



## **NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009**

### **TOC REPORT FOR SOUTH WEST TRAINS**

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## NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

### TOC REPORT FOR SOUTH WEST TRAINS

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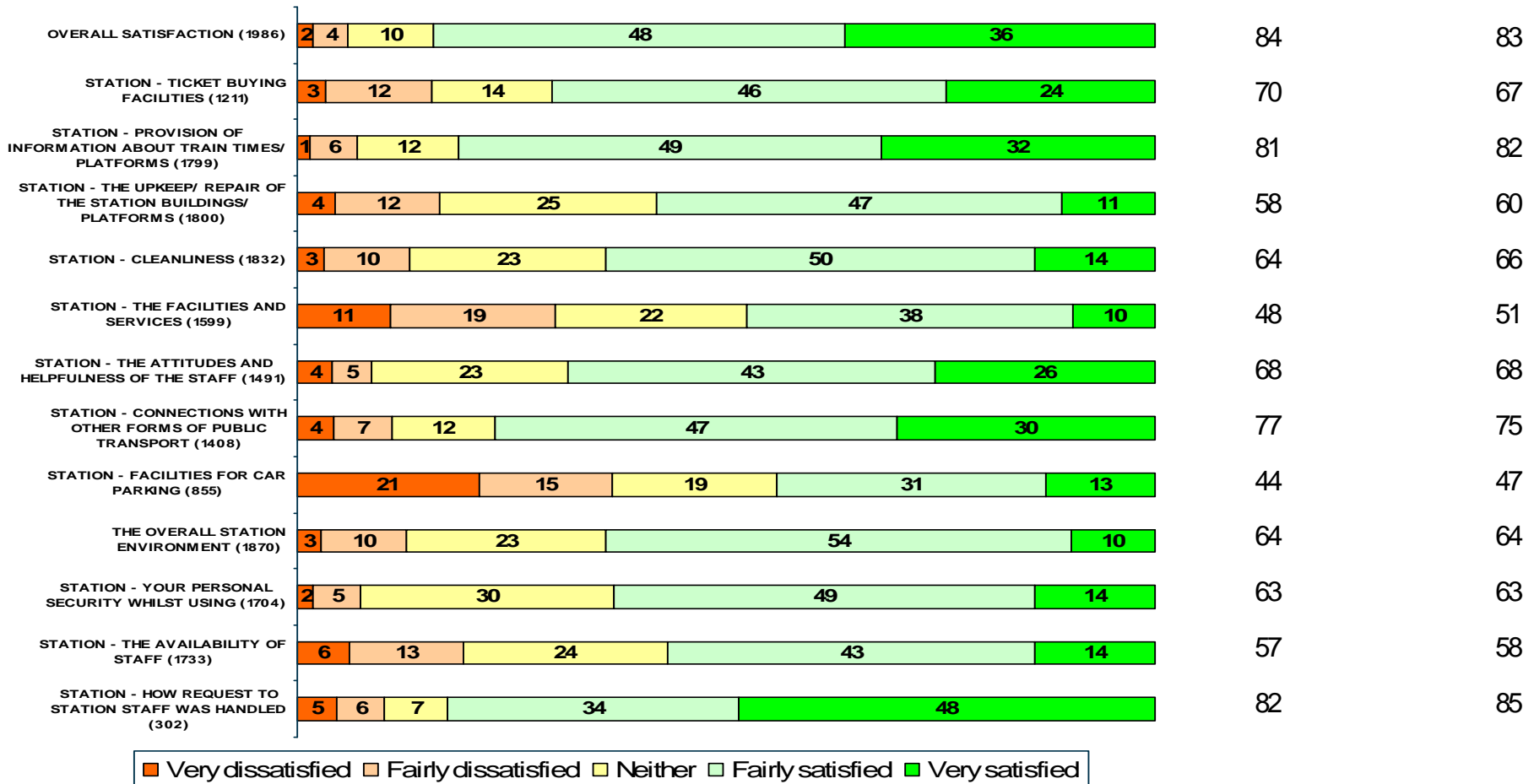
SOUTH WEST TRAINS

