



**National Passenger Survey**  
Autumn 2008



## What is Passenger Focus?

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

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

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

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

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

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

## What is Passenger Focus doing for me?

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

### Campaigning for improvements

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

### Providing practical advice

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

### Resolving complaints

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



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# Introduction

## Background

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

Fieldwork took place between 1 September and 2 November 2008. Top up shifts were carried out between 3 and 15 November 2008. The fieldwork period was very similar to the corresponding wave in most of the previous years.

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

## Methodology

The survey is conducted across the entire franchised railway (and also two non-franchised TOCs). In both Spring and Autumn of each year self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to help ensure the sample accurately represents passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, at least 26,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on the views of 500 passengers whilst 2,750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections 2 and 3, along with the sample size overall for each operator. Not all passengers will answer all of the questions, for example only those passengers who are delayed would rate 'how well train company dealt with delays'. The number of passengers responding to each question is clearly indicated in the 'sample size' column.

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

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

On the 22 June 2008 the Gatwick Express franchise was absorbed into the Southern franchise. To enable comparison with earlier surveys, NPS data for Southern up to Spring 2008 now also includes the results for Gatwick Express.

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

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

The NPS uses a 'building block' approach. This is where the area covered by a TOC is divided into routes or divisions, so that when the boundaries of a franchise are revised, NPS data can be quite easily reprocessed to the boundaries or routes of the new franchises. For example using the building blocks for the old

Midland Mainline and part of the Central Trains franchises, NPS results up to Autumn 2007 have been reprocessed to the boundaries of the new East Midlands Trains franchise to ensure compatibility between different waves of the survey.

Based largely on the number of passengers travelling on each franchise; CrossCountry and East Midlands Trains have been placed in the Long Distance sector, and London Overground and London Midland have been placed in the London and South East sector. Also the route operated by the former Gatwick Express franchise (now part of Southern) is from Autumn 2008 in the London and South East sector. All these changes mean that the sector results (for Autumn 2007 (and earlier surveys) and Spring 2008 onwards in particular) differ slightly in the areas that they cover (but this change generally only makes a difference of one or two percentage points).

On the 9 December 2007 the National Express East Coast franchise started replacing the routes previously operated by GNER.

Previous changes to franchise boundaries in 2006 and a minor change in early February 2007 are detailed in the NPS Summary Report for Autumn 2007.

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

## Other comments

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

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

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2007 or Spring 2008. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than a 5% chance that the change observed is 'not real'.

Trend data charts in section 6 are based on the top priorities identified by passengers in passenger priorities research carried out by Passenger Focus in Spring 2007 and the Strategic Rail Authority in Spring 2005.

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

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

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

## Contacts

### Media enquiries

0370 336 6021

### Content/presentation/methodology enquiries

0370 336 6037

# Key results

## Autumn 2008 wave

- Nationally the percentage of passengers satisfied with their journey overall was up by 2% compared to Autumn 2007 (83% were satisfied). This is the highest percentage of satisfied passengers ever recorded by the survey. 81% of passengers were satisfied with their journey in Autumn 2007.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 81% (this is 2% higher than Autumn 2007 when 79% were satisfied).
- The percentage of passengers satisfied with most service areas at a national level was generally either little changed or up compared to Autumn 2007. Satisfaction with thirteen service areas improved and one declined (the rest were unchanged). The one decline (by 3%) was with satisfaction with facilities for car parking (44% satisfied).
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 46%, not significantly different compared to Autumn 2007. Satisfaction with sufficient room for all the passengers to sit/stand improved slightly (up 1%) to 64% satisfied (63% in Autumn 2007).
- For London and the South East operators 82% of passengers were very or fairly satisfied overall, compared to 80% in Autumn 2007 (up 2%). The percentage of passengers satisfied with most train and station factors either improved or was not significantly different compared to Autumn 2007. Satisfaction improved for ten factors and declined for one factor (the rest were unchanged). The decline was with satisfaction with facilities for car parking (down 4% to 40% satisfied).
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 84% (no change compared to Autumn 2007). Passenger satisfaction for the various train and station factors either declined or was unchanged compared to Autumn 2007. Satisfaction with twelve areas declined and no other areas improved.
- For regional operators 86% of passengers were very or fairly satisfied with their journey overall, significantly up compared to Autumn 2007 (up 4%). 83% were satisfied in Autumn 2007. The percentage of passengers satisfied with all train and station factors either improved or was not significantly different compared to Autumn 2007. Satisfaction improved for ten factors (the rest were unchanged).
- Comparing the percentage of passengers satisfied for individual train operating companies with Autumn 2007, four have significantly improved (First Great Western, First ScotRail, Heathrow Express and National Express East Coast), and none have significantly declined. Sixteen TOCs have had no statistically significant changes in their overall satisfaction results compared with Autumn 2007.
- The lowest ratings for overall satisfaction were given to London Overground (77%), National Express East Anglia (77%), First Capital Connect (78%), First Great Western (80%), Southeastern (80%) and London Midland (80%).
- The highest ratings for overall satisfaction were achieved by Heathrow Express (93%), c2c (90%), Chiltern Railways (90%), First ScotRail (90%), and Merseyrail (90%).

Improved ↑  
 Unchanged =  
 Declined ↓

## National total

	Autumn 2008			Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>Overall sample size 25600</b>								
Overall satisfaction	24848	83	11	7	3	↑	2	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	13744	71	14	15	0	=	1	=
Provision of information about train times/platforms	23660	79	12	9	2	↑	2	↑
The upkeep/repair of the station buildings/platforms	23153	65	21	14	3	↑	1	=
Cleanliness	23777	70	18	12	2	↑	1	=
The facilities and services	20866	50	21	29	2	↑	-1	=
The attitudes and helpfulness of the staff	18899	70	21	9	2	↑	1	=
Connections with other forms of public transport	18145	73	15	12	1	↑	0	=
Facilities for car parking	9883	44	19	37	0	=	-3	↓
Overall environment	24456	65	23	12	2	↑	0	=
Your personal security whilst using	21945	63	30	8	2	↑	1	=
The availability of staff	21363	58	24	18	2	↑	1	=
How request to station staff was handled	4820	84	6	10	1	=	1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	24588	76	9	15	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	24548	81	8	11	2	↑	2	↑
The length of time the journey was scheduled to take (speed)	24248	84	9	7	1	↑	1	↑
Connections with other train services	13508	73	18	9	2	↑	1	=
The value for money for the price of your ticket	23446	46	22	32	6	↑	1	=
Up keep and repair of the train	24507	73	15	12	3	↑	2	↑
The provision of information during the journey	22339	67	21	11	2	↑	2	↑
The helpfulness and attitude of staff on train	14284	60	29	11	2	↑	2	↑
The space for luggage	19300	50	23	27	1	=	1	↑
The toilet facilities	12112	36	23	40	2	↑	0	=
Sufficient room for all passengers to sit/stand	24225	64	15	21	2	↑	1	↑
The comfort of the seating area	24256	69	18	13	3	↑	2	↑
The ease of being able to get on and off	24629	78	14	8	1	↑	0	=
Your personal security whilst on board	23078	72	23	5	3	↑	2	↑
The cleanliness of the inside	25093	72	15	13	2	↑	2	↑
The cleanliness of the outside	22513	70	21	9	4	↑	2	↑
The availability of staff	18568	40	30	30	2	↑	2	↑
How well train company deals with delays	4881	37	37	26	3	↑	2	=



Improved ↑  
 Unchanged =  
 Declined ↓

## London and South East

	Autumn 2008			Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>Overall sample size 16503</b>								
Overall satisfaction	15997	82	11	7	3	↑	2	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	9341	67	16	17	-1	=	0	=
Provision of information about train times/platforms	15223	78	13	10	1	↑	1	=
The upkeep/repair of the station buildings/platforms	14930	62	22	15	3	↑	0	=
Cleanliness	15342	68	20	12	2	↑	0	=
The facilities and services	13379	49	22	29	1	=	-1	=
The attitudes and helpfulness of the staff	12340	67	23	10	1	=	0	=
Connections with other forms of public transport	12095	74	15	11	2	↑	0	=
Facilities for car parking	6161	40	20	39	-1	=	-4	↓
Overall environment	15776	63	24	13	2	↑	0	=
Your personal security whilst using	14220	61	31	8	2	↑	1	=
The availability of staff	13932	56	25	19	2	↑	0	=
How request to station staff was handled	2894	83	6	10	1	=	1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	15928	74	10	16	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	15794	80	8	11	2	↑	2	↑
The length of time the journey was scheduled to take (speed)	15615	83	10	7	2	↑	1	↑
Connections with other train services	8876	73	18	9	3	↑	2	↑
The value for money for the price of your ticket	15014	41	23	36	6	↑	1	=
Up keep and repair of the train	15773	72	16	12	3	↑	3	↑
The provision of information during the journey	14352	66	22	12	3	↑	3	↑
The helpfulness and attitude of staff on train	7821	52	34	14	1	=	2	↑
The space for luggage	12164	48	25	27	1	=	2	=
The toilet facilities	7398	34	24	43	1	=	0	=
Sufficient room for all passengers to sit/stand	15613	62	15	22	3	↑	1	=
The comfort of the seating area	15608	68	19	13	3	↑	2	↑
The ease of being able to get on and off	15865	76	15	9	1	=	0	=
Your personal security whilst on board	14846	69	25	6	2	↑	1	↑
The cleanliness of the inside	16168	71	15	14	2	↑	2	↑
The cleanliness of the outside	14603	70	21	8	5	↑	3	↑
The availability of staff	11132	31	32	37	1	=	1	=
How well train company deals with delays	2969	35	38	27	3	=	2	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Long distance

	Autumn 2008			Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 5690								
Overall satisfaction	5525	84	9	8	0	=	0	=
<b>STATION FACILITIES</b>								
Ticket buying facilities	2334	82	10	8	2	=	1	=
Provision of information about train times/platforms	5316	85	9	7	2	↑	1	=
The upkeep/repair of the station buildings/platforms	5145	71	19	11	3	↑	-1	=
Cleanliness	5298	76	16	8	3	↑	1	=
The facilities and services	4800	62	19	20	0	=	-2	↓
The attitudes and helpfulness of the staff	4032	76	18	6	2	=	1	=
Connections with other forms of public transport	3746	74	16	11	-2	=	-2	↓
Facilities for car parking	2000	52	19	29	0	=	0	=
Overall environment	5434	71	19	9	2	=	-1	=
Your personal security whilst using	4766	70	26	4	1	=	-1	=
The availability of staff	4597	65	23	12	2	=	1	=
How request to station staff was handled	1389	86	6	8	0	=	2	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	5358	80	9	10	1	=	-2	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	5463	81	6	12	1	=	-1	=
The length of time the journey was scheduled to take (speed)	5402	84	8	8	-2	↓	-2	↓
Connections with other train services	2922	75	16	10	0	=	-1	=
The value for money for the price of your ticket	5317	54	19	28	2	=	-3	↓
Up keep and repair of the train	5459	82	11	7	0	=	-4	↓
The provision of information during the journey	5098	74	18	8	0	=	-5	↓
The helpfulness and attitude of staff on train	4087	76	19	5	-1	=	-1	=
The space for luggage	4683	49	18	32	-3	↓	-3	↓
The toilet facilities	3237	49	23	28	0	=	-3	↓
Sufficient room for all passengers to sit/stand	5400	66	14	20	0	=	-3	↓
The comfort of the seating area	5394	76	15	9	1	=	-1	=
The ease of being able to get on and off	5477	80	14	6	0	=	-2	=
Your personal security whilst on board	5103	82	16	2	0	=	-1	=
The cleanliness of the inside	5569	81	11	8	-1	=	-3	↓
The cleanliness of the outside	4903	77	17	6	4	↑	-2	=
The availability of staff	4603	61	26	13	-2	↓	-4	↓
How well train company deals with delays	1342	48	33	19	-2	=	0	=

Improved ↑  
 Unchanged ⇐  
 Declined ↓

## Regional

	Autumn 2008			Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>Overall sample size 3407</b>								
Overall satisfaction	3326	86	8	6	2	↑	4	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	2069	80	10	10	1	⇐	4	↑
Provision of information about train times/platforms	3121	80	10	10	1	⇐	3	↑
The upkeep/repair of the station buildings/platforms	3078	70	17	13	2	⇐	2	⇐
Cleanliness	3137	72	16	12	1	⇐	1	⇐
The facilities and services	2687	51	17	32	7	↑	2	⇐
The attitudes and helpfulness of the staff	2527	75	17	8	2	⇐	2	⇐
Connections with other forms of public transport	2304	68	15	17	1	⇐	2	⇐
Facilities for car parking	1722	50	16	34	1	⇐	-1	⇐
Overall environment	3246	69	19	12	2	⇐	1	⇐
Your personal security whilst using	2959	66	26	8	1	⇐	1	⇐
The availability of staff	2834	63	20	16	4	↑	3	↑
How request to station staff was handled	537	86	4	9	-2	⇐	3	⇐
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	3302	80	8	12	-1	⇐	1	⇐
Punctuality/reliability (i.e. the train arriving/departing on time)	3291	85	5	10	1	⇐	3	↑
The length of time the journey was scheduled to take (speed)	3231	88	7	5	-1	⇐	1	⇐
Connections with other train services	1710	74	18	9	0	⇐	0	⇐
The value for money for the price of your ticket	3115	63	17	20	7	↑	3	↑
Up keep and repair of the train	3275	71	16	13	3	↑	2	⇐
The provision of information during the journey	2889	69	20	11	1	⇐	2	⇐
The helpfulness and attitude of staff on train	2376	72	22	6	3	⇐	1	⇐
The space for luggage	2453	58	20	22	1	⇐	3	↑
The toilet facilities	1477	39	23	38	2	⇐	-1	⇐
Sufficient room for all passengers to sit/stand	3212	72	14	15	2	⇐	3	↑
The comfort of the seating area	3254	71	17	11	0	⇐	0	⇐
The ease of being able to get on and off	3287	83	11	6	2	↑	3	↑
Your personal security whilst on board	3129	78	18	4	3	↑	3	↑
The cleanliness of the inside	3356	71	16	13	2	⇐	2	⇐
The cleanliness of the outside	3007	67	23	11	4	↑	0	⇐
The availability of staff	2833	59	27	15	2	⇐	3	↑
How well train company deals with delays	570	36	35	30	3	⇐	1	⇐

Improved ↑  
 Unchanged =  
 Declined ↓

c2c

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1009									
Overall satisfaction	979	90	7	3	82	3	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	691	68	16	16	67	-8	↓	-6	↓
Provision of information about train times/platforms	923	82	13	6	78	0	=	-1	=
The upkeep/repair of the station buildings/platforms	910	69	20	11	62	1	=	2	=
Cleanliness	932	75	16	9	68	3	=	2	=
The facilities and services	811	46	22	32	49	0	=	-2	=
The attitudes and helpfulness of the staff	830	71	19	10	67	-1	=	2	=
Connections with other forms of public transport	778	65	22	13	74	-5	=	-5	=
Facilities for car parking	448	43	20	38	40	-1	=	-4	=
Overall environment	962	66	24	10	63	-1	=	2	=
Your personal security whilst using	892	60	29	11	61	1	=	2	=
The availability of staff	897	62	23	16	56	-2	=	0	=
How request to station staff was handled	139	85	6	8	83	3	=	2	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	984	82	7	10	74	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	970	92	5	3	80	3	↑	1	=
The length of time the journey was scheduled to take (speed)	956	89	7	4	83	-2	=	-1	=
Connections with other train services	549	75	19	7	73	-1	=	-2	=
The value for money for the price of your ticket	932	47	25	28	41	6	↑	3	=
Up keep and repair of the train	959	88	9	3	72	2	=	3	↑
The provision of information during the journey	895	74	20	7	66	2	=	3	=
The helpfulness and attitude of staff on train	355	34	45	22	52	7	=	7	↑
The space for luggage	755	46	27	27	48	-2	=	0	=
The toilet facilities	521	43	28	29	34	1	=	2	=
Sufficient room for all passengers to sit/stand	958	61	16	22	62	0	=	-3	=
The comfort of the seating area	950	77	15	8	68	-1	=	0	=
The ease of being able to get on and off	961	83	11	6	76	0	=	1	=
Your personal security whilst on board	910	68	24	9	69	0	=	0	=
The cleanliness of the inside	990	87	8	4	71	3	=	3	=
The cleanliness of the outside	932	84	13	3	70	2	=	2	=
The availability of staff	601	17	31	52	31	4	↑	4	↑
How well train company deals with delays	58	45	35	20	35	2	=	8	=



