



## **NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010**

### **TOC REPORT FOR SOUTHERN**

#### Contacts

David Greeno  
Passenger Focus  
1 Drummond Gate  
London, SW1V 2QQ

Tel: 0300 123 0837  
Email: [david.greeno@passengerfocus.org.uk](mailto:david.greeno@passengerfocus.org.uk)

David Chilvers  
Continental Research  
Kingsbourne House  
229-231 High Holborn  
London WC1V 7DA

Tel: 020 7490 9111  
Email: [dave.chilvers@bdrc-continental.com](mailto:dave.chilvers@bdrc-continental.com)

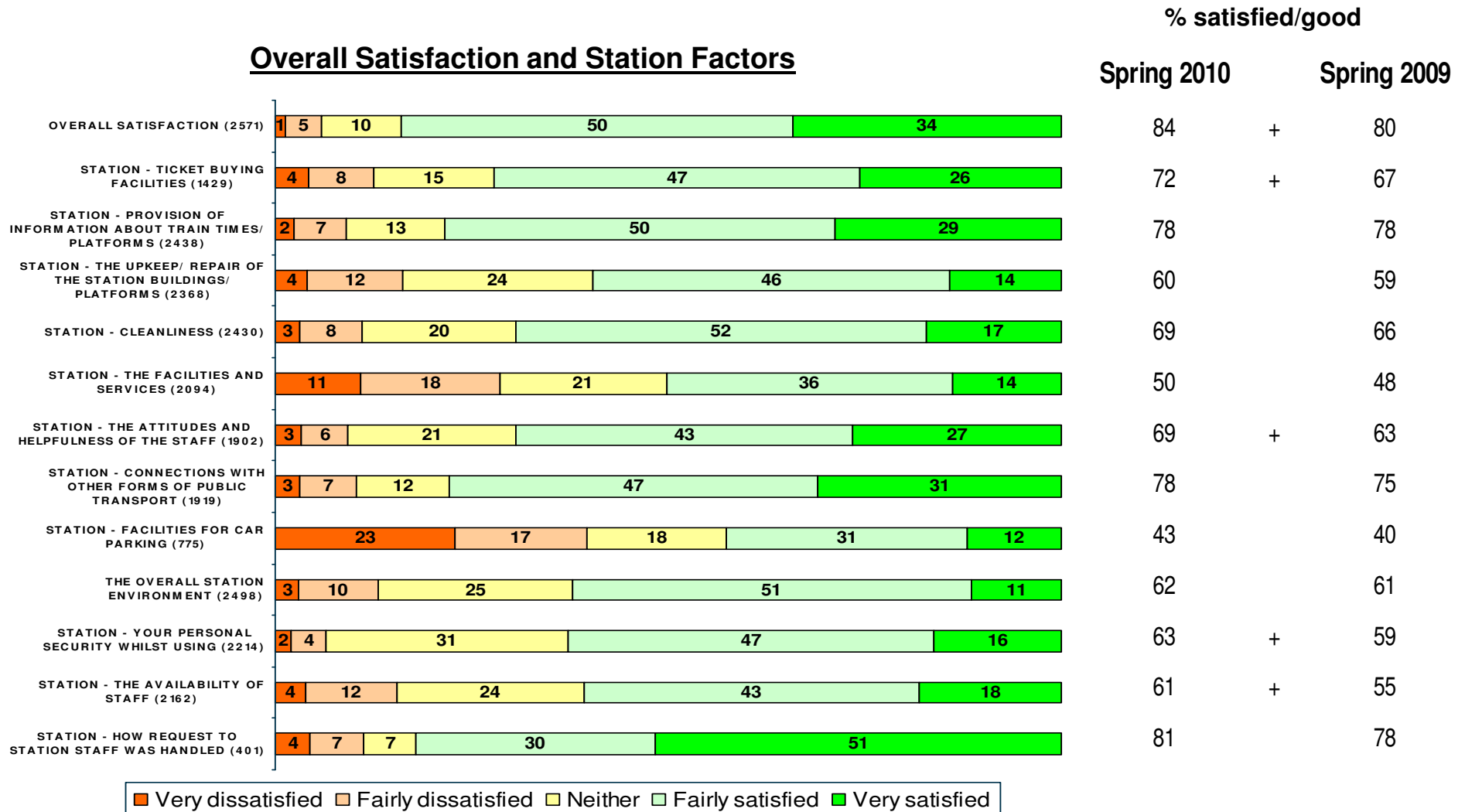
## NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

### TOC REPORT FOR SOUTHERN

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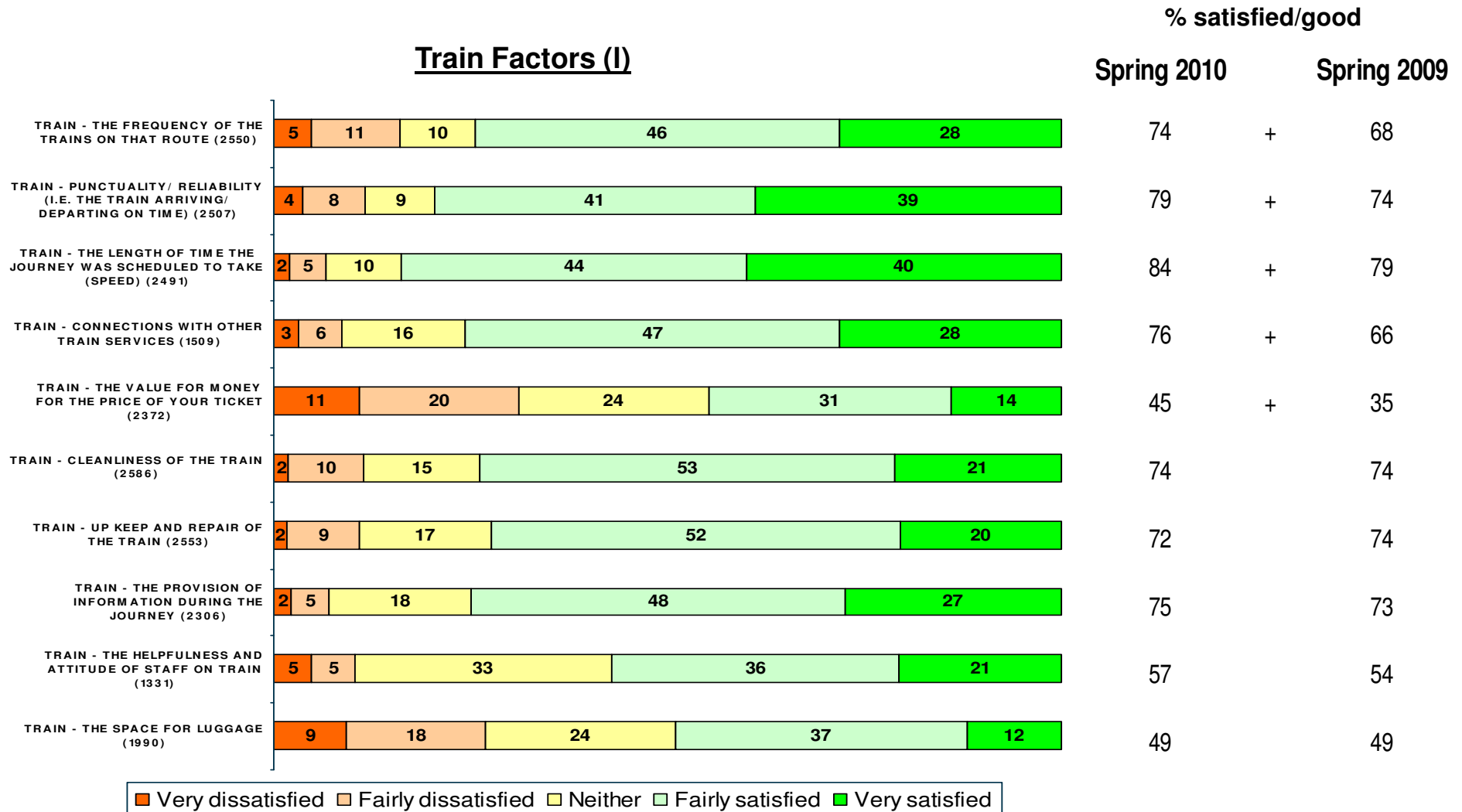
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**Overall Satisfaction and Station Factors**



