



National Passenger Survey  
Spring 2010



## What is Passenger Focus?

Passenger Focus is the independent national consumer watchdog for Britain's rail passengers and England's bus and coach passengers. Our mission is to get the best deal for Britain's passengers.

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 passengers and we work with the industry, passenger groups and government to secure journey improvements.

Our vision is to ensure that operators, funders and regulators of transport systems **put passengers first**

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

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

- 1 make a difference for all passengers
- 2 tackle examples of poor passenger service
- 3 improve access to services for passengers with particular needs
- 4 promote good practice in complaint handling and provide advice and advocacy to complainants
- 5 increase awareness of Passenger Focus and our influence with stakeholders
- 6 build and deliver effective passenger representation for bus and coach passengers
- 7 boost Passenger Focus's capacity and capability to get the best deal for passengers.

## What is Passenger Focus doing for me?

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

### Campaigning for improvements

- We gather research and information, like the National Passenger Survey, where over 54,000 rail passengers give us their views about their journeys, so we understand the issues that matter to you.
- We work with government and the industry to ensure that the passenger voice is heard when making decisions about the future.

- We focus on a number of key issues:
  - fares and tickets
  - quality and level of services
  - investment.

### Resolving complaints with rail companies

- If you make a complaint you are unhappy with the response we can take up your issue with the rail company involved.

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# Introduction

## Background

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

Fieldwork took place between 24 January and 29 March 2010. Top up shifts, as well as boost shifts were run between 28 February and 29 March 2010.

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.

We also include a table showing passenger satisfaction with Network Rail's managed stations.

## National Passenger Survey Statement of Compliance with Official Statistics

### Quality management

Details of methodology; including data collection and analyses are included in this publication and further details are available from: [www.passengerfocus.org.uk/nps](http://www.passengerfocus.org.uk/nps)

We ensure that our methods are subject to internal review and external validation and scrutiny, both in the form of published methodological notes and at presentations. The methods used in the National Passenger Survey (NPS) are objectively chosen and based on sound statistical approaches. Whenever possible Passenger Focus adopts standard practices and approaches.

### Confidentiality and access to statistical data

Passenger Focus protects the security of its statistical data and ensures that no statistics or analysis are produced that are likely to identify an individual unless the individual has previously consented to their data being used in this way.

In certain circumstances we will provide data where the sample size is small or where it is less robust to internal staff, researchers, train companies or others in the railway sector, and other organisations. However we set out the issues of using such data or if accessing the data via our website, such data is hidden.

### Pre-release access

Access to the data before publication is limited to those who are involved in quality checking the statistics before public release, those involved with operational planning and those essential for production and publication.

### Revisions and errors

We are open and transparent at all times about revisions to published statistics.

### Errors

Occasionally errors in our published statistics will occur. Significant errors in published statistics will be corrected as soon as possible, and publicity given to them.

An error is considered to be significant if the resultant change would qualify or contradict the conclusions that would previously have been drawn from the data. In such circumstances we will amend the electronic version of the release as soon as possible and include a prominent alert on our website to notify users of the change.

If the error is minor or textual, or insignificant in the sense that any correction would be reasonably deemed inconsequential, we will not issue a correction immediately, but would do so when a new release was due for publication.

If we discover an error which is insubstantial but which, in our professional judgement, warrants immediate correction we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

Decisions on how to address any errors in published statistics will be made by the head of profession for statistics at Passenger Focus in consultation with Passenger Focus's Statistics Governance Group. Information on all such amendments will be placed on our website alongside the link to the published document.

### Waiver

Passenger Focus has taken care to ensure that the information contained in the NPS is correct. However, no warranty, express or implied, is given as to its accuracy and Passenger Focus does not accept any liability for error or omission.

Passenger Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Passenger Focus does not guarantee that the information contained in NPS is fit for any particular purpose.

## Methodology

The survey is conducted across the entire franchised railway, and on four non-franchised train operating companies (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 1000 passengers per survey. Smaller operators' results are based on the views of 500 passengers whilst 2750 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size 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, National Passenger Survey (NPS) data for Southern up to Spring 2008 now includes the results for Gatwick Express.

From the 14 November 2009 the new East Coast franchise started, replacing the routes previously operated by National Express East Coast. The routes covered by the new TOC were the same.

Previous changes to franchise boundaries in 2007 are detailed in the NPS Summary Report for Autumn 2009. Changes to TOC boundaries mean that comparisons between the latest sector results and results up to Spring 2008 differ slightly in the areas that they cover (but this generally only makes a difference of up to one or two percentage points).

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 a new franchise. It also means that robust sub-TOC data is sometimes available.

With changes to the specification of the boundaries of TOCs, 'sector' definitions are becoming less straightforward and meaningful as TOC 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, National Passenger Survey (NPS) data are reported without decimal places; however, changes from wave to wave are calculated using three decimal places. 'Rounding' of the data means that results may appear to differ by one per cent to the published results. For example 84.6 is reported as '85' and 83.2 is reported as '83'; the apparent reported difference is 2, however the actual difference is 1.4 and will therefore be published as '1'.

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Spring 2009 or Autumn 2009. 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'. As some station and train facility factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2010 results the main comparison is against the Spring 2009 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train facilities at train operating companies (TOCs). If so, quite large percentage changes may not be significant.

Trend data charts in section six 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 TOC 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 NPS contains satisfaction ratings for all rail operators operating under franchise. We are also very pleased that four other train companies participate in the survey at their own expense, and grateful that they have allowed their data to be published in this publication. Grand Central and Wrexham & Shropshire train companies participated in the survey for the first time in Autumn 2009, while Heathrow Connect (who have been included in the NPS since Autumn 2008) and Heathrow Express (who have been included since the Spring 2006 survey) also took part.

The methodology used for these four train companies is the same as for the franchised train companies, except that most questionnaires on three of these train companies are handed out on train to ensure that sufficient completed questionnaires are returned.

Data for Grand Central and Wrexham & Shropshire are provided next to a comparison with data for Long Distance TOCs. 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 Long Distance, London and South East or National data. Sector data only includes train companies that are operating under franchise.

The overall sample size for the Spring 2010 survey was 31,251 for all the train companies combined.

## Contacts

### Media enquiries

0300 123 0821

### Content/presentation/methodology enquiries

0300 123 0837

# Key results

## Spring 2010 wave

- Nationally the percentage of passengers satisfied with their journey overall was 83%. This is significantly up (+2%) compared to Spring 2009 (when 81% of passengers were satisfied). 83% of passengers were satisfied overall with their journey in Autumn 2009.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 82%. This is significantly up compared to Spring 2009 when 80% were satisfied.
- The percentage of passengers satisfied with most train and station factors at a national level was generally up or unchanged compared to Spring 2009. Satisfaction with 14 service areas improved (the rest were unchanged, except for one decline).
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was 48%. This was significantly up compared to Spring 2009 when 40% of passengers were satisfied. Satisfaction with sufficient room for all the passengers to sit/stand significantly improved (up 2%) to 68% satisfied (66% in Spring 2009).
- For London and the South East operators 82% of passengers were very or fairly satisfied overall, significantly up compared to Spring 2009 (when it was 80%). The percentage of passengers satisfied with most train and station factors was generally up or not significantly different compared to Spring 2009. Satisfaction improved for 14 factors (with one decline).
- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 87% (2% up compared to Spring 2009 when it was 85%). Passenger satisfaction for the various train and station factors was mostly unchanged compared to Spring 2009, but satisfaction improved for eight factors. Satisfaction did not decline for any factors.
- For regional operators 88% of passengers were very or fairly satisfied with their journey overall, not significantly differently compared to Spring 2009. 86% were satisfied overall in Spring 2009. 88% is the highest percentage ever recorded for journey overall for regional operators. For most service areas passenger satisfaction was unchanged compared to Spring 2009, but satisfaction improved for five factors and declined for one.
- Comparing the percentage of passengers satisfied for individual train operating companies (TOCs) with Spring 2009, five significantly improved (East Midlands Trains, London Midland, Southeastern, Southern and Virgin Trains), and none have significantly declined. 16 TOCs have had no statistically significant changes in their overall satisfaction results compared with Spring 2009. Two other TOCs joined the survey for the first time in Autumn 2009.
- The lowest ratings for overall satisfaction were given to London Overground (72%), First Capital Connect (76%), National Express East Anglia (77%), Southeastern (81%) and Northern Rail (82%).
- The highest ratings for overall satisfaction were achieved by Wrexham & Shropshire (99%), Grand Central (94%), Merseyrail (93%), Heathrow Express (93%), c2c (91%) and Chiltern Railways (91%).



Improved ↑  
 Unchanged =  
 Declined ↓

# National total

	Spring 2010	Improvement/decline in % satisfied or good since Autumn 2009	Improvement/decline in % satisfied or good since Spring 2009					
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>Overall sample size 29057</b>								
Overall satisfaction	28466	83	11	6	0	=	2	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	15123	72	15	13	1	=	0	=
Provision of information about train times/platforms	27080	79	12	10	-1	↓	1	=
The upkeep/repair of the station buildings/platforms	26596	64	21	15	-2	↓	0	=
Cleanliness	27235	69	19	12	-2	↓	1	=
The facilities and services	23833	51	21	28	0	=	1	=
The attitudes and helpfulness of the staff	21100	70	20	10	0	=	1	=
Connections with other forms of public transport	20388	74	14	12	0	=	1	=
Facilities for car parking	10860	48	17	35	2	↑	4	↑
Overall environment	27921	64	23	13	-3	↓	0	=
Your personal security whilst using	24779	65	29	6	1	=	2	↑
The availability of staff	24060	58	24	18	-1	=	0	=
How request to station staff was handled	4650	84	6	10	0	=	1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	28002	77	9	14	0	=	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	27953	82	8	10	-1	=	2	↑
The length of time the journey was scheduled to take (speed)	27653	85	9	7	0	=	1	↑
Connections with other train services	15856	75	17	8	1	=	2	↑
The value for money for the price of your ticket	26565	48	21	31	3	↑	8	↑
Upkeep and repair of the train	28256	72	16	12	0	=	0	=
The provision of information during the journey	25501	68	21	11	0	=	2	↑
The helpfulness and attitude of staff on train	16726	64	27	10	2	↑	4	↑
The space for luggage	22165	53	23	25	2	↑	3	↑
The toilet facilities	12037	38	23	39	0	=	2	=
Sufficient room for all passengers to sit/stand	27737	68	14	18	1	=	2	↑
The comfort of the seating area	27650	70	18	12	0	=	1	=
The ease of being able to get on and off	28135	80	14	7	0	=	2	↑
Your personal security whilst on board	26233	75	21	4	1	↑	3	↑
The cleanliness of the inside	28445	71	17	12	-1	=	0	=
The cleanliness of the outside	24734	66	23	11	-5	↓	-2	↓
The availability of staff	21021	46	29	26	3	↑	5	↑
How well train company deals with delays	4431	35	38	27	-1	=	0	=

Improved ↑  
 Unchanged =  
 Declined ↓

# London and South East

	Spring 2010			Improvement/decline in % satisfied or good since Autumn 2009		Improvement/decline in % satisfied or good since Spring 2009		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 17474								
Overall satisfaction	17103	82	12	6	0	=	2	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	9800	70	16	14	2	=	0	=
Provision of information about train times/platforms	16291	77	13	11	-1	↓	1	=
The upkeep/repair of the station buildings/platforms	15980	61	23	16	-2	↓	0	=
Cleanliness	16356	67	20	12	-2	↓	1	=
The facilities and services	14207	49	23	29	0	=	0	=
The attitudes and helpfulness of the staff	12893	68	21	11	1	=	1	=
Connections with other forms of public transport	12813	75	14	11	0	=	1	=
Facilities for car parking	6361	46	18	37	3	↑	5	↑
Overall environment	16770	62	25	14	-2	↓	0	=
Your personal security whilst using	14951	63	30	7	1	=	3	↑
The availability of staff	14656	56	25	19	0	=	0	=
How request to station staff was handled	2690	82	6	11	0	=	1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	16948	75	10	15	0	=	1	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	16793	80	8	11	-1	↓	2	↑
The length of time the journey was scheduled to take (speed)	16620	83	10	7	0	=	1	↑
Connections with other train services	9740	74	17	9	1	=	2	↑
The value for money for the price of your ticket	15834	43	22	35	3	↑	8	↑
Upkeep and repair of the train	16997	71	16	12	0	=	0	=
The provision of information during the journey	15236	66	22	12	0	=	2	↑
The helpfulness and attitude of staff on train	8223	56	31	13	2	↑	5	↑
The space for luggage	12981	51	24	26	2	↑	3	↑
The toilet facilities	6634	34	24	42	0	=	2	=
Sufficient room for all passengers to sit/stand	16670	66	15	19	1	=	3	↑
The comfort of the seating area	16611	68	19	13	0	=	1	=
The ease of being able to get on and off	16896	78	15	7	0	=	2	↑
Your personal security whilst on board	15657	72	23	5	1	↑	4	↑
The cleanliness of the inside	17094	70	17	13	-1	=	0	=
The cleanliness of the outside	14936	67	24	10	-4	↓	2	↓
The availability of staff	11459	37	31	32	3	↑	5	↑
How well train company deals with delays	2729	32	39	28	-1	=	0	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Long distance

	Spring 2010			Improvement/decline in % satisfied or good since Autumn 2009		Improvement/decline in % satisfied or good since Spring 2009		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 7189								
Overall satisfaction	7048	87	8	5	0	=	2	↑
<b>STATION FACILITIES</b>								
Ticket buying facilities	2846	80	12	8	-1	=	0	=
Provision of information about train times/platforms	6756	86	8	5	1	=	0	=
The upkeep/repair of the station buildings/platforms	6607	72	17	11	-2	=	1	=
Cleanliness	6778	76	16	8	-1	=	1	=
The facilities and services	6127	64	18	18	-1	=	1	=
The attitudes and helpfulness of the staff	4948	76	19	6	0	=	0	=
Connections with other forms of public transport	4690	76	14	10	2	=	1	=
Facilities for car parking	2449	55	19	25	2	=	4	=
Overall environment	6943	73	18	9	-1	=	0	=
Your personal security whilst using	6085	72	25	3	0	=	1	=
The availability of staff	5728	65	22	12	0	=	1	=
How request to station staff was handled	1362	89	4	6	2	=	3	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	6812	85	7	8	3	↑	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	6906	87	5	8	0	=	3	↑
The length of time the journey was scheduled to take (speed)	6845	89	7	4	1	=	2	↑
Connections with other train services	3788	79	14	7	2	=	4	↑
The value for money for the price of your ticket	6738	58	17	25	1	=	6	↑
Upkeep and repair of the train	7009	84	11	6	1	=	2	=
The provision of information during the journey	6421	77	16	7	1	=	1	=
The helpfulness and attitude of staff on train	5266	78	17	5	1	=	2	↑
The space for luggage	5912	52	20	29	1	=	0	=
The toilet facilities	3723	51	24	25	-2	=	-1	=
Sufficient room for all passengers to sit/stand	6861	70	13	17	-1	=	-2	=
The comfort of the seating area	6834	77	14	9	0	=	0	=
The ease of being able to get on and off	6978	83	12	5	1	=	2	↑
Your personal security whilst on board	6550	85	14	2	1	=	3	↑
The cleanliness of the inside	7051	82	11	7	1	=	1	=
The cleanliness of the outside	6015	76	18	6	-3	↓	0	=
The availability of staff	5830	66	24	10	1	=	2	=
How well train company deals with delays	1217	52	30	18	7	↑	2	=