Improved ↑  
 Unchanged =  
 Declined ↓

## Chiltern Railways

Autumn 2008

Improvement/decline in %  
satisfied or good since  
Spring 2008Improvement/decline in %  
satisfied or good since  
Autumn 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1109</b>									
Overall satisfaction	1076	90	7	3	82	1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	722	84	9	7	67	1	=	-1	=
Provision of information about train times/platforms	1038	84	11	5	78	1	=	2	=
The upkeep/repair of the station buildings/platforms	1022	81	13	6	62	4	↑	2	=
Cleanliness	1030	83	12	5	68	3	=	0	=
The facilities and services	947	67	18	15	49	1	=	-4	=
The attitudes and helpfulness of the staff	866	76	18	6	67	-3	=	-2	=
Connections with other forms of public transport	766	70	16	13	74	1	=	0	=
Facilities for car parking	515	67	15	17	40	1	=	-2	=
Overall environment	1078	82	15	4	63	4	↑	1	=
Your personal security whilst using	967	75	22	3	61	1	=	2	=
The availability of staff	936	65	23	12	56	3	=	-1	=
How request to station staff was handled	199	85	5	9	83	-1	=	2	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1075	84	6	10	74	1	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1063	91	3	6	80	0	=	3	=
The length of time the journey was scheduled to take (speed)	1048	87	7	6	83	-1	=	-1	=
Connections with other train services	472	74	19	7	73	-4	=	-3	=
The value for money for the price of your ticket	1029	54	21	25	41	5	↑	-1	=
Up keep and repair of the train	1068	86	10	4	72	3	=	1	=
The provision of information during the journey	972	74	20	6	66	4	=	1	=
The helpfulness and attitude of staff on train	376	53	38	10	52	8	↑	3	=
The space for luggage	805	50	25	24	48	-7	↓	-7	↓
The toilet facilities	446	46	29	25	34	-7	=	-6	=
Sufficient room for all passengers to sit/stand	1057	72	14	14	62	-4	=	-2	=
The comfort of the seating area	1061	78	15	7	68	-1	=	-2	=
The ease of being able to get on and off	1064	90	9	2	76	-1	=	0	=
Your personal security whilst on board	983	84	14	2	69	1	=	2	=
The cleanliness of the inside	1087	85	9	5	71	1	=	2	=
The cleanliness of the outside	975	84	14	3	70	4	↑	3	=
The availability of staff	612	27	36	36	31	3	=	1	=
How well train company deals with delays	150	48	29	23	35	0	=	3	=

Improved ↑  
 Unchanged =  
 Declined ↓

## First Capital Connect

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1557	78	13	9	82	1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	984	66	15	19	67	1	=	-2	=
Provision of information about train times/platforms	1475	75	14	11	78	5	↑	4	↑
The upkeep/repair of the station buildings/platforms	1456	61	22	16	62	7	↑	2	=
Cleanliness	1498	66	22	12	68	3	=	1	=
The facilities and services	1290	46	23	31	49	5	=	4	=
The attitudes and helpfulness of the staff	1192	65	24	11	67	0	=	0	=
Connections with other forms of public transport	1220	69	17	14	74	-2	=	-5	↓
Facilities for car parking	624	39	19	41	40	1	=	0	=
Overall environment	1523	59	27	14	63	2	=	2	=
Your personal security whilst using	1394	61	31	8	61	3	=	2	=
The availability of staff	1365	55	26	19	56	4	=	3	=
How request to station staff was handled	246	88	4	7	83	8	=	11	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1550	77	8	15	74	2	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1539	78	10	13	80	-3	=	1	=
The length of time the journey was scheduled to take (speed)	1528	83	9	7	83	-2	=	1	=
Connections with other train services	915	75	18	7	72	8	↑	4	=
The value for money for the price of your ticket	1460	36	23	42	41	1	=	-2	=
Up keep and repair of the train	1525	61	18	20	72	2	=	1	=
The provision of information during the journey	1307	49	29	22	66	-1	=	2	=
The helpfulness and attitude of staff on train	574	32	43	25	52	6	=	1	=
The space for luggage	1202	42	26	32	48	1	=	3	=
The toilet facilities	698	26	24	50	34	3	=	1	=
Sufficient room for all passengers to sit/stand	1509	57	15	27	62	2	=	-1	=
The comfort of the seating area	1515	58	22	20	67	3	=	1	=
The ease of being able to get on and off	1544	71	20	10	76	-4	=	-4	=
Your personal security whilst on board	1457	64	29	7	69	-1	=	1	=
The cleanliness of the inside	1571	64	18	19	71	1	=	0	=
The cleanliness of the outside	1424	60	25	15	70	4	=	-2	=
The availability of staff	990	15	30	55	31	6	↑	4	↑
How well train company deals with delays	358	31	44	25	35	0	=	6	=

Improved ↑  
 Unchanged =  
 Declined ↓

## First Great Western

	Autumn 2008				Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 3061</b>									
Overall satisfaction	2949	80	11	8	82	7	↑	7	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	1516	73	13	14	67	2	=	1	=
Provision of information about train times/platforms	2832	76	13	11	78	4	↑	4	↑
The upkeep/repair of the station buildings/platforms	2765	67	21	12	62	7	↑	6	↑
Cleanliness	2883	72	17	11	68	6	↑	5	↑
The facilities and services	2513	59	20	21	49	4	↑	0	=
The attitudes and helpfulness of the staff	2163	71	19	10	67	4	↑	2	=
Connections with other forms of public transport	2043	72	14	14	74	4	↑	2	=
Facilities for car parking	1094	53	18	29	40	5	=	0	=
Overall environment	2919	68	22	10	63	4	↑	5	↑
Your personal security whilst using	2569	67	27	6	61	4	↑	2	=
The availability of staff	2498	58	24	18	56	3	=	-1	=
How request to station staff was handled	680	87	5	8	83	6	=	4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2905	75	10	15	74	7	↑	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	2927	76	9	15	80	8	↑	10	↑
The length of time the journey was scheduled to take (speed)	2880	83	10	6	83	7	↑	5	↑
Connections with other train services	1533	70	18	12	73	5	↑	4	↑
The value for money for the price of your ticket	2861	51	19	31	41	11	↑	6	↑
Up keep and repair of the train	2917	74	15	12	72	6	↑	9	↑
The provision of information during the journey	2616	62	23	15	66	8	↑	7	↑
The helpfulness and attitude of staff on train	1691	64	28	9	52	8	↑	5	↑
The space for luggage	2301	52	23	25	48	1	=	3	=
The toilet facilities	1484	43	25	32	34	7	↑	4	↑
Sufficient room for all passengers to sit/stand	2872	66	14	20	62	3	=	3	↑
The comfort of the seating area	2876	70	17	13	68	7	↑	6	↑
The ease of being able to get on and off	2927	75	17	8	76	2	=	0	=
Your personal security whilst on board	2689	78	19	3	69	7	↑	5	↑
The cleanliness of the inside	2990	72	16	13	71	7	↑	7	↑
The cleanliness of the outside	2610	68	23	9	70	4	↑	4	↑
The availability of staff	2176	41	33	26	31	5	↑	2	=
How well train company deals with delays	764	42	33	26	35	10	↑	12	↑

Improved ↑  
 Unchanged ⇌  
 Declined ↓

## Heathrow Connect

Autumn 2008

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
<b>Overall sample size 300</b>					
Overall satisfaction	293	88	8	4	82
<b>STATION FACILITIES</b>					
Ticket buying facilities	212	73	15	12	67
Provision of information about train times/platforms	283	76	10	15	78
The upkeep/repair of the station buildings/platforms	276	60	23	17	62
Cleanliness	282	66	22	12	68
The facilities and services	242	54	22	24	49
The attitudes and helpfulness of the staff	242	65	27	8	67
Connections with other forms of public transport	256	74	14	12	74
Facilities for car parking	89	28	24	48	40
Overall environment	287	64	20	16	63
Your personal security whilst using	265	57	30	13	61
The availability of staff	270	58	23	18	56
How request to station staff was handled	65	88	5	6	83
<b>TRAIN FACILITIES</b>					
The frequency of the trains on that route	294	72	6	22	74
Punctuality/reliability (i.e. the train arriving/departing on time)	294	81	10	9	80
The length of time the journey was scheduled to take (speed)	284	91	7	2	83
Connections with other train services	186	77	16	7	73
The value for money for the price of your ticket	268	52	18	30	41
Up keep and repair of the train	287	94	5	1	72
The provision of information during the journey	281	89	6	5	66
The helpfulness and attitude of staff on train	209	73	20	7	52
The space for luggage	247	79	10	11	48
The toilet facilities	134	73	12	16	34
Sufficient room for all passengers to sit/stand	287	84	10	6	62
The comfort of the seating area	286	89	7	4	68
The ease of being able to get on and off	290	85	9	6	76
Your personal security whilst on board	275	83	11	6	69
The cleanliness of the inside	296	92	5	3	71
The cleanliness of the outside	276	91	6	3	70
The availability of staff	242	70	21	9	31
How well train company deals with delays	44	32	43	25	35



Improved ↑  
 Unchanged =  
 Declined ↓

## Heathrow Express

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 548</b>									
Overall satisfaction	537	93	6	1	82	1	=	5	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	383	86	10	4	67	1	=	1	=
Provision of information about train times/platforms	506	78	11	12	78	-1	=	0	=
The upkeep/repair of the station buildings/platforms	481	83	12	4	62	8	↑	6	↑
Cleanliness	509	84	12	4	68	7	↑	5	=
The facilities and services	345	64	22	15	49	12	↑	13	↑
The attitudes and helpfulness of the staff	368	77	20	3	67	7	↑	5	=
Connections with other forms of public transport	421	80	15	5	74	1	=	4	=
Facilities for car parking	52	23	31	46	40	2	=	2	=
Overall environment	520	85	12	3	63	9	↑	11	↑
Your personal security whilst using	437	80	19	1	61	11	↑	13	↑
The availability of staff	418	65	26	9	56	6	=	9	↑
How request to station staff was handled	132	93	3	4	83	2	=	6	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	535	88	6	7	74	-1	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	518	95	4	1	80	5	↑	5	↑
The length of time the journey was scheduled to take (speed)	522	94	5	1	83	-2	=	0	=
Connections with other train services	258	77	19	4	73	-3	=	-3	=
The value for money for the price of your ticket	520	35	23	42	41	9	↑	5	=
Up keep and repair of the train	531	84	11	5	72	-2	=	0	=
The provision of information during the journey	474	81	16	3	66	1	=	-1	=
The helpfulness and attitude of staff on train	395	76	21	3	52	1	=	-3	=
The space for luggage	501	85	9	6	48	-5	↓	0	=
The toilet facilities	149	61	24	15	34	0	=	3	=
Sufficient room for all passengers to sit/stand	523	88	9	3	62	1	=	2	=
The comfort of the seating area	529	86	11	2	68	-2	=	2	=
The ease of being able to get on and off	528	94	5	1	76	1	=	1	=
Your personal security whilst on board	492	89	10	0	69	2	=	4	=
The cleanliness of the inside	539	87	9	4	71	-3	=	1	=
The cleanliness of the outside	506	91	8	1	70	3	=	3	=
The availability of staff	421	65	30	5	31	2	=	2	=
How well train company deals with delays	16	53	41	7	35	7	=	7	=

Improved ↑  
 Unchanged =  
 Declined ↓

## London Midland

	Autumn 2008				Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1037</b>									
Overall satisfaction	1012	80	12	8	82	-1	=	-1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	576	67	16	17	67	-6	↓	-7	↓
Provision of information about train times/platforms	965	78	12	10	78	-3	=	0	=
The upkeep/repair of the station buildings/platforms	961	59	24	17	62	2	=	-4	=
Cleanliness	969	68	20	12	68	2	=	1	=
The facilities and services	862	45	21	34	49	-3	=	-7	↓
The attitudes and helpfulness of the staff	790	65	23	12	67	-7	↓	-5	↓
Connections with other forms of public transport	758	69	17	14	74	5	=	-2	=
Facilities for car parking	483	41	20	38	40	-6	=	-14	↓
Overall environment	990	61	25	14	63	6	↑	-4	=
Your personal security whilst using	913	59	34	7	61	1	=	-3	=
The availability of staff	880	53	27	21	56	-5	=	-4	=
How request to station staff was handled	166	78	12	8	83	-5	=	-7	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1002	74	9	17	74	-1	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	993	76	10	14	80	-2	=	-6	↓
The length of time the journey was scheduled to take (speed)	980	86	10	4	83	0	=	1	=
Connections with other train services	530	66	24	10	73	-4	=	-6	↓
The value for money for the price of your ticket	917	46	22	32	41	3	=	1	=
Up keep and repair of the train	988	71	15	14	72	8	↑	6	↑
The provision of information during the journey	892	57	28	15	66	0	=	-1	=
The helpfulness and attitude of staff on train	505	48	38	14	52	-4	=	-3	=
The space for luggage	742	44	24	31	48	-3	=	2	=
The toilet facilities	439	38	24	38	34	3	=	4	=
Sufficient room for all passengers to sit/stand	986	61	13	26	62	-2	=	1	=
The comfort of the seating area	980	64	21	15	68	0	=	-1	=
The ease of being able to get on and off	997	75	16	9	76	-1	=	-3	=
Your personal security whilst on board	938	71	24	5	69	0	=	1	=
The cleanliness of the inside	1016	73	15	13	71	5	↑	7	↑
The cleanliness of the outside	916	71	21	9	70	5	↑	4	=
The availability of staff	716	31	33	36	31	1	=	0	=
How well train company deals with delays	221	29	35	36	35	-7	=	-1	=

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

Improved ↑  
 Unchanged =  
 Declined ↓

## London Overground

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 779</b>									
Overall satisfaction	738	77	12	11	82	12	↑	5	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	432	64	19	18	67	1	=	12	↑
Provision of information about train times/platforms	689	62	19	19	78	0	=	4	=
The upkeep/repair of the station buildings/platforms	679	61	23	16	62	5	=	9	↑
Cleanliness	691	67	18	14	68	10	↑	7	=
The facilities and services	529	30	19	50	49	-2	=	-8	=
The attitudes and helpfulness of the staff	616	68	22	10	67	8	↑	6	=
Connections with other forms of public transport	623	70	15	15	74	-2	=	0	=
Facilities for car parking	279	20	27	53	40	-6	=	4	=
Overall environment	718	62	22	16	63	11	↑	9	↑
Your personal security whilst using	654	55	32	13	61	2	=	10	↑
The availability of staff	671	57	26	17	56	-3	=	10	↑
How request to station staff was handled	169	91	4	3	83	15	↑	25	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	744	52	14	34	74	-4	=	-6	=
Punctuality/reliability (i.e. the train arriving/departing on time)	731	66	13	21	80	6	=	0	=
The length of time the journey was scheduled to take (speed)	713	77	16	7	83	1	=	-4	=
Connections with other train services	550	65	21	14	73	3	=	-6	=
The value for money for the price of your ticket	652	59	20	20	41	15	↑	13	↑
Up keep and repair of the train	722	48	26	26	72	16	↑	22	↑
The provision of information during the journey	665	51	28	22	66	12	↑	18	↑
The helpfulness and attitude of staff on train	361	32	39	29	52	2	=	14	↑
The space for luggage	562	41	28	31	48	0	=	3	=
The toilet facilities	335	9	13	77	34	6	=	7	↑
Sufficient room for all passengers to sit/stand	726	46	21	32	62	0	=	-3	=
The comfort of the seating area	714	47	30	23	68	8	↑	10	↑
The ease of being able to get on and off	731	57	17	26	76	3	=	4	=
Your personal security whilst on board	695	53	30	17	69	9	↑	13	↑
The cleanliness of the inside	749	55	22	23	71	14	↑	21	↑
The cleanliness of the outside	697	56	29	15	70	11	↑	18	↑
The availability of staff	556	15	28	57	31	1	=	8	↑
How well train company deals with delays	129	27	29	44	35	13	↑	15	↑