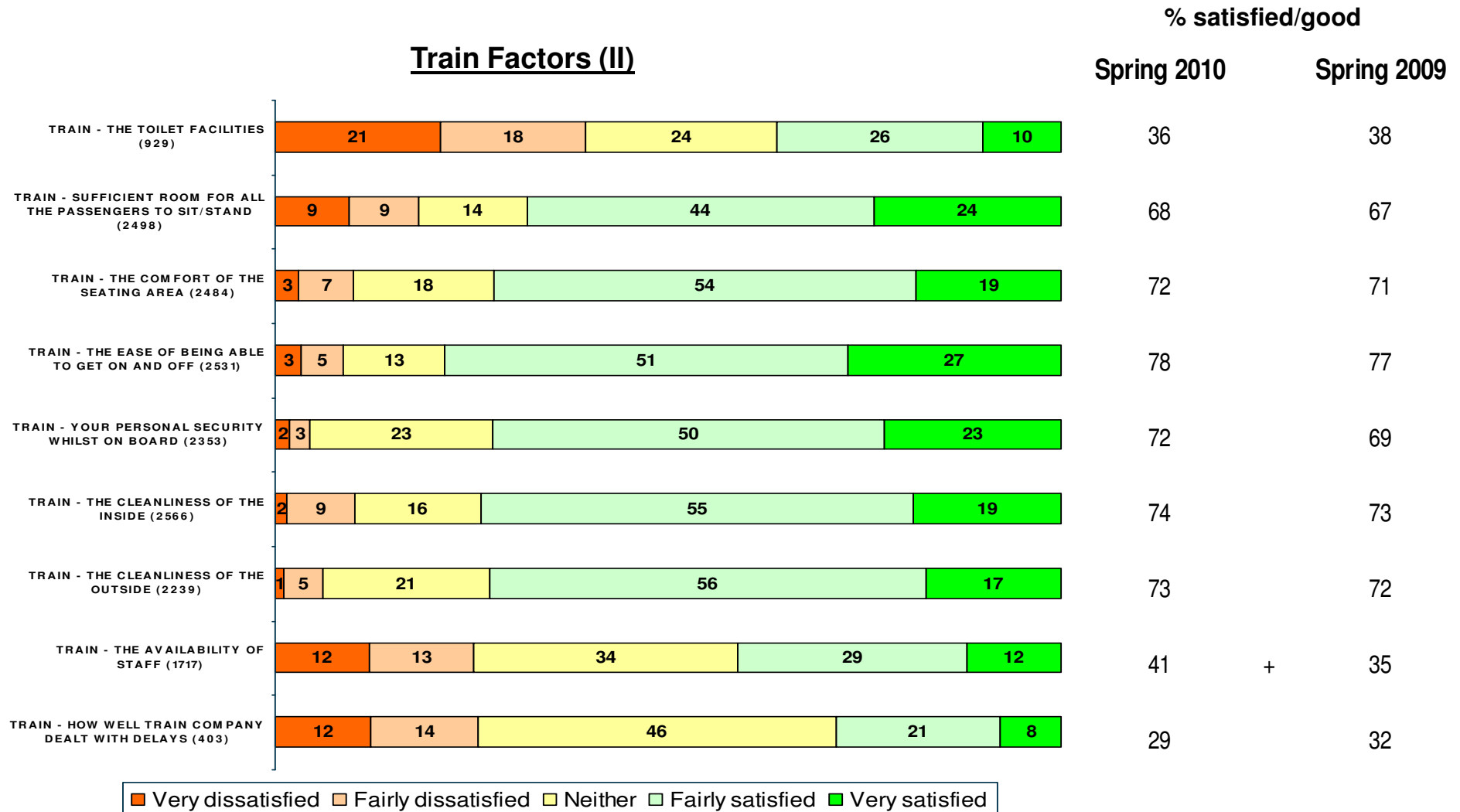
+ denotes significant increase  
 - denotes significant decrease  
 at 95% confidence level

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 - denotes significant decrease  
 at 95% confidence level

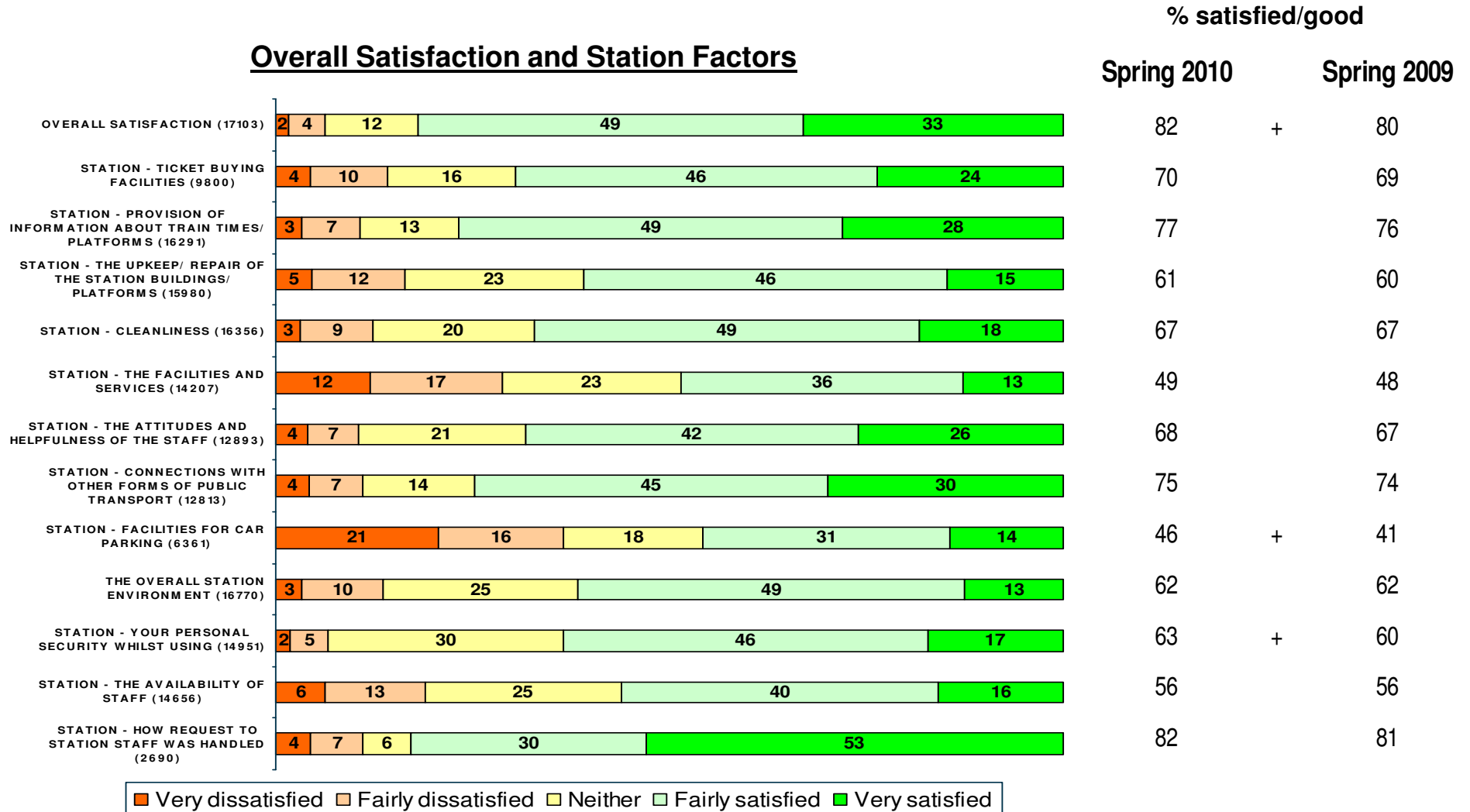
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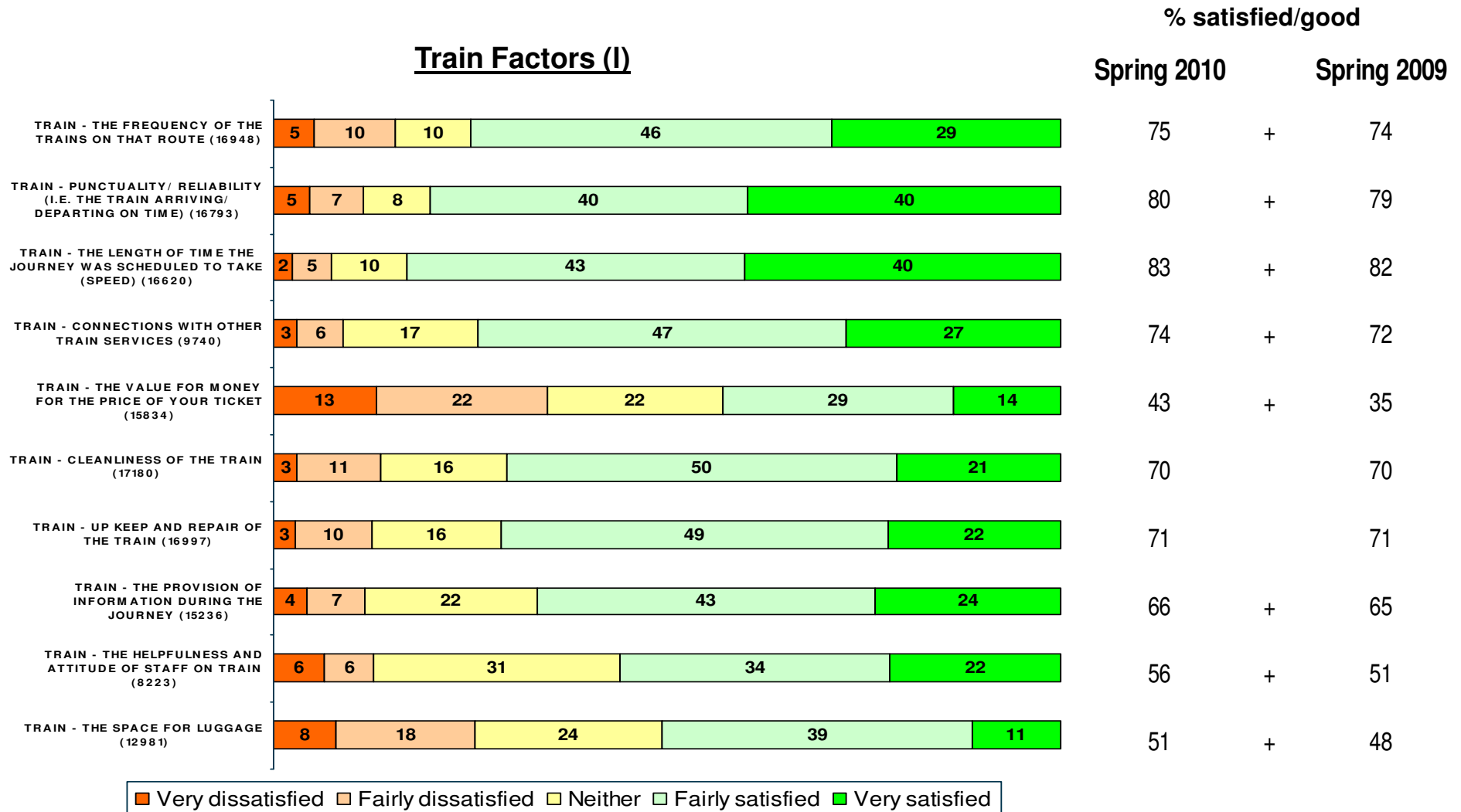
LONDON AND SOUTH EAST

