



# National Passenger Survey

## Train Operating Company Best In Class Report

### Autumn 2011

This report covers the NPS wave 19 (Autumn 2008) through to wave 25 (Autumn 2011). Best in class for previous waves when different TOCs existed is contained in the Best in Class report for wave 24 (Spring 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](http://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 2010 and 27 March 2010. Top up shifts were run between 28 March 2010 and 9 April 2010. 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.

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	90	☆ 91	90	☆ 91	☆ 91	☆ 91	91
Chiltern Railways	☆ 90	90	☆ 91	91	90	88	88
First Capital Connect	78	76	75	76	76	78	80
First Great Western	80	81	82	83	82	82	83
London Midland	80	78	87	86	86	83	85
London Overground	77	75	82	72	85	89	☆ 92
National Express East Anglia	77	76	79	77	79	78	77
South West Trains	87	84	86	85	87	85	84
Southeastern	80	76	80	81	80	82	83
Southern	83	80	82	84	82	82	83
<b>Average Score</b>	<b>82</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

					Autumn 2010	Spring 2011	Autumn 2011
c2c					80	83	86
Chiltern Railways					☆ 85	☆ 85	☆ 90
First Capital Connect					70	69	76
First Great Western					75	74	77
London Midland					78	76	76
London Overground					74	79	81
National Express East Anglia					72	74	74
South West Trains					78	74	74
Southeastern					75	75	78
Southern					74	74	78
<b>Average Score</b>					<b>75</b>	<b>75</b>	<b>77</b>
<b>BEST IN CLASS</b>					<b>85</b>	<b>85</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	68	77	74	75	76	77	77
Chiltern Railways	☆ 84	☆ 80	☆ 81	☆ 82	☆ 81	☆ 81	☆ 84
First Capital Connect	66	68	69	66	69	66	68
First Great Western	73	77	74	75	71	73	75
London Midland	67	72	72	72	76	78	79
London Overground	64	64	57	56	66	75	78
National Express East Anglia	65	68	67	68	68	68	69
South West Trains	68	70	67	67	72	70	71
Southeastern	64	65	66	70	67	70	66
Southern	69	67	67	72	69	70	73
<b>Average Score</b>	<b>67</b>	<b>69</b>	<b>68</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>72</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>80</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>81</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	82	85	83	85	☆ 86	☆ 87	☆ 87
Chiltern Railways	☆ 84	☆ 86	☆ 84	☆ 86	85	83	83
First Capital Connect	75	71	75	70	73	73	77
First Great Western	76	78	79	79	77	77	81
London Midland	78	73	80	80	84	82	83
London Overground	62	66	69	63	75	77	80
National Express East Anglia	75	72	75	76	76	73	75
South West Trains	81	81	82	78	84	83	81
Southeastern	76	72	76	76	79	77	80
Southern	80	78	79	78	81	77	81
<b>Average Score</b>	<b>78</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>80</b>	<b>78</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>87</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	69	70	67	69	73	71	72
Chiltern Railways	☆ 81	☆ 82	☆ 81	☆ 76	☆ 78	☆ 77	☆ 84
First Capital Connect	61	60	61	58	57	60	63
First Great Western	67	65	65	64	63	60	66
London Midland	59	56	63	63	68	63	69
London Overground	61	62	62	55	67	74	74
National Express East Anglia	64	63	68	64	64	63	67
South West Trains	59	58	58	55	62	59	57
Southeastern	60	56	61	65	62	64	64
Southern	62	59	63	60	63	62	67
<b>Average Score</b>	<b>62</b>	<b>60</b>	<b>63</b>	<b>61</b>	<b>63</b>	<b>63</b>	<b>65</b>
<b>BEST IN CLASS</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>77</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	75	77	76	76	80	78	77
Chiltern Railways	☆ 83	☆ 84	☆ 83	☆ 80	☆ 83	☆ 81	☆ 88
First Capital Connect	66	67	69	66	66	68	70
First Great Western	72	70	71	69	69	67	71
London Midland	68	65	70	71	71	69	73
London Overground	67	65	65	61	77	79	78
National Express East Anglia	70	69	73	68	71	68	72
South West Trains	65	64	63	60	67	63	63
Southeastern	66	63	67	70	69	69	72
Southern	68	66	71	69	70	71	72
<b>Average Score</b>	<b>68</b>	<b>67</b>	<b>69</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>83</b>	<b>84</b>	<b>83</b>	<b>80</b>	<b>83</b>	<b>81</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	46	44	50	51	52	53	55
Chiltern Railways	☆ 67	☆ 68	☆ 64	☆ 60	☆ 65	☆ 62	☆ 69
First Capital Connect	46	44	46	41	45	43	50
First Great Western	59	59	58	56	54	53	54
London Midland	45	47	46	50	50	48	49
London Overground	30	32	30	29	32	29	34
National Express East Anglia	51	51	53	54	51	51	52
South West Trains	48	48	47	45	50	50	46
Southeastern	47	46	47	50	50	48	51
Southern	49	48	50	50	49	49	50
<b>Average Score</b>	<b>49</b>	<b>48</b>	<b>49</b>	<b>49</b>	<b>50</b>	<b>48</b>	<b>49</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>68</b>	<b>64</b>	<b>60</b>	<b>65</b>	<b>62</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

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## The attitudes and helpfulness of the staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	71	75	73	75	☆ 77	74	75
Chiltern Railways	☆ 76	☆ 78	☆ 79	☆ 79	75	☆ 78	☆ 77
First Capital Connect	65	65	66	66	64	67	66
First Great Western	71	70	73	74	74	72	73
London Midland	65	68	66	69	74	69	74
London Overground	68	63	68	65	72	68	67
National Express East Anglia	66	66	64	64	69	66	68
South West Trains	68	68	68	67	68	68	66
Southeastern	67	66	65	68	69	66	69
Southern	66	63	70	69	69	69	70
<b>Average Score</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>
<b>BEST IN CLASS</b>	<b>76</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>77</b>	<b>78</b>	<b>77</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	65	69	70	70	70	72	70
Chiltern Railways	70	71	74	72	74	74	74
First Capital Connect	69	70	71	72	70	70	73
First Great Western	72	72	74	74	70	72	72
London Midland	69	66	67	71	67	71	67
London Overground	70	73	73	76	77	76	74
National Express East Anglia	76	☆ 79	☆ 79	77	☆ 78	☆ 78	☆ 77
South West Trains	75	77	76	75	76	74	74
Southeastern	☆ 78	74	74	74	75	75	75
Southern	76	75	76	☆ 78	76	74	73
<b>Average Score</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>74</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>78</b>	<b>78</b>	<b>77</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	43	42	45	49	55	53	52
Chiltern Railways	☆ 67	☆ 68	☆ 69	☆ 72	☆ 69	☆ 67	☆ 69
First Capital Connect	39	40	42	43	45	46	45
First Great Western	53	54	53	53	58	58	57
London Midland	41	43	48	49	49	54	53
London Overground	20	24	24	30	22	20	27
National Express East Anglia	41	36	46	42	51	50	51
South West Trains	43	44	46	47	51	48	56
Southeastern	34	32	36	45	40	44	47
Southern	35	40	35	43	43	42	44
<b>Average Score</b>	<b>40</b>	<b>41</b>	<b>43</b>	<b>46</b>	<b>47</b>	<b>47</b>	<b>49</b>
<b>BEST IN CLASS</b>	<b>67</b>	<b>68</b>	<b>69</b>	<b>72</b>	<b>69</b>	<b>67</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	66	69	68	67	72	72	74
Chiltern Railways	☆ 82	☆ 82	☆ 83	☆ 79	☆ 80	☆ 78	☆ 85
First Capital Connect	59	58	61	57	61	57	64
First Great Western	68	67	69	66	65	66	67
London Midland	61	58	61	64	67	64	66
London Overground	62	59	60	50	65	69	72
National Express East Anglia	64	63	69	63	66	62	66
South West Trains	62	64	63	59	67	63	61
Southeastern	61	56	60	63	63	63	68
Southern	62	61	64	62	63	64	69
<b>Average Score</b>	<b>63</b>	<b>62</b>	<b>64</b>	<b>62</b>	<b>65</b>	<b>64</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>79</b>	<b>80</b>	<b>78</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded



