



National Passenger Survey Autumn 2006



What is Passenger Focus?

Passenger Focus is the independent national rail consumer watchdog. Our mission is to get the best deal for Britain's rail passengers. We have two main aims: to influence both long and short-term decisions and issues that affect passengers, and to help passengers through advice, advocacy and empowerment.

With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of rail passengers and we work with the rail industry, other passenger groups and government to secure journey improvements.

Our vision is to ensure that the rail industry and government are always
putting rail passengers first

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

Over the next three years, our work will be based on the following five objectives which underpin the vision and mission

- 1 understanding the needs and experiences of rail passengers
- 2 securing tangible and measurable improvements for rail passengers
- 3 empowering rail passengers with information, advice and advocacy
- 4 influencing major long-term decisions that affect rail passengers
- 5 being visible, accessible and understood by rail passengers and stakeholders.

What is Passenger Focus doing for me?

We're here to put the interests of rail passengers first. We do this by:

Campaigning for improvements

- we gather research and information, such as the results presented in this document
- we work with government and the rail industry to ensure that the passenger voice is heard when making decisions about the future of the railways
- we focus on a number of key issues
 - fares and tickets
 - quality and level of services
 - investment in the railway

Providing practical advice

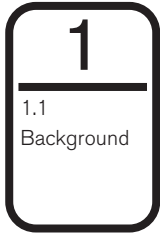
- we provide passengers with advice on how to get the best from the national rail network, explain their rights and help them when things go wrong
- we work with other passenger groups to support them in their work to help passengers.

Resolving complaints

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

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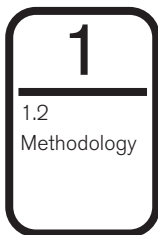
Introduction

Background

The National Passenger Survey (NPS) provides a network-wide picture of passengers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 30 specific aspects of service can therefore be compared over time.

Fieldwork took place between 2 September and 3 November 2006. Top up shifts were carried out between 31 October and 13 November 2006.

This document contains passenger ratings of their journey for each individual Train Operating Company (TOC). Ratings are also provided for each sector i.e. London and the South East, long distance and regional operators. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain.



Methodology

The survey is conducted across the entire franchised railway. In both Spring and Autumn of each year self-completion questionnaires are distributed at approximately 650 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to help ensure the sample accurately represents passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, approximately 25,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on either 250 or 500 passengers while 2,700 passengers are surveyed for the largest operator. Sample sizes are provided on each page, all passengers answer the 'overall satisfaction' with journey question, however not all passengers will answer all of the additional questions, for example only those passengers who are delayed would rate 'how well train company dealt with delays'. The number of passengers responding to each question is clearly indicated in the 'sample size' column.

To provide a benchmark, three different types of train operator have been identified; these are long distance, London and the South East, and regional operators.

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

From 1 April 2006 the rail industry reclassified TransPennine Express (TPE) to the long distance sector from the regional sector for performance purposes and in the National Passenger Survey this TOC has also been reclassified in this way.

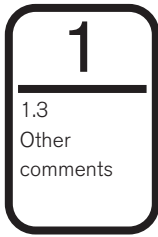
Two new franchises came into existence on 1 April 2006; First Great Western and First Capital Connect. The new First Great Western franchise covers the services previously provided by the former First Great Western, First Great Western Link (FGWL) and Wessex franchises. First Capital Connect covers the services previously provided by Thameslink and WAGN. Data in this report is presented for these new franchises, and comparisons made against the reprocessed historic data which is as if the franchises had previously been constituted as they are now. Data for the individual components of the new franchises (i.e. the former First Great Western, First Great Western Link (FGWL), Wessex, Thameslink and WAGN franchises) is available on request.

First Capital Connect is presented as a London and South East sector TOC (the former franchises Thameslink and

WAGN were both in this sector). First Great Western has also been placed in the London and South East sector. The majority of passengers for the new First Great Western franchise are in the London and South East sector (formerly the FGWL franchise), rather than long distance (the former First Great Western franchise) or regional (the former Wessex franchise).

These changes mean that several sector level results previously published have changed, but generally only by one or two percentage points.

With changes to the specification of the boundaries of train operating companies, 'sector' definitions are becoming less straightforward and less meaningful as train operating company boundaries increasingly do not relate to the traditional sectors. Passenger Focus and the Office of Rail Regulation are currently reviewing the 'sector' reporting and following consultation with stakeholders may make some changes to these in the future.



Other comments

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

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

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Spring 2006 or Autumn 2005. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than a 5% chance that the change observed is 'not real'.

Trend data charts in section 6 are based on the top priorities identified by passengers in passenger priorities research carried out by the Strategic Rail Authority in Spring 2006

Trend data provided in line charts indicate the percentage of passengers satisfied with the service attribute over time. Where a change is made to the routes served by a particular train operating company the historical data set is re-processed to reflect the new TOC structure with regards to routes served and to ensure the trends are comparable.

The National Passenger Survey contains satisfaction ratings for all rail operators operating under franchise. In addition this publication includes ratings for Heathrow Express, who were included for the first time in the Spring 2006 wave of NPS, using the same methodology as other train operating companies at their own expense. Passenger Focus is pleased that Heathrow Express decided to participate in the survey and grateful that they have allowed their data to be published in this publication.

Data for Heathrow Express is provided next to a comparison with data for London and South East TOCs. However it should be noted that data for Heathrow Express has not been included in the summary of London and South East or National data. Summary data remains for coverage of train operating companies that are operating under franchise.

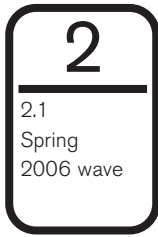
Contacts

Media enquiries

0870 336 6021

Content/presentation/methodology enquiries

0870 336 6037



Key results

Autumn 2006 wave

- At a national level the percentage of passengers satisfied with their journey overall is up by 1% compared to Autumn 2005. This is the highest level ever recorded by the National Passenger Survey (NPS). Just over four in five passengers (81%) are very or fairly satisfied with their journey overall. This compares to 80% in both Autumn 2005 and Spring 2006. Satisfaction is just less than half of one percent improved compared to Spring 2006.
- At a national level, the proportion of passengers satisfied with punctuality/reliability is 79%, 3% higher than Autumn 2005 (although unchanged compared to Spring 2006 when it was 79%).
- Most other service areas at a national level were little changed compared to the Autumn 2005 and Spring 2006 results. However, there was a number of small but significant improvements in passenger satisfaction. Compared to Autumn 2005, eleven service areas improved, and four declined; whilst compared to Spring 2006, thirteen service areas improved and three declined. The proportion of passengers satisfied with value for money for the price of their ticket nationally was 43%, little changed compared to the previous two surveys.
- Sustained improvements in overall satisfaction ratings in London and the South East are linked to improvements in ratings of punctuality/reliability. 80% of passengers were very or fairly satisfied overall in Autumn 2006, compared to 79% in Autumn 2005 and 78% in Spring 2006. This is the highest level of overall satisfaction ever recorded for this sector. For most other service areas passenger satisfaction was largely unchanged compared to Autumn 2005, but there was a number of small but significant improvements in passenger satisfaction (especially for certain station factors) compared to Spring 2006 results.
- In the long distance sector the proportion of passengers who were very or fairly satisfied overall is 85%, this is unchanged compared to Autumn 2005, though 2% lower than Spring 2006. For most service areas passenger satisfaction was largely unchanged. But compared to Autumn 2006 passenger satisfaction with many station factors improved, though compared to Spring 2006 passenger satisfaction with many train factors declined.
- In the regional sector 84% of passengers were very or fairly satisfied with their journey overall, compared to 82% in Autumn 2005, and 85% in Spring 2006. For most service areas passenger satisfaction was largely unchanged compared to both Autumn 2005 and Spring 2006.
- Comparing overall satisfaction ratings for individual train operating companies with Autumn 2005, two have declined significantly (First Great Western* and Virgin CrossCountry) and six have significantly improved (Chiltern Railways, Southern, First ScotRail, Silverlink, Virgin West Coast and TransPennine Express). Thirteen have had no statistically significant changes in their overall satisfaction results compared with Autumn 2005.
- The lowest ratings for overall satisfaction were given to One (75%), First Capital Connect (76%), First Great Western (77%), and Southeastern (78%).
- The highest ratings for overall satisfaction were achieved by Heathrow Express (96%), Gatwick Express (94%), Chiltern Railways (90%), Merseyrail (89%), and c2c (89%).

*Autumn 2005 and Spring 2006 results are for the former First Great Western, First Great Western Link, and Wessex franchises combined. Data has been reprocessed to produce reliable estimates for previous surveys.

2

2.2
National and
sector-level
resultsImproved ↑
Unchanged =
Declined ↓

National total

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	24447	81	12	7	0	=	1	↑
STATION FACILITIES								
Ticket buying facilities	15003	65	16	19	1	=	1	=
Provision of information about train times/platforms	23256	78	12	10	1	↑	1	↑
The upkeep/repair of the station buildings/platforms	23106	63	21	15	3	↑	1	↑
Cleanliness	24190	69	18	13	2	↑	1	↑
The facilities and services	20127	51	19	30	1	↑	0	=
The attitudes and helpfulness of the staff	19328	69	21	10	1	↑	0	=
Connections with other forms of public transport	17794	74	14	12	1	↑	1	↑
Facilities for car parking	9869	47	17	36	1	=	2	↑
Overall environment	23540	62	25	13	2	↑	1	=
Your personal security whilst using	20921	59	31	10	2	↑	0	=
The availability of staff	21217	56	24	20	0	=	-2	↓
How request to station staff was handled	4563	83	6	9	1	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	24196	77	9	14	1	↑	0	=
Punctuality/reliability (the train arriving/departing on time)	24154	79	8	12	0	=	3	↑
The length of time the journey was scheduled to take (speed)	23895	82	10	8	0	=	1	=
Connections with other train services	11569	71	20	10	2	↑	1	↑
The value for money for the price of your ticket	22630	43	22	34	2	↑	-1	↓
Up keep and repair of the train	24101	71	15	14	1	↑	1	=
The provision of information during the journey	22003	64	22	14	0	=	1	↑
The helpfulness and attitude of staff on train	13743	63	26	11	0	=	1	↑
The space for luggage	18792	48	23	29	-2	↓	-1	=
The toilet facilities	11890	37	22	41	-2	↓	-2	↓
Sufficient room for all the passengers to sit/stand	23837	60	16	24	-1	↓	-1	↓
The comfort of the seating area	23995	67	19	14	0	=	0	=
The ease of being able to get on and off	24277	76	16	8	-1	=	-1	=
Your personal security whilst on board	22690	70	24	6	0	=	1	↑
The cleanliness of the inside	24710	71	15	14	1	=	0	=
The cleanliness of the outside	22350	67	22	11	2	↑	1	=
The availability of staff	19011	39	29	33	0	=	1	↑
How well train company dealt with delays	5156	37	35	29	2	↑	3	↑

London and South East

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	13807	80	13	7	1	↑	1	=
STATION FACILITIES								
Ticket buying facilities	9127	62	17	21	1	=	1	=
Provision of information about train times/platforms	13194	77	13	10	2	↑	1	↑
The upkeep/repair of the station buildings/platforms	13082	62	22	16	3	↑	1	=
Cleanliness	13697	69	19	13	3	↑	1	=
The facilities and services	11421	51	20	29	2	↑	0	=
The attitudes and helpfulness of the staff	11204	68	21	11	2	↑	0	=
Connections with other forms of public transport	10582	75	14	11	1	↑	1	=
Facilities for car parking	5524	45	17	38	1	=	1	=
Overall environment	13367	60	26	13	2	↑	0	=
Your personal security whilst using	12063	58	32	11	3	↑	0	=
The availability of staff	12234	54	25	21	1	=	-2	↓
How request to station staff was handled	2350	82	7	10	2	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	13784	76	10	14	1	↑	0	=
Punctuality/reliability (the train arriving/departing on time)	13654	79	9	12	1	=	3	↑
The length of time the journey was scheduled to take (speed)	13516	81	10	9	1	=	0	=
Connections with other train services	6873	70	21	9	3	↑	1	=
The value for money for the price of your ticket	12785	38	24	38	3	↑	-2	↓
Up keep and repair of the train	13594	70	16	15	1	=	1	=
The provision of information during the journey	12329	62	23	15	-1	=	1	=
The helpfulness and attitude of staff on train	5851	57	30	13	0	=	3	↑
The space for luggage	10271	45	25	30	-1	=	-1	=
The toilet facilities	6304	34	23	43	-2	↓	-2	↓
Sufficient room for all the passengers to sit/stand	13449	58	16	26	-1	=	-1	↓
The comfort of the seating area	13511	65	20	15	0	=	0	=
The ease of being able to get on and off	13715	74	17	9	-1	=	-1	↓
Your personal security whilst on board	12773	67	26	7	1	=	1	=
The cleanliness of the inside	13948	70	15	15	1	=	0	=
The cleanliness of the outside	12670	66	23	11	2	↑	0	=
The availability of staff	9757	30	30	39	0	=	2	↑
How well train company dealt with delays	2823	35	36	29	1	=	3	↑

Long distance































































	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5301	85	8	7	-2	↓	0	=
STATION FACILITIES								
Ticket buying facilities	2514	79	12	9	2	=	4	↑
Provision of information about train times/platforms	5074	85	8	6	0	=	2	↑
The upkeep/repair of the station buildings/platforms	5016	73	17	9	5	↑	4	↑
Cleanliness	5226	77	15	8	3	↑	4	↑
The facilities and services	4497	67	17	16	1	=	2	↑
The attitudes and helpfulness of the staff	3957	78	17	5	-1	=	2	↑
Connections with other forms of public transport	3542	76	13	11	1	=	3	↑
Facilities for car parking	1901	53	18	29	0	=	-1	=
Overall environment	5068	72	19	9	3	↑	5	↑
Your personal security whilst using	4387	70	26	3	2	=	4	↑
The availability of staff	4415	68	22	10	-1	=	0	=
How request to station staff was handled	1254	87	6	6	0	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	5120	83	9	8	-2	↓	1	=
Punctuality/reliability (the train arriving/departing on time)	5224	82	5	12	-4	↓	2	↑
The length of time the journey was scheduled to take (speed)	5154	85	8	7	-2	↓	0	=
Connections with other train services	2286	75	15	10	2	=	2	=
The value for money for the price of your ticket	4942	55	18	27	-2	=	1	=
Up keep and repair of the train	5246	87	8	5	-3	↓	-1	=
The provision of information during the journey	4978	80	14	6	-4	↓	0	=
The helpfulness and attitude of staff on train	4039	81	16	3	-2	↓	1	=
The space for luggage	4456	54	17	29	-3	↓	0	=
The toilet facilities	3265	55	22	24	-8	↓	-4	↓
Sufficient room for all the passengers to sit/stand	5177	68	14	18	-4	↓	-3	↓
The comfort of the seating area	5221	79	13	8	-1	=	0	=
The ease of being able to get on and off	5248	81	13	6	-2	↓	0	=
Your personal security whilst on board	4919	83	15	2	-2	↓	0	=
The cleanliness of the inside	5347	85	10	6	-4	↓	-1	=
The cleanliness of the outside	4728	81	15	4	1	=	1	=
The availability of staff	4535	68	23	9	-3	↓	1	=
How well train company dealt with delays	1362	52	27	21	-4	↓	0	=

2

2.2
National and
sector-level
results

Improved 
Unchanged 
Declined 

Regional

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5339	84	10	7	-1		1	
STATION FACILITIES								
Ticket buying facilities	3362	73	13	14	-2		0	
Provision of information about train times/platforms	4988	76	12	11	-1		-1	
The upkeep/repair of the station buildings/platforms	5008	64	20	16	1		0	
Cleanliness	5267	69	16	14	1		1	
The facilities and services	4209	47	15	38	-3		-3	
The attitudes and helpfulness of the staff	4167	71	19	10	-2		-1	
Connections with other forms of public transport	3670	68	15	17	0		1	
Facilities for car parking	2444	53	15	32	1		3	
Overall environment	5105	63	23	14	0		1	
Your personal security whilst using	4471	60	29	11	0		1	
The availability of staff	4568	60	21	20	0		1	
How request to station staff was handled	959	85	5	9	0		1	
TRAIN FACILITIES								
The frequency of the trains on that route	5292	78	9	14	-1		-1	
Punctuality/reliability (the train arriving/departing on time)	5276	81	7	13	-1		3	
The length of time the journey was scheduled to take (speed)	5225	87	8	6	-1		1	
Connections with other train services	2410	73	17	10	2		1	
The value for money for the price of your ticket	4903	59	19	23	2		0	
Up keep and repair of the train	5261	70	17	13	2		-1	
The provision of information during the journey	4696	67	20	13	2		2	
The helpfulness and attitude of staff on train	3853	72	22	7	-2		-3	
The space for luggage	4065	57	20	23	-2		0	
The toilet facilities	2321	38	20	42	-1		-2	
Sufficient room for all the passengers to sit/stand	5211	67	14	18	-2		-1	
The comfort of the seating area	5263	71	17	11	-1		-1	
The ease of being able to get on and off	5314	81	13	6	0		1	
Your personal security whilst on board	4998	75	20	5	-1		0	
The cleanliness of the inside	5415	71	16	14	1		-1	
The cleanliness of the outside	4952	64	24	12	5		0	
The availability of staff	4719	53	27	20	-3		-3	
How well train company dealt with delays	971	37	32	31	4		3	



3.1
London and
South East

Individual Train Operating Company results

Improved ↑
Unchanged =
Declined ↓

c2c

Autumn 2006

Improvement/decline in %
satisfied or good since
Spring 2006

Improvement/decline in %
satisfied or good since
Autumn 2005

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1025	89	8	3	80	2	=	-2	=
STATION FACILITIES									
Ticket buying facilities	712	72	14	15	62	0	=	3	=
Provision of information about train times/platforms	969	82	12	6	77	2	=	2	=
The upkeep/repair of the station buildings/platforms	946	71	18	12	62	5	↑	6	↑
Cleanliness	1011	75	15	10	69	6	↑	3	=
The facilities and services	836	49	21	30	51	0	=	2	=
The attitudes and helpfulness of the staff	875	71	20	9	68	0	=	-3	=
Connections with other forms of public transport	794	68	18	14	75	-3	=	3	=
Facilities for car parking	427	47	15	38	45	1	=	4	=
Overall environment	990	64	25	11	60	2	=	1	=
Your personal security whilst using	904	55	33	12	58	3	=	3	=
The availability of staff	937	59	23	18	54	0	=	-2	=
How request to station staff was handled	154	86	4	8	82	6	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1028	83	7	10	76	1	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	1010	90	6	4	79	2	=	0	=
The length of time the journey was scheduled to take (speed)	1001	87	8	4	81	-1	=	-3	=
Connections with other train services	520	77	18	6	70	4	=	-1	=
The value for money for the price of your ticket	948	43	26	32	38	4	=	1	=
Up keep and repair of the train	1003	83	10	8	70	0	=	-3	=
The provision of information during the journey	947	74	18	8	62	2	=	0	=
The helpfulness and attitude of staff on train	294	28	43	29	57	0	=	-5	=
The space for luggage	741	45	27	28	45	-4	=	-4	=
The toilet facilities	492	46	27	27	34	-2	=	0	=
Sufficient room for all the passengers to sit/stand	1000	61	17	22	58	-2	=	-7	↓
The comfort of the seating area	1013	80	12	8	65	1	=	-1	=
The ease of being able to get on and off	1004	85	11	4	74	0	=	0	=
Your personal security whilst on board	937	65	27	8	67	4	=	0	=
The cleanliness of the inside	1039	85	9	7	70	1	=	-1	=
The cleanliness of the outside	961	82	14	4	66	2	=	-1	=
The availability of staff	645	13	30	56	30	1	=	0	=
How well train company dealt with delays	84	45	29	26	35	-2	=	10	=

Chiltern Railways

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1039	90	6	4	80	2	=	5	↑
STATION FACILITIES									
Ticket buying facilities	761	69	17	14	62	-2	=	-8	↓
Provision of information about train times/platforms	996	77	12	11	77	4	=	0	=
The upkeep/repair of the station buildings/platforms	994	74	13	14	62	5	↑	-2	=
Cleanliness	1039	80	12	8	69	3	=	-2	=
The facilities and services	899	60	19	22	51	-2	=	-5	↓
The attitudes and helpfulness of the staff	868	73	18	9	68	-2	=	-3	=
Connections with other forms of public transport	788	71	17	12	75	0	=	-4	=
Facilities for car parking	512	69	15	16	45	0	=	-3	=
Overall environment	1027	73	18	9	60	3	=	-4	↓
Your personal security whilst using	918	70	25	5	58	6	↑	2	=
The availability of staff	937	59	23	18	54	0	=	-5	↓
How request to station staff was handled	195	85	8	6	82	-3	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1044	82	8	10	76	-2	=	2	=
Punctuality/reliability (the train arriving/departing on time)	1028	91	4	5	79	3	↑	10	↑
The length of time the journey was scheduled to take (speed)	1032	87	8	5	81	2	=	3	↑
Connections with other train services	522	77	18	5	70	2	=	5	=
The value for money for the price of your ticket	972	51	24	26	38	4	=	-1	=
Up keep and repair of the train	1037	88	9	3	70	1	=	-2	=
The provision of information during the journey	940	74	20	6	62	5	↑	5	↑
The helpfulness and attitude of staff on train	321	47	40	13	57	-8	↓	-3	=
The space for luggage	765	59	23	18	45	3	=	3	=
The toilet facilities	416	51	28	21	34	1	=	5	=
Sufficient room for all the passengers to sit/stand	1026	69	14	17	58	-1	=	-2	=
The comfort of the seating area	1026	79	14	7	65	2	=	0	=
The ease of being able to get on and off	1041	89	9	2	74	3	=	1	=
Your personal security whilst on board	960	83	16	1	67	3	=	3	=
The cleanliness of the inside	1053	86	10	4	70	3	↑	0	=
The cleanliness of the outside	956	81	16	3	66	4	↑	0	=
The availability of staff	620	24	34	42	30	-2	=	1	=
How well train company dealt with delays	124	43	35	22	35	3	=	4	=