**Overall Satisfaction and Station Factors**



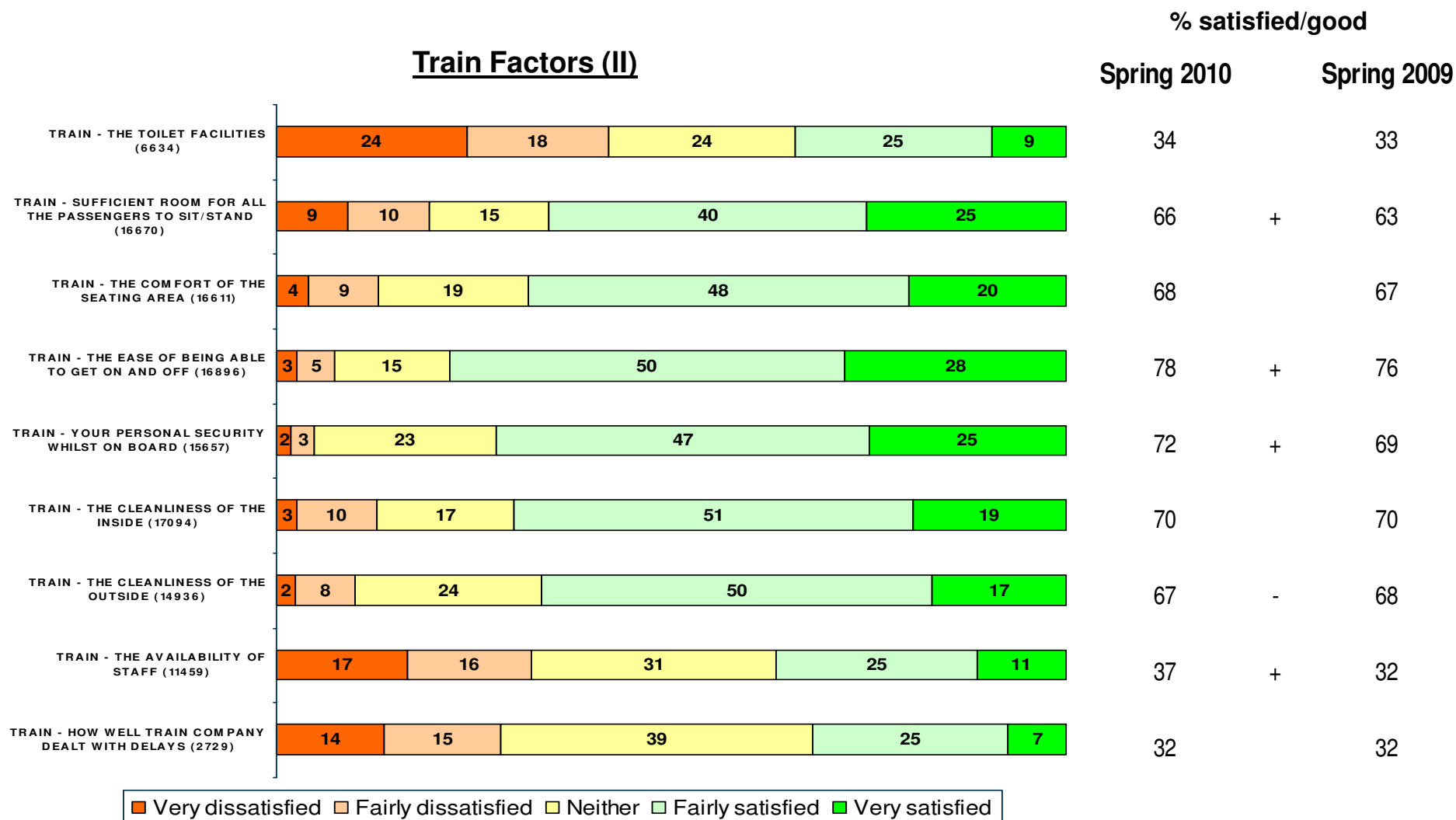
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LONDON AND SOUTH EAST



