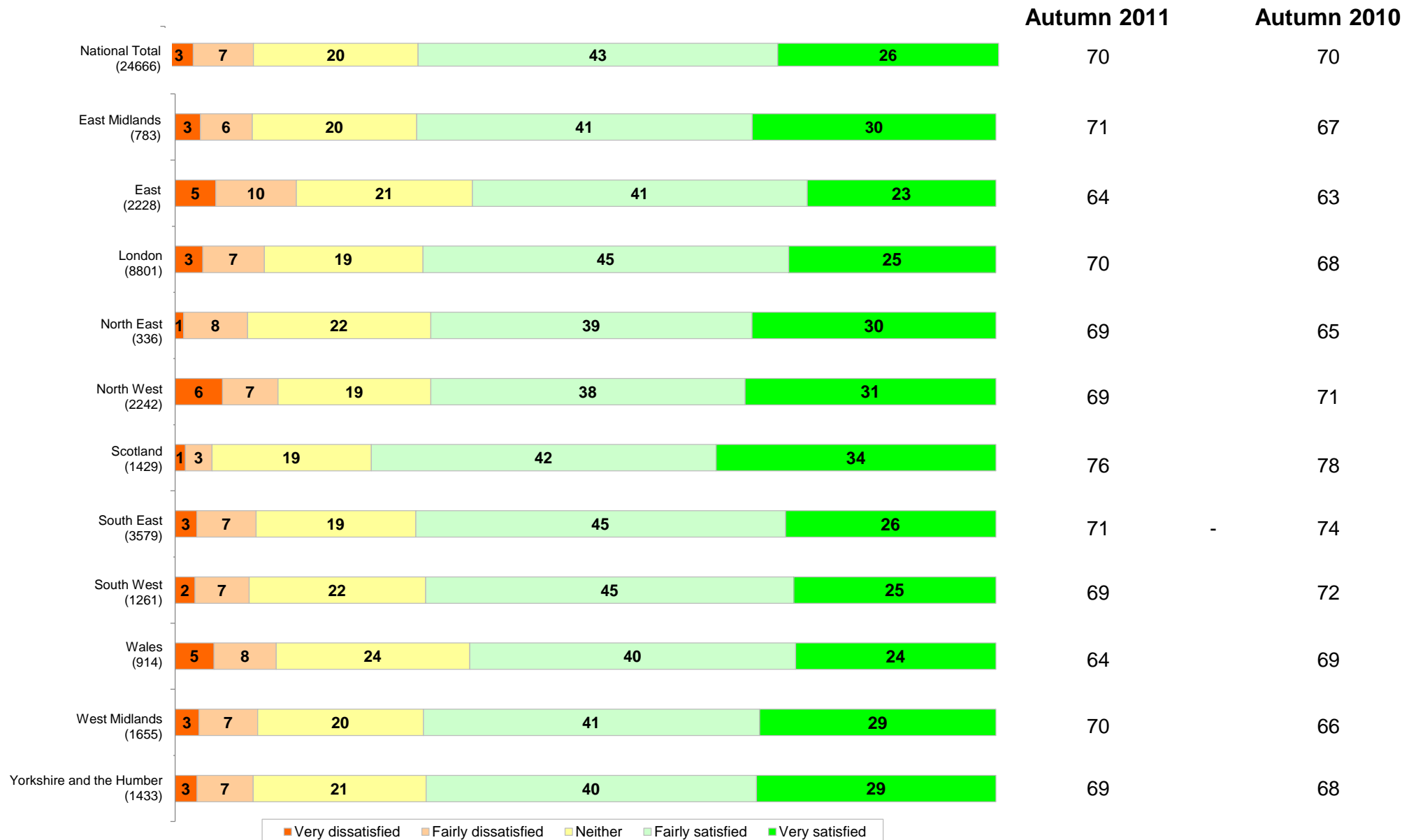
## Upkeep and repair of the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

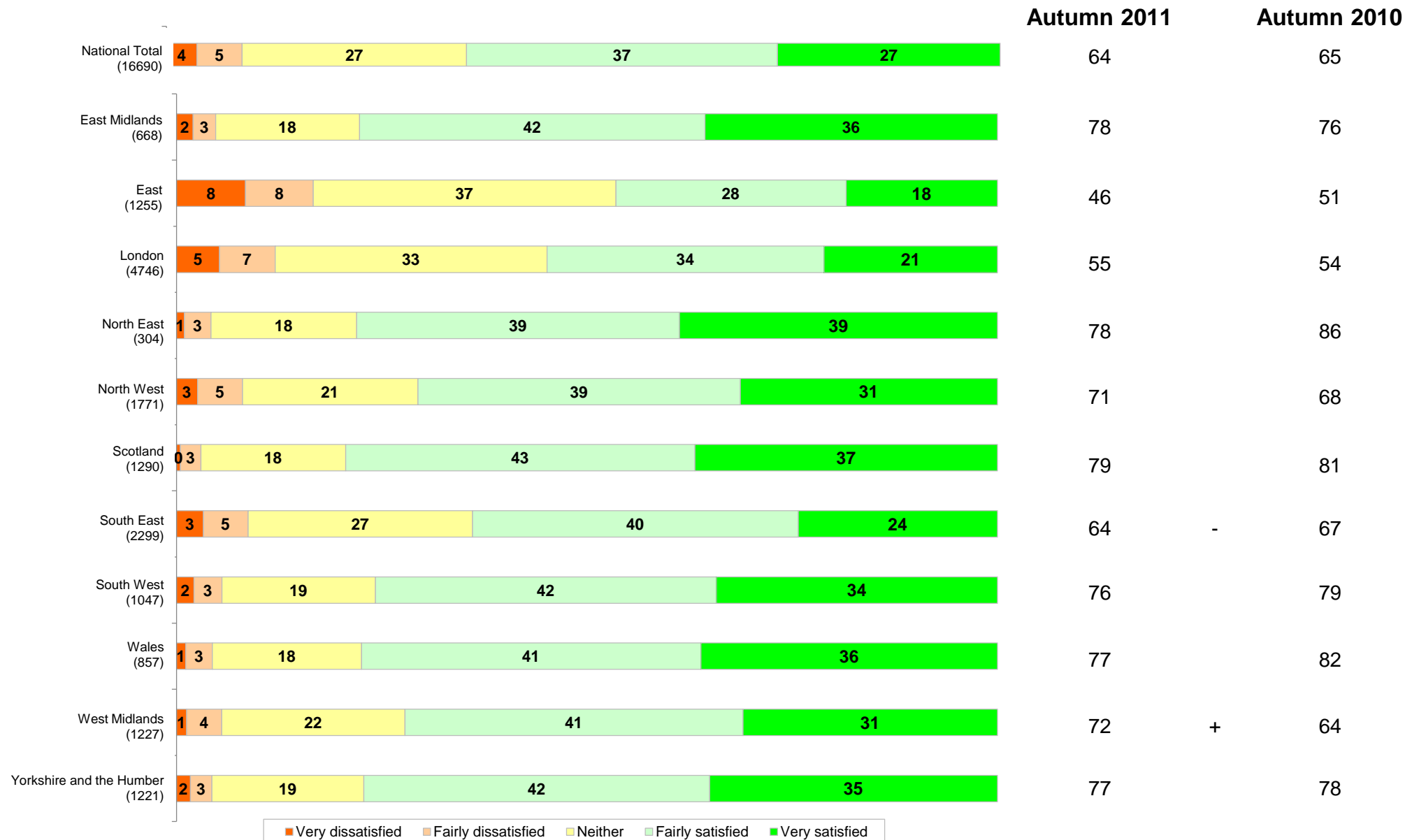
% satisfied/good

## The provision of information during the journey



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The helpfulness and attitude of staff on train

