



National Passenger Survey

Spring 2006



What is Passenger Focus?

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

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

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

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

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

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

What is Passenger Focus doing for me?

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

Campaigning for improvements

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

Providing practical advice

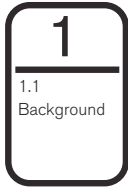
- we provide passengers with advice on how to get the best from the national rail network, explain their rights and help them when things go wrong
- we work with other passenger groups to support them in their work to help passengers.

Resolving complaints

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

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Introduction

Background

The National Passenger Survey (NPS) provides a network-wide picture of passengers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of journeys. Passengers' overall satisfaction and satisfaction with 29 specific aspects of service can, therefore, be compared over time.

Fieldwork took place between 28 January and 31 March 2006.

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 for across Great Britain.



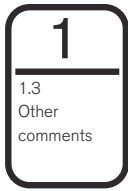
Methodology

The survey is conducted across the entire franchised railway. In both the Spring and Autumn of the year, self-completion questionnaires are distributed at approximately 650 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data are weighted to help ensure the sample accurately represent the passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, approximately 25,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on either 250 or 500 passengers, whilst 1,500 passengers are surveyed for the largest operators. Sample sizes are provided on each page, all passengers answer the 'overall satisfaction' with journey question; however not all passengers will answer all of the additional 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. With changes to the specification of the boundaries of train operating companies, 'sector' definitions are becoming less straightforward. Passenger Focus are currently reviewing the 'sector' reporting and, following consultation with stakeholders, may make some changes to these.

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



Other comments

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

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

The tables include columns marked 'significant change', which measure whether there has been a marked improvement or decline in satisfaction since Spring 2005 or Autumn 2005. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than a 5% chance that the change observed is 'not real'.

Trend data 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.

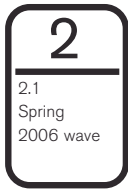
The National Passenger survey contains satisfaction ratings for all rail operators operating under franchise. In addition, this publication includes ratings for Heathrow Express, who were included in the Spring 2006 wave of NPS, using the same methodology as other TOCs at their own expense. Passenger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

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

Contacts

Media enquiries
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Content/presentation/methodology enquiries
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Key results

Spring 2006 wave

- At a national level, the percentage of passengers satisfied with their journey overall is unchanged since Autumn 2005 and is, therefore, still at the highest level ever recorded by the National Passenger Survey (NPS). Four in five passengers (80%) are very or fairly satisfied with their journey overall. This compares to 80% in Autumn 2005 and 77% in Spring 2005.
- At a national level, the highest proportion of passengers ever recorded are satisfied with punctuality/reliability (79%). This is 2% higher than the previous highest figure in Autumn 2005. For individual service areas there were improvements year on year, although there were few changes compared to Autumn 2005.
- The proportion of passengers satisfied with value for money for the price of their ticket nationally was just 41%, which is 4% lower than Autumn 2005.
- Sustained improvements in overall satisfaction ratings in London and the South East (78% satisfied) are linked to improvements in ratings of punctuality/reliability. 78% of passengers were satisfied with punctuality/reliability compared to 73% in Spring 2005. For most other service areas passenger satisfaction improved compared to Spring 2005, though it was largely unchanged compared to Autumn 2005. One particularly noticeable improvement was the proportion of passengers satisfied with the attitude and helpfulness of staff on train, with 55% satisfied in Spring 2006, compared to only 44% in Spring 2005. This improvement appears to be driven by a number of London and South East train operators.
- In the regional sector, 85% of passengers were very or fairly satisfied with their journey overall, compared to 82% in Autumn 2005. This is the highest level of satisfaction ever recorded.
- In the long distance sector, the proportion of passengers who were very or fairly satisfied overall is 85%; this is the highest level since Autumn 1999 when the proportion satisfied was also 85%.
- Comparing overall satisfaction ratings for individual train operating companies with Spring last year none have declined significantly, whilst eleven have significantly improved. Thirteen have had no statistically significant changes in their overall satisfaction results compared with Spring last year.
- The lowest ratings for overall satisfaction were given to ONE (71%), Thameslink (74%), First Great Western Link (76%), South Eastern Trains (77%), and First Great Western (77%).
- The highest ratings for overall satisfaction were achieved by Gatwick Express (94%), Heathrow Express (90%), Merseyrail (90%), Virgin West Coast (90%), Island Line (90%) and GNER (90%).

National total

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	25919	80	12	8	0	=	4	↑
STATION FACILITIES								
Ticket buying facilities	15497	64	16	20	0	=	0	=
Provision of information about train times/platforms	24515	77	13	11	0	=	1	↑
The upkeep/repair of the station buildings/platforms	24418	61	22	18	-2	↓	2	↑
Cleanliness	25494	67	19	14	-1	↓	3	↑
The facilities and services	21379	50	19	31	-1	↓	3	↑
The attitudes and helpfulness of the staff	20412	68	21	11	-1	↓	1	↑
Connections with other forms of public transport	18815	73	14	13	0	=	2	↑
Facilities for car parking	10599	46	15	39	0	=	3	↑
Overall environment	24735	60	25	16	-1	↓	1	↑
Your personal security whilst using	22044	57	31	12	-2	↓	2	↑
The availability of staff	22362	56	23	21	-2	↓	1	↑
How request to station staff was handled	4614	82	6	11	0	=	0	=
TRAIN FACILITIES								
The frequency of the trains on that route	25459	76	9	15	-1	↓	3	↑
Punctuality/reliability (the train arriving/departing on time)	25214	79	8	13	2	↑	5	↑
The length of time the journey was scheduled to take (speed)	25125	82	10	8	0	=	3	↑
Connections with other train services	11698	68	21	11	-1	↓	0	=
The value for money for the price of your ticket	23450	41	22	37	-4	↓	0	=
Cleanliness of the train	26068	72	15	14	-1	↓	6	↑
Upkeep and repair of the train	25285	70	15	14	0	=	6	↑
The provision of information during the journey	23278	64	22	14	1	↑	5	↑
The helpfulness and attitude of staff on train	14865	64	26	11	2	↑	8	↑
The space for luggage	19761	49	23	27	1	=	3	↑
The toilet facilities	12614	39	21	40	0	=	5	↑
Sufficient room for all the passengers to sit/stand	25068	62	15	24	0	=	1	↑
The comfort of the seating area	25292	68	18	14	0	=	5	↑
The ease of being able to get on and off	25461	77	16	8	0	=	2	↑
Your personal security whilst on board	23950	69	24	6	1	=	3	↑
The cleanliness of the inside	26011	71	15	14	0	=	5	↑
The cleanliness of the outside	23379	64	23	13	-2	↓	7	↑
The availability of staff	20322	39	29	32	2	↑	4	↑
How well train company dealt with delays	5132	35	35	30	1	=	4	↑

London and South East

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	12495	78	13	8	-1	=	5	↑
STATION FACILITIES								
Ticket buying facilities	8333	61	17	22	0	=	0	=
Provision of information about train times/platforms	11908	75	13	11	-1	=	2	↑
The upkeep/repair of the station buildings/platforms	11801	59	23	19	-2	↓	2	↑
Cleanliness	12318	66	20	14	-1	↓	4	↑
The facilities and services	10309	48	20	32	-2	↓	4	↑
The attitudes and helpfulness of the staff	10084	65	22	13	-2	↓	1	=
Connections with other forms of public transport	9779	74	14	12	0	=	2	↑
Facilities for car parking	4933	43	16	42	0	=	3	↑
Overall environment	12027	58	26	16	-2	↓	2	↑
Your personal security whilst using	10919	55	32	13	-3	↓	2	↑
The availability of staff	11063	53	24	23	-3	↓	1	=
How request to station staff was handled	1961	80	7	12	-1	=	0	=
TRAIN FACILITIES								
The frequency of the trains on that route	12399	75	10	16	-1	↓	4	↑
Punctuality/reliability (the train arriving/departing on time)	12224	78	9	13	2	↑	5	↑
The length of time the journey was scheduled to take (speed)	12144	80	11	9	0	=	3	↑
Connections with other train services	6040	67	22	10	-1	=	0	=
The value for money for the price of your ticket	11296	35	24	42	-5	↓	-1	=
Cleanliness of the train	12610	71	15	15	0	=	7	↑
Upkeep and repair of the train	12187	69	16	15	0	=	9	↑
The provision of information during the journey	11195	62	23	15	1	↑	6	↑
The helpfulness and attitude of staff on train	5027	55	30	15	3	↑	12	↑
The space for luggage	9148	45	25	30	0	=	4	↑
The toilet facilities	5507	36	21	43	0	=	6	↑
Sufficient room for all the passengers to sit/stand	12072	58	15	27	0	=	2	↑
The comfort of the seating area	12157	65	19	16	0	=	6	↑
The ease of being able to get on and off	12296	75	16	9	0	=	3	↑
Your personal security whilst on board	11549	66	27	7	0	=	4	↑
The cleanliness of the inside	12581	69	15	15	0	=	7	↑
The cleanliness of the outside	11426	65	23	13	-1	↓	9	↑
The availability of staff	8829	29	30	41	2	↑	6	↑
How well train company dealt with delays	2423	33	36	31	2	↑	5	↑

Long distance

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5804	85	8	7	0	=	3	↑
STATION FACILITIES								
Ticket buying facilities	2683	77	13	10	-1	=	1	=
Provision of information about train times/platforms	5525	85	9	6	0	=	2	↑
The upkeep/repair of the station buildings/platforms	5459	68	21	11	-2	↓	-1	=
Cleanliness	5713	73	18	9	-1	=	0	=
The facilities and services	5008	66	19	16	-1	=	1	=
The attitudes and helpfulness of the staff	4445	77	17	6	1	=	2	↑
Connections with other forms of public transport	3856	76	14	10	0	=	2	=
Facilities for car parking	2274	54	17	29	-3	=	2	=
Overall environment	5500	69	22	10	0	=	-1	=
Your personal security whilst using	4785	68	28	4	-1	=	2	↑
The availability of staff	4872	68	22	10	-1	=	3	↑
How request to station staff was handled	1337	87	6	7	1	=	3	↑
TRAIN FACILITIES								
The frequency of the trains on that route	5607	84	8	8	1	=	4	↑
Punctuality/reliability (the train arriving/departing on time)	5617	82	5	13	3	↑	6	↑
The length of time the journey was scheduled to take (speed)	5611	86	8	6	1	↑	3	↑
Connections with other train services	2392	73	17	10	0	=	4	↑
The value for money for the price of your ticket	5336	53	18	29	0	=	4	↑
Cleanliness of the train	5816	87	9	4	0	=	2	↑
Upkeep and repair of the train	5696	86	10	5	1	=	2	↑
The provision of information during the journey	5417	80	15	5	3	↑	2	↑
The helpfulness and attitude of staff on train	4277	81	16	3	2	↑	3	↑
The space for luggage	4870	58	19	23	2	↑	0	=
The toilet facilities	3715	59	21	21	2	↑	2	=
Sufficient room for all the passengers to sit/stand	5624	72	13	15	0	=	1	=
The comfort of the seating area	5664	80	13	7	1	=	3	↑
The ease of being able to get on and off	5691	81	15	5	0	=	0	=
Your personal security whilst on board	5350	84	15	1	2	↑	1	↑
The cleanliness of the inside	5808	86	9	5	2	↑	1	↑
The cleanliness of the outside	5074	75	18	6	-2	↓	0	=
The availability of staff	4887	66	25	9	3	↑	2	↑
How well train company dealt with delays	1440	51	30	19	-1	=	3	=

