

National Passenger Survey

Summary Report

Autumn 2011

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

A reply paid envelope is provided for returning questionnaires.

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

The number of questionnaires handed out will depend on:

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

TOC data is compiled to provide a national sample.

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

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

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

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

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

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

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

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

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

Autumn 2011 (Wave 25)

Wave 25 fieldwork (Main and Boost) was undertaken between 1st September 2011 and 18th November 2011. Top up shifts were run within the last 3 weeks of the fieldwork period.

Delayed fieldwork on a separate rail industry project led to a smaller number of NPS shifts than normal at London Euston during the first couple of weeks of fieldwork, with others planned being moved to later in the fieldwork period.

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

Spring 2011 (Wave 24)

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

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

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

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

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

Autumn 2010 (Wave 23)

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

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

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

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

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

Spring 2010 (Wave 22)

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

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

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

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

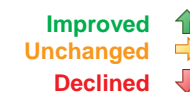
A few shifts were rescheduled to avoid clashing with Six Nations rugby matches, but sporting events did not cause much disruption to the original schedule.

Improved ↑
 Unchanged →
 Declined ↓

National Total

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 27960								
Overall satisfaction	27505	84	10	6	1	→	1	→
STATION FACILITIES								
Overall satisfaction with the station	27398	78	16	6	2	↑	2	↑
Ticket buying facilities	14534	74	13	14	1	→	2	↑
Provision of information about train times/platforms	26266	81	11	8	2	↑	0	→
The upkeep/repair of the station buildings/platforms	26353	67	20	13	2	↑	1	→
Cleanliness	26387	72	18	10	2	↑	1	→
The facilities and services	22560	51	21	28	1	→	0	→
The attitudes and helpfulness of the staff	19901	71	20	10	1	→	-1	→
Connections with other forms of public transport	19300	73	16	11	0	→	-1	→
Facilities for car parking	11023	51	18	31	2	↑	2	↑
Overall environment	26811	68	21	11	3	↑	1	→
Your personal security whilst using	23905	67	27	6	1	→	2	↑
The availability of staff	22935	59	23	19	1	→	-1	→
How request to station staff was handled	4639	86	6	8	2	↑	1	→
TRAIN FACILITIES								
The frequency of the trains on that route	26836	78	8	13	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	27226	81	7	11	1	→	-1	→
The length of time the journey was scheduled to take (speed)	27029	85	9	6	0	→	0	→
Connections with other train services	15938	76	17	7	0	→	0	→
The value for money for the price of your ticket	25946	46	20	34	2	↑	-3	↓
Upkeep and repair of the train	27141	75	15	10	2	↑	1	→
The provision of information during the journey	24666	70	20	11	0	→	0	→
The helpfulness and attitude of staff on train	16690	64	27	9	0	→	-1	→
The space for luggage	21449	54	22	24	0	→	0	→
The toilet facilities	12016	38	23	39	2	↑	0	→
Sufficient room for all passengers to sit/stand	26591	68	14	18	1	→	0	→
The comfort of the seating area	26508	72	17	11	2	↑	0	→
The ease of being able to get on and off	27029	81	13	7	1	→	0	→
Your personal security on board	25455	77	20	3	1	↑	1	→
The cleanliness of the inside	27313	75	15	10	2	↑	2	↑
The cleanliness of the outside	23464	73	20	7	6	↑	2	↑
The availability of staff	20432	46	29	25	1	→	0	→
How well train company deals with delays	4679	38	37	25	3	→	-1	→

1) National total excludes non-franchised Train Operating Companies.



London and South East

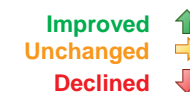
	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 17398								
Overall satisfaction	17116	83	11	6	1	→	1	→
STATION FACILITIES								
Overall satisfaction with the station	17049	77	16	6	3	↑	2	↑
Ticket buying facilities	9644	72	14	14	1	→	2	→
Provision of information about train times/platforms	16360	80	11	8	2	↑	0	→
The upkeep/repair of the station buildings/platforms	16385	65	21	13	3	↑	2	↑
Cleanliness	16441	71	19	10	2	↑	1	→
The facilities and services	13904	49	22	29	1	→	0	→
The attitudes and helpfulness of the staff	12491	69	21	10	0	→	-1	→
Connections with other forms of public transport	12602	74	16	10	0	→	-1	→
Facilities for car parking	6661	49	19	33	2	→	2	→
Overall environment	16684	67	22	11	3	↑	2	↑
Your personal security whilst using	14988	66	28	6	1	→	2	↑
The availability of staff	14451	57	24	19	1	→	0	→
How request to station staff was handled	2715	85	6	8	3	↑	1	→
TRAIN FACILITIES								
The frequency of the trains on that route	16830	77	9	14	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	16953	80	8	12	1	→	-1	→
The length of time the journey was scheduled to take (speed)	16805	83	10	7	0	→	-1	→
Connections with other train services	10187	75	17	7	0	→	0	→
The value for money for the price of your ticket	16045	42	21	37	2	↑	-3	↓
Upkeep and repair of the train	16902	75	16	10	2	↑	1	→
The provision of information during the journey	15297	69	20	11	1	→	0	→
The helpfulness and attitude of staff on train	8739	57	31	11	0	→	-1	→
The space for luggage	13041	52	23	25	0	→	0	→
The toilet facilities	6855	35	24	41	1	→	0	→
Sufficient room for all passengers to sit/stand	16551	67	15	19	1	→	0	→
The comfort of the seating area	16509	71	18	11	2	↑	0	→
The ease of being able to get on and off	16834	80	13	7	1	→	0	→
Your personal security on board	15818	75	21	4	1	↑	1	→
The cleanliness of the inside	16998	75	15	10	2	↑	2	↑
The cleanliness of the outside	14769	74	20	7	5	↑	2	↑
The availability of staff	11635	39	31	30	2	→	1	→
How well train company deals with delays	2818	36	38	26	3	→	0	→

1) London and South East total excludes non-franchised Train Operating Companies.

Improved ↑
Unchanged →
Declined ↓

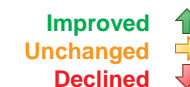
Long Distance

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 5700								
Overall satisfaction	5624	86	8	7	-2	↓	-2	↓
STATION FACILITIES								
Overall satisfaction with the station	5603	81	13	5	1	→	0	→
Ticket buying facilities	2253	84	9	7	4	↑	2	→
Provision of information about train times/platforms	5390	86	8	5	0	→	1	→
The upkeep/repair of the station buildings/platforms	5402	73	18	10	0	→	0	→
Cleanliness	5413	77	16	7	1	→	0	→
The facilities and services	4828	65	18	17	2	→	2	↑
The attitudes and helpfulness of the staff	3918	77	18	6	1	→	-2	→
Connections with other forms of public transport	3610	74	15	11	-2	→	-3	↓
Facilities for car parking	1977	62	16	22	5	↑	5	↑
Overall environment	5488	74	17	9	1	→	-1	→
Your personal security whilst using	4787	74	23	3	1	→	-1	→
The availability of staff	4541	66	22	12	1	→	-1	→
How request to station staff was handled	1187	87	6	8	-1	→	-2	→
TRAIN FACILITIES								
The frequency of the trains on that route	5407	84	8	8	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	5547	83	6	11	-4	↓	-3	↓
The length of time the journey was scheduled to take (speed)	5536	88	7	5	0	→	-1	→
Connections with other train services	3042	79	13	8	-1	→	-1	→
The value for money for the price of your ticket	5414	56	18	26	0	→	-3	↓
Upkeep and repair of the train	5552	84	11	5	0	→	0	→
The provision of information during the journey	5126	76	17	6	-1	→	-1	→
The helpfulness and attitude of staff on train	4222	79	17	4	-1	→	0	→
The space for luggage	4638	53	19	28	-2	→	3	↑
The toilet facilities	3017	52	21	27	1	→	0	→
Sufficient room for all passengers to sit/stand	5426	70	13	17	-2	→	0	→
The comfort of the seating area	5397	79	13	8	1	→	1	→
The ease of being able to get on and off	5518	82	12	6	-1	→	0	→
Your personal security on board	5204	84	14	2	-1	→	0	→
The cleanliness of the inside	5577	82	11	7	1	→	1	→
The cleanliness of the outside	4646	79	17	4	3	↑	-1	→
The availability of staff	4690	66	24	10	0	→	-1	→
How well train company deals with delays	1257	50	31	19	-1	→	-2	→



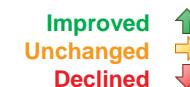
Regional

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall sample size 4862								
Overall satisfaction	4765	87	9	4	1	→	1	→
STATION FACILITIES								
Overall satisfaction with the station	4746	80	14	6	3	↑	1	→
Ticket buying facilities	2637	80	8	12	3	→	2	→
Provision of information about train times/platforms	4516	83	9	8	2	→	0	→
The upkeep/repair of the station buildings/platforms	4566	71	17	11	0	→	-2	→
Cleanliness	4533	76	15	10	1	→	-2	→
The facilities and services	3828	51	18	31	2	→	1	→
The attitudes and helpfulness of the staff	3492	76	15	10	1	→	-2	→
Connections with other forms of public transport	3088	70	15	15	2	→	0	→
Facilities for car parking	2385	55	16	29	2	→	4	→
Overall environment	4639	71	19	10	2	→	-1	→
Your personal security whilst using	4130	68	24	8	1	→	2	→
The availability of staff	3943	63	18	19	0	→	-1	→
How request to station staff was handled	737	90	5	4	3	→	4	→
TRAIN FACILITIES								
The frequency of the trains on that route	4599	81	7	12	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	4726	86	6	8	3	↑	1	→
The length of time the journey was scheduled to take (speed)	4688	90	7	4	1	→	1	→
Connections with other train services	2709	80	15	5	1	→	1	→
The value for money for the price of your ticket	4487	61	17	22	2	→	-2	→
Upkeep and repair of the train	4687	71	16	13	3	→	-1	→
The provision of information during the journey	4243	69	21	11	-1	→	-1	→
The helpfulness and attitude of staff on train	3729	75	20	5	-1	→	0	→
The space for luggage	3770	60	18	22	1	→	-1	→
The toilet facilities	2144	42	21	38	6	↑	3	→
Sufficient room for all passengers to sit/stand	4614	72	13	16	2	→	0	→
The comfort of the seating area	4602	72	16	12	3	↑	0	→
The ease of being able to get on and off	4677	83	11	6	1	→	1	→
Your personal security on board	4433	81	17	2	2	→	3	→
The cleanliness of the inside	4738	73	15	12	4	↑	2	→
The cleanliness of the outside	4049	69	22	9	11	↑	3	→
The availability of staff	4107	61	25	14	-1	→	-1	→
How well train company deals with delays	604	41	37	22	5	→	-3	→



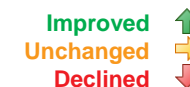
Overall satisfaction

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1509	84	11	5	-3	→	-2	→
c2c	1021	91	7	3	0	→	0	→
Chiltern Railways	1116	88	7	4	0	→	-2	→
CrossCountry	1301	82	10	8	-3	↓	-2	→
East Coast	1125	87	6	7	0	→	-2	→
East Midlands Trains	1015	87	8	5	1	→	-1	→
First Capital Connect	1848	80	14	6	2	→	4	↑
First Great Western	2908	83	10	7	2	→	1	→
First Hull Trains	506	88	6	6	-6	↓	-5	↓
First TransPennine Express	1096	84	8	8	-5	↓	-3	→
Grand Central	894	95	3	3			0	→
Heathrow Connect	562	92	5	3	3	→	0	→
Heathrow Express	591	93	5	1	-1	→	1	→
London Midland	1116	85	10	5	2	→	-1	→
London Overground	1220	92	6	1	3	→	7	↑
Merseyrail	538	93	5	2	2	→	0	→
National Express East Anglia	2165	77	15	8	-1	→	-2	→
Northern Rail	1352	83	11	6	0	→	1	→
ScotRail	1366	89	7	4	3	→	3	→
South West Trains	2076	84	10	6	-1	→	-3	↓
Southeastern	1545	83	11	7	1	→	3	→
Southern	2101	83	10	7	0	→	0	→
Virgin Trains	1087	89	6	5	-1	→	-2	→



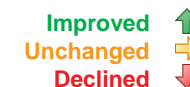
The value for money for the price of your ticket

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1445	59	17	25	-2	→	-5	→
c2c	960	43	23	34	0	→	-4	→
Chiltern Railways	1082	51	21	29	2	→	-4	→
CrossCountry	1267	52	20	28	-1	→	-2	→
East Coast	1085	57	20	23	-1	→	-3	→
East Midlands Trains	978	52	17	30	1	→	-5	→
First Capital Connect	1715	38	21	41	7	↑	1	→
First Great Western	2812	53	20	28	4	↑	-3	→
First Hull Trains	490	62	18	21	-1	→	-4	→
First TransPennine Express	1038	59	17	24	-1	→	0	→
Grand Central	860	78	12	10			4	→
Heathrow Connect	499	58	22	20	3	→	-7	→
Heathrow Express	583	37	26	37	0	→	-4	→
London Midland	1016	52	20	28	-1	→	-4	→
London Overground	1070	54	23	24	1	→	-6	→
Merseyrail	431	66	18	16	2	→	-5	→
National Express East Anglia	2027	33	20	47	-2	→	-2	→
Northern Rail	1279	60	16	24	3	→	-4	→
ScotRail	1332	59	19	22	3	→	2	→
South West Trains	1971	38	20	42	1	→	-5	↓
Southeastern	1417	36	23	41	4	→	-3	→
Southern	1975	42	23	35	3	→	-1	→
Virgin Trains	1046	59	15	26	1	→	-5	↓



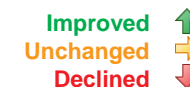
Punctuality/reliability (i.e. the train arriving/departing on time)

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1496	87	6	7	3	→	2	→
c2c	1005	92	5	2	0	→	-2	→
Chiltern Railways	1117	82	7	11	-6	↓	-9	↓
CrossCountry	1293	79	7	14	-5	↓	-4	↓
East Coast	1105	78	7	15	-6	↓	-5	↓
East Midlands Trains	994	88	6	7	1	→	0	→
First Capital Connect	1835	77	8	16	2	→	6	↑
First Great Western	2881	79	7	14	2	→	0	→
First Hull Trains	506	85	4	11	-4	→	-4	→
First TransPennine Express	1083	84	7	10	-4	→	-1	→
Grand Central	877	91	5	3			1	→
Heathrow Connect	558	91	4	5	3	→	-3	→
Heathrow Express	583	94	3	3	-3	→	-1	→
London Midland	1110	78	8	14	3	→	-2	→
London Overground	1210	83	7	9	5	→	8	↑
Merseyrail	537	95	2	3	2	→	5	↑
National Express East Anglia	2129	77	9	14	2	→	-3	→
Northern Rail	1330	80	8	11	2	→	1	→
ScotRail	1363	86	5	8	6	↑	0	→
South West Trains	2057	84	7	9	-2	→	-6	↓
Southeastern	1536	80	9	11	2	→	1	→
Southern	2073	78	8	14	0	→	-2	→
Virgin Trains	1072	85	6	9	-6	↓	-4	↓



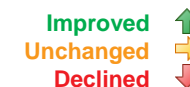
Sufficient room for all the passengers to sit/stand

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1456	72	15	13	2	→	-1	→
c2c	988	65	15	21	3	→	-1	→
Chiltern Railways	1083	77	11	12	3	→	0	→
CrossCountry	1264	64	15	21	-6	↓	-2	→
East Coast	1070	79	11	10	2	→	3	→
East Midlands Trains	987	76	13	11	4	↑	2	→
First Capital Connect	1802	60	17	23	1	→	0	→
First Great Western	2820	68	13	19	-2	→	-1	→
First Hull Trains	492	89	7	4	-2	→	0	→
First TransPennine Express	1056	62	13	25	-2	→	0	→
Grand Central	871	94	4	2			-1	→
Heathrow Connect	548	90	8	2	1	→	-1	→
Heathrow Express	574	90	8	3	3	→	1	→
London Midland	1070	66	15	18	-4	→	-8	↓
London Overground	1192	80	11	9	4	→	12	↑
Merseyrail	519	78	12	10	-1	→	-4	→
National Express East Anglia	2059	67	15	18	6	↑	3	→
Northern Rail	1317	65	14	22	0	→	-3	→
ScotRail	1322	77	11	12	8	↑	5	→
South West Trains	2003	67	15	18	-2	→	-4	↓
Southeastern	1491	63	15	22	0	→	1	→
Southern	2043	66	15	20	-2	→	-2	→
Virgin Trains	1049	71	16	13	-6	↓	-3	→



Overall satisfaction with the station

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	1499	72	18	11	-4	→	-1	→
c2c	1011	86	10	4	3	→	6	↑
Chiltern Railways	1118	90	8	2	5	↑	5	↑
CrossCountry	1303	80	13	7	3	→	1	→
East Coast	1120	76	14	9	0	→	-2	→
East Midlands Trains	1010	83	13	4	1	→	-2	→
First Capital Connect	1845	76	17	7	7	↑	6	↑
First Great Western	2900	77	17	7	3	↑	1	→
First Hull Trains	512	79	14	7	6	↑	-3	→
First TransPennine Express	1089	85	11	4	-1	→	0	→
Grand Central	891	76	15	9			2	→
Heathrow Connect	559	80	14	6	1	→	-2	→
Heathrow Express	596	88	10	2	0	→	3	→
London Midland	1111	76	17	8	-1	→	-3	→
London Overground	1218	81	14	5	2	→	7	↑
Merseyrail	537	84	13	2	4	→	-1	→
National Express East Anglia	2152	74	18	8	0	→	2	→
Northern Rail	1337	76	15	9	3	→	2	→
ScotRail	1373	85	11	4	4	→	3	→
South West Trains	2060	74	19	7	0	→	-4	↓
Southeastern	1552	78	15	7	3	→	3	→
Southern	2082	78	16	6	5	↑	4	↑
Virgin Trains	1081	82	14	4	0	→	2	→



How well train company dealt with delays

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Arriva Trains Wales	229	45	30	25	2	→	8	→
c2c	53	40	32	28	-10	→	-9	→
Chiltern Railways	240	39	35	26	-7	→	-12	↓
CrossCountry	345	46	35	19	-3	→	-3	→
East Coast	292	56	26	18	4	→	-6	→
East Midlands Trains	140	39	32	30	-10	→	-3	→
First Capital Connect	383	33	41	27	8	→	-1	→
First Great Western	658	45	35	21	2	→	3	→
First Hull Trains	48	39	44	18	-27	↓	-31	↓
First TransPennine Express	218	53	29	18	5	→	1	→
Grand Central	135	69	22	8			0	→
Heathrow Connect	36	45	36	19	20	→	12	→
Heathrow Express	38	62	25	13	6	→	8	→
London Midland	221	41	34	26	9	→	0	→
London Overground	132	42	42	16	-7	→	15	→
Merseyrail	35	50	36	14	1	→	3	→
National Express East Anglia	309	32	35	32	4	→	-8	→
Northern Rail	202	43	35	22	8	→	-1	→
ScotRail	138	34	45	22	0	→	-11	→
South West Trains	259	41	43	17	8	→	1	→
Southeastern	190	26	31	43	2	→	-8	→
Southern	373	35	40	25	1	→	0	→
Virgin Trains	262	55	31	14	0	→	-1	→

c2c

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1031										
Overall satisfaction	1021	91	7	3	83	0	→	0	→	
STATION FACILITIES										
Overall satisfaction with the station	1011	86	10	4	77	3	→	6	↑	
Ticket buying facilities	655	77	13	10	72	0	→	1	→	
Provision of information about train times/platforms	965	87	9	4	80	1	→	1	→	
The upkeep/repair of the station buildings/platforms	977	72	20	9	65	1	→	-1	→	
Cleanliness	963	77	15	8	71	-1	→	-3	→	
The facilities and services	848	55	23	23	49	2	→	3	→	
The attitudes and helpfulness of the staff	820	75	17	8	69	1	→	-1	→	
Connections with other forms of public transport	807	70	17	13	74	-2	→	1	→	
Facilities for car parking	483	52	16	32	49	-1	→	-3	→	
Overall environment	982	74	20	6	67	2	→	2	→	
Your personal security whilst using	913	66	26	7	66	1	→	1	→	
The availability of staff	908	66	24	10	57	0	→	0	→	
How request to station staff was handled	98	89	3	8	85	6	→	10	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1013	84	7	9	77	-2	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1005	92	5	2	80	0	→	-2	→	
The length of time the journey was scheduled to take (speed)	997	90	7	3	83	-3	↓	-1	→	
Connections with other train services	626	79	15	6	75	1	→	-1	→	
The value for money for the price of your ticket	960	43	23	34	42	0	→	-4	→	
Upkeep and repair of the train	1006	92	6	2	75	2	→	-1	→	
The provision of information during the journey	922	83	11	5	69	3	→	4	↑	
The helpfulness and attitude of staff on train	387	33	46	21	57	-3	→	0	→	
The space for luggage	766	50	25	25	52	2	→	-1	→	
The toilet facilities	499	53	25	23	35	-2	→	3	→	
Sufficient room for all passengers to sit/stand	988	65	15	21	67	3	→	-1	→	
The comfort of the seating area	985	80	13	7	71	1	→	-3	→	
The ease of being able to get on and off	1003	85	10	5	80	1	→	0	→	
Your personal security on board	943	74	20	5	75	2	→	0	→	
The cleanliness of the inside	1009	91	6	3	75	2	→	0	→	
The cleanliness of the outside	923	90	8	2	74	4	↑	2	→	
The availability of staff	588	20	40	40	39	-2	→	2	→	
How well train company deals with delays	53	40	32	28	36	-10	→	-9	→	

Chiltern Railways

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1139										
Overall satisfaction	1116	88	7	4	83	0	→	-2	→	
STATION FACILITIES										
Overall satisfaction with the station	1118	90	8	2	77	5	↑	5	↑	
Ticket buying facilities	657	84	10	6	72	2	→	3	→	
Provision of information about train times/platforms	1097	83	10	7	80	0	→	-1	→	
The upkeep/repair of the station buildings/platforms	1085	84	12	4	65	7	↑	7	↑	
Cleanliness	1093	88	8	4	71	7	↑	5	↑	
The facilities and services	967	69	18	13	49	6	↑	4	→	
The attitudes and helpfulness of the staff	828	77	16	7	69	-2	→	2	→	
Connections with other forms of public transport	817	74	17	9	74	0	→	1	→	
Facilities for car parking	501	69	15	17	49	2	→	0	→	
Overall environment	1104	85	12	3	67	7	↑	6	↑	
Your personal security whilst using	999	79	19	2	66	3	→	5	↑	
The availability of staff	938	67	21	12	57	2	→	3	→	
How request to station staff was handled	186	89	6	5	85	3	→	2	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1109	80	9	11	77	-1	→	-4	↓	
Punctuality/reliability (i.e. the train arriving/departing on time)	1117	82	7	11	80	-6	↓	-9	↓	
The length of time the journey was scheduled to take (speed)	1106	87	8	5	83	4	↑	2	→	
Connections with other train services	550	76	18	6	75	5	→	4	→	
The value for money for the price of your ticket	1082	51	21	29	42	2	→	-4	→	
Upkeep and repair of the train	1114	89	8	3	75	4	↑	6	↑	
The provision of information during the journey	973	77	15	8	69	4	→	4	↑	
The helpfulness and attitude of staff on train	478	62	28	10	57	4	→	2	→	
The space for luggage	824	60	21	19	52	4	→	4	→	
The toilet facilities	413	51	28	21	35	-4	→	-3	→	
Sufficient room for all passengers to sit/stand	1083	77	11	12	67	3	→	0	→	
The comfort of the seating area	1092	82	12	6	71	5	↑	4	→	
The ease of being able to get on and off	1103	89	8	3	80	1	→	-1	→	
Your personal security on board	1023	86	13	1	75	3	→	0	→	
The cleanliness of the inside	1114	87	9	4	75	2	→	3	→	
The cleanliness of the outside	945	85	12	3	74	6	↑	3	→	
The availability of staff	637	39	37	24	39	0	→	1	→	
How well train company deals with delays	240	39	35	26	36	-7	→	-12	↓	

First Capital Connect

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1880									
Overall satisfaction	1848	80	14	6	83	2	→	4	↑
STATION FACILITIES									
Overall satisfaction with the station	1845	76	17	7	77	7	↑	6	↑
Ticket buying facilities	1108	68	16	16	72	3	→	-1	→
Provision of information about train times/platforms	1783	77	13	11	80	4	↑	3	→
The upkeep/repair of the station buildings/platforms	1770	63	22	14	65	3	→	6	↑
Cleanliness	1788	70	19	11	71	2	→	4	→
The facilities and services	1505	50	22	28	49	6	↑	4	→
The attitudes and helpfulness of the staff	1398	66	25	9	69	0	→	2	→
Connections with other forms of public transport	1399	73	15	12	74	2	→	3	→
Facilities for car parking	778	45	18	36	49	0	→	1	→
Overall environment	1811	64	23	13	67	7	↑	3	→
Your personal security whilst using	1643	65	29	6	66	6	↑	4	→
The availability of staff	1599	55	24	21	57	6	↑	1	→
How request to station staff was handled	288	85	6	9	85	7	→	-1	→
TRAIN FACILITIES									
The frequency of the trains on that route	1833	76	10	14	77	3	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1835	77	8	16	80	2	→	6	↑
The length of time the journey was scheduled to take (speed)	1816	83	10	7	83	-1	→	1	→
Connections with other train services	1172	76	17	7	75	1	→	0	→
The value for money for the price of your ticket	1715	38	21	41	42	7	↑	1	→
Upkeep and repair of the train	1822	63	20	17	75	3	→	2	→
The provision of information during the journey	1589	47	28	25	69	0	→	1	→
The helpfulness and attitude of staff on train	672	32	46	22	57	2	→	-3	→
The space for luggage	1422	44	27	29	52	-3	→	0	→
The toilet facilities	664	25	25	49	35	-1	→	2	→
Sufficient room for all passengers to sit/stand	1802	60	17	23	67	1	→	0	→
The comfort of the seating area	1781	62	23	16	71	-1	→	1	→
The ease of being able to get on and off	1833	74	17	9	80	-1	→	0	→
Your personal security on board	1701	68	26	6	75	0	→	1	→
The cleanliness of the inside	1830	65	21	14	75	1	→	3	→
The cleanliness of the outside	1598	60	26	14	74	7	↑	4	→
The availability of staff	1110	14	31	55	39	2	→	1	→
How well train company deals with delays	383	33	41	27	36	8	→	-1	→

First Great Western

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2960									
Overall satisfaction	2908	83	10	7	83	2	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	2900	77	17	7	77	3	↑	1	→
Ticket buying facilities	1427	75	12	13	72	2	→	4	↑
Provision of information about train times/platforms	2781	81	10	8	80	4	↑	4	↑
The upkeep/repair of the station buildings/platforms	2793	66	20	13	65	6	↑	3	↑
Cleanliness	2803	71	20	9	71	4	↑	2	→
The facilities and services	2387	54	21	25	49	1	→	0	→
The attitudes and helpfulness of the staff	2016	73	19	8	69	1	→	0	→
Connections with other forms of public transport	1980	72	16	12	74	0	→	2	→
Facilities for car parking	1012	57	17	26	49	-1	→	-1	→
Overall environment	2835	67	23	10	67	1	→	1	→
Your personal security whilst using	2491	71	25	5	66	4	↑	2	→
The availability of staff	2363	60	21	19	57	0	→	3	→
How request to station staff was handled	568	87	7	6	85	-3	→	1	→
TRAIN FACILITIES									
The frequency of the trains on that route	2833	78	9	13	77	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2881	79	7	14	80	2	→	0	→
The length of time the journey was scheduled to take (speed)	2855	86	8	6	83	2	↑	1	→
Connections with other train services	1603	76	14	10	75	3	→	2	→
The value for money for the price of your ticket	2812	53	20	28	42	4	↑	-3	→
Upkeep and repair of the train	2881	78	14	8	75	6	↑	4	↑
The provision of information during the journey	2629	68	22	10	69	4	↑	3	→
The helpfulness and attitude of staff on train	1756	70	23	7	57	0	→	0	→
The space for luggage	2304	55	20	25	52	-1	→	1	→
The toilet facilities	1311	44	24	32	35	4	→	1	→
Sufficient room for all passengers to sit/stand	2820	68	13	19	67	-2	→	-1	→
The comfort of the seating area	2815	73	16	11	71	3	↑	4	↑
The ease of being able to get on and off	2859	78	14	8	80	1	→	1	→
Your personal security on board	2697	80	17	3	75	2	→	1	→
The cleanliness of the inside	2891	76	15	9	75	5	↑	4	↑
The cleanliness of the outside	2418	74	20	6	74	9	↑	4	↑
The availability of staff	2185	50	29	20	39	1	→	-1	→
How well train company deals with delays	658	45	35	21	36	2	→	3	→

Heathrow Connect

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 572									
Overall satisfaction	562	92	5	3	83	3	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	559	80	14	6	77	1	→	-2	→
Ticket buying facilities	336	76	17	6	72	2	→	-1	→
Provision of information about train times/platforms	542	69	16	15	80	-2	→	0	→
The upkeep/repair of the station buildings/platforms	538	67	19	15	65	2	→	-1	→
Cleanliness	538	75	18	7	71	4	→	-1	→
The facilities and services	446	54	22	24	49	1	→	2	→
The attitudes and helpfulness of the staff	421	72	21	7	69	2	→	-5	→
Connections with other forms of public transport	453	76	13	11	74	-3	→	-7	→
Facilities for car parking	174	31	27	42	49	-2	→	-2	→
Overall environment	545	73	20	7	67	6	→	1	→
Your personal security whilst using	495	66	28	7	66	-8	→	-9	↓
The availability of staff	497	59	27	14	57	-2	→	-10	↓
How request to station staff was handled	90	86	3	12	85	6	→	-2	→
TRAIN FACILITIES									
The frequency of the trains on that route	556	74	11	15	77	6	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	558	91	4	5	80	3	→	-3	→
The length of time the journey was scheduled to take (speed)	553	93	4	3	83	-1	→	-1	→
Connections with other train services	372	84	14	2	75	3	→	-4	→
The value for money for the price of your ticket	499	58	22	20	42	3	→	-7	→
Upkeep and repair of the train	555	94	6	0	75	1	→	0	→
The provision of information during the journey	524	85	14	1	69	2	→	0	→
The helpfulness and attitude of staff on train	355	81	15	4	57	6	→	5	→
The space for luggage	455	76	14	10	52	-3	→	-3	→
The toilet facilities	218	63	28	9	35	-10	→	-12	→
Sufficient room for all passengers to sit/stand	548	90	8	2	67	1	→	-1	→
The comfort of the seating area	545	91	8	1	71	0	→	-2	→
The ease of being able to get on and off	554	86	9	4	80	-2	→	-4	→
Your personal security on board	531	86	14	1	75	0	→	-3	→
The cleanliness of the inside	562	97	3	0	75	4	↑	1	→
The cleanliness of the outside	508	91	8	1	74	3	→	0	→
The availability of staff	438	63	28	9	39	-3	→	-5	→
How well train company deals with delays	36	45	36	19	36	20	→	12	→

Heathrow Express

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 614									
Overall satisfaction	591	93	5	1	83	-1	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	596	88	10	2	77	0	→	3	→
Ticket buying facilities	443	93	6	1	72	3	→	1	→
Provision of information about train times/platforms	575	83	10	7	80	-1	→	0	→
The upkeep/repair of the station buildings/platforms	562	84	13	3	65	6	→	4	→
Cleanliness	577	81	16	4	71	6	→	-1	→
The facilities and services	391	64	22	14	49	-4	→	2	→
The attitudes and helpfulness of the staff	411	73	20	7	69	-6	→	-8	→
Connections with other forms of public transport	448	82	12	6	74	-3	→	-2	→
Facilities for car parking	98	44	30	25	49	-15	→	12	→
Overall environment	579	83	15	2	67	4	→	6	→
Your personal security whilst using	479	78	20	3	66	1	→	5	→
The availability of staff	458	66	25	9	57	0	→	-5	→
How request to station staff was handled	129	96	2	1	85	8	→	1	→
TRAIN FACILITIES									
The frequency of the trains on that route	576	94	5	1	77	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	583	94	3	3	80	-3	→	-1	→
The length of time the journey was scheduled to take (speed)	585	96	3	0	83	-2	→	-2	→
Connections with other train services	341	79	16	5	75	-1	→	-5	→
The value for money for the price of your ticket	583	37	26	37	42	0	→	-4	→
Upkeep and repair of the train	583	90	8	2	75	-2	→	1	→
The provision of information during the journey	527	79	18	3	69	-5	→	-3	→
The helpfulness and attitude of staff on train	463	82	16	2	57	4	→	-1	→
The space for luggage	565	88	9	3	52	1	→	1	→
The toilet facilities	152	64	20	16	35	-4	→	5	→
Sufficient room for all passengers to sit/stand	574	90	8	3	67	3	→	1	→
The comfort of the seating area	567	91	8	1	71	-2	→	2	→
The ease of being able to get on and off	580	93	7	1	80	-1	→	1	→
Your personal security on board	551	90	9	1	75	-2	→	0	→
The cleanliness of the inside	593	93	5	1	75	0	→	3	→
The cleanliness of the outside	536	92	8	0	74	1	→	3	→
The availability of staff	498	71	26	3	39	-2	→	-6	→
How well train company deals with delays	38	62	25	13	36	6	→	8	→

London Midland

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1133										
Overall satisfaction	1116	85	10	5	83	2	→	-1	→	
STATION FACILITIES										
Overall satisfaction with the station	1111	76	17	8	77	-1	→	-3	→	
Ticket buying facilities	628	79	10	12	72	1	→	3	→	
Provision of information about train times/platforms	1056	83	10	7	80	1	→	-1	→	
The upkeep/repair of the station buildings/platforms	1059	69	18	13	65	7	↑	2	→	
Cleanliness	1069	73	17	10	71	4	→	1	→	
The facilities and services	899	49	20	31	49	1	→	-1	→	
The attitudes and helpfulness of the staff	825	74	16	10	69	5	→	0	→	
Connections with other forms of public transport	735	67	19	13	74	-3	→	1	→	
Facilities for car parking	547	53	18	29	49	-2	→	3	→	
Overall environment	1084	66	23	11	67	2	→	-1	→	
Your personal security whilst using	969	67	26	6	66	1	→	3	→	
The availability of staff	952	59	22	19	57	0	→	2	→	
How request to station staff was handled	176	92	4	4	85	2	→	6	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1093	77	8	14	77	0	→	-1	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1110	78	8	14	80	3	→	-2	→	
The length of time the journey was scheduled to take (speed)	1101	86	10	4	83	-1	→	0	→	
Connections with other train services	620	74	20	6	75	-2	→	-1	→	
The value for money for the price of your ticket	1016	52	20	28	42	-1	→	-4	→	
Upkeep and repair of the train	1100	80	12	8	75	5	↑	3	→	
The provision of information during the journey	997	68	21	11	69	2	→	2	→	
The helpfulness and attitude of staff on train	645	65	28	8	57	2	→	7	↑	
The space for luggage	809	52	23	25	52	0	→	-4	→	
The toilet facilities	418	51	26	23	35	3	→	-2	→	
Sufficient room for all passengers to sit/stand	1070	66	15	18	67	-4	→	-8	↓	
The comfort of the seating area	1065	73	17	10	71	2	→	-1	→	
The ease of being able to get on and off	1094	81	14	5	80	0	→	0	→	
Your personal security on board	1028	78	19	3	75	2	→	-1	→	
The cleanliness of the inside	1112	80	12	8	75	6	↑	3	→	
The cleanliness of the outside	985	80	15	5	74	8	↑	3	→	
The availability of staff	799	47	32	20	39	4	→	6	→	
How well train company deals with delays	221	41	34	26	36	9	→	0	→	

London Overground

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1246										
Overall satisfaction	1220	92	6	1	83	3	→	7	↑	
STATION FACILITIES										
Overall satisfaction with the station	1218	81	14	5	77	2	→	7	↑	
Ticket buying facilities	677	78	13	9	72	3	→	12	↑	
Provision of information about train times/platforms	1152	80	10	9	80	3	→	5	→	
The upkeep/repair of the station buildings/platforms	1159	74	18	8	65	0	→	8	↑	
Cleanliness	1171	78	14	8	71	-1	→	0	→	
The facilities and services	852	34	28	38	49	5	→	2	→	
The attitudes and helpfulness of the staff	852	67	23	10	69	-1	→	-5	→	
Connections with other forms of public transport	962	74	17	9	74	-2	→	-3	→	
Facilities for car parking	396	27	27	47	49	7	→	5	→	
Overall environment	1183	72	20	8	67	3	→	6	↑	
Your personal security whilst using	1078	68	27	5	66	1	→	6	→	
The availability of staff	1006	57	27	16	57	-1	→	-5	→	
How request to station staff was handled	124	88	6	6	85	20	↑	10	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1211	82	7	10	77	5	↑	8	↑	
Punctuality/reliability (i.e. the train arriving/departing on time)	1210	83	7	9	80	5	→	8	↑	
The length of time the journey was scheduled to take (speed)	1202	87	9	4	83	-3	→	0	→	
Connections with other train services	974	81	14	5	75	-1	→	-1	→	
The value for money for the price of your ticket	1070	54	23	24	42	1	→	-6	→	
Upkeep and repair of the train	1202	96	4	0	75	0	→	5	↑	
The provision of information during the journey	1125	87	10	3	69	1	→	3	→	
The helpfulness and attitude of staff on train	549	54	36	10	57	10	↑	3	→	
The space for luggage	909	69	16	15	52	10	↑	7	↑	
The toilet facilities	352	19	18	63	35	9	↑	1	→	
Sufficient room for all passengers to sit/stand	1192	80	11	9	67	4	→	12	↑	
The comfort of the seating area	1179	86	10	4	71	3	→	5	↑	
The ease of being able to get on and off	1201	89	8	4	80	3	→	8	↑	
Your personal security on board	1131	82	15	3	75	0	→	7	↑	
The cleanliness of the inside	1213	93	5	2	75	-1	→	1	→	
The cleanliness of the outside	1112	91	8	1	74	-1	→	-1	→	
The availability of staff	821	37	36	26	39	11	↑	1	→	
How well train company deals with delays	132	42	42	16	36	-7	→	15	→	

National Express East Anglia

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2199									
Overall satisfaction	2165	77	15	8	83	-1	→	-2	→
STATION FACILITIES									
Overall satisfaction with the station	2152	74	18	8	77	0	→	2	→
Ticket buying facilities	1181	69	16	15	72	1	→	1	→
Provision of information about train times/platforms	2077	75	14	12	80	1	→	-2	→
The upkeep/repair of the station buildings/platforms	2067	67	20	13	65	4	↑	3	→
Cleanliness	2079	72	17	11	71	3	→	1	→
The facilities and services	1777	52	19	29	49	1	→	1	→
The attitudes and helpfulness of the staff	1582	68	23	10	69	1	→	-1	→
Connections with other forms of public transport	1684	77	13	10	74	-1	→	-1	→
Facilities for car parking	785	51	19	31	49	1	→	-1	→
Overall environment	2113	66	23	11	67	4	→	0	→
Your personal security whilst using	1896	62	29	9	66	1	→	0	→
The availability of staff	1832	55	24	20	57	3	→	0	→
How request to station staff was handled	384	82	7	11	85	-1	→	0	→
TRAIN FACILITIES									
The frequency of the trains on that route	2118	76	8	17	77	3	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2129	77	9	14	80	2	→	-3	→
The length of time the journey was scheduled to take (speed)	2110	81	10	9	83	1	→	-1	→
Connections with other train services	1252	72	18	11	75	-1	→	-1	→
The value for money for the price of your ticket	2027	33	20	47	42	-2	→	-2	→
Upkeep and repair of the train	2118	55	24	21	75	0	→	0	→
The provision of information during the journey	1884	58	24	19	69	1	→	3	→
The helpfulness and attitude of staff on train	1051	47	36	17	57	1	→	-2	→
The space for luggage	1630	50	26	23	52	1	→	-1	→
The toilet facilities	906	30	25	46	35	2	→	1	→
Sufficient room for all passengers to sit/stand	2059	67	15	18	67	6	↑	3	→
The comfort of the seating area	2071	60	22	17	71	4	↑	2	→
The ease of being able to get on and off	2096	78	16	6	80	2	→	1	→
Your personal security on board	1971	67	27	6	75	2	→	0	→
The cleanliness of the inside	2137	63	21	15	75	2	→	5	↑
The cleanliness of the outside	1847	59	27	14	74	6	↑	7	↑
The availability of staff	1400	28	26	46	39	2	→	3	→
How well train company deals with delays	309	32	35	32	36	4	→	-8	→

Southeastern

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1575									
Overall satisfaction	1545	83	11	7	83	1	→	3	→
STATION FACILITIES									
Overall satisfaction with the station	1552	78	15	7	77	3	→	3	→
Ticket buying facilities	883	66	16	18	72	-4	→	-1	→
Provision of information about train times/platforms	1492	80	12	8	80	4	↑	1	→
The upkeep/repair of the station buildings/platforms	1500	64	21	15	65	0	→	2	→
Cleanliness	1489	72	18	9	71	3	→	4	→
The facilities and services	1291	51	20	30	49	3	→	1	→
The attitudes and helpfulness of the staff	1167	69	20	12	69	2	→	0	→
Connections with other forms of public transport	1190	75	15	9	74	0	→	0	→
Facilities for car parking	597	47	17	37	49	3	→	6	→
Overall environment	1519	68	21	11	67	5	↑	5	↑
Your personal security whilst using	1390	63	30	7	66	1	→	1	→
The availability of staff	1346	56	23	20	57	-1	→	-2	→
How request to station staff was handled	249	80	9	10	85	-5	→	-10	↓
TRAIN FACILITIES									
The frequency of the trains on that route	1529	75	10	14	77	-1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1536	80	9	11	80	2	→	1	→
The length of time the journey was scheduled to take (speed)	1528	81	10	9	83	1	→	1	→
Connections with other train services	858	71	22	7	75	0	→	-2	→
The value for money for the price of your ticket	1417	36	23	41	42	4	→	-3	→
Upkeep and repair of the train	1533	72	18	11	75	4	→	-1	→
The provision of information during the journey	1394	66	20	13	69	2	→	-1	→
The helpfulness and attitude of staff on train	755	52	32	16	57	-3	→	0	→
The space for luggage	1179	48	24	27	52	2	→	2	→
The toilet facilities	597	32	24	45	35	6	→	-2	→
Sufficient room for all passengers to sit/stand	1491	63	15	22	67	0	→	1	→
The comfort of the seating area	1489	67	20	13	71	2	→	-4	→
The ease of being able to get on and off	1521	79	13	7	80	1	→	2	→
Your personal security on board	1434	71	24	5	75	4	→	4	→
The cleanliness of the inside	1543	72	17	11	75	4	→	0	→
The cleanliness of the outside	1382	70	23	7	74	5	↑	0	→
The availability of staff	1019	33	32	35	39	0	→	2	→
How well train company deals with delays	190	26	31	43	36	2	→	-8	→

Southern

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 2135										
Overall satisfaction	2101	83	10	7	83	0	→	0	→	
STATION FACILITIES										
Overall satisfaction with the station	2082	78	16	6	77	5	↑	4	↑	
Ticket buying facilities	1179	73	14	14	72	2	→	4	→	
Provision of information about train times/platforms	1991	81	11	8	80	4	↑	0	→	
The upkeep/repair of the station buildings/platforms	2003	67	20	12	65	5	↑	4	↑	
Cleanliness	2007	72	19	9	71	2	→	3	→	
The facilities and services	1656	50	21	29	49	1	→	1	→	
The attitudes and helpfulness of the staff	1494	70	20	11	69	1	→	1	→	
Connections with other forms of public transport	1555	73	17	10	74	-1	→	-3	→	
Facilities for car parking	658	44	22	34	49	2	→	2	→	
Overall environment	2044	69	21	10	67	5	↑	6	↑	
Your personal security whilst using	1803	68	26	6	66	3	→	6	↑	
The availability of staff	1750	58	25	16	57	-1	→	1	→	
How request to station staff was handled	318	85	4	11	85	2	→	-1	→	
TRAIN FACILITIES										
The frequency of the trains on that route	2060	76	8	16	77	1	→	3	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	2073	78	8	14	80	0	→	-2	→	
The length of time the journey was scheduled to take (speed)	2059	84	10	6	83	0	→	1	→	
Connections with other train services	1270	76	17	7	75	0	→	2	→	
The value for money for the price of your ticket	1975	42	23	35	42	3	→	-1	→	
Upkeep and repair of the train	2082	71	18	11	75	-1	→	-1	→	
The provision of information during the journey	1880	72	20	8	69	-2	→	-4	↓	
The helpfulness and attitude of staff on train	1119	61	29	11	57	4	→	0	→	
The space for luggage	1594	48	25	27	52	-1	→	-2	→	
The toilet facilities	770	36	24	41	35	-2	→	2	→	
Sufficient room for all passengers to sit/stand	2043	66	15	20	67	-2	→	-2	→	
The comfort of the seating area	2020	72	17	11	71	1	→	0	→	
The ease of being able to get on and off	2077	76	15	9	80	-3	→	-3	↓	
Your personal security on board	1960	76	21	3	75	2	→	1	→	
The cleanliness of the inside	2087	72	17	11	75	-1	→	1	→	
The cleanliness of the outside	1785	74	21	6	74	2	→	-1	→	
The availability of staff	1452	40	30	30	39	1	→	-1	→	
How well train company deals with delays	373	35	40	25	36	1	→	0	→	

