



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

CONSULTEES REPORT

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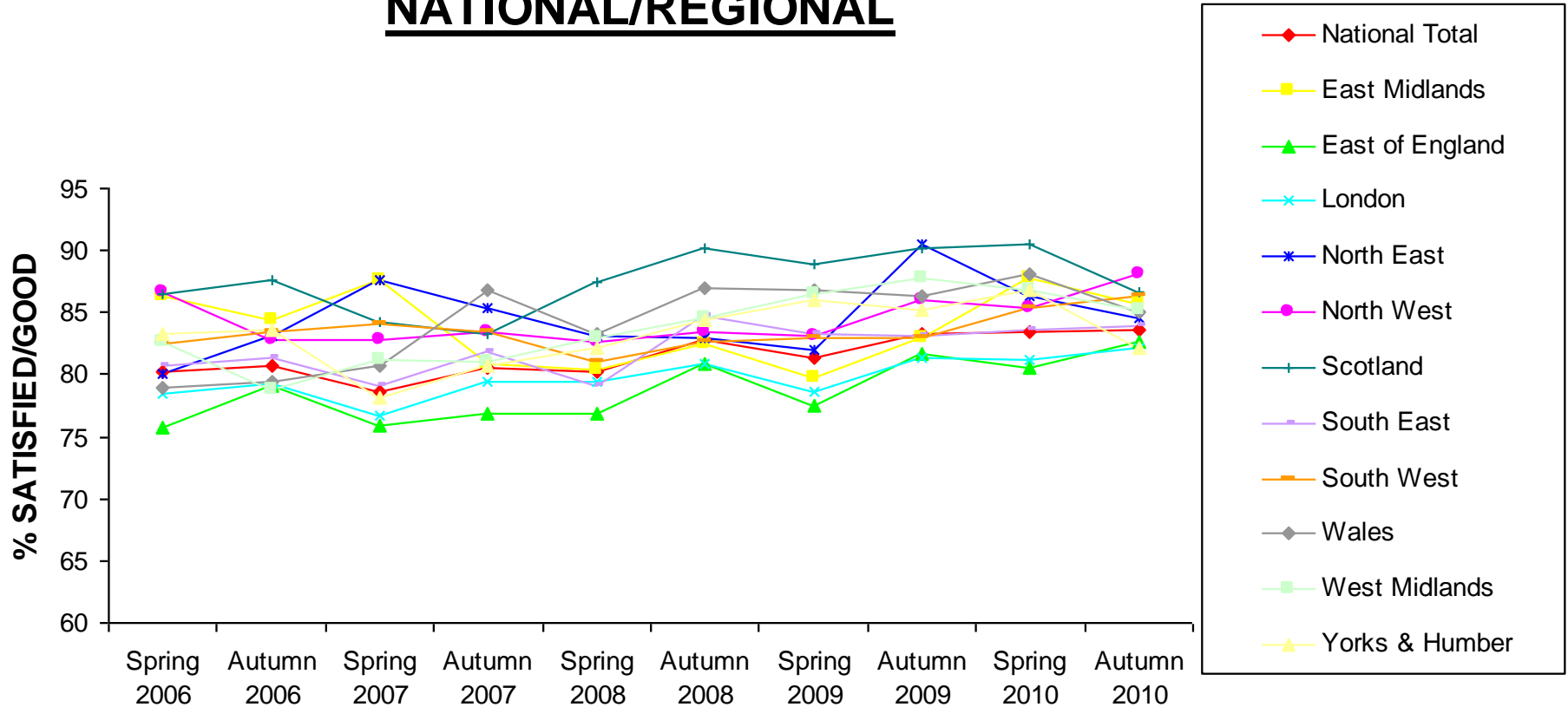
Tel: 020 7490 9111
Email: dave.chilvers@bdrccontinental.com

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

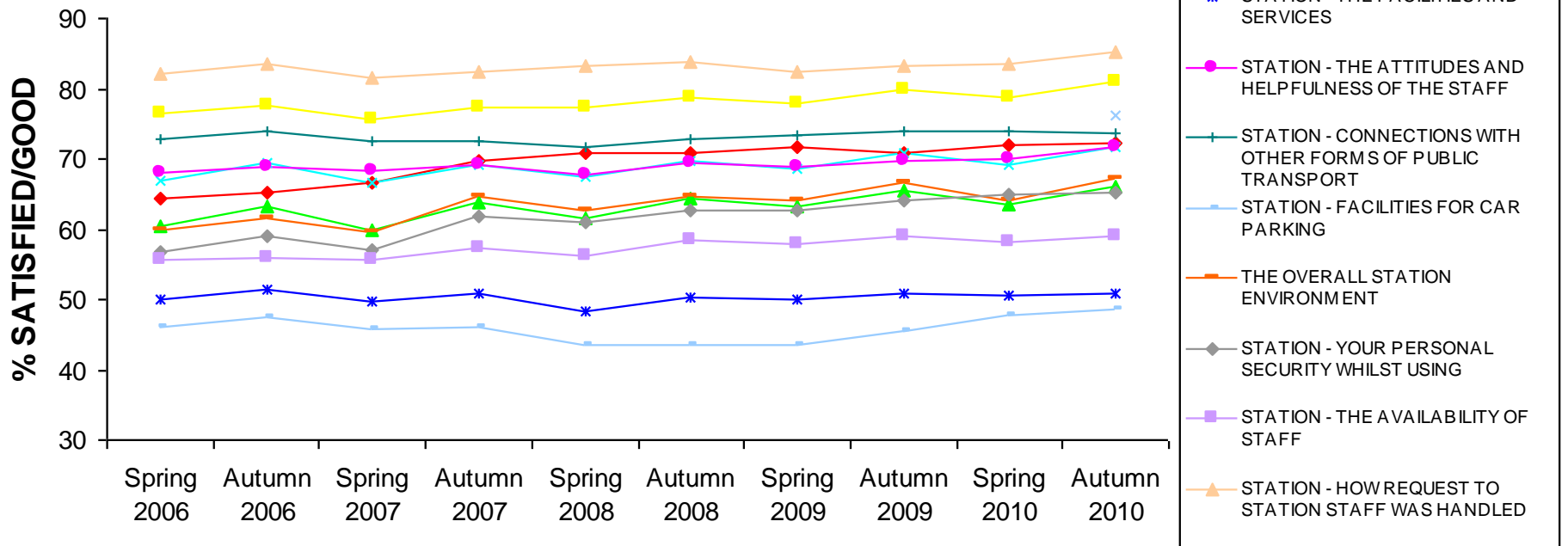
CONSULTEES REPORT

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OVERALL SATISFACTION WITH JOURNEY NATIONAL/REGIONAL

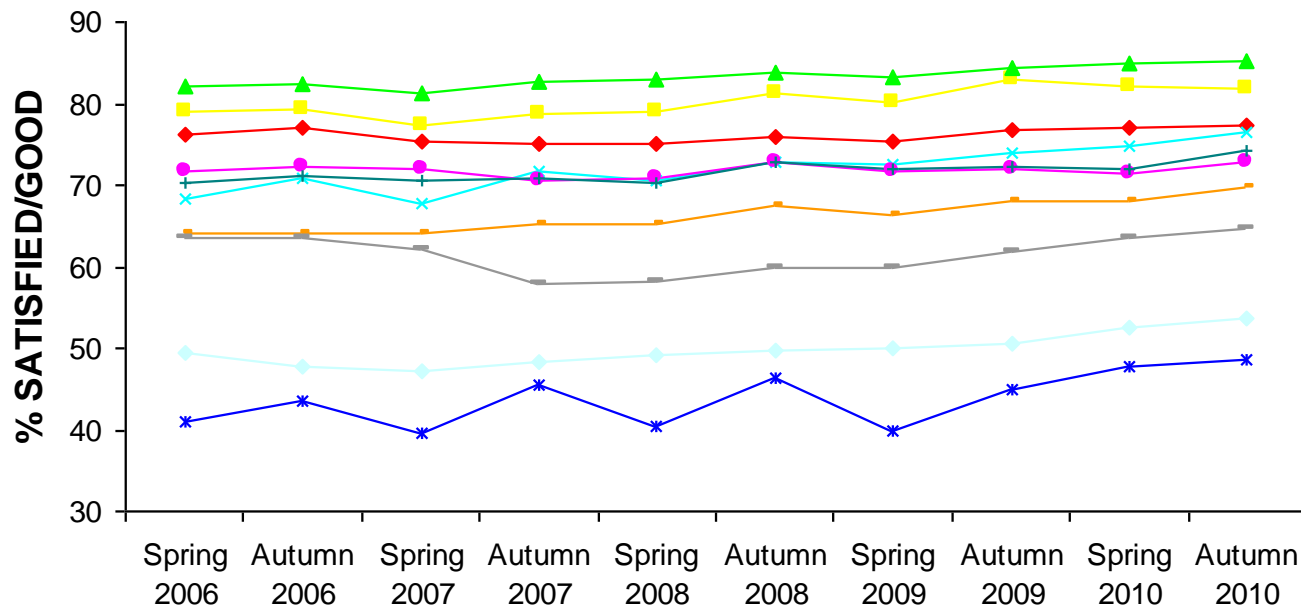


STATION FACTORS NATIONAL



TRAIN FACTORS (I)

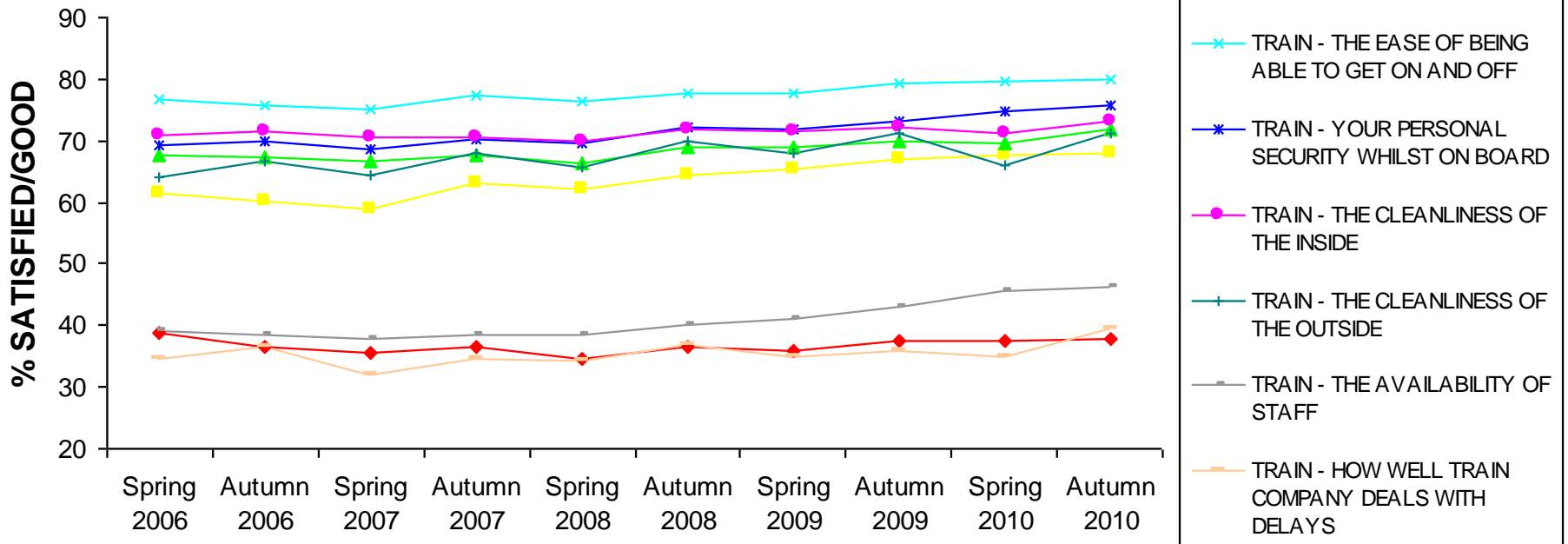
NATIONAL



- ◆ TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE
- TRAIN - PUNCTUALITY/RELIABILITY (I.E. THE TRAIN ARRIVING/DEPARTING ON TIME)
- ▲ TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)
- ✕ TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES
- ★ TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET
- TRAIN - CLEANLINESS OF THE TRAIN
- + TRAIN - UP KEEP AND REPAIR OF THE TRAIN
- TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY
- TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN
- ◆ TRAIN - THE SPACE FOR LUGGAGE

TRAIN FACTORS (II)

NATIONAL



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

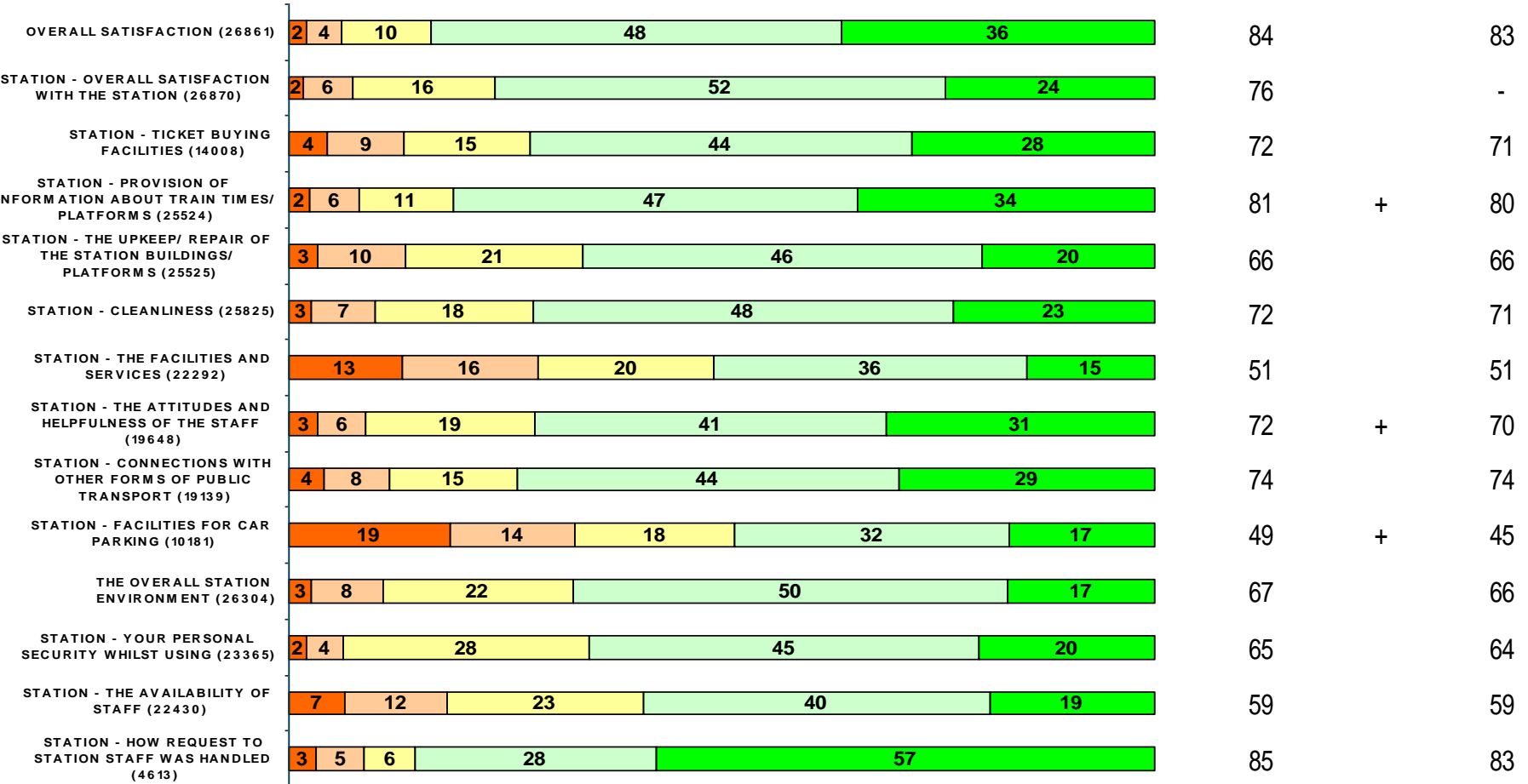
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

% satisfied/good

Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

+ denotes significant increase
- denotes significant decrease
at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

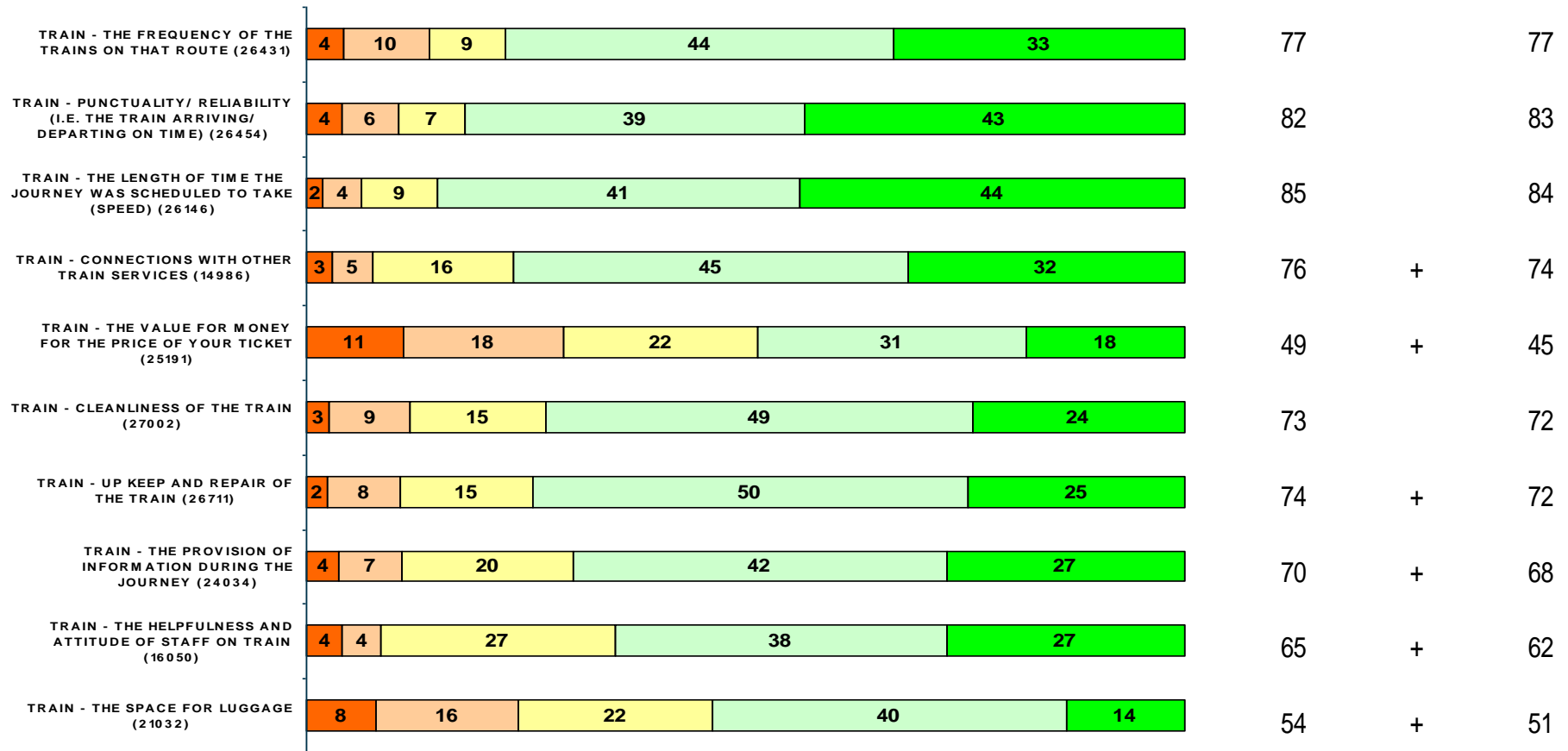
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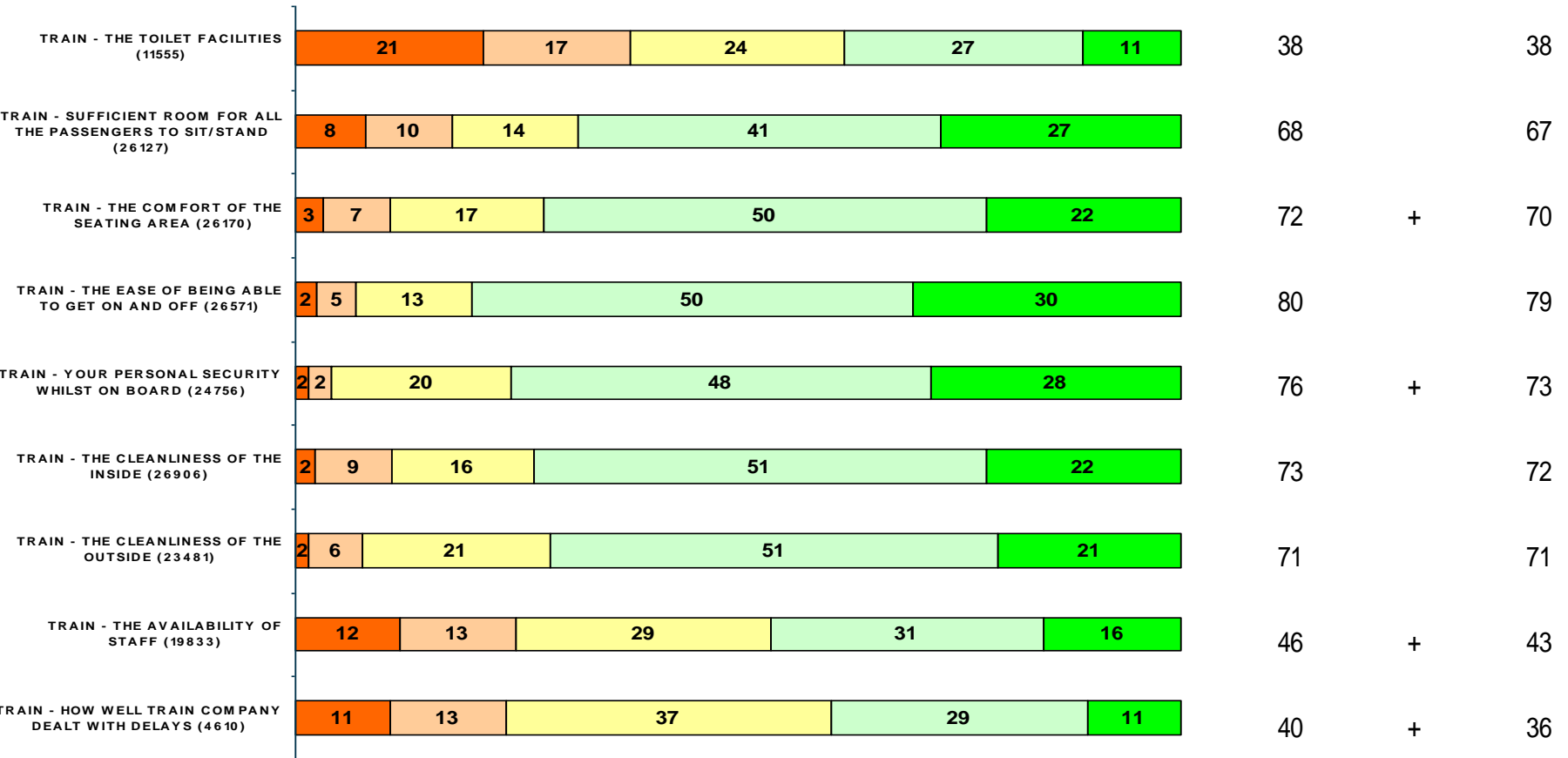
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

Train Factors (II)

% satisfied/good

Autumn 2010

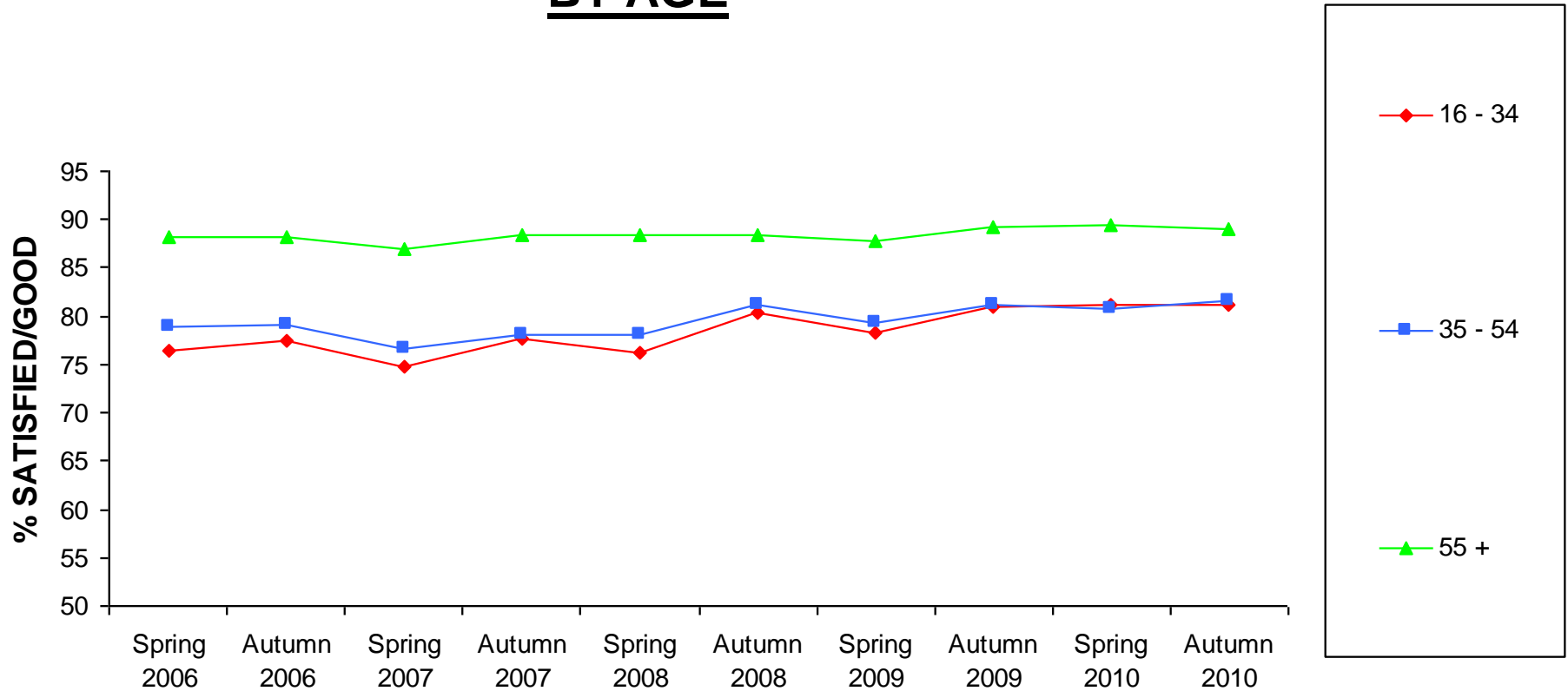
Autumn 2009



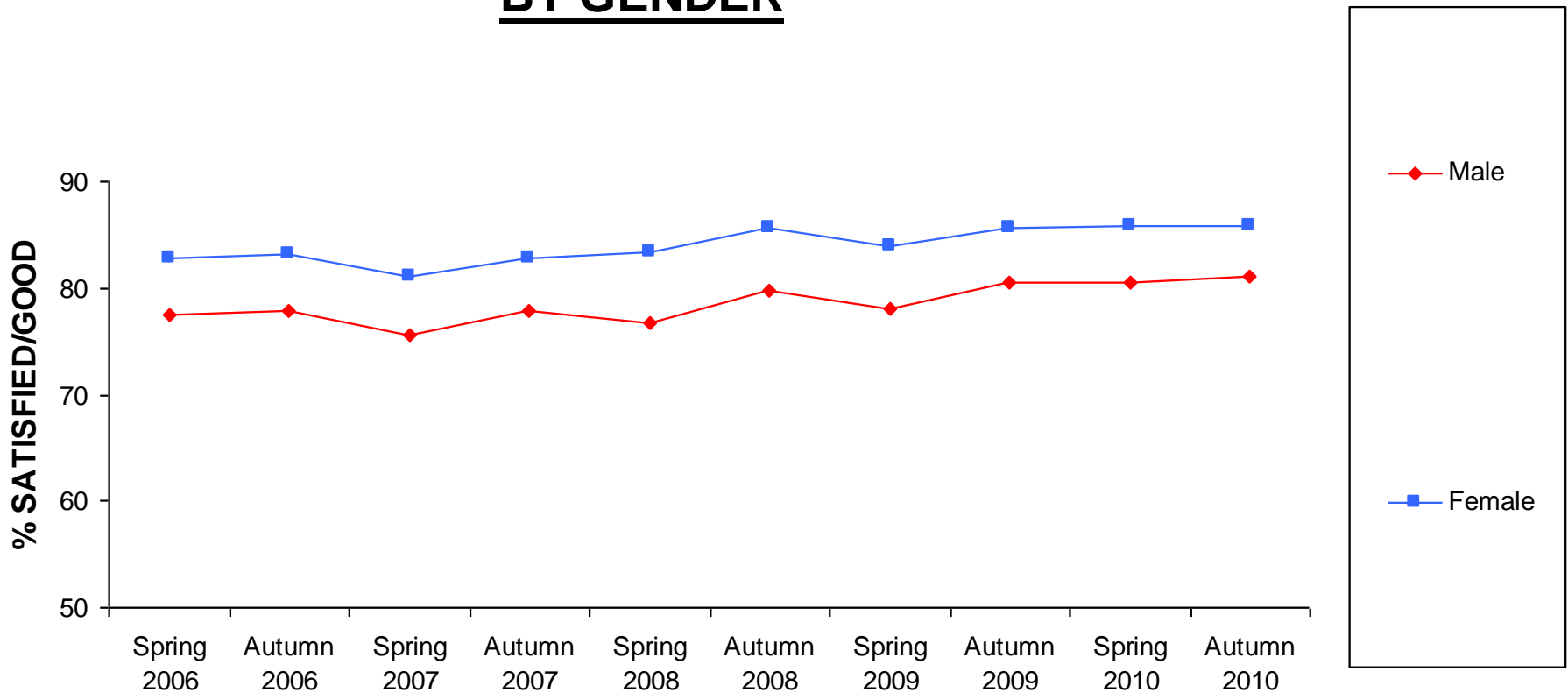
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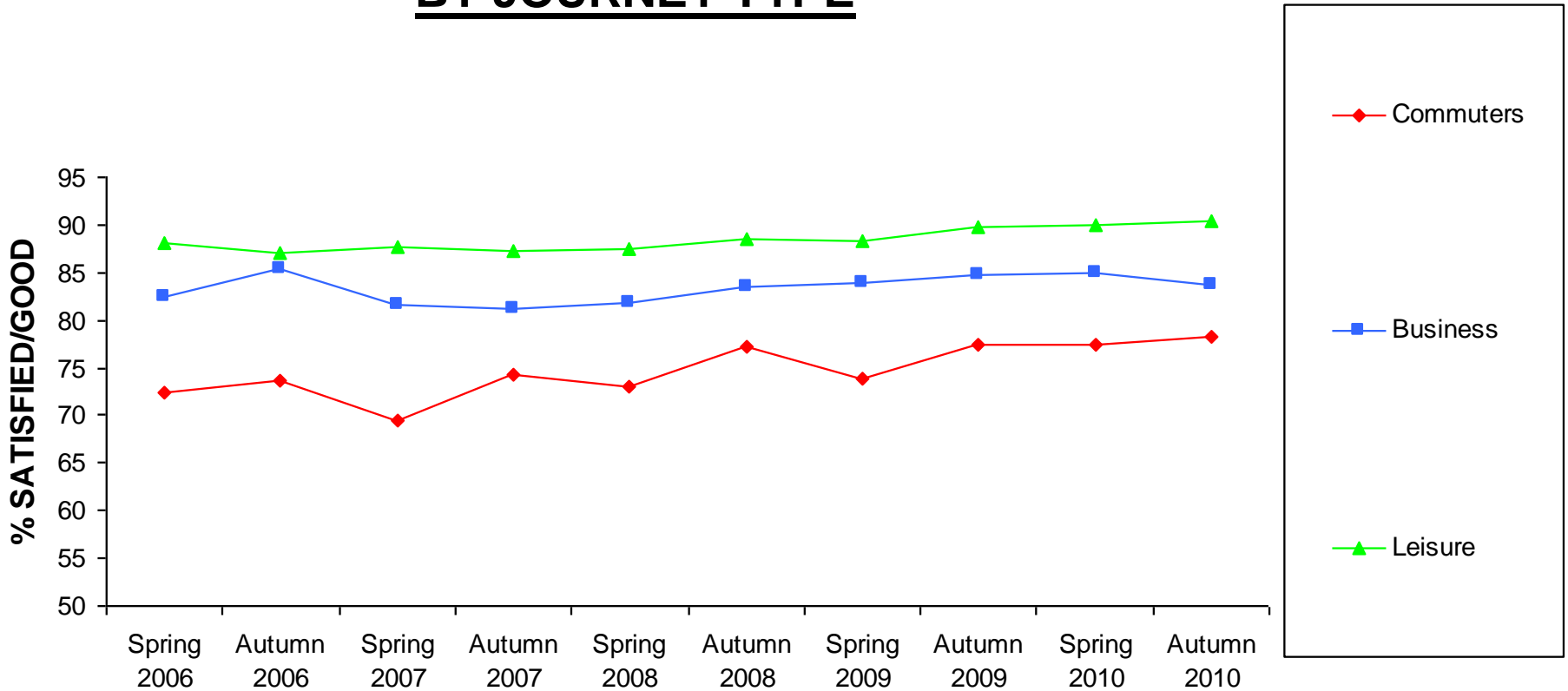
OVERALL SATISFACTION WITH JOURNEY BY AGE



OVERALL SATISFACTION WITH JOURNEY BY GENDER



OVERALL SATISFACTION WITH JOURNEY BY JOURNEY TYPE



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

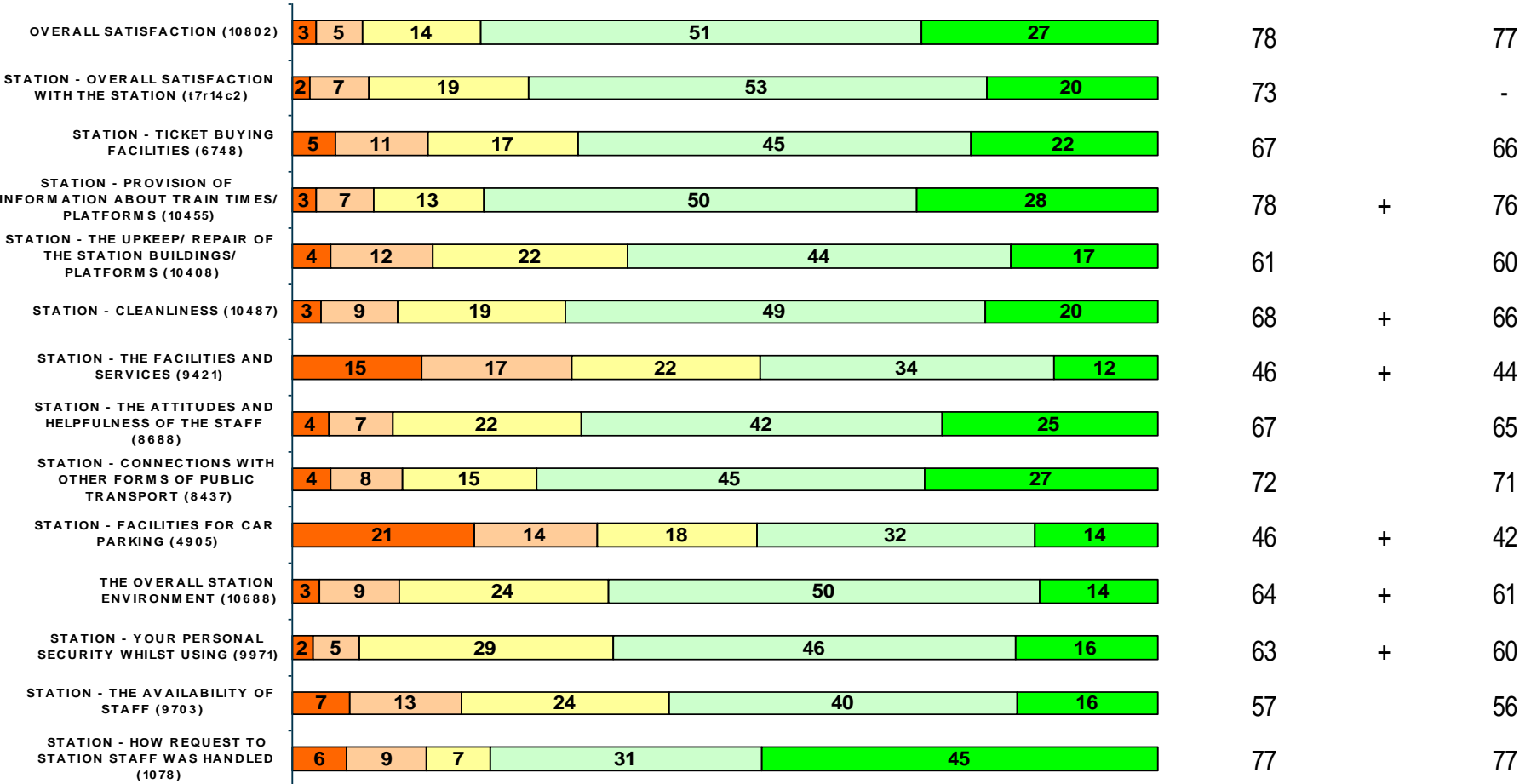
NATIONAL LEVEL RESULTS (COMMUTERS)

% satisfied/good

Overall Satisfaction and Station Factors

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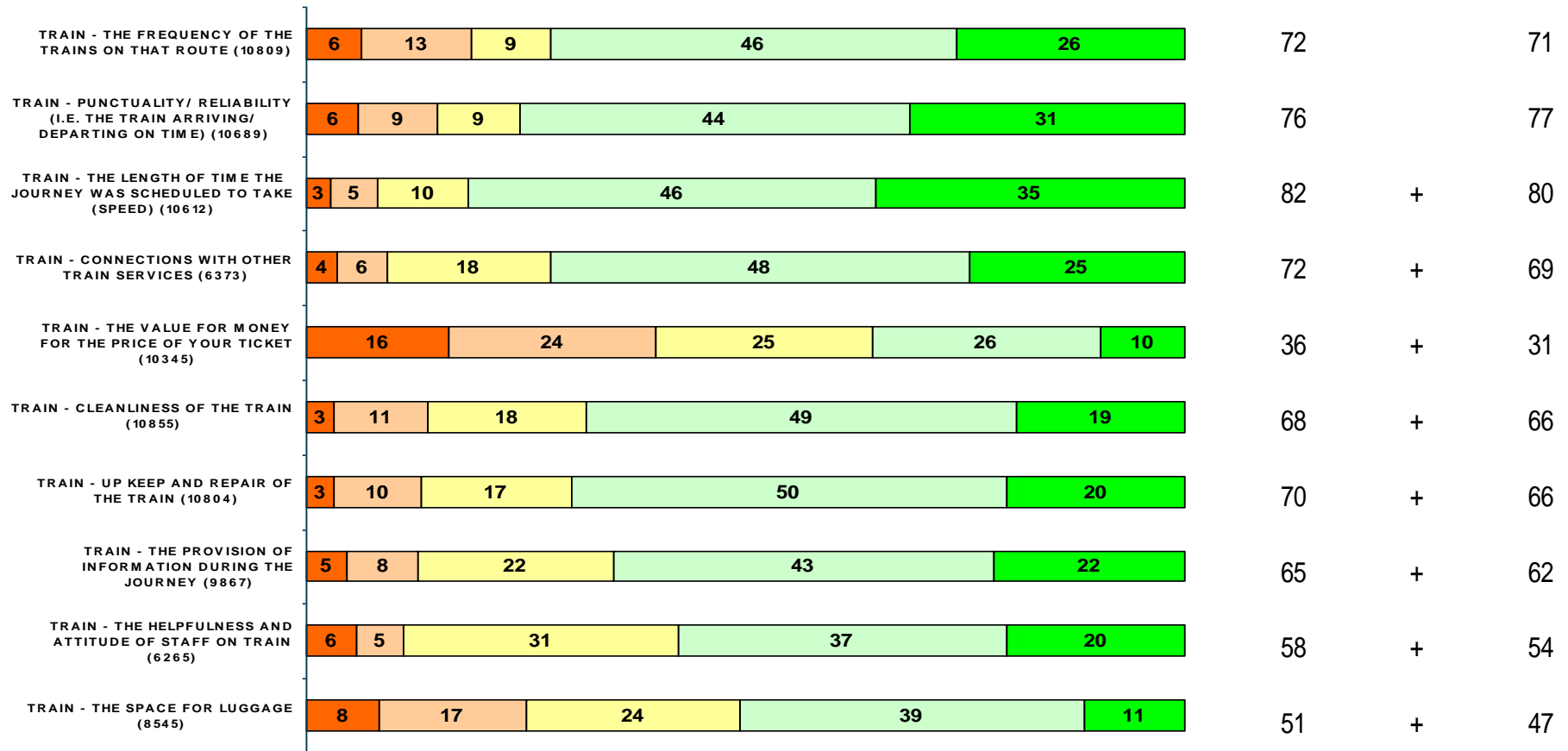
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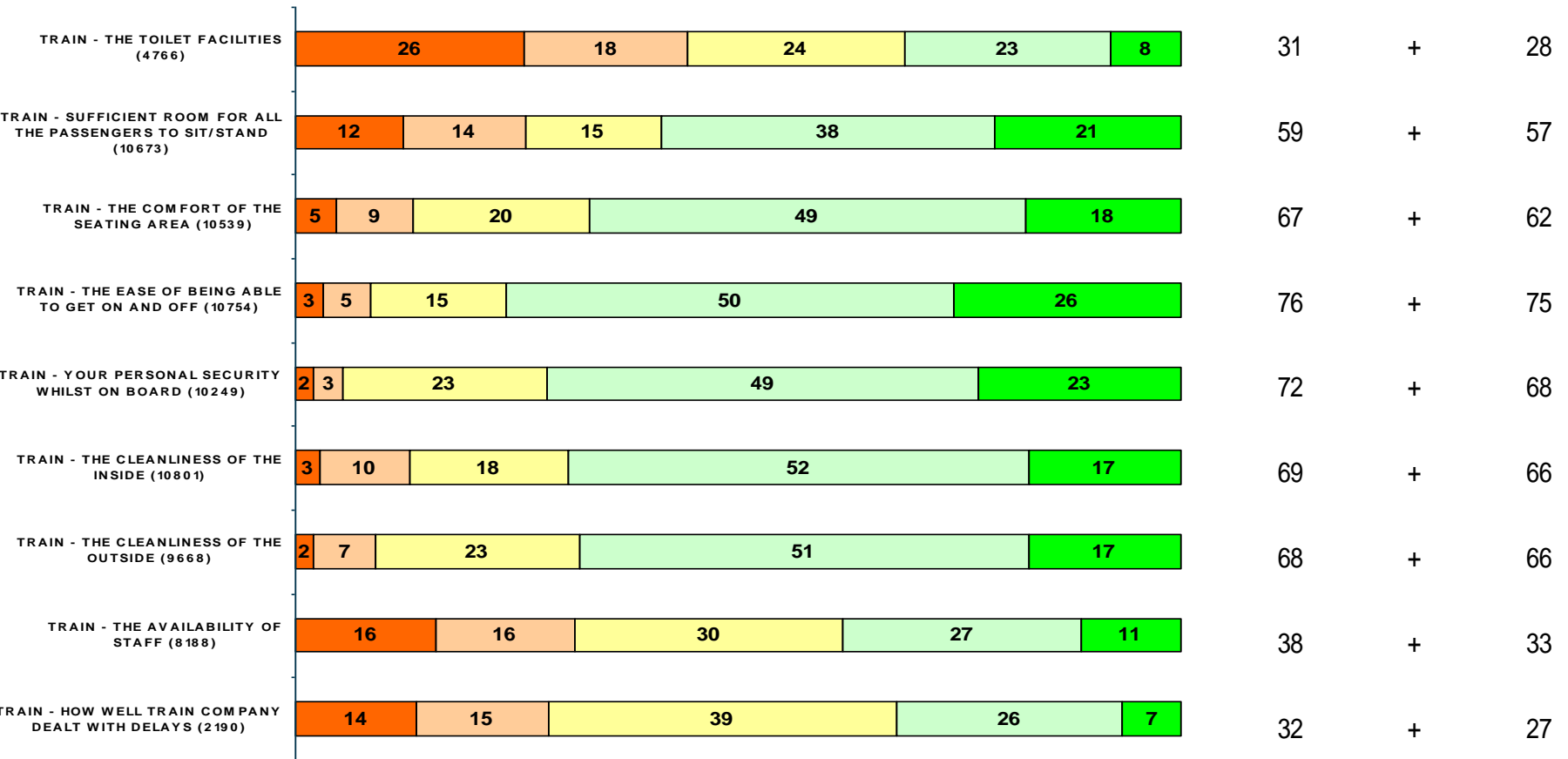
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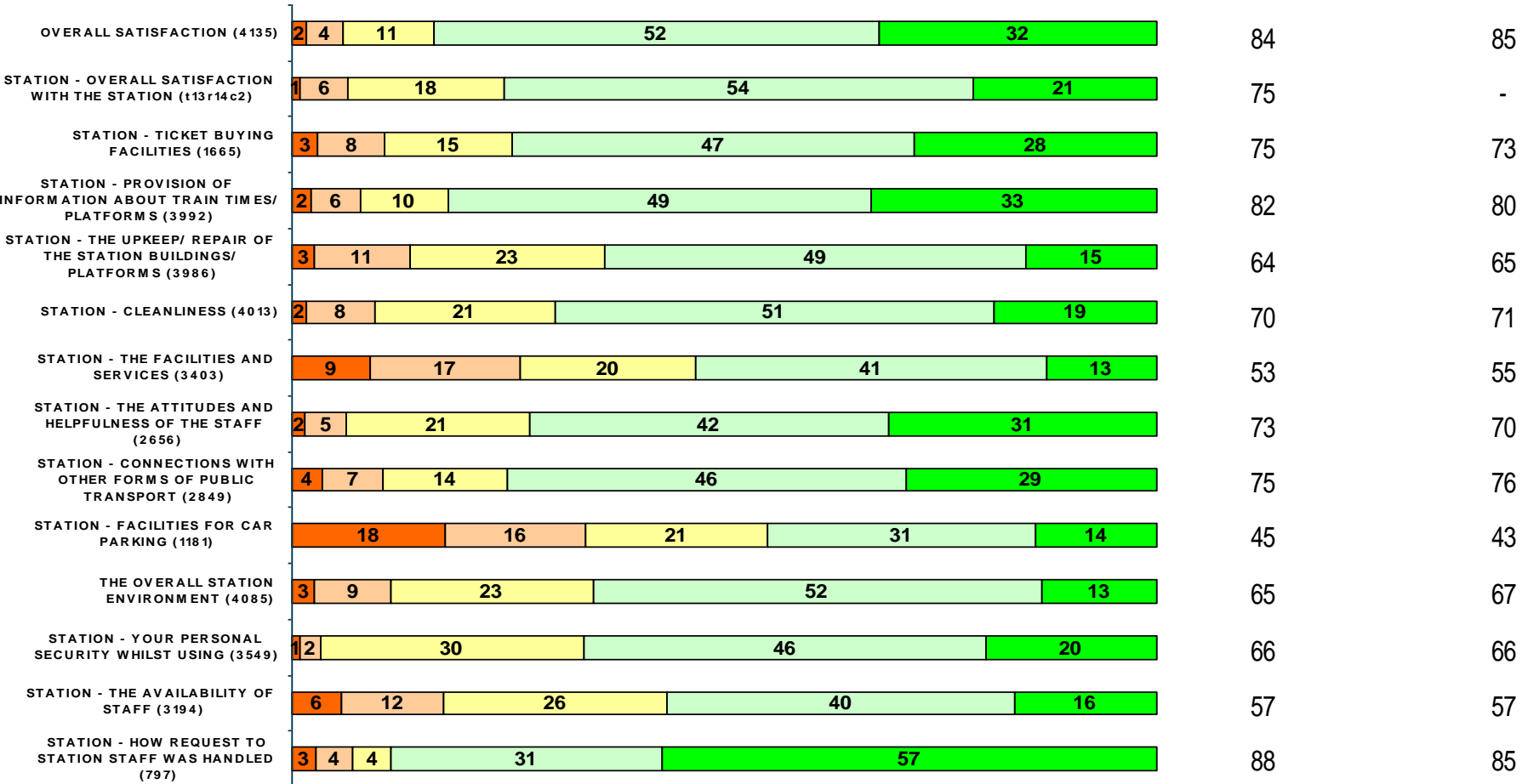
NATIONAL LEVEL RESULTS (BUSINESS TRAVELLERS)

