



NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

TOC REPORT FOR FIRST CAPITAL CONNECT

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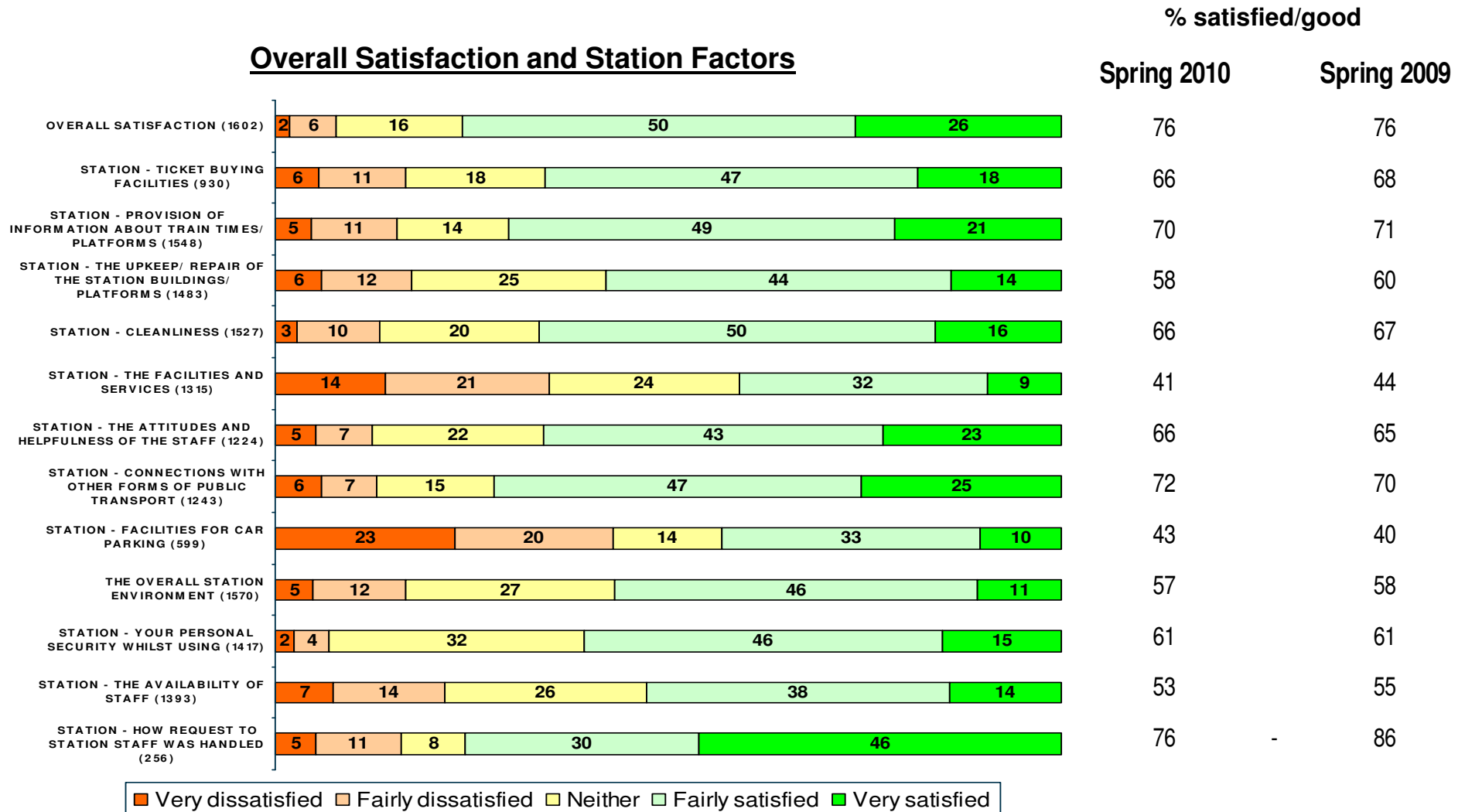
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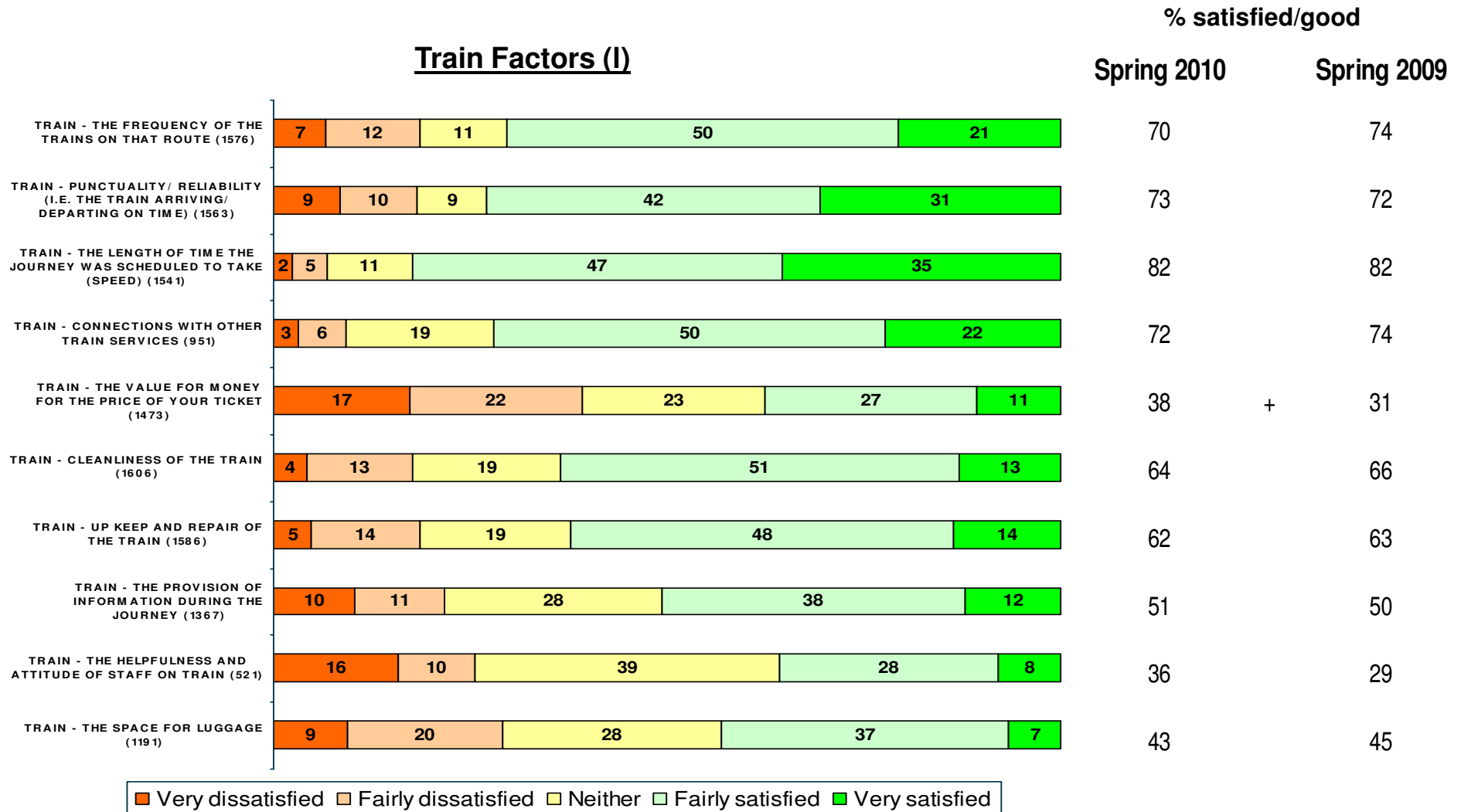
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Overall Satisfaction and Station Factors



