



National Passenger Survey Spring 2008



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.

Contents

		Page
Section 1:	Introduction	
	1.1 Background	3
	1.2 Methodology	4
	1.3 Other comments and contacts	5
Section 2:	Key results	
	2.1 Spring 2008 wave	6
	2.2 National and sector-level results	7
Section 3:	Individual train operating company results	
	3.1 London and South East	11
	3.2 Long distance	22
	3.3 Regional	27
Section 4:	Percentage of passengers satisfied 2003-2008	
	4.1 Overall opinion of journey	33
	4.2 Punctuality and reliability	35
	4.3 Dealing with delays	37
	4.4 Provision of information about trains/platforms	39
	4.5 Connections with public transport	41
	4.6 Frequency of trains	43
	4.7 Value for money	45
	4.8 Sufficient room for all the passengers to sit/stand	47
Section 5:	Technical appendix	
	5.1 Appendix	49
	5.2 Rail sectors	50
	5.3 Issues affecting the Spring 2008 survey	51

Introduction

Background

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

Fieldwork took place between 19 January and 7 March 2008. Top up shifts were carried out between 8 and 17 March 2008. The fieldwork period was shorter, and started earlier than the corresponding wave in 2007 because Easter was unusually early.

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, at least 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 500 passengers whilst 2,750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page. Not all passengers will answer all of the questions, for example only those passengers who are delayed would rate 'how well train company dealt with delays'. The number of passengers responding to each question is clearly indicated in the 'sample size' column.

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

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

In November 2007 there were some major changes to the organisation of franchises. Central Trains, Midland Mainline, Silverlink and Virgin Cross Country all ceased to exist after the 10 November, and from 11 November four new franchises commenced; CrossCountry, East Midlands Trains, London Midland, and London Overground. All these franchises cover different areas/routes to the previous individual franchises (see paragraph below). To enable comparisons to be made with earlier surveys, NPS data up to Autumn 2007 has been reprocessed to the new franchises boundaries.

The areas covered by the franchises formed on 11 November 2007 are as follows. The East Midlands Trains franchise covers routes previously operated by Midland Mainline and some routes operated by Central Trains. The London Midland franchise covers some routes previously operated by Central Trains and Silverlink (the 'County' part). London Overground covers routes previously operated by Silverlink (the 'Metro' part). The CrossCountry franchise covers routes previously operated by Virgin CrossCountry and some routes operated by Central Trains.

The NPS uses a 'building block' approach. This is where the area covered by a TOC is divided into routes or divisions, so that when the boundaries of a franchise are revised, NPS data can be quite easily reprocessed to the boundaries or routes of the new franchises. For example using the building blocks for the old Midland Mainline and part of the Central Trains franchises, NPS results have been reprocessed to the boundaries of the new East Midlands Trains franchise to ensure compatibility between different waves of the survey.

Following the substantial changes outlined above discussion on the issue of the appropriate scale and location of sampling are in

progress with individual TOCs and more generally to ensure the maximum value for money can be gained from the action plans that flow from the NPS. The results specifically for London Overground and East Midlands Trains need to be read with this in mind. A fuller appraisal of passenger satisfaction for these TOCs will be possible from the Autumn 2008 wave of NPS. The boosting of sample size to allow route based analysis of NPS would benefit all parties to develop a more complete understanding of passenger needs.

Based largely on the number of passengers travelling on each franchise; CrossCountry and East Midlands Trains have been placed in the Long Distance sector, and London Overground and London Midland have been placed in the London and South East sector. This means that the sector results for Autumn 2007 (and earlier surveys) and the Spring 2008 differ slightly in the areas that they cover (but this change generally only makes a difference of one or two percentage points).

On the 9 December 2007 the National Express East Coast franchise started, replacing the routes previously operated by GNER. There are two other minor changes for this wave; the 'One' franchise has now been renamed National Express East Anglia, and Virgin West Coast is now called Virgin Trains. Previous changes to franchise boundaries in 2006 and a minor change in early February 2007 are detailed in the NPS Autumn 2007 report.

With changes to the specification of the boundaries of train operating companies, 'sector' definitions are becoming less straightforward and meaningful as train operating company boundaries increasingly do not relate to the traditional sectors. Passenger Focus is 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 Autumn 2007 or Spring 2007. 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 Passenger Focus in Spring 2007 and the Strategic Rail Authority in Spring 2005.

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

Spring 2008 wave

- Nationally the percentage of passengers satisfied with their journey overall was up by 2% compared to Spring 2007 (80% were satisfied). 79% of passengers were satisfied with their journey in Spring 2007 (and 81% were satisfied in Autumn 2007).
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 79% (this is 2% higher than Spring 2007 when 77% were satisfied). In Autumn 2007 the percentage of passengers satisfied was 79%.
- The percentage of passengers satisfied with most service areas at a national level was generally either little changed or up compared to Spring 2007. Satisfaction with thirteen service areas improved and three declined, whilst satisfaction for the other fourteen service areas was not significantly different.
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 40%, not significantly different compared to Spring 2007. Satisfaction with sufficient room for all the passengers to sit/stand improved slightly (up 3%) to 62% satisfied.
- For London and the South East operators 79% of passengers were very or fairly satisfied overall, compared to 77% in Spring 2007 (and 80% in Autumn 2007). The percentage of passengers satisfied with most train and station factors either improved or was not significantly different compared to Spring 2007. Satisfaction improved for thirteen factors, it was unchanged for fourteen, and declined for three factors.
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 83%. This is down 4% compared to Spring 2007 (and not significantly different compared to Autumn 2007). For most service areas passenger satisfaction declined compared to Spring 2007. Satisfaction with twenty areas declined, for ten areas it was unchanged, whilst no areas improved.
- For regional operators 84% of passengers were very or fairly satisfied with their journey overall, significantly up compared to Spring 2007 (when 82% were satisfied). 83% were satisfied in Autumn 2007. For most service areas passenger satisfaction was unchanged compared to Spring 2007, but for nine areas it improved, and for two areas it declined.
- Comparing the percentage of passengers satisfied overall for individual train operating companies with Spring 2007, three have significantly improved (First Capital Connect, First ScotRail and Southeastern), and two have declined significantly (East Midlands Trains* and First TransPennine Express). Sixteen have had no statistically significant changes in their overall satisfaction results compared with Spring 2007.

*East Midlands Trains results compared to results for previous franchise holders

Improved ↑
 Unchanged =
 Declined ↓

National total

	Spring 2008			Improvement/decline in % satisfied or good since Autumn 2007		Improvement/decline in % satisfied or good since Spring 2007		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	24851	80	13	7	0	=	2	↑
STATION FACILITIES								
Ticket buying facilities	13700	71	15	14	1	=	4	↑
Provision of information about train times/platforms	23647	77	12	11	0	=	1	↑
The upkeep/repair of the station buildings/platforms	23267	62	22	16	-2	↓	2	↑
Cleanliness	23678	67	20	13	-2	↓	1	=
The facilities and services	21007	48	21	30	-3	↓	-2	↓
The attitudes and helpfulness of the staff	18627	68	22	10	-1	=	-1	=
Connections with other forms of public transport	18008	72	16	13	-1	=	-1	=
Facilities for car parking	9671	43	18	38	-3	↓	-2	↓
Overall environment	24323	63	24	13	-2	↓	3	↑
Your personal security whilst using	21810	61	30	9	-1	=	4	↑
The availability of staff	21219	56	25	19	-1	=	1	=
How request to station staff was handled	4376	83	7	9	1	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	24391	75	10	15	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	24343	79	8	13	0	=	2	↑
The length of time the journey was scheduled to take (speed)	24002	83	10	7	0	=	2	↑
Connections with other train services	12656	70	20	9	-1	=	3	↑
The value for money for the price of your ticket	23127	40	20	39	-5	↓	1	=
Up keep and repair of the train	24372	70	16	13	-1	=	0	=
The provision of information during the journey	22073	65	22	13	0	=	1	↑
The helpfulness and attitude of staff on train	13940	58	30	12	0	=	-4	↓
The space for luggage	19004	49	24	26	1	=	2	↑
The toilet facilities	11904	35	24	41	-2	↓	-1	=
Sufficient room for all passengers to sit/stand	23947	62	16	22	-1	↓	3	↑
The comfort of the seating area	24117	66	19	14	-1	=	0	=
The ease of being able to get on and off	24435	76	16	8	-1	=	1	↑
Your personal security whilst on board	22931	70	25	6	-1	=	1	=
The cleanliness of the inside	24904	70	16	14	0	=	-1	=
The cleanliness of the outside	22016	66	23	11	-2	↓	1	↑
The availability of staff	18365	38	30	31	0	=	1	=
How well train company deals with delays	4964	34	37	29	-1	=	2	=

Improved ↑
 Unchanged =
 Declined ↓

London and South East

	Spring 2008			Improvement/decline in % satisfied or good since Autumn 2007		Improvement/decline in % satisfied or good since Spring 2007		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	15141	79	14	8	-1	=	2	↑
STATION FACILITIES								
Ticket buying facilities	8833	68	17	15	1	=	4	↑
Provision of information about train times/platforms	14406	76	13	11	0	=	1	↑
The upkeep/repair of the station buildings/platforms	14163	60	24	17	-2	↓	1	=
Cleanliness	14428	66	21	13	-2	↓	0	=
The facilities and services	12747	48	22	30	-3	↓	-1	=
The attitudes and helpfulness of the staff	11553	66	23	11	-1	=	-1	=
Connections with other forms of public transport	11326	72	16	12	-1	↓	-2	↓
Facilities for car parking	5894	41	19	40	-3	↓	-2	↓
Overall environment	14831	61	25	14	-2	↓	3	↑
Your personal security whilst using	13410	59	32	9	-1	=	4	↑
The availability of staff	13119	55	25	20	-1	=	1	=
How request to station staff was handled	2516	82	7	10	0	=	1	=
TRAIN FACILITIES								
The frequency of the trains on that route	14917	73	10	16	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	14821	78	8	14	0	=	3	↑
The length of time the journey was scheduled to take (speed)	14590	81	11	8	0	=	2	↑
Connections with other train services	7949	69	21	10	-1	=	3	↑
The value for money for the price of your ticket	13983	36	21	43	-5	↓	1	=
Up keep and repair of the train	14811	69	17	14	0	=	0	=
The provision of information during the journey	13314	64	23	14	0	=	2	↑
The helpfulness and attitude of staff on train	6848	51	34	15	1	=	-4	↓
The space for luggage	11268	47	26	27	1	=	3	↑
The toilet facilities	6799	32	25	43	-1	=	0	=
Sufficient room for all passengers to sit/stand	14574	60	16	24	-1	↓	4	↑
The comfort of the seating area	14665	64	20	15	-1	=	0	=
The ease of being able to get on and off	14878	75	16	9	-1	=	2	↑
Your personal security whilst on board	13909	67	26	6	-1	=	2	↑
The cleanliness of the inside	15167	69	16	15	0	=	-1	=
The cleanliness of the outside	13532	66	24	11	-2	↓	1	↑
The availability of staff	10244	30	32	38	0	=	1	=
How well train company deals with delays	2982	32	38	30	-1	=	2	=

Improved ↑
 Unchanged =
 Declined ↓

Long distance

	Spring 2008			Improvement/decline in % satisfied or good since Autumn 2007		Improvement/decline in % satisfied or good since Spring 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5806	83	10	7	-1	=	-4	↓
STATION FACILITIES								
Ticket buying facilities	2454	80	12	9	-1	=	0	=
Provision of information about train times/platforms	5585	82	10	8	-1	=	-3	↓
The upkeep/repair of the station buildings/platforms	5450	68	21	11	-5	↓	-3	↓
Cleanliness	5555	73	18	9	-3	↓	-3	↓
The facilities and services	5041	62	19	19	-2	↓	-4	↓
The attitudes and helpfulness of the staff	4131	75	19	7	-1	=	-2	=
Connections with other forms of public transport	3926	76	14	11	0	=	0	=
Facilities for car parking	1996	52	19	29	0	=	3	=
Overall environment	5697	70	21	10	-3	↓	0	=
Your personal security whilst using	4998	69	27	4	-2	=	1	=
The availability of staff	4748	63	24	13	-1	=	-3	↓
How request to station staff was handled	1297	85	6	7	2	=	-2	=
TRAIN FACILITIES								
The frequency of the trains on that route	5585	80	11	10	-3	↓	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	5671	80	7	13	-2	↓	-5	↓
The length of time the journey was scheduled to take (speed)	5622	86	8	6	0	=	-2	↓
Connections with other train services	2800	75	17	8	-1	=	0	=
The value for money for the price of your ticket	5495	52	17	31	-5	↓	-1	=
Up keep and repair of the train	5730	82	12	6	-4	↓	-7	↓
The provision of information during the journey	5329	75	18	7	-5	↓	-7	↓
The helpfulness and attitude of staff on train	4222	77	19	5	0	=	-4	↓
The space for luggage	4819	52	20	28	0	=	-3	↓
The toilet facilities	3408	49	24	27	-3	↓	-7	↓
Sufficient room for all passengers to sit/stand	5588	66	16	18	-3	↓	-4	↓
The comfort of the seating area	5633	75	16	9	-2	↓	-5	↓
The ease of being able to get on and off	5694	80	15	5	-2	=	-3	↓
Your personal security whilst on board	5365	82	17	2	-1	=	-2	↓
The cleanliness of the inside	5811	81	12	7	-3	↓	-5	↓
The cleanliness of the outside	5033	73	19	8	-6	↓	-7	↓
The availability of staff	4794	63	26	11	-2	=	-4	↓
How well train company deals with delays	1455	51	31	19	2	=	-3	=

Improved ↑
 Unchanged =
 Declined ↓

Regional

	Spring 2008				Improvement/decline in % satisfied or good since Autumn 2007		Improvement/decline in % satisfied or good since Spring 2007	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	3904	84	10	6	2	=	2	↑
STATION FACILITIES								
Ticket buying facilities	2413	79	11	10	2	=	6	↑
Provision of information about train times/platforms	3656	79	12	9	2	=	3	↑
The upkeep/repair of the station buildings/platforms	3654	69	18	14	0	=	7	↑
Cleanliness	3695	71	17	12	0	=	5	↑
The facilities and services	3219	44	18	38	-4	↓	-3	↓
The attitudes and helpfulness of the staff	2943	72	18	10	0	=	1	=
Connections with other forms of public transport	2756	67	17	16	1	=	0	=
Facilities for car parking	1781	49	14	37	-2	=	-3	=
Overall environment	3795	67	21	12	-1	=	6	↑
Your personal security whilst using	3402	65	26	9	0	=	3	↑
The availability of staff	3352	60	22	18	0	=	2	=
How request to station staff was handled	563	87	6	6	4	=	6	↑
TRAIN FACILITIES								
The frequency of the trains on that route	3889	81	7	12	2	=	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	3851	83	6	10	2	=	2	=
The length of time the journey was scheduled to take (speed)	3790	89	7	4	2	↑	2	=
Connections with other train services	1907	74	19	7	0	=	4	↑
The value for money for the price of your ticket	3649	56	18	26	-4	↓	0	=
Up keep and repair of the train	3831	68	17	15	-1	=	0	=
The provision of information during the journey	3430	67	20	12	1	=	0	=
The helpfulness and attitude of staff on train	2870	69	24	7	-2	=	-3	↓
The space for luggage	2917	57	20	22	3	=	2	=
The toilet facilities	1697	36	20	44	-3	=	-2	=
Sufficient room for all passengers to sit/stand	3785	70	13	17	1	=	2	=
The comfort of the seating area	3819	71	17	11	0	=	0	=
The ease of being able to get on and off	3863	81	13	6	0	=	1	=
Your personal security whilst on board	3657	75	20	5	0	=	1	=
The cleanliness of the inside	3926	69	16	15	0	=	0	=
The cleanliness of the outside	3451	63	23	15	-4	↓	3	=
The availability of staff	3327	57	27	16	1	=	2	=
How well train company deals with delays	527	33	37	31	-2	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

c2c

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1044	87	9	4	79	-3	=	-2	=
STATION FACILITIES									
Ticket buying facilities	654	76	15	10	68	2	=	9	↑
Provision of information about train times/platforms	982	82	10	8	76	-1	=	4	↑
The upkeep/repair of the station buildings/platforms	966	67	20	13	60	1	=	4	=
Cleanliness	978	72	16	12	66	-1	=	2	=
The facilities and services	853	45	22	33	48	-3	=	4	=
The attitudes and helpfulness of the staff	843	72	18	10	66	3	=	3	=
Connections with other forms of public transport	817	70	18	12	72	0	=	7	↑
Facilities for car parking	387	44	15	41	41	-3	=	0	=
Overall environment	1019	66	22	12	61	2	=	9	↑
Your personal security whilst using	928	59	31	11	59	1	=	5	↑
The availability of staff	933	64	24	12	55	2	=	7	↑
How request to station staff was handled	137	82	5	11	82	-1	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1033	82	8	10	73	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1020	89	5	6	78	-3	=	-1	=
The length of time the journey was scheduled to take (speed)	1003	90	6	3	81	1	=	3	↑
Connections with other train services	538	75	18	7	69	-1	=	-1	=
The value for money for the price of your ticket	972	42	25	33	36	-3	=	2	=
Up keep and repair of the train	1014	86	9	5	69	1	=	1	=
The provision of information during the journey	946	72	18	10	64	1	=	1	=
The helpfulness and attitude of staff on train	346	27	47	27	51	1	=	-1	=
The space for luggage	769	49	24	27	47	3	=	3	=
The toilet facilities	503	42	30	28	32	1	=	-1	=
Sufficient room for all passengers to sit/stand	1000	61	16	23	60	-3	=	1	=
The comfort of the seating area	1000	78	14	8	64	0	=	0	=
The ease of being able to get on and off	1030	83	12	5	75	1	=	3	=
Your personal security whilst on board	966	68	23	9	67	0	=	4	=
The cleanliness of the inside	1046	84	10	5	69	0	=	-1	=
The cleanliness of the outside	966	81	14	4	66	0	=	2	=
The availability of staff	626	13	32	56	30	0	=	0	=
How well train company deals with delays	121	43	26	32	32	6	=	12	=