% satisfied/good

Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



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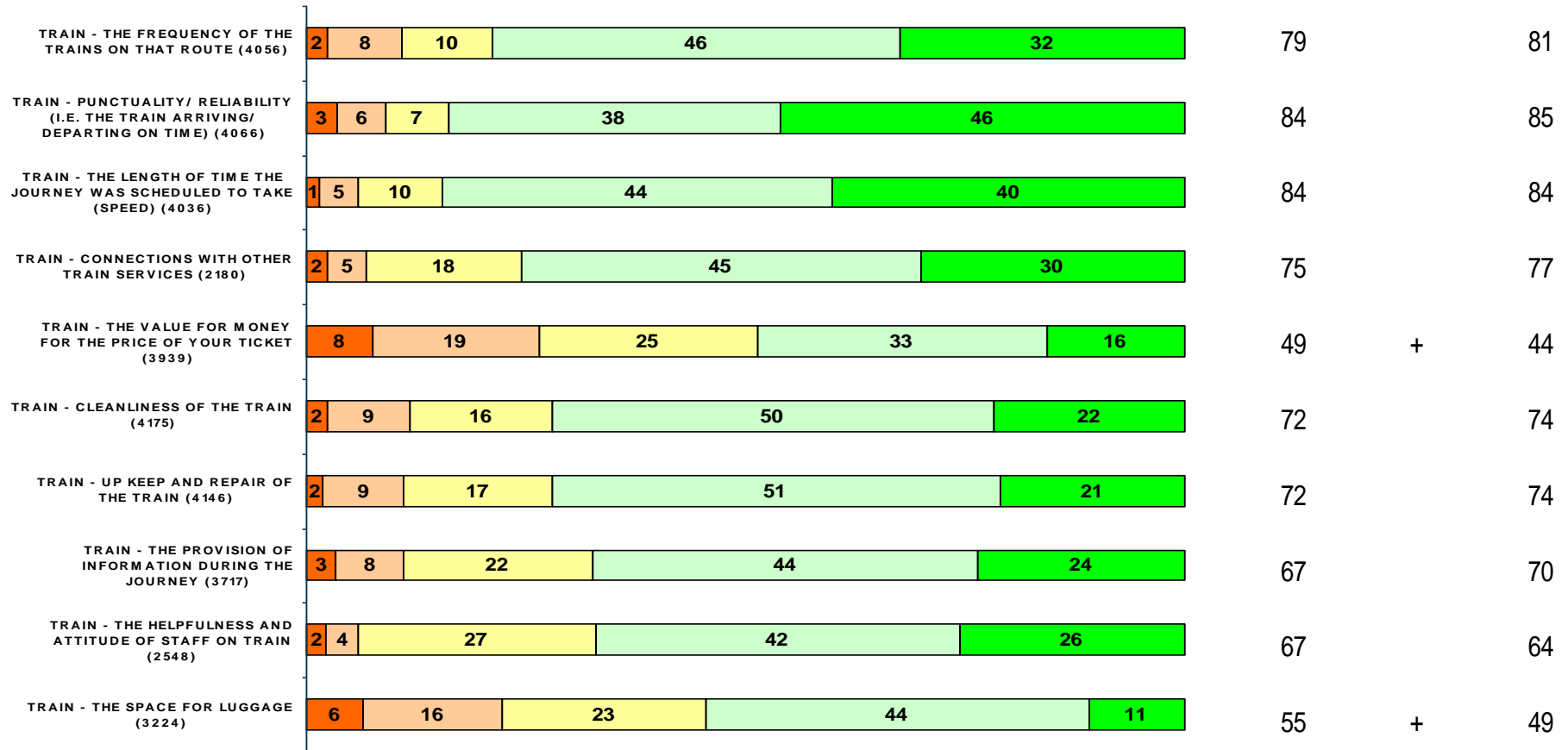
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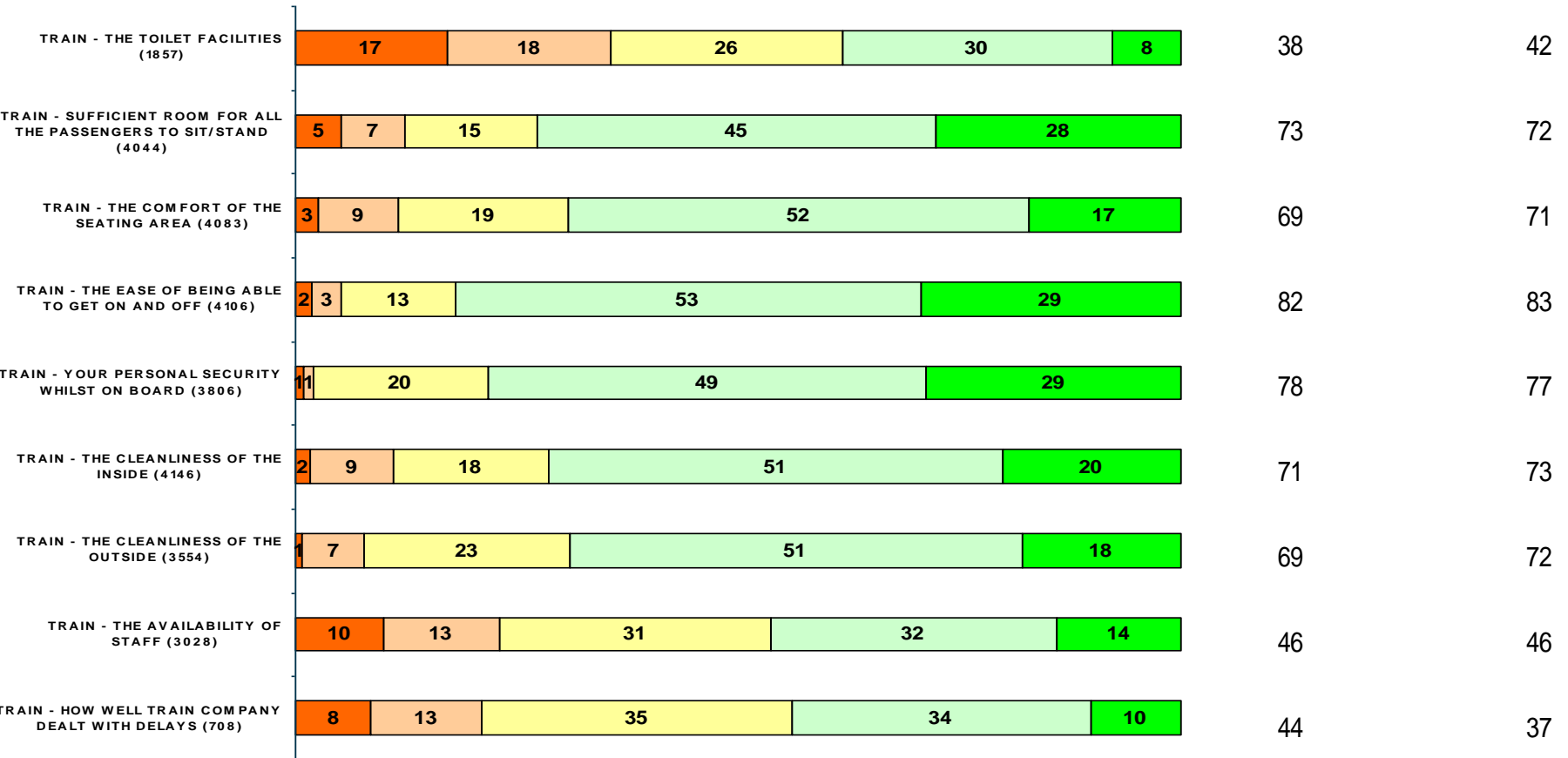
NATIONAL LEVEL RESULTS (BUSINESS TRAVELLERS)

Train Factors (II)

% satisfied/good

Autumn 2010

Autumn 2009



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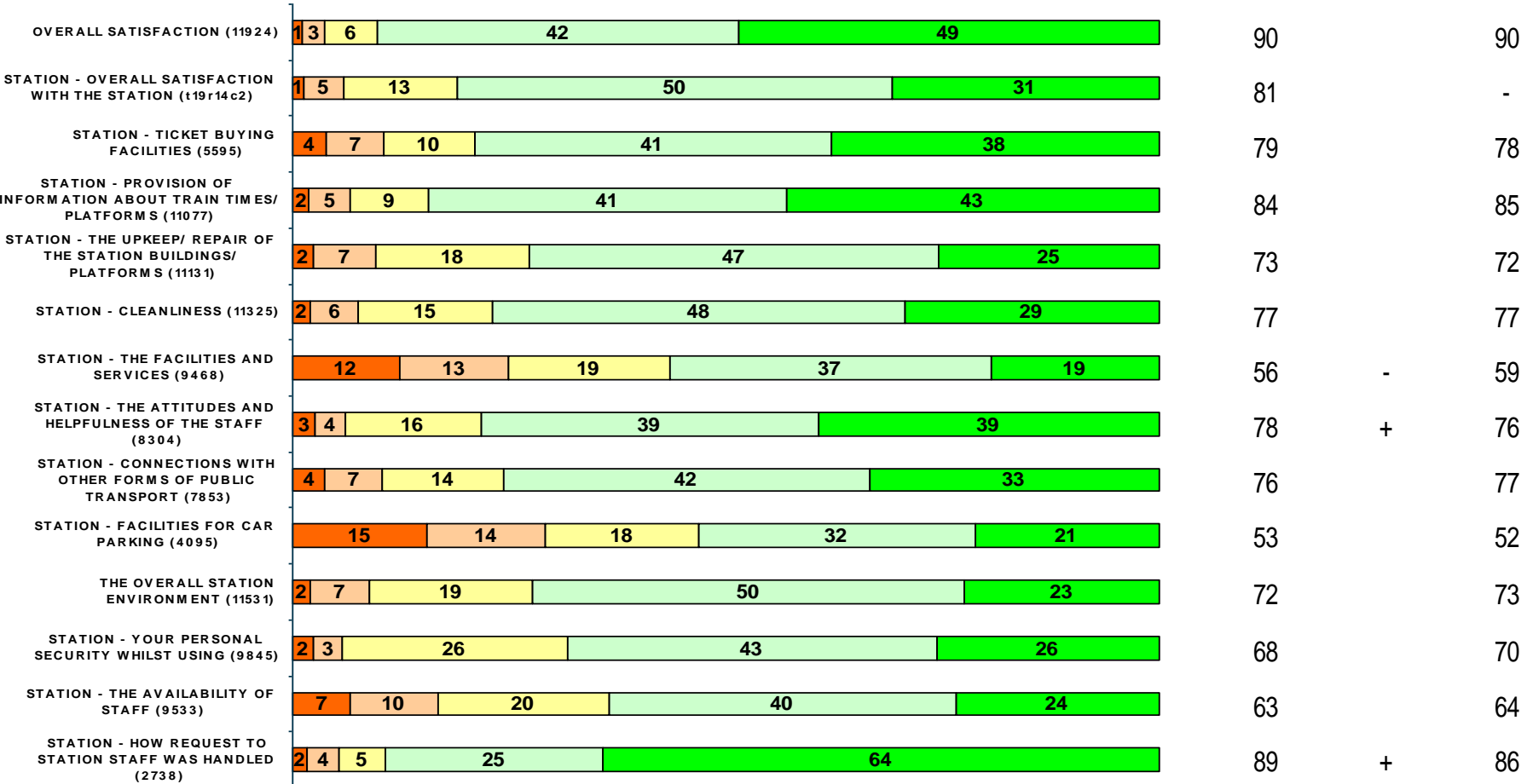
NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)

% satisfied/good

Overall Satisfaction and Station Factors

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
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 ■ Very satisfied

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NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

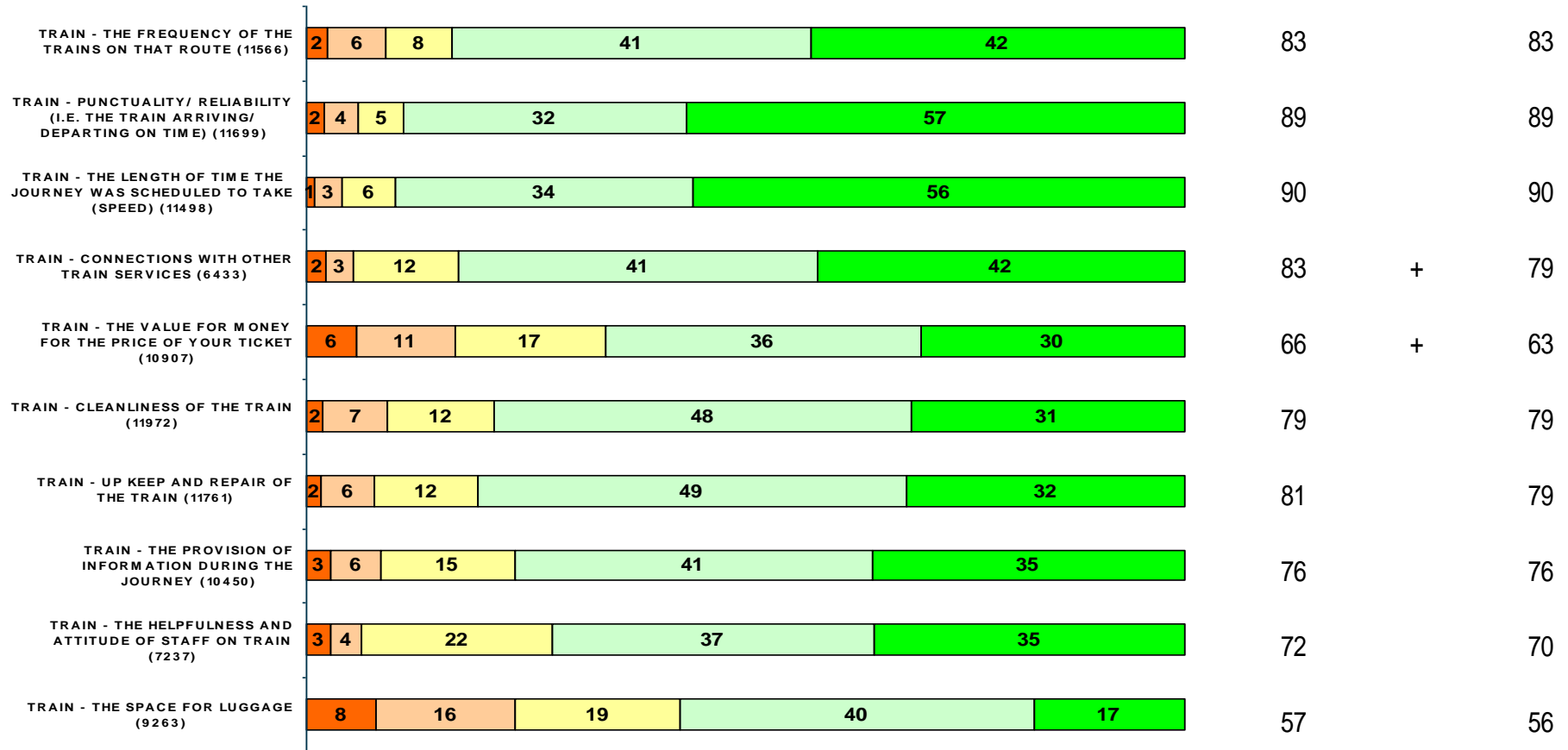
NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)

Train Factors (I)

% satisfied/good

Autumn 2010

Autumn 2009



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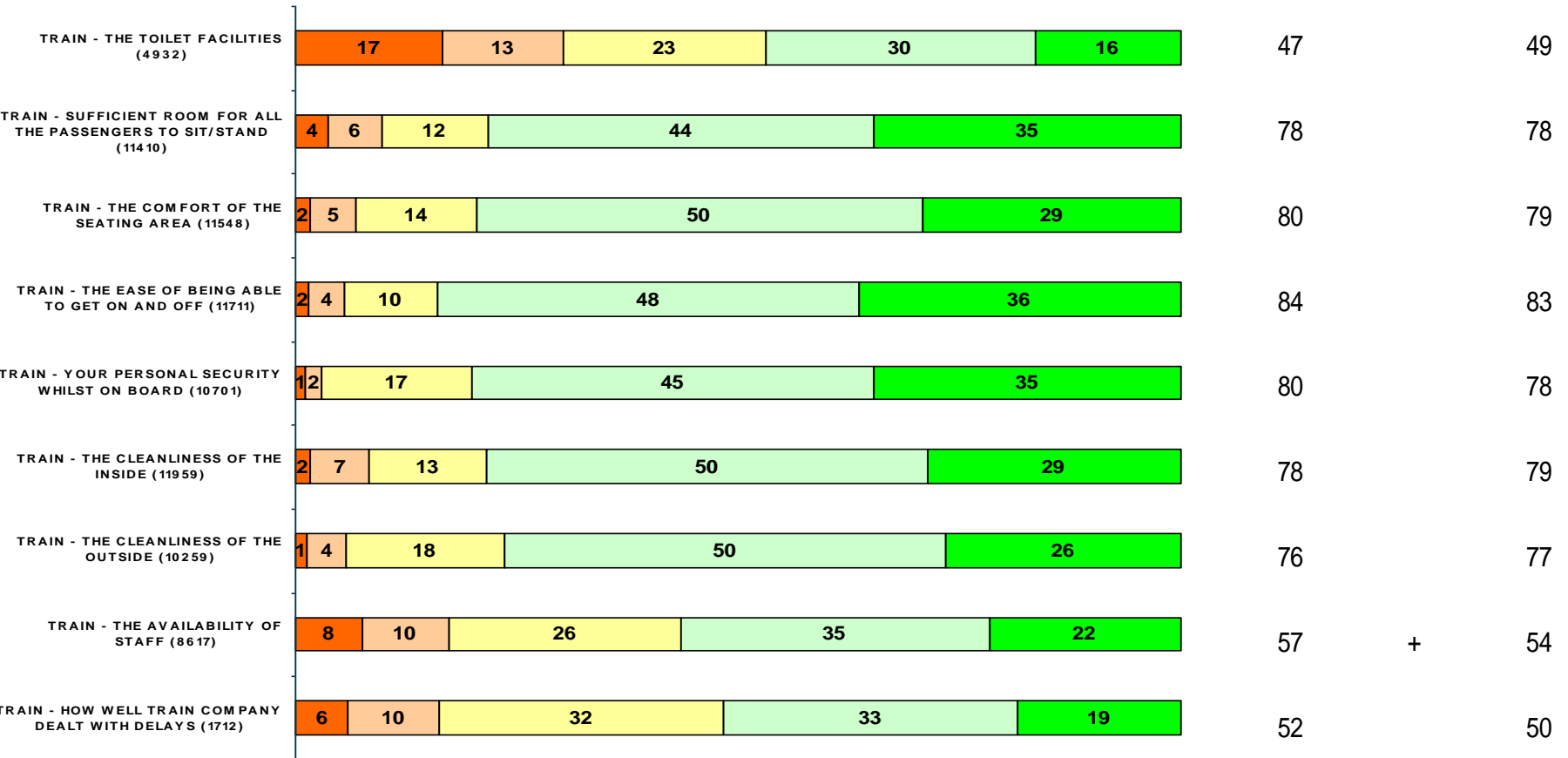
NATIONAL LEVEL RESULTS (LEISURE TRAVELLERS)

Train Factors (II)

% satisfied/good

Autumn 2010

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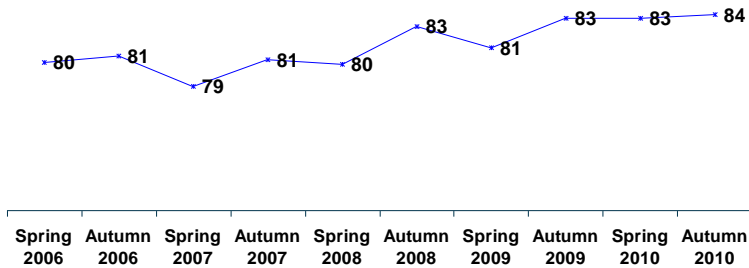
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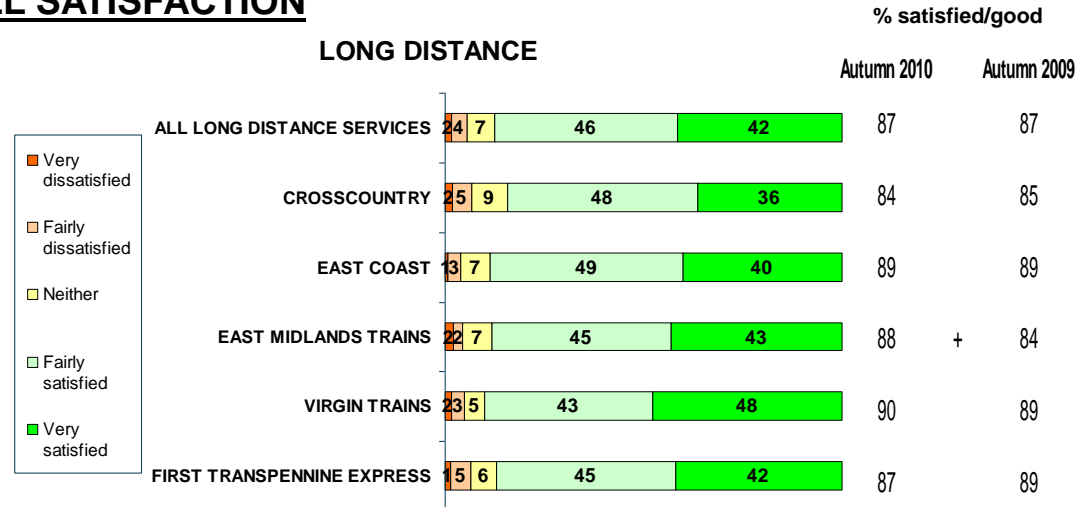
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

OVERALL SATISFACTION

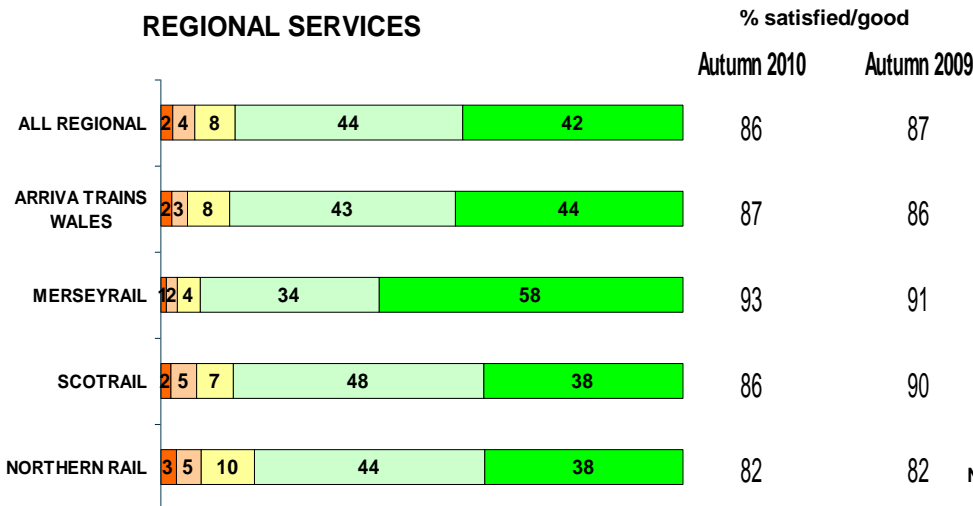
NATIONAL TREND



LONG DISTANCE

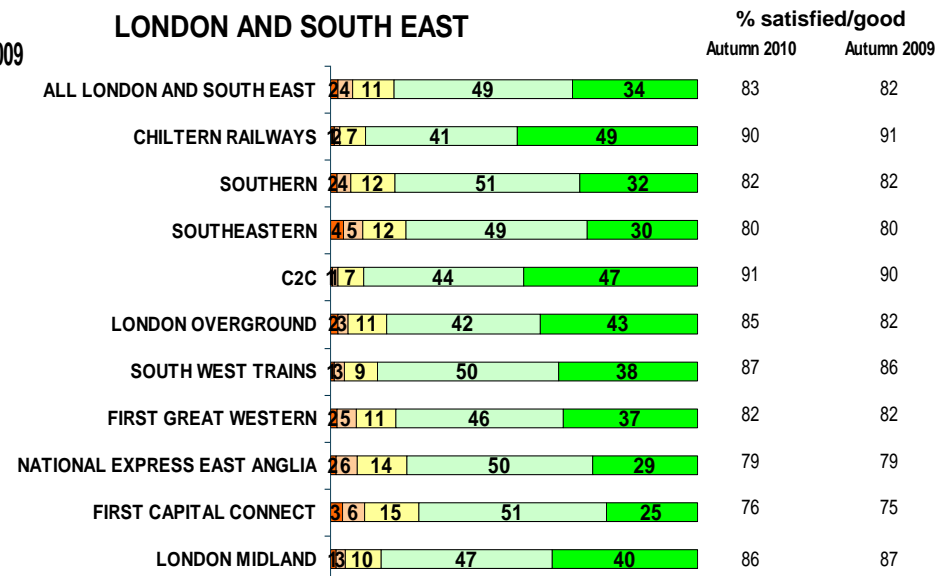


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

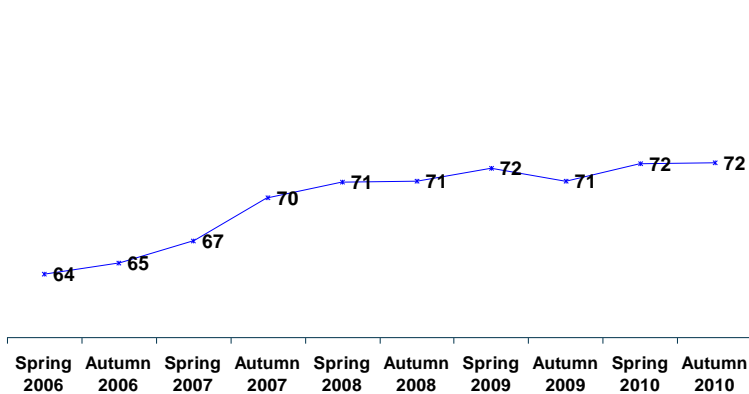


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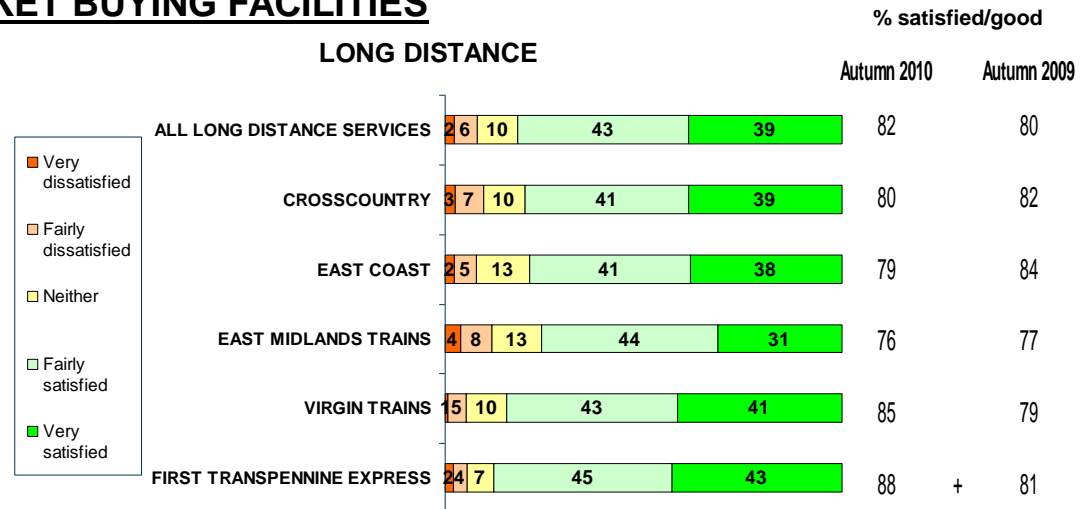
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - TICKET BUYING FACILITIES

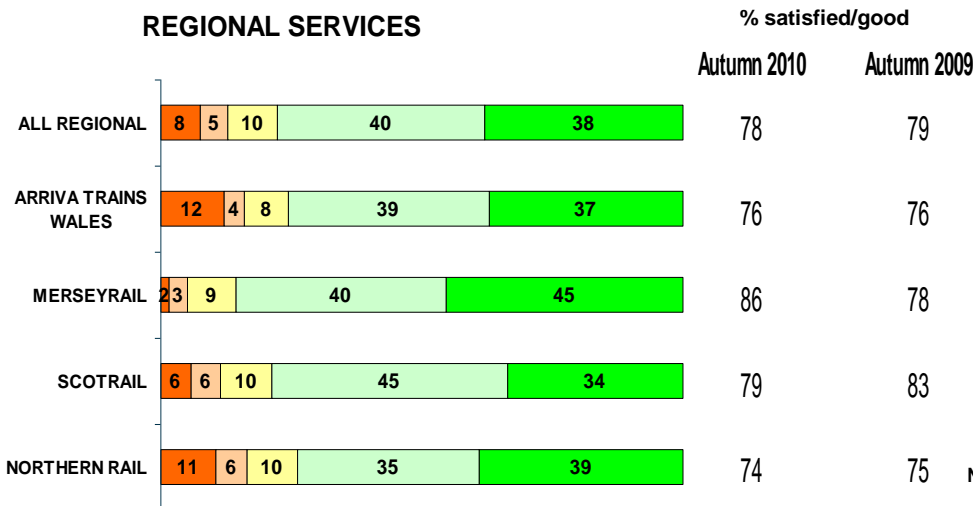
NATIONAL TREND



LONG DISTANCE

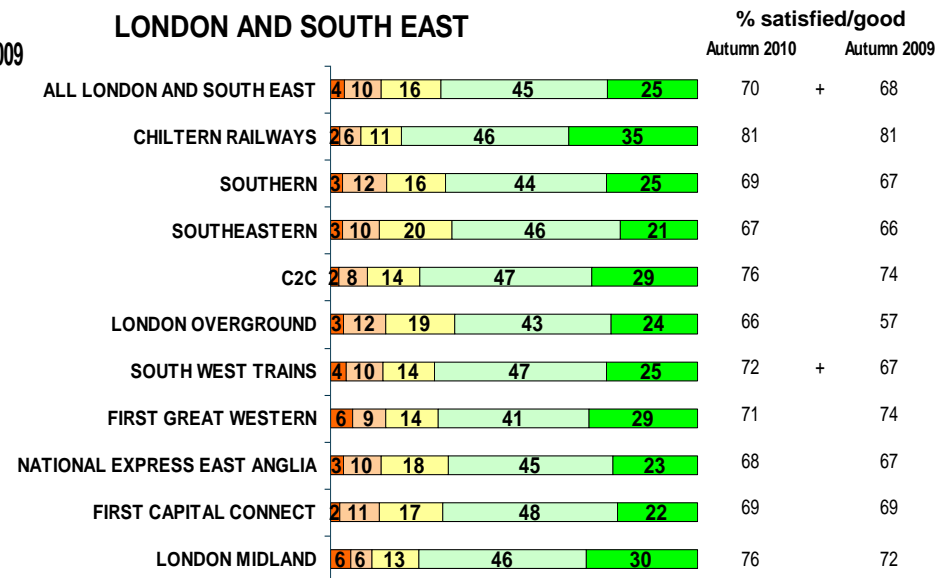


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LONDON AND SOUTH EAST

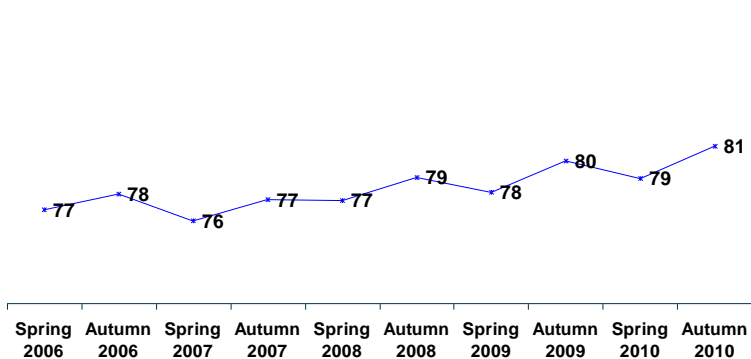


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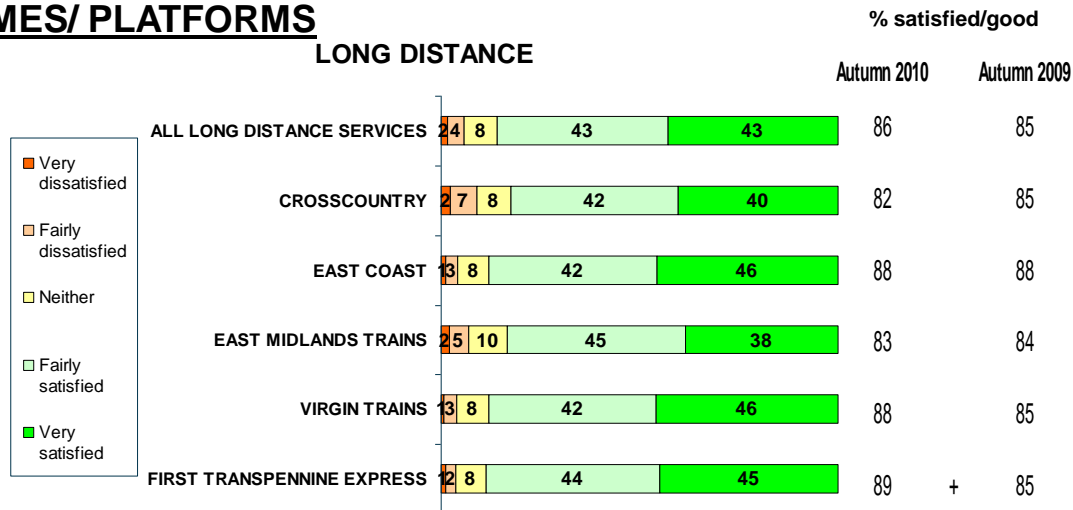
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS

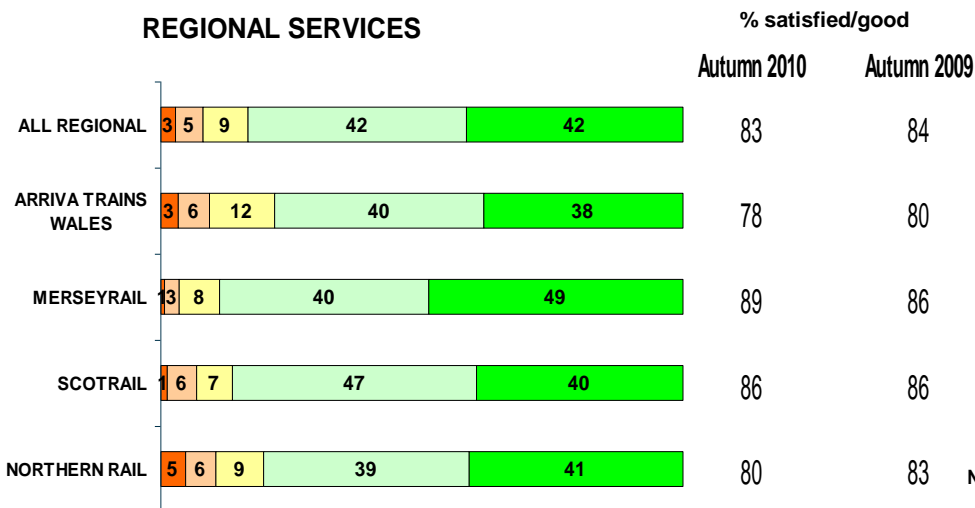
NATIONAL TREND



LONG DISTANCE

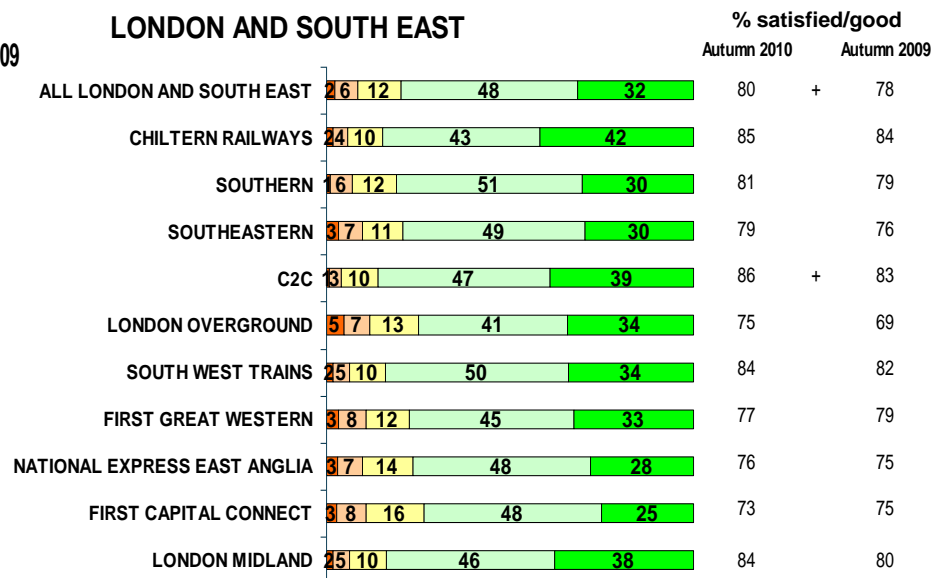


REGIONAL SERVICES



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LONDON AND SOUTH EAST

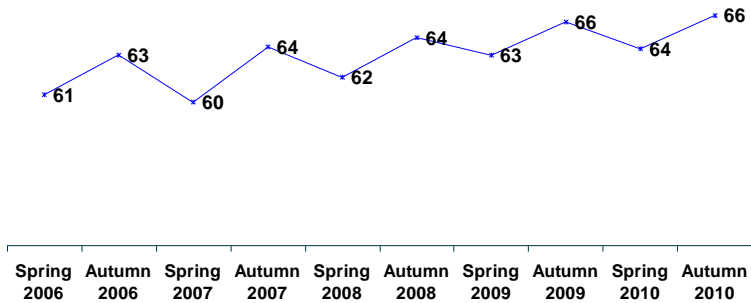


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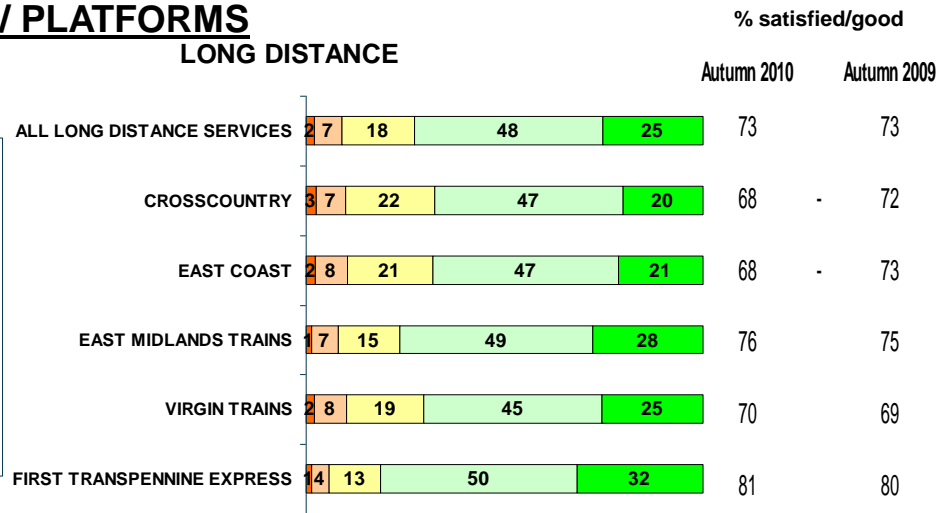
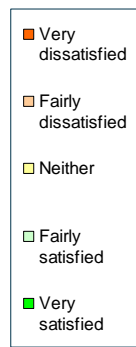
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS

NATIONAL TREND

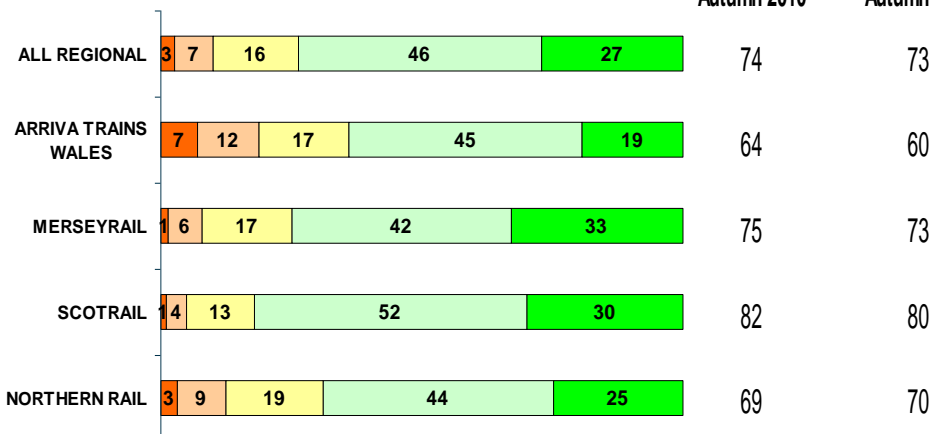


LONG DISTANCE



REGIONAL SERVICES

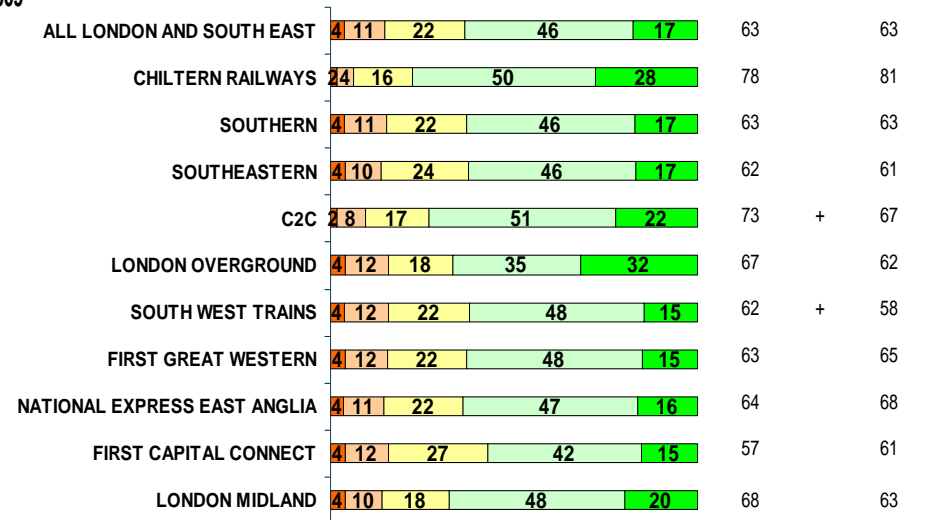
% satisfied/good
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LONDON AND SOUTH EAST

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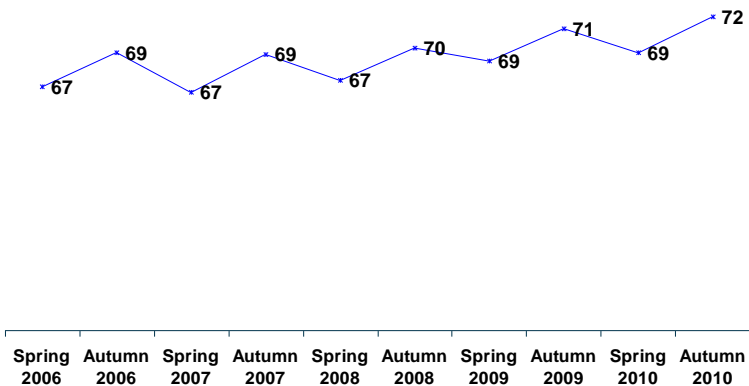


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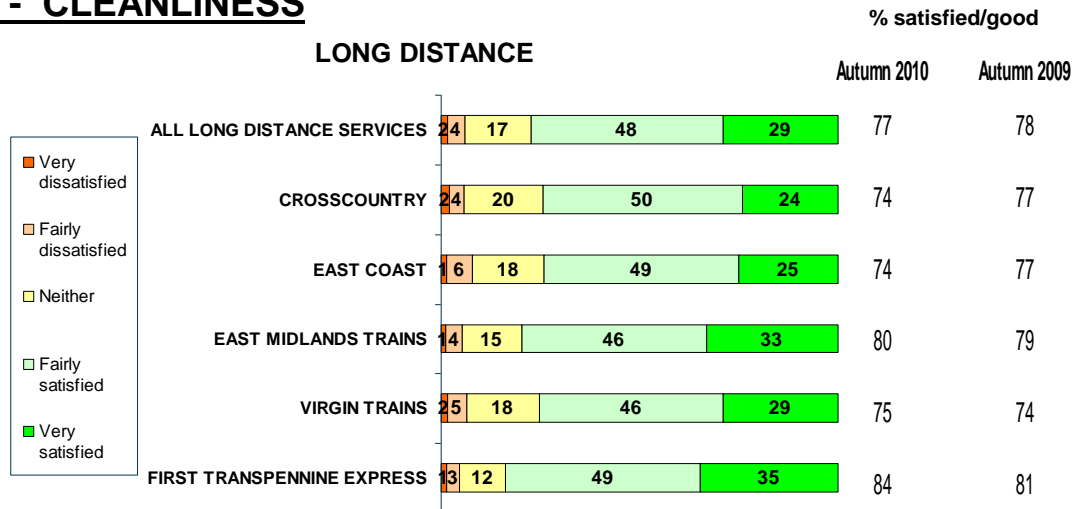
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - CLEANLINESS

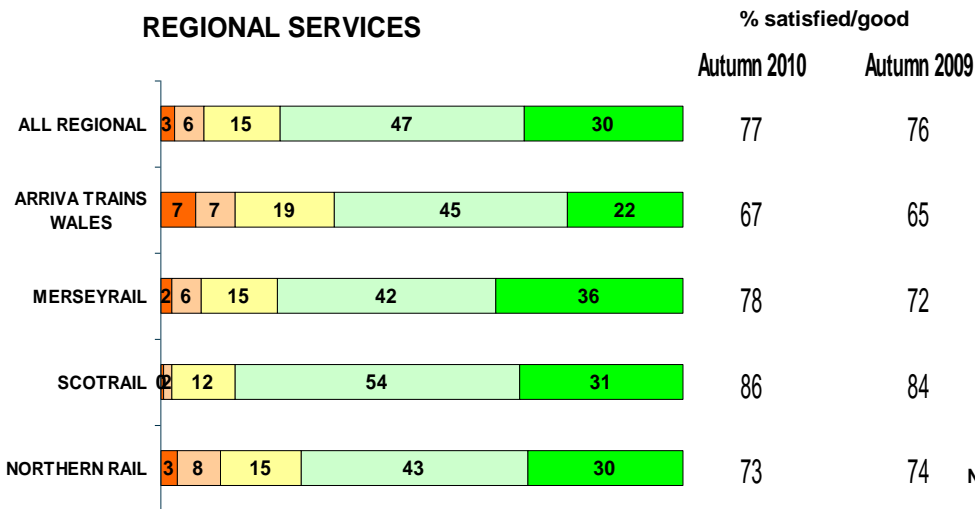
NATIONAL TREND



LONG DISTANCE

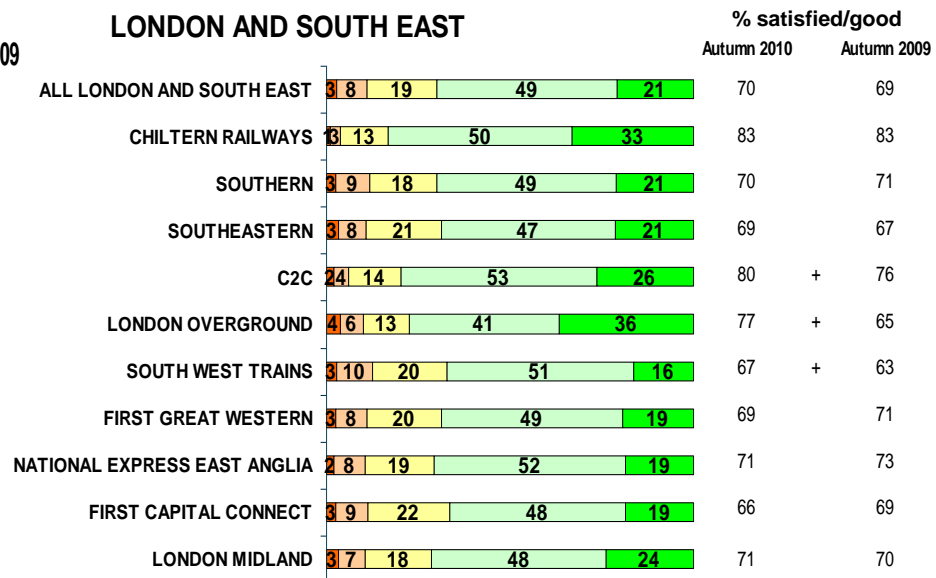


REGIONAL SERVICES



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LONDON AND SOUTH EAST

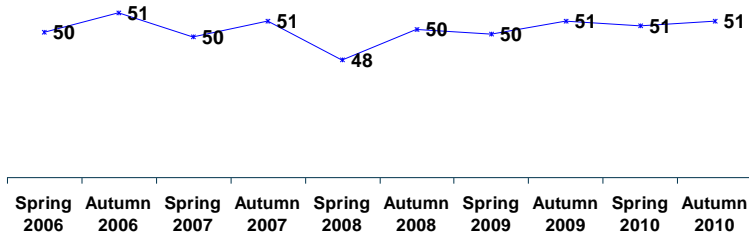


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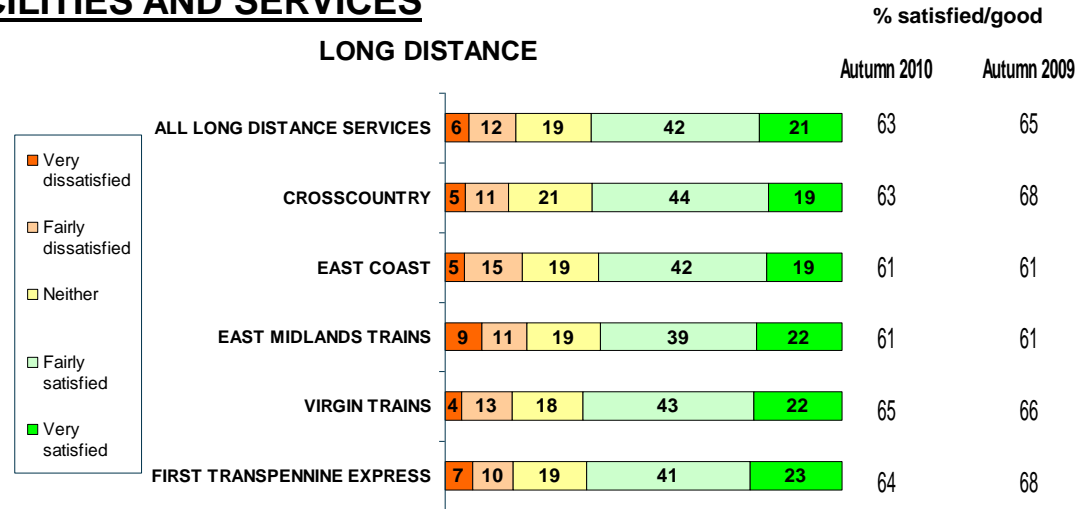
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - FACILITIES AND SERVICES