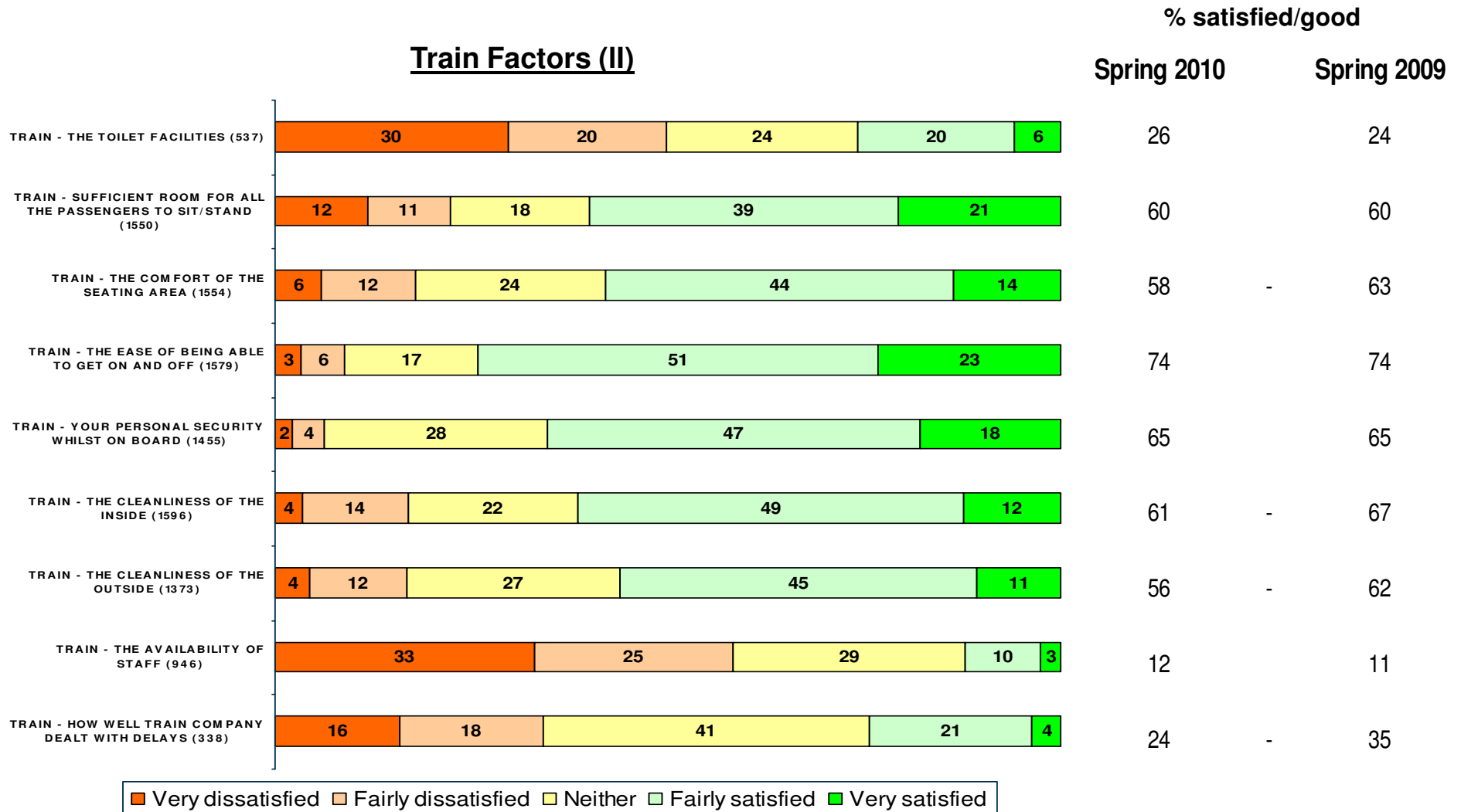
+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

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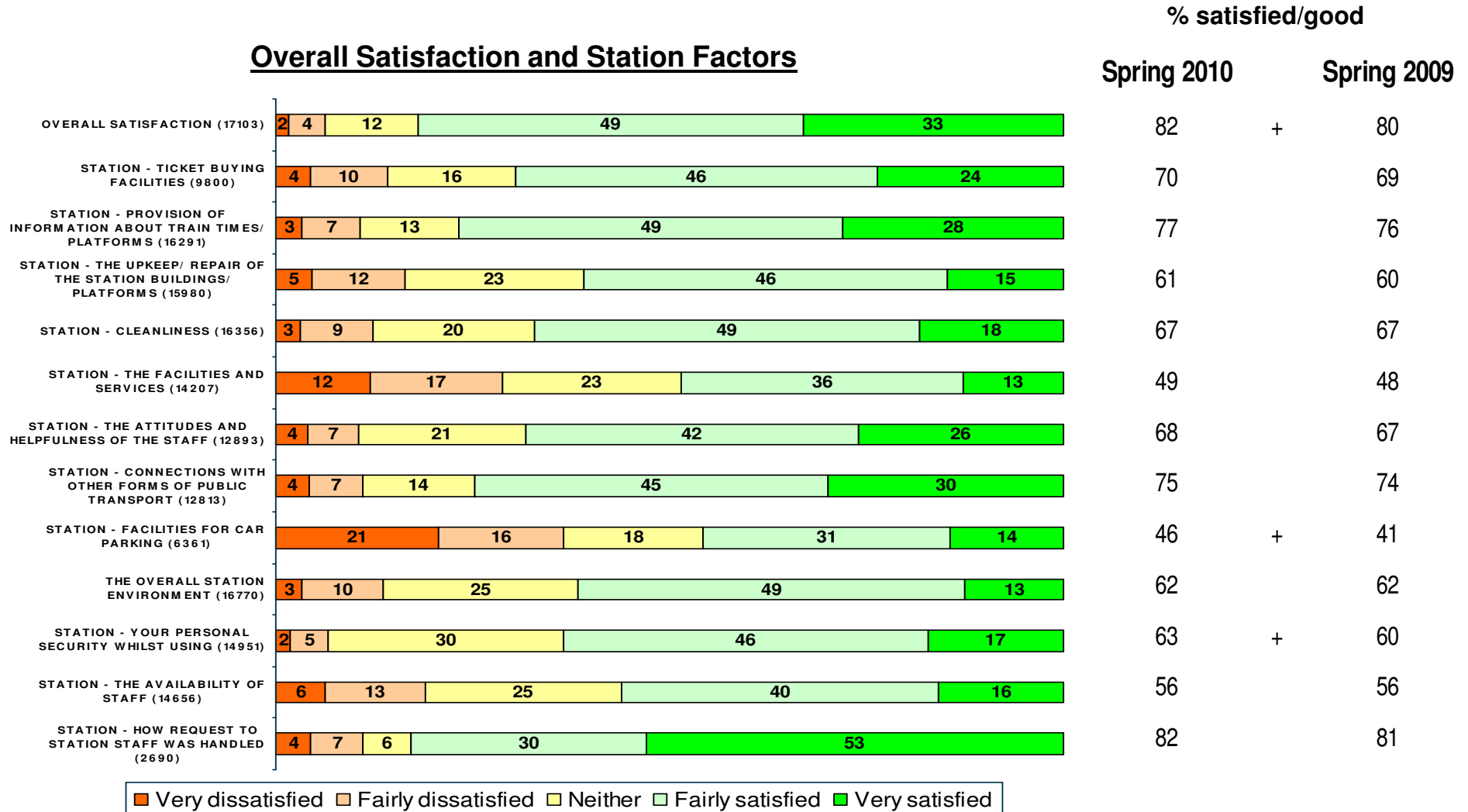
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+ denotes significant increase
 - denotes significant decrease
 at 95% confidence level