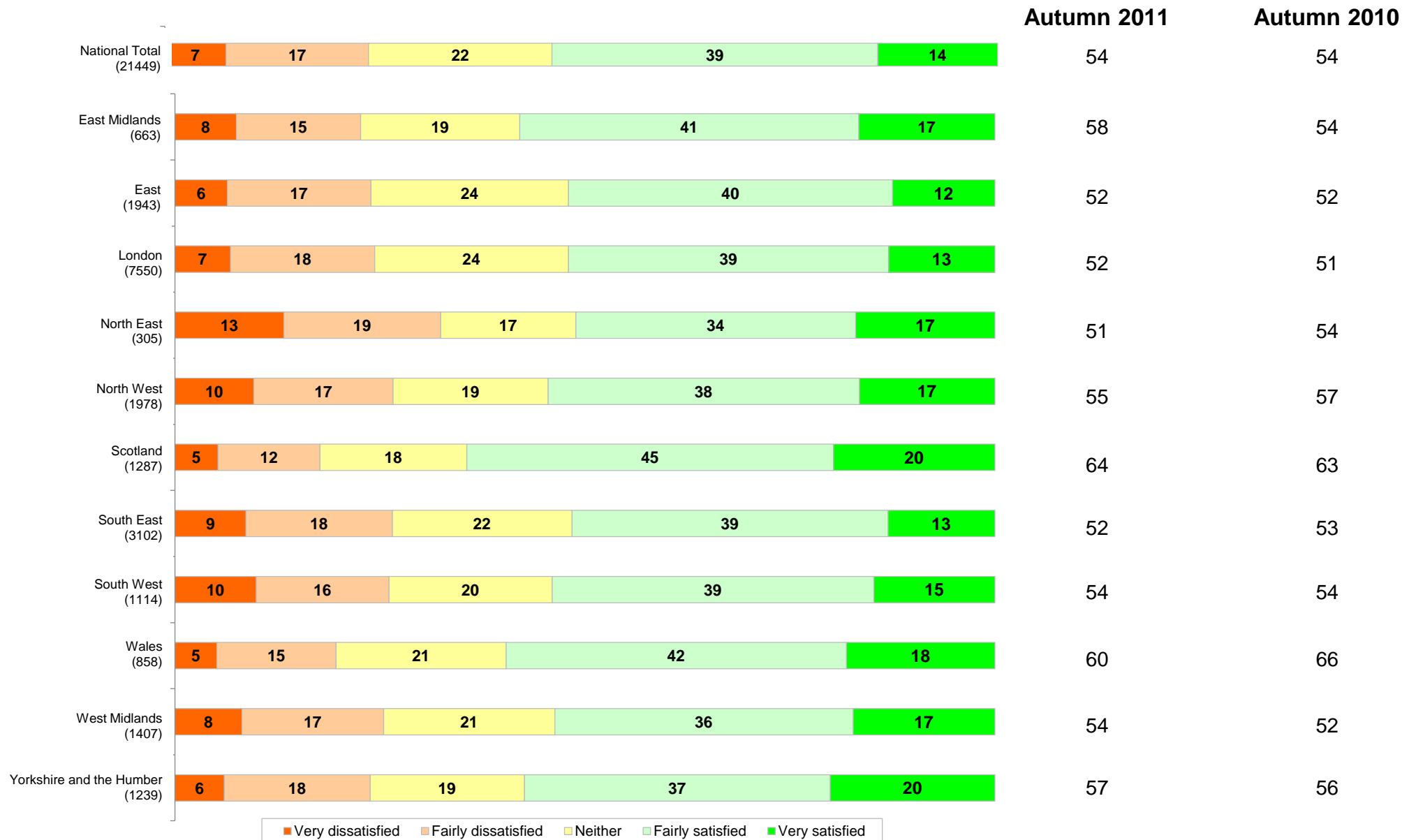




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

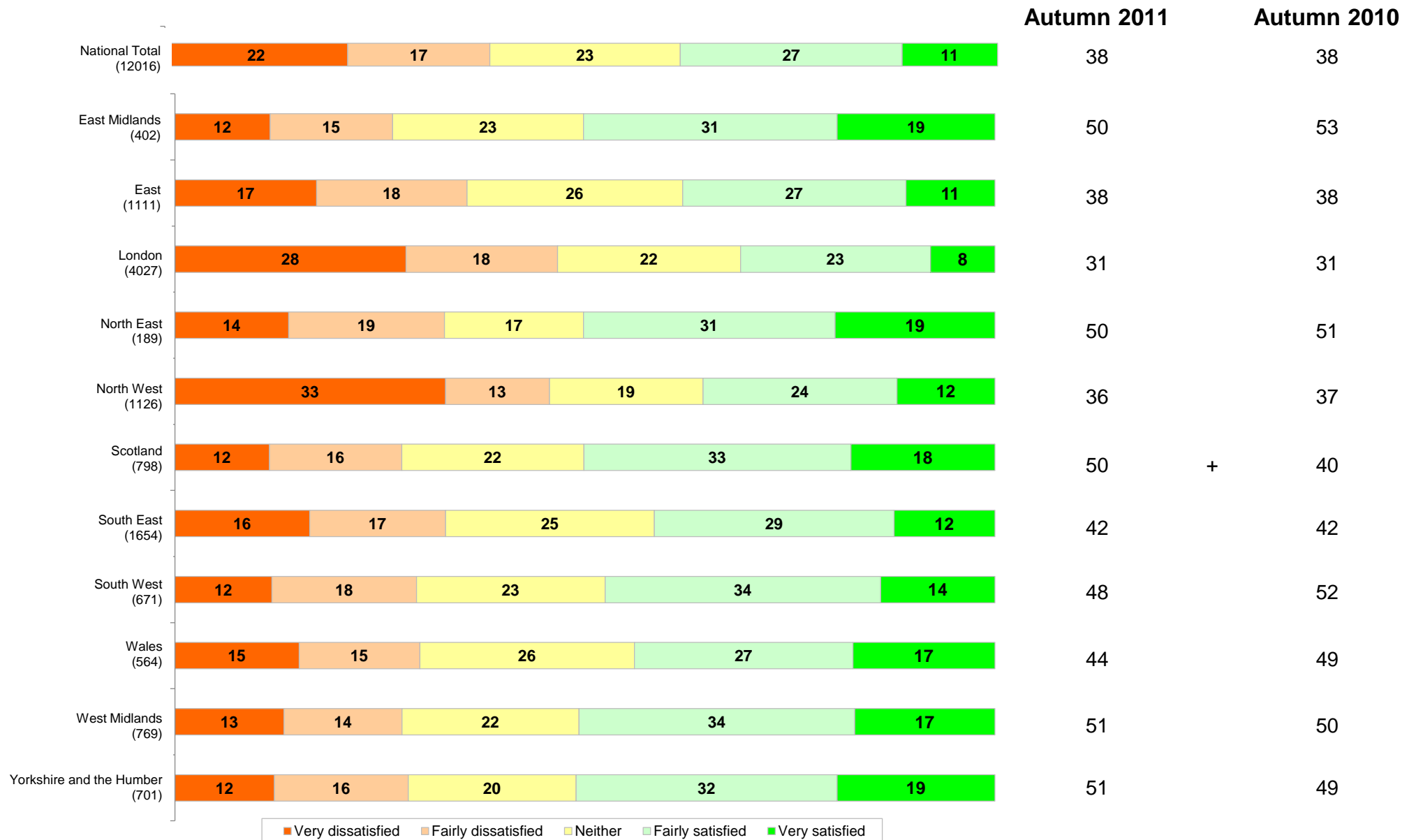
% satisfied/good

## The space for luggage on the train



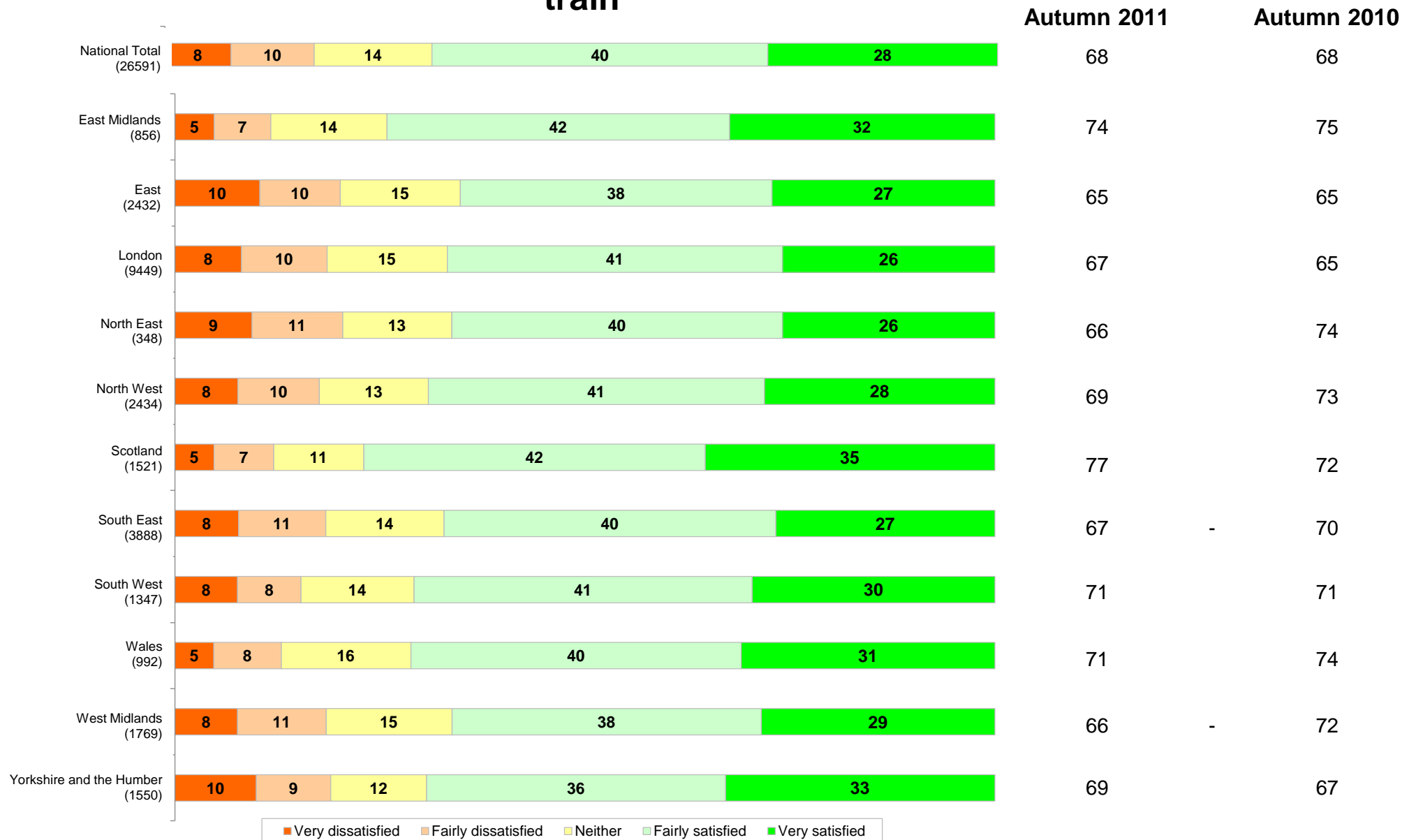
At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The toilet facilities on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