3

3.1
London and
South East

Improved ↑
 Unchanged =
 Declined ↓

First Capital Connect

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1554	76	16	8	80	0	=	0	=
STATION FACILITIES									
Ticket buying facilities	941	63	18	19	62	1	=	1	=
Provision of information about train times/platforms	1485	73	14	14	77	2	=	2	=
The upkeep/repair of the station buildings/platforms	1487	57	24	19	62	1	=	3	=
Cleanliness	1538	66	20	14	69	5	↑	0	=
The facilities and services	1219	49	18	33	51	7	↑	4	=
The attitudes and helpfulness of the staff	1166	69	21	11	68	2	=	2	=
Connections with other forms of public transport	1201	76	13	12	75	3	=	2	=
Facilities for car parking	541	45	15	39	45	2	=	8	↑
Overall environment	1496	55	29	16	60	3	=	2	=
Your personal security whilst using	1335	55	34	11	58	1	=	0	=
The availability of staff	1309	54	24	22	54	3	=	1	=
How request to station staff was handled	261	78	10	11	82	-2	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1545	76	10	14	76	-2	=	1	=
Punctuality/reliability (the train arriving/departing on time)	1534	77	9	15	79	-3	↓	1	=
The length of time the journey was scheduled to take (speed)	1525	81	11	8	81	-2	=	-1	=
Connections with other train services	753	67	24	9	70	-1	=	-2	=
The value for money for the price of your ticket	1429	36	24	40	38	0	=	-4	↓
Up keep and repair of the train	1526	52	23	25	70	-1	=	-2	=
The provision of information during the journey	1330	43	29	28	62	-3	=	2	=
The helpfulness and attitude of staff on train	447	33	40	27	57	-9	↓	-6	↓
The space for luggage	1159	37	27	36	45	0	=	-5	↓
The toilet facilities	657	20	19	61	34	-3	=	-4	↓
Sufficient room for all the passengers to sit/stand	1500	56	17	26	58	3	=	-2	=
The comfort of the seating area	1532	55	24	21	65	1	=	-1	=
The ease of being able to get on and off	1546	69	20	10	74	-4	↓	-4	↓
Your personal security whilst on board	1432	61	32	7	67	1	=	-1	=
The cleanliness of the inside	1575	54	22	25	70	0	=	-4	↓
The cleanliness of the outside	1412	52	30	18	66	0	=	-2	=
The availability of staff	1053	10	28	62	30	-3	↓	-2	=
How well train company dealt with delays	386	29	35	37	35	-1	=	3	=



Improved ↑
 Unchanged =
 Declined ↓

First Great Western

Autumn 2006

Improvement/decline in %
 satisfied or good since
 Spring 2006

Improvement/decline in %
 satisfied or good since
 Autumn 2005

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2697	77	14	9	80	-1	=	-3	↓
STATION FACILITIES									
Ticket buying facilities	1689	64	15	22	62	-3	=	-6	↓
Provision of information about train times/platforms	2577	75	13	12	77	0	=	-3	=
The upkeep/repair of the station buildings/platforms	2579	63	22	16	62	0	=	-2	=
Cleanliness	2678	68	19	13	69	0	=	-1	=
The facilities and services	2285	59	17	24	51	0	=	-2	=
The attitudes and helpfulness of the staff	2167	71	18	11	68	2	=	-1	=
Connections with other forms of public transport	1868	73	15	12	75	1	=	1	=
Facilities for car parking	1188	56	16	28	45	2	=	-1	=
Overall environment	2600	62	24	13	60	-1	=	-4	↓
Your personal security whilst using	2324	63	28	8	58	2	=	-1	=
The availability of staff	2337	55	22	22	54	-2	=	-4	↓
How request to station staff was handled	555	81	7	11	82	-1	=	-2	=
TRAIN FACILITIES									
The frequency of the trains on that route	2677	73	11	16	76	-2	=	-2	=
Punctuality/reliability (the train arriving/departing on time)	2679	73	9	18	79	0	=	0	=
The length of time the journey was scheduled to take (speed)	2649	81	11	8	81	-1	=	-1	=
Connections with other train services	1265	68	19	13	70	0	=	0	=
The value for money for the price of your ticket	2570	46	19	35	38	3	=	-2	=
Up keep and repair of the train	2655	69	18	12	71	-2	=	-2	=
The provision of information during the journey	2388	59	26	13	70	-1	=	-2	=
The helpfulness and attitude of staff on train	1562	67	24	15	62	0	=	1	=
The space for luggage	2071	54	21	8	57	-4	=	-2	=
The toilet facilities	1361	36	27	25	45	-4	=	-6	↓
Sufficient room for all the passengers to sit/stand	2630	61	15	38	34	-6	↓	-6	↓
The comfort of the seating area	2648	69	19	24	58	0	=	-3	=
The ease of being able to get on and off	2692	72	19	12	65	-4	↓	-5	↓
Your personal security whilst on board	2493	74	22	9	74	-3	=	-1	=
The cleanliness of the inside	2735	68	19	4	67	-2	=	-3	↓
The cleanliness of the outside	2404	62	27	13	70	-2	=	-2	=
The availability of staff	2095	43	31	12	66	1	=	1	=
How well train company dealt with delays	734	37	35	26	30	-1	=	-1	=

Comparison with Spring 2006 and Autumn 2005 is against combined results for First Great Western (old), First Great Western Link, and Wessex franchises which existed up to 1 April 2006

Heathrow Express

Autumn 2006

Improvement/decline in %
satisfied or good since
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change
Overall satisfaction	514	96	4	0	80	6	↑
STATION FACILITIES							
Ticket buying facilities	402	89	6	4	62	6	↑
Provision of information about train times/platforms	490	85	9	6	77	3	=
The upkeep/repair of the station buildings/platforms	487	82	14	4	62	1	=
Cleanliness	503	82	13	5	69	-1	=
The facilities and services	281	62	21	17	51	4	=
The attitudes and helpfulness of the staff	324	71	21	8	68	3	=
Connections with other forms of public transport	432	82	13	4	75	-1	=
Facilities for car parking	30	33	15	53	45	8	=
Overall environment	478	77	18	5	60	1	=
Your personal security whilst using	382	72	26	1	58	2	=
The availability of staff	353	62	26	11	54	6	=
How request to station staff was handled	97	85	4	10	82	1	=
TRAIN FACILITIES							
The frequency of the trains on that route	517	93	4	3	76	2	=
Punctuality/reliability (the train arriving/departing on time)	508	93	4	3	79	2	=
The length of time the journey was scheduled to take (speed)	510	96	3	1	81	3	=
Connections with other train services	199	81	15	4	70	3	=
The value for money for the price of your ticket	488	33	27	39	38	4	=
Up keep and repair of the train	516	91	7	2	70	0	=
The provision of information during the journey	469	82	15	3	62	-2	=
The helpfulness and attitude of staff on train	362	79	19	2	57	1	=
The space for luggage	496	91	6	3	45	2	=
The toilet facilities	141	62	23	16	34	-5	=
Sufficient room for all the passengers to sit/stand	504	88	9	3	58	2	=
The comfort of the seating area	519	91	8	1	65	1	=
The ease of being able to get on and off	517	94	5	1	74	2	=
Your personal security whilst on board	469	90	10	0	67	2	=
The cleanliness of the inside	523	92	7	1	70	-1	=
The cleanliness of the outside	487	91	8	1	66	0	=
The availability of staff	425	63	32	5	30	-4	=
How well train company dealt with delays	37	49	48	3	35	5	=

3

3.1
London and
South East

Improved ↑
 Unchanged =
 Declined ↓

One

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1618	75	15	10	80	4	↑	1	=
STATION FACILITIES									
Ticket buying facilities	1056	60	18	22	62	0	=	0	=
Provision of information about train times/platforms	1560	68	17	16	77	-3	=	-3	=
The upkeep/repair of the station buildings/platforms	1531	63	22	15	62	1	=	-2	=
Cleanliness	1619	70	17	13	69	2	=	1	=
The facilities and services	1332	51	21	28	51	0	=	-3	=
The attitudes and helpfulness of the staff	1318	62	23	15	68	2	=	1	=
Connections with other forms of public transport	1317	78	13	9	75	0	=	2	=
Facilities for car parking	594	42	17	41	45	5	=	6	↑
Overall environment	1567	62	26	12	60	1	=	-1	=
Your personal security whilst using	1408	57	33	9	58	3	=	1	=
The availability of staff	1464	46	29	25	54	-2	=	-6	↓
How request to station staff was handled	258	76	10	13	82	-1	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1624	75	10	15	76	5	↑	-1	=
Punctuality/reliability (the train arriving/departing on time)	1595	71	12	17	79	1	=	-3	=
The length of time the journey was scheduled to take (speed)	1588	78	12	10	81	4	↑	0	=
Connections with other train services	796	67	23	10	70	3	=	2	=
The value for money for the price of your ticket	1482	31	23	46	38	3	=	0	=
Up keep and repair of the train	1595	57	21	22	70	6	↑	7	↑
The provision of information during the journey	1424	49	30	21	62	-4	↓	-1	=
The helpfulness and attitude of staff on train	609	48	33	19	57	0	=	2	=
The space for luggage	1182	45	29	26	45	-1	=	2	=
The toilet facilities	711	23	26	51	34	-4	=	1	=
Sufficient room for all the passengers to sit/stand	1564	53	19	28	58	-2	=	0	=
The comfort of the seating area	1580	57	22	21	65	4	↑	6	↑
The ease of being able to get on and off	1601	70	21	9	74	1	=	0	=
Your personal security whilst on board	1498	59	31	10	67	0	=	2	=
The cleanliness of the inside	1633	60	19	21	70	6	↑	10	↑
The cleanliness of the outside	1509	54	30	17	66	6	↑	4	↑
The availability of staff	1101	19	28	52	30	-2	=	1	=
How well train company dealt with delays	372	28	34	37	35	4	=	3	=

3

3.1
London and
South East

↑ Improved
= Unchanged
↓ Declined

Silverlink

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1030	79	13	8	80	1	=	5	↑
STATION FACILITIES									
Ticket buying facilities	671	65	17	17	62	4	=	2	=
Provision of information about train times/platforms	970	74	13	13	77	4	=	5	↑
The upkeep/repair of the station buildings/platforms	957	63	21	16	62	8	↑	4	=
Cleanliness	1013	66	20	14	69	5	↑	7	↑
The facilities and services	801	54	17	30	51	10	↑	6	↑
The attitudes and helpfulness of the staff	814	66	24	10	68	6	↑	1	=
Connections with other forms of public transport	847	80	12	8	75	9	↑	4	=
Facilities for car parking	373	39	21	40	45	1	=	2	=
Overall environment	987	59	27	15	60	6	↑	3	=
Your personal security whilst using	907	55	32	12	58	4	=	3	=
The availability of staff	906	54	25	21	54	6	↑	2	=
How request to station staff was handled	191	81	8	10	82	5	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1033	72	10	18	76	1	=	4	↑
Punctuality/reliability (the train arriving/departing on time)	1006	75	9	16	79	-1	=	8	↑
The length of time the journey was scheduled to take (speed)	985	82	11	7	81	-3	=	2	=
Connections with other train services	527	67	22	11	70	-2	=	0	=
The value for money for the price of your ticket	943	39	26	35	38	8	↑	0	=
Up keep and repair of the train	1010	47	22	32	70	1	=	1	=
The provision of information during the journey	895	46	27	27	62	2	=	0	=
The helpfulness and attitude of staff on train	418	41	37	21	57	3	=	1	=
The space for luggage	757	46	26	28	45	3	=	-2	=
The toilet facilities	429	23	17	60	34	5	=	3	=
Sufficient room for all the passengers to sit/stand	1001	53	20	27	58	0	=	1	=
The comfort of the seating area	1018	50	25	25	65	-2	=	0	=
The ease of being able to get on and off	1020	66	20	14	74	-3	=	-1	=
Your personal security whilst on board	952	60	28	12	67	3	=	4	=
The cleanliness of the inside	1035	54	19	27	70	2	=	4	=
The cleanliness of the outside	928	52	31	17	66	1	=	0	=
The availability of staff	727	17	31	51	30	-1	=	-6	↓
How well train company dealt with delays	179	29	38	33	35	7	=	1	=

3

3.1
London and
South EastImproved ↑
Unchanged =
Declined ↓

Southeastern

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1577	78	16	7	80	1	=	1	=
STATION FACILITIES									
Ticket buying facilities	1148	59	19	21	62	3	=	1	=
Provision of information about train times/platforms	1500	77	14	9	77	3	↑	1	=
The upkeep/repair of the station buildings/platforms	1480	58	24	19	62	3	=	1	=
Cleanliness	1548	64	21	15	69	-1	=	1	=
The facilities and services	1310	44	22	34	51	1	=	0	=
The attitudes and helpfulness of the staff	1344	66	22	12	68	2	=	-2	=
Connections with other forms of public transport	1244	71	15	14	75	3	=	0	=
Facilities for car parking	704	41	16	43	45	2	=	-1	=
Overall environment	1527	54	31	15	60	1	=	-1	=
Your personal security whilst using	1413	53	33	14	58	3	=	-2	=
The availability of staff	1436	51	25	24	54	-1	=	-4	=
How request to station staff was handled	234	84	6	9	82	8	↑	-2	=
TRAIN FACILITIES									
The frequency of the trains on that route	1576	75	10	15	76	2	=	0	=
Punctuality/reliability (the train arriving/departing on time)	1563	79	9	12	79	2	=	4	↑
The length of time the journey was scheduled to take (speed)	1552	78	11	10	81	1	=	1	=
Connections with other train services	748	66	23	12	70	3	=	-2	=
The value for money for the price of your ticket	1454	36	24	40	38	4	↑	-2	=
Up keep and repair of the train	1552	65	18	17	70	-2	=	-5	↓
The provision of information during the journey	1412	56	26	18	62	-1	=	-2	=
The helpfulness and attitude of staff on train	618	49	32	19	57	2	=	-1	=
The space for luggage	1193	38	25	37	45	2	=	0	=
The toilet facilities	757	24	20	55	34	-1	=	-5	↓
Sufficient room for all the passengers to sit/stand	1536	51	19	30	58	3	=	-2	=
The comfort of the seating area	1535	59	23	18	65	1	=	-2	=
The ease of being able to get on and off	1573	74	17	8	74	1	=	-1	=
Your personal security whilst on board	1460	59	32	9	67	0	=	-3	=
The cleanliness of the inside	1587	65	16	19	70	-2	=	-4	↓
The cleanliness of the outside	1467	61	24	15	66	0	=	-2	=
The availability of staff	1120	24	28	48	30	2	=	-2	=
How well train company dealt with delays	329	24	41	34	35	-2	=	-5	=

3

3.1
London and
South East

↑ Improved
= Unchanged
↓ Declined

South West Trains

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1577	82	10	8	80	-1	=	-2	=
STATION FACILITIES									
Ticket buying facilities	1042	63	15	22	62	1	=	6	↑
Provision of information about train times/platforms	1525	84	10	6	77	1	=	2	=
The upkeep/repair of the station buildings/platforms	1505	65	22	12	62	5	↑	0	=
Cleanliness	1571	71	19	10	69	4	↑	0	=
The facilities and services	1339	57	19	24	51	3	=	2	=
The attitudes and helpfulness of the staff	1315	70	21	9	68	-1	=	-2	=
Connections with other forms of public transport	1179	75	13	12	75	-1	=	0	=
Facilities for car parking	620	44	22	34	45	-6	↓	-4	=
Overall environment	1535	66	24	10	60	2	=	0	=
Your personal security whilst using	1373	64	29	7	58	3	=	0	=
The availability of staff	1427	60	23	17	54	0	=	-2	=
How request to station staff was handled	248	84	5	10	82	-3	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1578	80	9	12	76	0	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	1577	82	7	10	79	-1	=	1	=
The length of time the journey was scheduled to take (speed)	1544	80	10	10	81	-1	=	-2	=
Connections with other train services	835	73	19	8	70	1	=	1	=
The value for money for the price of your ticket	1462	38	25	37	38	0	=	-4	↓
Up keep and repair of the train	1557	86	8	5	70	3	↑	3	↑
The provision of information during the journey	1474	76	16	7	62	2	=	2	=
The helpfulness and attitude of staff on train	893	72	23	5	57	1	=	5	↑
The space for luggage	1194	51	22	27	45	-6	↓	-2	=
The toilet facilities	770	47	22	31	34	-4	=	-3	=
Sufficient room for all the passengers to sit/stand	1557	63	13	24	58	-3	↓	-1	=
The comfort of the seating area	1514	75	15	10	65	-2	=	0	=
The ease of being able to get on and off	1568	76	14	10	74	-2	=	-1	=
Your personal security whilst on board	1481	78	19	3	67	2	=	3	↑
The cleanliness of the inside	1589	85	9	6	70	2	=	1	=
The cleanliness of the outside	1453	81	14	5	66	4	↑	2	=
The availability of staff	1254	50	33	18	30	1	=	5	↑
How well train company dealt with delays	341	45	35	21	35	-1	=	9	↑

3

3.1
London and
South East

Improved ↑
Unchanged =
Declined ↓

Southern

Autumn 2006

Improvement/decline in %
satisfied or good since
Spring 2006

Improvement/decline in %
satisfied or good since
Autumn 2005

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1690	84	11	5	80	4	↑	3	↑
STATION FACILITIES									
Ticket buying facilities	1107	62	17	20	62	3	=	1	=
Provision of information about train times/platforms	1612	83	9	8	77	6	↑	4	↑
The upkeep/repair of the station buildings/platforms	1603	61	22	17	62	3	=	2	=
Cleanliness	1680	69	18	13	69	3	=	2	=
The facilities and services	1400	47	20	32	51	2	=	0	=
The attitudes and helpfulness of the staff	1337	68	21	11	68	5	↑	1	=
Connections with other forms of public transport	1344	78	13	10	75	1	=	2	=
Facilities for car parking	565	44	15	41	45	6	=	3	=
Overall environment	1638	59	25	15	60	3	=	2	=
Your personal security whilst using	1481	56	32	13	58	2	=	0	=
The availability of staff	1481	54	25	21	54	3	=	0	=
How request to station staff was handled	254	88	5	6	82	9	↑	8	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1679	77	9	14	76	2	=	2	=
Punctuality/reliability (the train arriving/departing on time)	1662	84	8	9	79	5	↑	8	↑
The length of time the journey was scheduled to take (speed)	1640	85	8	6	81	4	↑	4	↑
Connections with other train services	907	73	18	8	70	7	↑	8	↑
The value for money for the price of your ticket	1525	42	25	33	38	6	↑	1	=
Up keep and repair of the train	1659	80	11	8	70	0	=	3	↑
The provision of information during the journey	1519	73	19	8	62	0	=	5	↑
The helpfulness and attitude of staff on train	689	59	30	11	57	0	=	9	↑
The space for luggage	1209	43	24	33	45	1	=	-1	=
The toilet facilities	711	42	24	34	34	-4	=	0	=
Sufficient room for all the passengers to sit/stand	1635	62	14	25	58	0	=	2	=
The comfort of the seating area	1645	72	17	11	65	-2	=	0	=
The ease of being able to get on and off	1670	78	14	8	74	1	=	2	=
Your personal security whilst on board	1560	70	25	5	67	2	=	4	↑
The cleanliness of the inside	1702	78	13	9	70	-1	=	1	=
The cleanliness of the outside	1580	74	19	7	66	1	=	2	=
The availability of staff	1142	35	30	35	30	1	=	6	↑
How well train company dealt with delays	274	44	35	21	35	9	↑	8	↑

3

3.2
Long
distance

Improved ↑
Unchanged =
Declined ↓

GNER

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1037	87	8	5	85	-3	=	0	=
STATION FACILITIES									
Ticket buying facilities	299	78	14	9	79	-5	=	0	=
Provision of information about train times/platforms	996	90	6	4	85	0	=	2	=
The upkeep/repair of the station buildings/platforms	979	73	17	10	73	5	↑	4	↑
Cleanliness	1023	75	16	9	77	1	=	3	=
The facilities and services	887	66	18	16	67	-2	=	3	=
The attitudes and helpfulness of the staff	700	77	17	6	78	1	=	0	=
Connections with other forms of public transport	745	83	9	7	76	4	=	5	↑
Facilities for car parking	273	48	16	36	53	8	=	3	=
Overall environment	991	71	20	9	72	2	=	5	↑
Your personal security whilst using	848	70	26	4	70	0	=	6	↑
The availability of staff	814	67	21	12	68	-1	=	-2	=
How request to station staff was handled	241	88	5	7	87	-1	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	985	88	8	5	83	-1	=	0	=
Punctuality/reliability (the train arriving/departing on time)	1018	84	5	11	82	-2	=	3	=
The length of time the journey was scheduled to take (speed)	1006	88	7	5	85	-2	=	0	=
Connections with other train services	436	76	16	8	75	2	=	3	=
The value for money for the price of your ticket	979	55	16	29	55	-8	↓	-4	=
Up keep and repair of the train	1034	80	10	9	87	-4	↓	-1	=
The provision of information during the journey	963	80	16	5	80	-6	↓	-1	=
The helpfulness and attitude of staff on train	829	81	16	3	81	-4	↓	-3	=
The space for luggage	910	58	18	24	54	-3	=	-1	=
The toilet facilities	714	52	22	27	55	-6	↓	-6	↓
Sufficient room for all the passengers to sit/stand	1010	74	14	12	68	-2	=	1	=
The comfort of the seating area	1041	77	14	8	79	-3	=	-1	=
The ease of being able to get on and off	1030	81	13	5	81	-2	=	2	=
Your personal security whilst on board	948	85	13	2	83	0	=	2	=
The cleanliness of the inside	1054	82	11	7	85	-3	↓	-2	=
The cleanliness of the outside	895	80	17	3	81	1	=	2	=
The availability of staff	890	70	21	8	68	-4	↓	0	=
How well train company dealt with delays	294	64	25	11	52	-3	=	7	=