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 at 95% confidence level

LONDON AND SOUTH EAST

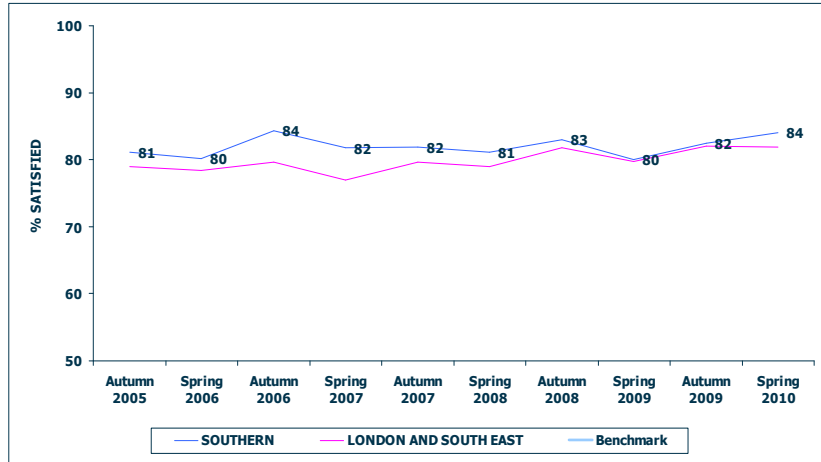


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 at 95% confidence level

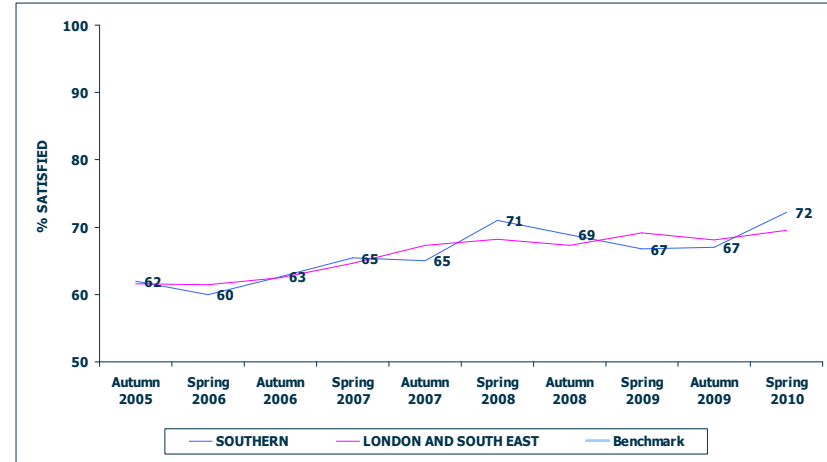


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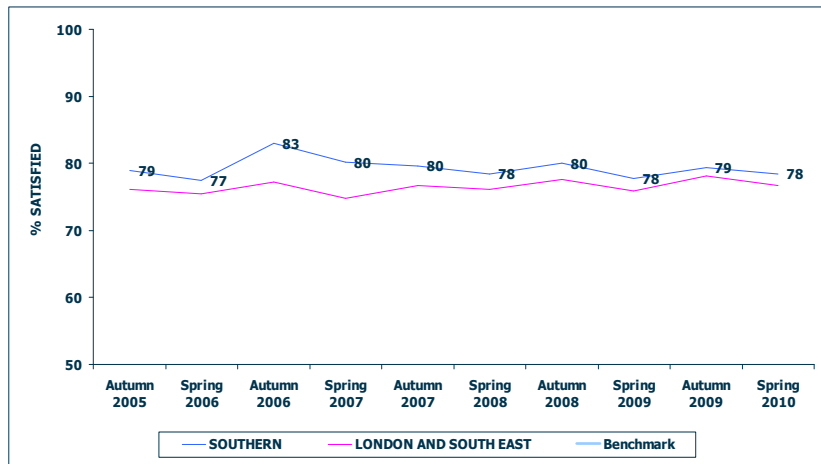
OVERALL SATISFACTION (2571)



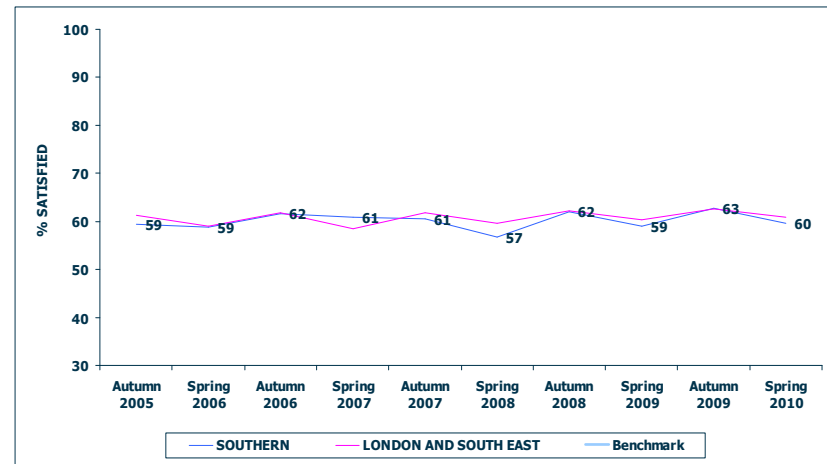
STATION – TICKET BUYING FACILITIES (1429)



STATION – PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS (2438)

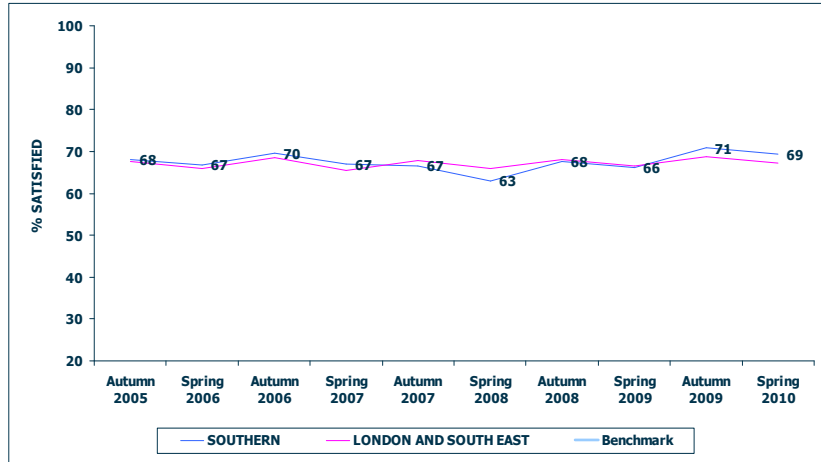


STATION – THE UPKEEP/ REPAIR OF THE STATION BUILDING/ PLATFORMS (2368)

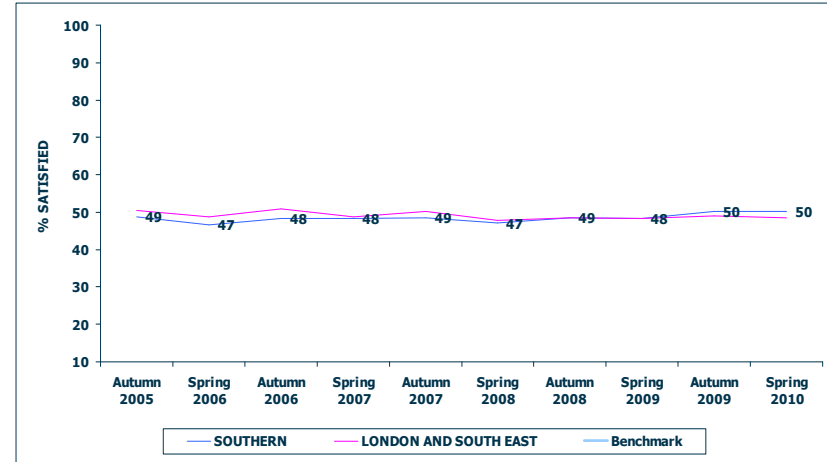


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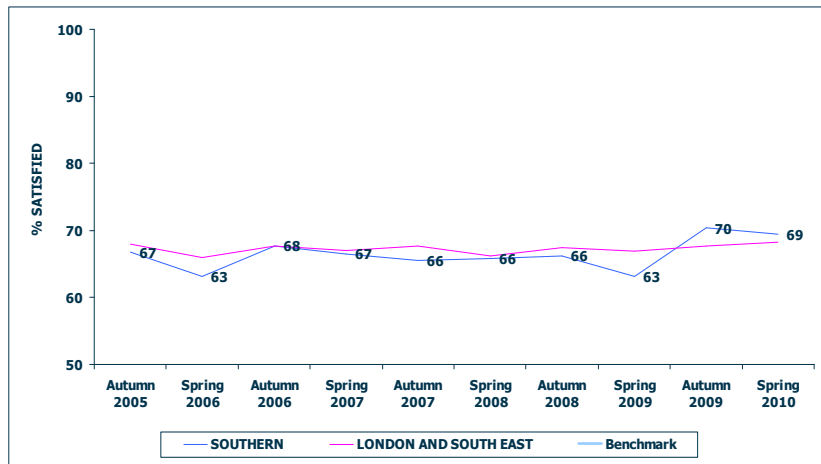
STATION - CLEANLINESS (2430)



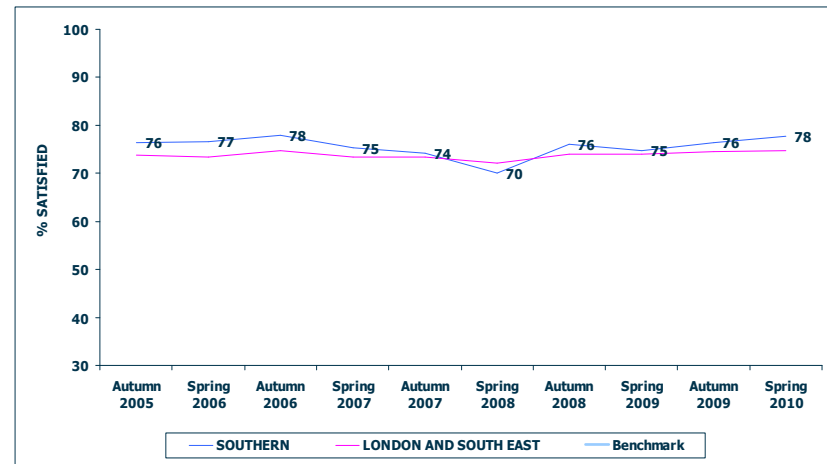
STATION – THE FACILITIES AND SERVICES (2094)