Regional

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	7620	85	9	6	3	↑	2	↑
STATION FACILITIES								
Ticket buying facilities	4481	75	12	14	1	=	0	=
Provision of information about train times/platforms	7082	78	12	10	1	=	0	=
The upkeep/repair of the station buildings/platforms	7158	64	19	17	-1	=	0	=
Cleanliness	7463	68	17	15	0	=	1	=
The facilities and services	6062	51	15	34	0	=	4	↑
The attitudes and helpfulness of the staff	5883	74	17	10	1	=	1	=
Connections with other forms of public transport	5180	68	15	17	1	=	3	↑
Facilities for car parking	3392	53	14	33	2	=	3	↑
Overall environment	7208	62	22	16	0	=	0	=
Your personal security whilst using	6340	60	28	12	1	=	1	=
The availability of staff	6427	60	20	20	1	=	3	↑
How request to station staff was handled	1316	86	5	8	1	=	-2	=
TRAIN FACILITIES								
The frequency of the trains on that route	7453	78	8	13	0	=	0	=
Punctuality/reliability (the train arriving/departing on time)	7373	82	6	12	4	↑	3	↑
The length of time the journey was scheduled to take (speed)	7370	88	8	5	2	↑	1	↑
Connections with other train services	3266	71	18	11	-2	=	0	=
The value for money for the price of your ticket	6818	57	20	23	-2	↓	-1	=
Cleanliness of the train	7642	70	17	14	-1	↓	1	=
Upkeep and repair of the train	7402	68	17	14	-2	↓	0	=
The provision of information during the journey	6666	65	22	13	0	=	2	↑
The helpfulness and attitude of staff on train	5561	73	21	6	-1	=	3	↑
The space for luggage	5743	59	20	21	2	↑	4	↑
The toilet facilities	3392	39	21	40	-1	=	3	↑
Sufficient room for all the passengers to sit/stand	7372	69	13	18	0	=	-1	=
The comfort of the seating area	7471	72	17	11	0	=	1	↑
The ease of being able to get on and off	7474	80	14	6	1	=	0	=
Your personal security whilst on board	7051	76	20	4	1	=	2	↑
The cleanliness of the inside	7622	70	16	14	-2	↓	1	=
The cleanliness of the outside	6879	59	25	16	-4	↓	1	=
The availability of staff	6606	56	28	16	0	=	1	=
How well train company dealt with delays	1269	34	33	33	0	=	0	=

Individual Train Operating Company results

Improved ↑
Unchanged =
Declined ↓

c2c

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1017	87	9	4	78	-3	↓	3	=
STATION FACILITIES									
Ticket buying facilities	684	71	13	16	61	3	=	2	=
Provision of information about train times/platforms	952	80	11	8	75	0	=	6	↑
The upkeep/repair of the station buildings/platforms	943	65	22	13	59	1	=	5	↑
Cleanliness	993	69	19	12	66	-3	=	3	=
The facilities and services	812	49	20	31	48	3	=	10	↑
The attitudes and helpfulness of the staff	858	71	19	10	65	-3	=	4	=
Connections with other forms of public transport	797	71	15	14	74	6	↑	9	↑
Facilities for car parking	402	47	12	41	43	3	=	9	↑
Overall environment	974	62	25	13	58	-1	=	4	=
Your personal security whilst using	897	52	34	14	55	0	=	-2	=
The availability of staff	924	59	23	18	53	-2	=	2	=
How request to station staff was handled	142	80	8	9	80	-5	=	-3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1002	82	8	10	75	-2	=	5	↑
Punctuality/reliability (the train arriving/departing on time)	977	88	6	6	78	-2	=	3	↑
The length of time the journey was scheduled to take (speed)	983	88	7	5	80	-2	=	4	↑
Connections with other train services	463	72	19	9	67	-5	=	1	=
The value for money for the price of your ticket	895	38	24	38	35	-4	=	6	↑
Cleanliness of the train	1022	84	10	6	71	-3	↓	2	=
Upkeep and repair of the train	982	82	11	7	69	-3	=	2	=
The provision of information during the journey	935	72	20	8	62	-2	=	5	↑
The helpfulness and attitude of staff on train	306	28	41	32	55	-6	=	8	↑
The space for luggage	713	49	25	26	45	0	=	8	↑
The toilet facilities	479	47	25	28	36	2	=	2	=
Sufficient room for all the passengers to sit/stand	991	63	17	20	58	-5	↓	8	↑
The comfort of the seating area	999	79	15	7	65	-2	=	7	↑
The ease of being able to get on and off	1000	85	12	4	75	0	=	6	↑
Your personal security whilst on board	940	61	28	11	66	-4	=	1	=
The cleanliness of the inside	1020	83	10	7	69	-3	=	2	↑
The cleanliness of the outside	962	80	16	4	65	-3	=	4	↑
The availability of staff	641	13	28	60	29	-1	=	4	↑
How well train company dealt with delays	106	48	27	25	33	13	=	12	=

Chiltern Railways

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1031	88	7	4	78	4	↑	-1	=	
STATION FACILITIES										
Ticket buying facilities	757	70	14	15	61	-6	↓	-6	↓	
Provision of information about train times/platforms	975	73	13	14	75	-4	=	-8	↓	
The upkeep/repair of the station buildings/platforms	974	69	18	13	59	-8	↓	-11	↓	
Cleanliness	1007	77	15	8	66	-5	↓	-4	↓	
The facilities and services	873	61	17	22	48	-4	=	-4	=	
The attitudes and helpfulness of the staff	842	75	17	8	65	0	=	-4	↓	
Connections with other forms of public transport	770	71	15	14	74	-4	↓	5	↑	
Facilities for car parking	518	69	15	16	43	-3	=	-3	=	
Overall environment	990	70	20	9	58	-7	↓	-9	↓	
Your personal security whilst using	882	64	29	7	55	-4	=	-10	↓	
The availability of staff	909	59	23	18	53	-5	↓	-5	↓	
How request to station staff was handled	195	89	5	6	80	2	=	4	=	
TRAIN FACILITIES										
The frequency of the trains on that route	1021	84	7	9	75	4	↑	1	=	
Punctuality/reliability (the train arriving/departing on time)	1008	87	6	7	78	6	↑	-4	↓	
The length of time the journey was scheduled to take (speed)	1008	85	9	6	80	1	=	-3	=	
Connections with other train services	507	75	18	7	67	3	=	-1	=	
The value for money for the price of your ticket	942	47	22	30	35	-5	↓	-6	↓	
Cleanliness of the train	1038	85	11	5	71	-1	=	3	↑	
Upkeep and repair of the train	1007	87	9	3	69	-2	=	4	↑	
The provision of information during the journey	909	69	21	9	62	0	=	3	=	
The helpfulness and attitude of staff on train	357	55	35	11	55	5	=	4	=	
The space for luggage	723	56	25	19	45	0	=	0	=	
The toilet facilities	410	50	30	19	36	4	=	3	=	
Sufficient room for all the passengers to sit/stand	989	70	14	16	58	-1	=	1	=	
The comfort of the seating area	1008	77	15	8	65	-2	=	3	=	
The ease of being able to get on and off	1017	87	11	3	75	-1	=	-1	=	
Your personal security whilst on board	958	80	19	2	66	0	=	-1	=	
The cleanliness of the inside	1034	83	12	5	69	-3	↓	3	=	
The cleanliness of the outside	930	77	18	5	65	-4	=	0	=	
The availability of staff	637	26	35	39	29	3	=	-3	=	
How well train company dealt with delays	183	40	32	29	33	1	=	-8	=	

First Great Western Link

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005			
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1015	76	15	10	78	-3	⇌	6	↑	
STATION FACILITIES										
Ticket buying facilities	750	62	17	21	61	-1	⇌	9	↑	
Provision of information about train times/platforms	997	69	15	16	75	-4	↓	2	⇌	
The upkeep/repair of the station buildings/platforms	968	60	23	17	59	0	⇌	5	↑	
Cleanliness	1005	66	19	15	66	1	⇌	4	↑	
The facilities and services	854	55	19	26	48	-2	⇌	4	⇌	
The attitudes and helpfulness of the staff	833	64	21	15	65	-3	⇌	4	⇌	
Connections with other forms of public transport	752	70	15	16	74	2	⇌	4	⇌	
Facilities for car parking	437	48	16	37	43	-4	⇌	5	⇌	
Overall environment	984	60	24	16	58	-3	⇌	4	↑	
Your personal security whilst using	889	58	33	9	55	-2	⇌	2	⇌	
The availability of staff	898	52	24	24	53	-3	⇌	4	⇌	
How request to station staff was handled	192	77	8	15	80	-3	⇌	3	⇌	
TRAIN FACILITIES										
The frequency of the trains on that route	1012	71	12	17	75	1	⇌	10	↑	
Punctuality/reliability (the train arriving/departing on time)	1009	71	10	19	78	2	⇌	11	↑	
The length of time the journey was scheduled to take (speed)	994	80	10	10	80	1	⇌	9	↑	
Connections with other train services	543	64	21	15	67	1	⇌	2	⇌	
The value for money for the price of your ticket	939	39	21	39	35	-5	↓	1	⇌	
Cleanliness of the train	1034	69	17	14	71	-2	⇌	2	⇌	
Upkeep and repair of the train	1002	71	17	11	69	2	⇌	5	↑	
The provision of information during the journey	900	56	26	18	62	-1	⇌	2	⇌	
The helpfulness and attitude of staff on train	437	58	27	14	55	2	⇌	7	↑	
The space for luggage	745	55	22	23	45	3	⇌	4	⇌	
The toilet facilities	438	35	28	38	36	-2	⇌	1	⇌	
Sufficient room for all the passengers to sit/stand	1000	65	14	21	58	0	⇌	4	⇌	
The comfort of the seating area	995	66	21	13	65	-5	↓	3	⇌	
The ease of being able to get on and off	1006	77	17	6	75	-1	⇌	2	⇌	
Your personal security whilst on board	945	73	21	6	66	2	⇌	4	↑	
The cleanliness of the inside	1027	67	17	16	69	0	⇌	2	⇌	
The cleanliness of the outside	915	67	24	9	65	2	⇌	6	↑	
The availability of staff	766	31	29	40	29	0	⇌	5	↑	
How well train company dealt with delays	290	32	35	33	33	4	⇌	8	↑	

Heathrow Express

Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction	603	90	6	4	78
STATION FACILITIES					
Ticket buying facilities	432	83	11	6	61
Provision of information about train times/platforms	558	82	11	7	75
The upkeep/repair of the station buildings/platforms	564	81	14	5	59
Cleanliness	599	83	12	5	66
The facilities and services	338	58	19	23	48
The attitudes and helpfulness of the staff	363	68	25	7	65
Connections with other forms of public transport	511	83	10	6	74
Facilities for car parking	41	24	14	62	43
Overall environment	569	76	17	7	58
Your personal security whilst using	472	71	25	4	55
The availability of staff	430	56	26	18	53
How request to station staff was handled	92	84	9	6	80
TRAIN FACILITIES					
The frequency of the trains on that route	604	91	5	4	75
Punctuality/reliability (the train arriving/departing on time)	590	91	3	5	78
The length of time the journey was scheduled to take (speed)	589	93	5	2	80
Connections with other train services	246	77	19	4	67
The value for money for the price of your ticket	566	29	26	45	35
Cleanliness of the train	611	93	6	1	71
Upkeep and repair of the train	598	91	7	2	69
The provision of information during the journey	556	84	14	2	62
The helpfulness and attitude of staff on train	451	78	19	2	55
The space for luggage	592	88	7	4	45
The toilet facilities	155	66	21	13	36
Sufficient room for all the passengers to sit/stand	600	86	10	4	58
The comfort of the seating area	605	90	8	2	65
The ease of being able to get on and off	600	92	7	1	75
Your personal security whilst on board	561	88	11	1	66
The cleanliness of the inside	611	93	5	2	69
The cleanliness of the outside	569	91	8	1	65
The availability of staff	502	67	27	6	29
How well train company dealt with delays	71	44	34	22	33

One

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1638	71	16	13	78	-3	=	0	=
STATION FACILITIES									
Ticket buying facilities	1091	60	17	23	61	-1	=	-2	=
Provision of information about train times/platforms	1560	71	16	14	75	0	=	0	=
The upkeep/repair of the station buildings/platforms	1547	62	21	17	59	-3	=	-1	=
Cleanliness	1637	68	18	14	66	-1	=	0	=
The facilities and services	1333	51	18	31	48	-3	=	2	=
The attitudes and helpfulness of the staff	1328	60	25	15	65	-1	=	-2	=
Connections with other forms of public transport	1305	78	12	10	74	2	=	5	↑
Facilities for car parking	655	37	15	48	43	2	=	-2	=
Overall environment	1582	61	25	14	58	-2	=	0	=
Your personal security whilst using	1438	55	31	14	55	-2	=	2	=
The availability of staff	1453	48	26	25	53	-4	=	-3	=
How request to station staff was handled	260	76	9	13	80	4	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1620	69	11	19	75	-7	↓	-3	↓
Punctuality/reliability (the train arriving/departing on time)	1611	70	10	20	78	-4	↓	-5	↓
The length of time the journey was scheduled to take (speed)	1582	74	12	14	80	-5	↓	-4	↓
Connections with other train services	769	65	23	12	67	-1	=	-6	↓
The value for money for the price of your ticket	1485	28	21	50	35	-3	=	-5	↓
Cleanliness of the train	1657	57	18	25	71	4	↑	7	↑
Upkeep and repair of the train	1590	51	21	28	69	1	=	4	↑
The provision of information during the journey	1471	53	24	23	62	3	=	5	↑
The helpfulness and attitude of staff on train	677	48	31	22	55	2	=	10	↑
The space for luggage	1213	46	27	27	45	3	=	8	↑
The toilet facilities	768	27	20	53	36	4	↑	9	↑
Sufficient room for all the passengers to sit/stand	1568	55	15	30	58	2	=	6	↑
The comfort of the seating area	1600	53	21	26	65	2	=	6	↑
The ease of being able to get on and off	1601	69	21	10	75	-2	=	2	=
Your personal security whilst on board	1509	60	30	10	66	2	=	6	↑
The cleanliness of the inside	1658	54	19	26	69	3	=	4	↑
The cleanliness of the outside	1493	48	28	24	65	-2	=	2	=
The availability of staff	1184	21	24	55	29	3	=	5	↑
How well train company dealt with delays	409	25	37	39	33	-1	=	-1	=