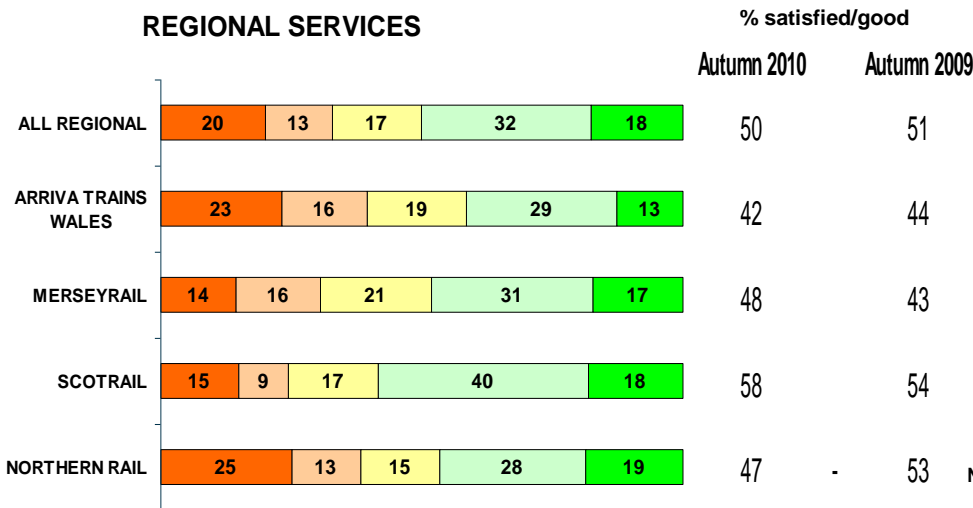
NATIONAL TREND



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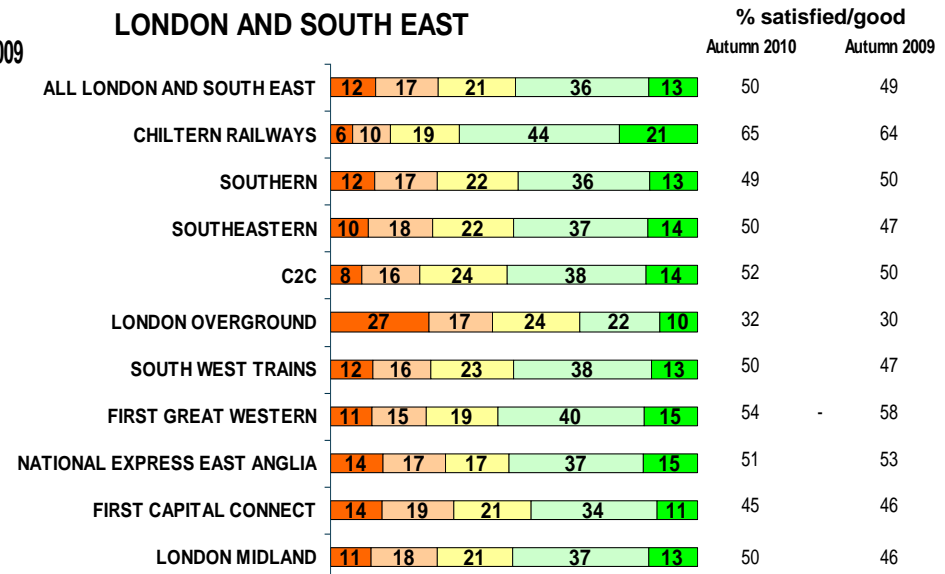


REGIONAL SERVICES



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LONDON AND SOUTH EAST

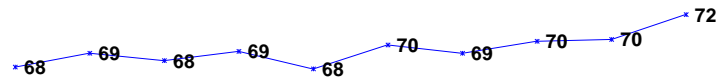


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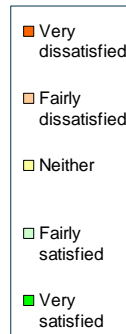
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF

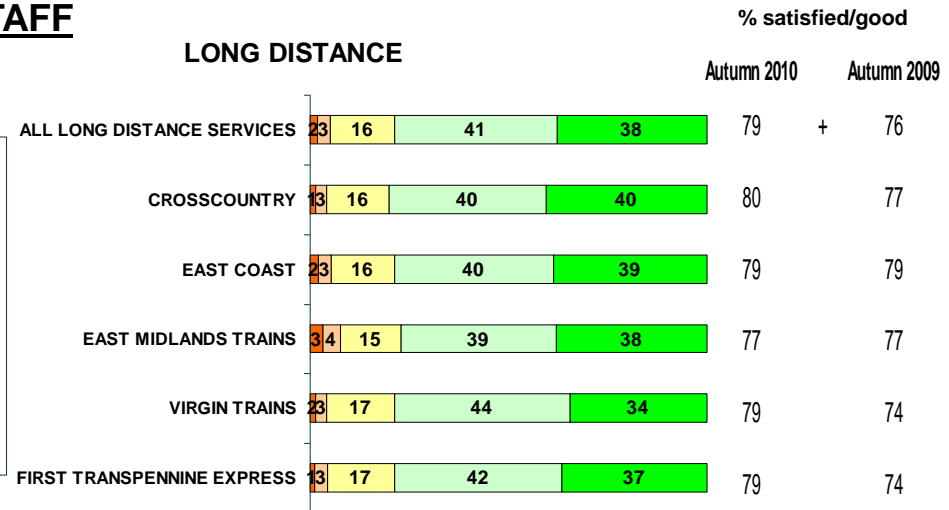
NATIONAL TREND



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

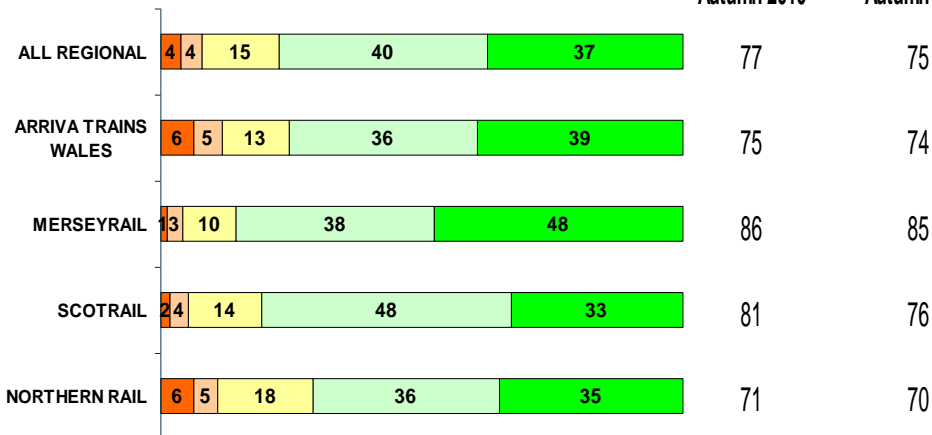


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REGIONAL SERVICES

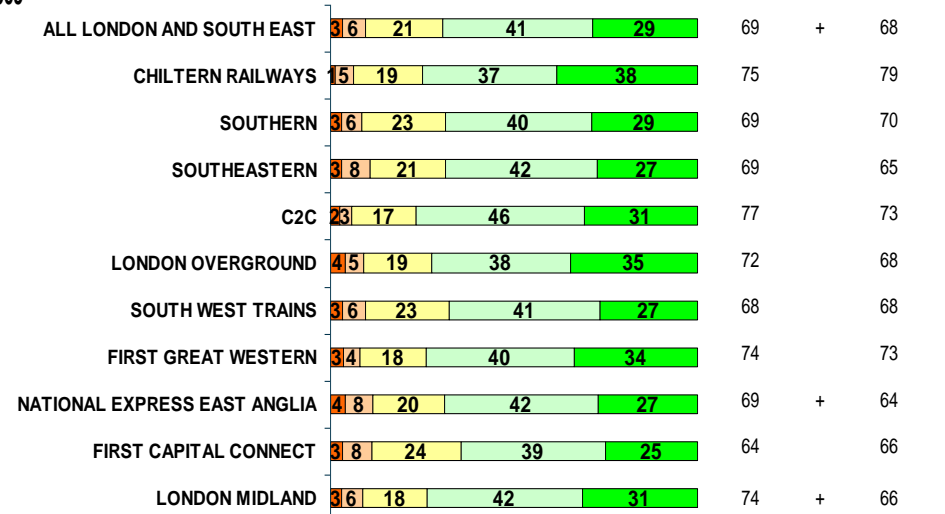
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LONDON AND SOUTH EAST

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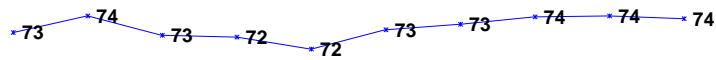


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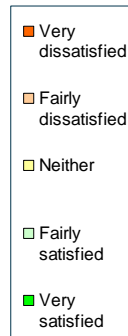
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT

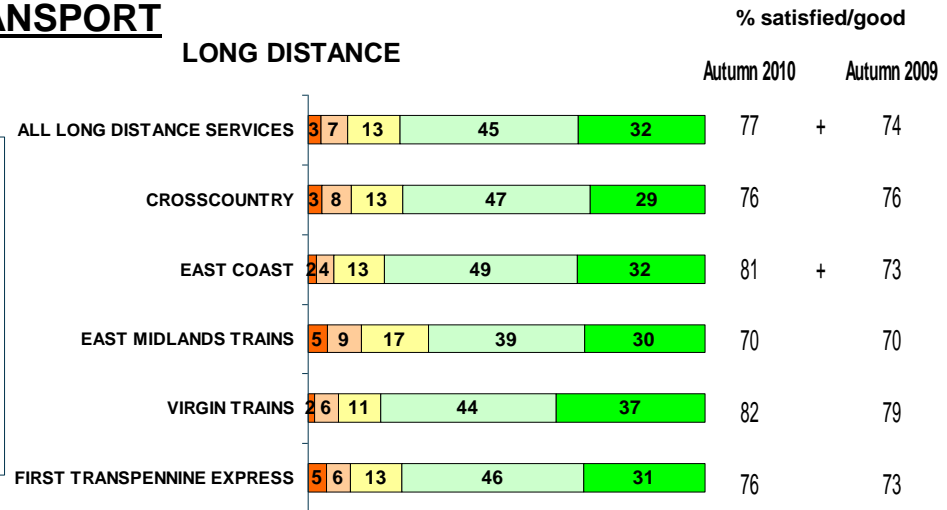
NATIONAL TREND



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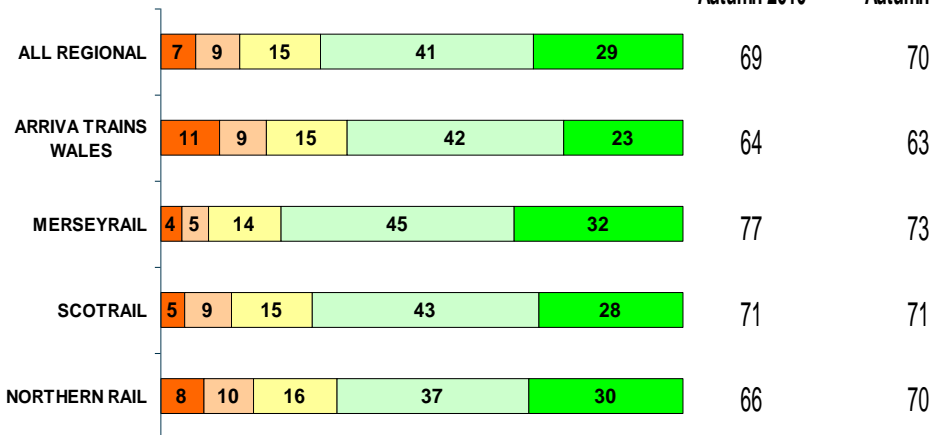


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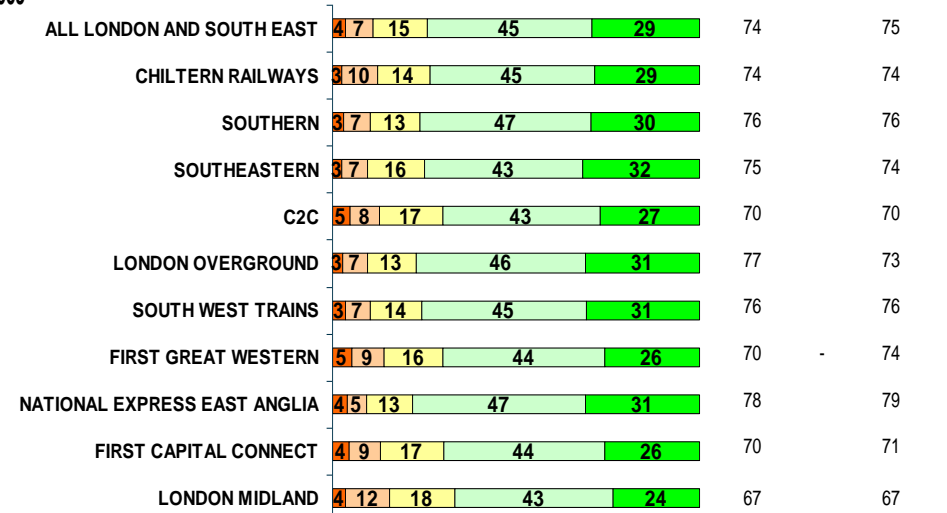
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LONDON AND SOUTH EAST

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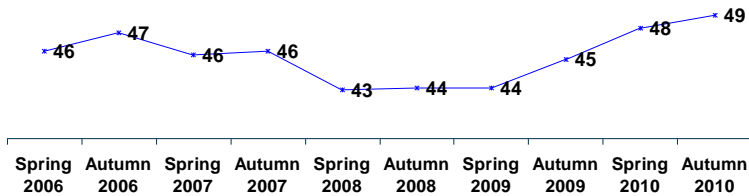


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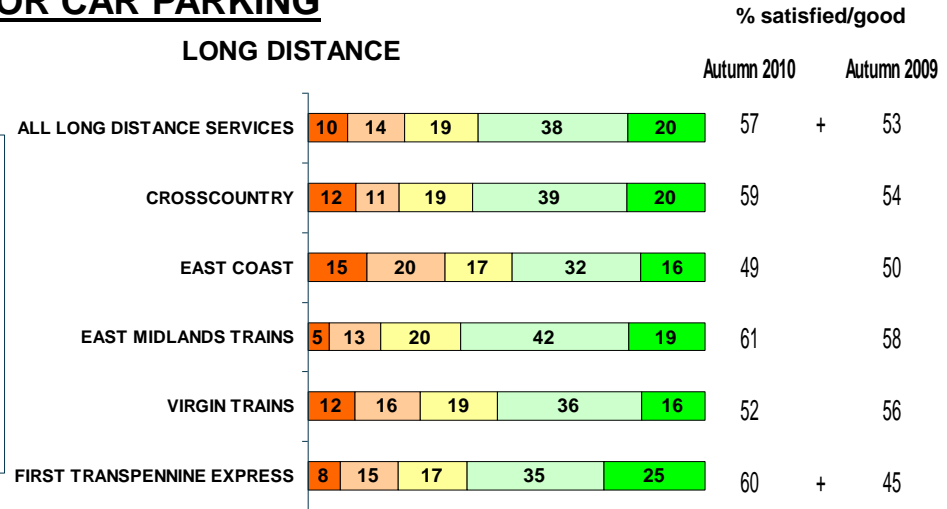
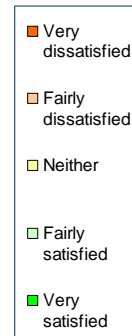
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - FACILITIES FOR CAR PARKING

NATIONAL TREND

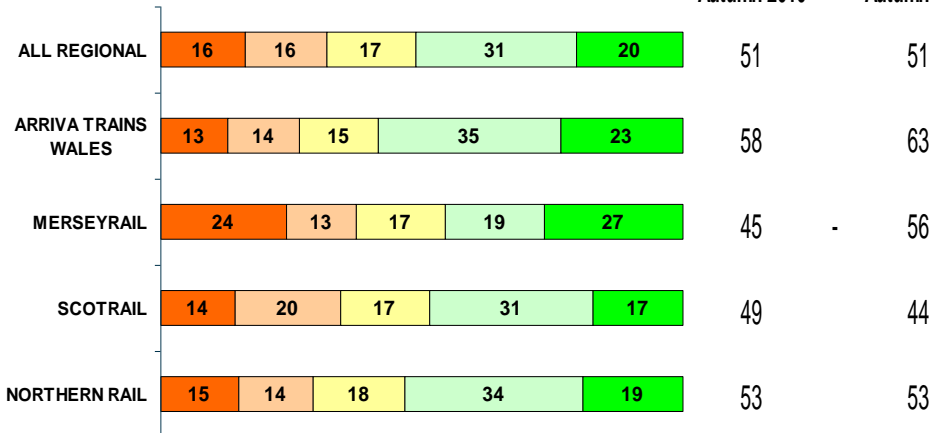


LONG DISTANCE



REGIONAL SERVICES

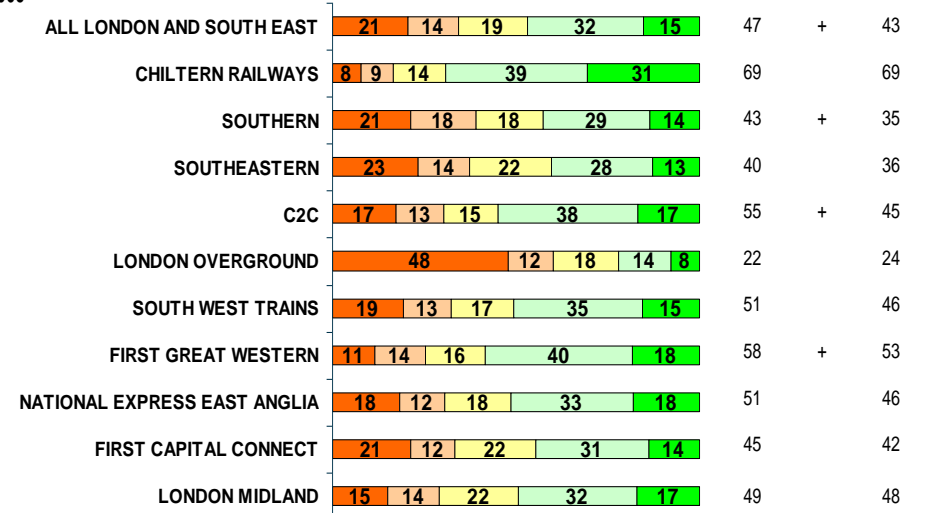
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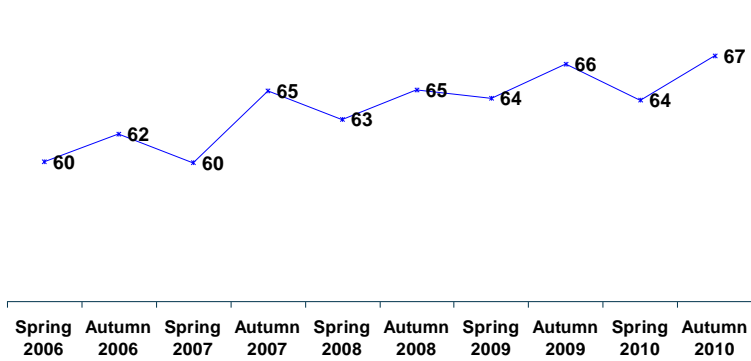


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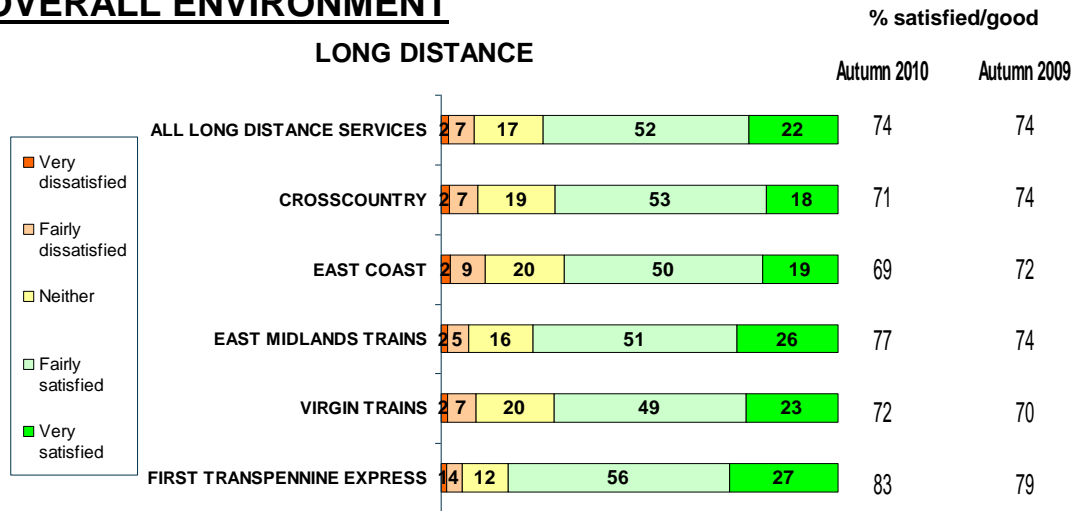
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE OVERALL ENVIRONMENT

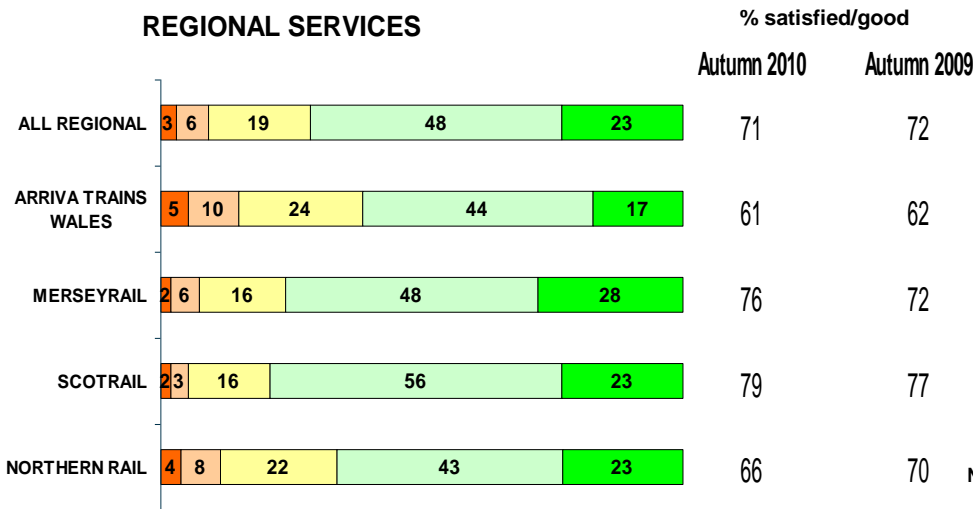
NATIONAL TREND



LONG DISTANCE

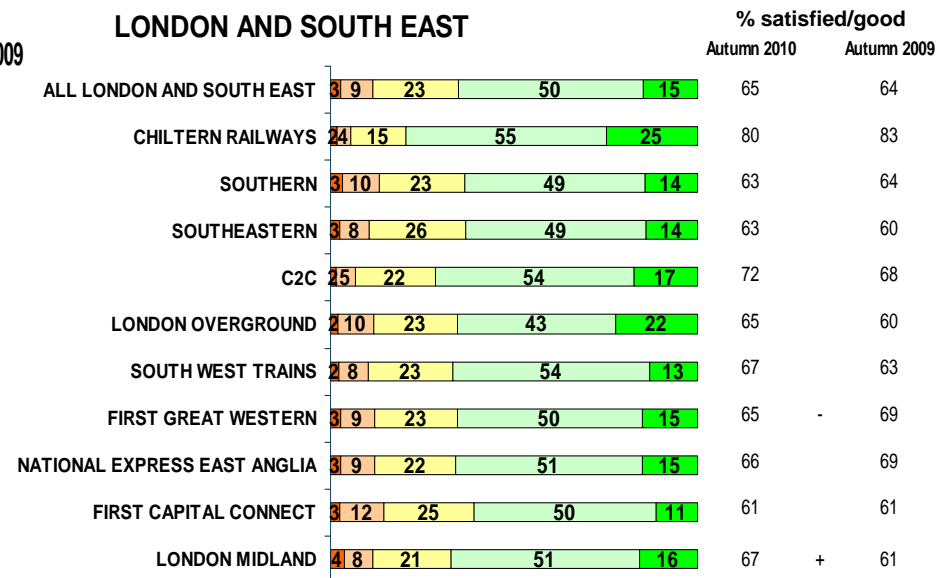


REGIONAL SERVICES



+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

LONDON AND SOUTH EAST



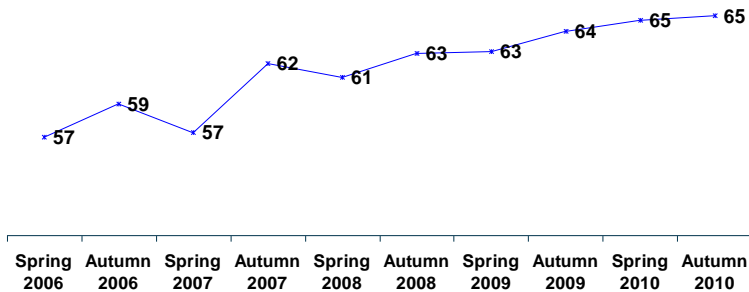
NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

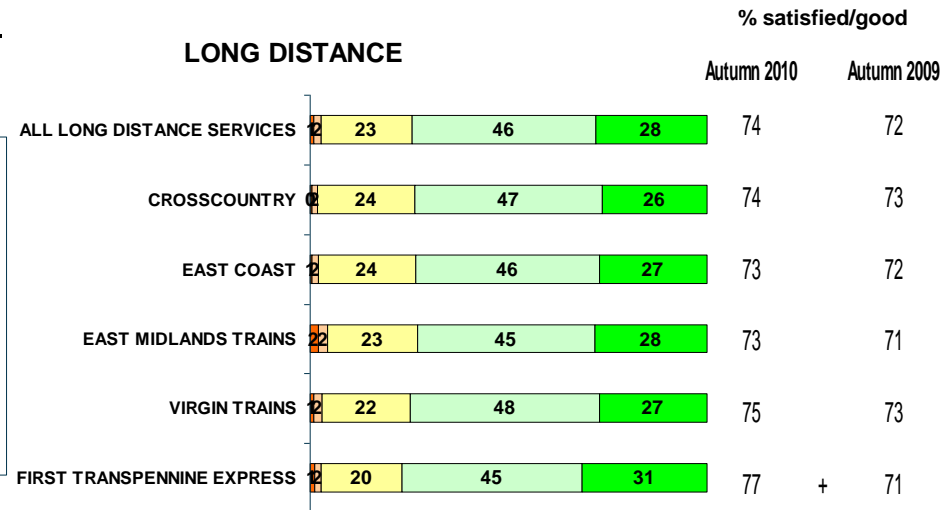
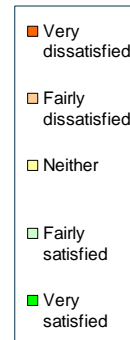
STATION - YOUR PERSONAL SECURITY WHILST

USING

NATIONAL TREND

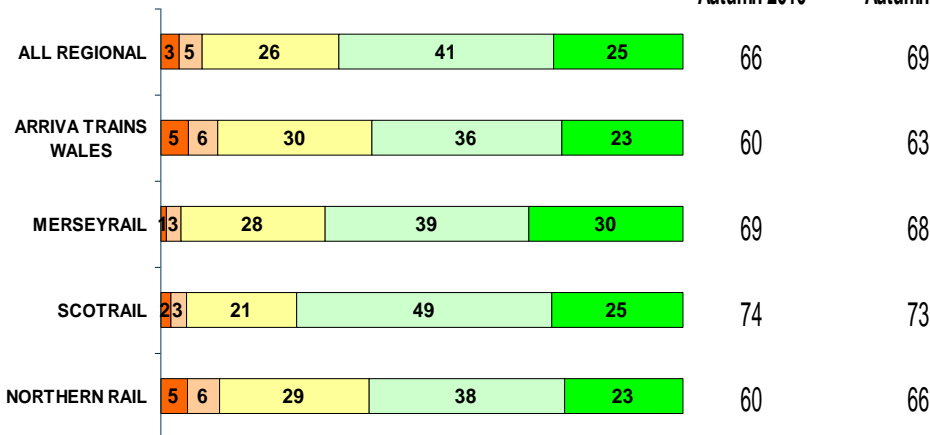


LONG DISTANCE



REGIONAL SERVICES

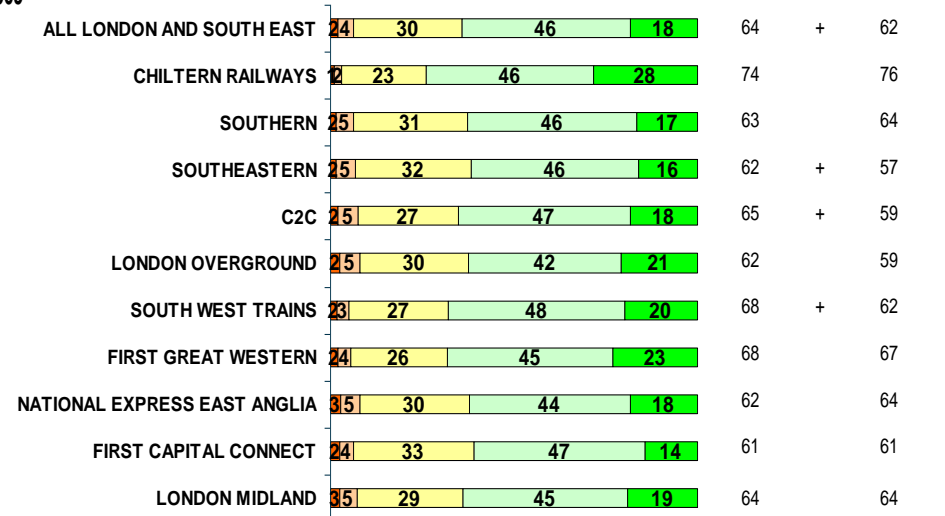
% satisfied/good
Autumn 2010 Autumn 2009



+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

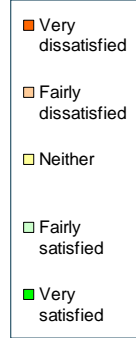
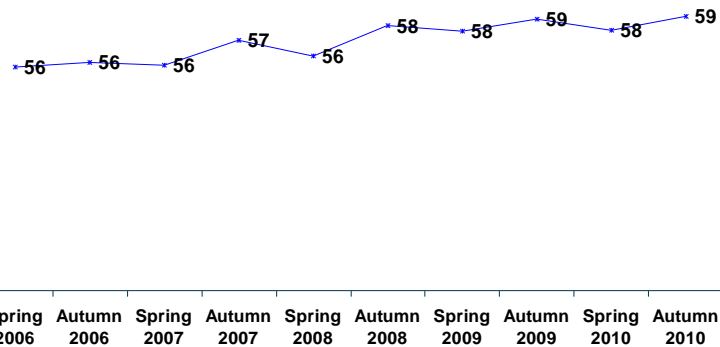


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

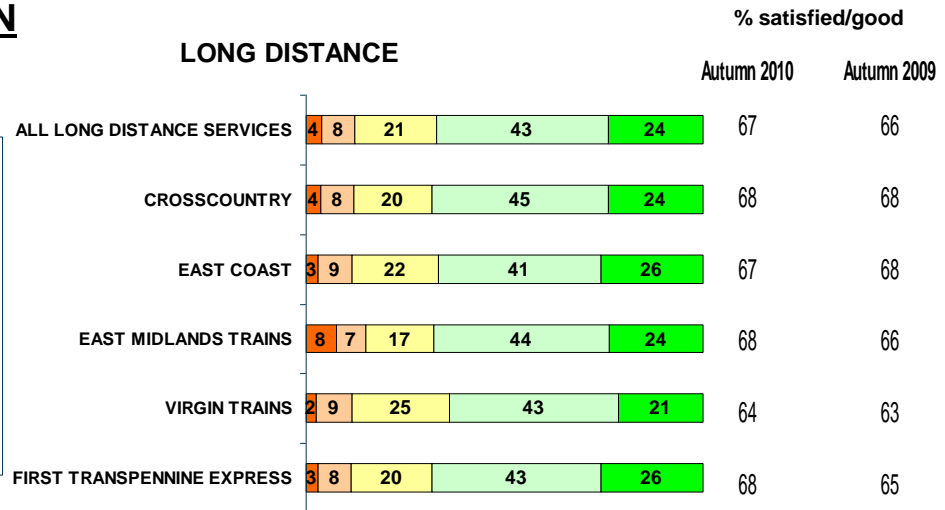
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - THE AVAILABILITY OF STAFF AT THE STATION

NATIONAL TREND

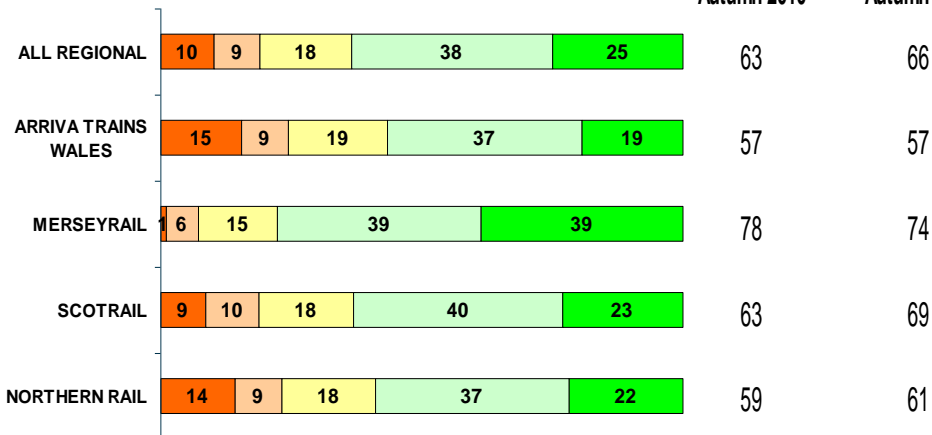


LONG DISTANCE



REGIONAL SERVICES

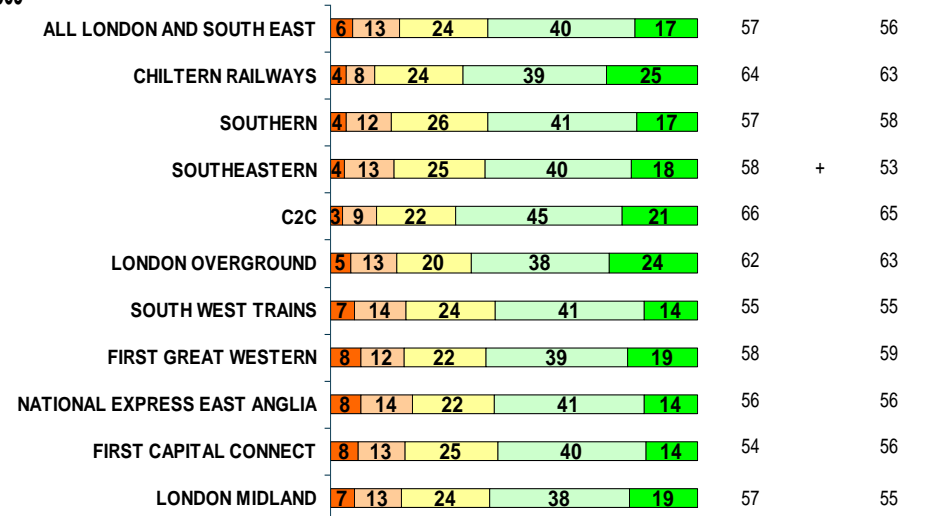
% satisfied/good
Autumn 2010 Autumn 2009



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at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

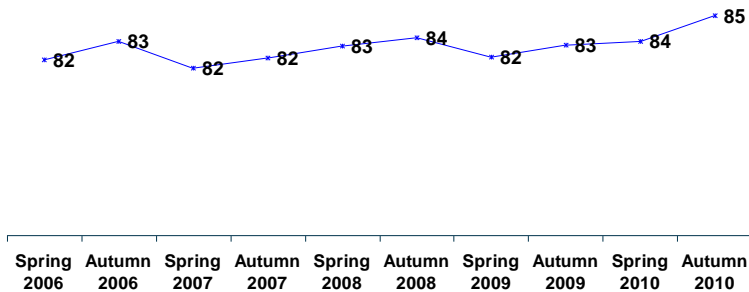


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

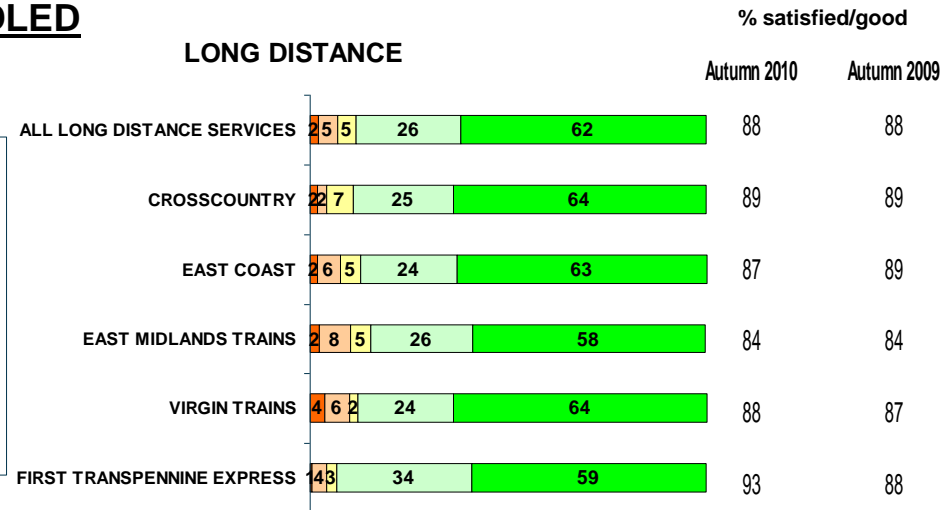
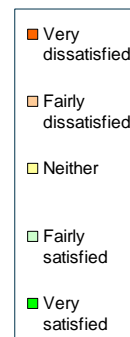
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

STATION - HOW REQUEST TO STATION STAFF WAS HANDLED

NATIONAL TREND

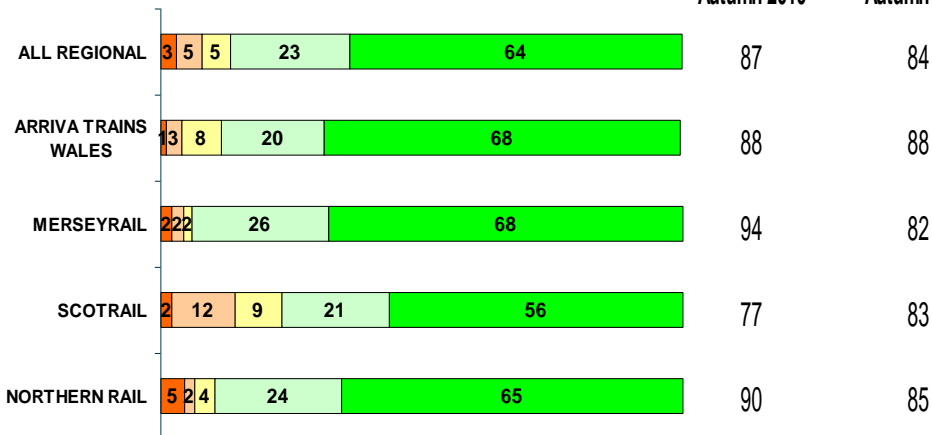


LONG DISTANCE



REGIONAL SERVICES

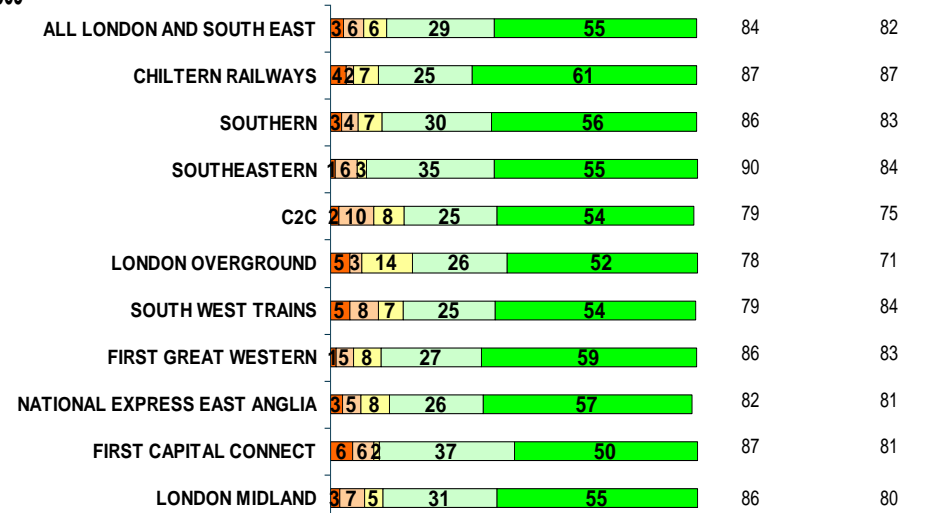
% satisfied/good
Autumn 2010 Autumn 2009



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- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

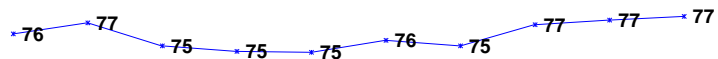


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

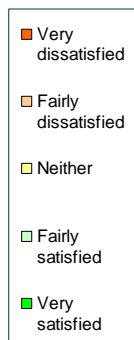
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE

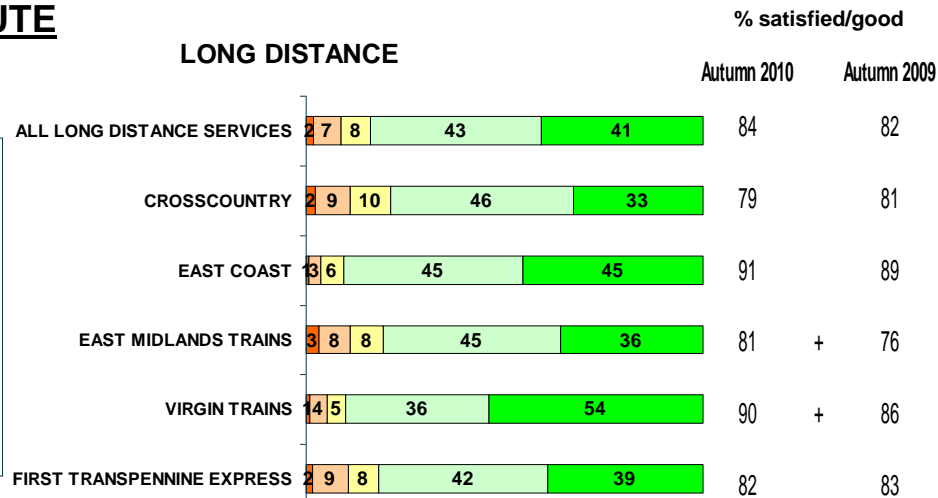
NATIONAL TREND



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



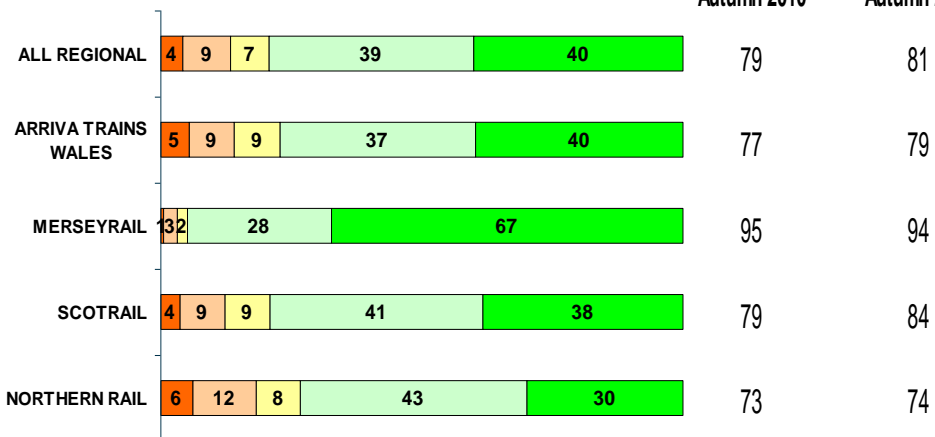
LONG DISTANCE



REGIONAL SERVICES

% satisfied/good

Autumn 2010 Autumn 2009

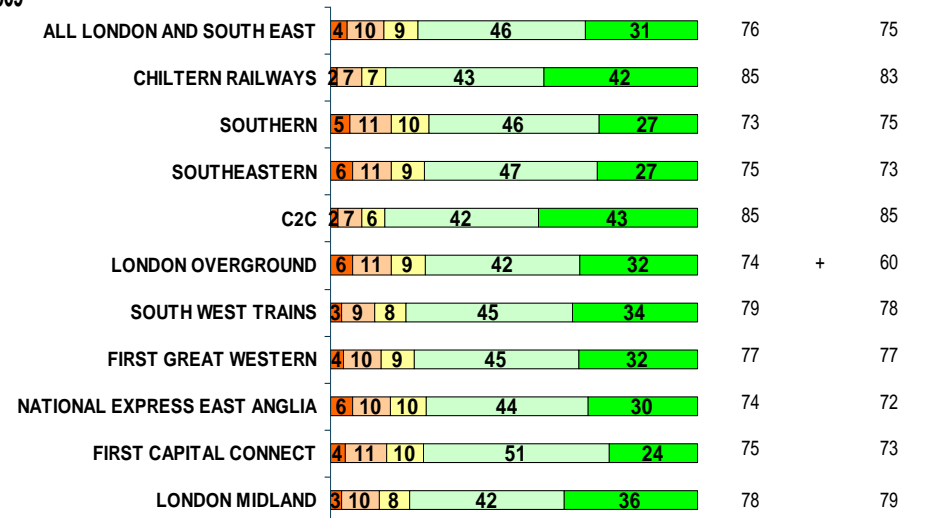


+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good

Autumn 2010 Autumn 2009

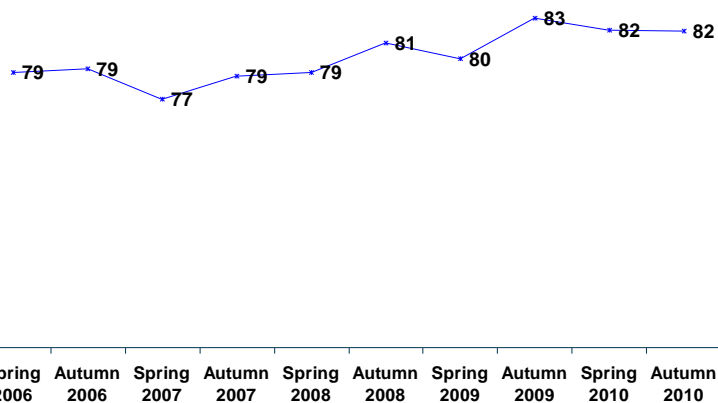


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

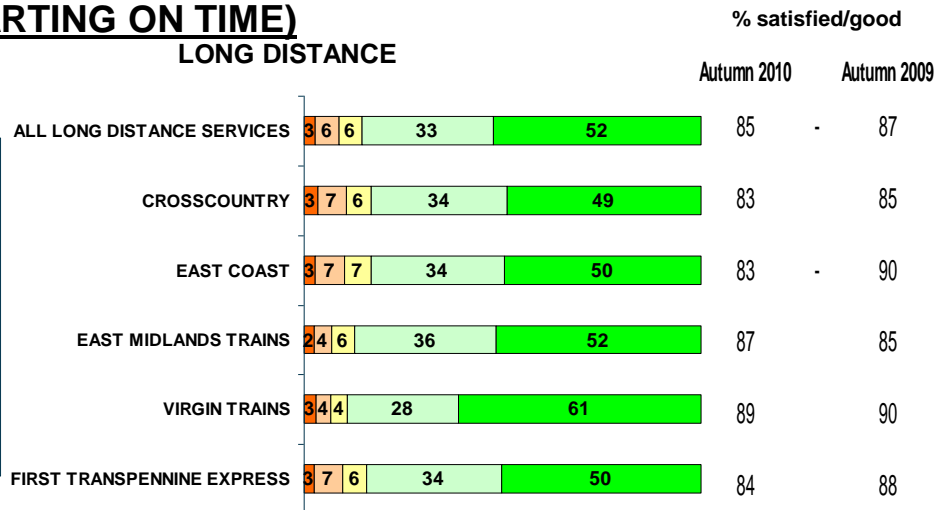
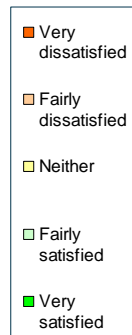
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)

NATIONAL TREND



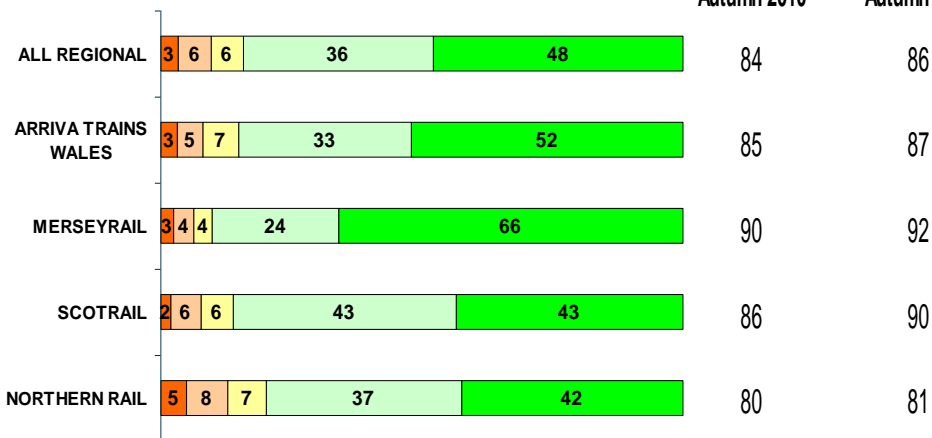
LONG DISTANCE



REGIONAL SERVICES

% satisfied/good

Autumn 2010 Autumn 2009

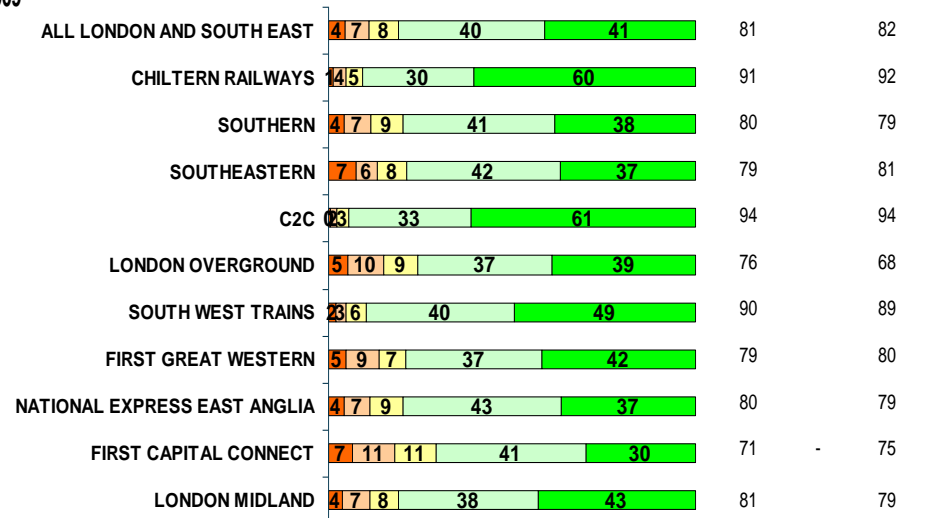


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 at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good