South West Trains

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 2100									
Overall satisfaction	2076	84	10	6	83	-1	→	-3	↓
STATION FACILITIES									
Overall satisfaction with the station	2060	74	19	7	77	0	→	-4	↓
Ticket buying facilities	1249	71	14	15	72	0	→	-1	→
Provision of information about train times/platforms	1966	81	11	8	80	-2	→	-3	↓
The upkeep/repair of the station buildings/platforms	1972	57	25	18	65	-2	→	-6	↓
Cleanliness	1979	63	24	13	71	-1	→	-5	↓
The facilities and services	1722	46	24	30	49	-4	→	-4	↓
The attitudes and helpfulness of the staff	1509	66	23	10	69	-2	→	-1	→
Connections with other forms of public transport	1473	74	17	9	74	0	→	-2	→
Facilities for car parking	904	56	17	28	49	8	↑	5	→
Overall environment	2009	61	26	13	67	-2	→	-6	↓
Your personal security whilst using	1806	64	31	5	66	-3	→	-4	↓
The availability of staff	1757	53	25	22	57	0	→	-2	→
How request to station staff was handled	324	87	3	8	85	8	↑	8	↑
TRAIN FACILITIES									
The frequency of the trains on that route	2031	76	9	15	77	-2	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	2057	84	7	9	80	-2	→	-6	↓
The length of time the journey was scheduled to take (speed)	2031	82	10	8	83	-2	→	-5	↓
Connections with other train services	1262	76	17	7	75	-2	→	-3	→
The value for money for the price of your ticket	1971	38	20	42	42	1	→	-5	↓
Upkeep and repair of the train	2044	79	16	5	75	-1	→	-3	↓
The provision of information during the journey	1904	75	19	7	69	-2	→	-2	→
The helpfulness and attitude of staff on train	1327	67	28	5	57	-1	→	-2	→
The space for luggage	1604	53	23	24	52	-4	→	-6	↓
The toilet facilities	925	37	23	40	35	1	→	-2	→
Sufficient room for all passengers to sit/stand	2003	67	15	18	67	-2	→	-4	↓
The comfort of the seating area	2012	75	16	9	71	-1	→	-4	↓
The ease of being able to get on and off	2047	81	13	6	80	1	→	-1	→
Your personal security on board	1930	78	19	2	75	-1	→	-3	↓
The cleanliness of the inside	2062	75	15	10	75	1	→	-1	→
The cleanliness of the outside	1774	78	18	4	74	4	↑	0	→
The availability of staff	1624	54	31	15	39	2	→	1	→
How well train company deals with delays	259	41	43	17	36	8	→	1	→

CrossCountry

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1320										
Overall satisfaction	1301	82	10	8	86	-3	↓	-2	→	
STATION FACILITIES										
Overall satisfaction with the station	1303	80	13	7	81	3	→	1	→	
Ticket buying facilities	564	83	9	8	84	5	→	4	→	
Provision of information about train times/platforms	1254	85	8	8	86	1	→	2	→	
The upkeep/repair of the station buildings/platforms	1244	69	19	12	73	-1	→	2	→	
Cleanliness	1255	74	19	8	77	-1	→	-1	→	
The facilities and services	1099	65	18	17	65	2	→	2	→	
The attitudes and helpfulness of the staff	971	77	17	6	77	1	→	-3	→	
Connections with other forms of public transport	729	70	16	14	74	-6	↓	-6	↓	
Facilities for car parking	479	59	18	24	62	6	→	0	→	
Overall environment	1277	71	18	11	74	2	→	0	→	
Your personal security whilst using	1097	73	24	3	74	2	→	-1	→	
The availability of staff	1095	67	21	12	66	2	→	-1	→	
How request to station staff was handled	331	87	5	8	87	-1	→	-2	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1245	80	11	9	84	0	→	2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1293	79	7	14	83	-5	↓	-4	↓	
The length of time the journey was scheduled to take (speed)	1286	85	10	5	88	1	→	-1	→	
Connections with other train services	750	77	13	10	79	-2	→	-2	→	
The value for money for the price of your ticket	1267	52	20	28	56	-1	→	-2	→	
Upkeep and repair of the train	1282	79	14	7	84	-2	→	-3	↓	
The provision of information during the journey	1194	74	18	8	76	-2	→	-2	→	
The helpfulness and attitude of staff on train	943	76	20	4	79	-4	↓	-5	↓	
The space for luggage	1077	52	18	30	53	-2	→	1	→	
The toilet facilities	602	49	21	30	52	0	→	-5	→	
Sufficient room for all passengers to sit/stand	1264	64	15	21	70	-6	↓	-2	→	
The comfort of the seating area	1232	76	15	9	79	-1	→	0	→	
The ease of being able to get on and off	1281	78	15	7	82	-3	↓	-4	↓	
Your personal security on board	1197	81	17	2	84	-3	→	-1	→	
The cleanliness of the inside	1285	77	13	10	82	-1	→	-1	→	
The cleanliness of the outside	1059	77	19	4	79	1	→	2	→	
The availability of staff	1058	63	26	11	66	-2	→	-3	→	
How well train company deals with delays	345	46	35	19	50	-3	→	-3	→	

East Coast

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010						
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall sample size 1136										
Overall satisfaction	1125	87	6	7	86	0	→	-2	→	
STATION FACILITIES										
Overall satisfaction with the station	1120	76	14	9	81	0	→	-2	→	
Ticket buying facilities	287	81	10	8	84	1	→	3	→	
Provision of information about train times/platforms	1090	85	8	7	86	-1	→	-3	→	
The upkeep/repair of the station buildings/platforms	1069	66	18	15	73	-2	→	-2	→	
Cleanliness	1076	73	18	10	77	0	→	-1	→	
The facilities and services	930	60	19	21	65	-1	→	-1	→	
The attitudes and helpfulness of the staff	719	75	19	5	77	-1	→	-3	→	
Connections with other forms of public transport	760	80	12	9	74	-1	→	-1	→	
Facilities for car parking	288	56	19	25	62	0	→	7	→	
Overall environment	1091	66	19	15	74	-3	→	-3	→	
Your personal security whilst using	949	70	27	3	74	-2	→	-3	→	
The availability of staff	879	66	20	14	66	-1	→	-1	→	
How request to station staff was handled	265	86	6	8	87	-3	→	-2	→	
TRAIN FACILITIES										
The frequency of the trains on that route	1078	89	6	6	84	-1	→	-2	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	1105	78	7	15	83	-6	↓	-5	↓	
The length of time the journey was scheduled to take (speed)	1107	88	7	5	88	-2	→	-1	→	
Connections with other train services	568	79	13	8	79	-1	→	-2	→	
The value for money for the price of your ticket	1085	57	20	23	56	-1	→	-3	→	
Upkeep and repair of the train	1112	81	14	6	84	0	→	-1	→	
The provision of information during the journey	1034	80	15	5	76	1	→	3	→	
The helpfulness and attitude of staff on train	878	80	16	5	79	2	→	1	→	
The space for luggage	957	61	17	22	53	1	→	6	↑	
The toilet facilities	727	55	21	24	52	6	↑	4	→	
Sufficient room for all passengers to sit/stand	1070	79	11	10	70	2	→	3	→	
The comfort of the seating area	1083	81	12	7	79	4	↑	5	↑	
The ease of being able to get on and off	1104	84	11	6	82	2	→	2	→	
Your personal security on board	1025	86	12	2	84	0	→	1	→	
The cleanliness of the inside	1115	85	11	4	82	2	→	1	→	
The cleanliness of the outside	899	78	18	4	79	4	↑	-1	→	
The availability of staff	947	70	22	8	66	2	→	3	→	
How well train company deals with delays	292	56	26	18	50	4	→	-6	→	

East Midlands Trains

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1029									
Overall satisfaction	1015	87	8	5	86	1	→	-1	→
STATION FACILITIES									
Overall satisfaction with the station	1010	83	13	4	81	1	→	-2	→
Ticket buying facilities	493	79	11	10	84	2	→	3	→
Provision of information about train times/platforms	971	86	10	5	86	2	→	2	→
The upkeep/repair of the station buildings/platforms	982	78	14	8	73	3	→	2	→
Cleanliness	980	82	13	5	77	3	→	3	→
The facilities and services	876	67	17	17	65	4	→	6	↑
The attitudes and helpfulness of the staff	767	77	17	6	77	1	→	0	→
Connections with other forms of public transport	683	70	16	13	74	-1	→	1	→
Facilities for car parking	421	64	17	19	62	6	→	2	→
Overall environment	994	78	15	7	74	2	→	1	→
Your personal security whilst using	880	74	22	4	74	-1	→	1	→
The availability of staff	858	68	19	13	66	2	→	0	→
How request to station staff was handled	206	89	3	8	87	4	→	5	→
TRAIN FACILITIES									
The frequency of the trains on that route	978	80	8	12	84	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	994	88	6	7	83	1	→	0	→
The length of time the journey was scheduled to take (speed)	991	90	6	4	88	3	↑	2	→
Connections with other train services	538	77	16	7	79	0	→	-2	→
The value for money for the price of your ticket	978	52	17	30	56	1	→	-5	→
Upkeep and repair of the train	1003	85	9	6	84	8	↑	9	↑
The provision of information during the journey	899	70	20	9	76	0	→	3	→
The helpfulness and attitude of staff on train	781	79	17	5	79	2	→	3	→
The space for luggage	790	57	19	24	53	1	→	9	↑
The toilet facilities	496	53	20	27	52	1	→	5	→
Sufficient room for all passengers to sit/stand	987	76	13	11	70	4	↑	2	→
The comfort of the seating area	982	83	11	6	79	6	↑	5	↑
The ease of being able to get on and off	994	83	11	6	82	1	→	2	→
Your personal security on board	937	85	14	1	84	4	→	3	→
The cleanliness of the inside	1010	82	8	10	82	3	→	6	↑
The cleanliness of the outside	866	75	19	6	79	6	↑	2	→
The availability of staff	868	68	22	10	66	3	→	2	→
How well train company deals with delays	140	39	32	30	50	-10	→	-3	→

First Hull Trains

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 527									
Overall satisfaction	506	88	6	6	86	-6	↓	-5	↓
STATION FACILITIES									
Overall satisfaction with the station	512	79	14	7	81	6	↑	-3	→
Ticket buying facilities	198	82	8	10	84	0	→	1	→
Provision of information about train times/platforms	491	83	8	8	86	1	→	-2	→
The upkeep/repair of the station buildings/platforms	495	70	15	15	73	7	↑	1	→
Cleanliness	491	72	18	11	77	5	→	-2	→
The facilities and services	430	50	20	30	65	1	→	-2	→
The attitudes and helpfulness of the staff	354	69	24	8	77	2	→	-4	→
Connections with other forms of public transport	364	74	12	15	74	-2	→	-3	→
Facilities for car parking	234	69	17	14	62	0	→	-2	→
Overall environment	497	67	20	13	74	5	→	-2	→
Your personal security whilst using	439	70	28	3	74	0	→	-2	→
The availability of staff	420	55	27	18	66	1	→	-2	→
How request to station staff was handled	103	89	3	7	87	4	→	1	→
TRAIN FACILITIES									
The frequency of the trains on that route	468	78	12	10	84	-4	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	506	85	4	11	83	-4	→	-4	→
The length of time the journey was scheduled to take (speed)	495	90	7	3	88	0	→	-3	→
Connections with other train services	255	81	15	3	79	-2	→	-6	→
The value for money for the price of your ticket	490	62	18	21	56	-1	→	-4	→
Upkeep and repair of the train	509	89	8	3	84	-6	↓	-3	→
The provision of information during the journey	482	84	13	3	76	-5	→	0	→
The helpfulness and attitude of staff on train	456	91	7	2	79	-1	→	1	→
The space for luggage	443	75	11	14	53	2	→	9	↑
The toilet facilities	349	68	18	13	52	-1	→	3	→
Sufficient room for all passengers to sit/stand	492	89	7	4	70	-2	→	0	→
The comfort of the seating area	492	89	7	3	79	-4	→	1	→
The ease of being able to get on and off	498	91	7	2	82	-1	→	2	→
Your personal security on board	485	91	8	1	84	-2	→	-1	→
The cleanliness of the inside	505	90	7	2	82	-4	↓	0	→
The cleanliness of the outside	443	89	8	3	79	3	→	5	→
The availability of staff	463	86	13	1	66	-4	→	4	→
How well train company deals with delays	48	39	44	18	50	-27	↓	-31	↓

First TransPennine Express

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1117									
Overall satisfaction	1096	84	8	8	86	-5	↓	-3	→
STATION FACILITIES									
Overall satisfaction with the station	1089	85	11	4	81	-1	→	0	→
Ticket buying facilities	574	89	7	5	84	5	→	1	→
Provision of information about train times/platforms	1042	87	9	4	86	-4	↓	-2	→
The upkeep/repair of the station buildings/platforms	1054	79	15	6	73	-1	→	-3	→
Cleanliness	1057	81	14	5	77	-1	→	-3	→
The facilities and services	961	67	18	15	65	2	→	3	→
The attitudes and helpfulness of the staff	778	81	14	5	77	1	→	2	→
Connections with other forms of public transport	711	71	16	13	74	-4	→	-5	→
Facilities for car parking	440	65	15	20	62	4	→	5	→
Overall environment	1068	80	14	6	74	-1	→	-3	→
Your personal security whilst using	941	75	21	3	74	0	→	-2	→
The availability of staff	912	69	20	11	66	1	→	0	→
How request to station staff was handled	199	89	6	4	87	-1	→	-4	→
TRAIN FACILITIES									
The frequency of the trains on that route	1054	82	8	10	84	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1083	84	7	10	83	-4	→	-1	→
The length of time the journey was scheduled to take (speed)	1081	89	6	5	88	-3	→	0	→
Connections with other train services	632	81	13	5	79	-1	→	5	→
The value for money for the price of your ticket	1038	59	17	24	56	-1	→	0	→
Upkeep and repair of the train	1087	87	10	3	84	-2	→	-4	→
The provision of information during the journey	997	79	17	4	76	-3	→	-4	→
The helpfulness and attitude of staff on train	824	80	16	4	79	0	→	3	→
The space for luggage	876	47	18	35	53	-3	→	-3	→
The toilet facilities	487	52	21	27	52	-2	→	-1	→
Sufficient room for all passengers to sit/stand	1056	62	13	25	70	-2	→	0	→
The comfort of the seating area	1043	80	12	7	79	0	→	-3	→
The ease of being able to get on and off	1078	79	12	9	82	-3	→	-3	→
Your personal security on board	1029	81	15	3	84	-6	↓	-3	→
The cleanliness of the inside	1089	85	11	5	82	0	→	-2	→
The cleanliness of the outside	940	82	15	4	79	3	→	-3	→
The availability of staff	934	64	24	12	66	0	→	-2	→
How well train company deals with delays	218	53	29	18	50	5	→	1	→

Grand Central

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 917									
Overall satisfaction	894	95	3	3	86			0	→
STATION FACILITIES									
Overall satisfaction with the station	891	76	15	9	81			2	→
Ticket buying facilities	397	79	11	11	84			0	→
Provision of information about train times/platforms	852	85	8	7	86			4	→
The upkeep/repair of the station buildings/platforms	856	71	17	12	73			0	→
Cleanliness	855	76	15	9	77			2	→
The facilities and services	730	49	19	32	65			2	→
The attitudes and helpfulness of the staff	582	74	19	7	77			2	→
Connections with other forms of public transport	662	80	10	10	74			4	→
Facilities for car parking	402	54	20	26	62			2	→
Overall environment	864	66	20	14	74			2	→
Your personal security whilst using	760	69	25	7	74			0	→
The availability of staff	720	54	27	19	66			3	→
How request to station staff was handled	136	88	3	8	87			0	→
TRAIN FACILITIES									
The frequency of the trains on that route	818	72	13	14	84			2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	877	91	5	3	83			1	→
The length of time the journey was scheduled to take (speed)	866	92	4	4	88			3	↑
Connections with other train services	436	83	14	3	79			-4	→
The value for money for the price of your ticket	860	78	12	10	56			4	→
Upkeep and repair of the train	885	88	8	4	84			-3	→
The provision of information during the journey	817	83	13	4	76			-6	↓
The helpfulness and attitude of staff on train	793	93	6	1	79			0	→
The space for luggage	803	84	10	6	53			-1	→
The toilet facilities	643	66	17	17	52			-11	↓
Sufficient room for all passengers to sit/stand	871	94	4	2	70			-1	→
The comfort of the seating area	870	93	5	1	79			-2	→
The ease of being able to get on and off	882	90	7	3	82			-1	→
Your personal security on board	833	92	7	0	84			-2	→
The cleanliness of the inside	895	90	7	2	82			-3	→
The cleanliness of the outside	783	88	9	2	79			-1	→
The availability of staff	811	82	14	4	66			-7	↓
How well train company deals with delays	135	69	22	8	50			0	→

Grand Central did not
take part in the
survey in Spring 2011

Virgin Trains

	Autumn 2011	Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010					
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1098									
Overall satisfaction	1087	89	6	5	86	-1	→	-2	→
STATION FACILITIES									
Overall satisfaction with the station	1081	82	14	4	81	0	→	2	→
Ticket buying facilities	335	85	11	3	84	7	↑	1	→
Provision of information about train times/platforms	1033	89	7	3	86	3	→	1	→
The upkeep/repair of the station buildings/platforms	1053	71	21	8	73	-1	→	0	→
Cleanliness	1045	76	18	6	77	2	→	1	→
The facilities and services	962	67	18	15	65	2	→	2	→
The attitudes and helpfulness of the staff	683	74	21	5	77	3	→	-4	→
Connections with other forms of public transport	727	81	14	5	74	1	→	-1	→
Facilities for car parking	349	65	14	21	62	10	↑	12	↑
Overall environment	1058	74	19	8	74	2	→	2	→
Your personal security whilst using	920	76	23	2	74	5	↑	1	→
The availability of staff	797	60	27	12	66	2	→	-4	→
How request to station staff was handled	186	82	8	10	87	-3	→	-6	→
TRAIN FACILITIES									
The frequency of the trains on that route	1052	90	5	5	84	1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1072	85	6	9	83	-6	↓	-4	↓
The length of time the journey was scheduled to take (speed)	1071	91	5	4	88	-2	→	-2	→
Connections with other train services	554	83	10	7	79	0	→	-3	→
The value for money for the price of your ticket	1046	59	15	26	56	1	→	-5	↓
Upkeep and repair of the train	1068	87	8	4	84	-2	→	-1	→
The provision of information during the journey	1002	80	15	5	76	0	→	-2	→
The helpfulness and attitude of staff on train	796	80	16	4	79	0	→	0	→
The space for luggage	938	52	22	26	53	-4	→	1	→
The toilet facilities	705	52	20	28	52	-1	→	-3	→
Sufficient room for all passengers to sit/stand	1049	71	16	13	70	-6	↓	-3	→
The comfort of the seating area	1057	77	15	8	79	-2	→	-1	→
The ease of being able to get on and off	1061	88	9	3	82	1	→	3	→
Your personal security on board	1016	87	12	1	84	-1	→	1	→
The cleanliness of the inside	1078	86	9	4	82	-1	→	0	→
The cleanliness of the outside	882	82	15	3	79	1	→	-4	↓
The availability of staff	883	68	23	9	66	0	→	-2	→
How well train company deals with delays	262	55	31	14	50	0	→	-1	→

Arriva Trains Wales

	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1544									
Overall satisfaction	1509	84	11	5	87	-3	→	-2	→
STATION FACILITIES									
Overall satisfaction with the station	1499	72	18	11	80	-4	→	-1	→
Ticket buying facilities	785	80	8	12	80	5	→	4	→
Provision of information about train times/platforms	1424	80	11	10	83	1	→	1	→
The upkeep/repair of the station buildings/platforms	1435	63	21	17	71	0	→	-1	→
Cleanliness	1417	63	21	16	76	-5	→	-4	→
The facilities and services	1215	43	20	36	51	0	→	2	→
The attitudes and helpfulness of the staff	1080	74	17	10	76	-1	→	-2	→
Connections with other forms of public transport	883	61	21	18	70	0	→	-4	→
Facilities for car parking	752	59	18	23	55	-4	→	0	→
Overall environment	1446	63	23	15	71	1	→	1	→
Your personal security whilst using	1263	67	23	9	68	5	→	8	↑
The availability of staff	1228	58	18	24	63	2	→	2	→
How request to station staff was handled	331	90	3	5	90	3	→	3	→
TRAIN FACILITIES									
The frequency of the trains on that route	1422	76	10	14	81	-5	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1496	87	6	7	86	3	→	2	→
The length of time the journey was scheduled to take (speed)	1481	83	9	8	90	-4	↓	-6	↓
Connections with other train services	953	77	16	7	80	-1	→	-3	→
The value for money for the price of your ticket	1445	59	17	25	61	-2	→	-5	→
Upkeep and repair of the train	1470	75	15	10	71	1	→	-1	→
The provision of information during the journey	1350	65	23	12	69	-3	→	-2	→
The helpfulness and attitude of staff on train	1288	79	17	4	75	0	→	-3	→
The space for luggage	1280	60	19	20	60	4	→	-3	→
The toilet facilities	822	46	25	30	42	1	→	-1	→
Sufficient room for all passengers to sit/stand	1456	72	15	13	72	2	→	-1	→
The comfort of the seating area	1448	76	16	8	72	2	→	1	→
The ease of being able to get on and off	1465	83	12	5	83	-1	→	1	→
Your personal security on board	1387	82	16	2	81	-1	→	0	→
The cleanliness of the inside	1494	75	15	10	73	-2	→	-4	→
The cleanliness of the outside	1267	69	22	8	69	5	→	2	→
The availability of staff	1337	70	22	8	61	3	→	-1	→
How well train company deals with delays	229	45	30	25	41	2	→	8	→

Merseyrail

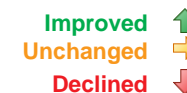
	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 546									
Overall satisfaction	538	93	5	2	87	2	→	0	→
STATION FACILITIES									
Overall satisfaction with the station	537	84	13	2	80	4	→	-1	→
Ticket buying facilities	316	90	6	4	80	4	→	5	→
Provision of information about train times/platforms	501	87	8	5	83	2	→	-1	→
The upkeep/repair of the station buildings/platforms	520	70	21	9	71	-2	→	-5	→
Cleanliness	507	78	14	8	76	2	→	1	→
The facilities and services	404	48	22	31	51	5	→	-1	→
The attitudes and helpfulness of the staff	453	85	12	4	76	2	→	-1	→
Connections with other forms of public transport	366	70	17	13	70	0	→	-7	→
Facilities for car parking	279	51	12	37	55	3	→	5	→
Overall environment	528	73	20	6	71	0	→	-3	→
Your personal security whilst using	493	72	24	4	68	1	→	3	→
The availability of staff	486	78	17	5	63	0	→	1	→
How request to station staff was handled	40	90	8	2	90	10	→	-4	→
TRAIN FACILITIES									
The frequency of the trains on that route	539	95	3	3	81	3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	537	95	2	3	86	2	→	5	↑
The length of time the journey was scheduled to take (speed)	530	97	2	1	90	3	→	1	→
Connections with other train services	304	91	6	3	80	9	↑	6	→
The value for money for the price of your ticket	431	66	18	16	61	2	→	-5	→
Upkeep and repair of the train	523	80	14	6	71	0	→	-4	→
The provision of information during the journey	483	81	15	4	69	-6	→	-4	→
The helpfulness and attitude of staff on train	296	68	25	7	75	1	→	5	→
The space for luggage	379	59	18	23	60	-1	→	-8	↓
The toilet facilities	154	14	11	75	42	5	→	-3	→
Sufficient room for all passengers to sit/stand	519	78	12	10	72	-1	→	-4	→
The comfort of the seating area	517	76	18	6	72	0	→	-6	↓
The ease of being able to get on and off	528	87	9	4	83	1	→	-3	→
Your personal security on board	511	77	21	3	81	-2	→	-2	→
The cleanliness of the inside	531	79	13	9	73	1	→	0	→
The cleanliness of the outside	479	71	20	8	69	15	↑	7	→
The availability of staff	397	45	34	21	61	-6	→	-1	→
How well train company deals with delays	35	50	36	14	41	1	→	3	→

Northern Rail

	Autumn 2011					Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1370									
Overall satisfaction	1352	83	11	6	87	0	→	1	→
STATION FACILITIES									
Overall satisfaction with the station	1337	76	15	9	80	3	→	2	→
Ticket buying facilities	761	73	8	19	80	0	→	-1	→
Provision of information about train times/platforms	1280	81	10	9	83	4	→	1	→
The upkeep/repair of the station buildings/platforms	1302	69	17	14	71	1	→	0	→
Cleanliness	1305	71	16	12	76	2	→	-2	→
The facilities and services	1116	49	17	34	51	-1	→	3	→
The attitudes and helpfulness of the staff	978	71	16	13	76	1	→	0	→
Connections with other forms of public transport	951	69	15	16	70	0	→	3	→
Facilities for car parking	684	60	15	25	55	3	→	7	→
Overall environment	1323	66	21	13	71	1	→	0	→
Your personal security whilst using	1189	65	25	10	68	1	→	4	→
The availability of staff	1120	57	19	24	63	-2	→	-2	→
How request to station staff was handled	177	89	5	5	90	0	→	-1	→
TRAIN FACILITIES									
The frequency of the trains on that route	1314	75	9	16	81	4	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1330	80	8	11	86	2	→	1	→
The length of time the journey was scheduled to take (speed)	1325	87	9	4	90	1	→	0	→
Connections with other train services	714	78	16	5	80	0	→	3	→
The value for money for the price of your ticket	1279	60	16	24	61	3	→	-4	→
Upkeep and repair of the train	1334	57	20	23	71	4	→	-2	→
The provision of information during the journey	1171	58	24	18	69	-1	→	1	→
The helpfulness and attitude of staff on train	1026	72	20	8	75	-4	→	-1	→
The space for luggage	993	56	19	26	60	0	→	1	→
The toilet facilities	514	43	21	37	42	5	→	2	→
Sufficient room for all passengers to sit/stand	1317	65	14	22	72	0	→	-3	→
The comfort of the seating area	1299	62	19	19	72	3	→	-3	→
The ease of being able to get on and off	1335	78	14	8	83	0	→	1	→
Your personal security on board	1257	79	18	3	81	3	→	4	→
The cleanliness of the inside	1348	62	19	18	73	6	↑	-1	→
The cleanliness of the outside	1163	62	25	14	69	14	↑	2	→
The availability of staff	1151	57	26	17	61	-5	→	-5	→
How well train company deals with delays	202	43	35	22	41	8	→	-1	→

ScotRail

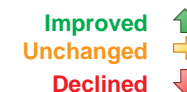
	Autumn 2011				Improvement/decline in % satisfied or good since Spring 2011		Improvement/decline in % satisfied or good since Autumn 2010		
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall sample size 1402									
Overall satisfaction	1366	89	7	4	87	3	→	3	→
STATION FACILITIES									
Overall satisfaction with the station	1373	85	11	4	80	4	→	3	→
Ticket buying facilities	775	82	10	8	80	4	→	3	→
Provision of information about train times/platforms	1311	86	7	7	83	1	→	-1	→
The upkeep/repair of the station buildings/platforms	1309	78	15	7	71	2	→	-4	→
Cleanliness	1304	84	11	5	76	3	→	-2	→
The facilities and services	1093	56	18	25	51	4	→	-2	→
The attitudes and helpfulness of the staff	981	76	14	9	76	1	→	-4	→
Connections with other forms of public transport	888	73	12	14	70	8	↑	2	→
Facilities for car parking	670	48	19	33	55	2	→	0	→
Overall environment	1342	78	14	7	71	4	→	-1	→
Your personal security whilst using	1185	71	22	6	68	0	→	-3	→
The availability of staff	1109	63	18	19	63	0	→	0	→
How request to station staff was handled	189	92	6	2	90	6	→	16	↑
TRAIN FACILITIES									
The frequency of the trains on that route	1324	83	6	11	81	0	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	1363	86	5	8	86	6	↑	0	→
The length of time the journey was scheduled to take (speed)	1352	91	5	4	90	2	→	4	→
Connections with other train services	738	77	19	4	80	-1	→	-3	→
The value for money for the price of your ticket	1332	59	19	22	61	3	→	2	→
Upkeep and repair of the train	1360	81	13	5	71	3	→	4	→
The provision of information during the journey	1239	76	19	5	69	4	→	-1	→
The helpfulness and attitude of staff on train	1119	79	18	3	75	0	→	-2	→
The space for luggage	1118	65	18	17	60	3	→	2	→
The toilet facilities	654	51	23	27	42	10	↑	11	↑
Sufficient room for all passengers to sit/stand	1322	77	11	12	72	8	↑	5	→
The comfort of the seating area	1338	82	11	7	72	5	↑	7	↑
The ease of being able to get on and off	1349	89	7	4	83	3	→	5	↑
Your personal security on board	1278	86	13	1	81	3	→	4	→
The cleanliness of the inside	1365	84	11	6	73	4	→	8	↑
The cleanliness of the outside	1140	76	19	5	69	6	↑	2	→
The availability of staff	1222	71	22	8	61	6	→	4	→
How well train company deals with delays	138	34	45	22	41	0	→	-11	→



National Total - % saying satisfied/good

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	%	significant change	% change	significant change	% change	significant change		
Sample size	25334		27983		25313		25600		25905		24663		29057		27556		30096		27960					
Overall satisfaction	79		81		80		83		81		83		83		84		84		84		1	→	1	→
STATION FACILITIES																								
Overall satisfaction with the station	-		-		-		-		-		-		-		76		76		78		2	↑	2	↑
Ticket buying facilities	67		70		71		71		72		71		72		72		73		74		2	↑	1	→
Provision of information about train times/platforms	76		77		77		79		78		80		79		81		79		81		0	→	2	↑
The upkeep/repair of the station buildings/platforms	60		64		62		64		63		66		64		66		65		67		1	→	2	↑
Cleanliness	67		69		67		70		69		71		69		72		71		72		1	→	2	↑
The facilities and services	50		51		48		50		50		51		51		51		50		51		0	→	1	→
The attitudes and helpfulness of the staff	68		69		68		70		69		70		70		72		70		71		-1	→	1	→
Connections with other forms of public transport	73		72		72		73		73		74		74		74		73		73		-1	→	0	→
Facilities for car parking	46		46		43		44		44		45		48		49		49		51		2	↑	2	↑
Overall environment	60		65		63		65		64		66		64		67		66		68		1	→	3	↑
Your personal security whilst using	57		62		61		63		63		64		65		65		66		67		2	↑	1	→
The availability of staff	56		57		56		58		58		59		58		59		58		59		-1	→	1	→
How request to station staff was handled	82		82		83		84		82		83		84		85		84		86		1	→	2	↑
TRAIN FACILITIES																								
The frequency of the trains on that route	75		75		75		76		75		77		77		77		78		78		1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77		79		79		81		80		83		82		82		80		81		-1	→	1	→
The length of time the journey was scheduled to take (speed)	81		83		83		84		83		84		85		85		85		85		0	→	0	→
Connections with other train services	68		72		70		73		73		74		75		76		77		76		0	→	0	→
The value for money for the price of your ticket	40		45		40		46		40		45		48		49		44		46		-3	↓	2	↑
Cleanliness of the train	72		71		71		73		72		72		71		73		73		74		2	↑	2	↑
Upkeep and repair of the train	71		71		70		73		72		72		72		74		73		75		1	→	2	↑
The provision of information during the journey	64		65		65		67		66		68		68		70		69		70		0	→	0	→
The helpfulness and attitude of staff on train	62		58		58		60		60		62		64		65		64		64		-1	→	0	→
The space for luggage	47		48		49		50		50		51		53		54		53		54		0	→	0	→
The toilet facilities	36		37		35		36		36		38		38		38		36		38		0	→	2	↑
Sufficient room for all passengers to sit/stand	59		63		62		64		66		67		68		68		67		68		0	→	1	→
The comfort of the seating area	67		67		66		69		69		70		70		72		70		72		0	→	2	↑
The ease of being able to get on and off	75		77		76		78		78		79		80		80		80		81		0	→	1	→
Your personal security on board	69		70		70		72		72		73		75		76		76		77		1	→	1	↑
The cleanliness of the inside	71		70		70		72		71		72		71		73		73		75		2	↑	2	↑
The cleanliness of the outside	64		68		66		70		68		71		66		71		67		73		2	↑	6	↑
The availability of staff	38		38		38		40		41		43		46		46		45		46		0	→	1	→
How well train company deals with delays	32		35		34		37		35		36		35		40		36		38		-1	→	3	→

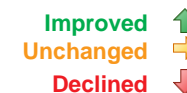
1) National total excludes non-franchised Train Operating Companies.



London and South East - % saying satisfied/good

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	% change	significant change	% change	significant change		
Sample size	14711	16655	15420	16503	17000	15989	17474	17506	19126	17398														
Overall satisfaction	77	80	79	82	80	82	82	83	83	83									1	→	1	→		
STATION FACILITIES																								
Overall satisfaction with the station	-	-	-	-	-	-	-	75	75	77									2	↑	3	↑		
Ticket buying facilities	64	67	68	67	69	68	70	70	71	72								2	→	1	→			
Provision of information about train times/platforms	75	77	76	78	76	78	77	80	78	80								0	→	2	↑			
The upkeep/repair of the station buildings/platforms	58	62	60	62	60	63	61	63	63	65								2	↑	3	↑			
Cleanliness	66	68	66	68	67	69	67	70	69	71								1	→	2	↑			
The facilities and services	49	50	48	49	48	49	49	50	48	49								0	→	1	→			
The attitudes and helpfulness of the staff	67	68	66	67	67	68	68	69	69	69								-1	→	0	→			
Connections with other forms of public transport	74	74	72	74	74	75	75	74	74	74								-1	→	0	→			
Facilities for car parking	44	44	41	40	41	43	46	47	47	49								2	→	2	→			
Overall environment	58	63	61	63	62	64	62	65	64	67								2	↑	3	↑			
Your personal security whilst using	55	60	59	61	60	62	63	64	65	66								2	↑	1	→			
The availability of staff	54	56	55	56	56	56	56	57	56	57								0	→	1	→			
How request to station staff was handled	81	82	82	83	81	82	82	84	83	85								1	→	3	↑			
TRAIN FACILITIES																								
The frequency of the trains on that route	74	73	73	74	74	75	75	76	76	77								1	→	1	→			
Punctuality/reliability (i.e. the train arriving/departing on time)	75	78	78	80	79	82	80	81	79	80								-1	→	1	→			
The length of time the journey was scheduled to take (speed)	79	82	81	83	82	83	83	84	84	83								-1	→	0	→			
Connections with other train services	67	71	69	72	72	73	74	75	76	75								0	→	0	→			
The value for money for the price of your ticket	34	41	36	41	35	40	43	44	39	42								-3	↓	2	↑			
Cleanliness of the train	71	70	70	72	70	71	70	72	72	74								2	↑	2	↑			
Upkeep and repair of the train	69	70	69	72	71	71	71	74	73	75								1	→	2	↑			
The provision of information during the journey	61	64	64	66	65	66	66	69	68	69								0	→	1	→			
The helpfulness and attitude of staff on train	54	50	51	52	51	54	56	58	57	57								-1	→	0	→			
The space for luggage	44	46	47	48	48	49	51	52	52	52								0	→	0	→			
The toilet facilities	32	34	32	34	33	34	34	35	34	35								0	→	1	→			
Sufficient room for all passengers to sit/stand	56	61	60	62	63	65	66	67	66	67								0	→	1	→			
The comfort of the seating area	64	66	64	67	67	68	68	71	70	71								0	→	2	↑			
The ease of being able to get on and off	73	76	75	76	76	78	78	79	79	80								0	→	1	→			
Your personal security on board	66	68	67	69	69	71	72	74	74	75								1	→	1	↑			
The cleanliness of the inside	70	69	69	71	70	71	70	72	72	75								2	↑	2	↑			
The cleanliness of the outside	64	67	66	70	68	71	67	72	69	74								2	↑	5	↑			
The availability of staff	29	30	30	31	32	34	37	38	37	39								1	→	2	→			
How well train company deals with delays	30	33	32	35	32	33	32	37	34	36								0	→	3	→			

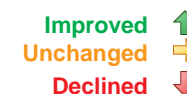
1) London and South East total excludes non-franchised Train Operating Companies.



Long Distance - % saying satisfied/good

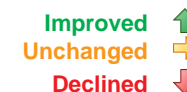
											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	5469	6081	5914	5690	5394	5248	7189	6700	6970	5700				
Overall satisfaction	87	84	83	84	85	87	87	87	87	86	-2	↓	-2	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	82	81	81	0	→	1	→
Ticket buying facilities	80	81	80	82	80	80	80	82	79	84	2	→	4	↑
Provision of information about train times/platforms	86	84	82	85	86	85	86	86	86	86	1	→	0	→
The upkeep/repair of the station buildings/platforms	70	72	68	71	71	73	72	73	73	73	0	→	0	→
Cleanliness	76	76	73	76	76	78	76	77	77	77	0	→	1	→
The facilities and services	66	64	62	62	63	65	64	63	64	65	2	↑	2	→
The attitudes and helpfulness of the staff	76	75	75	76	76	76	76	79	76	77	-2	→	1	→
Connections with other forms of public transport	75	76	76	74	75	74	76	77	76	74	-3	↓	-2	→
Facilities for car parking	49	52	52	52	52	53	55	57	56	62	5	↑	5	↑
Overall environment	70	72	70	71	73	74	73	74	73	74	-1	→	1	→
Your personal security whilst using	68	71	69	70	72	72	72	74	73	74	-1	→	1	→
The availability of staff	66	64	63	65	65	66	65	67	65	66	-1	→	1	→
How request to station staff was handled	87	83	85	86	87	88	89	88	87	87	-2	→	-1	→
TRAIN FACILITIES														
The frequency of the trains on that route	85	82	80	80	82	82	85	84	84	84	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	82	80	81	84	87	87	85	87	83	-3	↓	-4	↓
The length of time the journey was scheduled to take (speed)	87	85	86	84	88	88	89	89	89	88	-1	→	0	→
Connections with other train services	75	76	75	75	75	77	79	80	80	79	-1	→	-1	→
The value for money for the price of your ticket	52	56	52	54	52	57	58	59	56	56	-3	↓	0	→
Cleanliness of the train	88	84	82	82	82	82	82	82	82	82	0	→	0	→
Upkeep and repair of the train	88	86	82	82	82	82	84	84	83	84	0	→	0	→
The provision of information during the journey	82	79	75	74	76	75	77	77	77	76	-1	→	-1	→
The helpfulness and attitude of staff on train	81	77	77	76	75	77	78	78	79	79	0	→	-1	→
The space for luggage	55	52	52	49	51	51	52	51	55	53	3	↑	-2	→
The toilet facilities	57	53	49	49	52	52	51	52	51	52	0	→	1	→
Sufficient room for all passengers to sit/stand	70	69	66	66	72	71	70	70	71	70	0	→	-2	→
The comfort of the seating area	80	77	75	76	78	78	77	79	78	79	1	→	1	→
The ease of being able to get on and off	83	82	80	80	81	82	83	83	83	82	0	→	-1	→
Your personal security on board	84	83	82	82	82	83	85	84	85	84	0	→	-1	→
The cleanliness of the inside	86	84	81	81	82	81	82	82	82	82	1	→	1	→
The cleanliness of the outside	80	78	73	77	77	79	76	80	76	79	-1	→	3	↑
The availability of staff	67	65	63	61	64	64	66	67	66	66	-1	→	0	→
How well train company deals with delays	53	48	51	48	50	46	52	52	51	50	-2	→	-1	→

1) Long distance total excludes non-franchised Train Operating Companies.