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## Your personal security whilst using the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	60	61	59	62	65	65	66
Chiltern Railways	☆ 75	☆ 74	☆ 76	☆ 75	☆ 74	☆ 76	☆ 79
First Capital Connect	61	61	61	61	61	59	65
First Great Western	67	67	67	67	68	67	71
London Midland	59	62	64	63	64	66	67
London Overground	55	56	59	58	62	67	68
National Express East Anglia	59	58	64	62	62	61	62
South West Trains	62	63	62	65	68	67	64
Southeastern	59	55	57	64	62	62	63
Southern	61	59	64	63	63	65	68
<b>Average Score</b>	<b>61</b>	<b>60</b>	<b>62</b>	<b>63</b>	<b>64</b>	<b>65</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	62	63	☆ 65	☆ 64	☆ 66	☆ 66	66
Chiltern Railways	☆ 65	☆ 63	63	61	64	65	☆ 67
First Capital Connect	55	55	56	53	54	49	55
First Great Western	58	59	59	60	58	60	60
London Midland	53	54	55	55	57	59	59
London Overground	57	60	63	55	62	57	57
National Express East Anglia	55	55	56	54	56	52	55
South West Trains	57	57	55	52	55	53	53
Southeastern	55	54	53	57	58	57	56
Southern	57	55	58	61	57	59	58
<b>Average Score</b>	<b>56</b>	<b>56</b>	<b>56</b>	<b>56</b>	<b>57</b>	<b>56</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>65</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	85	☆ 88	75	☆ 89	79	83	89
Chiltern Railways	85	83	☆ 87	87	87	86	89
First Capital Connect	88	86	81	76	87	79	85
First Great Western	87	85	83	88	86	☆ 90	87
London Midland	78	81	80	87	86	90	☆ 92
London Overground	☆ 91	71	71	72	78	68	88
National Express East Anglia	81	80	81	80	82	83	82
South West Trains	83	82	84	84	79	79	87
Southeastern	80	77	84	84	☆ 90	86	80
Southern	79	78	83	81	86	83	85
<b>Average Score</b>	<b>83</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>83</b>	<b>85</b>
<b>BEST IN CLASS</b>	<b>91</b>	<b>88</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	82	☆ 86	☆ 85	85	☆ 85	☆ 86	☆ 84
Chiltern Railways	☆ 84	84	83	☆ 85	85	82	80
First Capital Connect	77	74	73	70	75	74	76
First Great Western	75	75	77	78	77	76	78
London Midland	74	69	79	80	78	77	77
London Overground	52	59	60	51	74	77	82
National Express East Anglia	73	71	72	74	74	73	76
South West Trains	79	81	78	79	79	78	76
Southeastern	71	73	73	73	75	76	75
Southern	72	68	75	74	73	75	76
<b>Average Score</b>	<b>74</b>	<b>74</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>76</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>86</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	☆ 92	90	☆ 94	☆ 94	☆ 94	☆ 92	☆ 92
Chiltern Railways	91	☆ 92	92	93	91	88	82
First Capital Connect	78	72	75	73	71	74	77
First Great Western	76	80	80	83	79	77	79
London Midland	76	70	79	81	81	76	78
London Overground	66	63	68	63	76	78	83
National Express East Anglia	77	74	79	76	80	74	77
South West Trains	87	90	89	88	90	86	84
Southeastern	79	77	81	77	79	78	80
Southern	80	74	79	79	80	78	78
<b>Average Score</b>	<b>80</b>	<b>79</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>92</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>94</b>	<b>92</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The length of time the journey was scheduled to take (speed)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	☆ 89	☆ 90	89	☆ 91	☆ 91	☆ 93	☆ 90
Chiltern Railways	87	90	☆ 89	88	85	83	87
First Capital Connect	83	82	83	82	82	84	83
First Great Western	83	83	83	86	85	84	86
London Midland	86	81	86	88	86	86	86
London Overground	77	80	80	79	87	90	87
National Express East Anglia	80	78	79	80	82	80	81
South West Trains	84	86	83	85	87	83	82
Southeastern	81	79	81	78	80	80	81
Southern	83	79	83	84	83	83	84
<b>Average Score</b>	<b>83</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>90</b>