3

3.2
Long
distance

Improved ↑
 Unchanged =
 Declined ↓

Midland Mainline

	Autumn 2006				Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	994	87	8	5	85	0	=	-2	=
STATION FACILITIES									
Ticket buying facilities	596	75	15	9	79	4	=	8	↑
Provision of information about train times/platforms	943	82	12	6	85	-1	=	1	=
The upkeep/repair of the station buildings/platforms	940	66	22	11	73	3	=	2	=
Cleanliness	979	75	18	7	77	2	=	3	=
The facilities and services	862	59	21	20	67	2	=	3	=
The attitudes and helpfulness of the staff	793	78	17	5	78	-2	=	2	=
Connections with other forms of public transport	659	57	21	22	76	0	=	1	=
Facilities for car parking	449	63	14	23	53	4	=	0	=
Overall environment	964	69	19	12	72	5	↑	6	↑
Your personal security whilst using	841	70	26	4	70	4	=	4	=
The availability of staff	877	67	23	10	68	1	=	1	=
How request to station staff was handled	168	88	4	7	87	3	=	2	=
TRAIN FACILITIES									
The frequency of the trains on that route	990	86	8	6	83	0	=	0	=
Punctuality/reliability (the train arriving/departing on time)	991	88	6	7	82	0	=	-1	=
The length of time the journey was scheduled to take (speed)	978	83	10	7	85	1	=	-4	↓
Connections with other train services	360	73	16	11	75	4	=	-2	=
The value for money for the price of your ticket	940	49	18	33	55	4	=	-1	=
Up keep and repair of the train	985	84	10	6	87	-3	=	-1	=
The provision of information during the journey	944	80	16	5	80	-3	=	6	↑
The helpfulness and attitude of staff on train	732	80	16	3	81	2	=	3	=
The space for luggage	791	60	19	22	54	0	=	0	=
The toilet facilities	593	59	23	19	55	-3	=	-1	=
Sufficient room for all the passengers to sit/stand	984	69	13	18	68	1	=	-8	↓
The comfort of the seating area	973	80	14	6	79	-2	=	-2	=
The ease of being able to get on and off	983	81	13	6	81	0	=	1	=
Your personal security whilst on board	926	81	18	1	83	-2	=	0	=
The cleanliness of the inside	1007	87	9	5	85	1	=	3	=
The cleanliness of the outside	889	74	21	5	81	9	↑	3	=
The availability of staff	829	65	26	9	68	1	=	3	=
How well train company dealt with delays	211	60	27	13	52	14	↑	7	=

TransPennine Express

Autumn 2006

Improvement/decline in %
satisfied or good since
Spring 2006

Improvement/decline in %
satisfied or good since
Autumn 2005

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1075	88	7	5	85	2	=	7	↑
STATION FACILITIES									
Ticket buying facilities	662	81	11	8	79	-2	=	0	=
Provision of information about train times/platforms	1017	85	9	6	85	0	=	2	=
The upkeep/repair of the station buildings/platforms	1015	81	13	7	73	4	↑	5	↑
Cleanliness	1054	83	10	7	77	2	=	3	=
The facilities and services	895	72	13	15	67	3	=	1	=
The attitudes and helpfulness of the staff	830	77	17	6	78	0	=	-3	=
Connections with other forms of public transport	707	75	13	11	76	1	=	3	=
Facilities for car parking	412	49	17	34	53	4	=	1	=
Overall environment	1015	80	15	5	72	2	=	4	↑
Your personal security whilst using	877	75	22	4	70	3	=	2	=
The availability of staff	904	67	23	10	68	0	=	-1	=
How request to station staff was handled	232	83	8	8	87	-4	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	1038	84	8	8	83	3	=	3	=
Punctuality/reliability (the train arriving/departing on time)	1050	83	6	11	82	0	=	6	↑
The length of time the journey was scheduled to take (speed)	1037	88	7	4	85	3	=	3	↑
Connections with other train services	499	78	15	7	75	6	↑	2	=
The value for money for the price of your ticket	983	54	21	25	55	3	=	0	=
Up keep and repair of the train	1056	86	8	5	85	18	↑	15	↑
The provision of information during the journey	978	78	14	8	87	13	↑	16	↑
The helpfulness and attitude of staff on train	774	82	16	2	80	3	=	6	↑
The space for luggage	862	60	18	22	81	2	=	6	↑
The toilet facilities	514	60	19	21	54	21	↑	21	↑
Sufficient room for all the passengers to sit/stand	1044	73	12	15	55	6	↑	8	↑
The comfort of the seating area	1047	82	12	6	68	10	↑	15	↑
The ease of being able to get on and off	1056	83	11	6	79	5	↑	7	↑
Your personal security whilst on board	982	84	14	2	81	6	↑	7	↑
The cleanliness of the inside	1078	84	9	7	83	15	↑	15	↑
The cleanliness of the outside	991	82	13	5	85	25	↑	21	↑
The availability of staff	915	66	25	9	81	7	↑	9	↑
How well train company dealt with delays	218	32	33	34	68	-3	=	-10	↓

3
3.2
Long
distance

Improved ↑
Unchanged =
Declined ↓

Virgin CrossCountry

Autumn 2006

Improvement/decline in %
satisfied or good since
Spring 2006

Improvement/decline in %
satisfied or good since
Autumn 2005

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1136	79	9	11	85	-5	↓	-3	↓
STATION FACILITIES									
Ticket buying facilities	540	81	11	8	79	4	=	2	=
Provision of information about train times/platforms	1093	85	8	7	85	3	↑	4	↑
The upkeep/repair of the station buildings/platforms	1071	71	19	10	73	3	=	4	=
Cleanliness	1112	77	14	9	77	3	=	3	=
The facilities and services	957	68	17	15	67	0	=	-2	=
The attitudes and helpfulness of the staff	885	81	16	3	78	-1	=	2	=
Connections with other forms of public transport	656	75	14	11	76	1	=	1	=
Facilities for car parking	448	57	19	23	53	-1	=	3	=
Overall environment	1081	70	19	10	72	0	=	2	=
Your personal security whilst using	938	72	25	3	70	2	=	1	=
The availability of staff	965	69	21	10	68	-5	↓	-2	=
How request to station staff was handled	328	89	6	5	87	-1	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1087	77	11	12	83	-6	↓	-1	=
Punctuality/reliability (the train arriving/departing on time)	1122	74	6	19	82	-8	↓	0	=
The length of time the journey was scheduled to take (speed)	1097	80	10	9	85	-6	↓	-1	=
Connections with other train services	577	73	14	12	75	0	=	-1	=
The value for money for the price of your ticket	1053	57	17	26	55	-1	=	6	↑
Up keep and repair of the train	1115	89	9	2	87	-3	↓	-1	=
The provision of information during the journey	1079	82	11	6	80	-2	=	1	=
The helpfulness and attitude of staff on train	880	82	15	3	81	-2	=	0	=
The space for luggage	956	48	16	36	54	-7	↓	-3	=
The toilet facilities	721	55	24	21	55	-14	↓	-8	↓
Sufficient room for all the passengers to sit/stand	1101	60	14	26	68	-10	↓	-6	↓
The comfort of the seating area	1103	79	12	9	79	-2	=	-3	=
The ease of being able to get on and off	1120	77	15	8	81	-4	↓	-4	↓
Your personal security whilst on board	1054	83	15	3	83	-1	=	-1	=
The cleanliness of the inside	1138	84	11	5	85	-6	↓	-3	↓
The cleanliness of the outside	1002	82	14	3	81	2	=	0	=
The availability of staff	976	69	21	10	68	-2	=	2	=
How well train company dealt with delays	408	51	27	21	52	4	=	0	=

Virgin West Coast

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1059	86	6	7	85	-3	↓	4	↑
STATION FACILITIES									
Ticket buying facilities	417	78	11	11	79	3	=	4	=
Provision of information about train times/platforms	1025	84	8	7	85	-3	=	2	=
The upkeep/repair of the station buildings/platforms	1011	74	16	9	73	2	=	1	=
Cleanliness	1058	77	15	8	77	2	=	2	=
The facilities and services	896	67	17	16	67	2	=	1	=
The attitudes and helpfulness of the staff	749	76	18	6	78	0	=	5	↑
Connections with other forms of public transport	775	83	10	6	76	0	=	2	=
Facilities for car parking	319	43	21	35	53	-5	=	-9	↓
Overall environment	1017	72	20	8	72	2	=	3	=
Your personal security whilst using	883	66	31	3	70	-2	=	1	=
The availability of staff	855	68	22	10	68	2	=	5	↑
How request to station staff was handled	285	85	8	6	87	3	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1020	83	7	10	83	-2	=	3	↑
Punctuality/reliability (the train arriving/departing on time)	1043	86	4	10	82	-4	↓	5	↑
The length of time the journey was scheduled to take (speed)	1036	84	5	10	85	-3	↓	1	=
Connections with other train services	414	76	12	11	75	1	=	7	↑
The value for money for the price of your ticket	987	58	17	25	55	0	=	1	=
Up keep and repair of the train	1056	93	6	2	87	-2	=	0	=
The provision of information during the journey	1014	80	13	6	80	-4	↓	-1	=
The helpfulness and attitude of staff on train	824	80	15	5	81	-3	=	2	=
The space for luggage	937	49	15	35	54	-6	↓	-1	=
The toilet facilities	723	52	20	28	55	-8	↓	-1	=
Sufficient room for all the passengers to sit/stand	1038	68	15	17	68	-8	↓	-3	=
The comfort of the seating area	1057	80	13	7	79	0	=	1	=
The ease of being able to get on and off	1059	85	12	3	81	-2	=	0	=
Your personal security whilst on board	1009	83	16	1	83	-5	↓	-1	=
The cleanliness of the inside	1070	88	8	4	85	-5	↓	0	=
The cleanliness of the outside	951	83	13	4	81	-5	↓	-3	↓
The availability of staff	925	67	24	9	68	-3	=	2	=
How well train company dealt with delays	231	48	26	26	52	-13	↓	-1	=

3

3.3
Regional operators

Improved ↑
Unchanged =
Declined ↓

Arriva Trains Wales

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	799	80	11	9	84	0	=	-1	=
STATION FACILITIES									
Ticket buying facilities	443	67	15	18	73	-1	=	1	=
Provision of information about train times/platforms	740	70	12	17	76	5	↑	-2	=
The upkeep/repair of the station buildings/platforms	727	55	23	22	64	10	↑	3	=
Cleanliness	768	59	20	21	69	6	↑	1	=
The facilities and services	620	39	18	43	47	3	=	-5	=
The attitudes and helpfulness of the staff	616	70	18	12	71	-1	=	-3	=
Connections with other forms of public transport	465	64	17	19	68	7	↑	0	=
Facilities for car parking	356	51	18	31	53	1	=	-2	=
Overall environment	745	51	28	21	63	3	=	-2	=
Your personal security whilst using	649	52	32	16	60	-3	=	-3	=
The availability of staff	685	52	22	27	60	-1	=	-3	=
How request to station staff was handled	184	83	7	10	85	0	=	-3	=
TRAIN FACILITIES									
The frequency of the trains on that route	779	71	11	18	78	4	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	782	74	8	18	81	0	=	1	=
The length of time the journey was scheduled to take (speed)	769	82	11	7	87	0	=	-1	=
Connections with other train services	368	68	15	18	73	6	=	1	=
The value for money for the price of your ticket	736	57	18	25	59	3	=	-4	=
Up keep and repair of the train	778	63	19	19	70	10	↑	2	=
The provision of information during the journey	663	51	29	19	67	0	=	-5	=
The helpfulness and attitude of staff on train	632	75	19	6	72	0	=	-1	=
The space for luggage	588	60	20	20	57	3	=	6	↑
The toilet facilities	371	41	17	42	38	2	=	6	=
Sufficient room for all the passengers to sit/stand	771	65	14	21	67	-1	=	0	=
The comfort of the seating area	788	66	20	14	71	3	=	0	=
The ease of being able to get on and off	785	74	16	9	81	0	=	-1	=
Your personal security whilst on board	734	71	23	6	75	-1	=	-1	=
The cleanliness of the inside	802	65	18	17	71	6	↑	3	=
The cleanliness of the outside	716	55	27	18	64	12	↑	0	=
The availability of staff	729	57	26	17	53	-1	=	-4	=
How well train company dealt with delays	192	31	35	34	37	3	=	0	=

Improved ↑
Unchanged =
Declined ↓

Central Trains

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1187	80	12	8	84	-3	=	2	=
STATION FACILITIES									
Ticket buying facilities	759	75	14	10	73	3	=	3	=
Provision of information about train times/platforms	1148	77	15	9	76	2	=	3	↑
The upkeep/repair of the station buildings/platforms	1123	59	24	17	64	3	=	1	=
Cleanliness	1180	68	18	13	69	5	↑	4	↑
The facilities and services	990	55	18	27	47	7	↑	5	↑
The attitudes and helpfulness of the staff	965	74	18	8	71	0	=	3	=
Connections with other forms of public transport	761	63	18	18	68	1	=	1	=
Facilities for car parking	558	56	15	29	53	0	=	-2	=
Overall environment	1144	61	23	17	63	6	↑	4	=
Your personal security whilst using	1003	59	34	7	60	-1	=	1	=
The availability of staff	1050	59	23	18	60	0	=	2	=
How request to station staff was handled	267	88	5	6	85	5	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1168	72	10	18	78	-1	=	1	=
Punctuality/reliability (the train arriving/departing on time)	1184	75	9	16	81	-3	↓	3	=
The length of time the journey was scheduled to take (speed)	1174	82	10	8	87	-2	=	4	↑
Connections with other train services	593	63	20	16	73	-4	=	-2	=
The value for money for the price of your ticket	1081	57	19	24	59	4	↑	3	=
Up keep and repair of the train	1179	70	17	13	70	1	=	6	↑
The provision of information during the journey	1074	61	25	15	67	-2	=	4	=
The helpfulness and attitude of staff on train	785	68	26	7	72	5	↑	4	=
The space for luggage	888	48	23	29	57	-3	=	0	=
The toilet facilities	519	41	23	36	38	1	=	1	=
Sufficient room for all the passengers to sit/stand	1166	61	13	26	67	-4	↓	2	=
The comfort of the seating area	1165	68	20	11	71	-1	=	2	=
The ease of being able to get on and off	1185	77	15	8	81	-3	↓	2	=
Your personal security whilst on board	1107	74	21	5	75	0	=	3	=
The cleanliness of the inside	1202	69	18	13	71	0	=	3	=
The cleanliness of the outside	1098	66	24	10	64	4	↑	3	=
The availability of staff	1024	48	30	21	53	3	=	4	=
How well train company dealt with delays	305	32	33	36	37	3	=	-1	=

3

3.3
Regional operators

Improved ↑
 Unchanged =
 Declined ↓

First ScotRail

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	976	88	8	4	84	1	=	4	↑
STATION FACILITIES									
Ticket buying facilities	639	73	14	13	73	-3	=	1	=
Provision of information about train times/platforms	907	79	12	9	76	-1	=	2	=
The upkeep/repair of the station buildings/platforms	921	69	18	13	64	0	=	2	=
Cleanliness	962	75	15	9	69	0	=	5	↑
The facilities and services	773	50	15	35	47	-3	=	-3	=
The attitudes and helpfulness of the staff	752	73	18	9	71	-3	=	2	=
Connections with other forms of public transport	644	70	14	16	68	1	=	4	=
Facilities for car parking	454	52	14	34	53	-2	=	6	=
Overall environment	949	67	22	11	63	0	=	3	=
Your personal security whilst using	834	63	28	9	60	1	=	4	=
The availability of staff	832	61	20	19	60	-1	=	3	=
How request to station staff was handled	156	82	6	11	85	-3	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	965	82	8	10	78	-1	=	0	=
Punctuality/reliability (the train arriving/departing on time)	966	88	5	7	81	4	↑	11	↑
The length of time the journey was scheduled to take (speed)	961	89	7	4	87	0	=	4	↑
Connections with other train services	390	77	17	7	73	6	=	8	↑
The value for money for the price of your ticket	917	56	21	23	59	1	=	0	=
Up keep and repair of the train	963	80	14	6	70	1	=	3	=
The provision of information during the journey	882	76	15	8	67	3	=	9	↑
The helpfulness and attitude of staff on train	725	75	19	5	72	-1	=	-1	=
The space for luggage	727	62	17	21	57	-1	=	2	=
The toilet facilities	430	48	21	31	38	2	=	0	=
Sufficient room for all the passengers to sit/stand	948	71	13	16	67	1	=	-1	=
The comfort of the seating area	958	80	12	8	71	0	=	1	=
The ease of being able to get on and off	974	85	11	4	81	1	=	2	=
Your personal security whilst on board	925	79	18	2	75	-1	=	2	=
The cleanliness of the inside	990	79	13	8	71	0	=	2	=
The cleanliness of the outside	887	73	21	6	64	6	↑	3	=
The availability of staff	873	59	25	15	53	-3	=	0	=
How well train company dealt with delays	127	50	25	26	37	5	=	11	↑

Improved 
 Unchanged 
 Declined 

Gatwick Express

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	537	94	4	2	84	0	=	1	=
STATION FACILITIES									
Ticket buying facilities	290	69	16	15	73	-1	=	-6	=
Provision of information about train times/platforms	506	85	10	5	76	1	=	-2	=
The upkeep/repair of the station buildings/platforms	507	70	22	8	64	-4	=	-5	=
Cleanliness	540	71	19	10	69	-3	=	-4	=
The facilities and services	394	73	18	8	47	3	=	-2	=
The attitudes and helpfulness of the staff	367	67	25	9	71	-1	=	-9	↓
Connections with other forms of public transport	473	85	10	5	68	-4	=	-5	↓
Facilities for car parking	90	33	14	53	53	-11	=	-6	=
Overall environment	515	72	23	5	63	-1	=	-3	=
Your personal security whilst using	429	65	32	3	60	-2	=	-3	=
The availability of staff	405	59	28	13	60	1	=	-6	=
How request to station staff was handled	99	91	4	4	85	7	=	5	=
TRAIN FACILITIES									
The frequency of the trains on that route	542	95	3	2	78	-1	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	520	95	3	3	81	0	=	-2	=
The length of time the journey was scheduled to take (speed)	526	94	4	1	87	-1	=	-2	=
Connections with other train services	208	83	13	4	73	0	=	-3	=
The value for money for the price of your ticket	509	41	25	34	59	-6	=	-4	=
Up keep and repair of the train	543	83	10	6	70	-7	↓	-6	↓
The provision of information during the journey	481	85	11	4	67	2	=	2	=
The helpfulness and attitude of staff on train	429	82	15	3	72	-3	=	0	=
The space for luggage	500	75	13	12	57	-6	↓	-7	↓
The toilet facilities	259	70	18	12	38	-1	=	0	=
Sufficient room for all the passengers to sit/stand	540	88	8	4	67	0	=	-1	=
The comfort of the seating area	546	89	9	2	71	-4	↓	-2	=
The ease of being able to get on and off	540	90	9	1	81	-1	=	-2	=
Your personal security whilst on board	511	90	10	1	75	0	=	2	=
The cleanliness of the inside	555	88	8	4	71	-3	=	-2	=
The cleanliness of the outside	503	86	13	1	64	-1	=	0	=
The availability of staff	469	81	17	2	53	4	=	6	↑
How well train company dealt with delays	38	38	38	24	37	-14	=	6	=

3

3.3
Regional
operatorsImproved ↑
Unchanged =
Declined ↓

Island Line

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	347	83	13	4	84	-8	↓	-5	=
STATION FACILITIES									
Ticket buying facilities	165	76	10	13	73	5	=	2	=
Provision of information about train times/platforms	288	78	15	7	76	0	=	0	=
The upkeep/repair of the station buildings/platforms	313	49	17	34	64	-3	=	-1	=
Cleanliness	345	57	23	20	69	-6	=	-13	↓
The facilities and services	263	51	13	36	47	5	=	-1	=
The attitudes and helpfulness of the staff	214	78	14	8	71	3	=	3	=
Connections with other forms of public transport	232	74	13	12	68	8	=	8	=
Facilities for car parking	184	73	14	13	53	9	=	9	=
Overall environment	323	48	24	28	63	-1	=	-6	=
Your personal security whilst using	258	66	24	10	60	11	↑	6	=
The availability of staff	261	50	20	31	60	6	=	3	=
How request to station staff was handled	38	89	10	1	85	-1	=	-10	=
TRAIN FACILITIES									
The frequency of the trains on that route	351	87	7	6	78	1	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	347	91	6	3	81	-4	↓	-5	↓
The length of time the journey was scheduled to take (speed)	347	92	6	2	87	0	=	-5	↓
Connections with other train services	167	76	16	8	73	-8	=	-4	=
The value for money for the price of your ticket	298	67	20	13	59	0	=	1	=
Up keep and repair of the train	340	51	23	26	70	-9	↓	-2	=
The provision of information during the journey	262	59	25	16	67	4	=	2	=
The helpfulness and attitude of staff on train	316	92	6	2	72	-1	=	6	↑
The space for luggage	276	45	18	37	57	-6	=	13	↑
The toilet facilities	109	9	8	83	38	-5	=	1	=
Sufficient room for all the passengers to sit/stand	341	70	16	14	67	-15	↓	0	=
The comfort of the seating area	349	58	24	18	71	-11	↓	-3	=
The ease of being able to get on and off	356	84	14	2	81	-7	↓	-1	=
Your personal security whilst on board	327	82	14	4	75	-2	=	7	↑
The cleanliness of the inside	361	63	17	20	71	-6	=	-2	=
The cleanliness of the outside	346	55	20	26	64	3	=	0	=
The availability of staff	335	85	11	4	53	1	=	9	↑
How well train company dealt with delays	16	24	6	70	37	-34	=	15	=