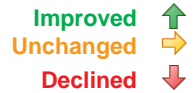
Regional - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	5154	5247	3979	3407	3511	3426	4394	3350	4000	4862				
Overall satisfaction	82	83	84	86	86	87	88	86	86	87	1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	78	77	80	1	→	3	↑
Ticket buying facilities	73	77	79	80	80	79	79	78	77	80	2	→	3	→
Provision of information about train times/platforms	76	77	79	80	81	84	83	83	81	83	0	→	2	→
The upkeep/repair of the station buildings/platforms	62	68	69	70	72	73	71	74	71	71	-2	→	0	→
Cleanliness	67	72	71	72	74	76	74	77	74	76	-2	→	1	→
The facilities and services	47	48	44	51	50	51	52	50	49	51	1	→	2	→
The attitudes and helpfulness of the staff	72	73	72	75	75	75	74	77	75	76	-2	→	1	→
Connections with other forms of public transport	67	66	67	68	68	70	69	69	67	70	0	→	2	→
Facilities for car parking	52	50	49	50	50	51	50	51	53	55	4	→	2	→
Overall environment	61	68	67	69	70	72	69	71	69	71	-1	→	2	→
Your personal security whilst using	62	65	65	66	68	69	67	66	67	68	2	→	1	→
The availability of staff	58	60	60	63	63	66	62	63	63	63	-1	→	0	→
How request to station staff was handled	82	83	87	86	86	84	84	87	87	90	4	→	3	→
TRAIN FACILITIES														
The frequency of the trains on that route	77	79	81	80	79	81	82	79	80	81	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	81	83	85	85	86	87	84	82	86	1	→	3	↑
The length of time the journey was scheduled to take (speed)	87	87	89	88	88	90	90	89	88	90	1	→	1	→
Connections with other train services	69	74	74	74	74	77	77	79	79	80	1	→	1	→
The value for money for the price of your ticket	57	60	56	63	55	59	62	63	58	61	-2	→	2	→
Cleanliness of the train	70	69	70	71	71	73	70	71	70	73	1	→	3	↑
Upkeep and repair of the train	68	69	68	71	69	71	69	71	68	71	-1	→	3	→
The provision of information during the journey	67	66	67	69	69	71	70	69	69	69	-1	→	-1	→
The helpfulness and attitude of staff on train	72	71	69	72	72	75	75	75	76	75	0	→	-1	→
The space for luggage	56	55	57	58	59	58	61	61	59	60	-1	→	1	→
The toilet facilities	38	39	36	39	38	40	41	39	36	42	3	→	6	↑
Sufficient room for all passengers to sit/stand	68	69	70	72	73	73	75	72	69	72	0	→	2	→
The comfort of the seating area	72	71	71	71	71	74	72	72	69	72	0	→	3	↑
The ease of being able to get on and off	80	81	81	83	83	84	84	82	82	83	1	→	1	→
Your personal security on board	74	75	75	78	79	78	79	78	79	81	3	→	2	→
The cleanliness of the inside	69	69	69	71	70	73	71	72	70	73	2	→	4	↑
The cleanliness of the outside	60	67	63	67	64	69	60	66	58	69	3	→	11	↑
The availability of staff	55	56	57	59	59	60	63	62	62	61	-1	→	-1	→
How well train company deals with delays	32	35	33	36	36	41	38	44	37	41	-3	→	5	→



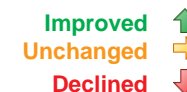
c2c - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1061	1029	1058	1009	1054	1054	1058	1084	1199	1031				
Overall satisfaction	89	89	87	90	91	90	91	91	91	91	0	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	80	83	86	6	↑	3	→
Ticket buying facilities	67	74	76	68	77	74	75	76	77	77	1	→	0	→
Provision of information about train times/platforms	77	83	82	82	85	83	85	86	87	87	1	→	1	→
The upkeep/repair of the station buildings/platforms	64	67	67	69	70	67	69	73	71	72	-1	→	1	→
Cleanliness	70	73	72	75	77	76	76	80	78	77	-3	→	-1	→
The facilities and services	41	48	45	46	44	50	51	52	53	55	3	→	2	→
The attitudes and helpfulness of the staff	69	69	72	71	75	73	75	77	74	75	-1	→	1	→
Connections with other forms of public transport	63	70	70	65	69	70	70	70	72	70	1	→	-2	→
Facilities for car parking	43	46	44	43	42	45	49	55	53	52	-3	→	-1	→
Overall environment	58	64	66	66	69	68	67	72	72	74	2	→	2	→
Your personal security whilst using	54	58	59	60	61	59	62	65	65	66	1	→	1	→
The availability of staff	57	61	64	62	63	65	64	66	66	66	0	→	0	→
How request to station staff was handled	83	83	82	85	88	75	89	79	83	89	10	→	6	→
TRAIN FACILITIES														
The frequency of the trains on that route	82	83	82	82	86	85	85	85	86	84	-1	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	91	89	92	90	94	94	94	92	92	-2	→	0	→
The length of time the journey was scheduled to take (speed)	87	90	90	89	90	89	91	91	93	90	-1	→	-3	↓
Connections with other train services	76	77	75	75	78	75	83	81	78	79	-1	→	1	→
The value for money for the price of your ticket	39	44	42	47	40	43	46	48	43	43	-4	→	0	→
Cleanliness of the train	87	85	86	88	88	90	91	93	90	91	-1	→	1	→
Upkeep and repair of the train	85	85	86	88	88	89	90	93	90	92	-1	→	2	→
The provision of information during the journey	71	71	72	74	73	76	80	80	80	83	4	↑	3	→
The helpfulness and attitude of staff on train	27	26	27	34	29	37	31	33	37	33	0	→	-3	→
The space for luggage	46	46	49	46	47	47	50	51	48	50	-1	→	2	→
The toilet facilities	43	41	42	43	47	52	52	49	55	53	3	→	-2	→
Sufficient room for all passengers to sit/stand	60	64	61	61	62	62	65	66	61	65	-1	→	3	→
The comfort of the seating area	78	78	78	77	78	79	80	82	79	80	-3	→	1	→
The ease of being able to get on and off	80	82	83	83	82	84	84	85	84	85	0	→	1	→
Your personal security on board	64	68	68	68	67	69	72	75	72	74	0	→	2	→
The cleanliness of the inside	85	84	84	87	89	89	91	91	89	91	0	→	2	→
The cleanliness of the outside	79	81	81	84	85	86	87	88	86	90	2	→	4	↑
The availability of staff	13	13	13	17	16	19	19	18	22	20	2	→	-2	→
How well train company deals with delays	31	37	43	45	53	42	51	49	50	40	-9	→	-10	→



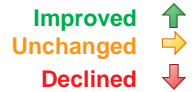
Chiltern Railways - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1069	1019	1088	1109	1064	1072	1062	1230	1205	1139				
Overall satisfaction	90	90	89	90	90	91	91	90	88	88	-2	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	85	85	90	5	↑	5	↑
Ticket buying facilities	76	85	83	84	80	81	82	81	81	84	3	→	2	→
Provision of information about train times/platforms	80	82	83	84	86	84	86	85	83	83	-1	→	0	→
The upkeep/repair of the station buildings/platforms	73	79	77	81	82	81	76	78	77	84	7	↑	7	↑
Cleanliness	80	83	80	83	84	83	80	83	81	88	5	↑	7	↑
The facilities and services	61	70	66	67	68	64	60	65	62	69	4	→	6	↑
The attitudes and helpfulness of the staff	75	78	79	76	78	79	79	75	78	77	2	→	-2	→
Connections with other forms of public transport	71	71	69	70	71	74	72	74	74	74	1	→	0	→
Facilities for car parking	68	70	66	67	68	69	72	69	67	69	0	→	2	→
Overall environment	74	81	77	82	82	83	79	80	78	85	6	↑	7	↑
Your personal security whilst using	68	73	74	75	74	76	75	74	76	79	5	↑	3	→
The availability of staff	62	66	62	65	63	63	61	64	65	67	3	→	2	→
How request to station staff was handled	86	83	85	85	83	87	87	87	86	89	2	→	3	→
TRAIN FACILITIES														
The frequency of the trains on that route	81	82	82	84	84	83	85	85	82	80	-4	↓	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	91	88	91	91	92	92	93	91	88	82	-9	↓	-6	↓
The length of time the journey was scheduled to take (speed)	89	88	87	87	90	89	88	85	83	87	2	→	4	↑
Connections with other train services	77	77	78	74	76	72	77	72	70	76	4	→	5	→
The value for money for the price of your ticket	49	55	49	54	46	50	54	55	48	51	-4	→	2	→
Cleanliness of the train	85	84	83	87	82	85	80	85	85	87	2	→	2	→
Upkeep and repair of the train	86	85	83	86	80	84	81	83	85	89	6	↑	4	↑
The provision of information during the journey	70	73	70	74	74	74	74	73	73	77	4	↑	4	→
The helpfulness and attitude of staff on train	54	50	45	53	52	52	55	60	58	62	2	→	4	→
The space for luggage	51	57	58	50	52	57	55	56	56	60	4	→	4	→
The toilet facilities	49	53	53	46	47	51	48	54	55	51	-3	→	-4	→
Sufficient room for all passengers to sit/stand	68	74	75	72	72	77	73	77	74	77	0	→	3	→
The comfort of the seating area	76	80	79	78	75	80	78	79	77	82	4	→	5	↑
The ease of being able to get on and off	86	90	91	90	88	92	90	91	88	89	-1	→	1	→
Your personal security on board	80	82	83	84	81	86	83	85	82	86	0	→	3	→
The cleanliness of the inside	84	83	84	85	81	85	81	84	85	87	3	→	2	→
The cleanliness of the outside	80	80	80	84	80	84	76	82	79	85	3	→	6	↑
The availability of staff	27	26	25	27	28	30	33	37	38	39	1	→	0	→
How well train company deals with delays	42	45	47	48	37	52	35	52	46	39	-12	↓	-7	→



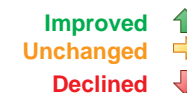
First Capital Connect - % saying satisfied/good

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	%		%		%		%		%		%		%		%		%		% change	significant change	% change	significant change		
Sample size	1607		1858		1618		1599		1661		1554		1636		1618		1816		1880					
Overall satisfaction	71		77		77		78		76		75		76		76		78		80		4	↑	2	→
STATION FACILITIES																								
Overall satisfaction with the station	-		-		-		-		-		-		70		69		69		76		6	↑	7	↑
Ticket buying facilities	64		68		65		66		68		69		66		69		66		68		-1	→	3	→
Provision of information about train times/platforms	69		71		70		75		71		75		70		73		73		77		3	→	4	↑
The upkeep/repair of the station buildings/platforms	53		59		55		61		60		61		58		57		60		63		6	↑	3	→
Cleanliness	62		65		63		66		67		69		66		66		68		70		4	→	2	→
The facilities and services	41		42		41		46		44		46		41		45		43		50		4	→	6	↑
The attitudes and helpfulness of the staff	64		65		65		65		65		66		66		64		67		66		2	→	0	→
Connections with other forms of public transport	74		74		71		69		70		71		72		70		70		73		3	→	2	→
Facilities for car parking	41		40		38		39		40		42		43		45		46		45		1	→	0	→
Overall environment	51		57		57		59		58		61		57		61		57		64		3	→	7	↑
Your personal security whilst using	53		59		58		61		61		61		61		61		59		65		4	→	6	↑
The availability of staff	50		52		51		55		55		56		53		54		49		55		1	→	6	↑
How request to station staff was handled	76		77		80		88		86		81		76		87		79		85		-1	→	7	→
TRAIN FACILITIES																								
The frequency of the trains on that route	75		74		74		77		74		73		70		75		74		76		2	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	70		77		81		78		72		75		73		71		74		77		6	↑	2	→
The length of time the journey was scheduled to take (speed)	79		82		85		83		82		83		82		82		84		83		1	→	-1	→
Connections with other train services	66		71		67		75		74		76		72		75		75		76		0	→	1	→
The value for money for the price of your ticket	32		38		35		36		31		35		38		38		32		38		1	→	7	↑
Cleanliness of the train	54		64		64		65		66		64		64		63		64		65		1	→	0	→
Upkeep and repair of the train	49		60		59		61		63		61		62		61		60		63		2	→	3	→
The provision of information during the journey	40		47		50		49		50		50		51		46		47		47		1	→	0	→
The helpfulness and attitude of staff on train	33		31		25		32		29		29		36		35		31		32		-3	→	2	→
The space for luggage	36		39		42		42		45		41		43		44		47		44		0	→	-3	→
The toilet facilities	17		25		23		26		24		24		26		23		26		25		2	→	-1	→
Sufficient room for all passengers to sit/stand	51		58		55		57		60		61		60		60		59		60		0	→	1	→
The comfort of the seating area	51		57		55		58		63		61		58		60		62		62		1	→	-1	→
The ease of being able to get on and off	69		74		75		71		74		77		74		75		75		74		0	→	-1	→
Your personal security on board	59		63		66		64		65		68		65		67		68		68		1	→	0	→
The cleanliness of the inside	52		64		62		64		67		64		61		62		64		65		3	→	1	→
The cleanliness of the outside	50		62		57		60		62		61		56		56		53		60		4	→	7	↑
The availability of staff	9		12		9		15		11		15		12		13		12		14		1	→	2	→
How well train company deals with delays	28		25		31		31		35		32		24		34		25		33		-1	→	8	→



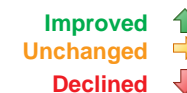
First Great Western - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	3086	3491	2903	3061	2949	2901	2945	3374	3536	2960				
Overall satisfaction	72	74	73	80	81	82	83	82	82	83	1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	75	74	77	1	→	3	↑
Ticket buying facilities	67	72	71	73	77	74	75	71	73	75	4	↑	2	→
Provision of information about train times/platforms	69	72	72	76	78	79	79	77	77	81	4	↑	4	↑
The upkeep/repair of the station buildings/platforms	59	61	60	67	65	65	64	63	60	66	3	↑	6	↑
Cleanliness	65	67	66	72	70	71	69	69	67	71	2	→	4	↑
The facilities and services	56	59	55	59	59	58	56	54	53	54	0	→	1	→
The attitudes and helpfulness of the staff	67	69	67	71	70	73	74	74	72	73	0	→	1	→
Connections with other forms of public transport	74	70	68	72	72	74	74	70	72	72	2	→	0	→
Facilities for car parking	51	53	49	53	54	53	53	58	58	57	-1	→	-1	→
Overall environment	59	63	64	68	67	69	66	65	66	67	1	→	1	→
Your personal security whilst using	60	65	63	67	67	67	67	68	67	71	2	→	4	↑
The availability of staff	55	59	55	58	59	59	60	58	60	60	3	→	0	→
How request to station staff was handled	79	83	81	87	85	83	88	86	90	87	1	→	-3	→
TRAIN FACILITIES														
The frequency of the trains on that route	68	69	69	75	75	77	78	77	76	78	1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	66	65	67	76	80	80	83	79	77	79	0	→	2	→
The length of time the journey was scheduled to take (speed)	76	78	77	83	83	83	86	85	84	86	1	→	2	↑
Connections with other train services	64	66	65	70	71	72	75	74	73	76	2	→	3	→
The value for money for the price of your ticket	39	44	40	51	46	50	53	56	49	53	-3	→	4	↑
Cleanliness of the train	67	67	69	73	73	72	70	73	72	76	3	↑	4	↑
Upkeep and repair of the train	62	65	67	74	74	72	70	74	72	78	4	↑	6	↑
The provision of information during the journey	52	55	54	62	64	63	65	65	64	68	3	→	4	↑
The helpfulness and attitude of staff on train	61	58	56	64	66	66	69	70	70	70	0	→	0	→
The space for luggage	53	49	51	52	53	53	54	53	55	55	1	→	-1	→
The toilet facilities	34	39	36	43	45	45	43	43	40	44	1	→	4	→
Sufficient room for all passengers to sit/stand	60	62	63	66	67	68	67	68	69	68	-1	→	-2	→
The comfort of the seating area	65	64	63	70	70	70	67	69	71	73	4	↑	3	↑
The ease of being able to get on and off	70	75	73	75	76	76	78	77	77	78	1	→	1	→
Your personal security on board	69	73	71	78	77	77	77	79	79	80	1	→	2	→
The cleanliness of the inside	65	65	65	72	73	72	69	72	72	76	4	↑	5	↑
The cleanliness of the outside	59	64	64	68	70	70	64	70	65	74	4	↑	9	↑
The availability of staff	34	39	36	41	45	47	48	51	50	50	-1	→	1	→
How well train company deals with delays	30	30	31	42	39	41	48	42	43	45	3	→	2	→



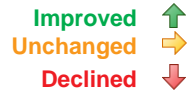
Heathrow Connect - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	-	-	-	300	485	536	526	526	616	572				
Overall satisfaction	-	-	-	88	90	90	88	92	89	92	0	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	81	78	80	-2	→	1	→
Ticket buying facilities	-	-	-	73	80	78	76	77	74	76	-1	→	2	→
Provision of information about train times/platforms	-	-	-	76	72	72	71	68	71	69	0	→	-2	→
The upkeep/repair of the station buildings/platforms	-	-	-	60	60	68	63	67	65	67	-1	→	2	→
Cleanliness	-	-	-	66	68	75	70	76	71	75	-1	→	4	→
The facilities and services	-	-	-	54	42	52	52	52	53	54	2	→	1	→
The attitudes and helpfulness of the staff	-	-	-	65	76	83	77	78	70	72	-5	→	2	→
Connections with other forms of public transport	-	-	-	74	81	75	82	83	79	76	-7	→	-3	→
Facilities for car parking	-	-	-	28	23	27	39	33	33	31	-2	→	-2	→
Overall environment	-	-	-	64	65	68	65	73	67	73	1	→	6	→
Your personal security whilst using	-	-	-	57	67	70	70	75	73	66	-9	↓	-8	→
The availability of staff	-	-	-	58	58	64	60	69	61	59	-10	↓	-2	→
How request to station staff was handled	-	-	-	88	91	89	82	88	80	86	-2	→	6	→
TRAIN FACILITIES														
The frequency of the trains on that route	-	-	-	72	71	74	71	69	67	74	4	→	6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	81	89	92	92	93	88	91	-3	→	3	→
The length of time the journey was scheduled to take (speed)	-	-	-	91	89	92	92	93	94	93	-1	→	-1	→
Connections with other train services	-	-	-	77	81	82	81	88	81	84	-4	→	3	→
The value for money for the price of your ticket	-	-	-	52	56	56	58	65	55	58	-7	→	3	→
Cleanliness of the train	-	-	-	94	93	92	90	95	94	96	1	→	3	→
Upkeep and repair of the train	-	-	-	94	92	90	89	93	93	94	0	→	1	→
The provision of information during the journey	-	-	-	89	82	84	85	85	83	85	0	→	2	→
The helpfulness and attitude of staff on train	-	-	-	73	77	74	81	76	75	81	5	→	6	→
The space for luggage	-	-	-	79	78	77	78	79	79	76	-3	→	-3	→
The toilet facilities	-	-	-	73	64	71	69	74	73	63	-12	→	-10	→
Sufficient room for all passengers to sit/stand	-	-	-	84	90	87	88	91	90	90	-1	→	1	→
The comfort of the seating area	-	-	-	89	90	90	88	93	91	91	-2	→	0	→
The ease of being able to get on and off	-	-	-	85	92	90	88	90	89	86	-4	→	-2	→
Your personal security on board	-	-	-	83	86	88	87	89	86	86	-3	→	0	→
The cleanliness of the inside	-	-	-	92	93	94	89	96	93	97	1	→	4	↑
The cleanliness of the outside	-	-	-	91	92	91	84	91	88	91	0	→	3	→
The availability of staff	-	-	-	70	71	68	68	68	66	63	-5	→	-3	→
How well train company deals with delays	-	-	-	32	51	34	41	33	25	45	12	→	20	→



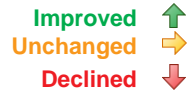
Heathrow Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	534	499	551	548	528	566	542	610	623	614				
Overall satisfaction	94	88	92	93	92	93	93	93	95	93	1	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	84	87	88	3	→	0	→
Ticket buying facilities	85	85	86	86	87	90	88	91	89	93	1	→	3	→
Provision of information about train times/platforms	80	77	78	78	77	78	78	83	83	83	0	→	-1	→
The upkeep/repair of the station buildings/platforms	80	77	76	83	81	79	79	80	78	84	4	→	6	→
Cleanliness	79	79	77	84	82	81	82	82	75	81	-1	→	6	→
The facilities and services	62	51	51	64	60	54	60	62	68	64	2	→	-4	→
The attitudes and helpfulness of the staff	71	72	70	77	79	72	76	81	80	73	-8	→	-6	→
Connections with other forms of public transport	82	76	79	80	83	80	84	84	85	82	-2	→	-3	→
Facilities for car parking	21	21	21	23	46	45	55	32	59	44	12	→	-15	→
Overall environment	79	74	76	85	82	79	82	77	78	83	6	→	4	→
Your personal security whilst using	74	67	69	80	75	76	79	73	77	78	5	→	1	→
The availability of staff	62	56	59	65	63	60	65	71	66	66	-5	→	0	→
How request to station staff was handled	91	86	91	93	93	91	91	94	88	96	1	→	8	→
TRAIN FACILITIES														
The frequency of the trains on that route	94	88	88	88	87	90	91	94	93	94	0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	95	90	90	95	92	96	96	95	97	94	-1	→	-3	→
The length of time the journey was scheduled to take (speed)	97	94	95	94	94	97	96	98	98	96	-2	→	-2	→
Connections with other train services	74	80	80	77	78	79	81	84	80	79	-5	→	-1	→
The value for money for the price of your ticket	29	30	26	35	29	29	32	41	37	37	-4	→	0	→
Cleanliness of the train	88	86	91	87	90	90	93	92	94	93	0	→	-2	→
Upkeep and repair of the train	89	83	85	84	85	84	89	90	92	90	1	→	-2	→
The provision of information during the journey	85	82	79	81	86	82	82	82	83	79	-3	→	-5	→
The helpfulness and attitude of staff on train	81	78	74	76	75	76	81	84	79	82	-1	→	4	→
The space for luggage	88	86	91	85	87	90	92	87	87	88	1	→	1	→
The toilet facilities	69	58	61	61	70	61	69	60	68	64	5	→	-4	→
Sufficient room for all passengers to sit/stand	89	86	87	88	91	95	93	89	86	90	1	→	3	→
The comfort of the seating area	90	84	88	86	89	90	91	89	93	91	2	→	-2	→
The ease of being able to get on and off	95	93	93	94	94	94	94	92	93	93	1	→	-1	→
Your personal security on board	92	86	88	89	91	93	91	90	92	90	0	→	-2	→
The cleanliness of the inside	89	86	90	87	90	89	92	91	94	93	3	→	0	→
The cleanliness of the outside	89	88	88	91	91	93	93	89	91	92	3	→	1	→
The availability of staff	70	64	63	65	66	65	65	77	73	71	-6	→	-2	→
How well train company deals with delays	49	46	46	53	30	56	36	53	56	62	8	→	6	→



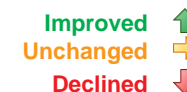
London Midland - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1371	1273	1042	1037	1190	1070	1074	1069	1225	1133				
Overall satisfaction	81	81	81	80	78	87	86	86	83	85	-1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	78	76	76	-3	→	-1	→
Ticket buying facilities	71	74	73	67	72	72	72	76	78	79	3	→	1	→
Provision of information about train times/platforms	79	78	81	78	73	80	80	84	82	83	-1	→	1	→
The upkeep/repair of the station buildings/platforms	63	63	57	59	56	63	63	68	63	69	2	→	7	↑
Cleanliness	68	67	65	68	65	70	71	71	69	73	1	→	4	→
The facilities and services	53	52	48	45	47	46	50	50	48	49	-1	→	1	→
The attitudes and helpfulness of the staff	72	70	72	65	68	66	69	74	69	74	0	→	5	→
Connections with other forms of public transport	74	71	64	69	66	67	71	67	71	67	1	→	-3	→
Facilities for car parking	56	55	47	41	43	48	49	49	54	53	3	→	-2	→
Overall environment	63	65	55	61	58	61	64	67	64	66	-1	→	2	→
Your personal security whilst using	61	62	58	59	62	64	63	64	66	67	3	→	1	→
The availability of staff	57	57	57	53	54	55	55	57	59	59	2	→	0	→
How request to station staff was handled	85	86	83	78	81	80	87	86	90	92	6	→	2	→
TRAIN FACILITIES														
The frequency of the trains on that route	78	76	75	74	69	79	80	78	77	77	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	82	78	76	70	79	81	81	76	78	-2	→	3	→
The length of time the journey was scheduled to take (speed)	87	85	85	86	81	86	88	86	86	86	0	→	-1	→
Connections with other train services	68	73	71	66	71	73	77	75	75	74	-1	→	-2	→
The value for money for the price of your ticket	40	44	43	46	44	49	55	56	53	52	-4	→	-1	→
Cleanliness of the train	70	68	67	74	73	83	76	77	75	80	2	→	5	↑
Upkeep and repair of the train	65	65	63	71	71	82	79	77	74	80	3	→	5	↑
The provision of information during the journey	60	58	57	57	55	63	64	66	66	68	2	→	2	→
The helpfulness and attitude of staff on train	57	51	52	48	54	59	57	57	63	65	7	↑	2	→
The space for luggage	47	43	48	44	48	51	50	57	53	52	-4	→	0	→
The toilet facilities	33	34	35	38	44	52	48	53	48	51	-2	→	3	→
Sufficient room for all passengers to sit/stand	58	61	63	61	63	72	67	74	70	66	-8	↓	-4	→
The comfort of the seating area	62	64	63	64	67	73	71	74	72	73	-1	→	2	→
The ease of being able to get on and off	77	78	76	75	76	81	82	81	81	81	0	→	0	→
Your personal security on board	71	70	71	71	70	76	76	79	76	78	-1	→	2	→
The cleanliness of the inside	69	66	68	73	72	83	76	77	74	80	3	→	6	↑
The cleanliness of the outside	63	67	65	71	71	81	74	77	72	80	3	→	8	↑
The availability of staff	32	32	30	31	34	36	39	41	43	47	6	→	4	→
How well train company deals with delays	27	31	37	29	25	37	36	41	32	41	0	→	9	→



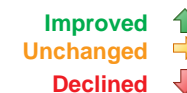
London Overground - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	433	285	508	779	1009	857	1012	750	948	1246				
Overall satisfaction	71	71	65	77	75	82	72	85	89	92	7	↑	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	74	79	81	7	↑	2	→
Ticket buying facilities	56	52	62	64	64	57	56	66	75	78	12	↑	3	→
Provision of information about train times/platforms	61	58	63	62	66	69	63	75	77	80	5	→	3	→
The upkeep/repair of the station buildings/platforms	44	52	56	61	62	62	55	67	74	74	8	↑	0	→
Cleanliness	55	60	58	67	65	65	61	77	79	78	0	→	-1	→
The facilities and services	37	38	32	30	32	30	29	32	29	34	2	→	5	→
The attitudes and helpfulness of the staff	63	62	60	68	63	68	65	72	68	67	-5	→	-1	→
Connections with other forms of public transport	84	71	72	70	73	73	76	77	76	74	-3	→	-2	→
Facilities for car parking	29	16	25	20	24	24	30	22	20	27	5	→	7	→
Overall environment	50	52	50	62	59	60	50	65	69	72	6	↑	3	→
Your personal security whilst using	46	45	53	55	56	59	58	62	67	68	6	→	1	→
The availability of staff	45	47	60	57	60	63	55	62	58	57	-5	→	-1	→
How request to station staff was handled	70	66	77	91	71	71	72	78	68	88	10	→	20	↑
TRAIN FACILITIES														
The frequency of the trains on that route	64	58	56	52	59	60	51	74	77	82	8	↑	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	63	65	60	66	63	68	63	76	78	83	8	↑	5	→
The length of time the journey was scheduled to take (speed)	83	81	76	77	80	80	79	87	90	87	0	→	-3	→
Connections with other train services	67	71	62	65	70	69	66	83	82	81	-1	→	-1	→
The value for money for the price of your ticket	44	46	45	59	50	56	49	59	53	54	-6	→	1	→
Cleanliness of the train	43	35	44	57	58	67	73	89	94	93	4	↑	-1	→
Upkeep and repair of the train	30	26	33	48	53	61	72	91	95	96	5	↑	0	→
The provision of information during the journey	38	33	39	51	52	65	63	84	86	87	3	→	1	→
The helpfulness and attitude of staff on train	31	18	30	32	34	35	47	52	44	54	3	→	10	↑
The space for luggage	41	39	41	41	41	43	51	62	60	69	7	↑	10	↑
The toilet facilities	6	2	4	9	9	11	10	18	10	19	1	→	9	↑
Sufficient room for all passengers to sit/stand	46	50	46	46	48	56	58	68	75	80	12	↑	4	→
The comfort of the seating area	42	36	39	47	52	54	67	81	83	86	5	↑	3	→
The ease of being able to get on and off	56	53	54	57	56	68	67	81	86	89	8	↑	3	→
Your personal security on board	45	40	45	53	54	62	64	75	81	82	7	↑	0	→
The cleanliness of the inside	39	33	41	55	60	69	72	92	94	93	1	→	-1	→
The cleanliness of the outside	41	39	46	56	58	70	70	92	92	91	-1	→	-1	→
The availability of staff	11	7	14	15	19	22	31	37	26	37	1	→	11	↑
How well train company deals with delays	22	13	14	27	23	16	18	28	50	42	15	→	-7	→



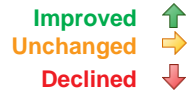
National Express East Anglia - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1592	2269	2195	2073	2201	2016	2172	2073	2397	2199				
Overall satisfaction	72	75	75	77	76	79	77	79	78	77	-2	→	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	72	74	74	2	→	0	→
Ticket buying facilities	62	66	67	65	68	67	68	68	68	69	1	→	1	→
Provision of information about train times/platforms	71	71	71	75	72	75	76	76	73	75	-2	→	1	→
The upkeep/repair of the station buildings/platforms	60	63	63	64	63	68	64	64	63	67	3	→	4	↑
Cleanliness	66	69	67	70	69	73	68	71	68	72	1	→	3	→
The facilities and services	50	53	50	51	51	53	54	51	51	52	1	→	1	→
The attitudes and helpfulness of the staff	64	67	62	66	66	64	64	69	66	68	-1	→	1	→
Connections with other forms of public transport	78	77	78	76	79	79	77	78	78	77	-1	→	-1	→
Facilities for car parking	41	40	38	41	36	46	42	51	50	51	-1	→	1	→
Overall environment	59	66	63	64	63	69	63	66	62	66	0	→	4	→
Your personal security whilst using	51	60	58	59	58	64	62	62	61	62	0	→	1	→
The availability of staff	51	54	51	55	55	56	54	56	52	55	0	→	3	→
How request to station staff was handled	83	81	78	81	80	81	80	82	83	82	0	→	-1	→
TRAIN FACILITIES														
The frequency of the trains on that route	76	78	75	73	71	72	74	74	73	76	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	71	75	74	77	74	79	76	80	75	77	-3	→	2	→
The length of time the journey was scheduled to take (speed)	76	80	80	80	78	79	80	82	80	81	-1	→	1	→
Connections with other train services	65	72	70	71	71	72	73	72	73	72	-1	→	-1	→
The value for money for the price of your ticket	29	36	30	33	28	34	36	35	35	33	-2	→	-2	→
Cleanliness of the train	60	59	59	64	61	59	58	60	62	64	4	↑	2	→
Upkeep and repair of the train	55	56	54	61	56	56	52	55	55	55	0	→	0	→
The provision of information during the journey	49	54	57	60	59	58	56	55	57	58	3	→	1	→
The helpfulness and attitude of staff on train	48	43	46	47	47	44	44	49	46	47	-2	→	1	→
The space for luggage	44	46	48	47	46	47	48	52	49	50	-1	→	1	→
The toilet facilities	23	24	25	24	25	29	25	29	27	30	1	→	2	→
Sufficient room for all passengers to sit/stand	50	58	58	59	58	61	59	64	61	67	3	→	6	↑
The comfort of the seating area	53	56	56	59	56	57	55	58	56	60	2	→	4	↑
The ease of being able to get on and off	67	72	72	74	75	74	76	77	76	78	1	→	2	→
Your personal security on board	58	62	61	65	65	66	65	66	64	67	0	→	2	→
The cleanliness of the inside	59	59	58	64	60	59	57	59	61	63	5	↑	2	→
The cleanliness of the outside	52	56	52	59	54	58	48	52	53	59	7	↑	6	↑
The availability of staff	21	23	24	24	23	22	22	25	26	28	3	→	2	→
How well train company deals with delays	26	31	31	34	29	33	27	41	28	32	-8	→	4	→



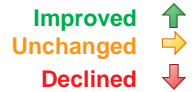
Southeastern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1602	1756	1580	1630	1536	1514	1999	1665	1930	1575				
Overall satisfaction	74	78	79	80	76	80	81	80	82	83	3	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	75	75	78	3	→	3	→
Ticket buying facilities	62	67	65	64	65	66	70	67	70	66	-1	→	-4	→
Provision of information about train times/platforms	73	77	77	76	72	76	76	79	77	80	1	→	4	↑
The upkeep/repair of the station buildings/platforms	53	62	59	60	56	61	65	62	64	64	2	→	0	→
Cleanliness	62	68	68	66	63	67	70	69	69	72	4	→	3	→
The facilities and services	45	47	44	47	46	47	50	50	48	51	1	→	3	→
The attitudes and helpfulness of the staff	65	67	65	67	66	65	68	69	66	69	0	→	2	→
Connections with other forms of public transport	70	73	72	78	74	74	74	75	75	75	0	→	0	→
Facilities for car parking	41	42	35	34	32	36	45	40	44	47	6	→	3	→
Overall environment	54	60	57	61	56	60	63	63	63	68	5	↑	5	↑
Your personal security whilst using	50	56	54	59	55	57	64	62	62	63	1	→	1	→
The availability of staff	54	56	54	55	54	53	57	58	57	56	-2	→	-1	→
How request to station staff was handled	77	84	88	80	77	84	84	90	86	80	-10	↓	-5	→
TRAIN FACILITIES														
The frequency of the trains on that route	71	72	71	71	73	73	73	75	76	75	1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	80	78	79	77	81	77	79	78	80	1	→	2	→
The length of time the journey was scheduled to take (speed)	76	81	80	81	79	81	78	80	80	81	1	→	1	→
Connections with other train services	67	66	70	71	70	68	72	73	71	71	-2	→	0	→
The value for money for the price of your ticket	30	38	32	37	29	34	39	39	32	36	-3	→	4	→
Cleanliness of the train	68	66	65	68	65	66	69	70	68	70	0	→	2	→
Upkeep and repair of the train	68	68	66	69	66	65	68	73	68	72	-1	→	4	→
The provision of information during the journey	59	61	62	64	57	66	63	67	65	66	-1	→	2	→
The helpfulness and attitude of staff on train	46	42	44	49	39	47	57	52	55	52	0	→	-3	→
The space for luggage	33	43	38	42	38	43	48	47	46	48	2	→	2	→
The toilet facilities	22	24	22	25	22	21	32	33	25	32	-2	→	6	→
Sufficient room for all passengers to sit/stand	47	59	52	58	54	59	64	62	63	63	1	→	0	→
The comfort of the seating area	60	63	60	64	60	61	66	70	65	67	-4	→	2	→
The ease of being able to get on and off	70	77	73	78	72	77	79	78	78	79	2	→	1	→
Your personal security on board	60	62	59	64	60	64	69	67	68	71	4	→	4	→
The cleanliness of the inside	65	66	65	66	64	66	69	71	68	72	0	→	4	→
The cleanliness of the outside	58	64	61	66	62	64	63	70	65	70	0	→	5	↑
The availability of staff	20	23	23	26	21	26	35	31	33	33	2	→	0	→
How well train company deals with delays	24	34	27	32	26	25	29	34	24	26	-8	→	2	→



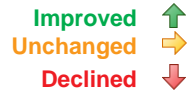
Southern - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	2247	2374	2128	2217	2310	2132	2628	2347	2551	2135				
Overall satisfaction	82	82	81	83	80	82	84	82	82	83	0	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	74	74	78	4	↑	5	↑
Ticket buying facilities	65	65	71	69	67	67	72	69	70	73	4	→	2	→
Provision of information about train times/platforms	80	80	78	80	78	79	78	81	77	81	0	→	4	↑
The upkeep/repair of the station buildings/platforms	61	61	57	62	59	63	60	63	62	67	4	↑	5	↑
Cleanliness	67	67	63	68	66	71	69	70	71	72	3	→	2	→
The facilities and services	48	49	47	49	48	50	50	49	49	50	1	→	1	→
The attitudes and helpfulness of the staff	67	66	66	66	63	70	69	69	69	70	1	→	1	→
Connections with other forms of public transport	75	74	70	76	75	76	78	76	74	73	-3	→	-1	→
Facilities for car parking	43	42	36	35	40	35	43	43	42	44	2	→	2	→
Overall environment	60	62	61	62	61	64	62	63	64	69	6	↑	5	↑
Your personal security whilst using	57	60	62	61	59	64	63	63	65	68	6	↑	3	→
The availability of staff	51	54	53	57	55	58	61	57	59	58	1	→	-1	→
How request to station staff was handled	82	83	77	79	78	83	81	86	83	85	-1	→	2	→
TRAIN FACILITIES														
The frequency of the trains on that route	73	69	71	72	68	75	74	73	75	76	3	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	77	78	80	74	79	79	80	78	78	-2	→	0	→
The length of time the journey was scheduled to take (speed)	82	83	82	83	79	83	84	83	83	84	1	→	0	→
Connections with other train services	68	73	71	73	66	72	76	74	77	76	2	→	0	→
The value for money for the price of your ticket	37	43	39	42	35	42	45	43	40	42	-1	→	3	→
Cleanliness of the train	80	76	74	76	74	76	74	70	73	72	2	→	-1	→
Upkeep and repair of the train	81	77	76	76	74	76	72	72	73	71	-1	→	-1	→
The provision of information during the journey	73	75	74	75	73	76	75	76	74	72	-4	↓	-2	→
The helpfulness and attitude of staff on train	59	54	54	54	54	56	57	61	57	61	0	→	4	→
The space for luggage	46	47	47	48	49	50	49	50	49	48	-2	→	-1	→
The toilet facilities	43	45	40	40	38	41	36	33	38	36	2	→	-2	→
Sufficient room for all passengers to sit/stand	62	63	64	62	67	68	68	68	67	66	-2	→	-2	→
The comfort of the seating area	74	72	70	70	71	73	72	72	71	72	0	→	1	→
The ease of being able to get on and off	78	78	76	77	77	79	78	79	78	76	-3	↓	-3	→
Your personal security on board	71	71	70	69	69	72	72	75	74	76	1	→	2	→
The cleanliness of the inside	79	76	73	74	73	76	74	71	73	72	1	→	-1	→
The cleanliness of the outside	74	73	71	74	72	77	73	74	72	74	-1	→	2	→
The availability of staff	34	34	33	34	35	38	41	41	39	40	-1	→	1	→
How well train company deals with delays	31	34	31	33	32	33	29	35	34	35	0	→	1	→



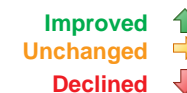
South West Trains - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1912	2318	1835	1989	2026	1819	1888	2296	2319	2100				
Overall satisfaction	81	85	83	87	84	86	85	87	85	84	-3	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	78	74	74	-4	↓	0	→
Ticket buying facilities	66	65	67	68	70	67	67	72	70	71	-1	→	0	→
Provision of information about train times/platforms	80	83	82	81	81	82	78	84	83	81	-3	↓	-2	→
The upkeep/repair of the station buildings/platforms	62	63	60	59	58	58	55	62	59	57	-6	↓	-2	→
Cleanliness	69	70	66	65	64	63	60	67	63	63	-5	↓	-1	→
The facilities and services	54	53	51	48	48	47	45	50	50	46	-4	↓	-4	→
The attitudes and helpfulness of the staff	72	71	68	68	68	68	67	68	68	66	-1	→	-2	→
Connections with other forms of public transport	73	74	75	75	77	76	75	76	74	74	-2	→	0	→
Facilities for car parking	44	48	47	43	44	46	47	51	48	56	5	→	8	↑
Overall environment	62	68	64	62	64	63	59	67	63	61	-6	↓	-2	→
Your personal security whilst using	60	65	63	62	63	62	65	68	67	64	-4	↓	-3	→
The availability of staff	60	60	58	57	57	55	52	55	53	53	-2	→	0	→
How request to station staff was handled	86	83	85	83	82	84	84	79	79	87	8	↑	8	↑
TRAIN FACILITIES														
The frequency of the trains on that route	78	77	77	79	81	78	79	79	78	76	-3	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	82	84	87	90	89	88	90	86	84	-6	↓	-2	→
The length of time the journey was scheduled to take (speed)	80	81	81	84	86	83	85	87	83	82	-5	↓	-2	→
Connections with other train services	65	72	70	76	78	77	76	78	78	76	-3	→	-2	→
The value for money for the price of your ticket	35	42	33	42	35	39	42	43	37	38	-5	↓	1	→
Cleanliness of the train	85	81	83	78	77	73	73	75	73	73	-2	→	0	→
Upkeep and repair of the train	87	85	86	84	85	82	82	82	80	79	-3	↓	-1	→
The provision of information during the journey	77	77	75	77	77	74	75	77	77	75	-2	→	-2	→
The helpfulness and attitude of staff on train	69	65	66	62	64	66	65	69	68	67	-2	→	-1	→
The space for luggage	54	53	55	57	56	57	58	59	57	53	-6	↓	-4	→
The toilet facilities	48	44	43	41	37	38	36	39	36	37	-2	→	1	→
Sufficient room for all passengers to sit/stand	63	66	66	71	72	70	71	71	69	67	-4	↓	-2	→
The comfort of the seating area	74	77	75	78	78	78	76	79	76	75	-4	↓	-1	→
The ease of being able to get on and off	80	80	79	80	81	80	79	83	80	81	-1	→	1	→
Your personal security on board	75	78	76	77	77	76	79	82	79	78	-3	↓	-1	→
The cleanliness of the inside	84	81	82	78	78	74	74	76	74	75	-1	→	1	→
The cleanliness of the outside	80	79	79	81	78	77	75	79	75	78	0	→	4	↑
The availability of staff	51	48	49	45	49	50	52	53	52	54	1	→	2	→
How well train company deals with delays	40	42	41	42	40	41	42	40	33	41	1	→	8	→



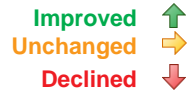
CrossCountry - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1365	1722	1310	1186	1085	1051	1593	1433	1482	1320				
Overall satisfaction	84	82	84	84	85	85	85	84	85	82	-2	→	-3	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	79	77	80	1	→	3	→
Ticket buying facilities	79	83	81	85	84	82	80	80	79	83	4	→	5	→
Provision of information about train times/platforms	82	82	81	84	86	85	84	82	84	85	2	→	1	→
The upkeep/repair of the station buildings/platforms	63	69	60	70	68	72	70	68	70	69	2	→	-1	→
Cleanliness	72	74	69	78	75	77	74	74	75	74	-1	→	-1	→
The facilities and services	65	62	61	62	64	68	65	63	63	65	2	→	2	→
The attitudes and helpfulness of the staff	79	79	78	80	79	77	77	80	76	77	-3	→	1	→
Connections with other forms of public transport	71	75	72	73	73	76	75	76	77	70	-6	↓	-6	↓
Facilities for car parking	53	55	52	65	59	54	57	59	53	59	0	→	6	→
Overall environment	65	70	67	70	74	74	70	71	69	71	0	→	2	→
Your personal security whilst using	66	71	70	73	73	73	72	74	71	73	-1	→	2	→
The availability of staff	66	67	68	67	67	68	68	68	65	67	-1	→	2	→
How request to station staff was handled	88	88	88	85	87	89	91	89	87	87	-2	→	-1	→
TRAIN FACILITIES														
The frequency of the trains on that route	78	77	77	80	80	81	84	79	80	80	2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	80	77	78	80	87	85	88	83	84	79	-4	↓	-5	↓
The length of time the journey was scheduled to take (speed)	84	83	84	83	86	86	88	86	84	85	-1	→	1	→
Connections with other train services	73	73	74	76	77	76	82	79	79	77	-2	→	-2	→
The value for money for the price of your ticket	53	58	54	55	51	56	57	55	53	52	-2	→	-1	→
Cleanliness of the train	86	80	81	83	83	80	80	77	77	76	-1	→	-1	→
Upkeep and repair of the train	87	84	83	84	83	84	83	82	81	79	-3	↓	-2	→
The provision of information during the journey	81	79	74	77	79	76	76	75	76	74	-2	→	-2	→
The helpfulness and attitude of staff on train	83	75	76	77	80	77	78	81	80	76	-5	↓	-4	↓
The space for luggage	53	50	50	47	51	48	51	51	53	52	1	→	-2	→
The toilet facilities	59	52	50	54	55	53	48	53	49	49	-5	→	0	→
Sufficient room for all passengers to sit/stand	66	66	60	59	72	70	68	66	70	64	-2	→	-6	↓
The comfort of the seating area	77	76	74	78	79	78	74	76	77	76	0	→	-1	→
The ease of being able to get on and off	83	80	79	80	81	80	81	83	82	78	-4	↓	-3	↓
Your personal security on board	83	81	82	81	80	84	84	82	84	81	-1	→	-3	→
The cleanliness of the inside	85	81	82	83	82	80	79	78	78	77	-1	→	-1	→
The cleanliness of the outside	77	79	74	79	79	80	78	76	76	77	2	→	1	→
The availability of staff	65	63	59	62	67	64	64	66	66	63	-3	→	-2	→
How well train company deals with delays	48	47	46	48	52	41	53	49	49	46	-3	→	-3	→



East Coast - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1082	1201	1043	1157	1081	1032	1154	1723	1522	1136				
Overall satisfaction	87	82	86	88	87	89	88	89	87	87	-2	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	79	77	76	-2	→	0	→
Ticket buying facilities	82	76	83	80	79	84	80	79	80	81	3	→	1	→
Provision of information about train times/platforms	91	85	87	90	90	88	89	88	86	85	-3	→	-1	→
The upkeep/repair of the station buildings/platforms	74	71	67	72	67	73	72	68	68	66	-2	→	-2	→
Cleanliness	78	73	71	76	72	77	76	74	72	73	-1	→	0	→
The facilities and services	65	65	57	64	59	61	64	61	61	60	-1	→	-1	→
The attitudes and helpfulness of the staff	77	74	75	76	74	79	78	79	76	75	-3	→	-1	→
Connections with other forms of public transport	83	81	81	76	75	73	80	81	80	80	-1	→	-1	→
Facilities for car parking	51	48	46	52	55	50	58	49	55	56	7	→	0	→
Overall environment	70	71	66	72	69	72	72	69	69	66	-3	→	-3	→
Your personal security whilst using	68	71	68	72	71	72	71	73	72	70	-3	→	-2	→
The availability of staff	67	63	61	68	65	68	68	67	67	66	-1	→	-1	→
How request to station staff was handled	83	83	88	90	87	89	89	87	88	86	-2	→	-3	→
TRAIN FACILITIES														
The frequency of the trains on that route	87	83	87	86	90	89	89	91	90	89	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	81	83	87	89	90	89	83	85	78	-5	↓	-6	↓
The length of time the journey was scheduled to take (speed)	91	87	90	90	90	91	91	90	90	88	-1	→	-2	→
Connections with other train services	79	76	79	78	78	81	82	81	80	79	-2	→	-1	→
The value for money for the price of your ticket	54	56	53	54	54	55	59	60	58	57	-3	→	-1	→
Cleanliness of the train	83	82	81	81	82	84	85	83	83	84	1	→	1	→
Upkeep and repair of the train	80	80	77	79	79	84	83	82	80	81	-1	→	0	→
The provision of information during the journey	82	77	76	76	77	76	79	77	78	80	3	→	1	→
The helpfulness and attitude of staff on train	82	77	80	78	77	78	80	79	78	80	1	→	2	→
The space for luggage	60	55	57	54	56	55	56	55	60	61	6	↑	1	→
The toilet facilities	51	50	47	45	45	47	48	51	49	55	4	→	6	↑
Sufficient room for all passengers to sit/stand	71	69	73	73	75	74	72	76	77	79	3	→	2	→
The comfort of the seating area	77	73	73	74	76	77	76	77	77	81	5	↑	4	↑
The ease of being able to get on and off	81	81	80	79	78	81	78	82	82	84	2	→	2	→
Your personal security on board	84	83	84	84	82	85	85	85	86	86	1	→	0	→
The cleanliness of the inside	82	81	80	80	82	83	84	83	82	85	1	→	2	→
The cleanliness of the outside	77	76	75	77	77	78	78	79	74	78	-1	→	4	↑
The availability of staff	69	63	68	64	63	67	68	67	68	70	3	→	2	→
How well train company deals with delays	56	51	53	61	62	56	61	62	52	56	-6	→	4	→

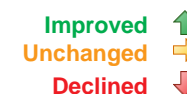


East Midlands Trains - % saying satisfied/good

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	% change	significant change	% change	significant change
Sample size	1364		1548		1343		1020		1013		1010		1131		1108		1404		1029					
Overall satisfaction	88		82		79		81		80		84		86		88		86		87		-1	→	1	→
STATION FACILITIES																								
Overall satisfaction with the station	-		-		-		-		-		-		-		85		82		83		-2	→	1	→
Ticket buying facilities	78		76		71		80		74		77		78		76		77		79		3	→	2	→
Provision of information about train times/platforms	82		79		76		84		82		84		86		83		84		86		2	→	2	→
The upkeep/repair of the station buildings/platforms	67		66		72		72		75		75		74		76		75		78		2	→	3	→
Cleanliness	74		72		78		76		77		79		78		80		80		82		3	→	3	→
The facilities and services	58		55		61		60		61		61		61		61		63		67		6	↑	4	→
The attitudes and helpfulness of the staff	77		75		75		76		76		77		76		77		76		77		0	→	1	→
Connections with other forms of public transport	65		63		68		71		76		70		74		70		71		70		1	→	-1	→
Facilities for car parking	55		59		56		52		54		58		57		61		58		64		2	→	6	→
Overall environment	69		65		71		72		75		74		76		77		75		78		1	→	2	→
Your personal security whilst using	68		65		67		69		70		71		75		73		75		74		1	→	-1	→
The availability of staff	61		61		60		63		66		66		66		68		66		68		0	→	2	→
How request to station staff was handled	84		84		83		85		87		84		85		84		85		89		5	→	4	→
TRAIN FACILITIES																								
The frequency of the trains on that route	83		75		74		76		76		76		79		81		80		80		0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88		80		80		79		84		85		84		87		86		88		0	→	1	→
The length of time the journey was scheduled to take (speed)	89		82		81		79		83		83		86		88		87		90		2	→	3	↑
Connections with other train services	76		66		71		69		70		66		71		79		77		77		-2	→	0	→
The value for money for the price of your ticket	50		50		46		49		45		48		52		57		52		52		-5	→	1	→
Cleanliness of the train	80		75		73		74		71		72		76		76		78		81		4	↑	3	→
Upkeep and repair of the train	78		71		68		66		67		68		75		76		77		85		9	↑	8	↑
The provision of information during the journey	75		67		64		65		62		66		69		68		71		70		3	→	0	→
The helpfulness and attitude of staff on train	78		74		72		73		68		73		76		76		77		79		3	→	2	→
The space for luggage	54		53		49		53		47		48		50		48		57		57		9	↑	1	→
The toilet facilities	52		44		45		42		45		46		46		48		52		53		5	→	1	→
Sufficient room for all passengers to sit/stand	68		70		64		68		67		68		72		74		72		76		2	→	4	↑
The comfort of the seating area	78		74		70		70		71		71		76		79		78		83		5	↑	6	↑
The ease of being able to get on and off	80		79		75		76		76		77		82		81		82		83		2	→	1	→
Your personal security on board	80		81		76		79		79		79		84		83		82		85		3	→	4	→
The cleanliness of the inside	80		74		73		70		70		72		78		76		79		82		6	↑	3	→
The cleanliness of the outside	70		58		56		64		64		69		67		73		69		75		2	→	6	↑
The availability of staff	62		62		58		53		54		56		62		66		65		68		2	→	3	→
How well train company deals with delays	57		39		43		43		37		41		51		41		48		39		-3	→	-10	→