Silverlink

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1011	78	15	7	78	5	↑	7	↑
STATION FACILITIES									
Ticket buying facilities	617	61	17	22	61	-2	⇐	9	↑
Provision of information about train times/platforms	965	71	12	17	75	1	⇐	4	⇐
The upkeep/repair of the station buildings/platforms	958	55	24	21	59	-4	⇐	4	⇐
Cleanliness	991	61	24	15	66	2	⇐	4	⇐
The facilities and services	818	44	19	37	48	-5	⇐	6	↑
The attitudes and helpfulness of the staff	793	60	24	16	65	-5	↓	-5	↓
Connections with other forms of public transport	835	71	15	14	74	-5	↓	-3	⇐
Facilities for car parking	360	37	19	44	43	0	⇐	3	⇐
Overall environment	980	53	29	18	58	-3	⇐	1	⇐
Your personal security whilst using	881	51	33	16	55	-1	⇐	3	⇐
The availability of staff	863	48	25	27	53	-4	⇐	-1	⇐
How request to station staff was handled	175	76	6	18	80	-2	⇐	-9	↓
TRAIN FACILITIES									
The frequency of the trains on that route	997	71	11	19	75	3	⇐	10	↑
Punctuality/reliability (the train arriving/departing on time)	982	76	8	16	78	9	↑	10	↑
The length of time the journey was scheduled to take (speed)	980	85	8	7	80	5	↑	11	↑
Connections with other train services	512	69	19	12	67	2	⇐	2	⇐
The value for money for the price of your ticket	887	32	24	44	35	-8	↓	4	⇐
Cleanliness of the train	1023	52	22	26	71	0	⇐	3	⇐
Upkeep and repair of the train	979	45	21	33	69	-1	⇐	0	⇐
The provision of information during the journey	896	45	33	23	62	-2	⇐	2	⇐
The helpfulness and attitude of staff on train	435	39	42	20	55	-2	⇐	3	⇐
The space for luggage	749	43	31	27	45	-5	⇐	5	⇐
The toilet facilities	414	18	17	65	36	-3	⇐	5	⇐
Sufficient room for all the passengers to sit/stand	980	54	20	27	58	1	⇐	3	⇐
The comfort of the seating area	993	52	26	22	65	2	⇐	3	⇐
The ease of being able to get on and off	1005	69	19	12	75	2	⇐	8	↑
Your personal security whilst on board	939	57	29	14	66	1	⇐	4	⇐
The cleanliness of the inside	1024	52	22	26	69	2	⇐	2	⇐
The cleanliness of the outside	919	51	29	20	65	-1	⇐	8	↑
The availability of staff	740	19	32	49	29	-4	↓	3	⇐
How well train company dealt with delays	168	22	35	43	33	-5	⇐	-1	⇐

South Eastern Trains

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1576	77	15	8	78	1	=	6	↑
STATION FACILITIES									
Ticket buying facilities	1095	56	19	25	61	-2	=	0	=
Provision of information about train times/platforms	1512	73	14	12	75	-2	=	1	=
The upkeep/repair of the station buildings/platforms	1497	55	23	23	59	-2	=	4	↑
Cleanliness	1558	65	19	17	66	1	=	7	↑
The facilities and services	1356	43	19	38	48	-1	=	3	=
The attitudes and helpfulness of the staff	1330	64	21	15	65	-3	=	5	↑
Connections with other forms of public transport	1268	68	15	16	74	-3	=	-4	↓
Facilities for car parking	709	40	16	44	43	-3	=	4	=
Overall environment	1532	53	27	20	58	-2	=	3	=
Your personal security whilst using	1432	50	33	17	55	-6	↓	3	=
The availability of staff	1459	52	22	26	53	-3	↓	1	=
How request to station staff was handled	220	76	4	19	80	-10	↓	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1569	73	11	16	75	-2	=	2	=
Punctuality/reliability (the train arriving/departing on time)	1536	77	10	13	78	2	=	7	↑
The length of time the journey was scheduled to take (speed)	1529	77	12	11	80	1	=	5	↑
Connections with other train services	698	62	27	10	67	-5	↓	-3	=
The value for money for the price of your ticket	1407	32	25	43	35	-6	↓	-2	=
Cleanliness of the train	1587	68	16	16	71	-3	=	11	↑
Upkeep and repair of the train	1540	67	18	15	69	-3	↓	11	↑
The provision of information during the journey	1403	58	25	17	62	-1	=	4	↑
The helpfulness and attitude of staff on train	583	47	31	21	55	-3	=	12	↑
The space for luggage	1175	36	25	39	45	-2	=	-1	=
The toilet facilities	739	25	22	52	36	-4	=	5	↑
Sufficient room for all the passengers to sit/stand	1536	48	17	35	58	-5	↓	-4	↓
The comfort of the seating area	1521	58	23	19	65	-4	↓	2	=
The ease of being able to get on and off	1565	73	17	9	75	-3	=	2	=
Your personal security whilst on board	1472	60	31	10	66	-3	=	2	=
The cleanliness of the inside	1586	67	17	16	69	-2	=	11	↑
The cleanliness of the outside	1471	62	25	13	65	-2	=	15	↑
The availability of staff	1104	22	29	49	29	-3	=	3	=
How well train company dealt with delays	318	27	41	32	33	-3	=	0	=

South West Trains

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1871	83	10	7	78	-1	⇌	4	↑
STATION FACILITIES									
Ticket buying facilities	1243	62	17	20	61	5	↑	-4	↓
Provision of information about train times/platforms	1791	83	12	5	75	1	⇌	2	⇌
The upkeep/repair of the station buildings/platforms	1774	60	25	14	59	-5	↓	1	⇌
Cleanliness	1838	67	21	12	66	-4	↓	2	⇌
The facilities and services	1568	54	21	25	48	0	⇌	4	↑
The attitudes and helpfulness of the staff	1513	71	20	9	65	-1	⇌	1	⇌
Connections with other forms of public transport	1431	76	13	11	74	1	⇌	1	⇌
Facilities for car parking	680	50	17	34	43	1	⇌	6	↑
Overall environment	1800	64	26	11	58	-2	⇌	2	⇌
Your personal security whilst using	1621	61	30	8	55	-3	⇌	3	⇌
The availability of staff	1672	60	23	17	53	-2	⇌	2	⇌
How request to station staff was handled	302	87	5	6	80	4	⇌	3	⇌
TRAIN FACILITIES									
The frequency of the trains on that route	1869	79	9	12	75	-1	⇌	5	↑
Punctuality/reliability (the train arriving/departing on time)	1837	83	7	10	78	2	⇌	5	↑
The length of time the journey was scheduled to take (speed)	1818	81	10	9	80	-1	⇌	4	↑
Connections with other train services	934	72	19	9	67	0	⇌	3	⇌
The value for money for the price of your ticket	1719	38	23	38	35	-4	↓	1	⇌
Cleanliness of the train	1885	85	9	6	71	0	⇌	8	↑
Upkeep and repair of the train	1833	84	10	6	69	0	⇌	9	↑
The provision of information during the journey	1746	74	19	7	62	0	⇌	6	↑
The helpfulness and attitude of staff on train	1051	71	24	5	55	4	⇌	15	↑
The space for luggage	1375	57	22	22	45	4	↑	7	↑
The toilet facilities	847	51	21	28	36	1	⇌	4	⇌
Sufficient room for all the passengers to sit/stand	1810	66	13	21	58	3	⇌	1	⇌
The comfort of the seating area	1806	77	14	9	65	2	⇌	9	↑
The ease of being able to get on and off	1846	78	13	8	75	1	⇌	2	⇌
Your personal security whilst on board	1739	77	20	3	66	2	⇌	7	↑
The cleanliness of the inside	1875	84	10	6	69	-1	⇌	7	↑
The cleanliness of the outside	1700	77	17	6	65	-2	⇌	8	↑
The availability of staff	1479	49	34	17	29	4	↑	14	↑
How well train company dealt with delays	350	46	32	22	33	10	↑	17	↑

Southern

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1574	80	13	7	78	-1	=	9	↑
STATION FACILITIES									
Ticket buying facilities	1012	60	19	22	61	-2	=	3	=
Provision of information about train times/platforms	1492	77	13	10	75	-1	=	4	↑
The upkeep/repair of the station buildings/platforms	1474	58	21	21	59	-1	=	4	↑
Cleanliness	1553	67	18	15	66	-1	=	8	↑
The facilities and services	1328	46	19	35	48	-2	=	5	↑
The attitudes and helpfulness of the staff	1258	63	24	13	65	-4	↓	1	=
Connections with other forms of public transport	1252	76	14	10	74	0	=	5	↑
Facilities for car parking	549	38	15	47	43	-3	=	5	=
Overall environment	1511	56	25	18	58	-1	=	3	=
Your personal security whilst using	1374	54	32	14	55	-2	=	3	=
The availability of staff	1377	51	26	24	53	-4	↓	4	↑
How request to station staff was handled	231	80	10	10	80	0	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1553	74	8	18	75	-1	=	7	↑
Punctuality/reliability (the train arriving/departing on time)	1547	79	9	12	78	3	=	13	↑
The length of time the journey was scheduled to take (speed)	1524	82	10	8	80	1	=	5	↑
Connections with other train services	796	66	22	12	67	0	=	2	=
The value for money for the price of your ticket	1424	36	24	41	35	-5	↓	-2	=
Cleanliness of the train	1582	80	13	8	71	1	=	11	↑
Upkeep and repair of the train	1535	80	11	9	69	3	↑	14	↑
The provision of information during the journey	1449	73	18	9	62	4	↑	14	↑
The helpfulness and attitude of staff on train	661	59	31	10	55	9	↑	12	↑
The space for luggage	1153	42	25	33	45	-2	=	2	=
The toilet facilities	680	46	20	34	36	4	=	12	↑
Sufficient room for all the passengers to sit/stand	1520	62	13	25	58	2	=	3	=
The comfort of the seating area	1515	74	15	12	65	2	=	10	↑
The ease of being able to get on and off	1531	77	14	9	75	1	=	8	↑
Your personal security whilst on board	1434	68	27	5	66	1	=	5	↑
The cleanliness of the inside	1576	79	12	9	69	2	=	12	↑
The cleanliness of the outside	1443	73	17	10	65	2	=	15	↑
The availability of staff	1110	34	32	35	29	5	↑	7	↑
How well train company dealt with delays	293	35	36	30	33	-1	=	5	=