Improved ↑
Unchanged =
Declined ↓

Merseyrail

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	518	89	7	5	84	-1	=	3	=
STATION FACILITIES									
Ticket buying facilities	379	74	16	11	73	-5	=	-5	=
Provision of information about train times/platforms	463	73	15	12	76	-5	=	-6	↓
The upkeep/repair of the station buildings/platforms	483	62	22	17	64	3	=	0	=
Cleanliness	511	67	15	17	69	5	=	1	=
The facilities and services	356	26	17	57	47	-4	=	-3	=
The attitudes and helpfulness of the staff	445	71	20	9	71	-4	=	0	=
Connections with other forms of public transport	371	69	17	13	68	-4	=	1	=
Facilities for car parking	294	54	10	36	53	0	=	1	=
Overall environment	491	59	27	14	63	2	=	0	=
Your personal security whilst using	455	56	30	13	60	1	=	3	=
The availability of staff	464	65	20	15	60	0	=	4	=
How request to station staff was handled	45	75	12	12	85	-9	=	-7	=
TRAIN FACILITIES									
The frequency of the trains on that route	513	91	4	5	78	2	=	3	=
Punctuality/reliability (the train arriving/departing on time)	504	86	4	9	81	-1	=	2	=
The length of time the journey was scheduled to take (speed)	497	92	5	3	87	1	=	2	=
Connections with other train services	235	84	13	3	73	6	=	6	=
The value for money for the price of your ticket	444	68	15	16	59	5	=	6	=
Up keep and repair of the train	505	82	12	5	70	2	=	-5	↓
The provision of information during the journey	476	85	11	4	67	-1	=	-2	=
The helpfulness and attitude of staff on train	224	50	36	14	72	-7	=	-12	↓
The space for luggage	344	52	24	24	57	-10	↓	-11	↓
The toilet facilities	172	10	15	75	38	-5	=	-7	=
Sufficient room for all the passengers to sit/stand	493	72	14	14	67	-5	=	-6	↓
The comfort of the seating area	502	81	15	4	71	-4	=	-3	=
The ease of being able to get on and off	506	87	10	3	81	2	=	1	=
Your personal security whilst on board	480	67	22	11	75	0	=	2	=
The cleanliness of the inside	522	75	14	11	71	-1	=	-5	↓
The cleanliness of the outside	496	61	25	14	64	-5	=	-5	=
The availability of staff	398	29	35	36	53	-4	=	-6	=
How well train company dealt with delays	49	42	33	25	37	3	=	2	=

3

3.3
Regional
operatorsImproved ↑
Unchanged =
Declined ↓

Northern Rail

	Autumn 2006					Improvement/decline in % satisfied or good since Spring 2006		Improvement/decline in % satisfied or good since Autumn 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	975	79	11	10	84	-4	↓	-2	=
STATION FACILITIES									
Ticket buying facilities	687	73	11	16	73	1	=	0	=
Provision of information about train times/platforms	936	76	11	13	76	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	934	66	17	16	64	0	=	0	=
Cleanliness	961	68	16	17	69	0	=	0	=
The facilities and services	813	49	12	39	47	-5	=	1	=
The attitudes and helpfulness of the staff	808	70	19	12	71	0	=	-3	=
Connections with other forms of public transport	724	68	12	20	68	0	=	1	=
Facilities for car parking	508	55	17	29	53	5	=	5	=
Overall environment	938	64	22	14	63	1	=	2	=
Your personal security whilst using	843	60	26	13	60	4	=	2	=
The availability of staff	871	58	20	22	60	2	=	0	=
How request to station staff was handled	170	90	2	9	85	1	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	974	71	10	19	78	-3	=	-6	↓
Punctuality/reliability (the train arriving/departing on time)	973	74	9	18	81	-5	↓	-5	↓
The length of time the journey was scheduled to take (speed)	951	85	8	7	87	-2	=	-1	=
Connections with other train services	449	71	19	10	73	-1	=	-6	↓
The value for money for the price of your ticket	918	60	18	22	59	-1	=	-4	=
Up keep and repair of the train	953	58	20	22	70	0	=	-5	↓
The provision of information during the journey	858	56	24	20	67	4	=	-3	=
The helpfulness and attitude of staff on train	742	72	21	7	72	-3	=	-5	↓
The space for luggage	742	55	21	24	57	-2	=	-2	=
The toilet facilities	461	33	22	45	38	-5	=	-8	↓
Sufficient room for all the passengers to sit/stand	952	64	17	20	67	-3	=	-3	=
The comfort of the seating area	955	62	21	17	71	-2	=	-5	↓
The ease of being able to get on and off	968	77	15	9	81	-1	=	-1	=
Your personal security whilst on board	914	74	22	4	75	0	=	-2	=
The cleanliness of the inside	983	62	18	20	71	0	=	-4	↓
The cleanliness of the outside	906	59	24	17	64	6	↑	-2	=
The availability of staff	891	54	26	20	53	-5	↓	-7	↓
How well train company dealt with delays	244	35	34	31	37	9	↑	7	=

4
4.1
Overall opinion of journey

Percentage of passengers satisfied 2002-2006

Chart 4.1a **National sector levels**

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

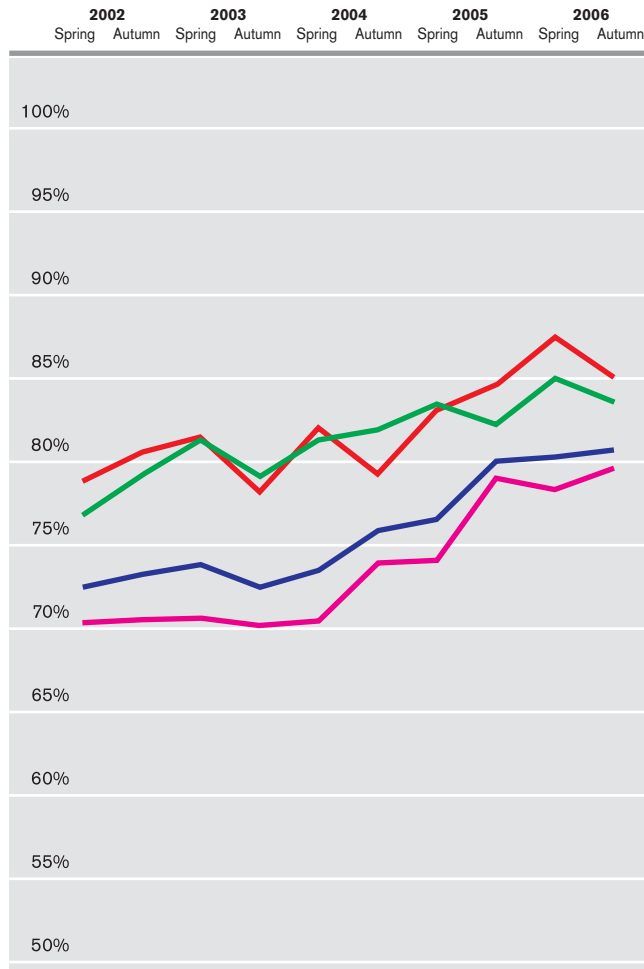


Chart 4.1b **Long distance operators**

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

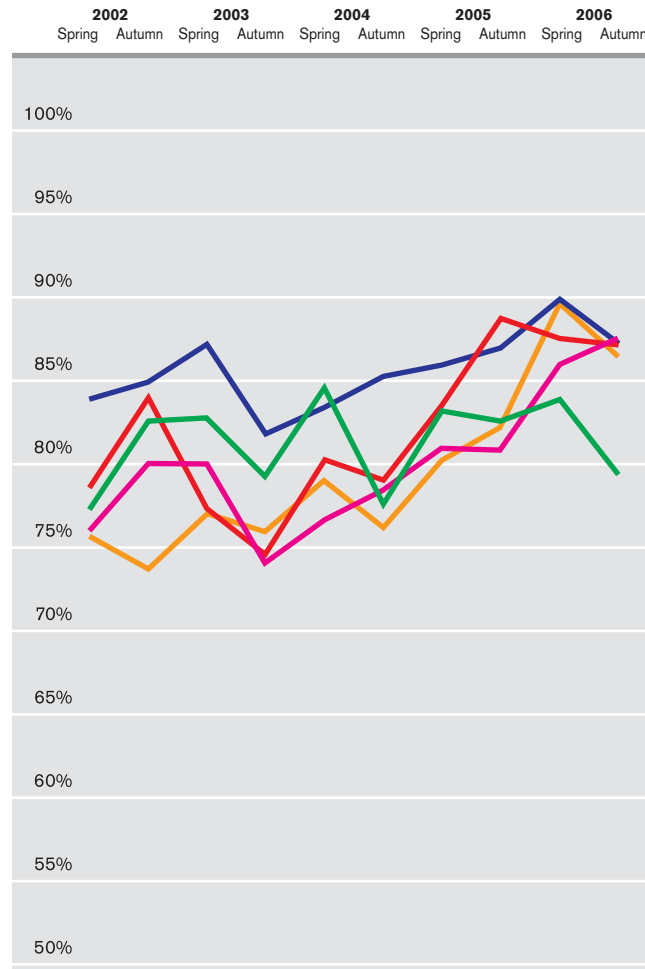
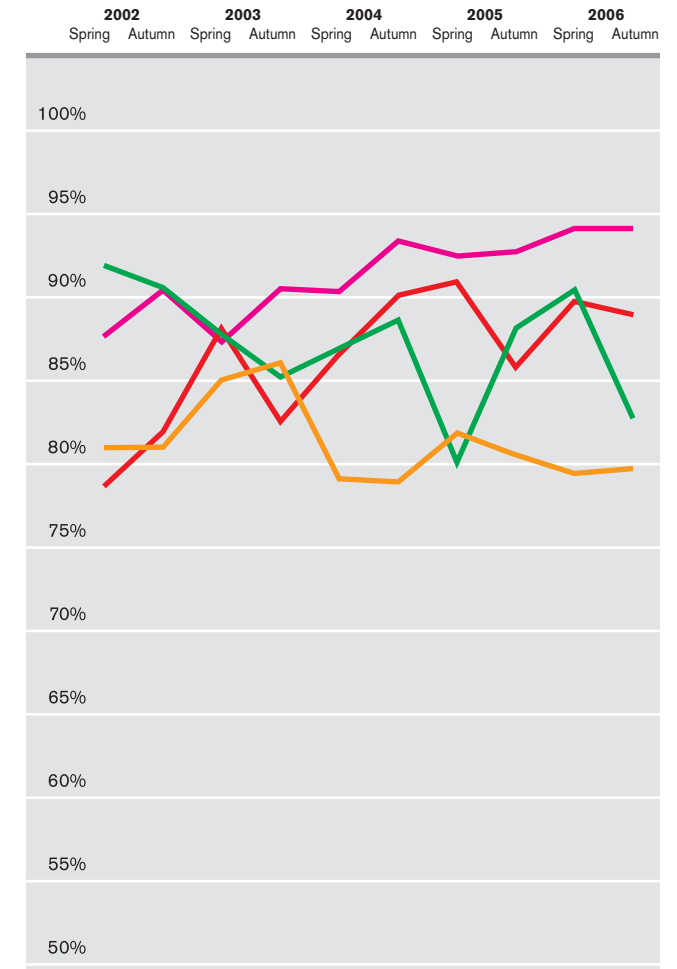


Chart 4.1c **Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4

4.1
Overall
opinion of
journey

Chart 4.1d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

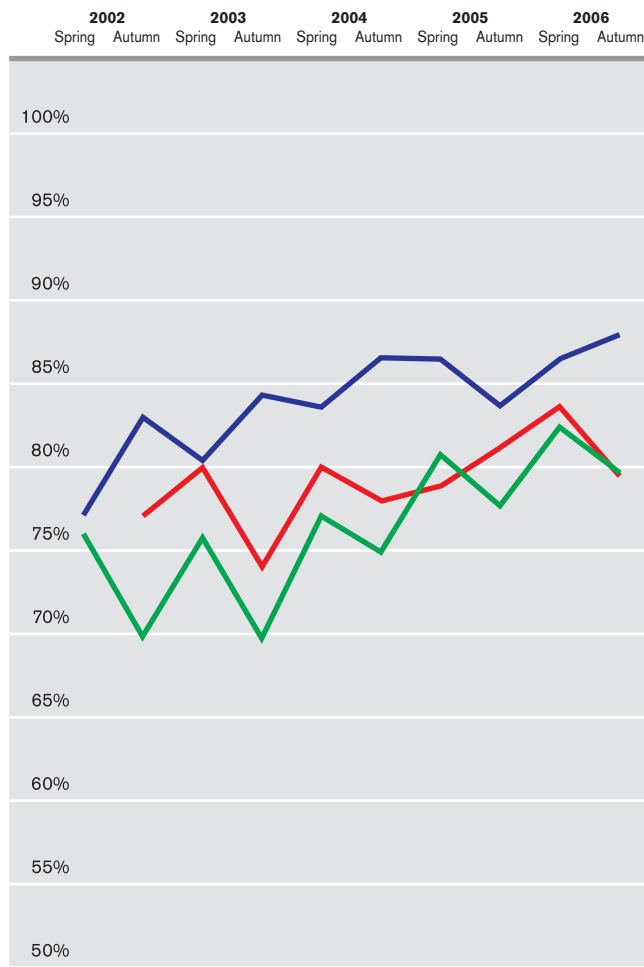


Chart 4.1e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

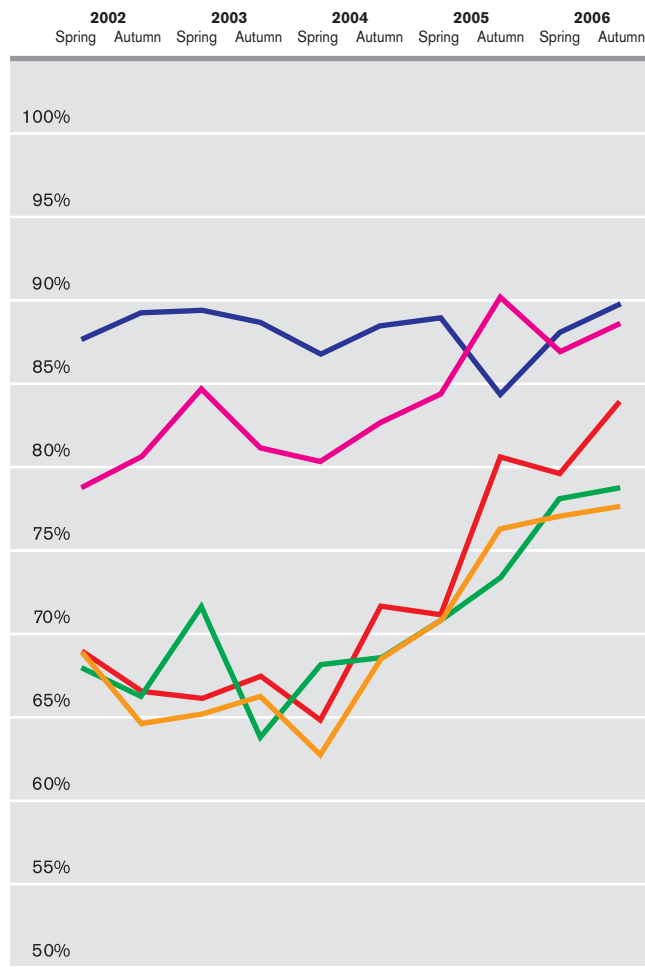
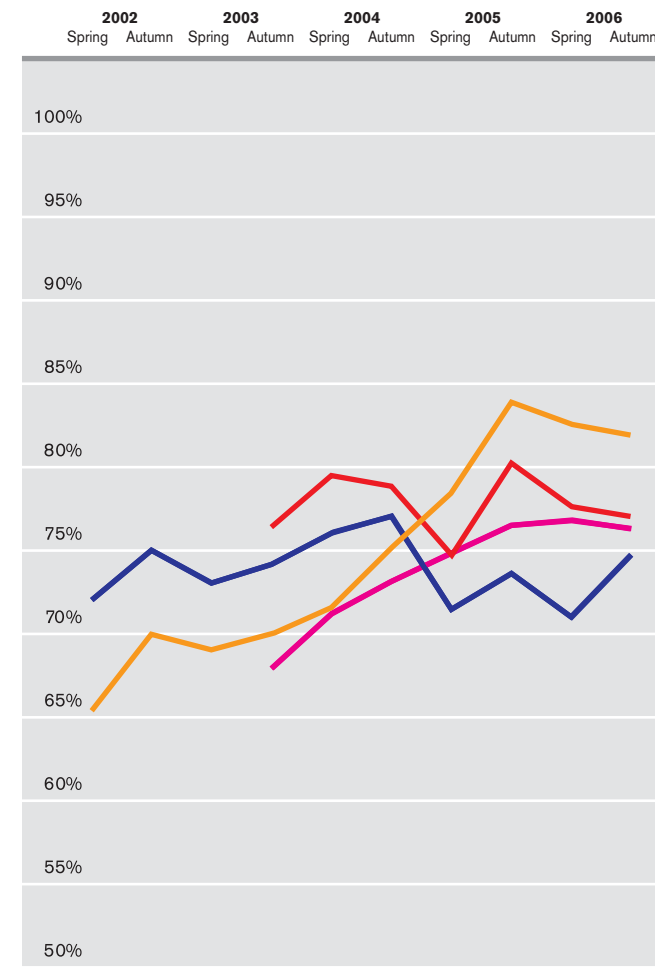


Chart 4.1f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



4

4.2
Punctuality
and reliability

Chart 4.2a **National sector levels**

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

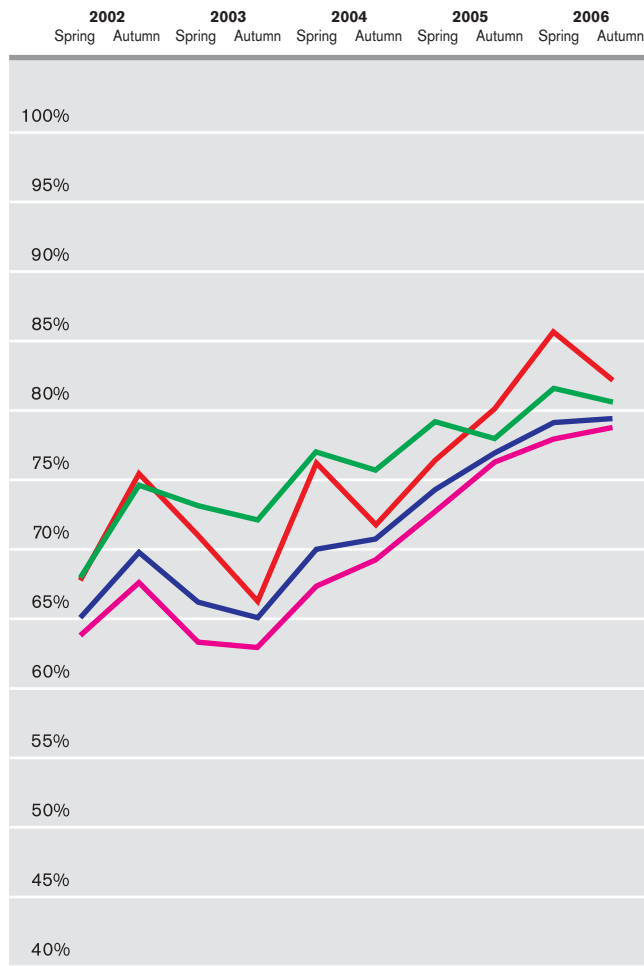


Chart 4.2b **Long distance operators**

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

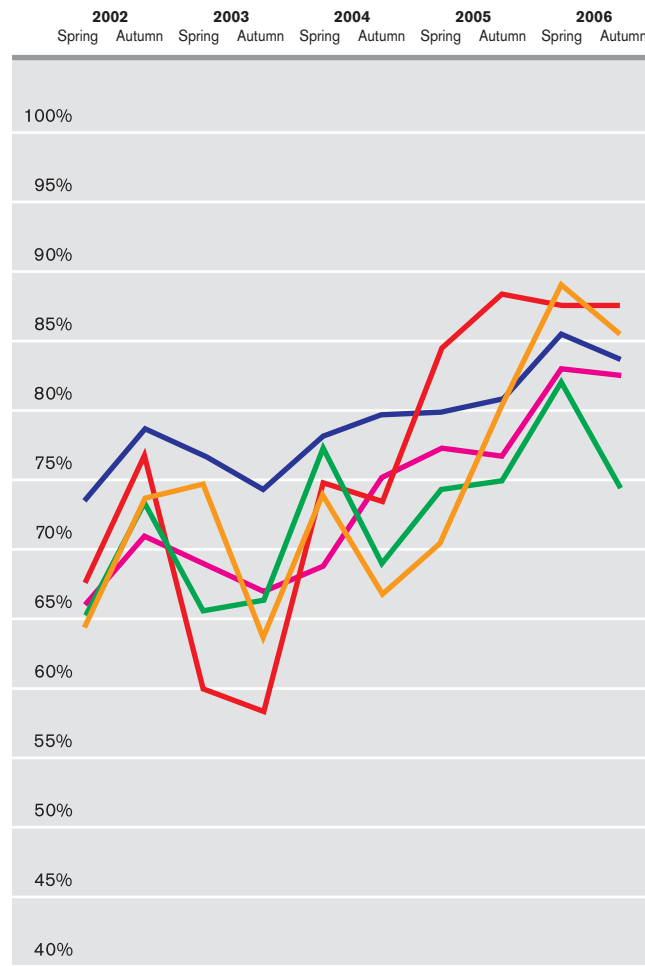
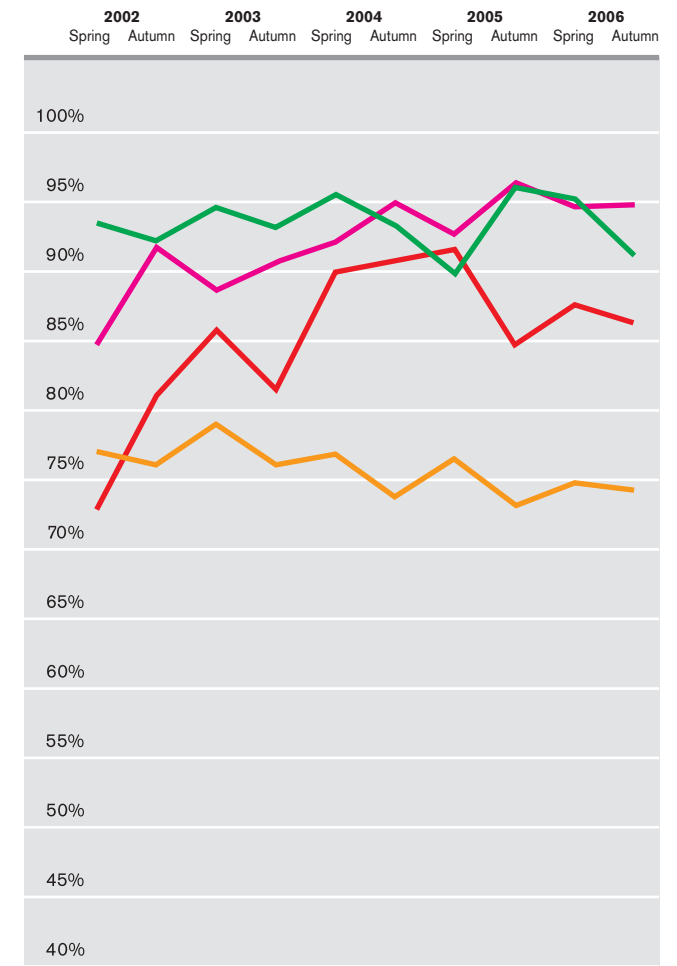