Overall Satisfaction and Station Factors

% satisfied/good

Spring 2009

Spring 2008

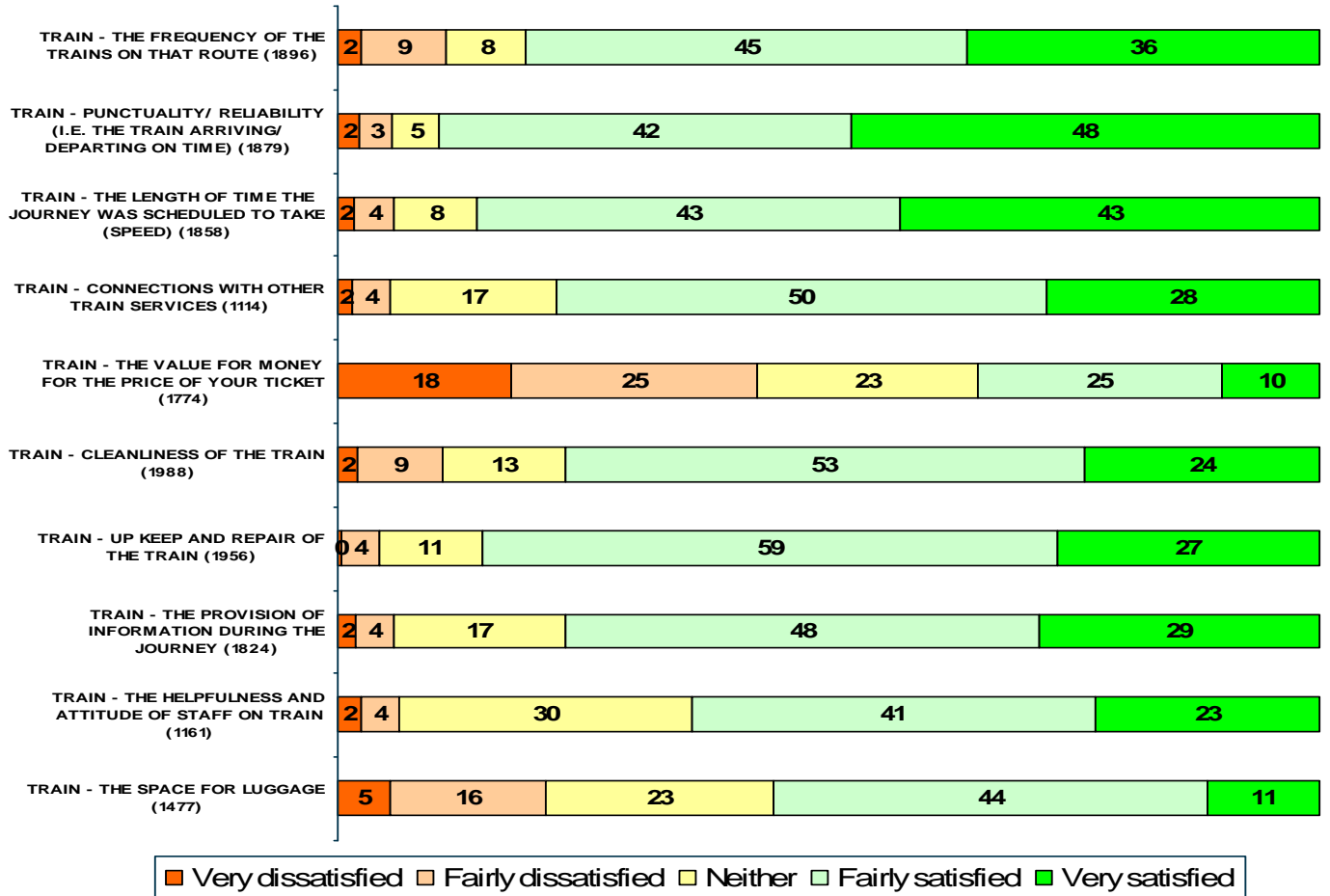


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

**SOUTH WEST TRAINS**

**Train Factors (I)**

% satisfied/good  
**Spring 2009**      **Spring 2008**

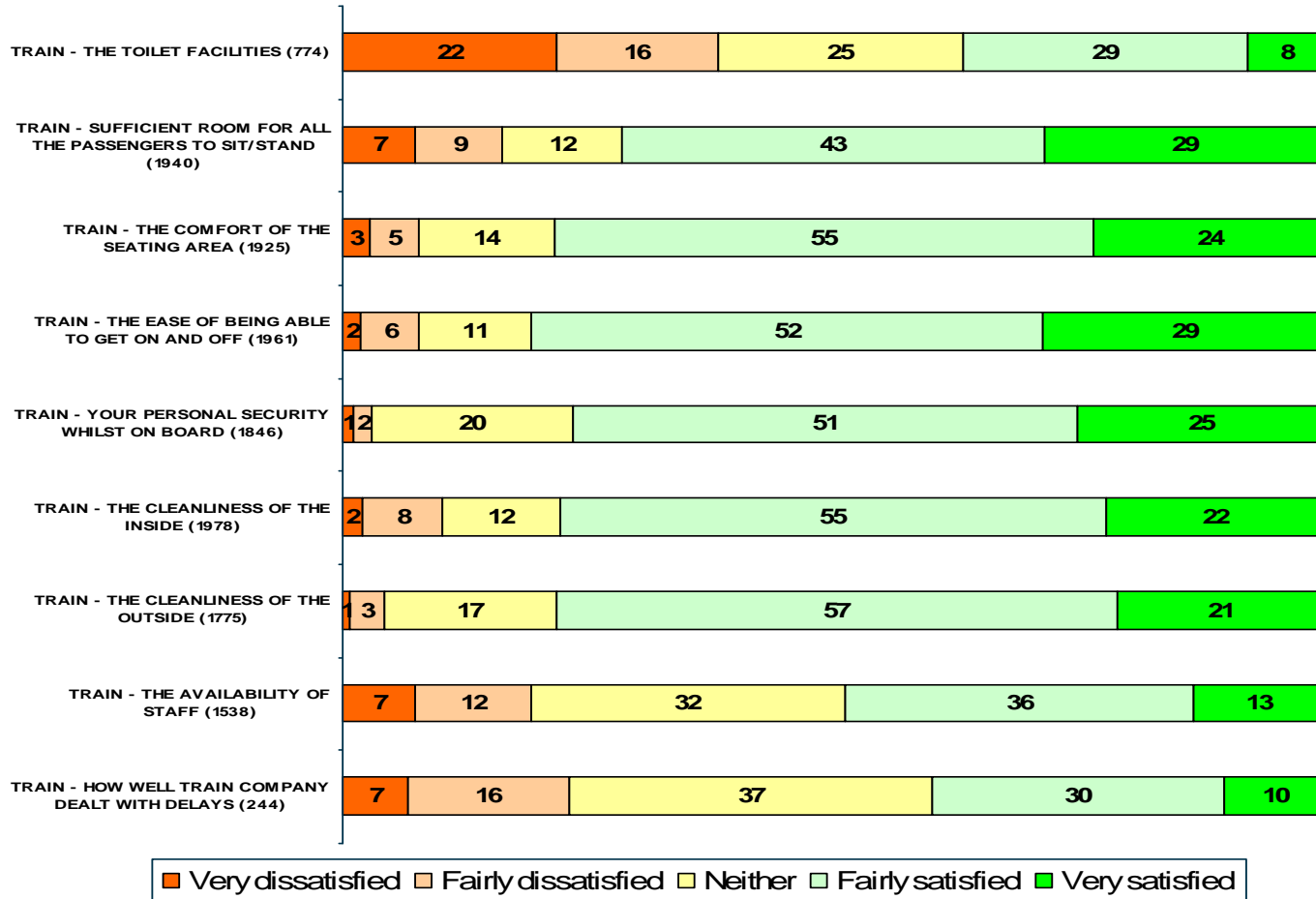


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

**SOUTH WEST TRAINS**

**Train Factors (II)**

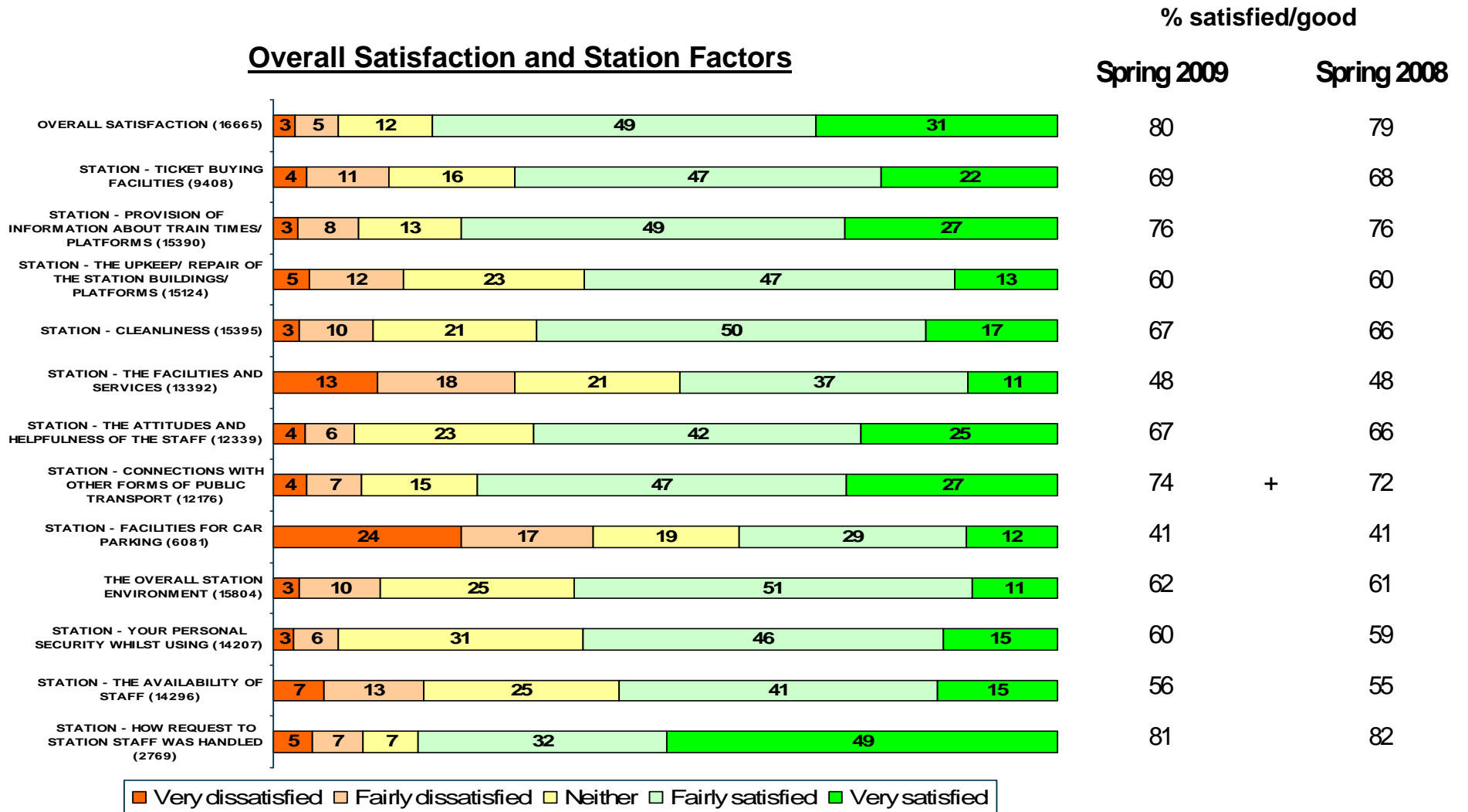
**% satisfied/good**  
**Spring 2009**      **Spring 2008**



+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Overall Satisfaction and Station Factors

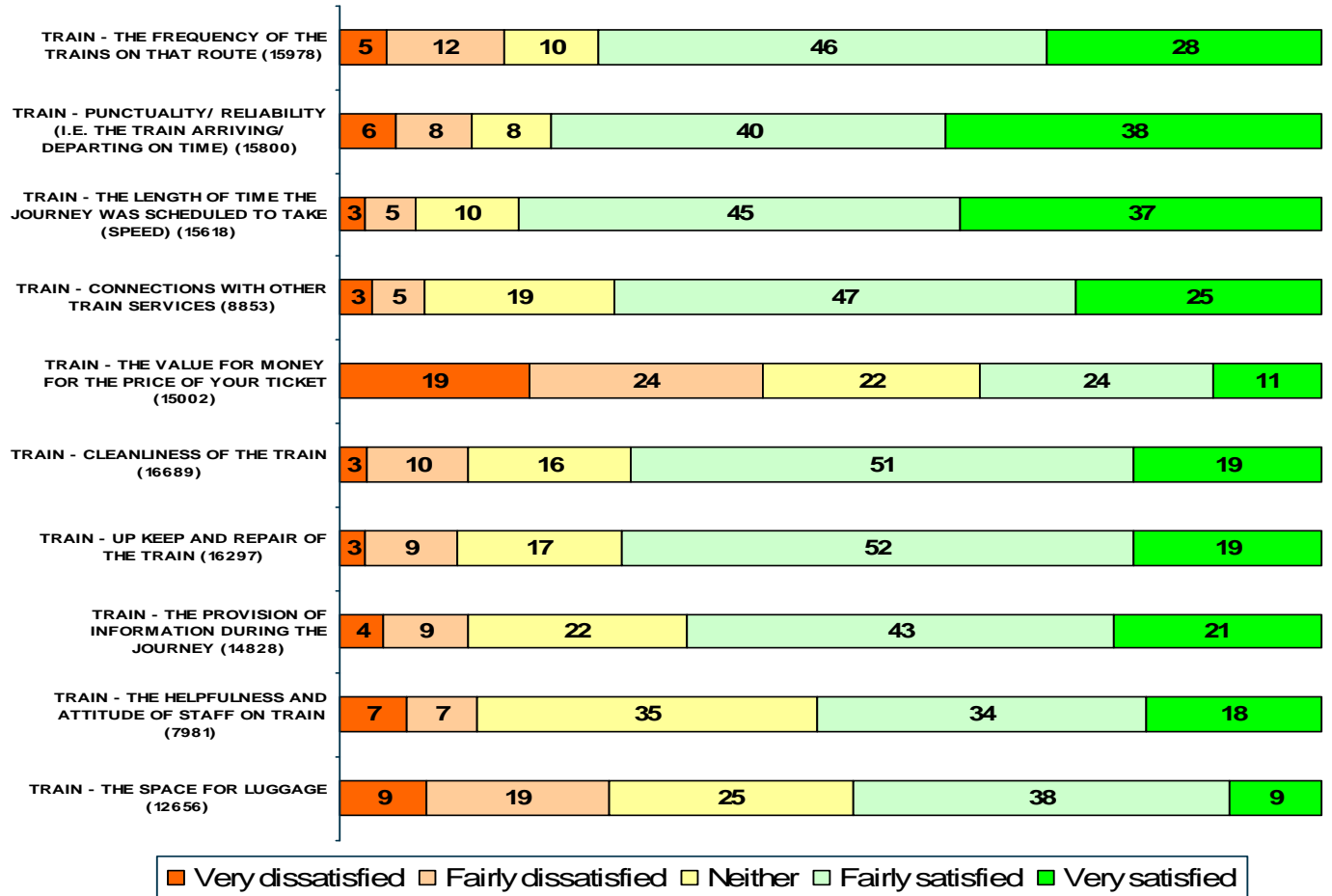


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (I)