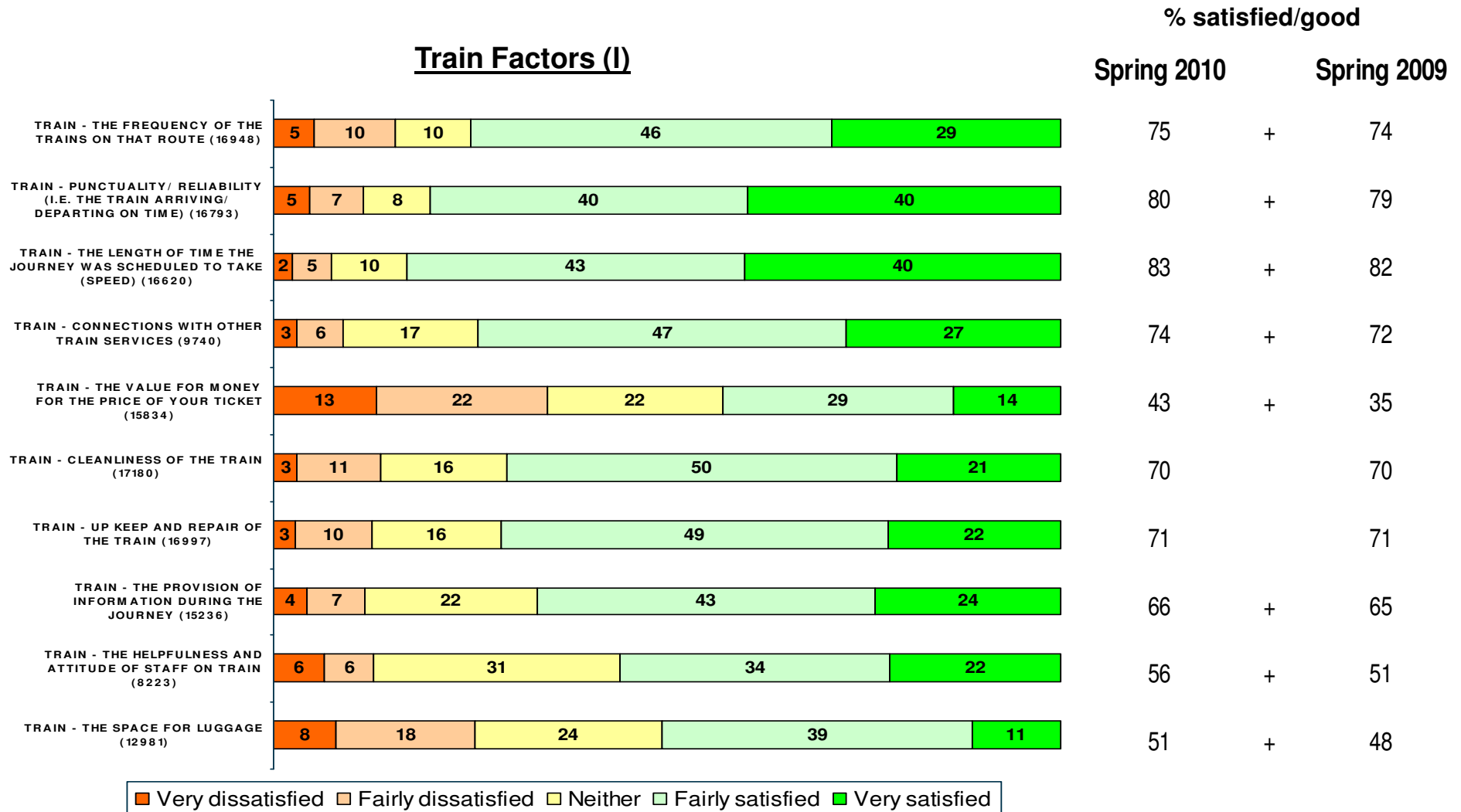
LONDON AND SOUTH EAST

Overall Satisfaction and Station Factors



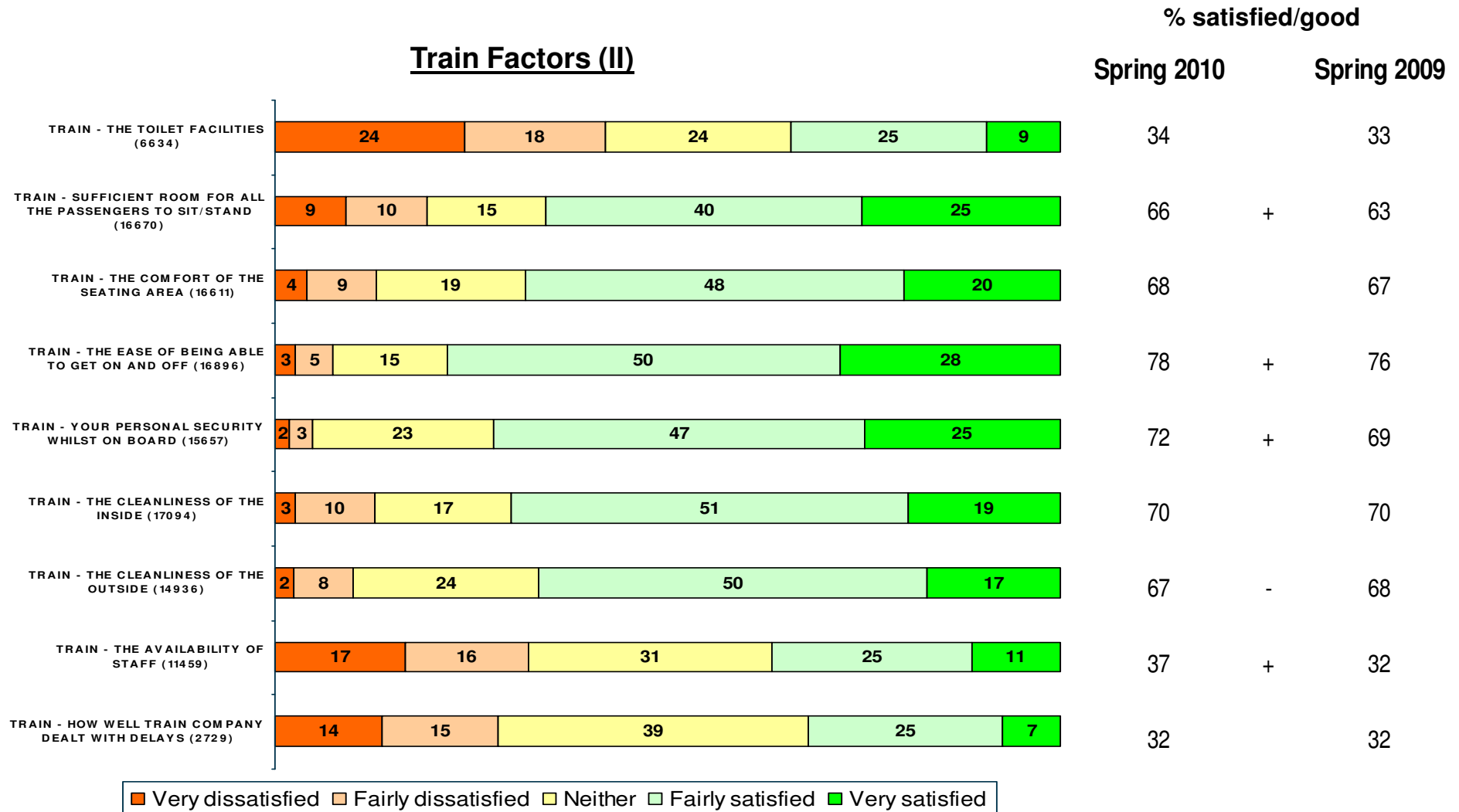
+ denotes significant increase
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 at 95% confidence level

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

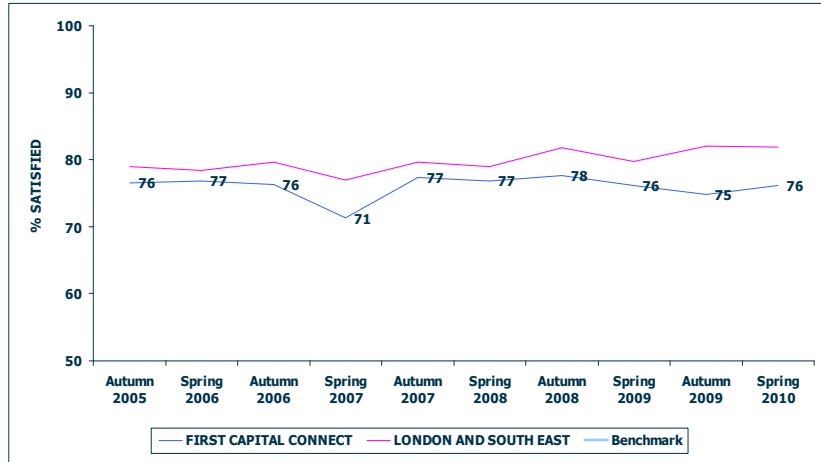
LONDON AND SOUTH EAST



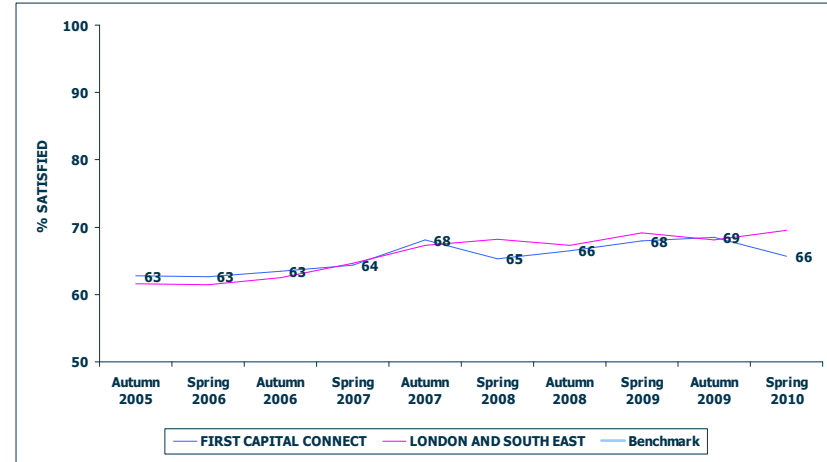
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 - denotes significant decrease
 at 95% confidence level

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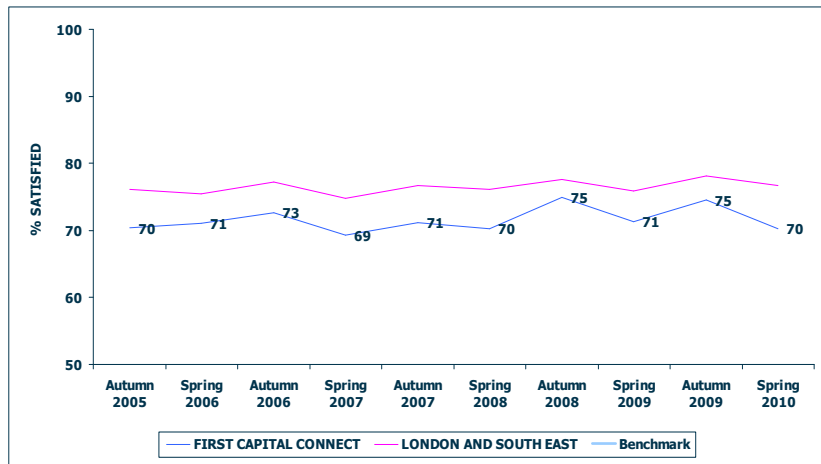
OVERALL SATISFACTION (1602)



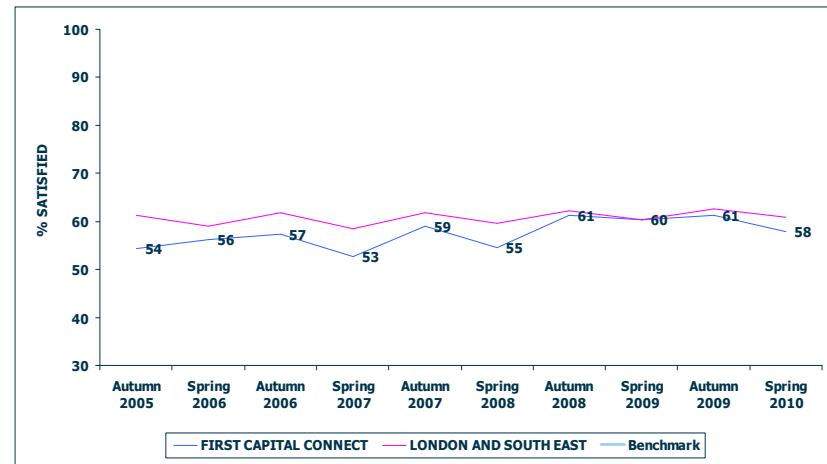
STATION – TICKET BUYING FACILITIES (930)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (1548)

