



# National Passenger Survey

## Summary Report

### Spring 2011

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

A reply paid envelope is provided for returning questionnaires.

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

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

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

## Spring 2011 (Wave 24)

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

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

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

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

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

## Autumn 2010 (Wave 23)

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

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

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

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

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

### Spring 2010 (Wave 22)

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

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

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

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

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

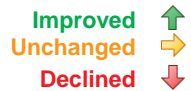
### Autumn 2009 (Wave 21)

Fieldwork was undertaken between 1 September 2009 and 9 November 2009. Top up shifts were run between 10 November and 15 November 2009.

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

Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

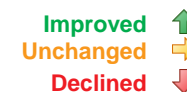
An increase in the number of flu infections among fieldworkers led to an increased number of shifts being rescheduled because of illness.



# National Total

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 30096								
Overall satisfaction	29597	84	11	6	0	→	0	→
<b>STATION FACILITIES</b>								
Overall satisfaction with the station *	29476	76	17	8	-1	→		
Ticket buying facilities	15561	73	15	13	0	→	0	→
Provision of information about train times/platforms	28157	79	11	9	-2	↓	1	→
The upkeep/repair of the station buildings/platforms	27597	65	20	15	-1	→	2	↑
Cleanliness	28202	71	18	11	-1	↓	1	↑
The facilities and services	24300	50	21	29	-1	→	-1	→
The attitudes and helpfulness of the staff	21453	70	20	10	-1	↓	0	→
Connections with other forms of public transport	21137	73	15	12	-1	→	-1	→
Facilities for car parking	11403	49	18	33	0	→	1	→
Overall environment	28935	66	22	12	-2	↓	2	↑
Your personal security whilst using	25862	66	28	7	0	→	1	→
The availability of staff	24595	58	24	19	-1	→	0	→
How request to station staff was handled	4765	84	6	10	-1	→	0	→
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	29085	78	9	14	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	29058	80	8	12	-2	↓	-2	↓
The length of time the journey was scheduled to take (speed)	28727	85	9	6	0	→	0	→
Connections with other train services	16449	77	16	7	0	→	2	↑
The value for money for the price of your ticket	27634	44	21	35	-5	↓	-4	↓
Upkeep and repair of the train	29324	73	16	11	-1	↓	1	→
The provision of information during the journey	26534	69	19	11	0	→	1	↑
The helpfulness and attitude of staff on train	17578	64	26	10	0	→	1	→
The space for luggage	22964	53	22	24	-1	→	1	→
The toilet facilities	12418	36	24	40	-2	→	-1	→
Sufficient room for all passengers to sit/stand	28787	67	14	19	-1	→	0	→
The comfort of the seating area	28692	70	18	12	-2	↓	1	→
The ease of being able to get on and off	29168	80	13	7	0	→	0	→
Your personal security on board	27337	76	21	4	0	→	1	→
The cleanliness of the inside	29543	73	16	11	0	→	1	↑
The cleanliness of the outside	25719	67	22	10	-4	↓	1	↑
The availability of staff	21813	45	29	26	-1	→	0	→
How well train company deals with delays	4655	36	36	28	-4	↓	1	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) National total excludes non-franchised Train Operating Companies.



# London and South East

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 19126								
Overall satisfaction	18816	83	11	6	0	→	1	→
<b>STATION FACILITIES</b>								
Overall satisfaction with the station *	18722	75	18	8	-1	→		
Ticket buying facilities	10448	71	16	13	1	→	1	→
Provision of information about train times/platforms	17854	78	12	10	-2	↓	1	↑
The upkeep/repair of the station buildings/platforms	17467	63	21	16	0	→	2	↑
Cleanliness	17843	69	19	12	-1	→	2	↑
The facilities and services	15264	48	22	30	-1	→	0	→
The attitudes and helpfulness of the staff	13702	69	22	10	-1	→	0	→
Connections with other forms of public transport	13932	74	15	11	0	→	-1	→
Facilities for car parking	6947	47	19	35	0	→	1	→
Overall environment	18353	64	24	13	-1	↓	2	↑
Your personal security whilst using	16436	65	29	7	0	→	1	→
The availability of staff	15744	56	25	19	-1	→	0	→
How request to station staff was handled	2915	83	6	11	-2	→	0	→
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	18568	76	9	15	0	→	1	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	18451	79	8	13	-2	↓	-1	→
The length of time the journey was scheduled to take (speed)	18217	84	10	7	0	→	1	→
Connections with other train services	10663	76	17	7	0	→	2	↑
The value for money for the price of your ticket	17371	39	22	39	-5	↓	-4	↓
Upkeep and repair of the train	18615	73	16	11	-1	→	2	↑
The provision of information during the journey	16749	68	20	12	0	→	2	↑
The helpfulness and attitude of staff on train	9407	57	31	12	-1	→	1	→
The space for luggage	14257	52	23	25	-1	→	1	→
The toilet facilities	7204	34	24	42	-2	→	-1	→
Sufficient room for all passengers to sit/stand	18253	66	14	20	-1	→	1	→
The comfort of the seating area	18215	70	18	12	-2	↓	2	↑
The ease of being able to get on and off	18509	79	14	7	0	→	1	→
Your personal security on board	17254	74	22	4	-1	→	1	↑
The cleanliness of the inside	18756	72	16	12	0	→	2	↑
The cleanliness of the outside	16422	69	22	9	-3	↓	2	↑
The availability of staff	12667	37	30	32	-1	→	0	→
How well train company deals with delays	3039	34	37	29	-3	→	2	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) London and South East total excludes non-franchised Train Operating Companies.

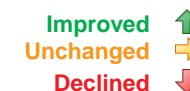


# Long Distance

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 6970								
Overall satisfaction	6847	87	8	5	0	→	0	→
<b>STATION FACILITIES</b>								
Overall satisfaction with the station *	6848	81	14	6	-1	→		
Ticket buying facilities	2813	79	12	9	-2	→	0	→
Provision of information about train times/platforms	6610	86	8	6	0	→	0	→
The upkeep/repair of the station buildings/platforms	6444	73	17	10	0	→	1	→
Cleanliness	6640	77	16	7	-1	→	0	→
The facilities and services	5924	64	19	17	1	→	0	→
The attitudes and helpfulness of the staff	4871	76	18	6	-3	↓	0	→
Connections with other forms of public transport	4548	76	14	10	0	→	0	→
Facilities for car parking	2430	56	16	27	-1	→	1	→
Overall environment	6753	73	18	9	-1	→	0	→
Your personal security whilst using	5955	73	24	3	-1	→	1	→
The availability of staff	5608	65	24	11	-2	↓	-1	→
How request to station staff was handled	1341	87	5	7	-1	→	-2	→
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	6654	84	8	8	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	6751	87	5	8	1	→	0	→
The length of time the journey was scheduled to take (speed)	6714	89	7	4	0	→	-1	→
Connections with other train services	3699	80	14	6	0	→	1	→
The value for money for the price of your ticket	6625	56	18	26	-3	↓	-2	→
Upkeep and repair of the train	6845	83	11	6	0	→	0	→
The provision of information during the journey	6311	77	16	7	0	→	1	→
The helpfulness and attitude of staff on train	5229	79	16	4	1	→	1	→
The space for luggage	5741	55	18	27	4	↑	3	↑
The toilet facilities	3668	51	24	25	-1	→	1	→
Sufficient room for all passengers to sit/stand	6699	71	12	16	1	→	1	→
The comfort of the seating area	6675	78	14	8	0	→	1	→
The ease of being able to get on and off	6798	83	12	5	0	→	0	→
Your personal security on board	6404	85	13	2	2	→	1	→
The cleanliness of the inside	6869	82	11	7	0	→	-1	→
The cleanliness of the outside	5842	76	18	6	-4	↓	0	→
The availability of staff	5789	66	24	10	-1	→	0	→
How well train company deals with delays	1116	51	32	18	-2	→	-1	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) Long distance total excludes non-franchised Train Operating Companies.





## Regional

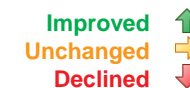
	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4000								
Overall satisfaction	3934	86	10	4	0	→	-2	→
<b>STATION FACILITIES</b>								
Overall satisfaction with the station *	3906	77	15	8	-1	→		
Ticket buying facilities	2300	77	10	13	-1	→	-2	→
Provision of information about train times/platforms	3693	81	10	9	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	3686	71	17	12	-3	→	0	→
Cleanliness	3719	74	15	10	-3	→	0	→
The facilities and services	3112	49	18	33	-1	→	-3	→
The attitudes and helpfulness of the staff	2880	75	16	9	-3	→	0	→
Connections with other forms of public transport	2657	67	16	16	-2	→	-2	→
Facilities for car parking	2026	53	16	31	2	→	2	→
Overall environment	3829	69	20	11	-2	→	0	→
Your personal security whilst using	3471	67	24	8	1	→	0	→
The availability of staff	3243	63	19	18	0	→	1	→
How request to station staff was handled	509	87	5	8	0	→	2	→
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	3863	80	8	13	0	→	-3	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	3856	82	8	10	-2	→	-5	↓
The length of time the journey was scheduled to take (speed)	3796	88	7	4	0	→	-1	→
Connections with other train services	2087	79	14	7	0	→	2	→
The value for money for the price of your ticket	3638	58	17	24	-4	↓	-4	↓
Upkeep and repair of the train	3864	68	17	15	-3	↓	-1	→
The provision of information during the journey	3474	69	20	11	0	→	-1	→
The helpfulness and attitude of staff on train	2942	76	19	5	1	→	1	→
The space for luggage	2966	59	20	21	-2	→	-2	→
The toilet facilities	1546	36	23	41	-2	→	-5	↓
Sufficient room for all passengers to sit/stand	3835	69	13	18	-3	→	-5	↓
The comfort of the seating area	3802	69	18	13	-3	↓	-3	↓
The ease of being able to get on and off	3861	82	12	6	0	→	-2	→
Your personal security on board	3679	79	18	3	1	→	0	→
The cleanliness of the inside	3918	70	17	13	-2	→	-1	→
The cleanliness of the outside	3455	58	25	17	-8	↓	-2	→
The availability of staff	3357	62	25	13	0	→	-2	→
How well train company deals with delays	500	37	35	29	-7	→	-2	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons.

Improved ↑  
 Unchanged →  
 Declined ↓

## Overall satisfaction

	Spring 2011			Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	900	87	8	5	0	→	-1	→
c2c	1191	91	6	3	0	→	0	→
Chiltern Railways	1181	88	6	5	-2	→	-2	→
CrossCountry	1459	85	10	4	1	→	0	→
East Coast	1497	87	8	6	-2	→	-1	→
East Midlands Trains	1379	86	9	5	-2	→	0	→
First Capital Connect	1792	78	13	9	2	→	2	→
First Great Western	3463	82	11	8	-1	→	-2	→
First Hull Trains	733	95	4	1	2	→		
First TransPennine Express	1174	89	6	5	2	→	2	→
Heathrow Connect	607	89	7	4	-3	→	1	→
Heathrow Express	597	95	4	2	2	→	2	→
London Midland	1207	83	10	7	-3	→	-3	→
London Overground	935	89	5	6	4	→	17	↑
Merseyrail	659	91	7	2	-1	→	-2	→
National Express East Anglia	2349	78	15	7	-1	→	1	→
Northern Rail	1228	83	11	6	1	→	1	→
ScotRail	1147	86	11	3	0	→	-5	↓
Southeastern	1900	82	13	5	2	→	1	→
Southern	2510	82	11	7	0	→	-2	→
South West Trains	2288	85	11	4	-2	→	1	→
Virgin Trains	1338	90	6	4	0	→	0	→

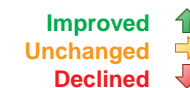


## The value for money for the price of your ticket

	Spring 2011			Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	860	60	17	22	-3	→	-5	→
c2c	1106	43	23	34	-5	↓	-3	→
Chiltern Railways	1124	48	23	29	-7	↓	-6	↓
CrossCountry	1404	53	19	28	-2	→	-4	→
East Coast	1439	58	17	26	-2	→	-1	→
East Midlands Trains	1347	52	18	30	-5	↓	0	→
First Capital Connect	1616	32	24	44	-6	↓	-6	↓
First Great Western	3350	49	20	31	-6	↓	-3	↓
First Hull Trains	701	63	17	20	-4	→		
First TransPennine Express	1138	60	18	22	1	→	0	→
Heathrow Connect	543	55	21	24	-10	↓	-3	→
Heathrow Express	584	37	23	40	-4	→	5	→
London Midland	1065	53	18	29	-3	→	-2	→
London Overground	791	53	20	27	-7	→	4	→
Merseyrail	530	64	16	20	-7	→	-2	→
National Express East Anglia	2209	35	19	46	0	→	-1	→
Northern Rail	1137	58	18	25	-6	↓	-3	→
ScotRail	1111	56	18	26	-1	→	-5	→
Southeastern	1694	32	22	46	-7	↓	-7	↓
Southern	2313	40	24	37	-4	↓	-5	↓
South West Trains	2103	37	23	40	-6	↓	-5	↓
Virgin Trains	1297	59	17	24	-6	↓	-5	↓

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

	Spring 2011			Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	888	84	6	11	-2	→	-5	↓
c2c	1162	92	4	4	-2	↓	-2	→
Chiltern Railways	1168	88	5	7	-3	→	-5	↓
CrossCountry	1427	84	6	10	1	→	-3	↓
East Coast	1474	85	4	11	2	→	-5	↓
East Midlands Trains	1373	86	7	7	-1	→	2	→
First Capital Connect	1745	74	8	18	4	→	1	→
First Great Western	3416	77	8	15	-2	→	-6	↓
First Hull Trains	715	89	5	6	0	→		
First TransPennine Express	1168	87	5	8	3	→	3	→
Heathrow Connect	598	88	6	6	-6	↓	-4	↓
Heathrow Express	591	97	2	1	1	→	1	→
London Midland	1184	76	9	15	-5	↓	-6	↓
London Overground	915	78	8	13	3	→	16	↑
Merseyrail	646	93	3	4	3	→	-2	→
National Express East Anglia	2301	75	8	17	-5	↓	-2	→
Northern Rail	1196	78	9	12	-1	→	-4	↓
ScotRail	1126	81	8	11	-5	↓	-7	↓
Southeastern	1864	78	8	14	0	→	2	→
Southern	2449	78	8	14	-2	→	-2	→
South West Trains	2247	86	7	7	-4	↓	-2	→
Virgin Trains	1309	92	3	5	3	→	3	↑



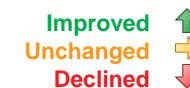
## Sufficient room for all the passengers to sit/stand

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	877	70	11	19	-3	→	-3	→
c2c	1153	61	16	23	-4	↓	-4	→
Chiltern Railways	1159	74	11	15	-3	→	1	→
CrossCountry	1433	70	13	17	4	→	2	→
East Coast	1459	77	12	12	1	→	5	↑
East Midlands Trains	1353	72	13	15	-2	→	0	→
First Capital Connect	1734	59	17	24	-1	→	0	→
First Great Western	3358	69	12	18	1	→	2	→
First Hull Trains	721	91	6	3	2	→		
First TransPennine Express	1161	64	11	25	1	→	-2	→
Heathrow Connect	591	90	7	3	-2	→	2	→
Heathrow Express	600	86	11	3	-3	→	-6	↓
London Midland	1170	70	12	18	-4	→	3	→
London Overground	915	75	8	17	8	↑	17	↑
Merseyrail	631	79	13	9	-3	→	1	→
National Express East Anglia	2272	61	17	23	-4	→	1	→
Northern Rail	1201	65	13	22	-3	→	-5	↓
ScotRail	1126	69	14	17	-2	→	-9	↓
Southeastern	1830	63	15	22	0	→	-1	→
Southern	2434	67	15	18	-1	→	-1	→
South West Trains	2228	69	14	17	-2	→	-2	→
Virgin Trains	1293	77	12	11	3	→	3	→

## Overall satisfaction with the station

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	891	76	14	10	3	→		
c2c	1182	83	14	4	3	→		
Chiltern Railways	1180	85	11	3	0	→		
CrossCountry	1452	77	16	7	-3	→		
East Coast	1497	77	15	8	-2	→		
East Midlands Trains	1387	82	14	5	-3	↓		
First Capital Connect	1772	69	21	10	-1	→		
First Great Western	3462	74	18	8	-1	→		
First Hull Trains	738	73	17	11	-9	↓		
First TransPennine Express	1180	87	10	3	1	→		
Heathrow Connect	600	78	13	9	-3	→		
Heathrow Express	602	87	10	3	3	→		
London Midland	1205	76	16	8	-2	→		
London Overground	923	79	14	7	5	→		
Merseyrail	651	80	14	6	-6	→		
National Express East Anglia	2344	74	19	7	1	→		
Northern Rail	1216	73	15	12	-1	→		
ScotRail	1148	81	16	4	-1	→		
Southeastern	1896	75	16	9	0	→		
Southern	2480	74	18	8	-1	→		
South West Trains	2278	74	19	8	-4	↓		
Virgin Trains	1332	82	14	5	2	→		

Overall satisfaction with station came onto the survey for the first time in Autumn 2010, so no data available for annual comparisons



## How well train company dealt with delays

	Spring 2011				Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	137	43	36	21	6	→	4	→
c2c	90	50	31	19	1	→	-1	→
Chiltern Railways	145	46	33	21	-6	→	10	→
CrossCountry	247	49	31	20	1	→	-3	→
East Coast	330	52	27	20	-10	↓	-8	→
East Midlands Trains	156	48	34	18	7	→	-2	→
First Capital Connect	334	25	38	37	-9	↓	0	→
First Great Western	709	43	35	22	1	→	-5	→
First Hull Trains	87	65	26	9	-4	→		
First TransPennine Express	185	48	40	12	-4	→	2	→
Heathrow Connect	59	25	49	26	-8	→	-16	→
Heathrow Express	24	56	27	17	3	→	20	→
London Midland	263	32	34	34	-9	→	-4	→
London Overground	167	50	25	25	22	↑	31	↑
Merseyrail	28	49	18	33	2	→	7	→
National Express East Anglia	410	28	38	35	-13	↓	1	→
Northern Rail	166	35	35	29	-9	→	-1	→
ScotRail	169	34	36	30	-11	→	-6	→
Southeastern	219	24	37	38	-10	↓	-5	→
Southern	425	34	40	26	-1	→	6	→
South West Trains	277	33	44	23	-7	→	-9	→
Virgin Trains	198	56	26	18	-1	→	4	→



## c2c

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1199									
Overall satisfaction	1191	91	6	3	83	0	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1182	83	14	4	75	3	→		
Ticket buying facilities	760	77	13	9	71	2	→	2	→
Provision of information about train times/platforms	1109	87	9	4	78	0	→	2	→
The upkeep/repair of the station buildings/platforms	1094	71	19	10	63	-2	→	2	→
Cleanliness	1108	78	14	8	69	-2	→	3	→
The facilities and services	965	53	22	26	48	1	→	2	→
The attitudes and helpfulness of the staff	942	74	19	7	69	-3	→	-1	→
Connections with other forms of public transport	923	72	17	11	74	3	→	3	→
Facilities for car parking	508	53	18	30	47	-2	→	4	→
Overall environment	1148	72	22	7	64	0	→	5	↑
Your personal security whilst using	1063	65	26	9	65	0	→	3	→
The availability of staff	1045	66	21	13	56	0	→	1	→
How request to station staff was handled	126	83	10	7	83	4	→	-6	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1187	86	5	9	76	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1162	92	4	4	79	-2	↓	-2	→
The length of time the journey was scheduled to take (speed)	1153	93	5	2	84	2	→	2	→
Connections with other train services	735	78	17	5	76	-3	→	-5	→
The value for money for the price of your ticket	1106	43	23	34	39	-5	↓	-3	→
Upkeep and repair of the train	1169	90	7	3	73	-3	↓	0	→
The provision of information during the journey	1082	80	14	6	68	1	→	0	→
The helpfulness and attitude of staff on train	431	37	45	18	57	4	→	5	→
The space for luggage	896	48	26	26	52	-3	→	-1	→
The toilet facilities	521	55	26	20	34	5	→	3	→
Sufficient room for all passengers to sit/stand	1153	61	16	23	66	-4	↓	-4	→
The comfort of the seating area	1139	79	14	7	70	-4	↓	-2	→
The ease of being able to get on and off	1165	84	11	5	79	-1	→	0	→
Your personal security on board	1087	72	23	5	74	-2	→	0	→
The cleanliness of the inside	1184	89	9	2	72	-1	→	-2	→
The cleanliness of the outside	1095	86	12	2	69	-1	→	-1	→
The availability of staff	682	22	34	44	37	4	→	3	→
How well train company deals with delays	90	50	31	19	34	1	→	-1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Chiltern Railways

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1205									
Overall satisfaction	1181	88	6	5	83	-2	→	-2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1180	85	11	3	75	0	→		
Ticket buying facilities	717	81	11	7	71	1	→	-1	→
Provision of information about train times/platforms	1136	83	10	7	78	-1	→	-3	→
The upkeep/repair of the station buildings/platforms	1107	77	16	7	63	-1	→	1	→
Cleanliness	1137	81	14	5	69	-2	→	1	→
The facilities and services	1006	62	20	18	48	-3	→	2	→
The attitudes and helpfulness of the staff	897	78	16	6	69	4	→	0	→
Connections with other forms of public transport	859	74	16	11	74	0	→	2	→
Facilities for car parking	494	67	13	20	47	-2	→	-5	→
Overall environment	1151	78	17	4	64	-1	→	0	→
Your personal security whilst using	1041	76	21	3	65	2	→	1	→
The availability of staff	1004	65	22	13	56	1	→	4	→
How request to station staff was handled	215	86	3	10	83	-1	→	-1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1169	82	7	11	76	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1168	88	5	7	79	-3	→	-5	↓
The length of time the journey was scheduled to take (speed)	1149	83	10	8	84	-2	→	-5	↓
Connections with other train services	551	70	22	7	76	-1	→	-6	↓
The value for money for the price of your ticket	1124	48	23	29	39	-7	↓	-6	↓
Upkeep and repair of the train	1179	85	9	6	73	2	→	3	↑
The provision of information during the journey	1030	73	19	8	68	0	→	0	→
The helpfulness and attitude of staff on train	480	58	32	10	57	-3	→	3	→
The space for luggage	907	56	24	19	52	0	→	1	→
The toilet facilities	450	55	22	23	34	1	→	7	→
Sufficient room for all passengers to sit/stand	1159	74	11	15	66	-3	→	1	→
The comfort of the seating area	1152	77	15	8	70	-2	→	-1	→
The ease of being able to get on and off	1163	88	9	2	79	-2	→	-2	→
Your personal security on board	1085	82	15	2	74	-3	→	0	→
The cleanliness of the inside	1174	85	11	4	72	1	→	4	↑
The cleanliness of the outside	1005	79	15	5	69	-3	→	3	→
The availability of staff	658	38	34	28	37	1	→	5	→
How well train company deals with delays	145	46	33	21	34	-6	→	10	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# First Capital Connect

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
						% change	significant change	% change	significant change	% change	significant change
Overall sample size 1816											
Overall satisfaction	1792	78	13	9	83	2	→	2	→		
<b>STATION FACILITIES</b>											
Overall satisfaction with the station *	1772	69	21	10	75	-1	→				
Ticket buying facilities	1007	66	18	16	71	-3	→	0		→	
Provision of information about train times/platforms	1697	73	15	12	78	-1	→	3		→	
The upkeep/repair of the station buildings/platforms	1653	60	21	19	63	3	→	2		→	
Cleanliness	1690	68	19	13	69	2	→	2		→	
The facilities and services	1409	43	23	33	48	-2	→	2		→	
The attitudes and helpfulness of the staff	1245	67	22	11	69	2	→	1		→	
Connections with other forms of public transport	1352	70	16	13	74	1	→	-2		→	
Facilities for car parking	657	46	20	35	47	1	→	3		→	
Overall environment	1739	57	29	14	64	-4	→	0		→	
Your personal security whilst using	1566	59	34	7	65	-2	→	-2		→	
The availability of staff	1480	49	27	24	56	-6	↓	-4		→	
How request to station staff was handled	266	79	9	12	83	-8	→	3		→	
<b>TRAIN FACILITIES</b>											
The frequency of the trains on that route	1747	74	10	16	76	-1	→	4		→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1745	74	8	18	79	4	→	1		→	
The length of time the journey was scheduled to take (speed)	1719	84	10	6	84	2	→	2		→	
Connections with other train services	1071	75	18	7	76	-1	→	3		→	
The value for money for the price of your ticket	1616	32	24	44	39	-6	↓	-6		↓	
Upkeep and repair of the train	1765	60	24	16	73	-1	→	-2		→	
The provision of information during the journey	1529	47	29	24	68	2	→	-3		→	
The helpfulness and attitude of staff on train	585	31	44	25	57	-5	→	-5		→	
The space for luggage	1354	47	24	28	52	3	→	4		→	
The toilet facilities	569	26	29	45	34	3	→	0		→	
Sufficient room for all passengers to sit/stand	1734	59	17	24	66	-1	→	0		→	
The comfort of the seating area	1718	62	22	16	70	2	→	4		↑	
The ease of being able to get on and off	1750	75	17	8	79	0	→	1		→	
Your personal security on board	1622	68	26	6	74	2	→	3		→	
The cleanliness of the inside	1774	64	21	15	72	2	→	2		→	
The cleanliness of the outside	1561	53	30	17	69	-3	→	-3		→	
The availability of staff	1014	12	31	57	37	-1	→	0		→	
How well train company deals with delays	334	25	38	37	34	-9	↓	0		→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# First Great Western

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 3536										
Overall satisfaction	3463	82	11	8	83	-1	→	-2	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	3462	74	18	8	75	-1	→			
Ticket buying facilities	1700	73	13	14	71	2	→	-2	→	
Provision of information about train times/platforms	3334	77	12	11	78	0	→	-1	→	
The upkeep/repair of the station buildings/platforms	3249	60	24	15	63	-3	→	-3	↓	
Cleanliness	3303	67	22	11	69	-2	→	-2	→	
The facilities and services	2927	53	21	26	48	-1	→	-3	→	
The attitudes and helpfulness of the staff	2416	72	19	9	69	-2	→	-2	→	
Connections with other forms of public transport	2425	72	15	13	74	2	→	-2	→	
Facilities for car parking	1225	58	17	25	47	0	→	5	↑	
Overall environment	3403	66	23	11	64	0	→	0	→	
Your personal security whilst using	3003	67	28	5	65	-1	→	0	→	
The availability of staff	2839	60	22	18	56	3	→	0	→	
How request to station staff was handled	627	90	5	5	83	4	→	2	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	3397	76	10	14	76	-1	→	-2	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	3416	77	8	15	79	-2	→	-6	↓	
The length of time the journey was scheduled to take (speed)	3381	84	9	7	84	-1	→	-2	→	
Connections with other train services	1854	73	16	10	76	-1	→	-1	→	
The value for money for the price of your ticket	3350	49	20	31	39	-6	↓	-3	↓	
Upkeep and repair of the train	3431	72	15	12	73	-1	→	2	→	
The provision of information during the journey	3061	64	22	14	68	-1	→	-1	→	
The helpfulness and attitude of staff on train	2051	70	23	7	57	0	→	1	→	
The space for luggage	2700	55	20	24	52	2	→	2	→	
The toilet facilities	1492	40	25	35	34	-3	→	-3	→	
Sufficient room for all passengers to sit/stand	3358	69	12	18	66	1	→	2	→	
The comfort of the seating area	3361	71	17	12	70	2	→	3	↑	
The ease of being able to get on and off	3412	77	15	7	79	0	→	-1	→	
Your personal security on board	3160	79	19	3	74	0	→	1	→	
The cleanliness of the inside	3457	72	16	12	72	0	→	3	↑	
The cleanliness of the outside	2903	65	24	11	69	-5	↓	1	→	
The availability of staff	2574	50	29	21	37	-2	→	2	→	
How well train company deals with delays	709	43	35	22	34	1	→	-5	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Heathrow Connect

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 616									
Overall satisfaction	607	89	7	4	83	-3	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	600	78	13	9	75	-3	→		
Ticket buying facilities	364	74	11	15	71	-3	→	-2	→
Provision of information about train times/platforms	578	71	15	14	78	2	→	0	→
The upkeep/repair of the station buildings/platforms	562	65	20	15	63	-2	→	2	→
Cleanliness	583	71	17	12	69	-6	→	1	→
The facilities and services	476	53	20	26	48	1	→	1	→
The attitudes and helpfulness of the staff	438	70	21	8	69	-7	→	-7	→
Connections with other forms of public transport	519	79	10	10	74	-4	→	-3	→
Facilities for car parking	164	33	19	48	47	-1	→	-6	→
Overall environment	598	67	22	11	64	-6	→	2	→
Your personal security whilst using	542	73	22	4	65	-2	→	3	→
The availability of staff	526	61	20	19	56	-8	→	1	→
How request to station staff was handled	97	80	8	13	83	-8	→	-2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	607	67	11	22	76	-2	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	598	88	6	6	79	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	599	94	5	2	84	0	→	2	→
Connections with other train services	401	81	11	8	76	-8	↓	0	→
The value for money for the price of your ticket	543	55	21	24	39	-10	↓	-3	→
Upkeep and repair of the train	610	93	5	2	73	0	→	3	→
The provision of information during the journey	572	83	13	4	68	-1	→	-2	→
The helpfulness and attitude of staff on train	408	75	21	5	57	-1	→	-6	→
The space for luggage	492	79	12	9	52	0	→	1	→
The toilet facilities	223	73	18	9	34	-1	→	4	→
Sufficient room for all passengers to sit/stand	591	90	7	3	66	-2	→	2	→
The comfort of the seating area	597	91	6	3	70	-2	→	3	→
The ease of being able to get on and off	607	89	7	4	79	-1	→	1	→
Your personal security on board	573	86	13	2	74	-3	→	-2	→
The cleanliness of the inside	607	93	6	1	72	-2	→	4	→
The cleanliness of the outside	543	88	10	2	69	-3	→	4	→
The availability of staff	475	66	26	9	37	-3	→	-3	→
How well train company deals with delays	59	25	49	26	34	-8	→	-16	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Heathrow Express

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 623										
Overall satisfaction	597	95	4	2	83	2	→	2	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	602	87	10	3	75	3	→			
Ticket buying facilities	437	89	6	5	71	-2	→	1	→	
Provision of information about train times/platforms	587	83	12	5	78	1	→	6	→	
The upkeep/repair of the station buildings/platforms	565	78	14	8	63	-2	→	-1	→	
Cleanliness	574	75	20	5	69	-7	→	-7	↓	
The facilities and services	359	68	21	11	48	6	→	8	→	
The attitudes and helpfulness of the staff	377	80	17	3	69	-1	→	4	→	
Connections with other forms of public transport	450	85	8	7	74	1	→	1	→	
Facilities for car parking	73	59	15	27	47	27	→	4	→	
Overall environment	582	78	15	6	64	1	→	-3	→	
Your personal security whilst using	508	77	20	3	65	4	→	-2	→	
The availability of staff	467	66	22	12	56	-5	→	1	→	
How request to station staff was handled	96	88	6	6	83	-7	→	-3	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	599	93	4	2	76	-1	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	591	97	2	1	79	1	→	1	→	
The length of time the journey was scheduled to take (speed)	579	98	2	0	84	0	→	2	→	
Connections with other train services	336	80	13	7	76	-4	→	0	→	
The value for money for the price of your ticket	584	37	23	40	39	-4	→	5	→	
Upkeep and repair of the train	606	92	7	1	73	2	→	3	→	
The provision of information during the journey	548	83	13	3	68	2	→	1	→	
The helpfulness and attitude of staff on train	461	79	20	1	57	-5	→	-2	→	
The space for luggage	583	87	8	5	52	0	→	-5	↓	
The toilet facilities	138	68	16	15	34	9	→	0	→	
Sufficient room for all passengers to sit/stand	600	86	11	3	66	-3	→	-6	↓	
The comfort of the seating area	596	93	6	1	70	4	→	1	→	
The ease of being able to get on and off	602	93	6	0	79	1	→	-1	→	
Your personal security on board	556	92	7	0	74	2	→	1	→	
The cleanliness of the inside	602	94	5	1	72	3	→	2	→	
The cleanliness of the outside	544	91	9	0	69	2	→	-2	→	
The availability of staff	490	73	23	4	37	-4	→	7	→	
How well train company deals with delays	24	56	27	17	34	3	→	20	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# London Midland

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1225										
Overall satisfaction	1207	83	10	7	83	-3	→	-3	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	1205	76	16	8	75	-2	→			
Ticket buying facilities	688	78	11	11	71	2	→	5	↑	
Provision of information about train times/platforms	1144	82	8	10	78	-2	→	2	→	
The upkeep/repair of the station buildings/platforms	1137	63	23	15	63	-5	↓	0	→	
Cleanliness	1157	69	20	12	69	-3	→	-2	→	
The facilities and services	992	48	22	30	48	-2	→	-1	→	
The attitudes and helpfulness of the staff	922	69	21	10	69	-4	→	1	→	
Connections with other forms of public transport	837	71	16	13	74	4	→	-1	→	
Facilities for car parking	558	54	15	30	47	5	→	5	→	
Overall environment	1184	64	23	13	64	-3	→	1	→	
Your personal security whilst using	1070	66	28	6	65	2	→	3	→	
The availability of staff	1050	59	24	18	56	2	→	4	→	
How request to station staff was handled	201	90	2	8	83	4	→	3	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1190	77	8	15	76	-1	→	-3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1184	76	9	15	79	-5	↓	-6	↓	
The length of time the journey was scheduled to take (speed)	1166	86	8	6	84	0	→	-2	→	
Connections with other train services	642	75	19	5	76	0	→	-2	→	
The value for money for the price of your ticket	1065	53	18	29	39	-3	→	-2	→	
Upkeep and repair of the train	1193	74	14	12	73	-2	→	-5	↓	
The provision of information during the journey	1070	66	19	16	68	0	→	2	→	
The helpfulness and attitude of staff on train	683	63	26	11	57	5	→	6	→	
The space for luggage	893	53	19	28	52	-4	→	3	→	
The toilet facilities	454	48	25	26	34	-5	→	1	→	
Sufficient room for all passengers to sit/stand	1170	70	12	18	66	-4	→	3	→	
The comfort of the seating area	1164	72	15	13	70	-2	→	1	→	
The ease of being able to get on and off	1190	81	13	7	79	0	→	-2	→	
Your personal security on board	1115	76	20	4	74	-3	→	0	→	
The cleanliness of the inside	1203	74	16	10	72	-4	→	-2	→	
The cleanliness of the outside	1063	72	21	7	69	-5	↓	-2	→	
The availability of staff	886	43	29	28	37	2	→	4	→	
How well train company deals with delays	263	32	34	34	34	-9	→	-4	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



# London Overground

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 948										
Overall satisfaction	935	89	5	6	83	4	→	17	↑	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	923	79	14	7	75	5	→			
Ticket buying facilities	499	75	18	7	71	9	→	18	↑	
Provision of information about train times/platforms	877	77	9	14	78	2	→	14	↑	
The upkeep/repair of the station buildings/platforms	849	74	16	10	63	7	↑	19	↑	
Cleanliness	870	79	12	9	69	1	→	18	↑	
The facilities and services	620	29	29	42	48	-3	→	0	→	
The attitudes and helpfulness of the staff	653	68	23	9	69	-4	→	3	→	
Connections with other forms of public transport	767	76	14	10	74	-1	→	0	→	
Facilities for car parking	258	20	20	60	47	-2	→	-10	→	
Overall environment	895	69	19	12	64	3	→	19	↑	
Your personal security whilst using	814	67	25	8	65	5	→	9	↑	
The availability of staff	757	58	25	18	56	-4	→	3	→	
How request to station staff was handled	124	68	9	23	83	-10	→	-4	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	926	77	6	17	76	3	→	25	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	915	78	8	13	79	3	→	16	↑	
The length of time the journey was scheduled to take (speed)	900	90	6	4	84	3	→	11	↑	
Connections with other train services	692	82	12	6	76	0	→	17	↑	
The value for money for the price of your ticket	791	53	20	27	39	-7	→	4	→	
Upkeep and repair of the train	927	95	4	1	73	4	↑	23	↑	
The provision of information during the journey	848	86	10	5	68	1	→	23	↑	
The helpfulness and attitude of staff on train	399	44	43	13	57	-8	→	-3	→	
The space for luggage	699	60	22	18	52	-2	→	9	↑	
The toilet facilities	237	10	24	66	34	-8	→	0	→	
Sufficient room for all passengers to sit/stand	915	75	8	17	66	8	↑	17	↑	
The comfort of the seating area	890	83	10	7	70	2	→	17	↑	
The ease of being able to get on and off	916	86	7	8	79	5	→	19	↑	
Your personal security on board	876	81	16	3	74	6	↑	17	↑	
The cleanliness of the inside	931	94	5	2	72	2	→	22	↑	
The cleanliness of the outside	869	92	6	1	69	0	→	22	↑	
The availability of staff	598	26	37	37	37	-11	↓	-5	→	
How well train company deals with delays	167	50	25	25	34	22	↑	31	↑	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# National Express East Anglia

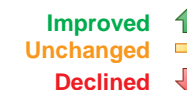
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
						% change	significant change	% change	significant change
Overall sample size 2397									
Overall satisfaction	2349	78	15	7	83	-1	→	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	2344	74	19	7	75	1	→		
Ticket buying facilities	1298	68	18	14	71	0	→	0	→
Provision of information about train times/platforms	2237	73	14	13	78	-3	→	-3	→
The upkeep/repair of the station buildings/platforms	2189	63	21	16	63	-1	→	-1	→
Cleanliness	2229	68	20	12	69	-2	→	0	→
The facilities and services	1908	51	20	29	48	-1	→	-3	→
The attitudes and helpfulness of the staff	1711	66	23	11	69	-2	→	3	→
Connections with other forms of public transport	1807	78	13	10	74	0	→	0	→
Facilities for car parking	839	50	18	32	47	-2	→	8	↑
Overall environment	2306	62	25	13	64	-4	→	-1	→
Your personal security whilst using	2029	61	31	8	65	-1	→	-1	→
The availability of staff	1943	52	27	21	56	-3	→	-1	→
How request to station staff was handled	354	83	3	14	83	0	→	3	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2324	73	9	18	76	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2301	75	8	17	79	-5	↓	-2	→
The length of time the journey was scheduled to take (speed)	2279	80	12	9	84	-2	→	0	→
Connections with other train services	1310	73	19	8	76	1	→	0	→
The value for money for the price of your ticket	2209	35	19	46	39	0	→	-1	→
Upkeep and repair of the train	2333	55	21	23	73	0	→	3	→
The provision of information during the journey	2089	57	24	19	68	2	→	1	→
The helpfulness and attitude of staff on train	1151	46	33	21	57	-3	→	2	→
The space for luggage	1771	49	25	26	52	-3	→	0	→
The toilet facilities	938	27	24	48	34	-1	→	2	→
Sufficient room for all passengers to sit/stand	2272	61	17	23	66	-4	→	1	→
The comfort of the seating area	2312	56	23	21	70	-2	→	1	→
The ease of being able to get on and off	2326	76	16	7	79	-1	→	1	→
Your personal security on board	2144	64	29	7	74	-2	→	-1	→
The cleanliness of the inside	2359	61	20	19	72	3	→	4	↑
The cleanliness of the outside	2034	53	29	18	69	1	→	5	↑
The availability of staff	1568	26	25	49	37	1	→	4	→
How well train company deals with delays	410	28	38	35	34	-13	↓	1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Southeastern

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1930										
Overall satisfaction	1900	82	13	5	83	2	→	1	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	1896	75	16	9	75	0	→			
Ticket buying facilities	1080	70	19	12	71	3	→	0	→	
Provision of information about train times/platforms	1801	77	14	9	78	-3	→	1	→	
The upkeep/repair of the station buildings/platforms	1761	64	19	17	63	2	→	-1	→	
Cleanliness	1804	69	17	14	69	1	→	0	→	
The facilities and services	1578	48	22	30	48	-2	→	-2	→	
The attitudes and helpfulness of the staff	1445	66	23	11	69	-2	→	-1	→	
Connections with other forms of public transport	1496	75	15	10	74	0	→	1	→	
Facilities for car parking	679	44	17	40	47	4	→	-1	→	
Overall environment	1857	63	22	15	64	0	→	0	→	
Your personal security whilst using	1667	62	30	7	65	1	→	-1	→	
The availability of staff	1646	57	26	17	56	-1	→	0	→	
How request to station staff was handled	303	86	6	8	83	-4	→	2	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1887	76	10	14	76	1	→	3	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	1864	78	8	14	79	0	→	2	→	
The length of time the journey was scheduled to take (speed)	1833	80	12	8	84	0	→	2	→	
Connections with other train services	994	71	21	9	76	-2	→	-1	→	
The value for money for the price of your ticket	1694	32	22	46	39	-7	↓	-7	↓	
Upkeep and repair of the train	1875	68	19	13	73	-5	↓	0	→	
The provision of information during the journey	1677	65	22	14	68	-2	→	1	→	
The helpfulness and attitude of staff on train	879	55	29	15	57	3	→	-2	→	
The space for luggage	1395	46	25	29	52	-1	→	-1	→	
The toilet facilities	710	25	25	50	34	-8	↓	-7	↓	
Sufficient room for all passengers to sit/stand	1830	63	15	22	66	0	→	-1	→	
The comfort of the seating area	1838	65	20	15	70	-5	↓	-1	→	
The ease of being able to get on and off	1871	78	15	7	79	1	→	-1	→	
Your personal security on board	1723	68	27	6	74	0	→	-2	→	
The cleanliness of the inside	1894	68	19	13	72	-3	→	-1	→	
The cleanliness of the outside	1682	65	25	10	69	-5	↓	1	→	
The availability of staff	1179	33	27	40	37	2	→	-2	→	
How well train company deals with delays	219	24	37	38	34	-10	↓	-5	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