Autumn 2010 Autumn 2009

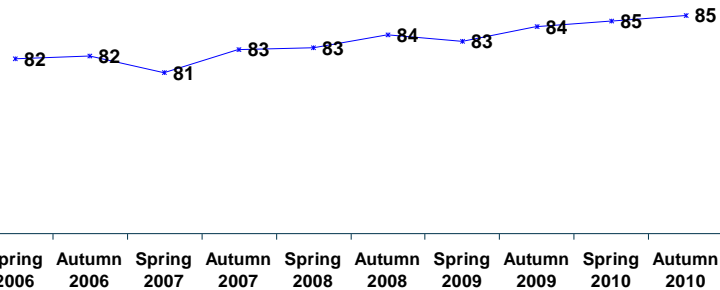


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

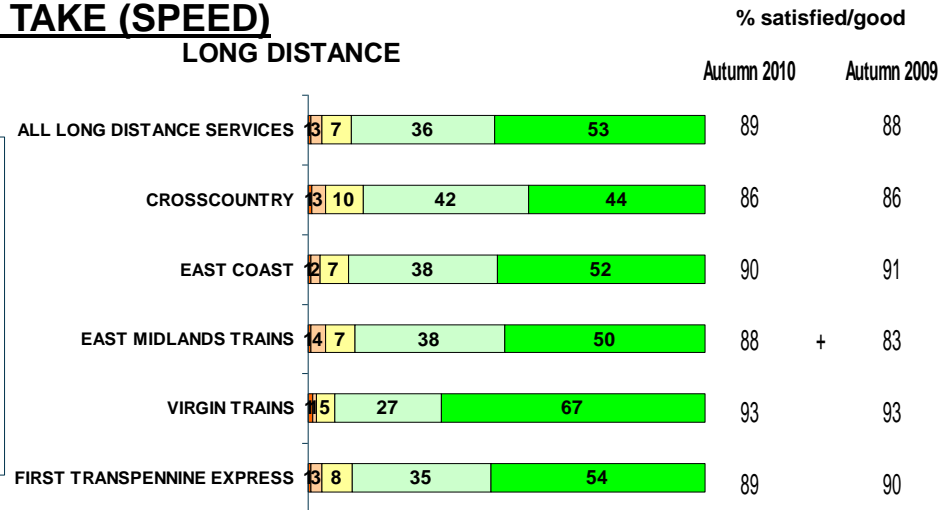
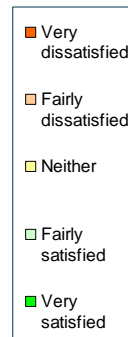
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)

NATIONAL TREND

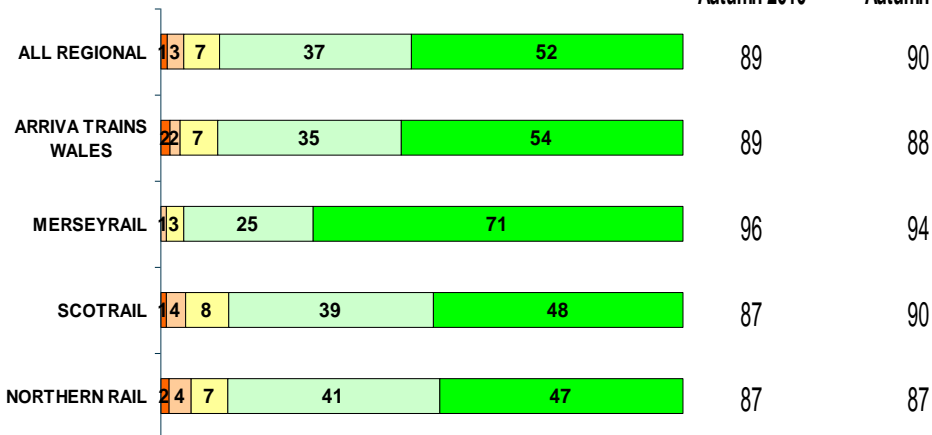


LONG DISTANCE



REGIONAL SERVICES

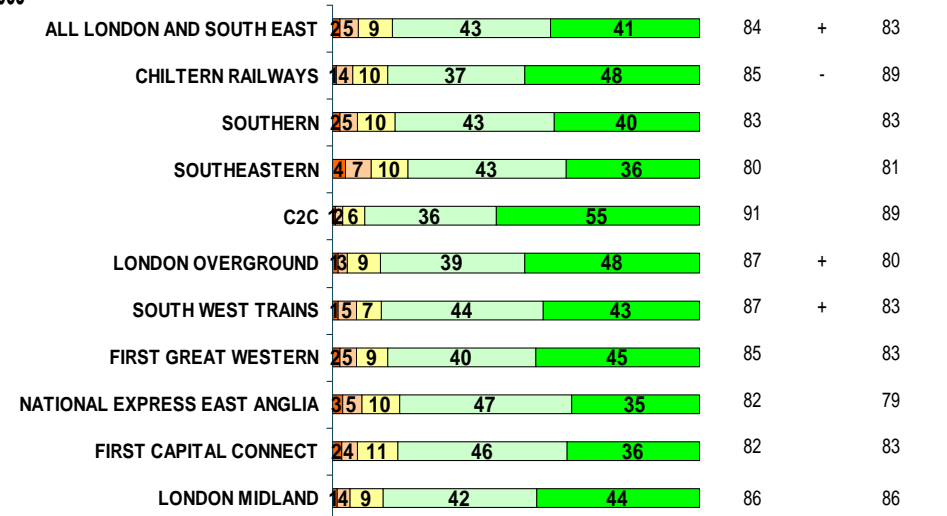
% satisfied/good
Autumn 2010 Autumn 2009



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at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009



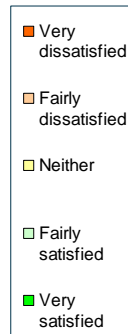
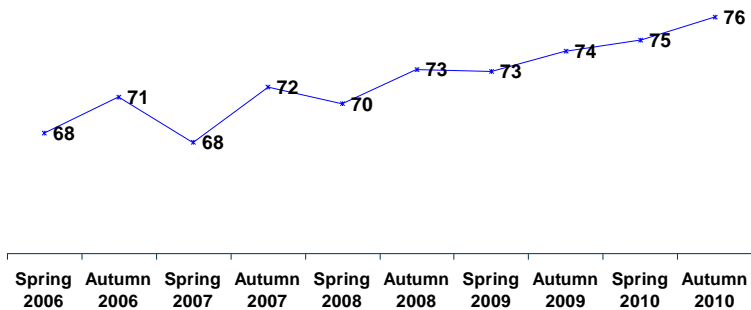
NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

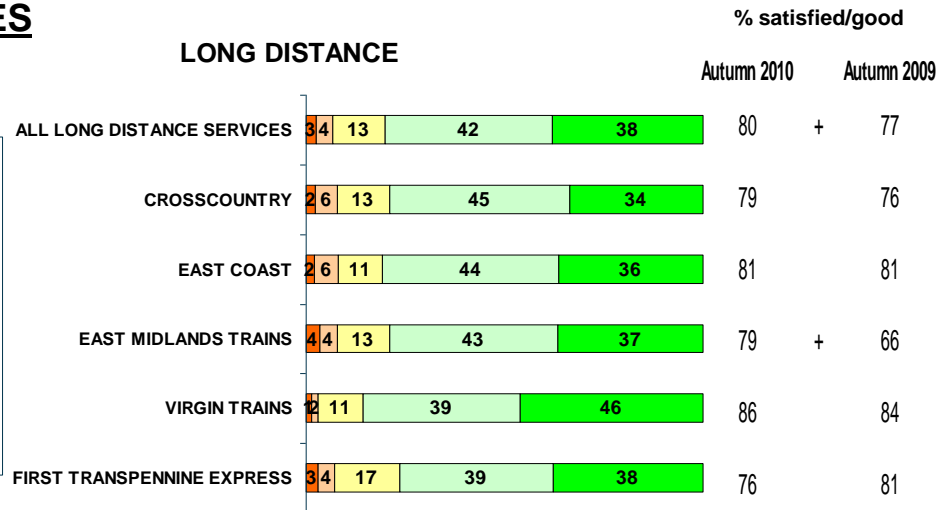
TRAIN - CONNECTIONS WITH OTHER TRAIN

SERVICES

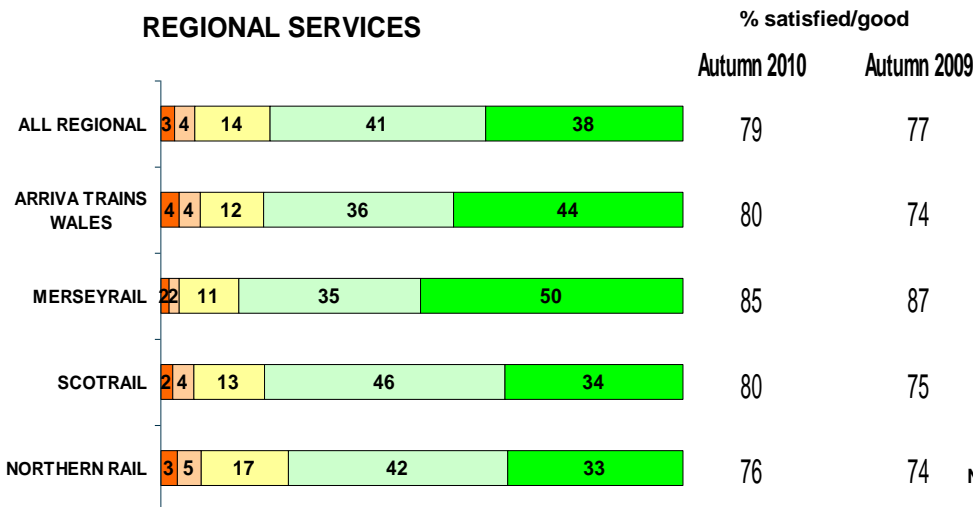
NATIONAL TREND



LONG DISTANCE

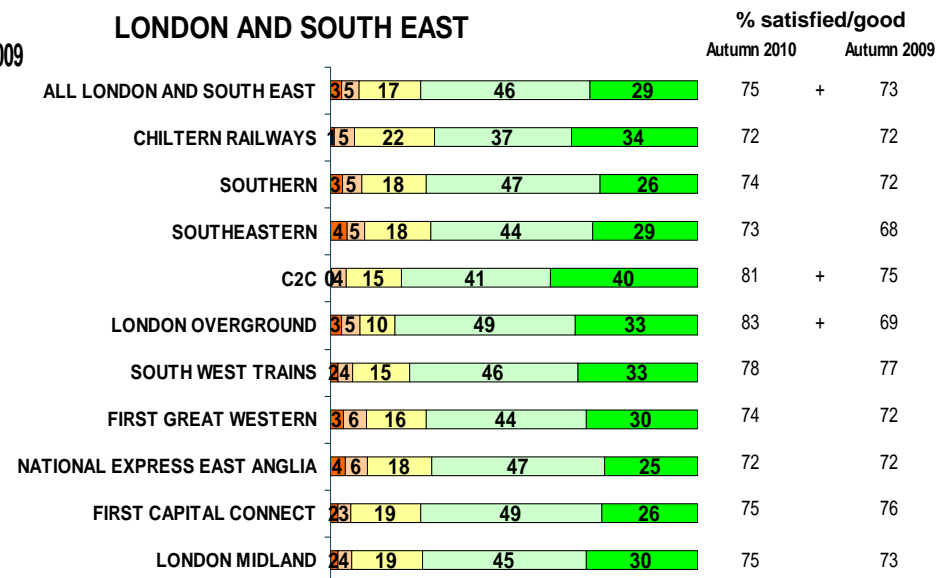


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

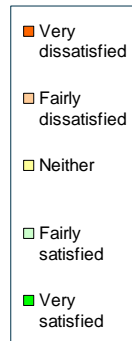
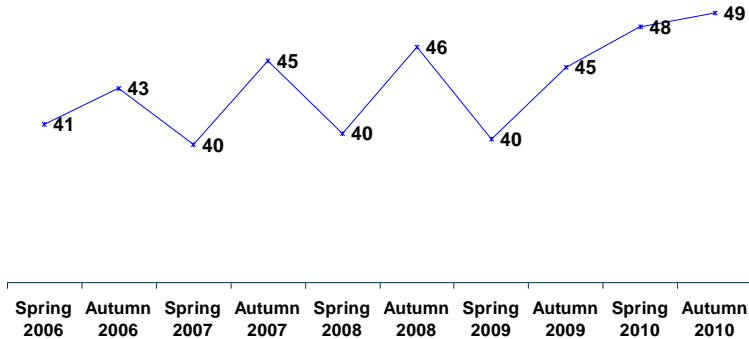


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

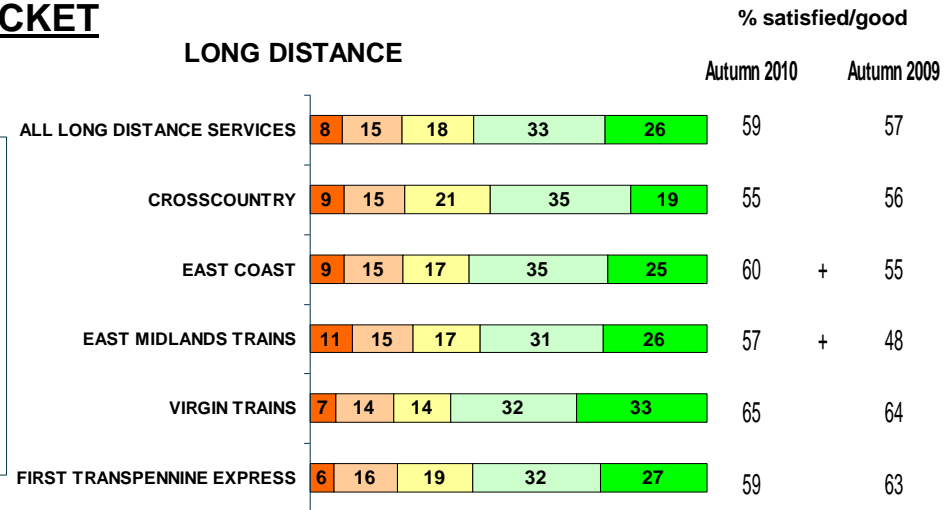
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET

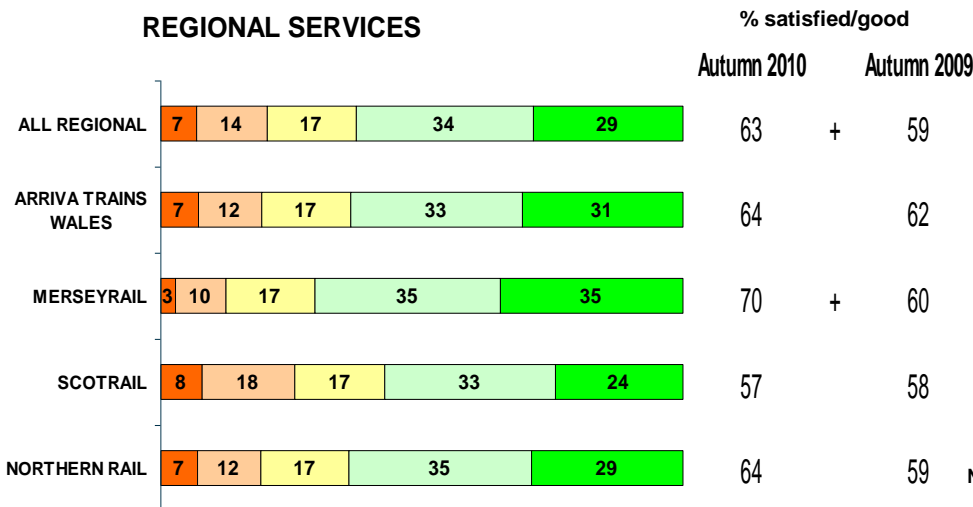
NATIONAL TREND



LONG DISTANCE

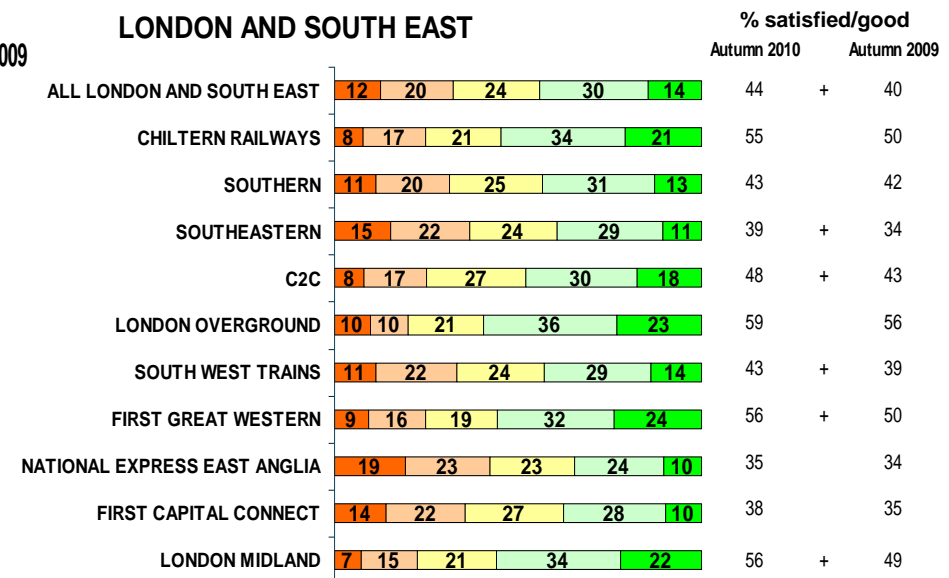


REGIONAL SERVICES



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LONDON AND SOUTH EAST

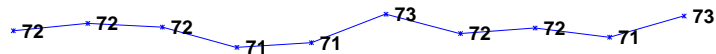


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

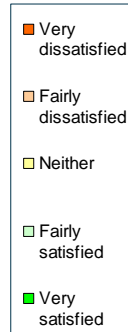
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - CLEANLINESS OF THE TRAIN

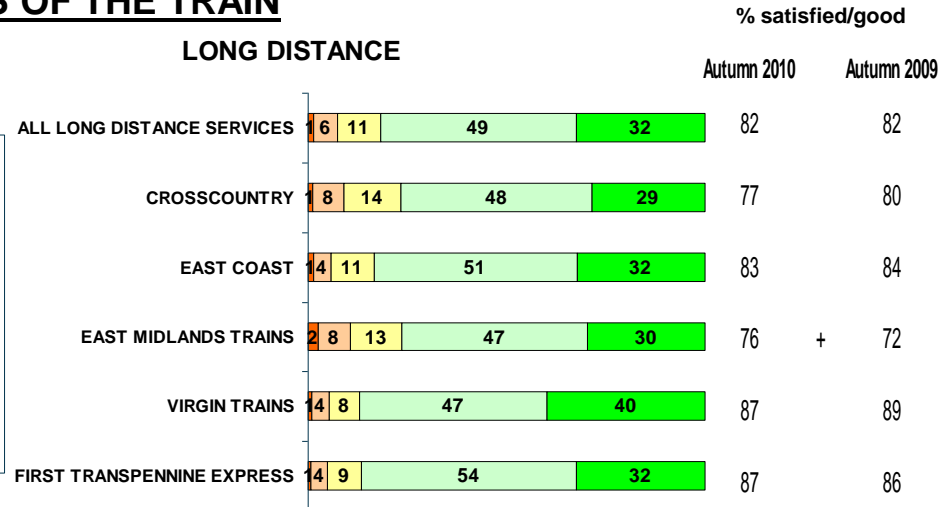
NATIONAL TREND



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

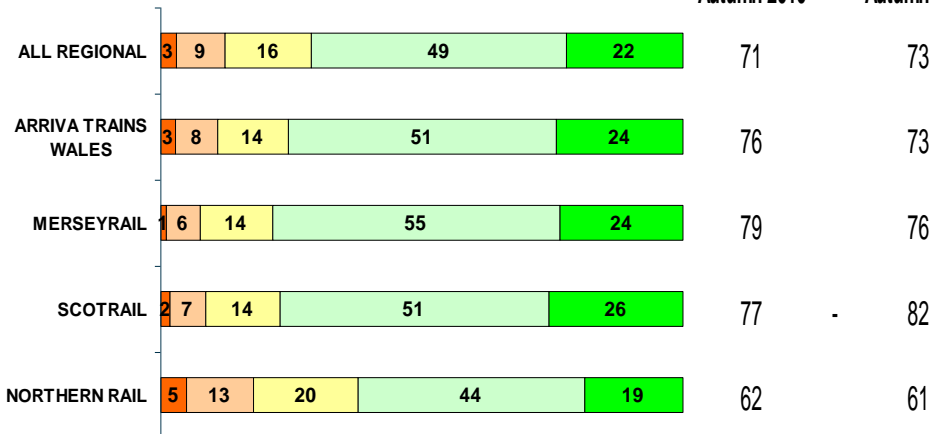


LONG DISTANCE



REGIONAL SERVICES

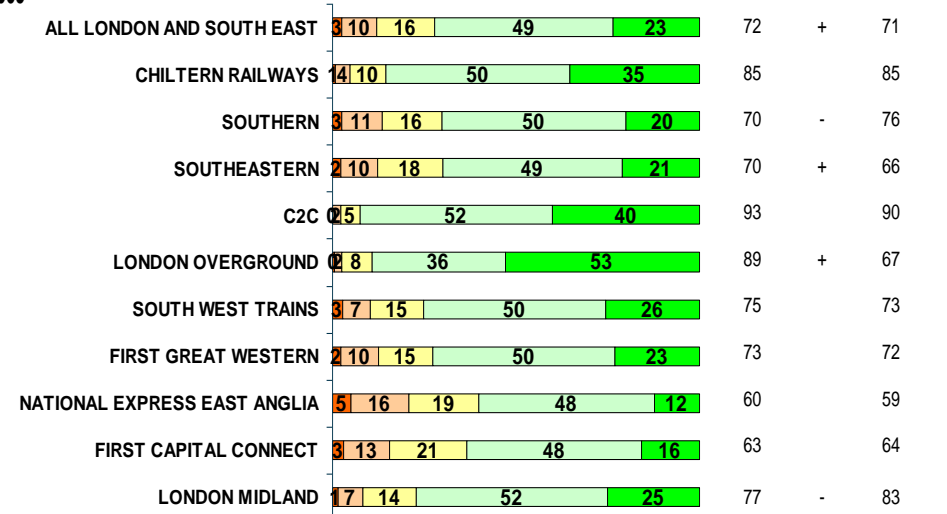
% satisfied/good
Autumn 2010 Autumn 2009



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at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

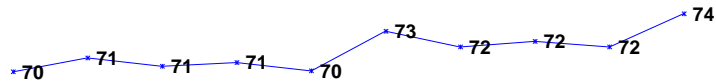


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

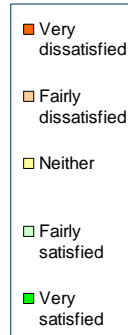
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - UP KEEP AND REPAIR OF THE TRAIN

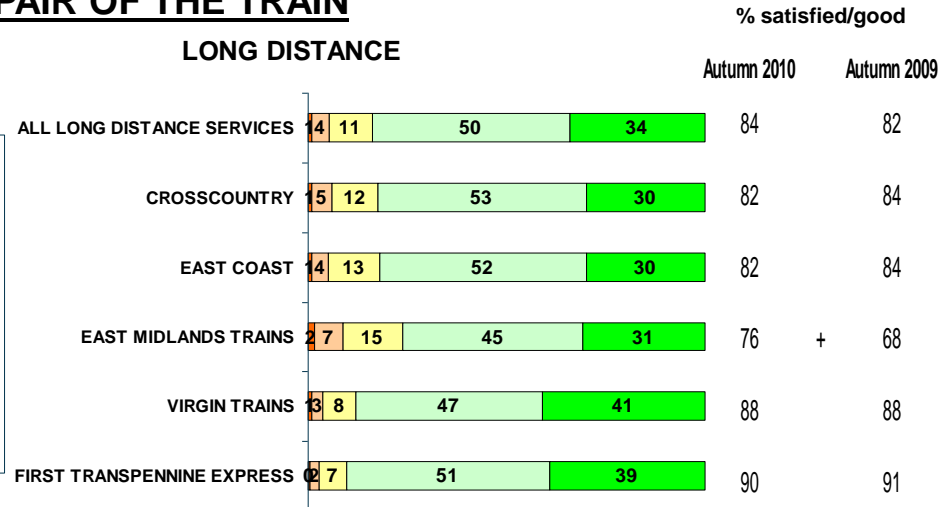
NATIONAL TREND



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

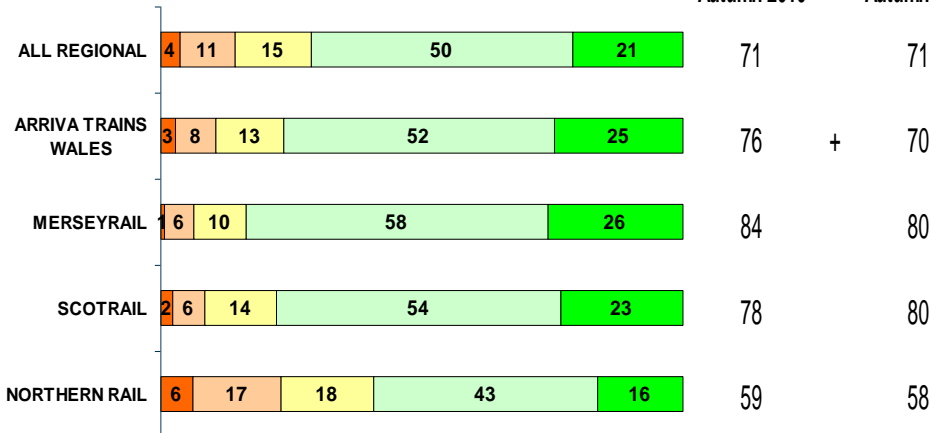


LONG DISTANCE



REGIONAL SERVICES

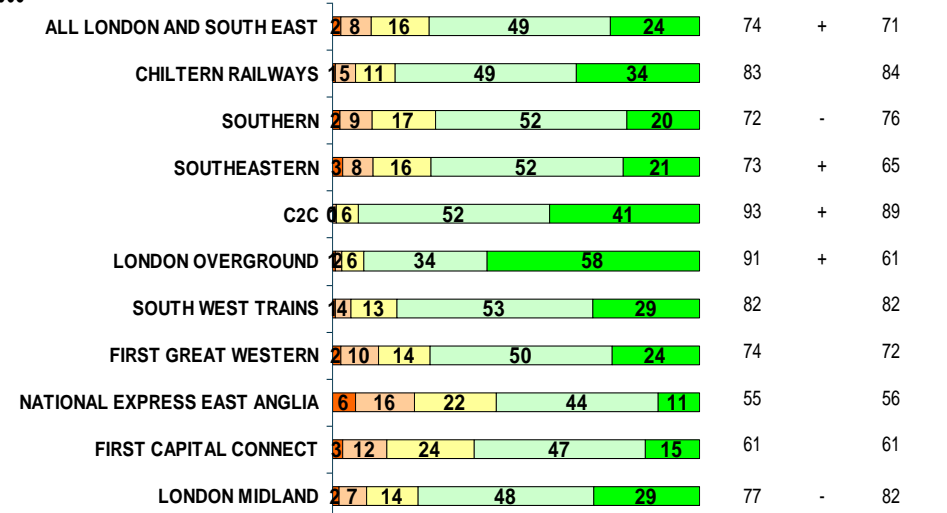
% satisfied/good
Autumn 2010 Autumn 2009



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LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

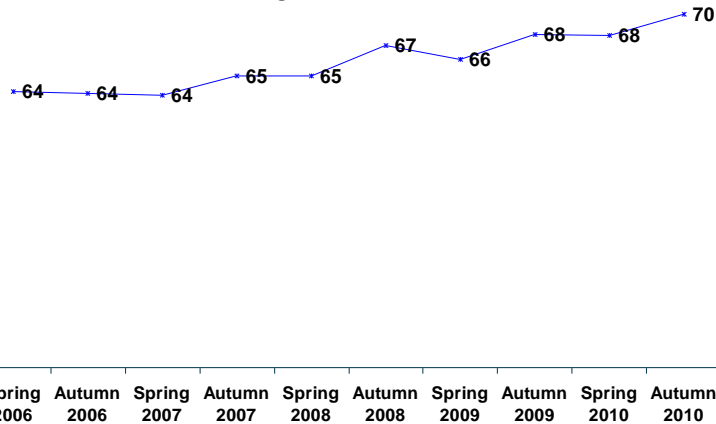


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

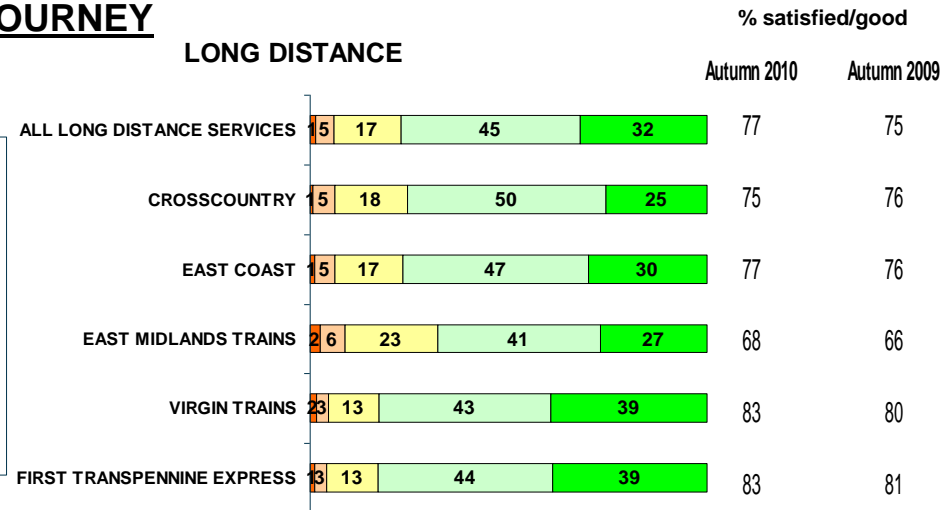
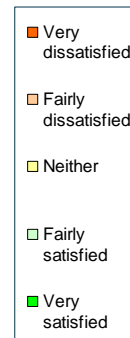
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY

NATIONAL TREND

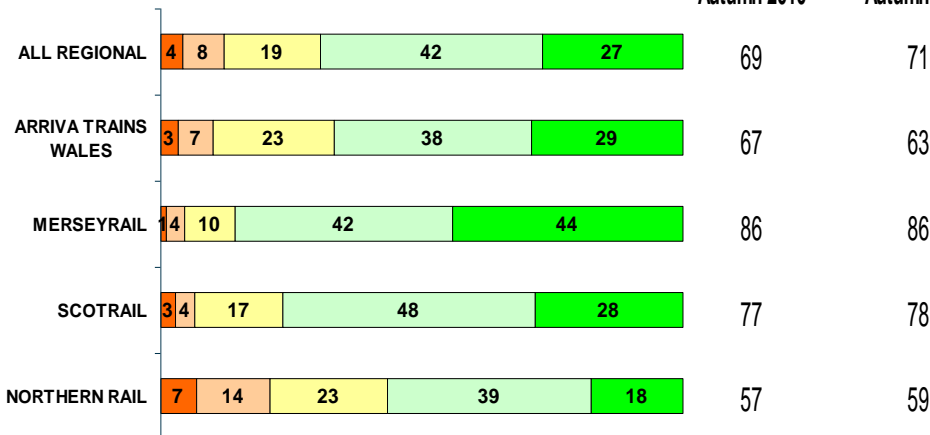


LONG DISTANCE



REGIONAL SERVICES

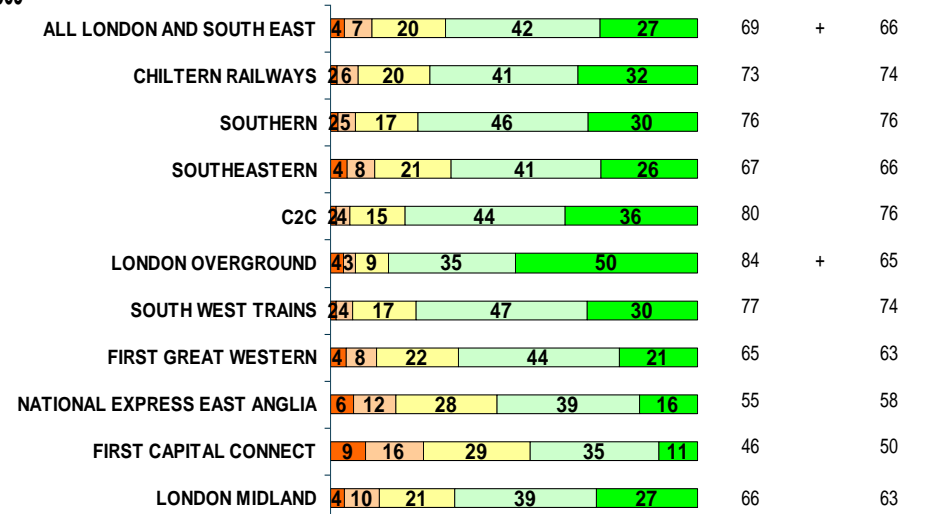
% satisfied/good
Autumn 2010 Autumn 2009



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LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

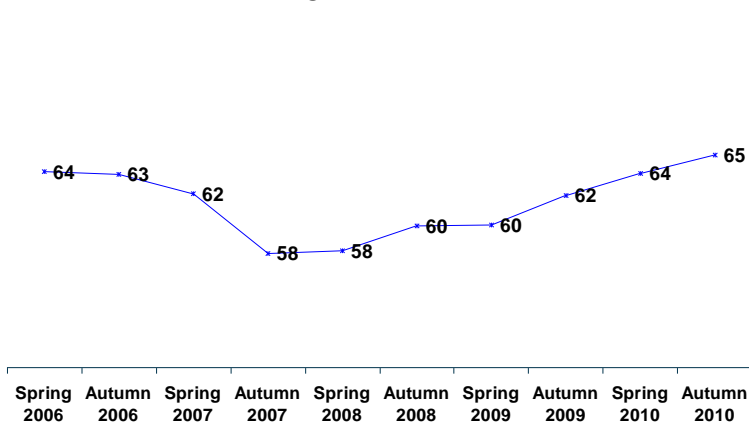


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

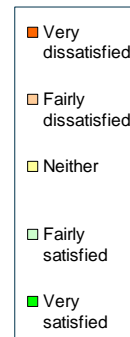
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN

NATIONAL TREND

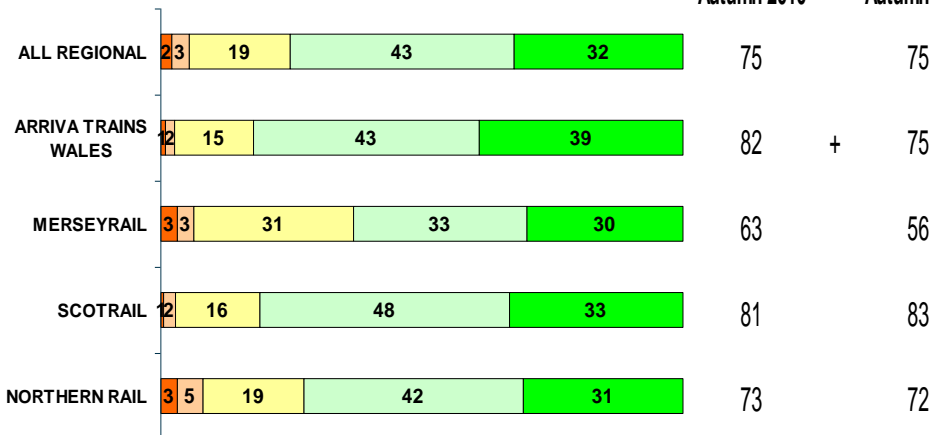


LONG DISTANCE



REGIONAL SERVICES

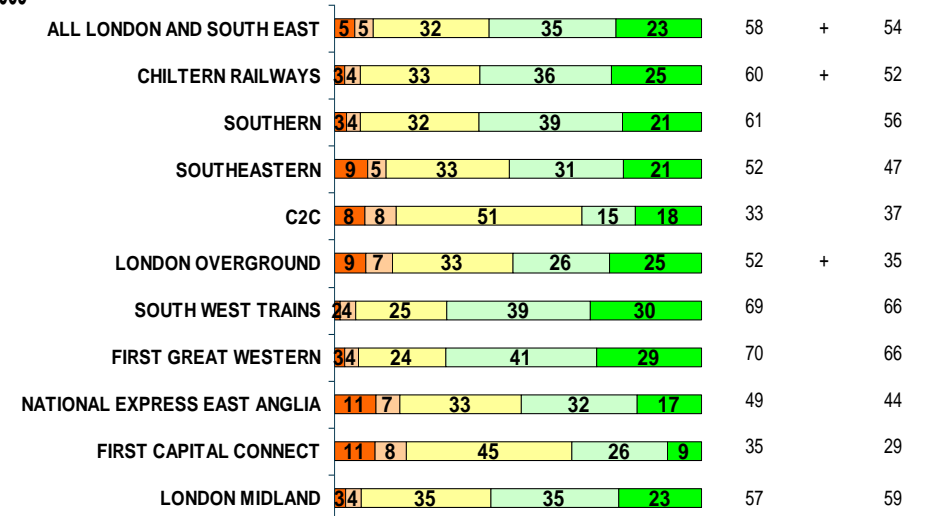
% satisfied/good
Autumn 2010 Autumn 2009



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LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

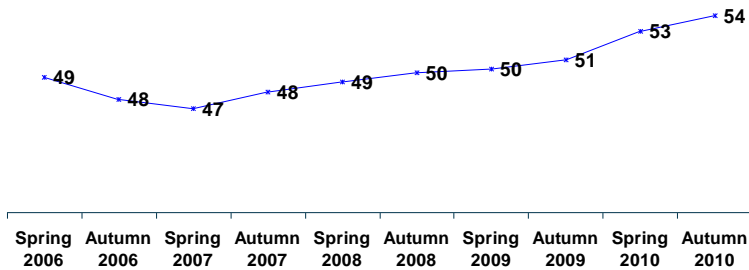


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

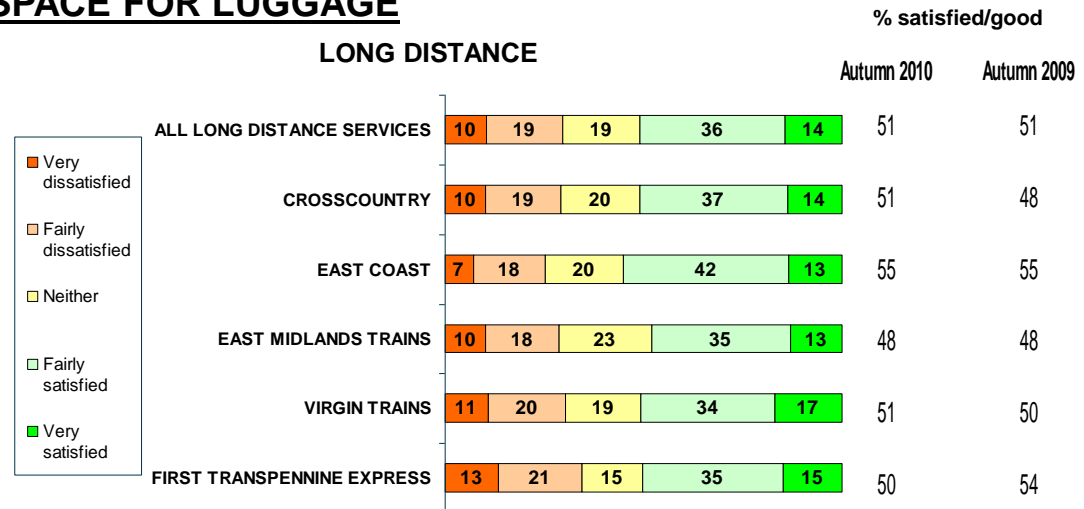
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE SPACE FOR LUGGAGE

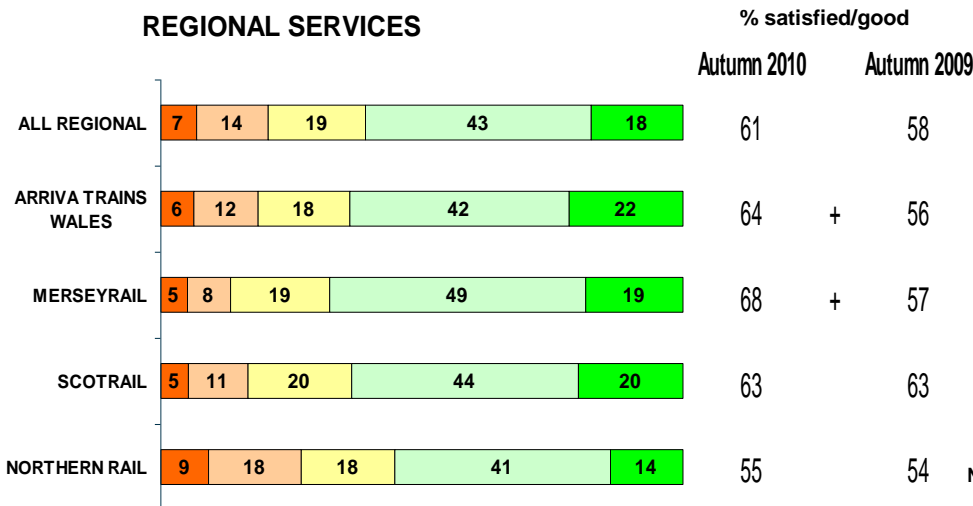
NATIONAL TREND



LONG DISTANCE

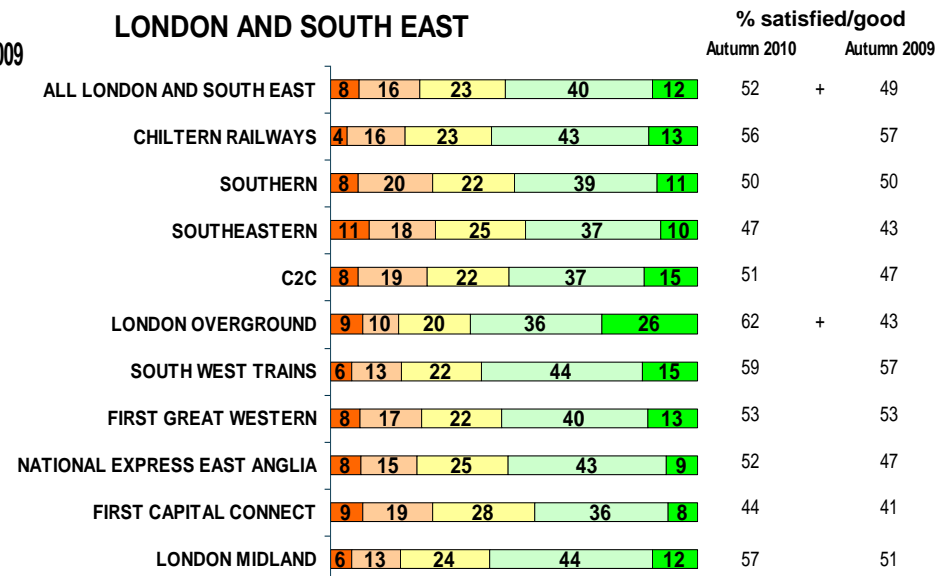


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

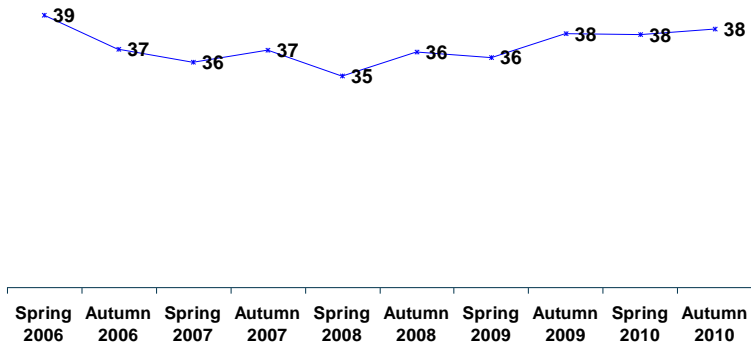


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

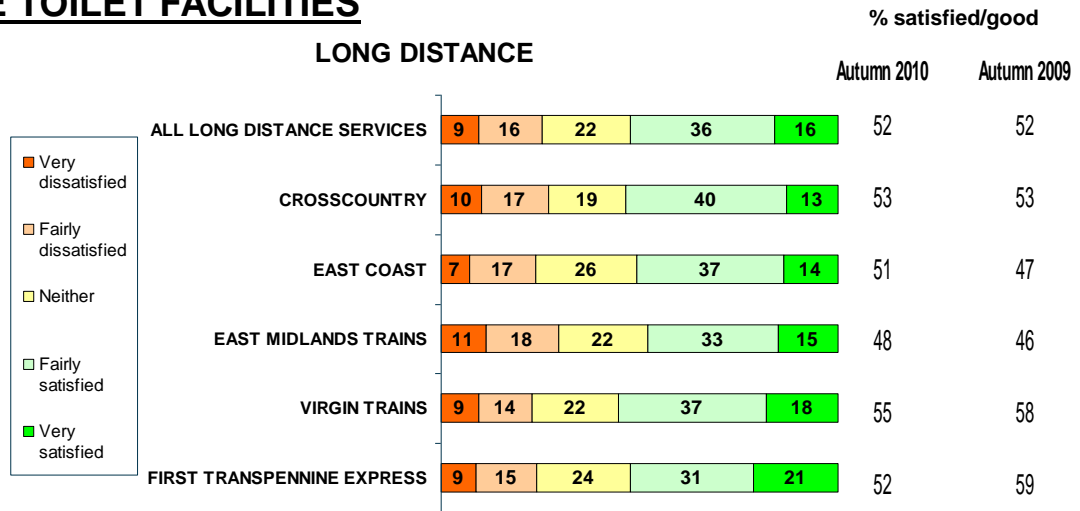
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE TOILET FACILITIES

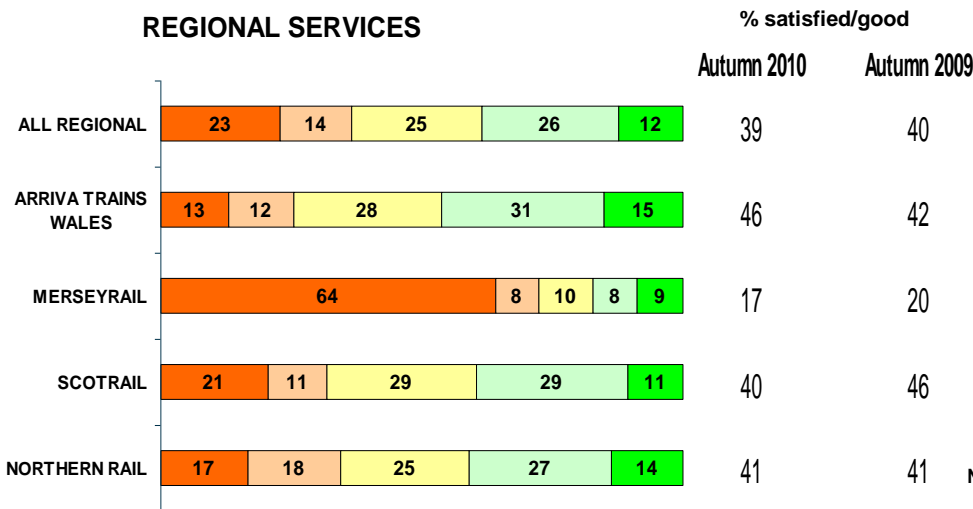
NATIONAL TREND



LONG DISTANCE

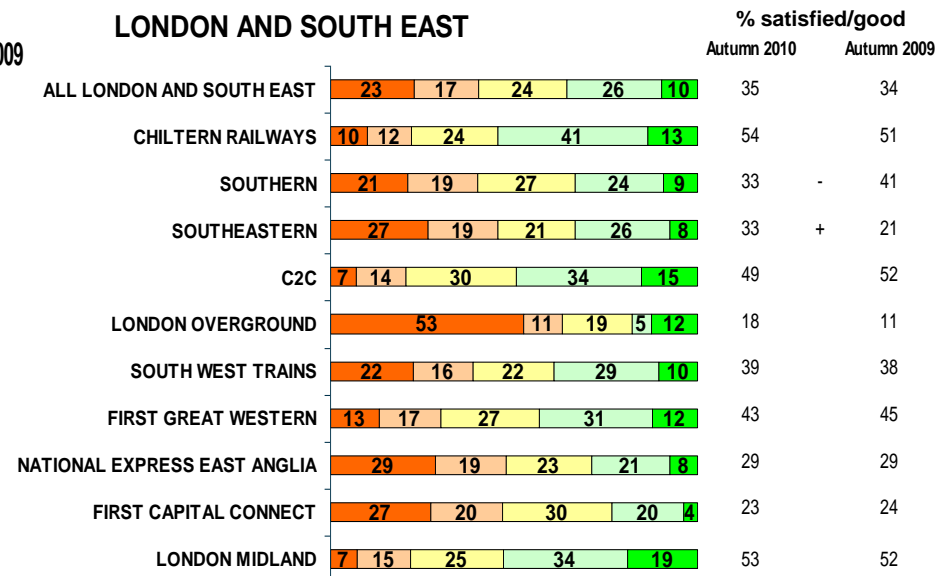


REGIONAL SERVICES



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LONDON AND SOUTH EAST

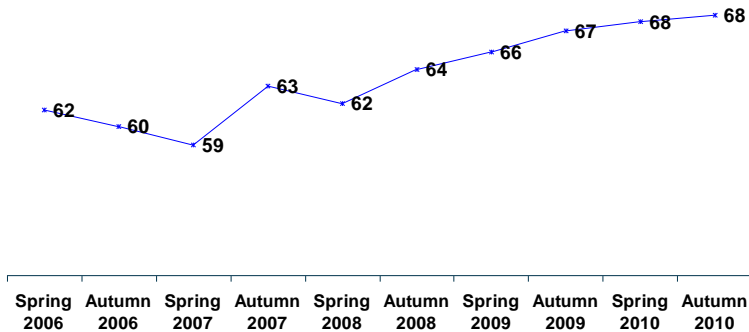


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

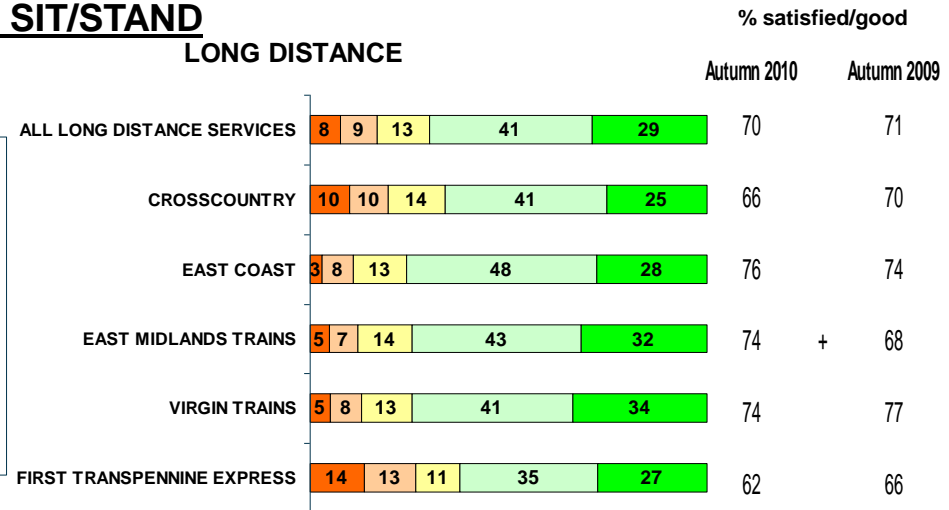
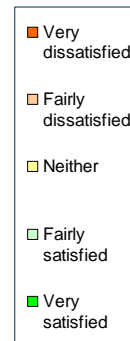
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND

NATIONAL TREND

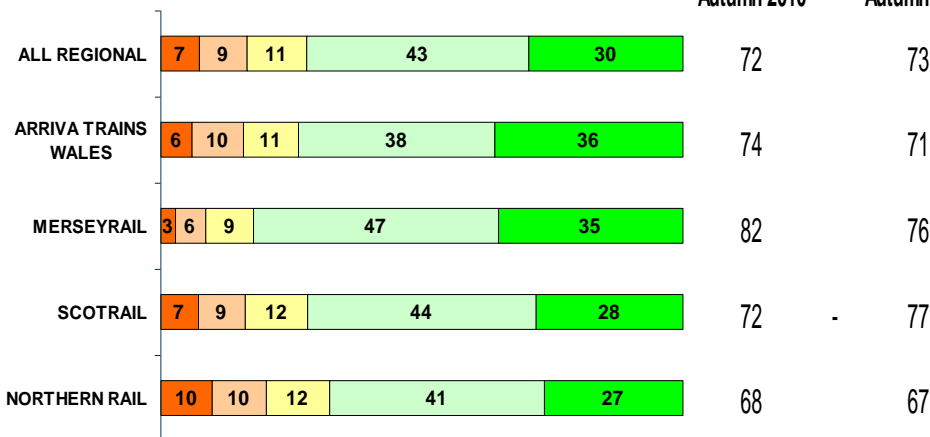


LONG DISTANCE



REGIONAL SERVICES

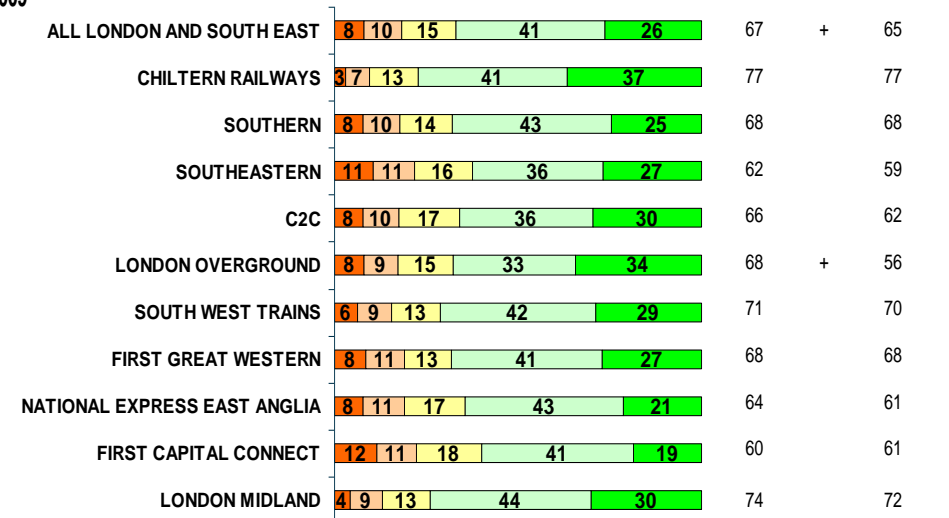
% satisfied/good
Autumn 2010 Autumn 2009



+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

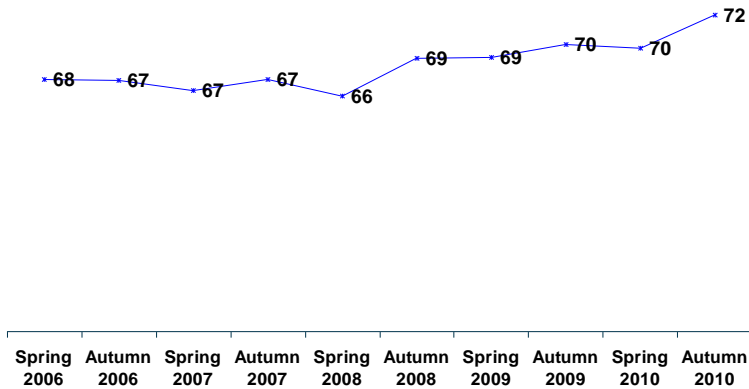


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

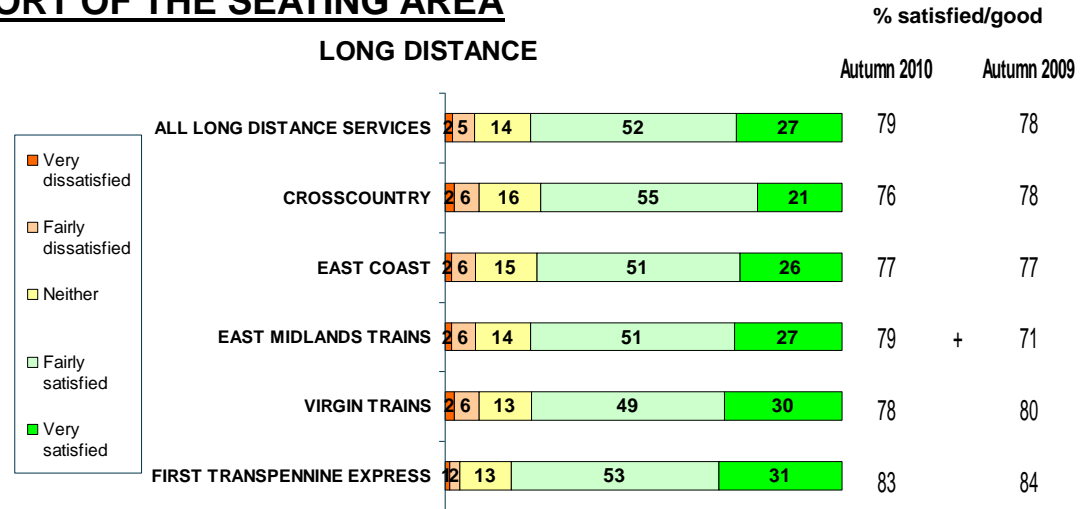
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE COMFORT OF THE SEATING AREA

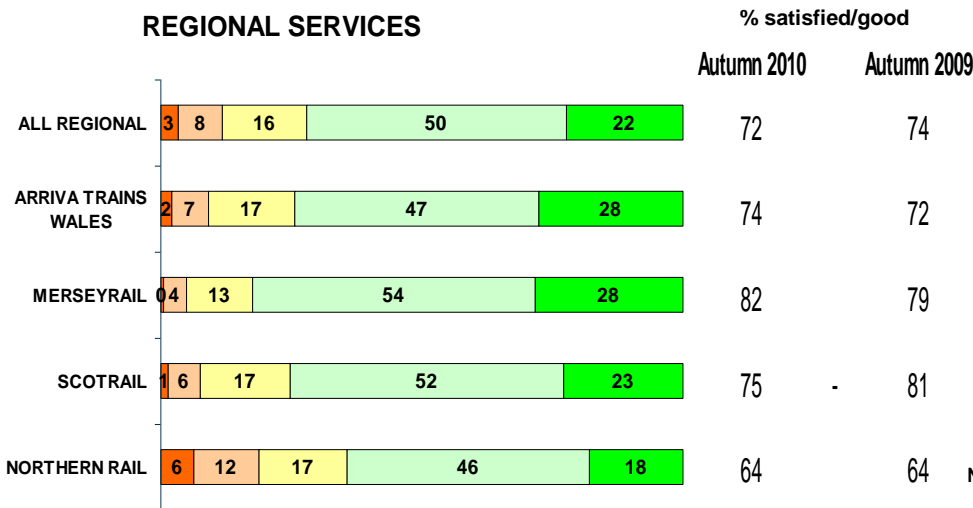
NATIONAL TREND



LONG DISTANCE

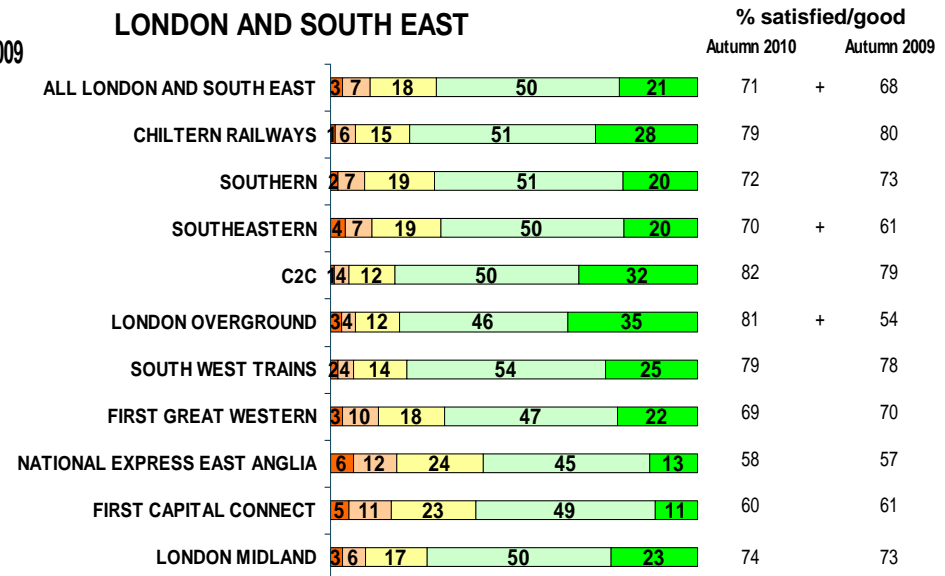


REGIONAL SERVICES



+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

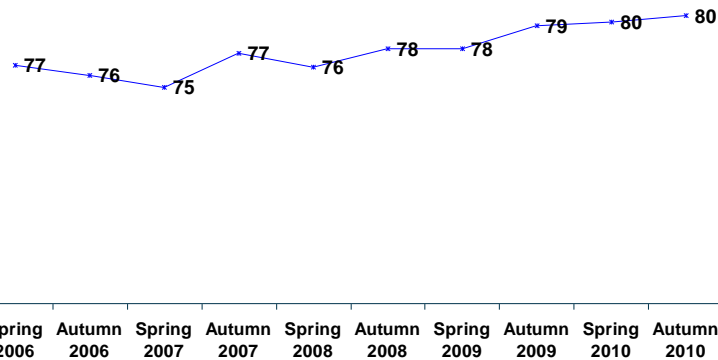


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

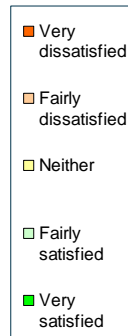
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF

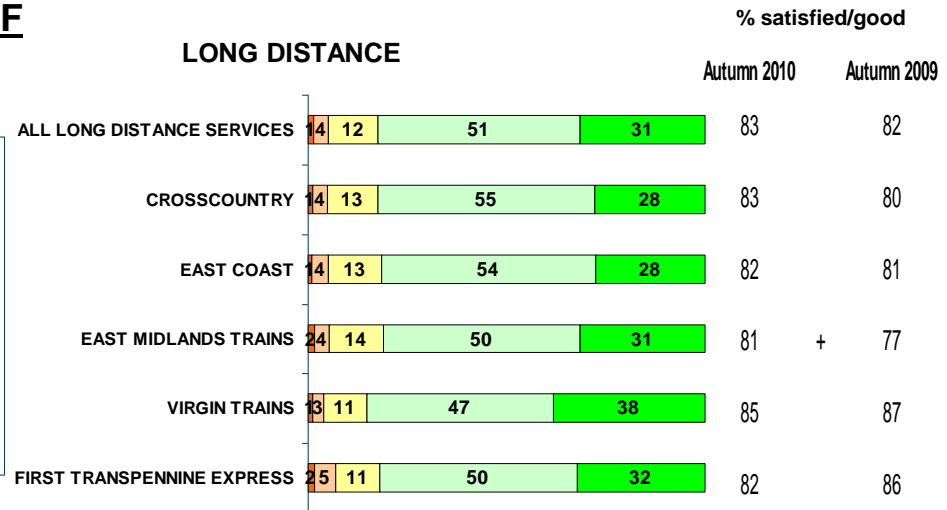
NATIONAL TREND



AND OFF



LONG DISTANCE



REGIONAL SERVICES

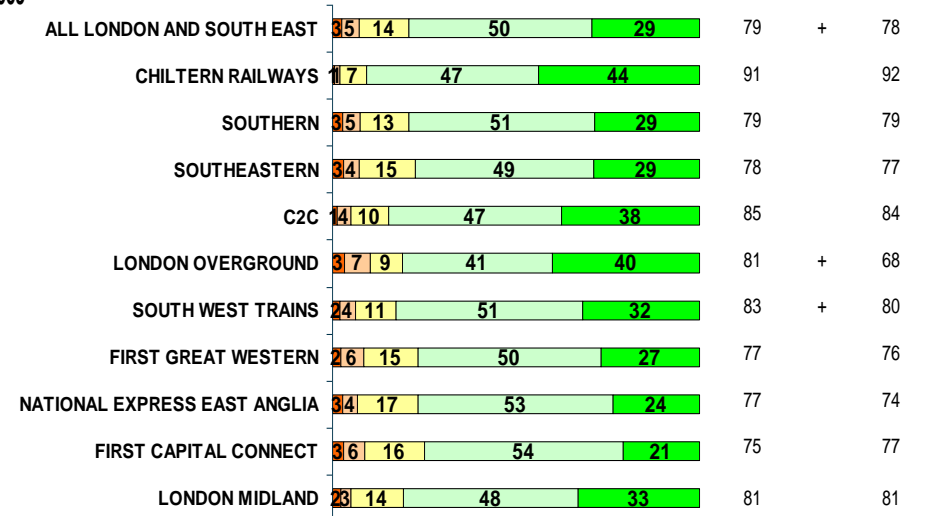
% satisfied/good
Autumn 2010 Autumn 2009



+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009



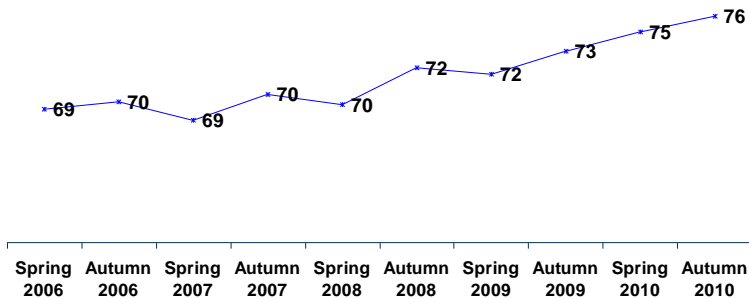
NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

NATIONAL LEVEL RESULTS (ALL PASSENGERS)

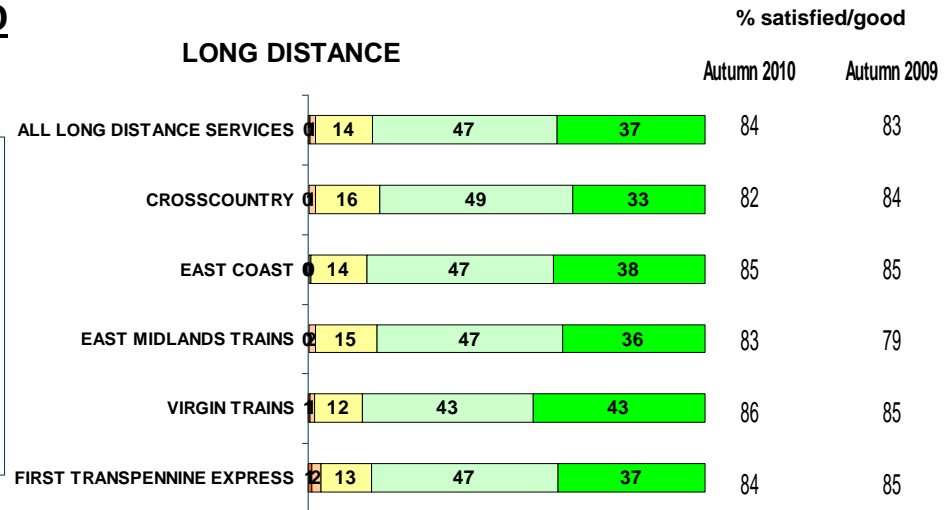
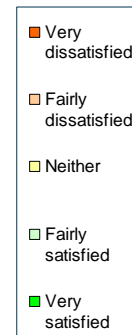
TRAIN - YOUR PERSONAL SECURITY WHILST ON

BOARD

NATIONAL TREND

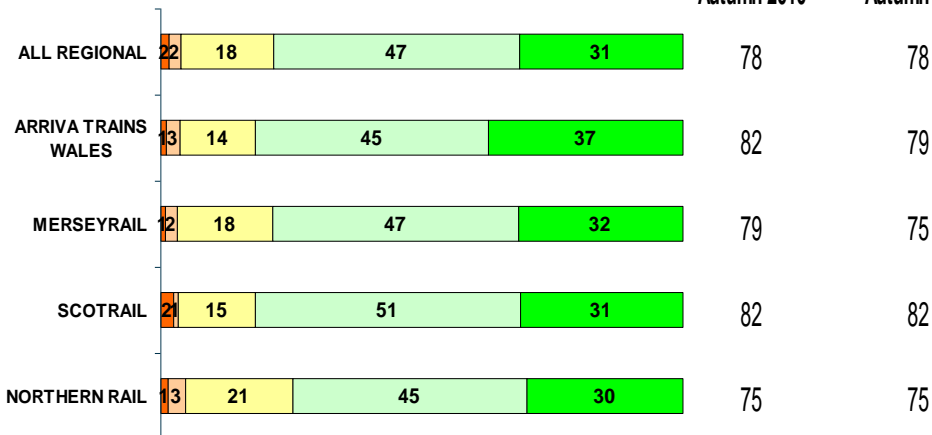


LONG DISTANCE



REGIONAL SERVICES

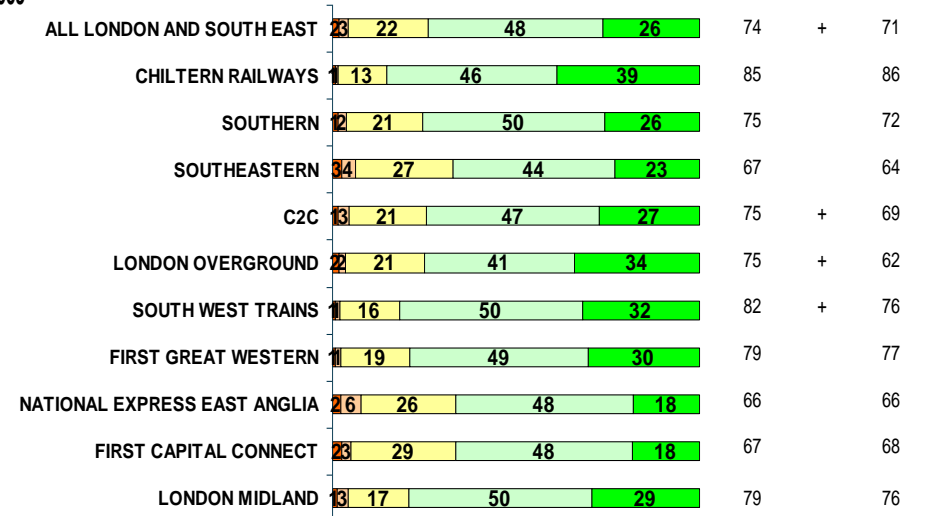
% satisfied/good
Autumn 2010 Autumn 2009



+ denotes significant increase
- denotes significant decrease
at 95% confidence level

LONDON AND SOUTH EAST

% satisfied/good
Autumn 2010 Autumn 2009

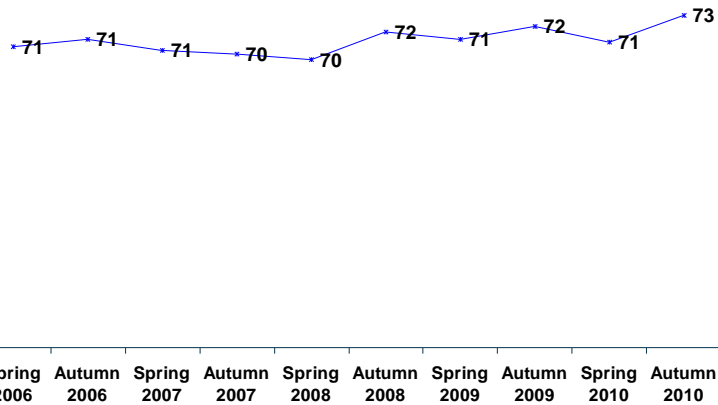


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

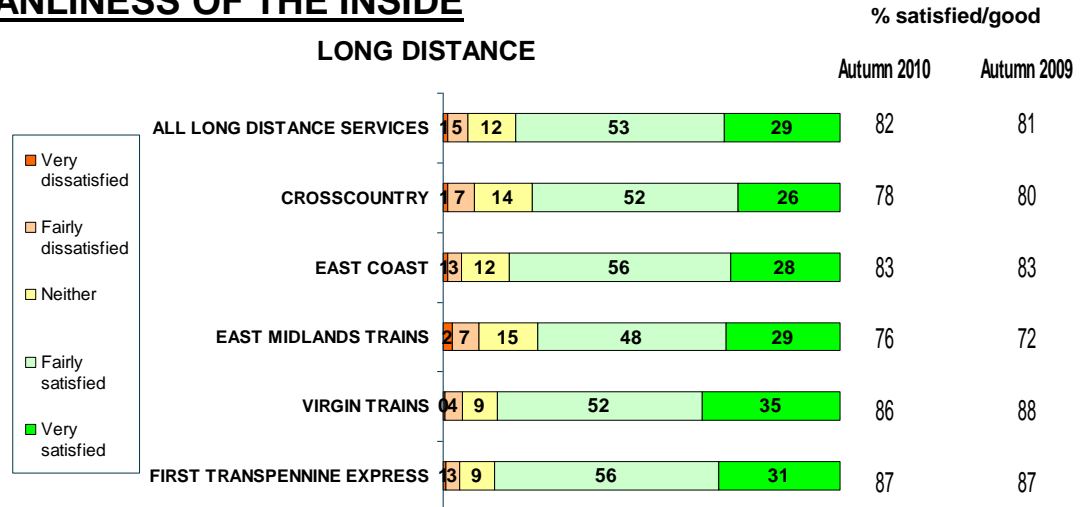
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE CLEANLINESS OF THE INSIDE

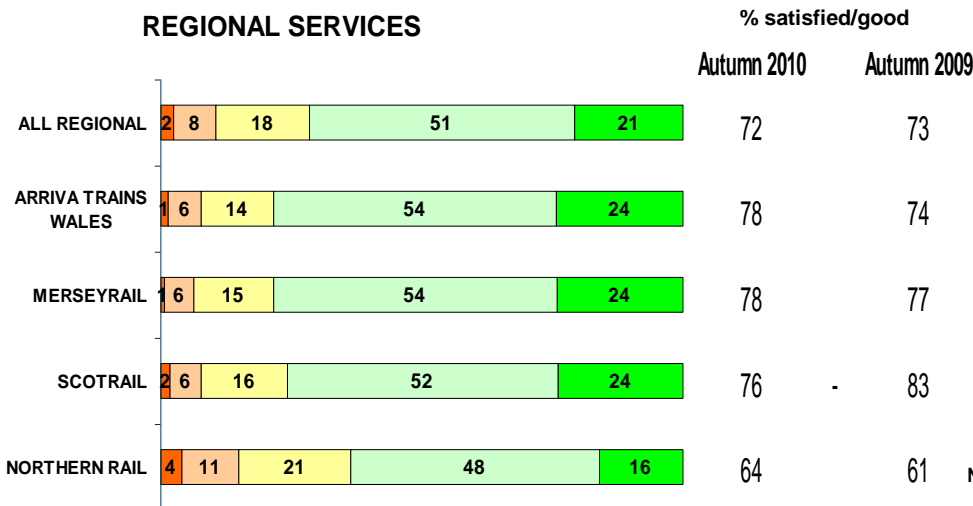
NATIONAL TREND



LONG DISTANCE

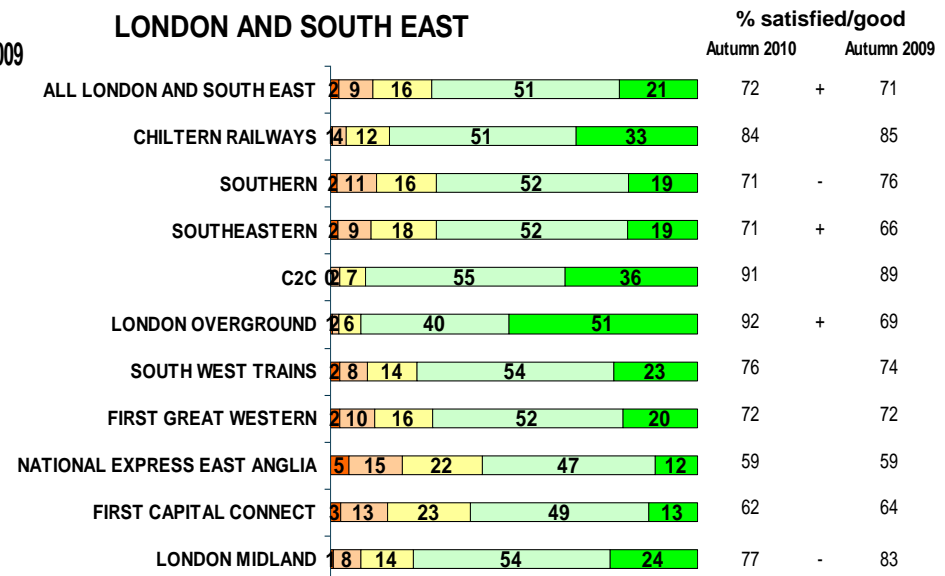


REGIONAL SERVICES



+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

LONDON AND SOUTH EAST

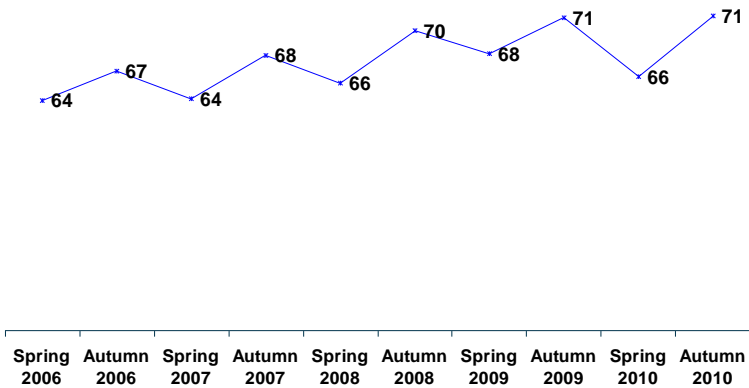


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

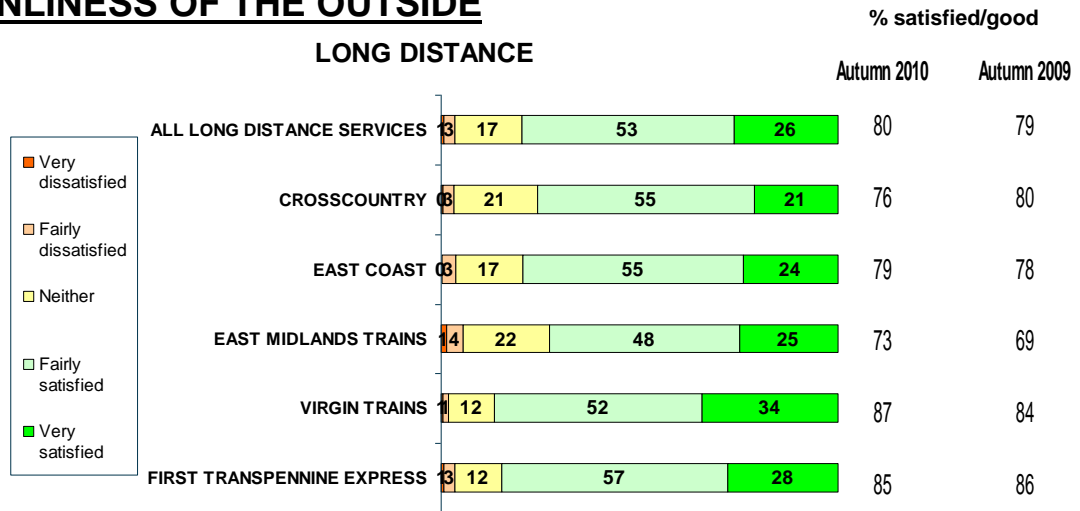
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE CLEANLINESS OF THE OUTSIDE

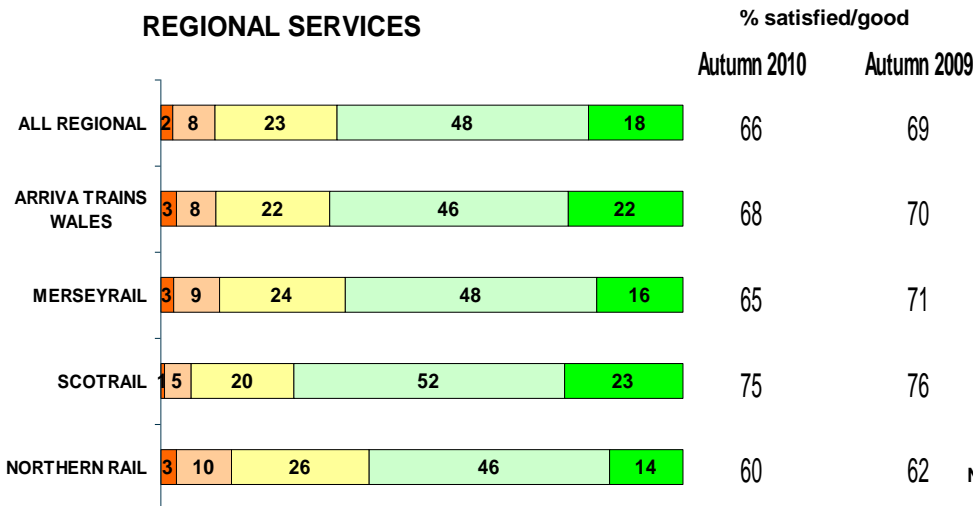
NATIONAL TREND



LONG DISTANCE

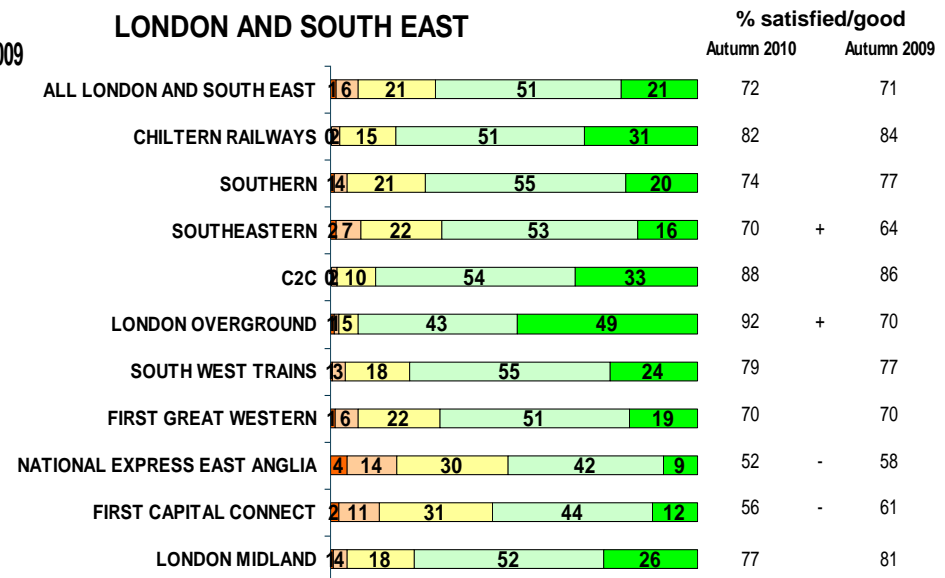


REGIONAL SERVICES



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 at 95% confidence level

LONDON AND SOUTH EAST

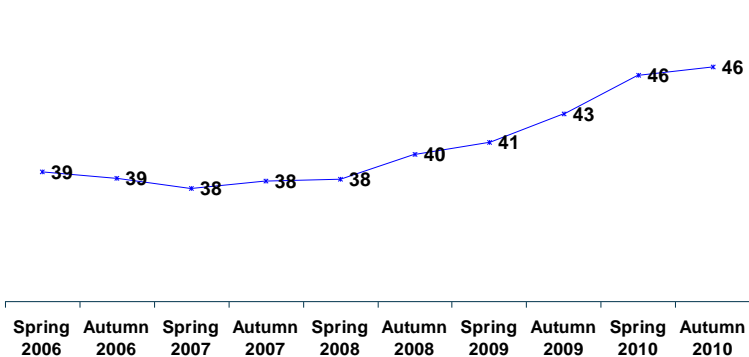


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

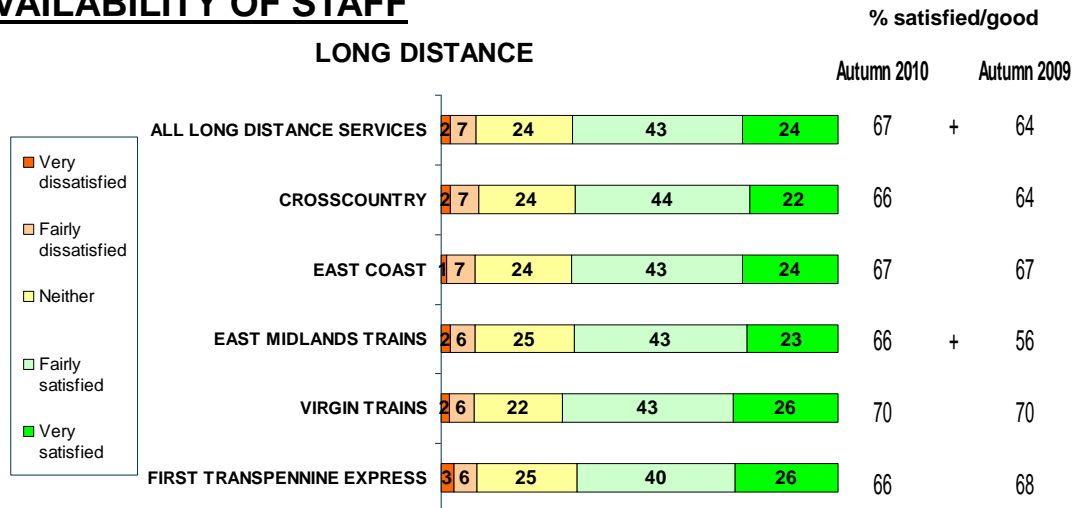
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - THE AVAILABILITY OF STAFF

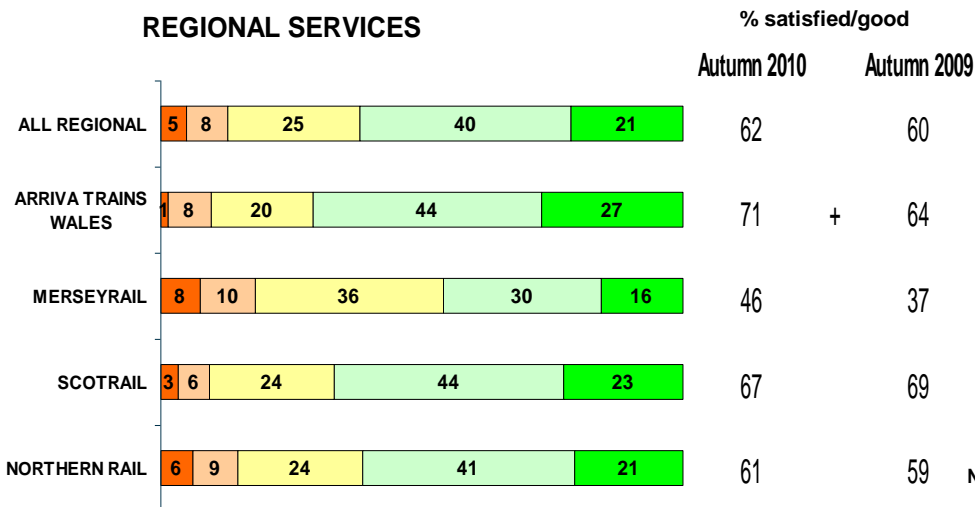
NATIONAL TREND



LONG DISTANCE

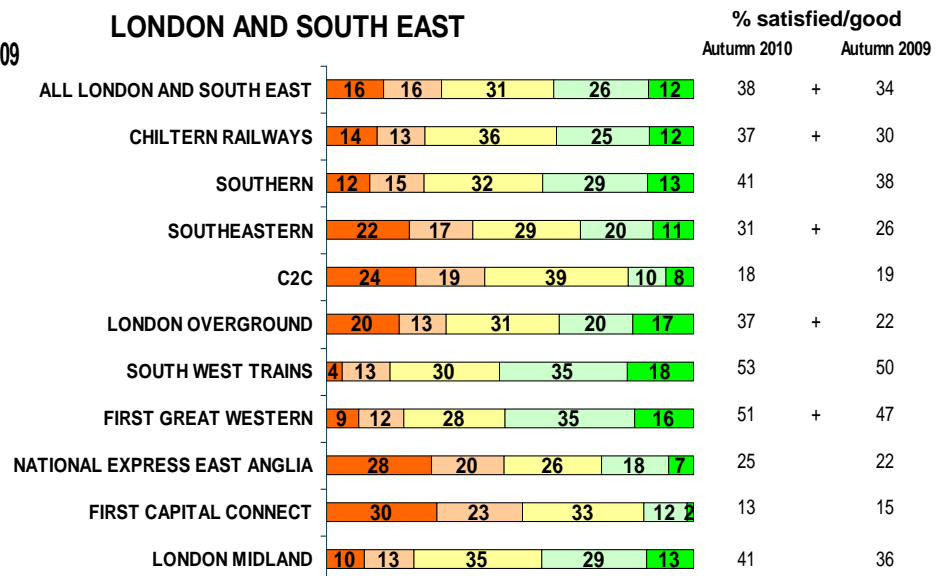


REGIONAL SERVICES



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at 95% confidence level

LONDON AND SOUTH EAST

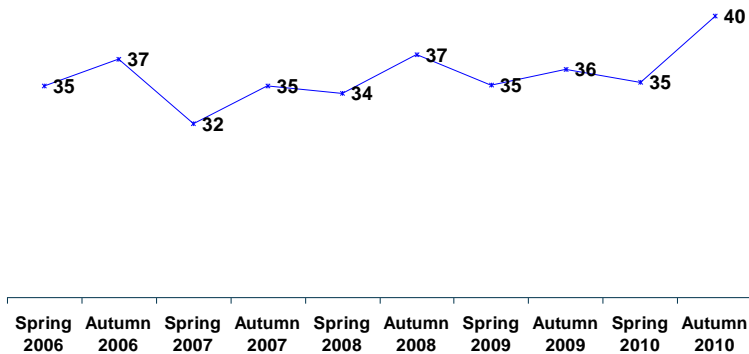


NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

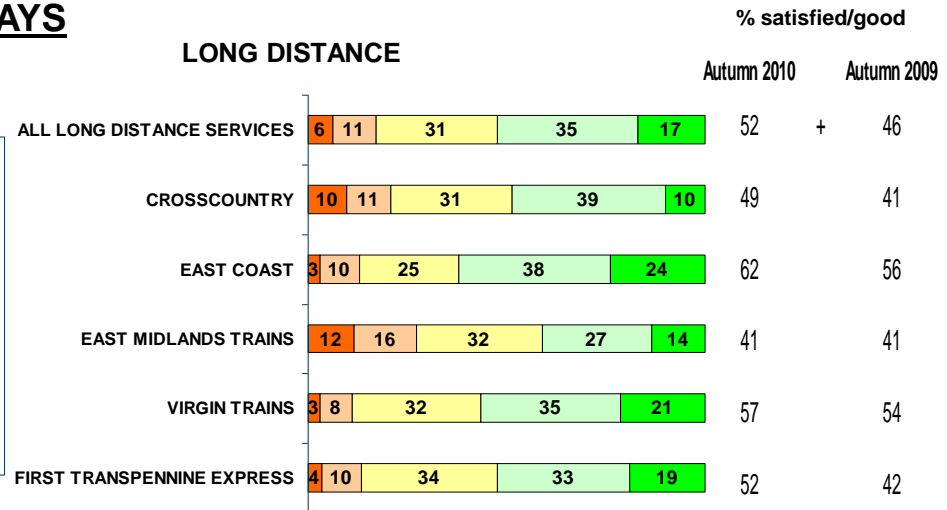
NATIONAL LEVEL RESULTS (ALL PASSENGERS)

TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS

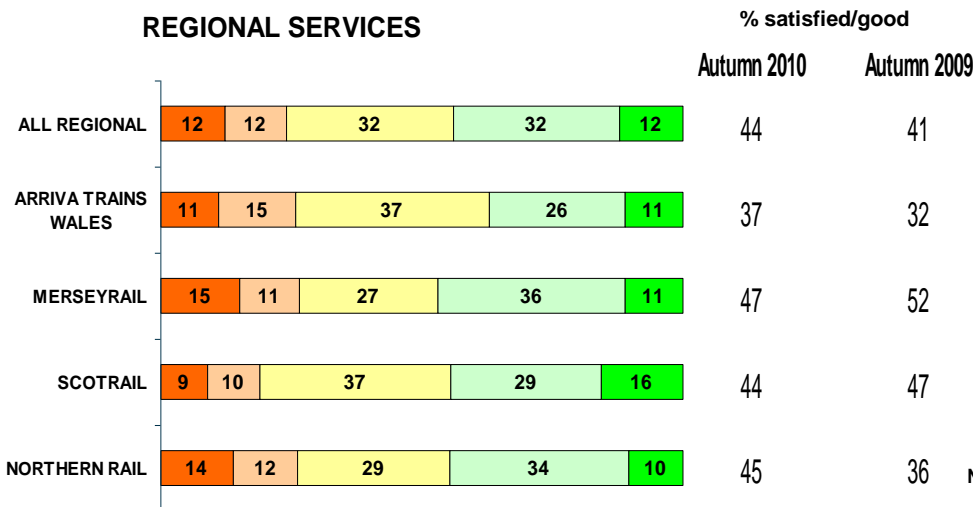
NATIONAL TREND



LONG DISTANCE

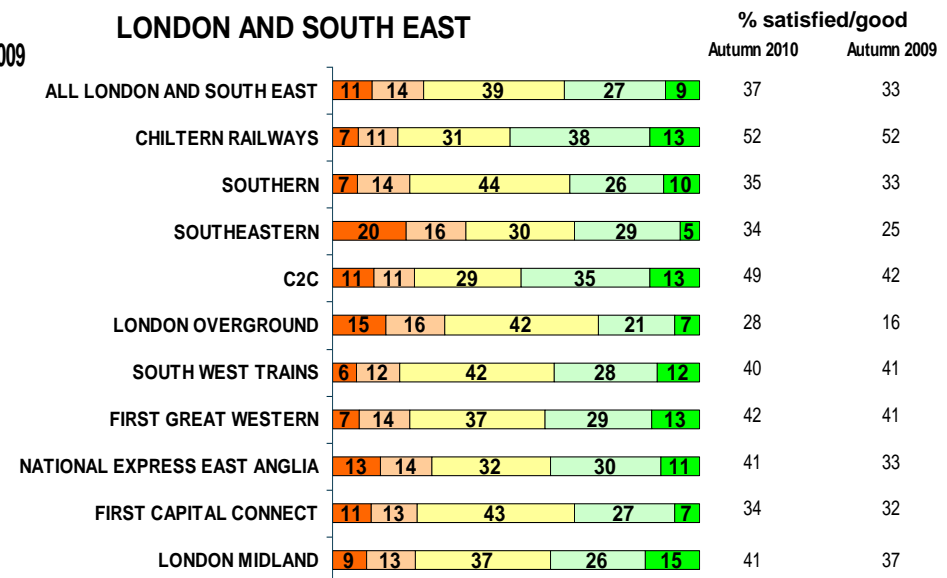


REGIONAL SERVICES



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 at 95% confidence level

LONDON AND SOUTH EAST



NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

London and South East

	Peak			Off Peak		
	Autumn 2010	significant change	Autumn 2009	Autumn 2010	significant change	Autumn 2009
Overall satisfaction	73	-	76	85		84
STATION FACILITIES						
Overall satisfaction with the station	71		-	76		-
Ticket buying facilities	63		63	72		70
Provision of information about train times/platforms	77		75	80		79
The upkeep/repair of the station buildings/platforms	60		61	64		63
Cleanliness	69		68	70		69
The facilities and services	49		46	50		50
The attitudes and helpfulness of the staff	62	-	65	71	+	69
Connections with other forms of public transport	72		74	75		75
Facilities for car parking	46	+	38	47		45
Overall environment	62		62	66		65
Your personal security whilst using	62		60	65		63
The availability of staff	51		53	59		58
How request to station staff was handled	73		77	86	+	83
TRAIN FACILITIES						
The frequency of the trains on that route	72		73	77	+	76
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-	78	83		83
The length of time the journey was scheduled to take (speed)	75	-	78	86	+	84
Connections with other train services	71		73	76	+	73
The value for money for the price of your ticket	27		26	48	+	45
Cleanliness of the train	67		69	73	+	71
Upkeep and repair of the train	68		67	75	+	73
The provision of information during the journey	61		61	71	+	68
The helpfulness and attitude of staff on train	45		46	61	+	56
The space for luggage	41		41	55	+	52
The toilet facilities	24	-	29	38		36
Sufficient room for all passengers to sit/stand	41		43	73		72
The comfort of the seating area	56		55	75	+	72
The ease of being able to get on and off	68		70	82	+	80
Your personal security on board	67		66	76	+	72
The cleanliness of the inside	66		68	74	+	72
The cleanliness of the outside	64		67	73		72
The availability of staff	24		26	41	+	37
How well train company deals with delays	26		25	41	+	36

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

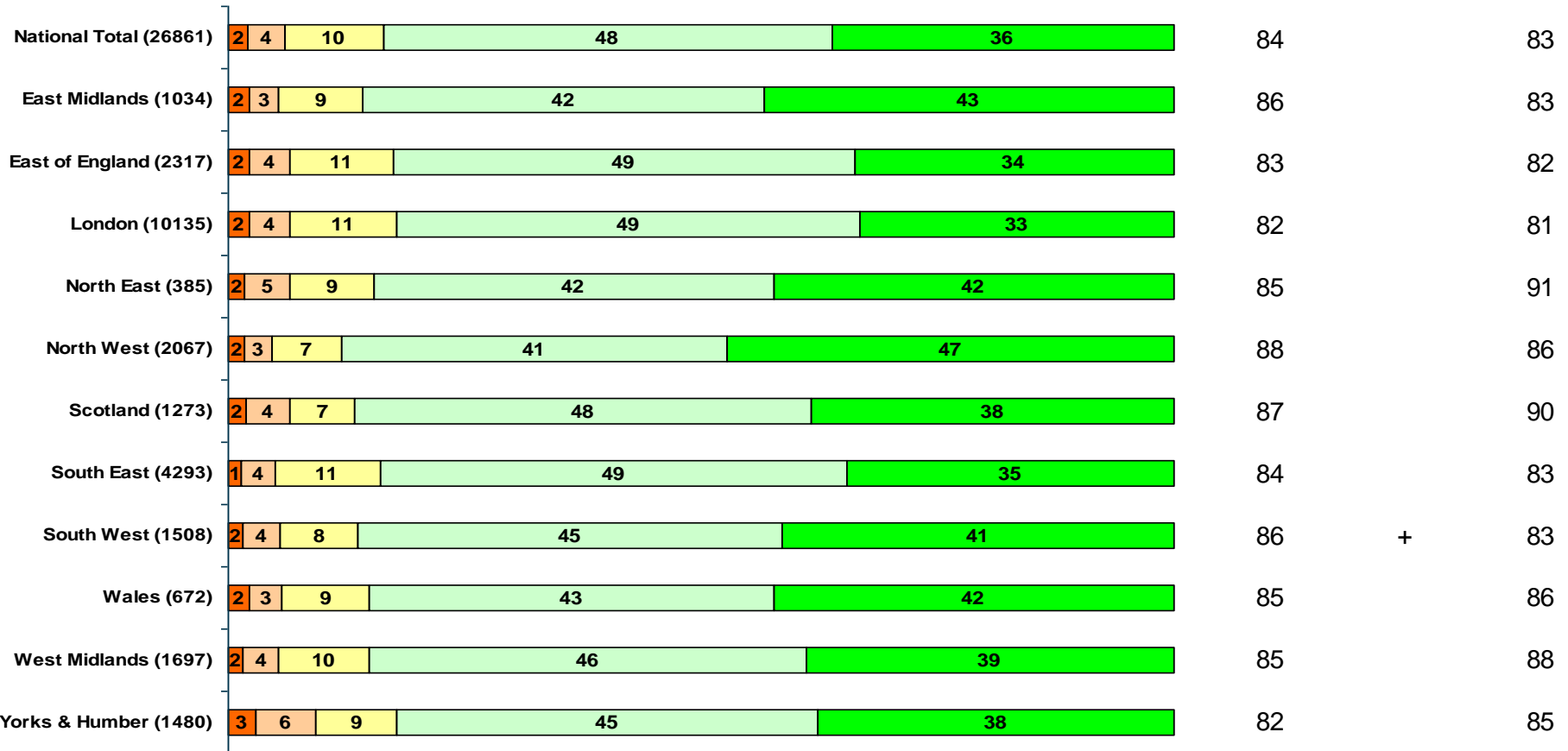
RESULTS BY REGION (ALL RESPONDENTS)