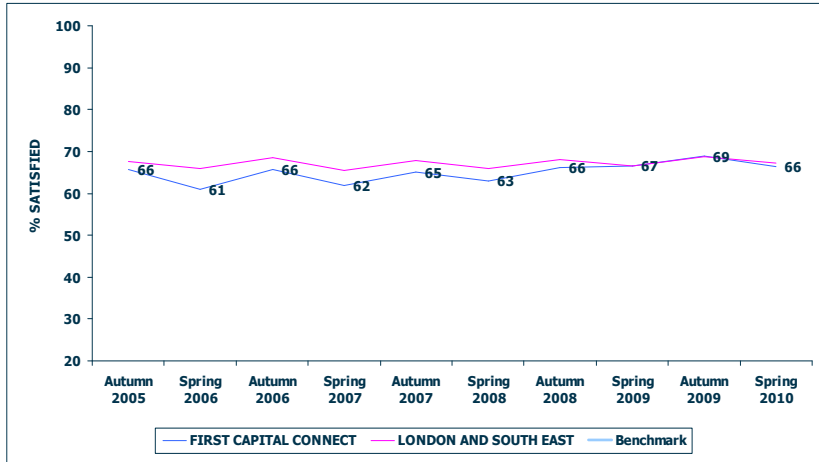


STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (1483)

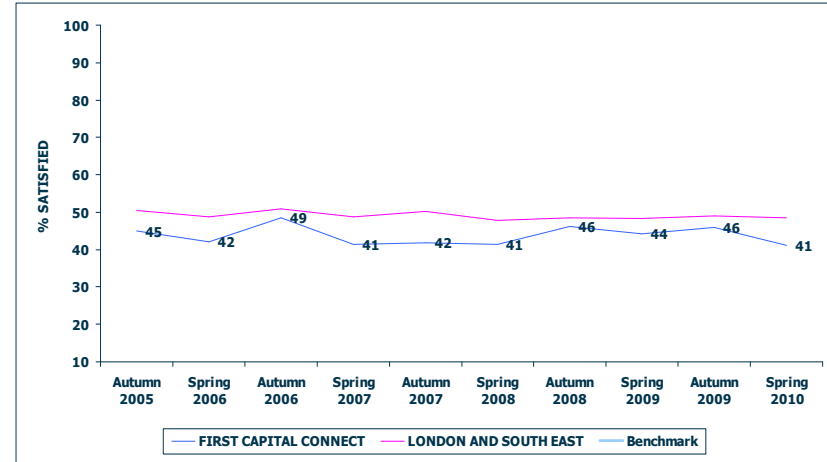


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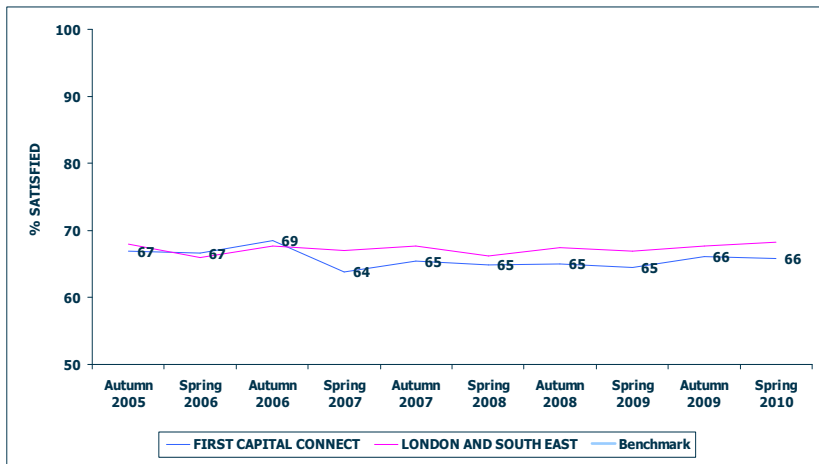
STATION - CLEANLINESS (1527)



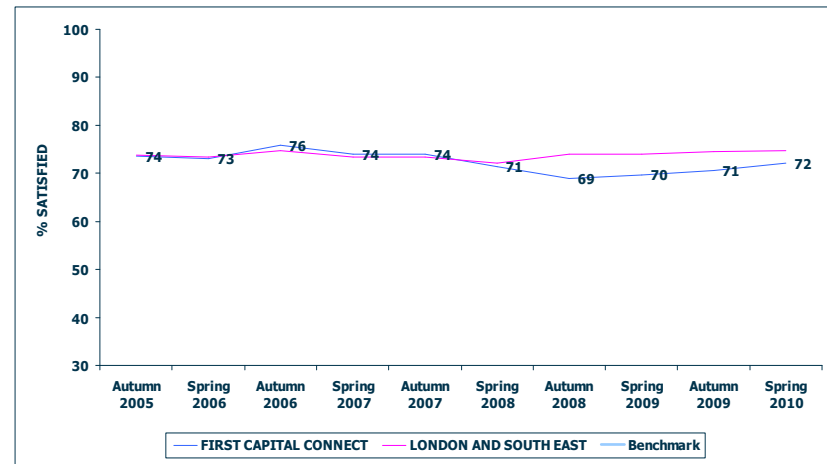
STATION – THE FACILITIES AND SERVICES (1315)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (1224)

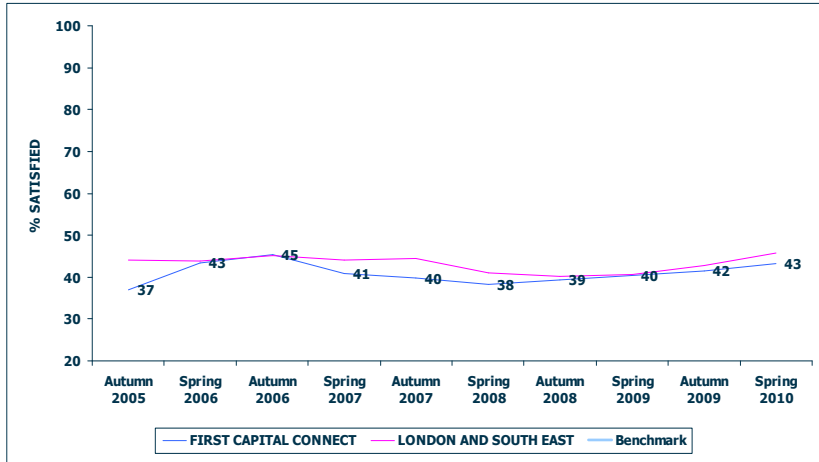


STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (1243)

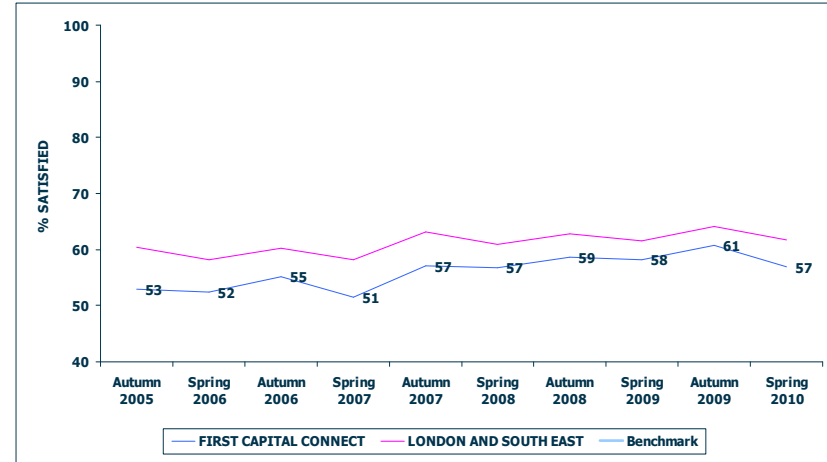


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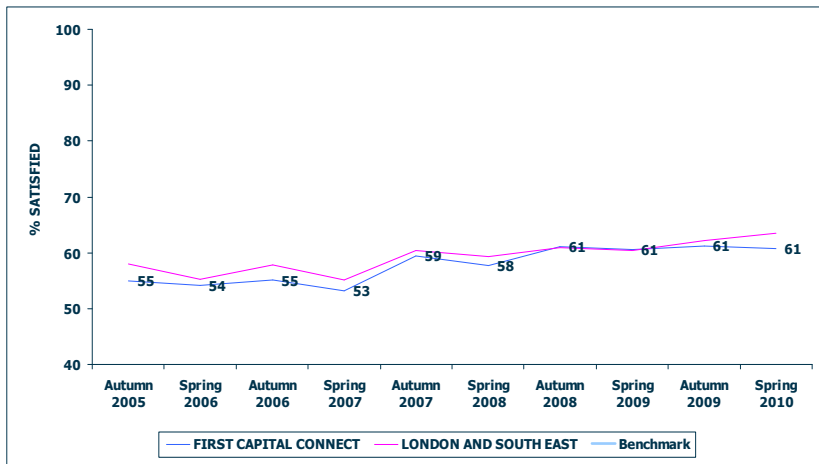
STATION – FACILITIES FOR CAR PARKING (599)