Thameslink

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1017	74	16	11	78	1	=	3	=
STATION FACILITIES									
Ticket buying facilities	639	64	16	21	61	2	=	0	=
Provision of information about train times/platforms	957	66	14	19	75	-1	=	-4	↓
The upkeep/repair of the station buildings/platforms	966	59	20	22	59	4	=	5	↑
Cleanliness	1002	61	23	17	66	-4	↓	0	=
The facilities and services	762	32	22	46	48	-6	↓	-2	=
The attitudes and helpfulness of the staff	773	65	22	12	65	-1	=	0	=
Connections with other forms of public transport	768	70	15	15	74	0	=	5	↑
Facilities for car parking	392	46	12	42	43	6	=	-6	↓
Overall environment	968	52	27	21	58	-1	=	-3	↓
Your personal security whilst using	863	53	34	13	55	0	=	-5	↓
The availability of staff	867	49	22	29	53	0	=	-7	↓
How request to station staff was handled	160	81	4	15	80	6	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1020	75	9	16	75	2	=	-2	=
Punctuality/reliability (the train arriving/departing on time)	995	74	10	16	78	3	=	0	=
The length of time the journey was scheduled to take (speed)	997	81	12	7	80	1	=	0	=
Connections with other train services	516	65	26	10	67	-3	=	2	=
The value for money for the price of your ticket	925	38	25	37	35	-4	=	6	↑
Cleanliness of the train	1030	56	19	25	71	1	=	13	↑
Upkeep and repair of the train	994	52	20	29	69	2	=	15	↑
The provision of information during the journey	860	40	30	30	62	5	↑	6	↑
The helpfulness and attitude of staff on train	282	38	35	27	55	7	↑	12	↑
The space for luggage	769	36	24	39	45	-2	=	1	=
The toilet facilities	424	23	18	60	36	1	=	8	↑
Sufficient room for all the passengers to sit/stand	971	52	18	30	58	-3	=	2	=
The comfort of the seating area	989	53	23	24	65	2	=	8	↑
The ease of being able to get on and off	993	70	19	11	75	2	=	0	=
Your personal security whilst on board	934	59	32	9	66	0	=	-2	=
The cleanliness of the inside	1030	53	19	28	69	1	=	11	↑
The cleanliness of the outside	933	48	30	22	65	0	=	11	↑
The availability of staff	673	10	23	67	29	1	=	1	=
How well train company dealt with delays	227	26	39	34	33	0	=	0	=

WAGN

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	745	81	13	6	78	0	⇌	1	⇌
STATION FACILITIES									
Ticket buying facilities	445	61	18	21	61	-3	⇌	-9	↓
Provision of information about train times/platforms	707	77	12	11	75	2	⇌	2	⇌
The upkeep/repair of the station buildings/platforms	700	53	28	19	59	0	⇌	-1	⇌
Cleanliness	734	61	25	14	66	-5	⇌	2	⇌
The facilities and services	605	53	23	24	48	0	⇌	3	⇌
The attitudes and helpfulness of the staff	556	68	25	7	65	1	⇌	0	⇌
Connections with other forms of public transport	601	76	14	10	74	-1	⇌	1	⇌
Facilities for car parking	231	39	15	46	43	7	⇌	12	↑
Overall environment	706	54	29	17	58	0	⇌	-1	⇌
Your personal security whilst using	642	55	34	11	55	-2	⇌	0	⇌
The availability of staff	641	53	29	18	53	-6	↓	-2	⇌
How request to station staff was handled	84	78	6	13	80	-1	⇌	-5	⇌
TRAIN FACILITIES									
The frequency of the trains on that route	736	80	9	11	75	4	⇌	2	⇌
Punctuality/reliability (the train arriving/departing on time)	722	87	8	5	78	6	↑	5	↑
The length of time the journey was scheduled to take (speed)	729	88	8	4	80	3	⇌	1	⇌
Connections with other train services	302	73	22	5	67	2	⇌	-1	⇌
The value for money for the price of your ticket	673	35	25	40	35	-4	⇌	-1	⇌
Cleanliness of the train	752	57	22	21	71	-8	↓	-6	↓
Upkeep and repair of the train	725	54	23	22	69	-4	⇌	-2	⇌
The provision of information during the journey	626	53	26	21	62	5	⇌	2	⇌
The helpfulness and attitude of staff on train	238	47	38	15	55	-3	⇌	3	⇌
The space for luggage	533	40	26	34	45	-9	↓	-1	⇌
The toilet facilities	308	23	20	57	36	-6	⇌	2	⇌
Sufficient room for all the passengers to sit/stand	707	55	19	26	58	-7	↓	-3	⇌
The comfort of the seating area	731	54	26	19	65	-8	↓	-4	⇌
The ease of being able to get on and off	732	77	19	5	75	-4	⇌	-2	⇌
Your personal security whilst on board	679	61	31	8	66	-4	⇌	-7	↓
The cleanliness of the inside	751	55	22	23	69	-9	↓	-5	⇌
The cleanliness of the outside	660	57	29	15	65	-4	⇌	5	⇌
The availability of staff	495	16	31	54	29	1	⇌	-3	⇌
How well train company dealt with delays	79	39	36	25	33	13	⇌	10	⇌

First Great Western

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1354	77	12	10	85	-6	↓	-2	=
STATION FACILITIES									
Ticket buying facilities	730	77	14	9	77	-6	↓	-1	=
Provision of information about train times/platforms	1292	82	11	7	85	-5	↓	0	=
The upkeep/repair of the station buildings/platforms	1289	66	22	11	68	-6	↓	-3	=
Cleanliness	1335	70	22	8	73	-5	↓	-2	=
The facilities and services	1184	66	20	14	66	-4	↓	-3	=
The attitudes and helpfulness of the staff	1076	73	21	7	77	-3	=	-1	=
Connections with other forms of public transport	898	78	13	9	76	-3	=	-2	=
Facilities for car parking	618	57	17	26	54	-8	↓	2	=
Overall environment	1294	68	24	8	69	-6	↓	-4	↓
Your personal security whilst using	1136	65	30	5	68	-8	↓	0	=
The availability of staff	1153	64	24	12	68	-6	↓	-1	=
How request to station staff was handled	309	87	7	5	87	1	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	1314	81	8	11	84	-5	↓	2	=
Punctuality/reliability (the train arriving/departing on time)	1327	72	7	21	82	-6	↓	-2	=
The length of time the journey was scheduled to take (speed)	1328	82	10	8	86	-3	=	1	=
Connections with other train services	533	71	18	11	73	-3	=	5	=
The value for money for the price of your ticket	1264	42	19	39	53	-6	↓	1	=
Cleanliness of the train	1362	79	15	6	87	-3	=	-1	=
Upkeep and repair of the train	1333	75	18	7	86	-2	=	-3	=
The provision of information during the journey	1254	70	22	8	80	-1	=	-6	↓
The helpfulness and attitude of staff on train	875	74	21	4	81	-1	=	-1	=
The space for luggage	1095	61	19	19	58	-1	=	-2	=
The toilet facilities	795	47	25	28	59	-3	=	-5	↓
Sufficient room for all the passengers to sit/stand	1315	71	15	14	72	-3	=	-1	=
The comfort of the seating area	1311	78	15	7	80	0	=	4	↑
The ease of being able to get on and off	1324	74	19	7	81	-3	=	-3	=
Your personal security whilst on board	1227	80	19	1	84	0	=	1	=
The cleanliness of the inside	1354	80	14	7	86	-2	=	-1	=
The cleanliness of the outside	1148	63	28	9	75	-4	↓	-5	↓
The availability of staff	1051	52	34	14	66	1	=	-3	=
How well train company dealt with delays	525	45	36	19	51	-8	↓	-3	=

GNER

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1030	90	5	5	85	3	↑	4	↑
STATION FACILITIES									
Ticket buying facilities	313	83	9	8	77	5	=	7	↑
Provision of information about train times/platforms	983	90	7	3	85	2	=	2	=
The upkeep/repair of the station buildings/platforms	953	67	23	10	68	-2	=	-1	=
Cleanliness	1023	74	17	8	73	2	=	1	=
The facilities and services	882	68	18	15	66	5	↑	4	=
The attitudes and helpfulness of the staff	731	76	18	6	77	-1	=	0	=
Connections with other forms of public transport	754	79	12	9	76	2	=	4	=
Facilities for car parking	279	40	19	41	54	-5	=	5	=
Overall environment	981	68	22	9	69	3	=	0	=
Your personal security whilst using	831	70	26	4	68	6	↑	6	↑
The availability of staff	829	68	22	11	68	-1	=	3	=
How request to station staff was handled	227	89	4	6	87	2	=	6	↑
TRAIN FACILITIES									
The frequency of the trains on that route	996	89	6	5	84	1	=	3	↑
Punctuality/reliability (the train arriving/departing on time)	985	85	5	9	82	5	↑	6	↑
The length of time the journey was scheduled to take (speed)	990	90	7	3	86	2	=	3	=
Connections with other train services	401	75	18	8	73	1	=	1	=
The value for money for the price of your ticket	940	62	16	22	53	4	=	7	↑
Cleanliness of the train	1032	86	9	6	87	0	=	3	↑
Upkeep and repair of the train	1016	84	9	6	86	3	=	10	↑
The provision of information during the journey	964	85	12	3	80	5	↑	7	↑
The helpfulness and attitude of staff on train	839	85	12	3	81	2	=	3	=
The space for luggage	899	61	17	22	58	2	=	-1	=
The toilet facilities	719	58	21	21	59	0	=	5	↑
Sufficient room for all the passengers to sit/stand	998	76	13	12	72	2	=	2	=
The comfort of the seating area	1025	80	12	8	80	2	=	7	↑
The ease of being able to get on and off	1018	83	14	3	81	3	↑	3	=
Your personal security whilst on board	968	85	14	1	84	2	=	0	=
The cleanliness of the inside	1038	85	9	6	86	2	=	3	=
The cleanliness of the outside	882	79	17	4	75	2	=	4	=
The availability of staff	915	75	19	6	66	5	↑	5	↑
How well train company dealt with delays	243	67	19	14	51	10	↑	12	↑

Midland Mainline

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1045	87	6	6	85	-1	=	4	↑
STATION FACILITIES									
Ticket buying facilities	612	71	15	13	77	5	=	1	=
Provision of information about train times/platforms	999	83	10	7	85	2	=	4	↑
The upkeep/repair of the station buildings/platforms	987	63	24	13	68	-2	=	2	=
Cleanliness	1029	74	16	10	73	1	=	2	=
The facilities and services	924	57	19	24	66	1	=	4	=
The attitudes and helpfulness of the staff	842	80	15	5	77	4	↑	4	↑
Connections with other forms of public transport	713	57	19	23	76	1	=	5	=
Facilities for car parking	491	59	15	26	54	-4	=	6	=
Overall environment	999	64	24	13	69	1	=	3	=
Your personal security whilst using	896	66	28	6	68	0	=	4	=
The availability of staff	904	66	23	10	68	0	=	4	=
How request to station staff was handled	174	85	6	9	87	-1	=	1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1022	86	7	7	84	0	=	3	↑
Punctuality/reliability (the train arriving/departing on time)	1009	88	4	8	82	-1	=	3	↑
The length of time the journey was scheduled to take (speed)	1006	82	8	9	86	-5	↓	-2	=
Connections with other train services	407	69	21	10	73	-6	=	0	=
The value for money for the price of your ticket	951	45	18	38	53	-5	↓	-1	=
Cleanliness of the train	1048	86	9	5	87	-1	=	4	↑
Upkeep and repair of the train	1020	87	8	5	86	2	=	6	↑
The provision of information during the journey	973	82	13	4	80	8	↑	9	↑
The helpfulness and attitude of staff on train	763	79	19	2	81	2	=	3	=
The space for luggage	844	60	18	22	58	0	=	-5	↓
The toilet facilities	635	62	19	19	59	2	=	9	↑
Sufficient room for all the passengers to sit/stand	1008	68	16	16	72	-8	↓	-5	↓
The comfort of the seating area	1006	82	11	7	80	0	=	3	=
The ease of being able to get on and off	1014	81	15	4	81	1	=	2	=
Your personal security whilst on board	964	83	16	2	84	2	=	0	=
The cleanliness of the inside	1046	86	9	5	86	2	=	3	↑
The cleanliness of the outside	930	65	22	13	75	-6	↓	4	↑
The availability of staff	874	65	27	8	66	3	=	4	=
How well train company dealt with delays	152	46	40	14	51	-7	=	-3	=