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c			75	☆ 78	75	☆ 83	81	78	79
Chiltern Railways			74	76	72	77	72	70	76
First Capital Connect			75	74	76	72	75	75	76
First Great Western			70	71	72	75	74	73	76
London Midland			66	71	73	77	75	75	74
London Overground			65	70	69	66	☆ 83	☆ 82	☆ 81
National Express East Anglia			71	71	72	73	72	73	72
South West Trains			☆ 76	78	☆ 77	76	78	78	76
Southeastern			71	70	68	72	73	71	71
Southern			73	66	72	76	74	76	76
<b>Average Score</b>			<b>72</b>	<b>72</b>	<b>73</b>	<b>74</b>	<b>75</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>			<b>76</b>	<b>78</b>	<b>77</b>	<b>83</b>	<b>83</b>	<b>82</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	47	40	43	46	48	43	43
Chiltern Railways	54	46	50	54	55	48	51
First Capital Connect	36	31	35	38	38	32	38
First Great Western	51	46	50	53	56	49	53
London Midland	46	44	49	☆ 55	56	53	52
London Overground	☆ 59	☆ 50	☆ 56	49	☆ 59	☆ 53	☆ 54
National Express East Anglia	33	28	34	36	35	35	33
South West Trains	42	35	39	42	43	37	38
Southeastern	37	29	34	39	39	32	36
Southern	42	35	42	45	43	40	42
<b>Average Score</b>	<b>41</b>	<b>35</b>	<b>40</b>	<b>43</b>	<b>44</b>	<b>39</b>	<b>42</b>
<b>BEST IN CLASS</b>	<b>59</b>	<b>50</b>	<b>56</b>	<b>55</b>	<b>59</b>	<b>53</b>	<b>54</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	☆ 88	☆ 88	☆ 90	☆ 91	☆ 93	90	91
Chiltern Railways	87	82	85	80	85	85	87
First Capital Connect	65	66	64	64	63	64	65
First Great Western	73	73	72	70	73	72	76
London Midland	74	73	83	76	77	75	80
London Overground	57	58	67	73	89	☆ 94	☆ 93
National Express East Anglia	64	61	59	58	60	62	64
South West Trains	78	77	73	73	75	73	73
Southeastern	68	65	66	69	70	68	70
Southern	76	74	76	74	70	73	72
<b>Average Score</b>	<b>72</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>88</b>	<b>90</b>	<b>91</b>	<b>93</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	☆ 88	☆ 88	☆ 89	☆ 90	☆ 93	90	92
Chiltern Railways	86	80	84	81	83	85	89
First Capital Connect	61	63	61	62	61	60	63
First Great Western	74	74	72	70	74	72	78
London Midland	71	71	82	79	77	74	80
London Overground	48	53	61	72	91	☆ 95	☆ 96
National Express East Anglia	61	56	56	52	55	55	55
South West Trains	84	85	82	82	82	80	79
Southeastern	69	66	65	68	73	68	72
Southern	76	74	76	72	72	73	71
<b>Average Score</b>	<b>72</b>	<b>71</b>	<b>71</b>	<b>71</b>	<b>74</b>	<b>73</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>93</b>	<b>95</b>	<b>96</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c			74	73	☆ 76	☆ 80	80	80	83
Chiltern Railways			74	74	74	74	73	73	77
First Capital Connect			49	50	50	51	46	47	47
First Great Western			62	64	63	65	65	64	68
London Midland			57	55	63	64	66	66	68
London Overground			51	52	65	63	☆ 84	☆ 86	☆ 87
National Express East Anglia			60	59	58	56	55	57	58
South West Trains			☆ 77	☆ 77	74	75	77	77	74
Southeastern			64	57	66	63	67	65	66
Southern			75	73	76	75	76	74	72
<b>Average Score</b>			<b>66</b>	<b>65</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>68</b>	<b>69</b>
<b>BEST IN CLASS</b>			<b>77</b>	<b>77</b>	<b>76</b>	<b>80</b>	<b>84</b>	<b>86</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	34	29	37	31	33	37	33
Chiltern Railways	53	52	52	55	60	58	62
First Capital Connect	32	29	29	36	35	31	32
First Great Western	☆ 64	☆ 66	☆ 66	☆ 69	☆ 70	☆ 70	☆ 70
London Midland	48	54	59	57	57	63	65
London Overground	32	34	35	47	52	44	54
National Express East Anglia	47	47	44	44	49	46	47
South West Trains	62	64	66	65	69	68	67
Southeastern	49	39	47	57	52	55	52
Southern	54	54	56	57	61	57	61
<b>Average Score</b>	<b>52</b>	<b>51</b>	<b>54</b>	<b>56</b>	<b>58</b>	<b>57</b>	<b>57</b>
<b>BEST IN CLASS</b>	<b>64</b>	<b>66</b>	<b>66</b>	<b>69</b>	<b>70</b>	<b>70</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	46	47	47	50	51	48	50
Chiltern Railways	50	52	☆ 57	55	56	56	60
First Capital Connect	42	45	41	43	44	47	44
First Great Western	52	53	53	54	53	55	55
London Midland	44	48	51	50	57	53	52
London Overground	41	41	43	51	☆ 62	☆ 60	☆ 69
National Express East Anglia	47	46	47	48	52	49	50
South West Trains	☆ 57	☆ 56	57	☆ 58	59	57	53
Southeastern	42	38	43	48	47	46	48
Southern	48	49	50	49	50	49	48
<b>Average Score</b>	<b>48</b>	<b>48</b>	<b>49</b>	<b>51</b>	<b>52</b>	<b>52</b>	<b>52</b>
<b>BEST IN CLASS</b>	<b>57</b>	<b>56</b>	<b>57</b>	<b>58</b>	<b>62</b>	<b>60</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	43	47	52	☆ 52	49	55	☆ 53
Chiltern Railways	☆ 46	☆ 47	51	48	☆ 54	☆ 55	51
First Capital Connect	26	24	24	26	23	26	25
First Great Western	43	45	45	43	43	40	44
London Midland	38	44	☆ 52	48	53	48	51
London Overground	9	9	11	10	18	10	19
National Express East Anglia	24	25	29	25	29	27	30
South West Trains	41	37	38	36	39	36	37
Southeastern	25	22	21	32	33	25	32
Southern	40	38	41	36	33	38	36
<b>Average Score</b>	<b>34</b>	<b>33</b>	<b>34</b>	<b>34</b>	<b>35</b>	<b>34</b>	<b>35</b>
<b>BEST IN CLASS</b>	<b>46</b>	<b>47</b>	<b>52</b>	<b>52</b>	<b>54</b>	<b>55</b>	<b>53</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Sufficient room for all passengers to sit/stand on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	61	62	62	65	66	61	65
Chiltern Railways	☆ 72	☆ 72	☆ 77	☆ 73	☆ 77	74	77
First Capital Connect	57	60	61	60	60	59	60
First Great Western	66	67	68	67	68	69	68
London Midland	61	63	72	67	74	70	66
London Overground	46	48	56	58	68	☆ 75	☆ 80
National Express East Anglia	59	58	61	59	64	61	67
South West Trains	71	72	70	71	71	69	67
Southeastern	58	54	59	64	62	63	63
Southern	62	67	68	68	68	67	66
<b>Average Score</b>	<b>62</b>	<b>63</b>	<b>65</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>67</b>
<b>BEST IN CLASS</b>	<b>72</b>	<b>72</b>	<b>77</b>	<b>73</b>	<b>77</b>	<b>75</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	77	78	79	☆ 80	☆ 82	79	80
Chiltern Railways	☆ 78	75	☆ 80	78	79	77	82
First Capital Connect	58	63	61	58	60	62	62
First Great Western	70	70	70	67	69	71	73
London Midland	64	67	73	71	74	72	73
London Overground	47	52	54	67	81	☆ 83	☆ 86
National Express East Anglia	59	56	57	55	58	56	60
South West Trains	78	☆ 78	78	76	79	76	75
Southeastern	64	60	61	66	70	65	67
Southern	70	71	73	72	72	71	72
<b>Average Score</b>	<b>67</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>71</b>	<b>70</b>	<b>71</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>83</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The ease of being able to get on and off the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	83	82	84	84	85	84	85
Chiltern Railways	☆ 90	☆ 88	☆ 92	☆ 90	☆ 91	☆ 88	☆ 89
First Capital Connect	71	74	77	74	75	75	74
First Great Western	75	76	76	78	77	77	78
London Midland	75	76	81	82	81	80	81
London Overground	57	56	68	67	81	86	89
National Express East Anglia	74	75	74	76	77	76	78
South West Trains	80	81	80	79	83	80	81
Southeastern	78	72	77	79	78	78	79
Southern	77	77	79	78	79	78	76
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>88</b>	<b>92</b>	<b>90</b>	<b>91</b>	<b>88</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	68	67	69	72	75	72	74
Chiltern Railways	☆ 84	☆ 81	☆ 86	☆ 83	☆ 85	☆ 82	☆ 86
First Capital Connect	64	65	68	65	67	68	68
First Great Western	78	77	77	77	79	79	80
London Midland	71	70	76	76	79	76	78
London Overground	53	54	62	64	75	81	82
National Express East Anglia	65	65	66	65	66	64	67
South West Trains	77	77	76	79	82	79	78
Southeastern	64	60	64	69	67	68	71
Southern	69	69	72	72	75	74	76
<b>Average Score</b>	<b>69</b>	<b>69</b>	<b>71</b>	<b>72</b>	<b>74</b>	<b>74</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>81</b>	<b>86</b>	<b>83</b>	<b>85</b>	<b>82</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	☆ 87	☆ 89	☆ 89	☆ 91	91	89	91
Chiltern Railways	85	81	85	81	84	85	87
First Capital Connect	64	67	64	61	62	64	65
First Great Western	72	73	72	69	72	72	76
London Midland	73	72	83	76	77	74	80
London Overground	55	60	69	72	☆ 92	☆ 94	☆ 93
National Express East Anglia	64	60	59	57	59	61	63
South West Trains	78	78	74	74	76	74	75
Southeastern	66	64	66	69	71	68	72
Southern	74	73	76	74	71	73	72
<b>Average Score</b>	<b>71</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>75</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>92</b>	<b>94</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	84	☆ 85	☆ 86	☆ 87	88	86	90