First Hull Trains - % saying satisfied/good

							Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011					
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	-	-	-	-	-	-	-	701	761	527				
Overall satisfaction	-	-	-	-	-	-	-	93	95	88	-5	↓	-6	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	81	73	79	-3	→	6	↑
Ticket buying facilities	-	-	-	-	-	-	-	81	82	82	1	→	0	→
Provision of information about train times/platforms	-	-	-	-	-	-	-	85	83	83	-2	→	1	→
The upkeep/repair of the station buildings/platforms	-	-	-	-	-	-	-	69	63	70	1	→	7	↑
Cleanliness	-	-	-	-	-	-	-	74	67	72	-2	→	5	→
The facilities and services	-	-	-	-	-	-	-	52	50	50	-2	→	1	→
The attitudes and helpfulness of the staff	-	-	-	-	-	-	-	72	67	69	-4	→	2	→
Connections with other forms of public transport	-	-	-	-	-	-	-	77	76	74	-3	→	-2	→
Facilities for car parking	-	-	-	-	-	-	-	72	69	69	-2	→	0	→
Overall environment	-	-	-	-	-	-	-	69	62	67	-2	→	5	→
Your personal security whilst using	-	-	-	-	-	-	-	72	70	70	-2	→	0	→
The availability of staff	-	-	-	-	-	-	-	57	54	55	-2	→	1	→
How request to station staff was handled	-	-	-	-	-	-	-	88	85	89	1	→	4	→
TRAIN FACILITIES														
The frequency of the trains on that route	-	-	-	-	-	-	-	78	81	78	0	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	-	-	-	90	89	85	-4	→	-4	→
The length of time the journey was scheduled to take (speed)	-	-	-	-	-	-	-	93	90	90	-3	→	0	→
Connections with other train services	-	-	-	-	-	-	-	87	83	81	-6	→	-2	→
The value for money for the price of your ticket	-	-	-	-	-	-	-	66	63	62	-4	→	-1	→
Cleanliness of the train	-	-	-	-	-	-	-	91	95	90	-1	→	-5	↓
Upkeep and repair of the train	-	-	-	-	-	-	-	92	95	89	-3	→	-6	↓
The provision of information during the journey	-	-	-	-	-	-	-	84	89	84	0	→	-5	→
The helpfulness and attitude of staff on train	-	-	-	-	-	-	-	90	93	91	1	→	-1	→
The space for luggage	-	-	-	-	-	-	-	66	73	75	9	↑	2	→
The toilet facilities	-	-	-	-	-	-	-	65	69	68	3	→	-1	→
Sufficient room for all passengers to sit/stand	-	-	-	-	-	-	-	88	91	89	0	→	-2	→
The comfort of the seating area	-	-	-	-	-	-	-	88	93	89	1	→	-4	→
The ease of being able to get on and off	-	-	-	-	-	-	-	90	92	91	2	→	-1	→
Your personal security on board	-	-	-	-	-	-	-	92	93	91	-1	→	-2	→
The cleanliness of the inside	-	-	-	-	-	-	-	90	94	90	0	→	-4	↓
The cleanliness of the outside	-	-	-	-	-	-	-	84	86	89	5	→	3	→
The availability of staff	-	-	-	-	-	-	-	82	90	86	4	→	-4	→
How well train company deals with delays	-	-	-	-	-	-	-	69	65	39	-31	↓	-27	↓



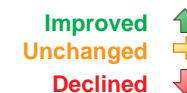
First TransPennine Express - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1084	1123	1035	1033	1084	1057	1548	1086	1201	1117				
Overall satisfaction	89	86	84	83	87	89	87	87	89	84	-3	→	-5	↓
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	86	87	85	0	→	-1	→
Ticket buying facilities	86	84	86	81	81	81	81	88	84	89	1	→	5	→
Provision of information about train times/platforms	86	85	85	85	85	85	86	89	91	87	-2	→	-4	↓
The upkeep/repair of the station buildings/platforms	77	80	77	73	75	80	77	81	80	79	-3	→	-1	→
Cleanliness	79	82	77	78	80	81	80	84	82	81	-3	→	-1	→
The facilities and services	71	70	67	61	64	68	66	64	65	67	3	→	2	→
The attitudes and helpfulness of the staff	75	74	73	77	72	74	75	79	79	81	2	→	1	→
Connections with other forms of public transport	74	79	77	70	73	73	75	76	75	71	-5	→	-4	→
Facilities for car parking	40	52	51	43	43	45	50	60	61	65	5	→	4	→
Overall environment	77	82	78	75	76	79	77	83	81	80	-3	→	-1	→
Your personal security whilst using	72	75	73	68	73	71	75	77	75	75	-2	→	0	→
The availability of staff	66	61	64	65	64	65	63	68	67	69	0	→	1	→
How request to station staff was handled	88	83	83	84	86	88	90	93	90	89	-4	→	-1	→
TRAIN FACILITIES														
The frequency of the trains on that route	87	82	78	79	81	83	83	82	83	82	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	82	77	81	84	88	84	84	87	84	-1	→	-4	→
The length of time the journey was scheduled to take (speed)	88	86	88	87	87	90	89	89	92	89	0	→	-3	→
Connections with other train services	75	77	74	75	72	81	77	76	83	81	5	→	-1	→
The value for money for the price of your ticket	52	57	51	53	52	63	60	59	60	59	0	→	-1	→
Cleanliness of the train	90	87	85	83	86	86	86	87	84	83	-4	→	-1	→
Upkeep and repair of the train	92	92	91	88	91	91	91	90	88	87	-4	→	-2	→
The provision of information during the journey	83	79	78	78	81	81	79	83	81	79	-4	→	-3	→
The helpfulness and attitude of staff on train	79	77	78	73	76	77	78	77	79	80	3	→	0	→
The space for luggage	59	57	58	51	53	54	52	50	50	47	-3	→	-3	→
The toilet facilities	63	64	57	54	59	59	56	52	53	52	-1	→	-2	→
Sufficient room for all passengers to sit/stand	74	70	69	63	68	66	66	62	64	62	0	→	-2	→
The comfort of the seating area	85	86	82	81	83	84	82	83	80	80	-3	→	0	→
The ease of being able to get on and off	86	83	85	82	86	86	83	82	82	79	-3	→	-3	→
Your personal security on board	84	83	84	81	84	85	84	84	87	81	-3	→	-6	↓
The cleanliness of the inside	87	86	84	83	86	87	86	87	84	85	-2	→	0	→
The cleanliness of the outside	86	86	81	82	83	86	79	85	79	82	-3	→	3	→
The availability of staff	66	62	65	59	67	68	66	66	64	64	-2	→	0	→
How well train company deals with delays	45	41	54	39	38	42	46	52	48	53	1	→	5	→

Grand Central - % saying satisfied/good

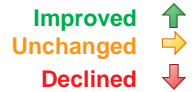
												Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change	
Sample size	-	-	-	-	-	540	574	681	-	917					
Overall satisfaction	-	-	-	-	-	95	94	95	-	95	0	→			
STATION FACILITIES															
Overall satisfaction with the station	-	-	-	-	-	-	-	74	-	76	2	→			
Ticket buying facilities	-	-	-	-	-	77	70	79	-	79	0	→			
Provision of information about train times/platforms	-	-	-	-	-	74	71	81	-	85	4	→			
The upkeep/repair of the station buildings/platforms	-	-	-	-	-	51	51	71	-	71	0	→			
Cleanliness	-	-	-	-	-	57	56	73	-	76	2	→			
The facilities and services	-	-	-	-	-	39	41	48	-	49	2	→			
The attitudes and helpfulness of the staff	-	-	-	-	-	70	67	72	-	74	2	→			
Connections with other forms of public transport	-	-	-	-	-	73	72	76	-	80	4	→			
Facilities for car parking	-	-	-	-	-	36	35	52	-	54	2	→			
Overall environment	-	-	-	-	-	52	47	64	-	66	2	→			
Your personal security whilst using	-	-	-	-	-	63	55	69	-	69	0	→			
The availability of staff	-	-	-	-	-	51	50	52	-	54	3	→			
How request to station staff was handled	-	-	-	-	-	90	89	88	-	88	0	→			
TRAIN FACILITIES															
The frequency of the trains on that route	-	-	-	-	-	78	70	70	-	72	2	→			
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	-	96	92	91	-	91	1	→			
The length of time the journey was scheduled to take (speed)	-	-	-	-	-	95	92	89	-	92	3	↑			
Connections with other train services	-	-	-	-	-	82	79	87	-	83	-4	→			
The value for money for the price of your ticket	-	-	-	-	-	77	73	74	-	78	4	→			
Cleanliness of the train	-	-	-	-	-	92	88	94	-	90	-4	↓			
Upkeep and repair of the train	-	-	-	-	-	90	84	91	-	88	-3	→			
The provision of information during the journey	-	-	-	-	-	85	84	89	-	83	-6	↓			
The helpfulness and attitude of staff on train	-	-	-	-	-	94	91	92	-	93	0	→			
The space for luggage	-	-	-	-	-	82	81	85	-	84	-1	→			
The toilet facilities	-	-	-	-	-	70	71	77	-	66	-11	↓			
Sufficient room for all passengers to sit/stand	-	-	-	-	-	95	92	95	-	94	-1	→			
The comfort of the seating area	-	-	-	-	-	94	90	95	-	93	-2	→			
The ease of being able to get on and off	-	-	-	-	-	90	88	91	-	90	-1	→			
Your personal security on board	-	-	-	-	-	92	89	94	-	92	-2	→			
The cleanliness of the inside	-	-	-	-	-	91	89	93	-	90	-3	→			
The cleanliness of the outside	-	-	-	-	-	89	80	89	-	88	-1	→			
The availability of staff	-	-	-	-	-	92	87	89	-	82	-7	↓			
How well train company deals with delays	-	-	-	-	-	67	48	69	-	69	0	→			

Grand Central did not take part in the survey in Spring 2011



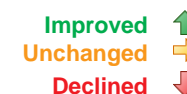
Virgin Trains - % saying satisfied/good

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	Sample size	%	% change	significant change	% change	significant change		
Sample size	1076		1285		1183		1294		1131		1098		1763		1350		1361		1098					
Overall satisfaction	87		86		85		84		86		89		90		90		90		89		-2	→	-1	→
STATION FACILITIES																								
Overall satisfaction with the station	-		-		-		-		-		-		-		80		82		82		2	→	0	→
Ticket buying facilities	75		79		78		82		81		79		81		85		78		85		1	→	7	↑
Provision of information about train times/platforms	87		86		85		82		87		85		87		88		86		89		1	→	3	→
The upkeep/repair of the station buildings/platforms	70		70		67		69		70		69		67		70		71		71		0	→	-1	→
Cleanliness	75		73		72		75		74		74		74		75		74		76		1	→	2	→
The facilities and services	64		62		63		61		64		66		65		65		65		67		2	→	2	→
The attitudes and helpfulness of the staff	74		72		70		72		74		74		74		79		71		74		-4	→	3	→
Connections with other forms of public transport	81		80		82		77		79		79		77		82		80		81		-1	→	1	→
Facilities for car parking	42		47		51		43		46		56		55		52		55		65		12	↑	10	↑
Overall environment	67		70		68		70		70		70		70		72		71		74		2	→	2	→
Your personal security whilst using	66		69		67		69		71		73		70		75		71		76		1	→	5	↑
The availability of staff	67		58		58		62		61		63		61		64		58		60		-4	→	2	→
How request to station staff was handled	89		78		82		85		86		87		91		88		86		82		-6	→	-3	→
TRAIN FACILITIES																								
The frequency of the trains on that route	87		86		83		81		85		86		90		90		89		90		0	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86		88		84		82		79		90		89		89		92		85		-4	↓	-6	↓
The length of time the journey was scheduled to take (speed)	87		87		87		82		92		93		94		93		94		91		-2	→	-2	→
Connections with other train services	75		80		77		75		77		84		82		86		83		83		-3	→	0	→
The value for money for the price of your ticket	53		59		54		56		57		64		63		65		59		59		-5	↓	1	→
Cleanliness of the train	91		89		89		88		87		89		87		87		89		86		-1	→	-3	→
Upkeep and repair of the train	93		92		90		90		90		88		89		88		90		87		-1	→	-2	→
The provision of information during the journey	81		81		81		76		80		80		82		83		81		80		-2	→	0	→
The helpfulness and attitude of staff on train	77		80		79		77		76		82		78		80		80		80		0	→	0	→
The space for luggage	50		51		49		45		51		50		51		51		56		52		1	→	-4	→
The toilet facilities	55		50		50		50		56		58		56		55		53		52		-3	→	-1	→
Sufficient room for all passengers to sit/stand	72		70		65		68		77		77		74		74		77		71		-3	→	-6	↓
The comfort of the seating area	79		77		77		78		80		80		78		78		79		77		-1	→	-2	→
The ease of being able to get on and off	85		85		82		83		84		87		88		85		87		88		3	→	1	→
Your personal security on board	86		83		84		85		85		85		86		86		89		87		1	→	-1	→
The cleanliness of the inside	90		88		88		87		88		88		87		86		88		86		0	→	-1	→
The cleanliness of the outside	83		82		80		83		82		84		81		87		82		82		-4	↓	1	→
The availability of staff	65		70		69		66		66		70		69		70		68		68		-2	→	0	→
How well train company deals with delays	58		54		60		50		54		54		51		57		56		55		-1	→	0	→



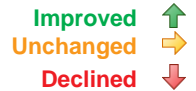
Arriva Trains Wales - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	797	814	796	754	809	793	1018	776	912	1544				
Overall satisfaction	84	85	83	86	87	86	88	87	87	84	-2	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	73	76	72	-1	→	-4	→
Ticket buying facilities	68	70	69	61	71	76	70	76	75	80	4	→	5	→
Provision of information about train times/platforms	73	74	74	74	80	80	79	78	79	80	1	→	1	→
The upkeep/repair of the station buildings/platforms	52	54	51	56	58	60	57	64	63	63	-1	→	0	→
Cleanliness	57	61	53	58	62	65	62	67	68	63	-4	→	-5	→
The facilities and services	42	39	30	36	39	44	39	42	43	43	2	→	0	→
The attitudes and helpfulness of the staff	65	68	64	65	71	74	73	75	75	74	-2	→	-1	→
Connections with other forms of public transport	67	59	59	58	62	63	64	64	61	61	-4	→	0	→
Facilities for car parking	45	49	45	58	53	63	61	58	63	59	0	→	-4	→
Overall environment	50	56	52	57	58	62	58	61	62	63	1	→	1	→
Your personal security whilst using	53	57	55	55	59	63	63	60	62	67	8	↑	5	→
The availability of staff	52	57	46	46	54	57	54	57	56	58	2	→	2	→
How request to station staff was handled	85	83	85	83	89	88	84	88	88	90	3	→	3	→
TRAIN FACILITIES														
The frequency of the trains on that route	72	82	80	76	77	79	81	77	81	76	-1	→	-5	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	81	83	83	81	85	87	89	85	84	87	2	→	3	→
The length of time the journey was scheduled to take (speed)	87	86	87	89	87	88	89	89	88	83	-6	↓	-4	↓
Connections with other train services	72	71	73	71	77	74	77	80	78	77	-3	→	-1	→
The value for money for the price of your ticket	55	61	53	61	60	62	66	64	60	59	-5	→	-2	→
Cleanliness of the train	67	72	74	76	78	73	75	76	75	75	-1	→	0	→
Upkeep and repair of the train	66	72	73	73	75	70	73	76	74	75	-1	→	1	→
The provision of information during the journey	55	61	63	61	65	63	69	67	67	65	-2	→	-3	→
The helpfulness and attitude of staff on train	77	80	76	76	79	75	82	82	79	79	-3	→	0	→
The space for luggage	58	62	55	61	63	56	61	64	57	60	-3	→	4	→
The toilet facilities	42	41	35	47	44	42	49	46	45	46	-1	→	1	→
Sufficient room for all passengers to sit/stand	71	71	72	74	76	71	73	74	70	72	-1	→	2	→
The comfort of the seating area	74	74	76	74	77	72	76	74	74	76	1	→	2	→
The ease of being able to get on and off	80	82	82	83	83	82	81	82	84	83	1	→	-1	→
Your personal security on board	74	79	74	77	79	79	79	82	82	82	0	→	-1	→
The cleanliness of the inside	66	73	74	72	78	74	75	78	76	75	-4	→	-2	→
The cleanliness of the outside	52	68	61	70	74	70	66	68	64	69	2	→	5	→
The availability of staff	64	67	64	65	70	64	72	71	67	70	-1	→	3	→
How well train company deals with delays	38	38	34	41	44	32	40	37	43	45	8	→	2	→



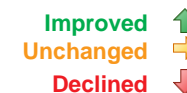
Merseyrail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	536	502	506	526	513	506	651	526	672	546				
Overall satisfaction	88	87	88	90	91	91	93	93	91	93	0	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	86	80	84	-1	→	4	→
Ticket buying facilities	76	76	80	81	82	78	84	86	86	90	5	→	4	→
Provision of information about train times/platforms	76	72	75	79	84	86	87	89	85	87	-1	→	2	→
The upkeep/repair of the station buildings/platforms	58	60	58	63	68	73	71	75	72	70	-5	→	-2	→
Cleanliness	63	65	61	67	69	72	77	78	77	78	1	→	2	→
The facilities and services	30	32	23	43	39	43	55	48	43	48	-1	→	5	→
The attitudes and helpfulness of the staff	76	74	70	75	76	85	82	86	82	85	-1	→	2	→
Connections with other forms of public transport	67	58	59	66	67	73	75	77	70	70	-7	→	0	→
Facilities for car parking	59	46	52	57	54	56	57	45	48	51	5	→	3	→
Overall environment	59	63	57	65	66	72	70	76	73	73	-3	→	0	→
Your personal security whilst using	62	60	53	66	70	68	72	69	71	72	3	→	1	→
The availability of staff	67	62	59	68	67	74	75	78	78	78	1	→	0	→
How request to station staff was handled	75	92	75	91	81	82	81	94	80	90	-4	→	10	→
TRAIN FACILITIES														
The frequency of the trains on that route	91	86	91	89	92	94	94	95	91	95	0	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	86	86	88	94	92	95	90	93	95	5	↑	2	→
The length of time the journey was scheduled to take (speed)	93	90	92	94	94	94	96	96	94	97	1	→	3	→
Connections with other train services	85	75	76	81	78	87	85	85	82	91	6	→	9	↑
The value for money for the price of your ticket	60	66	64	71	55	60	66	70	64	66	-5	→	2	→
Cleanliness of the train	74	67	71	79	75	76	76	79	77	78	-1	→	1	→
Upkeep and repair of the train	81	76	76	83	80	80	78	84	80	80	-4	→	0	→
The provision of information during the journey	86	84	81	84	81	86	87	86	87	81	-4	→	-6	→
The helpfulness and attitude of staff on train	66	55	47	53	49	56	67	63	67	68	5	→	1	→
The space for luggage	51	51	52	52	49	57	64	68	60	59	-8	↓	-1	→
The toilet facilities	15	12	11	19	12	20	19	17	9	14	-3	→	5	→
Sufficient room for all passengers to sit/stand	73	67	72	72	72	76	78	82	79	78	-4	→	-1	→
The comfort of the seating area	82	74	80	80	79	79	80	82	76	76	-6	↓	0	→
The ease of being able to get on and off	88	80	84	86	86	88	90	90	86	87	-3	→	1	→
Your personal security on board	67	64	65	73	74	75	77	79	79	77	-2	→	-2	→
The cleanliness of the inside	73	66	69	78	75	77	76	78	78	79	0	→	1	→
The cleanliness of the outside	59	61	55	68	66	71	65	65	56	71	7	→	15	↑
The availability of staff	37	36	35	33	33	37	48	46	51	45	-1	→	-6	→
How well train company deals with delays	41	54	32	23	35	52	42	47	49	50	3	→	1	→



Northern Rail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1005	1108	1060	1118	1155	1094	1633	1027	1250	1370				
Overall satisfaction	77	79	79	82	80	82	82	82	83	83	1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	74	73	76	2	→	3	→
Ticket buying facilities	69	75	78	76	77	75	74	74	73	73	-1	→	0	→
Provision of information about train times/platforms	74	77	80	79	78	83	81	80	77	81	1	→	4	→
The upkeep/repair of the station buildings/platforms	64	70	72	68	68	70	68	69	68	69	0	→	1	→
Cleanliness	64	72	75	70	71	74	68	73	70	71	-2	→	2	→
The facilities and services	47	49	49	52	49	53	46	47	50	49	3	→	-1	→
The attitudes and helpfulness of the staff	67	70	74	74	70	70	71	71	70	71	0	→	1	→
Connections with other forms of public transport	62	67	72	69	71	70	65	66	69	69	3	→	0	→
Facilities for car parking	46	54	53	48	50	53	49	53	57	60	7	→	3	→
Overall environment	60	69	70	67	67	70	65	66	65	66	0	→	1	→
Your personal security whilst using	57	62	66	66	64	66	62	60	64	65	4	→	1	→
The availability of staff	55	56	61	60	58	61	57	59	58	57	-2	→	-2	→
How request to station staff was handled	76	81	90	83	83	85	86	90	89	89	-1	→	0	→
TRAIN FACILITIES														
The frequency of the trains on that route	70	75	74	74	70	74	75	73	71	75	2	→	4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	78	78	79	79	81	83	80	78	80	1	→	2	→
The length of time the journey was scheduled to take (speed)	84	86	87	85	85	87	87	87	86	87	0	→	1	→
Connections with other train services	61	74	70	71	69	74	72	76	78	78	3	→	0	→
The value for money for the price of your ticket	58	62	58	62	54	59	60	64	58	60	-4	→	3	→
Cleanliness of the train	60	58	61	58	57	61	59	62	59	63	0	→	4	→
Upkeep and repair of the train	53	54	55	55	53	58	56	59	53	57	-2	→	4	→
The provision of information during the journey	56	54	57	55	57	59	58	57	59	58	1	→	-1	→
The helpfulness and attitude of staff on train	73	70	70	73	70	72	72	73	76	72	-1	→	-4	→
The space for luggage	56	51	55	56	55	54	55	55	55	56	1	→	0	→
The toilet facilities	40	36	40	36	32	41	35	41	38	43	2	→	5	→
Sufficient room for all passengers to sit/stand	62	64	66	69	69	67	70	68	65	65	-3	→	0	→
The comfort of the seating area	61	62	60	62	60	64	63	64	58	62	-3	→	3	→
The ease of being able to get on and off	74	77	75	80	77	79	80	77	78	78	1	→	0	→
Your personal security on board	71	72	71	77	74	75	76	75	76	79	4	→	3	→
The cleanliness of the inside	59	58	60	58	57	61	60	64	56	62	-1	→	6	↑
The cleanliness of the outside	49	58	59	58	51	62	49	60	48	62	2	→	14	↑
The availability of staff	55	56	55	59	57	59	60	61	62	57	-5	→	-5	→
How well train company deals with delays	22	34	31	34	35	36	36	45	35	43	-1	→	8	→



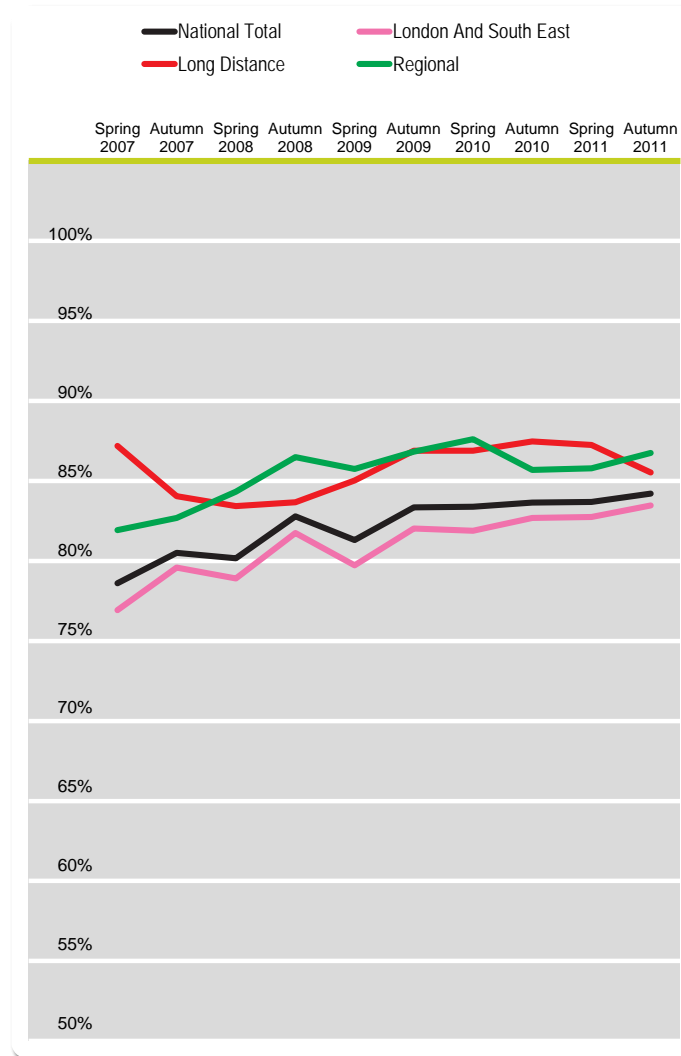
ScotRail - % saying satisfied/good

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1045	1008	1082	1009	1034	1033	1092	1021	1166	1402				
Overall satisfaction	83	84	88	90	89	90	90	86	86	89	3	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	82	81	85	3	→	4	→
Ticket buying facilities	75	81	82	87	83	83	84	79	78	82	3	→	4	→
Provision of information about train times/platforms	77	79	81	84	84	86	84	86	85	86	-1	→	1	→
The upkeep/repair of the station buildings/platforms	66	78	76	79	80	80	78	82	77	78	-4	→	2	→
Cleanliness	75	79	79	80	83	84	82	86	81	84	-2	→	3	→
The facilities and services	52	53	49	56	58	54	58	58	53	56	-2	→	4	→
The attitudes and helpfulness of the staff	77	75	74	77	79	76	74	81	75	76	-4	→	1	→
Connections with other forms of public transport	69	68	66	70	68	71	71	71	65	73	2	→	8	↑
Facilities for car parking	55	47	44	46	47	44	47	49	46	48	0	→	2	→
Overall environment	69	74	72	76	79	77	75	79	74	78	-1	→	4	→
Your personal security whilst using	69	72	71	69	75	73	72	74	71	71	-3	→	0	→
The availability of staff	59	65	65	69	69	69	65	63	63	63	0	→	0	→
How request to station staff was handled	85	81	89	88	89	83	84	77	86	92	16	↑	6	→
TRAIN FACILITIES														
The frequency of the trains on that route	79	81	83	82	84	84	85	79	83	83	4	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	84	87	90	86	90	88	86	81	86	0	→	6	↑
The length of time the journey was scheduled to take (speed)	88	88	91	88	89	90	90	87	89	91	4	→	2	→
Connections with other train services	71	76	77	74	78	75	78	80	78	77	-3	→	-1	→
The value for money for the price of your ticket	57	58	55	62	55	58	61	57	56	59	2	→	3	→
Cleanliness of the train	77	79	77	80	80	82	77	77	79	82	5	→	4	→
Upkeep and repair of the train	80	80	77	81	79	80	76	78	79	81	4	→	3	→
The provision of information during the journey	75	76	73	76	77	78	75	77	72	76	-1	→	4	→
The helpfulness and attitude of staff on train	74	74	71	75	79	83	77	81	79	79	-2	→	0	→
The space for luggage	57	59	62	62	64	63	65	63	63	65	2	→	3	→
The toilet facilities	36	50	40	45	48	46	50	40	41	51	11	↑	10	↑
Sufficient room for all passengers to sit/stand	71	72	72	73	76	77	78	72	69	77	5	→	8	↑
The comfort of the seating area	78	77	76	77	78	81	77	75	77	82	7	↑	5	↑
The ease of being able to get on and off	82	84	85	85	88	89	88	84	86	89	5	↑	3	→
Your personal security on board	80	80	81	82	86	82	84	82	83	86	4	→	3	→
The cleanliness of the inside	78	81	76	80	80	83	78	76	80	84	8	↑	4	→
The cleanliness of the outside	72	78	70	74	73	76	68	75	70	76	2	→	6	↑
The availability of staff	61	61	63	67	69	69	70	67	65	71	4	→	6	→
How well train company deals with delays	38	30	37	42	35	47	40	44	34	34	-11	→	0	→

Percentage of passengers satisfied 2007-2011

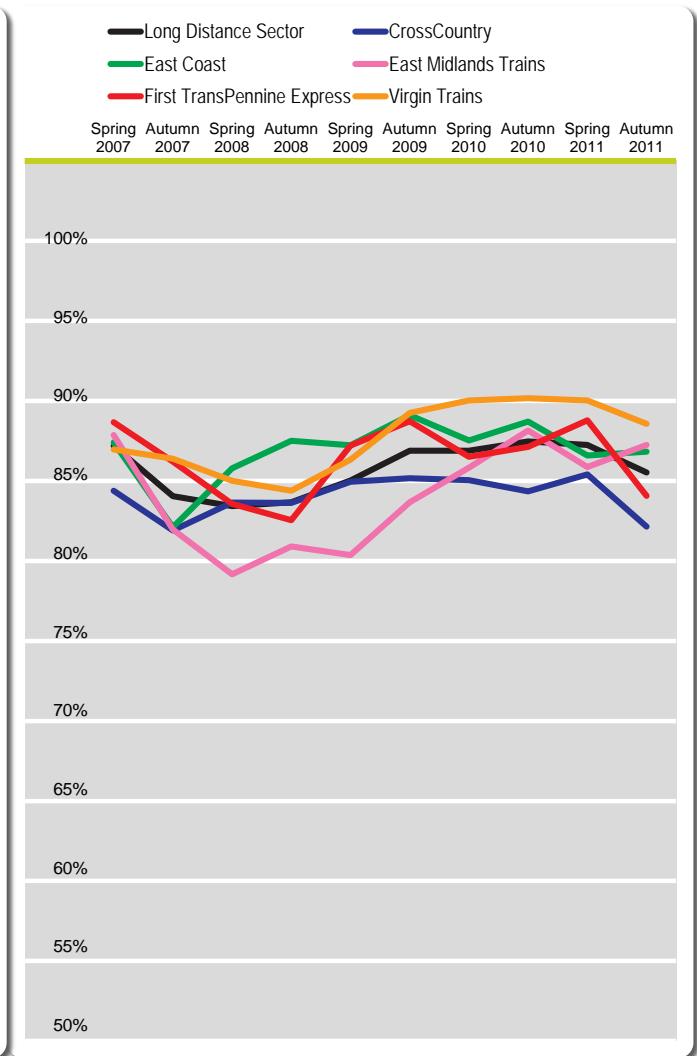
National and Sector-Level

Percentage of passengers satisfied 2007 to 2011



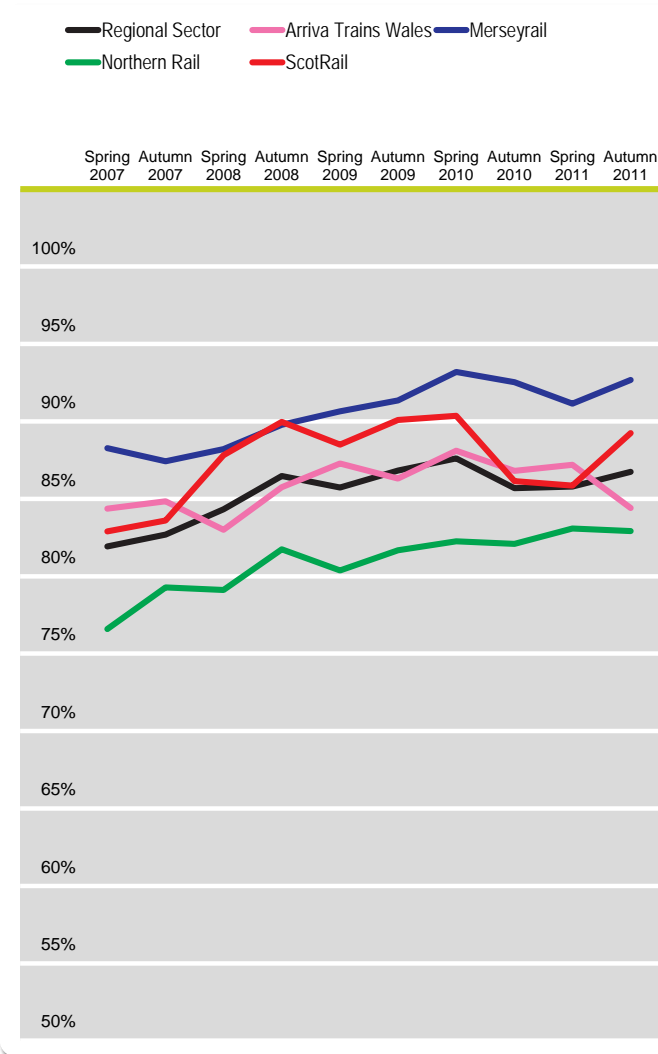
Long Distance Operators

Percentage of passengers satisfied 2007 to 2011



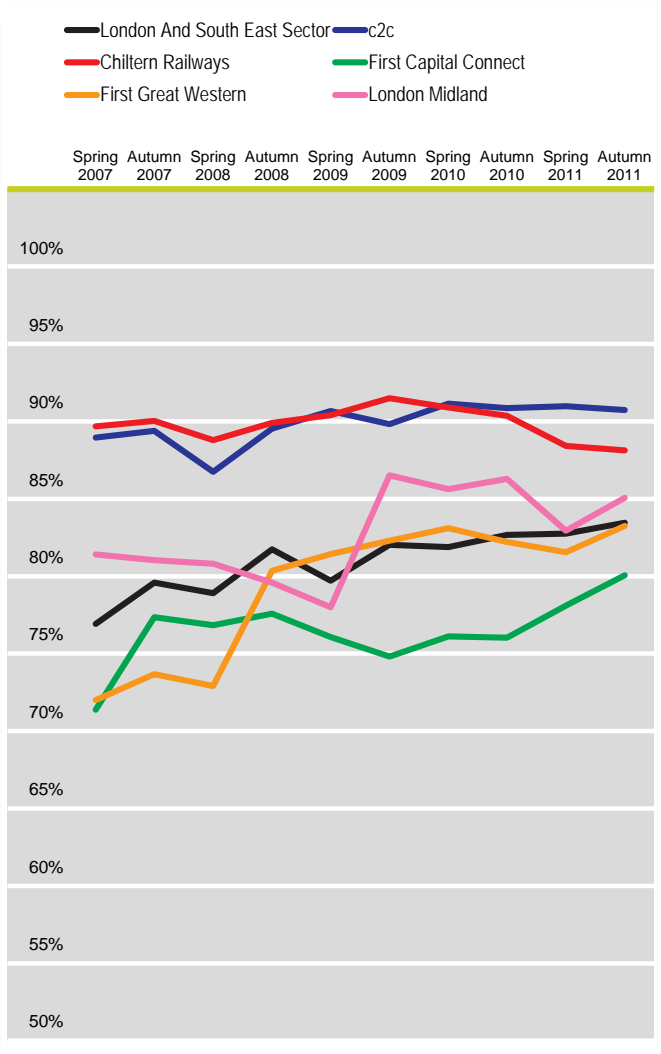
Regional Operators

Percentage of passengers satisfied 2007 to 2011



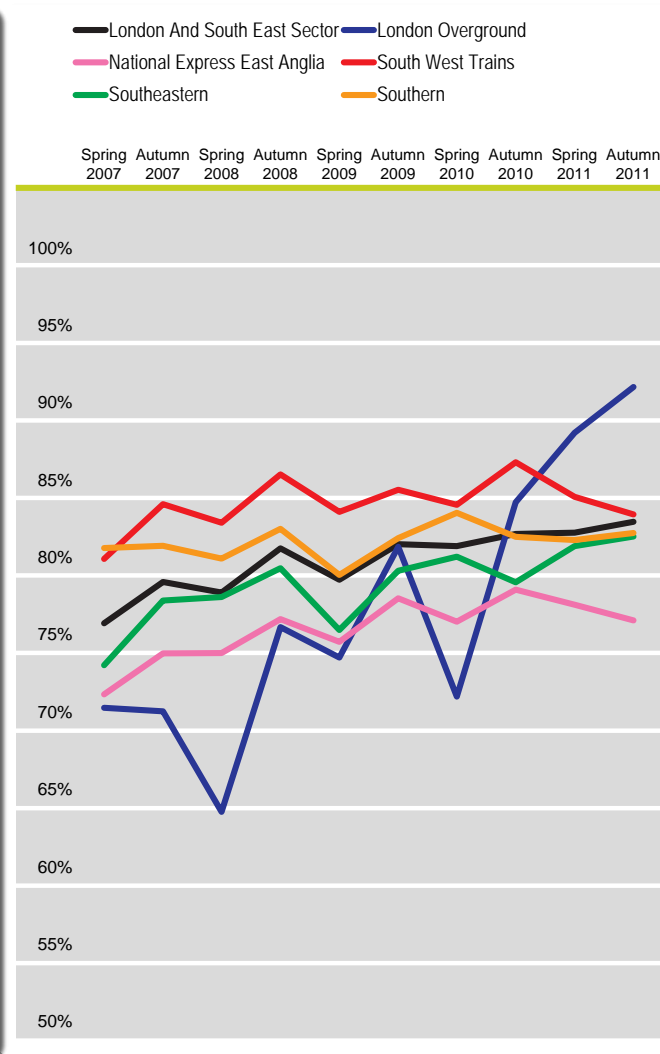
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

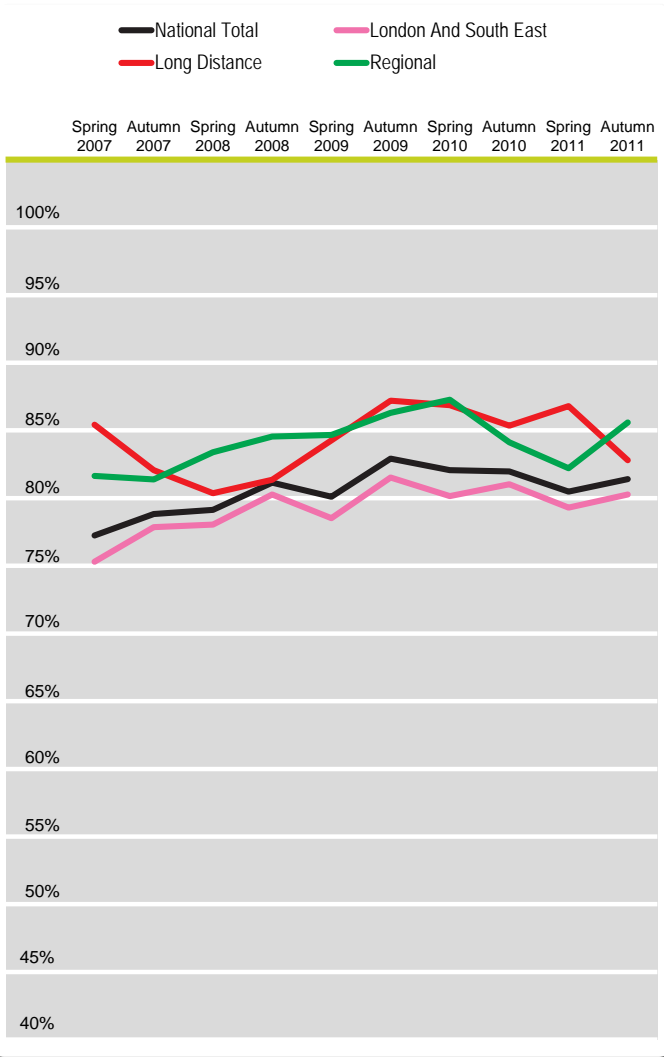


London and South East Operators (Part Two)

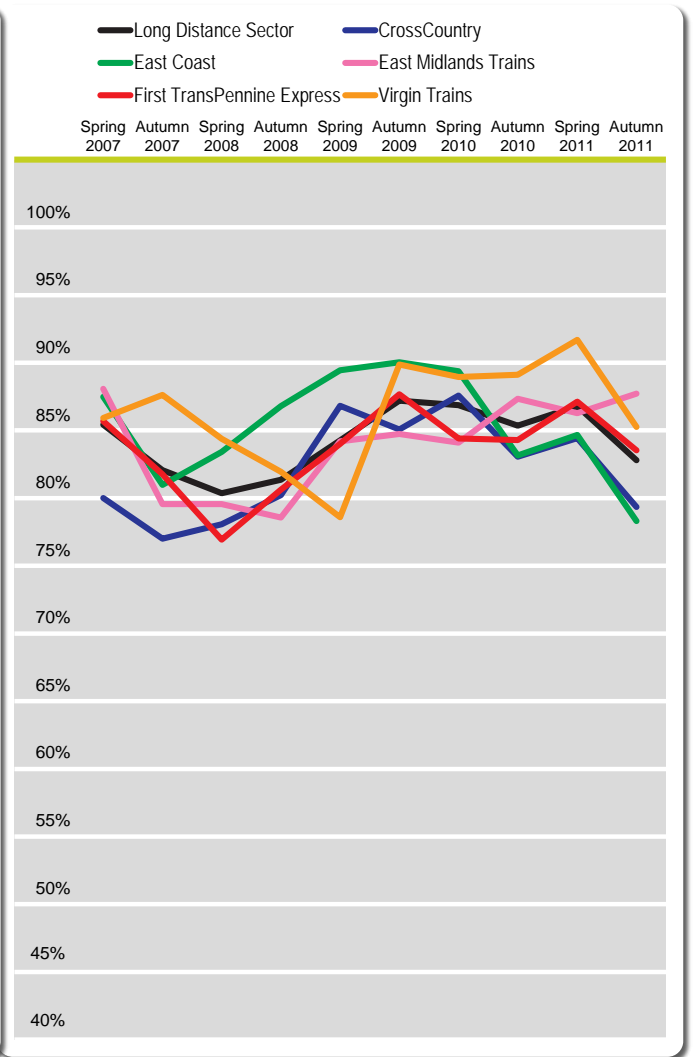
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011