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

Improved ↑  
 Unchanged =  
 Declined ↓

## National Express East Anglia (formerly called 'One')

Autumn 2008

Improvement/decline in %  
satisfied or good since  
Spring 2008Improvement/decline in %  
satisfied or good since  
Autumn 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 2073</b>									
Overall satisfaction	2004	77	14	9	82	2	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1098	65	18	17	67	-2	=	-2	=
Provision of information about train times/platforms	1925	75	13	12	78	4	↑	4	↑
The upkeep/repair of the station buildings/platforms	1876	64	22	14	62	1	=	1	=
Cleanliness	1922	70	18	12	68	3	=	2	=
The facilities and services	1709	51	22	27	49	1	=	-2	=
The attitudes and helpfulness of the staff	1546	66	24	10	67	4	↑	0	=
Connections with other forms of public transport	1598	76	14	10	74	-1	=	-1	=
Facilities for car parking	696	41	22	38	40	3	=	1	=
Overall environment	1993	64	24	11	63	1	=	-1	=
Your personal security whilst using	1788	59	32	10	61	1	=	-1	=
The availability of staff	1746	55	25	19	56	4	↑	2	=
How request to station staff was handled	358	81	6	12	83	3	=	0	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2011	73	11	16	74	-3	=	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1981	77	11	12	80	3	=	2	=
The length of time the journey was scheduled to take (speed)	1978	80	11	9	83	0	=	0	=
Connections with other train services	1085	71	21	8	73	0	=	-2	=
The value for money for the price of your ticket	1902	33	24	43	41	3	=	-3	=
Up keep and repair of the train	1997	61	21	18	72	7	↑	5	↑
The provision of information during the journey	1816	60	25	15	66	4	↑	6	↑
The helpfulness and attitude of staff on train	977	47	35	18	52	1	=	4	=
The space for luggage	1545	47	27	27	48	-2	=	0	=
The toilet facilities	947	24	26	50	34	-1	=	0	=
Sufficient room for all passengers to sit/stand	1957	59	17	23	62	1	=	1	=
The comfort of the seating area	1950	59	23	18	68	2	=	3	=
The ease of being able to get on and off	1999	74	19	7	76	2	=	2	=
Your personal security whilst on board	1848	65	29	6	69	3	=	3	=
The cleanliness of the inside	2038	64	19	17	71	6	↑	5	↑
The cleanliness of the outside	1818	59	27	14	70	7	↑	3	=
The availability of staff	1393	24	28	47	31	1	=	1	=
How well train company deals with delays	386	34	34	32	35	3	=	3	=



Improved ↑  
 Unchanged =  
 Declined ↓

## South West Trains

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1989</b>									
Overall satisfaction	1946	87	9	5	82	3	↑	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1155	68	16	17	67	1	=	2	=
Provision of information about train times/platforms	1830	81	11	7	78	0	=	-2	=
The upkeep/repair of the station buildings/platforms	1783	59	24	17	62	-1	=	-3	=
Cleanliness	1847	65	21	14	68	0	=	-4	↓
The facilities and services	1620	48	23	29	49	-3	=	-6	↓
The attitudes and helpfulness of the staff	1467	68	23	8	67	1	=	-2	=
Connections with other forms of public transport	1365	75	15	10	74	0	=	1	=
Facilities for car parking	790	43	21	36	40	-4	=	-5	=
Overall environment	1898	62	25	13	63	-2	=	-6	↓
Your personal security whilst using	1710	62	31	8	61	-1	=	-3	=
The availability of staff	1701	57	23	20	56	0	=	-3	=
How request to station staff was handled	306	83	5	10	83	-2	=	1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1934	79	9	12	74	2	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1913	87	5	8	80	3	↑	5	↑
The length of time the journey was scheduled to take (speed)	1891	84	9	7	83	3	↑	4	↑
Connections with other train services	1110	76	17	8	73	6	↑	4	=
The value for money for the price of your ticket	1796	42	22	36	41	8	↑	0	=
Up keep and repair of the train	1906	84	11	5	72	-2	=	-1	=
The provision of information during the journey	1774	77	16	7	66	2	=	0	=
The helpfulness and attitude of staff on train	1150	62	31	7	52	-4	=	-3	=
The space for luggage	1388	57	24	19	48	2	=	3	=
The toilet facilities	868	41	20	39	34	-2	=	-2	=
Sufficient room for all passengers to sit/stand	1885	71	12	17	62	5	↑	4	↑
The comfort of the seating area	1906	78	14	8	68	3	↑	2	=
The ease of being able to get on and off	1922	80	13	8	76	0	=	-1	=
Your personal security whilst on board	1825	77	20	3	69	1	=	-1	=
The cleanliness of the inside	1952	78	11	11	71	-4	↓	-3	↓
The cleanliness of the outside	1782	81	15	4	70	2	=	2	=
The availability of staff	1480	45	36	19	31	-5	↓	-3	=
How well train company deals with delays	251	42	41	17	35	0	=	0	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Southeastern

	Autumn 2008	Improvement/decline in % satisfied or good since Spring 2008	Improvement/decline in % satisfied or good since Autumn 2007						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1630</b>									
Overall satisfaction	1591	80	13	7	82	2	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	911	64	16	20	67	-1	=	-3	=
Provision of information about train times/platforms	1509	76	14	10	78	-1	=	-1	=
The upkeep/repair of the station buildings/platforms	1471	60	24	16	62	1	=	-2	=
Cleanliness	1516	66	20	13	68	-2	=	-1	=
The facilities and services	1315	47	21	32	49	3	=	0	=
The attitudes and helpfulness of the staff	1218	67	22	11	67	1	=	0	=
Connections with other forms of public transport	1264	78	13	9	74	6	↑	4	↑
Facilities for car parking	490	34	18	47	40	-1	=	-8	↓
Overall environment	1570	61	24	15	63	4	↑	1	=
Your personal security whilst using	1422	59	33	8	61	5	↑	3	=
The availability of staff	1397	55	26	20	56	1	=	-1	=
How request to station staff was handled	284	80	6	13	83	-8	↓	-4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1574	71	11	19	74	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1560	79	9	12	80	1	=	-1	=
The length of time the journey was scheduled to take (speed)	1536	81	10	9	83	2	=	0	=
Connections with other train services	860	71	18	10	73	2	=	5	↑
The value for money for the price of your ticket	1455	37	25	38	41	5	↑	-1	=
Up keep and repair of the train	1551	69	18	13	72	3	=	1	=
The provision of information during the journey	1436	64	24	13	66	2	=	3	=
The helpfulness and attitude of staff on train	642	49	33	19	52	5	=	7	↑
The space for luggage	1142	42	27	32	48	3	=	-1	=
The toilet facilities	691	25	24	51	34	3	=	1	=
Sufficient room for all passengers to sit/stand	1541	58	15	27	62	6	↑	-1	=
The comfort of the seating area	1549	64	20	15	68	4	↑	1	=
The ease of being able to get on and off	1578	78	14	8	76	4	↑	1	=
Your personal security whilst on board	1477	64	28	8	69	5	↑	2	=
The cleanliness of the inside	1599	66	17	17	71	1	=	1	=
The cleanliness of the outside	1463	66	25	9	70	5	↑	2	=
The availability of staff	1036	26	28	46	31	3	=	3	=
How well train company deals with delays	271	32	37	31	35	4	=	-3	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Southern

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 2217</b>									
Overall satisfaction	2145	83	11	6	82	2	=	1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1256	69	14	17	67	-2	=	4	=
Provision of information about train times/platforms	2037	80	12	8	78	2	=	0	=
The upkeep/repair of the station buildings/platforms	2007	62	23	15	62	5	↑	2	=
Cleanliness	2054	68	21	12	68	5	↑	1	=
The facilities and services	1783	49	23	28	49	2	=	0	=
The attitudes and helpfulness of the staff	1652	66	24	9	67	0	=	1	=
Connections with other forms of public transport	1680	76	12	12	74	6	↑	2	=
Facilities for car parking	742	35	22	42	40	-1	=	-6	↓
Overall environment	2125	62	25	13	63	2	=	0	=
Your personal security whilst using	1911	61	31	8	61	-1	=	1	=
The availability of staff	1841	57	25	17	56	4	=	4	=
How request to station staff was handled	347	79	6	13	83	2	=	-4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2149	72	11	17	74	2	=	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	2117	80	9	11	80	2	=	2	=
The length of time the journey was scheduled to take (speed)	2105	83	10	7	83	0	=	-1	=
Connections with other train services	1272	73	18	10	73	2	=	0	=
The value for money for the price of your ticket	2010	42	25	33	41	3	=	-1	=
Up keep and repair of the train	2140	76	16	8	72	0	=	-1	=
The provision of information during the journey	1979	75	18	7	66	1	=	0	=
The helpfulness and attitude of staff on train	1190	54	34	12	52	0	=	0	=
The space for luggage	1722	48	22	30	48	1	=	1	=
The toilet facilities	969	40	26	34	34	0	=	-5	=
Sufficient room for all passengers to sit/stand	2122	62	16	22	62	-1	=	-1	=
The comfort of the seating area	2107	70	19	11	68	0	=	-2	=
The ease of being able to get on and off	2142	77	15	8	76	1	=	-1	=
Your personal security whilst on board	2024	69	27	4	69	-1	=	-2	=
The cleanliness of the inside	2176	74	15	11	71	1	=	-2	=
The cleanliness of the outside	1986	74	21	6	70	2	=	1	=
The availability of staff	1572	34	34	32	31	1	=	0	=
How well train company deals with delays	381	33	43	25	35	2	=	-1	=

Includes results for the former Gatwick Express franchise which existed up to the Spring 2008 survey.

Improved ↑  
 Unchanged =  
 Declined ↓

## CrossCountry

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1186</b>									
Overall satisfaction	1153	84	8	8	84	0	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	580	85	10	5	82	4	=	2	=
Provision of information about train times/platforms	1097	84	9	8	85	3	=	1	=
The upkeep/repair of the station buildings/platforms	1061	70	19	11	71	10	↑	1	=
Cleanliness	1104	78	16	7	76	9	↑	4	↑
The facilities and services	993	62	19	19	62	1	=	0	=
The attitudes and helpfulness of the staff	904	80	15	5	76	2	=	1	=
Connections with other forms of public transport	695	73	16	10	74	1	=	-1	=
Facilities for car parking	461	65	16	19	52	13	↑	10	↑
Overall environment	1120	70	21	9	71	3	=	0	=
Your personal security whilst using	975	73	24	3	70	3	=	2	=
The availability of staff	983	67	22	12	65	-1	=	0	=
How request to station staff was handled	359	85	5	9	86	-3	=	-3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1107	80	10	10	80	4	↑	3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1143	80	6	13	81	2	=	3	=
The length of time the journey was scheduled to take (speed)	1122	83	10	7	84	-1	=	0	=
Connections with other train services	670	76	13	11	75	2	=	3	=
The value for money for the price of your ticket	1099	55	19	26	54	2	=	-3	=
Up keep and repair of the train	1132	84	11	5	82	1	=	0	=
The provision of information during the journey	1055	77	15	8	74	3	=	-3	=
The helpfulness and attitude of staff on train	834	77	16	7	76	2	=	2	=
The space for luggage	969	47	18	35	49	-3	=	-3	=
The toilet facilities	641	54	20	25	49	5	=	3	=
Sufficient room for all passengers to sit/stand	1134	59	15	26	66	-1	=	-7	↓
The comfort of the seating area	1109	78	13	9	76	3	=	2	=
The ease of being able to get on and off	1137	80	13	7	80	1	=	0	=
Your personal security whilst on board	1057	81	16	3	82	-1	=	0	=
The cleanliness of the inside	1156	83	11	6	81	1	=	1	=
The cleanliness of the outside	1024	79	16	5	77	6	↑	1	=
The availability of staff	949	62	23	15	61	3	=	-1	=
How well train company deals with delays	302	48	33	19	48	2	=	1	=

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



Improved ↑  
 Unchanged =  
 Declined ↓

## East Midlands Trains

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1020</b>									
Overall satisfaction	991	81	11	8	84	2	=	-1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	499	80	9	10	82	10	↑	5	=
Provision of information about train times/platforms	957	84	9	7	85	8	↑	5	↑
The upkeep/repair of the station buildings/platforms	937	72	16	12	71	0	=	6	↑
Cleanliness	955	76	17	8	76	-2	=	3	=
The facilities and services	881	60	18	22	62	-1	=	5	=
The attitudes and helpfulness of the staff	767	76	17	7	76	1	=	1	=
Connections with other forms of public transport	711	71	16	13	74	3	=	9	↑
Facilities for car parking	426	52	17	31	52	-4	=	-7	=
Overall environment	979	72	18	10	71	1	=	7	↑
Your personal security whilst using	884	69	26	5	70	2	=	4	=
The availability of staff	860	63	25	12	65	2	=	2	=
How request to station staff was handled	214	85	5	8	86	2	=	1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	972	76	8	16	80	2	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	982	79	7	15	81	-1	=	-1	=
The length of time the journey was scheduled to take (speed)	979	79	9	12	84	-2	=	-3	=
Connections with other train services	508	69	19	11	75	-2	=	3	=
The value for money for the price of your ticket	970	49	19	32	54	3	=	-1	=
Up keep and repair of the train	975	66	18	16	82	-3	=	-5	↓
The provision of information during the journey	905	65	22	12	74	1	=	-2	=
The helpfulness and attitude of staff on train	726	73	22	5	76	1	=	-2	=
The space for luggage	821	53	20	27	49	4	=	0	=
The toilet facilities	553	42	24	34	49	-3	=	-2	=
Sufficient room for all passengers to sit/stand	973	68	13	19	66	4	=	-2	=
The comfort of the seating area	975	70	18	11	76	0	=	-3	=
The ease of being able to get on and off	982	76	16	8	80	2	=	-3	=
Your personal security whilst on board	922	79	19	2	82	3	=	-2	=
The cleanliness of the inside	998	70	16	14	81	-3	=	-4	=
The cleanliness of the outside	914	64	25	11	77	8	↑	6	↑
The availability of staff	812	53	28	18	61	-5	=	-9	↓
How well train company deals with delays	238	43	32	25	48	0	=	4	=

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

Improved ↑  
 Unchanged =  
 Declined ↓

## First TransPennine Express

	Autumn 2008				Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1033</b>									
Overall satisfaction	1001	83	9	9	84	-1	=	-4	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	502	81	10	9	82	-5	=	-3	=
Provision of information about train times/platforms	964	85	9	6	85	0	=	0	=
The upkeep/repair of the station buildings/platforms	931	73	17	10	71	-4	=	-7	↓
Cleanliness	955	78	14	8	76	1	=	-4	=
The facilities and services	865	61	16	23	62	-6	↓	-9	↓
The attitudes and helpfulness of the staff	751	77	16	6	76	5	=	4	=
Connections with other forms of public transport	687	70	16	13	74	-6	↓	-9	↓
Facilities for car parking	395	43	21	36	52	-8	↓	-9	↓
Overall environment	982	75	18	7	71	-3	=	-7	↓
Your personal security whilst using	879	68	26	6	70	-5	=	-7	↓
The availability of staff	850	65	22	13	65	1	=	4	=
How request to station staff was handled	236	84	9	5	86	1	=	1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	978	79	10	12	80	0	=	-4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	995	81	8	11	81	4	=	-1	=
The length of time the journey was scheduled to take (speed)	986	87	7	6	84	-1	=	1	=
Connections with other train services	540	75	16	9	75	0	=	-2	=
The value for money for the price of your ticket	960	53	21	26	54	2	=	-5	=
Up keep and repair of the train	989	88	9	3	82	-3	=	-4	↓
The provision of information during the journey	912	78	16	6	74	-1	=	-1	=
The helpfulness and attitude of staff on train	723	73	21	5	76	-5	=	-3	=
The space for luggage	812	51	19	30	49	-7	↓	-5	=
The toilet facilities	462	54	22	24	49	-4	=	-10	↓
Sufficient room for all passengers to sit/stand	986	63	14	23	66	-6	↓	-7	↓
The comfort of the seating area	968	81	14	5	76	-1	=	-6	↓
The ease of being able to get on and off	993	82	9	9	80	-3	=	-1	=
Your personal security whilst on board	917	81	16	3	82	-3	=	-2	=
The cleanliness of the inside	1011	83	10	7	81	-1	=	-3	=
The cleanliness of the outside	913	82	14	4	77	1	=	-4	↓
The availability of staff	843	59	26	15	61	-6	↓	-3	=
How well train company deals with delays	213	39	37	24	48	-16	↓	-2	=