Improved ↑  
 Unchanged =  
 Declined ↓

## Regional

	Spring 2010	Improvement/decline in % satisfied or good since Autumn 2009		Improvement/decline in % satisfied or good since Spring 2009				
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4394								
Overall satisfaction	4315	88	8	4	1	=	2	=
<b>STATION FACILITIES</b>								
Ticket buying facilities	2477	79	10	11	0	=	-1	=
Provision of information about train times/platforms	4033	83	9	8	-1	=	2	=
The upkeep/repair of the station buildings/platforms	4009	71	18	11	-2	=	-1	=
Cleanliness	4101	74	15	11	-2	=	0	=
The facilities and services	3499	52	17	32	1	=	2	=
The attitudes and helpfulness of the staff	3259	74	18	8	-1	=	0	=
Connections with other forms of public transport	2885	69	16	15	-1	=	1	=
Facilities for car parking	2050	50	15	34	-1	=	1	=
Overall environment	4208	69	20	11	-3	↓	-2	=
Your personal security whilst using	3743	67	25	8	-1	=	-1	=
The availability of staff	3676	62	21	16	-3	↓	-1	=
How request to station staff was handled	598	84	6	9	0	=	-1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	4242	82	6	11	1	=	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	4254	87	5	7	1	=	3	↑
The length of time the journey was scheduled to take (speed)	4188	90	6	4	0	=	2	↑
Connections with other train services	2328	77	16	7	0	=	2	=
The value for money for the price of your ticket	3993	62	18	20	3	=	7	↑
Upkeep and repair of the train	4250	69	17	15	-2	=	0	=
The provision of information during the journey	3844	70	19	11	-1	=	1	=
The helpfulness and attitude of staff on train	3237	75	20	5	0	=	2	=
The space for luggage	3272	61	19	20	3	=	2	=
The toilet facilities	1680	41	21	38	1	=	3	=
Sufficient room for all passengers to sit/stand	4206	75	11	14	2	=	2	=
The comfort of the seating area	4205	72	16	12	-1	=	1	=
The ease of being able to get on and off	4261	84	11	4	0	=	1	=
Your personal security whilst on board	4026	79	18	3	1	=	0	=
The cleanliness of the inside	4300	71	16	13	-2	=	1	=
The cleanliness of the outside	3783	60	24	16	-10	↓	4	↓
The availability of staff	3732	63	24	13	3	↑	4	↑
How well train company deals with delays	485	38	33	29	-2	=	2	=

Improved ↑  
 Unchanged =  
 Declined ↓

c2c

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1058	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1044	91	7	2	82	1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	681	75	14	11	70	2	=	-1	=
Provision of information about train times/platforms	992	85	11	5	77	2	=	0	=
The upkeep/repair of the station buildings/platforms	988	69	20	11	61	2	=	-1	=
Cleanliness	990	76	17	7	67	0	=	-2	=
The facilities and services	881	51	21	28	49	1	=	6	↑
The attitudes and helpfulness of the staff	857	75	18	7	68	2	=	0	=
Connections with other forms of public transport	813	70	19	11	75	0	=	0	=
Facilities for car parking	435	49	15	36	46	4	=	7	↑
Overall environment	1022	67	25	8	62	-1	=	-2	=
Your personal security whilst using	941	62	30	7	63	3	=	2	=
The availability of staff	938	64	24	11	56	0	=	1	=
How request to station staff was handled	93	89	2	8	82	15	↑	1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1046	85	7	9	75	0	=	-1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1033	94	3	3	80	0	=	3	↑
The length of time the journey was scheduled to take (speed)	1023	91	5	3	83	2	=	1	=
Connections with other train services	577	83	14	3	74	8	↑	5	↑
The value for money for the price of your ticket	982	46	26	28	43	3	=	6	↑
Upkeep and repair of the train	1046	90	7	2	71	1	=	2	=
The provision of information during the journey	972	80	13	6	66	4	↑	7	↑
The helpfulness and attitude of staff on train	364	31	48	21	56	-6	=	2	=
The space for luggage	761	50	26	25	51	3	=	3	=
The toilet facilities	460	52	25	23	34	1	=	5	=
Sufficient room for all passengers to sit/stand	1025	65	15	20	66	3	=	4	=
The comfort of the seating area	1021	80	14	6	68	1	=	2	=
The ease of being able to get on and off	1039	84	12	4	78	0	=	2	=
Your personal security whilst on board	968	72	23	5	72	3	=	5	↑
The cleanliness of the inside	1046	91	6	3	70	1	=	2	=
The cleanliness of the outside	972	87	10	2	67	1	=	2	=
The availability of staff	575	19	33	48	37	-1	=	3	=
How well train company deals with delays	79	51	35	15	32	8	=	-3	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Chiltern Railways

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	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 1062</b>									
Overall satisfaction	1043	91	6	3	82	-1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	652	82	12	6	70	1	=	2	=
Provision of information about train times/platforms	994	86	9	5	77	2	=	0	=
The upkeep/repair of the station buildings/platforms	993	76	16	8	61	-5	↓	-6	↓
Cleanliness	1011	80	15	5	67	-3	=	-4	↓
The facilities and services	914	60	19	21	49	-4	=	-8	↓
The attitudes and helpfulness of the staff	789	79	16	6	68	0	=	1	=
Connections with other forms of public transport	745	72	16	12	75	-2	=	1	=
Facilities for car parking	481	72	15	13	46	2	=	4	=
Overall environment	1031	79	17	5	62	-4	↓	-3	=
Your personal security whilst using	928	75	22	3	63	-2	=	1	=
The availability of staff	887	61	26	13	56	-2	=	-3	=
How request to station staff was handled	168	87	6	7	82	0	=	4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1024	85	7	8	75	2	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1019	93	2	5	80	1	=	1	=
The length of time the journey was scheduled to take (speed)	1016	88	7	5	83	-1	=	-2	=
Connections with other train services	483	77	19	5	74	5	=	1	=
The value for money for the price of your ticket	1001	54	22	24	43	4	=	8	↑
Upkeep and repair of the train	1039	81	12	7	71	-2	=	2	=
The provision of information during the journey	898	74	19	7	66	0	=	-1	=
The helpfulness and attitude of staff on train	392	55	38	7	56	3	=	3	=
The space for luggage	771	55	25	20	51	-2	=	3	=
The toilet facilities	377	48	29	23	34	-3	=	1	=
Sufficient room for all passengers to sit/stand	1018	73	13	14	66	-4	↓	1	=
The comfort of the seating area	1016	78	15	7	68	-2	=	3	=
The ease of being able to get on and off	1026	90	7	3	78	-2	=	2	=
Your personal security whilst on board	952	83	15	2	72	-3	=	2	=
The cleanliness of the inside	1038	81	13	7	70	-4	↓	0	=
The cleanliness of the outside	897	76	19	4	67	-8	↓	-4	=
The availability of staff	568	33	36	31	37	3	=	6	↑
How well train company deals with delays	113	35	46	19	32	-17	↓	-1	=

Improved ↑  
 Unchanged =  
 Declined ↓

# First Capital Connect

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	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 1636</b>									
Overall satisfaction	1602	76	16	8	82	1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	930	66	18	17	70	-3	=	-2	=
Provision of information about train times/platforms	1548	70	14	15	77	-4	↓	-1	=
The upkeep/repair of the station buildings/platforms	1483	58	25	17	61	-3	=	-2	=
Cleanliness	1527	66	20	13	67	-3	=	0	=
The facilities and services	1315	41	24	35	49	-5	↓	-3	=
The attitudes and helpfulness of the staff	1224	66	22	12	68	0	=	1	=
Connections with other forms of public transport	1243	72	15	13	75	1	=	3	=
Facilities for car parking	599	43	14	43	46	2	=	3	=
Overall environment	1570	57	27	17	62	-4	=	-1	=
Your personal security whilst using	1417	61	32	7	63	0	=	0	=
The availability of staff	1393	53	26	22	56	-4	=	-2	=
How request to station staff was handled	256	76	8	16	82	-6	=	-10	↓
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1576	70	11	19	75	-3	=	-3	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1563	73	9	18	80	-2	=	0	=
The length of time the journey was scheduled to take (speed)	1541	82	11	7	83	0	=	0	=
Connections with other train services	951	72	19	9	74	-4	=	-2	=
The value for money for the price of your ticket	1473	38	23	39	43	2	=	7	↑
Upkeep and repair of the train	1586	62	19	19	71	1	=	-1	=
The provision of information during the journey	1367	51	28	22	66	1	=	0	=
The helpfulness and attitude of staff on train	521	36	39	26	56	7	=	7	=
The space for luggage	1191	43	28	29	51	2	=	-2	=
The toilet facilities	537	26	24	50	34	2	=	1	=
Sufficient room for all passengers to sit/stand	1550	60	18	22	66	-1	=	0	=
The comfort of the seating area	1554	58	24	18	68	-3	=	-5	↓
The ease of being able to get on and off	1579	74	17	9	78	-3	=	0	=
Your personal security whilst on board	1455	65	28	6	72	-3	=	1	=
The cleanliness of the inside	1596	61	22	17	70	-3	=	-5	↓
The cleanliness of the outside	1373	56	27	17	67	-5	↓	-6	↓
The availability of staff	946	12	29	58	37	-2	=	1	=
How well train company deals with delays	338	24	41	34	32	-7	=	-10	↓

Improved ↑  
 Unchanged =  
 Declined ↓

# First Great Western

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	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 2945</b>									
Overall satisfaction	2866	83	11	6	82	1	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1519	75	14	11	70	1	=	-2	=
Provision of information about train times/platforms	2766	79	12	9	77	-1	=	1	=
The upkeep/repair of the station buildings/platforms	2714	64	22	14	61	-1	=	-1	=
Cleanliness	2789	69	21	11	67	-3	=	-2	=
The facilities and services	2429	56	21	22	49	-2	=	-3	↓
The attitudes and helpfulness of the staff	2077	74	19	7	68	1	=	3	↑
Connections with other forms of public transport	1972	74	15	11	75	0	=	1	=
Facilities for car parking	1083	53	19	28	46	0	=	-1	=
Overall environment	2846	66	23	11	62	-3	↓	-1	=
Your personal security whilst using	2466	67	27	6	63	0	=	-1	=
The availability of staff	2408	60	23	17	56	1	=	2	=
How request to station staff was handled	559	88	5	7	82	4	=	3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2844	78	10	12	75	2	=	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	2847	83	7	10	80	3	↑	3	↑
The length of time the journey was scheduled to take (speed)	2797	86	8	6	83	3	↑	3	↑
Connections with other train services	1502	75	16	9	74	3	=	4	↑
The value for money for the price of your ticket	2786	53	20	27	43	2	=	7	↑
Upkeep and repair of the train	2871	70	16	14	71	-2	=	-4	↓
The provision of information during the journey	2542	65	23	12	66	2	=	2	=
The helpfulness and attitude of staff on train	1717	69	24	7	56	3	=	3	=
The space for luggage	2289	54	22	25	51	0	=	0	=
The toilet facilities	1307	43	25	32	34	-1	=	-2	=
Sufficient room for all passengers to sit/stand	2828	67	14	19	66	0	=	1	=
The comfort of the seating area	2811	67	19	14	68	-2	=	-3	↓
The ease of being able to get on and off	2849	78	15	7	78	2	=	1	=
Your personal security whilst on board	2618	77	19	4	72	0	=	1	=
The cleanliness of the inside	2891	69	18	13	70	-3	=	-3	↓
The cleanliness of the outside	2404	64	25	11	67	-5	↓	-5	↓
The availability of staff	2156	48	30	22	37	1	=	3	=
How well train company deals with delays	519	48	34	18	32	7	↑	9	↑



Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Connect

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 526	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	513	88	9	3	82	-2	=	-3	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	369	76	13	10	70	-1	=	-3	=
Provision of information about train times/platforms	494	71	13	16	77	-1	=	-2	=
The upkeep/repair of the station buildings/platforms	466	63	20	17	61	-5	=	3	=
Cleanliness	488	70	19	11	67	-5	=	1	=
The facilities and services	363	52	27	21	49	0	=	10	↑
The attitudes and helpfulness of the staff	389	77	15	8	68	-6	=	1	=
Connections with other forms of public transport	378	82	10	8	75	7	=	1	=
Facilities for car parking	74	39	20	41	46	12	=	16	=
Overall environment	490	65	25	10	62	-3	=	0	=
Your personal security whilst using	423	70	25	5	63	0	=	3	=
The availability of staff	439	60	22	17	56	-3	=	2	=
How request to station staff was handled	178	82	11	6	82	-7	=	-10	↓
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	507	71	12	17	75	-3	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	499	92	5	3	80	0	=	3	=
The length of time the journey was scheduled to take (speed)	496	92	6	2	83	0	=	3	=
Connections with other train services	310	81	12	7	74	-1	=	0	=
The value for money for the price of your ticket	485	58	23	20	43	2	=	2	=
Upkeep and repair of the train	510	89	7	4	71	0	=	-2	=
The provision of information during the journey	475	85	11	4	66	2	=	4	=
The helpfulness and attitude of staff on train	375	81	13	6	56	7	=	4	=
The space for luggage	452	78	11	11	51	1	=	0	=
The toilet facilities	130	69	17	14	34	-2	=	5	=
Sufficient room for all passengers to sit/stand	502	88	8	5	66	0	=	-2	=
The comfort of the seating area	495	88	10	2	68	-3	=	-3	=
The ease of being able to get on and off	504	88	8	5	78	-2	=	-4	=
Your personal security whilst on board	467	87	11	2	72	-1	=	1	=
The cleanliness of the inside	511	89	8	3	70	-4	↓	-3	=
The cleanliness of the outside	458	84	13	3	67	-7	↓	-8	↓
The availability of staff	406	68	24	7	37	1	=	-3	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Heathrow Express

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 542	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	530	93	5	2	82	0	=	1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	384	88	10	3	70	-2	=	1	=
Provision of information about train times/platforms	501	78	16	6	77	-1	=	1	=
The upkeep/repair of the station buildings/platforms	481	79	15	7	61	0	=	-2	=
Cleanliness	514	82	13	5	67	1	=	0	=
The facilities and services	356	60	23	17	49	6	=	0	=
The attitudes and helpfulness of the staff	371	76	20	4	68	4	=	-4	=
Connections with other forms of public transport	423	84	12	4	75	4	=	1	=
Facilities for car parking	60	55	16	29	46	10	=	8	=
Overall environment	520	82	15	4	62	3	=	0	=
Your personal security whilst using	440	79	18	3	63	3	=	4	=
The availability of staff	410	65	25	10	56	5	=	3	=
How request to station staff was handled	98	91	6	3	82	1	=	-2	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	531	91	5	4	75	1	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	510	96	3	1	80	0	=	3	↑
The length of time the journey was scheduled to take (speed)	508	96	3	1	83	-1	=	2	=
Connections with other train services	272	81	16	4	74	1	=	2	=
The value for money for the price of your ticket	510	32	25	43	43	2	=	3	=
Upkeep and repair of the train	528	89	9	3	71	4	↑	3	=
The provision of information during the journey	487	82	15	3	66	0	=	-3	=
The helpfulness and attitude of staff on train	410	81	17	2	56	5	=	6	↑
The space for luggage	513	92	5	3	51	2	=	5	↑
The toilet facilities	135	69	19	12	34	8	=	-1	=
Sufficient room for all passengers to sit/stand	526	93	5	2	66	-3	=	2	=
The comfort of the seating area	522	91	8	1	68	1	=	2	=
The ease of being able to get on and off	524	94	5	1	78	0	=	0	=
Your personal security whilst on board	493	91	8	0	72	-1	=	0	=
The cleanliness of the inside	533	92	6	2	70	3	=	2	=
The cleanliness of the outside	473	93	6	1	67	0	=	1	=
The availability of staff	434	65	30	5	37	1	=	-1	=
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑  
 Unchanged =  
 Declined ↓

# London Midland

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1074	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1050	86	10	4	82	-1	=	8	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	609	72	13	14	70	1	=	0	=
Provision of information about train times/platforms	1001	80	11	8	77	0	=	8	↑
The upkeep/repair of the station buildings/platforms	986	63	22	15	61	0	=	7	↑
Cleanliness	996	71	18	12	67	1	=	6	↑
The facilities and services	851	50	24	26	49	4	=	3	=
The attitudes and helpfulness of the staff	771	69	21	11	68	3	=	1	=
Connections with other forms of public transport	768	71	17	12	75	4	=	5	↑
Facilities for car parking	474	49	17	34	46	1	=	6	↑
Overall environment	1031	64	23	14	62	2	=	6	↑
Your personal security whilst using	919	63	31	6	63	-1	=	2	=
The availability of staff	878	55	23	22	56	0	=	1	=
How request to station staff was handled	134	87	3	9	82	7	=	7	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1040	80	7	13	75	1	=	11	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1034	81	7	11	80	2	=	11	↑
The length of time the journey was scheduled to take (speed)	1022	88	7	5	83	2	=	7	↑
Connections with other train services	602	77	16	7	74	5	=	7	↑
The value for money for the price of your ticket	951	55	19	27	43	5	↑	11	↑
Upkeep and repair of the train	1043	79	12	9	71	-2	=	8	↑
The provision of information during the journey	927	64	23	13	66	1	=	9	↑
The helpfulness and attitude of staff on train	490	57	30	13	56	-2	=	3	=
The space for luggage	767	50	25	25	51	-1	=	2	=
The toilet facilities	374	48	24	28	34	-5	=	3	=
Sufficient room for all passengers to sit/stand	1025	67	15	19	66	-5	↓	4	=
The comfort of the seating area	1022	71	17	13	68	-2	=	4	=
The ease of being able to get on and off	1040	82	12	6	78	1	=	7	↑
Your personal security whilst on board	950	76	20	4	72	0	=	6	↑
The cleanliness of the inside	1054	76	15	9	70	-7	↓	4	↑
The cleanliness of the outside	938	74	20	6	67	-7	↓	4	=
The availability of staff	700	39	29	32	37	2	=	4	=
How well train company deals with delays	168	36	36	29	32	-1	=	11	↑