OVERALL SATISFACTION

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

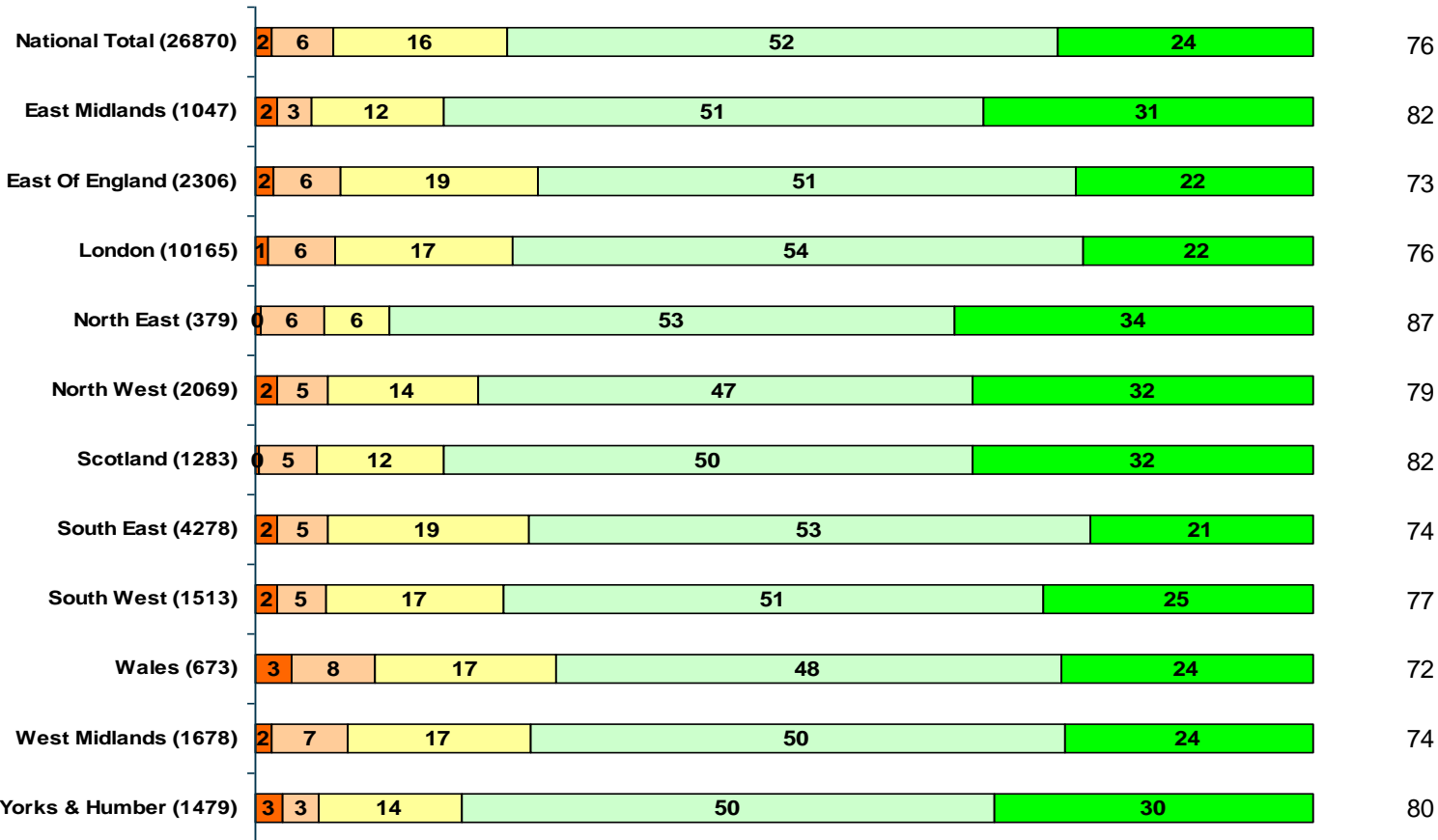
RESULTS BY REGION (ALL RESPONDENTS)

STATION – OVERALL SATISFACTION WITH THE STATION

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

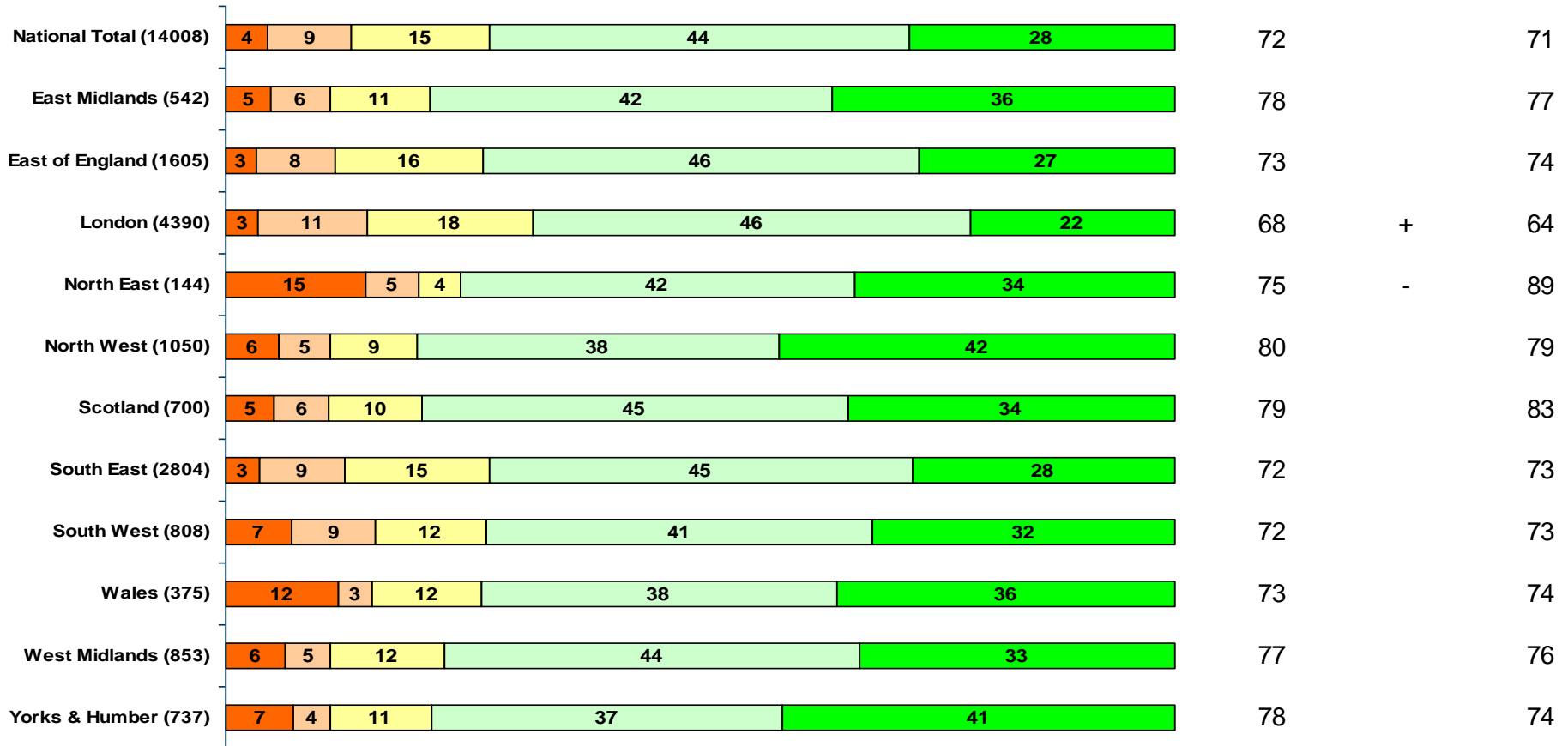
RESULTS BY REGION (ALL RESPONDENTS)

STATION – TICKET BUYING FACILITIES

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

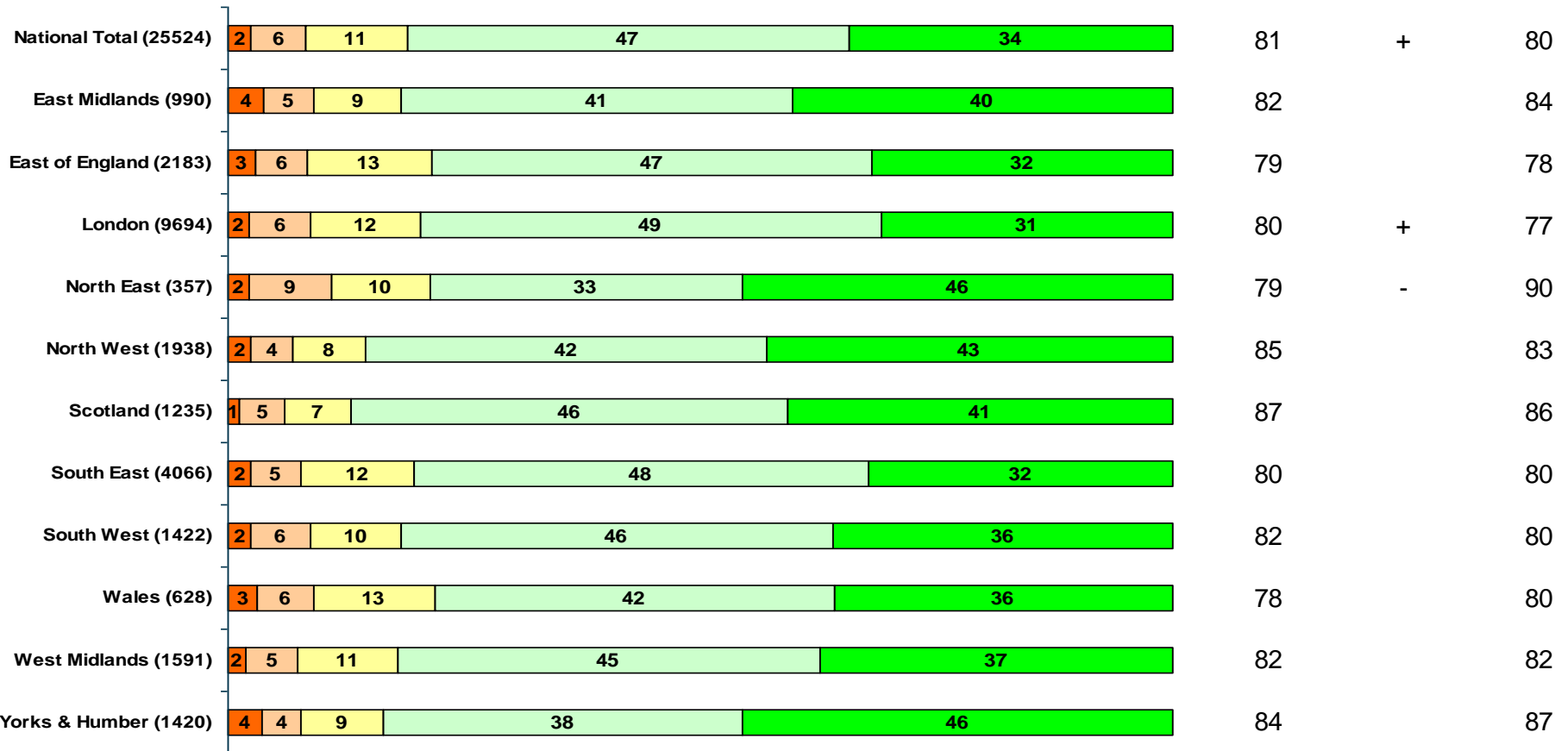
RESULTS BY REGION (ALL RESPONDENTS)

STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/PLATFORMS

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

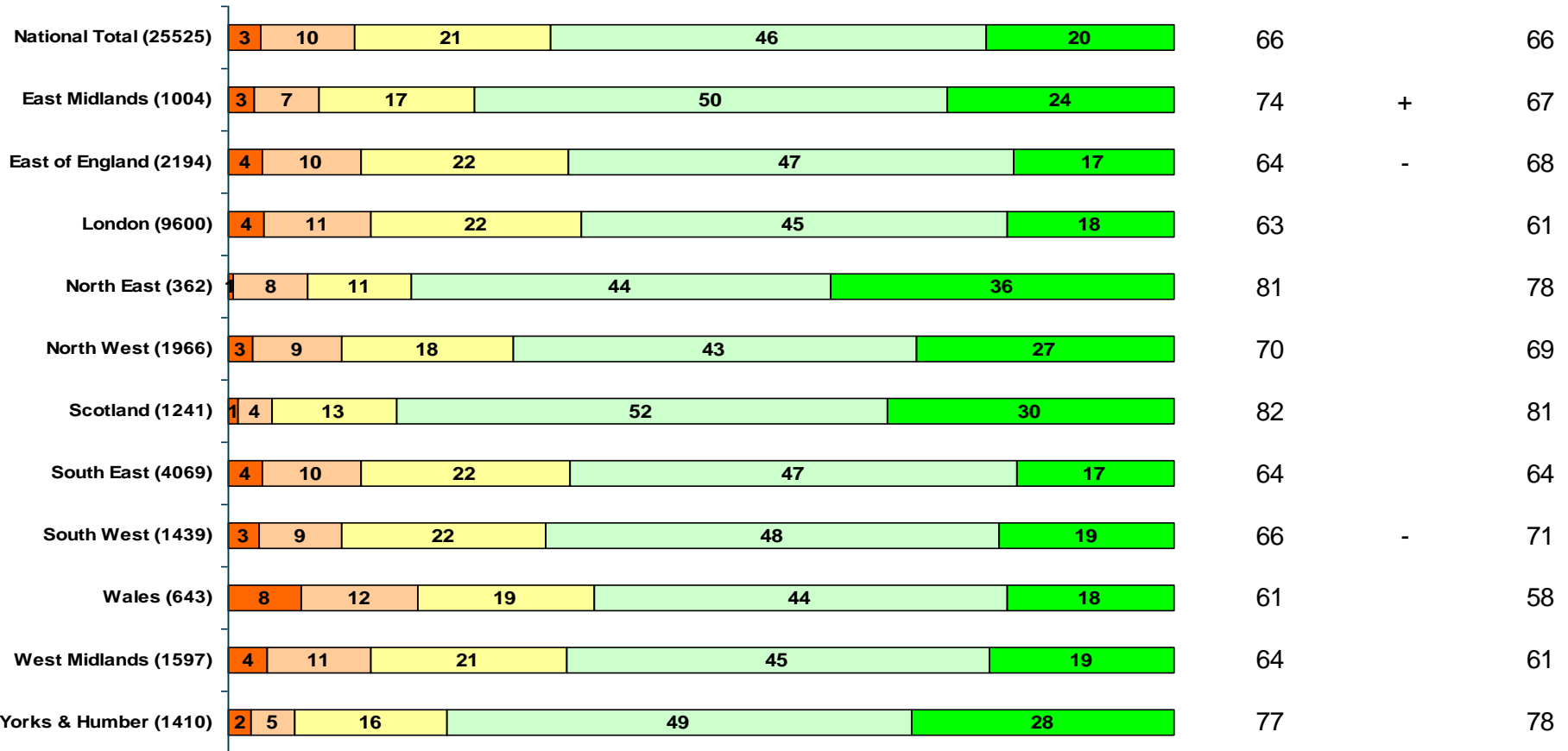
RESULTS BY REGION (ALL RESPONDENTS)

STATION – THE UPKEEP/REPAIR OF BUILDINGS/PLATFORMS

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

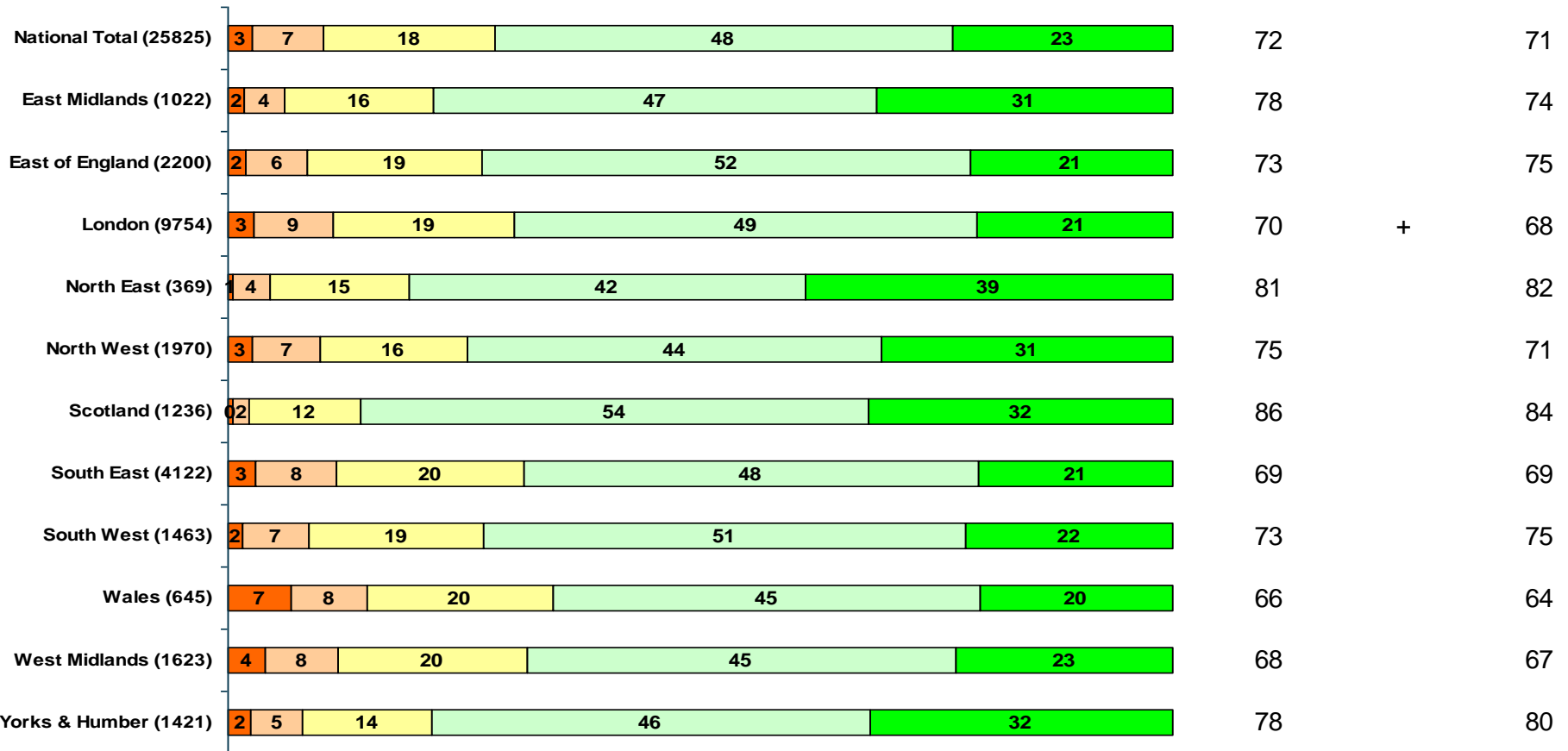
RESULTS BY REGION (ALL RESPONDENTS)

STATION - CLEANLINESS

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

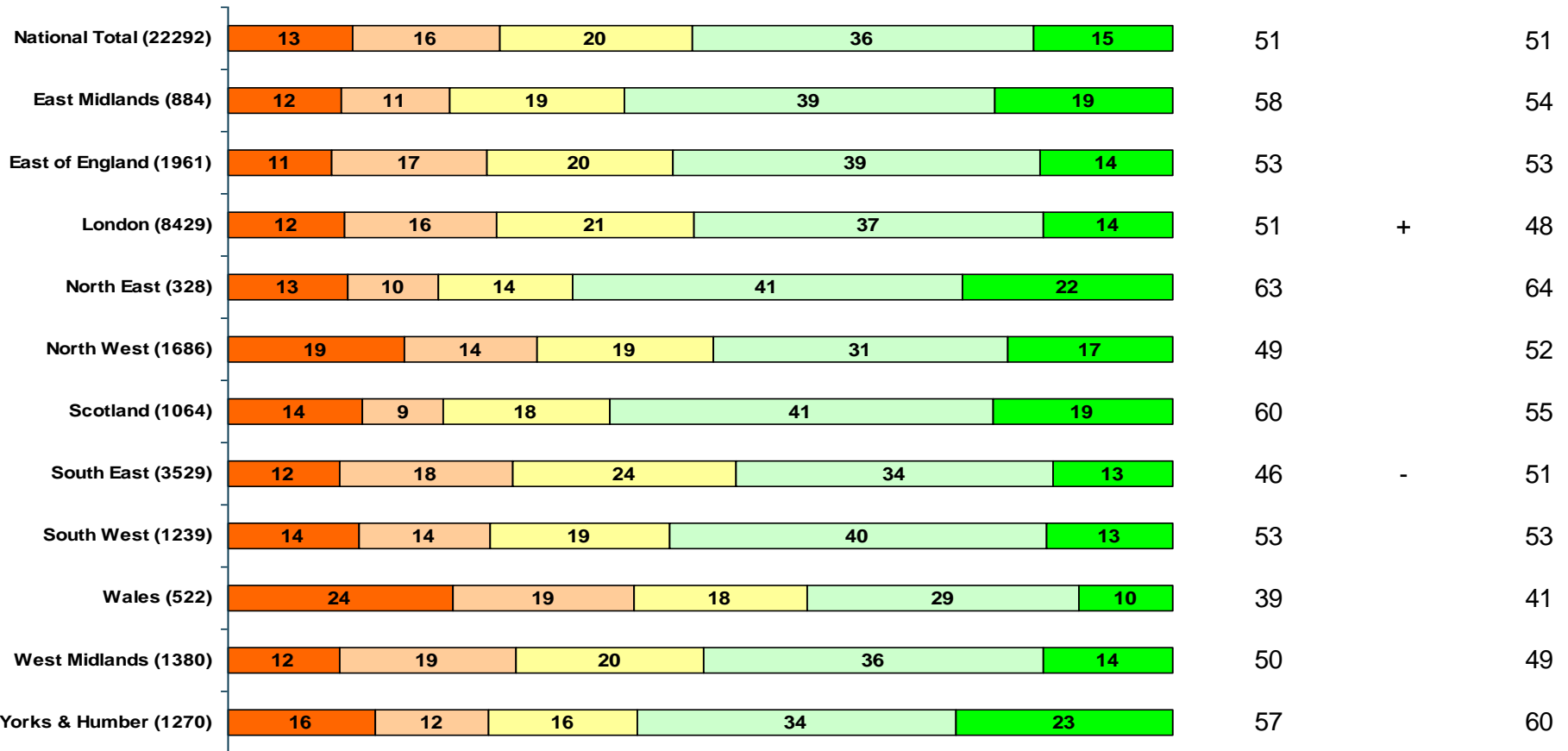
RESULTS BY REGION (ALL RESPONDENTS)

STATION – FACILITIES AND SERVICES

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

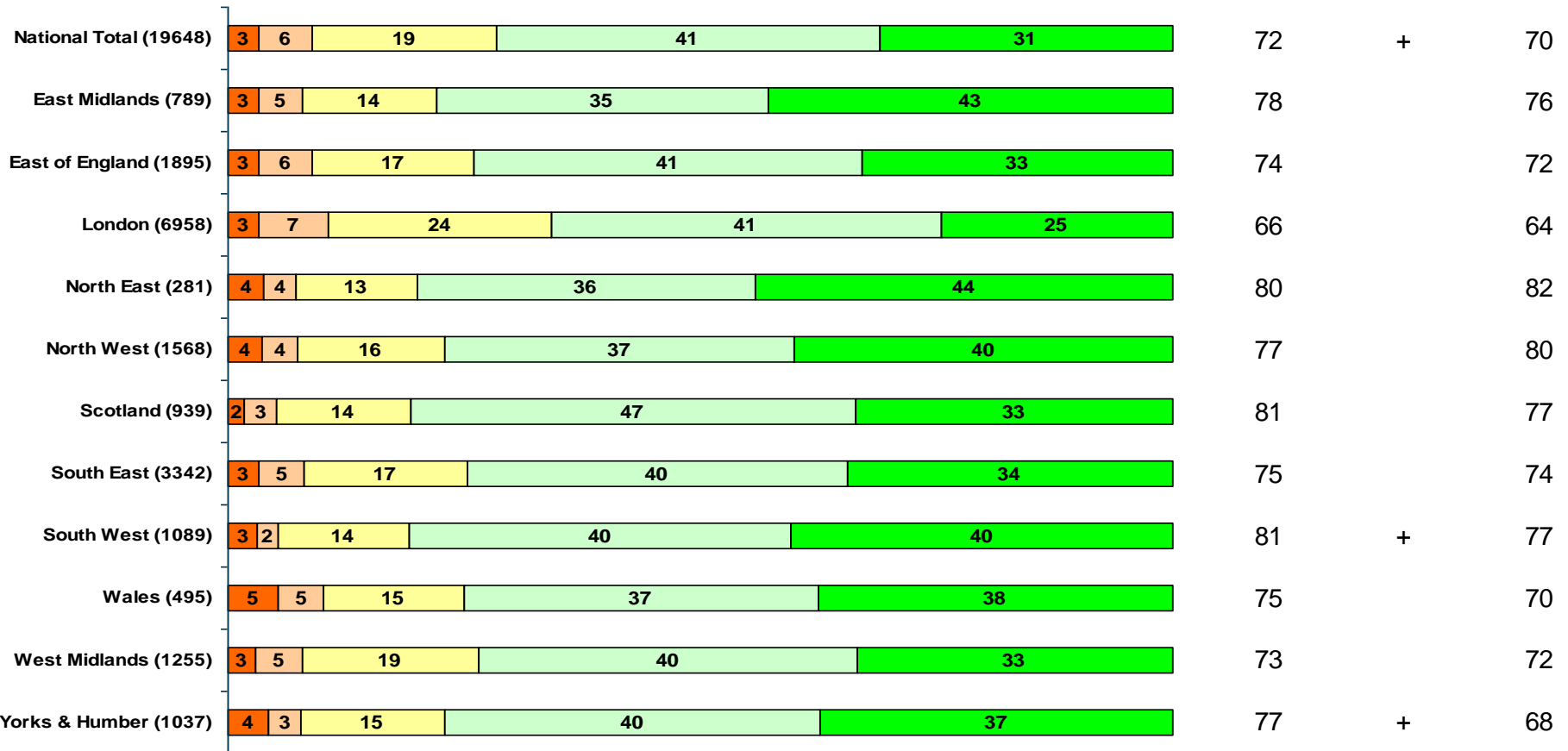
RESULTS BY REGION (ALL RESPONDENTS)

STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
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 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

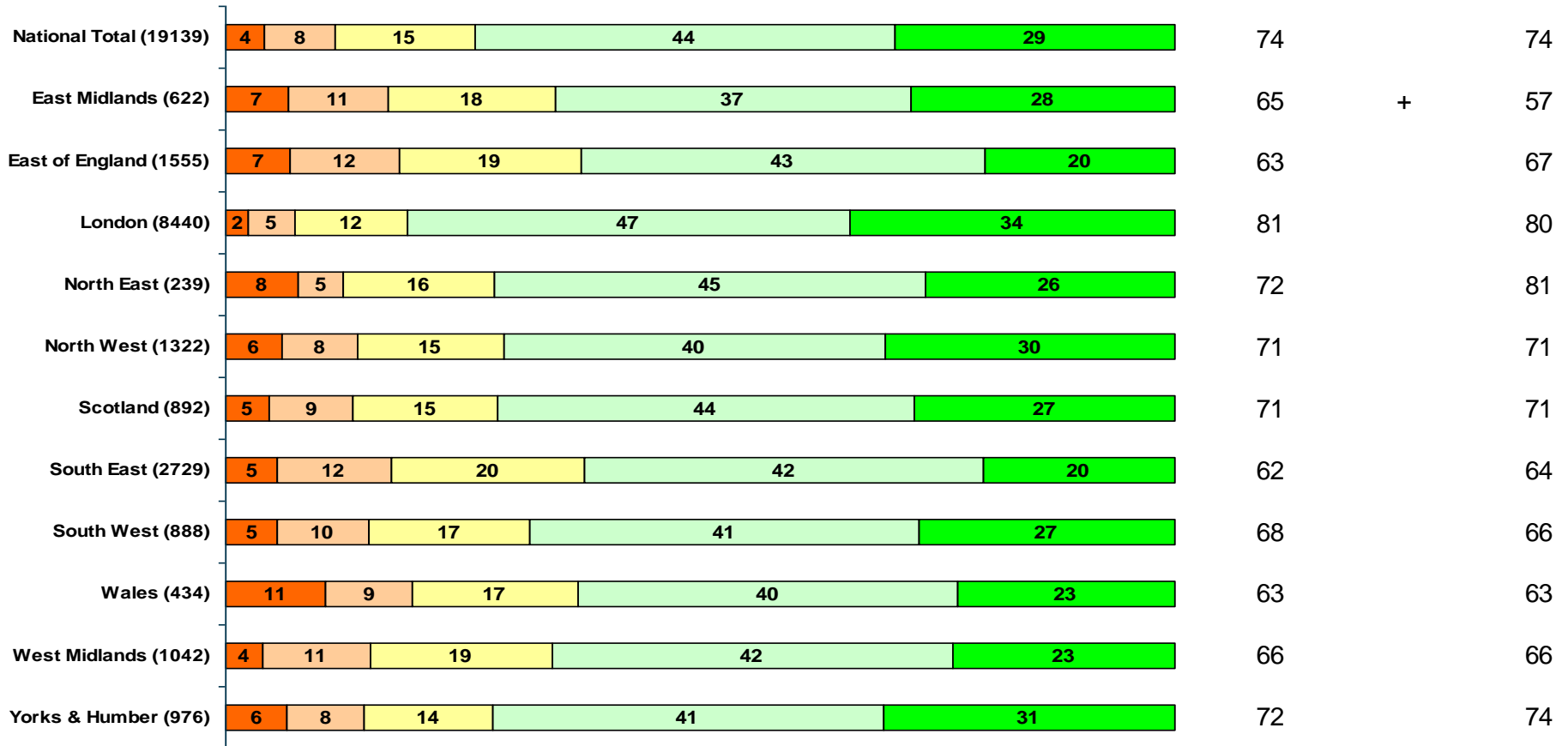
RESULTS BY REGION (ALL RESPONDENTS)

STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

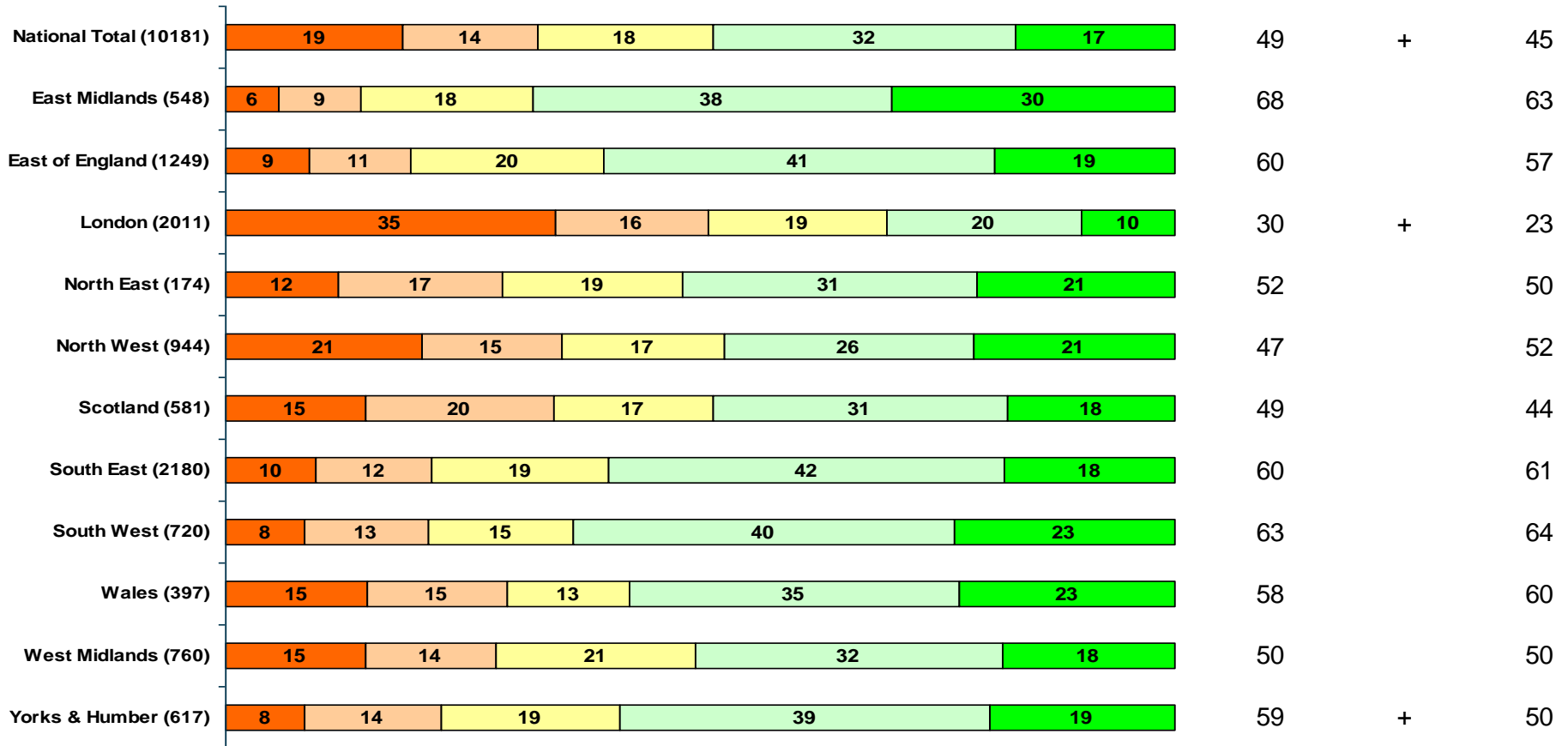
RESULTS BY REGION (ALL RESPONDENTS)

STATION – FACILITIES FOR CAR PARKING

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

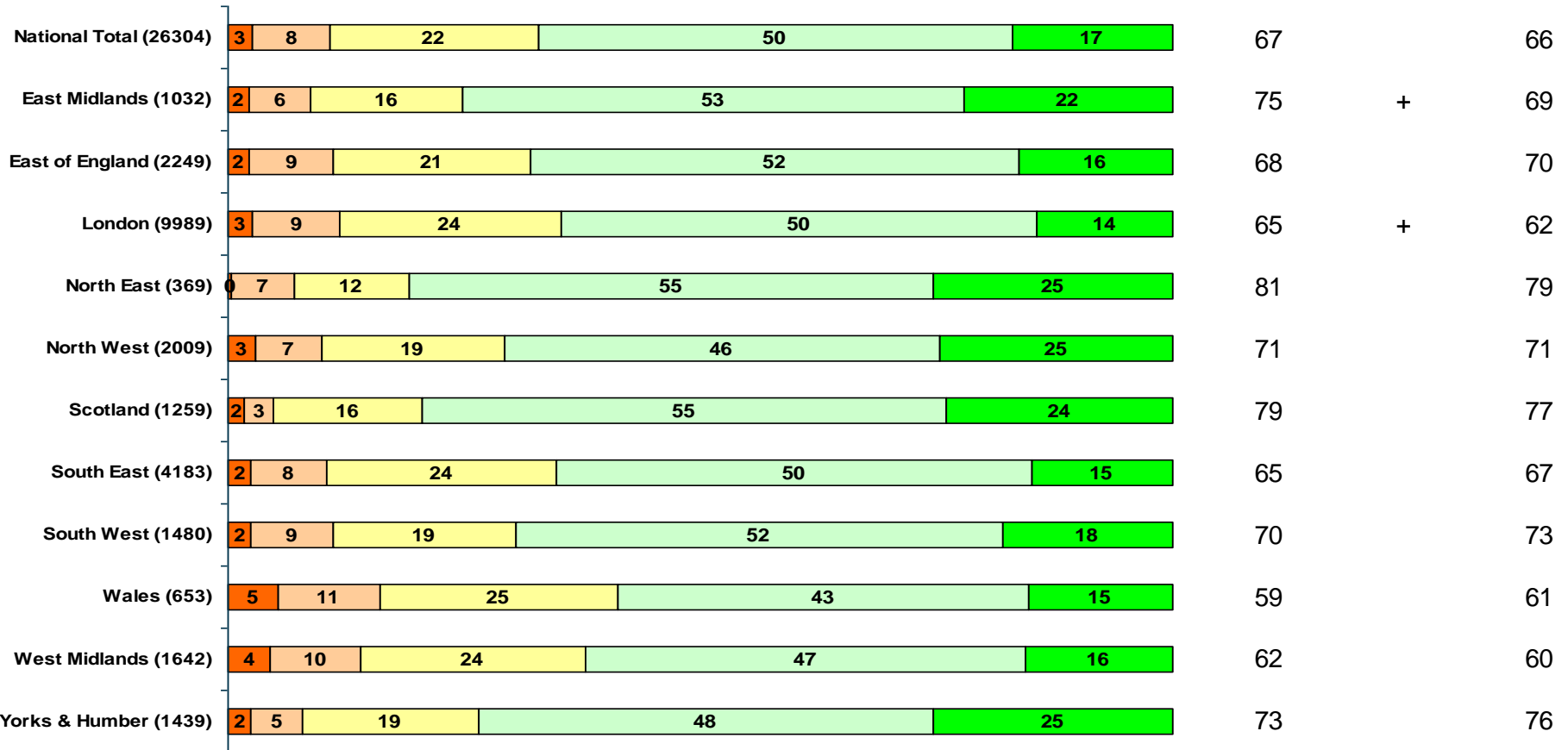
RESULTS BY REGION (ALL RESPONDENTS)

STATION – THE OVERALL ENVIRONMENT

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

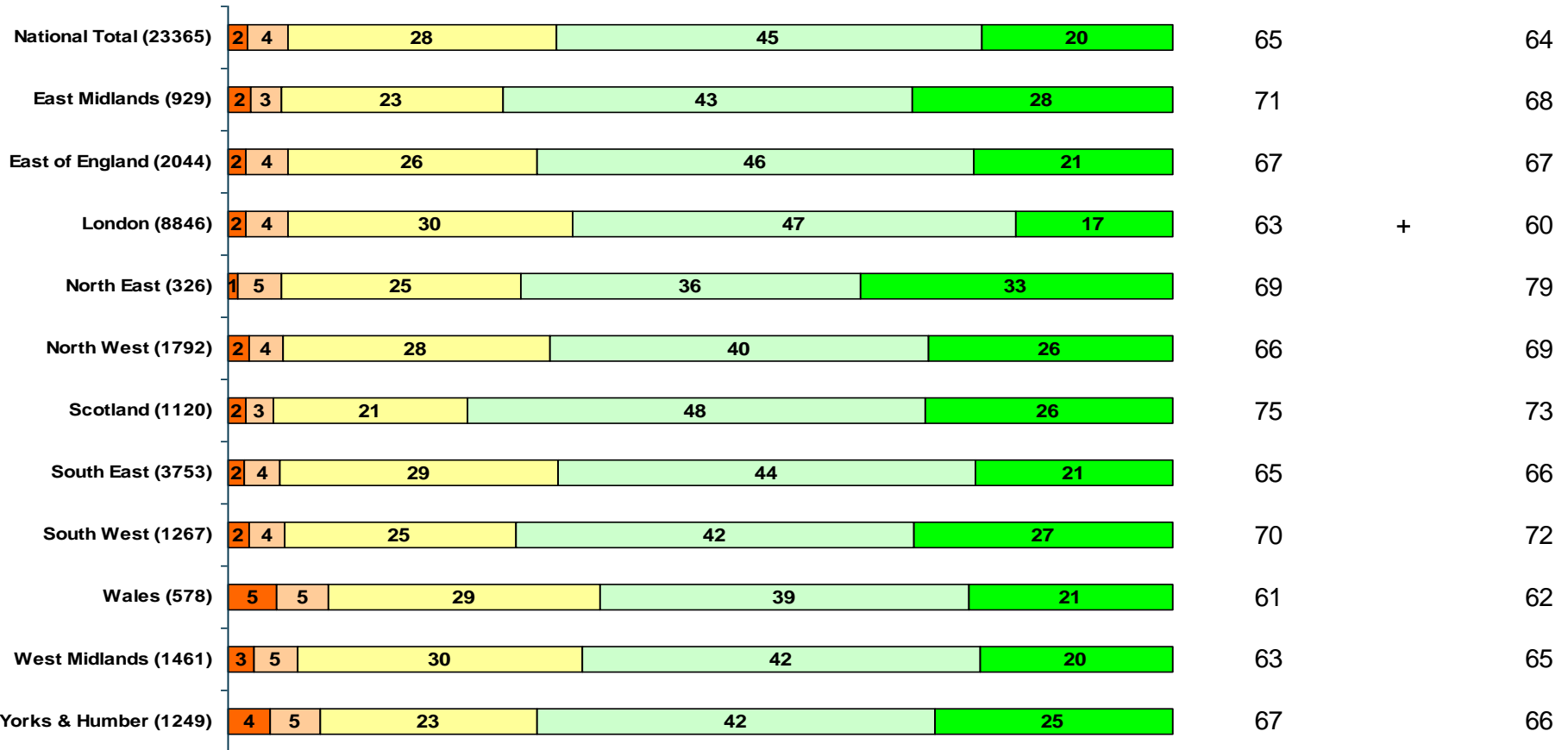
RESULTS BY REGION (ALL RESPONDENTS)

STATION – YOUR PERSONAL SAFETY WHILST USING

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

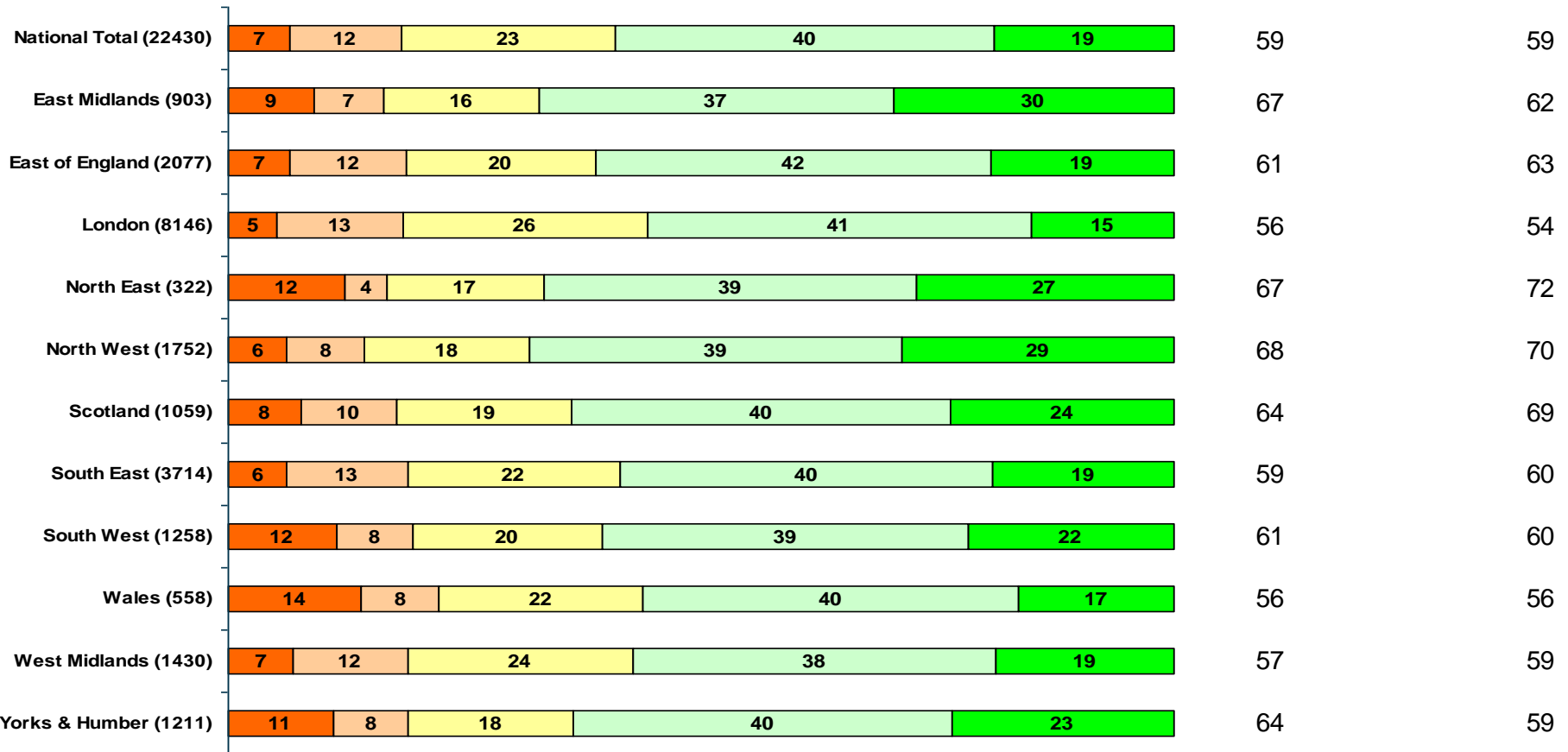
RESULTS BY REGION (ALL RESPONDENTS)

STATION – THE AVAILABILITY OF STAFF

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

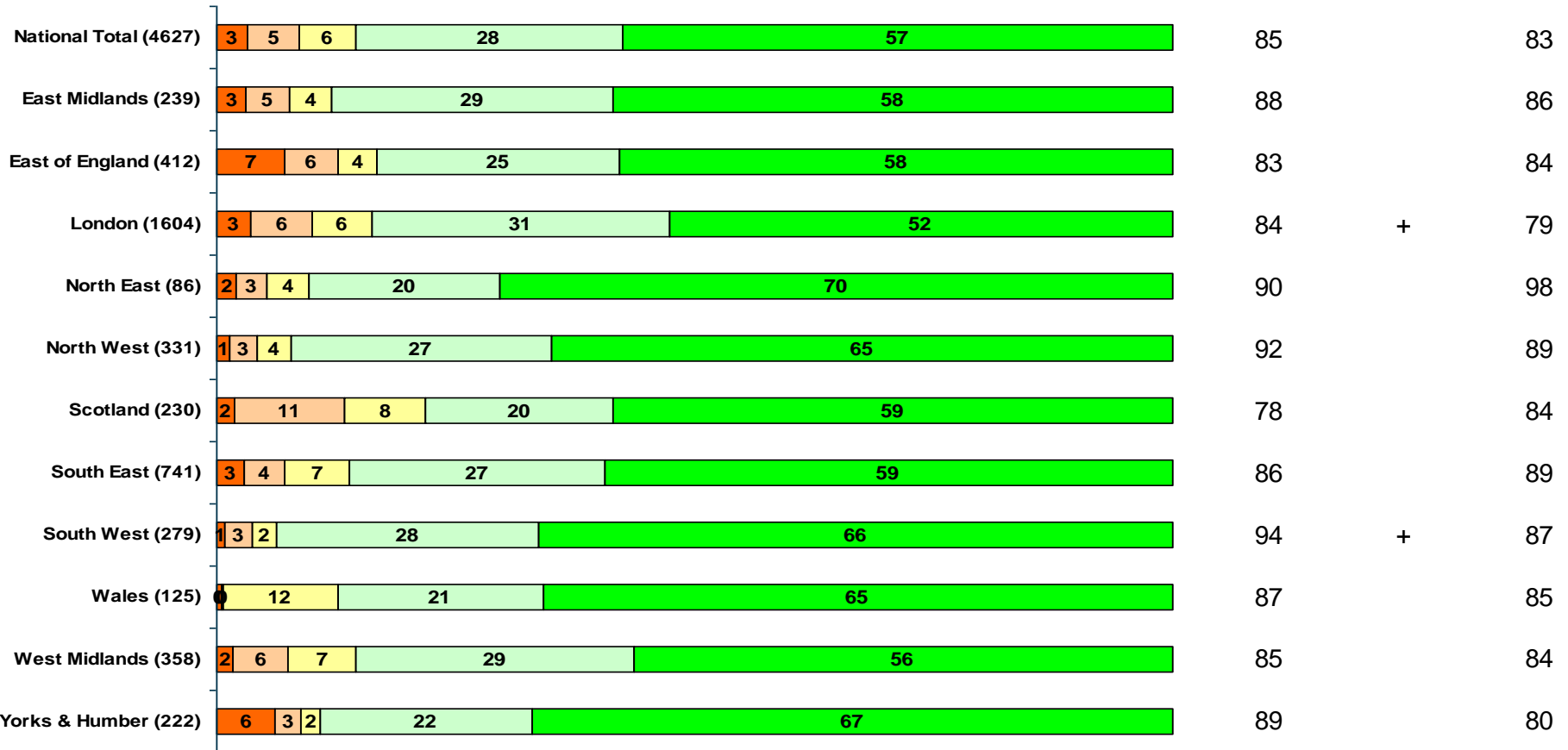
RESULTS BY REGION (ALL RESPONDENTS)

STATION – HOW REQUEST TO STAFF WAS HANDLED

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

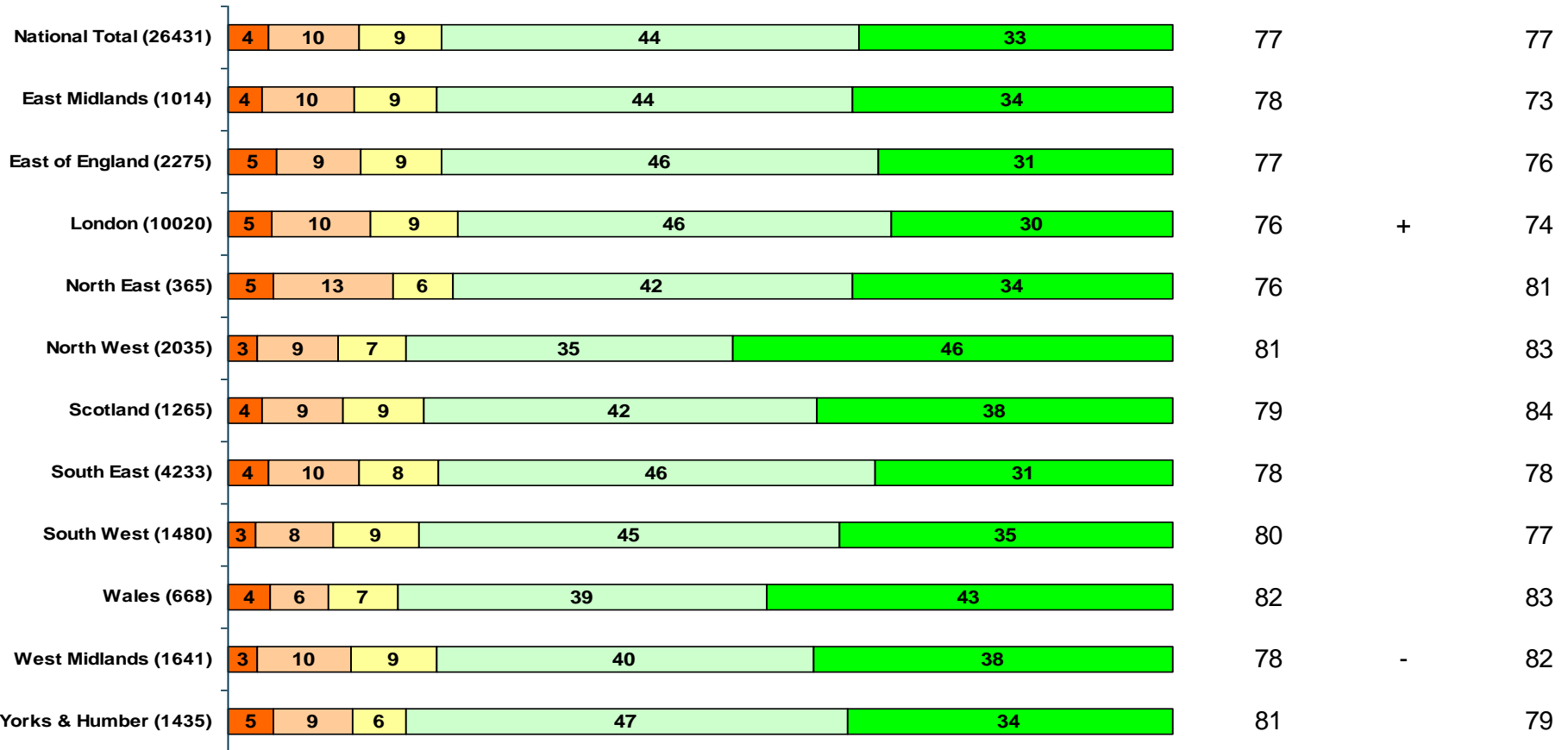
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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- denotes significant decrease
at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