# Southern

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 2551										
Overall satisfaction	2510	82	11	7	83	0	→	-2	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	2480	74	18	8	75	-1	→			
Ticket buying facilities	1324	70	17	13	71	2	→	-2	→	
Provision of information about train times/platforms	2352	77	12	11	78	-4	↓	-1	→	
The upkeep/repair of the station buildings/platforms	2314	62	21	16	63	-1	→	3	→	
Cleanliness	2361	71	18	11	69	1	→	2	→	
The facilities and services	1987	49	23	28	48	0	→	-1	→	
The attitudes and helpfulness of the staff	1821	69	21	11	69	0	→	-1	→	
Connections with other forms of public transport	1846	74	14	12	74	-2	→	-3	↓	
Facilities for car parking	773	42	21	37	47	0	→	-1	→	
Overall environment	2432	64	23	13	64	0	→	2	→	
Your personal security whilst using	2160	65	29	6	65	3	→	3	→	
The availability of staff	2059	59	23	18	56	2	→	-2	→	
How request to station staff was handled	401	83	6	10	83	-2	→	2	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2479	75	9	15	76	2	→	1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	2449	78	8	14	79	-2	→	-2	→	
The length of time the journey was scheduled to take (speed)	2413	83	10	6	84	1	→	0	→	
Connections with other train services	1494	77	15	8	76	3	→	1	→	
The value for money for the price of your ticket	2313	40	24	37	39	-4	↓	-5	↓	
Upkeep and repair of the train	2477	73	17	11	73	1	→	0	→	
The provision of information during the journey	2287	74	18	8	68	-2	→	-1	→	
The helpfulness and attitude of staff on train	1335	57	32	12	57	-4	→	0	→	
The space for luggage	1924	49	24	27	52	-1	→	0	→	
The toilet facilities	924	38	24	38	34	5	→	2	→	
Sufficient room for all passengers to sit/stand	2434	67	15	18	66	-1	→	-1	→	
The comfort of the seating area	2415	71	18	11	70	-1	→	-1	→	
The ease of being able to get on and off	2461	78	13	9	79	-1	→	0	→	
Your personal security on board	2308	74	21	4	74	-1	→	2	→	
The cleanliness of the inside	2505	73	16	11	72	2	→	-1	→	
The cleanliness of the outside	2194	72	22	6	69	-2	→	-1	→	
The availability of staff	1738	39	32	29	37	-2	→	-2	→	
How well train company deals with delays	425	34	40	26	34	-1	→	6	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## South West Trains

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 2319										
Overall satisfaction	2288	85	11	4	83	-2	→	1	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	2278	74	19	8	75	-4	↓			
Ticket buying facilities	1375	70	15	14	71	-1	→	3	→	
Provision of information about train times/platforms	2167	83	11	6	78	-1	→	5	↑	
The upkeep/repair of the station buildings/platforms	2114	59	23	18	63	-4	↓	4	→	
Cleanliness	2184	63	24	13	69	-4	↓	3	→	
The facilities and services	1872	50	22	29	48	-1	→	5	↑	
The attitudes and helpfulness of the staff	1650	68	22	10	69	1	→	1	→	
Connections with other forms of public transport	1620	74	15	11	74	-2	→	-1	→	
Facilities for car parking	956	48	21	32	47	-3	→	1	→	
Overall environment	2238	63	24	13	64	-4	↓	4	↑	
Your personal security whilst using	2023	67	27	6	65	-1	→	2	→	
The availability of staff	1921	53	25	22	56	-2	→	0	→	
How request to station staff was handled	298	79	9	12	83	0	→	-5	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2262	78	10	12	76	-1	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	2247	86	7	7	79	-4	↓	-2	→	
The length of time the journey was scheduled to take (speed)	2224	83	9	7	84	-3	↓	-2	→	
Connections with other train services	1320	78	17	5	76	0	→	2	→	
The value for money for the price of your ticket	2103	37	23	40	39	-6	↓	-5	↓	
Upkeep and repair of the train	2266	80	14	6	73	-2	→	-1	→	
The provision of information during the journey	2076	77	17	7	68	0	→	1	→	
The helpfulness and attitude of staff on train	1413	68	26	6	57	-1	→	3	→	
The space for luggage	1718	57	24	19	52	-2	→	-1	→	
The toilet facilities	909	36	22	42	34	-3	→	-	→	
Sufficient room for all passengers to sit/stand	2228	69	14	17	66	-2	→	-2	→	
The comfort of the seating area	2226	76	15	9	70	-3	↓	-1	→	
The ease of being able to get on and off	2255	80	13	7	79	-2	→	1	→	
Your personal security on board	2134	79	18	2	74	-2	→	0	→	
The cleanliness of the inside	2275	74	15	11	72	-2	→	0	→	
The cleanliness of the outside	2016	75	19	6	69	-4	↓	0	→	
The availability of staff	1770	52	32	16	37	-1	→	0	→	
How well train company deals with delays	277	33	44	23	34	-7	→	-9	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# CrossCountry

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1482									
Overall satisfaction	1459	85	10	4	87	1	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1452	77	16	7	81	-3	→		
Ticket buying facilities	677	79	14	7	79	-1	→	-1	→
Provision of information about train times/platforms	1402	84	9	7	86	1	→	0	→
The upkeep/repair of the station buildings/platforms	1375	70	18	12	73	3	→	0	→
Cleanliness	1412	75	17	8	77	1	→	1	→
The facilities and services	1236	63	19	18	64	0	→	-2	→
The attitudes and helpfulness of the staff	1076	76	20	5	76	-5	↓	-1	→
Connections with other forms of public transport	870	77	14	9	76	0	→	1	→
Facilities for car parking	556	53	17	31	56	-6	→	-4	→
Overall environment	1424	69	20	11	73	-2	→	-1	→
Your personal security whilst using	1264	71	26	3	73	-2	→	0	→
The availability of staff	1234	65	26	9	65	-3	→	-4	→
How request to station staff was handled	306	87	4	8	87	-1	→	-4	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1393	80	10	10	84	1	→	-4	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1427	84	6	10	87	1	→	-3	↓
The length of time the journey was scheduled to take (speed)	1425	84	10	7	89	-3	→	-4	↓
Connections with other train services	861	79	14	7	80	0	→	-3	→
The value for money for the price of your ticket	1404	53	19	28	56	-2	→	-4	→
Upkeep and repair of the train	1435	81	13	6	83	-2	→	-2	→
The provision of information during the journey	1340	76	17	8	77	0	→	0	→
The helpfulness and attitude of staff on train	1090	80	16	4	79	-1	→	2	→
The space for luggage	1183	53	19	27	55	3	→	3	→
The toilet facilities	694	49	26	25	51	-4	→	2	→
Sufficient room for all passengers to sit/stand	1433	70	13	17	71	4	→	2	→
The comfort of the seating area	1396	77	14	9	78	1	→	3	→
The ease of being able to get on and off	1444	82	13	5	83	-1	→	0	→
Your personal security on board	1355	84	14	2	85	2	→	1	→
The cleanliness of the inside	1452	78	13	9	82	-	→	-1	→
The cleanliness of the outside	1219	76	19	5	76	0	→	-2	→
The availability of staff	1240	66	24	10	66	-1	→	2	→
How well train company deals with delays	247	49	31	20	51	1	→	-3	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# East Coast

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1522									
Overall satisfaction	1497	87	8	6	87	-2	→	-1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1497	77	15	8	81	-2	→		
Ticket buying facilities	437	80	10	10	79	1	→	0	→
Provision of information about train times/platforms	1458	86	8	6	86	-2	→	-3	→
The upkeep/repair of the station buildings/platforms	1388	68	20	12	73	0	→	-4	→
Cleanliness	1451	72	18	10	77	-2	→	-4	→
The facilities and services	1285	61	19	20	64	0	→	-3	→
The attitudes and helpfulness of the staff	1047	76	17	7	76	-2	→	-2	→
Connections with other forms of public transport	1042	80	12	8	76	0	→	1	→
Facilities for car parking	421	55	17	27	56	7	→	-2	→
Overall environment	1474	69	18	13	73	0	→	-3	→
Your personal security whilst using	1303	72	24	4	73	-1	→	2	→
The availability of staff	1215	67	21	12	65	0	→	-1	→
How request to station staff was handled	325	88	5	6	87	1	→	-1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1456	90	5	5	84	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1474	85	4	11	87	2	→	-5	↓
The length of time the journey was scheduled to take (speed)	1455	90	5	4	89	1	→	-1	→
Connections with other train services	740	80	12	8	80	-1	→	-3	→
The value for money for the price of your ticket	1439	58	17	26	56	-2	→	-1	→
Upkeep and repair of the train	1501	80	12	7	83	-1	→	-2	→
The provision of information during the journey	1398	78	15	7	77	2	→	-1	→
The helpfulness and attitude of staff on train	1163	78	16	6	79	0	→	-1	→
The space for luggage	1308	60	18	23	55	4	↑	4	→
The toilet facilities	981	49	22	29	51	-2	→	1	→
Sufficient room for all passengers to sit/stand	1459	77	12	12	71	1	→	5	↑
The comfort of the seating area	1471	77	14	9	78	1	→	1	→
The ease of being able to get on and off	1475	82	12	6	83	0	→	3	→
Your personal security on board	1404	86	12	2	85	1	→	1	→
The cleanliness of the inside	1500	82	11	6	82	-1	→	-2	→
The cleanliness of the outside	1242	74	19	7	76	-6	↓	-4	→
The availability of staff	1278	68	19	12	66	1	→	0	→
How well train company deals with delays	330	52	27	20	51	-10	↓	-8	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons 2) The East Coast franchise started on 14 November 2010, replacing the routes previously operated by National Express East Coast



# East Midlands Trains

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1404									
Overall satisfaction	1379	86	9	5	87	-2	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1387	82	14	5	81	-3	↓		
Ticket buying facilities	641	77	12	11	79	1	→	-1	→
Provision of information about train times/platforms	1317	84	9	7	86	1	→	-2	→
The upkeep/repair of the station buildings/platforms	1306	75	17	9	73	-2	→	0	→
Cleanliness	1338	80	13	7	77	0	→	2	→
The facilities and services	1215	63	18	19	64	2	→	3	→
The attitudes and helpfulness of the staff	1016	76	17	8	76	-1	→	0	→
Connections with other forms of public transport	969	71	15	14	76	2	→	-3	→
Facilities for car parking	533	58	16	25	56	-3	→	1	→
Overall environment	1371	75	17	8	73	-2	→	-1	→
Your personal security whilst using	1201	75	21	4	73	2	→	0	→
The availability of staff	1160	66	21	13	65	-2	→	0	→
How request to station staff was handled	267	85	7	7	87	1	→	0	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1357	80	8	12	84	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1373	86	7	7	87	-1	→	2	→
The length of time the journey was scheduled to take (speed)	1369	87	8	5	89	-2	→	1	→
Connections with other train services	710	77	16	7	80	-2	→	6	→
The value for money for the price of your ticket	1347	52	18	30	56	-5	↓	0	→
Upkeep and repair of the train	1384	77	12	12	83	1	→	2	→
The provision of information during the journey	1233	71	20	9	77	3	→	2	→
The helpfulness and attitude of staff on train	1074	77	18	5	79	2	→	1	→
The space for luggage	1142	57	17	26	55	9	↑	7	↑
The toilet facilities	666	52	22	25	51	4	→	6	→
Sufficient room for all passengers to sit/stand	1353	72	13	15	71	-2	→	0	→
The comfort of the seating area	1348	78	14	8	78	-1	→	1	→
The ease of being able to get on and off	1368	82	13	5	83	1	→	0	→
Your personal security on board	1280	82	16	2	85	-1	→	-2	→
The cleanliness of the inside	1385	79	12	9	82	2	→	1	→
The cleanliness of the outside	1189	69	21	11	76	-4	→	2	→
The availability of staff	1169	65	26	9	66	-2	→	2	→
How well train company deals with delays	156	48	34	18	51	7	→	-2	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# First Hull Trains

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 761									
Overall satisfaction	733	95	4	1	87	2	→		
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	738	73	17	11	81	-9	↓		
Ticket buying facilities	285	82	11	7	79	1	→		
Provision of information about train times/platforms	696	83	12	6	86	-3	→		
The upkeep/repair of the station buildings/platforms	670	63	24	13	73	-7	↓		
Cleanliness	688	67	20	13	77	-7	↓		
The facilities and services	639	50	22	28	64	-3	→		
The attitudes and helpfulness of the staff	500	67	24	9	76	-5	→		
Connections with other forms of public transport	561	76	12	12	76	-1	→		
Facilities for car parking	308	69	15	16	56	-2	→		
Overall environment	720	62	24	14	73	-8	↓		
Your personal security whilst using	630	70	25	6	73	-2	→		
The availability of staff	591	54	27	19	65	-3	→		
How request to station staff was handled	120	85	9	5	87	-3	→		
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	695	81	9	10	84	4	→		
Punctuality/reliability (i.e. the train arriving/departing on time)	715	89	5	6	87	0	→		
The length of time the journey was scheduled to take (speed)	710	90	6	4	89	-2	→		
Connections with other train services	397	83	15	2	80	-4	→		
The value for money for the price of your ticket	701	63	17	20	56	-4	→		
Upkeep and repair of the train	740	95	4	1	83	3	→		
The provision of information during the journey	692	89	10	1	77	5	↑		
The helpfulness and attitude of staff on train	668	93	6	1	79	2	→		
The space for luggage	686	73	9	18	55	7	↑		
The toilet facilities	535	69	17	14	51	4	→		
Sufficient room for all passengers to sit/stand	721	91	6	3	71	2	→		
The comfort of the seating area	723	93	6	1	78	5	↑		
The ease of being able to get on and off	730	92	7	1	83	2	→		
Your personal security on board	691	93	7	0	85	1	→		
The cleanliness of the inside	735	94	4	2	82	5	↑		
The cleanliness of the outside	660	86	10	4	76	2	→		
The availability of staff	686	90	9	1	66	8	↑		
How well train company deals with delays	87	65	26	9	51	-4	→		

First Hull Trains joined the survey for the first time in Autumn 2010, so no data available for annual comparisons

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# First TransPennine Express

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1201										
Overall satisfaction	1174	89	6	5	87	2	→	2	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	1180	87	10	3	81	1	→			
Ticket buying facilities	597	84	9	7	79	-4	→	3	→	
Provision of information about train times/platforms	1140	91	7	3	86	2	→	5	↑	
The upkeep/repair of the station buildings/platforms	1123	80	13	7	73	-1	→	3	→	
Cleanliness	1144	82	13	5	77	-2	→	2	→	
The facilities and services	1034	65	19	16	64	1	→	-1	→	
The attitudes and helpfulness of the staff	888	79	15	6	76	0	→	4	→	
Connections with other forms of public transport	743	75	14	11	76	-2	→	0	→	
Facilities for car parking	485	61	15	24	56	1	→	11	↑	
Overall environment	1163	81	13	6	73	-2	→	4	→	
Your personal security whilst using	1034	75	22	3	73	-2	→	0	→	
The availability of staff	1002	67	22	10	65	-1	→	4	→	
How request to station staff was handled	206	90	4	6	87	-3	→	0	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1157	83	9	8	84	1	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1168	87	5	8	87	3	→	3	→	
The length of time the journey was scheduled to take (speed)	1159	92	6	3	89	3	→	3	→	
Connections with other train services	677	83	13	4	80	6	→	6	↑	
The value for money for the price of your ticket	1138	60	18	22	56	1	→	0	→	
Upkeep and repair of the train	1186	88	8	4	83	-2	→	-2	→	
The provision of information during the journey	1096	81	14	4	77	-2	→	2	→	
The helpfulness and attitude of staff on train	910	79	17	4	79	2	→	1	→	
The space for luggage	949	50	18	31	55	0	→	-2	→	
The toilet facilities	501	53	25	22	51	1	→	-3	→	
Sufficient room for all passengers to sit/stand	1161	64	11	25	71	1	→	-2	→	
The comfort of the seating area	1150	80	15	5	78	-3	→	-2	→	
The ease of being able to get on and off	1180	82	12	5	83	0	→	-1	→	
Your personal security on board	1118	87	11	2	85	3	→	3	→	
The cleanliness of the inside	1187	84	12	4	82	-3	→	-2	→	
The cleanliness of the outside	1038	79	17	5	76	-6	↓	-1	→	
The availability of staff	1018	64	27	9	66	-2	→	-2	→	
How well train company deals with delays	185	48	40	12	51	-4	→	2	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Virgin Trains

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1361									
Overall satisfaction	1338	90	6	4	87	0	→	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	1332	82	14	5	81	2	→		
Ticket buying facilities	461	78	15	7	79	-6	↓	-3	→
Provision of information about train times/platforms	1293	86	8	5	86	-2	→	-1	→
The upkeep/repair of the station buildings/platforms	1252	71	20	9	73	1	→	5	↑
Cleanliness	1295	74	20	6	77	-2	→	0	→
The facilities and services	1154	65	21	14	64	0	→	0	→
The attitudes and helpfulness of the staff	844	71	23	6	76	-7	↓	-2	→
Connections with other forms of public transport	924	80	13	7	76	-2	→	3	→
Facilities for car parking	435	55	15	30	56	2	→	0	→
Overall environment	1321	71	21	7	73	0	→	2	→
Your personal security whilst using	1153	71	27	2	73	-4	→	1	→
The availability of staff	997	58	28	14	65	-6	↓	-3	→
How request to station staff was handled	237	86	6	7	87	-2	→	-5	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1291	89	6	5	84	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1309	92	3	5	87	3	→	3	↑
The length of time the journey was scheduled to take (speed)	1306	94	5	1	89	0	→	-1	→
Connections with other train services	711	83	12	5	80	-2	→	1	→
The value for money for the price of your ticket	1297	59	17	24	56	-6	↓	-5	↓
Upkeep and repair of the train	1339	90	8	3	83	2	→	0	→
The provision of information during the journey	1244	81	15	5	77	-2	→	-1	→
The helpfulness and attitude of staff on train	992	80	16	4	79	1	→	2	→
The space for luggage	1159	56	17	27	55	5	↑	5	↑
The toilet facilities	826	53	23	24	51	-2	→	-2	→
Sufficient room for all passengers to sit/stand	1293	77	12	11	71	3	→	3	→
The comfort of the seating area	1310	79	14	7	78	0	→	0	→
The ease of being able to get on and off	1331	87	10	3	83	1	→	-1	→
Your personal security on board	1247	89	11	1	85	2	→	2	→
The cleanliness of the inside	1345	88	8	4	82	1	→	1	→
The cleanliness of the outside	1154	82	16	3	76	-5	↓	1	→
The availability of staff	1084	68	23	9	66	-2	→	-1	→
How well train company deals with delays	198	56	26	18	51	-1	→	4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Arriva Trains Wales

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 912									
Overall satisfaction	900	87	8	5	86	0	→	-1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	891	76	14	10	77	3	→		
Ticket buying facilities	468	75	11	15	77	-1	→	4	→
Provision of information about train times/platforms	846	79	13	8	81	1	→	0	→
The upkeep/repair of the station buildings/platforms	847	63	23	15	71	-2	→	6	↑
Cleanliness	845	68	20	12	74	1	→	6	↑
The facilities and services	703	43	18	39	49	2	→	4	→
The attitudes and helpfulness of the staff	643	75	17	8	75	0	→	2	→
Connections with other forms of public transport	522	61	19	20	67	-3	→	-3	→
Facilities for car parking	474	63	14	23	53	4	→	1	→
Overall environment	875	62	26	12	69	1	→	3	→
Your personal security whilst using	764	62	28	10	67	3	→	-1	→
The availability of staff	727	56	21	24	63	-1	→	2	→
How request to station staff was handled	159	88	7	6	87	0	→	4	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	876	81	7	12	80	4	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	888	84	6	11	82	-2	→	-5	↓
The length of time the journey was scheduled to take (speed)	866	88	7	5	88	-2	→	-1	→
Connections with other train services	526	78	13	8	79	-2	→	1	→
The value for money for the price of your ticket	860	60	17	22	58	-3	→	-5	→
Upkeep and repair of the train	881	74	16	10	68	-2	→	1	→
The provision of information during the journey	787	67	20	13	69	0	→	-2	→
The helpfulness and attitude of staff on train	719	79	15	5	76	-3	→	-3	→
The space for luggage	719	57	21	22	59	-7	↓	-5	→
The toilet facilities	420	45	22	33	36	-1	→	-5	→
Sufficient room for all passengers to sit/stand	877	70	11	19	69	-3	→	-3	→
The comfort of the seating area	860	74	15	11	69	0	→	-2	→
The ease of being able to get on and off	879	84	11	5	82	2	→	3	→
Your personal security on board	831	82	15	3	79	1	→	4	→
The cleanliness of the inside	893	76	15	8	70	-2	→	1	→
The cleanliness of the outside	775	64	24	13	58	-4	→	-2	→
The availability of staff	792	67	22	11	62	-4	→	-5	→
How well train company deals with delays	137	43	36	21	37	6	→	4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Merseyrail

	Spring 2011					Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 672									
Overall satisfaction	659	91	7	2	86	-1	→	-2	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	651	80	14	6	77	-6	→		
Ticket buying facilities	402	86	10	4	77	0	→	2	→
Provision of information about train times/platforms	598	85	10	4	81	-3	→	-2	→
The upkeep/repair of the station buildings/platforms	604	72	17	11	71	-3	→	1	→
Cleanliness	612	77	15	8	74	-1	→	0	→
The facilities and services	490	43	25	32	49	-5	→	-12	↓
The attitudes and helpfulness of the staff	550	82	13	5	75	-3	→	0	→
Connections with other forms of public transport	460	70	18	12	67	-7	→	-5	→
Facilities for car parking	344	48	18	33	53	3	→	-9	→
Overall environment	640	73	16	10	69	-3	→	3	→
Your personal security whilst using	594	71	24	5	67	3	→	-1	→
The availability of staff	578	78	16	5	63	1	→	3	→
How request to station staff was handled	49	80	-	16	87	-14	→	-2	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	656	91	3	5	80	-4	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	646	93	3	4	82	3	→	-2	→
The length of time the journey was scheduled to take (speed)	636	94	4	2	88	-2	→	-2	→
Connections with other train services	351	82	11	7	79	-3	→	-3	→
The value for money for the price of your ticket	530	64	16	20	58	-7	→	-2	→
Upkeep and repair of the train	645	80	14	6	68	-4	→	2	→
The provision of information during the journey	600	87	9	4	69	1	→	0	→
The helpfulness and attitude of staff on train	365	67	28	5	76	4	→	0	→
The space for luggage	465	60	22	18	59	-8	→	-4	→
The toilet facilities	175	9	13	78	36	-8	→	-10	→
Sufficient room for all passengers to sit/stand	631	79	13	9	69	-3	→	1	→
The comfort of the seating area	640	76	17	7	69	-6	↓	-4	→
The ease of being able to get on and off	643	86	11	3	82	-4	→	-4	→
Your personal security on board	609	79	17	3	79	1	→	3	→
The cleanliness of the inside	653	78	16	6	70	-1	→	1	→
The cleanliness of the outside	602	56	26	17	58	-8	↓	-9	↓
The availability of staff	484	51	30	19	62	5	→	4	→
How well train company deals with delays	28	49	18	33	37	2	→	7	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Northern Rail

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1250										
Overall satisfaction	1228	83	11	6	86	1	→	1	→	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	1216	73	15	12	77	-1	→			
Ticket buying facilities	706	73	10	18	77	-1	→	-2	→	
Provision of information about train times/platforms	1157	77	11	13	81	-3	→	-4	↓	
The upkeep/repair of the station buildings/platforms	1147	68	16	16	71	-1	→	0	→	
Cleanliness	1166	70	15	15	74	-3	→	2	→	
The facilities and services	1002	50	14	36	49	3	→	4	→	
The attitudes and helpfulness of the staff	868	70	17	13	75	-1	→	0	→	
Connections with other forms of public transport	885	69	15	16	67	3	→	4	→	
Facilities for car parking	629	57	15	29	53	4	→	8	↑	
Overall environment	1187	65	20	15	69	-1	→	0	→	
Your personal security whilst using	1105	64	23	13	67	3	→	2	→	
The availability of staff	1005	58	18	23	63	0	→	2	→	
How request to station staff was handled	151	89	4	6	87	-1	→	3	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1200	71	9	19	80	-2	→	-3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1196	78	9	12	82	-1	→	-4	↓	
The length of time the journey was scheduled to take (speed)	1191	86	8	5	88	-1	→	-1	→	
Connections with other train services	671	78	14	8	79	3	→	6	↑	
The value for money for the price of your ticket	1137	58	18	25	58	-6	↓	-3	→	
Upkeep and repair of the train	1201	53	22	25	68	-7	↓	-4	→	
The provision of information during the journey	1051	59	25	16	69	2	→	2	→	
The helpfulness and attitude of staff on train	938	76	18	7	76	3	→	4	→	
The space for luggage	908	55	23	22	59	0	→	0	→	
The toilet facilities	469	38	24	39	36	-3	→	3	→	
Sufficient room for all passengers to sit/stand	1201	65	13	22	69	-3	→	-5	↓	
The comfort of the seating area	1179	58	22	19	69	-6	↓	-5	↓	
The ease of being able to get on and off	1203	78	14	8	82	0	→	-2	→	
Your personal security on board	1152	76	19	5	79	1	→	0	→	
The cleanliness of the inside	1222	56	22	22	70	-7	↓	-3	→	
The cleanliness of the outside	1109	48	28	24	58	-12	↓	0	→	
The availability of staff	1061	62	25	14	62	0	→	2	→	
How well train company deals with delays	166	35	35	29	37	-9	→	-1	→	

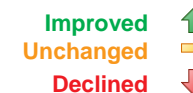
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# ScotRail

	Spring 2011	Improvement/decline in % satisfied or good since Autumn 2010	Improvement/decline in % satisfied or good since Spring 2010							
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1166										
Overall satisfaction	1147	86	11	3	86	0	→	-5	↓	
<b>STATION FACILITIES</b>										
Overall satisfaction with the station *	1148	81	16	4	77	-1	→			
Ticket buying facilities	724	78	10	12	77	-1	→	-6	↓	
Provision of information about train times/platforms	1092	85	8	7	81	-1	→	1	→	
The upkeep/repair of the station buildings/platforms	1088	77	15	8	71	-5	→	-1	→	
Cleanliness	1096	81	14	5	74	-5	→	-1	→	
The facilities and services	917	53	19	29	49	-6	→	-6	→	
The attitudes and helpfulness of the staff	819	75	17	8	75	-6	→	1	→	
Connections with other forms of public transport	790	65	17	17	67	-6	→	-6	→	
Facilities for car parking	579	46	18	36	53	-2	→	-1	→	
Overall environment	1127	74	19	7	69	-5	→	0	→	
Your personal security whilst using	1008	71	25	4	67	-3	→	-1	→	
The availability of staff	933	63	21	16	63	0	→	-2	→	
How request to station staff was handled	150	86	5	9	87	10	→	3	→	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1131	83	8	9	80	4	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1126	81	8	11	82	-5	↓	-7	↓	
The length of time the journey was scheduled to take (speed)	1103	89	8	4	88	2	→	-1	→	
Connections with other train services	539	78	17	5	79	-2	→	1	→	
The value for money for the price of your ticket	1111	56	18	26	58	-1	→	-5	→	
Upkeep and repair of the train	1137	79	13	8	68	1	→	3	→	
The provision of information during the journey	1036	72	20	8	69	-5	→	-3	→	
The helpfulness and attitude of staff on train	920	79	19	2	76	-2	→	2	→	
The space for luggage	874	63	17	21	59	-1	→	-3	→	
The toilet facilities	482	41	26	33	36	1	→	-9	↓	
Sufficient room for all passengers to sit/stand	1126	69	14	17	69	-2	→	-9	↓	
The comfort of the seating area	1123	77	15	8	69	2	→	-1	→	
The ease of being able to get on and off	1136	86	11	3	82	2	→	-2	→	
Your personal security on board	1087	83	16	1	79	1	→	-1	→	
The cleanliness of the inside	1150	80	13	7	70	4	→	1	→	
The cleanliness of the outside	969	70	21	9	58	-4	→	3	→	
The availability of staff	1020	65	24	11	62	-2	→	-5	→	
How well train company deals with delays	169	34	36	30	37	-11	→	-6	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

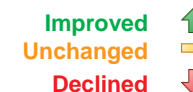




## National Total - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	25142	25334	27983	25313	25600	25905	24663	29057	27556	30096				
Overall satisfaction	81	79	81	80	83	81	83	83	84	84	0	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	76	76			-1	→
Ticket buying facilities	65	67	70	71	71	72	71	72	72	73	0	→	0	→
Provision of information about train times/platforms	78	76	77	77	79	78	80	79	81	79	1	→	-2	↓
The upkeep/repair of the station buildings/platforms	63	60	64	62	64	63	66	64	66	65	2	↑	-1	→
Cleanliness	69	67	69	67	70	69	71	69	72	71	1	↑	-1	↓
The facilities and services	51	50	51	48	50	50	51	51	51	50	-1	→	-1	→
The attitudes and helpfulness of the staff	69	68	69	68	70	69	70	70	72	70	0	→	-1	↓
Connections with other forms of public transport	74	73	72	72	73	73	74	74	74	73	-1	→	-1	→
Facilities for car parking	47	46	46	43	44	44	45	48	49	49	1	→	0	→
Overall environment	62	60	65	63	65	64	66	64	67	66	2	↑	-2	↓
Your personal security whilst using	59	57	62	61	63	63	64	65	65	66	1	→	0	→
The availability of staff	56	56	57	56	58	58	59	58	59	58	0	→	-1	→
How request to station staff was handled	83	82	82	83	84	82	83	84	85	84	0	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	75	75	75	76	75	77	77	77	78	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	79	79	81	80	83	82	82	80	-2	↓	-2	↓
The length of time the journey was scheduled to take (speed)	82	81	83	83	84	83	84	85	85	85	0	→	0	→
Connections with other train services	71	68	72	70	73	73	74	75	76	77	2	↑	0	→
The value for money for the price of your ticket	43	40	45	40	46	40	45	48	49	44	-4	↓	-5	↓
Cleanliness of the train	72	72	71	71	73	72	72	71	73	73	1	↑	0	→
Upkeep and repair of the train	71	71	71	70	73	72	72	72	74	73	1	→	-1	↓
The provision of information during the journey	64	64	65	65	67	66	68	68	70	69	1	↑	0	→
The helpfulness and attitude of staff on train	63	62	58	58	60	60	62	64	65	64	1	→	0	→
The space for luggage	48	47	48	49	50	50	51	53	54	53	1	→	-1	→
The toilet facilities	37	36	37	35	36	36	38	38	38	36	-1	→	-2	→
Sufficient room for all passengers to sit/stand	60	59	63	62	64	66	67	68	68	67	0	→	-1	→
The comfort of the seating area	67	67	67	66	69	69	70	70	72	70	1	→	-2	↓
The ease of being able to get on and off	76	75	77	76	78	78	79	80	80	80	0	→	0	→
Your personal security on board	70	69	70	70	72	72	73	75	76	76	1	→	0	→
The cleanliness of the inside	71	71	70	70	72	71	72	71	73	73	1	↑	0	→
The cleanliness of the outside	67	64	68	66	70	68	71	66	71	67	1	↑	-4	↓
The availability of staff	39	38	38	38	40	41	43	46	46	45	0	→	-1	→
How well train company deals with delays	37	32	35	34	37	35	36	35	40	36	1	→	-4	↓

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) National total excludes non-franchised Train Operating Companies.



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	14203	14711	16655	15420	16503	17000	15989	17474	17506	19126				
Overall satisfaction	80	77	80	79	82	80	82	82	83	83	1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	75	75			-1	→
Ticket buying facilities	62	64	67	68	67	69	68	70	70	71	1	→	1	→
Provision of information about train times/platforms	77	75	77	76	78	76	78	77	80	78	1	↑	-2	↓
The upkeep/repair of the station buildings/platforms	62	58	62	60	62	60	63	61	63	63	2	↑	0	→
Cleanliness	69	66	68	66	68	67	69	67	70	69	2	↑	-1	→
The facilities and services	51	49	50	48	49	48	49	49	50	48	0	→	-1	→
The attitudes and helpfulness of the staff	68	67	68	66	67	67	68	68	69	69	0	→	-1	→
Connections with other forms of public transport	75	74	74	72	74	74	75	75	74	74	-1	→	0	→
Facilities for car parking	45	44	44	41	40	41	43	46	47	47	1	→	0	→
Overall environment	60	58	63	61	63	62	64	62	65	64	2	↑	-1	↓
Your personal security whilst using	58	55	60	59	61	60	62	63	64	65	1	→	0	→
The availability of staff	54	54	56	55	56	56	56	56	57	56	0	→	-1	→
How request to station staff was handled	82	81	82	82	83	81	82	82	84	83	0	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	76	74	73	73	74	74	75	75	76	76	1	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	75	78	78	80	79	82	80	81	79	-1	→	-2	↓
The length of time the journey was scheduled to take (speed)	81	79	82	81	83	82	83	83	84	84	1	→	0	→
Connections with other train services	70	67	71	69	72	72	73	74	75	76	2	↑	0	→
The value for money for the price of your ticket	38	34	41	36	41	35	40	43	44	39	-4	↓	-5	↓
Cleanliness of the train	71	71	70	70	72	70	71	70	72	72	2	↑	0	→
Upkeep and repair of the train	70	69	70	69	72	71	71	71	74	73	2	↑	-1	→
The provision of information during the journey	62	61	64	64	66	65	66	66	69	68	2	↑	0	→
The helpfulness and attitude of staff on train	57	54	50	51	52	51	54	56	58	57	1	→	-1	→
The space for luggage	45	44	46	47	48	48	49	51	52	52	1	→	-1	→
The toilet facilities	34	32	34	32	34	33	34	34	35	34	-1	→	-2	→
Sufficient room for all passengers to sit/stand	58	56	61	60	62	63	65	66	67	66	1	→	-1	→
The comfort of the seating area	65	64	66	64	67	67	68	68	71	70	2	↑	-2	↓
The ease of being able to get on and off	74	73	76	75	76	76	78	78	79	79	1	→	0	→
Your personal security on board	67	66	68	67	69	69	71	72	74	74	1	↑	-1	→
The cleanliness of the inside	70	70	69	69	71	70	71	70	72	72	2	↑	0	→
The cleanliness of the outside	66	64	67	66	70	68	71	67	72	69	2	↑	-3	↓
The availability of staff	30	29	30	30	31	32	34	37	38	37	0	→	-1	→
How well train company deals with delays	35	30	33	32	35	32	33	32	37	34	2	→	-3	→

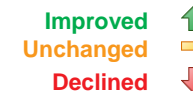
\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) London and South East total excludes non-franchised Train Operating Companies.



## Long Distance - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	5430	5469	6081	5914	5690	5394	5248	7189	6700	6970				
Overall satisfaction	85	87	84	83	84	85	87	87	87	87	0	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	82	81			-1	→
Ticket buying facilities	79	80	81	80	82	80	80	80	82	79	0	→	-2	→
Provision of information about train times/platforms	85	86	84	82	85	86	85	86	86	86	0	→	0	→
The upkeep/repair of the station buildings/platforms	73	70	72	68	71	71	73	72	73	73	1	→	0	→
Cleanliness	77	76	76	73	76	76	78	76	77	77	0	→	-1	→
The facilities and services	67	66	64	62	62	63	65	64	63	64	0	→	1	→
The attitudes and helpfulness of the staff	78	76	75	75	76	76	76	76	79	76	0	→	-3	↓
Connections with other forms of public transport	76	75	76	76	74	75	74	76	77	76	0	→	0	→
Facilities for car parking	53	49	52	52	52	52	53	55	57	56	1	→	-1	→
Overall environment	72	70	72	70	71	73	74	73	74	73	0	→	-1	→
Your personal security whilst using	70	68	71	69	70	72	72	72	74	73	1	→	-1	→
The availability of staff	68	66	64	63	65	65	66	65	67	65	-1	→	-2	↓
How request to station staff was handled	87	87	83	85	86	87	88	89	88	87	-2	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	85	82	80	80	82	82	85	84	84	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	85	82	80	81	84	87	87	85	87	0	→	1	→
The length of time the journey was scheduled to take (speed)	85	87	85	86	84	88	88	89	89	89	-1	→	0	→
Connections with other train services	75	75	76	75	75	75	77	79	80	80	1	→	0	→
The value for money for the price of your ticket	55	52	56	52	54	52	57	58	59	56	-2	→	-3	↓
Cleanliness of the train	85	88	84	82	82	82	82	82	82	82	0	→	0	→
Upkeep and repair of the train	87	88	86	82	82	82	82	84	84	83	0	→	0	→
The provision of information during the journey	80	82	79	75	74	76	75	77	77	77	1	→	0	→
The helpfulness and attitude of staff on train	81	81	77	77	76	75	77	78	78	79	1	→	1	→
The space for luggage	54	55	52	52	49	51	51	52	51	55	3	↑	4	↑
The toilet facilities	55	57	53	49	49	52	52	51	52	51	1	→	-1	→
Sufficient room for all passengers to sit/stand	68	70	69	66	66	72	71	70	70	71	1	→	1	→
The comfort of the seating area	79	80	77	75	76	78	78	77	79	78	1	→	0	→
The ease of being able to get on and off	81	83	82	80	80	81	82	83	83	83	0	→	0	→
Your personal security on board	83	84	83	82	82	82	83	85	84	85	1	→	2	→
The cleanliness of the inside	85	86	84	81	81	82	81	82	82	82	-1	→	0	→
The cleanliness of the outside	81	80	78	73	77	77	79	76	80	76	0	→	-4	↓
The availability of staff	68	67	65	63	61	64	64	66	67	66	0	→	-1	→
How well train company deals with delays	52	53	48	51	48	50	46	52	52	51	-1	→	-2	→

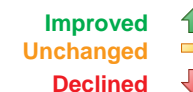
\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) Long distance total excludes non-franchised Train Operating Companies.



## Regional - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	5509	5154	5247	3979	3407	3511	3426	4394	3350	4000				
Overall satisfaction	84	82	83	84	86	86	87	88	86	86	-2	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	78	77			-1	→
Ticket buying facilities	73	73	77	79	80	80	79	79	78	77	-2	→	-1	→
Provision of information about train times/platforms	76	76	77	79	80	81	84	83	83	81	-2	→	-2	→
The upkeep/repair of the station buildings/platforms	64	62	68	69	70	72	73	71	74	71	0	→	-3	→
Cleanliness	69	67	72	71	72	74	76	74	77	74	0	→	-3	→
The facilities and services	47	47	48	44	51	50	51	52	50	49	-3	→	-1	→
The attitudes and helpfulness of the staff	71	72	73	72	75	75	75	74	77	75	0	→	-3	→
Connections with other forms of public transport	68	67	66	67	68	68	70	69	69	67	-2	→	-2	→
Facilities for car parking	53	52	50	49	50	50	51	50	51	53	2	→	2	→
Overall environment	63	61	68	67	69	70	72	69	71	69	0	→	-2	→
Your personal security whilst using	60	62	65	65	66	68	69	67	66	67	0	→	1	→
The availability of staff	60	58	60	60	63	63	66	62	63	63	1	→	0	→
How request to station staff was handled	85	82	83	87	86	86	84	84	87	87	2	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	77	79	81	80	79	81	82	79	80	-3	↓	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	82	81	83	85	85	86	87	84	82	-5	↓	-2	→
The length of time the journey was scheduled to take (speed)	87	87	87	89	88	88	90	90	89	88	-1	→	0	→
Connections with other train services	73	69	74	74	74	74	77	77	79	79	2	→	0	→
The value for money for the price of your ticket	59	57	60	56	63	55	59	62	63	58	-4	↓	-4	↓
Cleanliness of the train	71	70	69	70	71	71	73	70	71	70	0	→	-1	→
Upkeep and repair of the train	70	68	69	68	71	69	71	69	71	68	-1	→	-3	↓
The provision of information during the journey	67	67	66	67	69	69	71	70	69	69	-1	→	0	→
The helpfulness and attitude of staff on train	72	72	71	69	72	72	75	75	76	76	1	→	1	→
The space for luggage	57	56	55	57	58	59	58	61	61	59	-2	→	-2	→
The toilet facilities	38	38	39	36	39	38	40	41	39	36	-5	↓	-2	→
Sufficient room for all passengers to sit/stand	67	68	69	70	72	73	73	75	72	69	-5	↓	-3	→
The comfort of the seating area	71	72	71	71	71	71	74	72	72	69	-3	↓	-3	↓
The ease of being able to get on and off	81	80	81	81	83	83	84	84	82	82	-2	→	0	→
Your personal security on board	75	74	75	75	78	79	78	79	78	79	0	→	1	→
The cleanliness of the inside	71	69	69	69	71	70	73	71	72	70	-1	→	-2	→
The cleanliness of the outside	64	60	67	63	67	64	69	60	66	58	-2	→	-8	↓
The availability of staff	53	55	56	57	59	59	60	63	62	62	-2	→	0	→
How well train company deals with delays	37	32	35	33	36	36	41	38	44	37	-2	→	-7	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons.