Improved ↑  
 Unchanged =  
 Declined ↓

# London Overground

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1012									
Overall satisfaction	985	72	15	13	82	-10	↓	-3	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	549	56	22	22	70	-1	=	-8	=
Provision of information about train times/platforms	908	63	15	22	77	-6	=	-4	=
The upkeep/repair of the station buildings/platforms	892	55	23	22	61	-7	=	-7	↓
Cleanliness	919	61	23	16	67	-4	=	-4	=
The facilities and services	733	29	23	48	49	0	=	-2	=
The attitudes and helpfulness of the staff	733	65	19	17	68	-3	=	2	=
Connections with other forms of public transport	808	76	12	12	75	3	=	3	=
Facilities for car parking	323	30	22	48	46	6	=	6	=
Overall environment	955	50	30	20	62	-9	↓	-9	↓
Your personal security whilst using	858	58	30	12	63	-1	=	1	=
The availability of staff	843	55	24	21	56	-8	↓	-5	=
How request to station staff was handled	160	72	11	15	82	1	=	1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	982	51	13	36	75	-9	↓	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	962	63	11	26	80	-5	=	0	=
The length of time the journey was scheduled to take (speed)	954	79	11	10	83	-1	=	-2	=
Connections with other train services	726	66	18	17	74	-4	=	-4	=
The value for money for the price of your ticket	826	49	23	28	43	-7	=	-2	=
Upkeep and repair of the train	968	72	14	14	71	11	↑	20	↑
The provision of information during the journey	862	63	21	16	66	-3	=	11	↑
The helpfulness and attitude of staff on train	435	47	31	23	56	12	=	13	↑
The space for luggage	744	51	21	28	51	8	=	10	↑
The toilet facilities	330	10	13	78	34	-2	=	1	=
Sufficient room for all passengers to sit/stand	951	58	16	26	66	2	=	11	↑
The comfort of the seating area	935	67	17	17	68	13	↑	15	↑
The ease of being able to get on and off	974	67	19	15	78	-2	=	11	↑
Your personal security whilst on board	910	64	28	7	72	3	=	10	↑
The cleanliness of the inside	979	72	15	12	70	3	=	12	↑
The cleanliness of the outside	885	70	22	8	67	0	=	11	↑
The availability of staff	662	31	29	39	37	9	=	12	↑
How well train company deals with delays	212	18	31	51	32	2	=	-5	=

The results achieved by London Overground may have been affected by major engineering works during the spring 2010 wave, particularly on the Richmond – Stratford route.

Improved ↑  
 Unchanged =  
 Declined ↓

# National Express East Anglia

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	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 2172</b>									
Overall satisfaction	2121	77	14	9	82	-2	=	1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1206	68	15	17	70	1	=	0	=
Provision of information about train times/platforms	2043	76	13	11	77	1	=	4	↑
The upkeep/repair of the station buildings/platforms	1999	64	21	15	61	-4	↓	0	=
Cleanliness	2056	68	20	12	67	-5	↓	0	=
The facilities and services	1805	54	20	26	49	1	=	3	=
The attitudes and helpfulness of the staff	1614	64	24	12	68	0	=	-2	=
Connections with other forms of public transport	1668	77	12	11	75	-1	=	-2	=
Facilities for car parking	760	42	18	40	46	-5	=	5	=
Overall environment	2097	63	24	13	62	-5	↓	1	=
Your personal security whilst using	1865	62	29	9	63	-2	=	4	=
The availability of staff	1808	54	24	22	56	-2	=	-1	=
How request to station staff was handled	310	80	10	10	82	-2	=	-1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2102	74	8	18	75	2	=	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	2077	76	10	14	80	-3	=	2	=
The length of time the journey was scheduled to take (speed)	2062	80	11	9	83	0	=	2	=
Connections with other train services	1223	73	18	9	74	1	=	2	=
The value for money for the price of your ticket	1978	36	20	44	43	2	=	8	↑
Upkeep and repair of the train	2112	52	25	23	71	-4	=	-4	=
The provision of information during the journey	1906	56	27	17	66	-2	=	-3	=
The helpfulness and attitude of staff on train	986	44	35	22	56	0	=	-4	=
The space for luggage	1655	48	26	26	51	1	=	2	=
The toilet facilities	889	25	27	47	34	-4	=	0	=
Sufficient room for all passengers to sit/stand	2074	59	17	23	66	-2	=	1	=
The comfort of the seating area	2060	55	25	20	68	-2	=	0	=
The ease of being able to get on and off	2097	76	17	7	78	2	=	1	=
Your personal security whilst on board	1939	65	28	7	72	-1	=	1	=
The cleanliness of the inside	2122	57	22	21	70	-2	=	-3	=
The cleanliness of the outside	1886	48	32	21	67	-10	↓	-6	↓
The availability of staff	1421	22	28	50	37	0	=	-1	=
How well train company deals with delays	358	27	38	35	32	-6	=	-1	=

Improved ↑  
 Unchanged =  
 Declined ↓

# South West Trains

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1888	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1854	85	11	4	82	-1	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	1027	67	19	14	70	1	=	-3	=
Provision of information about train times/platforms	1736	78	12	9	77	-3	=	-3	=
The upkeep/repair of the station buildings/platforms	1724	55	25	20	61	-3	=	-3	=
Cleanliness	1763	60	24	16	67	-3	=	-4	=
The facilities and services	1535	45	26	30	49	-3	=	-3	=
The attitudes and helpfulness of the staff	1382	67	22	11	68	0	=	-1	=
Connections with other forms of public transport	1346	75	15	10	75	-1	=	-2	=
Facilities for car parking	703	47	19	34	46	1	=	3	=
Overall environment	1808	59	26	15	62	-4	↓	-5	↓
Your personal security whilst using	1603	65	30	5	63	3	=	2	=
The availability of staff	1609	52	28	20	56	-2	=	-4	↓
How request to station staff was handled	288	84	3	12	82	0	=	2	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1845	79	10	11	75	1	=	-2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1831	88	7	6	80	-2	=	-2	=
The length of time the journey was scheduled to take (speed)	1816	85	8	6	83	3	=	-1	=
Connections with other train services	1093	76	17	8	74	-2	=	-2	=
The value for money for the price of your ticket	1705	42	23	36	43	3	=	7	↑
Upkeep and repair of the train	1837	82	13	5	71	0	=	-4	↓
The provision of information during the journey	1701	75	19	6	66	2	=	-2	=
The helpfulness and attitude of staff on train	1063	65	29	6	56	-1	=	1	=
The space for luggage	1377	58	21	21	51	1	=	2	=
The toilet facilities	706	36	22	42	34	-2	=	-1	=
Sufficient room for all passengers to sit/stand	1802	71	13	15	66	1	=	0	=
The comfort of the seating area	1795	76	15	8	68	-2	=	-2	=
The ease of being able to get on and off	1825	79	14	7	78	-1	=	-2	=
Your personal security whilst on board	1712	79	19	2	72	3	=	2	=
The cleanliness of the inside	1844	74	15	11	70	0	=	-4	↓
The cleanliness of the outside	1604	75	20	5	67	-2	=	-4	=
The availability of staff	1402	52	33	15	37	1	=	3	=
How well train company deals with delays	222	42	39	19	32	2	=	2	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Southeastern

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1999	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1967	81	12	7	82	1	=	5	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	1198	70	16	15	70	3	=	5	↑
Provision of information about train times/platforms	1865	76	13	11	77	0	=	3	=
The upkeep/repair of the station buildings/platforms	1833	65	21	14	61	4	↑	8	↑
Cleanliness	1875	70	19	11	67	3	=	7	↑
The facilities and services	1650	50	22	28	49	3	=	4	↑
The attitudes and helpfulness of the staff	1544	68	22	11	68	3	=	1	=
Connections with other forms of public transport	1531	74	15	11	75	0	=	0	=
Facilities for car parking	728	45	19	36	46	10	↑	14	↑
Overall environment	1912	63	23	14	62	3	=	7	↑
Your personal security whilst using	1740	64	30	6	63	7	↑	8	↑
The availability of staff	1730	57	24	19	56	4	↑	3	=
How request to station staff was handled	321	84	6	10	82	0	=	7	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1939	73	10	17	75	0	=	0	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1920	77	11	13	80	-5	↓	-1	=
The length of time the journey was scheduled to take (speed)	1898	78	12	10	83	-4	↓	-1	=
Connections with other train services	1074	72	19	9	74	3	=	2	=
The value for money for the price of your ticket	1760	39	24	38	43	5	↑	10	↑
Upkeep and repair of the train	1942	68	17	15	71	3	=	3	=
The provision of information during the journey	1755	63	24	13	66	-2	=	7	↑
The helpfulness and attitude of staff on train	924	57	29	14	56	9	↑	18	↑
The space for luggage	1436	48	24	29	51	5	↑	10	↑
The toilet facilities	725	32	22	46	34	11	↑	10	↑
Sufficient room for all passengers to sit/stand	1899	64	15	21	66	5	↑	10	↑
The comfort of the seating area	1913	66	20	14	68	5	↑	6	↑
The ease of being able to get on and off	1936	79	14	7	78	2	=	7	↑
Your personal security whilst on board	1800	69	24	7	72	6	↑	9	↑
The cleanliness of the inside	1958	69	18	13	70	3	=	5	↑
The cleanliness of the outside	1738	63	26	11	67	-1	=	1	=
The availability of staff	1312	35	28	37	37	9	↑	14	↑
How well train company deals with delays	317	29	40	31	32	4	=	3	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Southern

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2628									
Overall satisfaction	2571	84	10	6	82	2	=	4	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	1429	72	15	13	70	5	↑	5	↑
Provision of information about train times/platforms	2438	78	13	9	77	-1	=	1	=
The upkeep/repair of the station buildings/platforms	2368	60	24	16	61	-3	=	1	=
Cleanliness	2430	69	20	11	67	-2	=	3	=
The facilities and services	2094	50	21	29	49	0	=	2	=
The attitudes and helpfulness of the staff	1902	69	21	9	68	-1	=	6	↑
Connections with other forms of public transport	1919	78	12	10	75	1	=	3	=
Facilities for car parking	775	43	18	40	46	8	↑	3	=
Overall environment	2498	62	25	13	62	-2	=	2	=
Your personal security whilst using	2214	63	31	6	63	-1	=	4	↑
The availability of staff	2162	61	24	16	56	2	=	6	↑
How request to station staff was handled	401	81	7	11	82	-1	=	4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2550	74	10	16	75	0	=	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	2507	79	9	12	80	1	=	6	↑
The length of time the journey was scheduled to take (speed)	2491	84	10	7	83	1	=	4	↑
Connections with other train services	1509	76	16	9	74	4	=	9	↑
The value for money for the price of your ticket	2372	45	24	31	43	3	=	10	↑
Upkeep and repair of the train	2553	72	17	11	71	-3	↓	-1	=
The provision of information during the journey	2306	75	18	7	66	-1	=	2	=
The helpfulness and attitude of staff on train	1331	57	33	10	56	1	=	3	=
The space for luggage	1990	49	24	27	51	-1	=	0	=
The toilet facilities	929	36	24	39	34	-5	=	-1	=
Sufficient room for all passengers to sit/stand	2498	68	14	18	66	0	=	1	=
The comfort of the seating area	2484	72	18	10	68	-1	=	1	=
The ease of being able to get on and off	2531	78	13	9	78	0	=	1	=
Your personal security whilst on board	2353	72	23	4	72	0	=	3	=
The cleanliness of the inside	2566	74	16	10	70	-3	=	1	=
The cleanliness of the outside	2239	73	21	6	67	-4	↓	1	=
The availability of staff	1717	41	34	25	37	3	=	6	↑
How well train company deals with delays	403	29	46	26	32	-4	=	-3	=



Improved ↑  
 Unchanged =  
 Declined ↓

# CrossCountry

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	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 1593</b>									
Overall satisfaction	1565	85	10	5	87	0	=	0	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	674	80	13	7	80	-3	=	-5	=
Provision of information about train times/platforms	1497	84	9	7	86	-1	=	-2	=
The upkeep/repair of the station buildings/platforms	1455	70	18	12	72	-2	=	2	=
Cleanliness	1485	74	18	8	76	-2	=	-1	=
The facilities and services	1329	65	19	16	64	-2	=	2	=
The attitudes and helpfulness of the staff	1142	77	18	5	76	0	=	-3	=
Connections with other forms of public transport	921	75	16	8	76	0	=	2	=
Facilities for car parking	580	57	18	26	55	3	=	-2	=
Overall environment	1536	70	19	11	73	-4	=	-4	=
Your personal security whilst using	1321	72	25	3	72	-2	=	-1	=
The availability of staff	1308	68	21	11	65	1	=	2	=
How request to station staff was handled	377	91	3	6	89	3	=	4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1481	84	8	8	85	3	=	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1526	88	5	8	87	3	=	1	=
The length of time the journey was scheduled to take (speed)	1515	88	8	4	89	2	=	1	=
Connections with other train services	903	82	12	7	79	6	↑	5	=
The value for money for the price of your ticket	1489	57	19	24	58	1	=	6	↑
Upkeep and repair of the train	1555	83	13	4	84	-1	=	-1	=
The provision of information during the journey	1402	76	17	8	77	-1	=	-3	=
The helpfulness and attitude of staff on train	1174	78	17	5	78	1	=	-2	=
The space for luggage	1301	51	20	29	52	2	=	0	=
The toilet facilities	768	48	25	28	51	-6	=	-7	↓
Sufficient room for all passengers to sit/stand	1520	68	13	19	70	-2	=	-3	=
The comfort of the seating area	1517	74	15	11	77	-4	=	-4	↓
The ease of being able to get on and off	1537	81	12	7	83	2	=	1	=
Your personal security whilst on board	1427	84	15	1	85	0	=	3	=
The cleanliness of the inside	1558	79	13	7	82	-1	=	-3	=
The cleanliness of the outside	1328	78	19	3	76	-2	=	-1	=
The availability of staff	1288	64	26	10	66	0	=	-3	=
How well train company deals with delays	271	53	32	16	52	11	↑	1	=

Improved ↑  
 Unchanged =  
 Declined ↓

# East Coast

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1154	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1134	88	7	6	87	-2	=	0	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	309	80	14	6	80	-4	=	1	=	
Provision of information about train times/platforms	1089	89	7	4	86	1	=	0	=	
The upkeep/repair of the station buildings/platforms	1057	72	17	11	72	-1	=	5	=	
Cleanliness	1081	76	17	7	76	-1	=	4	=	
The facilities and services	983	64	18	18	64	3	=	5	=	
The attitudes and helpfulness of the staff	738	78	17	5	76	-1	=	4	=	
Connections with other forms of public transport	794	80	11	9	76	6	↑	5	↑	
Facilities for car parking	299	58	16	27	55	8	=	3	=	
Overall environment	1110	72	19	10	73	0	=	3	=	
Your personal security whilst using	959	71	27	2	72	-1	=	0	=	
The availability of staff	886	68	21	12	65	0	=	3	=	
How request to station staff was handled	214	89	3	7	89	0	=	3	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1094	89	6	5	85	0	=	-1	=	
Punctuality/reliability (i.e. the train arriving/departing on time)	1106	89	6	5	87	-1	=	0	=	
The length of time the journey was scheduled to take (speed)	1094	91	6	3	89	1	=	1	=	
Connections with other train services	582	82	11	7	79	2	=	4	=	
The value for money for the price of your ticket	1085	59	16	25	58	4	=	5	=	
Upkeep and repair of the train	1133	83	11	6	84	-1	=	3	=	
The provision of information during the journey	1040	79	15	6	77	3	=	2	=	
The helpfulness and attitude of staff on train	860	80	14	6	78	1	=	3	=	
The space for luggage	1016	56	17	27	52	0	=	-1	=	
The toilet facilities	741	48	24	27	51	1	=	4	=	
Sufficient room for all passengers to sit/stand	1099	72	13	15	70	-3	=	-3	=	
The comfort of the seating area	1111	76	14	9	77	0	=	1	=	
The ease of being able to get on and off	1121	78	15	7	83	-2	=	1	=	
Your personal security whilst on board	1049	85	13	2	85	0	=	3	=	
The cleanliness of the inside	1135	84	10	5	82	1	=	2	=	
The cleanliness of the outside	940	78	19	4	76	0	=	1	=	
The availability of staff	937	68	20	11	66	2	=	5	↑	
How well train company deals with delays	191	61	28	11	52	5	=	-1	=	