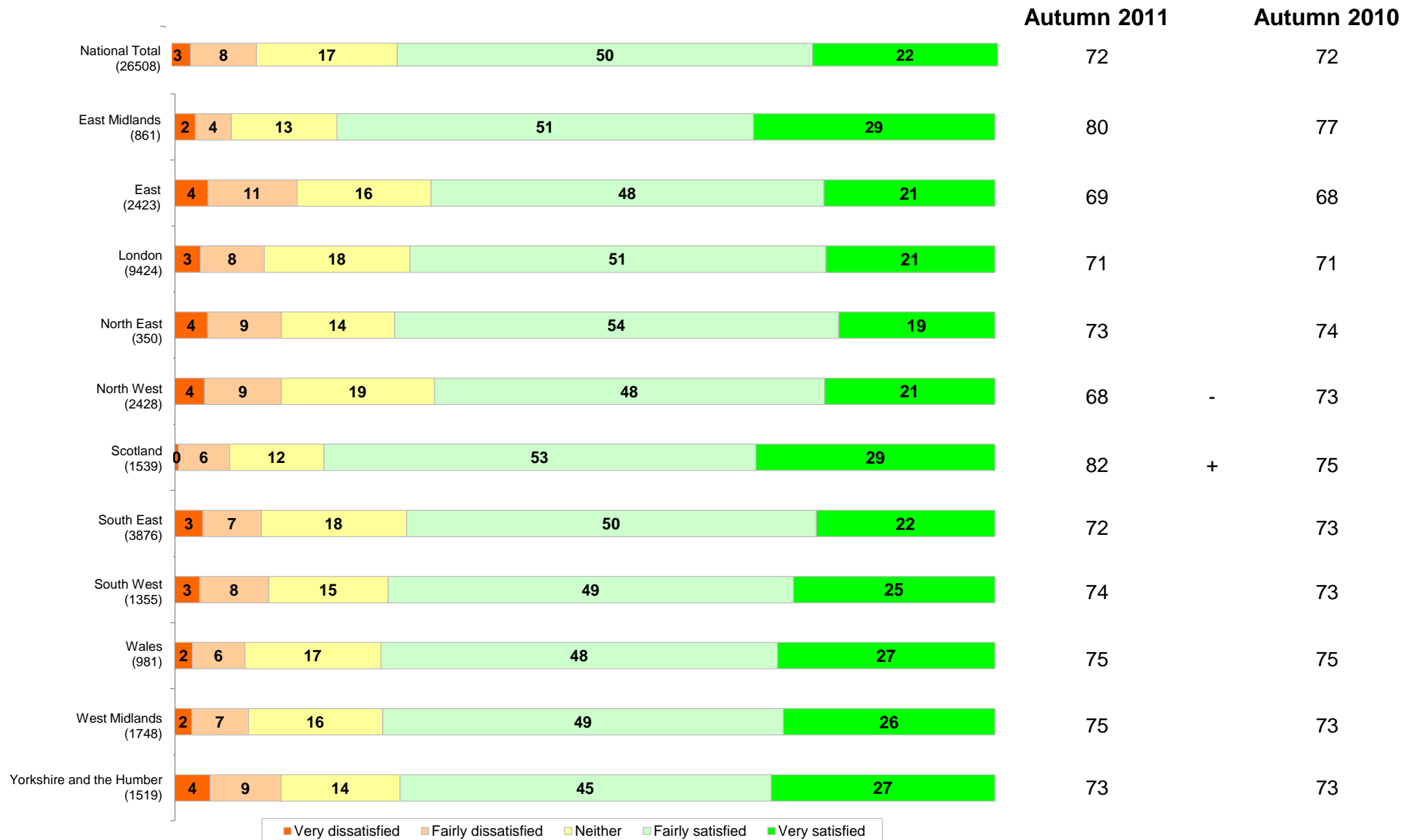
## Sufficient room for all passengers to sit/stand on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

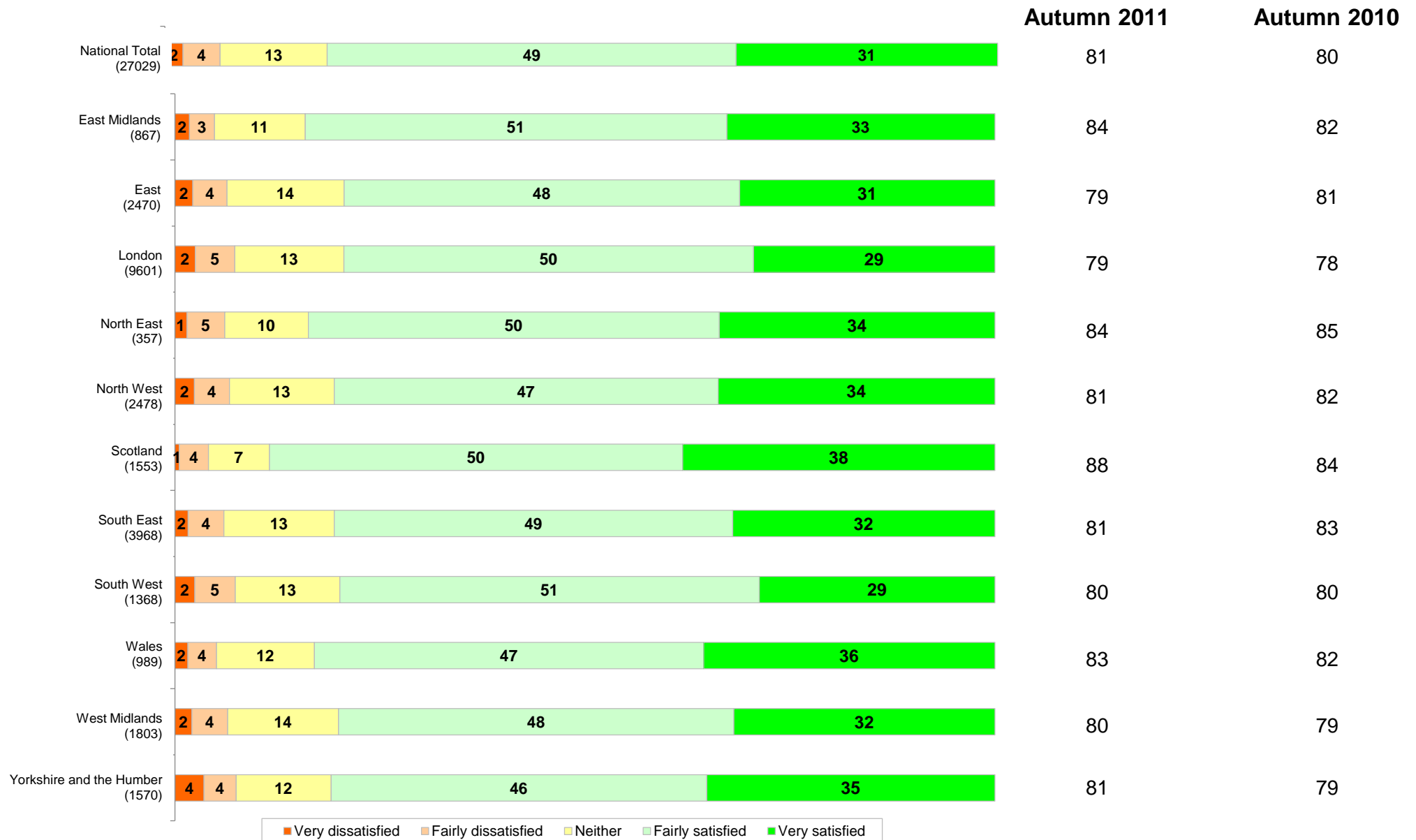
## The comfort of the seating area on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