Improved ↑  
 Unchanged =  
 Declined ↓

## National Express East Coast

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1157</b>									
Overall satisfaction	1125	88	8	5	84	2	=	5	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	353	80	12	8	82	-3	=	4	=
Provision of information about train times/platforms	1084	90	7	3	85	3	↑	6	↑
The upkeep/repair of the station buildings/platforms	1045	72	19	10	71	5	↑	0	=
Cleanliness	1073	76	16	8	76	4	↑	3	=
The facilities and services	982	64	19	17	62	7	↑	-1	=
The attitudes and helpfulness of the staff	770	76	19	5	76	1	=	2	=
Connections with other forms of public transport	765	76	15	9	74	-5	↓	-5	↓
Facilities for car parking	379	52	19	29	52	6	=	4	=
Overall environment	1099	72	19	9	71	6	↑	1	=
Your personal security whilst using	953	72	26	2	70	4	=	1	=
The availability of staff	913	68	22	10	65	7	↑	5	=
How request to station staff was handled	272	90	4	6	86	2	=	7	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1084	86	8	6	80	-1	=	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1105	87	5	8	81	3	↑	6	↑
The length of time the journey was scheduled to take (speed)	1087	90	5	6	84	0	=	3	=
Connections with other train services	584	78	15	8	75	-1	=	2	=
The value for money for the price of your ticket	1073	54	16	29	54	2	=	-1	=
Up keep and repair of the train	1107	79	12	9	82	3	=	0	=
The provision of information during the journey	1055	76	17	7	74	0	=	-1	=
The helpfulness and attitude of staff on train	880	78	18	4	76	-2	=	1	=
The space for luggage	981	54	19	27	49	-3	=	-1	=
The toilet facilities	745	45	27	28	49	-2	=	-5	=
Sufficient room for all passengers to sit/stand	1090	73	13	14	66	0	=	4	=
The comfort of the seating area	1104	74	16	11	76	0	=	1	=
The ease of being able to get on and off	1114	79	16	5	80	-2	=	-2	=
Your personal security whilst on board	1041	84	15	1	82	0	=	1	=
The cleanliness of the inside	1132	80	11	8	81	0	=	-1	=
The cleanliness of the outside	969	77	18	5	77	1	=	1	=
The availability of staff	956	64	27	9	61	-4	=	1	=
How well train company deals with delays	253	61	27	11	48	9	=	11	↑

Data for Autumn 2007 is for the GNER franchise which used to operate the routes that are now run by National Express East Coast

Improved ↑  
 Unchanged =  
 Declined ↓

## Virgin Trains (formerly called 'Virgin West Coast')

Autumn 2008

Improvement/decline in %  
satisfied or good since  
Spring 2008Improvement/decline in %  
satisfied or good since  
Autumn 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1294</b>									
Overall satisfaction	1255	84	7	8	84	-1	=	-2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	400	82	12	6	82	3	=	2	=
Provision of information about train times/platforms	1214	82	10	7	85	-3	=	-3	↓
The upkeep/repair of the station buildings/platforms	1171	69	21	10	71	2	=	-1	=
Cleanliness	1211	75	17	8	76	2	=	2	=
The facilities and services	1079	61	22	17	62	-2	=	-1	=
The attitudes and helpfulness of the staff	840	72	20	7	76	2	=	0	=
Connections with other forms of public transport	888	77	15	8	74	-4	=	-3	=
Facilities for car parking	339	43	23	35	52	-8	=	-4	=
Overall environment	1254	70	21	10	71	1	=	0	=
Your personal security whilst using	1075	69	26	5	70	2	=	-1	=
The availability of staff	991	62	24	14	65	4	=	4	=
How request to station staff was handled	308	85	6	9	86	3	=	7	↑
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1217	81	10	9	80	-2	=	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	1238	82	6	12	81	-2	=	-6	↓
The length of time the journey was scheduled to take (speed)	1228	82	7	10	84	-4	↓	-5	↓
Connections with other train services	620	75	16	9	75	-2	=	-4	=
The value for money for the price of your ticket	1215	56	17	26	54	2	=	-3	=
Up keep and repair of the train	1256	90	7	3	82	-1	=	-3	=
The provision of information during the journey	1171	76	18	6	74	-5	↓	-5	↓
The helpfulness and attitude of staff on train	924	77	20	4	76	-2	=	-3	=
The space for luggage	1100	45	17	38	49	-4	=	-6	↓
The toilet facilities	836	50	22	28	49	0	=	0	=
Sufficient room for all passengers to sit/stand	1217	68	13	19	66	2	=	-2	=
The comfort of the seating area	1238	78	12	10	76	1	=	1	=
The ease of being able to get on and off	1251	83	13	4	80	1	=	-2	=
Your personal security whilst on board	1166	85	14	1	82	1	=	1	=
The cleanliness of the inside	1272	87	8	5	81	-2	=	-1	=
The cleanliness of the outside	1083	83	14	3	77	3	=	1	=
The availability of staff	1043	66	24	10	61	-3	=	-4	=
How well train company deals with delays	336	50	34	16	48	-9	=	-4	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Arriva Trains Wales

Autumn 2008

Improvement/decline in %  
satisfied or good since  
Spring 2008Improvement/decline in %  
satisfied or good since  
Autumn 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 754</b>									
Overall satisfaction	730	86	7	7	86	3	=	1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	403	61	18	21	80	-8	=	-9	↓
Provision of information about train times/platforms	681	74	13	13	80	0	=	0	=
The upkeep/repair of the station buildings/platforms	658	56	23	21	70	5	=	1	=
Cleanliness	693	58	21	21	72	5	=	-3	=
The facilities and services	595	36	19	45	51	6	=	-3	=
The attitudes and helpfulness of the staff	514	65	21	13	75	1	=	-2	=
Connections with other forms of public transport	433	58	20	21	68	0	=	-1	=
Facilities for car parking	385	58	12	30	50	13	↑	10	↑
Overall environment	716	57	24	19	69	5	=	1	=
Your personal security whilst using	640	55	31	14	66	0	=	-3	=
The availability of staff	595	46	21	33	63	0	=	-11	↓
How request to station staff was handled	138	83	8	8	86	-2	=	0	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	720	76	10	14	80	-4	=	-6	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	727	81	7	13	85	-3	=	-3	=
The length of time the journey was scheduled to take (speed)	701	89	6	5	88	1	=	2	=
Connections with other train services	397	71	16	13	74	-2	=	-1	=
The value for money for the price of your ticket	704	61	17	23	63	8	↑	0	=
Up keep and repair of the train	717	73	15	12	71	0	=	1	=
The provision of information during the journey	639	61	24	15	69	-2	=	0	=
The helpfulness and attitude of staff on train	573	76	19	5	72	0	=	-4	=
The space for luggage	585	61	19	20	58	6	=	-1	=
The toilet facilities	374	47	26	27	39	12	↑	6	=
Sufficient room for all passengers to sit/stand	709	74	14	12	72	3	=	3	=
The comfort of the seating area	724	74	17	9	71	-2	=	0	=
The ease of being able to get on and off	729	83	10	7	83	2	=	1	=
Your personal security whilst on board	687	77	18	5	78	3	=	-2	=
The cleanliness of the inside	742	72	14	14	71	-2	=	-1	=
The cleanliness of the outside	652	70	18	12	67	9	↑	2	=
The availability of staff	654	65	22	13	59	1	=	-2	=
How well train company deals with delays	152	41	34	26	36	7	=	2	=

Improved ↑  
 Unchanged =  
 Declined ↓

## First ScotRail

	Autumn 2008				Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1009</b>									
Overall satisfaction	989	90	7	3	86	2	=	6	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	689	87	8	5	80	5	↑	6	↑
Provision of information about train times/platforms	928	84	8	8	80	3	=	6	↑
The upkeep/repair of the station buildings/platforms	915	79	14	7	70	3	=	1	=
Cleanliness	933	80	14	6	72	1	=	1	=
The facilities and services	820	56	19	25	51	8	↑	3	=
The attitudes and helpfulness of the staff	791	77	15	8	75	3	=	2	=
Connections with other forms of public transport	717	70	15	15	68	4	=	2	=
Facilities for car parking	503	46	16	38	50	2	=	-1	=
Overall environment	955	76	16	8	69	3	=	2	=
Your personal security whilst using	877	69	25	6	66	-2	=	-3	=
The availability of staff	859	69	20	11	63	4	=	4	=
How request to station staff was handled	162	88	4	7	86	-1	=	7	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	985	82	7	11	80	-1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	974	90	4	6	85	3	=	6	↑
The length of time the journey was scheduled to take (speed)	961	88	8	4	88	-2	=	1	=
Connections with other train services	481	74	19	8	74	-3	=	-2	=
The value for money for the price of your ticket	956	62	17	20	63	8	↑	5	=
Up keep and repair of the train	977	81	12	7	71	4	=	0	=
The provision of information during the journey	867	76	17	7	69	4	=	1	=
The helpfulness and attitude of staff on train	745	75	21	4	72	4	=	1	=
The space for luggage	707	62	16	21	58	1	=	3	=
The toilet facilities	451	45	24	32	39	5	=	-6	=
Sufficient room for all passengers to sit/stand	946	73	13	14	72	1	=	1	=
The comfort of the seating area	956	77	15	8	71	0	=	-1	=
The ease of being able to get on and off	966	85	11	4	83	0	=	1	=
Your personal security whilst on board	922	82	16	2	78	0	=	1	=
The cleanliness of the inside	992	80	12	8	71	4	↑	-1	=
The cleanliness of the outside	880	74	20	6	67	5	=	-4	=
The availability of staff	850	67	25	9	59	4	=	6	↑
How well train company deals with delays	125	42	37	21	36	5	=	12	=



Improved ↑  
 Unchanged =  
 Declined ↓

## Merseyrail

Autumn 2008

Improvement/decline in %  
satisfied or good since  
Spring 2008Improvement/decline in %  
satisfied or good since  
Autumn 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 526</b>									
Overall satisfaction	512	90	6	4	86	2	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	340	81	11	9	80	1	=	5	=
Provision of information about train times/platforms	464	79	10	10	80	5	=	8	↑
The upkeep/repair of the station buildings/platforms	474	63	20	17	70	5	=	4	=
Cleanliness	473	67	19	14	72	6	=	2	=
The facilities and services	390	43	19	38	51	20	↑	10	↑
The attitudes and helpfulness of the staff	412	75	19	6	75	6	=	1	=
Connections with other forms of public transport	365	66	20	15	68	7	=	8	=
Facilities for car parking	282	57	12	31	50	5	=	11	↑
Overall environment	490	65	21	14	69	8	↑	2	=
Your personal security whilst using	458	66	26	8	66	13	↑	6	=
The availability of staff	455	68	21	11	63	9	↑	6	=
How request to station staff was handled	48	91	2	3	86	16	=	0	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	512	89	5	6	80	-1	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	501	88	5	6	85	3	=	3	=
The length of time the journey was scheduled to take (speed)	499	94	4	3	88	2	=	4	=
Connections with other train services	251	81	12	7	74	4	=	6	=
The value for money for the price of your ticket	447	71	15	15	63	7	=	4	=
Up keep and repair of the train	502	83	13	4	71	8	↑	8	↑
The provision of information during the journey	480	84	12	4	69	3	=	0	=
The helpfulness and attitude of staff on train	245	53	35	13	72	6	=	-2	=
The space for luggage	368	52	23	25	58	0	=	1	=
The toilet facilities	164	19	18	62	39	9	=	7	=
Sufficient room for all passengers to sit/stand	490	72	14	14	72	0	=	5	=
The comfort of the seating area	495	80	14	6	71	1	=	7	↑
The ease of being able to get on and off	503	86	8	5	83	3	=	7	↑
Your personal security whilst on board	491	73	22	6	78	8	↑	9	↑
The cleanliness of the inside	518	78	15	7	71	9	↑	12	↑
The cleanliness of the outside	475	68	23	9	67	13	↑	7	=
The availability of staff	381	33	33	34	59	-3	=	-3	=
How well train company deals with delays	60	23	32	46	36	-9	=	-31	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Northern Rail

	Autumn 2008					Improvement/decline in % satisfied or good since Spring 2008		Improvement/decline in % satisfied or good since Autumn 2007	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
<b>Overall sample size 1118</b>									
Overall satisfaction	1095	82	11	8	86	3	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	637	76	10	13	80	-2	=	2	=
Provision of information about train times/platforms	1048	79	10	11	80	-2	=	1	=
The upkeep/repair of the station buildings/platforms	1031	68	17	16	70	-4	=	-2	=
Cleanliness	1038	70	15	15	72	-5	↓	-2	=
The facilities and services	882	52	15	34	51	3	=	3	=
The attitudes and helpfulness of the staff	810	74	18	8	75	0	=	3	=
Connections with other forms of public transport	789	69	12	19	68	-3	=	2	=
Facilities for car parking	552	48	19	34	50	-5	=	-6	↓
Overall environment	1085	67	19	14	69	-4	=	-2	=
Your personal security whilst using	984	66	25	10	66	-1	=	3	=
The availability of staff	925	60	20	20	63	0	=	4	=
How request to station staff was handled	189	83	5	12	86	-7	=	2	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1085	74	10	17	80	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1089	79	6	15	85	0	=	1	=
The length of time the journey was scheduled to take (speed)	1070	85	9	6	88	-2	=	0	=
Connections with other train services	581	71	19	9	74	1	=	-2	=
The value for money for the price of your ticket	1008	62	17	21	63	4	=	0	=
Up keep and repair of the train	1079	55	21	24	71	0	=	1	=
The provision of information during the journey	903	55	26	19	69	-2	=	1	=
The helpfulness and attitude of staff on train	813	73	21	5	72	3	=	3	=
The space for luggage	793	56	22	23	58	1	=	5	=
The toilet facilities	488	36	23	42	39	-5	=	0	=
Sufficient room for all passengers to sit/stand	1067	69	14	17	72	3	=	5	↑
The comfort of the seating area	1079	62	22	17	71	1	=	0	=
The ease of being able to get on and off	1089	80	13	7	83	6	↑	4	=
Your personal security whilst on board	1029	77	19	4	78	6	↑	5	↑
The cleanliness of the inside	1104	58	21	21	71	-2	=	1	=
The cleanliness of the outside	1000	58	26	16	67	-1	=	0	=
The availability of staff	948	59	27	14	59	4	=	3	=
How well train company deals with delays	233	34	34	32	36	4	=	0	=