Improved ↑
 Unchanged =
 Declined ↓

Chiltern Railways

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1068	89	7	4	79	-1	=	-1	=
STATION FACILITIES									
Ticket buying facilities	726	83	10	7	68	-3	=	7	↑
Provision of information about train times/platforms	1020	83	10	8	76	1	=	2	=
The upkeep/repair of the station buildings/platforms	1020	77	14	9	60	-2	=	4	↑
Cleanliness	1024	80	14	7	66	-3	=	0	=
The facilities and services	917	66	17	18	48	-5	=	5	=
The attitudes and helpfulness of the staff	822	79	15	6	66	1	=	4	=
Connections with other forms of public transport	741	69	15	16	72	-2	=	-2	=
Facilities for car parking	540	66	14	20	41	-3	=	-1	=
Overall environment	1054	77	16	6	61	-4	=	4	=
Your personal security whilst using	943	74	23	4	59	0	=	5	↑
The availability of staff	901	62	24	14	55	-4	=	0	=
How request to station staff was handled	196	85	8	6	82	2	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1047	82	8	10	73	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1039	91	5	4	78	2	=	-1	=
The length of time the journey was scheduled to take (speed)	1030	87	7	6	81	0	=	-2	=
Connections with other train services	507	78	17	4	69	1	=	1	=
The value for money for the price of your ticket	1015	49	23	28	36	-6	↓	0	=
Up keep and repair of the train	1051	83	12	5	69	-2	=	-3	=
The provision of information during the journey	925	70	22	8	64	-3	=	0	=
The helpfulness and attitude of staff on train	386	45	44	11	51	-5	=	-9	↓
The space for luggage	741	58	22	20	47	1	=	6	↑
The toilet facilities	404	53	26	22	32	0	=	4	=
Sufficient room for all passengers to sit/stand	1029	75	12	13	60	2	=	7	↑
The comfort of the seating area	1045	79	14	7	64	-1	=	3	=
The ease of being able to get on and off	1048	91	7	1	75	2	=	5	↑
Your personal security whilst on board	986	83	15	2	67	1	=	4	↑
The cleanliness of the inside	1071	84	9	6	69	1	=	0	=
The cleanliness of the outside	951	80	15	6	66	-1	=	0	=
The availability of staff	613	25	38	37	30	-2	=	-2	=
How well train company deals with delays	162	47	32	20	32	2	=	6	=

Improved ↑
 Unchanged =
 Declined ↓

First Capital Connect

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1598	77	15	8	79	-1	=	5	↑
STATION FACILITIES									
Ticket buying facilities	910	65	19	16	68	-3	=	1	=
Provision of information about train times/platforms	1525	70	13	17	76	-1	=	1	=
The upkeep/repair of the station buildings/platforms	1494	55	27	19	60	-4	↓	2	=
Cleanliness	1524	63	23	14	66	-2	=	1	=
The facilities and services	1268	41	24	35	48	-1	=	0	=
The attitudes and helpfulness of the staff	1165	65	25	10	66	0	=	1	=
Connections with other forms of public transport	1178	71	17	12	72	-3	=	-3	=
Facilities for car parking	574	38	16	46	41	-2	=	-3	=
Overall environment	1560	57	27	16	61	0	=	5	↑
Your personal security whilst using	1423	58	35	7	59	-2	=	4	=
The availability of staff	1356	51	28	21	55	0	=	1	=
How request to station staff was handled	282	80	8	9	82	3	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1567	74	10	16	73	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1569	81	8	12	78	4	↑	10	↑
The length of time the journey was scheduled to take (speed)	1541	85	9	6	81	3	=	6	↑
Connections with other train services	861	67	23	10	69	-4	=	2	=
The value for money for the price of your ticket	1466	35	21	45	36	-4	=	3	=
Up keep and repair of the train	1556	59	21	20	69	-1	=	10	↑
The provision of information during the journey	1324	50	27	23	64	3	=	10	↑
The helpfulness and attitude of staff on train	444	25	46	29	51	-5	=	-8	↓
The space for luggage	1196	42	26	32	47	2	=	6	↑
The toilet facilities	654	23	27	50	32	-2	=	7	↑
Sufficient room for all passengers to sit/stand	1537	55	18	27	60	-3	=	5	↑
The comfort of the seating area	1540	55	25	19	64	-1	=	5	↑
The ease of being able to get on and off	1567	75	18	8	75	0	=	6	↑
Your personal security whilst on board	1477	66	29	6	67	2	=	7	↑
The cleanliness of the inside	1600	62	20	18	69	-2	=	10	↑
The cleanliness of the outside	1408	57	29	14	66	-5	↓	7	↑
The availability of staff	927	9	31	60	30	-2	=	0	=
How well train company deals with delays	262	31	37	32	32	6	=	3	=

Improved ↑
 Unchanged =
 Declined ↓

First Great Western

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2844	73	15	12	79	-1	=	1	=
STATION FACILITIES									
Ticket buying facilities	1508	71	15	14	68	-1	=	5	↑
Provision of information about train times/platforms	2707	72	13	15	76	0	=	3	=
The upkeep/repair of the station buildings/platforms	2647	60	22	17	60	-1	=	1	=
Cleanliness	2726	66	21	12	66	-1	=	2	=
The facilities and services	2469	55	21	24	48	-5	↓	-1	=
The attitudes and helpfulness of the staff	2134	67	20	13	66	-2	=	1	=
Connections with other forms of public transport	1962	68	17	16	72	-2	=	-7	↓
Facilities for car parking	1125	49	20	32	41	-5	=	-3	=
Overall environment	2776	64	23	13	61	1	=	5	↑
Your personal security whilst using	2442	63	30	7	59	-2	=	3	=
The availability of staff	2441	55	24	21	55	-4	↓	0	=
How request to station staff was handled	590	81	8	9	82	-2	=	2	=
TRAIN FACILITIES									
The frequency of the trains on that route	2768	69	12	19	73	0	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2793	67	8	24	78	2	=	2	=
The length of time the journey was scheduled to take (speed)	2752	77	13	10	81	-2	=	0	=
Connections with other train services	1430	65	20	15	69	-1	=	1	=
The value for money for the price of your ticket	2715	40	19	41	36	-4	↓	1	=
Up keep and repair of the train	2791	67	15	17	69	2	=	5	↑
The provision of information during the journey	2509	54	27	19	64	-1	=	2	=
The helpfulness and attitude of staff on train	1677	56	30	14	51	-3	=	-5	=
The space for luggage	2223	51	23	26	47	2	=	-1	=
The toilet facilities	1467	36	24	40	32	-3	=	2	=
Sufficient room for all passengers to sit/stand	2747	63	15	22	60	1	=	3	=
The comfort of the seating area	2777	63	19	18	64	-1	=	-2	=
The ease of being able to get on and off	2796	73	19	9	75	-2	=	3	=
Your personal security whilst on board	2582	71	24	5	67	-2	=	2	=
The cleanliness of the inside	2854	65	17	18	69	0	=	0	=
The cleanliness of the outside	2466	64	25	11	66	0	=	5	↑
The availability of staff	2136	36	30	33	30	-2	=	2	=
How well train company deals with delays	994	31	35	33	32	1	=	2	=

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Express

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	534	92	5	3	79	4	↑	-2	=
STATION FACILITIES									
Ticket buying facilities	406	86	9	5	68	1	=	1	=
Provision of information about train times/platforms	490	78	13	9	76	1	=	-2	=
The upkeep/repair of the station buildings/platforms	504	76	18	6	60	-1	=	-5	=
Cleanliness	505	77	18	5	66	-2	=	-2	=
The facilities and services	350	51	29	20	48	1	=	-11	↓
The attitudes and helpfulness of the staff	339	70	25	5	66	-2	=	-1	=
Connections with other forms of public transport	457	79	16	6	72	3	=	-4	=
Facilities for car parking	63	21	36	43	41	0	=	0	=
Overall environment	522	76	21	3	61	2	=	-3	=
Your personal security whilst using	441	69	29	2	59	2	=	-5	=
The availability of staff	386	59	30	11	55	3	=	-2	=
How request to station staff was handled	97	91	6	4	82	4	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	533	88	5	7	73	0	=	-6	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	507	90	5	5	78	0	=	-5	↓
The length of time the journey was scheduled to take (speed)	507	95	3	2	81	1	=	-1	=
Connections with other train services	222	80	18	2	69	0	=	6	=
The value for money for the price of your ticket	513	26	23	51	36	-5	=	-3	=
Up keep and repair of the train	535	85	12	3	69	2	=	-4	=
The provision of information during the journey	482	79	18	3	64	-2	=	-6	↓
The helpfulness and attitude of staff on train	377	74	25	1	51	-4	=	-7	↓
The space for luggage	508	91	5	4	47	5	↑	3	=
The toilet facilities	151	61	28	11	32	3	=	-8	=
Sufficient room for all passengers to sit/stand	508	87	10	3	60	1	=	-1	=
The comfort of the seating area	525	88	10	2	64	4	=	-2	=
The ease of being able to get on and off	530	93	6	1	75	0	=	-2	=
Your personal security whilst on board	493	88	12	1	67	2	=	-4	↓
The cleanliness of the inside	538	90	8	2	69	4	=	1	=
The cleanliness of the outside	497	88	9	2	66	0	=	-1	=
The availability of staff	410	63	32	5	30	-1	=	-7	=
How well train company deals with delays	56	46	35	19	32	0	=	-3	=

Improved ↑
 Unchanged =
 Declined ↓

London Midland

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1030	81	12	7	79	0	=	-1	=	
STATION FACILITIES										
Ticket buying facilities	647	73	14	13	68	-1	=	1	=	
Provision of information about train times/platforms	969	81	9	10	76	3	=	3	=	
The upkeep/repair of the station buildings/platforms	961	57	25	18	60	-6	↓	-5	↓	
Cleanliness	975	65	21	13	66	-1	=	-2	=	
The facilities and services	864	48	23	28	48	-4	=	-5	↓	
The attitudes and helpfulness of the staff	818	72	18	10	66	2	=	1	=	
Connections with other forms of public transport	731	64	16	19	72	-6	↓	-10	↓	
Facilities for car parking	515	47	18	34	41	-7	↓	-9	↓	
Overall environment	1005	55	29	16	61	-10	↓	-8	↓	
Your personal security whilst using	913	58	34	7	59	-4	=	-2	=	
The availability of staff	895	57	26	17	55	0	=	0	=	
How request to station staff was handled	171	83	4	12	82	-2	=	-2	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1005	75	10	15	73	-1	=	-4	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	990	78	9	13	78	-4	↓	-5	↓	
The length of time the journey was scheduled to take (speed)	982	85	8	6	81	0	=	-2	=	
Connections with other train services	516	71	20	9	69	-2	=	3	=	
The value for money for the price of your ticket	934	43	22	35	36	-1	=	3	=	
Up keep and repair of the train	994	63	21	15	69	-2	=	-2	=	
The provision of information during the journey	890	57	25	18	64	-1	=	-3	=	
The helpfulness and attitude of staff on train	486	52	35	13	51	1	=	-5	=	
The space for luggage	746	48	24	28	47	5	=	0	=	
The toilet facilities	460	35	28	36	32	1	=	2	=	
Sufficient room for all passengers to sit/stand	993	63	15	22	60	3	=	5	↑	
The comfort of the seating area	995	63	21	15	64	-1	=	1	=	
The ease of being able to get on and off	1004	76	14	9	75	-1	=	-1	=	
Your personal security whilst on board	946	71	25	4	67	1	=	1	=	
The cleanliness of the inside	1027	68	19	14	69	2	=	-1	=	
The cleanliness of the outside	925	65	28	7	66	-1	=	2	=	
The availability of staff	702	30	34	35	30	-1	=	-2	=	
How well train company deals with delays	170	37	28	35	32	6	=	10	=	

Data for Spring and Autumn 2007 are for the parts of the Central Trains and Silverlink franchises that are now operated by London Midland

Improved ↑
 Unchanged =
 Declined ↓

London Overground

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	494	65	21	15	79	-6	=	-7	=
STATION FACILITIES									
Ticket buying facilities	270	62	20	18	68	11	=	6	=
Provision of information about train times/platforms	455	63	16	21	76	4	=	2	=
The upkeep/repair of the station buildings/platforms	445	56	25	19	60	4	=	12	↑
Cleanliness	471	58	28	15	66	-2	=	3	=
The facilities and services	383	32	23	46	48	-6	=	-5	=
The attitudes and helpfulness of the staff	382	60	26	14	66	-2	=	-3	=
Connections with other forms of public transport	412	72	16	12	72	1	=	-11	↓
Facilities for car parking	116	25	18	57	41	10	=	-3	=
Overall environment	478	50	32	17	61	-2	=	0	=
Your personal security whilst using	449	53	34	13	59	8	=	6	=
The availability of staff	428	60	21	19	55	13	↑	15	↑
How request to station staff was handled	96	77	11	10	82	11	=	7	=
TRAIN FACILITIES									
The frequency of the trains on that route	492	56	14	31	73	-2	=	-8	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	483	60	10	30	78	-5	=	-3	=
The length of time the journey was scheduled to take (speed)	477	76	14	10	81	-5	=	-7	↓
Connections with other train services	326	62	26	13	69	-9	=	-5	=
The value for money for the price of your ticket	415	45	23	32	36	-2	=	1	=
Up keep and repair of the train	479	33	26	41	69	7	=	3	=
The provision of information during the journey	408	39	32	29	64	6	=	1	=
The helpfulness and attitude of staff on train	169	30	45	25	51	12	↑	-1	=
The space for luggage	341	41	28	31	47	3	=	1	=
The toilet facilities	171	4	12	84	32	1	=	-2	=
Sufficient room for all passengers to sit/stand	477	46	18	36	60	-4	=	0	=
The comfort of the seating area	471	39	26	35	64	2	=	-3	=
The ease of being able to get on and off	482	54	25	21	75	1	=	-2	=
Your personal security whilst on board	446	45	37	19	67	5	=	0	=
The cleanliness of the inside	493	41	27	32	69	8	=	2	=
The cleanliness of the outside	451	46	33	21	66	7	=	4	=
The availability of staff	328	14	29	57	30	7	↑	3	=
How well train company deals with delays	153	14	37	49	32	2	=	-7	=

Data for Spring and Autumn 2007 are for the part of the Silverlink franchise that is now operated by London Overground

Improved ↑
 Unchanged =
 Declined ↓

National Express East Anglia (formerly 'One')

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	2151	75	15	10	79	0	=	3	=
STATION FACILITIES									
Ticket buying facilities	1259	67	17	16	68	1	=	5	↑
Provision of information about train times/platforms	2054	71	15	14	76	0	=	0	=
The upkeep/repair of the station buildings/platforms	2021	63	22	15	60	0	=	3	=
Cleanliness	2059	67	20	13	66	-2	=	1	=
The facilities and services	1810	50	21	28	48	-3	=	0	=
The attitudes and helpfulness of the staff	1661	62	25	13	66	-5	↓	-1	=
Connections with other forms of public transport	1699	78	13	9	72	1	=	0	=
Facilities for car parking	775	38	21	41	41	-2	=	-2	=
Overall environment	2117	63	25	12	61	-3	=	4	↑
Your personal security whilst using	1924	58	32	9	59	-2	=	7	↑
The availability of staff	1866	51	26	22	55	-2	=	0	=
How request to station staff was handled	349	78	7	14	82	-3	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	2140	75	9	15	73	-2	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2115	74	9	17	78	-1	=	3	=
The length of time the journey was scheduled to take (speed)	2068	80	13	8	81	-1	=	4	↑
Connections with other train services	1102	70	21	9	69	-2	=	5	=
The value for money for the price of your ticket	2004	30	22	48	36	-6	↓	1	=
Up keep and repair of the train	2112	54	24	22	69	-2	=	-1	=
The provision of information during the journey	1909	57	27	17	64	2	=	8	↑
The helpfulness and attitude of staff on train	1006	46	34	20	51	3	=	-3	=
The space for luggage	1621	48	26	26	47	2	=	4	=
The toilet facilities	1002	25	23	52	32	1	=	2	=
Sufficient room for all passengers to sit/stand	2076	58	17	25	60	0	=	8	↑
The comfort of the seating area	2106	56	23	21	64	0	=	3	=
The ease of being able to get on and off	2131	72	20	9	75	-1	=	5	↑
Your personal security whilst on board	1987	61	31	8	67	-1	=	3	=
The cleanliness of the inside	2165	58	21	21	69	-1	=	-1	=
The cleanliness of the outside	1951	52	29	19	66	-4	↓	1	=
The availability of staff	1495	24	31	46	30	0	=	2	=
How well train company deals with delays	422	31	35	34	32	0	=	5	=

Improved ↑
 Unchanged =
 Declined ↓

South West Trains

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1805	83	11	6	79	-1	=	2	=
STATION FACILITIES									
Ticket buying facilities	1067	67	16	17	68	1	=	1	=
Provision of information about train times/platforms	1717	82	11	8	76	-2	=	2	=
The upkeep/repair of the station buildings/platforms	1695	60	23	17	60	-2	=	-2	=
Cleanliness	1714	66	21	13	66	-4	↓	-3	=
The facilities and services	1534	51	23	26	48	-2	=	-3	=
The attitudes and helpfulness of the staff	1379	68	23	9	66	-3	=	-4	=
Connections with other forms of public transport	1359	75	14	11	72	1	=	2	=
Facilities for car parking	722	47	22	31	41	-1	=	3	=
Overall environment	1772	64	24	12	61	-3	↓	2	=
Your personal security whilst using	1612	63	31	7	59	-2	=	3	=
The availability of staff	1579	58	25	17	55	-3	=	-3	=
How request to station staff was handled	272	85	8	7	82	3	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1792	77	9	14	73	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1761	84	8	8	78	2	=	4	↑
The length of time the journey was scheduled to take (speed)	1751	81	11	8	81	0	=	1	=
Connections with other train services	967	70	22	8	69	-2	=	5	↑
The value for money for the price of your ticket	1677	33	21	45	36	-8	↓	-1	=
Up keep and repair of the train	1772	86	10	4	69	1	=	-1	=
The provision of information during the journey	1627	75	17	8	64	-2	=	-1	=
The helpfulness and attitude of staff on train	1098	66	28	7	51	1	=	-4	=
The space for luggage	1374	55	24	21	47	2	=	1	=
The toilet facilities	793	43	23	34	32	0	=	-5	=
Sufficient room for all passengers to sit/stand	1735	66	15	20	60	0	=	3	=
The comfort of the seating area	1755	75	15	10	64	-2	=	1	=
The ease of being able to get on and off	1776	79	13	7	75	-1	=	0	=
Your personal security whilst on board	1678	76	21	3	67	-2	=	1	=
The cleanliness of the inside	1804	82	10	8	69	1	=	-2	=
The cleanliness of the outside	1634	79	16	5	66	0	=	-1	=
The availability of staff	1418	49	34	17	30	2	=	-2	=
How well train company deals with delays	218	41	38	21	32	0	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