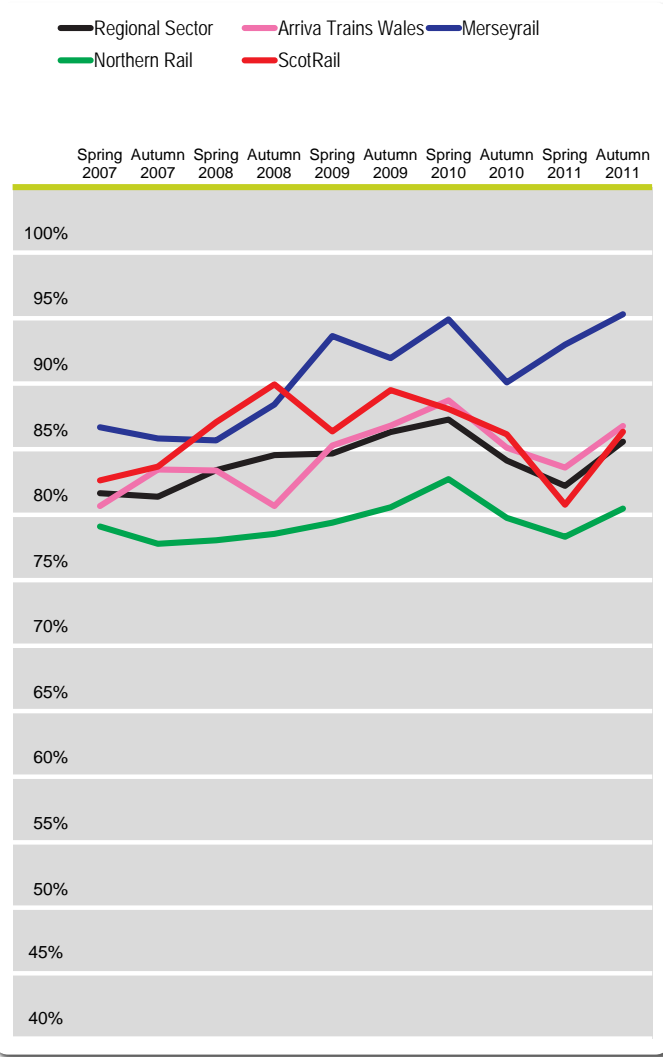


Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



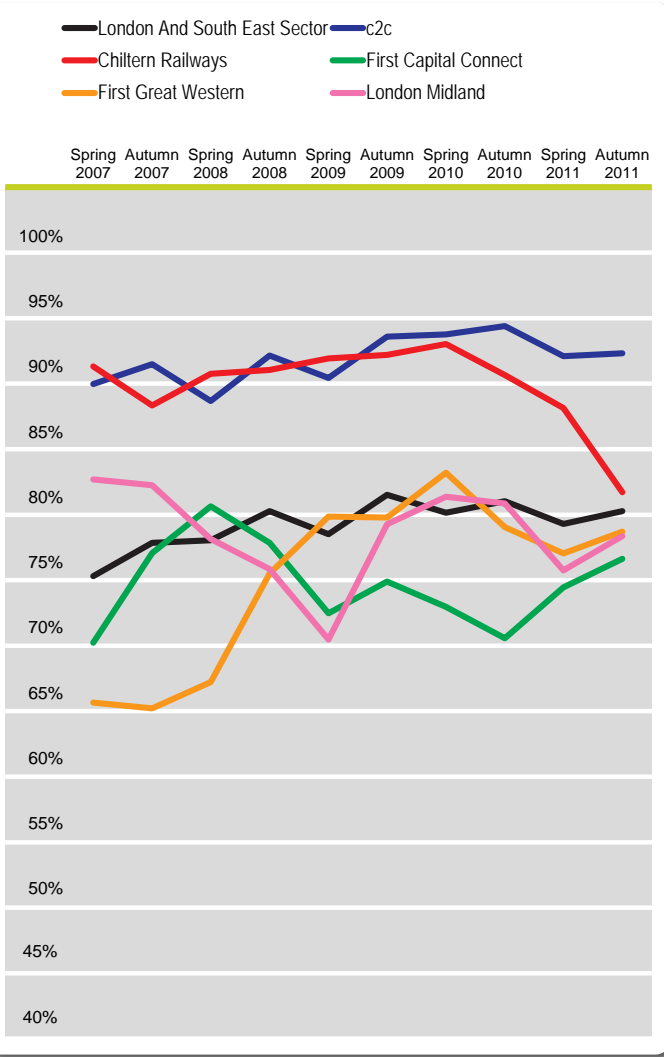
Regional Operators

Percentage of passengers satisfied 2007 to 2011



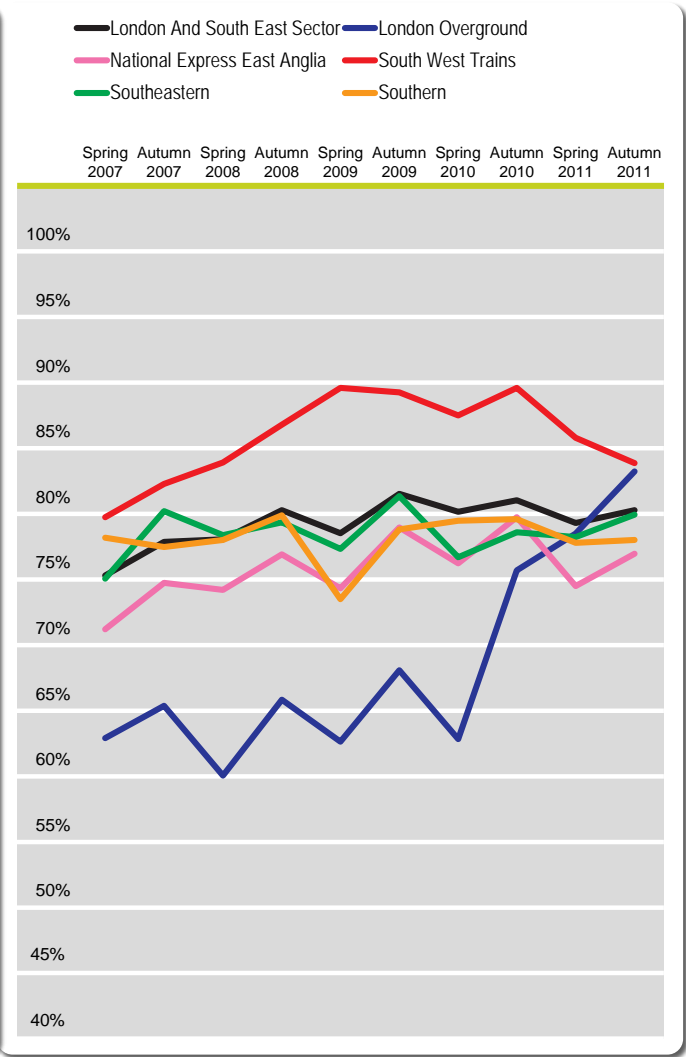
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011



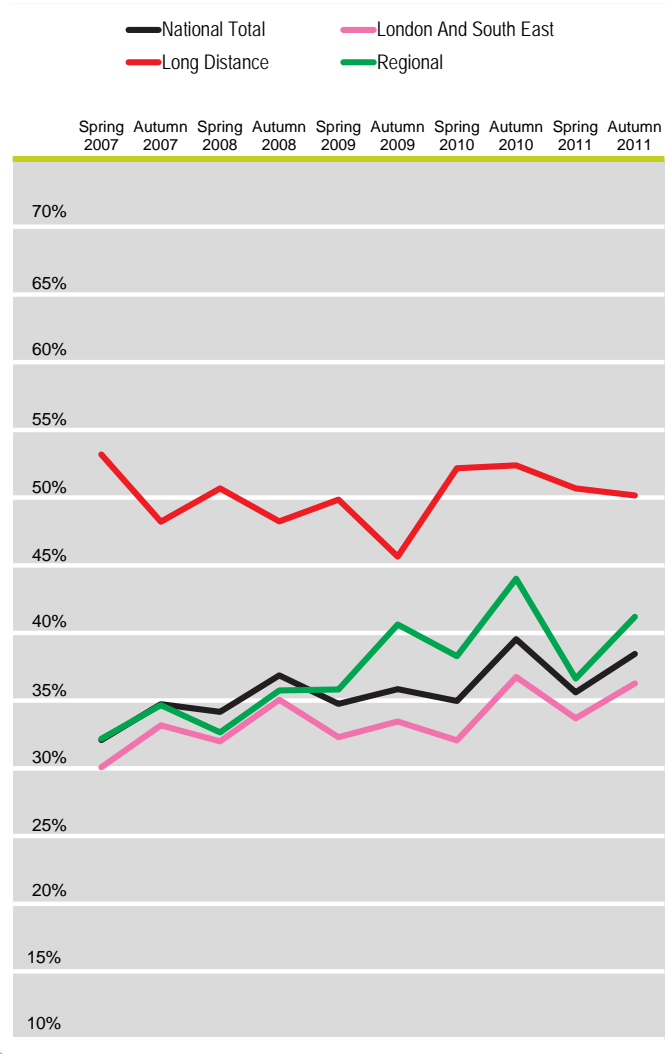
London and South East Operators (Part Two)

Percentage of passengers satisfied 2007 to 2011



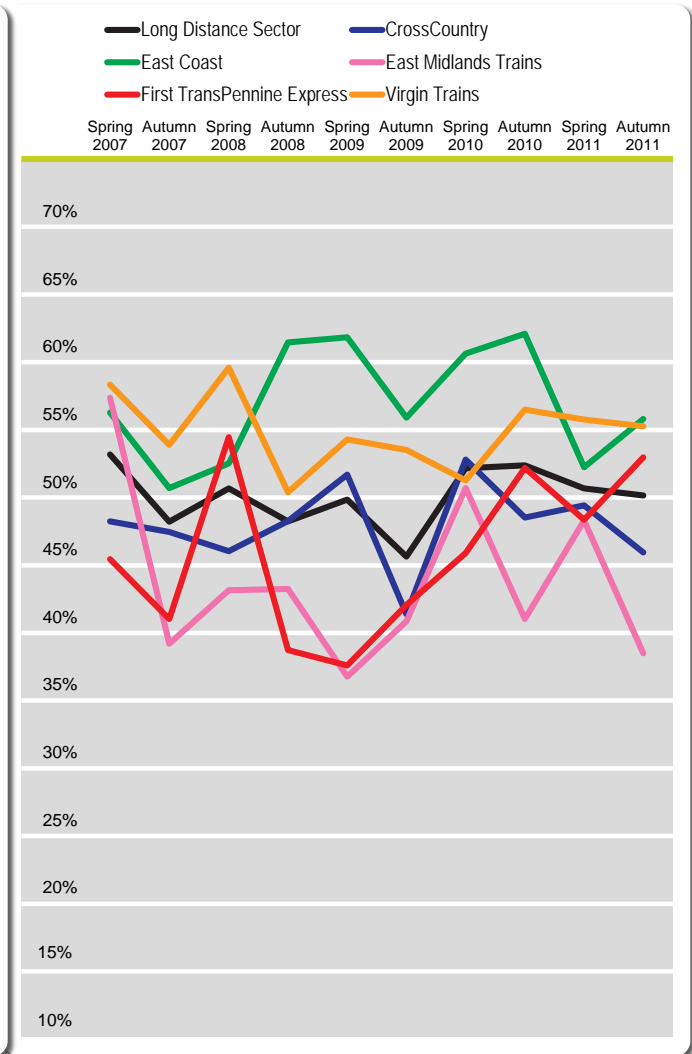
National and Sector-Level

Percentage of passengers satisfied 2007 to 2011



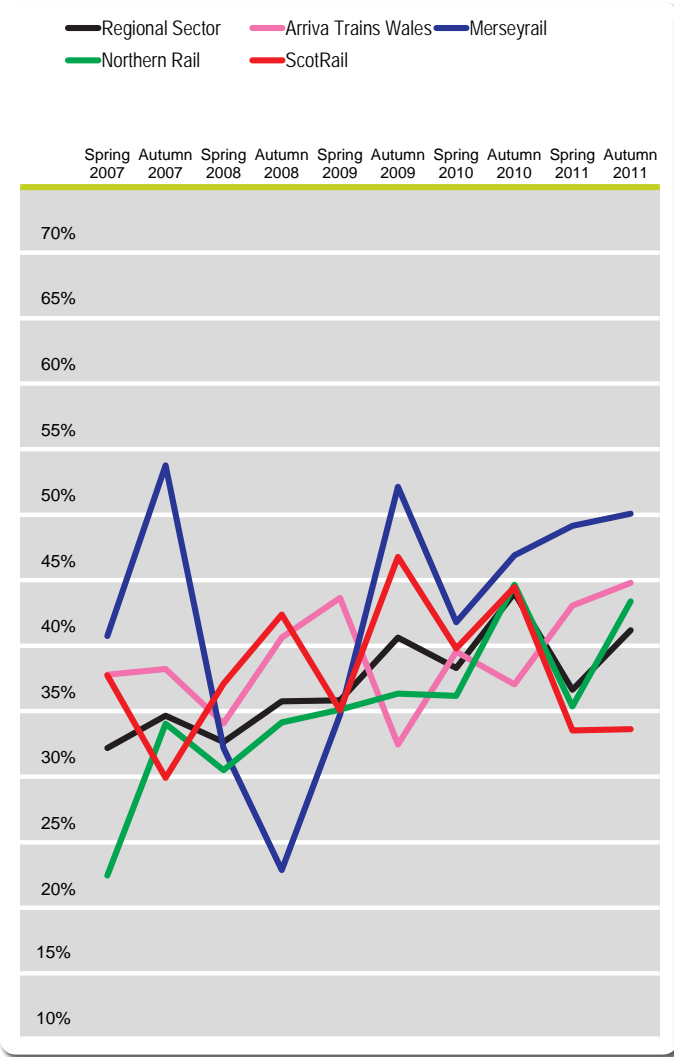
Long Distance Operators

Percentage of passengers satisfied 2007 to 2011



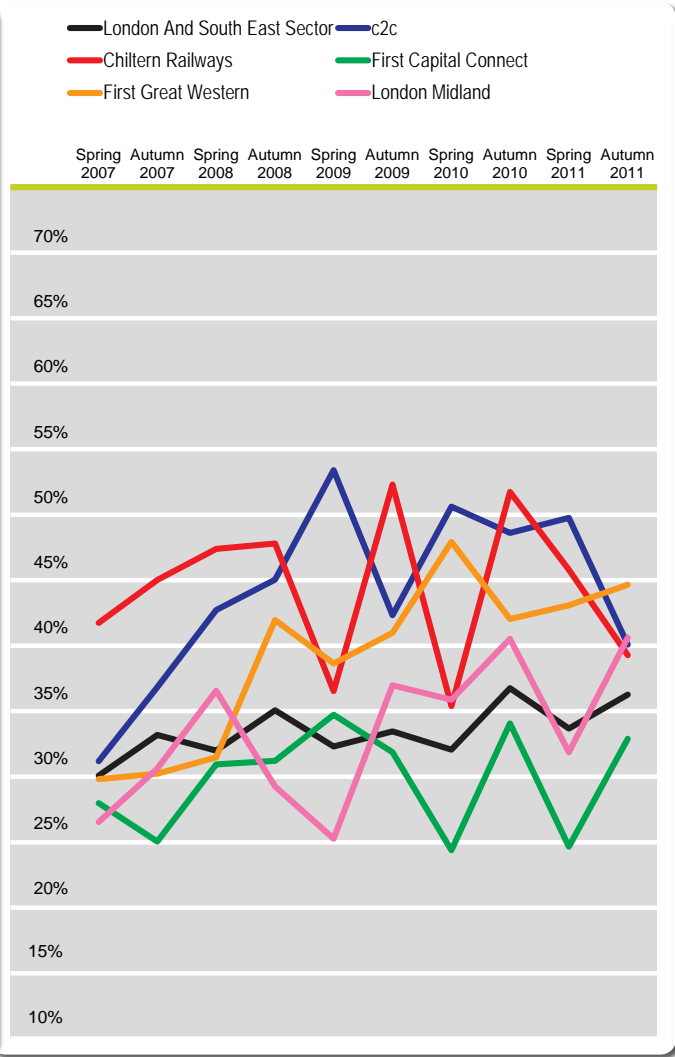
Regional Operators

Percentage of passengers satisfied 2007 to 2011



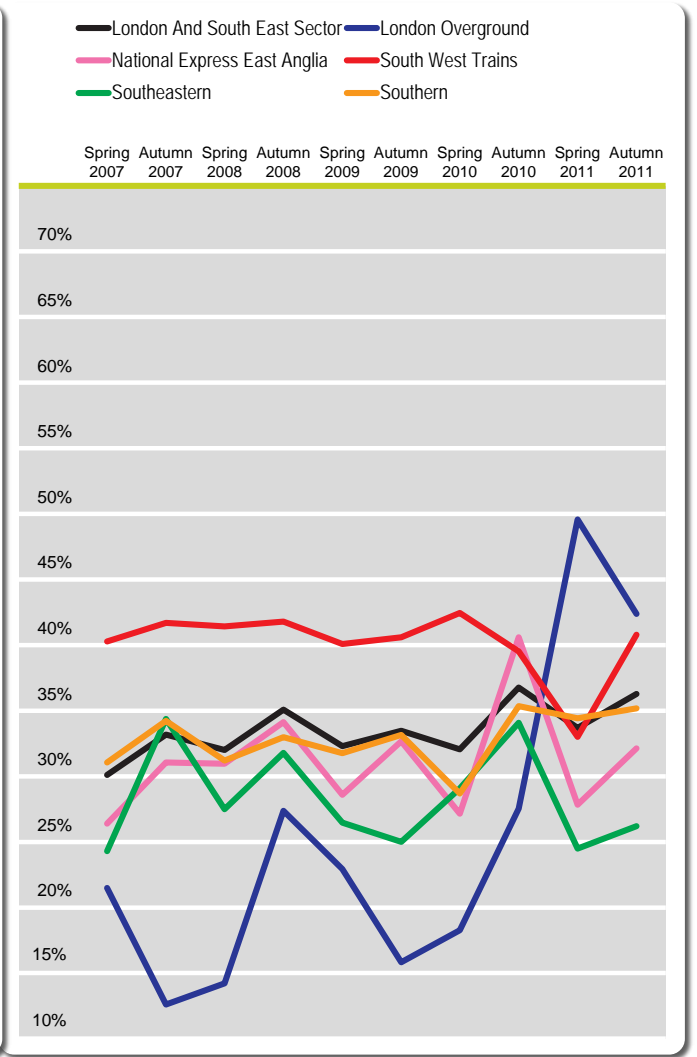
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

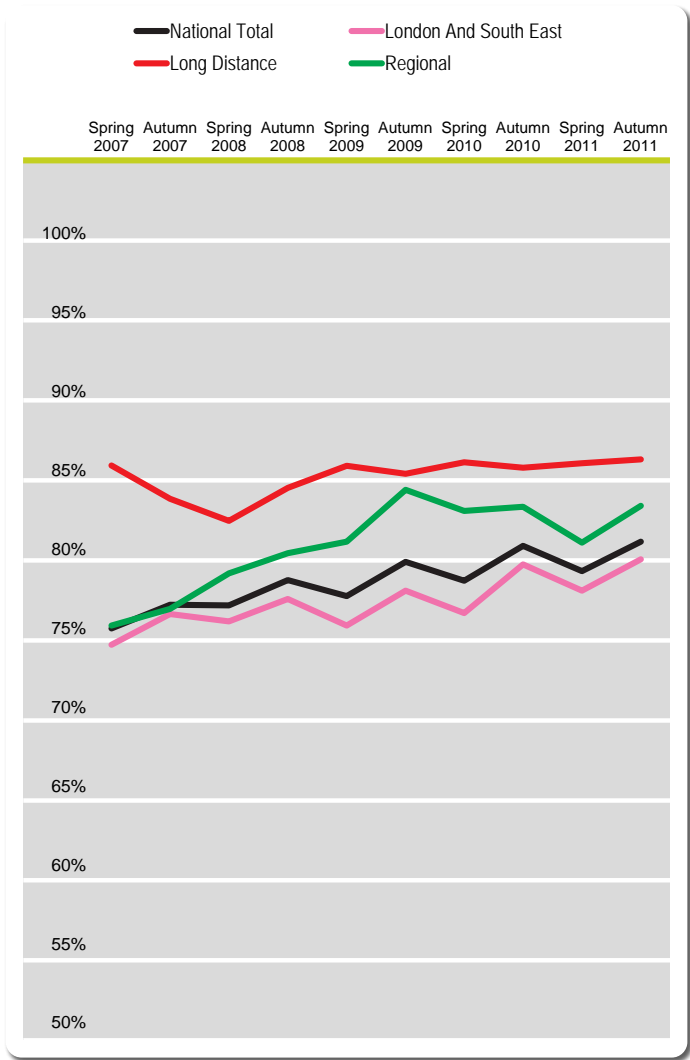


London and South East Operators (Part Two)

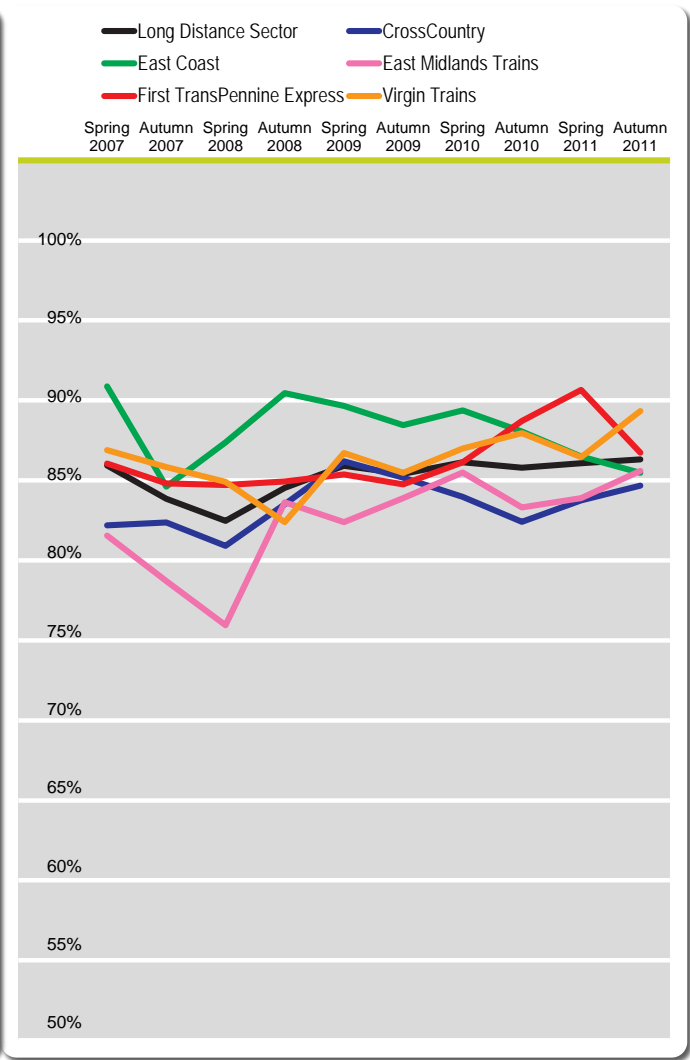
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011

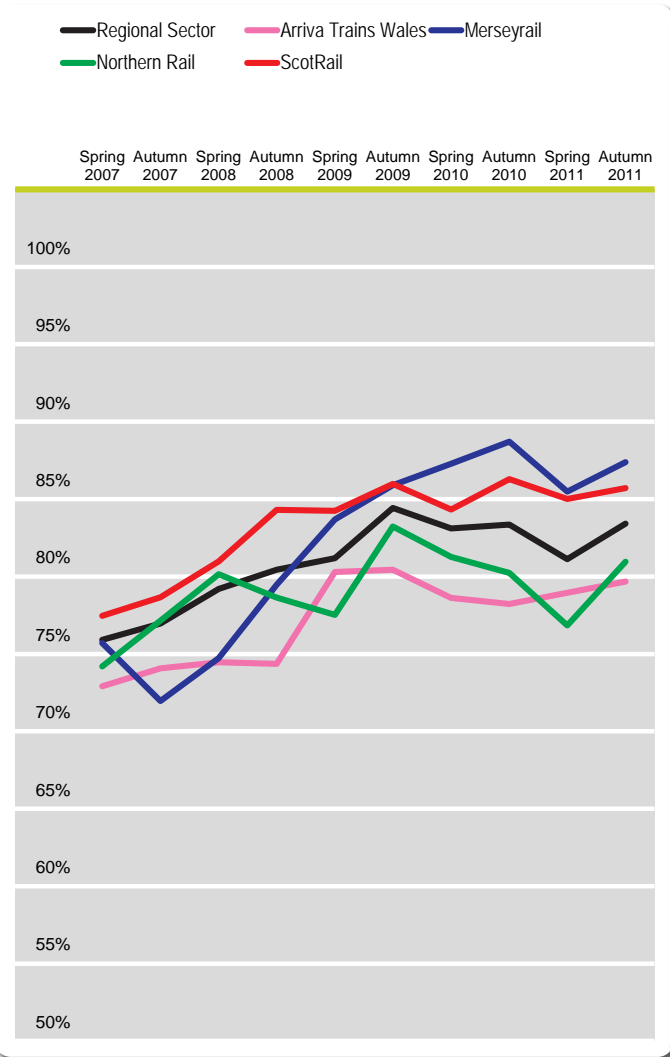


Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



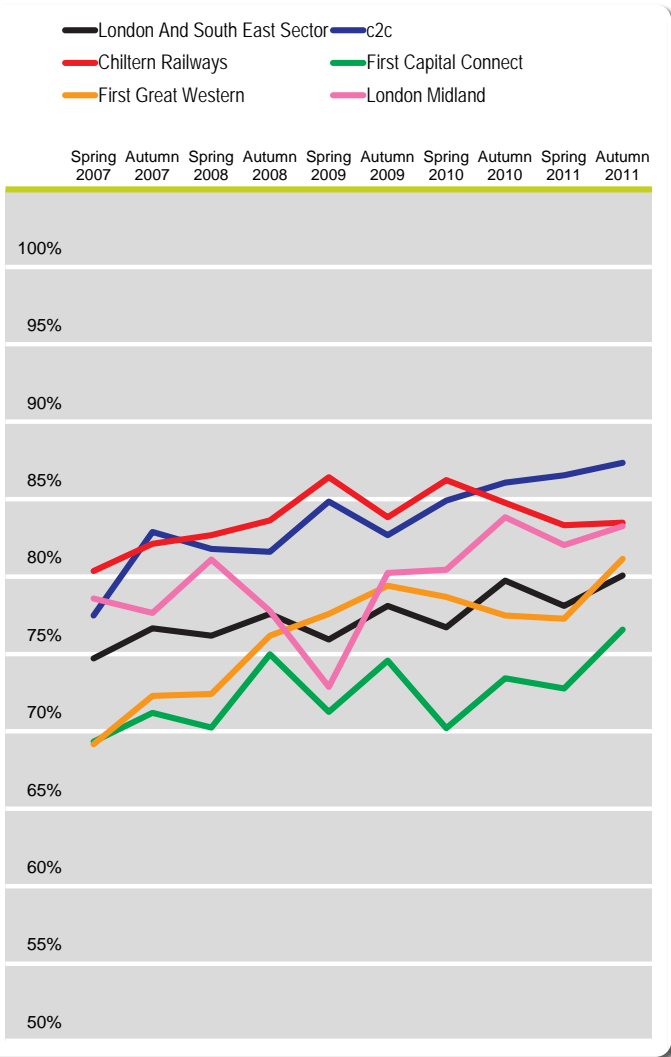
Regional Operators

Percentage of passengers satisfied 2007 to 2011



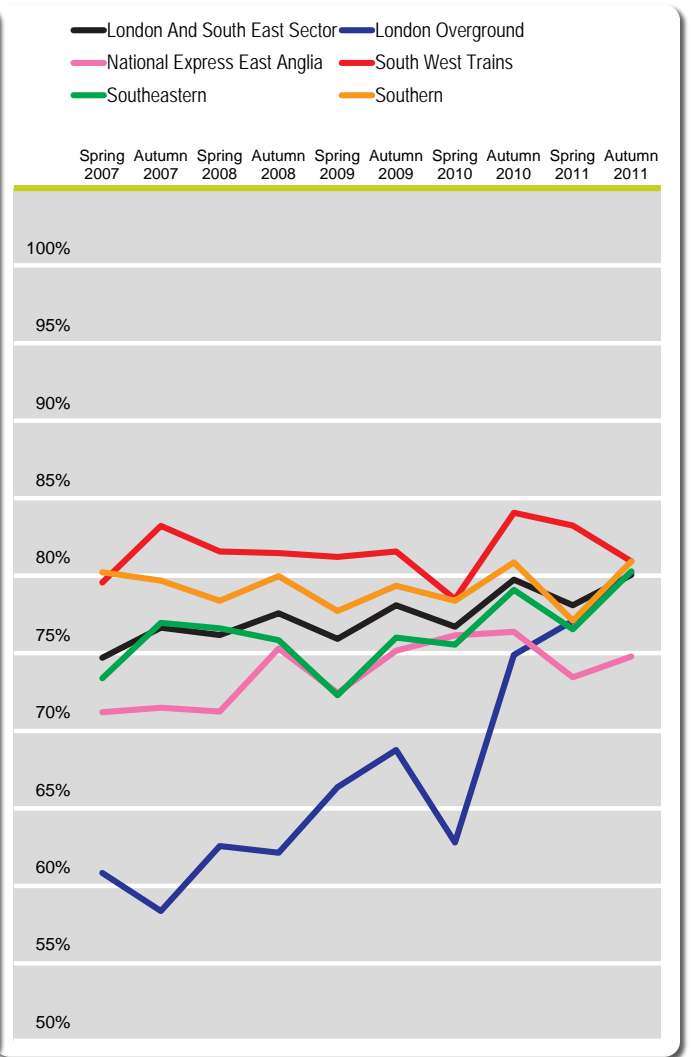
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

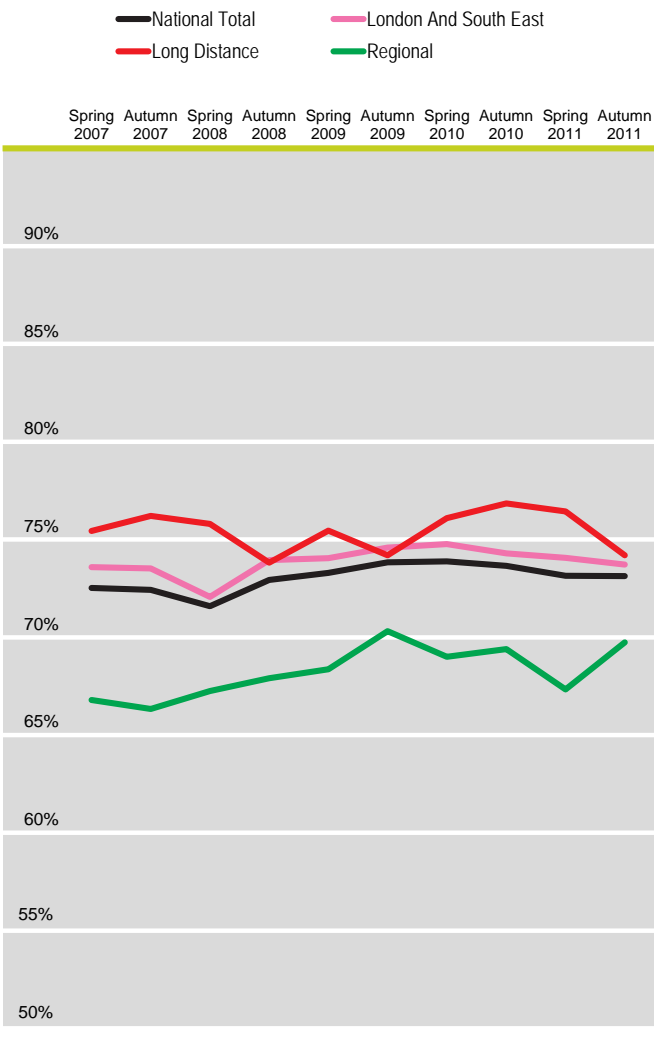


London and South East Operators (Part Two)

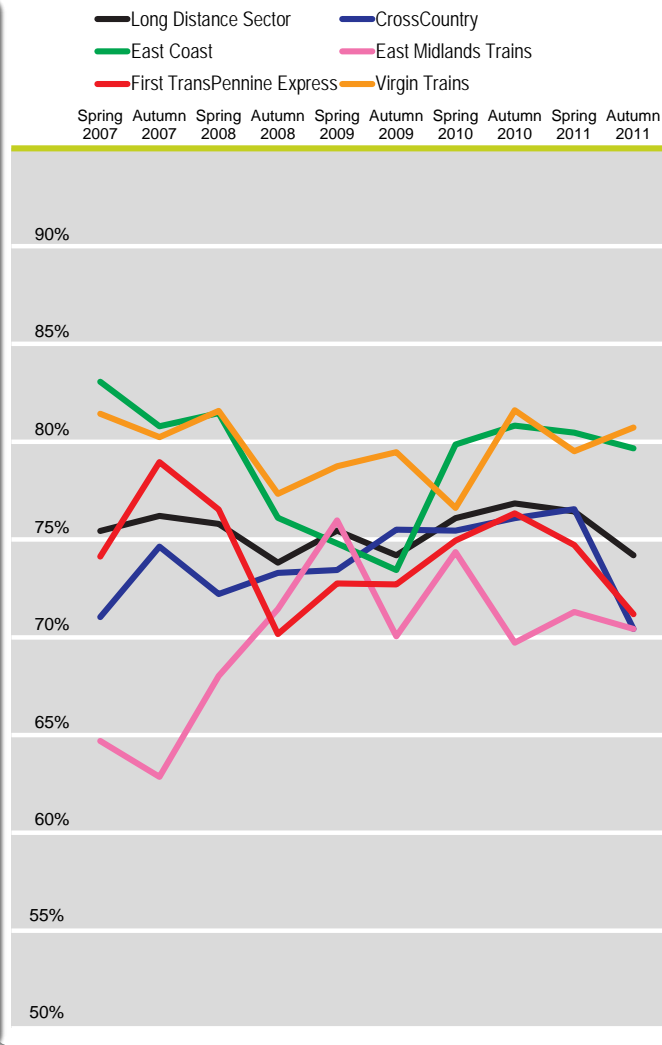
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011

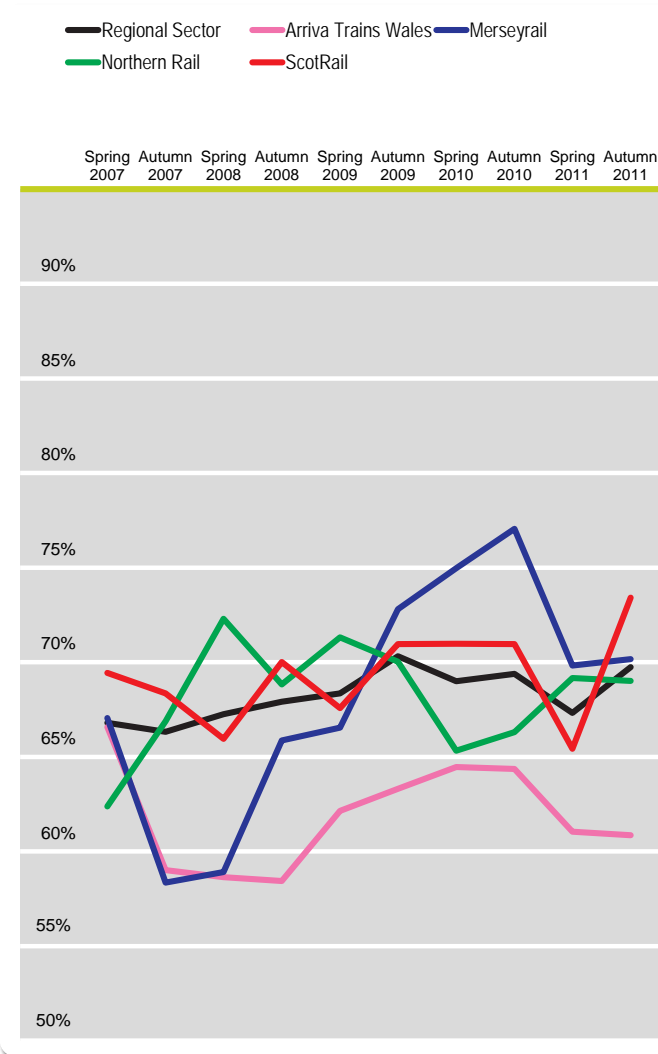


Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



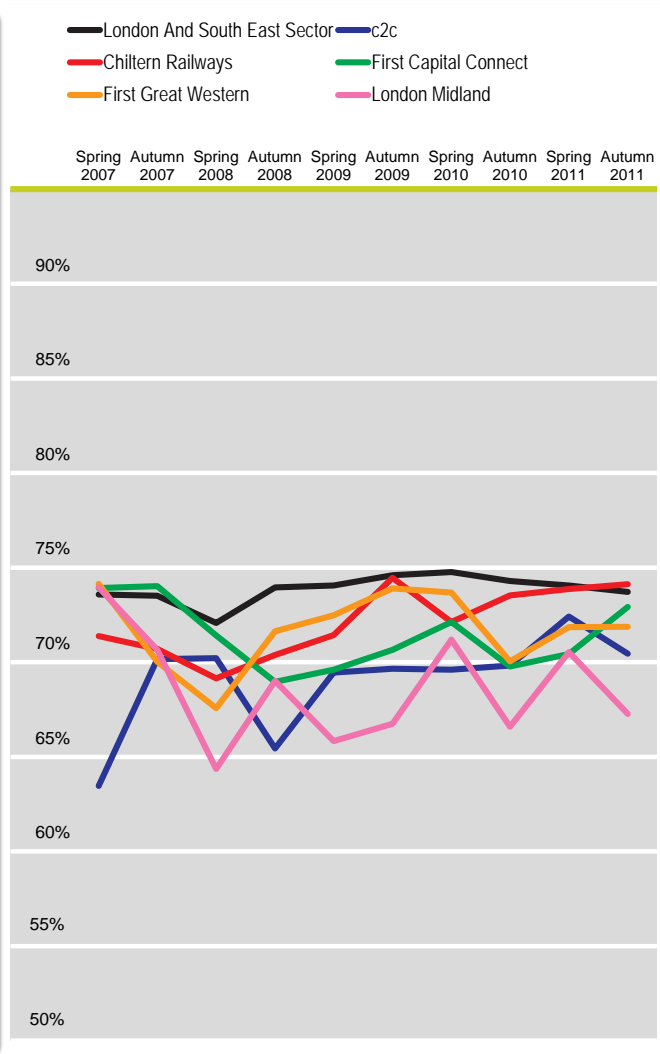
Regional Operators

Percentage of passengers satisfied 2007 to 2011



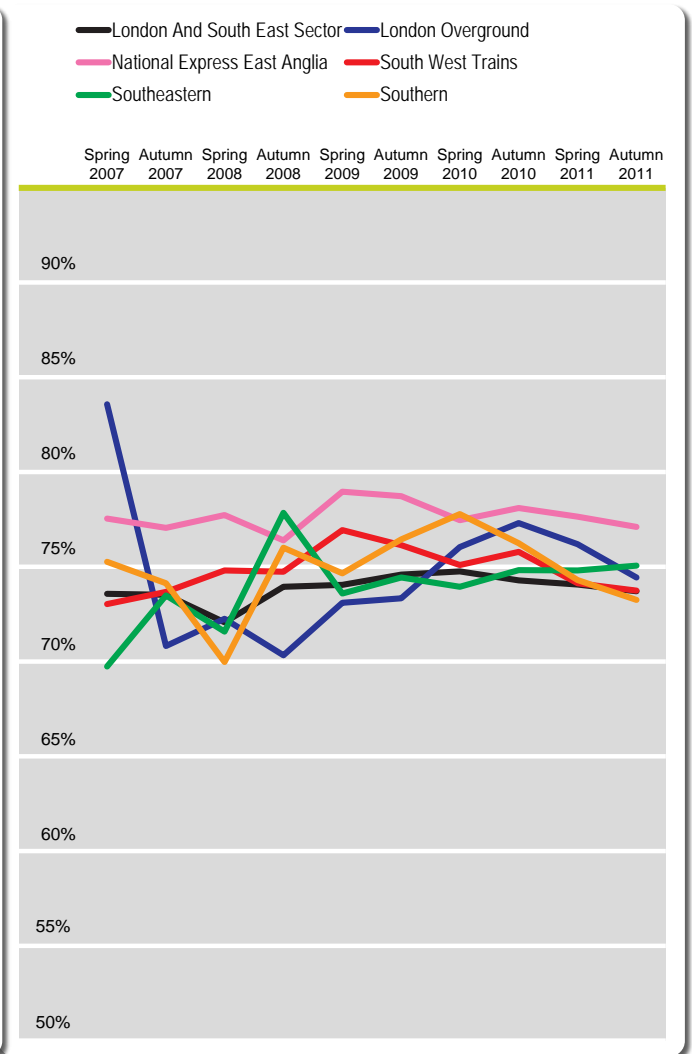
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

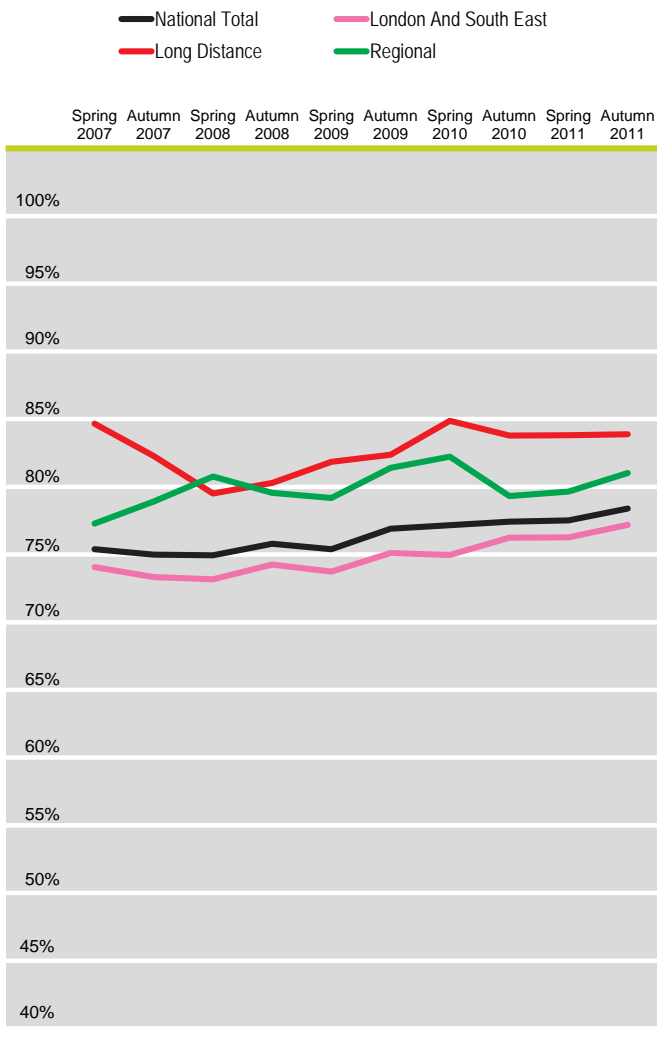


London and South East Operators (Part Two)

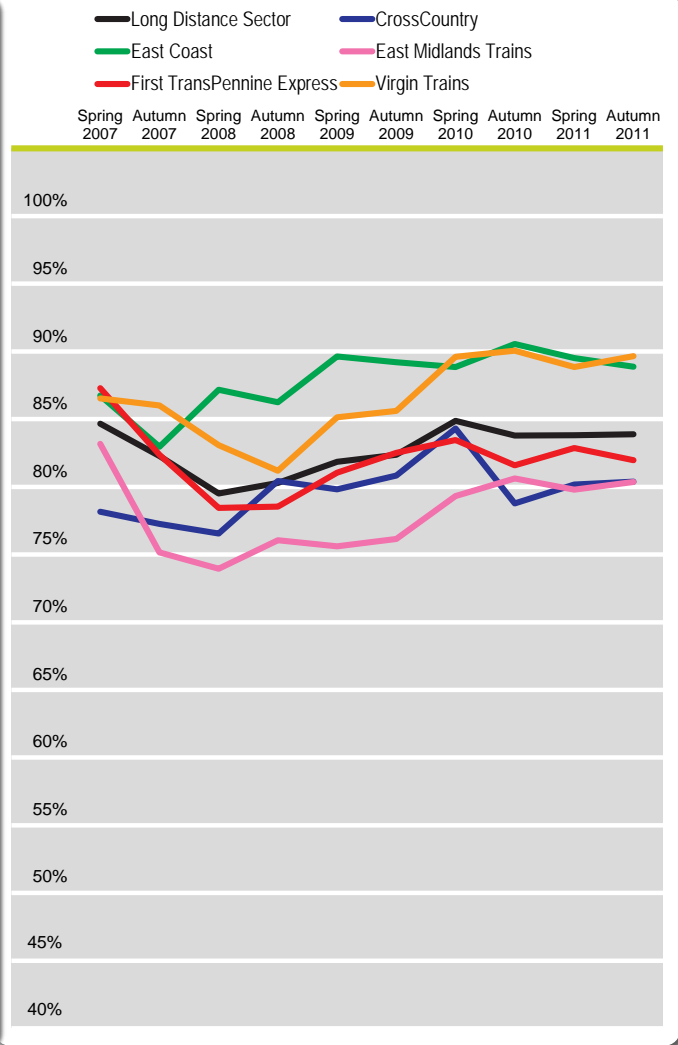
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011