Virgin CrossCountry

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1333	84	7	9	85	1	=	1	=
STATION FACILITIES									
Ticket buying facilities	620	77	12	11	77	-2	=	1	=
Provision of information about train times/platforms	1255	82	11	7	85	1	=	3	=
The upkeep/repair of the station buildings/platforms	1237	68	19	13	68	0	=	0	=
Cleanliness	1299	74	17	9	73	0	=	2	=
The facilities and services	1119	68	17	15	66	-1	=	3	=
The attitudes and helpfulness of the staff	1054	82	13	5	77	3	=	7	↑
Connections with other forms of public transport	746	74	17	9	76	1	=	4	=
Facilities for car parking	539	58	18	23	54	4	=	2	=
Overall environment	1249	71	19	10	69	2	=	2	=
Your personal security whilst using	1084	70	25	5	68	-1	=	4	=
The availability of staff	1143	73	18	9	68	2	=	10	↑
How request to station staff was handled	382	90	4	5	87	1	=	3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1259	83	9	8	84	5	↑	4	↑
Punctuality/reliability (the train arriving/departing on time)	1296	82	4	14	82	7	↑	8	↑
The length of time the journey was scheduled to take (speed)	1279	86	8	6	86	5	↑	4	↑
Connections with other train services	648	73	15	12	73	-1	=	2	=
The value for money for the price of your ticket	1219	58	18	23	53	7	↑	5	↑
Cleanliness of the train	1326	91	6	3	87	3	↑	2	=
Upkeep and repair of the train	1299	92	5	3	86	2	↑	-1	=
The provision of information during the journey	1239	85	12	4	80	4	↑	3	=
The helpfulness and attitude of staff on train	1007	84	14	2	81	3	=	4	↑
The space for luggage	1127	55	18	27	58	4	↑	4	=
The toilet facilities	858	69	16	15	59	6	↑	2	=
Sufficient room for all the passengers to sit/stand	1293	69	11	20	72	3	=	2	=
The comfort of the seating area	1291	81	12	7	80	-1	=	1	=
The ease of being able to get on and off	1303	81	15	5	81	0	=	-2	=
Your personal security whilst on board	1222	84	15	1	84	0	=	1	=
The cleanliness of the inside	1329	90	7	3	86	3	↑	0	=
The cleanliness of the outside	1189	80	15	5	75	-2	=	-2	=
The availability of staff	1153	71	22	7	66	3	=	3	=
How well train company dealt with delays	353	47	26	27	51	-4	=	1	=

Virgin West Coast

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1042	90	6	4	85	7	↑	9	↑
STATION FACILITIES									
Ticket buying facilities	408	75	15	10	77	1	=	2	=
Provision of information about train times/platforms	996	87	7	6	85	5	↑	4	↑
The upkeep/repair of the station buildings/platforms	993	72	19	9	68	-1	=	-1	=
Cleanliness	1027	75	17	8	73	0	=	-2	=
The facilities and services	899	65	19	16	66	-1	=	-2	=
The attitudes and helpfulness of the staff	742	76	19	4	77	5	↑	1	=
Connections with other forms of public transport	745	83	11	6	76	2	=	1	=
Facilities for car parking	347	49	17	34	54	-3	=	-6	=
Overall environment	977	70	21	9	69	1	=	-2	=
Your personal security whilst using	838	67	30	3	68	3	=	-1	=
The availability of staff	843	67	23	11	68	3	=	0	=
How request to station staff was handled	245	83	7	9	87	2	=	-3	=
TRAIN FACILITIES									
The frequency of the trains on that route	1016	85	8	8	84	5	↑	6	↑
Punctuality/reliability (the train arriving/departing on time)	1000	89	5	6	82	9	↑	19	↑
The length of time the journey was scheduled to take (speed)	1008	88	7	6	86	4	↑	8	↑
Connections with other train services	403	75	15	10	73	6	=	8	↑
The value for money for the price of your ticket	962	58	18	24	53	1	=	10	↑
Cleanliness of the train	1048	93	5	2	87	3	↑	3	↑
Upkeep and repair of the train	1028	94	4	2	86	1	=	4	↑
The provision of information during the journey	987	84	12	4	80	3	=	6	↑
The helpfulness and attitude of staff on train	793	83	13	4	81	4	↑	5	↑
The space for luggage	905	55	21	24	58	5	↑	1	=
The toilet facilities	708	60	21	19	59	6	↑	4	=
Sufficient room for all the passengers to sit/stand	1010	76	13	11	72	5	↑	4	↑
The comfort of the seating area	1031	79	13	7	80	1	=	2	=
The ease of being able to get on and off	1032	87	10	4	81	2	=	2	=
Your personal security whilst on board	969	88	11	1	84	5	↑	5	↑
The cleanliness of the inside	1041	93	5	2	86	5	↑	4	↑
The cleanliness of the outside	925	88	9	3	75	2	=	5	↑
The availability of staff	894	70	21	10	66	5	↑	3	=
How well train company dealt with delays	167	61	25	14	51	12	↑	13	↑

Arriva Trains Wales

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	713	79	11	10	85	-1	=	-2	=
STATION FACILITIES									
Ticket buying facilities	418	68	11	21	75	2	=	-4	=
Provision of information about train times/platforms	660	65	16	19	78	-8	↓	-5	=
The upkeep/repair of the station buildings/platforms	675	45	27	28	64	-7	↓	-6	↓
Cleanliness	693	53	22	25	68	-4	=	-7	↓
The facilities and services	566	35	16	49	51	-9	↓	-9	↓
The attitudes and helpfulness of the staff	541	70	15	15	74	-2	=	1	=
Connections with other forms of public transport	417	57	17	26	68	-7	=	-1	=
Facilities for car parking	348	50	13	37	53	-3	=	-4	=
Overall environment	649	48	24	27	62	-4	=	-4	=
Your personal security whilst using	567	55	28	17	60	0	=	-3	=
The availability of staff	597	53	18	29	60	-2	=	-1	=
How request to station staff was handled	159	83	8	7	86	-2	=	-3	=
TRAIN FACILITIES									
The frequency of the trains on that route	687	67	10	23	78	-5	↓	-2	=
Punctuality/reliability (the train arriving/departing on time)	688	75	7	18	82	2	=	-2	=
The length of time the journey was scheduled to take (speed)	683	83	9	8	88	-1	=	-1	=
Connections with other train services	318	61	24	15	71	-5	=	-10	↓
The value for money for the price of your ticket	641	53	21	26	57	-8	↓	-5	=
Cleanliness of the train	715	58	18	24	70	-6	↓	-9	↓
Upkeep and repair of the train	692	53	21	26	68	-8	↓	-10	↓
The provision of information during the journey	596	51	26	23	65	-6	=	-7	↓
The helpfulness and attitude of staff on train	567	75	19	6	73	-1	=	0	=
The space for luggage	534	57	17	26	59	3	=	2	=
The toilet facilities	341	39	18	43	39	4	=	-1	=
Sufficient room for all the passengers to sit/stand	688	66	14	20	69	1	=	-1	=
The comfort of the seating area	701	62	20	18	72	-3	=	-2	=
The ease of being able to get on and off	701	74	17	9	80	-1	=	-3	=
Your personal security whilst on board	666	73	22	6	76	0	=	-4	=
The cleanliness of the inside	714	58	19	23	70	-4	=	-8	↓
The cleanliness of the outside	649	43	24	33	59	-13	↓	-8	↓
The availability of staff	654	58	27	15	56	-4	=	-8	↓
How well train company dealt with delays	136	28	30	42	34	-3	=	-10	=

Central Trains

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1473	82	10	7	85	5	↑	2	⇌
STATION FACILITIES									
Ticket buying facilities	860	73	13	14	75	1	⇌	-2	⇌
Provision of information about train times/platforms	1396	75	12	12	78	2	⇌	2	⇌
The upkeep/repair of the station buildings/platforms	1381	57	22	22	64	-1	⇌	-3	⇌
Cleanliness	1438	63	22	15	68	-1	⇌	-4	↓
The facilities and services	1266	48	21	32	51	-2	⇌	-3	⇌
The attitudes and helpfulness of the staff	1213	74	17	8	74	4	↑	1	⇌
Connections with other forms of public transport	968	63	18	19	68	0	⇌	-6	↓
Facilities for car parking	714	56	12	32	53	-2	⇌	0	⇌
Overall environment	1412	54	27	18	62	-2	⇌	-6	↓
Your personal security whilst using	1252	60	30	10	60	2	⇌	0	⇌
The availability of staff	1303	59	23	18	60	2	⇌	3	⇌
How request to station staff was handled	296	84	6	10	86	-1	⇌	-5	⇌
TRAIN FACILITIES									
The frequency of the trains on that route	1450	74	8	18	78	2	⇌	4	↑
Punctuality/reliability (the train arriving/departing on time)	1427	78	7	15	82	6	↑	5	↑
The length of time the journey was scheduled to take (speed)	1422	84	9	7	88	5	↑	0	⇌
Connections with other train services	694	67	20	13	71	1	⇌	0	⇌
The value for money for the price of your ticket	1320	53	21	26	57	-1	⇌	-4	↓
Cleanliness of the train	1478	69	17	14	70	2	⇌	3	⇌
Upkeep and repair of the train	1442	69	17	14	68	5	↑	5	↑
The provision of information during the journey	1323	63	23	14	65	6	↑	6	↑
The helpfulness and attitude of staff on train	989	63	29	8	73	-1	⇌	2	⇌
The space for luggage	1126	51	25	24	59	3	⇌	0	⇌
The toilet facilities	696	39	25	35	39	0	⇌	4	⇌
Sufficient room for all the passengers to sit/stand	1422	65	15	21	69	6	↑	0	⇌
The comfort of the seating area	1429	69	20	11	72	3	⇌	2	⇌
The ease of being able to get on and off	1441	80	15	5	80	6	↑	2	⇌
Your personal security whilst on board	1347	74	21	5	76	2	⇌	3	⇌
The cleanliness of the inside	1471	69	16	15	70	2	⇌	5	↑
The cleanliness of the outside	1333	62	25	14	59	-1	⇌	8	↑
The availability of staff	1221	45	34	20	56	1	⇌	1	⇌
How well train company dealt with delays	287	29	36	35	34	-3	⇌	1	⇌

First ScotRail

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1016	86	9	4	85	3	=	0	=
STATION FACILITIES									
Ticket buying facilities	650	76	11	13	75	4	=	5	↑
Provision of information about train times/platforms	957	80	11	9	78	3	=	0	=
The upkeep/repair of the station buildings/platforms	963	69	18	13	64	2	=	2	=
Cleanliness	1000	75	13	12	68	5	↑	6	↑
The facilities and services	803	54	15	31	51	0	=	7	↑
The attitudes and helpfulness of the staff	798	76	15	9	74	6	↑	6	↑
Connections with other forms of public transport	721	69	14	17	68	3	=	5	↑
Facilities for car parking	463	54	14	33	53	8	↑	7	↑
Overall environment	974	68	19	13	62	3	=	3	=
Your personal security whilst using	853	63	28	9	60	3	=	4	=
The availability of staff	877	63	19	19	60	4	=	9	↑
How request to station staff was handled	154	85	5	9	86	4	=	-2	=
TRAIN FACILITIES									
The frequency of the trains on that route	992	83	8	10	78	1	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	989	84	6	10	82	7	↑	3	=
The length of time the journey was scheduled to take (speed)	979	89	7	4	88	3	↑	1	=
Connections with other train services	349	71	19	10	71	2	=	-2	=
The value for money for the price of your ticket	935	55	21	24	57	-1	=	-4	=
Cleanliness of the train	1018	79	15	7	70	2	=	1	=
Upkeep and repair of the train	991	79	13	7	68	2	=	-1	=
The provision of information during the journey	923	73	17	10	65	5	↑	2	=
The helpfulness and attitude of staff on train	744	76	21	3	73	-1	=	4	=
The space for luggage	733	63	19	18	59	3	=	5	=
The toilet facilities	430	46	22	32	39	-2	=	4	=
Sufficient room for all the passengers to sit/stand	977	70	14	16	69	-2	=	-3	=
The comfort of the seating area	994	80	13	7	72	1	=	-1	=
The ease of being able to get on and off	988	84	12	4	80	1	=	-1	=
Your personal security whilst on board	955	80	17	3	76	3	=	3	=
The cleanliness of the inside	1021	79	13	8	70	2	=	0	=
The cleanliness of the outside	888	67	25	8	59	-3	=	-2	=
The availability of staff	899	62	25	12	56	3	=	0	=
How well train company dealt with delays	161	44	27	28	34	5	=	3	=