## c2c - % saying satisfied/good

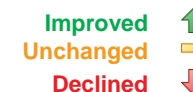
											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1048	1061	1029	1058	1009	1054	1054	1058	1084	1199				
Overall satisfaction	89	89	89	87	90	91	90	91	91	91	0	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	80	83			3	→
Ticket buying facilities	72	67	74	76	68	77	74	75	76	77	2	→	2	→
Provision of information about train times/platforms	82	77	83	82	82	85	83	85	86	87	2	→	0	→
The upkeep/repair of the station buildings/platforms	71	64	67	67	69	70	67	69	73	71	2	→	-2	→
Cleanliness	75	70	73	72	75	77	76	76	80	78	3	→	-2	→
The facilities and services	49	41	48	45	46	44	50	51	52	53	2	→	1	→
The attitudes and helpfulness of the staff	71	69	69	72	71	75	73	75	77	74	-1	→	-3	→
Connections with other forms of public transport	68	63	70	70	65	69	70	70	70	72	3	→	3	→
Facilities for car parking	47	43	46	44	43	42	45	49	55	53	4	→	-2	→
Overall environment	64	58	64	66	66	69	68	67	72	72	5	↑	0	→
Your personal security whilst using	55	54	58	59	60	61	59	62	65	65	3	→	0	→
The availability of staff	59	57	61	64	62	63	65	64	66	66	1	→	0	→
How request to station staff was handled	86	83	83	82	85	88	75	89	79	83	-6	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	82	83	82	82	86	85	85	85	86	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	90	91	89	92	90	94	94	94	92	-2	→	-2	↓
The length of time the journey was scheduled to take (speed)	87	87	90	90	89	90	89	91	91	93	2	→	2	→
Connections with other train services	77	76	77	75	75	78	75	83	81	78	-5	→	-3	→
The value for money for the price of your ticket	43	39	44	42	47	40	43	46	48	43	-3	→	-5	↓
Cleanliness of the train	85	87	85	86	88	88	90	91	93	90	-1	→	-2	→
Upkeep and repair of the train	83	85	85	86	88	88	89	90	93	90	0	→	-3	↓
The provision of information during the journey	74	71	71	72	74	73	76	80	80	80	0	→	1	→
The helpfulness and attitude of staff on train	28	27	26	27	34	29	37	31	33	37	5	→	4	→
The space for luggage	45	46	46	49	46	47	47	50	51	48	-1	→	-3	→
The toilet facilities	46	43	41	42	43	47	52	52	49	55	3	→	5	→
Sufficient room for all passengers to sit/stand	61	60	64	61	61	62	62	65	66	61	-4	→	-4	↓
The comfort of the seating area	80	78	78	78	77	78	79	80	82	79	-2	→	-4	↓
The ease of being able to get on and off	85	80	82	83	83	82	84	84	85	84	0	→	-1	→
Your personal security on board	65	64	68	68	68	67	69	72	75	72	0	→	-2	→
The cleanliness of the inside	85	85	84	84	87	89	89	91	91	89	-2	→	-1	→
The cleanliness of the outside	82	79	81	81	84	85	86	87	88	86	-1	→	-1	→
The availability of staff	13	13	13	13	17	16	19	19	18	22	3	→	4	→
How well train company deals with delays	45	31	37	43	45	53	42	51	49	50	-1	→	1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## Chiltern Railways - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1076	1069	1019	1088	1109	1064	1072	1062	1230	1205				
Overall satisfaction	90	90	90	89	90	90	91	91	90	88	-2	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	85	85			0	→
Ticket buying facilities	69	76	85	83	84	80	81	82	81	81	-1	→	1	→
Provision of information about train times/platforms	77	80	82	83	84	86	84	86	85	83	-3	→	-1	→
The upkeep/repair of the station buildings/platforms	74	73	79	77	81	82	81	76	78	77	1	→	-1	→
Cleanliness	80	80	83	80	83	84	83	80	83	81	1	→	-2	→
The facilities and services	60	61	70	66	67	68	64	60	65	62	2	→	-3	→
The attitudes and helpfulness of the staff	73	75	78	79	76	78	79	79	75	78	0	→	4	→
Connections with other forms of public transport	71	71	71	69	70	71	74	72	74	74	2	→	0	→
Facilities for car parking	69	68	70	66	67	68	69	72	69	67	-5	→	-2	→
Overall environment	73	74	81	77	82	82	83	79	80	78	0	→	-1	→
Your personal security whilst using	70	68	73	74	75	74	76	75	74	76	1	→	2	→
The availability of staff	59	62	66	62	65	63	63	61	64	65	4	→	1	→
How request to station staff was handled	85	86	83	85	85	83	87	87	87	86	-1	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	81	82	82	84	84	83	85	85	82	-3	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	91	88	91	91	92	92	93	91	88	-5	↓	-3	→
The length of time the journey was scheduled to take (speed)	87	89	88	87	87	90	89	88	85	83	-5	↓	-2	→
Connections with other train services	77	77	77	78	74	76	72	77	72	70	-6	↓	-1	→
The value for money for the price of your ticket	51	49	55	49	54	46	50	54	55	48	-6	↓	-7	↓
Cleanliness of the train	86	85	84	83	87	82	85	80	85	85	5	↑	0	→
Upkeep and repair of the train	88	86	85	83	86	80	84	81	83	85	3	↑	2	→
The provision of information during the journey	74	70	73	70	74	74	74	74	73	73	0	→	0	→
The helpfulness and attitude of staff on train	47	54	50	45	53	52	52	55	60	58	3	→	-3	→
The space for luggage	59	51	57	58	50	52	57	55	56	56	1	→	0	→
The toilet facilities	51	49	53	53	46	47	51	48	54	55	7	→	1	→
Sufficient room for all passengers to sit/stand	69	68	74	75	72	72	77	73	77	74	1	→	-3	→
The comfort of the seating area	79	76	80	79	78	75	80	78	79	77	-1	→	-2	→
The ease of being able to get on and off	89	86	90	91	90	88	92	90	91	88	-2	→	-2	→
Your personal security on board	83	80	82	83	84	81	86	83	85	82	0	→	-3	→
The cleanliness of the inside	86	84	83	84	85	81	85	81	84	85	4	↑	1	→
The cleanliness of the outside	81	80	80	80	84	80	84	76	82	79	3	→	-3	→
The availability of staff	24	27	26	25	27	28	30	33	37	38	5	→	1	→
How well train company deals with delays	43	42	45	47	48	37	52	35	52	46	10	→	-6	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## First Capital Connect - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1599	1607	1858	1618	1599	1661	1554	1636	1618	1816				
Overall satisfaction	76	71	77	77	78	76	75	76	76	78	2	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	70	69			-1	→
Ticket buying facilities	63	64	68	65	66	68	69	66	69	66	0	→	-3	→
Provision of information about train times/platforms	73	69	71	70	75	71	75	70	73	73	3	→	-1	→
The upkeep/repair of the station buildings/platforms	57	53	59	55	61	60	61	58	57	60	2	→	3	→
Cleanliness	66	62	65	63	66	67	69	66	66	68	2	→	2	→
The facilities and services	49	41	42	41	46	44	46	41	45	43	2	→	-2	→
The attitudes and helpfulness of the staff	69	64	65	65	65	65	66	66	64	67	1	→	2	→
Connections with other forms of public transport	76	74	74	71	69	70	71	72	70	70	-2	→	1	→
Facilities for car parking	45	41	40	38	39	40	42	43	45	46	3	→	1	→
Overall environment	55	51	57	57	59	58	61	57	61	57	0	→	-4	→
Your personal security whilst using	55	53	59	58	61	61	61	61	61	59	-2	→	-2	→
The availability of staff	54	50	52	51	55	55	56	53	54	49	-4	→	-6	↓
How request to station staff was handled	78	76	77	80	88	86	81	76	87	79	3	→	-8	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	76	75	74	74	77	74	73	70	75	74	4	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	70	77	81	78	72	75	73	71	74	1	→	4	→
The length of time the journey was scheduled to take (speed)	81	79	82	85	83	82	83	82	82	84	2	→	2	→
Connections with other train services	67	66	71	67	75	74	76	72	75	75	3	→	-1	→
The value for money for the price of your ticket	36	32	38	35	36	31	35	38	38	32	-6	↓	-6	↓
Cleanliness of the train	55	54	64	64	65	66	64	64	63	64	1	→	1	→
Upkeep and repair of the train	52	49	60	59	61	63	61	62	61	60	-2	→	-1	→
The provision of information during the journey	43	40	47	50	49	50	50	51	46	47	-3	→	2	→
The helpfulness and attitude of staff on train	33	33	31	25	32	29	29	36	35	31	-5	→	-5	→
The space for luggage	37	36	39	42	42	45	41	43	44	47	4	→	3	→
The toilet facilities	20	17	25	23	26	24	24	26	23	26	0	→	3	→
Sufficient room for all passengers to sit/stand	56	51	58	55	57	60	61	60	60	59	0	→	-1	→
The comfort of the seating area	55	51	57	55	58	63	61	58	60	62	4	↑	2	→
The ease of being able to get on and off	69	69	74	75	71	74	77	74	75	75	1	→	0	→
Your personal security on board	61	59	63	66	64	65	68	65	67	68	3	→	2	→
The cleanliness of the inside	54	52	64	62	64	67	64	61	62	64	2	→	2	→
The cleanliness of the outside	52	50	62	57	60	62	61	56	56	53	-3	→	-3	→
The availability of staff	10	9	12	9	15	11	15	12	13	12	0	→	-1	→
How well train company deals with delays	29	28	25	31	31	35	32	24	34	25	0	→	-9	↓

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## First Great Western - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	2783	3086	3491	2903	3061	2949	2901	2945	3374	3536				
Overall satisfaction	77	72	74	73	80	81	82	83	82	82	-2	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	75	74			-1	→
Ticket buying facilities	64	67	72	71	73	77	74	75	71	73	-2	→	2	→
Provision of information about train times/platforms	75	69	72	72	76	78	79	79	77	77	-1	→	0	→
The upkeep/repair of the station buildings/platforms	63	59	61	60	67	65	65	64	63	60	-3	↓	-3	→
Cleanliness	68	65	67	66	72	70	71	69	69	67	-2	→	-2	→
The facilities and services	59	56	59	55	59	59	58	56	54	53	-3	→	-1	→
The attitudes and helpfulness of the staff	71	67	69	67	71	70	73	74	74	72	-2	→	-2	→
Connections with other forms of public transport	73	74	70	68	72	72	74	74	70	72	-2	→	2	→
Facilities for car parking	56	51	53	49	53	54	53	53	58	58	5	↑	0	→
Overall environment	62	59	63	64	68	67	69	66	65	66	0	→	0	→
Your personal security whilst using	63	60	65	63	67	67	67	67	68	67	0	→	-1	→
The availability of staff	55	55	59	55	58	59	59	60	58	60	0	→	3	→
How request to station staff was handled	81	79	83	81	87	85	83	88	86	90	2	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	73	68	69	69	75	75	77	78	77	76	-2	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	73	66	65	67	76	80	80	83	79	77	-6	↓	-2	→
The length of time the journey was scheduled to take (speed)	81	76	78	77	83	83	83	86	85	84	-2	→	-1	→
Connections with other train services	68	64	66	65	70	71	72	75	74	73	-1	→	-1	→
The value for money for the price of your ticket	46	39	44	40	51	46	50	53	56	49	-3	↓	-6	↓
Cleanliness of the train	70	67	67	69	73	73	72	70	73	72	2	→	-1	→
Upkeep and repair of the train	69	62	65	67	74	74	72	70	74	72	2	→	-1	→
The provision of information during the journey	59	52	55	54	62	64	63	65	65	64	-1	→	-1	→
The helpfulness and attitude of staff on train	67	61	58	56	64	66	66	69	70	70	1	→	0	→
The space for luggage	54	53	49	51	52	53	53	54	53	55	2	→	2	→
The toilet facilities	36	34	39	36	43	45	45	43	43	40	-3	→	-3	→
Sufficient room for all passengers to sit/stand	61	60	62	63	66	67	68	67	68	69	2	→	1	→
The comfort of the seating area	69	65	64	63	70	70	70	67	69	71	3	↑	2	→
The ease of being able to get on and off	72	70	75	73	75	76	76	78	77	77	-1	→	0	→
Your personal security on board	74	69	73	71	78	77	77	77	79	79	1	→	0	→
The cleanliness of the inside	68	65	65	65	72	73	72	69	72	72	3	↑	0	→
The cleanliness of the outside	62	59	64	64	68	70	70	64	70	65	1	→	-5	↓
The availability of staff	43	34	39	36	41	45	47	48	51	50	2	→	-2	→
How well train company deals with delays	37	30	30	31	42	39	41	48	42	43	-5	→	1	→

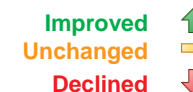
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Heathrow Connect - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	-	-	-	-	300	485	536	526	526	616				
Overall satisfaction	-	-	-	-	88	90	90	88	92	89	1	→	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	81	78			-3	→
Ticket buying facilities	-	-	-	-	73	80	78	76	77	74	-2	→	-3	→
Provision of information about train times/platforms	-	-	-	-	76	72	72	71	68	71	0	→	2	→
The upkeep/repair of the station buildings/platforms	-	-	-	-	60	60	68	63	67	65	2	→	-2	→
Cleanliness	-	-	-	-	66	68	75	70	76	71	1	→	-6	→
The facilities and services	-	-	-	-	54	42	52	52	52	53	1	→	1	→
The attitudes and helpfulness of the staff	-	-	-	-	65	76	83	77	78	70	-7	→	-7	→
Connections with other forms of public transport	-	-	-	-	74	81	75	82	83	79	-3	→	-4	→
Facilities for car parking	-	-	-	-	28	23	27	39	33	33	-6	→	-1	→
Overall environment	-	-	-	-	64	65	68	65	73	67	2	→	-6	→
Your personal security whilst using	-	-	-	-	57	67	70	70	75	73	3	→	-2	→
The availability of staff	-	-	-	-	58	58	64	60	69	61	1	→	-8	→
How request to station staff was handled	-	-	-	-	88	91	89	82	88	80	-2	→	-8	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	-	-	-	-	72	71	74	71	69	67	-4	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	81	89	92	92	93	88	-4	↓	-6	↓
The length of time the journey was scheduled to take (speed)	-	-	-	-	91	89	92	92	93	94	2	→	0	→
Connections with other train services	-	-	-	-	77	81	82	81	88	81	0	→	-8	↓
The value for money for the price of your ticket	-	-	-	-	52	56	56	58	65	55	-3	→	-10	↓
Cleanliness of the train	-	-	-	-	94	93	92	90	95	94	3	→	-2	→
Upkeep and repair of the train	-	-	-	-	94	92	90	89	93	93	3	→	0	→
The provision of information during the journey	-	-	-	-	89	82	84	85	85	83	-2	→	-1	→
The helpfulness and attitude of staff on train	-	-	-	-	73	77	74	81	76	75	-6	→	-1	→
The space for luggage	-	-	-	-	79	78	77	78	79	79	1	→	0	→
The toilet facilities	-	-	-	-	73	64	71	69	74	73	4	→	-1	→
Sufficient room for all passengers to sit/stand	-	-	-	-	84	90	87	88	91	90	2	→	-2	→
The comfort of the seating area	-	-	-	-	89	90	90	88	93	91	3	→	-2	→
The ease of being able to get on and off	-	-	-	-	85	92	90	88	90	89	1	→	-1	→
Your personal security on board	-	-	-	-	83	86	88	87	89	86	-2	→	-3	→
The cleanliness of the inside	-	-	-	-	92	93	94	89	96	93	4	→	-2	→
The cleanliness of the outside	-	-	-	-	91	92	91	84	91	88	4	→	-3	→
The availability of staff	-	-	-	-	70	71	68	68	68	66	-3	→	-3	→
How well train company deals with delays	-	-	-	-	32	51	34	41	33	25	-16	→	-8	→

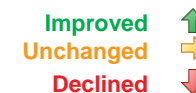
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Heathrow Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	530	534	499	551	548	528	566	542	610	623				
Overall satisfaction	96	94	88	92	93	92	93	93	93	95	2	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	84	87			3	→
Ticket buying facilities	89	85	85	86	86	87	90	88	91	89	1	→	-2	→
Provision of information about train times/platforms	85	80	77	78	78	77	78	78	83	83	6	→	1	→
The upkeep/repair of the station buildings/platforms	82	80	77	76	83	81	79	79	80	78	-1	→	-2	→
Cleanliness	82	79	79	77	84	82	81	82	82	75	-7	↓	-7	→
The facilities and services	62	62	51	51	64	60	54	60	62	68	8	→	6	→
The attitudes and helpfulness of the staff	71	71	72	70	77	79	72	76	81	80	4	→	-1	→
Connections with other forms of public transport	82	82	76	79	80	83	80	84	84	85	1	→	1	→
Facilities for car parking	33	21	21	21	23	46	45	55	32	59	4	→	27	→
Overall environment	77	79	74	76	85	82	79	82	77	78	-3	→	1	→
Your personal security whilst using	72	74	67	69	80	75	76	79	73	77	-2	→	4	→
The availability of staff	62	62	56	59	65	63	60	65	71	66	1	→	-5	→
How request to station staff was handled	85	91	86	91	93	93	91	91	94	88	-3	→	-7	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	93	94	88	88	88	87	90	91	94	93	3	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	93	95	90	90	95	92	96	96	95	97	1	→	1	→
The length of time the journey was scheduled to take (speed)	96	97	94	95	94	94	97	96	98	98	2	→	0	→
Connections with other train services	81	74	80	80	77	78	79	81	84	80	0	→	-4	→
The value for money for the price of your ticket	33	29	30	26	35	29	29	32	41	37	5	→	-4	→
Cleanliness of the train	93	88	86	91	87	90	90	93	92	94	2	→	2	→
Upkeep and repair of the train	91	89	83	85	84	85	84	89	90	92	3	→	2	→
The provision of information during the journey	82	85	82	79	81	86	82	82	82	83	1	→	2	→
The helpfulness and attitude of staff on train	79	81	78	74	76	75	76	81	84	79	-2	→	-5	→
The space for luggage	91	88	86	91	85	87	90	92	87	87	-5	↓	0	→
The toilet facilities	62	69	58	61	61	70	61	69	60	68	0	→	9	→
Sufficient room for all passengers to sit/stand	88	89	86	87	88	91	95	93	89	86	-6	↓	-3	→
The comfort of the seating area	91	90	84	88	86	89	90	91	89	93	1	→	4	→
The ease of being able to get on and off	94	95	93	93	94	94	94	94	92	93	-1	→	1	→
Your personal security on board	90	92	86	88	89	91	93	91	90	92	1	→	2	→
The cleanliness of the inside	92	89	86	90	87	90	89	92	91	94	2	→	3	→
The cleanliness of the outside	91	89	88	88	91	91	93	93	89	91	-2	→	2	→
The availability of staff	63	70	64	63	65	66	65	65	77	73	7	→	-4	→
How well train company deals with delays	49	49	46	46	53	30	56	36	53	56	20	→	3	→

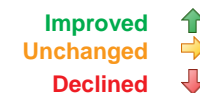
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## London Midland - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1274	1371	1273	1042	1037	1190	1070	1074	1069	1225				
Overall satisfaction	83	81	81	81	80	78	87	86	86	83	-3	→	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	78	76			-2	→
Ticket buying facilities	71	71	74	73	67	72	72	72	76	78	5	↑	2	→
Provision of information about train times/platforms	78	79	78	81	78	73	80	80	84	82	2	→	-2	→
The upkeep/repair of the station buildings/platforms	66	63	63	57	59	56	63	63	68	63	0	→	-5	↓
Cleanliness	72	68	67	65	68	65	70	71	71	69	-2	→	-3	→
The facilities and services	60	53	52	48	45	47	46	50	50	48	-1	→	-2	→
The attitudes and helpfulness of the staff	69	72	70	72	65	68	66	69	74	69	1	→	-4	→
Connections with other forms of public transport	73	74	71	64	69	66	67	71	67	71	-1	→	4	→
Facilities for car parking	53	56	55	47	41	43	48	49	49	54	5	→	5	→
Overall environment	64	63	65	55	61	58	61	64	67	64	1	→	-3	→
Your personal security whilst using	61	61	62	58	59	62	64	63	64	66	3	→	2	→
The availability of staff	57	57	57	57	53	54	55	55	57	59	4	→	2	→
How request to station staff was handled	86	85	86	83	78	81	80	87	86	90	3	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	78	76	75	74	69	79	80	78	77	-3	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	83	82	78	76	70	79	81	81	76	-6	↓	-5	↓
The length of time the journey was scheduled to take (speed)	85	87	85	85	86	81	86	88	86	86	-2	→	0	→
Connections with other train services	65	68	73	71	66	71	73	77	75	75	-2	→	0	→
The value for money for the price of your ticket	42	40	44	43	46	44	49	55	56	53	-2	→	-3	→
Cleanliness of the train	69	70	68	67	74	73	83	76	77	75	-2	→	-3	→
Upkeep and repair of the train	66	65	65	63	71	71	82	79	77	74	-5	↓	-2	→
The provision of information during the journey	59	60	58	57	57	55	63	64	66	66	2	→	0	→
The helpfulness and attitude of staff on train	55	57	51	52	48	54	59	57	57	63	6	→	5	→
The space for luggage	47	47	43	48	44	48	51	50	57	53	3	→	-4	→
The toilet facilities	35	33	34	35	38	44	52	48	53	48	1	→	-5	→
Sufficient room for all passengers to sit/stand	58	58	61	63	61	63	72	67	74	70	3	→	-4	→
The comfort of the seating area	63	62	64	63	64	67	73	71	74	72	1	→	-2	→
The ease of being able to get on and off	78	77	78	76	75	76	81	82	81	81	-2	→	0	→
Your personal security on board	72	71	70	71	71	70	76	76	79	76	0	→	-3	→
The cleanliness of the inside	69	69	66	68	73	72	83	76	77	74	-2	→	-4	→
The cleanliness of the outside	64	63	67	65	71	71	81	74	77	72	-2	→	-5	↓
The availability of staff	29	32	32	30	31	34	36	39	41	43	4	→	2	→
How well train company deals with delays	29	27	31	37	29	25	37	36	41	32	-4	→	-9	→

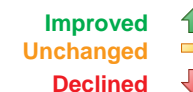
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## London Overground - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	463	433	285	508	779	1009	857	1012	750	948				
Overall satisfaction	73	71	71	65	77	75	82	72	85	89	17	↑	4	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	74	79			5	→
Ticket buying facilities	59	56	52	62	64	64	57	56	66	75	18	↑	9	→
Provision of information about train times/platforms	66	61	58	63	62	66	69	63	75	77	14	↑	2	→
The upkeep/repair of the station buildings/platforms	53	44	52	56	61	62	62	55	67	74	19	↑	7	↑
Cleanliness	56	55	60	58	67	65	65	61	77	79	18	↑	1	→
The facilities and services	37	37	38	32	30	32	30	29	32	29	0	→	-3	→
The attitudes and helpfulness of the staff	66	63	62	60	68	63	68	65	72	68	3	→	-4	→
Connections with other forms of public transport	81	84	71	72	70	73	73	76	77	76	0	→	-1	→
Facilities for car parking	23	29	16	25	20	24	24	30	22	20	-10	→	-2	→
Overall environment	47	50	52	50	62	59	60	50	65	69	19	↑	3	→
Your personal security whilst using	47	46	45	53	55	56	59	58	62	67	9	↑	5	→
The availability of staff	52	45	47	60	57	60	63	55	62	58	3	→	-4	→
How request to station staff was handled	78	70	66	77	91	71	71	72	78	68	-4	→	-10	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	62	64	58	56	52	59	60	51	74	77	25	↑	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	63	63	65	60	66	63	68	63	76	78	16	↑	3	→
The length of time the journey was scheduled to take (speed)	77	83	81	76	77	80	80	79	87	90	11	↑	3	→
Connections with other train services	65	67	71	62	65	70	69	66	83	82	17	↑	0	→
The value for money for the price of your ticket	45	44	46	45	59	50	56	49	59	53	4	→	-7	→
Cleanliness of the train	41	43	35	44	57	58	67	73	89	94	21	↑	5	↑
Upkeep and repair of the train	28	30	26	33	48	53	61	72	91	95	23	↑	4	↑
The provision of information during the journey	34	38	33	39	51	52	65	63	84	86	23	↑	1	→
The helpfulness and attitude of staff on train	31	31	18	30	32	34	35	47	52	44	-3	→	-8	→
The space for luggage	42	41	39	41	41	41	43	51	62	60	9	↑	-2	→
The toilet facilities	10	6	2	4	9	9	11	10	18	10	0	→	-8	→
Sufficient room for all passengers to sit/stand	48	46	50	46	46	48	56	58	68	75	17	↑	8	↑
The comfort of the seating area	40	42	36	39	47	52	54	67	81	83	17	↑	2	→
The ease of being able to get on and off	55	56	53	54	57	56	68	67	81	86	19	↑	5	→
Your personal security on board	48	45	40	45	53	54	62	64	75	81	17	↑	6	↑
The cleanliness of the inside	40	39	33	41	55	60	69	72	92	94	22	↑	2	→
The cleanliness of the outside	39	41	39	46	56	58	70	70	92	92	22	↑	0	→
The availability of staff	13	11	7	14	15	19	22	31	37	26	-5	→	-11	↓
How well train company deals with delays	29	22	13	14	27	23	16	18	28	50	31	↑	22	↑

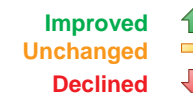
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## National Express East Anglia - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1664	1592	2269	2195	2073	2201	2016	2172	2073	2397				
Overall satisfaction	75	72	75	75	77	76	79	77	79	78	1	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	72	74			1	→
Ticket buying facilities	60	62	66	67	65	68	67	68	68	68	0	→	0	→
Provision of information about train times/platforms	68	71	71	71	75	72	75	76	76	73	-3	→	-3	→
The upkeep/repair of the station buildings/platforms	63	60	63	63	64	63	68	64	64	63	-1	→	-1	→
Cleanliness	70	66	69	67	70	69	73	68	71	68	0	→	-2	→
The facilities and services	51	50	53	50	51	51	53	54	51	51	-3	→	-1	→
The attitudes and helpfulness of the staff	62	64	67	62	66	66	64	64	69	66	3	→	-2	→
Connections with other forms of public transport	78	78	77	78	76	79	79	77	78	78	0	→	0	→
Facilities for car parking	42	41	40	38	41	36	46	42	51	50	8	↑	-2	→
Overall environment	62	59	66	63	64	63	69	63	66	62	-1	→	-4	→
Your personal security whilst using	57	51	60	58	59	58	64	62	62	61	-1	→	-1	→
The availability of staff	46	51	54	51	55	55	56	54	56	52	-1	→	-3	→
How request to station staff was handled	76	83	81	78	81	80	81	80	82	83	3	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	76	78	75	73	71	72	74	74	73	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	71	71	75	74	77	74	79	76	80	75	-2	→	-5	↓
The length of time the journey was scheduled to take (speed)	78	76	80	80	80	78	79	80	82	80	0	→	-2	→
Connections with other train services	67	65	72	70	71	71	72	73	72	73	0	→	1	→
The value for money for the price of your ticket	31	29	36	30	33	28	34	36	35	35	-1	→	0	→
Cleanliness of the train	62	60	59	59	64	61	59	58	60	62	4	→	2	→
Upkeep and repair of the train	57	55	56	54	61	56	56	52	55	55	3	→	0	→
The provision of information during the journey	49	49	54	57	60	59	58	56	55	57	1	→	2	→
The helpfulness and attitude of staff on train	48	48	43	46	47	47	44	44	49	46	2	→	-3	→
The space for luggage	45	44	46	48	47	46	47	48	52	49	0	→	-3	→
The toilet facilities	23	23	24	25	24	25	29	25	29	27	2	→	-1	→
Sufficient room for all passengers to sit/stand	53	50	58	58	59	58	61	59	64	61	1	→	-4	→
The comfort of the seating area	57	53	56	56	59	56	57	55	58	56	1	→	-2	→
The ease of being able to get on and off	70	67	72	72	74	75	74	76	77	76	1	→	-1	→
Your personal security on board	59	58	62	61	65	65	66	65	66	64	-1	→	-2	→
The cleanliness of the inside	61	59	59	58	64	60	59	57	59	61	4	↑	3	→
The cleanliness of the outside	54	52	56	52	59	54	58	48	52	53	5	↑	1	→
The availability of staff	19	21	23	24	24	23	22	22	25	26	4	→	1	→
How well train company deals with delays	28	26	31	31	34	29	33	27	41	28	1	→	-13	↓

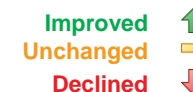
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Southeastern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1620	1602	1756	1580	1630	1536	1514	1999	1665	1930				
Overall satisfaction	78	74	78	79	80	76	80	81	80	82	1	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	75	75	0	→	0	→
Ticket buying facilities	59	62	67	65	64	65	66	70	67	70	0	→	3	→
Provision of information about train times/platforms	77	73	77	77	76	72	76	76	79	77	1	→	-3	→
The upkeep/repair of the station buildings/platforms	58	53	62	59	60	56	61	65	62	64	-1	→	2	→
Cleanliness	64	62	68	68	66	63	67	70	69	69	0	→	1	→
The facilities and services	44	45	47	44	47	46	47	50	50	48	-2	→	-2	→
The attitudes and helpfulness of the staff	66	65	67	65	67	66	65	68	69	66	-1	→	-2	→
Connections with other forms of public transport	71	70	73	72	78	74	74	74	75	75	1	→	0	→
Facilities for car parking	41	41	42	35	34	32	36	45	40	44	-1	→	4	→
Overall environment	54	54	60	57	61	56	60	63	63	63	0	→	0	→
Your personal security whilst using	53	50	56	54	59	55	57	64	62	62	-1	→	1	→
The availability of staff	51	54	56	54	55	54	53	57	58	57	0	→	-1	→
How request to station staff was handled	84	77	84	88	80	77	84	84	90	86	2	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	71	72	71	71	73	73	73	75	76	3	↑	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	75	80	78	79	77	81	77	79	78	2	→	0	→
The length of time the journey was scheduled to take (speed)	78	76	81	80	81	79	81	78	80	80	2	→	0	→
Connections with other train services	66	67	66	70	71	70	68	72	73	71	-1	→	-2	→
The value for money for the price of your ticket	36	30	38	32	37	29	34	39	39	32	-7	↓	-7	↓
Cleanliness of the train	67	68	66	65	68	65	66	69	70	68	-1	→	-2	→
Upkeep and repair of the train	65	68	68	66	69	66	65	68	73	68	0	→	-5	↓
The provision of information during the journey	56	59	61	62	64	57	66	63	67	65	1	→	-2	→
The helpfulness and attitude of staff on train	49	46	42	44	49	39	47	57	52	55	-2	→	3	→
The space for luggage	38	33	43	38	42	38	43	48	47	46	-1	→	-1	→
The toilet facilities	24	22	24	22	25	22	21	32	33	25	-7	↓	-8	↓
Sufficient room for all passengers to sit/stand	51	47	59	52	58	54	59	64	62	63	-1	→	0	→
The comfort of the seating area	59	60	63	60	64	60	61	66	70	65	-1	→	-5	↓
The ease of being able to get on and off	74	70	77	73	78	72	77	79	78	78	-1	→	1	→
Your personal security on board	59	60	62	59	64	60	64	69	67	68	-2	→	0	→
The cleanliness of the inside	65	65	66	65	66	64	66	69	71	68	-1	→	-3	→
The cleanliness of the outside	61	58	64	61	66	62	64	63	70	65	1	→	-5	↓
The availability of staff	24	20	23	23	26	21	26	35	31	33	-2	→	2	→
How well train company deals with delays	24	24	34	27	32	26	25	29	34	24	-5	→	-10	↓

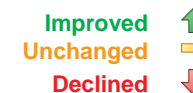
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Southern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	2295	2247	2374	2128	2217	2310	2132	2628	2347	2551				
Overall satisfaction	84	82	82	81	83	80	82	84	82	82	-2	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	74	74			-1	→
Ticket buying facilities	63	65	65	71	69	67	67	72	69	70	-2	→	2	→
Provision of information about train times/platforms	83	80	80	78	80	78	79	78	81	77	-1	→	-4	↓
The upkeep/repair of the station buildings/platforms	62	61	61	57	62	59	63	60	63	62	3	→	-1	→
Cleanliness	70	67	67	63	68	66	71	69	70	71	2	→	1	→
The facilities and services	48	48	49	47	49	48	50	50	49	49	-1	→	0	→
The attitudes and helpfulness of the staff	68	67	66	66	66	63	70	69	69	69	-1	→	0	→
Connections with other forms of public transport	78	75	74	70	76	75	76	78	76	74	-3	↓	-2	→
Facilities for car parking	44	43	42	36	35	40	35	43	43	42	-1	→	0	→
Overall environment	60	60	62	61	62	61	64	62	63	64	2	→	0	→
Your personal security whilst using	56	57	60	62	61	59	64	63	63	65	3	→	3	→
The availability of staff	54	51	54	53	57	55	58	61	57	59	-2	→	2	→
How request to station staff was handled	88	82	83	77	79	78	83	81	86	83	2	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	73	69	71	72	68	75	74	73	75	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	78	77	78	80	74	79	79	80	78	-2	→	-2	→
The length of time the journey was scheduled to take (speed)	86	82	83	82	83	79	83	84	83	83	0	→	1	→
Connections with other train services	74	68	73	71	73	66	72	76	74	77	1	→	3	→
The value for money for the price of your ticket	42	37	43	39	42	35	42	45	43	40	-5	↓	-4	↓
Cleanliness of the train	79	80	76	74	76	74	76	74	70	73	-1	→	2	→
Upkeep and repair of the train	80	81	77	76	76	74	76	72	72	73	0	→	1	→
The provision of information during the journey	74	73	75	74	75	73	76	75	76	74	-1	→	-2	→
The helpfulness and attitude of staff on train	60	59	54	54	54	54	56	57	61	57	0	→	-4	→
The space for luggage	45	46	47	47	48	49	50	49	50	49	0	→	-1	→
The toilet facilities	43	43	45	40	40	38	41	36	33	38	2	→	5	→
Sufficient room for all passengers to sit/stand	63	62	63	64	62	67	68	68	68	67	-1	→	-1	→
The comfort of the seating area	73	74	72	70	70	71	73	72	72	71	-1	→	-1	→
The ease of being able to get on and off	78	78	78	76	77	77	79	78	79	78	0	→	-1	→
Your personal security on board	71	71	71	70	69	69	72	72	75	74	2	→	-1	→
The cleanliness of the inside	79	79	76	73	74	73	76	74	71	73	-1	→	2	→
The cleanliness of the outside	74	74	73	71	74	72	77	73	74	72	-1	→	-2	→
The availability of staff	37	34	34	33	34	35	38	41	41	39	-2	→	-2	→
How well train company deals with delays	44	31	34	31	33	32	33	29	35	34	6	→	-1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## South West Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1983	1912	2318	1835	1989	2026	1819	1888	2296	2319				
Overall satisfaction	82	81	85	83	87	84	86	85	87	85	1	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	78	74			-4	↓
Ticket buying facilities	63	66	65	67	68	70	67	67	72	70	3	→	-1	→
Provision of information about train times/platforms	83	80	83	82	81	81	82	78	84	83	5	↑	-1	→
The upkeep/repair of the station buildings/platforms	65	62	63	60	59	58	58	55	62	59	4	→	-4	↓
Cleanliness	71	69	70	66	65	64	63	60	67	63	3	→	-4	↓
The facilities and services	57	54	53	51	48	48	47	45	50	50	5	↑	-1	→
The attitudes and helpfulness of the staff	70	72	71	68	68	68	68	67	68	68	1	→	1	→
Connections with other forms of public transport	75	73	74	75	75	77	76	75	76	74	-1	→	-2	→
Facilities for car parking	44	44	48	47	43	44	46	47	51	48	1	→	-3	→
Overall environment	66	62	68	64	62	64	63	59	67	63	4	↑	-4	↓
Your personal security whilst using	64	60	65	63	62	63	62	65	68	67	2	→	-1	→
The availability of staff	60	60	60	58	57	57	55	52	55	53	0	→	-2	→
How request to station staff was handled	84	86	83	85	83	82	84	84	79	79	-5	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	80	78	77	77	79	81	78	79	79	78	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	80	82	84	87	90	89	88	90	86	-2	→	-4	↓
The length of time the journey was scheduled to take (speed)	80	80	81	81	84	86	83	85	87	83	-2	→	-3	↓
Connections with other train services	74	65	72	70	76	78	77	76	78	78	2	→	0	→
The value for money for the price of your ticket	38	35	42	33	42	35	39	42	43	37	-5	↓	-6	↓
Cleanliness of the train	86	85	81	83	78	77	73	73	75	73	0	→	-2	→
Upkeep and repair of the train	86	87	85	86	84	85	82	82	82	80	-1	→	-2	→
The provision of information during the journey	76	77	77	75	77	77	74	75	77	77	1	→	0	→
The helpfulness and attitude of staff on train	73	69	65	66	62	64	66	65	69	68	3	→	-1	→
The space for luggage	51	54	53	55	57	56	57	58	59	57	-1	→	-2	→
The toilet facilities	47	48	44	43	41	37	38	36	39	36	-	→	-3	→
Sufficient room for all passengers to sit/stand	63	63	66	66	71	72	70	71	71	69	-2	→	-2	→
The comfort of the seating area	75	74	77	75	78	78	78	76	79	76	-1	→	-3	↓
The ease of being able to get on and off	76	80	80	79	80	81	80	79	83	80	1	→	-2	→
Your personal security on board	78	75	78	76	77	77	76	79	82	79	0	→	-2	→
The cleanliness of the inside	85	84	81	82	78	78	74	74	76	74	0	→	-2	→
The cleanliness of the outside	81	80	79	79	81	78	77	75	79	75	0	→	-4	↓
The availability of staff	50	51	48	49	45	49	50	52	53	52	0	→	-1	→
How well train company deals with delays	45	40	42	41	42	40	41	42	40	33	-9	→	-7	→

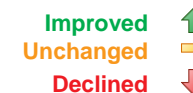
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## CrossCountry - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1436	1365	1722	1310	1186	1085	1051	1593	1433	1482				
Overall satisfaction	80	84	82	84	84	85	85	85	84	85	0	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	79	77			-3	→
Ticket buying facilities	81	79	83	81	85	84	82	80	80	79	-1	→	-1	→
Provision of information about train times/platforms	85	82	82	81	84	86	85	84	82	84	0	→	1	→
The upkeep/repair of the station buildings/platforms	67	63	69	60	70	68	72	70	68	70	0	→	3	→
Cleanliness	74	72	74	69	78	75	77	74	74	75	1	→	1	→
The facilities and services	65	65	62	61	62	64	68	65	63	63	-2	→	0	→
The attitudes and helpfulness of the staff	80	79	79	78	80	79	77	77	80	76	-1	→	-5	↓
Connections with other forms of public transport	72	71	75	72	73	73	76	75	76	77	1	→	0	→
Facilities for car parking	58	53	55	52	65	59	54	57	59	53	-4	→	-6	→
Overall environment	69	65	70	67	70	74	74	70	71	69	-1	→	-2	→
Your personal security whilst using	69	66	71	70	73	73	73	72	74	71	0	→	-2	→
The availability of staff	66	66	67	68	67	67	68	68	68	65	-4	→	-3	→
How request to station staff was handled	90	88	88	88	85	87	89	91	89	87	-4	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	78	77	77	80	80	81	84	79	80	-4	↓	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	80	77	78	80	87	85	88	83	84	-3	↓	1	→
The length of time the journey was scheduled to take (speed)	81	84	83	84	83	86	86	88	86	84	-4	↓	-3	→
Connections with other train services	73	73	73	74	76	77	76	82	79	79	-3	→	0	→
The value for money for the price of your ticket	58	53	58	54	55	51	56	57	55	53	-4	→	-2	→
Cleanliness of the train	82	86	80	81	83	83	80	80	77	77	-3	→	0	→
Upkeep and repair of the train	86	87	84	83	84	83	84	83	82	81	-2	→	-2	→
The provision of information during the journey	78	81	79	74	77	79	76	76	75	76	0	→	0	→
The helpfulness and attitude of staff on train	80	83	75	76	77	80	77	78	81	80	2	→	-1	→
The space for luggage	48	53	50	50	47	51	48	51	51	53	3	→	3	→
The toilet facilities	53	59	52	50	54	55	53	48	53	49	2	→	-4	→
Sufficient room for all passengers to sit/stand	60	66	66	60	59	72	70	68	66	70	2	→	4	→
The comfort of the seating area	78	77	76	74	78	79	78	74	76	77	3	→	1	→
The ease of being able to get on and off	76	83	80	79	80	81	80	81	83	82	0	→	-1	→
Your personal security on board	81	83	81	82	81	80	84	84	82	84	1	→	2	→
The cleanliness of the inside	82	85	81	82	83	82	80	79	78	78	-1	→	-	→
The cleanliness of the outside	80	77	79	74	79	79	80	78	76	76	-2	→	0	→
The availability of staff	67	65	63	59	62	67	64	64	66	66	2	→	-1	→
How well train company deals with delays	47	48	47	46	48	52	41	53	49	49	-3	→	1	→