% satisfied/good  
 Spring 2009      Spring 2008

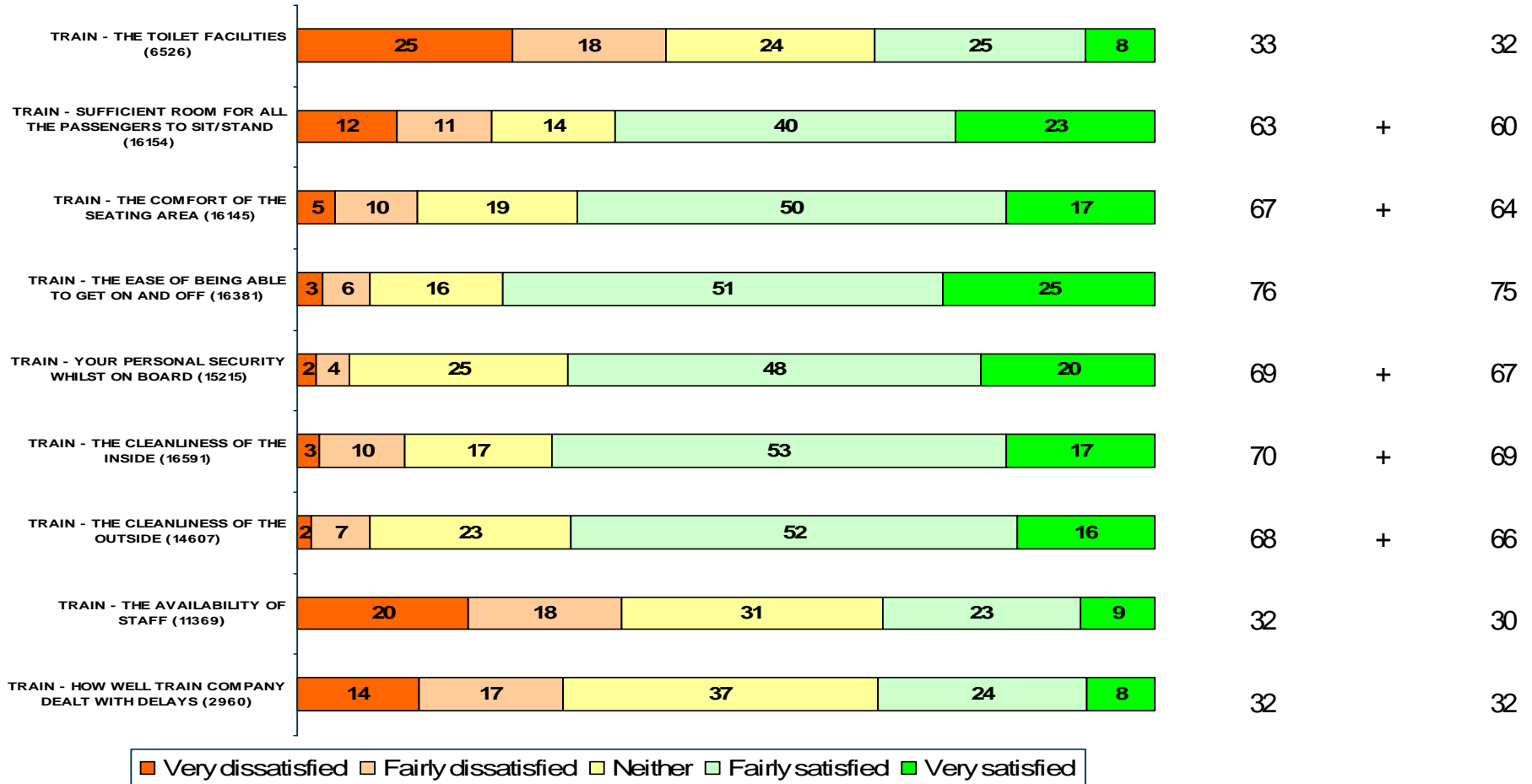


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

LONDON AND SOUTH EAST

Train Factors (II)

% satisfied/good  
 Spring 2009      Spring 2008

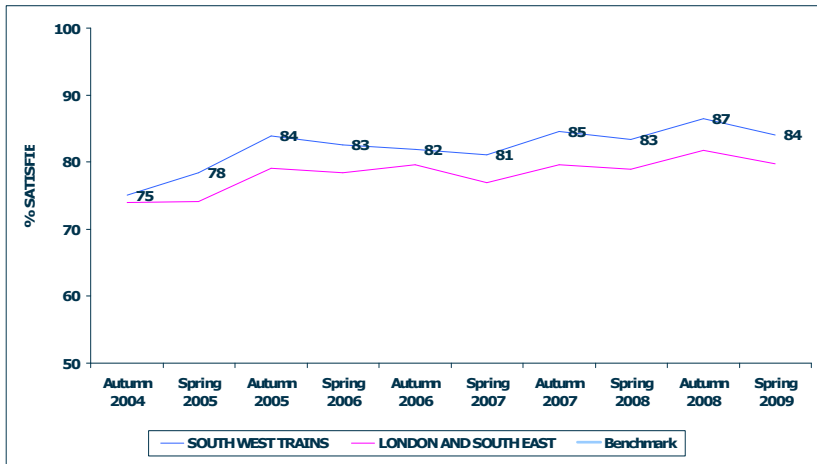


+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

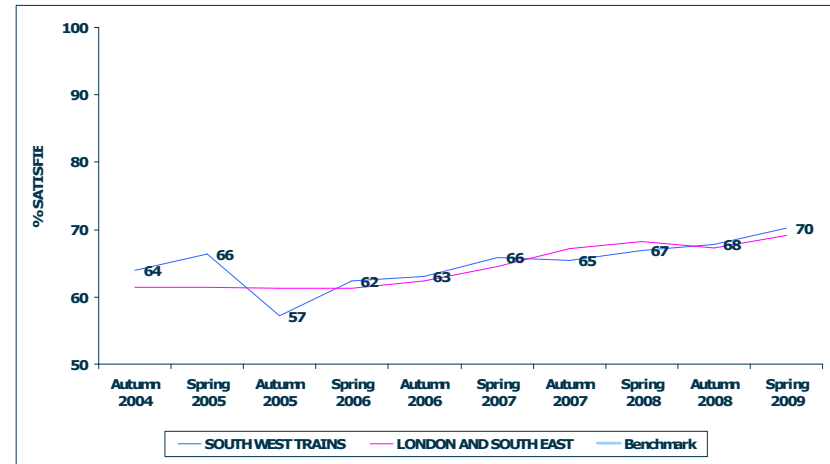


**SOUTH WEST TRAINS**

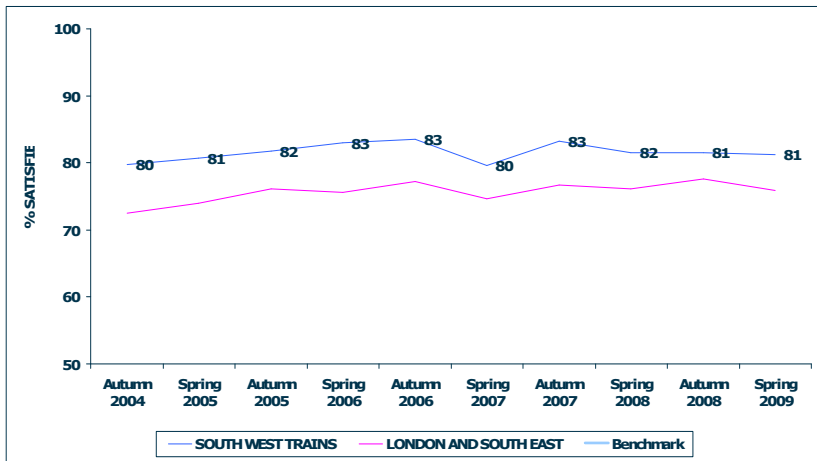
**OVERALL SATISFACTION (1986)**



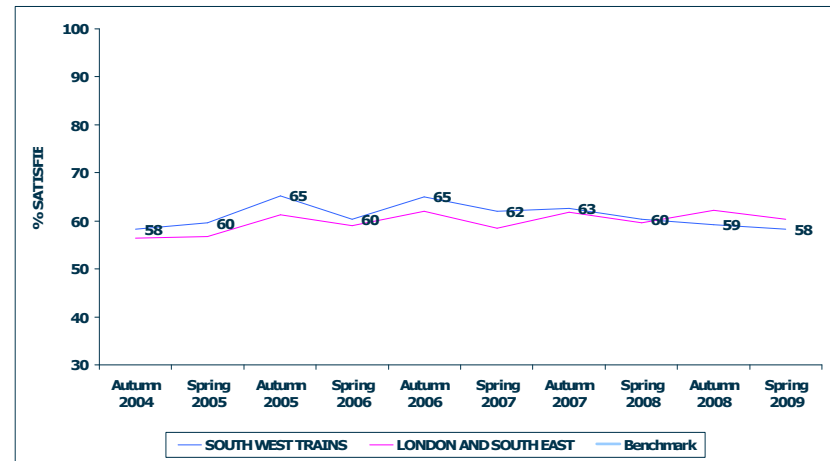
**STATION – TICKET BUYING FACILITIES (1211)**



**STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (1799)**



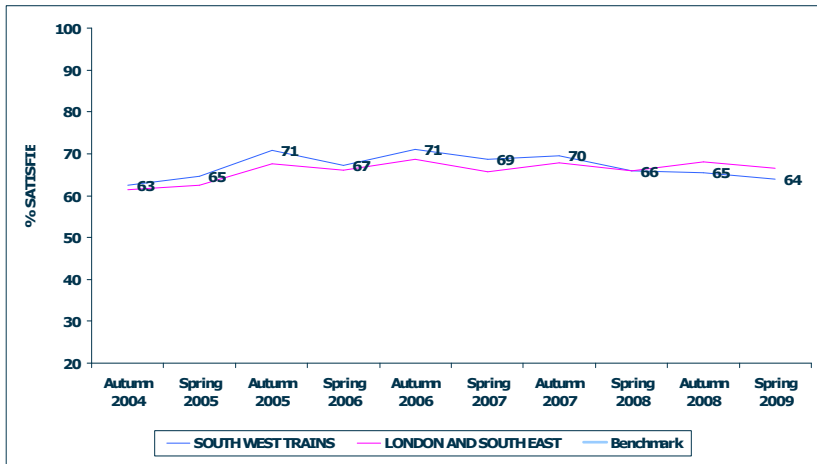
**STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (1800)**



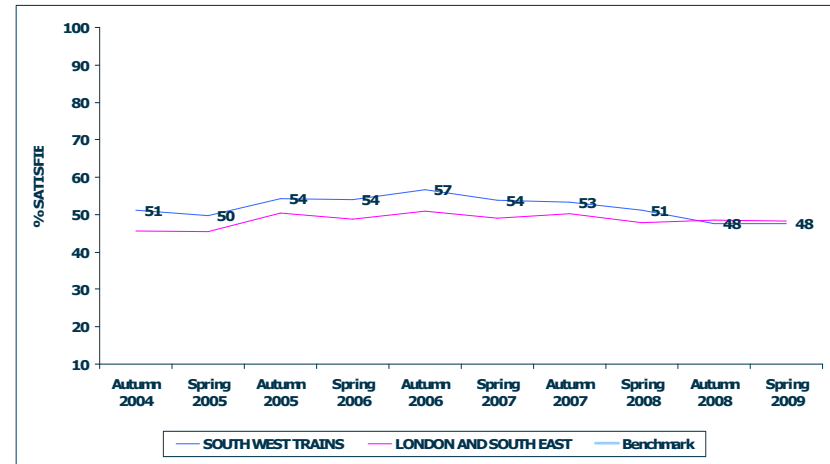
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

**SOUTH WEST TRAINS**

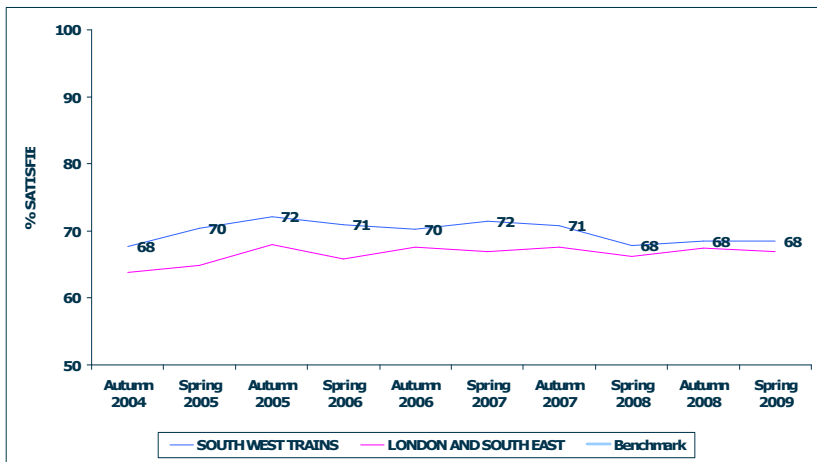
**STATION - CLEANLINESS (1832)**



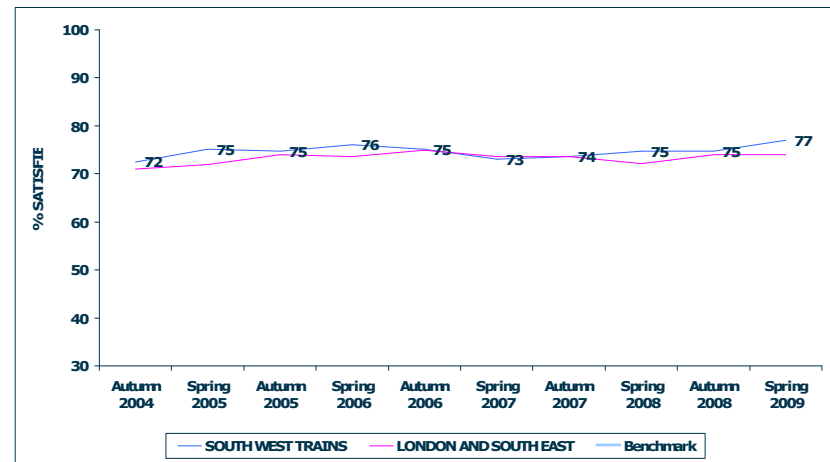
**STATION – THE FACILITIES AND SERVICES (1599)**



**STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (1491)**



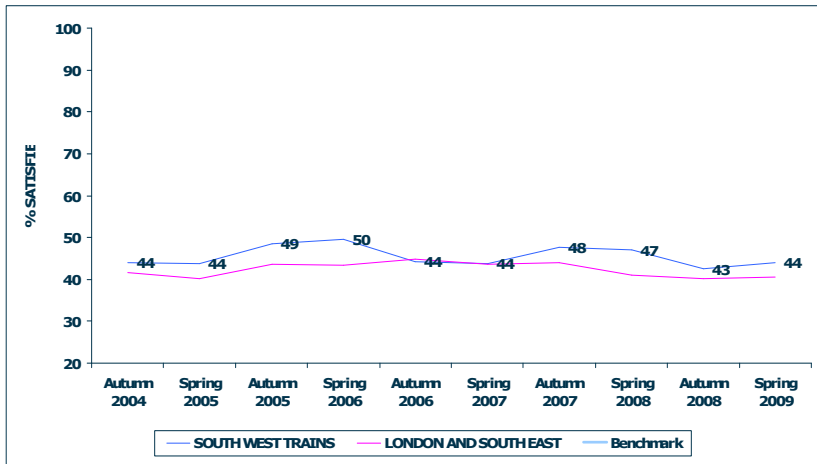
**STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (1408)**



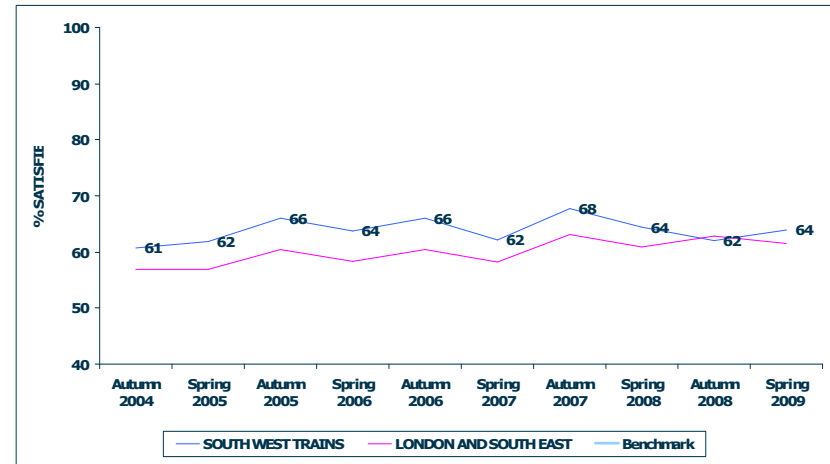
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**SOUTH WEST TRAINS**

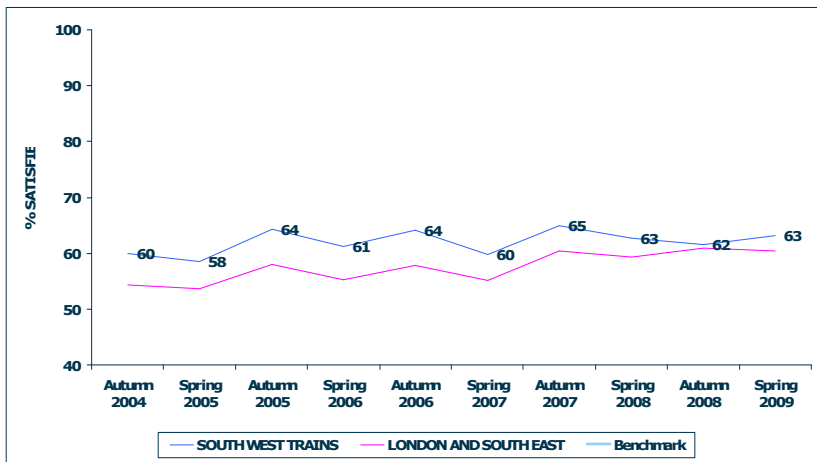
**STATION – FACILITIES FOR CAR PARKING (855)**



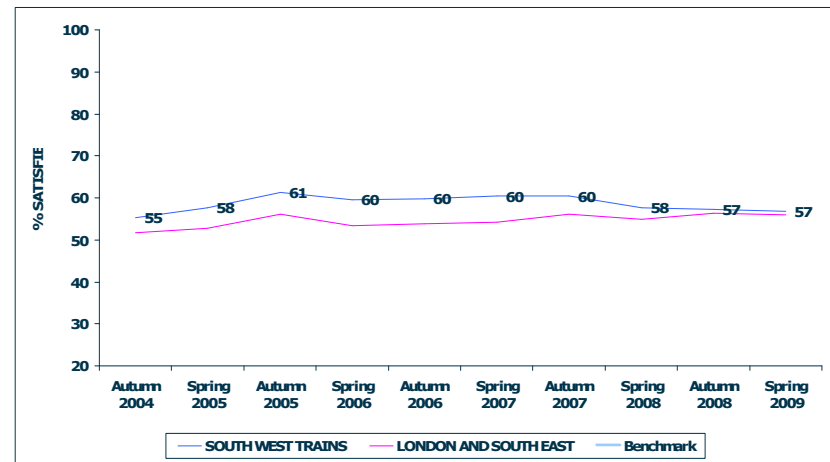
**STATION – OVERALL ENVIRONMENT (1870)**