# Percentage of passengers satisfied 2004-2008

Chart 4.1a **National and sector levels**

Percentage of passengers satisfied 2004 to 2008

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

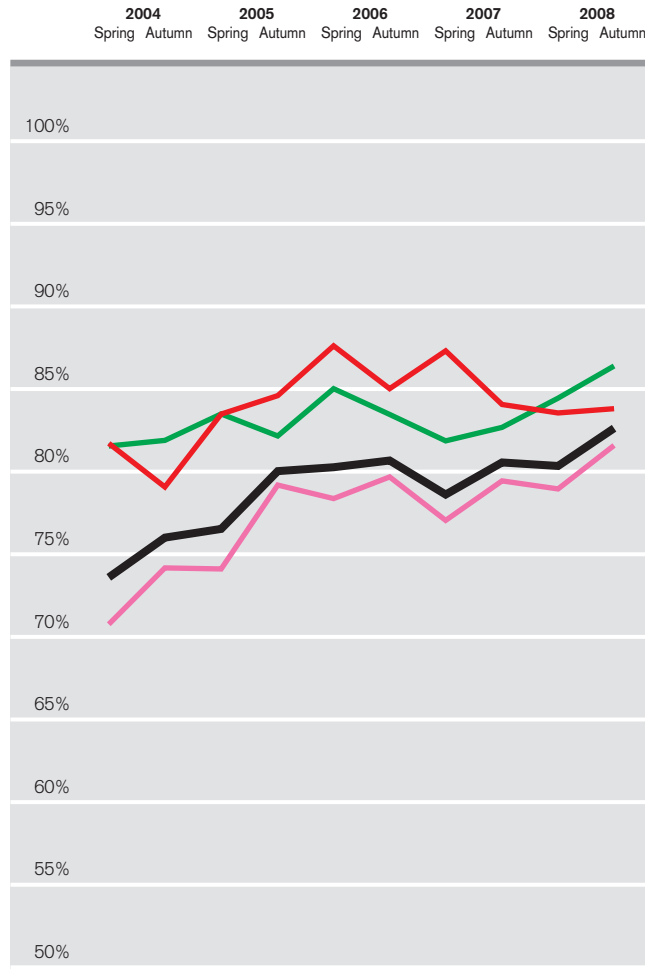


Chart 4.1b **Long distance operators**

Percentage of passengers satisfied 2004 to 2008

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

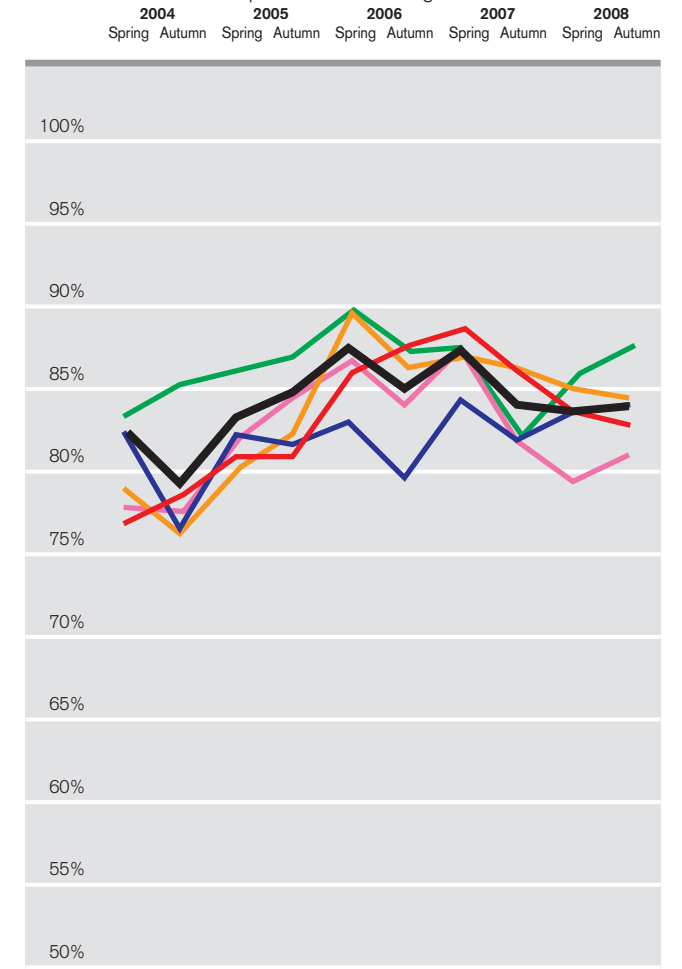


Chart 4.1c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

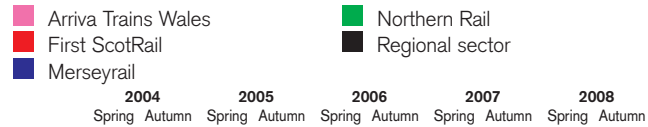


Chart 4.1d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

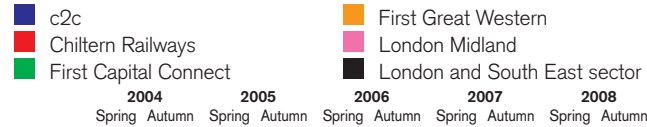


Chart 4.1e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

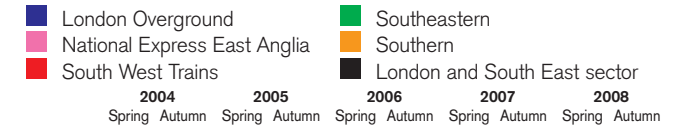


Chart 4.2a National and sector level

Percentage of passengers satisfied 2004 to 2008

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



Chart 4.2b Long distance operators

Percentage of passengers satisfied 2004 to 2008

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

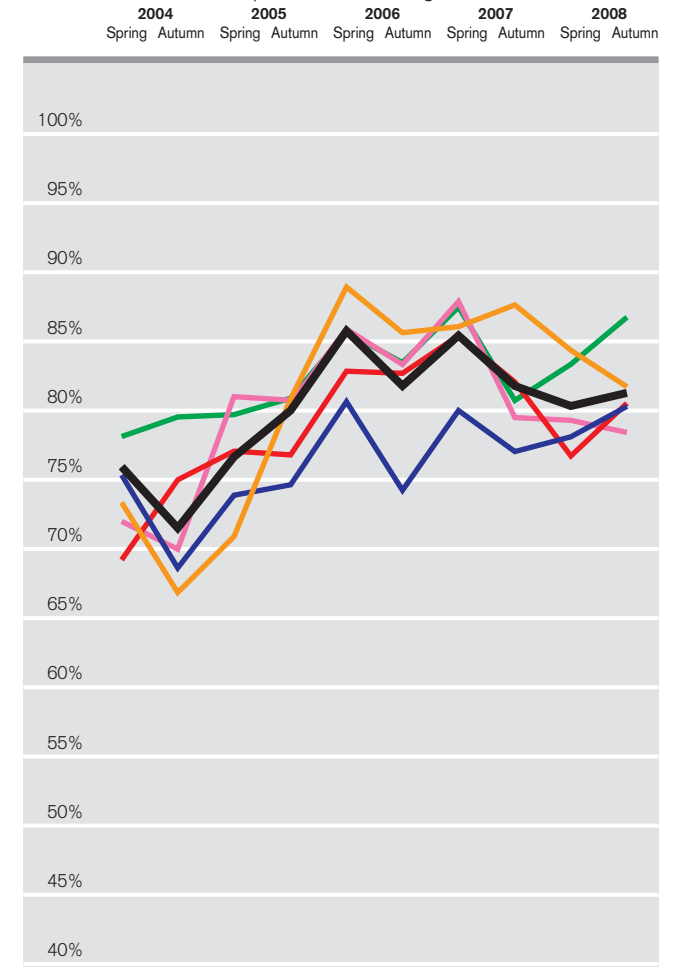


Chart 4.2c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

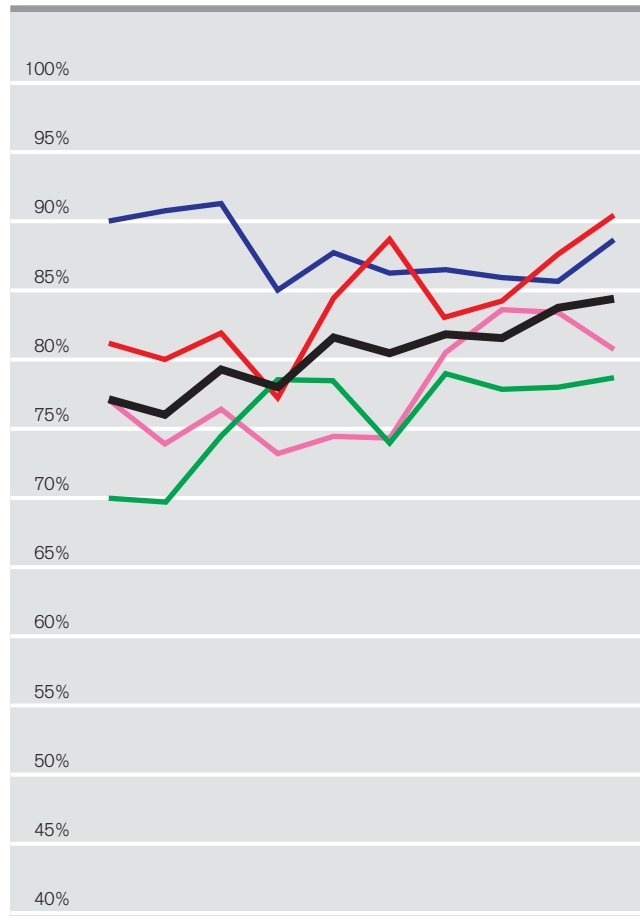
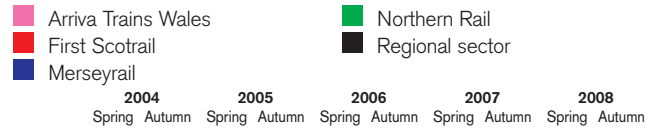


Chart 4.2d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

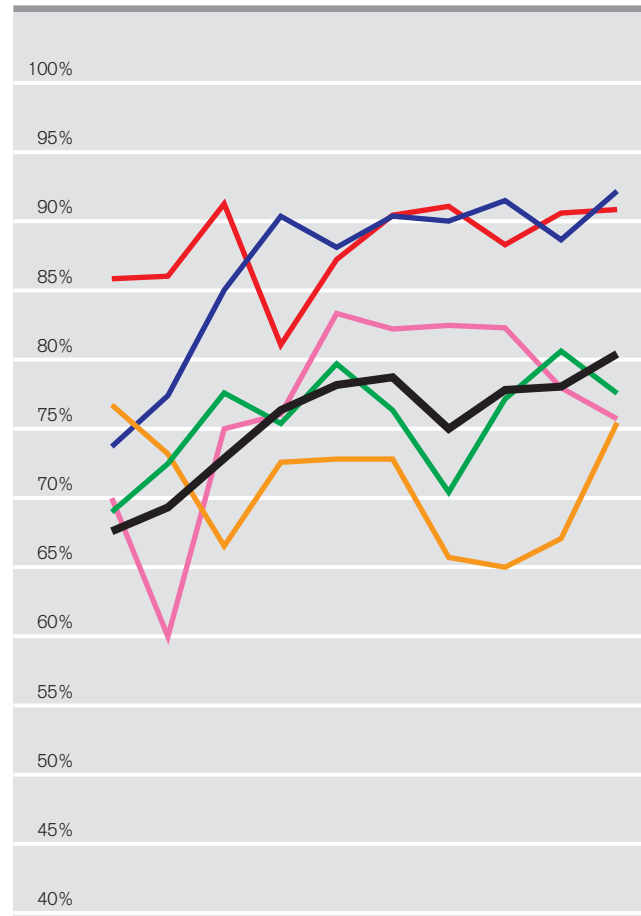
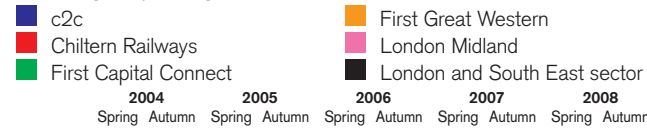


Chart 4.2e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

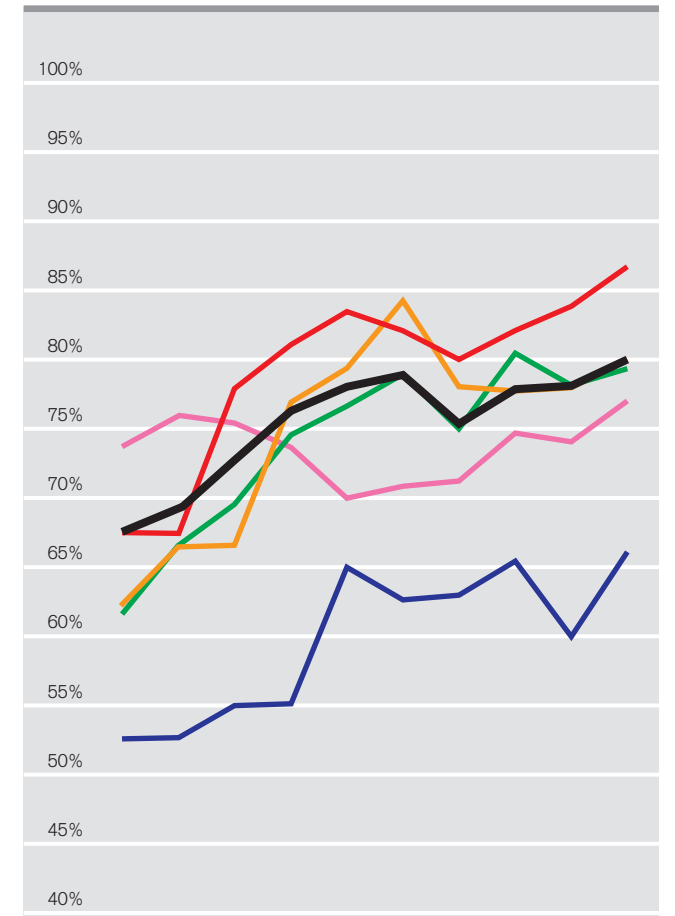
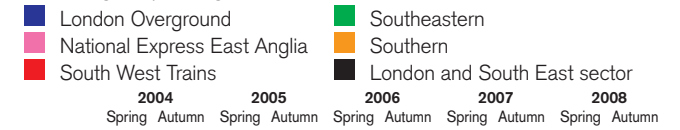




Chart 4.3a **National and sector level**  
Percentage of passengers satisfied 2004 to 2008

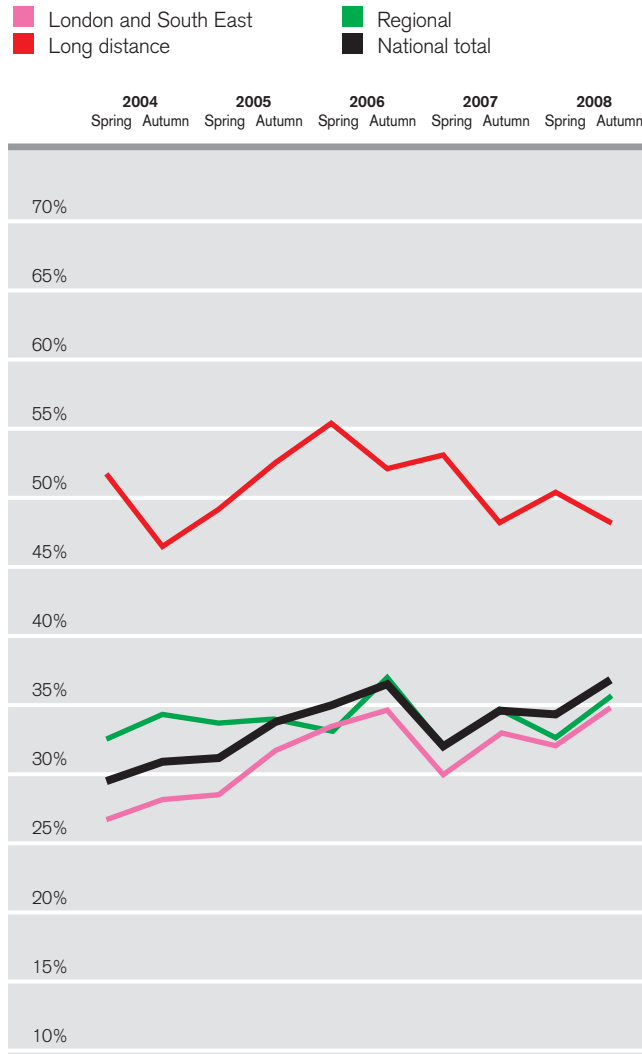


Chart 4.3b **Long distance operators**  
Percentage of passengers satisfied 2004 to 2008

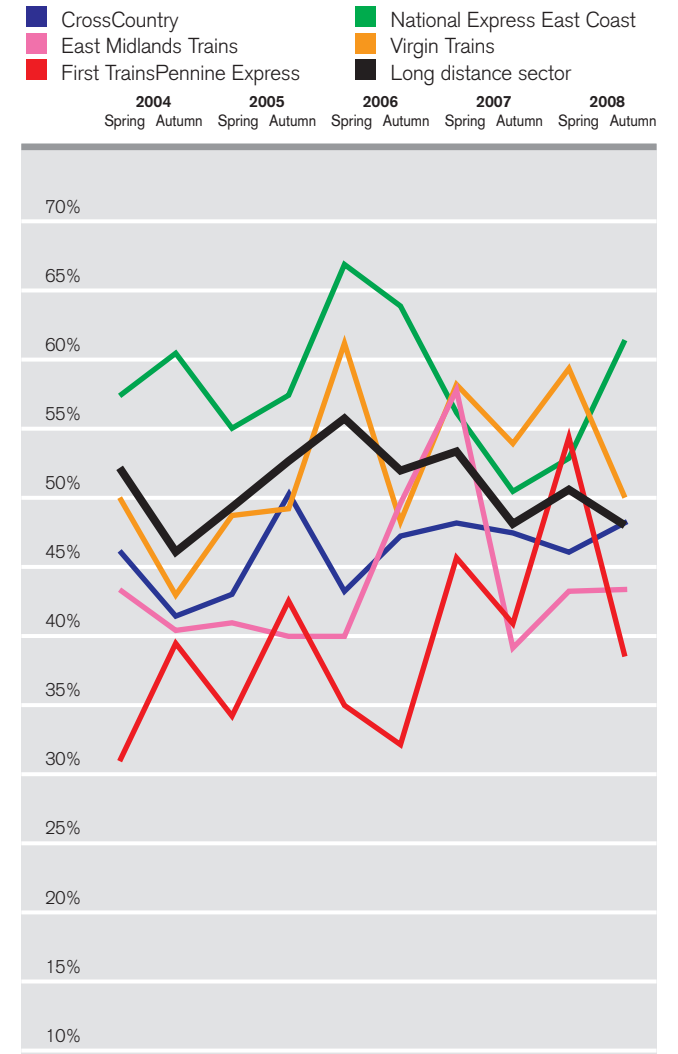


Chart 4.3c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

- Arriva Trains Wales
- Northern Rail
- First Scotrail
- Regional sector
- Merseyrail