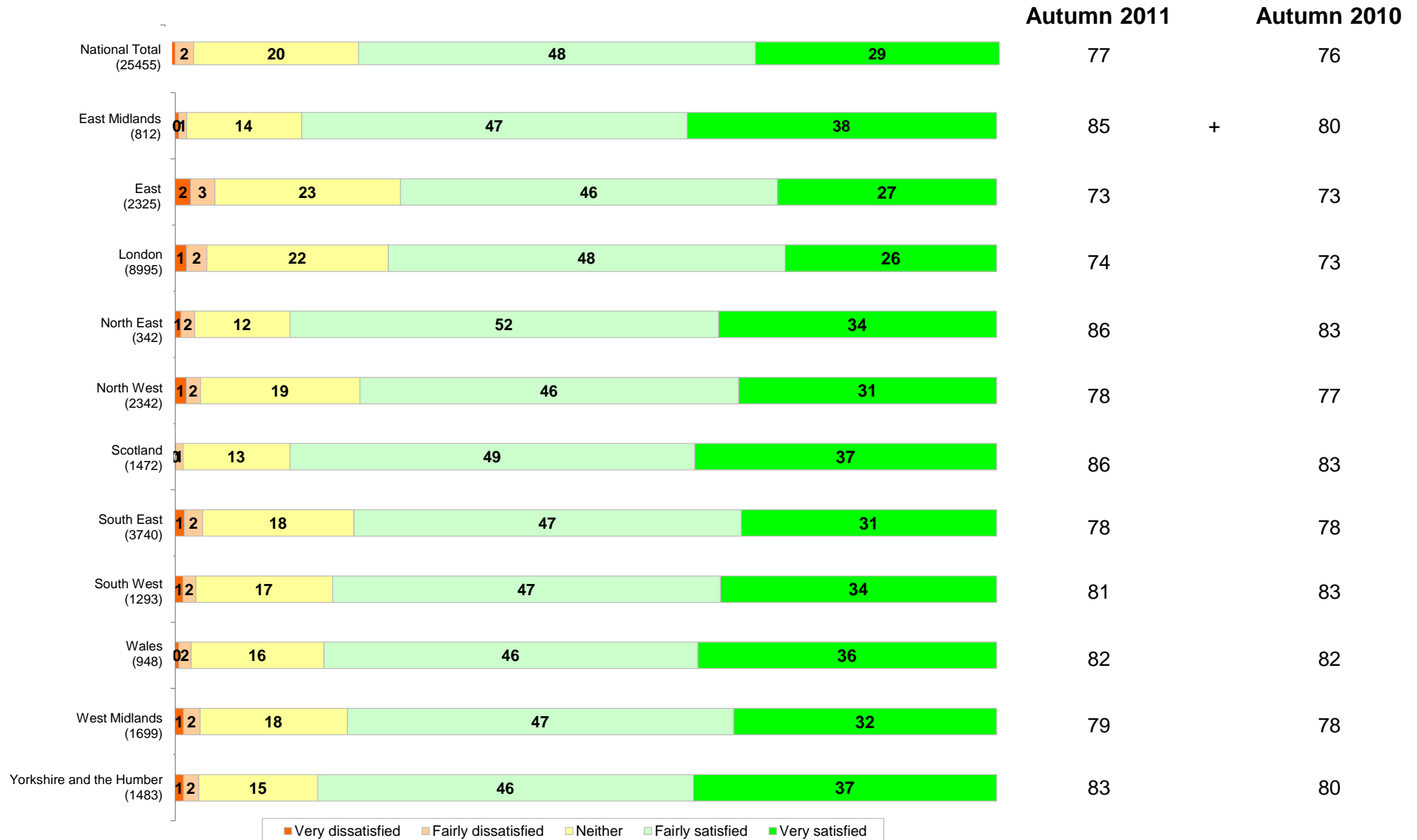
## The ease of being able to get on and off the train



At 95% confidence level:  
 + denotes significant increase  
 - denotes significant decrease

% satisfied/good

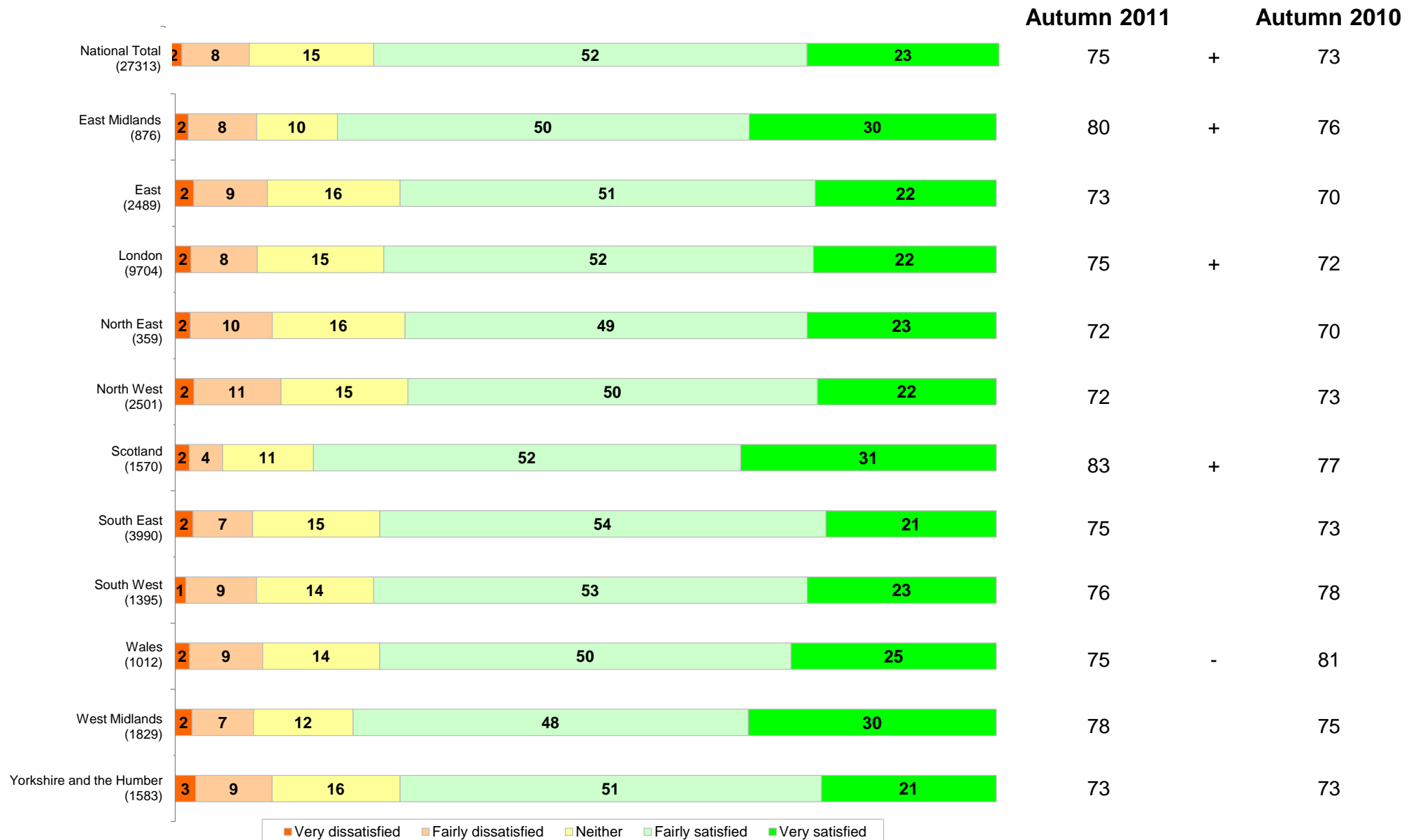
Your personal security whilst on board the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