Chiltern Railways	☆ 84	80	84	76	82	79	85
First Capital Connect	60	62	61	56	56	53	60
First Great Western	68	70	70	64	70	65	74
London Midland	71	71	81	74	77	72	80
London Overground	56	58	70	70	☆ 92	☆ 92	☆ 91
National Express East Anglia	59	54	58	48	52	53	59
South West Trains	81	78	77	75	79	75	78
Southeastern	66	62	64	63	70	64	70
Southern	74	72	77	73	74	72	74
<b>Average Score</b>	<b>70</b>	<b>68</b>	<b>71</b>	<b>67</b>	<b>72</b>	<b>69</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>84</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>92</b>	<b>92</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	17	16	19	19	18	22	20
Chiltern Railways	27	28	30	33	37	38	39
First Capital Connect	15	11	15	12	13	12	14
First Great Western	41	45	47	48	51	50	50
London Midland	31	34	36	39	41	43	47
London Overground	15	19	22	31	37	26	37
National Express East Anglia	24	23	22	22	25	26	28
South West Trains	☆ 45	☆ 49	☆ 50	☆ 52	☆ 53	☆ 52	☆ 54
Southeastern	26	21	26	35	31	33	33
Southern	34	35	38	41	41	39	40
<b>Average Score</b>	<b>31</b>	<b>32</b>	<b>34</b>	<b>37</b>	<b>38</b>	<b>37</b>	<b>39</b>
<b>BEST IN CLASS</b>	<b>45</b>	<b>49</b>	<b>50</b>	<b>52</b>	<b>53</b>	<b>52</b>	<b>54</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
c2c	45	☆ 53	42	☆ 51	49	☆ 50	40
Chiltern Railways	☆ 48	37	☆ 52	35	☆ 52	46	39
First Capital Connect	31	35	32	24	34	25	33
First Great Western	42	39	41	48	42	43	☆ 45
London Midland	29	25	37	36	41	32	41
London Overground	27	23	16	18	28	50	42
National Express East Anglia	34	29	33	27	41	28	32
South West Trains	42	40	41	42	40	33	41
Southeastern	32	26	25	29	34	24	26
Southern	33	32	33	29	35	34	35
<b>Average Score</b>	<b>35</b>	<b>32</b>	<b>33</b>	<b>32</b>	<b>37</b>	<b>34</b>	<b>36</b>
<b>BEST IN CLASS</b>	<b>48</b>	<b>53</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>45</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			84	85	85	85	84	85	82
East Coast			☆ 88	☆ 87	89	88	89	87	87
East Midlands Trains			81	80	84	86	88	86	87
First TransPennine Express			83	87	89	87	87	89	84
Virgin Trains			84	86	☆ 89	☆ 90	☆ 90	☆ 90	☆ 89
<b>Average Score</b>			<b>84</b>	<b>85</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>87</b>	<b>86</b>
<b>BEST IN CLASS</b>			<b>88</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry					79	77	80
East Coast					79	77	76
East Midlands Trains					85	82	83
First TransPennine Express					☆ 86	☆ 87	☆ 85
Virgin Trains					80	82	82
<b>Average Score</b>					<b>82</b>	<b>81</b>	<b>81</b>
<b>BEST IN CLASS</b>					<b>86</b>	<b>87</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	☆ 85	☆ 84	82	80	80	79	83
East Coast	80	79	☆ 84	80	79	80	81
East Midlands Trains	80	74	77	78	76	77	79
First TransPennine Express	81	81	81	☆ 81	☆ 88	☆ 84	☆ 89
Virgin Trains	82	81	79	81	85	78	85
<b>Average Score</b>	<b>82</b>	<b>80</b>	<b>80</b>	<b>80</b>	<b>82</b>	<b>79</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>81</b>	<b>88</b>	<b>84</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	84	86	85	84	82	84	85
East Coast	☆ 90	☆ 90	☆ 88	☆ 89	88	86	85
East Midlands Trains	84	82	84	86	83	84	86
First TransPennine Express	85	85	85	86	☆ 89	☆ 91	87
Virgin Trains	82	87	85	87	88	86	☆ 89
<b>Average Score</b>	<b>85</b>	<b>86</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>86</b>	<b>86</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>90</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>91</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			70	68	72	70	68	70	69
East Coast			72	67	73	72	68	68	66
East Midlands Trains			72	75	75	74	76	75	78
First TransPennine Express			☆ 73	☆ 75	☆ 80	☆ 77	☆ 81	☆ 80	☆ 79
Virgin Trains			69	70	69	67	70	71	71
<b>Average Score</b>			<b>71</b>	<b>71</b>	<b>73</b>	<b>72</b>	<b>73</b>	<b>73</b>	<b>73</b>
<b>BEST IN CLASS</b>			<b>73</b>	<b>75</b>	<b>80</b>	<b>77</b>	<b>81</b>	<b>80</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	78	75	77	74	74	75	74
East Coast	76	72	77	76	74	72	73
East Midlands Trains	76	77	79	78	80	80	☆ 82
First TransPennine Express	☆ 78	☆ 80	☆ 81	☆ 80	☆ 84	☆ 82	81
Virgin Trains	75	74	74	74	75	74	76
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>78</b>	<b>76</b>	<b>77</b>	<b>77</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>84</b>	<b>82</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			62	64	68	65	63	63	65
East Coast			☆ 64	59	61	64	61	61	60
East Midlands Trains			60	61	61	61	61	63	67
First TransPennine Express			61	64	☆ 68	☆ 66	64	65	☆ 67
Virgin Trains			61	☆ 64	66	65	☆ 65	☆ 65	67
<b>Average Score</b>			<b>62</b>	<b>63</b>	<b>65</b>	<b>64</b>	<b>63</b>	<b>64</b>	<b>65</b>
<b>BEST IN CLASS</b>			<b>64</b>	<b>64</b>	<b>68</b>	<b>66</b>	<b>65</b>	<b>65</b>	<b>67</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The attitudes and helpfulness of the staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	☆ 80	☆ 79	77	77	☆ 80	76	77
East Coast	76	74	☆ 79	☆ 78	79	76	75
East Midlands Trains	76	76	77	76	77	76	77
First TransPennine Express	77	72	74	75	79	☆ 79	☆ 81
Virgin Trains	72	74	74	74	79	71	74
<b>Average Score</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>79</b>	<b>76</b>	<b>77</b>
<b>BEST IN CLASS</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>80</b>	<b>79</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			73	73	76	75	76	77	70
East Coast			76	75	73	☆ 80	81	☆ 80	80
East Midlands Trains			71	76	70	74	70	71	70
First TransPennine Express			70	73	73	75	76	75	71
Virgin Trains			☆ 77	☆ 79	☆ 79	77	☆ 82	80	☆ 81
<b>Average Score</b>			<b>74</b>	<b>75</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>76</b>	<b>74</b>
<b>BEST IN CLASS</b>			<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	☆ 65	☆ 59	54	57	59	53	59
East Coast	52	55	50	☆ 58	49	55	56
East Midlands Trains	52	54	☆ 58	57	☆ 61	58	64
First TransPennine Express	43	43	45	50	60	☆ 61	☆ 65
Virgin Trains	43	46	56	55	52	55	65
<b>Average Score</b>	<b>52</b>	<b>52</b>	<b>53</b>	<b>55</b>	<b>57</b>	<b>56</b>	<b>62</b>
<b>BEST IN CLASS</b>	<b>65</b>	<b>59</b>	<b>58</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>65</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			70	74	74	70	71	69	71
East Coast			72	69	72	72	69	69	66
East Midlands Trains			72	75	74	76	77	75	78
First TransPennine Express			☆ 75	☆ 76	☆ 79	☆ 77	☆ 83	☆ 81	☆ 80
Virgin Trains			70	70	70	70	72	71	74
<b>Average Score</b>			<b>71</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>	<b>73</b>	<b>74</b>
<b>BEST IN CLASS</b>			<b>75</b>	<b>76</b>	<b>79</b>	<b>77</b>	<b>83</b>	<b>81</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	☆ 73	73	☆ 73	72	74	71	73
East Coast	72	71	72	71	73	72	70
East Midlands Trains	69	70	71	☆ 75	73	75	74
First TransPennine Express	68	☆ 73	71	75	☆ 77	☆ 75	75
Virgin Trains	69	71	73	70	75	71	☆ 76
<b>Average Score</b>	<b>70</b>	<b>72</b>	<b>72</b>	<b>72</b>	<b>74</b>	<b>73</b>	<b>74</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>75</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	67	☆ 67	☆ 68	☆ 68	68	65	67
East Coast	☆ 68	65	68	68	67	67	66
East Midlands Trains	63	66	66	66	68	66	68
First TransPennine Express	65	64	65	63	☆ 68	☆ 67	☆ 69
Virgin Trains	62	61	63	61	64	58	60
<b>Average Score</b>	<b>65</b>	<b>65</b>	<b>66</b>	<b>65</b>	<b>67</b>	<b>65</b>	<b>66</b>
<b>BEST IN CLASS</b>	<b>68</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>68</b>	<b>67</b>	<b>69</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	85	☆ 87	89	☆ 91	89	87	87
East Coast	☆ 90	87	☆ 89	89	87	88	86
East Midlands Trains	85	87	84	85	84	85	☆ 89
First TransPennine Express	84	86	88	90	☆ 93	☆ 90	89
Virgin Trains	85	86	87	91	88	86	82
<b>Average Score</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>89</b>	<b>88</b>	<b>87</b>	<b>87</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>87</b>	<b>89</b>	<b>91</b>	<b>93</b>	<b>90</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	80	80	81	84	79	80	80
East Coast	☆ 86	☆ 90	☆ 89	89	☆ 91	☆ 90	89
East Midlands Trains	76	76	76	79	81	80	80
First TransPennine Express	79	81	83	83	82	83	82
Virgin Trains	81	85	86	☆ 90	90	89	☆ 90
<b>Average Score</b>	<b>80</b>	<b>82</b>	<b>82</b>	<b>85</b>	<b>84</b>	<b>84</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>86</b>	<b>90</b>	<b>89</b>	<b>90</b>	<b>91</b>	<b>90</b>	<b>90</b>