Chart 4.2c **Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4

4.2
Punctuality
and reliability

Chart 4.2d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

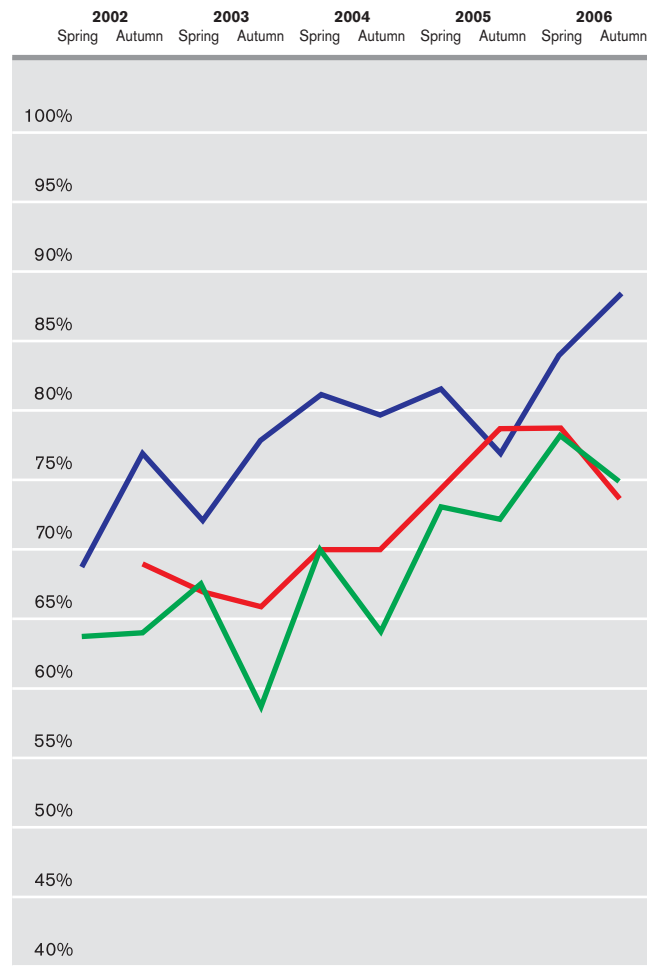


Chart 4.2e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

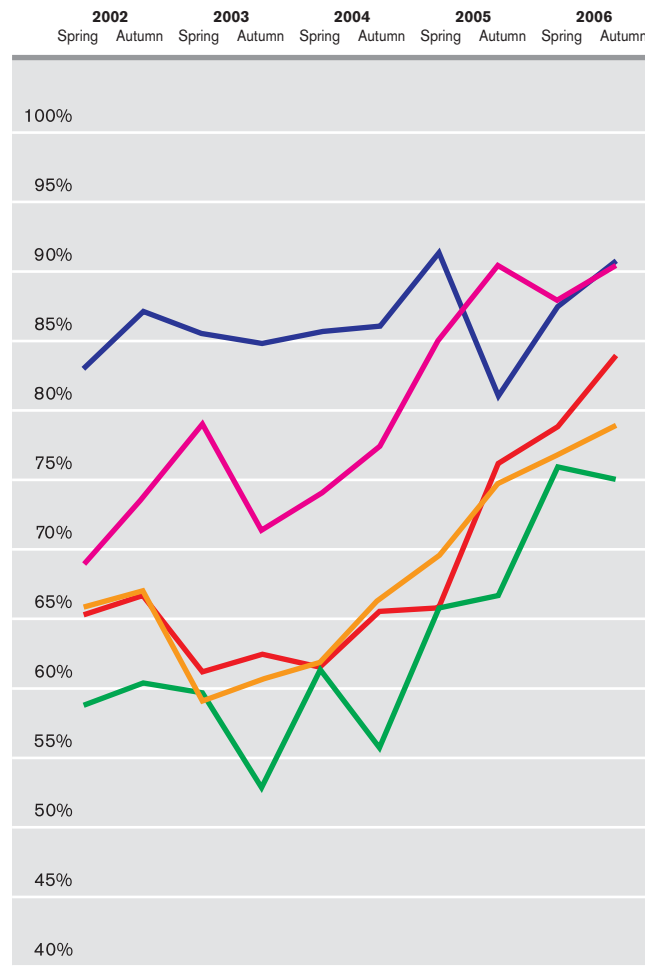
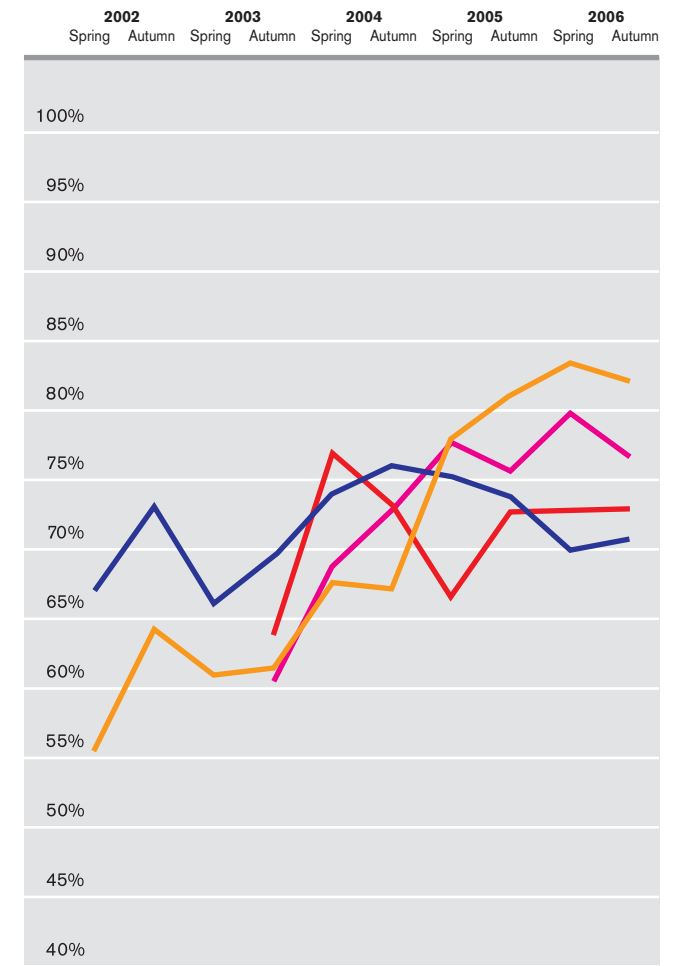


Chart 4.2f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



4

4.3 Dealing with delays

Chart 4.3a National sector levels

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

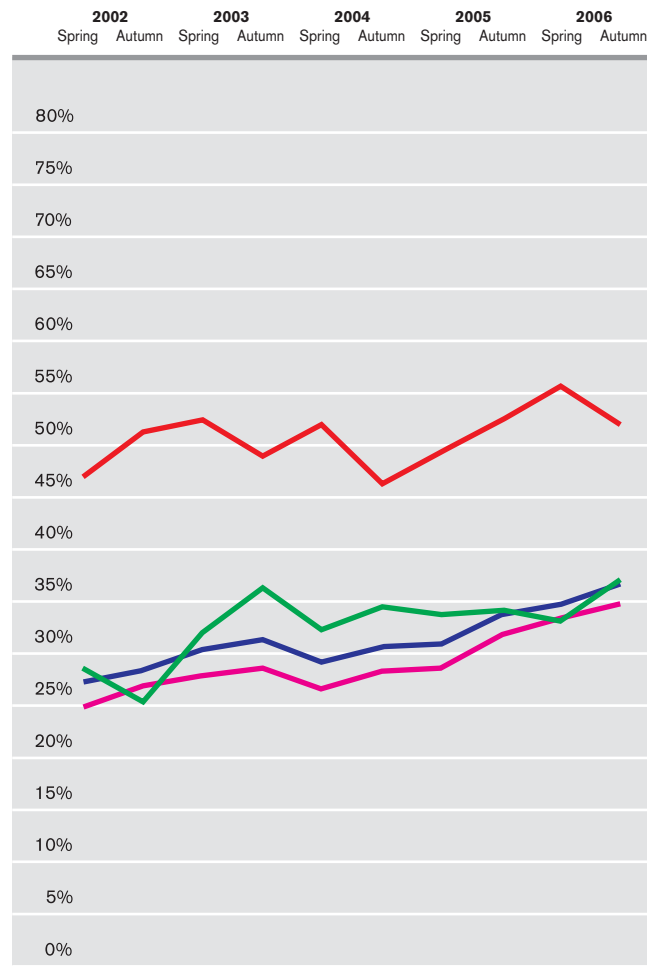


Chart 4.3b Long distance operators

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

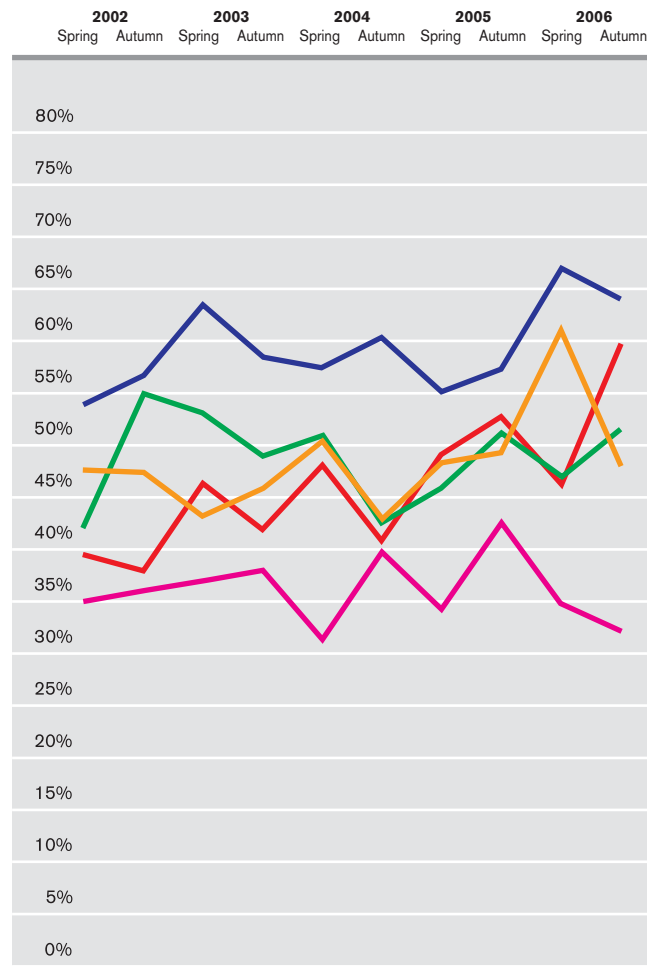
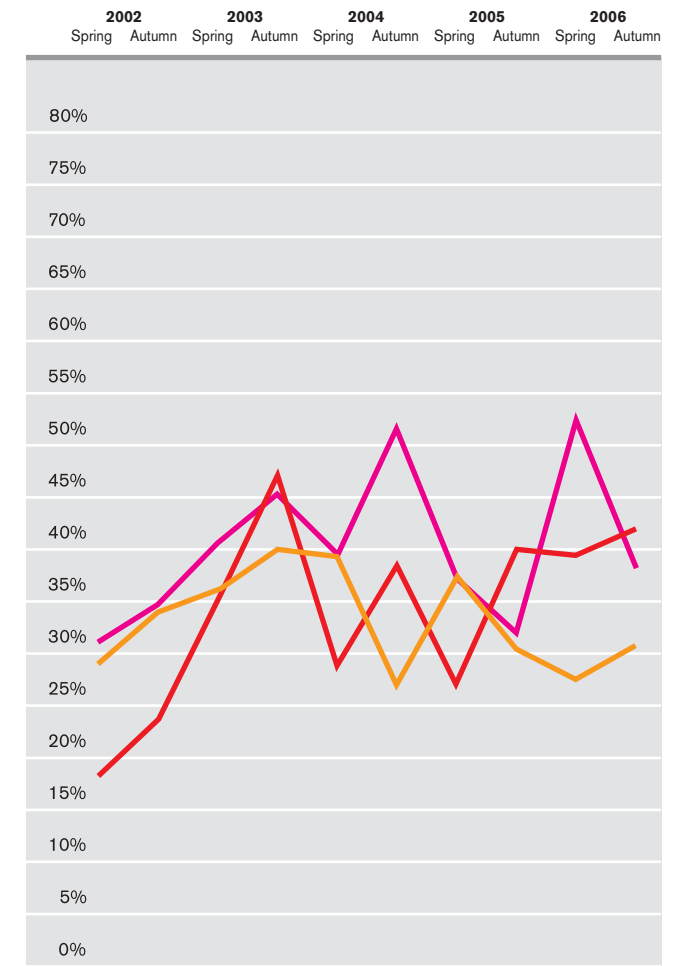


Chart 4.3c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Arriva Trains Wales



4

4.3 Dealing with delays

Chart 4.3d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Central Trains
- Northern Rail

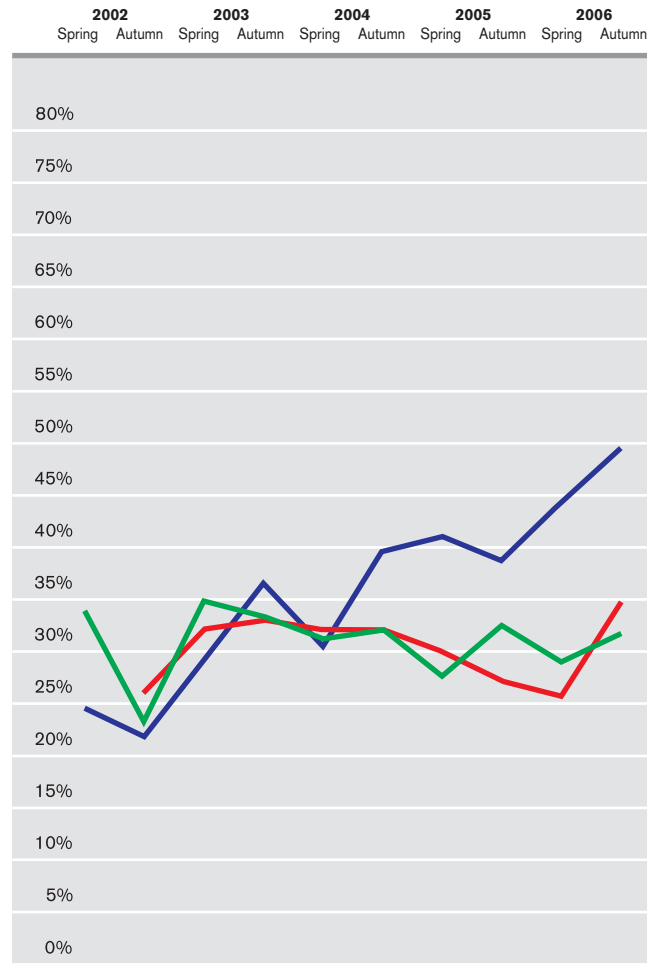


Chart 4.3e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- Silverlink
- c2c
- Southeastern
- Southern

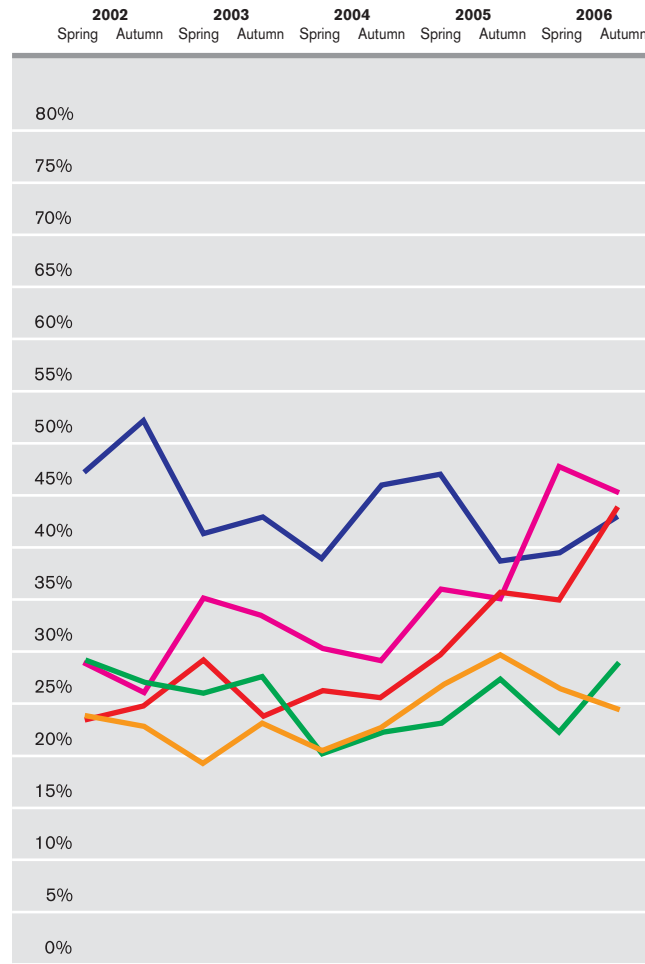
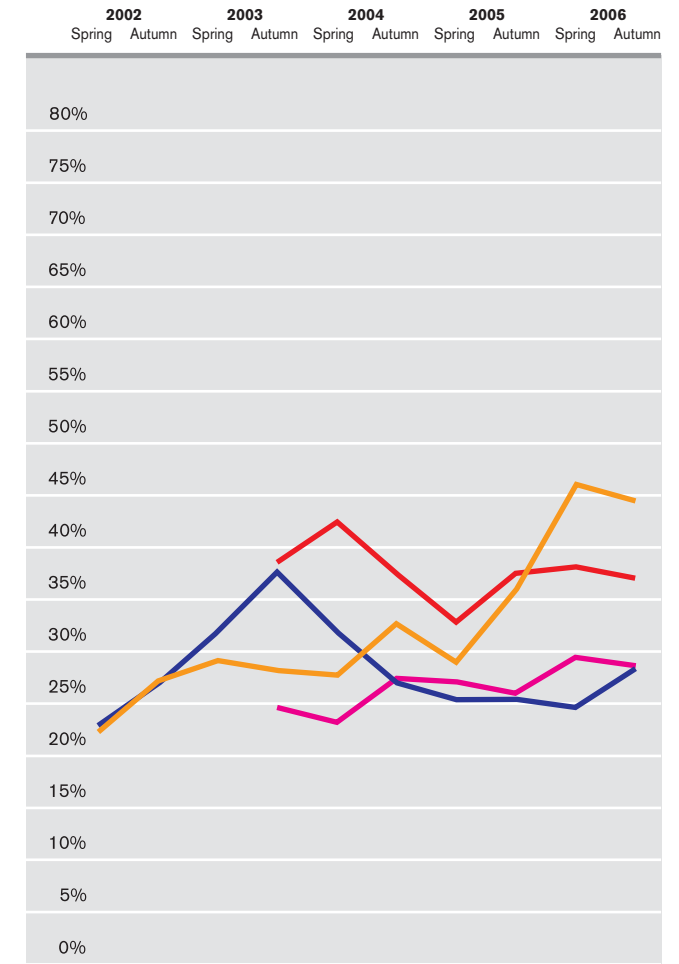