Southeastern

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1547	79	14	7	79	0	=	4	↑
STATION FACILITIES									
Ticket buying facilities	884	65	18	17	68	-2	=	3	=
Provision of information about train times/platforms	1474	77	14	10	76	0	=	3	=
The upkeep/repair of the station buildings/platforms	1453	59	24	17	60	-3	=	6	↑
Cleanliness	1471	68	19	13	66	0	=	6	↑
The facilities and services	1304	44	23	33	48	-3	=	-1	=
The attitudes and helpfulness of the staff	1168	65	23	12	66	-2	=	0	=
Connections with other forms of public transport	1223	72	16	12	72	-2	=	2	=
Facilities for car parking	583	35	19	46	41	-7	↓	-6	↓
Overall environment	1514	57	27	16	61	-3	=	4	=
Your personal security whilst using	1385	54	33	13	59	-2	=	4	↑
The availability of staff	1355	54	25	21	55	-2	=	0	=
How request to station staff was handled	194	88	2	9	82	4	=	11	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1534	71	12	17	73	-1	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1514	78	9	12	78	-2	=	3	↑
The length of time the journey was scheduled to take (speed)	1478	80	12	9	81	-1	=	4	↑
Connections with other train services	779	70	20	10	69	3	=	3	=
The value for money for the price of your ticket	1357	32	20	48	36	-6	↓	2	=
Up keep and repair of the train	1515	66	18	15	69	-2	=	-1	=
The provision of information during the journey	1356	62	24	14	64	1	=	3	=
The helpfulness and attitude of staff on train	602	44	35	21	51	2	=	-2	=
The space for luggage	1123	38	30	31	47	-4	↓	5	↑
The toilet facilities	681	22	27	52	32	-3	=	0	=
Sufficient room for all passengers to sit/stand	1485	52	19	29	60	-7	↓	5	↑
The comfort of the seating area	1496	60	23	17	64	-3	=	0	=
The ease of being able to get on and off	1523	73	16	10	75	-3	↓	3	=
Your personal security whilst on board	1417	59	31	10	67	-4	=	-2	=
The cleanliness of the inside	1549	65	19	16	69	-1	=	0	=
The cleanliness of the outside	1394	61	28	12	66	-3	=	3	=
The availability of staff	972	23	29	48	30	0	=	3	=
How well train company deals with delays	223	27	42	30	32	-7	=	3	=

Improved ↑
 Unchanged =
 Declined ↓

Southern

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1560	81	14	6	79	-1	=	-1	=
STATION FACILITIES									
Ticket buying facilities	908	71	17	12	68	6	↑	6	↑
Provision of information about train times/platforms	1503	78	13	9	76	-1	=	-2	=
The upkeep/repair of the station buildings/platforms	1461	56	25	18	60	-4	↓	-4	↓
Cleanliness	1486	63	22	16	66	-4	↓	-4	↓
The facilities and services	1345	46	22	32	48	-2	=	-1	=
The attitudes and helpfulness of the staff	1181	66	25	9	66	0	=	-1	=
Connections with other forms of public transport	1204	69	18	13	72	-4	↓	-5	↓
Facilities for car parking	557	36	19	45	41	-5	=	-7	↓
Overall environment	1536	60	25	15	61	-2	=	0	=
Your personal security whilst using	1391	62	29	9	59	2	=	5	↑
The availability of staff	1365	53	26	21	55	0	=	3	=
How request to station staff was handled	229	77	12	9	82	-6	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	1539	70	12	18	73	2	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1537	77	9	14	78	1	=	0	=
The length of time the journey was scheduled to take (speed)	1508	82	10	8	81	-1	=	1	=
Connections with other train services	923	70	19	11	69	-3	=	2	=
The value for money for the price of your ticket	1428	39	23	38	36	-4	=	2	=
Up keep and repair of the train	1527	76	14	10	69	-1	=	-5	↓
The provision of information during the journey	1420	74	18	8	64	-1	=	1	=
The helpfulness and attitude of staff on train	634	52	36	12	51	0	=	-5	=
The space for luggage	1134	45	26	29	47	0	=	1	=
The toilet facilities	664	39	25	36	32	-5	=	-4	=
Sufficient room for all passengers to sit/stand	1495	63	14	23	60	1	=	2	=
The comfort of the seating area	1480	69	19	12	64	-2	=	-5	↓
The ease of being able to get on and off	1521	76	16	8	75	-2	=	-1	=
Your personal security whilst on board	1424	70	25	5	67	0	=	0	=
The cleanliness of the inside	1558	73	14	13	69	-3	=	-6	↓
The cleanliness of the outside	1386	71	21	8	66	-1	=	-2	=
The availability of staff	1027	32	33	35	30	-1	=	-1	=
How well train company deals with delays	257	31	44	24	32	-3	=	0	=

Improved ↑
 Unchanged =
 Declined ↓

CrossCountry

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1292	84	8	8	83	2	=	-1	=
STATION FACILITIES									
Ticket buying facilities	585	81	11	8	80	-2	=	3	=
Provision of information about train times/platforms	1241	81	11	8	82	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	1209	60	27	13	68	-9	↓	-2	=
Cleanliness	1212	69	21	10	73	-5	↓	-3	=
The facilities and services	1111	61	21	18	62	-1	=	-4	=
The attitudes and helpfulness of the staff	935	78	18	5	75	-1	=	-1	=
Connections with other forms of public transport	741	72	14	14	76	-2	=	1	=
Facilities for car parking	479	52	19	29	52	-3	=	-1	=
Overall environment	1258	67	23	10	70	-3	=	2	=
Your personal security whilst using	1111	70	27	3	69	-1	=	4	=
The availability of staff	1075	68	22	10	63	1	=	2	=
How request to station staff was handled	366	88	5	6	85	0	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1225	77	13	11	80	-1	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1265	78	7	15	80	1	=	-2	=
The length of time the journey was scheduled to take (speed)	1237	84	9	7	86	0	=	0	=
Connections with other train services	700	74	17	10	75	1	=	1	=
The value for money for the price of your ticket	1217	54	17	29	52	-5	↓	1	=
Up keep and repair of the train	1252	83	12	5	82	-1	=	-4	↓
The provision of information during the journey	1176	74	20	7	75	-6	↓	-8	↓
The helpfulness and attitude of staff on train	951	76	19	5	77	1	=	-7	↓
The space for luggage	1075	50	20	30	52	0	=	-3	=
The toilet facilities	689	50	24	26	49	-2	=	-9	↓
Sufficient room for all passengers to sit/stand	1228	60	17	23	66	-5	↓	-5	↓
The comfort of the seating area	1229	74	17	9	75	-1	=	-3	=
The ease of being able to get on and off	1254	79	14	7	80	-1	=	-4	↓
Your personal security whilst on board	1178	82	16	2	82	0	=	-1	=
The cleanliness of the inside	1283	82	12	6	81	0	=	-3	=
The cleanliness of the outside	1111	74	20	6	73	-5	↓	-4	=
The availability of staff	1064	59	28	13	63	-4	↓	-6	↓
How well train company deals with delays	374	46	34	19	51	-1	=	-2	=

Data for Spring and Autumn 2007 are for Virgin Cross Country and the part of the Central Trains franchise that is now operated by CrossCountry

Improved ↑
 Unchanged =
 Declined ↓

East Midlands Trains

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1310	79	14	7	83	-3	=	-9	↓
STATION FACILITIES									
Ticket buying facilities	563	71	15	15	80	-5	=	-7	↓
Provision of information about train times/platforms	1264	76	12	12	82	-3	=	-6	↓
The upkeep/repair of the station buildings/platforms	1255	72	17	11	68	6	↑	5	↑
Cleanliness	1274	78	14	8	73	5	↑	4	=
The facilities and services	1159	61	16	22	62	6	↑	3	=
The attitudes and helpfulness of the staff	980	75	17	8	75	0	=	-2	=
Connections with other forms of public transport	969	68	16	16	76	5	↑	3	=
Facilities for car parking	447	56	20	25	52	-3	=	1	=
Overall environment	1295	71	19	11	70	6	↑	2	=
Your personal security whilst using	1148	67	28	5	69	1	=	-1	=
The availability of staff	1124	60	22	18	63	0	=	-1	=
How request to station staff was handled	276	83	9	7	85	0	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1280	74	12	14	80	-1	=	-9	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1284	80	8	13	80	0	=	-9	↓
The length of time the journey was scheduled to take (speed)	1282	81	10	9	86	-1	=	-8	↓
Connections with other train services	569	71	19	9	75	5	=	-4	=
The value for money for the price of your ticket	1241	46	19	36	52	-4	=	-5	=
Up keep and repair of the train	1303	68	18	14	82	-2	=	-9	↓
The provision of information during the journey	1186	64	24	12	75	-3	=	-10	↓
The helpfulness and attitude of staff on train	934	72	23	5	77	-3	=	-6	↓
The space for luggage	1055	49	22	28	52	-4	=	-5	=
The toilet facilities	772	45	26	29	49	1	=	-7	↓
Sufficient room for all passengers to sit/stand	1270	64	18	17	66	-5	↓	-4	=
The comfort of the seating area	1283	70	19	11	75	-4	=	-8	↓
The ease of being able to get on and off	1294	75	19	7	80	-5	↓	-5	↓
Your personal security whilst on board	1222	76	22	2	82	-5	↓	-4	=
The cleanliness of the inside	1317	73	16	11	81	-1	=	-7	↓
The cleanliness of the outside	1163	56	24	20	73	-2	=	-14	↓
The availability of staff	1063	58	28	13	63	-4	=	-4	=
How well train company deals with delays	268	43	35	22	51	4	=	-14	↓

Data for Spring and Autumn 2007 are for Midland Mainline and the part of the Central Trains franchise that is now operated by East Midlands Trains

Improved ↑
 Unchanged =
 Declined ↓

First TransPennine Express

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1020	84	9	7	83	-3	=	-5	↓
STATION FACILITIES									
Ticket buying facilities	544	86	9	5	80	2	=	0	=
Provision of information about train times/platforms	970	85	9	6	82	0	=	-1	=
The upkeep/repair of the station buildings/platforms	946	77	16	7	68	-3	=	0	=
Cleanliness	979	77	15	8	73	-5	↓	-2	=
The facilities and services	866	67	17	16	62	-3	=	-4	=
The attitudes and helpfulness of the staff	754	73	19	8	75	-1	=	-3	=
Connections with other forms of public transport	643	77	13	10	76	-2	=	2	=
Facilities for car parking	402	51	18	31	52	-1	=	11	↑
Overall environment	998	78	16	5	70	-4	=	1	=
Your personal security whilst using	867	73	24	3	69	-2	=	1	=
The availability of staff	856	64	23	13	63	2	=	-2	=
How request to station staff was handled	193	83	7	9	85	1	=	-5	=
TRAIN FACILITIES									
The frequency of the trains on that route	984	78	12	10	80	-4	=	-9	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1000	77	9	14	80	-5	↓	-9	↓
The length of time the journey was scheduled to take (speed)	980	88	7	5	86	2	=	0	=
Connections with other train services	555	74	17	9	75	-2	=	-1	=
The value for money for the price of your ticket	952	51	18	31	52	-6	↓	-1	=
Up keep and repair of the train	1009	91	7	2	82	-1	=	-2	=
The provision of information during the journey	929	78	16	6	75	0	=	-5	↓
The helpfulness and attitude of staff on train	721	78	16	5	77	2	=	-1	=
The space for luggage	822	58	19	23	52	1	=	-2	=
The toilet facilities	499	57	25	17	49	-7	=	-6	=
Sufficient room for all passengers to sit/stand	995	69	15	17	66	-2	=	-6	↓
The comfort of the seating area	985	82	13	5	75	-4	↓	-3	=
The ease of being able to get on and off	1007	85	10	5	80	2	=	-1	=
Your personal security whilst on board	941	84	15	2	82	1	=	0	=
The cleanliness of the inside	1020	84	10	6	81	-3	=	-3	=
The cleanliness of the outside	913	81	16	3	73	-6	↓	-5	↓
The availability of staff	852	65	25	10	63	3	=	-2	=
How well train company deals with delays	286	54	25	20	51	13	↑	9	=

Improved ↑
 Unchanged =
 Declined ↓

National Express East Coast

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1022	86	9	6	83	4	↑	-2	=
STATION FACILITIES									
Ticket buying facilities	350	83	9	8	80	7	↑	1	=
Provision of information about train times/platforms	997	87	8	5	82	3	=	-4	↓
The upkeep/repair of the station buildings/platforms	945	67	22	11	68	-4	=	-7	↓
Cleanliness	983	71	19	10	73	-1	=	-6	↓
The facilities and services	893	57	20	23	62	-8	↓	-8	↓
The attitudes and helpfulness of the staff	698	75	19	6	75	1	=	-2	=
Connections with other forms of public transport	756	81	11	7	76	1	=	-2	=
Facilities for car parking	317	46	18	36	52	-3	=	-5	=
Overall environment	1004	66	24	10	70	-5	↓	-4	=
Your personal security whilst using	873	68	27	5	69	-2	=	0	=
The availability of staff	799	61	27	12	63	-3	=	-6	↓
How request to station staff was handled	206	88	4	8	85	5	=	5	=
TRAIN FACILITIES									
The frequency of the trains on that route	987	87	7	6	80	4	↑	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	997	83	5	12	80	2	=	-4	↓
The length of time the journey was scheduled to take (speed)	996	90	6	4	86	3	↑	-1	=
Connections with other train services	441	79	14	7	75	3	=	0	=
The value for money for the price of your ticket	973	53	17	31	52	-3	=	-2	=
Up keep and repair of the train	1013	77	14	10	82	-3	=	-4	=
The provision of information during the journey	958	76	17	7	75	-1	=	-6	↓
The helpfulness and attitude of staff on train	774	80	16	4	77	4	=	-2	=
The space for luggage	889	57	19	23	52	2	=	-2	=
The toilet facilities	679	47	24	30	49	-3	=	-4	=
Sufficient room for all passengers to sit/stand	990	73	15	12	66	4	=	3	=
The comfort of the seating area	1003	73	16	11	75	1	=	-3	=
The ease of being able to get on and off	1001	80	15	4	80	-1	=	-1	=
Your personal security whilst on board	946	84	14	1	82	1	=	0	=
The cleanliness of the inside	1022	80	13	7	81	-1	=	-2	=
The cleanliness of the outside	847	75	21	4	73	0	=	-1	=
The availability of staff	861	68	23	9	63	5	=	-1	=
How well train company deals with delays	265	53	33	15	51	2	=	-4	=

Data for Spring 2007 and Autumn 2007 are for the GNER franchise which used to operate the routes that are now operated by National Express East Coast.

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains (formerly Virgin West Coast)

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1162	85	9	6	83	-1	=	-2	=
STATION FACILITIES									
Ticket buying facilities	412	78	14	8	80	-1	=	3	=
Provision of information about train times/platforms	1113	85	9	6	82	-1	=	-2	=
The upkeep/repair of the station buildings/platforms	1095	67	22	11	68	-2	=	-3	=
Cleanliness	1107	72	19	9	73	-1	=	-2	=
The facilities and services	1012	63	21	16	62	1	=	-1	=
The attitudes and helpfulness of the staff	764	70	22	8	75	-2	=	-4	=
Connections with other forms of public transport	817	82	13	6	76	1	=	0	=
Facilities for car parking	351	51	20	29	52	4	=	9	↑
Overall environment	1142	68	21	11	70	-1	=	1	=
Your personal security whilst using	999	67	29	4	69	-2	=	1	=
The availability of staff	894	58	27	15	63	0	=	-8	↓
How request to station staff was handled	256	82	8	9	85	4	=	-8	↓
TRAIN FACILITIES									
The frequency of the trains on that route	1109	83	9	8	80	-3	=	-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1125	84	6	9	80	-3	↓	-2	=
The length of time the journey was scheduled to take (speed)	1127	87	7	6	86	0	=	0	=
Connections with other train services	535	77	17	6	75	-3	=	2	=
The value for money for the price of your ticket	1112	54	14	32	52	-5	↓	1	=
Up keep and repair of the train	1153	90	7	3	82	-2	=	-3	↓
The provision of information during the journey	1080	81	14	5	75	0	=	0	=
The helpfulness and attitude of staff on train	842	79	18	3	77	-1	=	2	=
The space for luggage	978	49	19	32	52	-2	=	-1	=
The toilet facilities	769	50	22	28	49	0	=	-5	=
Sufficient room for all passengers to sit/stand	1105	65	16	18	66	-4	↓	-6	↓
The comfort of the seating area	1133	77	13	9	75	1	=	-2	=
The ease of being able to get on and off	1138	82	14	4	80	-3	=	-3	=
Your personal security whilst on board	1078	84	15	2	82	0	=	-2	=
The cleanliness of the inside	1169	88	8	4	81	1	=	-2	=
The cleanliness of the outside	999	80	15	5	73	-1	=	-2	=
The availability of staff	954	69	22	9	63	-1	=	4	=
How well train company deals with delays	262	60	25	16	51	6	=	1	=

Improved ↑
 Unchanged =
 Declined ↓

Arriva Trains Wales

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	782	83	11	6	84	-2	=	-1	=
STATION FACILITIES									
Ticket buying facilities	481	69	9	23	79	-2	=	1	=
Provision of information about train times/platforms	732	74	12	13	79	0	=	2	=
The upkeep/repair of the station buildings/platforms	732	51	22	27	69	-4	=	-1	=
Cleanliness	752	53	26	22	71	-8	↓	-5	=
The facilities and services	671	30	20	50	44	-9	↓	-12	↓
The attitudes and helpfulness of the staff	606	64	22	13	72	-3	=	0	=
Connections with other forms of public transport	494	59	18	24	67	0	=	-8	↓
Facilities for car parking	406	45	16	39	49	-3	=	0	=
Overall environment	760	52	26	22	67	-5	=	2	=
Your personal security whilst using	688	55	29	16	65	-3	=	1	=
The availability of staff	694	46	23	31	60	-11	↓	-6	=
How request to station staff was handled	119	85	6	8	87	2	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	775	80	8	12	81	-2	=	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	774	83	7	10	83	0	=	3	=
The length of time the journey was scheduled to take (speed)	767	87	7	6	89	1	=	0	=
Connections with other train services	451	73	20	7	74	2	=	1	=
The value for money for the price of your ticket	764	53	18	29	56	-8	↓	-2	=
Up keep and repair of the train	775	73	16	11	68	1	=	7	↑
The provision of information during the journey	683	63	24	13	67	2	=	8	↑
The helpfulness and attitude of staff on train	633	76	19	5	69	-4	=	-1	=
The space for luggage	591	55	23	22	57	-7	=	-4	=
The toilet facilities	381	35	29	36	36	-6	=	-6	=
Sufficient room for all passengers to sit/stand	773	72	14	14	70	1	=	1	=
The comfort of the seating area	777	76	15	9	71	2	=	2	=
The ease of being able to get on and off	788	82	12	6	81	0	=	2	=
Your personal security whilst on board	745	74	23	3	75	-5	=	0	=
The cleanliness of the inside	790	74	13	13	69	1	=	8	↑
The cleanliness of the outside	691	61	25	14	63	-7	↓	9	↑
The availability of staff	699	64	26	11	57	-4	=	0	=
How well train company deals with delays	118	34	35	31	33	-4	=	-4	=