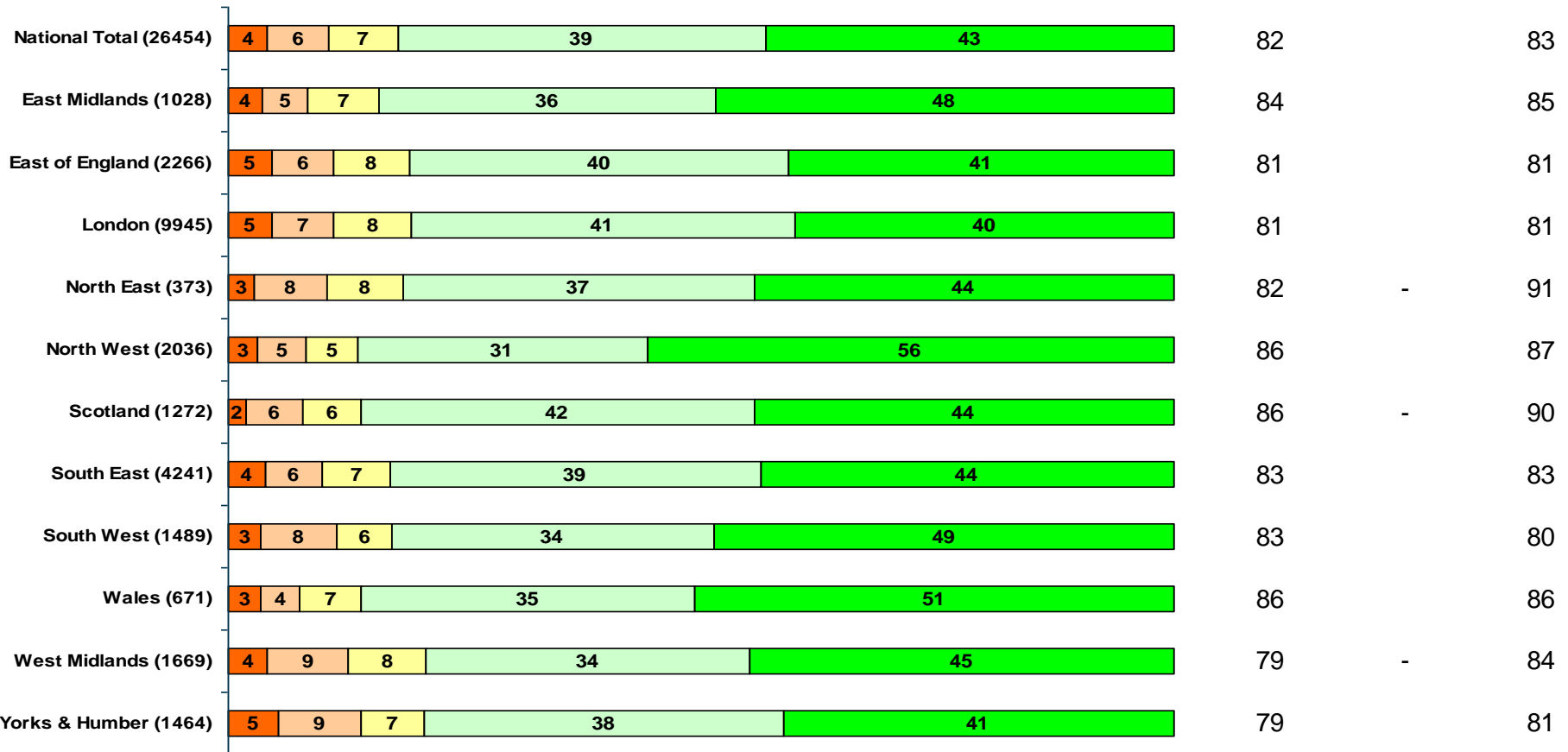
RESULTS BY REGION (ALL RESPONDENTS)

% satisfied/good

TRAIN – PUNCTUALITY/RELIABILITY (I.E. THE TRAIN ARRIVING/DEPARTING ON TIME)

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

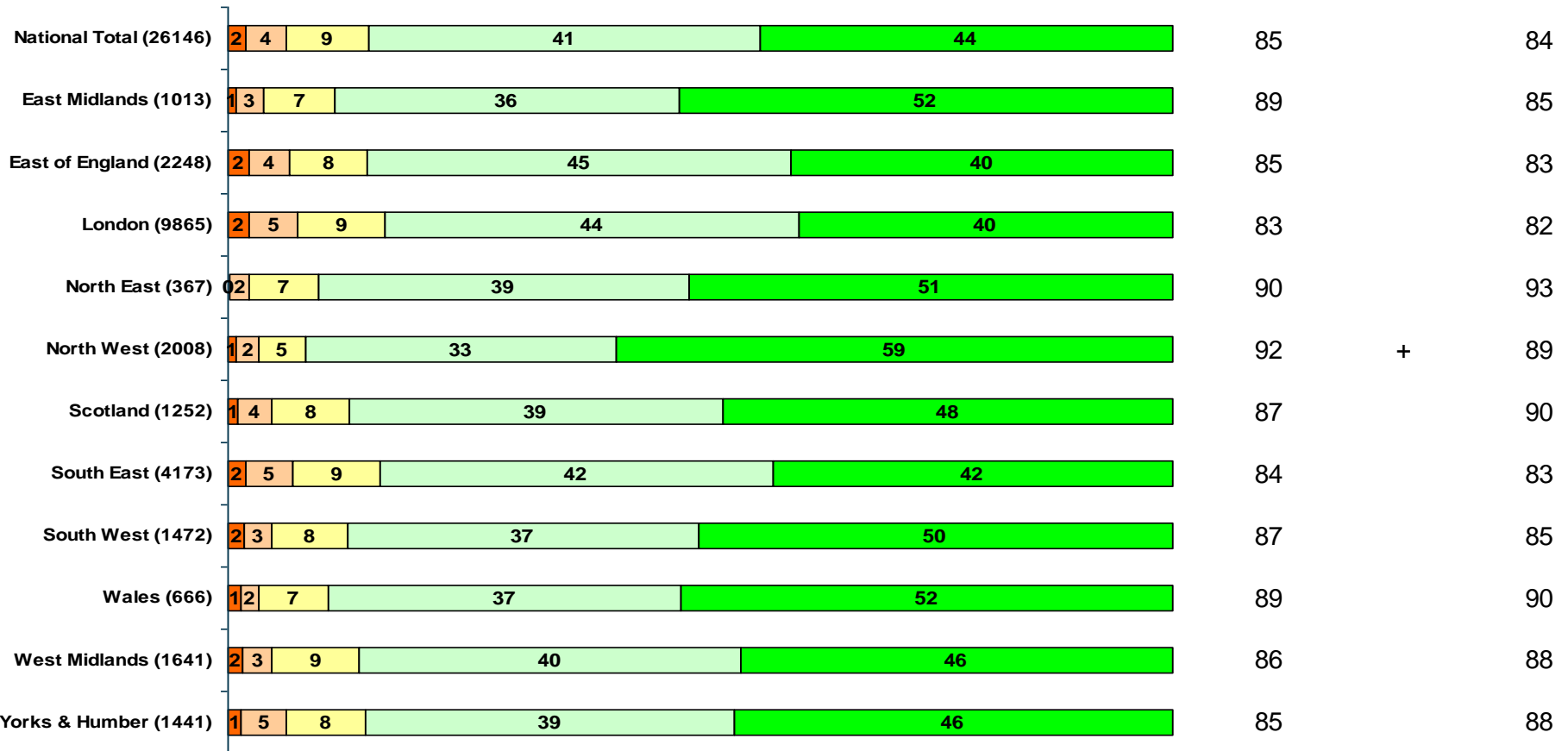
RESULTS BY REGION (ALL RESPONDENTS)

% satisfied/good

TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

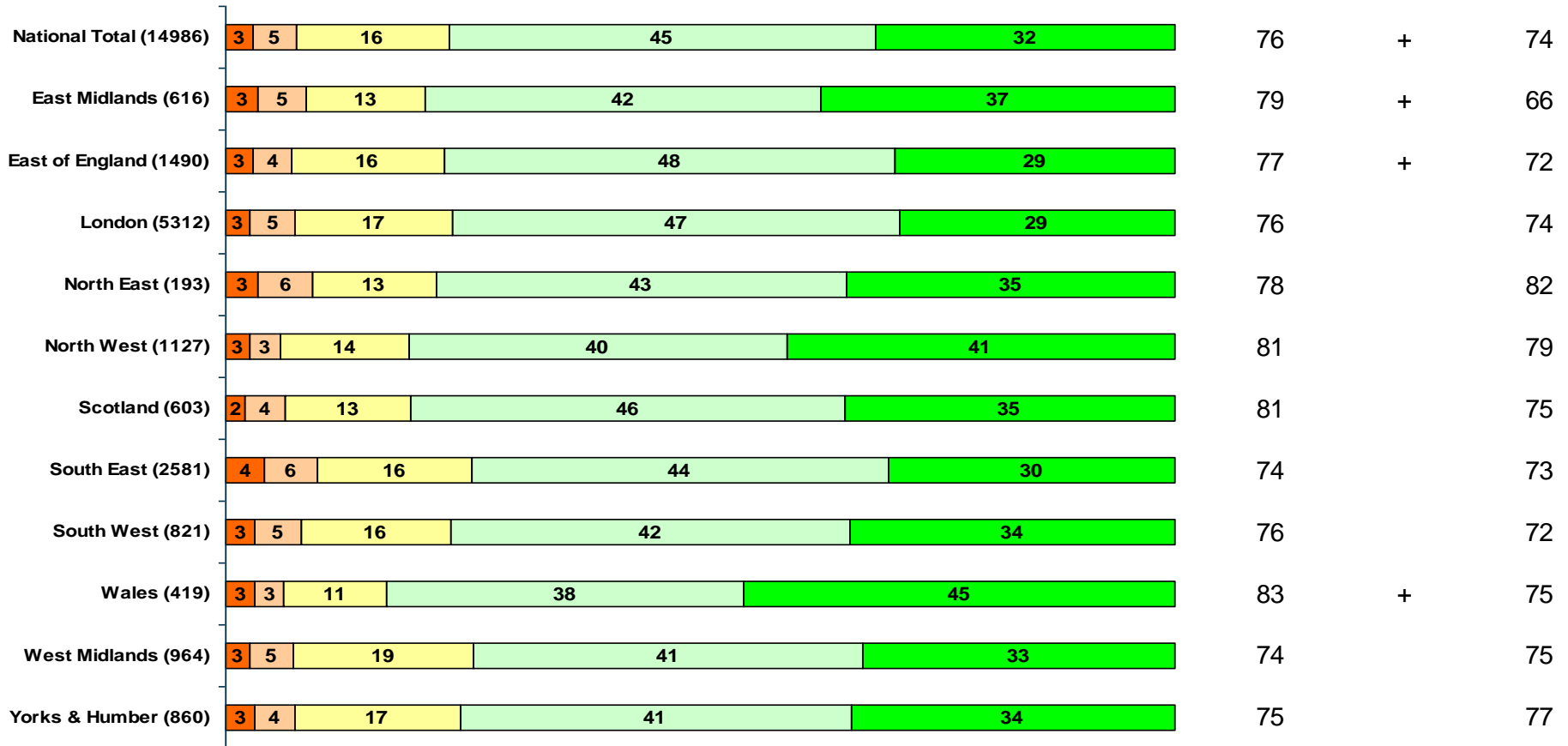
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

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at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

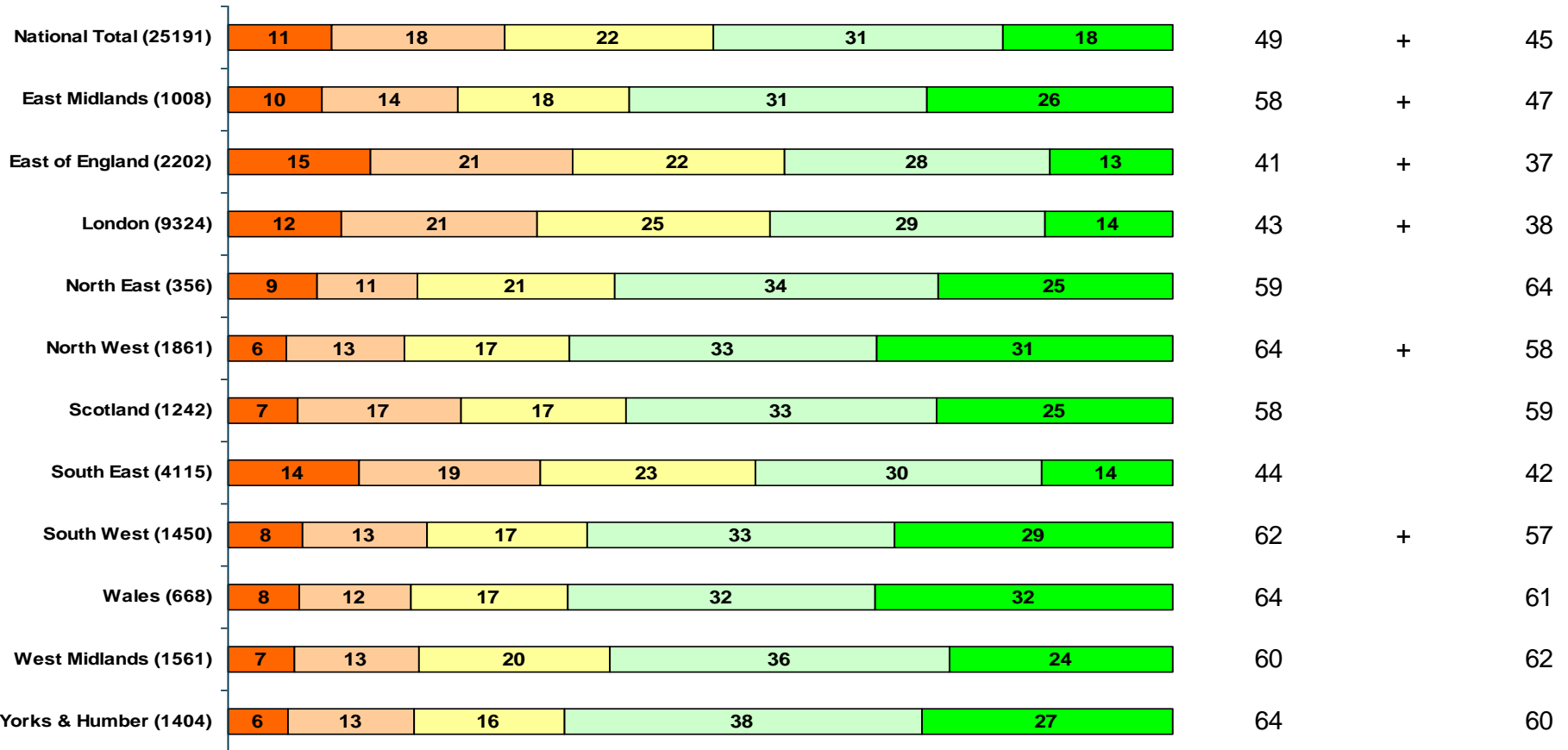
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

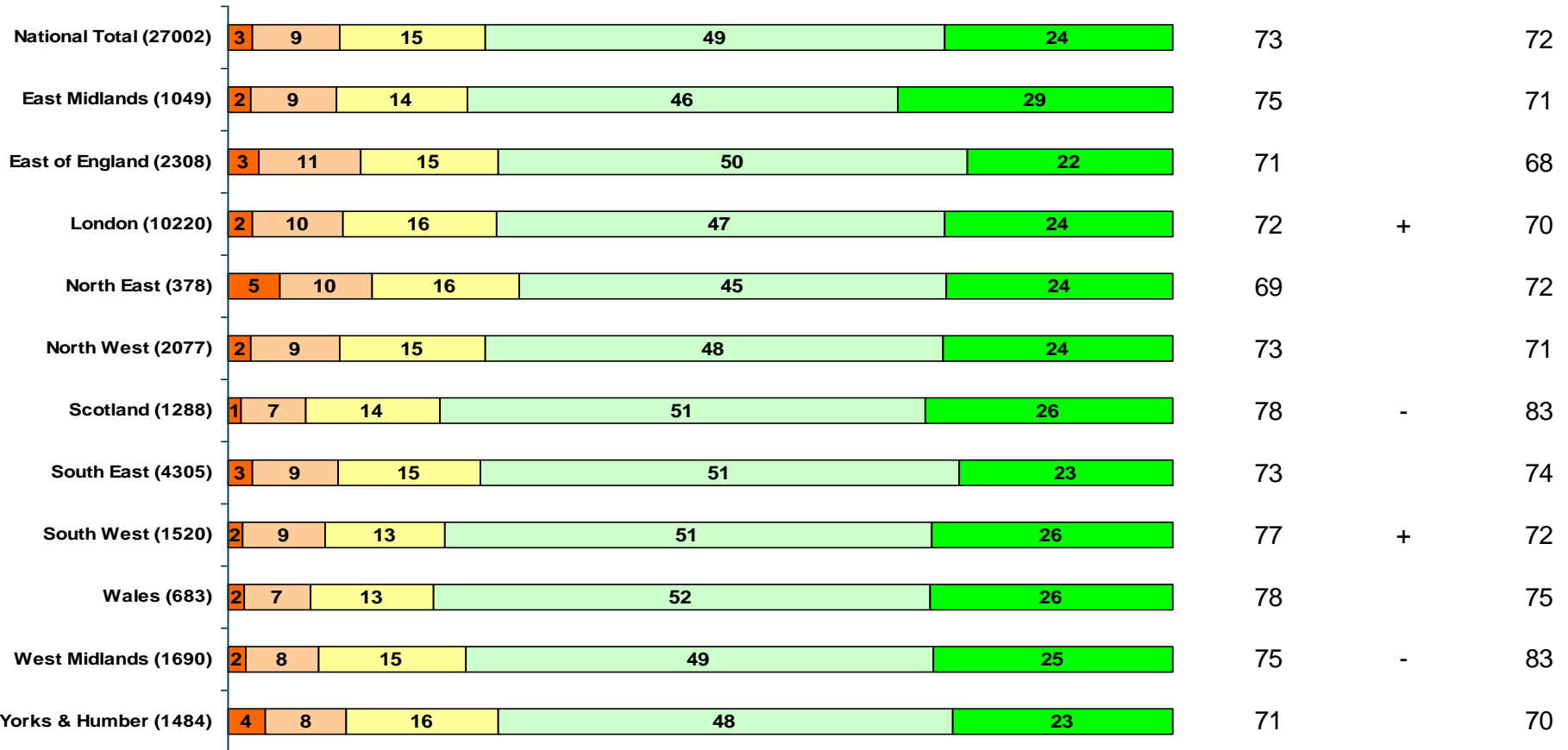
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – CLEANLINESS OF THE TRAIN

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

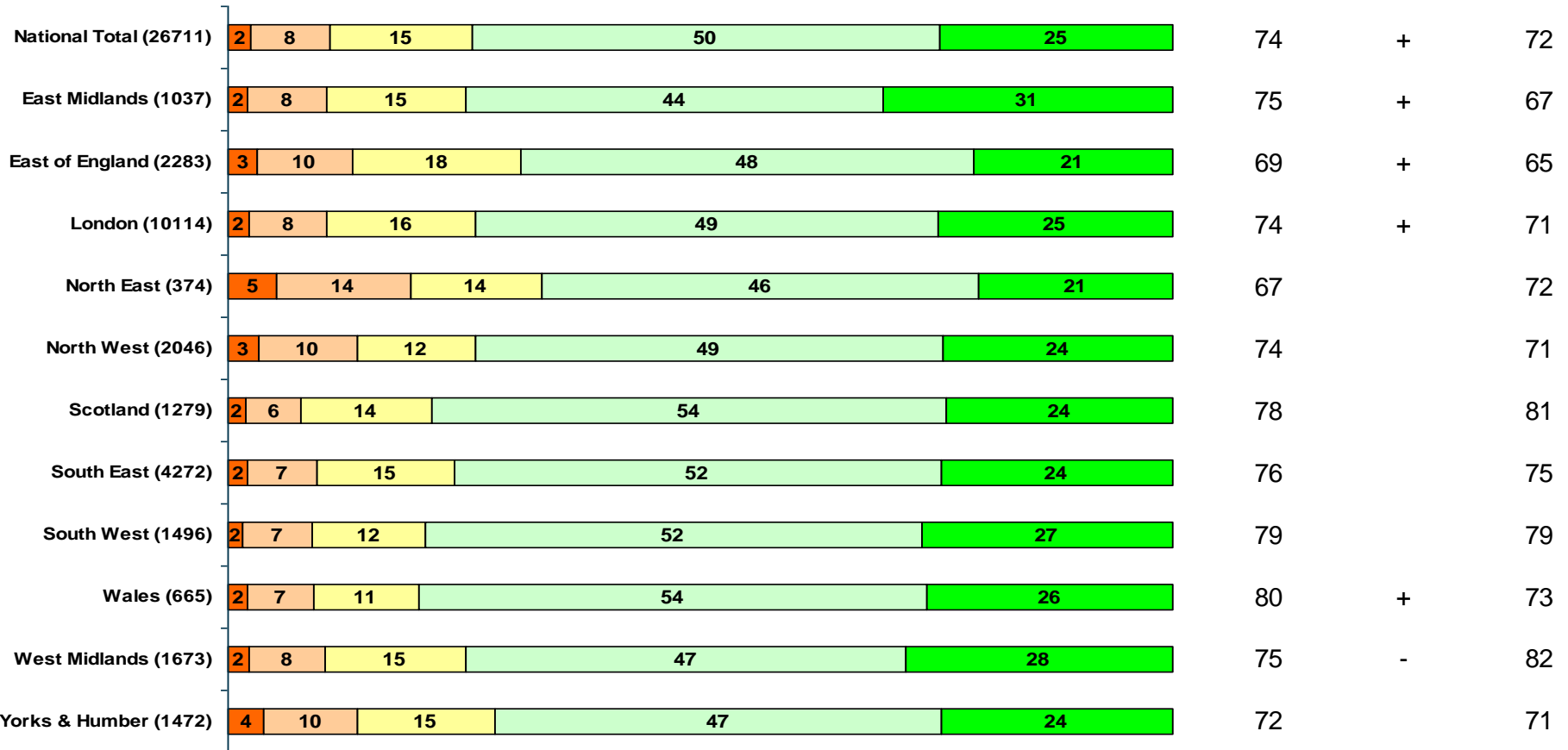
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – UP KEEP AND REPAIR OF THE TRAIN

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

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 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

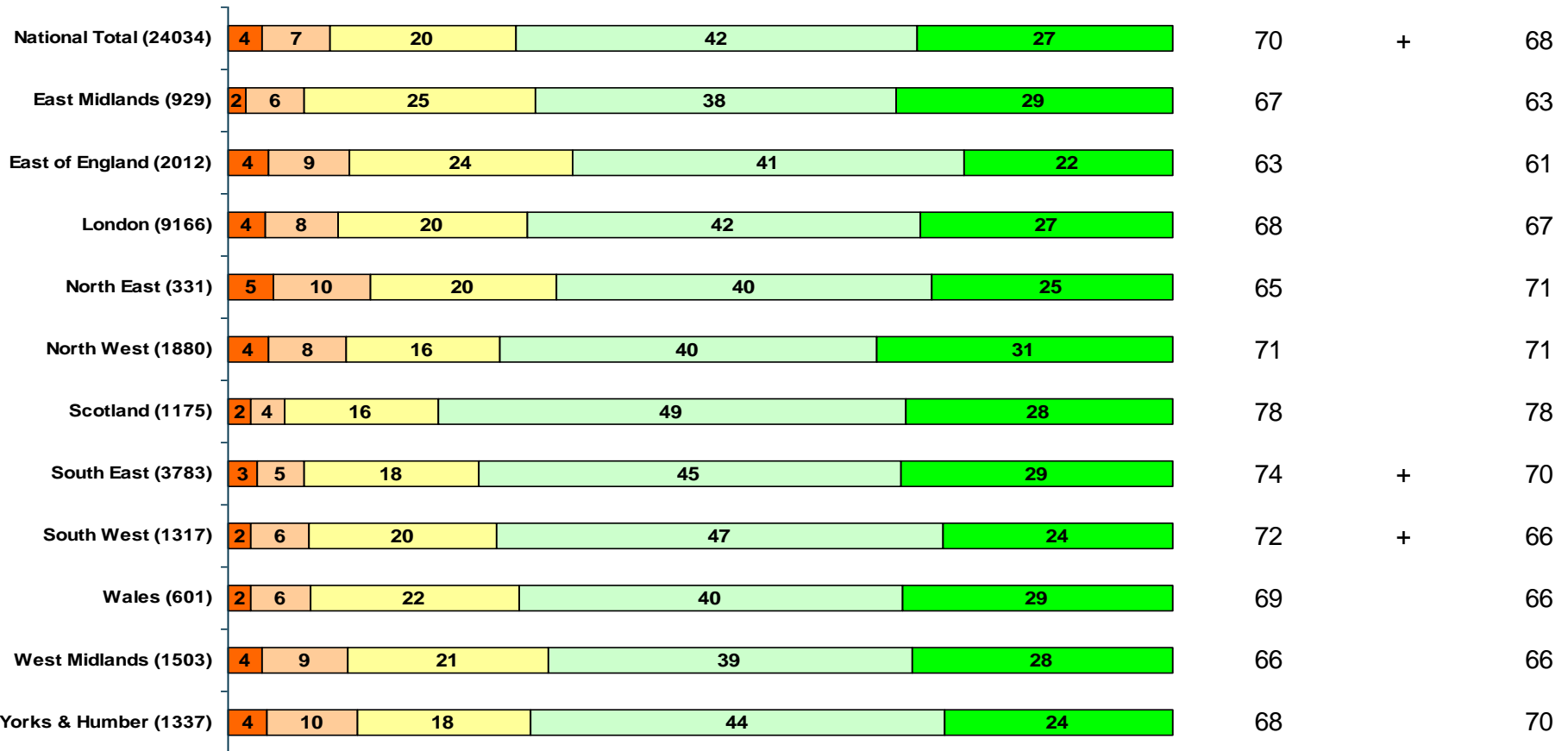
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

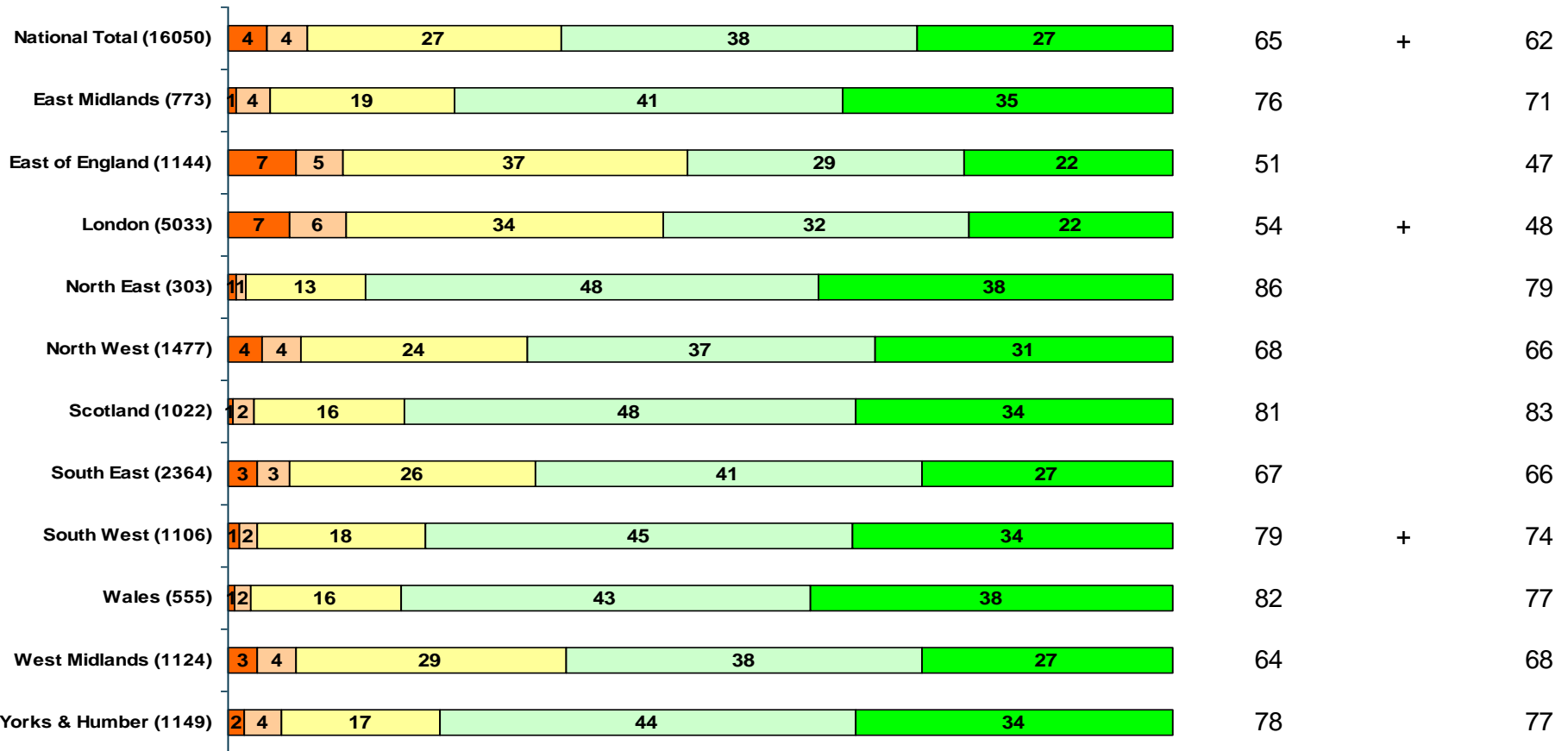
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

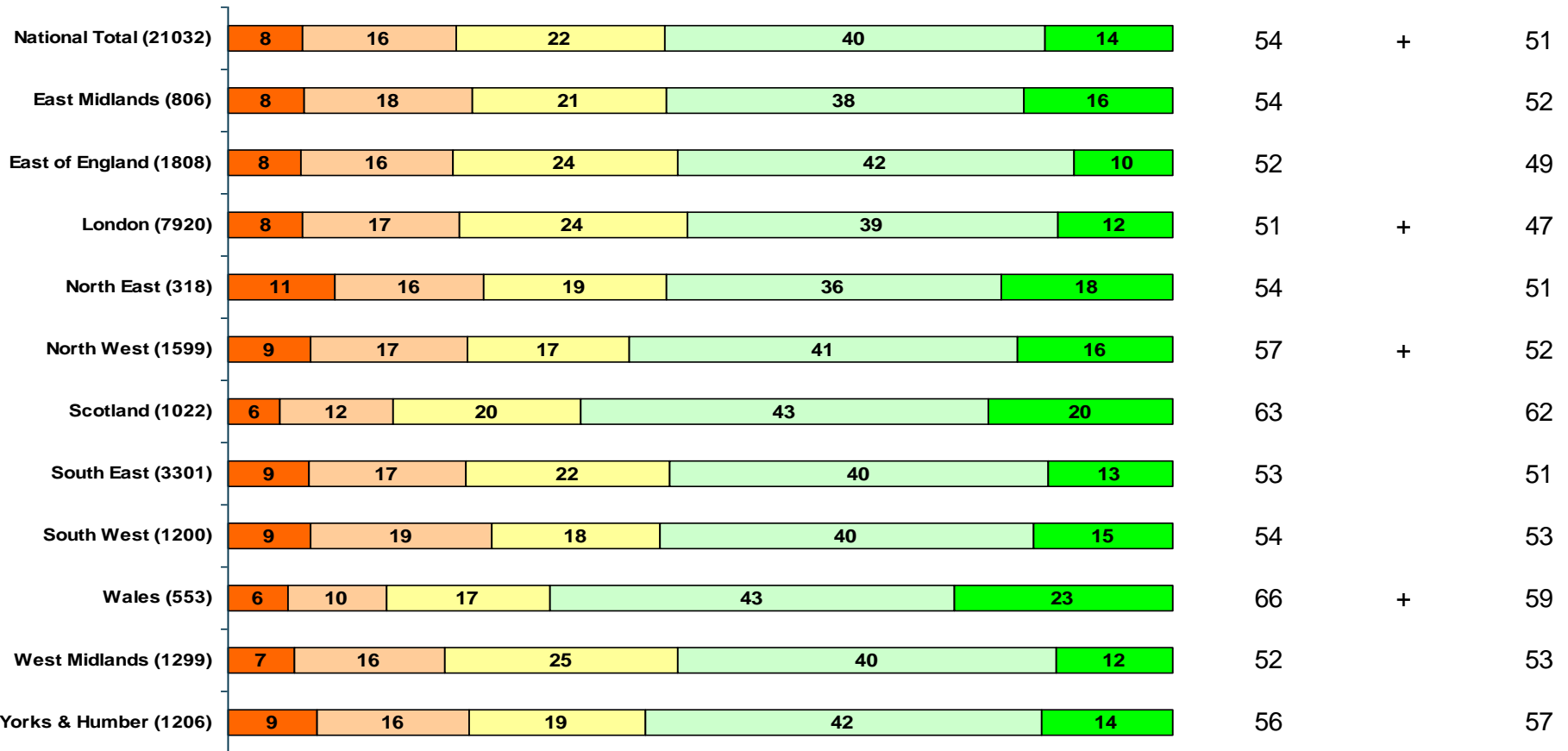
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE SPACE FOR LUGGAGE

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

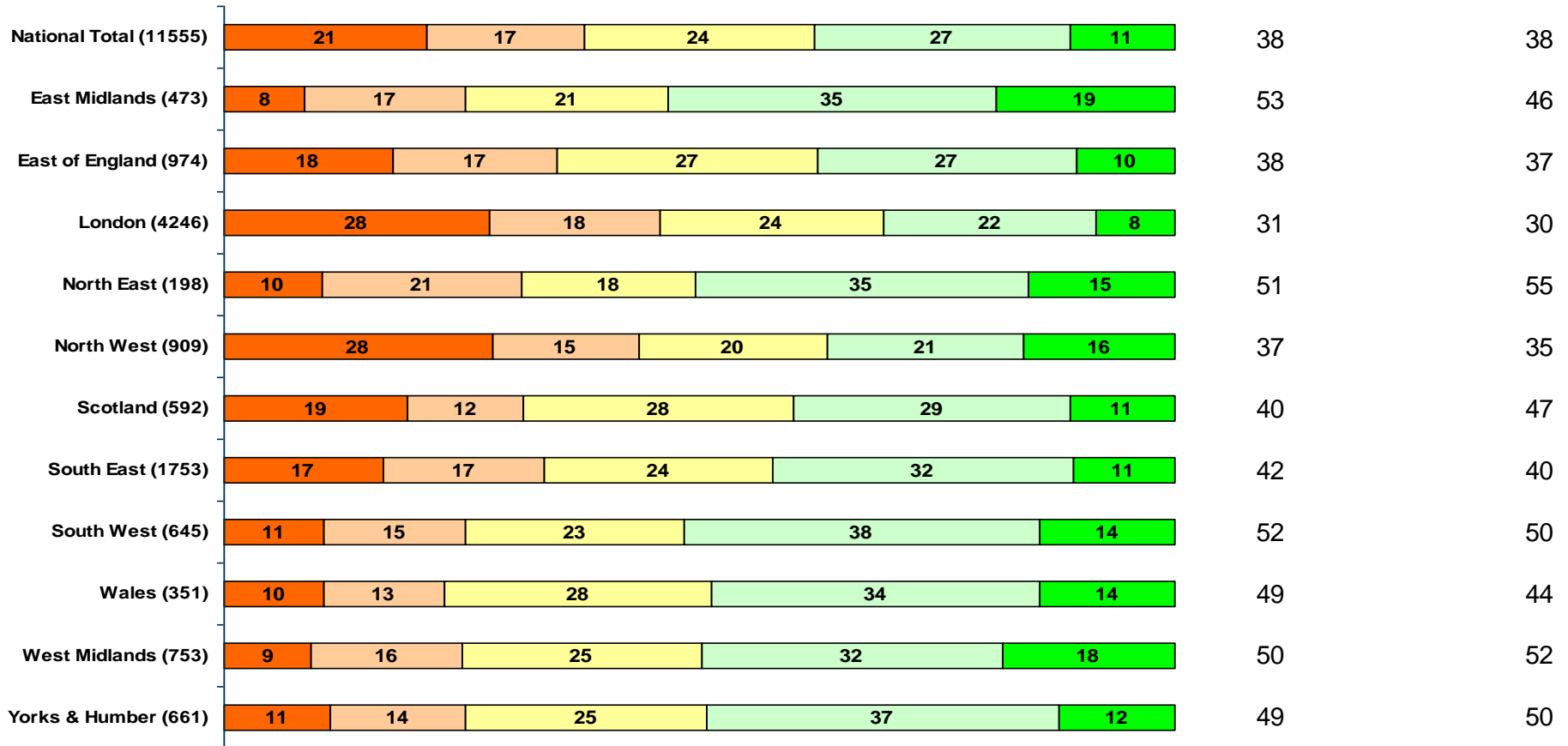
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE TOILET FACILITIES

% satisfied/good

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

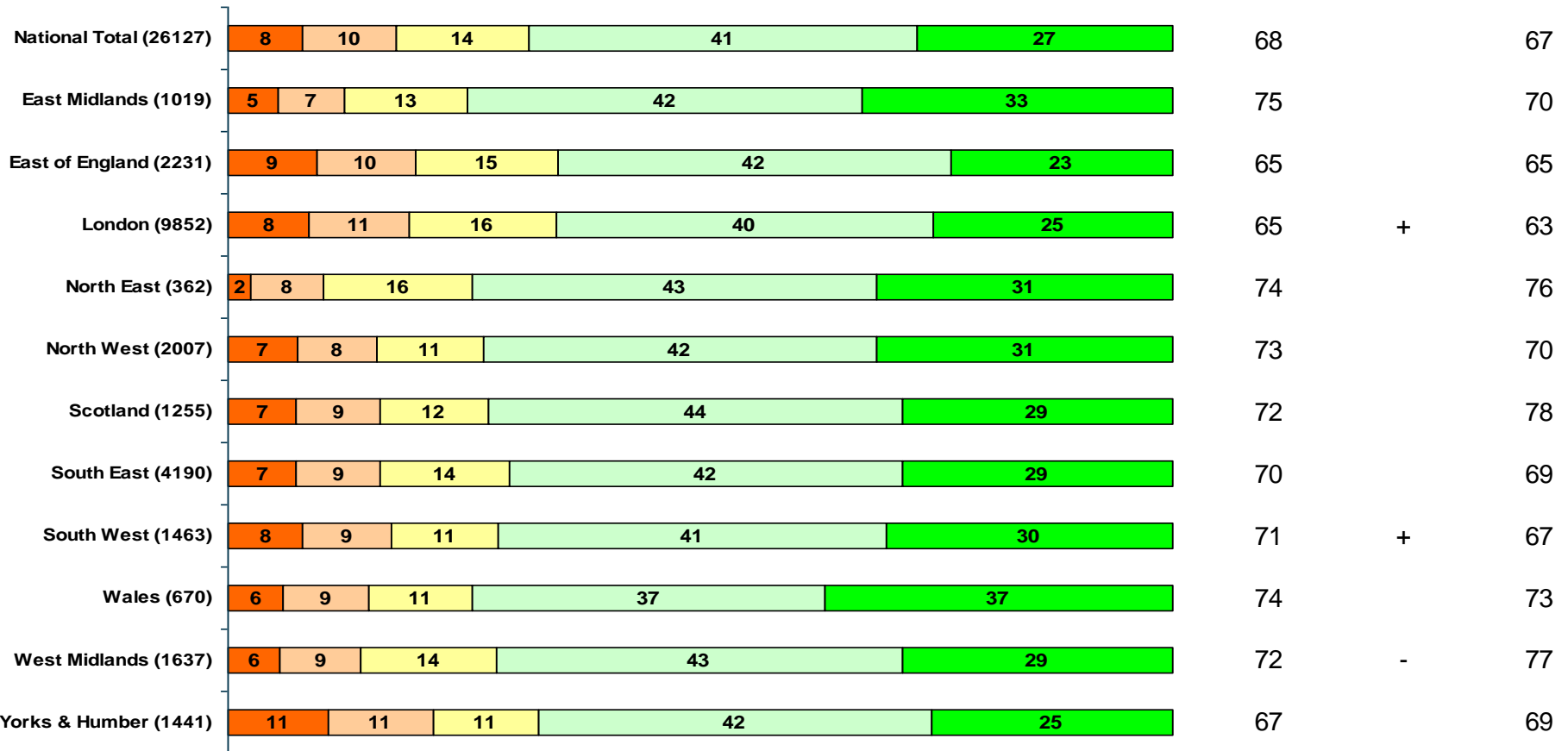
RESULTS BY REGION (ALL RESPONDENTS)

% satisfied/good

TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND

Autumn 2010

Autumn 2009



Very dissatisfied Fairly dissatisfied Neither Fairly satisfied Very satisfied

+ denotes significant increase
- denotes significant decrease
at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

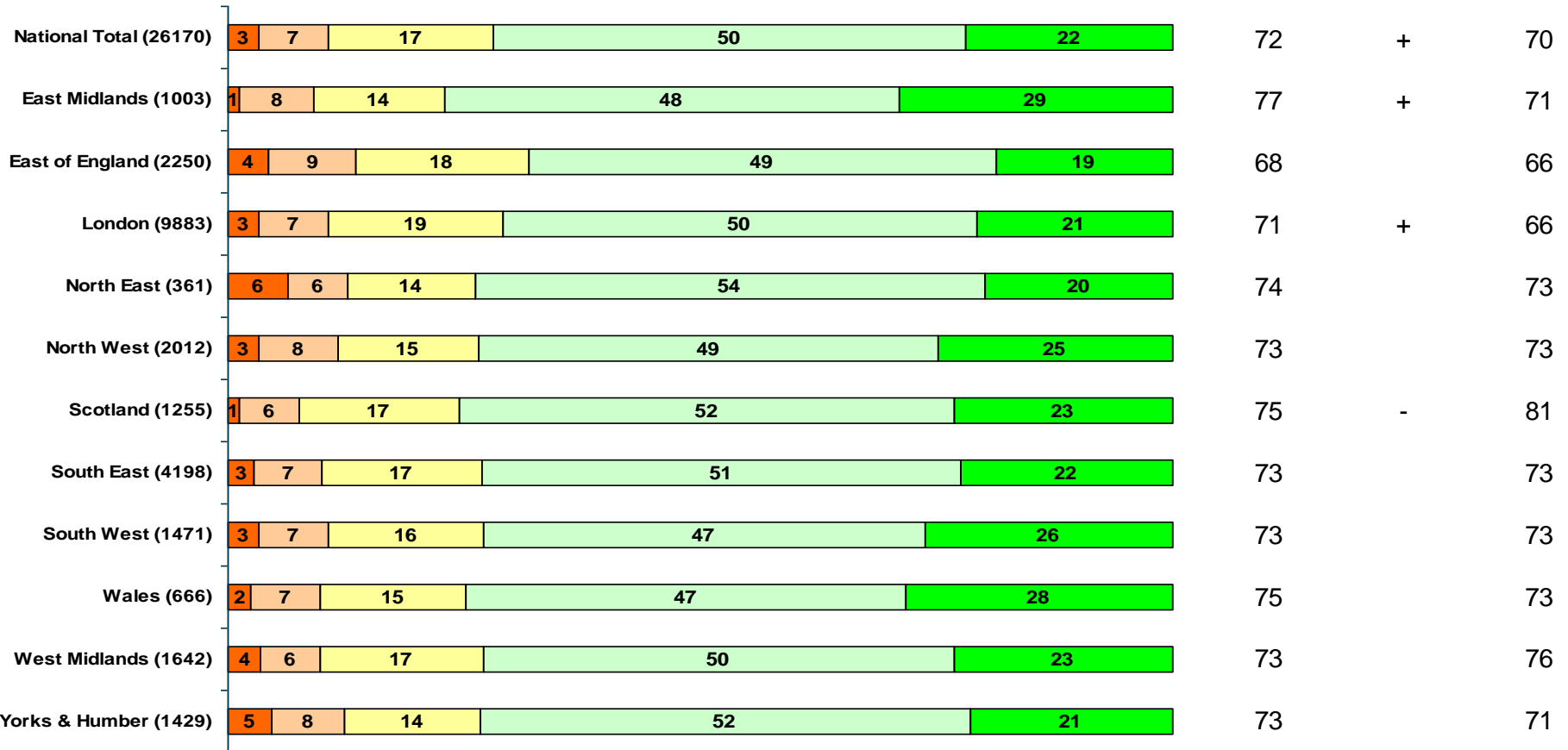
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE COMFORT OF THE SEATING AREA

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

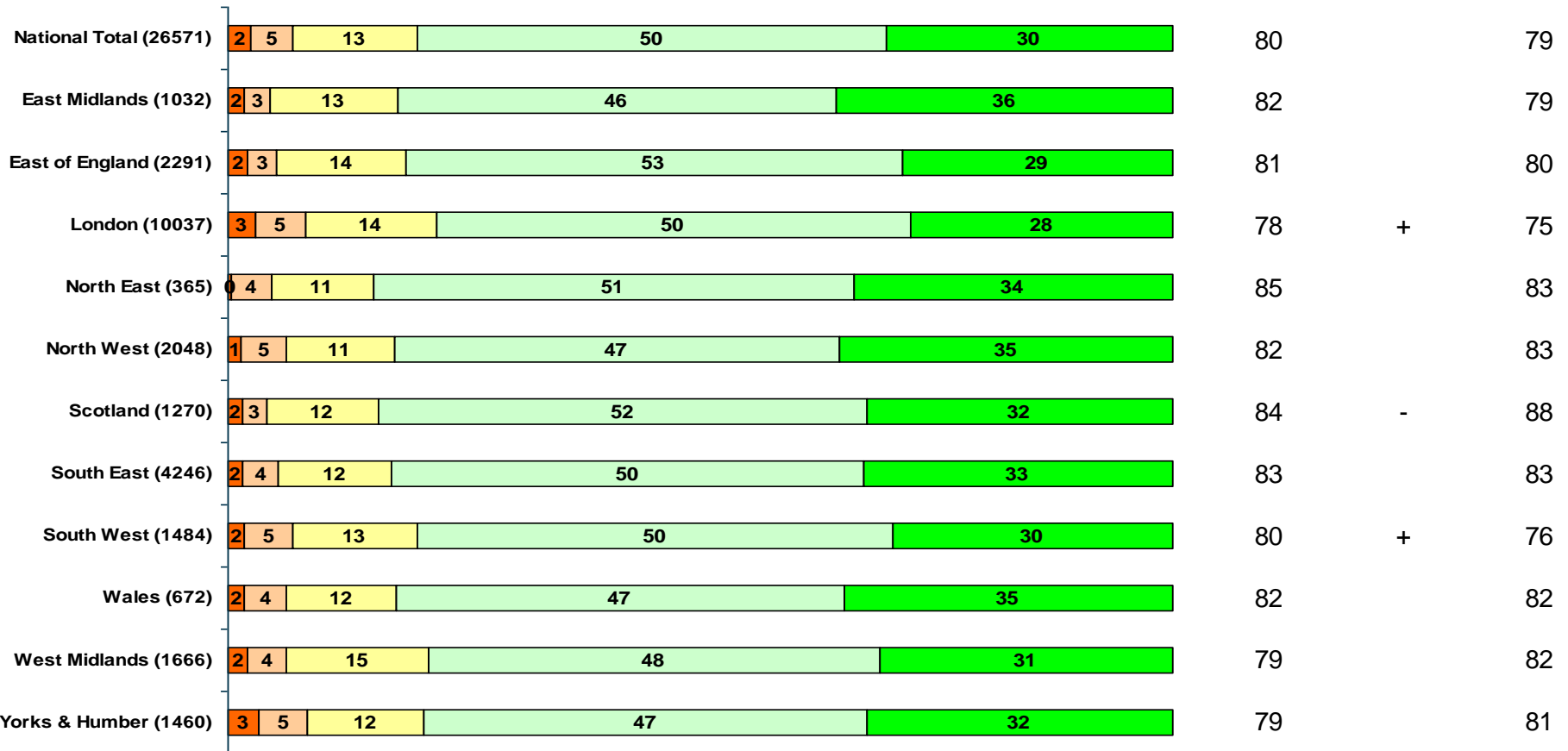
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