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	80	87	85	88	83	84	79
East Coast	☆ 87	☆ 89	☆ 90	☆ 89	83	85	78
East Midlands Trains	79	84	85	84	87	86	☆ 88
First TransPennine Express	81	84	88	84	84	87	84
Virgin Trains	82	79	90	89	☆ 89	☆ 92	85
<b>Average Score</b>	<b>81</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>85</b>	<b>87</b>	<b>83</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>89</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>92</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The length of time the journey was scheduled to take (speed)

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	83	86	86	88	86	84	85
East Coast	☆ 90	90	91	91	90	90	88
East Midlands Trains	79	83	83	86	88	87	90
First TransPennine Express	87	87	90	89	89	92	89
Virgin Trains	82	☆ 92	☆ 93	☆ 94	☆ 93	☆ 94	☆ 91
<b>Average Score</b>	<b>84</b>	<b>88</b>	<b>88</b>	<b>89</b>	<b>89</b>	<b>89</b>	<b>88</b>
<b>BEST IN CLASS</b>	<b>90</b>	<b>92</b>	<b>93</b>	<b>94</b>	<b>93</b>	<b>94</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			76	77	76	82	79	79	77
East Coast			☆ 78	☆ 78	81	☆ 82	81	80	79
East Midlands Trains			69	70	66	71	79	77	77
First TransPennine Express			75	72	81	77	76	83	81
Virgin Trains			75	77	☆ 84	82	☆ 86	☆ 83	☆ 83
<b>Average Score</b>			<b>75</b>	<b>75</b>	<b>77</b>	<b>79</b>	<b>80</b>	<b>80</b>	<b>79</b>
<b>BEST IN CLASS</b>			<b>78</b>	<b>78</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>83</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			55	51	56	57	55	53	52
East Coast			54	54	55	59	60	58	57
East Midlands Trains			49	45	48	52	57	52	52
First TransPennine Express			53	52	63	60	59	☆ 60	59
Virgin Trains			☆ 56	☆ 57	☆ 64	☆ 63	☆ 65	59	☆ 59
<b>Average Score</b>			<b>54</b>	<b>52</b>	<b>57</b>	<b>58</b>	<b>59</b>	<b>56</b>	<b>56</b>
<b>BEST IN CLASS</b>			<b>56</b>	<b>57</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>60</b>	<b>59</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			83	83	80	80	77	77	76
East Coast			81	82	84	85	83	83	84
East Midlands Trains			74	71	72	76	76	78	81
First TransPennine Express			83	86	86	86	87	84	83
Virgin Trains			☆ 88	☆ 87	☆ 89	☆ 87	☆ 87	☆ 89	☆ 86
<b>Average Score</b>			<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>
<b>BEST IN CLASS</b>			<b>88</b>	<b>87</b>	<b>89</b>	<b>87</b>	<b>87</b>	<b>89</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			84	83	84	83	82	81	79
East Coast			79	79	84	83	82	80	81
East Midlands Trains			66	67	68	75	76	77	85
First TransPennine Express			88	☆ 91	☆ 91	☆ 91	☆ 90	88	87
Virgin Trains			☆ 90	90	88	89	88	☆ 90	☆ 87
<b>Average Score</b>			<b>82</b>	<b>82</b>	<b>82</b>	<b>84</b>	<b>84</b>	<b>83</b>	<b>84</b>
<b>BEST IN CLASS</b>			<b>90</b>	<b>91</b>	<b>91</b>	<b>91</b>	<b>90</b>	<b>90</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	77	79	76	76	75	75	74
East Coast	76	77	76	79	77	78	80
East Midlands Trains	65	62	66	68	68	71	70
First TransPennine Express	☆ 78	☆ 81	☆ 81	79	☆ 83	☆ 81	79
Virgin Trains	76	80	80	☆ 82	83	81	☆ 80
<b>Average Score</b>	<b>74</b>	<b>76</b>	<b>75</b>	<b>77</b>	<b>77</b>	<b>77</b>	<b>76</b>
<b>BEST IN CLASS</b>	<b>78</b>	<b>81</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>81</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			77	☆ 80	77	78	☆ 81	80	76
East Coast			☆ 78	77	78	☆ 80	79	78	80
East Midlands Trains			73	68	73	76	76	77	79
First TransPennine Express			73	76	77	78	77	79	80
Virgin Trains			77	76	☆ 82	78	80	☆ 80	☆ 80
<b>Average Score</b>			<b>76</b>	<b>75</b>	<b>77</b>	<b>78</b>	<b>78</b>	<b>79</b>	<b>79</b>
<b>BEST IN CLASS</b>			<b>78</b>	<b>80</b>	<b>82</b>	<b>80</b>	<b>81</b>	<b>80</b>	<b>80</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	47	51	48	51	51	53	52
East Coast	☆ 54	☆ 56	☆ 55	☆ 56	☆ 55	☆ 60	☆ 61
East Midlands Trains	53	47	48	50	48	57	57
First TransPennine Express	51	53	54	52	50	50	47
Virgin Trains	45	51	50	51	51	56	52
<b>Average Score</b>	<b>49</b>	<b>51</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>55</b>	<b>53</b>
<b>BEST IN CLASS</b>	<b>54</b>	<b>56</b>	<b>55</b>	<b>56</b>	<b>55</b>	<b>60</b>	<b>61</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			☆ 54	55	53	48	53	49	49
East Coast			45	45	47	48	51	49	☆ 55
East Midlands Trains			42	45	46	46	48	52	53
First TransPennine Express			54	☆ 59	☆ 59	☆ 56	52	☆ 53	52
Virgin Trains			50	56	58	56	☆ 55	53	52
<b>Average Score</b>			<b>49</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>52</b>	<b>51</b>	<b>52</b>
<b>BEST IN CLASS</b>			<b>54</b>	<b>59</b>	<b>59</b>	<b>56</b>	<b>55</b>	<b>53</b>	<b>55</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Sufficient room for all passengers to sit/stand on the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	59	72	70	68	66	70	64
East Coast	☆ 73	75	74	72	☆ 76	77	☆ 79
East Midlands Trains	68	67	68	72	74	72	76
First TransPennine Express	63	68	66	66	62	64	62
Virgin Trains	68	☆ 77	☆ 77	☆ 74	74	☆ 77	71
<b>Average Score</b>	<b>66</b>	<b>72</b>	<b>71</b>	<b>70</b>	<b>70</b>	<b>71</b>	<b>70</b>
<b>BEST IN CLASS</b>	<b>73</b>	<b>77</b>	<b>77</b>	<b>74</b>	<b>76</b>	<b>77</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			78	79	78	74	76	77	76
East Coast			74	76	77	76	77	77	81
East Midlands Trains			70	71	71	76	79	78	☆ 83
First TransPennine Express			☆ 81	☆ 83	☆ 84	☆ 82	☆ 83	☆ 80	80
Virgin Trains			78	80	80	78	78	79	77
<b>Average Score</b>			<b>76</b>	<b>78</b>	<b>78</b>	<b>77</b>	<b>79</b>	<b>78</b>	<b>79</b>
<b>BEST IN CLASS</b>			<b>81</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>80</b>	<b>83</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The ease of being able to get on and off the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			80	81	80	81	82	82	78
East Coast			79	78	81	78	82	82	84
East Midlands Trains			76	76	77	82	81	82	83
First TransPennine Express			82	☆ 86	86	83	82	82	79
Virgin Trains			☆ 83	84	☆ 87	☆ 88	☆ 85	☆ 87	☆ 88
<b>Average Score</b>			<b>80</b>	<b>81</b>	<b>82</b>	<b>83</b>	<b>83</b>	<b>83</b>	<b>82</b>
<b>BEST IN CLASS</b>			<b>83</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>85</b>	<b>87</b>	<b>88</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	81	80	84	84	82	84	81
East Coast	84	82	☆ 85	85	85	86	86
East Midlands Trains	79	79	79	84	83	82	85
First TransPennine Express	81	84	85	84	84	87	81
Virgin Trains	☆ 85	☆ 85	85	☆ 86	☆ 86	☆ 89	☆ 87
<b>Average Score</b>	<b>82</b>	<b>82</b>	<b>83</b>	<b>85</b>	<b>84</b>	<b>85</b>	<b>84</b>
<b>BEST IN CLASS</b>	<b>85</b>	<b>85</b>	<b>85</b>	<b>86</b>	<b>86</b>	<b>89</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	83	82	80	79	78	78	77
East Coast	80	82	83	84	83	82	85
East Midlands Trains	70	70	72	78	76	79	82
First TransPennine Express	83	86	87	86	☆ 87	84	85
Virgin Trains	☆ 87	☆ 88	☆ 88	☆ 87	86	☆ 88	☆ 86
<b>Average Score</b>	<b>81</b>	<b>82</b>	<b>81</b>	<b>82</b>	<b>82</b>	<b>82</b>	<b>82</b>
<b>BEST IN CLASS</b>	<b>87</b>	<b>88</b>	<b>88</b>	<b>87</b>	<b>87</b>	<b>88</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			79	79	80	78	76	76	77
East Coast			77	77	78	78	79	74	78
East Midlands Trains			64	64	69	67	73	69	75
First TransPennine Express			82	☆ 83	☆ 86	79	85	79	82
Virgin Trains			☆ 83	82	84	☆ 81	☆ 87	☆ 82	☆ 82
<b>Average Score</b>			<b>77</b>	<b>77</b>	<b>79</b>	<b>76</b>	<b>80</b>	<b>76</b>	<b>79</b>
<b>BEST IN CLASS</b>			<b>83</b>	<b>83</b>	<b>86</b>	<b>81</b>	<b>87</b>	<b>82</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry			62	☆ 67	64	64	66	66	63
East Coast			64	63	67	68	67	☆ 68	☆ 70
East Midlands Trains			53	54	56	62	66	65	68
First TransPennine Express			59	67	68	66	66	64	64
Virgin Trains			☆ 66	66	☆ 70	☆ 69	☆ 70	68	68
<b>Average Score</b>			<b>61</b>	<b>64</b>	<b>64</b>	<b>66</b>	<b>67</b>	<b>66</b>	<b>66</b>
<b>BEST IN CLASS</b>			<b>66</b>	<b>67</b>	<b>70</b>	<b>69</b>	<b>70</b>	<b>68</b>	<b>70</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
CrossCountry	48	52	41	53	49	49	46
East Coast	☆ 61	☆ 62	☆ 56	☆ 61	☆ 62	52	☆ 56
East Midlands Trains	43	37	41	51	41	48	39
First TransPennine Express	39	38	42	46	52	48	53
Virgin Trains	50	54	54	51	57	☆ 56	55
<b>Average Score</b>	<b>48</b>	<b>50</b>	<b>46</b>	<b>52</b>	<b>52</b>	<b>51</b>	<b>50</b>
<b>BEST IN CLASS</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>61</b>	<b>62</b>	<b>56</b>	<b>56</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with journey