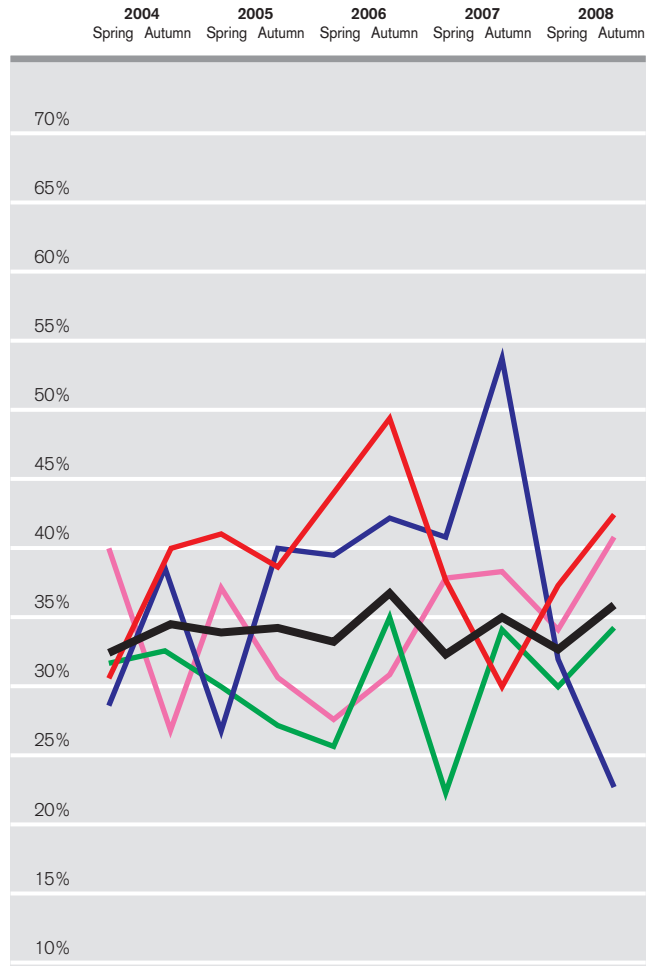


Chart 4.3d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

- c2c
- Chiltern Railways
- First Capital Connect
- First Great Western
- London Midland
- London and South East sector

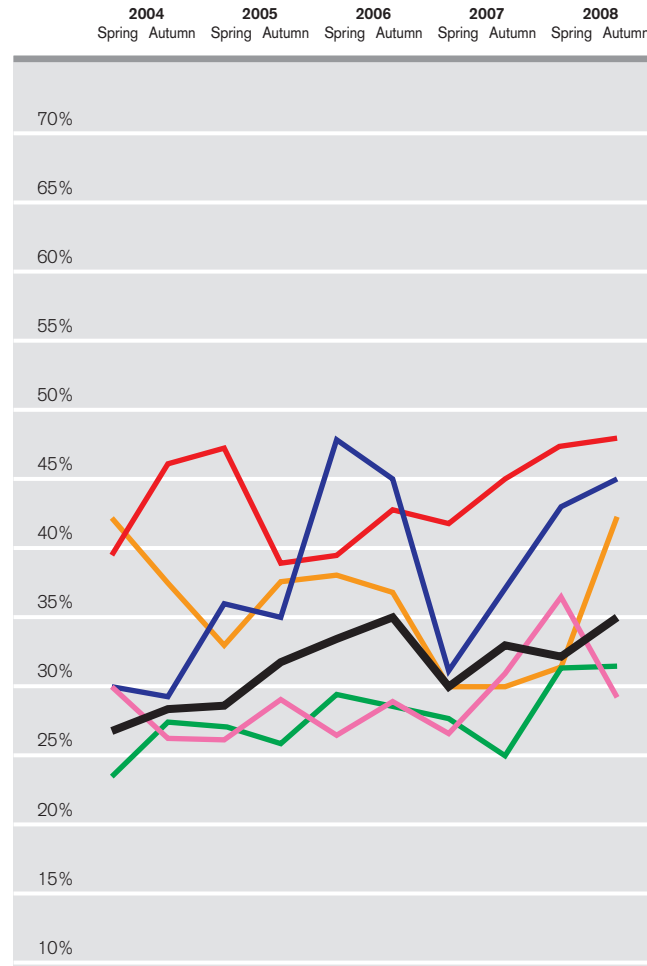


Chart 4.3e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

- London Overground
- National Express East Anglia
- South West Trains
- Southeastern
- Southern
- London and South East sector

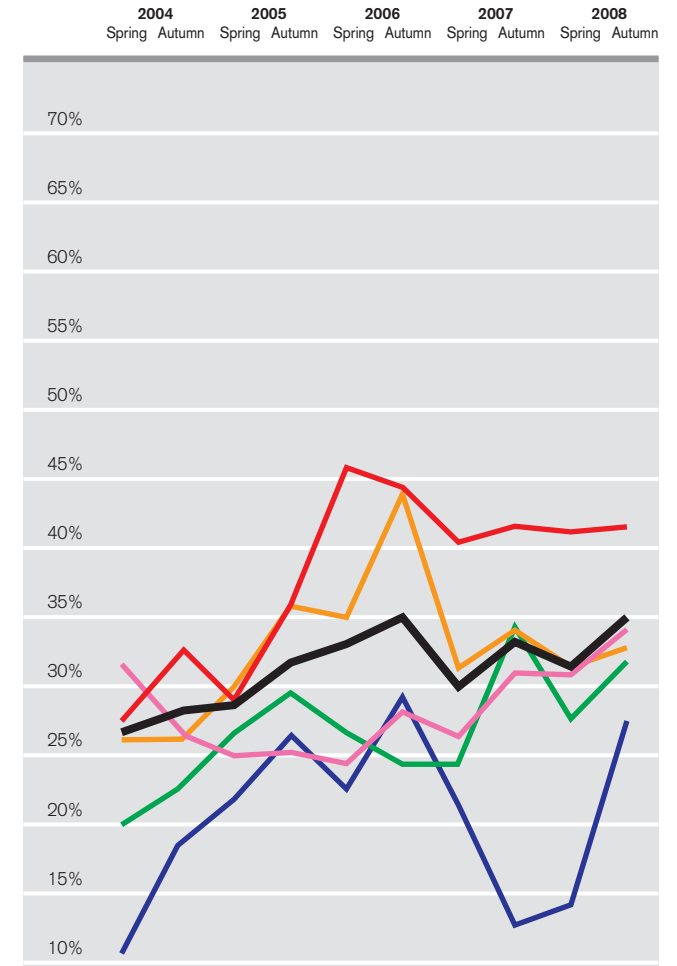


Chart 4.4a National and sector level

Percentage of passengers satisfied 2004 to 2008

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

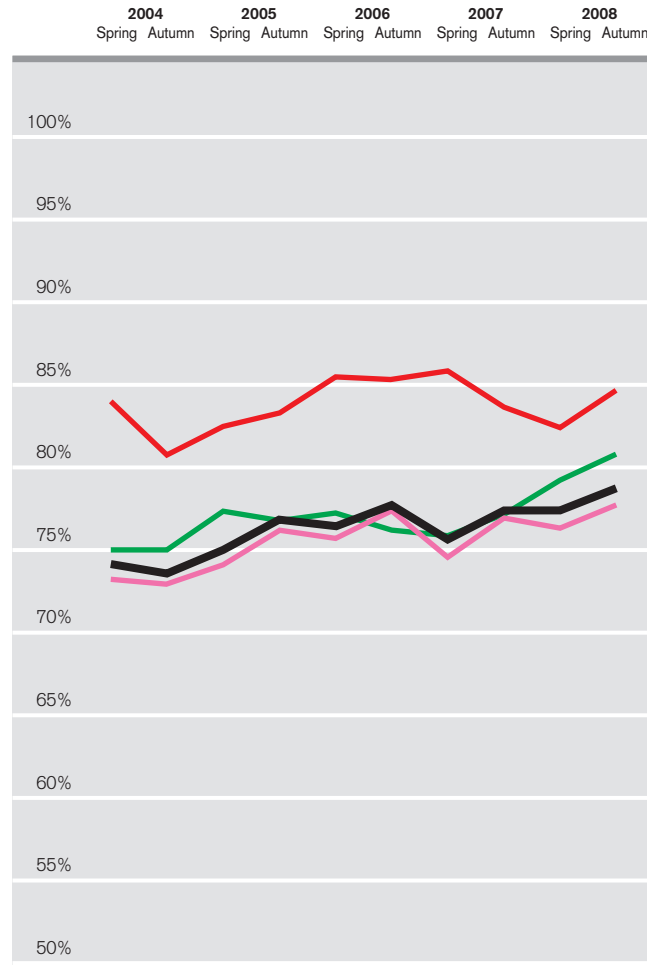


Chart 4.4b Long distance operators

Percentage of passengers satisfied 2004 to 2008

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

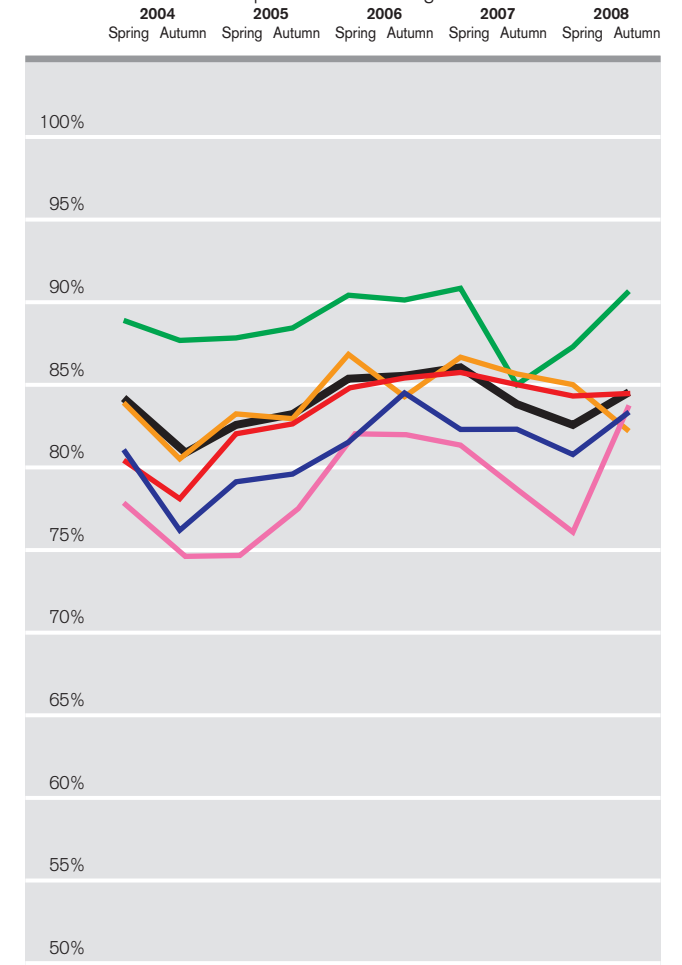


Chart 4.4c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

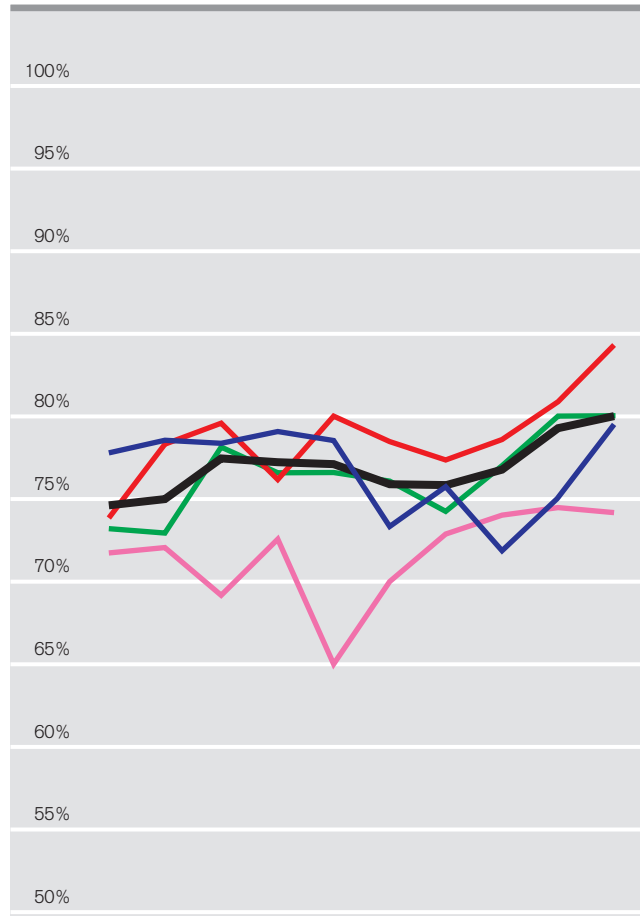
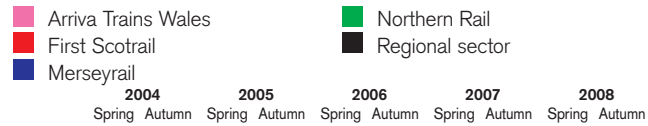


Chart 4.4d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

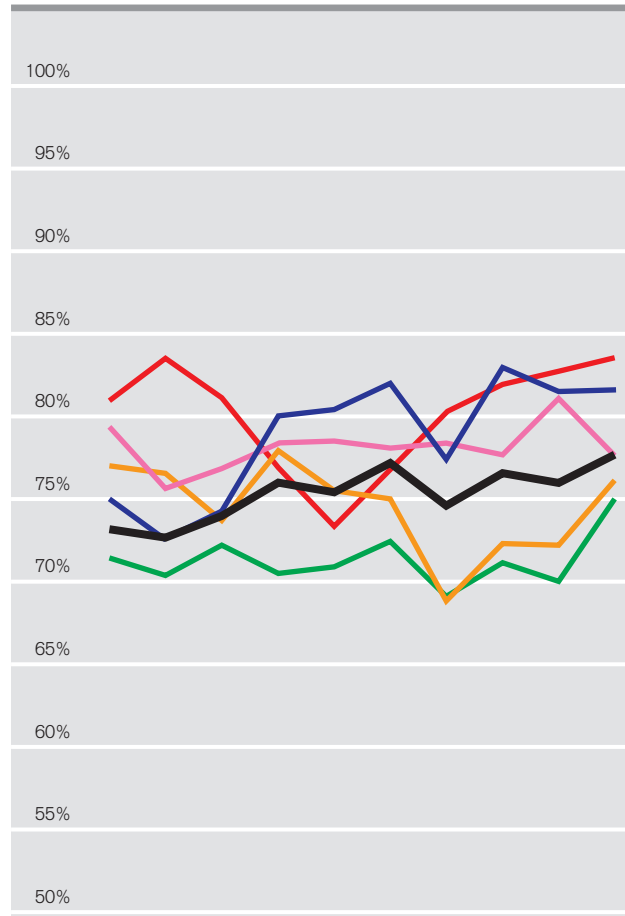
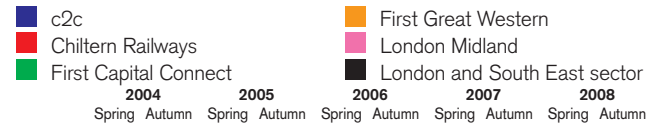