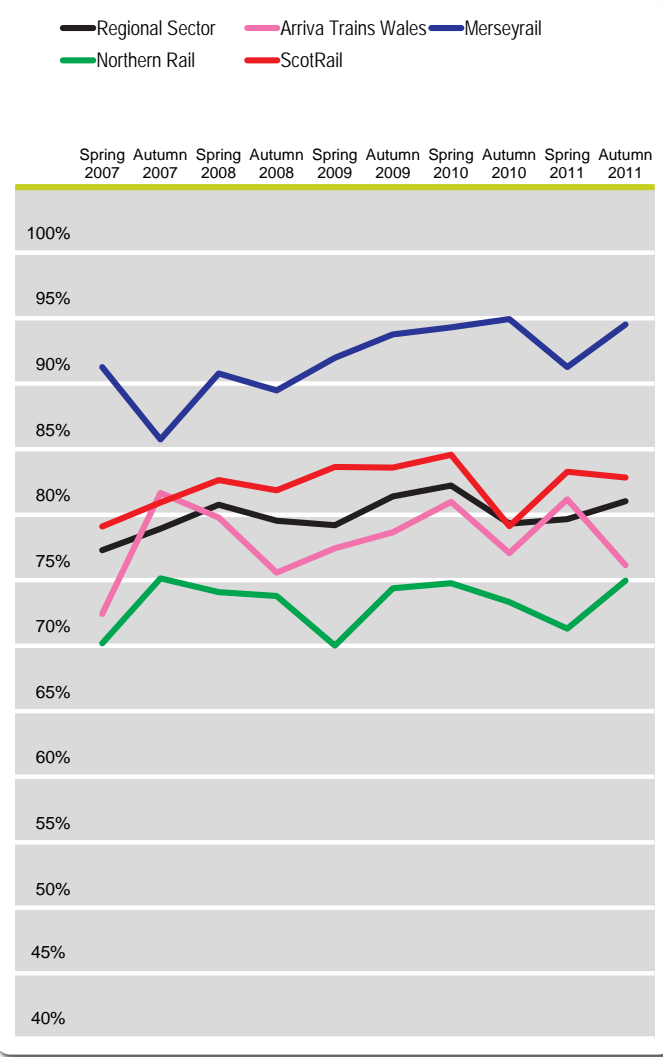


Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



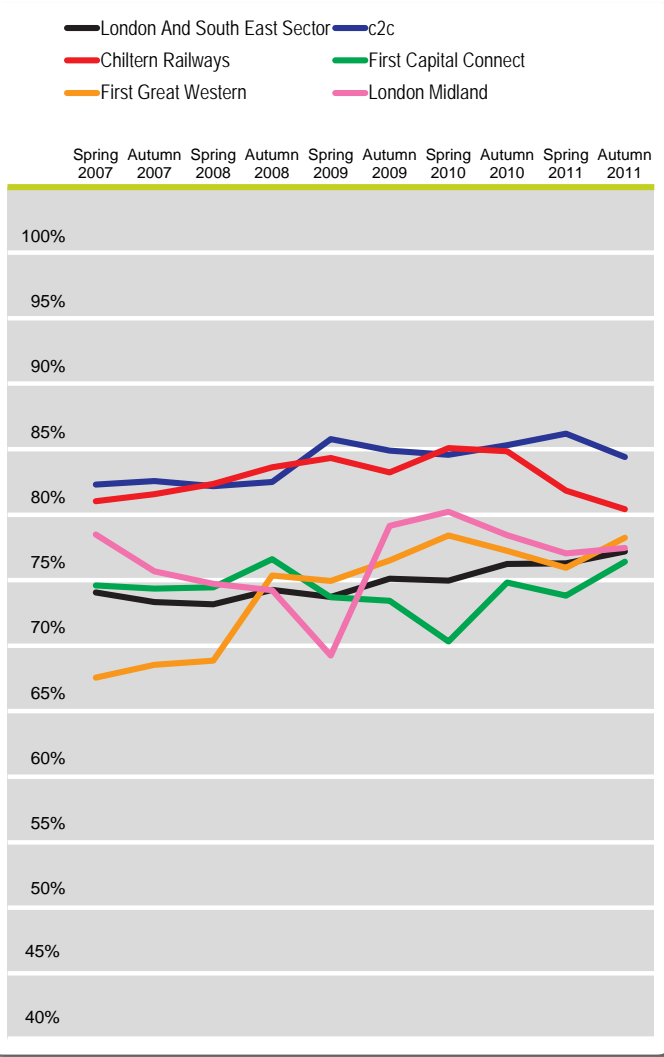
Regional Operators

Percentage of passengers satisfied 2007 to 2011



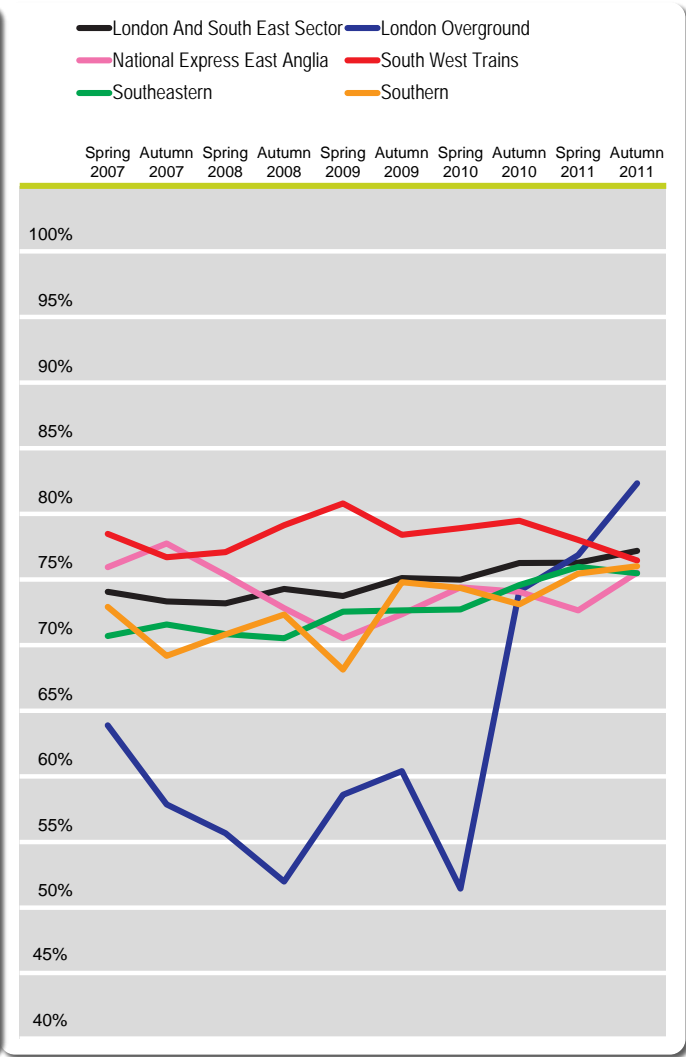
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

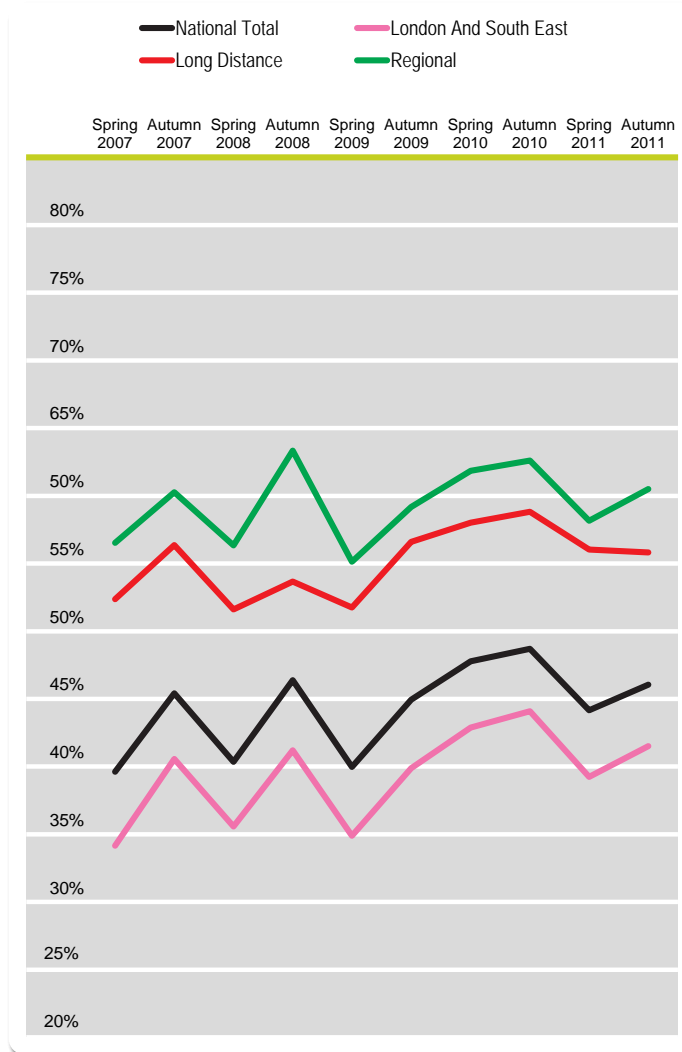


London and South East Operators (Part Two)

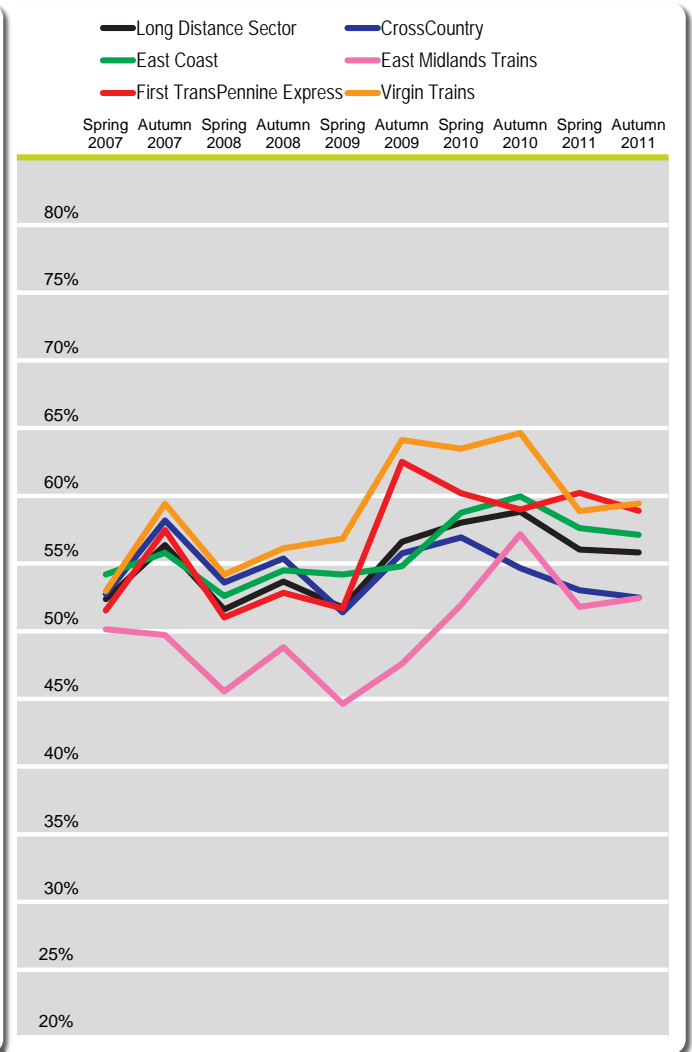
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011

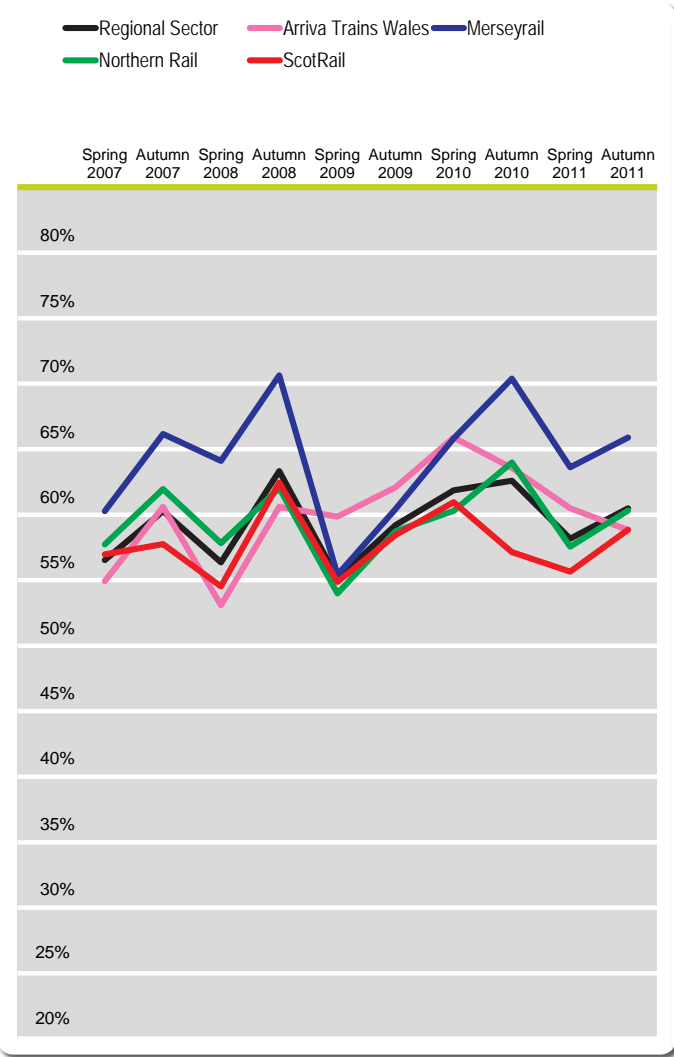


Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



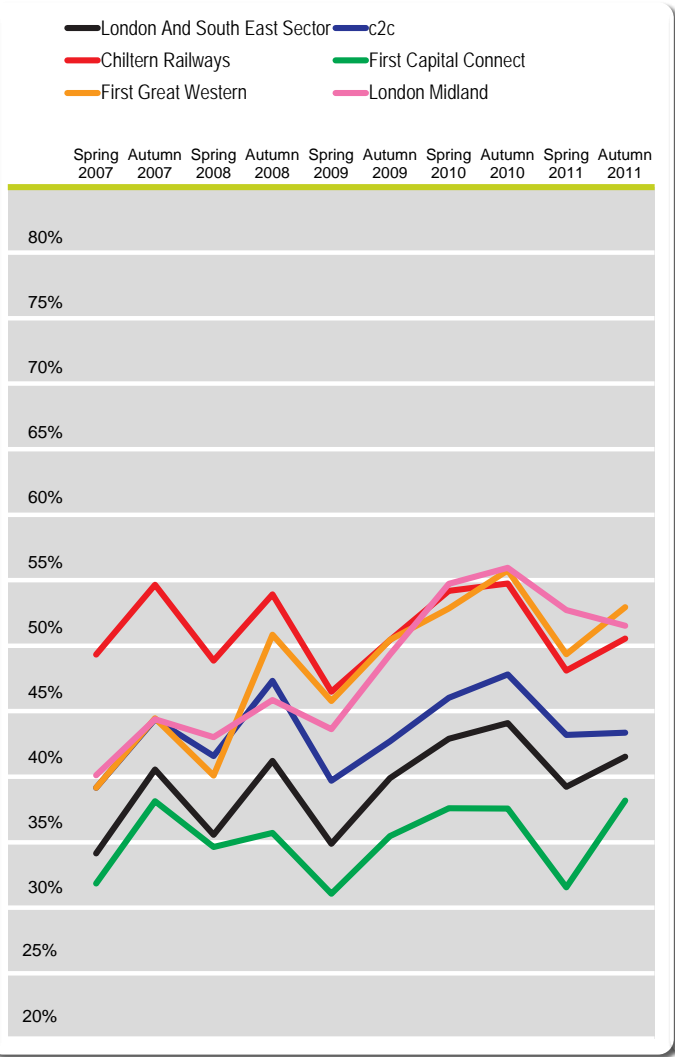
Regional Operators

Percentage of passengers satisfied 2007 to 2011



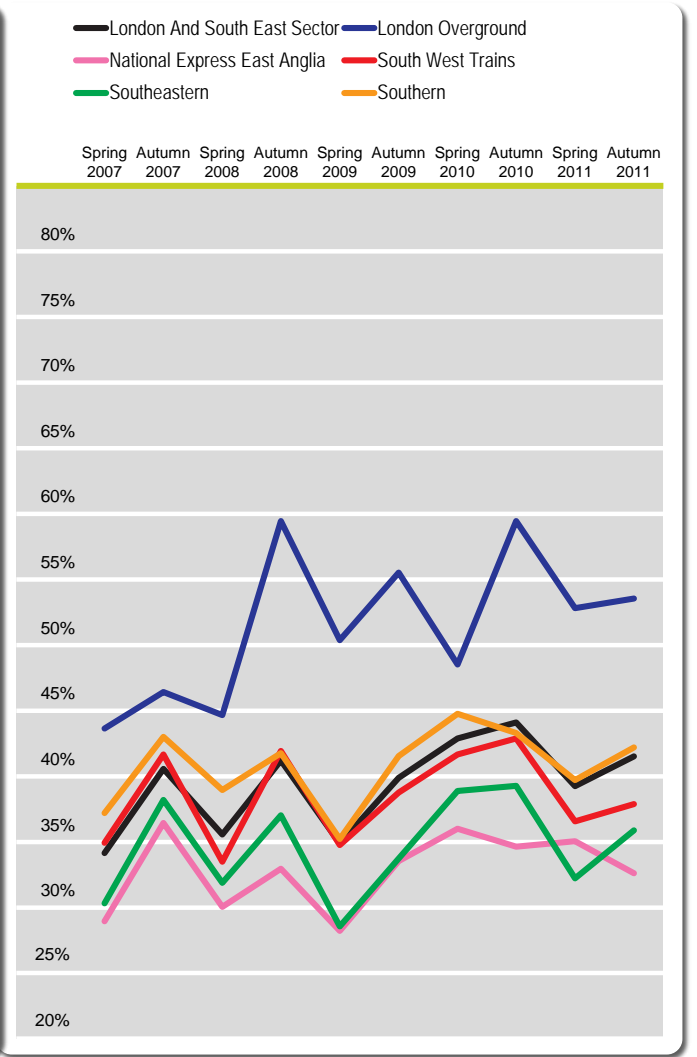
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011

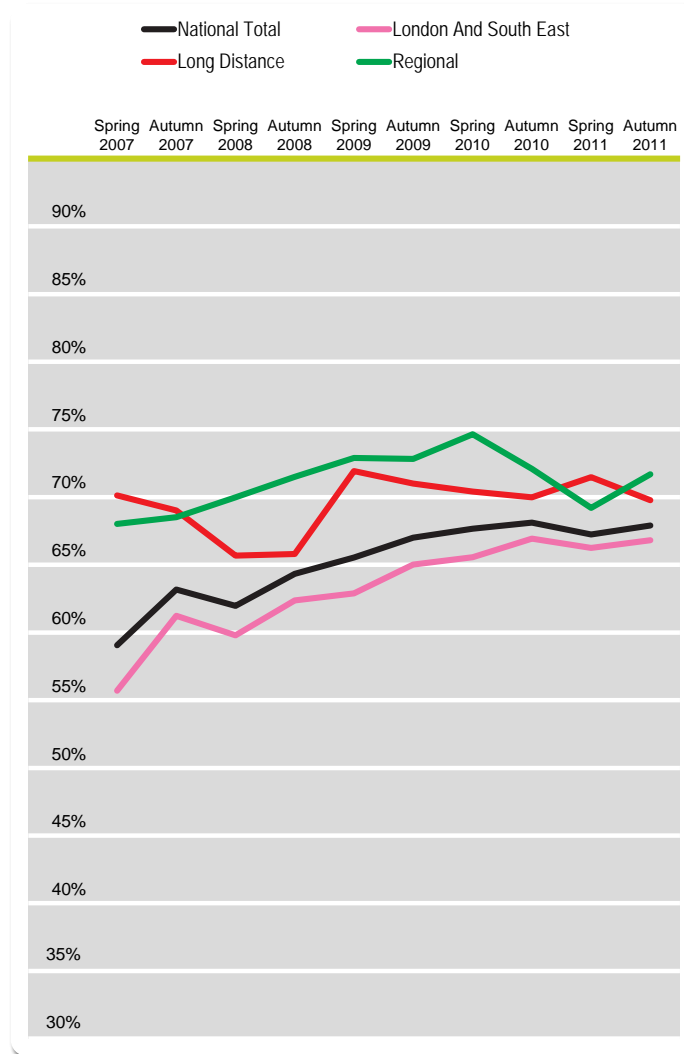


London and South East Operators (Part Two)

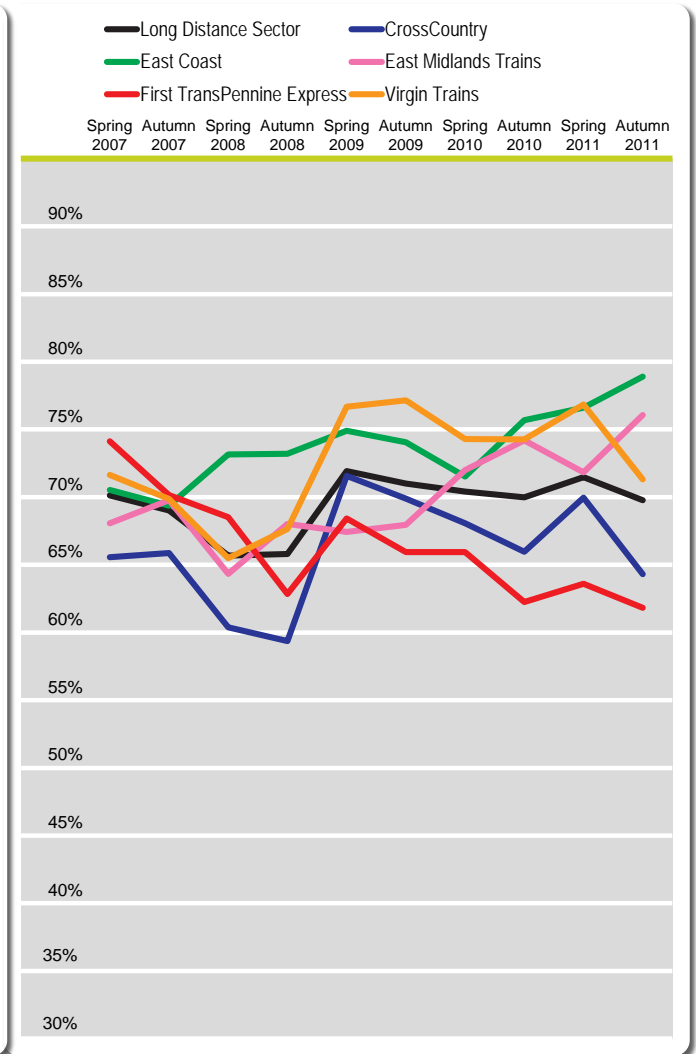
Percentage of passengers satisfied 2007 to 2011



National and Sector-Level
Percentage of passengers satisfied 2007 to 2011



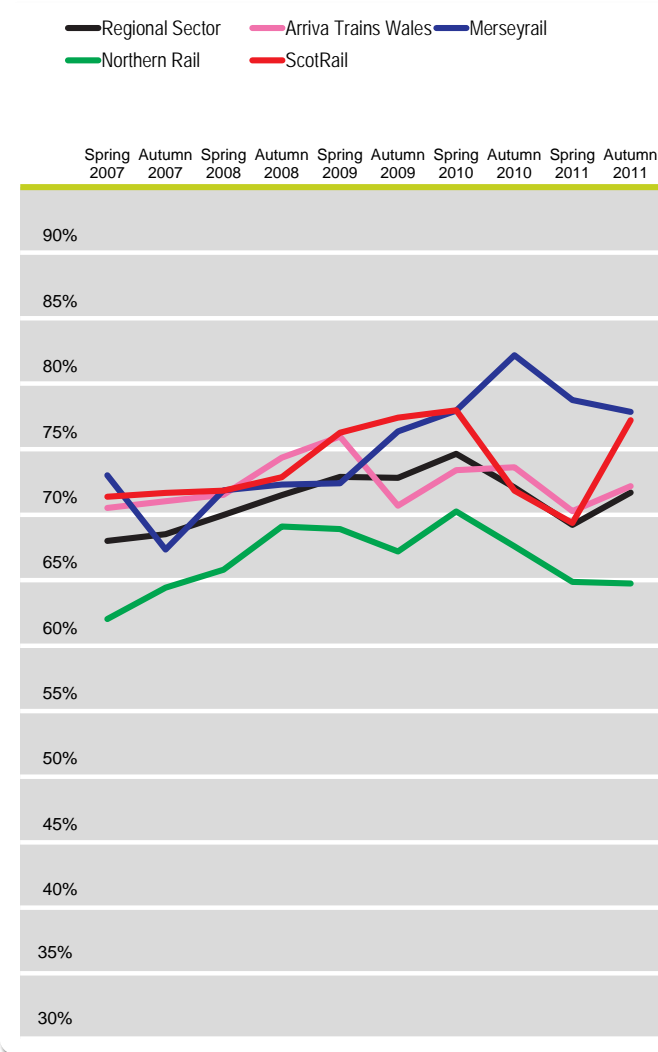
Long Distance Operators
Percentage of passengers satisfied 2007 to 2011



6 6.1 Sufficient room for all passengers to sit/stand

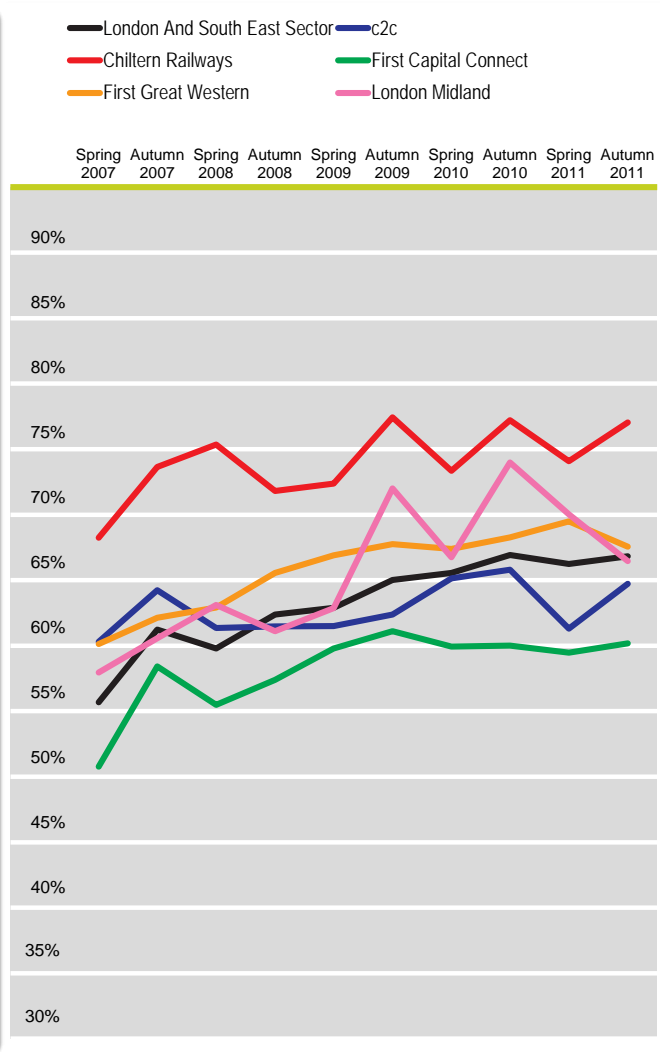
Regional Operators

Percentage of passengers satisfied 2007 to 2011



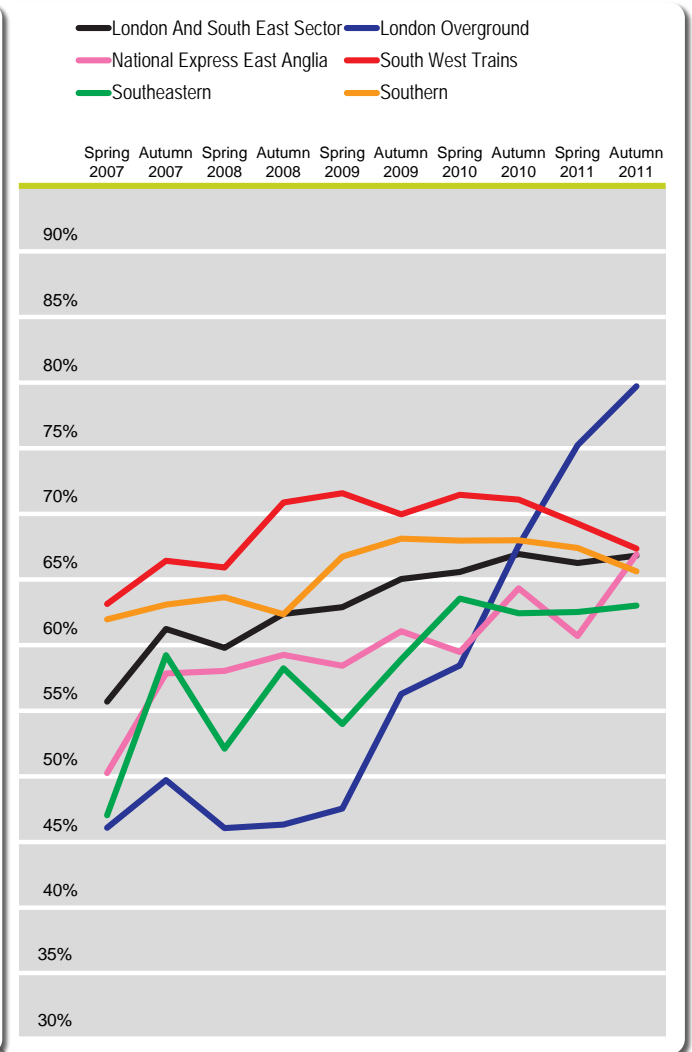
London and South East Operators (Part One)

Percentage of passengers satisfied 2007 to 2011



London and South East Operators (Part Two)

Percentage of passengers satisfied 2007 to 2011



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	5340	3593	3252	3228	3627	3685	3633	3368	3972	3477				
Overall satisfaction	68	74	71	72	71	76	75	73	75	73	0	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	71	73	74	3	↑	1	→
Ticket buying facilities	61	63	63	62	63	63	65	63	66	63	0	→	-3	→
Provision of information about train times/platforms	71	74	74	76	74	75	76	77	75	79	2	→	3	↑
The upkeep/repair of the station buildings/platforms	57	60	57	59	57	61	61	60	60	63	3	↑	3	→
Cleanliness	65	67	64	65	64	68	68	69	67	70	1	→	3	↑
The facilities and services	44	48	45	44	45	46	49	49	48	50	1	→	3	→
The attitudes and helpfulness of the staff	64	63	61	61	64	65	66	62	62	63	1	→	1	→
Connections with other forms of public transport	67	70	69	73	74	74	75	72	74	71	-1	→	-3	↓
Facilities for car parking	43	40	37	35	33	38	42	46	46	46	0	→	0	→
Overall environment	55	61	59	60	59	62	61	62	61	63	2	→	2	→
Your personal security whilst using	52	59	57	59	58	60	62	62	60	62	0	→	1	→
The availability of staff	50	53	51	51	54	53	55	51	51	52	0	→	1	→
How request to station staff was handled	76	77	77	75	76	77	73	73	73	77	4	→	4	→
TRAIN FACILITIES														
The frequency of the trains on that route	71	72	71	73	70	73	69	72	73	73	2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	69	76	74	76	73	78	73	74	73	73	-1	→	0	→
The length of time the journey was scheduled to take (speed)	73	76	75	77	74	78	76	75	77	76	1	→	-2	→
Connections with other train services	62	70	67	71	68	73	71	71	71	69	-2	→	-2	→
The value for money for the price of your ticket	21	29	22	26	22	26	29	27	23	23	-3	↓	0	→
Cleanliness of the train	70	69	70	67	68	69	68	67	68	67	1	→	0	→
Upkeep and repair of the train	67	68	67	68	67	67	65	68	65	66	-2	→	1	→
The provision of information during the journey	56	61	60	60	59	61	60	61	61	58	-3	→	-3	→
The helpfulness and attitude of staff on train	47	44	44	44	41	46	46	45	45	47	2	→	1	→
The space for luggage	34	39	39	39	38	41	40	41	40	38	-3	→	-2	→
The toilet facilities	26	28	23	25	23	29	27	24	24	26	1	→	2	→
Sufficient room for all passengers to sit/stand	31	37	33	35	36	43	42	41	40	41	-1	→	1	→
The comfort of the seating area	52	54	50	52	52	55	54	56	54	55	-2	→	0	→
The ease of being able to get on and off	62	68	66	66	65	70	69	68	69	68	0	→	-1	→
Your personal security on board	62	65	62	65	64	66	67	67	67	69	2	→	1	→
The cleanliness of the inside	68	68	68	67	66	68	65	66	68	67	1	→	0	→
The cleanliness of the outside	61	65	64	66	63	67	61	64	63	66	1	→	2	→
The availability of staff	22	25	23	20	22	26	26	24	27	27	3	→	1	→
How well train company deals with delays	23	28	25	28	24	25	25	26	24	28	3	→	4	→

1) London and South East total excludes non-franchised Train Operating Companies.



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	10105	13575	12168	13275	13373	12304	13841	14138	15154	13921				
Overall satisfaction	82	81	81	84	82	84	84	85	85	86	1	↑	1	↑
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	76	75	78	2	↑	3	↑
Ticket buying facilities	67	69	70	69	71	70	71	72	72	74	2	↑	2	→
Provision of information about train times/platforms	77	77	77	78	76	79	77	80	79	80	0	→	2	↑
The upkeep/repair of the station buildings/platforms	59	63	60	63	61	63	61	64	64	66	2	↑	2	↑
Cleanliness	66	68	66	69	67	69	67	70	70	71	1	→	2	↑
The facilities and services	52	51	49	50	49	50	48	50	48	49	-1	→	0	→
The attitudes and helpfulness of the staff	69	69	68	69	68	69	69	71	70	70	-1	→	0	→
Connections with other forms of public transport	77	75	73	74	74	75	75	75	74	74	0	→	0	→
Facilities for car parking	45	46	43	42	43	45	47	47	47	49	2	→	2	→
Overall environment	60	64	62	64	62	65	62	66	64	68	2	↑	3	↑
Your personal security whilst using	57	61	60	61	61	63	64	65	66	67	2	↑	1	→
The availability of staff	57	57	56	58	57	58	56	59	57	58	0	→	1	→
How request to station staff was handled	83	83	83	84	82	83	84	86	84	87	1	→	3	→
TRAIN FACILITIES														
The frequency of the trains on that route	76	74	74	75	75	76	77	77	77	78	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	78	79	81	80	83	82	83	81	82	-1	→	1	→
The length of time the journey was scheduled to take (speed)	83	83	83	84	84	84	85	86	85	85	-1	→	0	→
Connections with other train services	69	71	70	73	73	73	75	76	77	77	0	→	0	→
The value for money for the price of your ticket	43	44	40	45	39	45	47	48	44	46	-2	↓	2	↑
Cleanliness of the train	72	70	70	73	71	71	71	73	74	75	2	↑	2	↑
Upkeep and repair of the train	71	70	70	73	73	73	73	75	75	77	2	↑	2	↑
The provision of information during the journey	64	64	65	68	66	68	68	71	71	72	1	→	1	→
The helpfulness and attitude of staff on train	59	51	52	54	54	56	59	61	60	60	-1	→	0	→
The space for luggage	50	49	49	50	51	52	54	55	55	56	1	→	1	→
The toilet facilities	36	35	35	36	36	36	36	38	37	38	0	→	1	→
Sufficient room for all passengers to sit/stand	70	69	68	70	71	72	72	73	73	74	1	→	0	→
The comfort of the seating area	71	69	68	71	72	72	72	75	74	75	1	→	2	↑
The ease of being able to get on and off	79	79	78	79	79	80	81	82	82	83	1	→	1	→
Your personal security on board	68	69	69	71	70	72	74	76	75	77	1	→	1	→
The cleanliness of the inside	70	70	69	72	72	72	71	74	74	76	3	↑	3	↑
The cleanliness of the outside	65	68	66	71	70	72	68	73	70	76	3	↑	6	↑
The availability of staff	34	31	32	34	35	37	40	41	40	42	0	→	2	→
How well train company deals with delays	36	35	34	37	36	36	35	41	37	39	-1	→	2	→

1) London and South East total excludes non-franchised Train Operating Companies.

c2c - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	462	339	366	366	416	385	374	383	458	382				
Overall satisfaction	86	86	85	89	89	90	90	88	88	91	3	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	82	84	88	6	↑	4	→
Ticket buying facilities	63	73	76	65	72	73	75	76	77	76	1	→	-1	→
Provision of information about train times/platforms	72	83	81	83	86	83	86	86	88	90	3	→	2	→
The upkeep/repair of the station buildings/platforms	59	68	67	68	71	63	69	74	70	72	-2	→	2	→
Cleanliness	65	75	71	76	80	73	76	81	81	76	-5	→	-4	→
The facilities and services	32	51	47	42	40	48	50	55	56	59	4	→	3	→
The attitudes and helpfulness of the staff	66	68	68	69	76	74	76	73	74	76	2	→	2	→
Connections with other forms of public transport	61	67	67	56	67	65	66	69	72	68	-1	→	-3	→
Facilities for car parking	40	47	42	37	39	42	49	58	51	49	-8	→	-1	→
Overall environment	53	66	67	66	70	67	68	73	74	75	2	→	1	→
Your personal security whilst using	45	56	63	60	59	54	64	67	68	67	0	→	-2	→
The availability of staff	51	67	63	59	61	62	66	70	67	66	-4	→	-1	→
How request to station staff was handled	64	89	55	73	90	65	100	59	67	96	37	→	29	→
TRAIN FACILITIES														
The frequency of the trains on that route	81	82	85	90	89	89	86	85	87	86	1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	92	90	93	92	95	92	95	94	92	-2	→	-1	→
The length of time the journey was scheduled to take (speed)	83	88	90	88	91	89	90	91	94	89	-3	→	-5	↓
Connections with other train services	75	74	72	72	77	74	82	81	79	78	-3	→	-1	→
The value for money for the price of your ticket	29	36	34	41	31	38	40	38	38	30	-7	↓	-8	↓
Cleanliness of the train	86	84	84	87	86	91	91	92	90	92	0	→	2	→
Upkeep and repair of the train	82	81	84	86	87	89	88	93	89	92	-1	→	3	→
The provision of information during the journey	64	65	66	69	69	71	77	73	77	79	5	→	2	→
The helpfulness and attitude of staff on train	23	21	19	26	24	28	26	25	34	29	4	→	-5	→
The space for luggage	38	41	42	39	37	42	42	41	43	44	3	→	2	→
The toilet facilities	37	33	29	33	37	51	43	41	50	44	3	→	-6	→
Sufficient room for all passengers to sit/stand	37	43	44	43	42	46	46	44	41	46	2	→	5	→
The comfort of the seating area	68	65	69	69	67	71	69	74	69	73	-1	→	4	→
The ease of being able to get on and off	68	72	80	80	75	80	74	81	79	81	0	→	3	→
Your personal security on board	60	69	66	71	66	68	70	72	71	75	3	→	4	→
The cleanliness of the inside	83	82	82	86	88	89	89	89	89	90	0	→	0	→
The cleanliness of the outside	76	79	81	84	85	84	86	87	86	89	3	→	4	→
The availability of staff	6	12	7	12	11	13	15	14	20	19	6	→	0	→
How well train company deals with delays	24	29	29	37	49	32	50	33	32	38	5	→	6	→

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	599	690	692	643	638	669	684	701	741	649				
Overall satisfaction	91	92	88	90	92	90	92	93	93	91	-2	→	-2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	79	82	85	6	↑	3	→
Ticket buying facilities	70	75	76	70	81	74	75	76	78	78	2	→	0	→
Provision of information about train times/platforms	81	83	82	81	84	82	84	86	86	86	0	→	0	→
The upkeep/repair of the station buildings/platforms	67	66	68	69	70	70	69	73	72	72	-1	→	-	→
Cleanliness	74	72	72	74	75	77	75	79	77	77	-2	→	1	→
The facilities and services	47	46	45	48	48	51	52	49	50	52	2	→	1	→
The attitudes and helpfulness of the staff	72	69	75	72	74	72	73	79	74	75	-4	→	1	→
Connections with other forms of public transport	65	72	72	71	71	73	72	70	73	72	2	→	-1	→
Facilities for car parking	47	46	45	47	45	48	49	52	54	54	1	→	-1	→
Overall environment	61	63	66	65	68	69	66	71	70	73	2	→	3	→
Your personal security whilst using	60	58	56	60	62	62	61	64	63	66	2	→	3	→
The availability of staff	61	58	64	63	65	67	63	63	65	66	3	→	1	→
How request to station staff was handled	89	82	89	88	87	77	87	82	86	87	5	→	1	→
TRAIN FACILITIES														
The frequency of the trains on that route	83	83	80	78	84	82	83	85	85	83	-2	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	92	91	88	92	89	93	95	94	91	92	-2	→	1	→
The length of time the journey was scheduled to take (speed)	90	90	91	89	90	89	92	91	93	91	0	→	-2	→
Connections with other train services	77	78	77	76	78	75	83	80	78	80	0	→	2	→
The value for money for the price of your ticket	46	49	46	52	47	46	50	54	46	51	-3	→	5	→
Cleanliness of the train	87	86	87	89	88	90	92	93	90	91	-2	→	1	→
Upkeep and repair of the train	87	87	88	90	89	89	92	93	91	92	-1	→	1	→
The provision of information during the journey	76	74	75	77	77	79	82	83	82	86	3	→	4	→
The helpfulness and attitude of staff on train	31	29	31	37	34	43	35	37	38	36	-1	→	-3	→
The space for luggage	52	49	53	51	56	51	54	58	52	54	-4	→	2	→
The toilet facilities	48	46	51	50	55	52	59	54	57	58	4	→	1	→
Sufficient room for all passengers to sit/stand	76	76	72	73	77	73	77	79	74	76	-3	→	2	→
The comfort of the seating area	84	85	83	82	86	84	87	88	84	84	-4	→	0	→
The ease of being able to get on and off	88	87	85	85	87	86	90	87	87	87	0	→	0	→
Your personal security on board	67	68	69	66	68	69	73	76	73	74	-2	→	1	→
The cleanliness of the inside	87	86	86	88	90	89	92	91	89	92	1	→	3	→
The cleanliness of the outside	81	83	81	84	86	87	88	88	87	91	2	→	4	↑
The availability of staff	17	13	16	20	19	24	21	20	23	21	1	→	-2	→
How well train company deals with delays	40	40	47	48	55	54	51	53	55	41	-12	→	-14	→



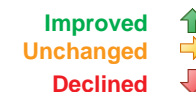
Chiltern Railways - % saying satisfied/good (Peak)

												Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change	
Sample size	404	194	199	255	229	249	210	286	279	315					
Overall satisfaction	84	80	82	90	90	88	85	88	85	82	-6	→	-4	→	
STATION FACILITIES															
Overall satisfaction with the station	-	-	-	-	-	-	-	87	82	87	0	→	5	→	
Ticket buying facilities	74	84	90	86	73	76	80	83	75	79	-5	→	4	→	
Provision of information about train times/platforms	77	78	86	82	88	78	85	84	80	80	-5	→	0	→	
The upkeep/repair of the station buildings/platforms	68	72	80	81	85	81	76	69	75	80	11	↑	5	→	
Cleanliness	78	85	84	85	85	85	79	77	77	85	8	↑	8	↑	
The facilities and services	55	70	73	71	72	62	65	57	60	63	6	→	2	→	
The attitudes and helpfulness of the staff	73	85	85	74	75	69	77	77	77	77	0	→	0	→	
Connections with other forms of public transport	67	43	72	76	79	78	74	64	60	66	2	→	6	→	
Facilities for car parking	68	75	78	67	45	63	72	67	63	66	-1	→	3	→	
Overall environment	71	80	84	88	86	84	83	78	76	83	5	→	7	→	
Your personal security whilst using	72	73	81	79	72	75	78	69	77	78	9	↑	2	→	
The availability of staff	62	71	70	68	66	56	65	64	59	64	0	→	5	→	
How request to station staff was handled	82	100	77	77	88	71	72	84	67	97	13	→	31	→	
TRAIN FACILITIES															
The frequency of the trains on that route	77	77	83	84	80	81	80	82	79	72	-10	↓	-7	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	88	75	85	94	93	91	91	90	82	69	-21	↓	-14	↓	
The length of time the journey was scheduled to take (speed)	89	84	90	88	89	86	85	79	79	79	-1	→	0	→	
Connections with other train services	78	71	73	78	68	70	74	70	62	72	2	→	10	→	
The value for money for the price of your ticket	31	29	30	41	25	36	44	37	27	29	-8	↓	2	→	
Cleanliness of the train	88	83	86	91	84	90	85	85	86	90	5	→	4	→	
Upkeep and repair of the train	83	82	84	86	80	84	84	77	86	86	9	↑	0	→	
The provision of information during the journey	64	61	63	70	72	67	69	71	69	71	-1	→	2	→	
The helpfulness and attitude of staff on train	43	36	46	35	48	39	59	50	53	46	-4	→	-7	→	
The space for luggage	47	43	61	47	55	54	48	52	52	43	-9	→	-10	↓	
The toilet facilities	40	49	48	42	42	46	44	41	46	42	1	→	-4	→	
Sufficient room for all passengers to sit/stand	47	49	60	54	59	59	47	59	54	53	-7	→	-1	→	
The comfort of the seating area	65	69	75	71	71	71	65	69	67	69	0	→	2	→	
The ease of being able to get on and off	80	83	86	90	83	85	85	86	82	82	-3	→	0	→	
Your personal security on board	79	81	82	81	85	85	84	82	84	83	1	→	-1	→	
The cleanliness of the inside	85	81	89	89	82	90	85	83	85	88	5	→	3	→	
The cleanliness of the outside	76	67	83	86	79	83	75	81	79	83	2	→	4	→	
The availability of staff	16	17	27	19	15	19	27	28	28	24	-4	→	-5	→	
How well train company deals with delays	45	34	46	45	28	43	46	47	35	30	-18	→	-6	→	