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			86	87	86	88	87	87	84
Merseyrail			90	☆ 91	☆ 91	☆ 93	☆ 93	☆ 91	☆ 93
Northern Rail			82	80	82	82	82	83	83
ScotRail			☆ 90	89	90	90	86	86	89
<b>Average Score</b>			<b>86</b>	<b>86</b>	<b>87</b>	<b>88</b>	<b>86</b>	<b>86</b>	<b>87</b>
<b>BEST IN CLASS</b>			<b>90</b>	<b>91</b>	<b>91</b>	<b>93</b>	<b>93</b>	<b>91</b>	<b>93</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall satisfaction with the station

	Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales					73	76	72
Merseyrail					☆ 86	80	84
Northern Rail					74	73	76
ScotRail					82	☆ 81	☆ 85
<b>Average Score</b>					<b>78</b>	<b>77</b>	<b>80</b>
<b>BEST IN CLASS</b>					<b>86</b>	<b>81</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Ticket buying facilities

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			61	71	76	70	76	75	80
Merseyrail			81	82	78	☆ 84	☆ 86	☆ 86	☆ 90
Northern Rail			76	77	75	74	74	73	73
ScotRail			☆ 87	☆ 83	☆ 83	84	79	78	82
<b>Average Score</b>			<b>80</b>	<b>80</b>	<b>79</b>	<b>79</b>	<b>78</b>	<b>77</b>	<b>80</b>
<b>BEST IN CLASS</b>			<b>87</b>	<b>83</b>	<b>83</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>90</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Provision of information about train times/platforms

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			74	80	80	79	78	79	80
Merseyrail			79	84	86	☆ 87	☆ 89	☆ 85	☆ 87
Northern Rail			79	78	83	81	80	77	81
ScotRail			☆ 84	☆ 84	☆ 86	84	86	85	86
<b>Average Score</b>			<b>80</b>	<b>81</b>	<b>84</b>	<b>83</b>	<b>83</b>	<b>81</b>	<b>83</b>
<b>BEST IN CLASS</b>			<b>84</b>	<b>84</b>	<b>86</b>	<b>87</b>	<b>89</b>	<b>85</b>	<b>87</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The upkeep/repair of the station buildings/platforms

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			56	58	60	57	64	63	63
Merseyrail			63	68	73	71	75	72	70
Northern Rail			68	68	70	68	69	68	69
ScotRail			☆ 79	☆ 80	☆ 80	☆ 78	☆ 82	☆ 77	☆ 78
<b>Average Score</b>			<b>70</b>	<b>72</b>	<b>73</b>	<b>71</b>	<b>74</b>	<b>71</b>	<b>71</b>
<b>BEST IN CLASS</b>			<b>79</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>82</b>	<b>77</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			58	62	65	62	67	68	63
Merseyrail			67	69	72	77	78	77	78
Northern Rail			70	71	74	68	73	70	71
ScotRail			☆ 80	☆ 83	☆ 84	☆ 82	☆ 86	☆ 81	☆ 84
<b>Average Score</b>			<b>72</b>	<b>74</b>	<b>76</b>	<b>74</b>	<b>77</b>	<b>74</b>	<b>76</b>
<b>BEST IN CLASS</b>			<b>80</b>	<b>83</b>	<b>84</b>	<b>82</b>	<b>86</b>	<b>81</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The facilities and services at the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			36	39	44	39	42	43	43
Merseyrail			43	39	43	55	48	43	48
Northern Rail			52	49	53	46	47	50	49
ScotRail			☆ 56	☆ 58	☆ 54	☆ 58	☆ 58	☆ 53	☆ 56
<b>Average Score</b>			<b>51</b>	<b>50</b>	<b>51</b>	<b>52</b>	<b>50</b>	<b>49</b>	<b>51</b>
<b>BEST IN CLASS</b>			<b>56</b>	<b>58</b>	<b>54</b>	<b>58</b>	<b>58</b>	<b>53</b>	<b>56</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The attitudes and helpfulness of the staff at the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			65	71	74	73	75	75	74
Merseyrail			75	76	☆ 85	☆ 82	☆ 86	☆ 82	☆ 85
Northern Rail			74	70	70	71	71	70	71
ScotRail			☆ 77	☆ 79	76	74	81	75	76
<b>Average Score</b>			<b>75</b>	<b>75</b>	<b>75</b>	<b>74</b>	<b>77</b>	<b>75</b>	<b>76</b>
<b>BEST IN CLASS</b>			<b>77</b>	<b>79</b>	<b>85</b>	<b>82</b>	<b>86</b>	<b>82</b>	<b>85</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other forms of public transport from the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			58	62	63	64	64	61	61
Merseyrail			66	67	☆ 73	☆ 75	☆ 77	☆ 70	70
Northern Rail			69	☆ 71	70	65	66	69	69
ScotRail			☆ 70	68	71	71	71	65	☆ 73
<b>Average Score</b>			<b>68</b>	<b>68</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>67</b>	<b>70</b>
<b>BEST IN CLASS</b>			<b>70</b>	<b>71</b>	<b>73</b>	<b>75</b>	<b>77</b>	<b>70</b>	<b>73</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Facilities for car parking