STATION – THE ATTITUDES AND HELPFULNESS OF THE STAFF (1902)

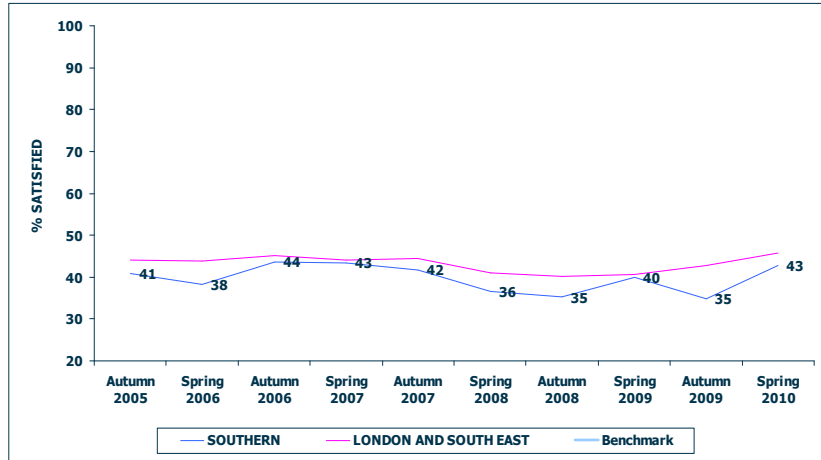


STATION – CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT (1919)

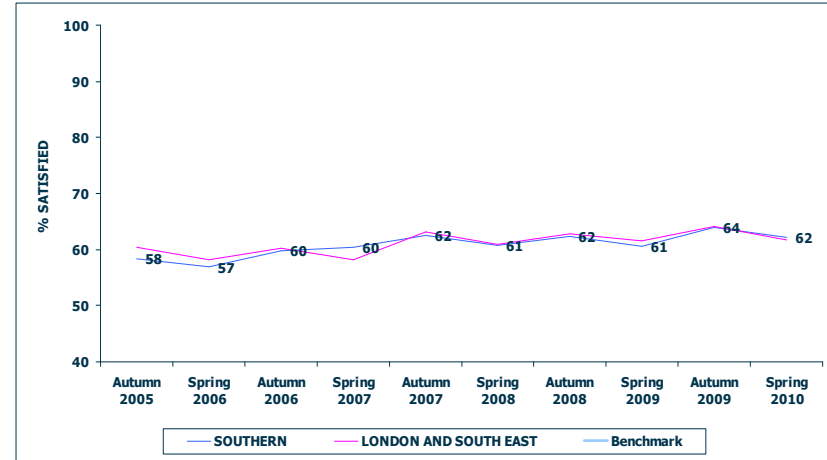


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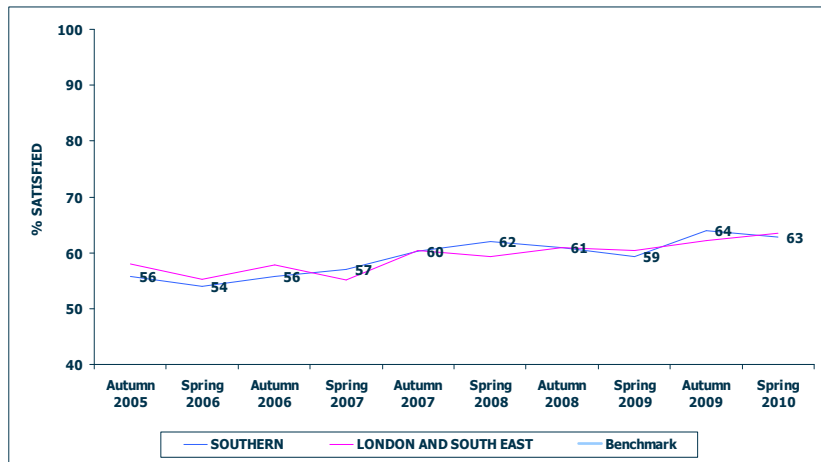
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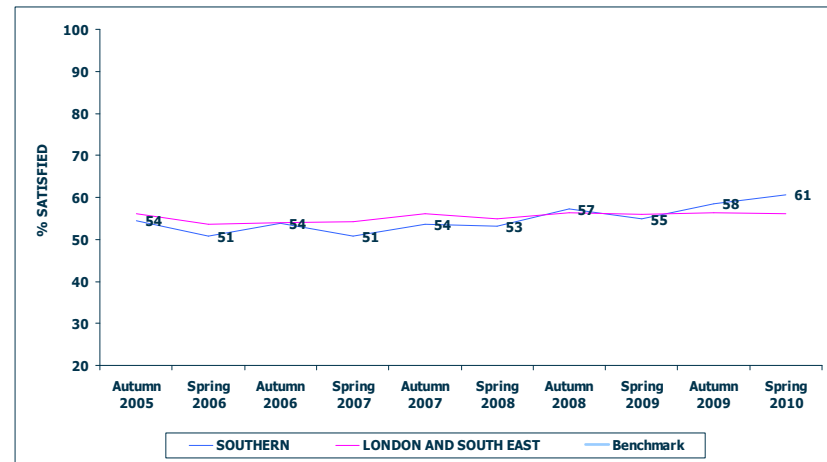
STATION – OVERALL ENVIRONMENT (2498)



STATION – YOUR PERSONAL SECURITY WHILST USING (2214)

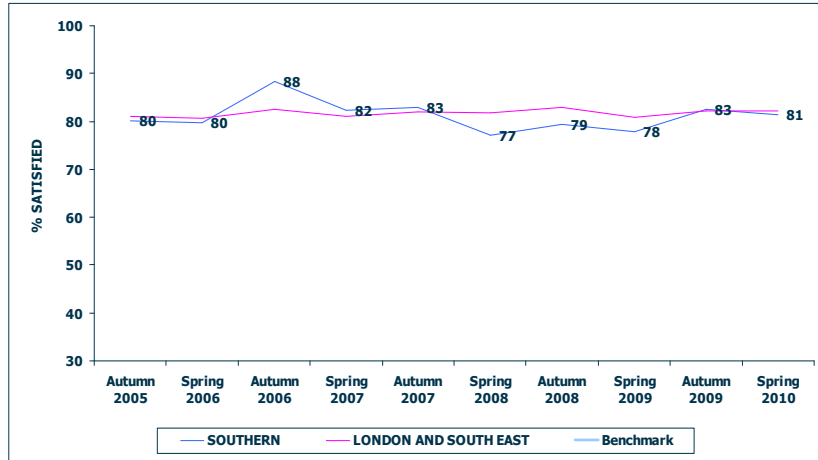


STATION – THE AVAILABILITY OF STAFF (2162)