Chart 4.3f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



4

4.4
Provision of information about trains/
platforms

Chart 4.4a **National sector levels**

Percentage of passengers satisfied 2002 to 2006

- Long distance
- National total
- Regional
- London and South East

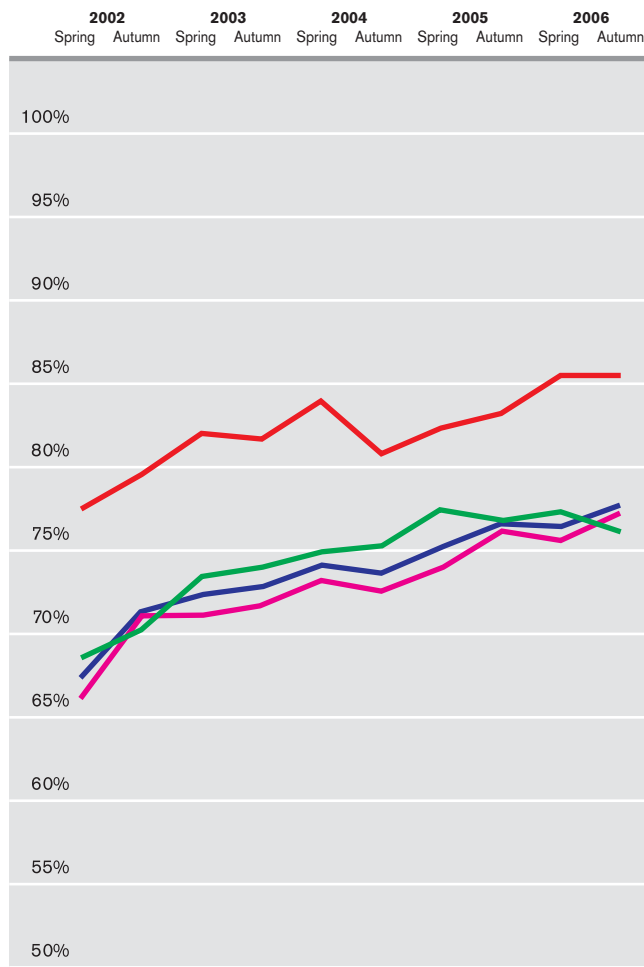


Chart 4.4b **Long distance operators**

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

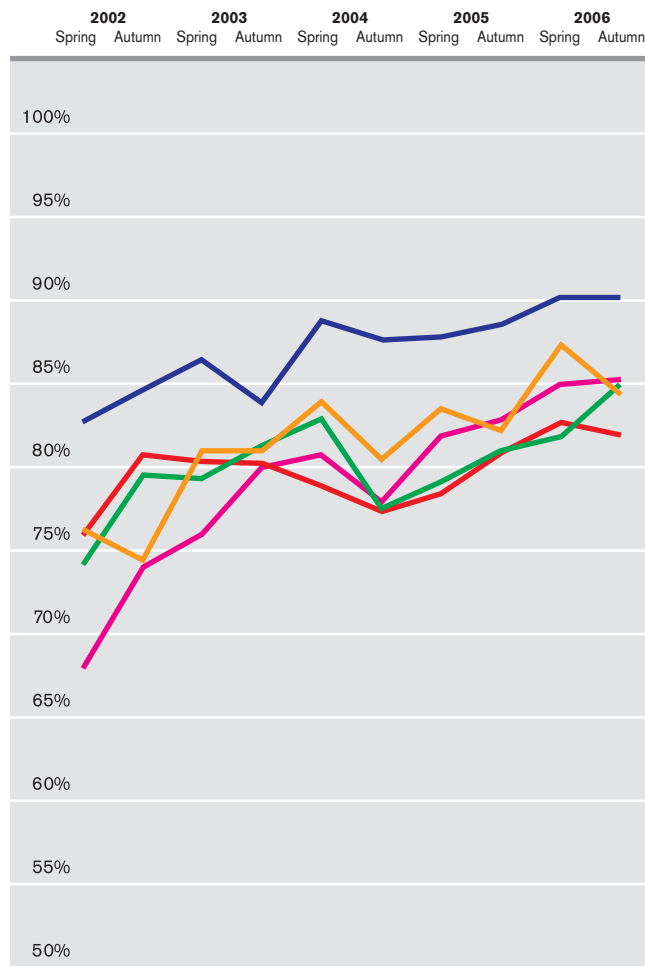
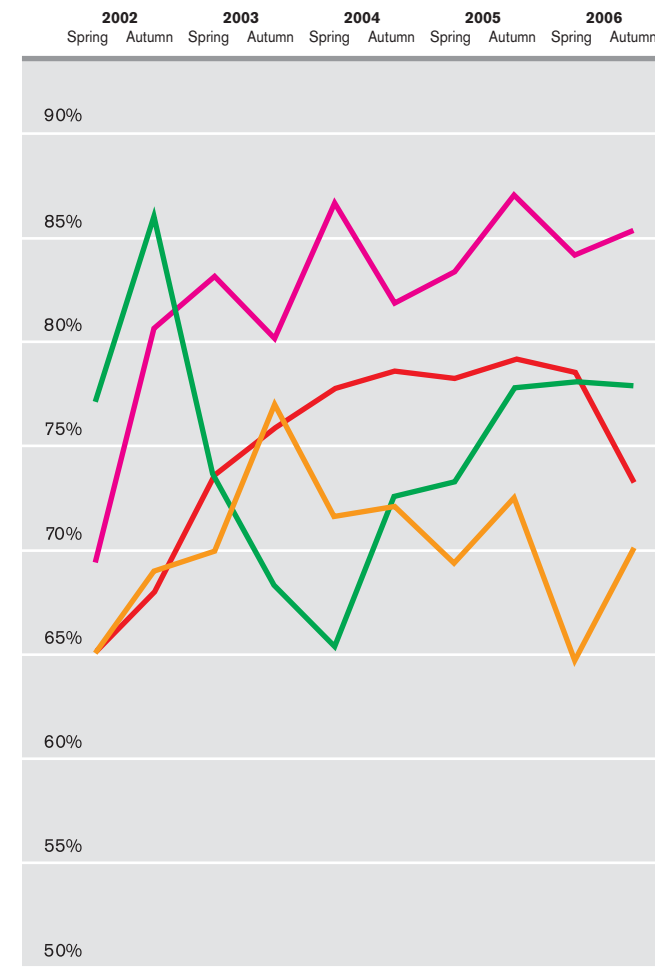


Chart 4.4c **Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4
4.4
Provision of information about trains/
platforms

Chart 4.4d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

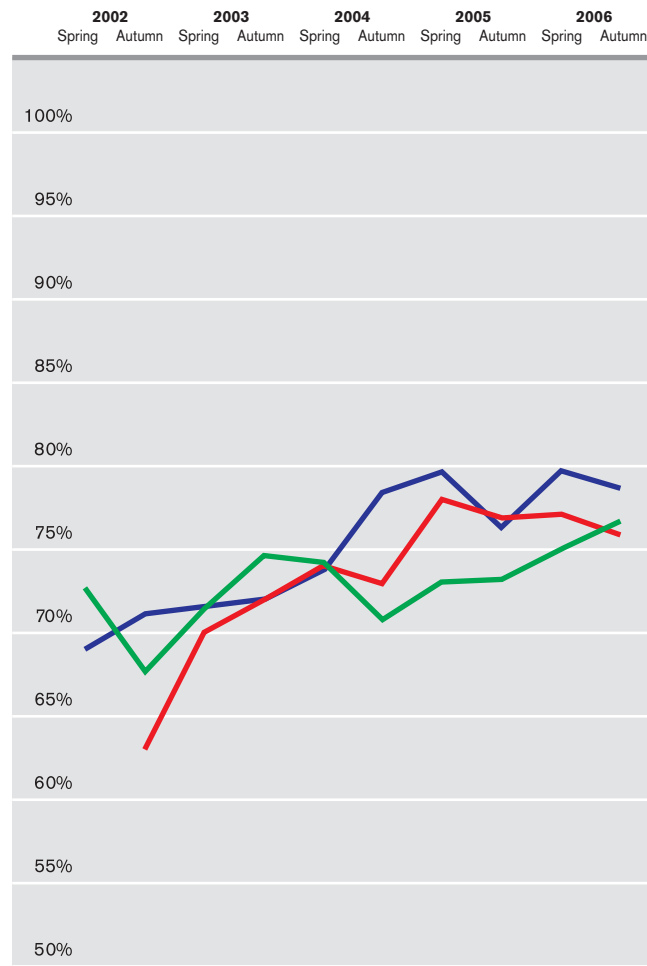


Chart 4.4e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

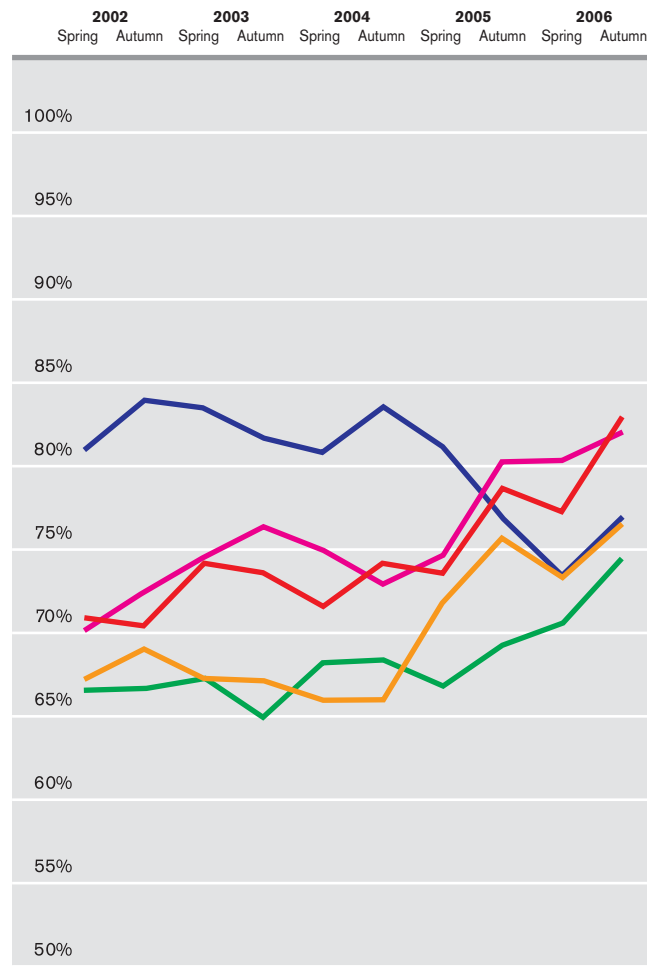
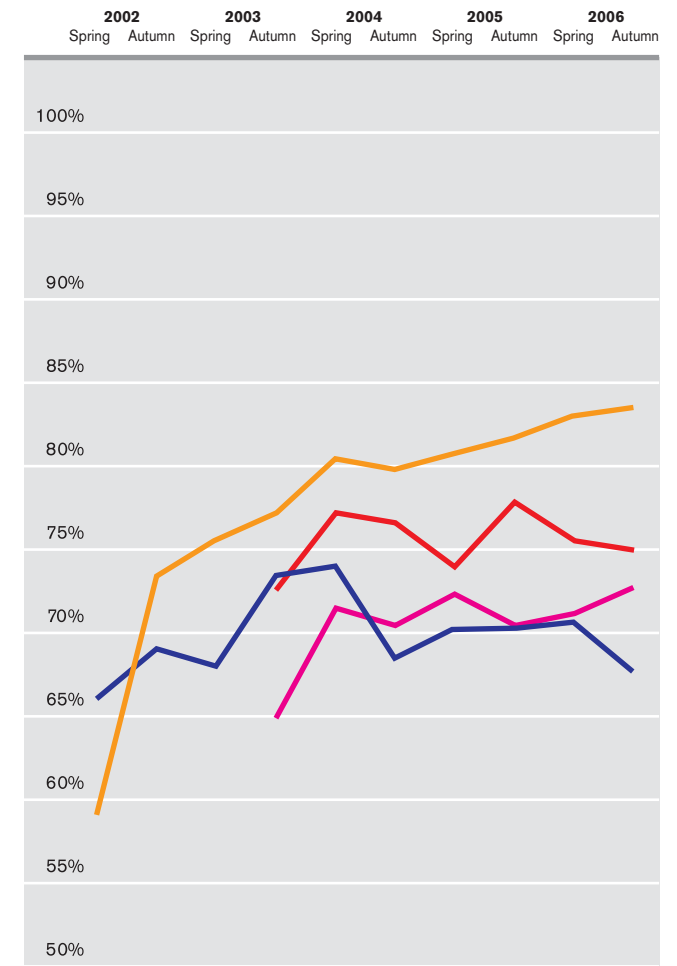


Chart 4.4f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



4
4.5
Connections
with public
transport

Chart 4.5a National sector levels

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

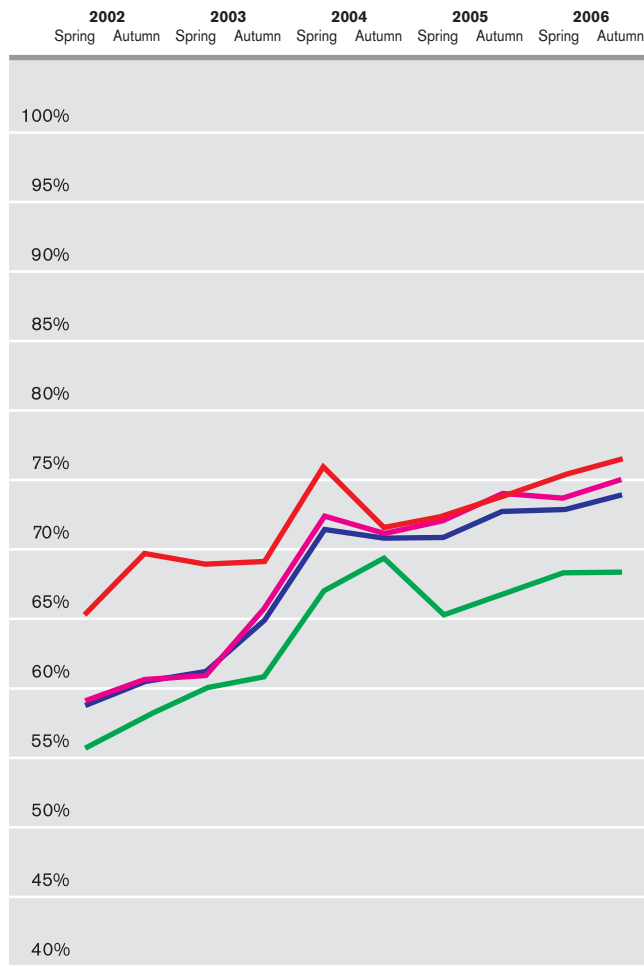


Chart 4.5b Long distance operators

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

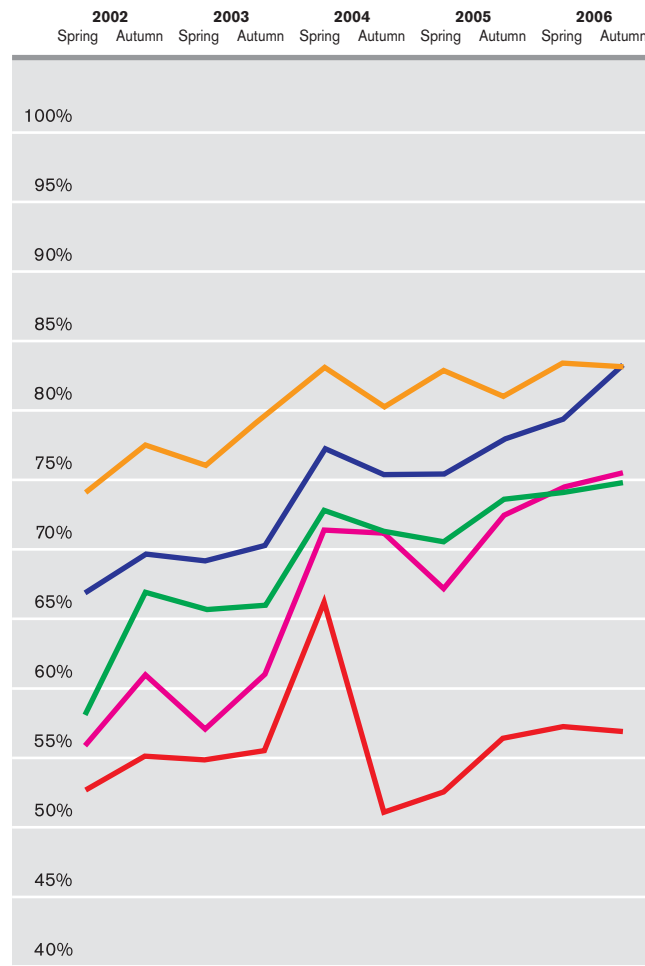
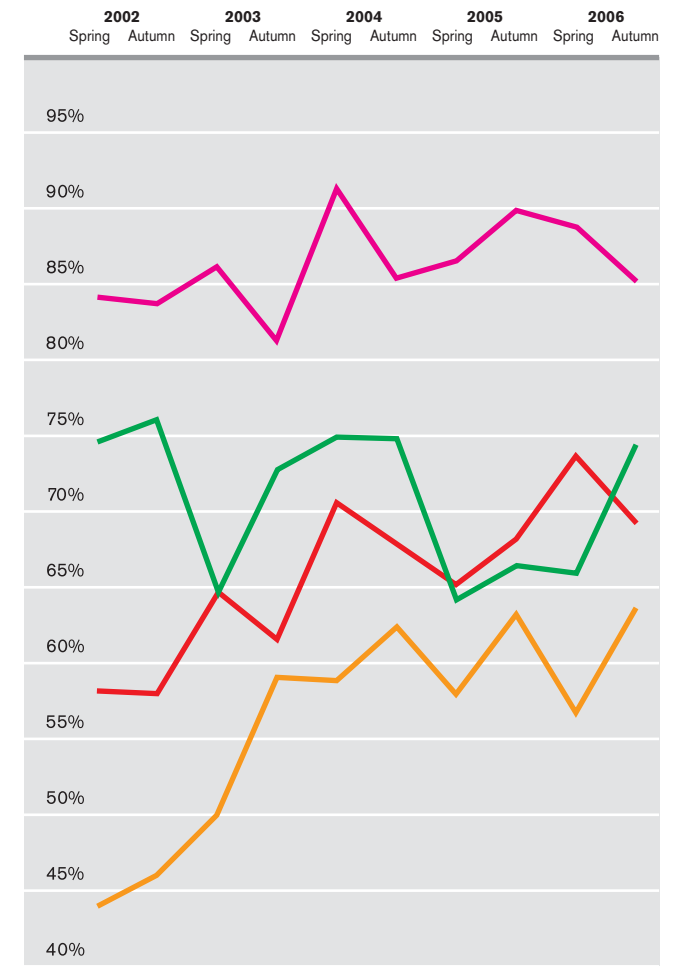


Chart 4.5c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4
4.5
Connections
with public
transport

Chart 4.5d Regional operators (part 2)
Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

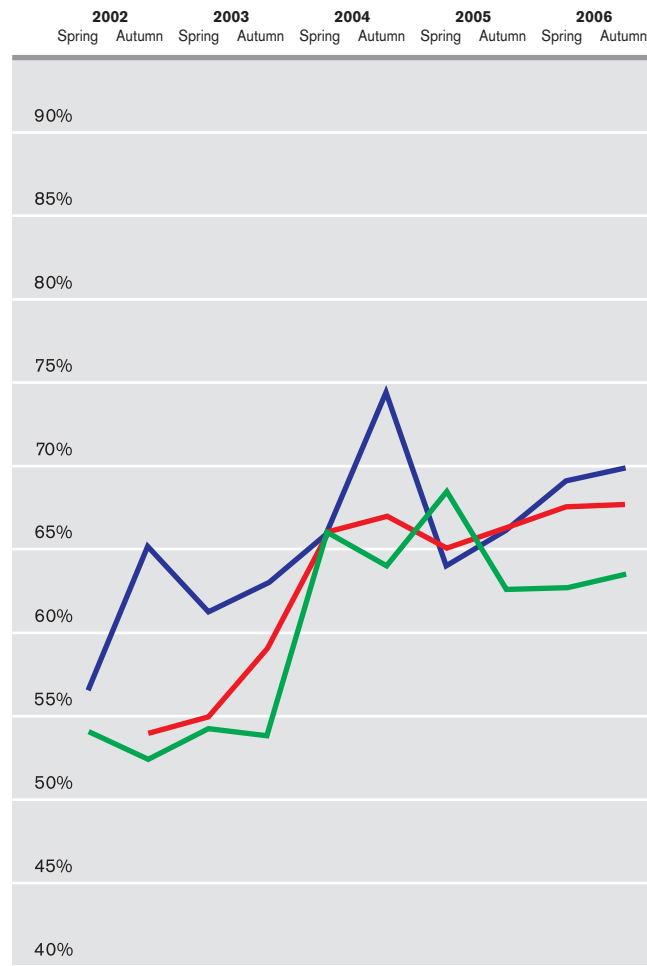


Chart 4.5e London and South East operators (part 1)
Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