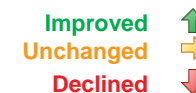
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## East Coast - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1066	1082	1201	1043	1157	1081	1032	1154	1723	1522				
Overall satisfaction	87	87	82	86	88	87	89	88	89	87	-1	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	79	77			-2	→
Ticket buying facilities	78	82	76	83	80	79	84	80	79	80	0	→	1	→
Provision of information about train times/platforms	90	91	85	87	90	90	88	89	88	86	-3	→	-2	→
The upkeep/repair of the station buildings/platforms	73	74	71	67	72	67	73	72	68	68	-4	→	0	→
Cleanliness	75	78	73	71	76	72	77	76	74	72	-4	→	-2	→
The facilities and services	66	65	65	57	64	59	61	64	61	61	-3	→	0	→
The attitudes and helpfulness of the staff	77	77	74	75	76	74	79	78	79	76	-2	→	-2	→
Connections with other forms of public transport	83	83	81	81	76	75	73	80	81	80	1	→	0	→
Facilities for car parking	48	51	48	46	52	55	50	58	49	55	-2	→	7	→
Overall environment	71	70	71	66	72	69	72	72	69	69	-3	→	0	→
Your personal security whilst using	70	68	71	68	72	71	72	71	73	72	2	→	-1	→
The availability of staff	67	67	63	61	68	65	68	68	67	67	-1	→	0	→
How request to station staff was handled	88	83	83	88	90	87	89	89	87	88	-1	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	88	87	83	87	86	90	89	89	91	90	1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	87	81	83	87	89	90	89	83	85	-5	↓	2	→
The length of time the journey was scheduled to take (speed)	88	91	87	90	90	90	91	91	90	90	-1	→	1	→
Connections with other train services	76	79	76	79	78	78	81	82	81	80	-3	→	-1	→
The value for money for the price of your ticket	55	54	56	53	54	54	55	59	60	58	-1	→	-2	→
Cleanliness of the train	83	83	82	81	81	82	84	85	83	83	-2	→	-1	→
Upkeep and repair of the train	80	80	80	77	79	79	84	83	82	80	-2	→	-1	→
The provision of information during the journey	80	82	77	76	76	77	76	79	77	78	-1	→	2	→
The helpfulness and attitude of staff on train	81	82	77	80	78	77	78	80	79	78	-1	→	0	→
The space for luggage	58	60	55	57	54	56	55	56	55	60	4	→	4	↑
The toilet facilities	52	51	50	47	45	45	47	48	51	49	1	→	-2	→
Sufficient room for all passengers to sit/stand	74	71	69	73	73	75	74	72	76	77	5	↑	1	→
The comfort of the seating area	77	77	73	73	74	76	77	76	77	77	1	→	1	→
The ease of being able to get on and off	81	81	81	80	79	78	81	78	82	82	3	→	0	→
Your personal security on board	85	84	83	84	84	82	85	85	85	86	1	→	1	→
The cleanliness of the inside	82	82	81	80	80	82	83	84	83	82	-2	→	-1	→
The cleanliness of the outside	80	77	76	75	77	77	78	78	79	74	-4	→	-6	↓
The availability of staff	70	69	63	68	64	63	67	68	67	68	0	→	1	→
How well train company deals with delays	64	56	51	53	61	62	56	61	62	52	-8	→	-10	↓

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## East Midlands Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1299	1364	1548	1343	1020	1013	1010	1131	1108	1404				
Overall satisfaction	84	88	82	79	81	80	84	86	88	86	0	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	85	82			-3	↓
Ticket buying facilities	76	78	76	71	80	74	77	78	76	77	-1	→	1	→
Provision of information about train times/platforms	82	82	79	76	84	82	84	86	83	84	-2	→	1	→
The upkeep/repair of the station buildings/platforms	69	67	66	72	72	75	75	74	76	75	0	→	-2	→
Cleanliness	76	74	72	78	76	77	79	78	80	80	2	→	0	→
The facilities and services	62	58	55	61	60	61	61	61	61	63	3	→	2	→
The attitudes and helpfulness of the staff	77	77	75	75	76	76	77	76	77	76	0	→	-1	→
Connections with other forms of public transport	61	65	63	68	71	76	70	74	70	71	-3	→	2	→
Facilities for car parking	61	55	59	56	52	54	58	57	61	58	1	→	-3	→
Overall environment	70	69	65	71	72	75	74	76	77	75	-1	→	-2	→
Your personal security whilst using	67	68	65	67	69	70	71	75	73	75	0	→	2	→
The availability of staff	66	61	61	60	63	66	66	66	68	66	0	→	-2	→
How request to station staff was handled	87	84	84	83	85	87	84	85	84	85	0	→	1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	80	83	75	74	76	76	76	79	81	80	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	88	80	80	79	84	85	84	87	86	2	→	-1	→
The length of time the journey was scheduled to take (speed)	82	89	82	81	79	83	83	86	88	87	1	→	-2	→
Connections with other train services	69	76	66	71	69	70	66	71	79	77	6	→	-2	→
The value for money for the price of your ticket	52	50	50	46	49	45	48	52	57	52	0	→	-5	↓
Cleanliness of the train	79	80	75	73	74	71	72	76	76	78	2	→	1	→
Upkeep and repair of the train	79	78	71	68	66	67	68	75	76	77	2	→	1	→
The provision of information during the journey	74	75	67	64	65	62	66	69	68	71	2	→	3	→
The helpfulness and attitude of staff on train	77	78	74	72	73	68	73	76	76	77	1	→	2	→
The space for luggage	58	54	53	49	53	47	48	50	48	57	7	↑	9	↑
The toilet facilities	54	52	44	45	42	45	46	46	48	52	6	→	4	→
Sufficient room for all passengers to sit/stand	68	68	70	64	68	67	68	72	74	72	0	→	-2	→
The comfort of the seating area	75	78	74	70	70	71	71	76	79	78	1	→	-1	→
The ease of being able to get on and off	79	80	79	75	76	76	77	82	81	82	0	→	1	→
Your personal security on board	78	80	81	76	79	79	79	84	83	82	-2	→	-1	→
The cleanliness of the inside	80	80	74	73	70	70	72	78	76	79	1	→	2	→
The cleanliness of the outside	72	70	58	56	64	64	69	67	73	69	2	→	-4	→
The availability of staff	63	62	62	58	53	54	56	62	66	65	2	→	-2	→
How well train company deals with delays	49	57	39	43	43	37	41	51	41	48	-2	→	7	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## First Hull Trains - % saying satisfied/good

	Autumn 2006		Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	% change	significant change	% change	significant change		
Sample size	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	701	761						
Overall satisfaction	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	93	95					2	→
<b>STATION FACILITIES</b>																								
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	81	73					-9	↓
Ticket buying facilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	81	82					1	→
Provision of information about train times/platforms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	85	83					-3	→
The upkeep/repair of the station buildings/platforms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	69	63					-7	↓
Cleanliness	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	74	67					-7	↓
The facilities and services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	52	50					-3	→
The attitudes and helpfulness of the staff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	72	67					-5	→
Connections with other forms of public transport	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	77	76					-1	→
Facilities for car parking	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	72	69					-2	→
Overall environment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	69	62					-8	↓
Your personal security whilst using	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	72	70					-2	→
The availability of staff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	57	54					-3	→
How request to station staff was handled	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88	85					-3	→
<b>TRAIN FACILITIES</b>																								
The frequency of the trains on that route	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	78	81					4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90	89					0	→
The length of time the journey was scheduled to take (speed)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	93	90					-2	→
Connections with other train services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	87	83					-4	→
The value for money for the price of your ticket	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	66	63					-4	→
Cleanliness of the train	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	91	95					4	↑
Upkeep and repair of the train	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	95					3	→
The provision of information during the journey	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84	89					5	↑
The helpfulness and attitude of staff on train	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90	93					2	→
The space for luggage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	66	73					7	↑
The toilet facilities	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	65	69					4	→
Sufficient room for all passengers to sit/stand	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88	91					2	→
The comfort of the seating area	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	88	93					5	↑
The ease of being able to get on and off	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90	92					2	→
Your personal security on board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	93					1	→
The cleanliness of the inside	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90	94					5	↑
The cleanliness of the outside	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	84	86					2	→
The availability of staff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	82	90					8	↑
How well train company deals with delays	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	69	65					-4	→

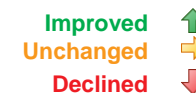
First Hull Trains joined the survey for the first time in Autumn 2010, so no data available for annual comparisons

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## First TransPennine Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1093	1084	1123	1035	1033	1084	1057	1548	1086	1201				
Overall satisfaction	88	89	86	84	83	87	89	87	87	89	2	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	86	87			1	→
Ticket buying facilities	81	86	84	86	81	81	81	81	88	84	3	→	-4	→
Provision of information about train times/platforms	85	86	85	85	85	85	85	86	89	91	5	↑	2	→
The upkeep/repair of the station buildings/platforms	81	77	80	77	73	75	80	77	81	80	3	→	-1	→
Cleanliness	83	79	82	77	78	80	81	80	84	82	2	→	-2	→
The facilities and services	72	71	70	67	61	64	68	66	64	65	-1	→	1	→
The attitudes and helpfulness of the staff	77	75	74	73	77	72	74	75	79	79	4	→	0	→
Connections with other forms of public transport	75	74	79	77	70	73	73	75	76	75	0	→	-2	→
Facilities for car parking	49	40	52	51	43	43	45	50	60	61	11	↑	1	→
Overall environment	80	77	82	78	75	76	79	77	83	81	4	→	-2	→
Your personal security whilst using	75	72	75	73	68	73	71	75	77	75	0	→	-2	→
The availability of staff	67	66	61	64	65	64	65	63	68	67	4	→	-1	→
How request to station staff was handled	83	88	83	83	84	86	88	90	93	90	0	→	-3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	84	87	82	78	79	81	83	83	82	83	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	86	82	77	81	84	88	84	84	87	3	→	3	→
The length of time the journey was scheduled to take (speed)	88	88	86	88	87	87	90	89	89	92	3	→	3	→
Connections with other train services	78	75	77	74	75	72	81	77	76	83	6	↑	6	→
The value for money for the price of your ticket	54	52	57	51	53	52	63	60	59	60	0	→	1	→
Cleanliness of the train	85	90	87	85	83	86	86	86	87	84	-2	→	-2	→
Upkeep and repair of the train	86	92	92	91	88	91	91	91	90	88	-2	→	-2	→
The provision of information during the journey	78	83	79	78	78	81	81	79	83	81	2	→	-2	→
The helpfulness and attitude of staff on train	82	79	77	78	73	76	77	78	77	79	1	→	2	→
The space for luggage	60	59	57	58	51	53	54	52	50	50	-2	→	0	→
The toilet facilities	60	63	64	57	54	59	59	56	52	53	-3	→	1	→
Sufficient room for all passengers to sit/stand	73	74	70	69	63	68	66	66	62	64	-2	→	1	→
The comfort of the seating area	82	85	86	82	81	83	84	82	83	80	-2	→	-3	→
The ease of being able to get on and off	83	86	83	85	82	86	86	83	82	82	-1	→	0	→
Your personal security on board	84	84	83	84	81	84	85	84	84	87	3	→	3	→
The cleanliness of the inside	84	87	86	84	83	86	87	86	87	84	-2	→	-3	→
The cleanliness of the outside	82	86	86	81	82	83	86	79	85	79	-1	→	-6	↓
The availability of staff	66	66	62	65	59	67	68	66	66	64	-2	→	-2	→
How well train company deals with delays	32	45	41	54	39	38	42	46	52	48	2	→	-4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Virgin Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1087	1076	1285	1183	1294	1131	1098	1763	1350	1361				
Overall satisfaction	86	87	86	85	84	86	89	90	90	90	0	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	80	82			2	→
Ticket buying facilities	78	75	79	78	82	81	79	81	85	78	-3	→	-6	↓
Provision of information about train times/platforms	84	87	86	85	82	87	85	87	88	86	-1	→	-2	→
The upkeep/repair of the station buildings/platforms	74	70	70	67	69	70	69	67	70	71	5	↑	1	→
Cleanliness	77	75	73	72	75	74	74	74	75	74	0	→	-2	→
The facilities and services	67	64	62	63	61	64	66	65	65	65	0	→	0	→
The attitudes and helpfulness of the staff	76	74	72	70	72	74	74	74	79	71	-2	→	-7	↓
Connections with other forms of public transport	83	81	80	82	77	79	79	77	82	80	3	→	-2	→
Facilities for car parking	43	42	47	51	43	46	56	55	52	55	0	→	2	→
Overall environment	72	67	70	68	70	70	70	70	72	71	2	→	0	→
Your personal security whilst using	66	66	69	67	69	71	73	70	75	71	1	→	-4	→
The availability of staff	68	67	58	58	62	61	63	61	64	58	-3	→	-6	↓
How request to station staff was handled	85	89	78	82	85	86	87	91	88	86	-5	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	87	86	83	81	85	86	90	90	89	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	86	88	84	82	79	90	89	89	92	3	↑	3	→
The length of time the journey was scheduled to take (speed)	84	87	87	87	82	92	93	94	93	94	-1	→	0	→
Connections with other train services	76	75	80	77	75	77	84	82	86	83	1	→	-2	→
The value for money for the price of your ticket	58	53	59	54	56	57	64	63	65	59	-5	↓	-6	↓
Cleanliness of the train	88	91	89	89	88	87	89	87	87	89	2	→	2	→
Upkeep and repair of the train	93	93	92	90	90	90	88	89	88	90	0	→	2	→
The provision of information during the journey	80	81	81	81	76	80	80	82	83	81	-1	→	-2	→
The helpfulness and attitude of staff on train	80	77	80	79	77	76	82	78	80	80	2	→	1	→
The space for luggage	49	50	51	49	45	51	50	51	51	56	5	↑	5	↑
The toilet facilities	52	55	50	50	50	56	58	56	55	53	-2	→	-2	→
Sufficient room for all passengers to sit/stand	68	72	70	65	68	77	77	74	74	77	3	→	3	→
The comfort of the seating area	80	79	77	77	78	80	80	78	78	79	0	→	0	→
The ease of being able to get on and off	85	85	85	82	83	84	87	88	85	87	-1	→	1	→
Your personal security on board	83	86	83	84	85	85	85	86	86	89	2	→	2	→
The cleanliness of the inside	88	90	88	88	87	88	88	87	86	88	1	→	1	→
The cleanliness of the outside	83	83	82	80	83	82	84	81	87	82	1	→	-5	↓
The availability of staff	67	65	70	69	66	66	70	69	70	68	-1	→	-2	→
How well train company deals with delays	48	58	54	60	50	54	54	51	57	56	4	→	-1	→

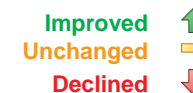
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Arriva Trains Wales - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	819	797	814	796	754	809	793	1018	776	912				
Overall satisfaction	80	84	85	83	86	87	86	88	87	87	-1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	73	76			3	→
Ticket buying facilities	67	68	70	69	61	71	76	70	76	75	4	→	-1	→
Provision of information about train times/platforms	70	73	74	74	74	80	80	79	78	79	0	→	1	→
The upkeep/repair of the station buildings/platforms	55	52	54	51	56	58	60	57	64	63	6	↑	-2	→
Cleanliness	59	57	61	53	58	62	65	62	67	68	6	↑	1	→
The facilities and services	39	42	39	30	36	39	44	39	42	43	4	→	2	→
The attitudes and helpfulness of the staff	70	65	68	64	65	71	74	73	75	75	2	→	0	→
Connections with other forms of public transport	64	67	59	59	58	62	63	64	64	61	-3	→	-3	→
Facilities for car parking	51	45	49	45	58	53	63	61	58	63	1	→	4	→
Overall environment	51	50	56	52	57	58	62	58	61	62	3	→	1	→
Your personal security whilst using	52	53	57	55	55	59	63	63	60	62	-1	→	3	→
The availability of staff	52	52	57	46	46	54	57	54	57	56	2	→	-1	→
How request to station staff was handled	83	85	83	85	83	89	88	84	88	88	4	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	71	72	82	80	76	77	79	81	77	81	0	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	81	83	83	81	85	87	89	85	84	-5	↓	-2	→
The length of time the journey was scheduled to take (speed)	82	87	86	87	89	87	88	89	89	88	-1	→	-2	→
Connections with other train services	68	72	71	73	71	77	74	77	80	78	1	→	-2	→
The value for money for the price of your ticket	57	55	61	53	61	60	62	66	64	60	-5	→	-3	→
Cleanliness of the train	65	67	72	74	76	78	73	75	76	75	0	→	-1	→
Upkeep and repair of the train	63	66	72	73	73	75	70	73	76	74	1	→	-2	→
The provision of information during the journey	51	55	61	63	61	65	63	69	67	67	-2	→	0	→
The helpfulness and attitude of staff on train	75	77	80	76	76	79	75	82	82	79	-3	→	-3	→
The space for luggage	60	58	62	55	61	63	56	61	64	57	-5	→	-7	↓
The toilet facilities	41	42	41	35	47	44	42	49	46	45	-5	→	-1	→
Sufficient room for all passengers to sit/stand	65	71	71	72	74	76	71	73	74	70	-3	→	-3	→
The comfort of the seating area	66	74	74	76	74	77	72	76	74	74	-2	→	0	→
The ease of being able to get on and off	74	80	82	82	83	83	82	81	82	84	3	→	2	→
Your personal security on board	71	74	79	74	77	79	79	79	82	82	4	→	1	→
The cleanliness of the inside	65	66	73	74	72	78	74	75	78	76	1	→	-2	→
The cleanliness of the outside	55	52	68	61	70	74	70	66	68	64	-2	→	-4	→
The availability of staff	57	64	67	64	65	70	64	72	71	67	-5	→	-4	→
How well train company deals with delays	31	38	38	34	41	44	32	40	37	43	4	→	6	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Merseyrail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	530	536	502	506	526	513	506	651	526	672				
Overall satisfaction	89	88	87	88	90	91	91	93	93	91	-2	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	86	80			-6	→
Ticket buying facilities	74	76	76	80	81	82	78	84	86	86	2	→	0	→
Provision of information about train times/platforms	73	76	72	75	79	84	86	87	89	85	-2	→	-3	→
The upkeep/repair of the station buildings/platforms	62	58	60	58	63	68	73	71	75	72	1	→	-3	→
Cleanliness	67	63	65	61	67	69	72	77	78	77	0	→	-1	→
The facilities and services	26	30	32	23	43	39	43	55	48	43	-12	↓	-5	→
The attitudes and helpfulness of the staff	71	76	74	70	75	76	85	82	86	82	0	→	-3	→
Connections with other forms of public transport	69	67	58	59	66	67	73	75	77	70	-5	→	-7	→
Facilities for car parking	54	59	46	52	57	54	56	57	45	48	-9	→	3	→
Overall environment	59	59	63	57	65	66	72	70	76	73	3	→	-3	→
Your personal security whilst using	56	62	60	53	66	70	68	72	69	71	-1	→	3	→
The availability of staff	65	67	62	59	68	67	74	75	78	78	3	→	1	→
How request to station staff was handled	75	75	92	75	91	81	82	81	94	80	-2	→	-14	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	91	91	86	91	89	92	94	94	95	91	-3	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	87	86	86	88	94	92	95	90	93	-2	→	3	→
The length of time the journey was scheduled to take (speed)	92	93	90	92	94	94	94	96	96	94	-2	→	-2	→
Connections with other train services	84	85	75	76	81	78	87	85	85	82	-3	→	-3	→
The value for money for the price of your ticket	69	60	66	64	71	55	60	66	70	64	-2	→	-7	→
Cleanliness of the train	76	74	67	71	79	75	76	76	79	77	0	→	-2	→
Upkeep and repair of the train	82	81	76	76	83	80	80	78	84	80	2	→	-4	→
The provision of information during the journey	85	86	84	81	84	81	86	87	86	87	0	→	1	→
The helpfulness and attitude of staff on train	50	66	55	47	53	49	56	67	63	67	0	→	4	→
The space for luggage	52	51	51	52	52	49	57	64	68	60	-4	→	-8	→
The toilet facilities	10	15	12	11	19	12	20	19	17	9	-10	→	-8	→
Sufficient room for all passengers to sit/stand	72	73	67	72	72	72	76	78	82	79	1	→	-3	→
The comfort of the seating area	81	82	74	80	80	79	79	80	82	76	-4	→	-6	↓
The ease of being able to get on and off	87	88	80	84	86	86	88	90	90	86	-4	→	-4	→
Your personal security on board	67	67	64	65	73	74	75	77	79	79	3	→	1	→
The cleanliness of the inside	75	73	66	69	78	75	77	76	78	78	1	→	-1	→
The cleanliness of the outside	61	59	61	55	68	66	71	65	65	56	-9	↓	-8	↓
The availability of staff	29	37	36	35	33	33	37	48	46	51	4	→	5	→
How well train company deals with delays	42	41	54	32	23	35	52	42	47	49	7	→	2	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Northern Rail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1005	1005	1108	1060	1118	1155	1094	1633	1027	1250				
Overall satisfaction	79	77	79	79	82	80	82	82	82	83	1	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	74	73			-1	→
Ticket buying facilities	73	69	75	78	76	77	75	74	74	73	-2	→	-1	→
Provision of information about train times/platforms	76	74	77	80	79	78	83	81	80	77	-4	↓	-3	→
The upkeep/repair of the station buildings/platforms	66	64	70	72	68	68	70	68	69	68	0	→	-1	→
Cleanliness	68	64	72	75	70	71	74	68	73	70	2	→	-3	→
The facilities and services	49	47	49	49	52	49	53	46	47	50	4	→	3	→
The attitudes and helpfulness of the staff	70	67	70	74	74	70	70	71	71	70	0	→	-1	→
Connections with other forms of public transport	68	62	67	72	69	71	70	65	66	69	4	→	3	→
Facilities for car parking	55	46	54	53	48	50	53	49	53	57	8	↑	4	→
Overall environment	64	60	69	70	67	67	70	65	66	65	0	→	-1	→
Your personal security whilst using	60	57	62	66	66	64	66	62	60	64	2	→	3	→
The availability of staff	58	55	56	61	60	58	61	57	59	58	2	→	0	→
How request to station staff was handled	90	76	81	90	83	83	85	86	90	89	3	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	71	70	75	74	74	70	74	75	73	71	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	79	78	78	79	79	81	83	80	78	-4	↓	-1	→
The length of time the journey was scheduled to take (speed)	85	84	86	87	85	85	87	87	87	86	-1	→	-1	→
Connections with other train services	71	61	74	70	71	69	74	72	76	78	6	↑	3	→
The value for money for the price of your ticket	60	58	62	58	62	54	59	60	64	58	-3	→	-6	↓
Cleanliness of the train	62	60	58	61	58	57	61	59	62	59	0	→	-4	→
Upkeep and repair of the train	58	53	54	55	55	53	58	56	59	53	-4	→	-7	↓
The provision of information during the journey	56	56	54	57	55	57	59	58	57	59	2	→	2	→
The helpfulness and attitude of staff on train	72	73	70	70	73	70	72	72	73	76	4	→	3	→
The space for luggage	55	56	51	55	56	55	54	55	55	55	0	→	0	→
The toilet facilities	33	40	36	40	36	32	41	35	41	38	3	→	-3	→
Sufficient room for all passengers to sit/stand	64	62	64	66	69	69	67	70	68	65	-5	↓	-3	→
The comfort of the seating area	62	61	62	60	62	60	64	63	64	58	-5	↓	-6	↓
The ease of being able to get on and off	77	74	77	75	80	77	79	80	77	78	-2	→	0	→
Your personal security on board	74	71	72	71	77	74	75	76	75	76	0	→	1	→
The cleanliness of the inside	62	59	58	60	58	57	61	60	64	56	-3	→	-7	↓
The cleanliness of the outside	59	49	58	59	58	51	62	49	60	48	0	→	-12	↓
The availability of staff	54	55	56	55	59	57	59	60	61	62	2	→	0	→
How well train company deals with delays	35	22	34	31	34	35	36	36	45	35	-1	→	-9	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



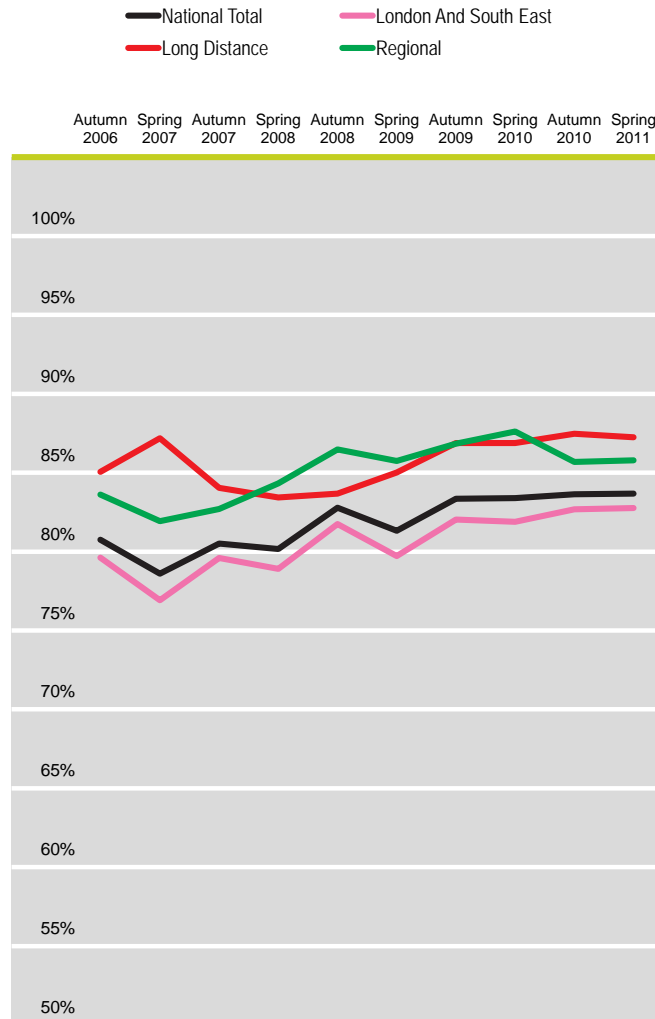
## ScotRail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1002	1045	1008	1082	1009	1034	1033	1092	1021	1166				
Overall satisfaction	88	83	84	88	90	89	90	90	86	86	-5	↓	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	82	81			-1	→
Ticket buying facilities	73	75	81	82	87	83	83	84	79	78	-6	↓	-1	→
Provision of information about train times/platforms	79	77	79	81	84	84	86	84	86	85	1	→	-1	→
The upkeep/repair of the station buildings/platforms	69	66	78	76	79	80	80	78	82	77	-1	→	-5	→
Cleanliness	75	75	79	79	80	83	84	82	86	81	-1	→	-5	→
The facilities and services	50	52	53	49	56	58	54	58	58	53	-6	→	-6	→
The attitudes and helpfulness of the staff	73	77	75	74	77	79	76	74	81	75	1	→	-6	→
Connections with other forms of public transport	70	69	68	66	70	68	71	71	71	65	-6	→	-6	→
Facilities for car parking	52	55	47	44	46	47	44	47	49	46	-1	→	-2	→
Overall environment	67	69	74	72	76	79	77	75	79	74	0	→	-5	→
Your personal security whilst using	64	69	72	71	69	75	73	72	74	71	-1	→	-3	→
The availability of staff	61	59	65	65	69	69	69	65	63	63	-2	→	0	→
How request to station staff was handled	82	85	81	89	88	89	83	84	77	86	3	→	10	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	79	81	83	82	84	84	85	79	83	-1	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	83	84	87	90	86	90	88	86	81	-7	↓	-5	↓
The length of time the journey was scheduled to take (speed)	89	88	88	91	88	89	90	90	87	89	-1	→	2	→
Connections with other train services	77	71	76	77	74	78	75	78	80	78	1	→	-2	→
The value for money for the price of your ticket	56	57	58	55	62	55	58	61	57	56	-5	→	-1	→
Cleanliness of the train	79	77	79	77	80	80	82	77	77	79	2	→	2	→
Upkeep and repair of the train	80	80	80	77	81	79	80	76	78	79	3	→	1	→
The provision of information during the journey	76	75	76	73	76	77	78	75	77	72	-3	→	-5	→
The helpfulness and attitude of staff on train	75	74	74	71	75	79	83	77	81	79	2	→	-2	→
The space for luggage	62	57	59	62	62	64	63	65	63	63	-3	→	-1	→
The toilet facilities	49	36	50	40	45	48	46	50	40	41	-9	↓	1	→
Sufficient room for all passengers to sit/stand	71	71	72	72	73	76	77	78	72	69	-9	↓	-2	→
The comfort of the seating area	80	78	77	76	77	78	81	77	75	77	-1	→	2	→
The ease of being able to get on and off	85	82	84	85	85	88	89	88	84	86	-2	→	2	→
Your personal security on board	79	80	80	81	82	86	82	84	82	83	-1	→	1	→
The cleanliness of the inside	79	78	81	76	80	80	83	78	76	80	1	→	4	→
The cleanliness of the outside	73	72	78	70	74	73	76	68	75	70	3	→	-4	→
The availability of staff	59	61	61	63	67	69	69	70	67	65	-5	→	-2	→
How well train company deals with delays	50	38	30	37	42	35	47	40	44	34	-6	→	-11	→

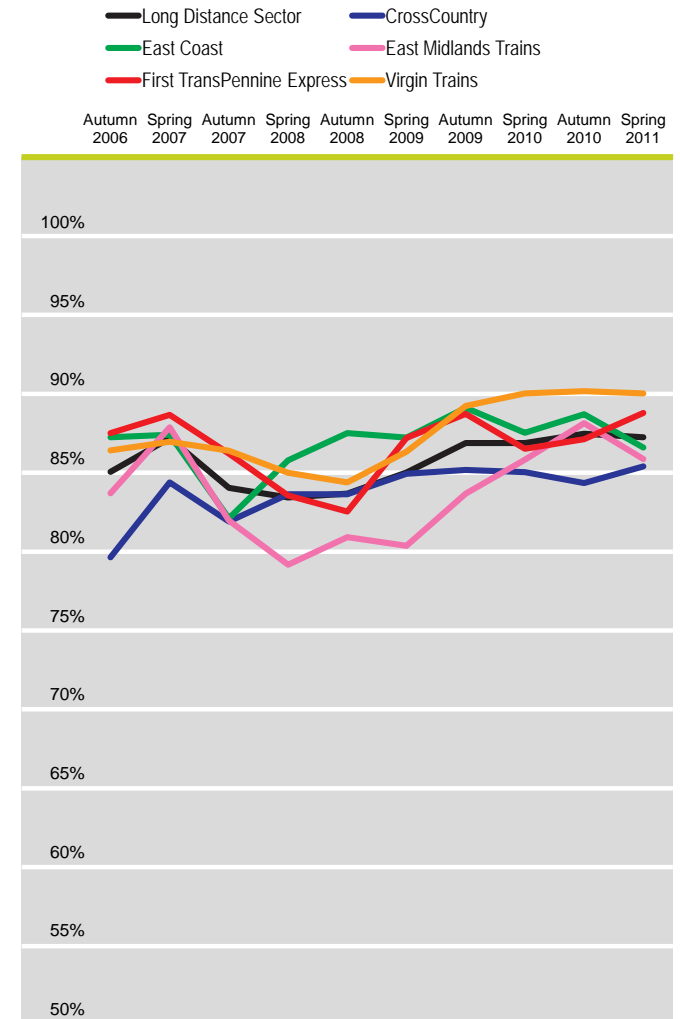
\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

# Percentage of passengers satisfied 2006-2011

**National and Sector-Level**  
Percentage of passengers satisfied 2006 to 2011



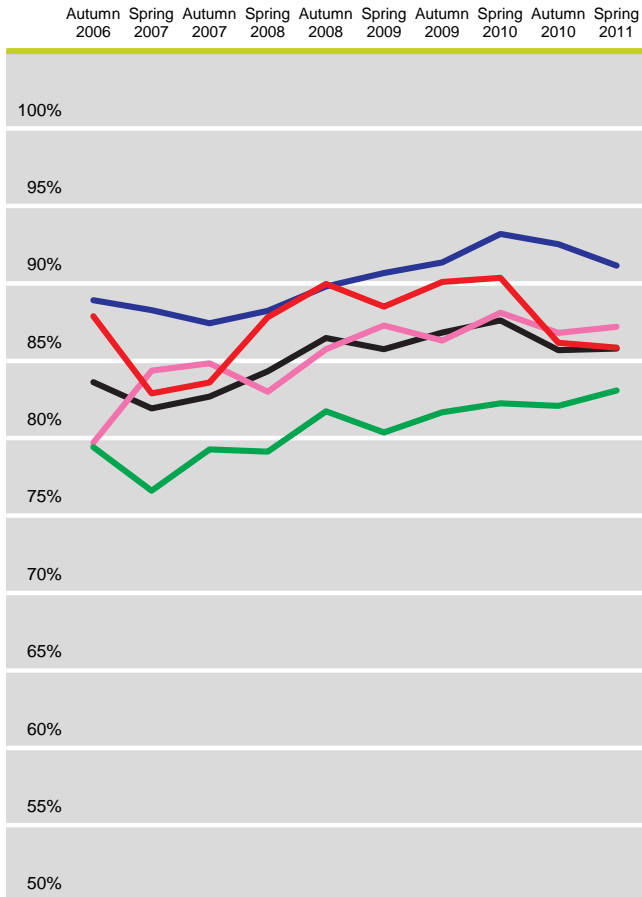
**Long Distance Operators**  
Percentage of passengers satisfied 2006 to 2011



**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

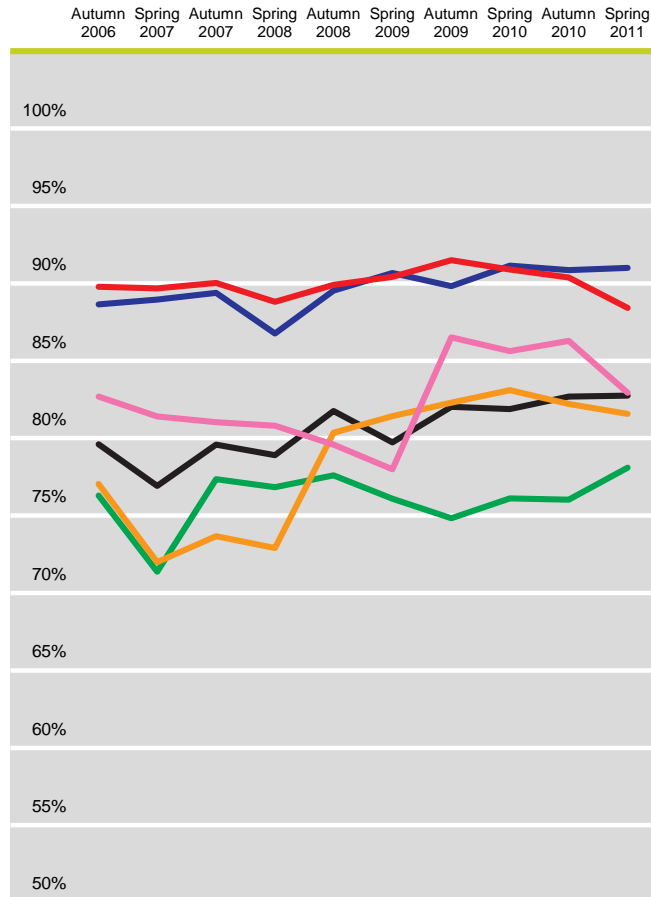
- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



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

Percentage of passengers satisfied 2006 to 2011

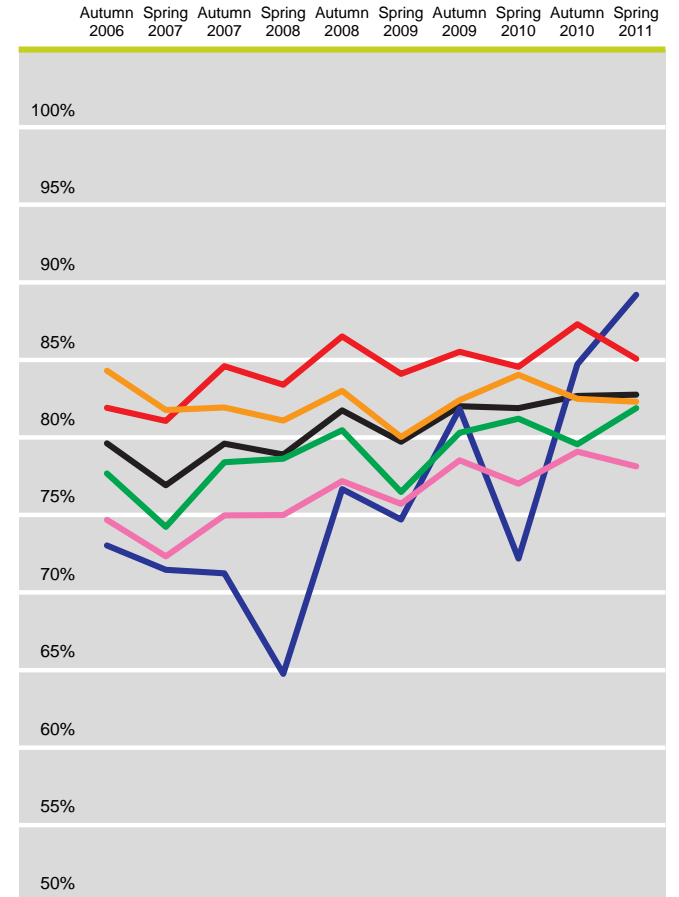
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland



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

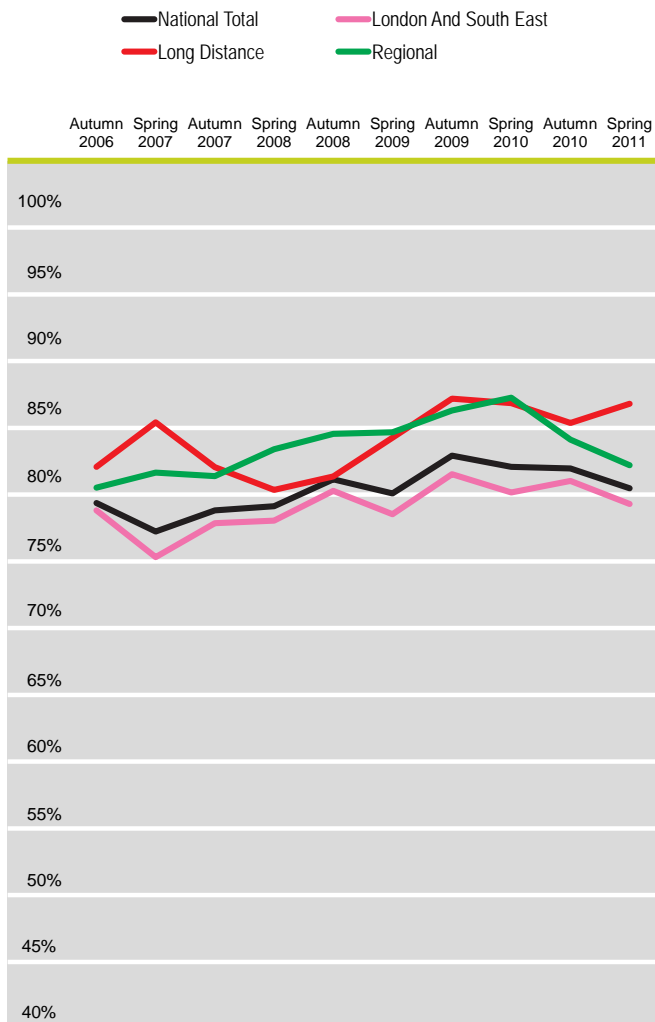
Percentage of passengers satisfied 2006 to 2011

- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern



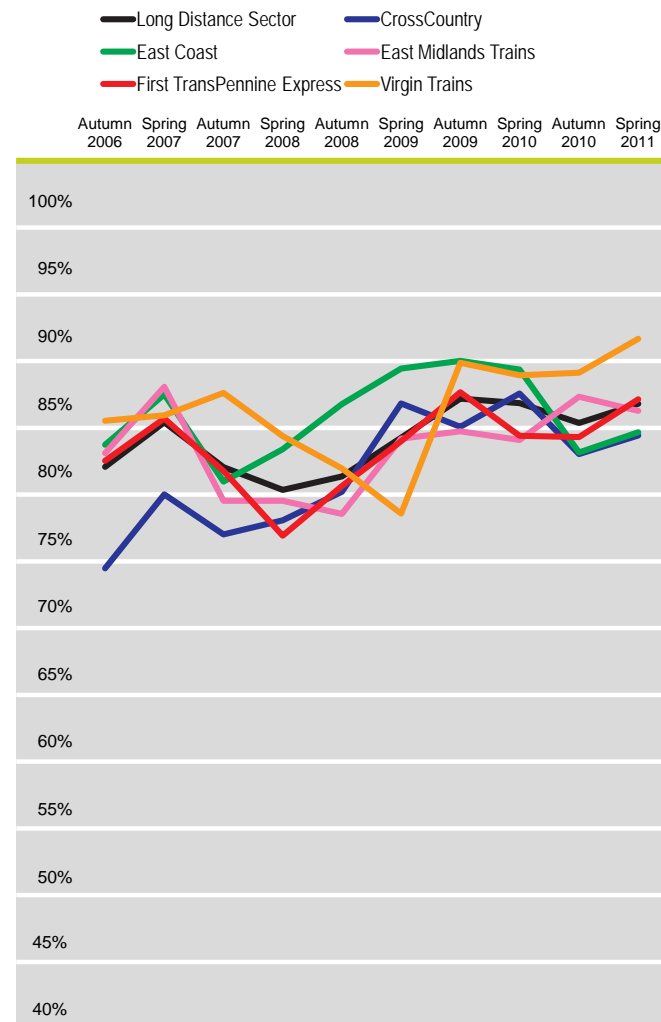
### National and Sector-Level

Percentage of passengers satisfied 2006 to 2011



### Long Distance Operators

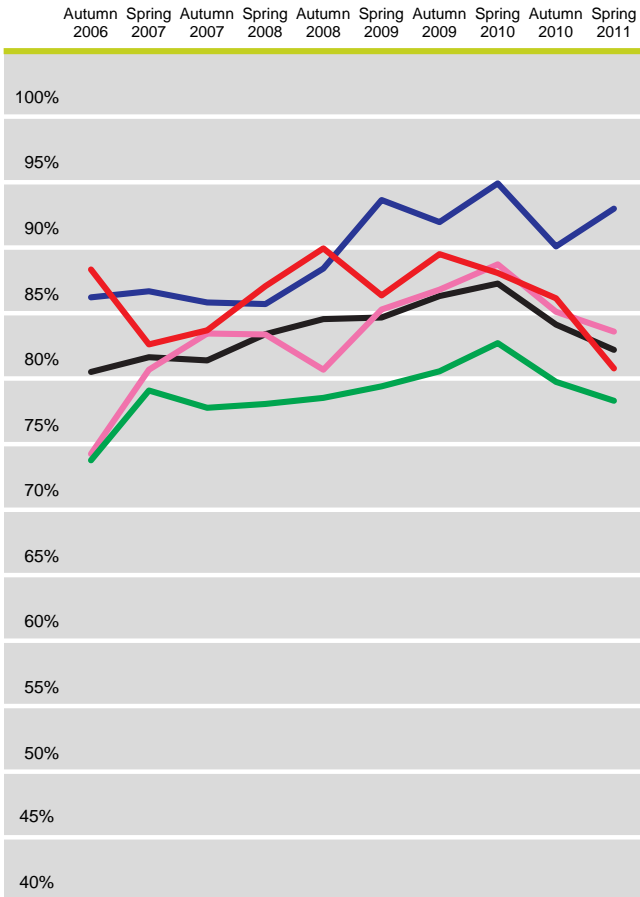
Percentage of passengers satisfied 2006 to 2011