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	665	825	889	854	835	823	852	944	926	824				
Overall satisfaction	93	91	90	90	90	93	92	91	89	90	-1	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	84	86	91	6	↑	5	↑
Ticket buying facilities	76	86	82	84	82	82	82	80	83	85	5	→	2	→
Provision of information about train times/platforms	82	83	82	84	86	86	87	85	84	85	0	→	0	→
The upkeep/repair of the station buildings/platforms	75	80	76	81	80	81	76	80	77	85	6	↑	8	↑
Cleanliness	81	82	79	83	83	82	80	85	82	89	5	↑	7	↑
The facilities and services	64	70	64	65	66	65	58	67	63	70	4	→	8	↑
The attitudes and helpfulness of the staff	77	77	78	76	79	82	79	74	79	76	2	→	-3	→
Connections with other forms of public transport	74	75	68	68	68	73	71	76	78	77	1	→	0	→
Facilities for car parking	67	68	64	68	72	71	71	70	68	70	0	→	2	→
Overall environment	75	82	76	80	80	83	77	80	79	86	6	↑	7	↑
Your personal security whilst using	67	73	72	74	74	77	74	75	76	79	4	→	3	→
The availability of staff	62	66	61	64	63	65	60	64	67	68	4	→	1	→
How request to station staff was handled	87	82	86	86	82	91	90	87	87	87	0	→	0	→
TRAIN FACILITIES														
The frequency of the trains on that route	83	82	82	84	86	84	86	85	83	83	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	93	90	92	90	92	93	93	91	90	86	-5	↓	-4	↓
The length of time the journey was scheduled to take (speed)	90	89	87	87	90	90	89	86	84	89	3	→	5	↑
Connections with other train services	77	78	79	73	77	72	77	72	73	77	4	→	4	→
The value for money for the price of your ticket	58	58	52	58	54	55	57	59	54	57	-1	→	4	→
Cleanliness of the train	83	84	82	86	81	83	79	86	85	86	1	→	1	→
Upkeep and repair of the train	87	86	83	86	80	84	81	84	85	90	6	↑	5	↑
The provision of information during the journey	72	75	71	75	75	76	75	73	75	79	6	↑	5	→
The helpfulness and attitude of staff on train	59	52	44	56	54	55	54	63	58	66	3	→	8	→
The space for luggage	53	59	57	52	51	58	57	57	57	65	8	↑	8	↑
The toilet facilities	53	53	54	48	49	53	49	58	57	54	-4	→	-3	→
Sufficient room for all passengers to sit/stand	79	77	78	77	77	83	80	81	79	85	4	→	6	↑
The comfort of the seating area	81	82	80	81	76	83	81	81	80	86	6	↑	7	↑
The ease of being able to get on and off	90	91	92	90	90	94	92	92	90	91	-1	→	1	→
Your personal security on board	80	83	84	85	79	86	83	86	82	87	1	→	4	↑
The cleanliness of the inside	84	84	83	84	80	83	79	84	85	87	3	→	2	→
The cleanliness of the outside	82	82	79	83	80	85	76	83	80	86	3	→	6	↑
The availability of staff	31	28	24	30	32	33	35	39	40	42	3	→	2	→
How well train company deals with delays	40	48	48	49	38	57	32	53	49	44	-8	→	-4	→



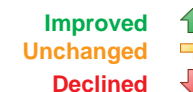
First Capital Connect - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	475	413	386	395	409	521	522	513	547	641				
Overall satisfaction	62	68	68	65	69	63	62	65	71	73	8	↑	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	66	68	75	9	↑	7	↑
Ticket buying facilities	61	63	66	62	63	65	56	65	64	65	1	→	2	→
Provision of information about train times/platforms	67	65	65	69	67	68	65	74	71	74	0	→	3	→
The upkeep/repair of the station buildings/platforms	49	56	52	56	60	54	52	56	60	66	9	↑	6	→
Cleanliness	63	64	61	64	63	62	64	67	69	73	6	→	4	→
The facilities and services	42	34	35	39	44	37	40	46	48	53	7	→	5	→
The attitudes and helpfulness of the staff	59	61	61	59	59	64	60	61	66	62	1	→	-5	→
Connections with other forms of public transport	74	68	62	67	68	67	75	72	73	76	4	→	4	→
Facilities for car parking	41	34	29	36	27	37	34	48	51	49	0	→	-2	→
Overall environment	51	55	55	54	57	52	50	57	58	64	7	→	7	→
Your personal security whilst using	54	62	56	63	60	60	60	61	59	64	3	→	5	→
The availability of staff	47	48	50	52	53	53	50	55	49	51	-4	→	1	→
How request to station staff was handled	74	76	81	76	73	74	57	72	79	75	3	→	-4	→
TRAIN FACILITIES														
The frequency of the trains on that route	63	70	70	72	65	70	55	71	70	72	2	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	65	76	76	70	66	66	62	60	64	68	8	↑	4	→
The length of time the journey was scheduled to take (speed)	76	78	81	79	75	76	76	76	75	75	-1	→	0	→
Connections with other train services	55	67	69	73	70	76	65	75	72	72	-3	→	0	→
The value for money for the price of your ticket	18	26	24	23	25	24	23	23	20	24	2	→	4	→
Cleanliness of the train	56	66	61	61	66	61	58	58	66	62	4	→	-4	→
Upkeep and repair of the train	47	60	55	57	63	56	52	57	58	58	0	→	0	→
The provision of information during the journey	40	47	49	44	49	44	40	44	43	44	0	→	2	→
The helpfulness and attitude of staff on train	20	25	25	22	29	24	27	25	23	27	1	→	3	→
The space for luggage	29	32	33	30	34	30	30	35	36	35	0	→	-1	→
The toilet facilities	13	17	11	17	12	18	19	16	18	17	1	→	-1	→
Sufficient room for all passengers to sit/stand	23	31	25	24	31	34	35	34	43	37	3	→	-6	→
The comfort of the seating area	37	45	39	41	47	47	42	45	53	48	3	→	-6	→
The ease of being able to get on and off	53	59	61	53	62	65	62	60	66	61	1	→	-4	→
Your personal security on board	56	60	63	58	63	65	63	61	67	68	7	→	0	→
The cleanliness of the inside	53	64	59	59	65	62	52	55	66	60	5	→	-6	→
The cleanliness of the outside	52	61	58	57	59	58	47	51	55	54	3	→	-1	→
The availability of staff	6	7	3	9	5	7	7	5	7	8	3	→	1	→
How well train company deals with delays	23	19	32	26	28	26	18	21	24	34	13	↑	9	→



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1132	1445	1232	1204	1252	1033	1114	1105	1269	1239				
Overall satisfaction	74	80	80	81	78	79	82	80	80	83	3	→	3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	72	70	76	4	→	7	↑
Ticket buying facilities	65	70	65	68	70	70	69	71	67	70	-1	→	3	→
Provision of information about train times/platforms	70	73	72	77	73	77	72	73	74	78	5	→	4	→
The upkeep/repair of the station buildings/platforms	54	60	55	63	60	64	60	58	60	62	5	→	2	→
Cleanliness	62	65	64	67	68	72	67	66	68	69	3	→	1	→
The facilities and services	41	44	43	49	44	50	42	45	42	48	3	→	6	↑
The attitudes and helpfulness of the staff	66	67	66	67	66	67	68	66	67	68	3	→	2	→
Connections with other forms of public transport	74	76	75	70	70	72	71	69	70	71	3	→	2	→
Facilities for car parking	41	42	42	41	45	44	46	43	43	44	1	→	0	→
Overall environment	52	58	57	60	58	64	60	62	57	64	2	→	8	↑
Your personal security whilst using	53	59	58	60	61	62	61	61	59	65	4	→	6	↑
The availability of staff	51	53	52	56	55	58	54	54	49	57	3	→	9	↑
How request to station staff was handled	76	77	80	90	88	83	82	91	78	88	-3	→	9	→
TRAIN FACILITIES														
The frequency of the trains on that route	79	76	76	78	76	75	76	76	75	78	2	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	72	77	82	80	74	78	77	74	78	80	6	↑	2	→
The length of time the journey was scheduled to take (speed)	80	83	86	85	85	85	85	84	87	86	2	→	-1	→
Connections with other train services	69	72	67	76	75	76	75	75	76	77	2	→	1	→
The value for money for the price of your ticket	37	41	38	40	33	40	44	43	36	44	1	→	8	↑
Cleanliness of the train	53	63	65	66	66	64	66	65	64	66	0	→	2	→
Upkeep and repair of the train	50	60	60	63	63	63	66	63	61	65	2	→	4	→
The provision of information during the journey	40	47	50	51	51	52	55	46	49	48	2	→	-1	→
The helpfulness and attitude of staff on train	37	32	25	35	29	31	39	39	34	34	-5	→	1	→
The space for luggage	38	41	45	46	48	45	48	47	51	47	0	→	-4	→
The toilet facilities	18	27	27	30	28	26	28	26	29	29	2	→	0	→
Sufficient room for all passengers to sit/stand	61	66	65	68	69	72	70	69	65	70	1	→	4	→
The comfort of the seating area	55	60	60	63	67	66	64	66	65	67	1	→	2	→
The ease of being able to get on and off	74	78	79	76	78	82	79	80	78	80	0	→	1	→
Your personal security on board	60	64	67	66	65	69	66	69	69	68	0	→	-1	→
The cleanliness of the inside	52	64	63	65	67	66	65	64	63	67	2	→	4	→
The cleanliness of the outside	49	62	56	61	63	63	60	58	52	63	5	→	10	↑
The availability of staff	10	13	11	17	12	18	14	17	14	17	0	→	3	→
How well train company deals with delays	30	26	31	33	37	35	28	44	25	32	-11	→	8	→



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	813	648	561	446	460	397	393	489	565	418				
Overall satisfaction	57	70	62	79	75	76	78	76	76	76	0	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	74	69	79	5	→	10	↑
Ticket buying facilities	58	63	62	72	78	71	73	71	71	75	4	→	5	→
Provision of information about train times/platforms	61	74	69	76	79	76	82	76	76	84	8	↑	9	↑
The upkeep/repair of the station buildings/platforms	57	58	56	70	62	58	59	55	55	66	11	↑	11	↑
Cleanliness	64	68	66	74	72	68	62	63	59	73	10	↑	14	↑
The facilities and services	50	63	51	60	60	49	55	60	57	63	3	→	5	→
The attitudes and helpfulness of the staff	60	62	62	70	66	66	70	65	63	69	4	→	7	→
Connections with other forms of public transport	62	77	62	74	79	72	78	76	77	74	-2	→	-3	→
Facilities for car parking	51	42	50	45	46	38	46	48	50	49	1	→	-1	→
Overall environment	55	63	60	69	66	64	61	62	60	68	6	→	8	↑
Your personal security whilst using	54	67	58	67	67	63	65	70	66	71	0	→	4	→
The availability of staff	48	51	45	57	55	52	57	55	52	61	5	→	8	↑
How request to station staff was handled	76	78	69	83	82	82	86	82	76	91	10	→	16	↑
TRAIN FACILITIES														
The frequency of the trains on that route	60	69	71	74	73	74	76	75	81	83	8	↑	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	53	61	56	70	72	76	79	72	75	72	-1	→	-3	→
The length of time the journey was scheduled to take (speed)	66	70	69	78	76	77	82	77	80	82	5	→	2	→
Connections with other train services	51	57	54	64	67	72	68	73	74	69	-4	→	-5	→
The value for money for the price of your ticket	21	26	26	38	34	30	35	36	30	35	-1	→	5	→
Cleanliness of the train	63	73	71	81	78	76	78	75	76	76	2	→	0	→
Upkeep and repair of the train	57	68	72	80	78	76	80	77	76	77	-1	→	1	→
The provision of information during the journey	43	55	53	66	64	64	73	61	65	68	7	→	2	→
The helpfulness and attitude of staff on train	48	56	51	62	58	61	72	60	66	73	12	↑	7	→
The space for luggage	43	52	48	58	51	54	50	46	49	48	2	→	-1	→
The toilet facilities	28	37	35	48	46	44	45	43	32	40	-3	→	8	→
Sufficient room for all passengers to sit/stand	33	42	40	55	52	50	47	52	50	49	-3	→	-1	→
The comfort of the seating area	54	56	60	67	64	68	63	66	68	69	3	→	1	→
The ease of being able to get on and off	54	71	68	74	75	71	73	71	71	77	6	→	6	→
Your personal security on board	61	71	72	81	78	72	74	79	80	79	1	→	-1	→
The cleanliness of the inside	63	71	68	79	78	75	77	75	78	76	1	→	-2	→
The cleanliness of the outside	57	67	66	69	77	71	70	73	70	75	2	→	5	→
The availability of staff	18	33	31	37	37	38	48	41	45	45	4	→	0	→
How well train company deals with delays	21	30	24	43	38	31	49	36	44	50	14	→	6	→



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	2273	2843	2342	2615	2489	2504	2552	2885	2971	2542				
Overall satisfaction	77	74	75	81	83	83	84	83	82	84	1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	75	75	77	1	→	2	→
Ticket buying facilities	69	73	73	73	77	74	75	71	73	75	4	↑	1	→
Provision of information about train times/platforms	72	72	73	76	77	80	78	78	78	81	3	↑	3	↑
The upkeep/repair of the station buildings/platforms	59	62	61	67	65	66	65	64	61	66	2	→	5	↑
Cleanliness	65	67	67	72	70	72	70	69	68	71	2	→	3	↑
The facilities and services	58	58	55	59	59	59	57	54	53	53	-1	→	0	→
The attitudes and helpfulness of the staff	69	70	68	71	71	74	75	75	74	74	-1	→	0	→
Connections with other forms of public transport	78	69	69	71	71	74	73	69	71	71	2	→	1	→
Facilities for car parking	51	55	48	55	56	56	54	60	59	58	-2	→	-1	→
Overall environment	60	63	65	68	67	70	67	66	66	67	1	→	0	→
Your personal security whilst using	61	65	63	66	67	68	67	68	67	71	3	→	4	↑
The availability of staff	57	60	56	58	59	61	61	58	62	60	2	→	-1	→
How request to station staff was handled	80	84	83	87	85	84	88	86	91	86	0	→	-5	↓
TRAIN FACILITIES														
The frequency of the trains on that route	70	69	68	76	75	77	79	78	75	78	0	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	70	66	69	76	81	80	84	80	77	80	0	→	2	→
The length of time the journey was scheduled to take (speed)	80	80	78	84	85	84	87	86	85	87	1	→	2	→
Connections with other train services	68	67	66	71	71	72	75	74	73	77	3	→	4	↑
The value for money for the price of your ticket	45	48	43	53	48	54	56	58	52	55	-3	→	3	↑
Cleanliness of the train	68	66	68	72	72	71	69	72	71	76	4	↑	5	↑
Upkeep and repair of the train	64	64	66	73	74	72	69	73	72	78	5	↑	6	↑
The provision of information during the journey	55	55	54	62	64	63	64	66	64	68	2	→	4	↑
The helpfulness and attitude of staff on train	63	59	57	64	67	67	68	71	70	70	-1	→	-1	→
The space for luggage	55	49	52	51	54	53	54	54	56	55	1	→	-1	→
The toilet facilities	36	39	36	42	45	45	43	43	42	45	2	→	3	→
Sufficient room for all passengers to sit/stand	69	66	67	67	69	71	71	70	72	70	0	→	-2	→
The comfort of the seating area	68	65	63	70	71	70	68	69	71	74	5	↑	3	↑
The ease of being able to get on and off	75	75	74	75	77	76	78	77	78	78	1	→	0	→
Your personal security on board	71	73	71	77	77	78	78	79	78	80	1	→	2	→
The cleanliness of the inside	65	64	65	71	72	71	68	72	71	76	5	↑	5	↑
The cleanliness of the outside	59	64	63	68	69	69	63	70	64	74	4	↑	9	↑
The availability of staff	39	40	37	42	46	49	48	53	50	51	-2	→	1	→
How well train company deals with delays	34	30	33	42	39	43	48	43	43	44	1	→	1	→

London Midland - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	285	191	157	224	209	187	181	84	95	75				
Overall satisfaction	74	67	65	61	49	80	76	86	64	79	-7	→	15	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	82	84	77	-5	→	-7	→
Ticket buying facilities	68	69	73	53	56	60	58	75	78	56	-20	↓	-22	↓
Provision of information about train times/platforms	76	69	76	73	57	71	73	88	74	78	-9	→	4	→
The upkeep/repair of the station buildings/platforms	69	58	54	55	49	60	55	67	71	69	2	→	-1	→
Cleanliness	71	66	65	64	60	69	71	75	77	74	-1	→	-3	→
The facilities and services	57	45	37	40	41	46	56	70	65	53	-17	→	-13	→
The attitudes and helpfulness of the staff	73	74	78	51	56	56	67	70	64	69	-1	→	5	→
Connections with other forms of public transport	75	56	52	72	67	72	79	65	78	70	4	→	-8	→
Facilities for car parking	57	56	52	42	44	49	52	59	57	48	-11	→	-9	→
Overall environment	70	63	49	56	47	58	61	82	74	61	-21	↓	-13	→
Your personal security whilst using	61	57	55	53	54	64	61	82	69	63	-19	↓	-6	→
The availability of staff	56	55	58	44	42	48	49	59	53	39	-20	↓	-14	→
How request to station staff was handled	87	86	56	60	70	81	83	67	90	100	33	→	10	→
TRAIN FACILITIES														
The frequency of the trains on that route	77	70	64	57	39	66	63	86	73	75	-11	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	84	71	66	41	68	67	88	58	73	-15	↓	15	→
The length of time the journey was scheduled to take (speed)	84	80	83	78	59	80	81	77	75	79	3	→	5	→
Connections with other train services	72	68	71	59	50	61	72	76	55	76	0	→	21	→
The value for money for the price of your ticket	20	19	11	19	11	22	23	14	18	15	2	→	-3	→
Cleanliness of the train	68	60	60	54	58	82	79	84	82	79	-5	→	-2	→
Upkeep and repair of the train	65	57	53	49	53	80	83	83	84	76	-7	→	-8	→
The provision of information during the journey	55	59	47	46	43	61	70	70	59	64	-5	→	5	→
The helpfulness and attitude of staff on train	40	36	35	23	37	38	37	51	43	55	4	→	11	→
The space for luggage	40	27	36	28	30	39	42	56	53	39	-17	→	-14	→
The toilet facilities	25	25	17	13	14	51	40	54	45	55	1	→	10	→
Sufficient room for all passengers to sit/stand	37	23	22	19	26	44	48	40	40	30	-10	→	-10	→
The comfort of the seating area	52	41	38	31	43	61	61	59	60	63	4	→	3	→
The ease of being able to get on and off	70	57	54	51	58	72	78	81	77	81	0	→	3	→
Your personal security on board	68	61	62	60	58	72	76	84	83	82	-3	→	-2	→
The cleanliness of the inside	67	62	56	50	57	80	81	82	83	75	-7	→	-8	→
The cleanliness of the outside	60	56	49	49	50	78	76	88	74	76	-12	→	2	→
The availability of staff	18	25	16	10	12	23	22	29	23	37	8	→	14	→
How well train company deals with delays	11	32	24	17	7	34	20	25	17	25	1	→	9	→



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1086	1082	885	813	981	883	893	985	1130	1058				
Overall satisfaction	84	83	83	83	83	88	88	86	84	85	-1	→	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	78	76	75	-3	→	0	→
Ticket buying facilities	73	75	73	69	75	75	75	76	78	80	4	→	3	→
Provision of information about train times/platforms	80	79	82	79	76	82	82	84	82	84	0	→	1	→
The upkeep/repair of the station buildings/platforms	61	64	58	60	57	64	64	68	62	69	2	→	7	↑
Cleanliness	66	67	65	68	66	70	71	71	68	72	1	→	4	→
The facilities and services	52	54	50	46	48	46	48	49	47	49	0	→	1	→
The attitudes and helpfulness of the staff	71	70	71	68	71	69	69	74	70	74	0	→	5	→
Connections with other forms of public transport	73	73	67	68	66	65	69	67	70	67	0	→	-3	→
Facilities for car parking	56	54	46	41	43	48	49	49	54	53	4	→	-1	→
Overall environment	60	65	56	62	60	62	64	66	64	67	0	→	3	→
Your personal security whilst using	61	63	59	61	63	64	64	63	66	68	5	→	2	→
The availability of staff	58	57	57	55	57	56	56	57	59	60	3	→	1	→
How request to station staff was handled	85	86	86	81	82	80	88	86	90	91	5	→	1	→
TRAIN FACILITIES														
The frequency of the trains on that route	79	77	76	78	75	82	84	78	77	78	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	82	79	78	76	82	84	80	77	79	-2	→	2	→
The length of time the journey was scheduled to take (speed)	88	86	86	87	86	88	90	87	87	86	-1	→	-1	→
Connections with other train services	67	74	71	68	74	75	78	75	76	73	-1	→	-2	→
The value for money for the price of your ticket	47	49	48	52	50	56	61	58	54	54	-5	→	-1	→
Cleanliness of the train	70	69	69	78	75	83	76	77	74	80	3	→	5	↑
Upkeep and repair of the train	65	66	65	75	74	82	79	76	74	80	4	→	6	↑
The provision of information during the journey	62	58	59	60	57	63	63	66	66	68	2	→	2	→
The helpfulness and attitude of staff on train	61	54	55	52	56	63	60	58	64	65	8	↑	2	→
The space for luggage	50	46	50	48	51	54	52	57	53	53	-4	→	1	→
The toilet facilities	36	35	39	43	50	53	49	53	48	51	-2	→	3	→
Sufficient room for all passengers to sit/stand	65	67	70	70	69	78	70	76	71	69	-7	↓	-3	→
The comfort of the seating area	66	68	67	70	71	75	73	74	72	74	-1	→	2	→
The ease of being able to get on and off	80	81	80	80	79	83	83	81	81	81	0	→	0	→
Your personal security on board	71	72	73	74	72	77	76	79	76	78	-1	→	2	→
The cleanliness of the inside	70	66	70	77	74	83	75	77	73	80	3	→	7	↑
The cleanliness of the outside	64	68	68	75	74	82	74	77	72	80	4	→	8	↑
The availability of staff	37	32	32	35	38	39	41	42	44	48	6	→	4	→
How well train company deals with delays	31	30	37	32	32	37	40	41	33	42	1	→	8	→

London Overground - % saying satisfied/good (Peak)

												Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change	
Sample size	36	23	24	-	127	119	100	23	124	17					
Overall satisfaction	80	74	55	-	77	85	74	83	94	91	8	→	-3	→	
STATION FACILITIES															
Overall satisfaction with the station	-	-	-	-	-	-	-	86	73	83	-3	→	10	→	
Ticket buying facilities	50	54	59	-	66	47	68	31	63	86	55	→	23	→	
Provision of information about train times/platforms	57	58	52	-	72	68	72	70	82	78	8	→	-4	→	
The upkeep/repair of the station buildings/platforms	45	69	34	-	48	47	50	55	64	55	0	→	-8	→	
Cleanliness	38	59	36	-	59	51	52	66	75	83	18	→	8	→	
The facilities and services	27	15	6	-	40	30	33	8	40	59	51	→	19	→	
The attitudes and helpfulness of the staff	62	64	32	-	65	63	62	19	69	52	33	→	-17	→	
Connections with other forms of public transport	82	71	79	-	73	78	70	78	93	56	-22	→	-38	→	
Facilities for car parking	13	15	25	-	27	13	41	10	30	21	12	→	-9	→	
Overall environment	47	53	35	-	46	52	43	55	53	52	-2	→	0	→	
Your personal security whilst using	35	59	50	-	59	51	49	16	52	74	58	→	22	→	
The availability of staff	41	57	39	-	55	46	46	28	45	34	6	→	-11	→	
How request to station staff was handled	79	100	-	-	65	84	62	100	96	-					
TRAIN FACILITIES															
The frequency of the trains on that route	74	78	50	-	75	70	65	62	80	88	25	→	8	→	
Punctuality/reliability (i.e. the train arriving/departing on time)	75	76	56	-	82	83	72	83	85	89	7	→	4	→	
The length of time the journey was scheduled to take (speed)	93	97	85	-	83	88	81	83	91	80	-3	→	-11	→	
Connections with other train services	92	91	84	-	68	82	74	74	88	86	12	→	-2	→	
The value for money for the price of your ticket	31	49	27	-	40	46	38	5	47	16	11	→	-31	→	
Cleanliness of the train	44	27	42	-	60	44	53	84	96	91	7	→	-5	→	
Upkeep and repair of the train	33	23	23	-	49	41	49	70	93	91	21	→	-2	→	
The provision of information during the journey	39	36	11	-	46	39	49	94	88	61	-34	→	-27	→	
The helpfulness and attitude of staff on train	41	24	20	-	38	21	26	17	22	20	3	→	-2	→	
The space for luggage	31	15	30	-	34	38	42	36	54	62	25	→	7	→	
The toilet facilities	22	-	9	-	9	1	3	12	4	12	0	→	9	→	
Sufficient room for all passengers to sit/stand	40	43	38	-	36	48	44	35	64	57	22	→	-7	→	
The comfort of the seating area	40	31	35	-	41	49	50	44	76	84	40	→	8	→	
The ease of being able to get on and off	66	48	40	-	59	61	60	61	82	81	20	→	0	→	
Your personal security on board	65	35	36	-	56	50	49	51	80	79	28	→	-1	→	
The cleanliness of the inside	34	23	22	-	55	50	49	87	94	91	4	→	-3	→	
The cleanliness of the outside	47	42	48	-	53	49	53	84	87	91	7	→	4	→	
The availability of staff	7	8	7	-	13	5	14	12	11	18	6	→	7	→	
How well train company deals with delays	26	-	-	-	17	48	26	11	39	-					



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

	Spring 2007		Autumn 2007		Spring 2008		Autumn 2008		Spring 2009		Autumn 2009		Spring 2010		Autumn 2010		Spring 2011		Autumn 2011		Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011			
	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	% change	significant change	% change	significant change		
Sample size	397	262	484	779	882	738	912	727	824	1229																
Overall satisfaction	71	71	65	77	75	82	72	85	89	92	7		↑		3		→									
STATION FACILITIES																										
Overall satisfaction with the station	-	-	-	-	-	-	-	74	79	81	7		↑		2		→									
Ticket buying facilities	56	51	63	64	64	58	56	67	75	78	11		↑		3		→									
Provision of information about train times/platforms	61	58	63	62	66	69	62	75	77	80	5		→		3		→									
The upkeep/repair of the station buildings/platforms	44	51	57	61	63	63	55	67	74	75	8		↑		0		→									
Cleanliness	56	60	59	67	66	66	62	78	79	78	0		→		-1		→									
The facilities and services	37	40	34	30	31	30	29	32	29	34	1		→		5		→									
The attitudes and helpfulness of the staff	64	61	62	68	63	68	65	73	68	67	-6		→		-1		→									
Connections with other forms of public transport	84	71	72	70	73	73	76	77	76	75	-3		→		-1		→									
Facilities for car parking	30	16	25	20	23	25	29	22	19	27	4		→		7		→									
Overall environment	50	52	51	62	60	60	51	66	69	72	6		↑		3		→									
Your personal security whilst using	47	44	53	55	56	60	58	63	67	68	5		→		1		→									
The availability of staff	46	46	61	57	60	64	55	62	58	57	-5		→		-1		→									
How request to station staff was handled	69	64	77	91	72	71	73	78	68	88	10		→		20		↑									
TRAIN FACILITIES																										
The frequency of the trains on that route	63	56	56	52	57	60	51	74	77	82	8		↑		5		↑									
Punctuality/reliability (i.e. the train arriving/departing on time)	62	64	60	66	61	67	62	76	78	83	8		↑		5		→									
The length of time the journey was scheduled to take (speed)	82	80	76	77	80	79	79	87	90	87	0		→		-3		→									
Connections with other train services	65	69	60	65	70	69	65	83	82	81	-1		→		-1		→									
The value for money for the price of your ticket	45	46	46	59	51	56	49	60	53	54	-6		→		1		→									
Cleanliness of the train	43	36	45	57	58	68	74	89	94	93	4		→		-1		→									
Upkeep and repair of the train	30	26	33	48	53	63	73	92	96	96	4		↑		0		→									
The provision of information during the journey	38	33	41	51	52	67	63	84	86	87	3		→		1		→									
The helpfulness and attitude of staff on train	31	18	31	32	33	36	48	52	44	54	2		→		10		↑									
The space for luggage	42	41	42	41	42	43	52	62	60	69	7		↑		10		↑									
The toilet facilities	4	3	3	9	9	12	10	18	10	19	1		→		9		↑									
Sufficient room for all passengers to sit/stand	47	50	47	46	48	57	59	68	76	80	12		↑		4		→									
The comfort of the seating area	42	37	39	47	53	54	67	81	84	86	5		↑		3		→									
The ease of being able to get on and off	55	54	55	57	56	69	67	81	86	89	8		↑		3		→									
Your personal security on board	43	40	45	53	54	62	65	75	81	82	6		↑		0		→									
The cleanliness of the inside	39	34	42	55	60	70	73	92	94	93	1		→		-1		→									
The cleanliness of the outside	41	38	45	56	59	71	71	93	92	91	-1		→		-1		→									
The availability of staff	11	7	14	15	19	24	32	37	26	37	0		→		11		↑									
How well train company deals with delays	21	14	15	27	23	15	18	28	50	42	15		→		-7		→									

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	793	434	464	461	486	510	539	344	411	401				
Overall satisfaction	64	68	62	69	63	72	71	74	74	68	-6	→	-6	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	72	77	70	-2	→	-7	→
Ticket buying facilities	60	61	60	62	63	67	64	65	66	62	-3	→	-4	→
Provision of information about train times/platforms	68	66	65	74	69	75	72	75	77	75	-1	→	-3	→
The upkeep/repair of the station buildings/platforms	56	59	57	66	60	65	62	63	63	65	2	→	3	→
Cleanliness	63	65	62	69	66	71	68	74	69	72	-2	→	3	→
The facilities and services	48	48	43	49	50	55	55	53	51	54	0	→	3	→
The attitudes and helpfulness of the staff	59	61	52	56	60	60	62	61	60	62	1	→	2	→
Connections with other forms of public transport	74	74	74	77	70	75	75	80	78	77	-3	→	-1	→
Facilities for car parking	42	38	40	31	26	38	32	57	53	52	-6	→	-1	→
Overall environment	55	61	58	63	60	67	63	70	63	66	-4	→	3	→
Your personal security whilst using	50	58	52	58	55	60	58	60	62	59	-1	→	-3	→
The availability of staff	47	51	42	48	54	55	53	48	49	52	5	→	3	→
How request to station staff was handled	82	74	65	77	75	84	75	72	68	66	-6	→	-2	→
TRAIN FACILITIES														
The frequency of the trains on that route	73	78	69	70	64	74	69	69	70	73	4	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	64	69	62	69	64	73	70	76	68	72	-4	→	4	→
The length of time the journey was scheduled to take (speed)	70	75	70	71	67	73	72	72	73	71	-1	→	-3	→
Connections with other train services	63	72	65	64	63	71	68	64	69	63	-1	→	-6	→
The value for money for the price of your ticket	17	23	17	17	16	21	23	18	20	13	-5	→	-7	↓
Cleanliness of the train	57	57	58	60	53	54	55	57	57	58	1	→	1	→
Upkeep and repair of the train	50	52	49	55	44	48	44	48	47	43	-5	→	-4	→
The provision of information during the journey	45	50	49	56	52	48	49	50	54	46	-4	→	-7	→
The helpfulness and attitude of staff on train	39	42	38	39	39	41	35	37	36	35	-2	→	0	→
The space for luggage	35	42	39	39	36	38	37	39	38	32	-7	→	-6	→
The toilet facilities	16	20	15	19	14	26	20	18	21	18	0	→	-3	→
Sufficient room for all passengers to sit/stand	31	36	27	35	33	38	38	37	35	44	7	→	9	↑
The comfort of the seating area	42	42	39	44	37	41	40	41	35	39	-1	→	4	→
The ease of being able to get on and off	58	62	62	67	63	63	68	72	69	71	-1	→	2	→
Your personal security on board	52	58	55	58	58	58	57	64	61	61	-3	→	0	→
The cleanliness of the inside	56	55	58	58	51	53	50	55	56	57	2	→	1	→
The cleanliness of the outside	48	55	51	52	47	52	45	47	50	55	8	→	5	→
The availability of staff	16	19	17	18	16	18	15	13	18	19	5	→	0	→
How well train company deals with delays	27	28	19	33	20	34	19	31	25	29	-2	→	5	→

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	799	1835	1731	1612	1715	1506	1633	1729	1986	1798				
Overall satisfaction	81	77	79	80	80	81	79	81	79	80	-1	→	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	72	72	75	3	→	3	→
Ticket buying facilities	64	68	70	65	69	68	70	69	69	72	3	→	3	→
Provision of information about train times/platforms	75	73	73	76	74	75	78	77	72	75	-2	→	3	→
The upkeep/repair of the station buildings/platforms	64	65	65	64	64	68	64	64	63	68	4	→	5	↑
Cleanliness	69	70	68	70	69	74	68	70	68	72	2	→	3	→
The facilities and services	53	55	53	52	51	53	54	51	51	52	1	→	1	→
The attitudes and helpfulness of the staff	69	69	66	70	68	65	65	71	69	70	-2	→	1	→
Connections with other forms of public transport	81	78	79	76	82	80	79	78	78	77	0	→	0	→
Facilities for car parking	37	41	37	44	40	50	46	49	49	50	1	→	2	→
Overall environment	64	67	65	65	63	69	64	65	62	66	1	→	4	→
Your personal security whilst using	53	61	60	59	59	65	63	63	61	64	1	→	2	→
The availability of staff	56	55	55	58	55	56	54	58	53	56	-2	→	3	→
How request to station staff was handled	83	83	80	82	81	81	81	83	86	84	1	→	-2	→
TRAIN FACILITIES														
The frequency of the trains on that route	79	78	77	74	73	72	76	75	74	76	1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	78	79	77	81	78	81	77	79	-2	→	2	→
The length of time the journey was scheduled to take (speed)	82	82	83	83	81	82	82	85	82	84	-1	→	2	→
Connections with other train services	68	72	72	72	73	73	74	74	75	74	0	→	0	→
The value for money for the price of your ticket	42	41	34	38	32	38	41	40	40	39	-1	→	-2	→
Cleanliness of the train	63	60	60	66	64	60	59	61	64	66	5	↑	2	→
Upkeep and repair of the train	59	57	55	63	59	59	55	58	58	59	2	→	1	→
The provision of information during the journey	53	56	59	62	61	61	58	56	58	61	5	↑	3	→
The helpfulness and attitude of staff on train	58	44	48	49	50	45	47	52	49	51	-2	→	1	→
The space for luggage	55	48	52	49	49	50	53	56	53	56	1	→	3	→
The toilet facilities	31	26	29	26	29	31	27	32	30	34	2	→	4	→
Sufficient room for all passengers to sit/stand	71	65	68	67	66	69	67	72	69	74	2	→	4	↑
The comfort of the seating area	64	60	61	63	61	63	61	63	63	66	3	→	3	→
The ease of being able to get on and off	76	75	75	76	78	78	78	78	78	80	2	→	1	→
Your personal security on board	64	64	64	67	67	69	68	67	65	68	1	→	3	→
The cleanliness of the inside	62	60	59	66	63	61	59	60	63	65	6	↑	2	→
The cleanliness of the outside	56	57	53	62	56	60	48	53	54	60	7	↑	6	↑
The availability of staff	28	25	26	26	25	24	24	28	28	31	2	→	3	→
How well train company deals with delays	25	32	37	35	33	32	30	43	29	33	-10	→	4	→

Southeastern - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	786	462	468	398	484	555	637	487	608	487				
Overall satisfaction	66	72	72	67	68	73	76	66	72	73	7	↑	0	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	67	72	75	8	↑	3	→
Ticket buying facilities	59	62	58	59	60	56	66	57	63	58	1	→	-5	→
Provision of information about train times/platforms	68	74	75	72	69	73	74	74	73	78	5	→	6	→
The upkeep/repair of the station buildings/platforms	52	60	64	53	51	57	65	56	60	61	4	→	1	→
Cleanliness	63	68	70	60	57	64	70	65	66	72	7	→	6	→
The facilities and services	38	50	48	39	43	42	49	51	43	52	1	→	9	↑
The attitudes and helpfulness of the staff	66	59	61	59	63	62	64	58	59	63	5	→	4	→
Connections with other forms of public transport	60	71	73	75	76	77	73	72	76	73	1	→	-3	→
Facilities for car parking	37	32	28	28	25	33	41	33	37	39	6	→	2	→
Overall environment	51	58	61	53	53	56	63	56	61	64	8	↑	3	→
Your personal security whilst using	46	53	57	53	52	56	61	59	58	60	1	→	3	→
The availability of staff	50	52	53	45	53	50	55	50	53	55	4	→	2	→
How request to station staff was handled	73	76	86	74	74	71	81	67	74	75	9	→	1	→
TRAIN FACILITIES														
The frequency of the trains on that route	69	70	66	69	70	69	69	64	69	70	6	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	68	77	76	74	76	79	67	65	70	70	5	→	0	→
The length of time the journey was scheduled to take (speed)	68	77	71	73	71	78	72	65	75	74	8	↑	-1	→
Connections with other train services	61	68	65	69	68	69	70	65	65	66	1	→	2	→
The value for money for the price of your ticket	20	32	19	24	18	24	29	26	21	25	-1	→	4	→
Cleanliness of the train	68	63	67	61	60	64	67	59	64	63	4	→	0	→
Upkeep and repair of the train	64	64	66	63	59	61	64	66	61	65	-1	→	4	→
The provision of information during the journey	52	60	57	53	51	58	58	62	58	55	-7	→	-3	→
The helpfulness and attitude of staff on train	40	37	37	37	27	33	47	40	41	42	2	→	1	→
The space for luggage	25	35	33	33	29	33	41	34	37	37	3	→	-1	→
The toilet facilities	18	18	14	15	15	15	22	20	19	22	2	→	3	→
Sufficient room for all passengers to sit/stand	25	34	29	27	25	37	43	37	38	42	5	→	4	→
The comfort of the seating area	48	50	48	47	42	47	54	54	52	52	-2	→	0	→
The ease of being able to get on and off	59	68	61	63	58	66	69	63	68	69	6	→	1	→
Your personal security on board	58	58	54	57	54	60	64	58	61	66	8	→	5	→
The cleanliness of the inside	64	64	65	59	57	63	64	60	62	64	4	→	2	→
The cleanliness of the outside	55	59	60	60	55	58	58	62	61	62	0	→	1	→
The availability of staff	16	20	16	16	12	16	27	20	22	23	3	→	1	→
How well train company deals with delays	15	29	23	20	17	16	30	23	18	21	-2	→	3	→

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	816	1294	1112	1232	1052	959	1362	1178	1322	1088				
Overall satisfaction	81	81	81	86	81	84	84	86	87	88	2	→	1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	79	77	80	1	→	3	→
Ticket buying facilities	65	69	68	66	68	72	72	72	74	72	0	→	-2	→
Provision of information about train times/platforms	78	78	77	77	74	78	77	82	79	81	0	→	3	→
The upkeep/repair of the station buildings/platforms	54	63	57	63	59	63	64	65	67	66	1	→	0	→
Cleanliness	61	68	67	69	66	69	69	70	71	73	2	→	2	→
The facilities and services	52	46	42	50	47	50	51	50	51	50	0	→	-1	→
The attitudes and helpfulness of the staff	65	70	67	70	68	67	70	74	71	72	-2	→	1	→
Connections with other forms of public transport	78	75	71	79	72	73	74	76	74	76	0	→	2	→
Facilities for car parking	47	45	38	37	35	38	48	44	48	51	7	→	3	→
Overall environment	56	61	56	64	58	63	63	67	65	70	3	→	5	↑
Your personal security whilst using	53	57	53	61	57	57	65	63	65	64	1	→	-1	→
The availability of staff	58	58	55	59	54	54	58	62	59	57	-5	→	-2	→
How request to station staff was handled	79	86	89	81	78	87	85	95	89	82	-14	↓	-7	→
TRAIN FACILITIES														
The frequency of the trains on that route	72	72	73	71	74	75	75	79	80	79	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	81	81	80	82	78	83	82	85	83	86	1	→	3	→
The length of time the journey was scheduled to take (speed)	83	83	83	85	83	83	81	86	83	85	-1	→	2	→
Connections with other train services	73	65	71	72	71	68	73	76	74	73	-3	→	-1	→
The value for money for the price of your ticket	40	41	38	43	34	40	45	46	39	42	-3	→	4	→
Cleanliness of the train	69	67	64	70	68	67	71	75	71	74	-1	→	3	→
Upkeep and repair of the train	70	69	66	72	69	68	71	77	73	76	-1	→	3	→
The provision of information during the journey	65	61	64	68	60	70	67	70	69	73	4	→	5	→
The helpfulness and attitude of staff on train	52	44	46	53	46	54	62	58	62	58	0	→	-4	→
The space for luggage	41	46	41	46	43	49	52	54	52	56	3	→	4	→
The toilet facilities	25	27	25	29	27	24	39	41	29	38	-3	→	9	↑
Sufficient room for all passengers to sit/stand	67	69	62	71	70	72	75	75	77	76	1	→	-1	→
The comfort of the seating area	69	68	65	71	69	69	72	77	72	75	-2	→	3	→
The ease of being able to get on and off	79	80	79	83	79	83	85	84	84	85	1	→	2	→
Your personal security on board	62	64	60	67	63	66	73	71	71	75	3	→	3	→
The cleanliness of the inside	66	66	65	69	67	68	72	76	71	76	0	→	5	↑
The cleanliness of the outside	60	66	61	69	65	67	66	73	67	74	1	→	8	↑
The availability of staff	24	24	26	29	25	31	39	36	39	38	2	→	-1	→
How well train company deals with delays	37	37	29	39	34	30	28	46	32	32	-13	→	0	→



Southern - % saying satisfied/good (Peak)

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	763	565	412	406	453	492	477	402	505	417				
Overall satisfaction	74	78	74	77	72	77	80	76	73	67	-8	↓	-6	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	68	68	71	2	→	3	→
Ticket buying facilities	65	60	64	65	59	68	71	58	60	66	8	→	6	→
Provision of information about train times/platforms	78	78	78	78	78	76	80	74	72	78	4	→	5	→
The upkeep/repair of the station buildings/platforms	60	59	48	61	55	64	58	56	54	63	7	→	9	↑
Cleanliness	64	64	56	66	66	75	67	67	65	67	0	→	2	→
The facilities and services	44	43	41	44	46	48	45	43	43	41	-1	→	-2	→
The attitudes and helpfulness of the staff	65	58	60	58	57	66	68	62	55	54	-7	→	-1	→
Connections with other forms of public transport	70	65	66	75	75	74	73	74	73	65	-9	↓	-8	↓
Facilities for car parking	40	36	33	29	28	36	43	31	36	36	5	→	0	→
Overall environment	58	58	53	63	59	68	59	58	55	60	2	→	5	→
Your personal security whilst using	55	58	58	61	60	63	60	59	55	61	2	→	6	→
The availability of staff	51	47	49	54	52	55	58	46	47	41	-5	→	-6	→
How request to station staff was handled	79	81	76	72	78	74	63	83	65	76	-7	→	11	→
TRAIN FACILITIES														
The frequency of the trains on that route	70	63	68	71	64	73	68	71	70	73	2	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	71	74	74	80	67	74	76	77	67	68	-8	↓	2	→
The length of time the journey was scheduled to take (speed)	78	75	75	81	73	78	77	76	73	76	1	→	4	→
Connections with other train services	68	70	68	76	62	76	75	70	70	72	1	→	1	→
The value for money for the price of your ticket	24	32	27	33	21	29	35	32	22	24	-8	↓	2	→
Cleanliness of the train	80	76	74	74	74	78	76	75	69	67	-8	↓	-2	→
Upkeep and repair of the train	79	76	70	73	70	76	71	70	64	65	-5	→	1	→
The provision of information during the journey	67	70	73	69	66	72	71	67	63	61	-5	→	-2	→
The helpfulness and attitude of staff on train	52	48	42	51	43	54	51	58	43	51	-8	→	8	→
The space for luggage	35	39	38	44	38	42	42	47	41	38	-9	↓	-3	→
The toilet facilities	32	39	32	36	26	36	36	27	23	28	0	→	5	→
Sufficient room for all passengers to sit/stand	35	39	37	40	42	51	44	51	41	40	-11	↓	-1	→
The comfort of the seating area	67	62	54	60	60	64	62	62	60	60	-1	→	0	→
The ease of being able to get on and off	66	68	69	70	64	74	69	69	65	55	-14	↓	-10	↓
Your personal security on board	68	69	61	68	67	70	68	71	67	67	-4	→	0	→
The cleanliness of the inside	79	73	70	72	72	77	73	74	71	69	-5	→	-2	→
The cleanliness of the outside	72	70	67	73	69	78	70	69	65	68	-1	→	3	→
The availability of staff	24	29	25	23	26	37	37	37	30	31	-5	→	1	→
How well train company deals with delays	24	29	26	23	21	21	12	29	25	26	-3	→	1	→