Gatwick Express

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	635	94	5	1	85	1	=	2	=
STATION FACILITIES									
Ticket buying facilities	328	70	16	14	75	-4	=	-3	=
Provision of information about train times/platforms	585	84	10	5	78	-3	=	1	=
The upkeep/repair of the station buildings/platforms	594	74	19	8	64	-1	=	8	↑
Cleanliness	617	74	19	7	68	-2	=	7	↑
The facilities and services	461	70	18	11	51	-5	=	1	=
The attitudes and helpfulness of the staff	409	67	23	9	74	-8	↓	-3	=
Connections with other forms of public transport	536	89	7	4	68	-1	=	2	=
Facilities for car parking	98	44	7	49	53	4	=	5	=
Overall environment	600	73	21	6	62	-3	=	1	=
Your personal security whilst using	494	67	28	5	60	-2	=	1	=
The availability of staff	454	58	26	16	60	-7	=	0	=
How request to station staff was handled	93	84	8	7	86	-2	=	4	=
TRAIN FACILITIES									
The frequency of the trains on that route	635	96	2	1	78	0	=	2	=
Punctuality/reliability (the train arriving/departing on time)	610	95	2	3	82	-2	=	2	=
The length of time the journey was scheduled to take (speed)	607	96	4	1	88	0	=	3	↑
Connections with other train services	224	83	14	3	71	-3	=	-2	=
The value for money for the price of your ticket	577	46	23	30	57	2	=	2	=
Cleanliness of the train	644	92	5	3	70	3	=	5	↑
Upkeep and repair of the train	633	90	6	3	68	0	=	3	=
The provision of information during the journey	575	83	15	2	65	0	=	1	=
The helpfulness and attitude of staff on train	525	84	15	1	73	3	=	0	=
The space for luggage	573	81	11	7	59	0	=	0	=
The toilet facilities	333	71	19	10	39	2	=	3	=
Sufficient room for all the passengers to sit/stand	624	88	10	2	69	-1	=	-1	=
The comfort of the seating area	639	93	7	1	72	2	=	4	↑
The ease of being able to get on and off	631	92	6	2	80	-1	=	1	=
Your personal security whilst on board	593	90	10	0	76	3	=	3	=
The cleanliness of the inside	646	91	6	3	70	1	=	4	↑
The cleanliness of the outside	575	87	11	2	59	1	=	7	↑
The availability of staff	568	77	21	2	56	2	↑	-1	=
How well train company dealt with delays	65	52	31	16	34	20	↑	15	=

Island Line

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	300	90	6	4	85	2	=	10	↑
STATION FACILITIES									
Ticket buying facilities	151	71	9	20	75	-3	=	16	↑
Provision of information about train times/platforms	240	78	11	11	78	0	=	5	=
The upkeep/repair of the station buildings/platforms	263	52	19	29	64	2	=	4	=
Cleanliness	283	63	22	15	68	-7	=	13	↑
The facilities and services	206	46	18	36	51	-5	=	5	=
The attitudes and helpfulness of the staff	196	75	14	10	74	0	=	7	=
Connections with other forms of public transport	193	66	10	24	68	0	=	2	=
Facilities for car parking	171	64	11	25	53	0	=	10	↑
Overall environment	265	49	26	25	62	-5	=	6	=
Your personal security whilst using	224	54	29	17	60	-5	=	8	=
The availability of staff	211	44	15	41	60	-3	=	1	=
How request to station staff was handled	39	90	4	6	86	-9	=	12	=
TRAIN FACILITIES									
The frequency of the trains on that route	291	86	9	5	78	-3	=	9	↑
Punctuality/reliability (the train arriving/departing on time)	285	95	2	3	82	-1	=	5	↑
The length of time the journey was scheduled to take (speed)	291	92	6	2	88	-5	↓	2	=
Connections with other train services	119	84	9	7	71	4	=	13	↑
The value for money for the price of your ticket	267	68	16	16	57	1	=	6	=
Cleanliness of the train	299	69	17	14	70	2	=	13	↑
Upkeep and repair of the train	281	60	24	16	68	7	=	9	↑
The provision of information during the journey	212	54	28	17	65	-2	=	-1	=
The helpfulness and attitude of staff on train	278	92	6	1	73	6	↑	9	↑
The space for luggage	223	51	14	35	59	19	↑	9	=
The toilet facilities	82	14	12	75	39	5	=	0	=
Sufficient room for all the passengers to sit/stand	280	85	10	5	69	15	↑	15	↑
The comfort of the seating area	292	69	17	15	72	8	↑	15	↑
The ease of being able to get on and off	289	91	7	2	80	6	↑	11	↑
Your personal security whilst on board	270	85	13	2	76	9	↑	7	↑
The cleanliness of the inside	299	69	19	12	70	4	=	12	↑
The cleanliness of the outside	286	52	27	21	59	-3	=	3	=
The availability of staff	281	84	11	5	56	8	↑	4	=
How well train company dealt with delays	10	58	42	0	34	48	↑	6	=

Merseyrail

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	563	90	7	4	85	4	↑	-1	=
STATION FACILITIES									
Ticket buying facilities	368	78	14	7	75	0	=	0	=
Provision of information about train times/platforms	493	79	13	8	78	-1	=	0	=
The upkeep/repair of the station buildings/platforms	527	59	22	19	64	-3	=	-2	=
Cleanliness	551	62	18	19	68	-4	=	-1	=
The facilities and services	377	31	21	48	51	1	=	8	↑
The attitudes and helpfulness of the staff	466	75	19	7	74	3	=	-4	=
Connections with other forms of public transport	385	74	13	14	68	5	=	8	↑
Facilities for car parking	302	55	12	33	53	1	=	11	↑
Overall environment	536	57	27	16	62	-2	=	-6	=
Your personal security whilst using	475	56	31	13	60	2	=	4	=
The availability of staff	490	65	24	11	60	3	=	-3	=
How request to station staff was handled	60	84	3	9	86	2	=	-7	=
TRAIN FACILITIES									
The frequency of the trains on that route	557	89	5	6	78	1	=	-5	↓
Punctuality/reliability (the train arriving/departing on time)	539	87	6	6	82	3	=	-4	↓
The length of time the journey was scheduled to take (speed)	547	91	6	3	88	1	=	-4	↓
Connections with other train services	232	78	17	5	71	1	=	-4	=
The value for money for the price of your ticket	440	63	22	15	57	0	=	-1	=
Cleanliness of the train	564	76	12	12	70	-4	=	8	↑
Upkeep and repair of the train	535	81	12	7	68	-6	↓	9	↑
The provision of information during the journey	530	87	10	3	65	-1	=	9	↑
The helpfulness and attitude of staff on train	244	57	33	11	73	-5	=	3	=
The space for luggage	367	63	23	14	59	-1	=	5	=
The toilet facilities	188	15	12	73	39	-2	=	0	=
Sufficient room for all the passengers to sit/stand	535	77	13	10	69	-1	=	2	=
The comfort of the seating area	554	85	11	4	72	2	=	9	↑
The ease of being able to get on and off	552	85	13	2	80	-1	=	-1	=
Your personal security whilst on board	521	67	25	7	76	2	=	5	=
The cleanliness of the inside	558	76	12	12	70	-4	=	7	↑
The cleanliness of the outside	525	66	20	14	59	0	=	4	=
The availability of staff	429	33	33	34	56	-2	=	1	=
How well train company dealt with delays	69	39	37	23	34	-1	=	12	=

Northern Rail

	Spring 2006					Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1310	84	8	8	85	2	=	5	↑
STATION FACILITIES									
Ticket buying facilities	829	73	11	16	75	0	=	-5	↓
Provision of information about train times/platforms	1226	77	12	11	78	0	=	-1	=
The upkeep/repair of the station buildings/platforms	1248	66	15	18	64	0	=	0	=
Cleanliness	1294	68	17	16	68	0	=	-2	=
The facilities and services	1035	54	10	37	51	5	↑	6	↑
The attitudes and helpfulness of the staff	989	70	18	13	74	-3	=	-2	=
Connections with other forms of public transport	951	67	15	17	68	1	=	2	=
Facilities for car parking	651	49	15	36	53	0	=	-2	=
Overall environment	1232	63	19	18	62	1	=	0	=
Your personal security whilst using	1113	57	28	15	60	-2	=	-3	=
The availability of staff	1105	56	19	25	60	-2	=	-1	=
How request to station staff was handled	182	89	4	7	86	3	=	0	=
TRAIN FACILITIES									
The frequency of the trains on that route	1280	74	10	17	78	-3	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	1259	79	7	14	82	0	=	4	↑
The length of time the journey was scheduled to take (speed)	1264	87	8	5	88	1	=	5	↑
Connections with other train services	569	72	16	12	71	-5	=	5	=
The value for money for the price of your ticket	1170	61	18	22	57	-3	=	2	=
Cleanliness of the train	1308	62	20	18	70	-5	↓	0	=
Upkeep and repair of the train	1258	58	22	20	68	-5	↓	-2	=
The provision of information during the journey	1091	52	30	18	65	-7	↓	1	=
The helpfulness and attitude of staff on train	983	75	19	6	73	-2	=	3	=
The space for luggage	917	57	20	23	59	0	=	5	↑
The toilet facilities	582	38	22	40	39	-2	=	3	=
Sufficient room for all the passengers to sit/stand	1275	66	12	22	69	0	=	0	=
The comfort of the seating area	1277	64	20	16	72	-3	=	1	=
The ease of being able to get on and off	1287	78	14	8	80	0	=	0	=
Your personal security whilst on board	1225	74	21	4	76	-1	=	2	=
The cleanliness of the inside	1301	62	20	18	70	-5	↓	-1	=
The cleanliness of the outside	1182	53	28	19	59	-8	↓	3	=
The availability of staff	1155	59	27	14	56	-2	=	3	=
How well train company dealt with delays	262	26	34	40	34	-2	=	-4	=

TransPennine Express

		Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1038	86	11	3	85	5	↑	5	↑
STATION FACILITIES									
Ticket buying facilities	556	83	11	6	75	2	=	5	↑
Provision of information about train times/platforms	988	85	10	5	78	2	=	3	=
The upkeep/repair of the station buildings/platforms	967	76	15	9	64	1	=	4	↑
Cleanliness	1024	80	12	7	68	0	=	9	↑
The facilities and services	871	69	16	16	51	-2	=	9	↑
The attitudes and helpfulness of the staff	809	77	17	6	74	-3	=	1	=
Connections with other forms of public transport	658	75	15	10	68	2	=	7	↑
Facilities for car parking	379	45	21	34	53	-3	=	-4	=
Overall environment	994	78	14	8	62	2	=	9	↑
Your personal security whilst using	867	72	23	5	60	-1	=	9	↑
The availability of staff	889	67	22	11	60	-1	=	2	=
How request to station staff was handled	213	87	5	7	86	-2	=	-1	=
TRAIN FACILITIES									
The frequency of the trains on that route	1004	81	9	10	78	0	=	3	=
Punctuality/reliability (the train arriving/departing on time)	1015	83	7	10	82	6	↑	6	↑
The length of time the journey was scheduled to take (speed)	1012	86	10	5	88	1	=	-1	=
Connections with other train services	510	71	21	8	71	-4	=	1	=
The value for money for the price of your ticket	950	51	19	30	57	-3	=	-1	=
Cleanliness of the train	1041	71	16	13	70	1	=	4	↑
Upkeep and repair of the train	1014	68	19	14	68	-3	=	4	=
The provision of information during the journey	921	65	25	10	65	3	=	3	=
The helpfulness and attitude of staff on train	804	79	19	3	73	2	=	7	↑
The space for luggage	837	58	21	21	59	4	=	3	=
The toilet facilities	501	38	24	38	39	-1	=	3	=
Sufficient room for all the passengers to sit/stand	1013	67	15	18	69	2	=	3	=
The comfort of the seating area	1027	72	20	9	72	5	↑	5	↑
The ease of being able to get on and off	1028	78	15	6	80	2	=	3	=
Your personal security whilst on board	961	78	20	2	76	0	=	1	=
The cleanliness of the inside	1040	70	18	13	70	0	=	3	=
The cleanliness of the outside	937	57	26	18	59	-4	↓	2	=
The availability of staff	900	59	30	11	56	3	=	2	=
How well train company dealt with delays	162	35	44	21	34	-8	=	0	=