The East Coast franchise started on 14 November 2009, replacing the routes previously operated by National Express East Coast

Improved ↑  
 Unchanged =  
 Declined ↓

# East Midlands Trains

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1131	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1107	86	9	5	87	2	=	5	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	544	78	11	11	80	1	=	4	=
Provision of information about train times/platforms	1059	86	9	6	86	2	=	3	=
The upkeep/repair of the station buildings/platforms	1045	74	16	10	72	0	=	0	=
Cleanliness	1072	78	13	9	76	-1	=	1	=
The facilities and services	1000	61	19	21	64	-1	=	-1	=
The attitudes and helpfulness of the staff	869	76	18	6	76	-1	=	0	=
Connections with other forms of public transport	808	74	14	11	76	4	=	-2	=
Facilities for car parking	420	57	21	23	55	-1	=	3	=
Overall environment	1095	76	16	8	73	2	=	1	=
Your personal security whilst using	987	75	22	3	72	4	=	5	=
The availability of staff	958	66	23	12	65	0	=	0	=
How request to station staff was handled	208	85	6	8	89	1	=	-1	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1093	79	9	11	85	3	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1083	84	6	10	87	-1	=	0	=
The length of time the journey was scheduled to take (speed)	1072	86	9	5	89	3	=	3	=
Connections with other train services	549	71	20	8	79	5	=	1	=
The value for money for the price of your ticket	1063	52	17	31	58	4	=	7	↑
Upkeep and repair of the train	1092	75	15	11	84	7	↑	7	↑
The provision of information during the journey	978	69	20	11	77	3	=	7	↑
The helpfulness and attitude of staff on train	848	76	18	6	78	3	=	8	↑
The space for luggage	861	50	23	27	52	3	=	3	=
The toilet facilities	524	46	27	27	51	0	=	1	=
Sufficient room for all passengers to sit/stand	1070	72	13	15	70	4	=	5	=
The comfort of the seating area	1068	76	16	8	77	5	↑	5	↑
The ease of being able to get on and off	1095	82	13	4	83	6	↑	7	↑
Your personal security whilst on board	1033	84	15	1	85	5	↑	6	↑
The cleanliness of the inside	1106	78	12	10	82	6	↑	8	↑
The cleanliness of the outside	976	67	19	14	76	-2	=	3	=
The availability of staff	921	62	26	12	66	7	↑	8	↑
How well train company deals with delays	173	51	31	18	52	10	=	14	↑

Improved ↑  
 Unchanged =  
 Declined ↓

# First TransPennine Express

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1548	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1517	87	8	6	87	-2	=	-1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	689	81	11	8	80	0	=	0	=
Provision of information about train times/platforms	1448	86	8	6	86	1	=	1	=
The upkeep/repair of the station buildings/platforms	1427	77	15	8	72	-3	=	1	=
Cleanliness	1467	80	14	6	76	-1	=	0	=
The facilities and services	1306	66	16	18	64	-2	=	2	=
The attitudes and helpfulness of the staff	1076	75	18	8	76	0	=	2	=
Connections with other forms of public transport	975	75	14	11	76	2	=	2	=
Facilities for car parking	542	50	21	29	55	6	=	7	=
Overall environment	1491	77	17	6	73	-2	=	1	=
Your personal security whilst using	1325	75	22	4	72	3	=	1	=
The availability of staff	1243	63	23	14	65	-2	=	-1	=
How request to station staff was handled	278	90	3	6	89	2	=	3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1474	83	7	9	85	1	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1500	84	6	9	87	-3	↓	0	=
The length of time the journey was scheduled to take (speed)	1484	89	7	4	89	-1	=	2	=
Connections with other train services	875	77	16	8	79	-5	=	4	=
The value for money for the price of your ticket	1448	60	17	23	58	-2	=	9	↑
Upkeep and repair of the train	1506	91	6	3	84	0	=	0	=
The provision of information during the journey	1388	79	15	5	77	-1	=	-1	=
The helpfulness and attitude of staff on train	1144	78	18	4	78	1	=	2	=
The space for luggage	1228	52	19	29	52	-2	=	-1	=
The toilet facilities	615	56	25	19	51	-3	=	-2	=
Sufficient room for all passengers to sit/stand	1490	66	10	24	70	0	=	-2	=
The comfort of the seating area	1451	82	12	6	77	-2	=	-1	=
The ease of being able to get on and off	1505	83	10	7	83	-3	=	-3	=
Your personal security whilst on board	1421	84	14	2	85	-1	=	-1	=
The cleanliness of the inside	1515	86	8	6	82	-1	=	0	=
The cleanliness of the outside	1314	79	15	5	76	-6	↓	-4	=
The availability of staff	1292	66	23	11	66	-2	=	-1	=
How well train company deals with delays	243	46	30	24	52	4	=	8	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Grand Central

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 574									
Overall satisfaction	553	94	4	1	87	-1	=		
<b>STATION FACILITIES</b>									
Ticket buying facilities	246	70	17	12	80	-7	=		
Provision of information about train times/platforms	523	71	13	16	86	-3	=		
The upkeep/repair of the station buildings/platforms	517	51	27	22	72	0	=		
Cleanliness	530	56	26	17	76	-1	=		
The facilities and services	491	41	22	36	64	2	=		
The attitudes and helpfulness of the staff	391	67	26	7	76	-3	=		
Connections with other forms of public transport	455	72	16	12	76	-2	=		
Facilities for car parking	225	35	20	46	55	-2	=		
Overall environment	550	47	28	25	73	-5	=		
Your personal security whilst using	481	55	35	10	72	-8	↓		
The availability of staff	457	50	24	26	65	-1	=		
How request to station staff was handled	98	89	6	5	89	-2	=		
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	519	70	17	14	85	-8	↓		
Punctuality/reliability (i.e. the train arriving/departing on time)	553	92	5	3	87	-4	↓		
The length of time the journey was scheduled to take (speed)	546	92	5	3	89	-3	=		
Connections with other train services	282	79	19	2	79	-3	=		
The value for money for the price of your ticket	555	73	16	12	58	-4	=		
Upkeep and repair of the train	566	84	13	3	84	-5	↓		
The provision of information during the journey	527	84	13	3	77	-1	=		
The helpfulness and attitude of staff on train	518	91	8	1	78	-3	=		
The space for luggage	507	81	9	9	52	-1	=		
The toilet facilities	394	71	18	12	51	1	=		
Sufficient room for all passengers to sit/stand	557	92	6	2	70	-3	=		
The comfort of the seating area	548	90	7	3	77	-4	=		
The ease of being able to get on and off	557	88	9	3	83	-2	=		
Your personal security whilst on board	532	89	11	0	85	-4	=		
The cleanliness of the inside	565	89	9	3	82	-2	=		
The cleanliness of the outside	490	80	17	4	76	-9	↓		
The availability of staff	521	87	12	2	66	-5	↓		
How well train company deals with delays	<50	-	-	-	-	-	=		

Grand Central joined the survey for the first time in Autumn 2009, so no historical comparisons against Spring 2009

Improved ↑

Unchanged =

Declined ↓

# Virgin Trains

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1763	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1725	90	5	5	87	1	=	4	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	630	81	14	6	80	2	=	0	=
Provision of information about train times/platforms	1663	87	9	4	86	2	=	0	=
The upkeep/repair of the station buildings/platforms	1623	67	20	13	72	-2	=	-3	=
Cleanliness	1673	74	18	8	76	-1	=	0	=
The facilities and services	1509	65	20	16	64	-1	=	0	=
The attitudes and helpfulness of the staff	1123	74	22	5	76	0	=	-1	=
Connections with other forms of public transport	1192	77	14	9	76	-3	=	-2	=
Facilities for car parking	608	55	20	25	55	-1	=	9	↑
Overall environment	1711	70	20	10	73	0	=	-1	=
Your personal security whilst using	1493	70	28	3	72	-3	=	-1	=
The availability of staff	1333	61	25	14	65	-2	=	0	=
How request to station staff was handled	285	91	4	5	89	4	=	5	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1670	90	5	5	85	4	↑	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1691	89	4	7	87	-1	=	10	↑
The length of time the journey was scheduled to take (speed)	1680	94	4	2	89	1	=	2	=
Connections with other train services	879	82	12	6	79	-3	=	5	=
The value for money for the price of your ticket	1653	63	16	21	58	-1	=	7	↑
Upkeep and repair of the train	1723	89	8	3	84	1	=	0	=
The provision of information during the journey	1613	82	13	5	77	2	=	2	=
The helpfulness and attitude of staff on train	1240	78	18	4	78	-4	=	2	=
The space for luggage	1506	51	19	30	52	1	=	0	=
The toilet facilities	1075	56	22	22	51	-3	=	0	=
Sufficient room for all passengers to sit/stand	1682	74	14	12	70	-3	=	-2	=
The comfort of the seating area	1687	78	14	8	77	-1	=	-2	=
The ease of being able to get on and off	1720	88	10	3	83	1	=	3	↑
Your personal security whilst on board	1620	86	13	1	85	1	=	1	=
The cleanliness of the inside	1737	87	9	5	82	-1	=	-1	=
The cleanliness of the outside	1457	81	15	4	76	-3	=	-1	=
The availability of staff	1392	69	24	7	66	-1	=	3	=
How well train company deals with delays	339	51	28	20	52	-2	=	-3	=

Improved ↑

Unchanged =

Declined ↓

# Wrexham & Shropshire

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 552									
Overall satisfaction	532	99	1	0	87	1	=		
<b>STATION FACILITIES</b>									
Ticket buying facilities	194	73	22	5	80	3	=		
Provision of information about train times/platforms	503	78	12	10	86	-13	↓		
The upkeep/repair of the station buildings/platforms	480	60	25	15	72	-19	↓		
Cleanliness	516	63	24	14	76	-11	=		
The facilities and services	463	59	19	23	64	1	=		
The attitudes and helpfulness of the staff	371	67	20	13	76	-4	=		
Connections with other forms of public transport	386	65	27	8	76	-17	=		
Facilities for car parking	220	67	19	14	55	3	=		
Overall environment	535	67	12	21	73	-7	=		
Your personal security whilst using	460	68	30	3	72	-12	=		
The availability of staff	438	51	32	17	65	-10	=		
How request to station staff was handled	113	91	6	2	89	-2	=		
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	510	84	10	7	85	2	=		
Punctuality/reliability (i.e. the train arriving/departing on time)	539	89	8	3	87	-9	↓		
The length of time the journey was scheduled to take (speed)	524	82	12	5	89	-4	=		
Connections with other train services	254	79	19	2	79	0	=		
The value for money for the price of your ticket	521	85	5	10	58	-7	=		
Upkeep and repair of the train	543	98	1	1	84	12	↑		
The provision of information during the journey	503	94	4	2	77	5	=		
The helpfulness and attitude of staff on train	512	99	1	0	78	0	=		
The space for luggage	482	94	5	2	52	8	=		
The toilet facilities	404	93	4	3	51	23	↑		
Sufficient room for all passengers to sit/stand	536	97	2	1	70	2	=		
The comfort of the seating area	532	98	1	1	77	6	=		
The ease of being able to get on and off	535	93	5	2	83	6	=		
Your personal security whilst on board	516	96	3	0	85	5	=		
The cleanliness of the inside	541	99	1	-	82	10	↑		
The cleanliness of the outside	501	97	3	1	76	11	↑		
The availability of staff	511	97	3	1	66	5	=		
How well train company deals with delays	83	79	16	4	52	-5	=		

Wrexham & Shropshire joined the survey for the first time in Autumn 2009, so no historical comparisons against Spring 2009

Improved ↑  
 Unchanged =  
 Declined ↓

# Arriva Trains Wales

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1018	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	999	88	8	4	88	2	=	1	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	533	70	9	20	79	-6	=	-1	=
Provision of information about train times/platforms	934	79	9	12	83	-2	=	-2	=
The upkeep/repair of the station buildings/platforms	936	57	24	20	71	-3	=	-1	=
Cleanliness	950	62	19	19	74	-3	=	0	=
The facilities and services	801	39	19	42	52	-5	=	1	=
The attitudes and helpfulness of the staff	728	73	17	10	74	-1	=	2	=
Connections with other forms of public transport	575	64	18	17	69	1	=	2	=
Facilities for car parking	472	61	15	24	50	-1	=	8	↑
Overall environment	974	58	23	19	69	-3	=	0	=
Your personal security whilst using	846	63	25	12	67	0	=	4	=
The availability of staff	840	54	19	27	62	-3	=	0	=
How request to station staff was handled	176	84	4	12	84	-4	=	-6	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	972	81	6	13	82	2	=	4	=
Punctuality/reliability (i.e. the train arriving/departing on time)	984	89	6	5	87	2	=	3	=
The length of time the journey was scheduled to take (speed)	968	89	8	4	90	1	=	2	=
Connections with other train services	558	77	16	7	77	3	=	0	=
The value for money for the price of your ticket	959	66	18	16	62	4	=	6	↑
Upkeep and repair of the train	984	73	15	12	69	4	=	-2	=
The provision of information during the journey	886	69	21	10	70	6	=	4	=
The helpfulness and attitude of staff on train	827	82	14	3	75	7	↑	3	=
The space for luggage	774	61	18	21	61	6	=	-2	=
The toilet facilities	449	49	23	28	41	7	=	5	=
Sufficient room for all passengers to sit/stand	974	73	12	14	75	3	=	-3	=
The comfort of the seating area	970	76	16	8	72	4	=	-1	=
The ease of being able to get on and off	988	81	13	6	84	-1	=	-3	=
Your personal security whilst on board	921	79	17	5	79	-1	=	0	=
The cleanliness of the inside	995	75	15	9	71	1	=	-3	=
The cleanliness of the outside	874	66	22	12	60	-5	=	-9	↓
The availability of staff	889	72	19	9	63	8	↑	2	=
How well train company deals with delays	111	40	25	35	38	7	=	-4	=



Improved ↑

Unchanged =

Declined ↓

# Merseyrail

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 651	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	640	93	5	2	88	2	=	3	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	370	84	11	5	79	6	=	2	=
Provision of information about train times/platforms	579	87	9	4	83	1	=	4	=
The upkeep/repair of the station buildings/platforms	579	71	17	12	71	-2	=	3	=
Cleanliness	599	77	13	11	74	5	=	7	↑
The facilities and services	488	55	20	26	52	12	↑	16	↑
The attitudes and helpfulness of the staff	510	82	14	5	74	-3	=	5	=
Connections with other forms of public transport	449	75	12	13	69	2	=	8	↑
Facilities for car parking	288	57	12	31	50	1	=	3	=
Overall environment	615	70	19	11	69	-2	=	4	=
Your personal security whilst using	562	72	22	6	67	4	=	1	=
The availability of staff	559	75	17	8	62	1	=	8	↑
How request to station staff was handled	50	81	13	6	84	0	=	0	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	644	94	3	3	82	1	=	2	=
Punctuality/reliability (i.e. the train arriving/departing on time)	633	95	2	3	87	3	=	1	=
The length of time the journey was scheduled to take (speed)	618	96	2	2	90	1	=	2	=
Connections with other train services	342	85	10	4	77	-1	=	8	=
The value for money for the price of your ticket	505	66	17	17	62	5	=	10	↑
Upkeep and repair of the train	627	78	16	6	69	-2	=	-2	=
The provision of information during the journey	588	87	10	3	70	0	=	6	↑
The helpfulness and attitude of staff on train	317	67	26	7	75	12	↑	18	↑
The space for luggage	434	64	20	16	61	7	=	15	↑
The toilet facilities	158	19	11	70	41	-1	=	8	=
Sufficient room for all passengers to sit/stand	617	78	12	10	75	2	=	6	=
The comfort of the seating area	622	80	13	7	72	1	=	1	=
The ease of being able to get on and off	632	90	8	2	84	2	=	4	=
Your personal security whilst on board	593	77	19	4	79	2	=	2	=
The cleanliness of the inside	635	76	17	7	71	0	=	1	=
The cleanliness of the outside	576	65	24	11	60	-5	=	-1	=
The availability of staff	462	48	32	20	63	10	↑	15	↑
How well train company deals with delays	<50	-	-	-	-	-	=	-	=