**STATION – YOUR PERSONAL SECURITY WHILST USING (1704)**



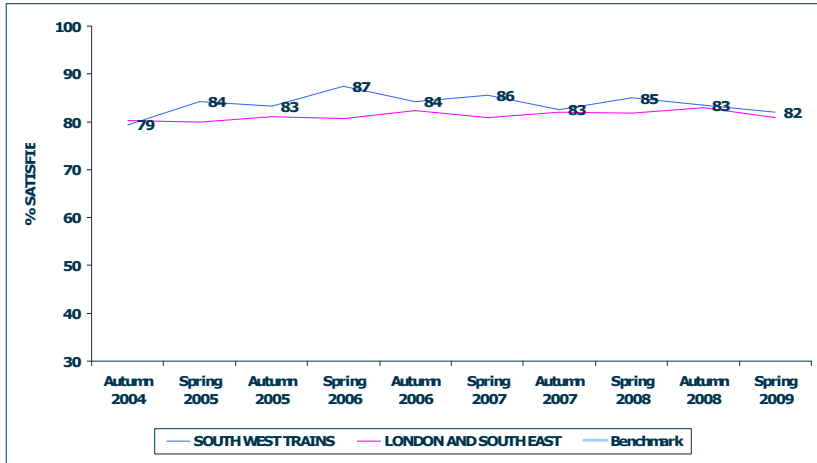
**STATION – THE AVAILABILITY OF STAFF (1733)**



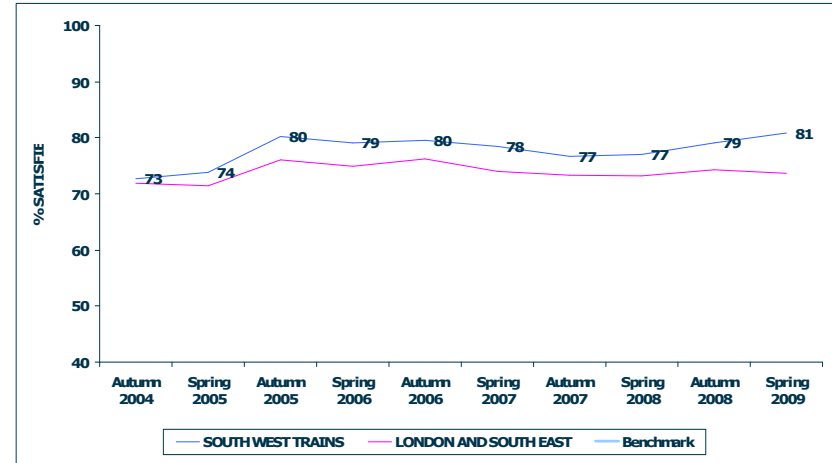
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**SOUTH WEST TRAINS**

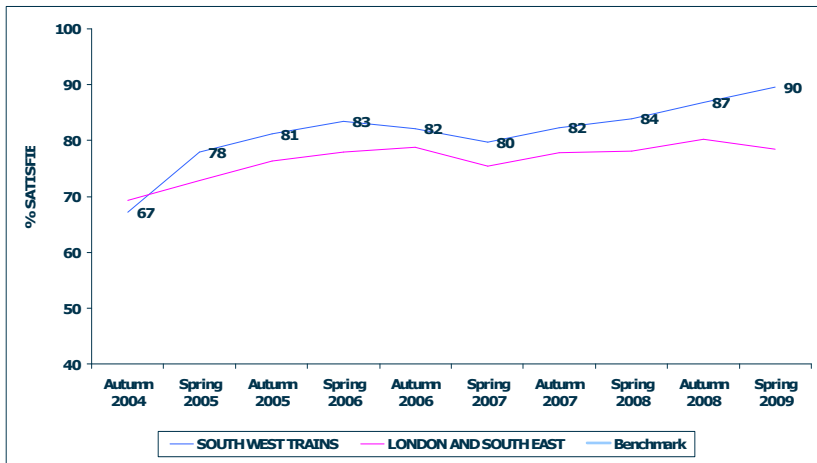
**STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (302)**



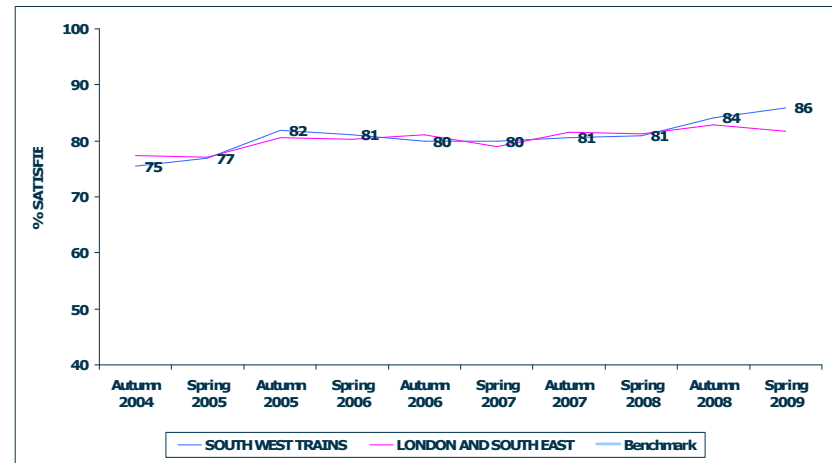
**TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (1896)**



**TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (1879)**



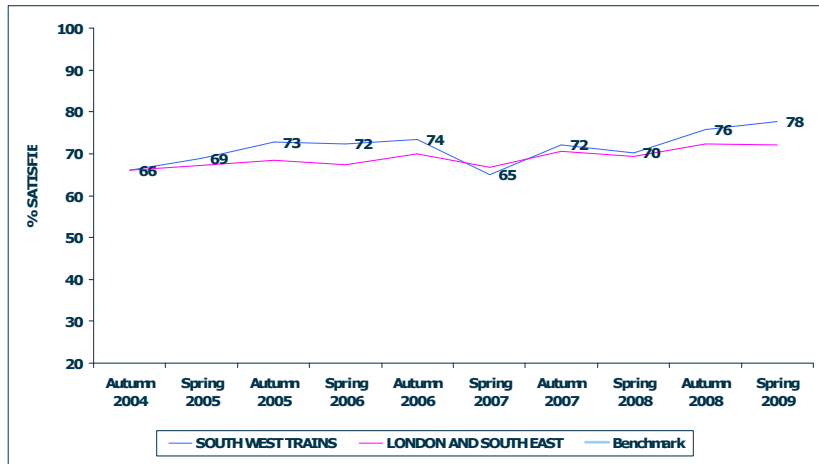
**TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (1858)**



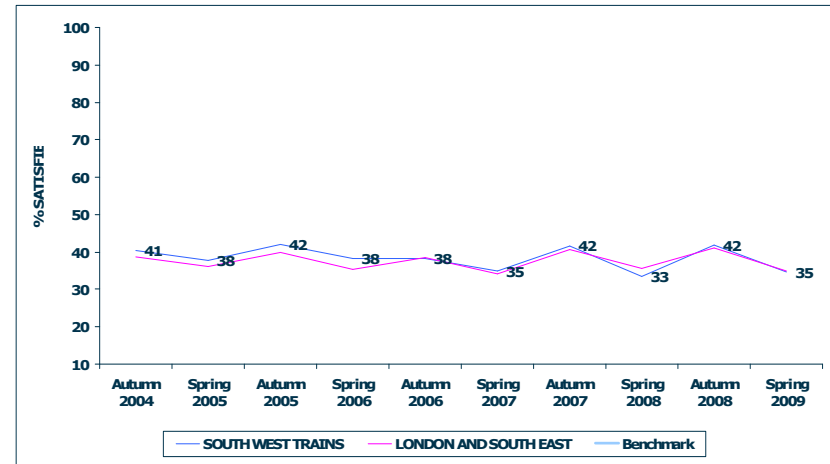
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

**SOUTH WEST TRAINS**

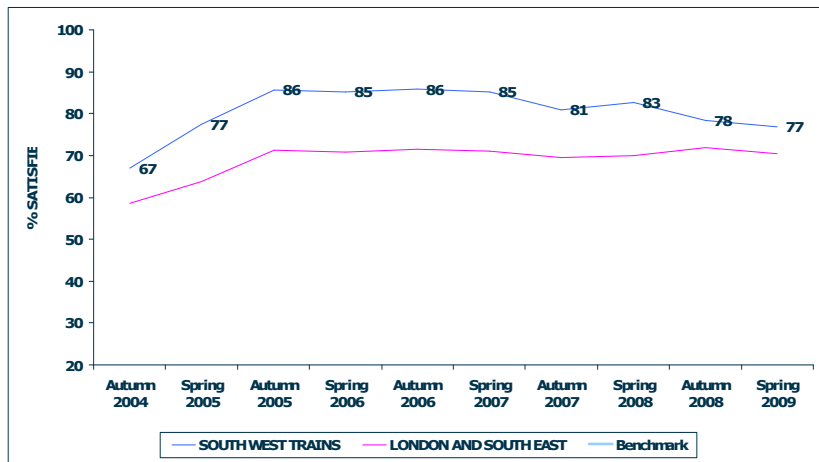
**TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (1114)**