Improved ↑
 Unchanged =
 Declined ↓

First ScotRail

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1059	88	8	4	84	4	↑	5	↑
STATION FACILITIES									
Ticket buying facilities	727	82	11	7	79	1	=	7	↑
Provision of information about train times/platforms	1010	81	12	7	79	2	=	4	=
The upkeep/repair of the station buildings/platforms	1003	76	16	8	69	-2	=	9	↑
Cleanliness	1010	79	15	7	71	-1	=	4	=
The facilities and services	896	49	19	33	44	-4	=	-3	=
The attitudes and helpfulness of the staff	840	74	17	9	72	-1	=	-2	=
Connections with other forms of public transport	763	66	18	16	67	-2	=	-3	=
Facilities for car parking	502	44	13	42	49	-3	=	-11	↓
Overall environment	1026	72	21	7	67	-1	=	4	=
Your personal security whilst using	916	71	24	5	65	-1	=	2	=
The availability of staff	930	65	21	14	60	0	=	6	↑
How request to station staff was handled	161	89	6	5	87	8	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1058	83	7	10	81	2	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1045	87	5	8	83	3	=	4	↑
The length of time the journey was scheduled to take (speed)	1025	91	7	3	89	3	=	3	=
Connections with other train services	468	77	18	5	74	1	=	5	=
The value for money for the price of your ticket	1019	55	17	28	56	-3	=	-2	=
Up keep and repair of the train	1042	77	15	8	68	-4	=	-3	=
The provision of information during the journey	964	73	19	8	67	-3	=	-2	=
The helpfulness and attitude of staff on train	802	71	23	6	69	-3	=	-2	=
The space for luggage	770	62	19	20	57	3	=	4	=
The toilet facilities	440	40	21	40	36	-11	↓	3	=
Sufficient room for all passengers to sit/stand	1018	72	12	16	70	0	=	0	=
The comfort of the seating area	1031	76	16	8	71	-1	=	-2	=
The ease of being able to get on and off	1044	85	11	4	81	1	=	3	=
Your personal security whilst on board	999	81	17	2	75	1	=	1	=
The cleanliness of the inside	1063	76	16	9	69	-5	↓	-2	=
The cleanliness of the outside	916	70	22	8	63	-8	↓	-3	=
The availability of staff	913	63	26	11	57	2	=	2	=
How well train company deals with delays	132	37	36	27	33	7	=	-1	=

Improved ↑
 Unchanged =
 Declined ↓

Gatwick Express

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	526	93	5	2	84	-1	=	1	=
STATION FACILITIES									
Ticket buying facilities	278	74	16	10	79	2	=	-2	=
Provision of information about train times/platforms	477	86	10	3	79	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	483	67	25	8	69	-2	=	-3	=
Cleanliness	491	71	21	8	71	1	=	-1	=
The facilities and services	402	70	19	12	44	0	=	-6	=
The attitudes and helpfulness of the staff	323	68	25	7	72	-1	=	-1	=
Connections with other forms of public transport	424	84	10	5	67	-3	=	-4	=
Facilities for car parking	109	39	24	36	49	1	=	-9	=
Overall environment	503	72	23	6	67	0	=	1	=
Your personal security whilst using	424	72	27	1	65	6	=	7	=
The availability of staff	395	51	35	14	60	-7	=	-9	↓
How request to station staff was handled	82	83	6	11	87	-4	=	-8	=
TRAIN FACILITIES									
The frequency of the trains on that route	524	96	2	2	81	-1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	510	96	2	1	83	1	=	2	=
The length of time the journey was scheduled to take (speed)	505	93	5	2	89	-2	=	-3	=
Connections with other train services	254	82	14	4	74	0	=	6	=
The value for money for the price of your ticket	495	38	27	35	56	-9	↓	0	=
Up keep and repair of the train	523	74	14	12	68	-4	=	-8	↓
The provision of information during the journey	459	80	17	3	67	-5	=	-2	=
The helpfulness and attitude of staff on train	414	78	19	3	69	-5	=	-4	=
The space for luggage	469	79	12	8	57	2	=	2	=
The toilet facilities	243	63	24	13	36	-11	↓	-8	=
Sufficient room for all passengers to sit/stand	507	87	9	3	70	1	=	-1	=
The comfort of the seating area	522	84	15	2	71	-4	=	-5	=
The ease of being able to get on and off	516	90	9	1	81	-2	=	-1	=
Your personal security whilst on board	480	85	15	1	75	-4	=	-3	=
The cleanliness of the inside	529	87	9	5	69	-1	=	-1	=
The cleanliness of the outside	461	81	14	5	63	-7	↓	-2	=
The availability of staff	435	71	24	5	57	-5	=	0	=
How well train company deals with delays	23	13	25	62	33	-14	=	-17	=

Improved ↑
 Unchanged =
 Declined ↓

Merseyrail

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	496	88	7	5	84	1	=	0	=
STATION FACILITIES									
Ticket buying facilities	318	80	15	6	79	4	=	3	=
Provision of information about train times/platforms	440	75	13	12	79	3	=	-1	=
The upkeep/repair of the station buildings/platforms	447	58	20	22	69	-2	=	0	=
Cleanliness	455	61	20	19	71	-4	=	-2	=
The facilities and services	362	23	21	55	44	-9	↓	-7	=
The attitudes and helpfulness of the staff	398	70	19	11	72	-4	=	-6	=
Connections with other forms of public transport	328	59	22	19	67	1	=	-8	=
Facilities for car parking	269	52	11	37	49	6	=	-7	=
Overall environment	479	57	22	21	67	-6	=	-1	=
Your personal security whilst using	438	53	31	16	65	-7	=	-9	↓
The availability of staff	444	59	25	16	60	-3	=	-8	↓
How request to station staff was handled	40	75	14	11	87	-17	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	496	91	5	4	81	5	↑	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	484	86	7	7	83	0	=	-1	=
The length of time the journey was scheduled to take (speed)	469	92	6	2	89	2	=	-1	=
Connections with other train services	200	76	20	4	74	1	=	-9	=
The value for money for the price of your ticket	421	64	17	19	56	-2	=	4	=
Up keep and repair of the train	474	76	16	9	68	0	=	-6	=
The provision of information during the journey	455	81	14	5	67	-3	=	-5	=
The helpfulness and attitude of staff on train	253	47	39	14	69	-8	=	-19	↓
The space for luggage	338	52	26	23	57	1	=	1	=
The toilet facilities	178	11	12	77	36	-1	=	-4	=
Sufficient room for all passengers to sit/stand	463	72	16	12	70	5	=	-1	=
The comfort of the seating area	481	80	14	7	71	6	=	-3	=
The ease of being able to get on and off	482	84	11	5	81	4	=	-4	=
Your personal security whilst on board	456	65	25	10	75	2	=	-2	=
The cleanliness of the inside	497	69	17	14	69	2	=	-4	=
The cleanliness of the outside	444	55	25	20	63	-6	=	-4	=
The availability of staff	368	35	34	30	57	-1	=	-1	=
How well train company deals with delays	43	32	33	35	33	-22	=	-9	=

Improved ↑
 Unchanged =
 Declined ↓

Northern Rail

Spring 2008

Improvement/decline in %
satisfied or good since
Autumn 2007

Improvement/decline in %
satisfied or good since
Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1041	79	13	8	84	0	=	3	=	
STATION FACILITIES										
Ticket buying facilities	609	78	11	11	79	4	=	9	↑	
Provision of information about train times/platforms	997	80	11	9	79	3	=	6	↑	
The upkeep/repair of the station buildings/platforms	989	72	16	12	69	2	=	8	↑	
Cleanliness	987	75	14	11	71	3	=	11	↑	
The facilities and services	888	49	15	36	44	0	=	2	=	
The attitudes and helpfulness of the staff	776	74	17	10	72	4	=	7	↑	
Connections with other forms of public transport	747	72	15	12	67	5	↑	10	↑	
Facilities for car parking	495	53	17	31	49	-1	=	7	↑	
Overall environment	1027	70	20	10	67	1	=	11	↑	
Your personal security whilst using	936	66	25	9	65	4	=	9	↑	
The availability of staff	889	61	20	20	60	4	=	6	=	
How request to station staff was handled	161	90	5	5	87	10	↑	15	↑	
TRAIN FACILITIES										
The frequency of the trains on that route	1036	74	8	18	81	-1	=	4	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1038	78	7	15	83	0	=	-1	=	
The length of time the journey was scheduled to take (speed)	1024	87	8	5	89	1	=	3	=	
Connections with other train services	534	70	20	10	74	-4	=	9	↑	
The value for money for the price of your ticket	950	58	18	24	56	-4	=	0	=	
Up keep and repair of the train	1017	55	21	24	68	1	=	3	=	
The provision of information during the journey	869	57	24	20	67	3	=	1	=	
The helpfulness and attitude of staff on train	768	70	23	7	69	0	=	-3	=	
The space for luggage	749	55	20	25	57	4	=	-1	=	
The toilet facilities	455	40	17	42	36	5	=	0	=	
Sufficient room for all passengers to sit/stand	1024	66	13	21	70	1	=	4	=	
The comfort of the seating area	1008	60	21	18	71	-2	=	-1	=	
The ease of being able to get on and off	1033	75	16	10	81	-2	=	1	=	
Your personal security whilst on board	977	71	22	7	75	-1	=	1	=	
The cleanliness of the inside	1047	60	17	23	69	2	=	1	=	
The cleanliness of the outside	939	59	23	19	63	0	=	10	↑	
The availability of staff	912	55	26	20	57	-1	=	0	=	
How well train company deals with delays	211	31	38	31	33	-4	=	8	=	

Percentage of passengers satisfied 2003-2008

Chart 4.1a **National and sector levels**

Percentage of passengers satisfied 2003 to 2008

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

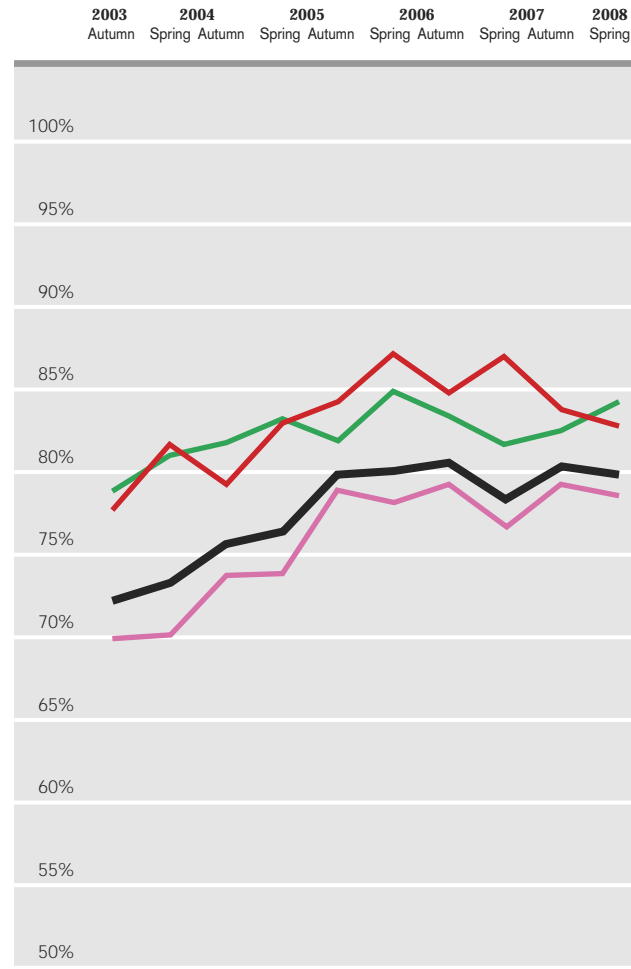


Chart 4.1b **Long distance operators**

Percentage of passengers satisfied 2003 to 2008

■ CrossCountry ■ National Express East Coast
■ East Midlands Trains ■ Virgin Trains
■ First TransPennine Express ■ Long distance sector

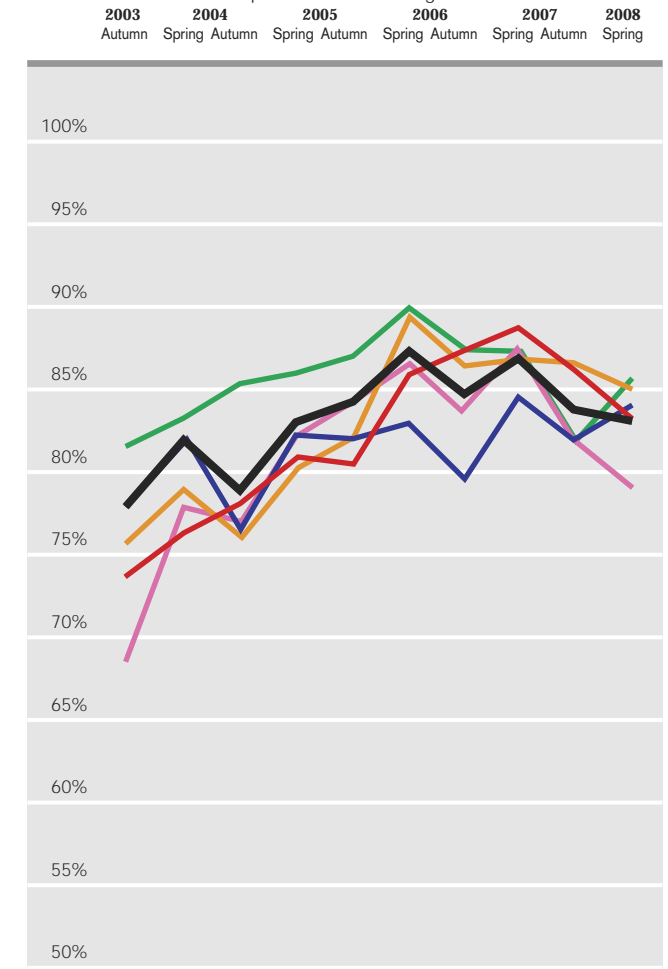


Chart 4.1c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

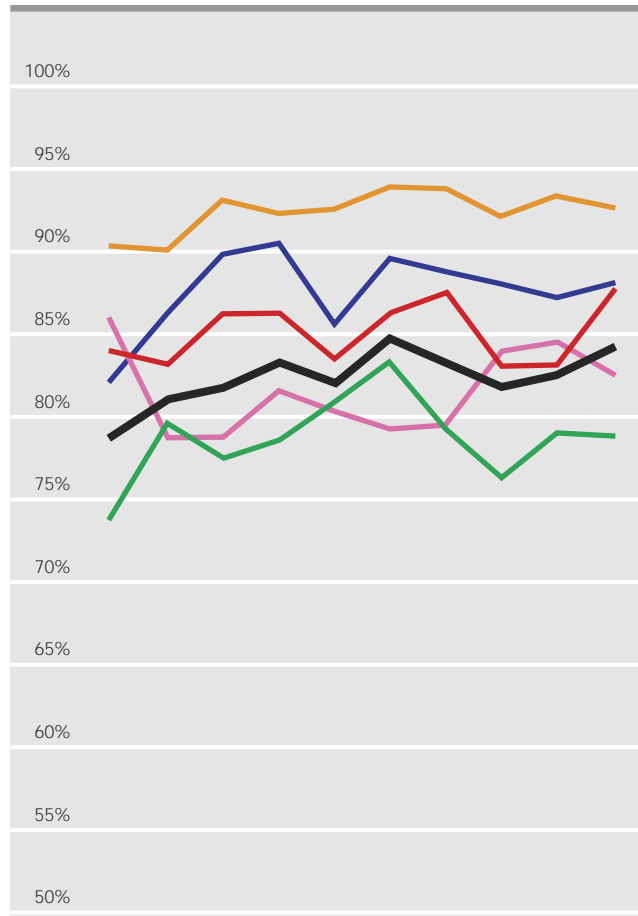
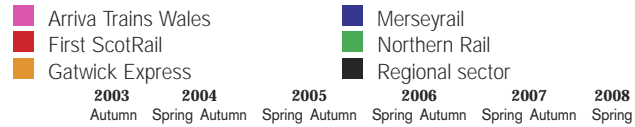


Chart 4.1d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

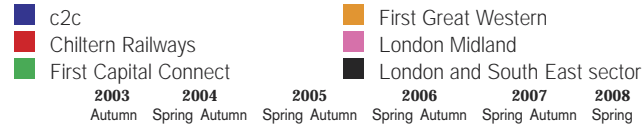


Chart 4.1e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

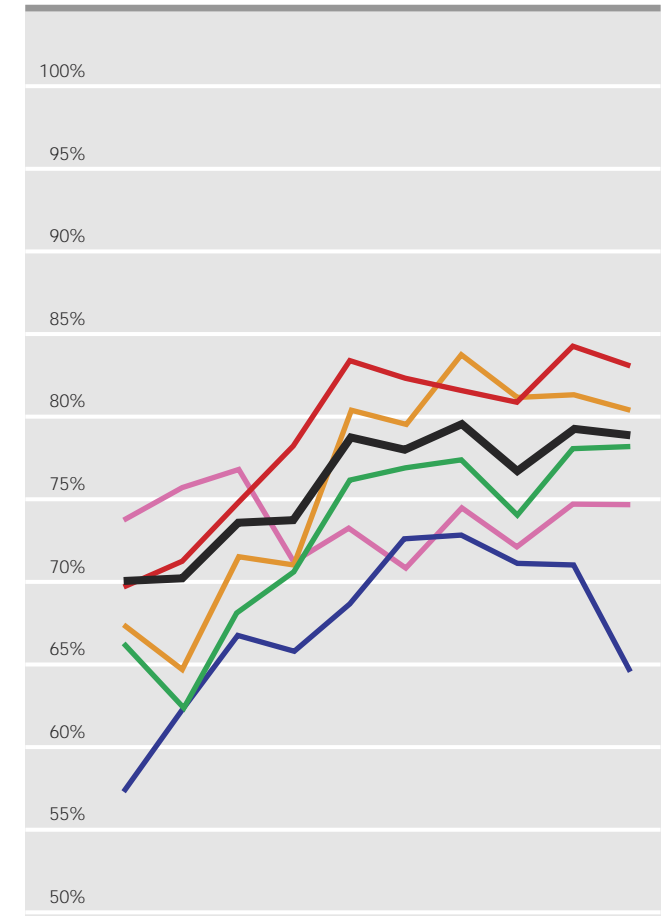
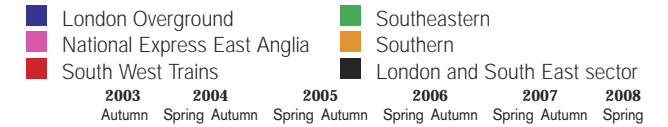