Improved ↑

Unchanged =

Declined ↓

# Northern Rail

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1633	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1606	82	12	6	88	1	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	923	74	11	15	79	-1	=	-3	=
Provision of information about train times/platforms	1498	81	10	8	83	-2	=	4	↑
The upkeep/repair of the station buildings/platforms	1492	68	18	14	71	-3	=	0	=
Cleanliness	1531	68	17	15	74	-6	↓	-3	=
The facilities and services	1329	46	15	39	52	-7	↓	-3	=
The attitudes and helpfulness of the staff	1200	71	20	9	74	0	=	0	=
Connections with other forms of public transport	1110	65	17	17	69	-5	=	-6	↓
Facilities for car parking	798	49	19	33	50	-4	=	-1	=
Overall environment	1566	65	21	15	69	-5	↓	-2	=
Your personal security whilst using	1418	62	28	10	67	-4	=	-2	=
The availability of staff	1377	57	21	22	62	-4	=	-2	=
How request to station staff was handled	224	86	5	9	84	1	=	3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1574	75	9	17	82	0	=	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	1583	83	7	11	87	2	=	3	=
The length of time the journey was scheduled to take (speed)	1556	87	7	6	90	0	=	2	=
Connections with other train services	918	72	20	8	77	-2	=	4	=
The value for money for the price of your ticket	1481	60	20	20	62	2	=	6	↑
Upkeep and repair of the train	1582	56	19	24	69	-1	=	4	=
The provision of information during the journey	1392	58	24	19	70	-2	=	1	=
The helpfulness and attitude of staff on train	1239	72	22	7	75	-1	=	2	=
The space for luggage	1221	55	22	23	61	1	=	0	=
The toilet facilities	623	35	22	43	41	-6	=	3	=
Sufficient room for all passengers to sit/stand	1571	70	12	18	75	3	=	1	=
The comfort of the seating area	1564	63	19	19	72	-1	=	3	=
The ease of being able to get on and off	1579	80	14	7	84	1	=	2	=
Your personal security whilst on board	1505	76	21	3	79	1	=	2	=
The cleanliness of the inside	1594	60	20	20	71	-1	=	3	=
The cleanliness of the outside	1436	49	28	24	60	-13	↓	-3	=
The availability of staff	1438	60	25	15	63	1	=	3	=
How well train company deals with delays	211	36	33	31	38	0	=	1	=

Improved ↑  
 Unchanged =  
 Declined ↓

# ScotRail

Spring 2010

Improvement/decline in %  
satisfied or good since  
Autumn 2009Improvement/decline in %  
satisfied or good since  
Spring 2009

Overall sample size 1092	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1070	90	6	3	88	0	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	651	84	9	7	79	1	=	1	=
Provision of information about train times/platforms	1022	84	9	7	83	-2	=	0	=
The upkeep/repair of the station buildings/platforms	1002	78	16	6	71	-3	=	-3	=
Cleanliness	1021	82	13	4	74	-1	=	-1	=
The facilities and services	881	58	17	24	52	5	=	0	=
The attitudes and helpfulness of the staff	821	74	18	8	74	-1	=	-5	=
Connections with other forms of public transport	751	71	15	14	69	0	=	3	=
Facilities for car parking	492	47	13	40	50	3	=	0	=
Overall environment	1053	75	19	6	69	-2	=	-5	=
Your personal security whilst using	917	72	23	5	67	-1	=	-2	=
The availability of staff	900	65	23	12	62	-4	=	-4	=
How request to station staff was handled	148	84	6	10	84	1	=	-5	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1052	85	6	10	82	1	=	1	=
Punctuality/reliability (i.e. the train arriving/departing on time)	1054	88	5	7	87	-1	=	2	=
The length of time the journey was scheduled to take (speed)	1046	90	6	4	90	-1	=	1	=
Connections with other train services	510	78	16	7	77	2	=	-1	=
The value for money for the price of your ticket	1048	61	17	22	62	3	=	6	↑
Upkeep and repair of the train	1057	76	15	9	69	-4	=	-3	=
The provision of information during the journey	978	75	17	7	70	-3	=	-1	=
The helpfulness and attitude of staff on train	854	77	19	4	75	-6	↓	-2	=
The space for luggage	843	65	17	18	61	3	=	1	=
The toilet facilities	450	50	22	28	41	4	=	2	=
Sufficient room for all passengers to sit/stand	1044	78	10	12	75	1	=	2	=
The comfort of the seating area	1049	77	14	9	72	-3	=	-1	=
The ease of being able to get on and off	1062	88	9	3	84	-1	=	0	=
Your personal security whilst on board	1007	84	14	2	79	1	=	-2	=
The cleanliness of the inside	1076	78	13	9	71	-5	↓	-2	=
The cleanliness of the outside	897	68	20	12	60	-9	↓	-5	=
The availability of staff	943	70	21	9	63	1	=	1	=
How well train company deals with delays	125	40	36	24	38	-7	=	5	=

Improved ↑  
 Unchanged =  
 Declined ↓

# Network Rail station results

	Spring 2010			Improvement/decline in % satisfied or good since Autumn 2009		Improvement/decline in % satisfied or good since Spring 2009		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
<b>Overall sample size 8179</b>								
<b>STATION FACILITIES</b>								
Ticket buying facilities	3148	70	15	15	4	↑	3	=
Provision of information about train times/platforms	7711	83	9	7	1	=	2	=
The upkeep/repair of the station buildings/platforms	7491	70	19	11	1	=	0	=
Cleanliness	7722	74	17	9	1	=	0	=
The facilities and services	6913	65	18	16	2	↑	0	=
The attitudes and helpfulness of the staff	5531	65	24	11	2	=	1	=
Connections with other forms of public transport	6289	85	9	5	2	=	1	=
Facilities for car parking	1390	26	20	54	5	↑	2	=
Overall environment	7889	70	19	10	0	=	-2	=
Your personal security whilst using	6868	69	28	3	2	=	1	=
The availability of staff	6401	59	25	16	3	↑	0	=
How request to station staff was handled	1358	82	6	11	0	=	0	=

Note: The Network Rail stations are Birmingham New Street, Cannon Street, Charing Cross, Edinburgh Waverley, Euston, Fenchurch Street, Gatwick Airport, Glasgow Central, King's Cross, Leeds, Liverpool Lime Street, Liverpool Street, London Bridge, Manchester Piccadilly, Paddington, St Pancras, Victoria and Waterloo.