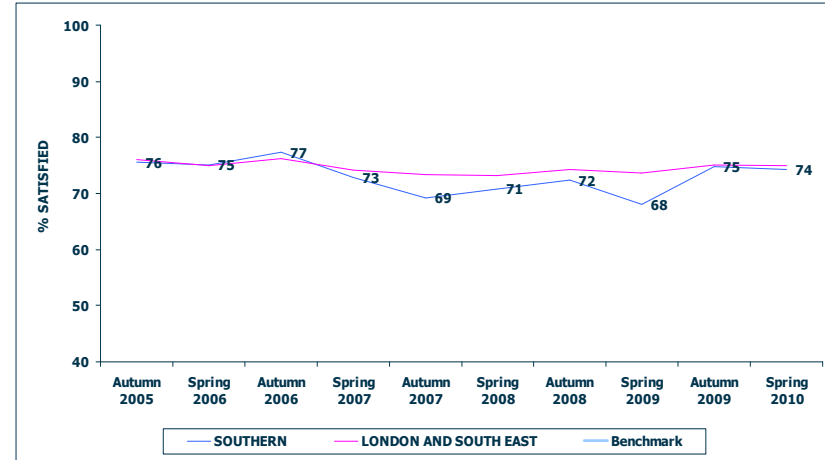


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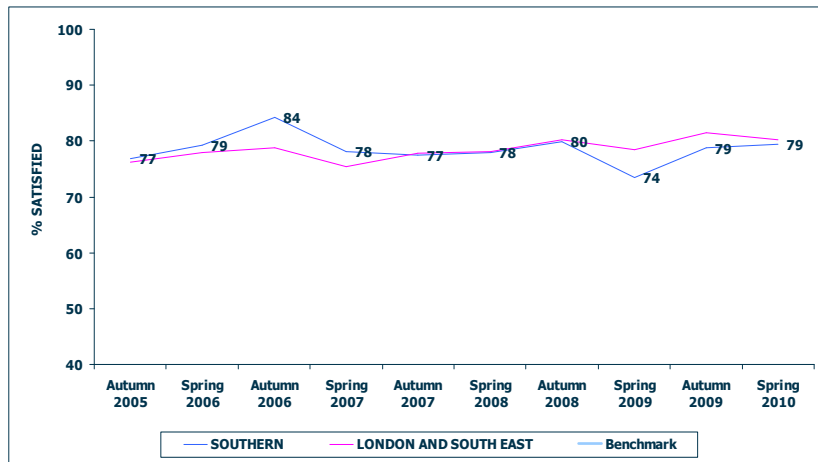
STATION – HOW REQUEST TO STATION STAFF WAS HANDLED (401)



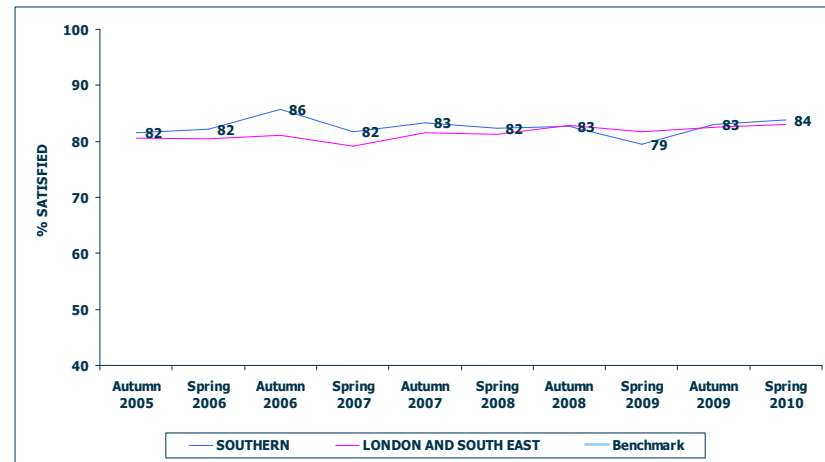
TRAIN – THE FREQUENCY OF THE TRAINS ON THAT ROUTE (2550)



TRAIN – PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME) (2507)

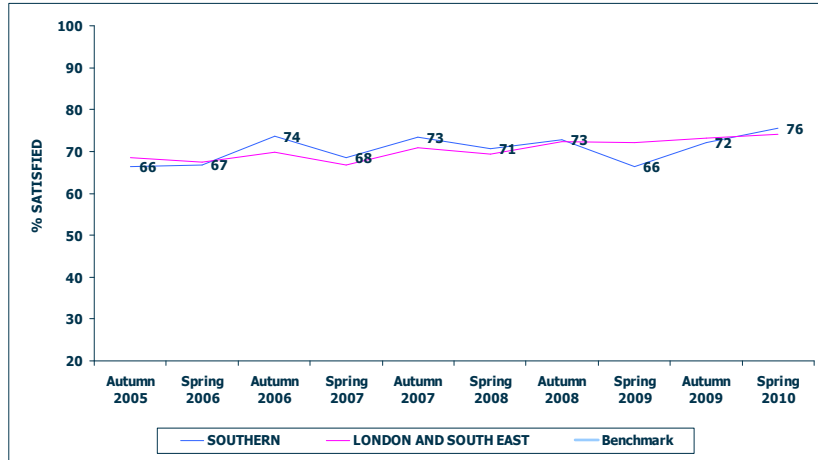


TRAIN – THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED) (2491)

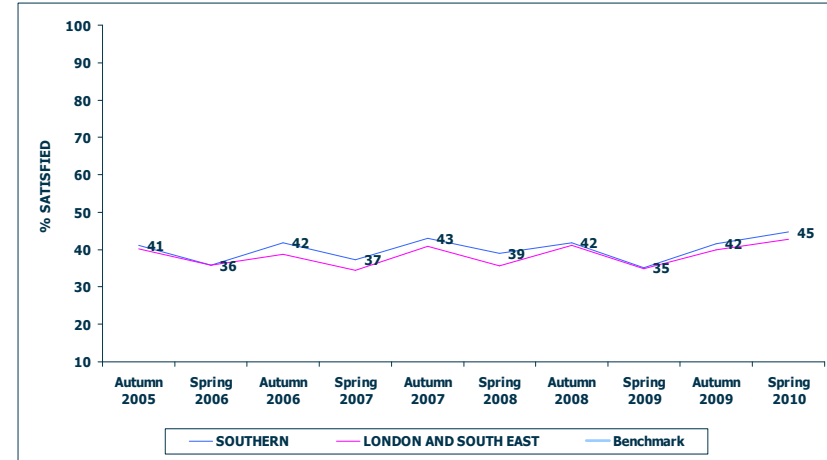


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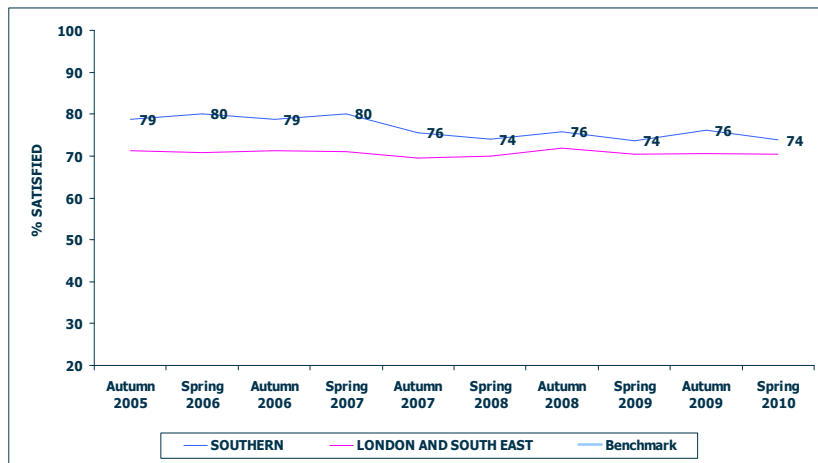
TRAIN – CONNECTIONS WITH OTHER TRAIN SERVICES (1509)



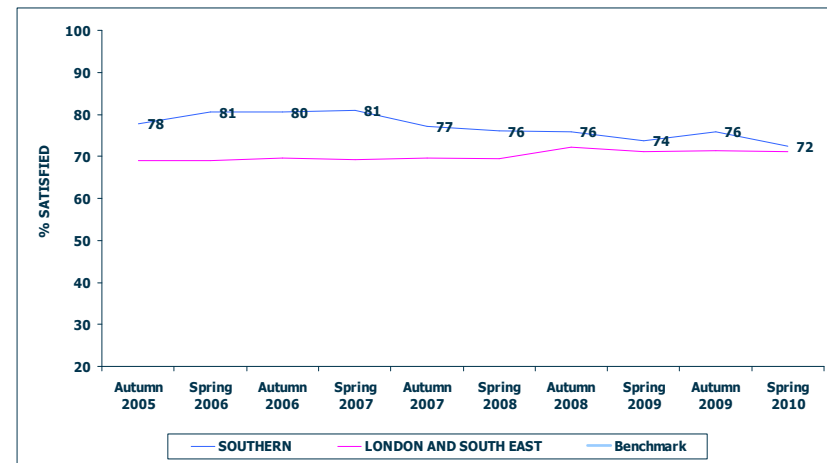
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TRAIN – CLEANLINESS OF THE TRAIN (2586)



TRAIN – UP KEEP AND REPAIR OF THE TRAIN (2553)