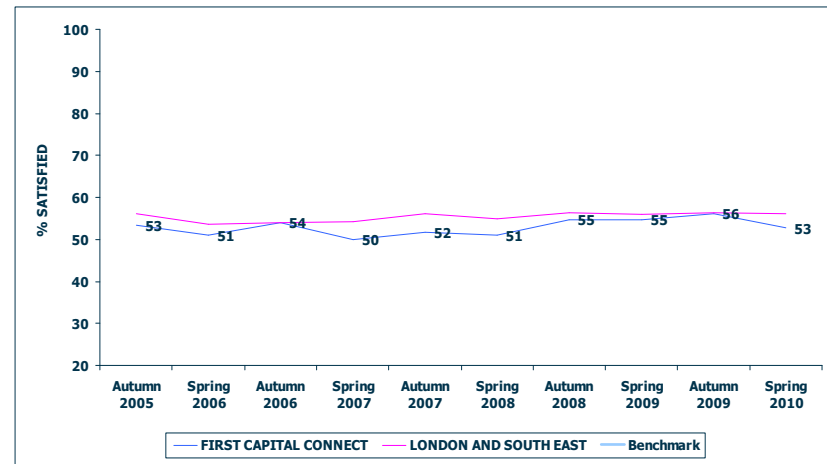
STATION – OVERALL ENVIRONMENT (1570)



STATION – YOUR PERSONAL SECURITY WHILST USING (1417)

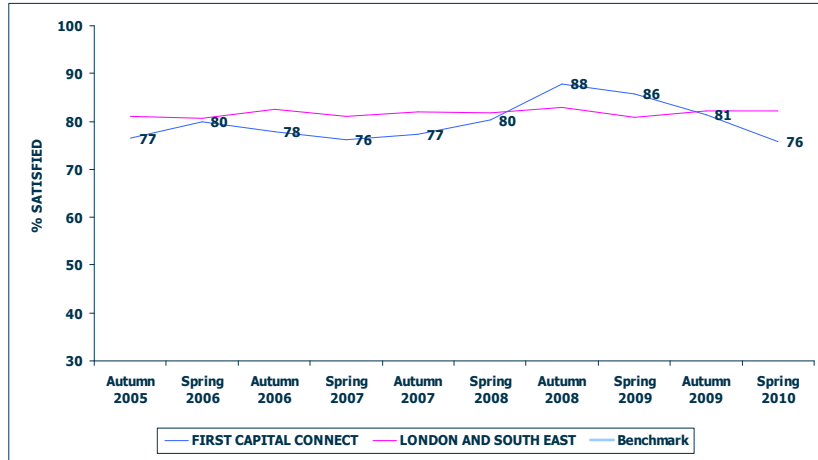


STATION – THE AVAILABILITY OF STAFF (1393)

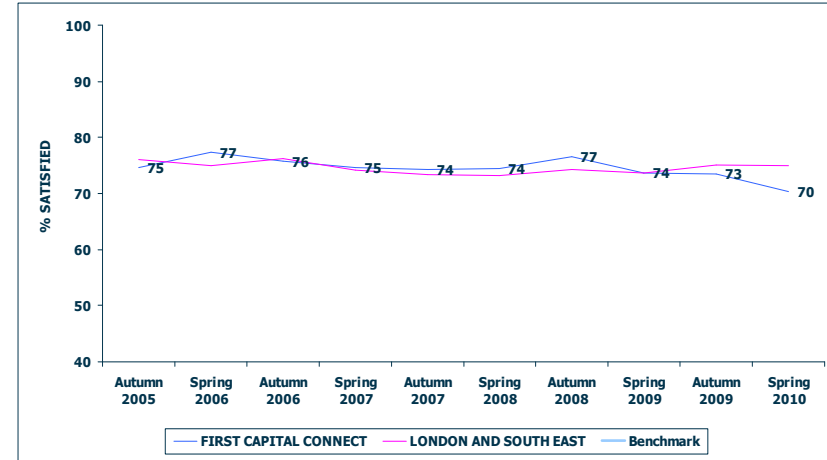


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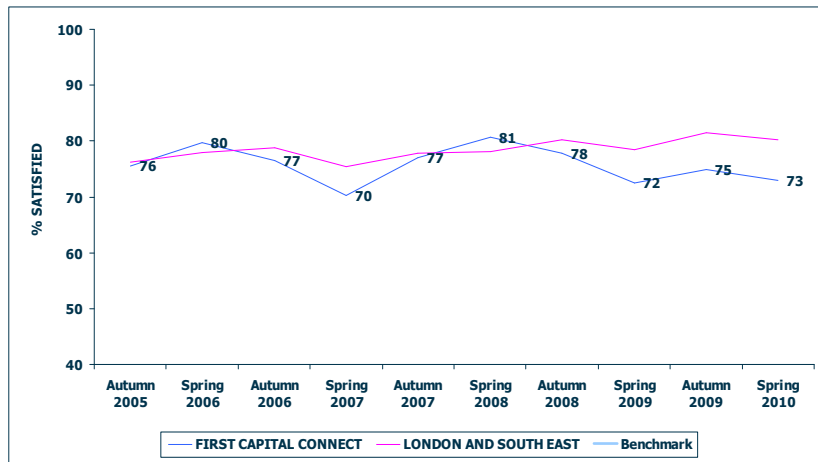
STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (256)



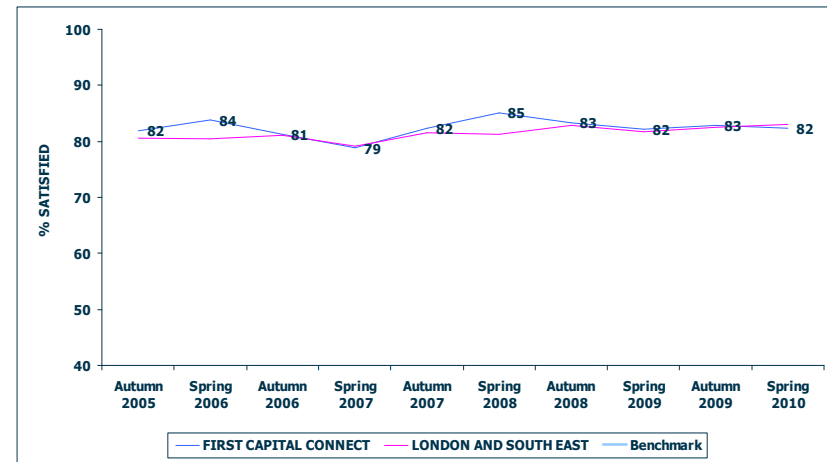
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (1576)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (1563)

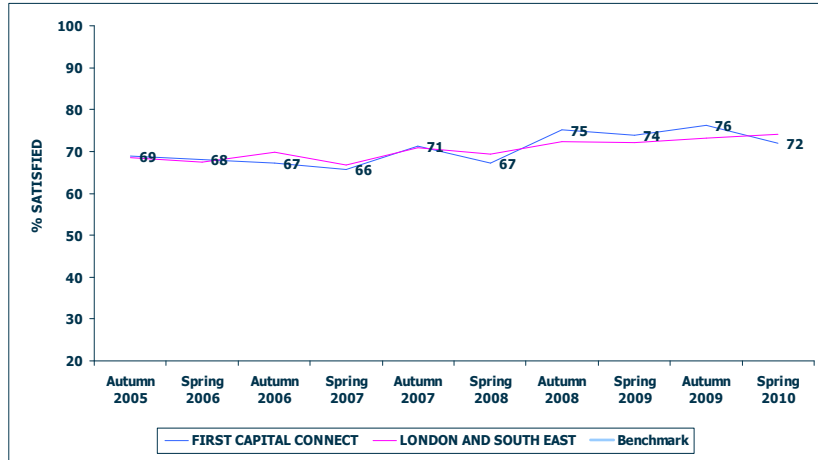


TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (1541)

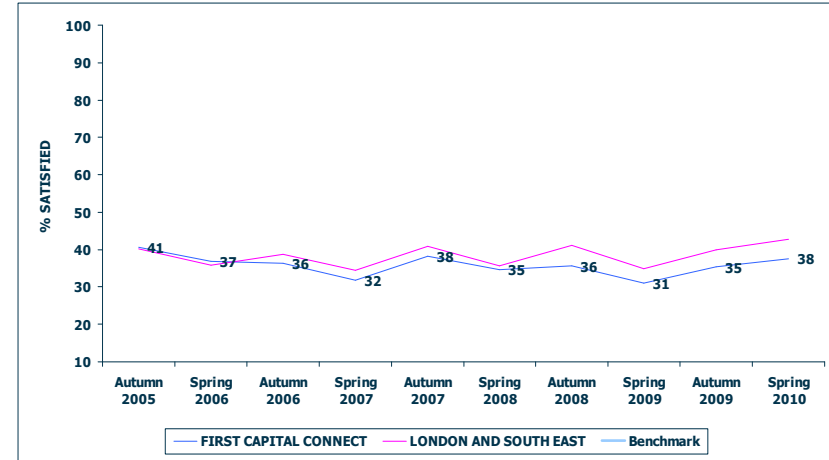


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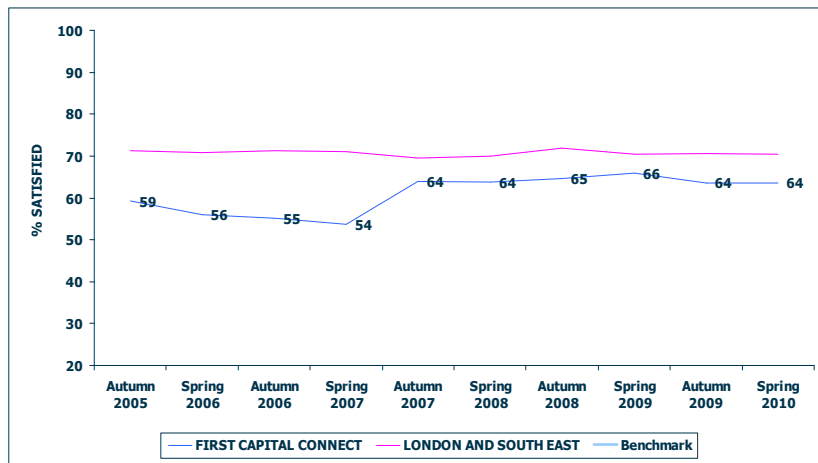
TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (951)