# Percentage of passengers satisfied 2005-2010

Chart 5.1a National and sector levels

Percentage of passengers satisfied 2005 to 2010

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

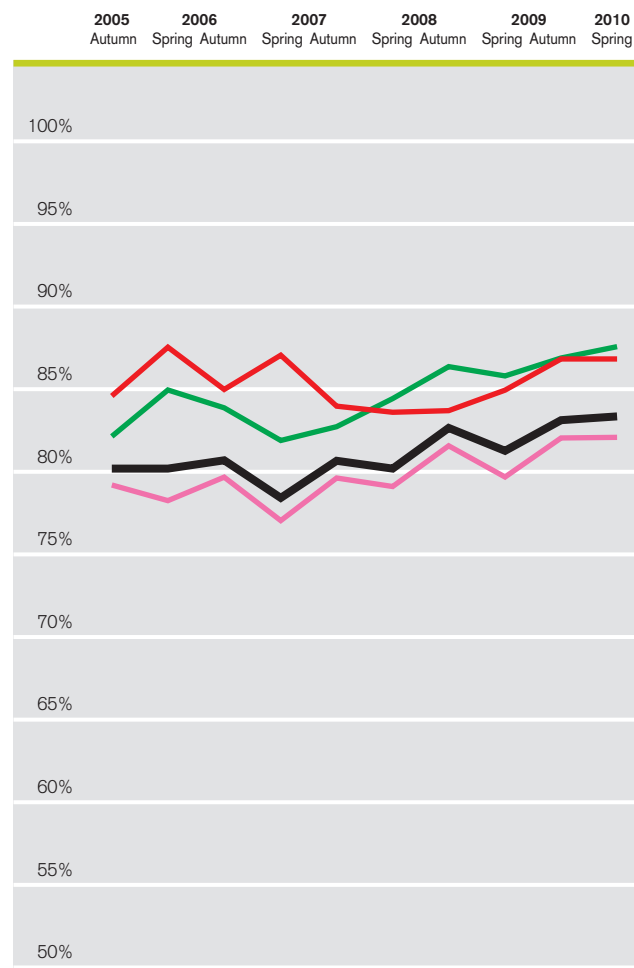


Chart 5.1b Long distance operators

Percentage of passengers satisfied 2005 to 2010

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

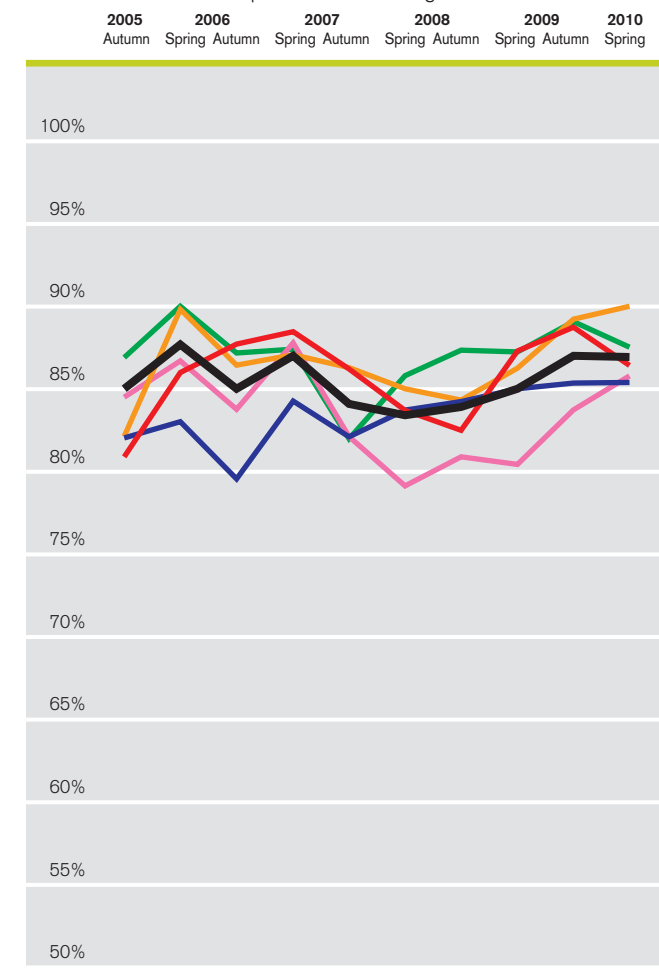


Chart 5.1c Regional operators

Percentage of passengers satisfied 2005 to 2010

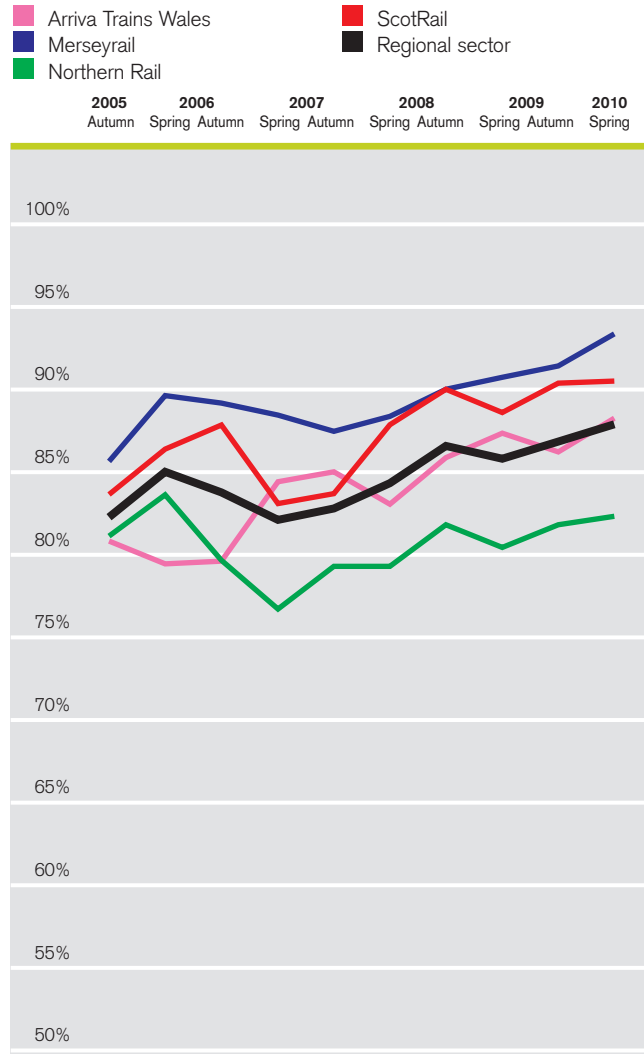


Chart 5.1d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

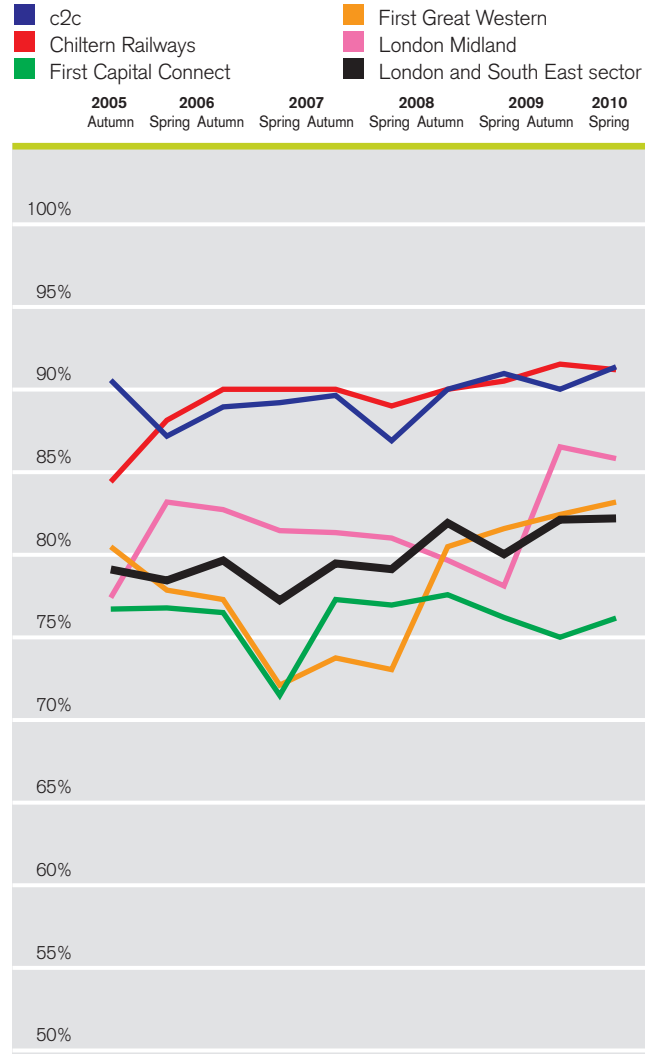


Chart 5.1e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010

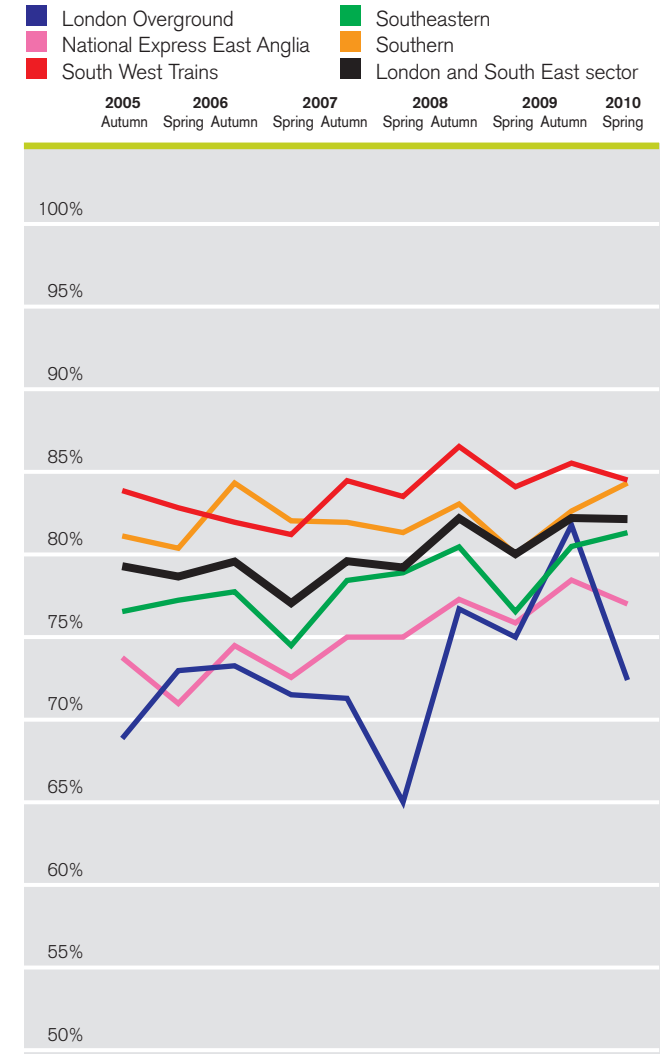


Chart 5.2a **National and sector level**

Percentage of passengers satisfied 2005 to 2010

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

Chart 5.2b **Long distance operators**

Percentage of passengers satisfied 2005 to 2010

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

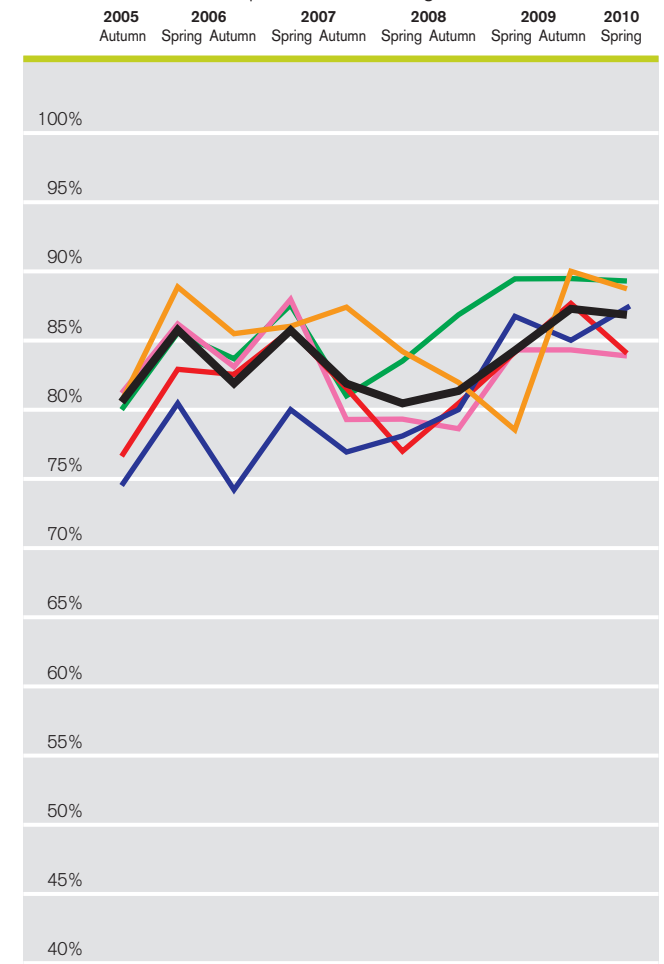




Chart 5.2c Regional operators

Percentage of passengers satisfied 2005 to 2010

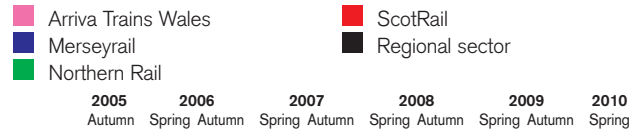


Chart 5.2d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

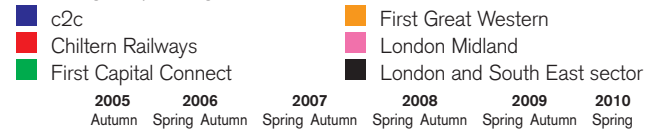
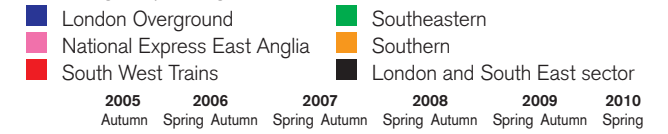


Chart 5.2e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010



**Chart 5.3a National and sector level**  
Percentage of passengers satisfied 2005 to 2010



**Chart 5.3b Long distance operators**  
Percentage of passengers satisfied 2005 to 2010

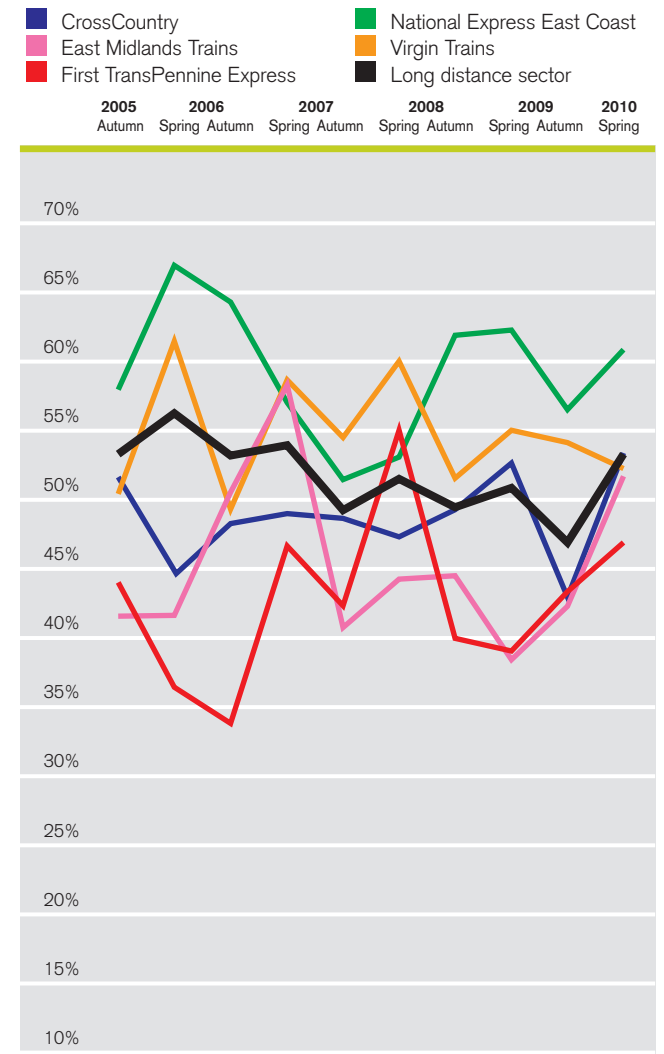


Chart 5.3c Regional operators

Percentage of passengers satisfied 2005 to 2010

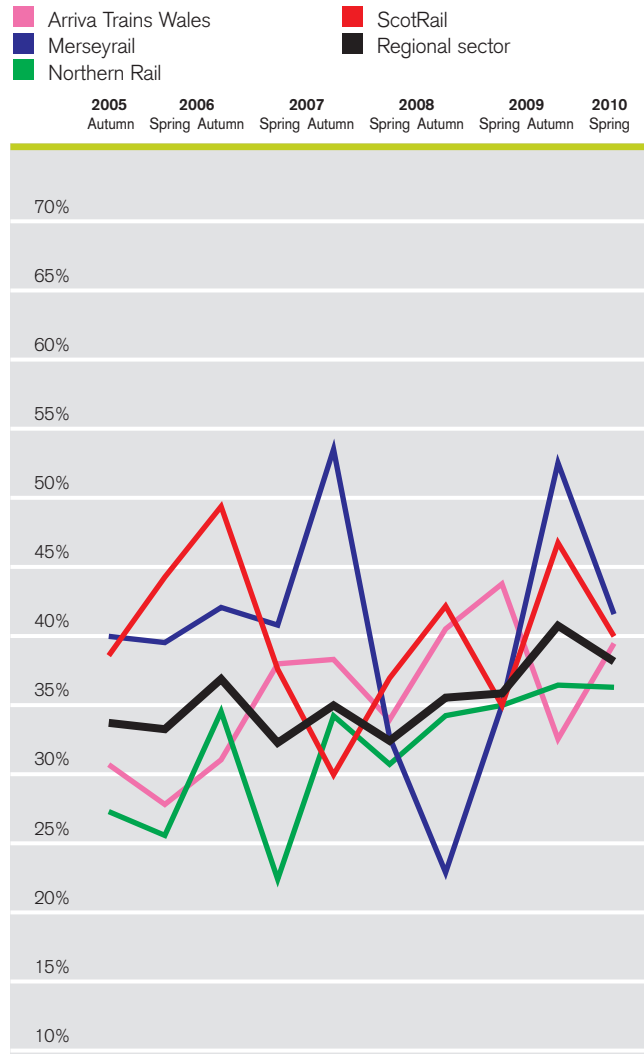


Chart 5.3d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

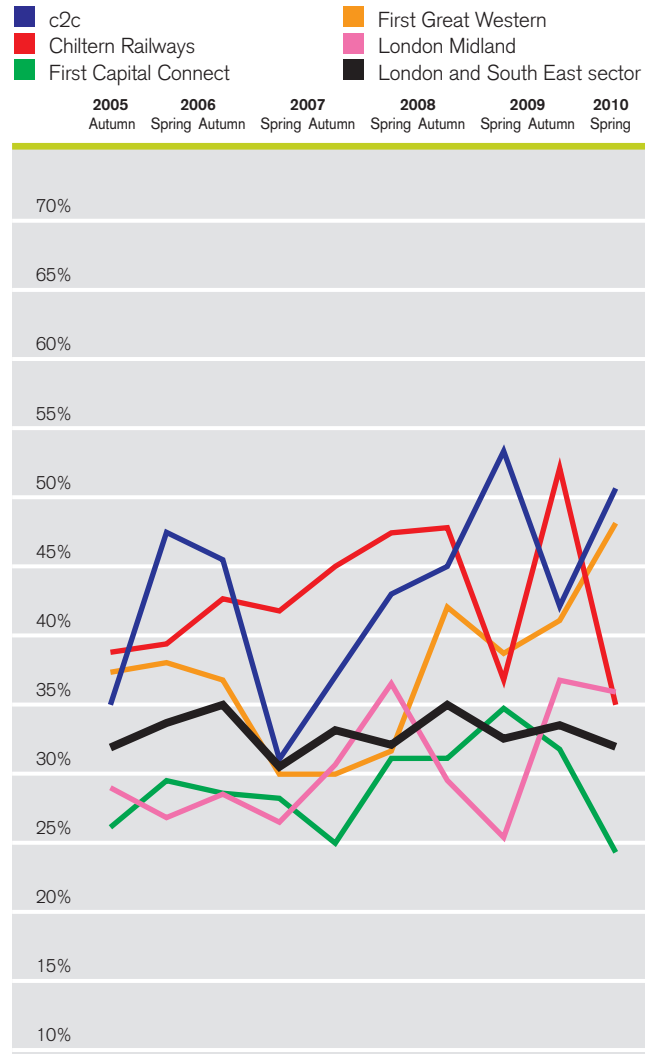


Chart 5.3e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010

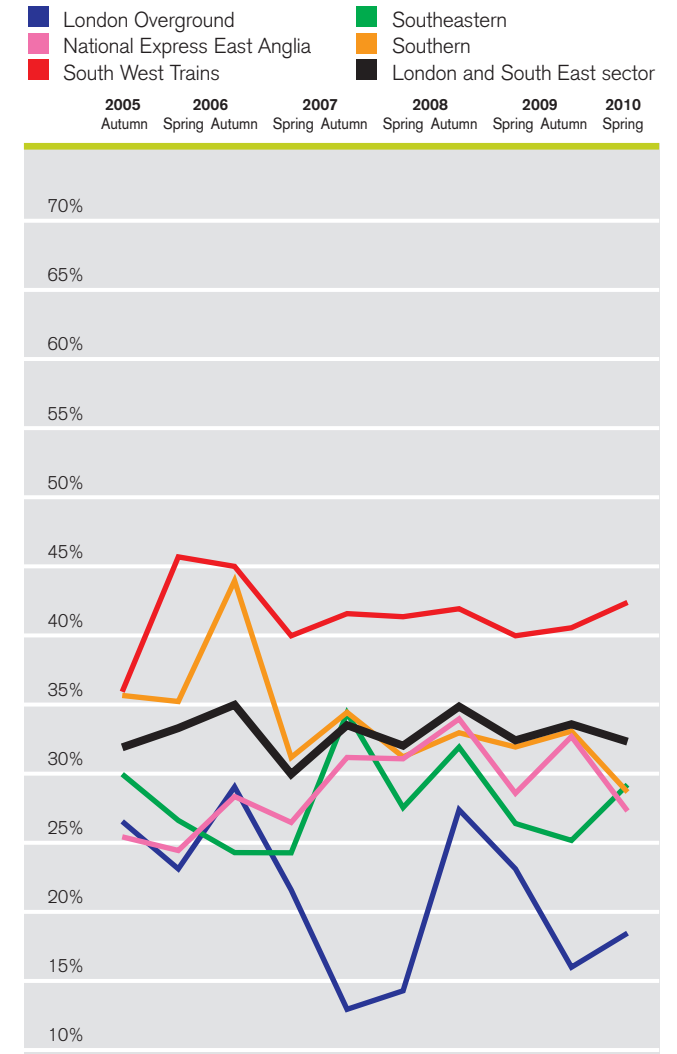


Chart 5.4a National and sector level  
Percentage of passengers satisfied 2005 to 2010



Chart 5.4b Long distance operators  
Percentage of passengers satisfied 2005 to 2010

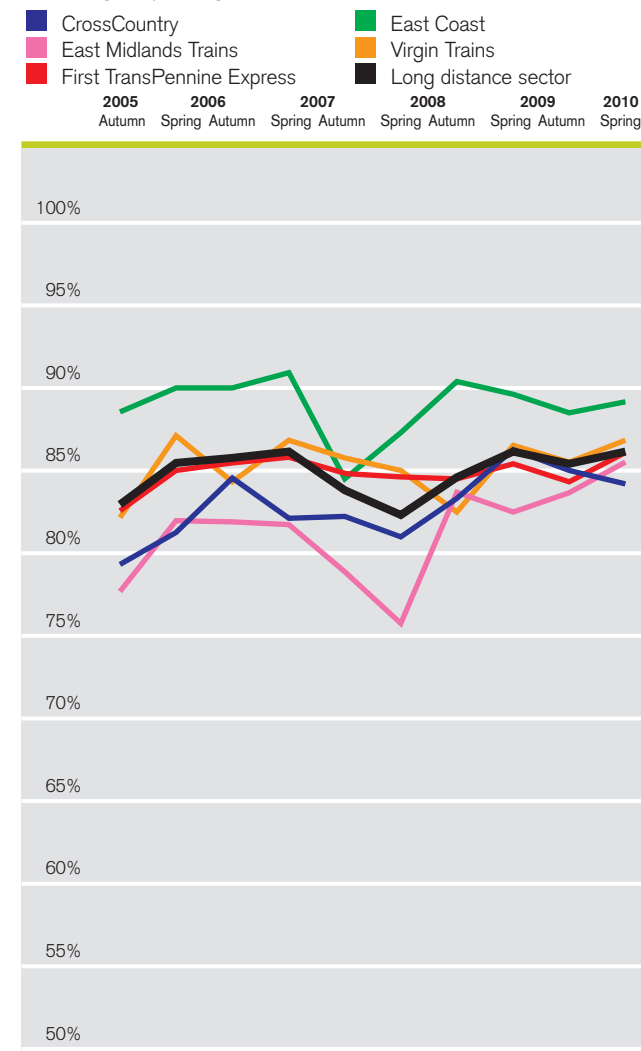


Chart 5.4c **Regional operators**

Percentage of passengers satisfied 2005 to 2010

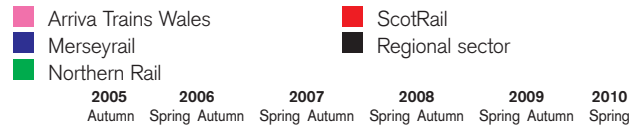


Chart 5.4d **London and South East operators (part one)**

Percentage of passengers satisfied 2005 to 2010

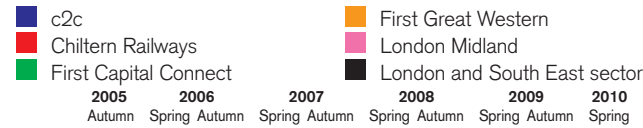


Chart 5.4e **London and South East operators (part two)**

Percentage of passengers satisfied 2005 to 2010

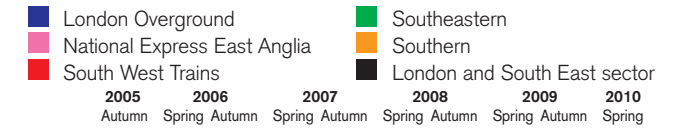


Chart 5.5a **National and sector level**  
Percentage of passengers satisfied 2005 to 2010