Chart 4.2a **National and sector level**

Percentage of passengers satisfied 2003 to 2008

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



Chart 4.2b **Long distance operators**

Percentage of passengers satisfied 2003 to 2008

- CrossCountry
- East Midlands Trains
- First TrainsPennine Express
- National Express East Coast
- Virgin Trains
- Long distance sector

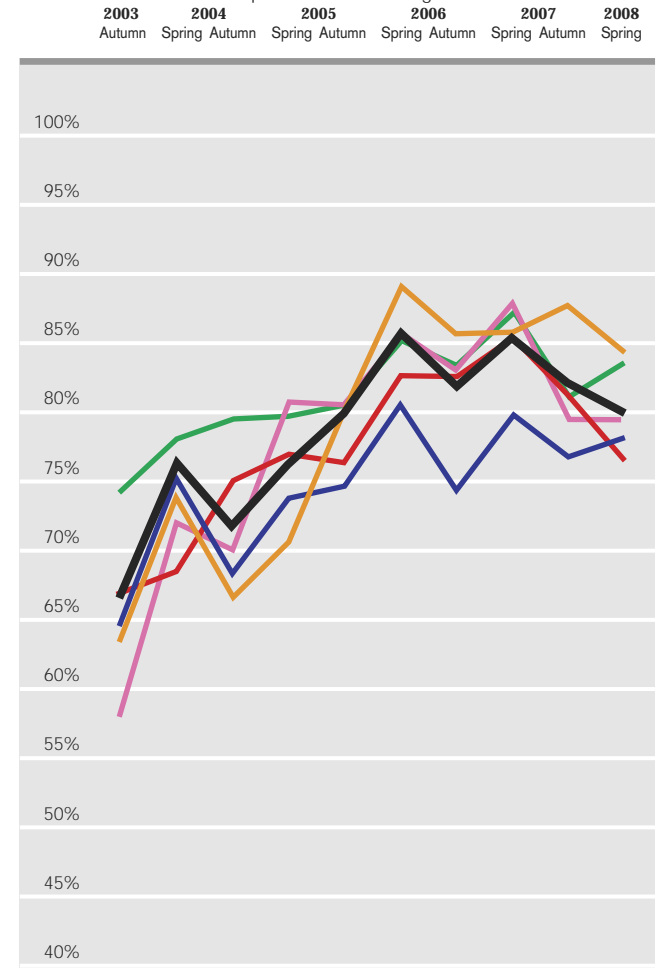


Chart 4.2c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

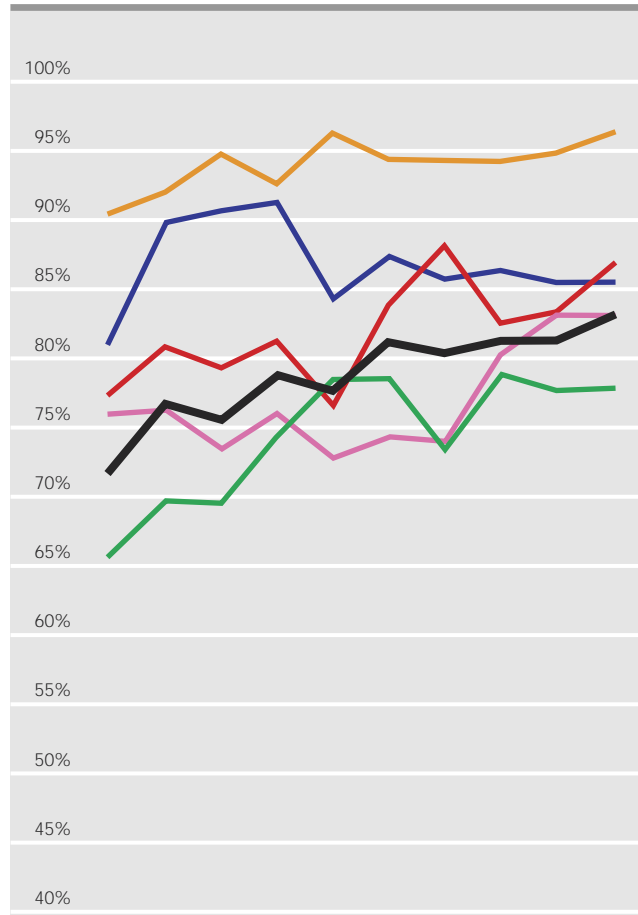
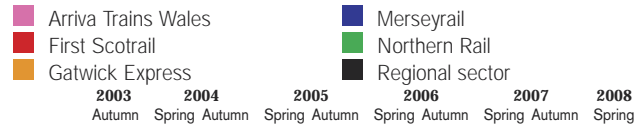


Chart 4.2d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

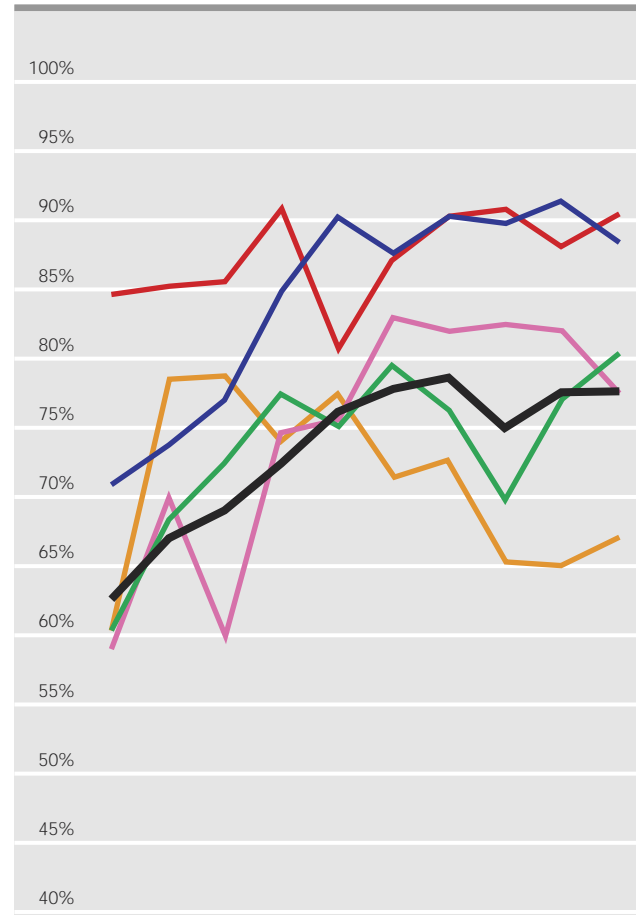
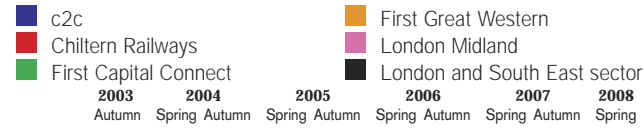


Chart 4.2e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

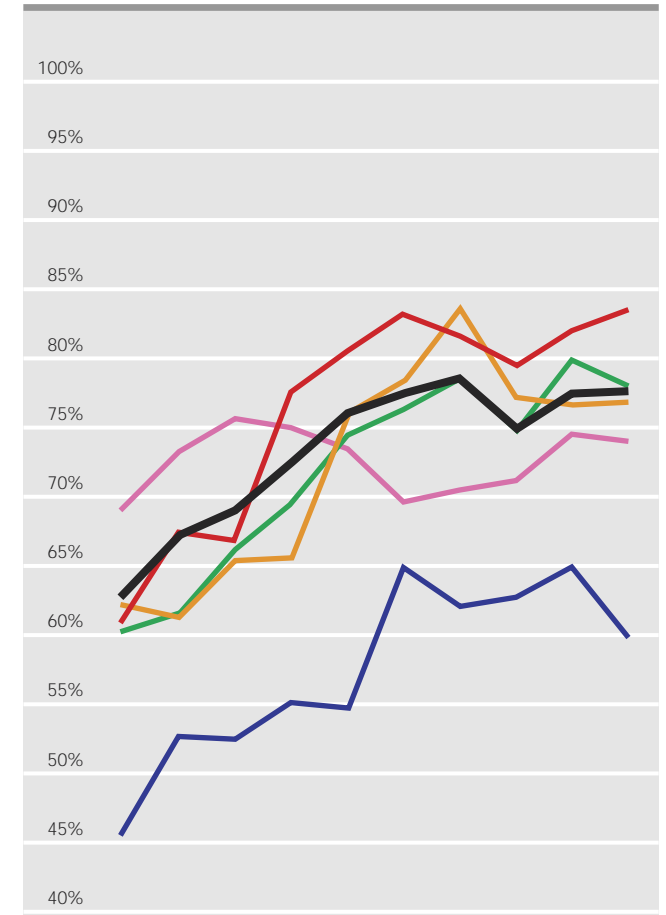
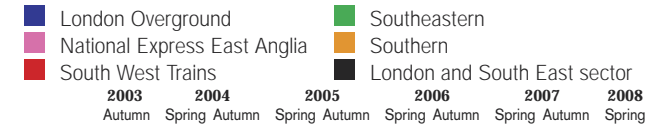


Chart 4.3a National and sector level
Percentage of passengers satisfied 2003 to 2008

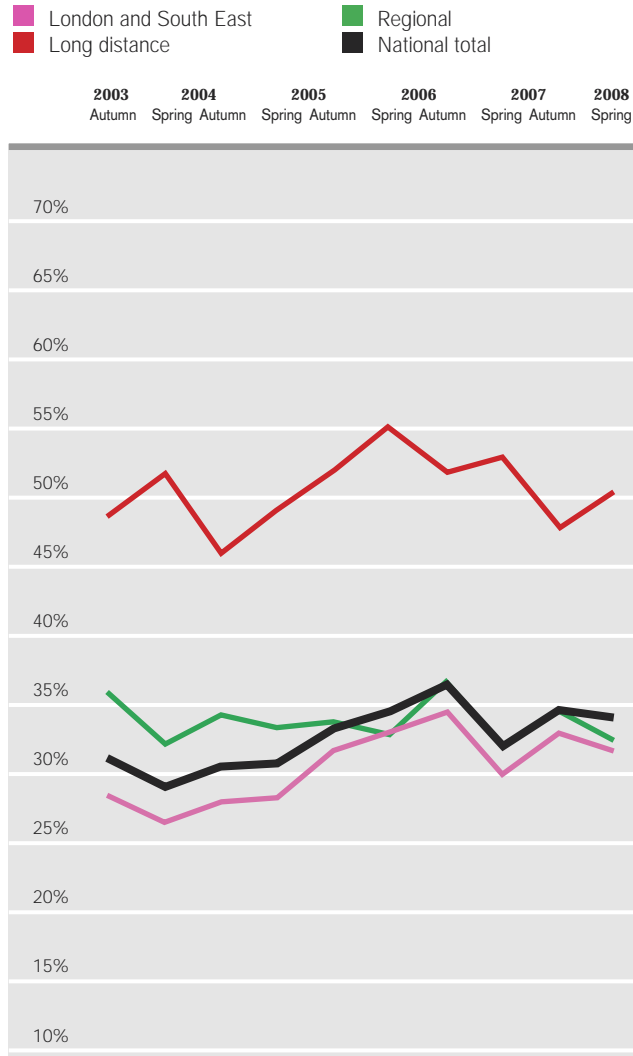


Chart 4.3b Long distance operators
Percentage of passengers satisfied 2003 to 2008

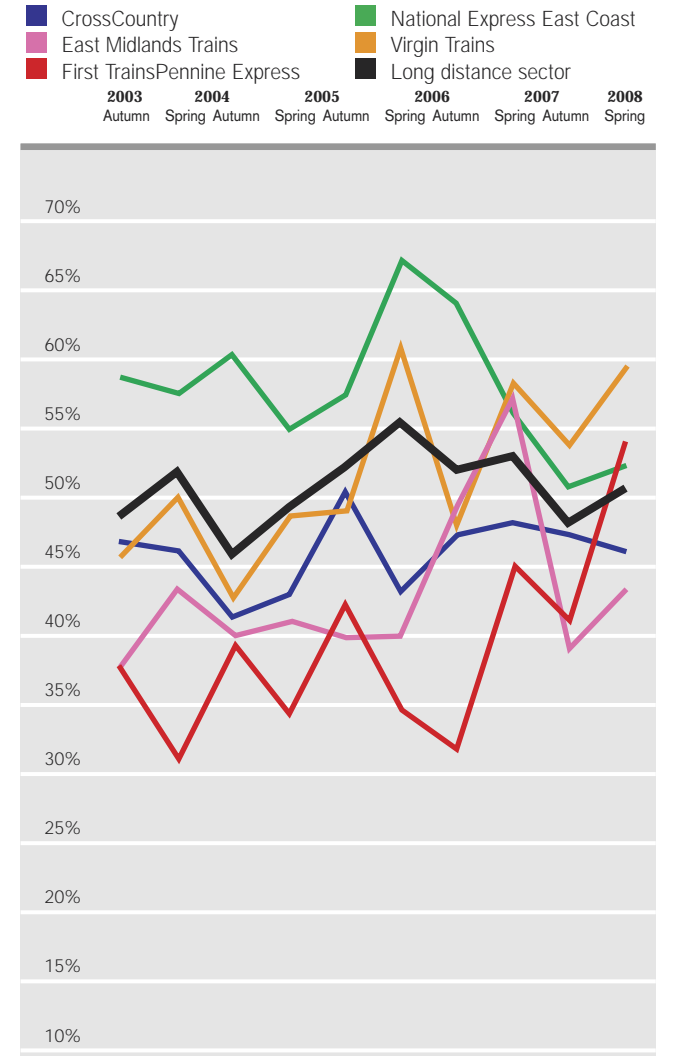


Chart 4.3c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

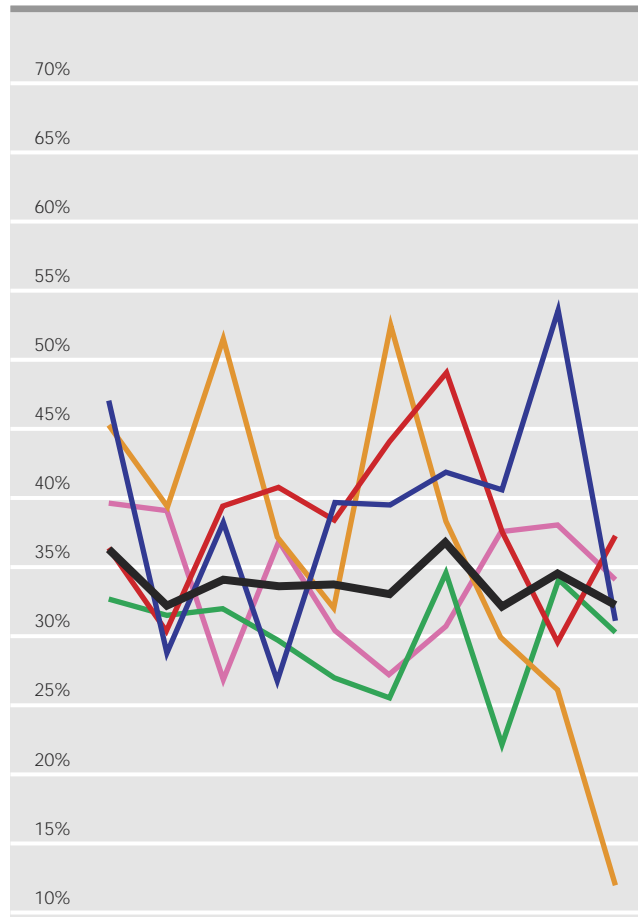
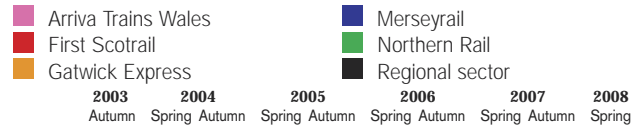


Chart 4.3d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

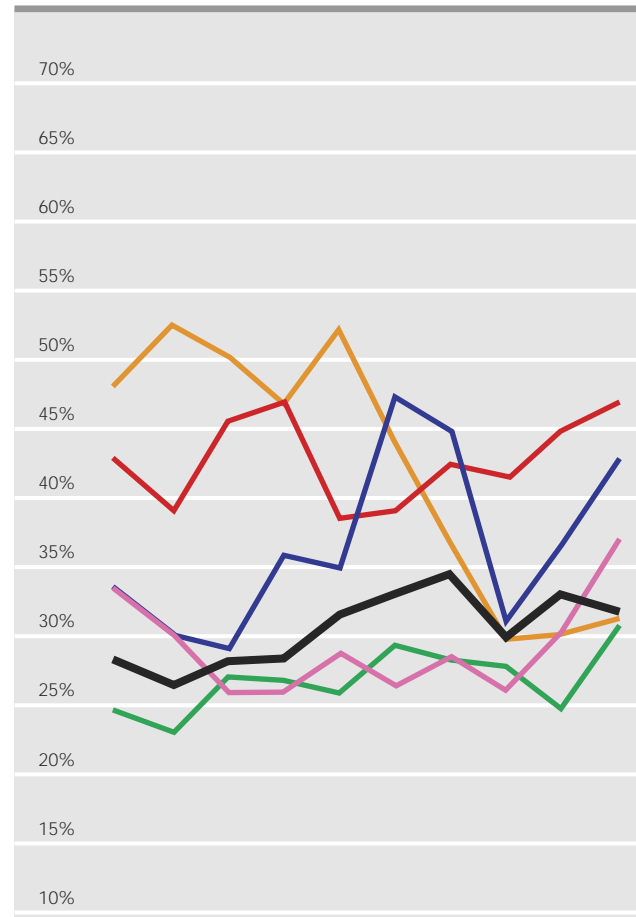
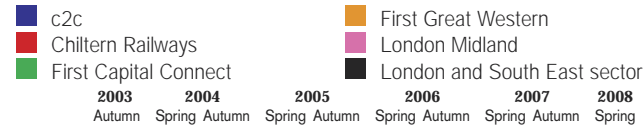