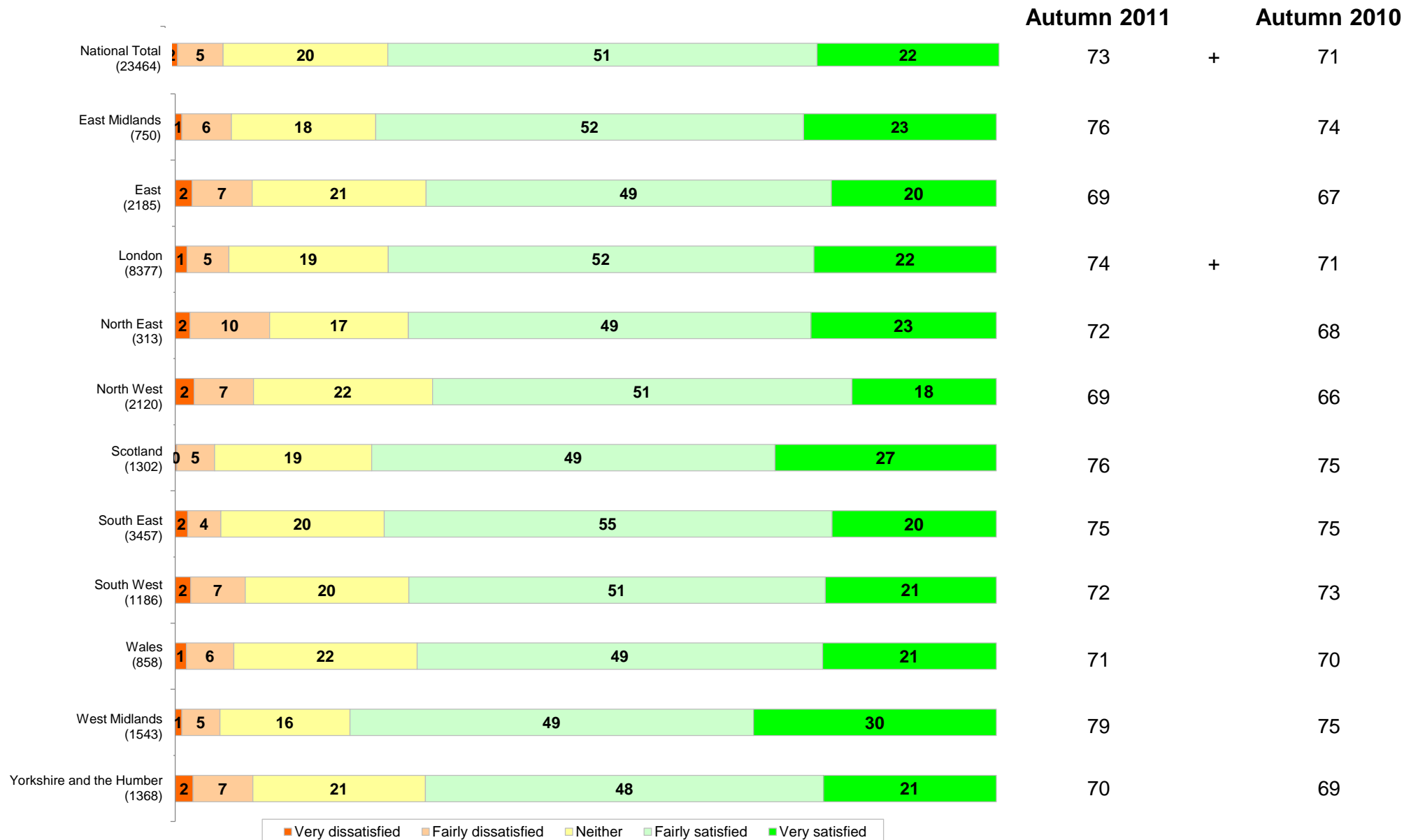
% satisfied/good

## The cleanliness of the inside of the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

## The cleanliness of the outside of the train

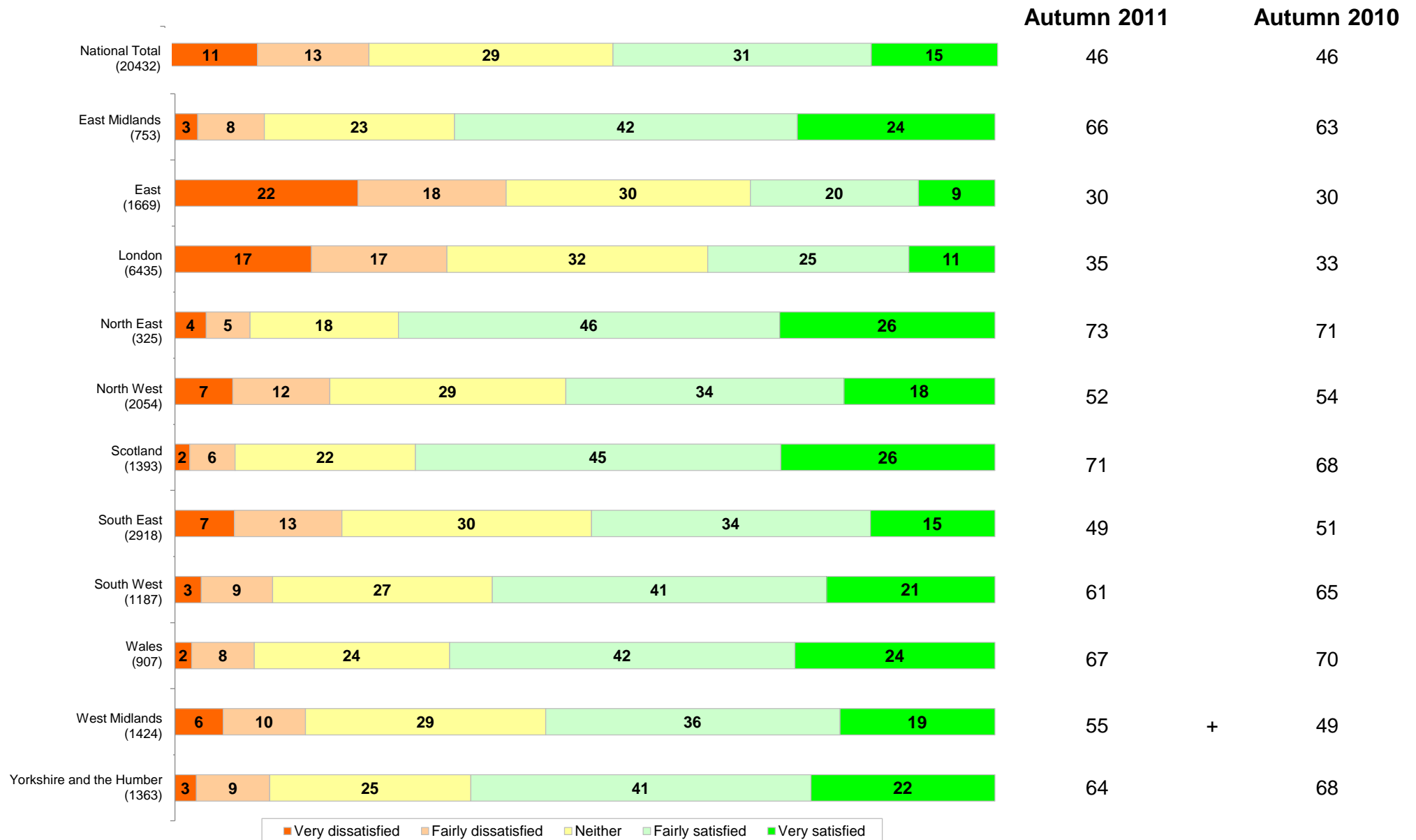




At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

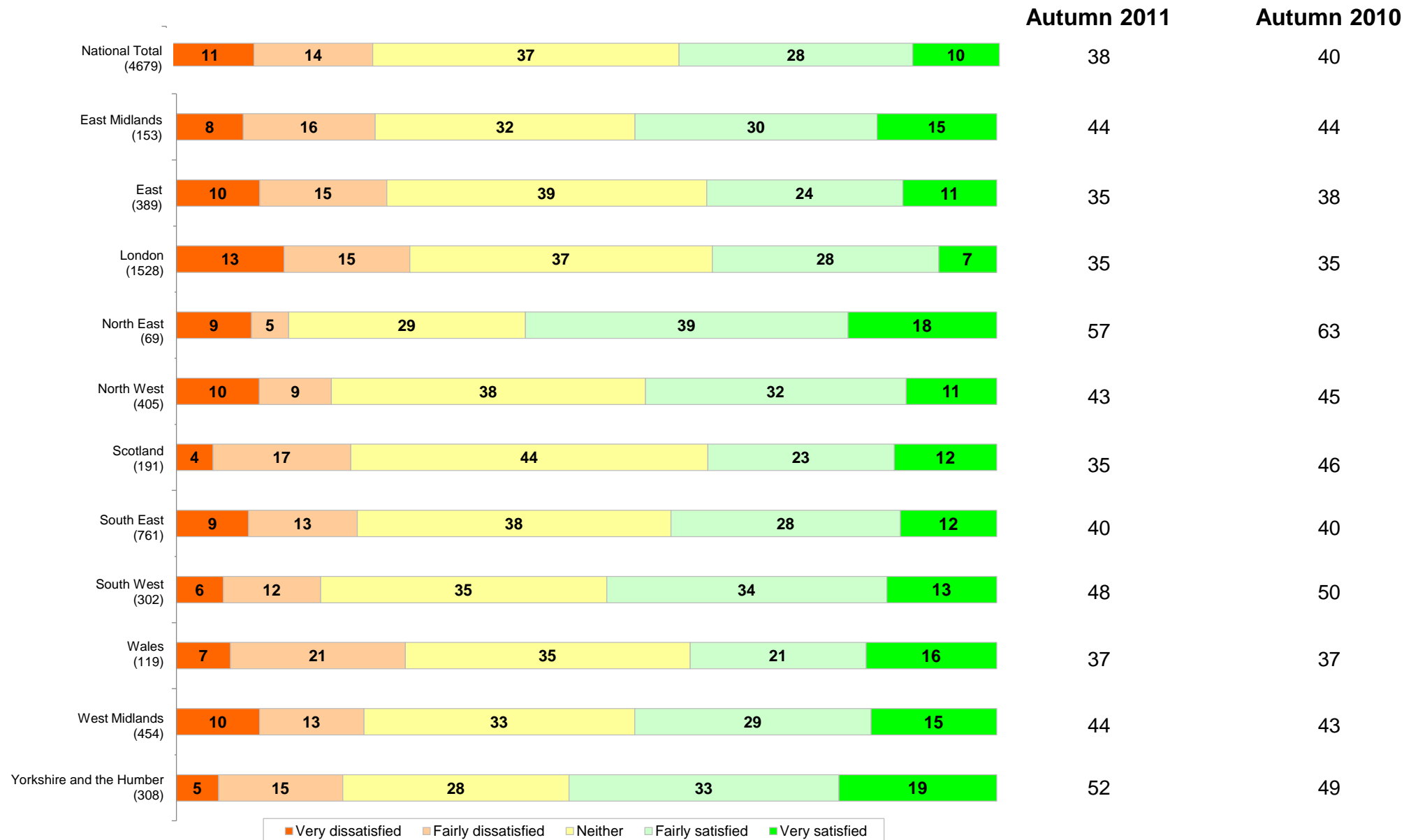
## The availability of staff on the train



At 95% confidence level:  
+ denotes significant increase  
- denotes significant decrease