**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

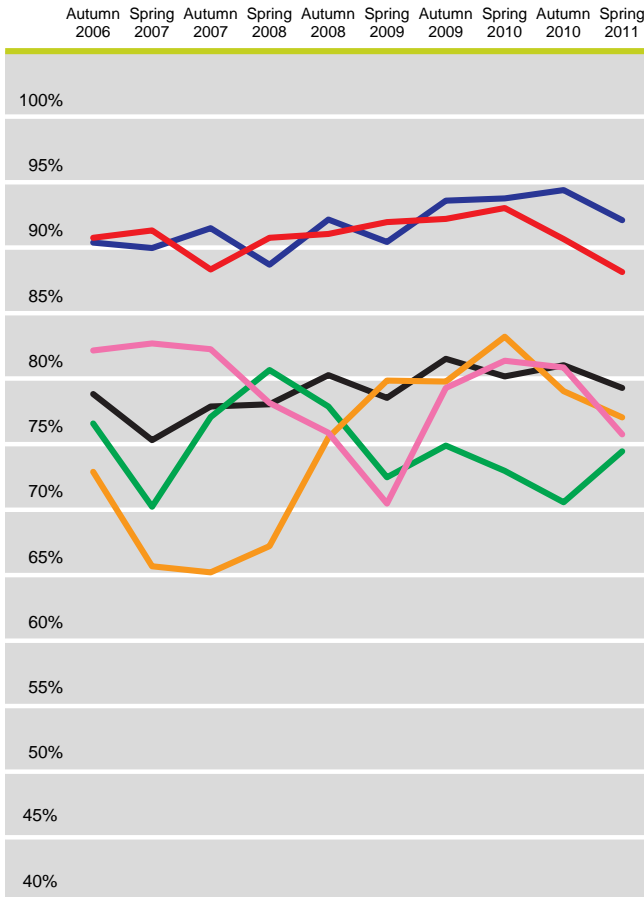
- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



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

Percentage of passengers satisfied 2006 to 2011

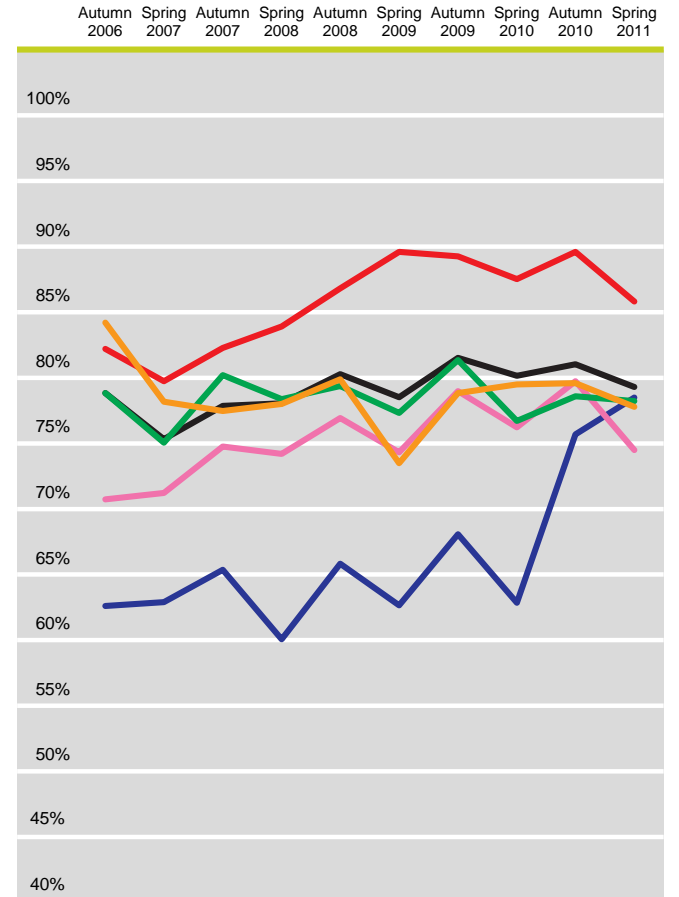
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland



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

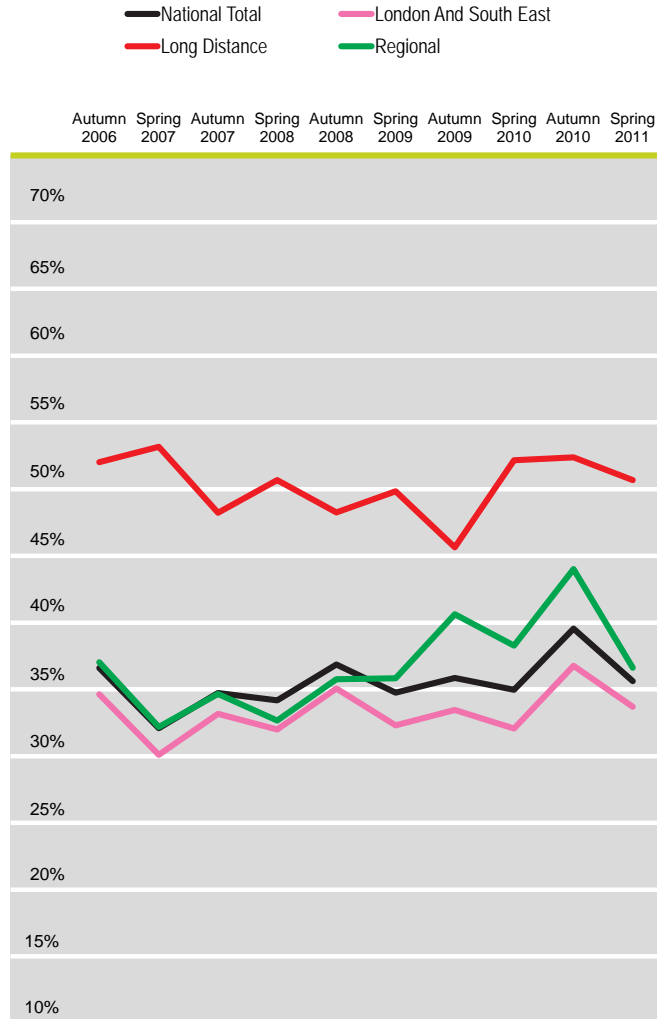
Percentage of passengers satisfied 2006 to 2011

- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern



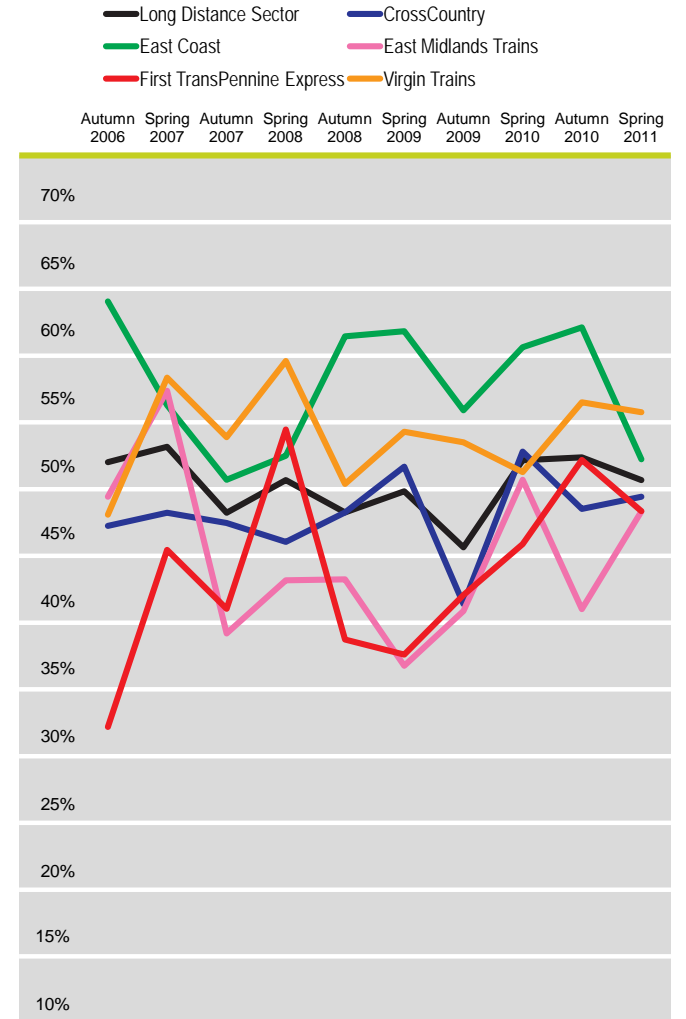
**National and Sector-Level**

Percentage of passengers satisfied 2006 to 2011



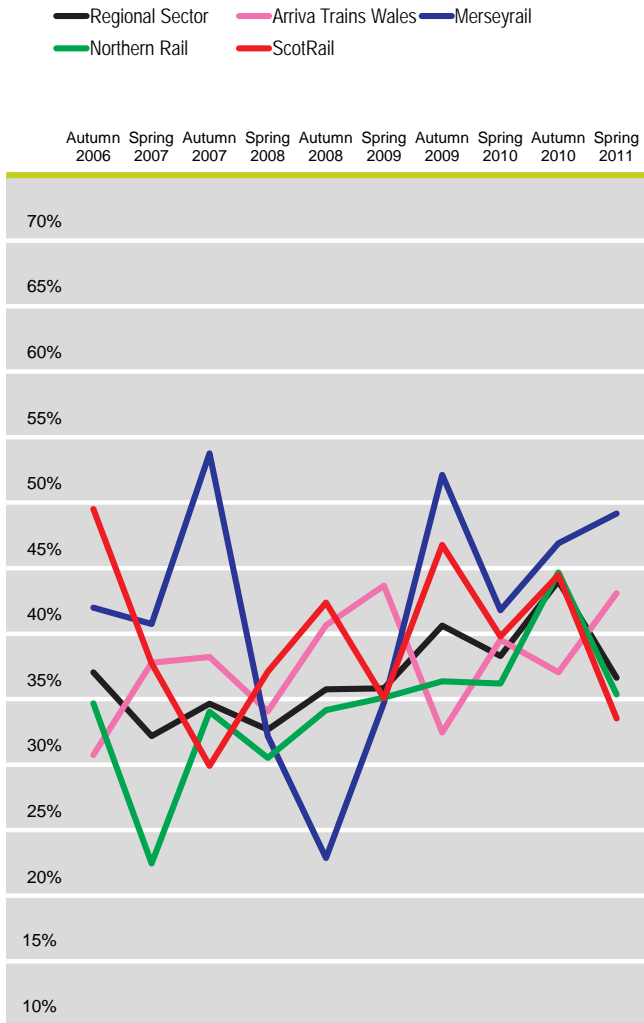
**Long Distance Operators**

Percentage of passengers satisfied 2006 to 2011



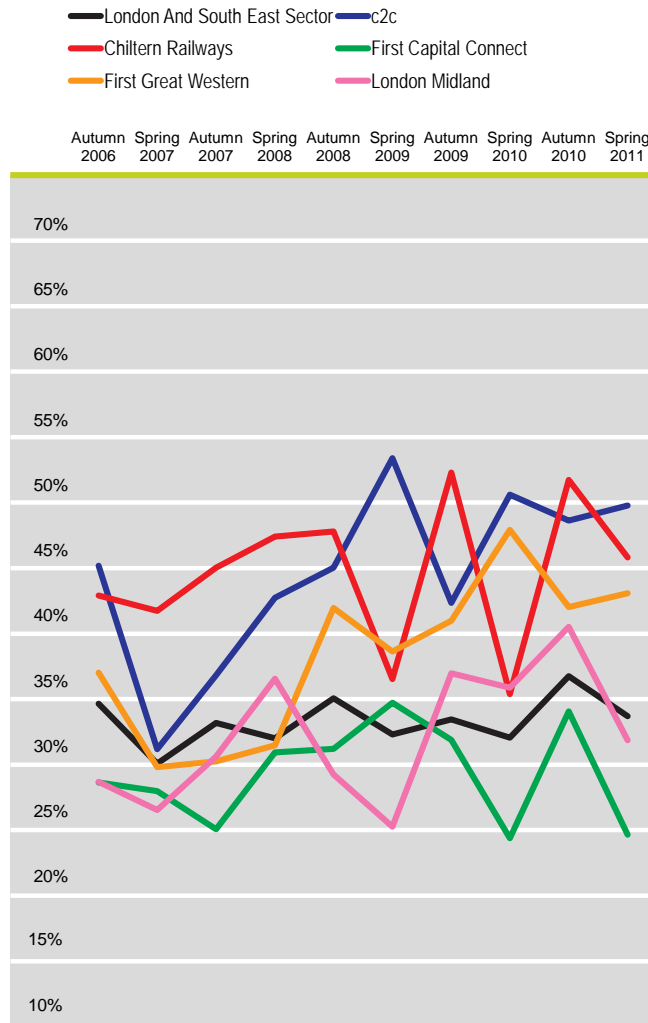
**Regional Operators**

Percentage of passengers satisfied 2006 to 2011



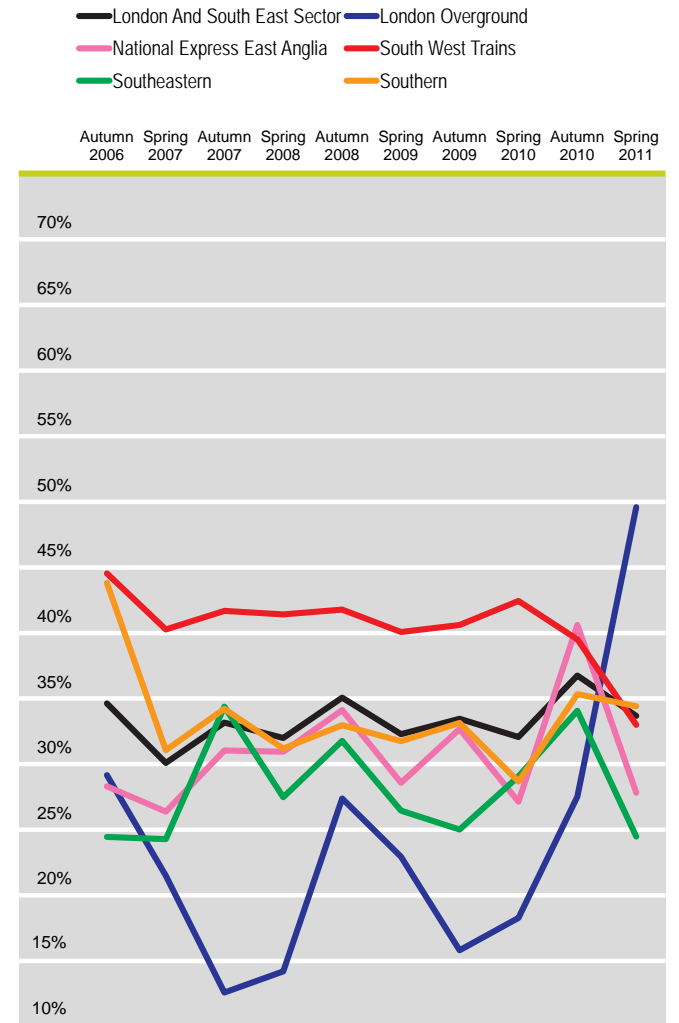
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2006 to 2011



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

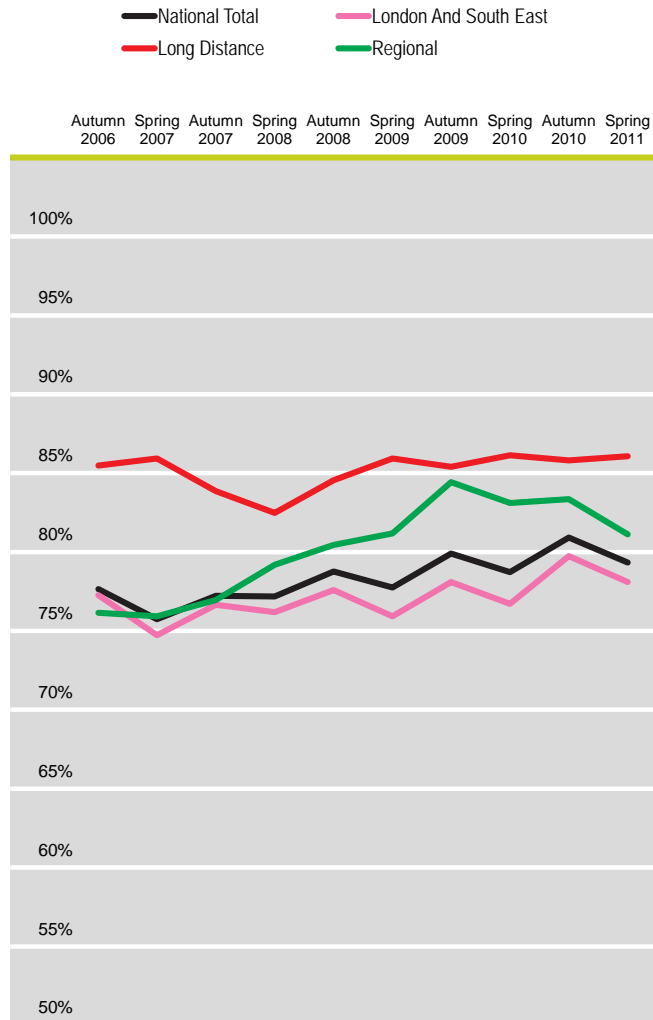
Percentage of passengers satisfied 2006 to 2011



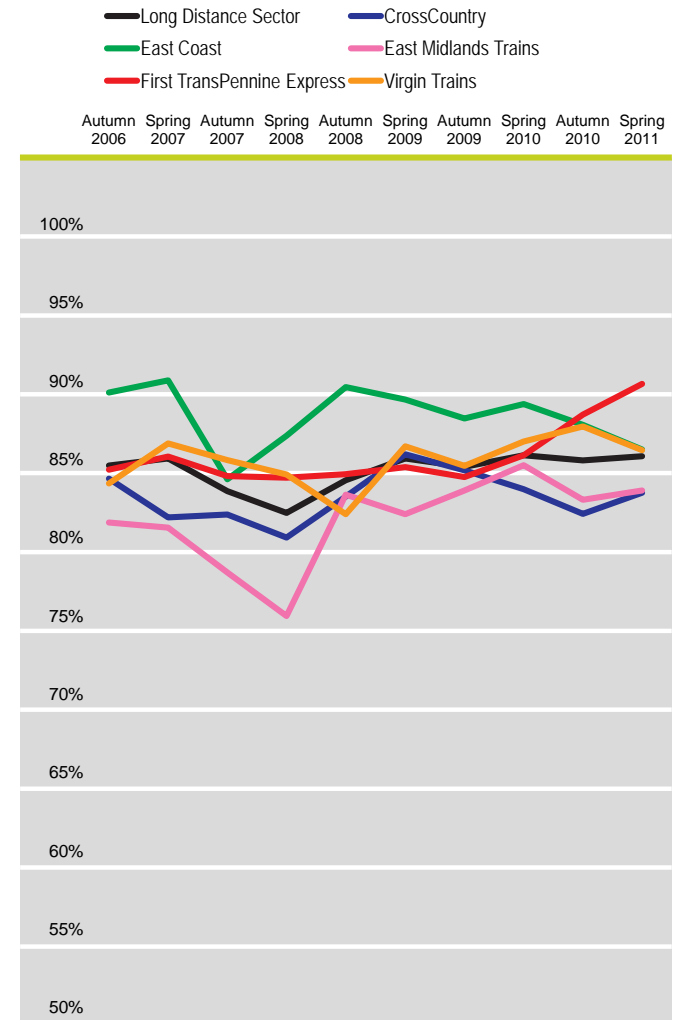


**National and Sector-Level**

Percentage of passengers satisfied 2006 to 2011

**Long Distance Operators**

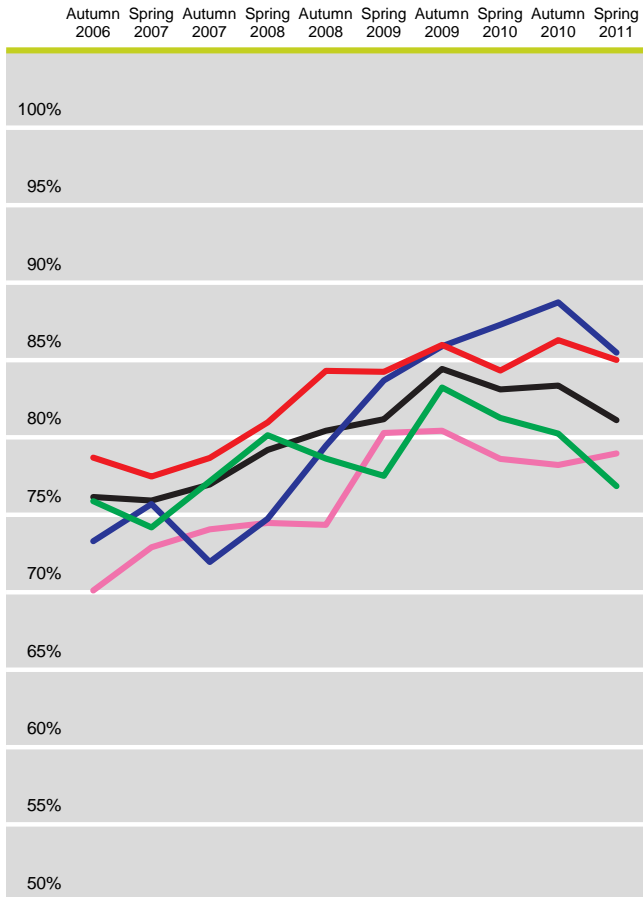
Percentage of passengers satisfied 2006 to 2011



**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

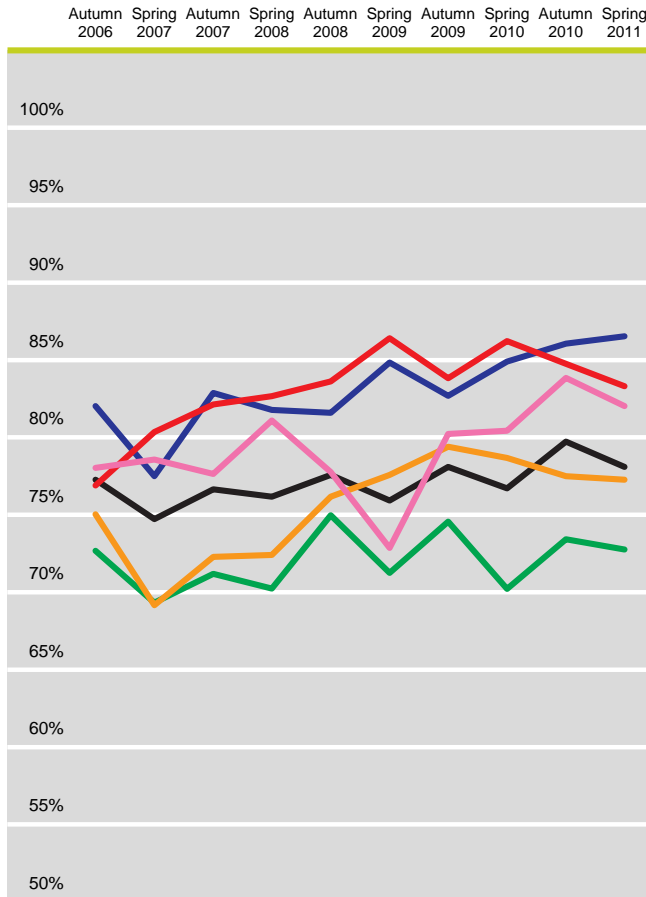
- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



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

Percentage of passengers satisfied 2006 to 2011

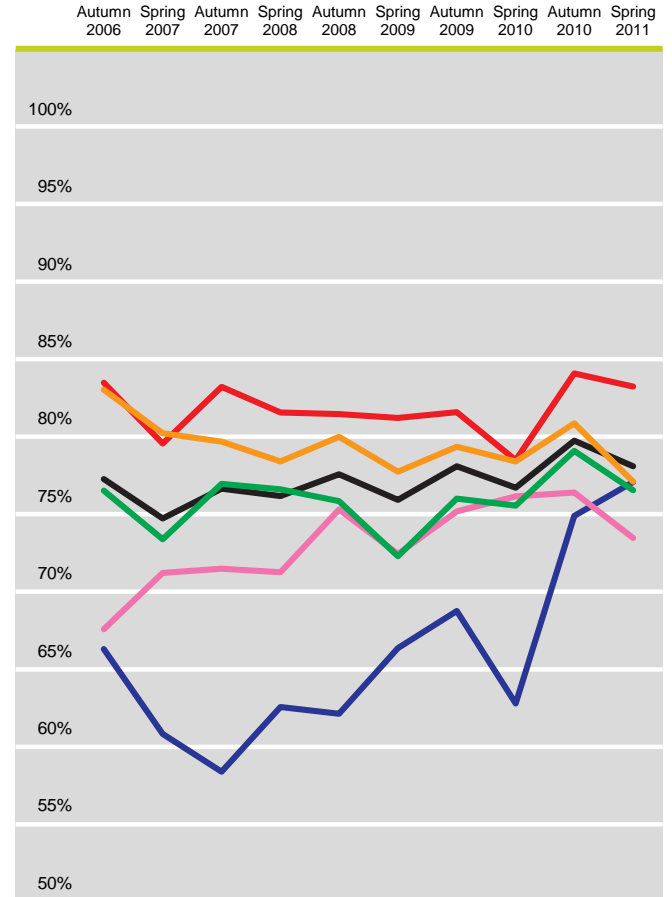
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland



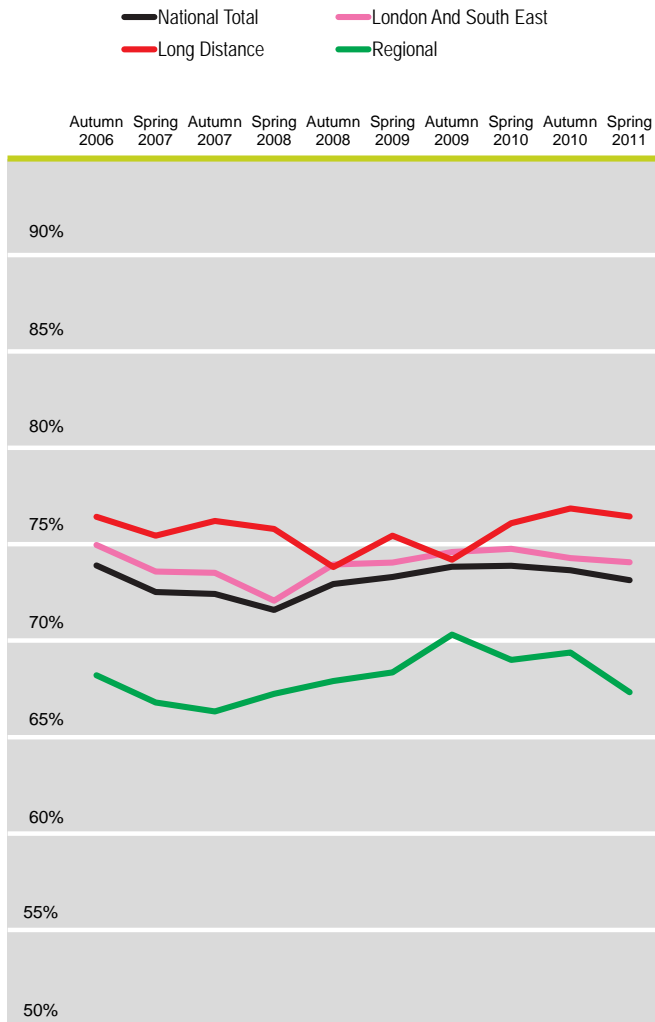
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2006 to 2011

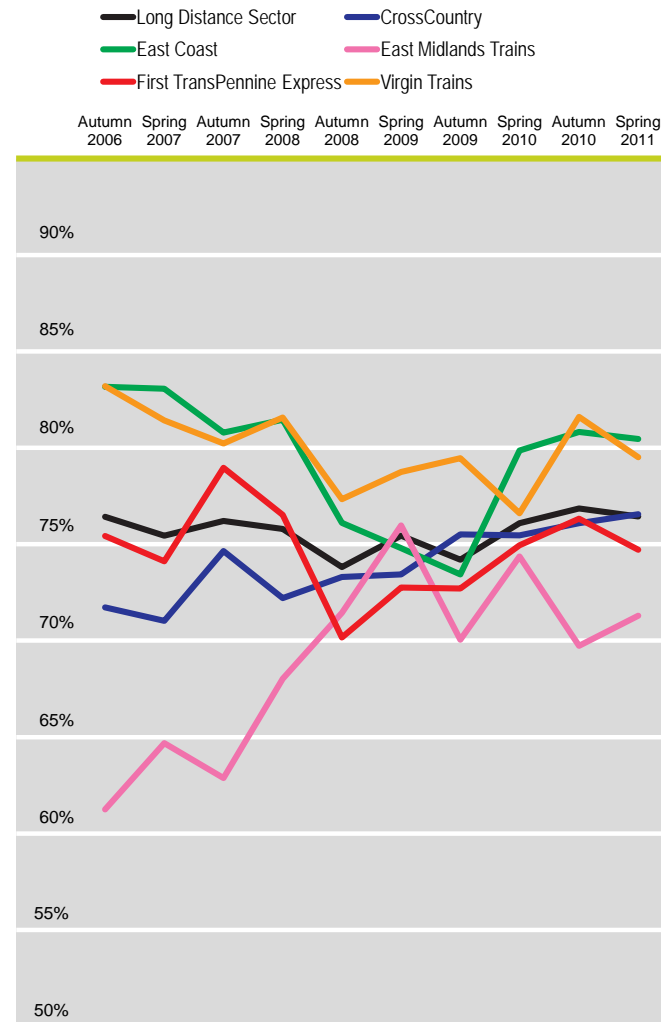
- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern



**National and Sector-Level**  
Percentage of passengers satisfied 2006 to 2011

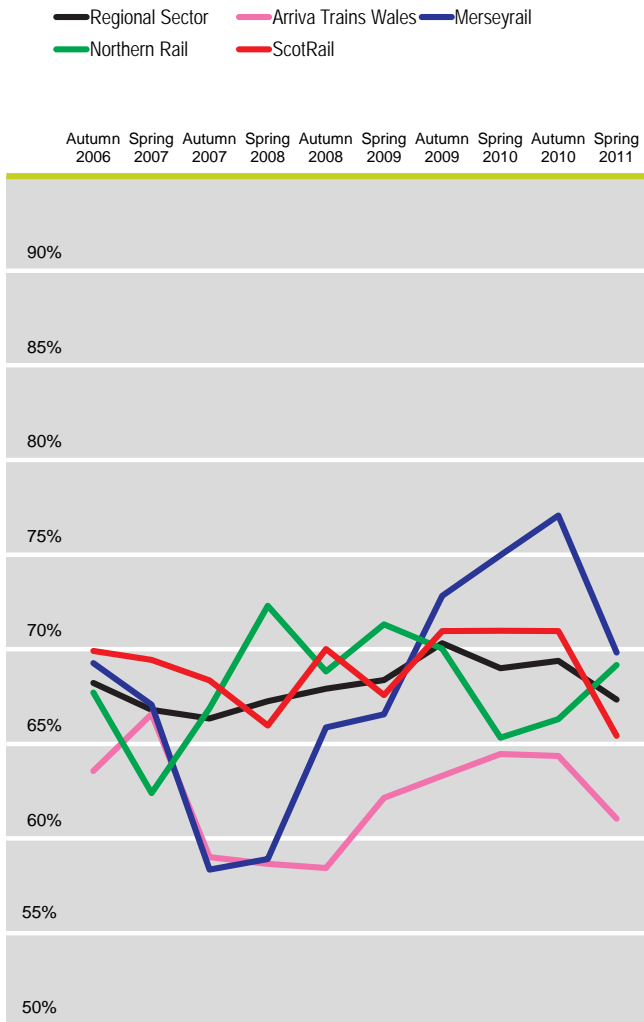


**Long Distance Operators**  
Percentage of passengers satisfied 2006 to 2011



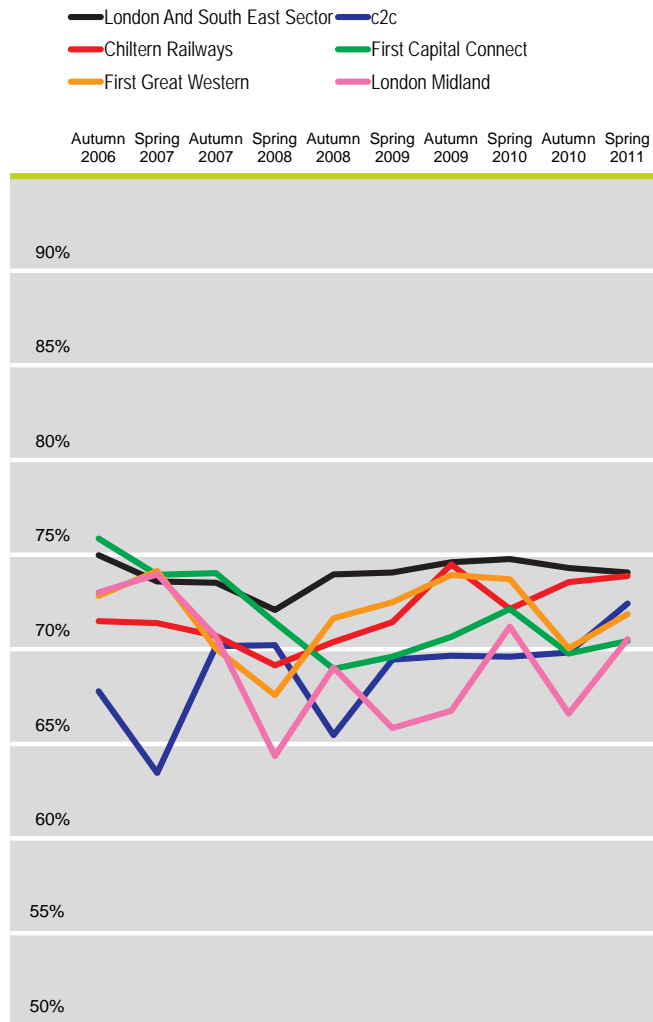
**Regional Operators**

Percentage of passengers satisfied 2006 to 2011



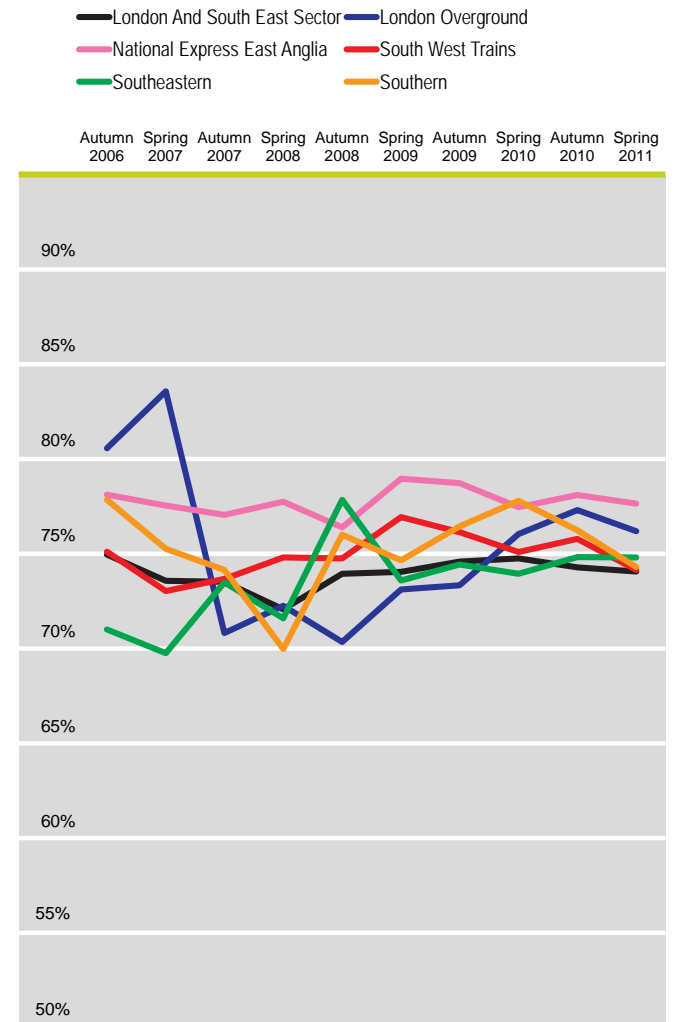
**London and South East Operators (Part One)**

Percentage of passengers satisfied 2006 to 2011

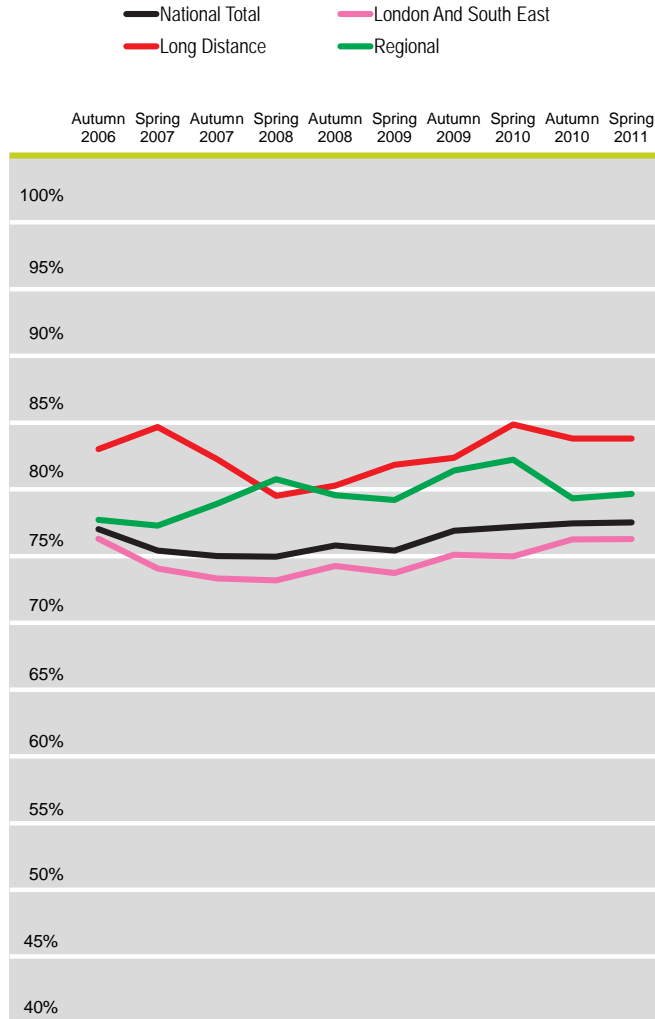


**London and South East Operators (Part Two)**

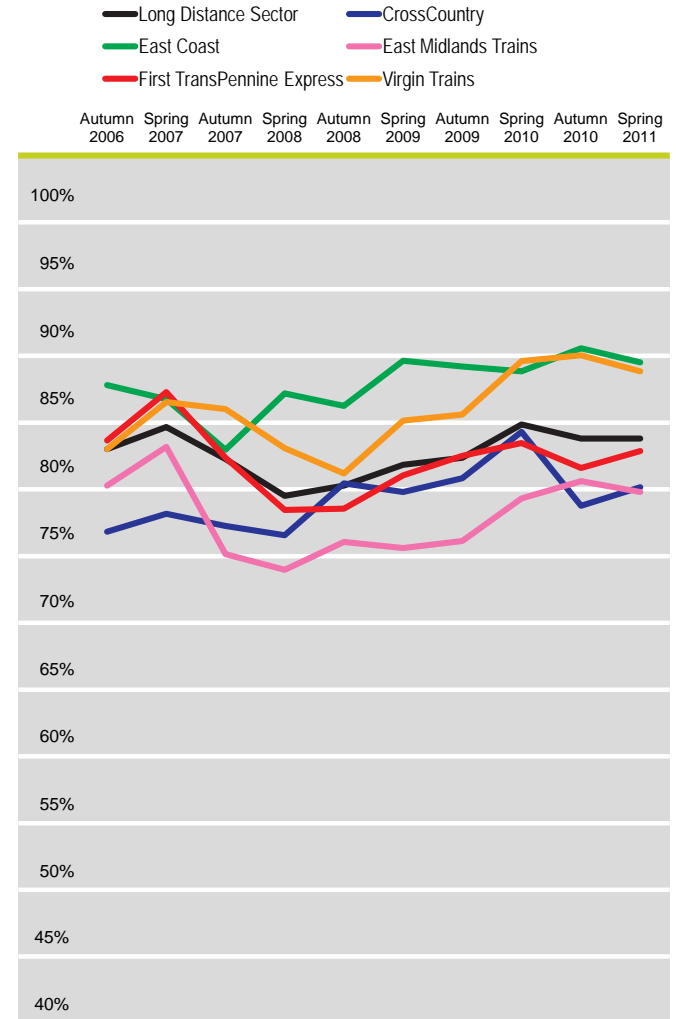
Percentage of passengers satisfied 2006 to 2011