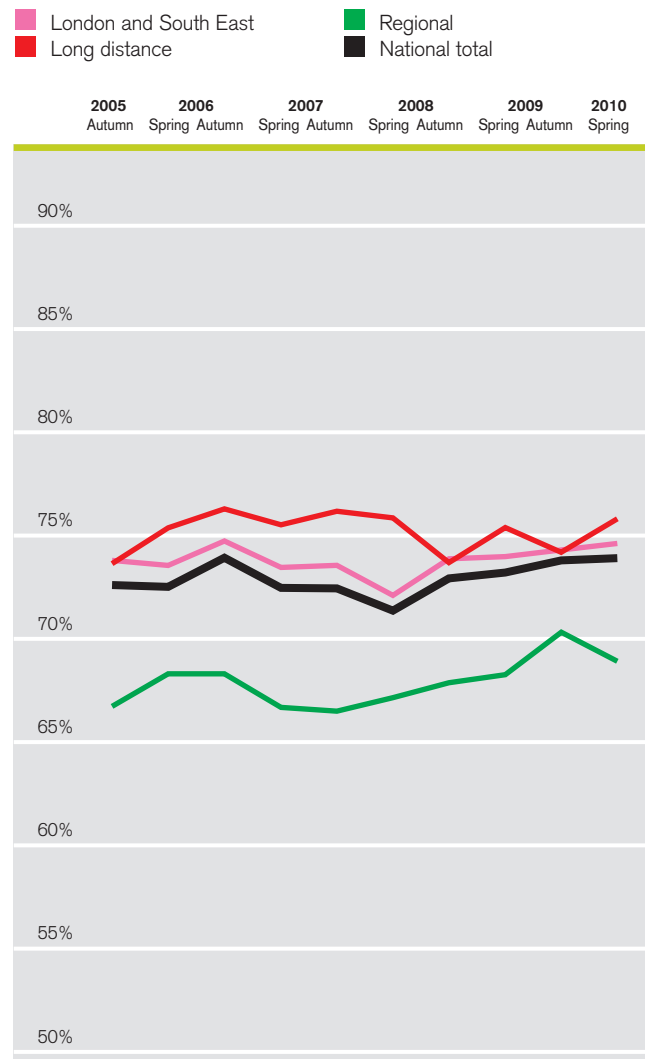


Chart 5.5b **Long distance operators**  
Percentage of passengers satisfied 2005 to 2010