Chart 4.3e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

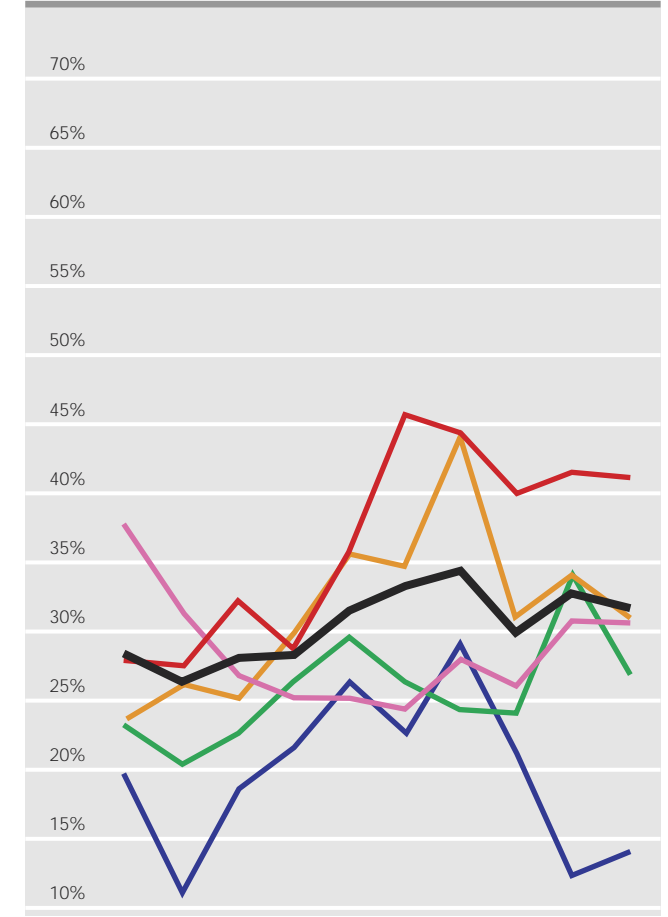
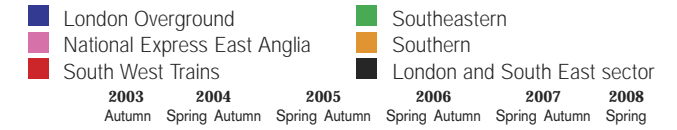


Chart 4.4a **National and sector level**
Percentage of passengers satisfied 2003 to 2008

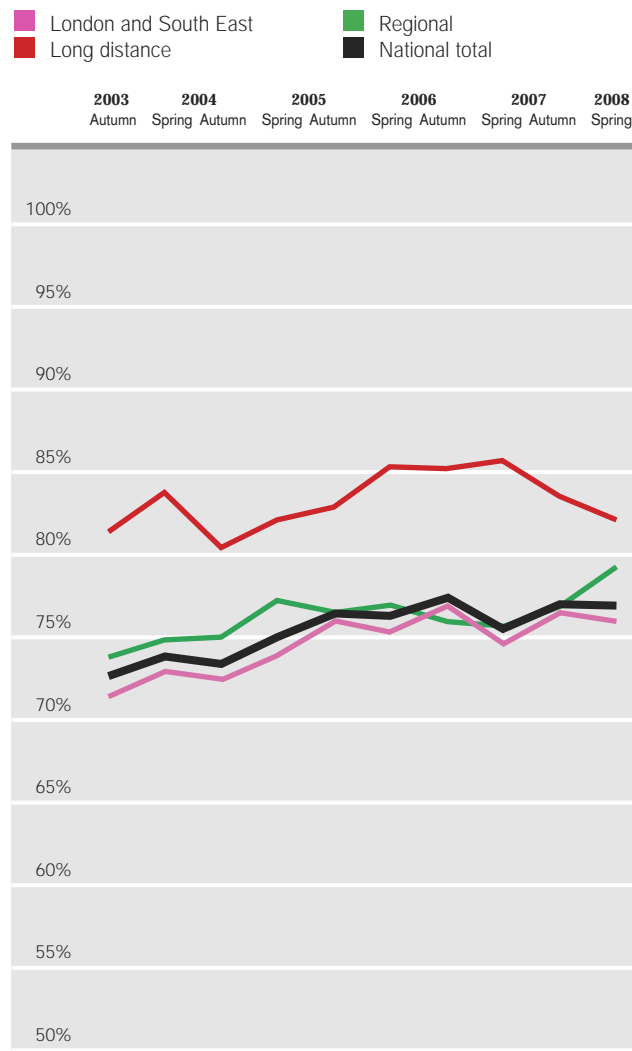


Chart 4.4b **Long distance operators**
Percentage of passengers satisfied 2003 to 2008

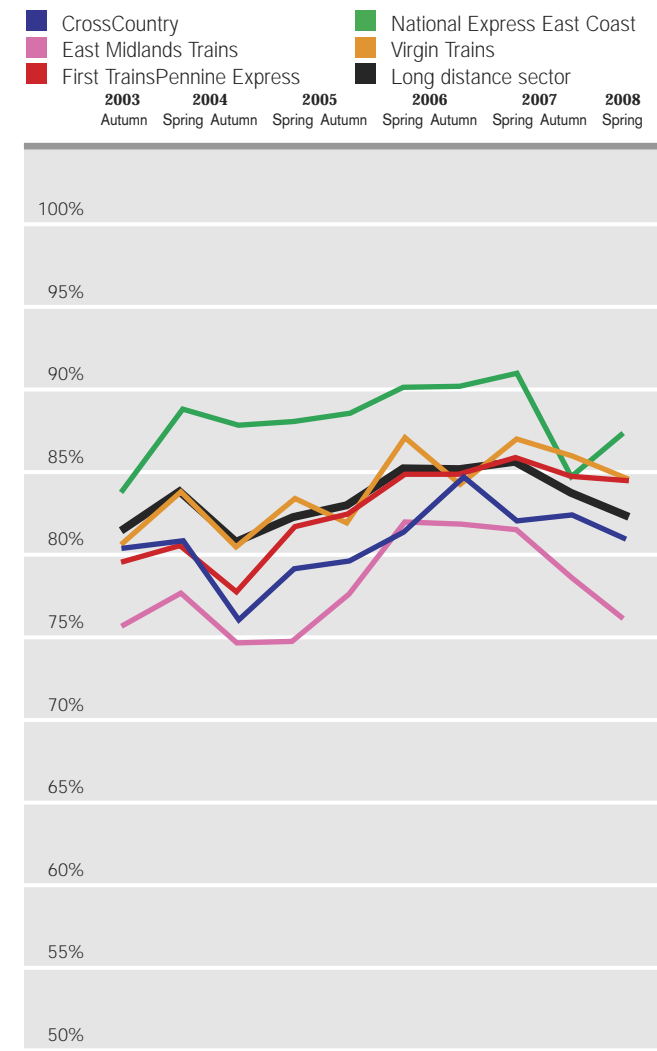


Chart 4.4c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

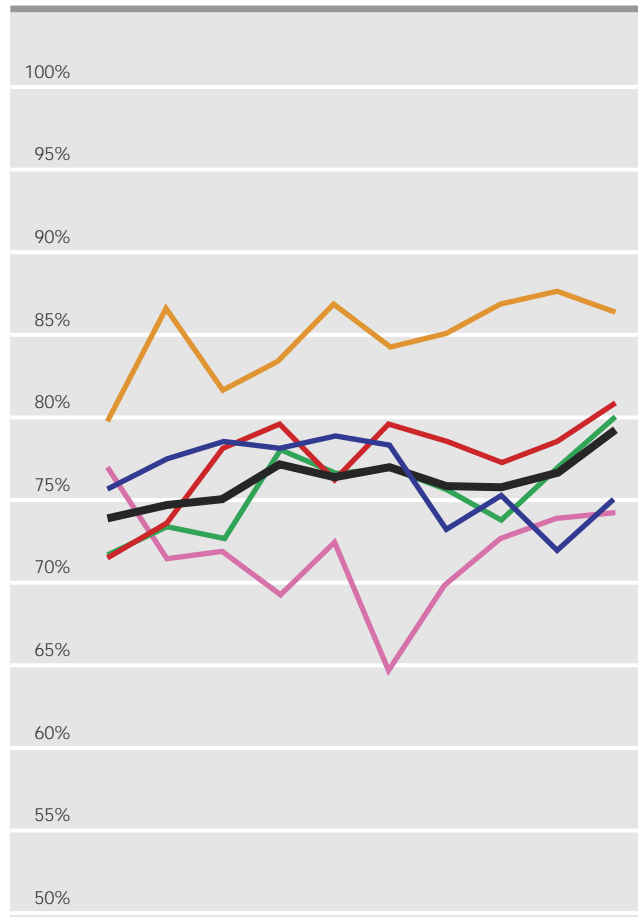
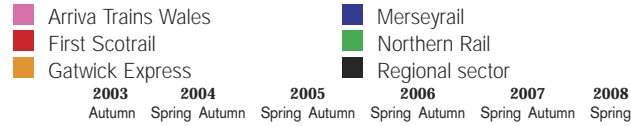


Chart 4.4d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

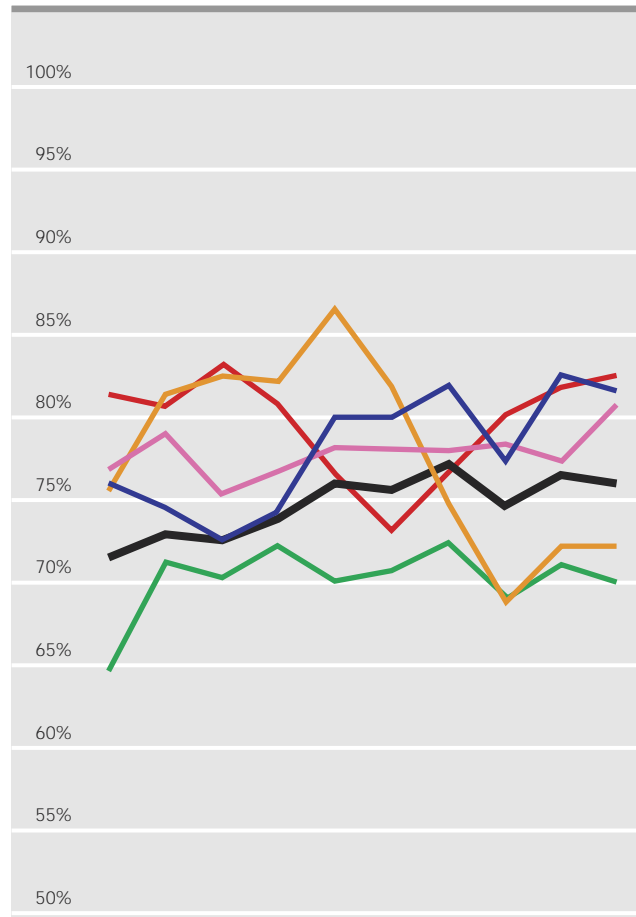
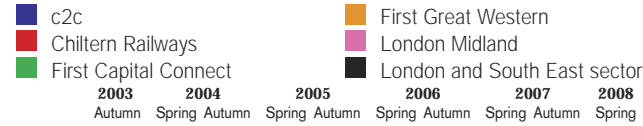


Chart 4.4e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

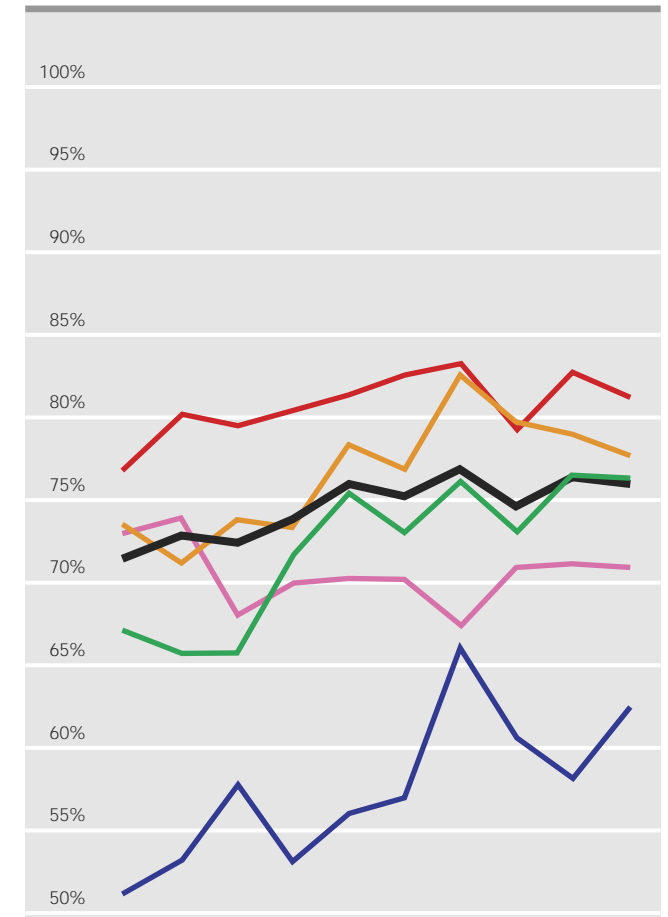
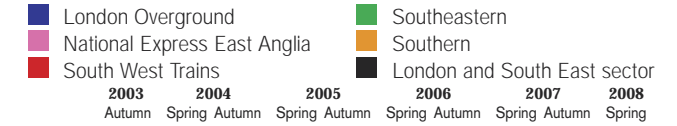


Chart 4.5a **National and sector level**
Percentage of passengers satisfied 2003 to 2008

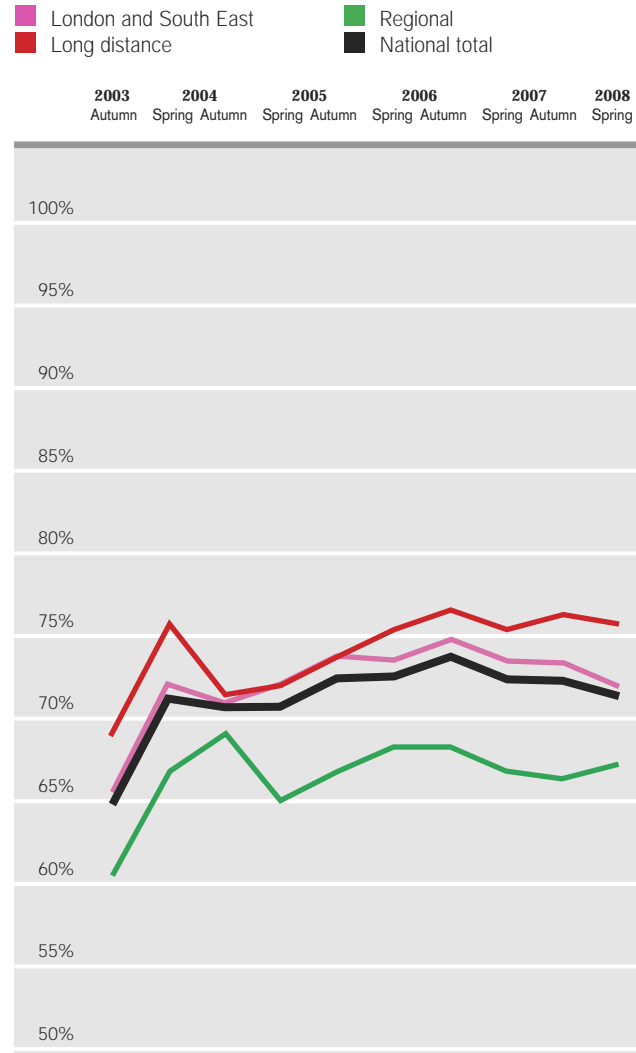


Chart 4.5b **Long distance operators**
Percentage of passengers satisfied 2003 to 2008

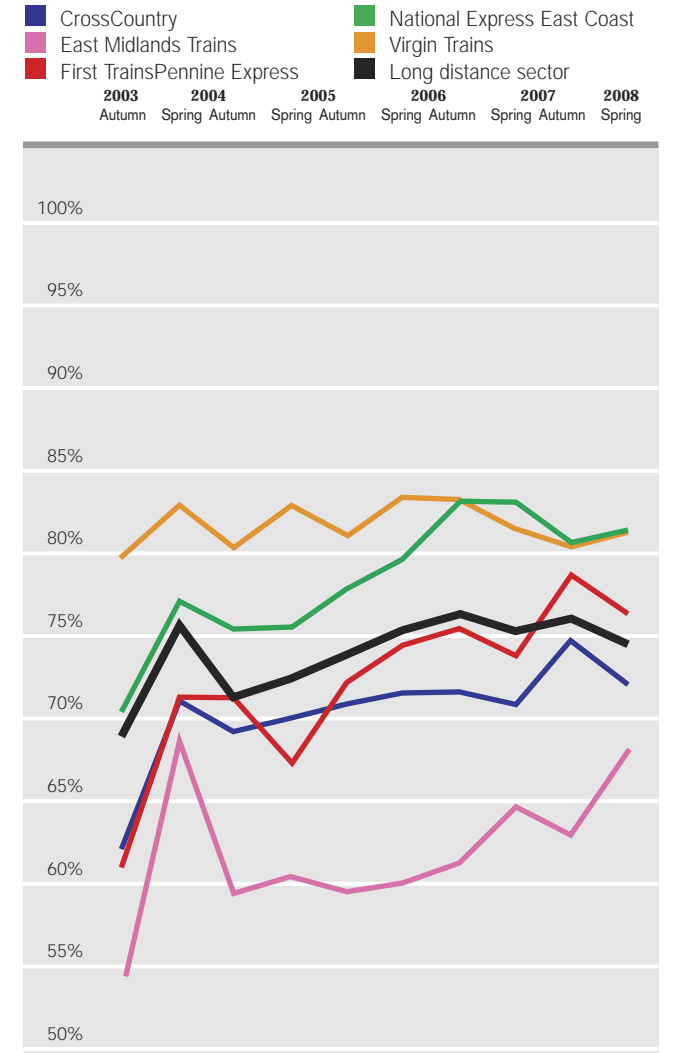


Chart 4.5c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

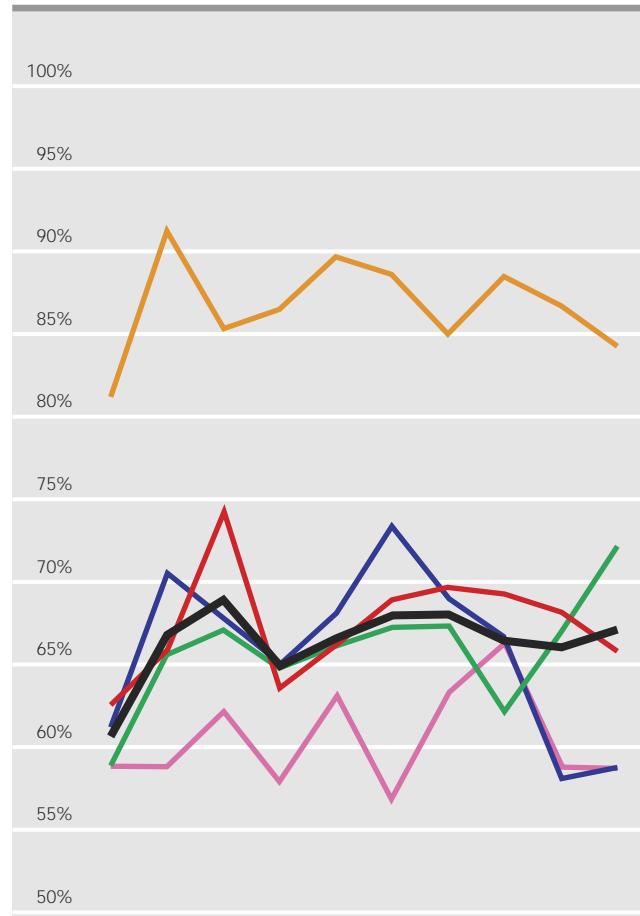
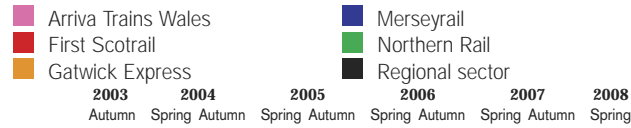