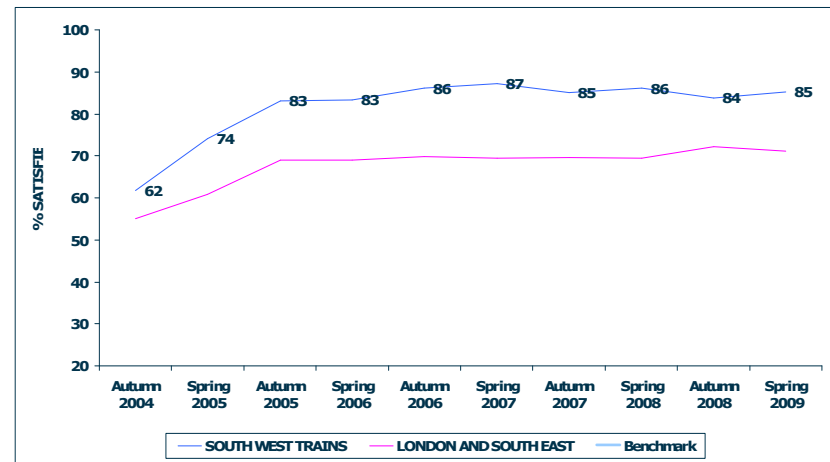
**TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (1774)**



**TRAIN – CLEANLINESS OF THE TRAIN (1988)**



**TRAIN – UP KEEP AND REPAIR OF THE TRAIN (1956)**

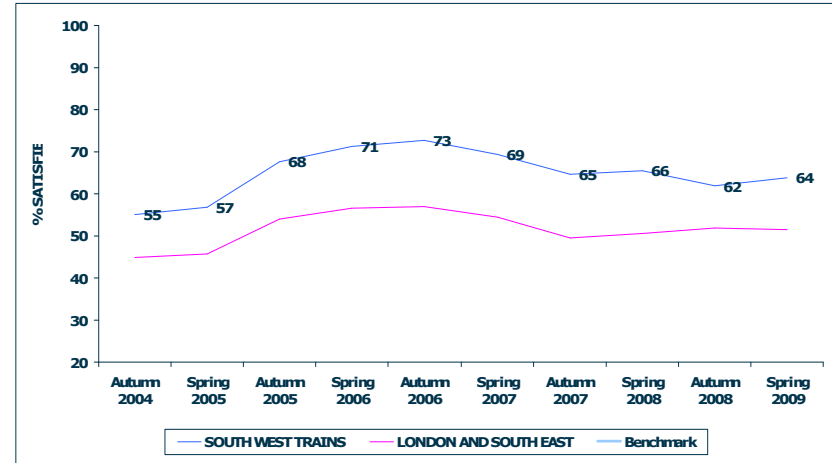


**SOUTH WEST TRAINS**

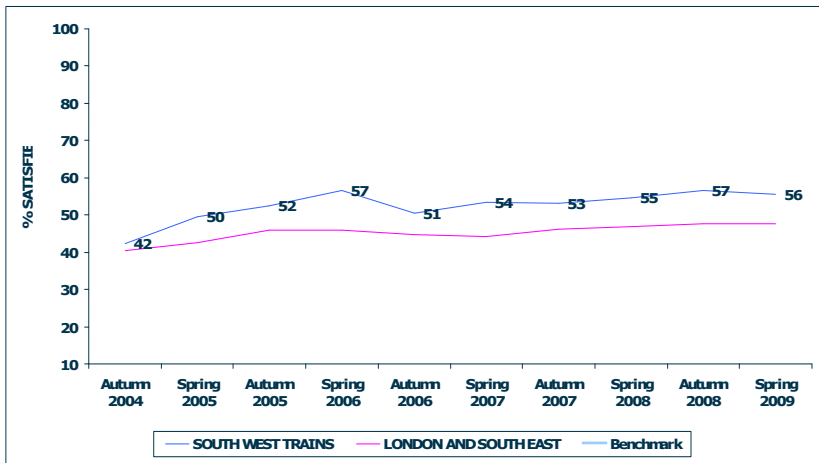
**TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (1824)**



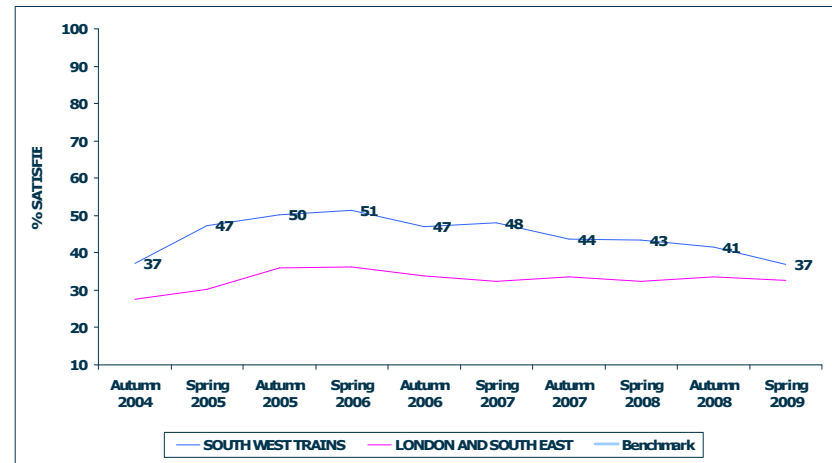
**TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (1161)**



**TRAIN – THE SPACE FOR LUGGAGE (1477)**



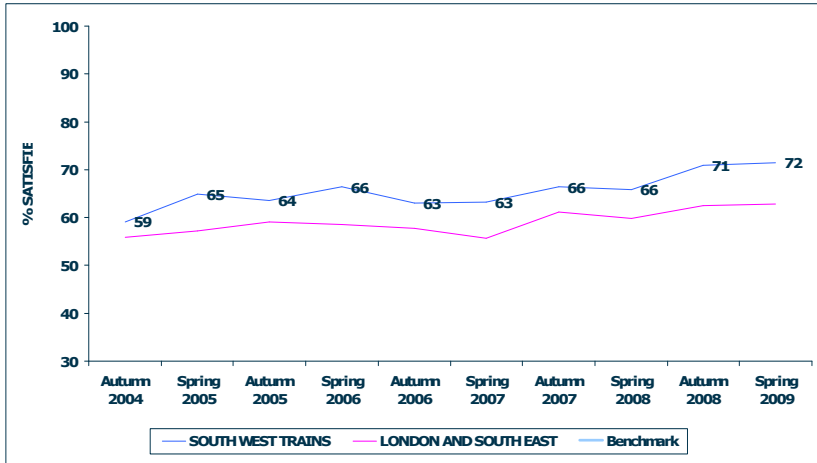
**TRAIN – THE TOILET FACILITIES (774)**



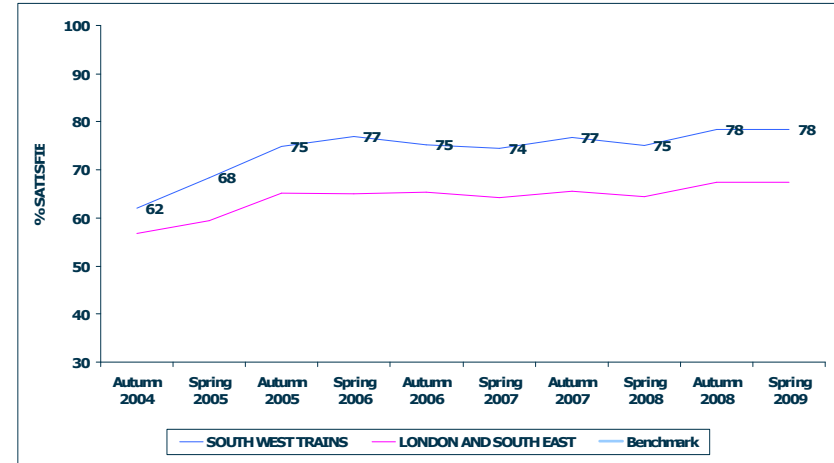
N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS

**SOUTH WEST TRAINS**

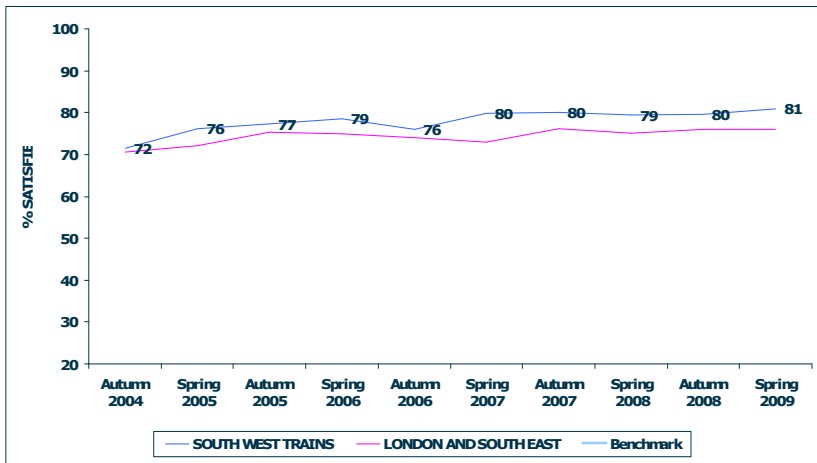
**TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (1940)**



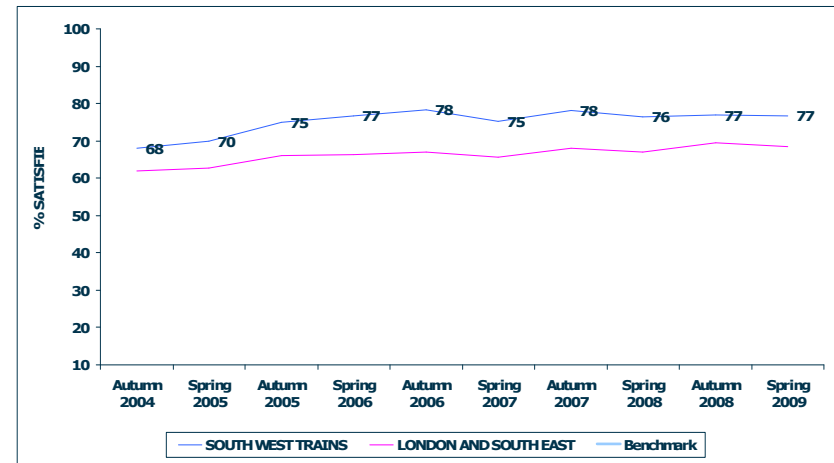
**TRAIN – THE COMFORT OF THE SEATING AREA (1925)**



**TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (1961)**



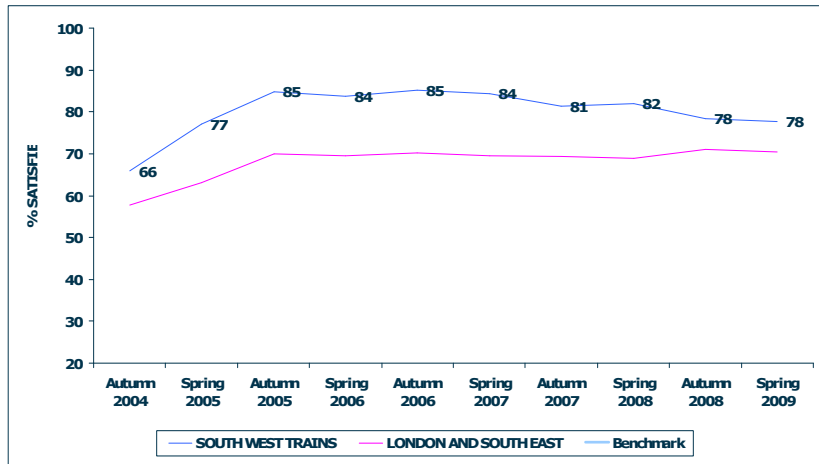
**TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (1846)**



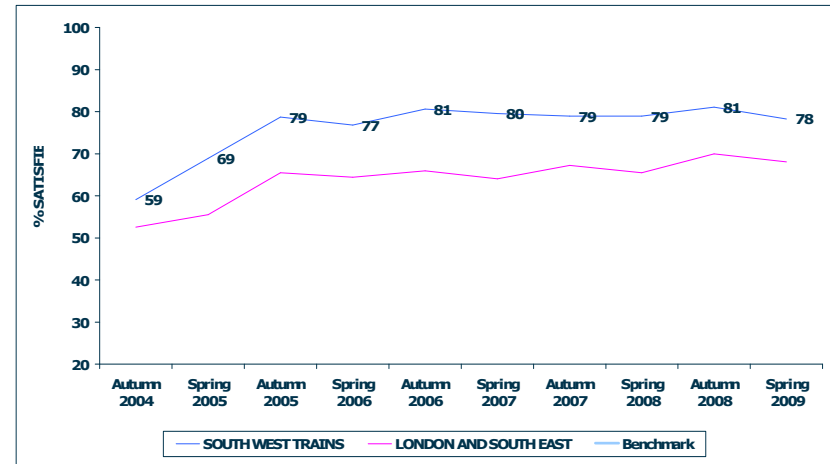
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**SOUTH WEST TRAINS**

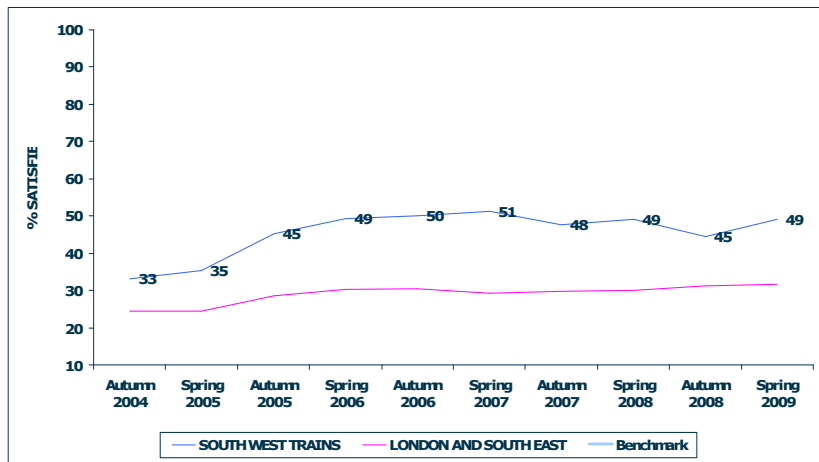
**TRAIN – THE CLEANLINESS OF THE INSIDE (1978)**



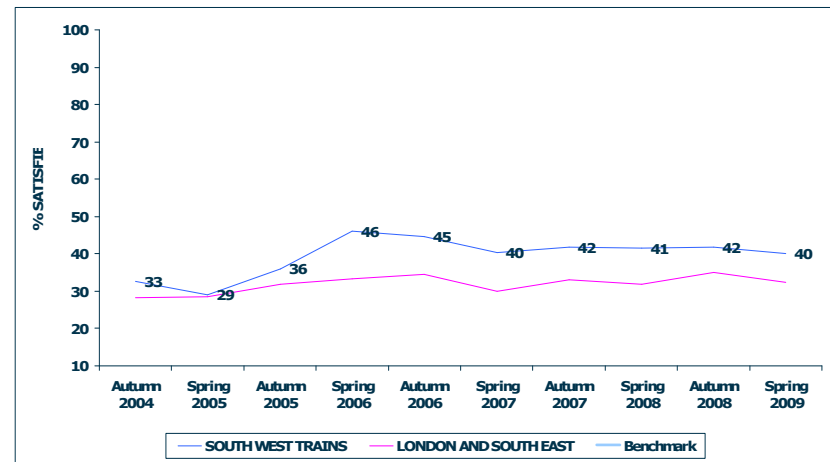
**TRAIN – THE CLEANLINESS OF THE OUTSIDE (1775)**



**TRAIN – THE AVAILABILITY OF STAFF (1538)**



**TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (244)**



N.B. BENCHMARKS AND TARGETS ARE ONLY SHOWN FOR APPLICABLE FACTORS



# NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

## South West Trains

	PEAK				OFFPEAK			
	% satisfied/good				% satisfied/good			
	Spring 2009		Spring 2008		Spring 2009		Spring 2008	
OVERALL SATISFACTION	74		77		86		85	
STATION - TICKET BUYING FACILITIES	61		59		73		69	
STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	83		82		81		82	
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	54		59		59		61	
STATION - CLEANLINESS	63		62		64		67	
STATION - FACILITIES AND SERVICES	39	-	50		50		51	
STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF	70		64		68		69	
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT	76		73		77		75	
STATION - FACILITIES FOR CAR PARKING	48		40		43		49	
STATION - THE OVERALL ENVIRONMENT	61		62		65		65	
STATION - YOUR PERSONAL SECURITY WHILST USING	63		58		63		64	
STATION - THE AVAILABILITY OF STAFF AT THE STATION	56		53		57		59	
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED	79		89		82		85	
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE	79		78		81	+	77	
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)	84		83		91	+	84	
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	80		75		87	+	82	
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES	77		70		78	+	70	
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	21		20		38		37	
TRAIN - CLEANLINESS OF THE TRAIN	76	-	84		77	-	82	
TRAIN - UP KEEP AND REPAIR OF THE TRAIN	84		85		86		87	
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY	70		72		78		76	
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	59		69		65		65	
TRAIN - THE SPACE FOR LUGGAGE	50		47		57		57	
TRAIN - THE TOILET FACILITIES	32		35		38	-	45	
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	43		40		78	+	73	
TRAIN - THE COMFORT OF THE SEATING AREA	63		56		82		80	
TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF	73		75		83		81	
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD	75		76		77		77	
TRAIN - THE CLEANLINESS OF THE INSIDE	76	-	84		78	-	82	
TRAIN - THE CLEANLINESS OF THE OUTSIDE	75		78		79		79	
TRAIN - THE AVAILABILITY OF STAFF	44		49		50		49	
TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS	42		31		39		44	

# NATIONAL PASSENGER SURVEY - WAVE 20 – Spring 2009

## London and South East

	PEAK				OFFPEAK			
	% satisfied/good				% satisfied/good			
	Spring 2009		Spring 2008		Spring 2009		Spring 2008	
OVERALL SATISFACTION	71		71		82		81	
STATION - TICKET BUYING FACILITIES	63		63		71		70	
STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	74		74		76		77	
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	57		57		61		60	
STATION - CLEANLINESS	64		64		67		66	
STATION - FACILITIES AND SERVICES	45		45		49		49	
STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF	64		61		68		68	
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT	74	+	69		74		73	
STATION - FACILITIES FOR CAR PARKING	33		37		43		43	
STATION - THE OVERALL ENVIRONMENT	59		59		62		62	
STATION - YOUR PERSONAL SECURITY WHILST USING	58		57		61		60	
STATION - THE AVAILABILITY OF STAFF AT THE STATION	54	+	51		57		56	
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED	76		77		82		83	
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE	70		71		75		74	
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)	73		74		80		79	
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	74		75		84		83	
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES	68		67		73	+	70	
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	22		22		39		40	
TRAIN - CLEANLINESS OF THE TRAIN	68		70		71		70	
TRAIN - UP KEEP AND REPAIR OF THE TRAIN	67		67		73	+	70	
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY	59		60		66		65	
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	41		44		54		52	
TRAIN - THE SPACE FOR LUGGAGE	38		39		51		49	
TRAIN - THE TOILET FACILITIES	23		23		36		35	
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	36		33		71	+	68	
TRAIN - THE COMFORT OF THE SEATING AREA	52		50		72	+	68	
TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF	65		66		79	+	78	
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD	64		62		70		69	
TRAIN - THE CLEANLINESS OF THE INSIDE	66		68		72	+	69	
TRAIN - THE CLEANLINESS OF THE OUTSIDE	63		64		70	+	66	
TRAIN - THE AVAILABILITY OF STAFF	22		23		35	+	32	
TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS	24		25		36		34	

# METHODOLOGY

Questionnaires are 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 Wave 8, fieldwork took place over 3 weeks.