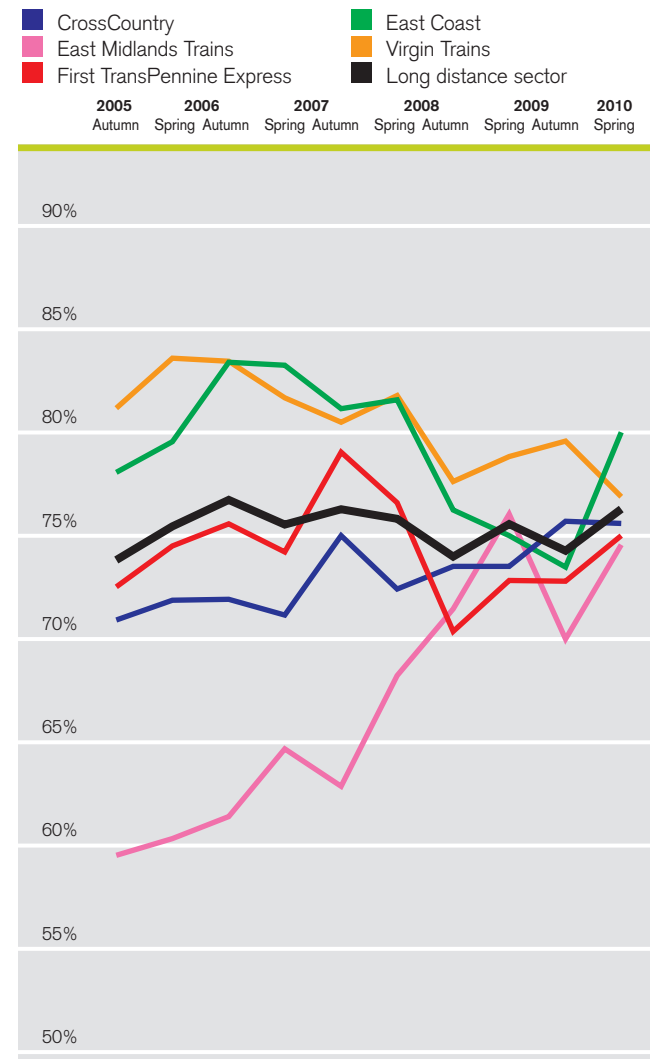


Chart 5.5c Regional operators

Percentage of passengers satisfied 2005 to 2010

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

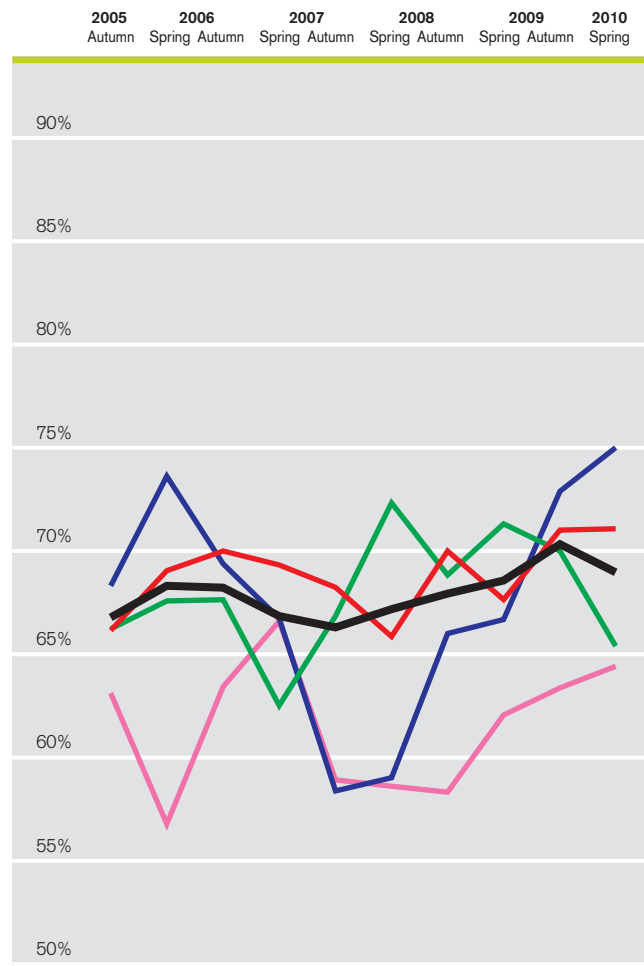


Chart 5.5d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

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

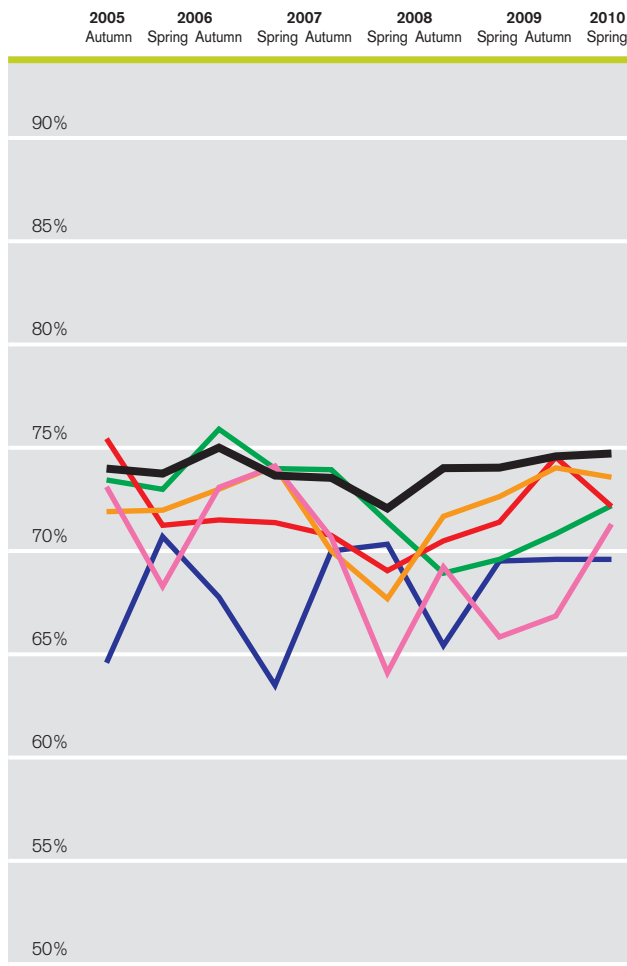


Chart 5.5e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010

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

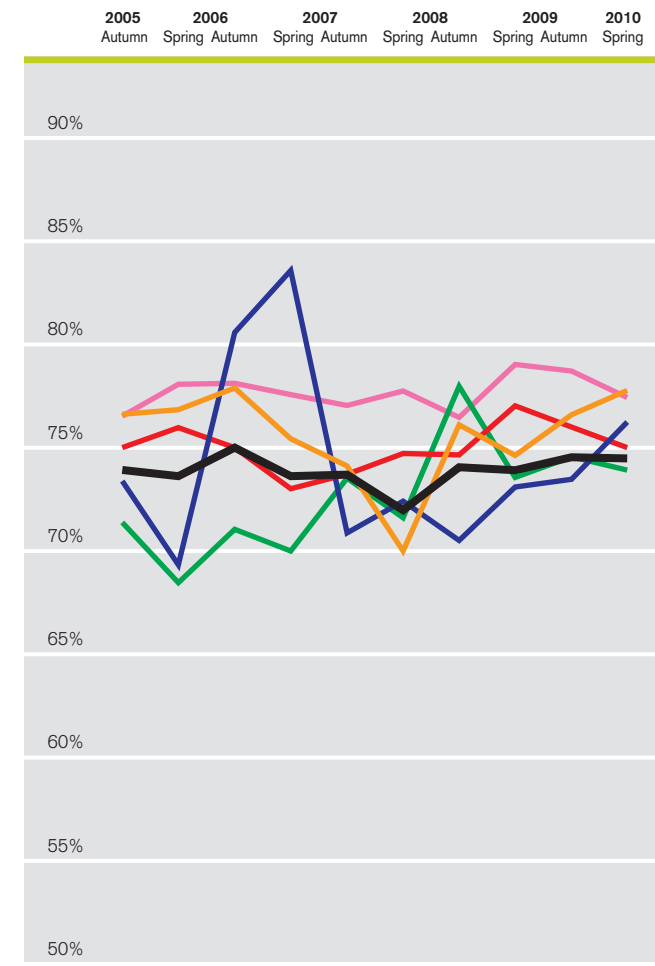


Chart 5.6a National and sector level

Percentage of passengers satisfied 2005 to 2010

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

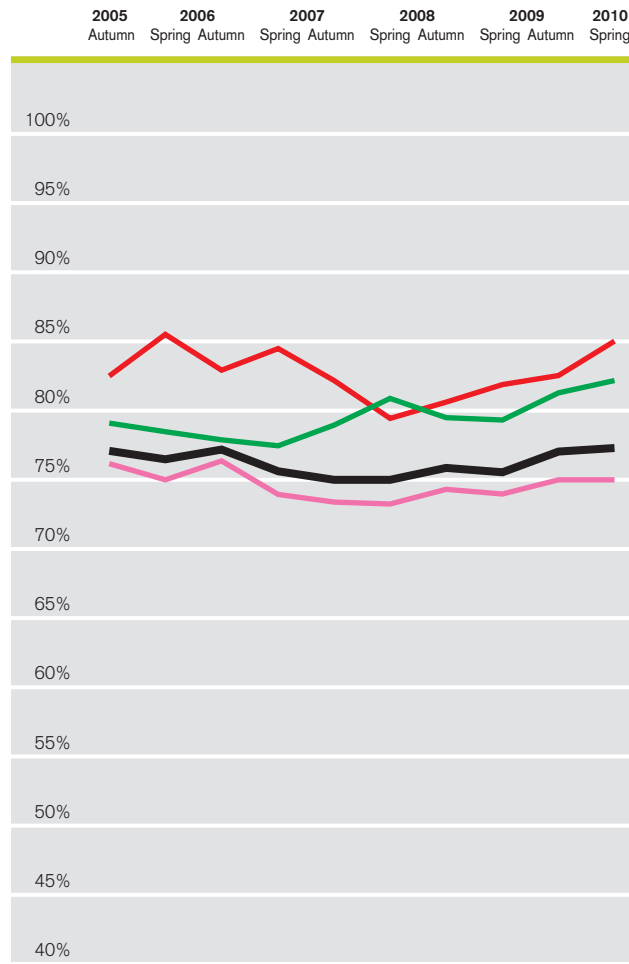


Chart 5.6b Long distance operators

Percentage of passengers satisfied 2005 to 2010

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

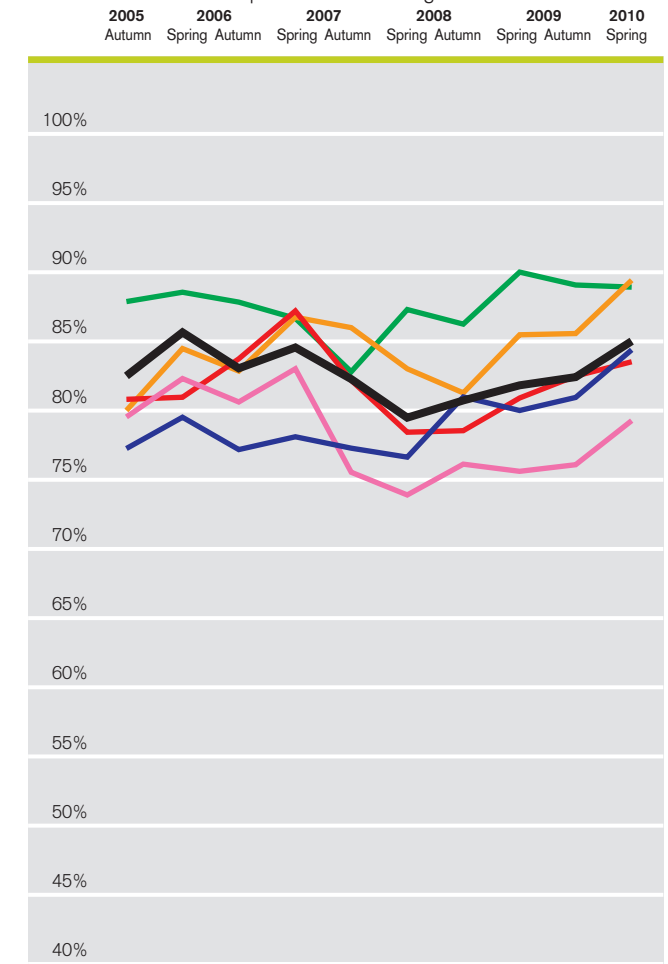




Chart 5.6c Regional operators

Percentage of passengers satisfied 2005 to 2010

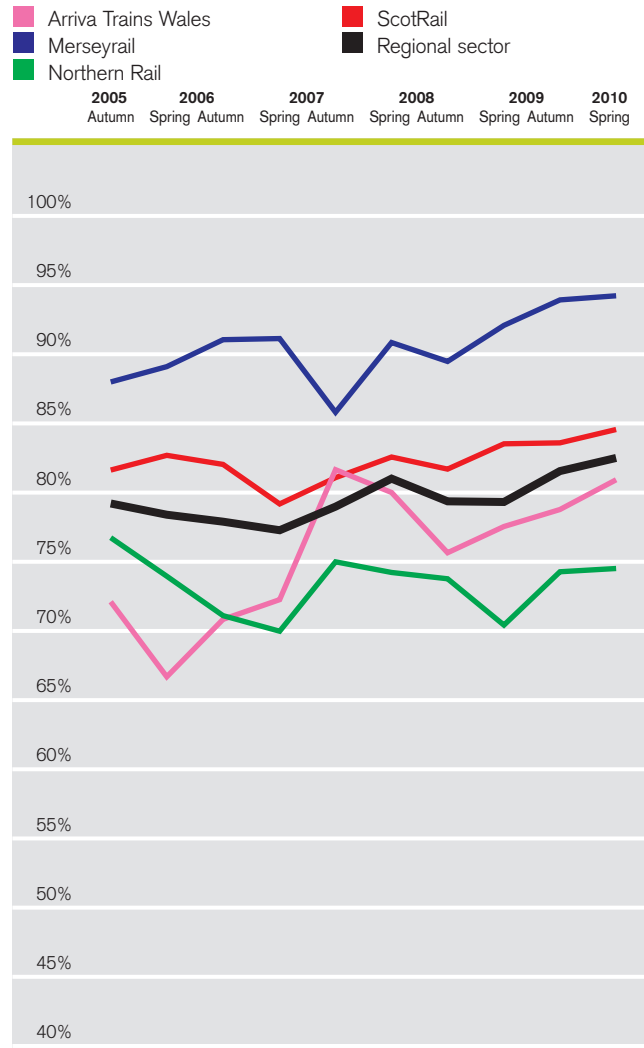


Chart 5.6d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

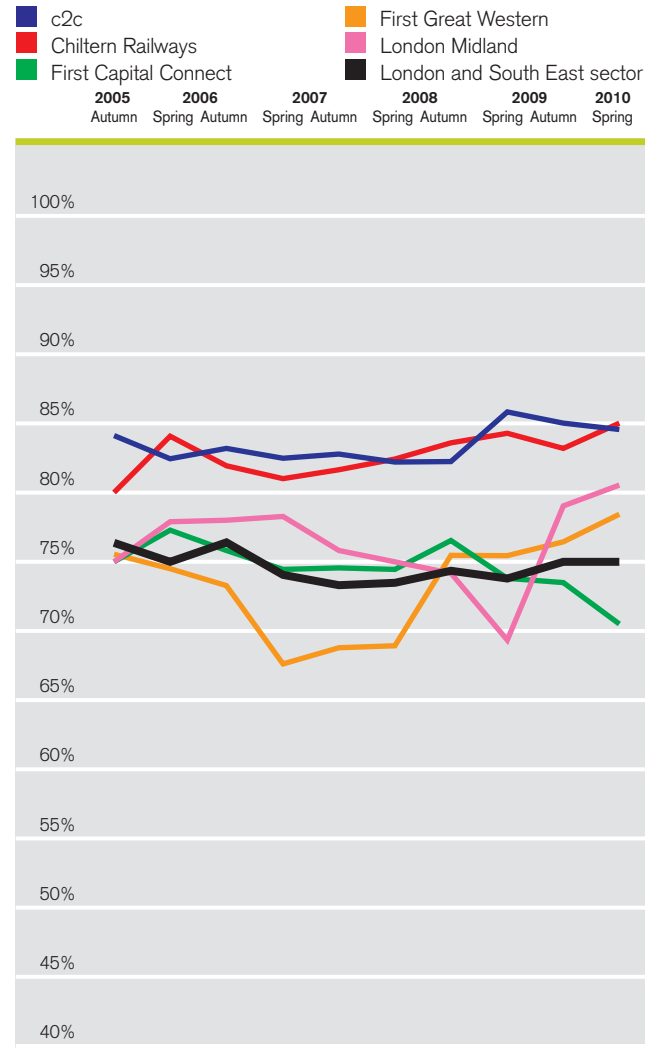


Chart 5.6e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010

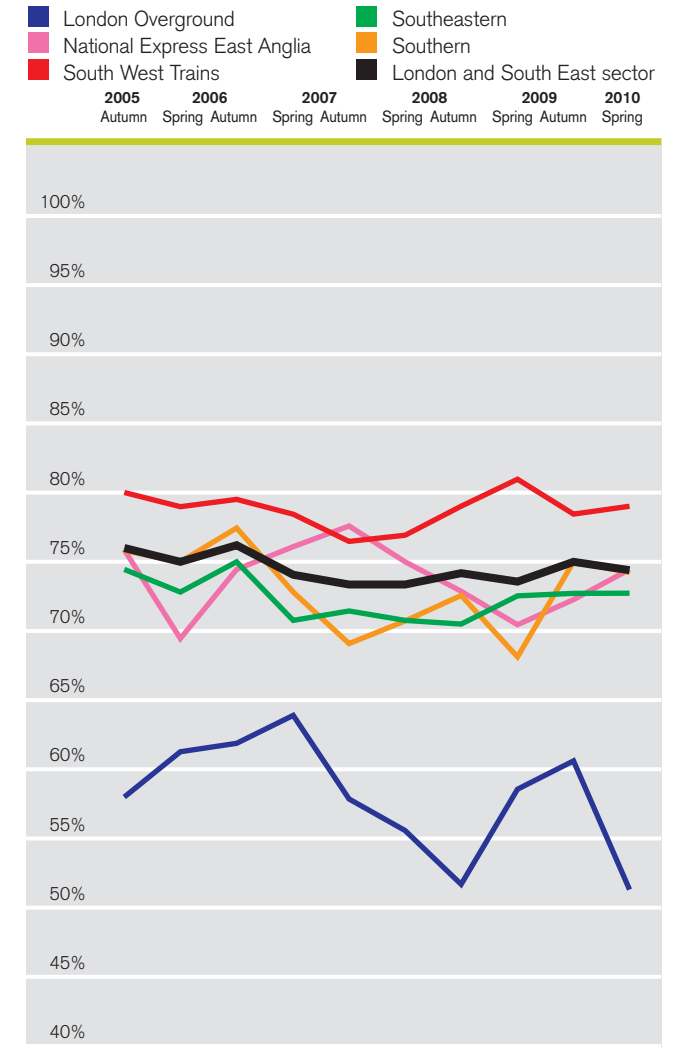


Chart 5.7a National and sector level

Percentage of passengers satisfied 2005 to 2010

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



Chart 5.7b Long distance operators

Percentage of passengers satisfied 2005 to 2010

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

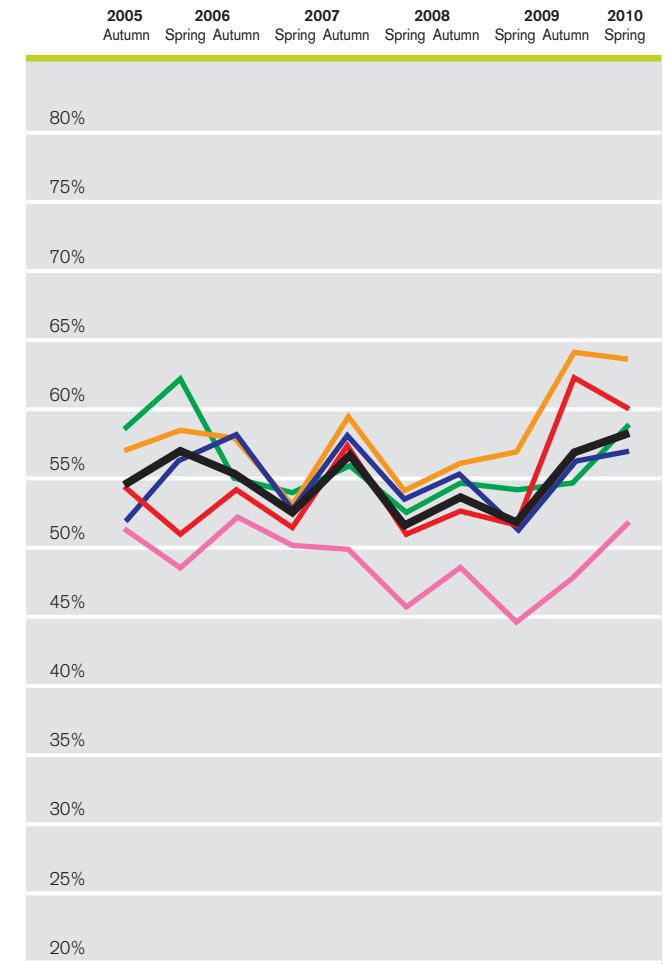


Chart 5.7c Regional operators

Percentage of passengers satisfied 2005 to 2010

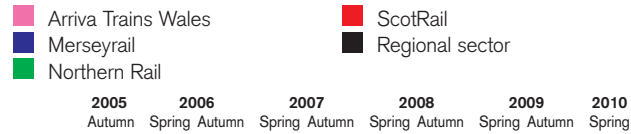


Chart 5.7d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

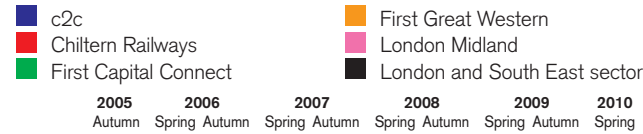
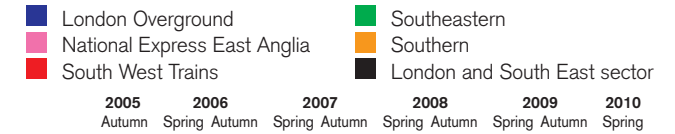
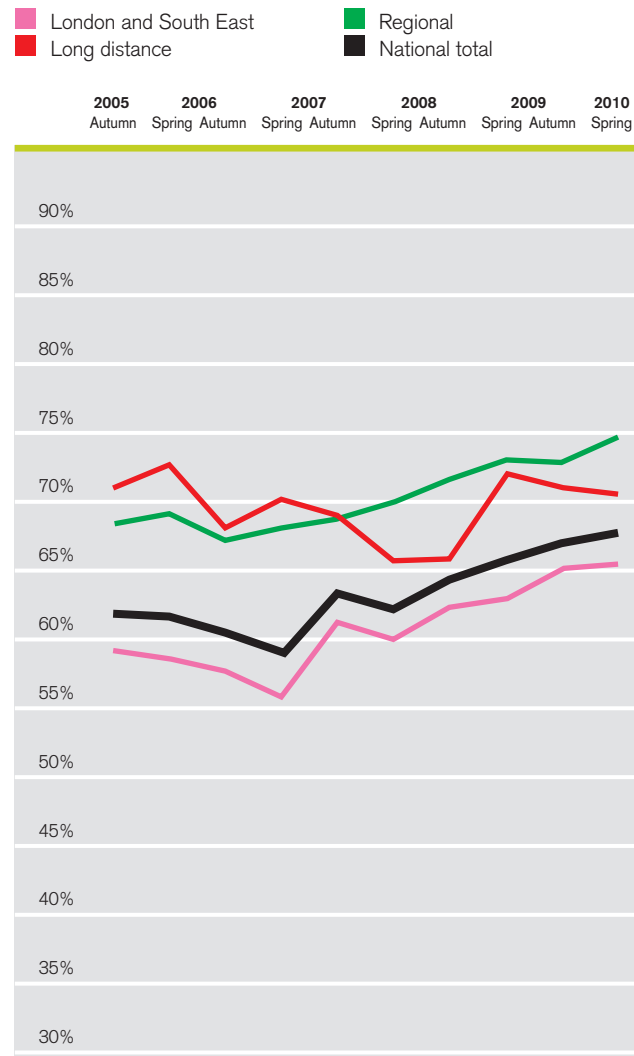


Chart 5.7e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010



**Chart 5.8a National and sector level**  
Percentage of passengers satisfied 2005 to 2010



**Chart 5.8b Long distance operators**  
Percentage of passengers satisfied 2005 to 2010

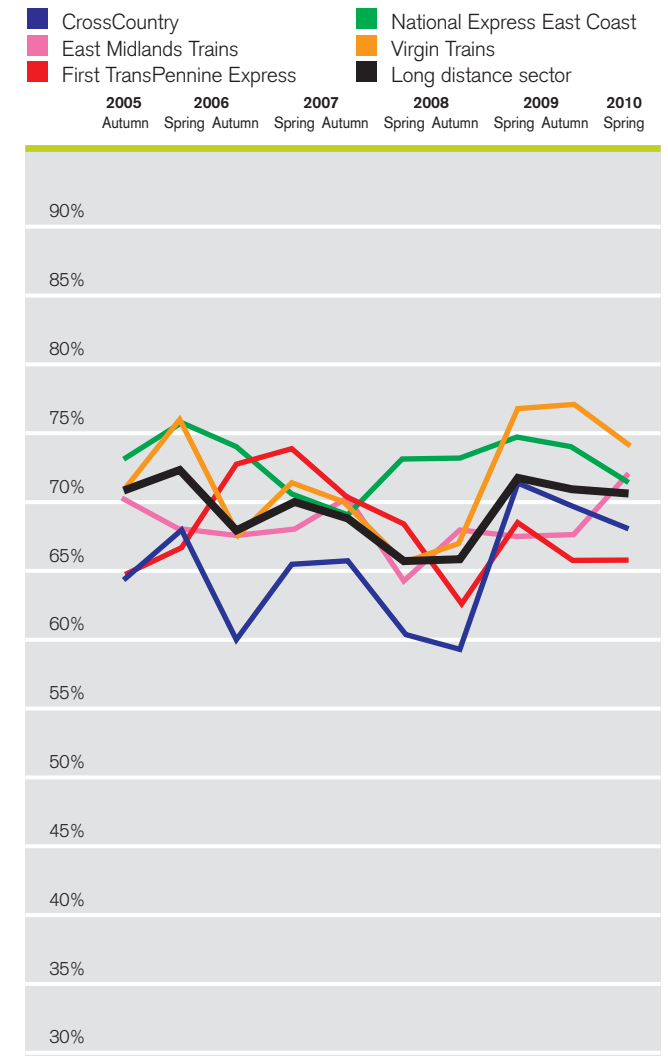


Chart 5.8c Regional operators

Percentage of passengers satisfied 2005 to 2010

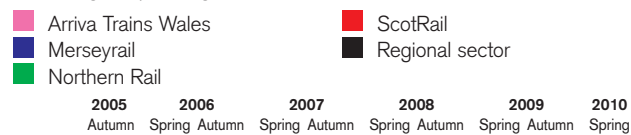


Chart 5.8d London and South East operators (part one)

Percentage of passengers satisfied 2005 to 2010

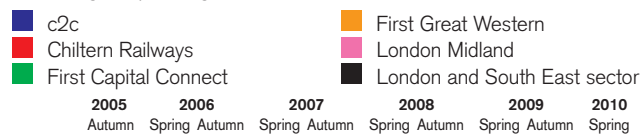
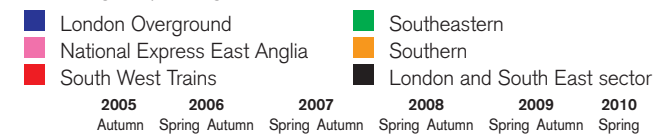


Chart 5.8e London and South East operators (part two)

Percentage of passengers satisfied 2005 to 2010



# Technical appendix

## Appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply paid envelope 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 all TOCs were 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. On Grand Central, Wrexham & Shropshire and most of Heathrow Connect questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 35% 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 if Easter is early, the

fieldwork period may be slightly shorter and start earlier than normal).

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 and Autumn 2008 surveys. 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 changes to 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 please visit [www.passengerfocus.org.uk/nps](http://www.passengerfocus.org.uk/nps)

## Rail sectors

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

### Long distance operators

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

### London and South East operators

c2c  
 Chiltern Railways  
 First Capital Connect  
 First Great Western  
 London Midland  
 London Overground  
 National Express East Anglia<sup>4</sup>  
 Southeastern  
 South West Trains  
 Southern<sup>5</sup>

### Regional operators

Arriva Trains Wales  
 First ScotRail  
 Gatwick Express<sup>6</sup>  
 Merseyrail  
 Northern Rail

<sup>1</sup> From 14 November 2010 the 'East Coast' franchise started, replacing the routes previously operated by 'National Express East Coast'

<sup>2</sup> Franchise existed up to 13 November 2010

<sup>3</sup> Previously 'Virgin West Coast'

<sup>4</sup> Previously 'one'

<sup>5</sup> Results include Gatwick Express that existed up to 21 June 2008

<sup>6</sup> Up to Spring 2008 survey (franchise existed up to 21 June 2008)

Note: Details of rail sectors before 2008 are given in earlier reports.

### Issues affecting the Spring 2010 survey

Spring 2010 (wave 22) fieldwork was undertaken between 24 January and 29 March 2010. Top up shifts, as well as boost shifts were run between 28 February and 29 March 2010.

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

Shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open (and served several TOCs), we continued with our intended shift 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.

The results achieved by London Overground may have been affected by major engineering works during the spring 2010 wave, particularly on the Richmond – Stratford route. All weekend shifts on London Overground due to be conducted at the later stages of the fieldwork period were also brought forward due to weekend line closures from the 20 February.

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

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



# Notes


# Notes

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#### 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, bus or coach contact us:

Passenger Focus, Freepost RRRE-ETTC-LEET, PO Box 4257, Manchester M60 3AR

**t** 0300 123 2350

**e** [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

**w** [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

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