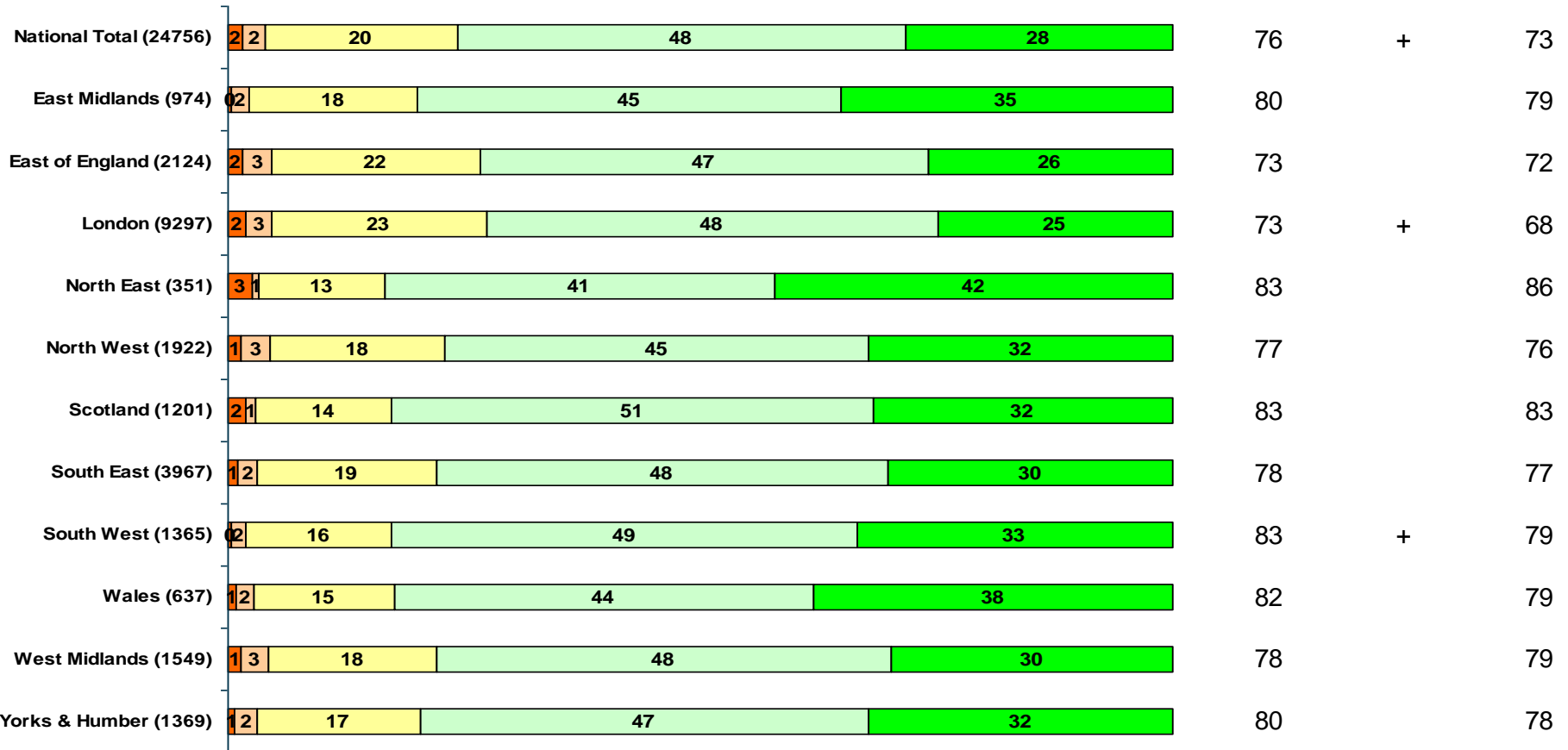
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

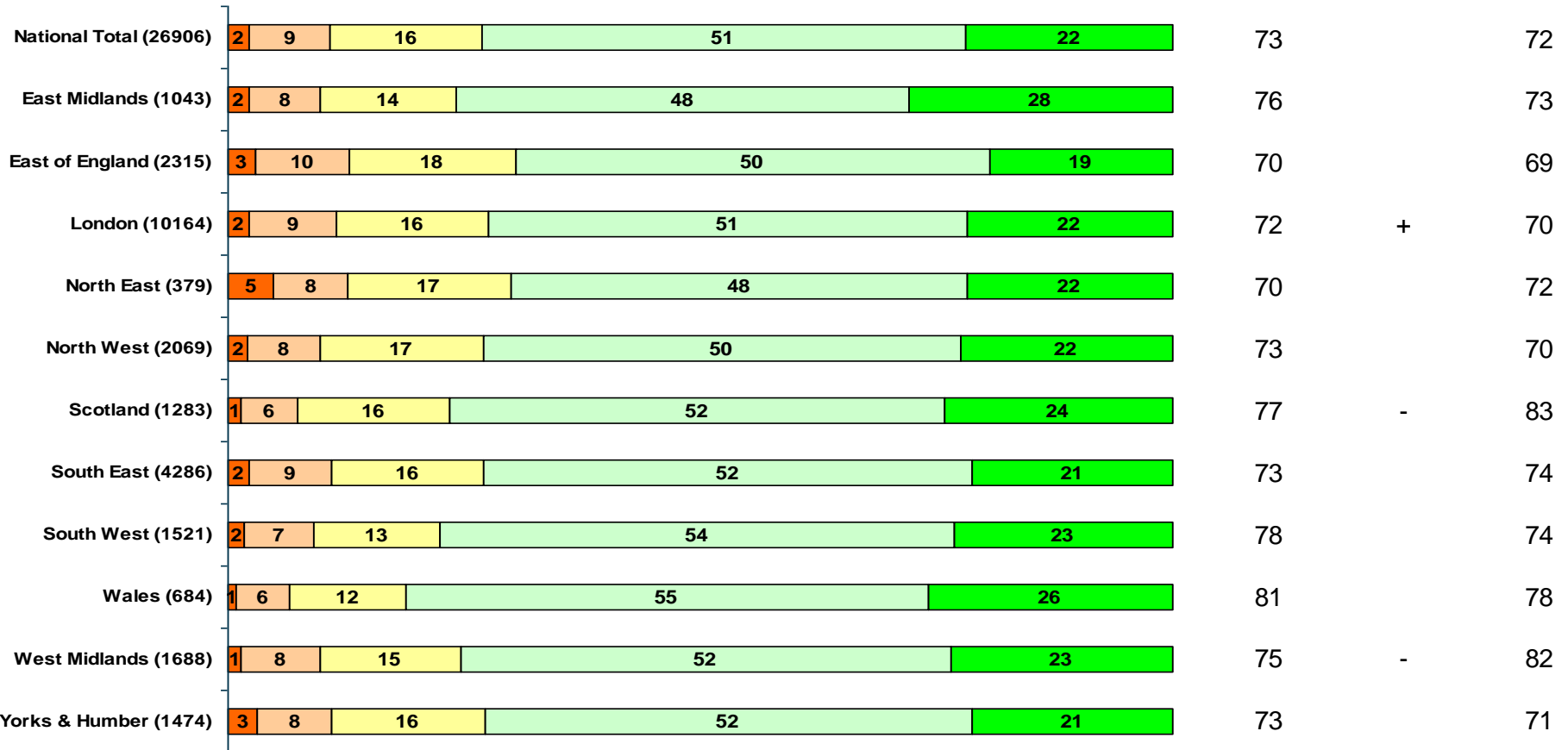
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE CLEANLINESS OF THE INSIDE

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

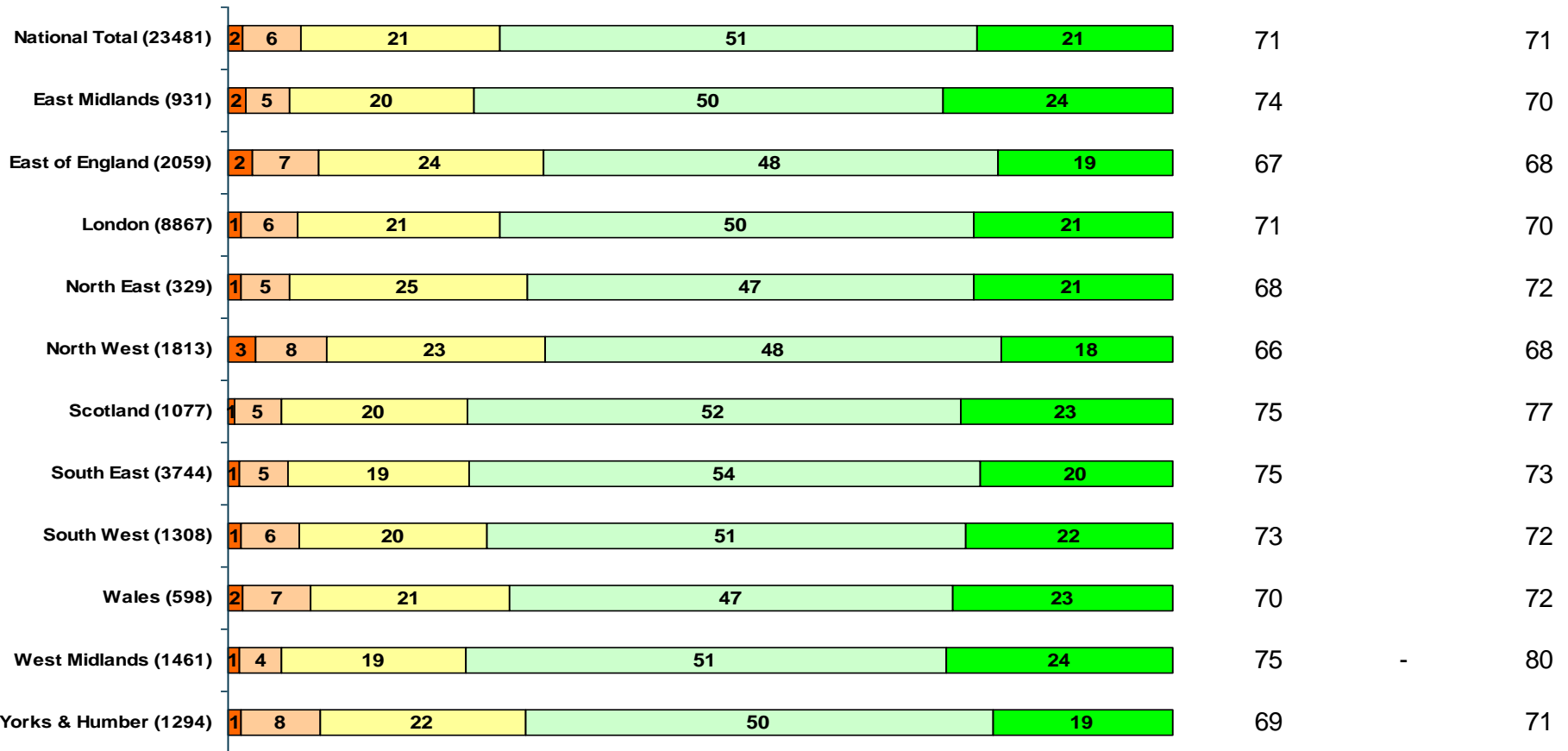
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE CLEANLINESS OF THE OUTSIDE

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

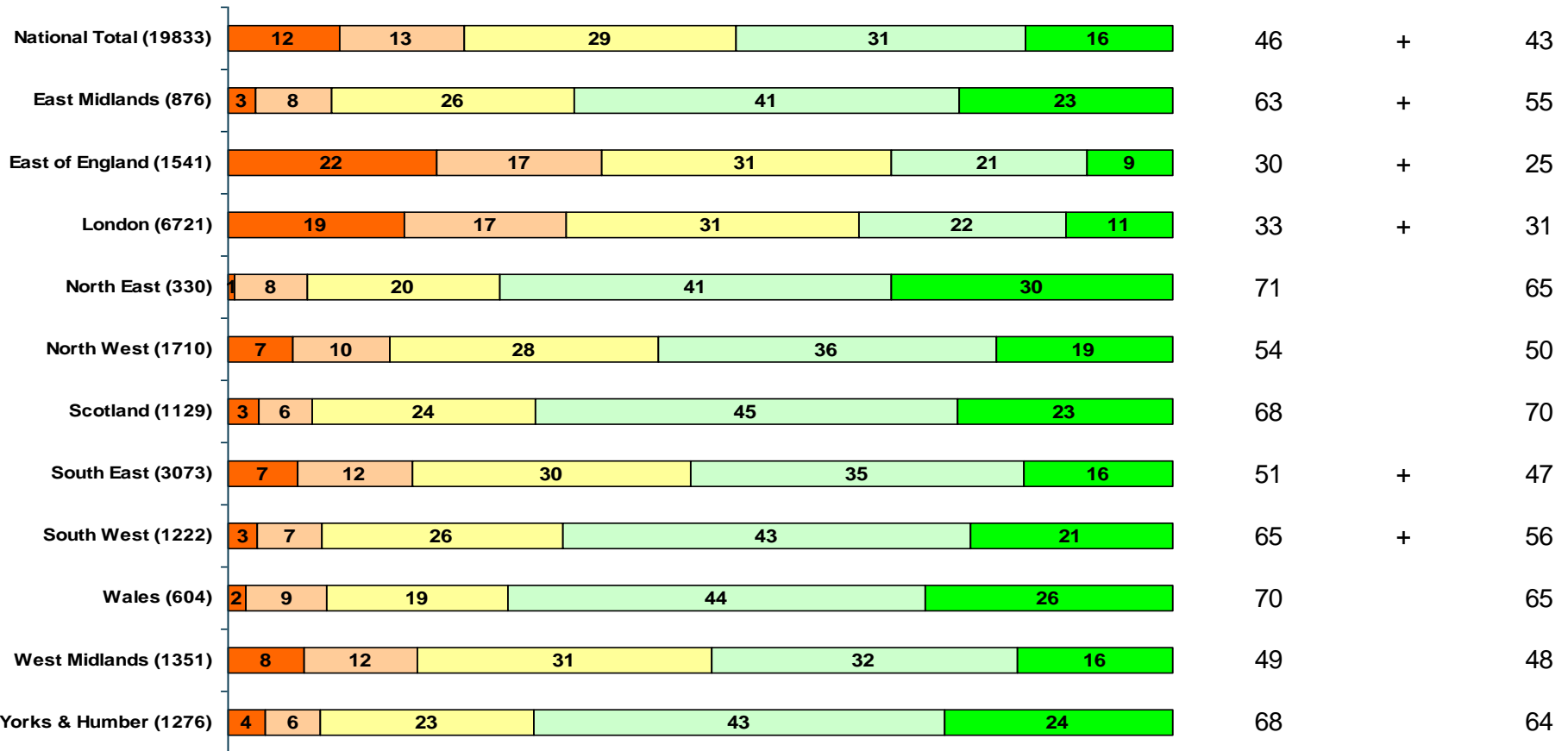
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – THE AVAILABILITY OF STAFF

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

NATIONAL PASSENGER SURVEY - WAVE 23 – Autumn 2010

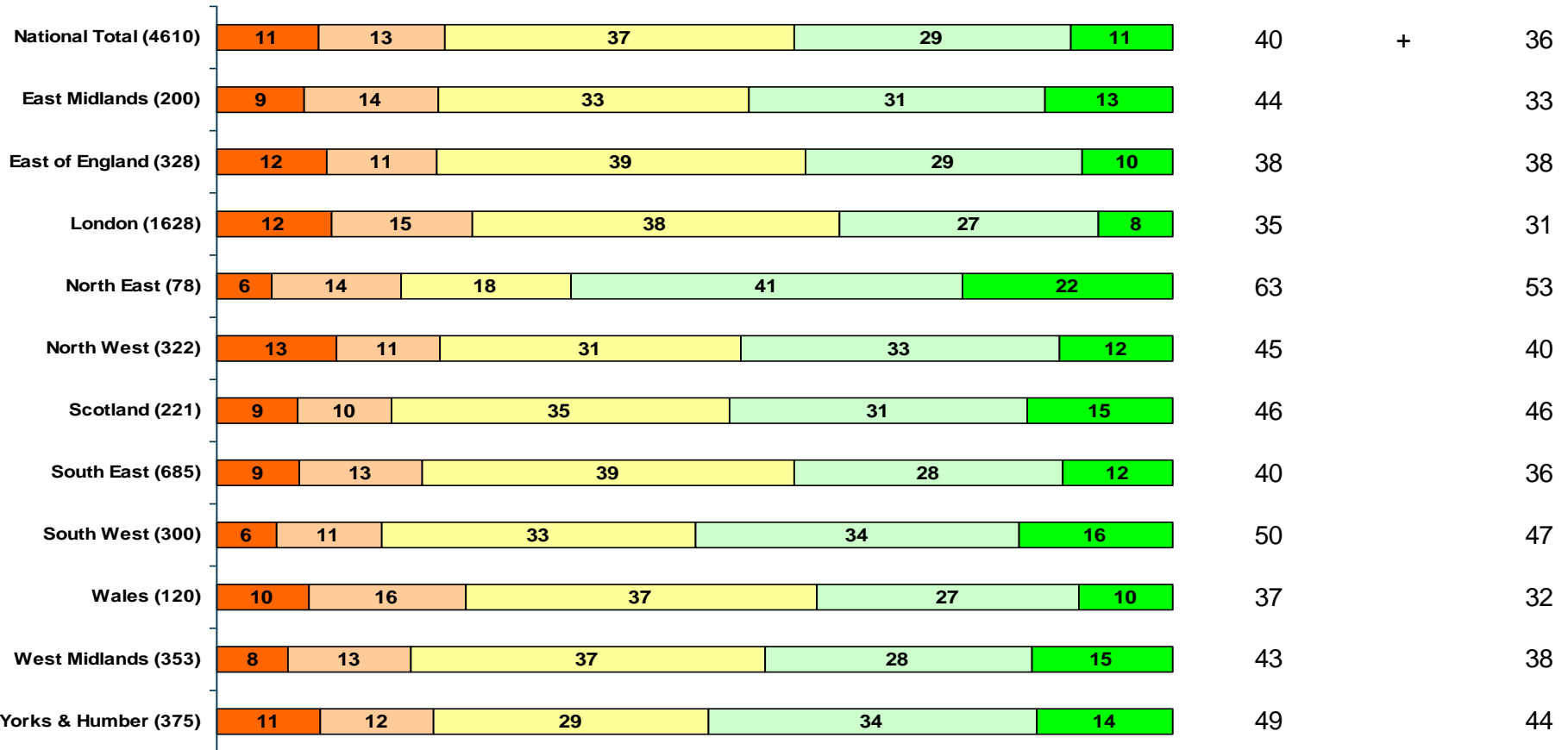
RESULTS BY REGION (ALL RESPONDENTS)

TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS

% satisfied/good

Autumn 2010

Autumn 2009



■ Very dissatisfied
 ■ Fairly dissatisfied
 ■ Neither
 ■ Fairly satisfied
 ■ Very satisfied

+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

MAIN PURPOSE OF JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NET ALL COMMUTING WORK	41	24	47	50	20	29	32	39	24	25	29	28	90	0	0
NET ALL COMMUTING EDUCATION	5	4	4	4	5	6	6	6	6	4	5	4	10	0	0
ON COMPANY BUSINESS (OR OWN IF SELF EMPLOYED)	15	20	16	16	21	11	14	15	15	10	18	14	0	100	0
ON PERSONAL BUSINESS	4	4	4	4	3	6	4	5	3	6	5	4	0	0	12
VISITING FRIENDS OR RELATIVES	13	23	11	10	23	16	15	13	18	22	16	19	0	0	34
SHOPPING TRIP	6	5	3	3	7	13	9	4	8	13	10	10	0	0	14
TRAVEL TO/ FROM HOLIDAY	3	5	3	2	8	4	5	3	7	5	3	7	0	0	8
A DAY OUT	5	6	5	4	7	7	6	7	11	7	5	7	0	0	14
SPORT	1	1	1	1	0	1	2	1	2	1	1	2	0	0	3
OTHER LEISURE TRIP	6	8	5	5	6	8	8	6	7	7	7	5	0	0	15
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

WHETHER CHANGED TRAINS LATER IN JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES	17	27	19	13	24	17	14	23	26	22	18	19	13	19	20
NO	83	73	81	87	76	83	86	78	74	78	82	81	87	81	80
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

WHETHER ON OUTWARD OR RETURN JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
OUTWARD	54	58	68	48	58	56	57	58	57	60	52	54	51	51	57
RETURN	43	36	28	49	35	38	40	39	38	35	44	41	46	46	37
ONE WAY TRIP ONLY	3	4	3	3	6	4	2	3	4	4	3	3	2	3	4
DON'T KNOW/ NO ANSWER	1	1	1	1	1	2	1	1	1	1	1	2	1	0	2
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

TYPE OF PARTY TRAVELLING IN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TRAVELLING ALONE	83	79	85	86	72	77	76	82	72	72	79	80	95	90	65
TRAVELLING WITH OTHER ADULTS 16+	14	17	13	10	24	18	21	15	23	23	18	16	4	9	28
TRAVELLING WITH CHILDREN AGED 0-4	1	1	1	1	1	1	2	1	2	2	1	1	0	0	3
TRAVELLING WITH CHILDREN AGED 5-10	1	1	1	1	1	1	1	1	2	1	1	1	0	0	2
TRAVELLING WITH CHILDREN AGED 11-15	1	1	1	1	3	1	1	1	2	3	1	2	1	0	3
DON'T KNOW/ NO ANSWER	1	1	1	1	1	3	1	1	1	1	1	1	1	0	2
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

TYPE OF LUGGAGE TRAVELLING WITH

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TRAVELLING WITH HEAVY/BULKY LUGGAGE/OTHER LARGE ITEMS	16	25	14	14	32	19	18	15	25	21	23	24	9	18	25
TRAVELLING WITH A PUSHCHAIR	1	1	0	1	1	1	2	1	1	1	1	0	0	0	2
TRAVELLING WITH A FOLDING BICYCLE	1	1	1	1	0	0	0	1	0	0	1	0	1	0	0
TRAVELLING WITH A NON-FOLDING BICYCLE	1	1	1	1	1	2	1	2	2	1	1	1	2	1	1
TRAVELLING WITH A DOG	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
TRAVELLING WITH A WHEELCHAIR	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
TRAVELLING WITH A HELPER	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0
NONE APPLY	79	71	83	82	63	75	78	80	68	74	73	72	87	79	69
DON'T KNOW/ NO ANSWER	2	2	1	2	2	3	1	1	2	3	1	2	1	1	2
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

SPECIAL NEEDS WHEN TRAVELLING BY TRAIN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES : MOBILITY	3	2	3	2	3	5	2	3	4	4	4	6	2	2	5
YES : WHEELCHAIR USER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YES : HEARING	1	1	1	1	2	1	2	1	2	2	2	1	1	1	2
YES : EYESIGHT	1	2	1	1	1	1	0	1	1	1	1	1	0	0	1
YES : SPEECH IMPAIRMENT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
YES : LEARNING DIFFICULTIES	0	1	0	0	0	0	0	0	1	0	0	1	0	0	0
OTHER	1	2	1	1	0	2	0	1	1	1	1	2	1	1	2
NO/ NONE	89	88	91	91	85	85	91	90	88	83	86	85	93	93	84
DON'T KNOW/ NO ANSWER	5	5	4	5	8	7	5	4	5	10	7	5	4	3	7
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

WHETHER STATION MET NEEDS AS A PASSENGER WITH ILLNESS/DISABILITY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	32	38	26	22	48	51	35	29	51	49	35	30	21	20	39
FAIRLY SATISFIED	33	35	43	30	28	28	47	37	26	19	35	31	35	27	33
NEITHER SATISFIED NOR DISSATISFIED	17	12	13	24	20	10	17	18	13	6	16	11	22	26	13
FAIRLY DISSATISFIED	9	9	5	13	3	5	2	7	6	9	11	16	10	15	8
VERY DISSATISFIED	9	6	13	10	0	7	0	9	4	18	4	13	11	12	7
Sample Size	1229	54	102	374	22	121	65	189	88	37	88	89	287	116	826

WHETHER TRAINS MET NEEDS AS A PASSENGER WITH ILLNESS/DISABILITY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	29	23	25	27	49	44	32	25	36	29	31	21	18	20	36
FAIRLY SATISFIED	38	44	44	35	36	38	49	38	34	41	43	38	42	37	37
NEITHER SATISFIED NOR DISSATISFIED	18	20	21	17	11	11	17	28	16	2	14	17	22	18	16
FAIRLY DISSATISFIED	11	8	2	17	4	5	2	7	13	13	9	16	12	20	9
VERY DISSATISFIED	4	5	7	4	0	2	0	1	1	15	3	8	6	5	3
Sample Size	1206	54	100	379	21	116	65	179	85	37	86	84	279	116	811

TYPE OF TICKET

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
ANYTIME SINGLE / RETURN	13	19	15	8	25	19	21	14	17	19	17	22	10	20	14
ANYTIME DAY SINGLE / RETURN	13	18	14	9	18	19	18	16	17	27	19	17	12	21	12
OFF-PEAK / SUPER OFF-PEAK SINGLE / RETURN	10	17	9	6	11	10	12	15	19	11	15	11	4	13	16
OFF-PEAK / SUPER OFF-PEAK DAY SINGLE / RETURN	8	10	11	4	9	7	12	15	15	6	8	9	3	10	13
ADVANCE	5	13	4	3	19	7	5	3	13	10	8	11	1	8	9
DAY TRAVELCARD	6	2	10	8	0	1	1	8	1	1	1	1	3	13	7
OYSTER PAY AS YOU GO	7	0	1	16	0	0	0	0	0	0	0	0	9	6	5
WEEKLY OR MONTHLY SEASON TICKET (INCLUDING TRAVELCARD/TRAVELCARD ON OYSTER)	17	9	13	22	5	11	17	15	7	14	15	13	34	3	3
ANNUAL SEASON TICKET (INCLUDING TRAVELCARD/TRAVELCARD ON OYSTER)	9	4	15	12	4	2	1	8	3	1	5	5	17	2	1
SPECIAL PROMOTION TICKET	0	0	0	0	0	1	1	0	1	3	0	1	0	0	1
HOLIDAY PACKAGE/ TOUR TICKET	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RAIL STAFF PASS/ PRIVILEGE TICKET/ POLICE CONCESSION	2	2	2	1	6	1	2	2	2	2	2	1	1	1	2
FREEDOM PASS	5	0	0	7	0	14	1	1	0	1	5	3	2	1	10
OTHER	3	3	3	2	3	5	9	2	3	4	4	5	2	2	5
DONT KNOW/ NO ANSWER	2	1	2	1	1	4	1	1	2	2	1	2	1	1	3
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

CLASS OF TICKET

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
FIRST CLASS	2	4	2	2	7	2	2	3	5	3	2	3	1	5	2
SECOND CLASS	93	94	96	93	89	87	96	96	94	92	92	94	96	94	91
NO ANSWER	4	2	2	5	3	11	3	1	1	5	6	4	3	2	7
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

MEANS BY WHICH CURRENT TICKET PURCHASED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
IN ADVANCE - BOOKED OVER PHONE	1	1	1	0	2	1	1	1	2	1	1	2	0	1	1
IN ADVANCE AT STATION	10	10	11	9	8	10	13	11	13	10	10	12	11	8	10
IN ADVANCE VIA TRAVEL AGENT	1	1	1	1	2	1	1	1	1	1	1	2	0	3	1
IN ADVANCE - VIA THE INTERNET/ A WEBSITE	9	23	6	6	28	9	8	7	20	13	16	15	2	16	13
ON THE DAY OF TRAVEL AT A STATION TICKET OFFICE	24	27	34	16	19	35	25	32	27	27	29	25	15	32	32
ON THE DAY OF TRAVEL FROM TICKET MACHINE	12	10	14	11	6	4	11	23	13	6	9	4	11	17	12
ON THE DAY OF TRAVEL ON THE TRAIN	5	10	2	1	17	7	20	3	9	25	4	17	3	4	7
USING SEASON TICKET	20	11	24	24	8	13	15	19	8	11	19	15	39	4	4
STORED VALUE SMARTCARD E.G. OYSTER	10	0	2	22	0	0	0	0	0	0	0	0	13	7	7
OTHER METHODS OF PURCHASE	2	1	1	2	2	4	1	1	2	1	3	2	2	1	3
TICKET WAS ORGANISED FOR ME	2	4	2	2	4	2	2	1	3	2	2	2	1	6	1
DON'T KNOW/ NO ANSWER	4	2	2	5	4	14	2	2	2	2	6	4	2	1	9
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

TYPE OF RAILCARD USED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
DID NOT USE A RAILCARD	51	49	47	54	42	46	50	51	48	44	47	47	58	61	39
YOUNG PERSONS/STUDENT RAILCARD	5	8	5	3	7	5	4	6	7	5	5	6	4	1	6
SENIOR RAILCARD	9	13	9	6	18	13	9	11	15	16	14	14	2	8	18
FAMILY RAILCARD	0	1	1	0	2	1	0	0	1	2	1	1	0	0	1
DISABLED RAILCARD	1	1	1	0	1	1	1	1	1	1	1	2	0	0	1
NETWORK RAILCARD	2	2	5	2	0	0	1	4	2	1	1	0	2	3	3
FORCES RAILCARD	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
GROUPSAVE DISCOUNT	0	0	1	0	0	0	0	0	1	1	0	0	0	0	1
OTHER RAILCARD	7	5	6	7	3	8	9	5	6	7	6	9	6	4	8
DON'T KNOW/ NO ANSWER	25	21	26	27	26	26	25	20	17	23	24	21	27	23	23
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

INFORMATION PROVIDED ABOUT TICKETS AVAILABLE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	27	37	25	22	41	35	34	27	36	37	33	36	19	28	38
FAIRLY GOOD	36	35	36	37	31	36	34	36	36	31	38	37	37	36	35
NEITHER GOOD NOR POOR	22	16	24	24	15	19	17	22	18	19	18	17	25	23	17
FAIRLY POOR	10	7	11	11	7	6	10	10	7	8	7	5	13	8	6
VERY POOR	5	4	4	5	6	3	4	5	3	5	4	5	6	5	4
GOOD - Autumn 2010	64	73	62	59	72	71	69	63	72	68	71	73	57	65	73
GOOD - Autumn 2009	62	66	57	58	80	67	68	62	69	62	68	67	55	64	70
Significant Change	+	+	+									+			+
Sample Size	21983	904	1906	8059	332	1621	1080	3569	1305	577	1402	1228	9102	3437	9444

RATING OF RANGE OF TICKETS AVAILABLE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	24	30	21	19	36	30	30	25	28	34	27	30	18	22	33
FAIRLY GOOD	38	36	37	38	33	36	37	38	38	33	39	39	38	37	37
NEITHER GOOD NOR POOR	25	22	28	28	16	24	19	24	23	23	21	21	27	29	21
FAIRLY POOR	9	8	10	10	9	6	10	9	8	7	9	7	12	7	6
VERY POOR	4	4	4	5	5	3	3	4	3	4	4	2	5	4	3
NO OPINION/ DID NOT USE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOOD - Autumn 2010	61	66	58	57	69	66	67	63	66	66	65	69	56	60	70
GOOD - Autumn 2009	58	60	54	56	68	62	67	59	61	61	63	58	53	58	65
Significant Change	+	+	+					+	+			+	+		+
Sample Size	20383	857	1768	7447	311	1509	1007	3323	1199	526	1297	1139	8641	3214	8528

RATING OF EASE OF TICKET PURCHASE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY GOOD	45	53	43	39	55	54	54	45	52	57	52	51	35	50	56
FAIRLY GOOD	37	34	38	40	33	36	32	36	33	30	36	35	41	35	32
NEITHER GOOD NOR POOR	10	8	11	12	6	6	8	11	7	8	7	8	13	9	7
FAIRLY POOR	5	3	4	6	2	3	4	6	4	3	4	3	7	4	3
VERY POOR	3	2	3	3	4	2	2	2	3	2	1	3	4	2	2
NO OPINION/ DID NOT USE	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GOOD - Autumn 2010	82	87	82	79	88	89	86	81	85	87	88	86	77	86	87
GOOD - Autumn 2009	81	84	81	78	86	87	88	81	84	86	85	82	76	87	86
Significant Change															+
Sample Size	23560	961	2117	8465	335	1738	1177	3972	1390	624	1471	1310	9647	3695	10218

FAMILIARITY WITH STATION WHERE BOARDED TRAIN

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY FAMILIAR	56	51	61	55	49	60	57	57	50	62	52	58	68	40	48
FAIRLY FAMILIAR	29	29	24	32	27	25	31	26	28	21	30	27	26	36	31
NOT VERY FAMILIAR	8	8	8	8	12	10	7	8	11	7	8	8	4	13	11
NOT AT ALL FAMILIAR	5	10	5	4	8	5	3	7	9	8	8	6	1	10	8
DON'T KNOW/ NO ANSWER	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
FAMILIAR - Autumn 2010	85	80	85	87	77	84	88	83	78	83	82	86	94	76	79
FAMILIAR - Autumn 2009	85	83	88	87	80	85	86	84	77	85	83	82	94	77	79
Significant Change															
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

WHETHER ASKED FOR INFORMATION OR HELP AT STATION

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
YES: ASKED FOR HELP	8	13	9	8	12	7	5	9	9	10	9	7	5	11	11
YES: ASKED FOR INFORMATION	8	11	7	8	11	8	9	9	9	10	13	9	5	9	12
COULDN'T FIND ANYONE TO ASK	3	4	3	2	9	3	6	3	7	8	3	8	3	3	4
NO/ DIDN'T NEED HELP/ INFORMATION	79	70	79	81	63	79	79	79	73	68	74	75	85	77	72
DON'T KNOW/ NO ANSWER	2	2	2	2	5	3	3	2	3	4	2	3	2	2	3
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

FREQUENCY OF MAKING JOURNEY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
3 OR MORE TIMES A WEEK	38	20	42	44	19	32	36	36	20	26	29	28	74	5	7
ONCE OR TWICE A WEEK	13	9	12	14	9	16	13	13	10	14	11	10	12	15	13
1 OR 2 TIMES A MONTH	14	18	13	13	14	14	15	14	15	15	16	16	5	23	20
ONCE EVERY 2-3 MONTHS	11	16	11	9	17	12	10	11	15	13	13	17	2	17	19
ONCE EVERY 6 MONTHS	4	8	3	3	6	4	5	5	8	7	5	7	1	8	7
LESS OFTEN	8	12	7	7	14	9	11	9	14	9	11	10	2	14	14
NEVER/ FIRST TIME TODAY	10	14	9	9	20	11	9	10	16	12	14	11	2	17	17
DON'T KNOW/ NO ANSWER	2	2	1	2	2	2	1	2	3	4	1	1	1	2	2
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

LENGTH OF TIME USED ROUTE ON A REGULAR BASIS

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
UNDER 1 YEAR	27	32	19	29	30	24	21	28	34	24	24	25	31	20	19
1-4 YEARS	34	37	32	32	25	32	33	36	37	38	40	42	35	34	29
5-9 YEARS	15	13	18	15	25	15	16	15	13	17	17	16	15	17	15
10 YEARS OR MORE	22	15	29	21	20	28	28	19	14	18	17	15	17	27	32
DON'T KNOW/ NO ANSWER	2	2	2	3	0	2	3	2	2	2	2	2	2	2	4
Sample Size	15845	562	1466	6243	167	1220	696	2670	729	403	926	763	10042	1697	4106

FREQUENT USERS VIEWS ON AVAILABILITY OF SEATS ON ROUTE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I ALWAYS GET A SEAT	45	53	47	40	65	51	51	51	48	52	52	41	41	48	53
I USUALLY GET A SEAT	33	31	34	33	30	33	30	32	33	31	34	37	33	35	31
THERE ARE SEATS AVAILABLE BUT I PREFER TO STAND	1	1	1	1	0	1	0	1	1	1	1	0	1	1	1
I USUALLY STAND AND IT IS CROWDED	7	3	5	10	2	5	4	6	5	2	6	6	9	4	4
I USUALLY STAND AND IT IS VERY CROWDED	5	2	4	7	1	4	7	2	3	2	2	5	6	3	2
IT VARIES	7	7	7	8	2	5	6	6	7	9	4	8	7	7	6
DON'T KNOW/ NO ANSWER	2	2	2	2	0	1	3	2	2	4	2	2	2	2	3
Sample Size	15845	562	1466	6243	167	1220	696	2670	729	403	926	763	10042	1697	4106

WHETHER EXPERIENCED ANY DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%			%	%	%	%	%	%
Autumn 2010															
NO DELAY	80	80	81	80	75	83	81	80	77	79	75	74	77	80	83
YES: MINOR DELAYS	16	14	14	15	18	13	16	16	18	14	20	21	19	15	13
YES: SERIOUS DELAYS	3	2	3	3	3	2	1	2	2	3	3	4	3	3	2
DON'T KNOW/ NO ANSWER	2	3	2	2	4	2	2	2	2	4	2	2	2	2	3
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306
Autumn 2009															
YES: MINOR DELAYS	14	11	15	13	10	13	9	15	20	13	17	21	16	13	12
YES: SERIOUS DELAYS	2	3	2	2	1	2	2	3	3	2	2	3	3	2	2

TYPE OF DELAY EXPERIENCED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
THE TRAIN WAS LATE DEPARTING AT THE BEGINNING OF MY JOURNEY	65	62	67	63	77	63	63	67	73	53	74	68	65	70	63
THE TRAIN WAS LATE ARRIVING AT MY DESTINATION	44	51	45	44	38	45	48	46	45	43	40	45	47	45	39
THE TRAIN I HAD PLANNED TO CATCH WAS CANCELLED	9	5	11	11	0	11	2	8	3	5	8	6	10	7	7
COULD NOT GET ON TRAIN AS IT WAS OVERCROWDED	2	2	2	3	0	1	6	2	0	1	1	5	3	3	1
TOOK LONGER THAN EXPECTED TO BUY TRAIN TICKET	1	1	1	0	1	1	1	2	1	0	0	1	1	0	1
TRAIN I TOOK TO THIS STATION WAS LATE AND I MISSED MY CONNECTION	3	5	2	4	6	2	2	3	5	3	3	2	4	1	3
CROWDING AT STATION MEANT IT TOOK ME A LONG TIME TO REACH PLATFORM AND I MISSED MY TRAIN	1	1	1	1	0	1	0	1	1	1	0	0	1	0	1
LACK OF/ POOR INFORMATION CAUSED A DELAY TO MY JOURNEY	3	1	4	3	6	2	1	3	1	3	1	0	4	1	2
OTHER	13	8	9	12	19	15	18	10	14	24	12	15	12	10	16
DON'T KNOW/ NO ANSWER	1	0	0	2	6	3	1	1	1	1	2	1	1	2	2
Sample Size	5110	216	368	1796	88	346	242	780	332	130	400	412	2404	789	1917

LENGTH OF DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
5 MINS OR LESS	40	26	36	45	22	34	48	42	33	29	32	33	43	39	37
6-10 MINS	25	25	25	22	22	29	28	28	29	21	28	27	25	23	26
11-20 MINS	17	20	18	15	32	19	9	15	21	23	24	17	16	16	18
21-30 MINS	8	14	9	8	12	10	7	7	8	7	8	7	7	10	8
31-60 MINS	5	8	6	6	11	3	4	3	5	7	5	11	5	7	6
MORE THAN 1 HOUR	2	2	3	2	0	1	1	1	2	13	2	1	2	2	2
DON'T KNOW/ NO ANSWER	3	4	3	3	1	4	4	3	1	1	2	3	3	2	3
MEAN (minutes) - Autumn 2010	13.48	16.62	14.59	13.77	16.17	13.32	10.13	11.24	13.85	21.86	13.50	14.81	12.92	14.96	13.76
MEAN (minutes) - Autumn 2009	14.62	20.17	16.56	14.37	28.56	14.76	18.12	12.17	14.98	17.48	14.85	13.90	13.07	14.34	17.25
Significant Change							-								
Sample Size	5110	216	368	1796	88	346	242	780	332	130	400	412	2404	789	1917

RATING OF HOW COMPANY DEALT WITH DELAY

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY WELL	11	13	10	8	22	12	15	12	16	10	15	14	7	10	19
FAIRLY WELL	29	31	29	27	41	33	31	28	34	27	28	34	26	34	33
NEITHER WELL NOR POOR	37	33	39	38	18	31	35	39	33	37	37	29	39	35	32
FAIRLY POOR	13	14	11	15	14	11	10	13	11	16	13	12	15	13	10
VERY POOR	11	9	12	12	6	13	9	9	6	10	8	11	14	8	6
WELL - Autumn 2010	40	44	38	35	63	45	46	40	50	37	43	49	32	44	52
WELL - Autumn 2009	36	33	38	31	53	40	46	36	47	32	38	44	27	37	50
Significant Change	+												+		
Sample Size	4610	200	328	1628	78	322	221	685	300	120	353	375	2190	708	1712

RATING TRAIN COMPANY IN RELATION TO ASPECT OF THE DELAY SATISFIED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
AMOUNT OF INFORMATION PROVIDED ABOUT THE DELAY	47	56	45	43	52	51	49	50	51	47	49	57	41	46	58
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY	50	58	47	44	62	56	59	53	54	46	50	62	44	49	62
USEFULNESS OF THE INFORMATION	47	54	47	43	59	49	56	46	53	47	49	54	39	48	60
SPEED WITH WHICH INFORMATION WAS PROVIDED	51	55	52	46	56	57	59	53	56	53	52	60	44	51	63
TIME TAKEN TO RESOLVE THE PROBLEM	37	41	30	34	57	47	47	36	42	36	38	48	30	36	55
AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	27	25	23	25	27	20	36	32	30	22	25	37	25	27	33

RATING TRAIN COMPANY IN RELATION TO ASPECT OF THE DELAY DISSATISFIED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
AMOUNT OF INFORMATION PROVIDED ABOUT THE DELAY	34	26	33	37	37	36	27	29	31	33	33	28	40	27	25
ACCURACY OF INFORMATION GIVEN ABOUT THE DELAY	30	25	30	33	24	35	28	26	26	33	30	21	37	25	20
USEFULNESS OF THE INFORMATION	28	20	28	30	24	29	27	25	21	27	24	25	34	23	18
SPEED WITH WHICH INFORMATION WAS PROVIDED	29	28	28	33	32	28	29	23	22	29	29	22	35	26	20
TIME TAKEN TO RESOLVE THE PROBLEM	29	19	29	33	22	24	25	27	26	33	23	25	36	25	18
AVAILABILITY OF ALTERNATIVE TRANSPORT IF THE TRAIN SERVICE COULD NOT CONTINUE	45	32	46	46	49	57	42	38	38	48	40	42	50	28	38

WHETHER MADE COMPENSATION CLAIM OR COMPLAINT

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
NO	87	88	79	87	88	89	87	88	88	91	88	88	84	88	90
YES - CLAIMED FOR COMPENSATION ON A WEEKLY SEASON TICKET	1	1	3	1	0	0	0	1	0	1	0	1	2	0	0
YES - CLAIMED FOR COMPENSATION ON A MONTHLY OR LONGER SEASON TICKET	3	1	9	3	0	0	1	2	1	1	2	1	5	1	1
YES - CLAIMED FOR COMPENSATION ON A SINGLE/RETURN TICKET	4	5	5	3	7	3	4	3	5	2	5	5	3	6	3
YES - COMPLAINED (eg BY LETTER/PHONE/EMAIL) BUT DID NOT CLAIM FOR COMPENSATION	2	2	2	2	1	2	2	2	2	1	2	2	3	1	1
YES - COMPLAINED (eg BY LETTER/PHONE/EMAIL) BUT CLAIMED FOR COMPENSATION	1	1	1	1	2	1	1	1	1	1	0	1	1	1	1
DON'T KNOW/NO ANSWER	4	3	3	4	3	5	5	3	3	3	4	3	3	3	5
Sample size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

SATISFACTION WITH WAY COMPLAINT/CLAIM HANDLED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
VERY SATISFIED	17	21	17	15	27	21	10	17	26	13	25	25	14	19	25
FAIRLY SATISFIED	28	21	33	31	39	28	15	20	27	33	28	34	29	30	27
NEITHER SATISFIED NOR DISSATISFIED	12	15	16	11	-	10	10	13	7	7	8	9	12	12	9
FAIRLY DISSATISFIED	18	21	16	19	14	21	25	13	17	18	18	12	18	20	14
VERY DISSATISFIED	25	22	18	24	20	19	41	36	23	29	22	20	26	19	26
SATISFIED - Autumn 2010	46	41	50	46	66	49	24	37	54	46	52	59	43	49	52
Sample Size	2692	120	344	1043	38	163	109	371	137	43	165	159	1570	438	684

REASONS DISSATISFIED WITH WAY COMPLAINT/CLAIM HANDLED

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
INSUFFICIENT COMPENSATION	32	27	40	35	26	24	26	29	25	22	38	21	34	36	22
INAPPROPRIATE FORM OF COMPENSATION	12	15	16	13	20	7	19	6	7	4	9	12	13	15	4
TIME TAKEN TO RESPOND	28	48	30	28	50	22	28	24	17	27	38	34	28	33	25
POOR EXPLANATION GIVEN	48	46	39	52	54	40	49	50	59	35	36	48	51	40	45
HAS NOT YET RECEIVED A RESPONSE	24	30	23	22	4	30	32	20	13	18	34	38	22	22	33
OTHER REASONS	33	19	33	33	23	26	28	40	29	44	24	34	34	31	31
DON'T KNOW/ NO ANSWER	1	0	1	2	0	0	0	0	0	0	0	0	0	0	3
Sample Size	1048	47	119	400	14	72	48	167	59	19	57	46	656	161	231

SAMPLE PROFILE

	National Total	East Midlands	East of England	London	North East	North West	Scotland	South East	South West	Wales	West Midlands	Yorks & Humber	Commute	Business	Leisure
AGE	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
16-25	11	12	10	9	10	12	13	14	15	14	14	14	14	3	11
26-34	16	14	15	18	13	12	15	16	11	14	14	12	21	15	10
35-44	19	18	20	22	14	15	15	18	17	14	14	18	23	22	13
45-54	22	20	25	23	21	16	22	21	21	19	21	19	24	31	15
55-59	10	11	12	9	12	10	12	9	10	9	9	9	9	13	10
60-64	9	10	8	8	14	14	11	8	11	13	12	10	5	9	15
65+	11	12	9	9	14	18	10	11	14	16	15	16	2	5	24
NOT STATED	2	2	2	2	2	3	2	2	2	1	2	2	2	2	2
SEX															
MALE	43	45	45	44	36	40	37	47	41	45	40	39	46	56	35
FEMALE	54	52	52	53	62	56	60	50	56	54	57	57	51	41	61
NOT STATED	3	3	3	3	2	4	3	3	3	2	3	3	3	3	4
WORKING STATUS															
WORKING FULL TIME	60	54	64	67	49	47	52	59	49	47	51	52	75	80	34
WORKING PART TIME	14	14	14	13	17	13	17	15	16	16	14	12	13	13	15
NOT WORKING	4	4	4	3	4	4	4	4	4	6	4	5	1	1	9
RETIRED	14	17	11	9	21	25	16	13	19	21	21	22	1	3	34
FULL TIME STUDENT	6	9	6	4	7	7	8	7	9	9	8	7	8	1	6
NOT STATED	2	2	2	3	2	3	2	2	2	1	2	2	2	2	3
OCCUPATION OF CHIEF INCOME EARNER															
PROFESSIONAL/ SENIOR MANAGERIAL	39	35	39	44	38	31	35	40	32	29	36	32	43	62	26
MIDDLE MANAGERIAL	15	12	16	17	12	12	14	16	13	11	12	13	19	18	9
JUNIOR MANAGERIAL/ CLERICAL/ SUPERVISORY	12	12	14	12	8	11	10	11	11	12	11	12	16	6	9
SKILLED MANUAL (WITH PROFESSIONAL QUALIFICATIONS/ SERVED AN APPRENTICESHIP)	7	8	6	7	7	8	9	7	8	10	7	9	8	4	7
UNSKILLED MANUAL (NO QUALIFICATIONS/ NOT SERVED AN APPRENTICESHIP)	2	3	2	1	3	3	5	3	3	3	3	2	2	1	3
FULL TIME STUDENT	2	3	2	2	2	2	3	2	3	3	3	2	2	0	2
RETIRED	12	15	10	9	19	22	14	11	18	19	19	21	2	2	29
UNEMPLOYED/ BETWEEN JOBS	1	2	2	1	1	2	1	1	1	3	1	2	1	0	3
HOUSEWIFE/ HOUSE-HUSBAND	1	0	1	0	1	1	0	1	1	1	0	0	0	0	1
OTHER	5	7	5	5	3	4	4	5	6	6	4	5	4	4	6
DON'T KNOW/ NO ANSWER	3	4	4	3	5	4	4	3	3	2	4	4	3	2	4
Sample Size	27556	1068	2366	10394	394	2115	1310	4406	1563	698	1728	1514	11014	4236	12306

METHODOLOGY

Questionnaires are 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 Wave 8, fieldwork took place over 3 weeks.

In Wave 9, 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

The data for number of journeys and profiles by these variables was generated from ORR data (2007).

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.

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

ISSUES AFFECTING WAVE 23

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.

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

ISSUES AFFECTING WAVE 22

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 at stations run by London Overground. All weekend shifts due to be conducted at the later stages of the fieldwork period were brought forward due to weekend line closures from 20th February.

Due to illness amongst interviewers on the final weekend of fieldwork, the deadline for fieldwork completion was extended by one day to the 29th March to ensure that a few shifts could still be completed.

Other than Ascot races and a few rugby matches, sporting events accounted for little disruption to the field schedule.

ISSUES AFFECTING WAVE 21

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.

ISSUES AFFECTING WAVE 20

Wave 20 fieldwork was undertaken between 31 January 2009 and 27 March 2009. Top up shifts were run between 28 March and 9 April 2009. The main fieldwork period was similar to previous years, but the top-up period was slightly extended because of problems encountered earlier in the fieldwork period.

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

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

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

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

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SAMPLE COMPOSITION AND WEIGHTING

WEIGHTED DATA

	Annual Journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	27556	11014	4236	12306	24432	3124	8010	5522	7072	6952
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	55746	64	3	33	83	17	22	28	25	26
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	39	16	16	29
Virgin Trains	23172	9	31	60	85	16	32	5	35	28

NATIONAL PASSENGER SURVEY - WAVE 23 - AUTUMN 2010

SAMPLE COMPOSITION AND WEIGHTING

UNWEIGHTED DATA

	Sample size	Journey Purpose			Day Of Week		Very Large	Station Size		
		Commute	Business	Leisure	Weekday	Weekend		Large	Medium	Small
Sample size	27556	11014	4236	12306	24432	3124	8010	5522	7072	6952
Arriva Trains Wales	776	41	8	50	86	14	16	28	27	29
c2c	1084	64	6	30	93	7	25	30	24	21
Chiltern Railways	1230	43	16	41	92	8	43	3	28	27
CrossCountry	1433	30	20	51	86	14	14	34	29	24
East Coast	1723	13	29	58	90	10	51	10	15	24
East Midlands Trains	1108	34	21	45	85	15	28	24	23	24
First Capital Connect	1618	56	13	31	95	5	22	20	31	26
First Great Western	3374	32	19	49	86	14	36	20	24	20
First TransPennine Express	1086	34	19	47	88	12	24	29	21	26
London Midland	1069	48	10	43	92	8	22	22	21	36
London Overground	750	57	10	32	91	9	31	21	26	22
Merseyrail	526	43	3	54	94	6	20	26	30	24
National Express East Anglia	2073	40	10	50	84	17	37	10	28	25
Northern Rail	1027	46	7	46	89	11	24	28	28	21
ScotRail	1021	38	13	49	87	13	24	12	38	26
Southeastern	1665	50	9	41	87	13	18	34	27	22
Southern	2347	46	14	40	90	10	27	23	22	29
South West Trains	2296	48	11	41	89	11	30	15	23	32
Virgin Trains	1350	18	34	48	89	11	31	8	36	25

NPS REPORTS PRODUCED EACH WAVE

The following NPS standard reports are produced each wave:

Report	Contents include
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 wave 1 (autumn 1999)
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 reports	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