Chart 4.4e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

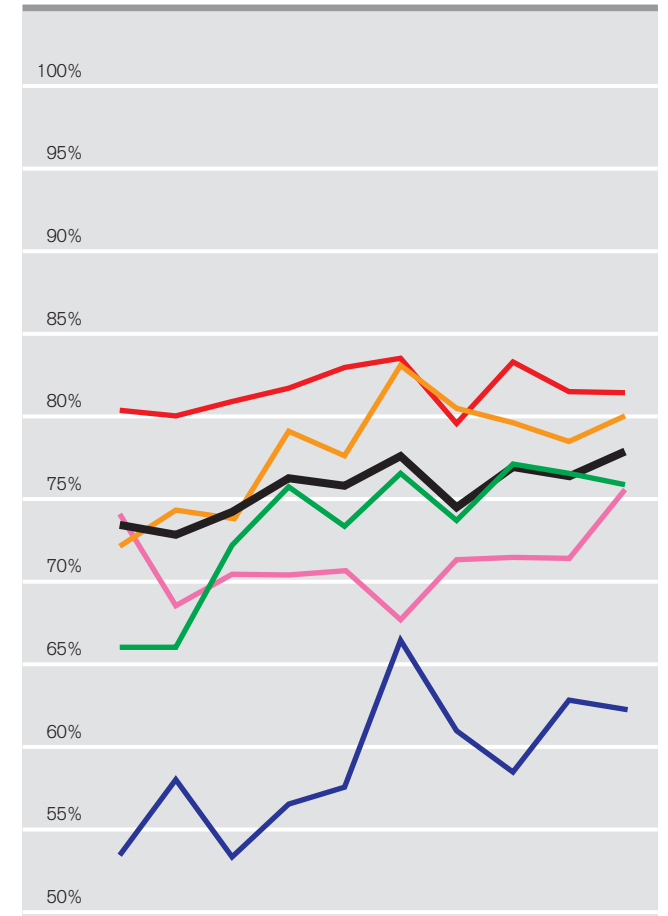
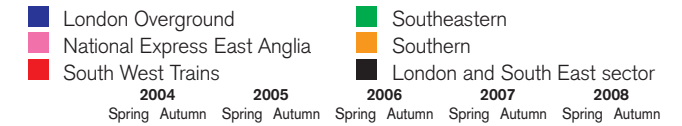


Chart 4.5a **National and sector level**  
Percentage of passengers satisfied 2004 to 2008



Chart 4.5b **Long distance operators**  
Percentage of passengers satisfied 2004 to 2008

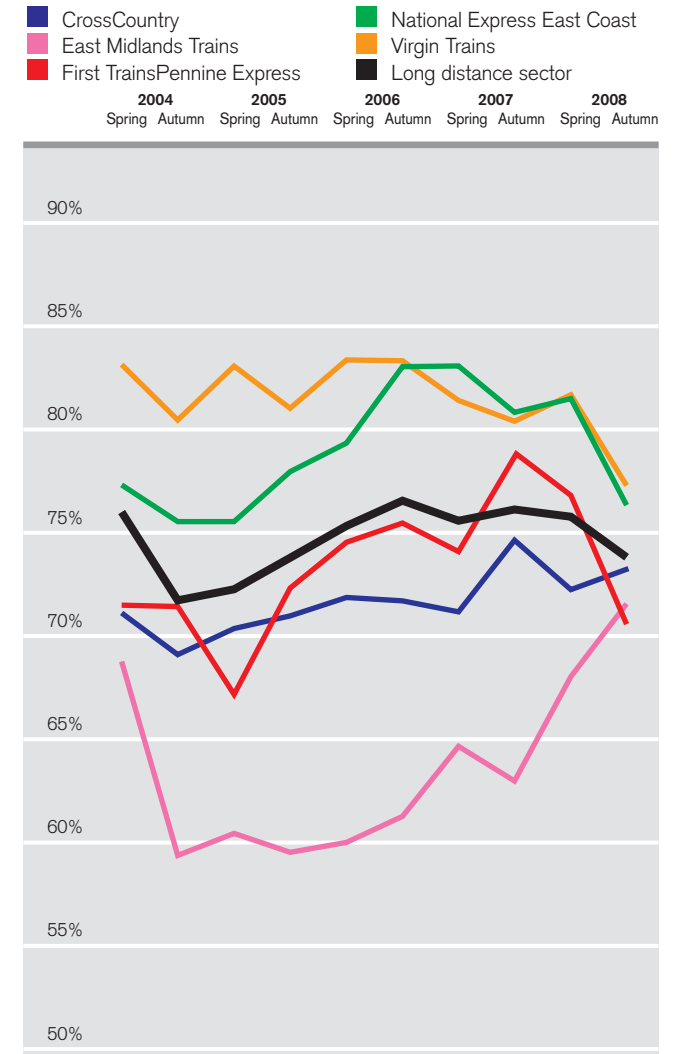


Chart 4.5c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

- Arriva Trains Wales
- First Scotrail
- Merseyrail
- Northern Rail
- Regional sector



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

Percentage of passengers satisfied 2004 to 2008

- c2c
- Chiltern Railways
- First Capital Connect
- First Great Western
- London Midland
- London and South East sector

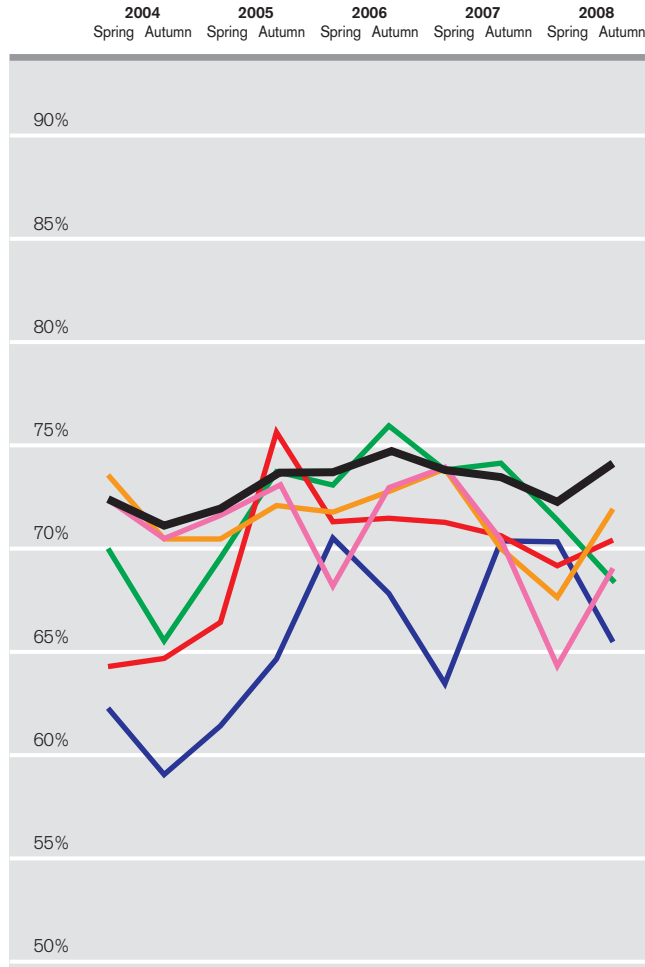


Chart 4.5e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

- London Overground
- National Express East Anglia
- South West Trains
- Southeastern
- Southern
- London and South East sector

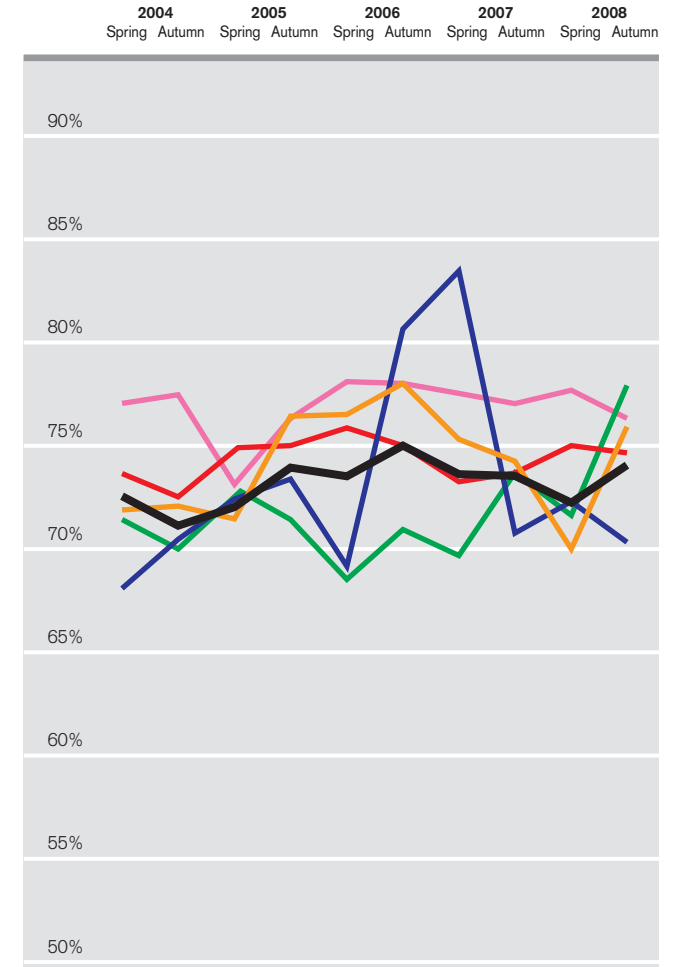




Chart 4.6a National and sector level

Percentage of passengers satisfied 2004 to 2008

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

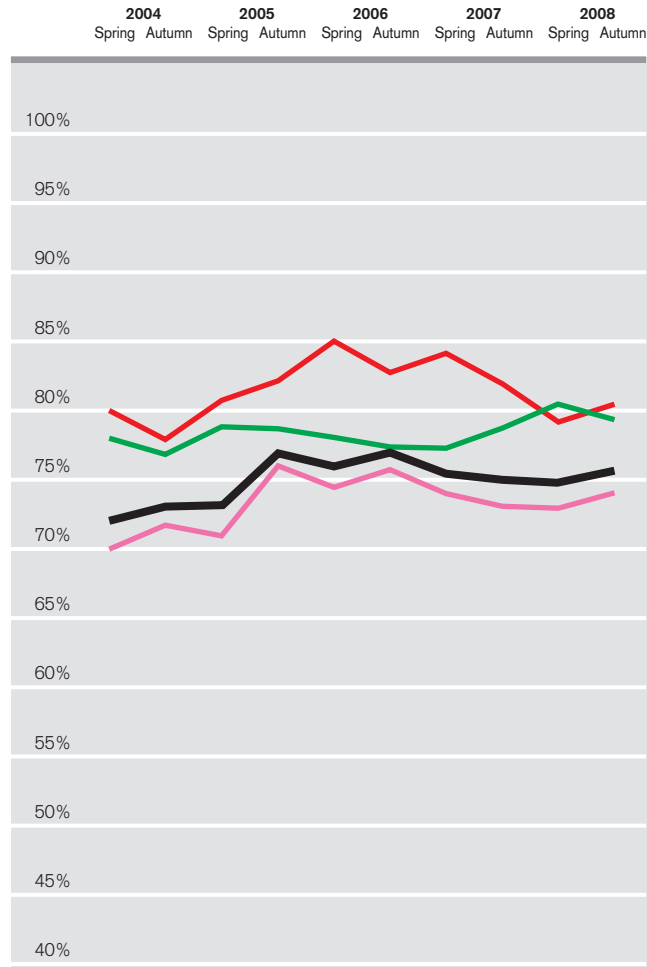


Chart 4.6b Long distance operators

Percentage of passengers satisfied 2004 to 2008

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

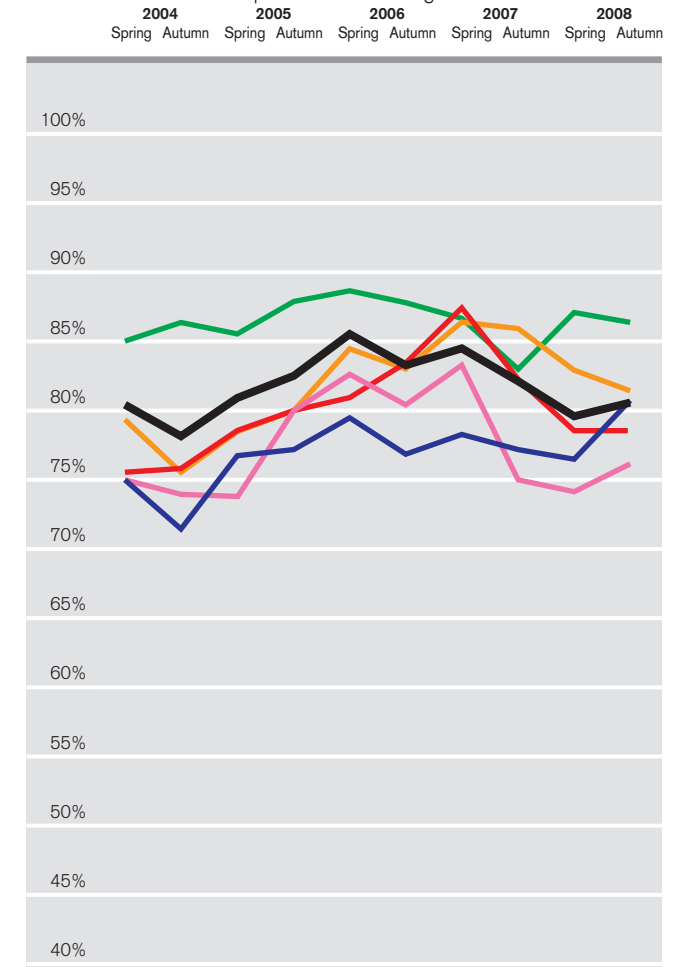


Chart 4.6c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

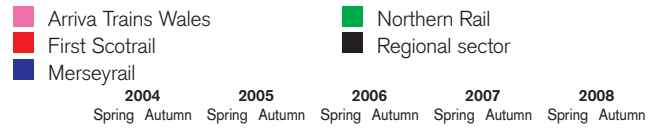


Chart 4.6d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

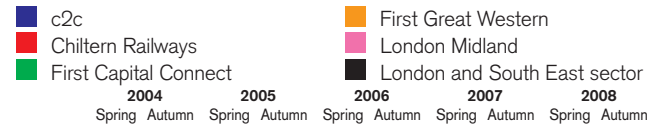


Chart 4.6e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

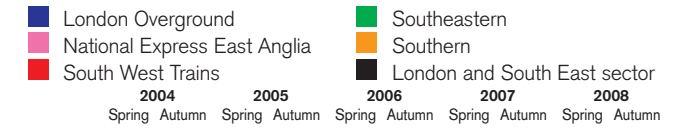


Chart 4.7a National and sector level

Percentage of passengers satisfied 2004 to 2008

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



Chart 4.7b Long distance operators

Percentage of passengers satisfied 2004 to 2008

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

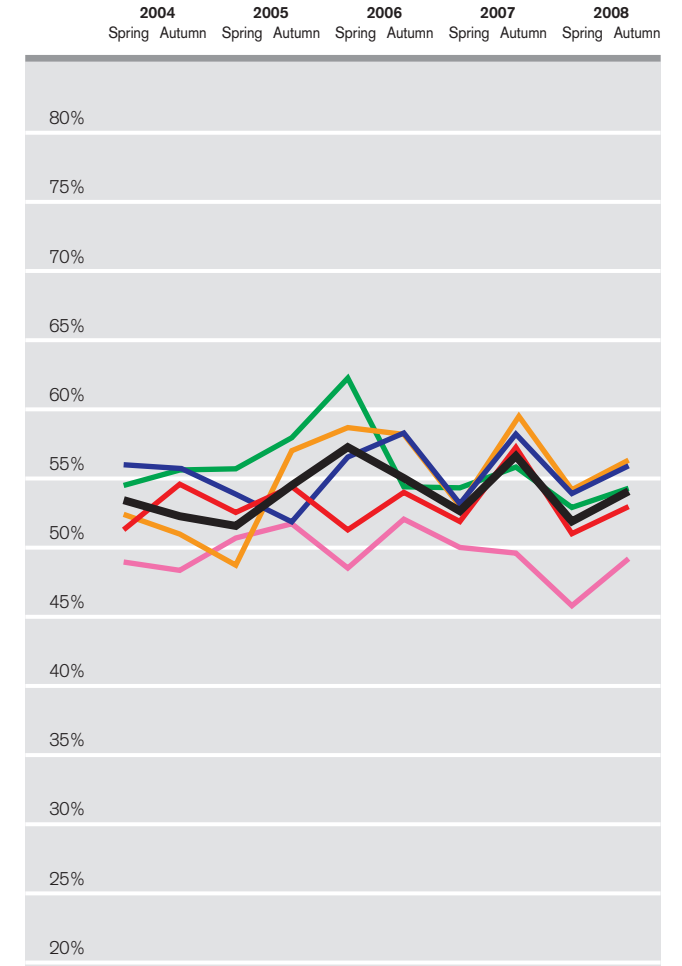


Chart 4.7c Regional operators

Percentage of passengers satisfied 2004 to 2008

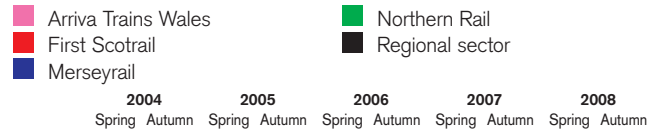


Chart 4.7d London and South East operators (part one)