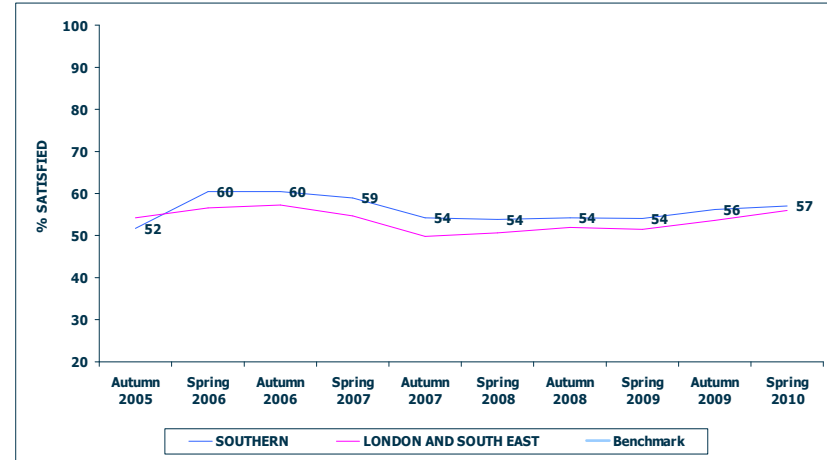


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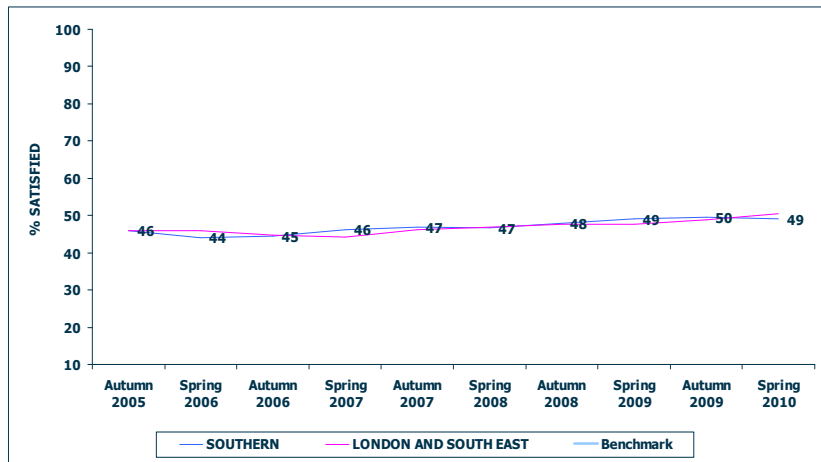
TRAIN – THE PROVISION OF INFORMATION DURING THE JOURNEY (2306)



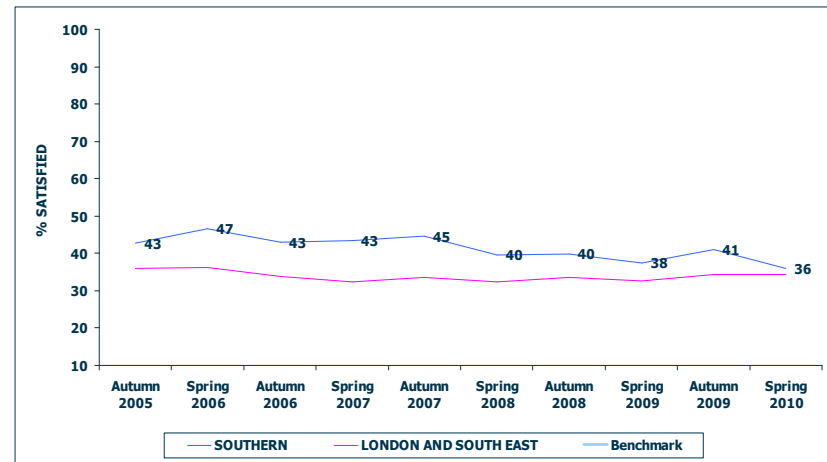
TRAIN – THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN (1331)



TRAIN – THE SPACE FOR LUGGAGE (1990)



TRAIN – THE TOILET FACILITIES (929)

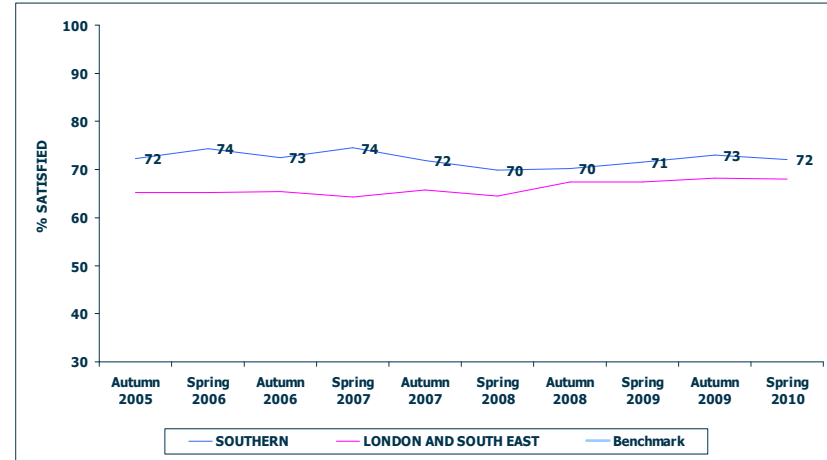


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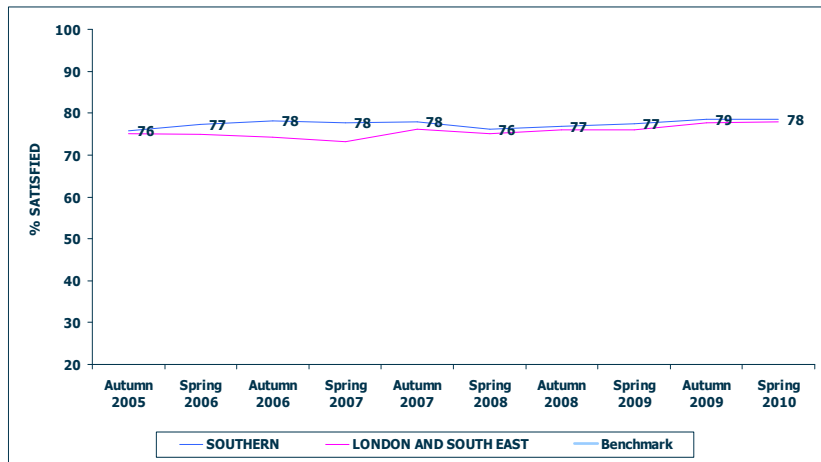
TRAIN – SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/ STAND (2498)



TRAIN – THE COMFORT OF THE SEATING AREA (2484)



TRAIN – THE EASE OF BEING ABLE TO GET ON AND OFF (2531)



TRAIN – YOUR PERSONAL SECURITY WHILST ON BOARD (2353)

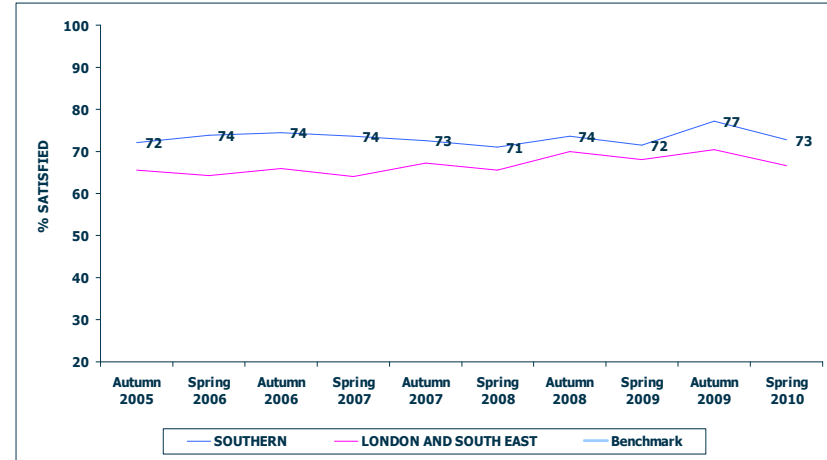


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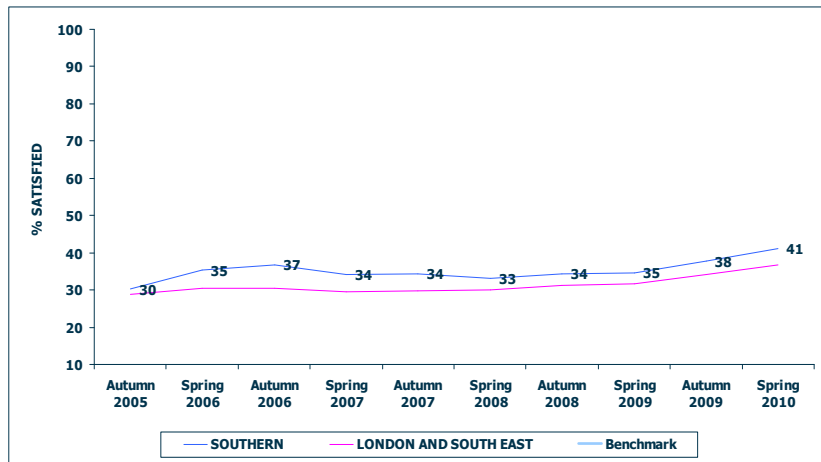
TRAIN – THE CLEANLINESS OF THE INSIDE (2566)