In Wave 9, 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

The data for number of journeys and profiles by these variables was generated from ORR data (2007).

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.

For more details of NPS methodology, visit [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

Wave 20 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.

Wave 19 fieldwork was undertaken between 1 September 2008 and 2 November 2008. Top up shifts were run between 3 November and 15 November 2008. The total fieldwork period was very similar to the corresponding waves in other years (other than 2007).

As usual, line closures due to planned engineering work required us to reschedule many shifts at stations where no trains were running. Some shifts were aborted if a station only had a replacement bus service.

In 3 areas, shifts were rescheduled because of strike action, or planned strike action.

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

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

Wave 18 fieldwork was undertaken between 19 January and 7 March 2008. Top up shifts were run between 8 March and 17 March 2008. The fieldwork period was shorter, and started earlier than the corresponding wave in 2007 because Easter was unusually early.

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

Planned engineering work required us to reschedule a lot of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service.

Over-running engineering works led to some weekend disruption.

6 Nations Rugby matches caused a couple of alterations to the initial schedule.

Two shifts had to be aborted because the police had closed the station.

"Passenger action" disrupted train services to such an extent that 3 shifts (Paddington and Heathrow) had to be aborted and rescheduled.

Wave 17 fieldwork was undertaken between 1 September and 9 November 2007. Top up shifts were run between 10 November and 1 December 2007. The fieldwork period was extended compared to the corresponding wave in 2006 because of the need to achieve targets for individual TOCs.

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

Planned engineering work required us to reschedule a handful of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station. Some shifts were aborted if a station only had a replacement bus service. One shift was aborted because police had closed the station after an incident.

One shift at Cardiff was re-scheduled because an international rugby match was likely to lead to overcrowding at the station.

SOUTH WEST TRAINS

WEIGHTED SAMPLE PROFILE

	Spring 2009	Spring 2008		Spring 2009	Spring 2008
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	44	48	None	86	84
Female	53	50	Minor	11	13
Not stated	2	2	Major	2	2
			Not stated	1	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	11	11	Yes	70	67
26-34	21	20	No	30	33
35-44	23	22			
45-54	20	21	<u>TIME OF TRAVEL</u>		
55-59	8	9	Peak	19	20
60-64	9	8	Off peak	81	80
65+	8	7			
Not stated	1	1	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	8
Commuter	45	45	Yes: Information	8	8
Business	19	19	Couldn't find anyone to ask	2	2
Leisure	36	36	No	79	82
			Not stated	4	1



LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

	Spring 2009 %	Spring 2008 %		Spring 2009 %	Spring 2008 %
<u>SEX</u>			<u>DELAYS</u>		
Male	44	46	None	79	79
Female	53	51	Minor	16	17
Not stated	3	3	Major	3	3
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	11	12	Yes	69	70
26-34	19	19	No	31	30
35-44	22	22			
45-54	21	21	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	23	22
60-64	8	8	Off peak	77	78
65+	8	7			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	8
Commuter	50	50	Yes: Information	9	9
Business	17	17	Couldn't find anyone to ask	3	3
Leisure	33	34	No	77	80
			Not stated	4	1

STATION SAMPLE SIZES FOR SOUTH WEST TRAINS

<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>
LONDON WATERLOO	227	CHRISTCHURCH	24	WANDSWORTH TOWN	10
CLAPHAM JUNCTION	164	RAYNES PARK	24	TOTTON	10
WIMBLEDON	119	SALISBURY	24	WAREHAM	9
WOKING	79	PORTSMOUTH HARBOUR	23	HAVANT	9
GUILDFORD	78	WORCESTER PARK	22	LAKE (ISLE OF WIGHT)	9
VAUXHALL	76	WALTON-ON-THAMES	21	HAMPTON COURT	9
RICHMOND (SURREY)	62	EARLSFIELD	18	RYDE ST JOHNS ROAD	7
BASINGSTOKE	61	RYDE ESPLANADE	17	NORBITON	7
WINCHESTER	51	FELTHAM	16	CREWKERNE	7
SOUTHAMPTON CENTRAL	42	FARNBOROUGH MAIN	16	HINTON ADMIRAL	6
SHANKLIN	40	WEYBRIDGE	15	EXETER CENTRAL	6
EPSOM	39	FAREHAM	15	WOKINGHAM	6
CLAYGATE	34	ALDERSHOT	14	ANDOVER	6
TEDDINGTON	34	PUTNEY	14	CHISWICK	5
WEST BYFLEET	33	CAMBERLEY	14	FRATTON	5
CHESSINGTON NORTH	33	READING	14	ROMSEY	5
BOURNEMOUTH	32	SANDOWN	14	LEATHERHEAD	5
SURBITON	32	BRACKNELL	13	BRADING	5
RYDE PIER HEAD	31	DORCHESTER SOUTH	13	FARNCOMBE	5
STONELEIGH	30	PETERSFIELD	13	BATH SPA	4
GILLINGHAM (DORSET)	27	SUNBURY	13	EASTLEIGH	4
WHITCHURCH (HAMPSHIRE)	27	COSHAM	12	EXETER ST DAVIDS	4
BROCKENHURST	27	ST MARGARETS (MIDDLESEX)	12	TROWBRIDGE	3
TWICKENHAM	27	ASHTED	11	DAWLISH	3
KINGSTON	27	SHERBORNE	11	FLEET	2
HONITON	26	PORTSMOUTH AND SOUTHSEA	10	DAWLISH WARREN	1

**SAMPLE COMPOSITION AND WEIGHTING**

**WEIGHTED DATA**

	<b>ANNUAL</b>									
	<b>JOURNEYS</b>	<b>JOURNEY PURPOSE</b>			<b>DAY OF WEEK</b>		<b>STATION SIZE</b>			
<b>TOC</b>	<b>(thousands)</b>	<b>COMMUTE</b>	<b>BUSINESS</b>	<b>LEISURE</b>	<b>WEEKDAY</b>	<b>WEEKEND</b>	<b>VERY LARGE</b>	<b>LARGE</b>	<b>MEDIUM</b>	<b>SMALL</b>
Sample size	25905	44	14	42	86	14	29	24	25	23
Number of journeys per annum (000's)	1230671	43	16	40	85	15	27	22	25	26
CHILTERN RAILWAYS	18988	35	21	44	80	20	41	6	25	28
SOUTHERN	139900	49	16	35	89	11	20	29	26	26
SOUTHEASTERN	154100	59	14	27	90	10	23	26	25	25
NATIONAL EXPRESS EAST COAST	17985	13	27	60	76	24	31	18	26	25
FIRST GREAT WESTERN	76236	30	20	50	77	23	28	21	25	26
C2C	29900	66	4	30	93	7	28	20	26	27
MERSEYRAIL	36224	37	8	55	80	20	22	24	28	26
FIRST SCOTRAIL	81344	28	10	62	78	22	19	31	25	25
SOUTH WEST TRAINS	186943	45	19	36	85	15	37	14	25	23
VIRGIN TRAINS	27804	10	24	66	75	25	29	18	26	27
ARRIVA TRAINS WALES	21494	28	8	64	81	19	27	21	26	26
FIRST TRANSPENNINE EXPRESS	18468	31	14	55	80	20	19	28	27	26
NATIONAL EXPRESS EAST ANGLIA	108048	60	17	23	89	11	33	16	24	27
NORTHERN RAIL	81277	38	9	53	83	17	21	28	25	25
FIRST CAPITAL CONNECT	100013	45	26	29	89	11	24	23	25	29
EAST MIDLANDS TRAINS	24683	23	28	49	82	18	28	18	27	27
LONDON MIDLAND	48900	45	14	41	85	15	36	13	24	27
LONDON OVERGROUND	29564	62	4	34	85	15	15	33	25	27
CROSSCOUNTRY	28800	2	25	73	78	22	23	27	24	26

**SAMPLE COMPOSITION AND WEIGHTING**

UNWEIGHTED DATA

TOC	SAMPLE	JOURNEY PURPOSE			DAY OF WEEK		STATION SIZE			
	SIZE	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND	VERY LARGE	LARGE	MEDIUM	SMALL
Sample size	25905	44	14	42	86	14	29	24	25	23
Number of journeys per annum (000's)	25905	44	14	42	86	14	29	24	25	23
CHILTERN RAILWAYS	1064	40	12	47	84	16	33	10	28	28
SOUTHERN	2310	45	15	40	86	14	24	29	19	29
SOUTHEASTERN	1536	54	8	38	83	17	31	26	25	18
NATIONAL EXPRESS EAST COAST	1081	15	28	57	85	15	34	17	34	15
FIRST GREAT WESTERN	2949	36	17	47	82	18	31	19	23	27
C2C	1054	66	6	28	89	11	33	26	21	20
MERSEYRAIL	513	56	4	40	91	9	24	39	22	15
FIRST SCOTRAIL	1034	46	11	43	88	12	12	53	25	10
SOUTH WEST TRAINS	2026	45	11	43	84	16	31	18	27	24
VIRGIN TRAINS	1131	18	32	49	84	16	43	14	19	24
ARRIVA TRAINS WALES	809	44	10	46	86	14	32	29	19	21
FIRST TRANSPENNINE EXPRESS	1084	34	15	51	86	14	26	31	25	17
NATIONAL EXPRESS EAST ANGLIA	2201	48	12	40	87	13	36	13	30	21
NORTHERN RAIL	1155	48	9	43	85	15	18	35	26	21
FIRST CAPITAL CONNECT	1661	56	11	33	90	10	22	21	26	31
EAST MIDLANDS TRAINS	1013	40	18	42	90	10	29	25	26	20
LONDON MIDLAND	1190	54	12	35	92	8	33	16	25	26
LONDON OVERGROUND	1009	63	6	30	90	10	27	21	30	23
CROSSCOUNTRY	1085	26	20	54	82	18	27	34	17	23