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			☆ 58	53	☆ 63	☆ 61	☆ 58	☆ 63	59
Merseyrail			57	☆ 54	56	57	45	48	51
Northern Rail			48	50	53	49	53	57	☆ 60
ScotRail			46	47	44	47	49	46	48
<b>Average Score</b>			<b>50</b>	<b>50</b>	<b>51</b>	<b>50</b>	<b>51</b>	<b>53</b>	<b>55</b>
<b>BEST IN CLASS</b>			<b>58</b>	<b>54</b>	<b>63</b>	<b>61</b>	<b>58</b>	<b>63</b>	<b>60</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Overall environment of the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			57	58	62	58	61	62	63
Merseyrail			65	66	72	70	76	73	73
Northern Rail			67	67	70	65	66	65	66
ScotRail			☆ 76	☆ 79	☆ 77	☆ 75	☆ 79	☆ 74	☆ 78
<b>Average Score</b>			<b>69</b>	<b>70</b>	<b>72</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>
<b>BEST IN CLASS</b>			<b>76</b>	<b>79</b>	<b>77</b>	<b>75</b>	<b>79</b>	<b>74</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst using the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			55	59	63	63	60	62	67
Merseyrail			66	70	68	72	69	71	☆ 72
Northern Rail			66	64	66	62	60	64	65
ScotRail			☆ 69	☆ 75	☆ 73	☆ 72	☆ 74	☆ 71	71
<b>Average Score</b>			<b>66</b>	<b>68</b>	<b>69</b>	<b>67</b>	<b>66</b>	<b>67</b>	<b>68</b>
<b>BEST IN CLASS</b>			<b>69</b>	<b>75</b>	<b>73</b>	<b>72</b>	<b>74</b>	<b>71</b>	<b>72</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff at the station

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			46	54	57	54	57	56	58
Merseyrail			68	67	☆ 74	☆ 75	☆ 78	☆ 78	☆ 78
Northern Rail			60	58	61	57	59	58	57
ScotRail			☆ 69	☆ 69	68	65	63	63	63
<b>Average Score</b>			<b>63</b>	<b>63</b>	<b>66</b>	<b>62</b>	<b>63</b>	<b>63</b>	<b>63</b>
<b>BEST IN CLASS</b>			<b>69</b>	<b>69</b>	<b>74</b>	<b>75</b>	<b>78</b>	<b>78</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How request to station staff was handled

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			83	☆ 89	☆ 88	84	88	88	90
Merseyrail			☆ 91	81	82	81	☆ 94	80	90
Northern Rail			83	83	85	☆ 86	90	☆ 89	89
ScotRail			88	89	83	84	77	86	☆ 92
<b>Average Score</b>			<b>86</b>	<b>86</b>	<b>84</b>	<b>84</b>	<b>87</b>	<b>87</b>	<b>90</b>
<b>BEST IN CLASS</b>			<b>91</b>	<b>89</b>	<b>88</b>	<b>86</b>	<b>94</b>	<b>89</b>	<b>92</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The frequency of the trains on that route

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			76	77	79	81	77	81	76
Merseyrail			☆ 89	☆ 92	☆ 94	☆ 94	☆ 95	☆ 91	☆ 95
Northern Rail			74	70	74	75	73	71	75
ScotRail			82	84	84	85	79	83	83
<b>Average Score</b>			<b>80</b>	<b>79</b>	<b>81</b>	<b>82</b>	<b>79</b>	<b>80</b>	<b>81</b>
<b>BEST IN CLASS</b>			<b>89</b>	<b>92</b>	<b>94</b>	<b>94</b>	<b>95</b>	<b>91</b>	<b>95</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

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

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			81	85	87	89	85	84	87
Merseyrail			88	☆ 94	☆ 92	☆ 95	☆ 90	☆ 93	☆ 95
Northern Rail			79	79	81	83	80	78	80
ScotRail			☆ 90	86	89	88	86	81	86
<b>Average Score</b>			<b>85</b>	<b>85</b>	<b>86</b>	<b>87</b>	<b>84</b>	<b>82</b>	<b>86</b>
<b>BEST IN CLASS</b>			<b>90</b>	<b>94</b>	<b>92</b>	<b>95</b>	<b>90</b>	<b>93</b>	<b>95</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The length of time the journey was scheduled to take (speed)

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			89	87	88	89	89	88	83
Merseyrail			☆ 94	☆ 94	☆ 94	☆ 96	☆ 96	☆ 94	☆ 97
Northern Rail			85	85	87	87	87	86	87
ScotRail			88	89	90	90	87	89	91
<b>Average Score</b>			<b>88</b>	<b>88</b>	<b>90</b>	<b>90</b>	<b>89</b>	<b>88</b>	<b>90</b>
<b>BEST IN CLASS</b>			<b>94</b>	<b>94</b>	<b>94</b>	<b>96</b>	<b>96</b>	<b>94</b>	<b>97</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Connections with other train services

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			71	77	74	77	80	78	77
Merseyrail			☆ 81	78	☆ 87	☆ 85	☆ 85	☆ 82	☆ 91
Northern Rail			71	69	74	72	76	78	78
ScotRail			74	☆ 78	75	78	80	78	77
<b>Average Score</b>			<b>74</b>	<b>74</b>	<b>77</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>80</b>
<b>BEST IN CLASS</b>			<b>81</b>	<b>78</b>	<b>87</b>	<b>85</b>	<b>85</b>	<b>82</b>	<b>91</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The value for money for the price of your ticket

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			61	☆ 60	☆ 62	☆ 66	64	60	59
Merseyrail			☆ 71	55	60	66	☆ 70	☆ 64	☆ 66
Northern Rail			62	54	59	60	64	58	60
ScotRail			62	55	58	61	57	56	59
<b>Average Score</b>			<b>63</b>	<b>55</b>	<b>59</b>	<b>62</b>	<b>63</b>	<b>58</b>	<b>61</b>
<b>BEST IN CLASS</b>			<b>71</b>	<b>60</b>	<b>62</b>	<b>66</b>	<b>70</b>	<b>64</b>	<b>66</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Cleanliness of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			76	78	73	75	76	75	75
Merseyrail			79	75	76	76	☆ 79	77	78
Northern Rail			58	57	61	59	62	59	62
ScotRail			☆ 80	☆ 80	☆ 82	☆ 77	77	☆ 79	☆ 82
<b>Average Score</b>			<b>71</b>	<b>71</b>	<b>73</b>	<b>70</b>	<b>71</b>	<b>70</b>	<b>73</b>
<b>BEST IN CLASS</b>			<b>80</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>79</b>	<b>79</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Upkeep and repair of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			73	75	70	73	76	74	75
Merseyrail			☆ 83	☆ 80	80	☆ 78	☆ 84	☆ 80	80
Northern Rail			55	53	58	56	59	53	57
ScotRail			81	79	☆ 80	76	78	79	☆ 81
<b>Average Score</b>			<b>71</b>	<b>69</b>	<b>71</b>	<b>69</b>	<b>71</b>	<b>68</b>	<b>71</b>
<b>BEST IN CLASS</b>			<b>83</b>	<b>80</b>	<b>80</b>	<b>78</b>	<b>84</b>	<b>80</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The provision of information during the journey