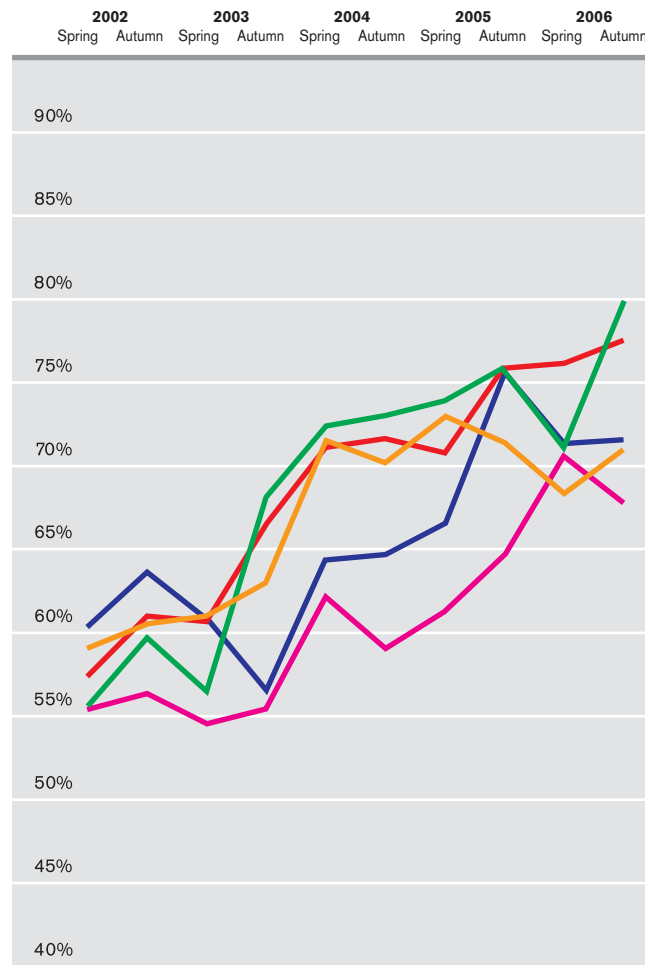
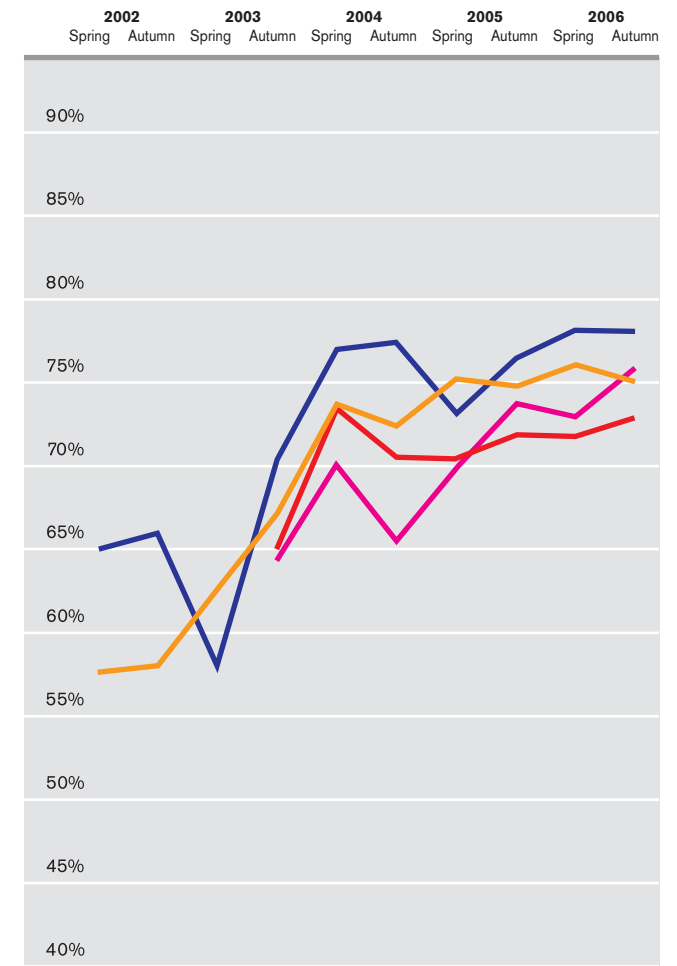


Chart 4.5f London and South East operators (part 2)
Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- First Great Western
- One
- South West Trains



4

4.6
Frequency
of trains

Chart 4.6a **National sector levels**

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

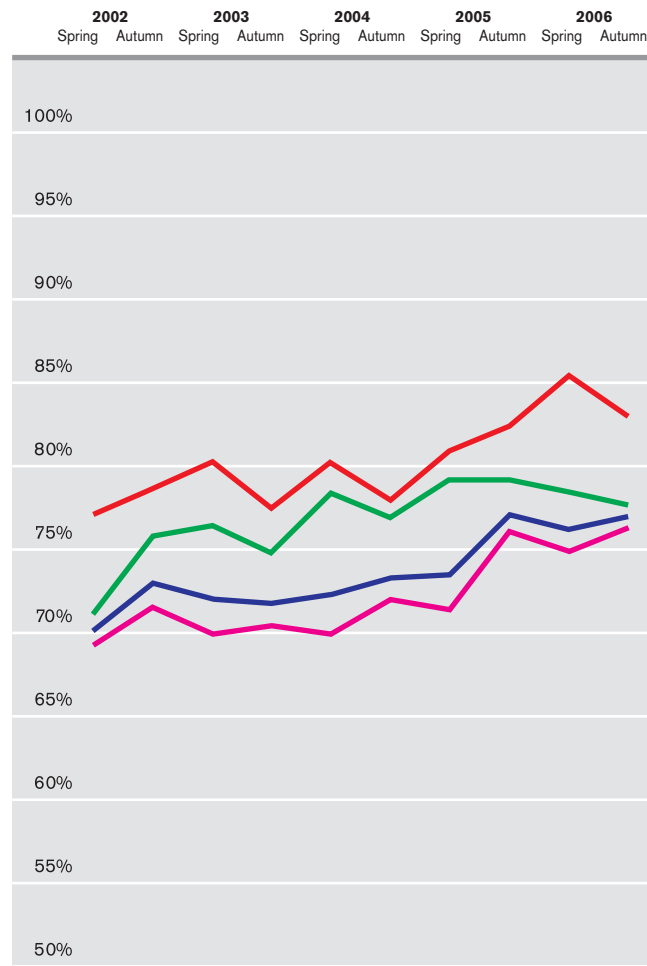


Chart 4.6b **Long distance operators**

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

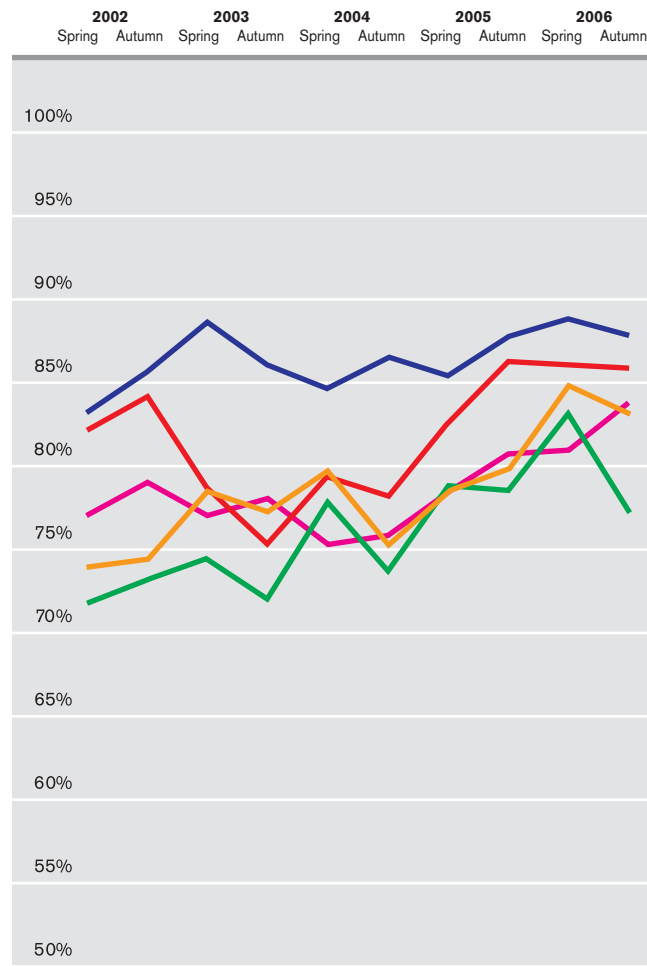
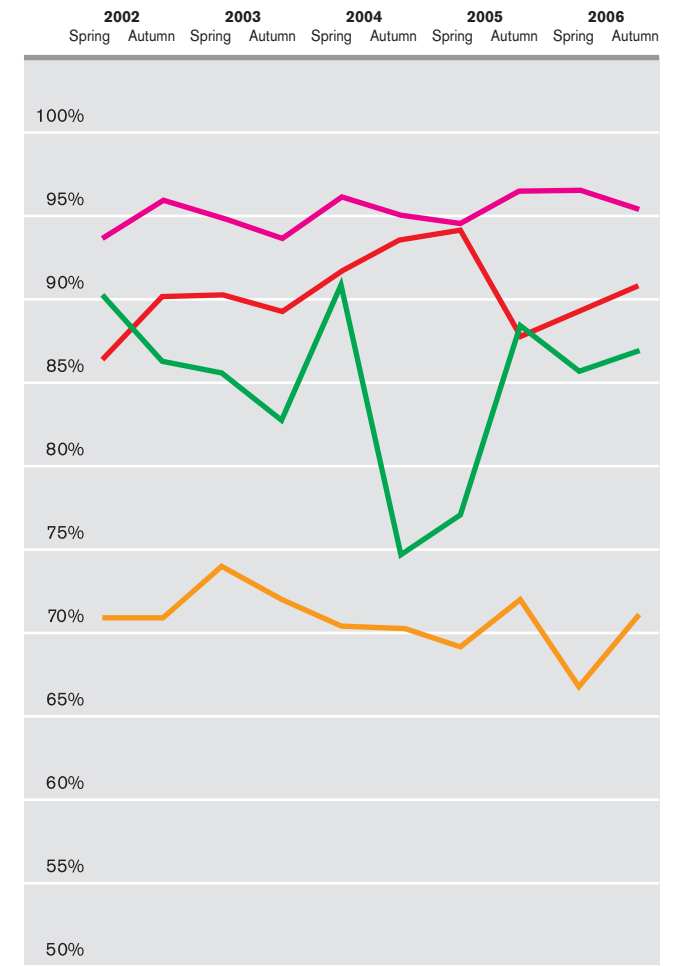


Chart 4.6c **Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4

4.6

Frequency of trains

Chart 4.6d Regional operators (part 2)

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Central Trains
- Northern Rail

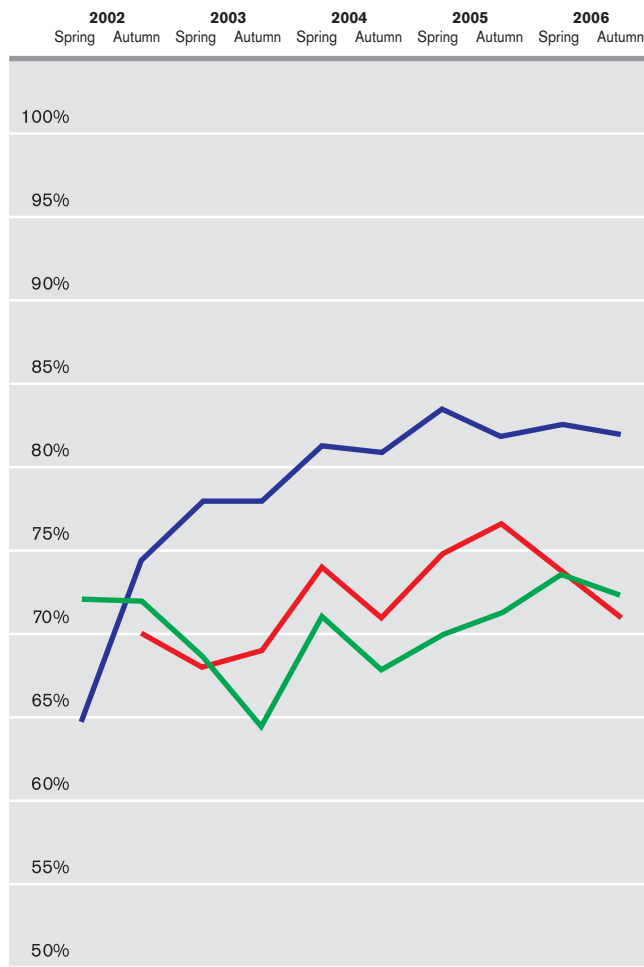


Chart 4.6e London and South East operators (part 1)

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- Silverlink
- c2c
- Southeastern
- Southern

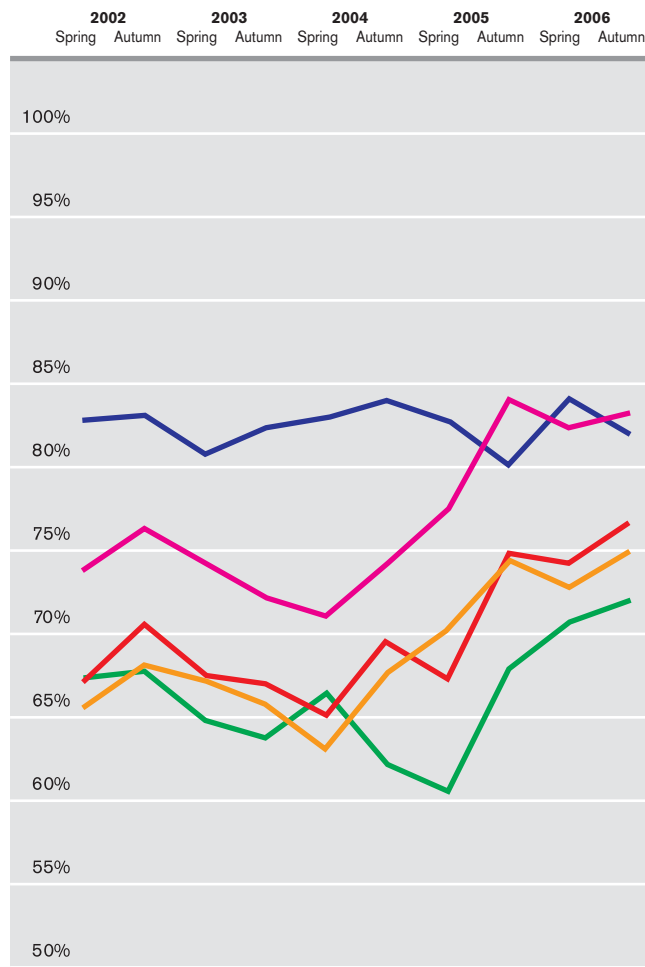
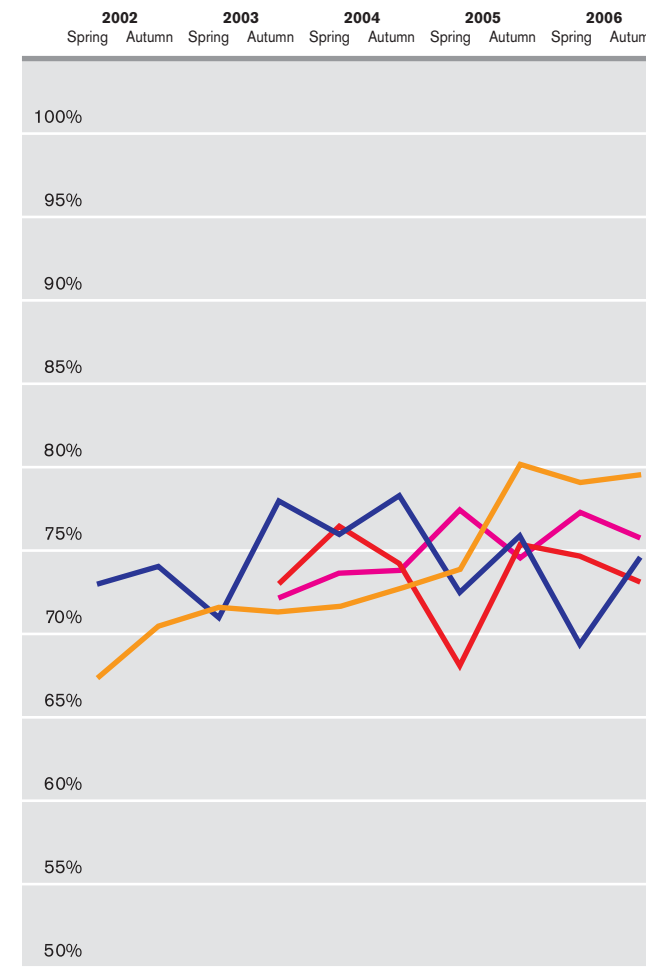


Chart 4.6f London and South East operators (part 2)

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



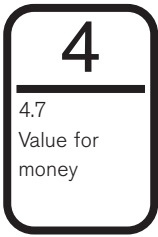


Chart 4.7a **National sector levels**

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

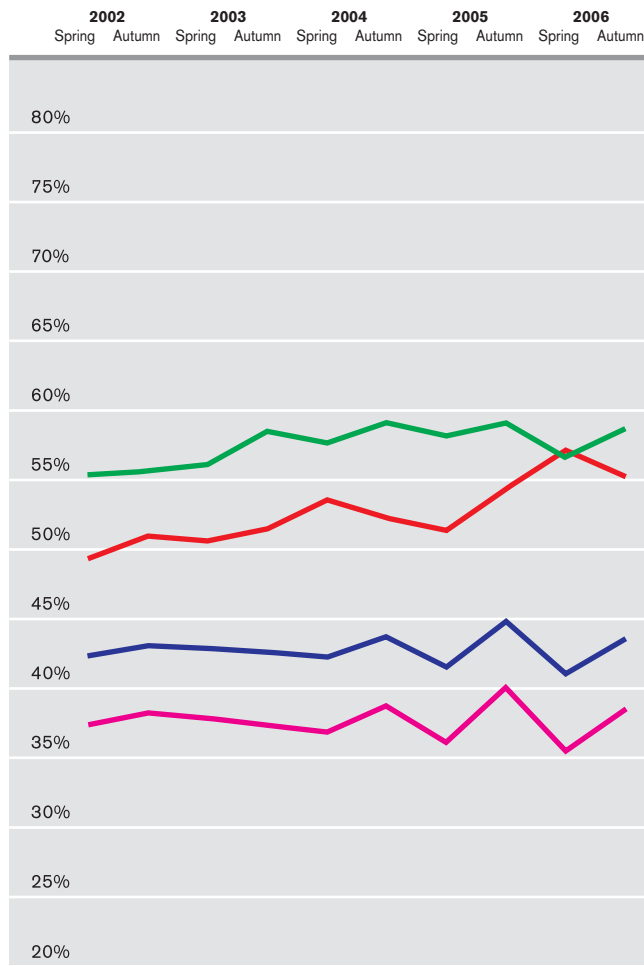


Chart 4.7b **Long distance operators**

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

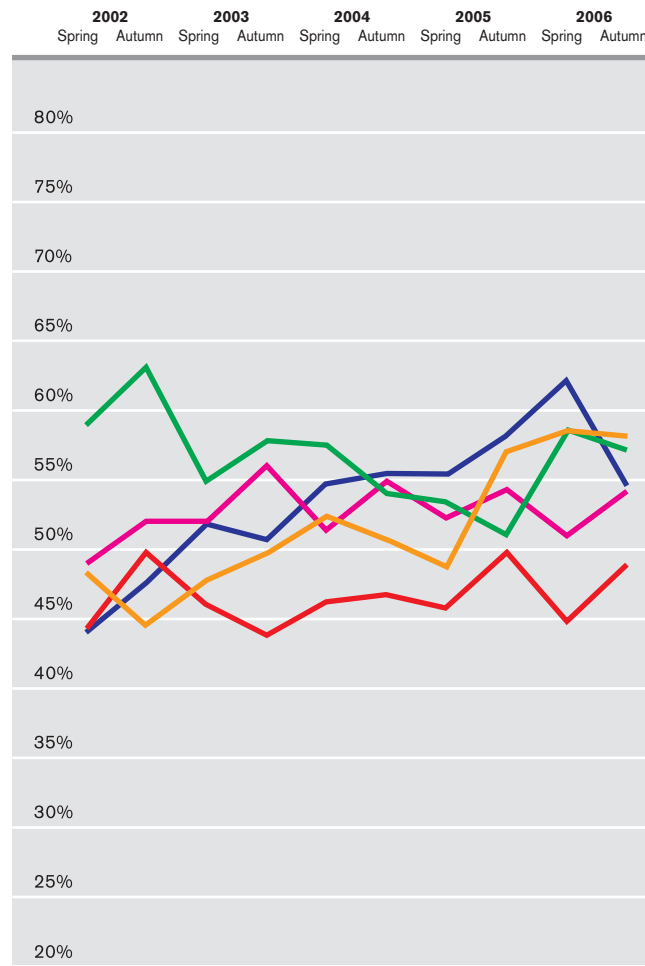
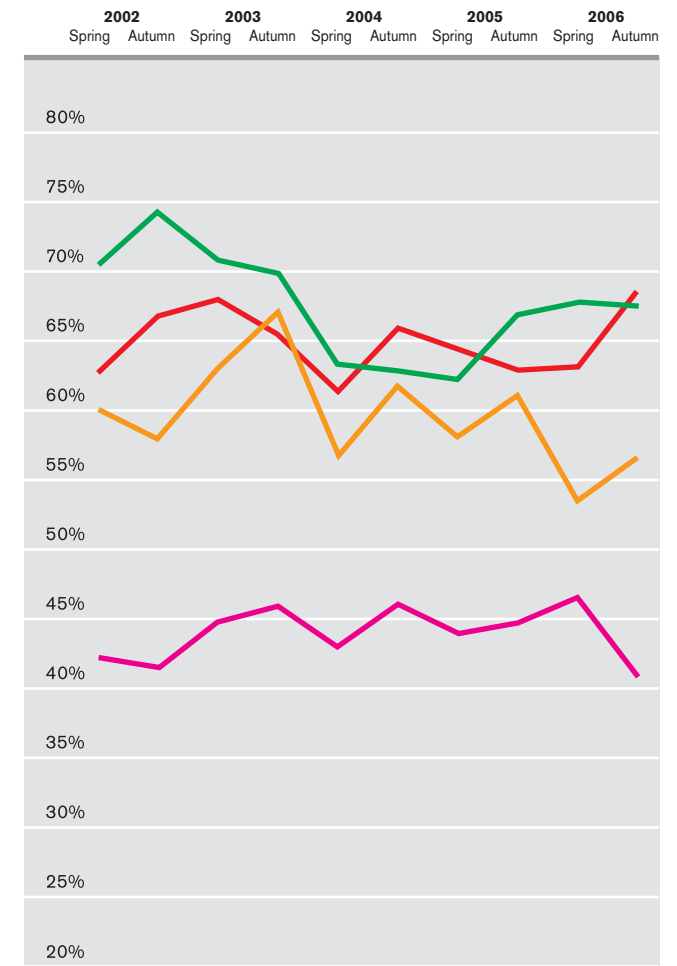


Chart 4.7c **Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4
4.7
Value for money