Chart 4.5d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

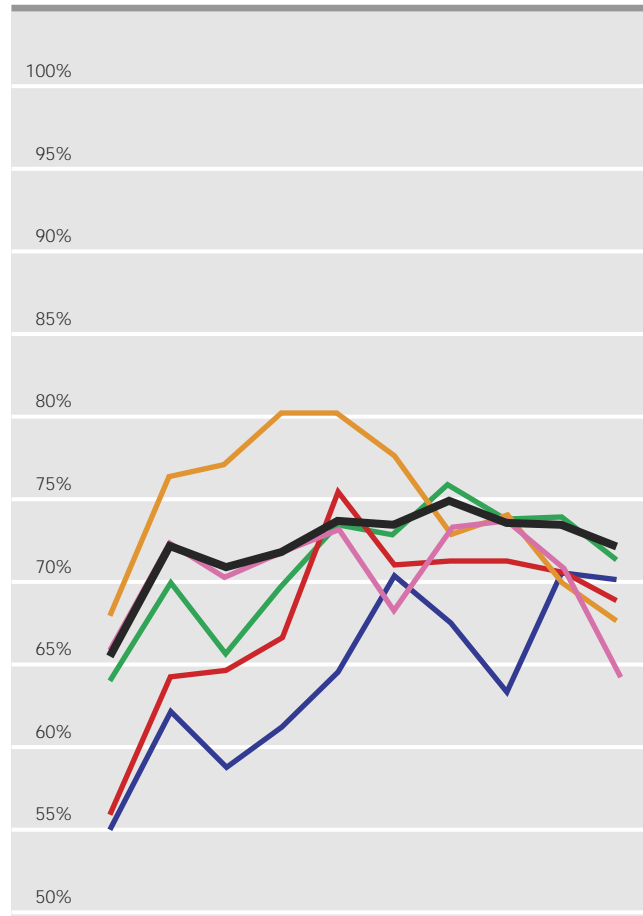
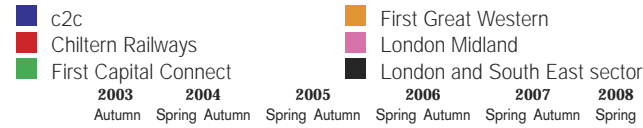


Chart 4.5e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

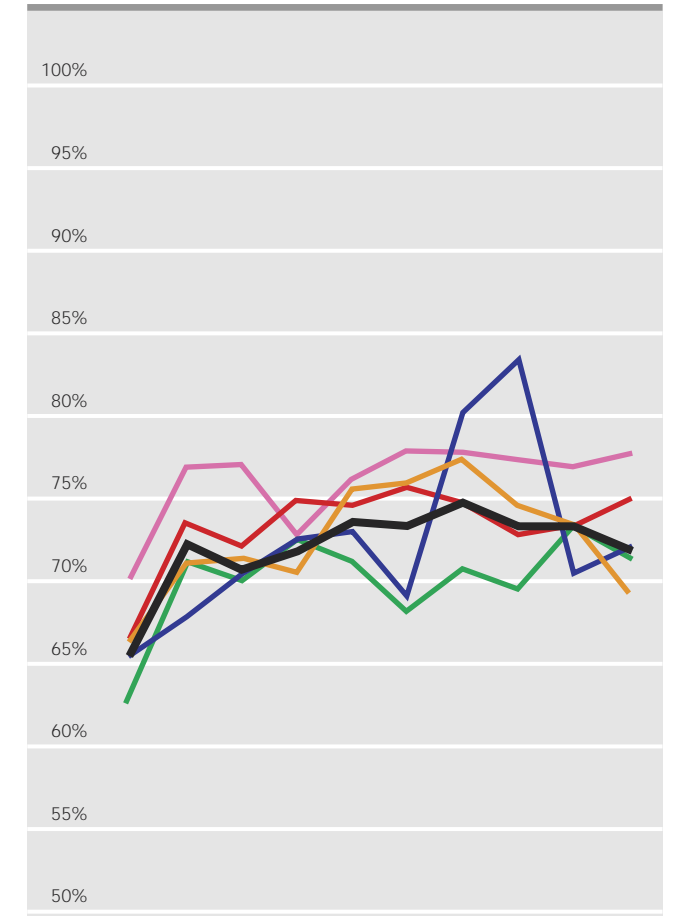
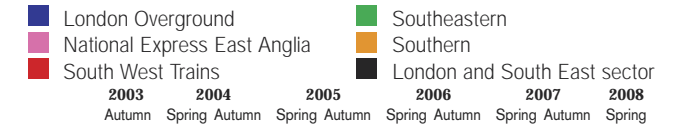


Chart 4.6a **National and sector level**

Percentage of passengers satisfied 2003 to 2008

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

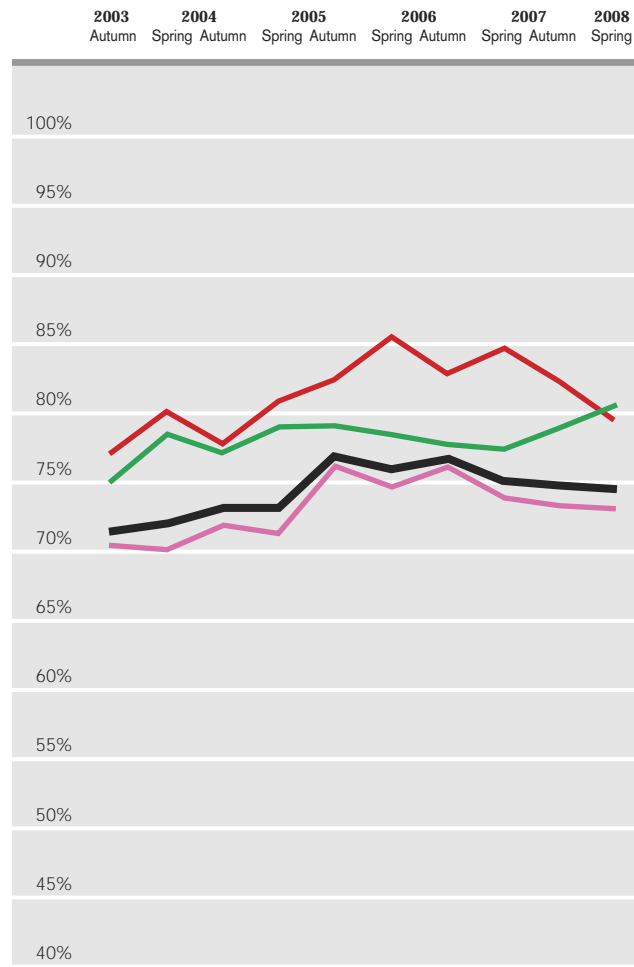


Chart 4.6b **Long distance operators**

Percentage of passengers satisfied 2003 to 2008

- CrossCountry
- East Midlands Trains
- First Trains
- National Express East Coast
- Virgin Trains
- Long distance sector

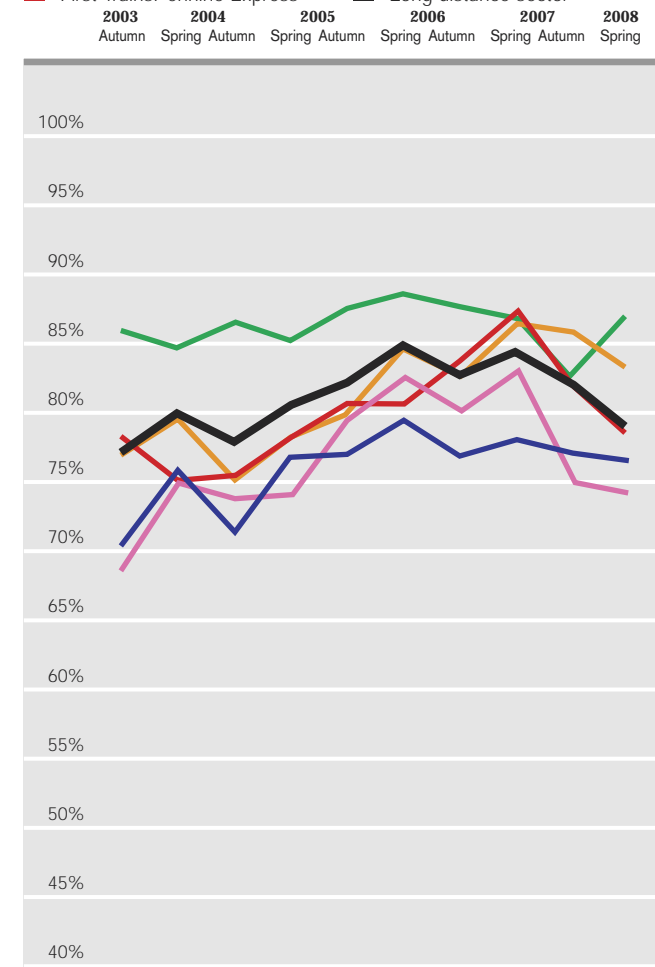


Chart 4.6c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

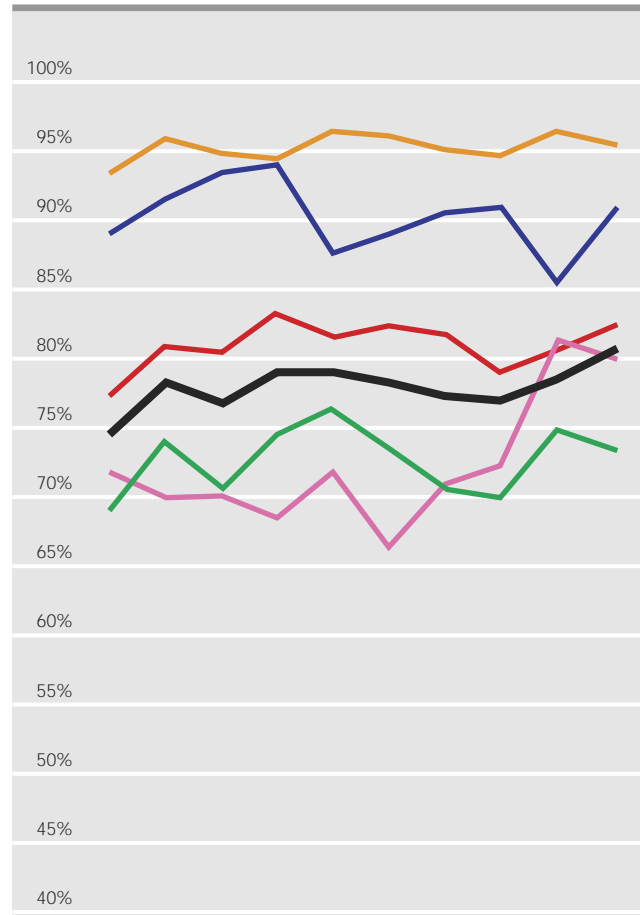
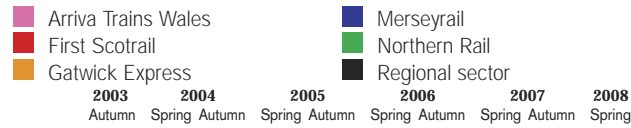


Chart 4.6d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

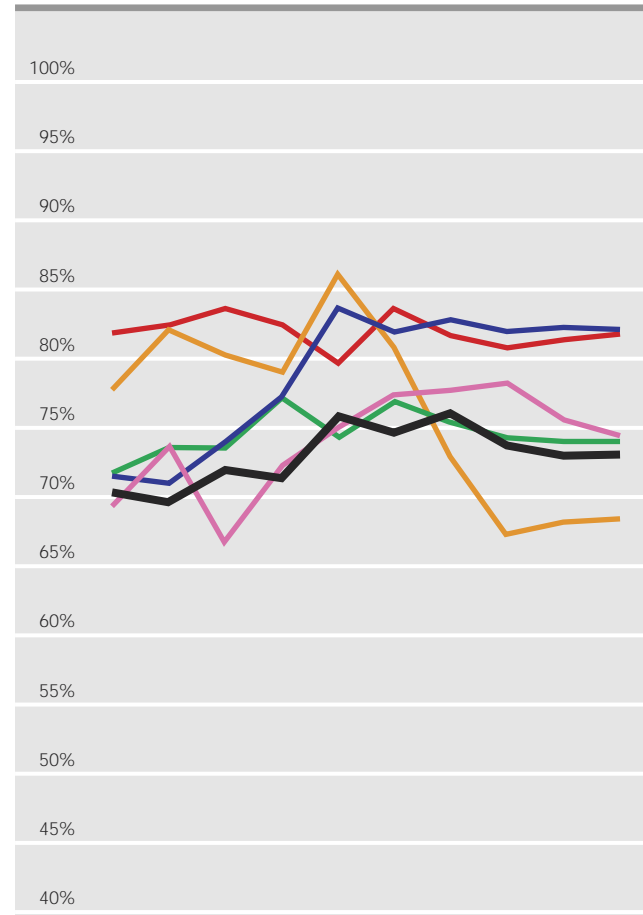
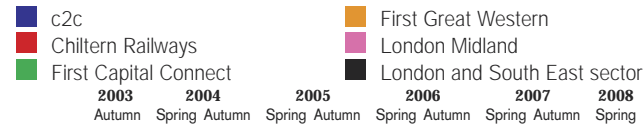


Chart 4.6e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

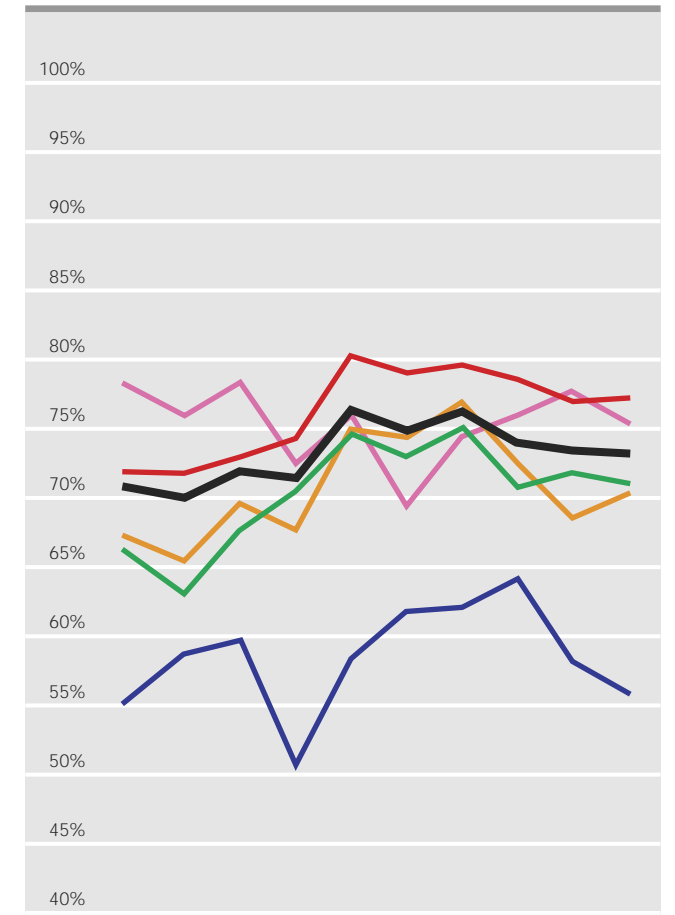
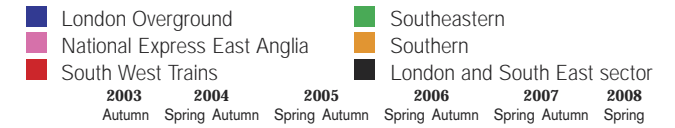


Chart 4.7a National and sector level

Percentage of passengers satisfied 2003 to 2008

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

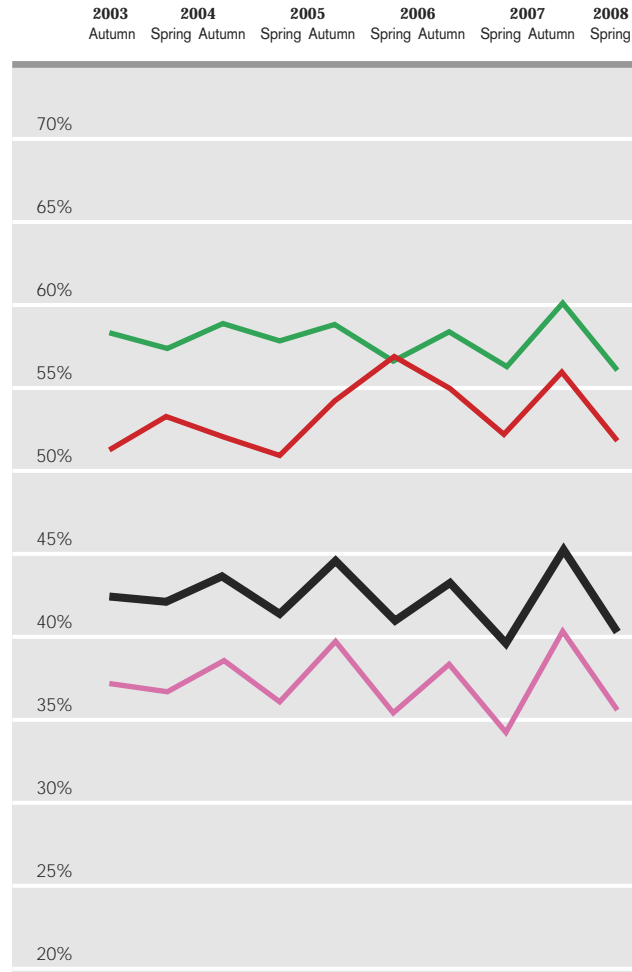


Chart 4.7b Long distance operators

Percentage of passengers satisfied 2003 to 2008

- CrossCountry
- East Midlands Trains
- First Trains
- National Express East Coast
- Virgin Trains
- Long distance sector