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			61	65	63	69	67	67	65
Merseyrail			☆ 84	☆ 81	☆ 86	☆ 87	☆ 86	☆ 87	☆ 81
Northern Rail			54	57	59	58	57	59	58
ScotRail			76	77	78	75	77	72	76
<b>Average Score</b>			<b>69</b>	<b>69</b>	<b>71</b>	<b>70</b>	<b>69</b>	<b>69</b>	<b>69</b>
<b>BEST IN CLASS</b>			<b>84</b>	<b>81</b>	<b>86</b>	<b>87</b>	<b>86</b>	<b>87</b>	<b>81</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The helpfulness and attitude of staff on train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			☆ 76	☆ 79	75	☆ 82	☆ 82	☆ 79	79
Merseyrail			53	49	56	67	63	67	68
Northern Rail			73	70	72	72	73	76	72
ScotRail			75	79	☆ 83	77	81	79	☆ 79
<b>Average Score</b>			<b>72</b>	<b>72</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>76</b>	<b>75</b>
<b>BEST IN CLASS</b>			<b>76</b>	<b>79</b>	<b>83</b>	<b>82</b>	<b>82</b>	<b>79</b>	<b>79</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The space for luggage on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			61	63	56	61	64	57	60
Merseyrail			52	49	57	64	☆ 68	60	59
Northern Rail			56	55	54	55	55	55	56
ScotRail			☆ 62	☆ 64	☆ 63	☆ 65	63	☆ 63	☆ 65
<b>Average Score</b>			<b>58</b>	<b>59</b>	<b>58</b>	<b>61</b>	<b>61</b>	<b>59</b>	<b>60</b>
<b>BEST IN CLASS</b>			<b>62</b>	<b>64</b>	<b>63</b>	<b>65</b>	<b>68</b>	<b>63</b>	<b>65</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The toilet facilities on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			☆ 47	44	42	49	☆ 46	☆ 45	46
Merseyrail			19	12	20	19	17	9	14
Northern Rail			36	32	41	35	41	38	43
ScotRail			45	☆ 48	☆ 46	☆ 50	40	41	☆ 51
<b>Average Score</b>			<b>39</b>	<b>38</b>	<b>40</b>	<b>41</b>	<b>39</b>	<b>36</b>	<b>42</b>
<b>BEST IN CLASS</b>			<b>47</b>	<b>48</b>	<b>46</b>	<b>50</b>	<b>46</b>	<b>45</b>	<b>51</b>

Non-franchised Train Operating Companies are excluded



Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Sufficient room for all passengers to sit/stand on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			☆ 74	76	71	73	74	70	72
Merseyrail			72	72	76	78	☆ 82	☆ 79	☆ 78
Northern Rail			69	69	67	70	68	65	65
ScotRail			73	☆ 76	☆ 77	☆ 78	72	69	77
<b>Average Score</b>			<b>72</b>	<b>73</b>	<b>73</b>	<b>75</b>	<b>72</b>	<b>69</b>	<b>72</b>
<b>BEST IN CLASS</b>			<b>74</b>	<b>76</b>	<b>77</b>	<b>78</b>	<b>82</b>	<b>79</b>	<b>78</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The comfort of the seating area on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			74	77	72	76	74	74	76
Merseyrail			☆ 80	☆ 79	79	☆ 80	☆ 82	76	76
Northern Rail			62	60	64	63	64	58	62
ScotRail			77	78	☆ 81	77	75	☆ 77	☆ 82
<b>Average Score</b>			<b>71</b>	<b>71</b>	<b>74</b>	<b>72</b>	<b>72</b>	<b>69</b>	<b>72</b>
<b>BEST IN CLASS</b>			<b>80</b>	<b>79</b>	<b>81</b>	<b>80</b>	<b>82</b>	<b>77</b>	<b>82</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The ease of being able to get on and off the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			83	83	82	81	82	84	83
Merseyrail		☆	86	86	88	☆ 90	☆ 90	☆ 86	87
Northern Rail			80	77	79	80	77	78	78
ScotRail			85	☆ 88	☆ 89	88	84	86	☆ 89
<b>Average Score</b>			<b>83</b>	<b>83</b>	<b>84</b>	<b>84</b>	<b>82</b>	<b>82</b>	<b>83</b>
<b>BEST IN CLASS</b>			<b>86</b>	<b>88</b>	<b>89</b>	<b>90</b>	<b>90</b>	<b>86</b>	<b>89</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## Your personal security whilst on board the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			77	79	79	79	☆ 82	82	82
Merseyrail			73	74	75	77	79	79	77
Northern Rail			77	74	75	76	75	76	79
ScotRail			☆ 82	☆ 86	☆ 82	☆ 84	82	☆ 83	☆ 86
<b>Average Score</b>			<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>78</b>	<b>79</b>	<b>81</b>
<b>BEST IN CLASS</b>			<b>82</b>	<b>86</b>	<b>82</b>	<b>84</b>	<b>82</b>	<b>83</b>	<b>86</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the inside of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			72	78	74	75	78	76	75
Merseyrail			78	75	77	76	☆ 78	78	79
Northern Rail			58	57	61	60	64	56	62
ScotRail			☆ 80	☆ 80	☆ 83	☆ 78	76	☆ 80	☆ 84
<b>Average Score</b>			<b>71</b>	<b>70</b>	<b>73</b>	<b>71</b>	<b>72</b>	<b>70</b>	<b>73</b>
<b>BEST IN CLASS</b>			<b>80</b>	<b>80</b>	<b>83</b>	<b>78</b>	<b>78</b>	<b>80</b>	<b>84</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The cleanliness of the outside of the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			70	☆ 74	70	66	68	64	69
Merseyrail			68	66	71	65	65	56	71
Northern Rail			58	51	62	49	60	48	62
ScotRail			☆ 74	73	☆ 76	☆ 68	☆ 75	☆ 70	☆ 76
<b>Average Score</b>			<b>67</b>	<b>64</b>	<b>69</b>	<b>60</b>	<b>66</b>	<b>58</b>	<b>69</b>
<b>BEST IN CLASS</b>			<b>74</b>	<b>74</b>	<b>76</b>	<b>68</b>	<b>75</b>	<b>70</b>	<b>76</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## The availability of staff on the train

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			65	☆ 70	64	☆ 72	☆ 71	☆ 67	70
Merseyrail			33	33	37	48	46	51	45
Northern Rail			59	57	59	60	61	62	57
ScotRail			☆ 67	69	☆ 69	70	67	65	☆ 71
<b>Average Score</b>			<b>59</b>	<b>59</b>	<b>60</b>	<b>63</b>	<b>62</b>	<b>62</b>	<b>61</b>
<b>BEST IN CLASS</b>			<b>67</b>	<b>70</b>	<b>69</b>	<b>72</b>	<b>71</b>	<b>67</b>	<b>71</b>

Non-franchised Train Operating Companies are excluded

Note: The best in class is marked by a ☆ and is calculated by looking at the percentage satisfied by TOC to 3 decimal places. Percentages in the table however are rounded to 0 decimal places.

## How well train company dealt with delays

			Autumn 2008	Spring 2009	Autumn 2009	Spring 2010	Autumn 2010	Spring 2011	Autumn 2011
Arriva Trains Wales			41	☆ 44	32	40	37	43	45
Merseyrail			23	35	☆ 52	☆ 42	☆ 47	☆ 49	☆ 50
Northern Rail			34	35	36	36	45	35	43
ScotRail			☆ 42	35	47	40	44	34	34
<b>Average Score</b>			<b>36</b>	<b>36</b>	<b>41</b>	<b>38</b>	<b>44</b>	<b>37</b>	<b>41</b>
<b>BEST IN CLASS</b>			<b>42</b>	<b>44</b>	<b>52</b>	<b>42</b>	<b>47</b>	<b>49</b>	<b>50</b>

Non-franchised Train Operating Companies are excluded



## The following reports are 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.



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