Percentage of passengers satisfied 2004 to 2008

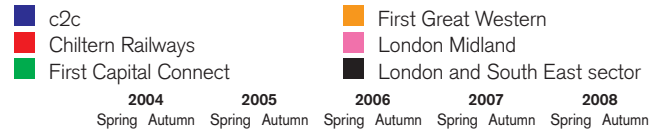


Chart 4.7e London and South East operators (part two)

Percentage of passengers satisfied 2004 to 2008

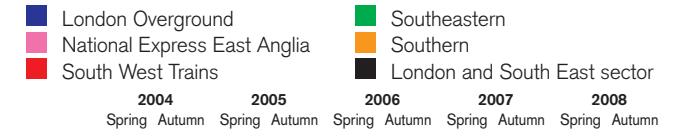


Chart 4.8a **National and sector level**  
Percentage of passengers satisfied 2004 to 2008

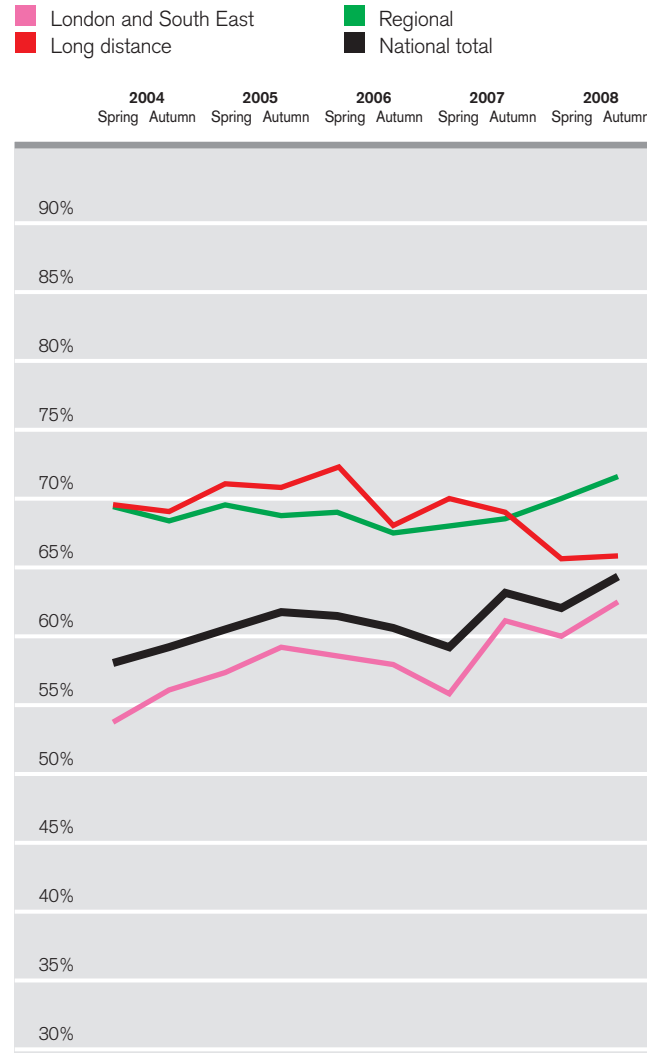


Chart 4.8b **Long distance operators**  
Percentage of passengers satisfied 2004 to 2008

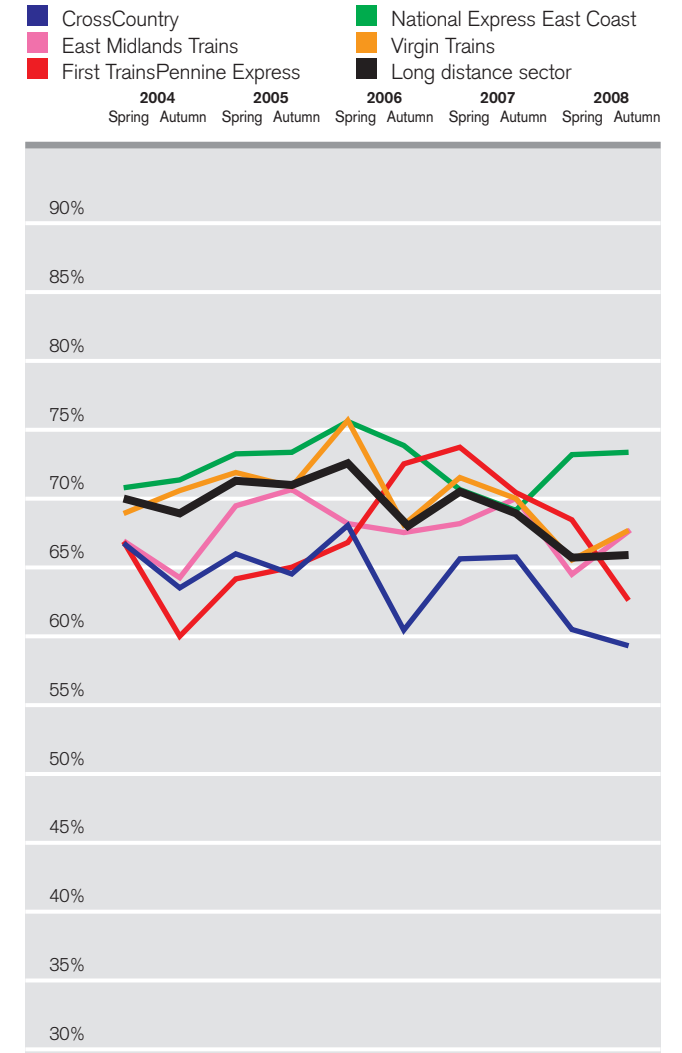


Chart 4.8c **Regional operators**

Percentage of passengers satisfied 2004 to 2008

- Arriva Trains Wales
- Northern Rail
- First Scotrail
- Regional sector
- Merseyrail

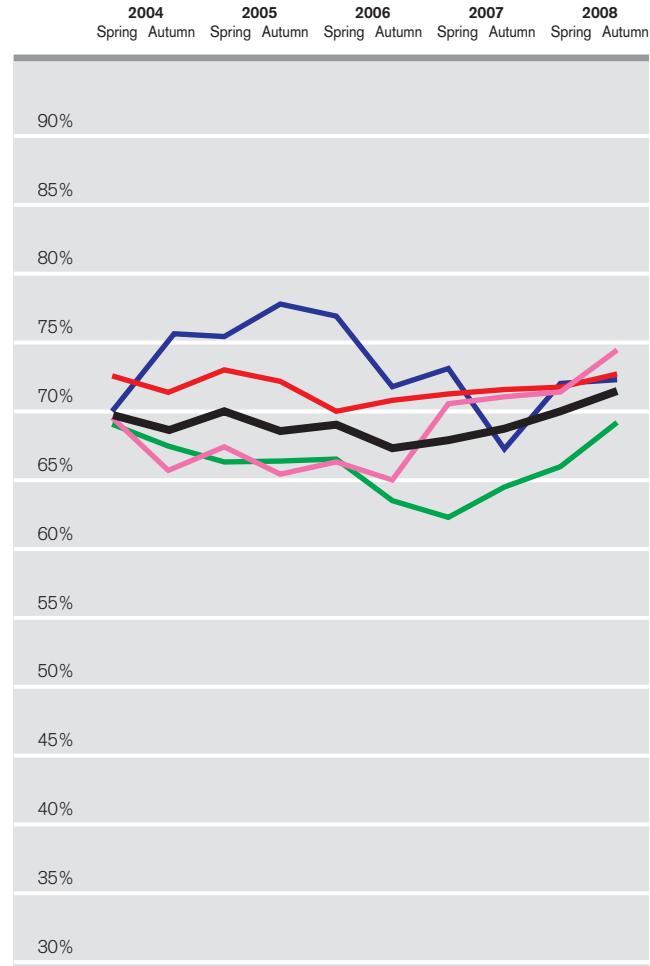


Chart 4.8d **London and South East operators (part one)**

Percentage of passengers satisfied 2004 to 2008

- c2c
- Chiltern Railways
- First Capital Connect
- First Great Western
- London Midland
- London and South East sector

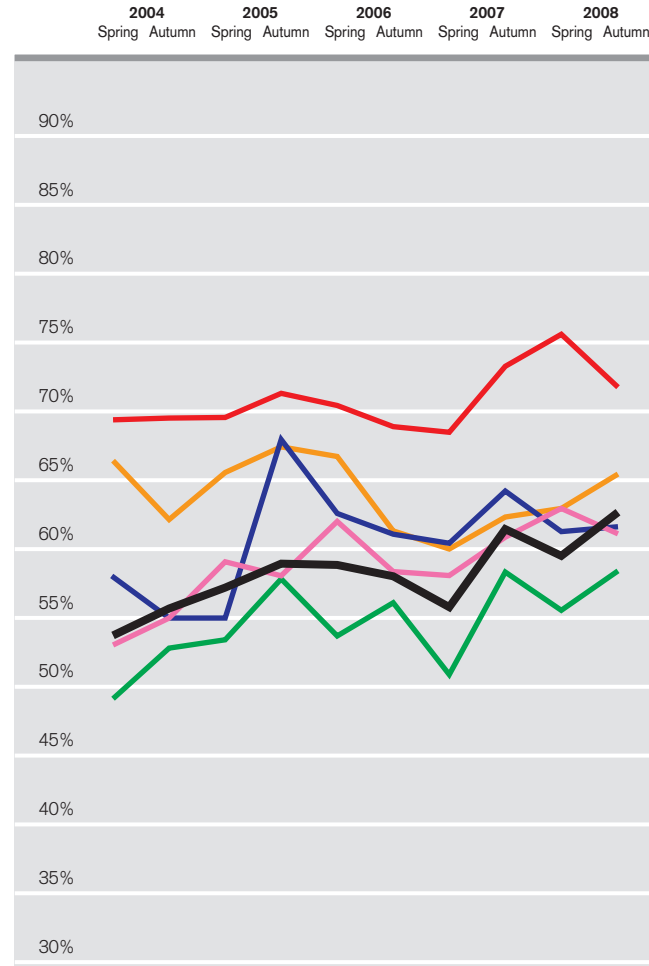
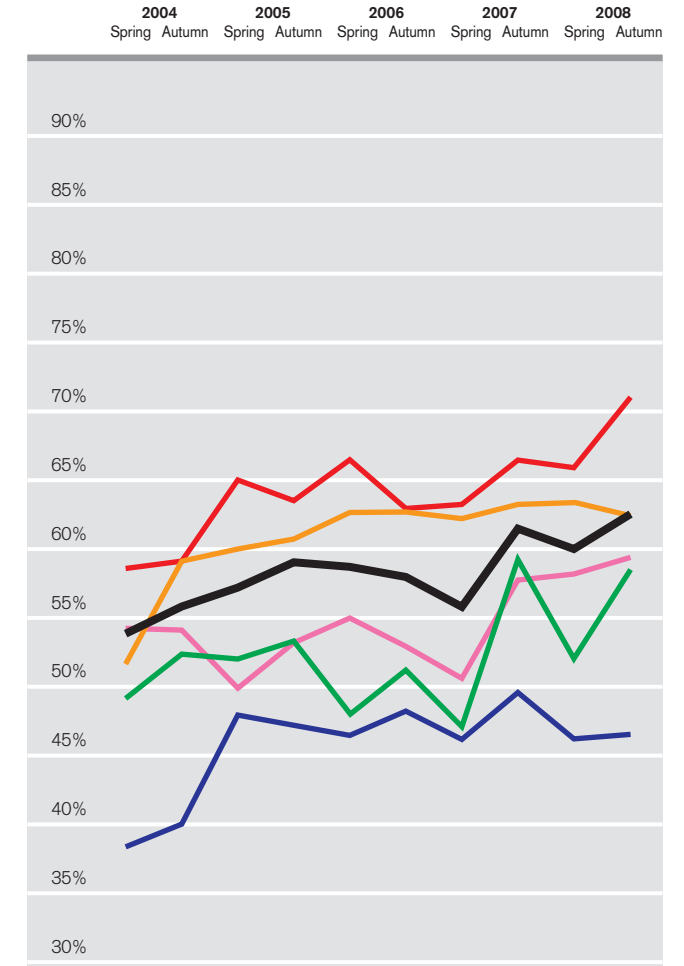


Chart 4.8e **London and South East operators (part two)**

Percentage of passengers satisfied 2004 to 2008

- London Overground
- National Express East Anglia
- South West Trains
- Southeastern
- Southern
- London and South East sector



# Technical appendix

## Appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply paid envelope being provided for returning questionnaires.

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

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

TOC data is compiled to provide a national sample.

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

the fieldwork period was shorter because Easter was unusually early).

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

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

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

For the Autumn 2007 survey about 100 NPS shifts were moved from the morning peak to the evening peak. Shifts were also staggered for the first time so that they started every hour

as opposed to every three hours. For example morning shifts that were previously 7am-10am and then 10am-1pm were changed to 7am-10am, 8am-11am, 9am-12pm, etc. This methodology gives a better representation of passenger opinions of their journey.

If you would like to know more about how the survey is carried out or how data is compiled including more details of methodology and a detailed survey overview document, please visit [www.passengerfocus.org.uk/nps](http://www.passengerfocus.org.uk/nps)



## Rail sectors

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

### Long distance operators

CrossCountry<sup>1</sup>  
 East Midlands Trains<sup>1</sup>  
 First TransPennine Express (FTPE)  
 GNER<sup>2</sup>  
 Midland Mainline<sup>3</sup>  
 National Express East Coast<sup>4</sup>  
 Virgin CrossCountry<sup>3</sup>  
 Virgin Trains<sup>5</sup>

### London and South East operators

c2c  
 Chiltern Railways  
 First Capital Connect  
 First Great Western  
 London Midland<sup>1</sup>  
 London Overground<sup>1</sup>  
 National Express East Anglia<sup>6</sup>  
 Silverlink<sup>3</sup>  
 Southeastern  
 South West Trains  
 Southern<sup>8</sup>

### Regional operators

Arriva Trains Wales  
 Central Trains<sup>3</sup>  
 First ScotRail  
 Gatwick Express<sup>7</sup>  
 Merseyrail  
 Northern Rail

<sup>1</sup> From Spring 2008 survey (new franchises from 11 November 2007)

<sup>2</sup> Up to Autumn 2007 survey (franchise existed up to 8 December 2007)

<sup>3</sup> Up to Autumn 2007 survey (franchise existed up to 10 November 2007)

<sup>4</sup> From Spring 2008 survey (new franchise from 9 December 2007)

<sup>5</sup> Previously 'Virgin West Coast'

<sup>6</sup> Previously 'One'

<sup>7</sup> Up to Spring 2008 survey (franchise existed up to 21 June 2008)

<sup>8</sup> Results include Gatwick Express that existed up to 21 June 2008

## Issues affecting the Autumn 2008 survey

Wave 19 fieldwork was undertaken between 1 September and 2 November 2008. Top up shifts were run between 3 November and 15 November 2008.

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

In three areas, shifts were rescheduled because of industrial action, or planned industrial action.

Fatalities on the line once again led to some shifts having to be rescheduled.

Extreme weather caused some disruption to the schedule, either because trains could not run on flooded tracks, or because fieldworkers could not reach rural stations because of snowfall.

Planned engineering work required us to reschedule a lot of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service. As in previous waves, where a station was still open (and served several TOCs), we continued with our intended shifts as planned – we were still able to distribute questionnaires to passengers on those TOCs still operating a service. Fieldworkers were told not to give questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to

journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire making such exclusions very straightforward.

Arriva Trains Wales has indicated that flooding on the 4 and 5 September disrupted services on some lines and this may have affected their NPS results this wave.



### Contact us

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

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Passenger Focus is the operating name of the Rail Passengers Council