% satisfied/good

## How well train company dealt with delays



## The main purpose of your journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Commuting for work	42	17	47	50	18	30	31	42	24	27	29	23	89	0	0
Commuting for education	5	8	6	4	6	5	6	6	5	4	7	7	11	0	0
On company business (or own if self-employed)	15	20	16	15	18	12	14	15	15	11	18	11	0	100	0
On personal business	5	5	4	4	4	4	7	5	5	6	6	6	0	0	12
Visiting relatives or friends	14	26	12	11	19	16	15	13	22	21	18	20	0	0	36
Shopping trip	5	4	3	3	14	13	8	4	7	6	7	11	0	0	13
Travel to/from holiday	3	5	2	2	3	4	4	4	6	5	3	4	0	0	7
A day out	5	5	5	4	6	7	8	5	10	10	5	9	0	0	14
Sport	1	2	1	1	1	1	1	1	1	2	1	1	0	0	3
Other leisure trip	6	9	4	5	10	7	6	5	6	8	7	8	0	0	14
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether travelling alone or with others

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Travelling alone	83	77	85	87	68	77	76	82	73	75	79	72	94	91	65
Travelling with other adults 16+	14	19	13	11	28	18	18	15	21	20	18	23	4	9	29
Travelling with children aged 0-4	1	1	1	1	1	2	2	1	2	2	1	2	0	0	3
Travelling with children aged 5-10	1	2	1	1	7	2	2	1	3	1	1	2	0	0	3
Travelling with Children aged 11-15	1	2	1	1	7	2	3	1	2	2	2	1	0	0	3
Don't know/no answer	1	1	0	1	1	1	1	1	1	1	1	1	0	0	2
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether travelling with baggage/additional item(s)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Travelling with heavy/bulky luggage/other large items	16	25	16	13	27	17	16	17	26	26	21	23	9	20	23
Travelling with a pushchair	1	1	1	1	0	1	2	1	1	2	1	1	0	0	2
Travelling with a folding bicycle	1	0	1	1	0	0	0	1	1	0	0	0	1	0	0
Travelling with a non-folding bicycle	1	0	2	1	1	1	1	1	2	2	1	1	2	1	1
Travelling with a dog	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Travelling with a wheelchair	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Travelling with a carer	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
None apply	79	73	79	82	71	78	80	79	68	68	76	74	87	78	71
Don' know/no answer	1	1	1	1	1	2	2	2	2	2	1	2	1	1	2
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether changed trains later in journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Yes	17	26	18	14	20	17	14	23	28	27	19	19	13	20	21
No	83	74	82	86	80	83	86	77	72	73	81	81	87	80	79
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether on outward or return journey when handed the questionnaire

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Outward	55	56	67	52	67	56	51	58	57	57	49	58	54	54	57
Return	41	40	29	45	32	41	45	38	39	38	45	38	44	42	38
One way trip only	3	4	3	2	0	3	3	3	3	4	4	4	2	3	4
Don't know/no answer	1	1	1	1	1	1	1	1	1	2	1	1	1	0	2
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether have a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Yes: Mobility	2	3	2	2	3	3	3	1	3	2	3	3	1	1	4
Yes: Wheelchair user	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0
Yes: Hearing	1	2	1	1	1	2	2	1	1	1	2	2	1	1	2
Yes: Eyesight	1	1	1	0	0	1	1	0	1	0	1	1	0	0	1
Yes: Speech impairment	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Yes: Learning difficulties	0	0	1	0	1	0	1	1	0	0	0	0	0	0	1
Other	1	2	1	1	1	1	1	1	1	1	1	1	1	1	2
No: None	93	91	93	94	90	90	91	93	91	92	91	90	96	96	88
Don't know/no answer	3	2	2	2	3	3	4	3	3	3	2	3	2	2	4
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Whether train station met needs as a passenger with a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very satisfied	30	39	40	23	24	29	34	26	40	38	41	41	23	34	32
Fairly satisfied	34	26	27	36	60	40	39	29	37	26	30	34	37	27	34
Neither satisfied nor dissatisfied	20	19	23	22	4	15	14	23	10	25	25	11	23	24	18
Fairly dissatisfied	10	5	5	13	8	6	12	14	11	3	3	12	13	9	9
Very dissatisfied	6	12	5	6	4	10	1	8	1	9	1	2	4	6	6
Very satisfied/Fairly satisfied	64	65	67	59	84	69	73	55	78	64	71	75	60	<b>61</b>	67
Very dissatisfied/Fairly dissatisfied	16	16	10	19	12	16	13	22	13	11	5	14	17	15	15
Sample size	1336	54	132	405	21	143	88	165	68	56	117	85	311	99	926

## Whether trains met needs as a passenger with a disability or long term illness

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very satisfied	29	32	34	26	25	28	35	25	33	27	37	28	23	31	31
Fairly satisfied	41	35	38	43	57	44	46	33	45	38	32	44	43	41	40
Neither satisfied nor dissatisfied	15	18	16	12	9	13	15	26	6	21	19	13	14	11	17
Fairly dissatisfied	10	8	8	11	2	10	4	10	9	12	8	10	12	12	8
Very dissatisfied	6	7	4	8	7	4	0	6	7	1	3	4	8	5	4
Very satisfied/Fairly satisfied	70	67	72	69	83	72	81	58	78	66	69	73	66	<b>72</b>	71
Very dissatisfied/Fairly dissatisfied	15	15	12	19	9	14	4	16	16	13	11	14	20	17	13
Sample size	1333	56	130	407	20	146	86	164	71	55	113	83	314	98	921

## Type of ticket travelling on

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Anytime single/return	12	16	13	7	16	19	17	13	16	22	18	19	9	19	12
Anytime day single/return	13	23	13	7	21	20	16	16	16	25	16	22	11	20	12
Off-peak/Super off-peak single/return	9	18	11	6	13	9	11	12	17	10	14	11	4	12	14
Off-peak/Super off-peak day single/return	8	11	10	5	5	9	13	13	16	5	9	10	3	9	13
Advance	5	14	4	3	21	6	6	4	16	11	9	10	1	9	9
Day Travelcard	6	2	11	7	1	2	0	9	1	1	2	1	3	13	6
Oyster pay as you go	10	0	3	21	0	0	0	1	0	0	0	0	12	7	8
Weekly/monthly season ticket (including travelcard/travelcard on Oyster)	18	7	15	22	8	9	19	17	7	13	16	10	34	3	3
Annual season ticket (including travelcard/travelcard on Oyster)	8	3	13	11	1	5	1	7	2	3	5	4	16	1	2
Special promotion ticket	0	0	0	0	1	1	1	0	1	3	1	1	0	0	1
Rail staff pass/Privilege ticket/Police concession	2	1	2	1	5	2	2	2	2	2	1	1	1	0	2
Freedom Pass	4	0	1	7	0	10	0	0	0	0	5	3	2	2	9
Other	3	2	3	2	8	6	12	3	4	4	3	6	2	2	6
Don't know/no answer	2	3	2	2	2	2	2	2	2	2	2	3	1	1	3
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Class of ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
First class	2	4	2	2	7	2	3	2	5	2	2	3	1	<b>5</b>	2
Standard class	93	94	96	92	89	90	95	95	92	94	91	93	94	93	90
Don't know/no answer	5	2	3	7	4	8	3	3	3	4	7	5	4	3	7
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## How ticket was purchased

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
<b>IN ADVANCE</b>															
Booked over phone	1	2	1	0	2	1	1	1	2	2	1	1	0	1	1
At the station	11	11	11	9	10	10	10	13	15	12	9	12	11	9	11
Via travel agent	1	1	0	1	2	1	1	1	1	1	2	1	0	4	0
Via the internet/a website	10	26	8	7	28	9	11	10	24	17	17	16	3	18	15
<b>ON THE DAY OF TRAVEL</b>															
At the station ticket office	22	28	32	15	15	36	26	28	25	21	27	30	14	30	29
From a ticket machine	12	11	15	10	6	4	10	21	12	6	10	7	10	16	12
On the train	5	9	3	1	19	9	19	3	6	23	4	13	3	3	7
<b>OTHER</b>															
Using season ticket	20	8	23	23	7	16	18	20	7	12	20	13	37	3	5
Stored value smartcard e.g. oyster	13	0	2	27	0	0	0	1	0	0	0	0	16	8	10
Other methods of purchase	2	1	2	2	1	4	1	1	1	1	2	2	2	1	3
Ticket was organised for me	2	2	1	1	5	2	3	1	3	2	3	2	1	5	1
Ticket sent to mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
e-ticket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ticket printed off at home	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Don't know/no answer	3	1	1	4	3	8	2	1	2	2	5	3	1	1	6
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921