Wessex Trains

	Spring 2006				Improvement/decline in % satisfied or good since Autumn 2005		Improvement/decline in % satisfied or good since Spring 2005			
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	572	85	9	5	85	6	↑	1	=	
STATION FACILITIES										
Ticket buying facilities	321	76	13	11	75	2	=	3	=	
Provision of information about train times/platforms	537	87	8	5	78	11	↑	2	=	
The upkeep/repair of the station buildings/platforms	540	64	20	16	64	-1	=	4	=	
Cleanliness	563	69	18	13	68	0	=	3	=	
The facilities and services	477	60	15	25	51	4	=	7	↑	
The attitudes and helpfulness of the staff	462	78	16	6	74	3	=	2	=	
Connections with other forms of public transport	351	68	19	13	68	-2	=	0	=	
Facilities for car parking	266	69	13	18	53	6	=	10	↑	
Overall environment	546	63	23	13	62	-4	=	-3	=	
Your personal security whilst using	495	66	27	7	60	0	=	0	=	
The availability of staff	501	65	16	19	60	11	↑	9	↑	
How request to station staff was handled	120	89	6	4	86	0	=	3	=	
TRAIN FACILITIES										
The frequency of the trains on that route	557	76	8	16	78	4	=	5	=	
Punctuality/reliability (the train arriving/departing on time)	561	83	6	11	82	5	=	6	↑	
The length of time the journey was scheduled to take (speed)	565	89	6	5	88	3	=	5	↑	
Connections with other train services	251	76	13	10	71	1	=	8	=	
The value for money for the price of your ticket	518	60	20	20	57	1	=	4	=	
Cleanliness of the train	575	60	22	18	70	-5	=	-6	↓	
Upkeep and repair of the train	556	58	21	22	68	-4	=	-5	=	
The provision of information during the journey	495	59	31	10	65	2	=	1	=	
The helpfulness and attitude of staff on train	427	75	19	6	73	-1	=	1	=	
The space for luggage	433	59	18	23	59	4	=	2	=	
The toilet facilities	239	38	23	38	39	0	=	-4	=	
Sufficient room for all the passengers to sit/stand	558	67	14	19	69	0	=	-5	=	
The comfort of the seating area	558	65	22	13	72	-2	=	-1	=	
The ease of being able to get on and off	557	78	16	6	80	6	↑	-1	=	
Your personal security whilst on board	513	80	17	2	76	2	=	8	↑	
The cleanliness of the inside	572	60	19	21	70	-3	=	-5	=	
The cleanliness of the outside	504	53	25	23	59	4	=	-1	=	
The availability of staff	499	61	26	13	56	2	=	4	=	
How well train company dealt with delays	117	45	35	21	34	9	=	2	=	

Percentage of passengers satisfied 2001-2006

Chart 4.1a **National sector levels**

Percentage of passengers satisfied 2001 to 2006

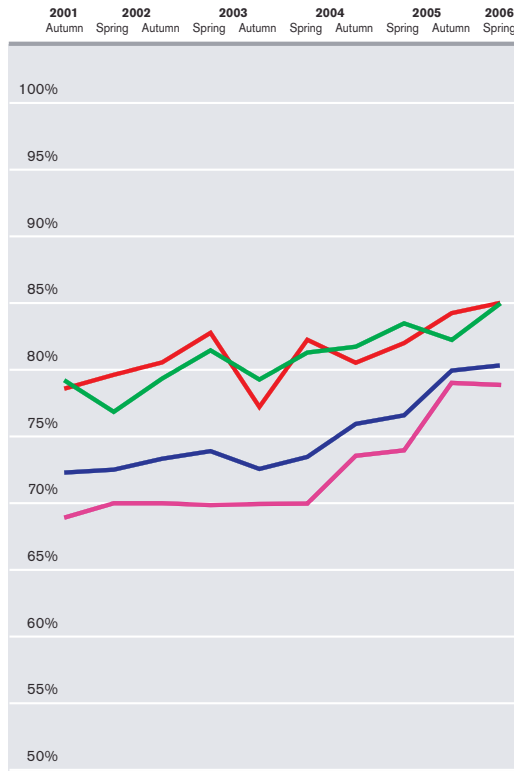
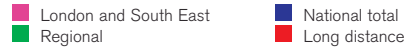


Chart 4.1b **Long distance operators**

Percentage of passengers satisfied 2001 to 2006

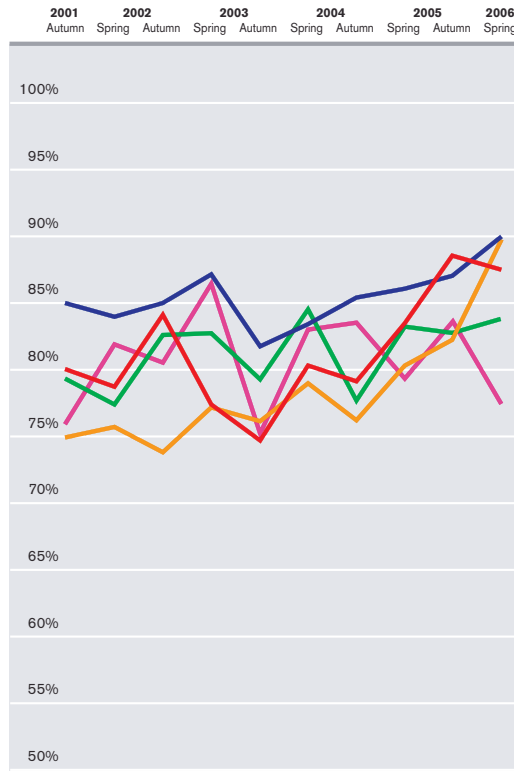
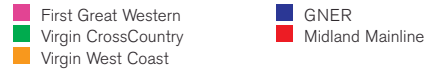
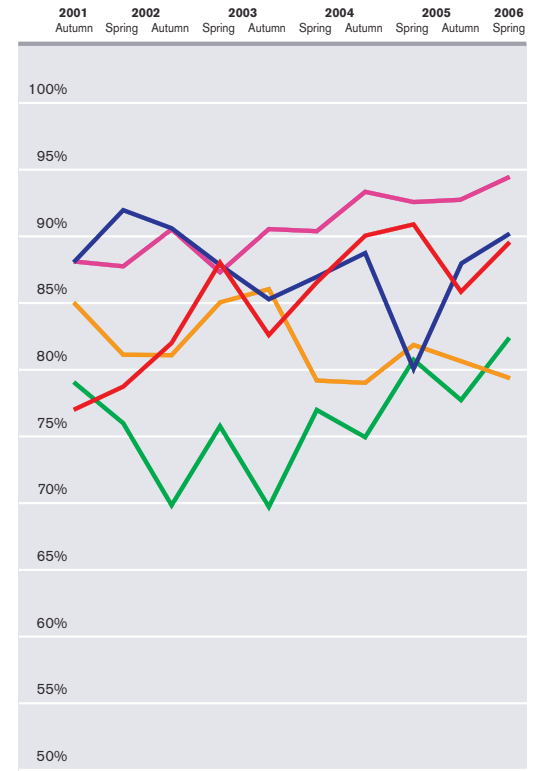
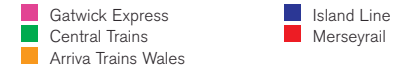


Chart 4.1c **Regional operators (part 1)**

Percentage of passengers satisfied 2001 to 2006



4

4.1
Overall
opinion of
journey

Chart 4.1d **Regional operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

- Northern Rail
- Wessex Trains
- First ScotRail
- TransPennine Express

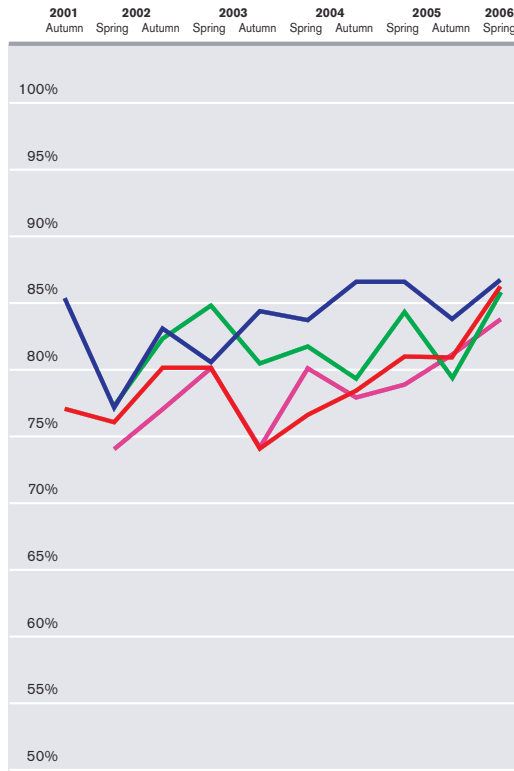


Chart 4.1e **London and South East operators (part 1)**

Percentage of passengers satisfied 2001 to 2006

- c2c
- Silverlink
- South Eastern Trains
- Chiltern Railways
- Southern

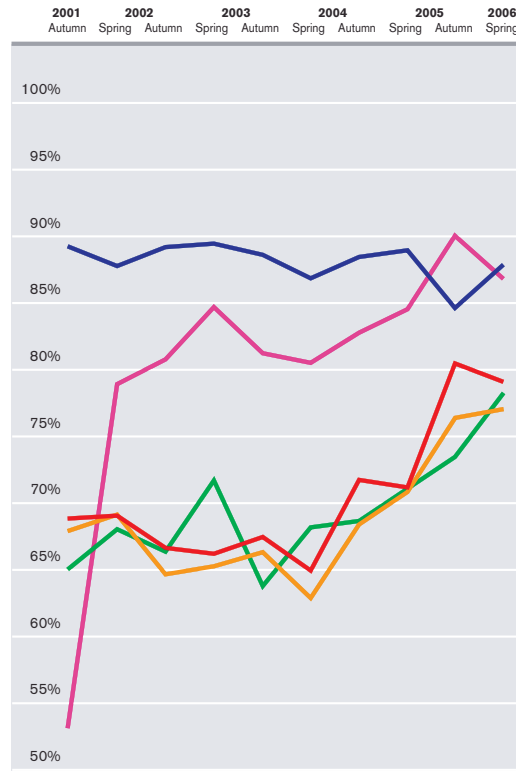


Chart 4.1f **London and South East operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

- WAGN
- Thameslink
- South West Trains
- One
- First Great Western Link

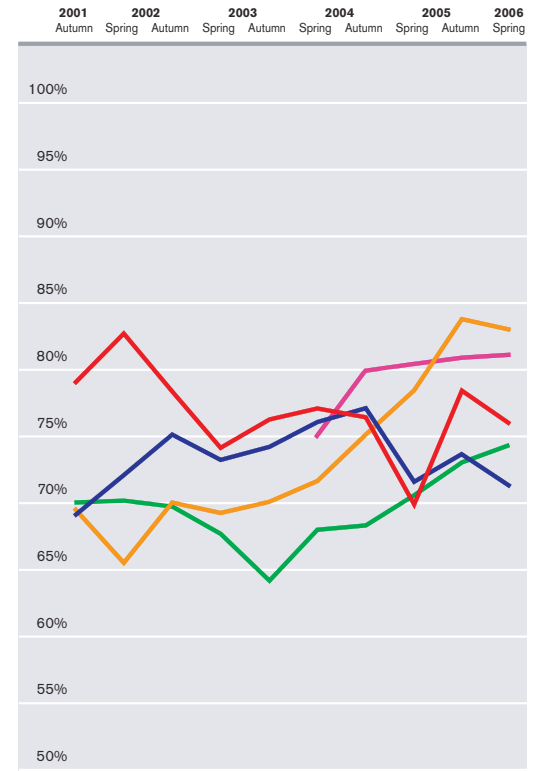


Chart 4.2a National sector Levels

Percentage of passengers satisfied 2001 to 2006

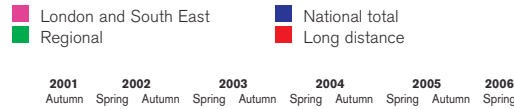


Chart 4.2b Long distance operators

Percentage of passengers satisfied 2001 to 2006

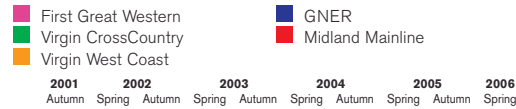
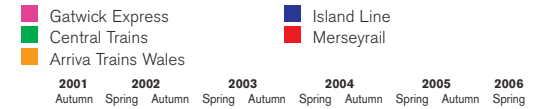


Chart 4.2c Regional operators (part 1)