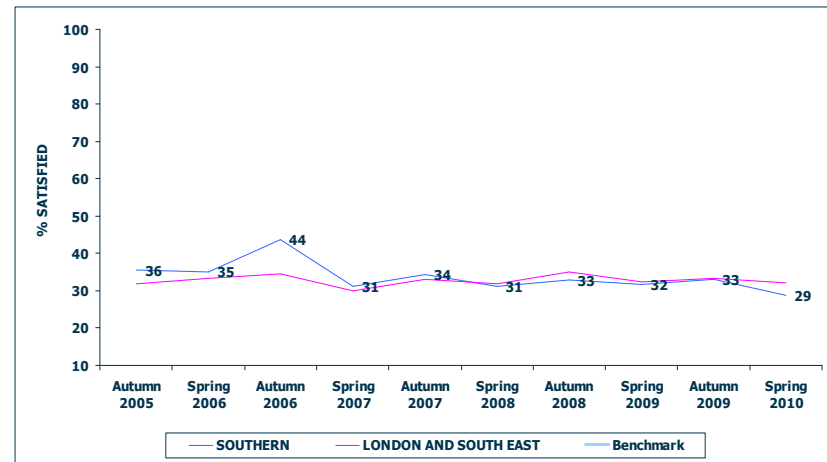
TRAIN – THE CLEANLINESS OF THE OUTSIDE (2239)



TRAIN – THE AVAILABILITY OF STAFF (1717)



TRAIN – HOW WELL TRAIN COMPANY DEALT WITH DELAYS (403)





# NATIONAL PASSENGER SURVEY - WAVE 22 – Spring 2010

## Southern

	PEAK				OFFPEAK			
	% satisfied/good		% satisfied/good		% satisfied/good		% satisfied/good	
	Spring 2010		Spring 2009		Spring 2010		Spring 2009	
OVERALL SATISFACTION	80	+	72		85		82	
STATION - TICKET BUYING FACILITIES	71	+	59		73		69	
STATION - PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	80		78		78		78	
STATION - THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	58		55		60		60	
STATION - CLEANLINESS	67		66		70		66	
STATION - FACILITIES AND SERVICES	45		46		52		49	
STATION - THE ATTITUDES AND HELPFULNESS OF THE STAFF	68	+	57		70	+	65	
STATION - CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT	73		75		79	+	74	
STATION - FACILITIES FOR CAR PARKING	43	+	28		43		43	
STATION - THE OVERALL ENVIRONMENT	59		59		63		61	
STATION - YOUR PERSONAL SECURITY WHILST USING	60		60		64	+	59	
STATION - THE AVAILABILITY OF STAFF AT THE STATION	58		52		61	+	56	
STATION - HOW REQUEST TO STATION STAFF WAS HANDLED	63		78		85		78	
TRAIN - THE FREQUENCY OF THE TRAINS ON THAT ROUTE	68		64		76	+	69	
TRAIN - PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING ON TIME)	76	+	67		80	+	75	
TRAIN - THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	77		73		86	+	81	
TRAIN - CONNECTIONS WITH OTHER TRAIN SERVICES	75	+	62		76	+	68	
TRAIN - THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	35	+	21		48	+	40	
TRAIN - CLEANLINESS OF THE TRAIN	76		74		73		73	
TRAIN - UP KEEP AND REPAIR OF THE TRAIN	71		70		73		75	
TRAIN - THE PROVISION OF INFORMATION DURING THE JOURNEY	71		66		76		75	
TRAIN - THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	51		43		59		57	
TRAIN - THE SPACE FOR LUGGAGE	42		38		51		53	
TRAIN - THE TOILET FACILITIES	36		26		36		40	
TRAIN - SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	44		42		74		74	
TRAIN - THE COMFORT OF THE SEATING AREA	62		60		75		75	
TRAIN - THE EASE OF BEING ABLE TO GET ON AND OFF	69		64		81		81	
TRAIN - YOUR PERSONAL SECURITY WHILST ON BOARD	68		67		74		70	
TRAIN - THE CLEANLINESS OF THE INSIDE	73		72		74		74	
TRAIN - THE CLEANLINESS OF THE OUTSIDE	70		69		73		72	
TRAIN - THE AVAILABILITY OF STAFF	37	+	26		42	+	37	
TRAIN - HOW WELL TRAIN COMPANY DEALT WITH DELAYS	12		21		34		36	

# 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](http://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.

SOUTHERN

WEIGHTED SAMPLE PROFILE

	Spring 2010	Spring 2009		Spring 2010	Spring 2009
	%	%		%	%
<u>SEX</u>			<u>DELAYS</u>		
Male	44	46	None	79	75
Female	53	51	Minor	18	19
Not stated	3	3	Major	2	5
			Not stated	2	2
<u>AGE</u>			<u>REGULAR TRAVELLER</u>		
16-25	9	13	Yes	67	66
26-34	18	19	No	33	34
35-44	22	21	<u>TIME OF TRAVEL</u>		
45-54	23	19	Peak	21	22
55-59	9	9	Off peak	79	78
60-64	8	8	<u>ASKED FOR HELP/INFORMATION</u>		
65+	9	8	Yes: Help	9	8
Not stated	2	2	Yes: Information	9	10
<u>JOURNEY PURPOSE (WEIGHTED)</u>			Couldn't find anyone to ask	2	3
Commuter	49	49	No	80	77
Business	16	16	Not stated	2	3
Leisure	35	35			



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 SOUTHERN

<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>	<u>STATION</u>	<u>UNWEIGHTED</u>
LONDON VICTORIA	502	HASTINGS	17	WEST BROMPTON	5
GATWICK AIRPORT	376	SUTTON (SURREY)	17	REIGATE	5
EAST CROYDON	331	REEDHAM (SURREY)	16	WEMBLEY CENTRAL	4
LONDON BRIDGE	204	HAMPDEN PARK	16	WIMBLEDON	4
CLAPHAM JUNCTION	160	SHOREHAM-BY-SEA	14	WIVELSFIELD	4
BRIGHTON	112	WANDSWORTH COMMON	13	TONBRIDGE	4
WEST CROYDON	87	PECKHAM RYE	13	BERKHAMSTED	3
EASTBOURNE	44	NEW CROSS GATE	13	ASHFORD (KENT)	3
THREE BRIDGES	39	STREATHAM	12	LITTLEHAVEN	3
CHICHESTER	34	TULSE HILL	11	LEIGHTON BUZZARD	3
CATERHAM	33	COULSDON SOUTH	11	PENGE WEST	3
REDHILL	32	WATFORD JUNCTION	10	KENSINGTON OLYMPIA	2
LINGFIELD	30	FAREHAM	10	FRATTON	2
SYDENHAM	29	CARSHALTON	10	SOUTHAMPTON CENTRAL	2
FOREST HILL	28	HONOR OAK PARK	9	MILTON KEYNES CENTRAL	2
PURLEY	26	WHYTELEAFE	9	PORTSMOUTH AND SOUTHSEA	2
LITTLEHAMPTON	26	HARROW AND WEALDSTONE	9	SUTTON COMMON	2
SOUTH CROYDON	26	WEST NORWOOD	8	BROCKLEY	2
NORWOOD JUNCTION	25	THORNTON HEATH	8	ANERLEY	1
SELHURST	25	PORTSMOUTH HARBOUR	8	UCKFIELD	1
BALHAM	25	DENMARK HILL	7	HEMEL HEMPSTEAD	1
HAYWARDS HEATH	24	CRAWLEY	7	TOOTING	1
EPSOM	21	BURGESS HILL	7		
WORTHING	21	BARNHAM	6		
CRYSTAL PALACE	19	LEATHERHEAD	6		
HORSHAM	18	ASHTAD	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**

	<b>SAMPLE</b>	<b>JOURNEY PURPOSE</b>			<b>DAY OF WEEK</b>		<b>STATION SIZE</b>			
<b>TOC</b>	<b>SIZE</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	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