Chart 4.7d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

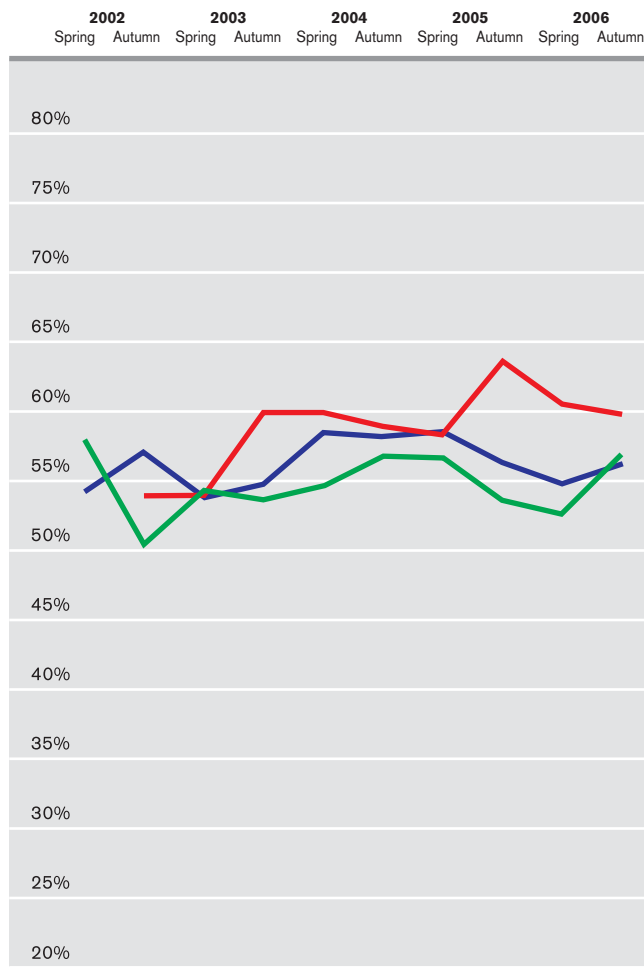


Chart 4.7e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

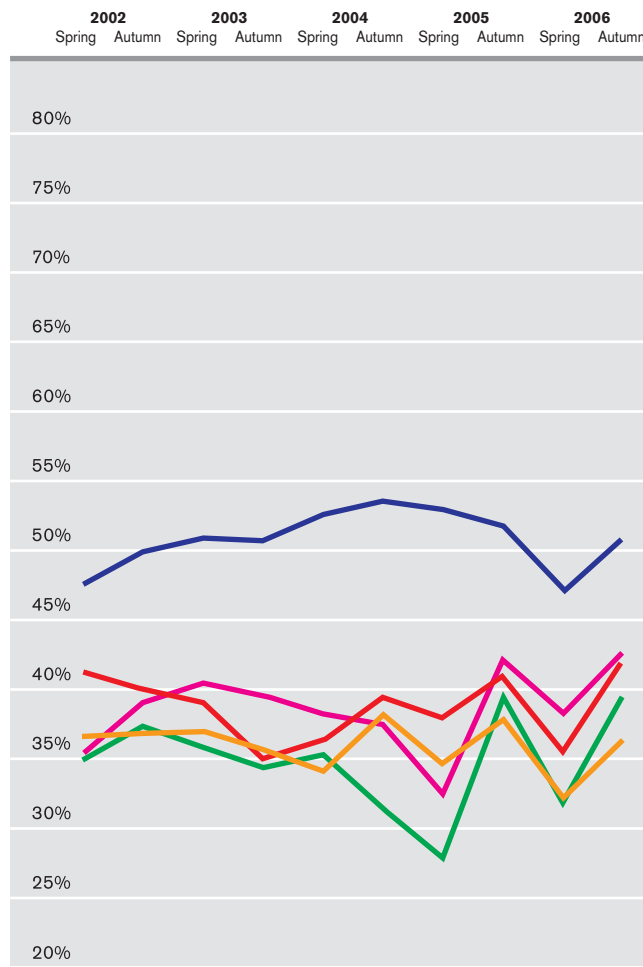
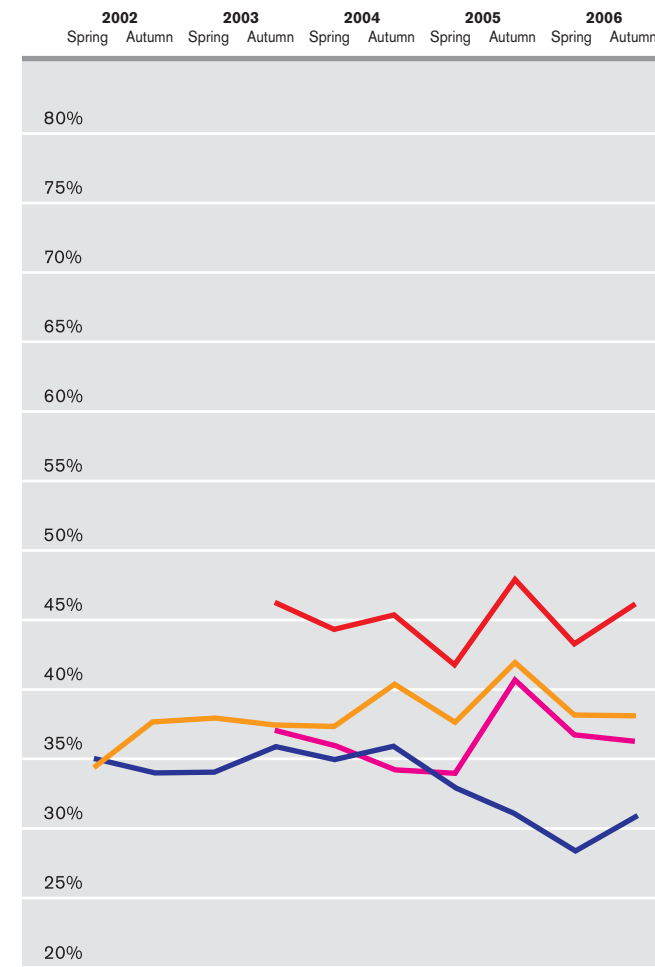


Chart 4.7f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- One
- First Great Western
- South West Trains



4
4.8
Sufficient room for all passengers

Chart 4.8a National sector levels

Percentage of passengers satisfied 2002 to 2006

- Long distance
- Regional
- National total
- London and South East

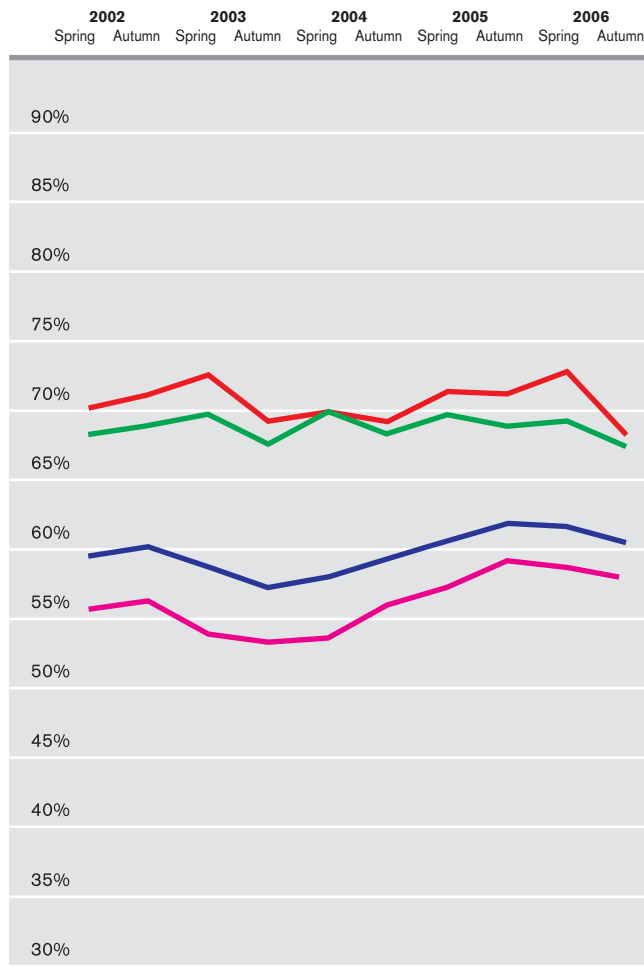


Chart 4.8b Long distance operators

Percentage of passengers satisfied 2002 to 2006

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast

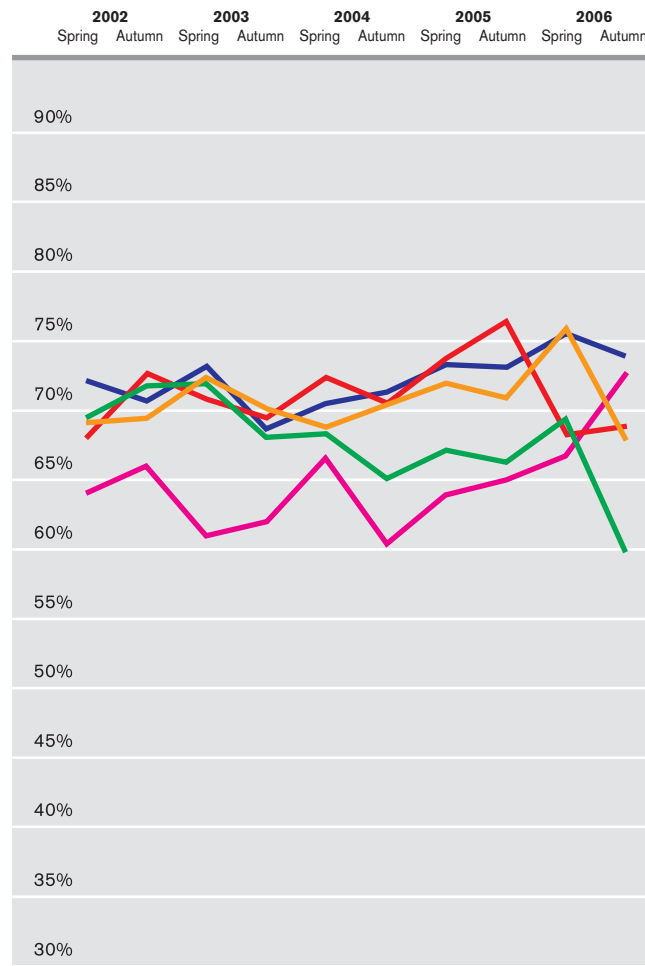
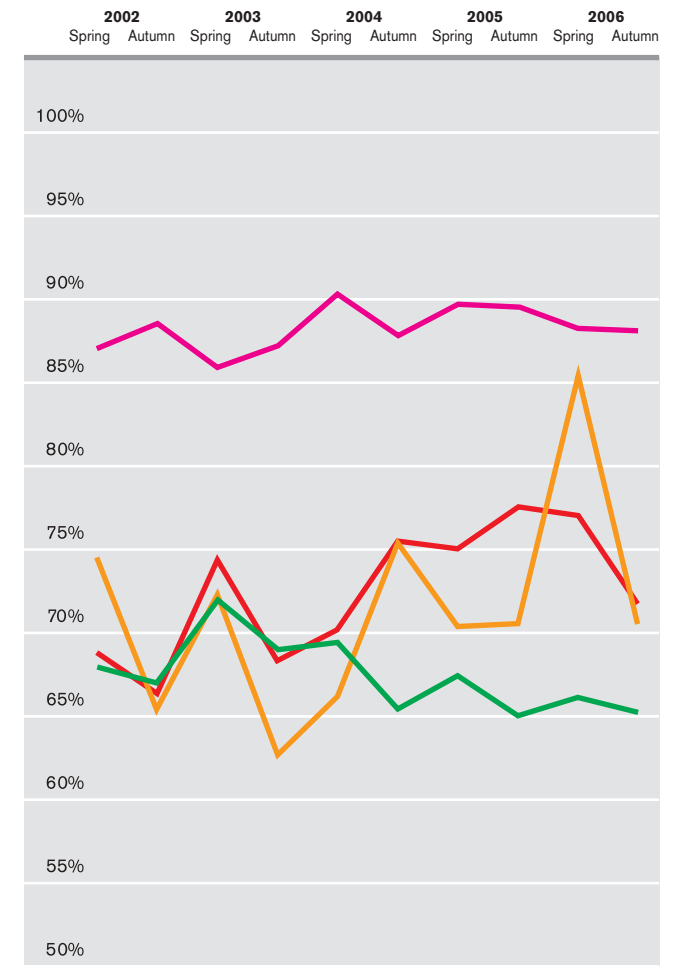


Chart 4.8c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2006

- Gatwick Express
- Merseyrail
- Island Line
- Arriva Trains Wales



4
4.8
Sufficient room for all passengers

Chart 4.8d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First ScotRail
- Northern Rail
- Central Trains

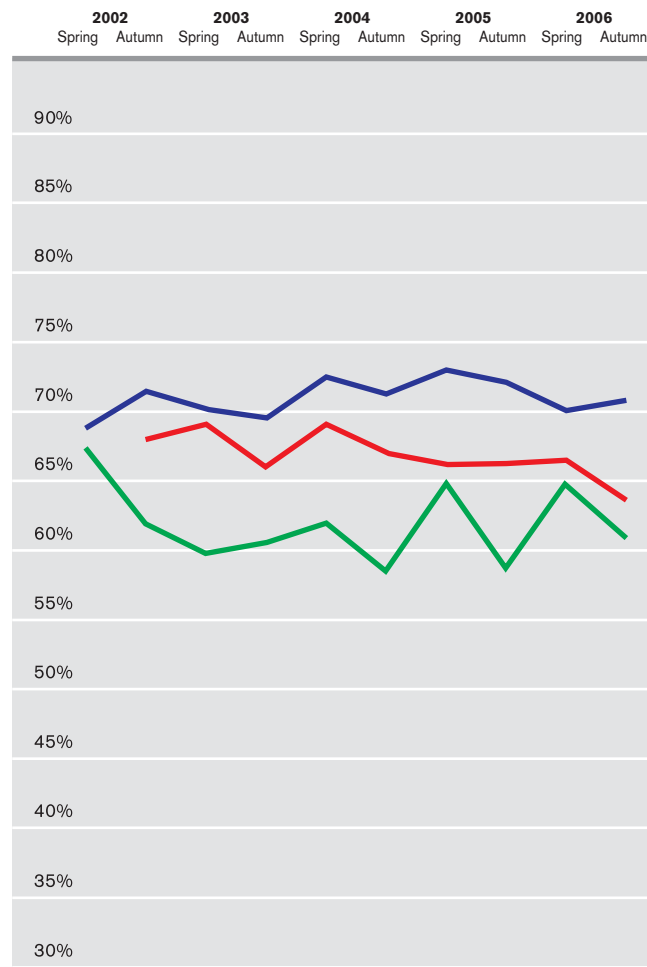


Chart 4.8e **London and South East operators (part 1)**

Percentage of passengers satisfied 2002 to 2006

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern

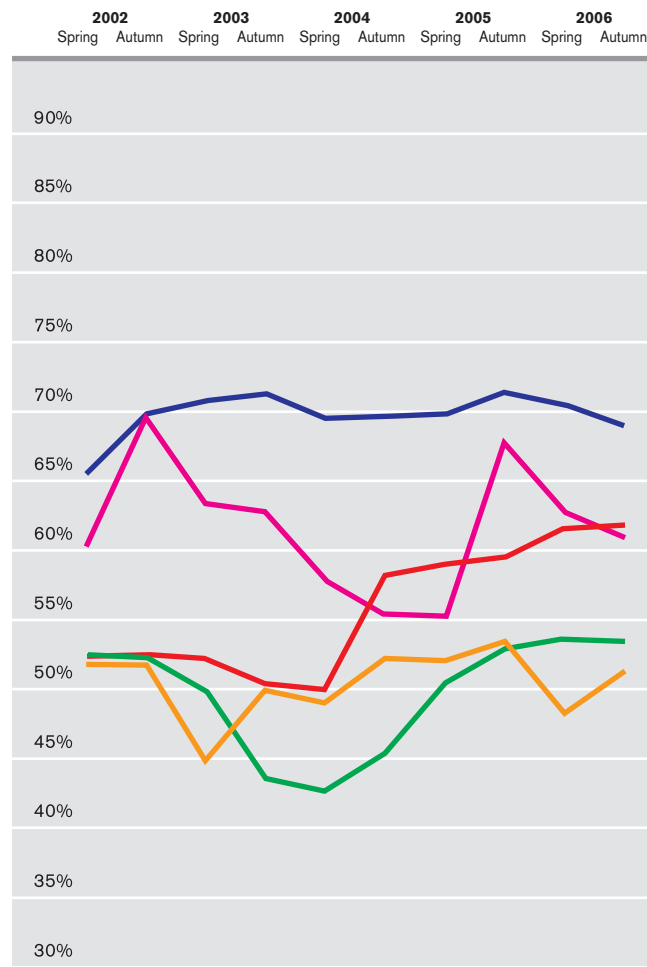
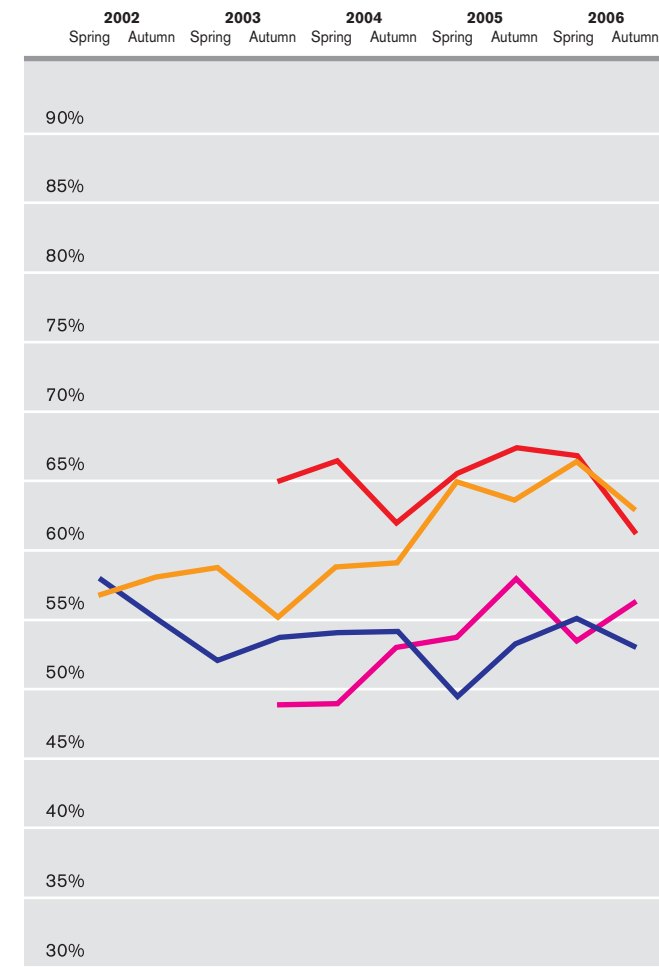
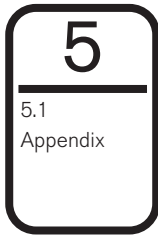


Chart 4.8f **London and South East operators (part 2)**

Percentage of passengers satisfied 2002 to 2006

- First Capital Connect
- First Great Western
- One
- South West Trains





Technical appendix

Appendix

Questionnaires are handed out at stations to customers about to board a train, with a reply-paid envelope being 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 London termini and Gatwick Airport, 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 three main factors: the size of the station, time of day, and the length of shift.

Approximately 37% of questionnaires that are given out are returned each survey. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

TOC data are compiled to provide a national sample.

Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October). Up to Spring 2003, fieldwork took place over 3 weeks. In Autumn 2003, the fieldwork was extended to an 11 week period 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 presented in this report is weighted up to the number of passenger journeys annually on the TOC and the profile of these journeys by: weekday/weekend, journey purpose (Commuter, Business, Leisure) and station size.

The data for number of journeys and profiles by these variables was collected from TOCs in 1999 and updated prior to the Autumn 2003 survey. The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

If you would like to know more about how the survey is carried out or how data are compiled please contact us and we will be happy to provide a detailed survey overview document.

For more details of NPS methodology, please visit www.passengerfocus.org.uk/nps



Rail sectors

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

Long distance operators

GNER
Midland Mainline
One
TransPennine Express (TPE)³
Virgin CrossCountry
Virgin West Coast

London and South East operators

c2c
Chiltern Railways
First Capital Connect¹
First Great Western (new)¹
First Great Western (old)²
First Great Western Link²
One
Silverlink
Southeastern
South West Trains
Southern
Thameslink²
WAGN²
Wessex²

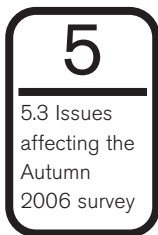
Regional operators

Arriva Trains Wales
Central Trains
First ScotRail
Gatwick Express
Island Line
Merseyrail
Northern Rail
TransPennine Express (TPE)³

¹ From Autumn 2006 survey (new franchises from 1 April 2006)

² Up to Spring 2006 (franchises existed up to 31 March 2006)

³ Regional operator up to the Spring 2006 survey and long distance operator from Autumn 2006



Issues affecting the Autumn 2006 survey

Wave 15 fieldwork was undertaken between 2 September and 3 November 2006. Top up shifts were carried out between 31 October and 13 November 2006. The field period was virtually the same as the corresponding period in 2005, starting one day later, and completing top-ups 5 days earlier.

Fieldwork ran smoothly, with just a small number of problems affecting specific TOCs.

Planned engineering work required us to reschedule a handful of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station.

One shift at Cardiff was re-scheduled because an international football match was likely to lead to overcrowding at the station. One shift at London Waterloo was rescheduled at the request of the Station Manager, because a film production company was due to be filming on the concourse.

Industrial action by South West Trains staff in the second week of September led to three shifts being re-scheduled.

There was disruption to services in and out of Waterloo because of a train derailment. However, we did not reschedule any shifts as trains were still running, albeit with delays.

A small number of other shifts were also rescheduled when the station sampled was closed entirely (when only replacement bus services for all TOCs serving that station were operating). As previously, where a station was still open (and served several TOCs), we continued with our intended shifts as planned – we were still able to distribute questionnaires to passengers on those TOCs still operating a service. Fieldworkers were told not to give questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire making such exclusions very straightforward.



Contact us

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

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Passenger Focus is the operating name of the Rail Passengers Council