Percentage of passengers satisfied 2001 to 2006



4
4.2
Punctuality
and reliability

Chart 4.2d **Regional operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

- Northern Rail
- Wessex Trains
- First ScotRail
- TransPennine Express



Chart 4.2e **London and South East operators (part 1)**

Percentage of passengers satisfied 2001 to 2006

- c2c
- Silverlink
- South Eastern Trains
- Chiltern Railways
- Southern

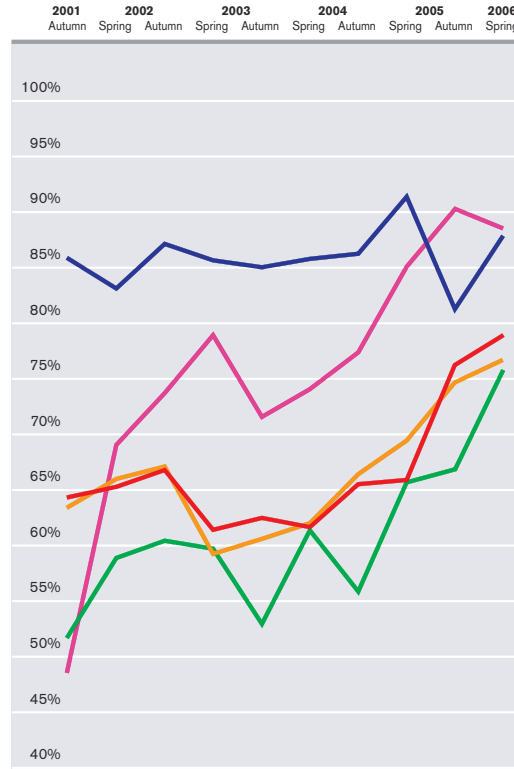
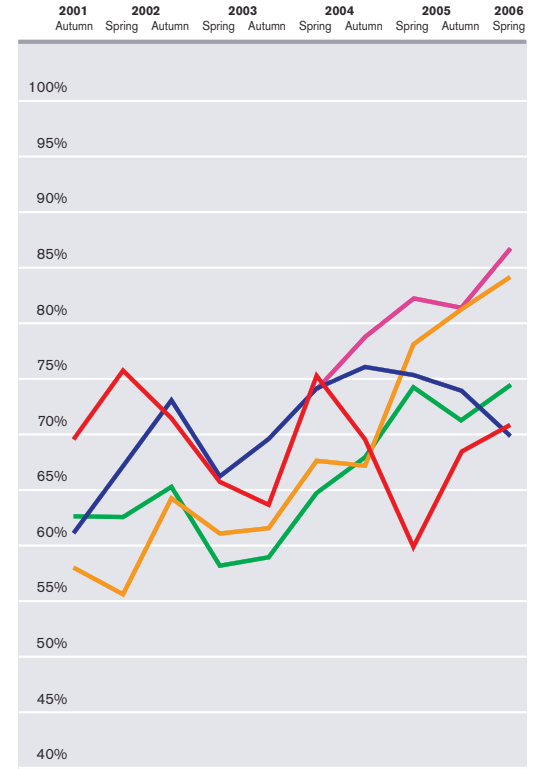


Chart 4.2f **London and South East operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

- WAGN
- Thameslink
- South West Trains
- One
- First Great Western Link



4

4.3
Dealing with
delays

Chart 4.3a **National sector levels**

Percentage of passengers satisfied 2001 to 2006

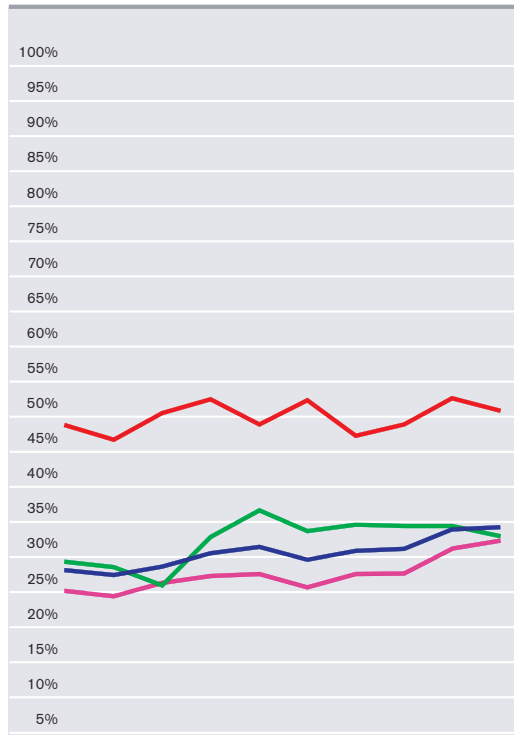
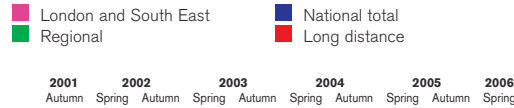


Chart 4.3b **Long distance operators**

Percentage of passengers satisfied 2001 to 2006

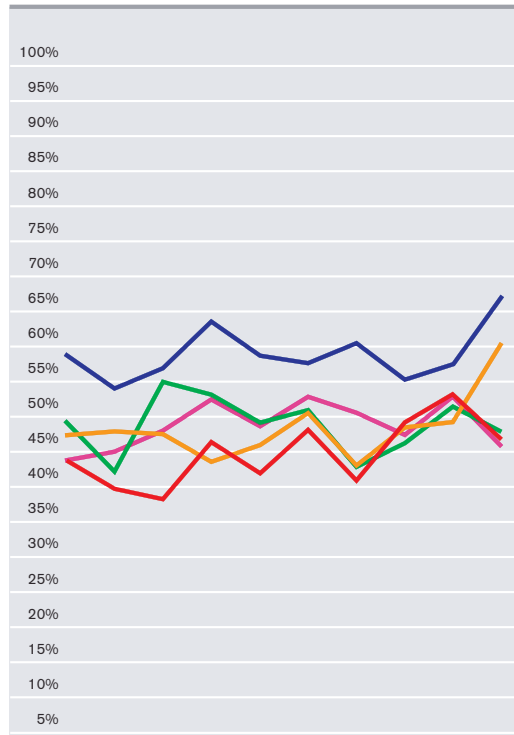
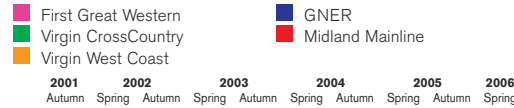
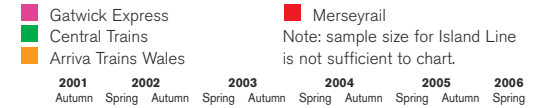


Chart 4.3c **Regional operators (part 1)**

Percentage of passengers satisfied 2001 to 2006



4

4.3
Dealing with
delays

Chart 4.3a **Regional operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

■ Northern Rail
 ■ Wessex Trains
 ■ First ScotRail
 ■ TransPennine Express

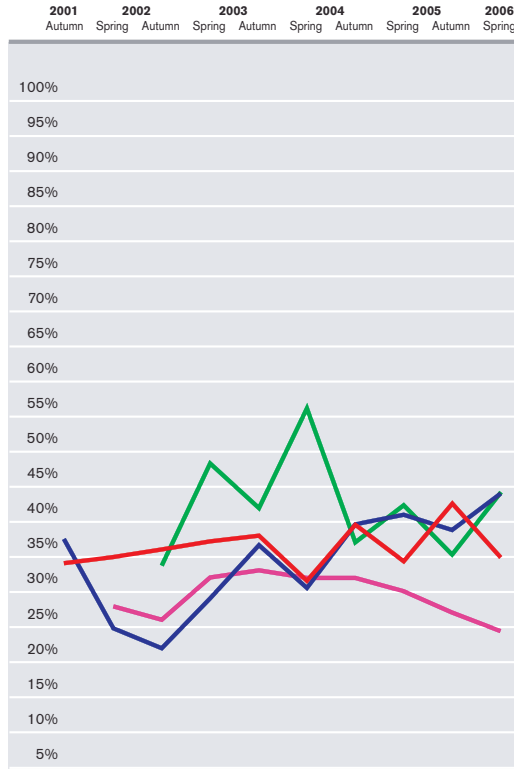


Chart 4.3b **London and South East operators (part 1)**

Percentage of passengers satisfied 2001 to 2006

■ c2c
 ■ Silverlink
 ■ South Eastern Trains
 ■ Chiltern Railways
 ■ Southern

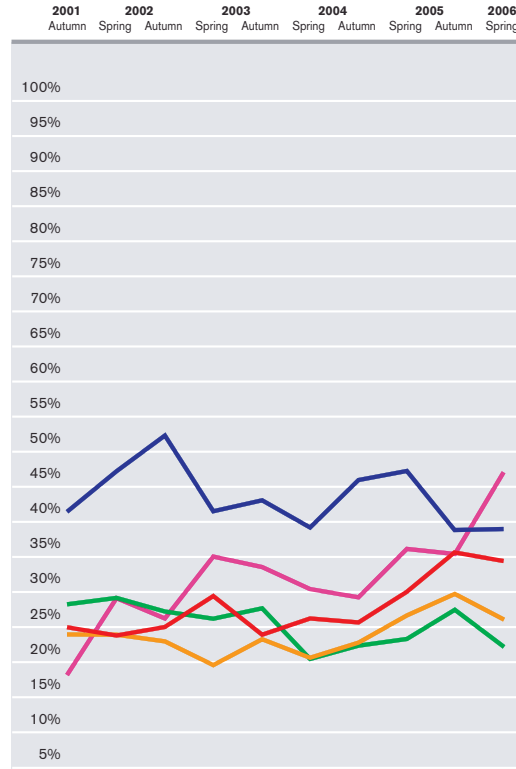
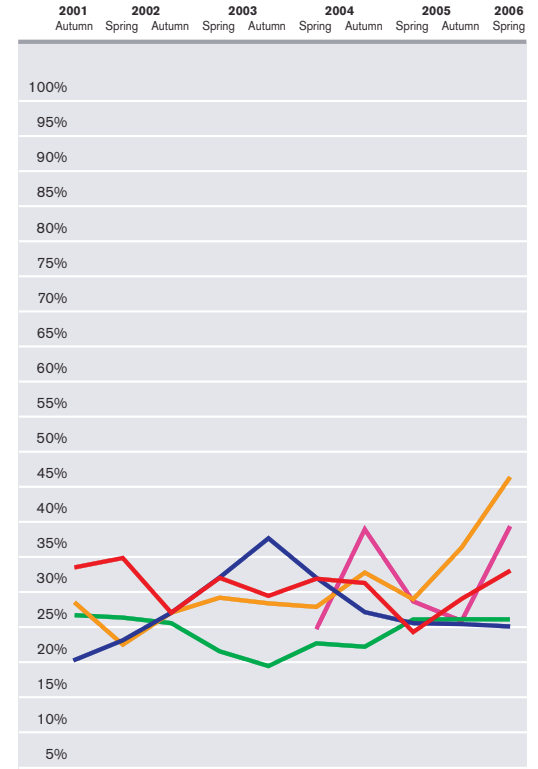


Chart 4.3c **London and South East operators (part 2)**

Percentage of passengers satisfied 2001 to 2006

■ WAGN
 ■ Thameslink
 ■ South West Trains
 ■ One
 ■ First Great Western Link





Technical appendix

Appendix

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

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

Approximately 40% 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 3 weeks. In Autumn 2003, the fieldwork was extended to an 11 week period to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC presented in this report is 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 was collected from TOCs in 1999 and updated prior to the Autumn 2003 survey. The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

If you would like to know more about how the survey is carried out or how data is compiled please contact us and we will be happy to provide a detailed survey overview document.

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



Issues affecting the Spring 2006 survey

Wave 14 fieldwork was undertaken between 28 January and 24 March 2006. Top up shifts were run between 25 and 31 March 2006. The field period was virtually the same as the corresponding period in 2004 (the fieldwork in 2005 was somewhat earlier because Easter fell in late March last year).

Fieldwork ran smoothly, with very few problems caused by the snow in Wales, Scotland and the north of England; and just a small number of other factors affecting specific TOCs.

Weekend engineering work in the York and Darlington area required re-scheduling of several shifts in this area.

Some shifts in Glasgow and Cardiff were affected by rugby matches and the Carling Cup Final.

Weekend engineering work affected trains to and from London Fenchurch Street, and several shifts on this line had to be re-scheduled.

A small number of other shifts were also rescheduled when the station sampled was closed entirely (when only replacement bus services for all TOCs serving that station were operating). As previously, where a station was still open (and served several TOCs), we continued with our intended shifts as planned – we were still able to distribute questionnaires to passengers on those TOCs still operating a service. Fieldworkers were told not to give questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire making such exclusions very straightforward.

Notes



Contact us

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

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Passenger Focus is the operating name of the Rail Passengers Council