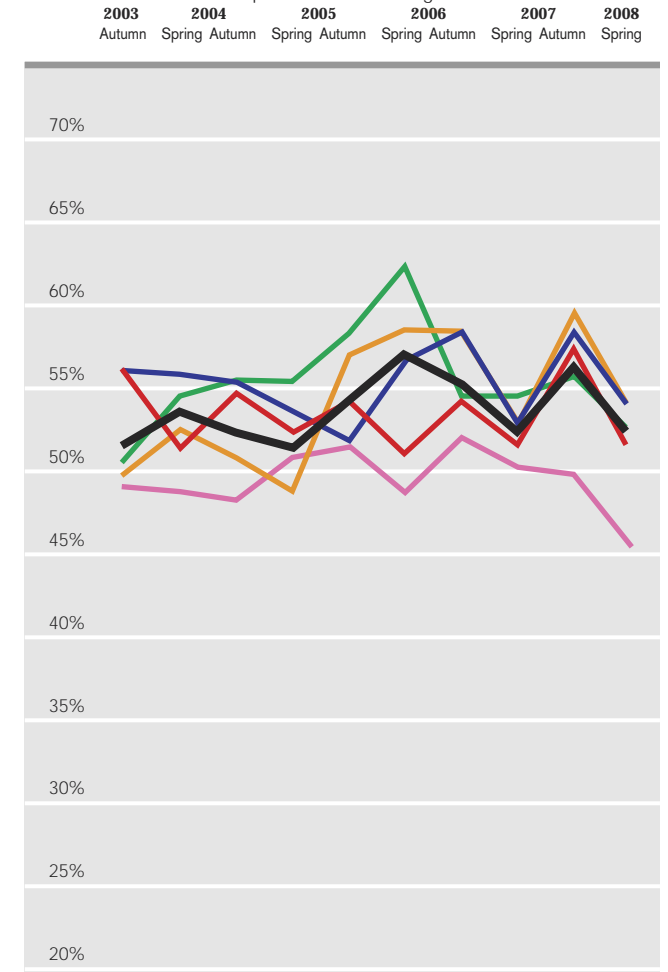


Chart 4.7c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

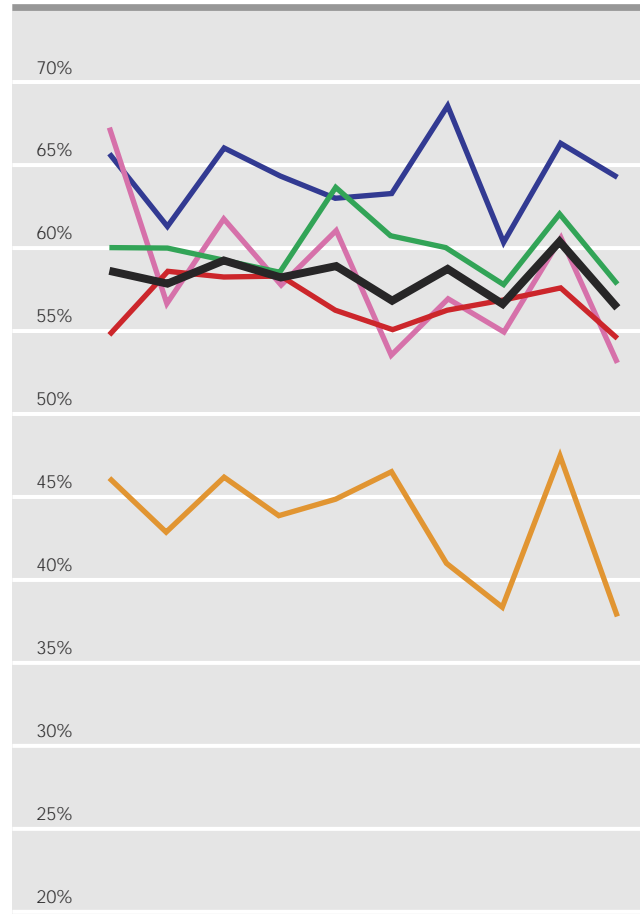
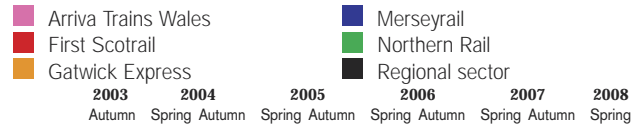


Chart 4.7d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

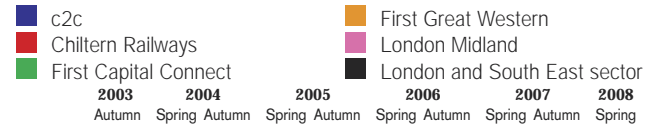


Chart 4.7e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008

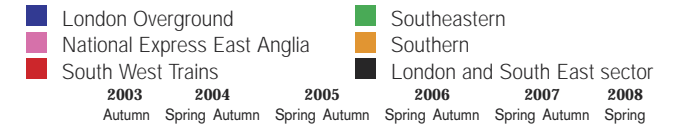


Chart 4.8a **National and sector level**
Percentage of passengers satisfied 2003 to 2008

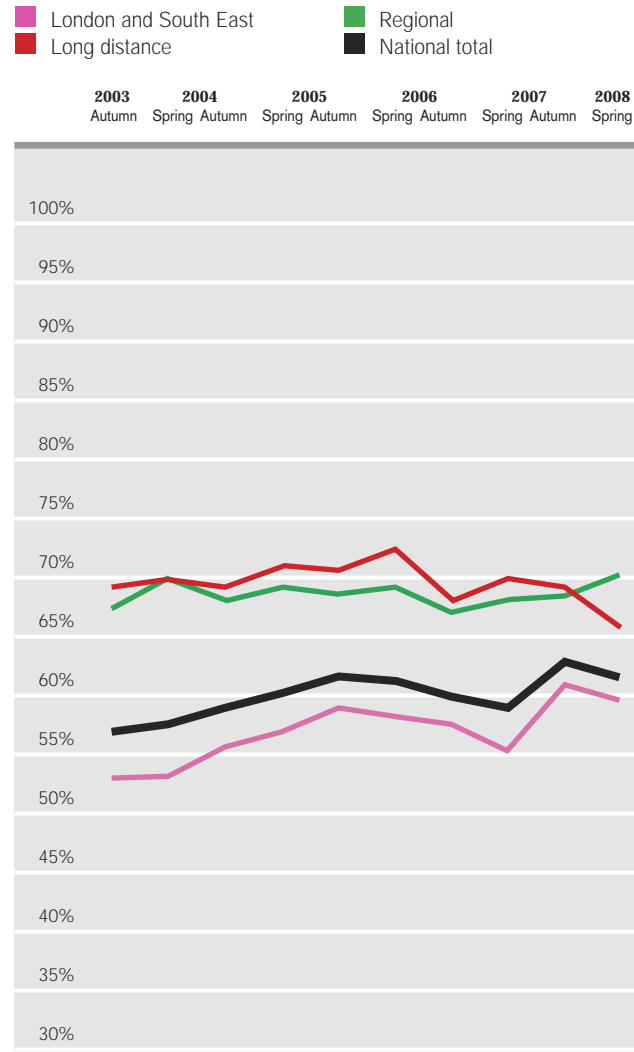


Chart 4.8b **Long distance operators**
Percentage of passengers satisfied 2003 to 2008

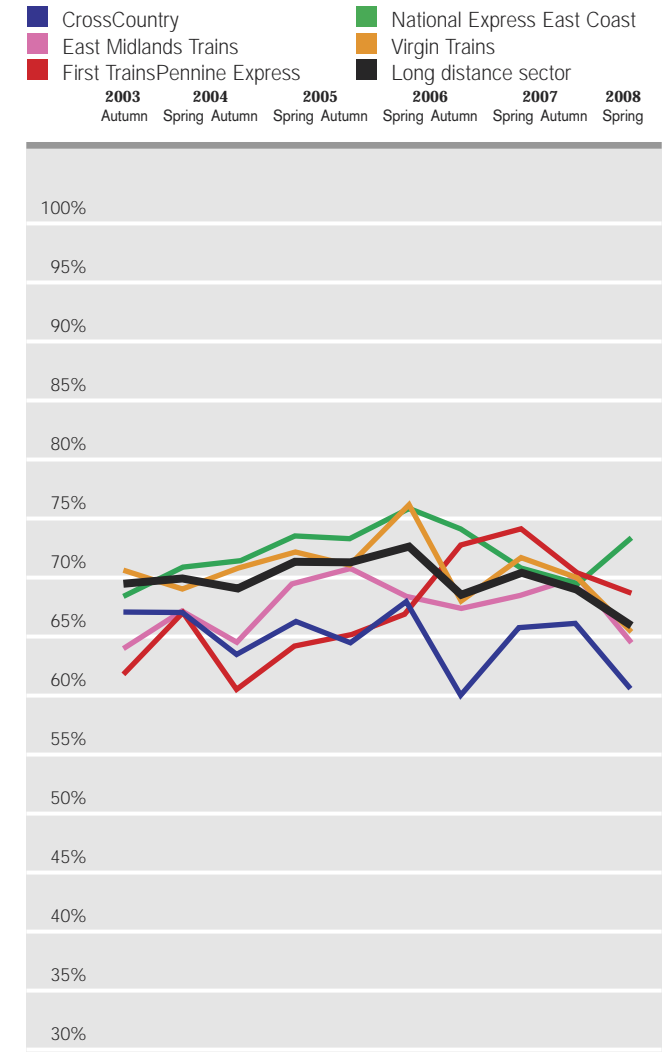


Chart 4.8c **Regional operators**

Percentage of passengers satisfied 2003 to 2008

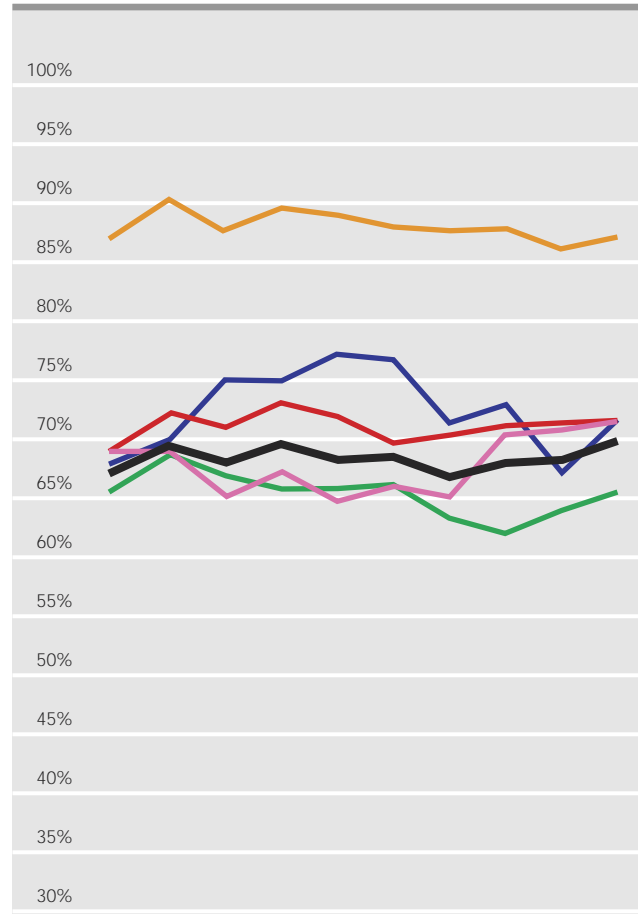
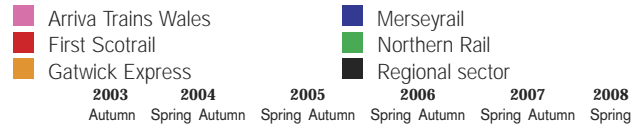


Chart 4.8d **London and South East operators (part one)**

Percentage of passengers satisfied 2003 to 2008

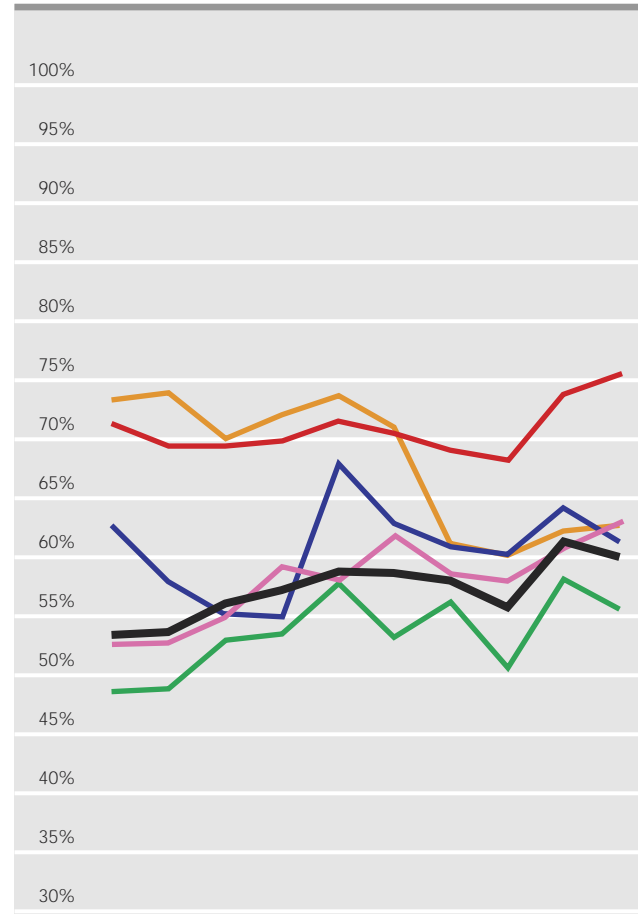
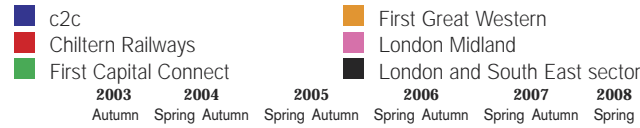
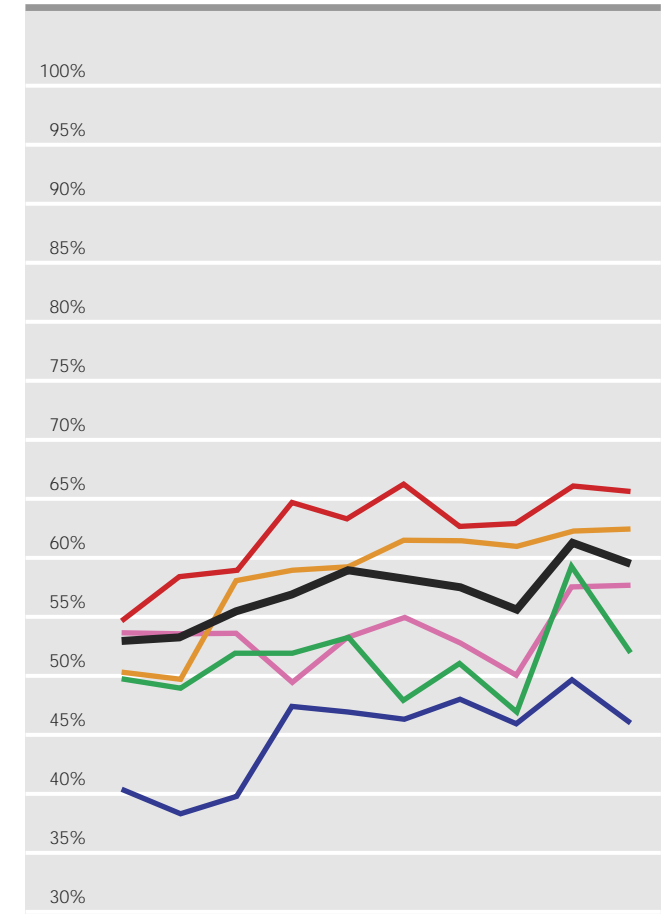
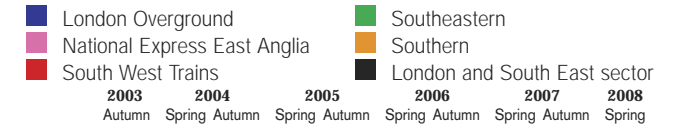


Chart 4.8e **London and South East operators (part two)**

Percentage of passengers satisfied 2003 to 2008



Technical appendix

Appendix

Questionnaires are handed out at stations to passengers 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 Gatwick and Heathrow Airports and for some shifts at certain London termini, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on 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 is compiled to provide a national sample.

Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October). Up to Spring 2003, fieldwork took place over three weeks. In Autumn 2003, the fieldwork was extended to an 11 week period to provide a better representation of journeys (though in spring 2008 the fieldwork period was shorter because Easter was unusually early).

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

The data for number of journeys and profiles by these variables were 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.

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

For the autumn 2007 survey about 100 NPS shifts were moved from the morning peak to the evening peak. Shifts were also staggered for the first time so that they started every hour as opposed to every three hours. For example morning shifts that were previously 7am-10am and then 10am-1pm were changed to 7am-10am, 8am-11am,

9am-12pm, etc. This methodology gives a better representation of passenger opinions of their journey.

If you would like to know more about how the survey is carried out or how data is compiled including more details of methodology and a detailed survey overview document, 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

CrossCountry¹
 East Midlands Trains¹
 First TransPennine Express (FTPE)
 GNER²
 Midland Mainline³
 National Express East Coast⁴
 Virgin CrossCountry³
 Virgin Trains⁵

London and South East operators

c2c
 Chiltern Railways
 First Capital Connect
 First Great Western
 London Midland¹
 London Overground¹
 National Express East Anglia⁶
 Silverlink³
 Southeastern
 South West Trains
 Southern

Regional operators

Arriva Trains Wales
 Central Trains³
 First ScotRail
 Gatwick Express⁷
 Merseyrail
 Northern Rail

¹ From Spring 2008 survey (new franchises from 11 November 2007)

² Up to Autumn 2007 survey (franchise existed up to 8 December 2007)

³ Up to Autumn 2007 survey (franchise existed up to 10 November 2007)

⁴ From Spring 2008 survey (new franchise from 9 December 2007)

⁵ Previously 'Virgin West Coast'

⁶ Previously 'One'

⁷ Up to Spring 2008 survey (franchise existed up to 21 June 2008)

Issues affecting the Spring 2008 survey

Wave 18 fieldwork was undertaken between 19 January and 7 March 2008. Top up shifts were run between 8 March and 17 March 2008. The fieldwork period was shorter, and started earlier than the corresponding wave in 2007 because Easter was unusually early.

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

Over-running engineering works led to some weekend disruption.

Six Nations rugby matches caused a couple of alterations to the initial schedule.

Two shifts had to be aborted because the police had closed the station.

Passenger action disrupted train services to such an extent that three shifts (Paddington and Heathrow) had to be aborted and rescheduled.

Planned engineering work required us to reschedule a lot of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open (and served several TOCs), we continued with our intended 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.

Southern has indicated that localised severe weather that was not forecast disrupted some services on one day in late January.

First TransPennine Express has indicated that a number of factors outside their control may have affected their NPS results this wave. This included severe flooding between Leeds and Huddersfield that closed this line for 3 days between 21 January and 24 January 2008, and a freight train that blocked the line between Doncaster and Scunthorpe for 8 days from 25 January 2008.