## Type of railcard used to buy ticket

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Did not use a railcard	48	47	46	50	42	47	47	49	45	43	45	42	53	58	38
Young persons railcard	5	12	6	5	6	5	4	7	7	9	6	8	6	2	6
Senior railcard	8	12	10	5	18	11	10	10	15	10	12	15	2	7	17
Family & friends railcard	1	2	0	0	1	1	1	0	2	1	1	2	0	0	2
Disabled persons railcard	1	1	1	0	1	1	1	1	1	1	1	3	0	1	2
Network railcard	2	1	4	2	0	0	1	4	2	0	1	0	2	2	3
Forces railcard	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0
Groupsave discount	0	1	1	0	1	0	0	0	1	1	0	0	0	0	1
Other railcard	7	4	6	7	8	6	11	6	6	10	6	9	7	5	8
Don't know/no answer	27	20	26	30	23	28	26	22	20	24	26	20	29	25	24
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Rating of information provided about type of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very good	27	35	25	22	44	34	35	29	38	36	34	39	19	30	38
Fairly good	37	36	37	38	34	35	34	38	35	34	37	33	38	37	35
Neither good nor poor	21	17	23	23	15	18	19	20	16	18	18	18	25	21	16
Fairly poor	10	8	9	12	6	8	8	9	6	9	7	7	12	8	7
Very poor	5	4	5	5	2	4	4	5	4	4	4	3	6	4	4
Very good/Fairly good - Autumn 2011	64	72	62	59	78	69	68	67	73	69	71	72	57	67	73
Very good/Fairly good - Autumn 2010	64	73	62	59	72	71	69	63	72	68	71	73	57	65	73
Significant change	→	→	→	→	→	→	→	↑	→	→	→	→	→	→	→
Sample size	22779	765	2127	7749	318	2059	1360	3464	1211	892	1537	1294	9408	3274	10097

## Rating of range of tickets available

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very good	24	27	22	19	35	29	30	26	32	32	26	33	17	23	33
Fairly good	37	37	38	38	37	35	38	38	34	34	42	35	38	37	37
Neither good nor poor	25	23	25	27	20	24	22	25	21	22	23	21	28	27	21
Fairly poor	9	9	10	11	6	7	7	7	9	7	6	7	11	8	7
Very poor	5	4	5	5	2	5	3	4	4	5	3	3	6	4	3
Very good/Fairly good - Autumn 2011	61	64	60	57	72	64	68	63	66	66	68	69	56	60	69
Very good/Fairly good - Autumn 2010	61	66	58	57	69	66	67	63	66	66	65	69	56	60	70
Significant change	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→
Sample size	21436	728	1977	7295	303	1940	1270	3280	1142	821	1438	1239	9061	3093	9282

## Rating of ease of ticket purchase

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very good	45	52	43	40	57	55	55	44	56	57	49	57	36	51	56
Fairly good	38	37	38	41	31	33	32	37	32	34	38	31	42	36	32
Neither good nor poor	10	7	11	11	9	7	8	9	7	5	8	6	12	8	7
Fairly poor	5	3	4	5	2	3	3	6	3	2	3	4	6	2	3
Very poor	3	2	4	3	1	1	3	4	2	3	2	2	3	2	2
Very good/Fairly good - Autumn 2011	83	89	81	81	88	88	87	81	88	90	87	88	78	87	88
Very good/Fairly good - Autumn 2010	82	87	82	79	88	89	86	81	85	87	88	86	77	86	87
Significant change	→	→	→	↑	→	→	→	→	→	→	→	→	→	→	→
Sample size	24442	831	2305	8157	338	2229	1467	3762	1319	956	1633	1441	9976	3486	10980

## Familiarity with station where you boarded the train

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very familiar	57	47	65	54	64	59	62	58	53	60	53	57	67	42	49
Fairly familiar	30	33	25	34	25	28	27	28	26	23	28	27	27	35	32
Not very familiar	8	9	6	8	6	7	6	8	10	8	11	9	4	13	10
Not at all familiar	5	11	4	4	5	6	5	7	11	9	9	6	1	10	9
Don't know	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Very familiar/Fairly familiar - Autumn 2011	87	79	90	88	89	87	89	85	79	83	81	84	95	77	81
Very familiar/Fairly familiar - Autumn 2010	85	80	85	87	77	84	88	83	78	83	82	86	94	76	79
Significant change	→	→	↑	→	↑	→	→	→	→	→	→	→	→	→	→
Sample size	27639	878	2520	9816	364	2542	1595	4035	1407	1037	1848	1592	11011	3904	12724

## Whether asked staff for help or information at station

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Yes: asked for help	8	9	7	7	9	6	5	8	13	9	9	7	5	10	10
Yes: asked for information	8	11	9	7	11	8	7	10	11	10	10	9	6	9	11
Couldn't find anyone to ask	3	4	2	2	7	4	5	4	5	5	5	6	3	2	4
No/didn't need help/information	80	75	80	83	67	80	81	78	70	75	75	76	86	78	74
Don't know/no answer	2	2	2	2	7	2	3	2	2	2	2	3	2	1	3
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	<b>3938</b>	12921

## Frequency of making this journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
3 or more times a week	38	18	43	43	19	32	35	38	20	26	31	24	74	5	7
Once or twice a week	13	9	15	14	12	13	11	13	9	12	10	11	13	16	12
1 or 2 times a month	14	17	14	13	13	16	17	13	17	15	13	16	5	23	21
Once every 2-3 months	10	14	9	9	19	11	11	11	14	11	14	16	2	16	18
Once every 6 months	5	8	4	4	11	6	6	5	9	7	6	7	1	8	8
Less often	9	13	7	7	11	9	10	8	13	13	12	13	2	14	15
Never/First time today	10	18	6	9	12	10	9	11	17	15	12	13	2	17	17
Don't know/no answer	2	2	2	1	3	3	1	1	2	2	2	1	1	1	2
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Length of time using this route on a regular basis (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Under 1 year	28	35	25	30	28	20	19	30	33	25	32	29	32	22	20
1-4 years	34	34	30	35	34	36	32	35	37	41	34	36	36	32	30
5-9 years	15	14	19	15	18	14	19	17	14	11	15	15	15	18	14
10 years or more	21	15	25	19	15	29	29	18	15	23	18	19	15	26	34
Don't know/no answer	1	2	1	1	4	1	0	1	1	0	1	1	1	1	2
Sample size	16049	430	1705	6120	179	1388	774	2493	670	491	945	852	10139	1580	4330

## Availability of seats (frequent users)

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
I always get a seat	43	50	46	39	57	42	55	49	45	53	45	45	41	47	49
I usually get a seat	36	35	34	37	28	37	32	34	36	36	36	36	36	37	35
There are seats available but I prefer to stand	1	2	2	1	1	2	0	1	0	0	1	1	1	1	1
I usually stand but there is space for standing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I usually stand and it is crowded	6	5	5	7	4	5	5	5	5	2	3	5	7	4	4
I usually stand and it is very crowded	6	1	5	7	1	5	2	4	4	2	4	5	7	4	3
It varies	7	6	7	7	5	8	6	6	9	7	10	8	7	6	7
Don't know/no answer	1	1	1	1	4	1	0	1	1	1	1	1	1	1	2
Sample size	16049	430	1705	6120	179	1388	774	2493	670	491	945	852	10139	1580	4330

## Whether experienced any delays on journey

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
<b>Autumn 2011</b>															
No delay	81	82	79	81	78	83	85	78	75	86	73	79	78	80	84
Yes: Minor delays	16	15	16	15	19	14	13	18	20	10	22	18	18	16	12
Yes: Serious delays	2	2	3	2	2	1	1	2	4	1	3	2	3	2	2
Don't know/no answer	2	1	2	2	1	2	1	2	2	2	2	2	1	2	2
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921
<b>Autumn 2010</b>															
Yes: Minor delays	16	14	14	15	18	13	16	16	18	14	20	21	19	15	13
Yes: Serious delays	3	2	3	3	3	2	1	2	2	3	3	4	3	3	2

## Type of delay experienced

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
The train was late departing at the beginning of journey	62	65	62	58	67	65	59	64	73	61	72	63	63	61	61
The train was late arriving at the destination	47	44	49	48	45	46	45	43	50	44	45	47	50	44	42
The train I had planned to catch was cancelled	9	3	8	12	4	6	11	7	5	7	8	5	11	7	7
Could not get on train as it was overcrowded	2	3	1	3	0	2	4	2	2	0	1	2	3	1	2
Took longer than expected to buy train ticket	1	2	2	1	0	0	2	2	2	0	2	1	1	1	2
Train I took to this station was late and I missed my connection	4	6	3	4	0	4	0	4	5	2	4	3	4	4	3
Crowding at station meant it took me a long time to reach platform and I missed my train	1	0	1	2	0	0	0	1	0	0	0	0	1	0	1
Lack of/poor information caused a delay to my journey	3	2	4	3	3	1	5	2	1	1	2	3	3	3	3
Other	12	11	11	12	18	10	13	12	11	13	11	14	11	10	14
Don't know/no answer	1	0	1	0	1	1	0	1	1	1	1	0	0	1	1
Sample size	5177	164	419	1678	89	469	220	832	320	135	499	352	2392	775	2010

## How well train company dealt with these delays

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very well	10	15	11	7	18	11	12	12	13	16	15	19	7	10	17
Fairly well	28	30	24	28	39	32	23	28	34	21	29	33	24	30	36
Neither well nor poorly	37	32	39	37	29	38	44	38	35	35	33	28	39	39	31
Fairly poorly	14	16	15	15	5	9	17	13	12	21	13	15	16	15	11
Very poorly	11	8	10	13	9	10	4	9	6	7	10	5	14	6	6
Very well/Fairly well - Autumn 2011	38	44	35	35	57	43	35	40	48	37	44	52	31	40	53
Very well/Fairly well - Autumn 2010	40	44	38	35	63	45	46	40	50	37	43	49	32	44	52
Significant change	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→
Sample size	4679	153	389	1528	69	405	191	761	302	119	454	308	2193	700	1786