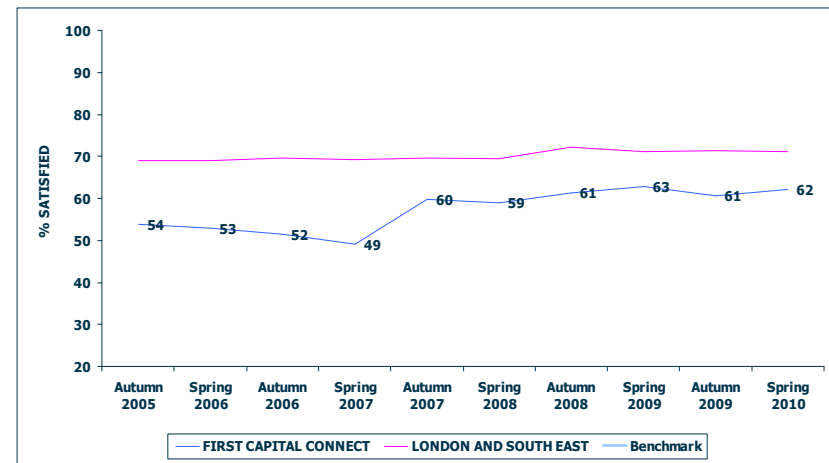
TRAIN – THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET (1473)



TRAIN – CLEANLINESS OF THE TRAIN (1606)



TRAIN – UP KEEP AND REPAIR OF THE TRAIN (1586)

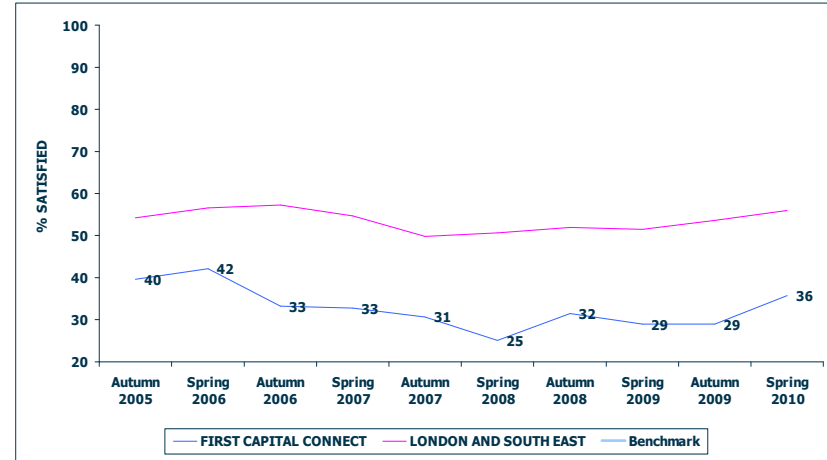


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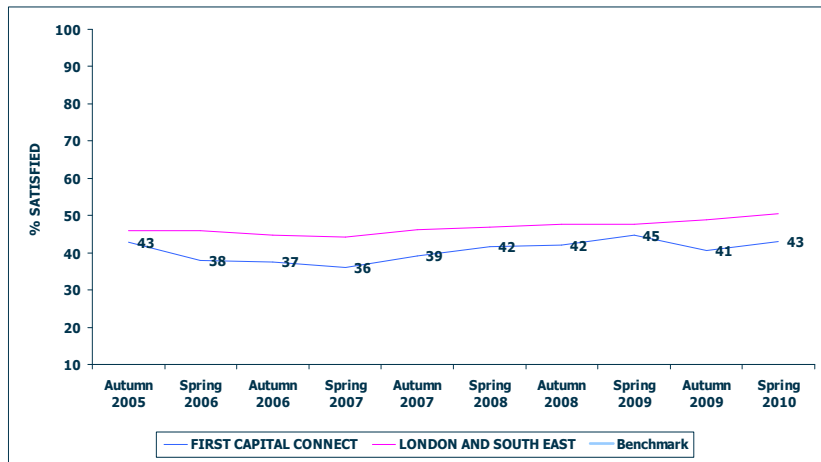
TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (1367)



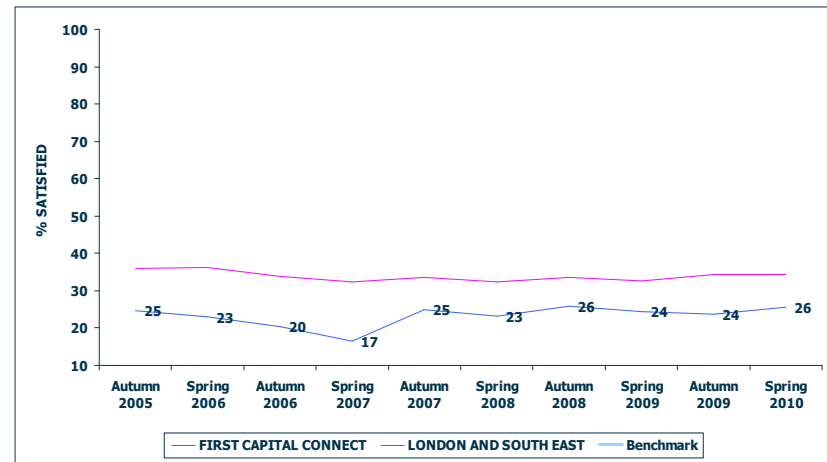
TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (521)



TRAIN – THE SPACE FOR LUGGAGE (1191)

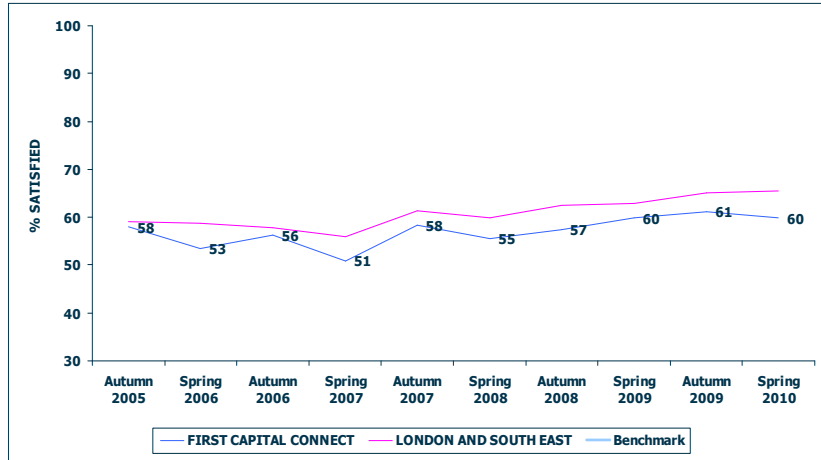


TRAIN – THE TOILET FACILITIES (537)

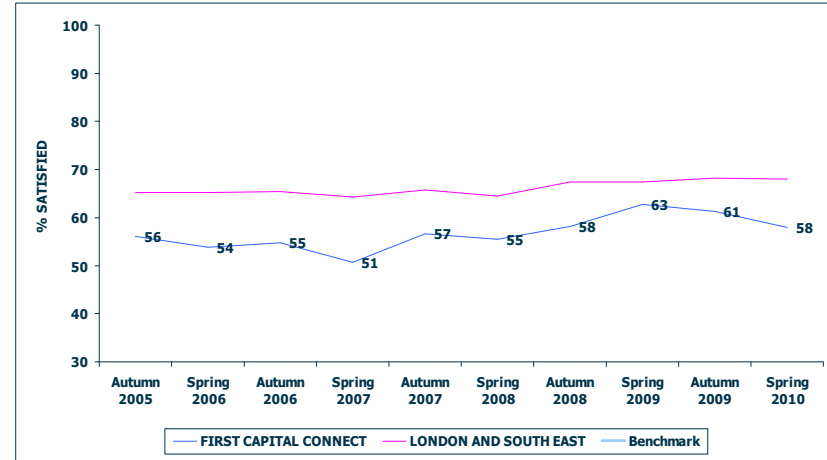


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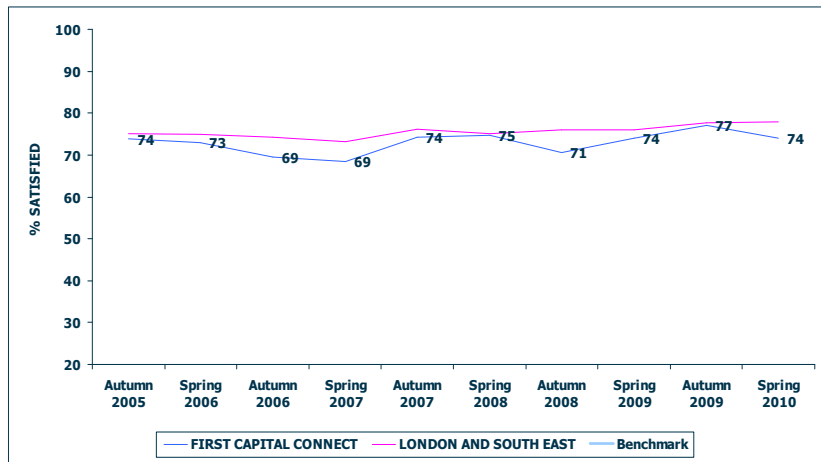
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (1550)