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1484	1809	1716	1811	1857	1640	2151	1945	2046	1718				
Overall satisfaction	85	83	83	85	82	84	85	84	85	87	3	↑	2	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	76	75	80	5	↑	5	↑
Ticket buying facilities	66	67	73	70	69	67	73	71	73	75	3	→	1	→
Provision of information about train times/platforms	81	80	78	81	78	80	78	82	78	82	-1	→	3	↑
The upkeep/repair of the station buildings/platforms	61	61	59	62	60	62	60	65	65	69	4	↑	4	↑
Cleanliness	69	67	65	68	66	69	70	70	72	74	3	→	1	→
The facilities and services	51	51	49	50	49	51	52	50	51	53	3	→	2	→
The attitudes and helpfulness of the staff	67	68	67	68	65	72	70	70	72	74	4	→	2	→
Connections with other forms of public transport	78	78	71	76	74	77	79	77	75	76	-1	→	1	→
Facilities for car parking	46	44	38	37	43	34	43	45	44	47	2	→	3	→
Overall environment	62	64	63	62	61	62	63	65	66	71	7	↑	5	↑
Your personal security whilst using	58	61	63	61	59	64	64	63	68	70	7	↑	2	→
The availability of staff	51	56	54	58	56	60	61	59	62	63	4	→	1	→
How request to station staff was handled	84	83	77	81	78	84	85	86	86	87	1	→	0	→
TRAIN FACILITIES														
The frequency of the trains on that route	74	71	71	73	69	76	76	73	77	77	3	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	79	79	80	75	81	80	80	81	81	0	→	0	→
The length of time the journey was scheduled to take (speed)	84	86	84	83	81	85	86	84	86	86	1	→	-1	→
Connections with other train services	69	74	72	72	68	71	76	75	78	77	3	→	-1	→
The value for money for the price of your ticket	44	47	42	44	40	46	48	46	45	47	1	→	2	→
Cleanliness of the train	80	75	74	76	73	76	73	69	74	73	4	↑	-1	→
Upkeep and repair of the train	82	78	78	77	75	76	73	72	75	73	0	→	-2	→
The provision of information during the journey	77	77	74	76	75	77	76	78	77	76	-3	→	-2	→
The helpfulness and attitude of staff on train	62	57	57	55	57	57	59	61	60	63	2	→	3	→
The space for luggage	52	50	49	49	53	52	51	51	52	51	0	→	-1	→
The toilet facilities	50	47	42	41	40	43	36	35	43	39	4	→	-4	→
Sufficient room for all passengers to sit/stand	76	71	71	68	74	74	74	72	74	72	1	→	-2	→
The comfort of the seating area	78	76	74	73	75	76	75	74	74	74	1	→	0	→
The ease of being able to get on and off	84	81	78	79	81	80	81	81	82	81	0	→	-1	→
Your personal security on board	72	71	73	69	70	73	74	76	76	78	2	→	2	→
The cleanliness of the inside	79	77	74	75	74	76	74	71	74	73	2	→	-1	→
The cleanliness of the outside	75	74	72	74	72	77	73	75	74	75	0	→	1	→
The availability of staff	40	36	35	38	37	38	42	42	42	42	0	→	0	→
How well train company deals with delays	36	36	33	36	36	39	34	37	38	40	3	→	1	→

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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	645	409	302	277	354	270	200	357	380	324				
Overall satisfaction	70	79	77	77	74	86	76	82	79	76	-6	→	-3	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	75	77	69	-6	→	-8	→
Ticket buying facilities	59	61	59	58	61	57	58	65	70	60	-5	→	-10	↓
Provision of information about train times/platforms	75	83	82	83	83	82	84	83	80	82	-1	→	2	→
The upkeep/repair of the station buildings/platforms	61	59	59	54	54	63	63	63	61	55	-8	→	-6	→
Cleanliness	70	67	62	60	63	65	63	71	61	58	-13	↓	-3	→
The facilities and services	47	53	50	45	39	48	53	40	49	40	-1	→	-9	→
The attitudes and helpfulness of the staff	67	69	64	68	70	73	74	63	67	67	4	→	0	→
Connections with other forms of public transport	63	74	73	74	76	75	82	66	71	65	-1	→	-6	→
Facilities for car parking	48	50	40	45	48	44	52	58	53	55	-3	→	3	→
Overall environment	58	69	62	57	61	66	65	64	64	55	-9	→	-9	↓
Your personal security whilst using	59	68	58	61	63	61	69	67	64	59	-8	→	-5	→
The availability of staff	52	60	53	53	56	49	55	46	46	48	3	→	2	→
How request to station staff was handled	68	72	89	80	79	91	70	61	75	69	7	→	-6	→
TRAIN FACILITIES														
The frequency of the trains on that route	74	79	78	76	79	78	78	80	79	73	-7	→	-6	→
Punctuality/reliability (i.e. the train arriving/departing on time)	74	81	83	84	84	90	84	86	87	83	-3	→	-4	→
The length of time the journey was scheduled to take (speed)	75	71	75	79	80	77	80	83	82	76	-7	→	-6	→
Connections with other train services	57	70	70	77	77	78	76	80	81	70	-10	↓	-10	↓
The value for money for the price of your ticket	21	31	20	22	21	24	28	26	24	21	-6	→	-4	→
Cleanliness of the train	84	80	84	71	76	71	68	70	68	72	3	→	5	→
Upkeep and repair of the train	85	83	85	80	84	79	75	78	75	76	-2	→	1	→
The provision of information during the journey	71	74	72	70	70	71	71	69	72	69	0	→	-3	→
The helpfulness and attitude of staff on train	64	60	69	61	59	66	53	55	65	63	8	→	-1	→
The space for luggage	43	43	47	47	50	57	44	50	45	43	-7	→	-2	→
The toilet facilities	44	38	35	29	32	31	19	25	24	26	1	→	2	→
Sufficient room for all passengers to sit/stand	36	39	40	39	43	50	45	42	37	31	-11	↓	-6	→
The comfort of the seating area	59	65	56	59	63	65	61	68	58	59	-8	→	1	→
The ease of being able to get on and off	71	75	75	67	73	79	69	70	72	74	5	→	2	→
Your personal security on board	72	74	76	73	75	74	78	75	75	75	0	→	1	→
The cleanliness of the inside	84	79	84	74	76	71	70	71	69	73	1	→	3	→
The cleanliness of the outside	78	76	78	78	75	77	73	72	69	77	5	→	8	→
The availability of staff	45	42	49	32	44	50	36	40	44	48	8	→	4	→
How well train company deals with delays	30	29	31	40	42	34	38	28	26	32	3	→	6	→



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

											Improvement/decline in % satisfied or good since Autumn 2010		Improvement/decline in % satisfied or good since Spring 2011	
	Spring 2007	Autumn 2007	Spring 2008	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011	% change	significant change	% change	significant change
Sample size	1267	1909	1533	1712	1672	1549	1688	1939	1939	1776				
Overall satisfaction	87	86	85	88	86	85	86	88	86	85	-3	↓	-1	→
STATION FACILITIES														
Overall satisfaction with the station	-	-	-	-	-	-	-	78	73	75	-3	→	2	→
Ticket buying facilities	70	67	69	70	73	69	69	73	71	73	0	→	2	→
Provision of information about train times/platforms	82	83	82	81	81	82	78	84	84	81	-3	↓	-3	→
The upkeep/repair of the station buildings/platforms	63	63	61	60	59	56	54	62	58	57	-5	↓	-1	→
Cleanliness	68	70	67	67	64	62	60	67	63	63	-3	→	0	→
The facilities and services	57	54	51	48	50	47	43	52	50	47	-5	↓	-3	→
The attitudes and helpfulness of the staff	74	71	69	69	68	66	67	69	69	66	-3	→	-3	→
Connections with other forms of public transport	78	74	75	75	77	76	74	77	75	75	-2	→	0	→
Facilities for car parking	40	47	49	42	43	46	46	49	46	56	7	↑	10	↑
Overall environment	64	67	65	63	65	63	58	67	63	62	-5	↓	-1	→
Your personal security whilst using	60	64	64	62	63	62	64	68	68	65	-3	→	-3	→
The availability of staff	65	61	59	58	57	56	52	57	54	54	-3	→	0	→
How request to station staff was handled	91	84	85	84	82	83	85	81	80	89	8	↑	9	↑
TRAIN FACILITIES														
The frequency of the trains on that route	81	76	77	80	81	79	79	79	78	77	-2	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	83	84	87	91	89	88	90	86	84	-6	↓	-2	→
The length of time the journey was scheduled to take (speed)	83	83	82	85	87	84	86	87	84	83	-5	↓	-1	→
Connections with other train services	69	73	70	76	78	77	76	78	77	77	-2	→	-1	→
The value for money for the price of your ticket	42	45	37	46	38	42	44	46	39	41	-5	↓	2	→
Cleanliness of the train	86	81	82	80	77	74	74	76	74	73	-3	→	-1	→
Upkeep and repair of the train	88	86	87	85	86	82	83	83	82	80	-4	↓	-2	→
The provision of information during the journey	80	78	76	79	78	74	76	78	78	75	-3	→	-2	→
The helpfulness and attitude of staff on train	72	66	65	62	65	66	67	72	69	68	-4	→	-1	→
The space for luggage	59	56	57	59	57	56	60	60	60	55	-5	↓	-4	→
The toilet facilities	51	46	45	44	38	39	38	41	38	39	-2	→	1	→
Sufficient room for all passengers to sit/stand	77	74	73	77	78	75	75	76	76	73	-2	→	-3	→
The comfort of the seating area	82	80	80	82	82	81	78	81	80	77	-4	↓	-2	→
The ease of being able to get on and off	84	81	81	82	83	80	80	85	82	83	-2	→	0	→
Your personal security on board	77	79	77	78	77	76	79	83	80	79	-4	↓	-1	→
The cleanliness of the inside	85	82	82	79	78	75	75	77	75	75	-2	→	0	→
The cleanliness of the outside	80	80	79	82	79	77	75	80	76	79	-1	→	3	→
The availability of staff	54	49	49	47	50	50	54	55	54	55	0	→	1	→
How well train company deals with delays	50	45	44	42	39	41	43	42	34	42	0	→	8	→

Overall satisfaction

	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	803	87	→	First TransPennine Express - South	212	92	→	Southeastern - High Speed	314	94	→
Arriva Trains Wales - South Wales	395	83	→	Grand Central - London - Bradford	257	93	→	Southeastern - Mainline	372	79	→
Arriva Trains Wales - Valley	311	83	→	Grand Central - London - Sunderland	637	95	→	Southeastern - Metro	859	83	→
c2c	1021	91	→	Heathrow Connect	562	92	→	Southern - Gatwick Express	378	89	→
Chiltern Railways - North	296	87	→	Heathrow Express	591	93	→	Southern - Sussex Coast	1011	81	→
Chiltern Railways - South	820	88	→	London Midland - London Commuter	283	83	→	Southern - Metro	712	84	→
Crosscountry - Birmingham - Manchester	120	87	→	London Midland - West Coast	233	86	→	South West Trains - Island Line	114	91	→
Crosscountry - Birmingham - North East And Scotland	304	84	→	London Midland - West Midlands	600	86	→	South West Trains - London	519	84	→
Crosscountry - Birmingham - South Coast	337	78	→	London Overground - Gospel Oak - Barking	235	95	↑	South West Trains - Mainline	283	86	→
Crosscountry - Birmingham - South West	228	73	↓	London Overground - Richmond/Clapham - Stratford	368	92	↑	South West Trains - Metro	263	88	→
Crosscountry - Birmingham - Stansted	186	86	→	London Overground - Watford - Euston	371	92	→	South West Trains - Not Managed By South West Trains	119	92	→
Crosscountry - Nottingham - Cardiff	126	89	→	London Overground - Dalston - Croydon	246	91	→	South West Trains - Portsmouth	137	88	→
East Coast - London - East Midlands/East Of England	165	93	↑	Merseyrail - Northern	310	93	→	South West Trains - Reading/Windsor	193	81	→
East Coast - London - Scotland/North East	249	86	→	Merseyrail - Wirral	228	93	→	South West Trains - Suburban	320	78	↓
East Coast - London - Yorkshire	350	87	→	Northern - Lancashire & Cumbria	138	83	→	South West Trains - West Of England	128	90	→
East Coast - Non-London journeys	361	85	→	Northern - Manchester & Liverpool	373	78	→	Virgin - Birmingham - Scotland	131	87	→
East Midlands Trains - Liverpool - Norwich	169	83	↓	Northern - South & East Yorkshire	313	87	↑	Virgin - London - Liverpool	149	91	→
East Midlands Trains - Local	239	89	→	Northern - Tyne Tees & Wear	151	93	→	Virgin - London - Manchester	298	90	→
East Midlands Trains - London	607	88	→	Northern - West & North Yorkshire	377	86	→	Virgin - London - North Wales	56	92	→
First Capital Connect - Great Northern	655	82	→	National Express East Anglia - Intercity	421	83	→	Virgin - London - Scotland	232	86	→
First Capital Connect - Thameslink Loop	337	84	→	National Express East Anglia - Mainline	450	76	→	Virgin - London - Wolverhampton	221	87	→
First Capital Connect - Thameslink North	553	80	↑	National Express East Anglia - Metro	339	76	→				
First Capital Connect - Thameslink South	303	72	→	National Express East Anglia - Rural	196	82	→				
First Great Western - Long Distance	1199	87	→	National Express East Anglia - Stansted	147	87	→				
First Great Western - London Thames Valley	1008	81	→	National Express East Anglia - West Anglia	612	74	→				
First Great Western - West	701	82	→	Scotrail - Interurban	468	90	→				
First Hull Trains	506	88	↓	Scotrail - Rural	376	90	→				
First TransPennine Express - North	633	85	→	Scotrail - Strathclyde	255	89	→				
First TransPennine Express - North West	251	80	→	Scotrail - Urban	267	89	→				

The value for money for the price of your ticket

	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	759	61	→	First TransPennine Express - South	193	64	→	Southeastern - High Speed	303	37	→
Arriva Trains Wales - South Wales	383	56	↓	Grand Central - London - Bradford	246	75	→	Southeastern - Mainline	361	39	→
Arriva Trains Wales - Valley	303	58	→	Grand Central - London - Sunderland	614	79	→	Southeastern - Metro	753	34	→
c2c	960	43	→	Heathrow Connect	499	58	→	Southern - Gatwick Express	367	34	→
Chiltern Railways - North	284	60	→	Heathrow Express	583	37	→	Southern - Sussex Coast	965	43	→
Chiltern Railways - South	798	47	→	London Midland - London Commuter	271	32	↓	Southern - Metro	643	42	→
Crosscountry - Birmingham - Manchester	115	54	→	London Midland - West Coast	218	62	→	South West Trains - Island Line	105	70	→
Crosscountry - Birmingham - North East And Scotland	293	53	→	London Midland - West Midlands	527	57	→	South West Trains - London	489	38	→
Crosscountry - Birmingham - South Coast	329	47	→	London Overground - Gospel Oak - Barking	198	57	→	South West Trains - Mainline	270	39	→
Crosscountry - Birmingham - South West	224	48	→	London Overground - Richmond/Clapham - Stratford	331	57	→	South West Trains - Metro	241	37	→
Crosscountry - Birmingham - Stansted	181	60	→	London Overground - Watford - Euston	320	55	→	South West Trains - Not Managed By South West Trains	116	51	→
Crosscountry - Nottingham - Cardiff	125	58	→	London Overground - Dalston - Croydon	221	48	↓	South West Trains - Portsmouth	133	33	→
East Coast - London - East Midlands/East Of England	160	59	→	Merseyrail - Northern	241	69	→	South West Trains - Reading/Windsor	176	40	→
East Coast - London - Scotland/North East	240	58	→	Merseyrail - Wirral	190	62	→	South West Trains - Suburban	314	32	→
East Coast - London - Yorkshire	337	53	→	Northern - Lancashire & Cumbria	135	72	→	South West Trains - West Of England	127	50	→
East Coast - Non-London journeys	348	60	↓	Northern - Manchester & Liverpool	353	50	↓	Virgin - Birmingham - Scotland	125	64	→
East Midlands Trains - Liverpool - Norwich	160	64	→	Northern - South & East Yorkshire	293	59	→	Virgin - London - Liverpool	148	59	→
East Midlands Trains - Local	229	59	→	Northern - Tyne Tees & Wear	142	80	↑	Virgin - London - Manchester	291	58	→
East Midlands Trains - London	589	46	→	Northern - West & North Yorkshire	356	67	→	Virgin - London - North Wales	53	52	→
First Capital Connect - Great Northern	616	37	→	National Express East Anglia - Intercity	411	45	→	Virgin - London - Scotland	220	64	→
First Capital Connect - Thameslink Loop	289	42	→	National Express East Anglia - Mainline	428	28	→	Virgin - London - Wolverhampton	209	59	↓
First Capital Connect - Thameslink North	517	37	↑	National Express East Anglia - Metro	305	32	→				
First Capital Connect - Thameslink South	293	41	→	National Express East Anglia - Rural	190	53	→				
First Great Western - Long Distance	1173	55	→	National Express East Anglia - Stansted	139	27	→				
First Great Western - London Thames Valley	967	47	→	National Express East Anglia - West Anglia	554	30	→				
First Great Western - West	672	60	↓	Scotrail - Interurban	456	55	→				
First Hull Trains	490	62	→	Scotrail - Rural	367	76	→				
First TransPennine Express - North	604	60	→	Scotrail - Strathclyde	245	61	→				
First TransPennine Express - North West	241	56	→	Scotrail - Urban	264	51	→				

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

	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	795	84	→	First TransPennine Express - South	210	92	↑	Southeastern - High Speed	313	93	→
Arriva Trains Wales - South Wales	392	81	→	Grand Central - London - Bradford	251	90	→	Southeastern - Mainline	369	76	→
Arriva Trains Wales - Valley	309	90	→	Grand Central - London - Sunderland	626	92	→	Southeastern - Metro	854	81	→
c2c	1005	92	→	Heathrow Connect	558	91	→	Southern - Gatwick Express	371	93	→
Chiltern Railways - North	294	81	↓	Heathrow Express	583	94	→	Southern - Sussex Coast	1002	77	→
Chiltern Railways - South	823	82	↓	London Midland - London Commuter	283	77	↓	Southern - Metro	700	78	→
Crosscountry - Birmingham - Manchester	119	87	→	London Midland - West Coast	230	80	↓	South West Trains - Island Line	109	96	→
Crosscountry - Birmingham - North East And Scotland	301	82	→	London Midland - West Midlands	597	79	→	South West Trains - London	514	87	→
Crosscountry - Birmingham - South Coast	337	73	↓	London Overground - Gospel Oak - Barking	230	89	↑	South West Trains - Mainline	279	81	↓
Crosscountry - Birmingham - South West	228	69	→	London Overground - Richmond/Clapham - Stratford	364	79	↑	South West Trains - Metro	265	83	↓
Crosscountry - Birmingham - Stansted	181	85	→	London Overground - Watford - Euston	371	88	→	South West Trains - Not Managed By South West Trains	119	92	→
Crosscountry - Nottingham - Cardiff	127	89	→	London Overground - Dalston - Croydon	245	87	→	South West Trains - Portsmouth	138	84	↓
East Coast - London - East Midlands/East Of England	161	78	→	Merseyrail - Northern	305	94	→	South West Trains - Reading/Windsor	190	78	↓
East Coast - London - Scotland/North East	243	86	→	Merseyrail - Wirral	232	97	↑	South West Trains - Suburban	318	81	→
East Coast - London - Yorkshire	346	79	↓	Northern - Lancashire & Cumbria	140	76	→	South West Trains - West Of England	125	91	→
East Coast - Non-London journeys	355	73	↓	Northern - Manchester & Liverpool	368	77	→	Virgin - Birmingham - Scotland	127	78	→
East Midlands Trains - Liverpool - Norwich	165	87	→	Northern - South & East Yorkshire	308	85	→	Virgin - London - Liverpool	145	89	→
East Midlands Trains - Local	233	87	→	Northern - Tyne Tees & Wear	147	86	→	Virgin - London - Manchester	297	87	→
East Midlands Trains - London	596	88	→	Northern - West & North Yorkshire	367	84	→	Virgin - London - North Wales	57	83	↓
First Capital Connect - Great Northern	654	79	→	National Express East Anglia - Intercity	412	87	→	Virgin - London - Scotland	227	85	→
First Capital Connect - Thameslink Loop	332	77	↑	National Express East Anglia - Mainline	444	73	→	Virgin - London - Wolverhampton	219	85	↓
First Capital Connect - Thameslink North	547	77	↑	National Express East Anglia - Metro	339	81	→				
First Capital Connect - Thameslink South	302	68	→	National Express East Anglia - Rural	190	82	→				
First Great Western - Long Distance	1190	81	→	National Express East Anglia - Stansted	145	91	→				
First Great Western - London Thames Valley	995	76	→	National Express East Anglia - West Anglia	599	69	↓				
First Great Western - West	696	79	→	Scotrail - Interurban	464	90	→				
First Hull Trains	506	85	→	Scotrail - Rural	382	89	→				
First TransPennine Express - North	626	82	→	Scotrail - Strathclyde	251	85	→				
First TransPennine Express - North West	247	83	→	Scotrail - Urban	266	84	→				

Sufficient room for all passengers to sit/stand

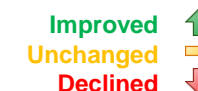
	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	764	75	→	First TransPennine Express - South	209	74	↑	Southeastern - High Speed	309	91	→
Arriva Trains Wales - South Wales	381	74	→	Grand Central - London - Bradford	252	91	↓	Southeastern - Mainline	345	70	→
Arriva Trains Wales - Valley	311	70	→	Grand Central - London - Sunderland	619	95	→	Southeastern - Metro	837	58	→
c2c	988	65	→	Heathrow Connect	548	90	→	Southern - Gatwick Express	368	83	→
Chiltern Railways - North	286	85	→	Heathrow Express	574	90	→	Southern - Sussex Coast	988	65	→
Chiltern Railways - South	797	74	→	London Midland - London Commuter	271	61	↓	Southern - Metro	687	65	→
Crosscountry - Birmingham - Manchester	115	66	→	London Midland - West Coast	228	79	↓	South West Trains - Island Line	103	84	→
Crosscountry - Birmingham - North East And Scotland	299	62	↓	London Midland - West Midlands	571	66	→	South West Trains - London	505	65	↓
Crosscountry - Birmingham - South Coast	324	58	→	London Overground - Gospel Oak - Barking	225	80	↑	South West Trains - Mainline	278	66	→
Crosscountry - Birmingham - South West	223	68	→	London Overground - Richmond/Clapham - Stratford	360	77	↑	South West Trains - Metro	250	73	→
Crosscountry - Birmingham - Stansted	177	70	↑	London Overground - Watford - Euston	365	88	→	South West Trains - Not Managed By South West Trains	115	77	→
Crosscountry - Nottingham - Cardiff	126	69	→	London Overground - Dalston - Croydon	242	81	→	South West Trains - Portsmouth	132	65	↓
East Coast - London - East Midlands/East Of England	155	74	→	Merseyrail - Northern	293	76	→	South West Trains - Reading/Windsor	185	74	→
East Coast - London - Scotland/North East	236	77	→	Merseyrail - Wirral	226	80	→	South West Trains - Suburban	313	56	↓
East Coast - London - Yorkshire	333	85	↑	Northern - Lancashire & Cumbria	138	64	→	South West Trains - West Of England	122	65	→
East Coast - Non-London journeys	346	77	→	Northern - Manchester & Liverpool	364	60	→	Virgin - Birmingham - Scotland	130	74	→
East Midlands Trains - Liverpool - Norwich	160	73	→	Northern - South & East Yorkshire	301	69	→	Virgin - London - Liverpool	135	84	→
East Midlands Trains - Local	234	80	→	Northern - Tyne Tees & Wear	143	62	↓	Virgin - London - Manchester	290	77	→
East Midlands Trains - London	593	75	→	Northern - West & North Yorkshire	371	70	→	Virgin - London - North Wales	54	69	→
First Capital Connect - Great Northern	642	61	→	National Express East Anglia - Intercity	406	77	→	Virgin - London - Scotland	226	75	→
First Capital Connect - Thameslink Loop	325	73	→	National Express East Anglia - Mainline	432	68	→	Virgin - London - Wolverhampton	214	62	↓
First Capital Connect - Thameslink North	540	58	→	National Express East Anglia - Metro	321	63	→				
First Capital Connect - Thameslink South	295	53	→	National Express East Anglia - Rural	189	71	→				
First Great Western - Long Distance	1175	69	→	National Express East Anglia - Stansted	137	85	↑				
First Great Western - London Thames Valley	972	65	→	National Express East Anglia - West Anglia	574	63	→				
First Great Western - West	673	69	→	Scotrail - Interurban	452	73	→				
First Hull Trains	492	89	→	Scotrail - Rural	371	83	→				
First TransPennine Express - North	606	61	↓	Scotrail - Strathclyde	243	79	→				
First TransPennine Express - North West	241	60	→	Scotrail - Urban	256	76	↓				

Overall satisfaction with the station

	sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change
Arriva Trains Wales - North Wales	793	79	→	First TransPennine Express - South	210	89	→	Southeastern - High Speed	320	89	→
Arriva Trains Wales - South Wales	393	64	→	Grand Central - London - Bradford	255	68	→	Southeastern - Mainline	370	76	→
Arriva Trains Wales - Valley	313	70	→	Grand Central - London - Sunderland	636	78	→	Southeastern - Metro	862	78	↑
c2c	1011	86	↑	Heathrow Connect	559	80	→	Southern - Gatwick Express	381	77	→
Chiltern Railways - North	294	87	↑	Heathrow Express	596	88	→	Southern - Sussex Coast	998	77	→
Chiltern Railways - South	824	91	↑	London Midland - London Commuter	284	78	↓	Southern - Metro	703	80	↑
Crosscountry - Birmingham - Manchester	119	83	→	London Midland - West Coast	230	84	→	South West Trains - Island Line	109	80	→
Crosscountry - Birmingham - North East And Scotland	307	84	→	London Midland - West Midlands	597	73	→	South West Trains - London	516	73	↓
Crosscountry - Birmingham - South Coast	337	79	→	London Overground - Gospel Oak - Barking	234	83	↑	South West Trains - Mainline	282	74	→
Crosscountry - Birmingham - South West	227	77	→	London Overground - Richmond/Clapham - Stratford	370	80	↑	South West Trains - Metro	266	79	→
Crosscountry - Birmingham - Stansted	186	82	→	London Overground - Watford - Euston	372	83	↑	South West Trains - Not Managed By South West Trains	117	77	→
Crosscountry - Nottingham - Cardiff	127	72	→	London Overground - Dalston - Croydon	242	81	→	South West Trains - Portsmouth	136	67	→
East Coast - London - East Midlands/East Of England	165	80	→	Merseyrail - Northern	306	85	→	South West Trains - Reading/Windsor	191	74	→
East Coast - London - Scotland/North East	249	74	→	Merseyrail - Wirral	231	83	→	South West Trains - Suburban	317	71	→
East Coast - London - Yorkshire	348	69	→	Northern - Lancashire & Cumbria	137	76	→	South West Trains - West Of England	126	82	→
East Coast - Non-London journeys	358	83	→	Northern - Manchester & Liverpool	371	74	→	Virgin - Birmingham - Scotland	129	75	→
East Midlands Trains - Liverpool - Norwich	167	85	→	Northern - South & East Yorkshire	309	80	→	Virgin - London - Liverpool	150	87	→
East Midlands Trains - Local	237	82	→	Northern - Tyne Tees & Wear	148	83	→	Virgin - London - Manchester	299	82	→
East Midlands Trains - London	606	83	→	Northern - West & North Yorkshire	372	76	→	Virgin - London - North Wales	55	90	↑
First Capital Connect - Great Northern	660	78	↑	National Express East Anglia - Intercity	416	81	→	Virgin - London - Scotland	229	80	→
First Capital Connect - Thameslink Loop	330	71	→	National Express East Anglia - Mainline	453	74	→	Virgin - London - Wolverhampton	219	81	→
First Capital Connect - Thameslink North	553	74	→	National Express East Anglia - Metro	337	73	→				
First Capital Connect - Thameslink South	302	76	→	National Express East Anglia - Rural	190	73	→				
First Great Western - Long Distance	1199	81	→	National Express East Anglia - Stansted	149	86	→				
First Great Western - London Thames Valley	999	73	→	National Express East Anglia - West Anglia	607	70	→				
First Great Western - West	702	76	→	Scotrail - Interurban	470	83	→				
First Hull Trains	512	79	→	Scotrail - Rural	388	86	→				
First TransPennine Express - North	634	89	→	Scotrail - Strathclyde	248	85	→				
First TransPennine Express - North West	245	78	→	Scotrail - Urban	267	85	→				

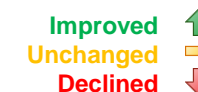
Journey Purpose

	Commuter Autumn 2011			Business Autumn 2011			Leisure Autumn 2011		
	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010	significant change	% satisfied or good	Improvement/decline in % satisfied or good since Autumn 2010	significant change
Overall sample size 27960									
Overall satisfaction	79	0	→	85	1	→	91	0	→
STATION FACILITIES									
Overall satisfaction with the station	75	2	↑	77	1	→	82	1	→
Ticket buying facilities	69	2	→	75	0	→	81	2	↑
Provision of information about train times/platforms	78	0	→	81	-1	→	86	2	↑
The upkeep/repair of the station buildings/platforms	64	3	↑	65	2	→	72	-1	→
Cleanliness	69	1	→	73	3	→	76	-1	→
The facilities and services	45	-1	→	56	3	→	57	0	→
The attitudes and helpfulness of the staff	65	-1	→	74	1	→	77	-1	→
Connections with other forms of public transport	70	-2	↓	75	0	→	77	1	→
Facilities for car parking	46	0	→	52	7	↑	58	5	↑
Overall environment	64	1	→	68	3	→	73	1	→
Your personal security whilst using	63	0	→	69	3	→	71	3	↑
The availability of staff	55	-2	→	61	5	↑	63	-1	→
How request to station staff was handled	81	5	→	90	2	→	88	-1	→
TRAIN FACILITIES									
The frequency of the trains on that route	72	0	→	81	2	→	85	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	74	-2	↓	85	1	→	89	1	→
The length of time the journey was scheduled to take (speed)	80	-1	→	84	-1	→	91	1	→
Connections with other train services	72	-1	→	77	2	→	83	0	→
The value for money for the price of your ticket	32	-3	↓	49	0	→	63	-3	↓
Upkeep and repair of the train	69	-1	→	75	3	↑	82	1	→
The provision of information during the journey	64	-1	→	68	1	→	77	1	→
The helpfulness and attitude of staff on train	56	-2	→	69	2	→	71	-1	→
The space for luggage	50	-1	→	54	0	→	58	1	→
The toilet facilities	30	-1	→	41	3	→	49	2	→
Sufficient room for all passengers to sit/stand	59	0	→	73	0	→	78	-1	→
The comfort of the seating area	65	-1	→	73	3	↑	80	1	→
The ease of being able to get on and off	76	0	→	82	0	→	85	1	→
Your personal security on board	72	1	→	81	2	→	81	1	→
The cleanliness of the inside	70	1	→	76	5	↑	81	3	↑
The cleanliness of the outside	68	1	→	74	5	↑	79	3	↑
The availability of staff	38	-1	→	49	3	→	56	0	→
How well train company deals with delays	31	-2	→	40	-4	→	53	1	→



Age

	Improvement/decline in %			Improvement/decline in %			Improvement/decline in %		
	16-34 Autumn 2011	satisfied or good since Autumn 2010	significant change	35-59 Autumn 2011	satisfied or good since Autumn 2010	significant change	60+ Autumn 2011	satisfied or good since Autumn 2010	significant change
Overall sample size 27960	% satisfied or good	% change		% satisfied or good	% change		% satisfied or good	% change	
Overall satisfaction	82	1	→	83	1	→	92	1	→
STATION FACILITIES									
Overall satisfaction with the station	78	2	↑	76	2	↑	83	2	→
Ticket buying facilities	73	2	→	72	1	→	81	1	→
Provision of information about train times/platforms	79	0	→	80	0	→	89	2	↑
The upkeep/repair of the station buildings/platforms	66	2	→	66	1	→	73	0	→
Cleanliness	71	2	→	71	0	→	79	0	→
The facilities and services	48	-1	→	50	0	→	59	3	↑
The attitudes and helpfulness of the staff	67	-2	→	70	1	→	80	-2	→
Connections with other forms of public transport	72	-1	→	73	0	→	78	-1	→
Facilities for car parking	50	4	↑	49	0	→	57	4	→
Overall environment	70	1	→	65	1	→	73	1	→
Your personal security whilst using	68	2	→	65	1	→	71	3	↑
The availability of staff	56	-2	→	58	0	→	66	1	→
How request to station staff was handled	86	4	→	85	0	→	89	-1	→
TRAIN FACILITIES									
The frequency of the trains on that route	72	1	→	79	1	→	89	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	76	-2	→	82	0	→	90	0	→
The length of time the journey was scheduled to take (speed)	82	0	→	84	-1	→	92	1	→
Connections with other train services	75	0	→	75	0	→	83	0	→
The value for money for the price of your ticket	36	-3	↓	44	-2	↓	72	-2	→
Upkeep and repair of the train	73	1	→	73	1	→	83	1	→
The provision of information during the journey	66	-1	→	68	0	→	81	1	→
The helpfulness and attitude of staff on train	61	-1	→	62	0	→	74	-1	→
The space for luggage	54	0	→	52	0	→	57	0	→
The toilet facilities	35	0	→	36	0	→	53	2	→
Sufficient room for all passengers to sit/stand	67	1	→	65	0	→	76	-2	→
The comfort of the seating area	72	1	→	69	0	→	79	0	→
The ease of being able to get on and off	80	0	→	80	1	→	85	1	→
Your personal security on board	77	0	→	75	2	→	82	2	→
The cleanliness of the inside	73	2	↑	73	2	↑	83	2	→
The cleanliness of the outside	72	0	→	72	3	↑	80	3	↑
The availability of staff	40	-2	→	45	1	→	60	0	→
How well train company deals with delays	38	2	→	32	-5	↓	61	6	→



Gender

	Improvement/decline in % satisfied or good since Autumn 2010			Improvement/decline in % satisfied or good since Autumn 2010		
	Male Autumn 2011	% change	significant change	Female Autumn 2011	% change	significant change
Overall sample size 27960						
Overall satisfaction	82	0	→	86	1	→
STATION FACILITIES						
Overall satisfaction with the station	76	1	→	80	2	↑
Ticket buying facilities	73	1	→	74	2	→
Provision of information about train times/platforms	79	-1	→	83	1	→
The upkeep/repair of the station buildings/platforms	65	0	→	69	2	↑
Cleanliness	71	1	→	73	1	→
The facilities and services	49	0	→	53	0	→
The attitudes and helpfulness of the staff	69	-1	→	72	0	→
Connections with other forms of public transport	71	0	→	75	-1	→
Facilities for car parking	48	0	→	53	4	↑
Overall environment	65	-1	→	71	3	↑
Your personal security whilst using	66	1	→	68	2	↑
The availability of staff	56	0	→	61	0	→
How request to station staff was handled	86	0	→	87	2	→
TRAIN FACILITIES						
The frequency of the trains on that route	78	1	→	79	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	-1	→	83	0	→
The length of time the journey was scheduled to take (speed)	83	0	→	87	-1	→
Connections with other train services	75	1	→	78	-1	→
The value for money for the price of your ticket	43	-3	↓	48	-3	↓
Upkeep and repair of the train	74	1	→	75	1	→
The provision of information during the journey	68	1	→	71	0	→
The helpfulness and attitude of staff on train	62	-2	→	65	0	→
The space for luggage	54	-1	→	53	0	→
The toilet facilities	39	1	→	37	0	→
Sufficient room for all passengers to sit/stand	66	-1	→	70	0	→
The comfort of the seating area	68	0	→	75	0	→
The ease of being able to get on and off	82	1	→	80	1	→
Your personal security on board	77	1	→	77	1	→
The cleanliness of the inside	74	2	↑	76	2	↑
The cleanliness of the outside	72	2	↑	75	2	↑
The availability of staff	44	-2	→	48	2	→
How well train company deals with delays	36	1	→	41	-3	→

Sample Profile - Weighted

	Annual journeys ('000s)	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	26420	28	8	64	81	19	27	21	26	26
c2c	32175	66	4	30	93	7	30	17	25	28
Chiltern Railways	17768	35	21	44	80	20	41	8	25	26
CrossCountry	29700	15	28	57	78	22	21	26	26	28
East Coast	17733	13	27	60	79	21	39	13	19	29
East Midlands Trains	22317	23	28	49	82	18	21	23	29	26
First Capital Connect	97672	45	26	29	86	14	17	29	29	25
First Great Western	83870	30	20	50	77	23	21	27	26	26
First TransPennine Express	22372	24	14	62	78	22	20	28	26	27
London Midland	52930	45	14	41	85	15	31	18	25	27
London Overground	92515	64	3	33	83	17	17	31	25	28
Merseyrail	40082	37	8	55	80	20	21	27	25	27
National Express East Anglia	106689	60	17	23	89	11	29	16	26	28
Northern Rail	94518	38	9	53	76	24	23	26	26	25
ScotRail	73238	39	13	47	80	20	28	18	28	26
South West Trains	190065	53	15	32	85	15	36	19	16	29
Southeastern	163361	61	12	27	90	10	16	32	26	26
Southern	162014	50	16	34	90	10	17	33	24	26
Virgin Trains	23172	9	31	60	85	16	30	6	35	29

* Sample size excludes non-franchised Train Operating Companies.

Sample Profile - Unweighted

	Sample size	Journey Purpose			Day Of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very Large	Large	Medium	Small
Sample size	27960	11101	3938	12921	23865	4095	7634	5842	7009	7475
Arriva Trains Wales	1544	28	11	61	74	26	27	29	24	19
c2c	1031	69	5	26	92	8	28	25	27	20
Chiltern Railways	1139	40	19	41	91	9	44	4	24	29
CrossCountry	1320	28	19	54	83	17	15	30	29	26
East Coast	1136	15	30	55	87	13	47	10	17	27
East Midlands Trains	1029	32	17	51	82	18	24	25	22	30
First Capital Connect	1880	53	14	33	94	6	21	20	29	30
First Great Western	2960	33	18	50	80	20	33	20	23	24
First TransPennine Express	1117	34	15	51	90	10	19	33	21	28
London Midland	1133	44	11	45	90	10	18	25	20	38
London Overground	1246	53	6	41	81	19	28	23	21	28
Merseyrail	546	44	4	53	93	7	16	30	31	24
National Express East Anglia	2199	41	11	48	83	17	38	11	24	27
Northern Rail	1370	51	8	41	91	9	33	28	24	16
ScotRail	1402	32	11	58	78	22	18	20	36	26
South West Trains	2100	44	10	46	85	15	28	17	22	34
Southeastern	1575	50	8	42	85	15	14	30	30	27
Southern	2135	45	14	41	88	12	25	21	25	29
Virgin Trains	1098	20	37	43	88	12	34	8	35	24

* Sample size excludes non-franchised Train Operating Companies.

The following are reports produced each wave:

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

Sector definitions

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

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

The routes have been defined in conjunction with the train companies. By TOC the areas covered by each route are as follows:

Arriva Trains Wales - North Wales:

Journeys from stations in North Wales, including most lines around Shrewsbury and some stations outside Wales

Arriva Trains Wales - South Wales:

Journeys from stations in South Wales, excluding the Valley lines around Cardiff

Arriva Trains Wales - Valley:

Journeys starting from the Valley lines around Cardiff, including Cardiff itself

c2c:

All journeys on c2c

Chiltern Railways - North:

Journeys starting from Bicester North station and stations further north

Chiltern Railways - South:

Journeys starting from stations south of Bicester North (including services on routes to/from Aylesbury)

CrossCountry - Birmingham - Manchester:

Journeys on the Manchester Piccadilly - Birmingham New Street route

CrossCountry - Birmingham - North East and Scotland:

Journeys on the Birmingham New Street - Aberdeen route

CrossCountry - Birmingham - South Coast:

Journeys on the Birmingham New Street - Bournemouth route

CrossCountry - Birmingham - South West:

Journeys on the Birmingham New Street - Penzance route

CrossCountry - Birmingham - Stansted:

Journeys on the Birmingham New Street - Stansted Airport route

CrossCountry - Nottingham - Cardiff:

Journeys on the Nottingham - Cardiff Central route

East Coast - London - Yorkshire:

Journeys London King's Cross - Yorkshire services (includes services to West Yorkshire). Only passengers travelling to or from London

East Coast - London - Scotland - North East:

Journeys London King's Cross - Scotland/Newcastle services. Only passengers travelling to or from London

East Coast - London - East Midlands/East of England:

Journeys on London - East Midlands/East of England services. Only passengers travelling to or from London

East Coast - non-London journeys:

Passengers travelling (on any route) that are not going to or from London

East Midlands Trains - Liverpool - Norwich

Journeys on the Liverpool - Norwich route

East Midlands Trains - Local:

Journeys on rail lines around Nottingham (excluding Liverpool - Norwich and London - Sheffield)

East Midlands Trains - London:

Journeys on the London - Sheffield route

First Capital Connect - Great Northern:

Journeys on the Peterborough/King's Lynn - London King's Cross/Moorgate route

First Capital Connect - Thameslink Loop:

Journeys starting from stations on the route via Wimbledon, including stations as far north as City Thameslink

First Capital Connect - North:

Journeys starting from stations on the route between Farringdon and Bedford

First Capital Connect - South:

Journeys starting from stations between London Bridge and Brighton. Also journeys starting on the rail lines between Denmark Hill & Sevenoaks, and West Dulwich & Orpington

First Great Western - Long distance:

Journeys on long distance services

First Great Western - London Thames Valley:

Journeys on relatively short distance services in and around the Thames Valley

First Great Western - West:

Journeys on (generally) short distance rural rail lines in the west of England

First TransPennine Express - North:

Journeys on rail lines between Liverpool Lime Street/ Manchester/Manchester Airport and Hull, Scarborough, Middlesbrough and Newcastle

First TransPennine Express - North West:

Journeys on rail lines between Manchester Airport & Manchester and lines to Blackpool North, Barrow-in-Furness, Windermere, Glasgow and Edinburgh

First TransPennine Express - South:

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Grand Central - London - Bradford:

Journeys on London King's Cross - Bradford Interchange route

Grand Central - London - Sunderland:

Journeys on London King's Cross - Sunderland route

Heathrow Connect:

All Heathrow Connect Journeys

Heathrow Express:

All Heathrow Express journeys

London Midland - London commuter:

Journeys on London Euston - Northampton services

London Midland - West Coast:

Journeys on London Euston - Liverpool Lime Street services

London Midland - West Midlands:

Journeys on several rail lines in and around Birmingham New Street

London Overground - Dalston - Croydon:

Journeys on the Dalston Junction - West Croydon line

London Overground - Gospel Oak - Barking:

Journeys on the Gospel Oak - Barking line

London Overground - Richmond/Clapham Junction - Stratford:

Journeys on the Richmond - Stratford and Clapham Junction - Willesden Junction/Stratford rail lines

London Overground - Watford - Euston:

Journeys on the London Euston - Watford line

Merseyrail - Northern:

Journeys on the Hunts Cross - Southport/Ormskirk rail line

Merseyrail - Wirral:

Journeys on the central Liverpool - West Kirby, New Brighton, Chester and Ellesmere Port rail lines

Northern Rail - Lancashire & Cumbria:

Journeys from stations in Lancashire and Cumbria

Northern Rail - Manchester & Liverpool:

Journeys from stations in the Manchester and Liverpool conurbations

Northern Rail - South & East Yorkshire:

Journeys from stations in South and East Yorkshire

Northern Rail - Tyne Tees & Wear:

Journeys from stations in Tyne and Wear

Northern Rail - West & North Yorkshire:

Journeys from stations in West and North Yorkshire

National Express East Anglia - Intercity:

London - Norwich main line

National Express East Anglia - Main line:

Journeys on outer suburban Great Eastern services to London - Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury and Braintree

National Express East Anglia - Metro:

Journeys on London - Southend Victoria trains, plus Southminster branch, the London - Shenfield metro route and Romford - Upminster

National Express East Anglia - Rural:

Journeys on Ipswich - Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines

National Express East Anglia - Stansted:

Journeys on Stansted Express, not including Stansted Airport stopping trains

National Express East Anglia - West Anglia:

Journeys on the route from/to London Liverpool Street on the West Anglia route that are not Stansted Express

ScotRail - Interurban:

Journeys on longer distance rail lines between urban areas

ScotRail - Rural:

Journeys on predominantly rural rail lines

ScotRail - Strathclyde:

Journeys on local rail lines within Strathclyde

ScotRail - Urban:

Shorter distance journeys on predominantly urban rail lines, within urban areas that are not covered by the Strathclyde route

Southeastern - High speed:

Journeys on high speed trains to/from London St. Pancras

Southeastern – Main line:

Journeys on (generally) main line routes London – Kent lines

Southeastern – Metro:

Journeys on rail lines that are within London

Southern – Gatwick Express: Fast Gatwick Express services
Gatwick – London Victoria

Southern – Sussex Coast:

Journeys London – Sussex (and beyond), including Gatwick Express extensions between Gatwick Airport and Brighton

Southern – Metro:

Journeys on rail lines that are within London

South West Trains – Island line:

Journeys starting from stations on the Isle of Wight

South West Trains – London:

Journeys starting from stations between Clapham Junction and London Waterloo (inclusive)

South West Trains – Main line:

Journeys starting from stations between Micheldever and Weymouth

South West Trains – Metro:

Journeys starting from stations between Earlsfield and Surbiton

South West Trains – Journeys from stations not managed by South West Trains:

Journeys starting from stations not run by South West Trains (not including stations in London)

South West Trains – Portsmouth:

Journeys starting from stations in Portsmouth and the surrounding area

South West Trains – Reading/Windsor:

Journeys starting from stations on the routes to Reading & Windsor west from & including Wandsworth Town

South West Trains – Suburban:

Journeys starting from stations in the Woking area

South West Trains – West of England:

Journeys starting from stations on the line between Basingstoke and Exeter

Virgin Trains – Birmingham – Scotland:

Journeys on Birmingham – Scotland services

Virgin Trains – London – Liverpool:

Journeys on London – Liverpool services

Virgin Trains – London – Manchester:

Journeys on London – Manchester services

Virgin Trains – London – North Wales:

Journeys on London – Holyhead/North Wales services

Virgin Trains – London – Scotland:

Journeys on London – Glasgow/Scotland services

Virgin Trains – London – Wolverhampton:

Journeys on London – Wolverhampton services

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