## Length of delay

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
5 mins or less	43	39	38	45	35	44	43	47	26	21	45	40	46	39	39
6-10 mins	25	28	28	24	22	29	28	26	27	30	22	25	26	29	23
11-20 mins	17	16	16	16	23	15	12	14	25	33	14	26	15	20	18
21-30 mins	6	9	6	6	10	5	9	6	11	6	8	4	6	5	8
31-60 mins	4	6	7	4	-	4	2	3	9	6	7	3	4	4	5
More than 1 hour	2	-	3	2	6	1	3	2	1	1	1	1	2	2	3
Don't know/no answer	3	1	2	3	3	2	3	2	2	3	2	1	2	2	4
Mean (minutes) - Autumn 2011	12	12	14	12	16	11	12	11	16	15	13	11	11	12	14
Mean (minutes) - Autumn 2010	13	17	15	14	16	13	10	11	14	22	14	15	13	15	14
Significant change		✓										✓			
Sample size	5177	164	419	1678	89	469	220	832	320	135	499	352	2392	775	2010

## Rating train company in relation to aspect of the delay % satisfaction

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
The amount of information provided about the delay	45	58	46	41	52	48	46	46	55	42	52	56	38	48	59
The accuracy of the information given about the delay	49	58	52	44	56	56	50	52	58	46	59	51	43	52	61
The usefulness of the information	45	56	44	40	58	55	49	50	53	43	51	52	38	47	59
The speed with which the information was provided	49	61	49	43	61	57	52	52	60	48	55	56	42	50	62
Time taken to resolve the problem	35	44	37	28	56	44	40	34	43	33	48	51	29	33	50
The availability of alternative transport if train service could not continue	26	47	20	26	24	26	31	26	20	28	29	32	22	30	37

## Rating train company in relation to aspect of the delay % dissatisfaction

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
The amount of information provided about the delay	34	30	36	37	28	33	32	30	26	36	32	30	39	33	25
The accuracy of the information given about the delay	31	30	29	35	28	29	31	28	23	32	27	33	36	30	23
The usefulness of the information	28	28	32	32	23	24	25	24	20	33	24	27	34	26	18
The speed with which the information was provided	30	26	31	33	25	28	29	25	21	36	26	28	34	28	21
Time taken to resolve the problem	31	25	32	35	14	27	26	29	20	37	25	23	35	32	20
The availability of alternative transport if train service could not continue	46	43	54	46	49	45	28	47	46	53	48	35	49	40	36

## Whether made a compensation claim following a delayed journey or complained about the train companies' service

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
No	88	88	82	88	88	92	91	88	89	91	88	88	86	88	90
Claimed for compensation on a weekly season ticket	1	1	2	1	1	0	1	1	0	1	1	1	1	0	0
Claimed for compensation on a monthly or longer season ticket	3	2	6	3	0	1	1	3	1	1	3	1	5	2	1
Claimed for compensation on one single/return journey	4	5	7	4	7	3	2	4	5	3	4	6	4	6	4
Complained but did not claim for compensation	2	1	1	1	1	1	2	2	2	2	2	2	2	1	1
Complained and claimed for compensation	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Don't know/no answer	3	3	3	3	4	3	3	2	3	3	3	3	2	2	4
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921



## Overall satisfaction with how claim/complaint was handled

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Very satisfied	19	22	16	18	37	25	32	12	26	24	18	30	14	21	29
Fairly satisfied	28	33	28	28	24	25	29	31	21	16	32	23	28	33	26
Neither satisfied nor dissatisfied	11	4	19	11	17	2	17	9	15	7	11	6	12	12	7
Fairly dissatisfied	19	24	21	19	17	22	10	19	20	19	15	17	20	14	19
Very dissatisfied	23	17	17	25	6	26	11	28	19	33	24	24	26	20	19
Very satisfied/Fairly satisfied - Autumn 2011	47	54	44	46	60	50	61	43	46	41	50	54	42	54	55
Very satisfied/Fairly satisfied - Autumn 2010	46	41	50	46	66	49	24	37	54	46	52	59	43	49	52
Significant change	→	→	→	→	→	→	→	→	→	→	→	→	→	→	→
Sample size	2465	81	314	901	42	154	130	362	109	70	140	162	1349	388	728

## Reason for rating very/fairly dissatisfied

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Insufficient compensation	36	33	53	33	8	26	21	42	35	12	49	18	41	34	24
Inappropriate form of compensation	18	5	17	19	15	10	15	20	6	7	21	14	19	19	12
Time taken to respond	39	33	32	39	48	41	46	42	39	49	41	28	40	32	38
Poor explanation given	41	40	31	41	15	44	68	44	42	56	49	31	41	39	41
Has not yet received a response	24	21	22	26	19	43	11	23	10	17	14	25	22	22	32
Other reasons	33	50	30	39	61	19	19	26	31	17	22	40	33	41	29
Don't know/no answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Sample size	998	28	120	362	10	71	45	167	42	32	54	67	616	134	248

## Age

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
16-25	13	19	13	10	15	13	13	16	12	20	15	15	16	3	12
26-34	17	13	15	20	10	13	13	15	14	15	14	11	22	11	12
35-44	19	17	19	20	17	14	16	18	16	16	16	18	22	21	13
45-54	21	17	24	22	20	20	23	21	20	18	22	17	22	33	16
55-59	9	12	8	9	10	9	12	10	11	10	9	9	9	14	9
60-64	8	10	7	7	9	13	7	8	11	8	9	12	4	8	13
65+	10	11	10	8	18	15	14	9	13	11	14	16	2	6	22
No answer	3	2	3	3	1	3	2	2	2	3	2	2	2	2	3
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Gender

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Male	43	42	47	44	35	40	37	45	41	44	41	37	44	58	36
Female	54	55	50	53	63	57	61	53	57	52	57	60	54	39	61
No answer	3	3	3	3	2	3	2	3	2	4	2	2	2	2	4
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Working status

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Working full time	60	49	61	67	47	49	57	59	51	54	54	44	73	79	37
Working part time	14	14	15	14	14	14	11	15	18	11	15	16	14	14	15
Not working	4	7	3	3	3	6	4	4	5	6	4	7	1	0	9
Retired	12	15	11	9	22	22	19	10	17	14	17	21	1	2	30
Full time student	7	12	7	5	12	7	8	8	8	10	8	9	9	1	6
No answer	3	3	3	3	2	3	2	3	2	5	2	3	2	2	3
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Occupation of chief wage earner

	National Total	East Midlands	East	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorkshire and the Humber	Commute	Business	Leisure
Professional/senior managerial	38	33	39	42	30	30	34	40	36	29	33	29	40	62	27
Middle managerial	15	14	16	17	13	10	15	14	13	11	13	11	18	17	10
Junior managerial/clerical/supervisory	12	9	13	13	10	14	12	11	11	12	13	14	17	6	9
Skilled manual (with professional qualifications/served an apprenticeship)	7	9	8	7	9	8	6	8	8	11	9	7	9	4	7
Unskilled manual (no qualifications/not served an apprenticeship)	3	4	3	2	3	4	3	3	3	5	4	4	3	1	3
Full time student	3	4	2	3	3	2	3	3	3	5	3	3	3	0	3
Retired	11	14	10	8	20	19	15	10	15	13	16	20	1	2	26
Unemployed/between jobs	1	3	1	1	2	2	1	1	2	3	2	2	1	0	3
Housewife/house-husband	1	1	0	0	1	1	1	1	1	2	1	1	0	0	1
Other	5	5	5	4	4	5	5	6	6	5	5	5	4	4	6
Don't know/no answer	4	3	4	4	4	5	3	3	3	5	3	4	3	2	5
Sample size	27960	889	2554	9930	369	2564	1614	4080	1422	1046	1868	1619	11101	3938	12921

## Weighted sample composition for all train companies

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commuter	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
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	17	29	29	25
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
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
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
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	36	19	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	30	6	35	29

## Unweighted sample composition for all train companies

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	1544	28	11	61	74	26	27	29	24	19
c2c	1031	69	5	26	92	8	28	25	27	20
Chiltern Railways	1139	40	19	41	91	9	44	4	24	29
CrossCountry	1320	28	19	54	83	17	15	30	29	26
East Coast	1136	15	30	55	87	13	47	10	17	27
East Midlands Trains	1029	32	17	51	82	18	24	25	22	30
First Capital Connect	1880	53	14	33	94	6	21	20	29	30
First Great Western	2960	33	18	50	80	20	33	20	23	24
First TransPennine Express	1117	34	15	51	90	10	19	33	21	28
London Midland	1133	44	11	45	90	10	18	25	20	38
London Overground	1246	53	6	41	81	19	28	23	21	28
Merseyrail	546	44	4	53	93	7	16	30	31	24
National Express East Anglia	2199	41	11	48	83	17	38	11	24	27
Northern Rail	1370	51	8	41	91	9	33	28	24	16
ScotRail	1402	32	11	58	78	22	18	20	36	26
South West Trains	2100	44	10	46	85	15	28	17	22	34
Southeastern	1575	50	8	42	85	15	14	30	30	27
Southern	2135	45	14	41	88	12	25	21	25	29
Virgin Trains	1098	20	37	43	88	12	34	8	35	24

## 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
London Midland	Virgin Trains	
London Overground		
National Express East Anglia		
Southeastern		
Southern		
South West Trains		



## The following reports are 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.





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