**National and Sector-Level**  
Percentage of passengers satisfied 2006 to 2011



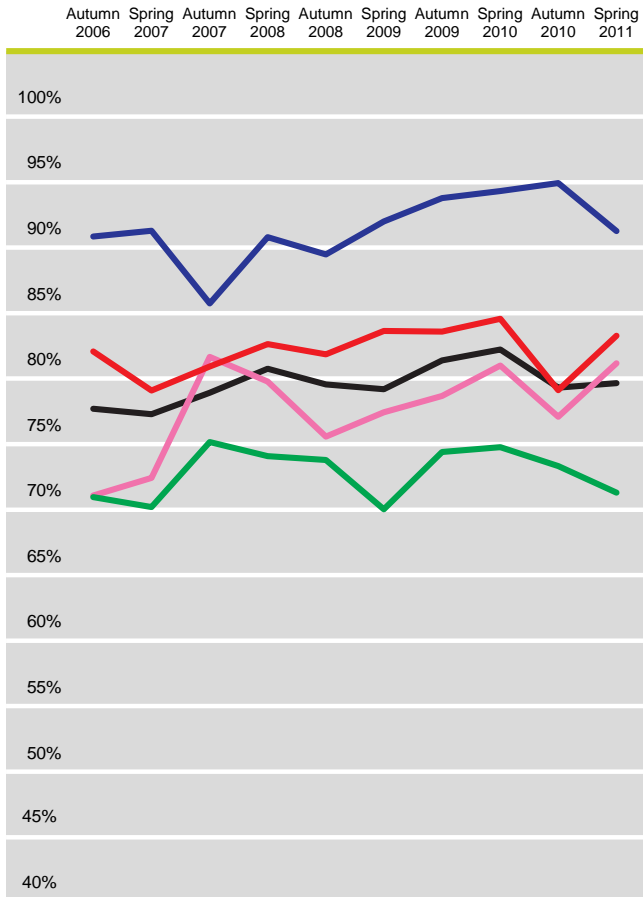
**Long Distance Operators**  
Percentage of passengers satisfied 2006 to 2011



**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

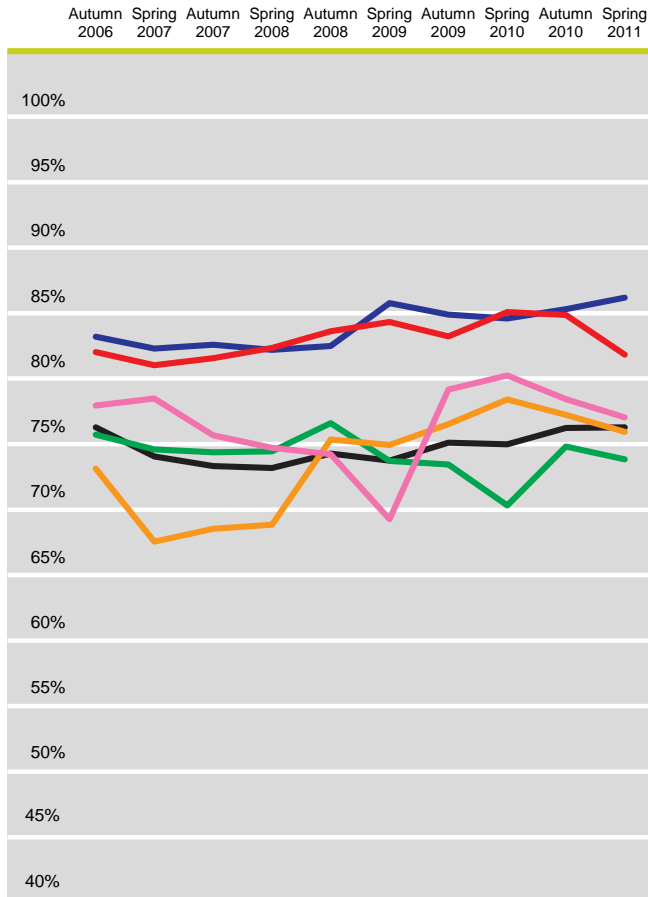
- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



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

Percentage of passengers satisfied 2006 to 2011

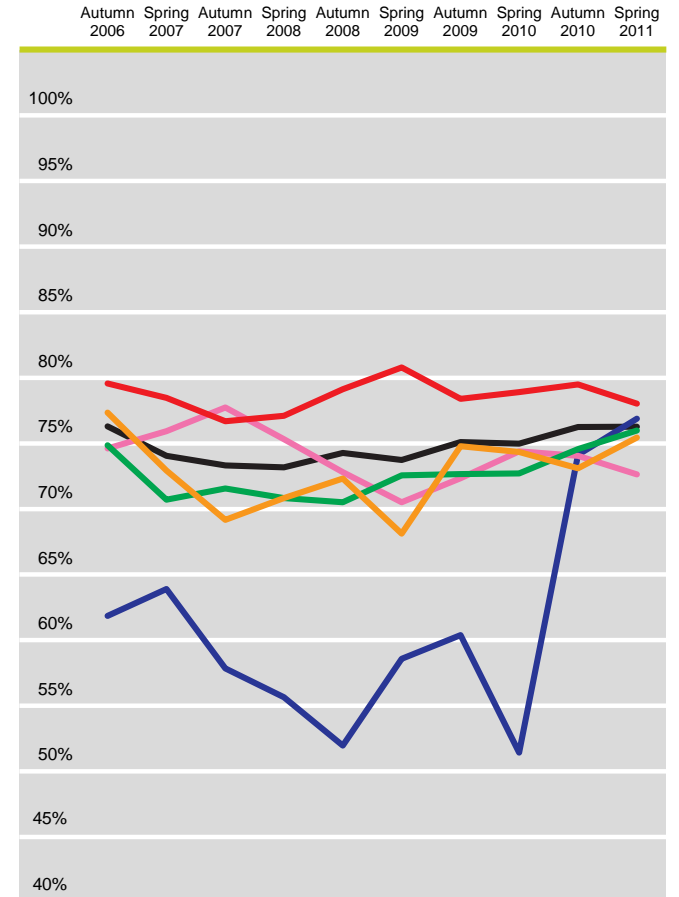
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland



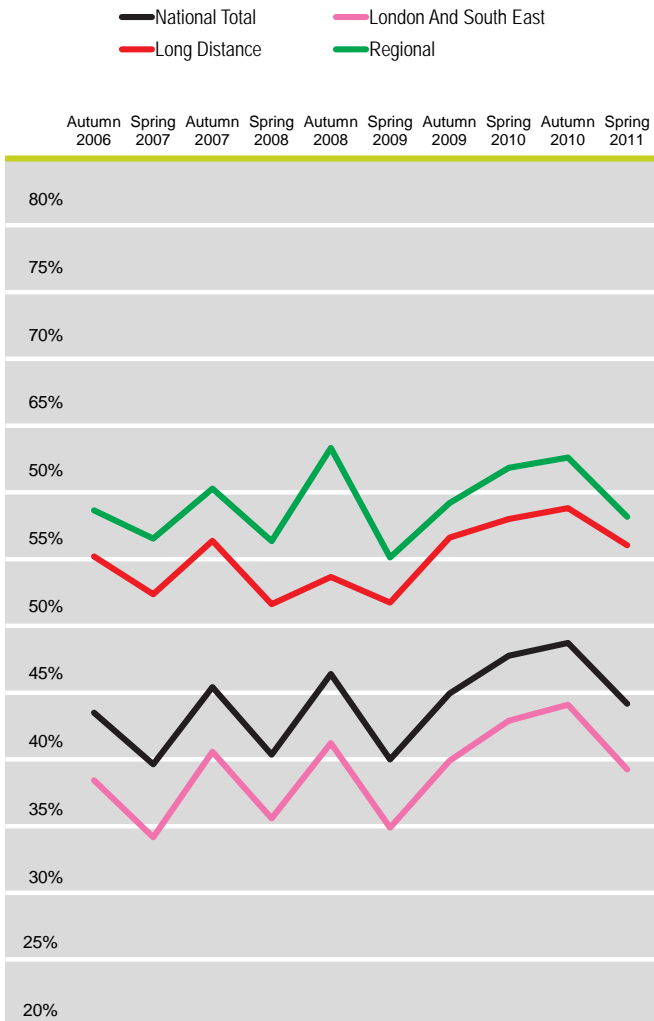
**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2006 to 2011

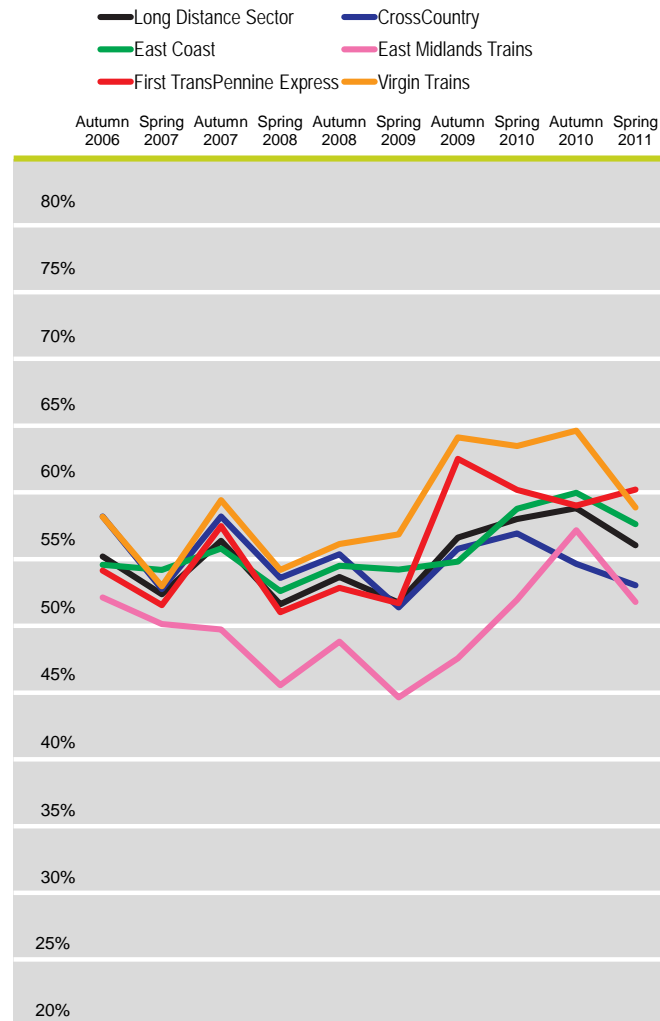
- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern



**National and Sector-Level**  
Percentage of passengers satisfied 2006 to 2011



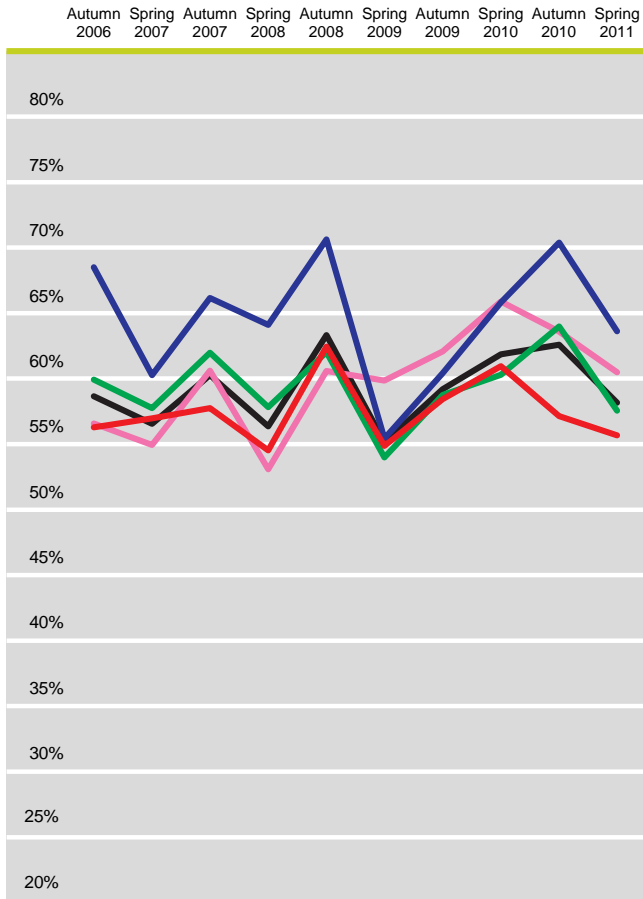
**Long Distance Operators**  
Percentage of passengers satisfied 2006 to 2011



**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

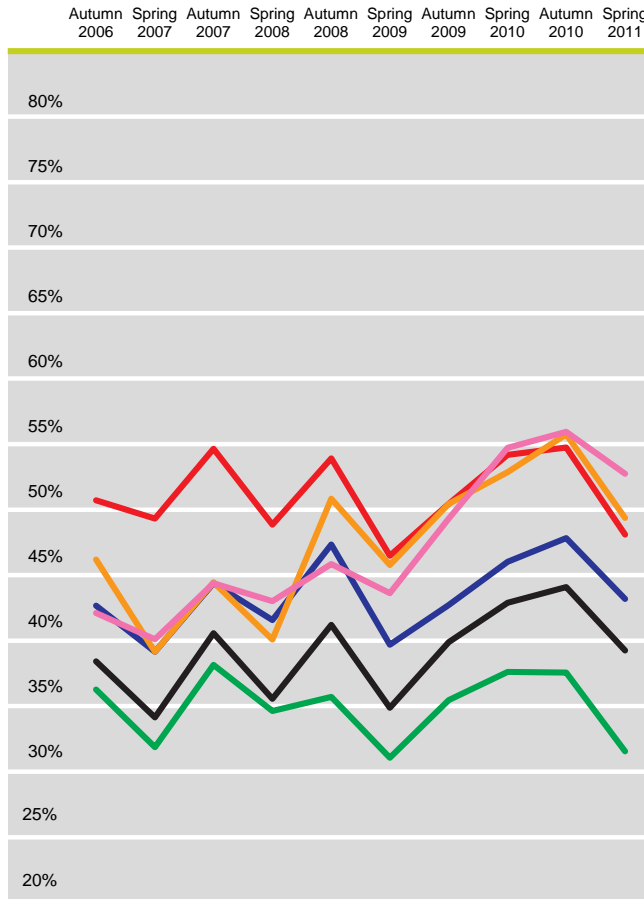
- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail



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

Percentage of passengers satisfied 2006 to 2011

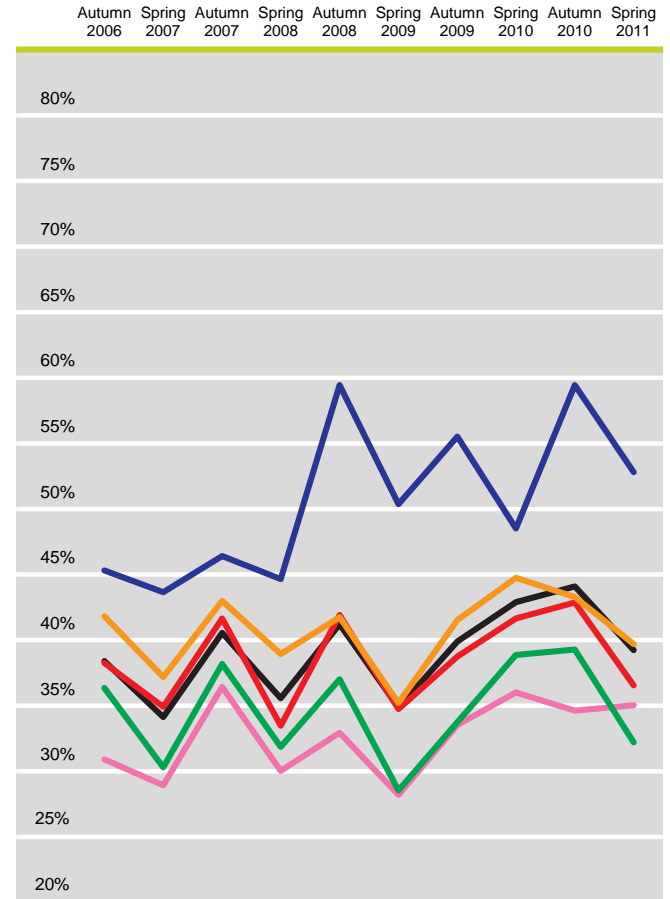
- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland



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

Percentage of passengers satisfied 2006 to 2011

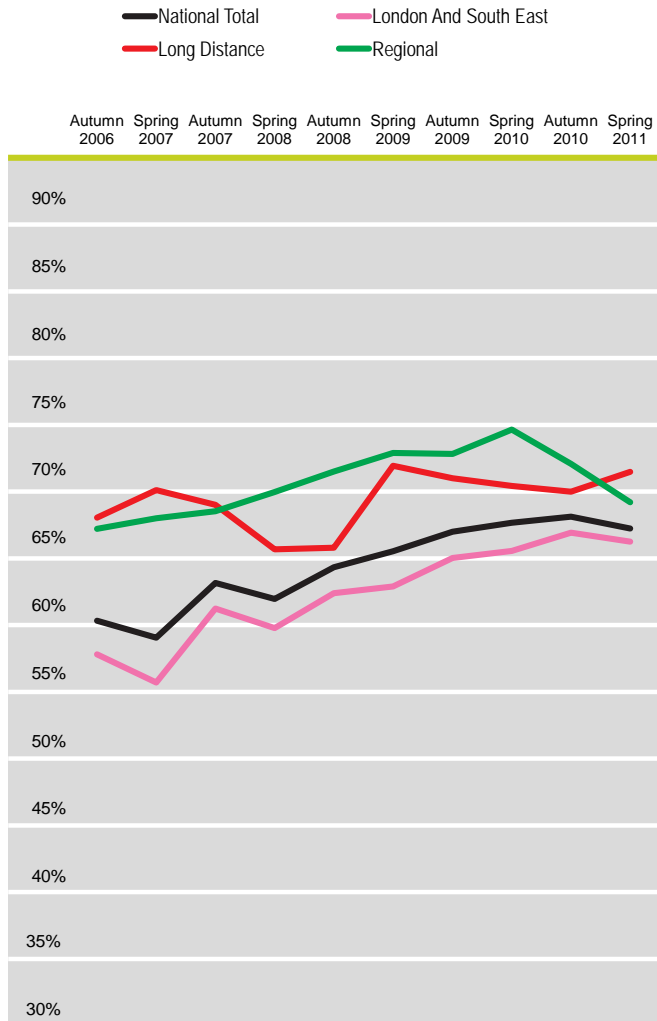
- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern





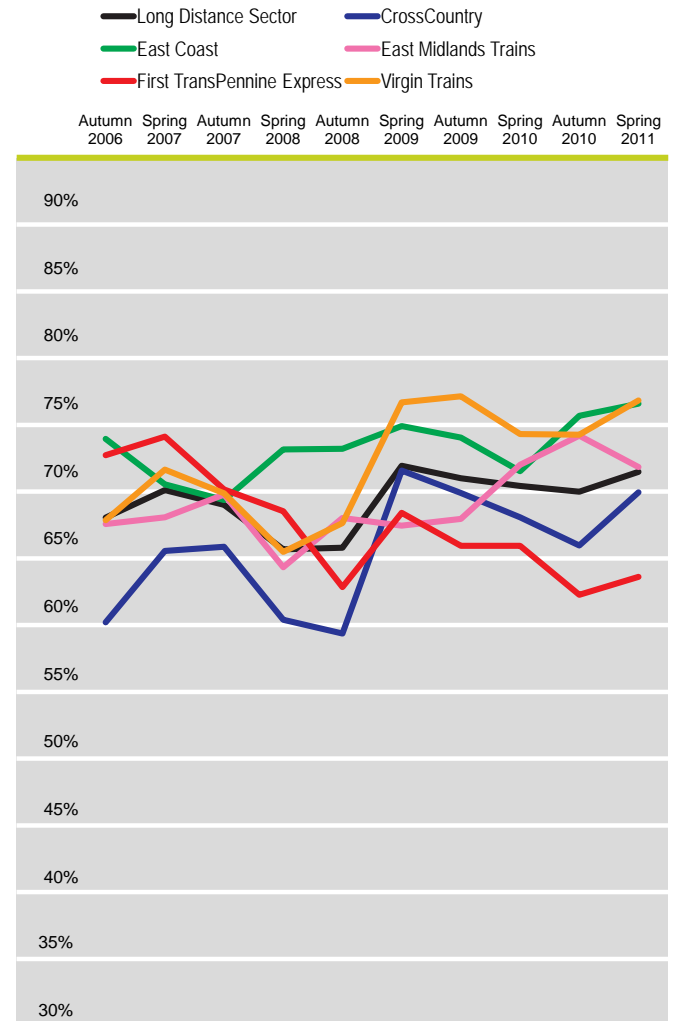
**National and Sector-Level**

Percentage of passengers satisfied 2006 to 2011



**Long Distance Operators**

Percentage of passengers satisfied 2006 to 2011

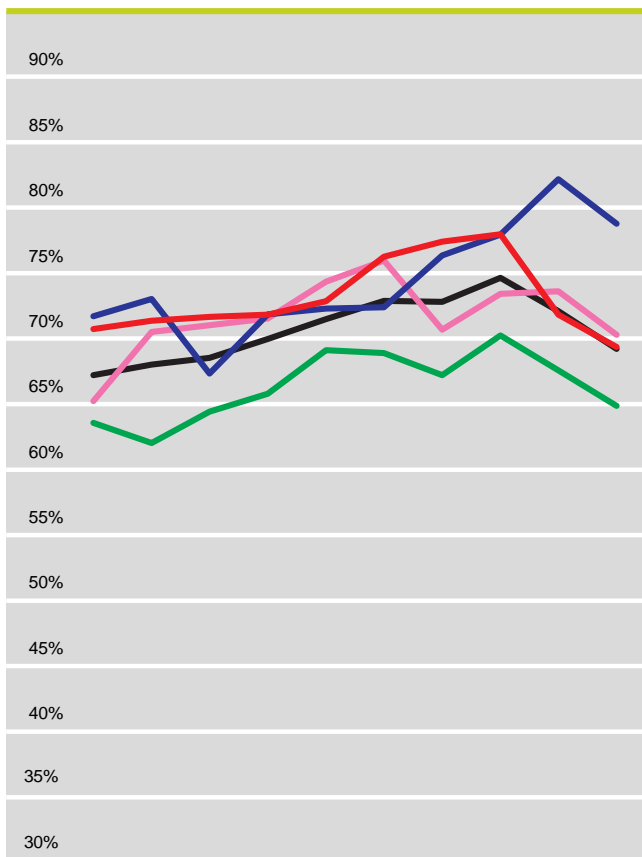


**Regional Operators**

Percentage of passengers satisfied 2006 to 2011

- Regional Sector
- Arriva Trains Wales
- Merseyrail
- Northern Rail
- ScotRail

Autumn 2006 Spring 2007 Autumn 2007 Spring 2008 Autumn 2008 Spring 2009 Autumn 2009 Spring 2010 Autumn 2010 Spring 2011

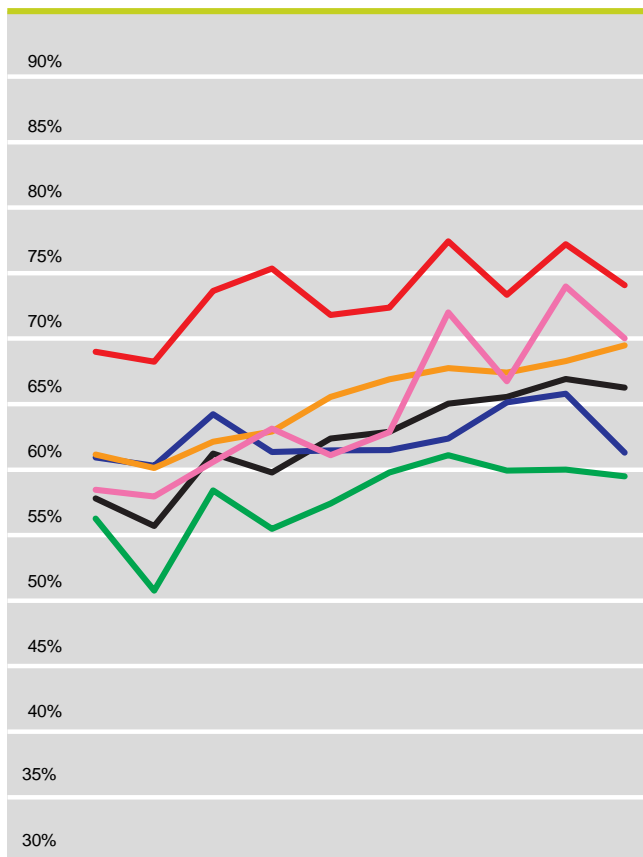


**London and South East Operators (Part One)**

Percentage of passengers satisfied 2006 to 2011

- London And South East Sector
- Chiltern Railways
- First Great Western
- c2c
- First Capital Connect
- London Midland

Autumn 2006 Spring 2007 Autumn 2007 Spring 2008 Autumn 2008 Spring 2009 Autumn 2009 Spring 2010 Autumn 2010 Spring 2011

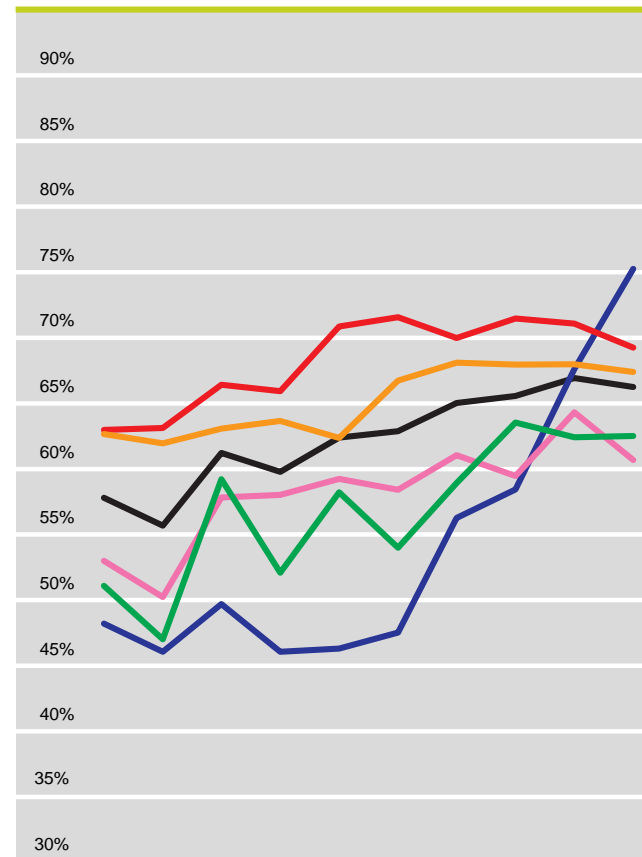


**London and South East Operators (Part Two)**

Percentage of passengers satisfied 2006 to 2011

- London And South East Sector
- National Express East Anglia
- Southeastern
- London Overground
- South West Trains
- Southern

Autumn 2006 Spring 2007 Autumn 2007 Spring 2008 Autumn 2008 Spring 2009 Autumn 2009 Spring 2010 Autumn 2010 Spring 2011





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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	5286	5340	3593	3252	3228	3627	3685	3633	3368	3972				
Overall satisfaction	73	68	74	71	72	71	76	75	73	75	0	→	2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	71	73			2	→
Ticket buying facilities	57	61	63	63	62	63	63	65	63	66	0	→	3	→
Provision of information about train times/platforms	74	71	74	74	76	74	75	76	77	75	0	→	-1	→
The upkeep/repair of the station buildings/platforms	59	57	60	57	59	57	61	61	60	60	-1	→	0	→
Cleanliness	67	65	67	64	65	64	68	68	69	67	-1	→	-2	→
The facilities and services	44	44	48	45	44	45	46	49	49	48	-2	→	-1	→
The attitudes and helpfulness of the staff	64	64	63	61	61	64	65	66	62	62	-4	↓	0	→
Connections with other forms of public transport	68	67	70	69	73	74	74	75	72	74	0	→	2	→
Facilities for car parking	44	43	40	37	35	33	38	42	46	46	4	↑	0	→
Overall environment	56	55	61	59	60	59	62	61	62	61	0	→	0	→
Your personal security whilst using	54	52	59	57	59	58	60	62	62	60	-1	→	-2	→
The availability of staff	50	50	53	51	51	54	53	55	51	51	-4	↓	0	→
How request to station staff was handled	79	76	77	77	75	76	77	73	73	73	0	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	74	71	72	71	73	70	73	69	72	73	4	↑	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	69	76	74	76	73	78	73	74	73	0	→	-1	→
The length of time the journey was scheduled to take (speed)	76	73	76	75	77	74	78	76	75	77	1	→	3	→
Connections with other train services	67	62	70	67	71	68	73	71	71	71	0	→	0	→
The value for money for the price of your ticket	25	21	29	22	26	22	26	29	27	23	-6	↓	-4	↓
Cleanliness of the train	69	70	69	70	67	68	69	68	67	68	0	→	1	→
Upkeep and repair of the train	67	67	68	67	68	67	67	65	68	65	-	→	-3	→
The provision of information during the journey	57	56	61	60	60	59	61	60	61	61	0	→	0	→
The helpfulness and attitude of staff on train	48	47	44	44	44	41	46	46	45	45	0	→	0	→
The space for luggage	37	34	39	39	39	38	41	40	41	40	1	→	0	→
The toilet facilities	27	26	28	23	25	23	29	27	24	24	-3	→	0	→
Sufficient room for all passengers to sit/stand	34	31	37	33	35	36	43	42	41	40	-2	→	-1	→
The comfort of the seating area	54	52	54	50	52	52	55	54	56	54	0	→	-2	→
The ease of being able to get on and off	64	62	68	66	66	65	70	69	68	69	1	→	1	→
Your personal security on board	63	62	65	62	65	64	66	67	67	67	1	→	1	→
The cleanliness of the inside	68	68	68	68	67	66	68	65	66	68	2	→	2	→
The cleanliness of the outside	63	61	65	64	66	63	67	61	64	63	2	→	-1	→
The availability of staff	23	22	25	23	20	22	26	26	24	27	1	→	2	→
How well train company deals with delays	24	23	28	25	28	24	25	25	26	24	-1	→	-1	→

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) London and South East total excludes non-franchised Train Operating Companies.



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	9592	10105	13575	12168	13275	13373	12304	13841	14138	15154				
Overall satisfaction	83	82	81	81	84	82	84	84	85	85	1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	76	75			-1	→
Ticket buying facilities	66	67	69	70	69	71	70	71	72	72	1	→	1	→
Provision of information about train times/platforms	79	77	77	77	78	76	79	77	80	79	2	↑	-2	↓
The upkeep/repair of the station buildings/platforms	63	59	63	60	63	61	63	61	64	64	3	↑	0	→
Cleanliness	70	66	68	66	69	67	69	67	70	70	3	↑	0	→
The facilities and services	55	52	51	49	50	49	50	48	50	48	0	→	-1	→
The attitudes and helpfulness of the staff	70	69	69	68	69	68	69	69	71	70	2	→	-1	→
Connections with other forms of public transport	79	77	75	73	74	74	75	75	75	74	-1	→	-1	→
Facilities for car parking	46	45	46	43	42	43	45	47	47	47	0	→	0	→
Overall environment	63	60	64	62	64	62	65	62	66	64	3	↑	-2	↓
Your personal security whilst using	60	57	61	60	61	61	63	64	65	66	2	↑	1	→
The availability of staff	56	57	57	56	58	57	58	56	59	57	1	→	-1	→
How request to station staff was handled	84	83	83	83	84	82	83	84	86	84	-	→	-2	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	76	74	74	75	75	76	77	77	77	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	79	78	79	81	80	83	82	83	81	-1	↓	-2	↓
The length of time the journey was scheduled to take (speed)	84	83	83	83	84	84	84	85	86	85	0	→	-1	→
Connections with other train services	71	69	71	70	73	73	73	75	76	77	2	↑	0	→
The value for money for the price of your ticket	46	43	44	40	45	39	45	47	48	44	-3	↓	-4	↓
Cleanliness of the train	72	72	70	70	73	71	71	71	73	74	3	↑	0	→
Upkeep and repair of the train	71	71	70	70	73	73	73	73	75	75	2	↑	0	→
The provision of information during the journey	64	64	64	65	68	66	68	68	71	71	2	↑	0	→
The helpfulness and attitude of staff on train	62	59	51	52	54	54	56	59	61	60	1	→	-1	→
The space for luggage	49	50	49	49	50	51	52	54	55	55	1	→	0	→
The toilet facilities	38	36	35	35	36	36	36	36	38	37	0	→	-2	→
Sufficient room for all passengers to sit/stand	71	70	69	68	70	71	72	72	73	73	1	→	0	→
The comfort of the seating area	71	71	69	68	71	72	72	72	75	74	2	↑	-1	→
The ease of being able to get on and off	80	79	79	78	79	79	80	81	82	82	1	→	0	→
Your personal security on board	69	68	69	69	71	70	72	74	76	75	1	→	-1	→
The cleanliness of the inside	72	70	70	69	72	72	72	71	74	74	2	↑	0	→
The cleanliness of the outside	67	65	68	66	71	70	72	68	73	70	2	↑	-3	↓
The availability of staff	35	34	31	32	34	35	37	40	41	40	0	→	-1	→
How well train company deals with delays	41	36	35	34	37	36	36	35	41	37	2	→	-4	↓

\* 1) This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons. 2) London and South East total excludes non-franchised Train Operating Companies.



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	470	462	339	366	366	416	385	374	383	458				
Overall satisfaction	88	86	86	85	89	89	90	90	88	88	-3	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	82	84			2	→
Ticket buying facilities	65	63	73	76	65	72	73	75	76	77	3	→	2	→
Provision of information about train times/platforms	82	72	83	81	83	86	83	86	86	88	2	→	2	→
The upkeep/repair of the station buildings/platforms	68	59	68	67	68	71	63	69	74	70	0	→	-4	→
Cleanliness	74	65	75	71	76	80	73	76	81	81	5	→	0	→
The facilities and services	45	32	51	47	42	40	48	50	55	56	6	→	1	→
The attitudes and helpfulness of the staff	68	66	68	68	69	76	74	76	73	74	-2	→	1	→
Connections with other forms of public transport	65	61	67	67	56	67	65	66	69	72	6	→	3	→
Facilities for car parking	43	40	47	42	37	39	42	49	58	51	2	→	-7	→
Overall environment	59	53	66	67	66	70	67	68	73	74	6	→	1	→
Your personal security whilst using	50	45	56	63	60	59	54	64	67	68	4	→	2	→
The availability of staff	57	51	67	63	59	61	62	66	70	67	1	→	-3	→
How request to station staff was handled	86	64	89	55	73	90	65	100	59	67	-33	→	8	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	84	81	82	85	90	89	89	86	85	87	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	89	88	92	90	93	92	95	92	95	94	2	→	-1	→
The length of time the journey was scheduled to take (speed)	85	83	88	90	88	91	89	90	91	94	3	→	2	→
Connections with other train services	76	75	74	72	72	77	74	82	81	79	-4	→	-2	→
The value for money for the price of your ticket	32	29	36	34	41	31	38	40	38	38	-2	→	1	→
Cleanliness of the train	84	86	84	84	87	86	91	91	92	90	0	→	-2	→
Upkeep and repair of the train	81	82	81	84	86	87	89	88	93	89	0	→	-4	↓
The provision of information during the journey	69	64	65	66	69	69	71	77	73	77	0	→	4	→
The helpfulness and attitude of staff on train	20	23	21	19	26	24	28	26	25	34	8	→	8	→
The space for luggage	39	38	41	42	39	37	42	42	41	43	0	→	1	→
The toilet facilities	38	37	33	29	33	37	51	43	41	50	7	→	9	→
Sufficient room for all passengers to sit/stand	43	37	43	44	43	42	46	46	44	41	-6	→	-3	→
The comfort of the seating area	73	68	65	69	69	67	71	69	74	69	0	→	-4	→
The ease of being able to get on and off	81	68	72	80	80	75	80	74	81	79	5	→	-3	→
Your personal security on board	65	60	69	66	71	66	68	70	72	71	1	→	-1	→
The cleanliness of the inside	85	83	82	82	86	88	89	89	89	89	1	→	0	→
The cleanliness of the outside	80	76	79	81	84	85	84	86	87	86	-1	→	-1	→
The availability of staff	9	6	12	7	12	11	13	15	14	20	4	→	6	→
How well train company deals with delays	34	24	29	29	37	49	32	50	33	32	-17	→	-1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	578	599	690	692	643	638	669	684	701	741				
Overall satisfaction	89	91	92	88	90	92	90	92	93	93	1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	79	82			3	→
Ticket buying facilities	78	70	75	76	70	81	74	75	76	78	2	→	2	→
Provision of information about train times/platforms	82	81	83	82	81	84	82	84	86	86	1	→	0	→
The upkeep/repair of the station buildings/platforms	73	67	66	68	69	70	70	69	73	72	3	→	-1	→
Cleanliness	76	74	72	72	74	75	77	75	79	77	1	→	-2	→
The facilities and services	53	47	46	45	48	48	51	52	49	50	-1	→	1	→
The attitudes and helpfulness of the staff	74	72	69	75	72	74	72	73	79	74	1	→	-5	→
Connections with other forms of public transport	70	65	72	72	71	71	73	72	70	73	1	→	3	→
Facilities for car parking	52	47	46	45	47	45	48	49	52	54	5	→	2	→
Overall environment	69	61	63	66	65	68	69	66	71	70	4	→	-1	→
Your personal security whilst using	59	60	58	56	60	62	62	61	64	63	2	→	-1	→
The availability of staff	61	61	58	64	63	65	67	63	63	65	2	→	2	→
How request to station staff was handled	86	89	82	89	88	87	77	87	82	86	-1	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	83	83	83	80	78	84	82	83	85	85	2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	92	92	91	88	92	89	93	95	94	91	-4	↓	-3	↓
The length of time the journey was scheduled to take (speed)	89	90	90	91	89	90	89	92	91	93	1	→	1	→
Connections with other train services	77	77	78	77	76	78	75	83	80	78	-5	→	-3	→
The value for money for the price of your ticket	50	46	49	46	52	47	46	50	54	46	-4	→	-8	↓
Cleanliness of the train	86	87	86	87	89	88	90	92	93	90	-2	→	-2	→
Upkeep and repair of the train	84	87	87	88	90	89	89	92	93	91	-1	→	-2	→
The provision of information during the journey	78	76	74	75	77	77	79	82	83	82	0	→	-1	→
The helpfulness and attitude of staff on train	34	31	29	31	37	34	43	35	37	38	3	→	2	→
The space for luggage	50	52	49	53	51	56	51	54	58	52	-3	→	-6	→
The toilet facilities	51	48	46	51	50	55	52	59	54	57	-1	→	4	→
Sufficient room for all passengers to sit/stand	74	76	76	72	73	77	73	77	79	74	-3	→	-5	↓
The comfort of the seating area	85	84	85	83	82	86	84	87	88	84	-3	→	-3	→
The ease of being able to get on and off	88	88	87	85	85	87	86	90	87	87	-3	→	0	→
Your personal security on board	65	67	68	69	66	68	69	73	76	73	0	→	-3	→
The cleanliness of the inside	84	87	86	86	88	90	89	92	91	89	-3	→	-2	→
The cleanliness of the outside	83	81	83	81	84	86	87	88	88	87	-1	→	-2	→
The availability of staff	17	17	13	16	20	19	24	21	20	23	2	→	3	→
How well train company deals with delays	54	40	40	47	48	55	54	51	53	55	4	→	2	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	425	404	194	199	255	229	249	210	286	279				
Overall satisfaction	83	84	80	82	90	90	88	85	88	85	0	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	87	82			-5	→
Ticket buying facilities	60	74	84	90	86	73	76	80	83	75	-5	→	-8	→
Provision of information about train times/platforms	69	77	78	86	82	88	78	85	84	80	-5	→	-5	→
The upkeep/repair of the station buildings/platforms	71	68	72	80	81	85	81	76	69	75	-1	→	7	→
Cleanliness	78	78	85	84	85	85	85	79	77	77	-2	→	0	→
The facilities and services	51	55	70	73	71	72	62	65	57	60	-5	→	3	→
The attitudes and helpfulness of the staff	71	73	85	85	74	75	69	77	77	77	0	→	0	→
Connections with other forms of public transport	64	67	43	72	76	79	78	74	64	60	-14	↓	-4	→
Facilities for car parking	72	68	75	78	67	45	63	72	67	63	-9	→	-4	→
Overall environment	69	71	80	84	88	86	84	83	78	76	-7	→	-2	→
Your personal security whilst using	67	72	73	81	79	72	75	78	69	77	-1	→	8	→
The availability of staff	52	62	71	70	68	66	56	65	64	59	-7	→	-5	→
How request to station staff was handled	91	82	100	77	77	88	71	72	84	67	-5	→	-17	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	77	77	83	84	80	81	80	82	79	-1	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	88	75	85	94	93	91	91	90	82	-9	↓	-7	↓
The length of time the journey was scheduled to take (speed)	86	89	84	90	88	89	86	85	79	79	-6	→	0	→
Connections with other train services	78	78	71	73	78	68	70	74	70	62	-12	→	-8	→
The value for money for the price of your ticket	34	31	29	30	41	25	36	44	37	27	-17	↓	-10	↓
Cleanliness of the train	86	88	83	86	91	84	90	85	85	86	1	→	1	→
Upkeep and repair of the train	89	83	82	84	86	80	84	84	77	86	2	→	9	↑
The provision of information during the journey	68	64	61	63	70	72	67	69	71	69	0	→	-2	→
The helpfulness and attitude of staff on train	33	43	36	46	35	48	39	59	50	53	-6	→	3	→
The space for luggage	50	47	43	61	47	55	54	48	52	52	4	→	0	→
The toilet facilities	43	40	49	48	42	42	46	44	41	46	2	→	5	→
Sufficient room for all passengers to sit/stand	48	47	49	60	54	59	59	47	59	54	7	→	-5	→
The comfort of the seating area	73	65	69	75	71	71	71	65	69	67	1	→	-2	→
The ease of being able to get on and off	84	80	83	86	90	83	85	85	86	82	-2	→	-3	→
Your personal security on board	79	79	81	82	81	85	85	84	82	84	0	→	2	→
The cleanliness of the inside	87	85	81	89	89	82	90	85	83	85	0	→	2	→
The cleanliness of the outside	79	76	67	83	86	79	83	75	81	79	4	→	-2	→
The availability of staff	14	16	17	27	19	15	19	27	28	28	2	→	1	→
How well train company deals with delays	23	45	34	46	45	28	43	46	47	35	-11	→	-12	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	651	665	825	889	854	835	823	852	944	926				
Overall satisfaction	93	93	91	90	90	90	93	92	91	89	-3	↓	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	84	86			2	→
Ticket buying facilities	73	76	86	82	84	82	82	82	80	83	1	→	3	→
Provision of information about train times/platforms	81	82	83	82	84	86	86	87	85	84	-2	→	-1	→
The upkeep/repair of the station buildings/platforms	75	75	80	76	81	80	81	76	80	77	1	→	-2	→
Cleanliness	82	81	82	79	83	83	82	80	85	82	2	→	-3	→
The facilities and services	64	64	70	64	65	66	65	58	67	63	4	→	-4	→
The attitudes and helpfulness of the staff	74	77	77	78	76	79	82	79	74	79	0	→	5	→
Connections with other forms of public transport	75	74	75	68	68	68	73	71	76	78	6	↑	2	→
Facilities for car parking	67	67	68	64	68	72	71	71	70	68	-3	→	-2	→
Overall environment	75	75	82	76	80	80	83	77	80	79	1	→	-1	→
Your personal security whilst using	71	67	73	72	74	74	77	74	75	76	2	→	1	→
The availability of staff	63	62	66	61	64	63	65	60	64	67	7	↑	3	→
How request to station staff was handled	84	87	82	86	86	82	91	90	87	87	-3	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	82	83	82	82	84	86	84	86	85	83	-4	↓	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	93	90	92	90	92	93	93	91	90	-4	↓	-1	→
The length of time the journey was scheduled to take (speed)	88	90	89	87	87	90	90	89	86	84	-5	↓	-2	→
Connections with other train services	77	77	78	79	73	77	72	77	72	73	-5	→	0	→
The value for money for the price of your ticket	59	58	58	52	58	54	55	57	59	54	-3	→	-5	→
Cleanliness of the train	86	83	84	82	86	81	83	79	86	85	6	↑	0	→
Upkeep and repair of the train	88	87	86	83	86	80	84	81	84	85	4	→	0	→
The provision of information during the journey	77	72	75	71	75	75	76	75	73	75	0	→	1	→
The helpfulness and attitude of staff on train	53	59	52	44	56	54	55	54	63	58	4	→	-4	→
The space for luggage	63	53	59	57	52	51	58	57	57	57	1	→	0	→
The toilet facilities	55	53	53	54	48	49	53	49	58	57	8	→	0	→
Sufficient room for all passengers to sit/stand	79	79	77	78	77	77	83	80	81	79	-1	→	-2	→
The comfort of the seating area	82	81	82	80	81	76	83	81	81	80	-2	→	-1	→
The ease of being able to get on and off	92	90	91	92	90	90	94	92	92	90	-2	→	-2	→
Your personal security on board	85	80	83	84	85	79	86	83	86	82	0	→	-4	→
The cleanliness of the inside	86	84	84	83	84	80	83	79	84	85	6	↑	1	→
The cleanliness of the outside	82	82	82	79	83	80	85	76	83	80	3	→	-3	→
The availability of staff	29	31	28	24	30	32	33	35	39	40	5	→	1	→
How well train company deals with delays	54	40	48	48	49	38	57	32	53	49	17	↑	-4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons





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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	541	475	413	386	395	409	521	522	513	547				
Overall satisfaction	66	62	68	68	65	69	63	62	65	71	9	↑	7	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	66	68			2	→
Ticket buying facilities	60	61	63	66	62	63	65	56	65	64	8	→	-1	→
Provision of information about train times/platforms	70	67	65	65	69	67	68	65	74	71	5	→	-3	→
The upkeep/repair of the station buildings/platforms	54	49	56	52	56	60	54	52	56	60	7	→	4	→
Cleanliness	62	63	64	61	64	63	62	64	67	69	5	→	2	→
The facilities and services	47	42	34	35	39	44	37	40	46	48	8	↑	2	→
The attitudes and helpfulness of the staff	66	59	61	61	59	59	64	60	61	66	6	→	6	→
Connections with other forms of public transport	74	74	68	62	67	68	67	75	72	73	-2	→	1	→
Facilities for car parking	45	41	34	29	36	27	37	34	48	51	17	↑	2	→
Overall environment	52	51	55	55	54	57	52	50	57	58	7	→	0	→
Your personal security whilst using	53	54	62	56	63	60	60	60	61	59	-1	→	-2	→
The availability of staff	56	47	48	50	52	53	53	50	55	49	0	→	-5	→
How request to station staff was handled	84	74	76	81	76	73	74	57	72	79	21	↑	7	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	69	63	70	70	72	65	70	55	71	70	15	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	72	65	76	76	70	66	66	62	60	64	2	→	4	→
The length of time the journey was scheduled to take (speed)	79	76	78	81	79	75	76	76	76	75	0	→	0	→
Connections with other train services	62	55	67	69	73	70	76	65	75	72	7	→	-3	→
The value for money for the price of your ticket	23	18	26	24	23	25	24	23	23	20	-3	→	-3	→
Cleanliness of the train	53	56	66	61	61	66	61	58	58	66	8	↑	8	↑
Upkeep and repair of the train	46	47	60	55	57	63	56	52	57	58	6	→	1	→
The provision of information during the journey	42	40	47	49	44	49	44	40	44	43	3	→	-2	→
The helpfulness and attitude of staff on train	25	20	25	25	22	29	24	27	25	23	-4	→	-2	→
The space for luggage	28	29	32	33	30	34	30	30	35	36	6	→	1	→
The toilet facilities	18	13	17	11	17	12	18	19	16	18	-1	→	3	→
Sufficient room for all passengers to sit/stand	32	23	31	25	24	31	34	35	34	43	8	↑	9	↑
The comfort of the seating area	43	37	45	39	41	47	47	42	45	53	11	↑	8	↑
The ease of being able to get on and off	57	53	59	61	53	62	65	62	60	66	3	→	5	→
Your personal security on board	59	56	60	63	58	63	65	63	61	67	4	→	6	→
The cleanliness of the inside	51	53	64	59	59	65	62	52	55	66	13	↑	11	↑
The cleanliness of the outside	45	52	61	58	57	59	58	47	51	55	8	→	4	→
The availability of staff	4	6	7	3	9	5	7	7	5	7	0	→	2	→
How well train company deals with delays	18	23	19	32	26	28	26	18	21	24	6	→	4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1058	1132	1445	1232	1204	1252	1033	1114	1105	1269				
Overall satisfaction	80	74	80	80	81	78	79	82	80	80	-1	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	72	70			-2	→
Ticket buying facilities	65	65	70	65	68	70	70	69	71	67	-3	→	-5	→
Provision of information about train times/platforms	74	70	73	72	77	73	77	72	73	74	1	→	0	→
The upkeep/repair of the station buildings/platforms	59	54	60	55	63	60	64	60	58	60	0	→	2	→
Cleanliness	67	62	65	64	67	68	72	67	66	68	0	→	2	→
The facilities and services	49	41	44	43	49	44	50	42	45	42	0	→	-3	→
The attitudes and helpfulness of the staff	70	66	67	66	67	66	67	68	66	67	-2	→	1	→
Connections with other forms of public transport	77	74	76	75	70	70	72	71	69	70	-1	→	1	→
Facilities for car parking	45	41	42	42	41	45	44	46	43	43	-3	→	1	→
Overall environment	56	52	58	57	60	58	64	60	62	57	-3	→	-6	↓
Your personal security whilst using	56	53	59	58	60	61	62	61	61	59	-2	→	-2	→
The availability of staff	53	51	53	52	56	55	58	54	54	49	-5	→	-6	→
How request to station staff was handled	76	76	77	80	90	88	83	82	91	78	-3	→	-12	↓
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	79	79	76	76	78	76	75	76	76	75	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	72	77	82	80	74	78	77	74	78	1	→	4	→
The length of time the journey was scheduled to take (speed)	82	80	83	86	85	85	85	85	84	87	2	→	3	→
Connections with other train services	69	69	72	67	76	75	76	75	75	76	1	→	0	→
The value for money for the price of your ticket	42	37	41	38	40	33	40	44	43	36	-8	↓	-7	↓
Cleanliness of the train	56	53	63	65	66	66	64	66	65	64	-2	→	-1	→
Upkeep and repair of the train	54	50	60	60	63	63	63	66	63	61	-5	↓	-2	→
The provision of information during the journey	43	40	47	50	51	51	52	55	46	49	-6	↓	3	→
The helpfulness and attitude of staff on train	36	37	32	25	35	29	31	39	39	34	-5	→	-5	→
The space for luggage	41	38	41	45	46	48	45	48	47	51	3	→	4	→
The toilet facilities	22	18	27	27	30	28	26	28	26	29	1	→	3	→
Sufficient room for all passengers to sit/stand	66	61	66	65	68	69	72	70	69	65	-5	→	-4	→
The comfort of the seating area	59	55	60	60	63	67	66	64	66	65	1	→	0	→
The ease of being able to get on and off	74	74	78	79	76	78	82	79	80	78	0	→	-1	→
Your personal security on board	61	60	64	67	66	65	69	66	69	69	3	→	0	→
The cleanliness of the inside	55	52	64	63	65	67	66	65	64	63	-2	→	-1	→
The cleanliness of the outside	55	49	62	56	61	63	63	60	58	52	-7	↓	-5	→
The availability of staff	12	10	13	11	17	12	18	14	17	14	0	→	-3	→
How well train company deals with delays	34	30	26	31	33	37	35	28	44	25	-4	→	-19	↓

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	683	813	648	561	446	460	397	393	489	565				
Overall satisfaction	66	57	70	62	79	75	76	78	76	76	-2	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	74	69			-5	→
Ticket buying facilities	58	58	63	62	72	78	71	73	71	71	-2	→	-1	→
Provision of information about train times/platforms	69	61	74	69	76	79	76	82	76	76	-7	↓	-1	→
The upkeep/repair of the station buildings/platforms	59	57	58	56	70	62	58	59	55	55	-4	→	0	→
Cleanliness	64	64	68	66	74	72	68	62	63	59	-3	→	-4	→
The facilities and services	54	50	63	51	60	60	49	55	60	57	2	→	-3	→
The attitudes and helpfulness of the staff	66	60	62	62	70	66	66	70	65	63	-7	→	-2	→
Connections with other forms of public transport	65	62	77	62	74	79	72	78	76	77	-1	→	1	→
Facilities for car parking	49	51	42	50	45	46	38	46	48	50	4	→	2	→
Overall environment	59	55	63	60	69	66	64	61	62	60	0	→	-2	→
Your personal security whilst using	60	54	67	58	67	67	63	65	70	66	1	→	-4	→
The availability of staff	52	48	51	45	57	55	52	57	55	52	-4	→	-3	→
How request to station staff was handled	72	76	78	69	83	82	82	86	82	76	-10	→	-6	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	72	60	69	71	74	73	74	76	75	81	4	→	6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	65	53	61	56	70	72	76	79	72	75	-4	→	3	→
The length of time the journey was scheduled to take (speed)	73	66	70	69	78	76	77	82	77	80	-3	→	3	→
Connections with other train services	64	51	57	54	64	67	72	68	73	74	6	→	1	→
The value for money for the price of your ticket	27	21	26	26	38	34	30	35	36	30	-5	→	-6	→
Cleanliness of the train	64	63	73	71	81	78	76	78	75	76	-1	→	2	→
Upkeep and repair of the train	63	57	68	72	80	78	76	80	77	76	-4	→	-2	→
The provision of information during the journey	49	43	55	53	66	64	64	73	61	65	-8	↓	4	→
The helpfulness and attitude of staff on train	48	48	56	51	62	58	61	72	60	66	-7	→	6	→
The space for luggage	43	43	52	48	58	51	54	50	46	49	-1	→	3	→
The toilet facilities	26	28	37	35	48	46	44	45	43	32	-13	↓	-11	↓
Sufficient room for all passengers to sit/stand	36	33	42	40	55	52	50	47	52	50	3	→	-2	→
The comfort of the seating area	53	54	56	60	67	64	68	63	66	68	5	→	2	→
The ease of being able to get on and off	63	54	71	68	74	75	71	73	71	71	-1	→	0	→
Your personal security on board	67	61	71	72	81	78	72	74	79	80	6	→	1	→
The cleanliness of the inside	61	63	71	68	79	78	75	77	75	78	2	→	3	→
The cleanliness of the outside	56	57	67	66	69	77	71	70	73	70	-1	→	-3	→
The availability of staff	25	18	33	31	37	37	38	48	41	45	-4	→	4	→
How well train company deals with delays	22	21	30	24	43	38	31	49	36	44	-5	→	8	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	2100	2273	2843	2342	2615	2489	2504	2552	2885	2971				
Overall satisfaction	80	77	74	75	81	83	83	84	83	82	-2	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	75	75			-1	→
Ticket buying facilities	66	69	73	73	73	77	74	75	71	73	-2	→	3	→
Provision of information about train times/platforms	77	72	72	73	76	77	80	78	78	78	-1	→	0	→
The upkeep/repair of the station buildings/platforms	64	59	62	61	67	65	66	65	64	61	-3	↓	-3	→
Cleanliness	69	65	67	67	72	70	72	70	69	68	-2	→	-2	→
The facilities and services	61	58	58	55	59	59	59	57	54	53	-4	↓	-1	→
The attitudes and helpfulness of the staff	72	69	70	68	71	71	74	75	75	74	-1	→	-1	→
Connections with other forms of public transport	76	78	69	69	71	71	74	73	69	71	-2	→	2	→
Facilities for car parking	59	51	55	48	55	56	56	54	60	59	5	↑	-1	→
Overall environment	64	60	63	65	68	67	70	67	66	66	0	→	0	→
Your personal security whilst using	65	61	65	63	66	67	68	67	68	67	0	→	-1	→
The availability of staff	57	57	60	56	58	59	61	61	58	62	1	→	4	↑
How request to station staff was handled	83	80	84	83	87	85	84	88	86	91	3	→	5	↑
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	73	70	69	68	76	75	77	79	78	75	-3	↓	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	70	66	69	76	81	80	84	80	77	-7	↓	-3	↓
The length of time the journey was scheduled to take (speed)	83	80	80	78	84	85	84	87	86	85	-2	→	-1	→
Connections with other train services	69	68	67	66	71	71	72	75	74	73	-2	→	-1	→
The value for money for the price of your ticket	52	45	48	43	53	48	54	56	58	52	-4	↓	-6	↓
Cleanliness of the train	72	68	66	68	72	72	71	69	72	71	2	→	-1	→
Upkeep and repair of the train	71	64	64	66	73	74	72	69	73	72	3	↑	-1	→
The provision of information during the journey	63	55	55	54	62	64	63	64	66	64	0	→	-2	→
The helpfulness and attitude of staff on train	72	63	59	57	64	67	67	68	71	70	2	→	0	→
The space for luggage	57	55	49	52	51	54	53	54	54	56	2	→	2	→
The toilet facilities	39	36	39	36	42	45	45	43	43	42	-1	→	-2	→
Sufficient room for all passengers to sit/stand	69	69	66	67	67	69	71	71	70	72	1	→	2	→
The comfort of the seating area	74	68	65	63	70	71	70	68	69	71	3	↑	2	→
The ease of being able to get on and off	75	75	75	74	75	77	76	78	77	78	-1	→	0	→
Your personal security on board	76	71	73	71	77	77	78	78	79	78	0	→	-1	→
The cleanliness of the inside	69	65	64	65	71	72	71	68	72	71	3	↑	-1	→
The cleanliness of the outside	63	59	64	63	68	69	69	63	70	64	1	→	-5	↓
The availability of staff	48	39	40	37	42	46	49	48	53	50	3	→	-2	→
How well train company deals with delays	42	34	30	33	42	39	43	48	43	43	-5	→	0	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	233	285	191	157	224	209	187	181	84	95				
Overall satisfaction	80	74	67	65	61	49	80	76	86	64	-12	↓	-22	↓
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	82	84			2	→
Ticket buying facilities	66	68	69	73	53	56	60	58	75	78	20	↑	3	→
Provision of information about train times/platforms	75	76	69	76	73	57	71	73	88	74	1	→	-14	↓
The upkeep/repair of the station buildings/platforms	70	69	58	54	55	49	60	55	67	71	16	↑	4	→
Cleanliness	74	71	66	65	64	60	69	71	75	77	6	→	2	→
The facilities and services	62	57	45	37	40	41	46	56	70	65	9	→	-4	→
The attitudes and helpfulness of the staff	63	73	74	78	51	56	56	67	70	64	-2	→	-6	→
Connections with other forms of public transport	68	75	56	52	72	67	72	79	65	78	-1	→	12	→
Facilities for car parking	55	57	56	52	42	44	49	52	59	57	5	→	-2	→
Overall environment	66	70	63	49	56	47	58	61	82	74	13	↑	-8	→
Your personal security whilst using	65	61	57	55	53	54	64	61	82	69	8	→	-13	→
The availability of staff	53	56	55	58	44	42	48	49	59	53	4	→	-6	→
How request to station staff was handled	91	87	86	56	60	70	81	83	67	90	7	→	23	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	77	70	64	57	39	66	63	86	73	11	→	-13	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	84	84	84	71	66	41	68	67	88	58	-9	→	-30	↓
The length of time the journey was scheduled to take (speed)	81	84	80	83	78	59	80	81	77	75	-6	→	-2	→
Connections with other train services	69	72	68	71	59	50	61	72	76	55	-17	→	-21	→
The value for money for the price of your ticket	15	20	19	11	19	11	22	23	14	18	-5	→	5	→
Cleanliness of the train	64	68	60	60	54	58	82	79	84	82	3	→	-2	→
Upkeep and repair of the train	60	65	57	53	49	53	80	83	83	84	1	→	1	→
The provision of information during the journey	51	55	59	47	46	43	61	70	70	59	-10	→	-10	→
The helpfulness and attitude of staff on train	38	40	36	35	23	37	38	37	51	43	7	→	-7	→
The space for luggage	42	40	27	36	28	30	39	42	56	53	11	→	-3	→
The toilet facilities	28	25	25	17	13	14	51	40	54	45	5	→	-9	→
Sufficient room for all passengers to sit/stand	31	37	23	22	19	26	44	48	40	40	-8	→	0	→
The comfort of the seating area	44	52	41	38	31	43	61	61	59	60	-2	→	1	→
The ease of being able to get on and off	67	70	57	54	51	58	72	78	81	77	0	→	-4	→
Your personal security on board	72	68	61	62	60	58	72	76	84	83	7	→	-1	→
The cleanliness of the inside	63	67	62	56	50	57	80	81	82	83	2	→	1	→
The cleanliness of the outside	55	60	56	49	49	50	78	76	88	74	-2	→	-14	↓
The availability of staff	14	18	25	16	10	12	23	22	29	23	1	→	-6	→
How well train company deals with delays	15	11	32	24	17	7	34	20	25	17	-3	→	-8	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1041	1086	1082	885	813	981	883	893	985	1130				
Overall satisfaction	83	84	83	83	83	83	88	88	86	84	-4	↓	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	78	76			-2	→
Ticket buying facilities	73	73	75	73	69	75	75	75	76	78	3	→	2	→
Provision of information about train times/platforms	79	80	79	82	79	76	82	82	84	82	1	→	-1	→
The upkeep/repair of the station buildings/platforms	64	61	64	58	60	57	64	64	68	62	-2	→	-5	↓
Cleanliness	72	66	67	65	68	66	70	71	71	68	-3	→	-3	→
The facilities and services	60	52	54	50	46	48	46	48	49	47	-1	→	-2	→
The attitudes and helpfulness of the staff	70	71	70	71	68	71	69	69	74	70	0	→	-4	→
Connections with other forms of public transport	75	73	73	67	68	66	65	69	67	70	1	→	3	→
Facilities for car parking	52	56	54	46	41	43	48	49	49	54	6	→	5	→
Overall environment	63	60	65	56	62	60	62	64	66	64	0	→	-2	→
Your personal security whilst using	60	61	63	59	61	63	64	64	63	66	2	→	3	→
The availability of staff	58	58	57	57	55	57	56	56	57	59	3	→	3	→
How request to station staff was handled	85	85	86	86	81	82	80	88	86	90	2	→	4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	78	79	77	76	78	75	82	84	78	77	-6	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	82	82	79	78	76	82	84	80	77	-7	↓	-4	→
The length of time the journey was scheduled to take (speed)	87	88	86	86	87	86	88	90	87	87	-3	→	0	→
Connections with other train services	64	67	74	71	68	74	75	78	75	76	-2	→	1	→
The value for money for the price of your ticket	50	47	49	48	52	50	56	61	58	54	-6	↓	-4	→
Cleanliness of the train	71	70	69	69	78	75	83	76	77	74	-1	→	-3	→
Upkeep and repair of the train	68	65	66	65	75	74	82	79	76	74	-5	↓	-2	→
The provision of information during the journey	61	62	58	59	60	57	63	63	66	66	3	→	0	→
The helpfulness and attitude of staff on train	59	61	54	55	52	56	63	60	58	64	4	→	6	→
The space for luggage	48	50	46	50	48	51	54	52	57	53	1	→	-4	→
The toilet facilities	38	36	35	39	43	50	53	49	53	48	-1	→	-4	→
Sufficient room for all passengers to sit/stand	66	65	67	70	70	69	78	70	76	71	1	→	-4	↓
The comfort of the seating area	68	66	68	67	70	71	75	73	74	72	0	→	-2	→
The ease of being able to get on and off	81	80	81	80	80	79	83	83	81	81	-3	→	0	→
Your personal security on board	72	71	72	73	74	72	77	76	79	76	0	→	-3	→
The cleanliness of the inside	70	70	66	70	77	74	83	75	77	73	-1	→	-4	→
The cleanliness of the outside	67	64	68	68	75	74	82	74	77	72	-2	→	-4	→
The availability of staff	33	37	32	32	35	38	39	41	42	44	3	→	2	→
How well train company deals with delays	31	31	30	37	32	32	37	40	41	33	-6	→	-7	→




\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

	Autumn 2006					Spring 2007					Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	63	36	23	24	-	127	119	100	23	124				
Overall satisfaction	84	80	74	55	-	77	85	74	83	94	20	↑	12	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	86	73			-13	→
Ticket buying facilities	41	50	54	59	-	66	47	68	31	63	-4	→	32	→
Provision of information about train times/platforms	48	57	58	52	-	72	68	72	70	82	9	→	12	→
The upkeep/repair of the station buildings/platforms	49	45	69	34	-	48	47	50	55	64	13	→	8	→
Cleanliness	48	38	59	36	-	59	51	52	66	75	23	↑	9	→
The facilities and services	31	27	15	6	-	40	30	33	8	40	7	→	32	→
The attitudes and helpfulness of the staff	63	62	64	32	-	65	63	62	19	69	7	→	50	→
Connections with other forms of public transport	87	82	71	79	-	73	78	70	78	93	23	↑	16	→
Facilities for car parking	10	13	15	25	-	27	13	41	10	30	-11	→	21	→
Overall environment	35	47	53	35	-	46	52	43	55	53	9	→	-2	→
Your personal security whilst using	37	35	59	50	-	59	51	49	16	52	3	→	37	→
The availability of staff	40	41	57	39	-	55	46	46	28	45	-1	→	17	→
How request to station staff was handled	39	79	100	-	-	65	84	62	100	96	34	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	68	74	78	50	-	75	70	65	62	80	15	→	17	→
Punctuality/reliability (i.e. the train arriving/departing on time)	71	75	76	56	-	82	83	72	83	85	13	→	3	→
The length of time the journey was scheduled to take (speed)	90	93	97	85	-	83	88	81	83	91	10	→	8	→
Connections with other train services	75	92	91	84	-	68	82	74	74	88	14	→	14	→
The value for money for the price of your ticket	27	31	49	27	-	40	46	38	5	47	9	→	42	→
Cleanliness of the train	51	44	27	42	-	60	44	53	84	96	43	↑	12	→
Upkeep and repair of the train	38	33	23	23	-	49	41	49	70	93	44	↑	23	→
The provision of information during the journey	29	39	36	11	-	46	39	49	94	88	39	↑	-6	→
The helpfulness and attitude of staff on train	18	41	24	20	-	38	21	26	17	22	-4	→	5	→
The space for luggage	40	31	15	30	-	34	38	42	36	54	13	→	18	→
The toilet facilities	8	22	-	9	-	9	1	3	12	4	1	→	-8	→
Sufficient room for all passengers to sit/stand	50	40	43	38	-	36	48	44	35	64	20	↑	29	→
The comfort of the seating area	48	40	31	35	-	41	49	50	44	76	26	↑	32	→
The ease of being able to get on and off	61	66	48	40	-	59	61	60	61	82	21	↑	20	→
Your personal security on board	49	65	35	36	-	56	50	49	51	80	31	↑	29	→
The cleanliness of the inside	42	34	23	22	-	55	50	49	87	94	45	↑	8	→
The cleanliness of the outside	40	47	42	48	-	53	49	53	84	87	34	↑	3	→
The availability of staff	-	7	8	7	-	13	5	14	12	11	-3	→	-1	→
How well train company deals with delays	6	26	-	-	-	17	48	26	11	39	14	→	28	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



Improved   
 Unchanged   
 Declined 

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	400	397	262	484	779	882	738	912	727	824				
Overall satisfaction	72	71	71	65	77	75	82	72	85	89	17	↑	4	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	74	79			6	→
Ticket buying facilities	61	56	51	63	64	64	58	56	67	75	19	↑	9	→
Provision of information about train times/platforms	68	61	58	63	62	66	69	62	75	77	15	↑	2	→
The upkeep/repair of the station buildings/platforms	53	44	51	57	61	63	63	55	67	74	19	↑	7	↑
Cleanliness	57	56	60	59	67	66	66	62	78	79	17	↑	1	→
The facilities and services	37	37	40	34	30	31	30	29	32	29	-1	→	-4	→
The attitudes and helpfulness of the staff	67	64	61	62	68	63	68	65	73	68	3	→	-4	→
Connections with other forms of public transport	80	84	71	72	70	73	73	76	77	76	-1	→	-2	→
Facilities for car parking	24	30	16	25	20	23	25	29	22	19	-10	→	-3	→
Overall environment	49	50	52	51	62	60	60	51	66	69	19	↑	4	→
Your personal security whilst using	48	47	44	53	55	56	60	58	63	67	9	↑	4	→
The availability of staff	53	46	46	61	57	60	64	55	62	58	3	→	-4	→
How request to station staff was handled	82	69	64	77	91	72	71	73	78	68	-5	→	-10	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	61	63	56	56	52	57	60	51	74	77	26	↑	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	62	62	64	60	66	61	67	62	76	78	16	↑	3	→
The length of time the journey was scheduled to take (speed)	75	82	80	76	77	80	79	79	87	90	11	↑	3	→
Connections with other train services	64	65	69	60	65	70	69	65	83	82	17	↑	-1	→
The value for money for the price of your ticket	47	45	46	46	59	51	56	49	60	53	4	→	-7	→
Cleanliness of the train	40	43	36	45	57	58	68	74	89	94	20	↑	5	↑
Upkeep and repair of the train	27	30	26	33	48	53	63	73	92	96	22	↑	4	↑
The provision of information during the journey	35	38	33	41	51	52	67	63	84	86	22	↑	1	→
The helpfulness and attitude of staff on train	32	31	18	31	32	33	36	48	52	44	-3	→	-7	→
The space for luggage	42	42	41	42	41	42	43	52	62	60	8	↑	-2	→
The toilet facilities	10	4	3	3	9	9	12	10	18	10	0	→	-8	→
Sufficient room for all passengers to sit/stand	48	47	50	47	46	48	57	59	68	76	16	↑	8	↑
The comfort of the seating area	39	42	37	39	47	53	54	67	81	84	16	↑	2	→
The ease of being able to get on and off	54	55	54	55	57	56	69	67	81	86	19	↑	5	→
Your personal security on board	48	43	40	45	53	54	62	65	75	81	16	↑	6	→
The cleanliness of the inside	39	39	34	42	55	60	70	73	92	94	21	↑	2	→
The cleanliness of the outside	39	41	38	45	56	59	71	71	93	92	22	↑	0	→
The availability of staff	14	11	7	14	15	19	24	32	37	26	-6	→	-10	↓
How well train company deals with delays	31	21	14	15	27	23	15	18	28	50	32	↑	22	↑

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## National Express East Anglia - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	731	793	434	464	461	486	510	539	344	411				
Overall satisfaction	69	64	68	62	69	63	72	71	74	74	3	→	0	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	72	77			6	→
Ticket buying facilities	57	60	61	60	62	63	67	64	65	66	2	→	1	→
Provision of information about train times/platforms	65	68	66	65	74	69	75	72	75	77	5	→	2	→
The upkeep/repair of the station buildings/platforms	59	56	59	57	66	60	65	62	63	63	1	→	-1	→
Cleanliness	68	63	65	62	69	66	71	68	74	69	0	→	-5	→
The facilities and services	46	48	48	43	49	50	55	55	53	51	-4	→	-3	→
The attitudes and helpfulness of the staff	57	59	61	52	56	60	60	62	61	60	-3	→	-1	→
Connections with other forms of public transport	74	74	74	74	77	70	75	75	80	78	4	→	-2	→
Facilities for car parking	39	42	38	40	31	26	38	32	57	53	21	↑	-5	→
Overall environment	58	55	61	58	63	60	67	63	70	63	0	→	-7	→
Your personal security whilst using	54	50	58	52	58	55	60	58	60	62	3	→	2	→
The availability of staff	45	47	51	42	48	54	55	53	48	49	-4	→	2	→
How request to station staff was handled	69	82	74	65	77	75	84	75	72	68	-7	→	-4	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	73	73	78	69	70	64	74	69	69	70	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	68	64	69	62	69	64	73	70	76	68	-2	→	-8	→
The length of time the journey was scheduled to take (speed)	73	70	75	70	71	67	73	72	72	73	2	→	2	→
Connections with other train services	65	63	72	65	64	63	71	68	64	69	0	→	5	→
The value for money for the price of your ticket	20	17	23	17	17	16	21	23	18	20	-3	→	2	→
Cleanliness of the train	59	57	57	58	60	53	54	55	57	57	1	→	-1	→
Upkeep and repair of the train	55	50	52	49	55	44	48	44	48	47	3	→	0	→
The provision of information during the journey	43	45	50	49	56	52	48	49	50	54	5	→	3	→
The helpfulness and attitude of staff on train	39	39	42	38	39	39	41	35	37	36	0	→	-1	→
The space for luggage	39	35	42	39	39	36	38	37	39	38	1	→	-1	→
The toilet facilities	21	16	20	15	19	14	26	20	18	21	1	→	3	→
Sufficient room for all passengers to sit/stand	33	31	36	27	35	33	38	38	37	35	-3	→	-2	→
The comfort of the seating area	46	42	42	39	44	37	41	40	41	35	-5	→	-5	→
The ease of being able to get on and off	61	58	62	62	67	63	63	68	72	69	2	→	-3	→
Your personal security on board	55	52	58	55	58	58	58	57	64	61	4	→	-3	→
The cleanliness of the inside	56	56	55	58	58	51	53	50	55	56	6	→	1	→
The cleanliness of the outside	51	48	55	51	52	47	52	45	47	50	5	→	4	→
The availability of staff	12	16	19	17	18	16	18	15	13	18	3	→	5	→
How well train company deals with delays	20	27	28	19	33	20	34	19	31	25	5	→	-7	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

## National Express East Anglia - % saying satisfied/good (Off-Peak)

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	933	799	1835	1731	1612	1715	1506	1633	1729	1986				
Overall satisfaction	79	81	77	79	80	80	81	79	81	79	1	→	-1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	72	72			0	→
Ticket buying facilities	62	64	68	70	65	69	68	70	69	69	-1	→	0	→
Provision of information about train times/platforms	70	75	73	73	76	74	75	78	77	72	-5	↓	-5	↓
The upkeep/repair of the station buildings/platforms	66	64	65	65	64	64	68	64	64	63	-1	→	-1	→
Cleanliness	72	69	70	68	70	69	74	68	70	68	0	→	-1	→
The facilities and services	55	53	55	53	52	51	53	54	51	51	-3	→	0	→
The attitudes and helpfulness of the staff	67	69	69	66	70	68	65	65	71	69	4	→	-2	→
Connections with other forms of public transport	81	81	78	79	76	82	80	79	78	78	-1	→	0	→
Facilities for car parking	46	37	41	37	44	40	50	46	49	49	3	→	-1	→
Overall environment	65	64	67	65	65	63	69	64	65	62	-1	→	-3	→
Your personal security whilst using	60	53	61	60	59	59	65	63	63	61	-2	→	-1	→
The availability of staff	47	56	55	55	58	55	56	54	58	53	-1	→	-5	↓
How request to station staff was handled	78	83	83	80	82	81	81	81	83	86	5	→	3	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	75	79	78	77	74	73	72	76	75	74	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	73	79	77	78	79	77	81	78	81	77	-2	→	-4	↓
The length of time the journey was scheduled to take (speed)	82	82	82	83	83	81	82	82	85	82	-1	→	-3	→
Connections with other train services	69	68	72	72	72	73	73	74	74	75	0	→	0	→
The value for money for the price of your ticket	40	42	41	34	38	32	38	41	40	40	0	→	1	→
Cleanliness of the train	64	63	60	60	66	64	60	59	61	64	4	↑	3	→
Upkeep and repair of the train	59	59	57	55	63	59	59	55	58	58	3	→	0	→
The provision of information during the journey	54	53	56	59	62	61	61	58	56	58	0	→	2	→
The helpfulness and attitude of staff on train	55	58	44	48	49	50	45	47	52	49	3	→	-3	→
The space for luggage	50	55	48	52	49	49	50	53	56	53	0	→	-3	→
The toilet facilities	25	31	26	29	26	29	31	27	32	30	3	→	-2	→
Sufficient room for all passengers to sit/stand	69	71	65	68	67	66	69	67	72	69	2	→	-3	→
The comfort of the seating area	65	64	60	61	63	61	63	61	63	63	3	→	0	→
The ease of being able to get on and off	77	76	75	75	76	78	78	78	78	78	0	→	0	→
Your personal security on board	62	64	64	64	67	67	69	68	67	65	-3	→	-2	→
The cleanliness of the inside	64	62	60	59	66	63	61	59	60	63	4	→	3	→
The cleanliness of the outside	55	56	57	53	62	56	60	48	53	54	5	↑	1	→
The availability of staff	24	28	25	26	26	25	24	24	28	28	4	→	0	→
How well train company deals with delays	35	25	32	37	35	33	32	30	43	29	-1	→	-14	↓

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	860	786	462	468	398	484	555	637	487	608				
Overall satisfaction	72	66	72	72	67	68	73	76	66	72	-3	→	7	↑
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	67	72			6	→
Ticket buying facilities	56	59	62	58	59	60	56	66	57	63	-3	→	5	→
Provision of information about train times/platforms	75	68	74	75	72	69	73	74	74	73	-1	→	-1	→
The upkeep/repair of the station buildings/platforms	56	52	60	64	53	51	57	65	56	60	-6	→	3	→
Cleanliness	65	63	68	70	60	57	64	70	65	66	-4	→	1	→
The facilities and services	35	38	50	48	39	43	42	49	51	43	-5	→	-8	↓
The attitudes and helpfulness of the staff	66	66	59	61	59	63	62	64	58	59	-6	→	1	→
Connections with other forms of public transport	62	60	71	73	75	76	77	73	72	76	2	→	3	→
Facilities for car parking	42	37	32	28	28	25	33	41	33	37	-4	→	4	→
Overall environment	50	51	58	61	53	53	56	63	56	61	-3	→	5	→
Your personal security whilst using	50	46	53	57	53	52	56	61	59	58	-3	→	-2	→
The availability of staff	49	50	52	53	45	53	50	55	50	53	-2	→	2	→
How request to station staff was handled	82	73	76	86	74	74	71	81	67	74	-6	→	7	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	73	69	70	66	69	70	69	69	64	69	0	→	5	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	68	77	76	74	76	79	67	65	70	3	→	5	→
The length of time the journey was scheduled to take (speed)	72	68	77	71	73	71	78	72	65	75	3	→	10	↑
Connections with other train services	62	61	68	65	69	68	69	70	65	65	-5	→	-1	→
The value for money for the price of your ticket	27	20	32	19	24	18	24	29	26	21	-7	↓	-5	→
Cleanliness of the train	66	68	63	67	61	60	64	67	59	64	-3	→	5	→
Upkeep and repair of the train	63	64	64	66	63	59	61	64	66	61	-3	→	-5	→
The provision of information during the journey	51	52	60	57	53	51	58	58	62	58	0	→	-4	→
The helpfulness and attitude of staff on train	42	40	37	37	37	27	33	47	40	41	-6	→	1	→
The space for luggage	31	25	35	33	33	29	33	41	34	37	-3	→	4	→
The toilet facilities	19	18	18	14	15	15	15	22	20	19	-3	→	-1	→
Sufficient room for all passengers to sit/stand	33	25	34	29	27	25	37	43	37	38	-5	→	1	→
The comfort of the seating area	49	48	50	48	47	42	47	54	54	52	-2	→	-2	→
The ease of being able to get on and off	65	59	68	61	63	58	66	69	63	68	0	→	6	→
Your personal security on board	58	58	58	54	57	54	60	64	58	61	-2	→	3	→
The cleanliness of the inside	64	64	64	65	59	57	63	64	60	62	-1	→	2	→
The cleanliness of the outside	59	55	59	60	60	55	58	58	62	61	2	→	-1	→
The availability of staff	20	16	20	16	16	12	16	27	20	22	-5	→	2	→
How well train company deals with delays	19	15	29	23	20	17	16	30	23	18	-12	↓	-5	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	760	816	1294	1112	1232	1052	959	1362	1178	1322				
Overall satisfaction	83	81	81	81	86	81	84	84	86	87	3	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	79	77			-2	→
Ticket buying facilities	63	65	69	68	66	68	72	72	72	74	2	→	2	→
Provision of information about train times/platforms	78	78	78	77	77	74	78	77	82	79	2	→	-3	→
The upkeep/repair of the station buildings/platforms	59	54	63	57	63	59	63	64	65	67	2	→	2	→
Cleanliness	64	61	68	67	69	66	69	69	70	71	1	→	1	→
The facilities and services	52	52	46	42	50	47	50	51	50	51	0	→	1	→
The attitudes and helpfulness of the staff	65	65	70	67	70	68	67	70	74	71	2	→	-3	→
Connections with other forms of public transport	80	78	75	71	79	72	73	74	76	74	0	→	-2	→
Facilities for car parking	40	47	45	38	37	35	38	48	44	48	0	→	4	→
Overall environment	58	56	61	56	64	58	63	63	67	65	2	→	-2	→
Your personal security whilst using	56	53	57	53	61	57	57	65	63	65	0	→	2	→
The availability of staff	54	58	58	55	59	54	54	58	62	59	1	→	-2	→
How request to station staff was handled	85	79	86	89	81	78	87	85	95	89	4	→	-7	↓
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	77	72	72	73	71	74	75	75	79	80	5	↑	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	81	81	80	82	78	83	82	85	83	1	→	-2	→
The length of time the journey was scheduled to take (speed)	83	83	83	83	85	83	83	81	86	83	2	→	-3	→
Connections with other train services	69	73	65	71	72	71	68	73	76	74	1	→	-3	→
The value for money for the price of your ticket	45	40	41	38	43	34	40	45	46	39	-6	↓	-7	↓
Cleanliness of the train	67	69	67	64	70	68	67	71	75	71	0	→	-4	↓
Upkeep and repair of the train	67	70	69	66	72	69	68	71	77	73	2	→	-4	→
The provision of information during the journey	61	65	61	64	68	60	70	67	70	69	2	→	-1	→
The helpfulness and attitude of staff on train	55	52	44	46	53	46	54	62	58	62	0	→	4	→
The space for luggage	44	41	46	41	46	43	49	52	54	52	0	→	-2	→
The toilet facilities	30	25	27	25	29	27	24	39	41	29	-9	↓	-12	↓
Sufficient room for all passengers to sit/stand	68	67	69	62	71	70	72	75	75	77	2	→	2	→
The comfort of the seating area	67	69	68	65	71	69	69	72	77	72	-1	→	-5	↓
The ease of being able to get on and off	82	79	80	79	83	79	83	85	84	84	-1	→	-1	→
Your personal security on board	61	62	64	60	67	63	66	73	71	71	-2	→	0	→
The cleanliness of the inside	65	66	66	65	69	67	68	72	76	71	-1	→	-5	↓
The cleanliness of the outside	64	60	66	61	69	65	67	66	73	67	1	→	-7	↓
The availability of staff	27	24	24	26	29	25	31	39	36	39	0	→	3	→
How well train company deals with delays	32	37	37	29	39	34	30	28	46	32	4	→	-14	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons

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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	794	763	565	412	406	453	492	477	402	505				
Overall satisfaction	75	74	78	74	77	72	77	80	76	73	-8	↓	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	68	68			-1	→
Ticket buying facilities	57	65	60	64	65	59	68	71	58	60	-11	↓	2	→
Provision of information about train times/platforms	81	78	78	78	78	78	76	80	74	72	-7	↓	-2	→
The upkeep/repair of the station buildings/platforms	60	60	59	48	61	55	64	58	56	54	-4	→	-3	→
Cleanliness	66	64	64	56	66	66	75	67	67	65	-2	→	-2	→
The facilities and services	43	44	43	41	44	46	48	45	43	43	-2	→	0	→
The attitudes and helpfulness of the staff	68	65	58	60	58	57	66	68	62	55	-13	↓	-6	→
Connections with other forms of public transport	71	70	65	66	75	75	74	73	74	73	1	→	-1	→
Facilities for car parking	44	40	36	33	29	28	36	43	31	36	-7	→	5	→
Overall environment	57	58	58	53	63	59	68	59	58	55	-4	→	-3	→
Your personal security whilst using	54	55	58	58	61	60	63	60	59	55	-5	→	-4	→
The availability of staff	50	51	47	49	54	52	55	58	46	47	-11	↓	1	→
How request to station staff was handled	82	79	81	76	72	78	74	63	83	65	2	→	-18	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	72	70	63	68	71	64	73	68	71	70	2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	71	74	74	80	67	74	76	77	67	-10	↓	-10	↓
The length of time the journey was scheduled to take (speed)	82	78	75	75	81	73	78	77	76	73	-4	→	-3	→
Connections with other train services	70	68	70	68	76	62	76	75	70	70	-4	→	0	→
The value for money for the price of your ticket	29	24	32	27	33	21	29	35	32	22	-13	↓	-11	↓
Cleanliness of the train	78	80	76	74	74	74	78	76	75	69	-6	↓	-6	→
Upkeep and repair of the train	79	79	76	70	73	70	76	71	70	64	-7	↓	-6	→
The provision of information during the journey	70	67	70	73	69	66	72	71	67	63	-8	↓	-4	→
The helpfulness and attitude of staff on train	53	52	48	42	51	43	54	51	58	43	-8	→	-15	↓
The space for luggage	37	35	39	38	44	38	42	42	47	41	-1	→	-6	→
The toilet facilities	36	32	39	32	36	26	36	36	27	23	-13	↓	-4	→
Sufficient room for all passengers to sit/stand	34	35	39	37	40	42	51	44	51	41	-3	→	-9	↓
The comfort of the seating area	61	67	62	54	60	60	64	62	62	60	-2	→	-2	→
The ease of being able to get on and off	64	66	68	69	70	64	74	69	69	65	-4	→	-5	→
Your personal security on board	69	68	69	61	68	67	70	68	71	67	0	→	-4	→
The cleanliness of the inside	76	79	73	70	72	72	77	73	74	71	-2	→	-3	→
The cleanliness of the outside	73	72	70	67	73	69	78	70	69	65	-5	→	-4	→
The availability of staff	25	24	29	25	23	26	37	37	37	30	-7	→	-7	→
How well train company deals with delays	31	24	29	26	23	21	21	12	29	25	13	↑	-4	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1501	1484	1809	1716	1811	1857	1640	2151	1945	2046				
Overall satisfaction	88	85	83	83	85	82	84	85	84	85	0	→	1	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	76	75			0	→
Ticket buying facilities	65	66	67	73	70	69	67	73	71	73	0	→	2	→
Provision of information about train times/platforms	84	81	80	78	81	78	80	78	82	78	0	→	-4	↓
The upkeep/repair of the station buildings/platforms	62	61	61	59	62	60	62	60	65	65	5	↑	0	→
Cleanliness	71	69	67	65	68	66	69	70	70	72	2	→	2	→
The facilities and services	51	51	51	49	50	49	51	52	50	51	-1	→	0	→
The attitudes and helpfulness of the staff	68	67	68	67	68	65	72	70	70	72	2	→	2	→
Connections with other forms of public transport	81	78	78	71	76	74	77	79	77	75	-5	↓	-2	→
Facilities for car parking	43	46	44	38	37	43	34	43	45	44	1	→	-1	→
Overall environment	61	62	64	63	62	61	62	63	65	66	3	→	2	→
Your personal security whilst using	57	58	61	63	61	59	64	64	63	68	5	↑	5	↑
The availability of staff	55	51	56	54	58	56	60	61	59	62	1	→	3	→
How request to station staff was handled	89	84	83	77	81	78	84	85	86	86	2	→	0	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	80	74	71	71	73	69	76	76	73	77	1	→	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	86	82	79	79	80	75	81	80	80	81	1	→	1	→
The length of time the journey was scheduled to take (speed)	88	84	86	84	83	81	85	86	84	86	1	→	2	→
Connections with other train services	75	69	74	72	72	68	71	76	75	78	2	→	3	→
The value for money for the price of your ticket	48	44	47	42	44	40	46	48	46	45	-3	→	-1	→
Cleanliness of the train	79	80	75	74	76	73	76	73	69	74	0	→	4	↑
Upkeep and repair of the train	81	82	78	78	77	75	76	73	72	75	2	→	2	→
The provision of information during the journey	75	77	77	74	76	75	77	76	78	77	1	→	-1	→
The helpfulness and attitude of staff on train	63	62	57	57	55	57	57	59	61	60	2	→	-1	→
The space for luggage	48	52	50	49	49	53	52	51	51	52	1	→	1	→
The toilet facilities	46	50	47	42	41	40	43	36	35	43	6	↑	8	↑
Sufficient room for all passengers to sit/stand	76	76	71	71	68	74	74	74	72	74	0	→	3	→
The comfort of the seating area	77	78	76	74	73	75	76	75	74	74	-1	→	0	→
The ease of being able to get on and off	84	84	81	78	79	81	80	81	81	82	1	→	1	→
Your personal security on board	72	72	71	73	69	70	73	74	76	76	2	→	0	→
The cleanliness of the inside	80	79	77	74	75	74	76	74	71	74	0	→	3	→
The cleanliness of the outside	75	75	74	72	74	72	77	73	75	74	0	→	-2	→
The availability of staff	42	40	36	35	38	37	38	42	42	42	-1	→	0	→
How well train company deals with delays	51	36	36	33	36	36	39	34	37	38	5	→	1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	651	645	409	302	277	354	270	200	357	380				
Overall satisfaction	74	70	79	77	77	74	86	76	82	79	2	→	-3	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	75	77			2	→
Ticket buying facilities	53	59	61	59	58	61	57	58	65	70	12	↑	5	→
Provision of information about train times/platforms	81	75	83	82	83	83	82	84	83	80	-4	→	-3	→
The upkeep/repair of the station buildings/platforms	61	61	59	59	54	54	63	63	63	61	-2	→	-2	→
Cleanliness	69	70	67	62	60	63	65	63	71	61	-2	→	-10	↓
The facilities and services	49	47	53	50	45	39	48	53	40	49	-4	→	8	→
The attitudes and helpfulness of the staff	64	67	69	64	68	70	73	74	63	67	-7	→	4	→
Connections with other forms of public transport	67	63	74	73	74	76	75	82	66	71	-11	↓	5	→
Facilities for car parking	45	48	50	40	45	48	44	52	58	53	1	→	-5	→
Overall environment	61	58	69	62	57	61	66	65	64	64	-1	→	0	→
Your personal security whilst using	56	59	68	58	61	63	61	69	67	64	-5	→	-3	→
The availability of staff	52	52	60	53	53	56	49	55	46	46	-9	→	0	→
How request to station staff was handled	79	68	72	89	80	79	91	70	61	75	5	→	13	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	79	74	79	78	76	79	78	78	80	79	2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	74	81	83	84	84	90	84	86	87	3	→	1	→
The length of time the journey was scheduled to take (speed)	76	75	71	75	79	80	77	80	83	82	1	→	-1	→
Connections with other train services	69	57	70	70	77	77	78	76	80	81	4	→	1	→
The value for money for the price of your ticket	23	21	31	20	22	21	24	28	26	24	-4	→	-2	→
Cleanliness of the train	83	84	80	84	71	76	71	68	70	68	0	→	-2	→
Upkeep and repair of the train	84	85	83	85	80	84	79	75	78	75	1	→	-3	→
The provision of information during the journey	72	71	74	72	70	70	71	71	69	72	1	→	2	→
The helpfulness and attitude of staff on train	67	64	60	69	61	59	66	53	55	65	11	→	10	→
The space for luggage	45	43	43	47	47	50	57	44	50	45	1	→	-5	→
The toilet facilities	41	44	38	35	29	32	31	19	25	24	5	→	-1	→
Sufficient room for all passengers to sit/stand	34	36	39	40	39	43	50	45	42	37	-7	→	-5	→
The comfort of the seating area	63	59	65	56	59	63	65	61	68	58	-3	→	-10	↓
The ease of being able to get on and off	64	71	75	75	67	73	79	69	70	72	3	→	2	→
Your personal security on board	72	72	74	76	73	75	74	78	75	75	-4	→	0	→
The cleanliness of the inside	82	84	79	84	74	76	71	70	71	69	-1	→	-2	→
The cleanliness of the outside	78	78	76	78	78	75	77	73	72	69	-4	→	-3	→
The availability of staff	45	45	42	49	32	44	50	36	40	44	8	→	4	→
How well train company deals with delays	37	30	29	31	40	42	34	38	28	26	-12	→	-3	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons





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

											Improvement/decline in % satisfied or good since Spring 2010		Improvement/decline in % satisfied or good since Autumn 2010	
	Autumn 2006	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	% change	significant change	% change	significant change
Sample size	1332	1267	1909	1533	1712	1672	1549	1688	1939	1939				
Overall satisfaction	86	87	86	85	88	86	85	86	88	86	1	→	-2	→
<b>STATION FACILITIES</b>														
Overall satisfaction with the station *	-	-	-	-	-	-	-	-	78	73			-5	↓
Ticket buying facilities	70	70	67	69	70	73	69	69	73	71	2	→	-3	→
Provision of information about train times/platforms	85	82	83	82	81	81	82	78	84	84	6	↑	0	→
The upkeep/repair of the station buildings/platforms	67	63	63	61	60	59	56	54	62	58	4	↑	-4	→
Cleanliness	72	68	70	67	67	64	62	60	67	63	4	→	-3	→
The facilities and services	61	57	54	51	48	50	47	43	52	50	7	↑	-2	→
The attitudes and helpfulness of the staff	74	74	71	69	69	68	66	67	69	69	2	→	0	→
Connections with other forms of public transport	79	78	74	75	75	77	76	74	77	75	1	→	-3	→
Facilities for car parking	43	40	47	49	42	43	46	46	49	46	0	→	-3	→
Overall environment	69	64	67	65	63	65	63	58	67	63	5	↑	-4	↓
Your personal security whilst using	69	60	64	64	62	63	62	64	68	68	3	→	0	→
The availability of staff	64	65	61	59	58	57	56	52	57	54	2	→	-3	→
How request to station staff was handled	86	91	84	85	84	82	83	85	81	80	-5	→	-1	→
<b>TRAIN FACILITIES</b>														
The frequency of the trains on that route	80	81	76	77	80	81	79	79	79	78	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	83	83	84	87	91	89	88	90	86	-2	→	-5	↓
The length of time the journey was scheduled to take (speed)	82	83	83	82	85	87	84	86	87	84	-2	→	-3	↓
Connections with other train services	76	69	73	70	76	78	77	76	78	77	2	→	-1	→
The value for money for the price of your ticket	46	42	45	37	46	38	42	44	46	39	-4	↓	-6	↓
Cleanliness of the train	87	86	81	82	80	77	74	74	76	74	0	→	-2	→
Upkeep and repair of the train	87	88	86	87	85	86	82	83	83	82	-1	→	-2	→
The provision of information during the journey	78	80	78	76	79	78	74	76	78	78	2	→	0	→
The helpfulness and attitude of staff on train	76	72	66	65	62	65	66	67	72	69	3	→	-3	→
The space for luggage	54	59	56	57	59	57	56	60	60	60	0	→	-1	→
The toilet facilities	50	51	46	45	44	38	39	38	41	38	0	→	-3	→
Sufficient room for all passengers to sit/stand	78	77	74	73	77	78	75	75	76	76	1	→	0	→
The comfort of the seating area	81	82	80	80	82	82	81	78	81	80	1	→	-2	→
The ease of being able to get on and off	82	84	81	81	82	83	80	80	85	82	2	→	-3	→
Your personal security on board	82	77	79	77	78	77	76	79	83	80	1	→	-3	→
The cleanliness of the inside	87	85	82	82	79	78	75	75	77	75	1	→	-2	→
The cleanliness of the outside	82	80	80	79	82	79	77	75	80	76	1	→	-4	↓
The availability of staff	53	54	49	49	47	50	50	54	55	54	0	→	-1	→
How well train company deals with delays	49	50	45	44	42	39	41	43	42	34	-9	→	-7	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



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

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

Improved ↑  
Unchanged →  
Declined ↓

## Overall satisfaction

	sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change
Arriva Trains Wales - North Wales	401	85	→	First TransPennine Express - South	202	92	→	Southeastern - Metro	1090	83	↑
Arriva Trains Wales - South Wales	254	88	→	Heathrow Connect	607	89	→	Southern - Gatwick Express	413	89	→
Arriva Trains Wales - Valley	245	88	→	Heathrow Express	597	95	→	Southern - Sussex Coast	1141	80	→
c2c	1191	91	→	London Midland - London Commuter	363	81	→	Southern - Metro	956	84	→
Chiltern Railways - North	285	88	→	London Midland - West Coast	211	90	→	South West Trains - Island Line	131	91	→
Chiltern Railways - South	896	89	→	London Midland - West Midlands	633	82	↓	South West Trains - London	564	86	→
Crosscountry - Birmingham - Manchester	154	83	→	London Overground - Gospel Oak - Barking	180	96	↑	South West Trains - Mainline	280	85	↓
Crosscountry - Birmingham - North East And Scotland	344	90	→	London Overground - Richmond/Clapham - Stratford	276	80	↑	South West Trains - Metro	325	83	→
Crosscountry - Birmingham - South Coast	363	79	→	London Overground - Watford - Euston	277	96	↑	South West Trains - Not Managed By South West Trains	111	93	→
Crosscountry - Birmingham - South West	265	84	→	London Overground - Dalston - Croydon	202	96	→	South West Trains - Portsmouth	173	78	↓
Crosscountry - Birmingham - Stansted	193	87	→	Merseyrail - Northern	363	90	→	South West Trains - Reading/Windsor	245	83	→
Crosscountry - Nottingham - Cardiff	140	85	→	Merseyrail - Wirral	296	92	→	South West Trains - Suburban	323	87	→
East Coast - London - East Midlands/East Of England	278	85		Northern - Lancashire & Cumbria	131	88	→	South West Trains - West Of England	136	90	→
East Coast - London - Scotland/North East	308	86		Northern - Manchester & Liverpool	361	79	→	Virgin - Birmingham - Scotland	180	88	→
East Coast - London - Yorkshire	451	86		Northern - South & East Yorkshire	274	83	→	Virgin - London - Liverpool	130	92	→
East Coast - Non-London journeys	460	88		Northern - Tyne Tees & Wear	117	90	→	Virgin - London - Manchester	348	91	→
East Midlands Trains - Liverpool - Norwich	220	92	↑	Northern - West & North Yorkshire	345	85	→	Virgin - London - North Wales	125	90	→
East Midlands Trains - Local	241	79	→	National Express East Anglia - Intercity	489	83	→	Virgin - London - Scotland	241	93	↑
East Midlands Trains - London	918	87	→	National Express East Anglia - Mainline	477	73	→	Virgin - London - Wolverhampton	314	88	→
First Capital Connect - Great Northern	612	76	→	National Express East Anglia - Metro	391	80	→				
First Capital Connect - Thameslink Loop	382	81	→	National Express East Anglia - Rural	234	90	→				
First Capital Connect - Thameslink North	478	80	→	National Express East Anglia - Stansted	173	76	→				
First Capital Connect - Thameslink South	320	79	↑	National Express East Anglia - West Anglia	585	77	→				
First Great Western - Long Distance	1527	84	→	Scotrail - Interurban	510	88	→				
First Great Western - London Thames Valley	1176	80	→	Scotrail - Rural	63	94	→				
First Great Western - West	760	81	→	Scotrail - Strathclyde	290	84	↓				
First Hull Trains	733	95	↑	Scotrail - Urban	284	88	→				
First TransPennine Express - North	716	89	→	Southeastern - High Speed	305	89	↓				
First TransPennine Express - North West	256	88	→	Southeastern - Mainline	505	79	→				

The definition of the East Coast routes changed in Autumn 2010, so no data available for annual comparisons

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

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

Improved ↑  
Unchanged ↔  
Declined ↓

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

	sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change
Arriva Trains Wales - North Wales	384	64	↔	First TransPennine Express - South	194	64	↔	Southeastern - Metro	918	31	↓
Arriva Trains Wales - South Wales	243	60	↓	Heathrow Connect	543	55	↔	Southern - Gatwick Express	396	34	↔
Arriva Trains Wales - Valley	233	58	↔	Heathrow Express	584	37	↔	Southern - Sussex Coast	1076	40	↓
c2c	1106	43	↔	London Midland - London Commuter	336	39	↔	Southern - Metro	841	39	↔
Chiltern Railways - North	273	61	↔	London Midland - West Coast	191	65	↔	South West Trains - Island Line	96	68	↔
Chiltern Railways - South	851	43	↓	London Midland - West Midlands	538	55	↓	South West Trains - London	523	37	↔
Crosscountry - Birmingham - Manchester	152	60	↔	London Overground - Gospel Oak - Barking	151	65	↔	South West Trains - Mainline	269	38	↓
Crosscountry - Birmingham - North East And Scotland	333	57	↔	London Overground - Richmond/Clapham - Stratford	237	54	↔	South West Trains - Metro	278	36	↔
Crosscountry - Birmingham - South Coast	346	47	↔	London Overground - Watford - Euston	228	62	↔	South West Trains - Not Managed By South West Trains	108	34	↔
Crosscountry - Birmingham - South West	253	53	↔	London Overground - Dalston - Croydon	175	46	↔	South West Trains - Portsmouth	166	42	↔
Crosscountry - Birmingham - Stansted	188	46	↔	Merseyrail - Northern	299	62	↔	South West Trains - Reading/Windsor	216	35	↔
Crosscountry - Nottingham - Cardiff	132	56	↔	Merseyrail - Wirral	231	65	↔	South West Trains - Suburban	312	35	↔
East Coast - London - East Midlands/East Of England	275	51		Northern - Lancashire & Cumbria	117	60	↔	South West Trains - West Of England	135	56	↔
East Coast - London - Scotland/North East	295	57		Northern - Manchester & Liverpool	339	55	↔	Virgin - Birmingham - Scotland	176	57	↔
East Coast - London - Yorkshire	436	52		Northern - South & East Yorkshire	245	53	↔	Virgin - London - Liverpool	127	63	↔
East Coast - Non-London journeys	433	66		Northern - Tyne Tees & Wear	115	71	↔	Virgin - London - Manchester	343	55	↔
East Midlands Trains - Liverpool - Norwich	213	64	↑	Northern - West & North Yorkshire	321	60	↔	Virgin - London - North Wales	121	62	↔
East Midlands Trains - Local	236	53	↔	National Express East Anglia - Intercity	480	43	↔	Virgin - London - Scotland	229	57	↓
East Midlands Trains - London	898	48	↔	National Express East Anglia - Mainline	458	30	↔	Virgin - London - Wolverhampton	301	61	↔
First Capital Connect - Great Northern	553	32	↓	National Express East Anglia - Metro	348	37	↔				
First Capital Connect - Thameslink Loop	322	40	↔	National Express East Anglia - Rural	228	57	↔				
First Capital Connect - Thameslink North	439	30	↔	National Express East Anglia - Stansted	168	34	↔				
First Capital Connect - Thameslink South	302	30	↔	National Express East Anglia - West Anglia	527	30	↔				
First Great Western - Long Distance	1481	51	↔	Scotrail - Interurban	495	48	↓				
First Great Western - London Thames Valley	1137	44	↓	Scotrail - Rural	59	83	↔				
First Great Western - West	732	57	↔	Scotrail - Strathclyde	281	59	↔				
First Hull Trains	701	63	↔	Scotrail - Urban	276	48	↔				
First TransPennine Express - North	699	56	↔	Southeastern - High Speed	302	34	↓				
First TransPennine Express - North West	245	67	↔	Southeastern - Mainline	474	35	↔				

The definition of the East Coast routes changed in Autumn 2010, so no data available for annual comparisons

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

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

Improved ↑  
Unchanged →  
Declined ↓

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

	sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change
Arriva Trains Wales - North Wales	397	86	→	First TransPennine Express - South	205	92	→	Southeastern - Metro	1062	79	→
Arriva Trains Wales - South Wales	247	83	→	Heathrow Connect	598	88	↓	Southern - Gatwick Express	406	92	↓
Arriva Trains Wales - Valley	244	82	↓	Heathrow Express	591	97	→	Southern - Sussex Coast	1110	79	→
c2c	1162	92	→	London Midland - London Commuter	355	77	→	Southern - Metro	933	76	→
Chiltern Railways - North	280	87	→	London Midland - West Coast	205	84	→	South West Trains - Island Line	128	97	→
Chiltern Railways - South	888	88	↓	London Midland - West Midlands	624	73	↓	South West Trains - London	553	87	→
Crosscountry - Birmingham - Manchester	154	90	→	London Overground - Gospel Oak - Barking	176	83	↑	South West Trains - Mainline	275	82	↓
Crosscountry - Birmingham - North East And Scotland	338	88	→	London Overground - Richmond/Clapham - Stratford	270	66	→	South West Trains - Metro	322	86	→
Crosscountry - Birmingham - South Coast	352	80	↓	London Overground - Watford - Euston	270	90	↑	South West Trains - Not Managed By South West Trains	110	91	→
Crosscountry - Birmingham - South West	255	79	→	London Overground - Dalston - Croydon	199	89	→	South West Trains - Portsmouth	169	74	↓
Crosscountry - Birmingham - Stansted	192	84	→	Merseyrail - Northern	359	90	→	South West Trains - Reading/Windsor	238	83	→
Crosscountry - Nottingham - Cardiff	136	87	→	Merseyrail - Wirral	287	96	→	South West Trains - Suburban	319	87	→
East Coast - London - East Midlands/East Of England	278	75		Northern - Lancashire & Cumbria	127	85	→	South West Trains - West Of England	133	96	→
East Coast - London - Scotland/North East	298	83		Northern - Manchester & Liverpool	352	74	→	Virgin - Birmingham - Scotland	178	88	→
East Coast - London - Yorkshire	441	92		Northern - South & East Yorkshire	265	81	→	Virgin - London - Liverpool	128	94	→
East Coast - Non-London journeys	457	82		Northern - Tyne Tees & Wear	116	81	→	Virgin - London - Manchester	345	94	→
East Midlands Trains - Liverpool - Norwich	216	88	→	Northern - West & North Yorkshire	336	80	↓	Virgin - London - North Wales	124	91	→
East Midlands Trains - Local	242	83	→	National Express East Anglia - Intercity	481	78	→	Virgin - London - Scotland	231	91	↑
East Midlands Trains - London	915	88	→	National Express East Anglia - Mainline	476	68	→	Virgin - London - Wolverhampton	303	90	→
First Capital Connect - Great Northern	589	76	↓	National Express East Anglia - Metro	374	75	→				
First Capital Connect - Thameslink Loop	372	69	→	National Express East Anglia - Rural	230	81	↓				
First Capital Connect - Thameslink North	472	75	→	National Express East Anglia - Stansted	169	88	→				
First Capital Connect - Thameslink South	312	73	→	National Express East Anglia - West Anglia	571	75	→				
First Great Western - Long Distance	1501	79	↓	Scotrail - Interurban	496	88	→				
First Great Western - London Thames Valley	1160	76	↓	Scotrail - Rural	62	91	→				
First Great Western - West	755	76	→	Scotrail - Strathclyde	285	78	↓				
First Hull Trains	715	89	→	Scotrail - Urban	283	80	→				
First TransPennine Express - North	712	87	→	Southeastern - High Speed	303	91	→				
First TransPennine Express - North West	251	85	→	Southeastern - Mainline	499	74	→				

The definition of the East Coast routes changed in Autumn 2010, so no data available for annual comparisons

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

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

Improved ↑  
Unchanged →  
Declined ↓

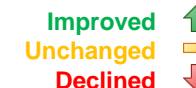
## Sufficient room for all passengers to sit/stand

	sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change
Arriva Trains Wales - North Wales	393	68	→	First TransPennine Express - South	201	64	→	Southeastern - Metro	1045	58	↑
Arriva Trains Wales - South Wales	245	73	→	Heathrow Connect	591	90	→	Southern - Gatwick Express	409	84	↓
Arriva Trains Wales - Valley	239	71	→	Heathrow Express	600	86	↓	Southern - Sussex Coast	1104	66	→
c2c	1153	61	→	London Midland - London Commuter	353	67	→	Southern - Metro	921	68	→
Chiltern Railways - North	282	79	→	London Midland - West Coast	209	79	→	South West Trains - Island Line	124	85	→
Chiltern Railways - South	877	72	→	London Midland - West Midlands	608	69	→	South West Trains - London	546	70	→
Crosscountry - Birmingham - Manchester	151	68	→	London Overground - Gospel Oak - Barking	179	78	↑	South West Trains - Mainline	275	74	↓
Crosscountry - Birmingham - North East And Scotland	335	74	→	London Overground - Richmond/Clapham - Stratford	269	65	→	South West Trains - Metro	313	71	→
Crosscountry - Birmingham - South Coast	357	67	→	London Overground - Watford - Euston	269	87	↑	South West Trains - Not Managed By South West Trains	106	84	→
Crosscountry - Birmingham - South West	262	72	↑	London Overground - Dalston - Croydon	198	83	→	South West Trains - Portsmouth	166	65	↓
Crosscountry - Birmingham - Stansted	191	63	→	Merseyrail - Northern	354	74	→	South West Trains - Reading/Windsor	239	68	→
Crosscountry - Nottingham - Cardiff	137	72	→	Merseyrail - Wirral	277	85	→	South West Trains - Suburban	322	62	↓
East Coast - London - East Midlands/East Of England	276	75		Northern - Lancashire & Cumbria	127	75	→	South West Trains - West Of England	137	59	↓
East Coast - London - Scotland/North East	299	74		Northern - Manchester & Liverpool	352	55	→	Virgin - Birmingham - Scotland	169	76	→
East Coast - London - Yorkshire	434	74		Northern - South & East Yorkshire	269	63	↓	Virgin - London - Liverpool	125	88	→
East Coast - Non-London journeys	450	81		Northern - Tyne Tees & Wear	115	73	→	Virgin - London - Manchester	335	82	→
East Midlands Trains - Liverpool - Norwich	217	68	→	Northern - West & North Yorkshire	338	73	→	Virgin - London - North Wales	122	81	→
East Midlands Trains - Local	237	75	→	National Express East Anglia - Intercity	475	76	→	Virgin - London - Scotland	234	79	→
East Midlands Trains - London	899	72	→	National Express East Anglia - Mainline	481	60	→	Virgin - London - Wolverhampton	308	67	→
First Capital Connect - Great Northern	586	57	→	National Express East Anglia - Metro	367	52	→				
First Capital Connect - Thameslink Loop	368	68	→	National Express East Anglia - Rural	223	87	↑				
First Capital Connect - Thameslink North	467	58	→	National Express East Anglia - Stansted	167	74	→				
First Capital Connect - Thameslink South	313	62	→	National Express East Anglia - West Anglia	559	59	→				
First Great Western - Long Distance	1472	75	→	Scotrail - Interurban	507	70	↓				
First Great Western - London Thames Valley	1150	66	→	Scotrail - Rural	61	79	→				
First Great Western - West	736	68	→	Scotrail - Strathclyde	281	67	↓				
First Hull Trains	721	91	→	Scotrail - Urban	277	82	→				
First TransPennine Express - North	708	65	→	Southeastern - High Speed	298	87	↓				
First TransPennine Express - North West	252	61	→	Southeastern - Mainline	487	67	→				

The definition of the East Coast routes changed in Autumn 2010, so no data available for annual comparisons

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

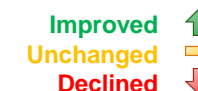
Full details of the route results for Spring 2011 are available on the Passenger Focus website (or by email on request)



## Overall satisfaction with the station

	sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change		sample size	% satisfied or good	signi- ficant change
Arriva Trains Wales - North Wales	397	77		First TransPennine Express - South	205	88		Southeastern - Metro	1083	74	
Arriva Trains Wales - South Wales	248	77		Heathrow Connect	600	78		Southern - Gatwick Express	405	79	
Arriva Trains Wales - Valley	246	75		Heathrow Express	602	87		Southern - Sussex Coast	1131	72	
c2c	1182	83		London Midland - London Commuter	365	83		Southern - Metro	944	75	
Chiltern Railways - North	278	80		London Midland - West Coast	210	83		South West Trains - Island Line	130	75	
Chiltern Railways - South	902	87		London Midland - West Midlands	630	72		South West Trains - London	560	78	
Crosscountry - Birmingham - Manchester	155	79		London Overground - Gospel Oak - Barking	182	79		South West Trains - Mainline	278	70	
Crosscountry - Birmingham - North East And Scotland	342	80		London Overground - Richmond/Clapham - Stratford	272	74		South West Trains - Metro	322	70	
Crosscountry - Birmingham - South Coast	357	78		London Overground - Watford - Euston	270	80		South West Trains - Not Managed By South West Trains	110	77	
Crosscountry - Birmingham - South West	262	74		London Overground - Dalston - Croydon	199	86		South West Trains - Portsmouth	170	64	
Crosscountry - Birmingham - Stansted	198	74		Merseyrail - Northern	360	78		South West Trains - Reading/Windsor	244	71	
Crosscountry - Nottingham - Cardiff	138	72		Merseyrail - Wirral	291	82		South West Trains - Suburban	325	72	
East Coast - London - East Midlands/East Of England	284	76		Northern - Lancashire & Cumbria	128	87		South West Trains - West Of England	139	78	
East Coast - London - Scotland/North East	306	71		Northern - Manchester & Liverpool	359	68		Virgin - Birmingham - Scotland	179	75	
East Coast - London - Yorkshire	448	71		Northern - South & East Yorkshire	272	77		Virgin - London - Liverpool	130	91	
East Coast - Non-London journeys	459	87		Northern - Tyne Tees & Wear	116	74		Virgin - London - Manchester	347	86	
East Midlands Trains - Liverpool - Norwich	219	86		Northern - West & North Yorkshire	341	74		Virgin - London - North Wales	126	85	
East Midlands Trains - Local	243	74		National Express East Anglia - Intercity	492	75		Virgin - London - Scotland	238	80	
East Midlands Trains - London	925	84		National Express East Anglia - Mainline	479	69		Virgin - London - Wolverhampton	312	77	
First Capital Connect - Great Northern	600	69		National Express East Anglia - Metro	385	75					
First Capital Connect - Thameslink Loop	372	67		National Express East Anglia - Rural	232	69					
First Capital Connect - Thameslink North	480	70		National Express East Anglia - Stansted	172	83					
First Capital Connect - Thameslink South	320	69		National Express East Anglia - West Anglia	584	75					
First Great Western - Long Distance	1535	78		Scotrail - Interurban	513	83					
First Great Western - London Thames Valley	1173	71		Scotrail - Rural	63	79					
First Great Western - West	754	74		Scotrail - Strathclyde	285	80					
First Hull Trains	738	73		Scotrail - Urban	287	80					
First TransPennine Express - North	717	88		Southeastern - High Speed	302	85					
First TransPennine Express - North West	258	83		Southeastern - Mainline	511	77					

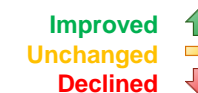
The definition of the East Coast routes changed in Autumn 2010 and overall satisfaction with station came onto the survey for the first time in Autumn 2010, so no data available for annual comparisons



# Journey Purpose

	Commuter Spring 2011			Business Spring 2011			Leisure Spring 2011		
	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2010	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2010	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Spring 2010	significant change
Overall sample size 30096									
Overall satisfaction	78	0	→	85	0	→	90	0	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	71			75			82		
Ticket buying facilities	68	1	→	73	-4	→	80	1	→
Provision of information about train times/platforms	75	0	→	80	-1	→	85	2	↑
The upkeep/repair of the station buildings/platforms	61	2	→	63	1	→	72	2	↑
Cleanliness	66	2	↑	70	-1	→	77	2	↑
The facilities and services	44	-1	→	53	-2	→	56	0	→
The attitudes and helpfulness of the staff	65	0	→	72	-1	→	77	1	→
Connections with other forms of public transport	70	-1	→	74	-1	→	77	-1	→
Facilities for car parking	44	1	→	48	0	→	56	3	→
Overall environment	60	2	→	64	0	→	73	2	↑
Your personal security whilst using	61	0	→	66	0	→	72	2	↑
The availability of staff	54	-1	→	58	-1	→	64	1	→
How request to station staff was handled	76	0	→	90	7	↑	87	-1	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	71	1	→	82	1	→	84	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	72	-2	↓	86	-1	→	89	-1	→
The length of time the journey was scheduled to take (speed)	80	0	→	85	1	→	90	0	→
Connections with other train services	72	2	↑	78	1	→	82	1	→
The value for money for the price of your ticket	31	-4	↓	46	-4	↓	61	-2	↓
Upkeep and repair of the train	67	1	→	72	-2	→	80	2	↑
The provision of information during the journey	63	1	→	69	0	→	77	3	↑
The helpfulness and attitude of staff on train	56	1	→	66	-2	→	73	2	↑
The space for luggage	49	0	→	56	3	→	58	0	→
The toilet facilities	28	-1	→	37	-1	→	47	-1	→
Sufficient room for all passengers to sit/stand	56	-2	→	73	2	→	79	0	→
The comfort of the seating area	63	0	→	70	2	→	79	1	→
The ease of being able to get on and off	74	0	→	83	1	→	86	1	→
Your personal security on board	70	1	→	79	2	→	81	1	→
The cleanliness of the inside	67	2	→	74	1	→	79	2	↑
The cleanliness of the outside	63	2	↑	67	-1	→	73	2	→
The availability of staff	36	0	→	49	1	→	56	0	→
How well train company deals with delays	27	0	→	34	-1	→	52	3	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



# Age

	Improvement/decline in %			Improvement/decline in %			Improvement/decline in %		
	16-34 Spring 2011	satisfied or good since Spring 2010	significant change	35-59 Spring 2011	satisfied or good since Spring 2010	significant change	60+ Spring 2011	satisfied or good since Spring 2010	significant change
Overall sample size 30096	% satisfied or good	% change		% satisfied or good	% change		% satisfied or good	% change	
Overall satisfaction	81	0	→	82	0	→	92	1	→
<b>STATION FACILITIES</b>									
Overall satisfaction with the station *	76			73			81		
Ticket buying facilities	72	2	→	71	0	→	82	0	→
Provision of information about train times/platforms	77	1	→	78	1	→	87	0	→
The upkeep/repair of the station buildings/platforms	64	1	→	63	2	↑	73	1	→
Cleanliness	68	2	→	69	1	→	80	2	→
The facilities and services	47	-2	→	48	0	→	58	0	→
The attitudes and helpfulness of the staff	66	0	→	69	0	→	82	1	→
Connections with other forms of public transport	73	0	→	72	-1	→	79	0	→
Facilities for car parking	48	0	→	47	2	→	56	2	→
Overall environment	66	1	→	63	2	↑	72	2	→
Your personal security whilst using	67	1	→	63	0	→	73	1	→
The availability of staff	56	0	→	56	0	→	67	1	→
How request to station staff was handled	81	-1	→	83	2	→	90	0	→
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	70	-1	→	78	1	→	89	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	-2	→	80	-1	↓	90	-2	↓
The length of time the journey was scheduled to take (speed)	83	0	→	83	0	→	92	-1	→
Connections with other train services	76	3	↑	74	1	→	84	1	→
The value for money for the price of your ticket	35	-2	↓	41	-4	↓	71	-3	↓
Upkeep and repair of the train	70	1	→	71	0	→	83	2	↑
The provision of information during the journey	66	0	→	68	1	→	81	3	↑
The helpfulness and attitude of staff on train	60	1	→	63	0	→	76	1	→
The space for luggage	54	1	→	52	1	→	57	0	→
The toilet facilities	34	1	→	34	-2	→	49	-4	↓
Sufficient room for all passengers to sit/stand	67	-1	→	64	-1	→	78	0	→
The comfort of the seating area	71	0	→	67	0	→	79	1	→
The ease of being able to get on and off	80	0	→	78	0	→	84	0	→
Your personal security on board	76	1	→	73	1	→	83	1	→
The cleanliness of the inside	70	0	→	70	2	↑	82	2	→
The cleanliness of the outside	67	1	→	65	1	→	75	3	↑
The availability of staff	39	-1	→	44	0	→	61	2	→
How well train company deals with delays	33	2	→	32	-1	→	52	1	→

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



# Gender

	Male	Improvement/decline in %			Female	Improvement/decline in %		
	Spring 2011	satisfied or good since	Spring 2010	significant	Spring 2011	satisfied or good since	Spring 2010	significant
	%	%			%	%		
	satisfied	change	change		satisfied	change	change	
	or good				or good			
Overall sample size 30096								
Overall satisfaction	81	1	→		86	0	→	
<b>STATION FACILITIES</b>								
Overall satisfaction with the station *	72				78			
Ticket buying facilities	71	1	→		74	0	→	
Provision of information about train times/platforms	78	0	→		80	1	→	
The upkeep/repair of the station buildings/platforms	64	3	↑		66	1	→	
Cleanliness	69	2	↑		72	1	→	
The facilities and services	47	0	→		52	-2	↓	
The attitudes and helpfulness of the staff	69	1	→		71	-1	→	
Connections with other forms of public transport	71	-1	→		75	-1	→	
Facilities for car parking	47	1	→		50	2	→	
Overall environment	64	2	↑		67	1	→	
Your personal security whilst using	66	1	→		66	1	→	
The availability of staff	56	1	→		59	-1	→	
How request to station staff was handled	85	3	→		83	-1	→	
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	77	1	→		78	0	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	79	-1	→		82	-2	↓	
The length of time the journey was scheduled to take (speed)	82	0	→		87	0	→	
Connections with other train services	74	2	→		78	2	↑	
The value for money for the price of your ticket	42	-2	↓		46	-5	↓	
Upkeep and repair of the train	74	2	↑		72	0	→	
The provision of information during the journey	68	1	→		71	2	↑	
The helpfulness and attitude of staff on train	64	2	→		65	0	→	
The space for luggage	54	0	→		52	1	→	
The toilet facilities	37	0	→		35	-3	↓	
Sufficient room for all passengers to sit/stand	65	0	→		69	-1	→	
The comfort of the seating area	67	1	→		73	0	→	
The ease of being able to get on and off	80	0	→		80	1	→	
Your personal security on board	75	1	→		76	1	→	
The cleanliness of the inside	73	2	↑		72	1	→	
The cleanliness of the outside	67	2	↑		68	0	→	
The availability of staff	45	1	→		46	-1	→	
How well train company deals with delays	31	1	→		39	0	→	

\* This attribute was added for the first time in Autumn 2010, so no data available for annual comparisons



## Sample Profile - Weighted

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	20	26	27	27
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22295	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	67173	64	3	33	83	17	20	26	28	27
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
Southeastern	153264	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
South West Trains	190065	53	15	32	85	15	37	18	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

\* Sample size excludes non-franchised Train Operating Companies.

## Sample Profile - Unweighted

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	30096	12586	4655	12855	26310	3786	8412	6265	7697	7722
Arriva Trains Wales	912	41	9	49	88	12	17	32	30	21
c2c	1199	71	6	23	94	6	27	33	22	18
Chiltern Railways	1205	38	20	42	89	11	43	3	26	28
CrossCountry	1482	33	20	47	83	17	15	29	31	26
East Coast	1522	17	34	49	89	11	44	10	18	28
East Midlands Trains	1404	31	19	49	83	17	31	20	26	24
First Capital Connect	1816	50	14	35	92	8	23	19	32	26
First Great Western	3536	35	18	47	84	16	34	21	24	20
First TransPennine Express	1201	37	18	45	90	10	19	33	21	26
London Midland	1225	49	12	39	92	8	22	26	19	33
London Overground	948	66	6	28	90	10	28	16	25	31
Merseyrail	672	50	5	45	96	4	15	34	24	27
National Express East Anglia	2397	39	12	49	81	19	37	10	26	26
Northern Rail	1250	48	8	44	88	12	32	25	25	17
ScotRail	1166	40	13	47	87	13	29	12	35	23
Southeastern	1930	48	9	43	88	12	17	33	24	25
Southern	2551	49	15	36	89	11	23	25	24	28
South West Trains	2319	47	11	42	88	12	28	17	22	33
Virgin Trains	1361	22	31	47	85	15	29	9	35	27

\* Sample size excludes non-franchised Train Operating Companies.

## The following are reports produced each wave:

Summary report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NPS factors, peak vs off-peak analysis for LSE TOCs.
TOC reports	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Stations report	Percentage of passengers satisfied by each main factor for last 10 waves for all stations covered by NPS during that time period.
Consultees report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NPS report.
Best in class report	Trend tables showing results for all main factors for all TOCs back to Autumn 1999 (wave 1).
Multivariate report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NPS waves combined.
Personal security at stations report	Percentage of passengers satisfied and dissatisfied with personal security at all stations that were included in the NPS for the last 10 survey waves.
Rankings report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Virtual TOC reports	NPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).
Building block report	Summary results showing satisfaction for all building blocks for all main NPS factors.
PTE reports	NPS reports for all PTEs (exactly the same format as TOC reports).
Demographic reports	Simple reports for all TOCs showing demographic profile (and answers to other questions).
Tables report	Quite detailed tables for all TOCs showing results for the majority of NPS questions by gender, age, journey purpose, time of week and whether they were a frequent traveller or not.

## Sector definitions

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

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

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