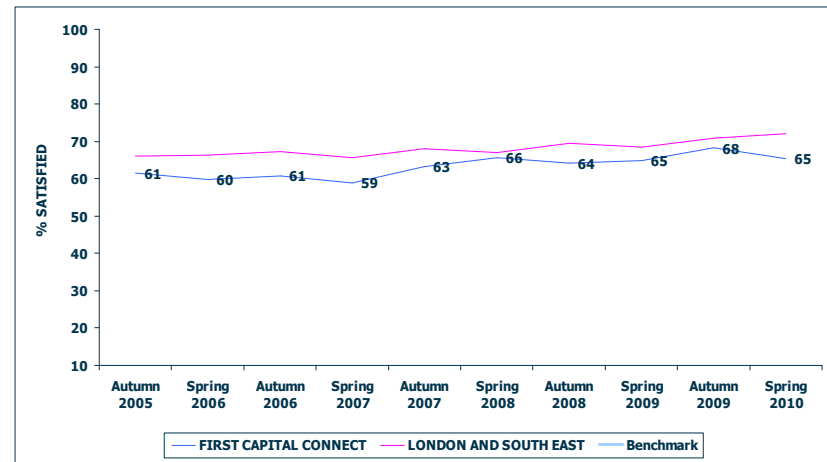
TRAIN – THE COMFORT OF THE SEATING AREA (1554)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (1579)

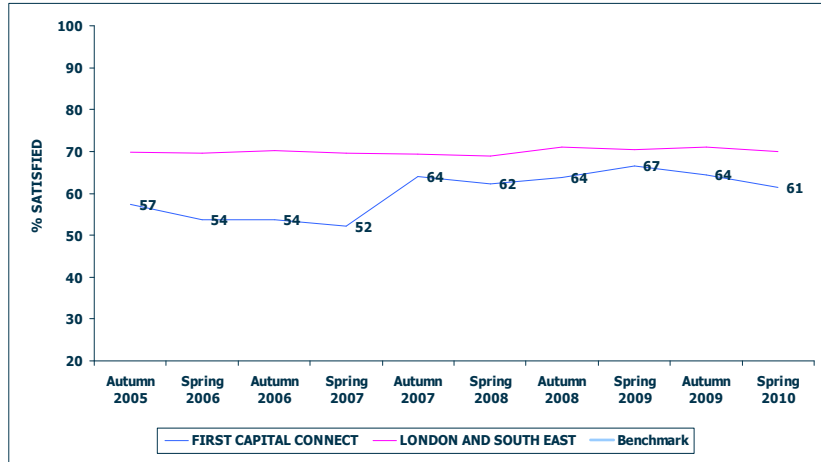


TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (1455)

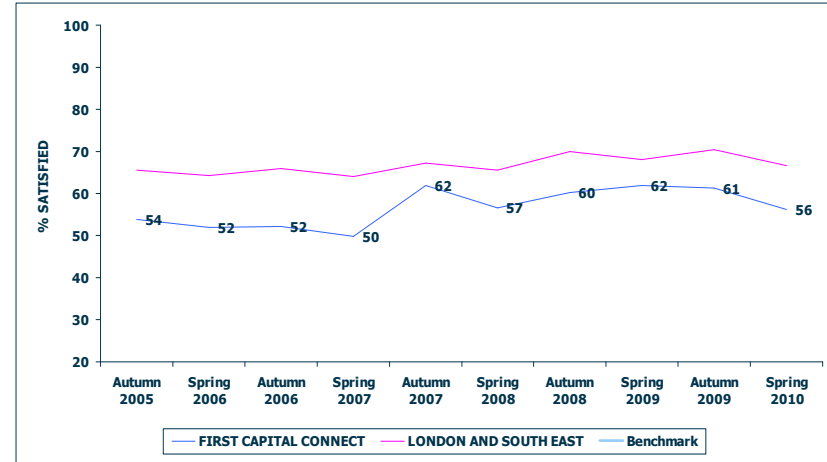


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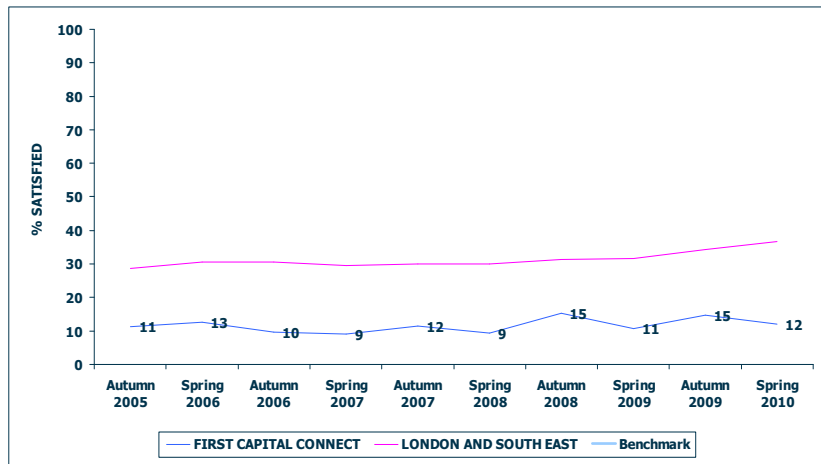
TRAIN – THE CLEANLINESS OF THE INSIDE (1596)



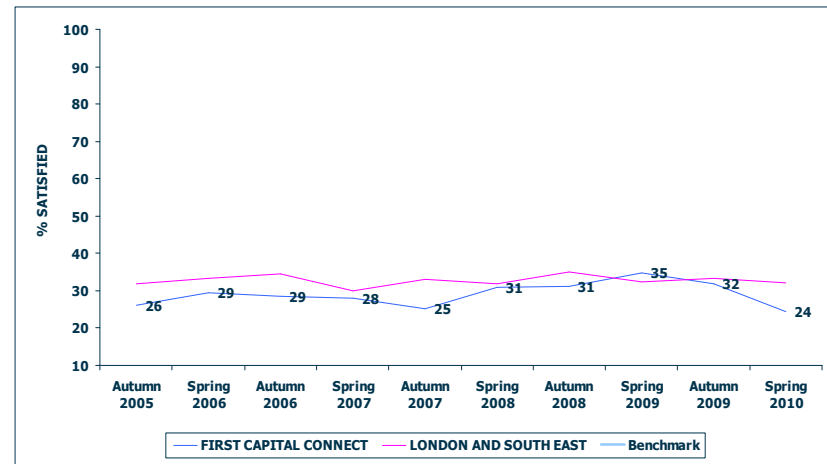
TRAIN – THE CLEANLINESS OF THE OUTSIDE (1373)



TRAIN – THE AVAILABILITY OF STAFF (946)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (338)



NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

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	PEAK				OFFPEAK		
	% satisfied/good				% satisfied/good		
	Spring 2010		Spring 2009		Spring 2010	Spring 2009	
OVERALL SATISFACTION	62		69		82	78	
STATION - TICKET BUYING FACILITIES	56		63		69	70	
STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	65		67		72	73	
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	52		60		60	60	
STATION - CLEANLINESS	64		63		67	68	
STATION - FACILITIES AND SERVICES	40		44		42	44	
STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF	60		59		68	66	
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT	75		68		71	70	
STATION - FACILITIES FOR CAR PARKING	34		27		46	45	
STATION - THE OVERALL ENVIRONMENT	50		57		60	58	
STATION - YOUR PERSONAL SECURITY WHILST USING	60		60		61	61	
STATION - THE AVAILABILITY OF STAFF AT THE STATION	50		53		54	55	
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED	57		73		82	88	
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE	55	-	65		76	76	
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)	62		66		77	74	
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	76		75		85	85	
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES	65		70		75	75	
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	23		25		44	+	33
TRAIN - CLEANLINESS OF THE TRAIN	58	-	66		66		66
TRAIN - UP KEEP AND REPAIR OF THE TRAIN	52	-	63		66		63
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY	40		49		55		51
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	27		29		39	+	29
TRAIN - THE SPACE FOR LUGGAGE	30		34		48		48
TRAIN - THE TOILET FACILITIES	19		12		28		28
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	35		31		70		69
TRAIN - THE COMFORT OF THE SEATING AREA	42		47		64		67
TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF	62		62		79		78
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD	63		63		66		65
TRAIN - THE CLEANLINESS OF THE INSIDE	52	-	65		65		67
TRAIN - THE CLEANLINESS OF THE OUTSIDE	47	-	59		60		63
TRAIN - THE AVAILABILITY OF STAFF	7		5		14		12
TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS	18		28		28		37

NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

London and South East

	PEAK				OFFPEAK			
	% satisfied/good		% satisfied/good		% satisfied/good		% satisfied/good	
	Spring 2010		Spring 2009		Spring 2010		Spring 2009	
OVERALL SATISFACTION	75	+	71		84	+	82	
STATION - TICKET BUYING FACILITIES	65		63		71		71	
STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	76		74		77		76	
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	61	+	57		61		61	
STATION - CLEANLINESS	68	+	64		67		67	
STATION - FACILITIES AND SERVICES	49	+	45		48		49	
STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF	66		64		69		68	
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT	75		74		75		74	
STATION - FACILITIES FOR CAR PARKING	42	+	33		47	+	43	
STATION - THE OVERALL ENVIRONMENT	61		59		62		62	
STATION - YOUR PERSONAL SECURITY WHILST USING	62	+	58		64	+	61	
STATION - THE AVAILABILITY OF STAFF AT THE STATION	55		54		56		57	
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED	73		76		84		82	
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE	69		70		77	+	75	
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)	73		73		82	+	80	
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	76		74		85		84	
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES	71		68		75		73	
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	29	+	22		47	+	39	
TRAIN - CLEANLINESS OF THE TRAIN	68		68		71		71	
TRAIN - UP KEEP AND REPAIR OF THE TRAIN	65		67		73		73	
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY	60		59		68	+	66	
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	46	+	41		59	+	54	
TRAIN - THE SPACE FOR LUGGAGE	40		38		54	+	51	
TRAIN - THE TOILET FACILITIES	27	+	23		36		36	
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	42	+	36		72		71	
TRAIN - THE COMFORT OF THE SEATING AREA	54		52		72		72	
TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF	69	+	65		81	+	79	
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD	67	+	64		74	+	70	
TRAIN - THE CLEANLINESS OF THE INSIDE	65		66		71		72	
TRAIN - THE CLEANLINESS OF THE OUTSIDE	61		63		68	-	70	
TRAIN - THE AVAILABILITY OF STAFF	26	+	22		40	+	35	
TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS	25		24		35		36	

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

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 at stations run by London Overground. All weekend shifts due to be conducted at the later stages of the fieldwork period were brought forward due to weekend line closures from 20th February.

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

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

Wave 21 fieldwork was undertaken between 1 September 2009 and 9 November 2009. Top up shifts were run between 10 November and 15 November 2009.

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.

Some shifts had to be rescheduled because of heavy rain and line damage caused by flooding.

An increase in the number of flu infections among fieldworkers led to an increased number of shifts being rescheduled because of illness.

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.

FIRST CAPITAL CONNECT

WEIGHTED SAMPLE PROFILE

	Spring 2010	Spring 2009		Spring 2010	Spring 2009
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	50	47	None	76	70
Female	47	50	Minor	20	24
Not stated	2	3	Major	2	4
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	7	8	Yes	68	65
26-34	19	19	No	32	35
35-44	24	22			
45-54	22	24	<u>TIME OF TRAVEL</u>		
55-59	9	11	Peak	29	23
60-64	10	8	Off peak	71	77
65+	8	7			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	9
Commuter	45	45	Yes: Information	9	10
Business	26	26	Couldn't find anyone to ask	4	3
Leisure	29	29	No	78	75
			Not stated	1	4

LONDON AND SOUTH EAST TOCs

WEIGHTED SAMPLE PROFILE

	Spring 2010 %	Spring 2009 %		Spring 2010 %	Spring 2009 %
<u>SEX</u>			<u>DELAYS</u>		
Male	44	44	None	81	79
Female	53	53	Minor	15	16
Not stated	3	3	Major	2	3
			Not stated	1	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	10	11	Yes	69	69
26-34	18	19	No	31	31
35-44	21	22			
45-54	22	21	<u>TIME OF TRAVEL</u>		
55-59	9	9	Peak	22	23
60-64	8	8	Off peak	78	77
65+	9	8			
Not stated	2	2	<u>ASKED FOR HELP/INFORMATION</u>		
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Yes: Help	8	8
Commuter	51	50	Yes: Information	8	9
Business	16	17	Couldn't find anyone to ask	3	3
Leisure	33	33	No	81	77
			Not stated	2	4

STATION SAMPLE SIZES FOR FIRST CAPITAL CONNECT

<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>
LONDON KINGS CROSS	168	SUTTON COMMON	17	PETERBOROUGH	4
EAST CROYDON	138	FINSBURY PARK	16	WIVELSFIELD	4
ST ALBANS	102	LUTON AIRPORT PARKWAY	16		
LONDON BLACKFRIARS	98	TOOTING	16		
LONDON ST PANCRAS	62	ELEPHANT AND CASTLE	15		
HITCHIN	62	BEDFORD	15		
BRIGHTON	57	ROYSTON	14		
WIMBLEDON	57	HARRINGAY	13		
HAYWARDS HEATH	50	LOUGHBOROUGH JUNCTION	12		
STREATHAM	46	STEVENAGE	10		
THREE BRIDGES	45	RADLETT	10		
ELSTREE AND BOREHAMWOOD	43	WINCHMORE HILL	10		
CITY THAMESLINK	43	MILL HILL BROADWAY	9		
CAMBRIDGE	40	BALDOCK	9		
HIGHBURY AND ISLINGTON	40	SUTTON (SURREY)	8		
LONDON BRIDGE	39	BIGGLESWADE	8		
LUTON	33	CARSHALTON	8		
WELWYN GARDEN CITY	33	HENDON	8		
MOORGATE	33	TULSE HILL	8		
GATWICK AIRPORT	31	FLITWICK	8		
HERNE HILL	28	ELY	8		
HARPENDEN	27	HARLINGTON	8		
LEAGRAVE	24	ESSEX ROAD	8		
ALEXANDRA PALACE	21	WELWYN NORTH	7		
FARRINGDON	18	ENFIELD CHASE	7		
WEST HAMPSTEAD THAMESLINK	17	BURGESS HILL	5		

SAMPLE COMPOSITION AND WEIGHTING

WEIGHTED DATA

	ANNUAL									
	JOURNEYS	JOURNEY PURPOSE			DAY OF WEEK		STATION SIZE			
TOC	(thousands)	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND	VERY LARGE	LARGE	MEDIUM	SMALL
Sample size	29057	42	15	43	87	13	29	22	25	24
Number of journeys per annum (000's)	1231281	46	16	38	85	15	29	20	24	27
CHILTERN RAILWAYS	18988	35	21	44	80	20	41	6	25	28
SOUTHERN	139826	49	16	35	89	11	20	30	25	26
SOUTHEASTERN	152335	59	14	27	90	10	24	30	23	23
EAST COAST	17958	13	27	60	76	24	35	8	30	27
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
SCOTRAIL	82726	39	13	47	80	20	29	21	25	25
SOUTH WEST TRAINS	186943	53	15	32	85	15	37	13	16	33
VIRGIN TRAINS	23625	10	24	66	85	16	32	6	33	29
ARRIVA TRAINS WALES	21751	28	8	64	81	19	26	21	27	26
FIRST TRANSPENNINE EXPRESS	18452	28	12	60	78	22	19	28	27	26
NATIONAL EXPRESS EAST ANGLIA	108048	60	17	23	89	11	33	11	29	27
NORTHERN RAIL	82057	38	9	53	83	17	41	13	20	26
FIRST CAPITAL CONNECT	100013	45	26	29	86	14	24	19	29	29
EAST MIDLANDS TRAINS	25114	23	28	49	82	18	27	18	29	26
LONDON MIDLAND	48900	45	14	41	85	15	36	13	24	27
LONDON OVERGROUND	33385	64	3	33	83	17	24	21	27	28
CROSSCOUNTRY	28800	15	28	57	78	22	20	24	27	29

SAMPLE COMPOSITION AND WEIGHTING

UNWEIGHTED DATA

	SAMPLE	JOURNEY PURPOSE			DAY OF WEEK		STATION SIZE			
TOC	SIZE	COMMUTE	BUSINESS	LEISURE	WEEKDAY	WEEKEND	VERY LARGE	LARGE	MEDIUM	SMALL
Sample size	29057	42	15	43	87	13	29	22	25	24
Number of journeys per annum (000's)	29057	42	15	43	87	13	29	22	25	24
CHILTERN RAILWAYS	1062	38	17	45	88	12	33	10	24	32
SOUTHERN	2628	48	14	39	86	14	20	35	18	27
SOUTHEASTERN	1999	52	9	39	85	15	24	31	23	21
EAST COAST	1154	12	29	59	86	14	31	15	33	21
FIRST GREAT WESTERN	2945	34	18	48	83	17	28	21	23	29
C2C	1058	68	5	26	89	11	33	26	23	19
MERSEYRAIL	651	49	5	46	92	8	20	37	20	24
SCOTRAIL	1092	41	12	46	91	9	28	26	27	19
SOUTH WEST TRAINS	1888	43	12	45	85	15	36	15	18	31
VIRGIN TRAINS	1763	20	33	48	84	16	31	8	35	25
ARRIVA TRAINS WALES	1018	40	9	52	85	15	28	37	20	15
FIRST TRANSPENNINE EXPRESS	1548	35	16	49	87	13	23	34	24	20
NATIONAL EXPRESS EAST ANGLIA	2172	52	11	37	89	11	34	8	34	24
NORTHERN RAIL	1633	46	9	45	87	13	47	20	12	21
FIRST CAPITAL CONNECT	1636	56	12	32	90	10	22	15	34	28
EAST MIDLANDS TRAINS	1131	39	21	40	93	7	33	30	20	16
LONDON MIDLAND	1074	49	12	39	89	11	36	13	25	26
LONDON OVERGROUND	1012	66	5	29	94	6	28	21	26	25
CROSSCOUNTRY	1593	25	23	52	86	14	16	20	36	28